

Healthcare Quarterly

Emergency department

Performance Profiles

October to December 2018

New South Wales: Emergency department (ED) overview

October to December 2018

All presentations:¹ 749,504 patients

Emergency presentations:² 724,306 patients

Same period last year	Change since one year ago
724,698	3%
698,098	4%

New South Wales: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 95,202 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 253,257 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 298,805 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 71,761 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 104 minutes

Same period last year

8 minutes
23 minutes

19 minutes
65 minutes

25 minutes
98 minutes

21 minutes
100 minutes

New South Wales: Time patients spent in the ED

October to December 2018

Presentations used to calculate time to leaving the ED:⁶ 749,416 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year

74%

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

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

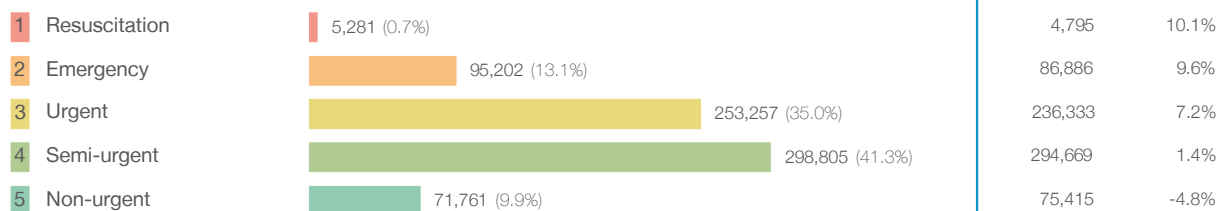
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

New South Wales: Patients presenting to the emergency department

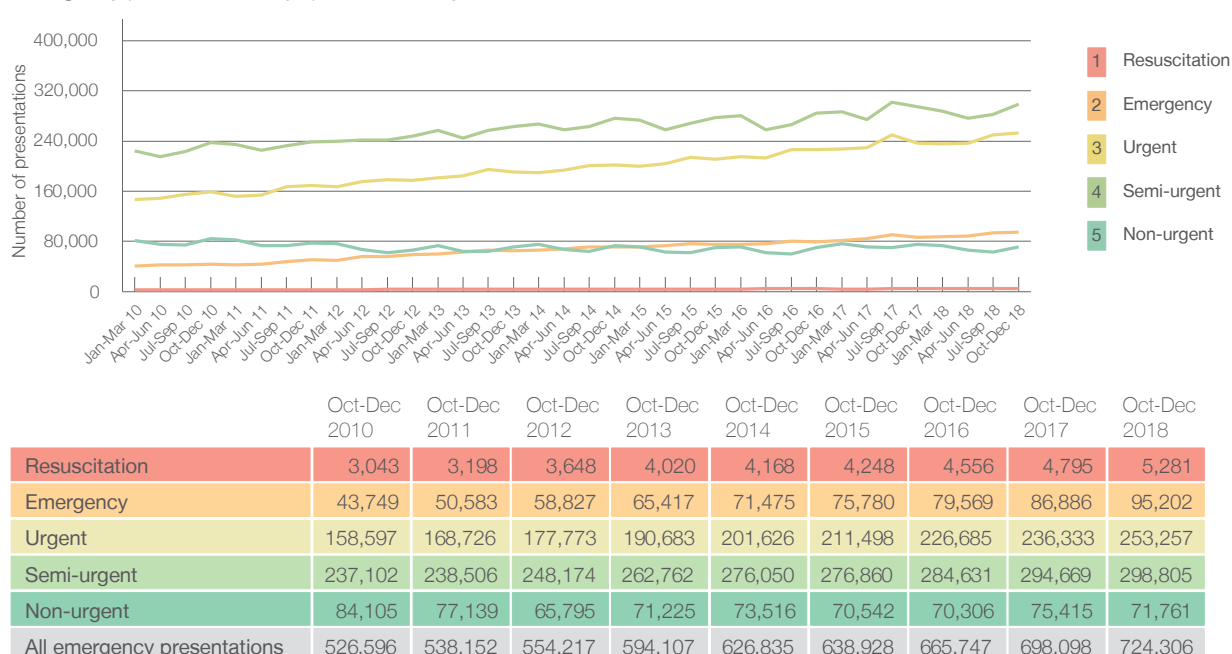
October to December 2018

All presentations:¹ 749,504 patients

Emergency presentations² by triage category: 724,306 patients



Emergency presentations² by quarter, January 2010 to December 2018



New South Wales: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 149,845 patients

ED Transfer of care time



New South Wales: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 95,202

Number of triage 2 patients used to calculate waiting time: ³ 93,959

Median time to start treatment ⁴

8 minutes

90th percentile time to start treatment ⁵

26 minutes

Same period
last year

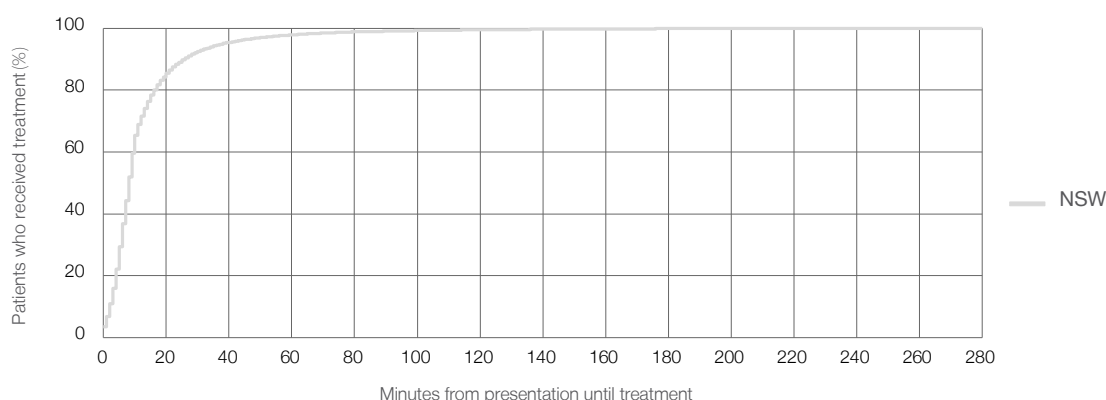
86,886

85,848

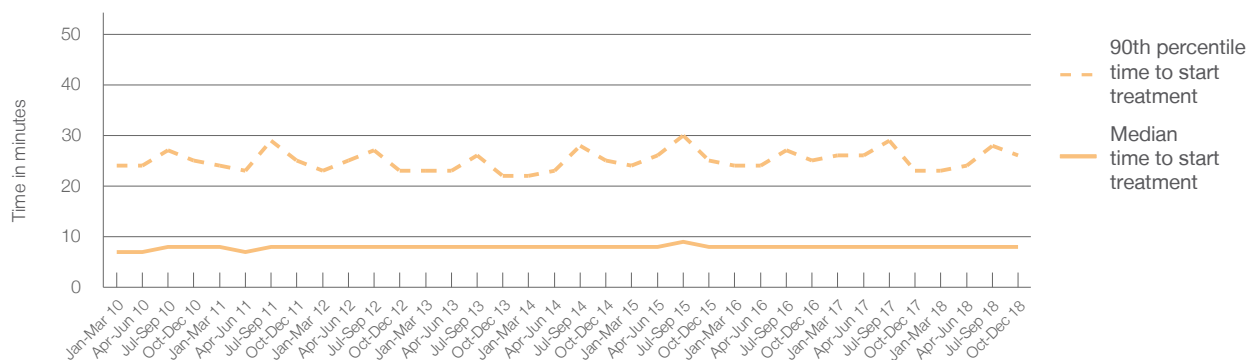
8 minutes

23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	25	25	23	22	25	25	25	23	26

New South Wales: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 253,257

Number of triage 3 patients used to calculate waiting time: ³ 246,184

Median time to start treatment ⁴

20 minutes

90th percentile time to start treatment ⁵

72 minutes

Same period
last year

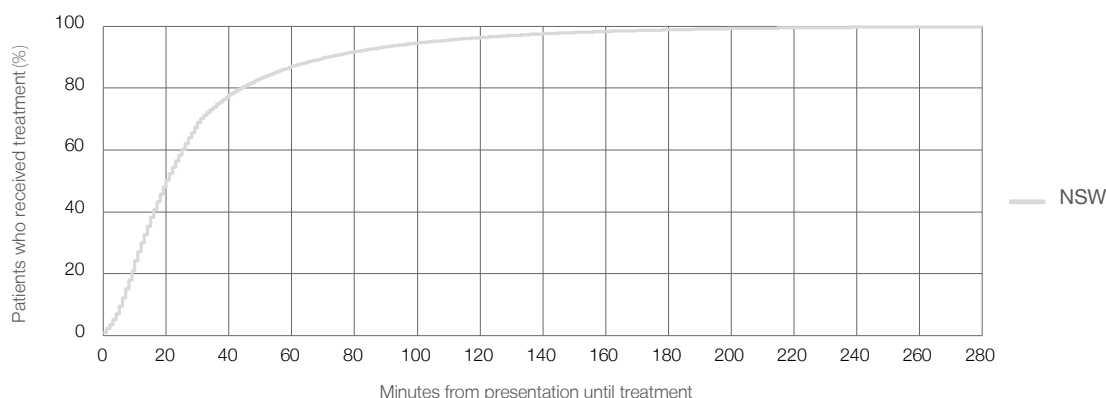
236,333

230,705

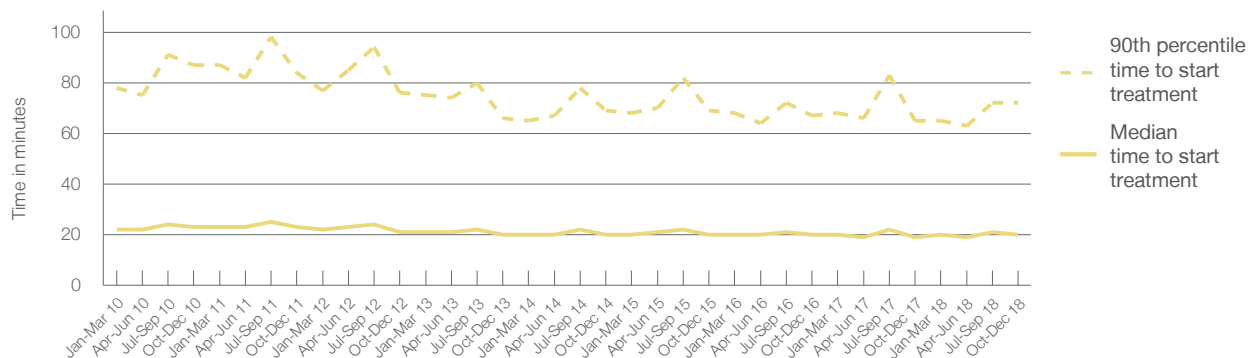
19 minutes

65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23	23	21	20	20	20	20	19	20
90th percentile time to start treatment ⁵ (minutes)	87	84	76	66	69	69	67	65	72

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

New South Wales: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 298,805

Number of triage 4 patients used to calculate waiting time:³ 275,661

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 104 minutes

Same period
last year

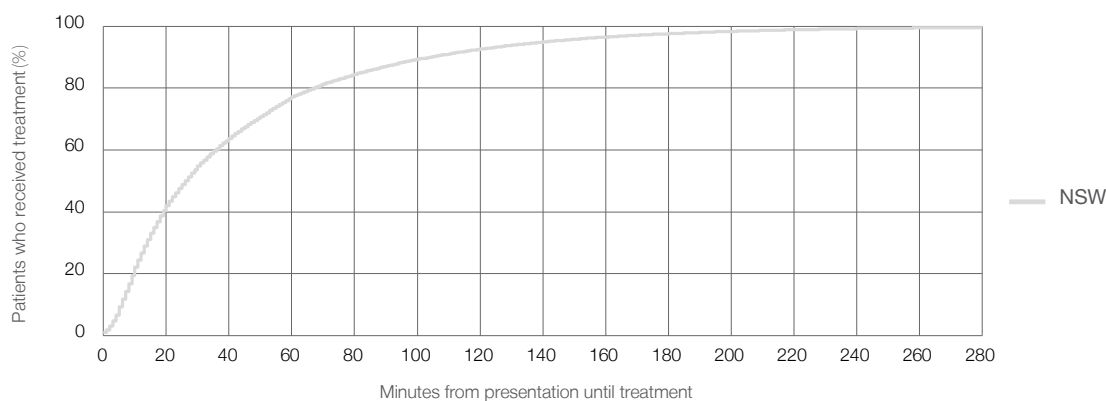
294,669

274,176

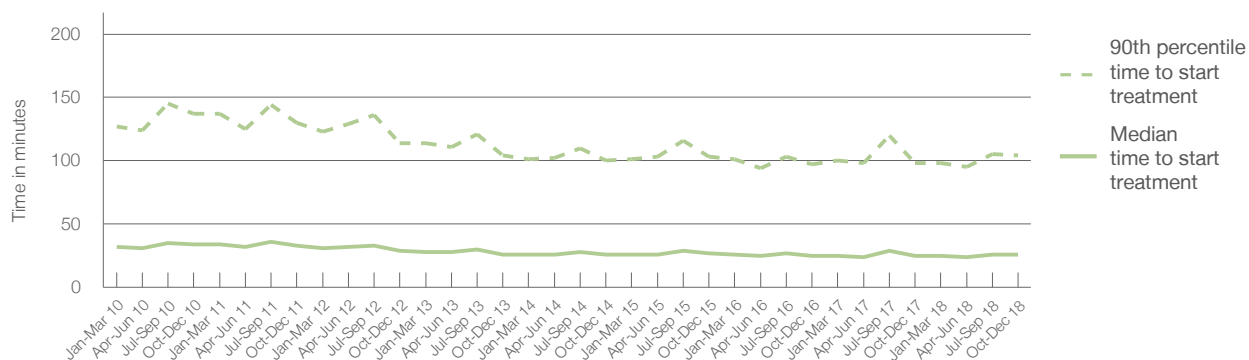
25 minutes

98 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	34	33	29	26	26	27	25	25	26
90th percentile time to start treatment ⁵ (minutes)	137	130	114	104	100	103	97	98	104

New South Wales: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 71,761

Number of triage 5 patients used to calculate waiting time: ³ 61,442

Median time to start treatment ⁴

23 minutes

90th percentile time to start treatment ⁵

104 minutes

Same period
last year

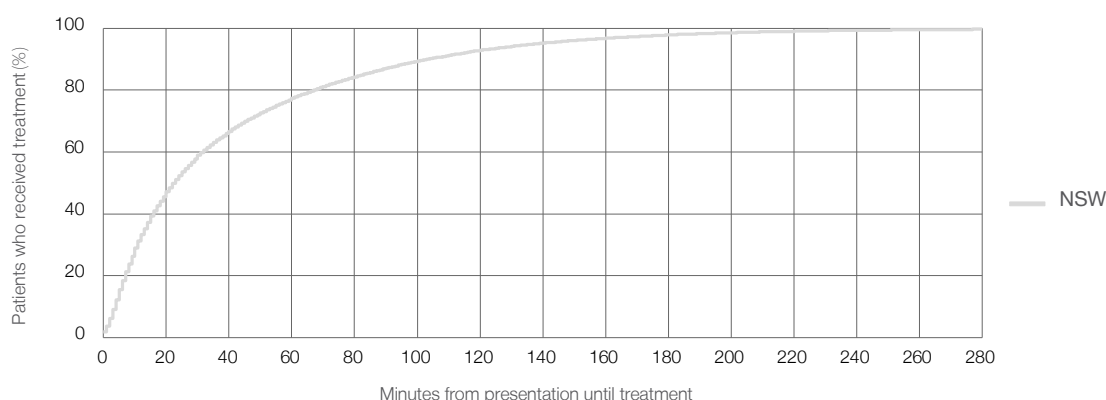
75,415

64,697

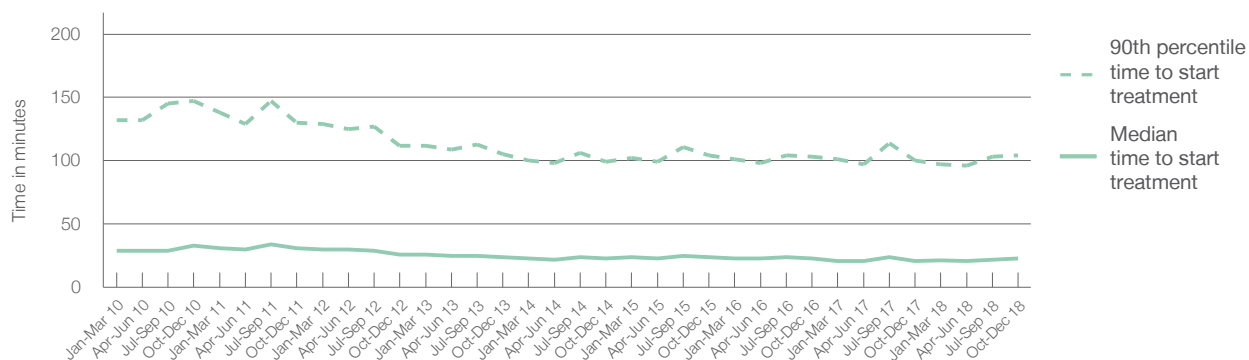
21 minutes

100 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33	31	26	24	23	24	23	21	23
90th percentile time to start treatment ⁵ (minutes)	147	130	112	105	99	104	103	100	104

New South Wales: Time patients spent in the ED

October to December 2018

All presentations:¹ 749,504 patients

Presentations used to calculate time to leaving the ED:⁶ 749,416 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

90th percentile time spent in the ED⁹ 7 hours and 19 minutes

Same period
last year

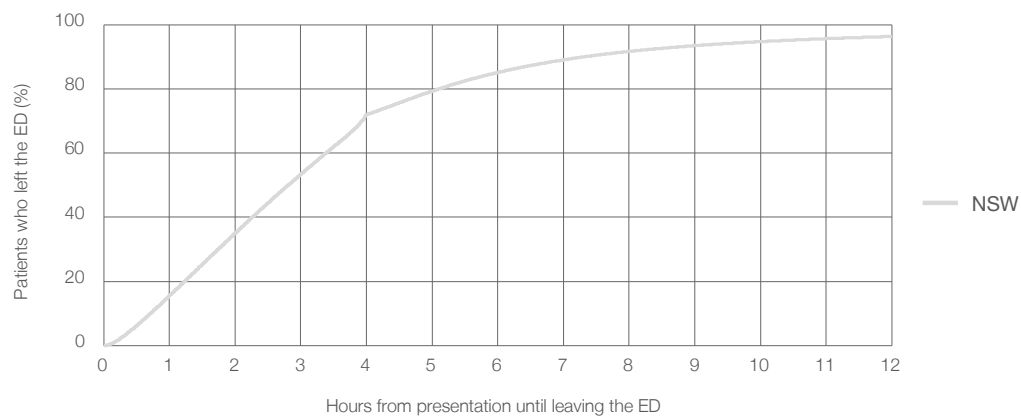
724,698

724,648

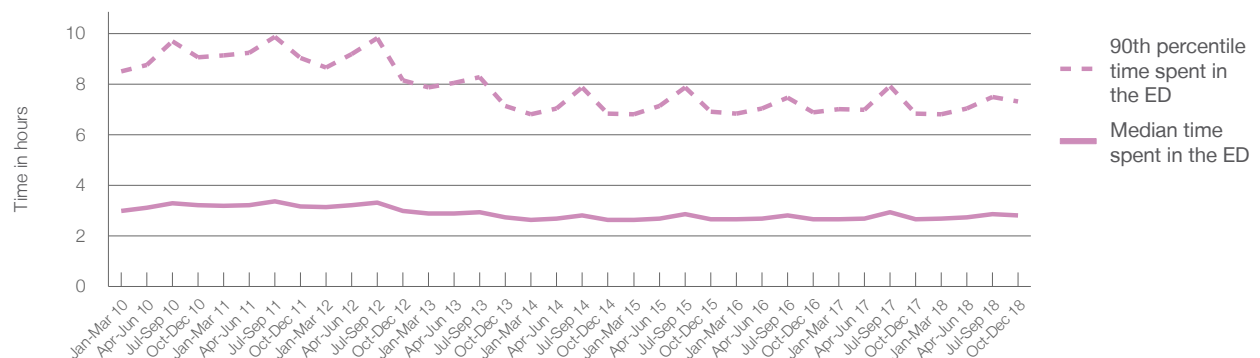
2 hours and
40 minutes

6 hours and
50 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 13m	3h 11m	3h 0m	2h 44m	2h 38m	2h 40m	2h 40m	2h 40m	2h 49m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 4m	9h 2m	8h 9m	7h 8m	6h 50m	6h 55m	6h 53m	6h 50m	7h 19m

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

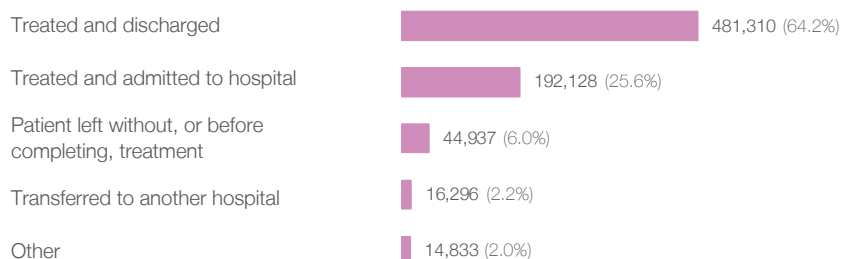
New South Wales: Time spent in the ED

By mode of separation

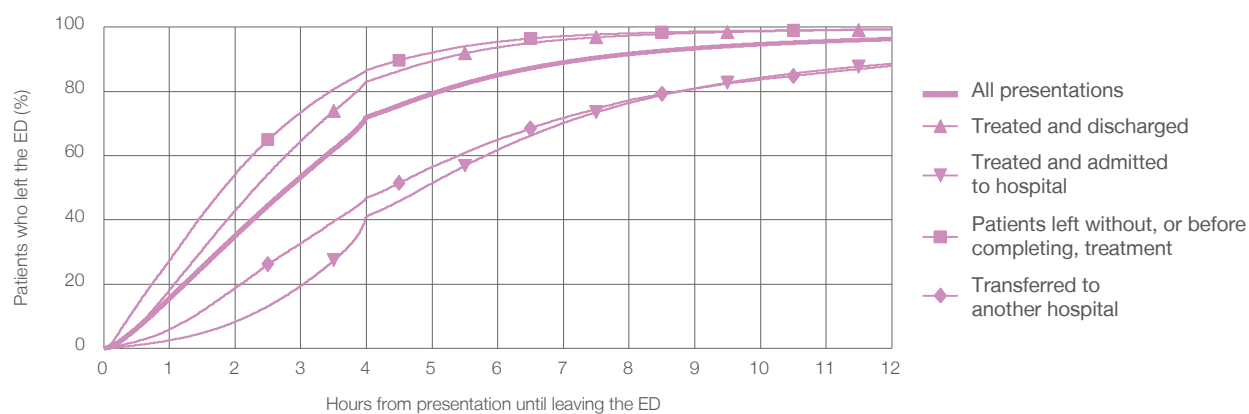
October to December 2018

All presentations:¹ 749,504 patients

Presentations used to calculate time spent in the ED:⁶ 749,416 patients



Percentage of patients who left the ED by time and mode of separation, October to December 2018



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

Treated and discharged	18.3%	43.0%	64.7%	83.1%	93.7%	97.4%	98.7%	99.3%
Treated and admitted to hospital	2.5%	8.3%	19.5%	41.1%	61.9%	76.4%	84.3%	88.7%
Patient left without, or before completing, treatment	27.5%	54.3%	73.6%	86.7%	95.5%	98.1%	98.9%	99.3%
Transferred to another hospital	5.9%	18.9%	32.8%	46.8%	65.0%	77.3%	83.7%	88.0%
All presentations	15.6%	35.2%	53.5%	72.0%	85.1%	91.7%	94.7%	96.3%

New South Wales: Time spent in the ED

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

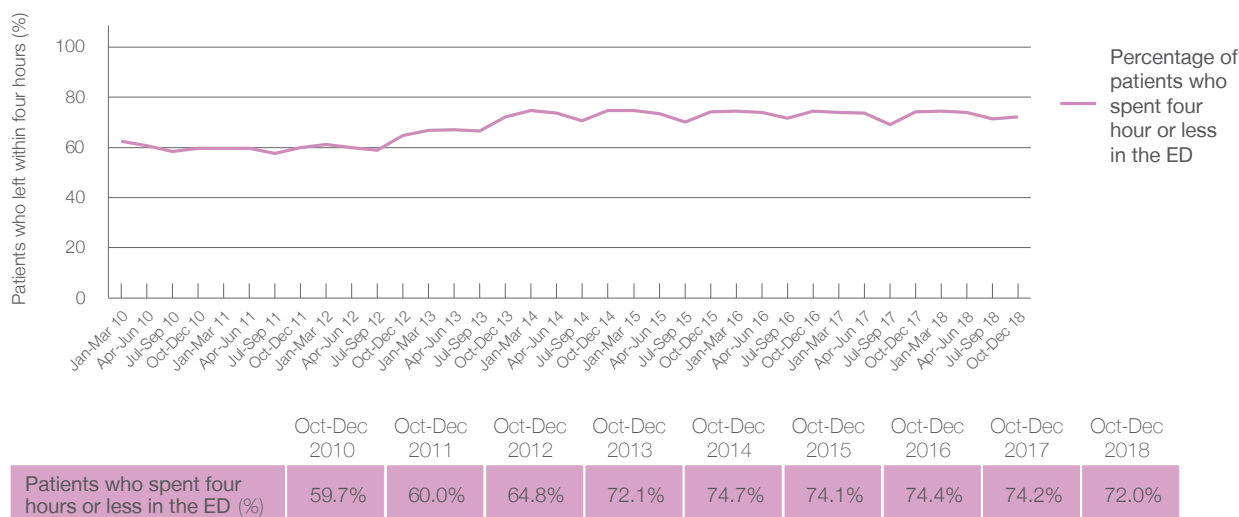
October to December 2018

All presentations at the emergency department: ¹ 749,504 patients

Presentations used to calculate time to leaving the ED: ⁶ 749,416 patients

Percentage of patients who spent four hours or less in the ED	72.0%	Same period last year	74.2%
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Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Bankstown-Lidcombe Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 14,331 patients

Emergency presentations:² 14,249 patients

Same period last year	Change since one year ago
13,750	4%
13,666	4%

Bankstown-Lidcombe Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,574 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,434 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,621 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 512 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
2,517	
10 minutes	8 minutes
29 minutes	26 minutes
6,399	
23 minutes	20 minutes
80 minutes	72 minutes
4,099	
27 minutes	26 minutes
108 minutes	104 minutes
548	
29 minutes	23 minutes
123 minutes	104 minutes

Bankstown-Lidcombe Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 14,331 patients

Percentage of patients who spent four hours or less in the ED 75%

Same period last year	Change since one year ago
13,750	4%
74%	

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

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

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

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

October to December 2018

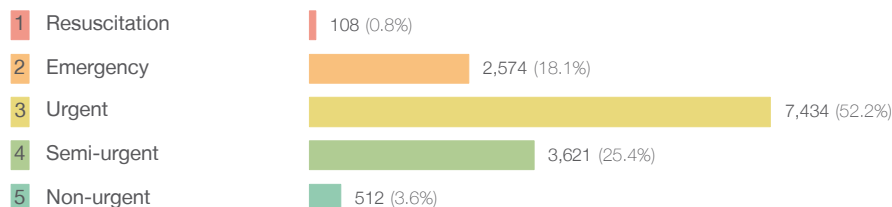
All presentations:¹ 14,331 patients

Same period last year Change since one year ago

13,750 4%

Emergency presentations² by triage category: 14,249 patients

13,666 4%



103 4.9%

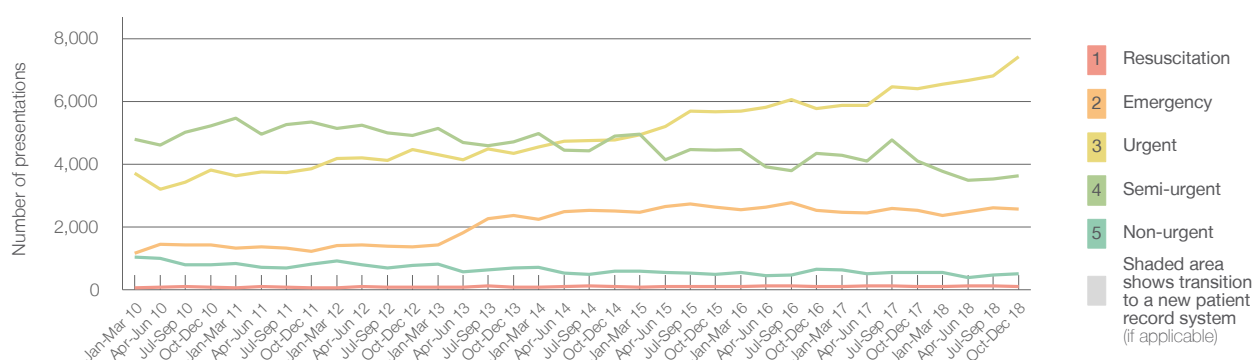
2,517 2.3%

6,399 16.2%

4,099 -11.7%

548 -6.6%

Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	88	57	71	78	94	94	103	103	108
Emergency	1,424	1,227	1,359	2,371	2,509	2,629	2,521	2,517	2,574
Urgent	3,820	3,846	4,474	4,333	4,762	5,662	5,764	6,399	7,434
Semi-urgent	5,221	5,340	4,918	4,708	4,895	4,454	4,351	4,099	3,621
Non-urgent	785	822	773	682	594	479	653	548	512
All emergency presentations	11,338	11,292	11,595	12,172	12,854	13,318	13,392	13,666	14,249

Bankstown-Lidcombe Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 4,347 patients

Same period last year Change since one year ago

3,948

ED Transfer of care time

Median time 14 minutes

13 minutes 1 minute

90th percentile time 33 minutes

26 minutes 7 minutes

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

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

Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 2,574

Number of triage 2 patients used to calculate waiting time:³ 2,571

Median time to start treatment⁴

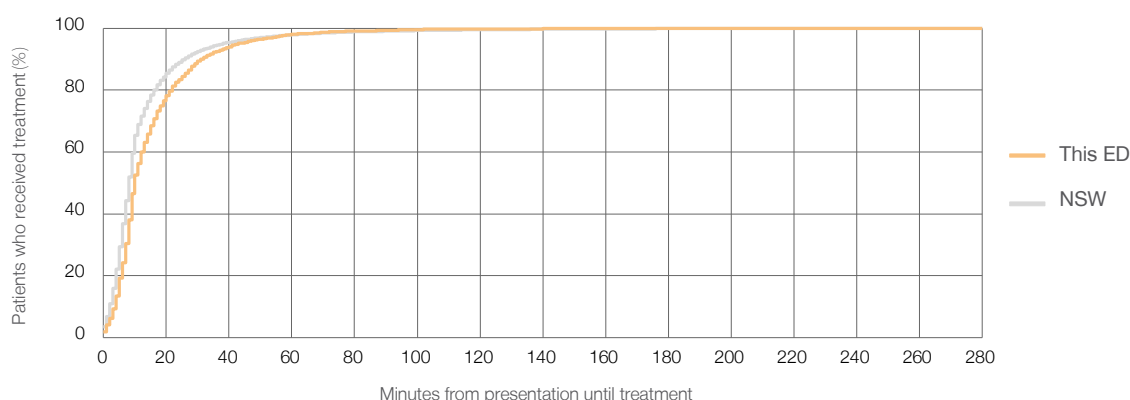
10 minutes

90th percentile time to start treatment⁵

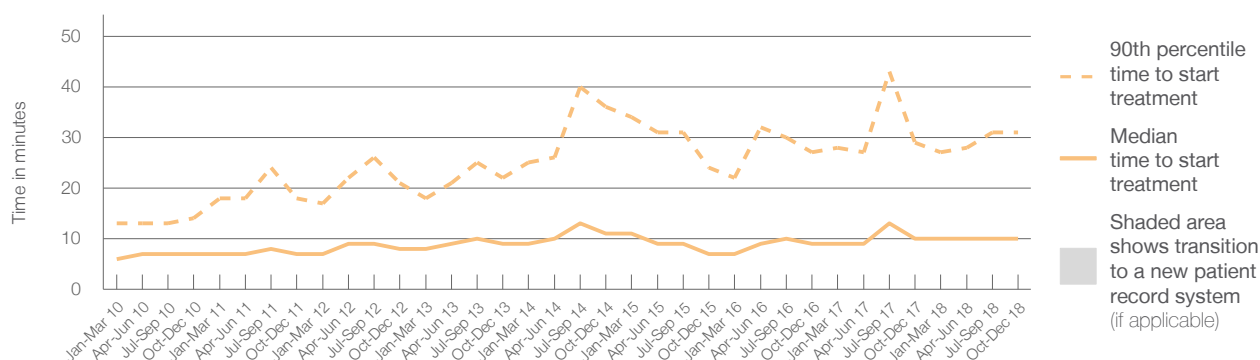
31 minutes

Same period last year	NSW (this period)
2,517	
2,511	
10 minutes	8 minutes
29 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	7	8	9	11	7	9	10	10
90th percentile time to start treatment ⁵ (minutes)	14	18	21	22	36	24	27	29	31

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

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

Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 7,434

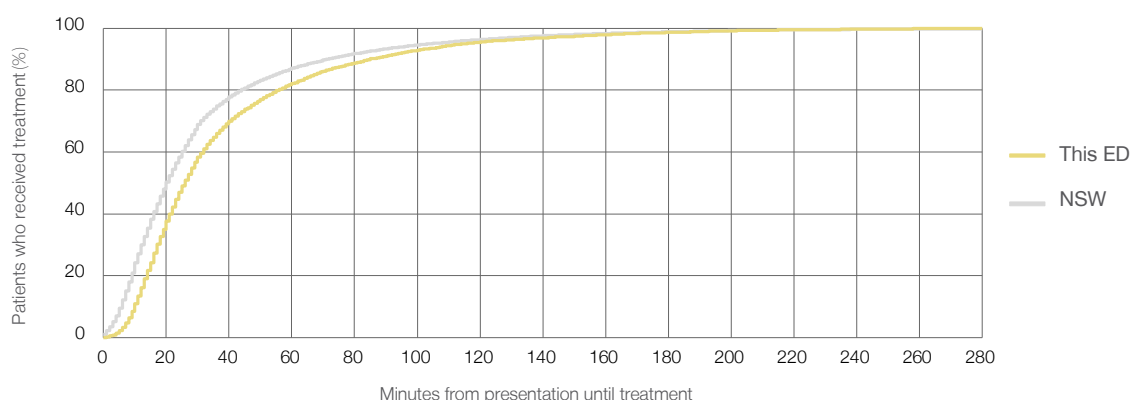
Number of triage 3 patients used to calculate waiting time:³ 7,335

Median time to start treatment⁴ 26 minutes

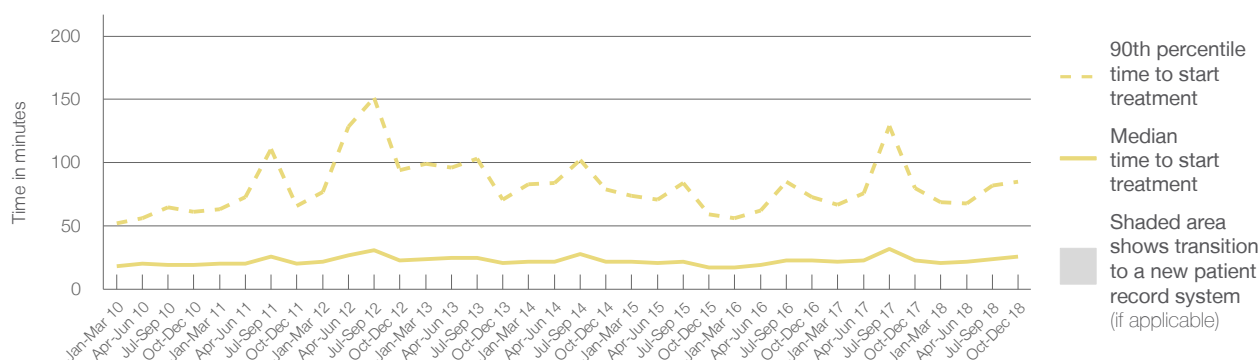
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
6,399	
6,292	
23 minutes	20 minutes
80 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	20	23	21	22	17	23	23	26
90th percentile time to start treatment ⁵ (minutes)	61	66	94	71	79	59	73	80	85

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

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

Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 3,621

Number of triage 4 patients used to calculate waiting time:³ 3,517

Median time to start treatment⁴

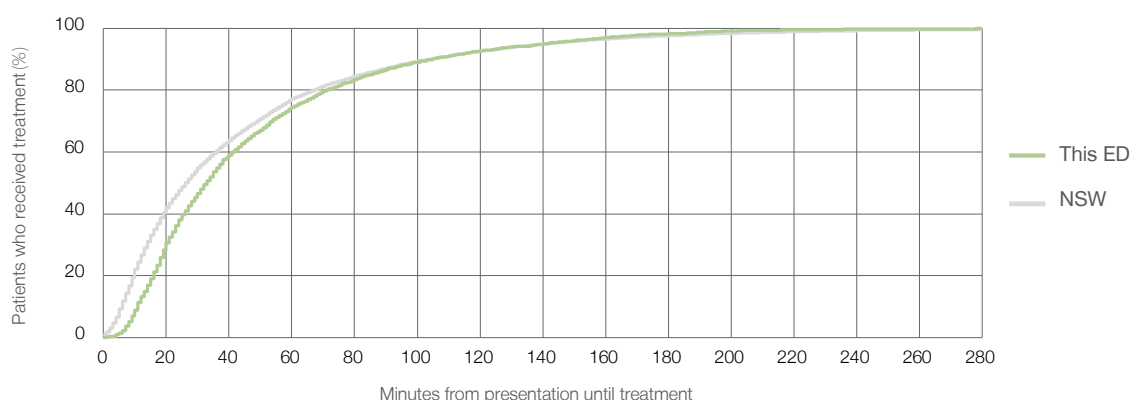
33 minutes

90th percentile time to start treatment⁵

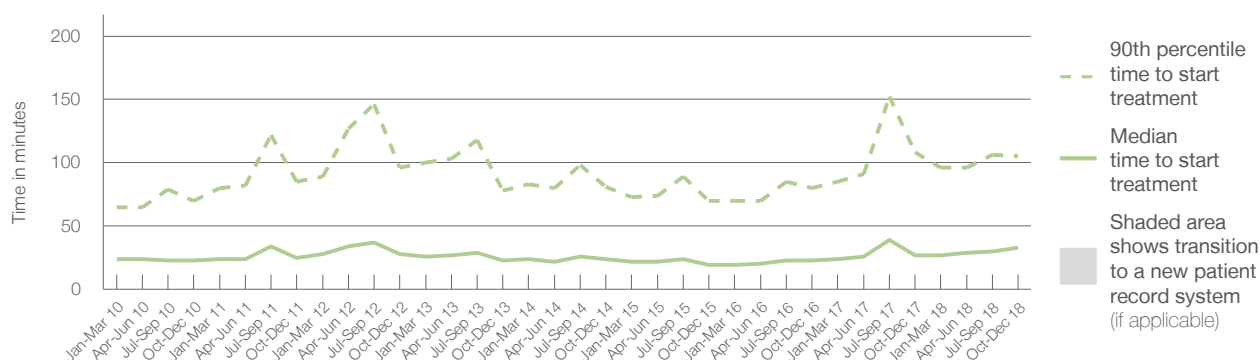
105 minutes

Same period last year	NSW (this period)
4,099	
3,939	
27 minutes	26 minutes
108 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23	25	28	23	24	19	23	27	33
90th percentile time to start treatment ⁵ (minutes)	70	85	96	78	81	70	80	108	105

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

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

Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 512

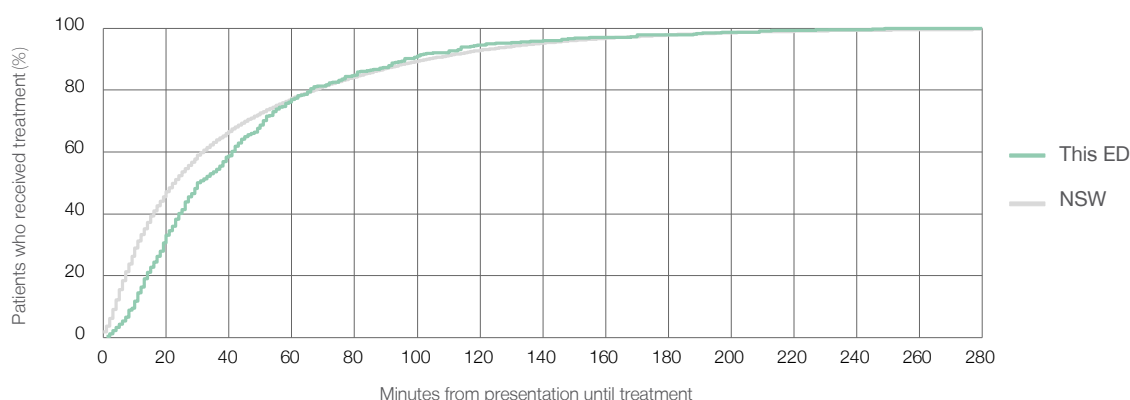
Number of triage 5 patients used to calculate waiting time:³ 408

Median time to start treatment⁴ 31 minutes

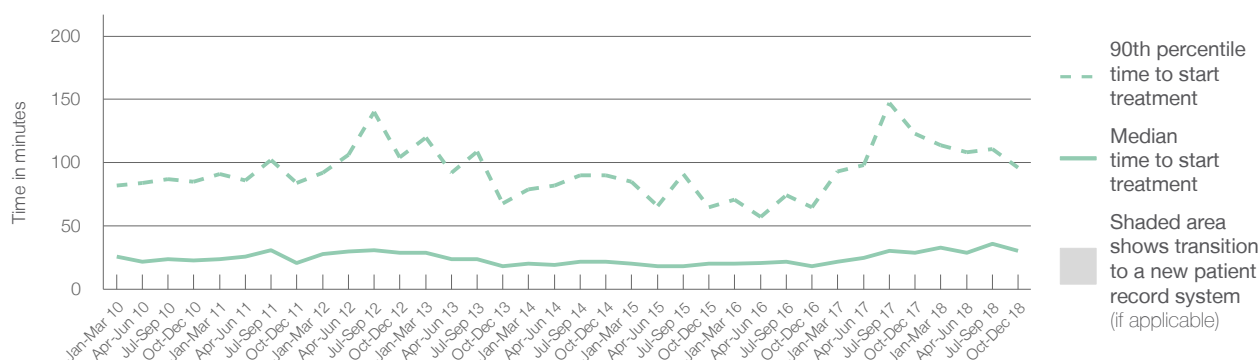
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
548	
420	
29 minutes	23 minutes
123 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23	21	29	18	22	20	18	29	31
90th percentile time to start treatment ⁵ (minutes)	85	84	104	68	90	65	65	123	96

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

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

Bankstown-Lidcombe Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 14,331 patients

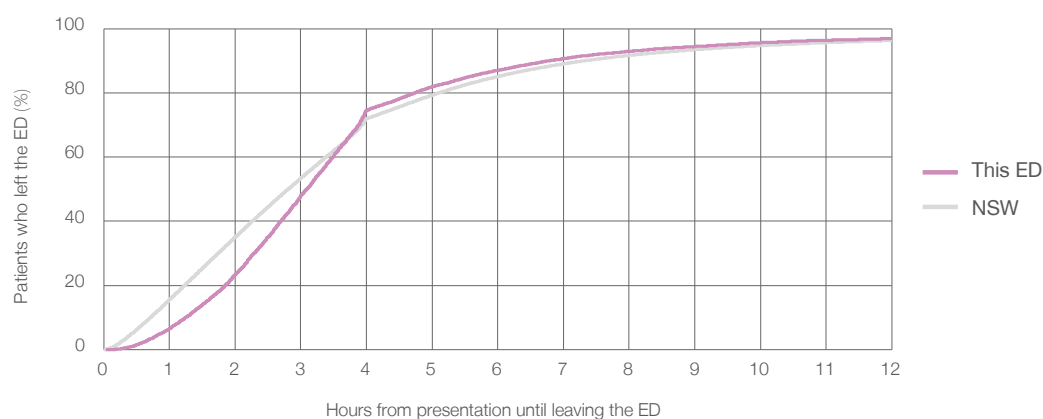
Presentations used to calculate time to leaving the ED:⁶ 14,331 patients

Median time spent in the ED⁸ 3 hours and 6 minutes

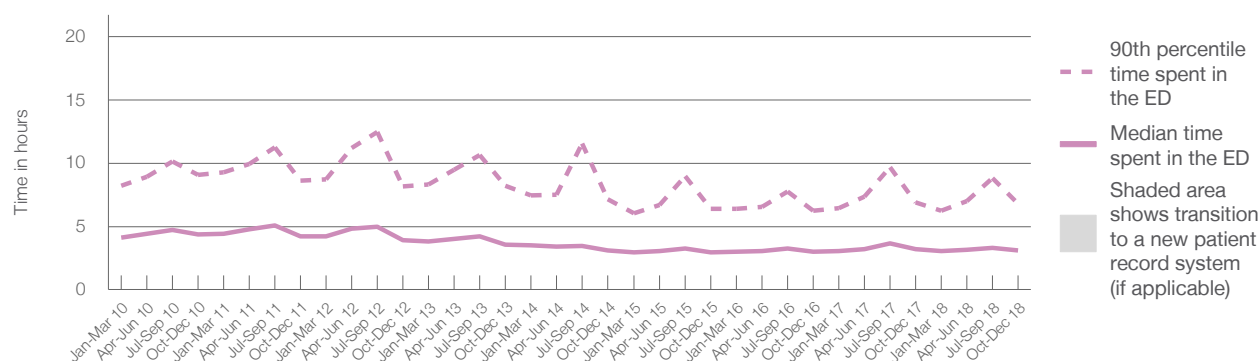
90th percentile time spent in the ED⁹ 6 hours and 47 minutes

Same period last year	NSW (this period)
13,750	
13,750	
3 hours and 12 minutes	2 hours and 49 minutes
6 hours and 53 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 23m	4h 12m	3h 55m	3h 34m	3h 7m	2h 58m	3h 0m	3h 12m	3h 6m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 5m	8h 38m	8h 10m	8h 13m	7h 8m	6h 24m	6h 14m	6h 53m	6h 47m

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

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

Bankstown-Lidcombe Hospital: Time patients spent in the ED

By mode of separation

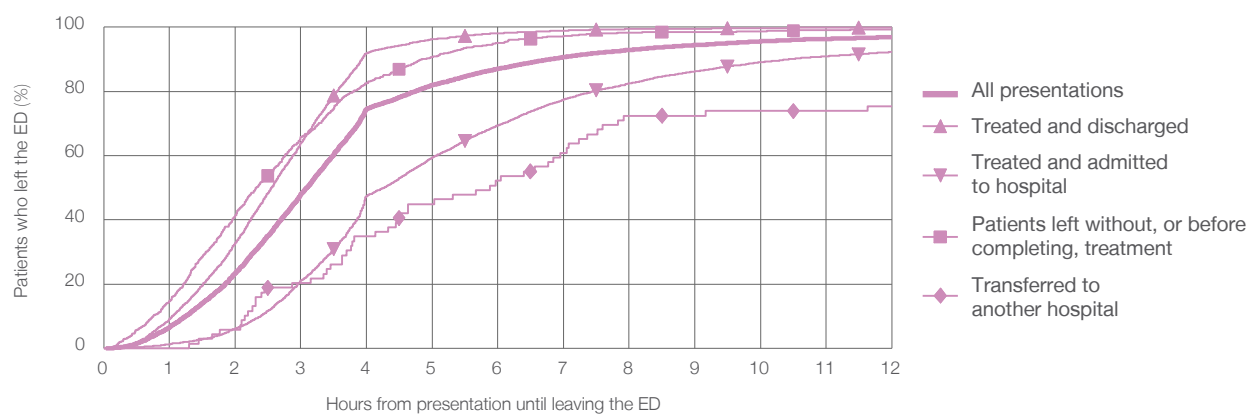
October to December 2018

All presentations:[†] 14,331 patients

Presentations used to calculate time to leaving the ED:[‡] 14,331 patients

		Same period last year	Change since one year ago
		13,750	4%
Treated and discharged	7,900 (55.1%)	7,539	4.8%
Treated and admitted to hospital	5,311 (37.1%)	4,898	8.4%
Patient left without, or before completing, treatment	1,036 (7.2%)	1,225	-15.4%
Transferred to another hospital	69 (0.5%)	73	-5.5%
Other	15 (0.1%)	15	0.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.1%	32.8%	63.9%	92.0%	98.1%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.2%	6.1%	21.0%	47.4%	69.4%	82.5%	89.1%	92.4%
Patient left without, or before completing, treatment	14.8%	41.5%	65.7%	82.6%	95.1%	98.3%	98.7%	99.3%
Transferred to another hospital	0%	5.8%	20.3%	34.8%	52.2%	72.5%	73.9%	75.4%
All presentations	6.6%	23.5%	48.0%	74.5%	87.0%	92.9%	95.6%	96.9%

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

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

Bankstown-Lidcombe Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 14,331 patients

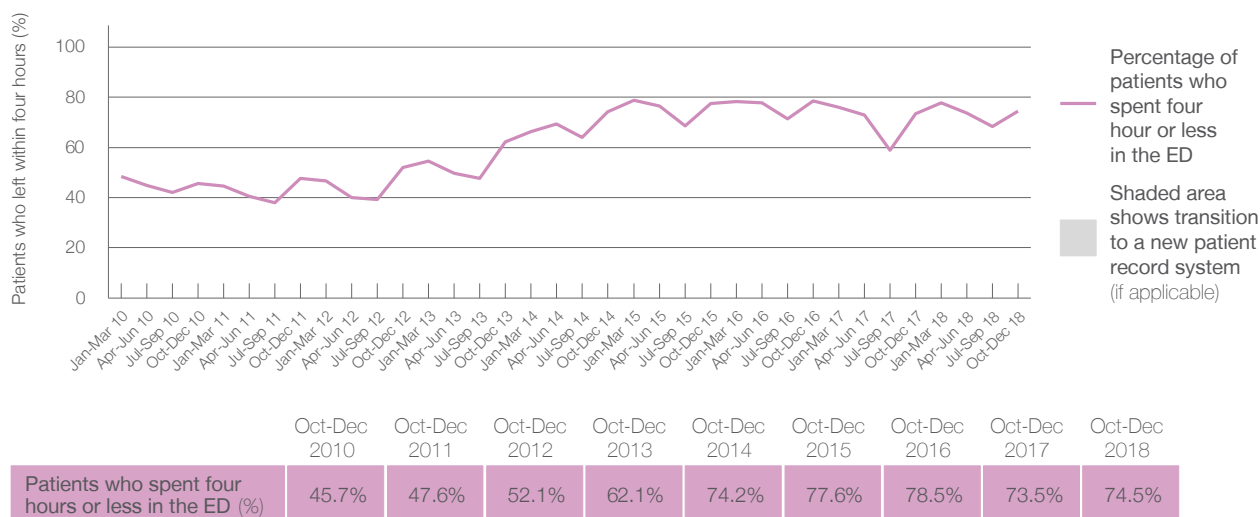
Presentations used to calculate time to leaving the ED: ⁶ 14,331 patients

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



Same period last year	Change since one year ago
13,750	4%
13,750	4%
73.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Concord Repatriation General Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,662 patients

Emergency presentations:² 10,608 patients

Same period last year	Change since one year ago
10,220	4%
10,196	4%

Concord Repatriation General Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,310 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,740 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,054 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 426 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,159	
9 minutes	8 minutes
19 minutes	26 minutes
4,431	
26 minutes	20 minutes
89 minutes	72 minutes
4,107	
27 minutes	26 minutes
96 minutes	104 minutes
453	
22 minutes	23 minutes
83 minutes	104 minutes

Concord Repatriation General Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,659 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
10,217	4%
75%	

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

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

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

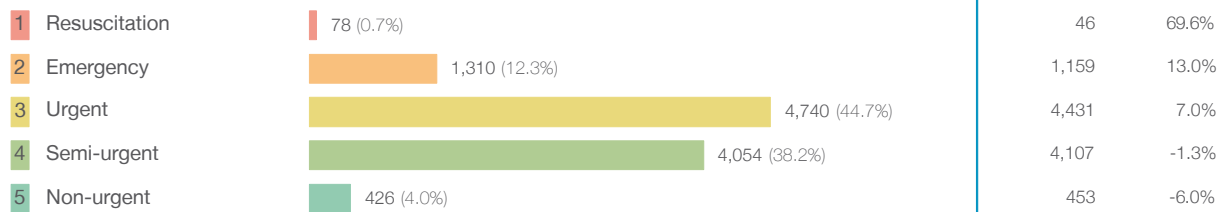
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Concord Repatriation General Hospital: Patients presenting to the emergency department

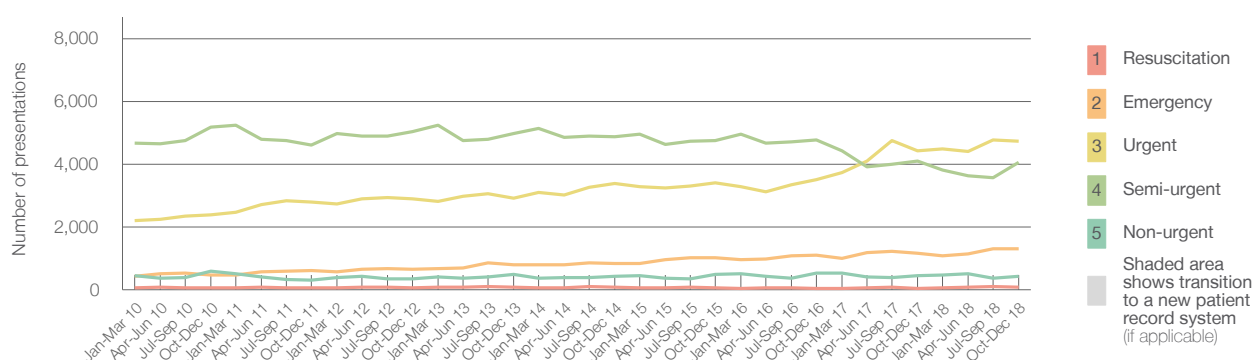
October to December 2018

All presentations:¹ 10,662 patients

Emergency presentations² by triage category: 10,608 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	57	60	68	85	76	56	43	46	78
Emergency	462	619	658	802	828	1,010	1,101	1,159	1,310
Urgent	2,392	2,785	2,891	2,924	3,393	3,408	3,511	4,431	4,740
Semi-urgent	5,179	4,618	5,042	4,985	4,867	4,751	4,779	4,107	4,054
Non-urgent	593	298	353	496	429	478	525	453	426
All emergency presentations	8,683	8,380	9,012	9,292	9,593	9,703	9,959	10,196	10,608

Concord Repatriation General Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,391 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.

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,310

Number of triage 2 patients used to calculate waiting time: ³ 1,290

Median time to start treatment ⁴

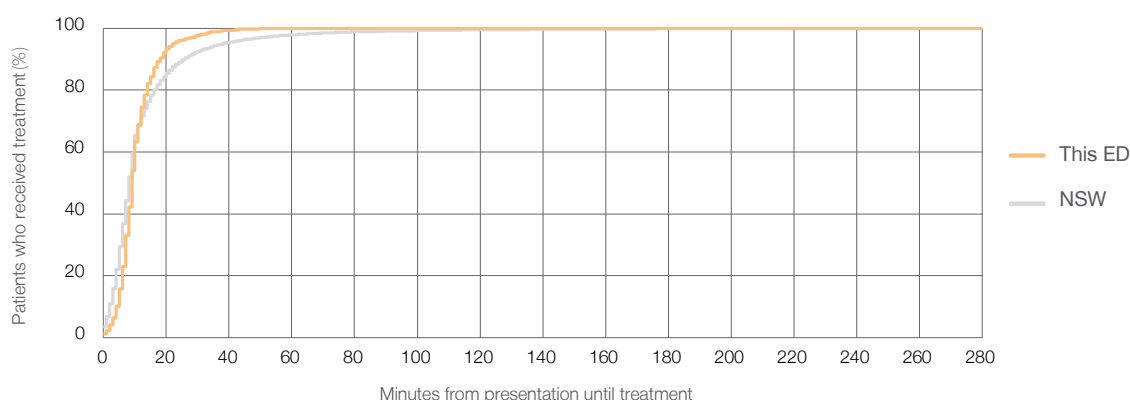
9 minutes

90th percentile time to start treatment ⁵

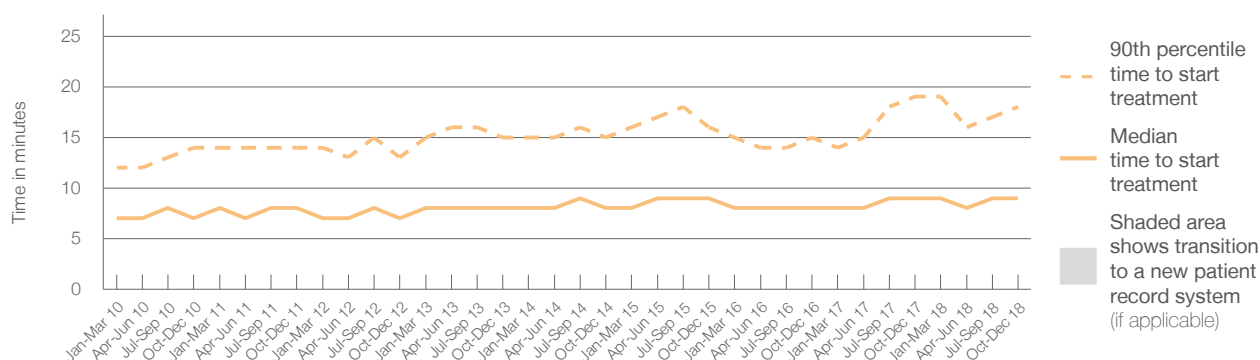
18 minutes

Same period last year	NSW (this period)
1,159	
1,154	
9 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	8	7	8	8	9	8	9	9
90th percentile time to start treatment ⁵ (minutes)	14	14	13	15	15	16	15	19	18

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

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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 4,740

Number of triage 3 patients used to calculate waiting time:³ 4,614

Median time to start treatment⁴

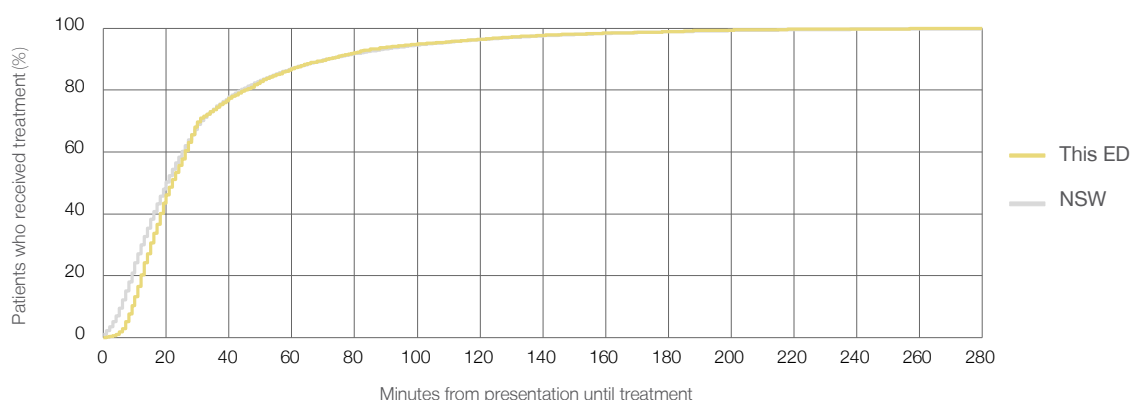
22 minutes

90th percentile time to start treatment⁵

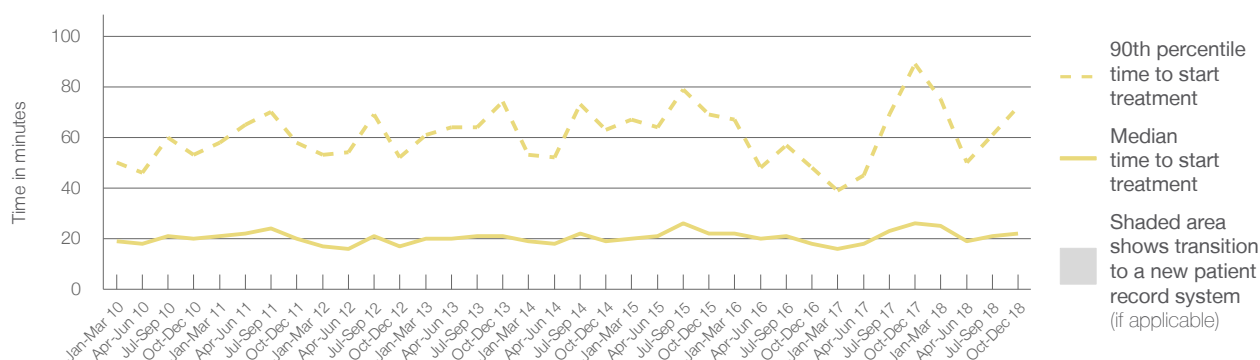
72 minutes

Same period last year	NSW (this period)
4,431	
4,271	
26 minutes	20 minutes
89 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	20	17	21	19	22	18	26	22
90th percentile time to start treatment ⁵ (minutes)	53	58	52	74	63	69	48	89	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.

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,054

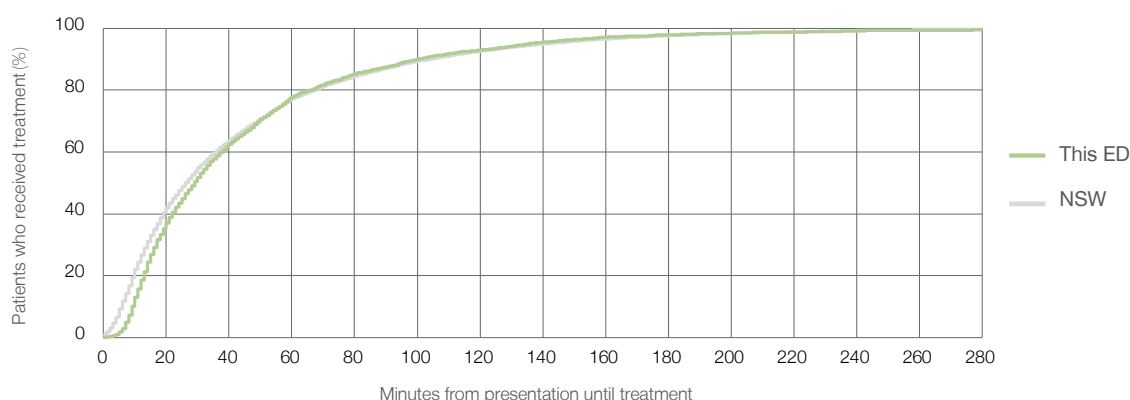
Number of triage 4 patients used to calculate waiting time:³ 3,788

Median time to start treatment⁴ 29 minutes

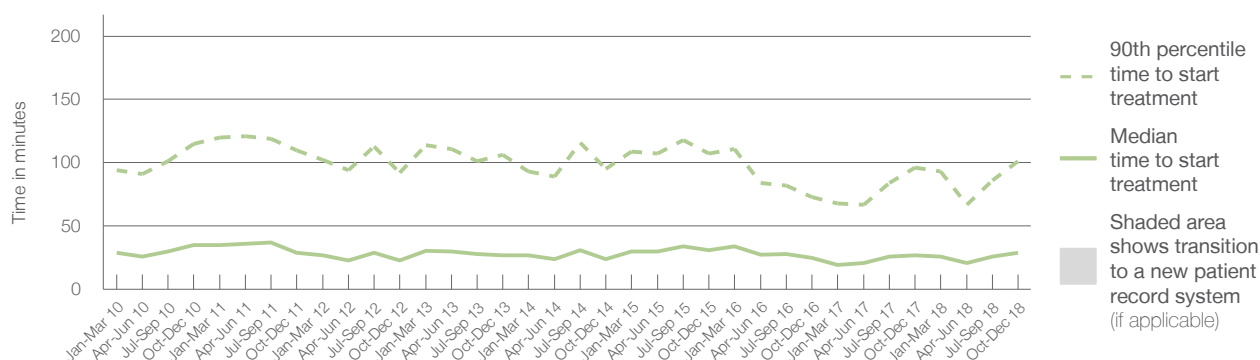
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
4,107	
3,817	
27 minutes	26 minutes
96 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	29	23	27	24	31	25	27	29
90th percentile time to start treatment ⁵ (minutes)	115	110	92	106	95	107	73	96	101

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

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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 426

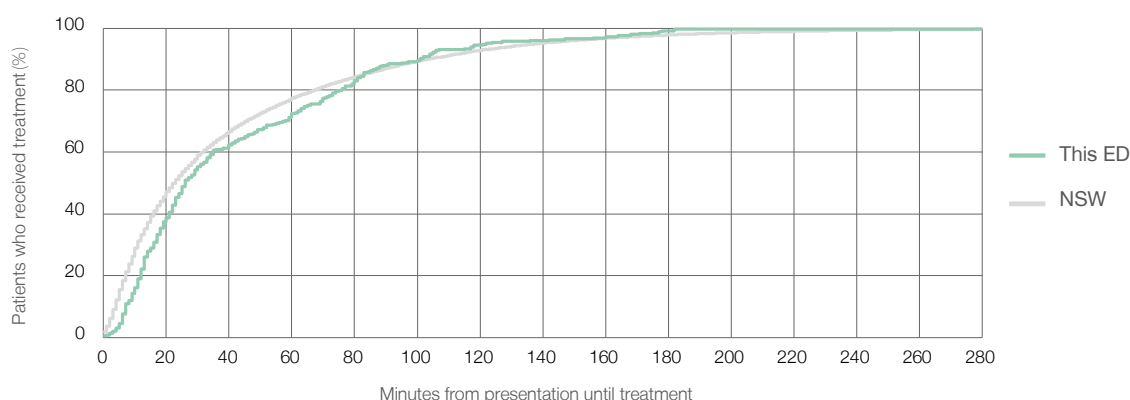
Number of triage 5 patients used to calculate waiting time:³ 348

Median time to start treatment⁴ 26 minutes

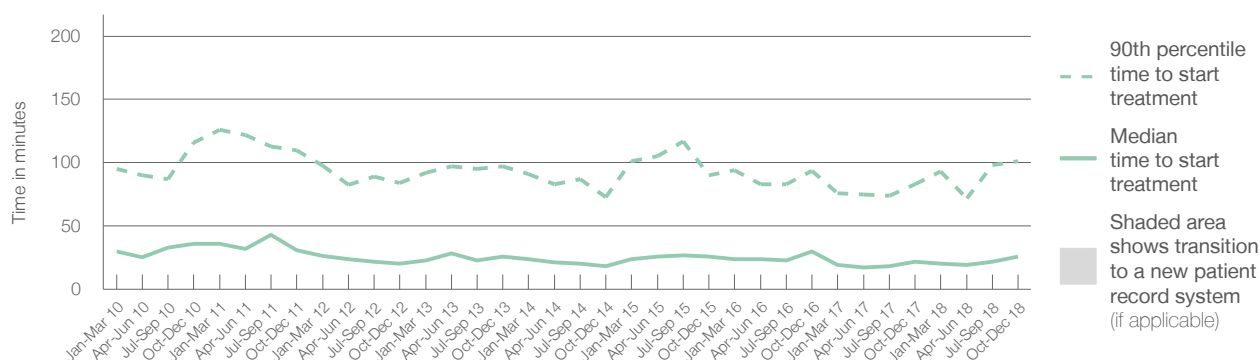
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
453	
384	
22 minutes	23 minutes
83 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	36	31	20	26	18	26	30	22	26
90th percentile time to start treatment ⁵ (minutes)	116	110	84	97	73	90	94	83	101

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

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

Concord Repatriation General Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,662 patients

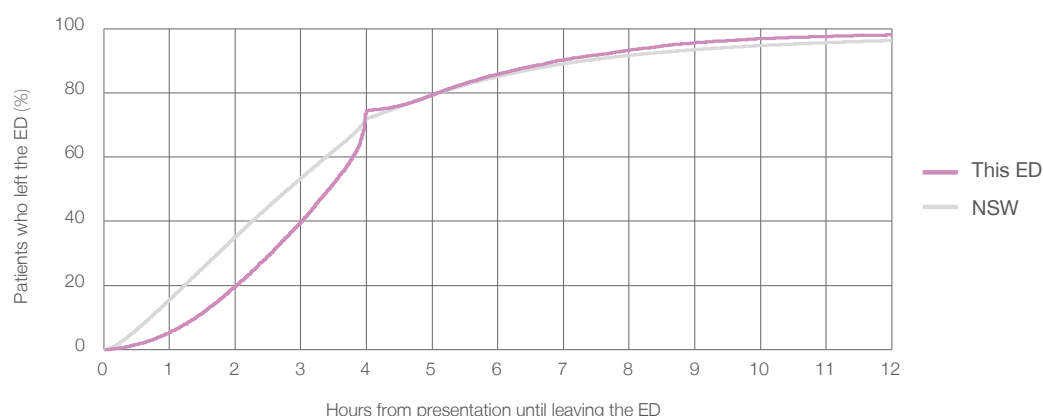
Presentations used to calculate time to leaving the ED:⁶ 10,659 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

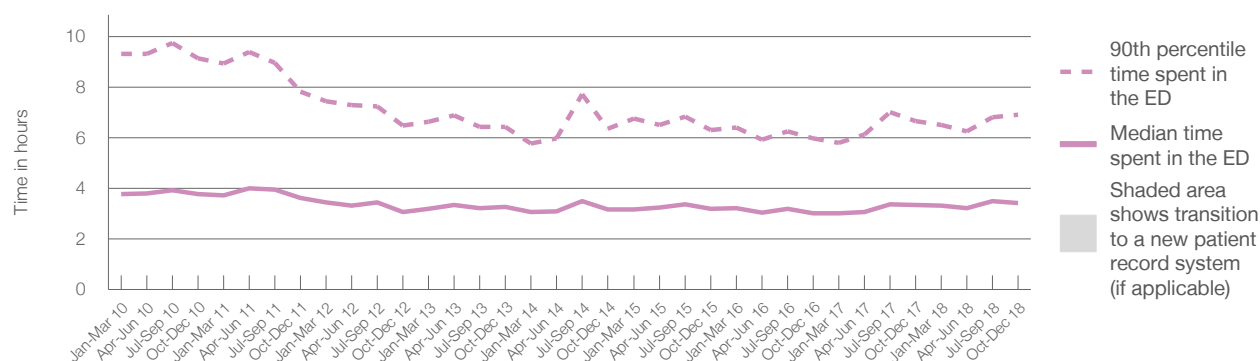
90th percentile time spent in the ED⁹ 6 hours and 55 minutes

Same period last year	NSW (this period)
10,220	
10,217	
3 hours and 21 minutes	2 hours and 49 minutes
6 hours and 40 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 46m	3h 38m	3h 4m	3h 16m	3h 10m	3h 12m	3h 1m	3h 21m	3h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 9m	7h 49m	6h 29m	6h 26m	6h 21m	6h 19m	5h 59m	6h 40m	6h 55m

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Concord Repatriation General Hospital: Time patients spent in the ED

By mode of separation

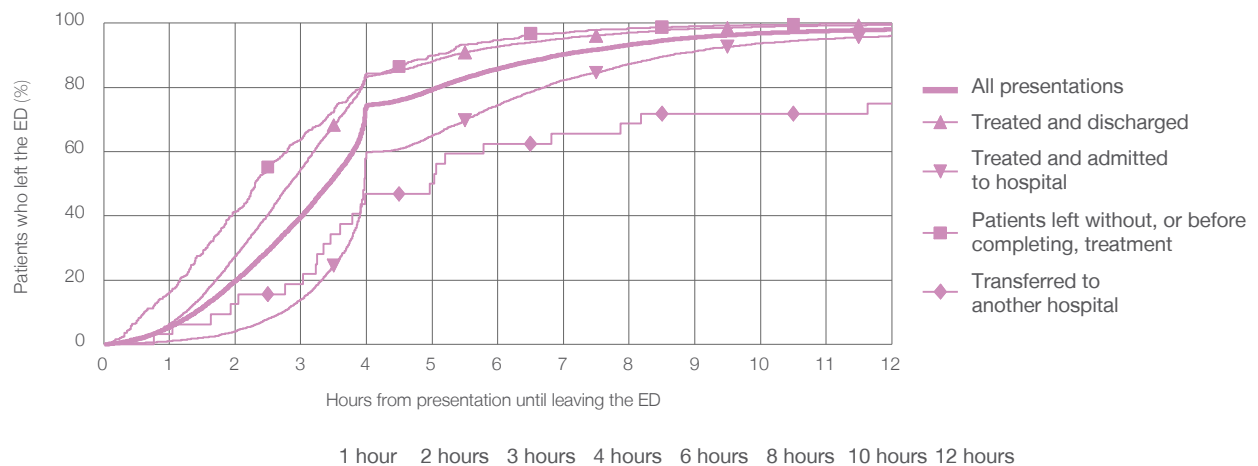
October to December 2018

All presentations:[†] 10,662 patients

Presentations used to calculate time to leaving the ED:[‡] 10,659 patients

		Same period last year	Change since one year ago
		10,217	4%
Treated and discharged	5,926 (55.6%)	6,049	-2.0%
Treated and admitted to hospital	4,067 (38.1%)	3,557	14.3%
Patient left without, or before completing, treatment	500 (4.7%)	439	13.9%
Transferred to another hospital	32 (0.3%)	26	23.1%
Other	137 (1.3%)	149	-8.1%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.4%	27.5%	54.6%	83.3%	92.7%	97.0%	98.9%	99.5%
Treated and admitted to hospital	1.0%	4.1%	13.9%	59.8%	74.5%	87.3%	93.7%	96.1%
Patient left without, or before completing, treatment	16.2%	41.2%	63.8%	84.4%	94.8%	98.6%	99.6%	99.8%
Transferred to another hospital	3.1%	12.5%	18.8%	46.9%	62.5%	68.8%	71.9%	75.0%
All presentations	5.4%	19.7%	39.8%	74.4%	85.8%	93.3%	96.9%	98.1%

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

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

Concord Repatriation General Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,662 patients

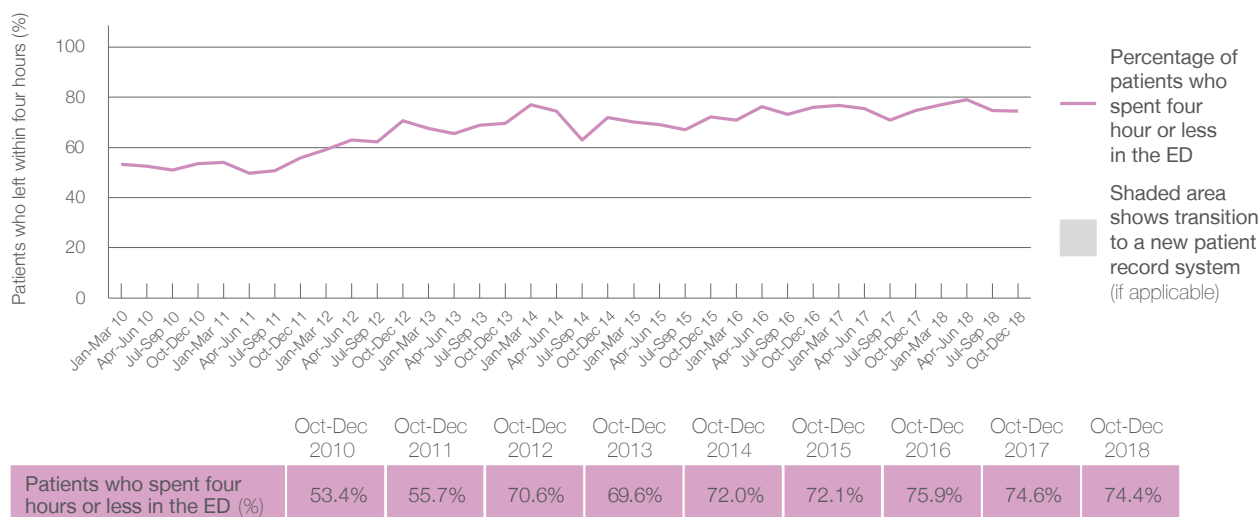
Presentations used to calculate time to leaving the ED: ⁶ 10,659 patients

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



Same period last year	Change since one year ago
10,220	4%
10,217	4%
74.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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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 6. All presentations that have a departure time.
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 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Gosford Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 18,166 patients

Emergency presentations:² 18,065 patients

Same period last year	Change since one year ago
17,135	6%
16,990	6%

Gosford Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,647 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,179 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,402 patients

Median time to start treatment⁴ 41 minutes
90th percentile time to start treatment⁵ 121 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 621 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
2,081	
6 minutes	8 minutes
21 minutes	26 minutes
6,458	
21 minutes	20 minutes
79 minutes	72 minutes
7,667	
33 minutes	26 minutes
110 minutes	104 minutes
598	
29 minutes	23 minutes
107 minutes	104 minutes

Gosford Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 18,166 patients

Percentage of patients who spent four hours or less in the ED 59%

Same period last year	Change since one year ago
17,135	6%
66%	

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

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

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

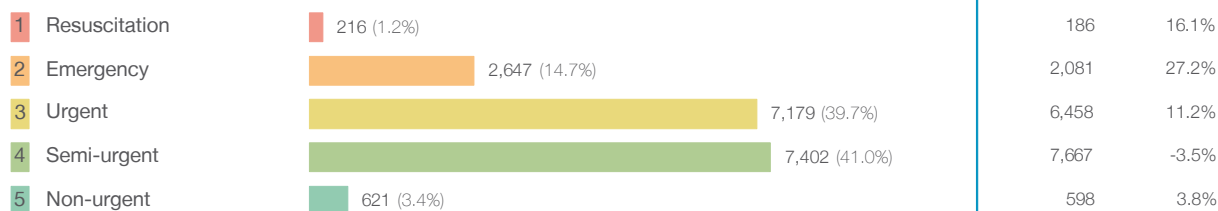
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Gosford Hospital: Patients presenting to the emergency department

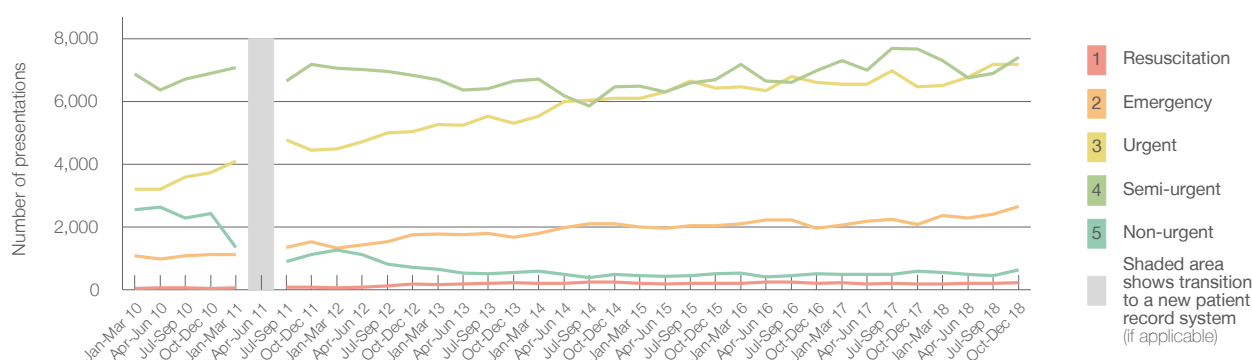
October to December 2018

All presentations:¹ 18,166 patients

Emergency presentations² by triage category: 18,065 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	47	82	172	225	247	197	211	186	216
Emergency	1,126	1,518	1,751	1,664	2,092	2,037	1,957	2,081	2,647
Urgent	3,724	4,445	5,042	5,294	6,091	6,419	6,603	6,458	7,179
Semi-urgent	6,885	7,173	6,833	6,658	6,475	6,699	6,967	7,667	7,402
Non-urgent	2,431	1,112	717	550	486	499	509	598	621
All emergency presentations	14,213	14,330	14,515	14,391	15,391	15,851	16,247	16,990	18,065

Gosford Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 5,100 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.

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

October to December 2018

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

Number of triage 2 patients: 2,647

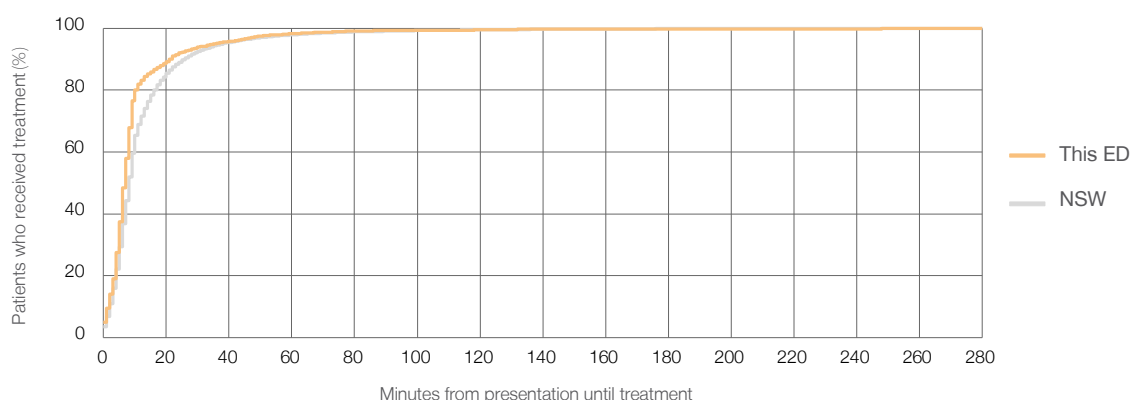
Number of triage 2 patients used to calculate waiting time: ³ 2,632

Median time to start treatment ⁴ 7 minutes

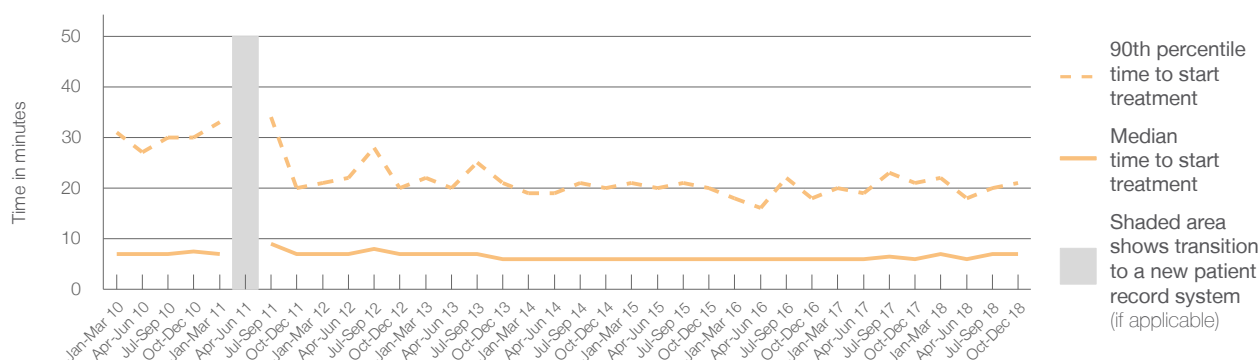
90th percentile time to start treatment ⁵ 21 minutes

Same period last year	NSW (this period)
2,081	
2,073	
6 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	7	6	6	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	30	20	20	21	20	20	18	21	21

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

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

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

October to December 2018

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

Number of triage 3 patients: 7,179

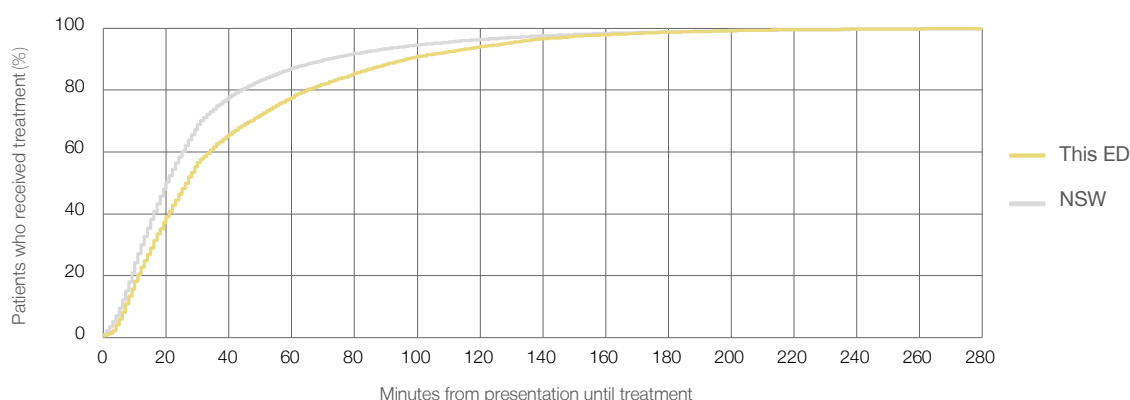
Number of triage 3 patients used to calculate waiting time:³ 7,039

Median time to start treatment⁴ 27 minutes

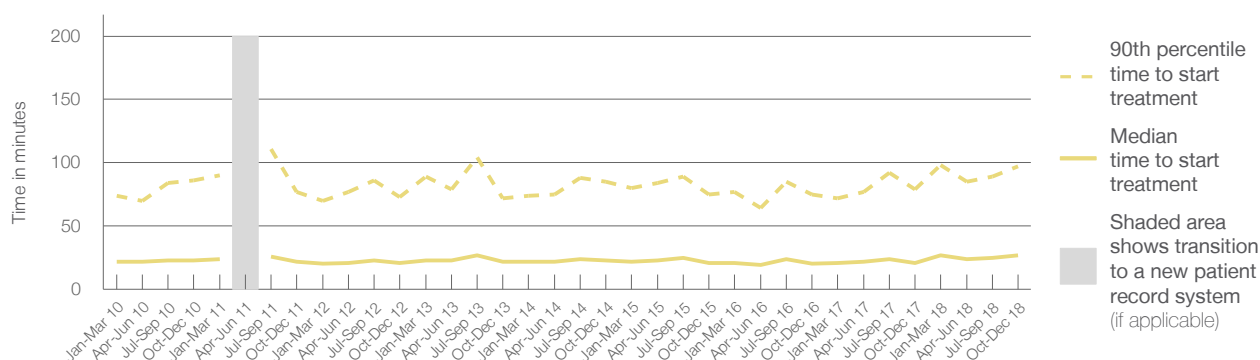
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
6,458	
6,353	
21 minutes	20 minutes
79 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23	22	21	22	23	21	20	21	27
90th percentile time to start treatment ⁵ (minutes)	86	77	73	72	85	75	75	79	97

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

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

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

October to December 2018

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

Number of triage 4 patients: 7,402

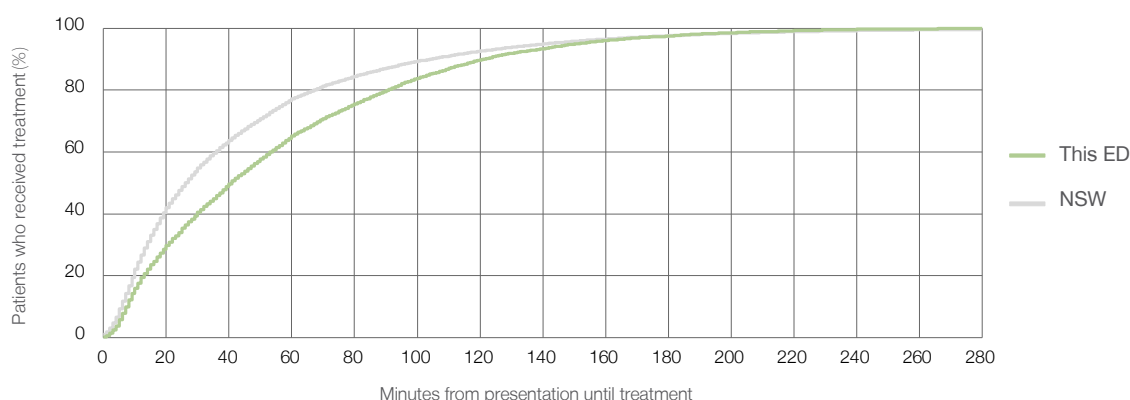
Number of triage 4 patients used to calculate waiting time:³ 7,012

Median time to start treatment⁴ 41 minutes

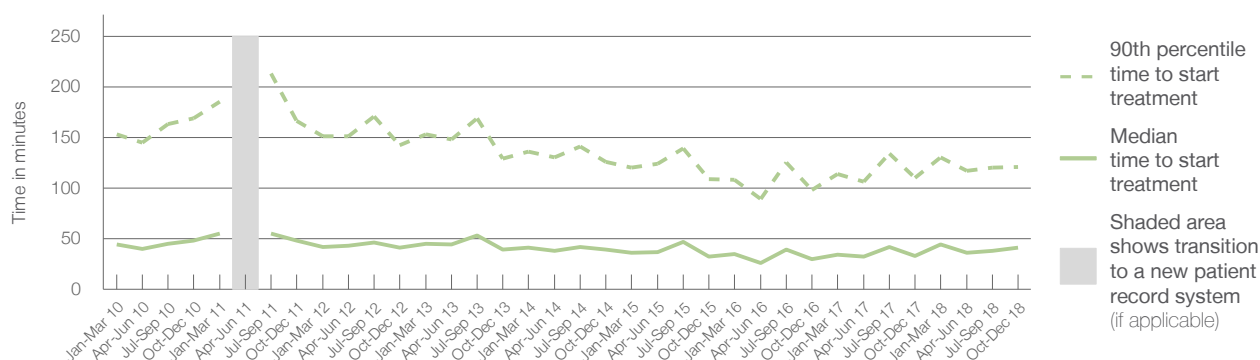
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
7,667	
7,282	
33 minutes	26 minutes
110 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	48	48	41	39	39	32	30	33	41
90th percentile time to start treatment ⁵ (minutes)	169	166	142	129	126	109	98	110	121

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

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

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

October to December 2018

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

Number of triage 5 patients: 621

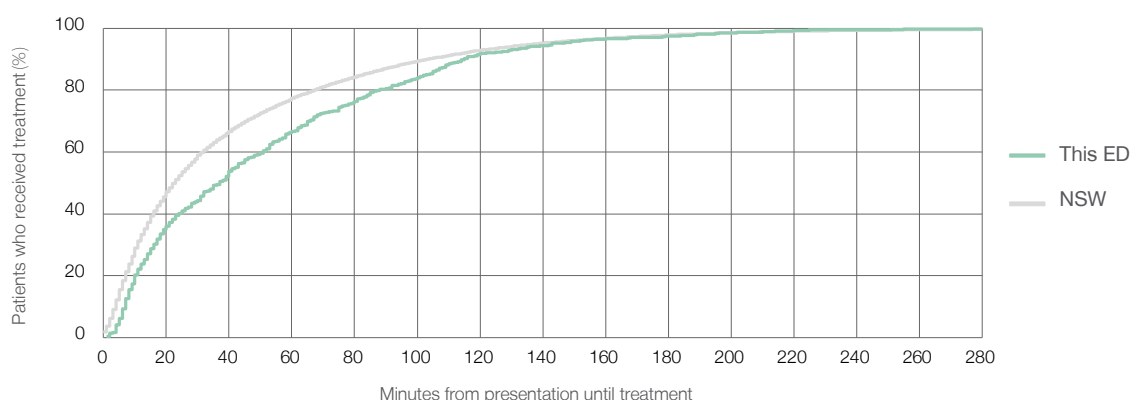
Number of triage 5 patients used to calculate waiting time:³ 506

Median time to start treatment⁴ 37 minutes

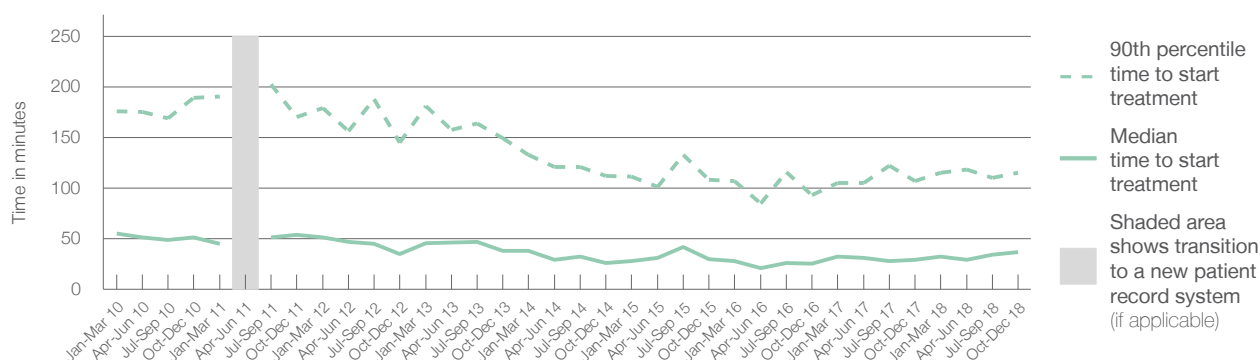
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
598	
500	
29 minutes	23 minutes
107 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	51	54	35	38	26	30	26	29	37
90th percentile time to start treatment ⁵ (minutes)	189	170	145	149	112	108	93	107	115

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

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

Gosford Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 18,166 patients

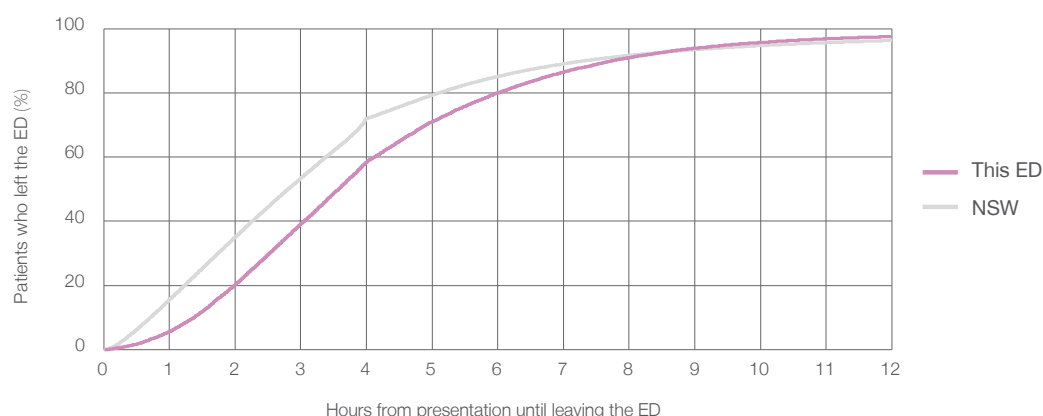
Presentations used to calculate time to leaving the ED:⁶ 18,166 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

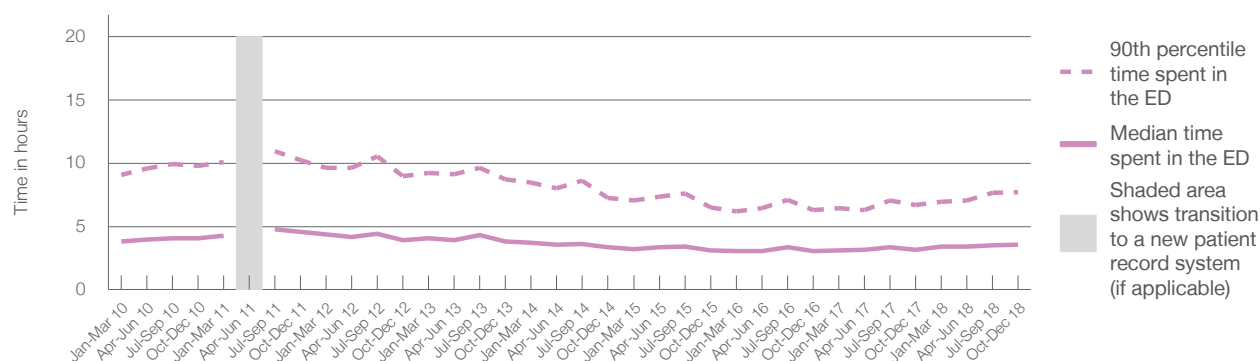
90th percentile time spent in the ED⁹ 7 hours and 44 minutes

Same period last year	NSW (this period)
17,135	
17,135	
3 hours and 10 minutes	2 hours and 49 minutes
6 hours and 42 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 5m	4h 34m	3h 55m	3h 49m	3h 21m	3h 6m	3h 3m	3h 10m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 46m	10h 14m	8h 58m	8h 43m	7h 16m	6h 29m	6h 19m	6h 42m	7h 44m

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

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

Gosford Hospital: Time patients spent in the ED

By mode of separation

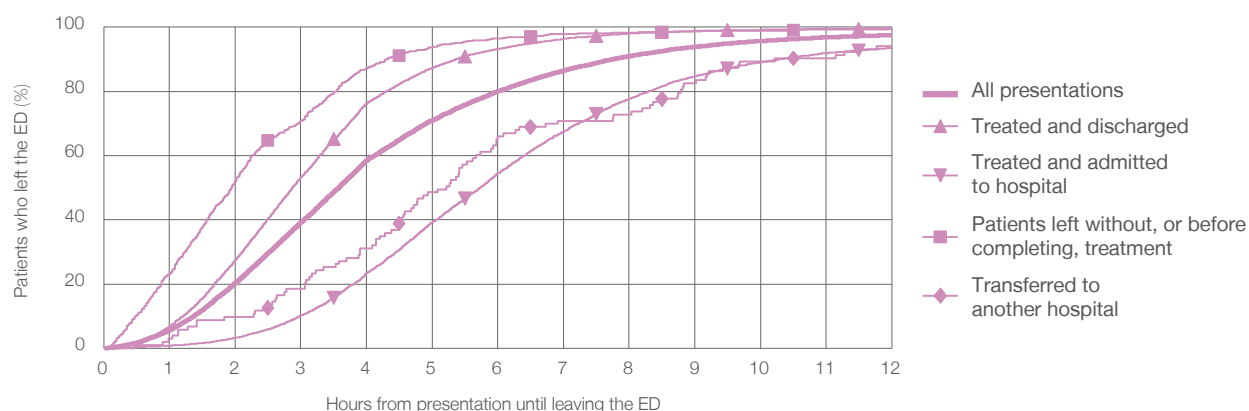
October to December 2018

All presentations:[†] 18,166 patients

Presentations used to calculate time to leaving the ED:[‡] 18,166 patients

		Same period last year	Change since one year ago
Treated and discharged	11,058 (60.9%)	17,135	6%
Treated and admitted to hospital	6,182 (34.0%)	10,587	4.4%
Patient left without, or before completing, treatment	767 (4.2%)	5,691	8.6%
Transferred to another hospital	103 (0.6%)	697	10.0%
Other	56 (0.3%)	96	7.3%
		64	-12.5%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.8%	27.5%	53.2%	76.2%	93.2%	98.0%	99.2%	99.7%
Treated and admitted to hospital	0.8%	3.3%	10.2%	23.4%	54.5%	77.7%	89.1%	93.6%
Patient left without, or before completing, treatment	23.1%	52.0%	70.8%	87.1%	96.5%	98.3%	99.0%	99.5%
Transferred to another hospital	2.9%	9.7%	18.4%	31.1%	66.0%	72.8%	89.3%	94.2%
All presentations	5.6%	20.4%	39.2%	58.5%	80.1%	91.0%	95.7%	97.6%

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

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

Gosford Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 18,166 patients

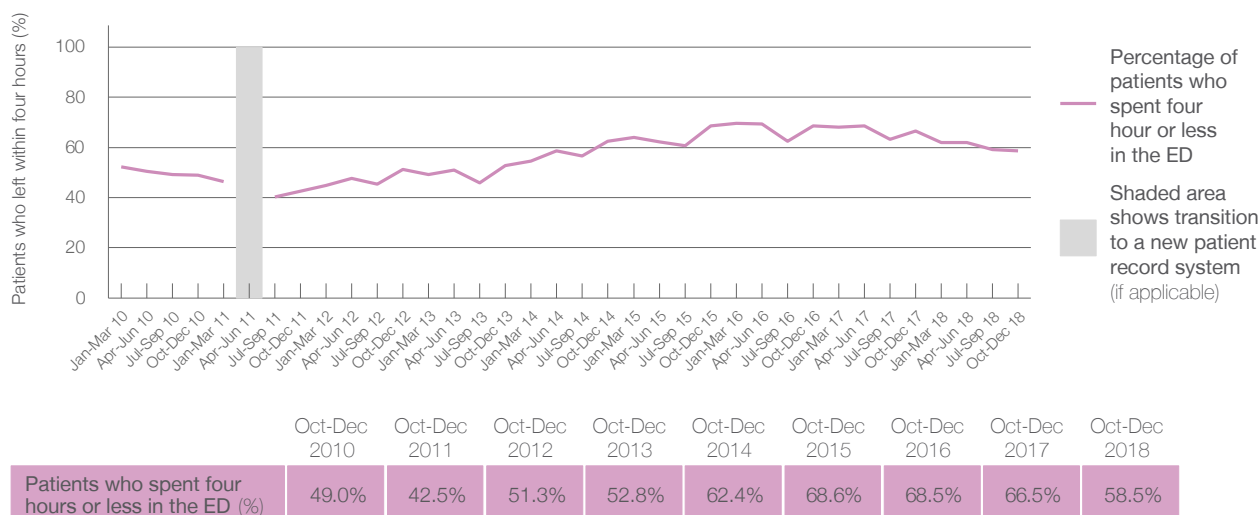
Presentations used to calculate time to leaving the ED: ⁶ 18,166 patients

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



Same period last year	Change since one year ago
17,135	6%
17,135	6%
66.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

John Hunter Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 21,151 patients

Emergency presentations:² 20,987 patients

Same period last year	Change since one year ago
19,789	7%
19,493	8%

John Hunter Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,255 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,331 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,484 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,797 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
1,751	
6 minutes	8 minutes
16 minutes	26 minutes
4,409	
20 minutes	20 minutes
62 minutes	72 minutes
10,252	
32 minutes	26 minutes
111 minutes	104 minutes
2,981	
42 minutes	23 minutes
157 minutes	104 minutes

John Hunter Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 21,151 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
19,789	7%
61%	

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

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

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

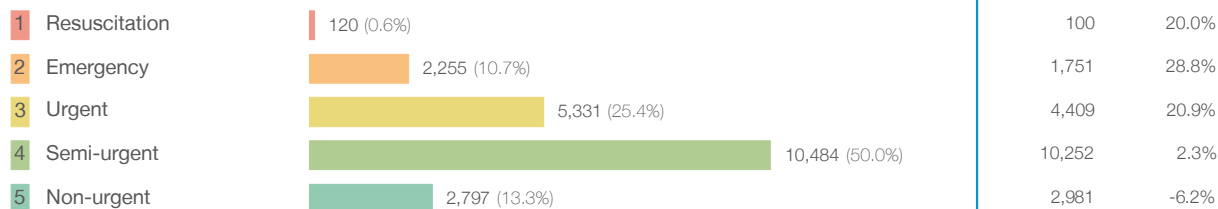
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

John Hunter Hospital: Patients presenting to the emergency department

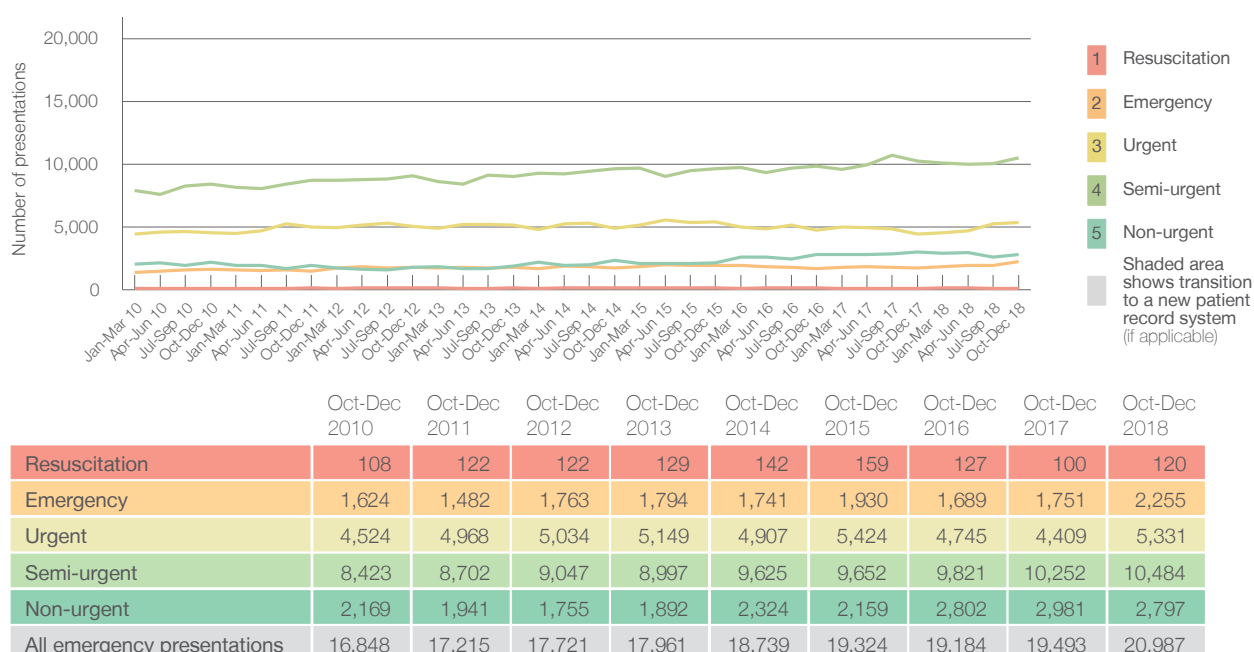
October to December 2018

All presentations:¹ 21,151 patients

Emergency presentations² by triage category: 20,987 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



John Hunter Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 4,885 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.

John Hunter Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 2,255

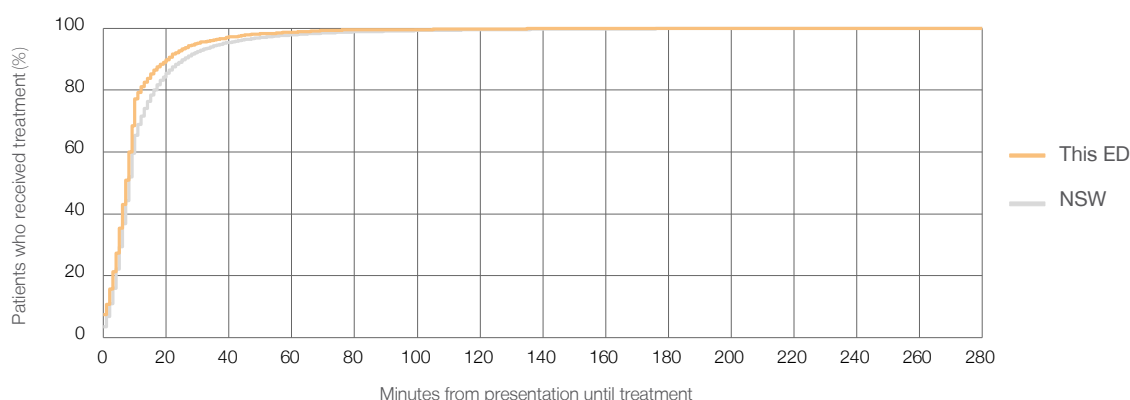
Number of triage 2 patients used to calculate waiting time: ³ 2,238

Median time to start treatment ⁴ 7 minutes

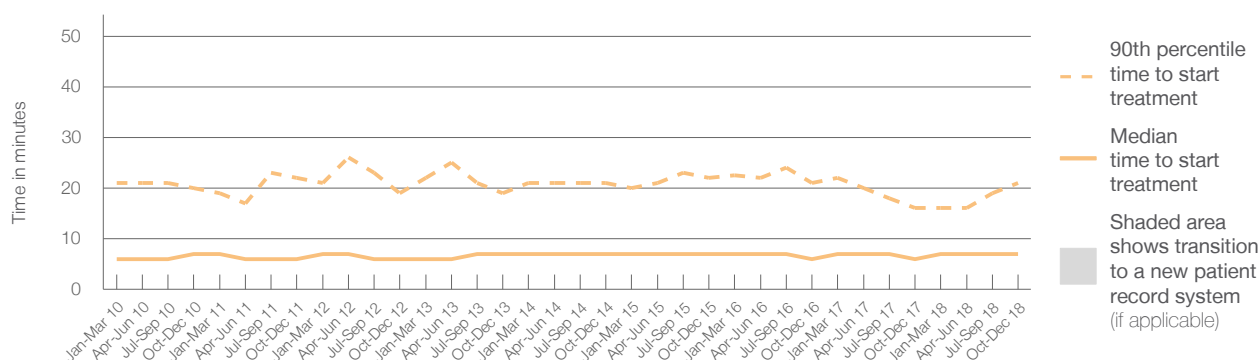
90th percentile time to start treatment ⁵ 21 minutes

Same period last year	NSW (this period)
1,751	
1,734	
6 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	6	6	7	7	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	20	22	19	19	21	22	21	16	21

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

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

John Hunter Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 5,331

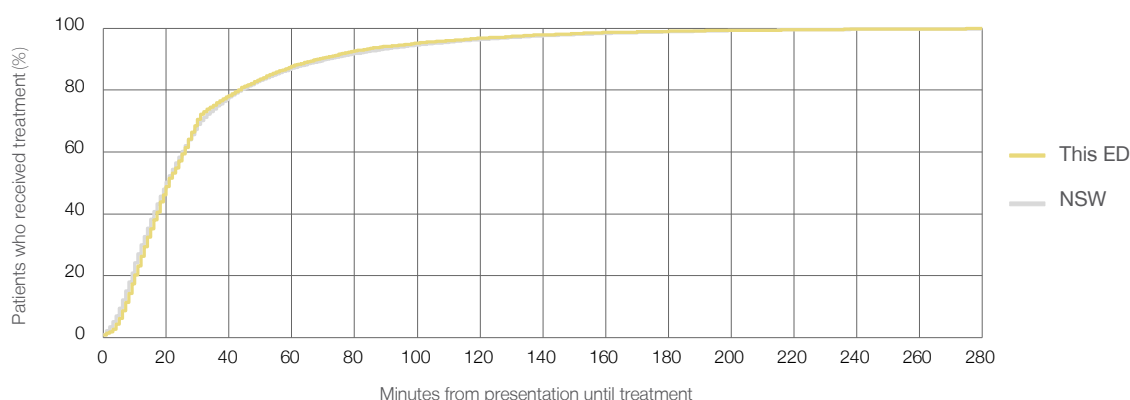
Number of triage 3 patients used to calculate waiting time: ³ 5,203

Median time to start treatment ⁴ 21 minutes

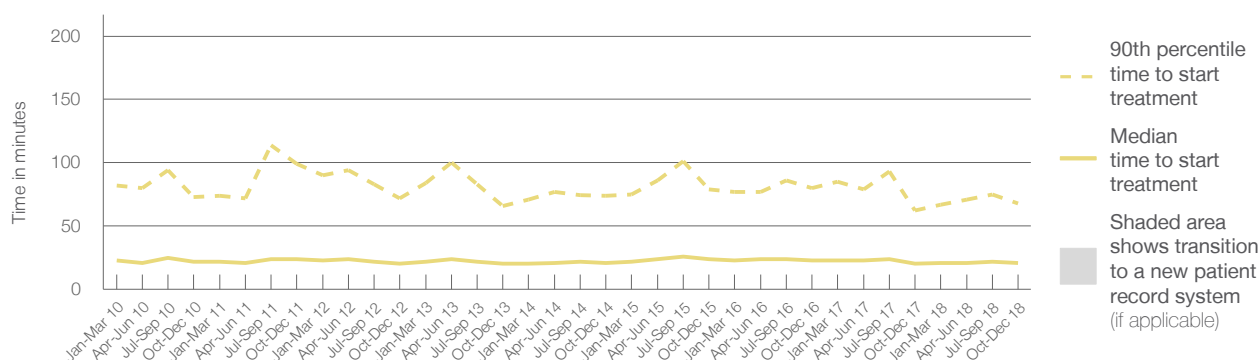
90th percentile time to start treatment ⁵ 68 minutes

Same period last year	NSW (this period)
4,409	
4,293	
20 minutes	20 minutes
62 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	22	24	20	20	21	24	23	20	21
90th percentile time to start treatment ⁵ (minutes)	73	99	72	66	74	79	80	62	68

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

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

John Hunter Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 10,484

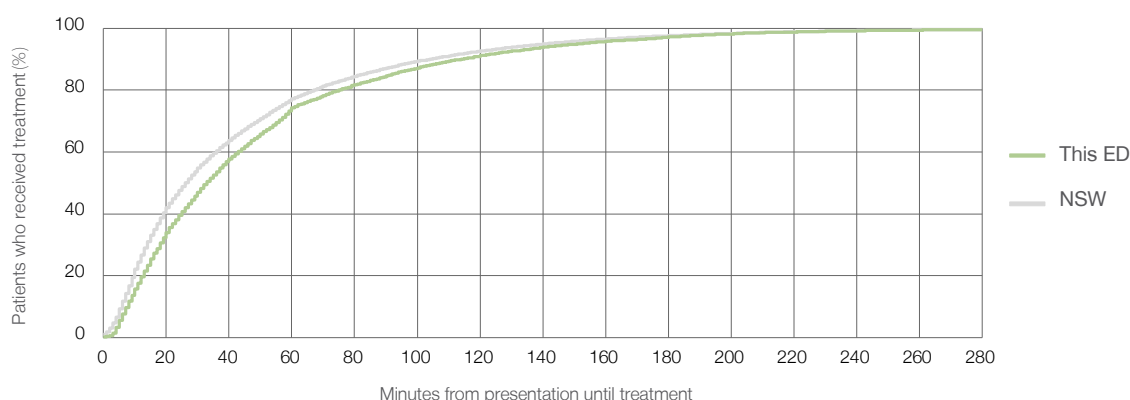
Number of triage 4 patients used to calculate waiting time:³ 9,445

Median time to start treatment⁴ 33 minutes

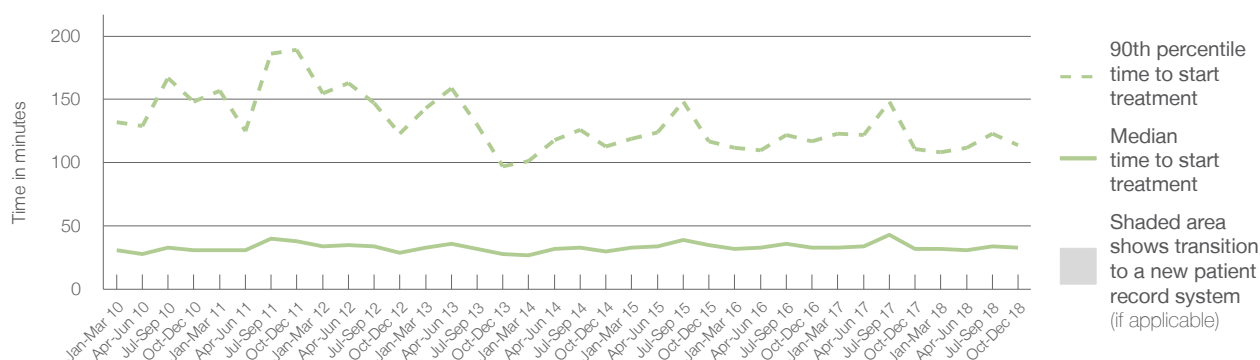
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
10,252	
9,206	
32 minutes	26 minutes
111 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	31	38	29	28	30	35	33	32	33
90th percentile time to start treatment ⁵ (minutes)	148	189	123	97	113	117	117	111	114

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

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

John Hunter Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 2,797

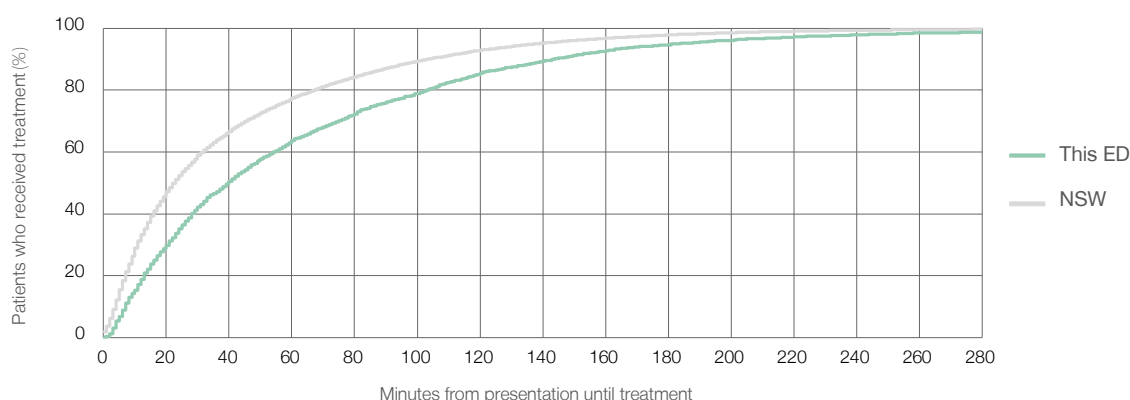
Number of triage 5 patients used to calculate waiting time:³ 2,235

Median time to start treatment⁴ 40 minutes

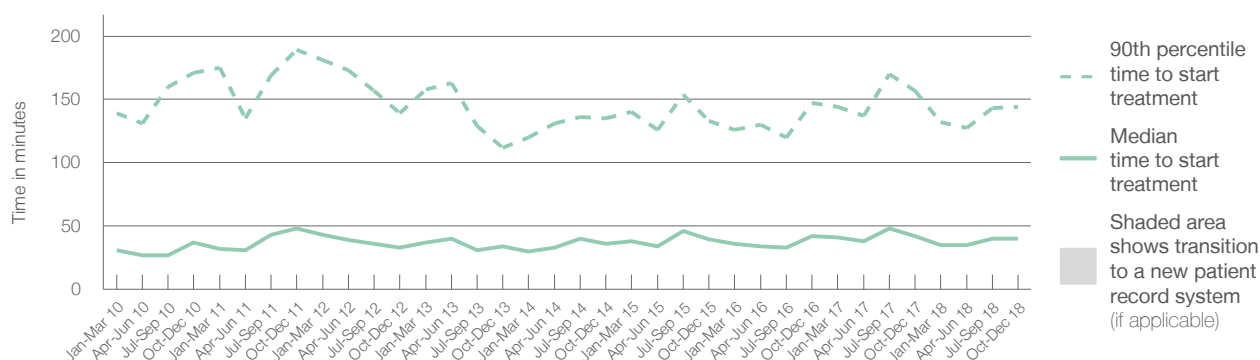
90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
2,981	
2,291	
42 minutes	23 minutes
157 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	48	33	34	36	40	42	42	40
90th percentile time to start treatment ⁵ (minutes)	171	189	139	112	135	133	147	157	144

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

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

John Hunter Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 21,151 patients

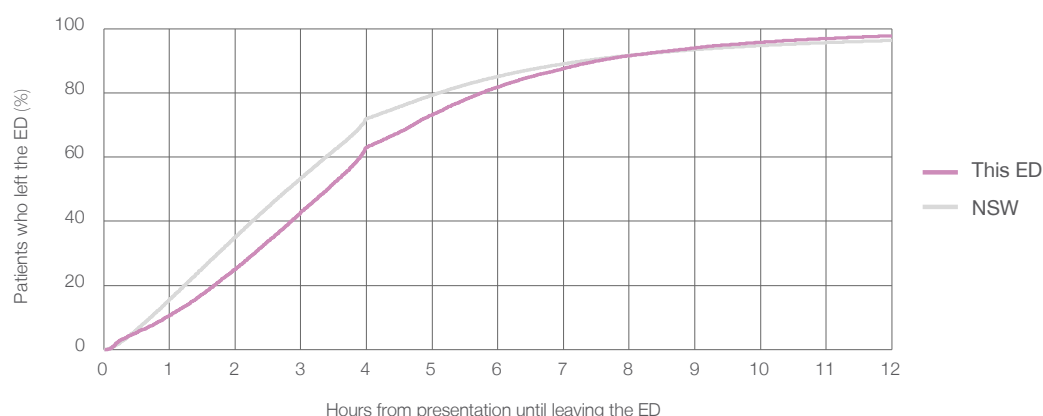
Presentations used to calculate time to leaving the ED:⁶ 21,151 patients

Median time spent in the ED⁸ 3 hours and 25 minutes

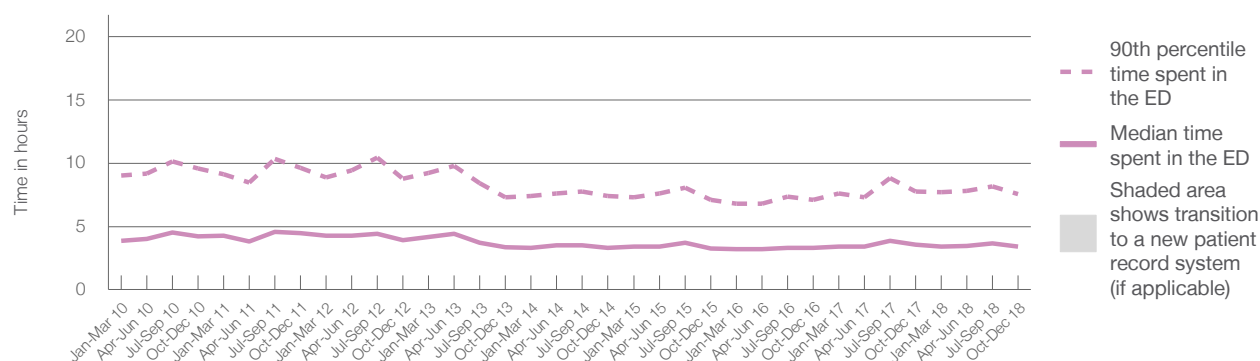
90th percentile time spent in the ED⁹ 7 hours and 32 minutes

Same period last year	NSW (this period)
19,789	
19,789	
3 hours and 33 minutes	2 hours and 49 minutes
7 hours and 45 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 12m	4h 28m	3h 56m	3h 22m	3h 20m	3h 17m	3h 19m	3h 33m	3h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 36m	9h 38m	8h 45m	7h 18m	7h 25m	7h 5m	7h 5m	7h 45m	7h 32m

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

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

John Hunter Hospital: Time patients spent in the ED

By mode of separation

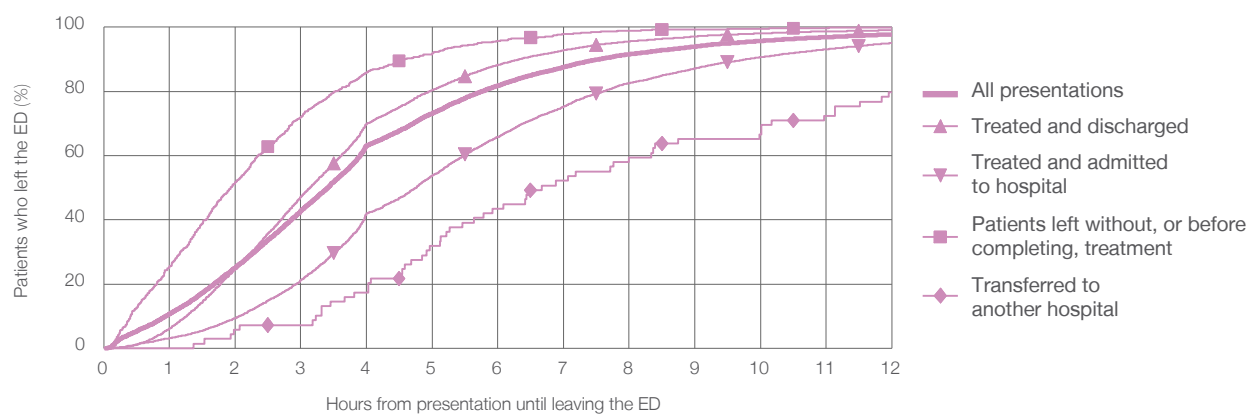
October to December 2018

All presentations:[†] 21,151 patients

Presentations used to calculate time to leaving the ED:[‡] 21,151 patients

		Same period last year	Change since one year ago
		19,789	7%
Treated and discharged	11,653 (55.1%)	10,764	8.3%
Treated and admitted to hospital	6,970 (33.0%)	6,490	7.4%
Patient left without, or before completing, treatment	1,217 (5.8%)	1,114	9.2%
Transferred to another hospital	69 (0.3%)	46	50.0%
Other	1,242 (5.9%)	1,375	-9.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.2%	24.7%	47.3%	69.9%	88.3%	95.6%	98.1%	99.1%
Treated and admitted to hospital	3.1%	9.4%	21.3%	42.0%	65.9%	82.6%	90.7%	95.1%
Patient left without, or before completing, treatment	25.6%	51.8%	72.1%	85.9%	95.6%	98.8%	99.5%	99.9%
Transferred to another hospital	0%	5.8%	7.2%	17.4%	43.5%	59.4%	66.7%	79.7%
All presentations	10.7%	25.1%	42.9%	63.1%	81.8%	91.6%	95.8%	97.8%

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

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

John Hunter Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 21,151 patients

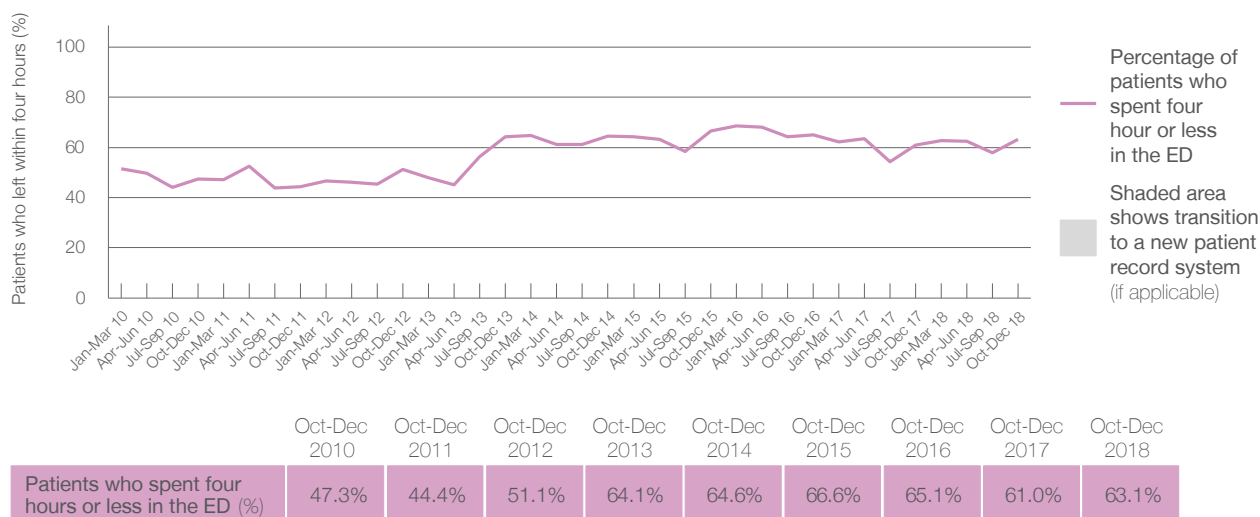
Presentations used to calculate time to leaving the ED: ⁶ 21,151 patients

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



Same period last year	Change since one year ago
19,789	7%
19,789	7%
61.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Liverpool Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 23,280 patients

Emergency presentations:² 23,207 patients

Same period last year	Change since one year ago
21,967	6%
21,861	6%

Liverpool Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,779 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,776 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,964 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,432 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
4,088	
7 minutes	8 minutes
22 minutes	26 minutes
11,005	
14 minutes	20 minutes
45 minutes	72 minutes
5,287	
17 minutes	26 minutes
58 minutes	104 minutes
1,280	
14 minutes	23 minutes
55 minutes	104 minutes

Liverpool Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 23,280 patients

Percentage of patients who spent four hours or less in the ED 49%

Same period last year	Change since one year ago
21,966	6%
60%	

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

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

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

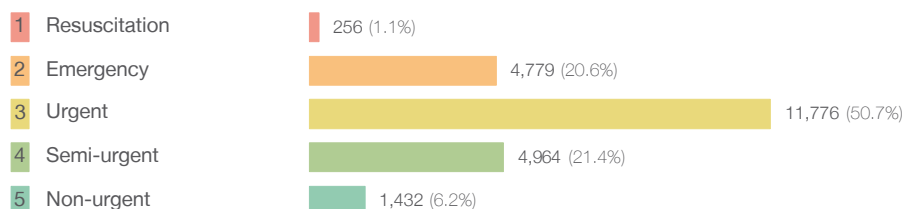
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Liverpool Hospital: Patients presenting to the emergency department

October to December 2018

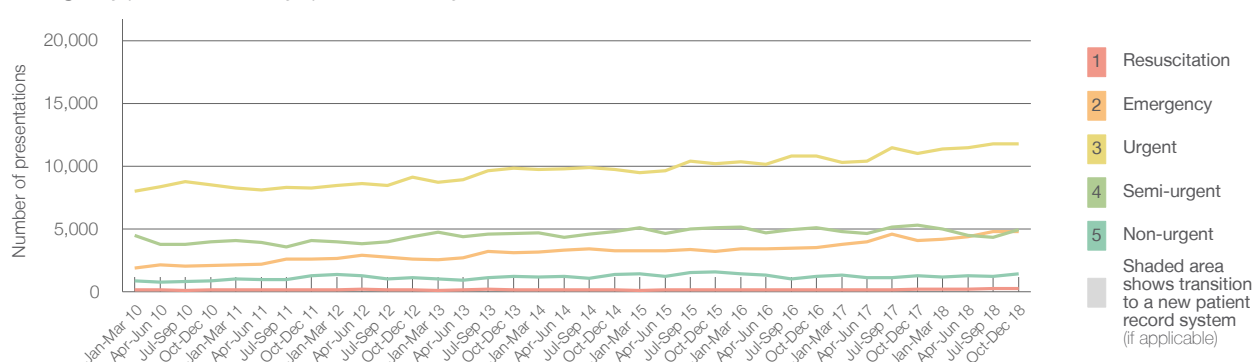
All presentations:¹ 23,280 patients

Emergency presentations² by triage category: 23,207 patients



Same period last year	Change since one year ago
21,967	6%
21,861	6%
201	27.4%
4,088	16.9%
11,005	7.0%
5,287	-6.1%
1,280	11.9%

Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	132	150	155	133	162	147	164	201	256
Emergency	2,075	2,591	2,593	3,091	3,274	3,203	3,527	4,088	4,779
Urgent	8,533	8,269	9,133	9,818	9,746	10,184	10,813	11,005	11,776
Semi-urgent	3,996	4,095	4,388	4,638	4,805	5,106	5,092	5,287	4,964
Non-urgent	853	1,254	1,103	1,193	1,385	1,598	1,203	1,280	1,432
All emergency presentations	15,589	16,359	17,372	18,873	19,372	20,238	20,799	21,861	23,207

Liverpool Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 7,128 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,334	
13 minutes	1 minute
35 minutes	19 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.

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

October to December 2018

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

Number of triage 2 patients: 4,779

Number of triage 2 patients used to calculate waiting time:³ 4,739

Median time to start treatment⁴

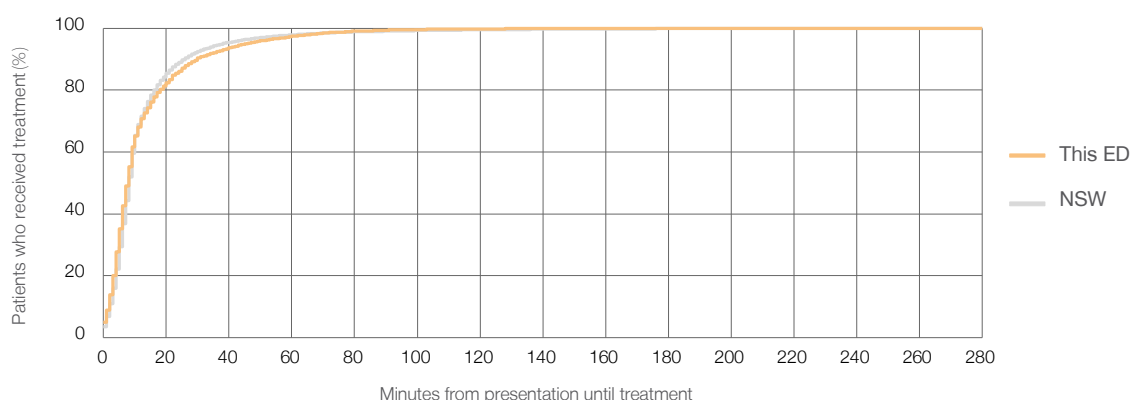
8 minutes

90th percentile time to start treatment⁵

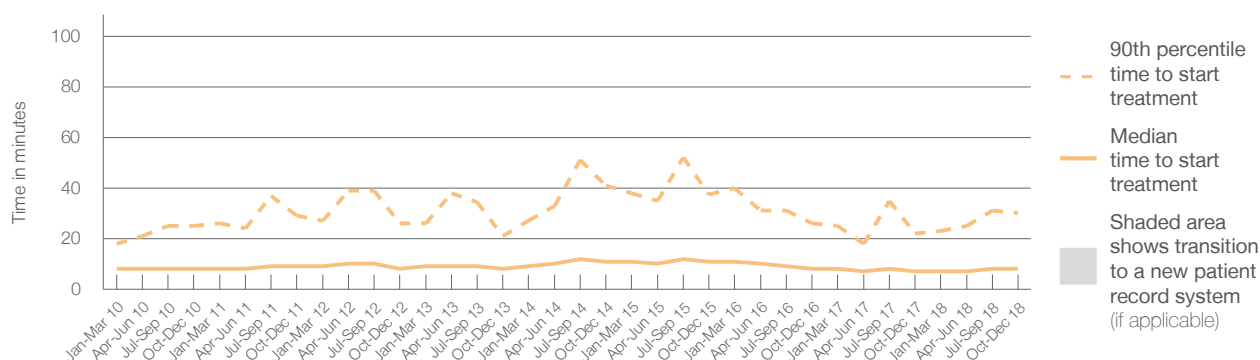
30 minutes

Same period last year	NSW (this period)
4,088	
4,072	
7 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	9	8	8	11	11	8	7	8
90th percentile time to start treatment ⁵ (minutes)	25	29	26	21	41	38	26	22	30

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

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

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

October to December 2018

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

Number of triage 3 patients: 11,776

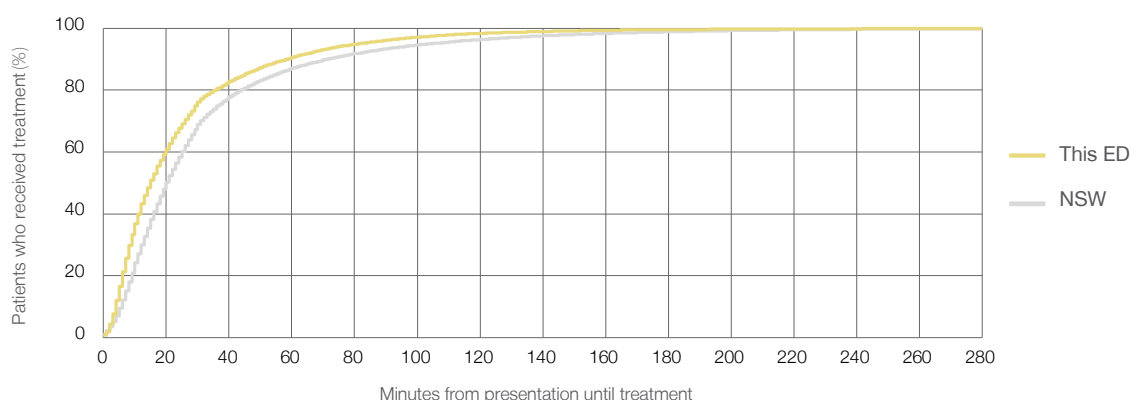
Number of triage 3 patients used to calculate waiting time:³ 11,325

Median time to start treatment⁴ 15 minutes

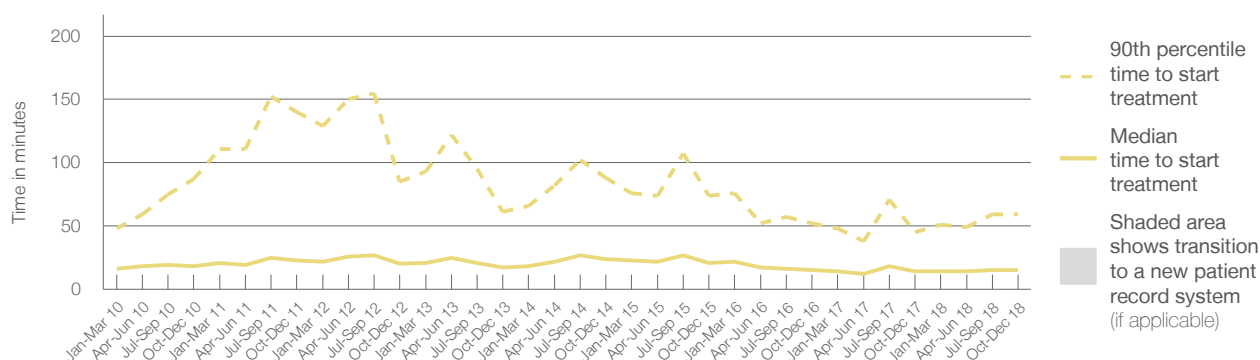
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
11,005	
10,746	
14 minutes	20 minutes
45 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	18	23	20	17	24	21	15	14	15
90th percentile time to start treatment ⁵ (minutes)	87	140	85	61	88	74	52	45	59

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

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

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

October to December 2018

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

Number of triage 4 patients: 4,964

Number of triage 4 patients used to calculate waiting time:³ 4,459

Median time to start treatment⁴

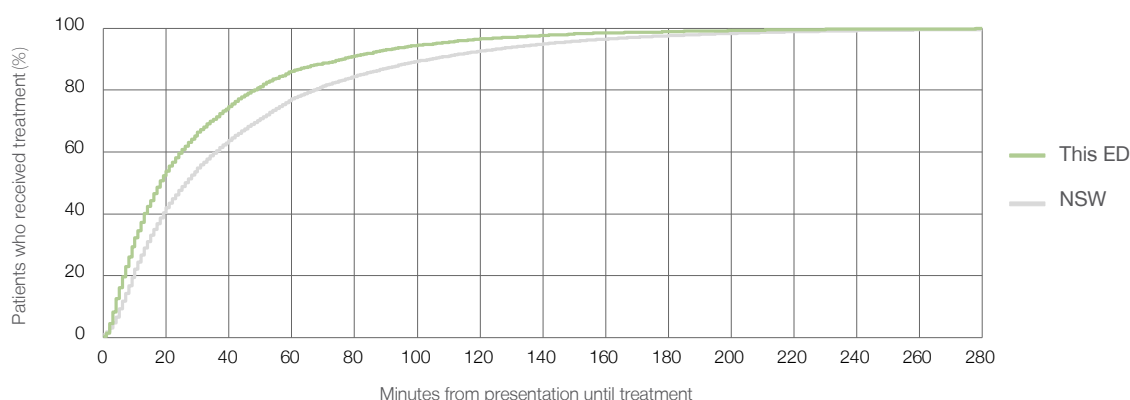
18 minutes

90th percentile time to start treatment⁵

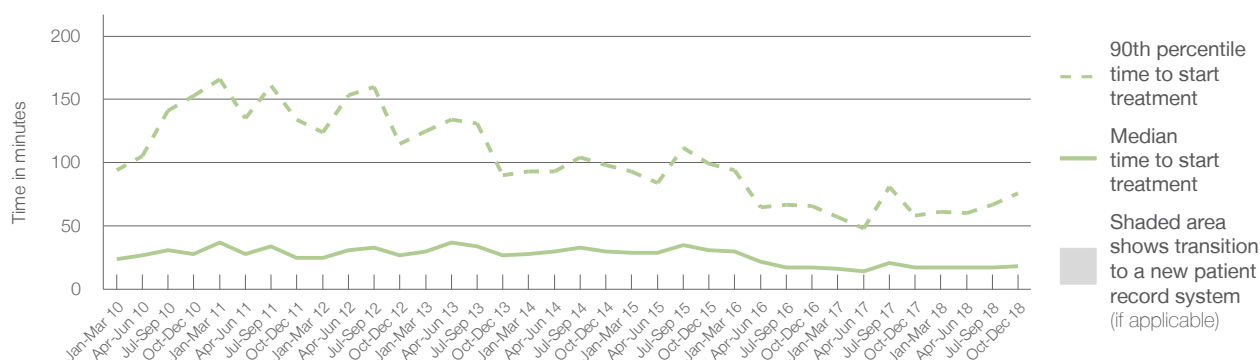
76 minutes

Same period last year	NSW (this period)
5,287	
4,885	
17 minutes	26 minutes
58 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	28	25	27	27	30	31	17	17	18
90th percentile time to start treatment ⁵ (minutes)	153	134	115	90	98	99	66	58	76

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

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

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

October to December 2018

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

Number of triage 5 patients: 1,432

Number of triage 5 patients used to calculate waiting time:³ 1,126

Median time to start treatment⁴

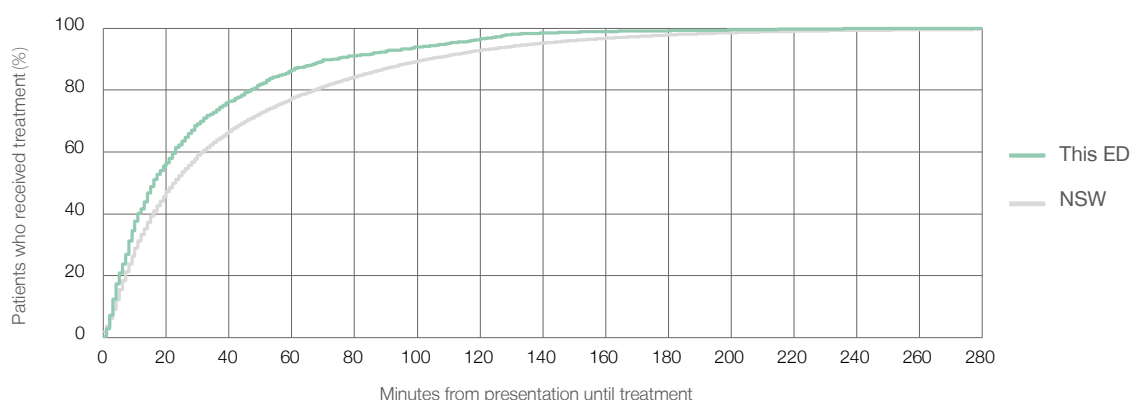
16 minutes

90th percentile time to start treatment⁵

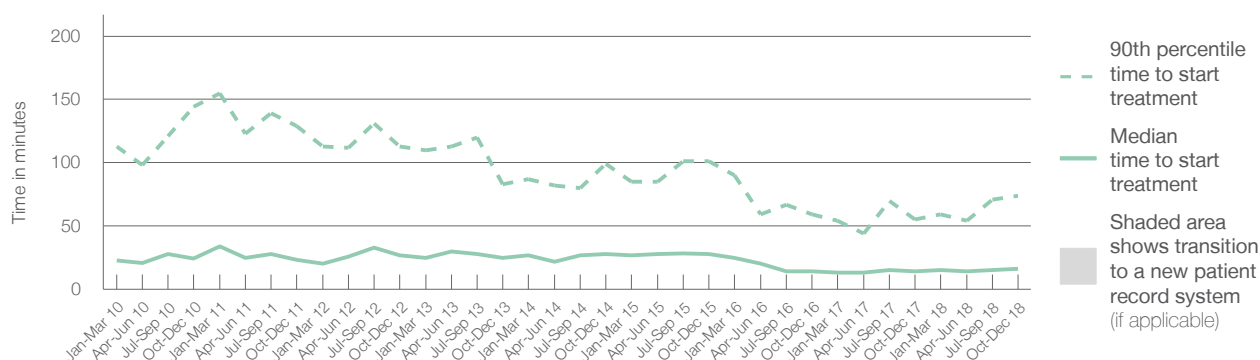
74 minutes

Same period last year	NSW (this period)
1,280	
1,042	
14 minutes	23 minutes
55 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	24	27	25	28	28	14	14	16
90th percentile time to start treatment ⁵ (minutes)	144	129	113	83	99	101	59	55	74

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

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

Liverpool Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 23,280 patients

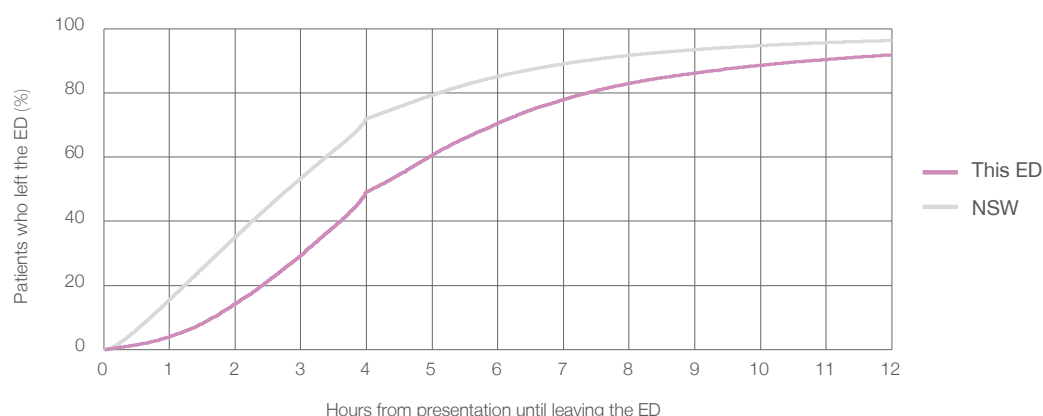
Presentations used to calculate time to leaving the ED:⁶ 23,280 patients

Median time spent in the ED⁸ 4 hours and 5 minutes

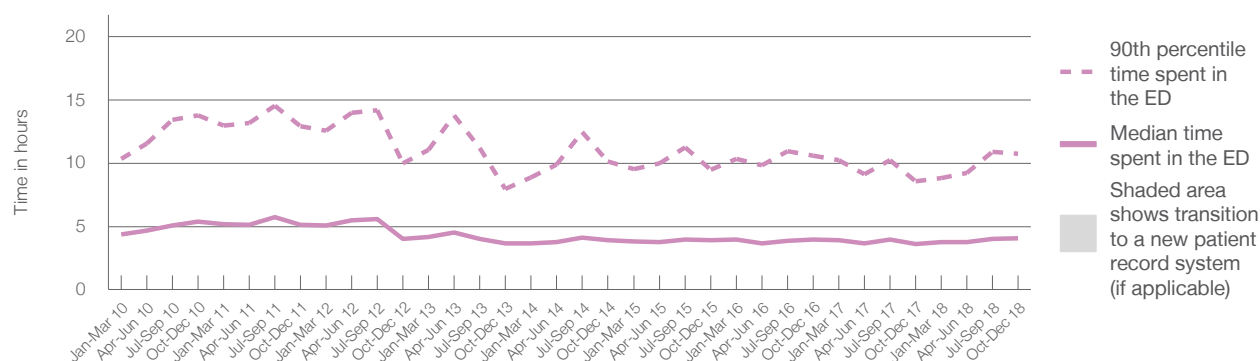
90th percentile time spent in the ED⁹ 10 hours and 45 minutes

Same period last year	NSW (this period)
21,967	
21,966	
3 hours and 38 minutes	2 hours and 49 minutes
8 hours and 34 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	5h 23m	5h 7m	4h 0m	3h 40m	3h 55m	3h 54m	3h 57m	3h 38m	4h 5m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 46m	12h 54m	10h 0m	7h 59m	10h 8m	9h 30m	10h 35m	8h 34m	10h 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.

Liverpool Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

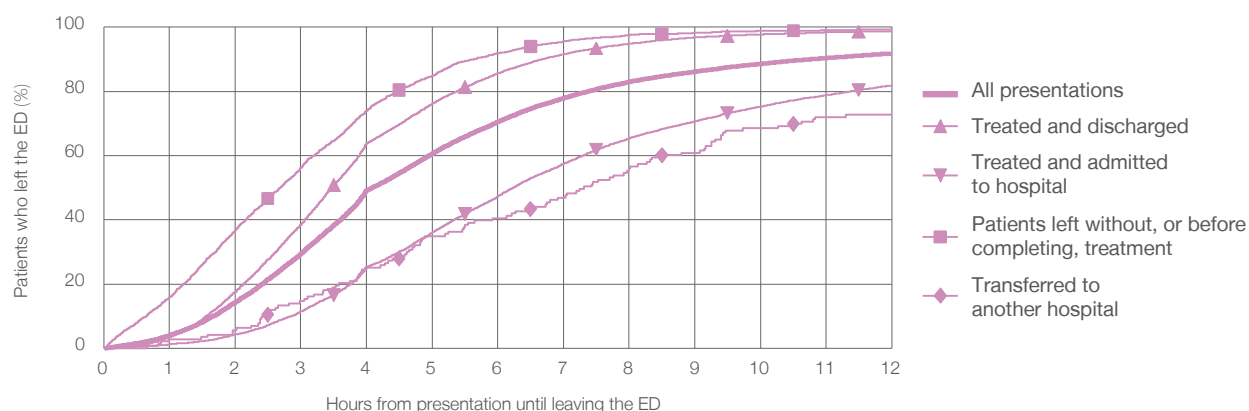
All presentations:[†] 23,280 patients

Presentations used to calculate time to leaving the ED:[‡] 23,280 patients

Treated and discharged	11,294 (48.5%)
Treated and admitted to hospital	9,422 (40.5%)
Patient left without, or before completing, treatment	2,300 (9.9%)
Transferred to another hospital	143 (0.6%)
Other	121 (0.5%)

Same period last year	Change since one year ago
21,966	6%
11,027	2.4%
9,074	3.8%
1,589	44.7%
120	19.2%
157	-22.9%

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



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

Treated and discharged	3.5%	17.6%	38.6%	63.8%	85.7%	94.9%	97.8%	98.8%
Treated and admitted to hospital	1.2%	4.3%	11.5%	25.4%	47.4%	65.4%	75.3%	81.9%
Patient left without, or before completing, treatment	15.9%	36.9%	56.3%	74.0%	92.0%	97.6%	98.8%	99.2%
Transferred to another hospital	2.8%	5.6%	14.7%	25.2%	40.6%	55.9%	68.5%	72.7%
All presentations	4.0%	14.3%	29.4%	49.2%	70.6%	83.0%	88.6%	91.8%

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

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

Liverpool Hospital: Time spent in the ED

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

October to December 2018

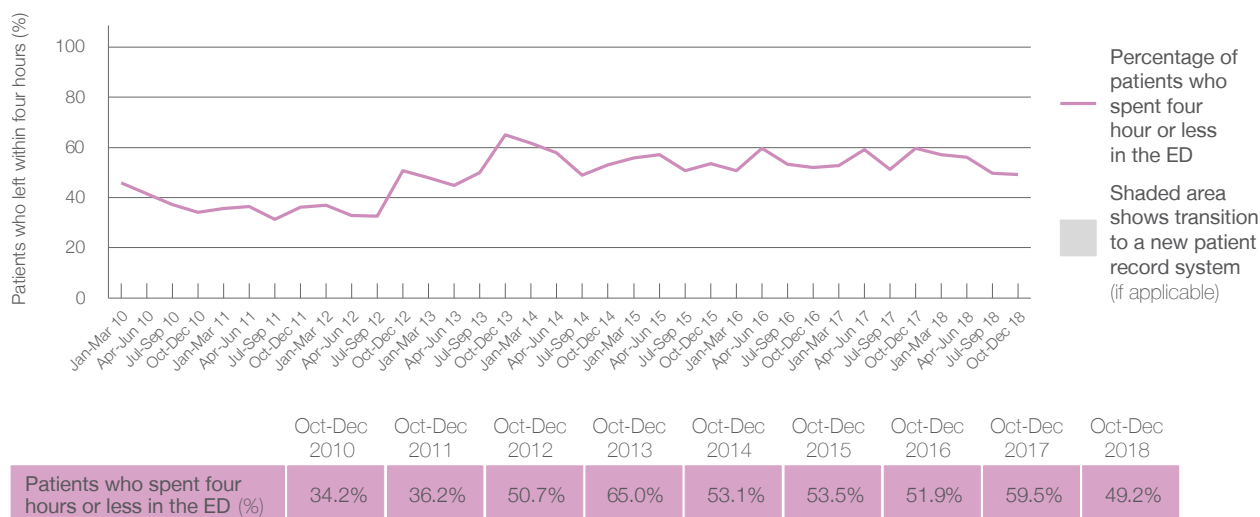
All presentations at the emergency department: ¹ 23,280 patients

Presentations used to calculate time to leaving the ED: ⁶ 23,280 patients

Percentage of patients who spent four hours or less in the ED 49.2%

Same period last year	Change since one year ago
21,967	6%
21,966	6%
59.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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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 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Nepean Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 17,884 patients

Emergency presentations:² 17,641 patients

Same period last year	Change since one year ago
17,981	-1%
17,651	0%

Nepean Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,192 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,734 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 156 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,216 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,405 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
3,131	
14 minutes	8 minutes
49 minutes	26 minutes
5,196	
39 minutes	20 minutes
139 minutes	72 minutes
7,697	
37 minutes	26 minutes
135 minutes	104 minutes
1,506	
32 minutes	23 minutes
135 minutes	104 minutes

Nepean Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 17,878 patients

Percentage of patients who spent four hours or less in the ED 56%

Same period last year	Change since one year ago
17,974	-1%
55%	

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

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

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

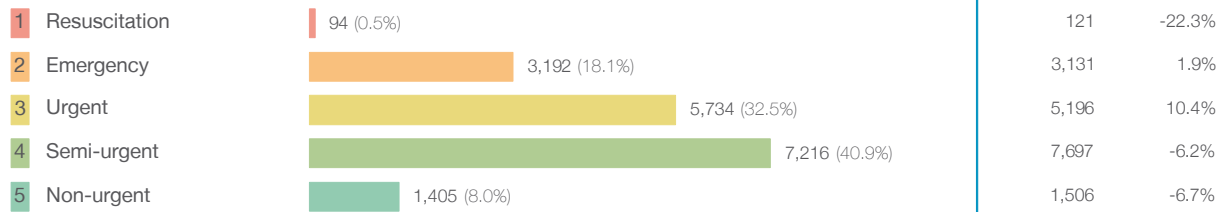
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Nepean Hospital: Patients presenting to the emergency department

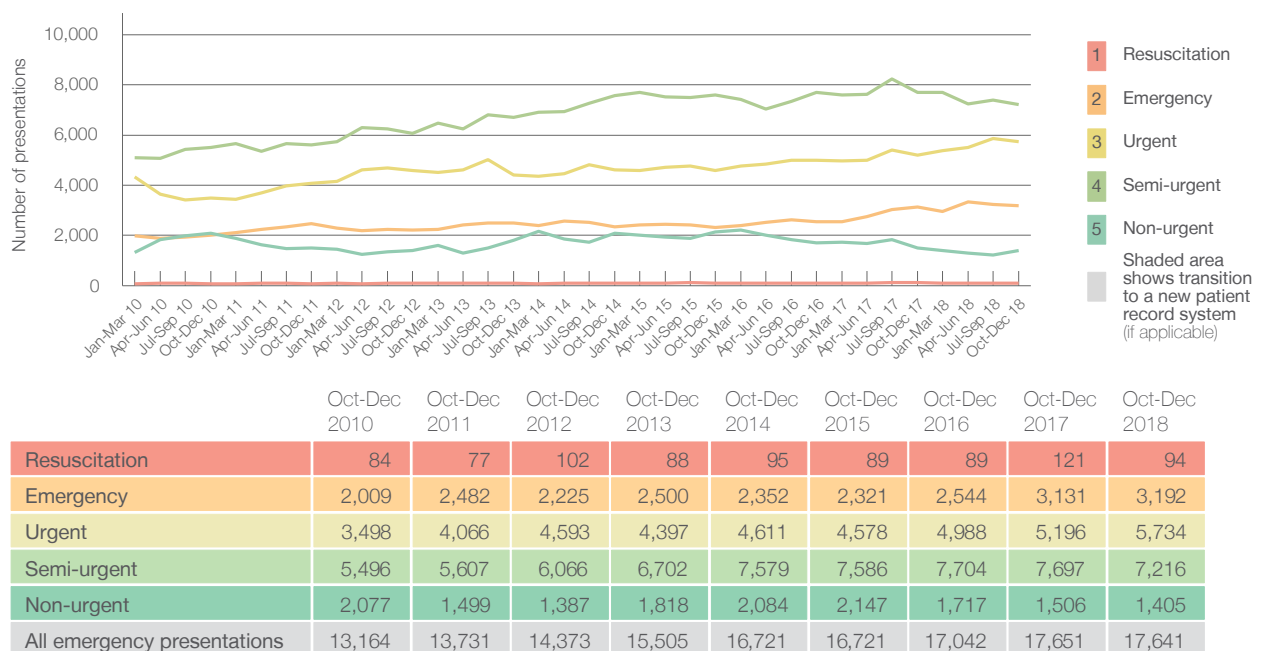
October to December 2018

All presentations:¹ 17,884 patients

Emergency presentations² by triage category: 17,641 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Nepean Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 5,035 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.

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

October to December 2018

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

Number of triage 2 patients: 3,192

Number of triage 2 patients used to calculate waiting time: ³ 3,149

Median time to start treatment ⁴

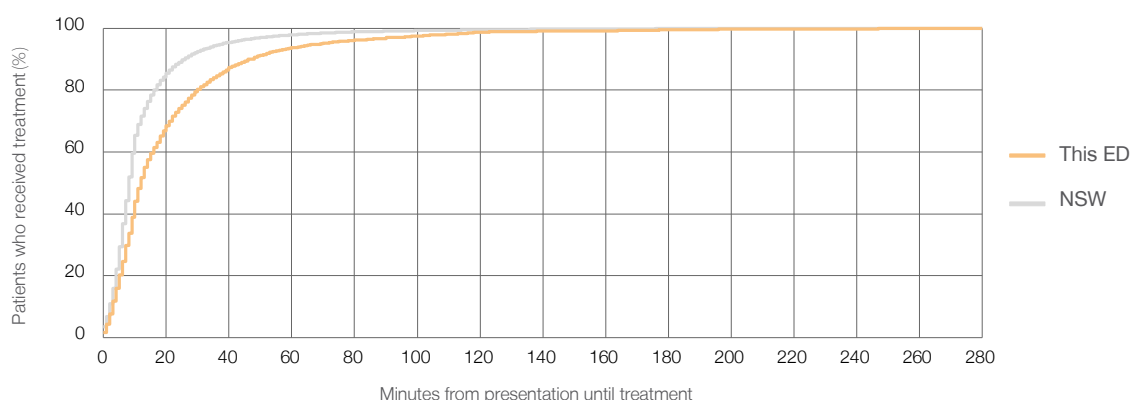
12 minutes

90th percentile time to start treatment ⁵

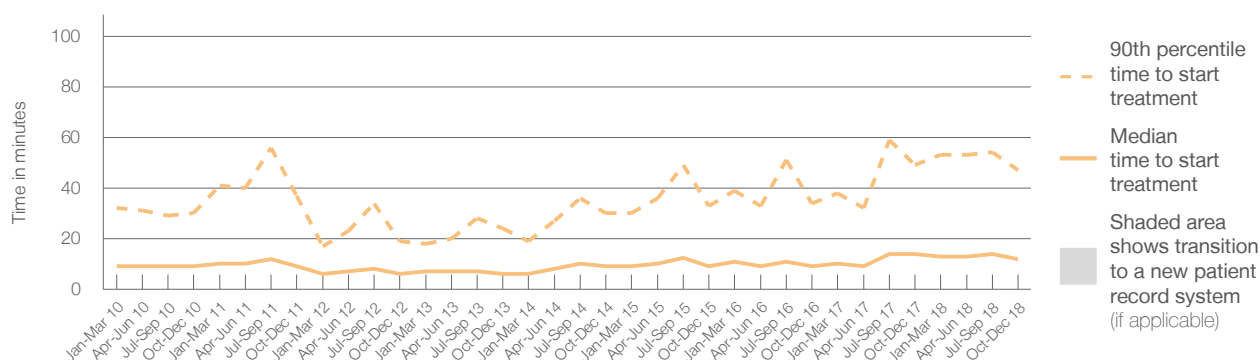
47 minutes

Same period last year	NSW (this period)
3,131	
3,115	
14 minutes	8 minutes
49 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	6	6	9	9	9	14	12
90th percentile time to start treatment ⁵ (minutes)	30	37	19	24	30	33	34	49	47

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

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

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

October to December 2018

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

Number of triage 3 patients: 5,734

Number of triage 3 patients used to calculate waiting time: ³ 5,322

Median time to start treatment ⁴

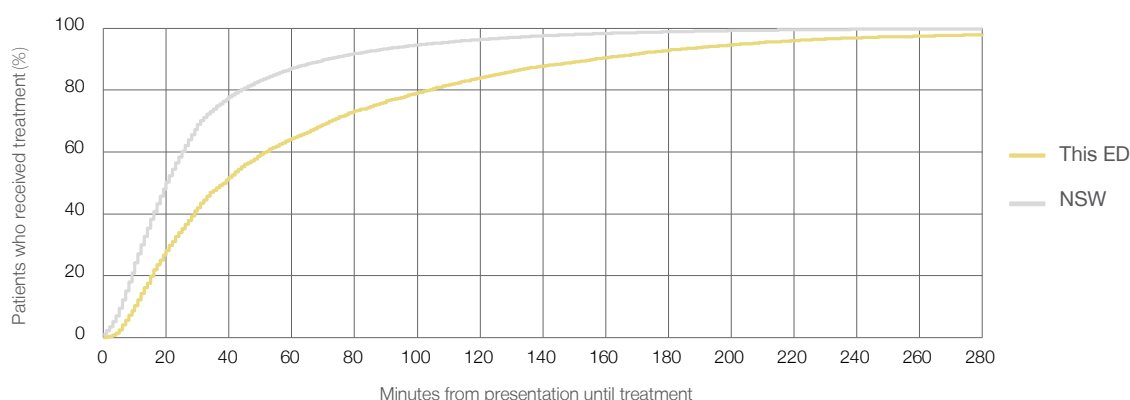
39 minutes

90th percentile time to start treatment ⁵

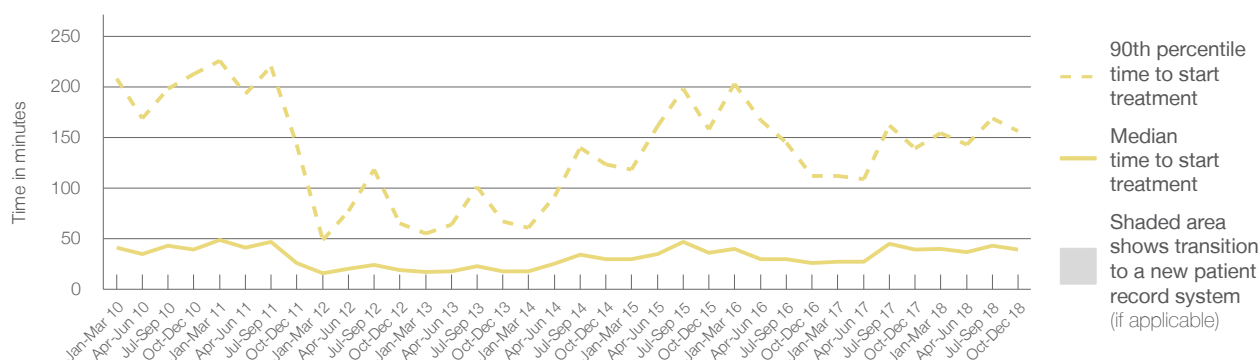
156 minutes

Same period last year	NSW (this period)
5,196	
4,810	
39 minutes	20 minutes
139 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	26	19	18	30	36	26	39	39
90th percentile time to start treatment ⁵ (minutes)	213	143	65	67	123	158	112	139	156

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

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

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

October to December 2018

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

Number of triage 4 patients: 7,216

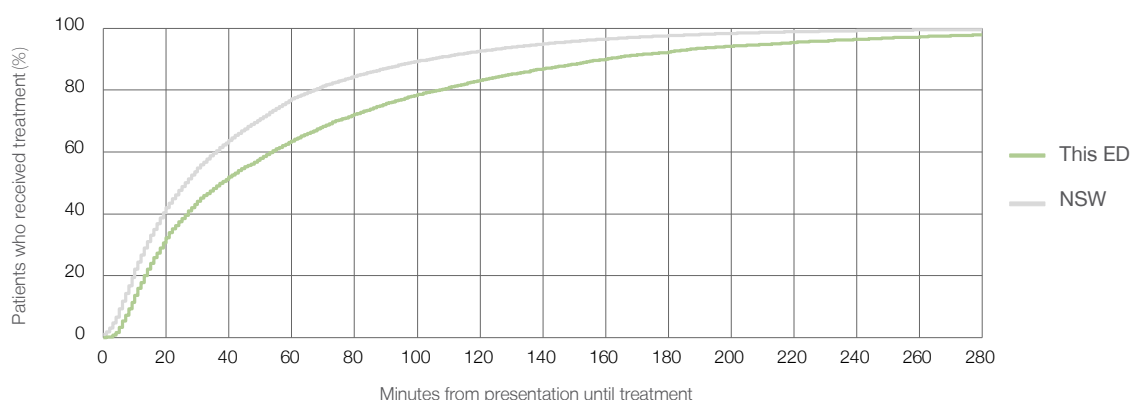
Number of triage 4 patients used to calculate waiting time:³ 6,603

Median time to start treatment⁴ 38 minutes

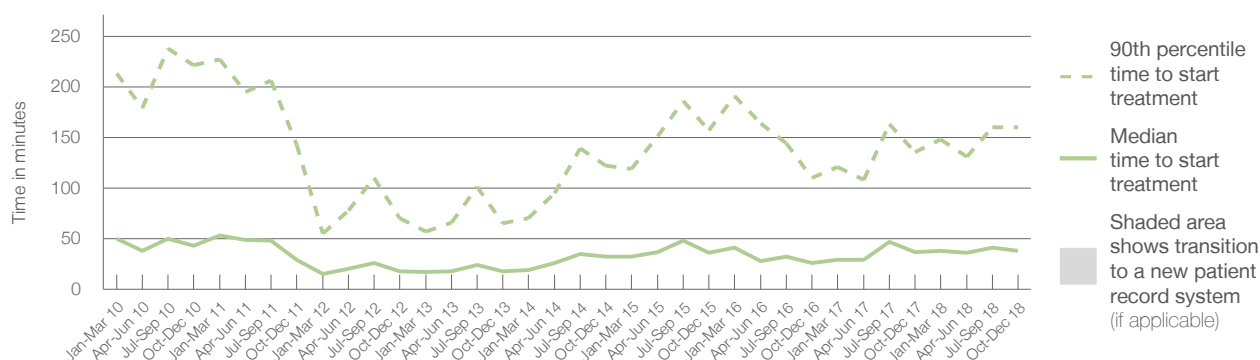
90th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
7,697	
6,966	
37 minutes	26 minutes
135 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	29	18	18	32	36	26	37	38
90th percentile time to start treatment ⁵ (minutes)	221	143	70	65	122	157	110	135	160

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

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

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

October to December 2018

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

Number of triage 5 patients: 1,405

Number of triage 5 patients used to calculate waiting time:³ 1,205

Median time to start treatment⁴

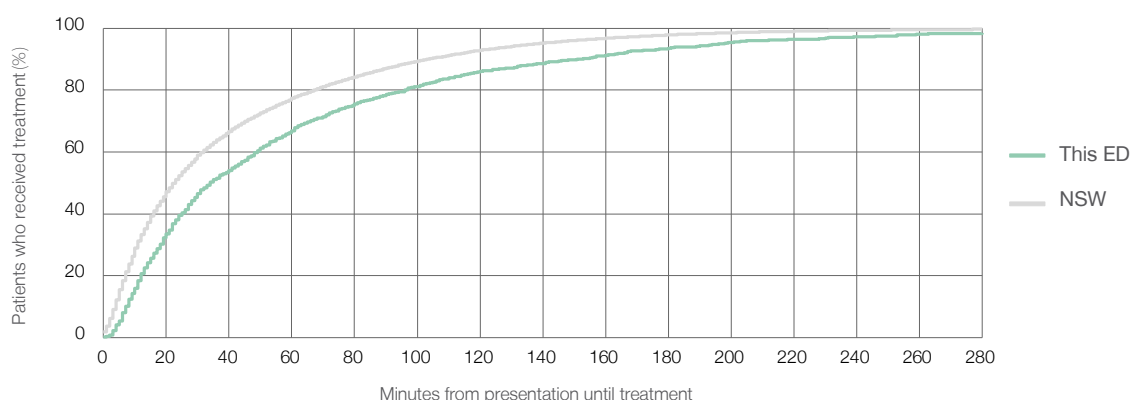
34 minutes

90th percentile time to start treatment⁵

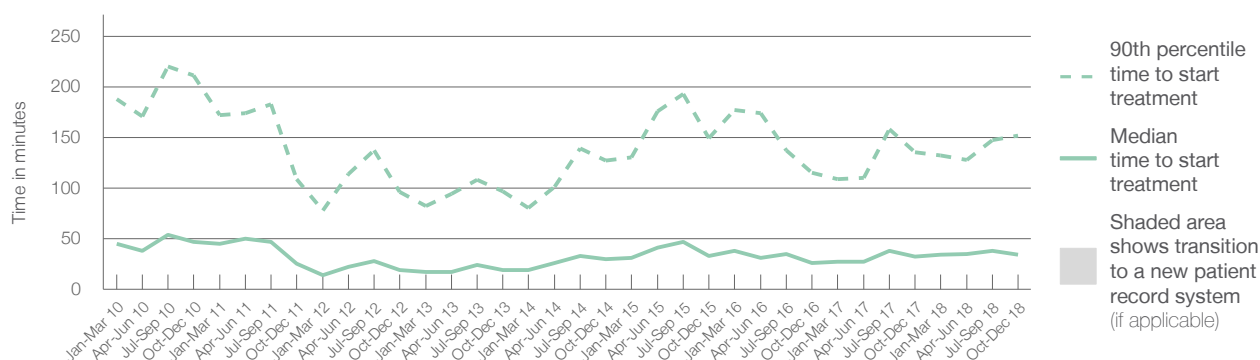
152 minutes

Same period last year	NSW (this period)
1,506	
1,226	
32 minutes	23 minutes
135 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	47	25	19	19	30	33	26	32	34
90th percentile time to start treatment ⁵ (minutes)	211	109	96	97	127	149	115	135	152

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

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

Nepean Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 17,884 patients

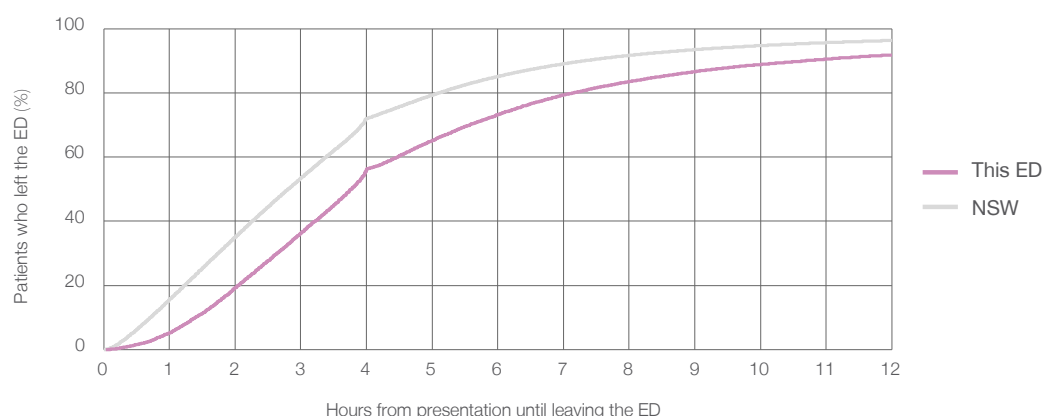
Presentations used to calculate time to leaving the ED:⁶ 17,878 patients

Median time spent in the ED⁸ 3 hours and 46 minutes

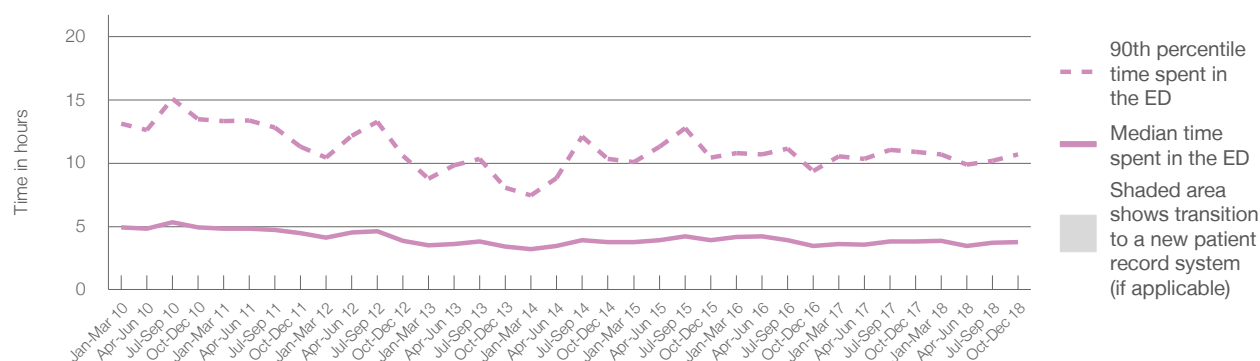
90th percentile time spent in the ED⁹ 10 hours and 41 minutes

Same period last year	NSW (this period)
17,981	
17,974	
3 hours and 48 minutes	2 hours and 49 minutes
10 hours and 53 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 55m	4h 28m	3h 53m	3h 26m	3h 46m	3h 54m	3h 29m	3h 48m	3h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 28m	11h 18m	10h 35m	8h 4m	10h 21m	10h 25m	9h 24m	10h 53m	10h 41m

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

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

Nepean Hospital: Time patients spent in the ED

By mode of separation

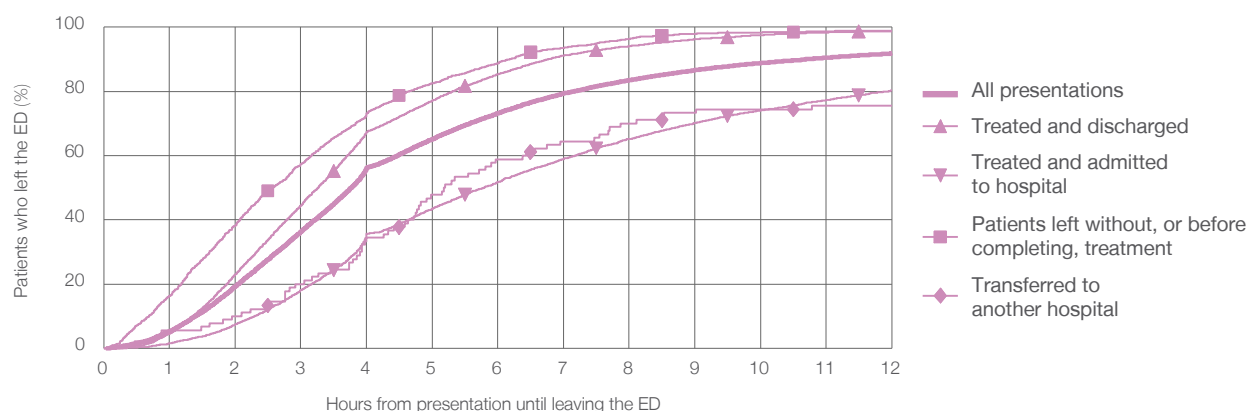
October to December 2018

All presentations:[†] 17,884 patients

Presentations used to calculate time to leaving the ED:[‡] 17,878 patients

		Same period last year	Change since one year ago
		17,974	-1%
Treated and discharged	9,255 (51.8%)	9,309	-0.6%
Treated and admitted to hospital	6,606 (36.9%)	6,435	2.7%
Patient left without, or before completing, treatment	1,598 (8.9%)	1,854	-13.8%
Transferred to another hospital	90 (0.5%)	71	26.8%
Other	335 (1.9%)	312	7.4%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.5%	23.0%	44.5%	67.5%	85.4%	94.1%	97.6%	98.8%
Treated and admitted to hospital	1.6%	7.5%	18.1%	35.7%	51.8%	65.2%	74.1%	80.3%
Patient left without, or before completing, treatment	16.4%	38.3%	57.3%	73.2%	88.8%	96.4%	98.4%	98.9%
Transferred to another hospital	5.6%	10.0%	20.0%	34.4%	58.9%	70.0%	74.4%	75.6%
All presentations	5.3%	19.3%	36.3%	56.3%	73.2%	83.5%	88.8%	91.8%

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

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

Nepean Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 17,884 patients

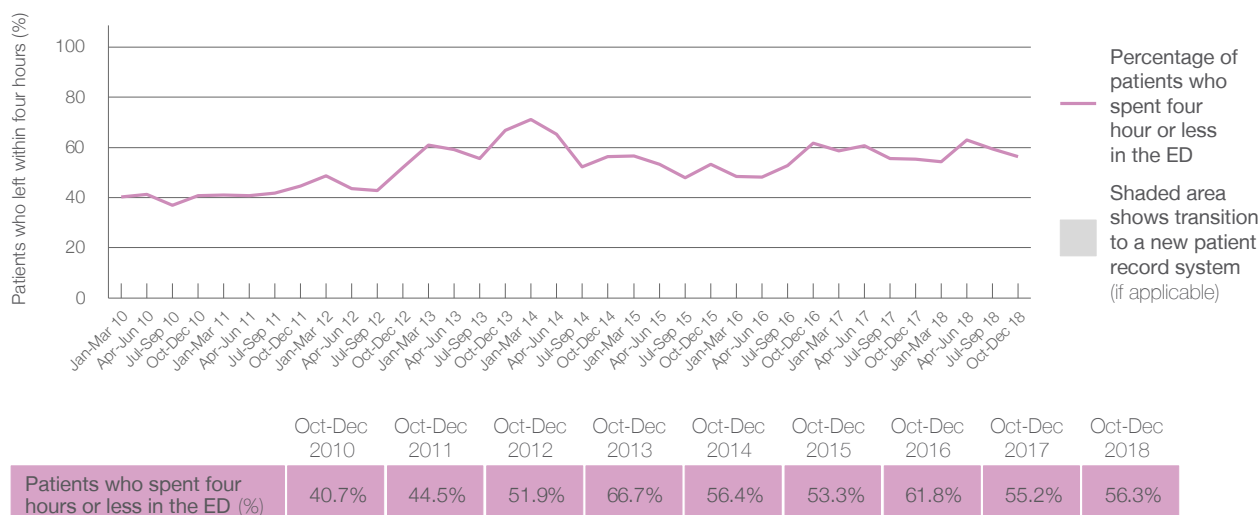
Presentations used to calculate time to leaving the ED: ⁶ 17,878 patients

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

56.3%

Same period last year	Change since one year ago
17,981	-1%
17,974	-1%
55.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Prince of Wales Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 15,980 patients

Emergency presentations:² 15,192 patients

Same period last year	Change since one year ago
15,705	2%
14,800	3%

Prince of Wales Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,555 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,328 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,579 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 495 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,342	
10 minutes	8 minutes
27 minutes	26 minutes
7,842	
21 minutes	20 minutes
73 minutes	72 minutes
4,866	
20 minutes	26 minutes
93 minutes	104 minutes
541	
23 minutes	23 minutes
127 minutes	104 minutes

Prince of Wales Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 15,972 patients

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

Same period last year	Change since one year ago
15,705	2%
65%	

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

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

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

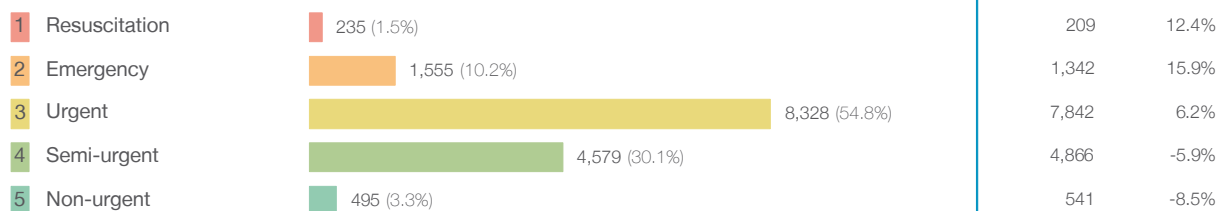
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Prince of Wales Hospital: Patients presenting to the emergency department

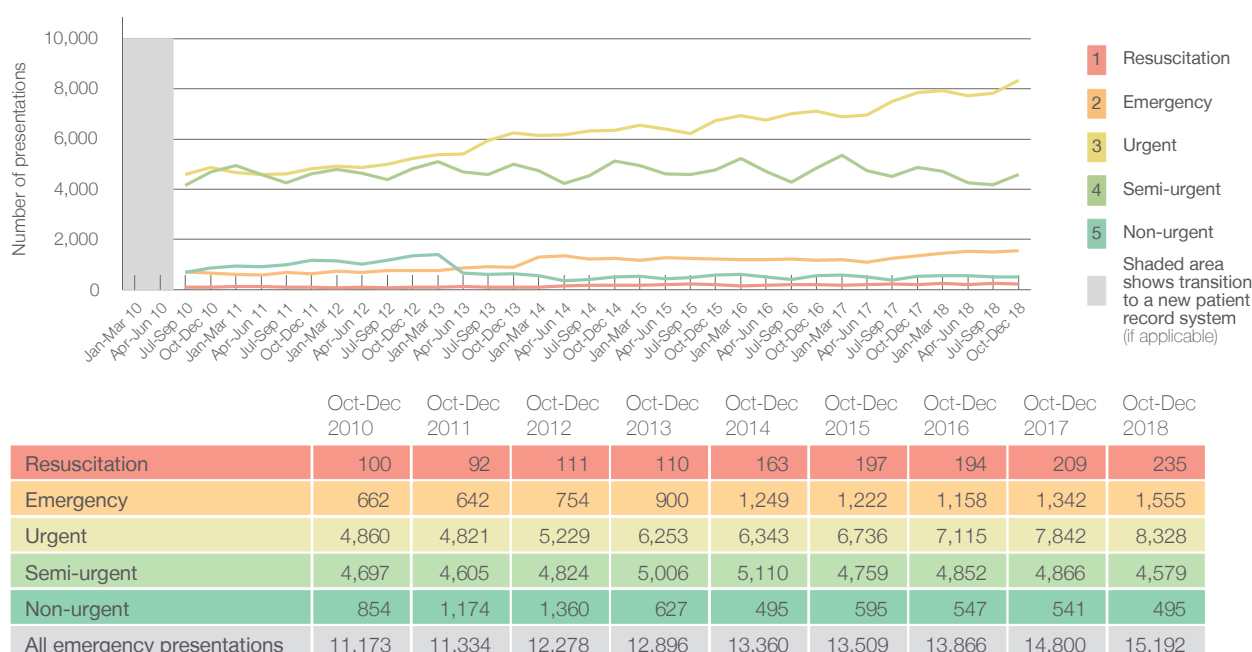
October to December 2018

All presentations:¹ 15,980 patients

Emergency presentations² by triage category: 15,192 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Prince of Wales Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 3,995 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.

Prince of Wales Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,555

Number of triage 2 patients used to calculate waiting time: ³ 1,520

Median time to start treatment ⁴

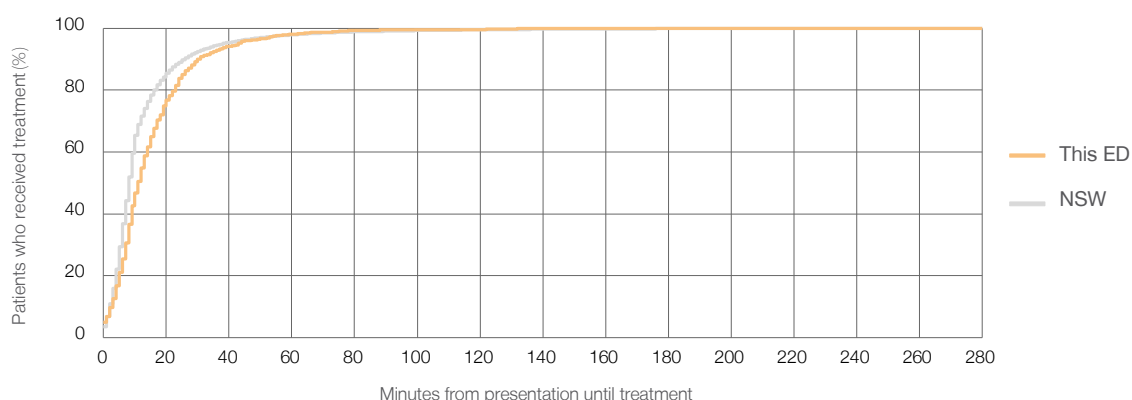
11 minutes

90th percentile time to start treatment ⁵

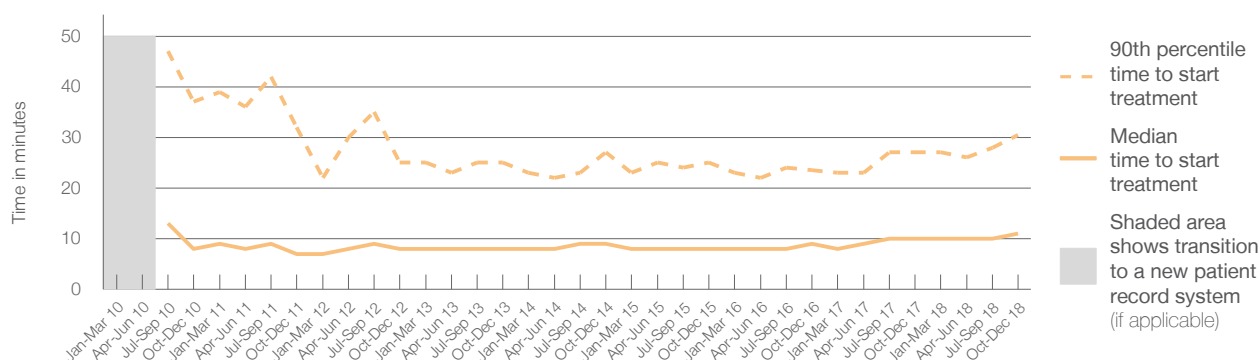
31 minutes

Same period last year	NSW (this period)
1,342	
1,312	
10 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	8	8	9	8	9	10	11
90th percentile time to start treatment ⁵ (minutes)	37	32	25	25	27	25	24	27	31

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 8,328

Number of triage 3 patients used to calculate waiting time: ³ 8,127

Median time to start treatment ⁴

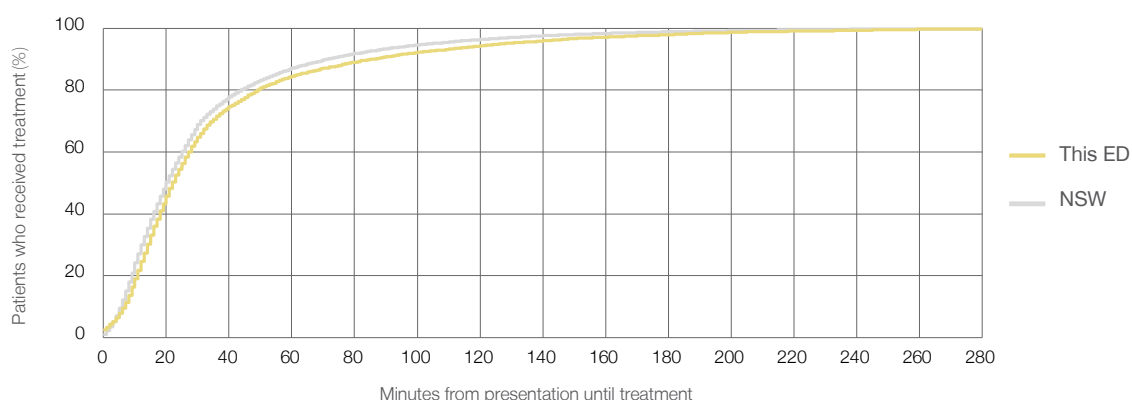
22 minutes

90th percentile time to start treatment ⁵

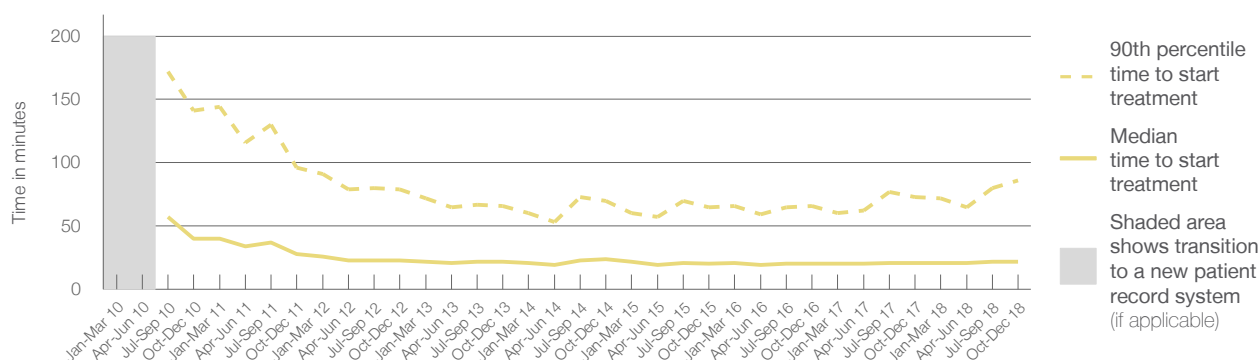
86 minutes

Same period last year	NSW (this period)
7,842	
7,681	
21 minutes	20 minutes
73 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	28	23	22	24	20	20	21	22
90th percentile time to start treatment ⁵ (minutes)	141	96	79	66	70	65	66	73	86

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,579

Number of triage 4 patients used to calculate waiting time:³ 4,400

Median time to start treatment⁴

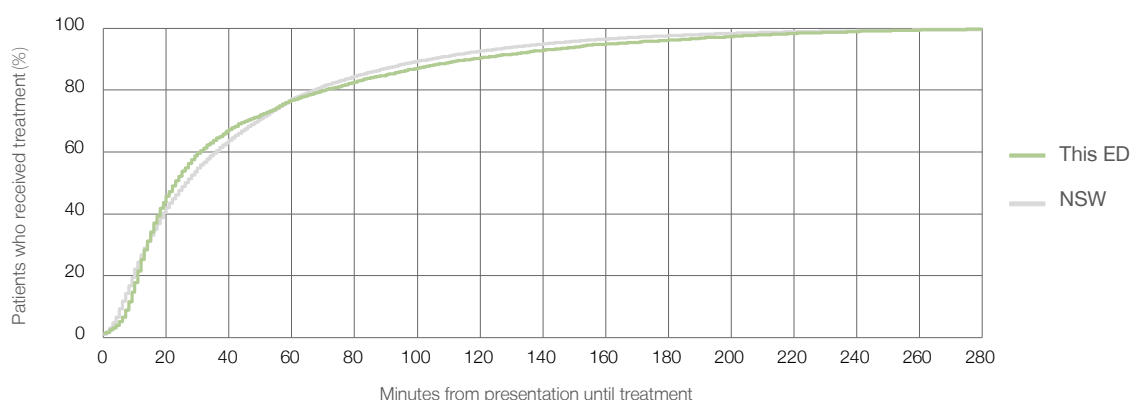
23 minutes

90th percentile time to start treatment⁵

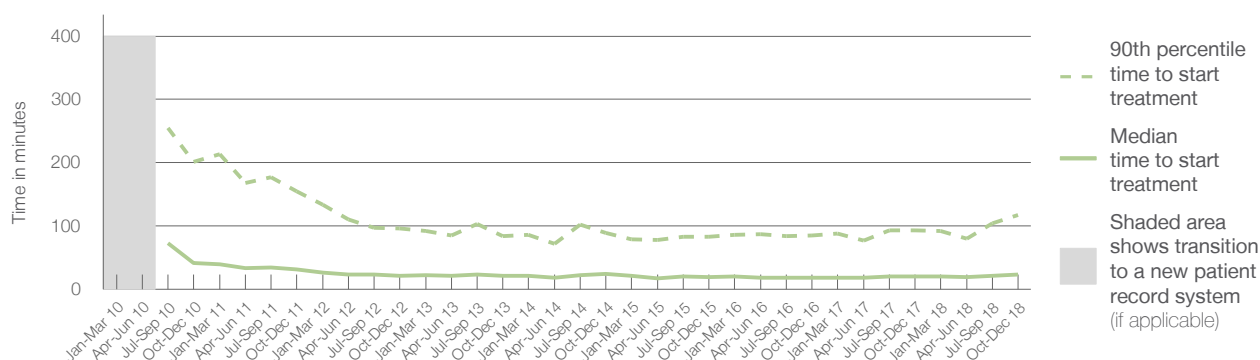
117 minutes

Same period last year	NSW (this period)
4,866	
4,698	
20 minutes	26 minutes
93 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	42	31	21	21	24	19	18	20	23
90th percentile time to start treatment ⁵ (minutes)	201	155	96	84	89	83	85	93	117

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 495

Number of triage 5 patients used to calculate waiting time:³ 396

Median time to start treatment⁴

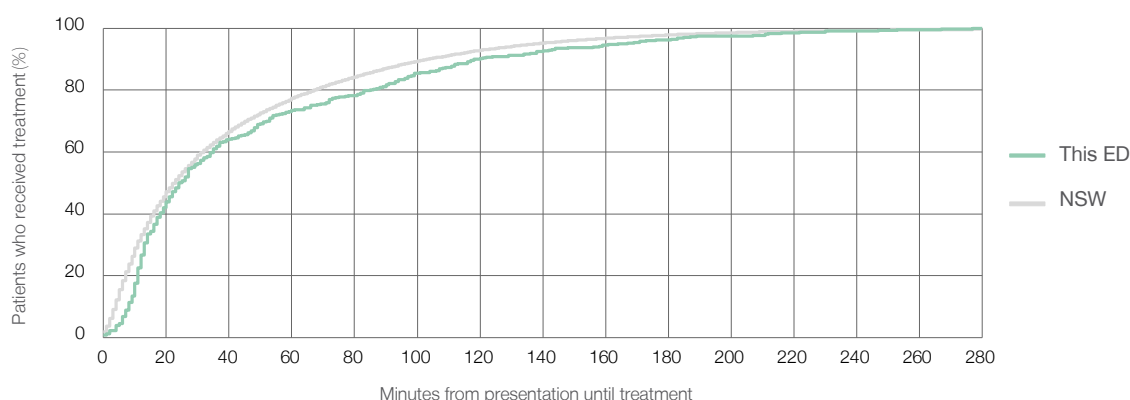
25 minutes

90th percentile time to start treatment⁵

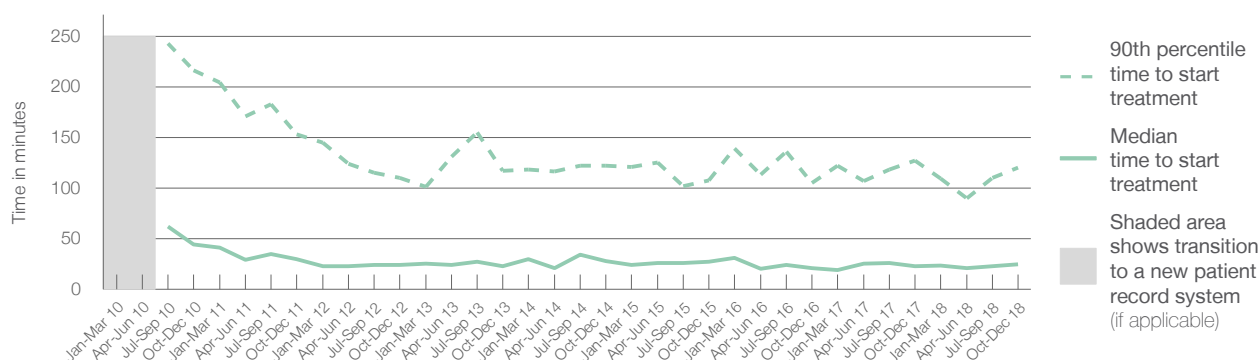
120 minutes

Same period last year	NSW (this period)
541	
432	
23 minutes	23 minutes
127 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	44	30	24	23	28	27	21	23	25
90th percentile time to start treatment ⁵ (minutes)	216	153	110	117	122	108	105	127	120

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

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

Prince of Wales Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 15,980 patients

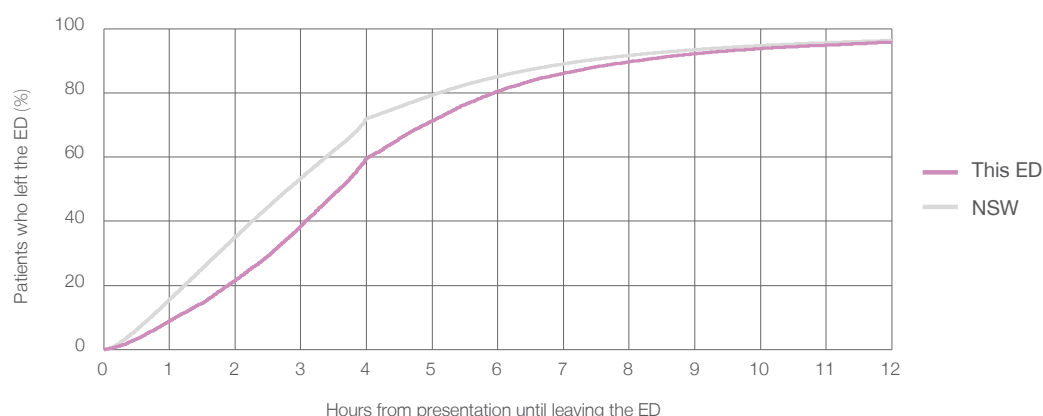
Presentations used to calculate time to leaving the ED:⁶ 15,972 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

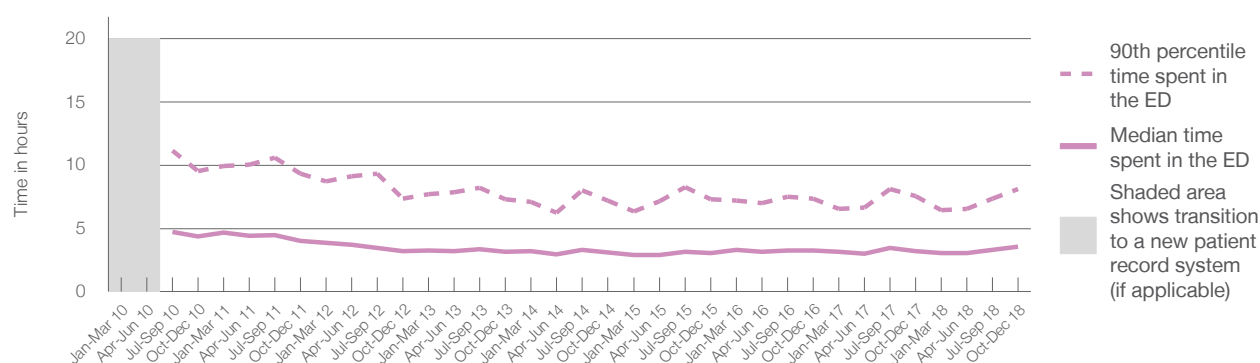
90th percentile time spent in the ED⁹ 8 hours and 7 minutes

Same period last year	NSW (this period)
15,705	
15,705	
3 hours and 13 minutes	2 hours and 49 minutes
7 hours and 33 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 22m	4h 2m	3h 13m	3h 10m	3h 6m	3h 4m	3h 16m	3h 13m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 31m	9h 20m	7h 21m	7h 18m	7h 11m	7h 17m	7h 20m	7h 33m	8h 7m

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

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Prince of Wales Hospital: Time patients spent in the ED

By mode of separation

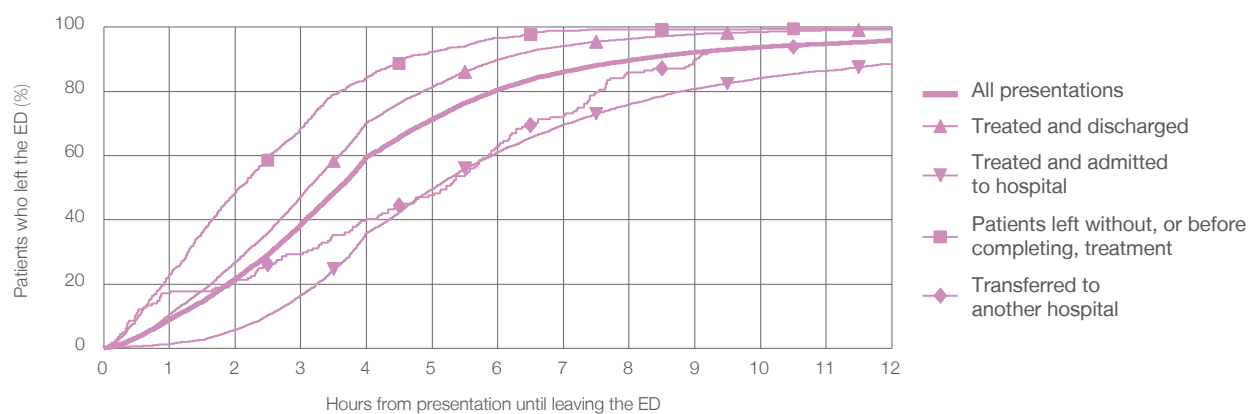
October to December 2018

All presentations:[†] 15,980 patients

Presentations used to calculate time to leaving the ED:[‡] 15,972 patients

		Same period last year	Change since one year ago
		15,705	2%
Treated and discharged	9,433 (59.0%)	9,540	-1.1%
Treated and admitted to hospital	5,307 (33.2%)	5,116	3.7%
Patient left without, or before completing, treatment	928 (5.8%)	754	23.1%
Transferred to another hospital	164 (1.0%)	163	0.6%
Other	148 (0.9%)	132	12.1%

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



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

Treated and discharged	10.5%	26.9%	47.3%	70.2%	89.9%	96.4%	98.5%	99.4%
Treated and admitted to hospital	1.4%	5.7%	16.5%	35.8%	61.1%	76.0%	84.1%	88.6%
Patient left without, or before completing, treatment	22.8%	48.5%	68.6%	84.4%	96.7%	99.2%	99.4%	99.5%
Transferred to another hospital	17.1%	20.7%	29.3%	40.2%	62.8%	86.0%	93.9%	96.3%
All presentations	9.0%	21.7%	38.6%	59.6%	80.5%	89.7%	93.8%	95.8%

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

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Prince of Wales Hospital: Time spent in the ED

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

October to December 2018

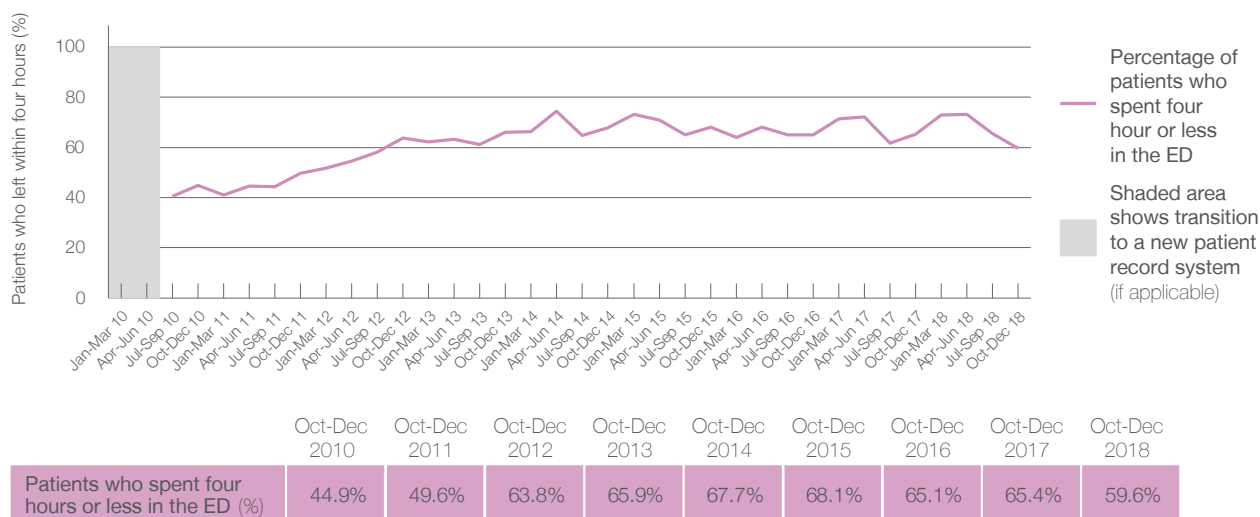
All presentations at the emergency department: ¹ 15,980 patients

Presentations used to calculate time to leaving the ED: ⁶ 15,972 patients

Percentage of patients who spent four hours or less in the ED 59.6%

Same period last year	Change since one year ago
15,705	2%
15,705	2%
65.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Royal North Shore Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 22,832 patients

Emergency presentations:² 22,774 patients

Same period last year	Change since one year ago
22,732	0%
22,659	1%

Royal North Shore Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,862 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,184 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,518 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,892 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
4,349	
7 minutes	8 minutes
15 minutes	26 minutes
6,253	
18 minutes	20 minutes
44 minutes	72 minutes
8,591	
26 minutes	26 minutes
70 minutes	104 minutes
3,090	
28 minutes	23 minutes
102 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 22,832 patients

Percentage of patients who spent four hours or less in the ED 61%

Same period last year	Change since one year ago
22,732	0%
66%	

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

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

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

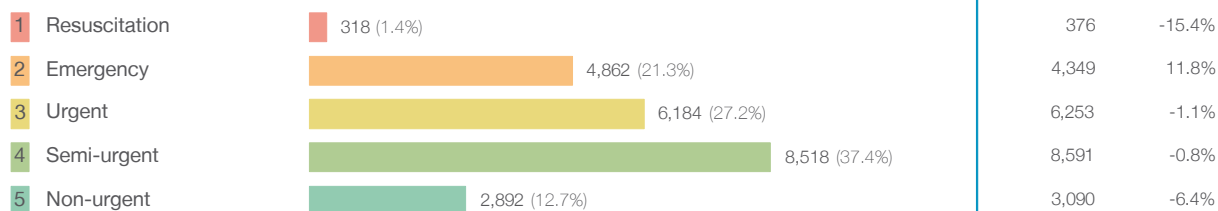
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Royal North Shore Hospital: Patients presenting to the emergency department

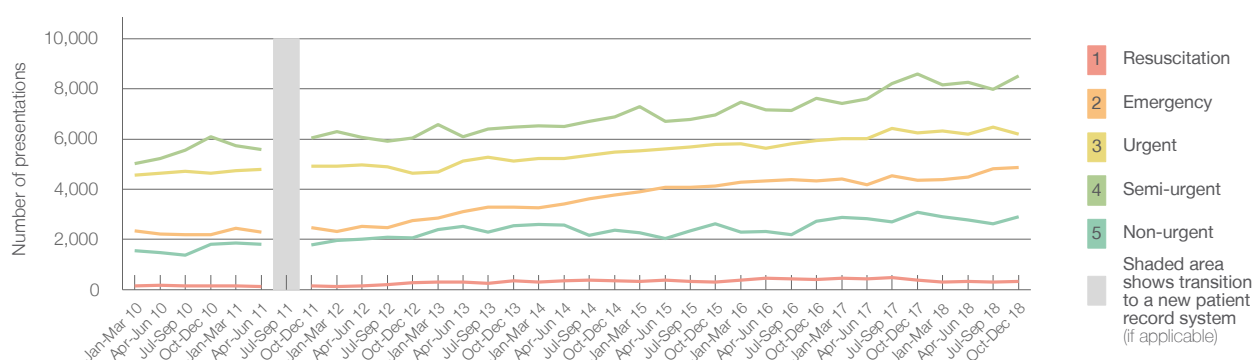
October to December 2018

All presentations:¹ 22,832 patients

Emergency presentations² by triage category: 22,774 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	143	137	285	354	341	314	408	376	318
Emergency	2,195	2,478	2,756	3,286	3,759	4,131	4,335	4,349	4,862
Urgent	4,635	4,913	4,638	5,133	5,485	5,774	5,946	6,253	6,184
Semi-urgent	6,089	6,030	6,048	6,483	6,884	6,951	7,620	8,591	8,518
Non-urgent	1,798	1,777	2,060	2,556	2,376	2,630	2,714	3,090	2,892
All emergency presentations	14,860	15,335	15,787	17,812	18,845	19,800	21,023	22,659	22,774

Royal North Shore Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 4,968 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.

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

October to December 2018

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

Number of triage 2 patients: 4,862

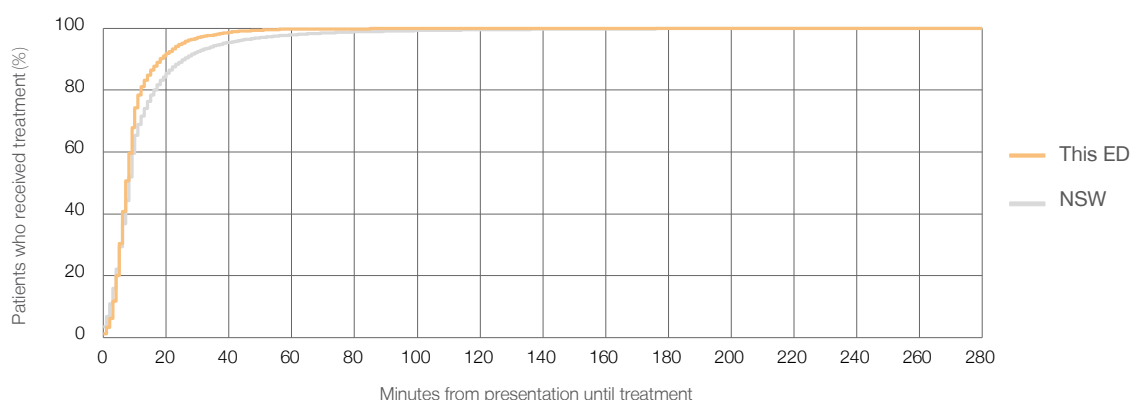
Number of triage 2 patients used to calculate waiting time: ³ 4,845

Median time to start treatment ⁴ 7 minutes

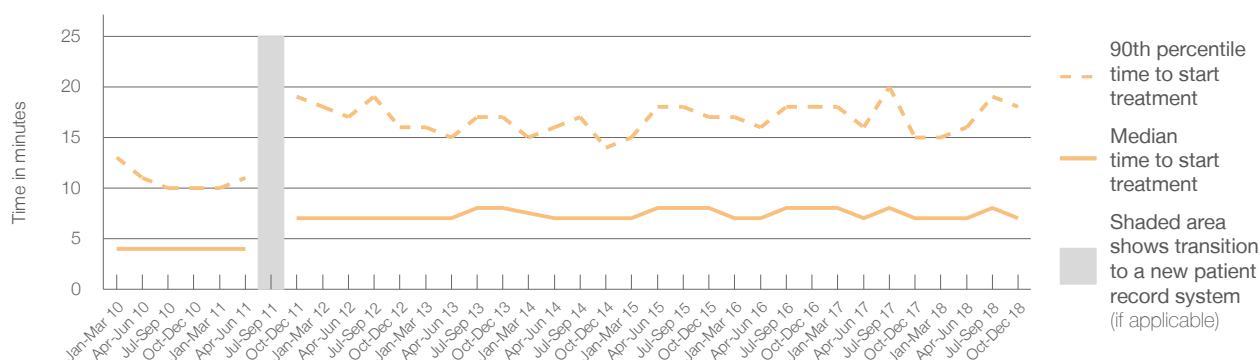
90th percentile time to start treatment ⁵ 18 minutes

Same period last year	NSW (this period)
4,349	
4,324	
7 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4	7	7	8	7	8	8	7	7
90th percentile time to start treatment ⁵ (minutes)	10	19	16	17	14	17	18	15	18

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

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

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

October to December 2018

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

Number of triage 3 patients: 6,184

Number of triage 3 patients used to calculate waiting time:³ 6,107

Median time to start treatment⁴

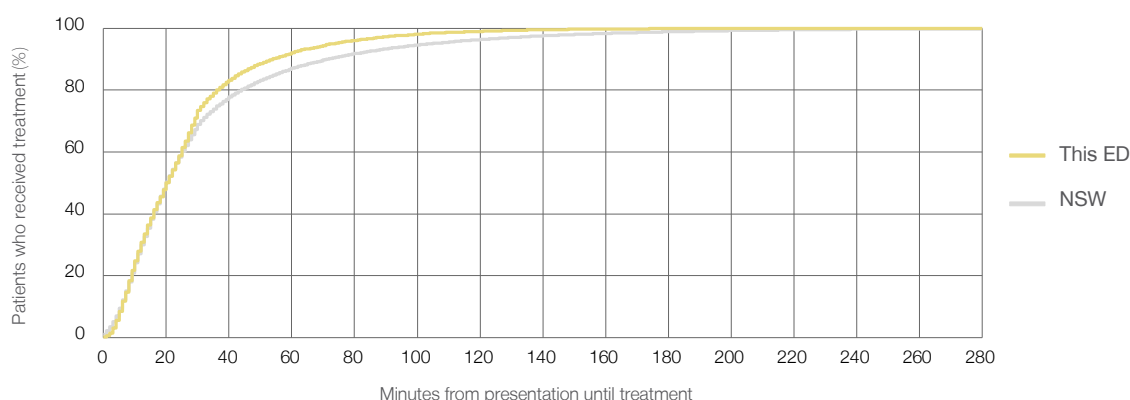
20 minutes

90th percentile time to start treatment⁵

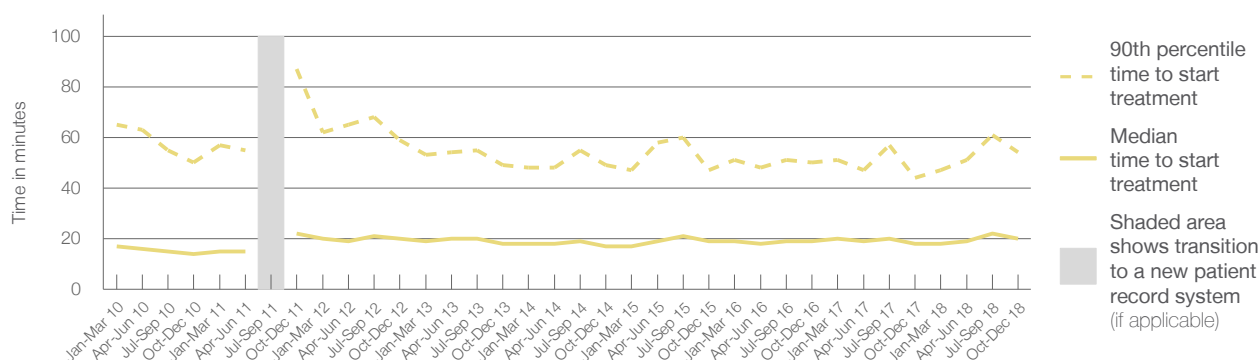
54 minutes

Same period last year	NSW (this period)
6,253	
6,198	
18 minutes	20 minutes
44 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	14	22	20	18	17	19	19	18	20
90th percentile time to start treatment ⁵ (minutes)	50	87	59	49	49	47	50	44	54

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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 4

October to December 2018

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

Number of triage 4 patients: 8,518

Number of triage 4 patients used to calculate waiting time:³ 8,258

Median time to start treatment⁴

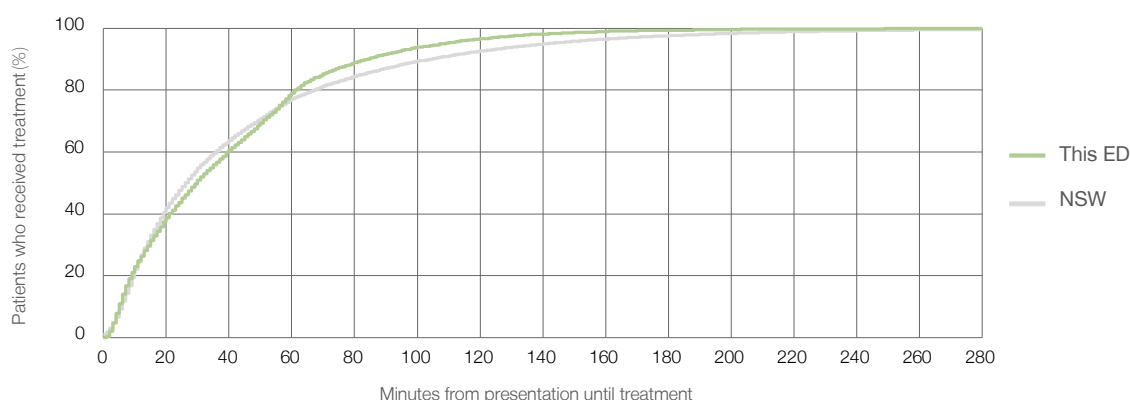
30 minutes

90th percentile time to start treatment⁵

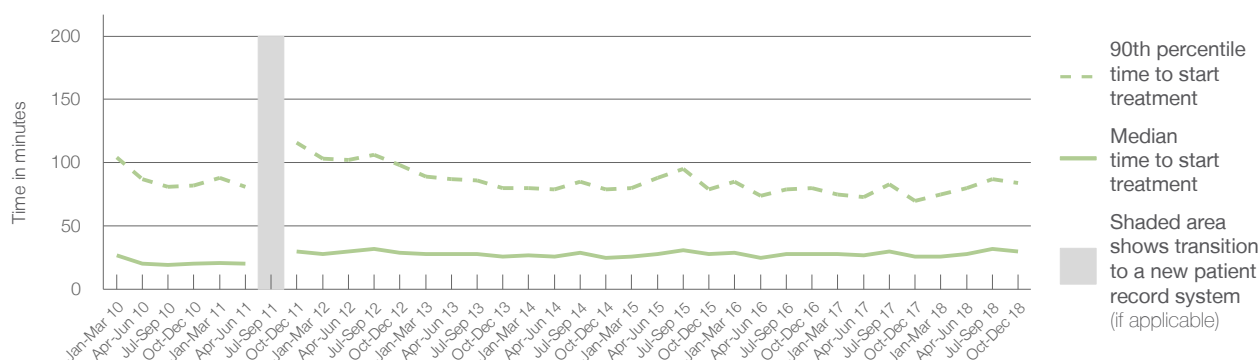
84 minutes

Same period last year	NSW (this period)
8,591	
8,346	
26 minutes	26 minutes
70 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	30	29	26	25	28	28	26	30
90th percentile time to start treatment ⁵ (minutes)	82	116	98	80	79	79	80	70	84

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

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

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

October to December 2018

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

Number of triage 5 patients: 2,892

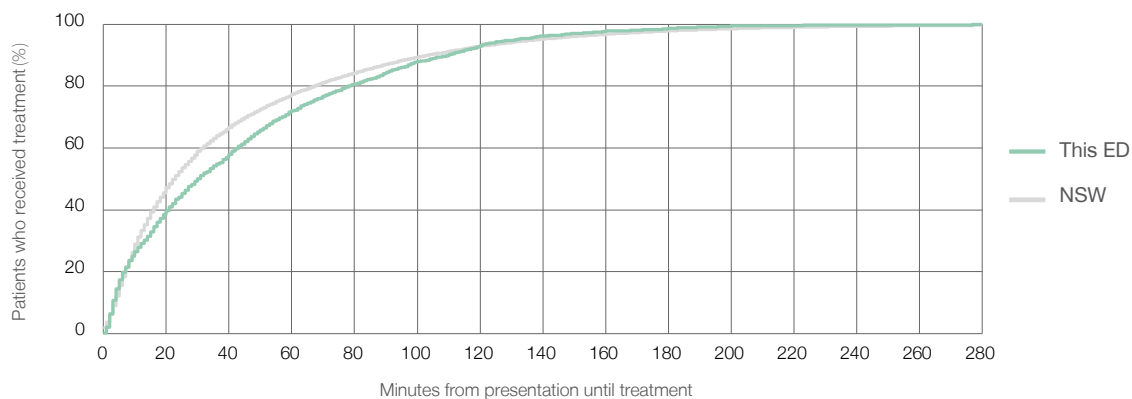
Number of triage 5 patients used to calculate waiting time:³ 2,628

Median time to start treatment⁴ 30 minutes

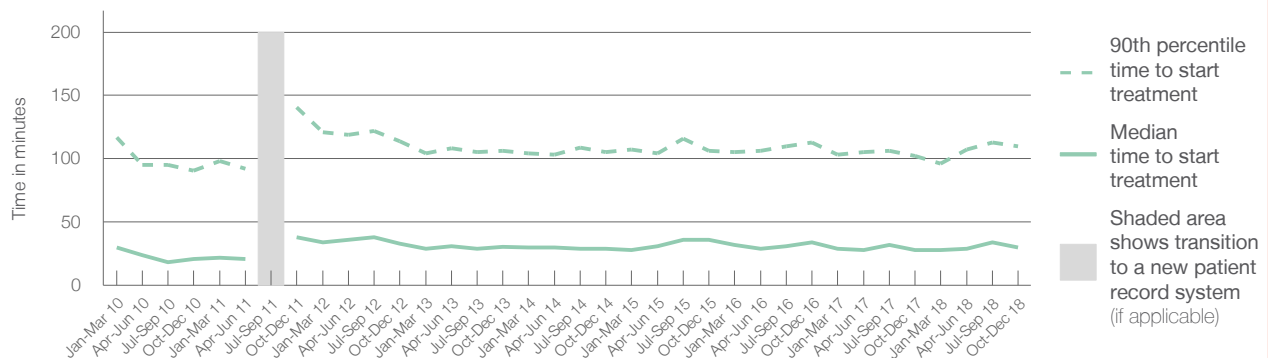
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
3,090	
2,789	
28 minutes	23 minutes
102 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21	38	33	31	29	36	34	28	30
90th percentile time to start treatment ⁵ (minutes)	91	141	114	106	105	106	113	102	110

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Royal North Shore Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 22,832 patients

Presentations used to calculate time to leaving the ED:⁶ 22,832 patients

Median time spent in the ED⁸

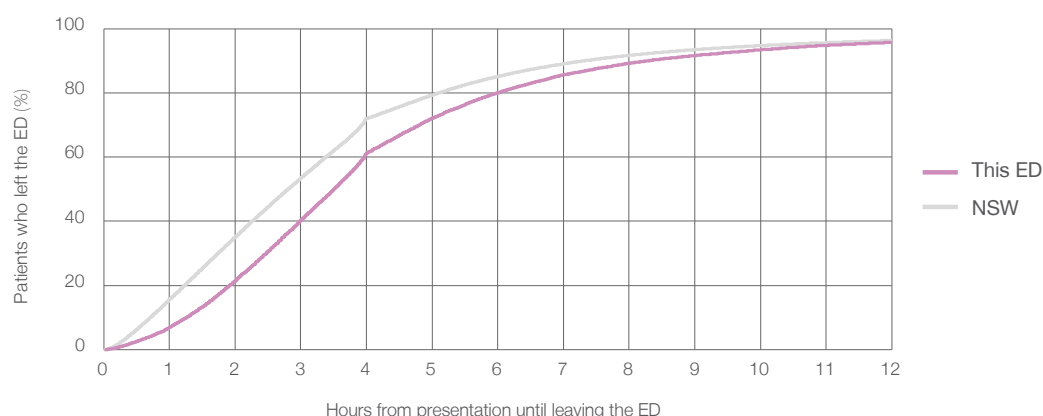
3 hours and 30 minutes

90th percentile time spent in the ED⁹

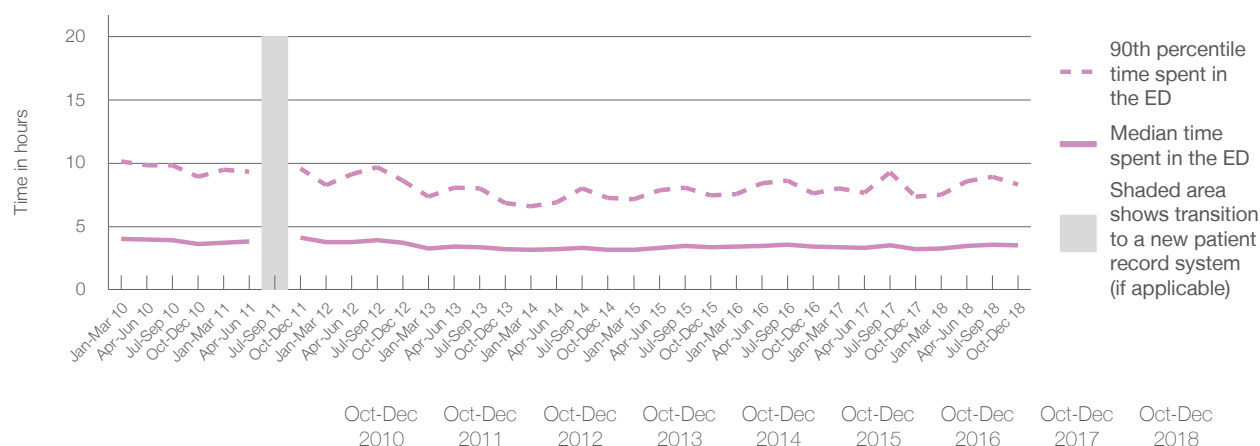
8 hours and 18 minutes

Same period last year	NSW (this period)
22,732	22,732
3 hours and 14 minutes	2 hours and 49 minutes
7 hours and 20 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 38m	4h 8m	3h 42m	3h 12m	3h 9m	3h 21m	3h 24m	3h 14m	3h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 56m	9h 34m	8h 36m	6h 52m	7h 15m	7h 26m	7h 37m	7h 20m	8h 18m

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Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

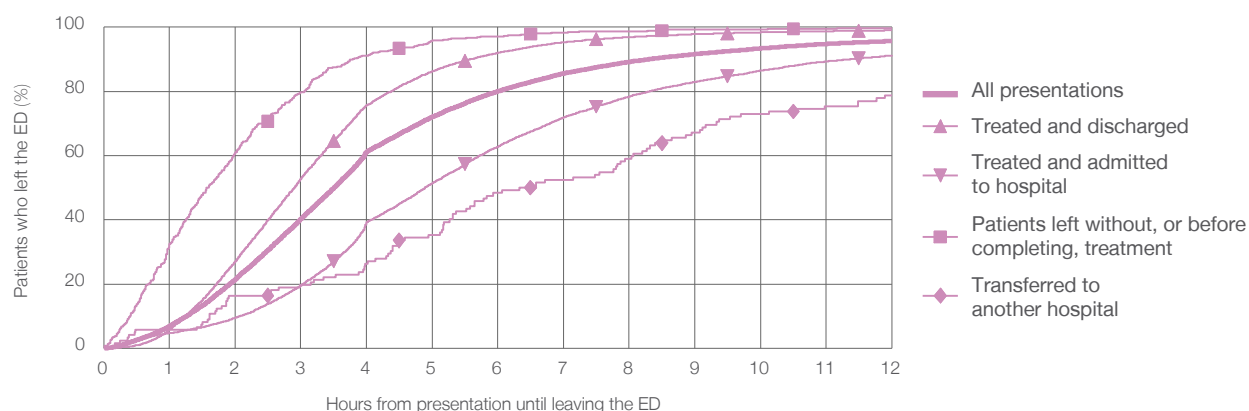
October to December 2018

All presentations:[†] 22,832 patients

Presentations used to calculate time to leaving the ED:[‡] 22,832 patients

		Same period last year	Change since one year ago
		22,732	0%
Treated and discharged	12,407 (54.3%)	13,010	-4.6%
Treated and admitted to hospital	9,386 (41.1%)	8,726	7.6%
Patient left without, or before completing, treatment	580 (2.5%)	426	36.2%
Transferred to another hospital	122 (0.5%)	154	-20.8%
Other	337 (1.5%)	416	-19.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	27.0%	52.8%	75.7%	92.1%	96.9%	98.4%	99.0%
Treated and admitted to hospital	4.8%	9.5%	19.6%	39.2%	62.8%	78.4%	86.5%	91.3%
Patient left without, or before completing, treatment	32.4%	61.0%	79.7%	91.2%	97.1%	98.8%	99.3%	99.7%
Transferred to another hospital	5.7%	16.4%	19.7%	26.2%	48.4%	59.0%	73.0%	78.7%
All presentations	7.0%	21.5%	40.3%	61.1%	80.1%	89.2%	93.4%	95.8%

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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

October to December 2018

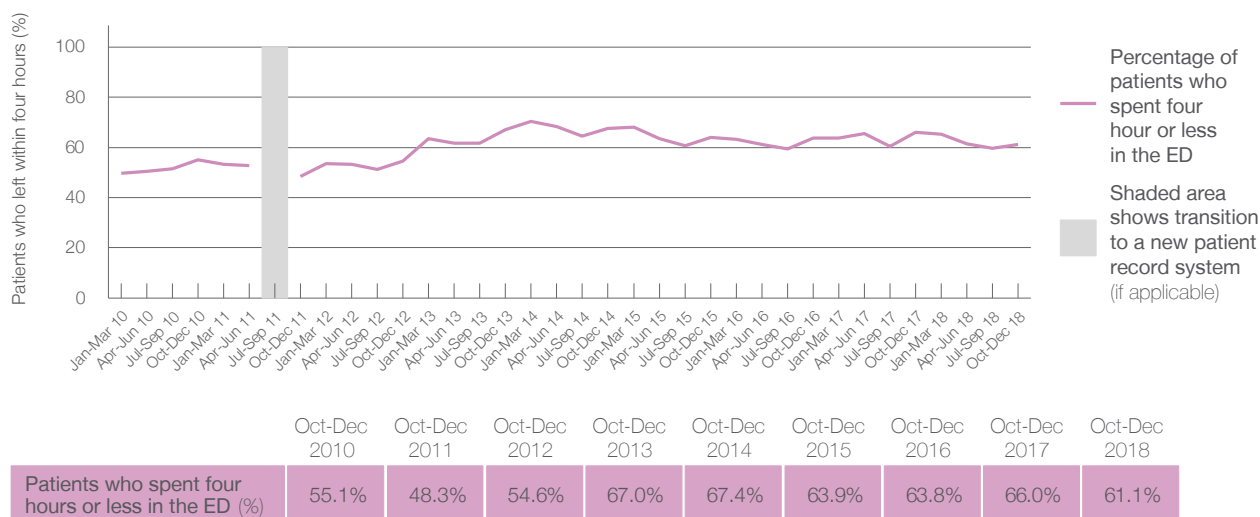
All presentations at the emergency department: ¹ 22,832 patients

Presentations used to calculate time to leaving the ED: ⁶ 22,832 patients

Percentage of patients who spent four hours or less in the ED 61.1%

Same period last year	Change since one year ago
22,732	0%
22,732	0%
66.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 20,664 patients

Emergency presentations:² 20,285 patients

Same period last year	Change since one year ago
19,371	7%
18,960	7%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,538 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,456 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,555 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 105 minutes

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

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
3,155	
11 minutes	8 minutes
23 minutes	26 minutes
10,023	
25 minutes	20 minutes
83 minutes	72 minutes
5,004	
36 minutes	26 minutes
119 minutes	104 minutes
640	
35 minutes	23 minutes
117 minutes	104 minutes

Royal Prince Alfred Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 20,664 patients

Percentage of patients who spent four hours or less in the ED 64%

Same period last year	Change since one year ago
19,371	7%
68%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
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6. All presentations that have a departure time.

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

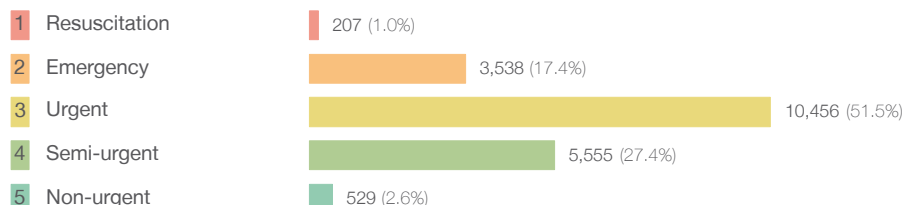
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Royal Prince Alfred Hospital: Patients presenting to the emergency department

October to December 2018

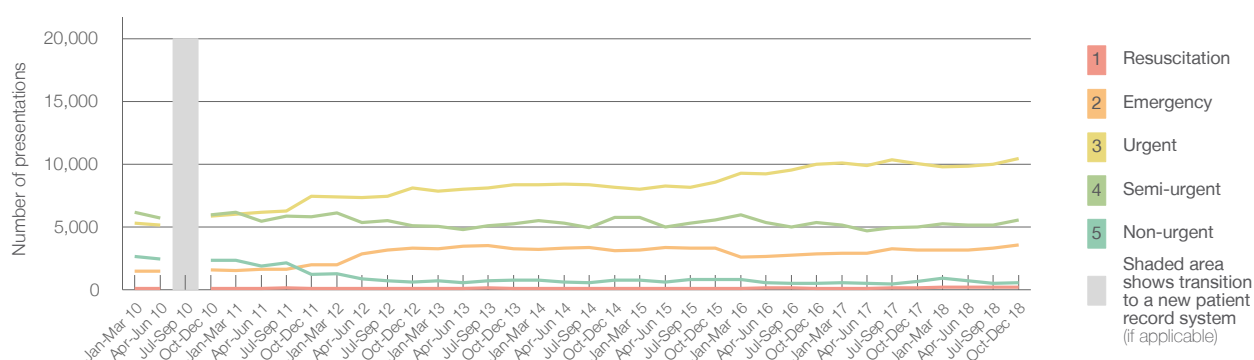
All presentations:¹ 20,664 patients

Emergency presentations² by triage category: 20,285 patients



Same period last year	Change since one year ago
19,371	7%
18,960	7%
138	50.0%
3,155	12.1%
10,023	4.3%
5,004	11.0%
640	-17.3%

Emergency presentations² by quarter, January 2010 to December 2018[‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	82	103	119	119	80	78	104	138	207
Emergency	1,599	1,980	3,304	3,236	3,118	3,303	2,842	3,155	3,538
Urgent	5,856	7,449	8,110	8,365	8,177	8,539	9,965	10,023	10,456
Semi-urgent	5,949	5,824	5,119	5,271	5,758	5,559	5,366	5,004	5,555
Non-urgent	2,341	1,233	620	774	739	799	488	640	529
All emergency presentations	15,827	16,589	17,272	17,765	17,872	18,278	18,765	18,960	20,285

Royal Prince Alfred Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,550 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,007	
15 minutes	0 minutes
29 minutes	0 minutes

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 3,538

Number of triage 2 patients used to calculate waiting time: ³ 3,534

Median time to start treatment ⁴

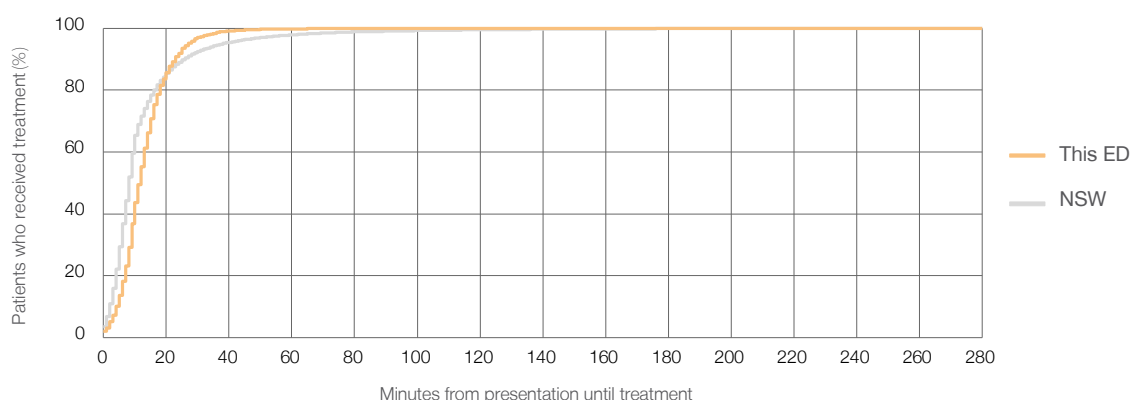
12 minutes

90th percentile time to start treatment ⁵

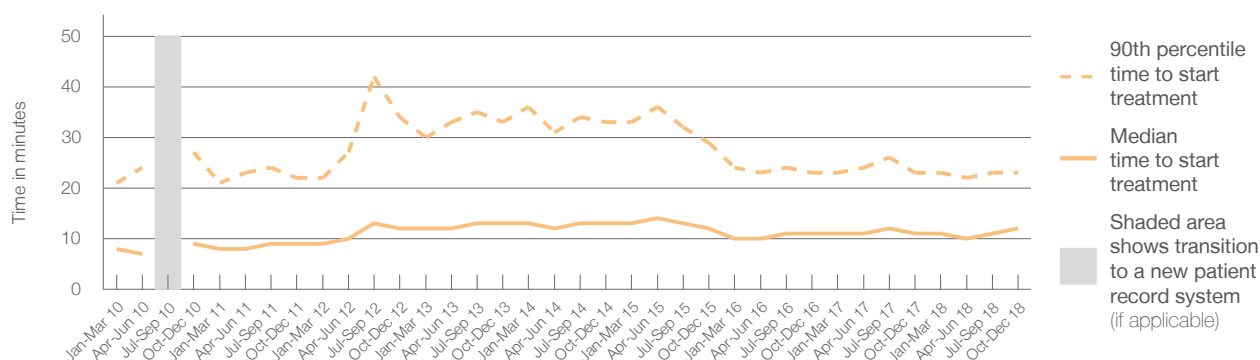
23 minutes

Same period last year	NSW (this period)
3,155	
3,149	
11 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	12	13	13	12	11	11	12
90th percentile time to start treatment ⁵ (minutes)	27	22	34	33	33	29	23	23	23

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Prince Alfred Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 10,456

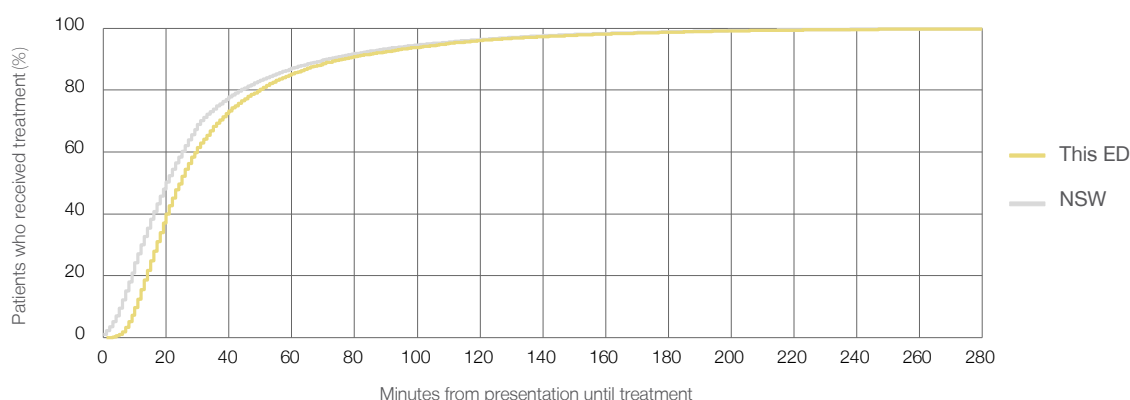
Number of triage 3 patients used to calculate waiting time:³ 10,265

Median time to start treatment⁴ 25 minutes

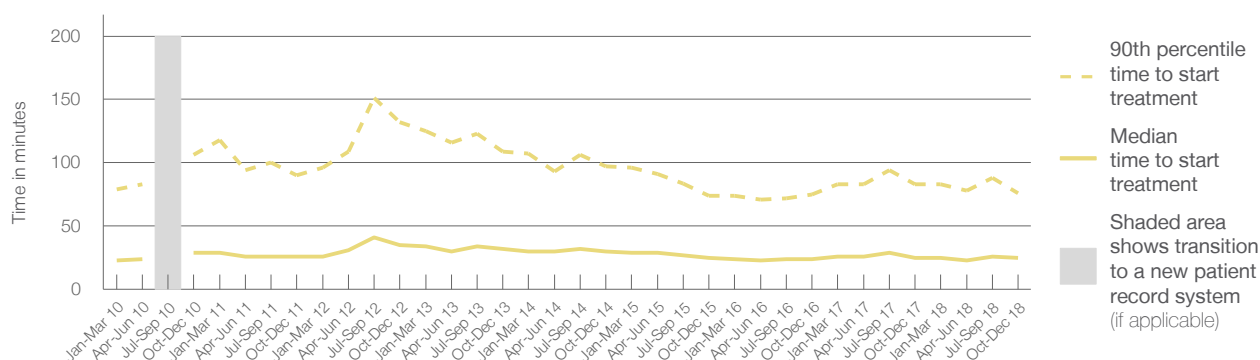
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
10,023	
9,818	
25 minutes	20 minutes
83 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	26	35	32	30	25	24	25	25
90th percentile time to start treatment ⁵ (minutes)	106	90	132	109	97	74	75	83	76

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 5,555

Number of triage 4 patients used to calculate waiting time: ³ 5,299

Median time to start treatment ⁴

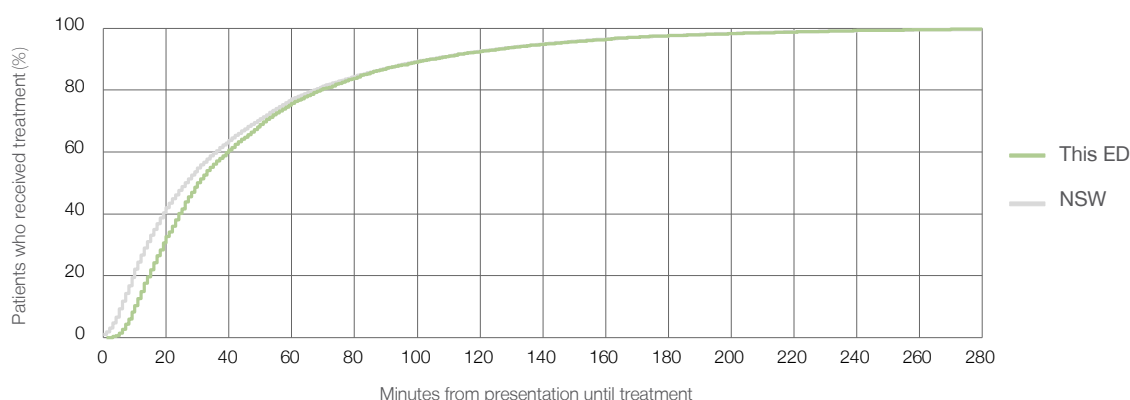
30 minutes

90th percentile time to start treatment ⁵

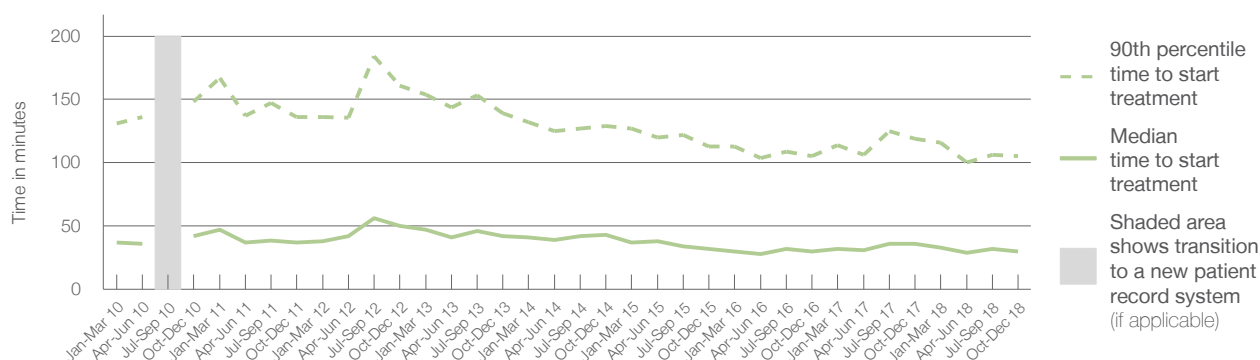
105 minutes

Same period last year	NSW (this period)
5,004	
4,729	
36 minutes	26 minutes
119 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	42	37	50	42	43	32	30	36	30
90th percentile time to start treatment ⁵ (minutes)	148	136	161	139	129	113	105	119	105

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 529

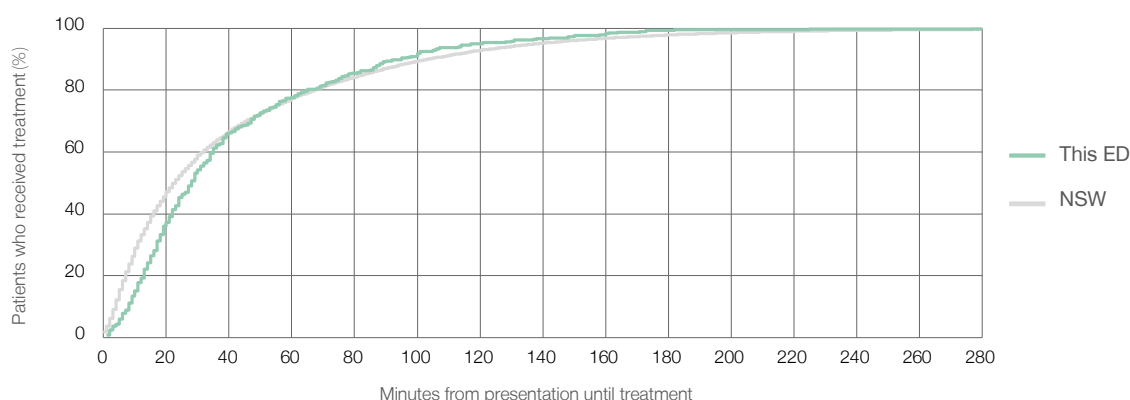
Number of triage 5 patients used to calculate waiting time:³ 384

Median time to start treatment⁴ 28 minutes

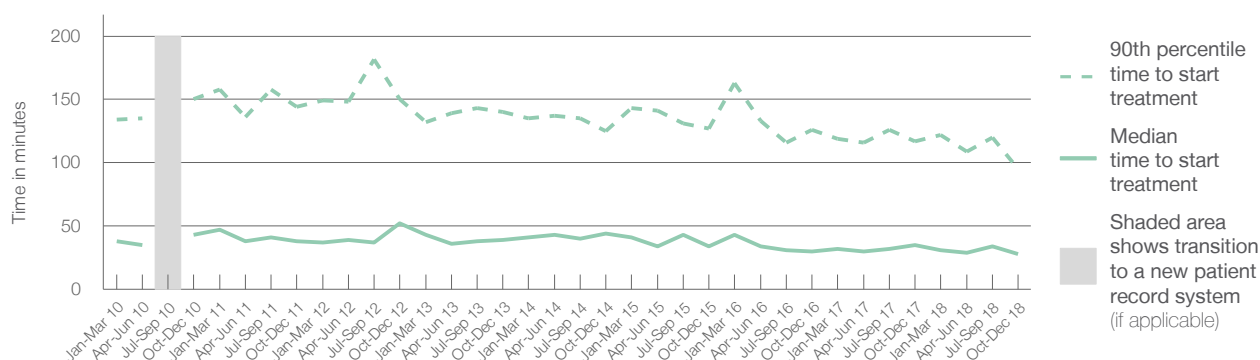
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
640	
428	
35 minutes	23 minutes
117 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	38	52	39	44	34	30	35	28
90th percentile time to start treatment ⁵ (minutes)	150	144	150	140	125	127	126	117	95

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

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

October to December 2018

All presentations:¹ 20,664 patients

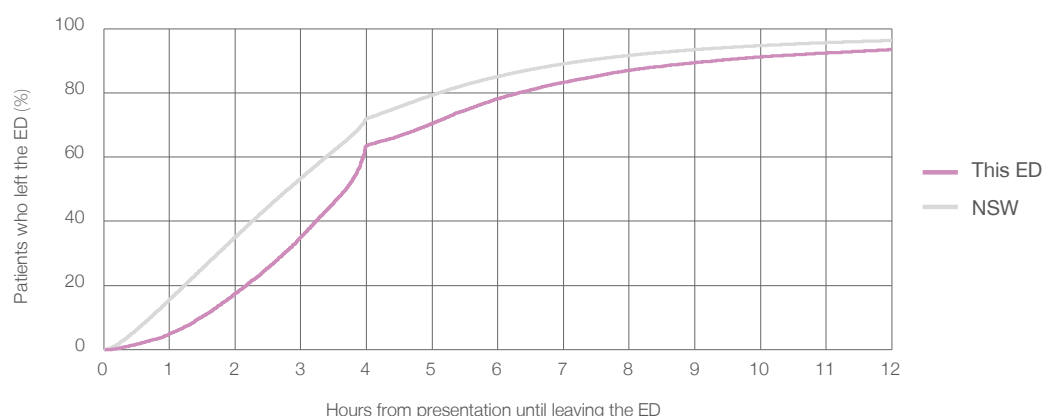
Presentations used to calculate time to leaving the ED:⁶ 20,664 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

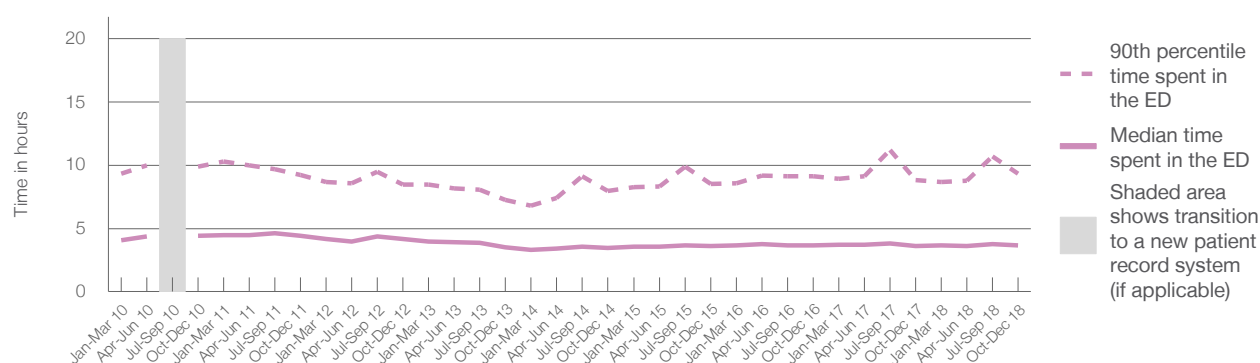
90th percentile time spent in the ED⁹ 9 hours and 19 minutes

Same period last year	NSW (this period)
19,371	
19,371	
3 hours and 36 minutes	2 hours and 49 minutes
8 hours and 49 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 26m	4h 24m	4h 9m	3h 30m	3h 27m	3h 36m	3h 41m	3h 36m	3h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 52m	9h 13m	8h 28m	7h 14m	7h 59m	8h 31m	9h 7m	8h 49m	9h 19m

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

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

By mode of separation

October to December 2018

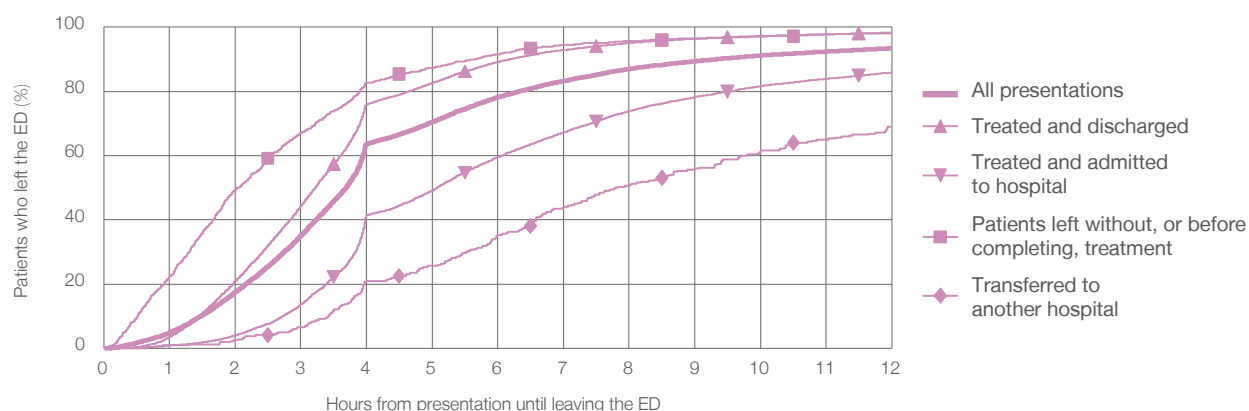
All presentations:[†] 20,664 patients

Presentations used to calculate time to leaving the ED:[‡] 20,664 patients

Treated and discharged	11,450 (55.4%)
Treated and admitted to hospital	7,303 (35.3%)
Patient left without, or before completing, treatment	1,312 (6.3%)
Transferred to another hospital	320 (1.5%)
Other	279 (1.4%)

Same period last year	Change since one year ago
19,371	7%
10,382	10.3%
7,111	2.7%
1,247	5.2%
227	41.0%
404	-30.9%

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



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

Treated and discharged	3.6%	20.9%	44.4%	75.9%	89.2%	95.1%	97.2%	98.3%
Treated and admitted to hospital	0.8%	4.0%	13.7%	41.5%	59.6%	73.9%	81.7%	85.9%
Patient left without, or before completing, treatment	22.3%	49.5%	67.0%	82.7%	91.6%	95.7%	97.1%	98.1%
Transferred to another hospital	0.9%	2.5%	6.6%	20.9%	35.3%	50.6%	61.6%	69.1%
All presentations	4.9%	17.5%	35.1%	63.7%	78.2%	87.0%	91.2%	93.5%

(†) 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.

Royal Prince Alfred Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 20,664 patients

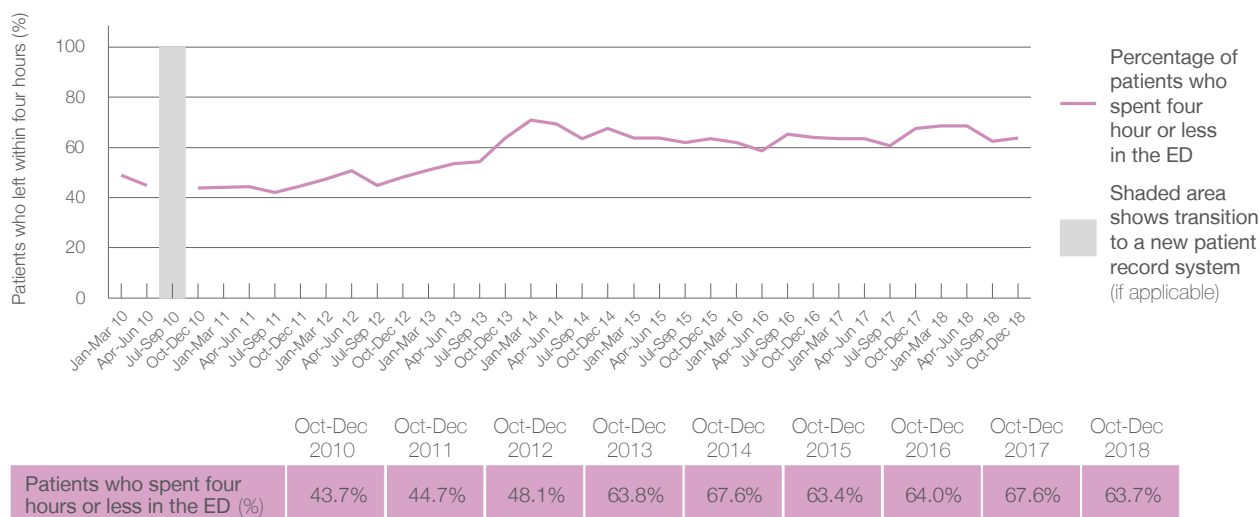
Presentations used to calculate time to leaving the ED: ⁶ 20,664 patients

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



Same period last year	Change since one year ago
19,371	7%
19,371	7%
67.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

St George Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 20,642 patients

Emergency presentations:² 20,460 patients

Same period last year	Change since one year ago
20,352	1%
20,208	1%

St George Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,438 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,509 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,328 patients

Median time to start treatment⁴ 36 minutes

90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,015 patients

Median time to start treatment⁴ 37 minutes

90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
2,169	
10 minutes	8 minutes
25 minutes	26 minutes
8,376	
25 minutes	20 minutes
64 minutes	72 minutes
8,129	
32 minutes	26 minutes
82 minutes	104 minutes
1,376	
34 minutes	23 minutes
90 minutes	104 minutes

St George Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 20,635 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
20,352	1%
66%	

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

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

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

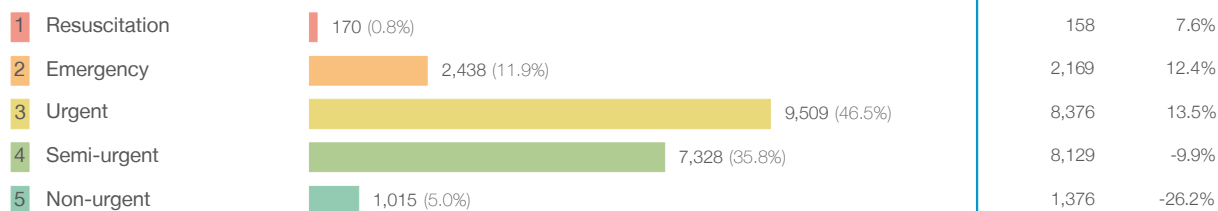
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

St George Hospital: Patients presenting to the emergency department

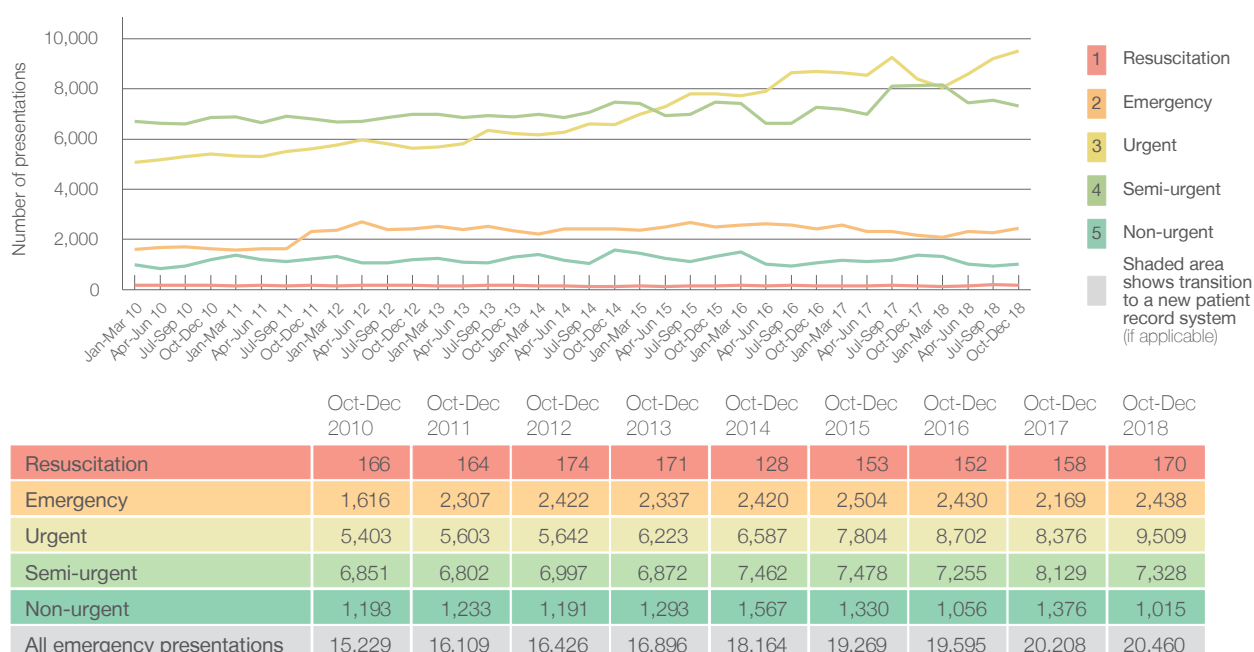
October to December 2018

All presentations:¹ 20,642 patients

Emergency presentations² by triage category: 20,460 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



St George Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 5,044 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.

St George Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 2,438

Number of triage 2 patients used to calculate waiting time: ³ 2,425

Median time to start treatment ⁴

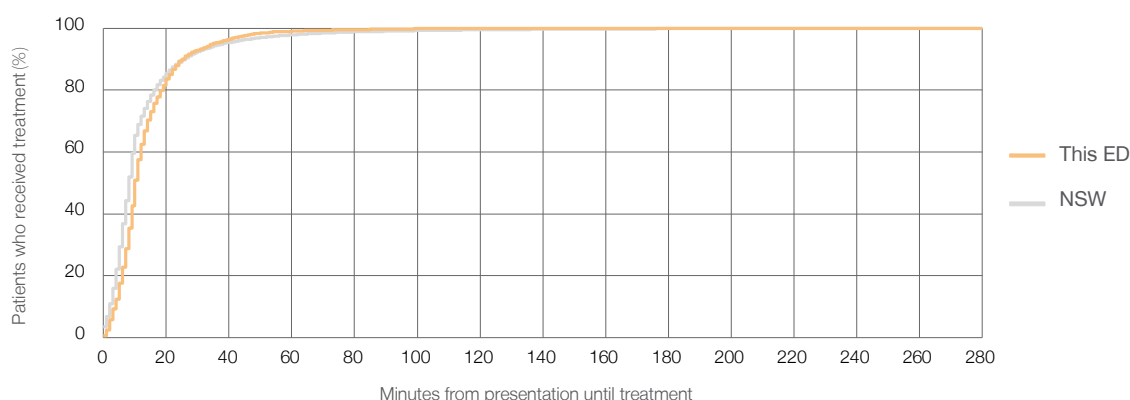
10 minutes

90th percentile time to start treatment ⁵

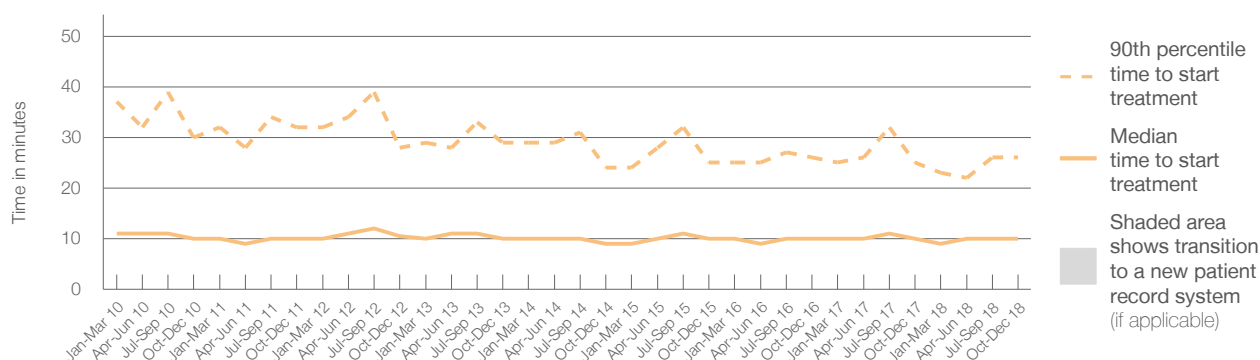
26 minutes

Same period last year	NSW (this period)
2,169	
2,159	
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10	10	11	10	9	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)	30	32	28	29	24	25	26	25	26

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

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

St George Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 9,509

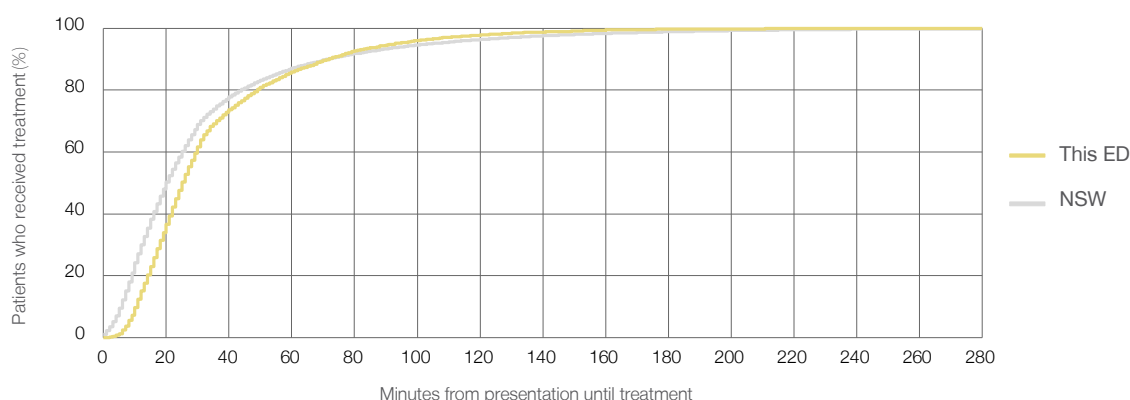
Number of triage 3 patients used to calculate waiting time:³ 9,318

Median time to start treatment⁴ 25 minutes

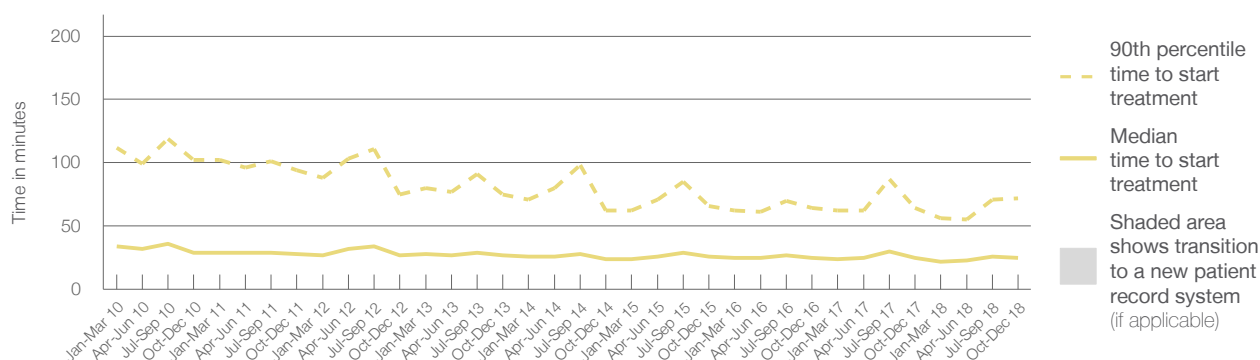
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
8,376	
8,247	
25 minutes	20 minutes
64 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	28	27	27	24	26	25	25	25
90th percentile time to start treatment ⁵ (minutes)	102	94	75	75	62	66	64	64	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.

St George Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 7,328

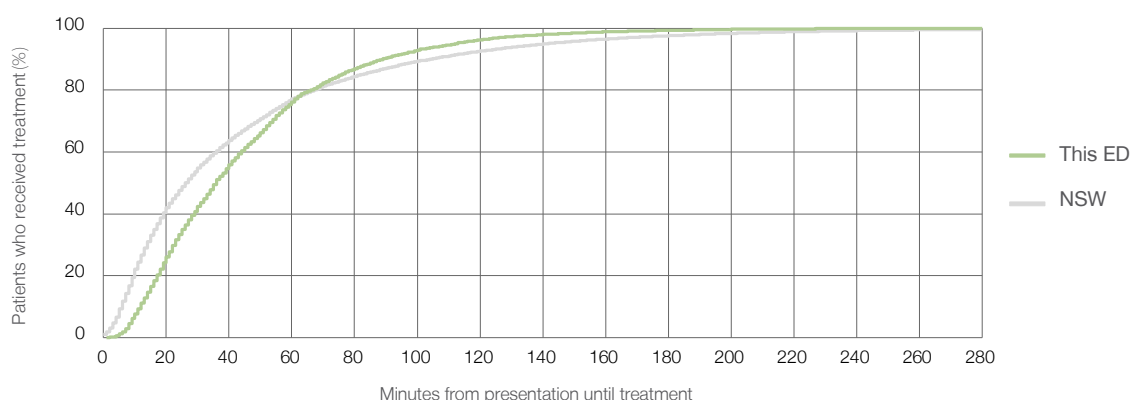
Number of triage 4 patients used to calculate waiting time:³ 7,067

Median time to start treatment⁴ 36 minutes

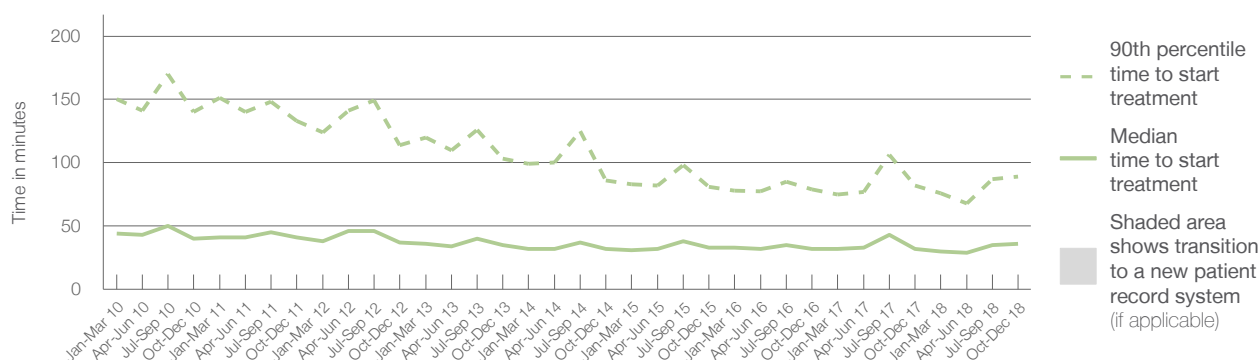
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
8,129	
7,881	
32 minutes	26 minutes
82 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	41	37	35	32	33	32	32	36
90th percentile time to start treatment ⁵ (minutes)	140	133	114	103	86	81	79	82	89

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

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

St George Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 1,015

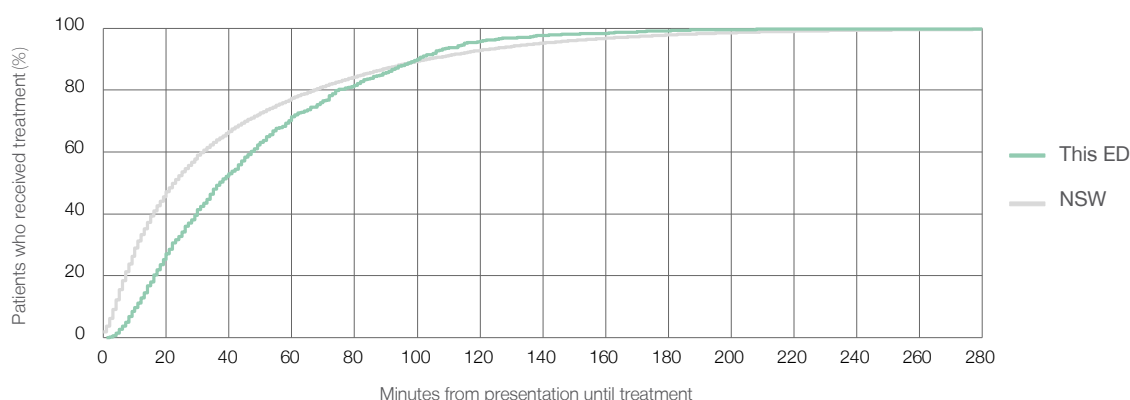
Number of triage 5 patients used to calculate waiting time:³ 855

Median time to start treatment⁴ 37 minutes

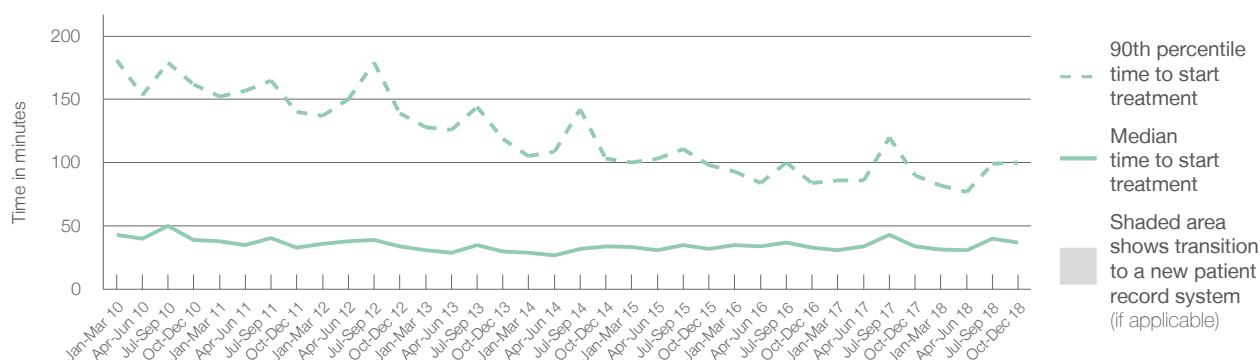
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,376	
1,151	
34 minutes	23 minutes
90 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	33	34	30	34	32	33	34	37
90th percentile time to start treatment ⁵ (minutes)	162	140	139	119	103	98	84	90	100

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

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

St George Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 20,642 patients

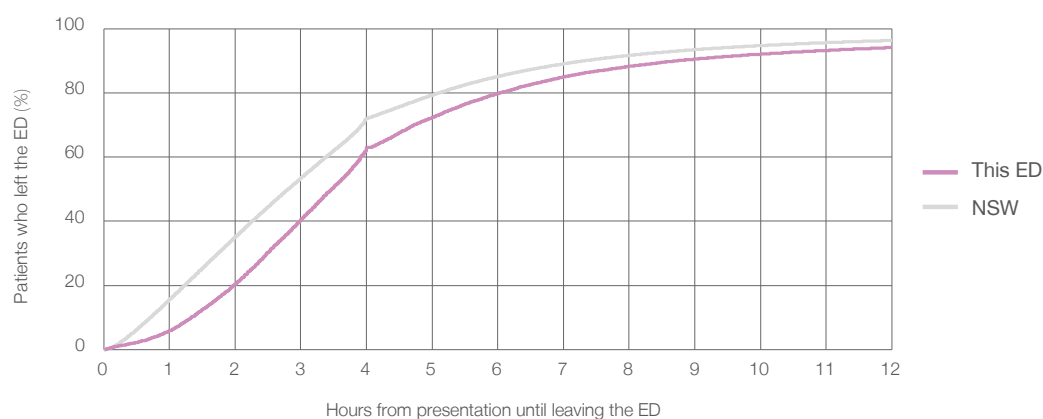
Presentations used to calculate time to leaving the ED:⁶ 20,635 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

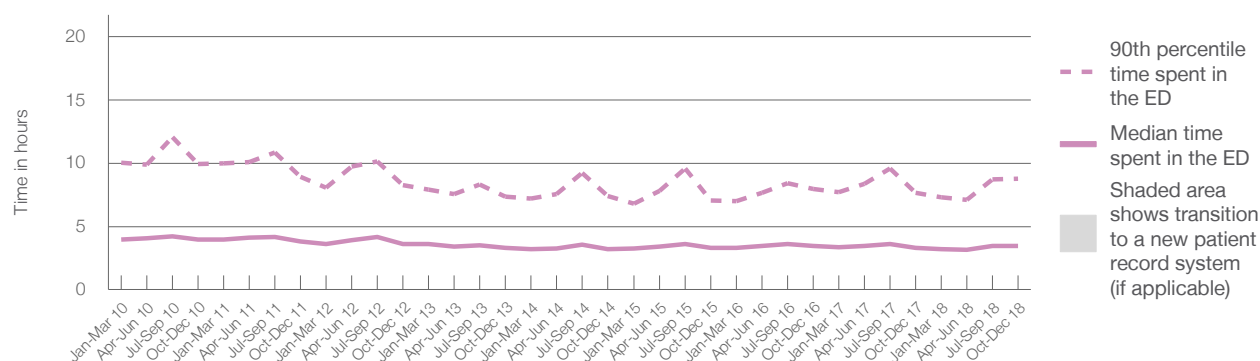
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
20,352	
20,352	
3 hours and 18 minutes	2 hours and 49 minutes
7 hours and 39 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 57m	3h 48m	3h 37m	3h 19m	3h 14m	3h 18m	3h 28m	3h 18m	3h 28m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 55m	8h 55m	8h 16m	7h 22m	7h 23m	7h 4m	7h 57m	7h 39m	8h 45m

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

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

St George Hospital: Time patients spent in the ED

By mode of separation

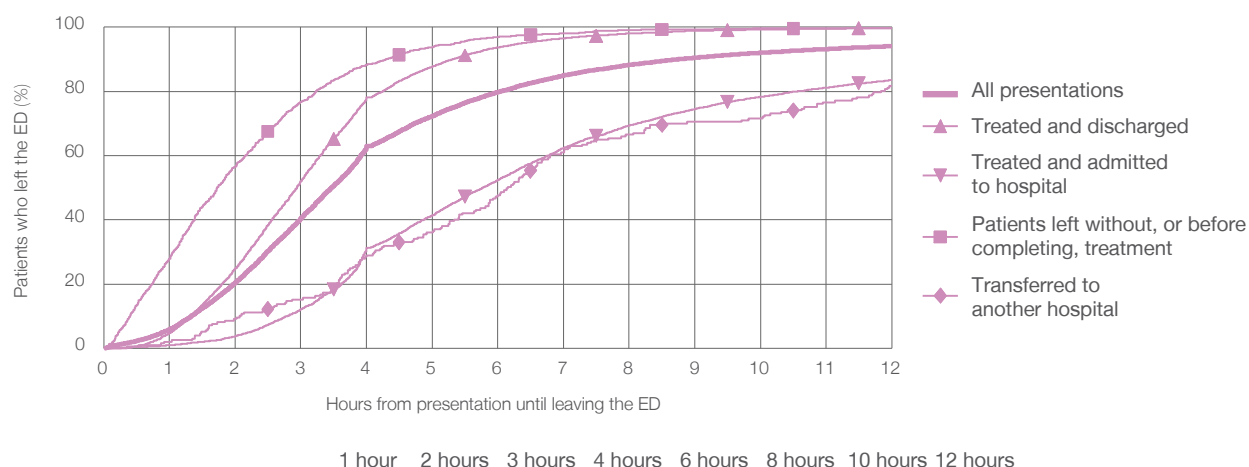
October to December 2018

All presentations:¹ 20,642 patients

Presentations used to calculate time to leaving the ED:⁶ 20,635 patients

		Same period last year	Change since one year ago
		20,352	1%
Treated and discharged	12,006 (58.2%)	12,207	-1.6%
Treated and admitted to hospital	6,875 (33.3%)	6,520	5.4%
Patient left without, or before completing, treatment	1,332 (6.5%)	1,197	11.3%
Transferred to another hospital	197 (1.0%)	160	23.1%
Other	232 (1.1%)	268	-13.4%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.8%	24.8%	52.1%	78.1%	93.8%	98.0%	99.3%	99.7%
Treated and admitted to hospital	1.0%	3.7%	12.1%	31.3%	52.5%	69.4%	78.3%	83.5%
Patient left without, or before completing, treatment	27.9%	56.7%	76.7%	88.4%	97.0%	99.1%	99.6%	99.8%
Transferred to another hospital	2.0%	9.1%	15.2%	28.9%	47.7%	66.5%	71.6%	81.7%
All presentations	5.9%	20.4%	40.5%	62.9%	79.8%	88.3%	92.0%	94.1%

(†) 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.

St George Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 20,642 patients

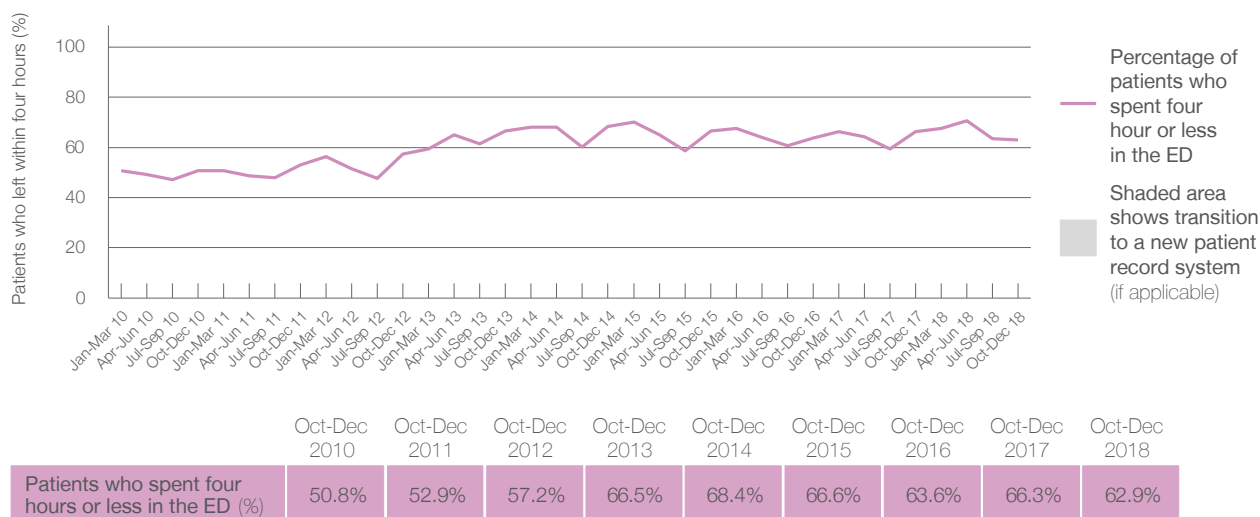
Presentations used to calculate time to leaving the ED: ⁶ 20,635 patients

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



Same period last year	Change since one year ago
20,352	1%
20,352	1%
66.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

St Vincent's Hospital Sydney: Emergency department (ED) overview

October to December 2018

All presentations:¹ 13,086 patients

Emergency presentations:² 12,948 patients

Same period last year	Change since one year ago
12,516	5%
12,308	5%

St Vincent's Hospital Sydney: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,711 patients

Median time to start treatment⁴ 3 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,046 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,410 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
1,464	
3 minutes	8 minutes
12 minutes	26 minutes
5,875	
14 minutes	20 minutes
60 minutes	72 minutes
4,156	
18 minutes	26 minutes
95 minutes	104 minutes
520	
12 minutes	23 minutes
111 minutes	104 minutes

St Vincent's Hospital Sydney: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 13,086 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
12,516	5%
67%	

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

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

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

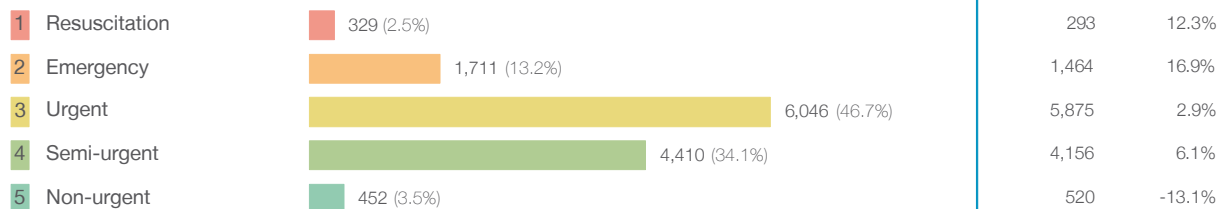
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

St Vincent's Hospital Sydney: Patients presenting to the emergency department

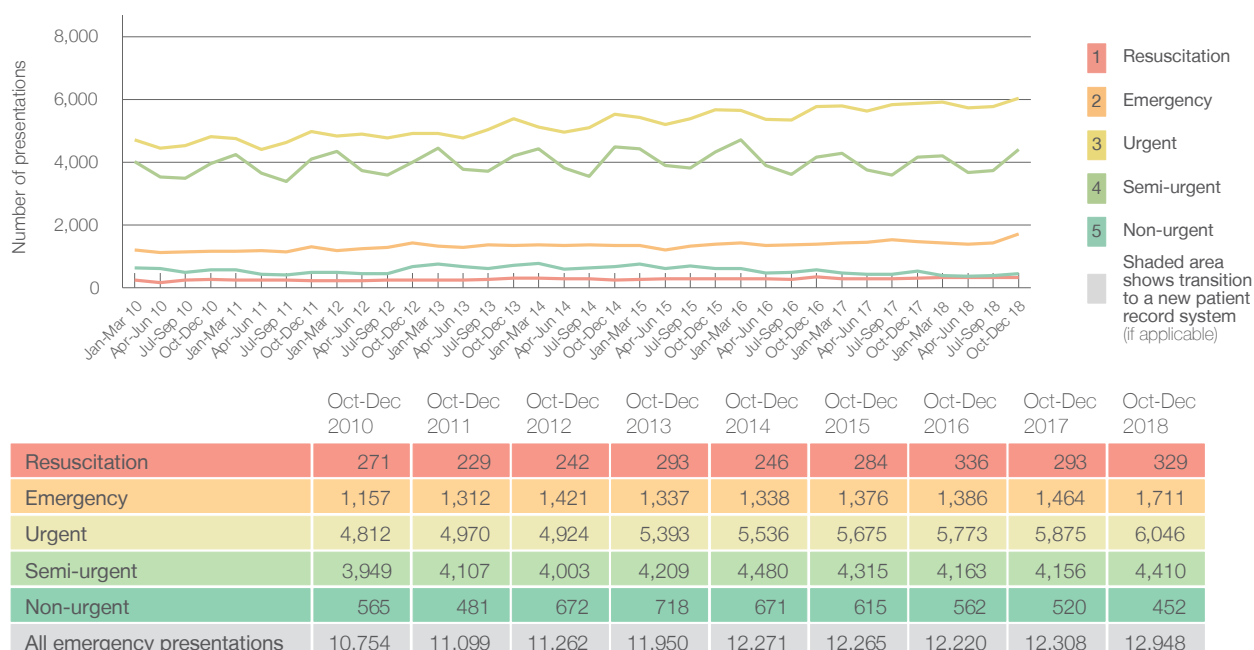
October to December 2018

All presentations:¹ 13,086 patients

Emergency presentations² by triage category: 12,948 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



St Vincent's Hospital Sydney: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 3,902 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,711

Number of triage 2 patients used to calculate waiting time:³ 1,708

Median time to start treatment⁴

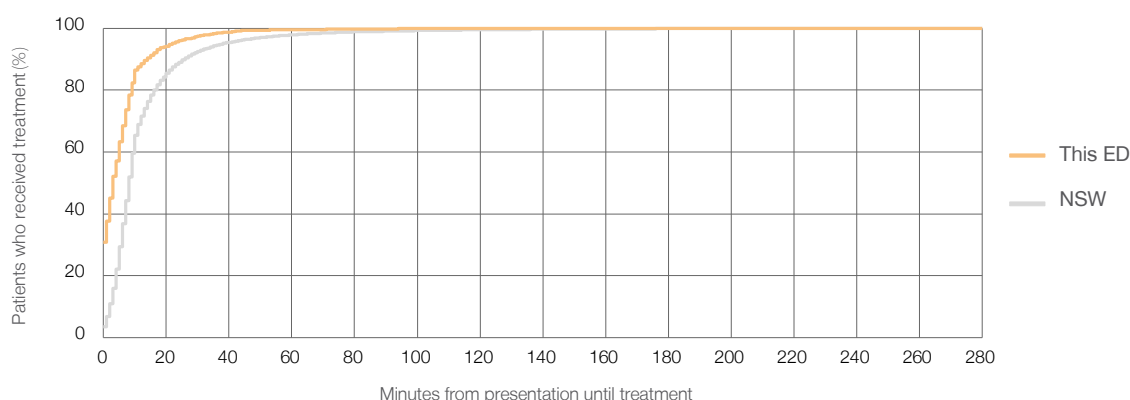
3 minutes

90th percentile time to start treatment⁵

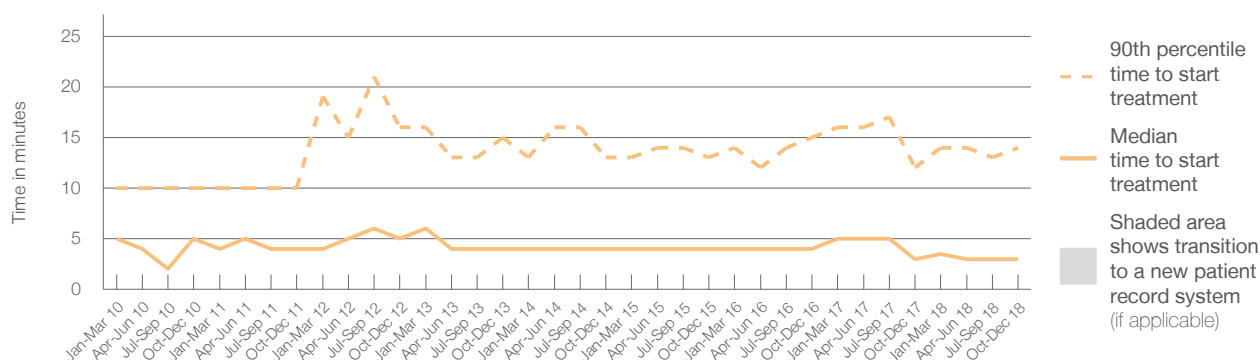
14 minutes

Same period last year	NSW (this period)
1,464	
1,456	
3 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5	4	5	4	4	4	4	3	3
90th percentile time to start treatment ⁵ (minutes)	10	10	16	15	13	13	15	12	14

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

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

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St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 6,046

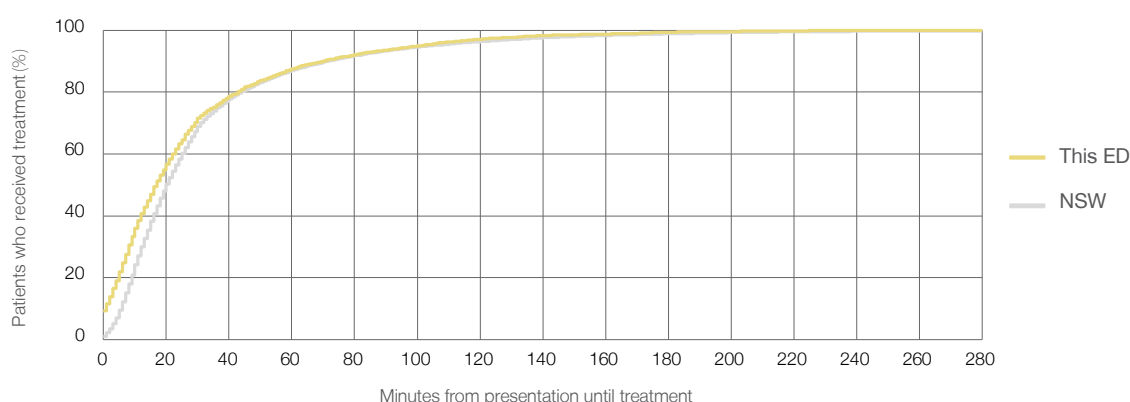
Number of triage 3 patients used to calculate waiting time:³ 5,781

Median time to start treatment⁴ 17 minutes

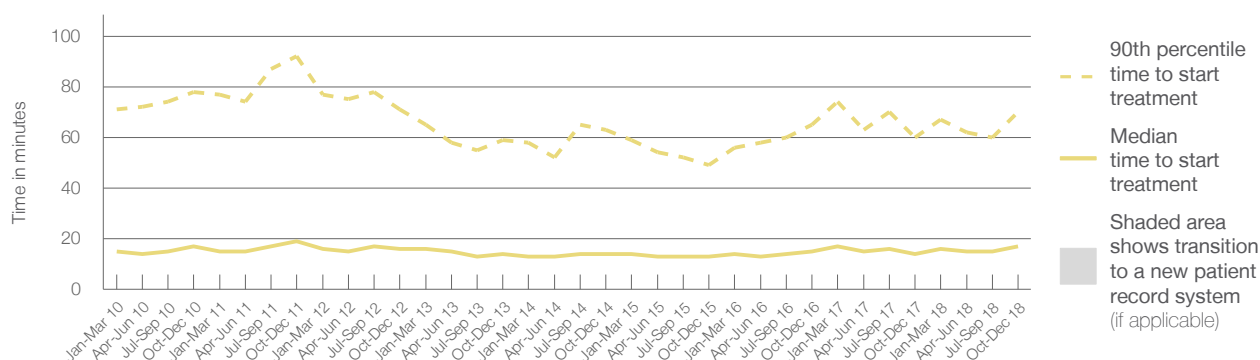
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
5,875	
5,649	
14 minutes	20 minutes
60 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	17	19	16	14	14	13	15	14	17
90th percentile time to start treatment ⁵ (minutes)	78	92	71	59	63	49	65	60	70

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

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St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,410

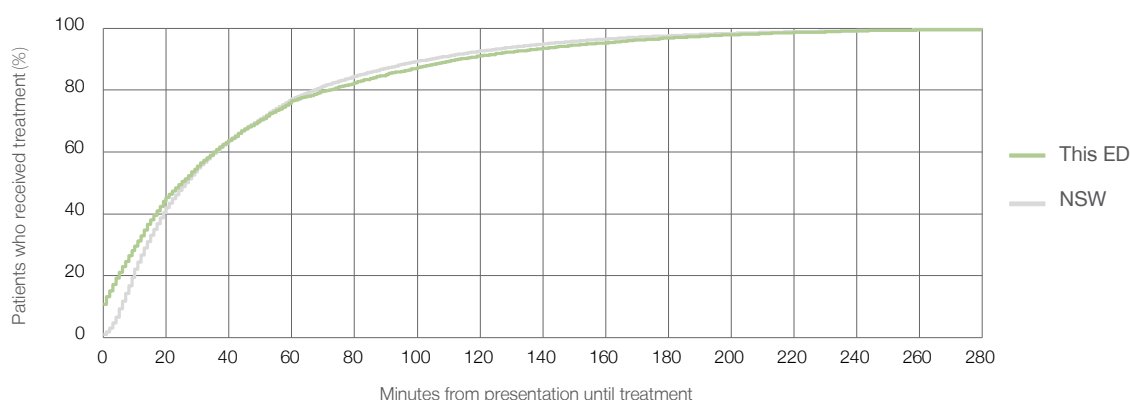
Number of triage 4 patients used to calculate waiting time:³ 3,772

Median time to start treatment⁴ 25 minutes

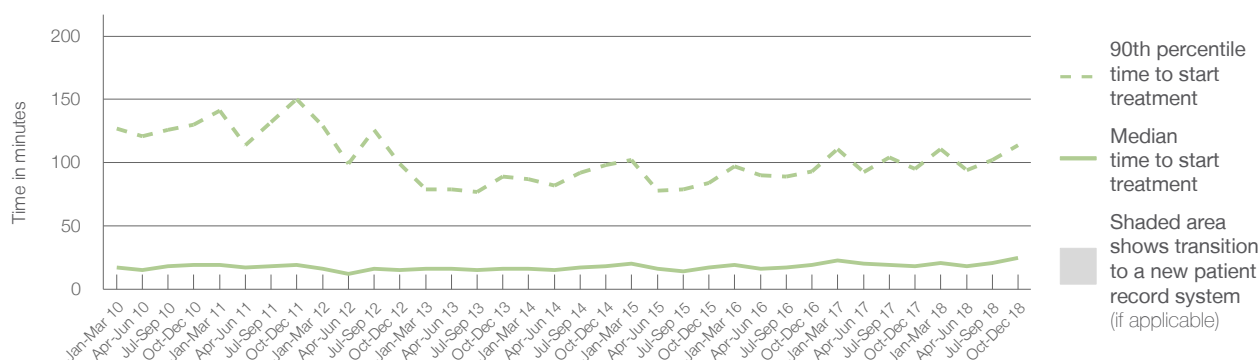
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
4,156	
3,609	
18 minutes	26 minutes
95 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	19	15	16	18	17	19	18	25
90th percentile time to start treatment ⁵ (minutes)	130	150	99	89	98	84	93	95	114

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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.

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St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 452

Number of triage 5 patients used to calculate waiting time:³ 353

Median time to start treatment⁴

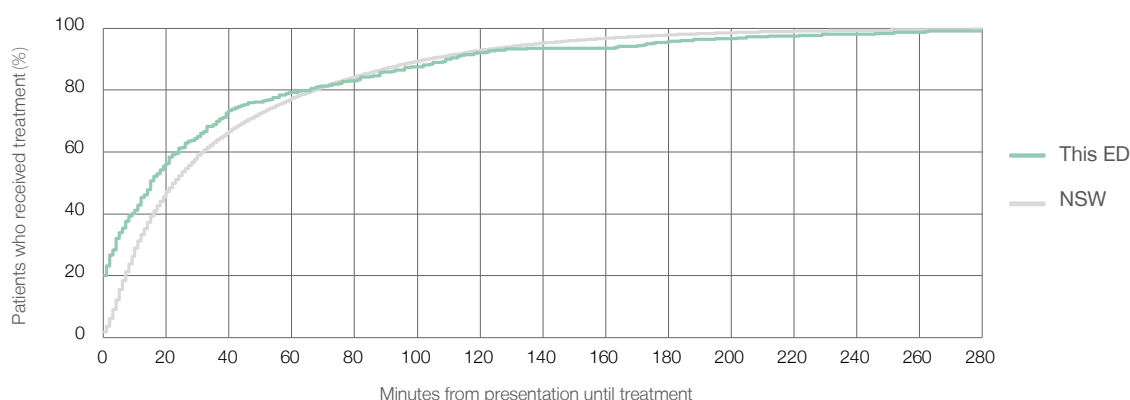
15 minutes

90th percentile time to start treatment⁵

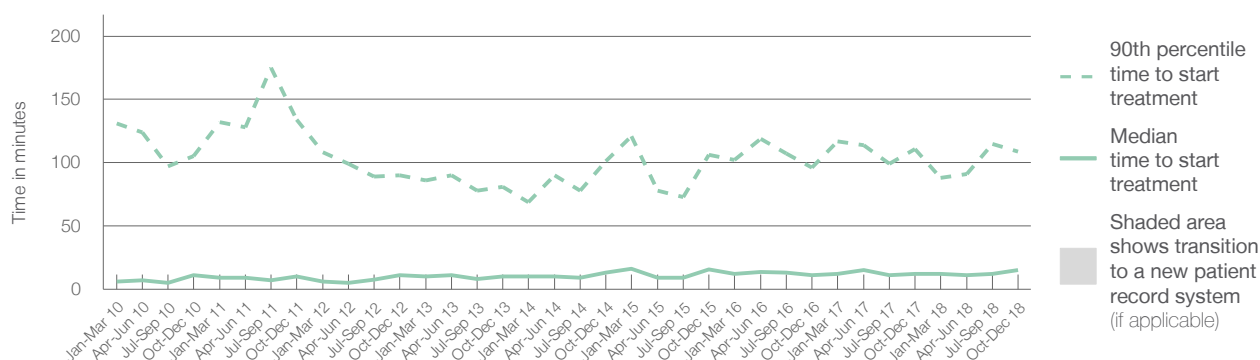
109 minutes

Same period last year	NSW (this period)
520	
398	
12 minutes	23 minutes
111 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	11	10	11	10	13	16	11	12	15
90th percentile time to start treatment ⁵ (minutes)	105	134	90	81	101	106	96	111	109

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

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St Vincent's Hospital Sydney: Time patients spent in the ED

October to December 2018

All presentations:¹ 13,086 patients

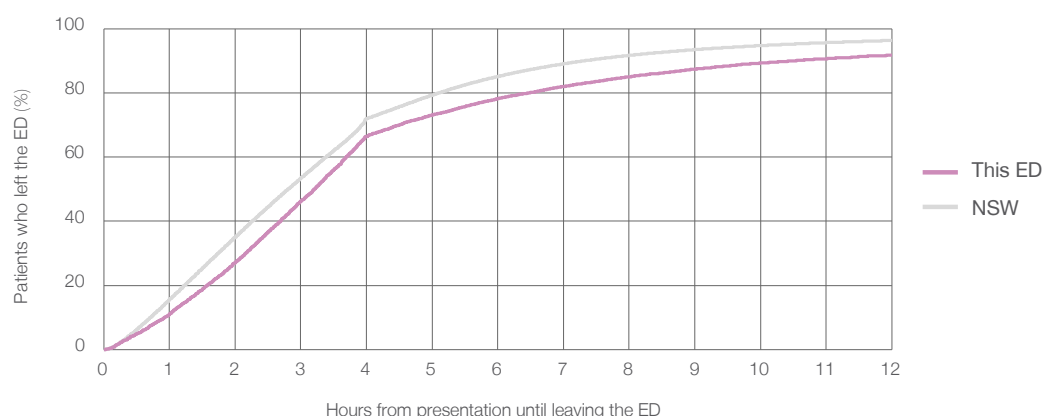
Presentations used to calculate time to leaving the ED:⁶ 13,086 patients

Median time spent in the ED⁸ 3 hours and 13 minutes

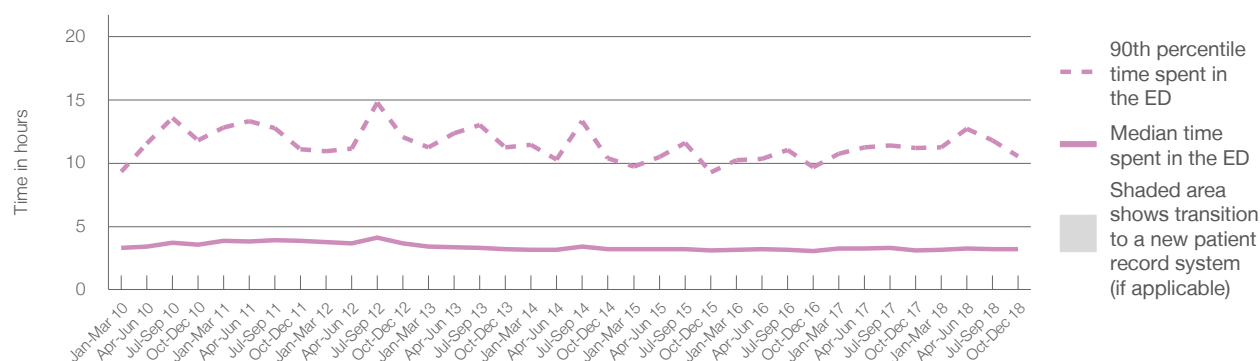
90th percentile time spent in the ED⁹ 10 hours and 31 minutes

Same period last year	NSW (this period)
12,516	
12,516	
3 hours and 7 minutes	2 hours and 49 minutes
11 hours and 12 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 35m	3h 53m	3h 40m	3h 11m	3h 14m	3h 6m	3h 4m	3h 7m	3h 13m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 49m	11h 5m	12h 2m	11h 16m	10h 24m	9h 17m	9h 41m	11h 12m	10h 31m

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St Vincent's Hospital Sydney: Time patients spent in the ED

By mode of separation

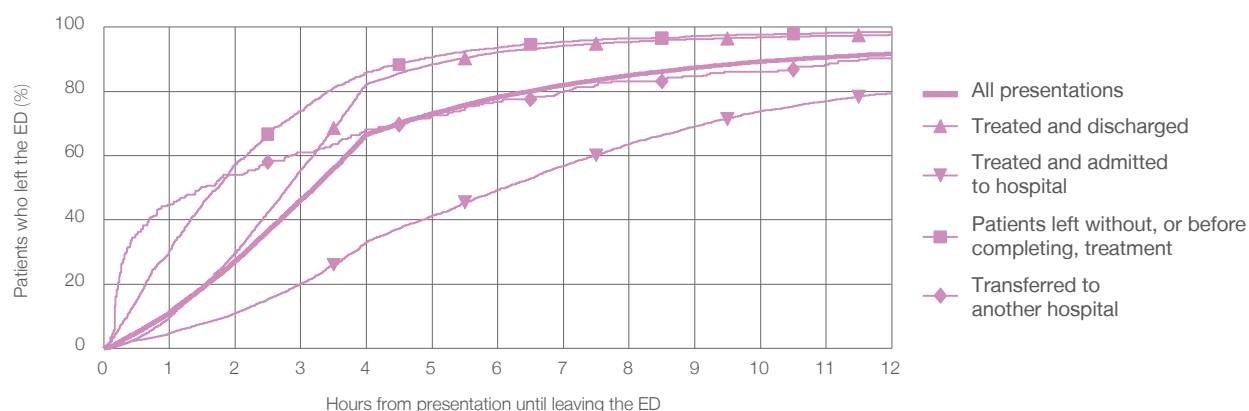
October to December 2018

All presentations:[†] 13,086 patients

Presentations used to calculate time to leaving the ED:[‡] 13,086 patients

		Same period last year	Change since one year ago
Treated and discharged	7,167 (54.8%)	6,833	4.9%
Treated and admitted to hospital	4,221 (32.3%)	4,161	1.4%
Patient left without, or before completing, treatment	1,395 (10.7%)	1,163	19.9%
Transferred to another hospital	267 (2.0%)	316	-15.5%
Other	36 (0.3%)	43	-16.3%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.8%	29.8%	55.7%	82.2%	92.2%	95.4%	96.8%	97.6%
Treated and admitted to hospital	4.7%	10.9%	20.1%	33.1%	49.3%	63.6%	73.8%	79.5%
Patient left without, or before completing, treatment	30.5%	57.2%	73.9%	85.9%	93.6%	96.4%	97.8%	98.5%
Transferred to another hospital	44.6%	53.9%	61.0%	68.2%	76.8%	83.1%	86.1%	90.3%
All presentations	11.2%	27.2%	46.3%	66.5%	78.2%	85.0%	89.3%	91.7%

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St Vincent's Hospital Sydney: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 13,086 patients

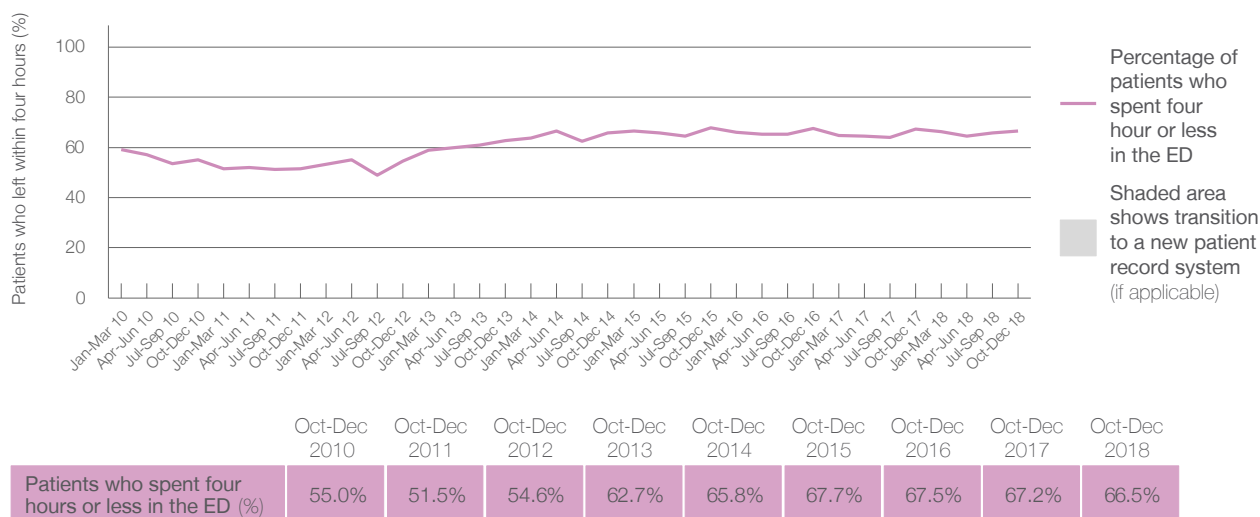
Presentations used to calculate time to leaving the ED: ⁶ 13,086 patients

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



Same period last year	Change since one year ago
12,516	5%
12,516	5%
67.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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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 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Westmead Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 20,318 patients

Emergency presentations:² 20,168 patients

Same period last year	Change since one year ago
19,296	5%
19,151	5%

Westmead Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 6,310 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,452 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 133 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,475 patients

Median time to start treatment⁴ 47 minutes
90th percentile time to start treatment⁵ 140 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,356 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
5,872	
9 minutes	8 minutes
39 minutes	26 minutes
6,866	
25 minutes	20 minutes
95 minutes	72 minutes
4,508	
42 minutes	26 minutes
122 minutes	104 minutes
1,376	
46 minutes	23 minutes
132 minutes	104 minutes

Westmead Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 20,316 patients

Percentage of patients who spent four hours or less in the ED 64%

Same period last year	Change since one year ago
19,294	5%
58%	

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

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

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

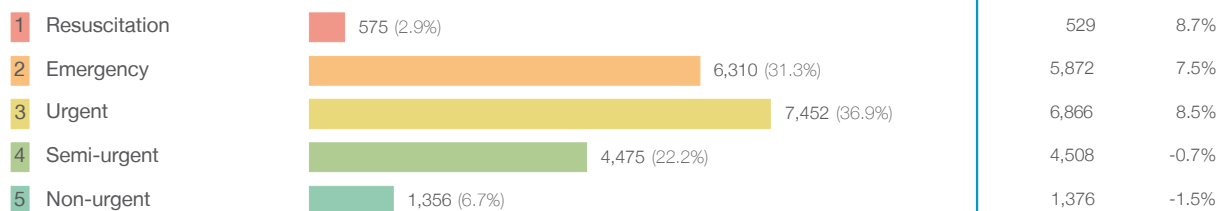
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Westmead Hospital: Patients presenting to the emergency department

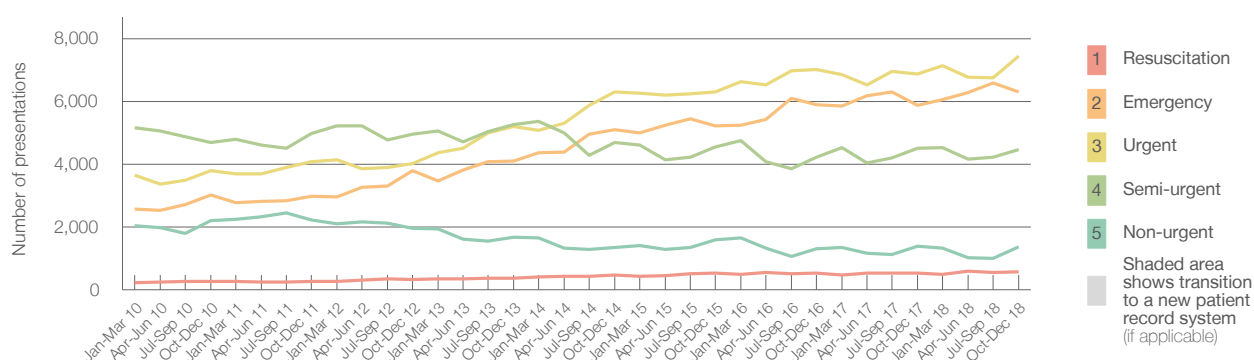
October to December 2018

All presentations:¹ 20,318 patients

Emergency presentations² by triage category: 20,168 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	269	270	315	370	472	527	532	529	575
Emergency	3,020	2,967	3,802	4,089	5,104	5,219	5,894	5,872	6,310
Urgent	3,798	4,083	4,022	5,207	6,292	6,310	7,025	6,866	7,452
Semi-urgent	4,697	4,977	4,955	5,269	4,681	4,542	4,223	4,508	4,475
Non-urgent	2,204	2,225	1,961	1,676	1,343	1,591	1,305	1,376	1,356
All emergency presentations	13,988	14,522	15,055	16,611	17,892	18,189	18,979	19,151	20,168

Westmead Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 5,972 patients

ED Transfer of care time



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

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

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

October to December 2018

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

Number of triage 2 patients: 6,310

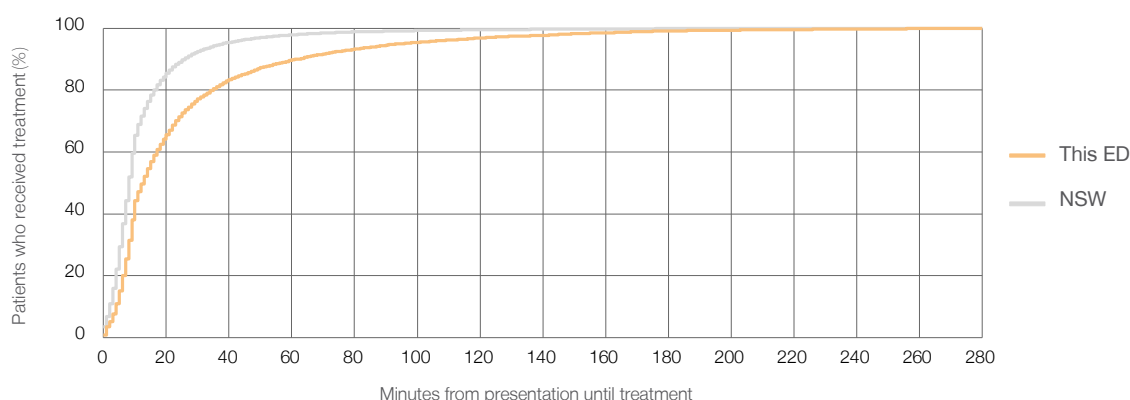
Number of triage 2 patients used to calculate waiting time:³ 6,195

Median time to start treatment⁴ 13 minutes

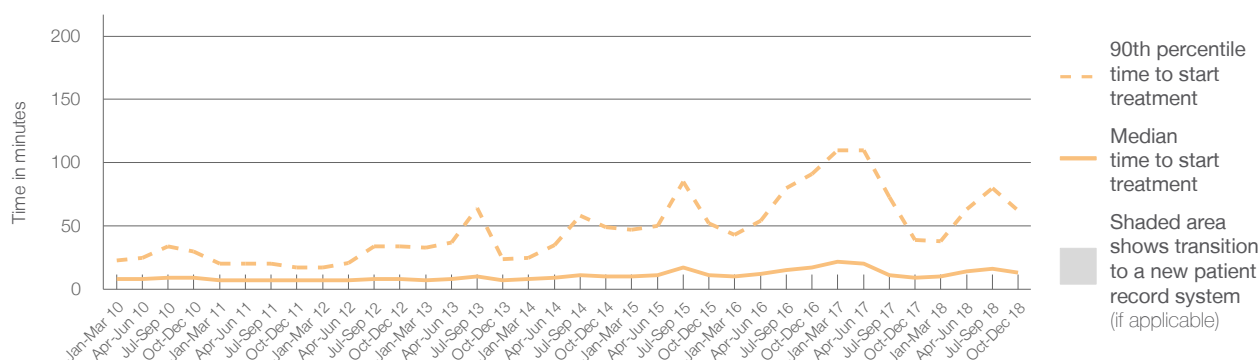
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
5,872	
5,800	
9 minutes	8 minutes
39 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	7	8	7	10	11	17	9	13
90th percentile time to start treatment ⁵ (minutes)	30	17	34	24	49	52	91	39	62

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

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

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

October to December 2018

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

Number of triage 3 patients: 7,452

Number of triage 3 patients used to calculate waiting time:³ 7,036

Median time to start treatment⁴

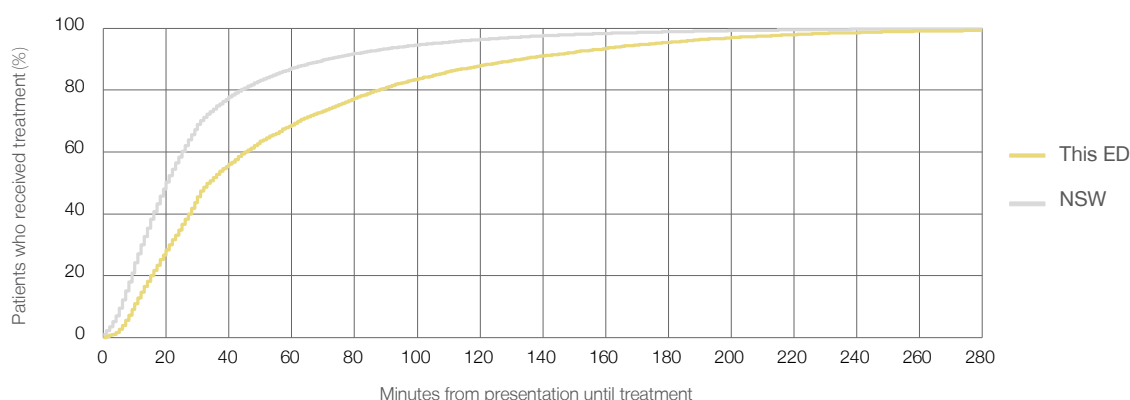
34 minutes

90th percentile time to start treatment⁵

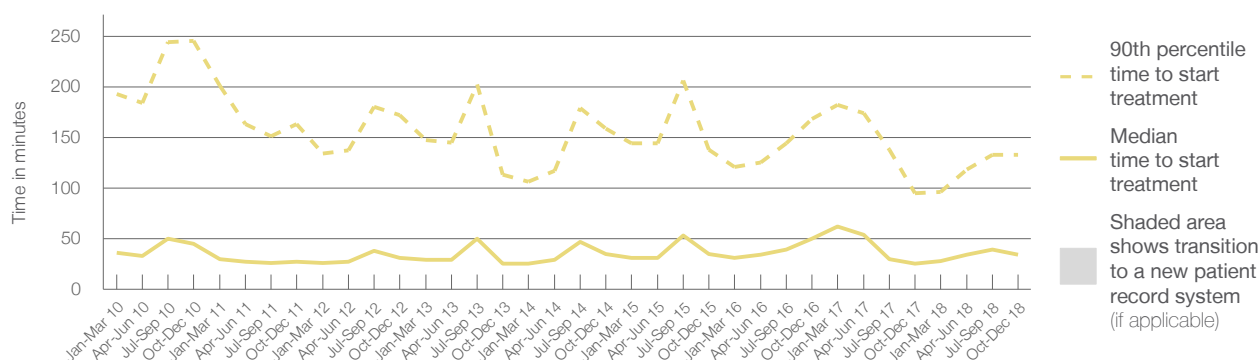
133 minutes

Same period last year	NSW (this period)
6,866	
6,562	
25 minutes	20 minutes
95 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	45	27	31	25	35	35	50	25	34
90th percentile time to start treatment ⁵ (minutes)	245	163	172	113	159	138	168	95	133

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

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

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

October to December 2018

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

Number of triage 4 patients: 4,475

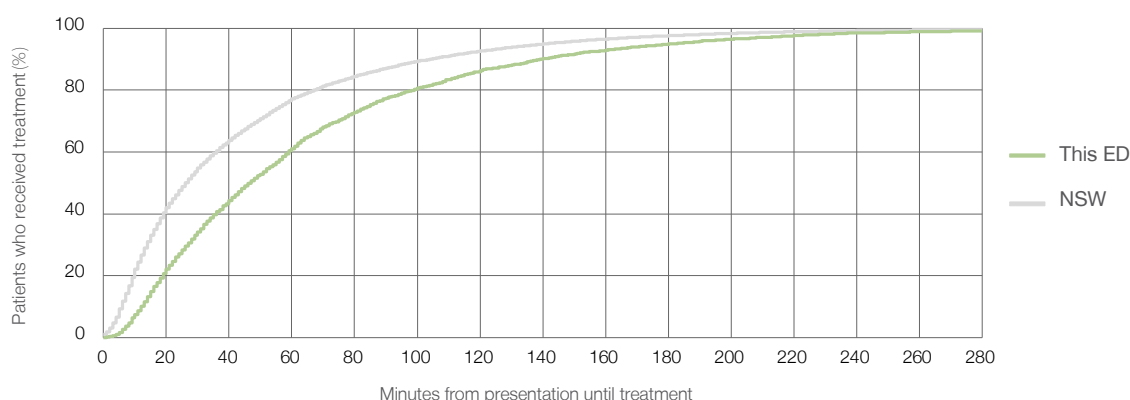
Number of triage 4 patients used to calculate waiting time:³ 4,155

Median time to start treatment⁴ 47 minutes

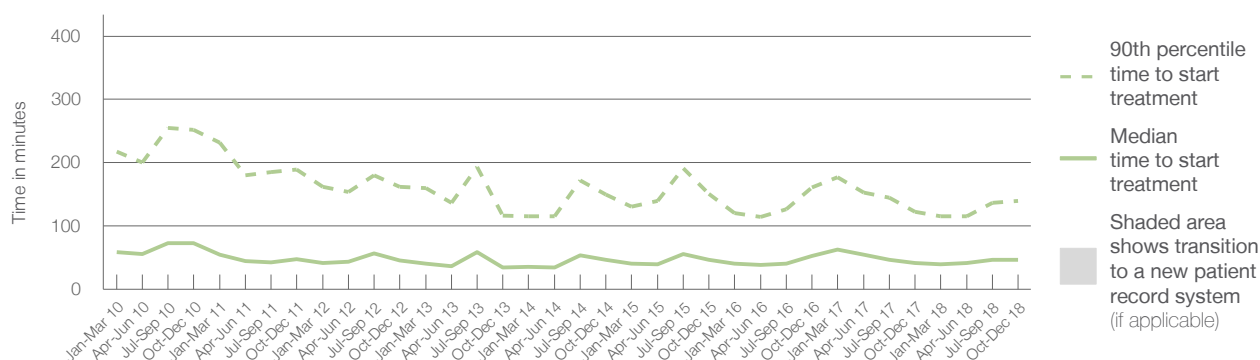
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
4,508	
4,221	
42 minutes	26 minutes
122 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	73	48	46	34	47	47	53	42	47
90th percentile time to start treatment ⁵ (minutes)	252	189	162	116	150	151	161	122	140

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

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

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

October to December 2018

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

Number of triage 5 patients: 1,356

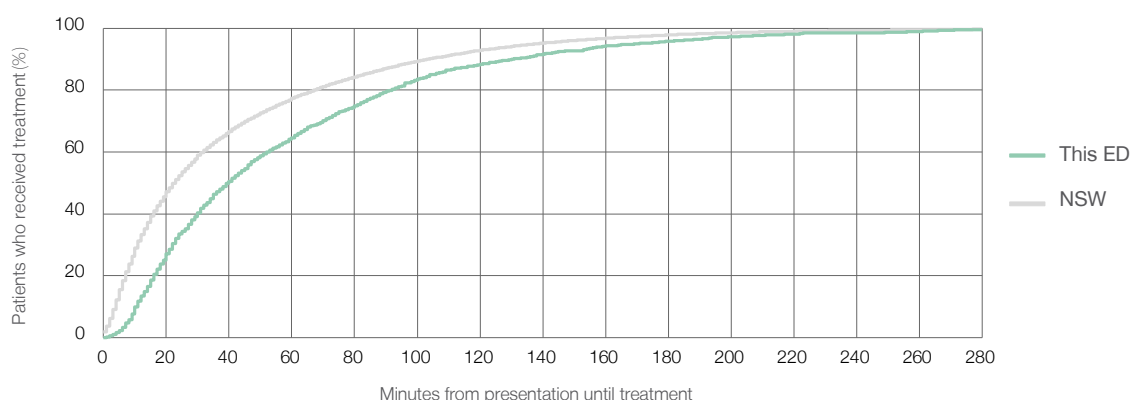
Number of triage 5 patients used to calculate waiting time:³ 1,228

Median time to start treatment⁴ 40 minutes

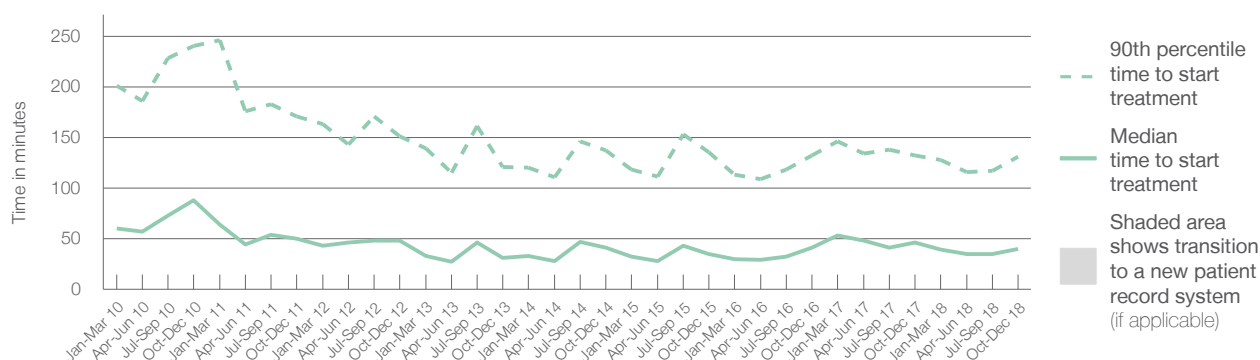
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
1,376	
1,238	
46 minutes	23 minutes
132 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	88	50	48	31	41	35	41	46	40
90th percentile time to start treatment ⁵ (minutes)	240	171	151	121	137	135	132	132	131

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

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

Westmead Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 20,318 patients

Presentations used to calculate time to leaving the ED:⁶ 20,316 patients

Median time spent in the ED⁸

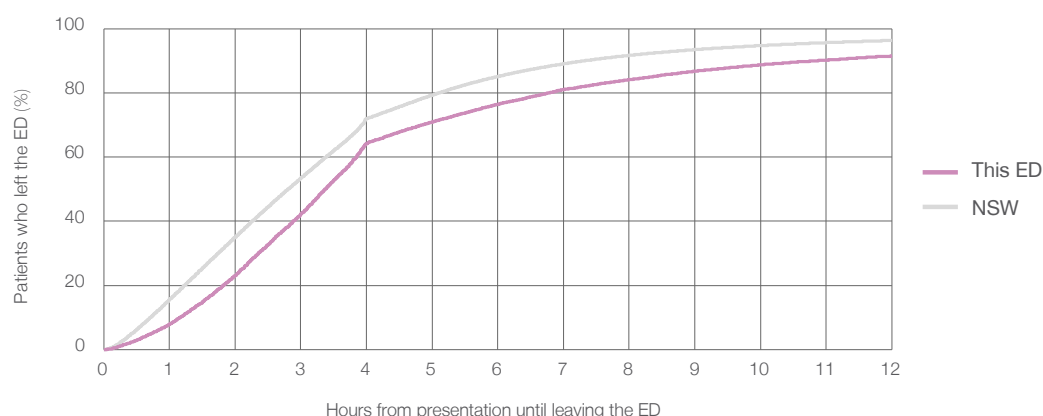
3 hours and 23 minutes

90th percentile time spent in the ED⁹

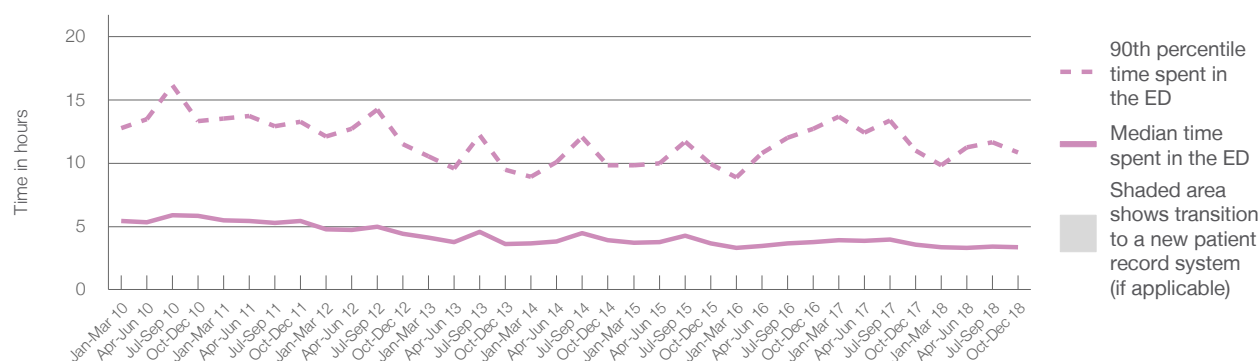
10 hours and 51 minutes

Same period last year	NSW (this period)
19,296	
19,294	
3 hours and 35 minutes	2 hours and 49 minutes
11 hours and 1 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	5h 51m	5h 26m	4h 24m	3h 37m	3h 55m	3h 41m	3h 45m	3h 35m	3h 23m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 18m	13h 15m	11h 31m	9h 29m	9h 49m	9h 55m	12h 44m	11h 1m	10h 51m

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

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

Westmead Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

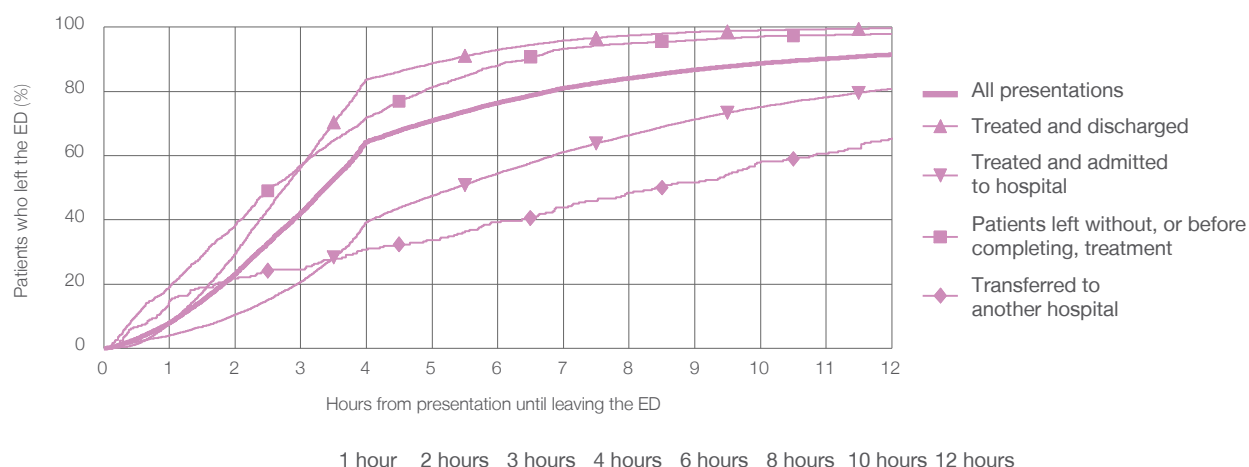
All presentations:[†] 20,318 patients

Presentations used to calculate time to leaving the ED:[‡] 20,316 patients

Treated and discharged	9,865 (48.6%)
Treated and admitted to hospital	8,142 (40.1%)
Patient left without, or before completing, treatment	1,729 (8.5%)
Transferred to another hospital	244 (1.2%)
Other	338 (1.7%)

Same period last year	Change since one year ago
19,294	5%
9,074	8.7%
8,209	-0.8%
1,356	27.5%
250	-2.4%
407	-17.0%

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



Treated and discharged	7.7%	29.4%	56.4%	83.7%	93.0%	97.5%	99.0%	99.6%
Treated and admitted to hospital	4.1%	10.5%	20.8%	39.3%	54.4%	66.3%	75.1%	80.8%
Patient left without, or before completing, treatment	19.2%	38.5%	57.0%	71.9%	88.1%	95.0%	97.1%	98.0%
Transferred to another hospital	14.8%	21.7%	24.6%	30.7%	39.3%	48.4%	58.2%	65.6%
All presentations	8.0%	23.1%	42.2%	64.3%	76.5%	84.1%	88.7%	91.5%

(†) 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.

Westmead Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 20,318 patients

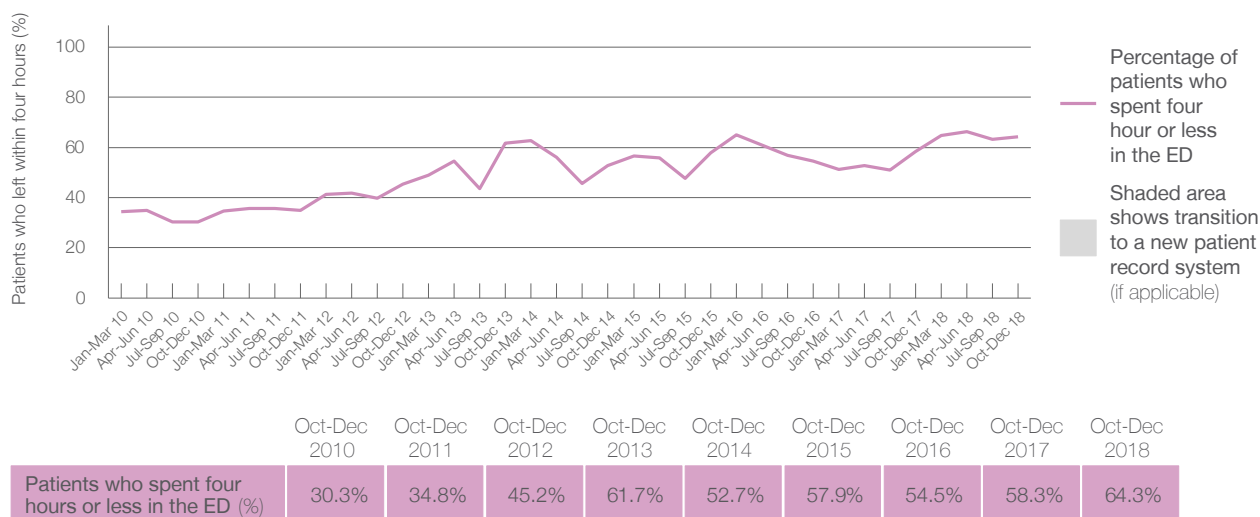
Presentations used to calculate time to leaving the ED: ⁶ 20,316 patients

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



Same period last year	Change since one year ago
19,296	5%
19,294	5%
58.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Wollongong Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 18,053 patients

Emergency presentations:² 17,699 patients

Same period last year	Change since one year ago
16,765	8%
16,501	7%

Wollongong Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,509 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,275 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,813 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 109 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 897 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,258	
9 minutes	8 minutes
23 minutes	26 minutes
6,992	
22 minutes	20 minutes
70 minutes	72 minutes
6,442	
24 minutes	26 minutes
102 minutes	104 minutes
657	
26 minutes	23 minutes
102 minutes	104 minutes

Wollongong Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 18,051 patients

Percentage of patients who spent four hours or less in the ED 57%

Same period last year	Change since one year ago
16,762	8%
66%	

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

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

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

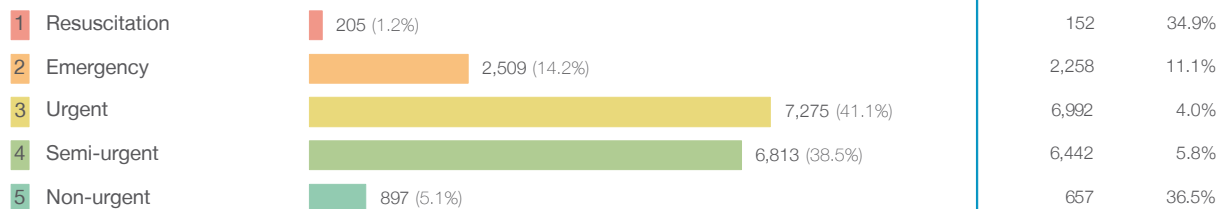
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Wollongong Hospital: Patients presenting to the emergency department

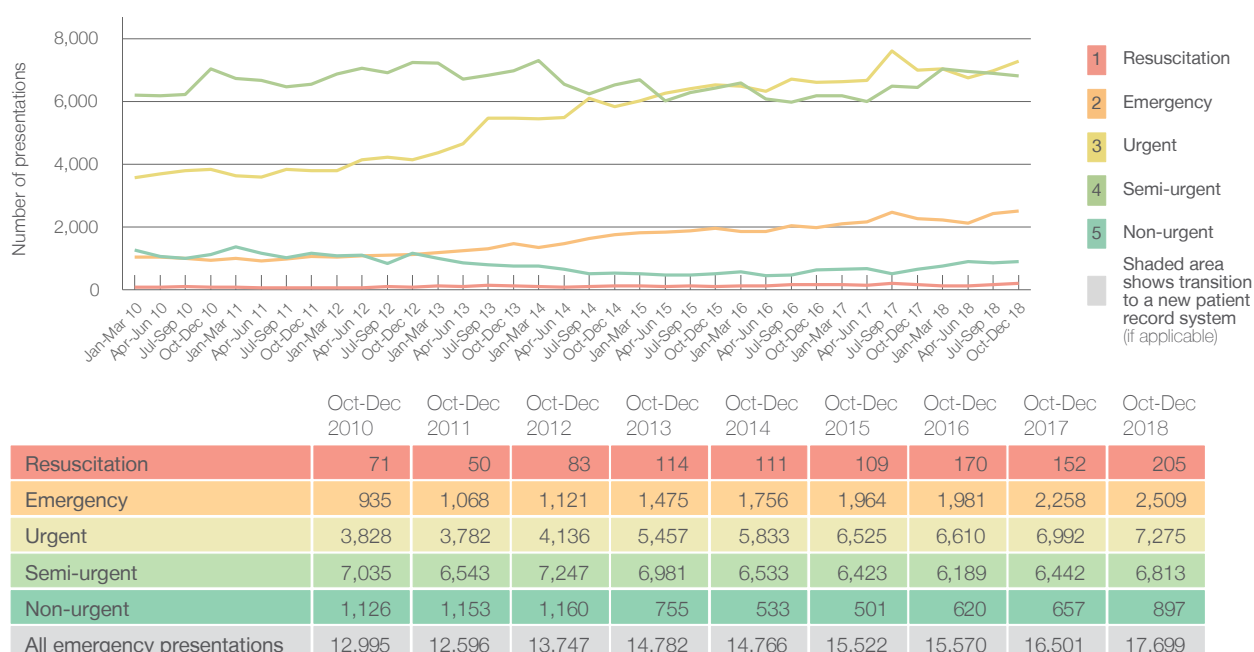
October to December 2018

All presentations:¹ 18,053 patients

Emergency presentations² by triage category: 17,699 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Wollongong Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 5,634 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.

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

October to December 2018

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

Number of triage 2 patients: 2,509

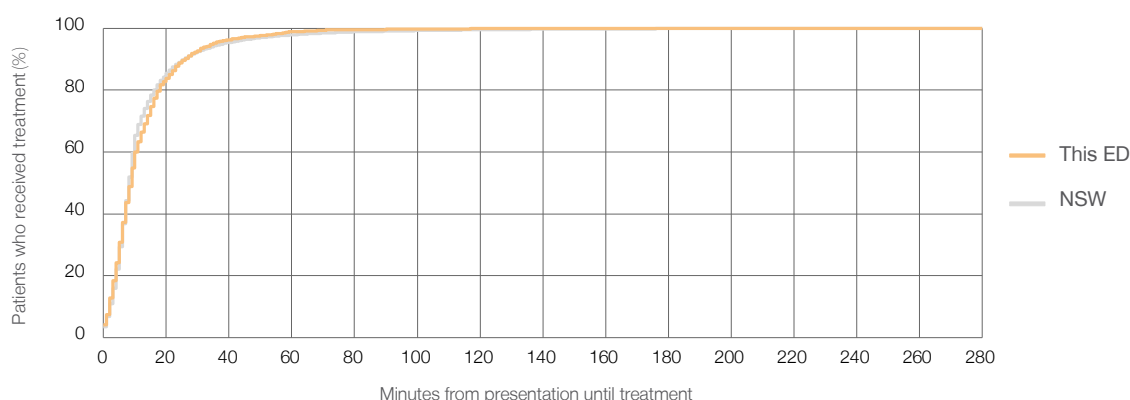
Number of triage 2 patients used to calculate waiting time: ³ 2,506

Median time to start treatment ⁴ 9 minutes

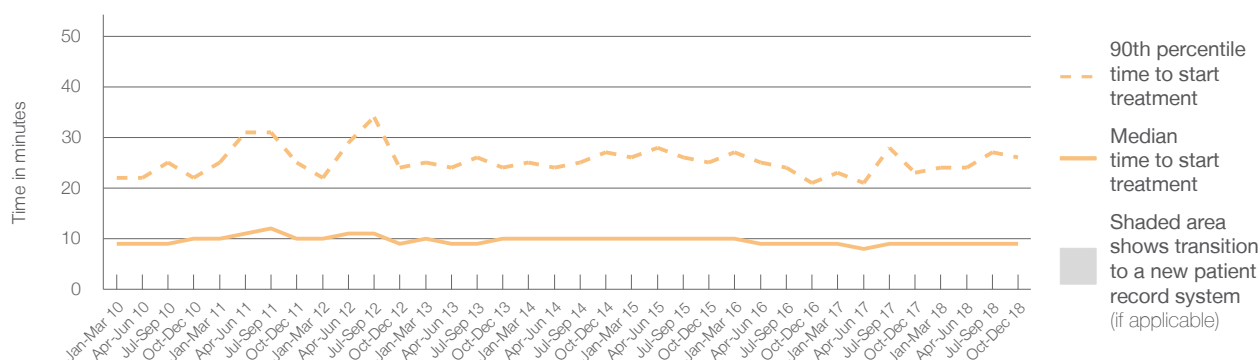
90th percentile time to start treatment ⁵ 26 minutes

Same period last year	NSW (this period)
2,258	
2,253	
9 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10	10	9	10	10	10	9	9	9
90th percentile time to start treatment ⁵ (minutes)	22	25	24	24	27	25	21	23	26

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

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

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

October to December 2018

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

Number of triage 3 patients: 7,275

Number of triage 3 patients used to calculate waiting time:³ 7,102

Median time to start treatment⁴

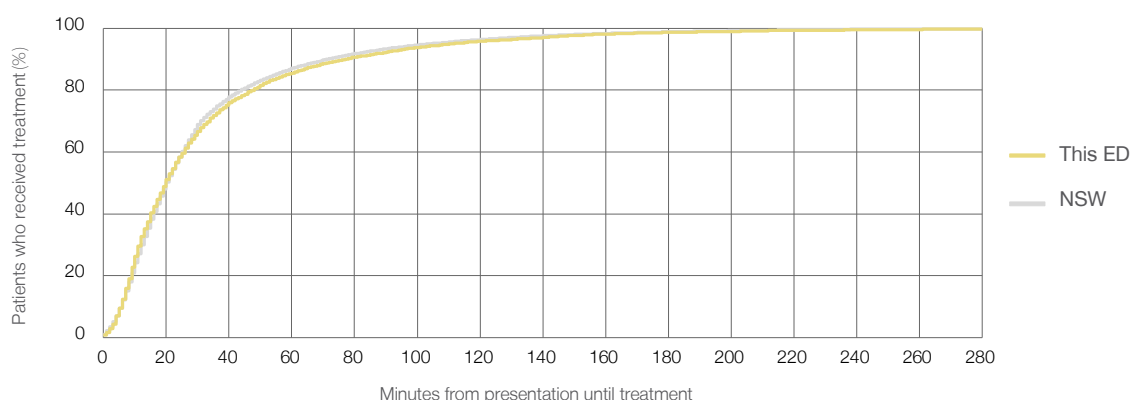
20 minutes

90th percentile time to start treatment⁵

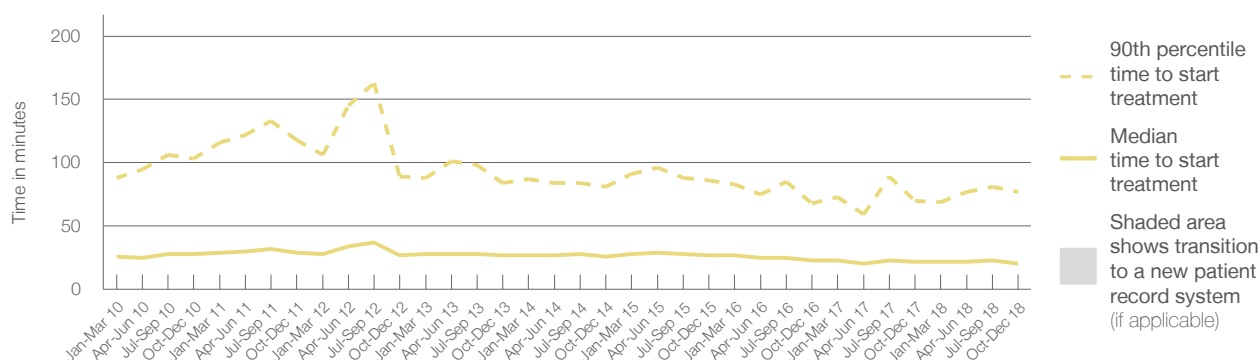
77 minutes

Same period last year	NSW (this period)
6,992	
6,855	
22 minutes	20 minutes
70 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	28	29	27	27	26	27	23	22	20
90th percentile time to start treatment ⁵ (minutes)	103	118	89	84	81	86	68	70	77

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

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

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

October to December 2018

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

Number of triage 4 patients: 6,813

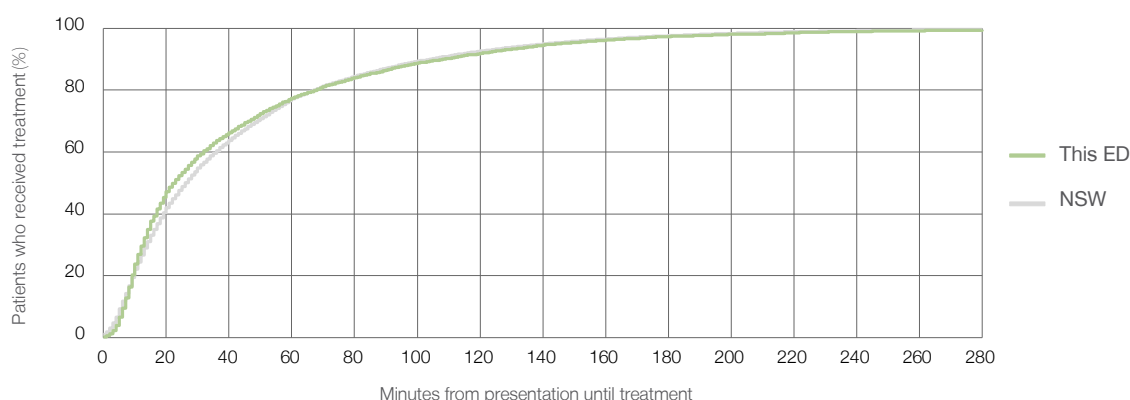
Number of triage 4 patients used to calculate waiting time:³ 6,387

Median time to start treatment⁴ 23 minutes

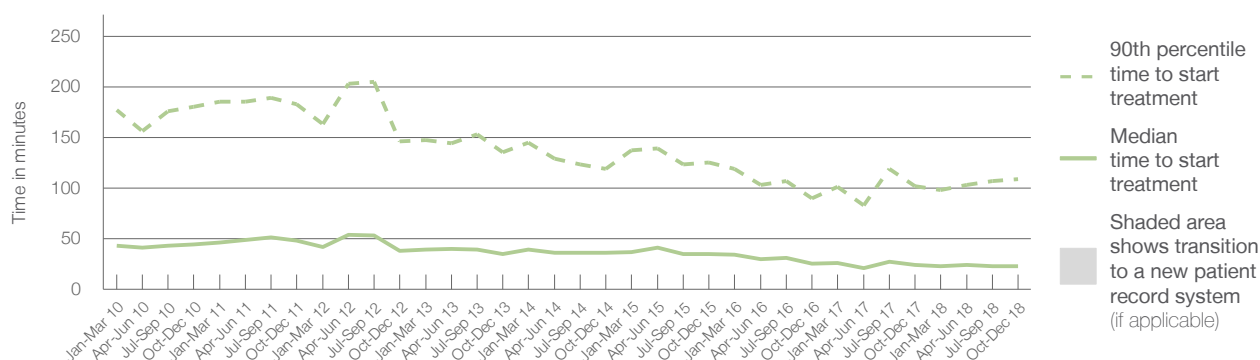
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
6,442	
6,090	
24 minutes	26 minutes
102 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	44	48	38	35	36	35	25	24	23
90th percentile time to start treatment ⁵ (minutes)	180	183	146	135	119	125	90	102	109

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

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

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

October to December 2018

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

Number of triage 5 patients: 897

Number of triage 5 patients used to calculate waiting time:³ 769

Median time to start treatment⁴

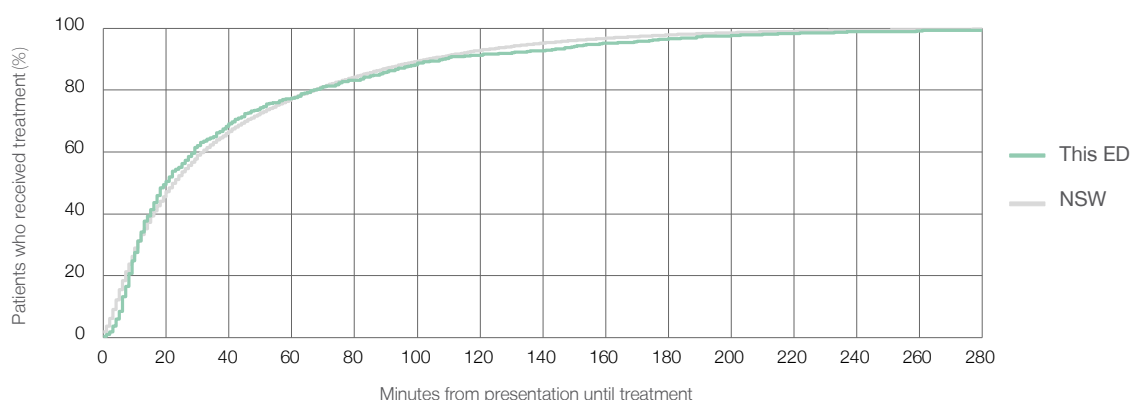
20 minutes

90th percentile time to start treatment⁵

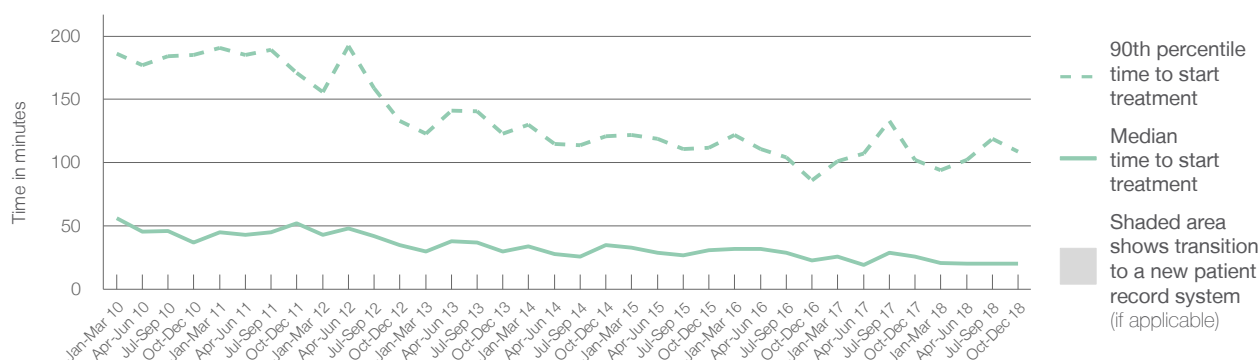
109 minutes

Same period last year	NSW (this period)
657	
571	
26 minutes	23 minutes
102 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	52	35	30	35	31	23	26	20
90th percentile time to start treatment ⁵ (minutes)	185	171	133	123	121	112	86	102	109

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

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

Wollongong Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 18,053 patients

Presentations used to calculate time to leaving the ED:⁶ 18,051 patients

Median time spent in the ED⁸

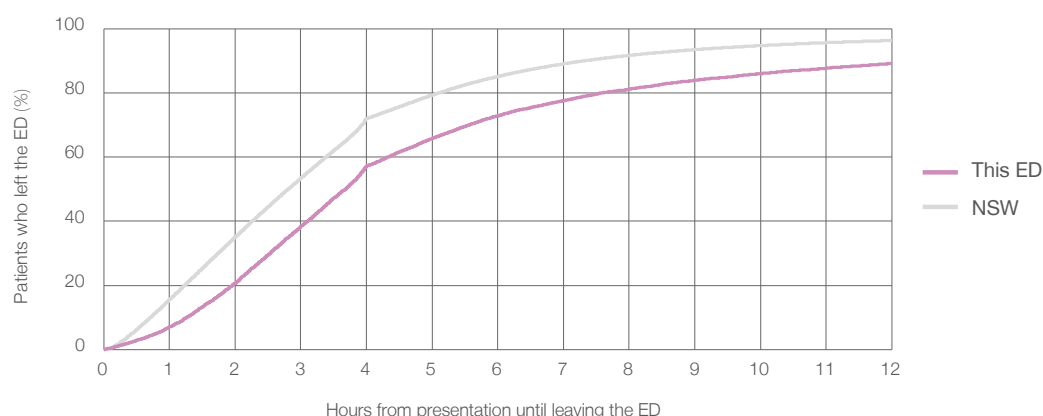
3 hours and 41 minutes

90th percentile time spent in the ED⁹

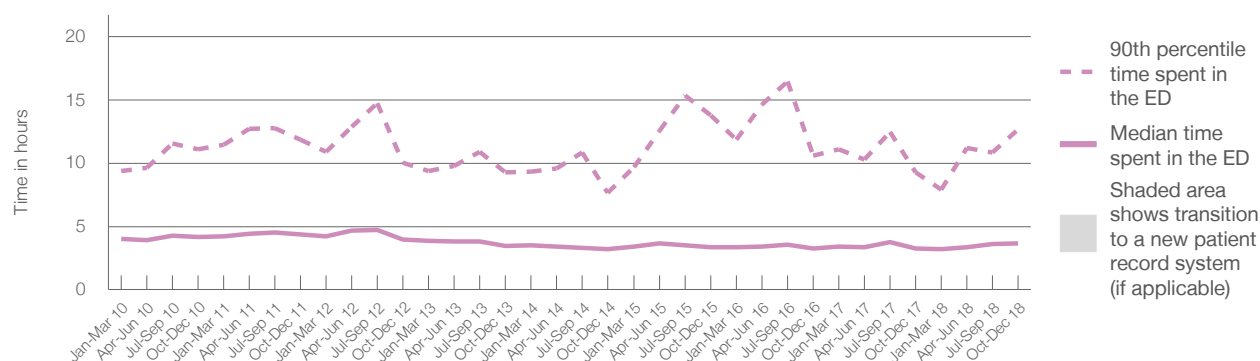
12 hours and 40 minutes

Same period last year	NSW (this period)
16,765	
16,762	
3 hours and 17 minutes	2 hours and 49 minutes
9 hours and 17 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 11m	4h 23m	3h 59m	3h 29m	3h 11m	3h 23m	3h 16m	3h 17m	3h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 5m	11h 52m	10h 3m	9h 18m	7h 39m	13h 47m	10h 35m	9h 17m	12h 40m

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

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

Wollongong Hospital: Time patients spent in the ED

By mode of separation

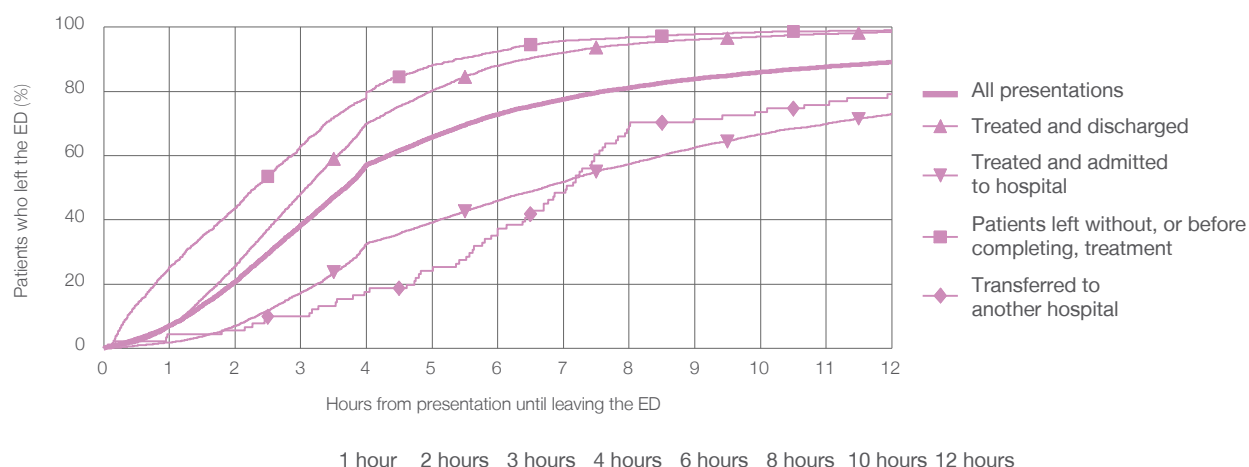
October to December 2018

All presentations:[†] 18,053 patients

Presentations used to calculate time to leaving the ED:[‡] 18,051 patients

		Same period last year	Change since one year ago
		16,762	8%
Treated and discharged	9,599 (53.2%)	8,987	6.8%
Treated and admitted to hospital	6,592 (36.5%)	6,349	3.8%
Patient left without, or before completing, treatment	1,669 (9.2%)	1,196	39.5%
Transferred to another hospital	91 (0.5%)	128	-28.9%
Other	102 (0.6%)	105	-2.9%

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



Treated and discharged	6.9%	25.7%	48.3%	70.1%	88.0%	94.7%	97.1%	98.5%
Treated and admitted to hospital	1.8%	7.0%	17.3%	32.6%	46.0%	57.4%	66.7%	72.9%
Patient left without, or before completing, treatment	25.3%	43.7%	63.1%	79.9%	92.5%	96.8%	98.5%	99.1%
Transferred to another hospital	4.4%	5.5%	9.9%	17.6%	37.4%	69.2%	73.6%	79.1%
All presentations	7.1%	20.8%	38.4%	57.1%	72.9%	81.2%	86.0%	89.1%

(†) 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.

Wollongong Hospital: Time spent in the ED

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

October to December 2018

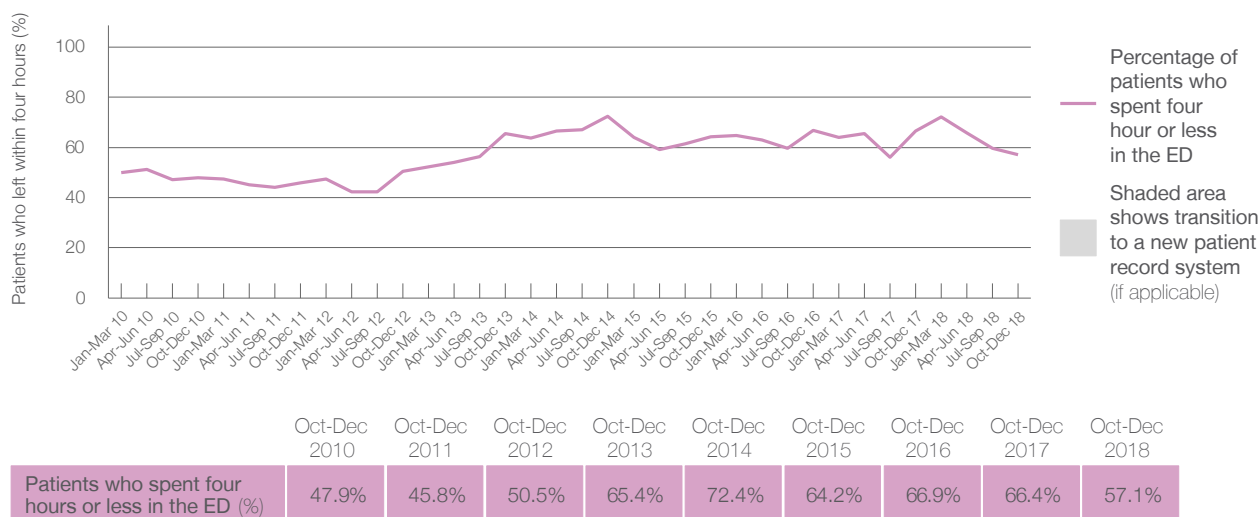
All presentations at the emergency department: ¹ 18,053 patients

Presentations used to calculate time to leaving the ED: ⁶ 18,051 patients

Percentage of patients who spent four hours or less in the ED 57.1%

Same period last year	Change since one year ago
16,765	8%
16,762	8%
66.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Sydney Children's Hospital, Randwick: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,955 patients

Emergency presentations:² 8,870 patients

Same period last year	Change since one year ago
9,104	-2%
9,016	-2%

Sydney Children's Hospital, Randwick: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 453 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,779 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,454 patients

Median time to start treatment⁴ 43 minutes

90th percentile time to start treatment⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 129 patients

Median time to start treatment⁴ 37 minutes

90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
443	
8 minutes	8 minutes
22 minutes	26 minutes
1,752	
21 minutes	20 minutes
51 minutes	72 minutes
6,613	
41 minutes	26 minutes
128 minutes	104 minutes
157	
42 minutes	23 minutes
137 minutes	104 minutes

Sydney Children's Hospital, Randwick: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,951 patients

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



Same period last year	Change since one year ago
9,104	-2%
75%	

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

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

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

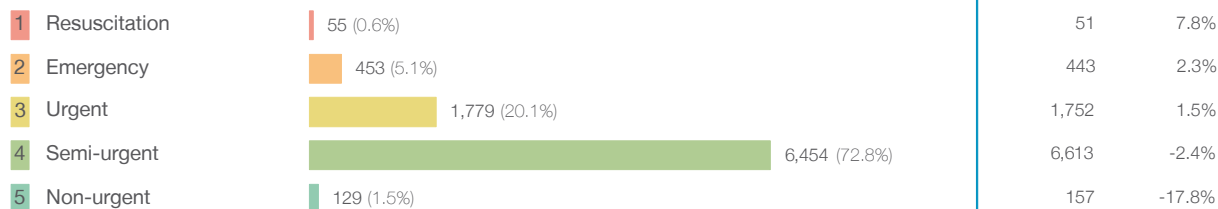
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Sydney Children's Hospital, Randwick: Patients presenting to the emergency department

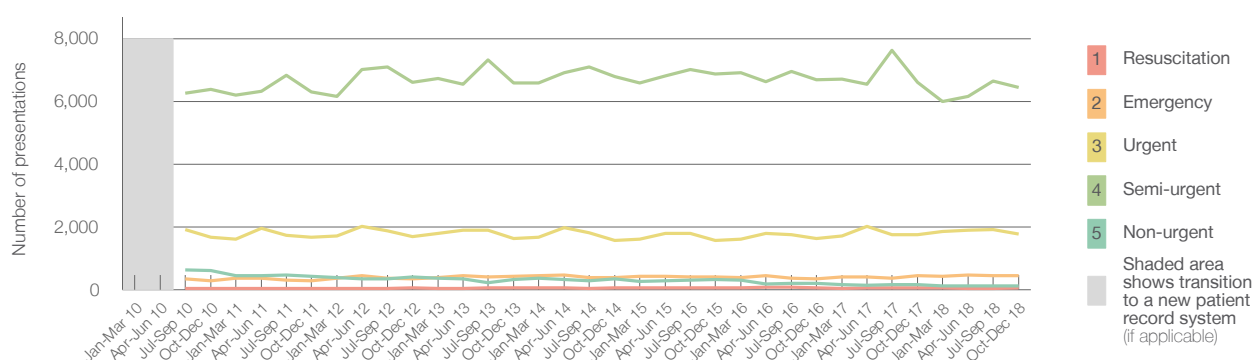
October to December 2018

All presentations:¹ 8,955 patients

Emergency presentations² by triage category: 8,870 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



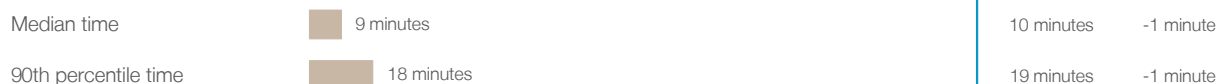
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	43	34	49	50	60	60	62	51	55
Emergency	290	288	350	434	391	401	347	443	453
Urgent	1,670	1,673	1,692	1,632	1,564	1,566	1,634	1,752	1,779
Semi-urgent	6,374	6,298	6,605	6,587	6,797	6,882	6,688	6,613	6,454
Non-urgent	610	434	403	333	351	330	209	157	129
All emergency presentations	8,987	8,727	9,099	9,036	9,163	9,239	8,940	9,016	8,870

Sydney Children's Hospital, Randwick: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 559 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.

Sydney Children's Hospital, Randwick: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 453

Number of triage 2 patients used to calculate waiting time:³ 449

Median time to start treatment⁴

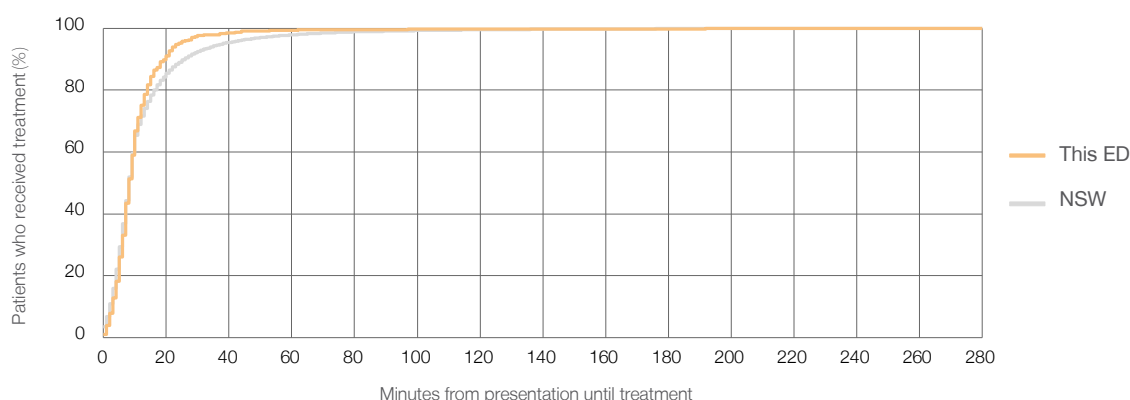
8 minutes

90th percentile time to start treatment⁵

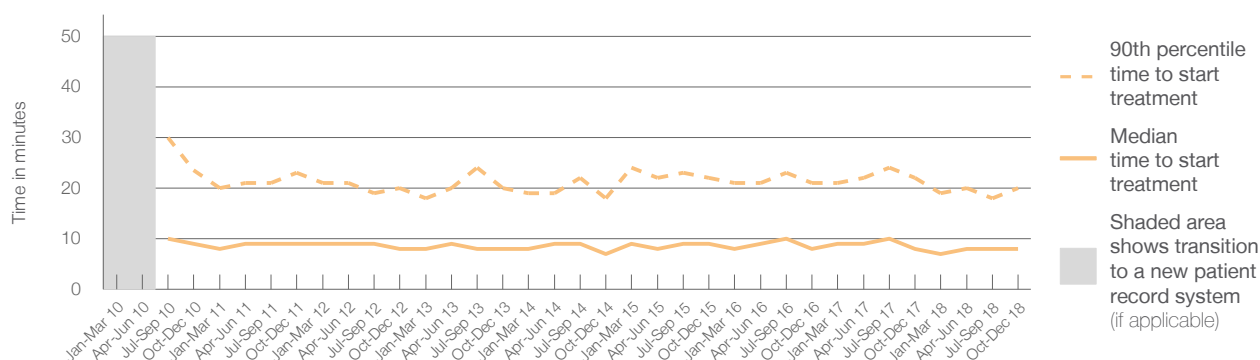
20 minutes

Same period last year	NSW (this period)
443	
442	
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	8	8	7	9	8	8	8
90th percentile time to start treatment ⁵ (minutes)	24	23	20	20	18	22	21	22	20

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

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

Sydney Children's Hospital, Randwick: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 1,779

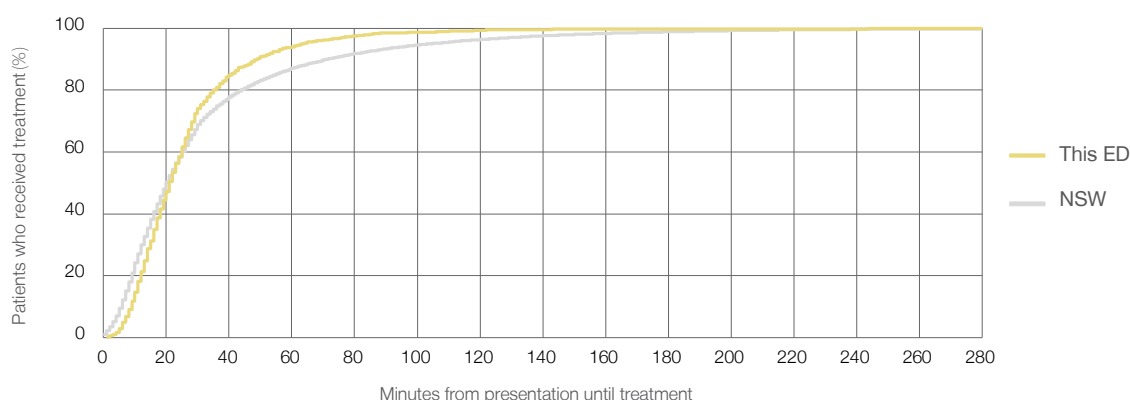
Number of triage 3 patients used to calculate waiting time:³ 1,775

Median time to start treatment⁴ 21 minutes

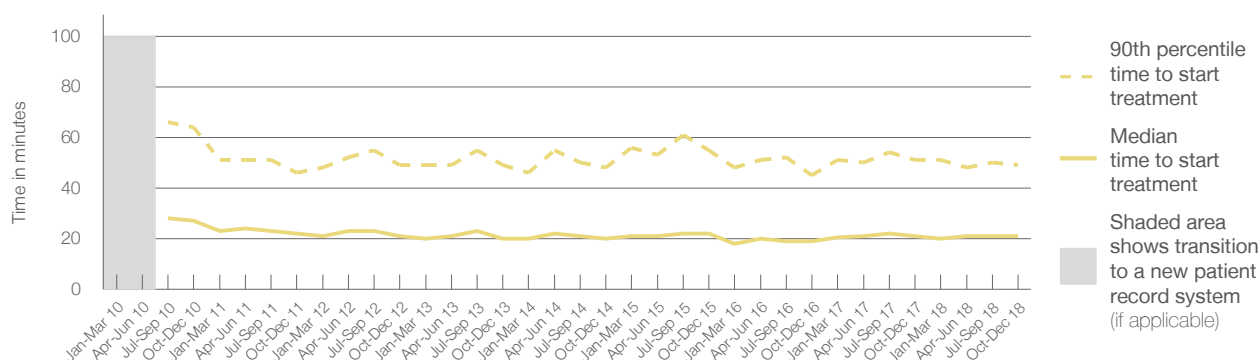
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,752	
1,751	
21 minutes	20 minutes
51 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	22	21	20	20	22	19	21	21
90th percentile time to start treatment ⁵ (minutes)	64	46	49	49	48	55	45	51	49

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

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

Sydney Children's Hospital, Randwick: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 6,454

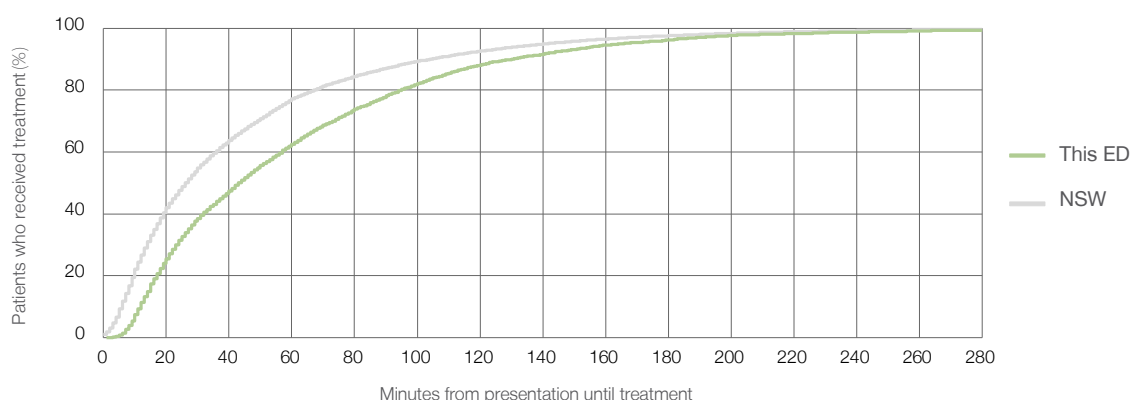
Number of triage 4 patients used to calculate waiting time:³ 6,122

Median time to start treatment⁴ 43 minutes

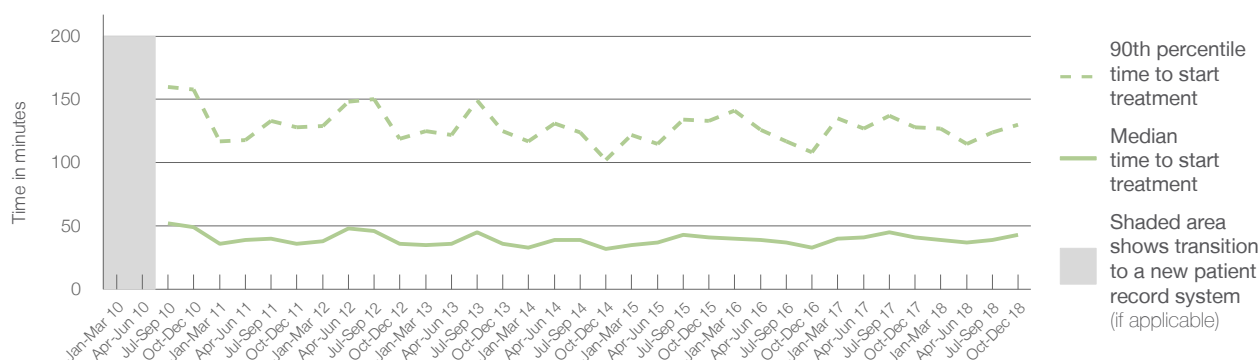
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
6,613	
6,322	
41 minutes	26 minutes
128 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	49	36	36	36	32	41	33	41	43
90th percentile time to start treatment ⁵ (minutes)	158	128	119	125	102	133	108	128	130

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

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Sydney Children's Hospital, Randwick: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 129

Number of triage 5 patients used to calculate waiting time:³ 117

Median time to start treatment⁴

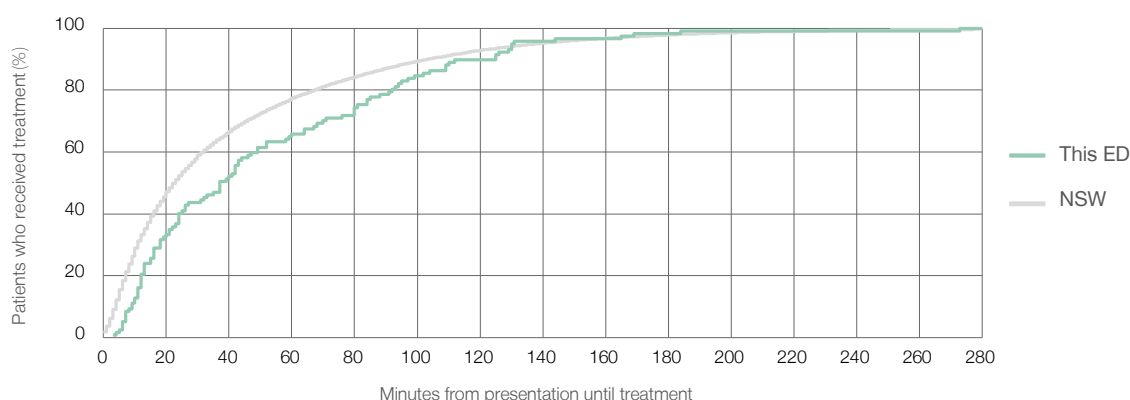
37 minutes

90th percentile time to start treatment⁵

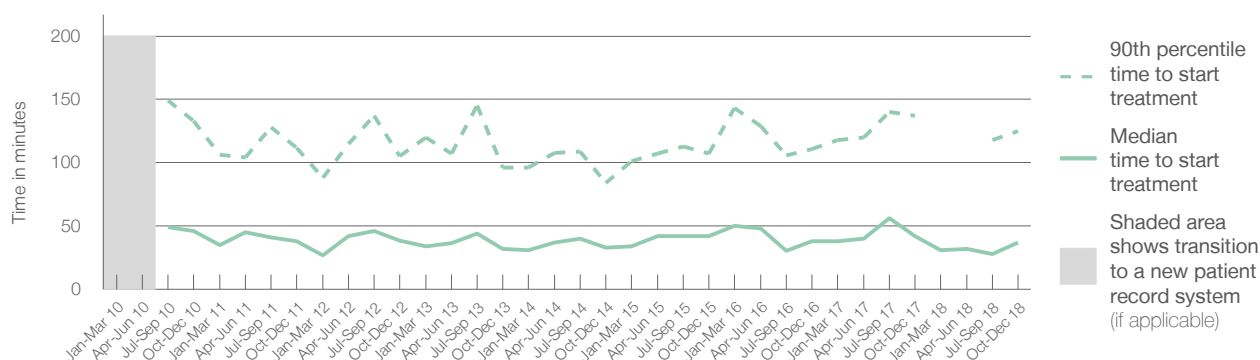
125 minutes

Same period last year	NSW (this period)
157	
137	
42 minutes	23 minutes
137 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	46	38	39	32	33	42	38	42	37
90th percentile time to start treatment ⁵ (minutes)	133	112	105	96	84	107	111	137	125

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

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

Sydney Children's Hospital, Randwick: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,955 patients

Presentations used to calculate time to leaving the ED:⁶ 8,951 patients

Median time spent in the ED⁸

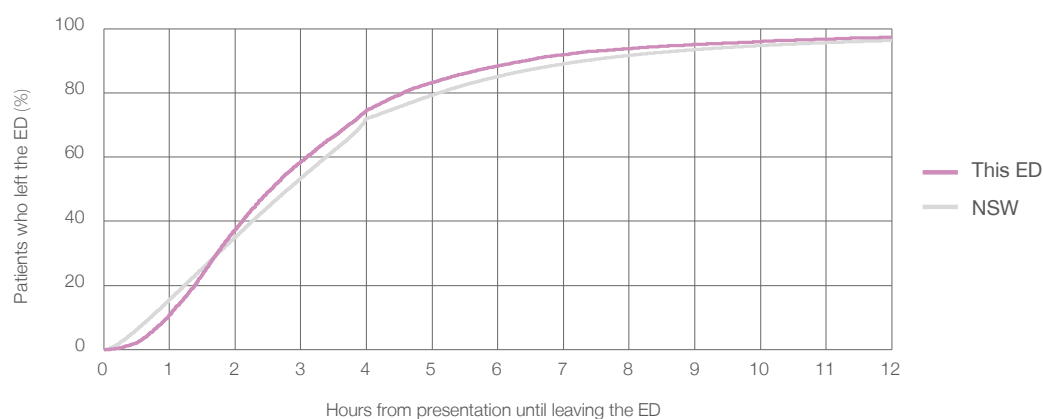
2 hours and 33 minutes

90th percentile time spent in the ED⁹

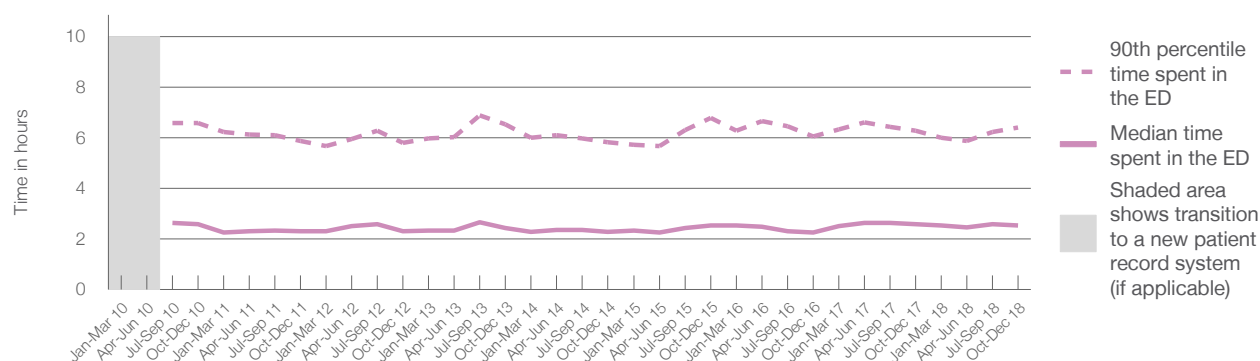
6 hours and 25 minutes

Same period last year	NSW (this period)
9,104	
9,104	
2 hours and 35 minutes	2 hours and 49 minutes
6 hours and 17 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 35m	2h 18m	2h 19m	2h 26m	2h 17m	2h 32m	2h 15m	2h 35m	2h 33m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 35m	5h 52m	5h 48m	6h 32m	5h 49m	6h 47m	6h 4m	6h 17m	6h 25m

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

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Sydney Children's Hospital, Randwick: Time patients spent in the ED

By mode of separation

October to December 2018

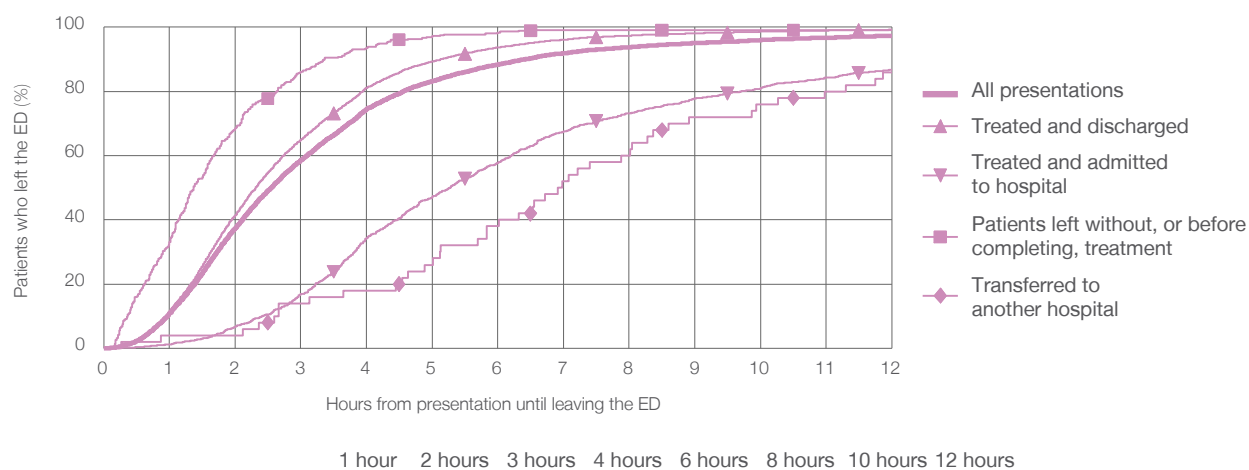
All presentations:[†] 8,955 patients

Presentations used to calculate time to leaving the ED:[‡] 8,951 patients

Treated and discharged	7,241 (80.9%)
Treated and admitted to hospital	1,293 (14.4%)
Patient left without, or before completing, treatment	359 (4.0%)
Transferred to another hospital	50 (0.6%)
Other	12 (0.1%)

Same period last year	Change since one year ago
9,104	-2%
7,448	-2.8%
1,238	4.4%
377	-4.8%
26	92.3%
15	-20.0%

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



Treated and discharged	11.5%	41.5%	64.9%	81.1%	93.7%	97.4%	98.6%	99.2%
Treated and admitted to hospital	1.2%	6.7%	16.8%	34.4%	57.7%	73.2%	81.2%	86.7%
Patient left without, or before completing, treatment	33.1%	68.5%	86.1%	93.6%	98.3%	99.2%	99.2%	99.2%
Transferred to another hospital	4.0%	4.0%	14.0%	18.0%	38.0%	60.0%	76.0%	86.0%
All presentations	10.9%	37.4%	58.6%	74.5%	88.4%	93.8%	96.0%	97.3%

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Sydney Children's Hospital, Randwick: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 8,955 patients

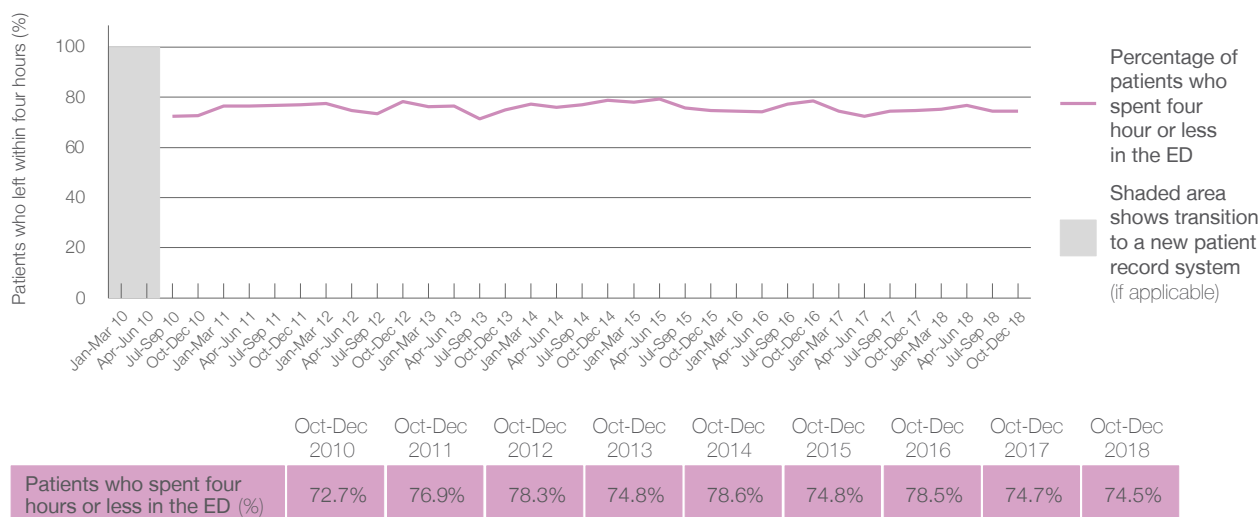
Presentations used to calculate time to leaving the ED: ⁶ 8,951 patients

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



Same period last year	Change since one year ago
9,104	-2%
9,104	-2%
74.7%	

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



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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*.
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

The Children's Hospital at Westmead: Emergency department (ED) overview

October to December 2018

All presentations:¹ 14,273 patients

Emergency presentations:² 14,136 patients

Same period last year	Change since one year ago
14,570	-2%
14,446	-2%

The Children's Hospital at Westmead: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 540 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,669 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,668 patients

Median time to start treatment⁴ 46 minutes
90th percentile time to start treatment⁵ 167 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 132 patients

Median time to start treatment⁴ 63 minutes
90th percentile time to start treatment⁵ 186 minutes

Same period last year	NSW (this period)
536	
8 minutes	8 minutes
24 minutes	26 minutes
3,666	
21 minutes	20 minutes
56 minutes	72 minutes
10,025	
44 minutes	26 minutes
148 minutes	104 minutes
69	
56 minutes	23 minutes
*	104 minutes

The Children's Hospital at Westmead: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 14,272 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
14,570	-2%
71%	

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

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

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

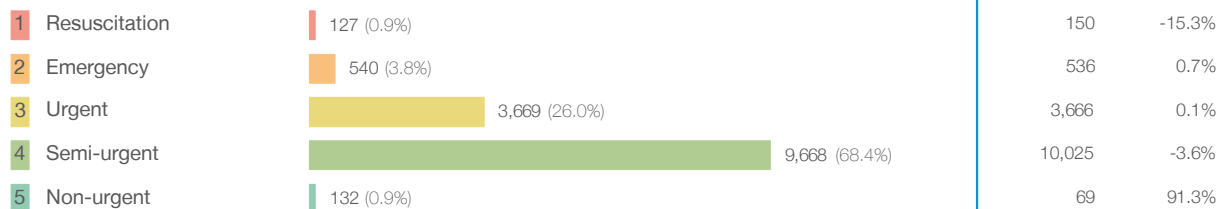
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

The Children's Hospital at Westmead: Patients presenting to the emergency department

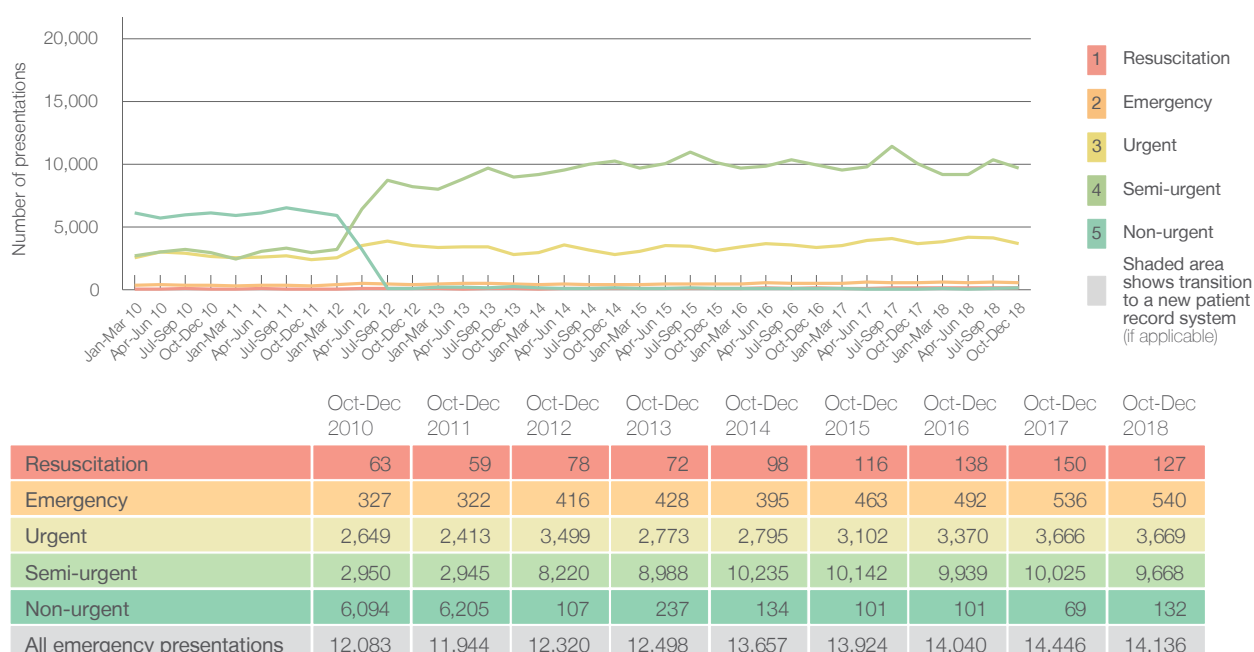
October to December 2018

All presentations:¹ 14,273 patients

Emergency presentations² by triage category: 14,136 patients



Emergency presentations² by quarter, January 2010 to December 2018 †‡



The Children's Hospital at Westmead: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 952 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.

(§) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 540

Number of triage 2 patients used to calculate waiting time:³ 540

Median time to start treatment⁴

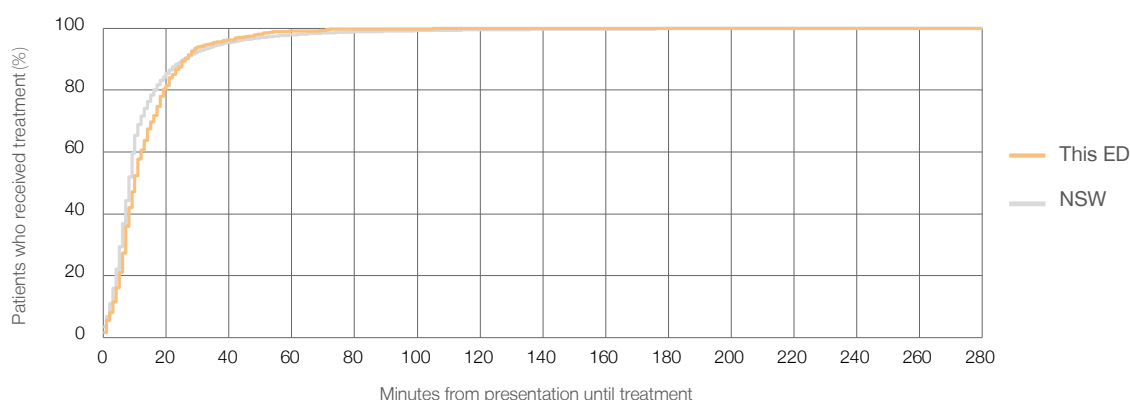
10 minutes

90th percentile time to start treatment⁵

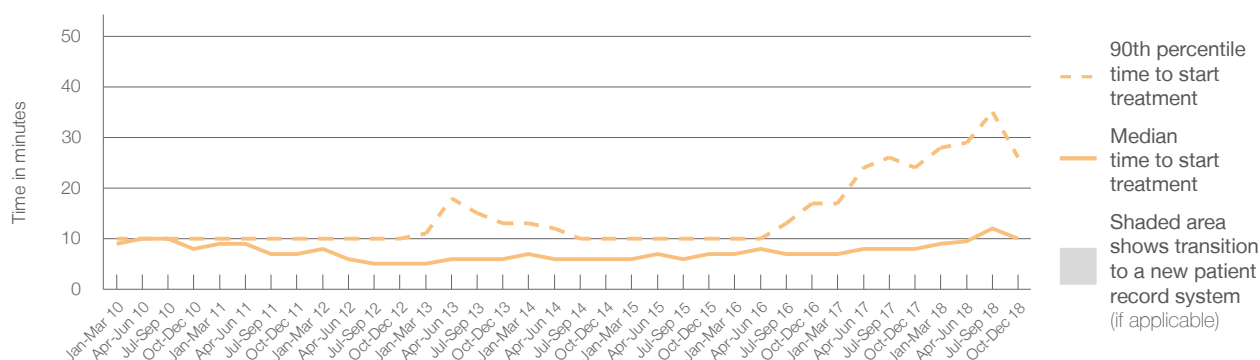
26 minutes

Same period last year	NSW (this period)
536	
536	
8 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	5	6	6	7	7	8	10
90th percentile time to start treatment ⁵ (minutes)	10	10	10	13	10	10	17	24	26

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 3,669

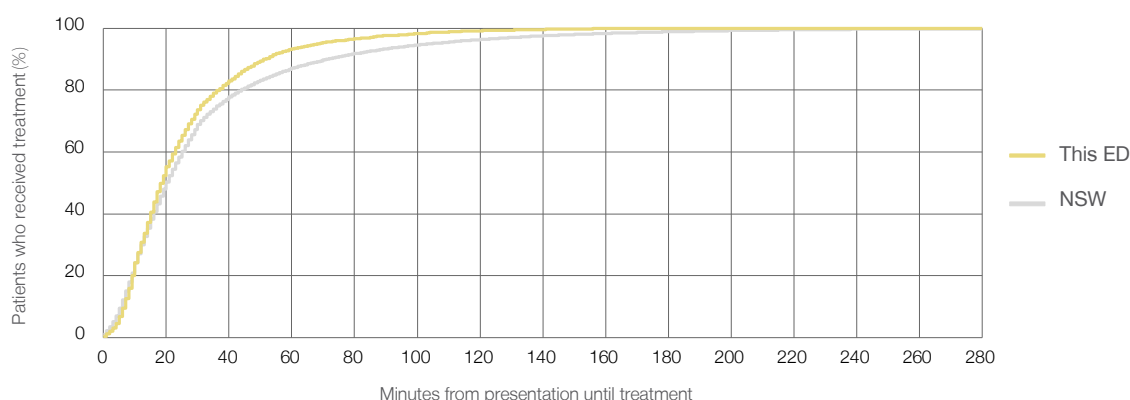
Number of triage 3 patients used to calculate waiting time:³ 3,652

Median time to start treatment⁴ 19 minutes

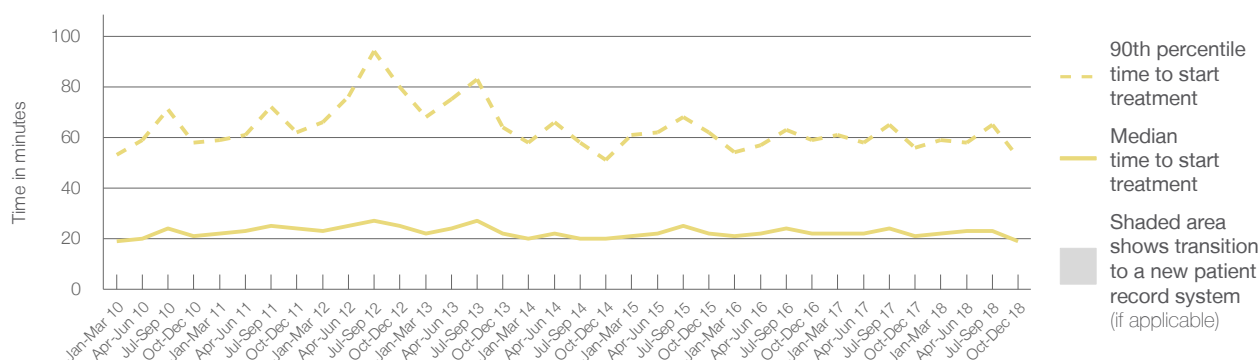
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
3,666	
3,660	
21 minutes	20 minutes
56 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21	24	25	22	20	22	22	21	19
90th percentile time to start treatment ⁵ (minutes)	58	62	80	64	51	62	59	56	52

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 9,668

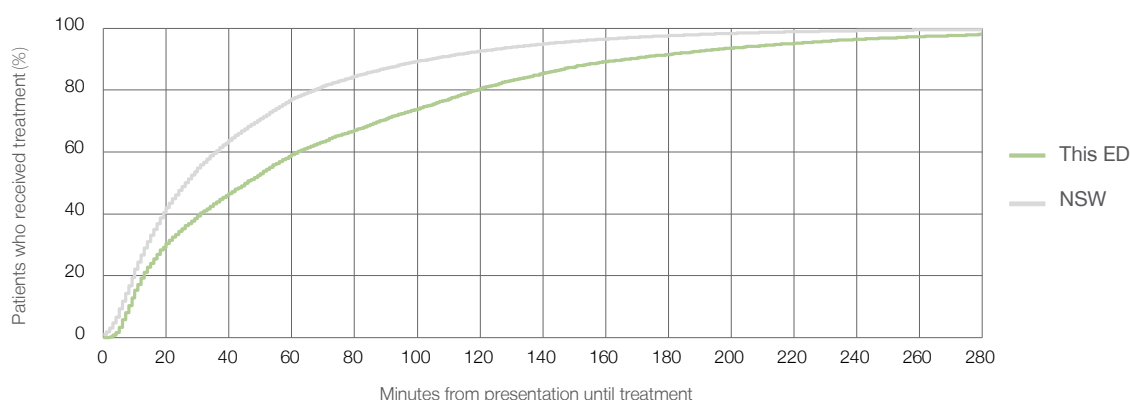
Number of triage 4 patients used to calculate waiting time:³ 8,181

Median time to start treatment⁴ 46 minutes

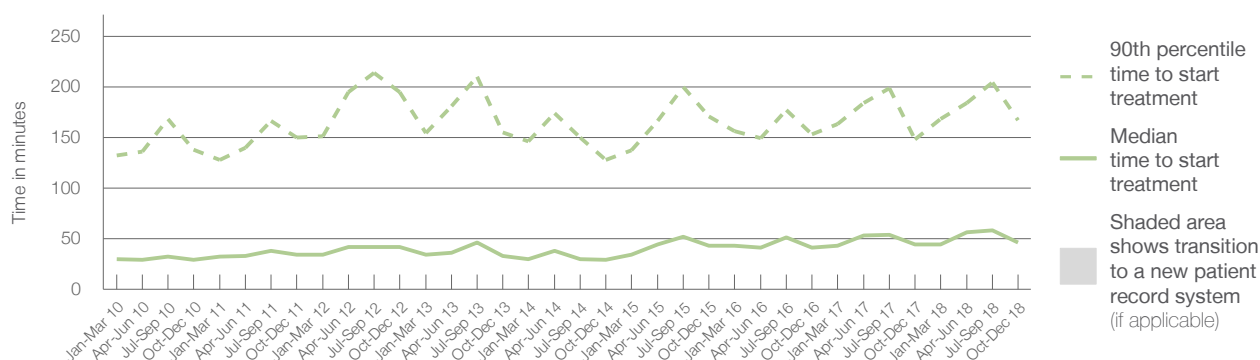
90th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
10,025	
8,813	
44 minutes	26 minutes
148 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	34	42	33	29	43	41	44	46
90th percentile time to start treatment ⁵ (minutes)	138	150	195	155	128	171	153	148	167

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 132

Number of triage 5 patients used to calculate waiting time:³ 102

Median time to start treatment⁴

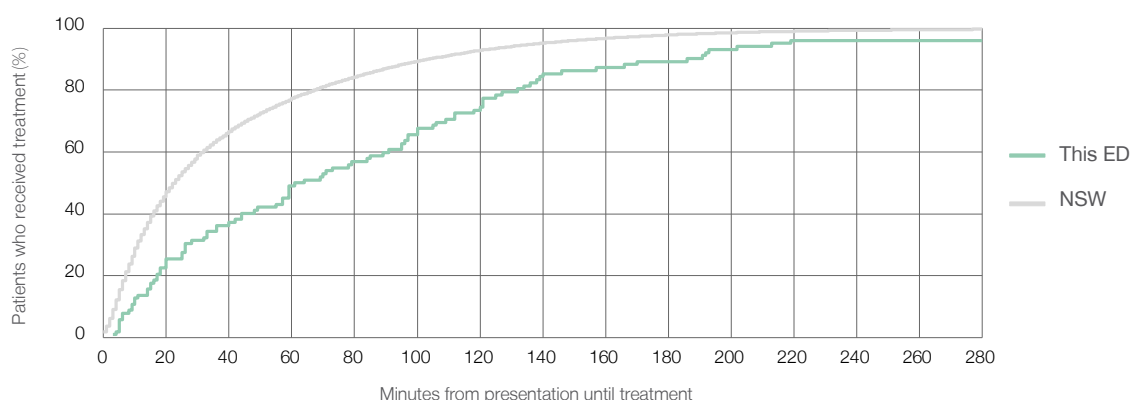
63 minutes

90th percentile time to start treatment⁵

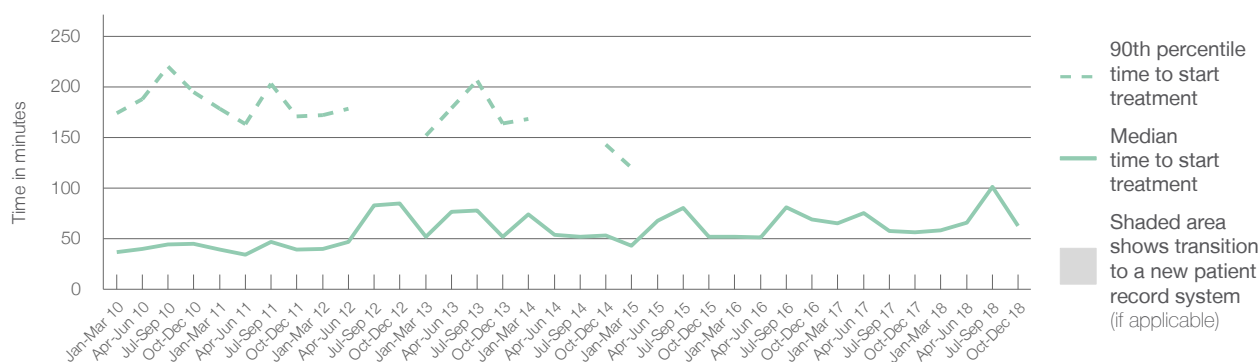
186 minutes

Same period last year	NSW (this period)
69	
57	
56 minutes	23 minutes
*	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	45	39	85	52	53	52	69	56	63
90th percentile time to start treatment ⁵ (minutes)	195	171	*	164	143	*	*	*	186

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time patients spent in the ED

October to December 2018

All presentations:¹ 14,273 patients

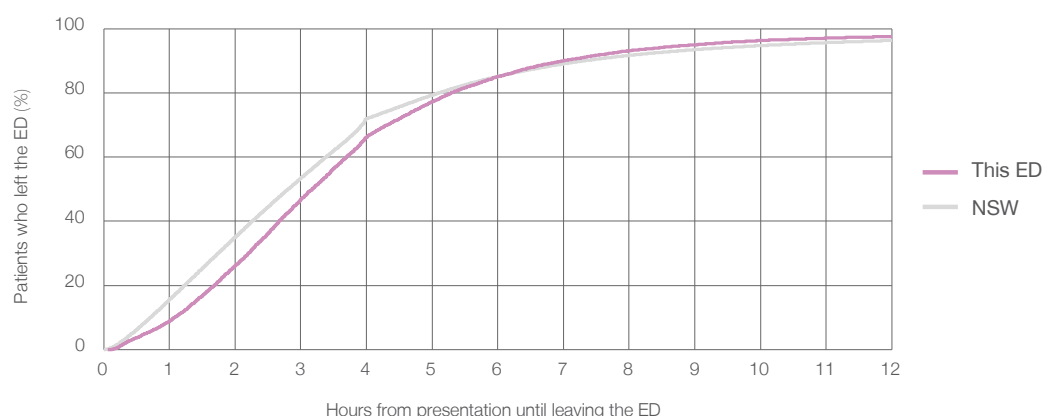
Presentations used to calculate time to leaving the ED:⁶ 14,272 patients

Median time spent in the ED⁸ 3 hours and 11 minutes

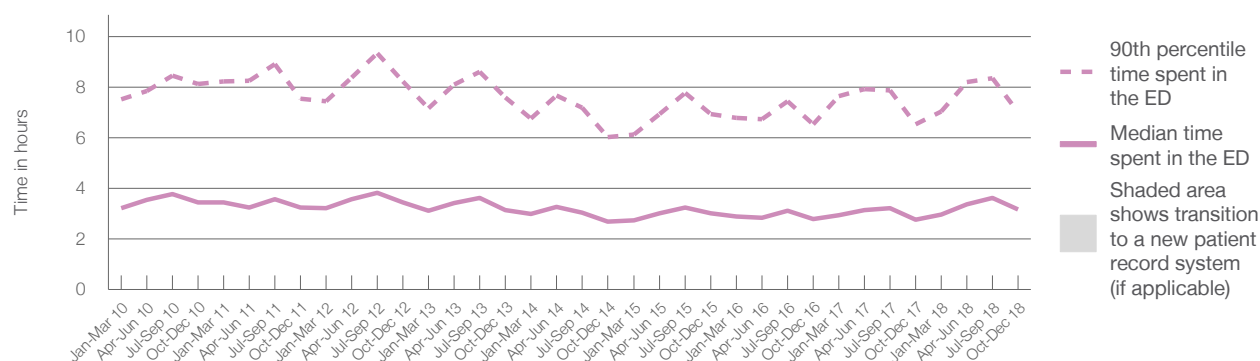
90th percentile time spent in the ED⁹ 7 hours and 1 minutes

Same period last year	NSW (this period)
14,570	
14,570	
2 hours and 46 minutes	2 hours and 49 minutes
6 hours and 32 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 27m	3h 15m	3h 27m	3h 9m	2h 42m	3h 1m	2h 48m	2h 46m	3h 11m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 7m	7h 33m	8h 14m	7h 36m	6h 1m	6h 56m	6h 32m	6h 32m	7h 1m

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time patients spent in the ED

By mode of separation

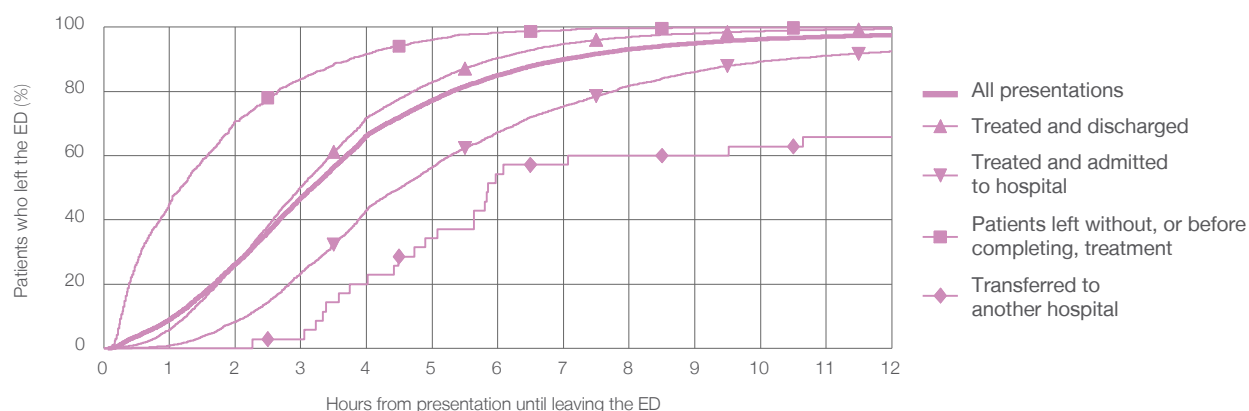
October to December 2018

All presentations:[†] 14,273 patients

Presentations used to calculate time to leaving the ED:[‡] 14,272 patients

		Same period last year	Change since one year ago
Treated and discharged	8,850 (62.0%)	9,858	-10.2%
Treated and admitted to hospital	3,796 (26.6%)	3,407	11.4%
Patient left without, or before completing, treatment	1,552 (10.9%)	1,279	21.3%
Transferred to another hospital	35 (0.2%)	26	34.6%
Other	40 (0.3%)	0	

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.8%	26.0%	50.3%	71.8%	90.4%	97.0%	98.8%	99.5%
Treated and admitted to hospital	0.8%	8.2%	23.4%	43.0%	67.3%	81.8%	89.4%	92.5%
Patient left without, or before completing, treatment	45.0%	70.7%	84.0%	91.6%	98.3%	99.7%	99.8%	99.9%
Transferred to another hospital	0%	0%	2.9%	20.0%	54.3%	60.0%	62.9%	65.7%
All presentations	8.9%	26.3%	46.8%	66.3%	85.1%	93.2%	96.3%	97.6%

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 14,273 patients

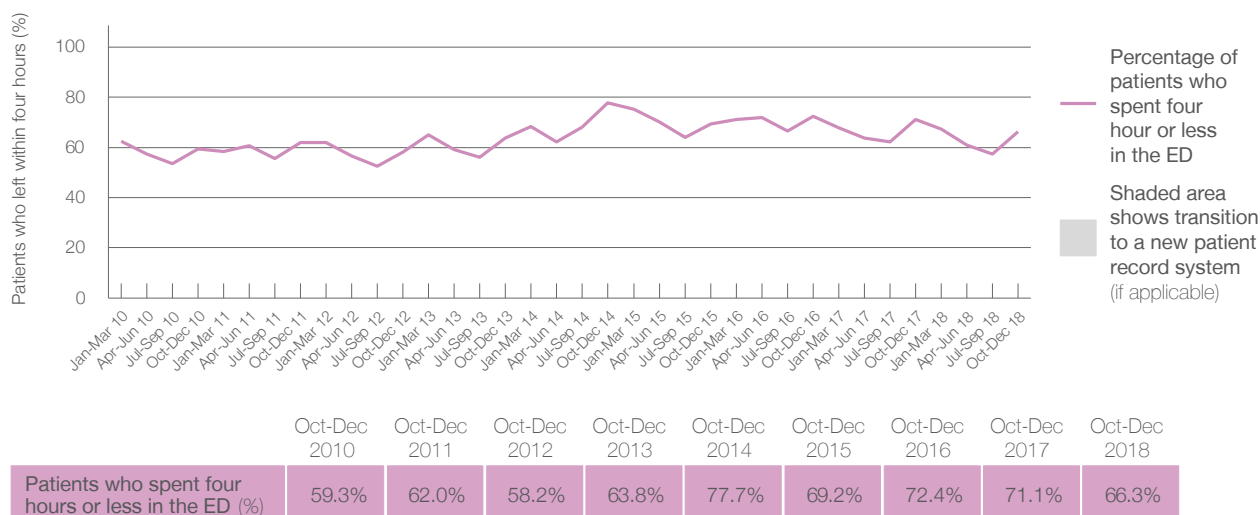
Presentations used to calculate time to leaving the ED: ⁶ 14,272 patients

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



Same period last year	Change since one year ago
14,570	-2%
14,570	-2%
71.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Calvary Mater Newcastle: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,269 patients

Emergency presentations:² 10,207 patients

Same period last year	Change since one year ago
9,511	8%
9,504	7%

Calvary Mater Newcastle: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,739 patients

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

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

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,866 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 632 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,633	
6 minutes	8 minutes
15 minutes	26 minutes
2,718	
16 minutes	20 minutes
43 minutes	72 minutes
4,429	
21 minutes	26 minutes
89 minutes	104 minutes
649	
26 minutes	23 minutes
113 minutes	104 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,269 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
9,511	8%
73%	

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

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

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

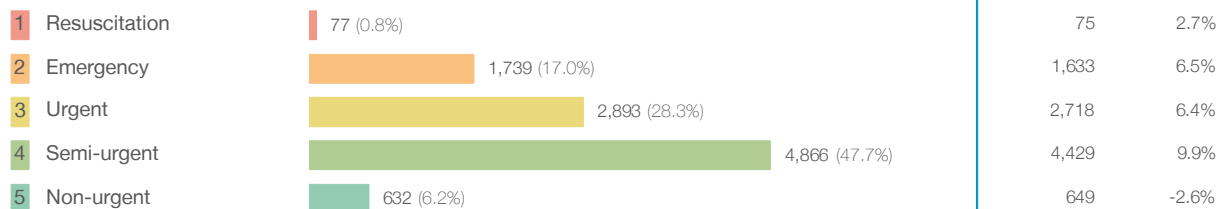
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Calvary Mater Newcastle: Patients presenting to the emergency department

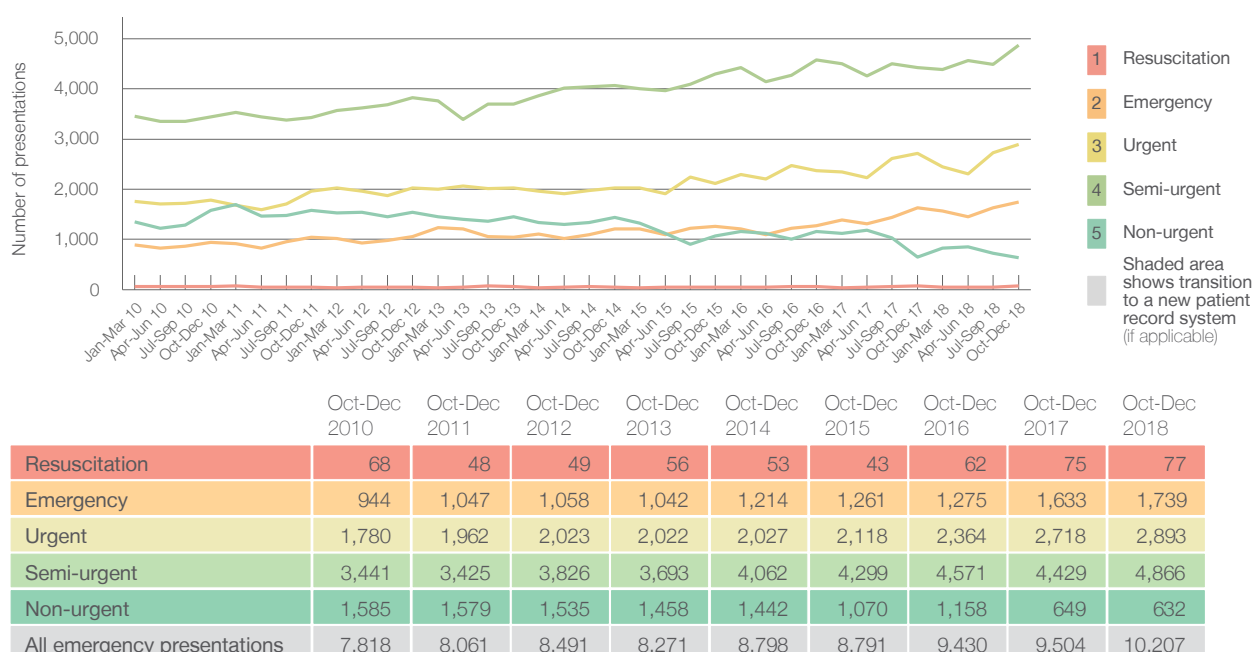
October to December 2018

All presentations:¹ 10,269 patients

Emergency presentations² by triage category: 10,207 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Calvary Mater Newcastle: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 3,242 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.

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

October to December 2018

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

Number of triage 2 patients: 1,739

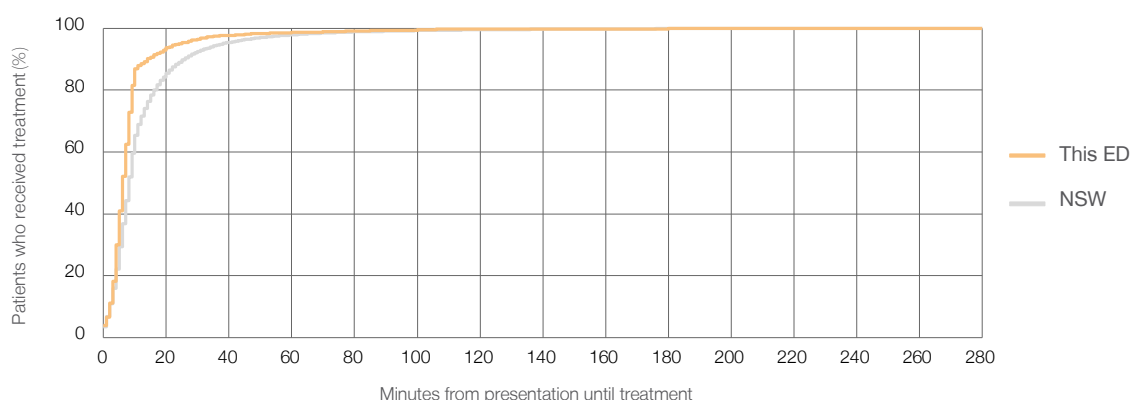
Number of triage 2 patients used to calculate waiting time: ³ 1,317

Median time to start treatment ⁴ 6 minutes

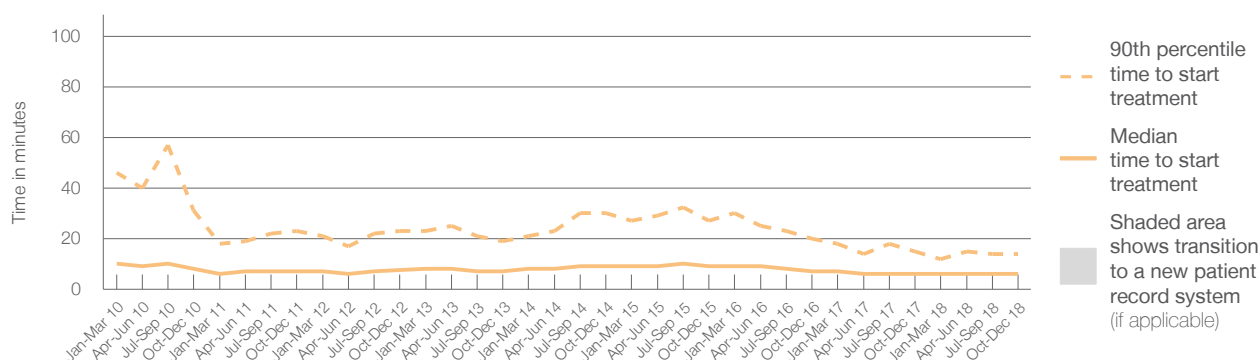
90th percentile time to start treatment ⁵ 14 minutes

Same period last year	NSW (this period)
1,633	
1,237	
6 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	8	7	9	9	7	6	6
90th percentile time to start treatment ⁵ (minutes)	31	23	23	19	30	27	20	15	14

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 2,893

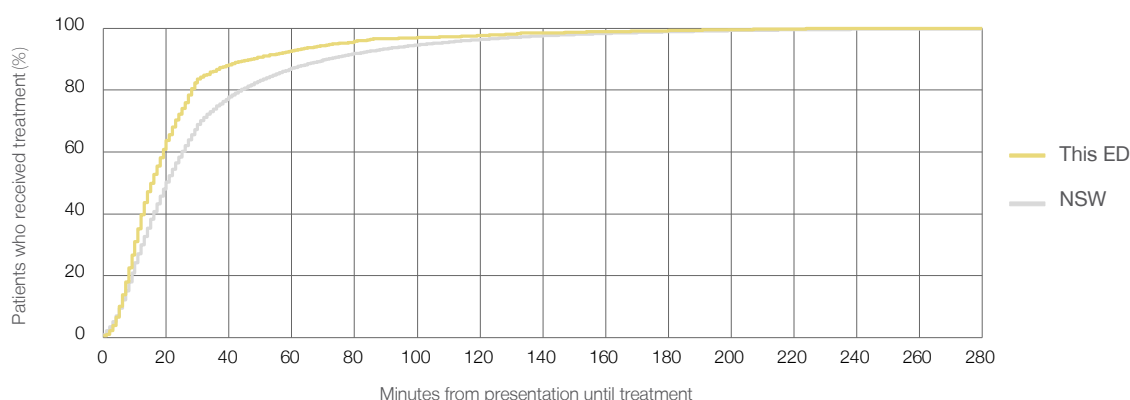
Number of triage 3 patients used to calculate waiting time:³ 2,579

Median time to start treatment⁴ 16 minutes

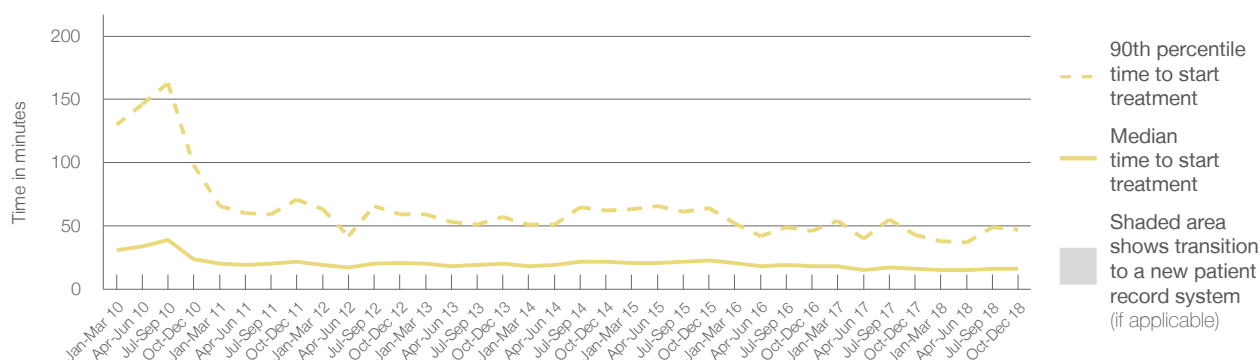
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
2,718	
2,444	
16 minutes	20 minutes
43 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	22	21	20	22	23	18	16	16
90th percentile time to start treatment ⁵ (minutes)	98	71	59	57	62	64	46	43	47

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,866

Number of triage 4 patients used to calculate waiting time:³ 4,195

Median time to start treatment⁴

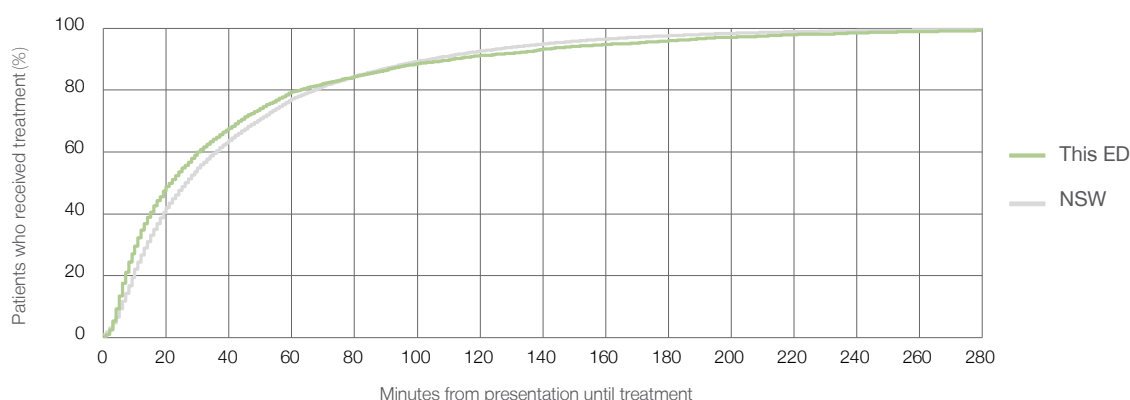
22 minutes

90th percentile time to start treatment⁵

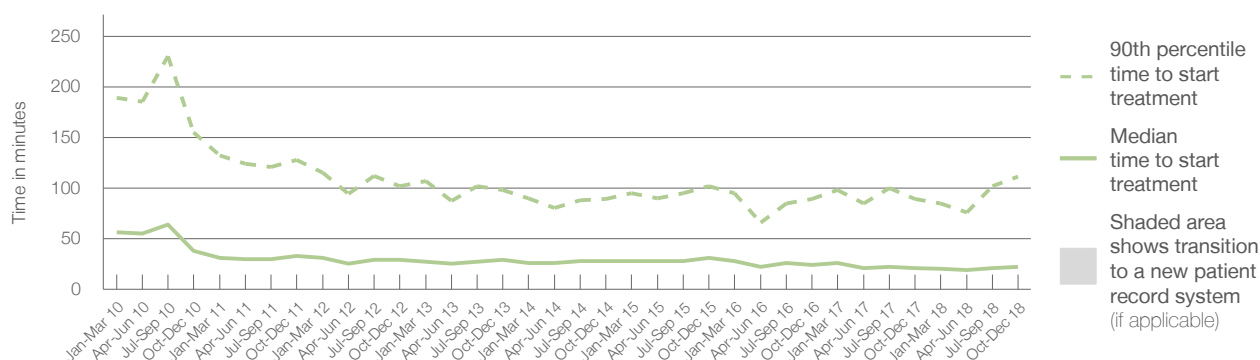
111 minutes

Same period last year	NSW (this period)
4,429	
3,936	
21 minutes	26 minutes
89 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	38	33	29	29	28	31	24	21	22
90th percentile time to start treatment ⁵ (minutes)	155	128	102	98	89	102	89	89	111

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 632

Number of triage 5 patients used to calculate waiting time:³ 459

Median time to start treatment⁴

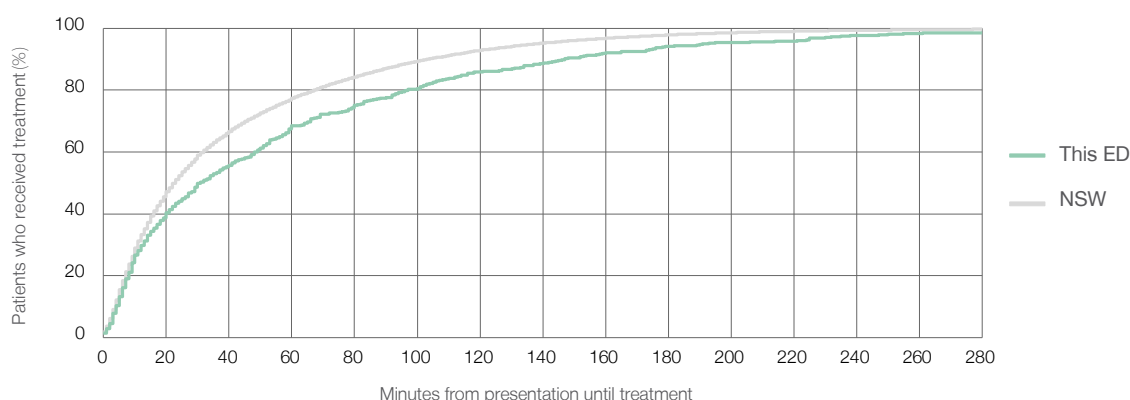
31 minutes

90th percentile time to start treatment⁵

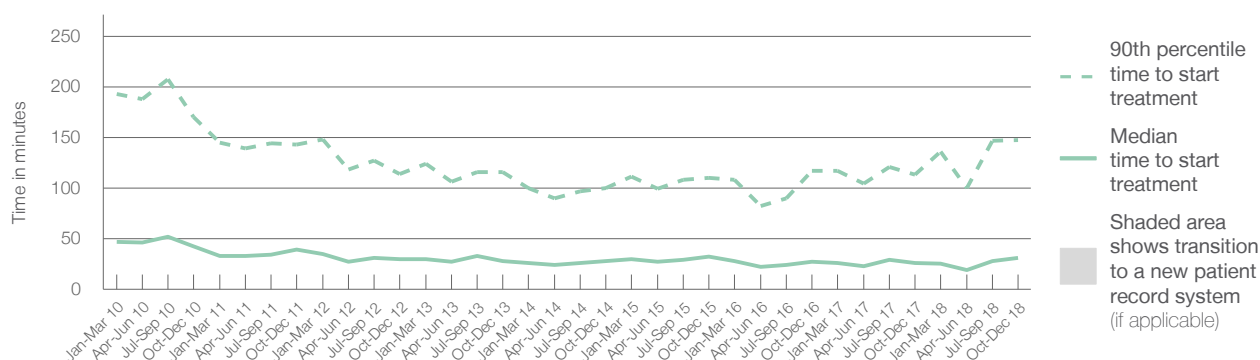
147 minutes

Same period last year	NSW (this period)
649	
529	
26 minutes	23 minutes
113 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	39	30	28	28	32	27	26	31
90th percentile time to start treatment ⁵ (minutes)	170	143	114	116	100	110	117	113	147

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

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

Calvary Mater Newcastle: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,269 patients

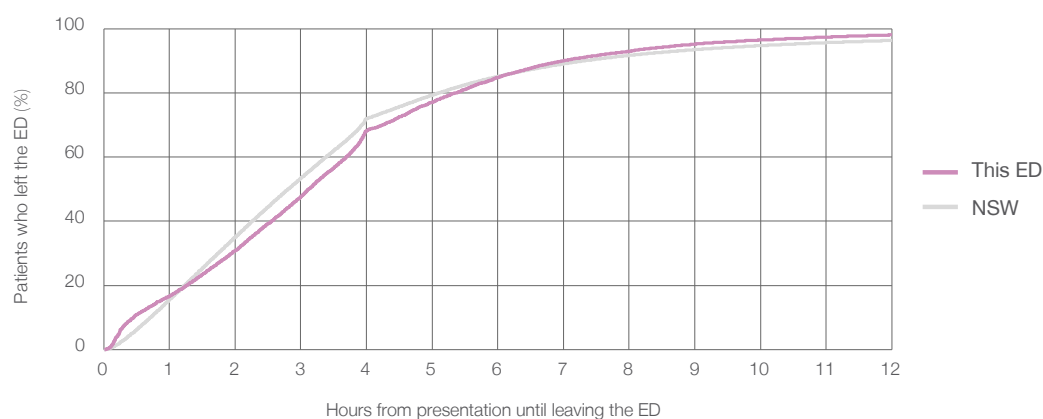
Presentations used to calculate time to leaving the ED:⁶ 10,269 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

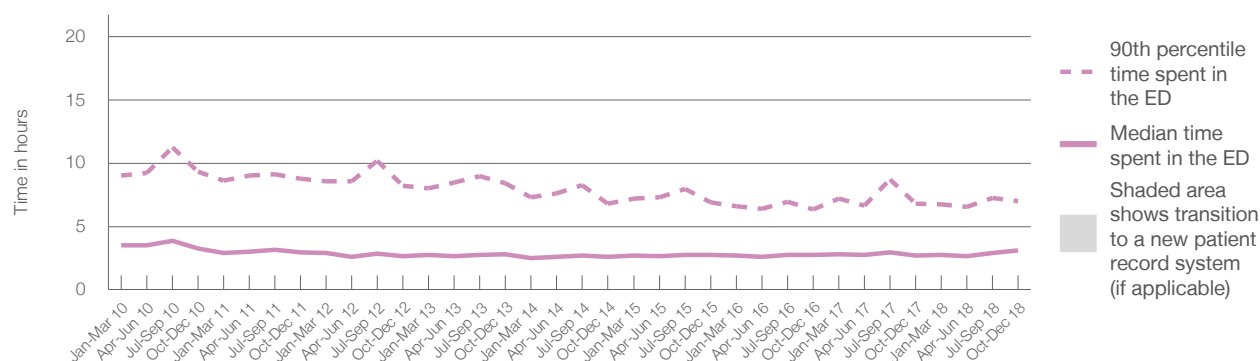
90th percentile time spent in the ED⁹ 7 hours and 1 minutes

Same period last year	NSW (this period)
9,511	
9,511	
2 hours and 43 minutes	2 hours and 49 minutes
6 hours and 47 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 16m	2h 57m	2h 38m	2h 49m	2h 37m	2h 45m	2h 44m	2h 43m	3h 7m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 21m	8h 47m	8h 13m	8h 25m	6h 47m	6h 55m	6h 20m	6h 47m	7h 1m

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

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

Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

October to December 2018

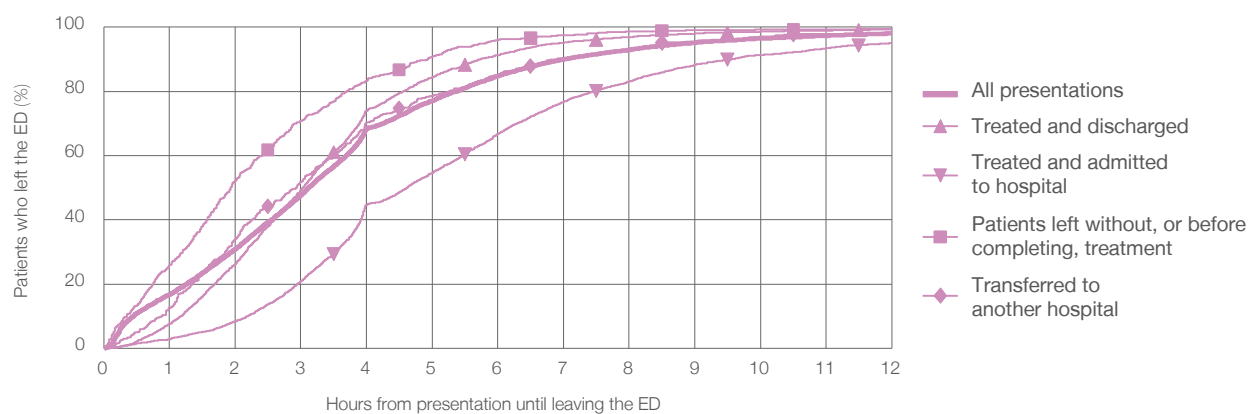
All presentations:[†] 10,269 patients

Presentations used to calculate time to leaving the ED:[‡] 10,269 patients

Treated and discharged	4,715 (45.9%)
Treated and admitted to hospital	3,166 (30.8%)
Patient left without, or before completing, treatment	704 (6.9%)
Transferred to another hospital	463 (4.5%)
Other	1,221 (11.9%)

Same period last year	Change since one year ago
9,511	8%
4,499	4.8%
3,009	5.2%
431	63.3%
508	-8.9%
1,064	14.8%

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



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

Treated and discharged	7.6%	26.3%	49.3%	74.1%	91.4%	96.9%	98.6%	99.3%
Treated and admitted to hospital	2.8%	8.4%	20.8%	44.7%	66.7%	83.1%	91.4%	95.1%
Patient left without, or before completing, treatment	26.0%	52.1%	70.7%	83.4%	96.0%	98.7%	99.3%	99.4%
Transferred to another hospital	12.5%	34.1%	51.8%	70.4%	85.1%	93.3%	97.2%	98.3%
All presentations	16.8%	30.9%	47.7%	68.3%	84.8%	93.0%	96.5%	98.1%

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

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

Calvary Mater Newcastle: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,269 patients

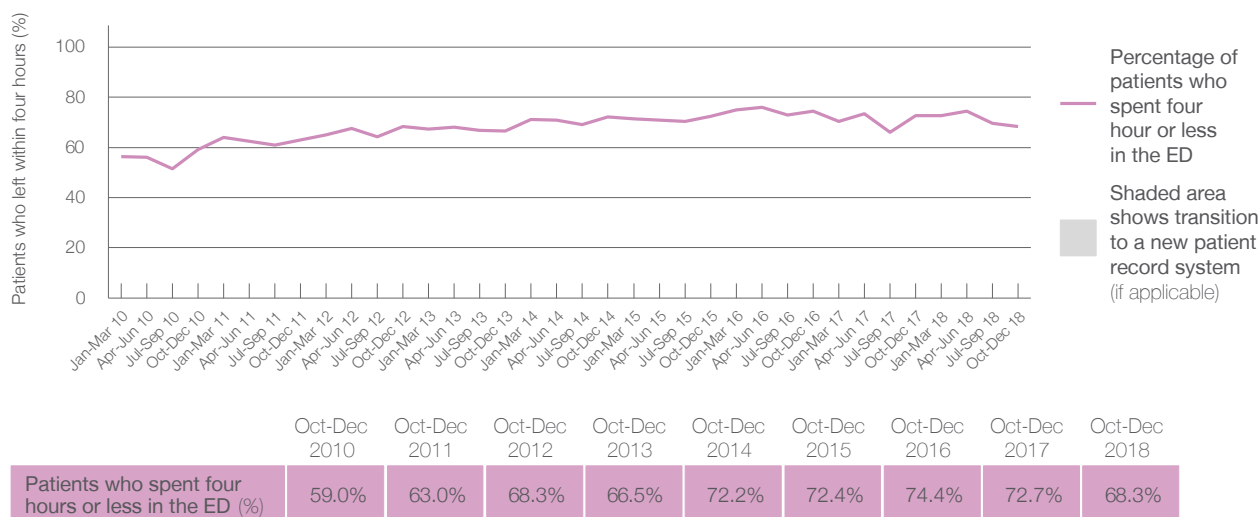
Presentations used to calculate time to leaving the ED: ⁶ 10,269 patients

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



Same period last year	Change since one year ago
9,511	8%
9,511	8%
72.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Sydney Hospital and Sydney Eye Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,634 patients

Emergency presentations:² 8,391 patients

Same period last year	Change since one year ago
8,613	0%
8,331	1%

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 169 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): 1,463 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,994 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,765 patients

Median time to start treatment⁴ 39 minutes

90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
133	
9 minutes	8 minutes
17 minutes	26 minutes
1,389	
22 minutes	20 minutes
50 minutes	72 minutes
4,707	
32 minutes	26 minutes
83 minutes	104 minutes
2,102	
39 minutes	23 minutes
111 minutes	104 minutes

Sydney Hospital and Sydney Eye Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,633 patients

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



Same period last year	Change since one year ago
8,613	0%
83%	

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

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

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

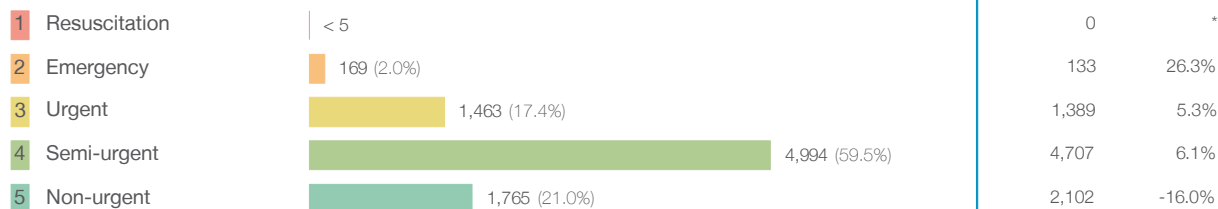
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Sydney Hospital and Sydney Eye Hospital: Patients presenting to the emergency department

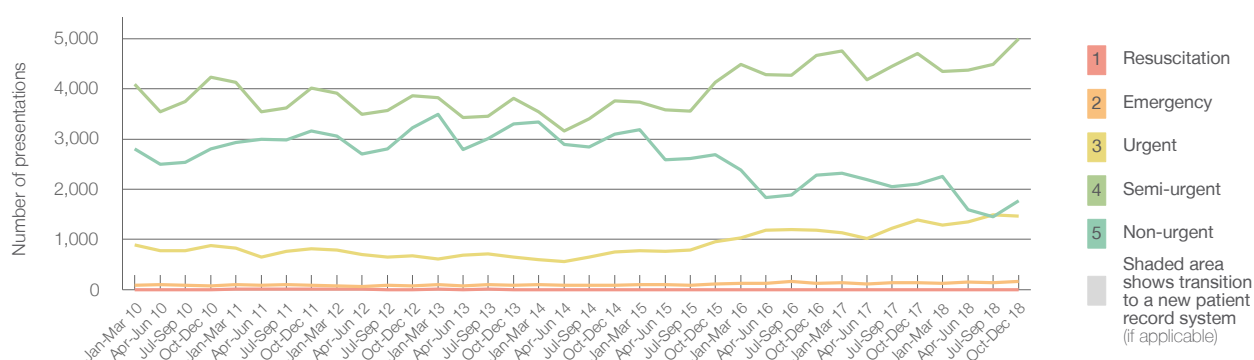
October to December 2018

All presentations:¹ 8,634 patients

Emergency presentations² by triage category: 8,391 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	6	< 5	< 5	< 5	< 5	< 5	0	< 5
Emergency	73	87	77	94	87	114	123	133	169
Urgent	878	809	669	645	748	950	1,181	1,389	1,463
Semi-urgent	4,229	4,014	3,865	3,812	3,755	4,135	4,671	4,707	4,994
Non-urgent	2,808	3,159	3,228	3,305	3,093	2,690	2,276	2,102	1,765
All emergency presentations	7,988	8,075	7,839	7,856	7,683	7,889	8,251	8,331	8,391

Sydney Hospital and Sydney Eye Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,071 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.

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

October to December 2018

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

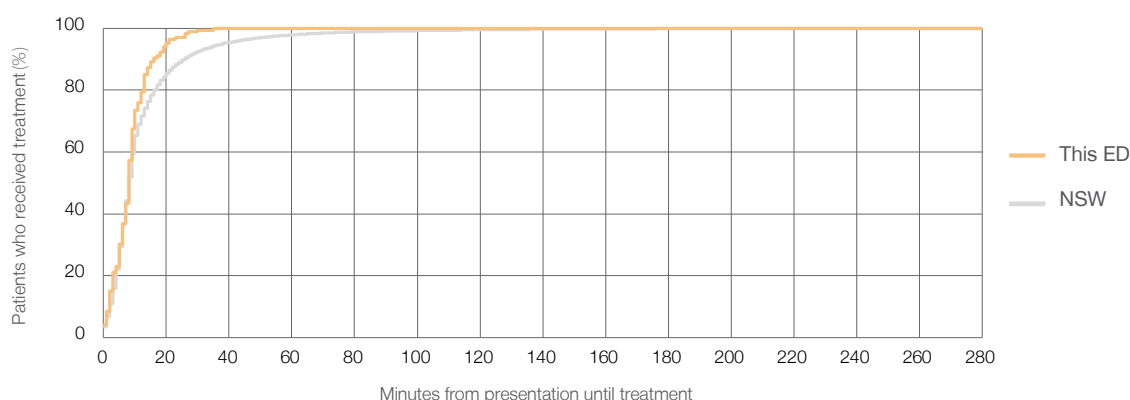
Number of triage 2 patients: 169

Number of triage 2 patients used to calculate waiting time:³ 166

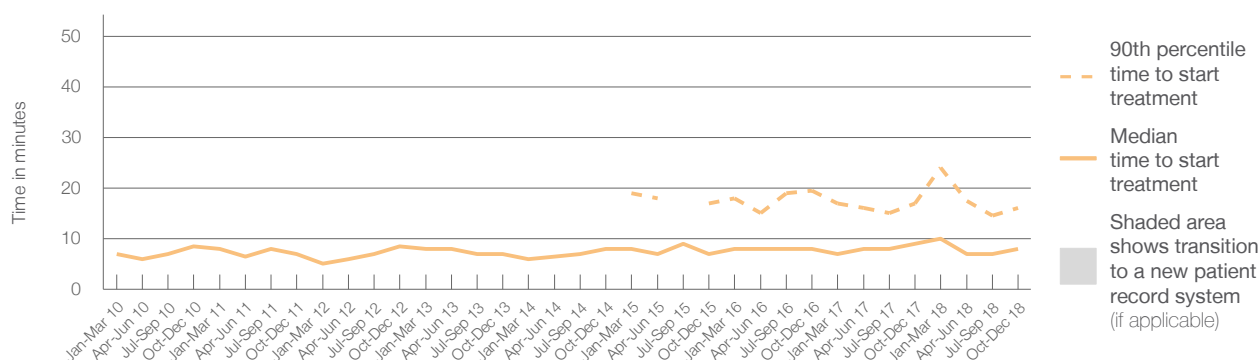
Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
133	
131	
9 minutes	8 minutes
17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	7	9	7	8	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	17	20	17	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.

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 1,463

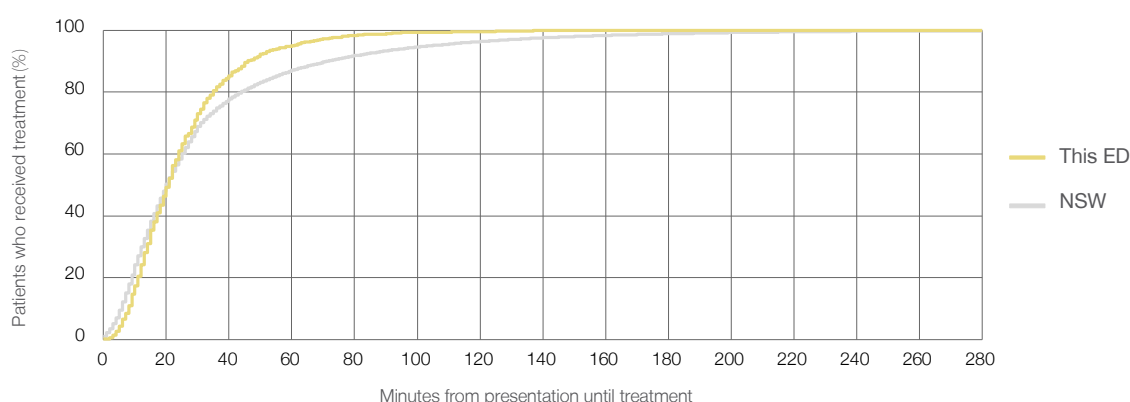
Number of triage 3 patients used to calculate waiting time: ³ 1,441

Median time to start treatment ⁴ 21 minutes

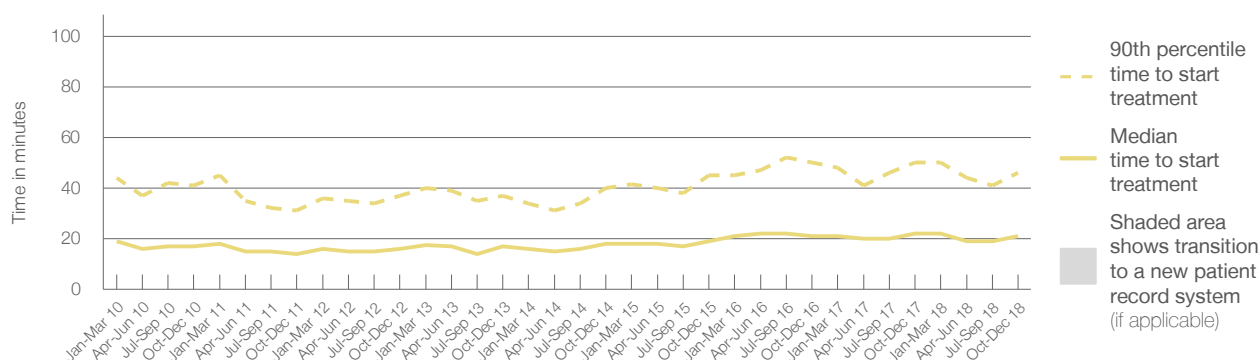
90th percentile time to start treatment ⁵ 46 minutes

Same period last year	NSW (this period)
1,389	
1,370	
22 minutes	20 minutes
50 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	17	14	16	17	18	19	21	22	21
90th percentile time to start treatment ⁵ (minutes)	41	31	37	37	40	45	50	50	46

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

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

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,994

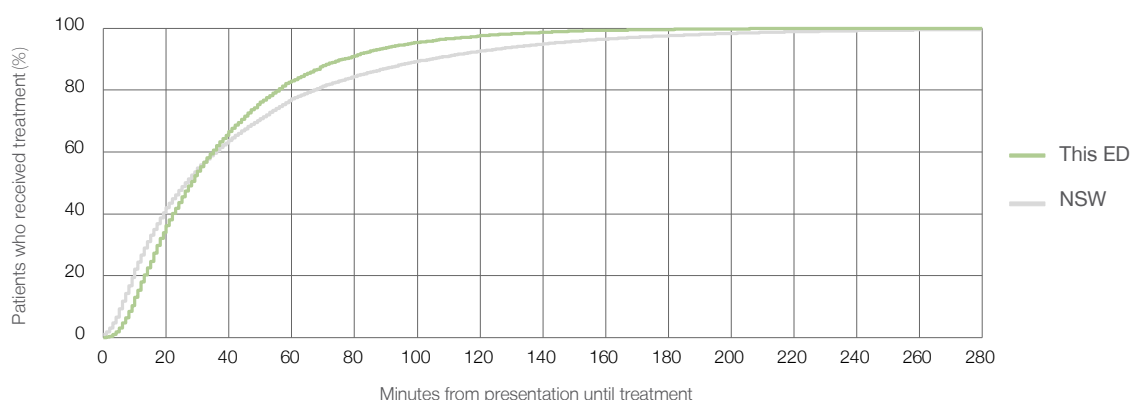
Number of triage 4 patients used to calculate waiting time:³ 4,880

Median time to start treatment⁴ 28 minutes

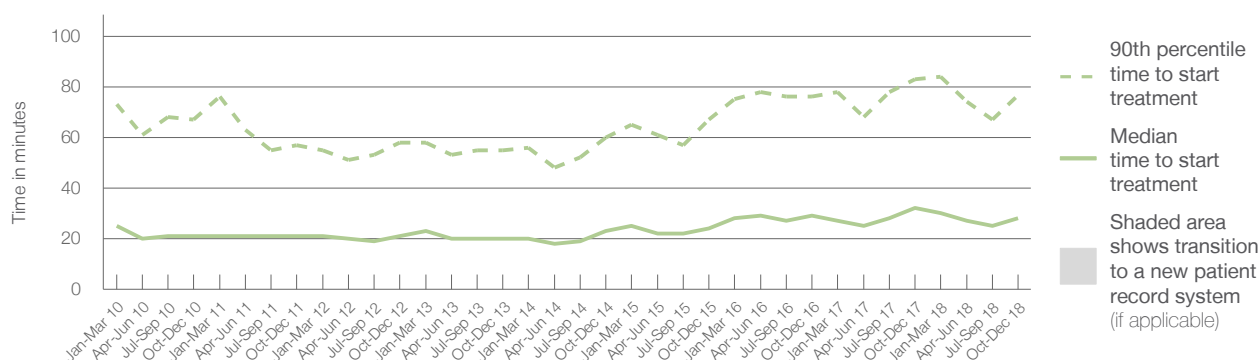
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
4,707	
4,595	
32 minutes	26 minutes
83 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21	21	21	20	23	24	29	32	28
90th percentile time to start treatment ⁵ (minutes)	67	57	58	55	60	67	76	83	77

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

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

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

October to December 2018

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

Number of triage 5 patients: 1,765

Number of triage 5 patients used to calculate waiting time:³ 1,634

Median time to start treatment⁴

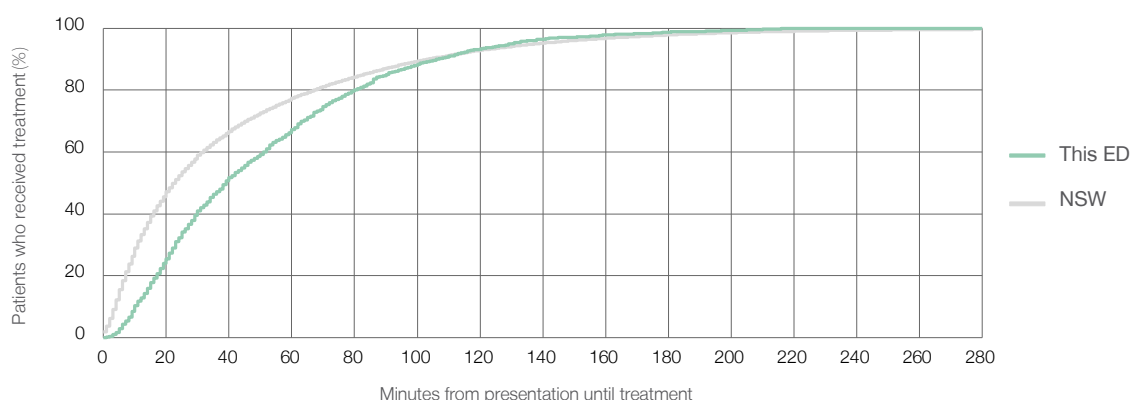
39 minutes

90th percentile time to start treatment⁵

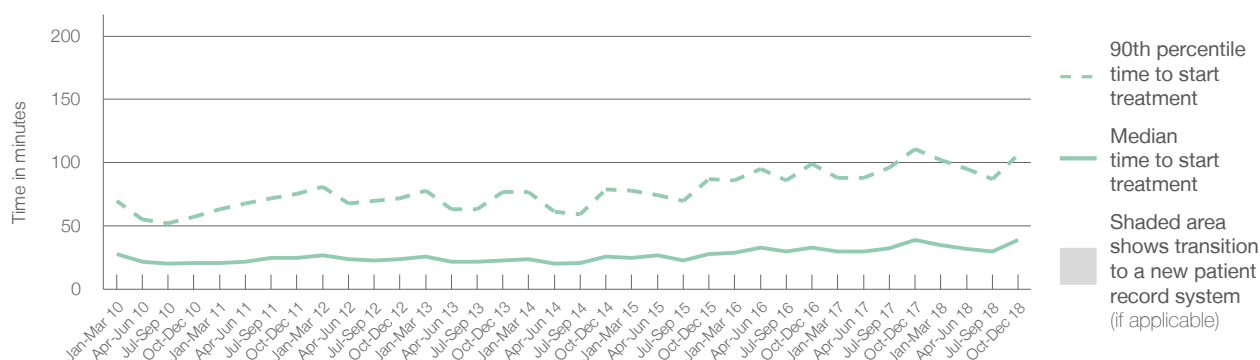
106 minutes

Same period last year	NSW (this period)
2,102	
1,956	
39 minutes	23 minutes
111 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21	25	24	23	26	28	33	39	39
90th percentile time to start treatment ⁵ (minutes)	57	76	72	77	79	87	99	111	106

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

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

Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,634 patients

Presentations used to calculate time to leaving the ED:⁶ 8,633 patients

Median time spent in the ED⁸

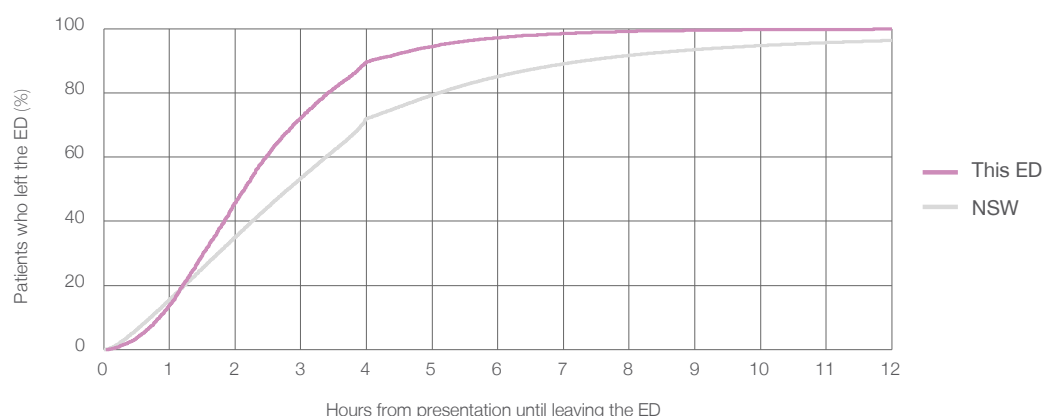
2 hours and 9 minutes

90th percentile time spent in the ED⁹

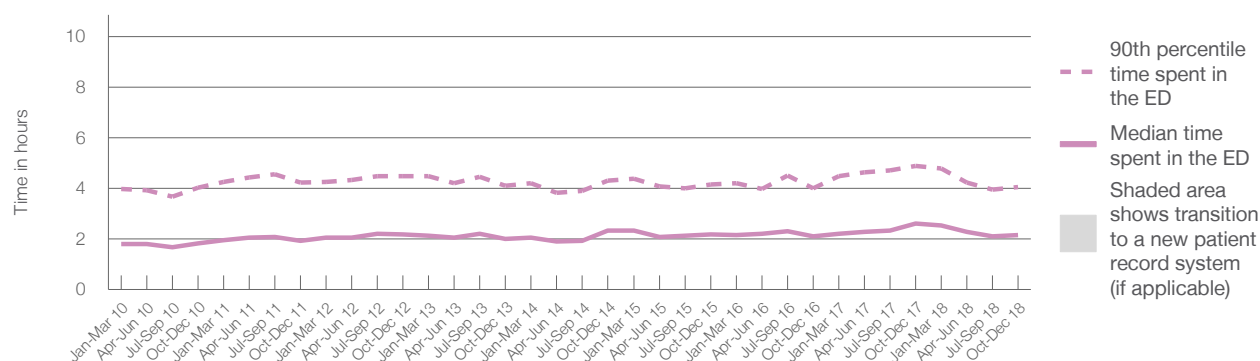
4 hours and 4 minutes

Same period last year	NSW (this period)
8,613	
8,613	
2 hours and 37 minutes	2 hours and 49 minutes
4 hours and 53 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 50m	1h 56m	2h 11m	2h 1m	2h 20m	2h 11m	2h 7m	2h 37m	2h 9m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 2m	4h 14m	4h 29m	4h 6m	4h 18m	4h 10m	4h 0m	4h 53m	4h 4m

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

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

Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED

By mode of separation

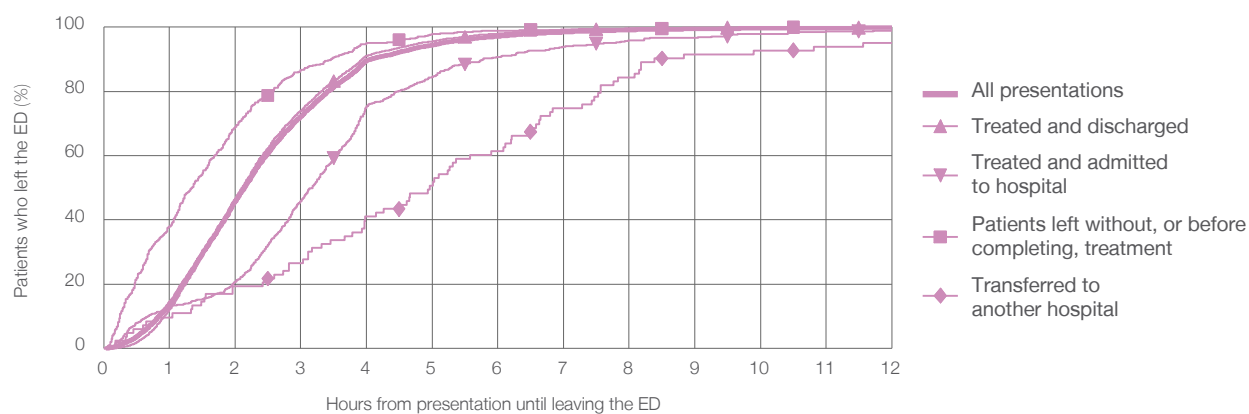
October to December 2018

All presentations:[†] 8,634 patients

Presentations used to calculate time to leaving the ED:[‡] 8,633 patients

		Same period last year	Change since one year ago
Treated and discharged	7,368 (85.3%)	7,167	2.8%
Treated and admitted to hospital	649 (7.5%)	695	-6.6%
Patient left without, or before completing, treatment	490 (5.7%)	570	-14.0%
Transferred to another hospital	83 (1.0%)	94	-11.7%
Other	44 (0.5%)	87	-49.4%

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



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

Treated and discharged	12.2%	46.6%	74.1%	91.1%	98.0%	99.6%	99.9%	99.9%
Treated and admitted to hospital	12.8%	20.8%	45.9%	75.3%	90.8%	95.8%	97.8%	98.9%
Patient left without, or before completing, treatment	38.0%	69.0%	86.7%	95.1%	99.0%	99.6%	99.8%	100%
Transferred to another hospital	9.6%	19.3%	26.5%	41.0%	61.4%	84.3%	92.8%	95.2%
All presentations	13.9%	45.9%	72.2%	89.6%	97.1%	99.2%	99.6%	99.8%

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

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

Sydney Hospital and Sydney Eye Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 8,634 patients

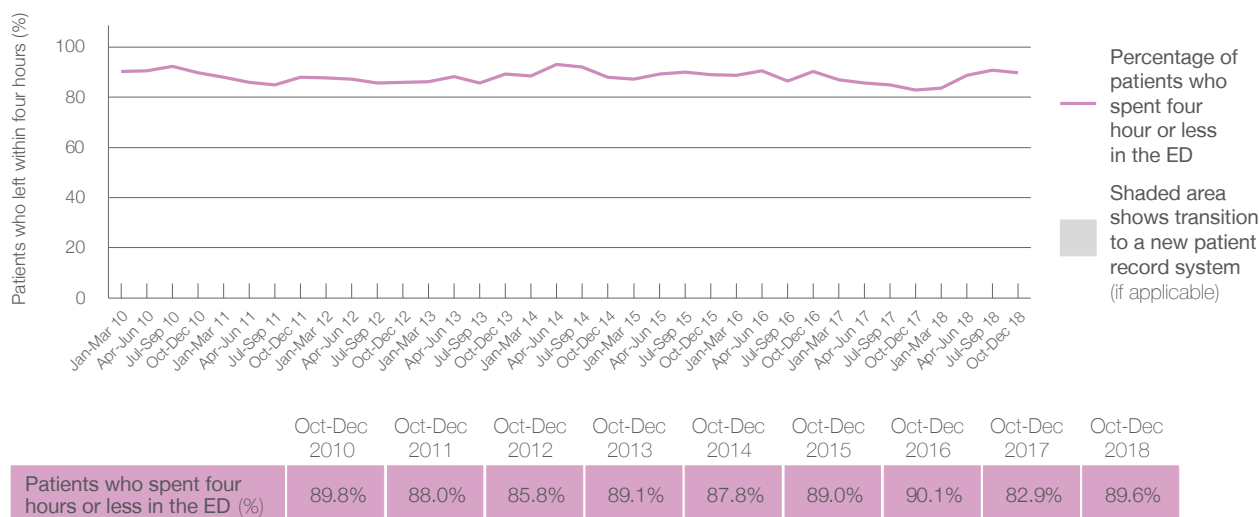
Presentations used to calculate time to leaving the ED: ⁶ 8,633 patients

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



Same period last year	Change since one year ago
8,613	0%
8,613	0%
82.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Auburn Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,191 patients

Emergency presentations:² 7,051 patients

Same period last year	Change since one year ago
7,178	0%
6,893	2%

Auburn Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 946 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,544 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,024 patients

Median time to start treatment⁴ 44 minutes

90th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 518 patients

Median time to start treatment⁴ 37 minutes

90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
937	
9 minutes	8 minutes
20 minutes	26 minutes
2,401	
21 minutes	20 minutes
68 minutes	72 minutes
2,850	
34 minutes	26 minutes
129 minutes	104 minutes
673	
29 minutes	23 minutes
113 minutes	104 minutes

Auburn Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,190 patients

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

Same period last year	Change since one year ago
7,178	0%
80%	

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

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

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

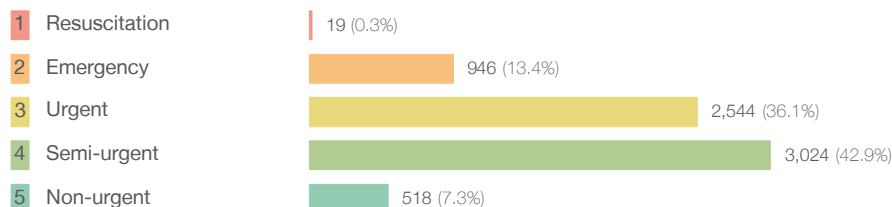
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Auburn Hospital: Patients presenting to the emergency department

October to December 2018

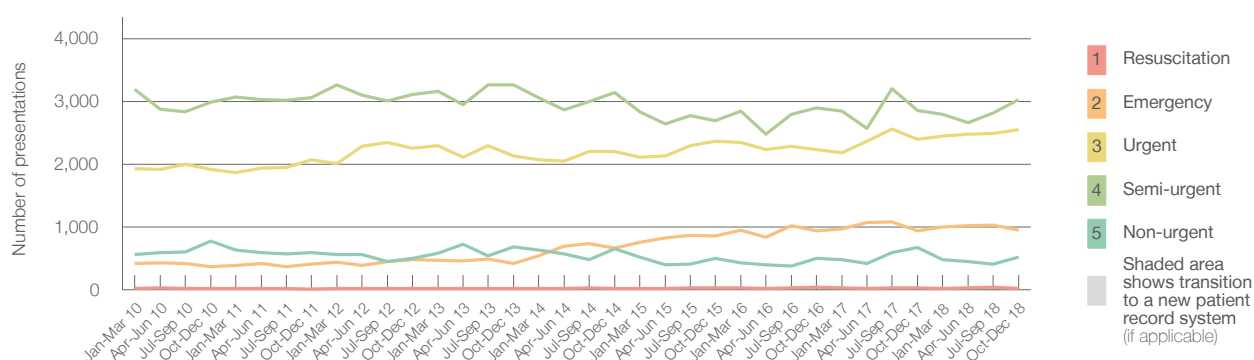
All presentations:¹ 7,191 patients

Emergency presentations² by triage category: 7,051 patients



Same period last year	Change since one year ago
7,178	0%
6,893	2%
32	-40.6%
937	1.0%
2,401	6.0%
2,850	6.1%
673	-23.0%

Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	14	9	17	14	20	28	36	32	19
Emergency	363	402	476	419	659	856	936	937	946
Urgent	1,917	2,068	2,257	2,129	2,207	2,363	2,233	2,401	2,544
Semi-urgent	2,985	3,062	3,106	3,267	3,144	2,695	2,891	2,850	3,024
Non-urgent	778	590	497	679	648	499	499	673	518
All emergency presentations	6,057	6,131	6,353	6,508	6,678	6,441	6,595	6,893	7,051

Auburn Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,076 patients

ED Transfer of care time



Same period last year	Change since one year ago
901	
13 minutes	2 minutes
23 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.

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

October to December 2018

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

Number of triage 2 patients: 946

Number of triage 2 patients used to calculate waiting time:³ 940

Median time to start treatment⁴

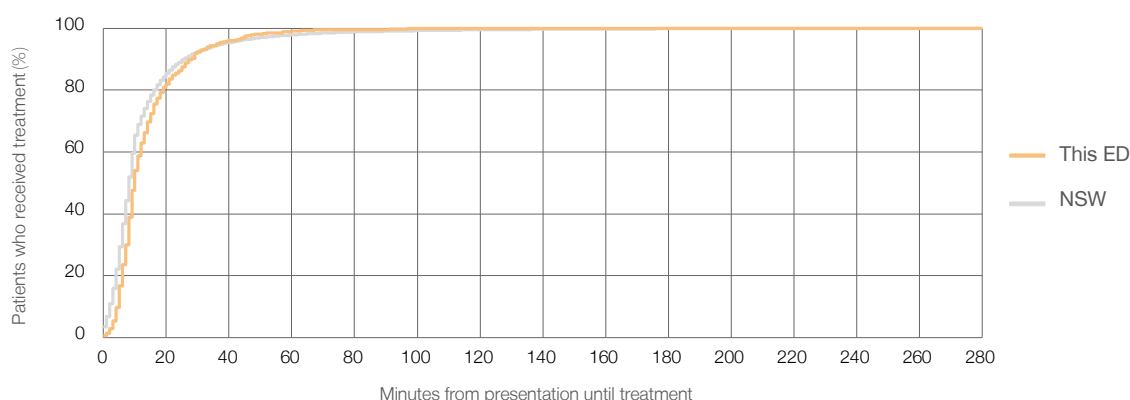
10 minutes

90th percentile time to start treatment⁵

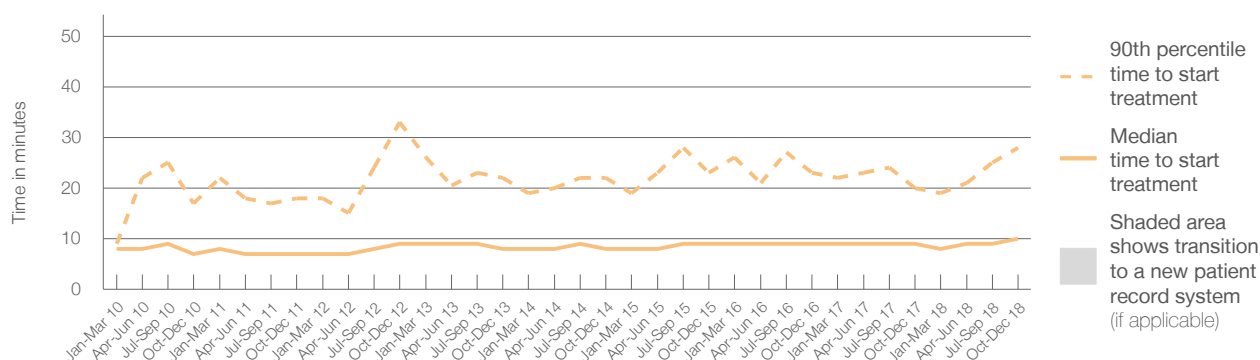
28 minutes

Same period last year	NSW (this period)
937	
933	
9 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	7	9	8	8	9	9	9	10
90th percentile time to start treatment ⁵ (minutes)	17	18	33	22	22	23	23	20	28

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

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

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

October to December 2018

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

Number of triage 3 patients: 2,544

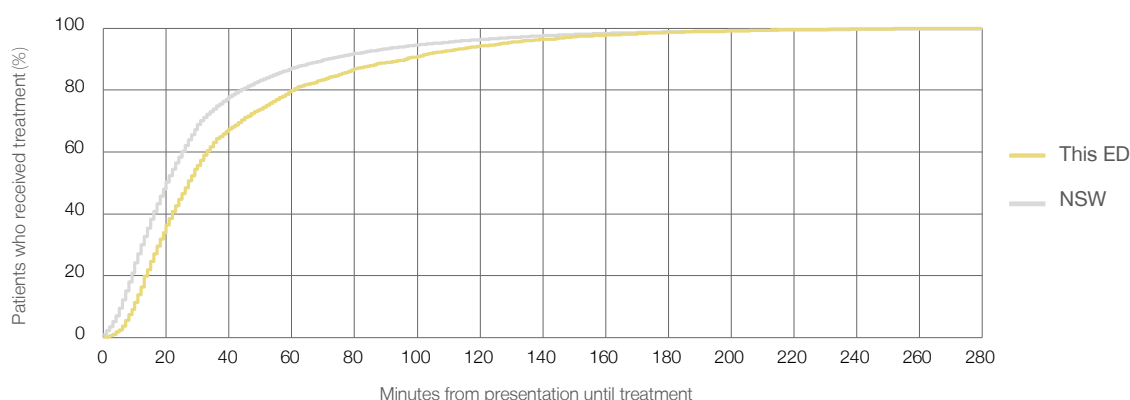
Number of triage 3 patients used to calculate waiting time:³ 2,433

Median time to start treatment⁴ 27 minutes

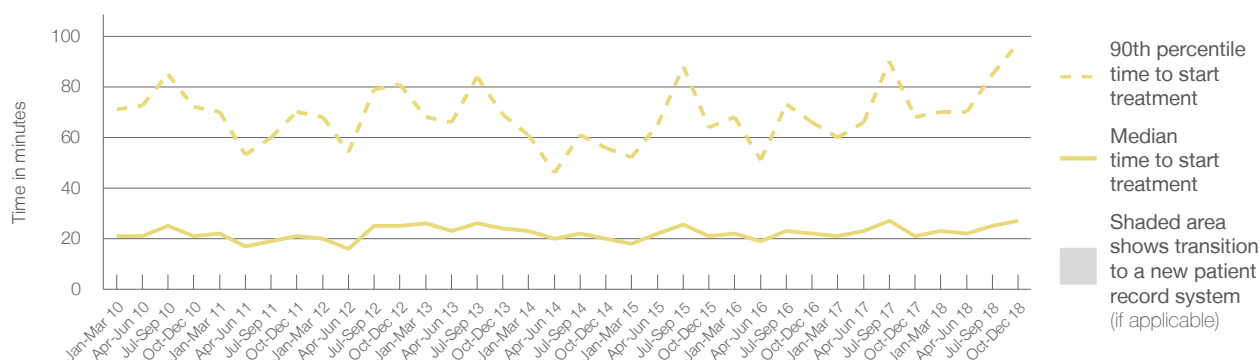
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
2,401	
2,347	
21 minutes	20 minutes
68 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21	21	25	24	20	21	22	21	27
90th percentile time to start treatment ⁵ (minutes)	72	70	81	69	56	64	66	68	97

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

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

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

October to December 2018

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

Number of triage 4 patients: 3,024

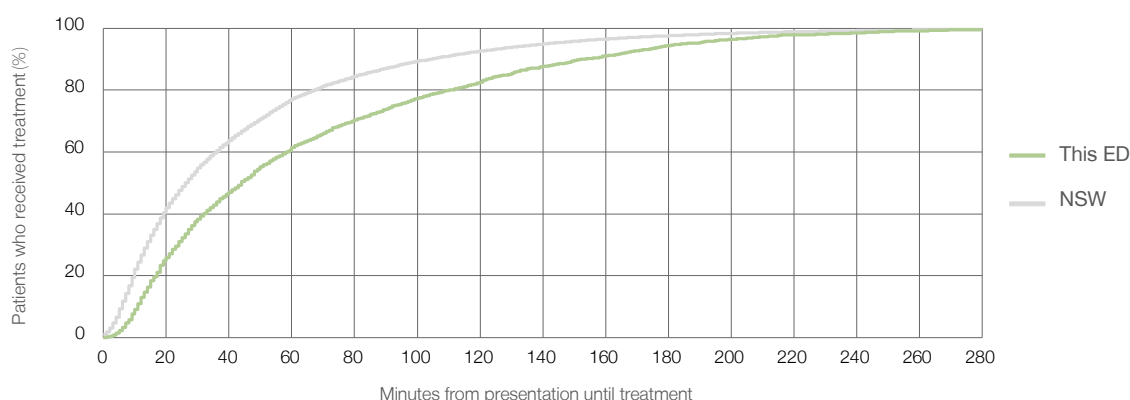
Number of triage 4 patients used to calculate waiting time:³ 2,622

Median time to start treatment⁴ 44 minutes

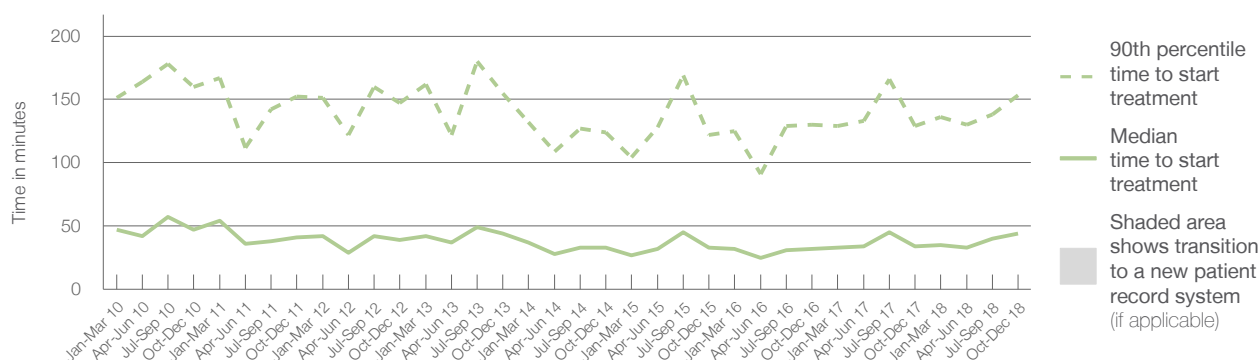
90th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
2,850	
2,543	
34 minutes	26 minutes
129 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	47	41	39	44	33	33	32	34	44
90th percentile time to start treatment ⁵ (minutes)	160	152	147	155	124	122	130	129	153

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

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

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

October to December 2018

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

Number of triage 5 patients: 518

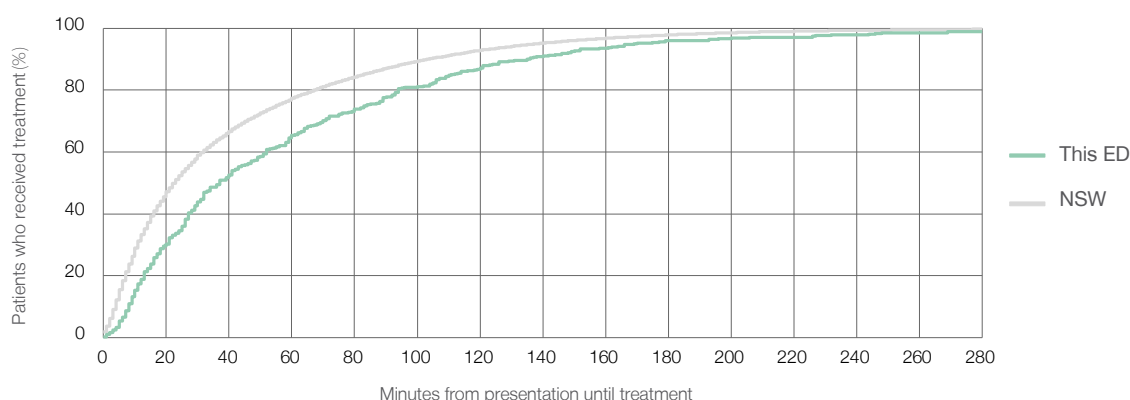
Number of triage 5 patients used to calculate waiting time:³ 413

Median time to start treatment⁴ 37 minutes

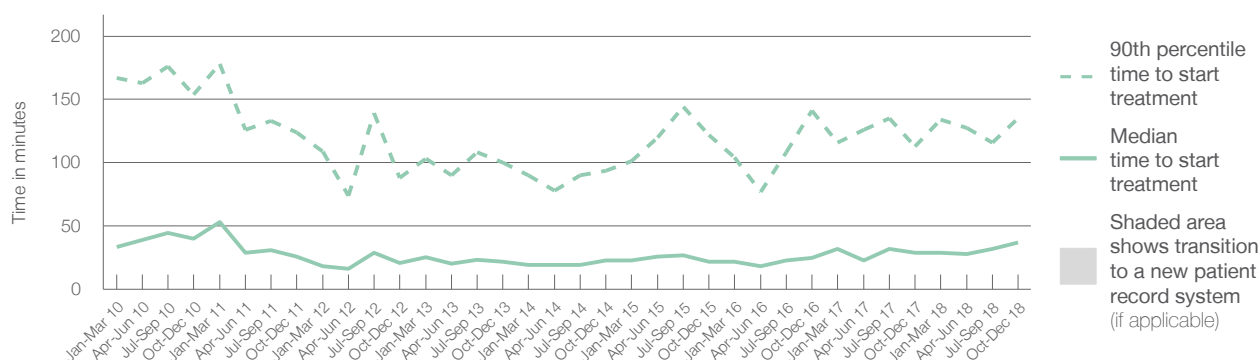
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
673	
517	
29 minutes	23 minutes
113 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	26	21	22	23	22	25	29	37
90th percentile time to start treatment ⁵ (minutes)	154	124	88	100	94	122	141	113	135

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

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

Auburn Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,191 patients

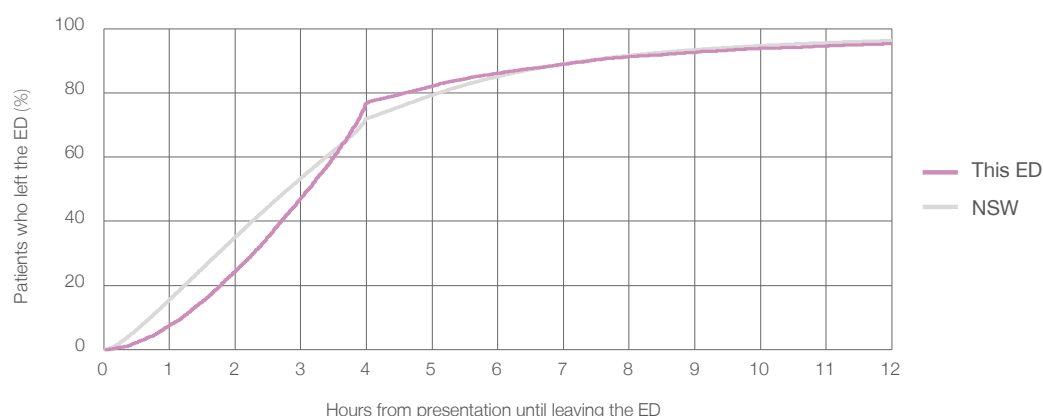
Presentations used to calculate time to leaving the ED:⁶ 7,190 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

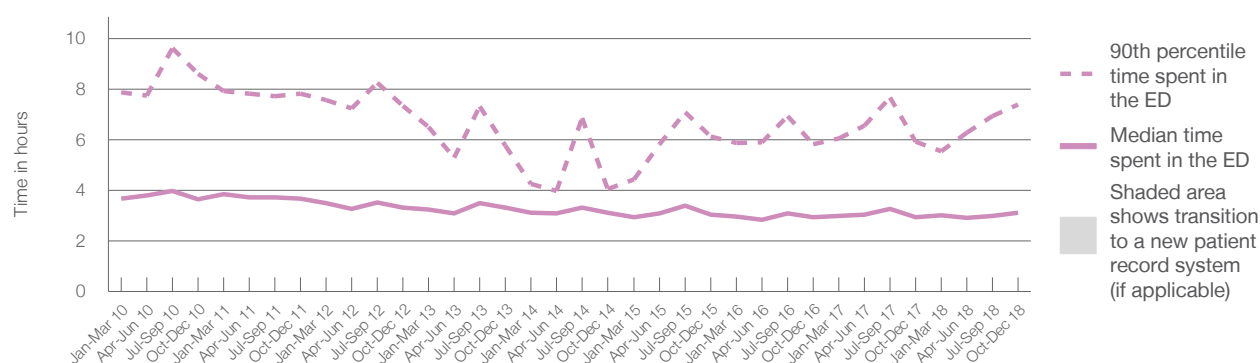
90th percentile time spent in the ED⁹ 7 hours and 24 minutes

Same period last year	NSW (this period)
7,178	
7,178	
2 hours and 57 minutes	2 hours and 49 minutes
5 hours and 56 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 39m	3h 40m	3h 20m	3h 19m	3h 7m	3h 2m	2h 57m	2h 57m	3h 7m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 37m	7h 50m	7h 20m	5h 47m	4h 4m	6h 8m	5h 50m	5h 56m	7h 24m

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

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

Auburn Hospital: Time patients spent in the ED

By mode of separation

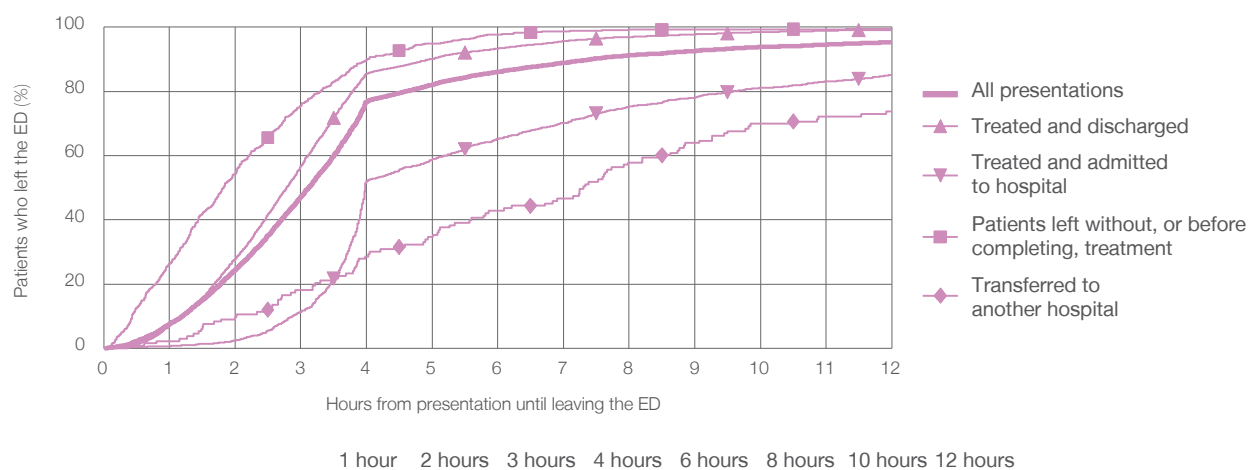
October to December 2018

All presentations:[†] 7,191 patients

Presentations used to calculate time to leaving the ED:[‡] 7,190 patients

		Same period last year	Change since one year ago
		7,178	0%
Treated and discharged	4,519 (62.8%)	4,806	-6.0%
Treated and admitted to hospital	1,729 (24.0%)	1,632	5.9%
Patient left without, or before completing, treatment	793 (11.0%)	580	36.7%
Transferred to another hospital	133 (1.8%)	137	-2.9%
Other	17 (0.2%)	23	-26.1%

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



Treated and discharged	7.1%	27.9%	56.8%	85.5%	93.4%	96.9%	98.5%	99.2%
Treated and admitted to hospital	0.6%	2.4%	11.3%	51.9%	65.2%	75.3%	81.1%	85.2%
Patient left without, or before completing, treatment	26.2%	54.4%	75.7%	89.9%	97.7%	99.2%	99.4%	99.5%
Transferred to another hospital	2.3%	9.8%	18.0%	28.6%	42.9%	57.9%	69.9%	73.7%
All presentations	7.6%	24.5%	47.3%	76.8%	86.2%	91.3%	93.9%	95.4%

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

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

Auburn Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 7,191 patients

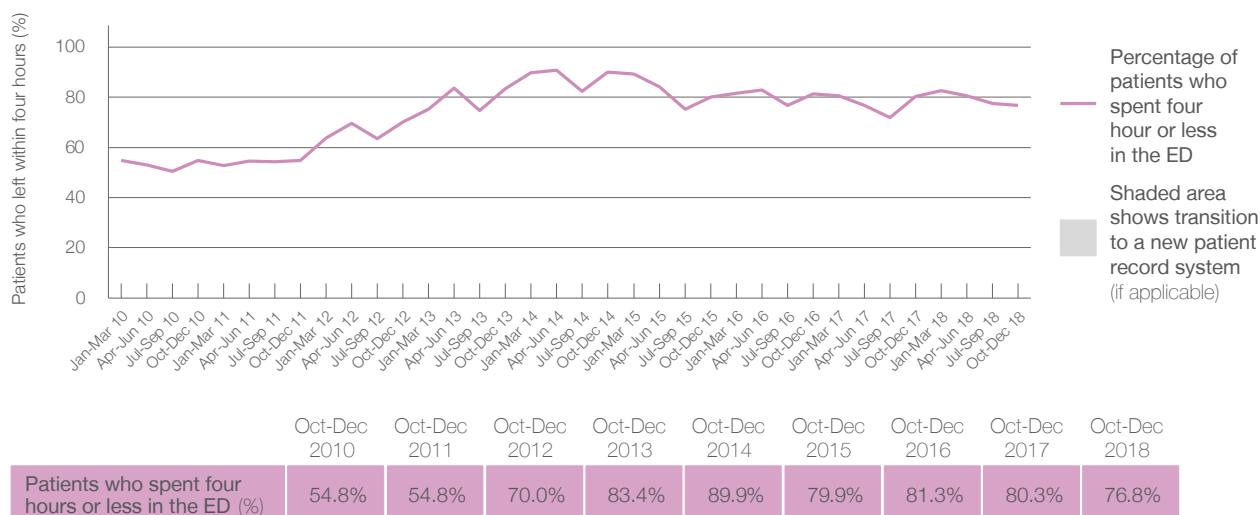
Presentations used to calculate time to leaving the ED: ⁶ 7,190 patients

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



Same period last year	Change since one year ago
7,178	0%
7,178	0%
80.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Blacktown Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 13,815 patients

Emergency presentations:² 13,728 patients

Same period last year	Change since one year ago
12,712	9%
12,636	9%

Blacktown Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,171 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,534 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,893 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 938 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
3,737	
9 minutes	8 minutes
24 minutes	26 minutes
4,392	
26 minutes	20 minutes
92 minutes	72 minutes
3,422	
34 minutes	26 minutes
109 minutes	104 minutes
934	
38 minutes	23 minutes
126 minutes	104 minutes

Blacktown Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 13,815 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
12,711	9%
65%	

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

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

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

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Blacktown Hospital: Patients presenting to the emergency department

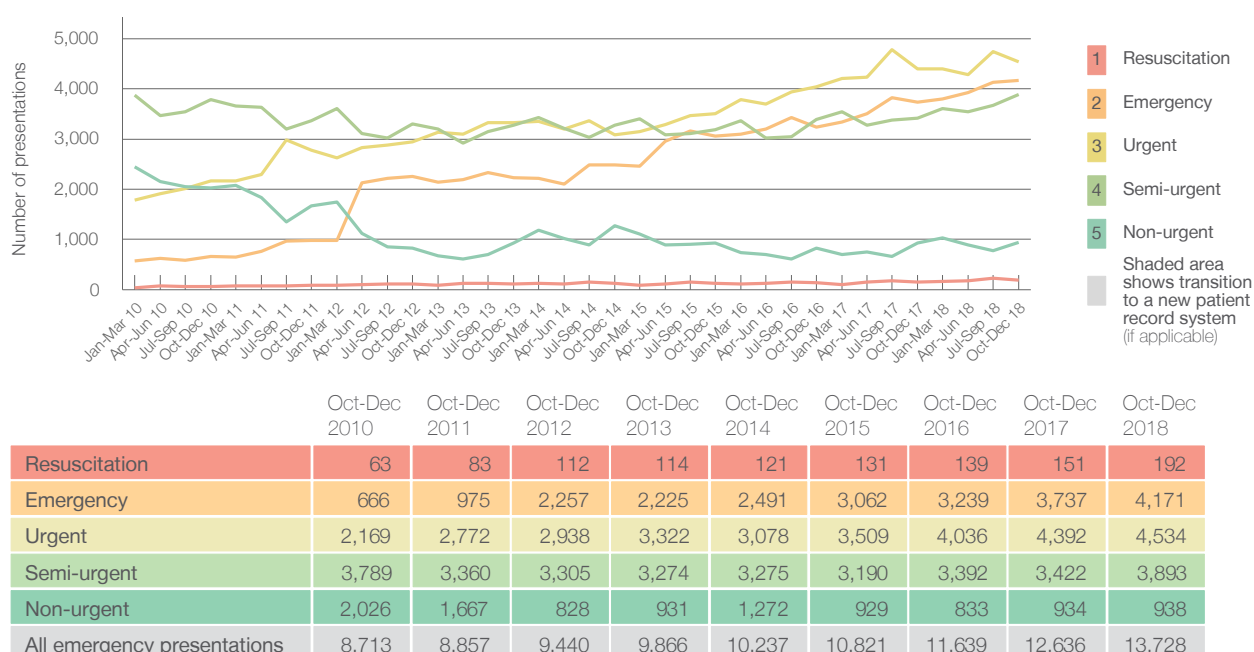
October to December 2018

All presentations:¹ 13,815 patients

Emergency presentations² by triage category: 13,728 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Blacktown Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 4,336 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.

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

October to December 2018

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

Number of triage 2 patients: 4,171

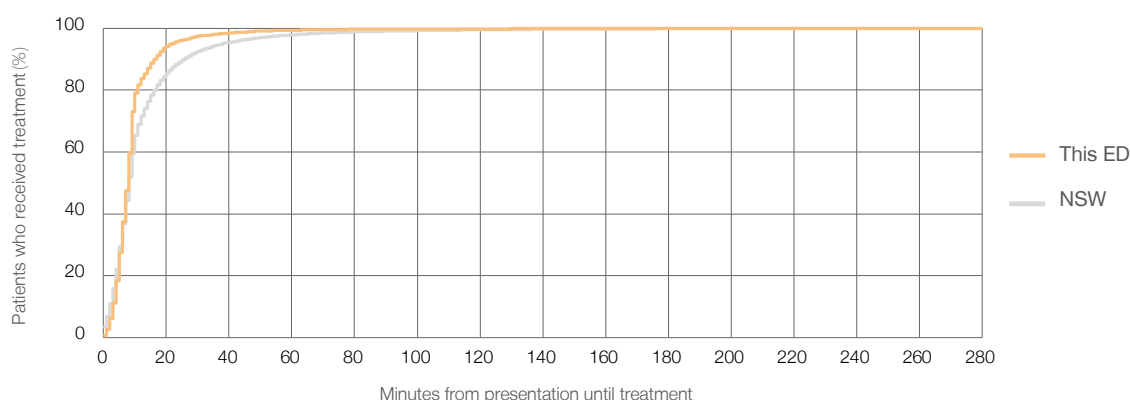
Number of triage 2 patients used to calculate waiting time:³ 4,122

Median time to start treatment⁴ 8 minutes

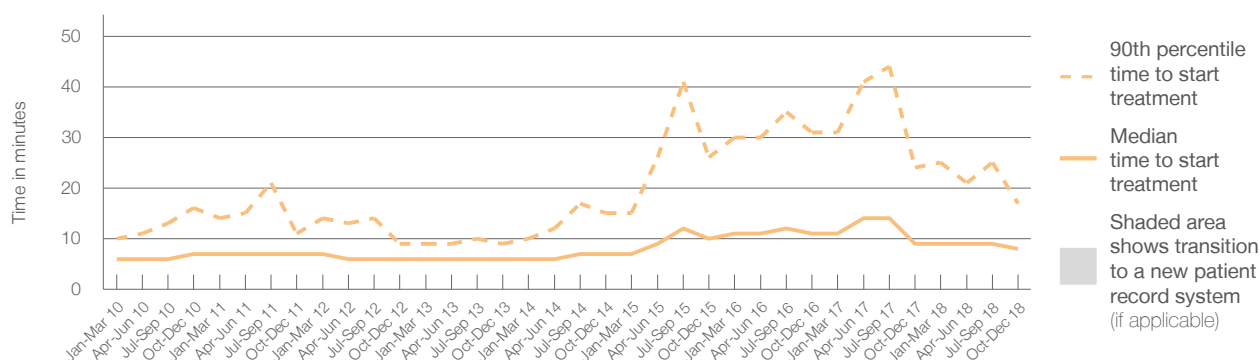
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
3,737	
3,723	
9 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	7	6	6	7	10	11	9	8
90th percentile time to start treatment ⁵ (minutes)	16	11	9	9	15	26	31	24	17

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

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

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

October to December 2018

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

Number of triage 3 patients: 4,534

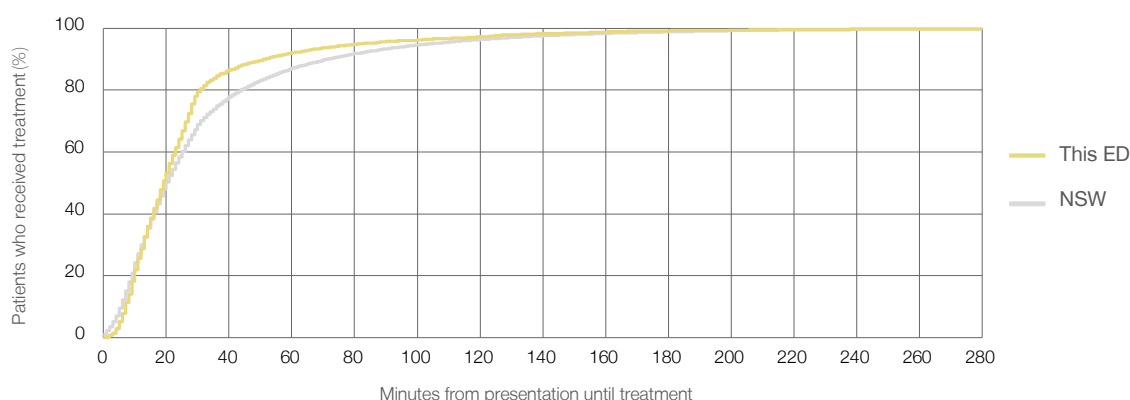
Number of triage 3 patients used to calculate waiting time:³ 4,296

Median time to start treatment⁴ 19 minutes

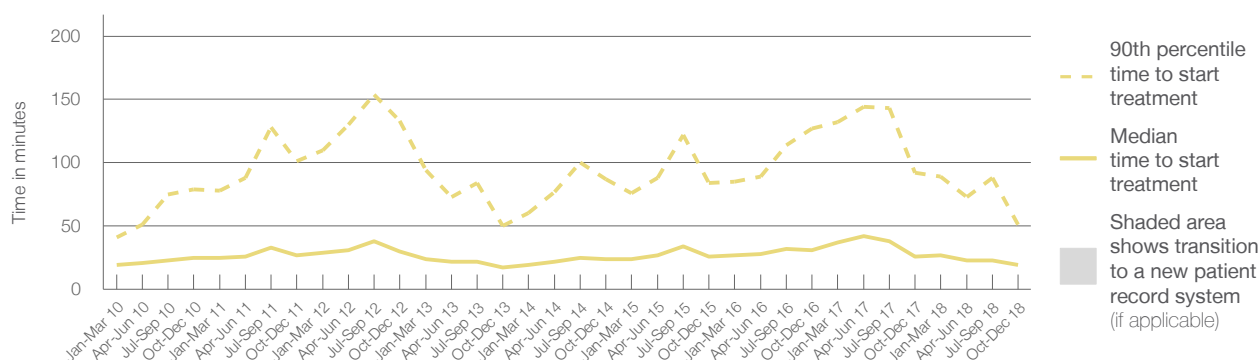
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
4,392	
4,235	
26 minutes	20 minutes
92 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	27	30	17	24	26	31	26	19
90th percentile time to start treatment ⁵ (minutes)	79	101	133	50	87	84	127	92	51

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

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

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

October to December 2018

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

Number of triage 4 patients: 3,893

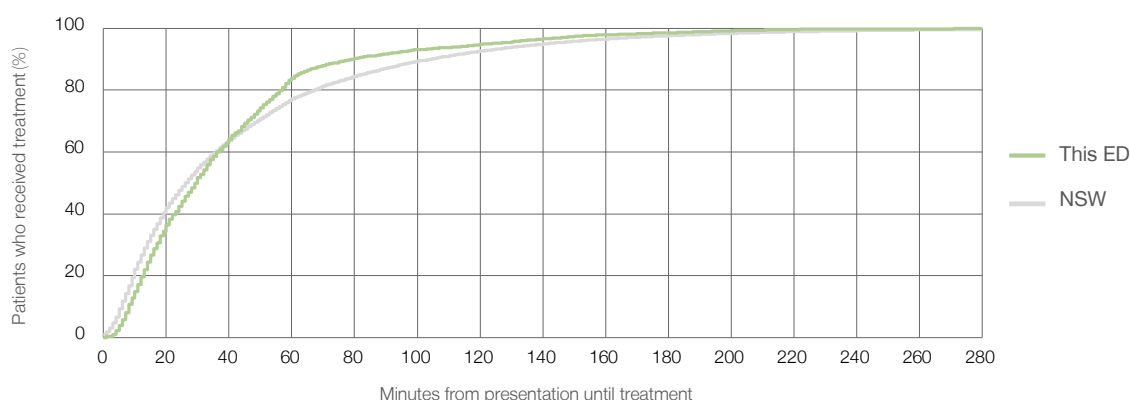
Number of triage 4 patients used to calculate waiting time: ³ 3,640

Median time to start treatment ⁴ 30 minutes

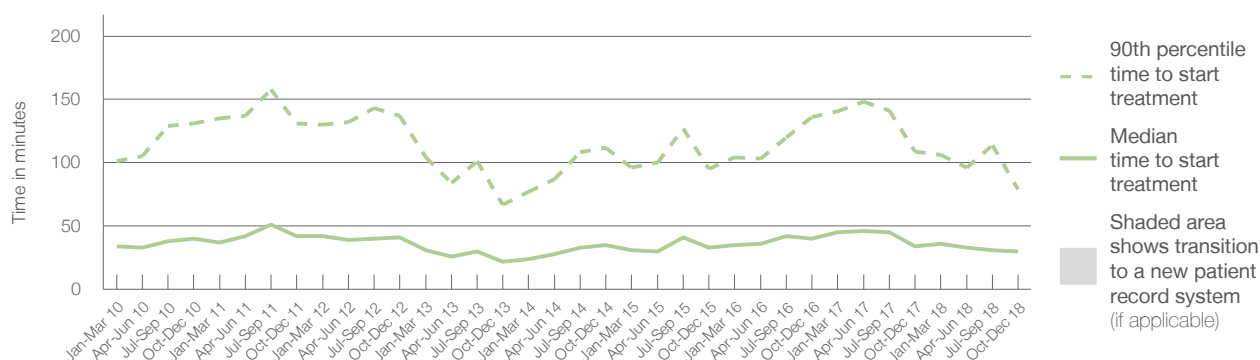
90th percentile time to start treatment ⁵ 79 minutes

Same period last year	NSW (this period)
3,422	
3,271	
34 minutes	26 minutes
109 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	42	41	22	35	33	40	34	30
90th percentile time to start treatment ⁵ (minutes)	131	131	137	67	112	95	136	109	79

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

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

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

October to December 2018

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

Number of triage 5 patients: 938

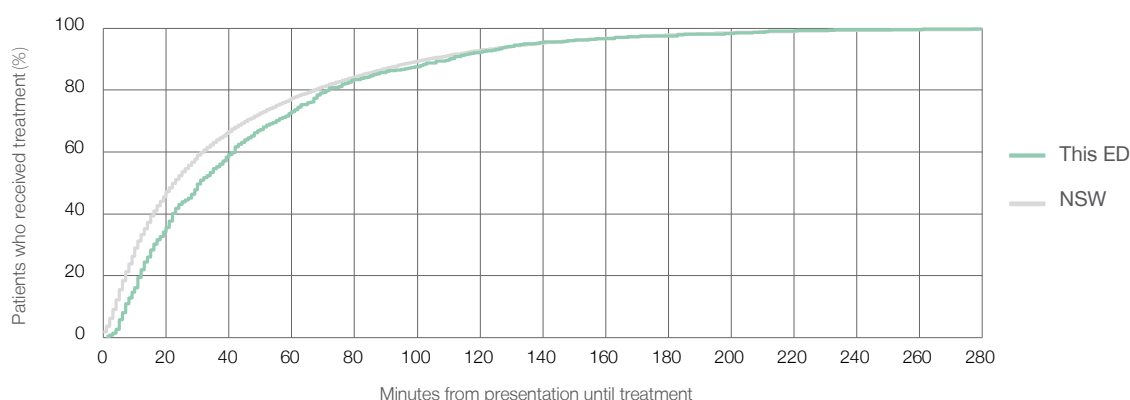
Number of triage 5 patients used to calculate waiting time:³ 803

Median time to start treatment⁴ 31 minutes

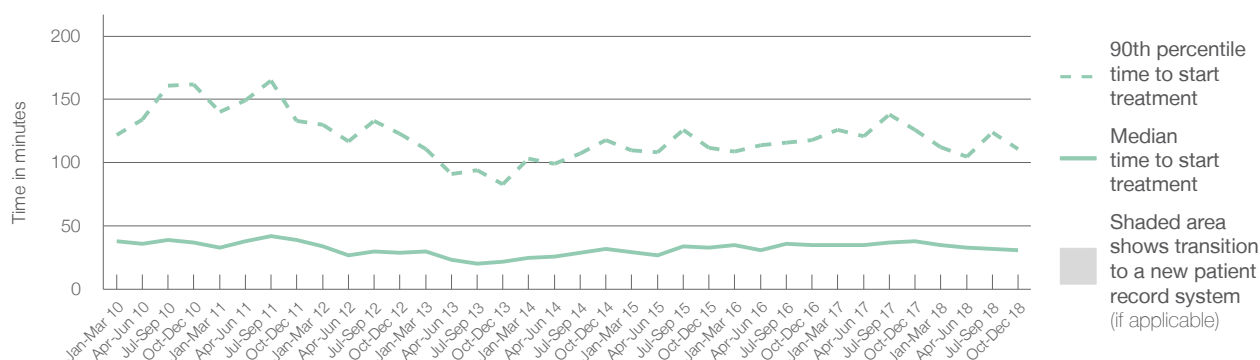
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
934	
762	
38 minutes	23 minutes
126 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	39	29	22	32	33	35	38	31
90th percentile time to start treatment ⁵ (minutes)	162	133	123	83	118	112	118	126	111

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

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

Blacktown Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 13,815 patients

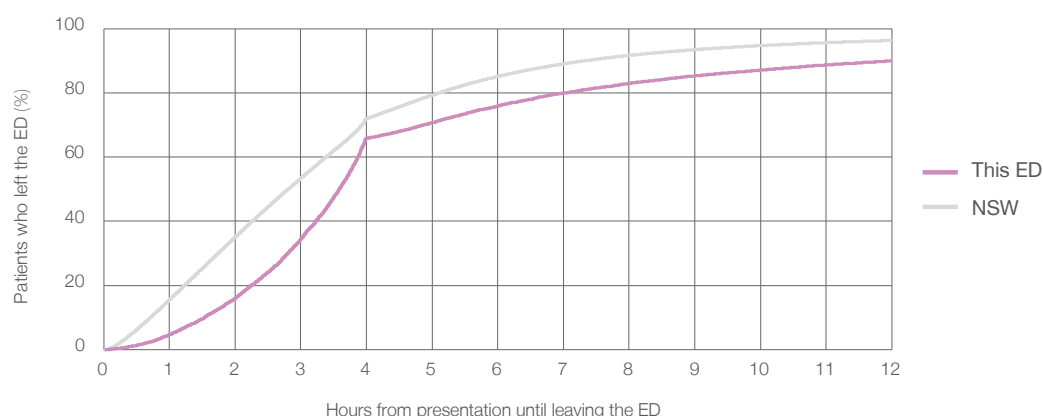
Presentations used to calculate time to leaving the ED:⁶ 13,815 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

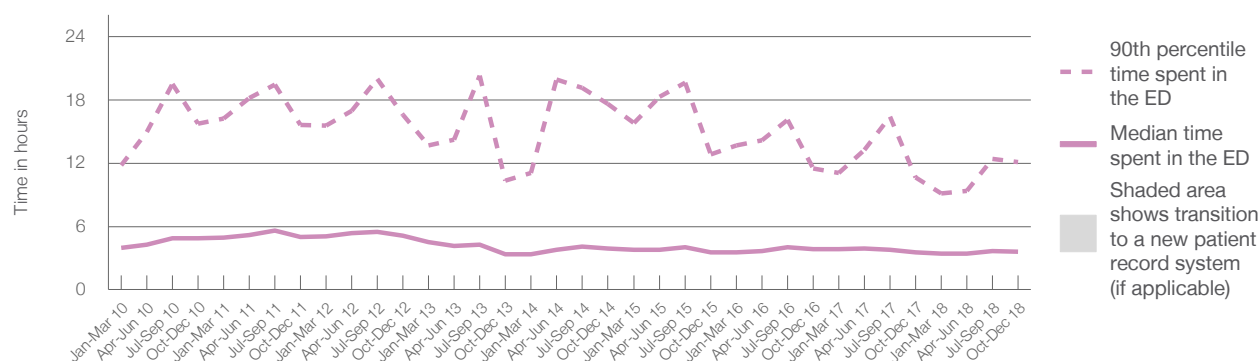
90th percentile time spent in the ED⁹ 12 hours and 6 minutes

Same period last year	NSW (this period)
12,712	
12,711	
3 hours and 33 minutes	2 hours and 49 minutes
10 hours and 38 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 53m	4h 59m	5h 6m	3h 22m	3h 55m	3h 32m	3h 51m	3h 33m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	15h 44m	15h 36m	16h 37m	10h 22m	17h 37m	12h 50m	11h 29m	10h 38m	12h 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.

Blacktown Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

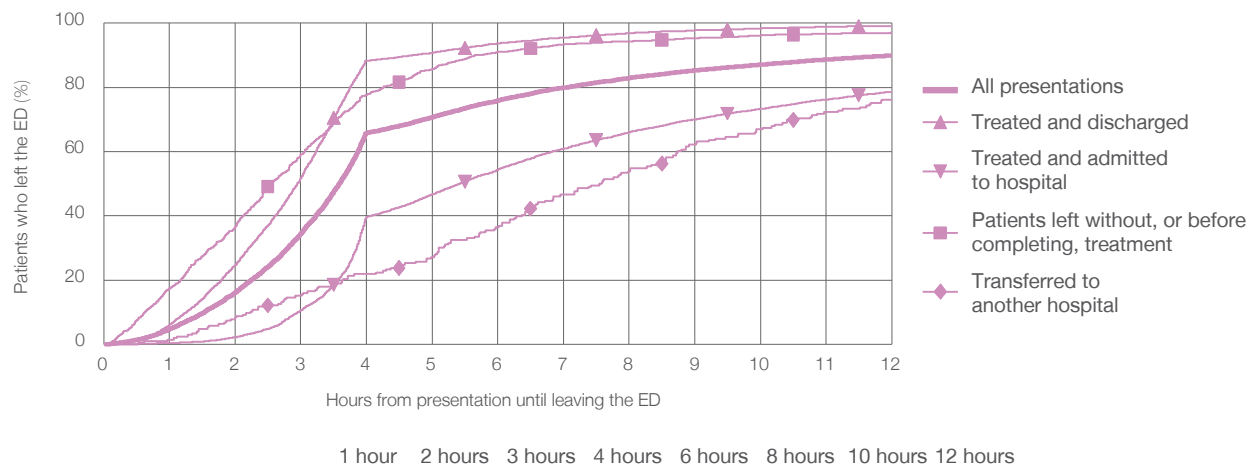
All presentations:[†] 13,815 patients

Presentations used to calculate time to leaving the ED:[‡] 13,815 patients

Treated and discharged	6,559 (47.5%)
Treated and admitted to hospital	5,869 (42.5%)
Patient left without, or before completing, treatment	1,125 (8.1%)
Transferred to another hospital	206 (1.5%)
Other	56 (0.4%)

Same period last year	Change since one year ago
12,711	9%
6,023	8.9%
5,733	2.4%
725	55.2%
195	5.6%
36	55.6%

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



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

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

Blacktown Hospital: Time spent in the ED

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

October to December 2018

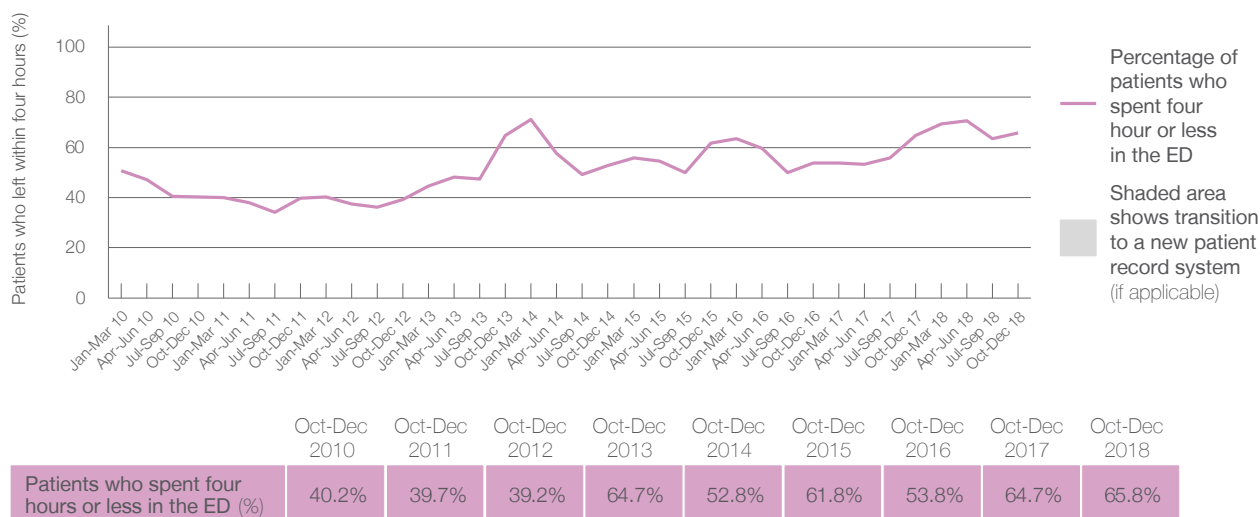
All presentations at the emergency department: ¹ 13,815 patients

Presentations used to calculate time to leaving the ED: ⁶ 13,815 patients

Percentage of patients who spent four hours or less in the ED 65.8%

Same period last year	Change since one year ago
12,712	9%
12,711	9%
64.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Campbelltown Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 19,791 patients

Emergency presentations:² 19,456 patients

Same period last year	Change since one year ago
17,912	10%
17,745	10%

Campbelltown Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,895 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,345 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,208 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,886 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,861	
7 minutes	8 minutes
20 minutes	26 minutes
7,375	
16 minutes	20 minutes
73 minutes	72 minutes
6,389	
24 minutes	26 minutes
114 minutes	104 minutes
2,019	
25 minutes	23 minutes
110 minutes	104 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 19,790 patients

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

Same period last year	Change since one year ago
17,912	10%
60%	

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

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

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

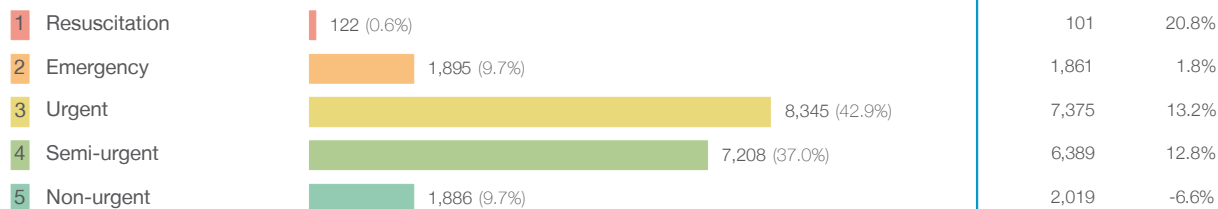
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Campbelltown Hospital: Patients presenting to the emergency department

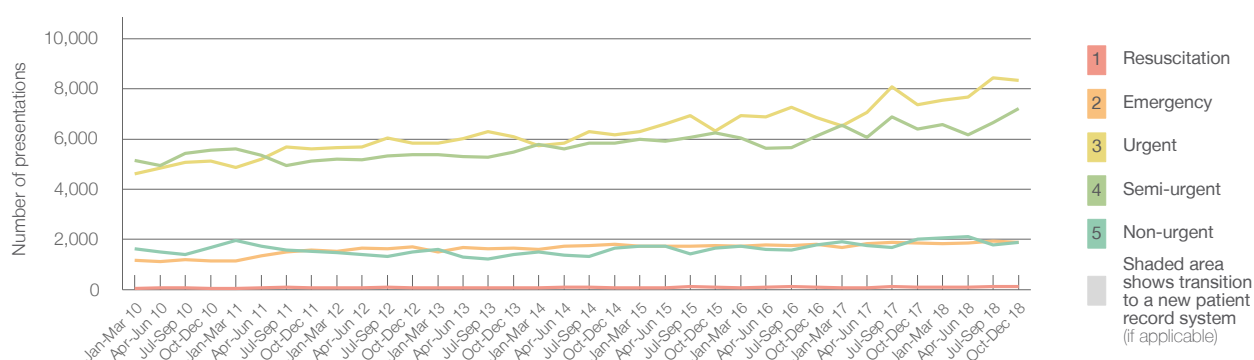
October to December 2018

All presentations:¹ 19,791 patients

Emergency presentations² by triage category: 19,456 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	59	78	76	73	76	108	93	101	122
Emergency	1,145	1,565	1,703	1,662	1,806	1,761	1,798	1,861	1,895
Urgent	5,117	5,595	5,837	6,103	6,175	6,326	6,863	7,375	8,345
Semi-urgent	5,568	5,135	5,385	5,478	5,839	6,243	6,130	6,389	7,208
Non-urgent	1,670	1,529	1,509	1,396	1,656	1,665	1,777	2,019	1,886
All emergency presentations	13,559	13,902	14,510	14,712	15,552	16,103	16,661	17,745	19,456

Campbelltown Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 5,048 patients

ED Transfer of care time



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

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

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

October to December 2018

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

Number of triage 2 patients: 1,895

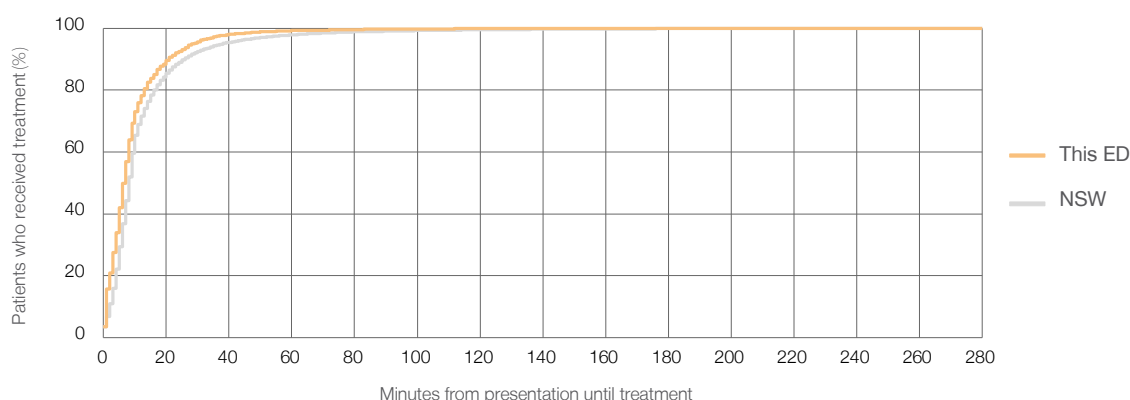
Number of triage 2 patients used to calculate waiting time: ³ 1,891

Median time to start treatment ⁴ 7 minutes

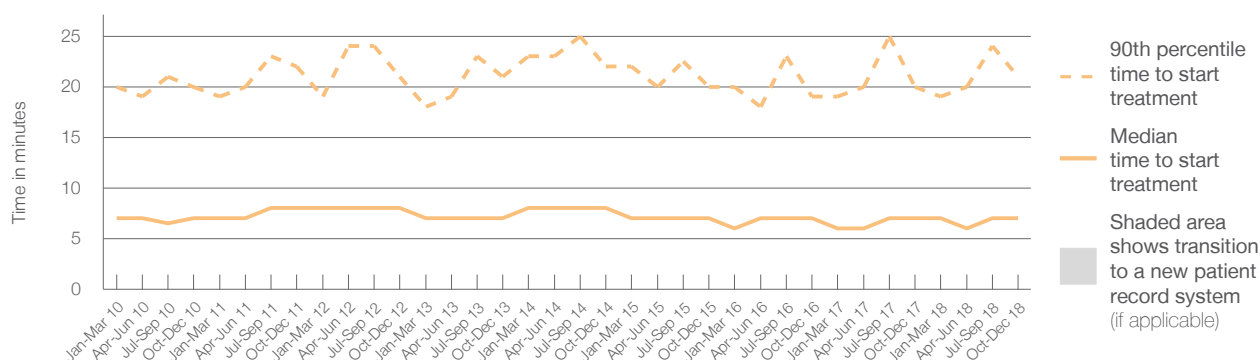
90th percentile time to start treatment ⁵ 21 minutes

Same period last year	NSW (this period)
1,861	
1,860	
7 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	8	8	7	8	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	20	22	21	21	22	20	19	20	21

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

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

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

October to December 2018

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

Number of triage 3 patients: 8,345

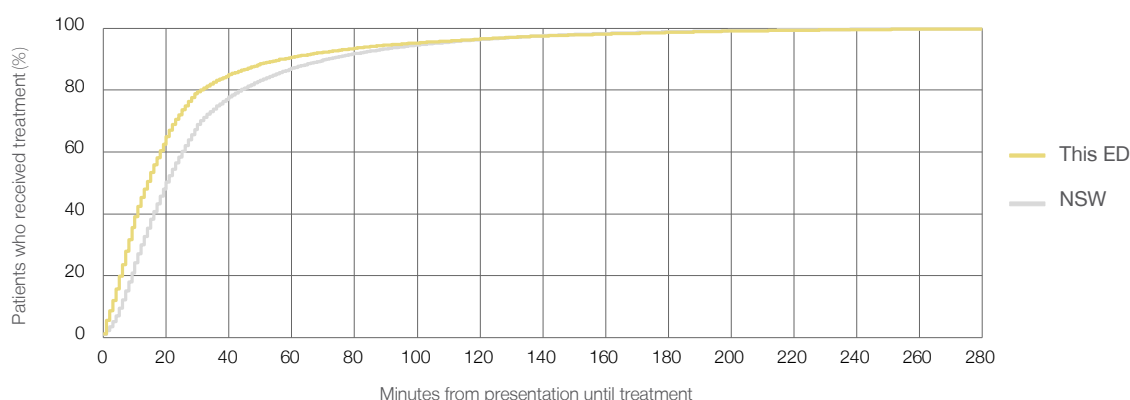
Number of triage 3 patients used to calculate waiting time: ³ 8,184

Median time to start treatment ⁴ 14 minutes

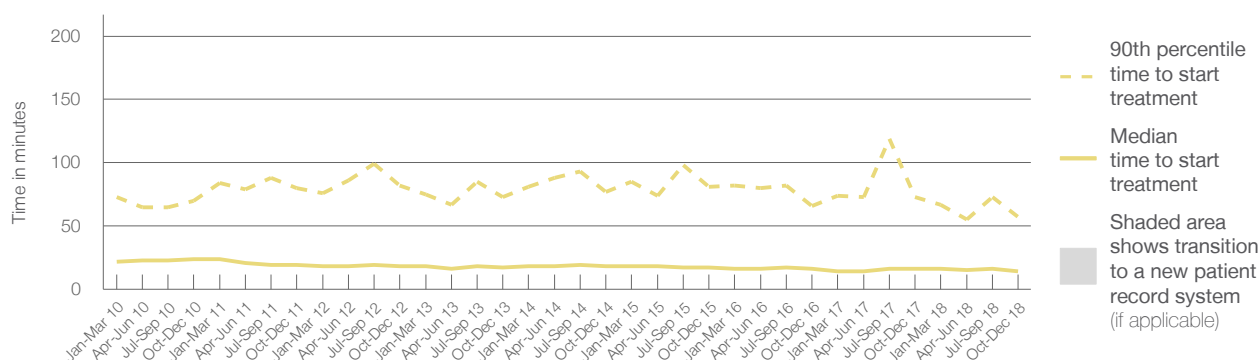
90th percentile time to start treatment ⁵ 57 minutes

Same period last year	NSW (this period)
7,375	
7,205	
16 minutes	20 minutes
73 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	19	18	17	18	17	16	16	14
90th percentile time to start treatment ⁵ (minutes)	70	80	82	73	77	81	66	73	57

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

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

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

October to December 2018

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

Number of triage 4 patients: 7,208

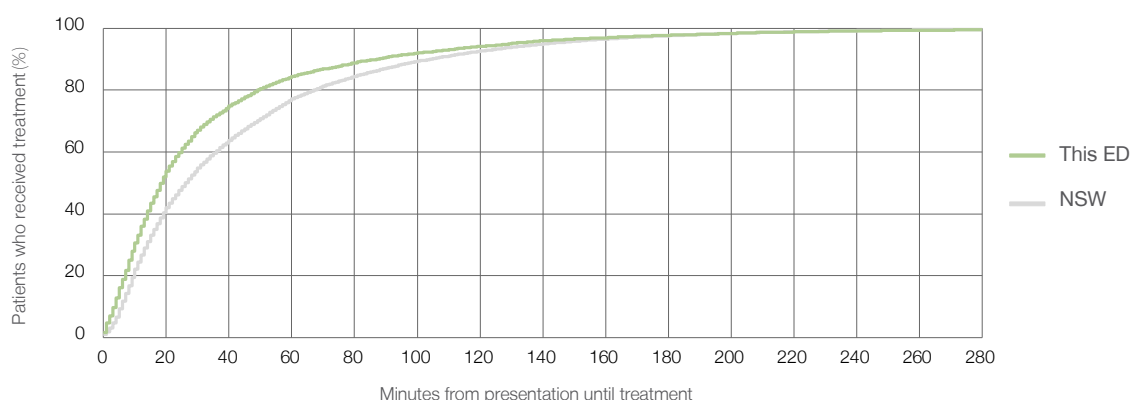
Number of triage 4 patients used to calculate waiting time:³ 6,890

Median time to start treatment⁴ 19 minutes

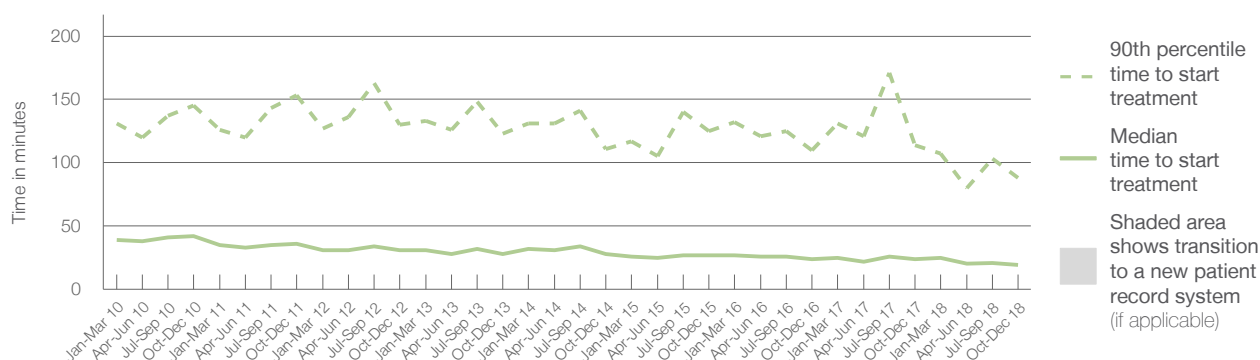
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
6,389	
5,975	
24 minutes	26 minutes
114 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	42	36	31	28	28	27	24	24	19
90th percentile time to start treatment ⁵ (minutes)	145	153	130	123	111	125	110	114	88

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

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

October to December 2018

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

Number of triage 5 patients: 1,886

Number of triage 5 patients used to calculate waiting time: ³ 1,683

Median time to start treatment ⁴

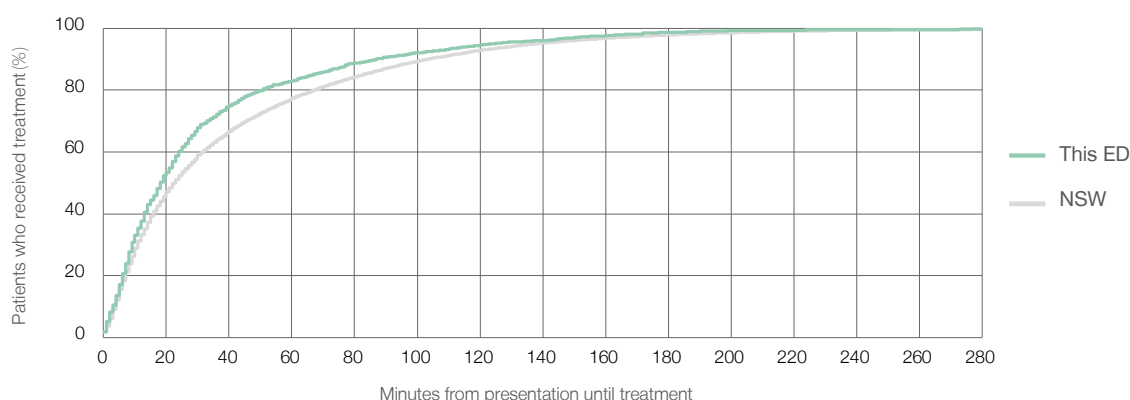
18 minutes

90th percentile time to start treatment ⁵

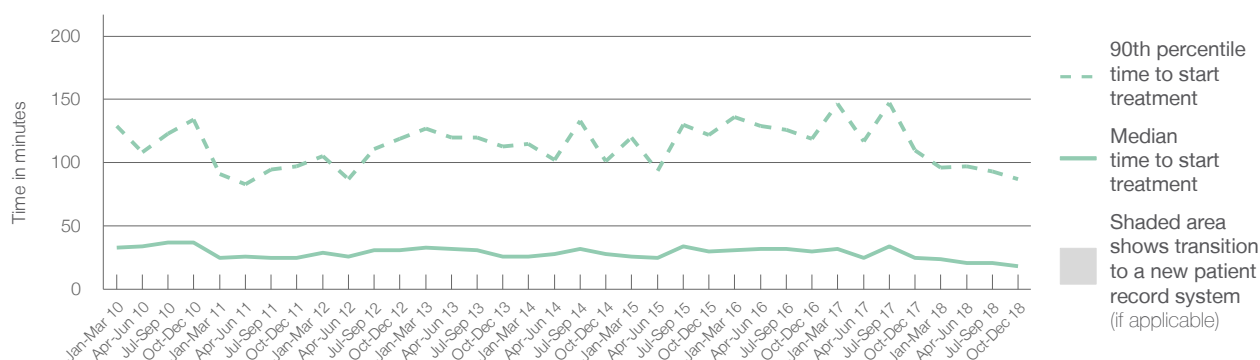
87 minutes

Same period last year	NSW (this period)
2,019	
1,759	
25 minutes	23 minutes
110 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	25	31	26	28	30	30	25	18
90th percentile time to start treatment ⁵ (minutes)	134	97	119	113	101	122	119	110	87

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

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Campbelltown Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 19,791 patients

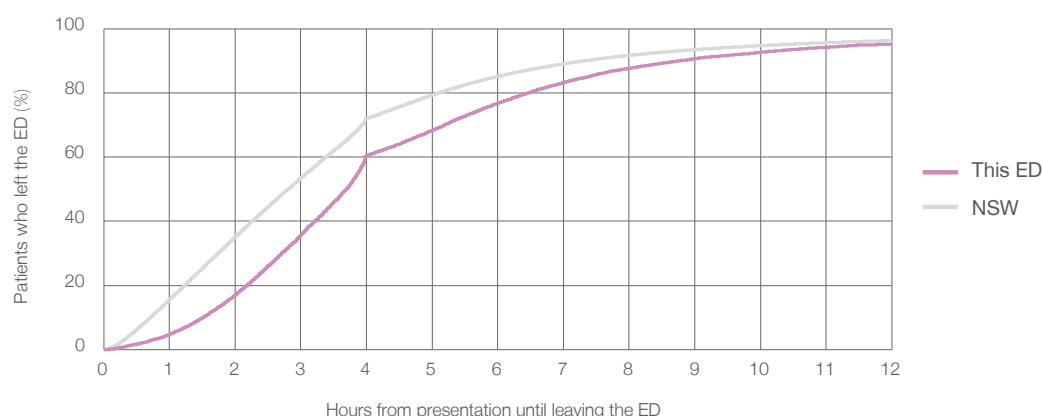
Presentations used to calculate time to leaving the ED:⁶ 19,790 patients

Median time spent in the ED⁸ 3 hours and 42 minutes

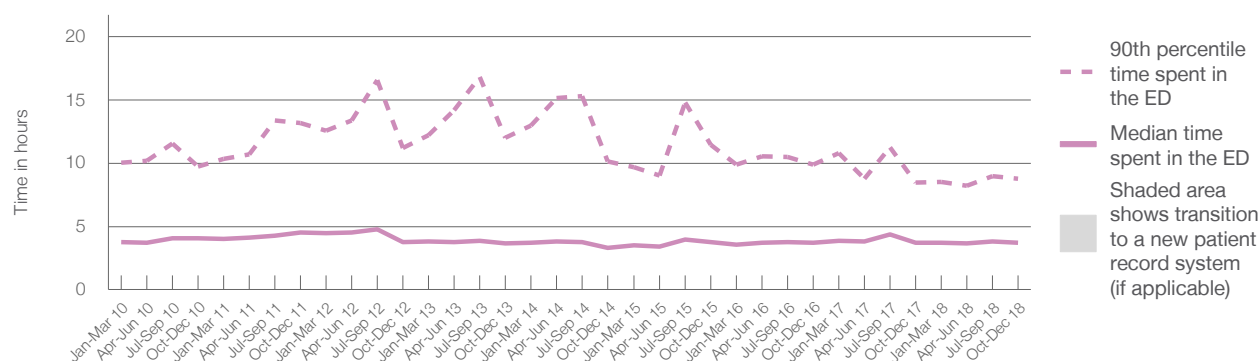
90th percentile time spent in the ED⁹ 8 hours and 46 minutes

Same period last year	NSW (this period)
17,912	
17,912	
3 hours and 43 minutes	2 hours and 49 minutes
8 hours and 28 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 4m	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m	3h 43m	3h 42m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 45m	13h 11m	11h 11m	11h 59m	10h 9m	11h 27m	9h 52m	8h 28m	8h 46m

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Campbelltown Hospital: Time patients spent in the ED

By mode of separation

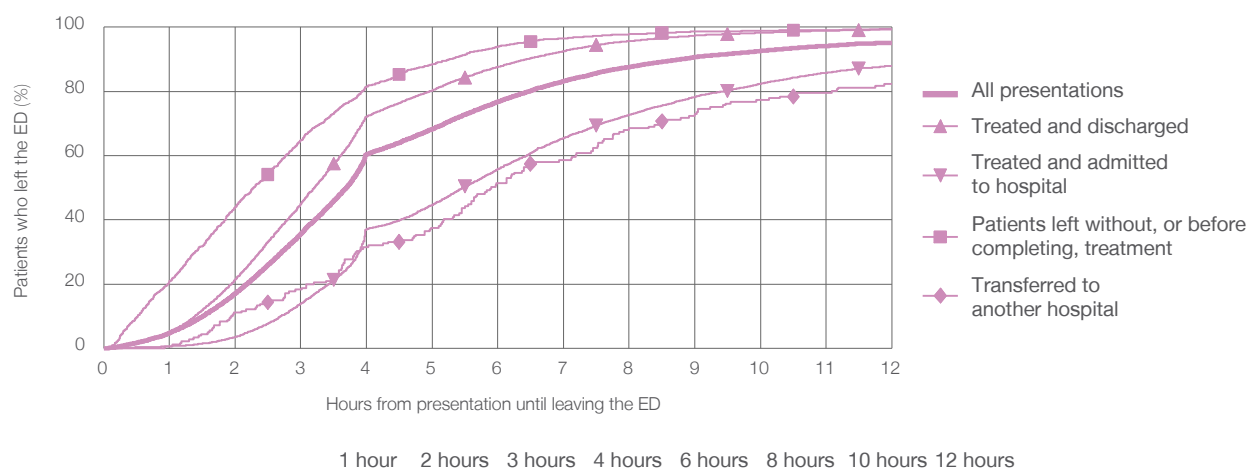
October to December 2018

All presentations:[†] 19,791 patients

Presentations used to calculate time to leaving the ED:[‡] 19,790 patients

		Same period last year	Change since one year ago
		17,912	10%
Treated and discharged	11,023 (55.7%)	9,289	18.7%
Treated and admitted to hospital	6,873 (34.7%)	6,864	0.1%
Patient left without, or before completing, treatment	1,705 (8.6%)	1,549	10.1%
Transferred to another hospital	181 (0.9%)	195	-7.2%
Other	9 (0%)	15	-40.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.9%	21.4%	45.0%	72.2%	87.7%	95.6%	98.3%	99.3%
Treated and admitted to hospital	0.6%	3.5%	13.9%	37.1%	55.8%	72.7%	82.4%	88.0%
Patient left without, or before completing, treatment	20.8%	44.0%	64.8%	81.5%	94.0%	97.8%	98.9%	99.5%
Transferred to another hospital	0.6%	11.0%	18.2%	31.5%	51.4%	68.5%	77.3%	82.3%
All presentations	4.8%	17.1%	35.7%	60.5%	76.8%	87.6%	92.6%	95.2%

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Campbelltown Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 19,791 patients

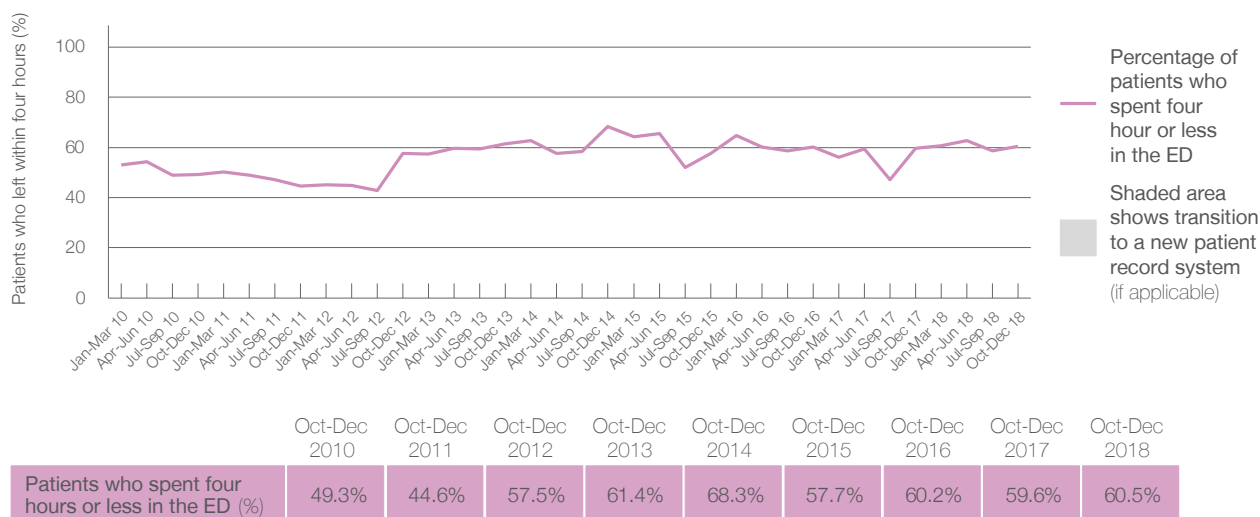
Presentations used to calculate time to leaving the ED: ⁶ 19,790 patients

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



Same period last year	Change since one year ago
17,912	10%
17,912	10%
59.6%	

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



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 6. All presentations that have a departure time.
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- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Canterbury Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 11,598 patients

Emergency presentations:² 11,558 patients

Same period last year	Change since one year ago
11,209	3%
11,172	3%

Canterbury Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,125 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,203 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,314 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 881 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,168	
7 minutes	8 minutes
16 minutes	26 minutes
4,095	
17 minutes	20 minutes
59 minutes	72 minutes
4,689	
21 minutes	26 minutes
90 minutes	104 minutes
1,180	
22 minutes	23 minutes
107 minutes	104 minutes

Canterbury Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 11,597 patients

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

Same period last year	Change since one year ago
11,208	3%
79%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
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6. All presentations that have a departure time.

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

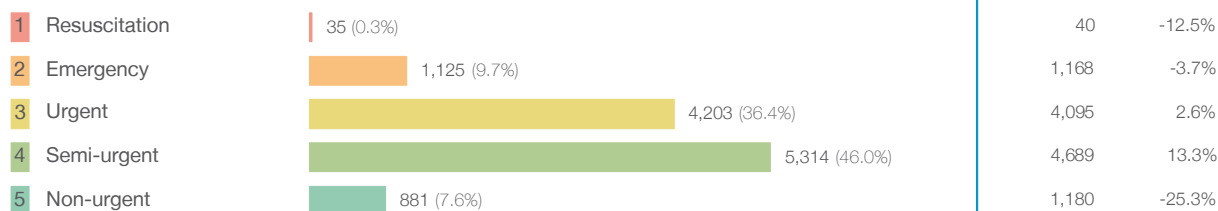
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Canterbury Hospital: Patients presenting to the emergency department

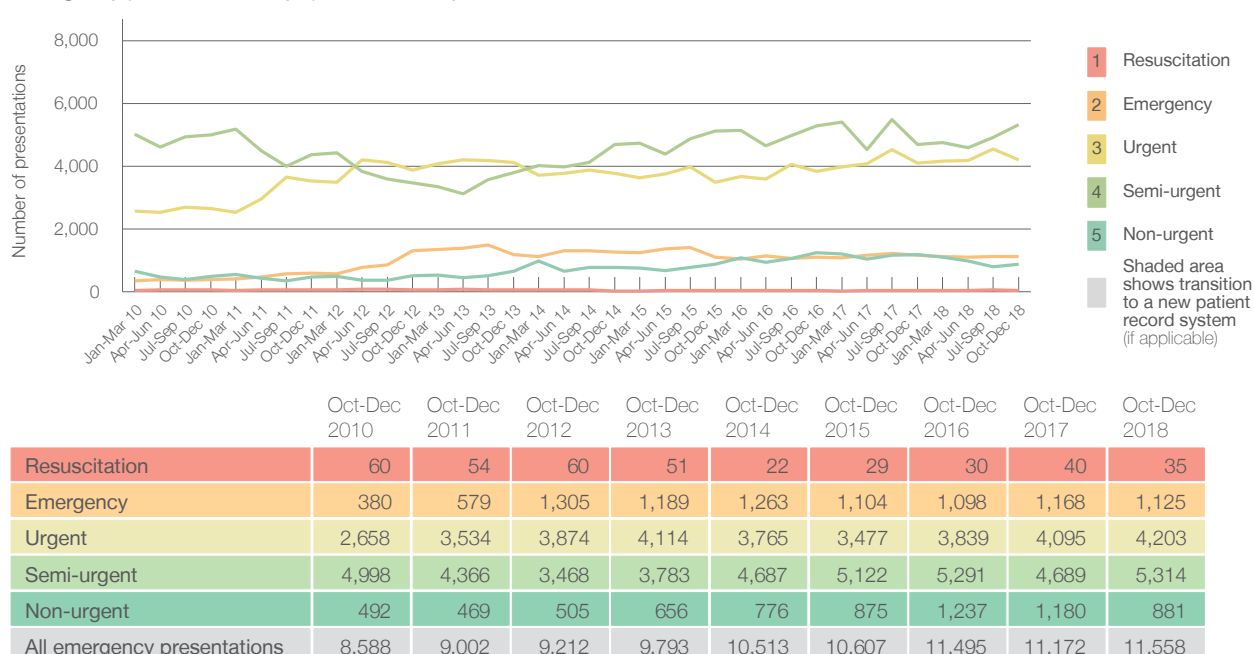
October to December 2018

All presentations:¹ 11,598 patients

Emergency presentations² by triage category: 11,558 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Canterbury Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,965 patients

ED Transfer of care time



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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.

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

October to December 2018

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

Number of triage 2 patients: 1,125

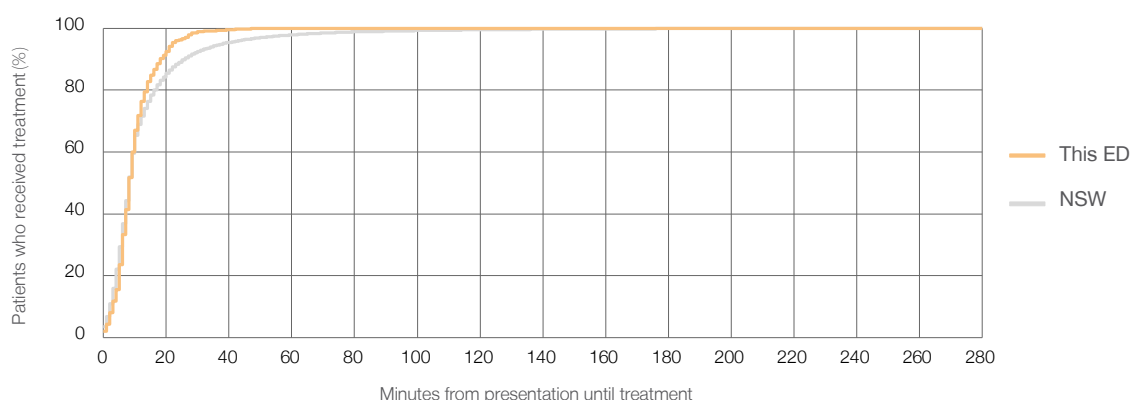
Number of triage 2 patients used to calculate waiting time: ³ 1,123

Median time to start treatment ⁴ 8 minutes

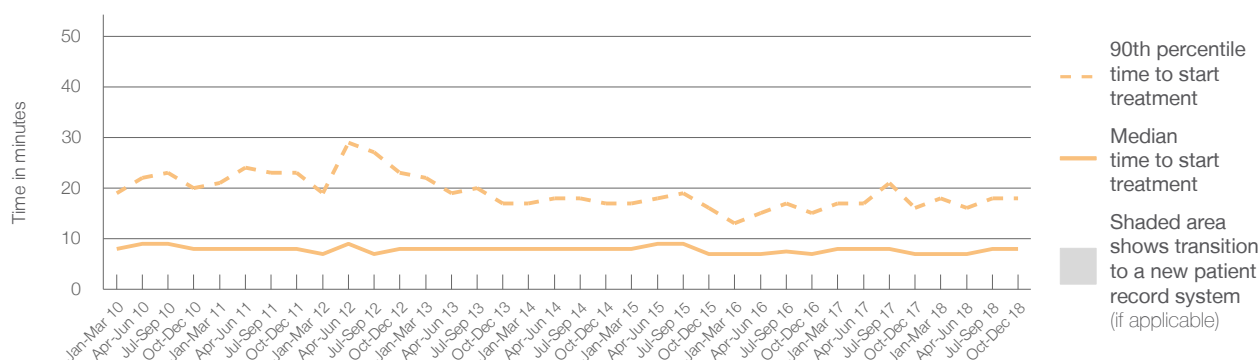
90th percentile time to start treatment ⁵ 18 minutes

Same period last year	NSW (this period)
1,168	
1,167	
7 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	20	23	23	17	17	16	15	16	18

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

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

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

October to December 2018

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

Number of triage 3 patients: 4,203

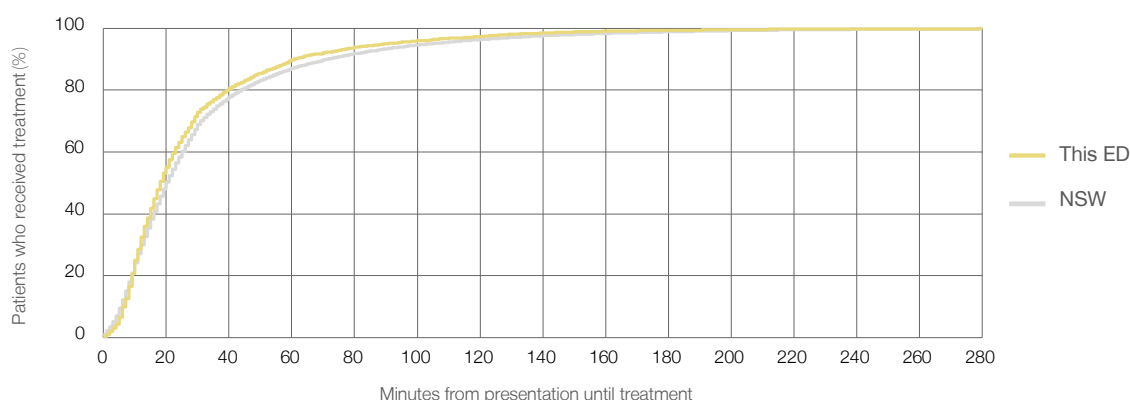
Number of triage 3 patients used to calculate waiting time:³ 4,142

Median time to start treatment⁴ 18 minutes

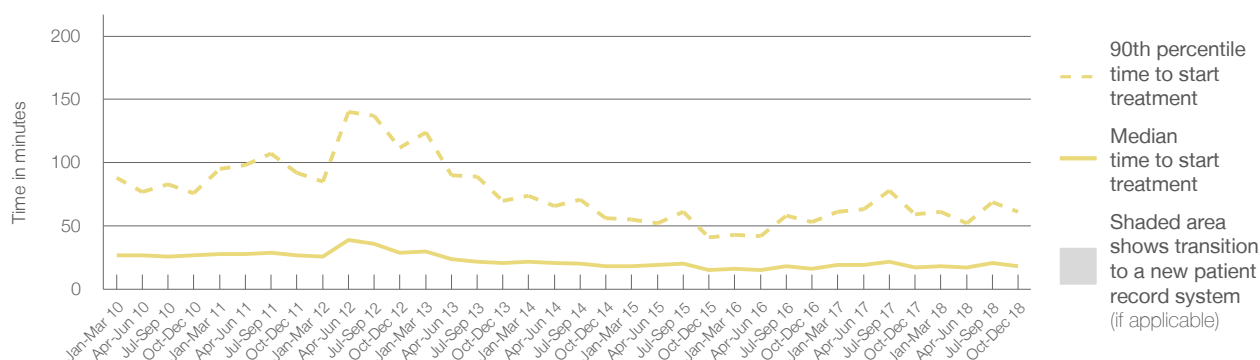
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
4,095	
4,032	
17 minutes	20 minutes
59 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	27	29	21	18	15	16	17	18
90th percentile time to start treatment ⁵ (minutes)	76	92	112	70	56	41	53	59	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.

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

October to December 2018

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

Number of triage 4 patients: 5,314

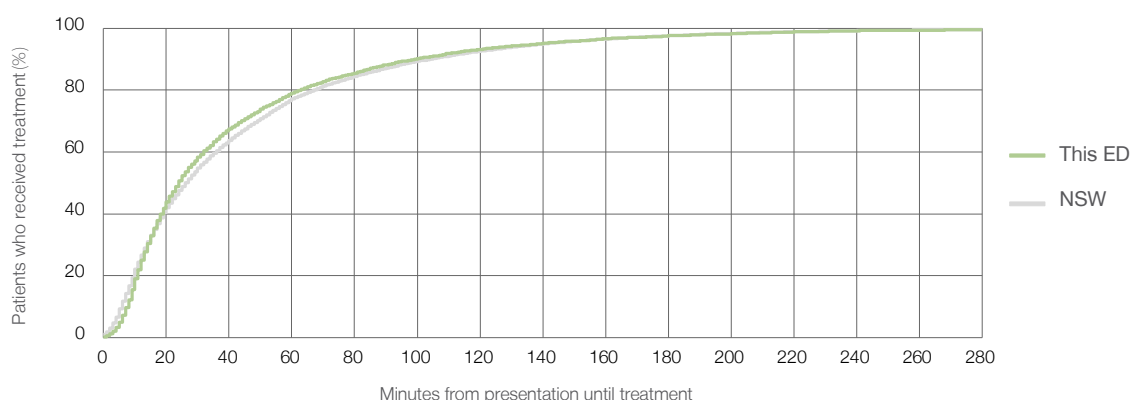
Number of triage 4 patients used to calculate waiting time:³ 4,936

Median time to start treatment⁴ 24 minutes

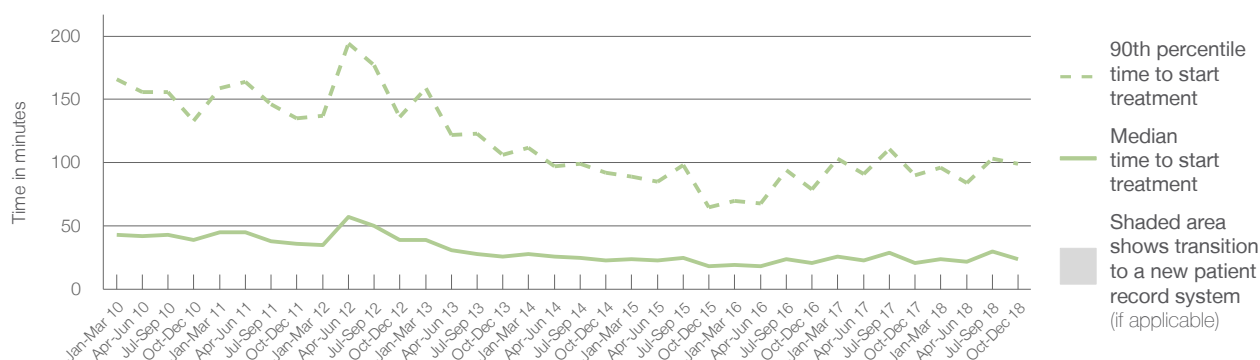
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
4,689	
4,380	
21 minutes	26 minutes
90 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	36	39	26	23	18	21	21	24
90th percentile time to start treatment ⁵ (minutes)	133	135	136	106	92	65	79	90	99

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

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

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

October to December 2018

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

Number of triage 5 patients: 881

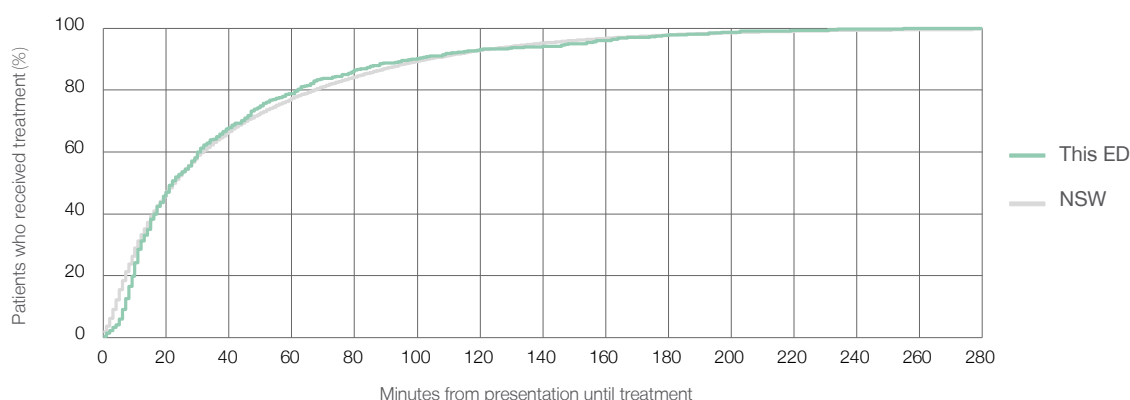
Number of triage 5 patients used to calculate waiting time:³ 706

Median time to start treatment⁴ 22 minutes

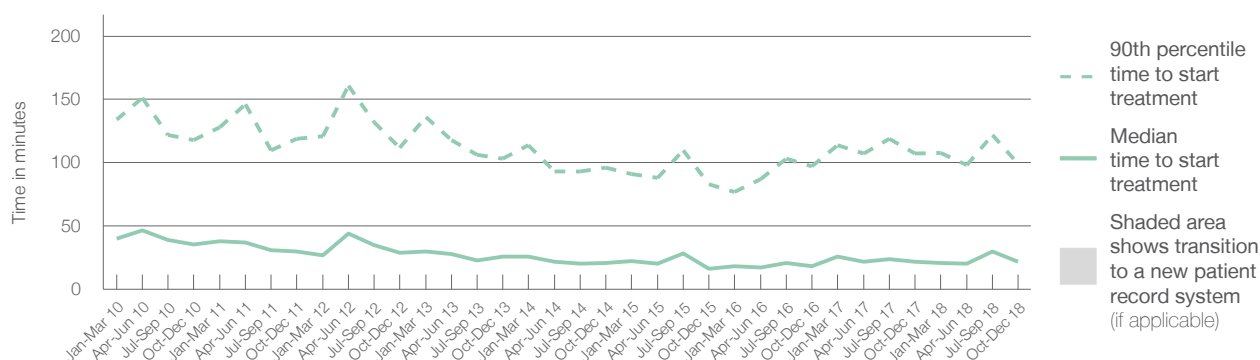
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,180	
982	
22 minutes	23 minutes
107 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	36	30	29	26	21	16	18	22	22
90th percentile time to start treatment ⁵ (minutes)	118	119	112	103	96	83	97	107	99

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

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

Canterbury Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 11,598 patients

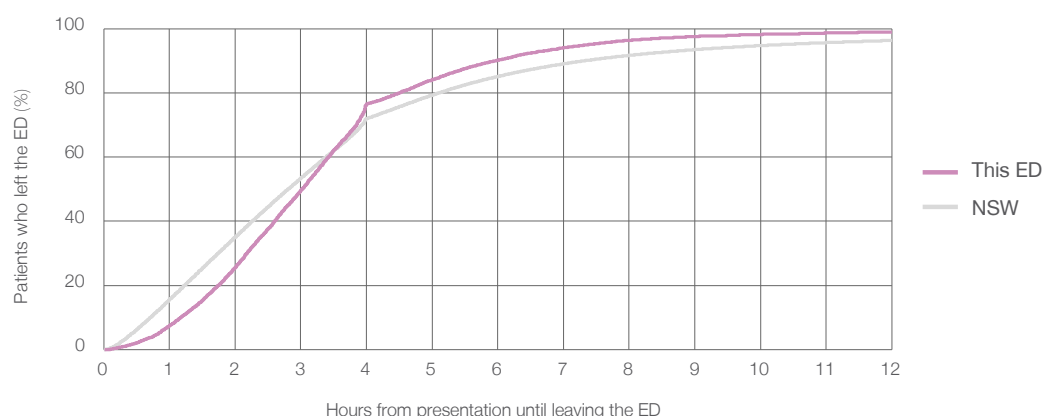
Presentations used to calculate time to leaving the ED:⁶ 11,597 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

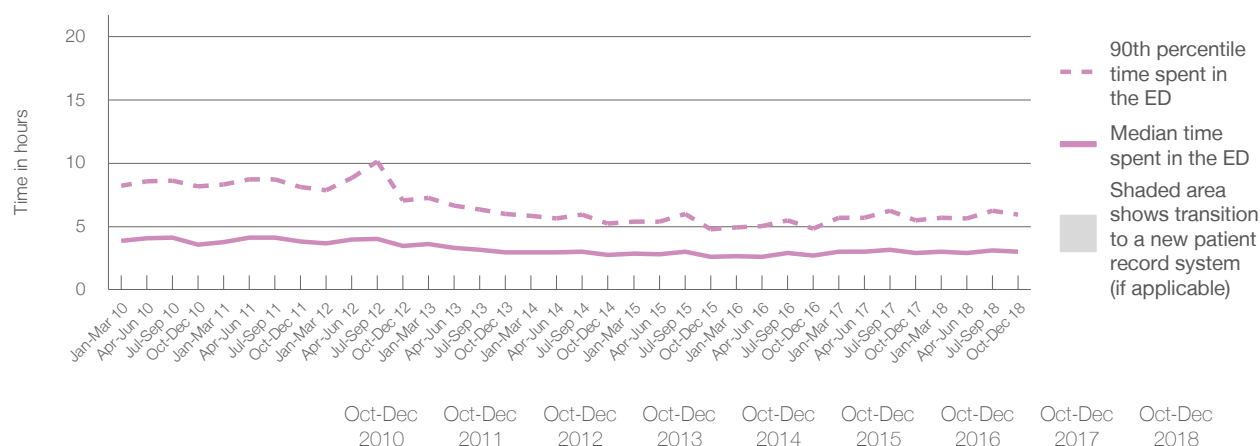
90th percentile time spent in the ED⁹ 5 hours and 57 minutes

Same period last year	NSW (this period)
11,209	
11,208	
2 hours and 53 minutes	2 hours and 49 minutes
5 hours and 30 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 35m	3h 50m	3h 29m	2h 57m	2h 46m	2h 37m	2h 41m	2h 53m	3h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 9m	8h 8m	7h 3m	6h 0m	5h 14m	4h 46m	4h 50m	5h 30m	5h 57m

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

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

Canterbury Hospital: Time patients spent in the ED

By mode of separation

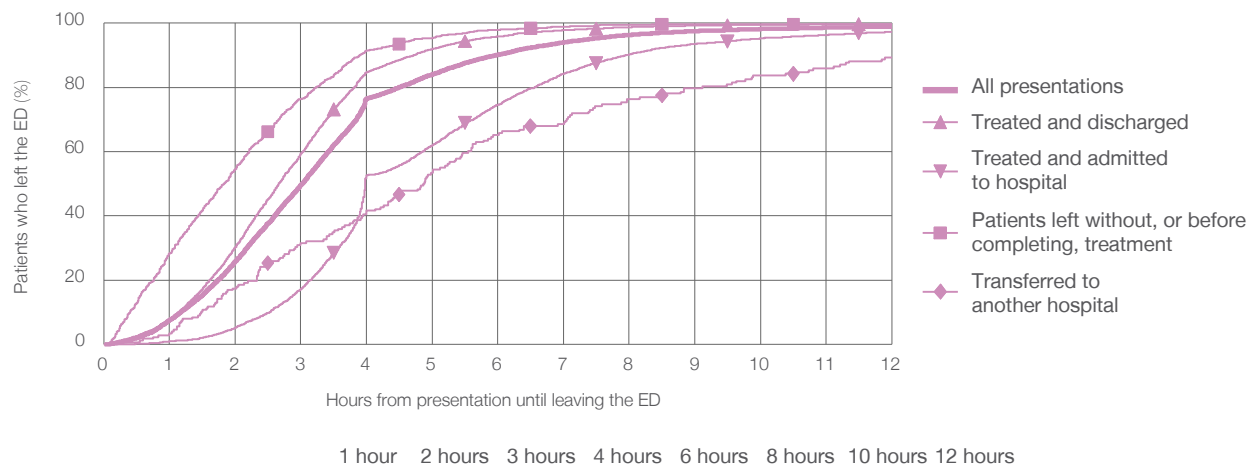
October to December 2018

All presentations:[†] 11,598 patients

Presentations used to calculate time to leaving the ED:[‡] 11,597 patients

		Same period last year	Change since one year ago
		11,208	3%
Treated and discharged	7,531 (64.9%)	7,434	1.3%
Treated and admitted to hospital	2,940 (25.3%)	2,729	7.7%
Patient left without, or before completing, treatment	924 (8.0%)	892	3.6%
Transferred to another hospital	178 (1.5%)	122	45.9%
Other	25 (0.2%)	32	-21.9%

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



Treated and discharged	7.4%	30.4%	59.4%	84.8%	95.8%	98.8%	99.5%	99.7%
Treated and admitted to hospital	0.9%	5.1%	17.2%	52.6%	74.7%	90.3%	95.3%	97.3%
Patient left without, or before completing, treatment	28.2%	54.7%	76.4%	91.5%	97.8%	99.6%	99.7%	99.8%
Transferred to another hospital	3.4%	17.4%	31.5%	41.6%	65.2%	76.4%	83.7%	89.3%
All presentations	7.5%	25.8%	49.7%	76.5%	90.2%	96.4%	98.2%	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.

Canterbury Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 11,598 patients

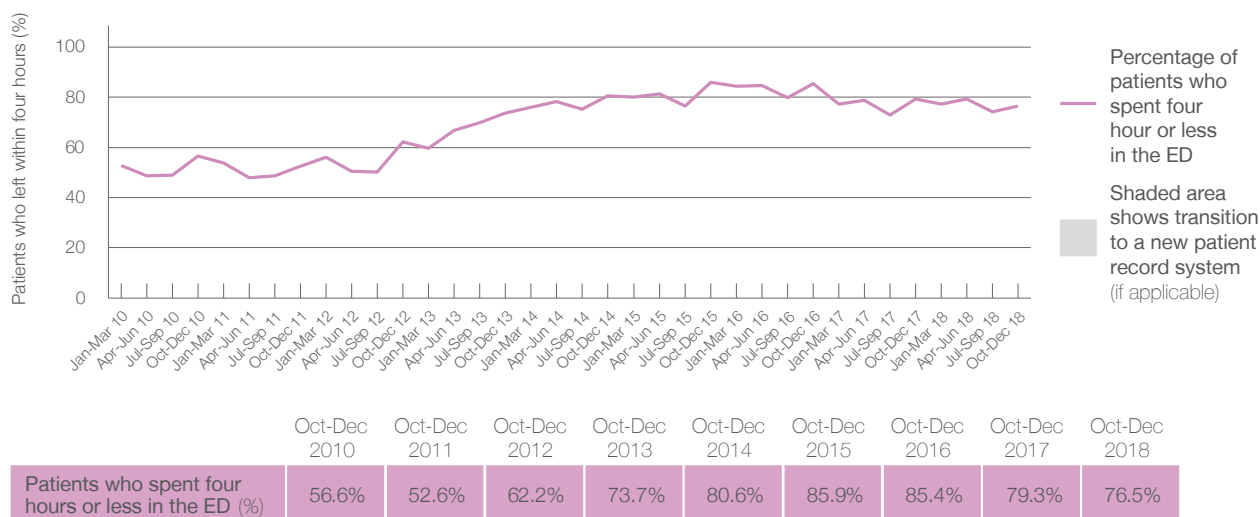
Presentations used to calculate time to leaving the ED: ⁶ 11,597 patients

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



Same period last year	Change since one year ago
11,209	3%
11,208	3%
79.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Coffs Harbour Health Campus: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,775 patients

Emergency presentations:² 10,047 patients

Same period last year	Change since one year ago
10,261	5%
10,031	0%

Coffs Harbour Health Campus: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,105 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): 3,247 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,280 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,345 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,092	
7 minutes	8 minutes
12 minutes	26 minutes
3,243	
17 minutes	20 minutes
62 minutes	72 minutes
4,210	
28 minutes	26 minutes
123 minutes	104 minutes
1,407	
29 minutes	23 minutes
129 minutes	104 minutes

Coffs Harbour Health Campus: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,775 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
10,261	5%
72%	

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

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

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

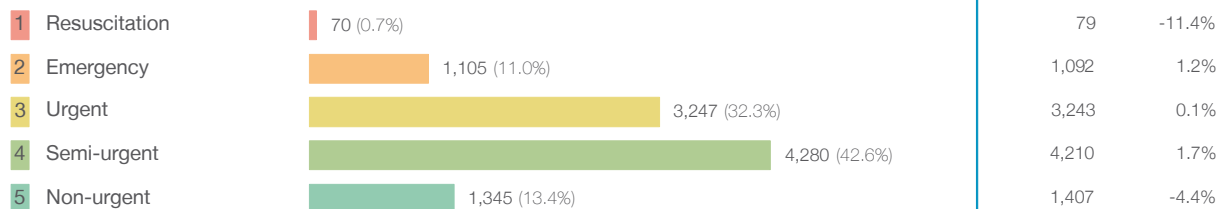
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Coffs Harbour Health Campus: Patients presenting to the emergency department

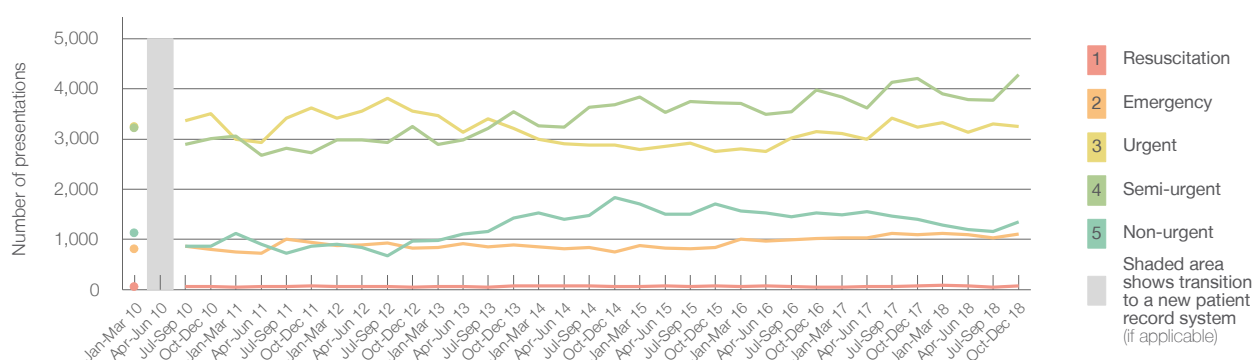
October to December 2018

All presentations:¹ 10,775 patients

Emergency presentations² by triage category: 10,047 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	65	69	51	72	66	70	54	79	70
Emergency	805	937	825	886	748	845	1,019	1,092	1,105
Urgent	3,502	3,623	3,551	3,214	2,878	2,747	3,154	3,243	3,247
Semi-urgent	3,005	2,733	3,250	3,542	3,683	3,727	3,973	4,210	4,280
Non-urgent	863	863	970	1,424	1,839	1,703	1,527	1,407	1,345
All emergency presentations	8,240	8,225	8,647	9,138	9,214	9,092	9,727	10,031	10,047

Coffs Harbour Health Campus: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,419 patients

ED Transfer of care time



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

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

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,105

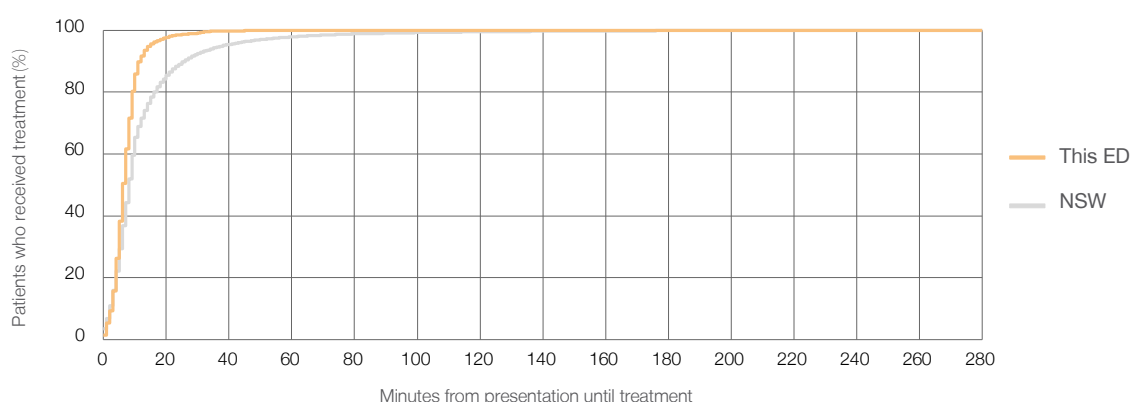
Number of triage 2 patients used to calculate waiting time: ³ 1,105

Median time to start treatment ⁴ 6 minutes

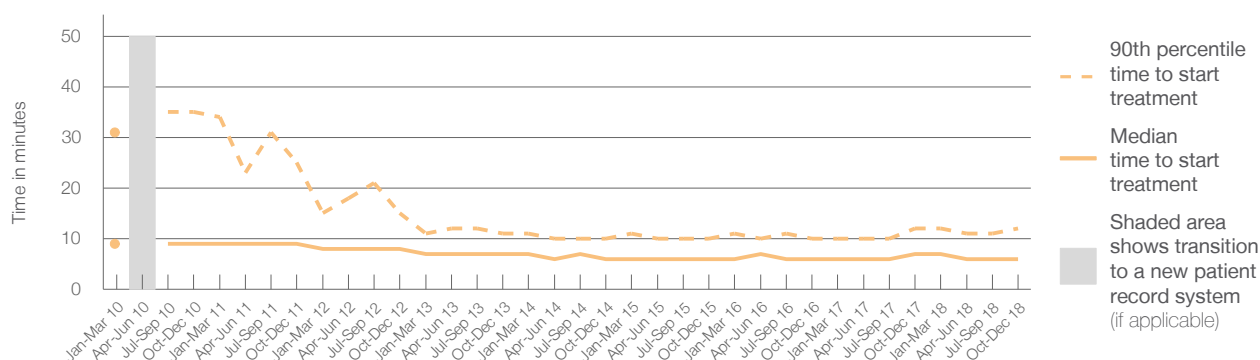
90th percentile time to start treatment ⁵ 12 minutes

Same period last year	NSW (this period)
1,092	
1,091	
7 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	8	7	6	6	6	7	6
90th percentile time to start treatment ⁵ (minutes)	35	25	15	11	10	10	10	12	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.

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 3,247

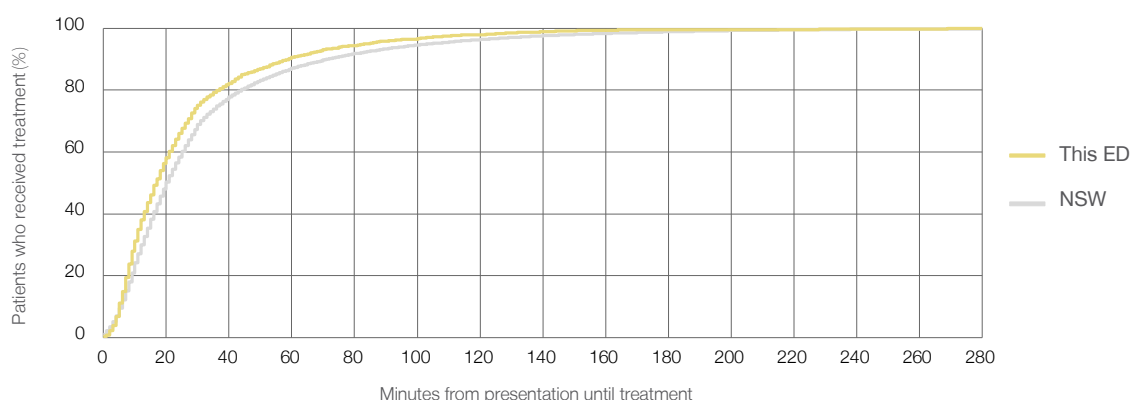
Number of triage 3 patients used to calculate waiting time: ³ 3,196

Median time to start treatment ⁴ 17 minutes

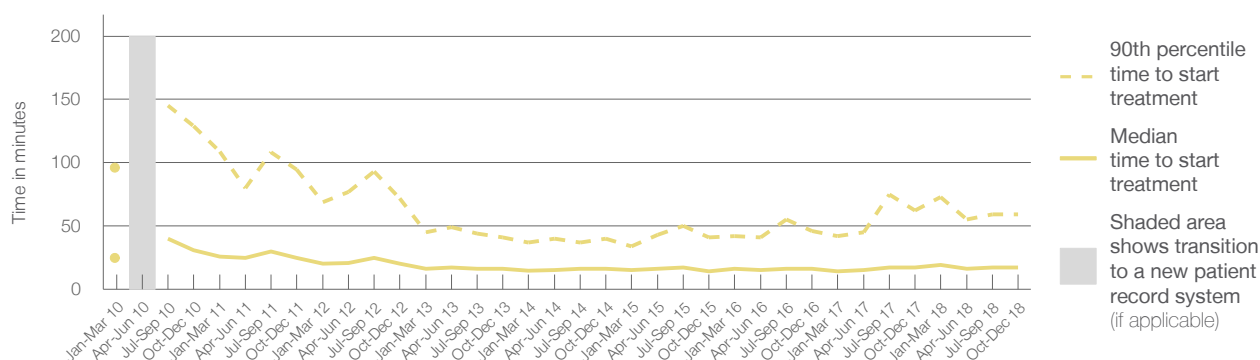
90th percentile time to start treatment ⁵ 59 minutes

Same period last year	NSW (this period)
3,243	
3,167	
17 minutes	20 minutes
62 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	31	25	20	16	16	14	16	17	17
90th percentile time to start treatment ⁵ (minutes)	129	95	72	41	40	41	46	62	59

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

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

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,280

Number of triage 4 patients used to calculate waiting time:³ 3,918

Median time to start treatment⁴

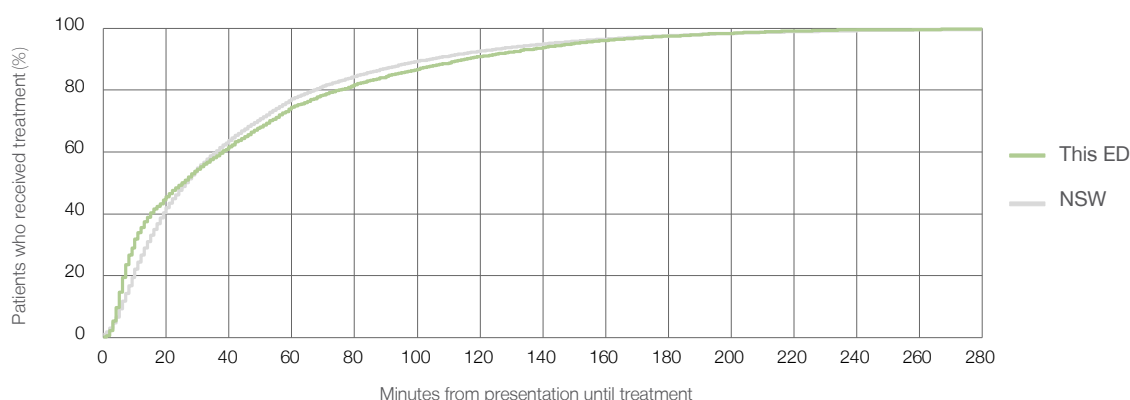
25 minutes

90th percentile time to start treatment⁵

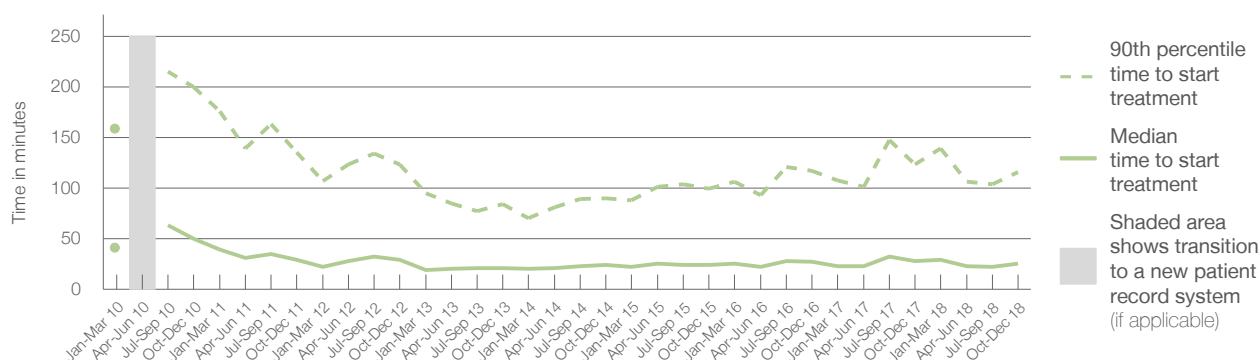
116 minutes

Same period last year	NSW (this period)
4,210	
3,831	
28 minutes	26 minutes
123 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	50	29	29	21	24	24	27	28	25
90th percentile time to start treatment ⁵ (minutes)	200	135	123	84	90	99	117	123	116

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

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

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 1,345

Number of triage 5 patients used to calculate waiting time:³ 1,217

Median time to start treatment⁴

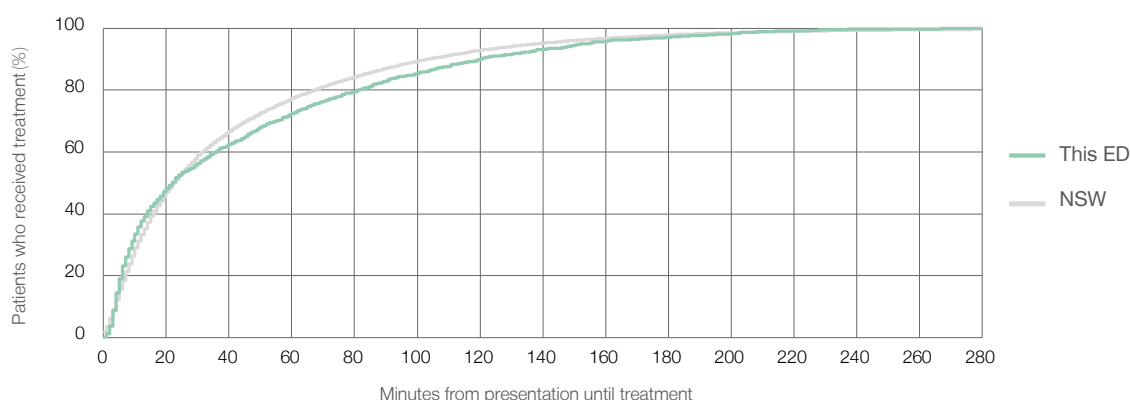
22 minutes

90th percentile time to start treatment⁵

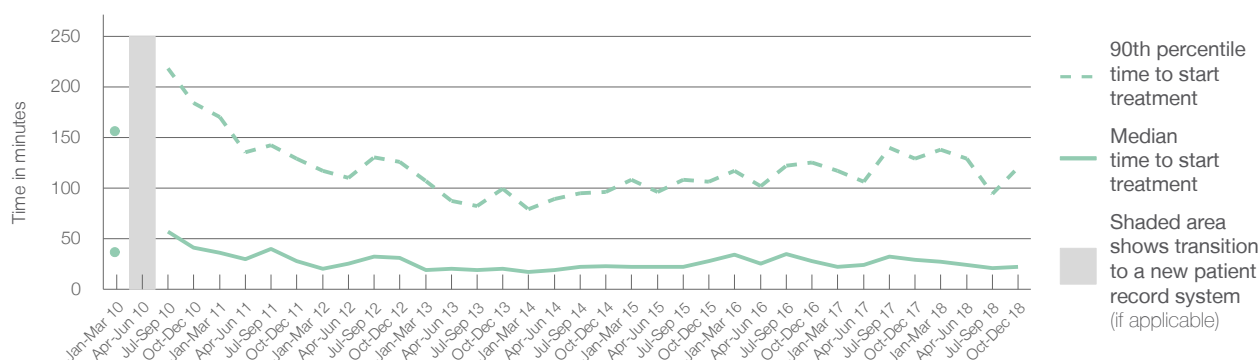
120 minutes

Same period last year	NSW (this period)
1,407	
1,275	
29 minutes	23 minutes
129 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	41	28	31	20	23	28	28	29	22
90th percentile time to start treatment ⁵ (minutes)	184	129	126	99	96	106	125	129	120

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

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

Coffs Harbour Health Campus: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,775 patients

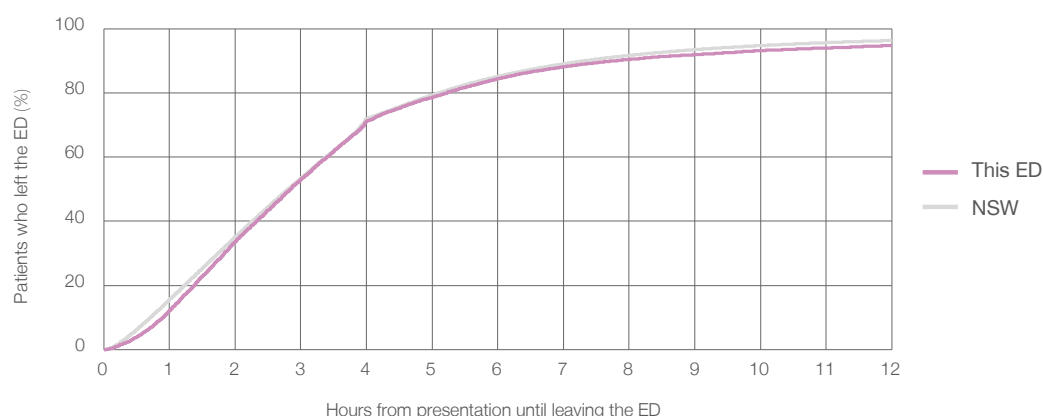
Presentations used to calculate time to leaving the ED:⁶ 10,775 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

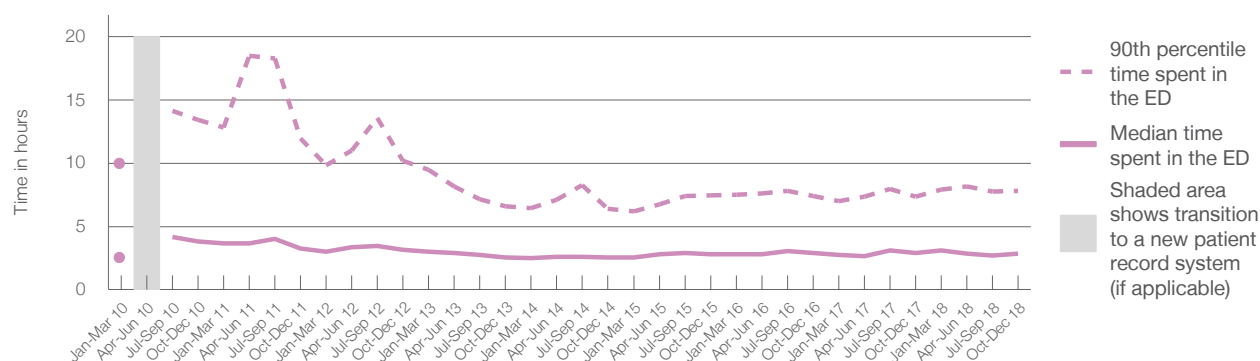
90th percentile time spent in the ED⁹ 7 hours and 48 minutes

Same period last year	NSW (this period)
10,261	
10,261	
2 hours and 54 minutes	2 hours and 49 minutes
7 hours and 21 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 49m	3h 15m	3h 10m	2h 34m	2h 34m	2h 47m	2h 55m	2h 54m	2h 51m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 26m	11h 58m	10h 10m	6h 35m	6h 23m	7h 26m	7h 23m	7h 21m	7h 48m

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

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

Coffs Harbour Health Campus: Time patients spent in the ED

By mode of separation

October to December 2018

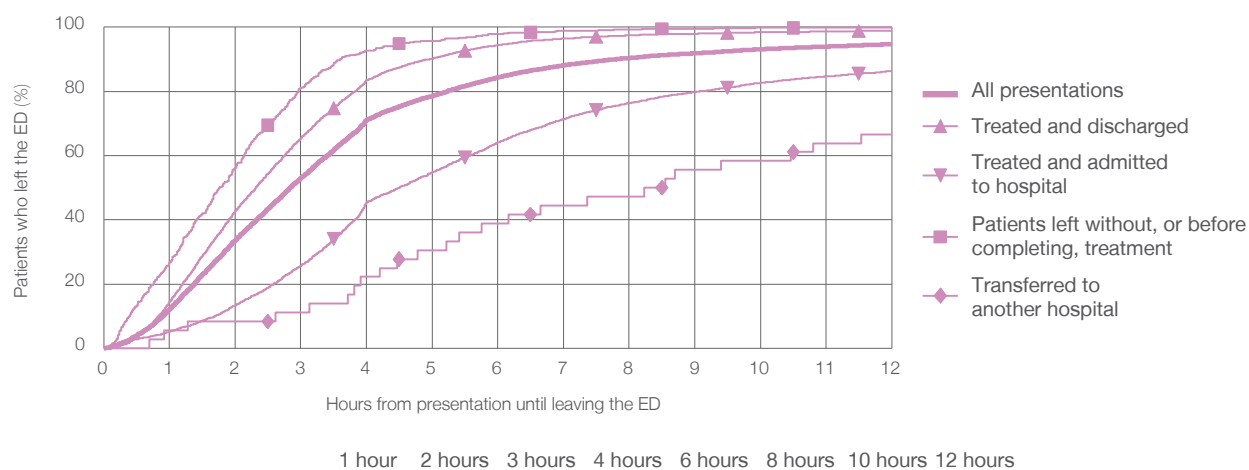
All presentations:[†] 10,775 patients

Presentations used to calculate time to leaving the ED:[‡] 10,775 patients

Treated and discharged	6,560 (60.9%)
Treated and admitted to hospital	3,576 (33.2%)
Patient left without, or before completing, treatment	570 (5.3%)
Transferred to another hospital	36 (0.3%)
Other	33 (0.3%)

Same period last year	Change since one year ago
10,261	5%
6,241	5.1%
3,348	6.8%
606	-5.9%
36	0.0%
30	10.0%

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



Treated and discharged	14.5%	42.8%	65.5%	83.4%	94.5%	97.5%	98.4%	99.0%
Treated and admitted to hospital	5.1%	13.4%	25.8%	45.4%	64.1%	76.4%	82.7%	86.4%
Patient left without, or before completing, treatment	26.7%	56.3%	81.1%	92.8%	97.9%	99.3%	99.8%	99.8%
Transferred to another hospital	5.6%	8.3%	11.1%	22.2%	38.9%	47.2%	58.3%	66.7%
All presentations	12.2%	33.8%	53.0%	71.2%	84.4%	90.4%	93.2%	94.7%

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

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

Coffs Harbour Health Campus: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,775 patients

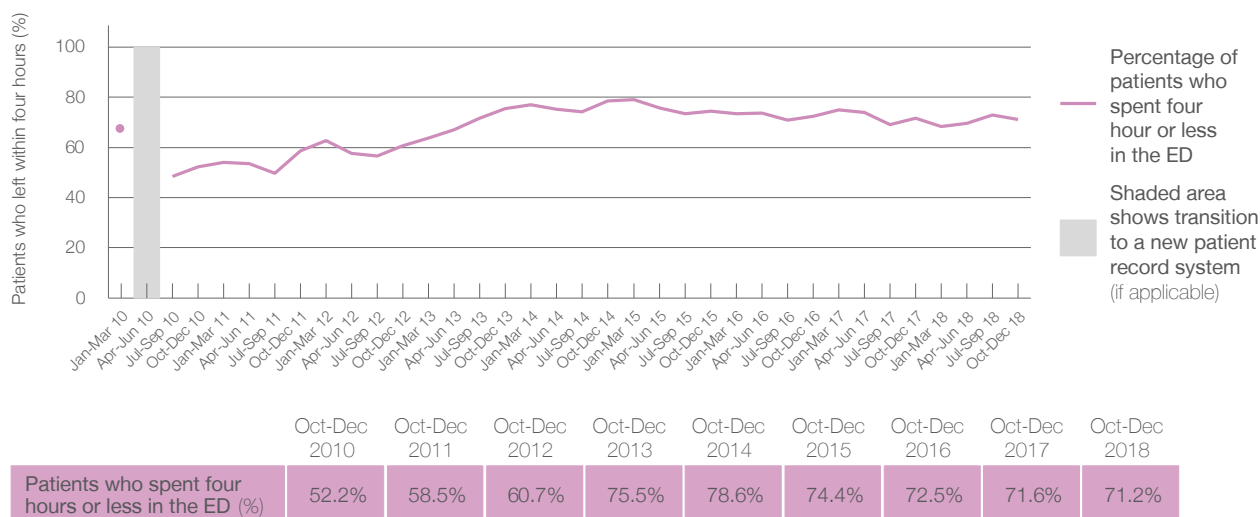
Presentations used to calculate time to leaving the ED: ⁶ 10,775 patients

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



Same period last year	Change since one year ago
10,261	5%
10,261	5%
71.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Dubbo Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,755 patients

Emergency presentations:² 8,338 patients

Same period last year	Change since one year ago
8,591	2%
8,210	2%

Dubbo Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 978 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,635 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,787 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 906 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
999	
6 minutes	8 minutes
14 minutes	26 minutes
2,857	
16 minutes	20 minutes
52 minutes	72 minutes
3,603	
17 minutes	26 minutes
78 minutes	104 minutes
730	
13 minutes	23 minutes
90 minutes	104 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,751 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year	Change since one year ago
8,590	2%
74%	

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

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

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

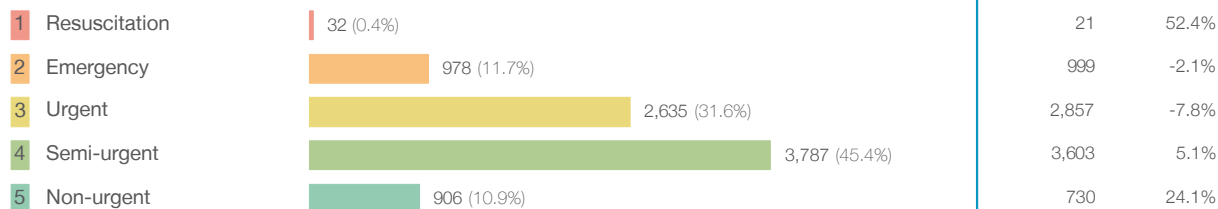
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Dubbo Base Hospital: Patients presenting to the emergency department

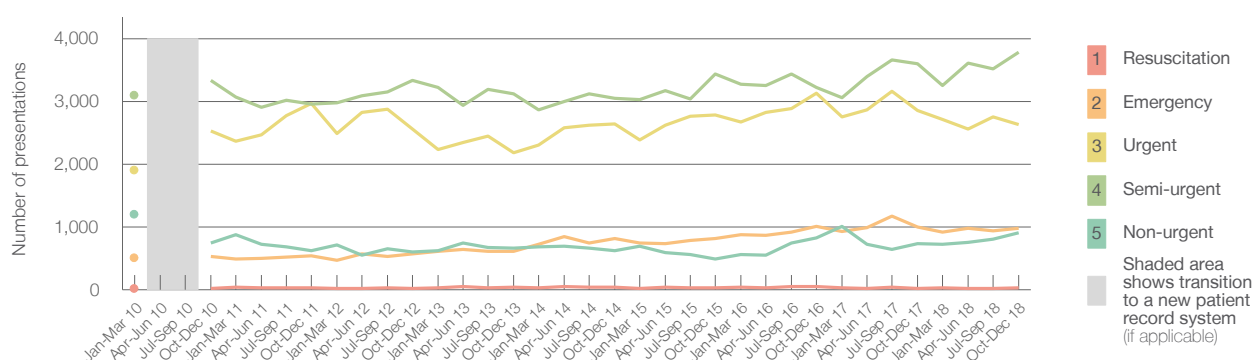
October to December 2018

All presentations:¹ 8,755 patients

Emergency presentations² by triage category: 8,338 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	16	32	22	37	35	32	47	21	32
Emergency	527	543	566	610	813	811	1,007	999	978
Urgent	2,526	2,965	2,559	2,179	2,637	2,779	3,132	2,857	2,635
Semi-urgent	3,331	2,957	3,333	3,124	3,048	3,438	3,225	3,603	3,787
Non-urgent	748	617	596	666	624	485	823	730	906
All emergency presentations	7,148	7,114	7,076	6,616	7,157	7,545	8,234	8,210	8,338

Dubbo Base Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,747 patients

ED Transfer of care time



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

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

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

October to December 2018

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

Number of triage 2 patients: 978

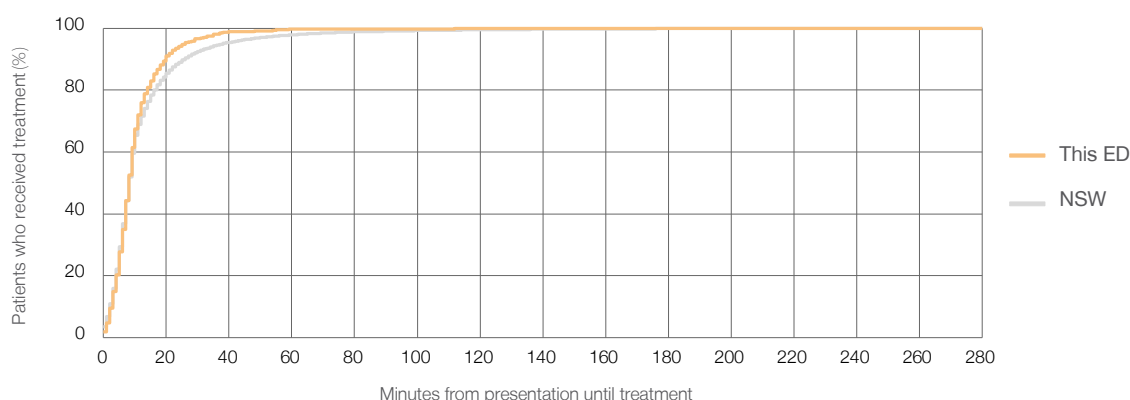
Number of triage 2 patients used to calculate waiting time: ³ 969

Median time to start treatment ⁴ 8 minutes

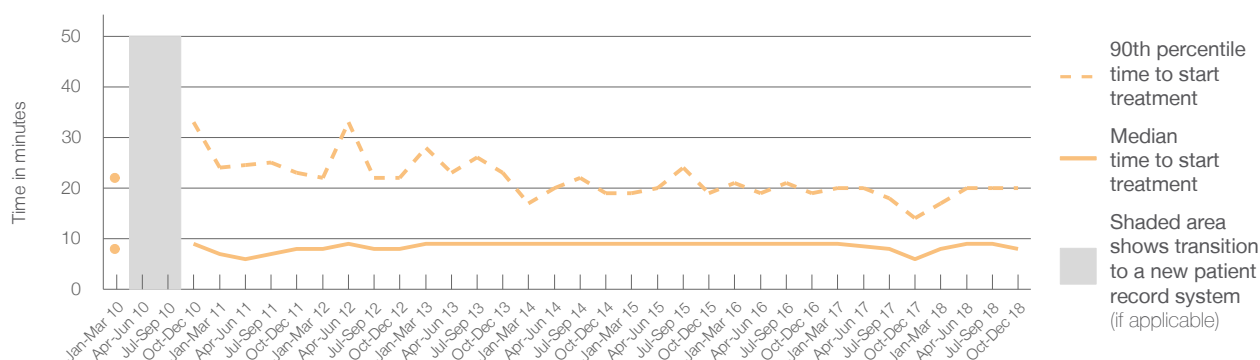
90th percentile time to start treatment ⁵ 20 minutes

Same period last year	NSW (this period)
999	
991	
6 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	8	8	9	9	9	9	6	8
90th percentile time to start treatment ⁵ (minutes)	33	23	22	23	19	19	19	14	20

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

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

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

October to December 2018

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

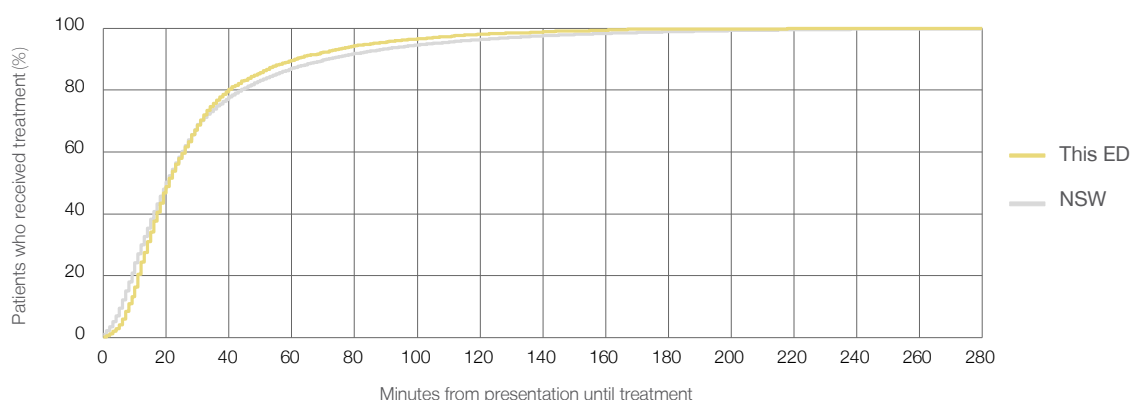
Number of triage 3 patients: 2,635

Number of triage 3 patients used to calculate waiting time: ³ 2,575

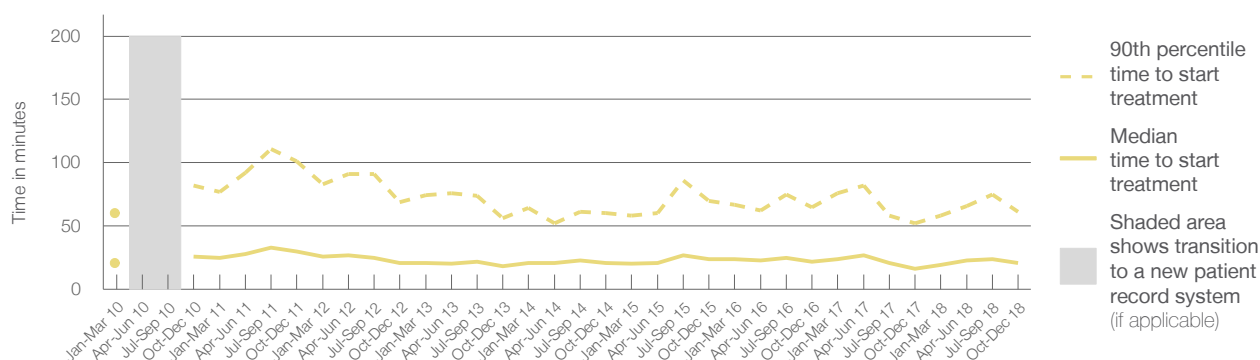
Median time to start treatment ⁴ 21 minutes
90th percentile time to start treatment ⁵ 61 minutes

Same period last year	NSW (this period)
2,857	
2,814	
16 minutes	20 minutes
52 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	30	21	18	21	24	22	16	21
90th percentile time to start treatment ⁵ (minutes)	82	101	69	56	60	70	65	52	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.

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

October to December 2018

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

Number of triage 4 patients: 3,787

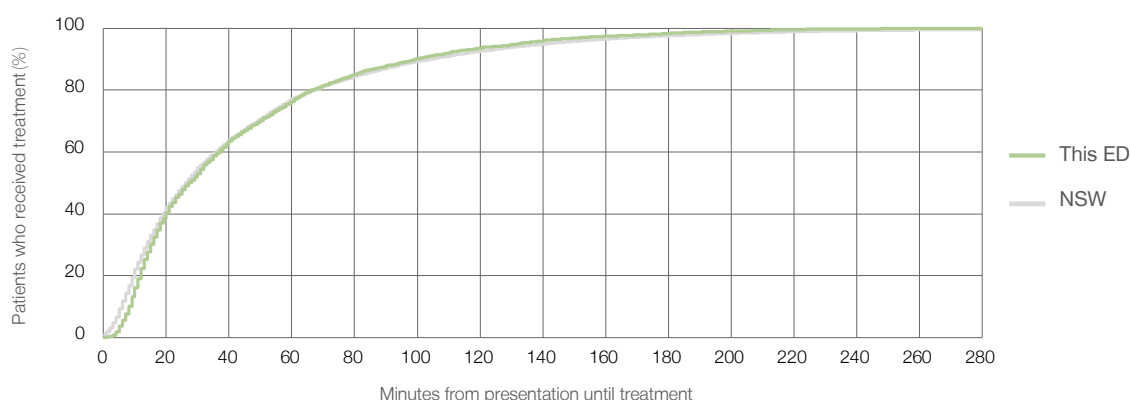
Number of triage 4 patients used to calculate waiting time:³ 3,551

Median time to start treatment⁴ 27 minutes

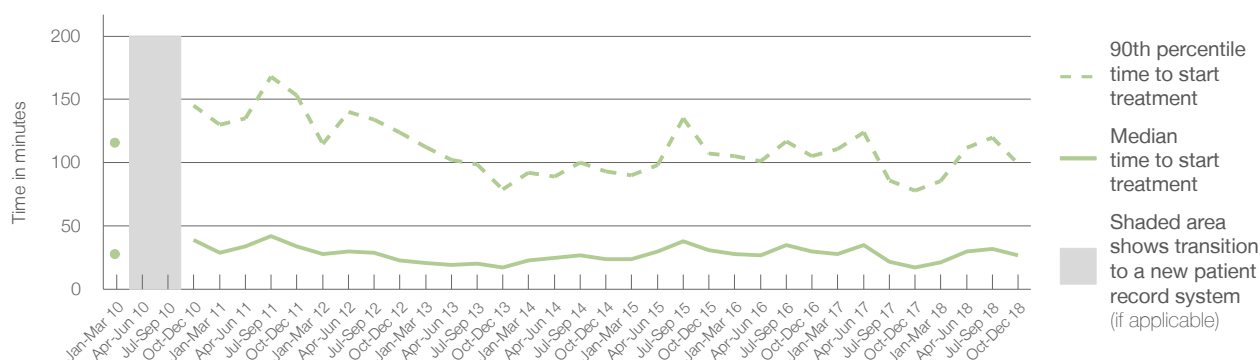
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
3,603	
3,450	
17 minutes	26 minutes
78 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	34	23	17	24	31	30	17	27
90th percentile time to start treatment ⁵ (minutes)	145	153	124	79	93	107	105	78	99

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

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

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

October to December 2018

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

Number of triage 5 patients: 906

Number of triage 5 patients used to calculate waiting time:³ 831

Median time to start treatment⁴

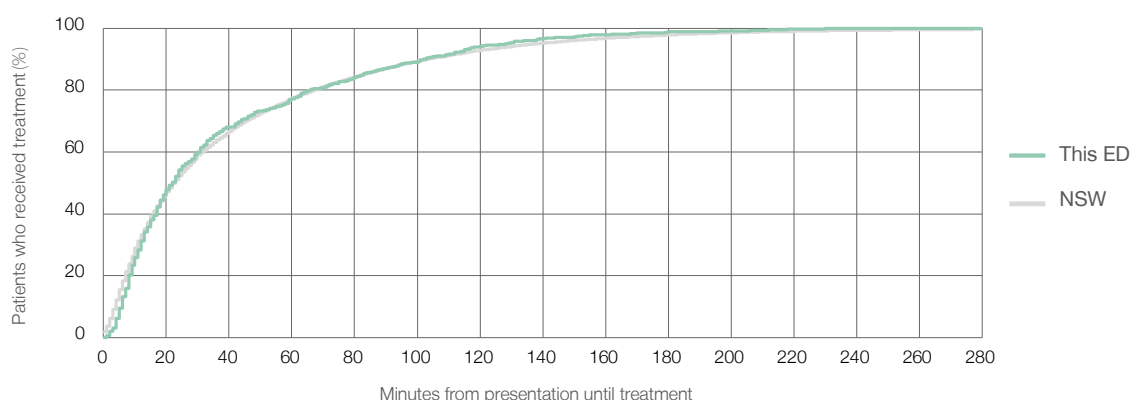
22 minutes

90th percentile time to start treatment⁵

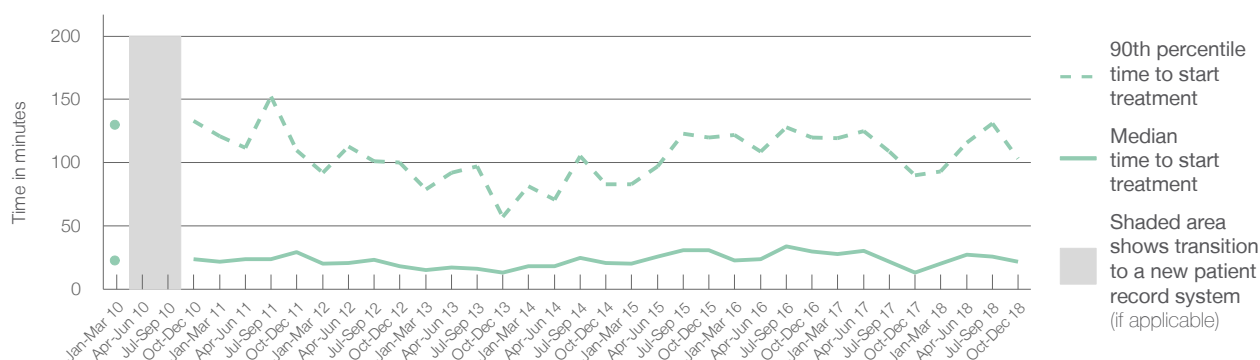
103 minutes

Same period last year	NSW (this period)
730	
660	
13 minutes	23 minutes
90 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	30	18	13	21	31	30	13	22
90th percentile time to start treatment ⁵ (minutes)	133	110	100	57	83	120	120	90	103

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

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

Dubbo Base Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,755 patients

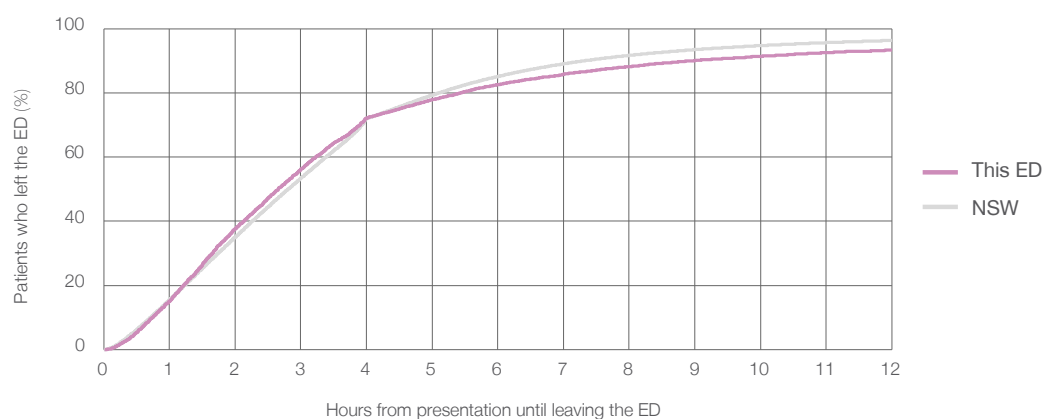
Presentations used to calculate time to leaving the ED:⁶ 8,751 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

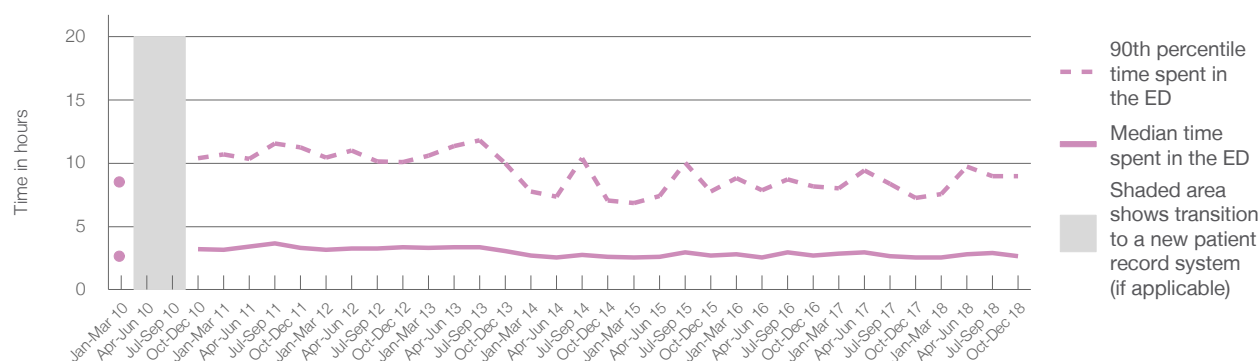
90th percentile time spent in the ED⁹ 8 hours and 58 minutes

Same period last year	NSW (this period)
8,591	
8,590	
2 hours and 32 minutes	2 hours and 49 minutes
7 hours and 16 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 14m	3h 19m	3h 21m	3h 4m	2h 37m	2h 41m	2h 43m	2h 32m	2h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 22m	11h 15m	10h 4m	10h 0m	7h 4m	7h 45m	8h 10m	7h 16m	8h 58m

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

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

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

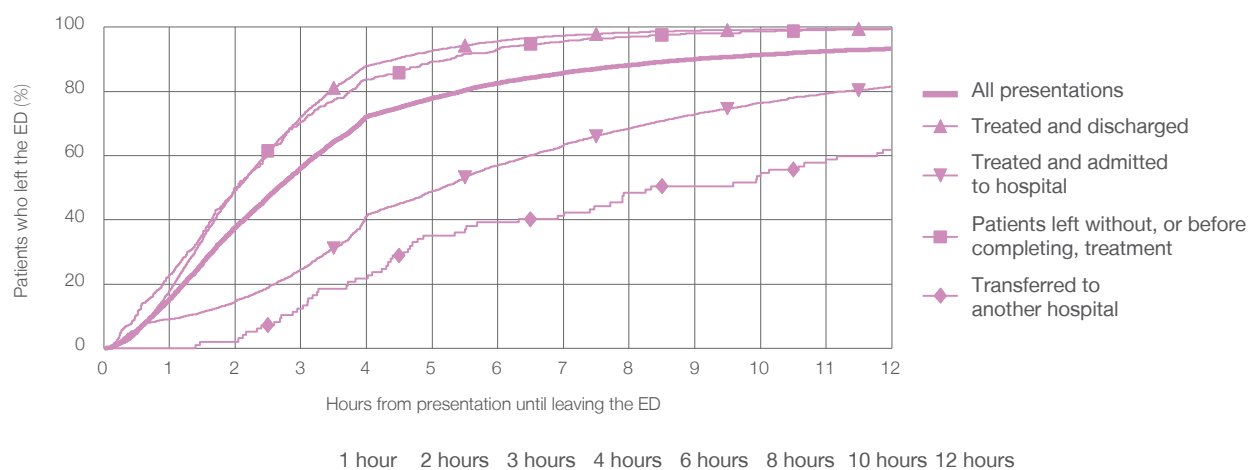
October to December 2018

All presentations:[†] 8,755 patients

Presentations used to calculate time to leaving the ED:[‡] 8,751 patients

		Same period last year	Change since one year ago
Treated and discharged	5,364 (61.3%)	8,590	2%
Treated and admitted to hospital	2,747 (31.4%)	6,062	-11.5%
Patient left without, or before completing, treatment	501 (5.7%)	2,017	36.2%
Transferred to another hospital	97 (1.1%)	368	36.1%
Other	46 (0.5%)	101	-4.0%
		43	7.0%

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



Treated and discharged	18.0%	49.2%	71.9%	88.0%	95.6%	98.3%	99.2%	99.5%
Treated and admitted to hospital	9.0%	14.7%	24.6%	41.3%	57.0%	68.5%	76.4%	81.5%
Patient left without, or before completing, treatment	23.0%	50.1%	70.7%	83.8%	93.2%	97.0%	98.6%	99.4%
Transferred to another hospital	0%	2.1%	12.4%	21.6%	39.2%	48.5%	54.6%	61.9%
All presentations	15.2%	37.8%	56.2%	72.2%	82.5%	88.2%	91.4%	93.3%

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

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Dubbo Base Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 8,755 patients

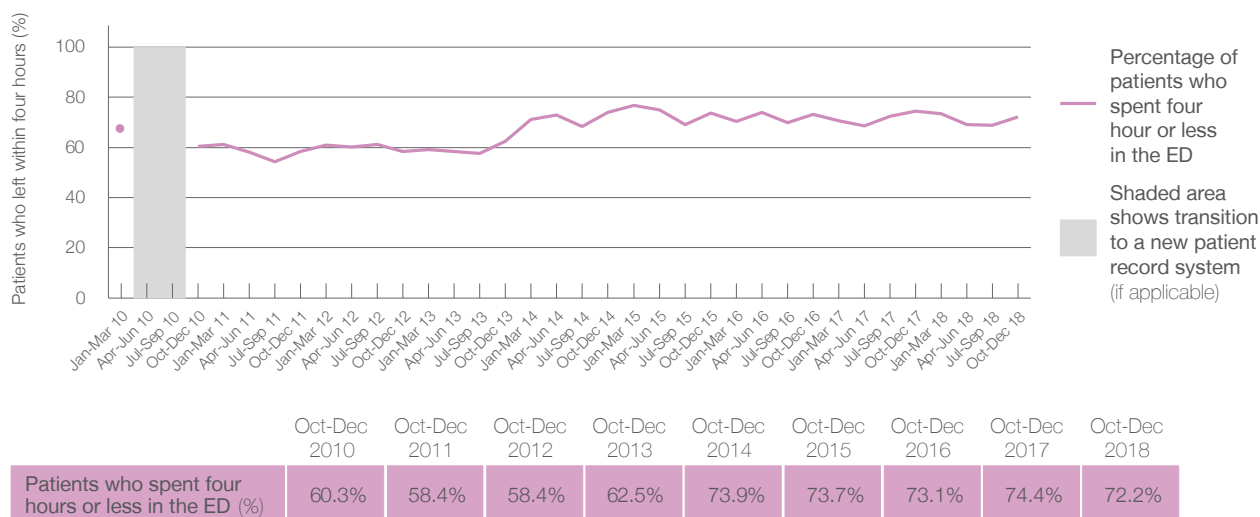
Presentations used to calculate time to leaving the ED: ⁶ 8,751 patients

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



Same period last year	Change since one year ago
8,591	2%
8,590	2%
74.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Fairfield Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 9,158 patients

Emergency presentations:² 9,133 patients

Same period last year	Change since one year ago
8,878	3%
8,861	3%

Fairfield Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 941 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,509 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 78 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,154 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 512 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
814	
10 minutes	8 minutes
30 minutes	26 minutes
3,238	
20 minutes	20 minutes
83 minutes	72 minutes
4,029	
25 minutes	26 minutes
148 minutes	104 minutes
753	
20 minutes	23 minutes
142 minutes	104 minutes

Fairfield Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 9,158 patients

Percentage of patients who spent four hours or less in the ED 75%

Same period last year	Change since one year ago
8,878	3%
71%	

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

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

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

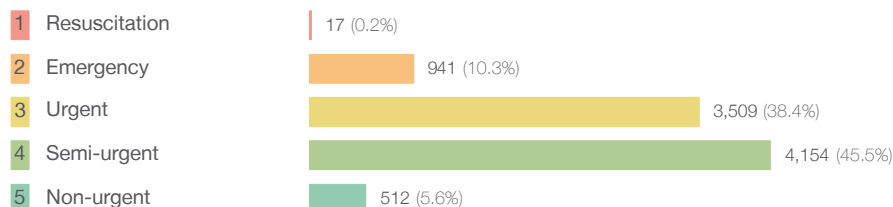
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Fairfield Hospital: Patients presenting to the emergency department

October to December 2018

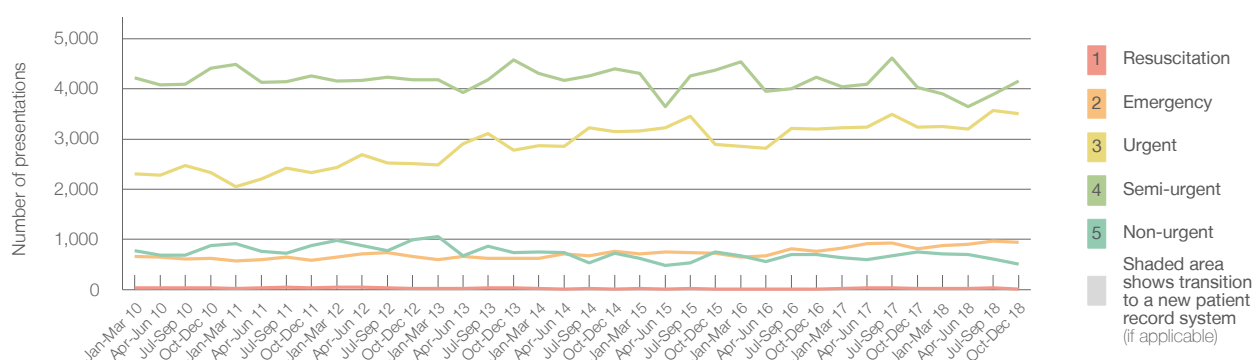
All presentations:¹ 9,158 patients

Emergency presentations² by triage category: 9,133 patients



Same period last year	Change since one year ago
8,878	3%
8,861	3%
27	-37.0%
814	15.6%
3,238	8.4%
4,029	3.1%
753	-32.0%

Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	42	39	25	36	17	15	17	27	17
Emergency	622	591	658	627	764	727	759	814	941
Urgent	2,333	2,332	2,504	2,782	3,147	2,893	3,193	3,238	3,509
Semi-urgent	4,410	4,257	4,175	4,581	4,403	4,374	4,232	4,029	4,154
Non-urgent	878	876	997	741	723	756	704	753	512
All emergency presentations	8,285	8,095	8,359	8,767	9,054	8,765	8,905	8,861	9,133

Fairfield Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,845 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,558	
13 minutes	0 minutes
31 minutes	-4 minutes

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

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

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

October to December 2018

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

Number of triage 2 patients: 941

Number of triage 2 patients used to calculate waiting time:³ 936

Median time to start treatment⁴

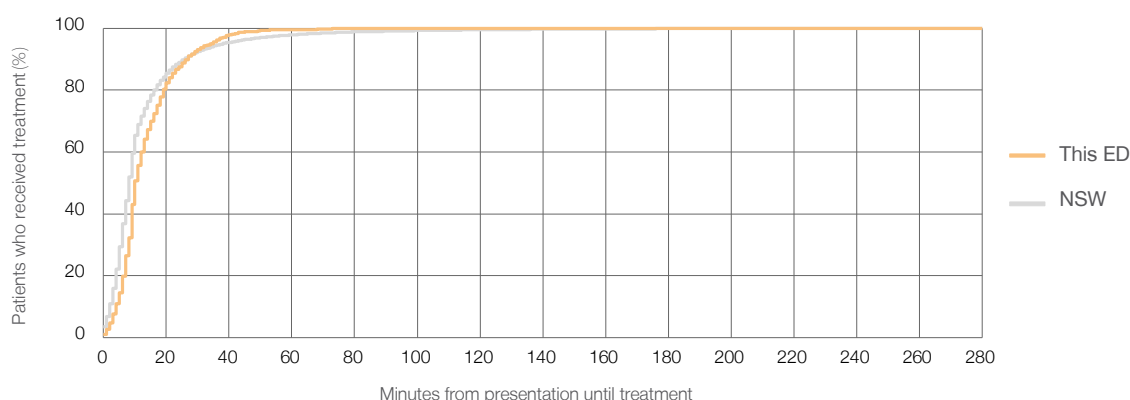
10 minutes

90th percentile time to start treatment⁵

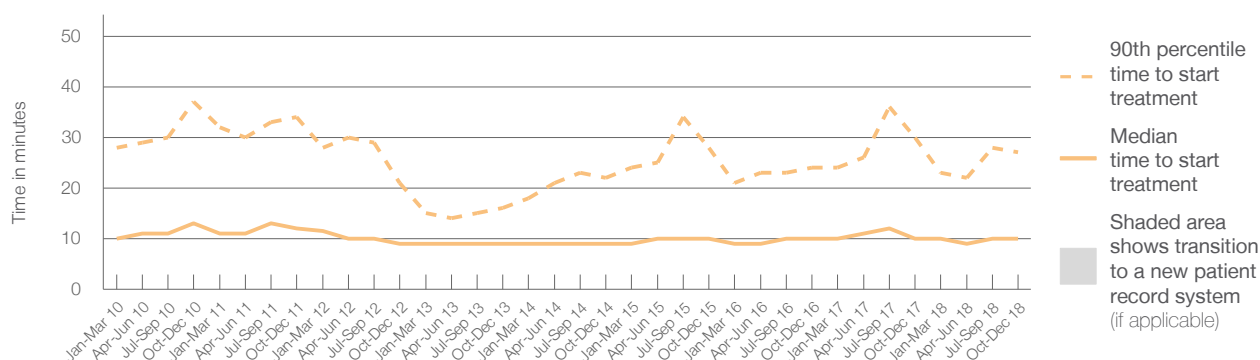
27 minutes

Same period last year	NSW (this period)
814	
812	
10 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	13	12	9	9	9	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)	37	34	21	16	22	28	24	30	27

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

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

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

October to December 2018

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

Number of triage 3 patients: 3,509

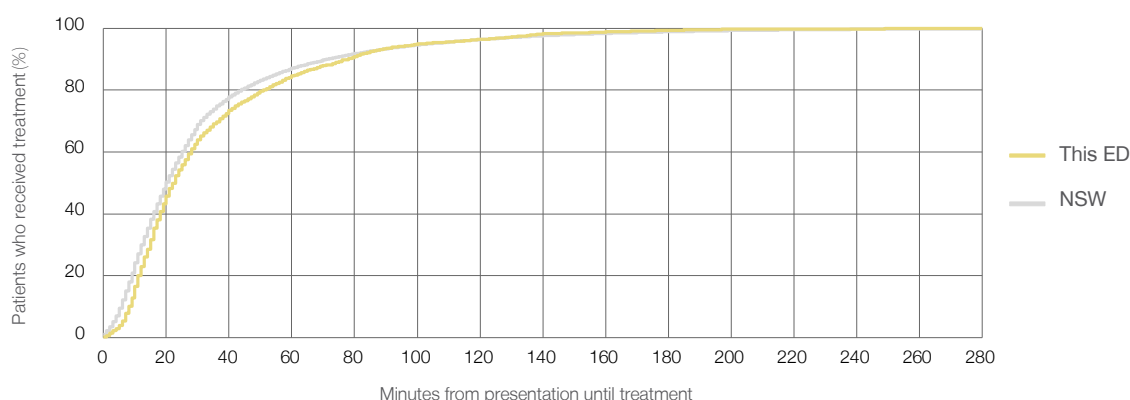
Number of triage 3 patients used to calculate waiting time:³ 3,423

Median time to start treatment⁴ 23 minutes

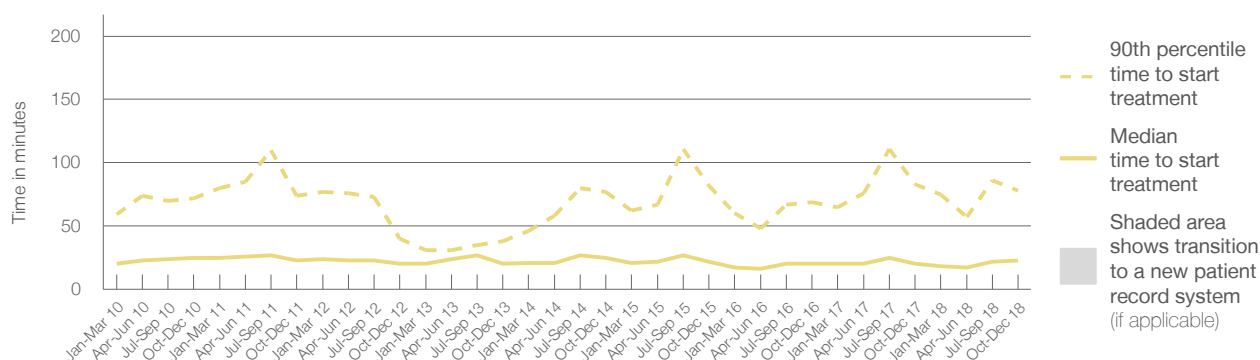
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
3,238	
3,123	
20 minutes	20 minutes
83 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	23	20	20	25	22	20	20	23
90th percentile time to start treatment ⁵ (minutes)	72	74	40	38	77	82	69	83	78

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

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

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

October to December 2018

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

Number of triage 4 patients: 4,154

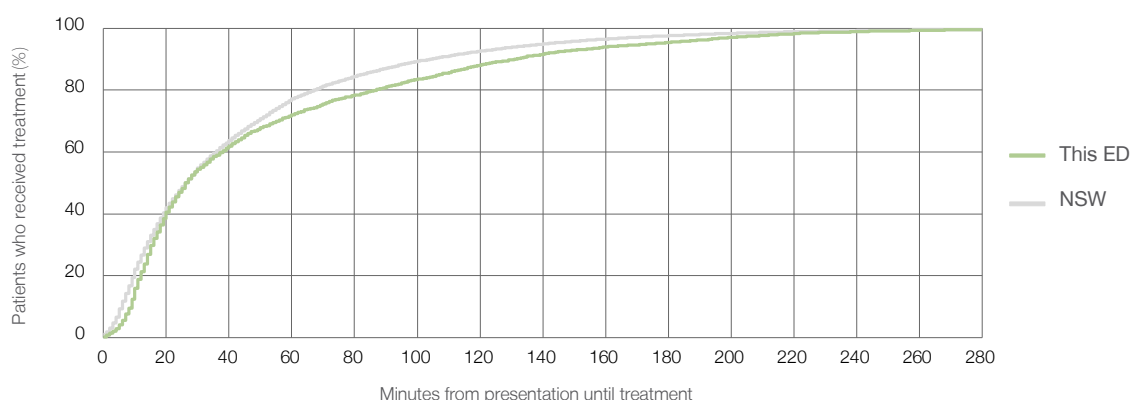
Number of triage 4 patients used to calculate waiting time:³ 3,722

Median time to start treatment⁴ 26 minutes

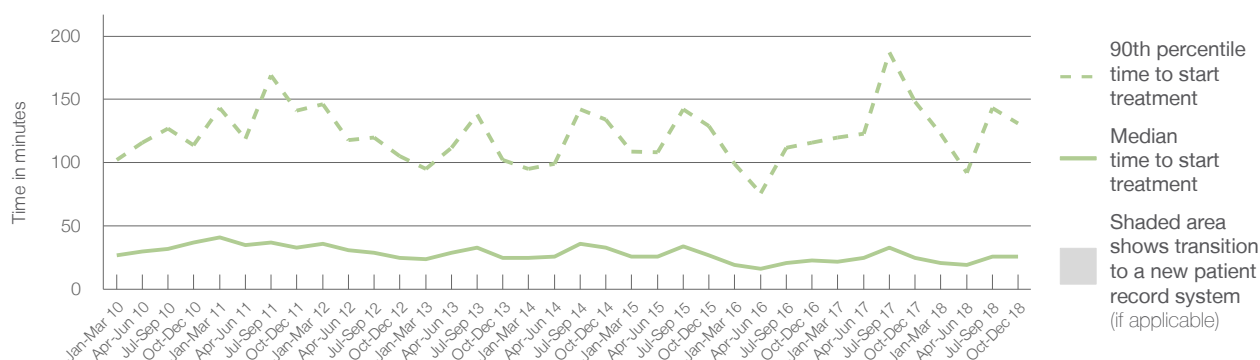
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
4,029	
3,483	
25 minutes	26 minutes
148 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	33	25	25	33	27	23	25	26
90th percentile time to start treatment ⁵ (minutes)	114	141	105	102	134	129	116	148	131

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

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

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

October to December 2018

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

Number of triage 5 patients: 512

Number of triage 5 patients used to calculate waiting time:³ 339

Median time to start treatment⁴

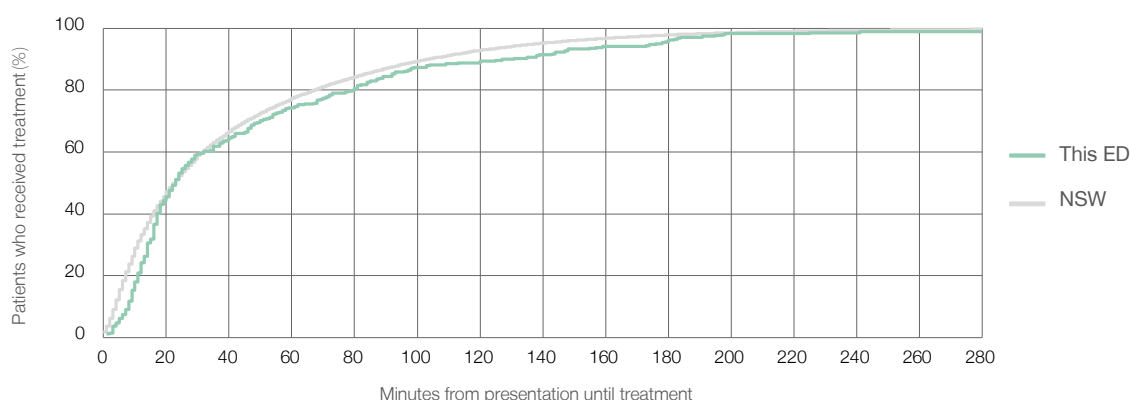
23 minutes

90th percentile time to start treatment⁵

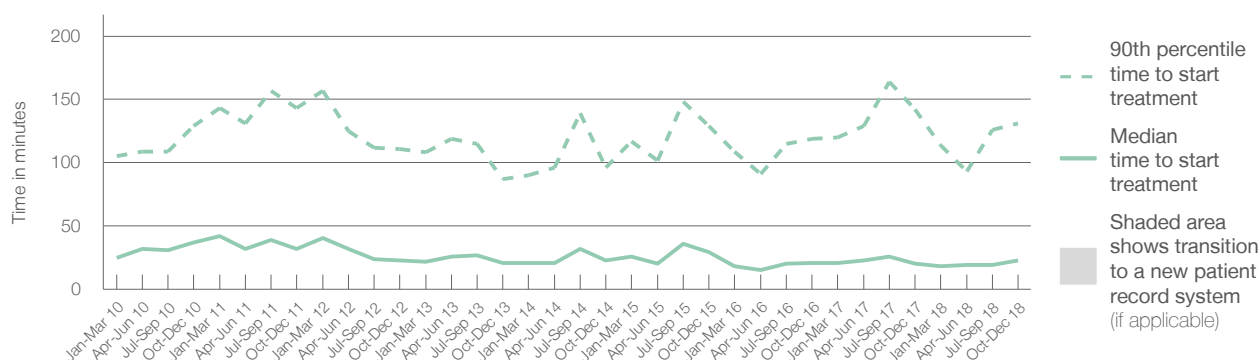
131 minutes

Same period last year	NSW (this period)
753	
532	
20 minutes	23 minutes
142 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	32	23	21	23	30	21	20	23
90th percentile time to start treatment ⁵ (minutes)	129	143	111	87	96	129	119	142	131

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

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

Fairfield Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 9,158 patients

Presentations used to calculate time to leaving the ED:⁶ 9,158 patients

Median time spent in the ED⁸

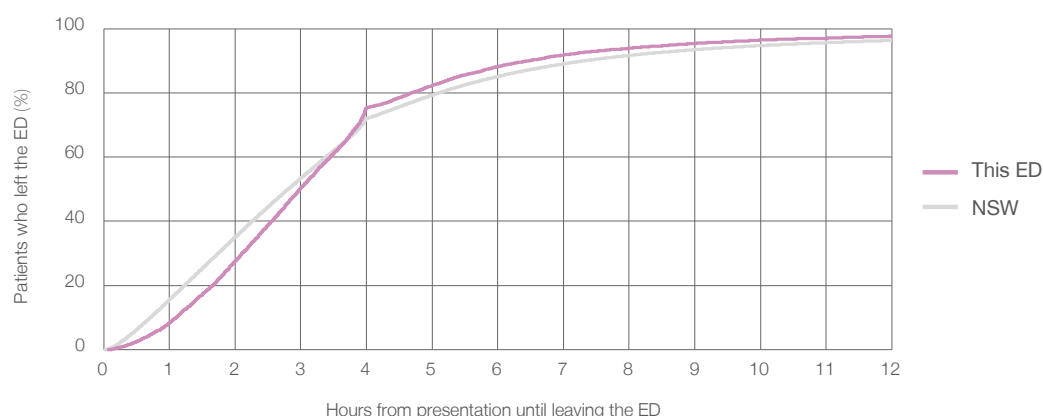
2 hours and 60 minutes

90th percentile time spent in the ED⁹

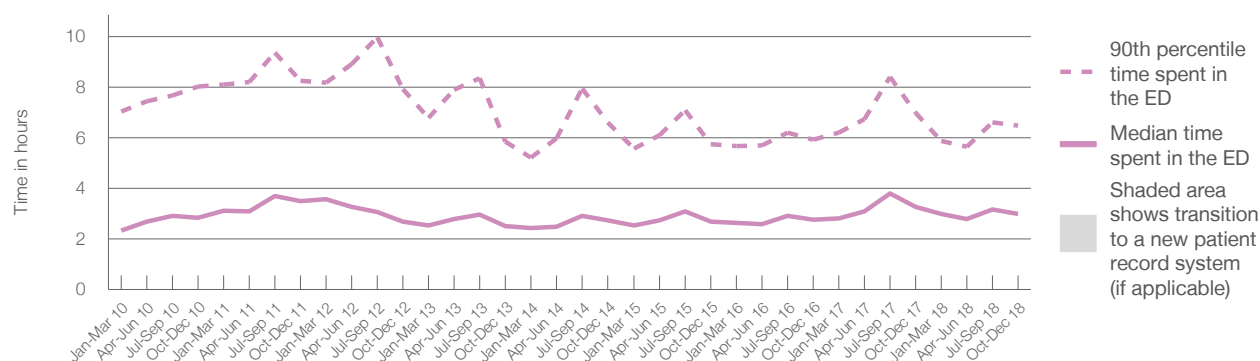
6 hours and 29 minutes

Same period last year	NSW (this period)
8,878	
8,878	
3 hours and 17 minutes	2 hours and 49 minutes
6 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 50m	3h 30m	2h 42m	2h 31m	2h 45m	2h 42m	2h 46m	3h 17m	2h 60m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 2m	8h 16m	7h 56m	5h 51m	6h 36m	5h 45m	5h 56m	6h 59m	6h 29m

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

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

Fairfield Hospital: Time patients spent in the ED

By mode of separation

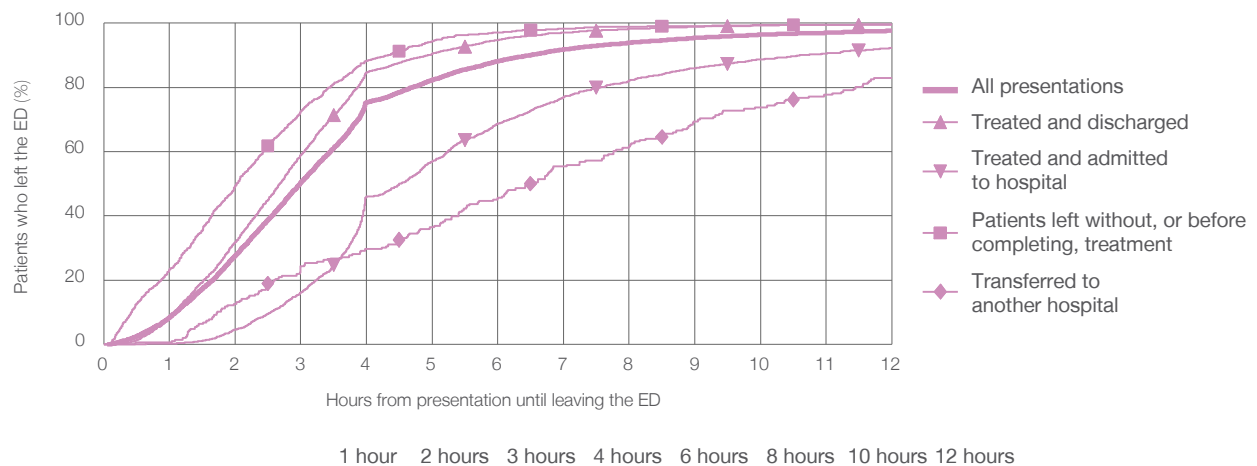
October to December 2018

All presentations:[†] 9,158 patients

Presentations used to calculate time to leaving the ED:[‡] 9,158 patients

		Same period last year	Change since one year ago
Treated and discharged	5,861 (64.0%)	8,878	3%
Treated and admitted to hospital	2,023 (22.1%)	5,250	11.6%
Patient left without, or before completing, treatment	1,000 (10.9%)	2,156	-6.2%
Transferred to another hospital	206 (2.2%)	1,211	-17.4%
Other	68 (0.7%)	184	12.0%
		77	-11.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.4%	31.8%	58.9%	84.7%	94.8%	98.2%	99.3%	99.7%
Treated and admitted to hospital	0.1%	4.6%	16.1%	46.0%	68.8%	82.1%	88.8%	92.3%
Patient left without, or before completing, treatment	23.3%	49.4%	72.6%	88.3%	97.1%	99.0%	99.5%	99.5%
Transferred to another hospital	0.5%	12.6%	24.3%	29.6%	45.6%	61.7%	73.8%	83.0%
All presentations	8.4%	27.7%	50.4%	75.4%	88.2%	93.9%	96.5%	97.6%

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

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

Fairfield Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 9,158 patients

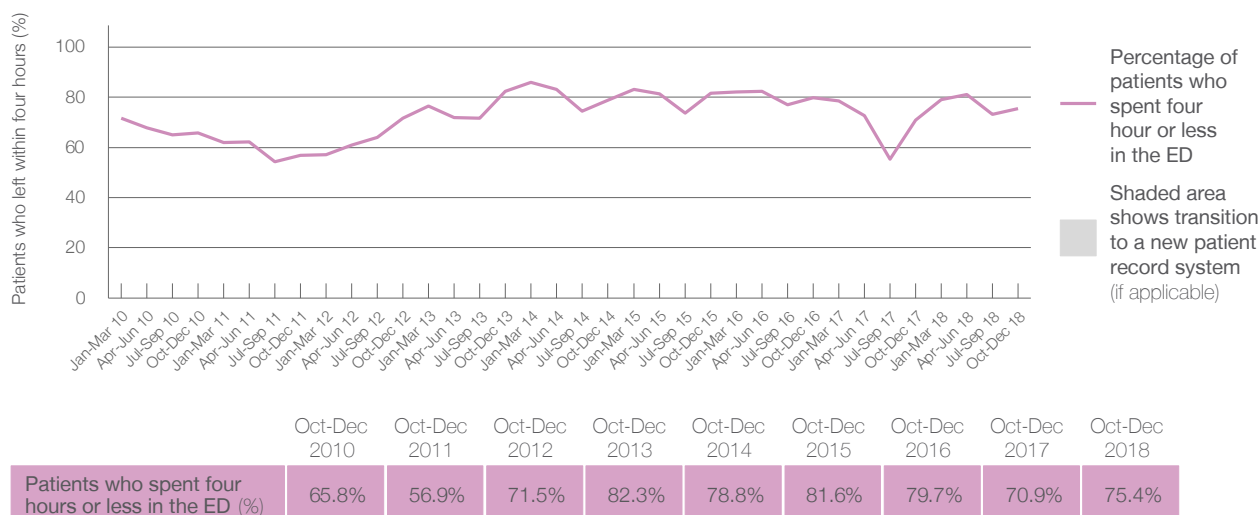
Presentations used to calculate time to leaving the ED: ⁶ 9,158 patients

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



Same period last year	Change since one year ago
8,878	3%
8,878	3%
70.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

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

October to December 2018

All presentations:¹ 10,296 patients

Emergency presentations:² 10,250 patients

Same period last year	Change since one year ago
10,292	0%
10,222	0%

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

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,469 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,264 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,590 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): 1,871 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,445	
5 minutes	8 minutes
11 minutes	26 minutes
2,322	
12 minutes	20 minutes
38 minutes	72 minutes
4,744	
15 minutes	26 minutes
68 minutes	104 minutes
1,679	
11 minutes	23 minutes
84 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,296 patients

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

Same period last year	Change since one year ago
10,292	0%
75%	

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

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

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

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

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

October to December 2018

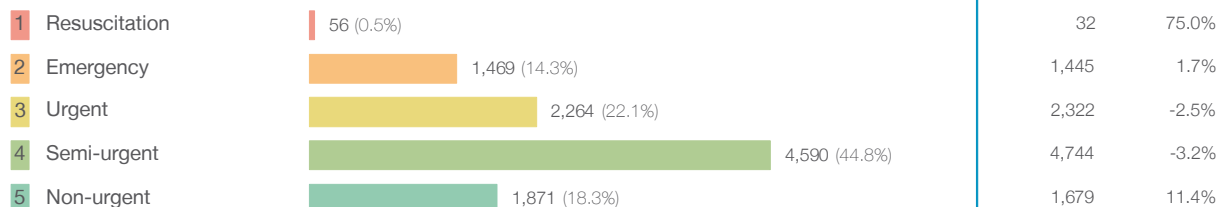
All presentations:¹ 10,296 patients

Same period last year Change since one year ago

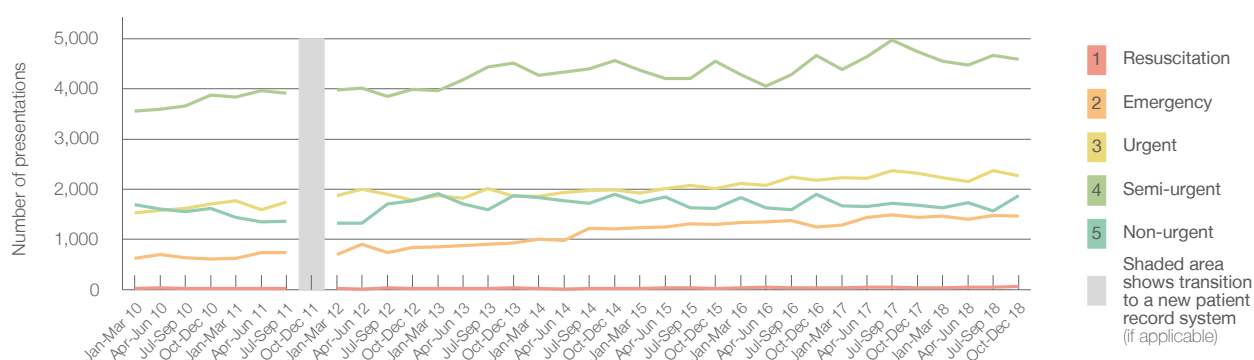
10,292 0%

Emergency presentations² by triage category: 10,250 patients

10,222 0%



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	19		25	38	23	26	35	32	56
Emergency	614		839	930	1,210	1,298	1,250	1,445	1,469
Urgent	1,702		1,784	1,857	1,987	2,018	2,176	2,322	2,264
Semi-urgent	3,870		3,987	4,517	4,558	4,547	4,670	4,744	4,590
Non-urgent	1,620		1,774	1,867	1,892	1,624	1,903	1,679	1,871
All emergency presentations	7,825		8,409	9,209	9,670	9,513	10,034	10,222	10,250

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

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,976 patients

Same period last year Change since one year ago

2,035

ED Transfer of care time

Median time	11 minutes	10 minutes	1 minute
90th percentile time	24 minutes	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.

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,469

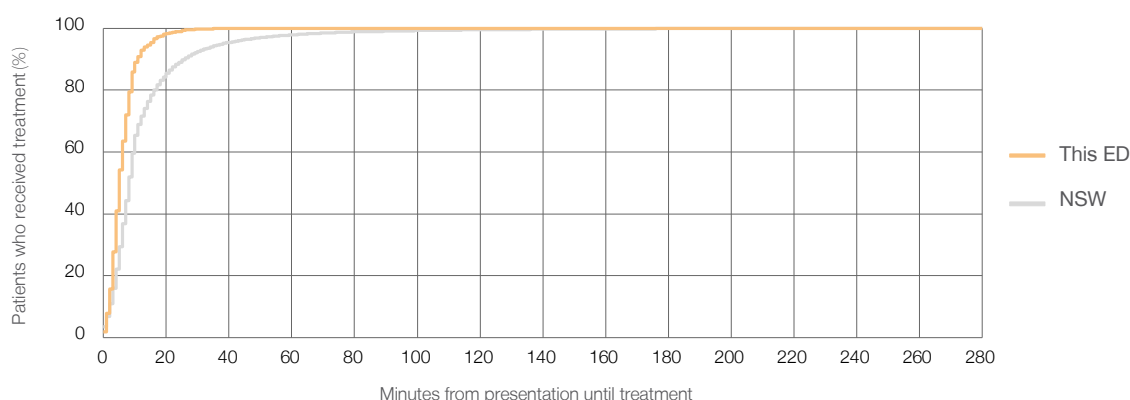
Number of triage 2 patients used to calculate waiting time: ³ 1,469

Median time to start treatment ⁴ 5 minutes

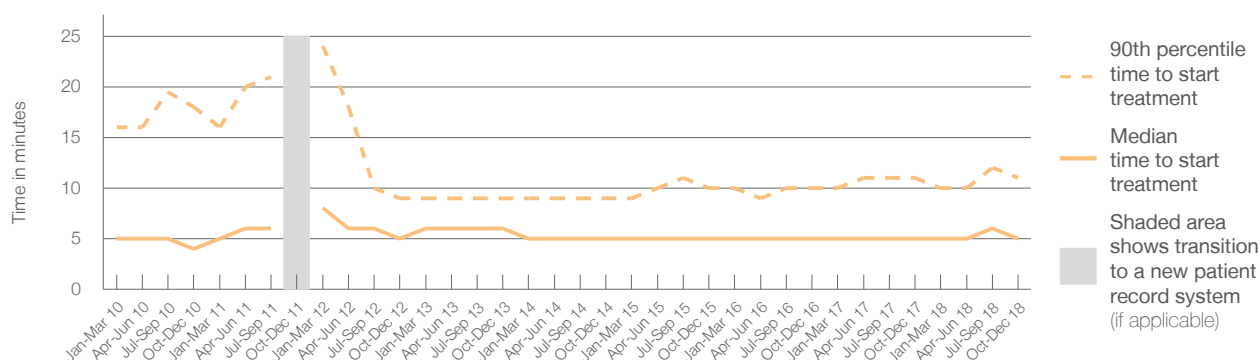
90th percentile time to start treatment ⁵ 11 minutes

Same period last year	NSW (this period)
1,445	
1,444	
5 minutes	8 minutes
11 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4		5	6	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	18		9	9	9	10	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.

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

October to December 2018

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

Number of triage 3 patients: 2,264

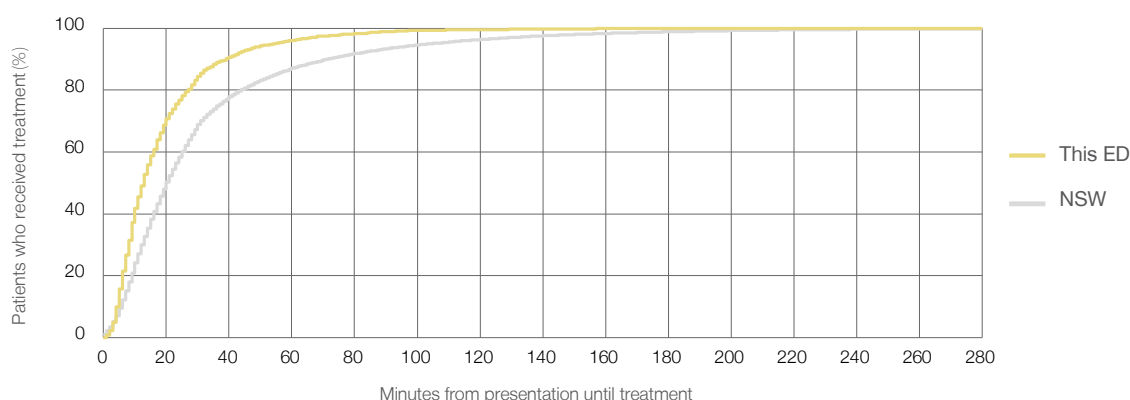
Number of triage 3 patients used to calculate waiting time: ³ 2,254

Median time to start treatment ⁴ 13 minutes

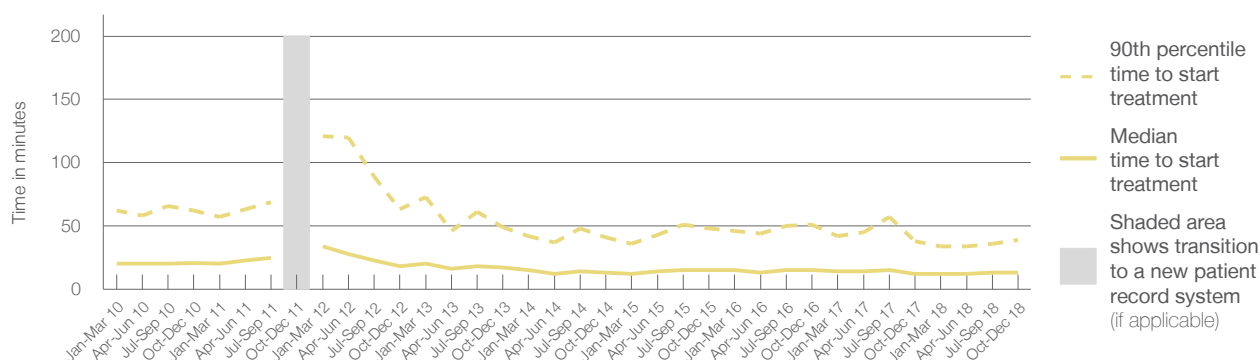
90th percentile time to start treatment ⁵ 39 minutes

Same period last year	NSW (this period)
2,322	
2,312	
12 minutes	20 minutes
38 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21		18	17	13	15	15	12	13
90th percentile time to start treatment ⁵ (minutes)	62		63	49	41	48	51	38	39

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

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

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

October to December 2018

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

Number of triage 4 patients: 4,590

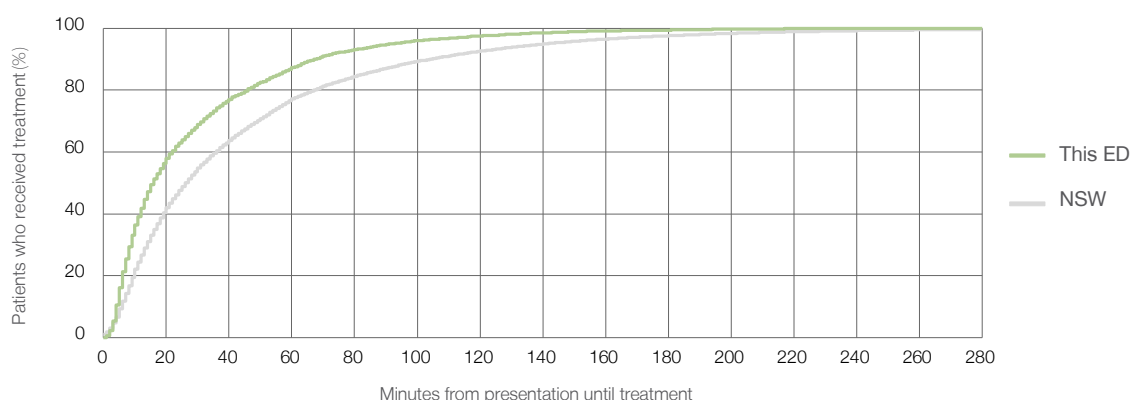
Number of triage 4 patients used to calculate waiting time:³ 4,470

Median time to start treatment⁴ 16 minutes

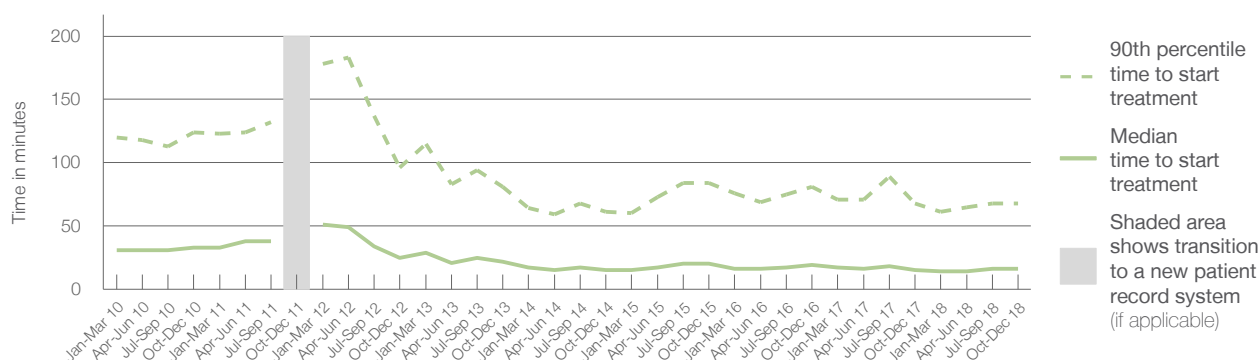
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,744	
4,608	
15 minutes	26 minutes
68 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33		25	22	15	20	19	15	16
90th percentile time to start treatment ⁵ (minutes)	124		96	81	61	84	81	68	68

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

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

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

October to December 2018

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

Number of triage 5 patients: 1,871

Number of triage 5 patients used to calculate waiting time:³ 1,758

Median time to start treatment⁴

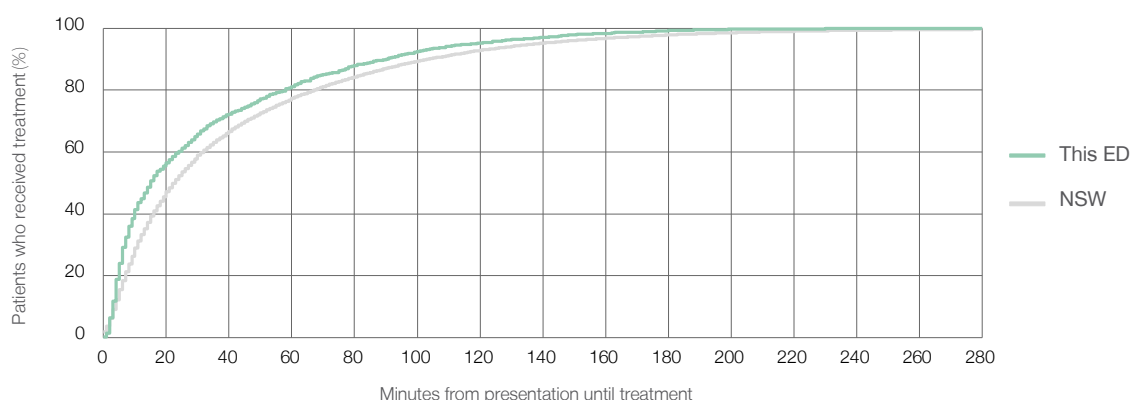
15 minutes

90th percentile time to start treatment⁵

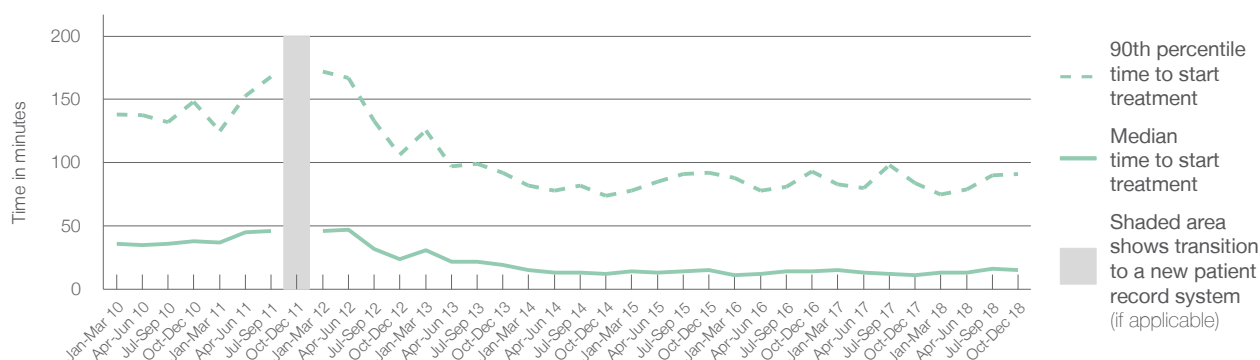
91 minutes

Same period last year	NSW (this period)
1,679	
1,591	
11 minutes	23 minutes
84 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	38		24	19	12	15	14	11	15
90th percentile time to start treatment ⁵ (minutes)	148		106	92	74	92	93	84	91

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

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

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

October to December 2018

All presentations:¹ 10,296 patients

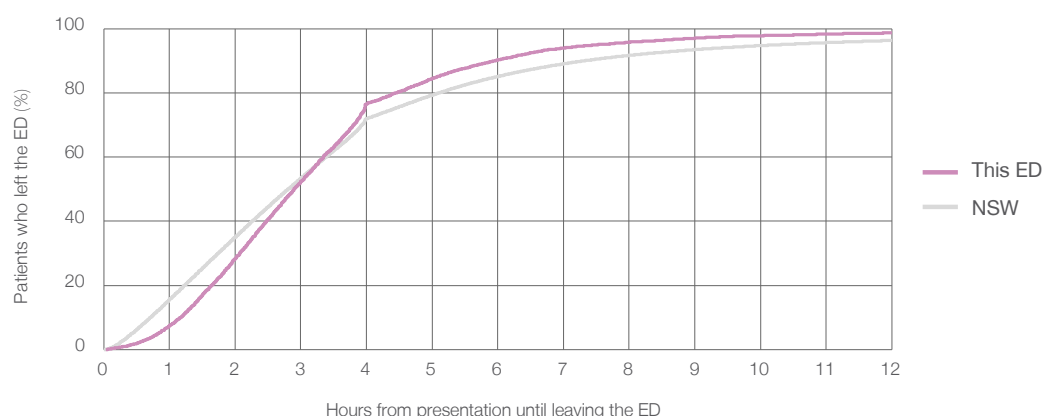
Presentations used to calculate time to leaving the ED:⁶ 10,292 patients

Median time spent in the ED⁸ 2 hours and 54 minutes

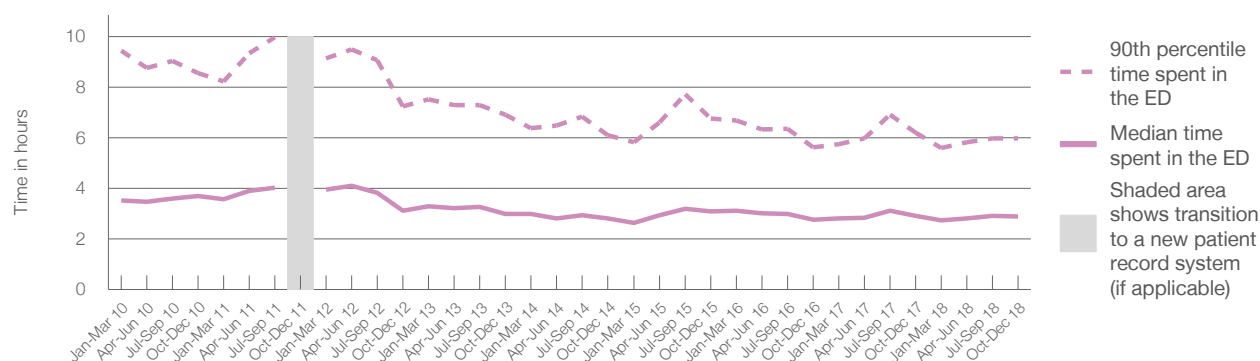
90th percentile time spent in the ED⁹ 5 hours and 58 minutes

Same period last year	NSW (this period)
10,292	
10,292	
2 hours and 56 minutes	2 hours and 49 minutes
6 hours and 12 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 42m		3h 8m	3h 0m	2h 49m	3h 5m	2h 46m	2h 56m	2h 54m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 34m		7h 14m	6h 55m	6h 7m	6h 46m	5h 37m	6h 12m	5h 58m

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

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

October to December 2018

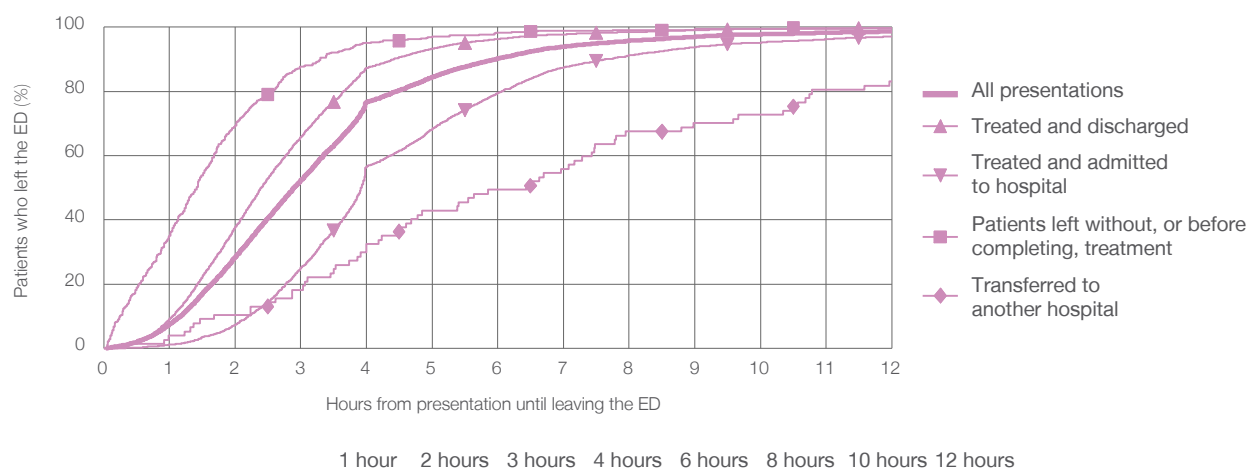
All presentations:[†] 10,296 patients

Presentations used to calculate time to leaving the ED:[‡] 10,296 patients

Treated and discharged	6,214 (60.4%)
Treated and admitted to hospital	3,550 (34.5%)
Patient left without, or before completing, treatment	454 (4.4%)
Transferred to another hospital	77 (0.7%)
Other	1 (0%)

Same period last year	Change since one year ago
10,292	0%
6,418	-3.2%
3,342	6.2%
455	-0.2%
72	6.9%
5	-80.0%

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



Treated and discharged	9.1%	37.8%	65.8%	87.3%	96.3%	98.5%	99.4%	99.7%
Treated and admitted to hospital	1.1%	7.3%	25.2%	56.7%	79.5%	91.3%	95.2%	97.0%
Patient left without, or before completing, treatment	35.0%	69.4%	87.7%	95.2%	98.2%	99.1%	99.6%	99.8%
Transferred to another hospital	3.9%	10.4%	18.2%	32.5%	49.4%	67.5%	72.7%	83.1%
All presentations	7.5%	28.5%	52.4%	76.7%	90.3%	95.8%	97.8%	98.6%

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

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

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

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

October to December 2018

All presentations at the emergency department: ¹ 10,296 patients

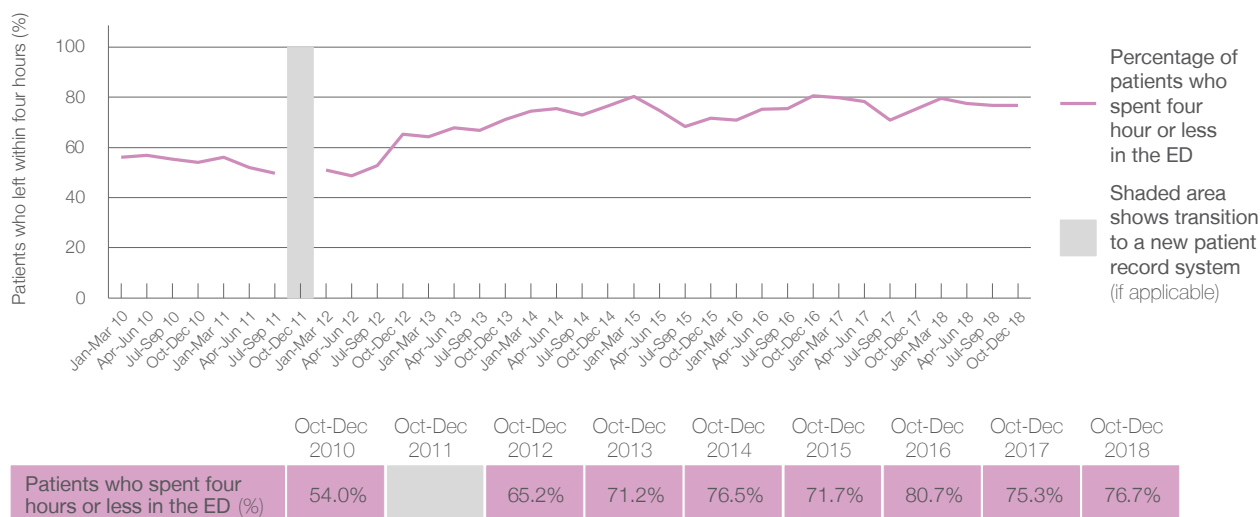
Presentations used to calculate time to leaving the ED: ⁶ 10,296 patients

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



Same period last year	Change since one year ago
10,292	0%
10,292	0%
75.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Lismore Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,018 patients

Emergency presentations:² 9,835 patients

Same period last year	Change since one year ago
8,909	12%
8,576	15%

Lismore Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,065 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,251 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,406 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,064 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
883	
7 minutes	8 minutes
14 minutes	26 minutes
2,829	
20 minutes	20 minutes
68 minutes	72 minutes
3,779	
32 minutes	26 minutes
120 minutes	104 minutes
1,039	
35 minutes	23 minutes
126 minutes	104 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,015 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
8,908	12%
67%	

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

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

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

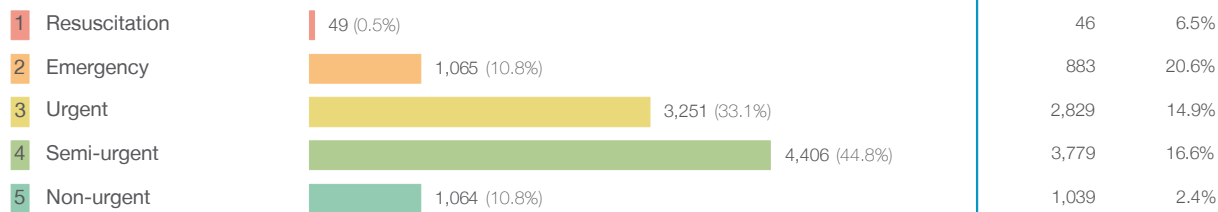
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Lismore Base Hospital: Patients presenting to the emergency department

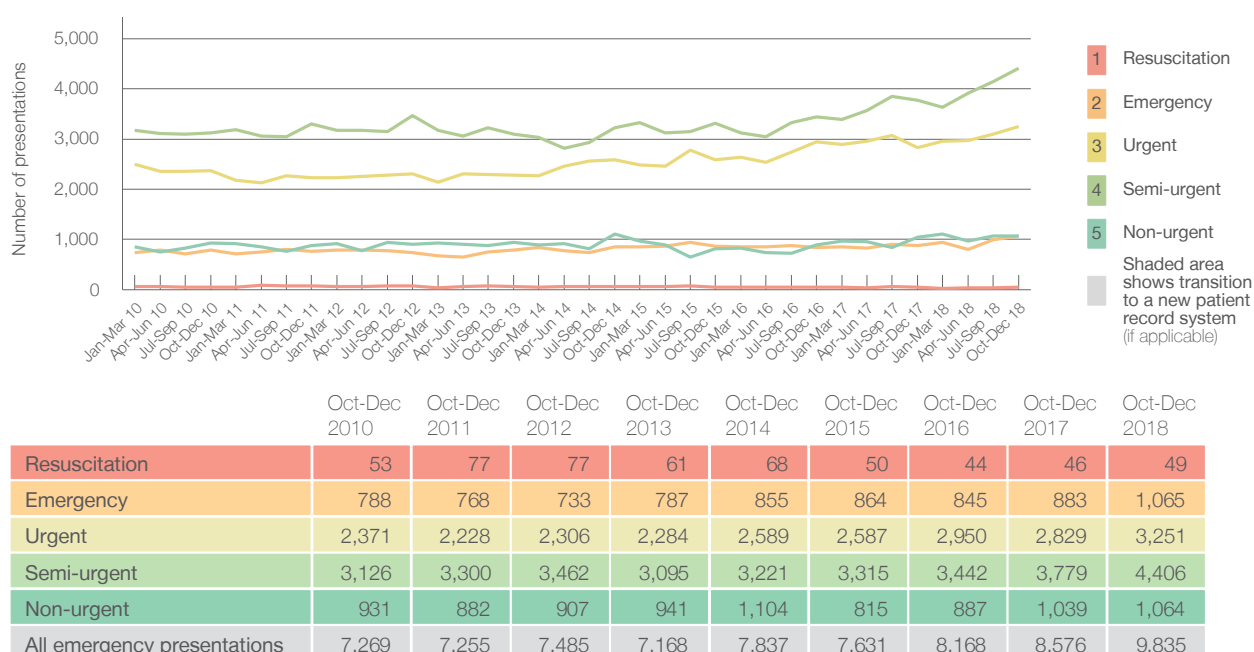
October to December 2018

All presentations:¹ 10,018 patients

Emergency presentations² by triage category: 9,835 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Lismore Base Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,967 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.

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

October to December 2018

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

Number of triage 2 patients: 1,065

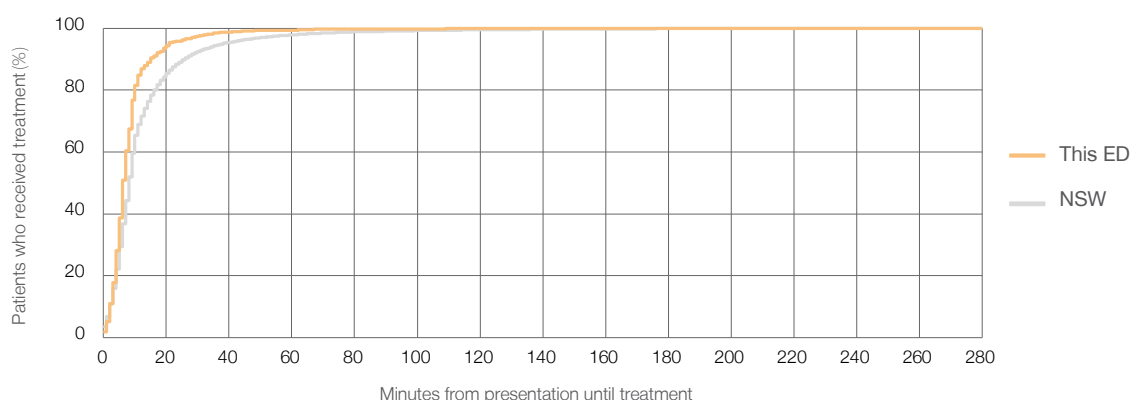
Number of triage 2 patients used to calculate waiting time: ³ 1,061

Median time to start treatment ⁴ 6 minutes

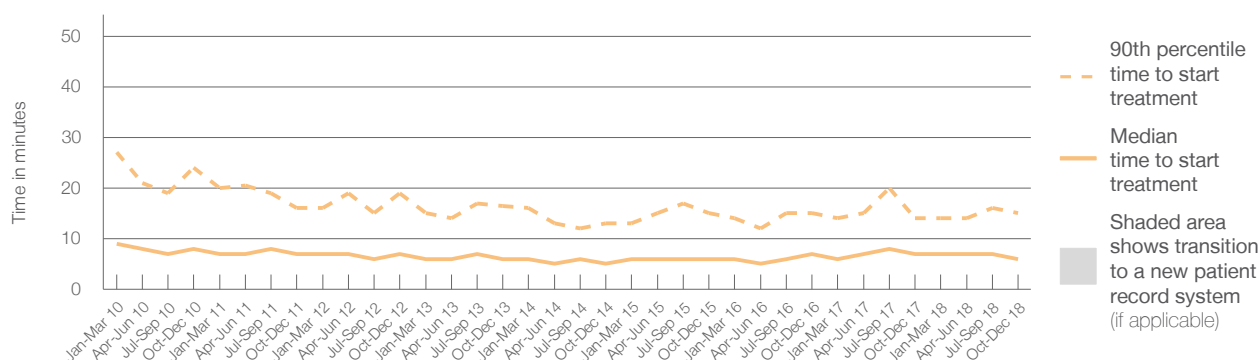
90th percentile time to start treatment ⁵ 15 minutes

Same period last year	NSW (this period)
883	
877	
7 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	7	6	5	6	7	7	6
90th percentile time to start treatment ⁵ (minutes)	24	16	19	17	13	15	15	14	15

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

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

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

October to December 2018

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

Number of triage 3 patients: 3,251

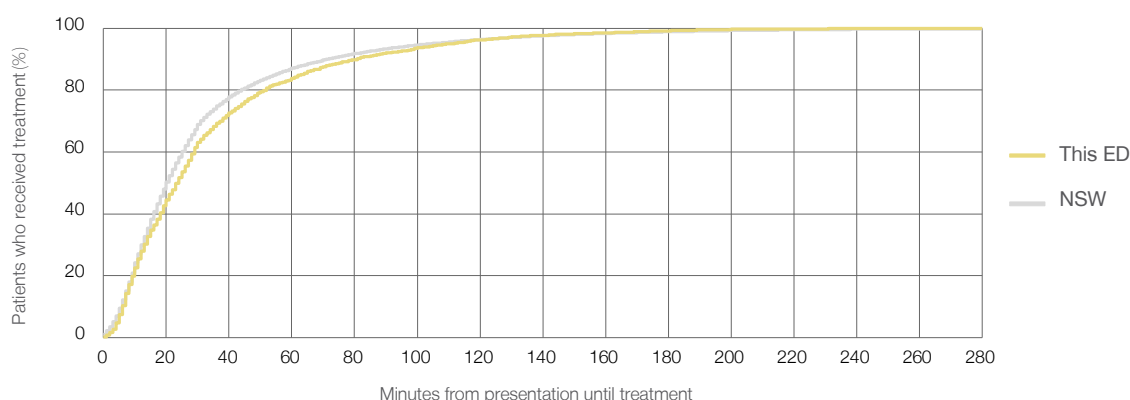
Number of triage 3 patients used to calculate waiting time:³ 3,172

Median time to start treatment⁴ 24 minutes

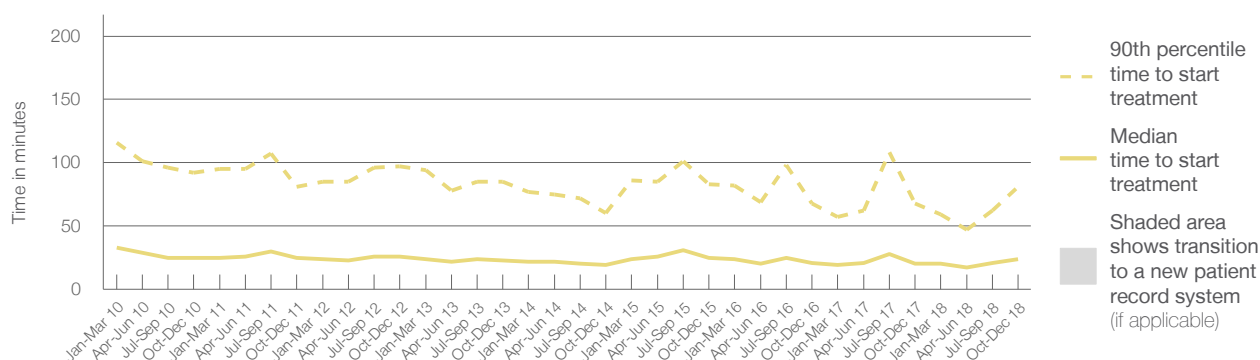
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
2,829	
2,771	
20 minutes	20 minutes
68 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	25	26	23	19	25	21	20	24
90th percentile time to start treatment ⁵ (minutes)	92	81	97	85	60	83	68	68	81

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

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

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

October to December 2018

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

Number of triage 4 patients: 4,406

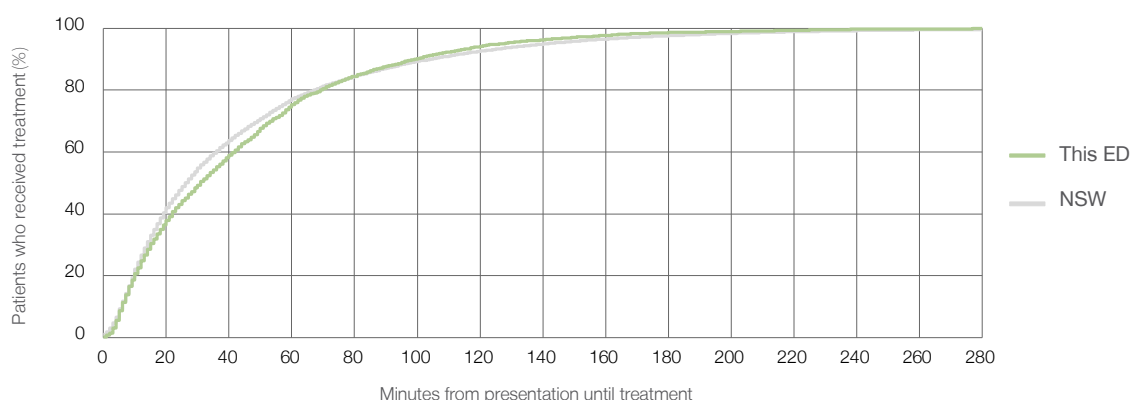
Number of triage 4 patients used to calculate waiting time:³ 4,207

Median time to start treatment⁴ 31 minutes

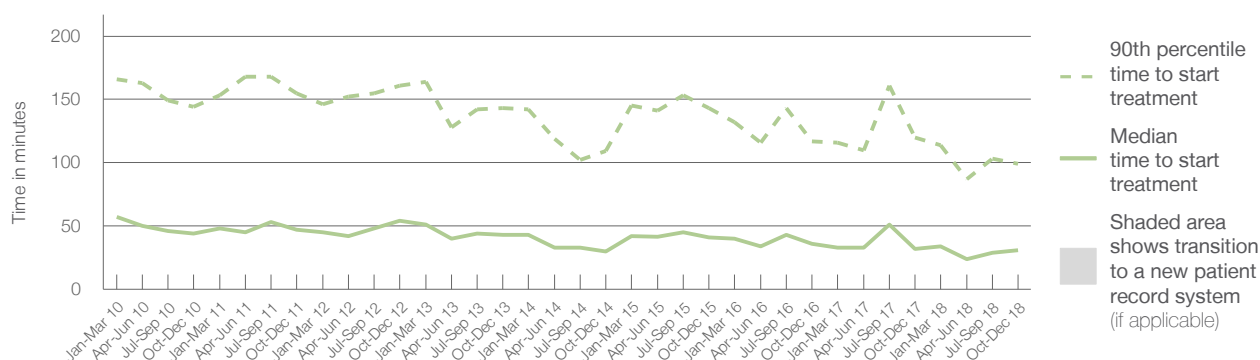
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
3,779	
3,568	
32 minutes	26 minutes
120 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	44	47	54	43	30	41	36	32	31
90th percentile time to start treatment ⁵ (minutes)	144	155	161	143	110	143	117	120	99

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

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

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

October to December 2018

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

Number of triage 5 patients: 1,064

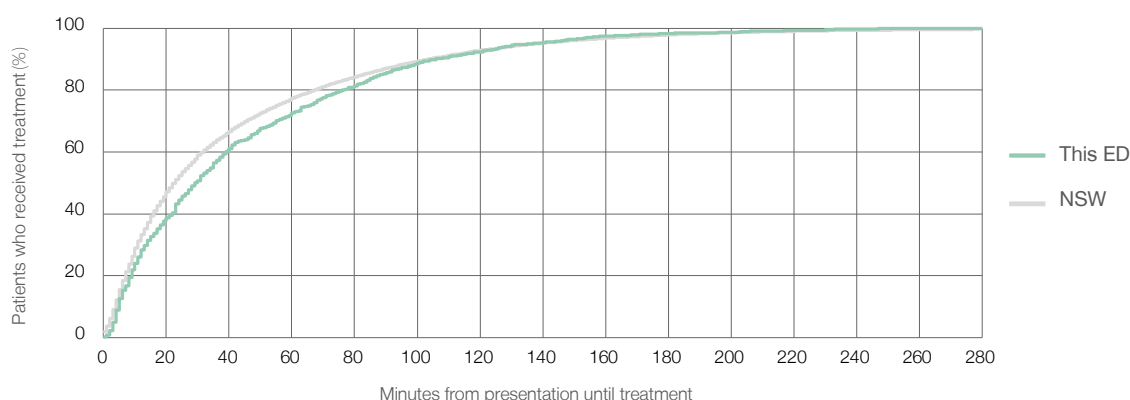
Number of triage 5 patients used to calculate waiting time:³ 971

Median time to start treatment⁴ 29 minutes

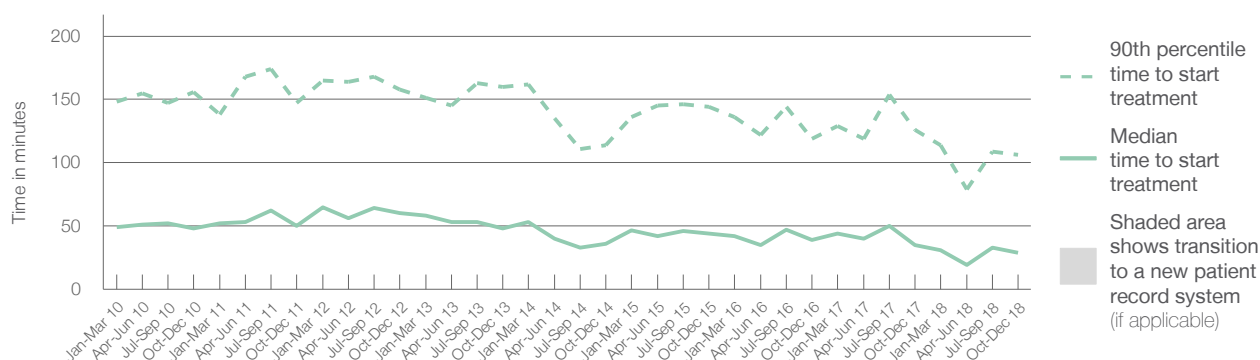
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
1,039	
909	
35 minutes	23 minutes
126 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	48	50	60	48	36	44	39	35	29
90th percentile time to start treatment ⁵ (minutes)	156	147	158	160	114	144	119	126	106

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

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

Lismore Base Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,018 patients

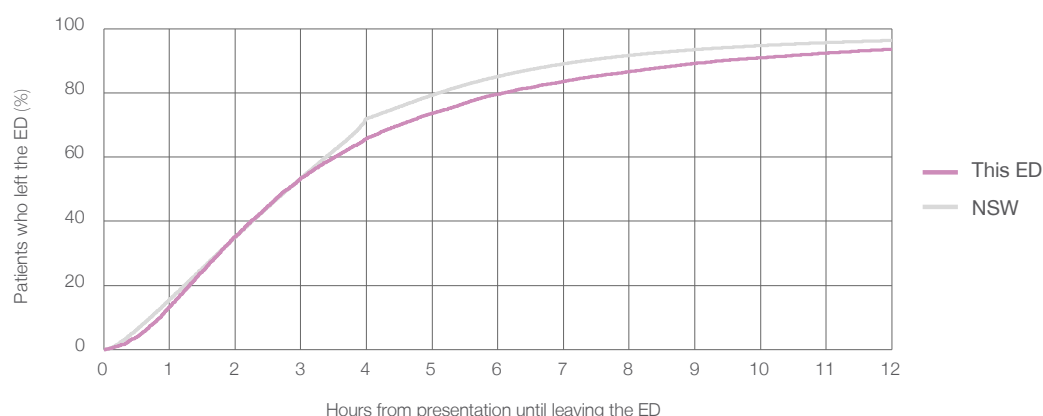
Presentations used to calculate time to leaving the ED:⁶ 10,015 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

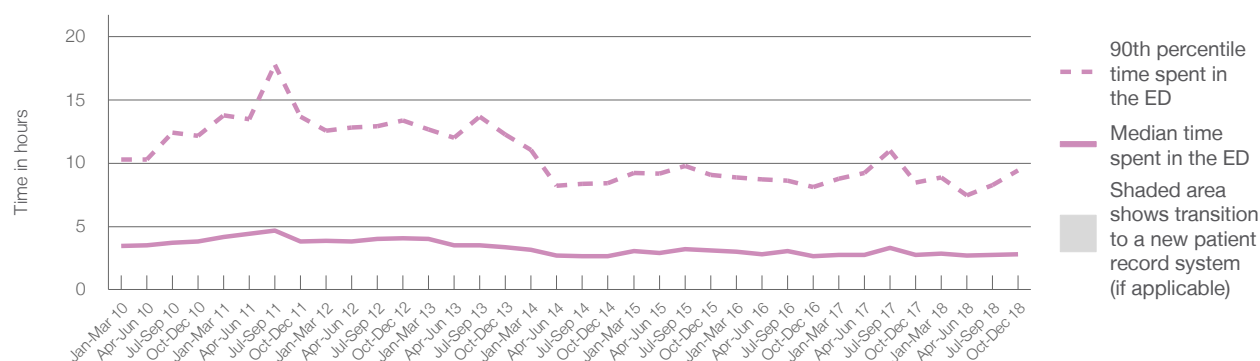
90th percentile time spent in the ED⁹ 9 hours and 26 minutes

Same period last year	NSW (this period)
8,909	
8,908	
2 hours and 46 minutes	2 hours and 49 minutes
8 hours and 29 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 49m	3h 49m	4h 4m	3h 22m	2h 39m	3h 5m	2h 39m	2h 46m	2h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)	12h 11m	13h 41m	13h 21m	12h 16m	8h 25m	9h 5m	8h 7m	8h 29m	9h 26m

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

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

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

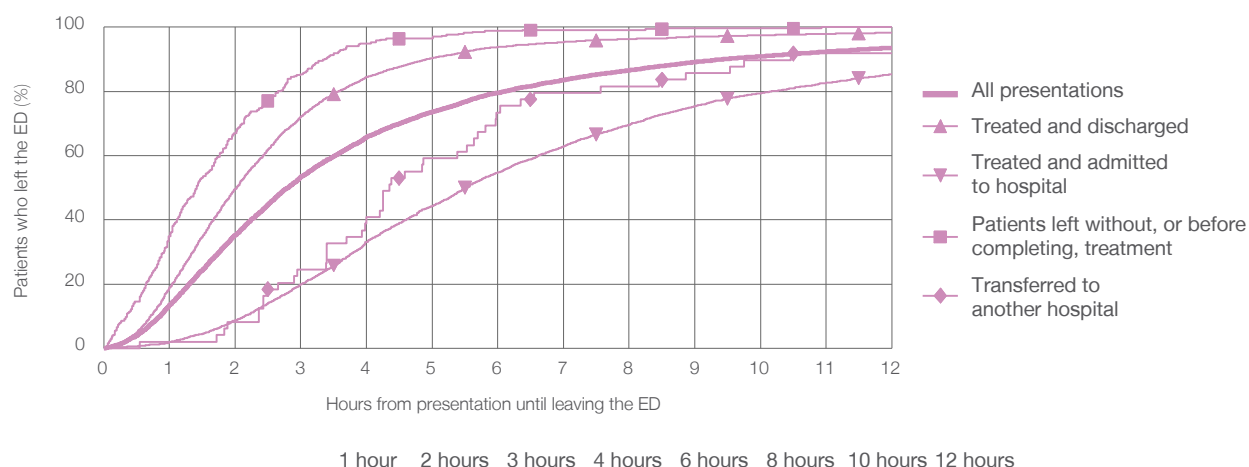
October to December 2018

All presentations:[†] 10,018 patients

Presentations used to calculate time to leaving the ED:[‡] 10,015 patients

		Same period last year	Change since one year ago
Treated and discharged	5,912 (59.0%)	8,908	12%
Treated and admitted to hospital	3,672 (36.7%)	4,711	25.5%
Patient left without, or before completing, treatment	336 (3.4%)	3,804	-3.5%
Transferred to another hospital	49 (0.5%)	307	9.4%
Other	49 (0.5%)	39	25.6%
		48	2.1%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.9%	49.7%	72.2%	84.5%	93.8%	96.3%	97.5%	98.3%
Treated and admitted to hospital	1.9%	8.7%	20.0%	33.1%	54.7%	69.7%	79.4%	85.4%
Patient left without, or before completing, treatment	34.8%	67.0%	85.4%	94.9%	98.8%	99.1%	99.7%	100%
Transferred to another hospital	2.0%	8.2%	24.5%	40.8%	73.5%	81.6%	89.8%	91.8%
All presentations	13.4%	35.2%	53.4%	65.8%	79.6%	86.6%	90.9%	93.6%

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

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

Lismore Base Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,018 patients

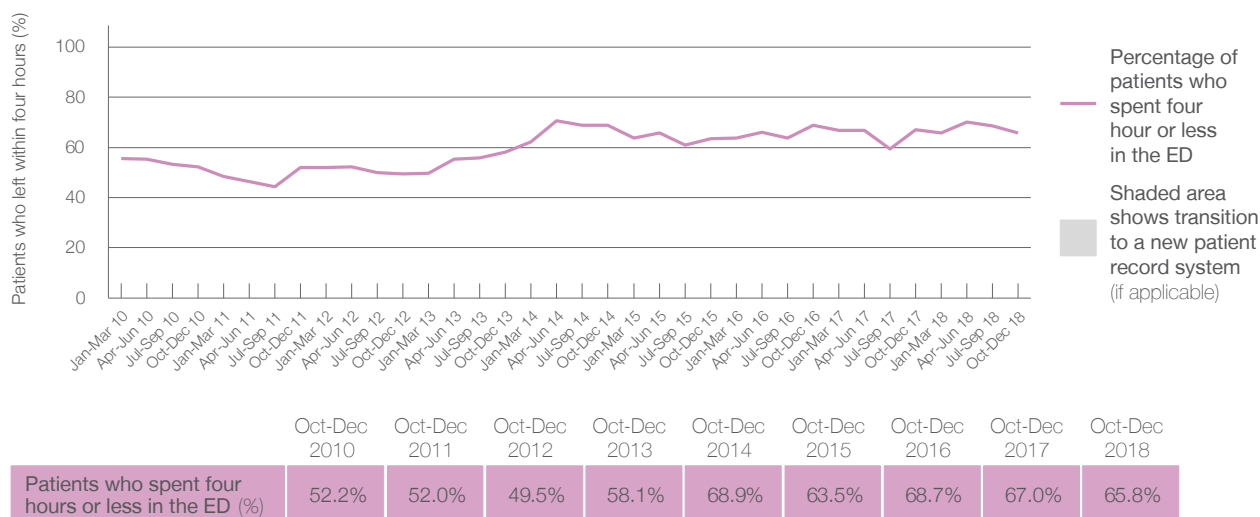
Presentations used to calculate time to leaving the ED: ⁶ 10,015 patients

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



Same period last year	Change since one year ago
8,909	12%
8,908	12%
67.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Maitland Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 12,841 patients

Emergency presentations:² 12,774 patients

Same period last year	Change since one year ago
12,136	6%
12,056	6%

Maitland Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,109 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,707 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,647 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,280 patients

Median time to start treatment⁴ 57 minutes
90th percentile time to start treatment⁵ 165 minutes

Same period last year	NSW (this period)
2,109	
8 minutes	8 minutes
33 minutes	26 minutes
3,181	
25 minutes	20 minutes
99 minutes	72 minutes
5,458	
45 minutes	26 minutes
146 minutes	104 minutes
1,283	
57 minutes	23 minutes
167 minutes	104 minutes

Maitland Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 12,841 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
12,136	6%
68%	

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

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

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

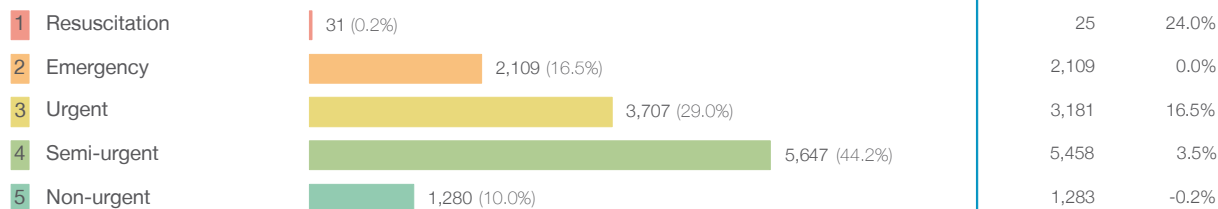
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Maitland Hospital: Patients presenting to the emergency department

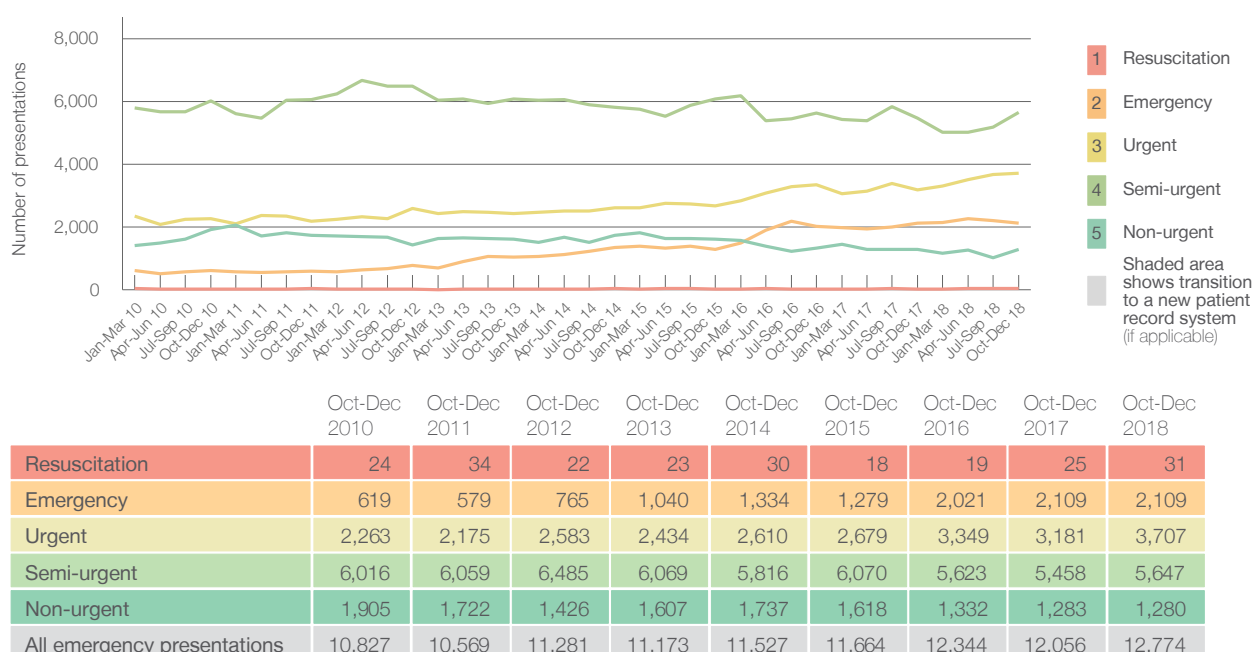
October to December 2018

All presentations:¹ 12,841 patients

Emergency presentations² by triage category: 12,774 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Maitland Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,420 patients

ED Transfer of care time



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

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

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

October to December 2018

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

Number of triage 2 patients: 2,109

Number of triage 2 patients used to calculate waiting time: ³ 2,069

Median time to start treatment ⁴

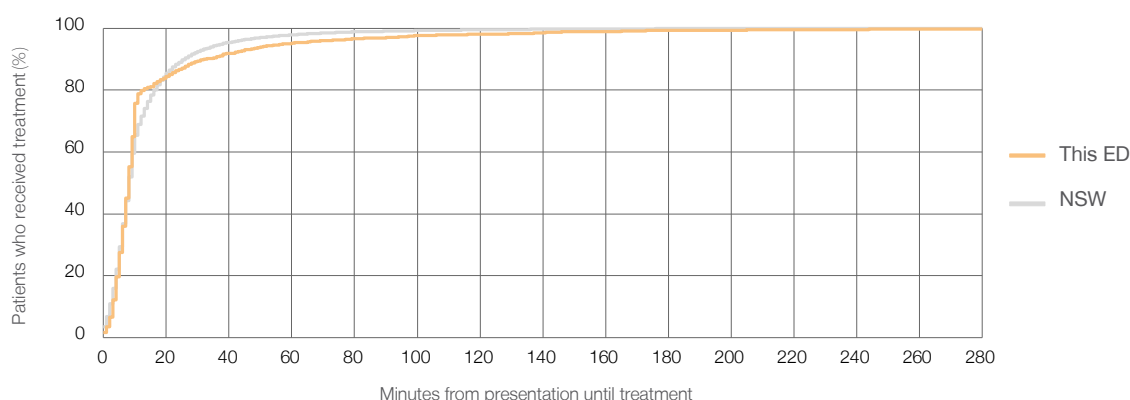
8 minutes

90th percentile time to start treatment ⁵

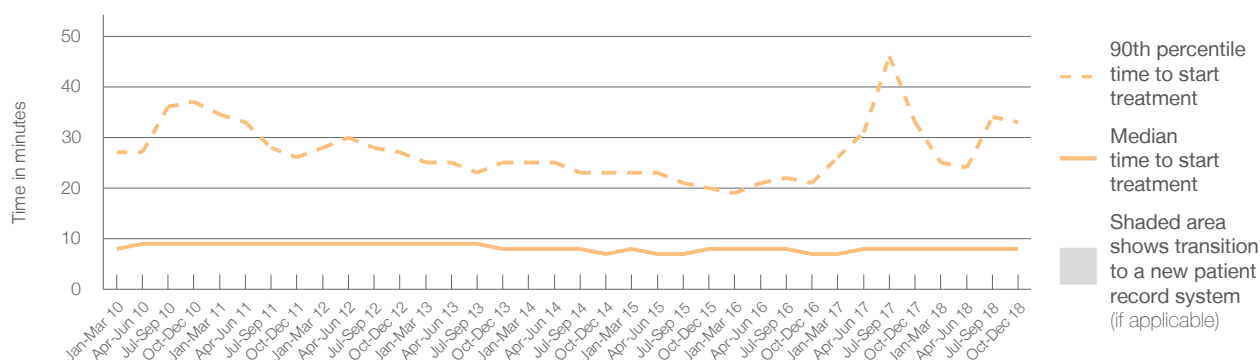
33 minutes

Same period last year	NSW (this period)
2,109	
2,054	
8 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	9	8	7	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	37	26	27	25	23	20	21	33	33

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

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

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

October to December 2018

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

Number of triage 3 patients: 3,707

Number of triage 3 patients used to calculate waiting time:³ 3,501

Median time to start treatment⁴

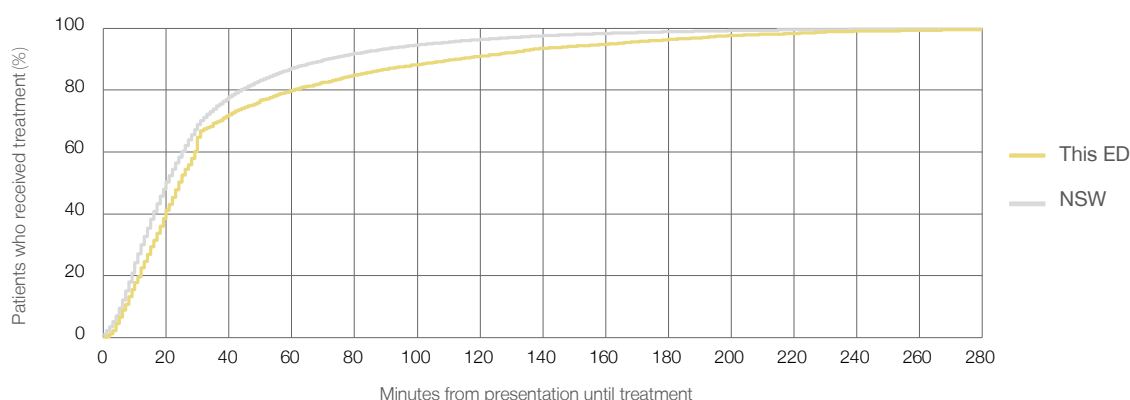
24 minutes

90th percentile time to start treatment⁵

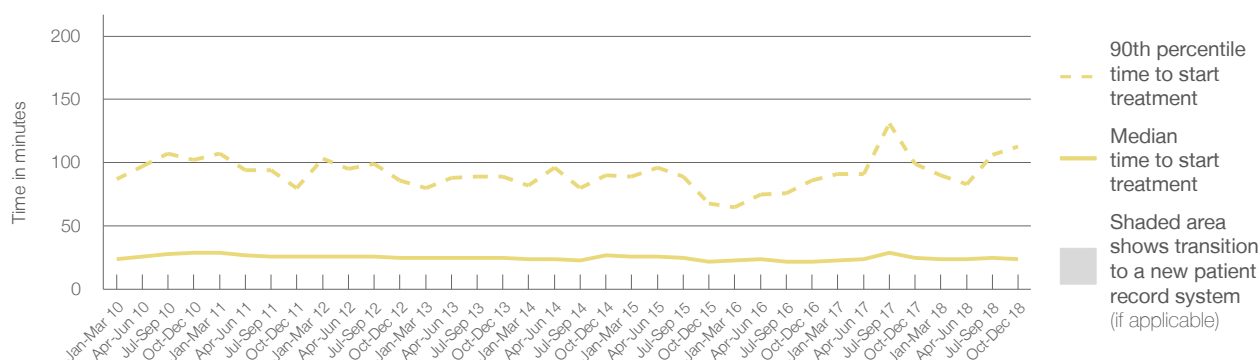
113 minutes

Same period last year	NSW (this period)
3,181	
3,012	
25 minutes	20 minutes
99 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	26	25	25	27	22	22	25	24
90th percentile time to start treatment ⁵ (minutes)	102	80	86	89	90	68	86	99	113

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

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

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

October to December 2018

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

Number of triage 4 patients: 5,647

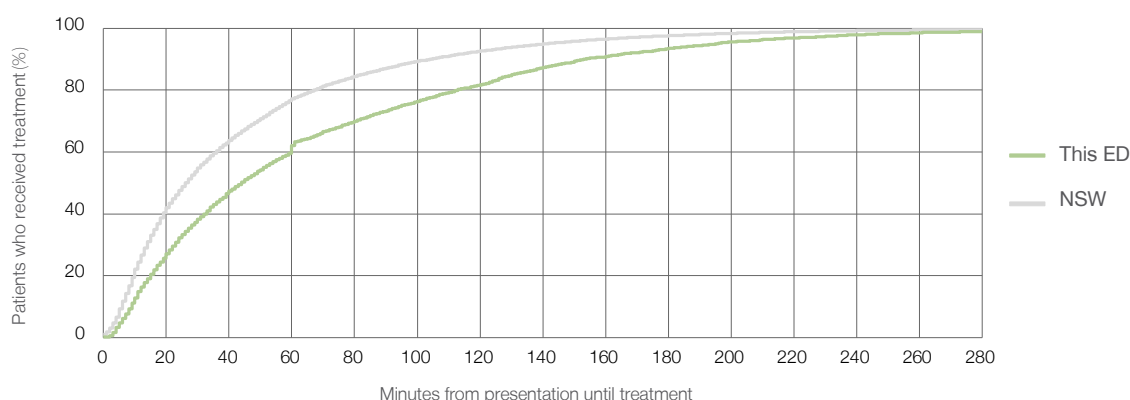
Number of triage 4 patients used to calculate waiting time:³ 4,520

Median time to start treatment⁴ 44 minutes

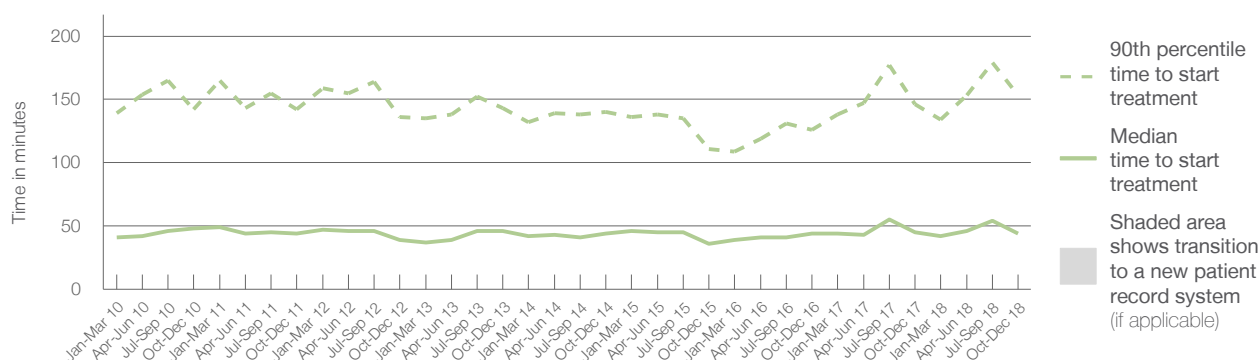
90th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
5,458	
4,411	
45 minutes	26 minutes
146 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	48	44	39	46	44	36	44	45	44
90th percentile time to start treatment ⁵ (minutes)	142	142	136	143	140	111	126	146	153

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

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

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

October to December 2018

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

Number of triage 5 patients: 1,280

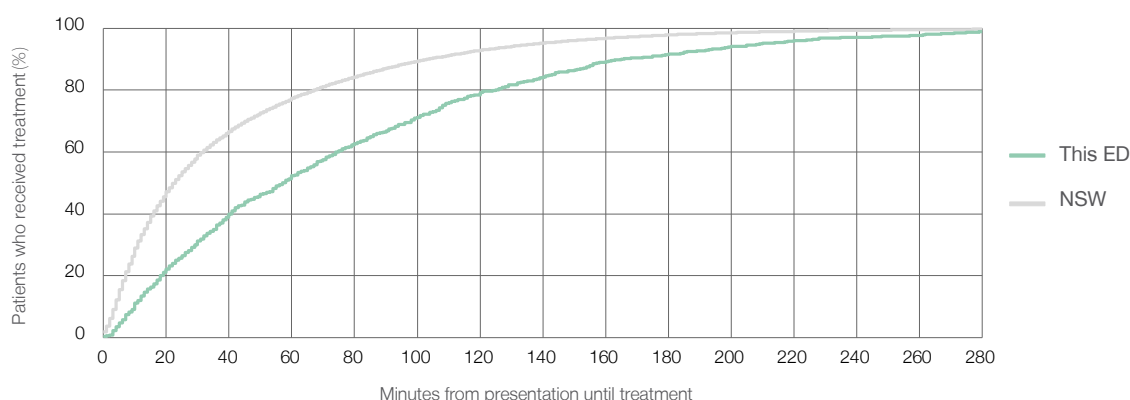
Number of triage 5 patients used to calculate waiting time:³ 882

Median time to start treatment⁴ 57 minutes

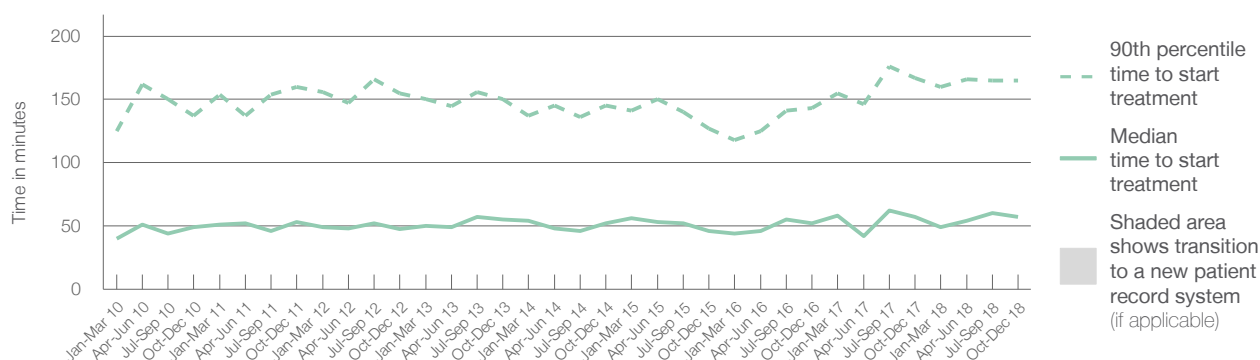
90th percentile time to start treatment⁵ 165 minutes

Same period last year	NSW (this period)
1,283	
872	
57 minutes	23 minutes
167 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	49	53	48	55	52	46	52	57	57
90th percentile time to start treatment ⁵ (minutes)	137	160	155	150	145	127	143	167	165

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Maitland Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 12,841 patients

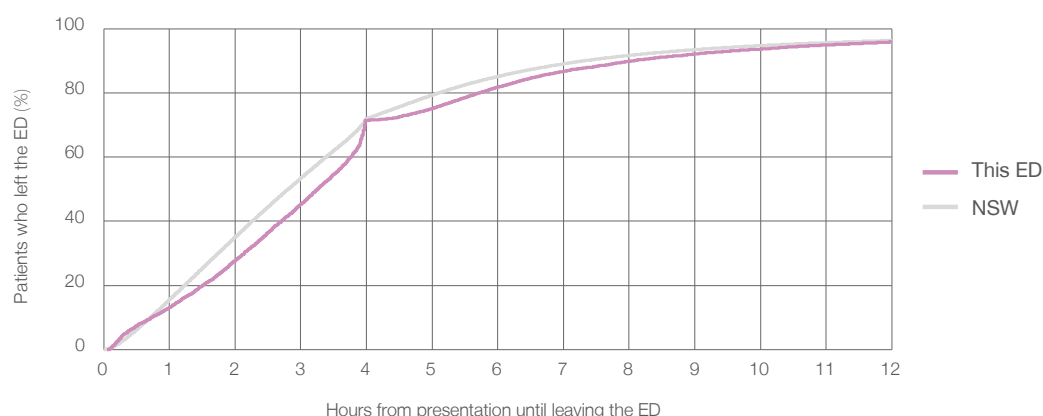
Presentations used to calculate time to leaving the ED:⁶ 12,841 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

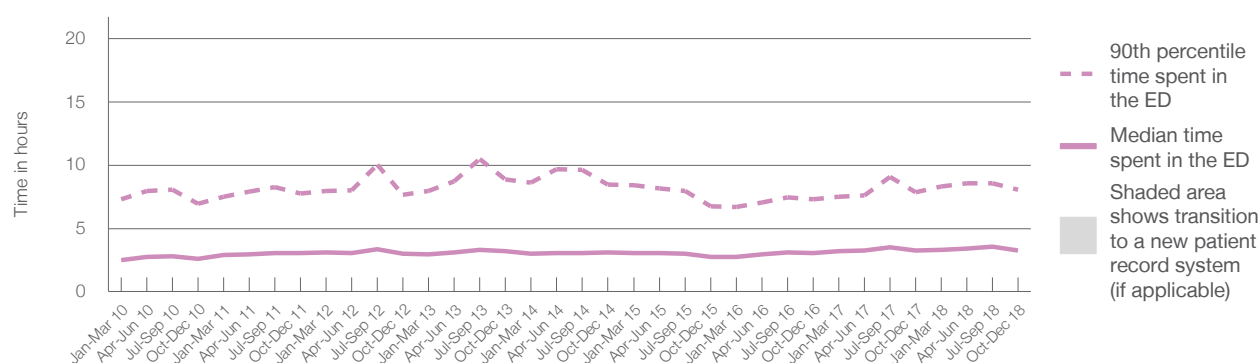
90th percentile time spent in the ED⁹ 8 hours and 4 minutes

Same period last year	NSW (this period)
12,136	
12,136	
3 hours and 17 minutes	2 hours and 49 minutes
7 hours and 51 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 37m	3h 3m	2h 59m	3h 11m	3h 6m	2h 45m	3h 4m	3h 17m	3h 16m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 57m	7h 45m	7h 40m	8h 53m	8h 29m	6h 45m	7h 19m	7h 51m	8h 4m

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

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

Maitland Hospital: Time patients spent in the ED

By mode of separation

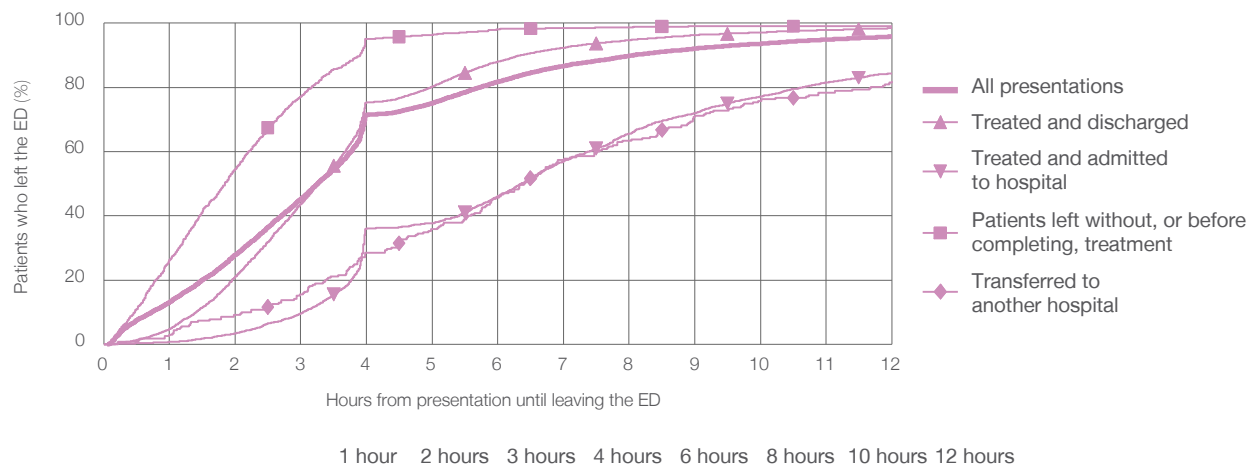
October to December 2018

All presentations:[†] 12,841 patients

Presentations used to calculate time to leaving the ED:[‡] 12,841 patients

		Same period last year	Change since one year ago
		12,136	6%
Treated and discharged	7,960 (62.0%)	7,403	7.5%
Treated and admitted to hospital	2,294 (17.9%)	2,363	-2.9%
Patient left without, or before completing, treatment	1,068 (8.3%)	945	13.0%
Transferred to another hospital	232 (1.8%)	229	1.3%
Other	1,287 (10.0%)	1,196	7.6%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.7%	21.1%	43.7%	75.3%	88.1%	94.8%	97.1%	98.5%
Treated and admitted to hospital	0.7%	3.4%	9.6%	36.1%	46.2%	65.6%	77.2%	84.4%
Patient left without, or before completing, treatment	26.3%	54.6%	77.2%	95.0%	98.1%	98.8%	99.2%	99.2%
Transferred to another hospital	3.0%	9.1%	15.5%	28.4%	45.7%	63.4%	75.9%	81.9%
All presentations	13.2%	27.9%	45.3%	71.5%	81.8%	89.8%	93.6%	95.9%

(†) 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.

Maitland Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 12,841 patients

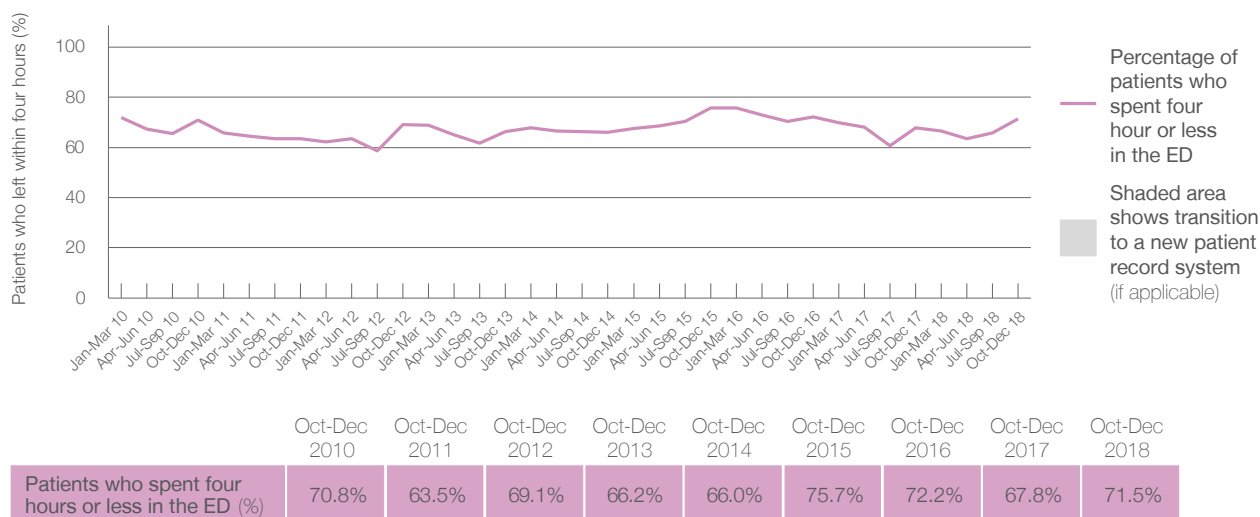
Presentations used to calculate time to leaving the ED: ⁶ 12,841 patients

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



Same period last year	Change since one year ago
12,136	6%
12,136	6%
67.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

Manly Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,877 patients

Emergency presentations:² 1,865 patients

Same period
last year

Change since
one year ago

Not applicable

Manly Hospital: Time from presentation to treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 304 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 678 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 29 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 746 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 55 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 103 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 64 minutes

Same period
last year

NSW
(this period)

Not applicable

Manly Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,877 patients

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

84%

Same period
last year

Change since
one year ago

Not applicable

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

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

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

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

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

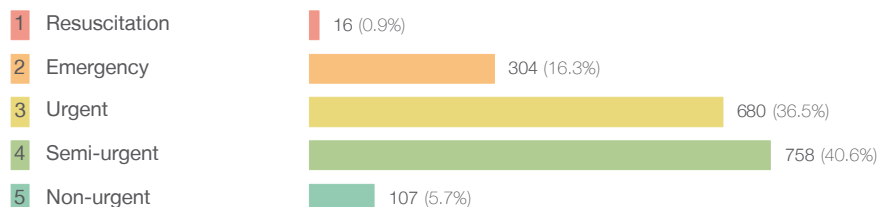
BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

Manly Hospital: Patients presenting to the emergency department

October to December 2018

All presentations:¹ 1,877 patients

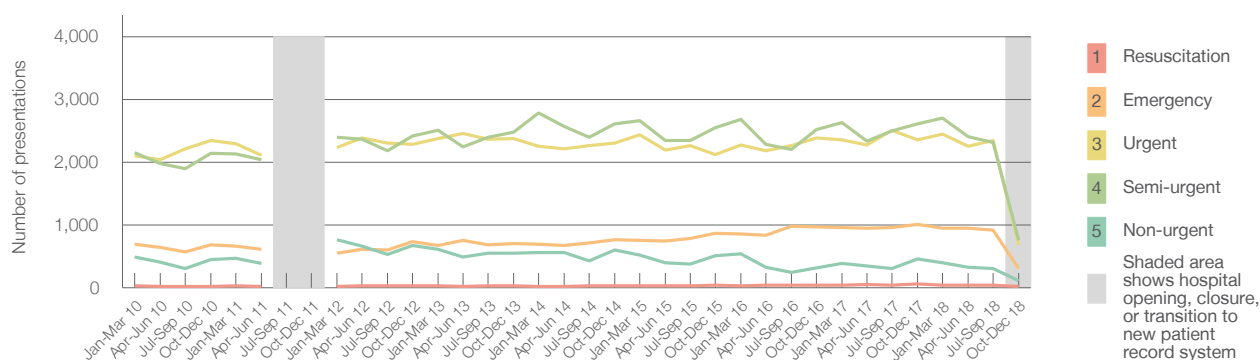
Emergency presentations² by triage category: 1,865 patients



Same period last year Change since one year ago

Not applicable

Emergency presentations² by quarter, January 2010 to December 2018 ^{† ‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	18		31	29	33	43	39	58	16
Emergency	686		729	700	763	867	963	1,006	304
Urgent	2,346		2,284	2,380	2,304	2,121	2,382	2,357	680
Semi-urgent	2,141		2,421	2,480	2,613	2,553	2,522	2,607	758
Non-urgent	445		672	549	603	512	312	459	107
All emergency presentations	5,636		6,137	6,138	6,316	6,096	6,218	6,487	1,865

Manly Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 433 patients

ED Transfer of care time



Same period last year Change since one year ago

Not applicable

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

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Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

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

October to December 2018

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

Number of triage 2 patients: 304

Number of triage 2 patients used to calculate waiting time: ³ 304

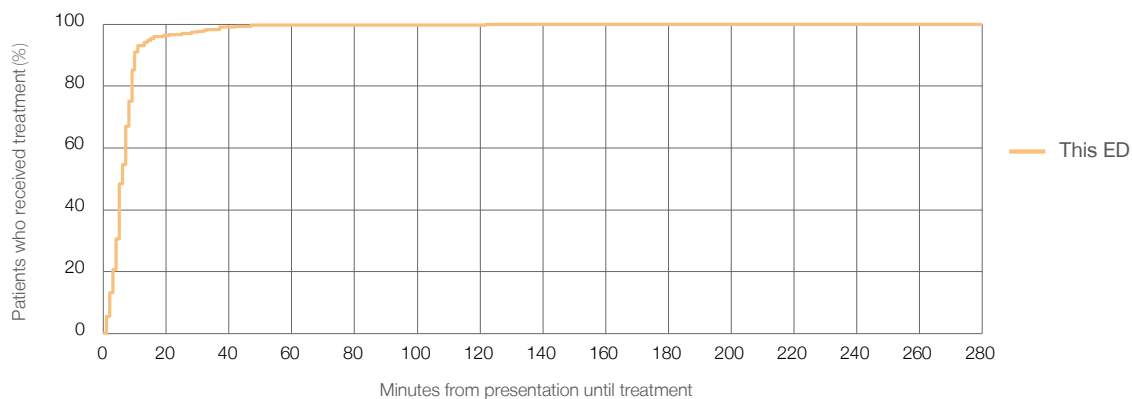
Median time to start treatment ⁴ 6 minutes

90th percentile time to start treatment ⁵ 10 minutes

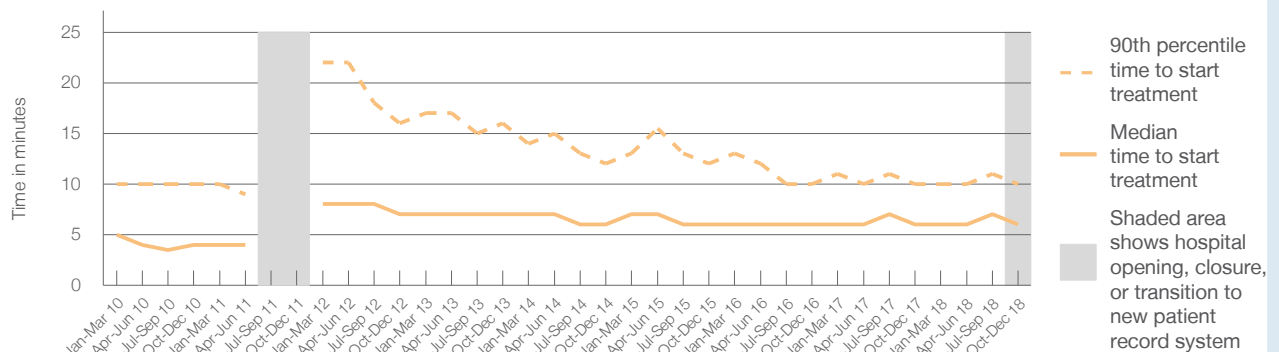
Same period last year NSW (this period)

Not applicable

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4		7	7	6	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	10		16	16	12	12	10	10	10

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

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

October to December 2018

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

Number of triage 3 patients: 680

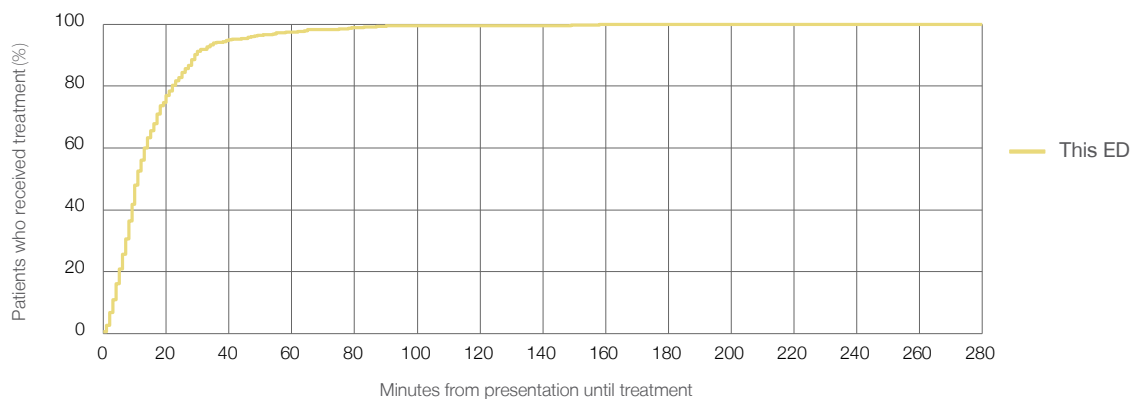
Number of triage 3 patients used to calculate waiting time:³ 678

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 29 minutes

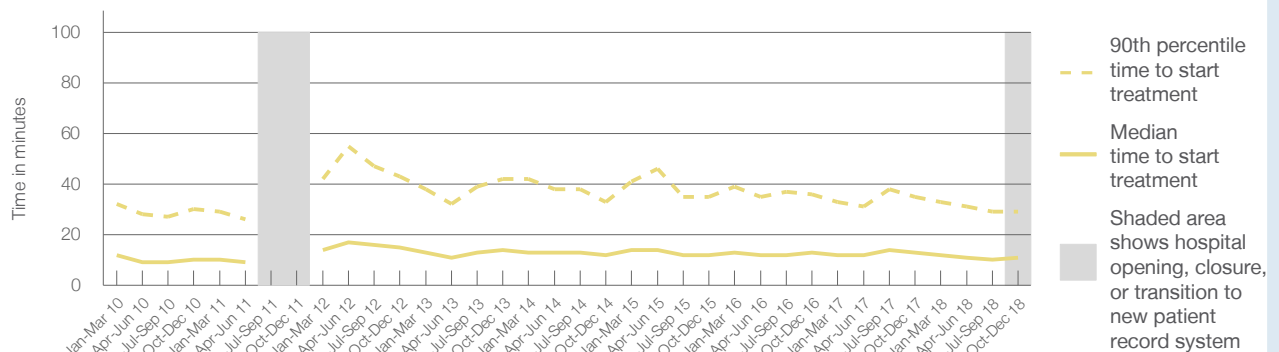
Same period last year NSW (this period)

Not applicable

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10		15	14	12	12	13	13	11
90th percentile time to start treatment ⁵ (minutes)	30		43	42	33	35	36	35	29

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Manly Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 758

Number of triage 4 patients used to calculate waiting time:³ 746

Median time to start treatment⁴

12 minutes

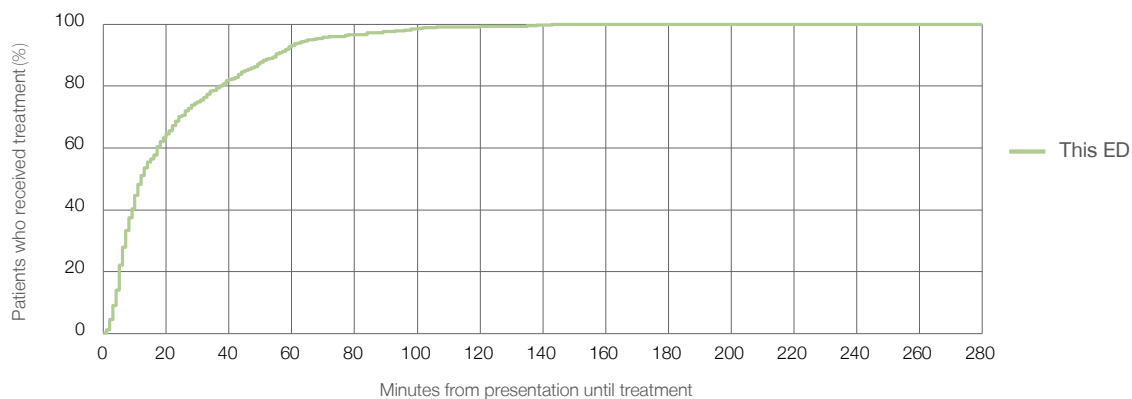
90th percentile time to start treatment⁵

55 minutes

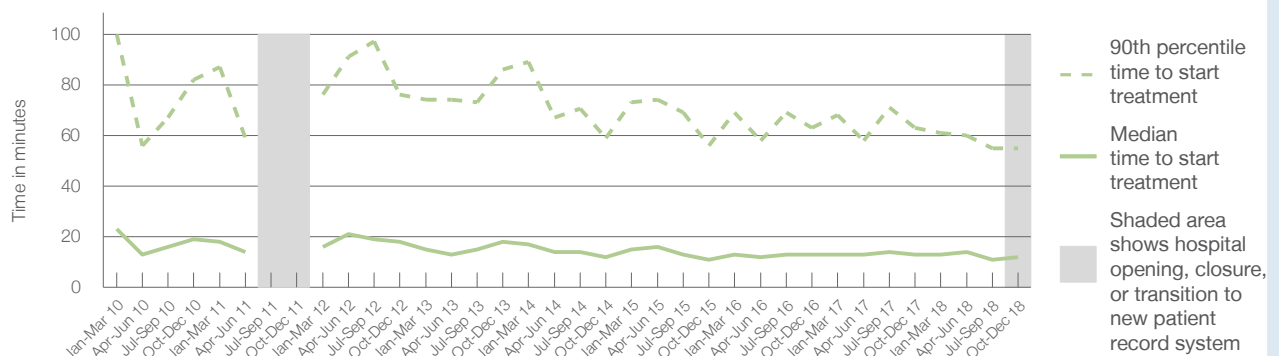
Same period last year NSW (this period)

Not applicable

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19		18	18	12	11	13	13	12
90th percentile time to start treatment ⁵ (minutes)	82		76	86	59	56	63	63	55

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Manly Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 107

Number of triage 5 patients used to calculate waiting time:³ 103

Median time to start treatment⁴

8 minutes

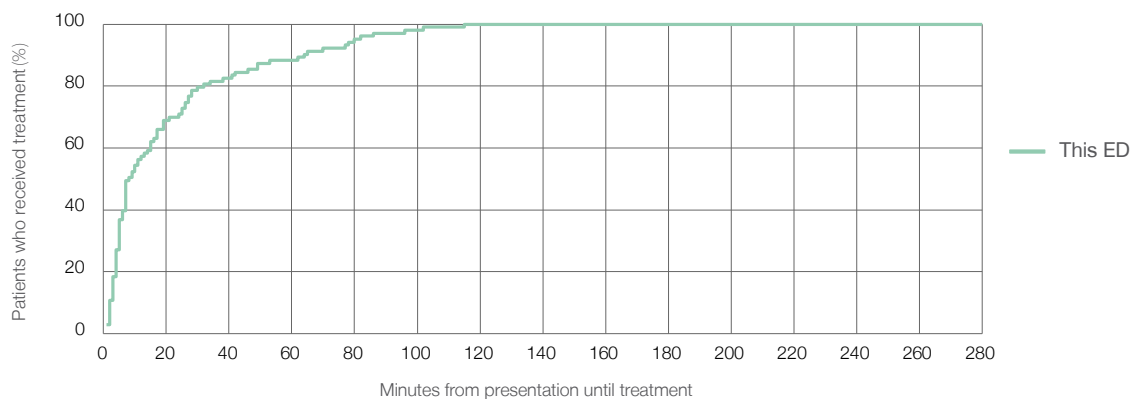
90th percentile time to start treatment⁵

64 minutes

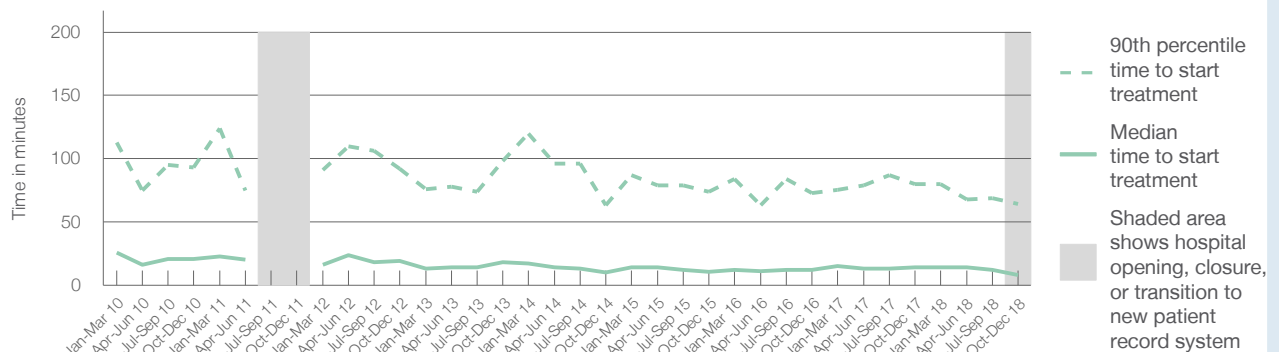
Same period last year NSW (this period)

Not applicable

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21		19	18	10	11	12	14	8
90th percentile time to start treatment ⁵ (minutes)	93		92	98	63	74	73	80	64

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Manly Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 1,877 patients

Presentations used to calculate time to leaving the ED:⁶ 1,877 patients

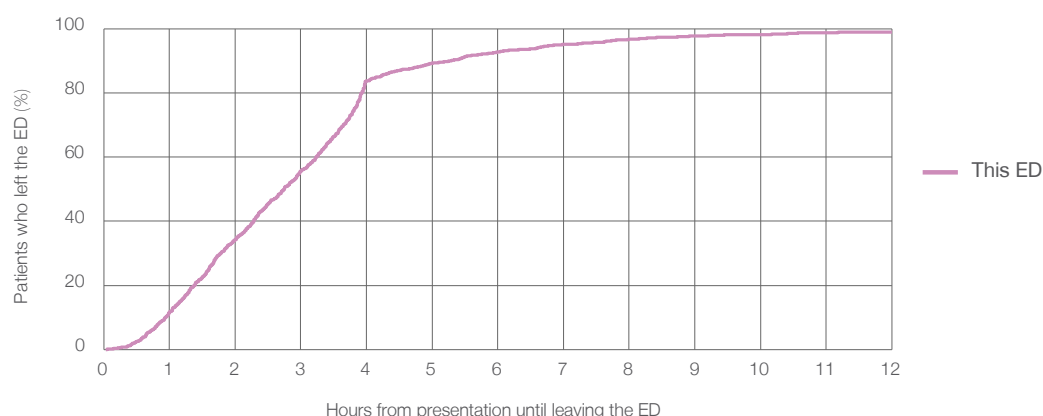
Median time spent in the ED⁸ 2 hours and 45 minutes

90th percentile time spent in the ED⁹ 5 hours and 17 minutes

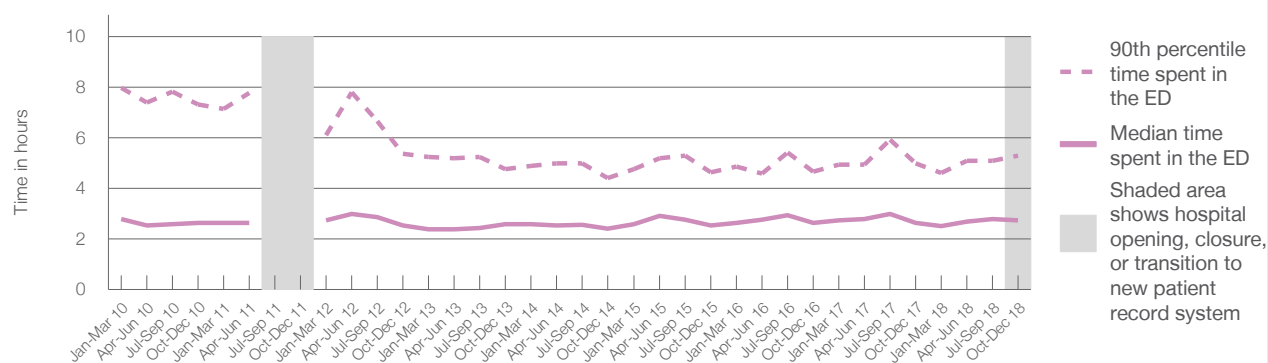
Same period last year
NSW (this period)

Not applicable

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 39m		2h 33m	2h 36m	2h 25m	2h 32m	2h 39m	2h 39m	2h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 19m		5h 22m	4h 46m	4h 24m	4h 38m	4h 40m	4h 59m	5h 17m

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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Manly Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

All presentations:[†] 1,877 patients

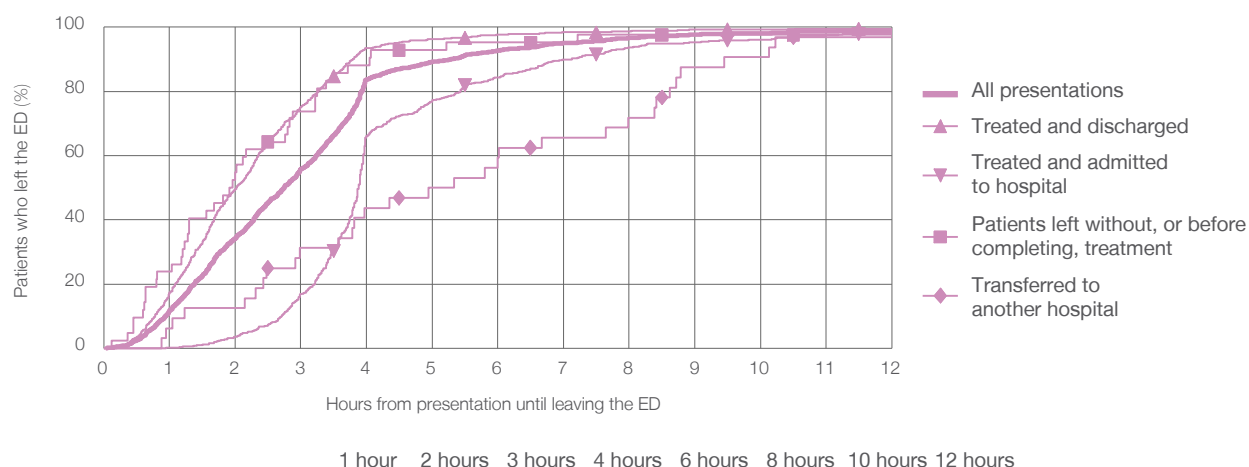
Presentations used to calculate time to leaving the ED:[‡] 1,877 patients

Treated and discharged	1,202 (64.0%)
Treated and admitted to hospital	600 (32.0%)
Patient left without, or before completing, treatment	42 (2.2%)
Transferred to another hospital	32 (1.7%)
Other	1 (0.1%)

Same period last year Change since one year ago

Not applicable

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



Treated and discharged	17.4%	49.7%	75.2%	93.4%	97.8%	98.8%	99.3%	99.6%
Treated and admitted to hospital	0.2%	3.5%	16.8%	66.2%	84.3%	93.7%	96.2%	97.8%
Patient left without, or before completing, treatment	23.8%	54.8%	73.8%	88.1%	95.2%	97.6%	97.6%	97.6%
Transferred to another hospital	6.3%	12.5%	31.3%	43.8%	59.4%	71.9%	90.6%	96.9%
All presentations	11.8%	34.4%	55.7%	83.7%	92.8%	96.6%	98.1%	98.9%

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 results cover the period between 1 October 2018 and its closure on 30 October 2018

BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

Manly Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 1,877 patients

Presentations used to calculate time to leaving the ED: ⁶ 1,877 patients

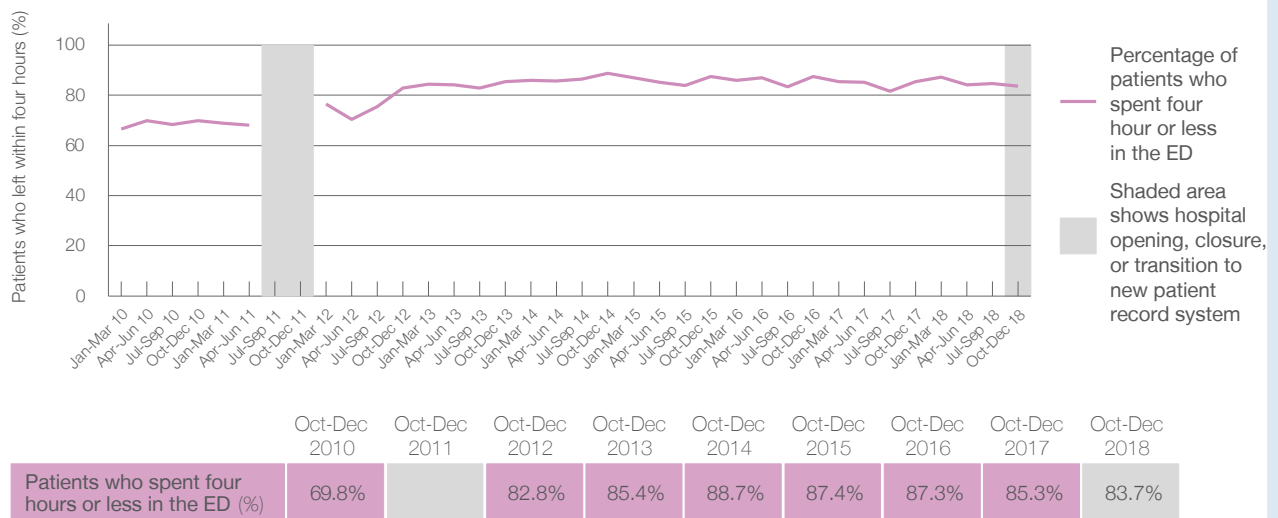
Percentage of patients who spent four hours or less in the ED



Same period last year Change since one year ago

Not applicable

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†§}



More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

* 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.

§ BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Manning Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,671 patients

Emergency presentations:² 8,512 patients

Same period last year	Change since one year ago
8,145	6%
7,992	7%

Manning Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,379 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,642 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 109 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,945 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,503 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,284	
7 minutes	8 minutes
22 minutes	26 minutes
2,165	
19 minutes	20 minutes
97 minutes	72 minutes
2,878	
36 minutes	26 minutes
154 minutes	104 minutes
1,625	
32 minutes	23 minutes
137 minutes	104 minutes

Manning Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,671 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
8,145	6%
77%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Manning Hospital: Patients presenting to the emergency department

October to December 2018

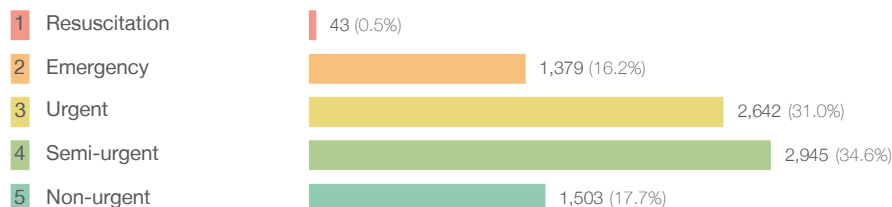
All presentations:¹ 8,671 patients

Same period last year Change since one year ago

8,145 6%

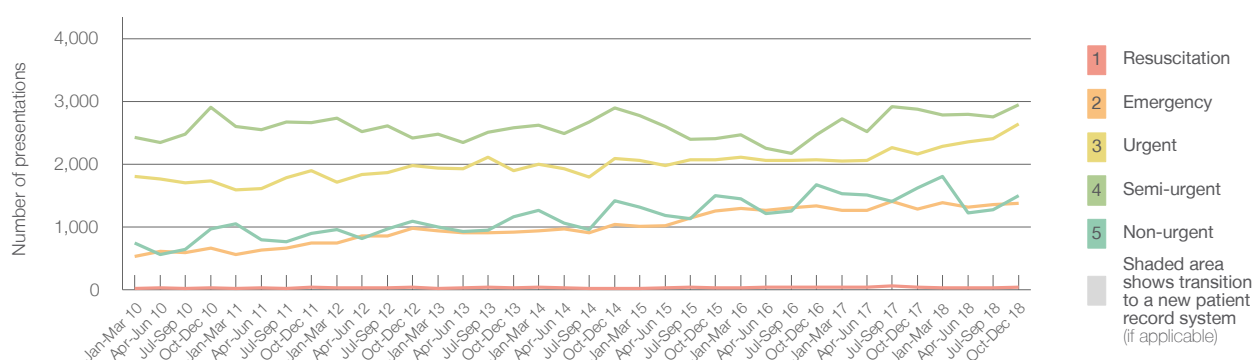
Emergency presentations² by triage category: 8,512 patients

7,992 7%



40 7.5%
1,284 7.4%
2,165 22.0%
2,878 2.3%
1,625 -7.5%

Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	29	35	40	32	17	34	35	40	43
Emergency	663	739	973	916	1,042	1,255	1,333	1,284	1,379
Urgent	1,729	1,901	1,979	1,899	2,089	2,071	2,072	2,165	2,642
Semi-urgent	2,911	2,659	2,412	2,575	2,900	2,403	2,469	2,878	2,945
Non-urgent	964	892	1,088	1,166	1,413	1,494	1,675	1,625	1,503
All emergency presentations	6,296	6,226	6,492	6,588	7,461	7,257	7,584	7,992	8,512

Manning Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,081 patients

Same period last year Change since one year ago

1,938

ED Transfer of care time

Median time 6 minutes

5 minutes 1 minute

90th percentile time 28 minutes

22 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.

Manning Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,379

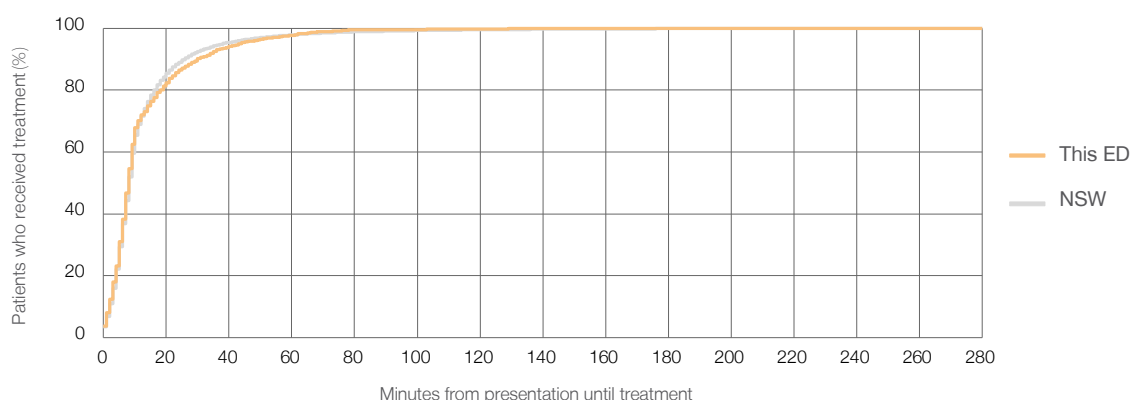
Number of triage 2 patients used to calculate waiting time: ³ 1,371

Median time to start treatment ⁴ 8 minutes

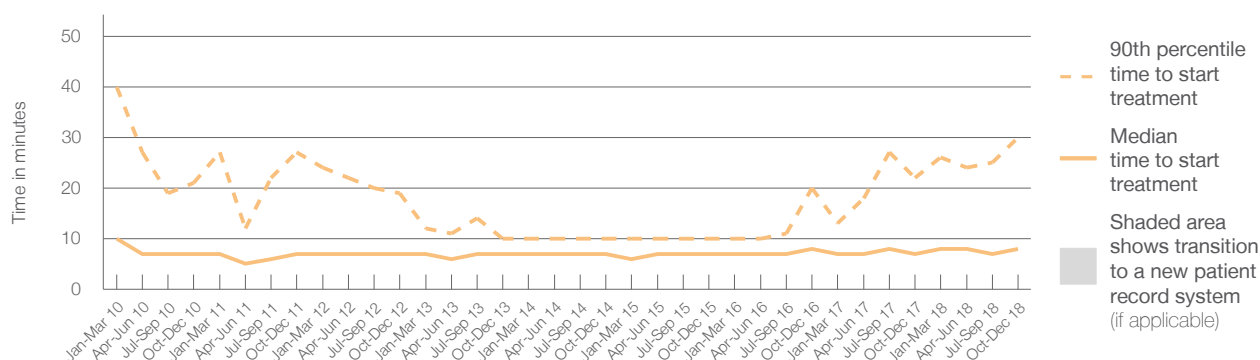
90th percentile time to start treatment ⁵ 30 minutes

Same period last year	NSW (this period)
1,284	
1,274	
7 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)	21	27	19	10	10	10	20	22	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Manning Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,642

Number of triage 3 patients used to calculate waiting time:³ 2,545

Median time to start treatment⁴

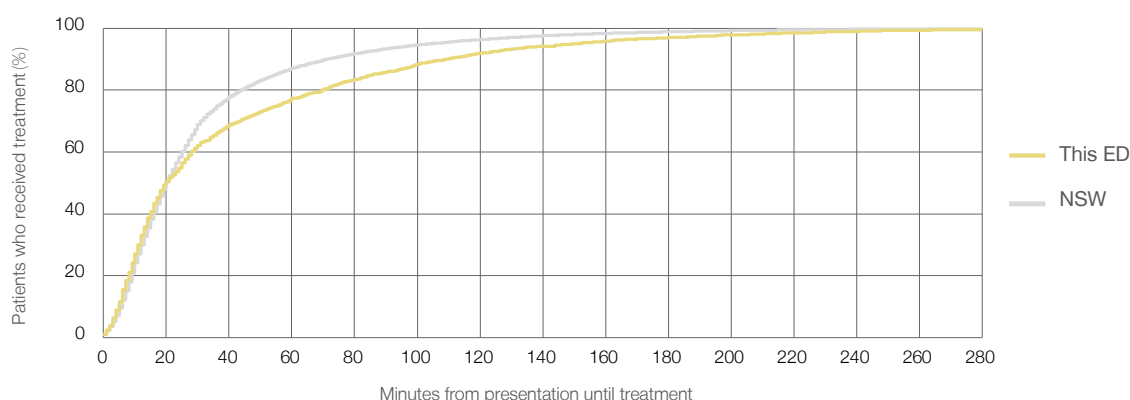
20 minutes

90th percentile time to start treatment⁵

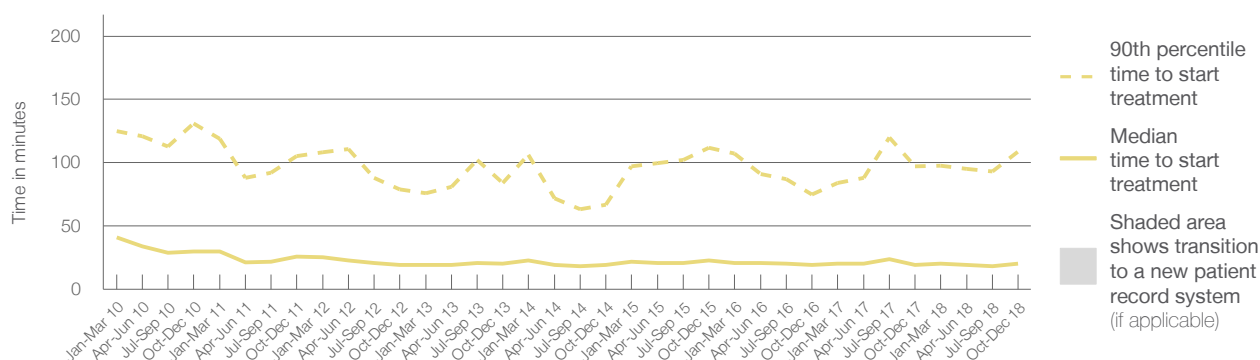
109 minutes

Same period last year	NSW (this period)
2,165	
2,116	
19 minutes	20 minutes
97 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	26	19	20	19	23	19	19	20
90th percentile time to start treatment ⁵ (minutes)	131	105	79	84	67	112	75	97	109

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Manning Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,945

Number of triage 4 patients used to calculate waiting time:³ 2,727

Median time to start treatment⁴

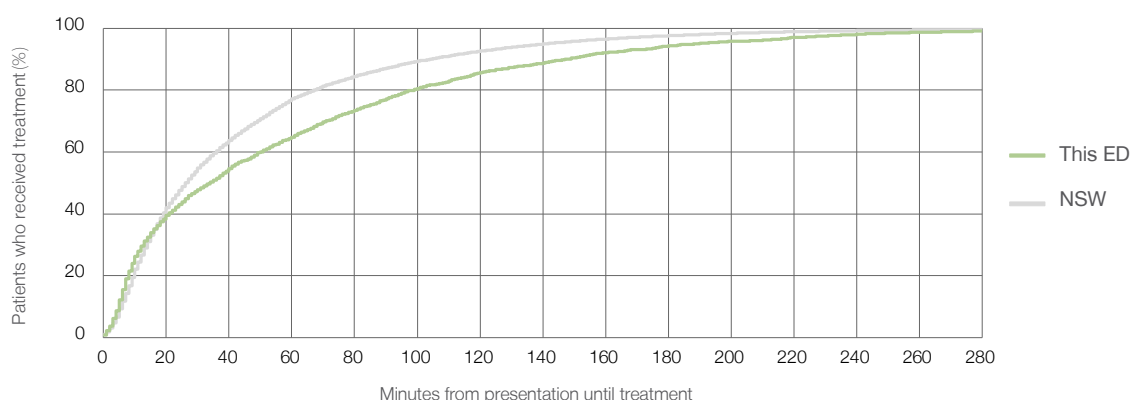
34 minutes

90th percentile time to start treatment⁵

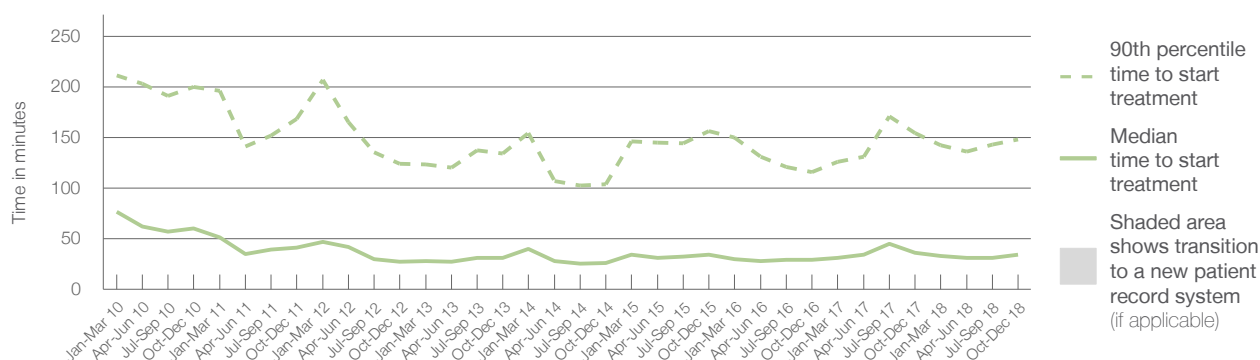
148 minutes

Same period last year	NSW (this period)
2,878	
2,682	
36 minutes	26 minutes
154 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	60	41	27	31	26	34	29	36	34
90th percentile time to start treatment ⁵ (minutes)	200	168	124	134	104	156	116	154	148

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Manning Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,503

Number of triage 5 patients used to calculate waiting time:³ 1,330

Median time to start treatment⁴

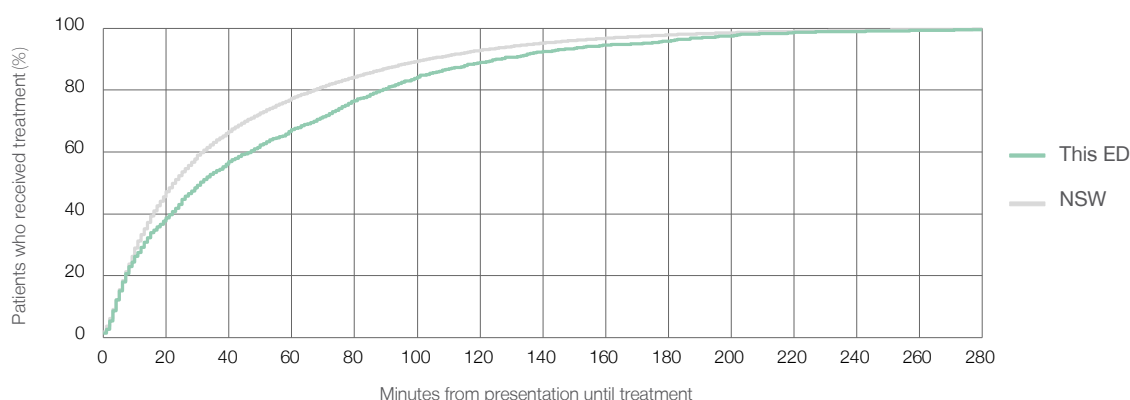
31 minutes

90th percentile time to start treatment⁵

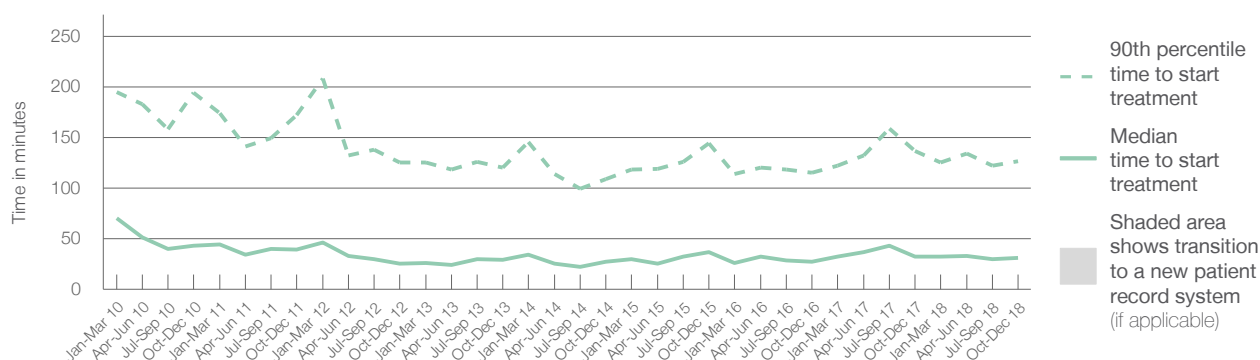
127 minutes

Same period last year	NSW (this period)
1,625	
1,460	
32 minutes	23 minutes
137 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	39	25	29	27	37	27	32	31
90th percentile time to start treatment ⁵ (minutes)	194	172	125	120	109	144	115	137	127

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Manning Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,671 patients

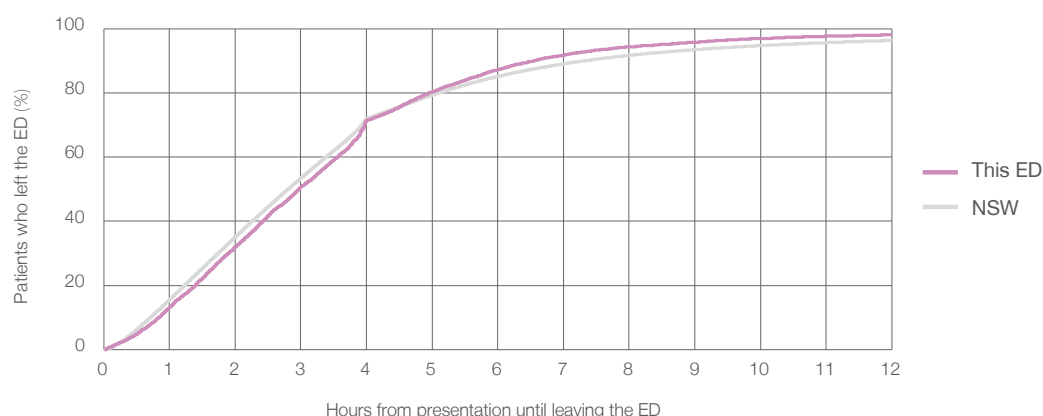
Presentations used to calculate time to leaving the ED:⁶ 8,671 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

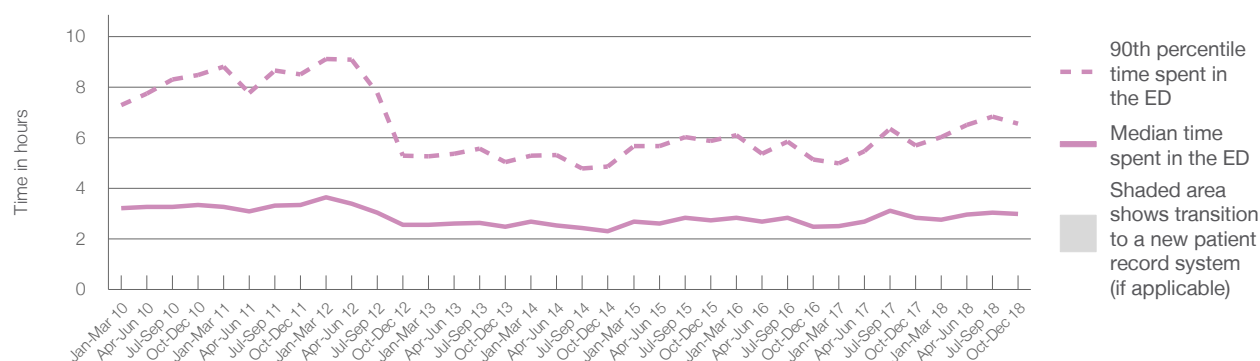
90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
8,145	
8,145	
2 hours and 50 minutes	2 hours and 49 minutes
5 hours and 42 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 21m	3h 21m	2h 34m	2h 30m	2h 18m	2h 45m	2h 29m	2h 50m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 29m	8h 30m	5h 17m	5h 2m	4h 52m	5h 53m	5h 8m	5h 42m	6h 33m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Manning Hospital: Time patients spent in the ED

By mode of separation

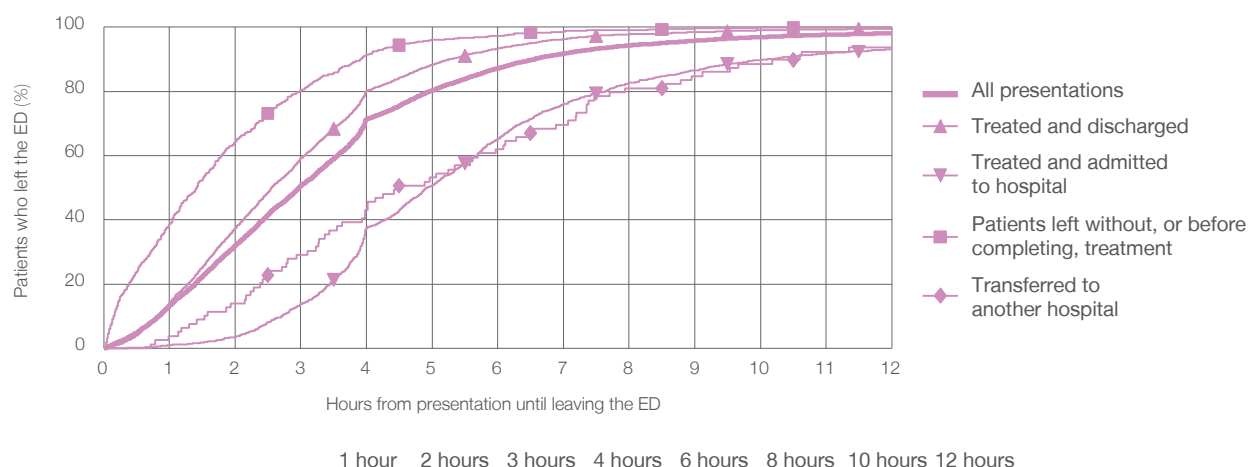
October to December 2018

All presentations:[†] 8,671 patients

Presentations used to calculate time to leaving the ED:[‡] 8,671 patients

		Same period last year	Change since one year ago
		8,145	6%
Treated and discharged	5,877 (67.8%)	5,508	6.7%
Treated and admitted to hospital	1,892 (21.8%)	1,842	2.7%
Patient left without, or before completing, treatment	713 (8.2%)	657	8.5%
Transferred to another hospital	79 (0.9%)	81	-2.5%
Other	110 (1.3%)	57	93.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



Treated and discharged	14.2%	37.4%	59.2%	80.2%	93.4%	97.8%	99.0%	99.5%
Treated and admitted to hospital	1.0%	3.5%	13.7%	37.5%	65.3%	82.7%	89.8%	93.1%
Patient left without, or before completing, treatment	38.7%	64.4%	80.6%	91.6%	97.3%	99.2%	99.9%	99.9%
Transferred to another hospital	3.8%	13.9%	29.1%	43.0%	62.0%	81.0%	88.6%	93.7%
All presentations	13.2%	32.0%	50.7%	71.4%	87.2%	94.4%	96.9%	98.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Manning Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

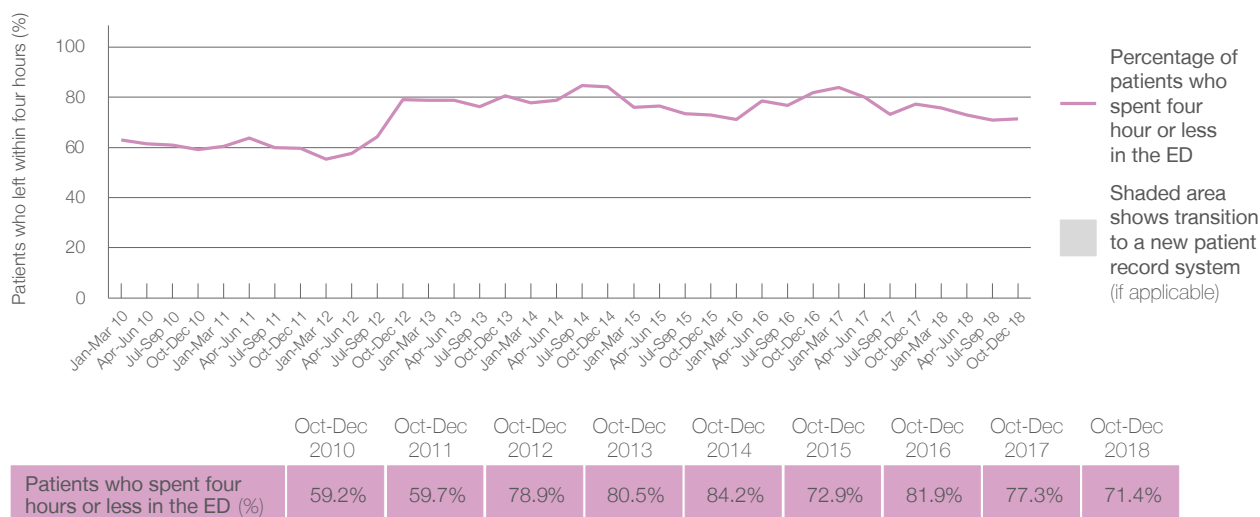
All presentations at the emergency department: ¹ 8,671 patients

Presentations used to calculate time to leaving the ED: ⁶ 8,671 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
8,145	6%
8,145	6%
77.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

Mona Vale Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,721 patientsEmergency presentations:² 2,705 patientsSame period
last yearChange since
one year ago

Not applicable

Mona Vale Hospital: Time from presentation to treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 367 patientsMedian time to start treatment⁴ 6 minutes90th percentile time to start treatment⁵ 11 minutes**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 992 patientsMedian time to start treatment⁴ 16 minutes90th percentile time to start treatment⁵ 36 minutes**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 991 patientsMedian time to start treatment⁴ 12 minutes90th percentile time to start treatment⁵ 66 minutes**Triage 5** Non-urgent (e.g. small cuts or abrasions): 284 patientsMedian time to start treatment⁴ 10 minutes90th percentile time to start treatment⁵ 93 minutesSame period
last yearNSW
(this period)

Not applicable

Mona Vale Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,721 patientsPercentage of patients who spent
four hours or less in the ED

85%

Same period
last yearChange since
one year ago

Not applicable

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

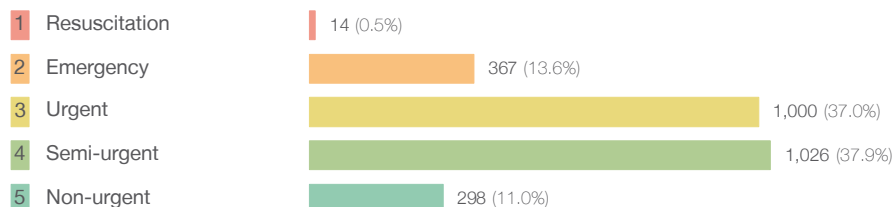
BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

Mona Vale Hospital: Patients presenting to the emergency department

October to December 2018

All presentations:¹ 2,721 patients

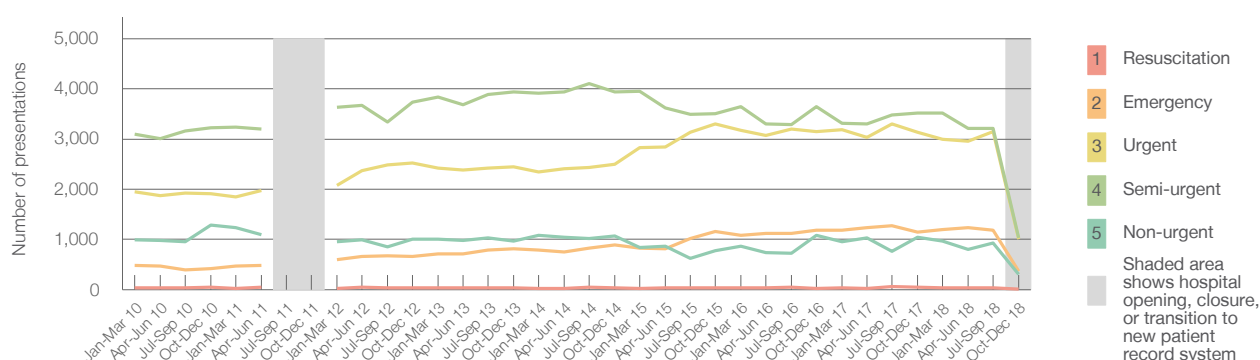
Emergency presentations² by triage category: 2,705 patients



Same period last year Change since one year ago

Not applicable

Emergency presentations² by quarter, January 2010 to December 2018 † ‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	48		39	36	41	37	29	45	14
Emergency	417		665	820	888	1,153	1,189	1,152	367
Urgent	1,905		2,529	2,452	2,495	3,299	3,144	3,130	1,000
Semi-urgent	3,227		3,740	3,941	3,941	3,501	3,646	3,522	1,026
Non-urgent	1,287		1,011	969	1,068	772	1,081	1,048	298
All emergency presentations	6,884		7,984	8,218	8,433	8,762	9,089	8,897	2,705

Mona Vale Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 530 patients

ED Transfer of care time



Same period last year Change since one year ago

Not applicable

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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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.

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

Mona Vale Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 367

Number of triage 2 patients used to calculate waiting time:³ 367

Median time to start treatment⁴

6 minutes

90th percentile time to start treatment⁵

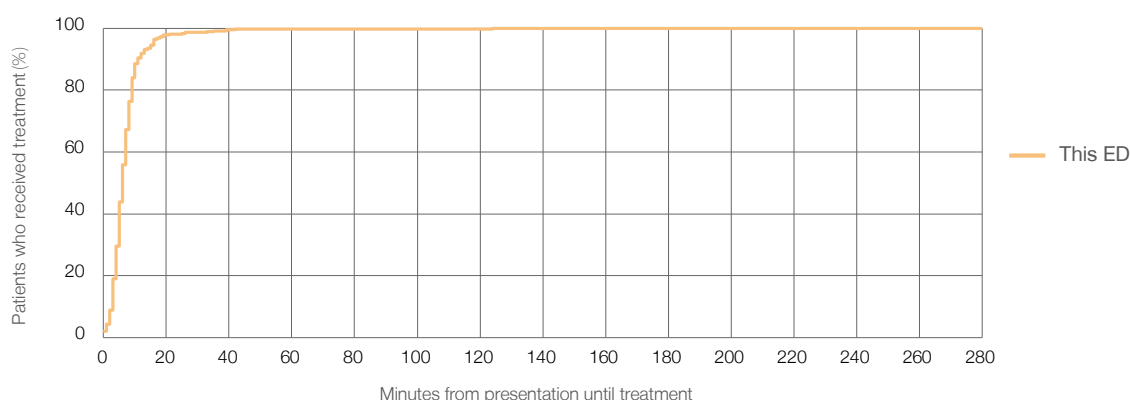
11 minutes

Same period
last year

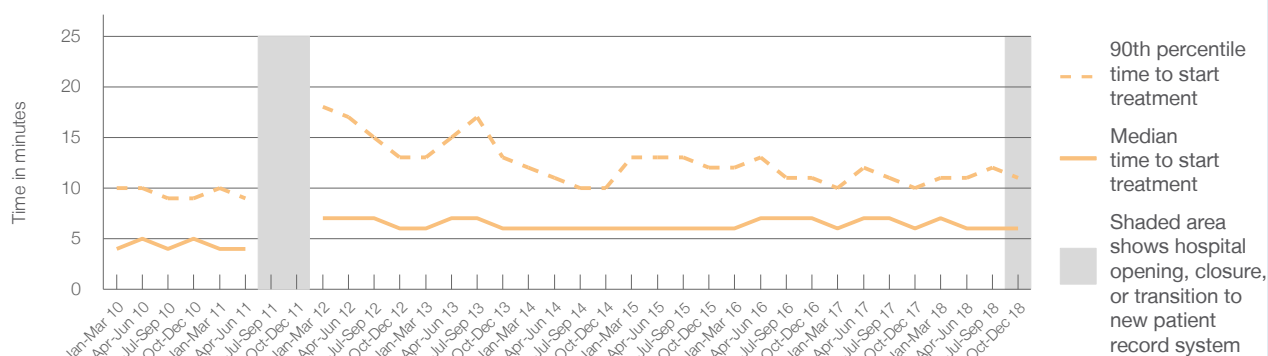
NSW
(this period)

Not applicable

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5		6	6	6	6	7	6	6
90th percentile time to start treatment ⁵ (minutes)	9		13	13	10	12	11	10	11

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Mona Vale Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,000

Number of triage 3 patients used to calculate waiting time: ³ 992

Median time to start treatment ⁴

16 minutes

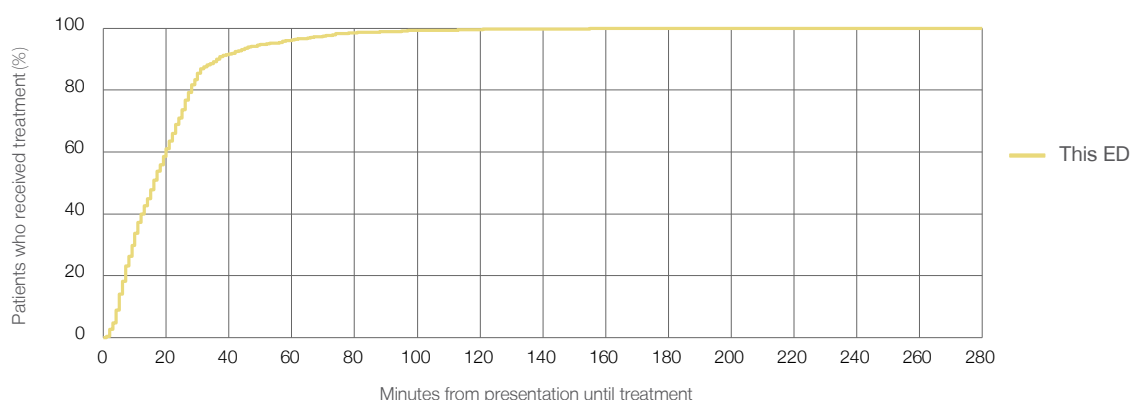
90th percentile time to start treatment ⁵

36 minutes

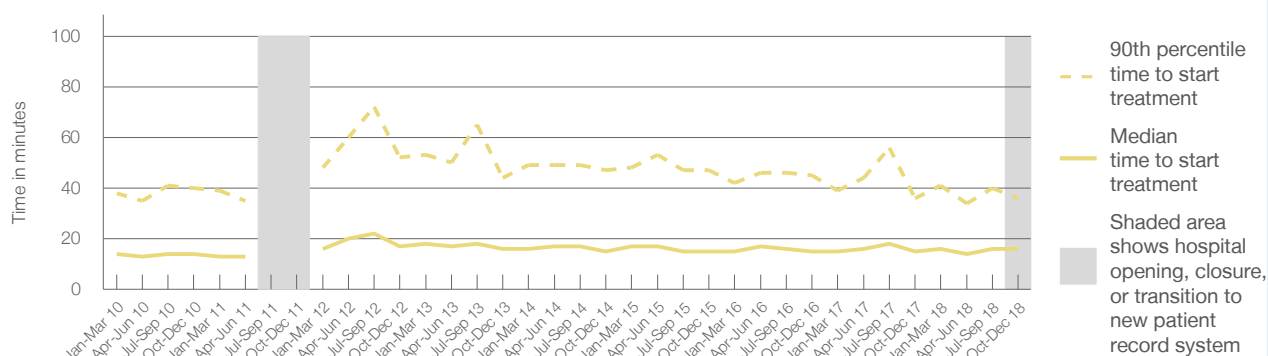
Same period last year NSW (this period)

Not applicable

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	14		17	16	15	15	15	15	16
90th percentile time to start treatment ⁵ (minutes)	40		52	44	47	47	45	36	36

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Mona Vale Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,026

Number of triage 4 patients used to calculate waiting time:³ 991

Median time to start treatment⁴

12 minutes

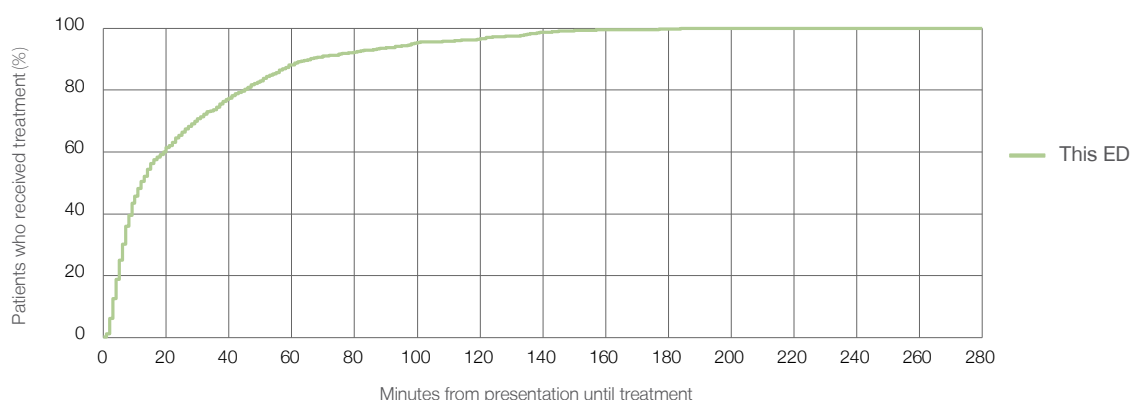
90th percentile time to start treatment⁵

66 minutes

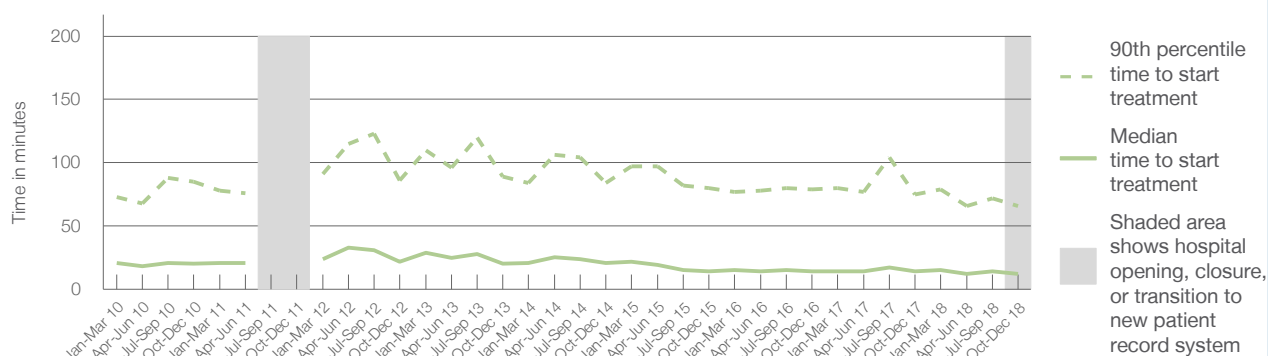
Same period last year NSW (this period)

Not applicable

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20		22	20	21	14	14	14	12
90th percentile time to start treatment ⁵ (minutes)	85		86	89	84	80	79	75	66

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Mona Vale Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 298

Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴

10 minutes

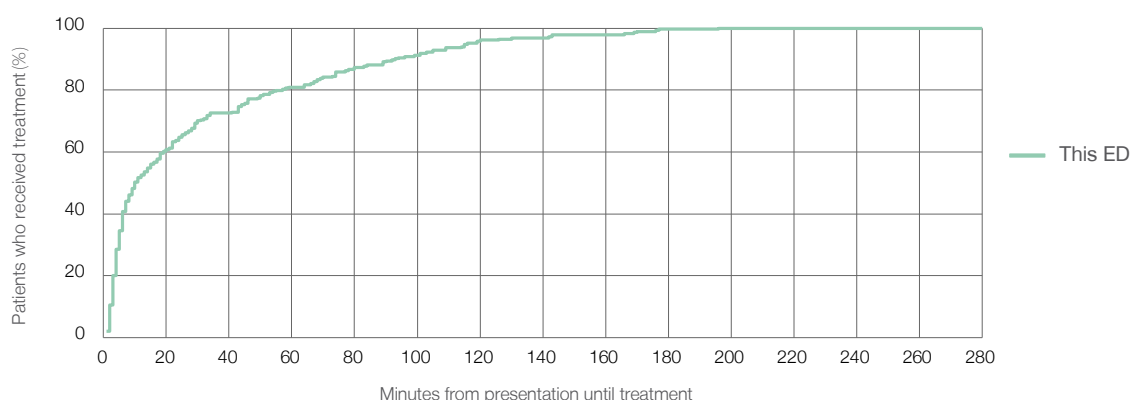
90th percentile time to start treatment⁵

93 minutes

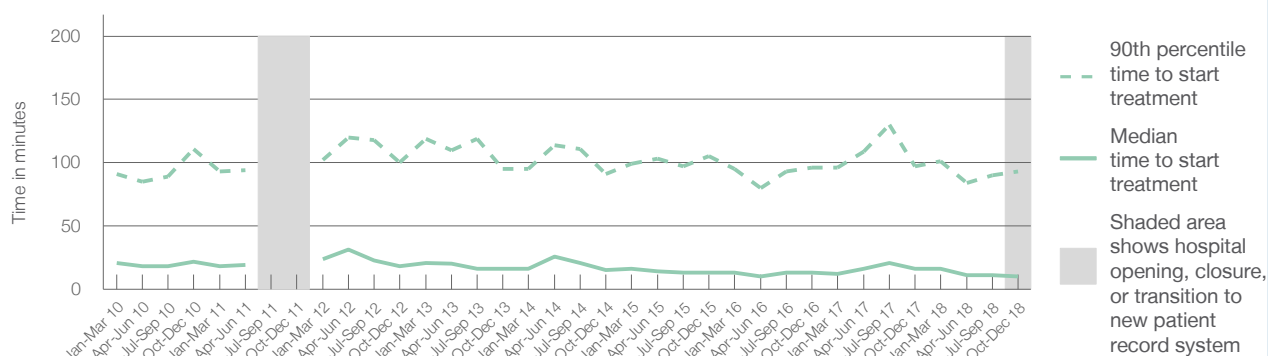
Same period last year NSW (this period)

Not applicable

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	22		18	16	15	13	13	16	10
90th percentile time to start treatment ⁵ (minutes)	111		100	95	91	105	96	97	93

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Mona Vale Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,721 patients

Presentations used to calculate time to leaving the ED:⁶ 2,721 patients

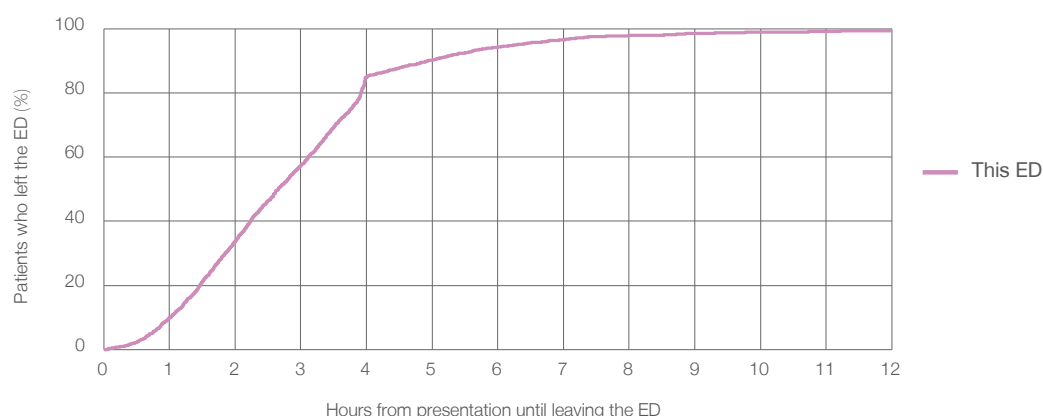
Median time spent in the ED⁸ 2 hours and 40 minutes

90th percentile time spent in the ED⁹ 4 hours and 57 minutes

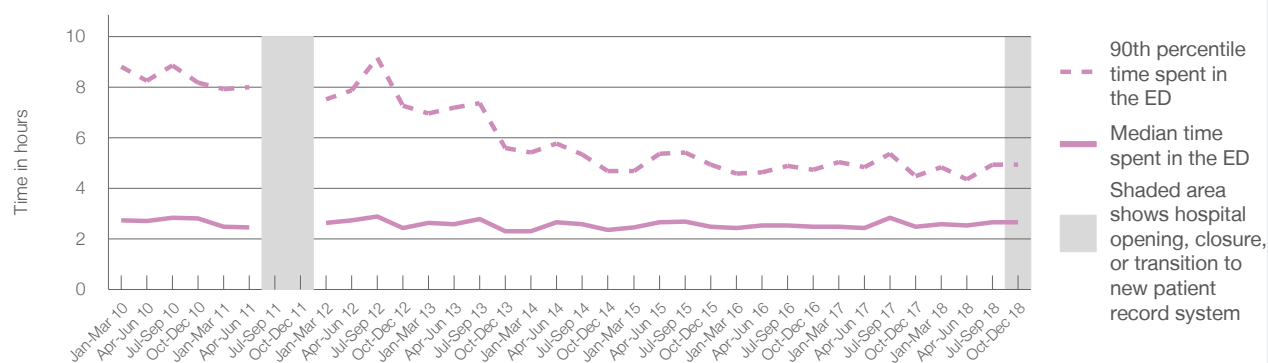
Same period last year NSW (this period)

Not applicable

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 49m		2h 26m	2h 19m	2h 22m	2h 29m	2h 30m	2h 29m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 10m		7h 16m	5h 36m	4h 42m	4h 56m	4h 44m	4h 29m	4h 57m

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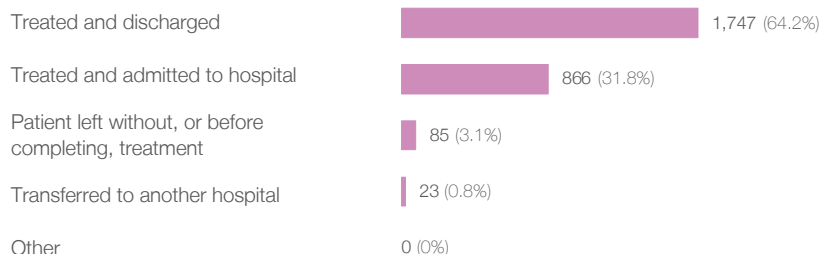
Mona Vale Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

All presentations:[†] 2,721 patients

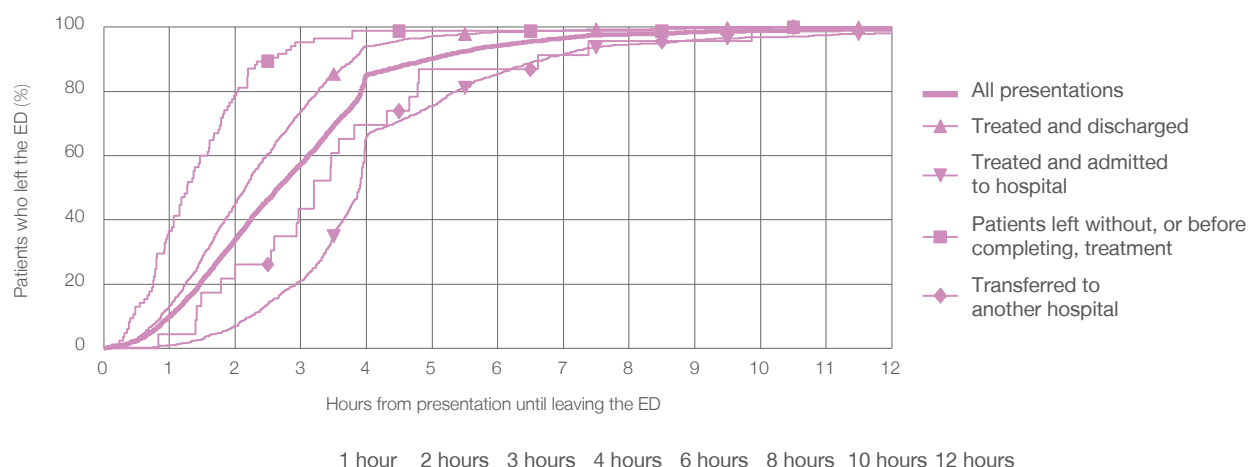
Presentations used to calculate time to leaving the ED:[‡] 2,721 patients



Same period last year Change since one year ago

Not applicable

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.1%	45.3%	73.8%	94.0%	98.5%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	6.9%	21.1%	65.9%	85.6%	94.7%	96.9%	98.2%
Patient left without, or before completing, treatment	36.5%	78.8%	95.3%	98.8%	98.8%	98.8%	100%	100%
Transferred to another hospital	4.3%	26.1%	43.5%	69.6%	87.0%	95.7%	100%	100%
All presentations	9.9%	34.0%	57.5%	85.0%	94.3%	97.8%	98.9%	99.4%

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Mona Vale Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 2,721 patients

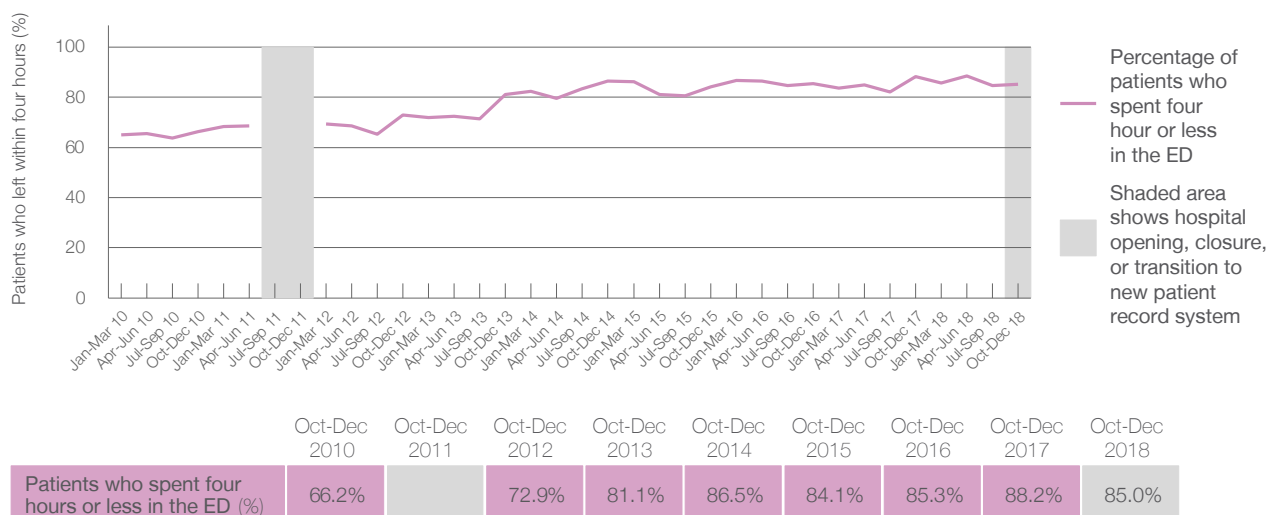
Presentations used to calculate time to leaving the ED: ⁶ 2,721 patients

Percentage of patients who spent four hours or less in the ED 85.0%

Same period last year Change since one year ago

Not applicable

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†§}



More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

* 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.

§ BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October and 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

BHI has not reported on the timeliness of care provided in the emergency department for Northern Beaches Hospital for October to December 2018 because of challenges experienced in the implementation of a new information system in Northern Beaches emergency department following its opening.

Northern Beaches Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 9,231 patients

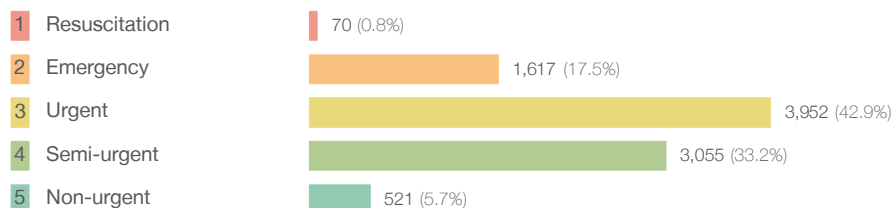
Emergency presentations:² 9,215 patients

Same period
last year

Change since
one year ago

Not applicable

Northern Beaches Hospital: Emergency presentations by triage category³



Same period
last year

NSW
(this period)

Not applicable

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1. All emergency and non-emergency attendances at the emergency department (ED).

2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.

Source: Data file received from NSW Health on Tuesday 22nd January.

Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

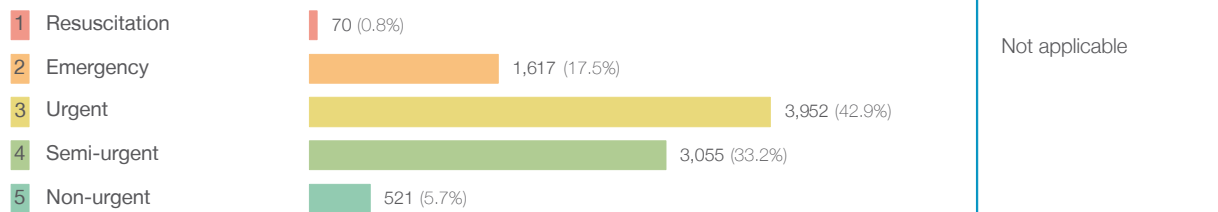
BHI has not reported on the timeliness of care provided in the emergency department for Northern Beaches Hospital for October to December 2018 because of challenges experienced in the implementation of a new information system in Northern Beaches emergency department following its opening.

Northern Beaches Hospital: Patients presenting to the emergency department

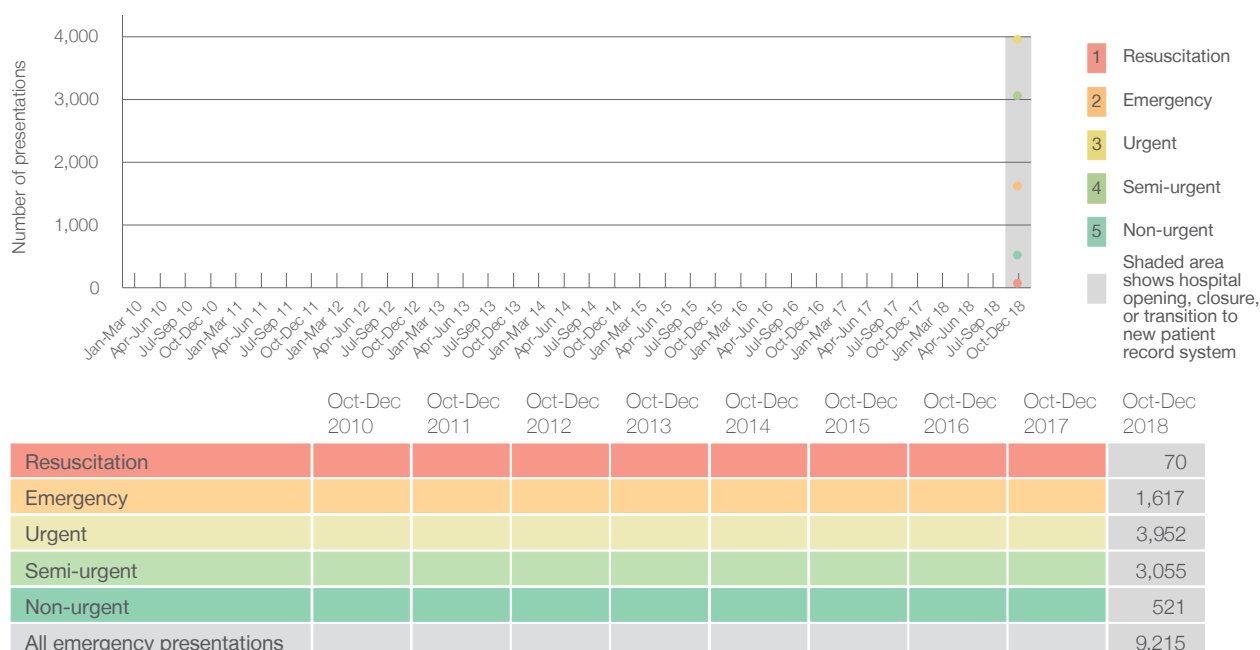
October to December 2018

All presentations:¹ 9,231 patients

Emergency presentations² by triage category: 9,215 patients



Emergency presentations² by quarter, January 2010 to December 2018



Northern Beaches Hospital: Patients arriving by ambulance

October to December 2018

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Northern Beaches Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,617

Same period
last year

NSW
(this period)

Not applicable

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Northern Beaches Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,952

Same period
last year

NSW
(this period)

Not applicable

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Northern Beaches Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,055

Same period
last year

NSW
(this period)

Not applicable

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Northern Beaches Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 521

Same period
last year

NSW
(this period)

Not applicable

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Northern Beaches Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 9,231 patients

Same period last year	NSW (this period)
Not applicable	

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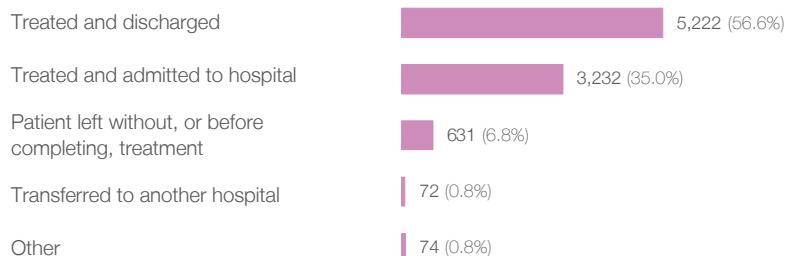
Northern Beaches Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

All presentations:¹ 9,231 patients

Presentations used to calculate time to leaving the ED:⁶ 9,231 patients



Same period
last year

Change since
one year ago

Not applicable

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Northern Beaches Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 9,231 patients

Same period
last year

Change since
one year ago

Not applicable

BHI has not reported on the timeliness of care provided in the emergency department for Northern Beaches Hospital for October to December 2018 because of challenges experienced in the implementation of a new information system in Northern Beaches emergency department following its opening. *Healthcare Quarterly* only includes data relating to publicly contracted services at Northern Beaches Hospital.

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1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: Data file received from NSW Health on Tuesday 22nd January.

Orange Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,818 patients

Emergency presentations:² 7,741 patients

Same period last year	Change since one year ago
7,568	3%
7,487	3%

Orange Health Service: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,131 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,859 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,960 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,712 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,057	
5 minutes	8 minutes
10 minutes	26 minutes
1,789	
15 minutes	20 minutes
40 minutes	72 minutes
2,843	
20 minutes	26 minutes
66 minutes	104 minutes
1,711	
17 minutes	23 minutes
85 minutes	104 minutes

Orange Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,817 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
7,567	3%
78%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

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5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

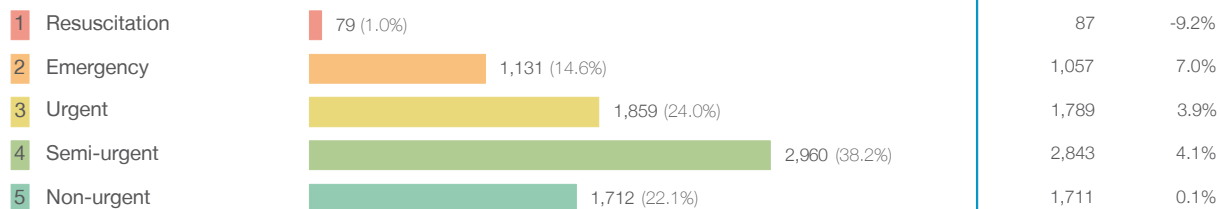
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Orange Health Service: Patients presenting to the emergency department

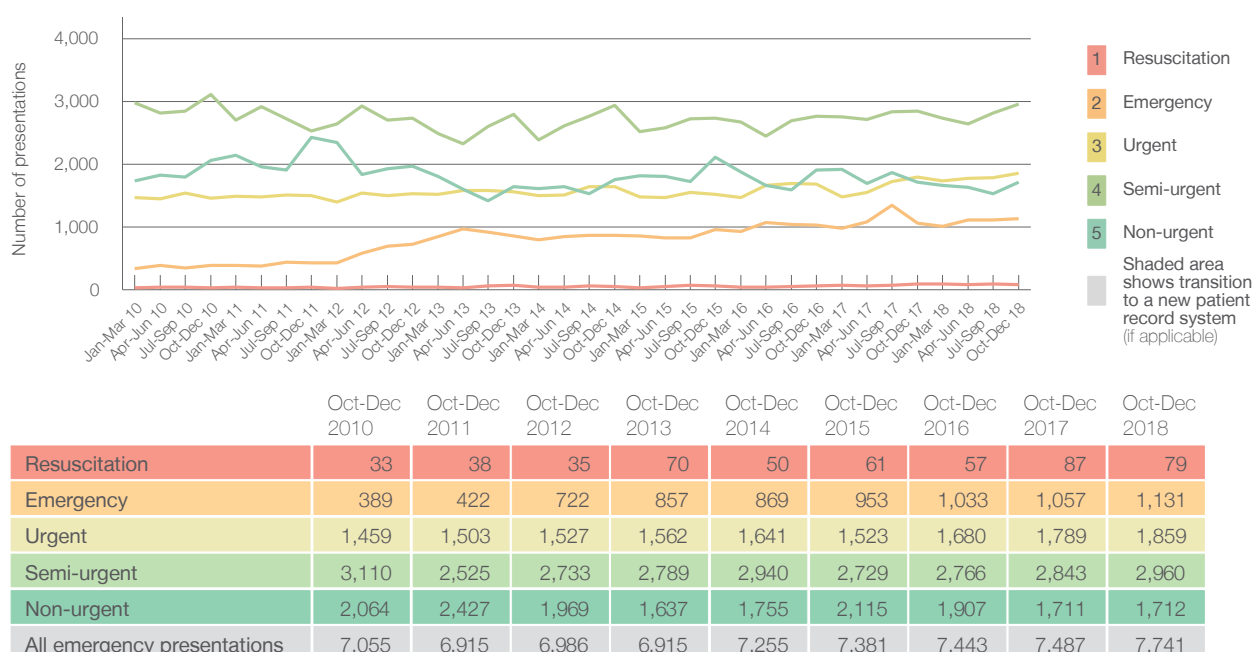
October to December 2018

All presentations:¹ 7,818 patients

Emergency presentations² by triage category: 7,741 patients



Emergency presentations² by quarter, January 2010 to December 2018 [†]



Orange Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,472 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Orange Health Service: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,131

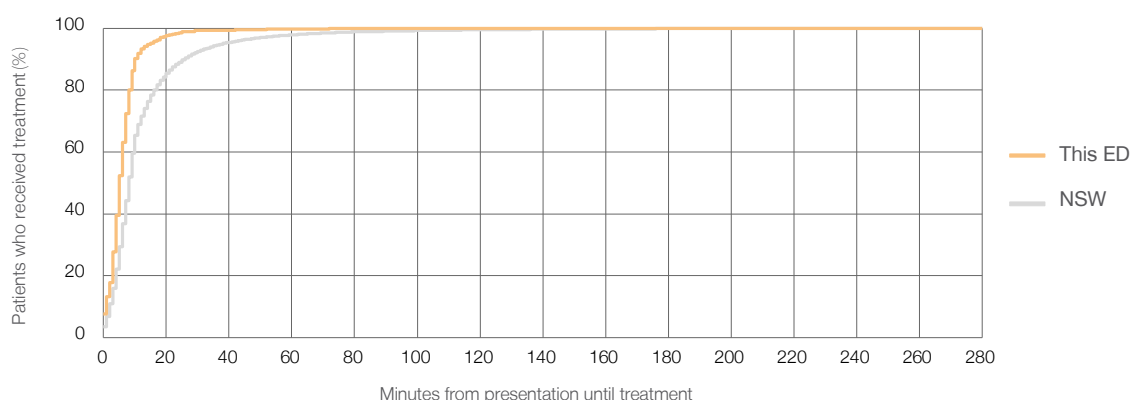
Number of triage 2 patients used to calculate waiting time: ³ 1,129

Median time to start treatment ⁴ 5 minutes

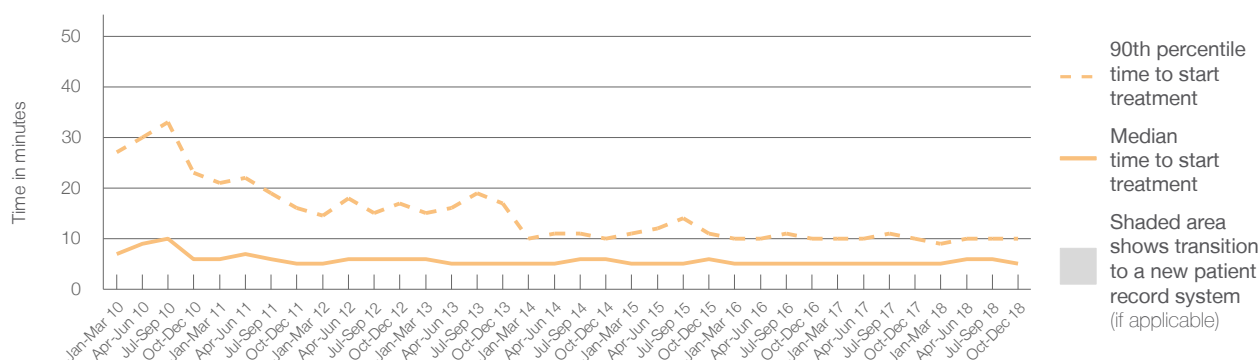
90th percentile time to start treatment ⁵ 10 minutes

Same period last year	NSW (this period)
1,057	
1,054	
5 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	5	6	5	6	6	5	5	5
90th percentile time to start treatment ⁵ (minutes)	23	16	17	17	10	11	10	10	10

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Orange Health Service: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,859

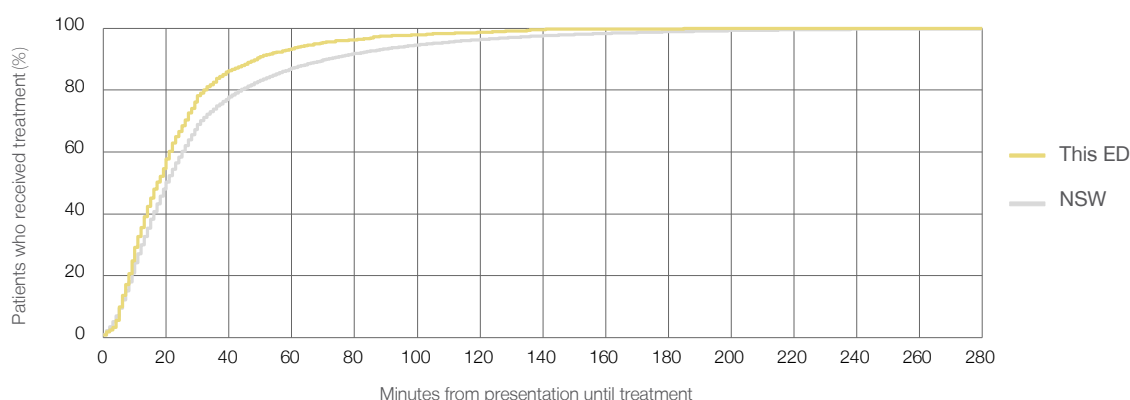
Number of triage 3 patients used to calculate waiting time: ³ 1,847

Median time to start treatment ⁴ 17 minutes

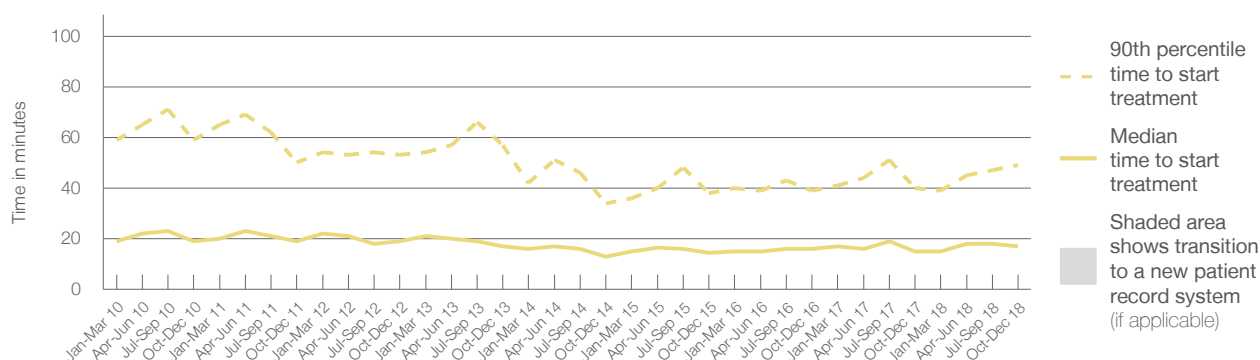
90th percentile time to start treatment ⁵ 49 minutes

Same period last year	NSW (this period)
1,789	
1,776	
15 minutes	20 minutes
40 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	19	19	17	13	15	16	15	17
90th percentile time to start treatment ⁵ (minutes)	59	50	53	57	34	38	39	40	49

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Orange Health Service: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,960

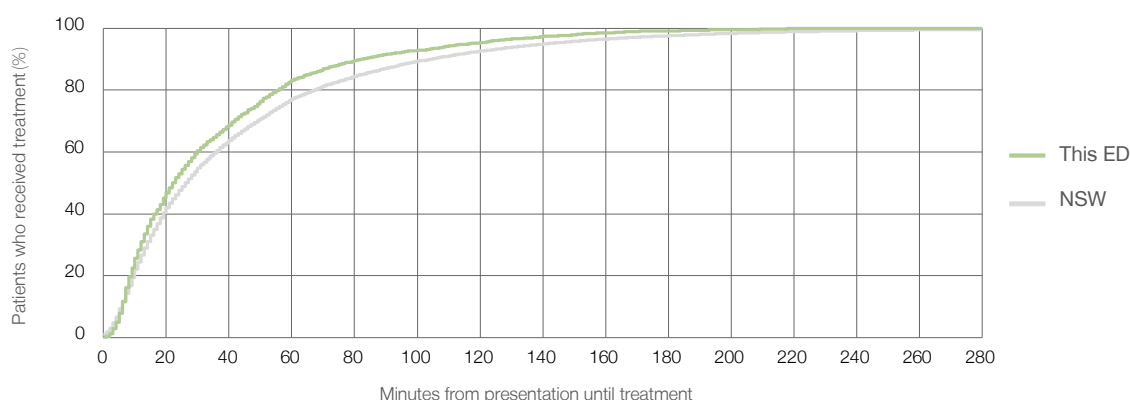
Number of triage 4 patients used to calculate waiting time:³ 2,851

Median time to start treatment⁴ 22 minutes

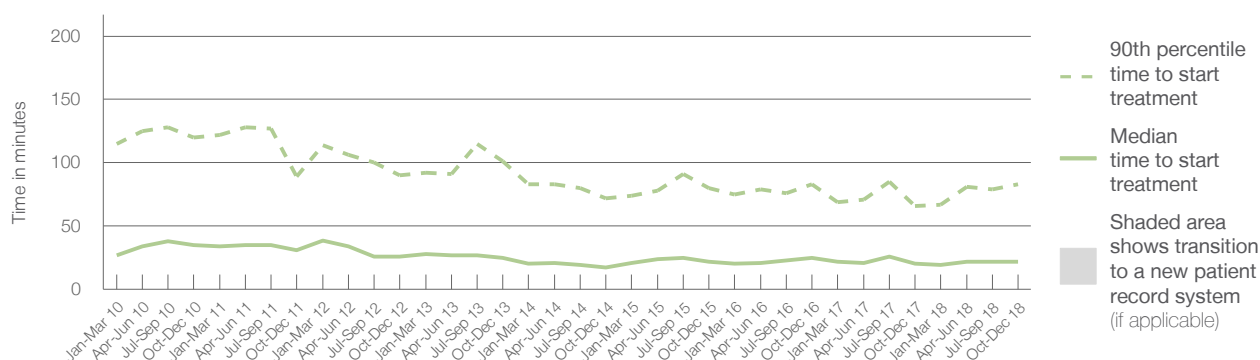
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,843	
2,750	
20 minutes	26 minutes
66 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	31	26	25	17	22	25	20	22
90th percentile time to start treatment ⁵ (minutes)	120	89	90	101	72	80	83	66	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Orange Health Service: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,712

Number of triage 5 patients used to calculate waiting time:³ 1,580

Median time to start treatment⁴

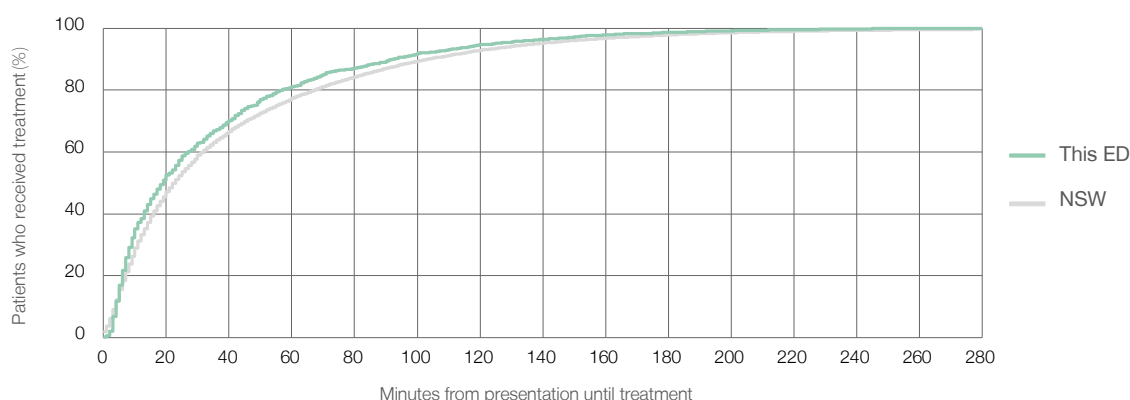
19 minutes

90th percentile time to start treatment⁵

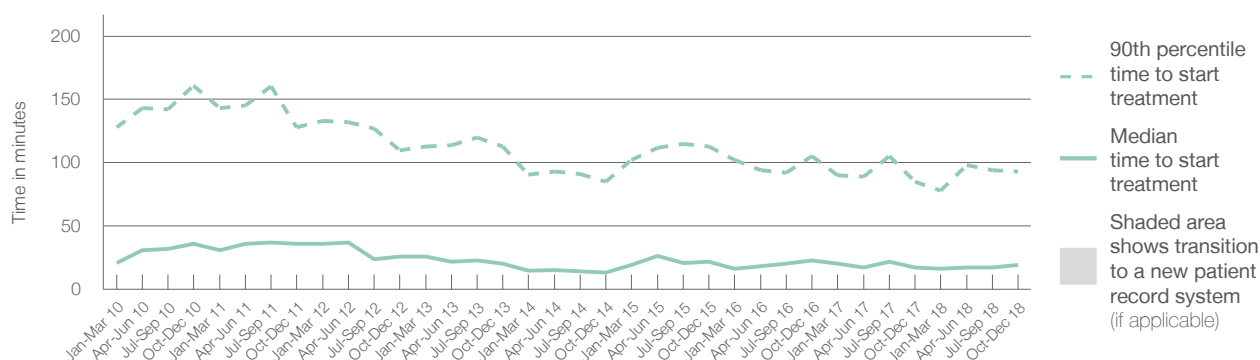
93 minutes

Same period last year	NSW (this period)
1,711	
1,615	
17 minutes	23 minutes
85 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	36	36	26	20	13	22	23	17	19
90th percentile time to start treatment ⁵ (minutes)	161	128	110	113	85	113	105	85	93

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Orange Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,818 patients

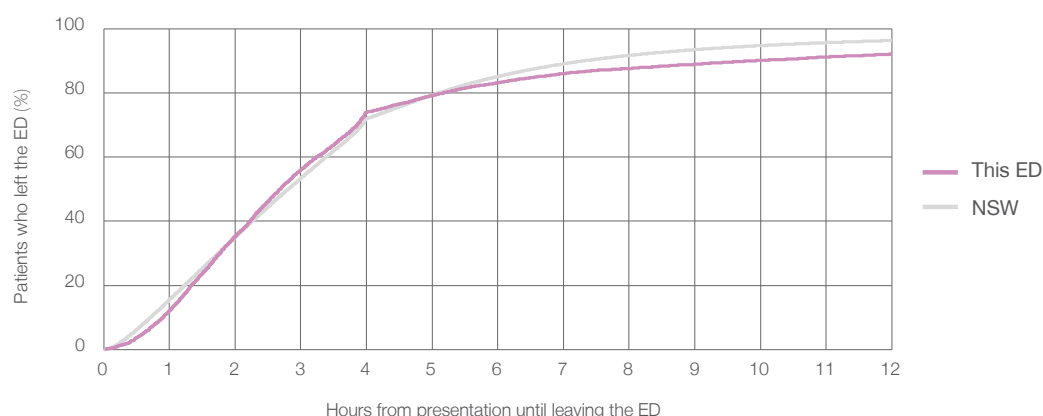
Presentations used to calculate time to leaving the ED:⁶ 7,817 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

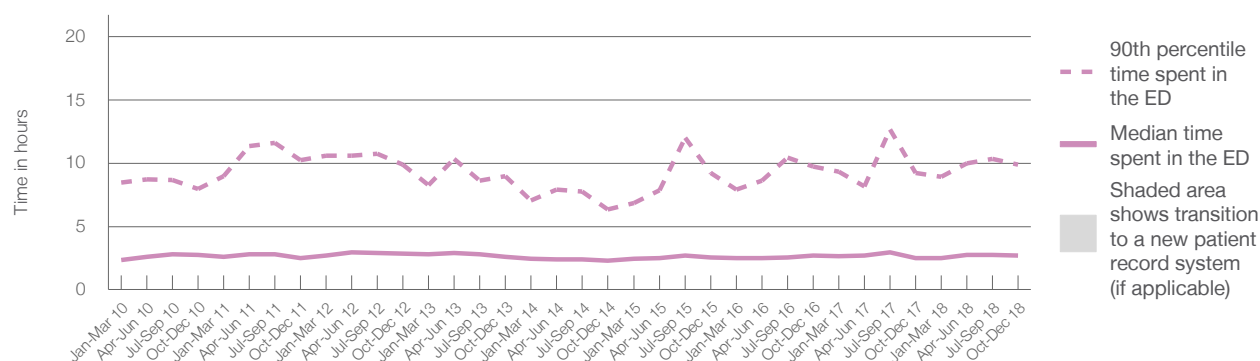
90th percentile time spent in the ED⁹ 9 hours and 53 minutes

Same period last year	NSW (this period)
7,568	
7,567	
2 hours and 29 minutes	2 hours and 49 minutes
9 hours and 15 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 46m	2h 29m	2h 52m	2h 37m	2h 18m	2h 34m	2h 42m	2h 29m	2h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 58m	10h 15m	9h 53m	8h 59m	6h 22m	9h 13m	9h 44m	9h 15m	9h 53m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Orange Health Service: Time patients spent in the ED

By mode of separation

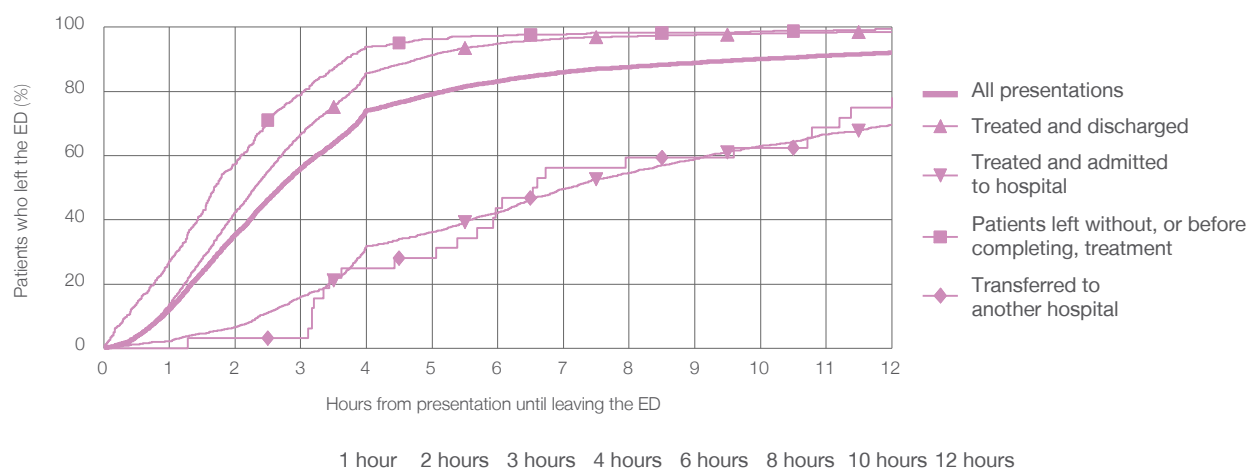
October to December 2018

All presentations:[†] 7,818 patients

Presentations used to calculate time to leaving the ED:[‡] 7,817 patients

		Same period last year	Change since one year ago
Treated and discharged	5,519 (70.6%)	5,396	2.3%
Treated and admitted to hospital	1,735 (22.2%)	1,775	-2.3%
Patient left without, or before completing, treatment	508 (6.5%)	331	53.5%
Transferred to another hospital	32 (0.4%)	31	3.2%
Other	24 (0.3%)	35	-31.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



Treated and discharged	13.7%	42.5%	66.7%	85.7%	94.9%	97.1%	98.0%	98.5%
Treated and admitted to hospital	2.1%	6.6%	16.0%	31.9%	42.2%	54.6%	63.0%	69.7%
Patient left without, or before completing, treatment	27.2%	57.5%	78.9%	93.9%	97.2%	98.2%	98.6%	99.4%
Transferred to another hospital	0%	3.1%	3.1%	25.0%	43.8%	59.4%	62.5%	78.1%
All presentations	12.1%	35.4%	56.1%	74.1%	83.2%	87.6%	90.1%	92.1%

(†) 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.

Orange Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 7,818 patients

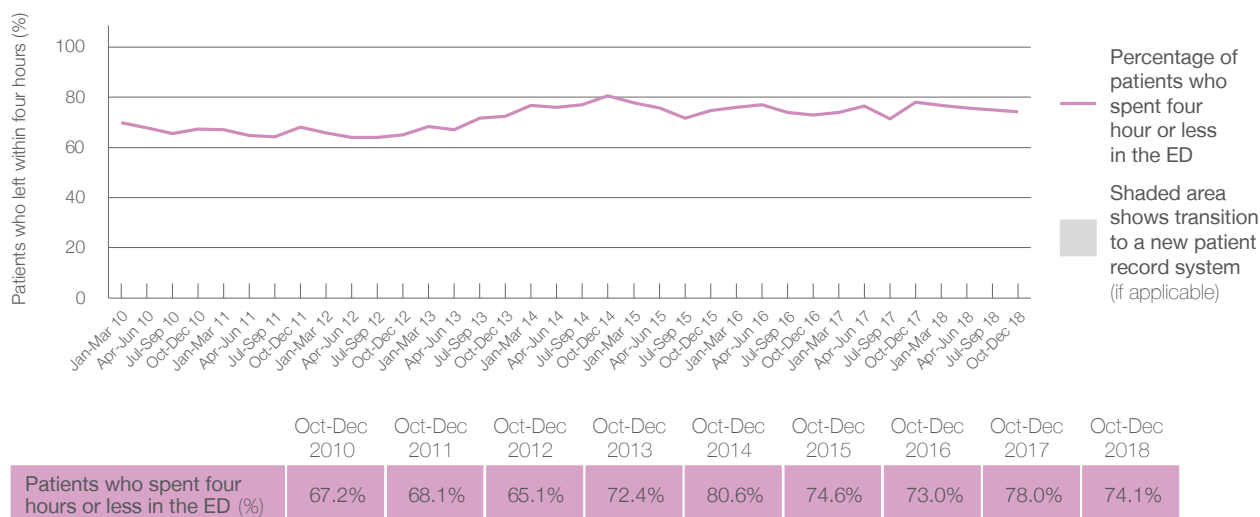
Presentations used to calculate time to leaving the ED: ⁶ 7,817 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,568	3%
7,567	3%
78.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 9,729 patients

Emergency presentations:² 9,634 patients

Same period last year	Change since one year ago
8,620	13%
8,527	13%

Port Macquarie Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,277 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,714 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,051 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 540 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,089	
8 minutes	8 minutes
21 minutes	26 minutes
3,074	
19 minutes	20 minutes
56 minutes	72 minutes
3,826	
27 minutes	26 minutes
87 minutes	104 minutes
483	
21 minutes	23 minutes
101 minutes	104 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 9,729 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
8,620	13%
72%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

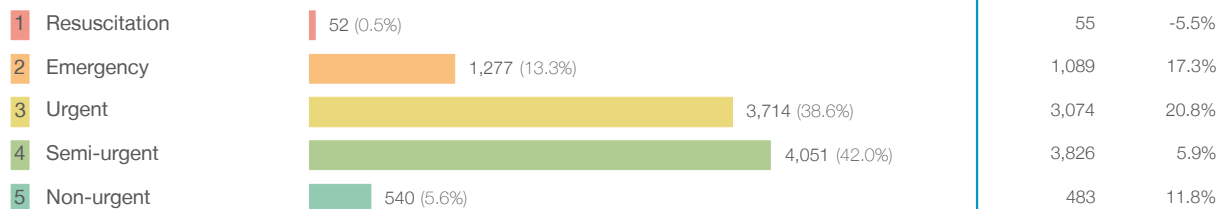
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Port Macquarie Base Hospital: Patients presenting to the emergency department

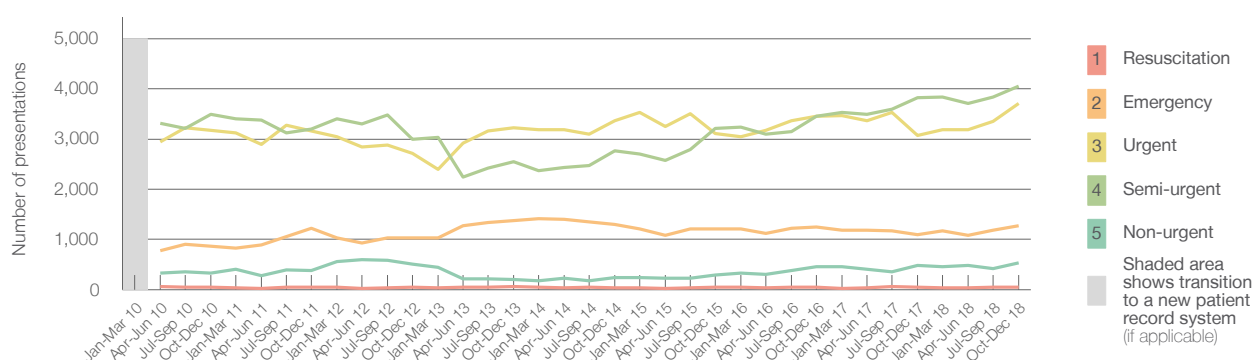
October to December 2018

All presentations:¹ 9,729 patients

Emergency presentations² by triage category: 9,634 patients



Emergency presentations² by quarter, January 2010 to December 2018 [†]



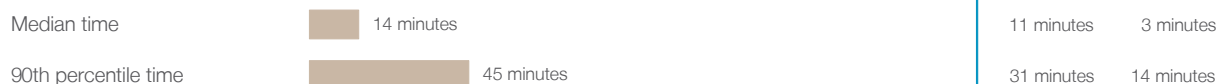
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	49	54	43	59	32	44	46	55	52
Emergency	869	1,224	1,028	1,371	1,304	1,213	1,242	1,089	1,277
Urgent	3,171	3,167	2,710	3,223	3,360	3,111	3,457	3,074	3,714
Semi-urgent	3,497	3,203	2,993	2,548	2,761	3,207	3,457	3,826	4,051
Non-urgent	328	375	505	202	245	297	459	483	540
All emergency presentations	7,914	8,023	7,279	7,403	7,702	7,872	8,661	8,527	9,634

Port Macquarie Base Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,214 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,277

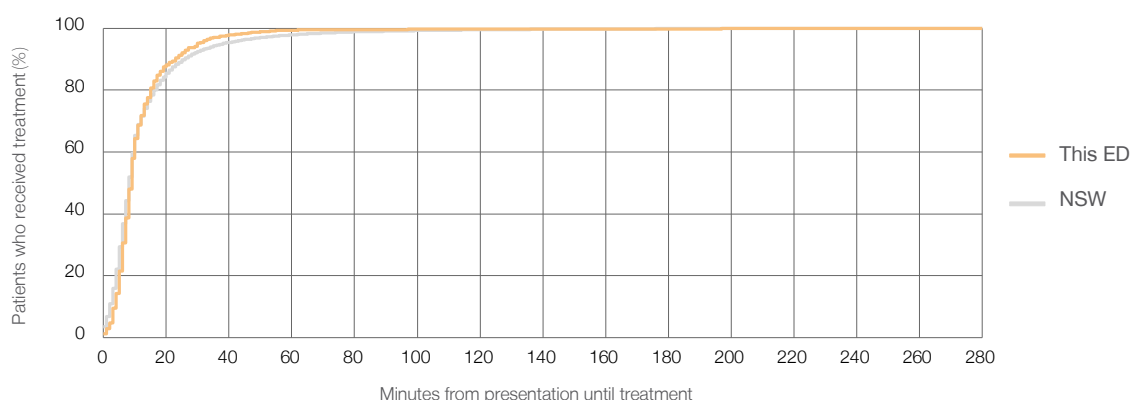
Number of triage 2 patients used to calculate waiting time: ³ 1,271

Median time to start treatment ⁴ 9 minutes

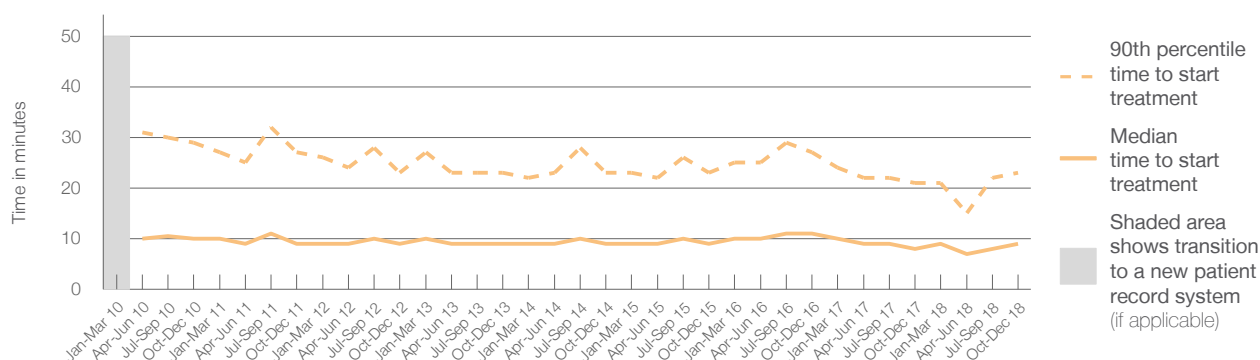
90th percentile time to start treatment ⁵ 23 minutes

Same period last year	NSW (this period)
1,089	
1,086	
8 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10	9	9	9	9	9	11	8	9
90th percentile time to start treatment ⁵ (minutes)	29	27	23	23	23	23	27	21	23

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,714

Number of triage 3 patients used to calculate waiting time:³ 3,635

Median time to start treatment⁴

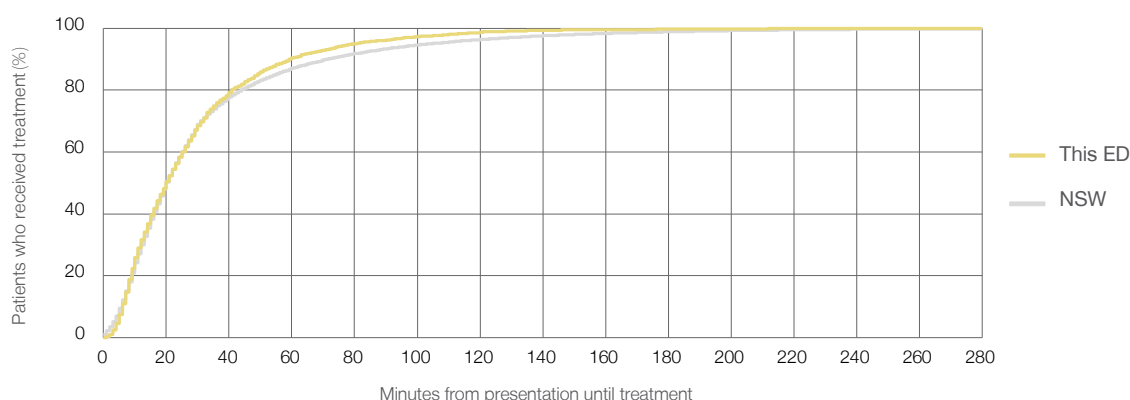
20 minutes

90th percentile time to start treatment⁵

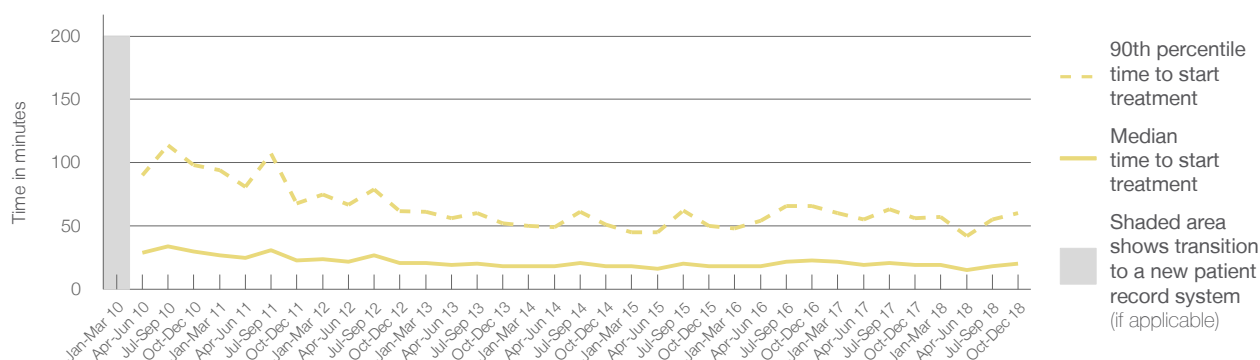
60 minutes

Same period last year	NSW (this period)
3,074	
3,023	
19 minutes	20 minutes
56 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	23	21	18	18	18	23	19	20
90th percentile time to start treatment ⁵ (minutes)	98	68	62	52	51	50	66	56	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,051

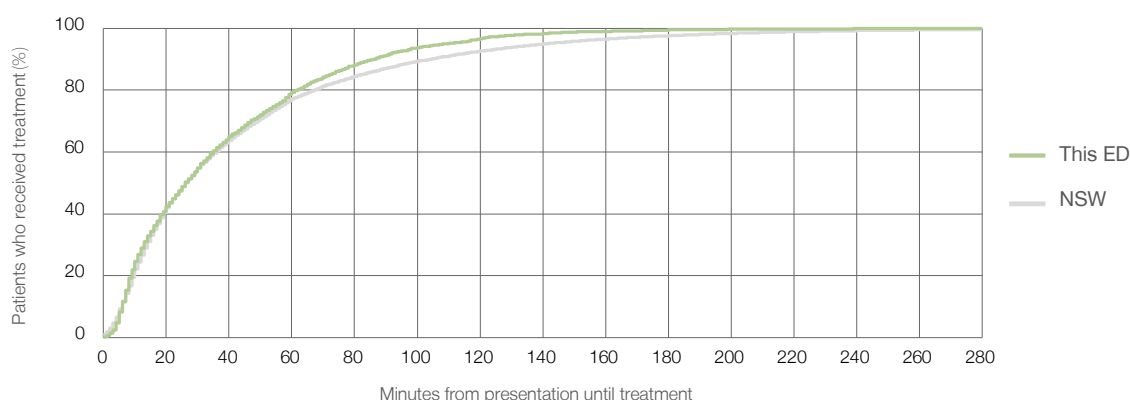
Number of triage 4 patients used to calculate waiting time:³ 3,503

Median time to start treatment⁴ 26 minutes

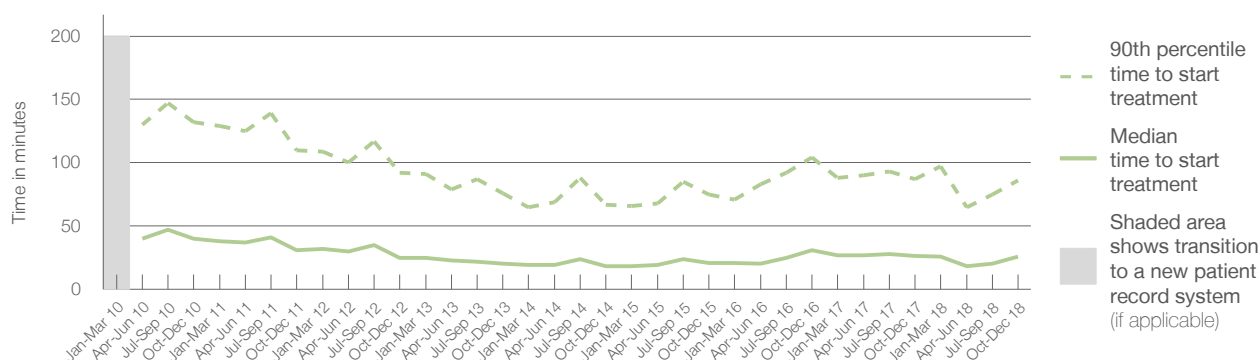
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
3,826	
3,290	
27 minutes	26 minutes
87 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	31	25	20	18	21	31	27	26
90th percentile time to start treatment ⁵ (minutes)	132	110	92	76	67	75	104	87	86

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 540

Number of triage 5 patients used to calculate waiting time:³ 413

Median time to start treatment⁴

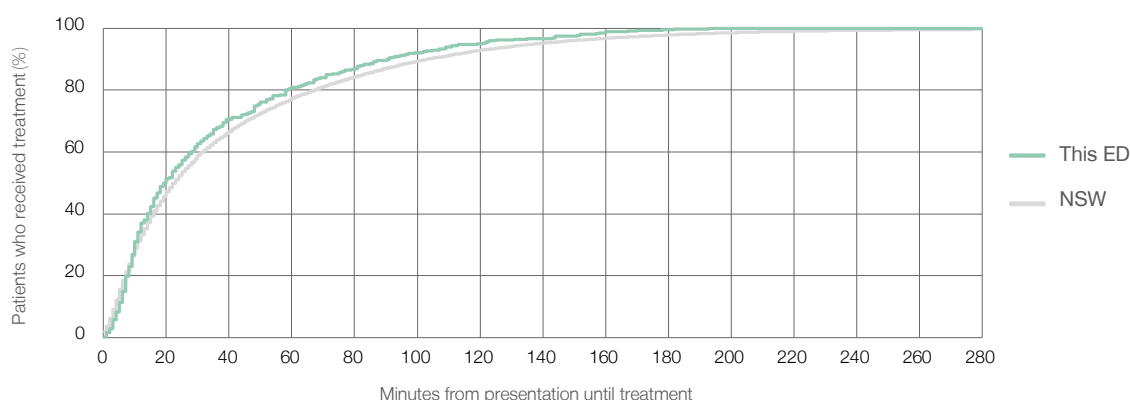
20 minutes

90th percentile time to start treatment⁵

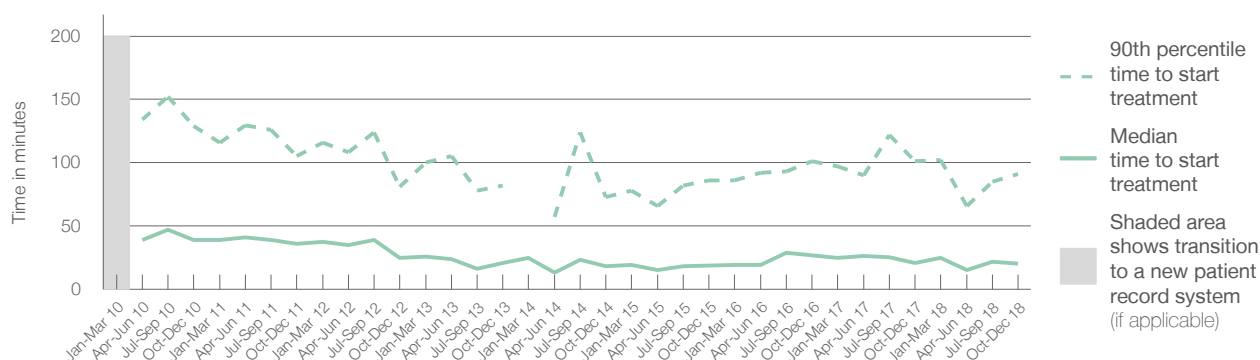
91 minutes

Same period last year	NSW (this period)
483	
321	
21 minutes	23 minutes
101 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	36	25	21	18	19	27	21	20
90th percentile time to start treatment ⁵ (minutes)	129	105	81	82	73	86	101	101	91

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Port Macquarie Base Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 9,729 patients

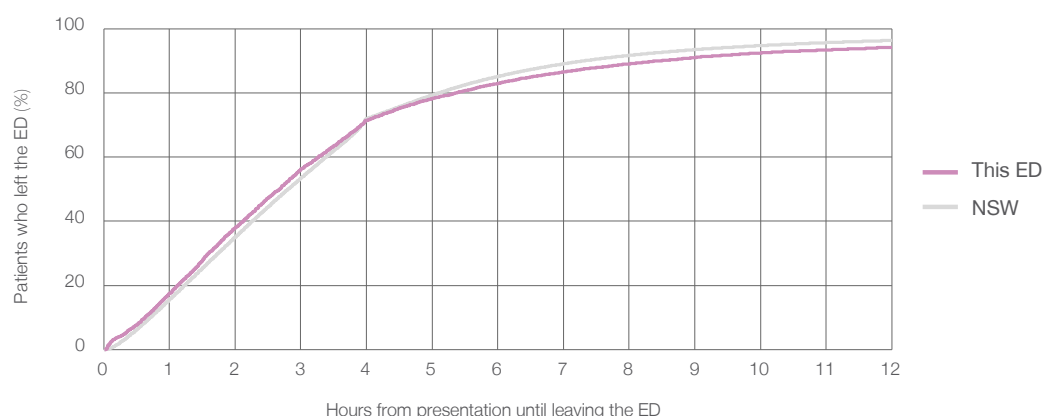
Presentations used to calculate time to leaving the ED:⁶ 9,729 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

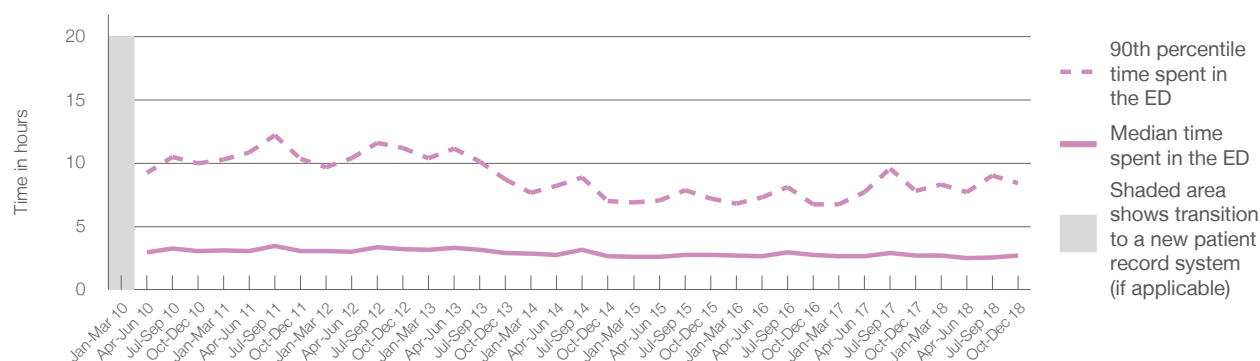
90th percentile time spent in the ED⁹ 8 hours and 26 minutes

Same period last year	NSW (this period)
8,620	
8,620	
2 hours and 41 minutes	2 hours and 49 minutes
7 hours and 50 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 3m	3h 2m	3h 14m	2h 54m	2h 38m	2h 44m	2h 46m	2h 41m	2h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 0m	10h 19m	11h 13m	8h 42m	6h 59m	7h 11m	6h 44m	7h 50m	8h 26m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

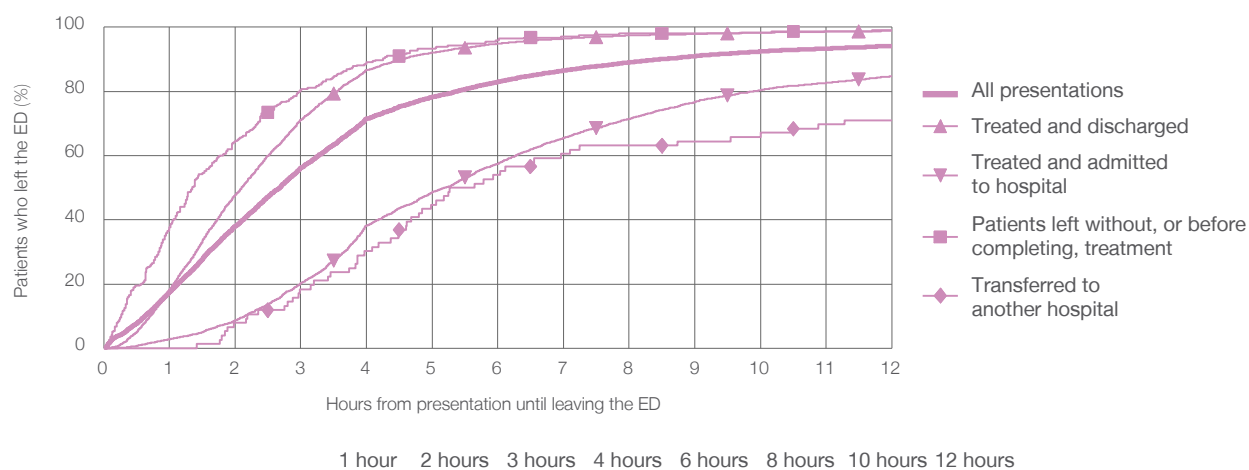
October to December 2018

All presentations:[†] 9,729 patients

Presentations used to calculate time to leaving the ED:[‡] 9,729 patients

		Same period last year	Change since one year ago
Treated and discharged	5,763 (59.2%)	8,620	13%
Treated and admitted to hospital	3,102 (31.9%)	4,939	16.7%
Patient left without, or before completing, treatment	313 (3.2%)	2,860	8.5%
Transferred to another hospital	76 (0.8%)	248	26.2%
Other	475 (4.9%)	79	-3.8%
		494	-3.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.3%	47.8%	71.2%	86.7%	94.8%	97.4%	98.3%	98.8%
Treated and admitted to hospital	2.8%	8.7%	20.2%	38.2%	57.5%	71.5%	80.4%	84.8%
Patient left without, or before completing, treatment	37.7%	64.5%	80.5%	89.1%	95.8%	98.1%	98.4%	99.0%
Transferred to another hospital	0%	7.9%	18.4%	30.3%	53.9%	63.2%	67.1%	71.1%
All presentations	17.5%	38.0%	56.2%	71.5%	82.9%	89.0%	92.4%	94.2%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Port Macquarie Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 9,729 patients

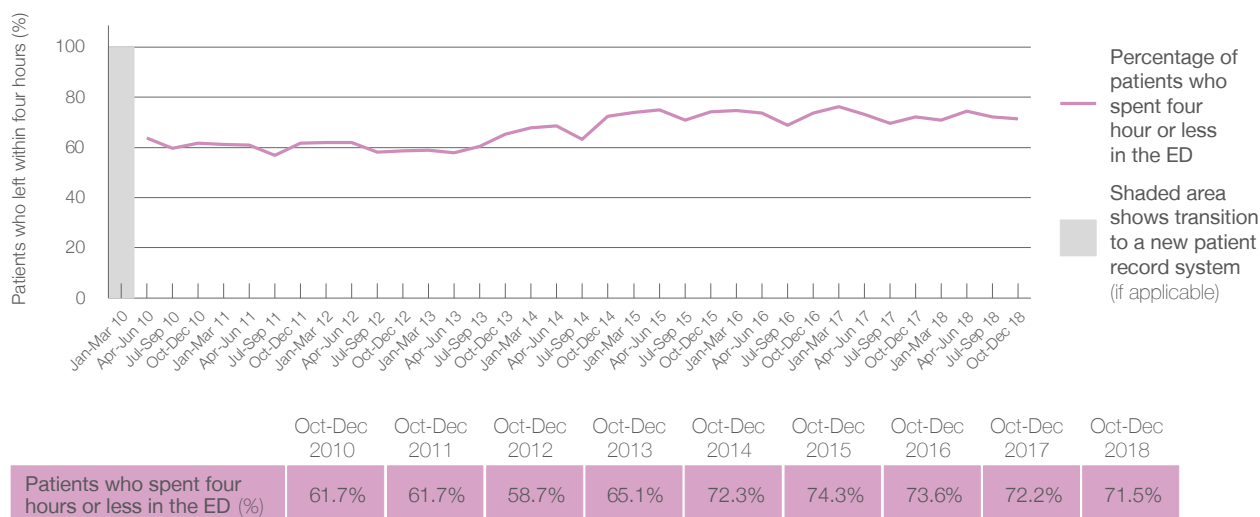
Presentations used to calculate time to leaving the ED: ⁶ 9,729 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
8,620	13%
8,620	13%
72.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,640 patients

Emergency presentations:² 10,523 patients

Same period last year	Change since one year ago
10,162	5%
10,048	5%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,186 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,560 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,488 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,231 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
1,042	
11 minutes	8 minutes
33 minutes	26 minutes
3,157	
28 minutes	20 minutes
97 minutes	72 minutes
4,657	
29 minutes	26 minutes
110 minutes	104 minutes
1,134	
25 minutes	23 minutes
95 minutes	104 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,640 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
10,162	5%
68%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

October to December 2018

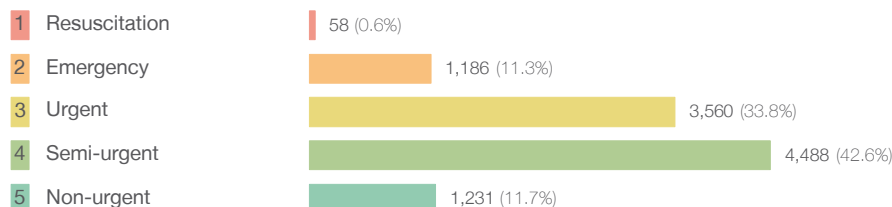
All presentations:¹ 10,640 patients

Same period last year Change since one year ago

10,162 5%

Emergency presentations² by triage category: 10,523 patients

10,048 5%



58 0.0%

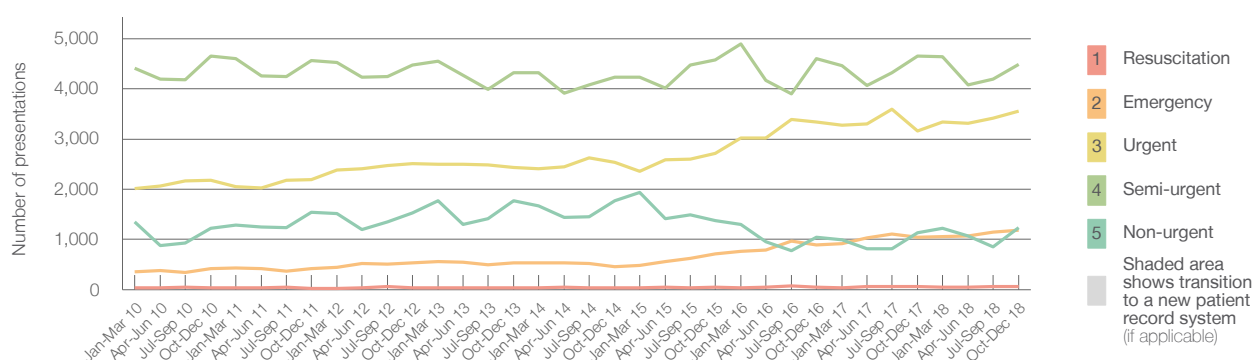
1,042 13.8%

3,157 12.8%

4,657 -3.6%

1,134 8.6%

Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	36	30	40	31	33	49	50	58	58
Emergency	415	421	536	535	461	718	895	1,042	1,186
Urgent	2,176	2,188	2,506	2,436	2,537	2,720	3,343	3,157	3,560
Semi-urgent	4,647	4,565	4,471	4,326	4,235	4,579	4,601	4,657	4,488
Non-urgent	1,217	1,543	1,533	1,773	1,776	1,374	1,041	1,134	1,231
All emergency presentations	8,491	8,747	9,086	9,101	9,042	9,440	9,930	10,048	10,523

Shoalhaven District Memorial Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,684 patients

Same period last year Change since one year ago

2,268

ED Transfer of care time

Median time 12 minutes

13 minutes -1 minute

90th percentile time 34 minutes

34 minutes 0 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,186

Number of triage 2 patients used to calculate waiting time: ³ 1,184

Median time to start treatment ⁴

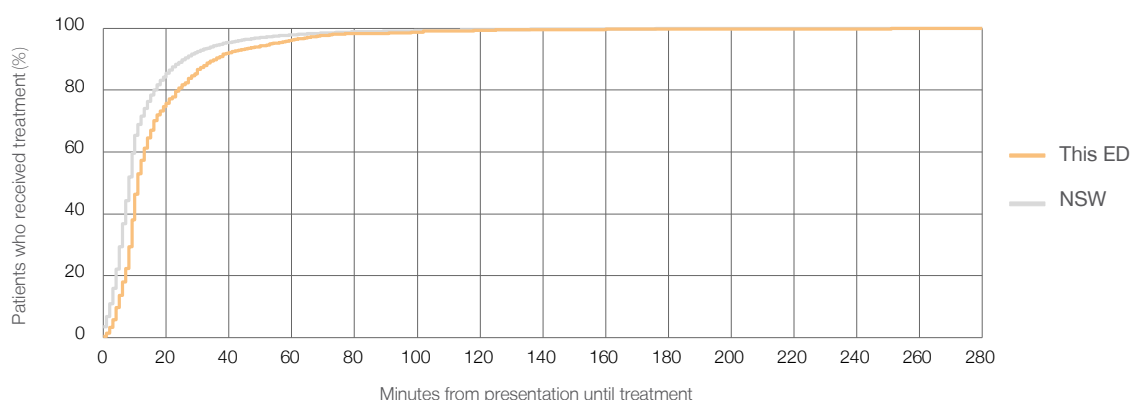
11 minutes

90th percentile time to start treatment ⁵

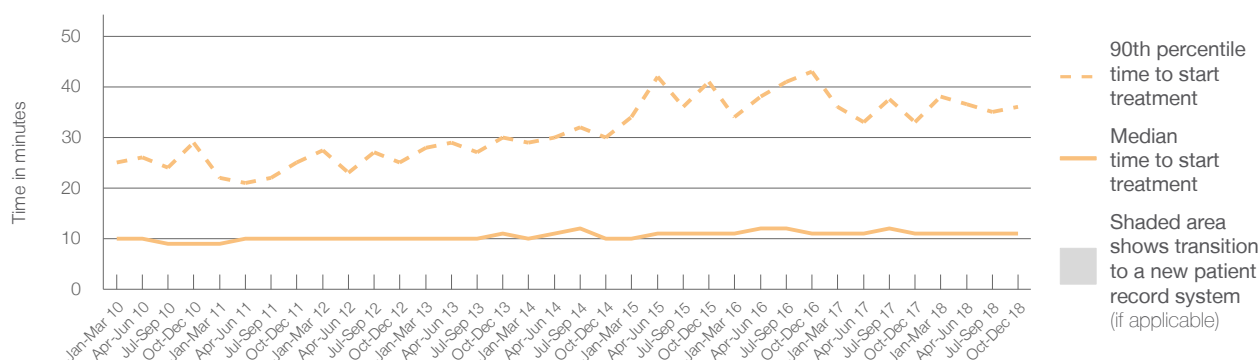
36 minutes

Same period last year	NSW (this period)
1,042	
1,040	
11 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	10	10	11	10	11	11	11	11
90th percentile time to start treatment ⁵ (minutes)	29	25	25	30	30	41	43	33	36

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,560

Number of triage 3 patients used to calculate waiting time: ³ 3,494

Median time to start treatment ⁴

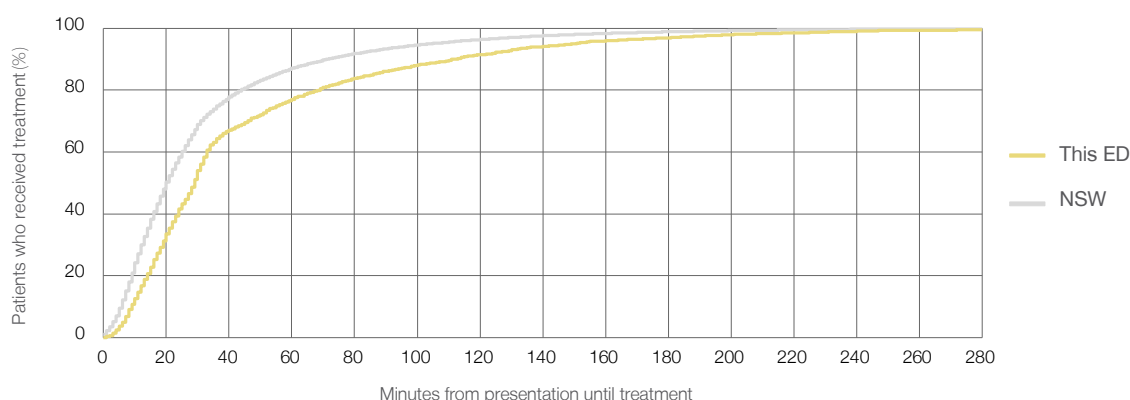
29 minutes

90th percentile time to start treatment ⁵

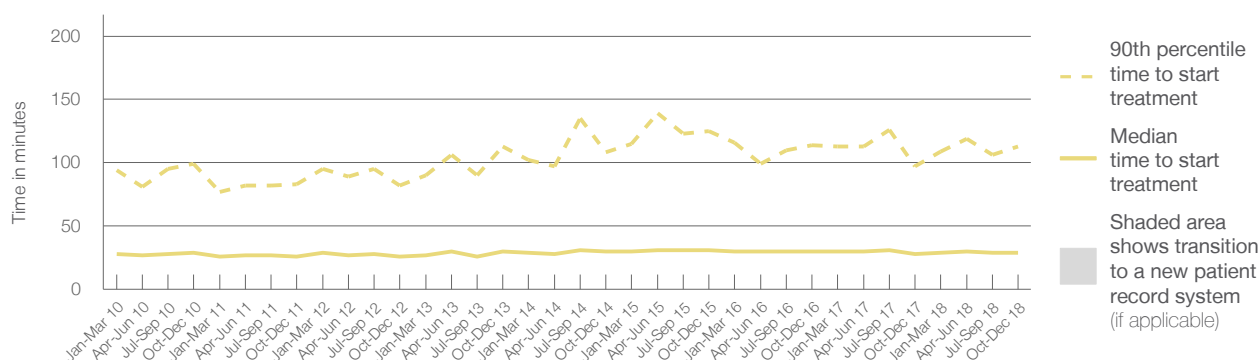
113 minutes

Same period last year	NSW (this period)
3,157	
3,111	
28 minutes	20 minutes
97 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	26	26	30	30	31	30	28	29
90th percentile time to start treatment ⁵ (minutes)	99	83	82	113	108	125	114	97	113

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,488

Number of triage 4 patients used to calculate waiting time:³ 4,215

Median time to start treatment⁴

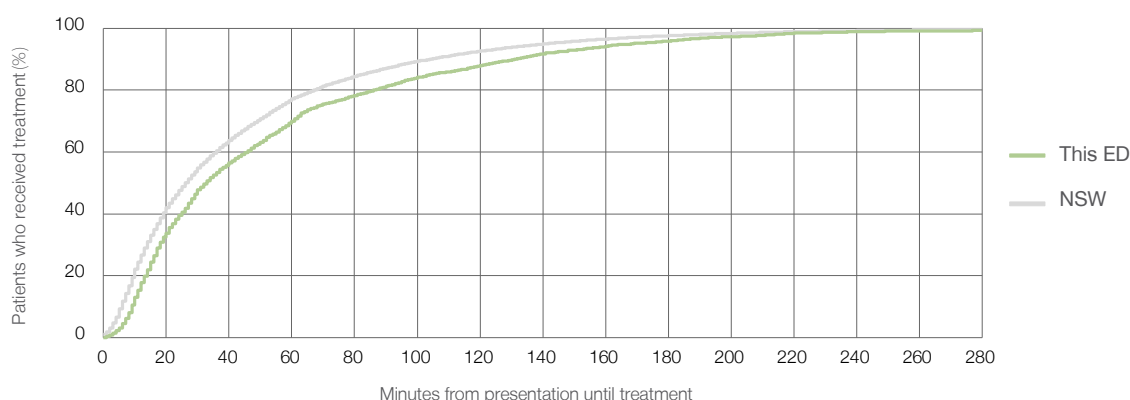
33 minutes

90th percentile time to start treatment⁵

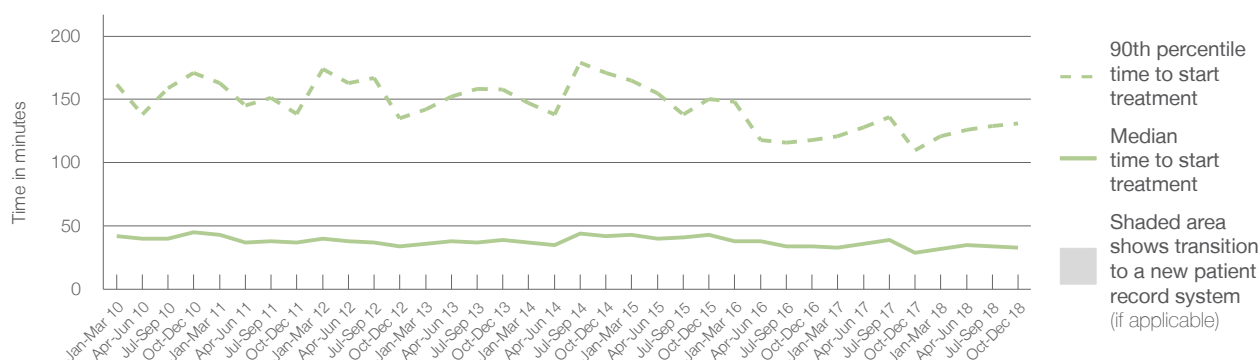
131 minutes

Same period last year	NSW (this period)
4,657	
4,447	
29 minutes	26 minutes
110 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	45	37	34	39	42	43	34	29	33
90th percentile time to start treatment ⁵ (minutes)	171	139	135	158	171	150	118	110	131

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,231

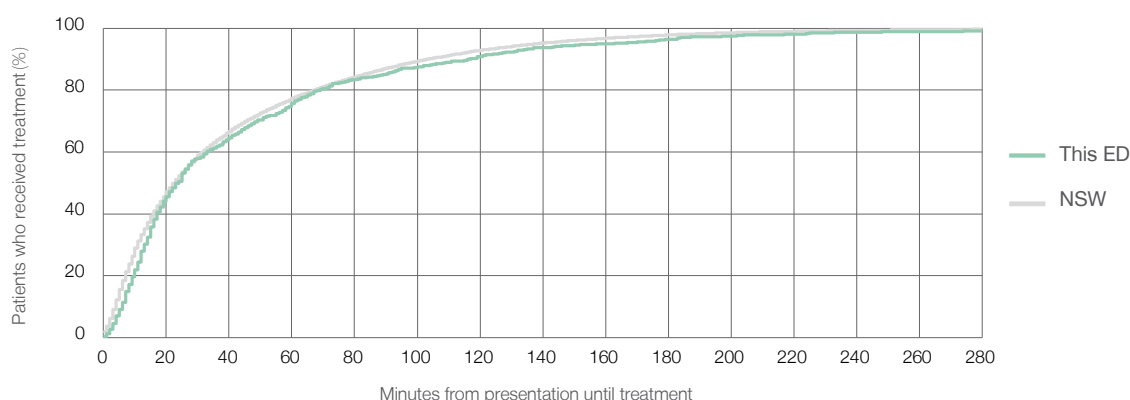
Number of triage 5 patients used to calculate waiting time: ³ 1,113

Median time to start treatment ⁴ 24 minutes

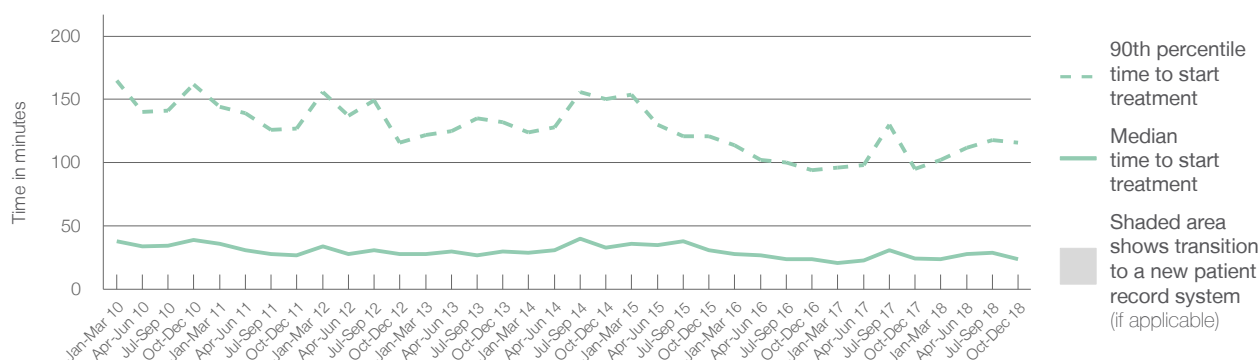
90th percentile time to start treatment ⁵ 116 minutes

Same period last year	NSW (this period)
1,134	
1,026	
25 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	27	28	30	33	31	24	25	24
90th percentile time to start treatment ⁵ (minutes)	162	127	116	132	150	121	94	95	116

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,640 patients

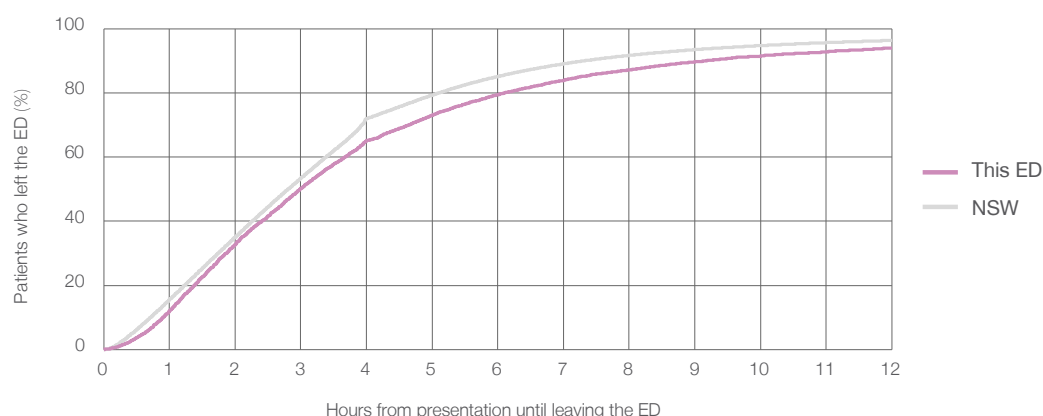
Presentations used to calculate time to leaving the ED:⁶ 10,640 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

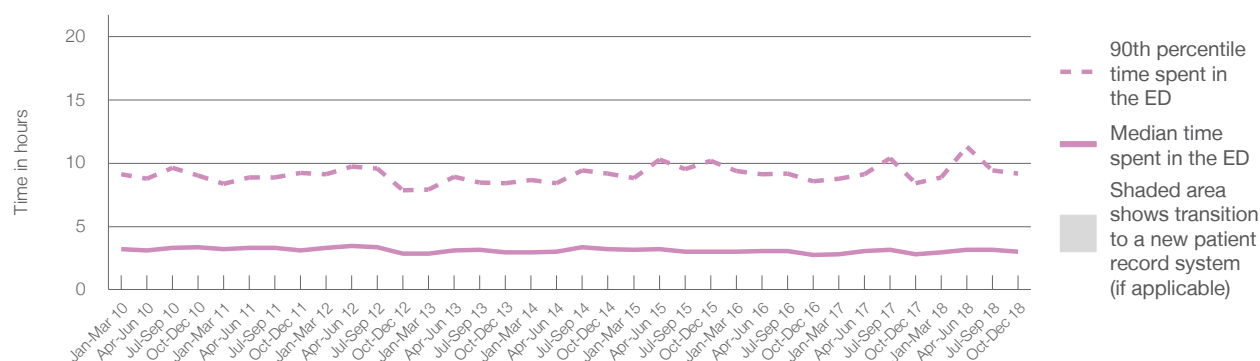
90th percentile time spent in the ED⁹ 9 hours and 11 minutes

Same period last year	NSW (this period)
10,162	10,162
2 hours and 48 minutes	2 hours and 49 minutes
8 hours and 24 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 21m	3h 6m	2h 52m	2h 58m	3h 13m	3h 0m	2h 46m	2h 48m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 0m	9h 14m	7h 51m	8h 24m	9h 10m	10h 11m	8h 35m	8h 24m	9h 11m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

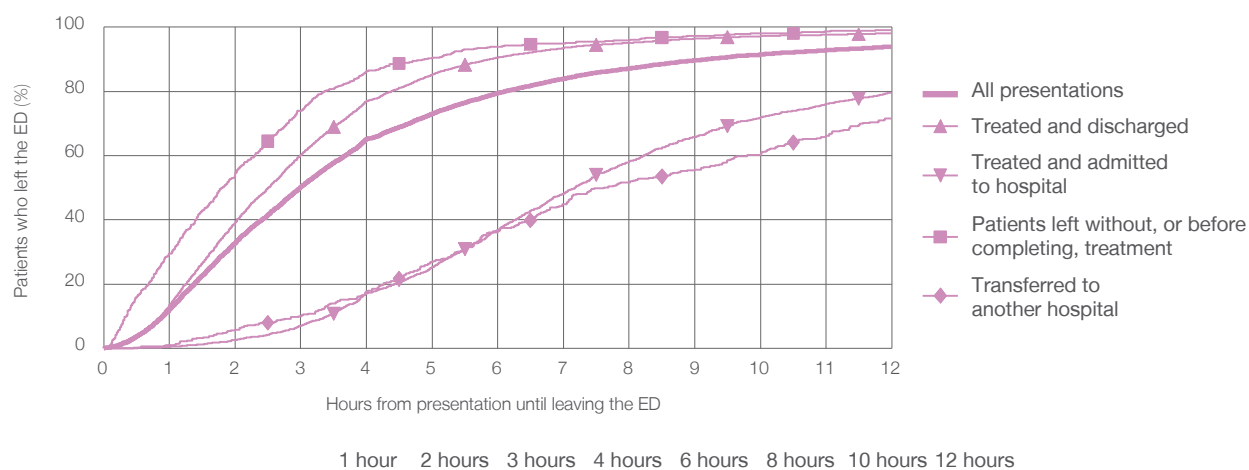
October to December 2018

All presentations:[†] 10,640 patients

Presentations used to calculate time to leaving the ED:[‡] 10,640 patients

		Same period last year	Change since one year ago
Treated and discharged	7,595 (71.4%)	7,372	3.0%
Treated and admitted to hospital	1,866 (17.5%)	1,817	2.7%
Patient left without, or before completing, treatment	761 (7.2%)	630	20.8%
Transferred to another hospital	379 (3.6%)	301	25.9%
Other	39 (0.4%)	42	-7.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.5%	39.2%	60.2%	77.1%	90.6%	95.1%	97.2%	98.1%
Treated and admitted to hospital	0.4%	2.6%	7.0%	17.2%	36.8%	58.2%	71.9%	79.6%
Patient left without, or before completing, treatment	29.4%	54.5%	74.0%	86.3%	94.0%	95.9%	98.0%	99.1%
Transferred to another hospital	1.1%	5.8%	10.0%	17.7%	36.4%	51.7%	60.4%	71.5%
All presentations	12.1%	32.9%	50.2%	65.2%	79.5%	87.2%	91.5%	94.0%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 10,640 patients

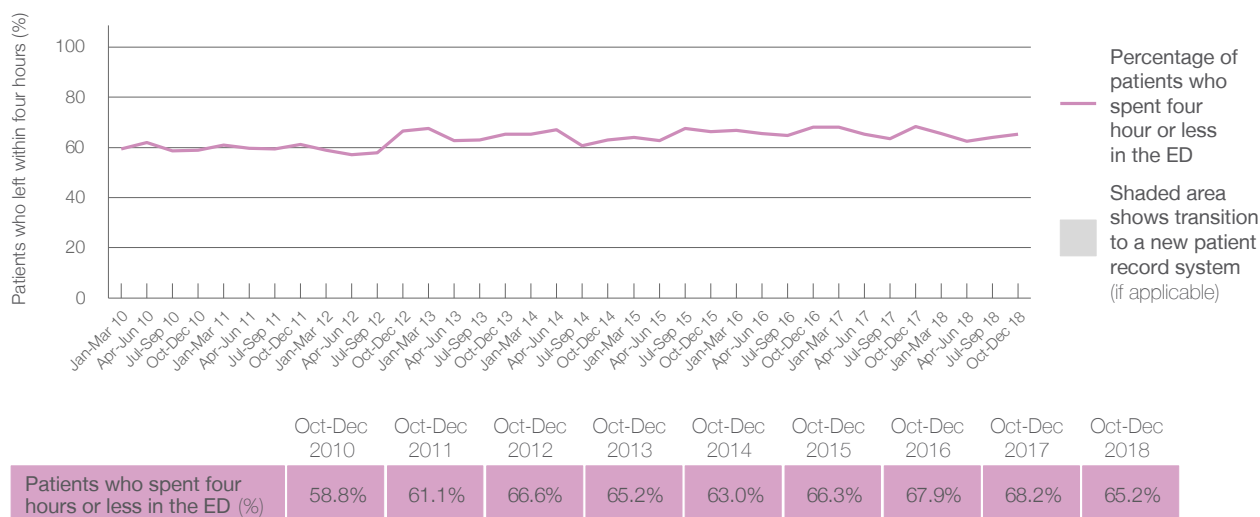
Presentations used to calculate time to leaving the ED: ⁶ 10,640 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
10,162	5%
10,162	5%
68.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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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 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Sutherland Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 14,295 patients

Emergency presentations:² 14,210 patients

Same period last year	Change since one year ago
12,982	10%
12,880	10%

Sutherland Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,886 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,826 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,647 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 782 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,963	
13 minutes	8 minutes
32 minutes	26 minutes
5,566	
29 minutes	20 minutes
70 minutes	72 minutes
4,578	
33 minutes	26 minutes
90 minutes	104 minutes
724	
28 minutes	23 minutes
112 minutes	104 minutes

Sutherland Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 14,294 patients

Percentage of patients who spent four hours or less in the ED 67%

Same period last year	Change since one year ago
12,982	10%
61%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

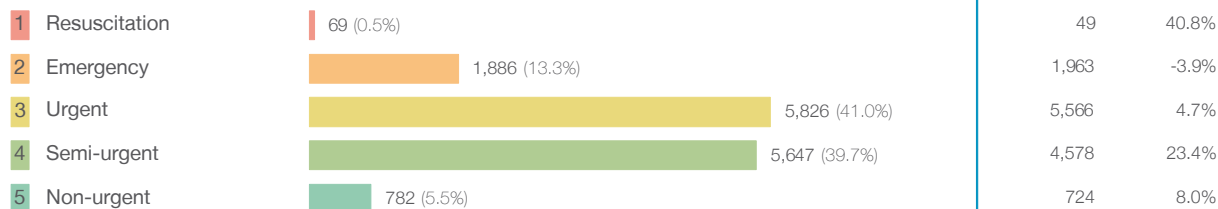
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Sutherland Hospital: Patients presenting to the emergency department

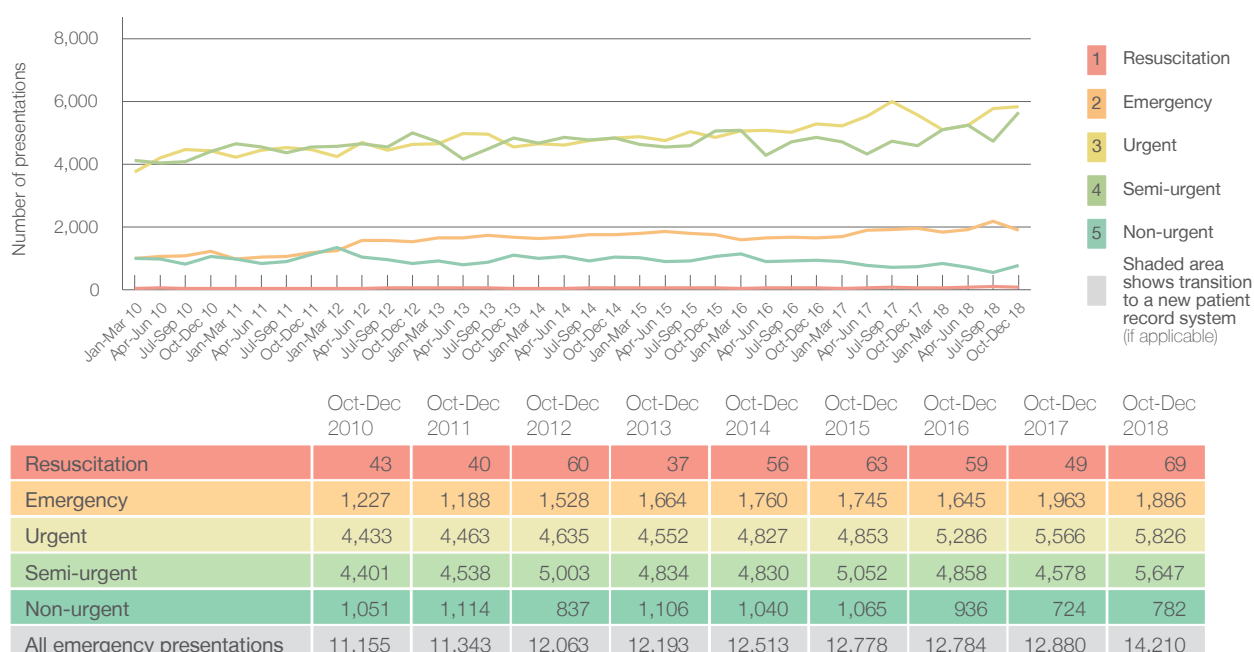
October to December 2018

All presentations:¹ 14,295 patients

Emergency presentations² by triage category: 14,210 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Sutherland Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 3,628 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.

Sutherland Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,886

Number of triage 2 patients used to calculate waiting time: ³ 1,877

Median time to start treatment ⁴

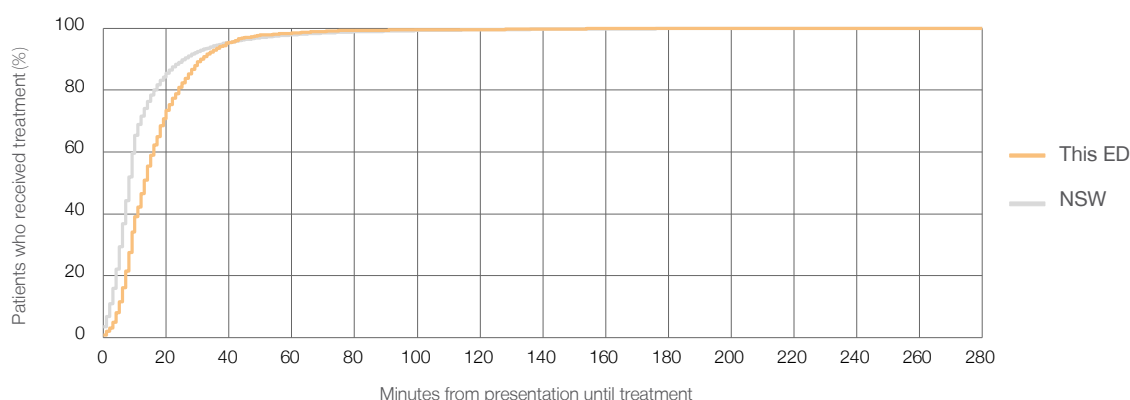
13 minutes

90th percentile time to start treatment ⁵

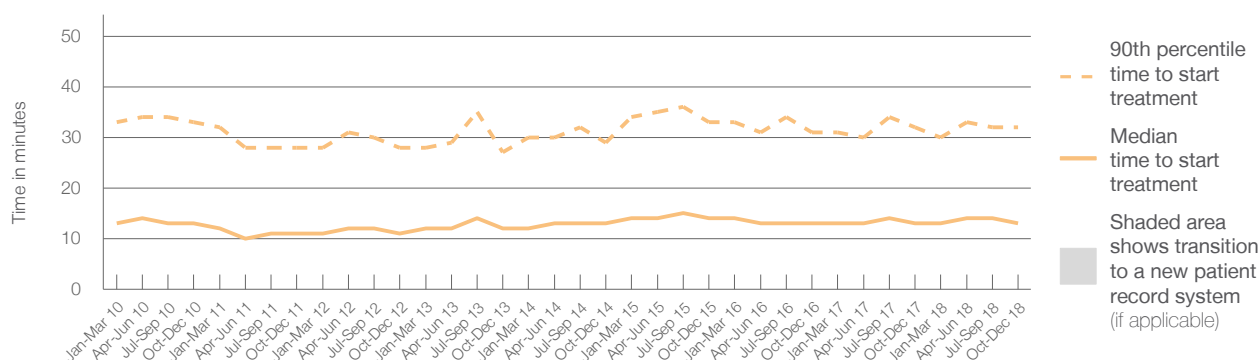
32 minutes

Same period last year	NSW (this period)
1,963	
1,955	
13 minutes	8 minutes
32 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	13	11	11	12	13	14	13	13	13
90th percentile time to start treatment ⁵ (minutes)	33	28	28	27	29	33	31	32	32

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sutherland Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 5,826

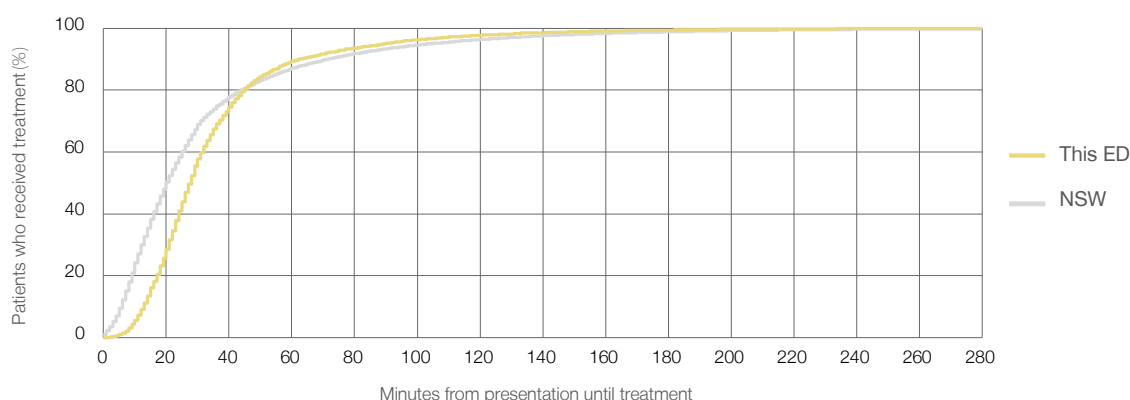
Number of triage 3 patients used to calculate waiting time: ³ 5,642

Median time to start treatment ⁴ 28 minutes

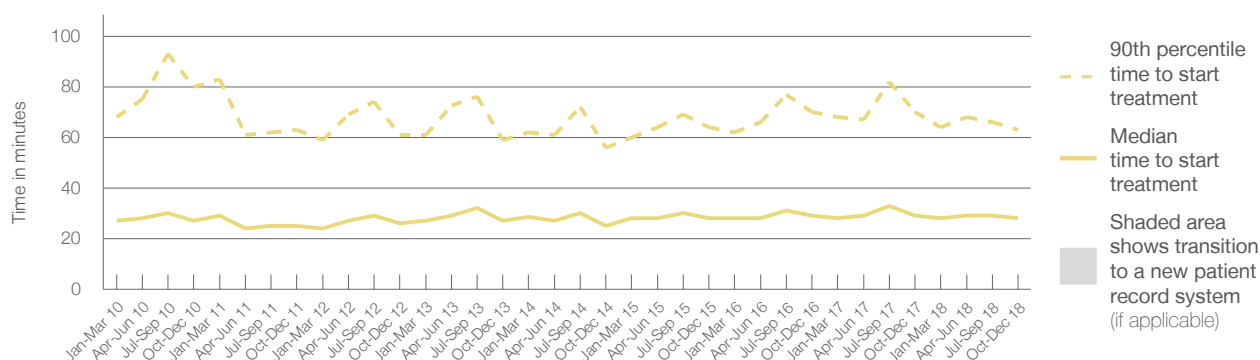
90th percentile time to start treatment ⁵ 63 minutes

Same period last year	NSW (this period)
5,566	
5,479	
29 minutes	20 minutes
70 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	25	26	27	25	28	29	29	28
90th percentile time to start treatment ⁵ (minutes)	80	63	61	59	56	64	70	70	63

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sutherland Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 5,647

Number of triage 4 patients used to calculate waiting time: ³ 5,288

Median time to start treatment ⁴

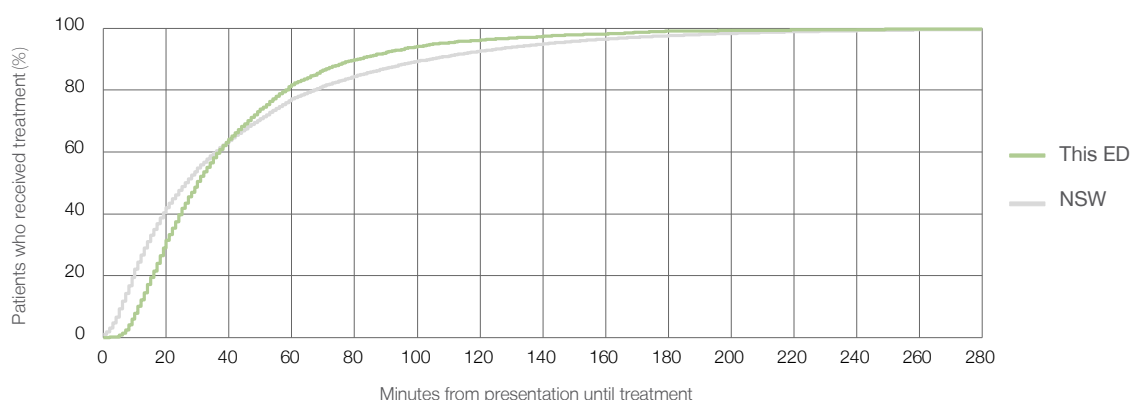
30 minutes

90th percentile time to start treatment ⁵

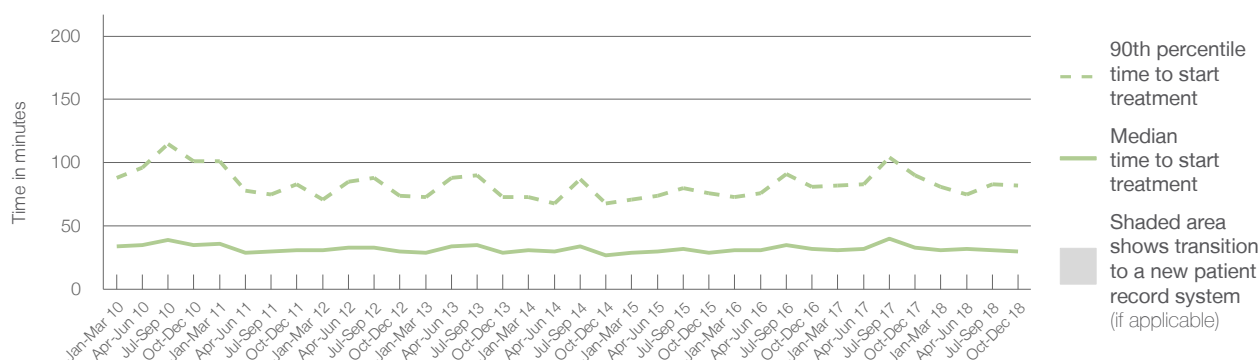
82 minutes

Same period last year	NSW (this period)
4,578	
4,426	
33 minutes	26 minutes
90 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	31	30	29	27	29	32	33	30
90th percentile time to start treatment ⁵ (minutes)	101	83	74	73	68	76	81	90	82

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sutherland Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 782

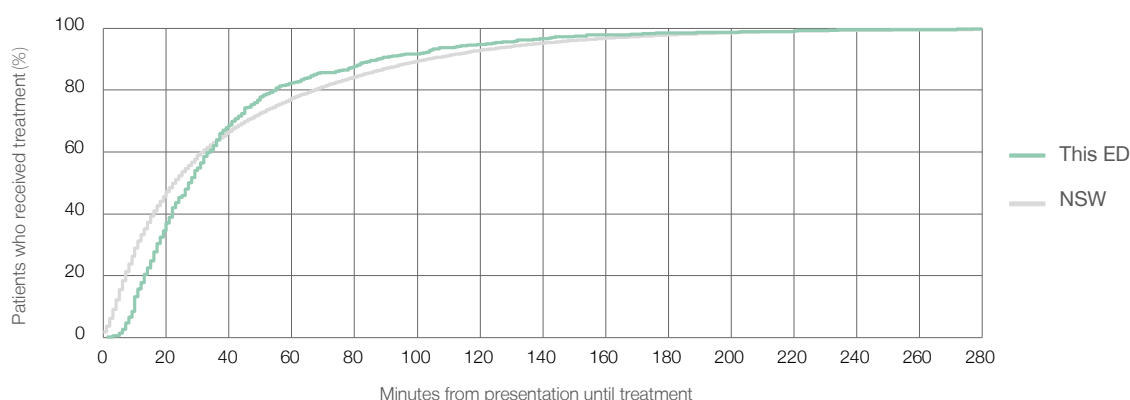
Number of triage 5 patients used to calculate waiting time:³ 676

Median time to start treatment⁴ 28 minutes

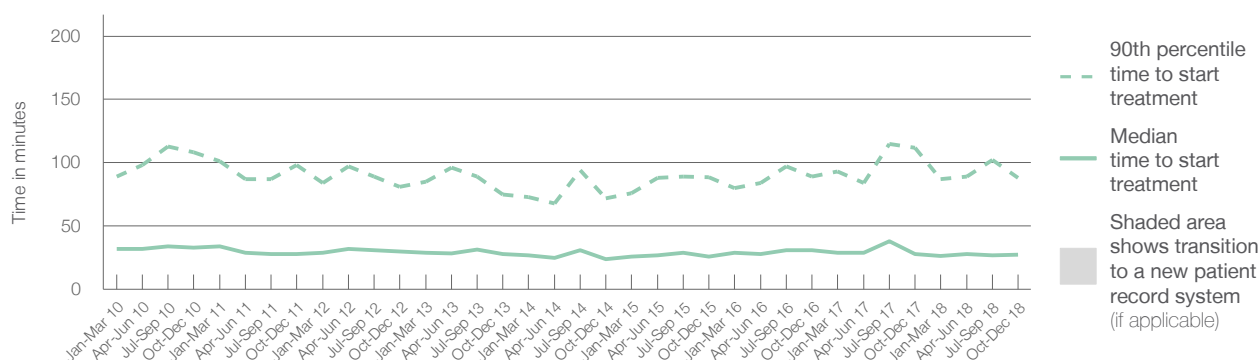
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
724	
649	
28 minutes	23 minutes
112 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33	28	30	28	24	26	31	28	28
90th percentile time to start treatment ⁵ (minutes)	108	98	81	75	72	89	89	112	88

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sutherland Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 14,295 patients

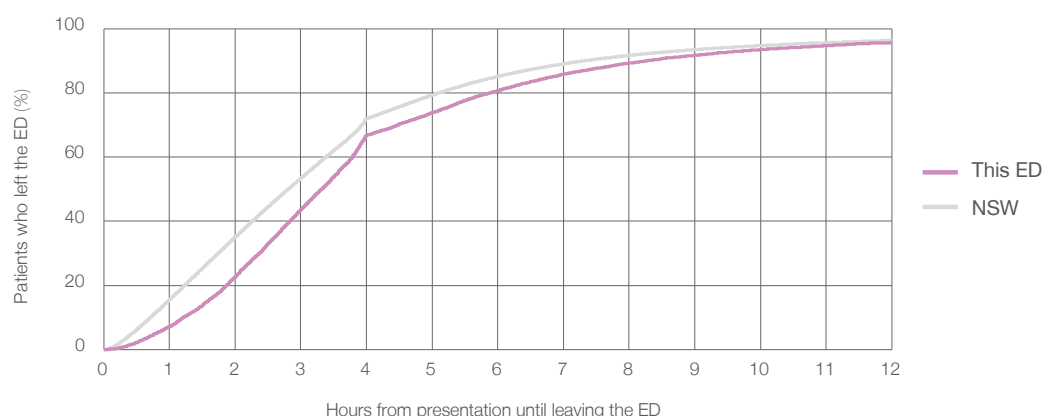
Presentations used to calculate time to leaving the ED:⁶ 14,294 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

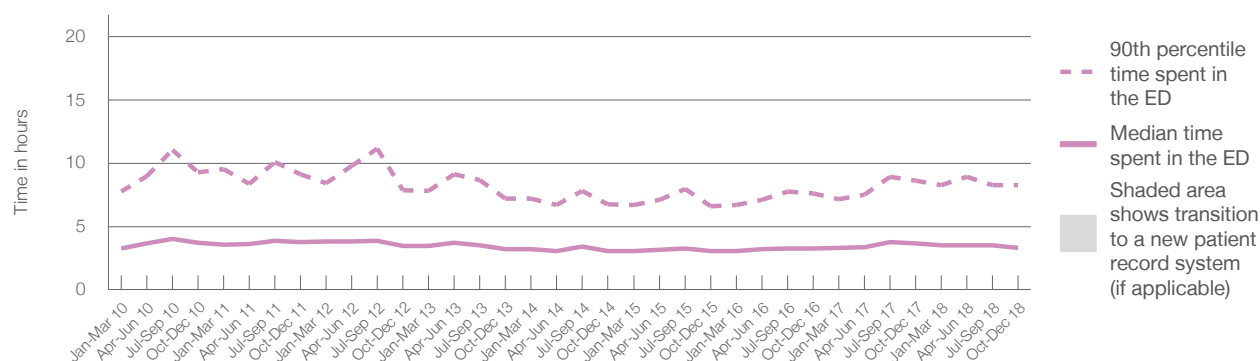
90th percentile time spent in the ED⁹ 8 hours and 16 minutes

Same period last year	NSW (this period)
12,982	
12,982	
3 hours and 39 minutes	2 hours and 49 minutes
8 hours and 38 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 42m	3h 45m	3h 29m	3h 14m	3h 4m	3h 3m	3h 15m	3h 39m	3h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 16m	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m	8h 38m	8h 16m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sutherland Hospital: Time patients spent in the ED

By mode of separation

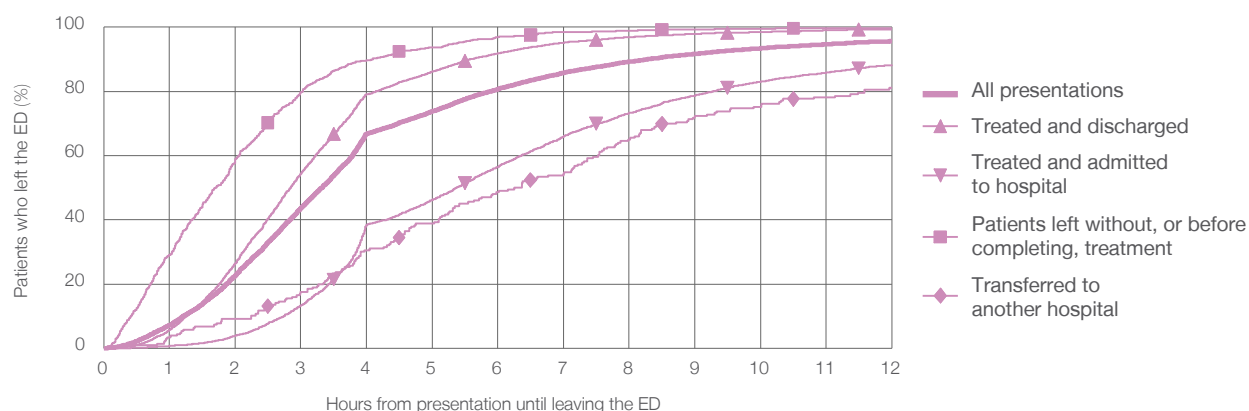
October to December 2018

All presentations:[†] 14,295 patients

Presentations used to calculate time to leaving the ED:[‡] 14,294 patients

		Same period last year	Change since one year ago
		12,982	10%
Treated and discharged	8,430 (59.0%)	8,837	-4.6%
Treated and admitted to hospital	4,443 (31.1%)	3,114	42.7%
Patient left without, or before completing, treatment	882 (6.2%)	743	18.7%
Transferred to another hospital	206 (1.4%)	236	-12.7%
Other	334 (2.3%)	52	542.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	26.5%	54.5%	79.1%	91.9%	96.9%	98.5%	99.4%
Treated and admitted to hospital	0.7%	3.9%	13.3%	38.5%	56.5%	73.3%	83.0%	88.2%
Patient left without, or before completing, treatment	29.0%	59.0%	79.7%	89.8%	96.9%	99.0%	99.5%	99.8%
Transferred to another hospital	3.4%	9.2%	17.5%	30.6%	48.5%	65.0%	75.2%	81.1%
All presentations	7.2%	22.8%	43.7%	66.8%	80.7%	89.3%	93.4%	95.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sutherland Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 14,295 patients

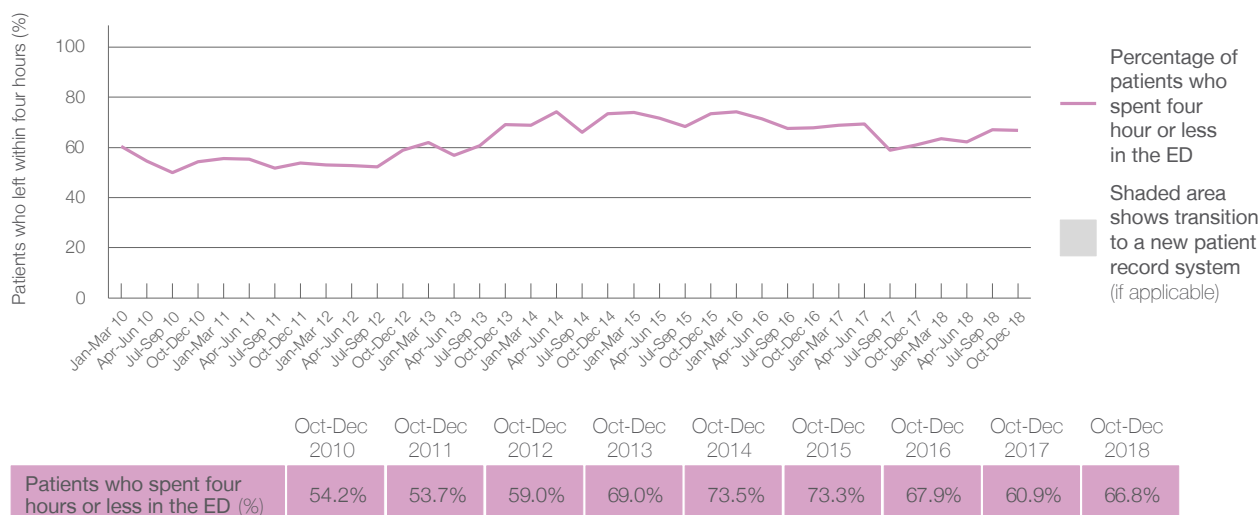
Presentations used to calculate time to leaving the ED: ⁶ 14,294 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
12,982	10%
12,982	10%
60.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Tamworth Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,827 patients

Emergency presentations:² 10,247 patients

Same period last year	Change since one year ago
11,018	-2%
10,525	-3%

Tamworth Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,684 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 84 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,138 patients

Median time to start treatment⁴ 39 minutes

90th percentile time to start treatment⁵ 132 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,456 patients

Median time to start treatment⁴ 46 minutes

90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
916	
8 minutes	8 minutes
28 minutes	26 minutes
2,510	
24 minutes	20 minutes
81 minutes	72 minutes
5,607	
41 minutes	26 minutes
133 minutes	104 minutes
1,456	
45 minutes	23 minutes
124 minutes	104 minutes

Tamworth Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,827 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
11,018	-2%
74%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

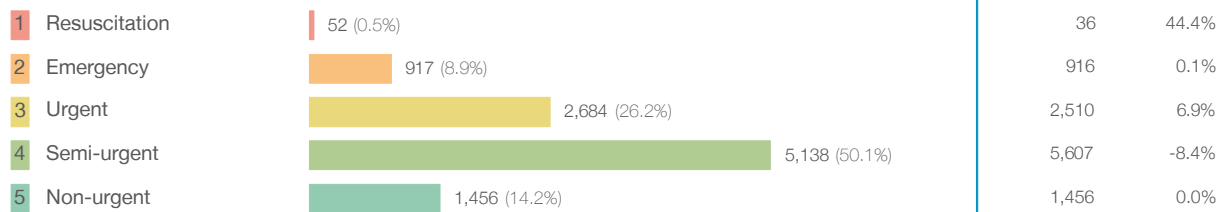
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Tamworth Hospital: Patients presenting to the emergency department

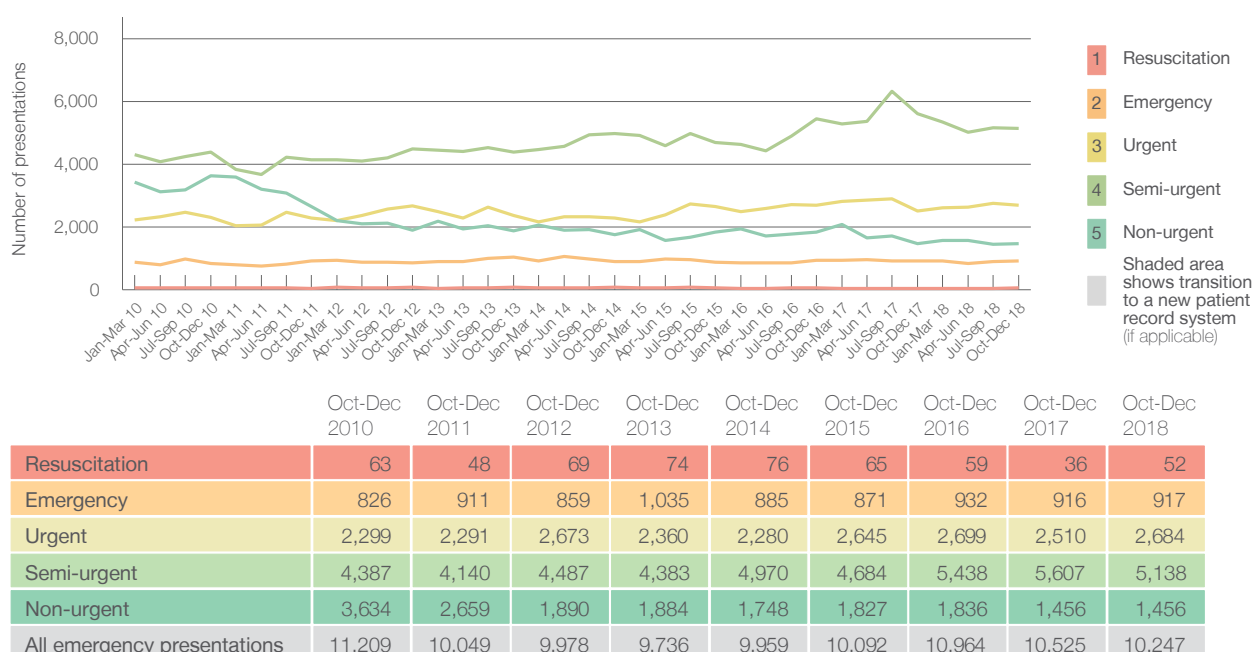
October to December 2018

All presentations:¹ 10,827 patients

Emergency presentations² by triage category: 10,247 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Tamworth Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,912 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tamworth Hospital: Time patients waited to start treatment, triage 2

October to December 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:³ 905

Median time to start treatment⁴

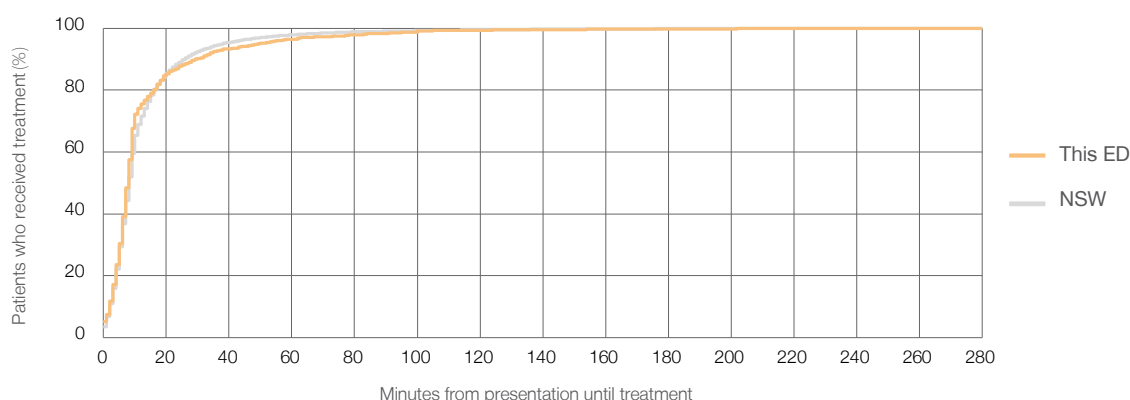
8 minutes

90th percentile time to start treatment⁵

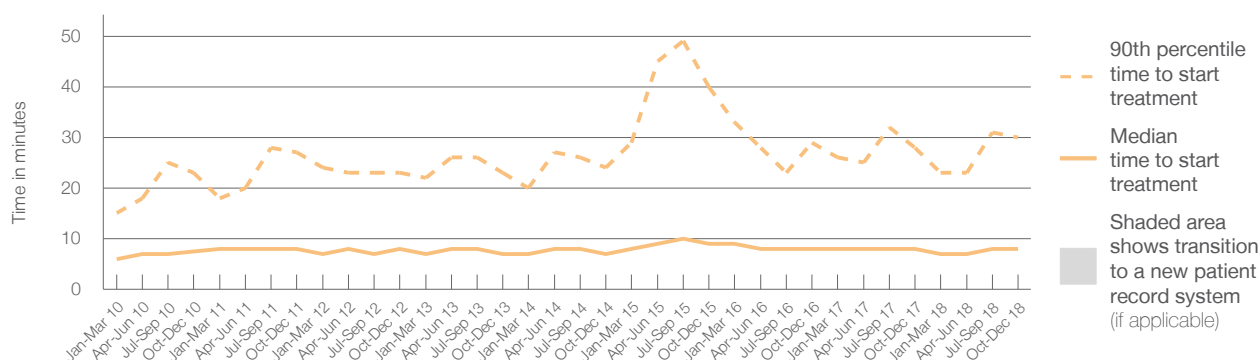
30 minutes

Same period last year	NSW (this period)
916	
909	
8 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	8	8	7	7	9	8	8	8
90th percentile time to start treatment ⁵ (minutes)	23	27	23	23	24	40	29	28	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tamworth Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,684

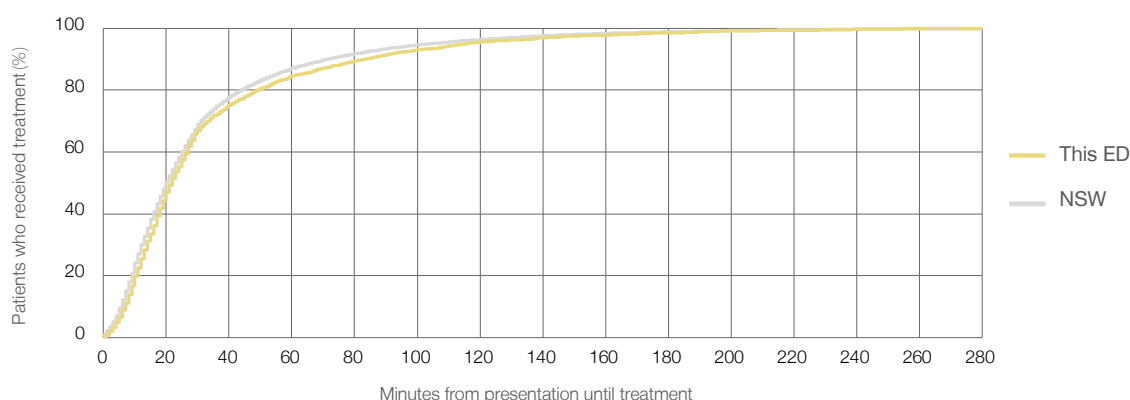
Number of triage 3 patients used to calculate waiting time: ³ 2,600

Median time to start treatment ⁴ 22 minutes

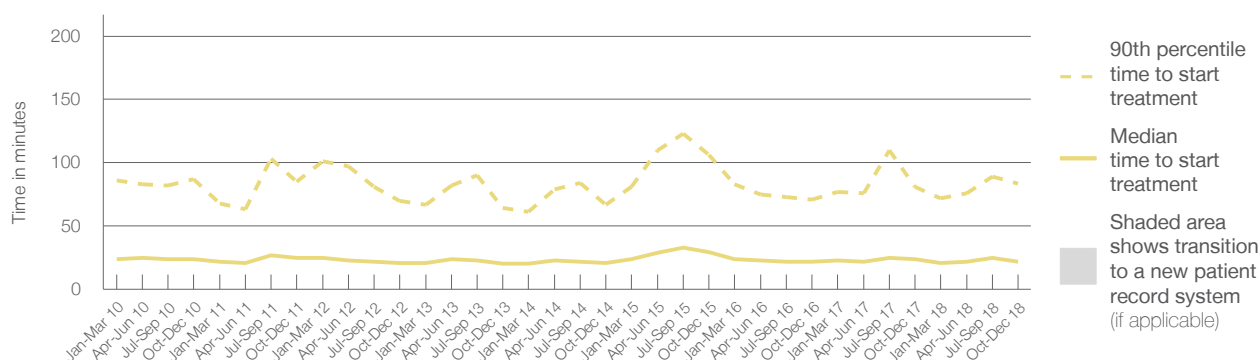
90th percentile time to start treatment ⁵ 84 minutes

Same period last year	NSW (this period)
2,510	
2,454	
24 minutes	20 minutes
81 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	25	21	20	21	30	22	24	22
90th percentile time to start treatment ⁵ (minutes)	87	85	70	64	67	106	71	81	84

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tamworth Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 5,138

Number of triage 4 patients used to calculate waiting time:³ 4,746

Median time to start treatment⁴

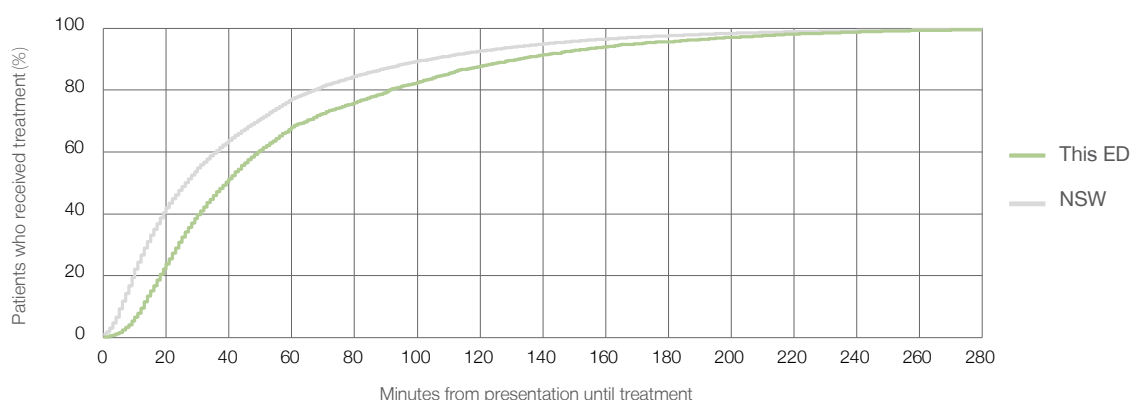
39 minutes

90th percentile time to start treatment⁵

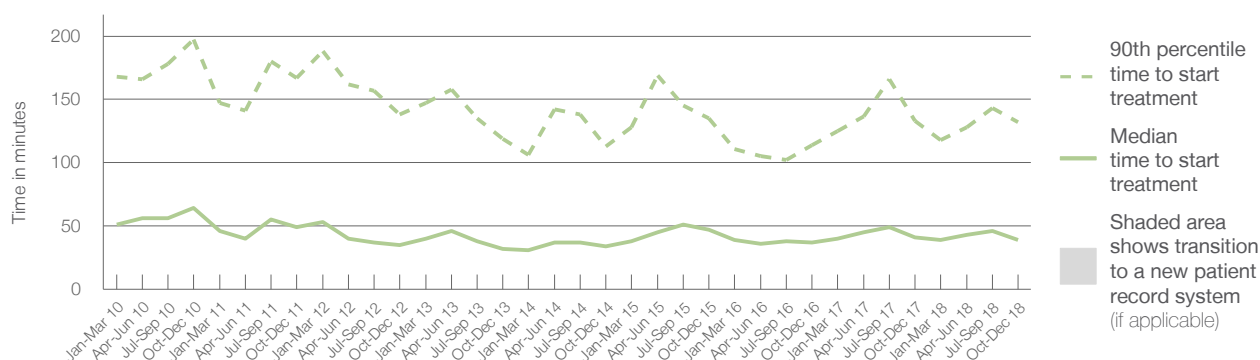
132 minutes

Same period last year	NSW (this period)
5,607	
5,335	
41 minutes	26 minutes
133 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	64	49	35	32	34	47	37	41	39
90th percentile time to start treatment ⁵ (minutes)	197	167	138	119	113	135	114	133	132

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tamworth Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,456

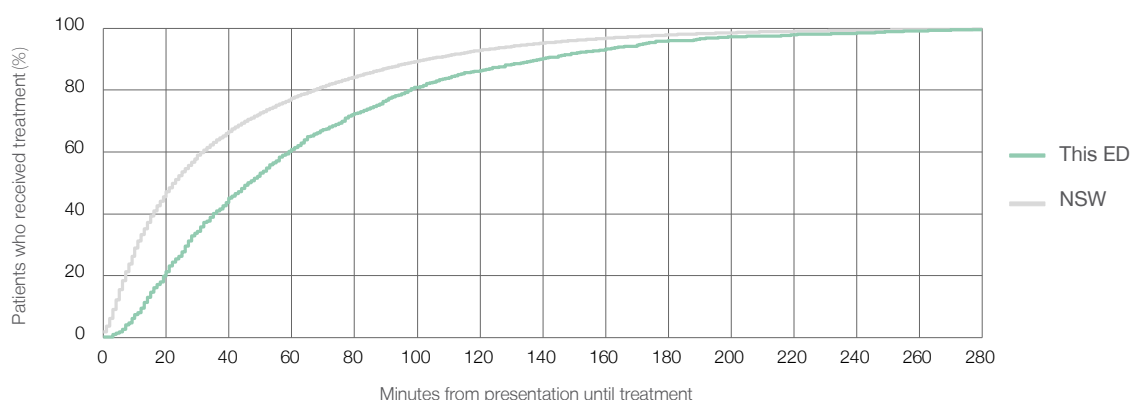
Number of triage 5 patients used to calculate waiting time: ³ 1,297

Median time to start treatment ⁴ 46 minutes

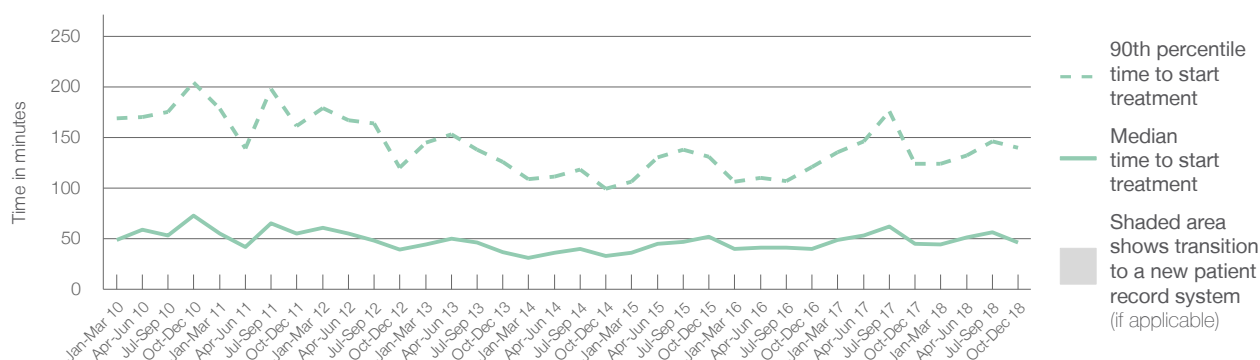
90th percentile time to start treatment ⁵ 140 minutes

Same period last year	NSW (this period)
1,456	
1,353	
45 minutes	23 minutes
124 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	73	55	39	37	33	52	40	45	46
90th percentile time to start treatment ⁵ (minutes)	204	161	120	126	99	131	121	124	140

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tamworth Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,827 patients

Presentations used to calculate time to leaving the ED:⁶ 10,827 patients

Median time spent in the ED⁸

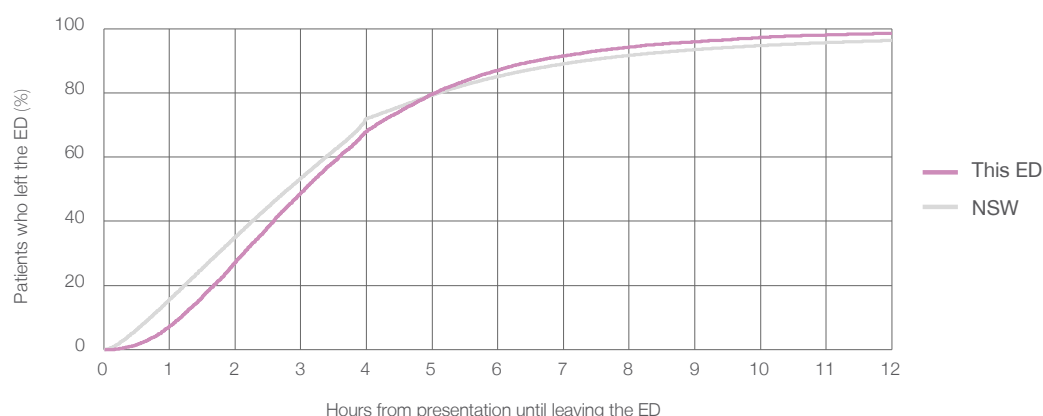
3 hours and 4 minutes

90th percentile time spent in the ED⁹

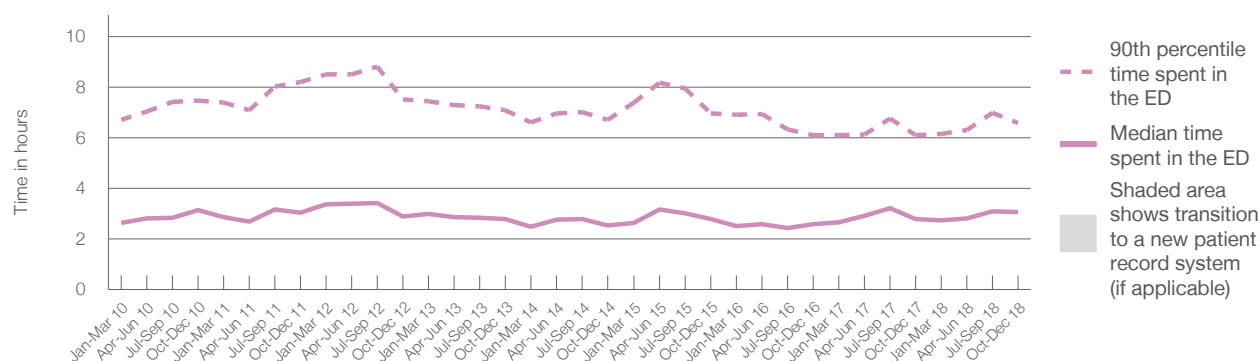
6 hours and 35 minutes

Same period last year	NSW (this period)
11,018	
11,018	
2 hours and 48 minutes	2 hours and 49 minutes
6 hours and 7 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 9m	3h 3m	2h 54m	2h 47m	2h 33m	2h 47m	2h 35m	2h 48m	3h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 28m	8h 12m	7h 32m	7h 6m	6h 42m	6h 58m	6h 6m	6h 7m	6h 35m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tamworth Hospital: Time patients spent in the ED

By mode of separation

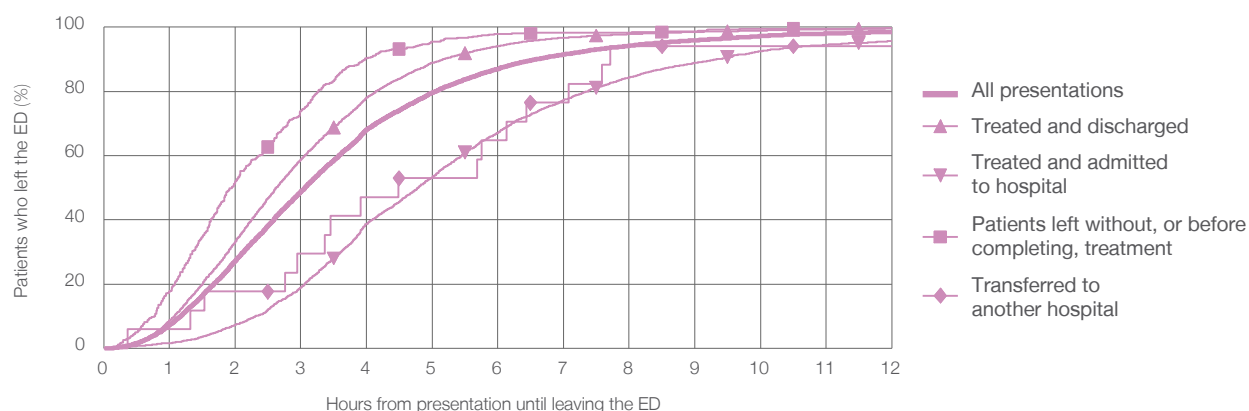
October to December 2018

All presentations:[†] 10,827 patients

Presentations used to calculate time to leaving the ED:[‡] 10,827 patients

		Same period last year	Change since one year ago
		11,018	-2%
Treated and discharged	7,193 (66.4%)	7,666	-6.2%
Treated and admitted to hospital	2,909 (26.9%)	2,826	2.9%
Patient left without, or before completing, treatment	475 (4.4%)	359	32.3%
Transferred to another hospital	17 (0.2%)	34	-50.0%
Other	233 (2.2%)	133	75.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.7%	33.4%	58.9%	78.1%	94.1%	97.9%	99.0%	99.6%
Treated and admitted to hospital	1.6%	7.3%	19.0%	38.7%	67.1%	84.4%	92.5%	95.8%
Patient left without, or before completing, treatment	17.7%	52.0%	73.9%	90.3%	97.9%	98.3%	99.6%	99.8%
Transferred to another hospital	5.9%	17.6%	29.4%	47.1%	64.7%	94.1%	94.1%	94.1%
All presentations	7.3%	27.3%	48.9%	68.1%	87.0%	94.3%	97.2%	98.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tamworth Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 10,827 patients

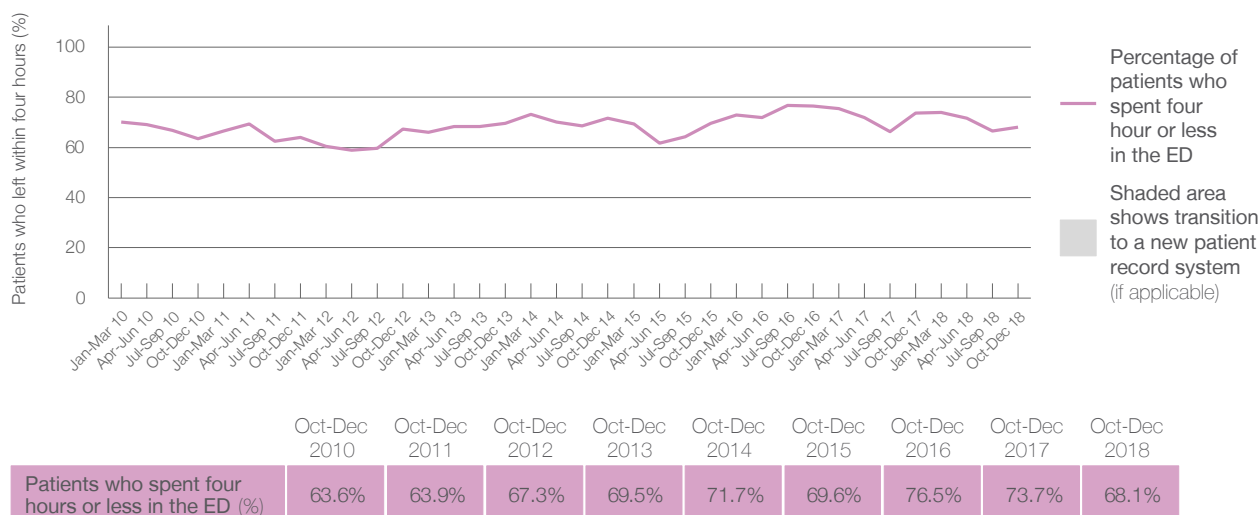
Presentations used to calculate time to leaving the ED: ⁶ 10,827 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
11,018	-2%
11,018	-2%
73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

The Tweed Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 13,726 patients

Emergency presentations:² 13,328 patients

Same period last year	Change since one year ago
13,661	0%
13,192	1%

The Tweed Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,772 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,141 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,361 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 976 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,738	
5 minutes	8 minutes
13 minutes	26 minutes
5,820	
15 minutes	20 minutes
42 minutes	72 minutes
4,360	
16 minutes	26 minutes
70 minutes	104 minutes
1,218	
11 minutes	23 minutes
62 minutes	104 minutes

The Tweed Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 13,725 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
13,661	0%
83%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

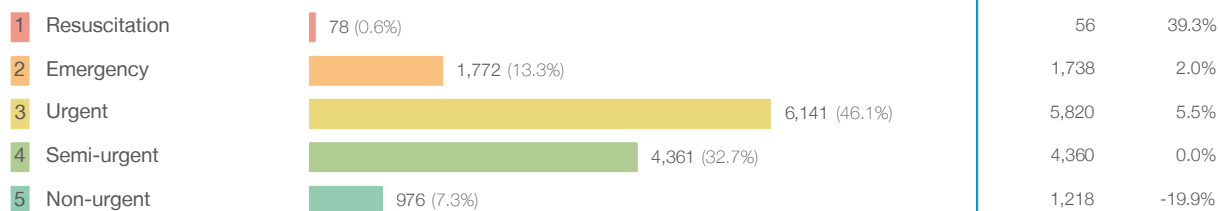
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

The Tweed Hospital: Patients presenting to the emergency department

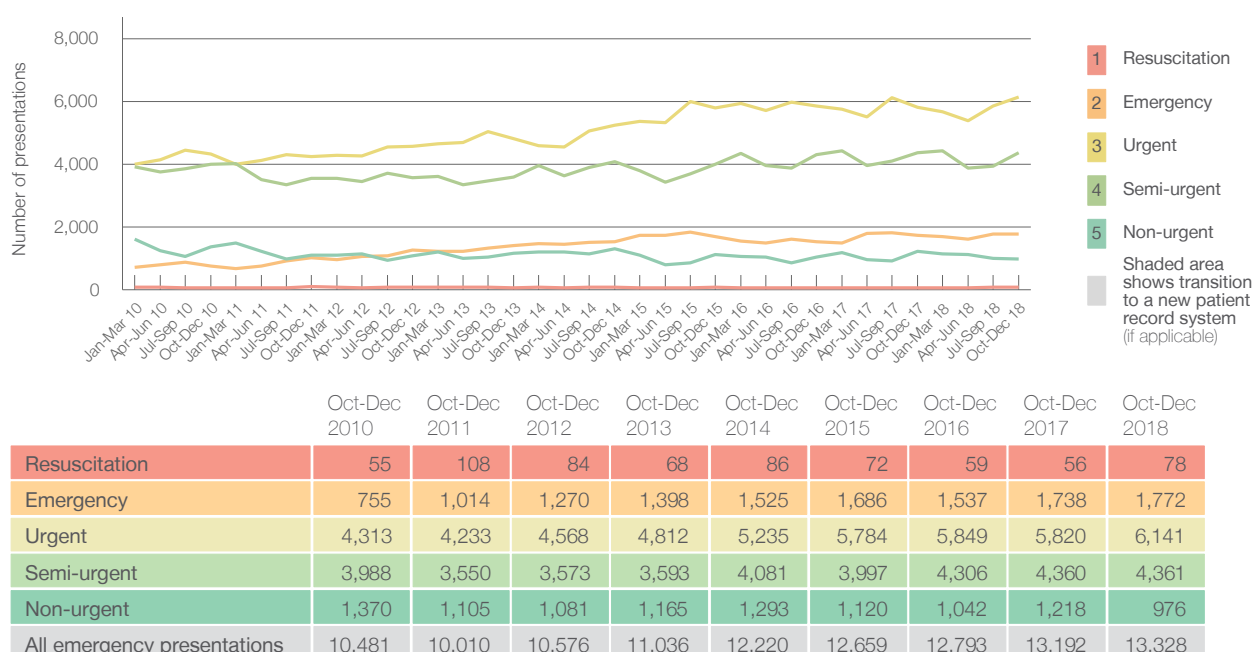
October to December 2018

All presentations:¹ 13,726 patients

Emergency presentations² by triage category: 13,328 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



The Tweed Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,008 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.

The Tweed Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,772

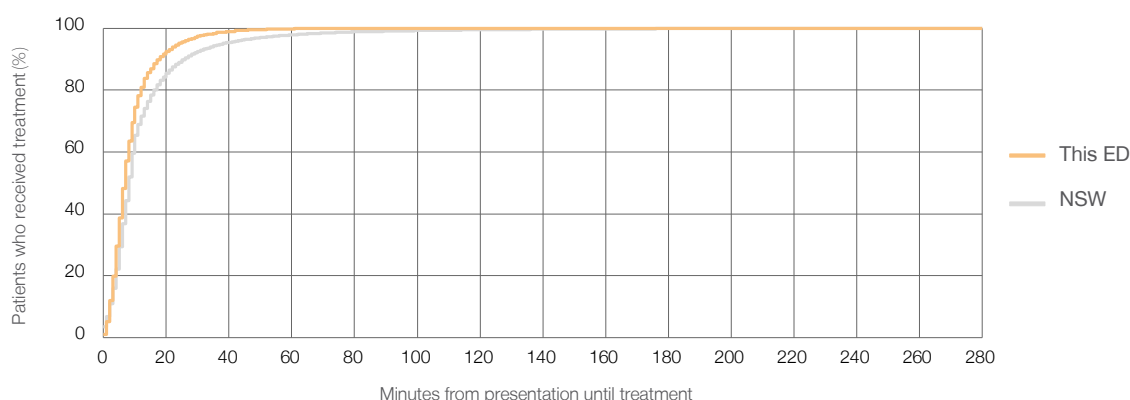
Number of triage 2 patients used to calculate waiting time: ³ 1,768

Median time to start treatment ⁴ 7 minutes

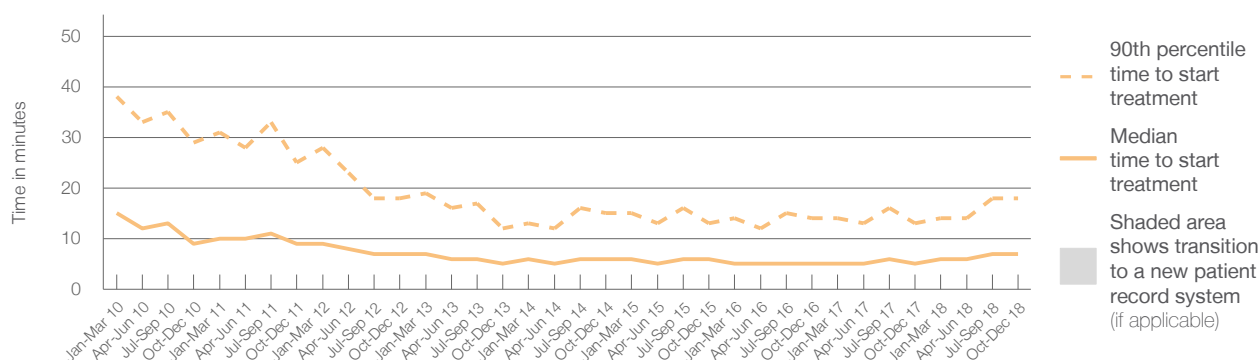
90th percentile time to start treatment ⁵ 18 minutes

Same period last year	NSW (this period)
1,738	
1,733	
5 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	7	5	6	6	5	5	7
90th percentile time to start treatment ⁵ (minutes)	29	25	18	12	15	13	14	13	18

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Tweed Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 6,141

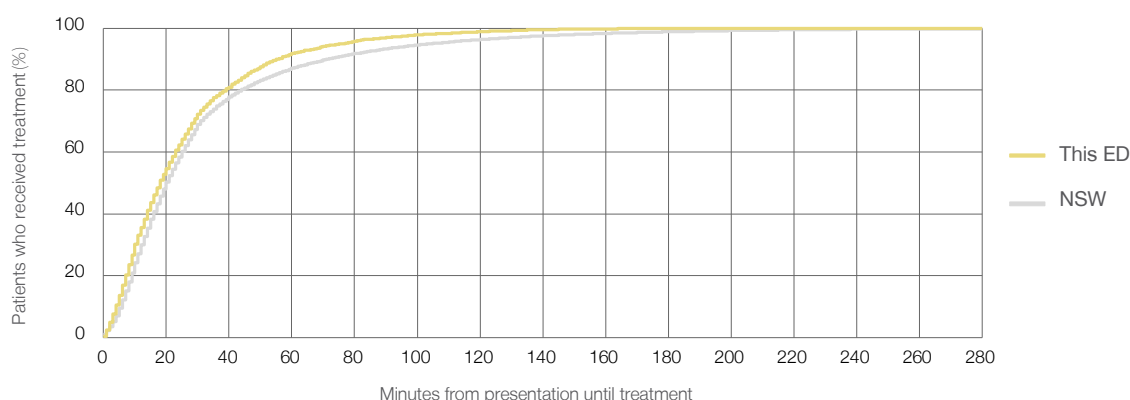
Number of triage 3 patients used to calculate waiting time: ³ 6,034

Median time to start treatment ⁴ 18 minutes

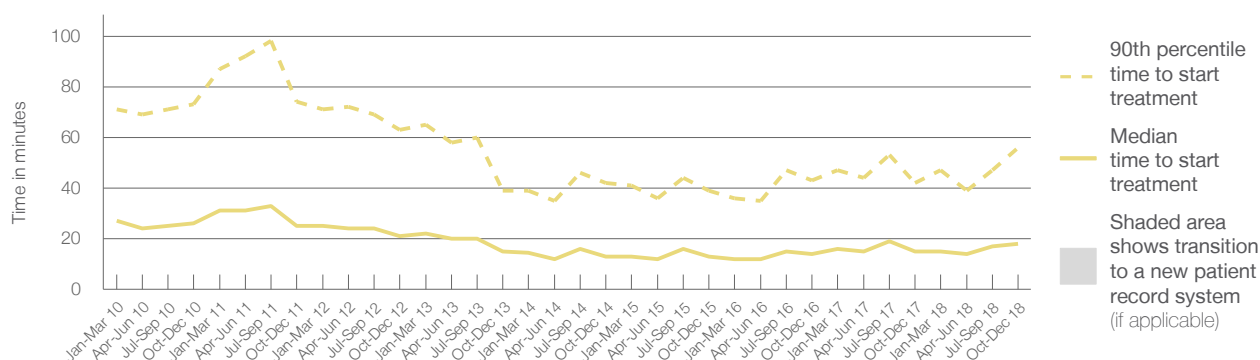
90th percentile time to start treatment ⁵ 56 minutes

Same period last year	NSW (this period)
5,820	
5,764	
15 minutes	20 minutes
42 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	25	21	15	13	13	14	15	18
90th percentile time to start treatment ⁵ (minutes)	73	74	63	39	42	39	43	42	56

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Tweed Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,361

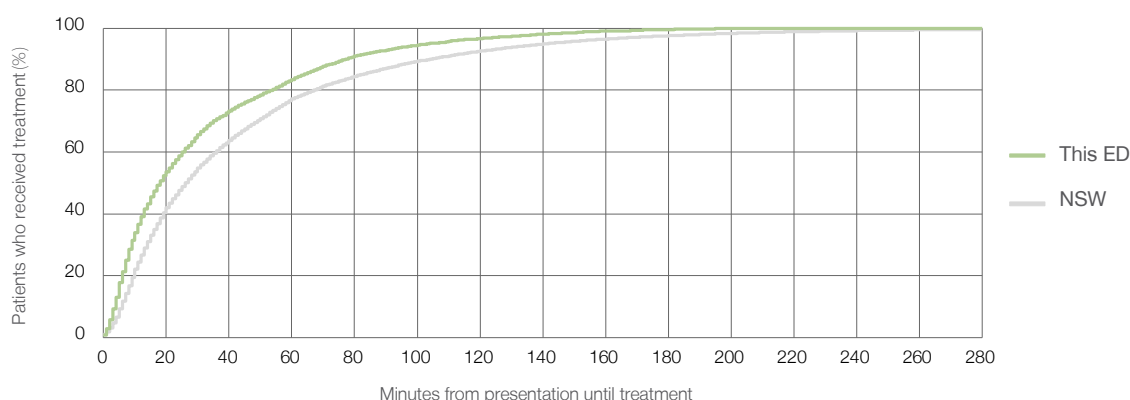
Number of triage 4 patients used to calculate waiting time:³ 4,187

Median time to start treatment⁴ 18 minutes

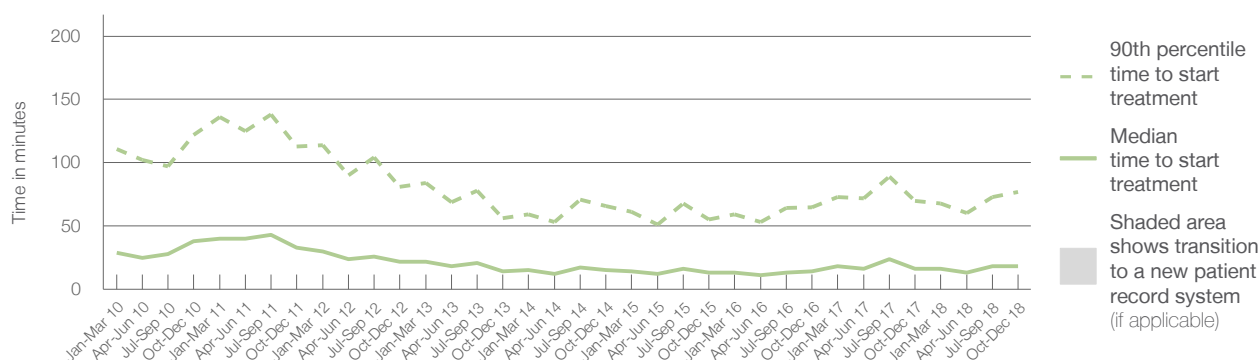
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
4,360	
4,190	
16 minutes	26 minutes
70 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	38	33	22	14	15	13	14	16	18
90th percentile time to start treatment ⁵ (minutes)	122	113	81	56	66	55	65	70	77

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Tweed Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 976

Number of triage 5 patients used to calculate waiting time:³ 914

Median time to start treatment⁴

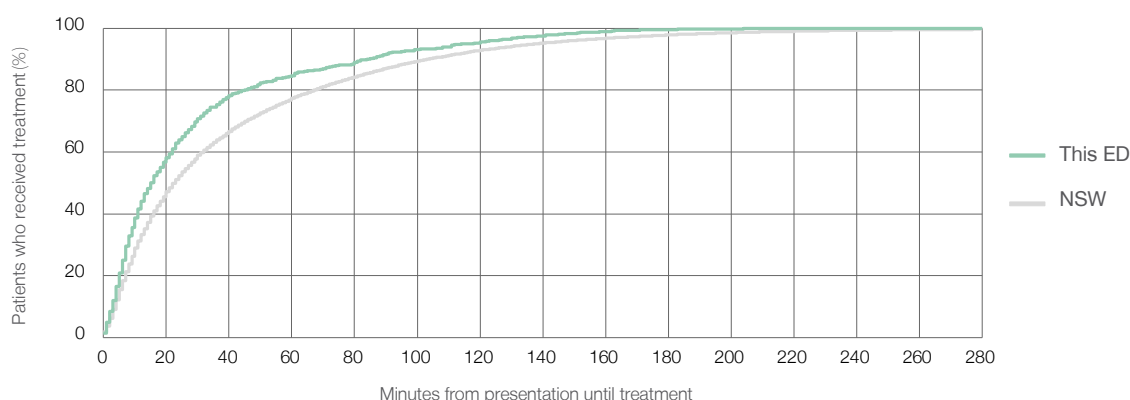
15 minutes

90th percentile time to start treatment⁵

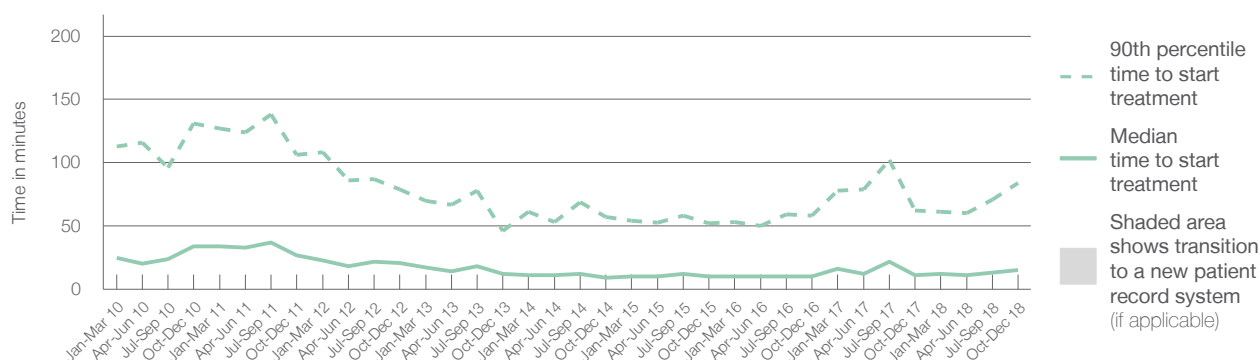
84 minutes

Same period last year	NSW (this period)
1,218	
1,129	
11 minutes	23 minutes
62 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	34	27	21	12	9	10	10	11	15
90th percentile time to start treatment ⁵ (minutes)	131	106	79	46	57	52	58	62	84

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Tweed Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 13,726 patients

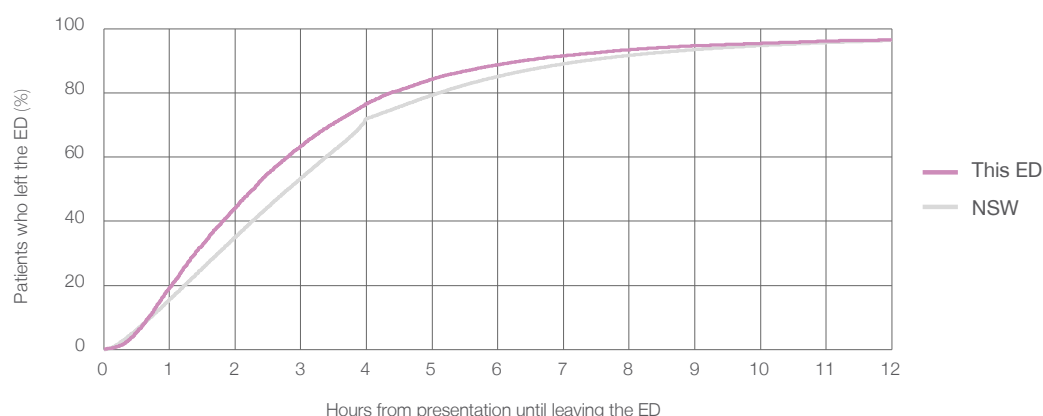
Presentations used to calculate time to leaving the ED:⁶ 13,725 patients

Median time spent in the ED⁸ 2 hours and 17 minutes

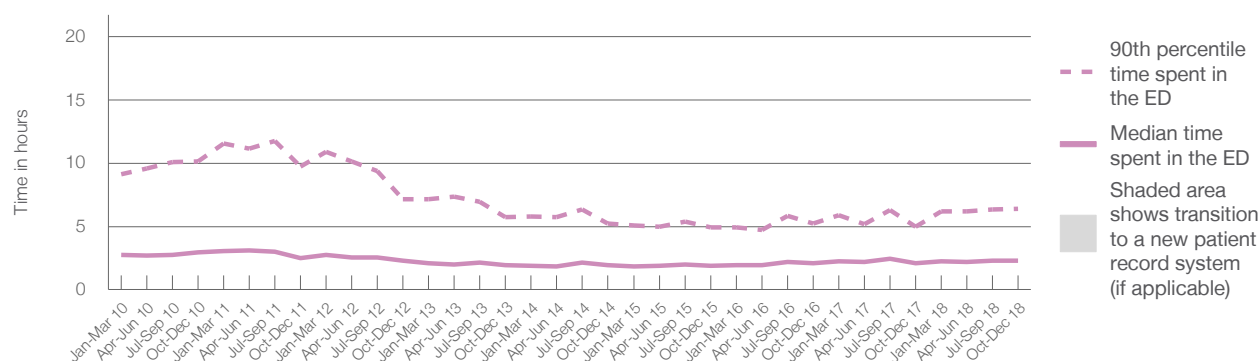
90th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
13,661	13,661
2 hours and 7 minutes	2 hours and 49 minutes
4 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 56m	2h 30m	2h 19m	1h 57m	1h 57m	1h 55m	2h 7m	2h 7m	2h 17m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 7m	9h 43m	7h 8m	5h 44m	5h 14m	4h 57m	5h 15m	4h 59m	6h 23m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Tweed Hospital: Time patients spent in the ED

By mode of separation

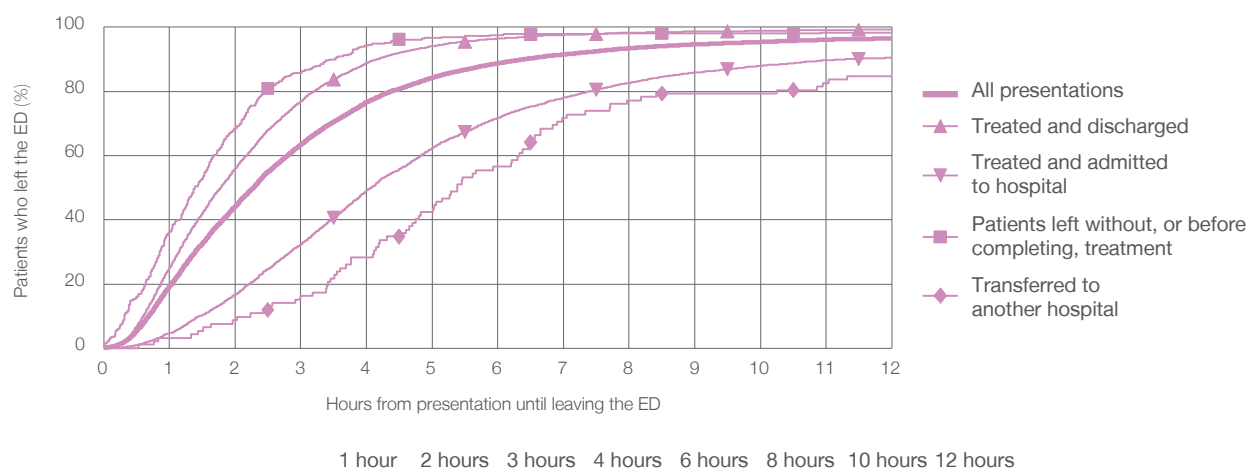
October to December 2018

All presentations:[†] 13,726 patients

Presentations used to calculate time to leaving the ED:[‡] 13,725 patients

		Same period last year	Change since one year ago
		13,661	0%
Treated and discharged	9,090 (66.2%)	9,070	0.2%
Treated and admitted to hospital	4,138 (30.1%)	4,194	-1.3%
Patient left without, or before completing, treatment	367 (2.7%)	279	31.5%
Transferred to another hospital	92 (0.7%)	87	5.7%
Other	39 (0.3%)	31	25.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	25.1%	56.1%	76.9%	88.9%	96.4%	98.3%	98.9%	99.3%
Treated and admitted to hospital	4.7%	16.7%	32.3%	49.2%	71.7%	82.6%	88.0%	90.5%
Patient left without, or before completing, treatment	36.2%	68.4%	85.8%	94.3%	97.5%	98.1%	98.1%	98.4%
Transferred to another hospital	3.3%	8.7%	16.3%	28.3%	56.5%	77.2%	79.3%	84.8%
All presentations	19.3%	44.3%	63.4%	76.7%	88.7%	93.4%	95.4%	96.5%

(†) 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.

The Tweed Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 13,726 patients

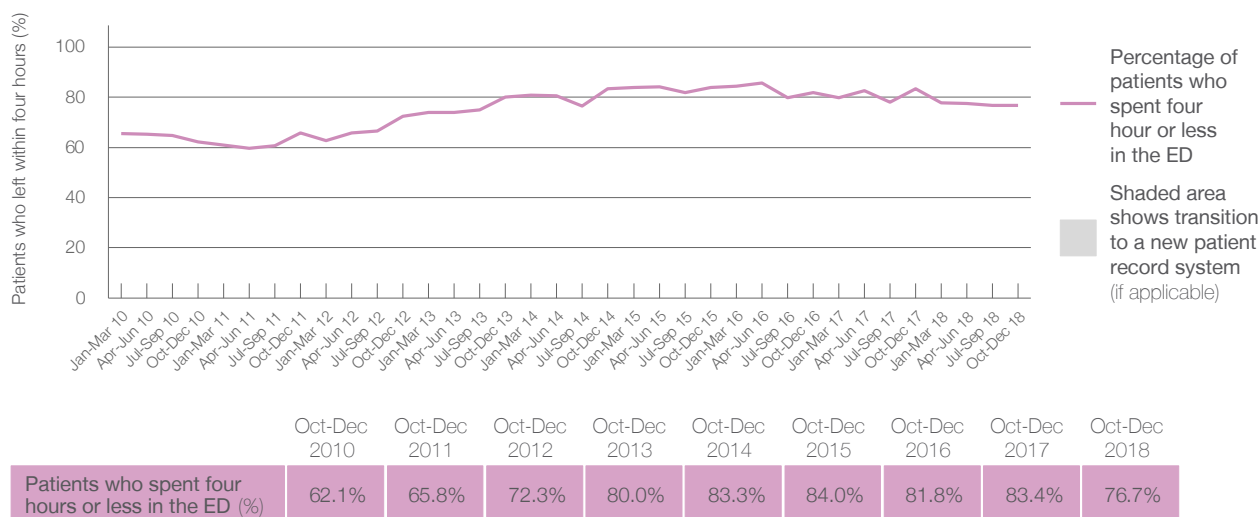
Presentations used to calculate time to leaving the ED: ⁶ 13,725 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
13,661	0%
13,661	0%
83.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 11,728 patients

Emergency presentations:² 11,324 patients

Same period last year	Change since one year ago
10,494	12%
9,918	14%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,036 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,513 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 44 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,438 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,290 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
793	
6 minutes	8 minutes
13 minutes	26 minutes
4,011	
15 minutes	20 minutes
43 minutes	72 minutes
3,878	
20 minutes	26 minutes
73 minutes	104 minutes
1,195	
17 minutes	23 minutes
86 minutes	104 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 11,725 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year	Change since one year ago
10,493	12%
70%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

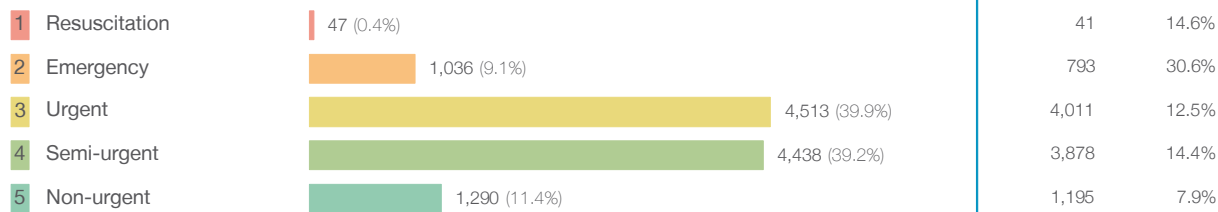
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

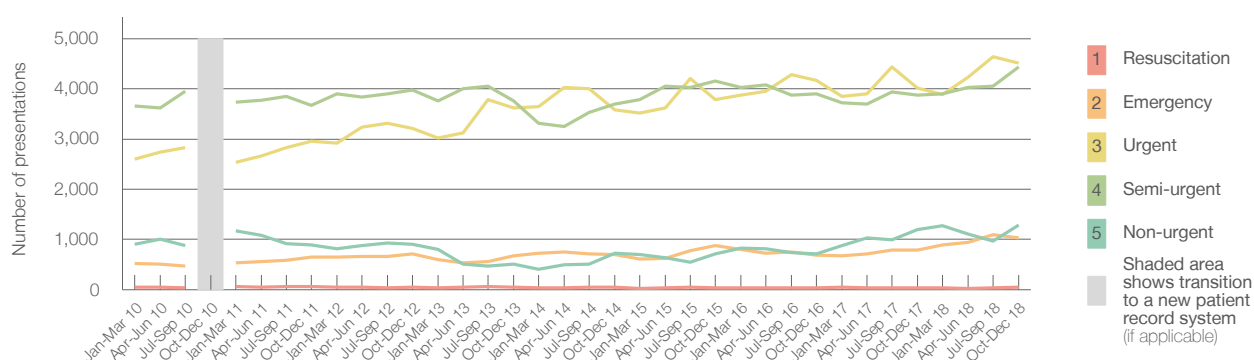
October to December 2018

All presentations:¹ 11,728 patients

Emergency presentations² by triage category: 11,324 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		60	54	49	51	37	37	41	47
Emergency		653	713	675	695	884	688	793	1,036
Urgent		2,958	3,208	3,617	3,579	3,785	4,169	4,011	4,513
Semi-urgent		3,665	3,981	3,766	3,690	4,159	3,894	3,878	4,438
Non-urgent		896	899	508	730	716	712	1,195	1,290
All emergency presentations		8,232	8,855	8,615	8,745	9,581	9,500	9,918	11,324

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,668 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,036

Number of triage 2 patients used to calculate waiting time: ³ 1,032

Median time to start treatment ⁴

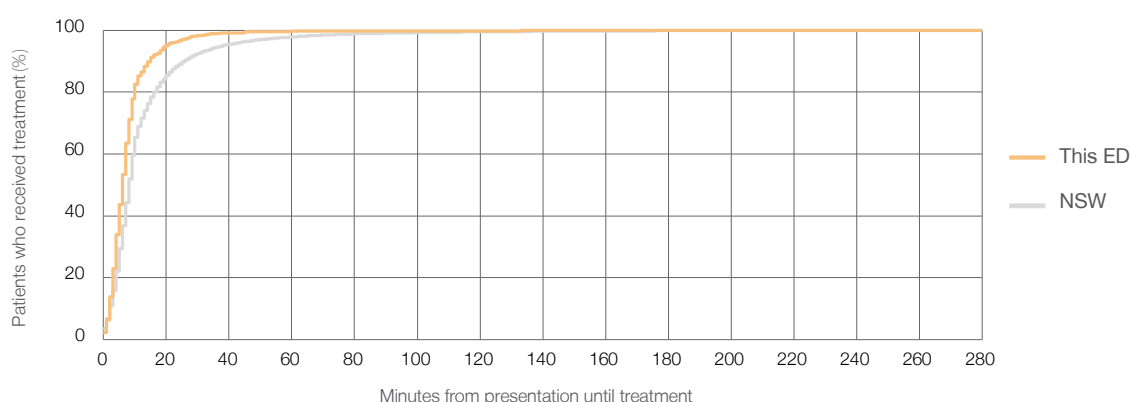
6 minutes

90th percentile time to start treatment ⁵

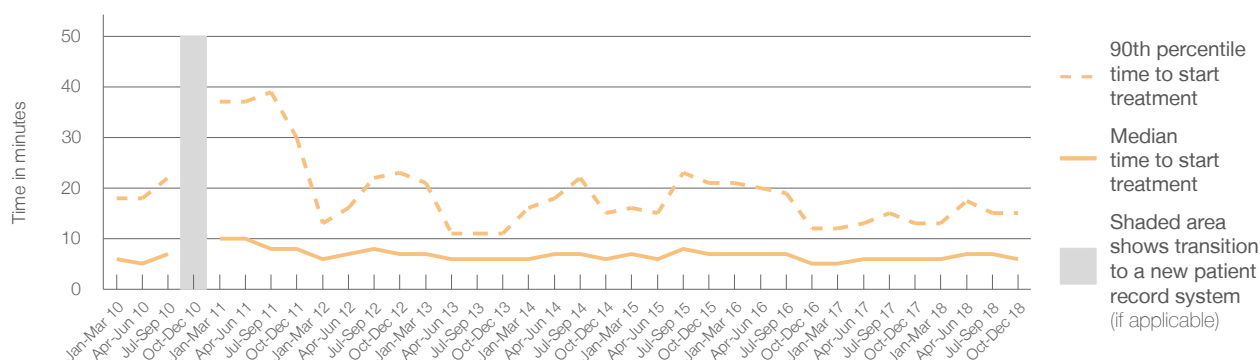
15 minutes

Same period last year	NSW (this period)
793	
792	
6 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		8	7	6	6	7	5	6	6
90th percentile time to start treatment ⁵ (minutes)		30	23	11	15	21	12	13	15

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 4,513

Number of triage 3 patients used to calculate waiting time:³ 4,462

Median time to start treatment⁴

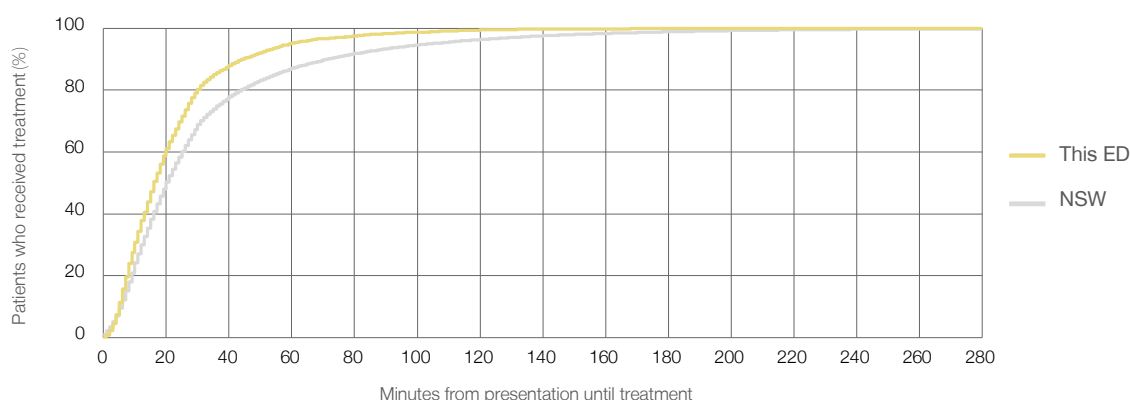
16 minutes

90th percentile time to start treatment⁵

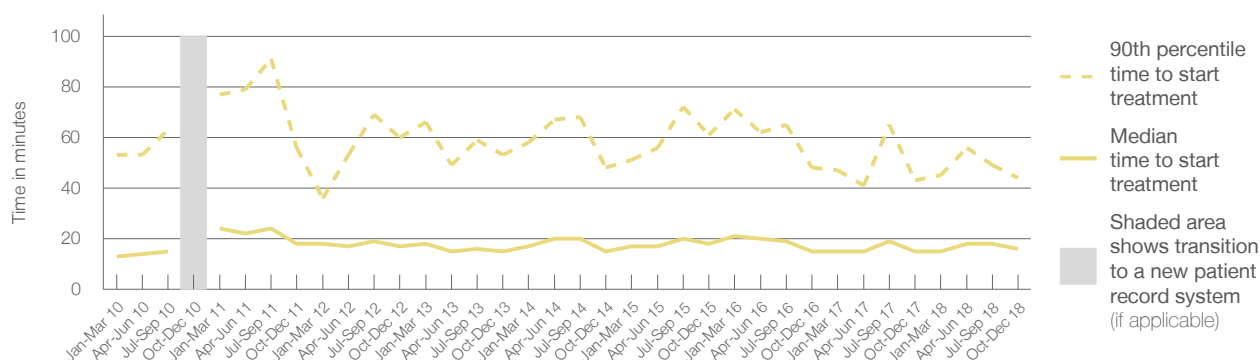
44 minutes

Same period last year	NSW (this period)
4,011	
3,968	
15 minutes	20 minutes
43 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		18	17	15	15	18	15	15	16
90th percentile time to start treatment ⁵ (minutes)		56	60	53	48	61	48	43	44

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,438

Number of triage 4 patients used to calculate waiting time:³ 4,261

Median time to start treatment⁴

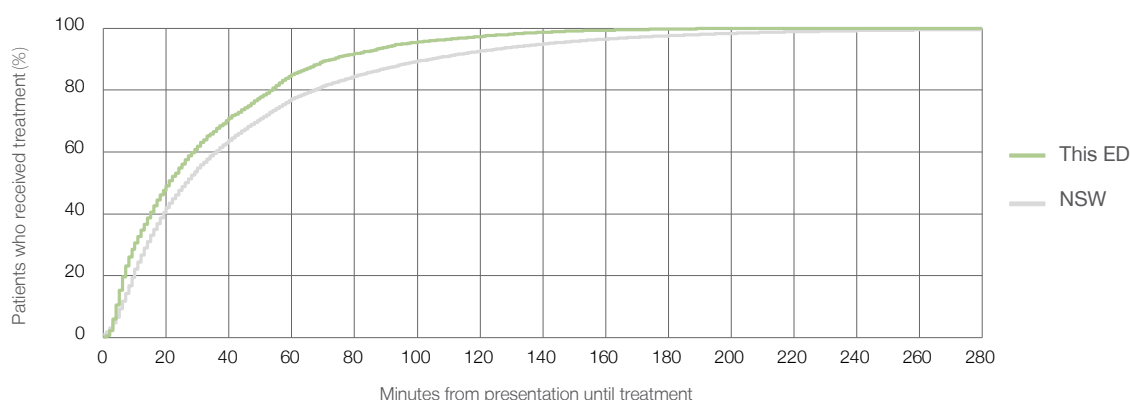
21 minutes

90th percentile time to start treatment⁵

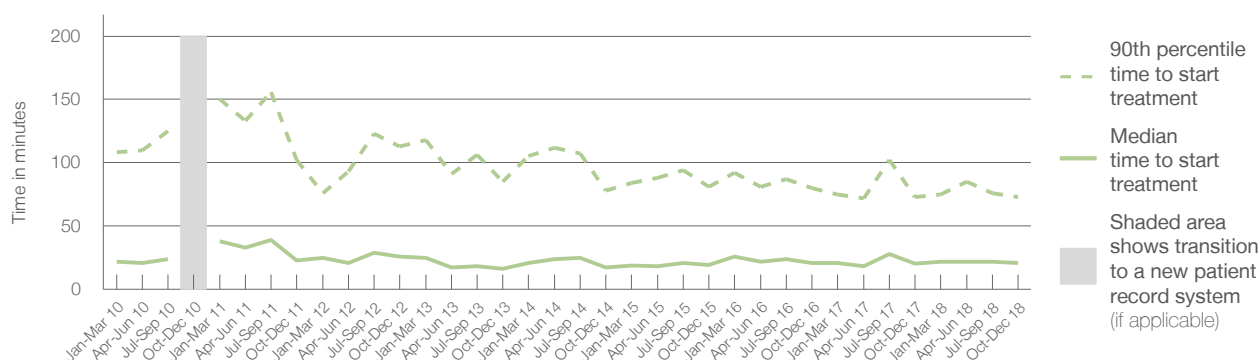
73 minutes

Same period last year	NSW (this period)
3,878	
3,759	
20 minutes	26 minutes
73 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		23	26	16	17	19	21	20	21
90th percentile time to start treatment ⁵ (minutes)		102	113	85	78	81	80	73	73

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,290

Number of triage 5 patients used to calculate waiting time: ³ 1,195

Median time to start treatment ⁴

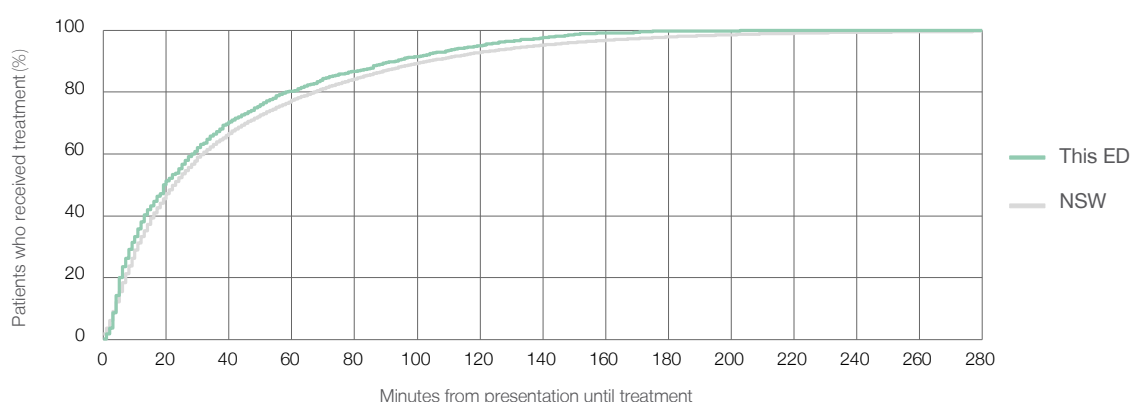
19 minutes

90th percentile time to start treatment ⁵

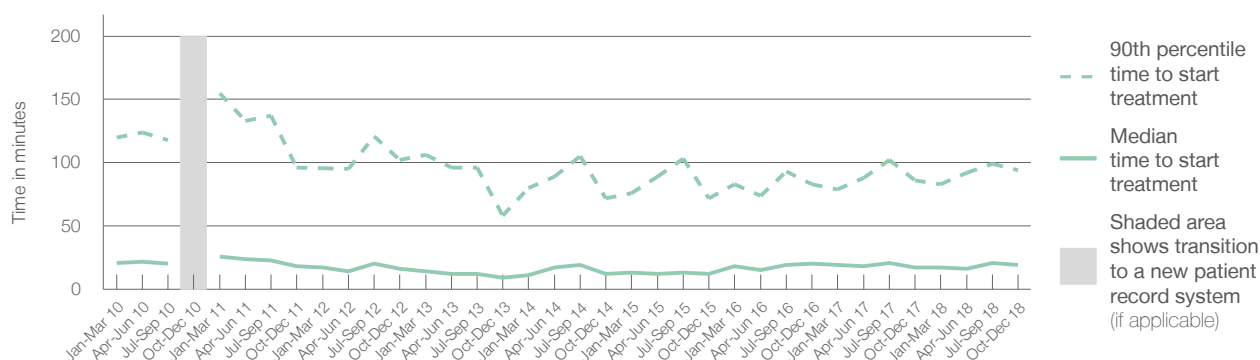
94 minutes

Same period last year	NSW (this period)
1,195	
1,129	
17 minutes	23 minutes
86 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		18	16	9	12	12	20	17	19
90th percentile time to start treatment ⁵ (minutes)		96	102	58	72	72	83	86	94

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 11,728 patients

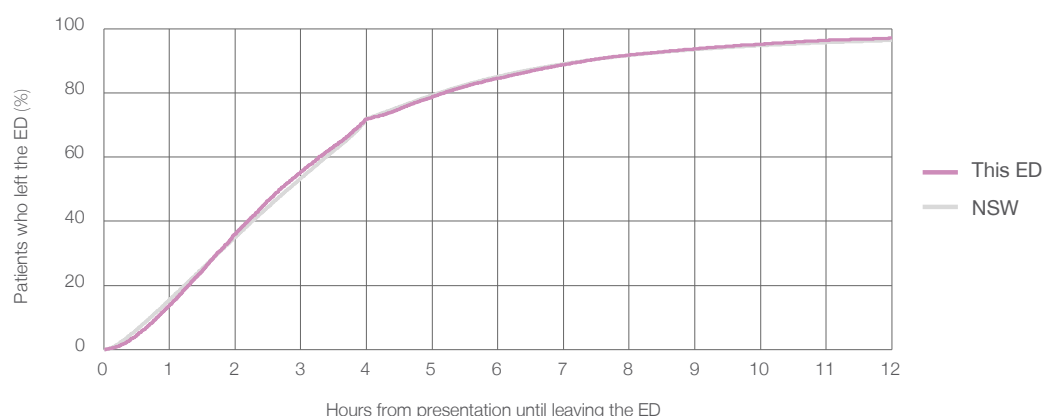
Presentations used to calculate time to leaving the ED:⁶ 11,725 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

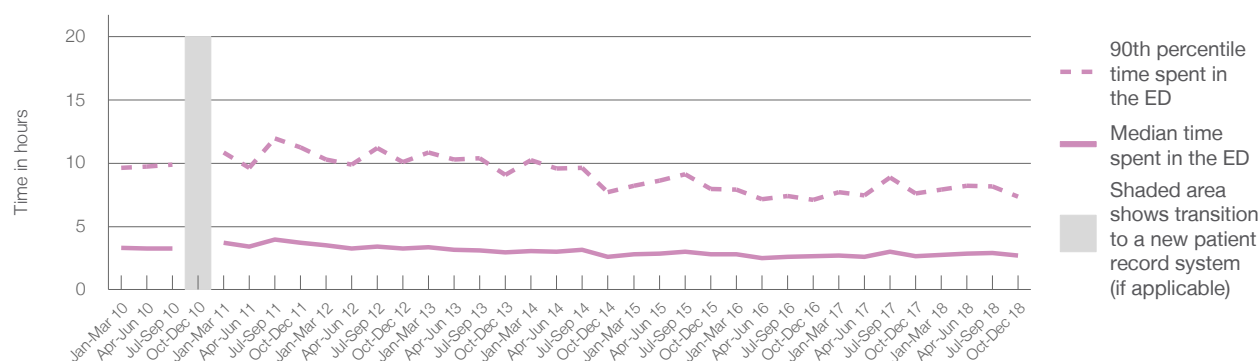
90th percentile time spent in the ED⁹ 7 hours and 21 minutes

Same period last year	NSW (this period)
10,494	
10,493	
2 hours and 38 minutes	2 hours and 49 minutes
7 hours and 37 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)		3h 43m	3h 15m	2h 57m	2h 37m	2h 49m	2h 40m	2h 38m	2h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)		11h 15m	10h 4m	9h 3m	7h 43m	7h 58m	7h 7m	7h 37m	7h 21m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

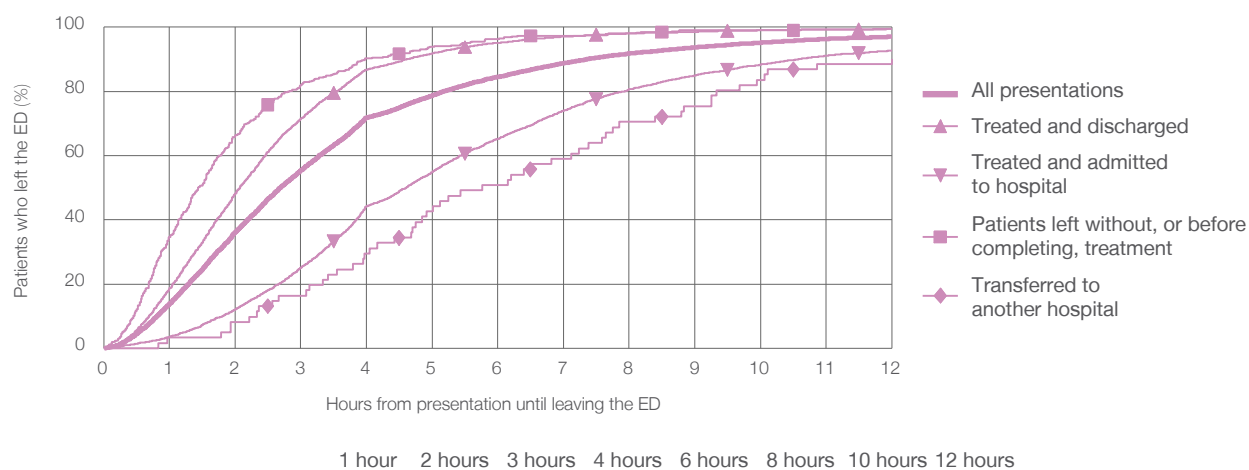
October to December 2018

All presentations:[†] 11,728 patients

Presentations used to calculate time to leaving the ED:[‡] 11,725 patients

		Same period last year	Change since one year ago
Treated and discharged	7,133 (60.8%)	10,493	12%
Treated and admitted to hospital	4,090 (34.9%)	6,304	13.2%
Patient left without, or before completing, treatment	410 (3.5%)	3,822	7.0%
Transferred to another hospital	61 (0.5%)	291	40.9%
Other	34 (0.3%)	52	17.3%
		25	36.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.6%	48.3%	71.5%	86.8%	95.1%	98.1%	99.0%	99.5%
Treated and admitted to hospital	3.5%	12.1%	25.2%	44.3%	65.3%	80.7%	88.4%	92.8%
Patient left without, or before completing, treatment	34.6%	66.3%	82.0%	90.2%	96.3%	98.0%	99.0%	99.5%
Transferred to another hospital	3.3%	8.2%	16.4%	29.5%	50.8%	70.5%	83.6%	90.2%
All presentations	14.0%	36.2%	55.4%	71.8%	84.5%	91.8%	95.2%	97.1%

(†) 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.

Wagga Wagga Rural Referral Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 11,728 patients

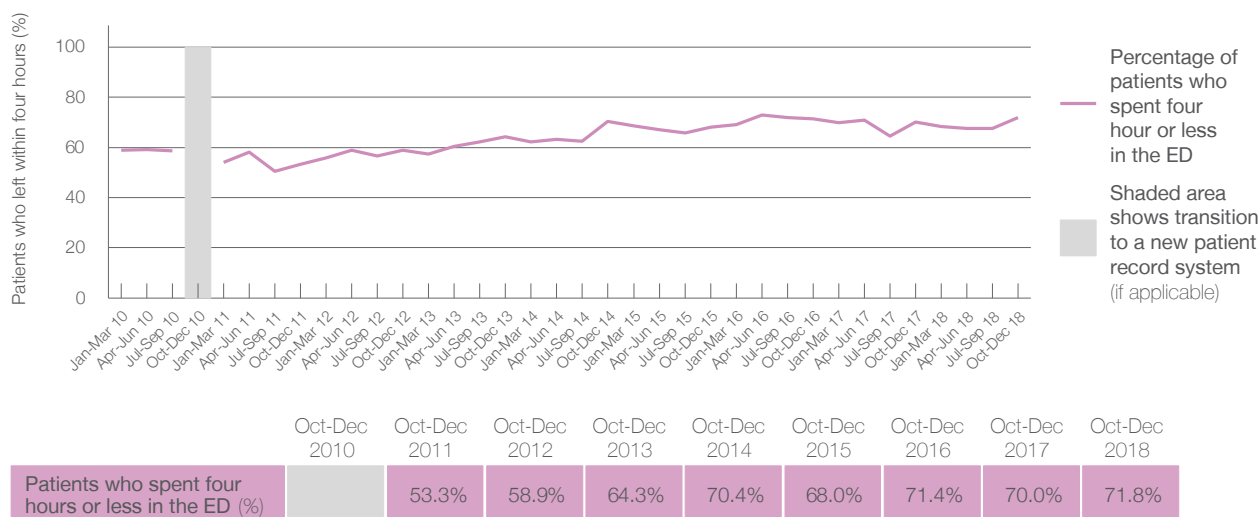
Presentations used to calculate time to leaving the ED: ⁶ 11,725 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
10,494	12%
10,493	12%
70.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Wyong Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 17,903 patients

Emergency presentations:² 17,806 patients

Same period last year	Change since one year ago
17,000	5%
16,881	5%

Wyong Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,921 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,775 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,865 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,127 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
1,690	
7 minutes	8 minutes
24 minutes	26 minutes
4,595	
21 minutes	20 minutes
65 minutes	72 minutes
9,342	
26 minutes	26 minutes
80 minutes	104 minutes
1,166	
22 minutes	23 minutes
68 minutes	104 minutes

Wyong Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 17,903 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
17,000	5%
73%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

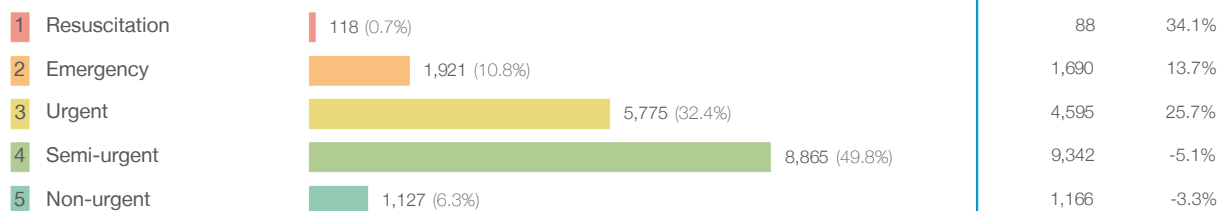
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Wyong Hospital: Patients presenting to the emergency department

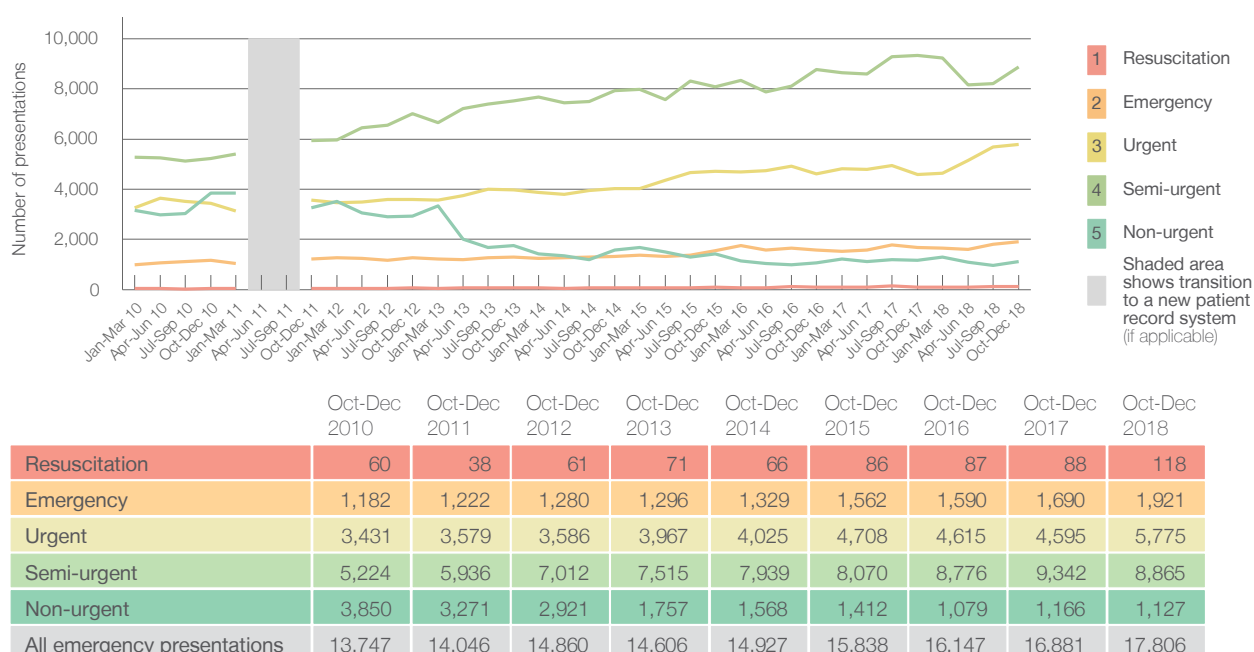
October to December 2018

All presentations:¹ 17,903 patients

Emergency presentations² by triage category: 17,806 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Wyong Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 4,521 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.

Wyong Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,921

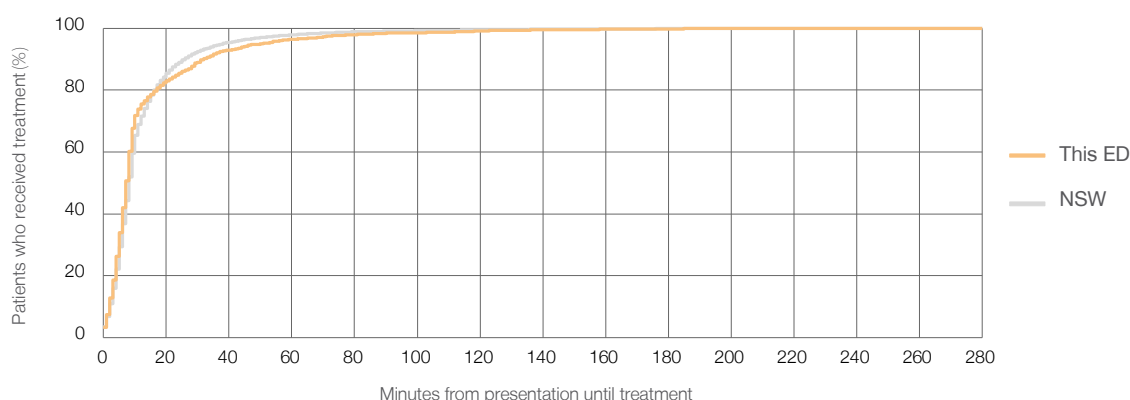
Number of triage 2 patients used to calculate waiting time: ³ 1,909

Median time to start treatment ⁴ 7 minutes

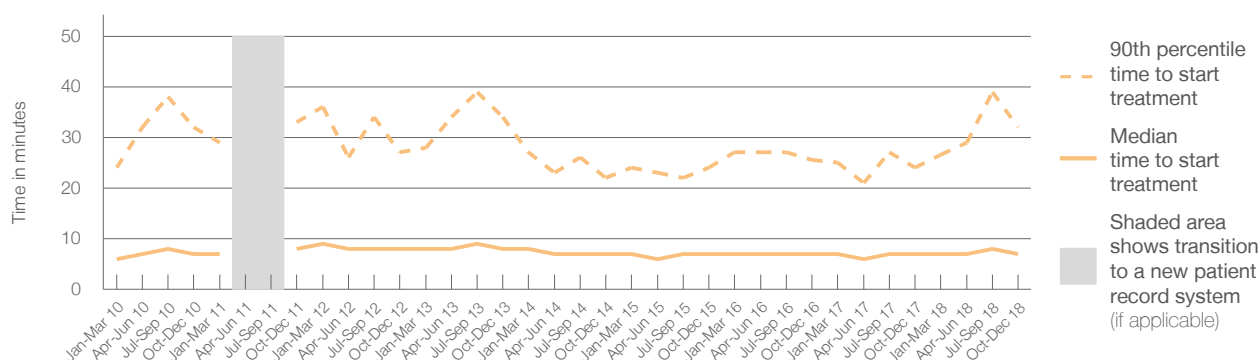
90th percentile time to start treatment ⁵ 32 minutes

Same period last year	NSW (this period)
1,690	
1,684	
7 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	8	8	8	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	32	33	27	34	22	24	26	24	32

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wyong Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 5,775

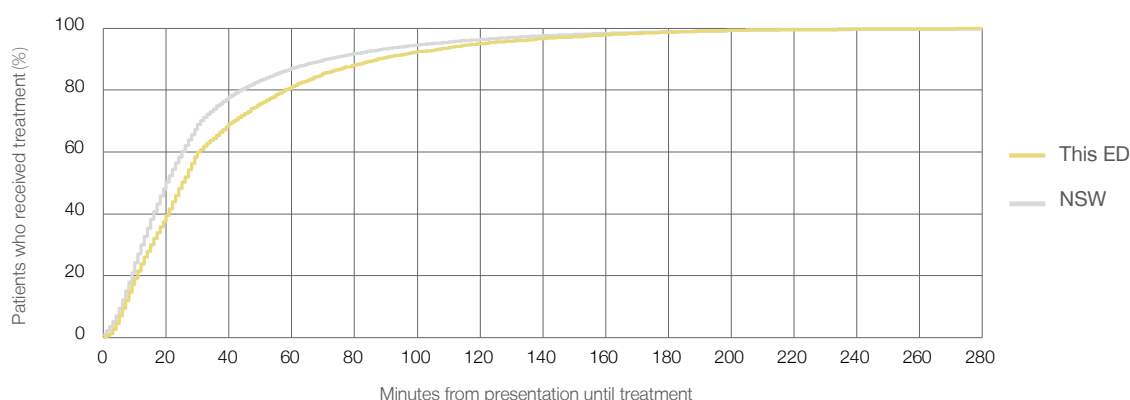
Number of triage 3 patients used to calculate waiting time: ³ 5,688

Median time to start treatment ⁴ 25 minutes

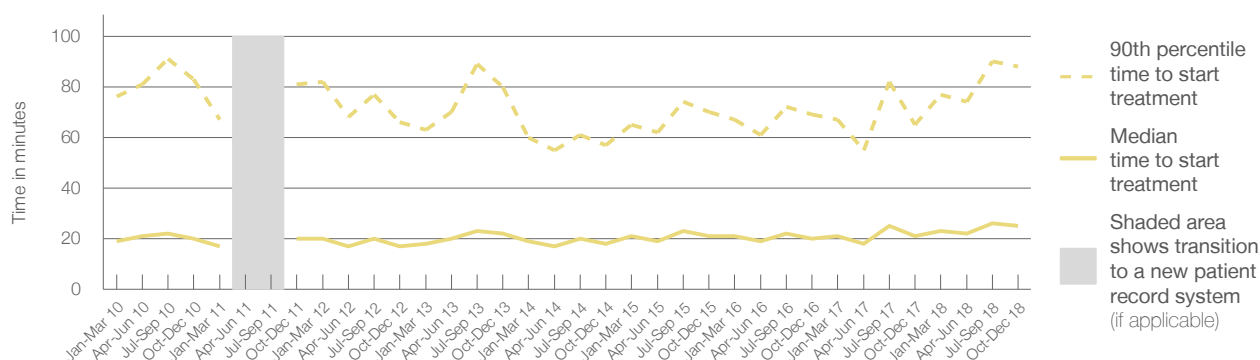
90th percentile time to start treatment ⁵ 88 minutes

Same period last year	NSW (this period)
4,595	
4,564	
21 minutes	20 minutes
65 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	20	17	22	18	21	20	21	25
90th percentile time to start treatment ⁵ (minutes)	83	81	66	80	57	70	69	65	88

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wyong Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 8,865

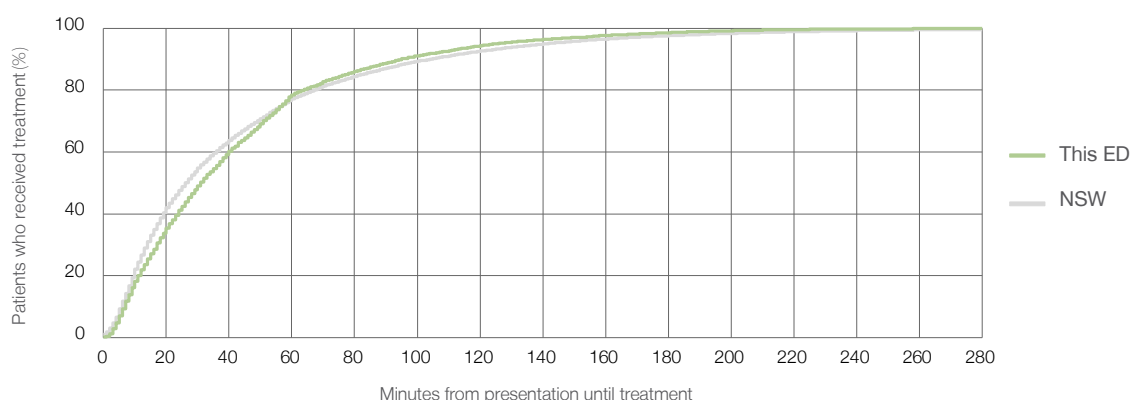
Number of triage 4 patients used to calculate waiting time: ³ 8,500

Median time to start treatment ⁴ 31 minutes

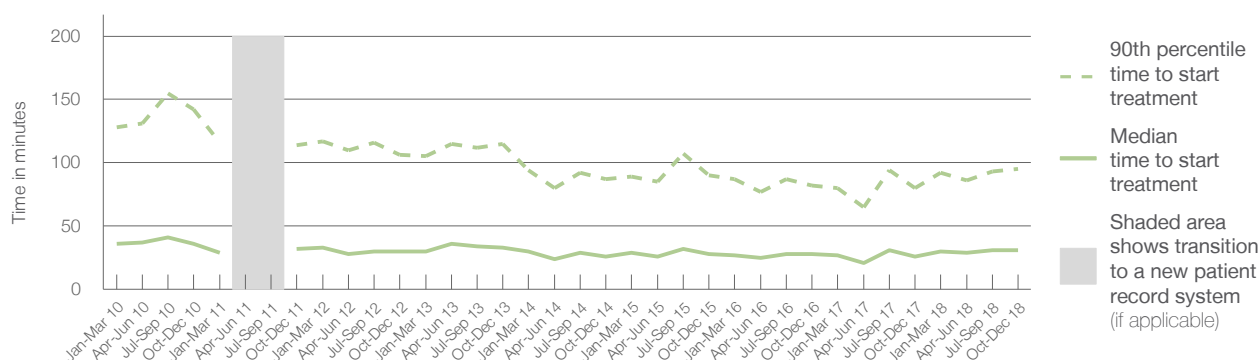
90th percentile time to start treatment ⁵ 95 minutes

Same period last year	NSW (this period)
9,342	
9,120	
26 minutes	26 minutes
80 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	36	32	30	33	26	28	28	26	31
90th percentile time to start treatment ⁵ (minutes)	142	114	106	115	87	90	82	80	95

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wyong Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,127

Number of triage 5 patients used to calculate waiting time:³ 1,055

Median time to start treatment⁴

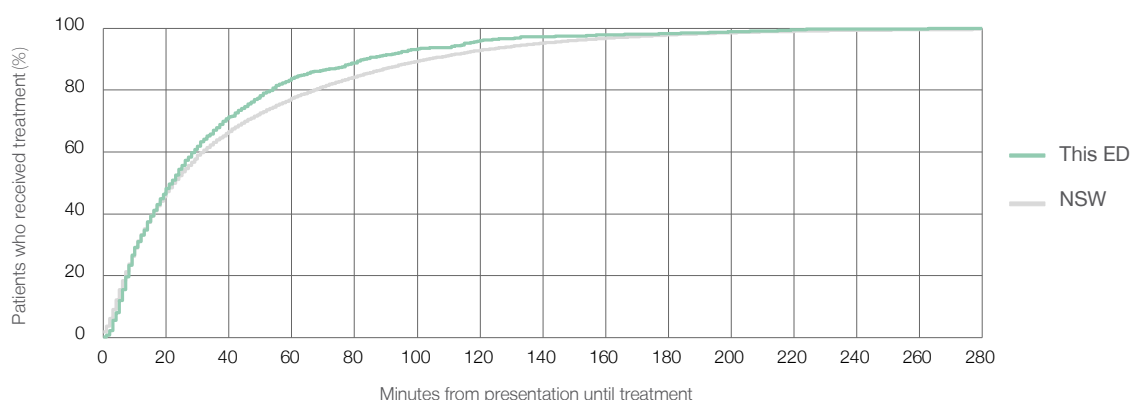
22 minutes

90th percentile time to start treatment⁵

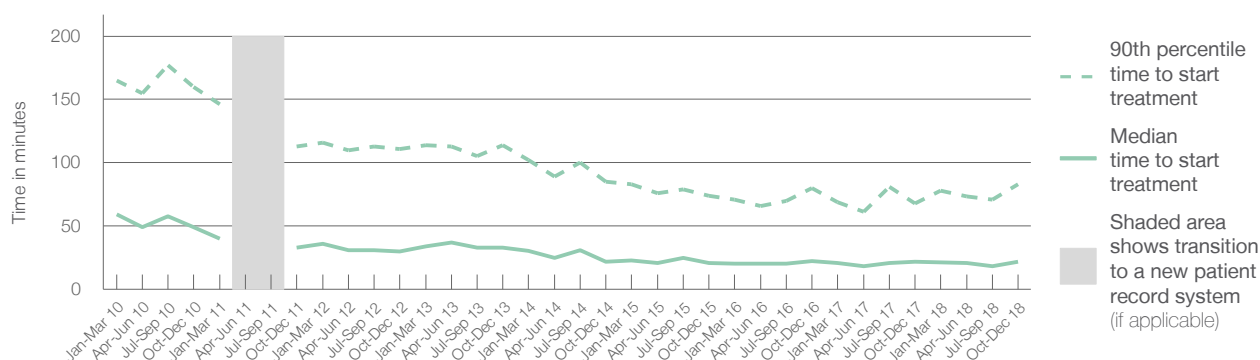
83 minutes

Same period last year	NSW (this period)
1,166	
1,127	
22 minutes	23 minutes
68 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	49	33	30	33	22	21	23	22	22
90th percentile time to start treatment ⁵ (minutes)	160	113	111	114	85	74	80	68	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wyong Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 17,903 patients

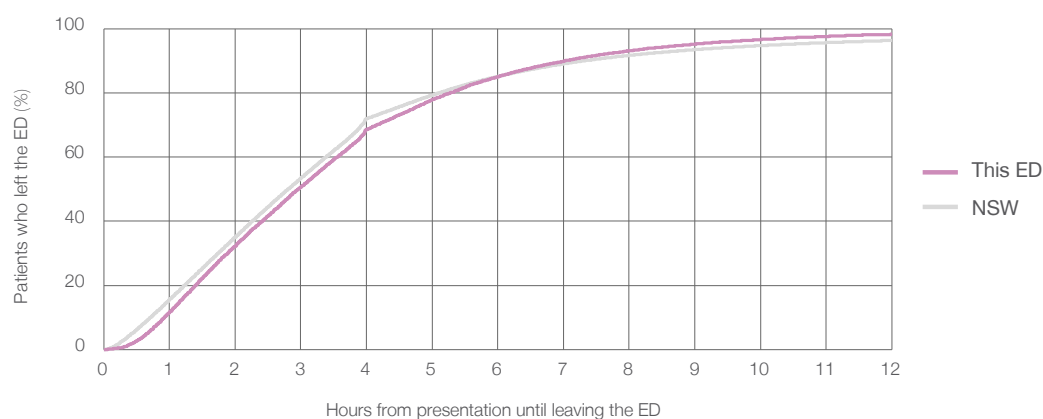
Presentations used to calculate time to leaving the ED:⁶ 17,903 patients

Median time spent in the ED⁸ 2 hours and 58 minutes

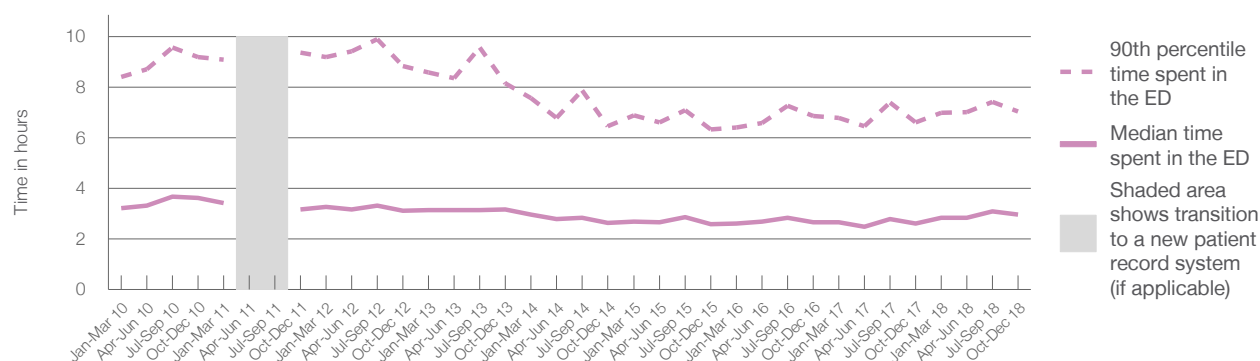
90th percentile time spent in the ED⁹ 7 hours and 2 minutes

Same period last year	NSW (this period)
17,000	17,000
2 hours and 37 minutes	2 hours and 49 minutes
6 hours and 37 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 38m	3h 11m	3h 8m	3h 11m	2h 39m	2h 36m	2h 40m	2h 37m	2h 58m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 11m	9h 22m	8h 50m	8h 9m	6h 28m	6h 20m	6h 52m	6h 37m	7h 2m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wyong Hospital: Time patients spent in the ED

By mode of separation

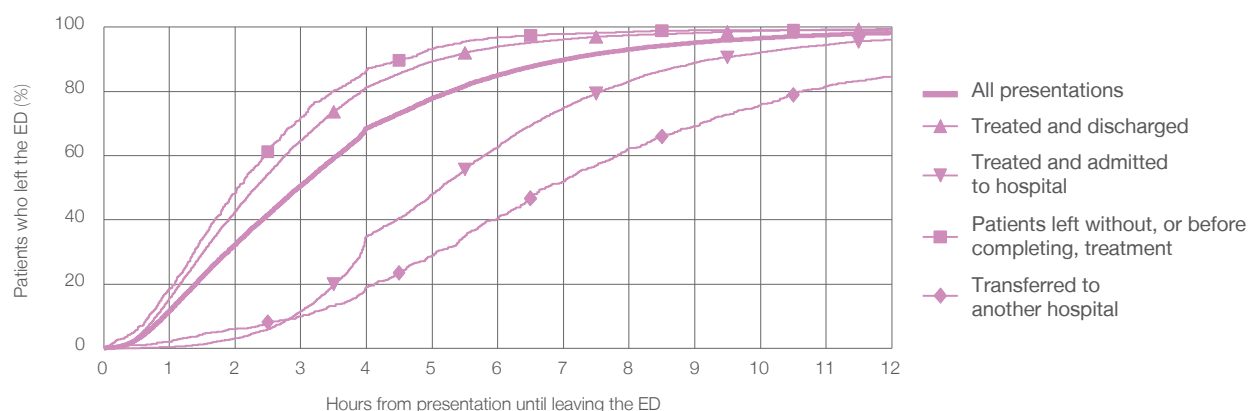
October to December 2018

All presentations:[†] 17,903 patients

Presentations used to calculate time to leaving the ED:[‡] 17,903 patients

		Same period last year	Change since one year ago
Treated and discharged	12,219 (68.3%)	12,042	1.5%
Treated and admitted to hospital	4,318 (24.1%)	3,837	12.5%
Patient left without, or before completing, treatment	831 (4.6%)	439	89.3%
Transferred to another hospital	514 (2.9%)	674	-23.7%
Other	21 (0.1%)	8	162.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	15.6%	42.6%	64.7%	81.3%	94.0%	97.5%	98.9%	99.5%
Treated and admitted to hospital	0.4%	3.1%	11.6%	34.8%	62.7%	83.2%	92.1%	96.2%
Patient left without, or before completing, treatment	18.5%	48.5%	72.0%	86.6%	96.9%	98.6%	99.2%	99.3%
Transferred to another hospital	1.9%	6.0%	9.9%	19.1%	40.5%	62.5%	75.9%	84.6%
All presentations	11.8%	32.4%	50.7%	68.5%	85.0%	93.1%	96.6%	98.2%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Wyong Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 17,903 patients

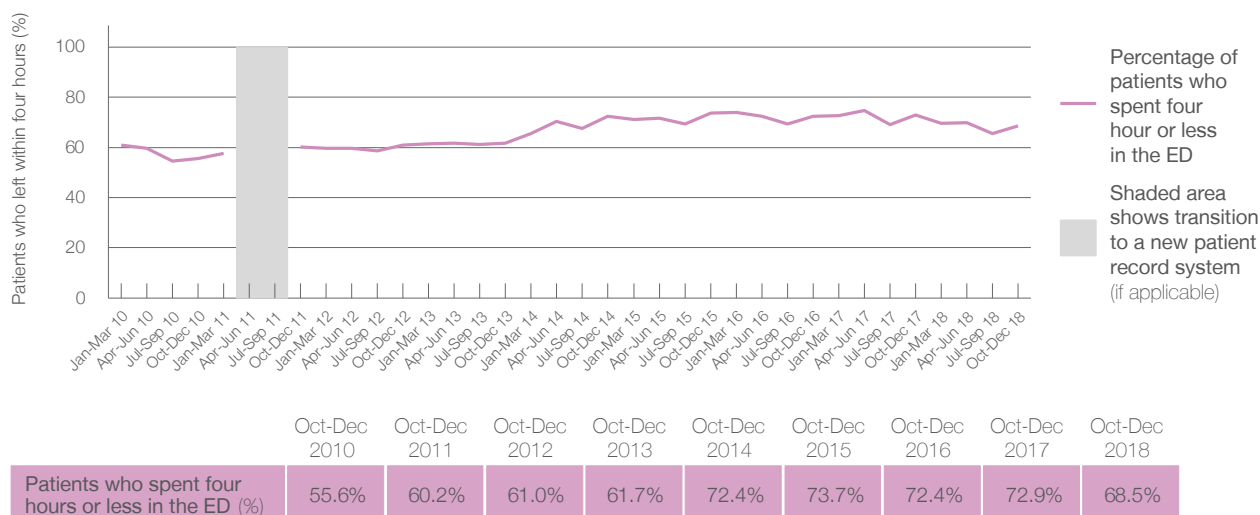
Presentations used to calculate time to leaving the ED: ⁶ 17,903 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
17,000	5%
17,000	5%
72.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Armida Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,154 patients

Emergency presentations:² 4,055 patients

Same period last year	Change since one year ago
3,790	10%
3,687	10%

Armida Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 198 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 921 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,454 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 470 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
255	
8 minutes	8 minutes
29 minutes	26 minutes
953	
23 minutes	20 minutes
69 minutes	72 minutes
2,166	
27 minutes	26 minutes
101 minutes	104 minutes
302	
22 minutes	23 minutes
91 minutes	104 minutes

Armida Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,154 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
3,790	10%
81%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

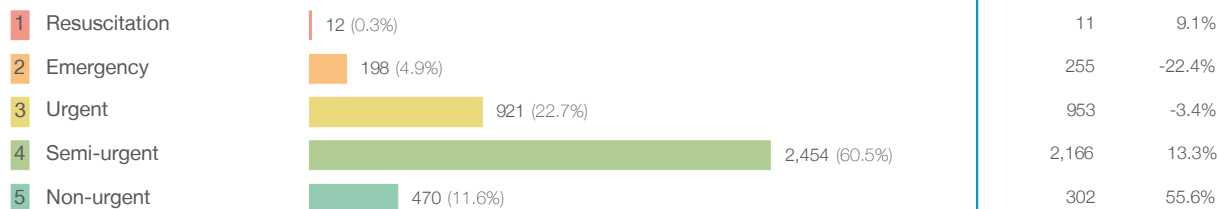
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Armidaire Hospital: Patients presenting to the emergency department

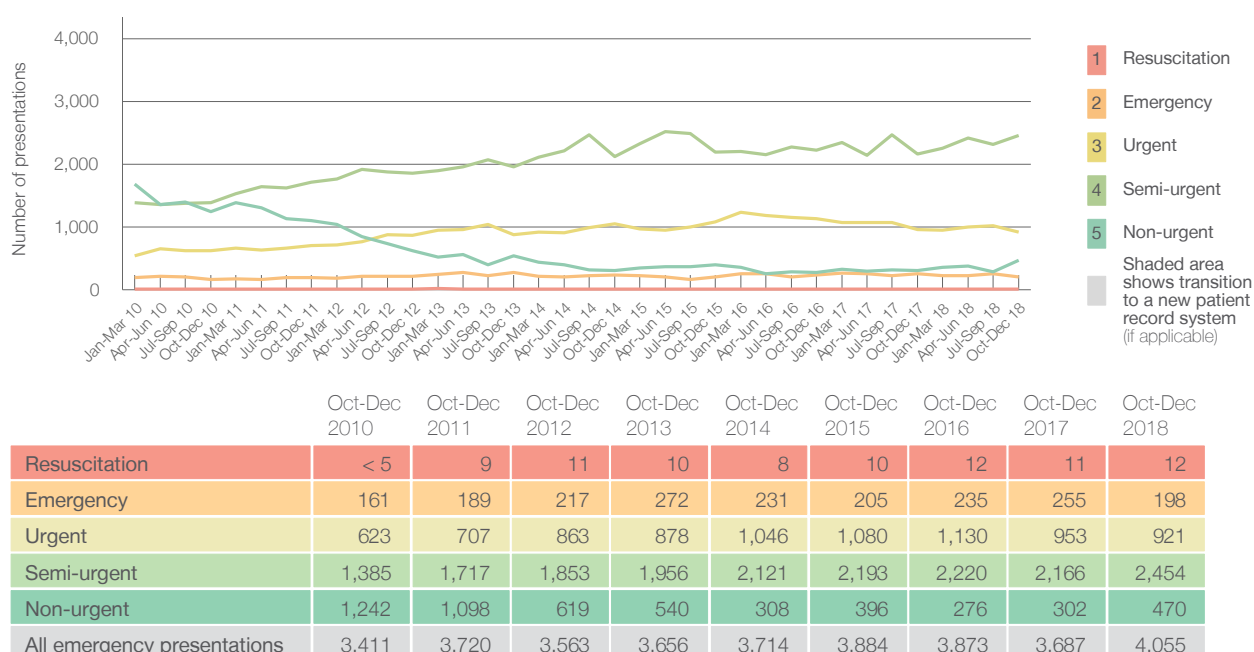
October to December 2018

All presentations:¹ 4,154 patients

Emergency presentations² by triage category: 4,055 patients



Emergency presentations² by quarter, January 2010 to December 2018 [†]

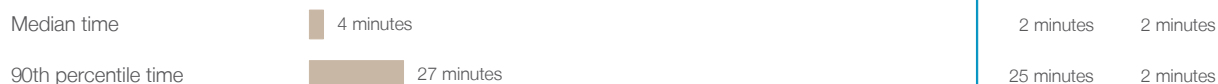


Armidaire Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 560 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Armidaire Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 198

Number of triage 2 patients used to calculate waiting time:³ 195

Median time to start treatment⁴

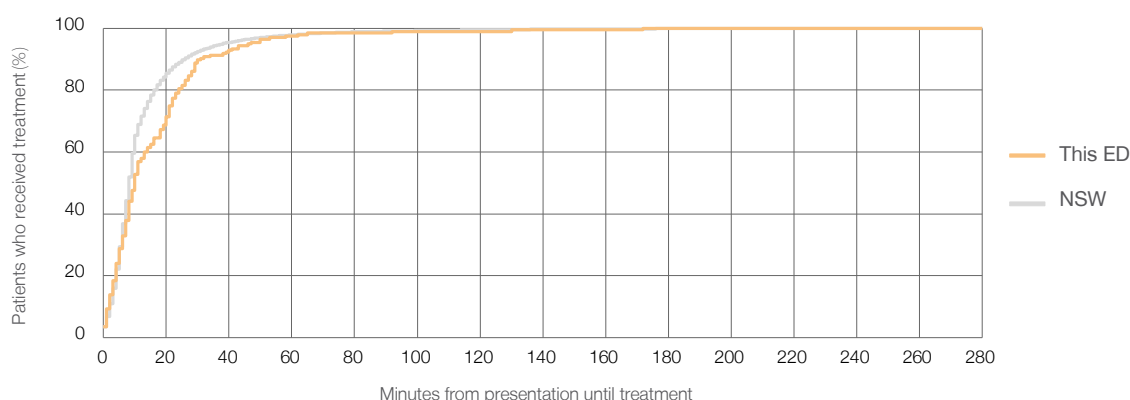
10 minutes

90th percentile time to start treatment⁵

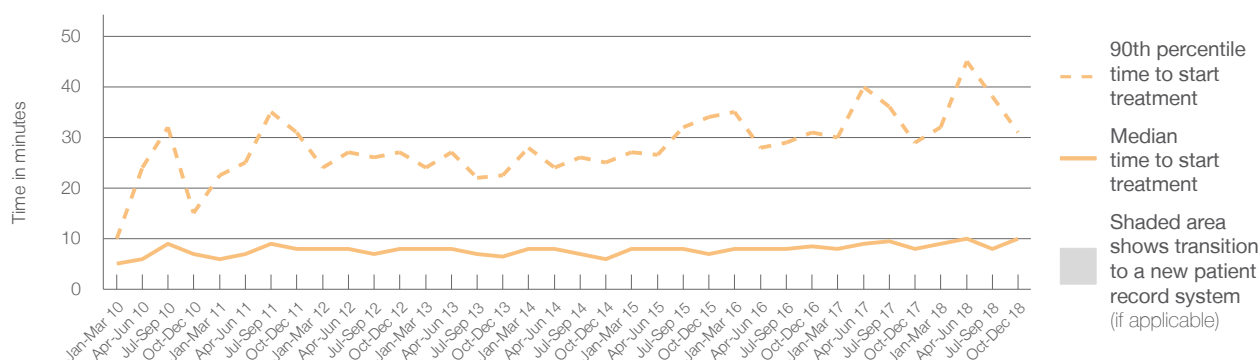
31 minutes

Same period last year	NSW (this period)
255	
253	
8 minutes	8 minutes
29 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	8	8	7	6	7	9	8	10
90th percentile time to start treatment ⁵ (minutes)	15	31	27	23	25	34	31	29	31

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Armidaire Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 921

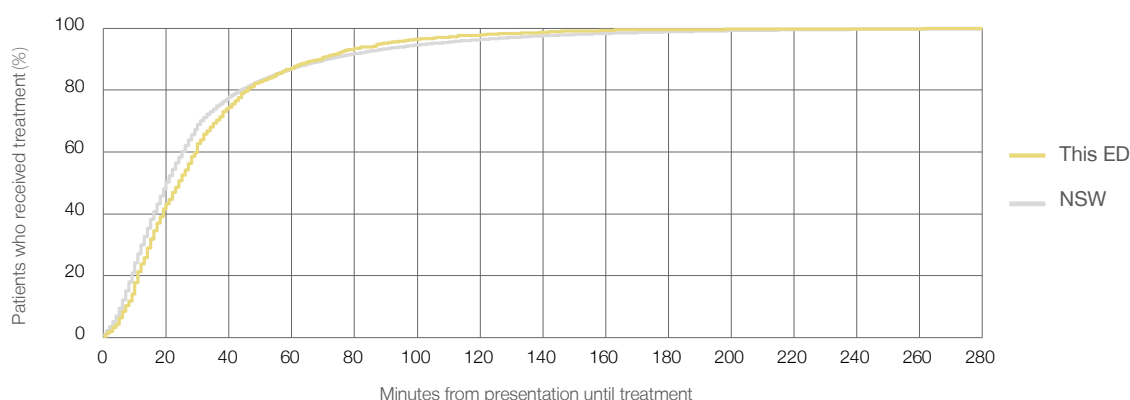
Number of triage 3 patients used to calculate waiting time:³ 896

Median time to start treatment⁴ 24 minutes

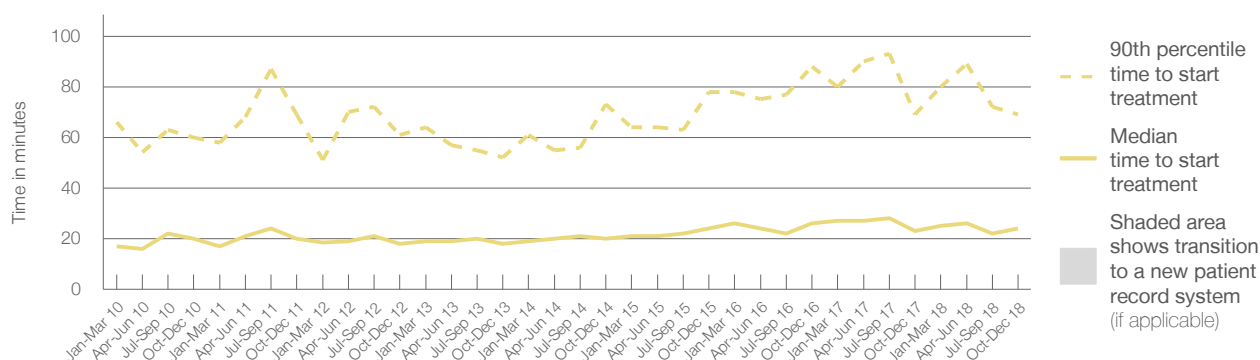
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
953	
929	
23 minutes	20 minutes
69 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	20	18	18	20	24	26	23	24
90th percentile time to start treatment ⁵ (minutes)	60	69	61	52	73	78	88	69	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.

Armidaire Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,454

Number of triage 4 patients used to calculate waiting time: ³ 2,275

Median time to start treatment ⁴

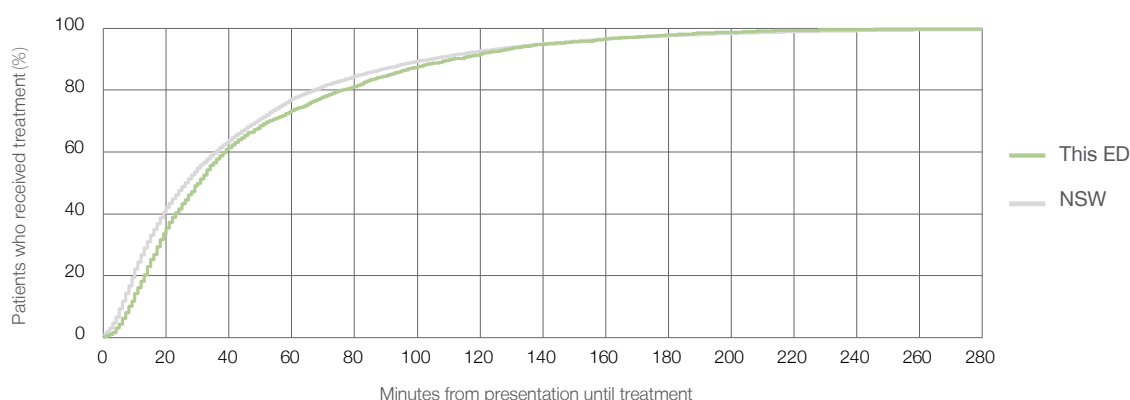
31 minutes

90th percentile time to start treatment ⁵

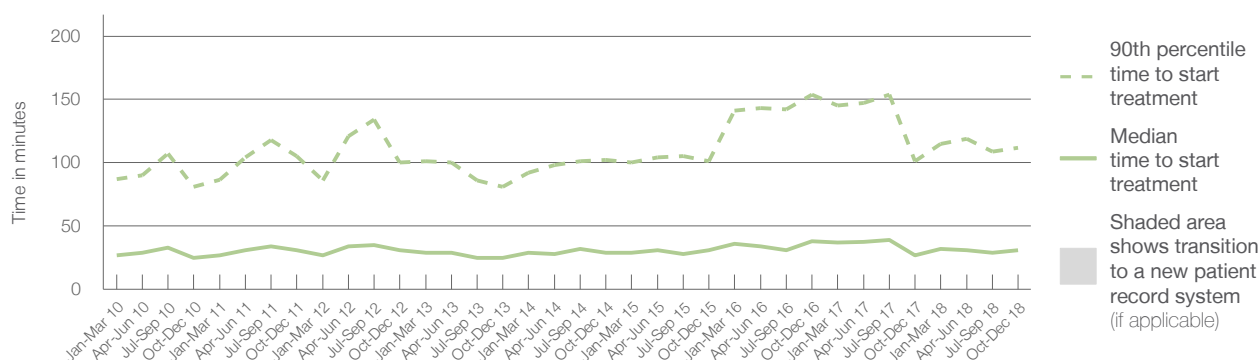
112 minutes

Same period last year	NSW (this period)
2,166	
2,008	
27 minutes	26 minutes
101 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	31	31	25	29	31	38	27	31
90th percentile time to start treatment ⁵ (minutes)	81	105	100	81	102	101	154	101	112

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Armidaire Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 470

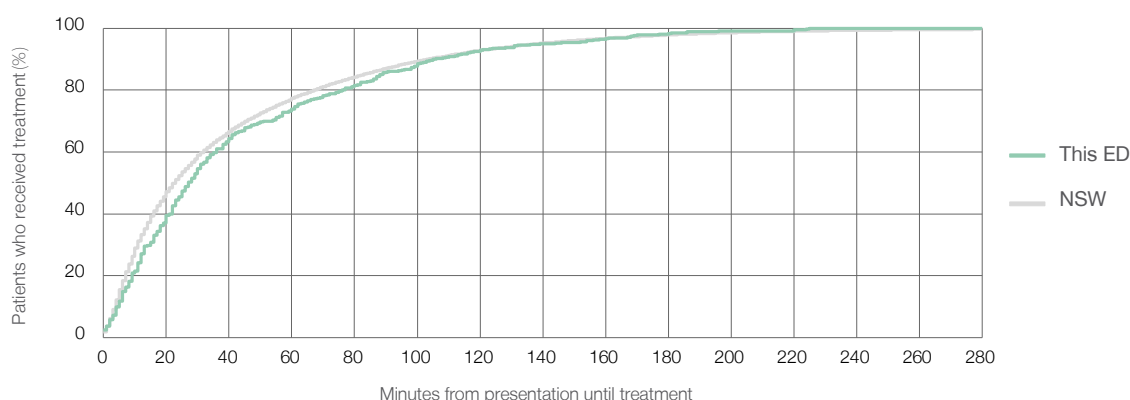
Number of triage 5 patients used to calculate waiting time:³ 416

Median time to start treatment⁴ 27 minutes

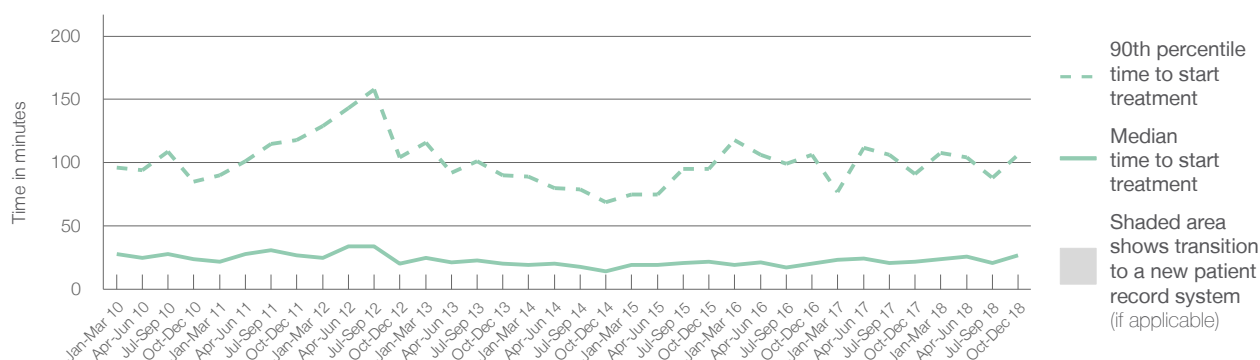
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
302	
251	
22 minutes	23 minutes
91 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	27	20	20	14	22	20	22	27
90th percentile time to start treatment ⁵ (minutes)	85	118	104	90	69	95	106	91	106

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Armidaire Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 4,154 patients

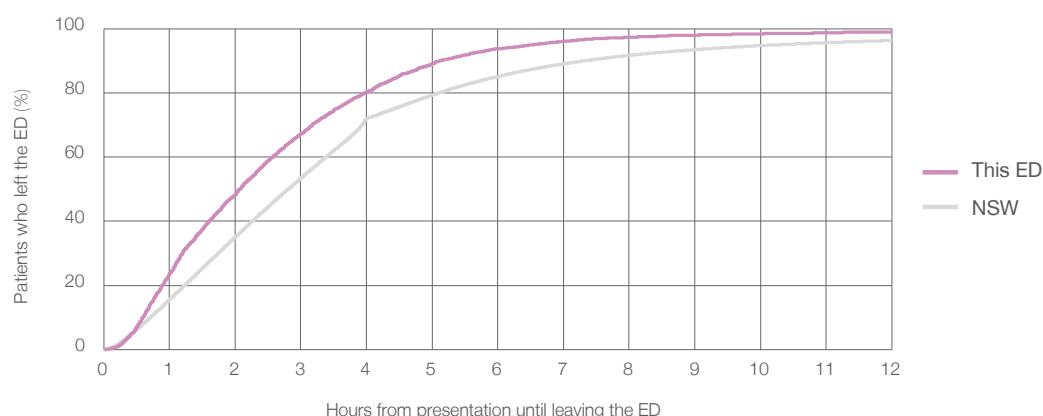
Presentations used to calculate time to leaving the ED:⁶ 4,154 patients

Median time spent in the ED⁸ 2 hours and 5 minutes

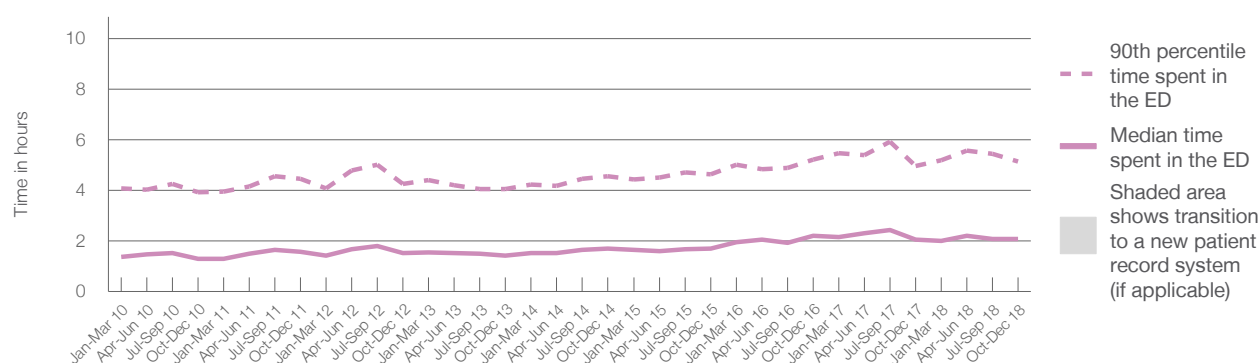
90th percentile time spent in the ED⁹ 5 hours and 8 minutes

Same period last year	NSW (this period)
3,790	
3,790	
2 hours and 4 minutes	2 hours and 49 minutes
4 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 18m	1h 35m	1h 32m	1h 26m	1h 43m	1h 42m	2h 12m	2h 4m	2h 5m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 56m	4h 27m	4h 16m	4h 3m	4h 34m	4h 38m	5h 13m	4h 59m	5h 8m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Armidaire Hospital: Time patients spent in the ED

By mode of separation

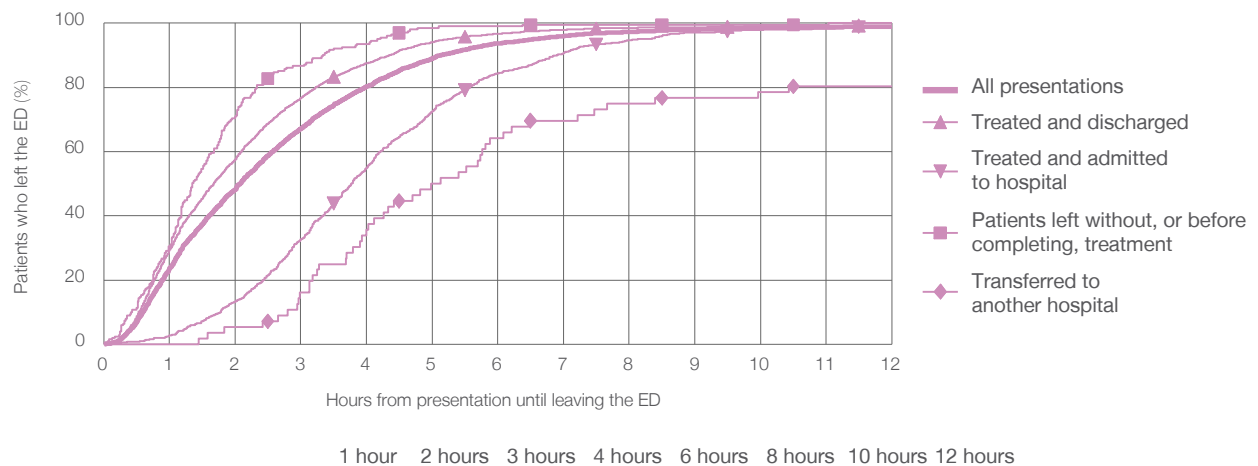
October to December 2018

All presentations:[†] 4,154 patients

Presentations used to calculate time to leaving the ED:[‡] 4,154 patients

		Same period last year	Change since one year ago
Treated and discharged	3,020 (72.7%)	3,790	10%
Treated and admitted to hospital	852 (20.5%)	2,626	15.0%
Patient left without, or before completing, treatment	203 (4.9%)	885	-3.7%
Transferred to another hospital	56 (1.3%)	201	1.0%
Other	23 (0.6%)	55	1.8%
		23	0.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



Treated and discharged	29.5%	57.6%	76.7%	87.5%	96.8%	98.5%	99.0%	99.4%
Treated and admitted to hospital	2.7%	13.3%	32.6%	54.9%	84.4%	94.7%	97.9%	99.2%
Patient left without, or before completing, treatment	30.5%	70.9%	86.7%	93.6%	99.0%	99.5%	99.5%	100%
Transferred to another hospital	0%	5.4%	16.1%	35.7%	64.3%	75.0%	78.6%	80.4%
All presentations	23.6%	48.3%	67.2%	80.3%	93.7%	97.3%	98.4%	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.

Armida Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 4,154 patients

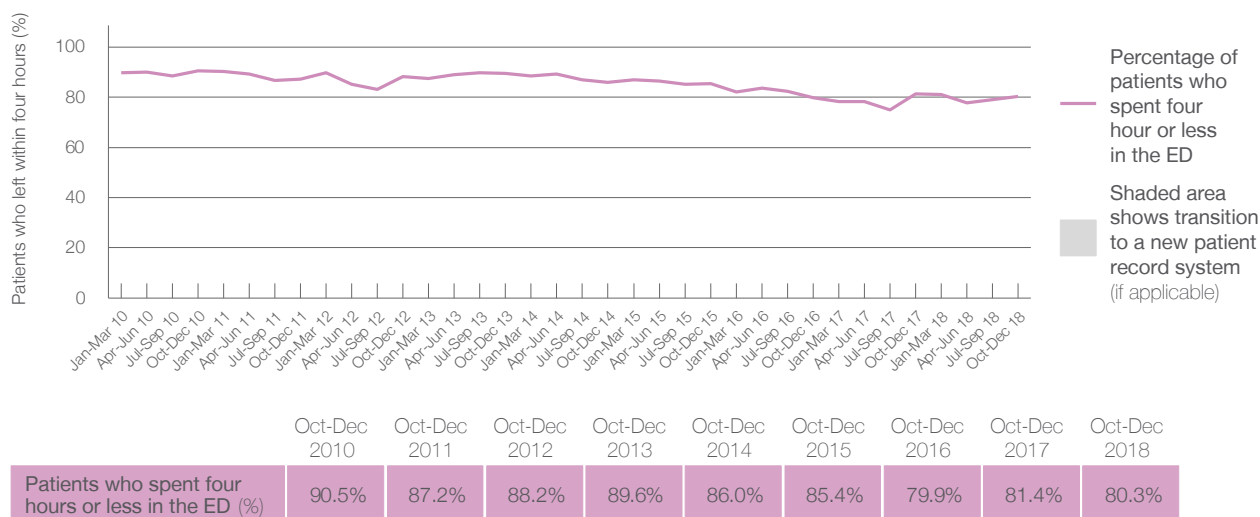
Presentations used to calculate time to leaving the ED: ⁶ 4,154 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,790	10%
3,790	10%
81.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Bathurst Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 6,786 patients

Emergency presentations:² 6,735 patients

Same period last year	Change since one year ago
6,776	0%
6,690	1%

Bathurst Health Service: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 699 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,276 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): 3,204 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 531 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
702	
7 minutes	8 minutes
14 minutes	26 minutes
2,236	
19 minutes	20 minutes
54 minutes	72 minutes
3,142	
18 minutes	26 minutes
77 minutes	104 minutes
576	
15 minutes	23 minutes
79 minutes	104 minutes

Bathurst Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,786 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
6,775	0%
80%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

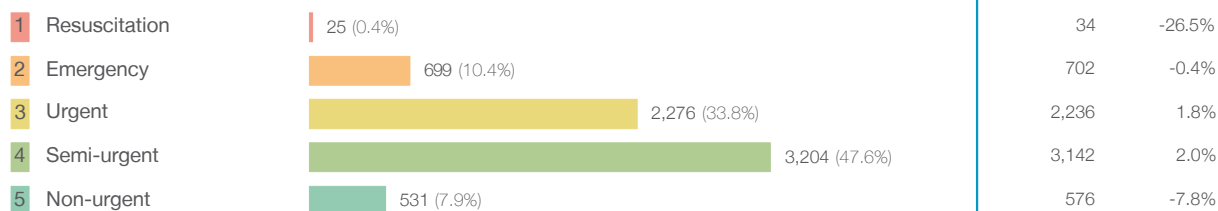
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Bathurst Health Service: Patients presenting to the emergency department

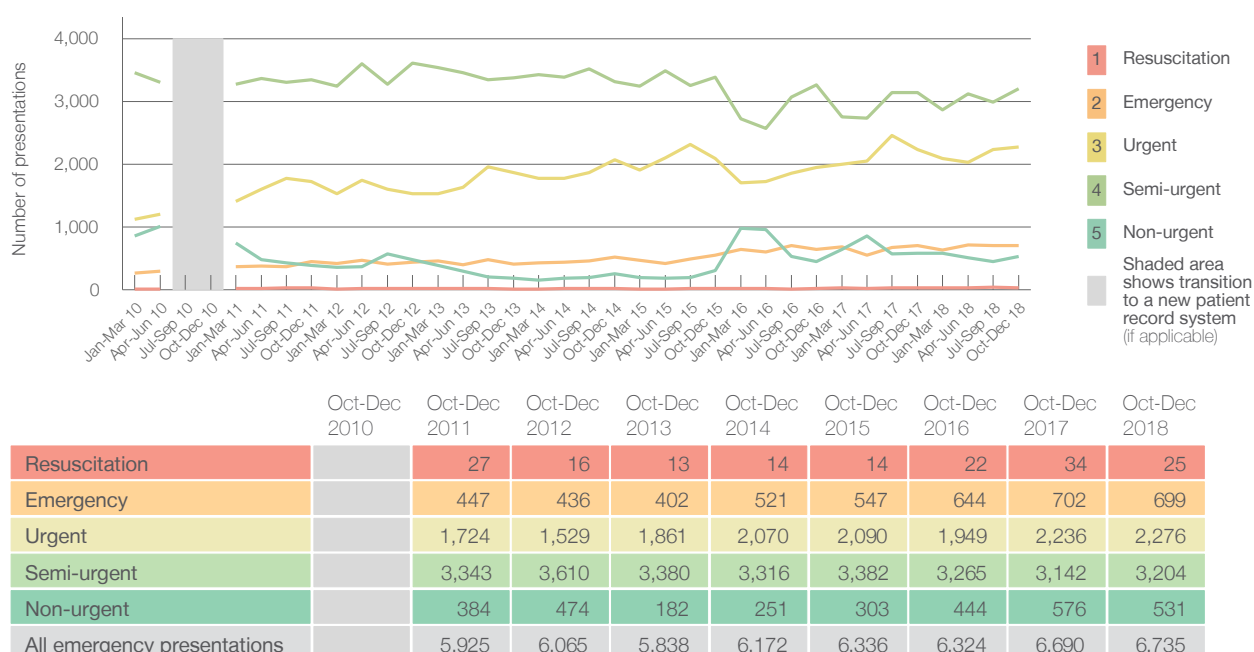
October to December 2018

All presentations:¹ 6,786 patients

Emergency presentations² by triage category: 6,735 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Bathurst Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,029 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.

Bathurst Health Service: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 699

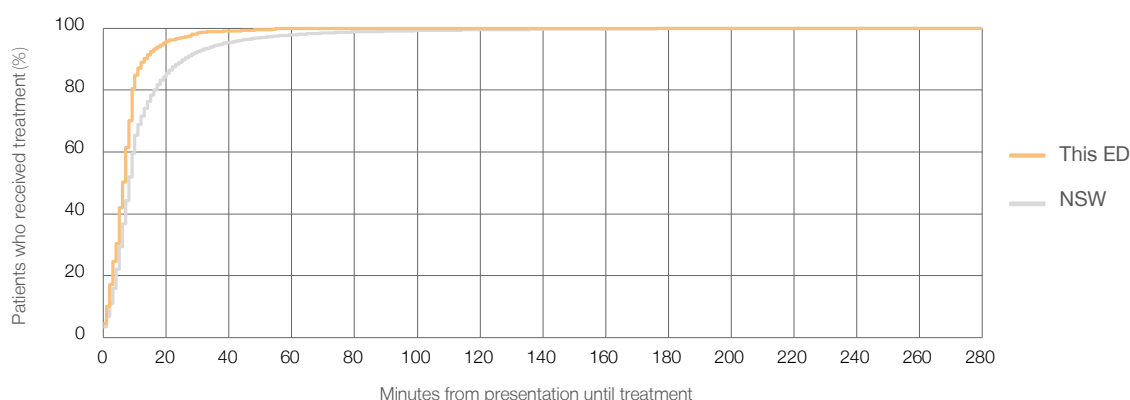
Number of triage 2 patients used to calculate waiting time:³ 697

Median time to start treatment⁴ 6 minutes

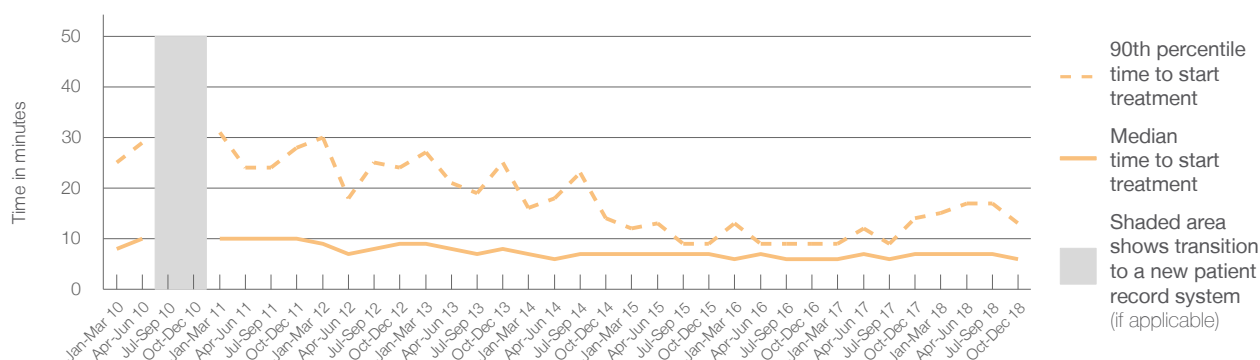
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
702	
700	
7 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		10	9	8	7	7	6	7	6
90th percentile time to start treatment ⁵ (minutes)		28	24	25	14	9	9	14	13

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bathurst Health Service: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,276

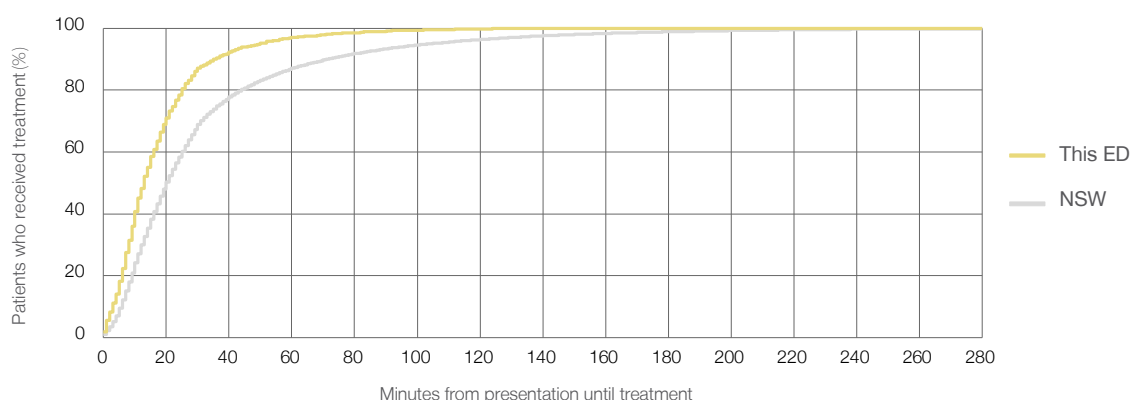
Number of triage 3 patients used to calculate waiting time:³ 2,269

Median time to start treatment⁴ 13 minutes

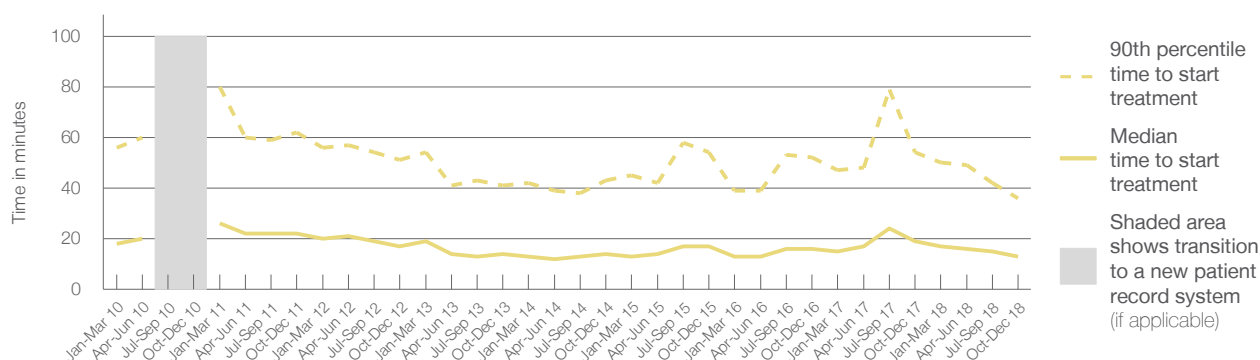
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
2,236	
2,218	
19 minutes	20 minutes
54 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		22	17	14	14	17	16	19	13
90th percentile time to start treatment ⁵ (minutes)		62	51	41	43	54	52	54	36

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bathurst Health Service: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,204

Number of triage 4 patients used to calculate waiting time:³ 3,168

Median time to start treatment⁴

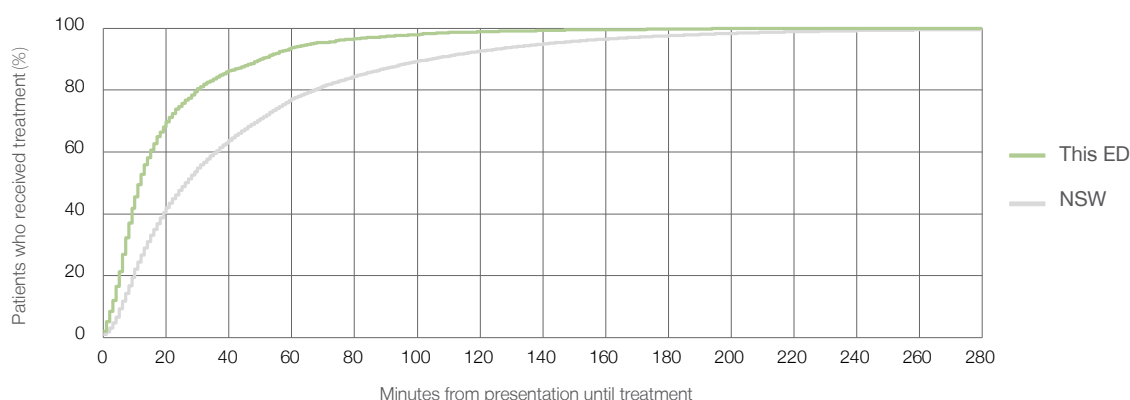
12 minutes

90th percentile time to start treatment⁵

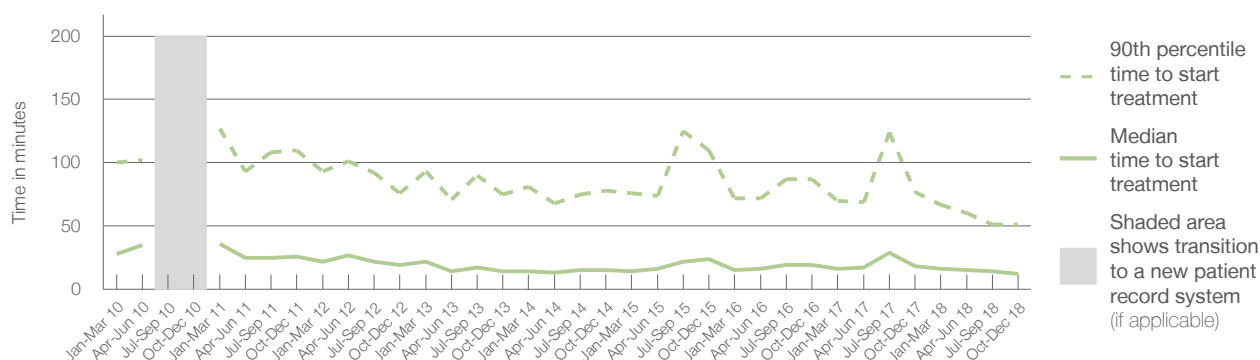
51 minutes

Same period last year	NSW (this period)
3,142	
3,063	
18 minutes	26 minutes
77 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		26	19	14	15	24	19	18	12
90th percentile time to start treatment ⁵ (minutes)		110	76	75	78	110	87	77	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bathurst Health Service: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 531

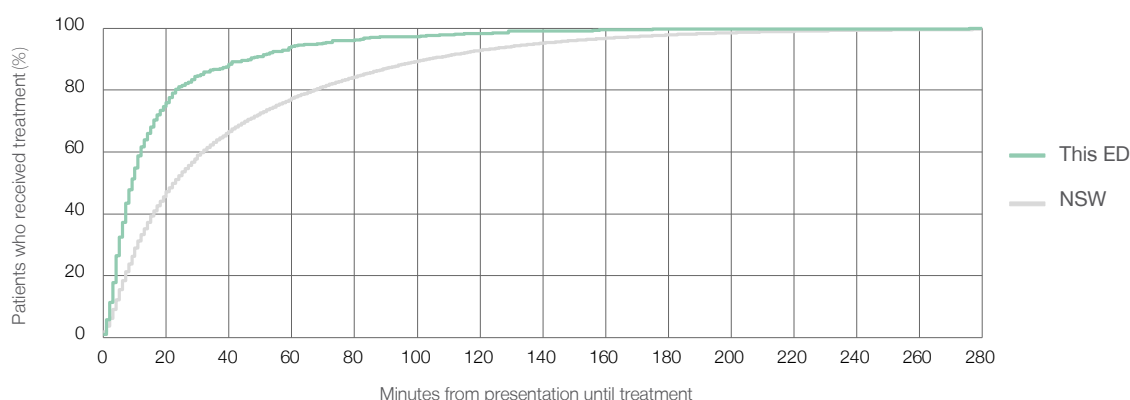
Number of triage 5 patients used to calculate waiting time:³ 522

Median time to start treatment⁴ 9 minutes

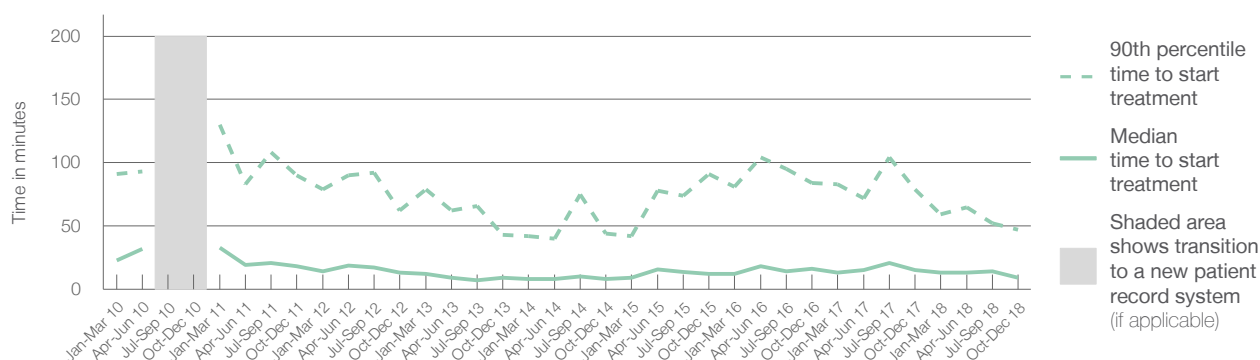
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
576	
549	
15 minutes	23 minutes
79 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		18	13	9	8	12	16	15	9
90th percentile time to start treatment ⁵ (minutes)		90	62	43	44	91	84	79	47

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bathurst Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 6,786 patients

Presentations used to calculate time to leaving the ED:⁶ 6,786 patients

Median time spent in the ED⁸

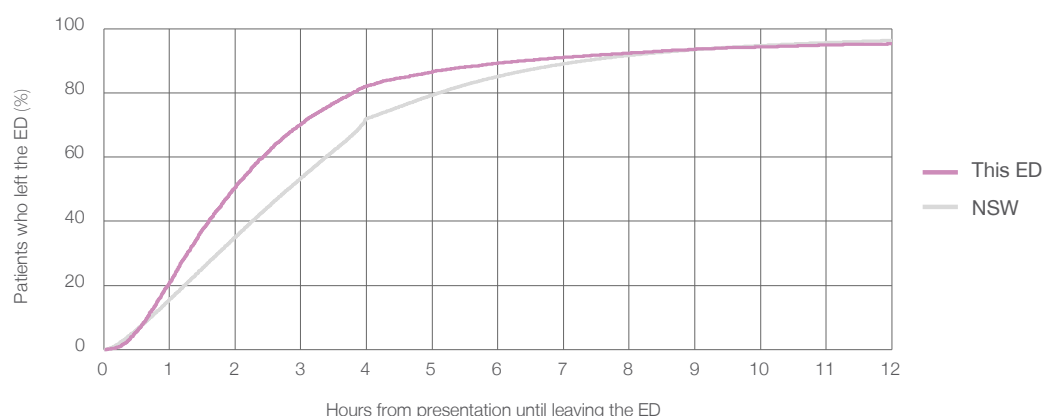
1 hours and 59 minutes

90th percentile time spent in the ED⁹

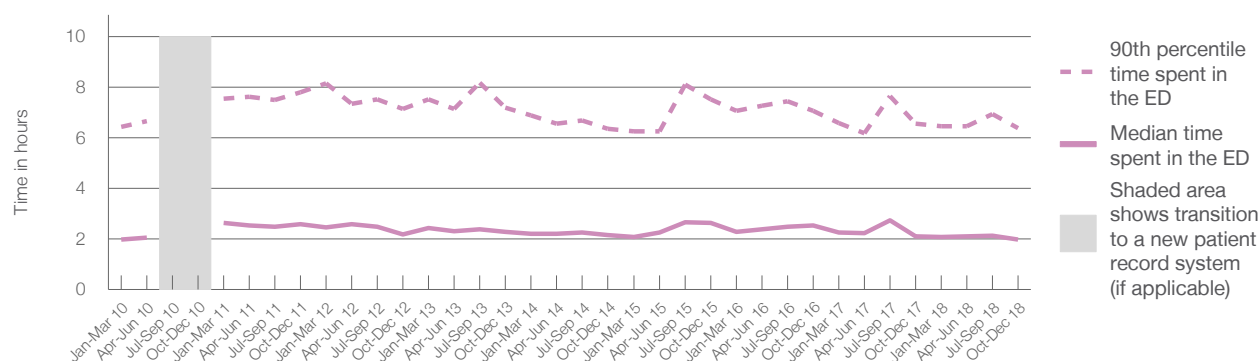
6 hours and 23 minutes

Same period last year	NSW (this period)
6,776	
6,775	
2 hours and 7 minutes	2 hours and 49 minutes
6 hours and 34 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 35m	2h 11m	2h 17m	2h 10m	2h 38m	2h 32m	2h 7m	1h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)		7h 48m	7h 9m	7h 11m	6h 22m	7h 32m	7h 4m	6h 34m	6h 23m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bathurst Health Service: Time patients spent in the ED

By mode of separation

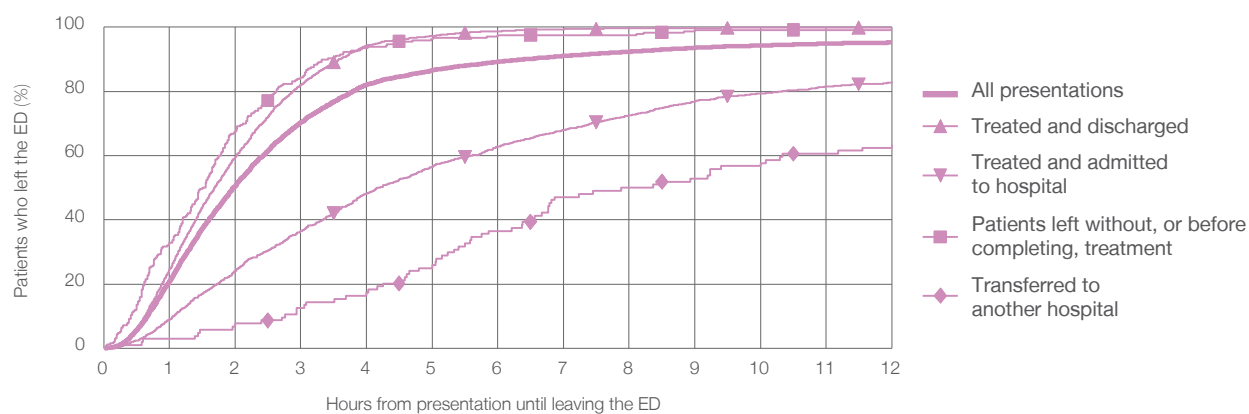
October to December 2018

All presentations:[†] 6,786 patients

Presentations used to calculate time to leaving the ED:[‡] 6,786 patients

		Same period last year	Change since one year ago
		6,775	0%
Treated and discharged	4,806 (70.8%)	4,859	-1.1%
Treated and admitted to hospital	1,606 (23.7%)	1,492	7.6%
Patient left without, or before completing, treatment	250 (3.7%)	307	-18.6%
Transferred to another hospital	104 (1.5%)	94	10.6%
Other	20 (0.3%)	24	-16.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	24.6%	59.6%	82.0%	94.3%	98.8%	99.7%	99.8%	99.9%
Treated and admitted to hospital	9.0%	24.0%	36.5%	48.2%	62.8%	72.5%	79.3%	82.9%
Patient left without, or before completing, treatment	32.8%	67.6%	84.4%	93.6%	97.6%	97.6%	99.2%	99.2%
Transferred to another hospital	2.9%	7.7%	12.5%	17.3%	36.5%	50.0%	57.7%	63.5%
All presentations	21.0%	50.7%	70.3%	82.2%	89.3%	92.4%	94.3%	95.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bathurst Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 6,786 patients

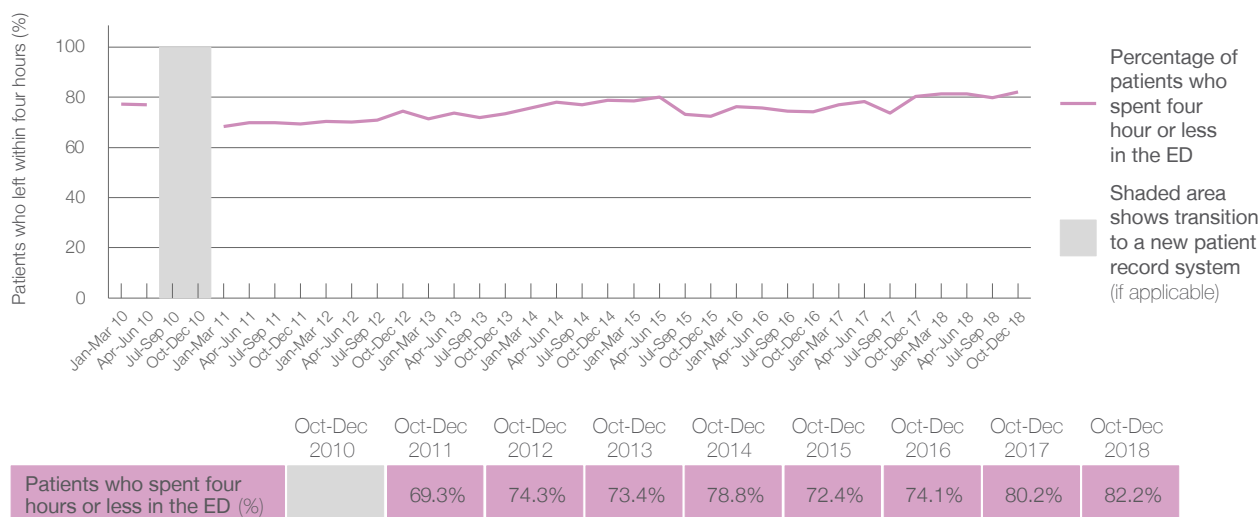
Presentations used to calculate time to leaving the ED: ⁶ 6,786 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,776	0%
6,775	0%
80.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Belmont Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 6,931 patients

Emergency presentations:² 6,877 patients

Same period last year	Change since one year ago
6,300	10%
6,273	10%

Belmont Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 661 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): 1,546 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,476 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
492	
8 minutes	8 minutes
15 minutes	26 minutes
1,243	
16 minutes	20 minutes
38 minutes	72 minutes
3,026	
22 minutes	26 minutes
75 minutes	104 minutes
1,499	
24 minutes	23 minutes
99 minutes	104 minutes

Belmont Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Percentage of patients who spent four hours or less in the ED 75%

Same period last year	Change since one year ago
6,300	10%
73%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

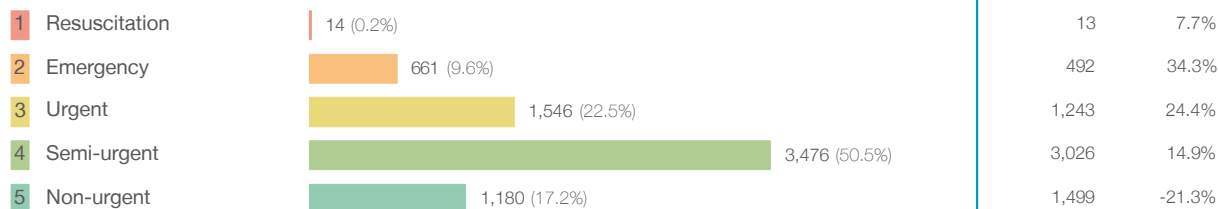
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Belmont Hospital: Patients presenting to the emergency department

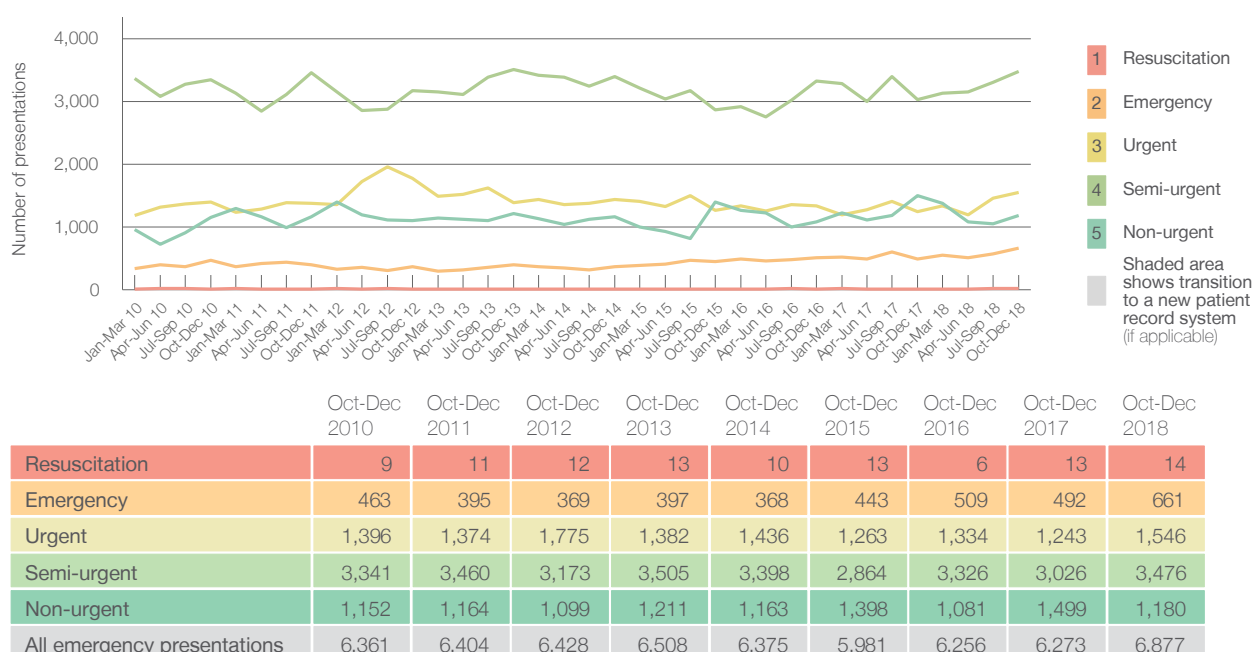
October to December 2018

All presentations:¹ 6,931 patients

Emergency presentations² by triage category: 6,877 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Belmont Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,435 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.

Belmont Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 661

Number of triage 2 patients used to calculate waiting time:³ 649

Median time to start treatment⁴

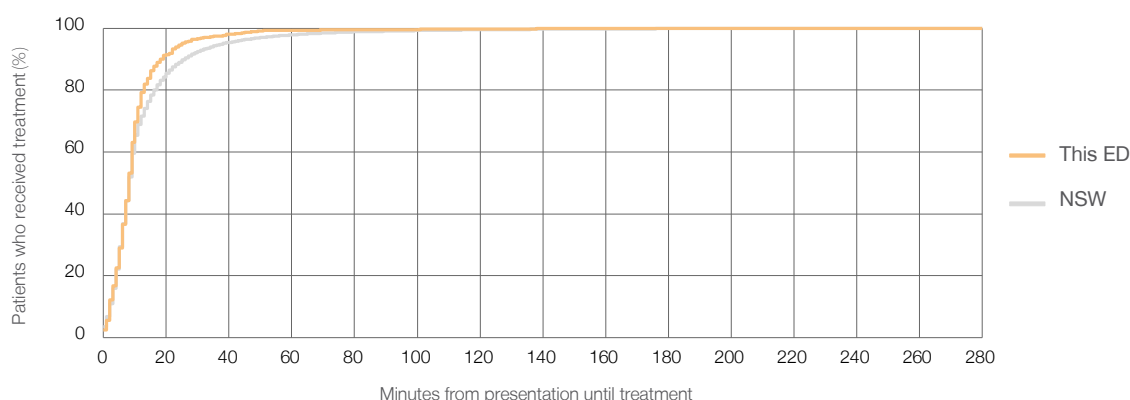
8 minutes

90th percentile time to start treatment⁵

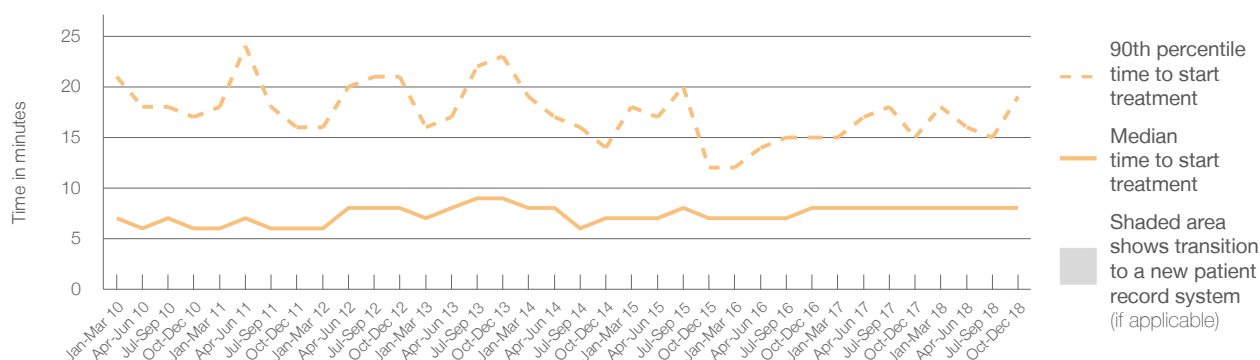
19 minutes

Same period last year	NSW (this period)
492	
485	
8 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	6	8	9	7	7	8	8	8
90th percentile time to start treatment ⁵ (minutes)	17	16	21	23	14	12	15	15	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.

Belmont Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,546

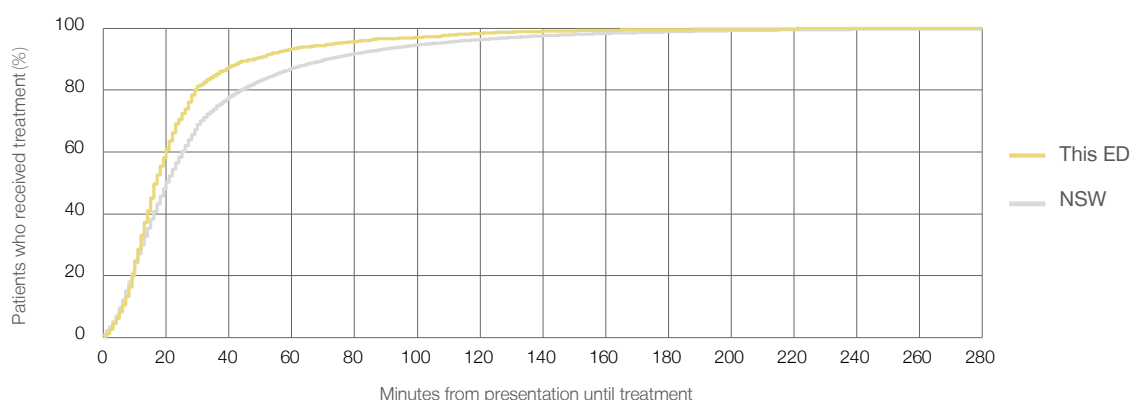
Number of triage 3 patients used to calculate waiting time:³ 1,484

Median time to start treatment⁴ 17 minutes

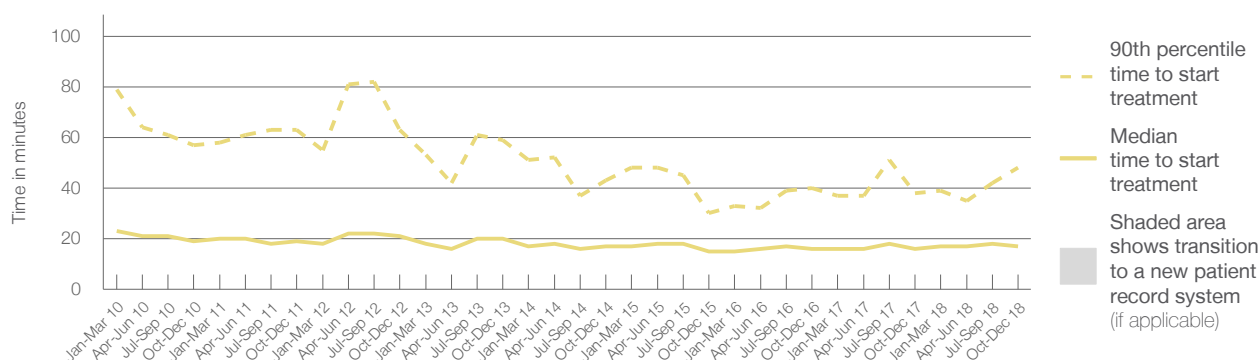
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
1,243	
1,199	
16 minutes	20 minutes
38 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	19	21	20	17	15	16	16	17
90th percentile time to start treatment ⁵ (minutes)	57	63	63	59	43	30	40	38	48

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Belmont Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,476

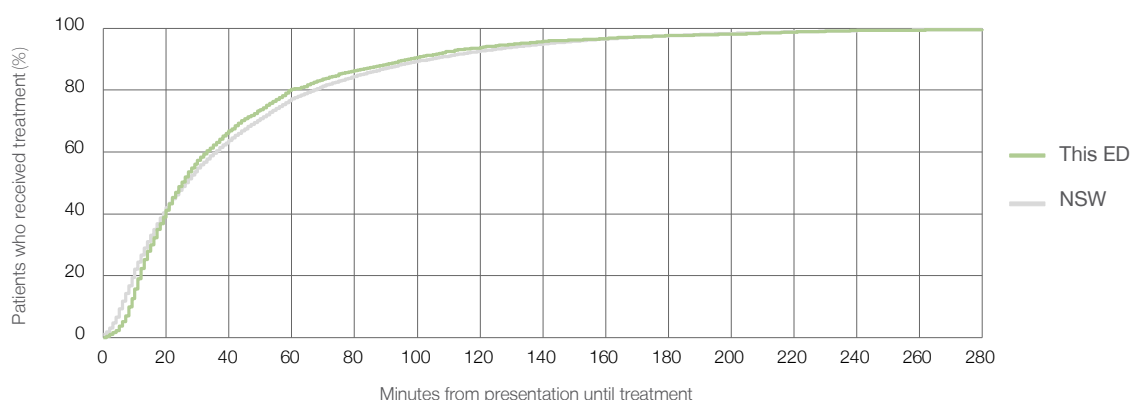
Number of triage 4 patients used to calculate waiting time:³ 2,902

Median time to start treatment⁴ 25 minutes

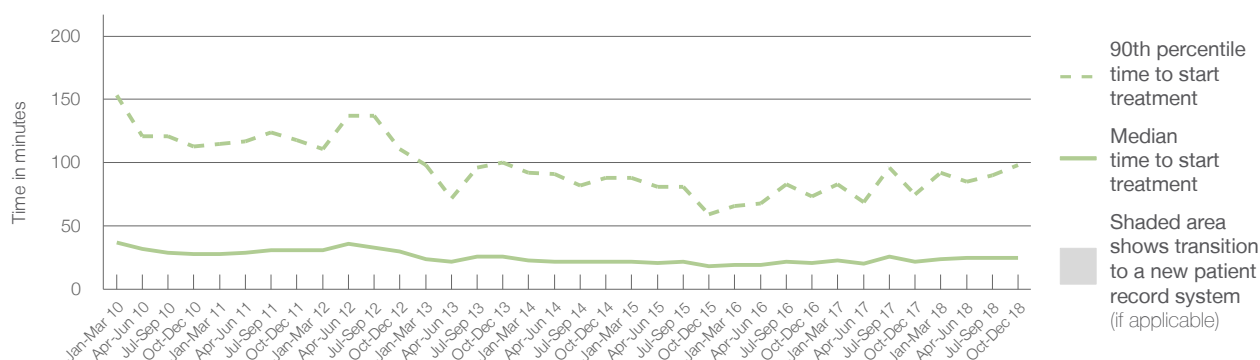
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
3,026	
2,628	
22 minutes	26 minutes
75 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	28	31	30	26	22	18	21	22	25
90th percentile time to start treatment ⁵ (minutes)	113	118	111	100	88	59	74	75	98

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Belmont Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,180

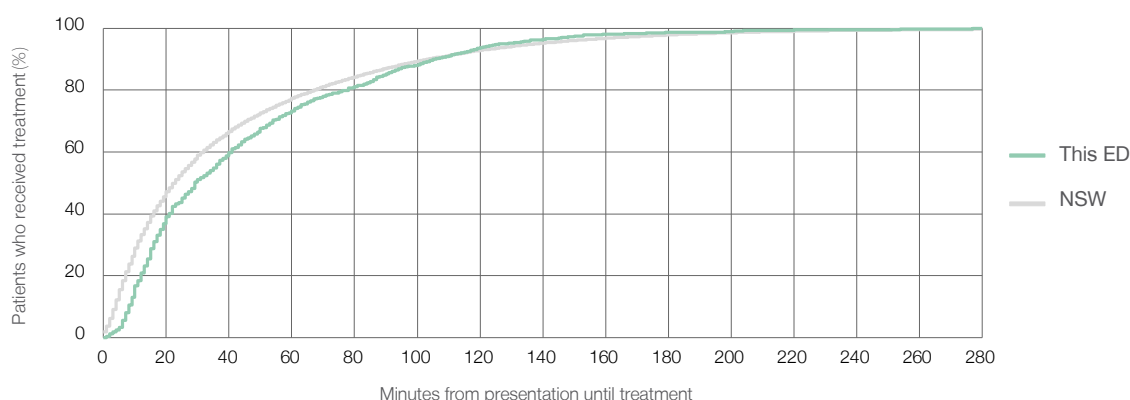
Number of triage 5 patients used to calculate waiting time: ³ 845

Median time to start treatment ⁴ 29 minutes

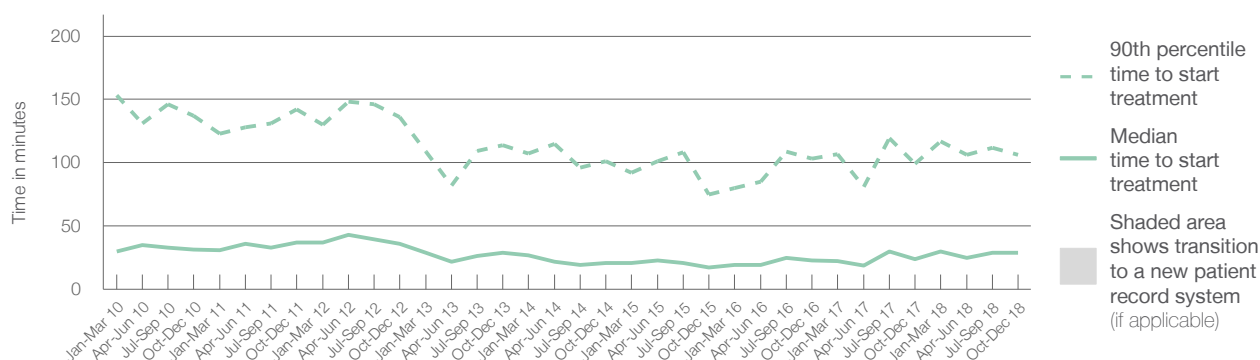
90th percentile time to start treatment ⁵ 106 minutes

Same period last year	NSW (this period)
1,499	
1,134	
24 minutes	23 minutes
99 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	32	37	36	29	21	17	23	24	29
90th percentile time to start treatment ⁵ (minutes)	137	142	136	114	101	75	103	99	106

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Belmont Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 6,931 patients

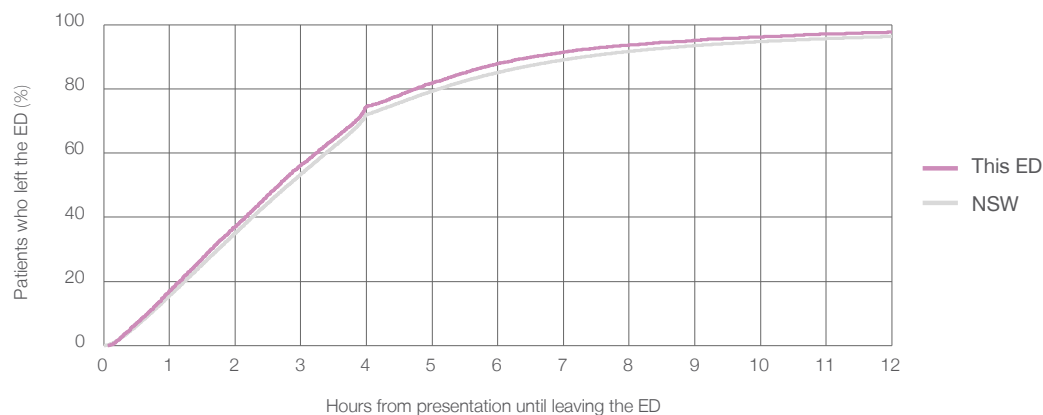
Presentations used to calculate time to leaving the ED:⁶ 6,931 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

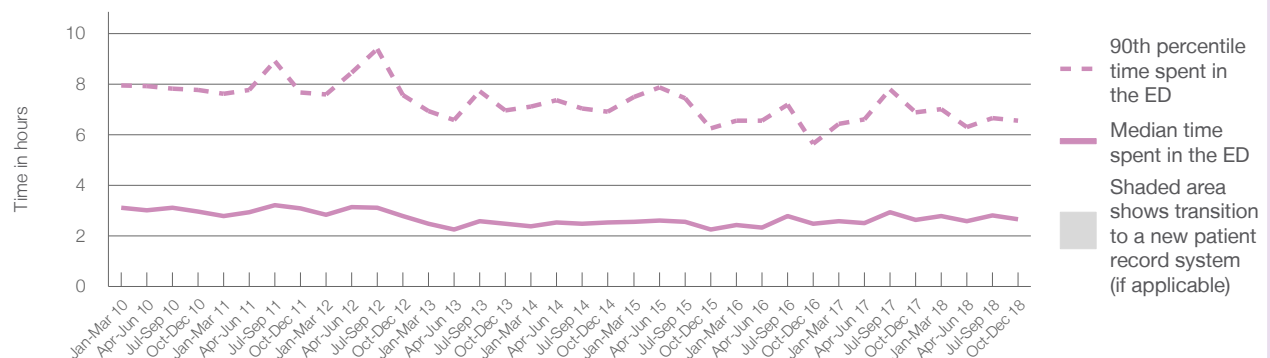
90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
6,300	
6,300	
2 hours and 39 minutes	2 hours and 49 minutes
6 hours and 54 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 58m	3h 5m	2h 47m	2h 30m	2h 33m	2h 16m	2h 29m	2h 39m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 47m	7h 41m	7h 34m	6h 58m	6h 55m	6h 15m	5h 39m	6h 54m	6h 33m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Belmont Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

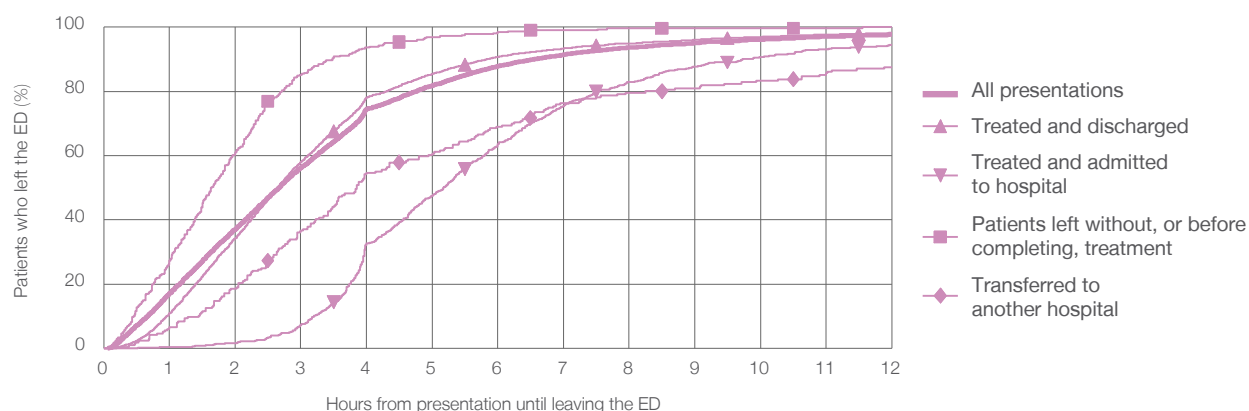
All presentations:[†] 6,931 patients

Presentations used to calculate time to leaving the ED:[‡] 6,931 patients

Treated and discharged	4,801 (69.3%)
Treated and admitted to hospital	867 (12.5%)
Patient left without, or before completing, treatment	330 (4.8%)
Transferred to another hospital	216 (3.1%)
Other	717 (10.3%)

Same period last year	Change since one year ago
6,300	10%
4,332	10.8%
833	4.1%
254	29.9%
273	-20.9%
608	17.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.9%	34.2%	58.0%	78.1%	90.8%	95.0%	97.0%	98.3%
Treated and admitted to hospital	0.3%	1.6%	7.4%	32.6%	63.7%	82.9%	90.7%	94.6%
Patient left without, or before completing, treatment	27.3%	60.9%	85.2%	93.6%	98.5%	99.7%	99.7%	100%
Transferred to another hospital	6.5%	18.5%	36.6%	54.6%	69.0%	79.6%	83.3%	87.5%
All presentations	17.1%	37.1%	56.3%	74.5%	87.9%	93.7%	96.1%	97.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Belmont Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 6,931 patients

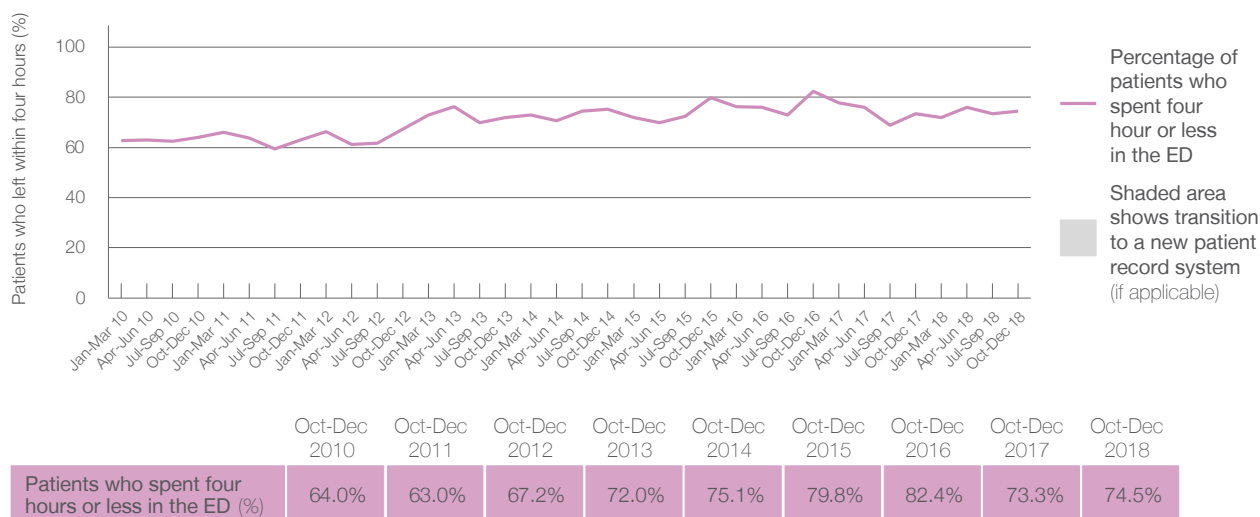
Presentations used to calculate time to leaving the ED: ⁶ 6,931 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,300	10%
6,300	10%
73.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Bowral and District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,043 patients

Emergency presentations:² 4,944 patients

Same period last year	Change since one year ago
5,067	0%
4,951	0%

Bowral and District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 440 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,751 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,192 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 536 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
375	
10 minutes	8 minutes
20 minutes	26 minutes
1,629	
23 minutes	20 minutes
77 minutes	72 minutes
2,280	
28 minutes	26 minutes
110 minutes	104 minutes
653	
28 minutes	23 minutes
117 minutes	104 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,043 patients

Percentage of patients who spent four hours or less in the ED 76%

Same period last year	Change since one year ago
5,067	0%
79%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

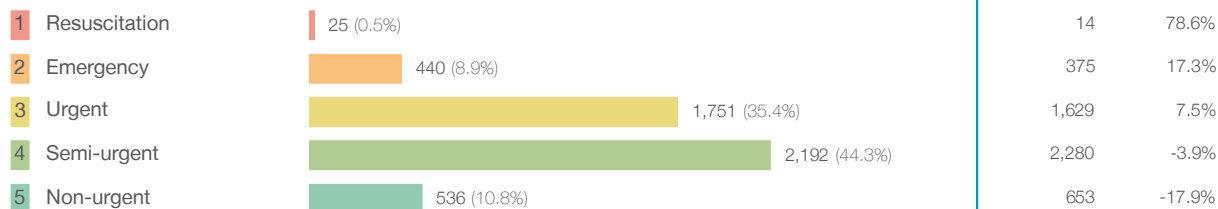
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Bowral and District Hospital: Patients presenting to the emergency department

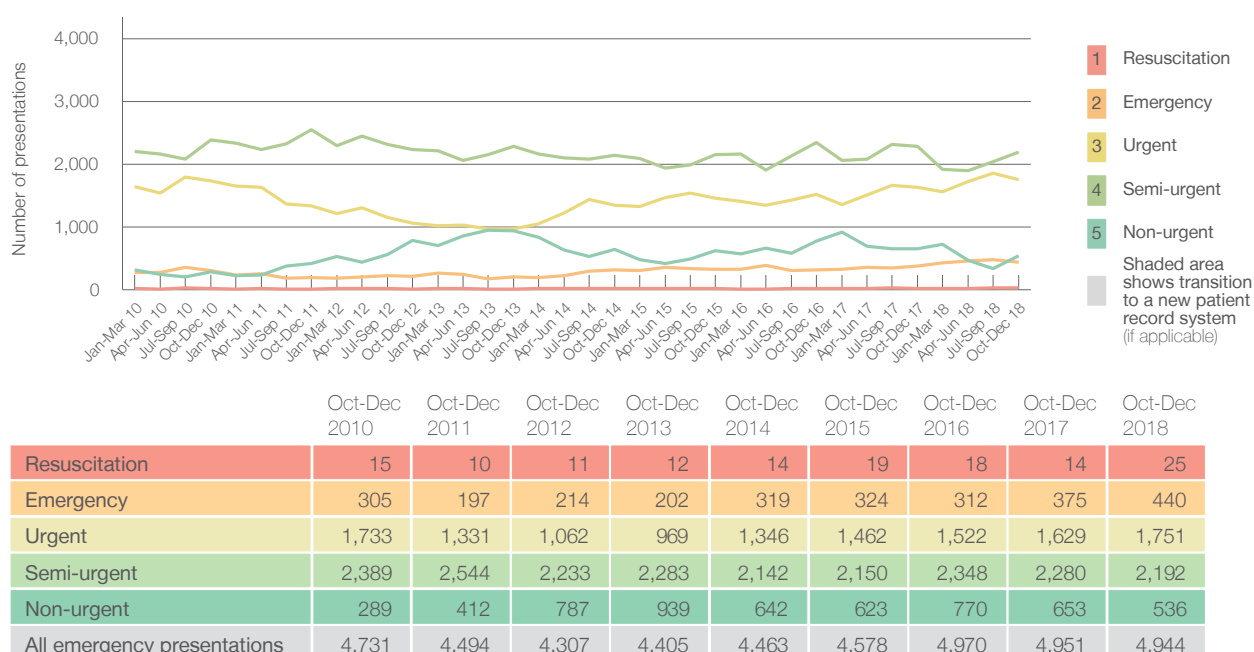
October to December 2018

All presentations:¹ 5,043 patients

Emergency presentations² by triage category: 4,944 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]

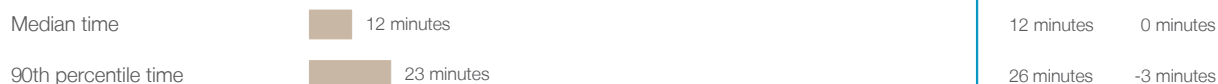


Bowral and District Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 961 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 440

Number of triage 2 patients used to calculate waiting time: ³ 439

Median time to start treatment ⁴

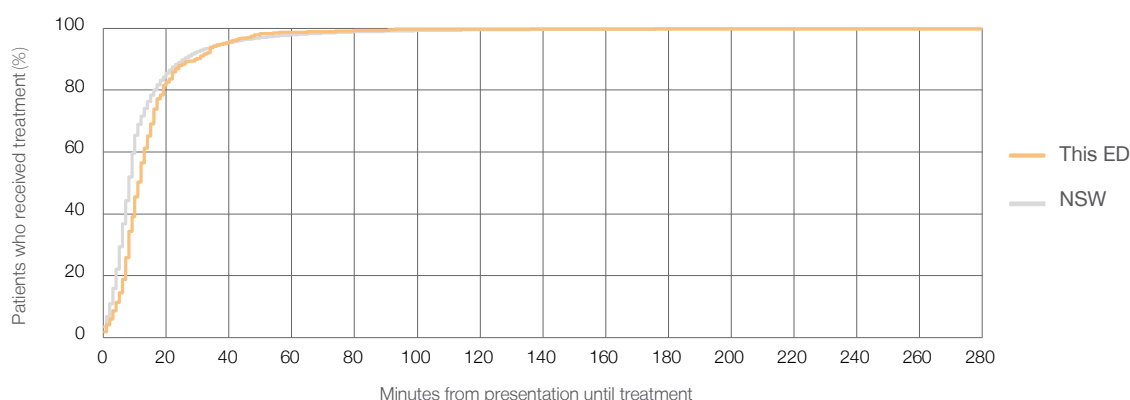
11 minutes

90th percentile time to start treatment ⁵

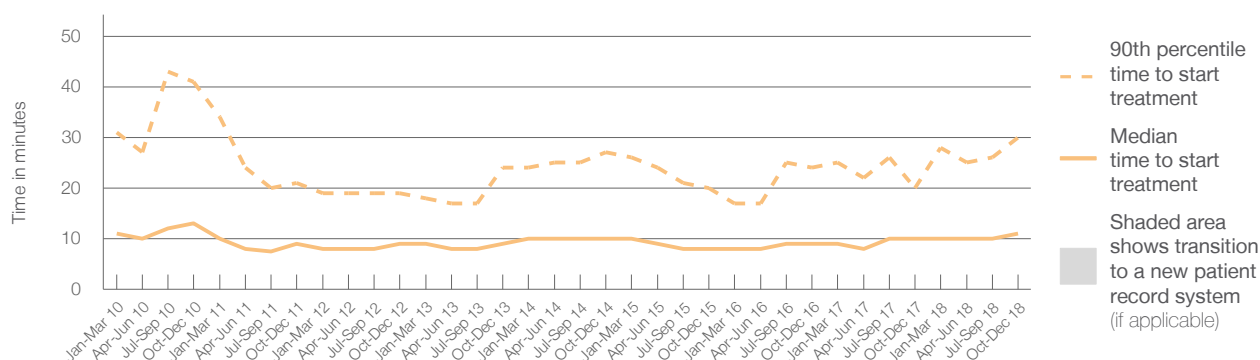
30 minutes

Same period last year	NSW (this period)
375	
375	
10 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	13	9	9	9	10	8	9	10	11
90th percentile time to start treatment ⁵ (minutes)	41	21	19	24	27	20	24	20	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bowral and District Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,751

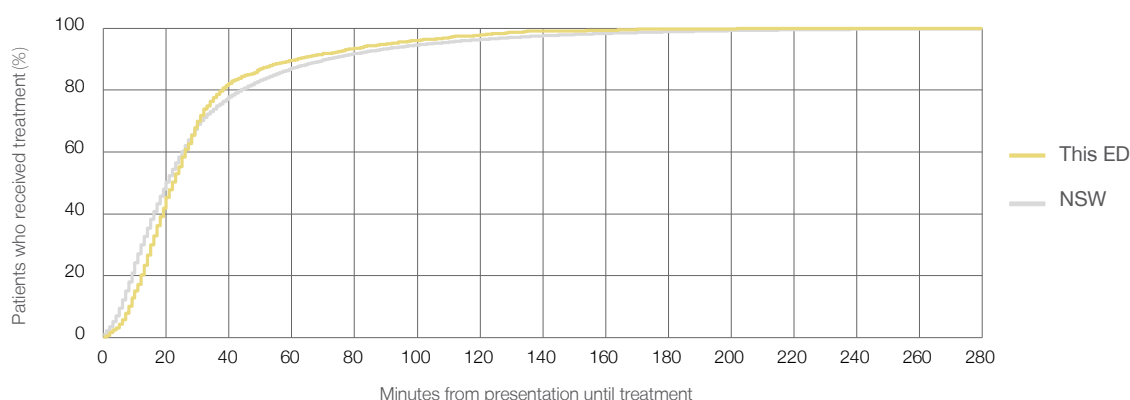
Number of triage 3 patients used to calculate waiting time:³ 1,702

Median time to start treatment⁴ 22 minutes

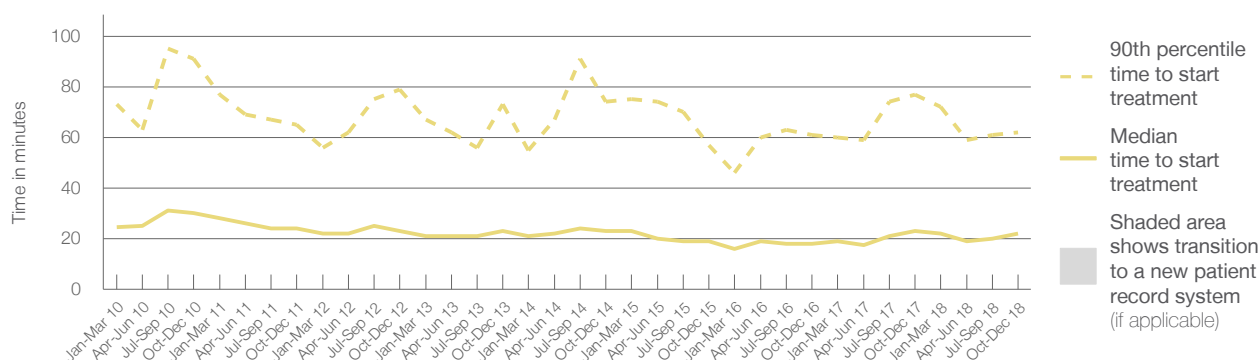
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,629	
1,605	
23 minutes	20 minutes
77 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	24	23	23	23	19	18	23	22
90th percentile time to start treatment ⁵ (minutes)	91	65	79	73	74	57	61	77	62

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bowral and District Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,192

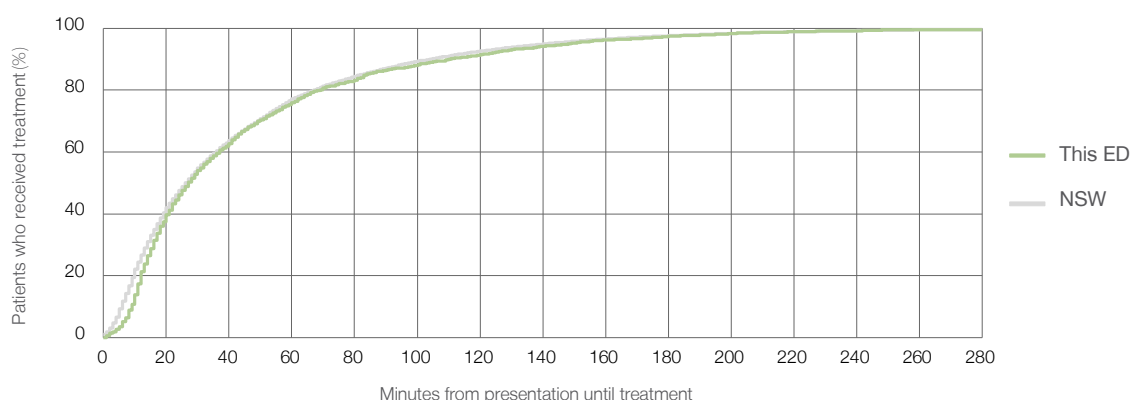
Number of triage 4 patients used to calculate waiting time:³ 2,016

Median time to start treatment⁴ 27 minutes

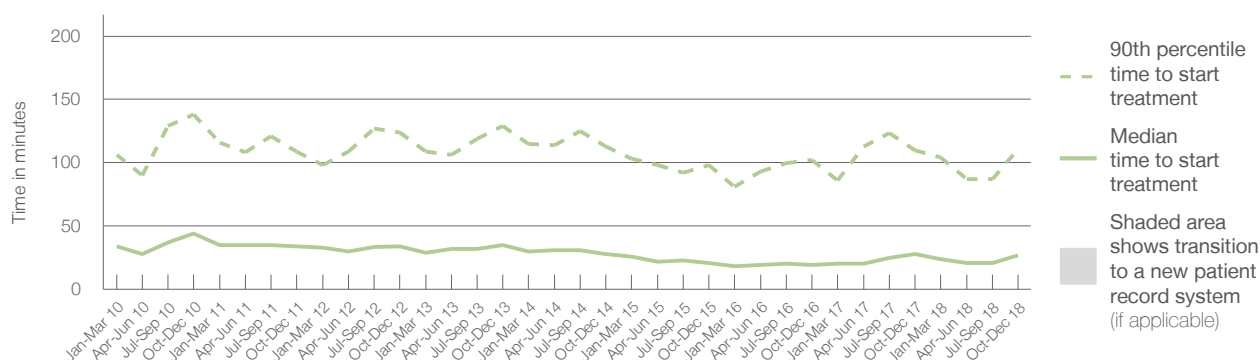
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
2,280	
2,154	
28 minutes	26 minutes
110 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	44	34	34	35	28	21	19	28	27
90th percentile time to start treatment ⁵ (minutes)	138	109	124	129	113	98	102	110	111

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bowral and District Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 536

Number of triage 5 patients used to calculate waiting time:³ 455

Median time to start treatment⁴

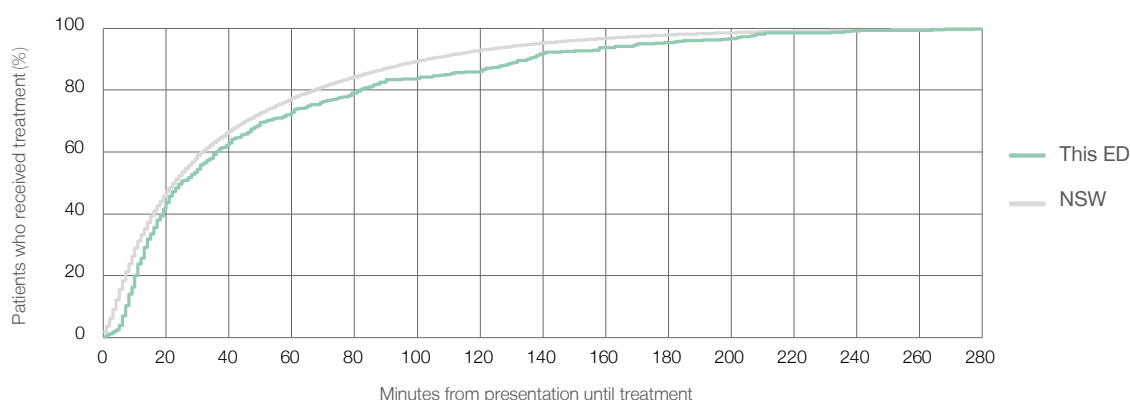
25 minutes

90th percentile time to start treatment⁵

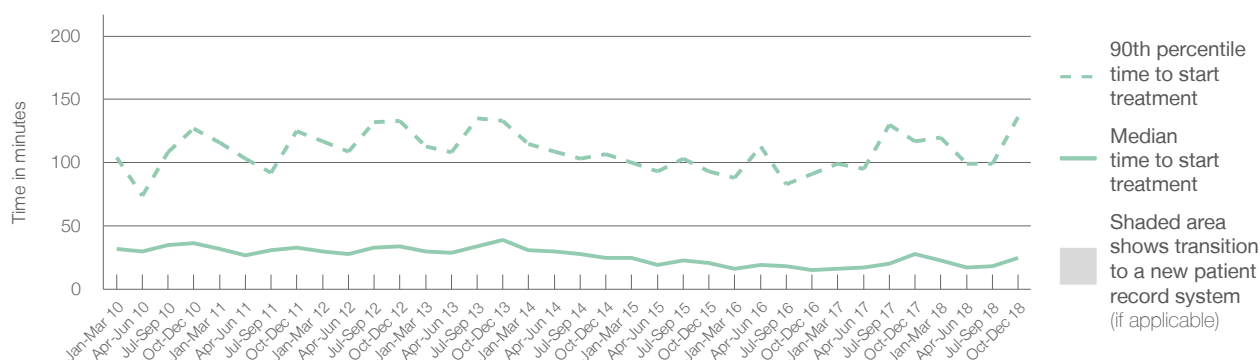
136 minutes

Same period last year	NSW (this period)
653	
558	
28 minutes	23 minutes
117 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	33	34	39	25	21	15	28	25
90th percentile time to start treatment ⁵ (minutes)	127	125	133	133	107	93	91	117	136

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bowral and District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,043 patients

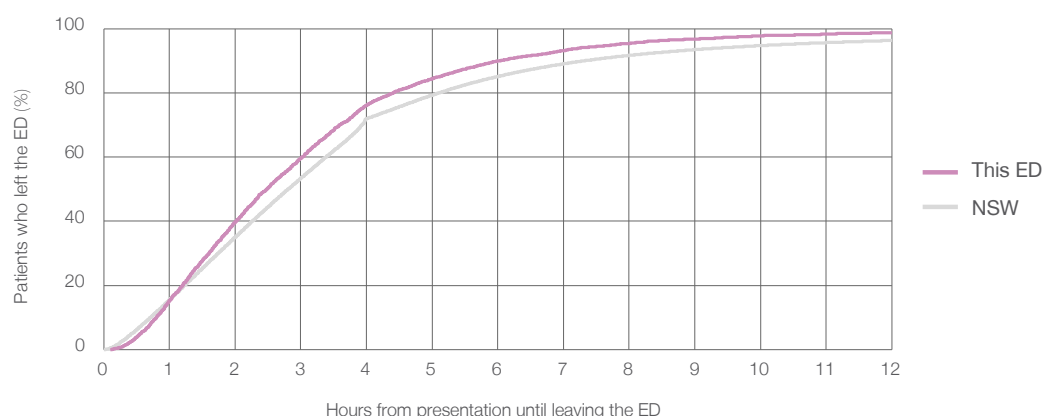
Presentations used to calculate time to leaving the ED:⁶ 5,043 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

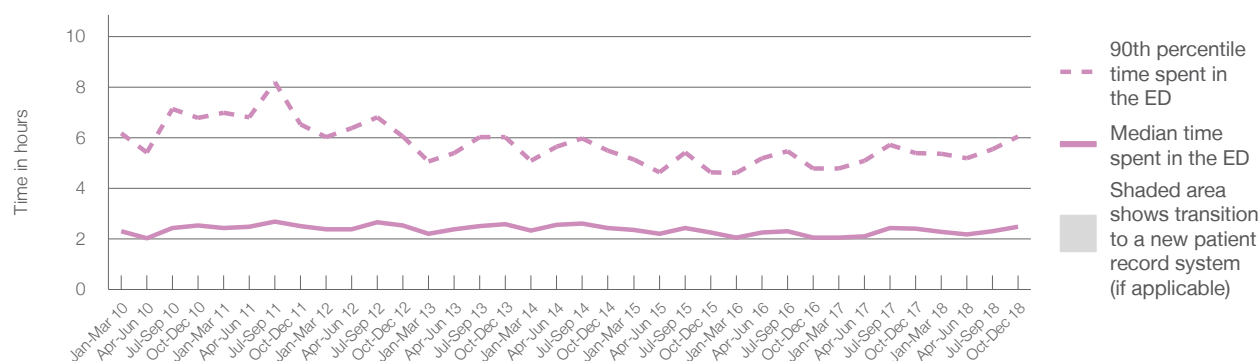
90th percentile time spent in the ED⁹ 6 hours and 3 minutes

Same period last year	NSW (this period)
5,067	
5,067	
2 hours and 25 minutes	2 hours and 49 minutes
5 hours and 24 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 33m	2h 31m	2h 32m	2h 36m	2h 27m	2h 15m	2h 3m	2h 25m	2h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 48m	6h 32m	6h 4m	6h 2m	5h 30m	4h 38m	4h 47m	5h 24m	6h 3m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bowral and District Hospital: Time patients spent in the ED

By mode of separation

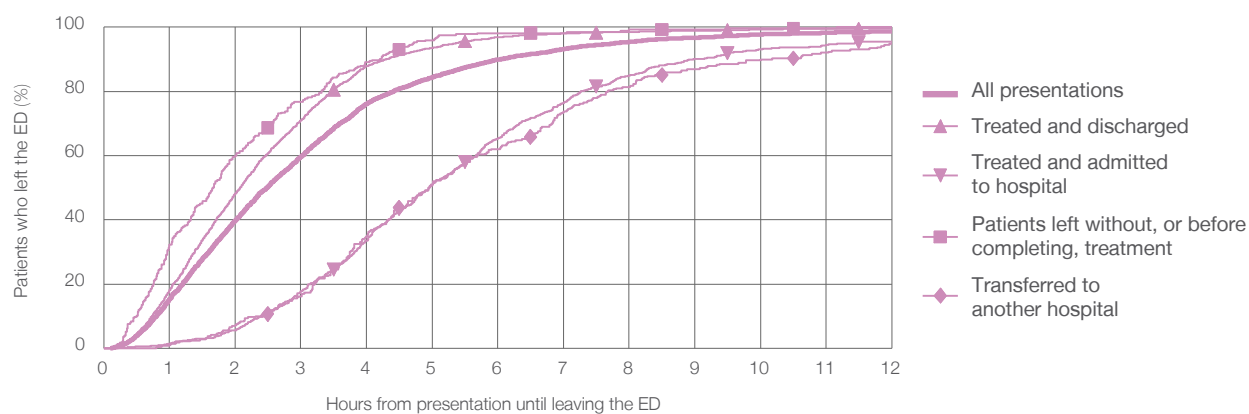
October to December 2018

All presentations:[†] 5,043 patients

Presentations used to calculate time to leaving the ED:[‡] 5,043 patients

		Same period last year	Change since one year ago
		5,067	0%
Treated and discharged	3,642 (72.2%)	3,740	-2.6%
Treated and admitted to hospital	816 (16.2%)	816	0.0%
Patient left without, or before completing, treatment	275 (5.5%)	203	35.5%
Transferred to another hospital	290 (5.8%)	280	3.6%
Other	20 (0.4%)	28	-28.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.0%	48.2%	71.0%	87.9%	96.9%	98.6%	99.3%	99.6%
Treated and admitted to hospital	1.3%	5.6%	17.8%	33.6%	65.3%	84.9%	93.1%	95.6%
Patient left without, or before completing, treatment	32.4%	60.0%	76.7%	89.1%	98.2%	99.3%	99.6%	100%
Transferred to another hospital	1.0%	7.2%	16.2%	34.8%	62.1%	81.4%	90.0%	94.8%
All presentations	15.3%	39.8%	59.7%	76.2%	89.9%	95.4%	97.8%	98.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bowral and District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 5,043 patients

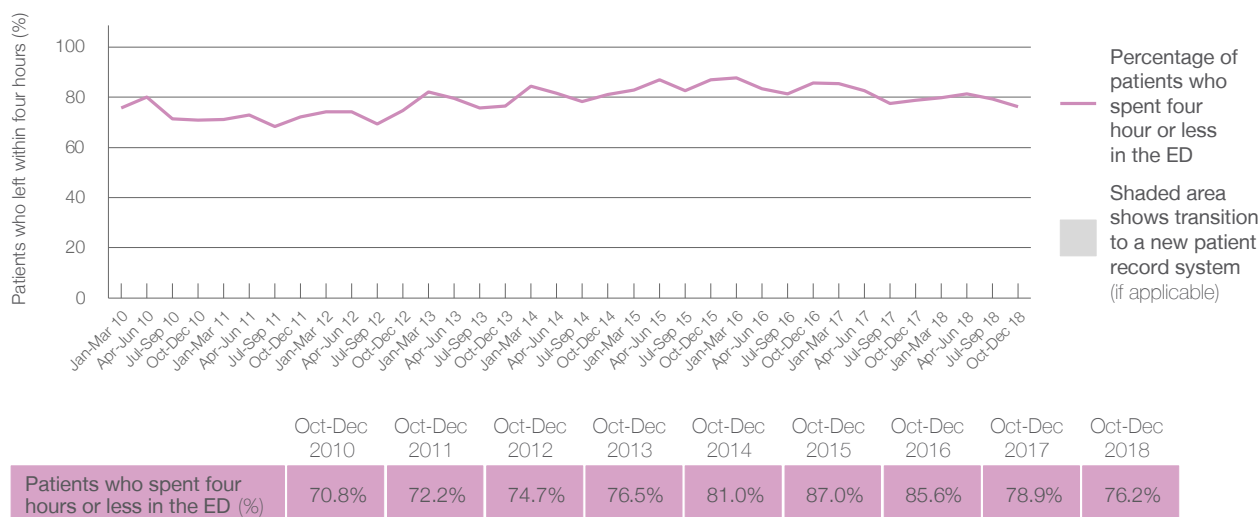
Presentations used to calculate time to leaving the ED: ⁶ 5,043 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
5,067	0%
5,067	0%
78.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Broken Hill Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,959 patients

Emergency presentations:² 5,559 patients

Same period last year	Change since one year ago
5,629	6%
5,109	9%

Broken Hill Health Service: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 561 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,343 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,291 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,348 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
469	
8 minutes	8 minutes
22 minutes	26 minutes
1,045	
15 minutes	20 minutes
44 minutes	72 minutes
1,757	
19 minutes	26 minutes
70 minutes	104 minutes
1,816	
19 minutes	23 minutes
83 minutes	104 minutes

Broken Hill Health Service: Time from presentation until leaving the ED

October to December 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 88%

Same period last year	Change since one year ago
5,629	6%
90%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Broken Hill Health Service: Patients presenting to the emergency department

October to December 2018

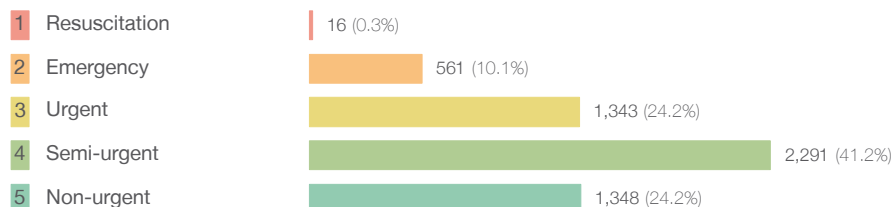
All presentations:¹ 5,959 patients

Same period last year Change since one year ago

5,629 6%

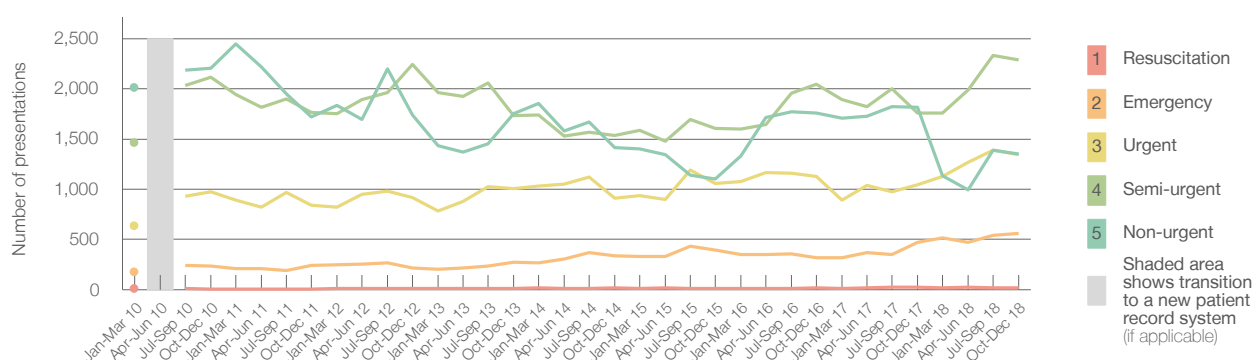
Emergency presentations² by triage category: 5,559 patients

5,109 9%



22 -27.3%
469 19.6%
1,045 28.5%
1,757 30.4%
1,816 -25.8%

Emergency presentations² by quarter, January 2010 to December 2018[‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	8	7	10	13	16	12	16	22	16
Emergency	235	241	215	271	335	394	320	469	561
Urgent	974	843	915	1,005	910	1,057	1,129	1,045	1,343
Semi-urgent	2,115	1,765	2,242	1,735	1,534	1,605	2,043	1,757	2,291
Non-urgent	2,203	1,718	1,738	1,752	1,413	1,103	1,757	1,816	1,348
All emergency presentations	5,535	4,574	5,120	4,776	4,208	4,171	5,265	5,109	5,559

Broken Hill Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time:⁷ 563 patients

Same period last year Change since one year ago

602

ED Transfer of care time

Median time 9 minutes

9 minutes 0 minutes

90th percentile time 18 minutes

19 minutes -1 minute

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Health Service: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 561

Number of triage 2 patients used to calculate waiting time:³ 551

Median time to start treatment⁴

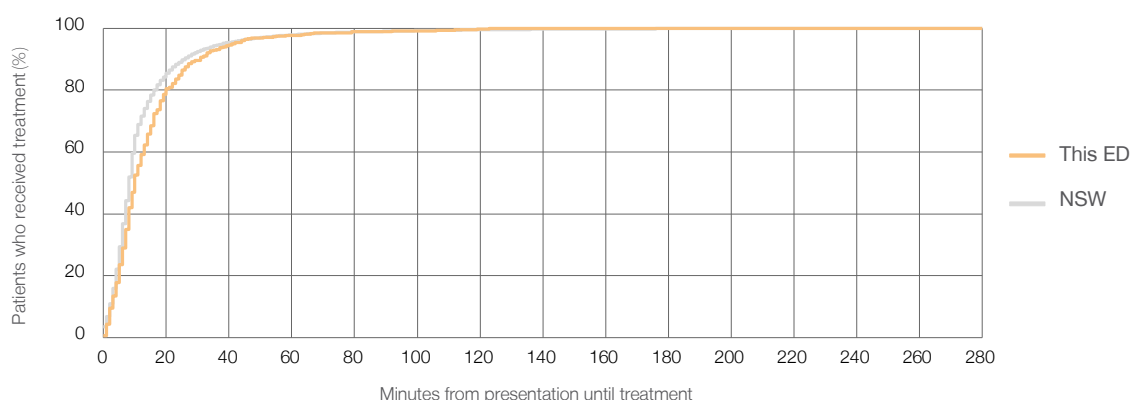
10 minutes

90th percentile time to start treatment⁵

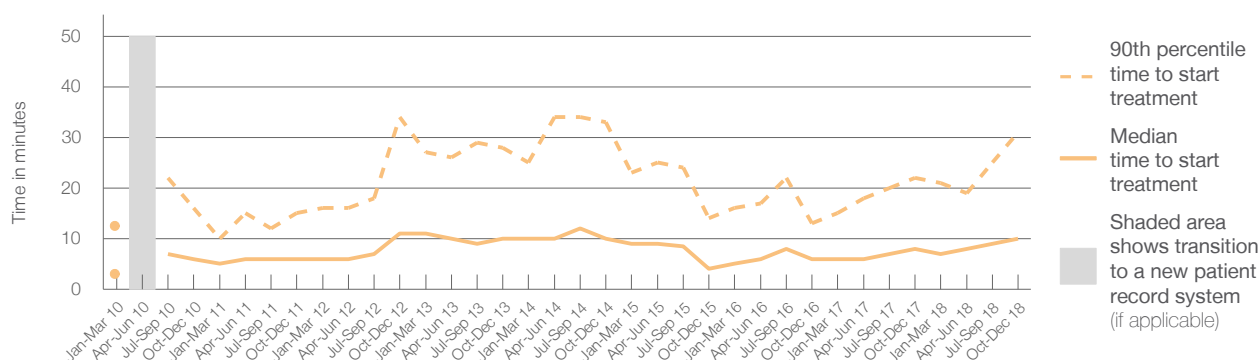
31 minutes

Same period last year	NSW (this period)
469	
468	
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	6	11	10	10	4	6	8	10
90th percentile time to start treatment ⁵ (minutes)	16	15	34	28	33	14	13	22	31

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Health Service: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

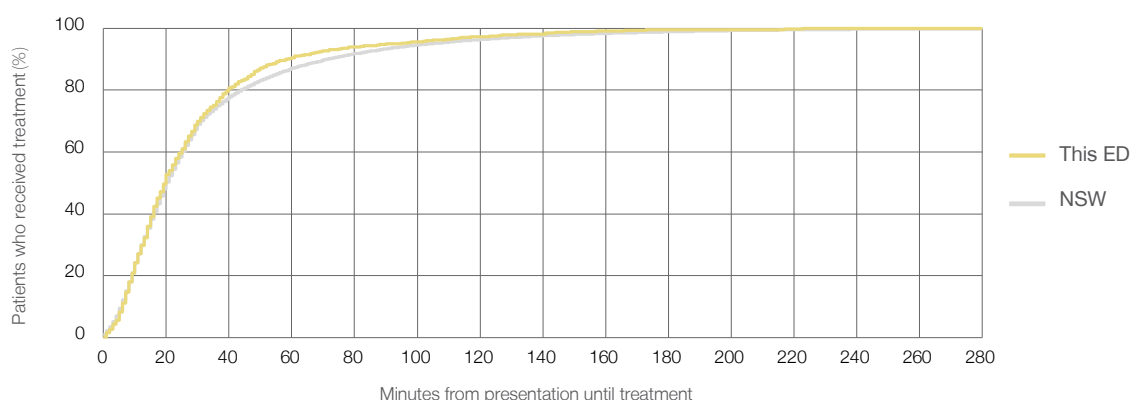
Number of triage 3 patients: 1,343

Number of triage 3 patients used to calculate waiting time: ³ 1,217

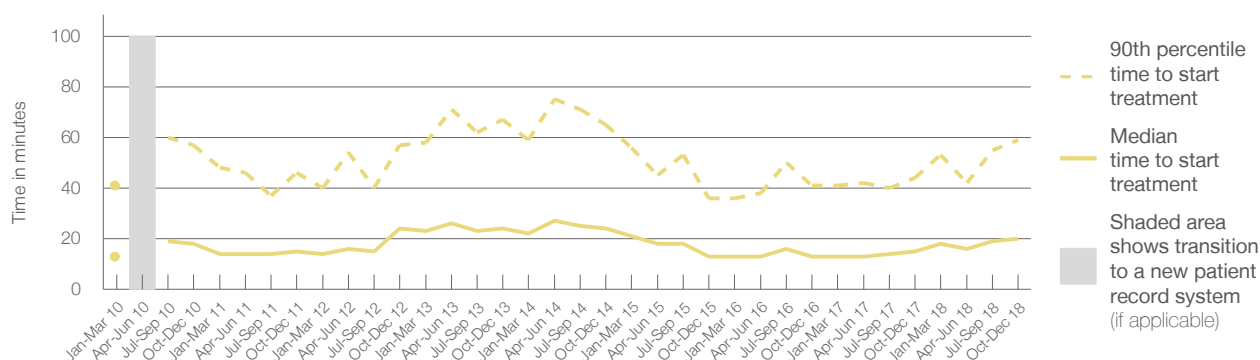
Median time to start treatment ⁴ 20 minutes
90th percentile time to start treatment ⁵ 59 minutes

Same period last year	NSW (this period)
1,045	
1,007	
15 minutes	20 minutes
44 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	18	15	24	24	24	13	13	15	20
90th percentile time to start treatment ⁵ (minutes)	57	46	57	67	65	36	41	44	59

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Health Service: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,291

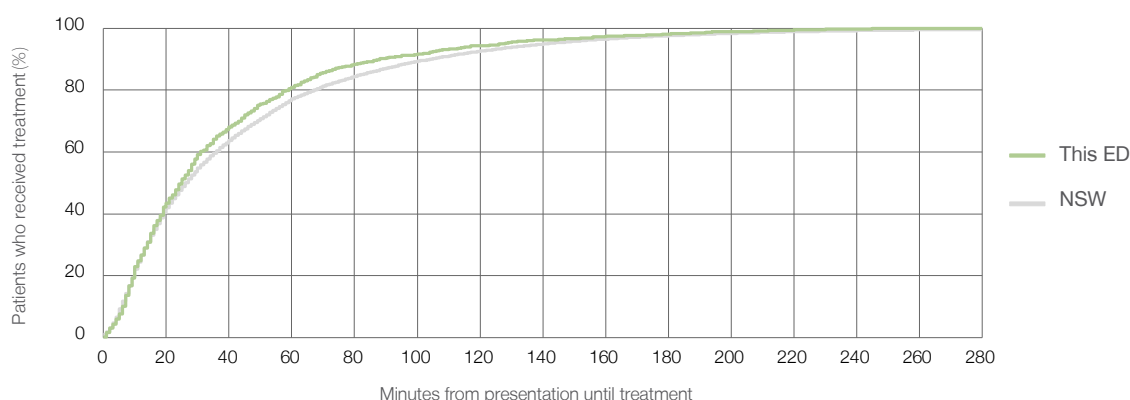
Number of triage 4 patients used to calculate waiting time:³ 1,254

Median time to start treatment⁴ 25 minutes

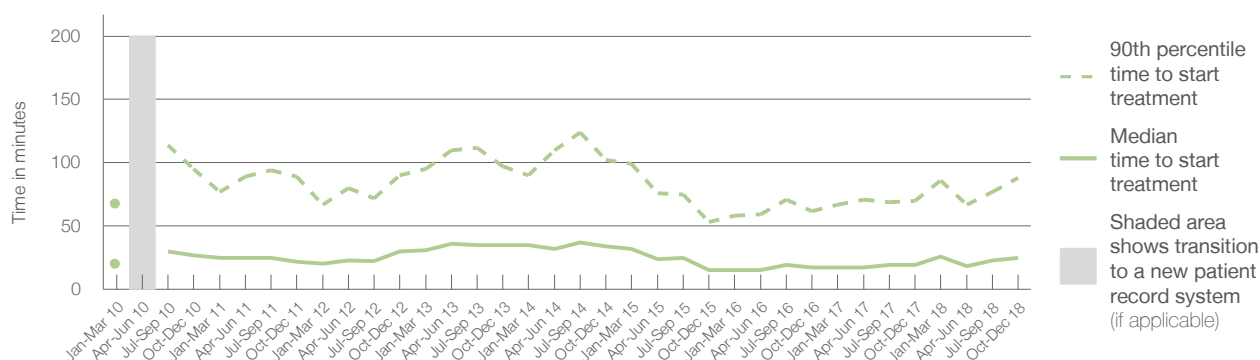
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,757	
1,130	
19 minutes	26 minutes
70 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	22	30	35	34	15	17	19	25
90th percentile time to start treatment ⁵ (minutes)	95	89	90	97	102	53	62	70	88

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Health Service: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,348

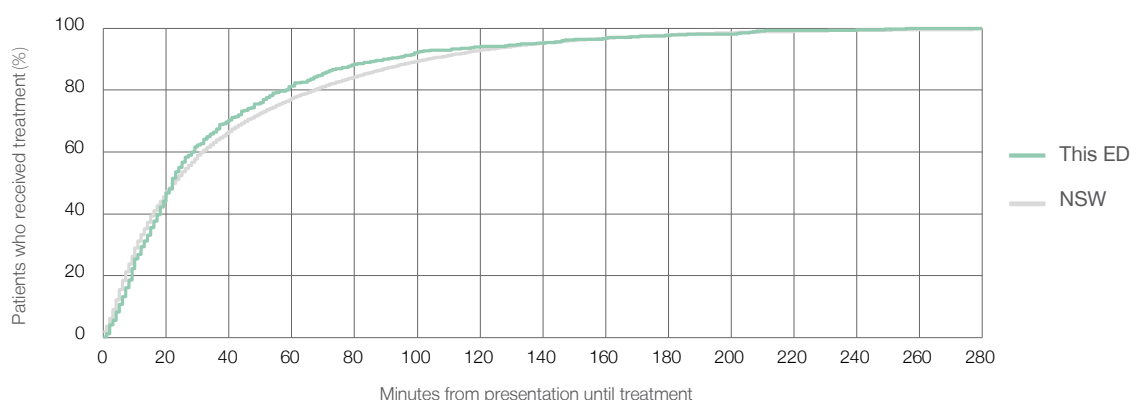
Number of triage 5 patients used to calculate waiting time:³ 541

Median time to start treatment⁴ 22 minutes

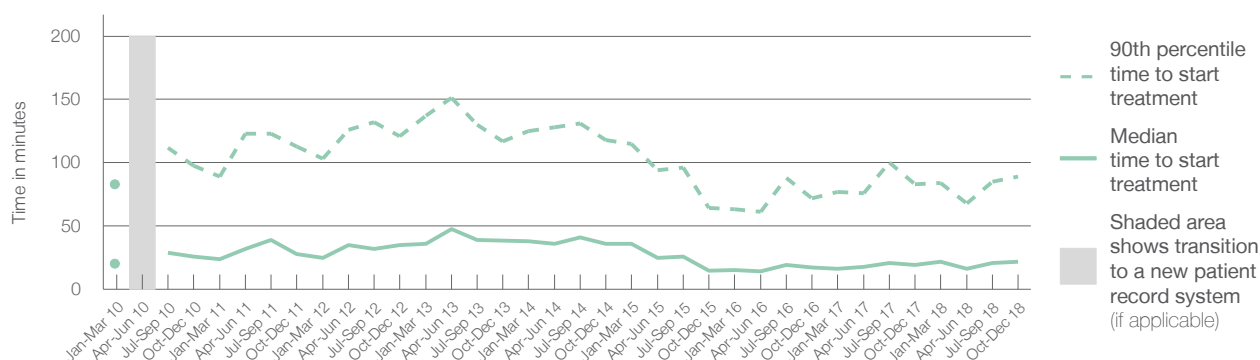
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,816	
683	
19 minutes	23 minutes
83 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	28	35	39	36	15	17	19	22
90th percentile time to start treatment ⁵ (minutes)	98	113	121	117	118	64	72	83	89

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Health Service: Time patients spent in the ED

October to December 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

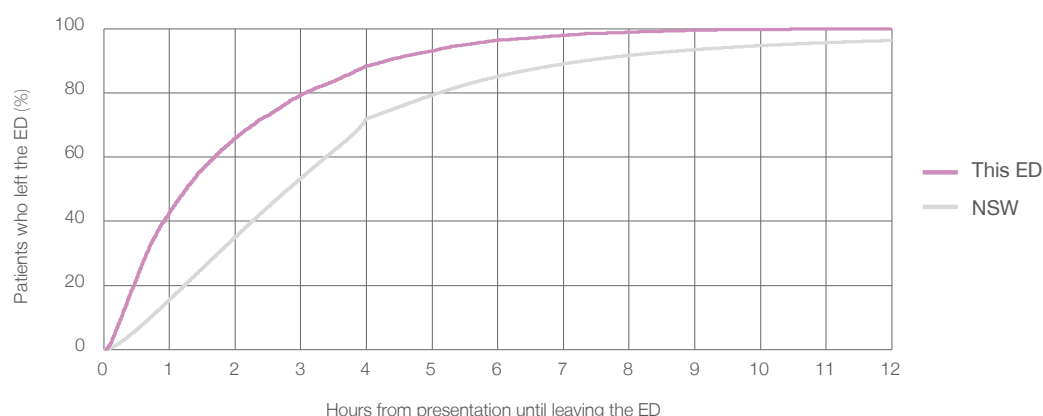
1 hours and 15 minutes

90th percentile time spent in the ED⁹

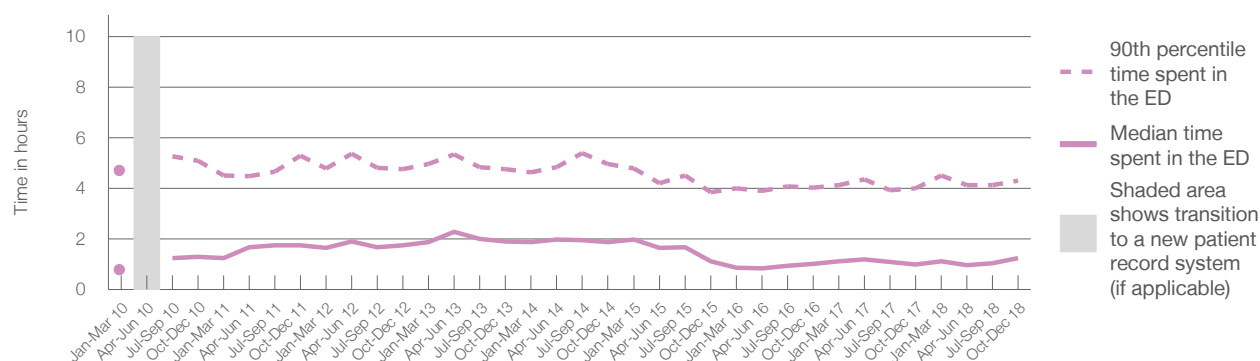
4 hours and 18 minutes

Same period last year	NSW (this period)
5,629	5,629
1 hours and 0 minutes	2 hours and 49 minutes
4 hours and 1 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 18m	1h 46m	1h 45m	1h 54m	1h 53m	1h 8m	1h 2m	1h 0m	1h 15m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 6m	5h 18m	4h 46m	4h 46m	4h 58m	3h 51m	4h 2m	4h 1m	4h 18m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Health Service: Time patients spent in the ED

By mode of separation

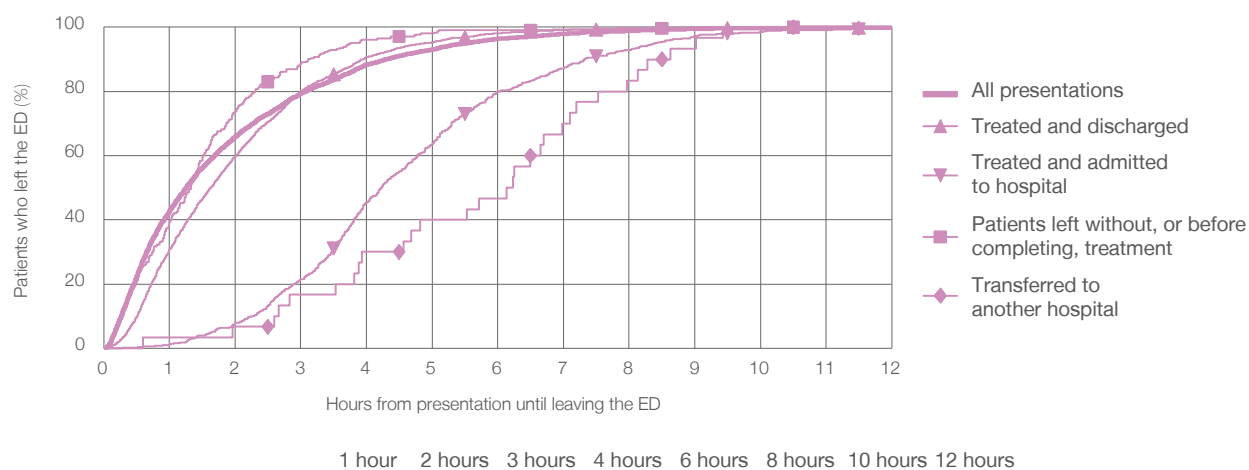
October to December 2018

All presentations:[†] 5,959 patients

Presentations used to calculate time to leaving the ED:[‡] 5,959 patients

		Same period last year	Change since one year ago
Treated and discharged	3,098 (52.0%)	5,629	6%
Treated and admitted to hospital	671 (11.3%)	2,930	5.7%
Patient left without, or before completing, treatment	312 (5.2%)	652	2.9%
Transferred to another hospital	30 (0.5%)	194	60.8%
Other	1,848 (31.0%)	25	20.0%
		1,828	1.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	30.9%	59.9%	79.9%	90.7%	98.2%	99.6%	99.8%	100%
Treated and admitted to hospital	1.2%	7.9%	21.6%	45.5%	79.9%	93.0%	98.5%	99.4%
Patient left without, or before completing, treatment	39.4%	73.7%	88.8%	96.2%	99.0%	99.7%	100%	100%
Transferred to another hospital	3.3%	6.7%	16.7%	30.0%	46.7%	83.3%	100%	100%
All presentations	42.9%	65.9%	79.4%	88.4%	96.4%	98.9%	99.7%	99.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 5,959 patients

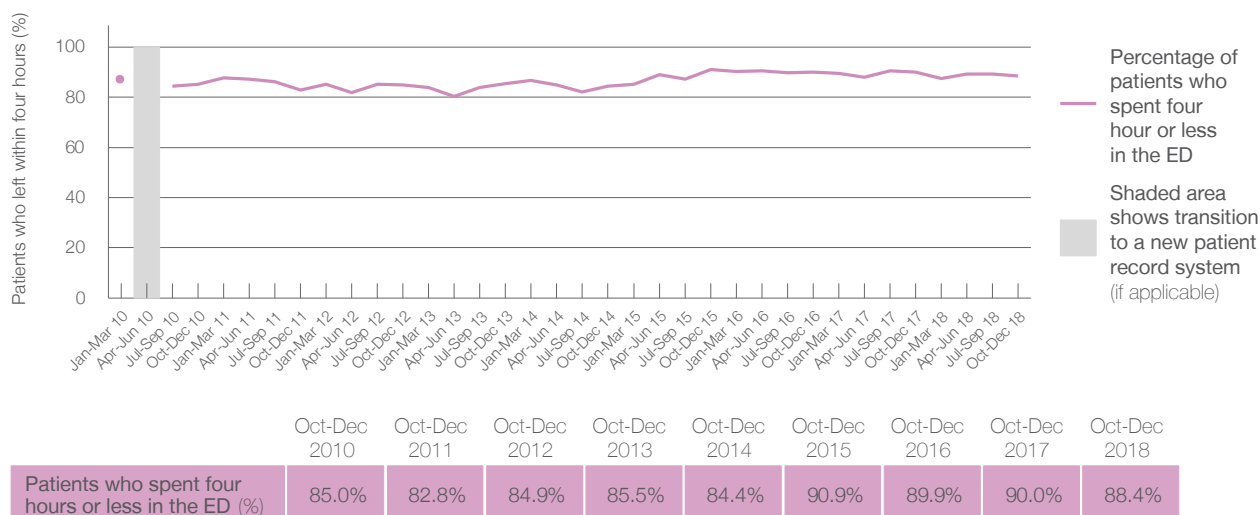
Presentations used to calculate time to leaving the ED: ⁶ 5,959 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
5,629	6%
5,629	6%
90.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Goulburn Base Hospital and Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,693 patients

Emergency presentations:² 4,576 patients

Same period last year	Change since one year ago
4,812	-2%
4,500	2%

Goulburn Base Hospital and Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 541 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): 1,758 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,884 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 128 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 378 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
533	
9 minutes	8 minutes
20 minutes	26 minutes
1,931	
22 minutes	20 minutes
82 minutes	72 minutes
1,715	
31 minutes	26 minutes
119 minutes	104 minutes
294	
29 minutes	23 minutes
107 minutes	104 minutes

Goulburn Base Hospital and Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,690 patients

Percentage of patients who spent four hours or less in the ED 79%

Same period last year	Change since one year ago
4,812	-3%
78%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

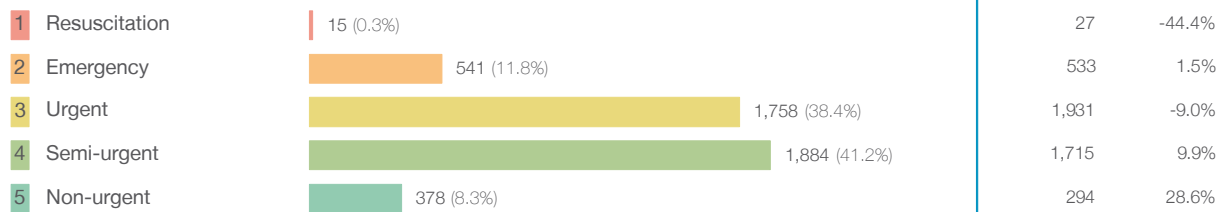
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Goulburn Base Hospital and Health Service: Patients presenting to the emergency department

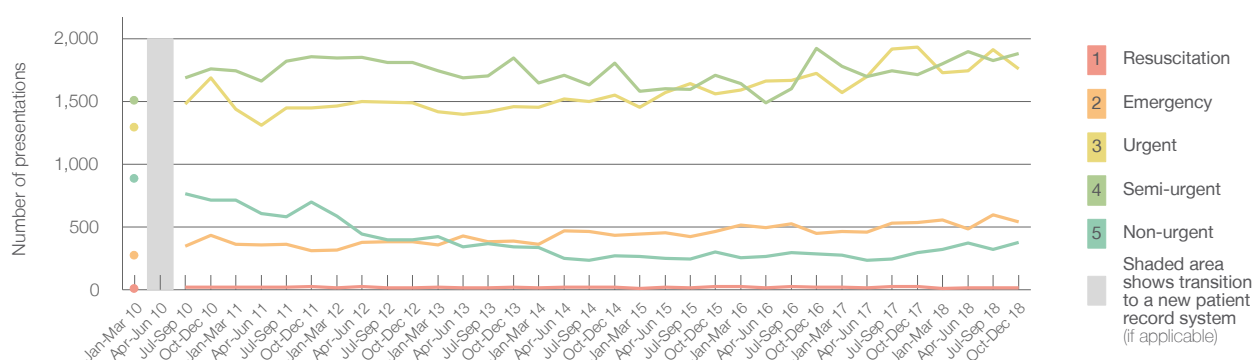
October to December 2018

All presentations:¹ 4,693 patients

Emergency presentations² by triage category: 4,576 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	19	23	14	20	19	24	22	27	15
Emergency	431	308	384	385	434	465	448	533	541
Urgent	1,690	1,449	1,491	1,457	1,552	1,561	1,722	1,931	1,758
Semi-urgent	1,761	1,855	1,810	1,845	1,805	1,707	1,921	1,715	1,884
Non-urgent	711	696	396	343	272	301	286	294	378
All emergency presentations	4,612	4,331	4,095	4,050	4,082	4,058	4,399	4,500	4,576

Goulburn Base Hospital and Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 824 patients

ED Transfer of care time

Median time	12 minutes	Same period last year	12 minutes	Change since one year ago	0 minutes
90th percentile time	30 minutes	28 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.

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 541

Number of triage 2 patients used to calculate waiting time: ³ 537

Median time to start treatment ⁴

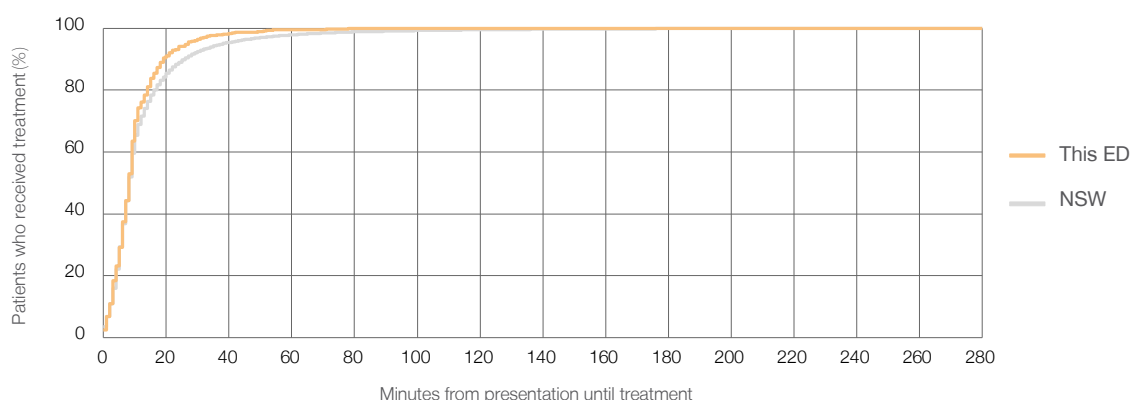
8 minutes

90th percentile time to start treatment ⁵

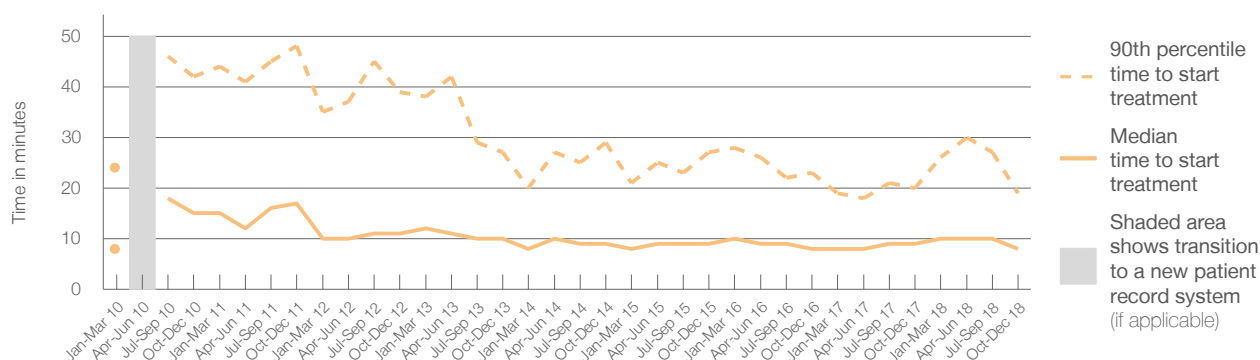
19 minutes

Same period last year	NSW (this period)
533	
533	
9 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	15	17	11	10	9	9	8	9	8
90th percentile time to start treatment ⁵ (minutes)	42	48	39	27	29	27	23	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.

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,758

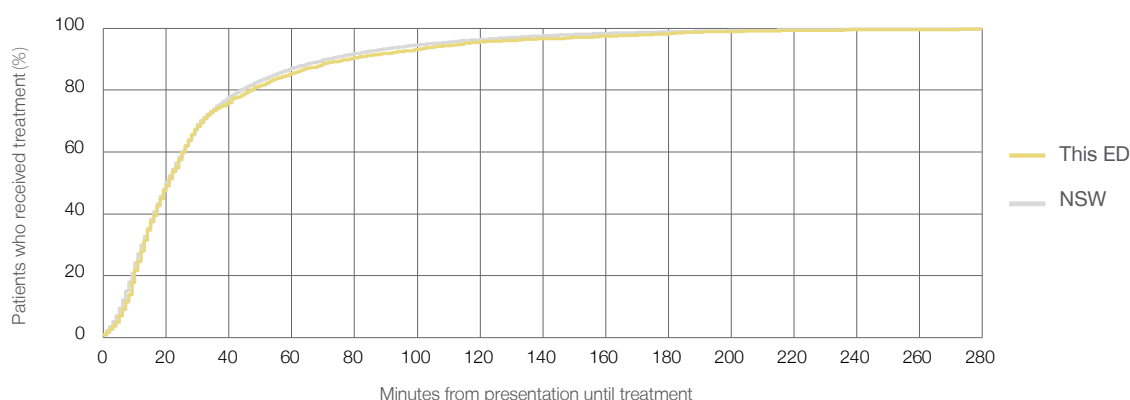
Number of triage 3 patients used to calculate waiting time: ³ 1,698

Median time to start treatment ⁴ 21 minutes

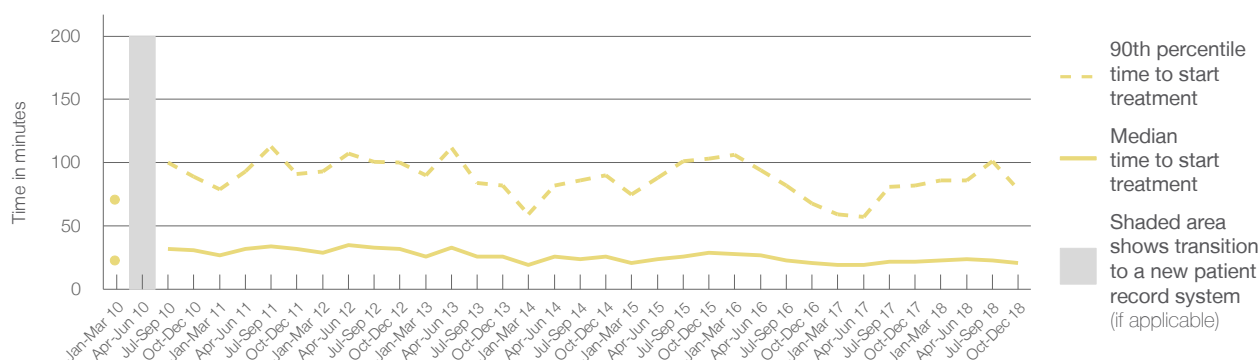
90th percentile time to start treatment ⁵ 79 minutes

Same period last year	NSW (this period)
1,931	
1,889	
22 minutes	20 minutes
82 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	31	32	32	26	26	29	21	22	21
90th percentile time to start treatment ⁵ (minutes)	89	91	100	82	90	103	68	82	79

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,884

Number of triage 4 patients used to calculate waiting time:³ 1,726

Median time to start treatment⁴

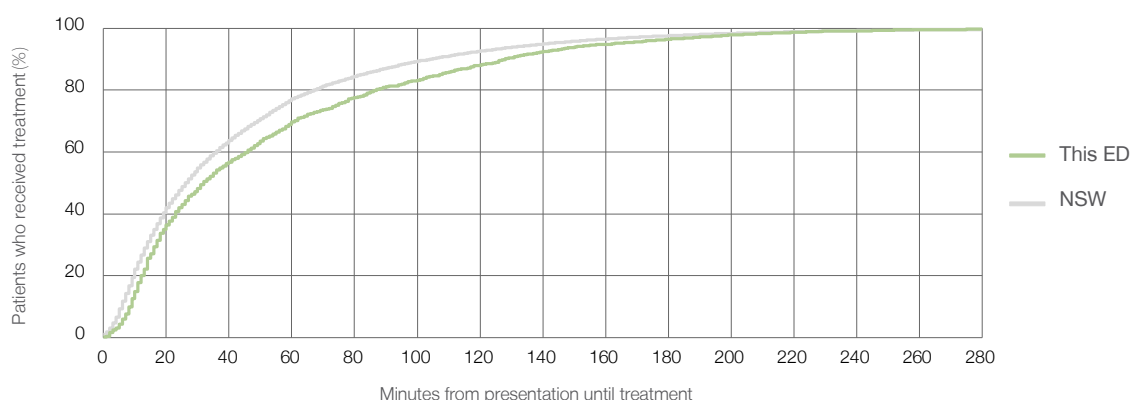
32 minutes

90th percentile time to start treatment⁵

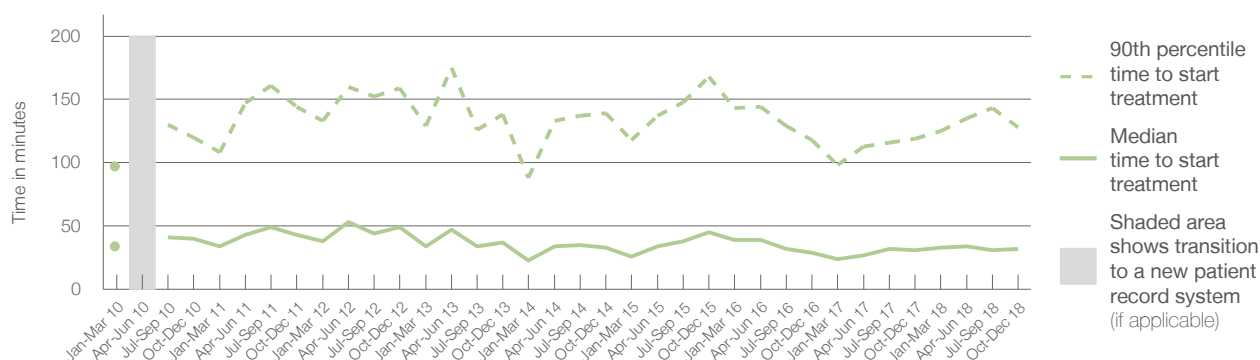
128 minutes

Same period last year	NSW (this period)
1,715	
1,585	
31 minutes	26 minutes
119 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	43	49	37	33	45	29	31	32
90th percentile time to start treatment ⁵ (minutes)	120	144	159	138	139	168	118	119	128

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 378

Number of triage 5 patients used to calculate waiting time:³ 309

Median time to start treatment⁴

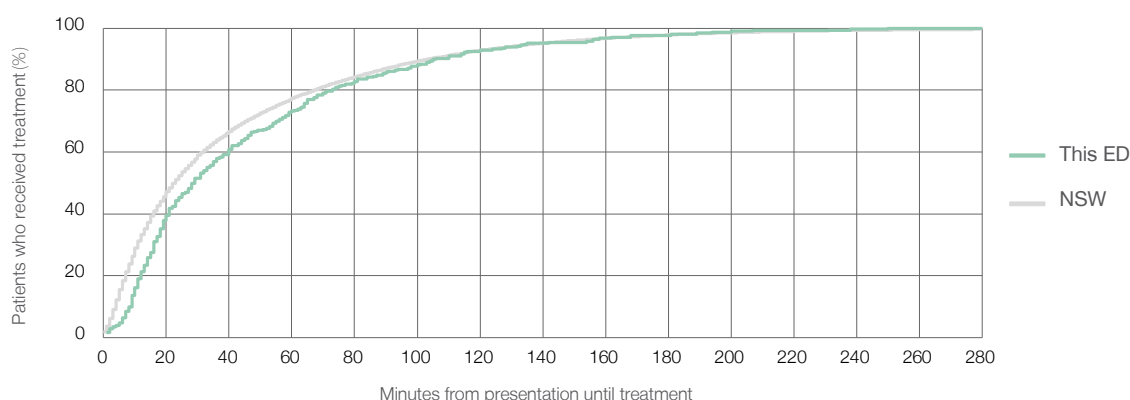
29 minutes

90th percentile time to start treatment⁵

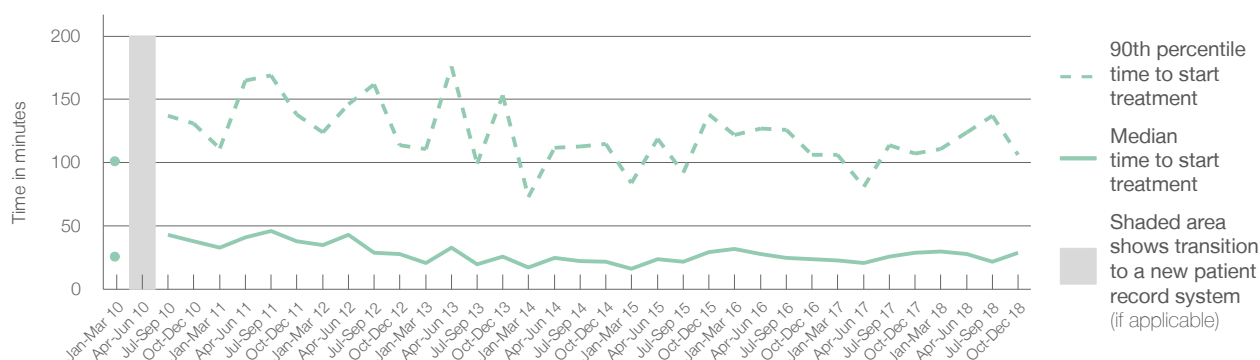
106 minutes

Same period last year	NSW (this period)
294	
236	
29 minutes	23 minutes
107 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	38	38	28	26	22	30	24	29	29
90th percentile time to start treatment ⁵ (minutes)	131	138	114	153	115	138	106	107	106

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Goulburn Base Hospital and Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 4,693 patients

Presentations used to calculate time to leaving the ED:⁶ 4,690 patients

Median time spent in the ED⁸

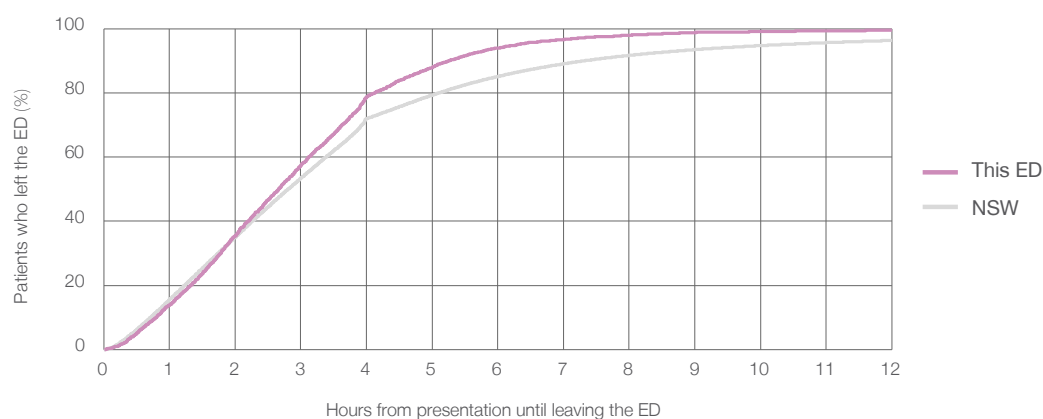
2 hours and 40 minutes

90th percentile time spent in the ED⁹

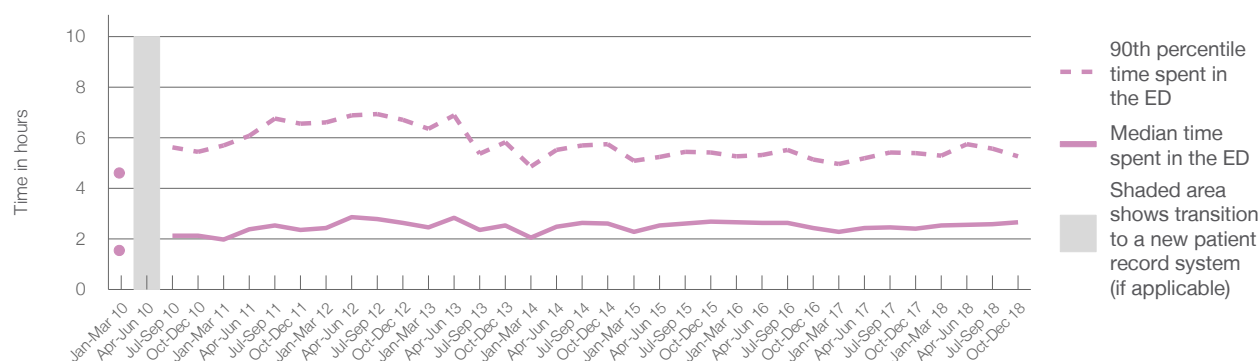
5 hours and 16 minutes

Same period last year	NSW (this period)
4,812	
4,812	
2 hours and 25 minutes	2 hours and 49 minutes
5 hours and 24 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 8m	2h 22m	2h 38m	2h 33m	2h 37m	2h 41m	2h 26m	2h 25m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 27m	6h 33m	6h 43m	5h 49m	5h 45m	5h 26m	5h 9m	5h 24m	5h 16m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Goulburn Base Hospital and Health Service: Time patients spent in the ED

By mode of separation

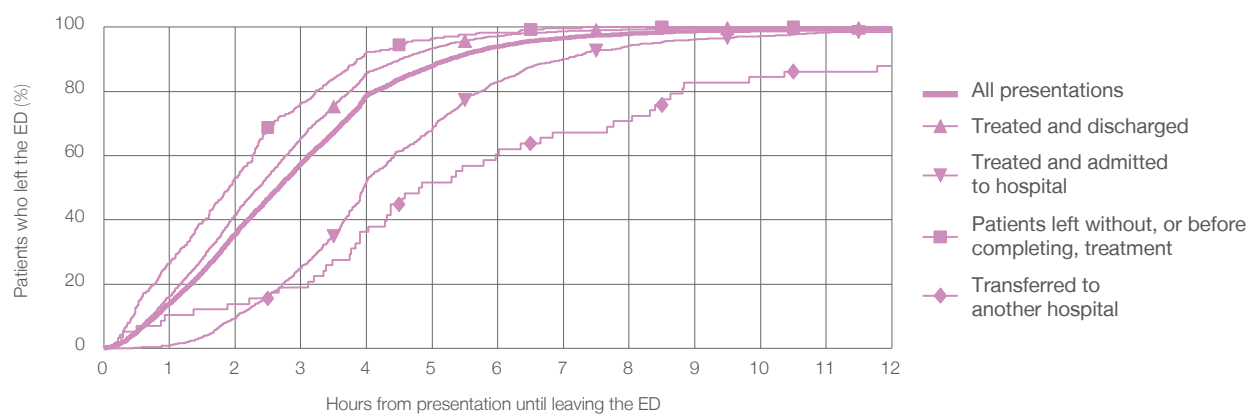
October to December 2018

All presentations:[†] 4,693 patients

Presentations used to calculate time to leaving the ED:[‡] 4,690 patients

		Same period last year	Change since one year ago
		4,812	-3%
Treated and discharged	3,355 (71.5%)	3,492	-3.9%
Treated and admitted to hospital	956 (20.4%)	956	0.0%
Patient left without, or before completing, treatment	311 (6.6%)	279	11.5%
Transferred to another hospital	58 (1.2%)	54	7.4%
Other	13 (0.3%)	31	-58.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.2%	41.4%	65.4%	85.6%	97.2%	99.3%	99.7%	99.9%
Treated and admitted to hospital	0.8%	9.4%	25.0%	52.2%	83.1%	94.3%	97.3%	98.5%
Patient left without, or before completing, treatment	26.4%	53.1%	76.2%	92.3%	98.4%	100%	100%	100%
Transferred to another hospital	10.3%	13.8%	19.0%	36.2%	60.3%	70.7%	84.5%	87.9%
All presentations	13.9%	35.5%	57.4%	78.7%	94.0%	98.0%	99.1%	99.4%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Goulburn Base Hospital and Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 4,693 patients

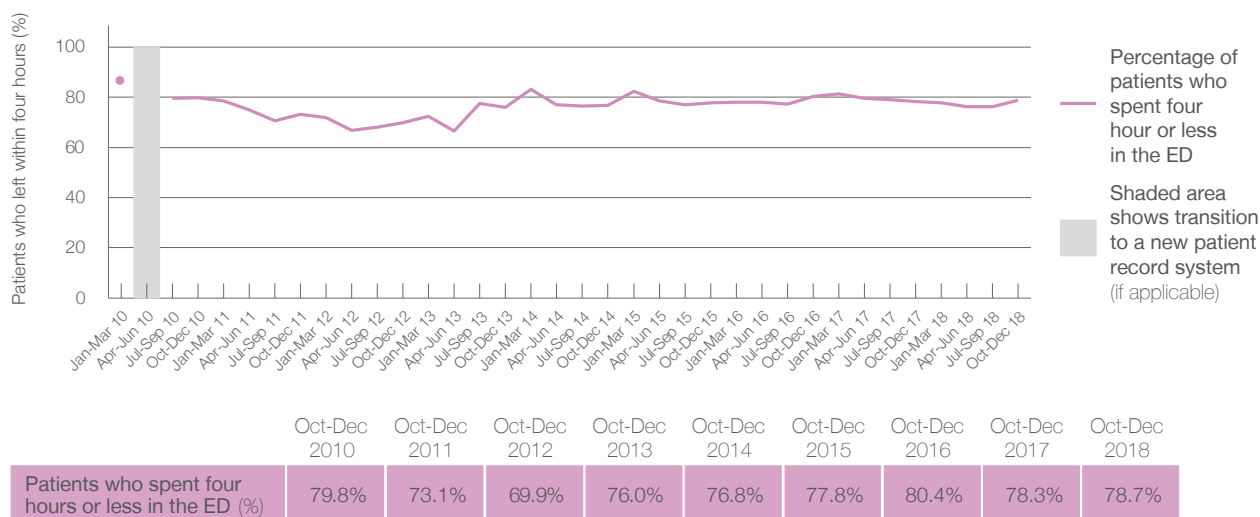
Presentations used to calculate time to leaving the ED: ⁶ 4,690 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,812	-2%
4,812	-3%
78.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Grafton Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 6,881 patients

Emergency presentations:² 6,418 patients

Same period last year	Change since one year ago
6,675	3%
6,178	4%

Grafton Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 755 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,848 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,027 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 734 patients

Median time to start treatment⁴ 42 minutes
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
554	
9 minutes	8 minutes
24 minutes	26 minutes
1,688	
19 minutes	20 minutes
56 minutes	72 minutes
2,845	
34 minutes	26 minutes
103 minutes	104 minutes
1,063	
33 minutes	23 minutes
110 minutes	104 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,879 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
6,675	3%
78%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

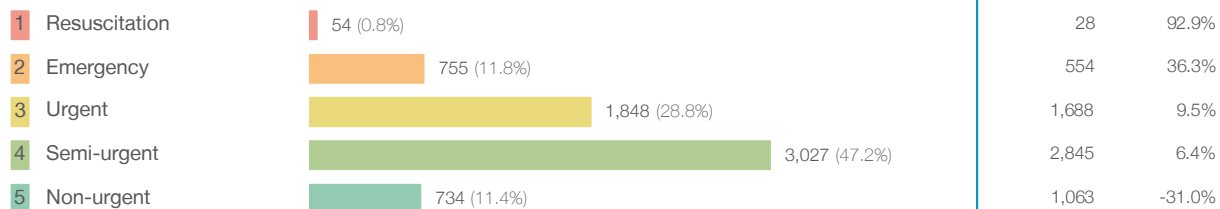
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Grafton Base Hospital: Patients presenting to the emergency department

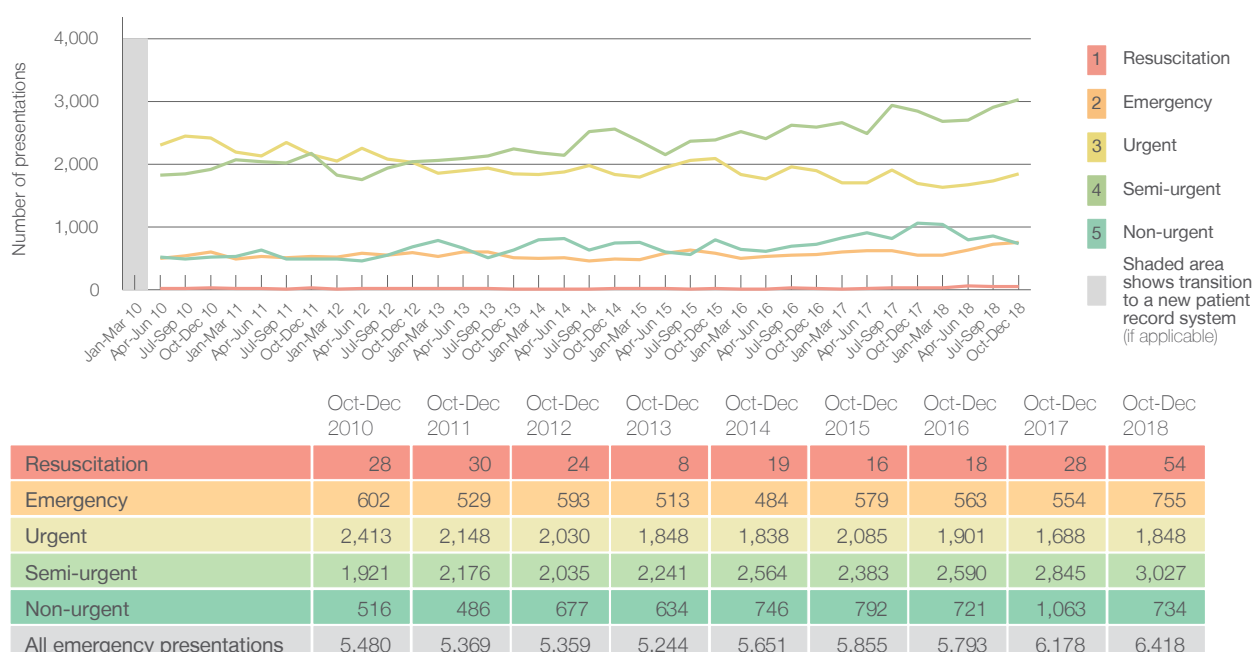
October to December 2018

All presentations:¹ 6,881 patients

Emergency presentations² by triage category: 6,418 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Grafton Base Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 668 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 755

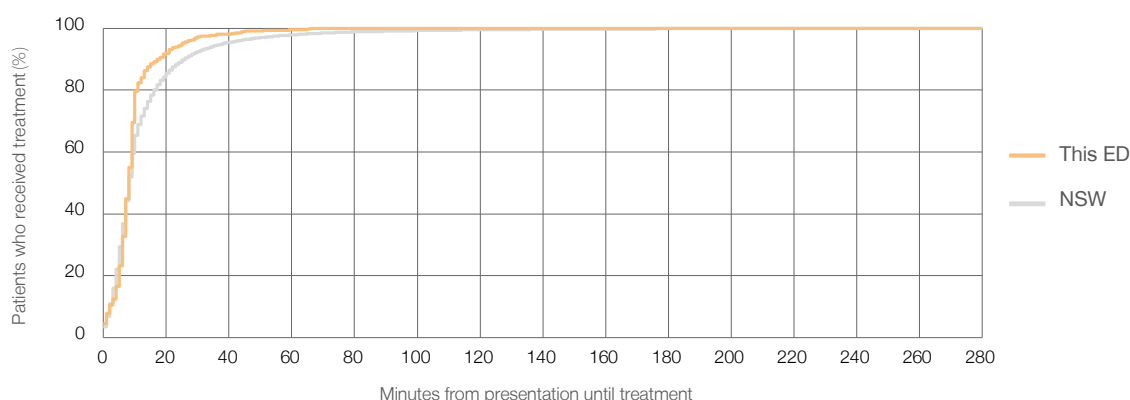
Number of triage 2 patients used to calculate waiting time:³ 753

Median time to start treatment⁴ 8 minutes

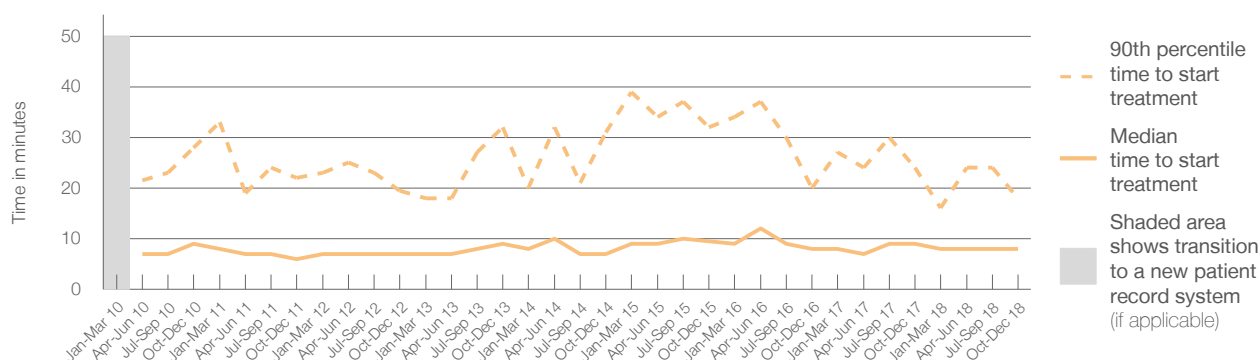
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
554	
551	
9 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	6	7	9	7	10	8	9	8
90th percentile time to start treatment ⁵ (minutes)	28	22	20	32	31	32	20	24	18

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,848

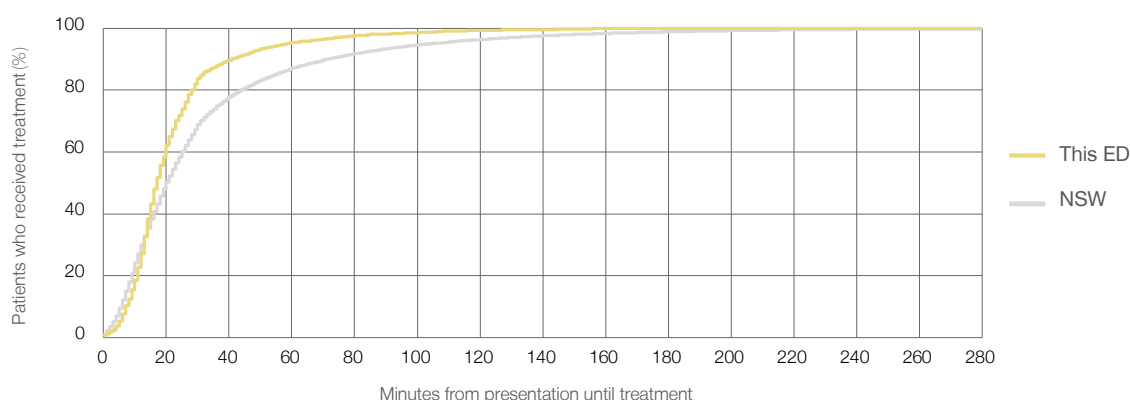
Number of triage 3 patients used to calculate waiting time: ³ 1,812

Median time to start treatment ⁴ 17 minutes

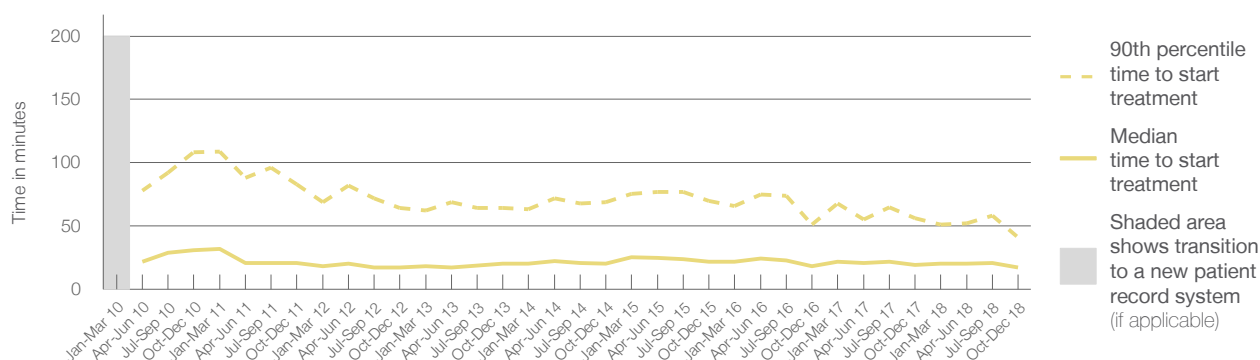
90th percentile time to start treatment ⁵ 41 minutes

Same period last year	NSW (this period)
1,688	
1,657	
19 minutes	20 minutes
56 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	31	21	17	20	20	22	18	19	17
90th percentile time to start treatment ⁵ (minutes)	108	83	64	64	69	70	51	56	41

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,027

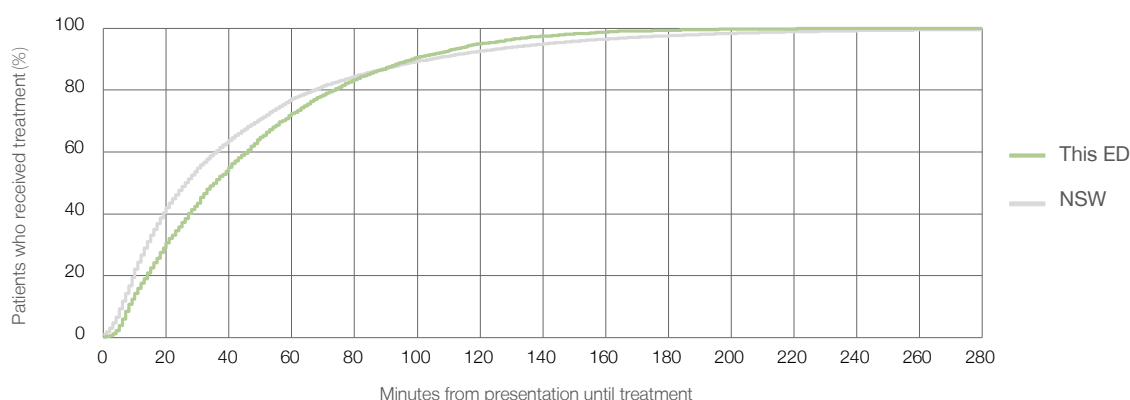
Number of triage 4 patients used to calculate waiting time:³ 2,882

Median time to start treatment⁴ 36 minutes

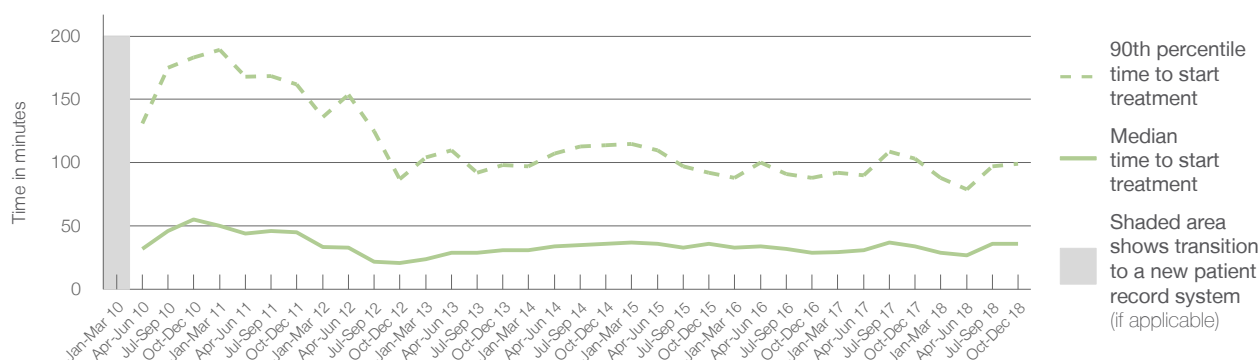
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
2,845	
2,715	
34 minutes	26 minutes
103 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	55	45	21	31	36	36	29	34	36
90th percentile time to start treatment ⁵ (minutes)	183	162	87	98	114	92	88	103	99

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 734

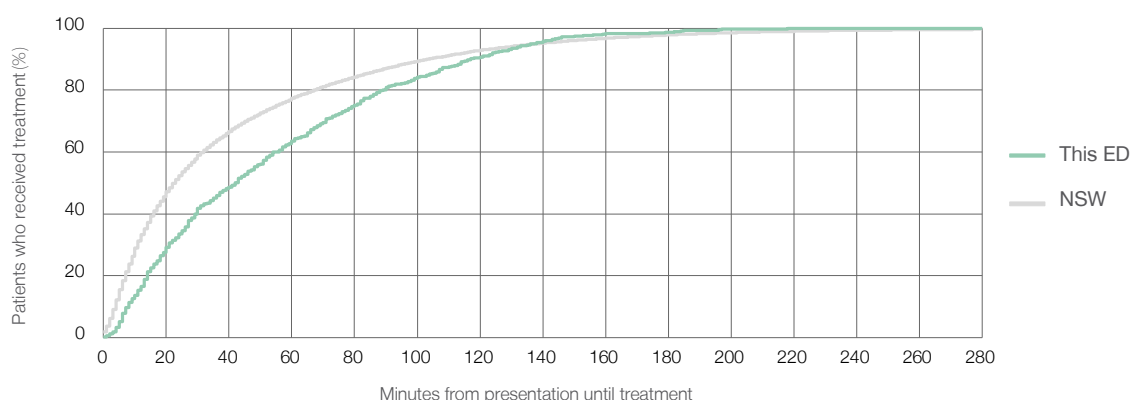
Number of triage 5 patients used to calculate waiting time:³ 661

Median time to start treatment⁴ 42 minutes

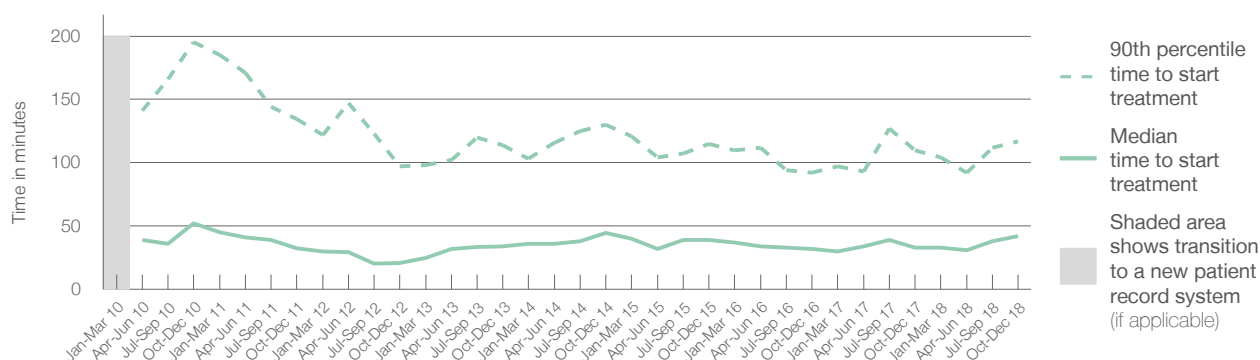
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,063	
942	
33 minutes	23 minutes
110 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	52	33	21	34	45	39	32	33	42
90th percentile time to start treatment ⁵ (minutes)	195	135	97	114	130	115	92	110	117

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 6,881 patients

Presentations used to calculate time to leaving the ED:⁶ 6,879 patients

Median time spent in the ED⁸

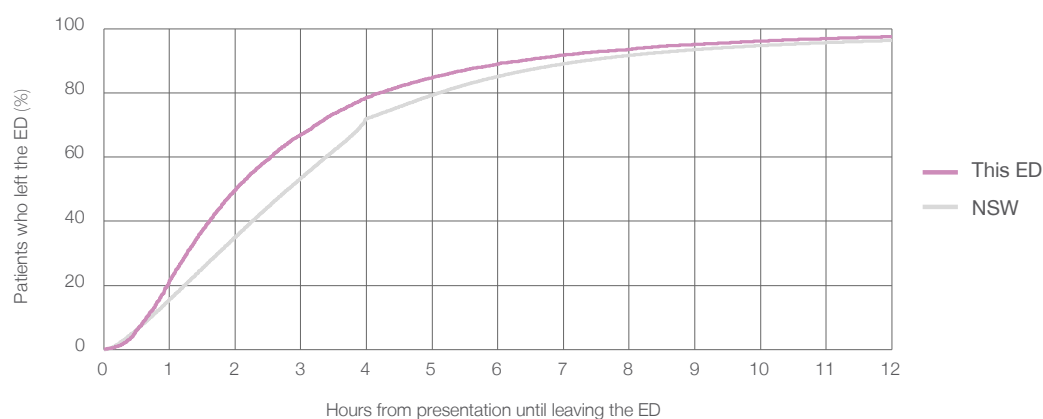
2 hours and 1 minutes

90th percentile time spent in the ED⁹

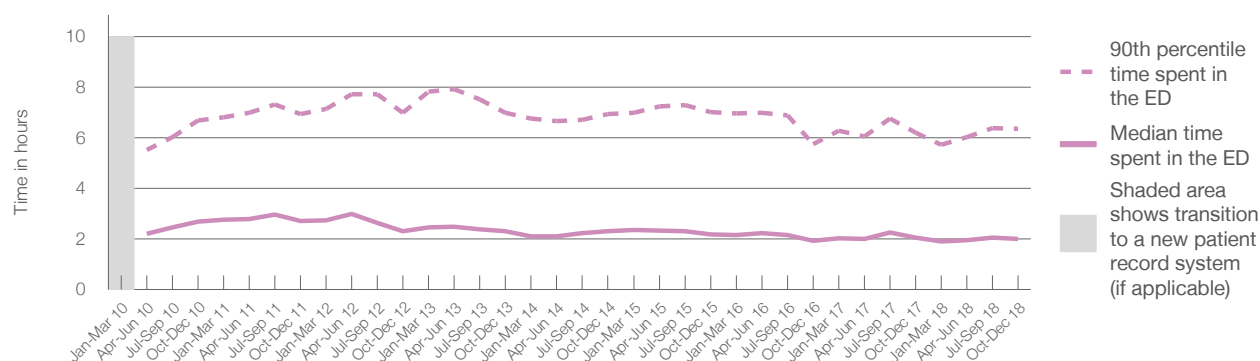
6 hours and 21 minutes

Same period last year	NSW (this period)
6,675	
6,675	
2 hours and 3 minutes	2 hours and 49 minutes
6 hours and 13 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 41m	2h 43m	2h 19m	2h 18m	2h 18m	2h 11m	1h 56m	2h 3m	2h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 41m	6h 56m	6h 59m	6h 59m	6h 57m	7h 1m	5h 45m	6h 13m	6h 21m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

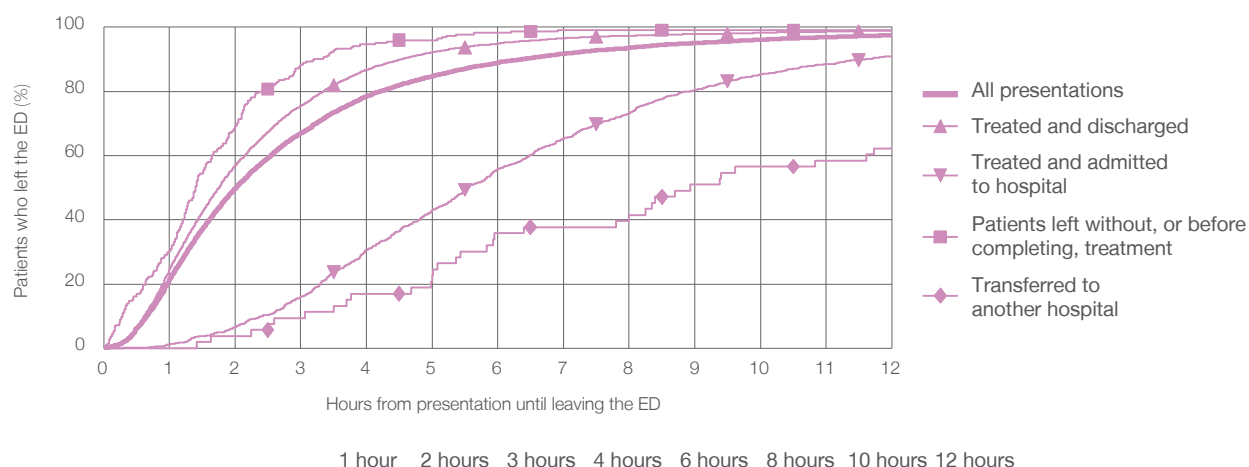
All presentations:[†] 6,881 patients

Presentations used to calculate time to leaving the ED:[‡] 6,879 patients

Treated and discharged	5,607 (81.5%)
Treated and admitted to hospital	979 (14.2%)
Patient left without, or before completing, treatment	224 (3.3%)
Transferred to another hospital	53 (0.8%)
Other	18 (0.3%)

Same period last year	Change since one year ago
6,675	3%
5,556	0.9%
883	10.9%
187	19.8%
39	35.9%
10	80.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



Treated and discharged	24.6%	57.0%	75.6%	86.7%	94.9%	97.4%	98.3%	98.9%
Treated and admitted to hospital	1.2%	6.6%	16.0%	30.6%	55.9%	73.2%	85.3%	91.0%
Patient left without, or before completing, treatment	30.4%	69.2%	88.4%	94.6%	98.2%	99.1%	99.1%	99.1%
Transferred to another hospital	0%	3.8%	9.4%	17.0%	35.8%	41.5%	56.6%	62.3%
All presentations	21.4%	49.9%	67.0%	78.5%	89.0%	93.6%	96.1%	97.5%

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Grafton Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 6,881 patients

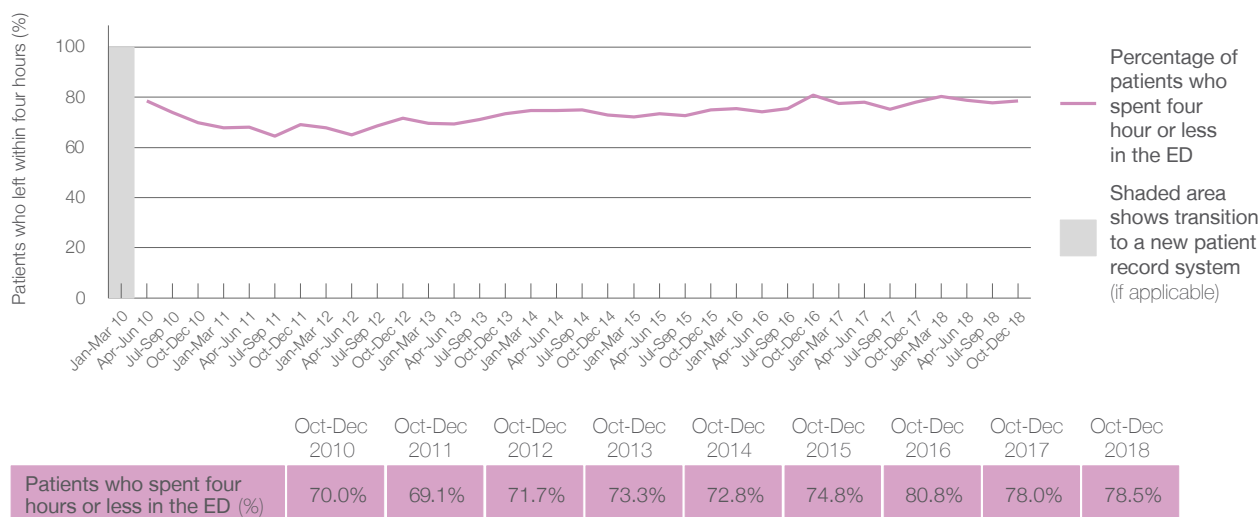
Presentations used to calculate time to leaving the ED: ⁶ 6,879 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,675	3%
6,675	3%
78.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Griffith Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,415 patients

Emergency presentations:² 5,101 patients

Same period last year	Change since one year ago
5,086	6%
4,778	7%

Griffith Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 607 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,020 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,018 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 405 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
508	
6 minutes	8 minutes
16 minutes	26 minutes
1,904	
14 minutes	20 minutes
42 minutes	72 minutes
1,773	
16 minutes	26 minutes
73 minutes	104 minutes
560	
14 minutes	23 minutes
68 minutes	104 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,413 patients

Percentage of patients who spent four hours or less in the ED 79%

Same period last year	Change since one year ago
5,086	6%
80%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

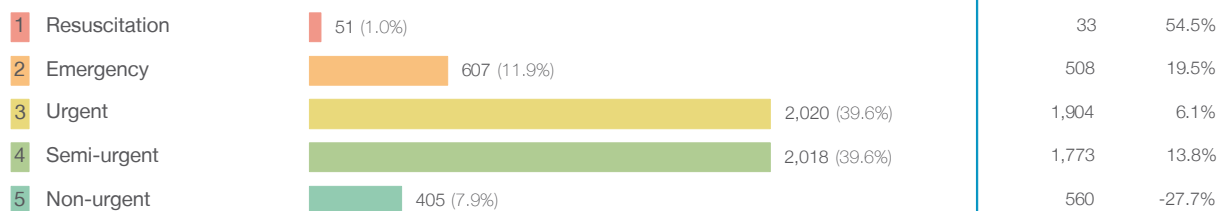
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Griffith Base Hospital: Patients presenting to the emergency department

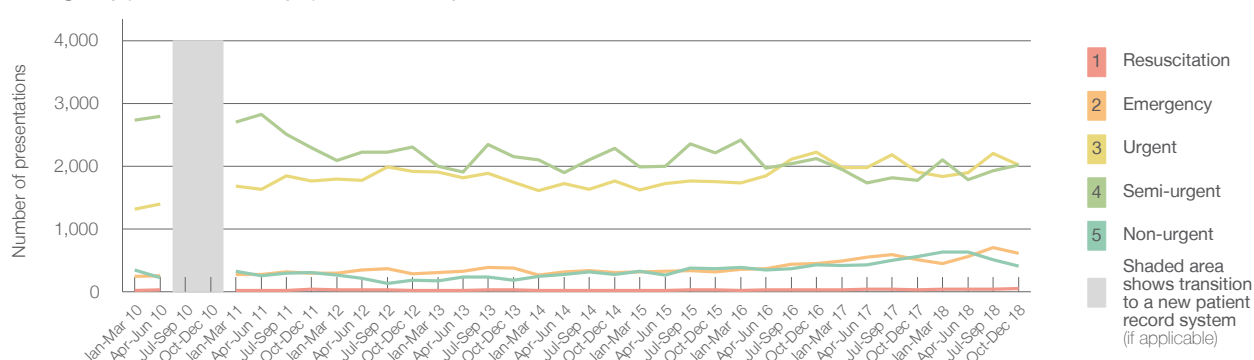
October to December 2018

All presentations:¹ 5,415 patients

Emergency presentations² by triage category: 5,101 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		38	18	27	24	26	32	33	51
Emergency		292	283	379	304	316	443	508	607
Urgent		1,763	1,913	1,748	1,768	1,750	2,218	1,904	2,020
Semi-urgent		2,298	2,304	2,156	2,282	2,215	2,116	1,773	2,018
Non-urgent		300	181	178	278	364	429	560	405
All emergency presentations		4,691	4,699	4,488	4,656	4,671	5,238	4,778	5,101

Griffith Base Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: [†] 776 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 607

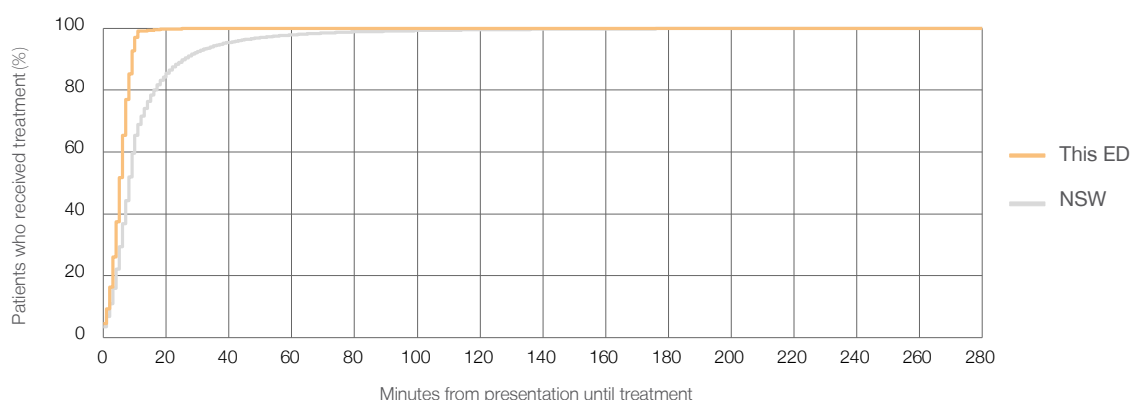
Number of triage 2 patients used to calculate waiting time:³ 604

Median time to start treatment⁴ 5 minutes

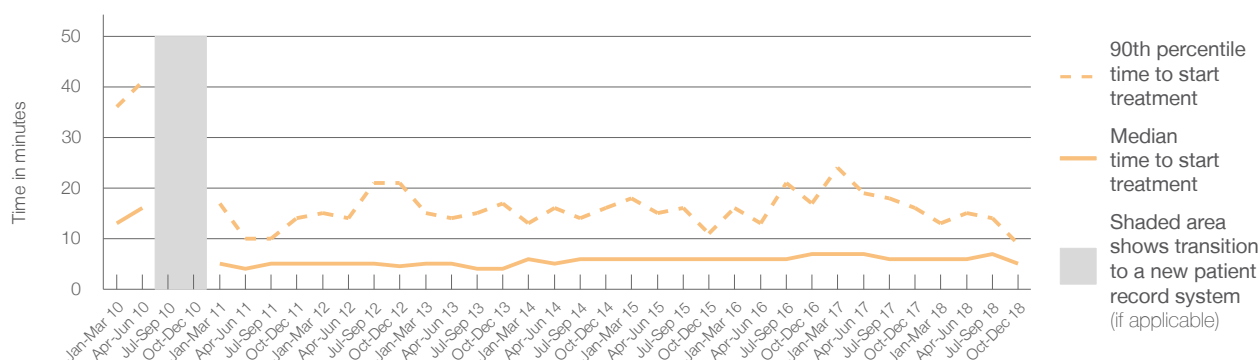
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
508	
506	
6 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		5	5	4	6	6	7	6	5
90th percentile time to start treatment ⁵ (minutes)		14	21	17	16	11	17	16	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.

Griffith Base Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,020

Number of triage 3 patients used to calculate waiting time: ³ 1,981

Median time to start treatment ⁴

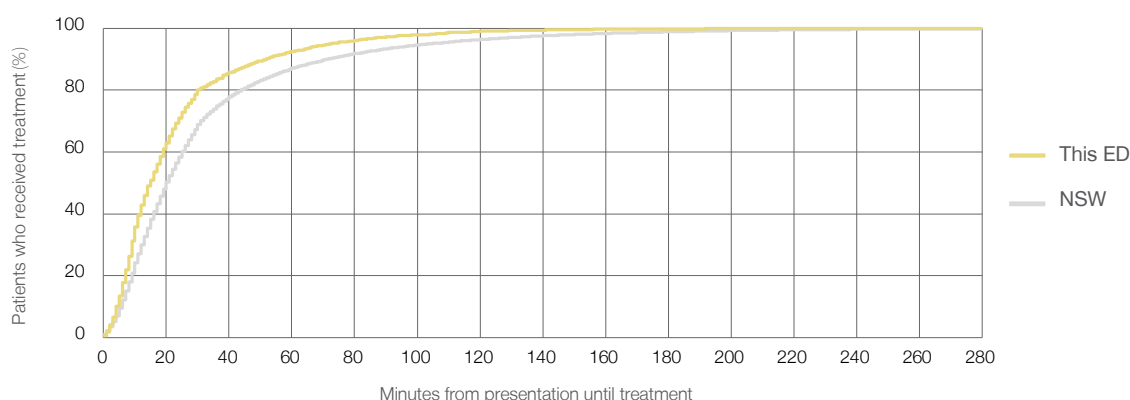
15 minutes

90th percentile time to start treatment ⁵

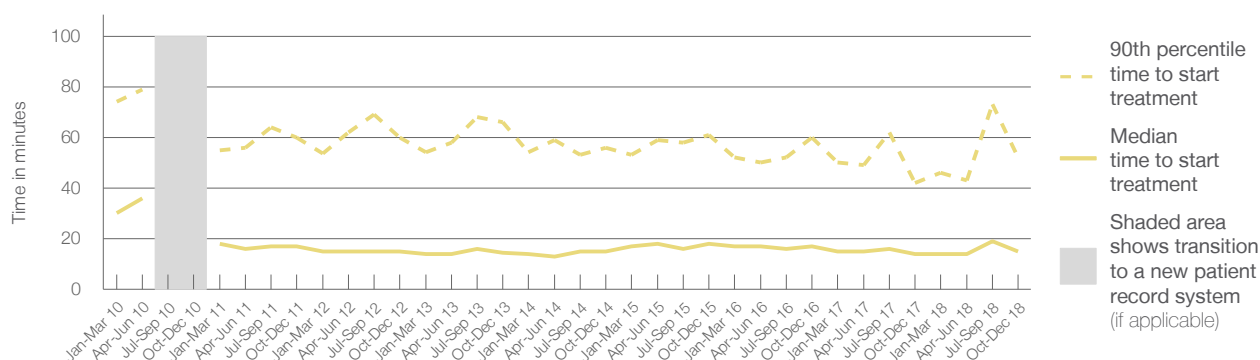
52 minutes

Same period last year	NSW (this period)
1,904	
1,882	
14 minutes	20 minutes
42 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		17	15	15	15	18	17	14	15
90th percentile time to start treatment ⁵ (minutes)		60	60	66	56	61	60	42	52

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Griffith Base Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,018

Number of triage 4 patients used to calculate waiting time: ³ 1,920

Median time to start treatment ⁴

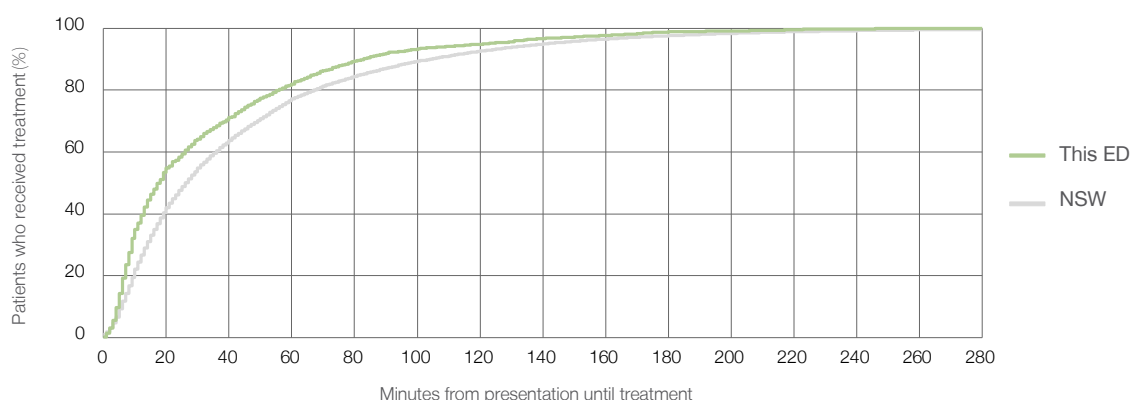
18 minutes

90th percentile time to start treatment ⁵

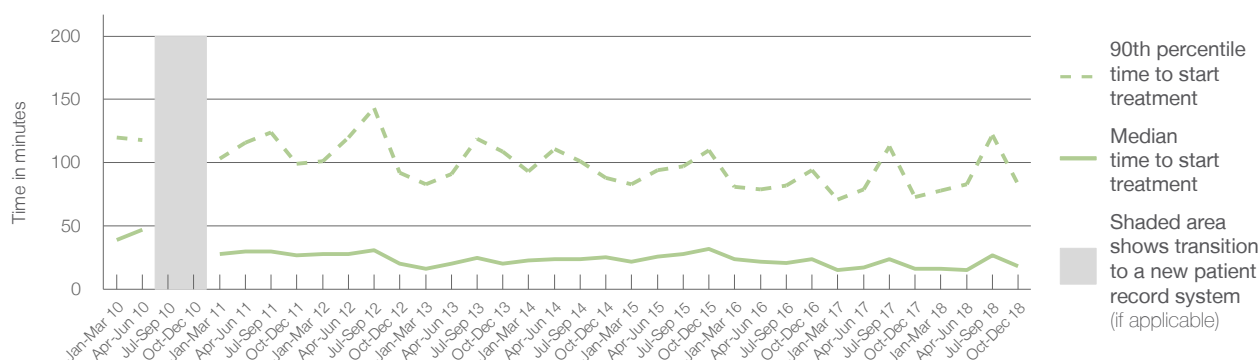
83 minutes

Same period last year	NSW (this period)
1,773	
1,708	
16 minutes	26 minutes
73 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		27	20	20	26	32	24	16	18
90th percentile time to start treatment ⁵ (minutes)		99	92	109	88	110	94	73	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Griffith Base Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 405

Number of triage 5 patients used to calculate waiting time:³ 367

Median time to start treatment⁴

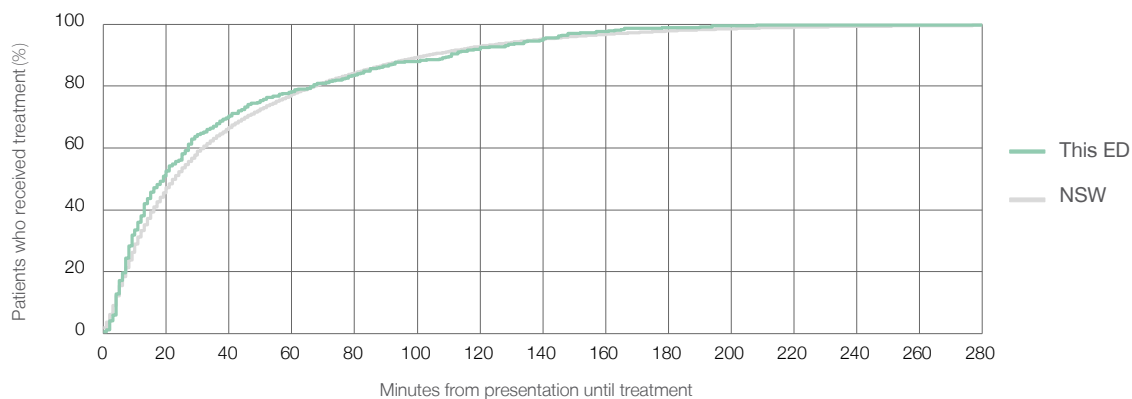
19 minutes

90th percentile time to start treatment⁵

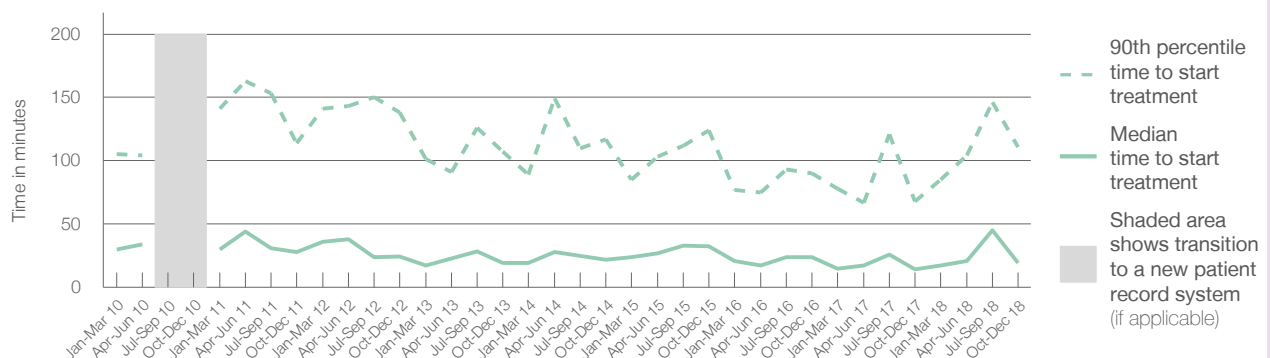
111 minutes

Same period last year	NSW (this period)
560	
521	
14 minutes	23 minutes
68 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		28	25	19	22	33	24	14	19
90th percentile time to start treatment ⁵ (minutes)		114	138	107	117	124	90	68	111

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Griffith Base Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,415 patients

Presentations used to calculate time to leaving the ED:⁶ 5,413 patients

Median time spent in the ED⁸

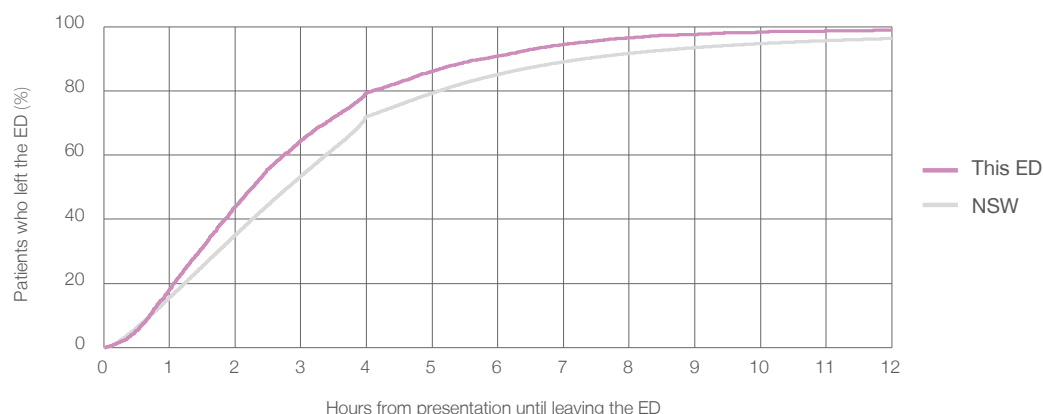
2 hours and 16 minutes

90th percentile time spent in the ED⁹

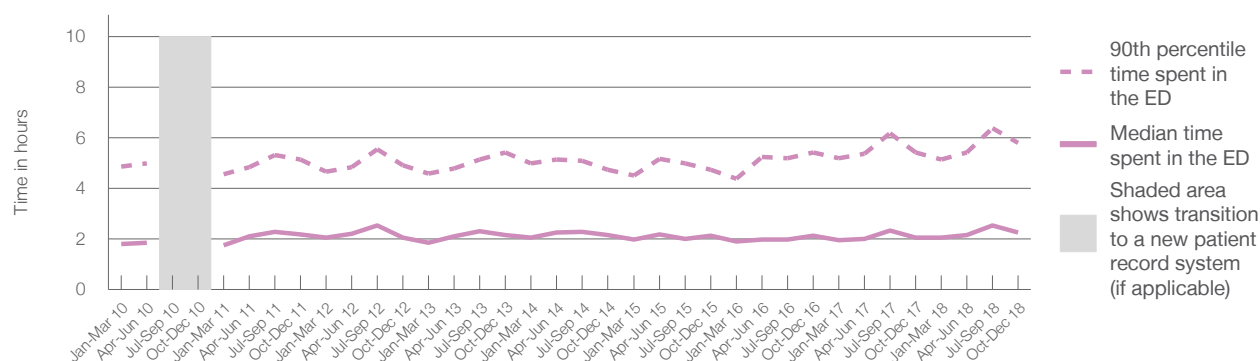
5 hours and 48 minutes

Same period last year	NSW (this period)
5,086	
5,086	
2 hours and 3 minutes	2 hours and 49 minutes
5 hours and 25 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 11m	2h 4m	2h 10m	2h 9m	2h 8m	2h 8m	2h 3m	2h 16m
90th percentile time spent in the ED ⁹ (hours, minutes)		5h 9m	4h 55m	5h 25m	4h 45m	4h 45m	5h 25m	5h 25m	5h 48m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

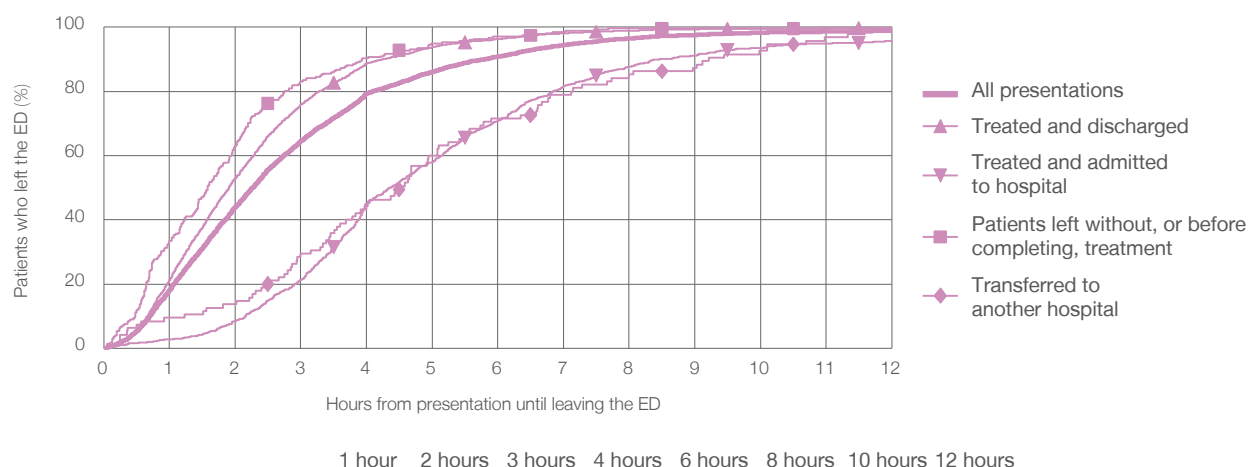
October to December 2018

All presentations:[†] 5,415 patients

Presentations used to calculate time to leaving the ED:[‡] 5,413 patients

		Same period last year	Change since one year ago
Treated and discharged	3,945 (72.9%)	5,086	6%
Treated and admitted to hospital	1,081 (20.0%)	3,800	3.8%
Patient left without, or before completing, treatment	278 (5.1%)	1,016	6.4%
Transferred to another hospital	95 (1.8%)	163	70.6%
Other	16 (0.3%)	95	0.0%
		12	33.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



Treated and discharged	21.4%	53.1%	75.9%	88.8%	96.3%	98.9%	99.6%	99.7%
Treated and admitted to hospital	2.7%	8.6%	21.4%	45.1%	71.0%	87.7%	93.5%	95.8%
Patient left without, or before completing, treatment	33.5%	62.9%	83.1%	90.3%	97.1%	99.6%	99.6%	99.6%
Transferred to another hospital	9.5%	13.7%	29.5%	44.2%	71.6%	85.3%	92.6%	98.9%
All presentations	18.2%	44.1%	64.6%	79.3%	90.9%	96.5%	98.2%	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.

Griffith Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 5,415 patients

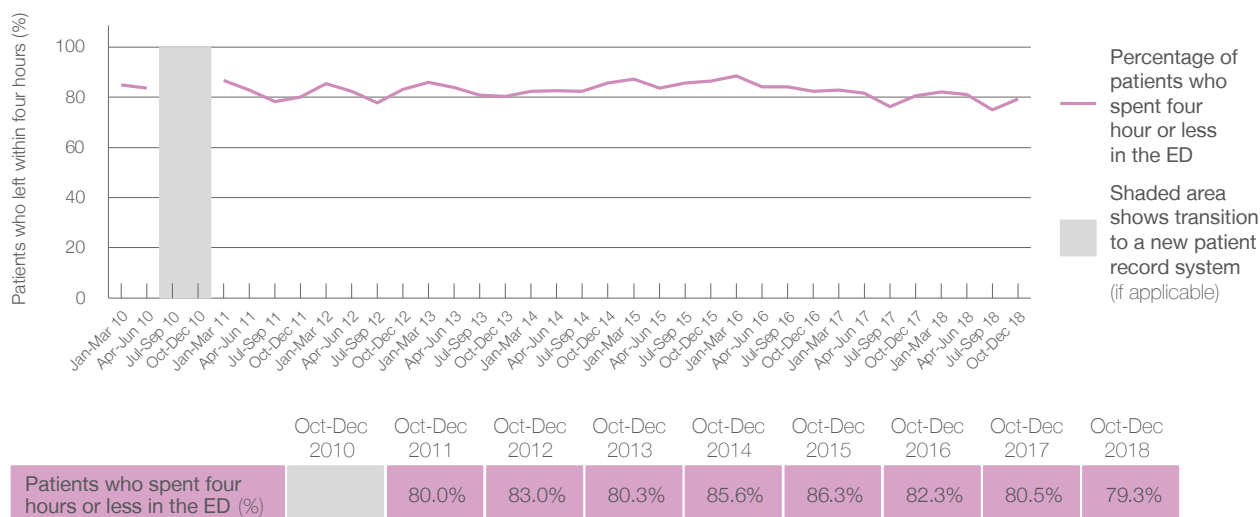
Presentations used to calculate time to leaving the ED: ⁶ 5,413 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
5,086	6%
5,086	6%
80.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Hawkesbury District Health Services: Emergency department (ED) overview

October to December 2018

All presentations:¹ 6,680 patients

Emergency presentations:² 6,438 patients

Same period last year	Change since one year ago
6,469	3%
6,185	4%

Hawkesbury District Health Services: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 898 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,925 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,295 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 299 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
832	
11 minutes	8 minutes
26 minutes	26 minutes
1,723	
14 minutes	20 minutes
51 minutes	72 minutes
3,110	
13 minutes	26 minutes
65 minutes	104 minutes
490	
12 minutes	23 minutes
55 minutes	104 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,680 patients

Percentage of patients who spent four hours or less in the ED

79%

Same period last year	Change since one year ago
6,469	3%
71%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

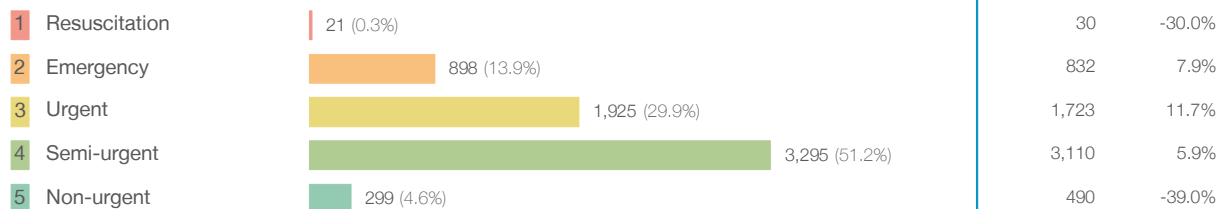
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Hawkesbury District Health Services: Patients presenting to the emergency department

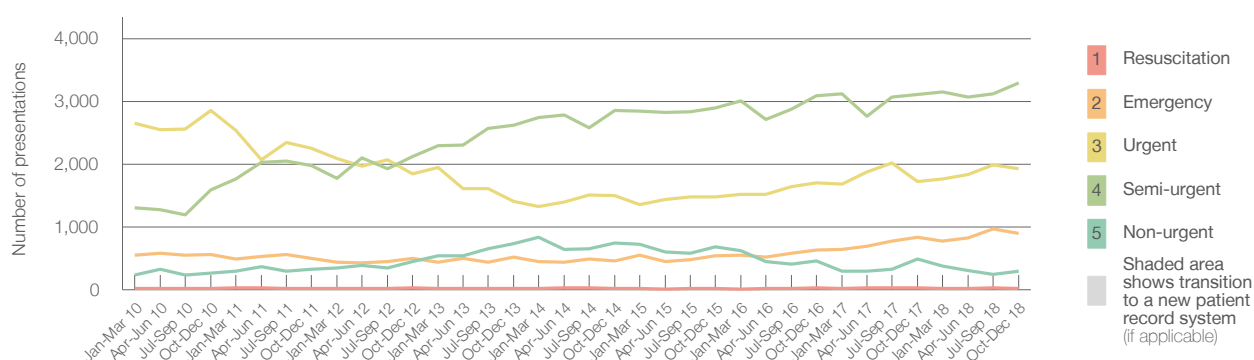
October to December 2018

All presentations:¹ 6,680 patients

Emergency presentations² by triage category: 6,438 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	18	20	26	14	24	17	31	30	21
Emergency	561	498	497	515	462	543	633	832	898
Urgent	2,860	2,251	1,848	1,404	1,494	1,477	1,700	1,723	1,925
Semi-urgent	1,587	1,979	2,124	2,620	2,856	2,897	3,093	3,110	3,295
Non-urgent	260	327	446	737	744	682	455	490	299
All emergency presentations	5,286	5,075	4,941	5,290	5,580	5,616	5,912	6,185	6,438

Hawkesbury District Health Services: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,109 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 898

Number of triage 2 patients used to calculate waiting time:³ 898

Median time to start treatment⁴

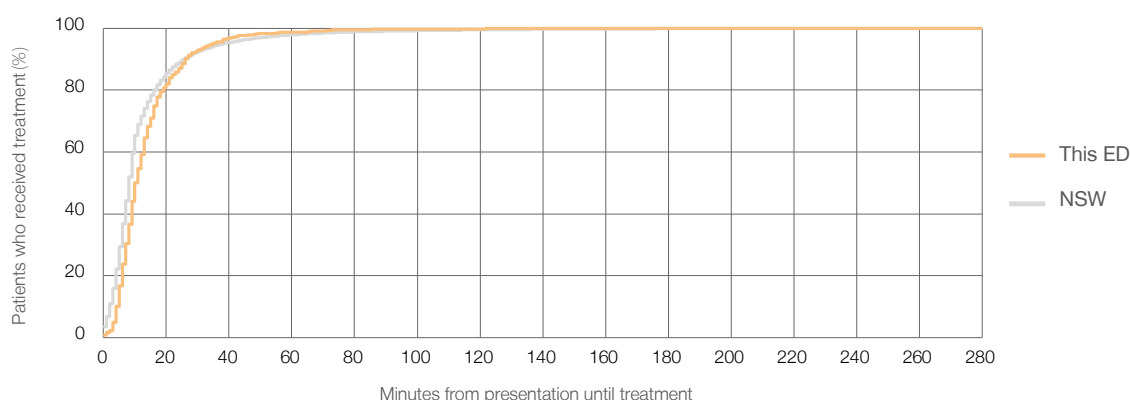
10 minutes

90th percentile time to start treatment⁵

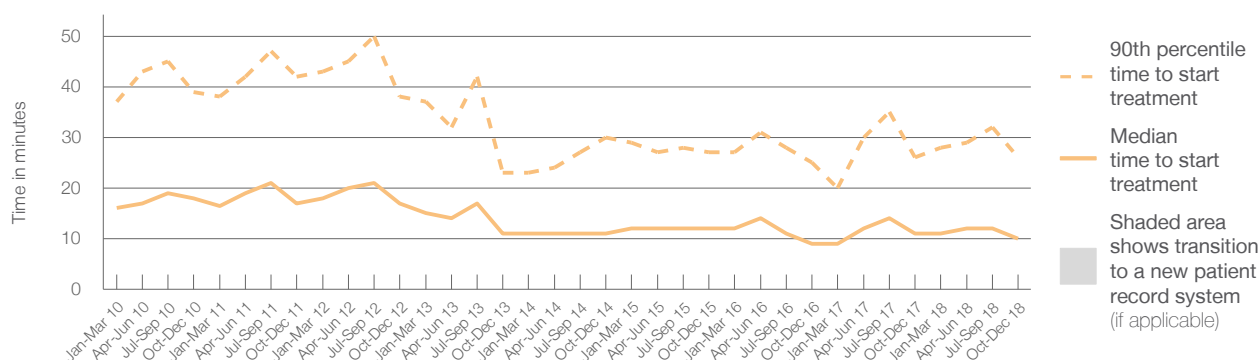
26 minutes

Same period last year	NSW (this period)
832	
831	
11 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	18	17	17	11	11	12	9	11	10
90th percentile time to start treatment ⁵ (minutes)	39	42	38	23	30	27	25	26	26

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,925

Number of triage 3 patients used to calculate waiting time: ³ 1,918

Median time to start treatment ⁴

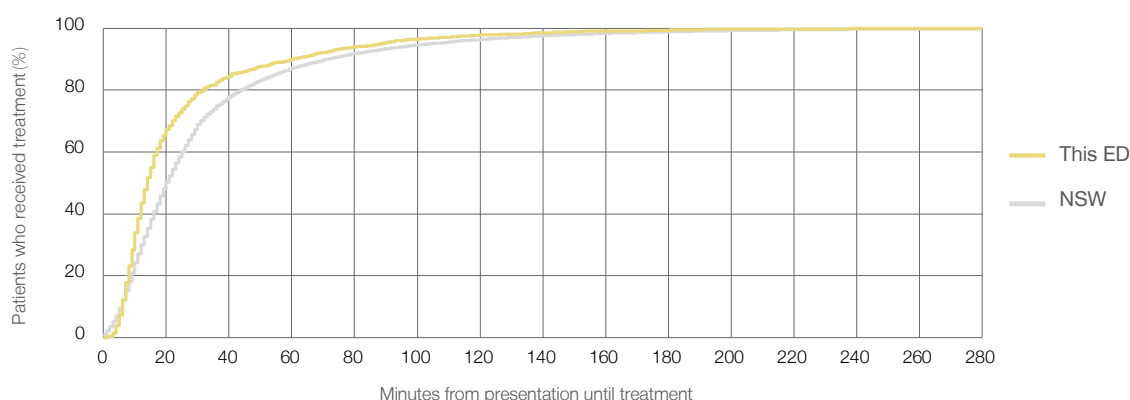
14 minutes

90th percentile time to start treatment ⁵

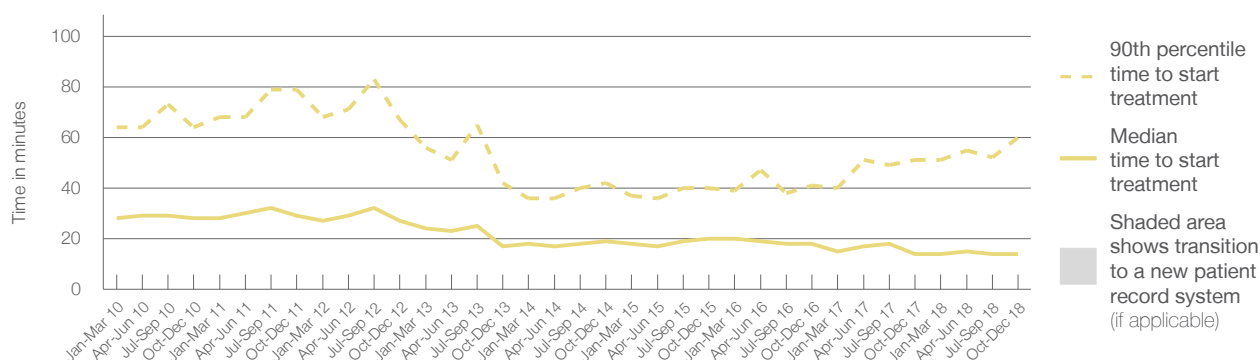
60 minutes

Same period last year	NSW (this period)
1,723	
1,702	
14 minutes	20 minutes
51 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	28	29	27	17	19	20	18	14	14
90th percentile time to start treatment ⁵ (minutes)	64	79	67	42	42	40	41	51	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,295

Number of triage 4 patients used to calculate waiting time: ³ 3,248

Median time to start treatment ⁴

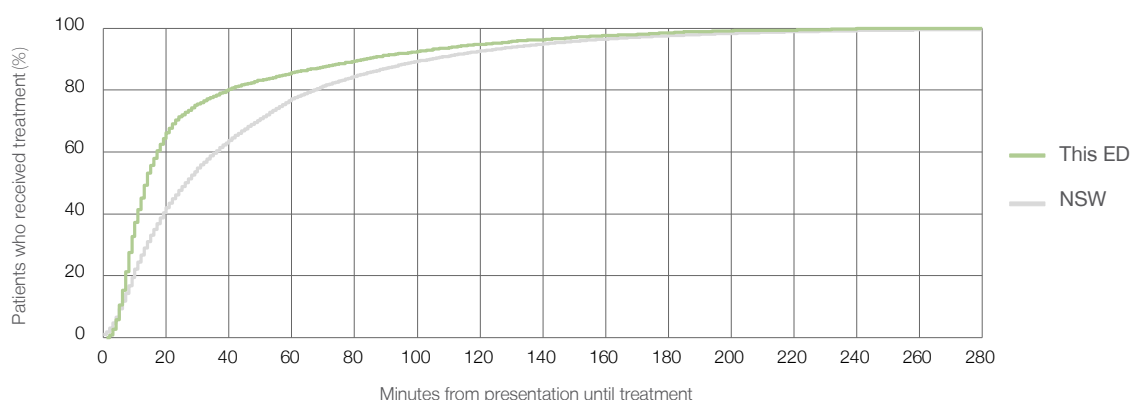
14 minutes

90th percentile time to start treatment ⁵

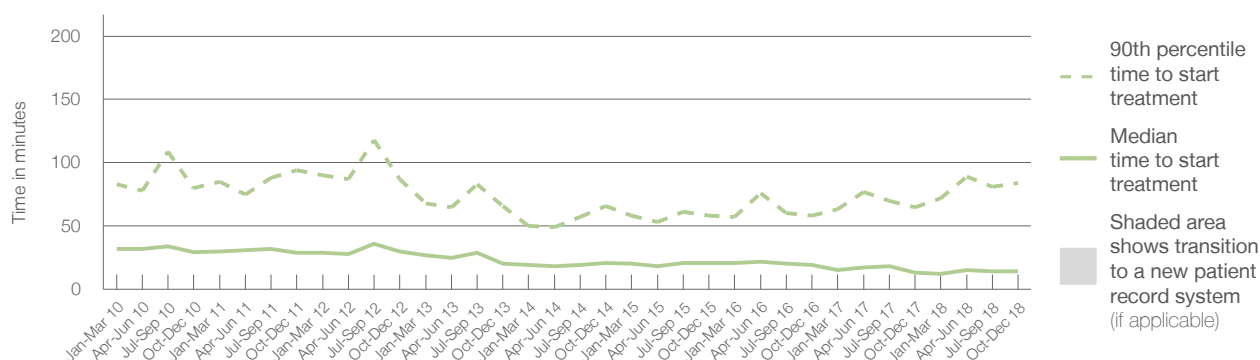
84 minutes

Same period last year	NSW (this period)
3,110	
3,036	
13 minutes	26 minutes
65 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	29	30	20	21	21	19	13	14
90th percentile time to start treatment ⁵ (minutes)	80	94	87	66	66	58	58	65	84

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 299

Number of triage 5 patients used to calculate waiting time:³ 285

Median time to start treatment⁴

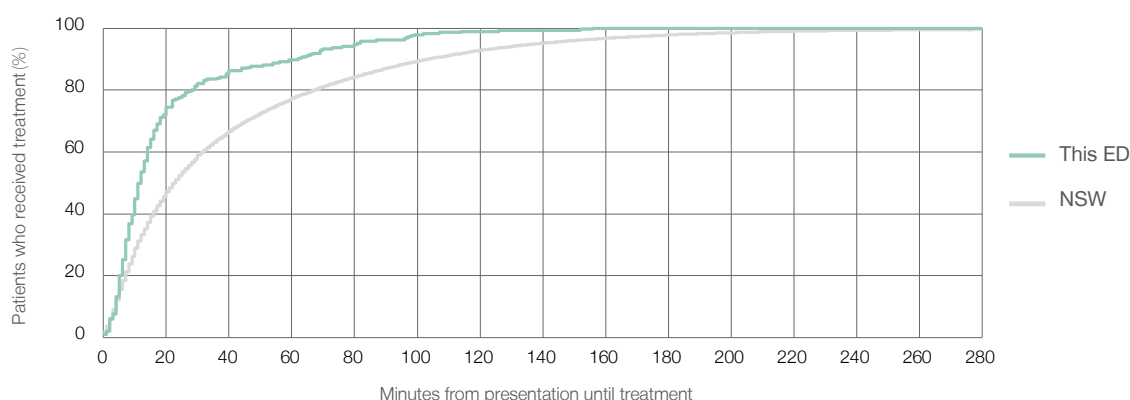
12 minutes

90th percentile time to start treatment⁵

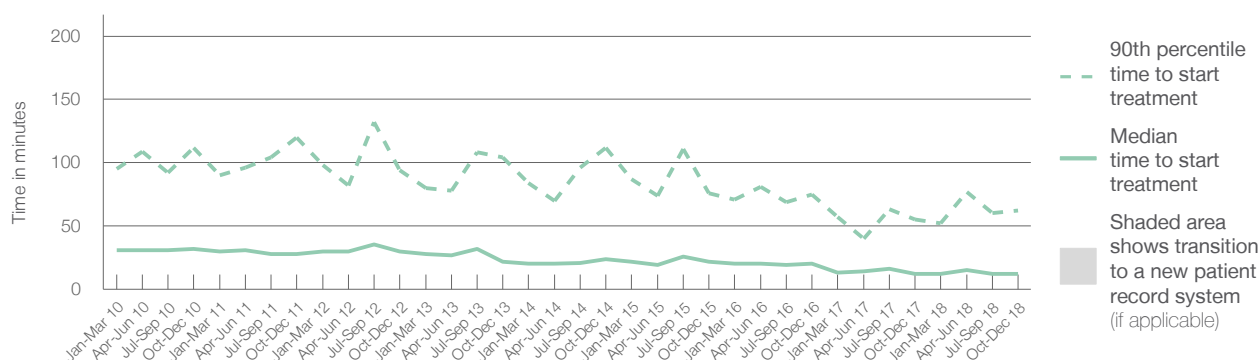
62 minutes

Same period last year	NSW (this period)
490	
470	
12 minutes	23 minutes
55 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	32	28	30	22	24	22	20	12	12
90th percentile time to start treatment ⁵ (minutes)	112	120	94	104	112	76	75	55	62

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Hawkesbury District Health Services: Time patients spent in the ED

October to December 2018

All presentations:¹ 6,680 patients

Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

Median time spent in the ED⁸

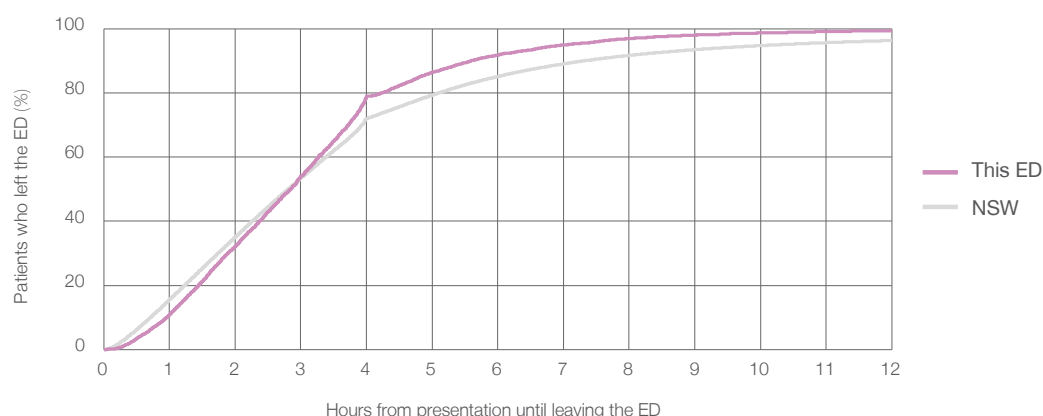
2 hours and 51 minutes

90th percentile time spent in the ED⁹

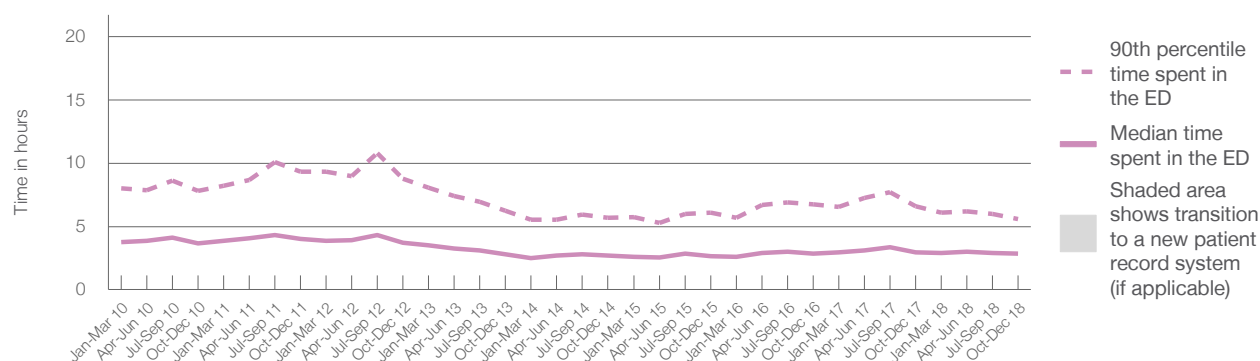
5 hours and 36 minutes

Same period last year	NSW (this period)
6,469	
6,469	
2 hours and 56 minutes	2 hours and 49 minutes
6 hours and 36 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 40m	4h 2m	3h 43m	2h 48m	2h 41m	2h 40m	2h 50m	2h 56m	2h 51m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 50m	9h 20m	8h 47m	6h 14m	5h 42m	6h 6m	6h 45m	6h 36m	5h 36m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

October to December 2018

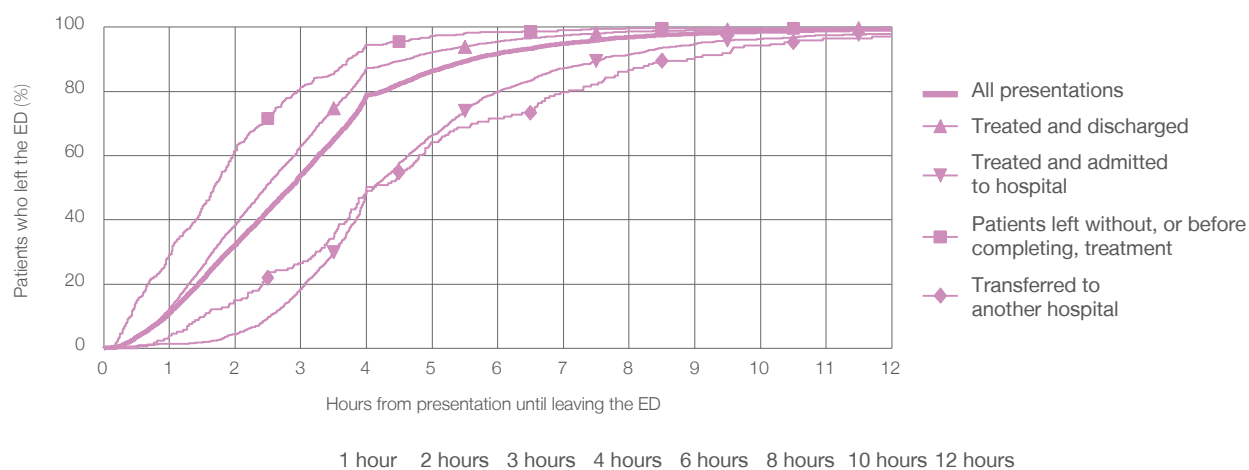
All presentations:[†] 6,680 patients

Presentations used to calculate time to leaving the ED:[‡] 6,680 patients

Treated and discharged	4,693 (70.3%)
Treated and admitted to hospital	1,398 (20.9%)
Patient left without, or before completing, treatment	402 (6.0%)
Transferred to another hospital	173 (2.6%)
Other	14 (0.2%)

Same period last year	Change since one year ago
6,469	3%
4,418	6.2%
1,309	6.8%
510	-21.2%
215	-19.5%
17	-17.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



Treated and discharged	12.3%	38.4%	63.1%	87.3%	95.5%	98.7%	99.4%	99.8%
Treated and admitted to hospital	1.3%	4.4%	18.4%	50.1%	79.9%	91.5%	96.4%	98.0%
Patient left without, or before completing, treatment	29.1%	61.7%	81.3%	94.5%	98.5%	99.8%	99.8%	99.8%
Transferred to another hospital	4.0%	15.0%	26.6%	49.1%	71.7%	86.7%	94.2%	97.1%
All presentations	10.9%	32.2%	54.0%	79.0%	91.8%	96.9%	98.7%	99.4%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Hawkesbury District Health Services: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 6,680 patients

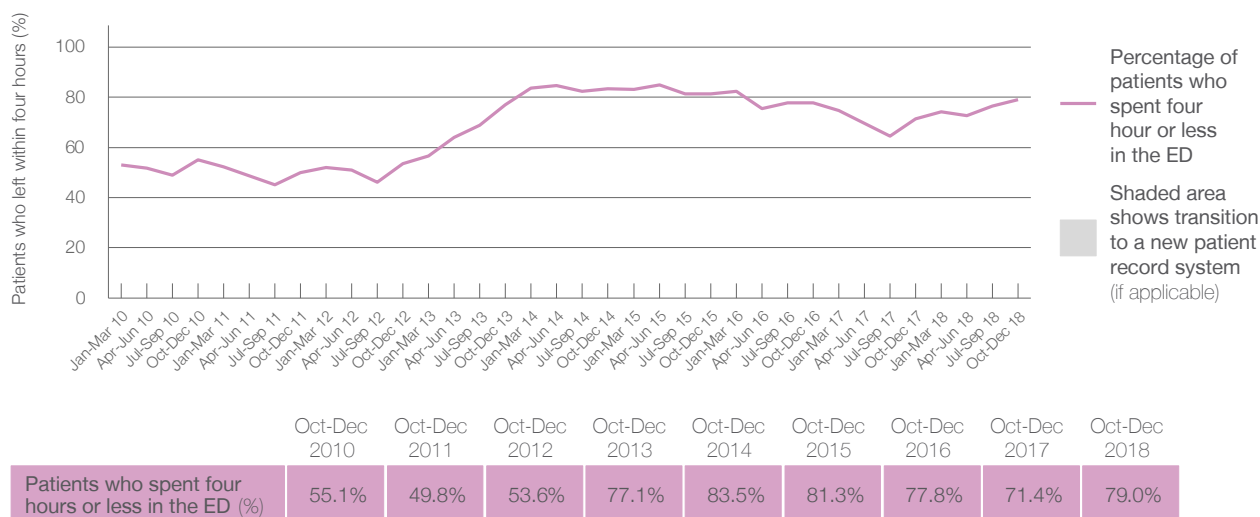
Presentations used to calculate time to leaving the ED: ⁶ 6,680 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,469	3%
6,469	3%
71.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Mount Druitt Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,762 patients

Emergency presentations:² 8,706 patients

Same period last year	Change since one year ago
8,502	3%
8,416	3%

Mount Druitt Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,603 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,140 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,060 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 873 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
1,446	
8 minutes	8 minutes
17 minutes	26 minutes
3,258	
21 minutes	20 minutes
62 minutes	72 minutes
2,762	
27 minutes	26 minutes
82 minutes	104 minutes
907	
24 minutes	23 minutes
86 minutes	104 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,762 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
8,501	3%
80%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

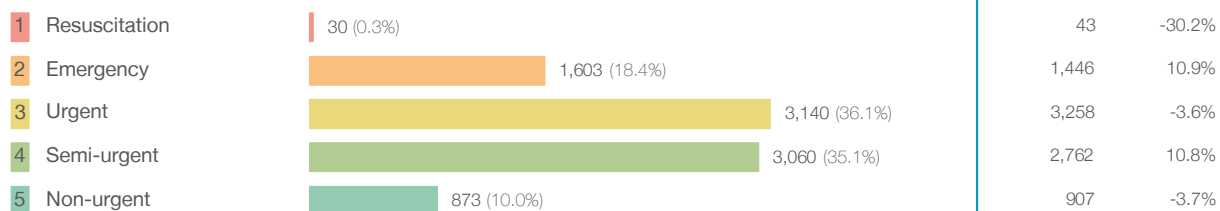
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Mount Druitt Hospital: Patients presenting to the emergency department

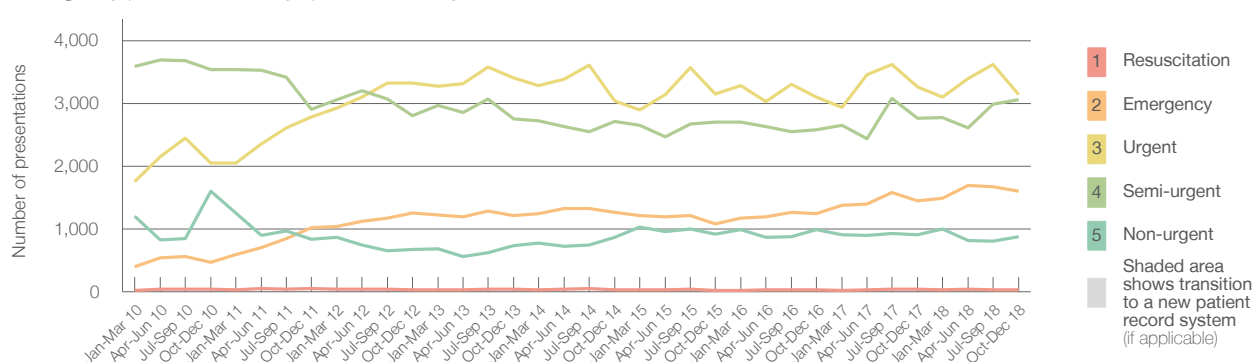
October to December 2018

All presentations:¹ 8,762 patients

Emergency presentations² by triage category: 8,706 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	38	53	32	37	27	22	27	43	30
Emergency	465	1,014	1,258	1,217	1,260	1,080	1,245	1,446	1,603
Urgent	2,048	2,783	3,320	3,402	3,036	3,155	3,095	3,258	3,140
Semi-urgent	3,536	2,904	2,801	2,754	2,711	2,702	2,579	2,762	3,060
Non-urgent	1,602	837	667	730	870	919	991	907	873
All emergency presentations	7,689	7,591	8,078	8,140	7,904	7,878	7,937	8,416	8,706

Mount Druitt Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,216 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,603

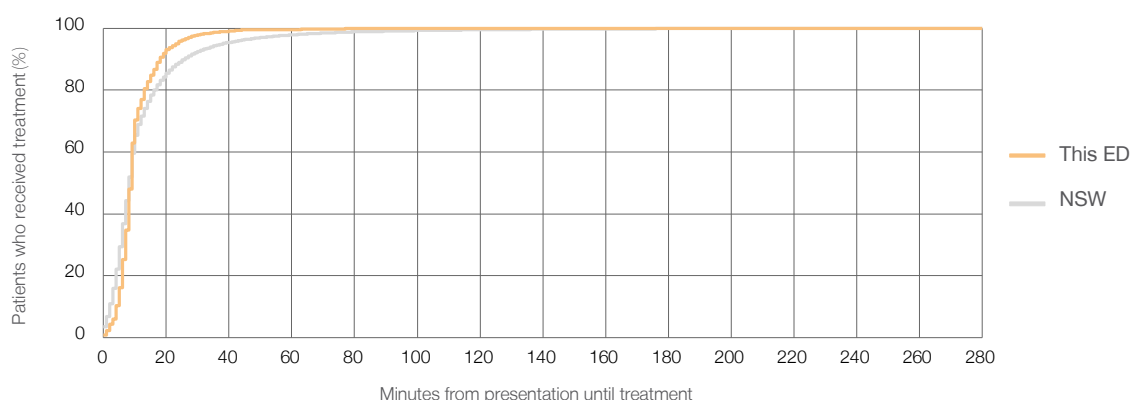
Number of triage 2 patients used to calculate waiting time: ³ 1,588

Median time to start treatment ⁴ 9 minutes

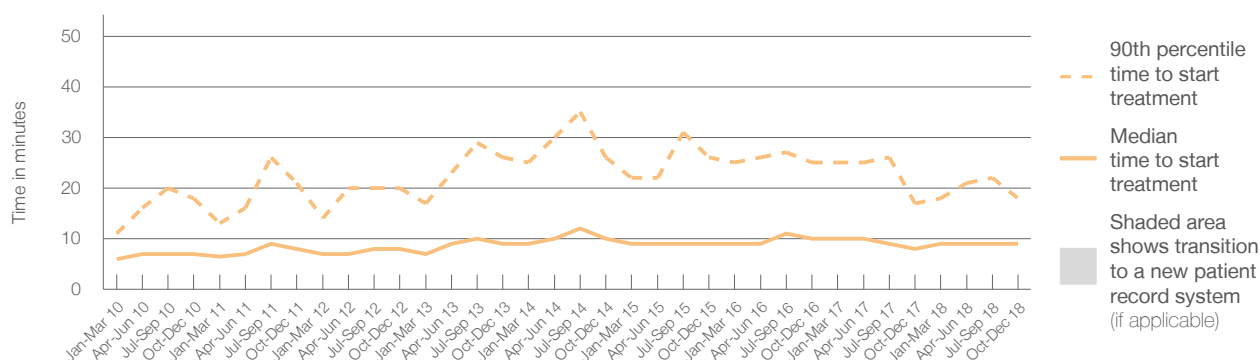
90th percentile time to start treatment ⁵ 18 minutes

Same period last year	NSW (this period)
1,446	
1,443	
8 minutes	8 minutes
17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	8	8	9	10	9	10	8	9
90th percentile time to start treatment ⁵ (minutes)	18	21	20	26	26	26	25	17	18

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

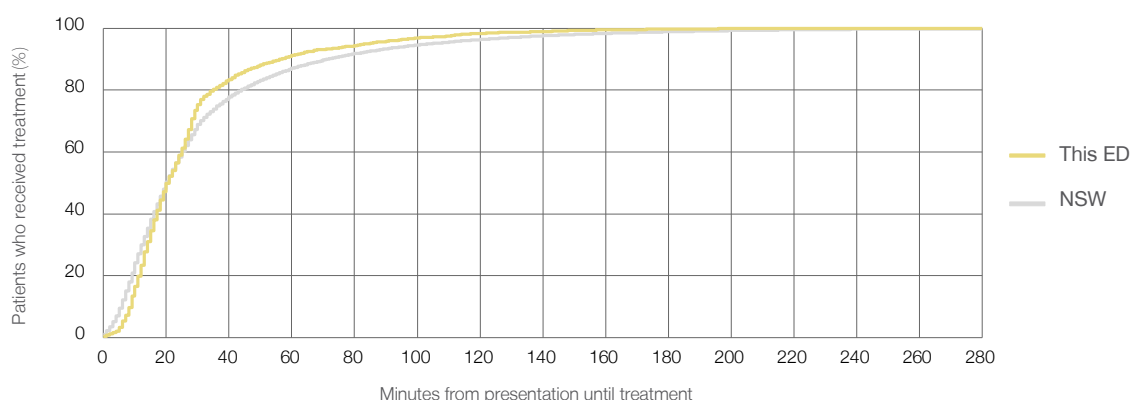
Number of triage 3 patients: 3,140

Number of triage 3 patients used to calculate waiting time:³ 3,029

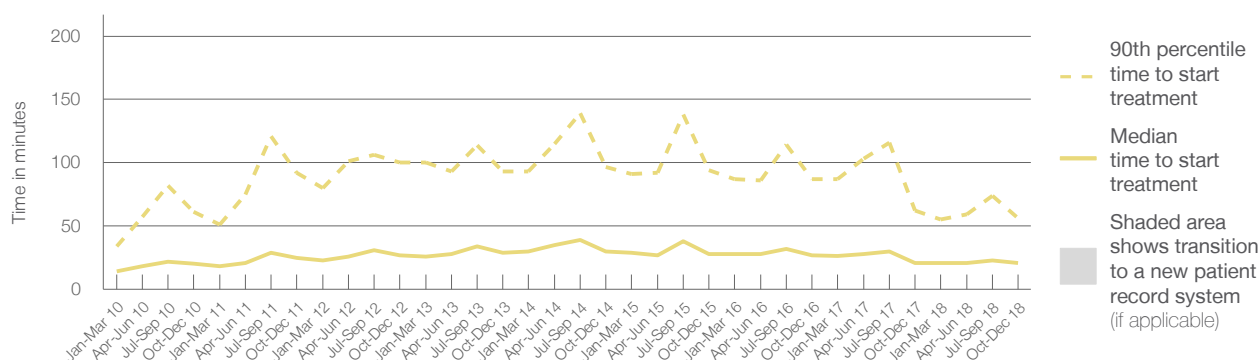
Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
3,258	
3,173	
21 minutes	20 minutes
62 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	25	27	29	30	28	27	21	21
90th percentile time to start treatment ⁵ (minutes)	61	92	100	93	97	94	87	62	56

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,060

Number of triage 4 patients used to calculate waiting time:³ 2,874

Median time to start treatment⁴

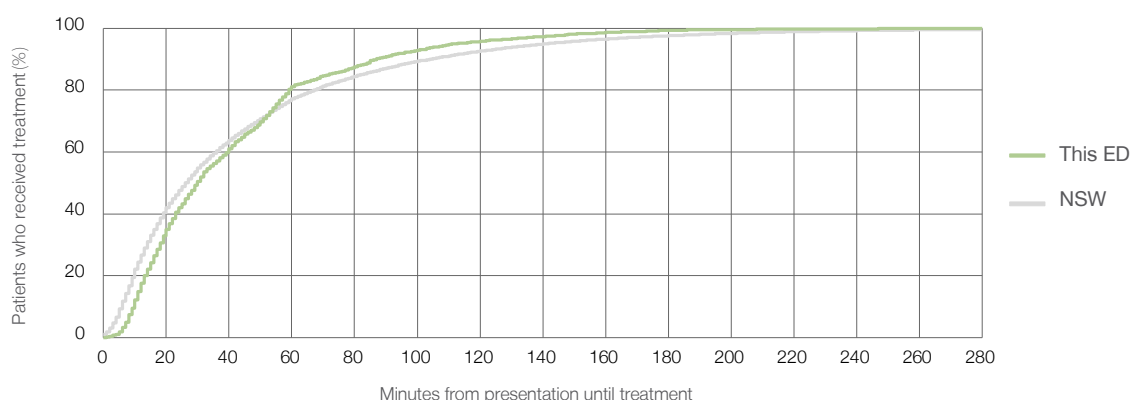
30 minutes

90th percentile time to start treatment⁵

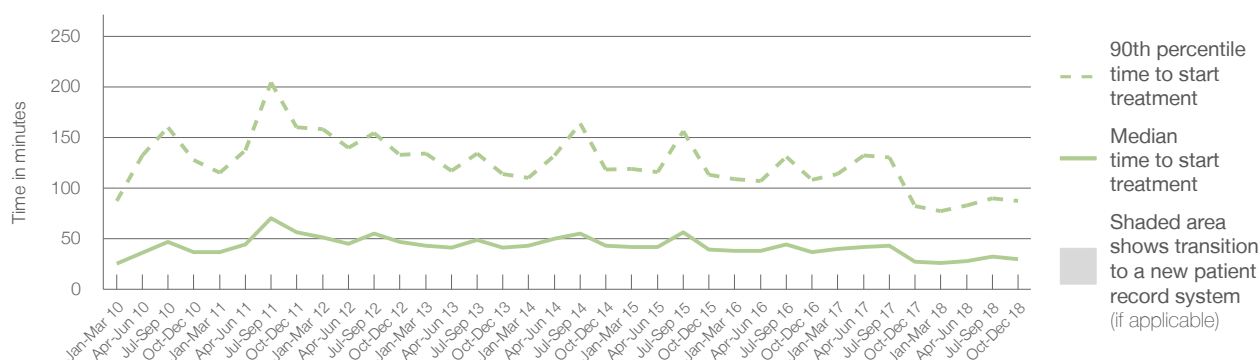
87 minutes

Same period last year	NSW (this period)
2,762	
2,641	
27 minutes	26 minutes
82 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	56	47	41	43	39	37	27	30
90th percentile time to start treatment ⁵ (minutes)	128	160	133	114	118	113	108	82	87

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 873

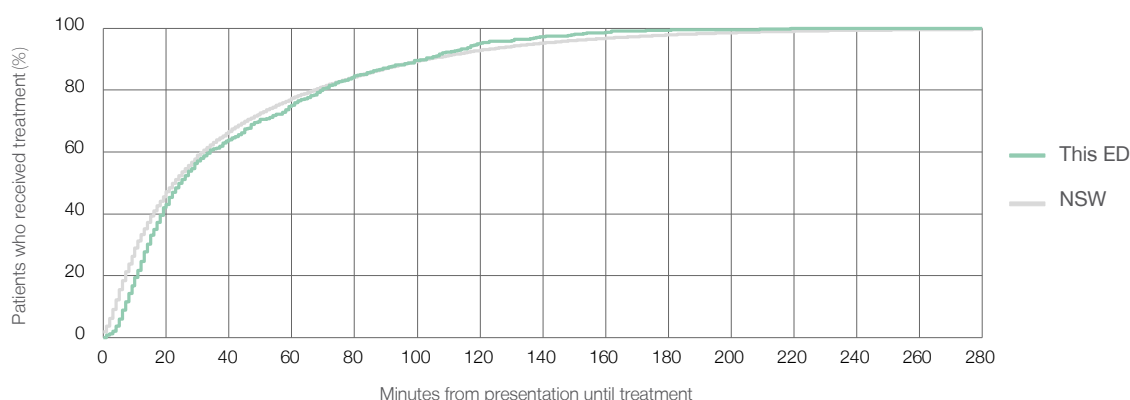
Number of triage 5 patients used to calculate waiting time:³ 796

Median time to start treatment⁴ 25 minutes

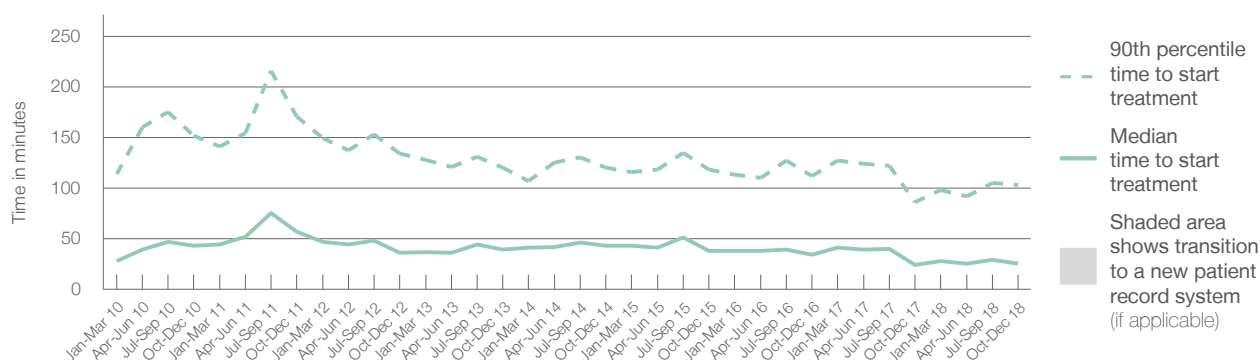
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
907	
836	
24 minutes	23 minutes
86 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	57	36	39	43	38	34	24	25
90th percentile time to start treatment ⁵ (minutes)	152	171	134	120	120	118	112	86	103

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,762 patients

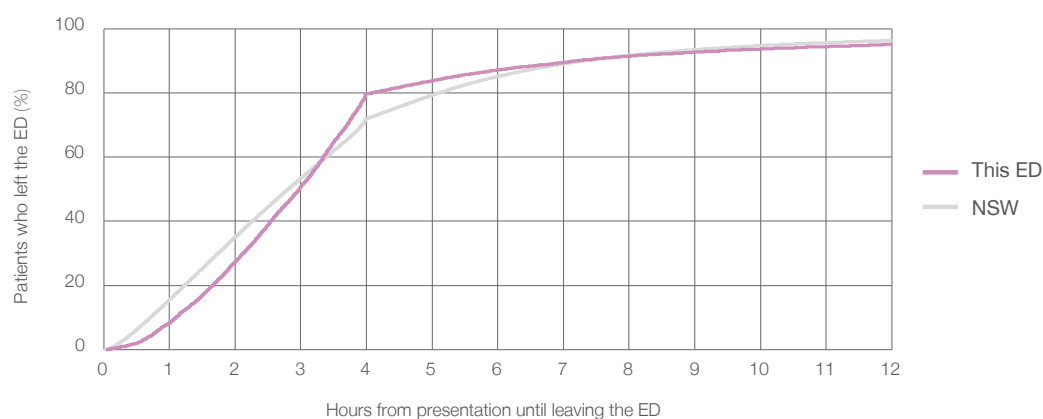
Presentations used to calculate time to leaving the ED:⁶ 8,762 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

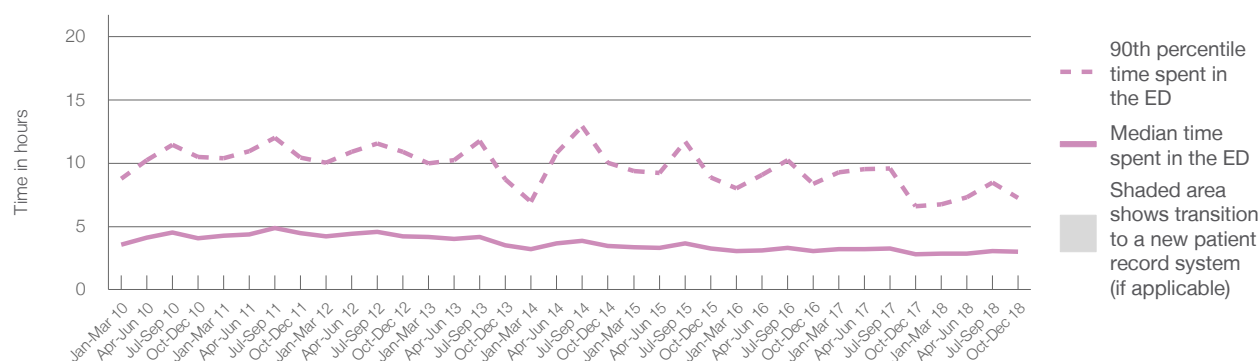
90th percentile time spent in the ED⁹ 7 hours and 14 minutes

Same period last year	NSW (this period)
8,502	
8,501	
2 hours and 49 minutes	2 hours and 49 minutes
6 hours and 37 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 5m	4h 28m	4h 13m	3h 30m	3h 28m	3h 15m	3h 2m	2h 49m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 29m	10h 25m	10h 54m	8h 45m	10h 3m	8h 52m	8h 23m	6h 37m	7h 14m

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Mount Druitt Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

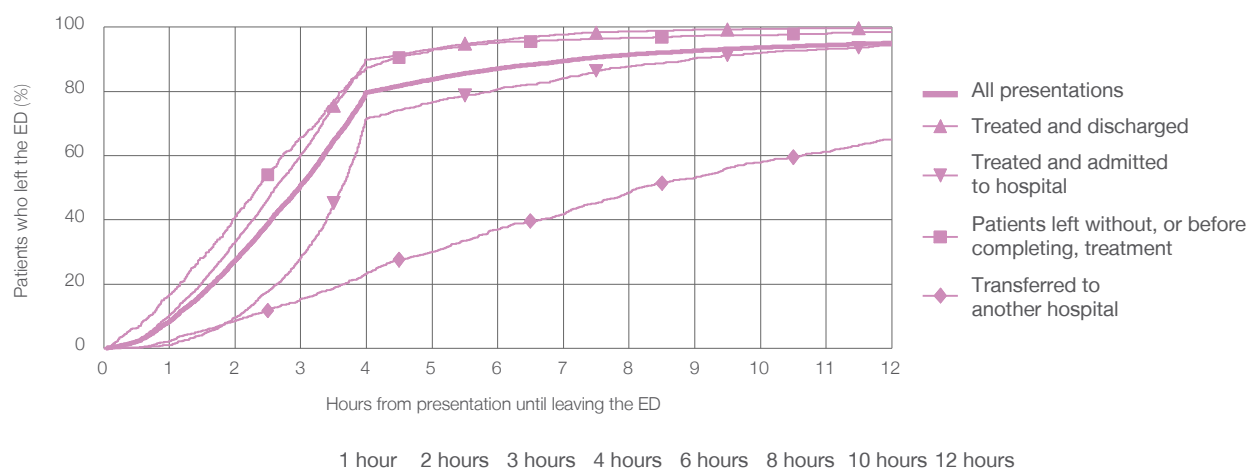
All presentations:[†] 8,762 patients

Presentations used to calculate time to leaving the ED:[‡] 8,762 patients

Treated and discharged	5,830 (66.5%)
Treated and admitted to hospital	1,351 (15.4%)
Patient left without, or before completing, treatment	624 (7.1%)
Transferred to another hospital	951 (10.9%)
Other	6 (0.1%)

Same period last year	Change since one year ago
8,501	3%
5,751	1.4%
1,323	2.1%
518	20.5%
903	5.3%
7	-14.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



Treated and discharged	10.3%	33.2%	60.4%	90.0%	95.9%	98.7%	99.5%	99.7%
Treated and admitted to hospital	1.0%	9.5%	28.2%	71.5%	80.7%	87.8%	91.9%	94.4%
Patient left without, or before completing, treatment	16.7%	41.0%	65.9%	87.5%	95.2%	96.6%	97.6%	98.6%
Transferred to another hospital	2.2%	8.6%	15.2%	23.2%	37.0%	48.4%	57.8%	65.1%
All presentations	8.4%	27.4%	50.9%	79.7%	87.1%	91.4%	93.6%	95.1%

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Mount Druitt Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 8,762 patients

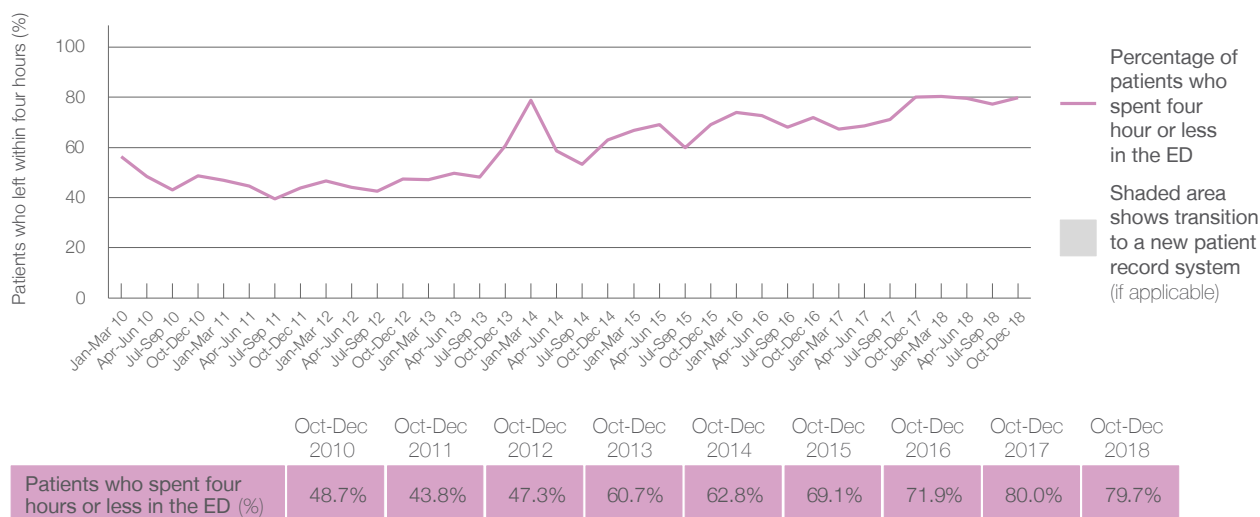
Presentations used to calculate time to leaving the ED: ⁶ 8,762 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
8,502	3%
8,501	3%
80.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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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 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Murwillumbah District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,783 patients

Emergency presentations:² 4,369 patients

Same period last year	Change since one year ago
4,478	7%
4,095	7%

Murwillumbah District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 366 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,397 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): 2,210 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): 396 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
299	
6 minutes	8 minutes
14 minutes	26 minutes
1,236	
11 minutes	20 minutes
31 minutes	72 minutes
2,165	
12 minutes	26 minutes
50 minutes	104 minutes
380	
12 minutes	23 minutes
56 minutes	104 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,780 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
4,478	7%
90%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

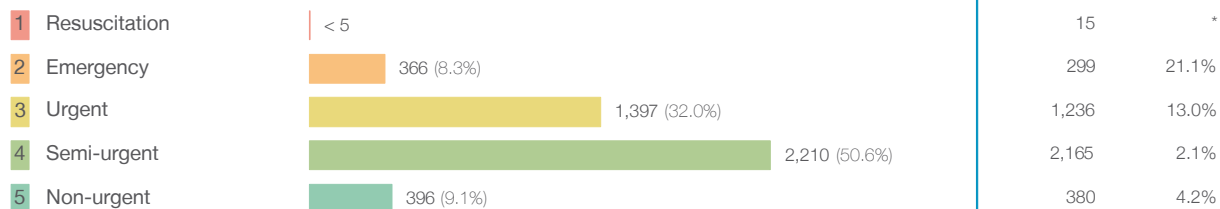
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Murwillumbah District Hospital: Patients presenting to the emergency department

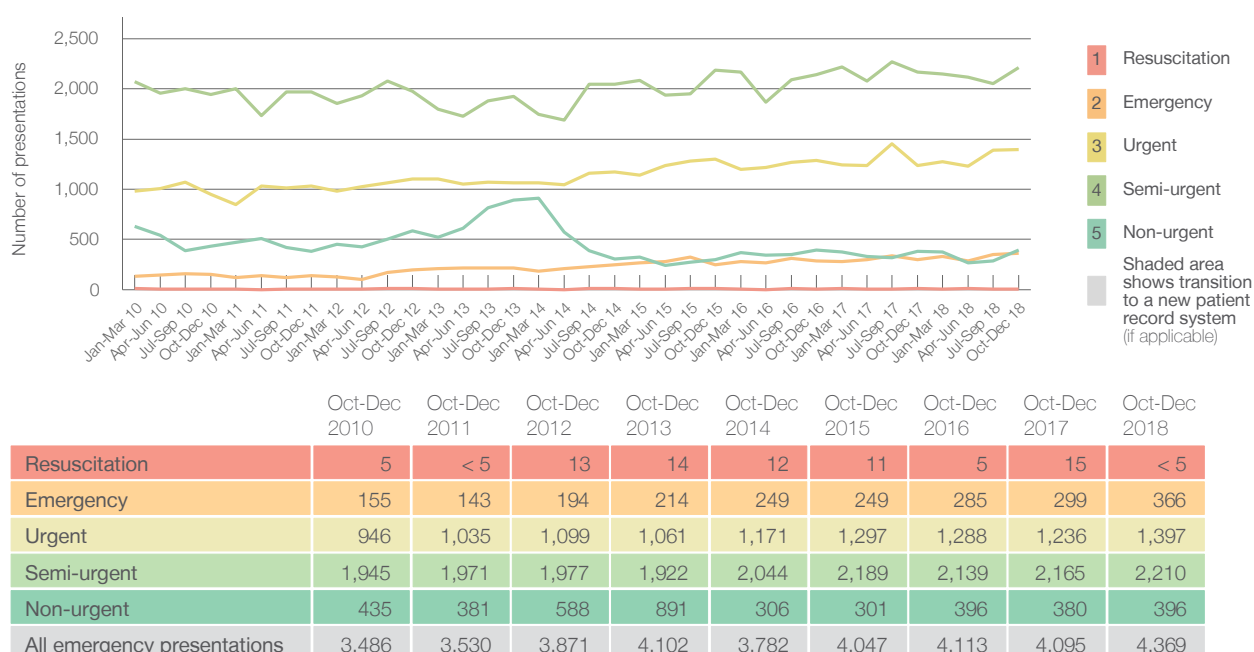
October to December 2018

All presentations:¹ 4,783 patients

Emergency presentations² by triage category: 4,369 patients



Emergency presentations² by quarter, January 2010 to December 2018 [†]



Murwillumbah District Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 231 patients ^{**}

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

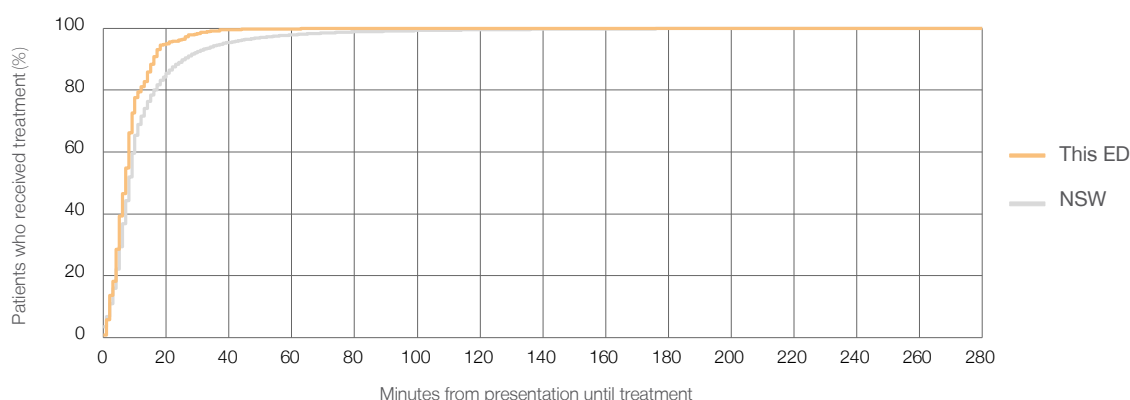
Number of triage 2 patients: 366

Number of triage 2 patients used to calculate waiting time:³ 361

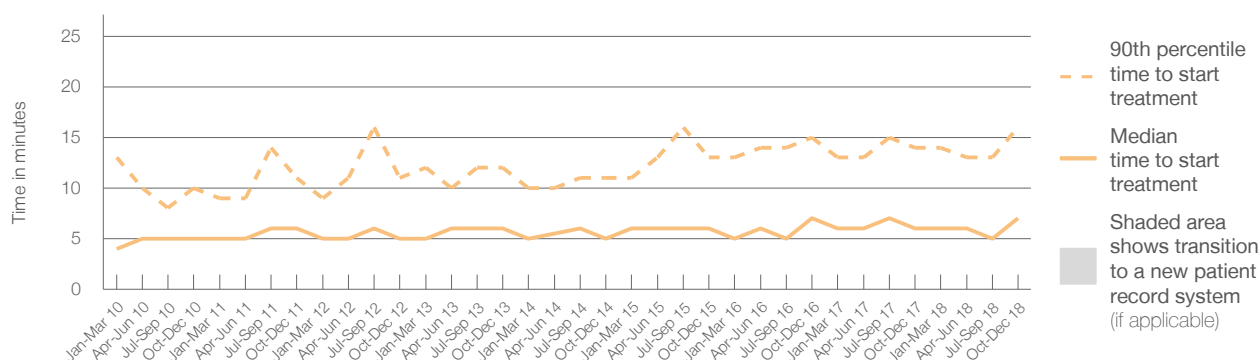
Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
299	299
6 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5	6	5	6	5	6	7	6	7
90th percentile time to start treatment ⁵ (minutes)	10	11	11	12	11	13	15	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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,397

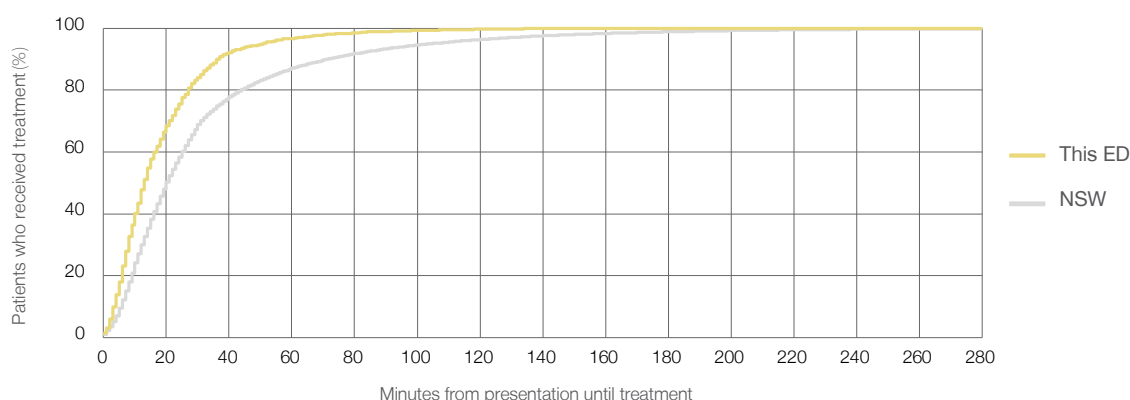
Number of triage 3 patients used to calculate waiting time:³ 1,381

Median time to start treatment⁴ 13 minutes

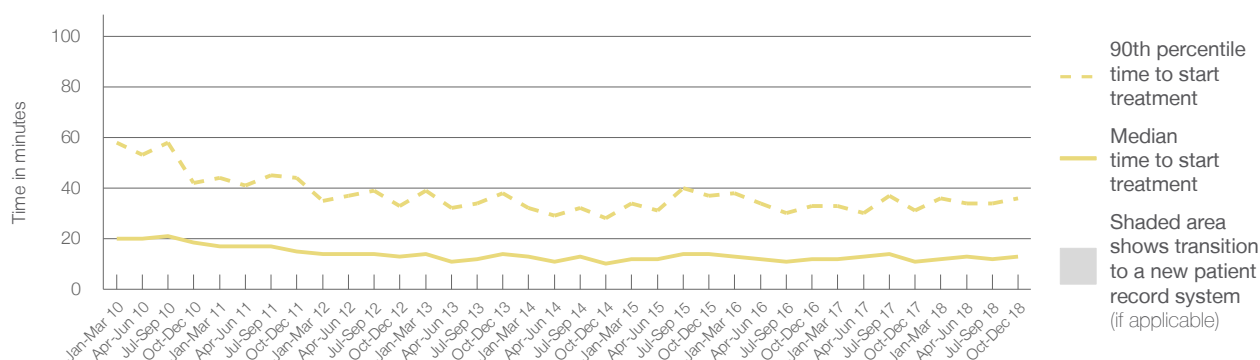
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
1,236	
1,231	
11 minutes	20 minutes
31 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	15	13	14	10	14	12	11	13
90th percentile time to start treatment ⁵ (minutes)	42	44	33	38	28	37	33	31	36

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,210

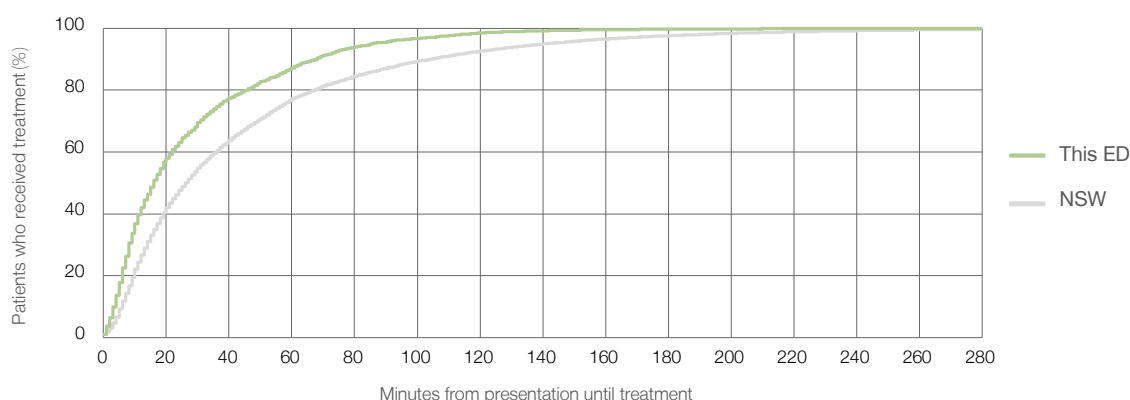
Number of triage 4 patients used to calculate waiting time: ³ 2,161

Median time to start treatment ⁴ 16 minutes

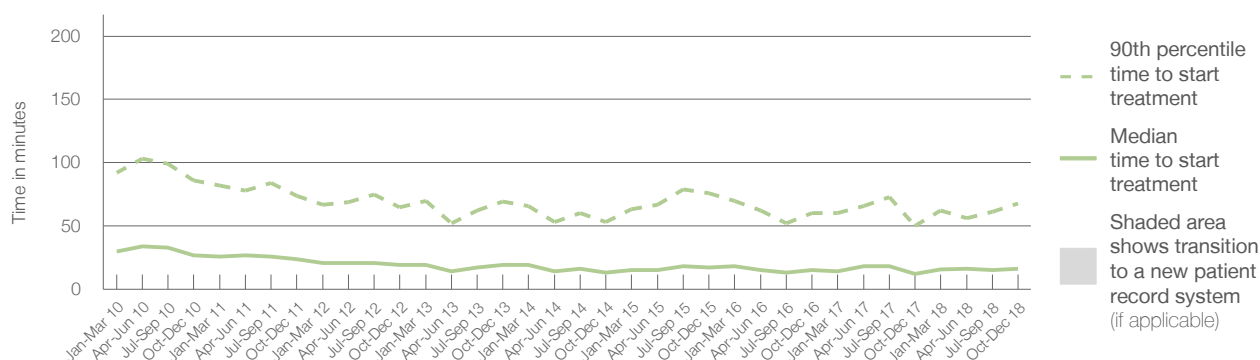
90th percentile time to start treatment ⁵ 68 minutes

Same period last year	NSW (this period)
2,165	
2,127	
12 minutes	26 minutes
50 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	24	19	19	13	17	15	12	16
90th percentile time to start treatment ⁵ (minutes)	86	74	65	70	53	76	60	50	68

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 396

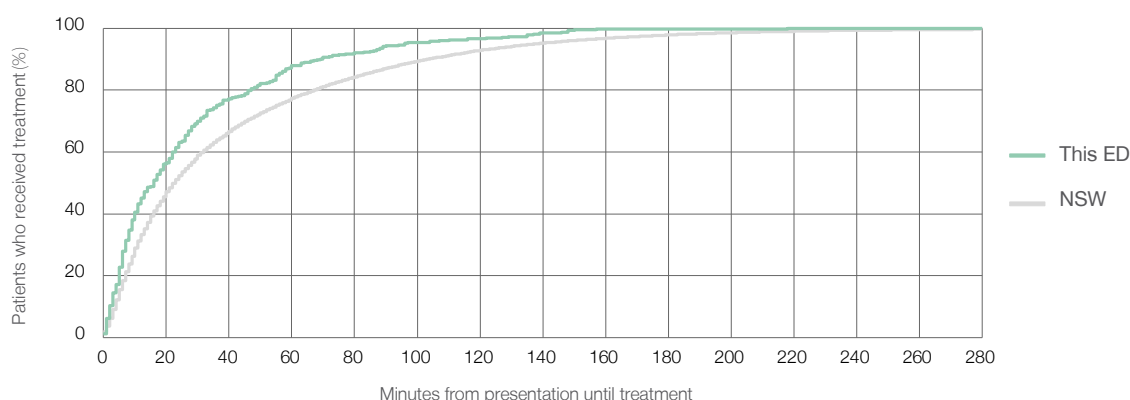
Number of triage 5 patients used to calculate waiting time: ³ 373

Median time to start treatment ⁴ 16 minutes

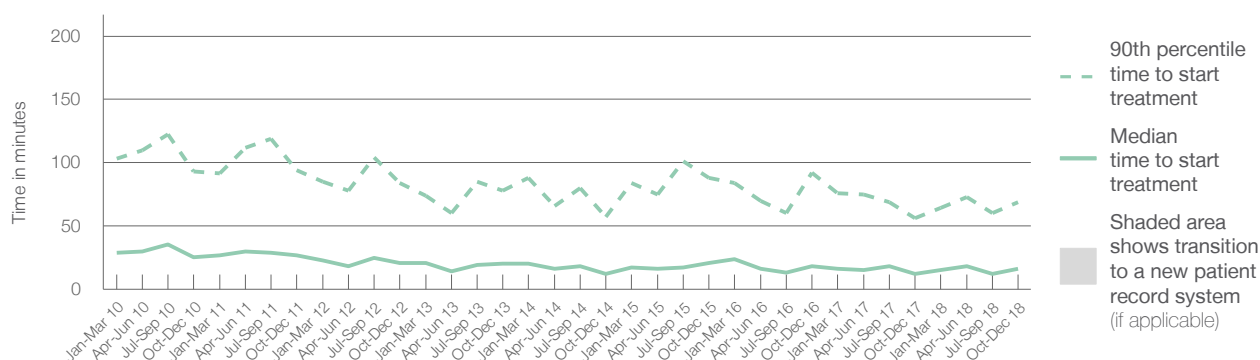
90th percentile time to start treatment ⁵ 69 minutes

Same period last year	NSW (this period)
380	
359	
12 minutes	23 minutes
56 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	27	21	20	12	21	18	12	16
90th percentile time to start treatment ⁵ (minutes)	93	94	84	78	57	88	92	56	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.

Murwillumbah District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 4,783 patients

Presentations used to calculate time to leaving the ED:⁶ 4,780 patients

Median time spent in the ED⁸

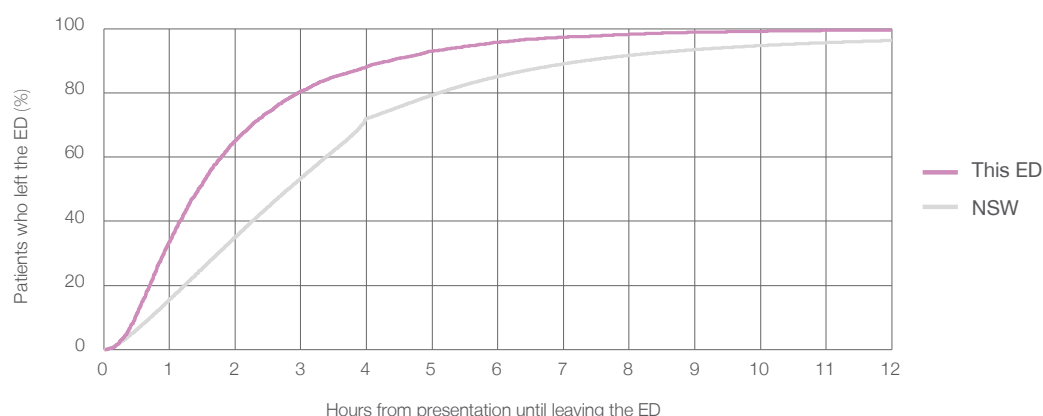
1 hours and 27 minutes

90th percentile time spent in the ED⁹

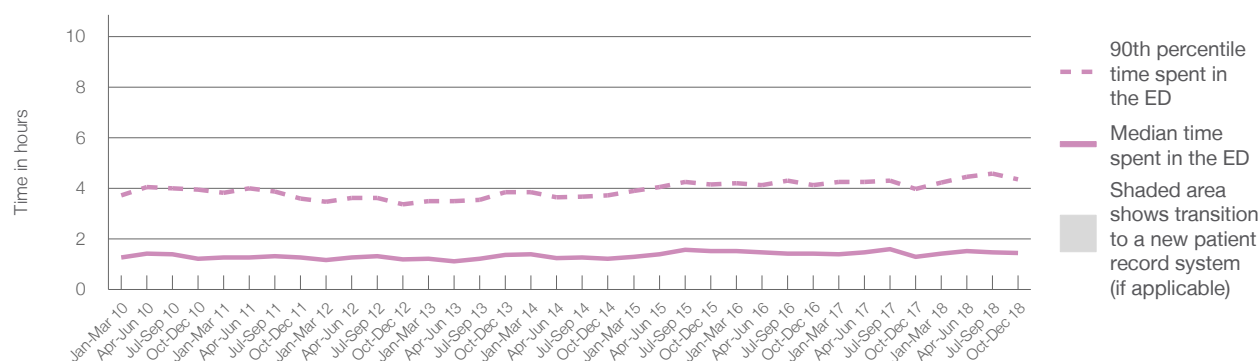
4 hours and 21 minutes

Same period last year	NSW (this period)
4,478	
4,478	
1 hours and 18 minutes	2 hours and 49 minutes
3 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 14m	1h 17m	1h 12m	1h 23m	1h 14m	1h 31m	1h 25m	1h 18m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 57m	3h 36m	3h 23m	3h 52m	3h 44m	4h 10m	4h 8m	3h 59m	4h 21m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

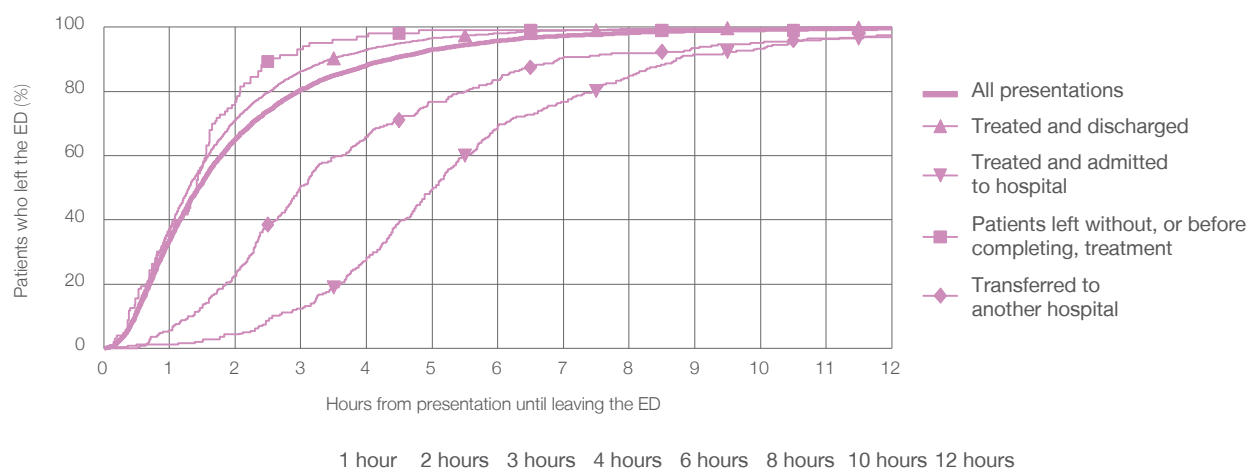
October to December 2018

All presentations:[†] 4,783 patients

Presentations used to calculate time to leaving the ED:[‡] 4,780 patients

		Same period last year	Change since one year ago
Treated and discharged	4,165 (87.1%)	3,901	6.8%
Treated and admitted to hospital	259 (5.4%)	279	-7.2%
Patient left without, or before completing, treatment	103 (2.2%)	69	49.3%
Transferred to another hospital	249 (5.2%)	225	10.7%
Other	7 (0.1%)	4	75.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.4%	71.3%	86.3%	93.0%	98.1%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.2%	4.3%	12.4%	28.3%	69.4%	84.9%	93.4%	96.9%
Patient left without, or before completing, treatment	35.9%	76.7%	93.2%	97.1%	99.0%	99.0%	99.0%	100%
Transferred to another hospital	5.6%	22.5%	50.6%	65.9%	83.5%	92.0%	95.2%	97.6%
All presentations	33.7%	65.2%	80.6%	88.2%	95.8%	98.2%	99.2%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 4,783 patients

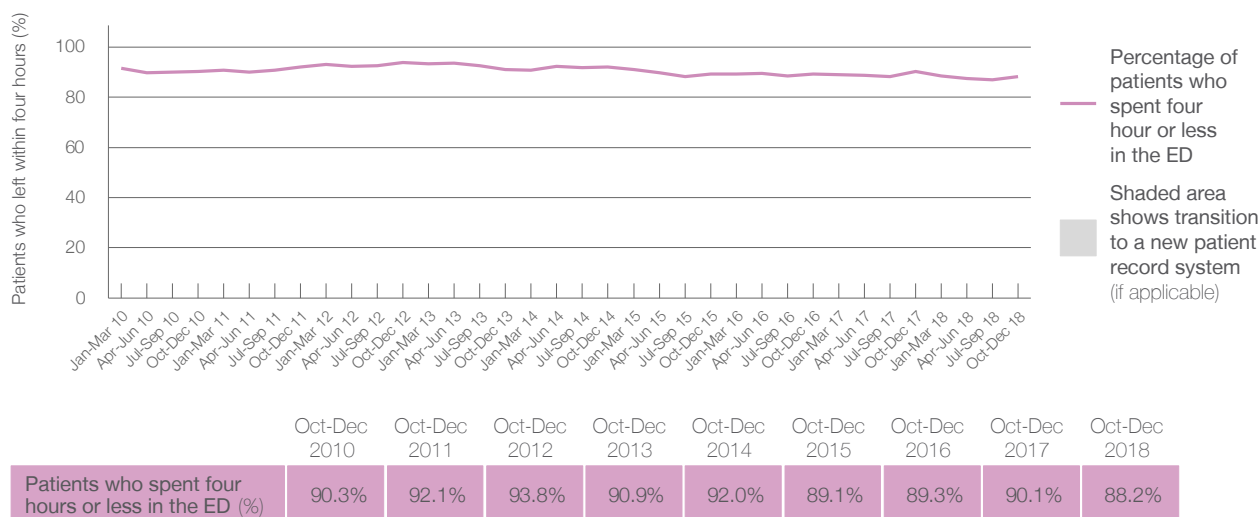
Presentations used to calculate time to leaving the ED: ⁶ 4,780 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,478	7%
4,478	7%
90.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Ryde Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,245 patients

Emergency presentations:² 7,191 patients

Same period last year	Change since one year ago
6,995	4%
6,892	4%

Ryde Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,070 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,767 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,818 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 485 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
937	
7 minutes	8 minutes
13 minutes	26 minutes
2,549	
14 minutes	20 minutes
36 minutes	72 minutes
2,864	
14 minutes	26 minutes
61 minutes	104 minutes
507	
18 minutes	23 minutes
95 minutes	104 minutes

Ryde Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,245 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
6,995	4%
86%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

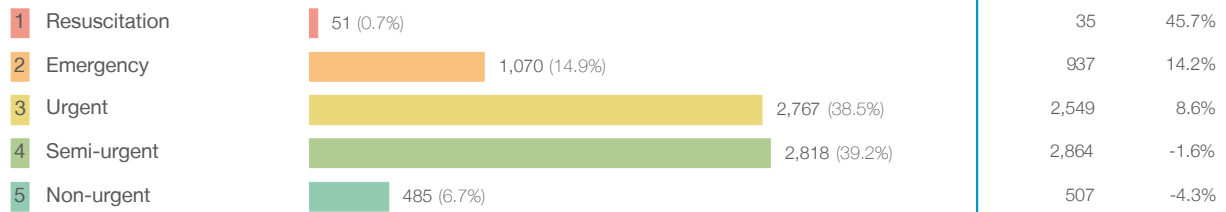
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Ryde Hospital: Patients presenting to the emergency department

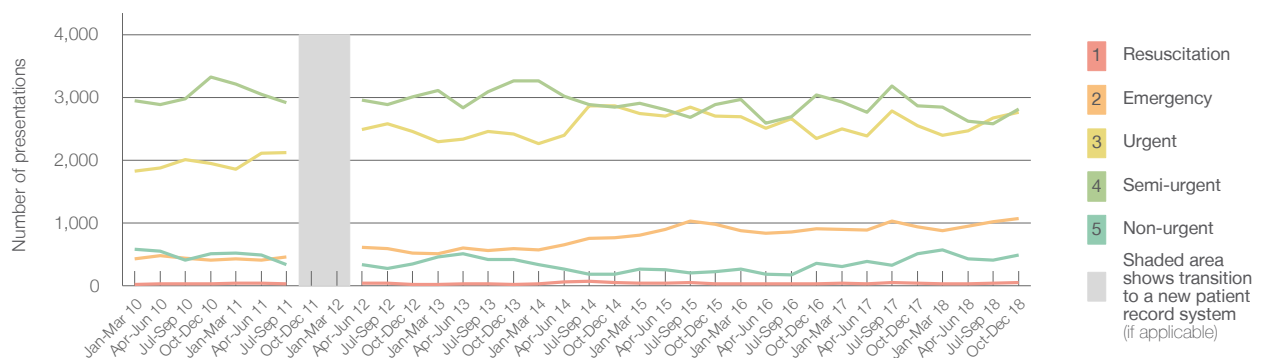
October to December 2018

All presentations:¹ 7,245 patients

Emergency presentations² by triage category: 7,191 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	33		17	20	52	34	27	35	51
Emergency	407		520	595	763	978	904	937	1,070
Urgent	1,950		2,461	2,414	2,867	2,703	2,347	2,549	2,767
Semi-urgent	3,327		3,006	3,265	2,841	2,887	3,035	2,864	2,818
Non-urgent	506		347	414	182	219	356	507	485
All emergency presentations	6,223		6,351	6,708	6,705	6,821	6,669	6,892	7,191

Ryde Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,556 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

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

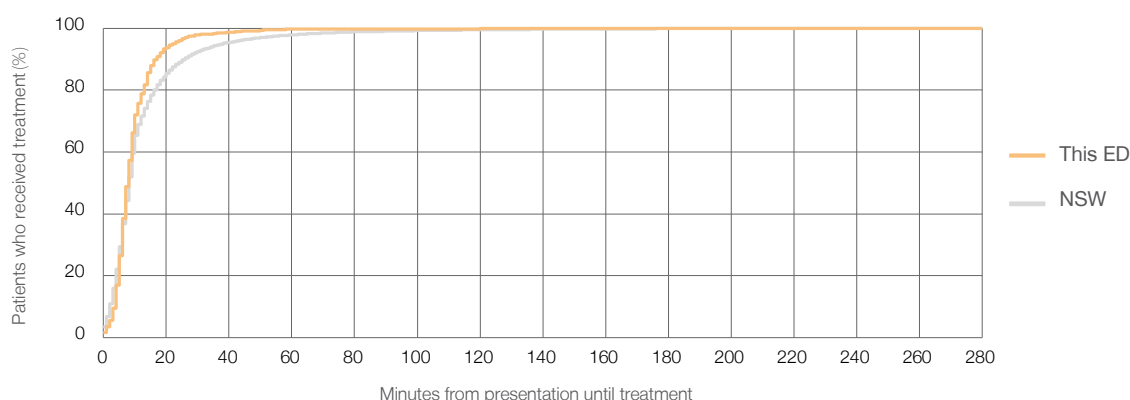
Number of triage 2 patients: 1,070

Number of triage 2 patients used to calculate waiting time:³ 1,068

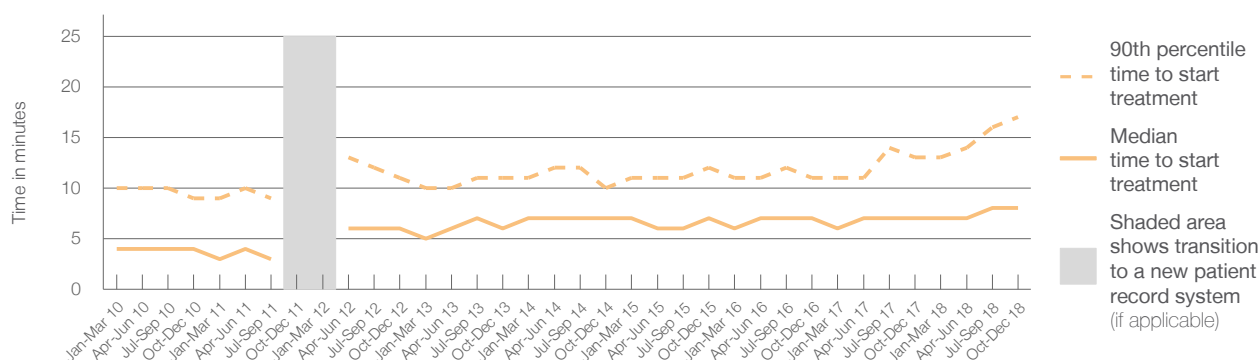
Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
937	
937	
7 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4		6	6	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	9		11	11	10	12	11	13	17

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,767

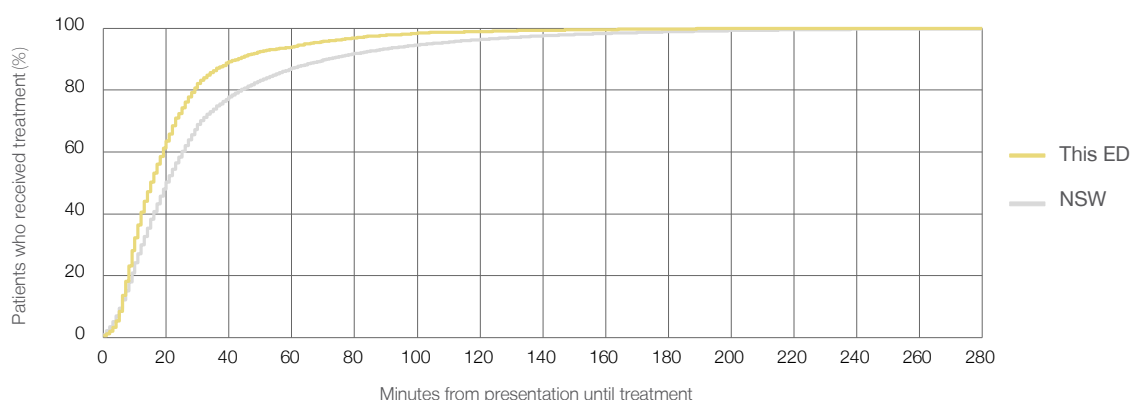
Number of triage 3 patients used to calculate waiting time:³ 2,740

Median time to start treatment⁴ 15 minutes

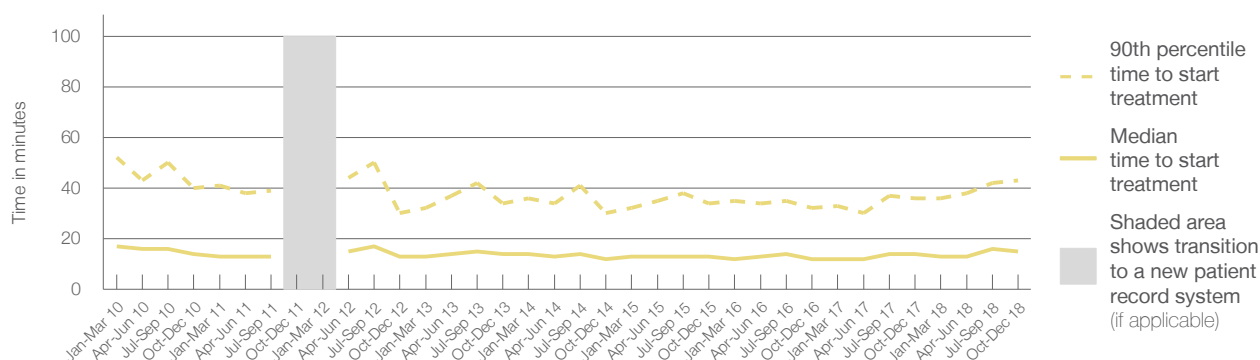
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
2,549	
2,526	
14 minutes	20 minutes
36 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	14		13	14	12	13	12	14	15
90th percentile time to start treatment ⁵ (minutes)	40		30	34	30	34	32	36	43

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,818

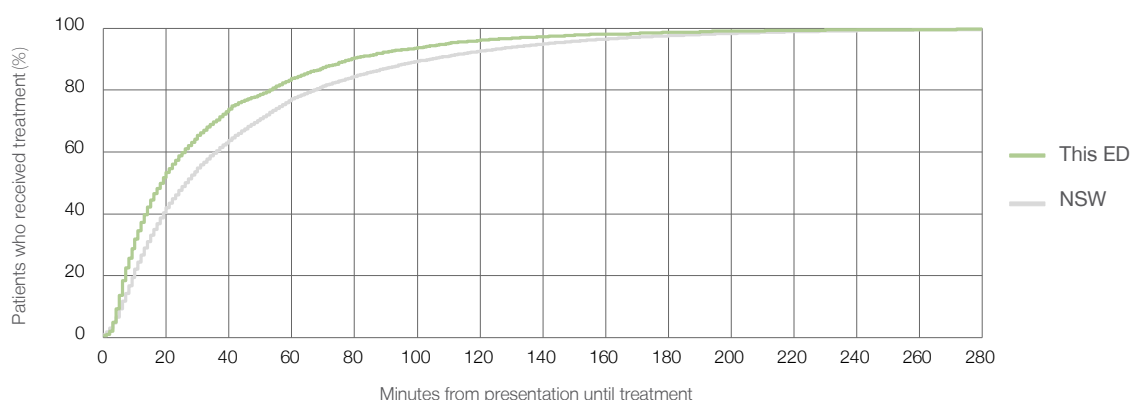
Number of triage 4 patients used to calculate waiting time: ³ 2,695

Median time to start treatment ⁴ 19 minutes

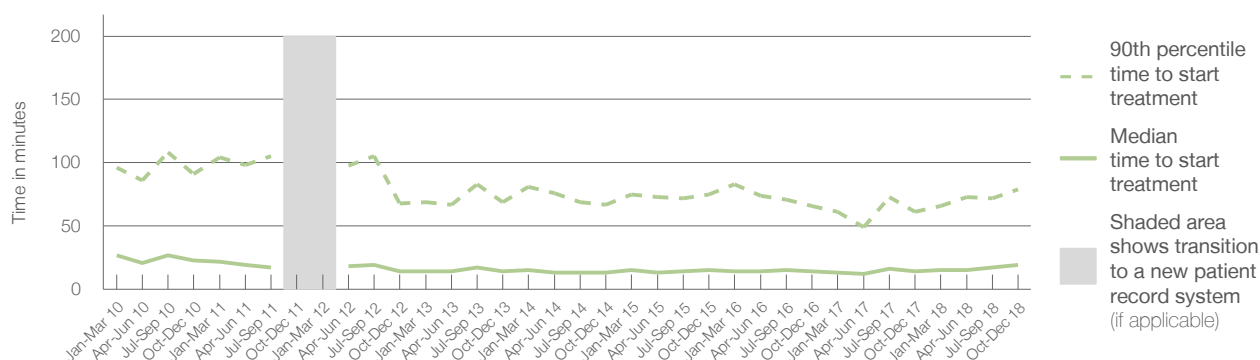
90th percentile time to start treatment ⁵ 79 minutes

Same period last year	NSW (this period)
2,864	
2,773	
14 minutes	26 minutes
61 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23		14	14	13	15	14	14	19
90th percentile time to start treatment ⁵ (minutes)	91		68	69	67	75	66	61	79

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 485

Number of triage 5 patients used to calculate waiting time:³ 435

Median time to start treatment⁴

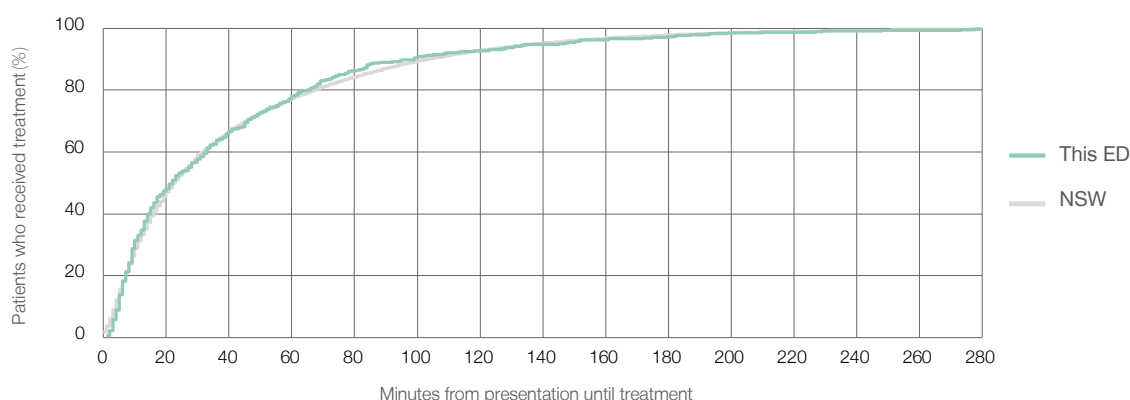
22 minutes

90th percentile time to start treatment⁵

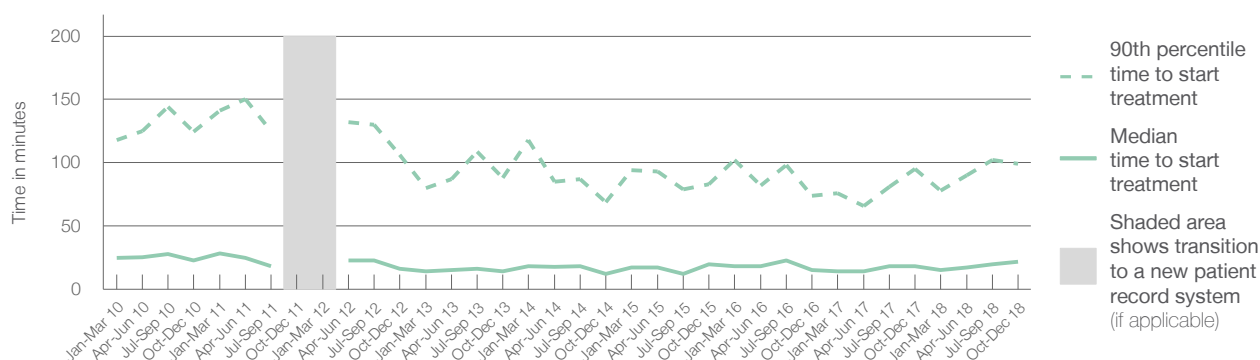
99 minutes

Same period last year	NSW (this period)
507	
458	
18 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23		16	14	12	20	15	18	22
90th percentile time to start treatment ⁵ (minutes)	125		106	88	69	83	74	95	99

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

October to December 2018

All presentations:¹ 7,245 patients

Presentations used to calculate time to leaving the ED:⁶ 7,245 patients

Median time spent in the ED⁸

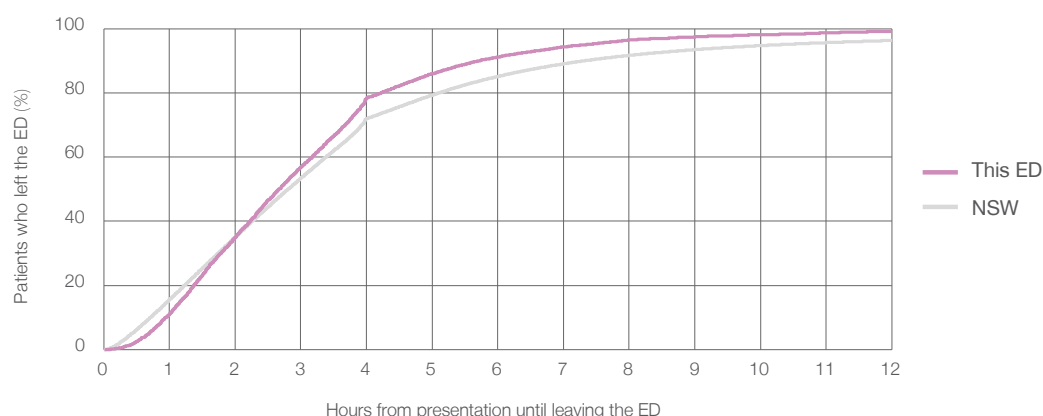
2 hours and 40 minutes

90th percentile time spent in the ED⁹

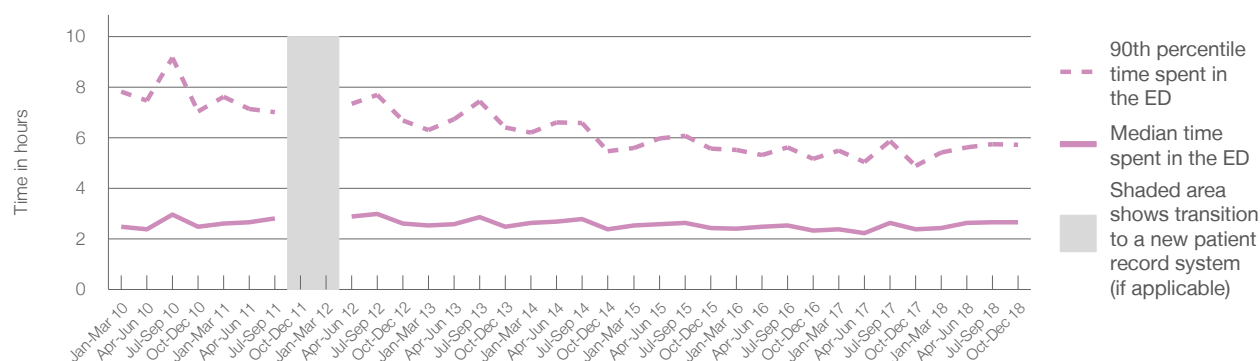
5 hours and 43 minutes

Same period last year	NSW (this period)
6,995	
6,995	
2 hours and 24 minutes	2 hours and 49 minutes
4 hours and 53 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 30m		2h 37m	2h 29m	2h 24m	2h 27m	2h 21m	2h 24m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 3m		6h 41m	6h 25m	5h 29m	5h 35m	5h 10m	4h 53m	5h 43m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

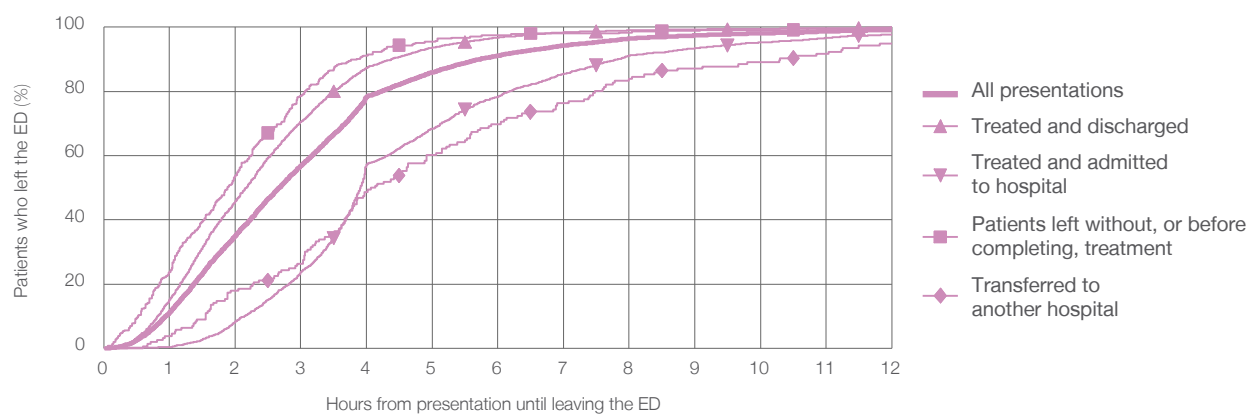
October to December 2018

All presentations:[†] 7,245 patients

Presentations used to calculate time to leaving the ED:[‡] 7,245 patients

		Same period last year	Change since one year ago
Treated and discharged	4,688 (64.7%)	4,733	-1.0%
Treated and admitted to hospital	2,019 (27.9%)	1,841	9.7%
Patient left without, or before completing, treatment	374 (5.2%)	266	40.6%
Transferred to another hospital	156 (2.2%)	150	4.0%
Other	8 (0.1%)	5	60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	15.1%	45.9%	70.5%	87.4%	96.8%	99.0%	99.6%	99.9%
Treated and admitted to hospital	0.3%	8.3%	23.6%	57.3%	78.4%	91.2%	95.3%	97.8%
Patient left without, or before completing, treatment	23.8%	53.7%	78.6%	91.2%	97.6%	98.4%	99.2%	100%
Transferred to another hospital	3.8%	17.9%	26.3%	48.7%	69.9%	84.0%	89.1%	94.9%
All presentations	11.2%	35.2%	56.9%	78.4%	91.1%	96.5%	98.1%	99.2%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 7,245 patients

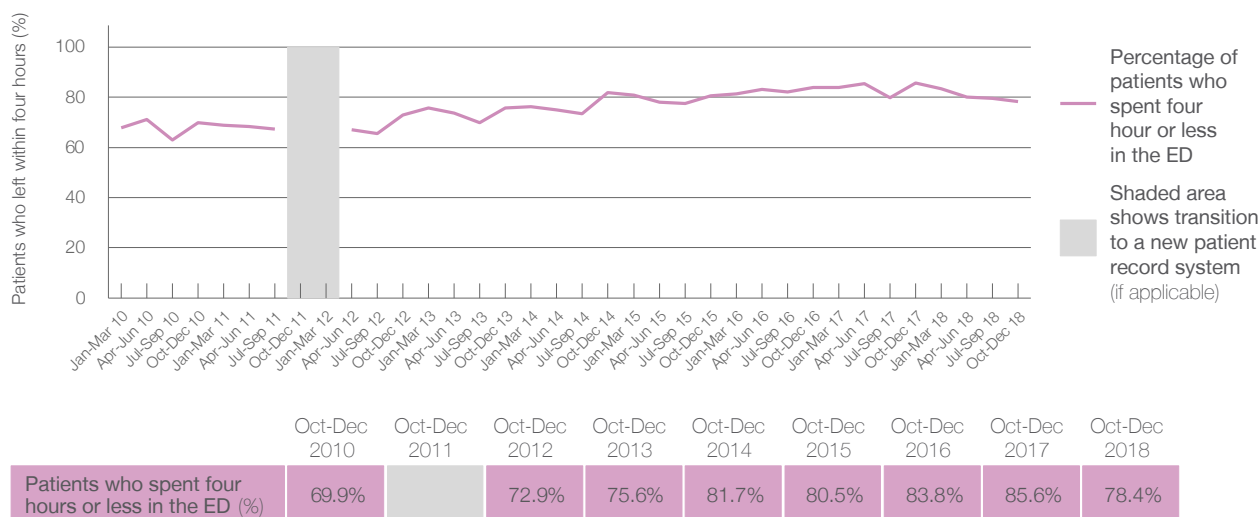
Presentations used to calculate time to leaving the ED: ⁶ 7,245 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,995	4%
6,995	4%
85.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Shellharbour Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,337 patients

Emergency presentations:² 8,080 patients

Same period last year	Change since one year ago
8,088	3%
7,838	3%

Shellharbour Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 897 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,949 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,970 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 239 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
796	
7 minutes	8 minutes
15 minutes	26 minutes
2,850	
23 minutes	20 minutes
99 minutes	72 minutes
3,900	
26 minutes	26 minutes
139 minutes	104 minutes
270	
29 minutes	23 minutes
122 minutes	104 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,336 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
8,087	3%
68%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

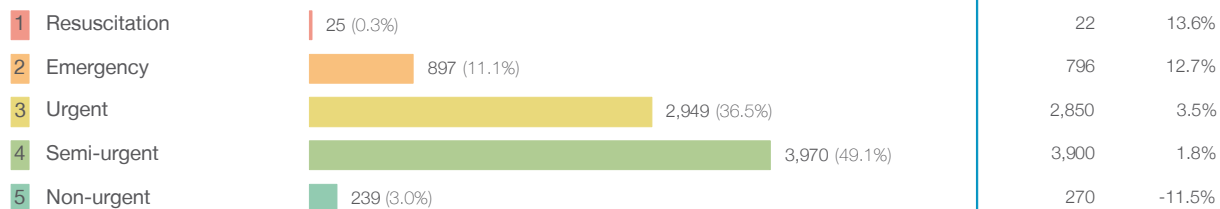
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Shellharbour Hospital: Patients presenting to the emergency department

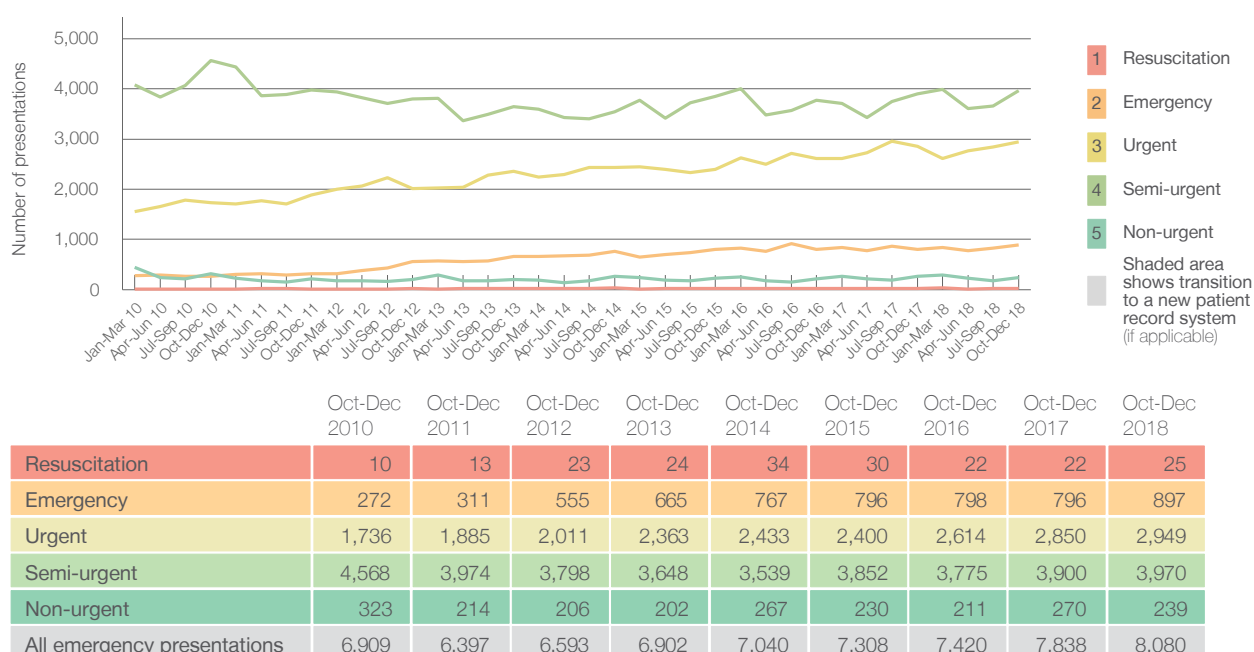
October to December 2018

All presentations:¹ 8,337 patients

Emergency presentations² by triage category: 8,080 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Shellharbour Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,878 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.

Shellharbour Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

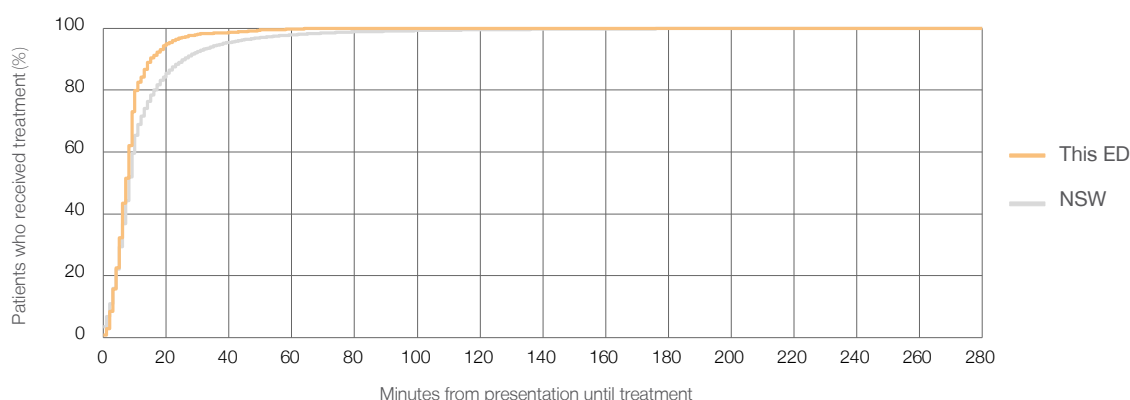
Number of triage 2 patients: 897

Number of triage 2 patients used to calculate waiting time:³ 895

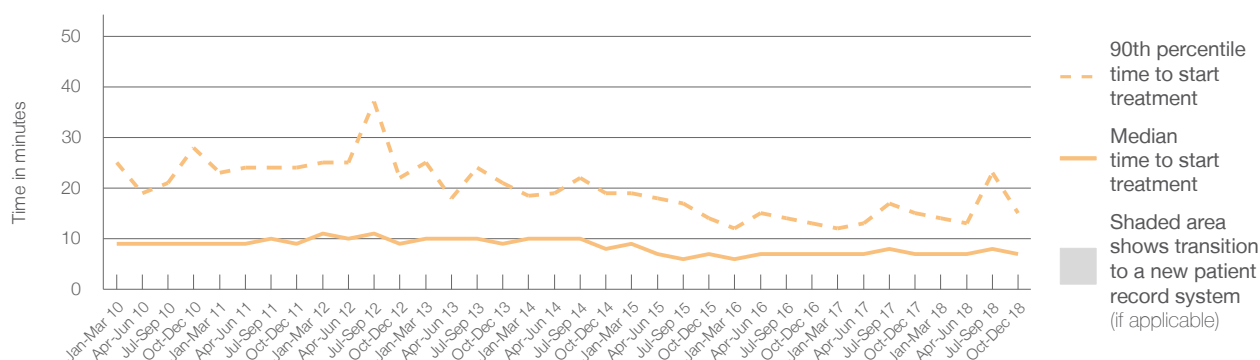
Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
796	
794	
7 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	9	9	8	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	28	24	22	21	19	14	13	15	15

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,949

Number of triage 3 patients used to calculate waiting time: ³ 2,886

Median time to start treatment ⁴

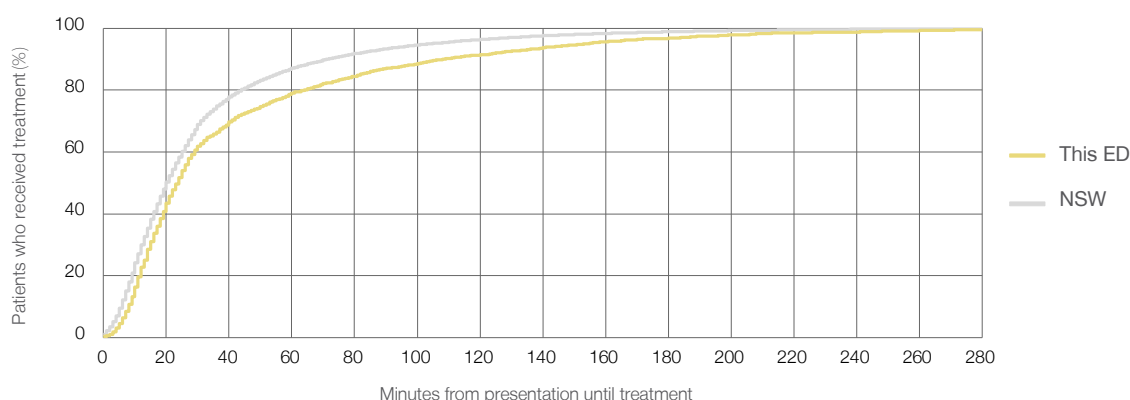
24 minutes

90th percentile time to start treatment ⁵

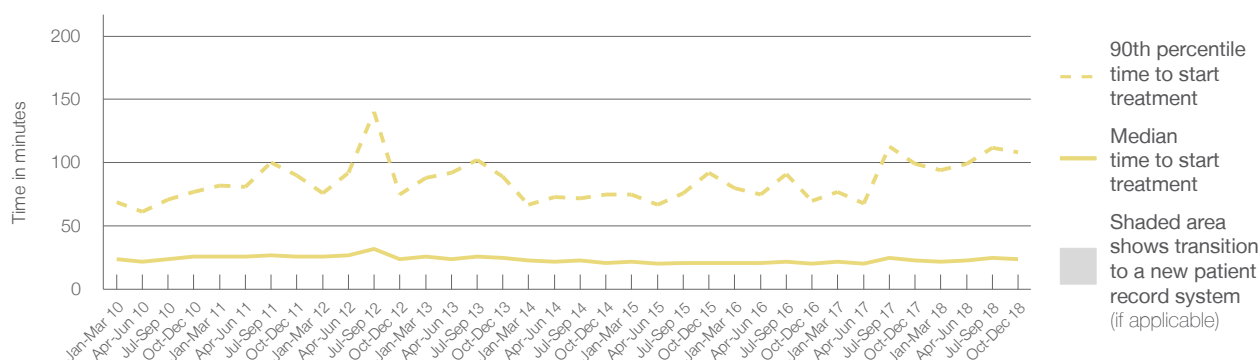
108 minutes

Same period last year	NSW (this period)
2,850	
2,799	
23 minutes	20 minutes
99 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	26	24	25	21	21	20	23	24
90th percentile time to start treatment ⁵ (minutes)	77	90	75	89	75	92	70	99	108

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,970

Number of triage 4 patients used to calculate waiting time:³ 3,658

Median time to start treatment⁴

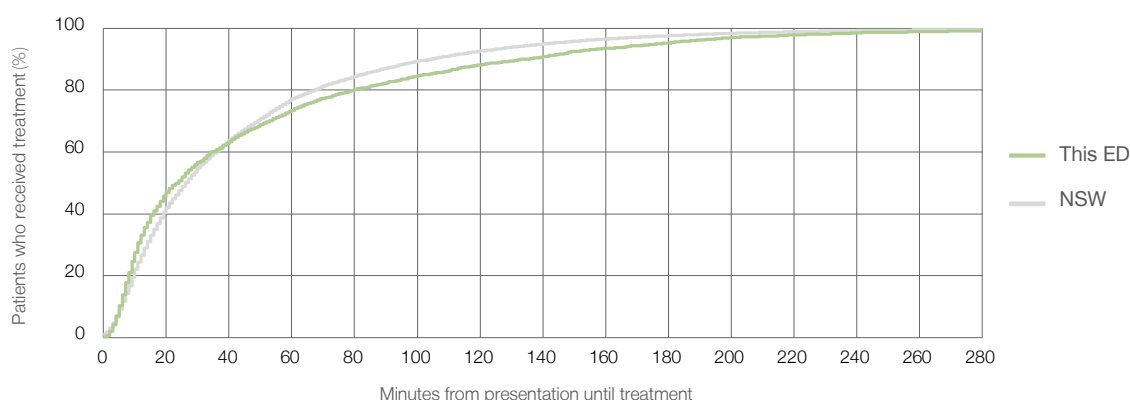
24 minutes

90th percentile time to start treatment⁵

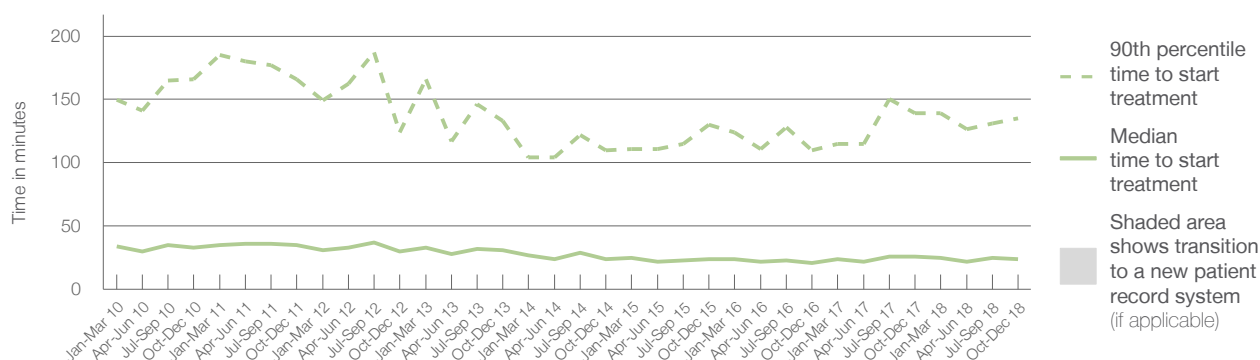
135 minutes

Same period last year	NSW (this period)
3,900	
3,581	
26 minutes	26 minutes
139 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33	35	30	31	24	24	21	26	24
90th percentile time to start treatment ⁵ (minutes)	166	166	124	133	110	130	110	139	135

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 239

Number of triage 5 patients used to calculate waiting time:³ 188

Median time to start treatment⁴

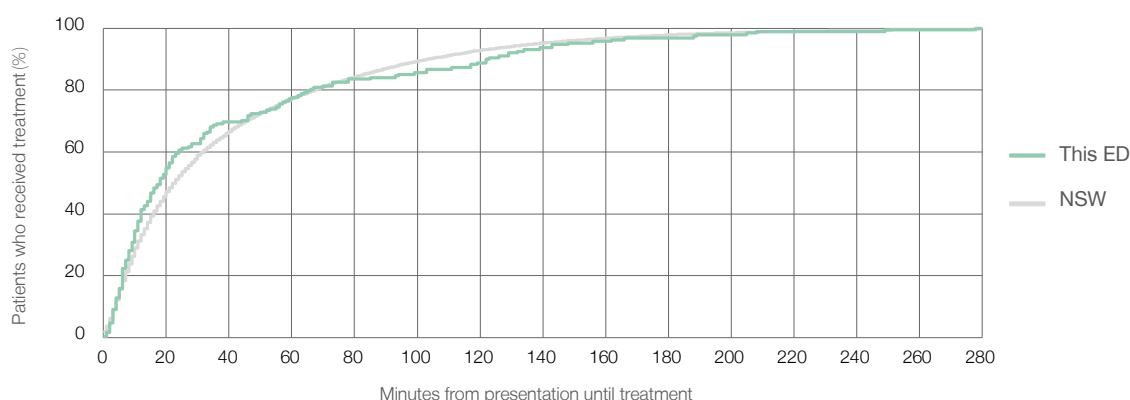
18 minutes

90th percentile time to start treatment⁵

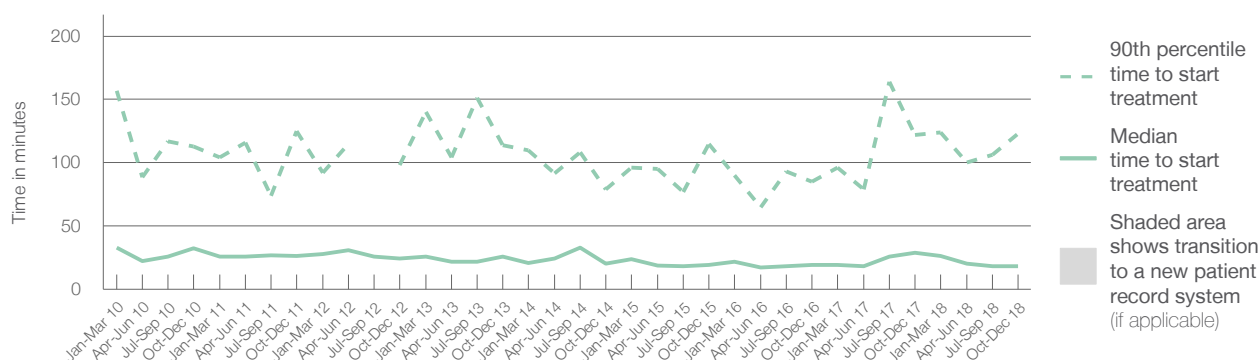
123 minutes

Same period last year	NSW (this period)
270	
199	
29 minutes	23 minutes
122 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33	27	25	26	20	19	19	29	18
90th percentile time to start treatment ⁵ (minutes)	113	125	98	114	79	115	85	122	123

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,337 patients

Presentations used to calculate time to leaving the ED:⁶ 8,336 patients

Median time spent in the ED⁸

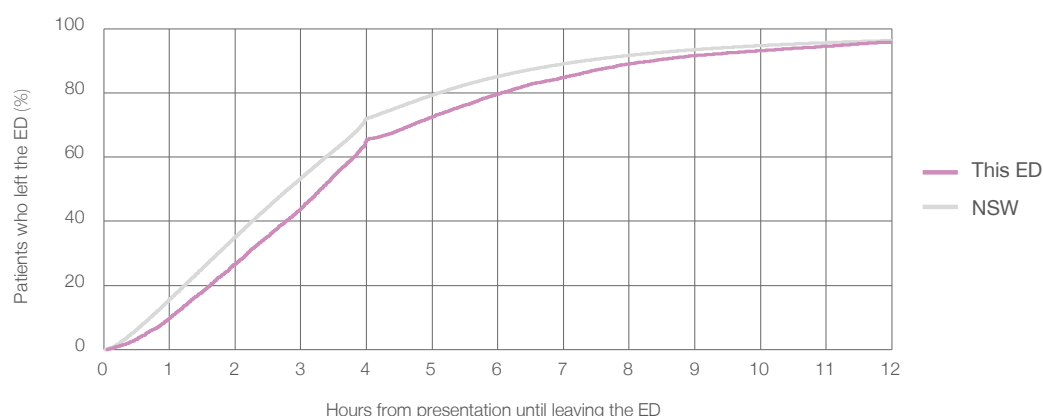
3 hours and 19 minutes

90th percentile time spent in the ED⁹

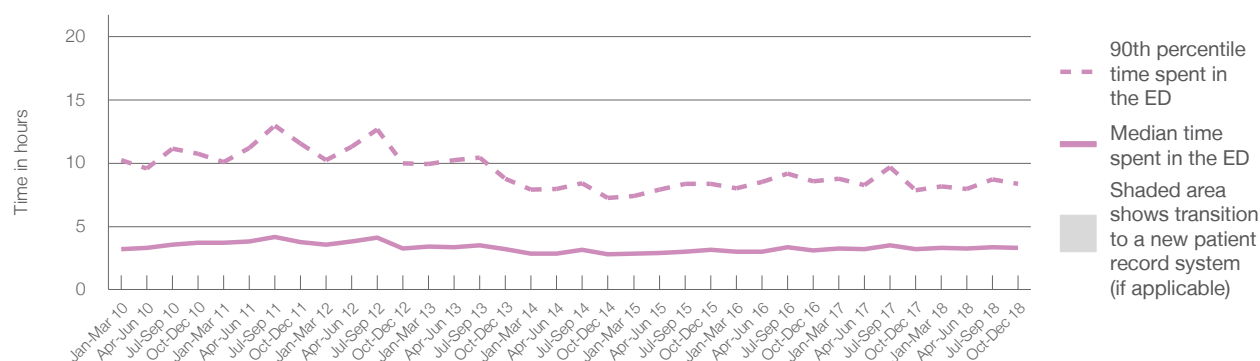
8 hours and 23 minutes

Same period last year	NSW (this period)
8,088	
8,087	
3 hours and 14 minutes	2 hours and 49 minutes
7 hours and 52 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 42m	3h 47m	3h 15m	3h 11m	2h 49m	3h 9m	3h 7m	3h 14m	3h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 46m	11h 33m	10h 0m	8h 46m	7h 16m	8h 22m	8h 33m	7h 52m	8h 23m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients spent in the ED

By mode of separation

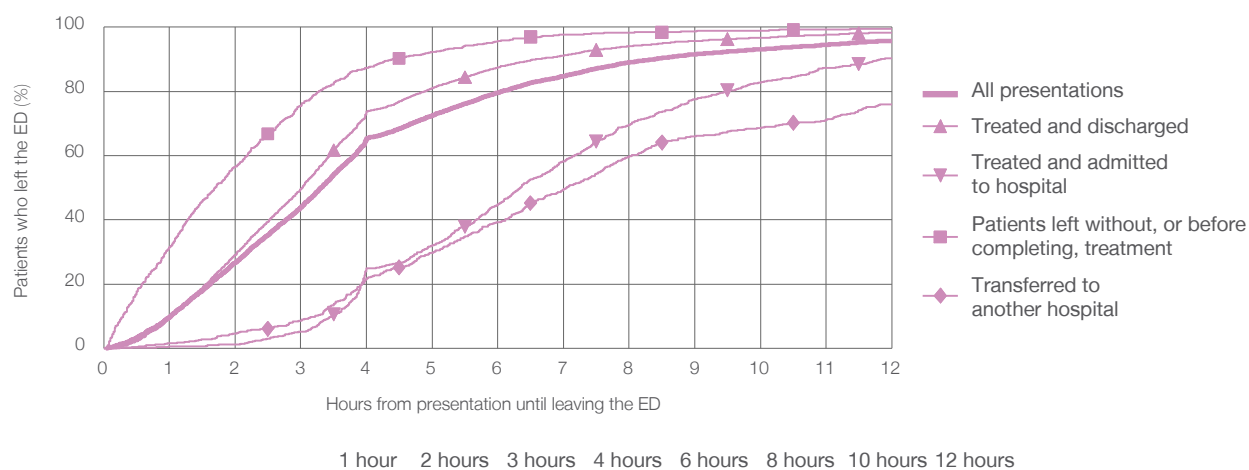
October to December 2018

All presentations:[†] 8,337 patients

Presentations used to calculate time to leaving the ED:[‡] 8,336 patients

		Same period last year	Change since one year ago
		8,087	3%
Treated and discharged	5,972 (71.6%)	5,971	0.0%
Treated and admitted to hospital	919 (11.0%)	731	25.7%
Patient left without, or before completing, treatment	764 (9.2%)	755	1.2%
Transferred to another hospital	672 (8.1%)	624	7.7%
Other	10 (0.1%)	7	42.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.2%	29.2%	49.7%	73.7%	87.5%	94.1%	96.7%	98.4%
Treated and admitted to hospital	0.5%	1.2%	5.2%	24.8%	44.8%	69.5%	82.8%	90.3%
Patient left without, or before completing, treatment	31.5%	56.5%	75.7%	87.3%	95.7%	98.3%	99.0%	99.5%
Transferred to another hospital	1.5%	4.5%	8.6%	21.7%	39.3%	59.8%	68.6%	75.9%
All presentations	9.7%	26.7%	43.9%	65.4%	79.7%	89.0%	93.1%	95.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 8,337 patients

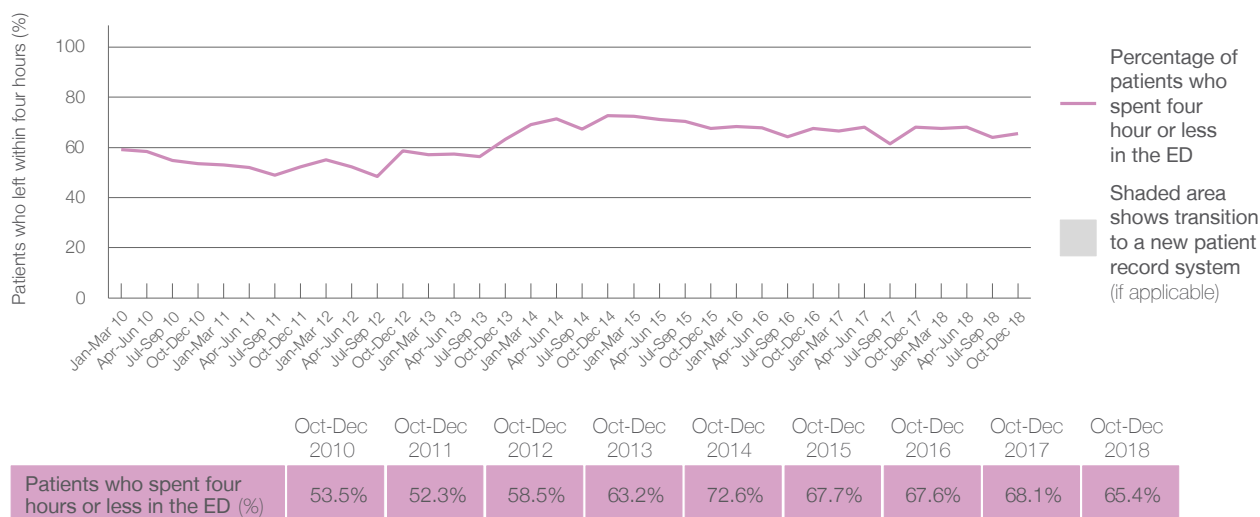
Presentations used to calculate time to leaving the ED: ⁶ 8,336 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
8,088	3%
8,087	3%
68.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

South East Regional Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,024 patients

Emergency presentations:² 4,761 patients

Same period last year	Change since one year ago
4,626	9%
4,401	8%

South East Regional Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 494 patients

Median time to start treatment ⁴ 10 minutes
90th percentile time to start treatment ⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,523 patients

Median time to start treatment ⁴ 23 minutes
90th percentile time to start treatment ⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,906 patients

Median time to start treatment ⁴ 36 minutes
90th percentile time to start treatment ⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 822 patients

Median time to start treatment ⁴ 38 minutes
90th percentile time to start treatment ⁵ 140 minutes

Same period last year	NSW (this period)
479	
8 minutes	8 minutes
19 minutes	26 minutes
1,450	
19 minutes	20 minutes
57 minutes	72 minutes
1,879	
29 minutes	26 minutes
123 minutes	104 minutes
572	
30 minutes	23 minutes
135 minutes	104 minutes

South East Regional Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED: ⁶ 5,023 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
4,626	9%
73%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

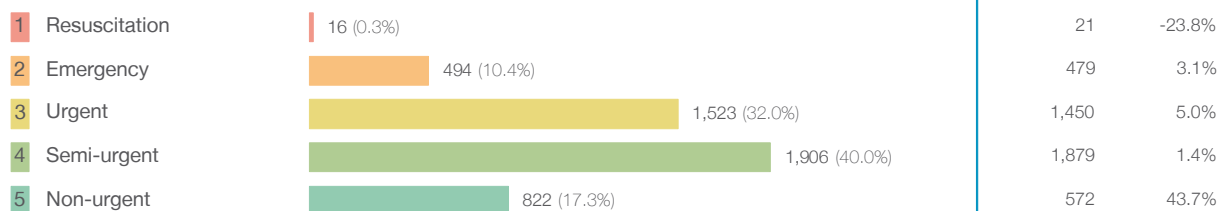
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

South East Regional Hospital: Patients presenting to the emergency department

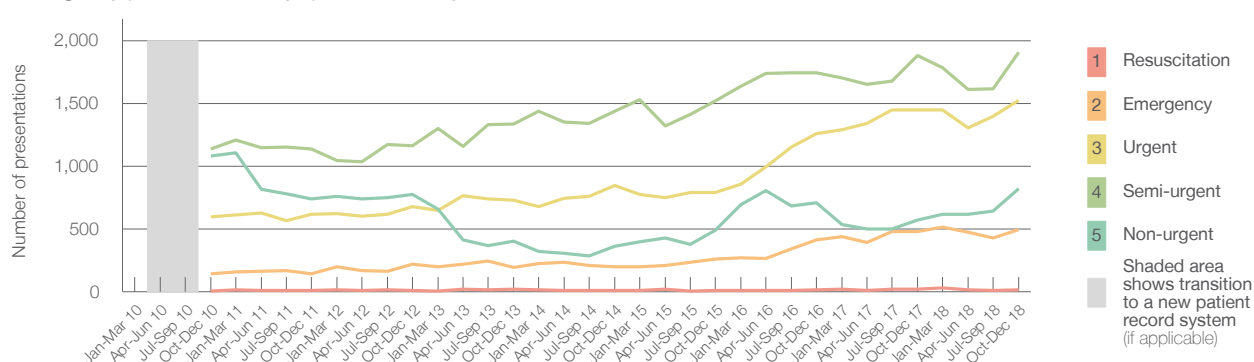
October to December 2018

All presentations:¹ 5,024 patients

Emergency presentations² by triage category: 4,761 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	7	8	19	12	9	14	21	16
Emergency	146	141	218	194	198	259	414	479	494
Urgent	598	619	678	728	848	788	1,258	1,450	1,523
Semi-urgent	1,136	1,136	1,163	1,337	1,436	1,521	1,745	1,879	1,906
Non-urgent	1,079	737	776	402	359	488	706	572	822
All emergency presentations	2,959	2,640	2,843	2,680	2,853	3,065	4,137	4,401	4,761

South East Regional Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 978 patients

ED Transfer of care time



Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 494

Number of triage 2 patients used to calculate waiting time:³ 492

Median time to start treatment⁴

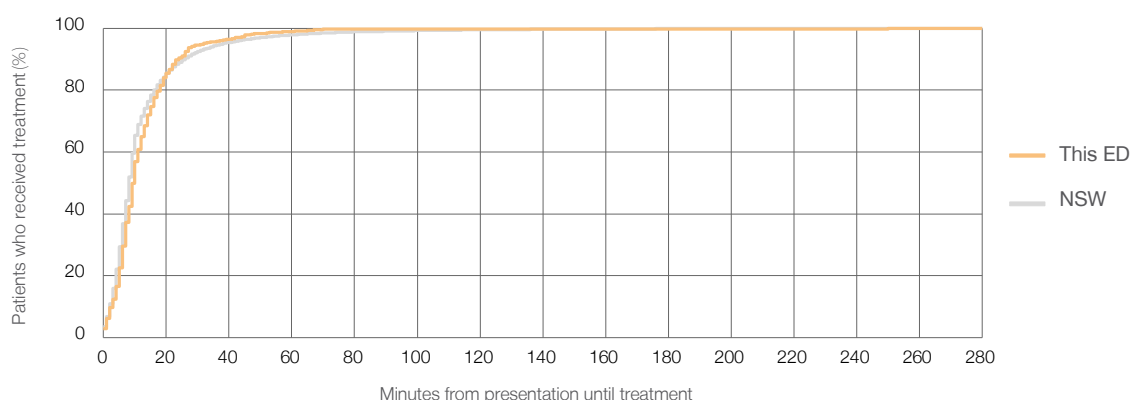
10 minutes

90th percentile time to start treatment⁵

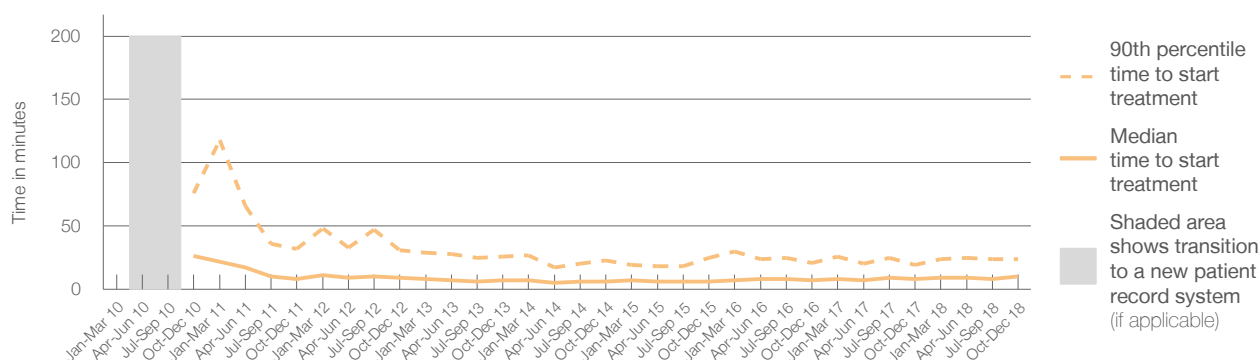
24 minutes

Same period last year	NSW (this period)
479	
478	
8 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	8	9	7	6	6	7	8	10
90th percentile time to start treatment ⁵ (minutes)	76	32	31	26	23	25	21	19	24

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,523

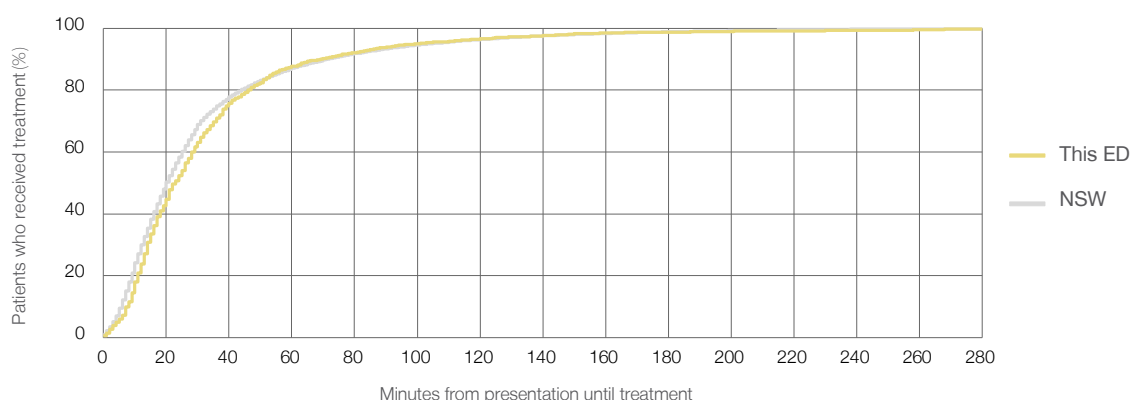
Number of triage 3 patients used to calculate waiting time:³ 1,502

Median time to start treatment⁴ 23 minutes

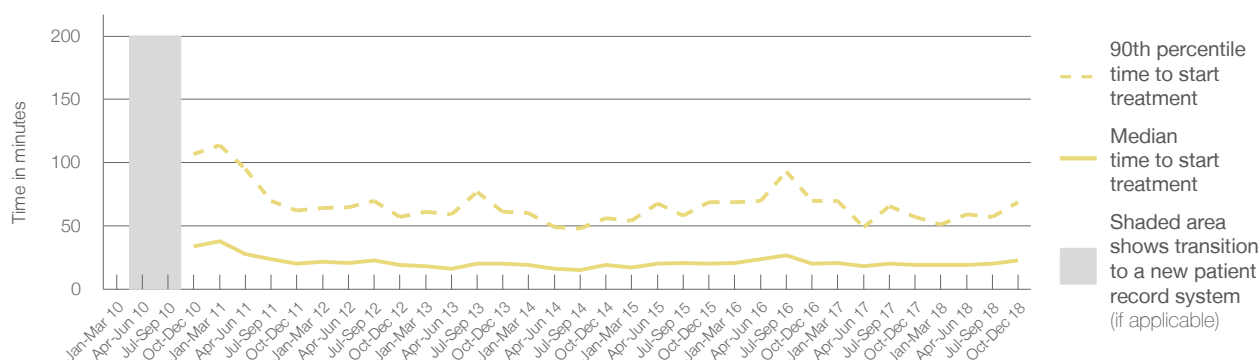
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,450	
1,427	
19 minutes	20 minutes
57 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	34	20	19	20	19	20	20	19	23
90th percentile time to start treatment ⁵ (minutes)	107	62	57	61	56	69	70	57	69

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,906

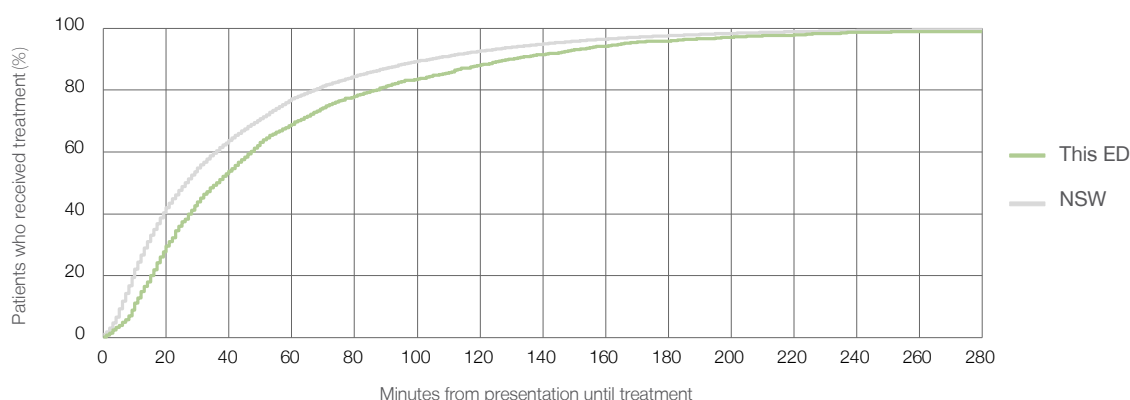
Number of triage 4 patients used to calculate waiting time:³ 1,761

Median time to start treatment⁴ 36 minutes

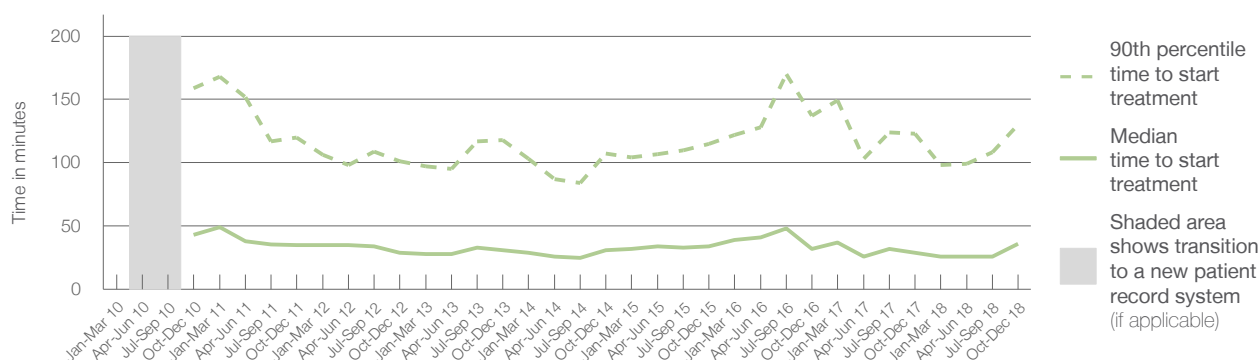
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
1,879	
1,793	
29 minutes	26 minutes
123 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	35	29	31	31	34	32	29	36
90th percentile time to start treatment ⁵ (minutes)	159	120	101	118	107	115	137	123	130

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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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.

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South East Regional Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 822

Number of triage 5 patients used to calculate waiting time: ³ 711

Median time to start treatment ⁴

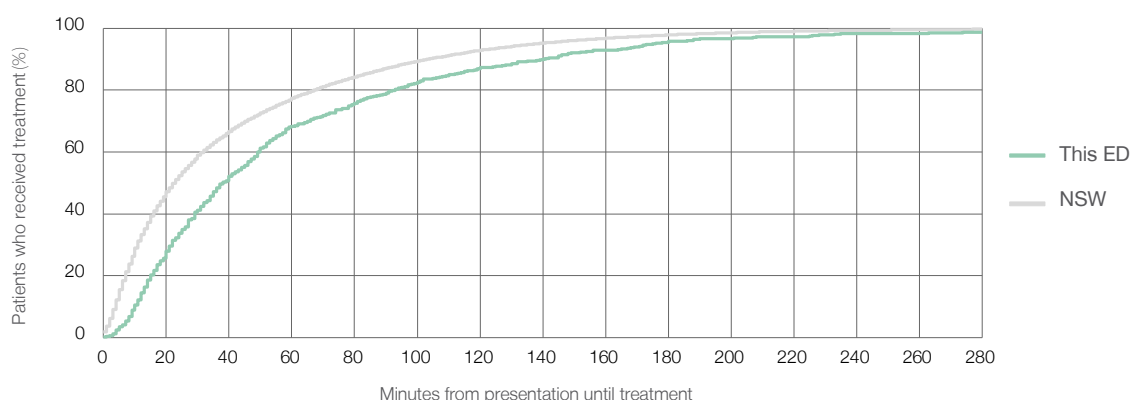
38 minutes

90th percentile time to start treatment ⁵

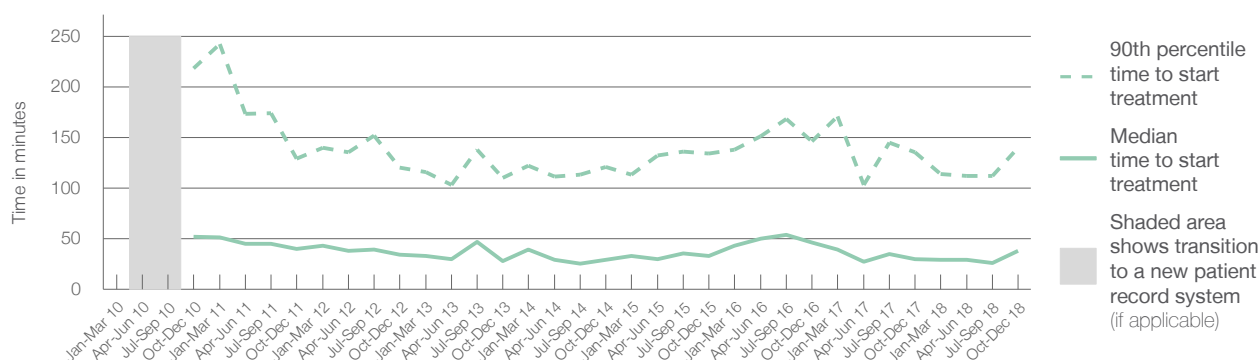
140 minutes

Same period last year	NSW (this period)
572	
493	
30 minutes	23 minutes
135 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	52	40	34	28	29	33	46	30	38
90th percentile time to start treatment ⁵ (minutes)	218	129	120	110	121	134	146	135	140

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,024 patients

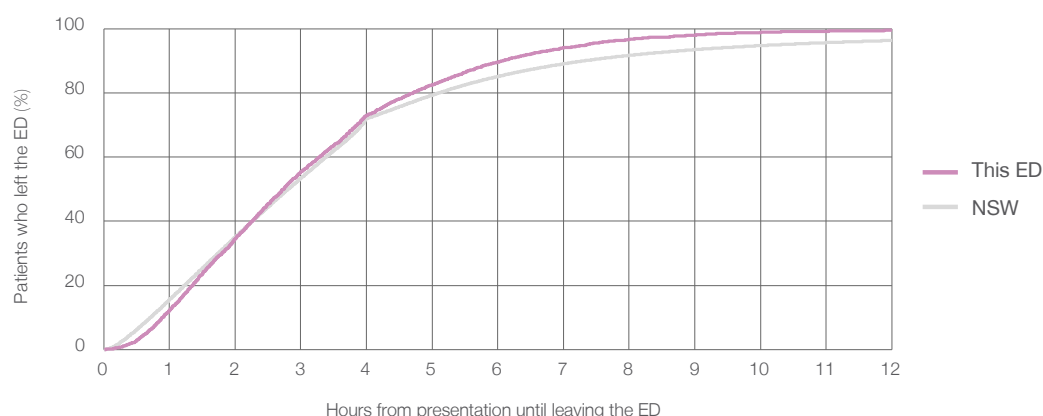
Presentations used to calculate time to leaving the ED:⁶ 5,023 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

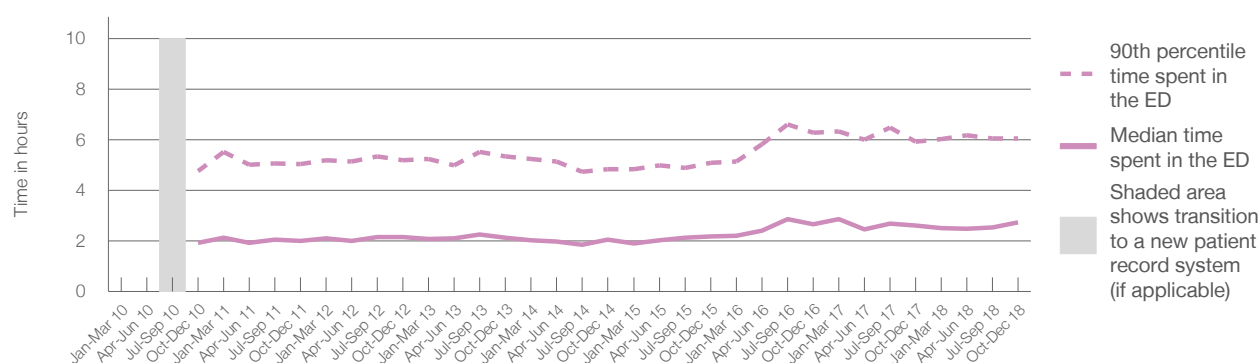
90th percentile time spent in the ED⁹ 6 hours and 4 minutes

Same period last year	NSW (this period)
4,626	
4,626	
2 hours and 37 minutes	2 hours and 49 minutes
5 hours and 56 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 56m	2h 1m	2h 9m	2h 8m	2h 3m	2h 11m	2h 40m	2h 37m	2h 44m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 46m	5h 2m	5h 12m	5h 21m	4h 51m	5h 6m	6h 17m	5h 56m	6h 4m

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

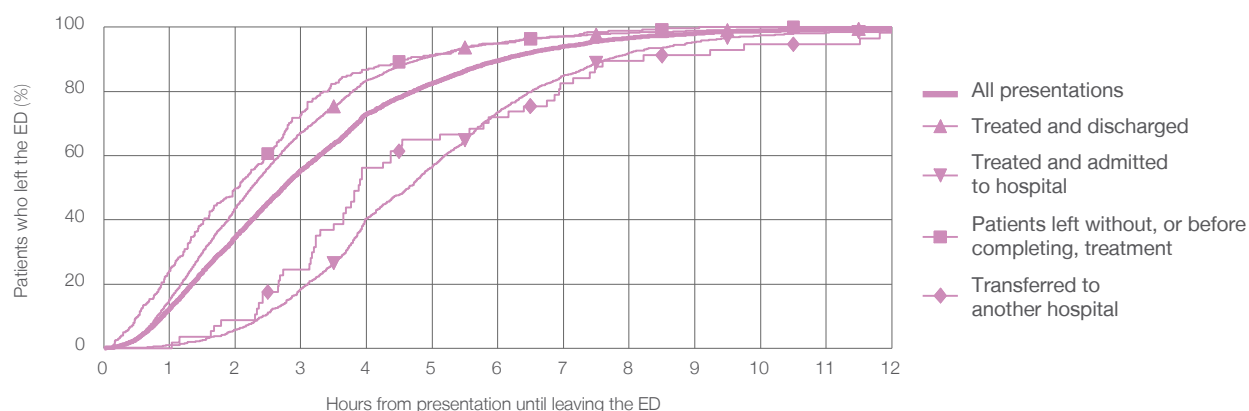
All presentations:[†] 5,024 patients

Presentations used to calculate time to leaving the ED:[‡] 5,023 patients

Treated and discharged	3,461 (68.9%)
Treated and admitted to hospital	1,205 (24.0%)
Patient left without, or before completing, treatment	279 (5.6%)
Transferred to another hospital	57 (1.1%)
Other	22 (0.4%)

Same period last year	Change since one year ago
4,626	9%
3,334	3.8%
1,055	14.2%
170	64.1%
54	5.6%
13	69.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	15.1%	43.6%	67.1%	83.5%	95.0%	98.2%	99.3%	99.7%
Treated and admitted to hospital	0.9%	5.7%	18.5%	40.5%	73.6%	92.1%	97.4%	98.8%
Patient left without, or before completing, treatment	24.0%	49.8%	72.8%	86.7%	95.0%	98.9%	100%	100%
Transferred to another hospital	0%	8.8%	24.6%	56.1%	71.9%	89.5%	94.7%	98.2%
All presentations	12.3%	34.6%	55.4%	73.1%	89.6%	96.7%	98.8%	99.5%

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 5,024 patients

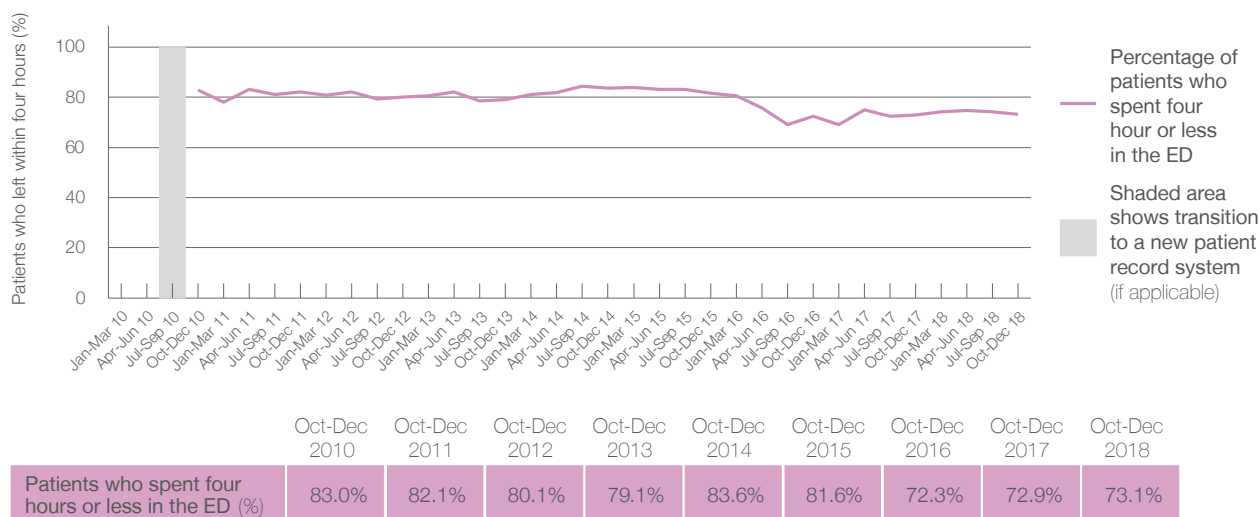
Presentations used to calculate time to leaving the ED: ⁶ 5,023 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,626	9%
4,626	9%
72.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Ballina District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,576 patients

Emergency presentations:² 4,321 patients

Same period last year	Change since one year ago
4,605	-1%
4,314	0%

Ballina District Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 360 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,277 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,335 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 338 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
327	
8 minutes	8 minutes
27 minutes	26 minutes
1,299	
21 minutes	20 minutes
54 minutes	72 minutes
2,343	
22 minutes	26 minutes
90 minutes	104 minutes
334	
23 minutes	23 minutes
95 minutes	104 minutes

Ballina District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,576 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
4,605	-1%
76%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

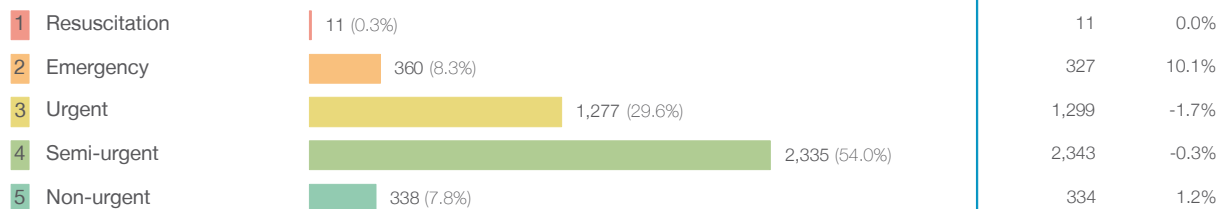
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Ballina District Hospital: Patients presenting to the emergency department

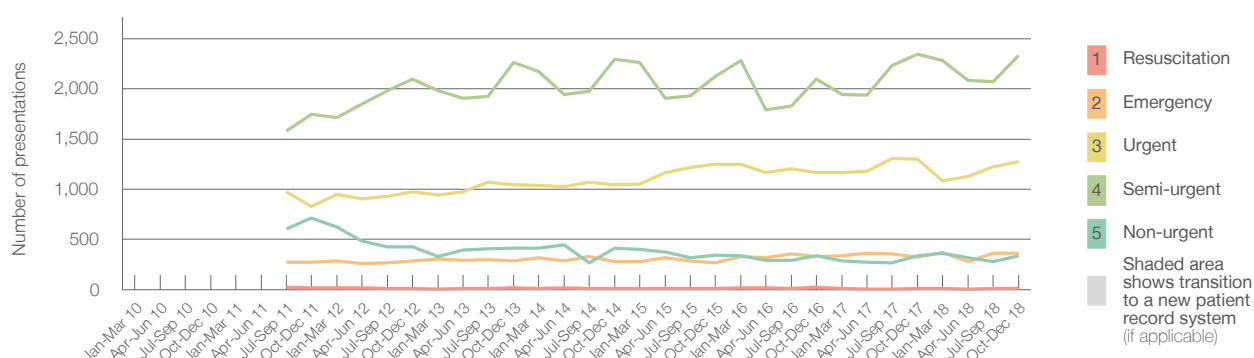
October to December 2018

All presentations:¹ 4,576 patients

Emergency presentations² by triage category: 4,321 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		16	13	21	12	12	23	11	11
Emergency		275	286	285	281	268	332	327	360
Urgent		830	977	1,044	1,046	1,250	1,163	1,299	1,277
Semi-urgent		1,745	2,096	2,262	2,292	2,125	2,094	2,343	2,335
Non-urgent		712	425	415	415	343	336	334	338
All emergency presentations		3,578	3,797	4,027	4,046	3,998	3,948	4,314	4,321

Ballina District Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 416 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Ballina District Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 360

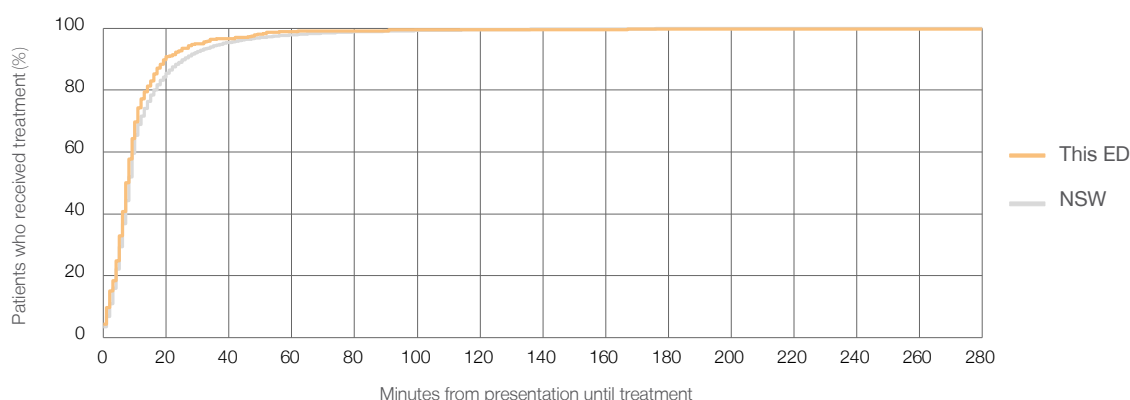
Number of triage 2 patients used to calculate waiting time:³ 359

Median time to start treatment⁴ 7 minutes

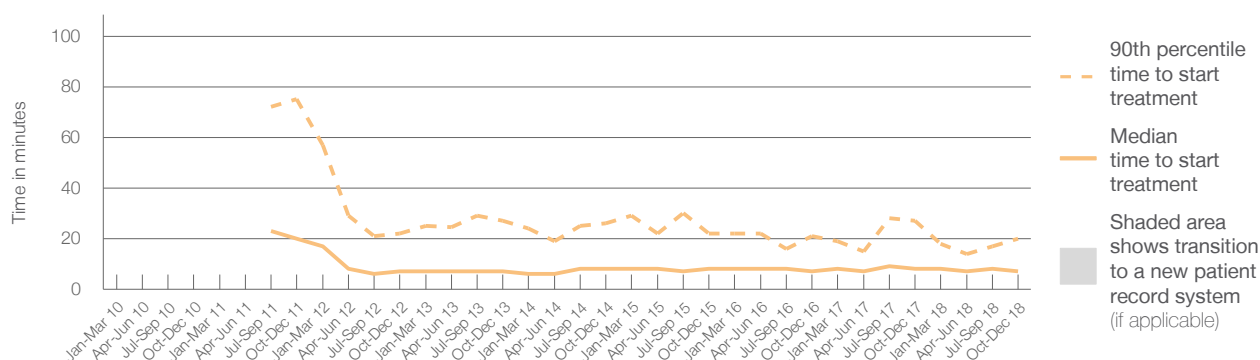
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
327	
325	
8 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		20	7	7	8	8	7	8	7
90th percentile time to start treatment ⁵ (minutes)		75	22	27	26	22	21	27	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Ballina District Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,277

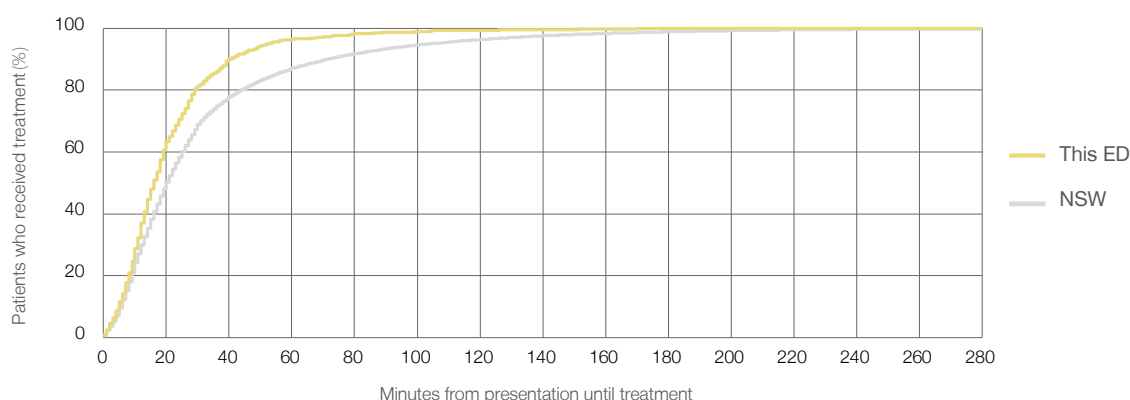
Number of triage 3 patients used to calculate waiting time: ³ 1,268

Median time to start treatment ⁴ 16 minutes

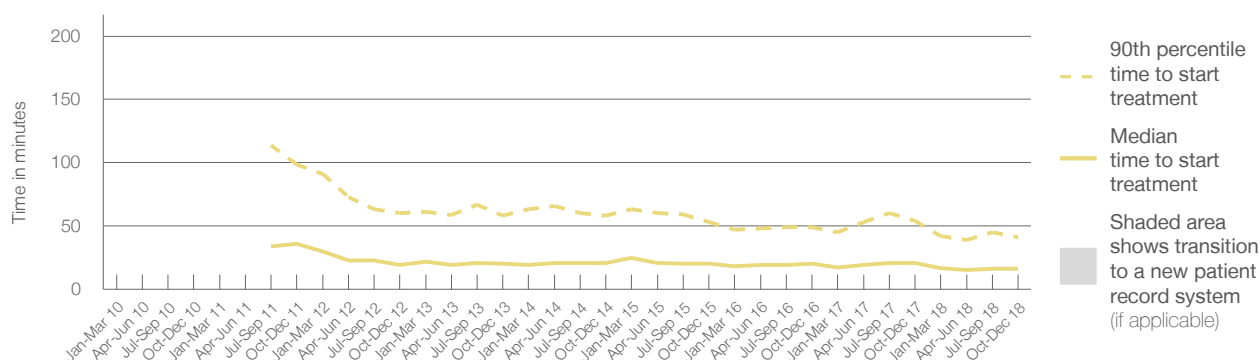
90th percentile time to start treatment ⁵ 41 minutes

Same period last year	NSW (this period)
1,299	
1,272	
21 minutes	20 minutes
54 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		36	19	20	21	20	20	21	16
90th percentile time to start treatment ⁵ (minutes)		99	60	58	58	53	49	54	41

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,335

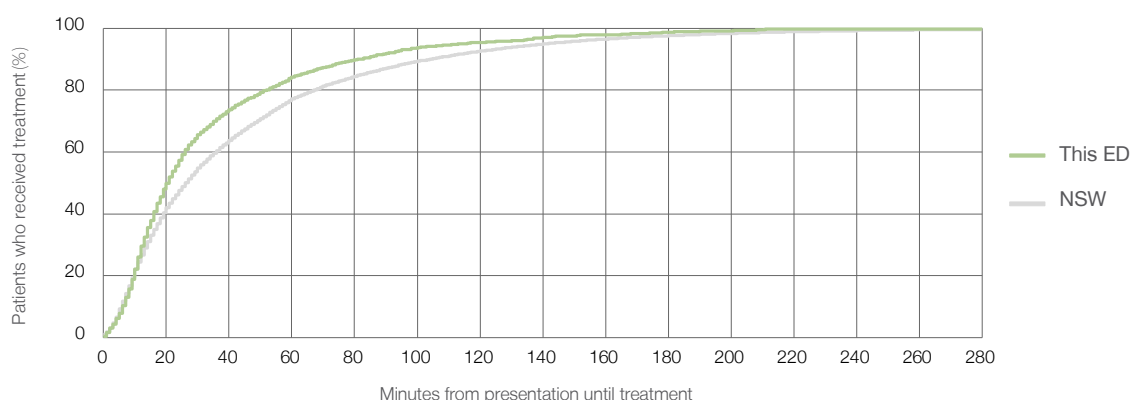
Number of triage 4 patients used to calculate waiting time:³ 2,218

Median time to start treatment⁴ 21 minutes

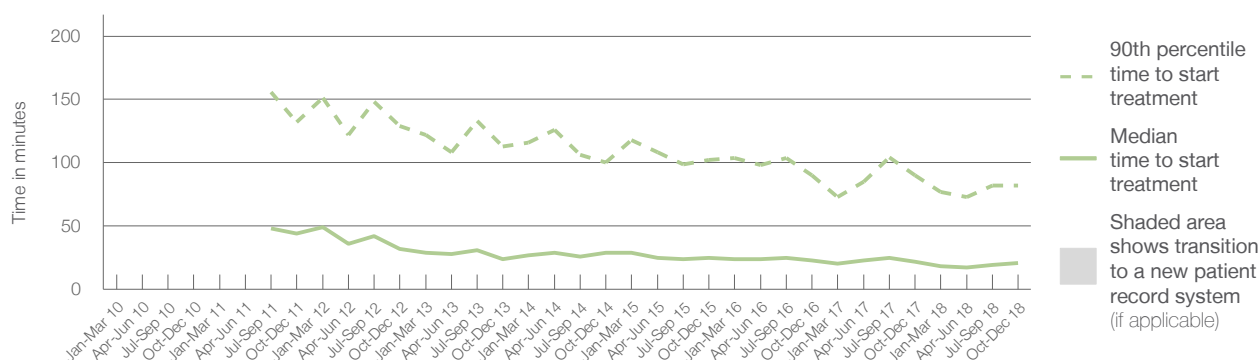
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
2,343	
2,149	
22 minutes	26 minutes
90 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		44	32	24	29	25	23	22	21
90th percentile time to start treatment ⁵ (minutes)		132	129	113	100	102	90	90	82

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 338

Number of triage 5 patients used to calculate waiting time:³ 277

Median time to start treatment⁴

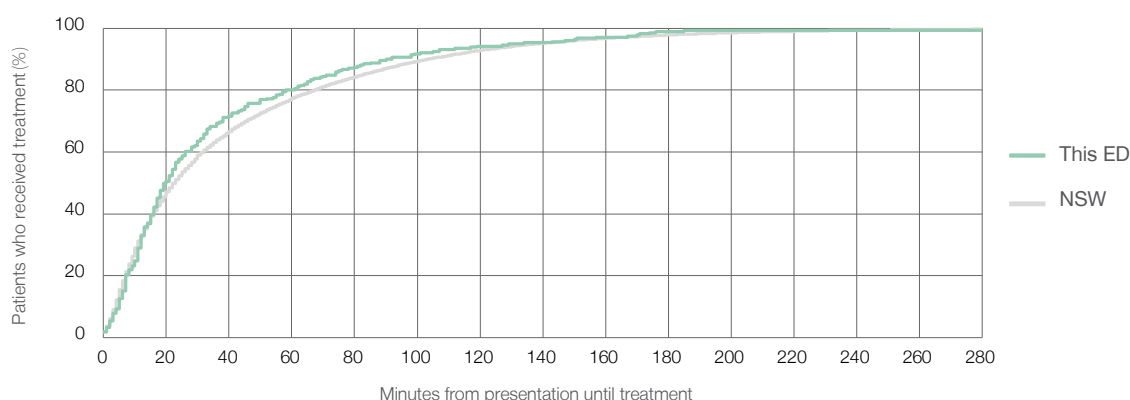
20 minutes

90th percentile time to start treatment⁵

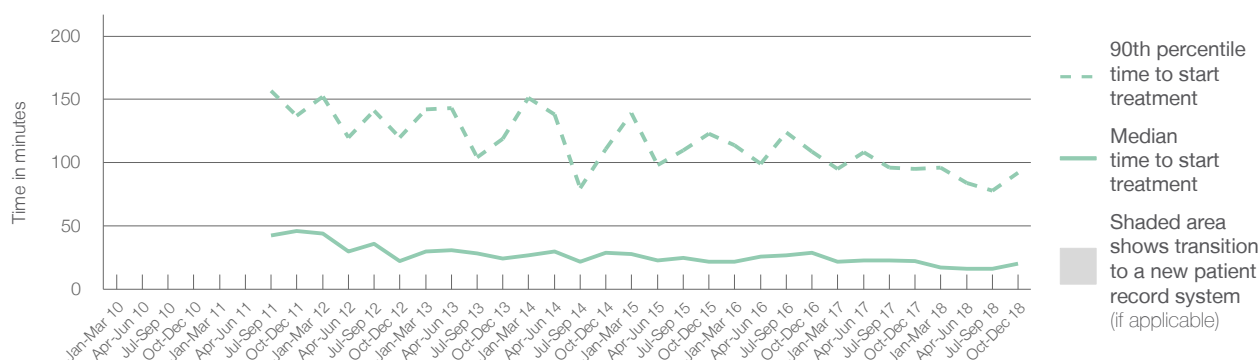
92 minutes

Same period last year	NSW (this period)
334	
212	
23 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		46	23	25	29	22	29	23	20
90th percentile time to start treatment ⁵ (minutes)		137	120	119	111	123	109	95	92

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 4,576 patients

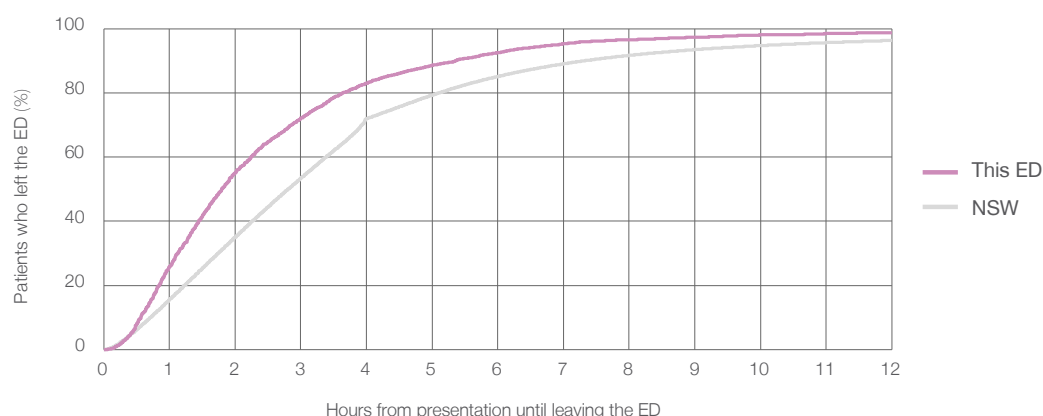
Presentations used to calculate time to leaving the ED:⁶ 4,576 patients

Median time spent in the ED⁸ 1 hours and 48 minutes

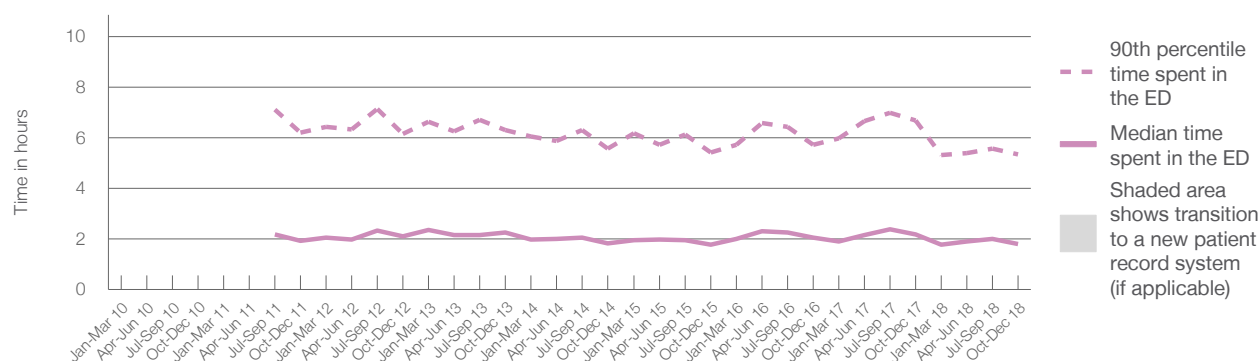
90th percentile time spent in the ED⁹ 5 hours and 21 minutes

Same period last year	NSW (this period)
4,605	
4,605	
2 hours and 11 minutes	2 hours and 49 minutes
6 hours and 41 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)		1h 56m	2h 6m	2h 16m	1h 50m	1h 47m	2h 4m	2h 11m	1h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)		6h 13m	6h 10m	6h 18m	5h 34m	5h 25m	5h 44m	6h 41m	5h 21m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

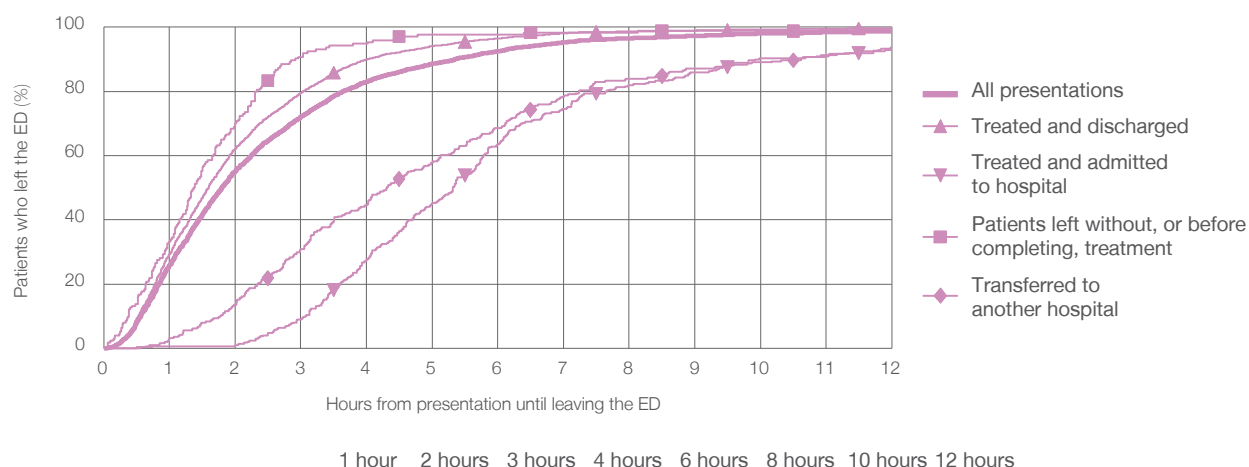
All presentations:[†] 4,576 patients

Presentations used to calculate time to leaving the ED:[‡] 4,576 patients

Treated and discharged	3,792 (82.9%)
Treated and admitted to hospital	299 (6.5%)
Patient left without, or before completing, treatment	174 (3.8%)
Transferred to another hospital	311 (6.8%)
Other	0 (0%)

Same period last year	Change since one year ago
4,605	-1%
3,718	2.0%
337	-11.3%
216	-19.4%
325	-4.3%
9	-100.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



Treated and discharged	29.4%	62.3%	79.6%	89.9%	96.5%	98.7%	99.3%	99.7%
Treated and admitted to hospital	0.7%	1.0%	9.0%	27.8%	63.5%	81.9%	90.3%	93.6%
Patient left without, or before completing, treatment	33.3%	70.1%	90.8%	94.8%	97.7%	98.3%	98.9%	99.4%
Transferred to another hospital	3.2%	13.5%	30.9%	44.7%	68.5%	83.9%	89.1%	92.9%
All presentations	25.9%	55.2%	72.1%	83.0%	92.5%	96.6%	98.0%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 4,576 patients

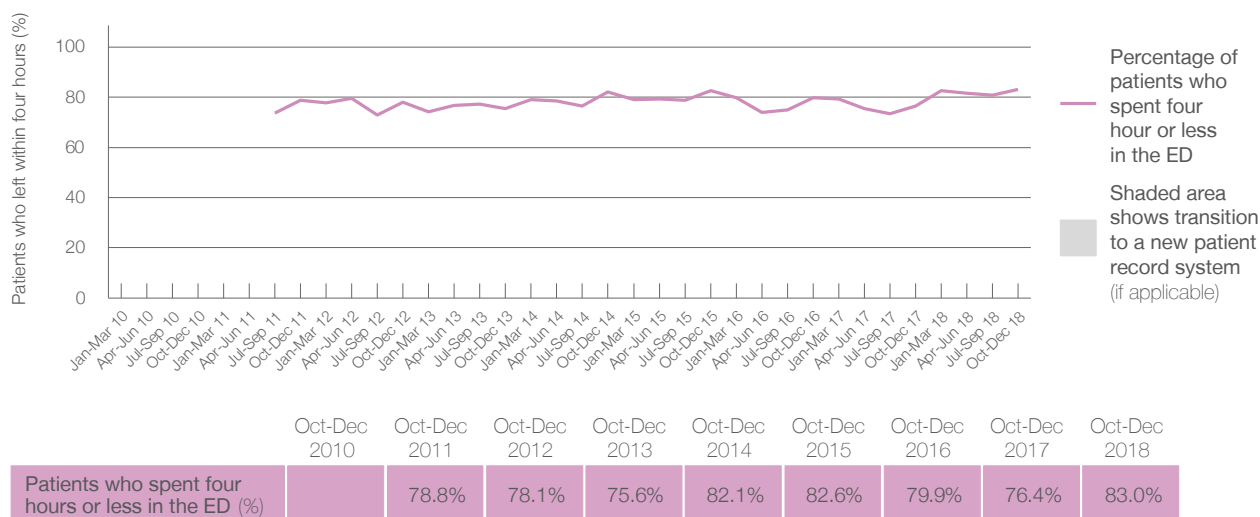
Presentations used to calculate time to leaving the ED: ⁶ 4,576 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,605	-1%
4,605	-1%
76.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Batemans Bay District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,044 patients

Emergency presentations:² 4,924 patients

Same period last year	Change since one year ago
4,676	8%
4,534	9%

Batemans Bay District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 456 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,264 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,426 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 762 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
398	
8 minutes	8 minutes
28 minutes	26 minutes
1,239	
22 minutes	20 minutes
68 minutes	72 minutes
2,257	
27 minutes	26 minutes
96 minutes	104 minutes
622	
21 minutes	23 minutes
72 minutes	104 minutes

Batemans Bay District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,043 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
4,676	8%
88%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

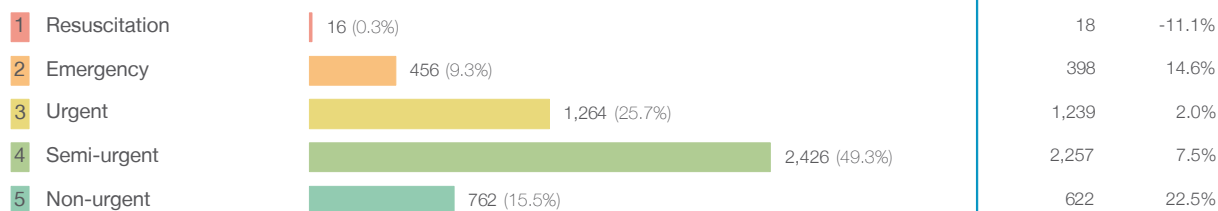
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Batemans Bay District Hospital: Patients presenting to the emergency department

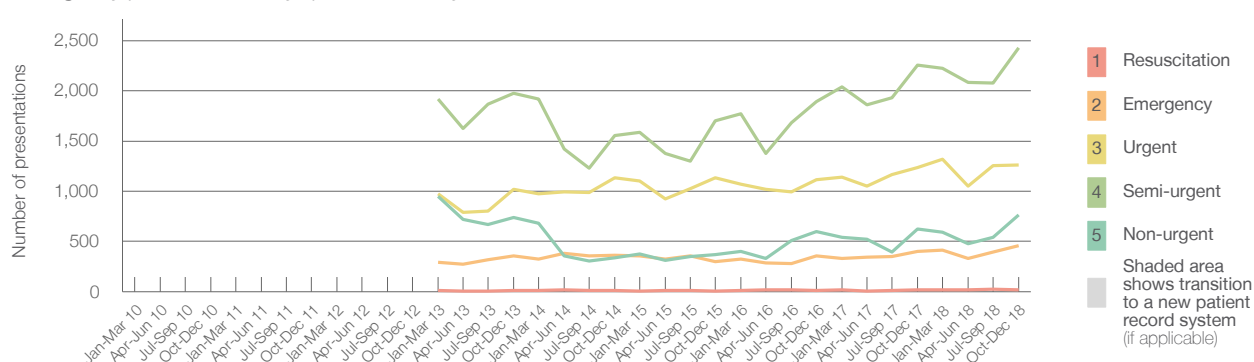
October to December 2018

All presentations:¹ 5,044 patients

Emergency presentations² by triage category: 4,924 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation				14	11	8	9	18	16
Emergency				358	361	296	359	398	456
Urgent				1,017	1,133	1,134	1,117	1,239	1,264
Semi-urgent				1,978	1,556	1,703	1,891	2,257	2,426
Non-urgent				740	339	370	600	622	762
All emergency presentations				4,107	3,400	3,511	3,976	4,534	4,924

Batemans Bay District Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 472 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Batemans Bay District Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 456

Number of triage 2 patients used to calculate waiting time:³ 450

Median time to start treatment⁴

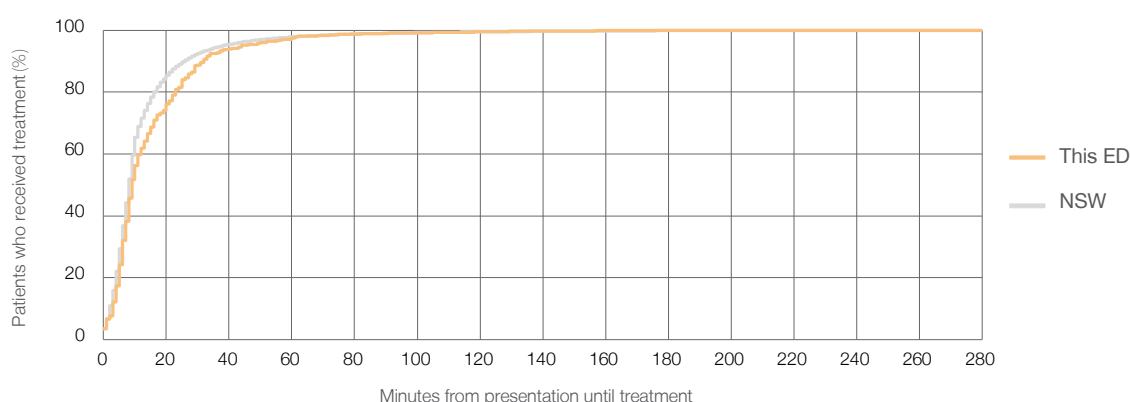
9 minutes

90th percentile time to start treatment⁵

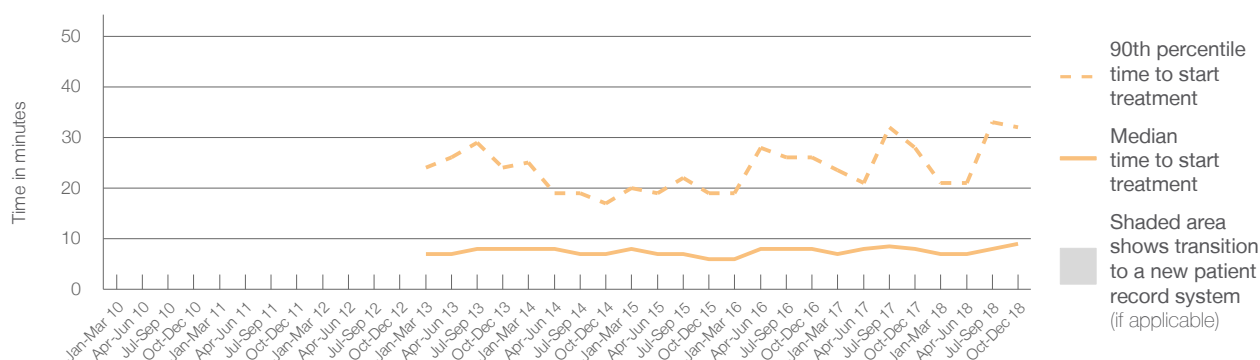
32 minutes

Same period last year	NSW (this period)
398	
395	
8 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				8	7	6	8	8	9
90th percentile time to start treatment ⁵ (minutes)				24	17	19	26	28	32

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Batemans Bay District Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,264

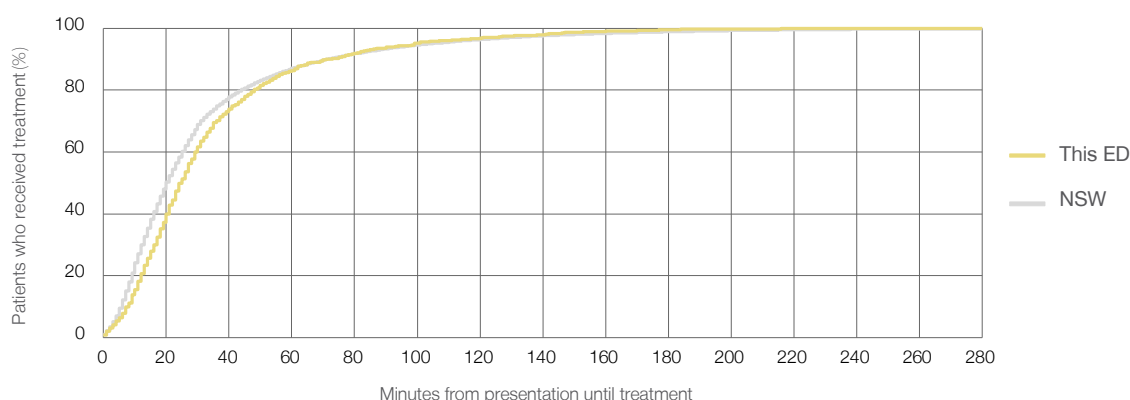
Number of triage 3 patients used to calculate waiting time:³ 1,197

Median time to start treatment⁴ 25 minutes

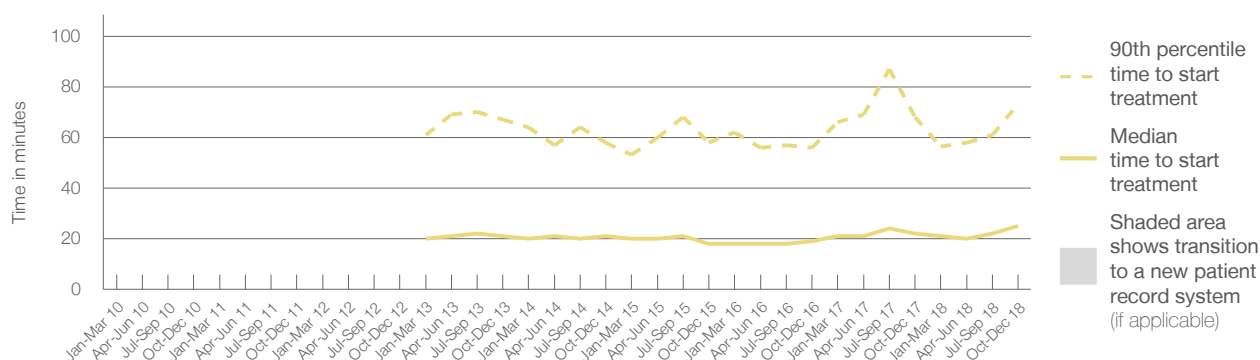
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
1,239	
1,173	
22 minutes	20 minutes
68 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				21	21	18	19	22	25
90th percentile time to start treatment ⁵ (minutes)				67	58	58	56	68	73

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Batemans Bay District Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,426

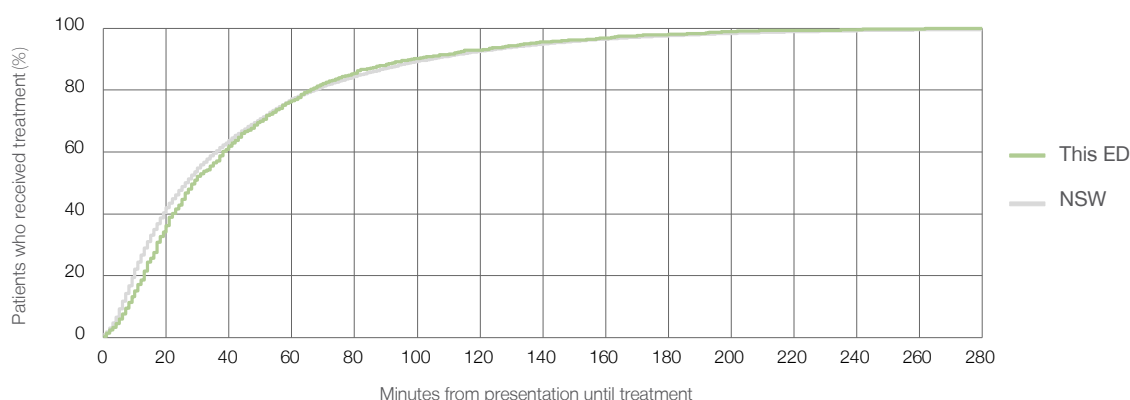
Number of triage 4 patients used to calculate waiting time:³ 1,017

Median time to start treatment⁴ 29 minutes

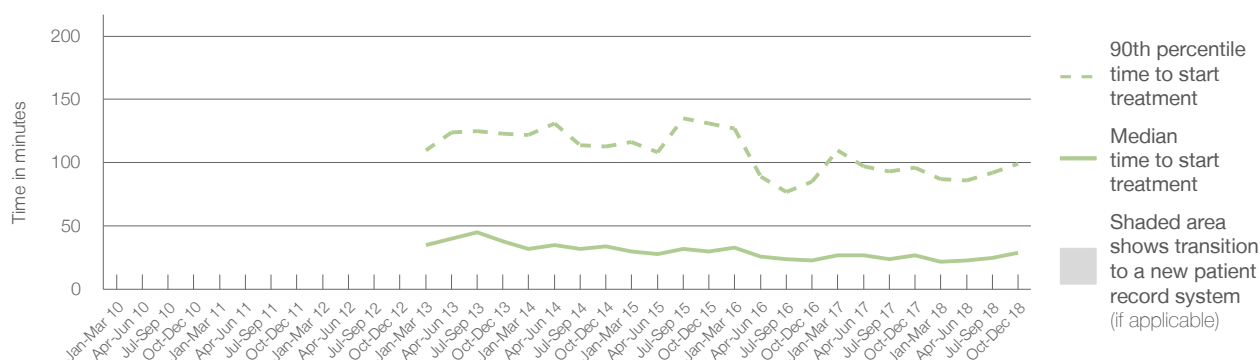
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
2,257	982
27 minutes	26 minutes
96 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				38	34	30	23	27	29
90th percentile time to start treatment ⁵ (minutes)				123	113	131	85	96	99

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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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Batemans Bay District Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 762

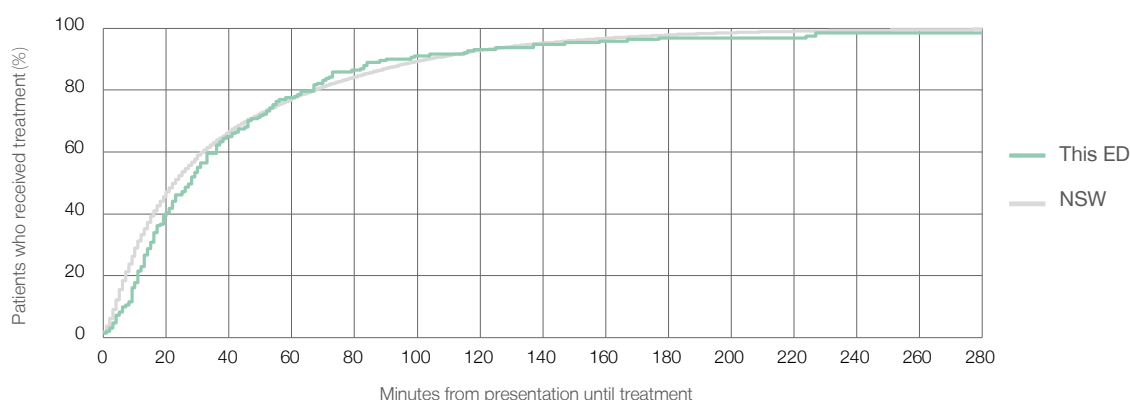
Number of triage 5 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ 28 minutes

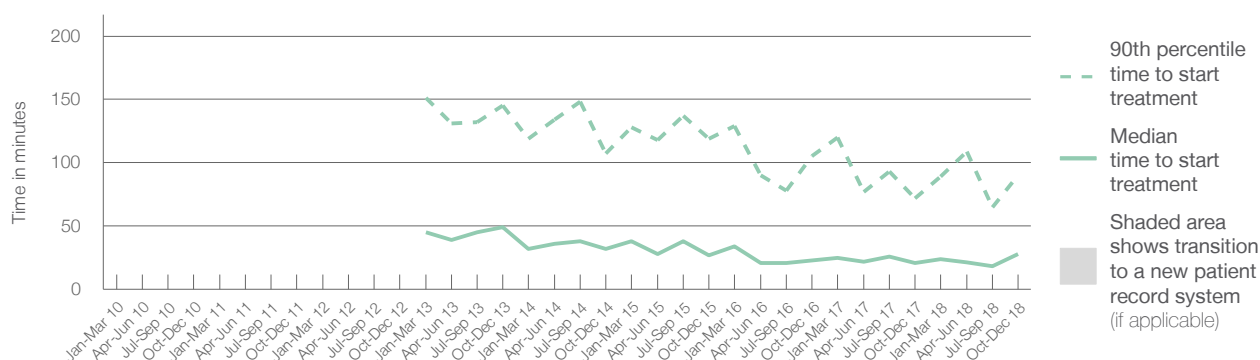
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
622	
186	
21 minutes	23 minutes
72 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				49	32	27	23	21	28
90th percentile time to start treatment ⁵ (minutes)				145	107	119	105	72	90

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Batemans Bay District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,044 patients

Presentations used to calculate time to leaving the ED:⁶ 5,043 patients

Median time spent in the ED⁸

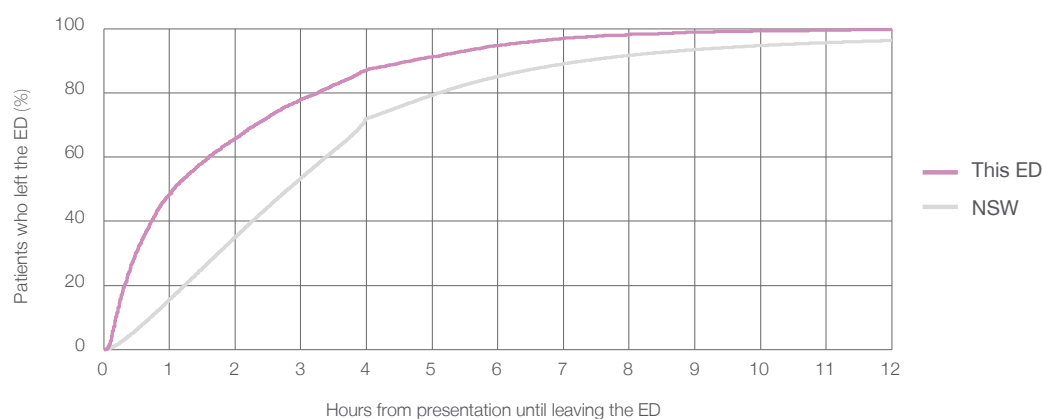
1 hours and 4 minutes

90th percentile time spent in the ED⁹

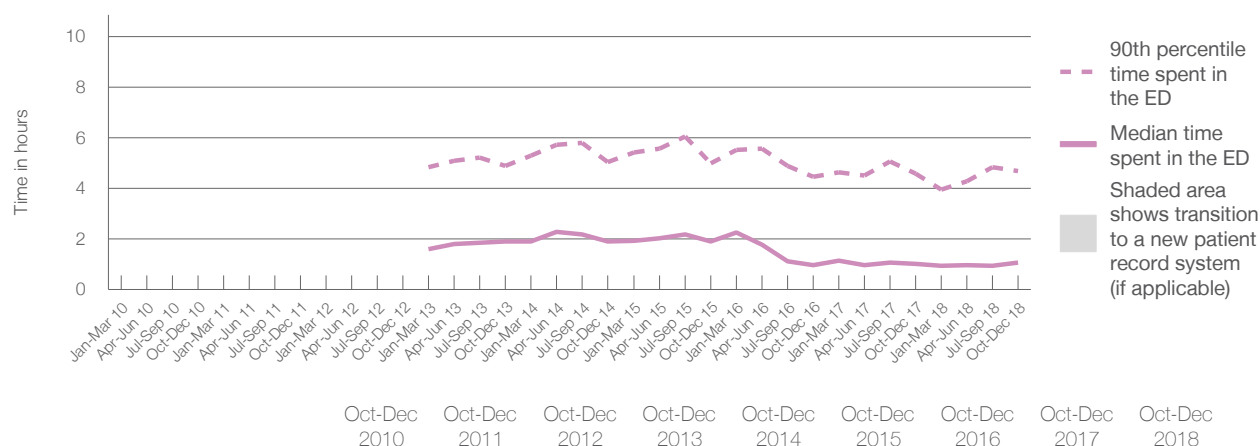
4 hours and 41 minutes

Same period last year	NSW (this period)
4,676	
4,676	
1 hours and 2 minutes	2 hours and 49 minutes
4 hours and 35 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)				1h 55m	1h 54m	1h 54m	0h 59m	1h 2m	1h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)				4h 53m	5h 3m	4h 59m	4h 28m	4h 35m	4h 41m

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Batemans Bay District Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

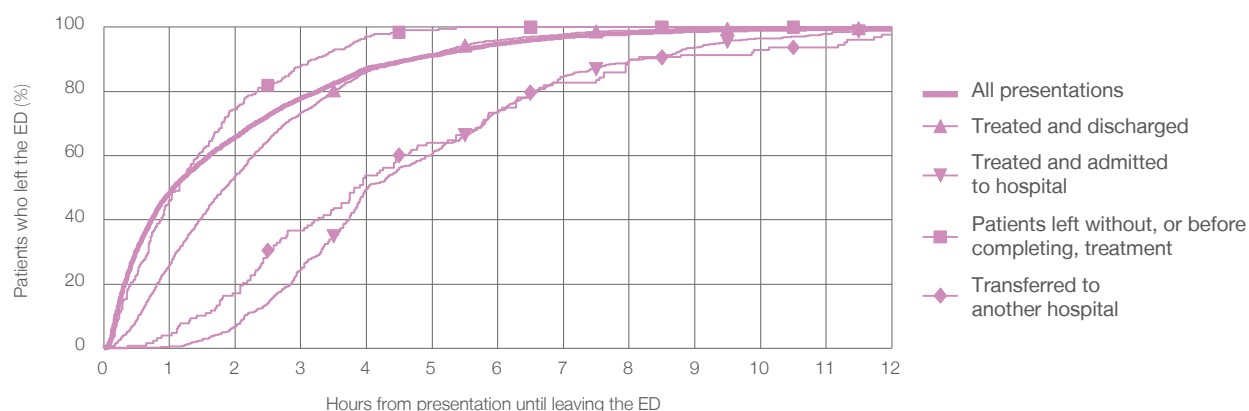
All presentations:[†] 5,044 patients

Presentations used to calculate time to leaving the ED:[‡] 5,043 patients

Treated and discharged	2,245 (44.5%)
Treated and admitted to hospital	521 (10.3%)
Patient left without, or before completing, treatment	249 (4.9%)
Transferred to another hospital	128 (2.5%)
Other	1,901 (37.7%)

Same period last year	Change since one year ago
4,676	8%
2,230	0.7%
493	5.7%
195	27.7%
116	10.3%
1,642	15.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	25.9%	53.8%	73.3%	86.1%	95.9%	98.9%	99.6%	99.7%
Treated and admitted to hospital	0.6%	6.7%	24.6%	49.7%	73.5%	89.6%	96.5%	98.8%
Patient left without, or before completing, treatment	45.8%	74.3%	88.0%	97.2%	100%	100%	100%	100%
Transferred to another hospital	3.9%	17.2%	36.7%	53.9%	74.2%	89.8%	93.0%	97.7%
All presentations	48.4%	65.8%	77.9%	87.2%	94.7%	98.2%	99.3%	99.7%

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Batemans Bay District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 5,044 patients

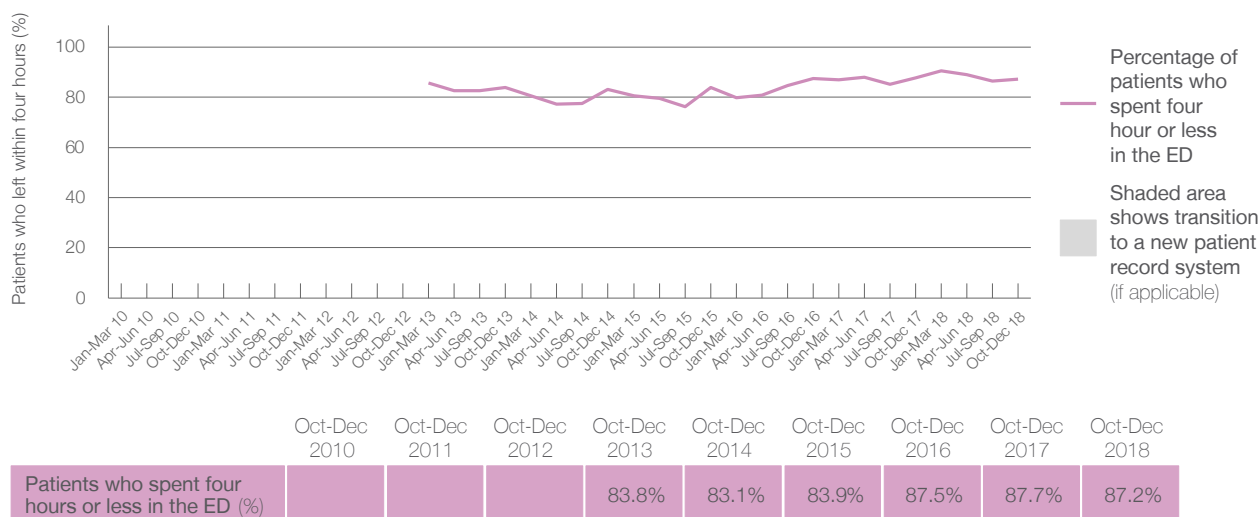
Presentations used to calculate time to leaving the ED: ⁶ 5,043 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,676	8%
4,676	8%
87.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,524 patients

Emergency presentations:² 4,449 patients

Same period last year	Change since one year ago
4,364	4%
4,293	4%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 696 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,236 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,111 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 372 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
632	
7 minutes	8 minutes
18 minutes	26 minutes
1,067	
17 minutes	20 minutes
57 minutes	72 minutes
2,141	
26 minutes	26 minutes
112 minutes	104 minutes
432	
25 minutes	23 minutes
132 minutes	104 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,523 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
4,364	4%
83%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

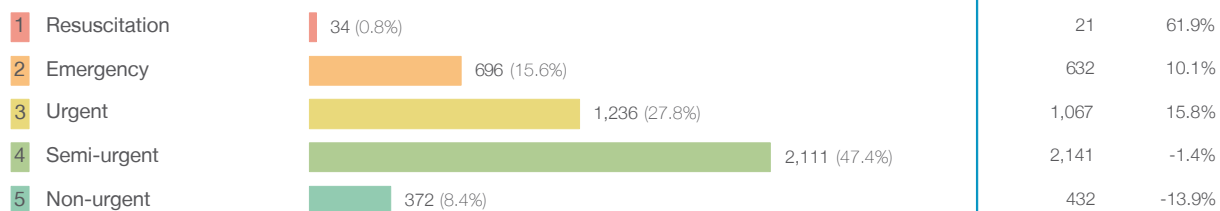
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department

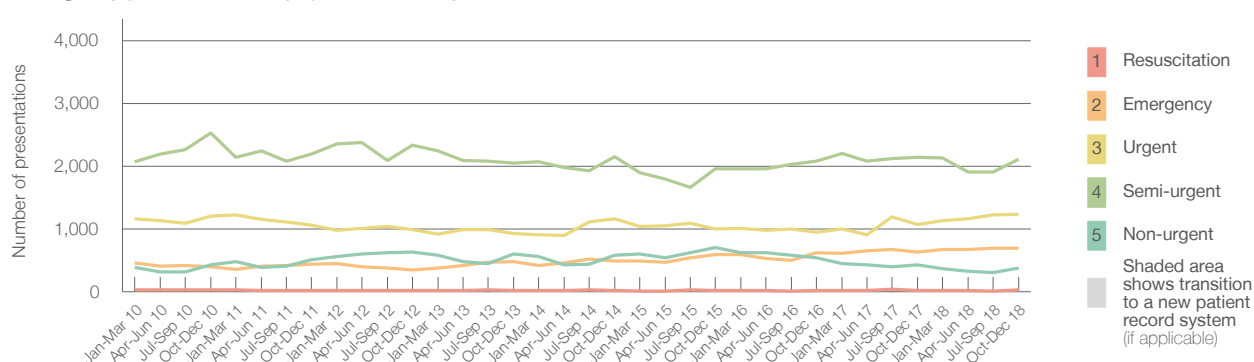
October to December 2018

All presentations:¹ 4,524 patients

Emergency presentations² by triage category: 4,449 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	26	22	24	16	24	17	22	21	34
Emergency	393	441	347	477	486	595	623	632	696
Urgent	1,204	1,060	992	923	1,166	1,001	949	1,067	1,236
Semi-urgent	2,526	2,197	2,339	2,051	2,151	1,961	2,076	2,141	2,111
Non-urgent	424	511	634	596	576	705	536	432	372
All emergency presentations	4,573	4,231	4,336	4,063	4,403	4,279	4,206	4,293	4,449

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 954 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 696

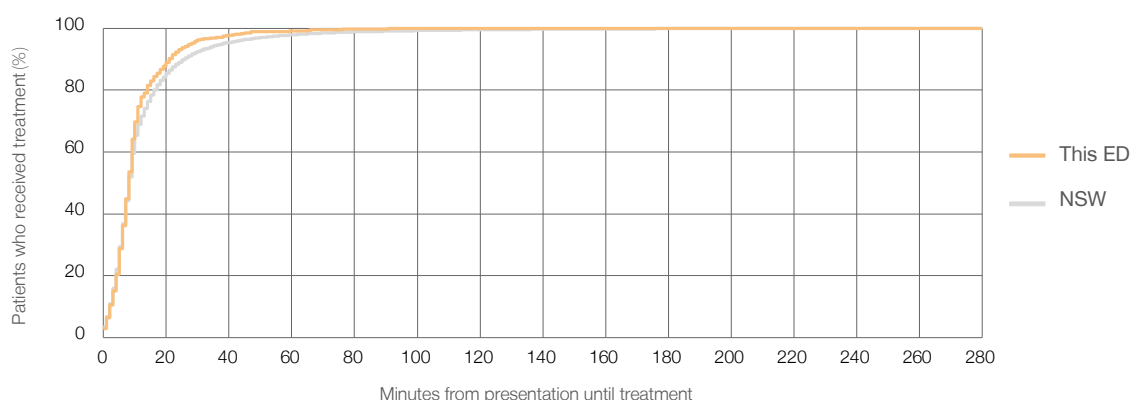
Number of triage 2 patients used to calculate waiting time:³ 695

Median time to start treatment⁴ 8 minutes

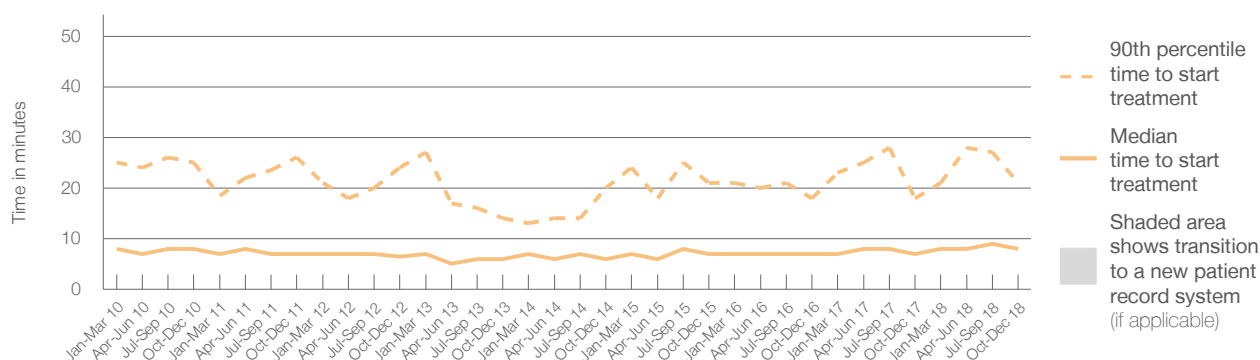
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
632	
629	
7 minutes	8 minutes
18 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	7	6	6	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	25	26	24	14	20	21	18	18	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,236

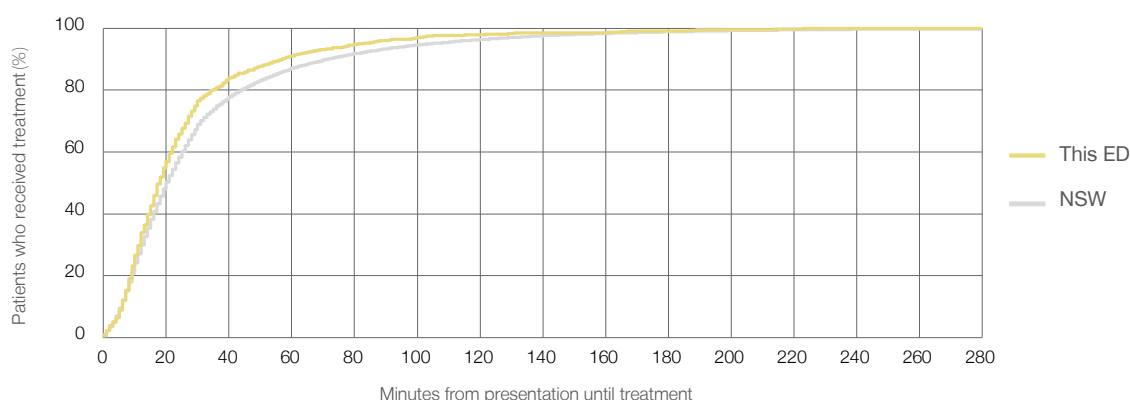
Number of triage 3 patients used to calculate waiting time: ³ 1,224

Median time to start treatment ⁴ 18 minutes

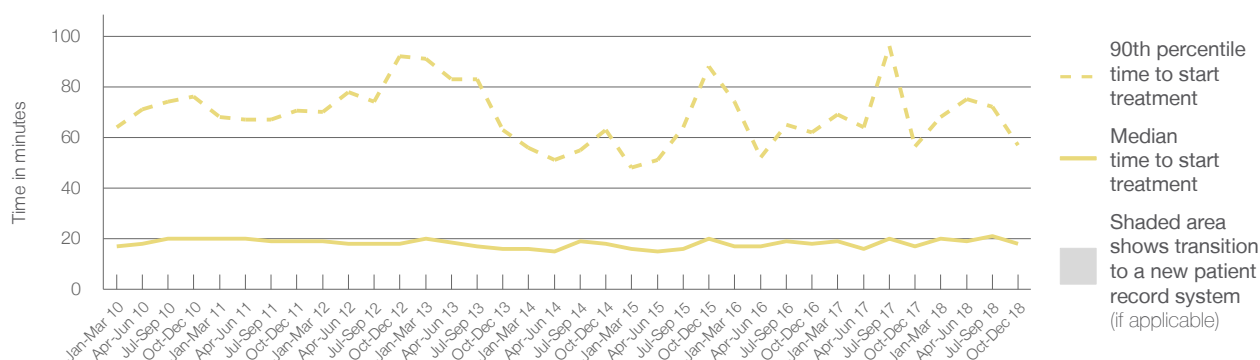
90th percentile time to start treatment ⁵ 57 minutes

Same period last year	NSW (this period)
1,067	
1,050	
17 minutes	20 minutes
57 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	19	18	16	18	20	18	17	18
90th percentile time to start treatment ⁵ (minutes)	76	71	92	63	63	88	62	57	57

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,111

Number of triage 4 patients used to calculate waiting time:³ 2,019

Median time to start treatment⁴

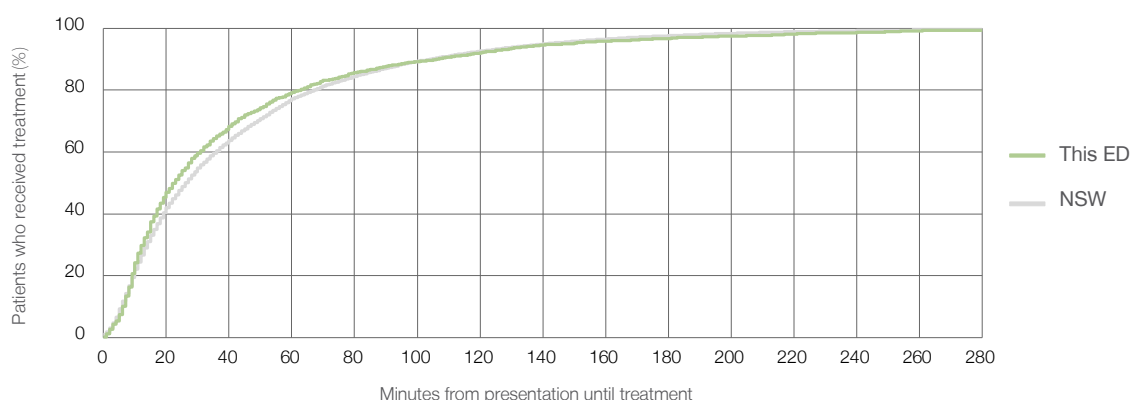
23 minutes

90th percentile time to start treatment⁵

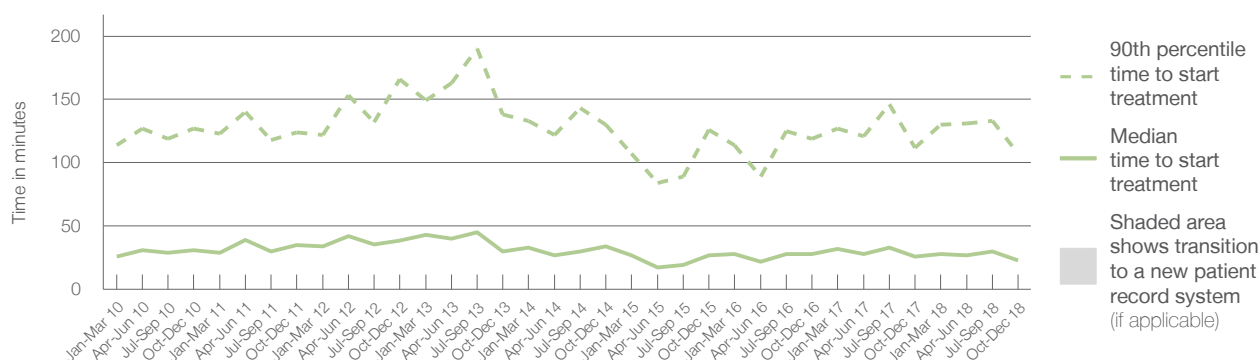
107 minutes

Same period last year	NSW (this period)
2,141	
2,037	
26 minutes	26 minutes
112 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	31	35	39	30	34	27	28	26	23
90th percentile time to start treatment ⁵ (minutes)	127	124	166	138	130	126	119	112	107

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 372

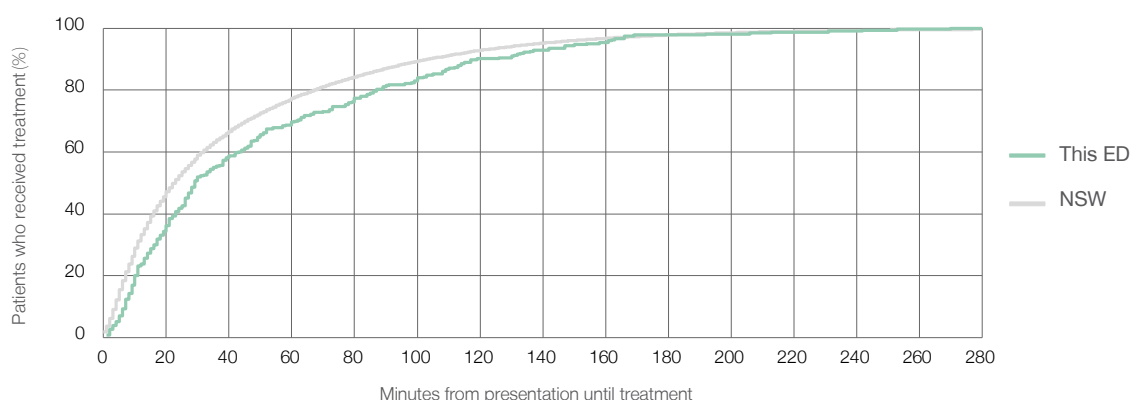
Number of triage 5 patients used to calculate waiting time:³ 323

Median time to start treatment⁴ 29 minutes

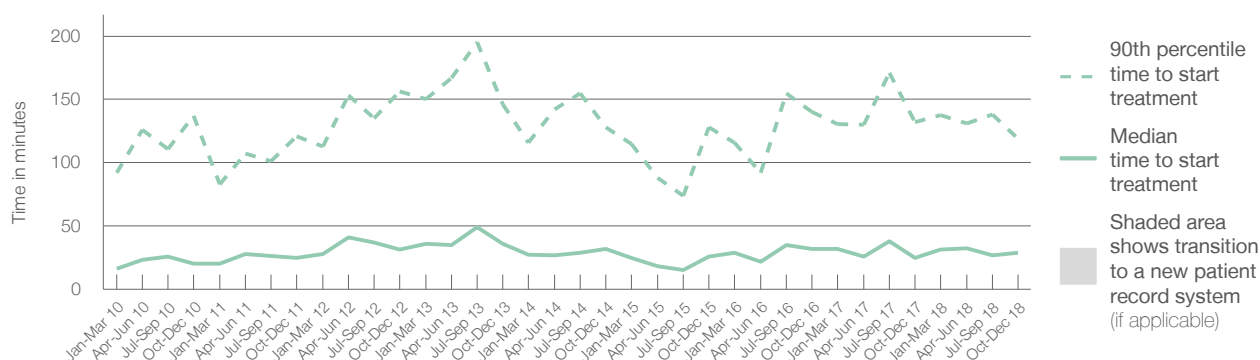
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
432	
367	
25 minutes	23 minutes
132 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	25	32	36	32	26	32	25	29
90th percentile time to start treatment ⁵ (minutes)	137	121	157	146	128	128	140	132	119

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 4,524 patients

Presentations used to calculate time to leaving the ED:⁶ 4,523 patients

Median time spent in the ED⁸

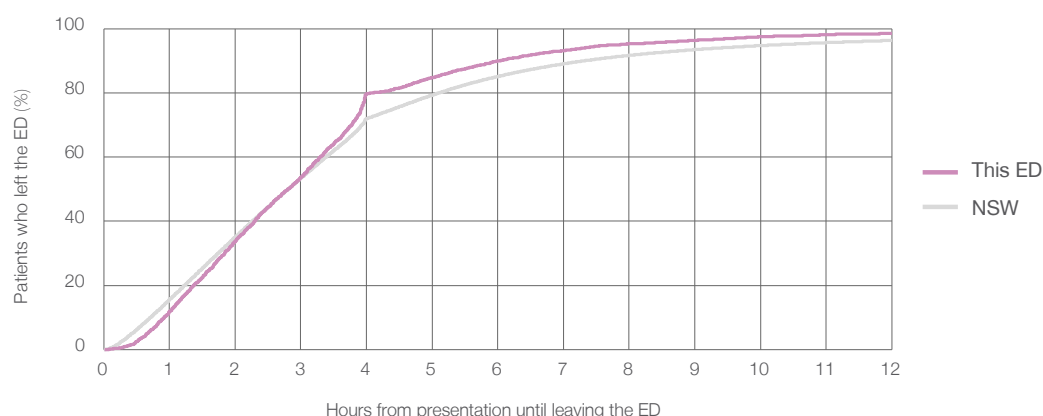
2 hours and 48 minutes

90th percentile time spent in the ED⁹

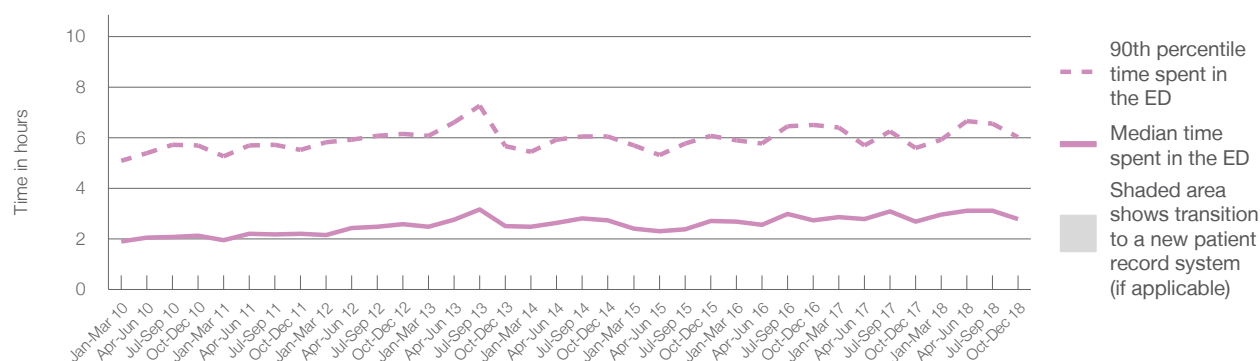
6 hours and 2 minutes

Same period last year	NSW (this period)
4,364	
4,364	
2 hours and 42 minutes	2 hours and 49 minutes
5 hours and 36 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 8m	2h 12m	2h 35m	2h 31m	2h 44m	2h 43m	2h 44m	2h 42m	2h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 42m	5h 32m	6h 10m	5h 41m	6h 4m	6h 5m	6h 30m	5h 36m	6h 2m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

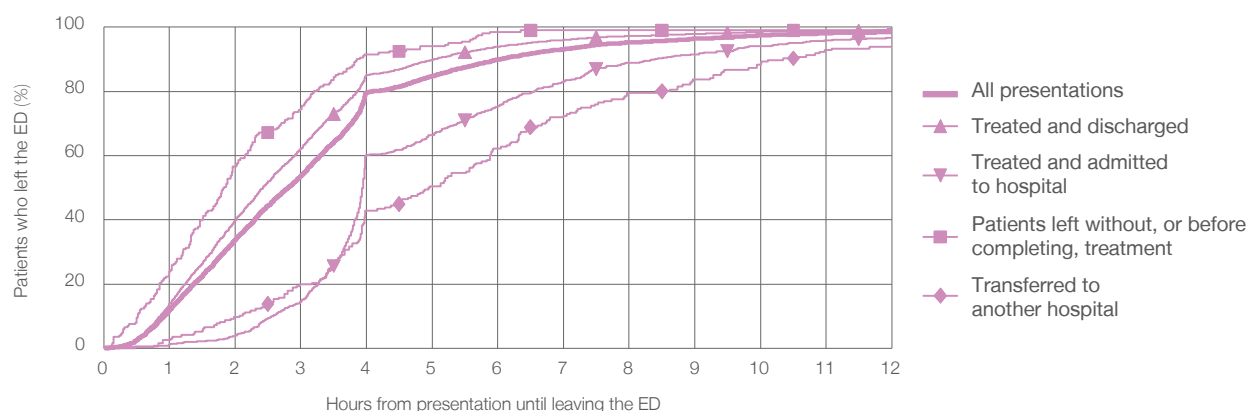
October to December 2018

All presentations:[†] 4,524 patients

Presentations used to calculate time to leaving the ED:[‡] 4,523 patients

		Same period last year	Change since one year ago
Treated and discharged	3,429 (75.8%)	4,364	4%
Treated and admitted to hospital	691 (15.3%)	3,269	4.9%
Patient left without, or before completing, treatment	202 (4.5%)	683	1.2%
Transferred to another hospital	196 (4.3%)	195	3.6%
Other	6 (0.1%)	205	-4.4%
		12	-50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.9%	39.8%	62.1%	85.1%	94.0%	97.3%	98.5%	99.1%
Treated and admitted to hospital	1.2%	3.9%	14.6%	60.2%	75.4%	88.9%	94.1%	96.7%
Patient left without, or before completing, treatment	23.9%	56.7%	74.6%	91.5%	98.5%	99.0%	99.0%	99.5%
Transferred to another hospital	2.6%	9.7%	19.9%	42.9%	62.2%	79.6%	88.8%	93.9%
All presentations	12.0%	33.8%	53.6%	79.7%	90.0%	95.3%	97.5%	98.5%

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 4,524 patients

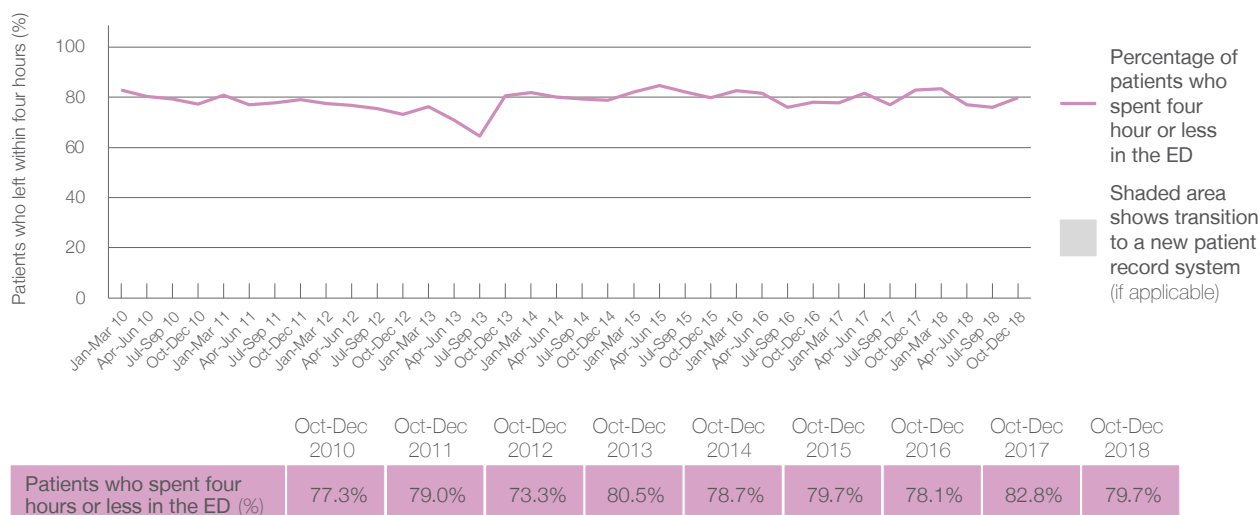
Presentations used to calculate time to leaving the ED: ⁶ 4,523 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,364	4%
4,364	4%
82.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Byron Central Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,739 patients

Emergency presentations:² 5,683 patients

Same period last year	Change since one year ago
5,473	5%
5,391	5%

Byron Central Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 576 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,837 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,517 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 753 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
510	
7 minutes	8 minutes
22 minutes	26 minutes
1,843	
14 minutes	20 minutes
50 minutes	72 minutes
2,310	
20 minutes	26 minutes
87 minutes	104 minutes
720	
17 minutes	23 minutes
105 minutes	104 minutes

Byron Central Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,736 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
5,473	5%
84%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

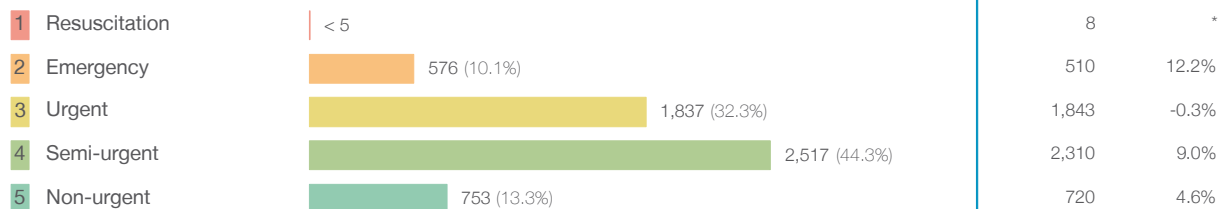
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Byron Central Hospital: Patients presenting to the emergency department

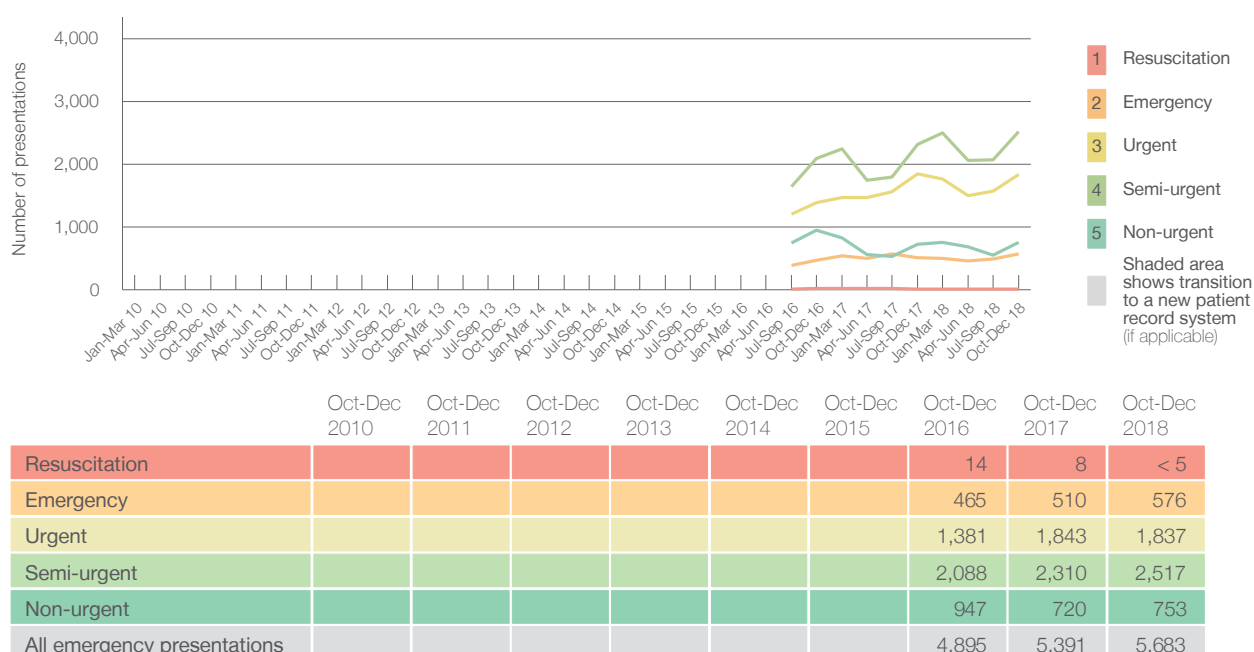
October to December 2018

All presentations:¹ 5,739 patients

Emergency presentations² by triage category: 5,683 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}

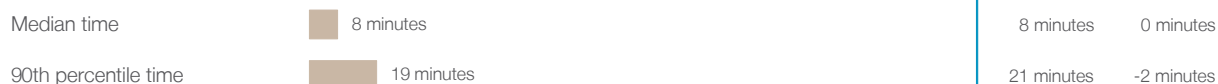


Byron Central Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 391 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 576

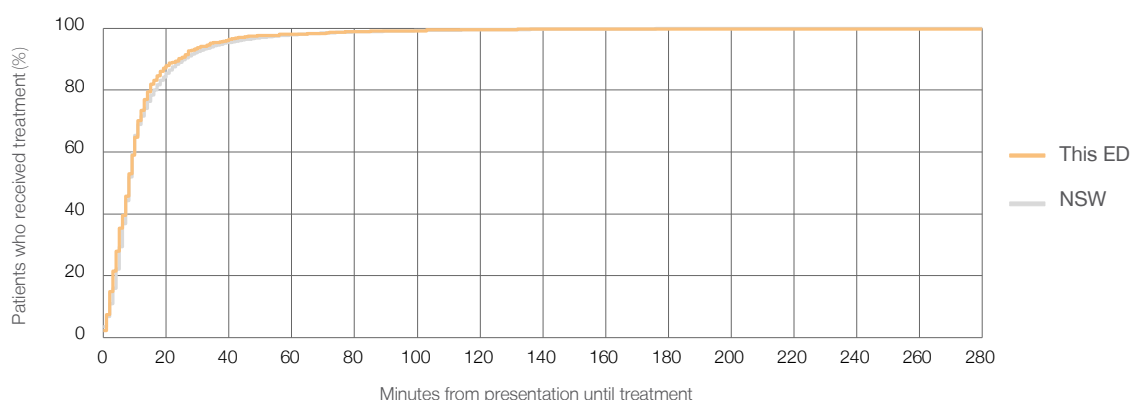
Number of triage 2 patients used to calculate waiting time: ³ 569

Median time to start treatment ⁴ 8 minutes

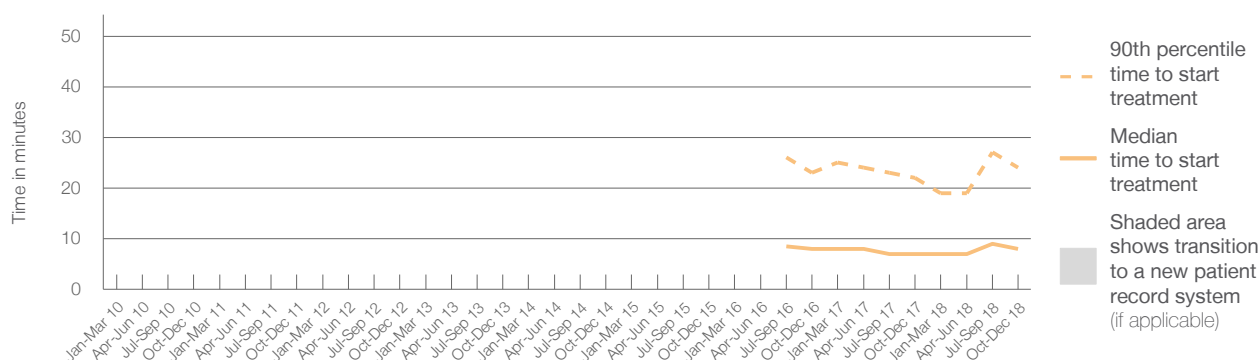
90th percentile time to start treatment ⁵ 24 minutes

Same period last year	NSW (this period)
510	
506	
7 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							8	7	8
90th percentile time to start treatment ⁵ (minutes)							23	22	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,837

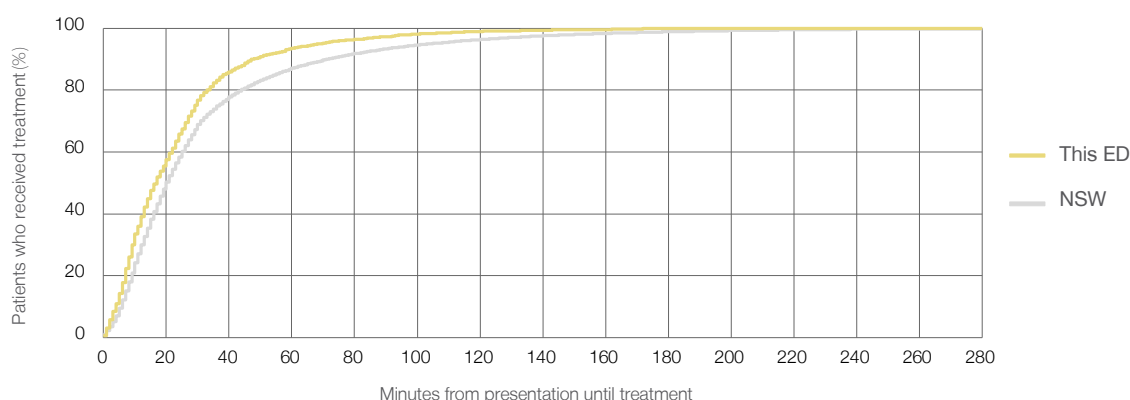
Number of triage 3 patients used to calculate waiting time: ³ 1,793

Median time to start treatment ⁴ 17 minutes

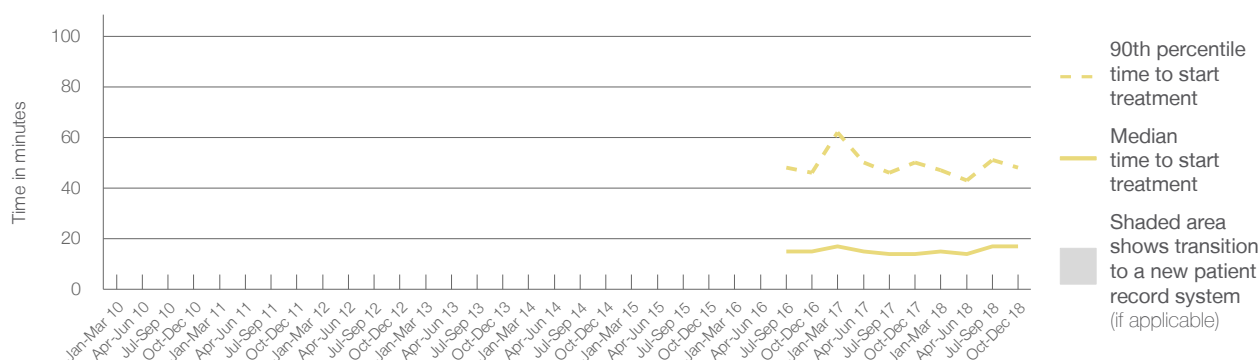
90th percentile time to start treatment ⁵ 48 minutes

Same period last year	NSW (this period)
1,843	
1,830	
14 minutes	20 minutes
50 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							15	14	17
90th percentile time to start treatment ⁵ (minutes)							46	50	48

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,517

Number of triage 4 patients used to calculate waiting time:³ 2,427

Median time to start treatment⁴

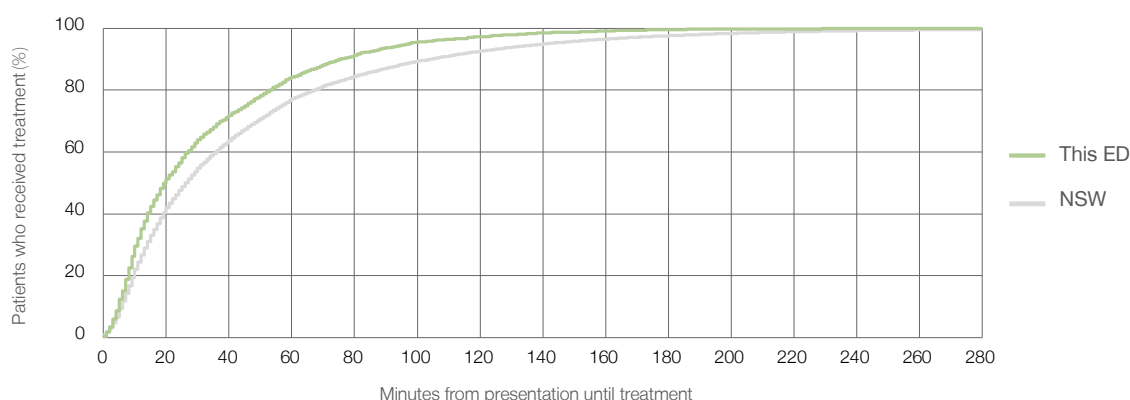
20 minutes

90th percentile time to start treatment⁵

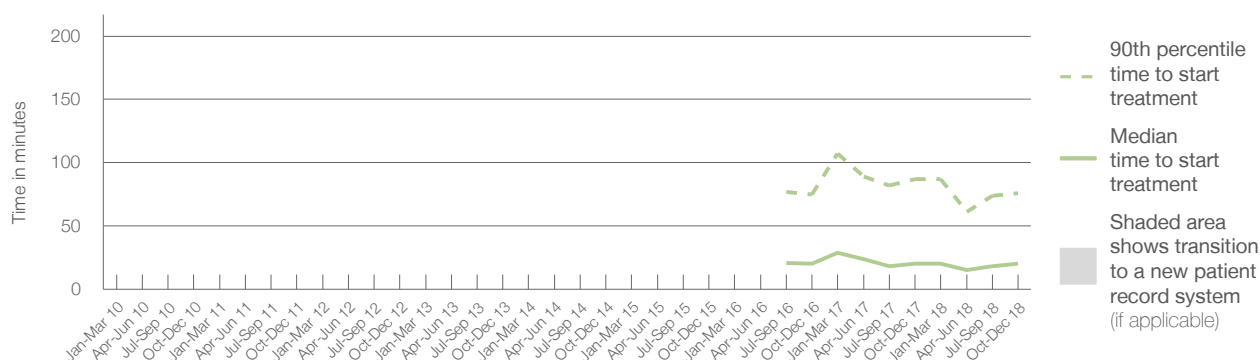
76 minutes

Same period last year	NSW (this period)
2,310	
2,240	
20 minutes	26 minutes
87 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							20	20	20
90th percentile time to start treatment ⁵ (minutes)							75	87	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 753

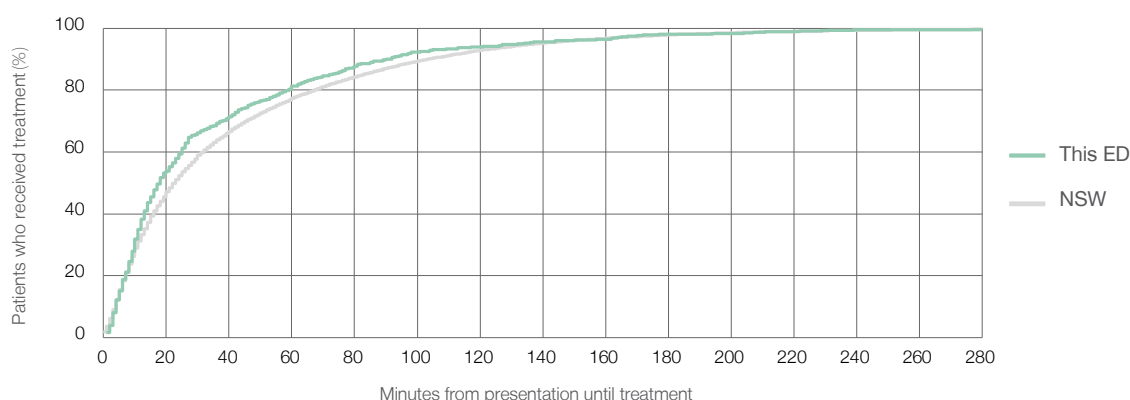
Number of triage 5 patients used to calculate waiting time: ³ 693

Median time to start treatment ⁴ 18 minutes

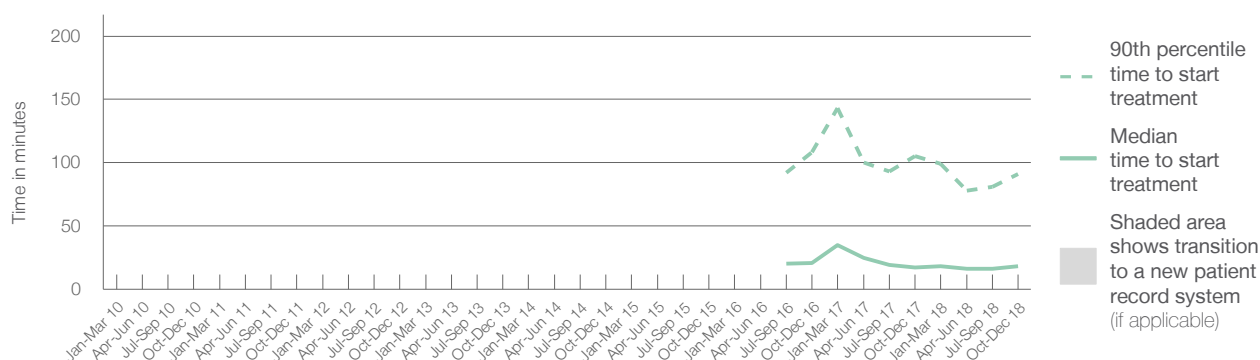
90th percentile time to start treatment ⁵ 91 minutes

Same period last year	NSW (this period)
720	
657	
17 minutes	23 minutes
105 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							21	17	18
90th percentile time to start treatment ⁵ (minutes)							108	105	91

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,739 patients

Presentations used to calculate time to leaving the ED:⁶ 5,736 patients

Median time spent in the ED⁸

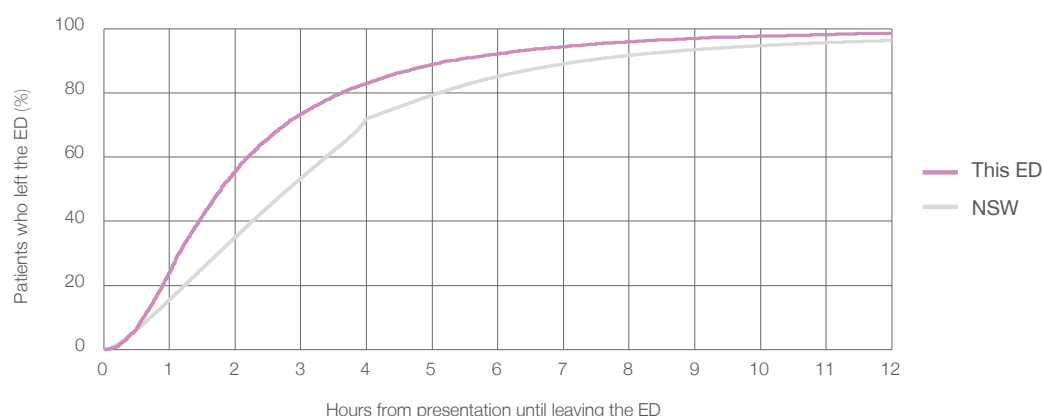
1 hours and 47 minutes

90th percentile time spent in the ED⁹

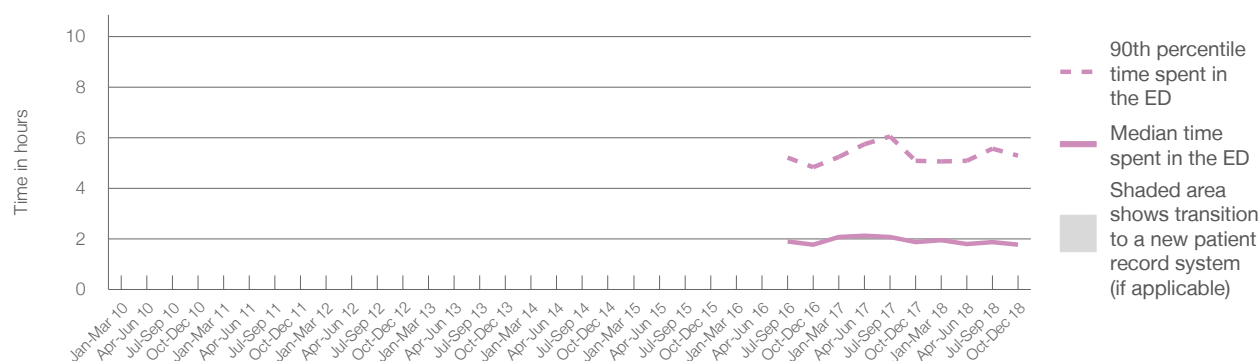
5 hours and 17 minutes

Same period last year	NSW (this period)
5,473	
5,473	
1 hours and 53 minutes	2 hours and 49 minutes
5 hours and 6 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)							1h 47m	1h 53m	1h 47m
90th percentile time spent in the ED ⁹ (hours, minutes)							4h 51m	5h 6m	5h 17m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients spent in the ED

By mode of separation

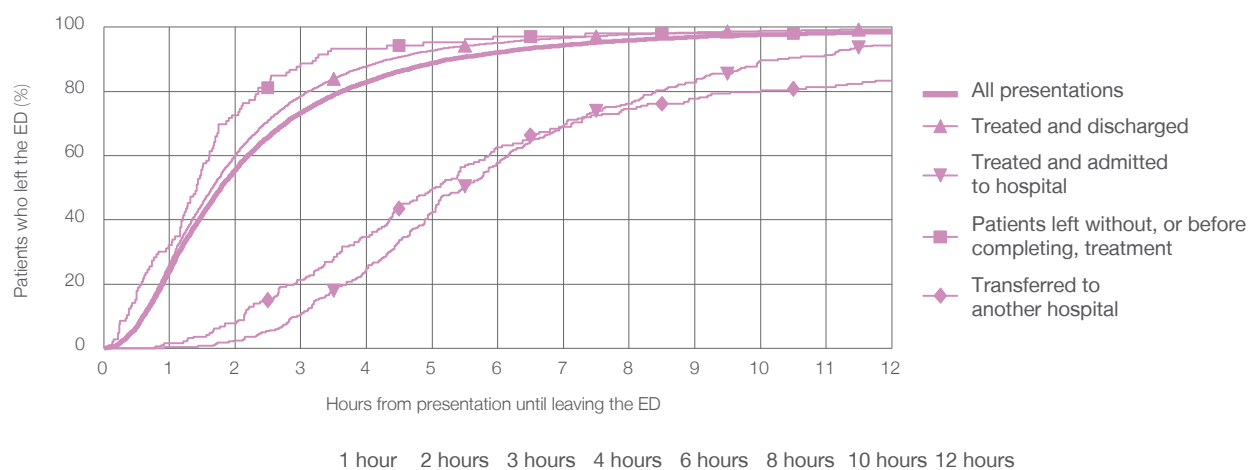
October to December 2018

All presentations:[†] 5,739 patients

Presentations used to calculate time to leaving the ED:[‡] 5,736 patients

		Same period last year	Change since one year ago
		5,473	5%
Treated and discharged	5,115 (89.1%)	4,656	9.9%
Treated and admitted to hospital	285 (5.0%)	476	-40.1%
Patient left without, or before completing, treatment	106 (1.8%)	115	-7.8%
Transferred to another hospital	193 (3.4%)	222	-13.1%
Other	40 (0.7%)	4	900.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



Treated and discharged	26.3%	60.1%	78.6%	87.8%	95.1%	97.7%	98.8%	99.4%
Treated and admitted to hospital	0.4%	2.5%	10.5%	24.9%	57.9%	76.1%	89.8%	94.4%
Patient left without, or before completing, treatment	32.1%	72.6%	88.7%	93.4%	97.2%	98.1%	98.1%	98.1%
Transferred to another hospital	1.6%	7.8%	21.2%	34.7%	62.7%	74.6%	80.3%	83.4%
All presentations	24.2%	55.6%	73.4%	82.9%	92.2%	95.9%	97.7%	98.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Byron Central Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 5,739 patients

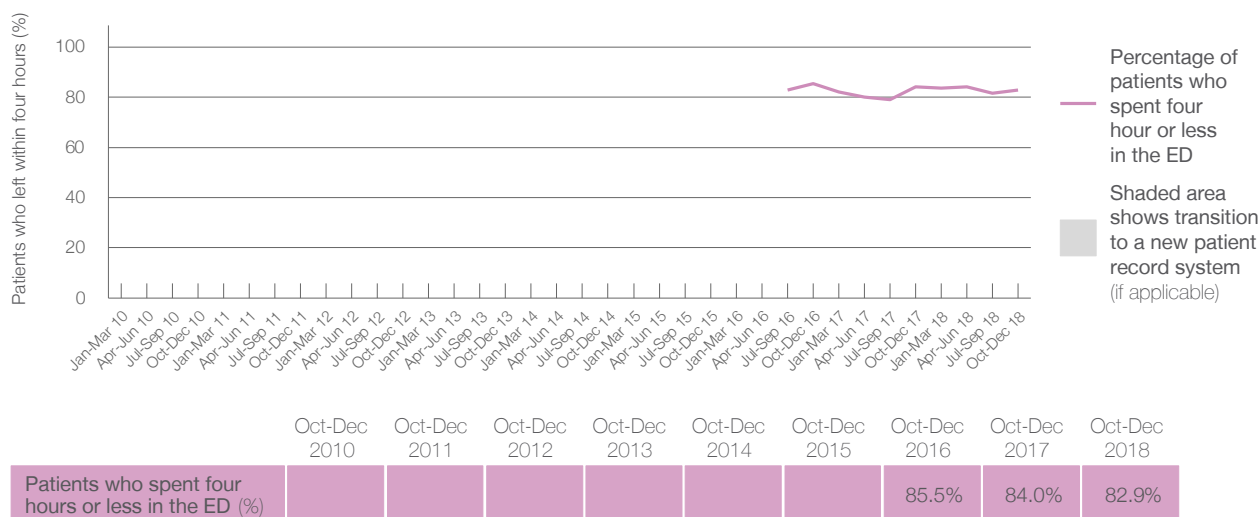
Presentations used to calculate time to leaving the ED: ⁶ 5,736 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
5,473	5%
5,473	5%
84.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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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*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Casino & District Memorial Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,528 patients

Emergency presentations:² 3,347 patients

Same period last year	Change since one year ago
3,599	-2%
3,376	-1%

Casino & District Memorial Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 381 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,086 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,486 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 394 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
377	
8 minutes	8 minutes
19 minutes	26 minutes
1,007	
17 minutes	20 minutes
59 minutes	72 minutes
1,646	
27 minutes	26 minutes
95 minutes	104 minutes
346	
19 minutes	23 minutes
107 minutes	104 minutes

Casino & District Memorial Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,526 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
3,599	-2%
87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

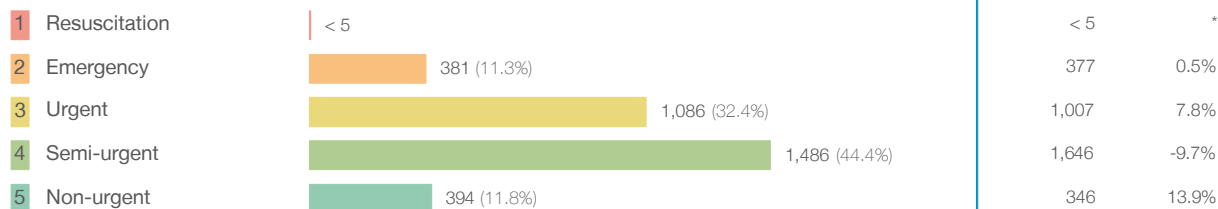
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Casino & District Memorial Hospital: Patients presenting to the emergency department

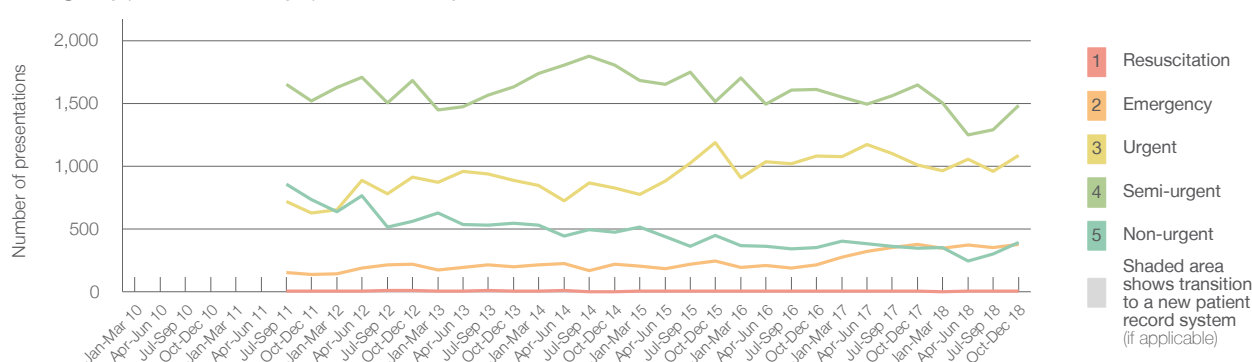
October to December 2018

All presentations:¹ 3,528 patients

Emergency presentations² by triage category: 3,347 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		5	9	< 5	< 5	6	6	< 5	< 5
Emergency		139	217	200	220	243	216	377	381
Urgent		627	913	889	827	1,187	1,079	1,007	1,086
Semi-urgent		1,517	1,684	1,629	1,807	1,515	1,612	1,646	1,486
Non-urgent		736	561	543	473	450	353	346	394
All emergency presentations		3,024	3,384	3,261	3,327	3,401	3,266	3,376	3,347

Casino & District Memorial Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 339 patients

ED Transfer of care time



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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 381

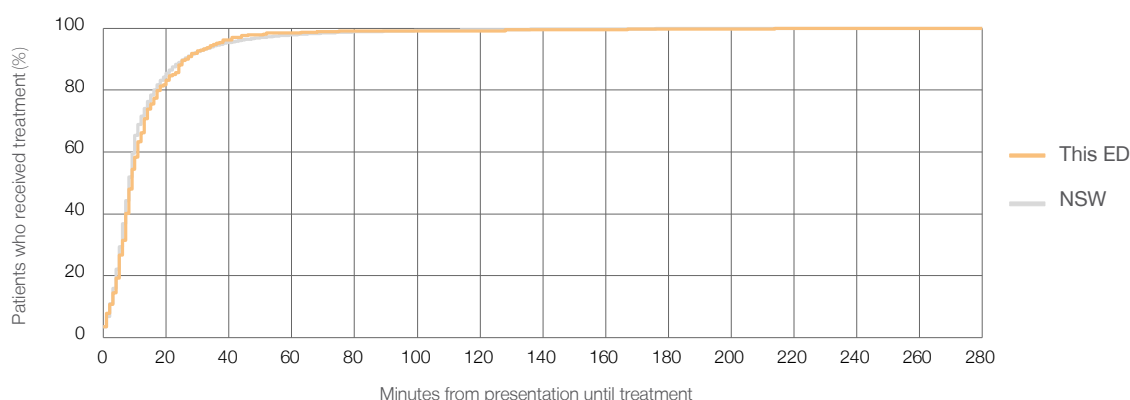
Number of triage 2 patients used to calculate waiting time:³ 368

Median time to start treatment⁴ 9 minutes

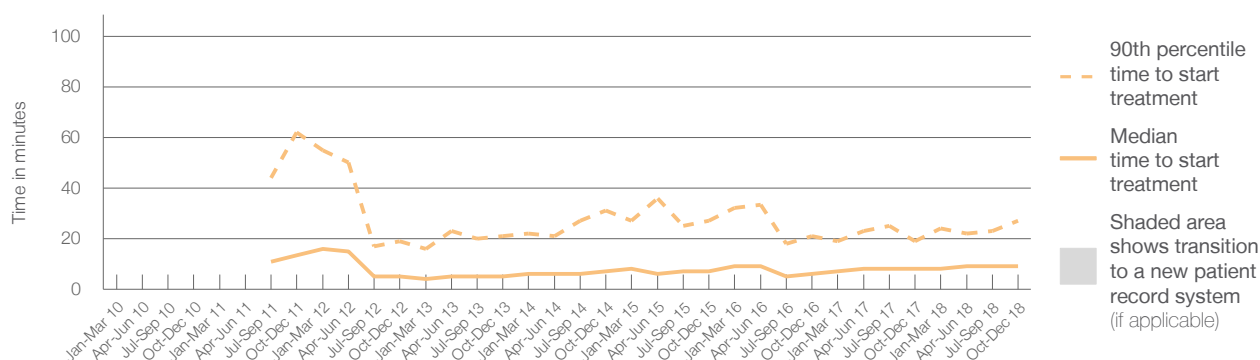
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
377	
340	
8 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		14	5	5	7	7	6	8	9
90th percentile time to start treatment ⁵ (minutes)		62	19	21	31	27	21	19	27

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Casino & District Memorial Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,086

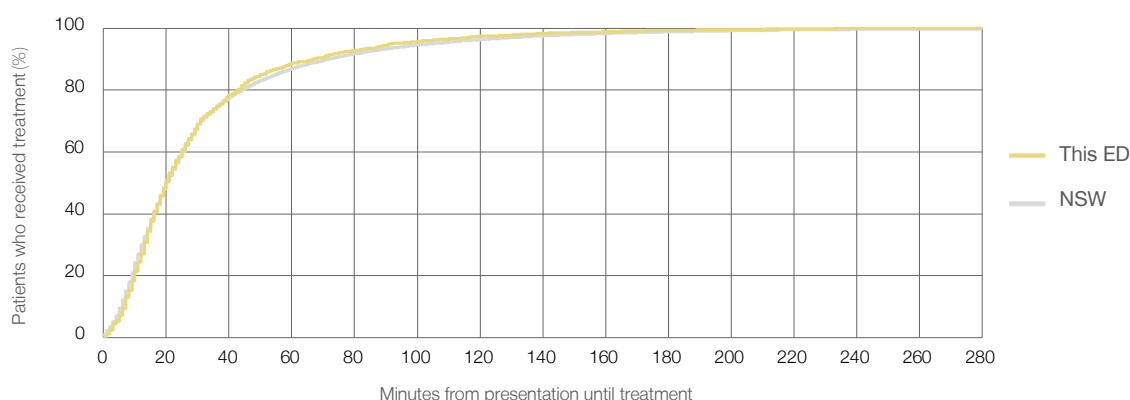
Number of triage 3 patients used to calculate waiting time:³ 1,019

Median time to start treatment⁴ 20 minutes

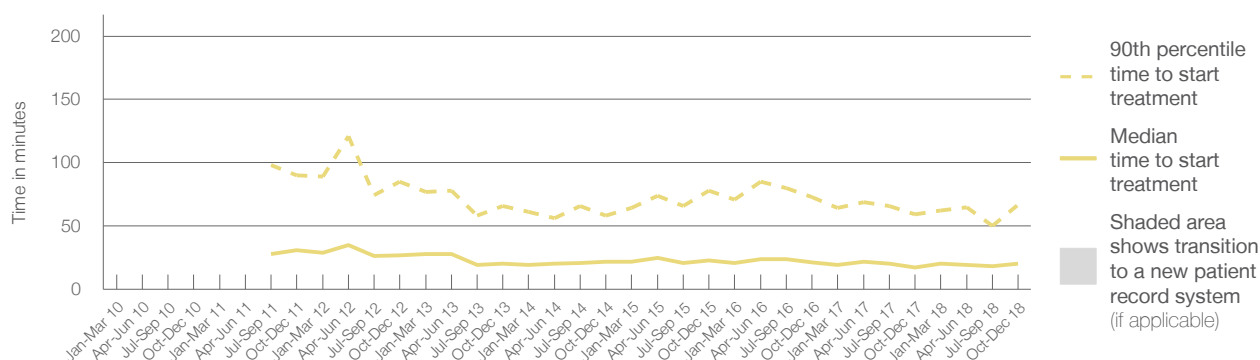
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
1,007	
924	
17 minutes	20 minutes
59 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		31	27	20	22	23	22	17	20
90th percentile time to start treatment ⁵ (minutes)		90	85	66	58	78	73	59	67

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,486

Number of triage 4 patients used to calculate waiting time:³ 1,316

Median time to start treatment⁴

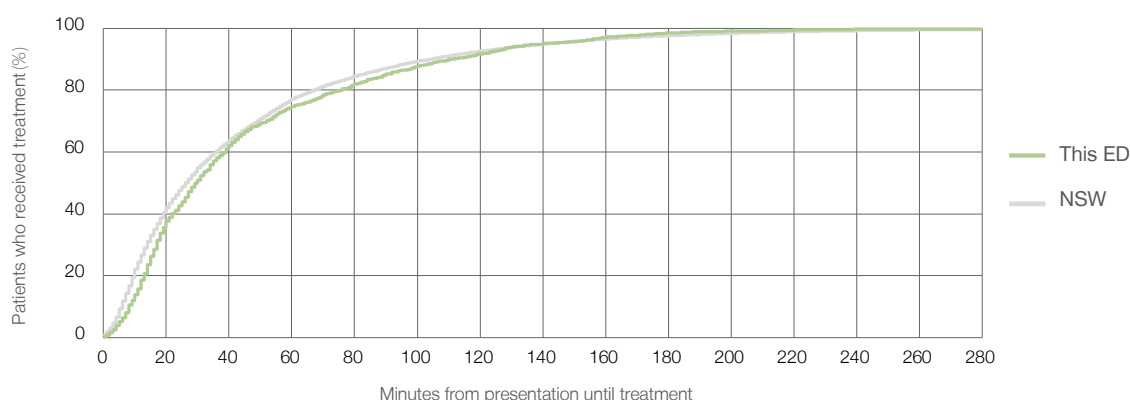
30 minutes

90th percentile time to start treatment⁵

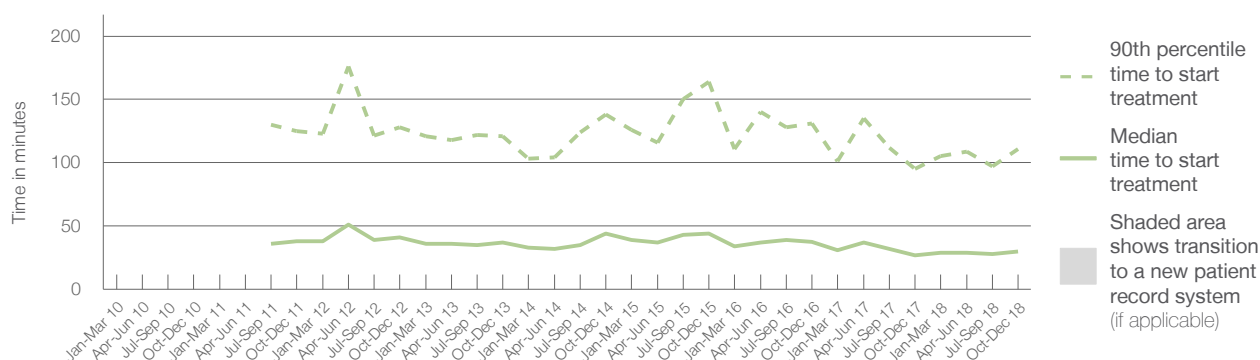
111 minutes

Same period last year	NSW (this period)
1,646	
1,463	
27 minutes	26 minutes
95 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		38	41	37	44	44	38	27	30
90th percentile time to start treatment ⁵ (minutes)		125	128	121	138	164	131	95	111

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Casino & District Memorial Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 394

Number of triage 5 patients used to calculate waiting time:³ 304

Median time to start treatment⁴

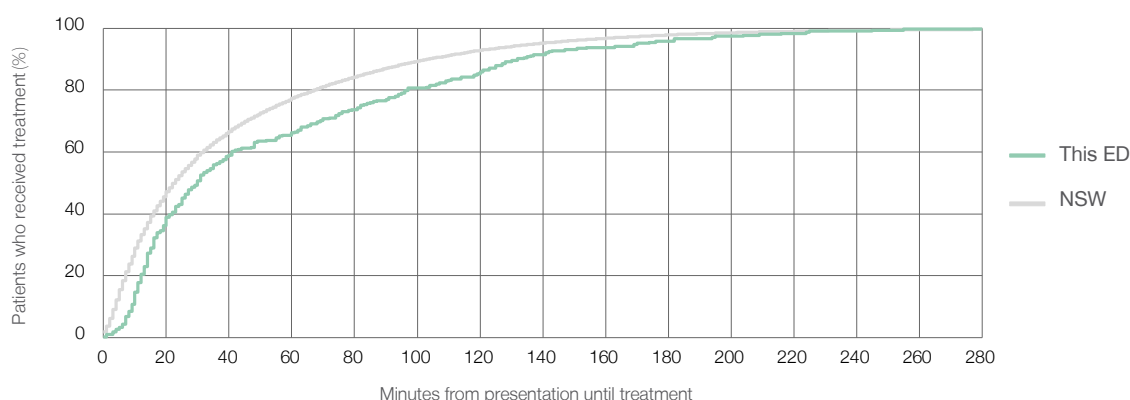
30 minutes

90th percentile time to start treatment⁵

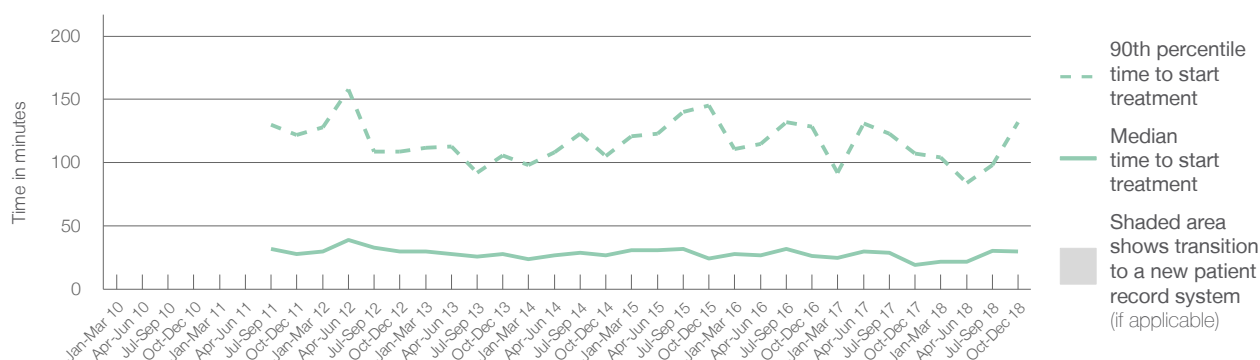
132 minutes

Same period last year	NSW (this period)
346	
261	
19 minutes	23 minutes
107 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		28	30	28	27	25	27	19	30
90th percentile time to start treatment ⁵ (minutes)		122	109	106	105	145	129	107	132

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Casino & District Memorial Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 3,528 patients

Presentations used to calculate time to leaving the ED:⁶ 3,526 patients

Median time spent in the ED⁸

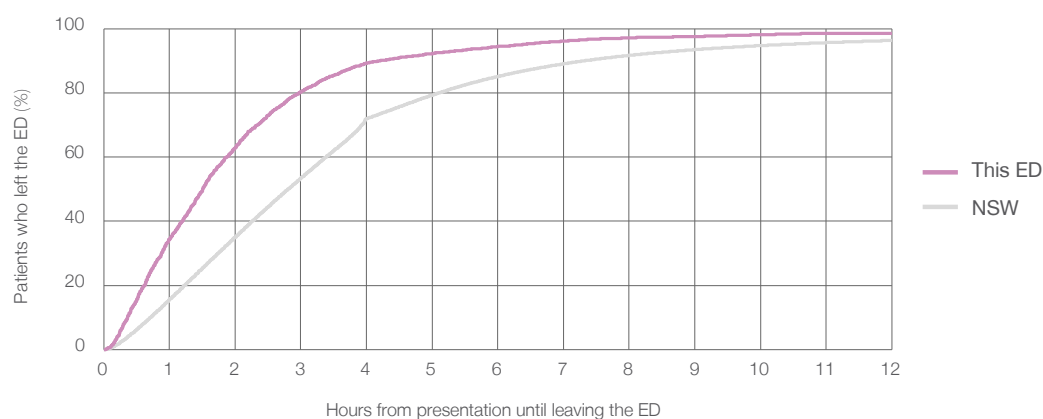
1 hours and 30 minutes

90th percentile time spent in the ED⁹

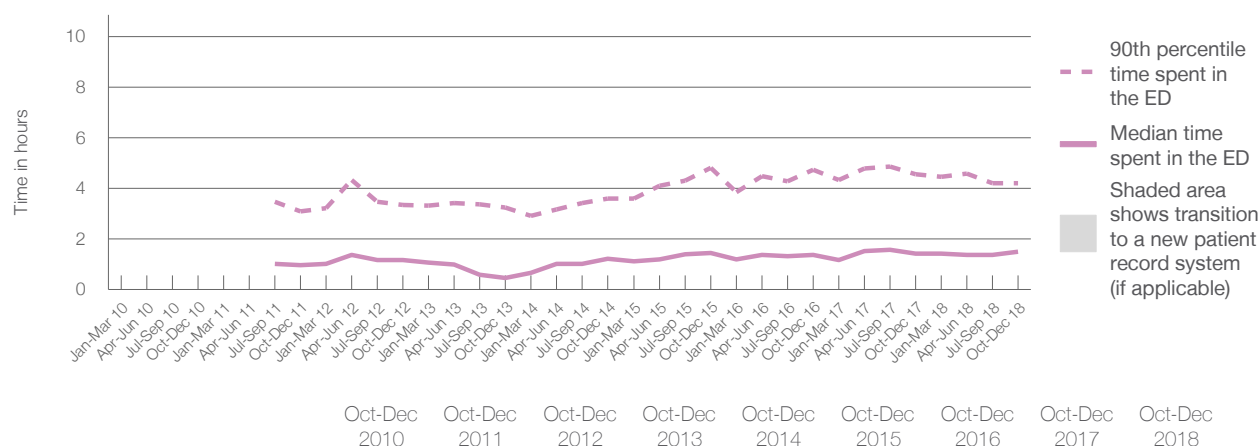
4 hours and 13 minutes

Same period last year	NSW (this period)
3,599	
3,599	
1 hours and 26 minutes	2 hours and 49 minutes
4 hours and 34 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)		0h 59m	1h 10m	0h 28m	1h 14m	1h 27m	1h 22m	1h 26m	1h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)		3h 5m	3h 21m	3h 15m	3h 36m	4h 49m	4h 44m	4h 34m	4h 13m

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Casino & District Memorial Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

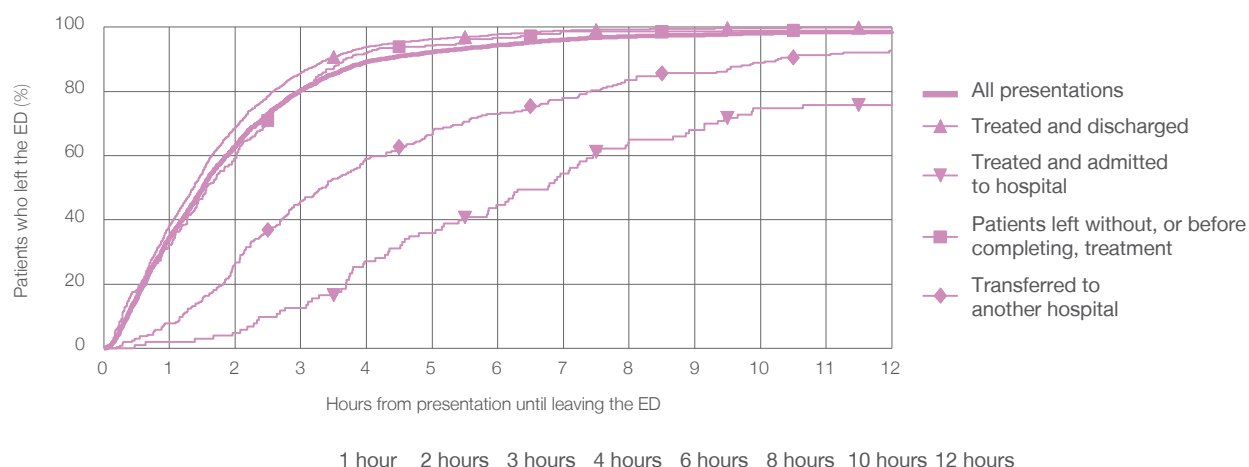
All presentations:[†] 3,528 patients

Presentations used to calculate time to leaving the ED:[‡] 3,526 patients

Treated and discharged	2,861 (81.1%)
Treated and admitted to hospital	103 (2.9%)
Patient left without, or before completing, treatment	297 (8.4%)
Transferred to another hospital	244 (6.9%)
Other	23 (0.7%)

Same period last year	Change since one year ago
3,599	-2%
2,963	-3.4%
113	-8.8%
216	37.5%
207	17.9%
100	-77.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



Treated and discharged	38.3%	68.8%	85.8%	93.9%	97.8%	99.3%	99.7%	99.9%
Treated and admitted to hospital	1.9%	4.9%	12.6%	27.2%	44.7%	65.0%	74.8%	76.7%
Patient left without, or before completing, treatment	32.0%	59.3%	80.5%	91.9%	96.6%	98.7%	99.0%	99.0%
Transferred to another hospital	7.8%	26.6%	45.9%	59.0%	73.0%	83.6%	88.9%	92.6%
All presentations	34.5%	63.0%	80.3%	89.3%	94.5%	97.2%	98.2%	98.6%

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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.

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Casino & District Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 3,528 patients

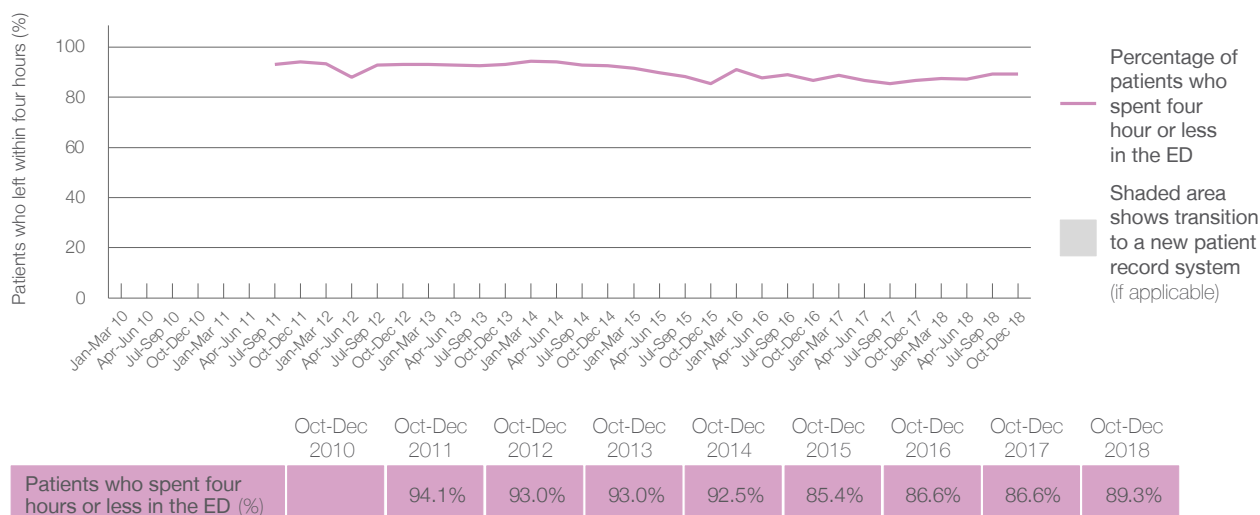
Presentations used to calculate time to leaving the ED: ⁶ 3,526 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,599	-2%
3,599	-2%
86.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡§}



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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*.
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 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Cessnock Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,729 patients

Emergency presentations:² 4,632 patients

Same period last year	Change since one year ago
4,430	7%
4,335	7%

Cessnock Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 321 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,281 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,342 patients

Median time to start treatment⁴ 42 minutes
90th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 674 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
339	
8 minutes	8 minutes
22 minutes	26 minutes
1,135	
23 minutes	20 minutes
64 minutes	72 minutes
2,309	
34 minutes	26 minutes
105 minutes	104 minutes
547	
32 minutes	23 minutes
99 minutes	104 minutes

Cessnock Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,729 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
4,430	7%
86%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

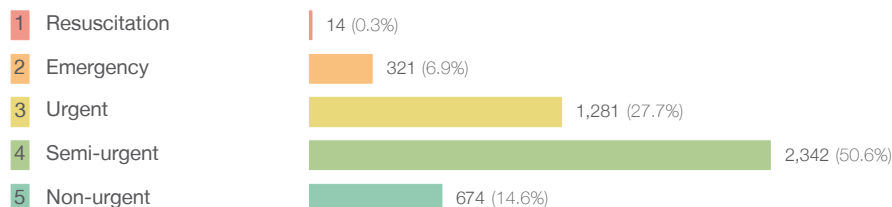
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Cessnock Hospital: Patients presenting to the emergency department

October to December 2018

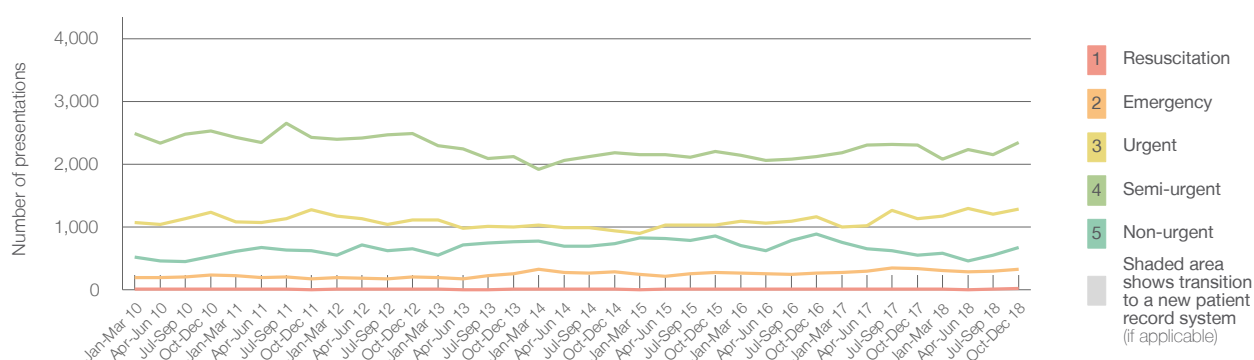
All presentations:¹ 4,729 patients

Emergency presentations² by triage category: 4,632 patients



Same period last year	Change since one year ago
4,430	7%
4,335	7%
5	180.0%
339	-5.3%
1,135	12.9%
2,309	1.4%
547	23.2%

Emergency presentations² by quarter, January 2010 to December 2018[‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	8	< 5	< 5	8	8	5	< 5	5	14
Emergency	231	177	203	249	288	270	265	339	321
Urgent	1,229	1,274	1,115	1,003	939	1,033	1,166	1,135	1,281
Semi-urgent	2,528	2,430	2,491	2,123	2,182	2,199	2,123	2,309	2,342
Non-urgent	533	622	650	761	737	859	889	547	674
All emergency presentations	4,529	4,503	4,459	4,144	4,154	4,366	4,443	4,335	4,632

Cessnock Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time:⁷ 501 patients

ED Transfer of care time



Same period last year	Change since one year ago
460	
9 minutes	1 minute
21 minutes	1 minute

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

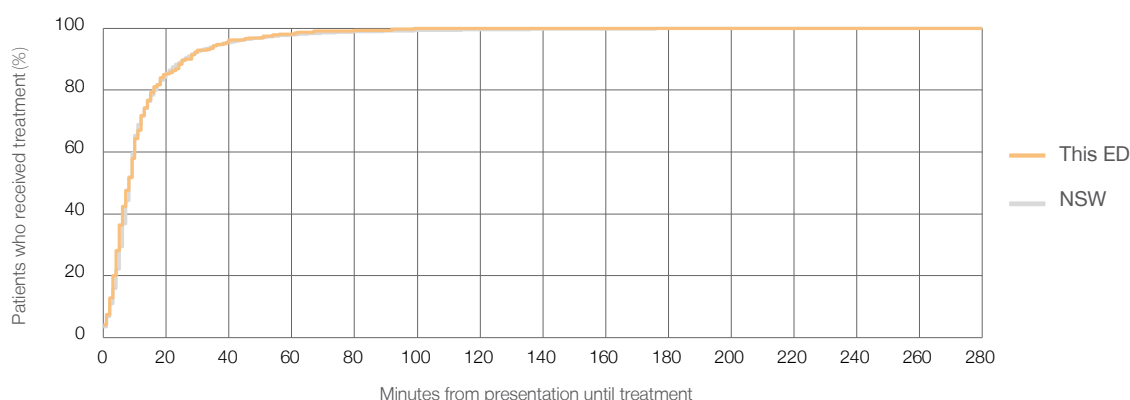
Number of triage 2 patients: 321

Number of triage 2 patients used to calculate waiting time: ³ 319

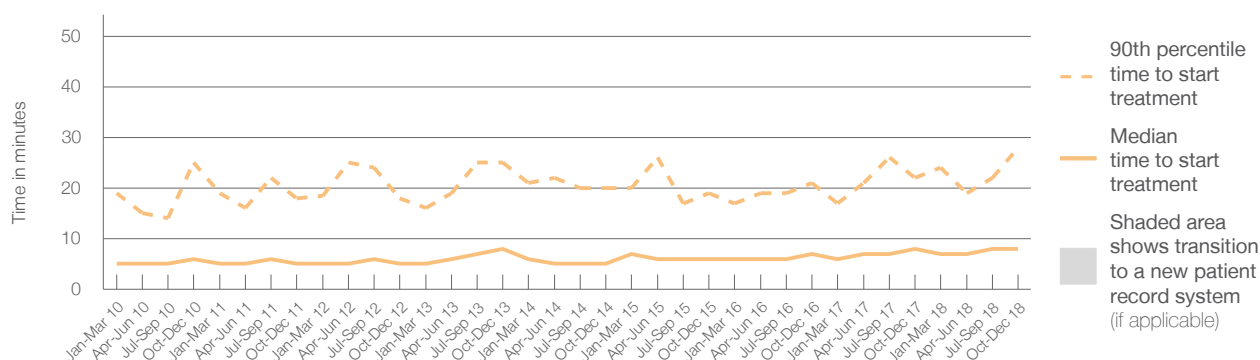
Median time to start treatment ⁴ 8 minutes
90th percentile time to start treatment ⁵ 28 minutes

Same period last year	NSW (this period)
339	
338	
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	5	5	8	5	6	7	8	8
90th percentile time to start treatment ⁵ (minutes)	25	18	18	25	20	19	21	22	28

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,281

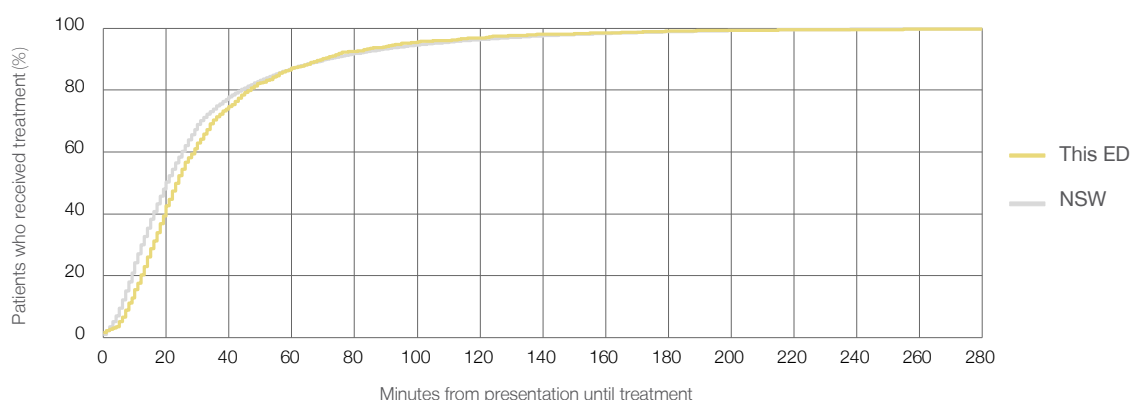
Number of triage 3 patients used to calculate waiting time: ³ 1,252

Median time to start treatment ⁴ 24 minutes

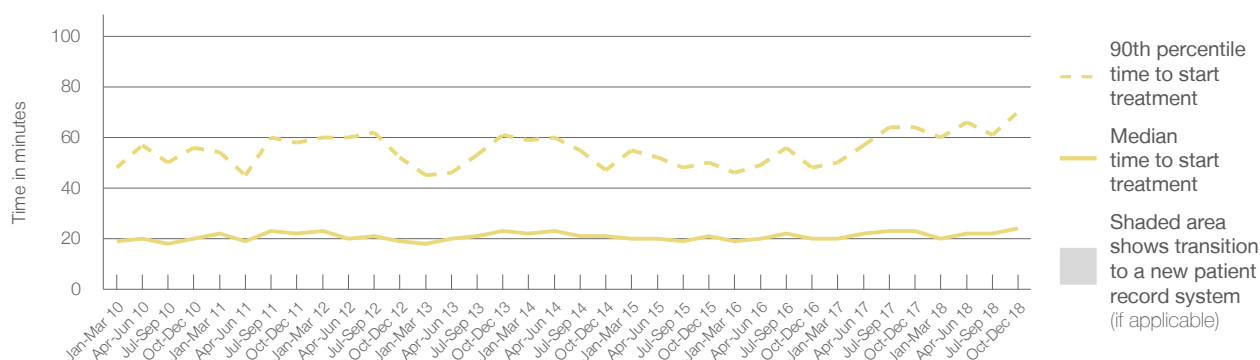
90th percentile time to start treatment ⁵ 70 minutes

Same period last year	NSW (this period)
1,135	
1,118	
23 minutes	20 minutes
64 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	22	19	23	21	21	20	23	24
90th percentile time to start treatment ⁵ (minutes)	56	58	52	61	47	50	48	64	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,342

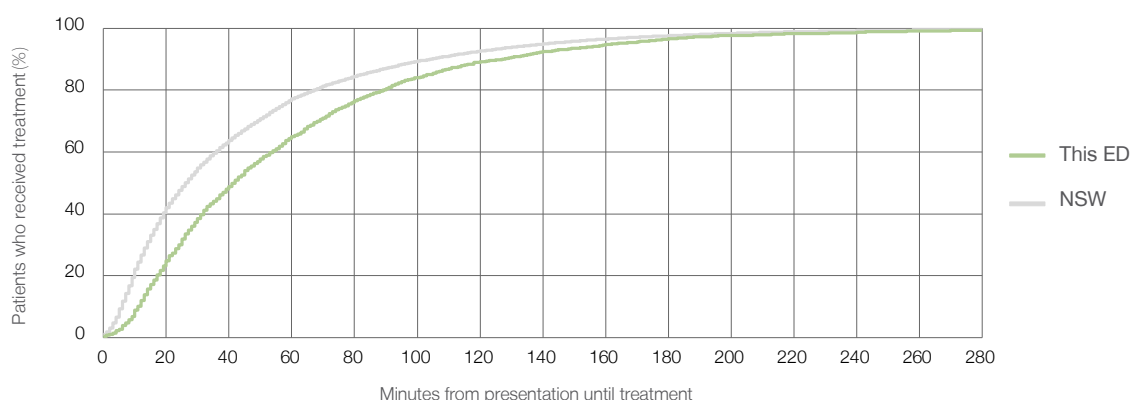
Number of triage 4 patients used to calculate waiting time:³ 2,169

Median time to start treatment⁴ 42 minutes

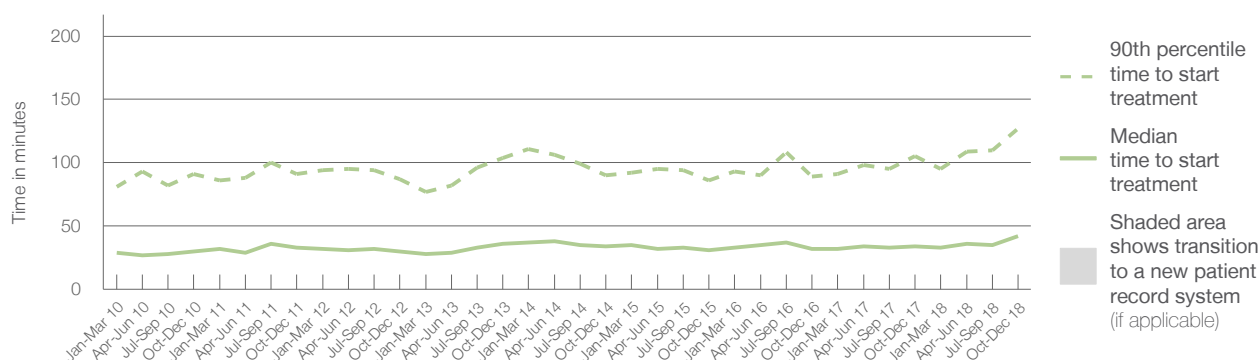
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
2,309	
2,173	
34 minutes	26 minutes
105 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	33	30	36	34	31	32	34	42
90th percentile time to start treatment ⁵ (minutes)	91	91	87	104	90	86	89	105	127

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 674

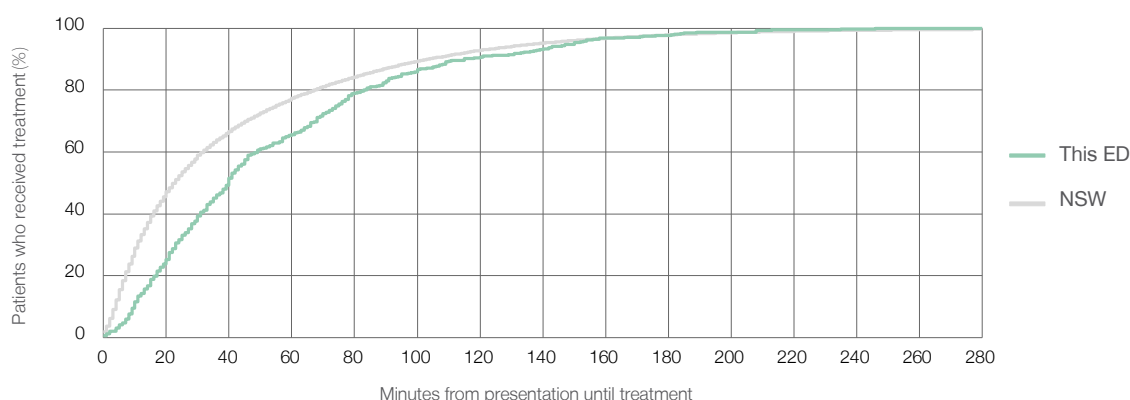
Number of triage 5 patients used to calculate waiting time:³ 553

Median time to start treatment⁴ 40 minutes

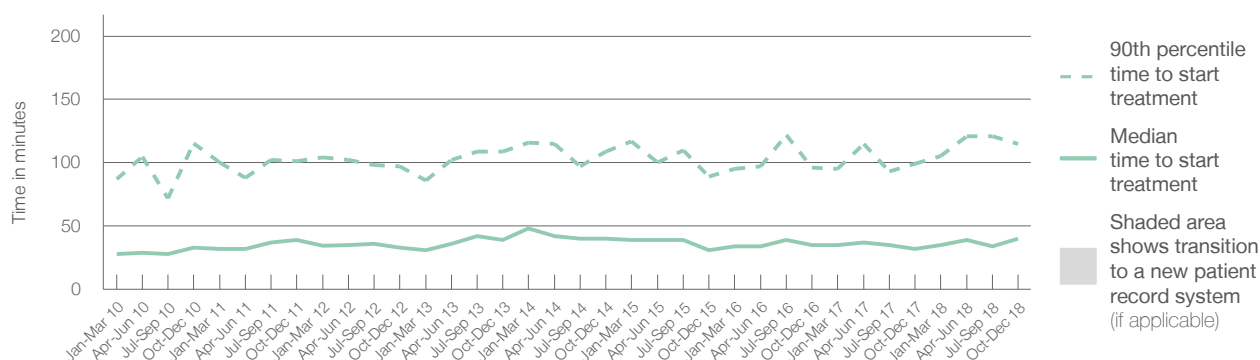
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
547	
477	
32 minutes	23 minutes
99 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33	39	33	39	40	31	35	32	40
90th percentile time to start treatment ⁵ (minutes)	116	101	97	109	109	89	96	99	115

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 4,729 patients

Presentations used to calculate time to leaving the ED:⁶ 4,729 patients

Median time spent in the ED⁸

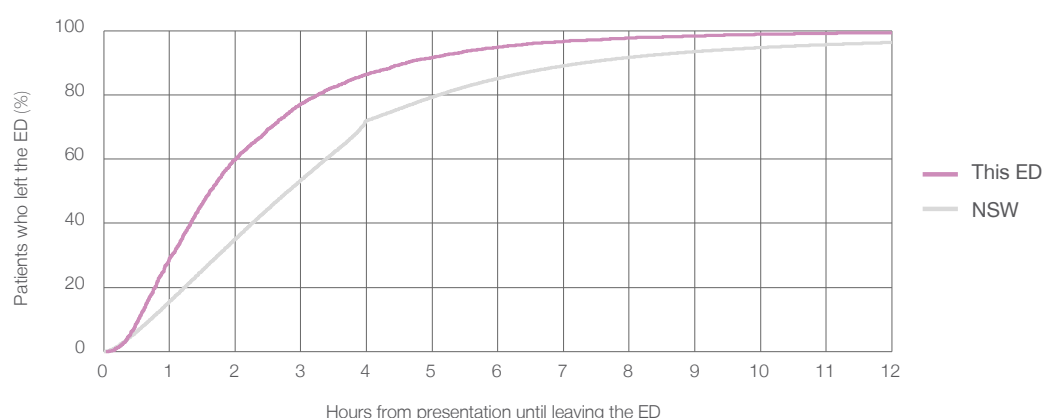
1 hours and 37 minutes

90th percentile time spent in the ED⁹

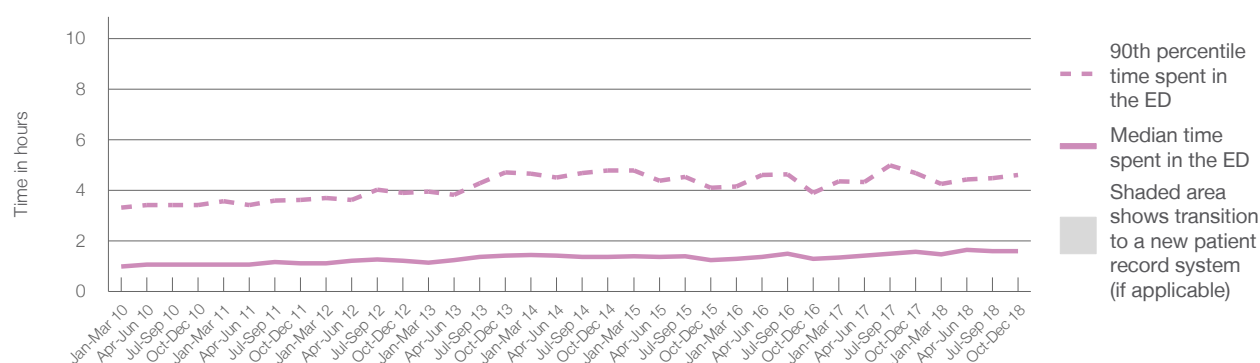
4 hours and 37 minutes

Same period last year	NSW (this period)
4,430	
4,430	
1 hours and 34 minutes	2 hours and 49 minutes
4 hours and 42 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 5m	1h 7m	1h 13m	1h 25m	1h 22m	1h 15m	1h 18m	1h 34m	1h 37m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 26m	3h 38m	3h 54m	4h 43m	4h 48m	4h 6m	3h 54m	4h 42m	4h 37m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock Hospital: Time patients spent in the ED

By mode of separation

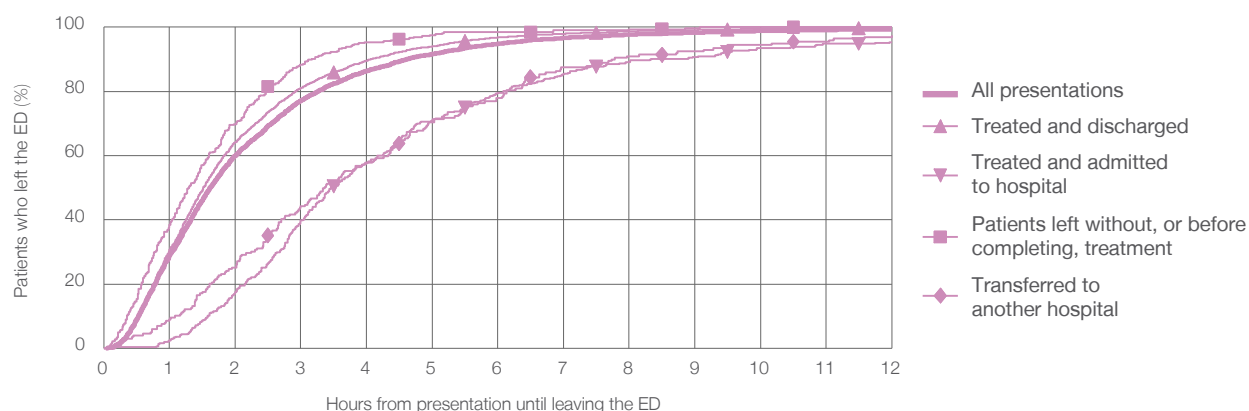
October to December 2018

All presentations:[†] 4,729 patients

Presentations used to calculate time to leaving the ED:[‡] 4,729 patients

		Same period last year	Change since one year ago
Treated and discharged	3,736 (79.0%)	4,430	7%
Treated and admitted to hospital	367 (7.8%)	3,497	6.8%
Patient left without, or before completing, treatment	325 (6.9%)	415	-11.6%
Transferred to another hospital	199 (4.2%)	249	30.5%
Other	102 (2.2%)	197	1.0%
		72	41.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	30.8%	64.2%	81.1%	89.6%	96.8%	98.7%	99.6%	99.8%
Treated and admitted to hospital	2.5%	17.4%	39.8%	57.8%	79.6%	89.1%	93.5%	95.4%
Patient left without, or before completing, treatment	38.5%	69.8%	88.3%	95.4%	98.5%	99.4%	100%	100%
Transferred to another hospital	9.0%	25.1%	44.2%	57.8%	77.9%	91.0%	94.5%	97.5%
All presentations	29.1%	59.9%	77.2%	86.4%	94.9%	97.7%	98.9%	99.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 4,729 patients

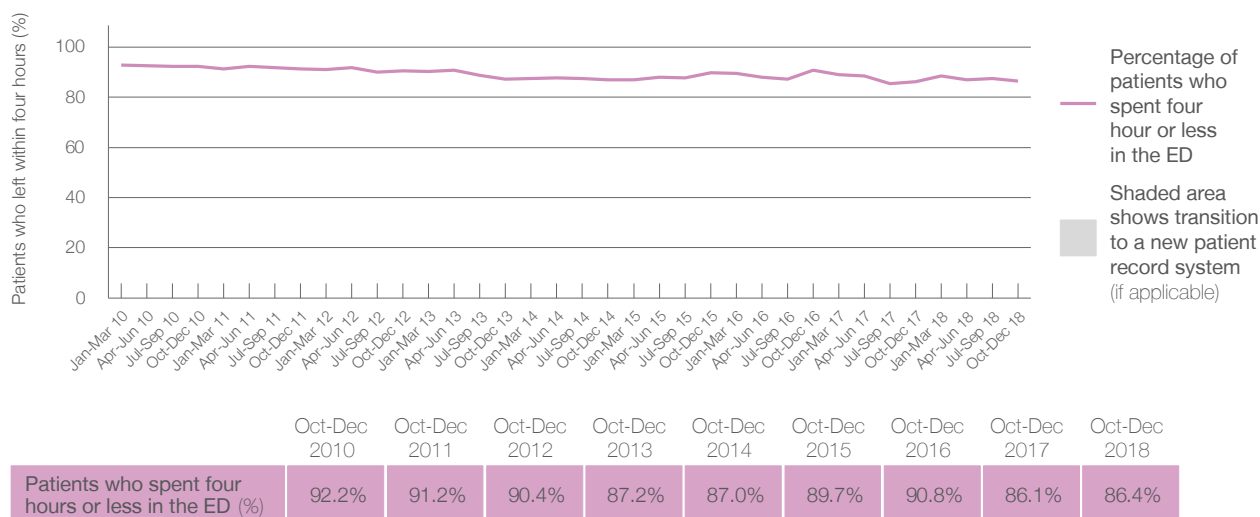
Presentations used to calculate time to leaving the ED: ⁶ 4,729 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,430	7%
4,430	7%
86.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Cooma Hospital and Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,585 patients

Emergency presentations:² 2,387 patients

Same period last year	Change since one year ago
2,615	-1%
2,358	1%

Cooma Hospital and Health Service: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 331 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 620 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 949 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
298	
7 minutes	8 minutes
21 minutes	26 minutes
669	
18 minutes	20 minutes
59 minutes	72 minutes
1,022	
27 minutes	26 minutes
100 minutes	104 minutes
364	
25 minutes	23 minutes
112 minutes	104 minutes

Cooma Hospital and Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,585 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
2,614	-1%
89%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

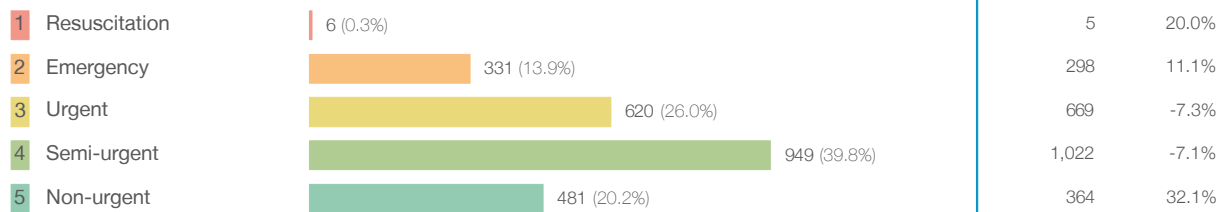
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Cooma Hospital and Health Service: Patients presenting to the emergency department

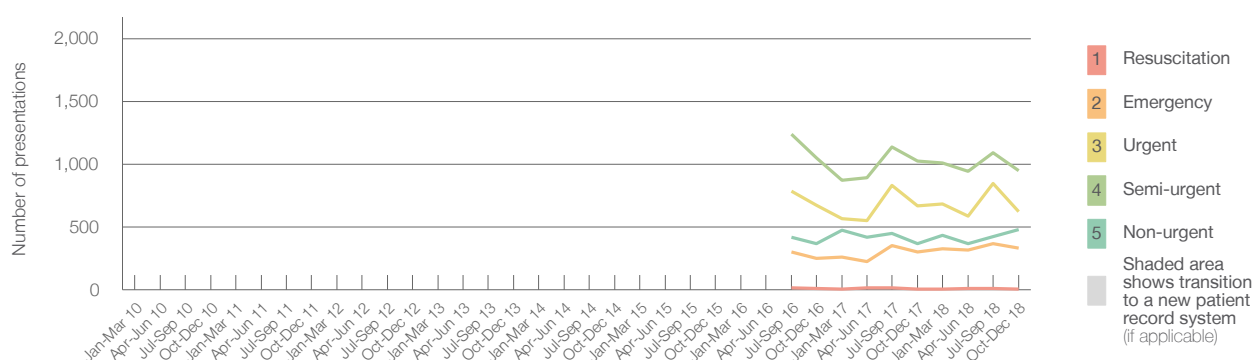
October to December 2018

All presentations:¹ 2,585 patients

Emergency presentations² by triage category: 2,387 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



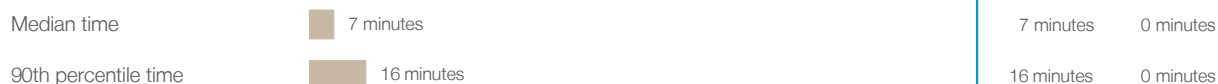
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation							12	5	6
Emergency							249	298	331
Urgent							674	669	620
Semi-urgent							1,051	1,022	949
Non-urgent							365	364	481
All emergency presentations							2,351	2,358	2,387

Cooma Hospital and Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 359 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 331

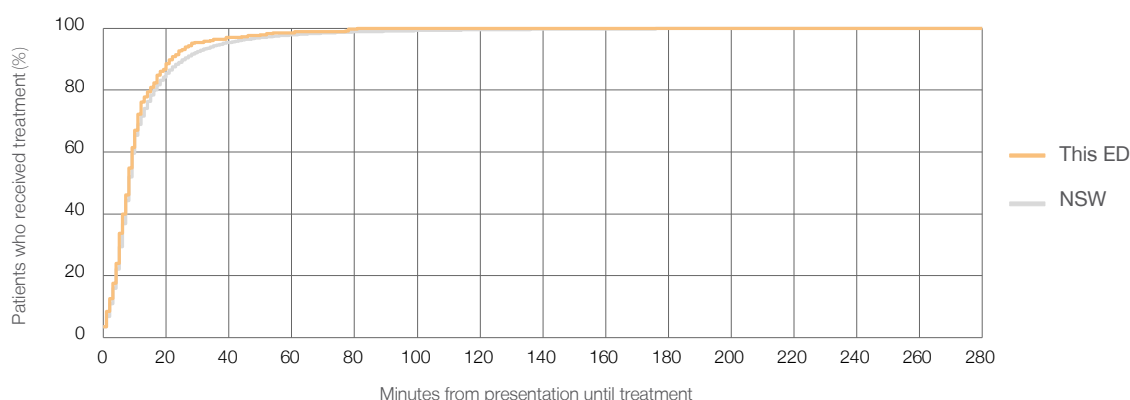
Number of triage 2 patients used to calculate waiting time:³ 330

Median time to start treatment⁴ 8 minutes

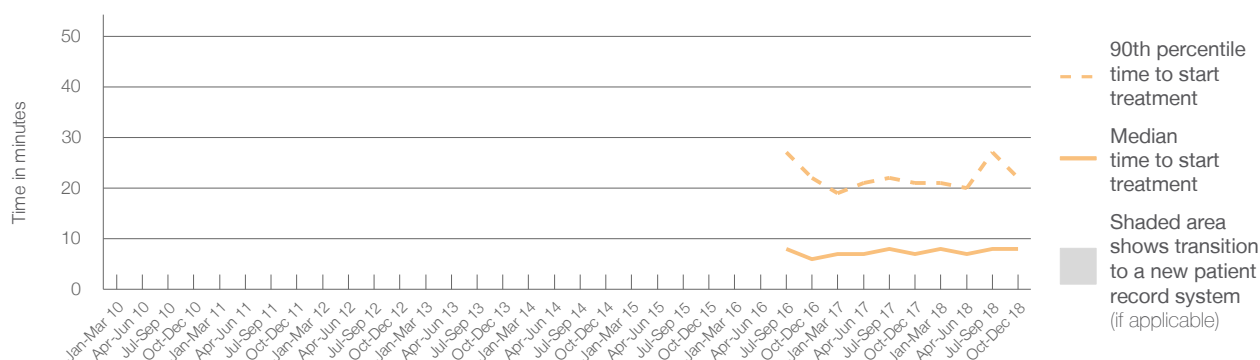
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
298	
297	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							6	7	8
90th percentile time to start treatment ⁵ (minutes)							22	21	22

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 620

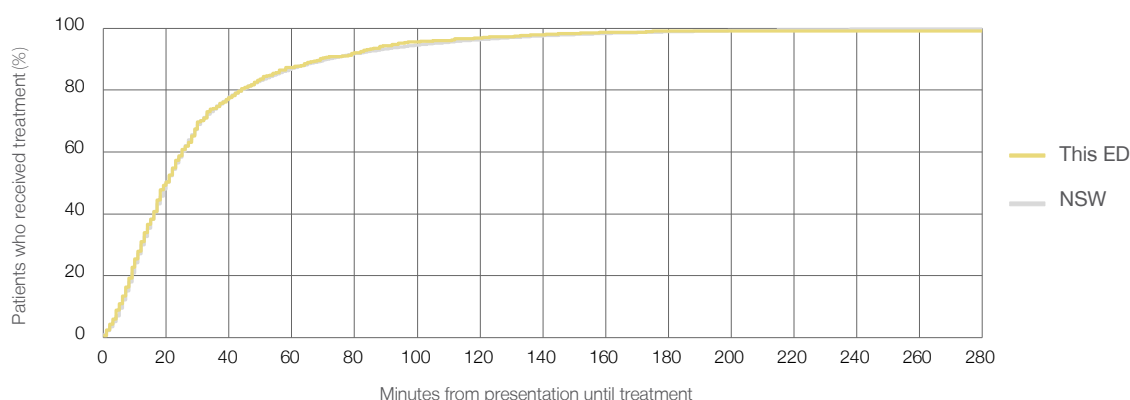
Number of triage 3 patients used to calculate waiting time:³ 610

Median time to start treatment⁴ 20 minutes

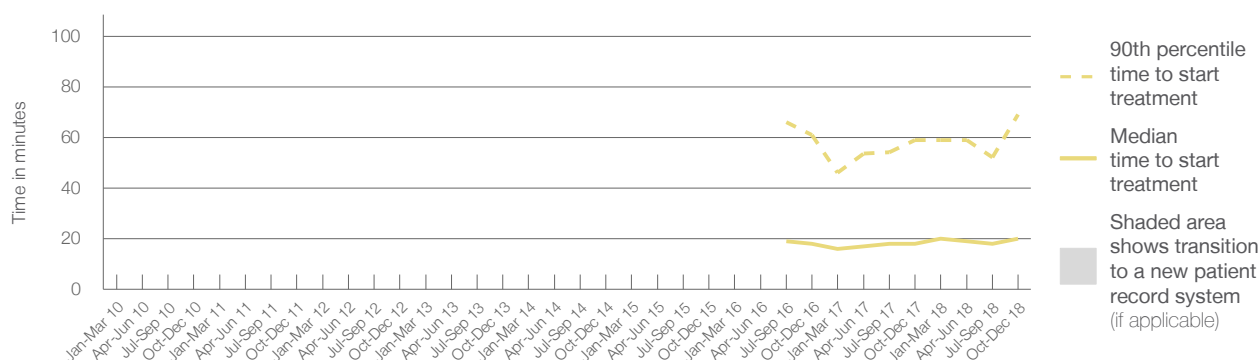
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
669	
661	
18 minutes	20 minutes
59 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							18	18	20
90th percentile time to start treatment ⁵ (minutes)							61	59	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 949

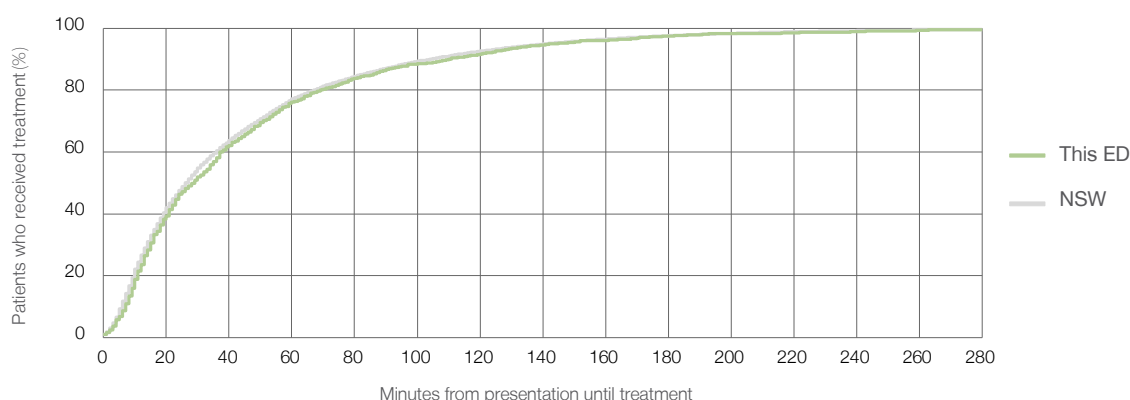
Number of triage 4 patients used to calculate waiting time: ³ 927

Median time to start treatment ⁴ 29 minutes

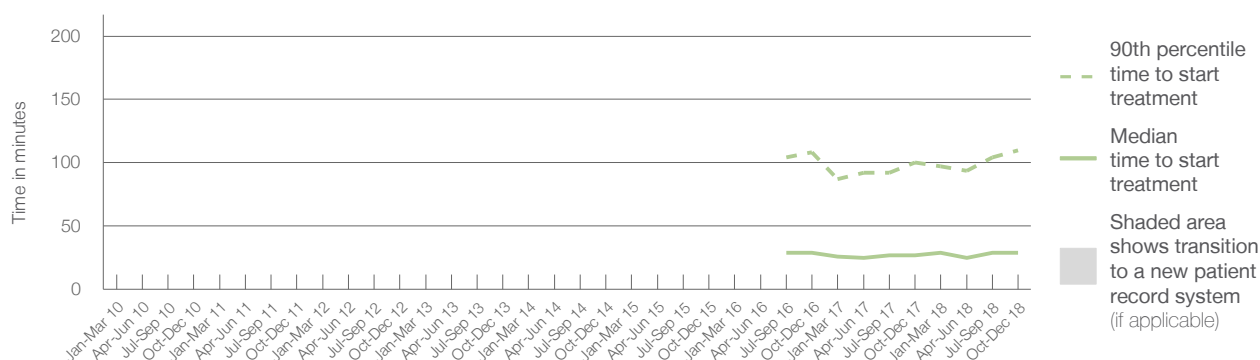
90th percentile time to start treatment ⁵ 110 minutes

Same period last year	NSW (this period)
1,022	
972	
27 minutes	26 minutes
100 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							29	27	29
90th percentile time to start treatment ⁵ (minutes)							108	100	110

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 481

Number of triage 5 patients used to calculate waiting time:³ 440

Median time to start treatment⁴

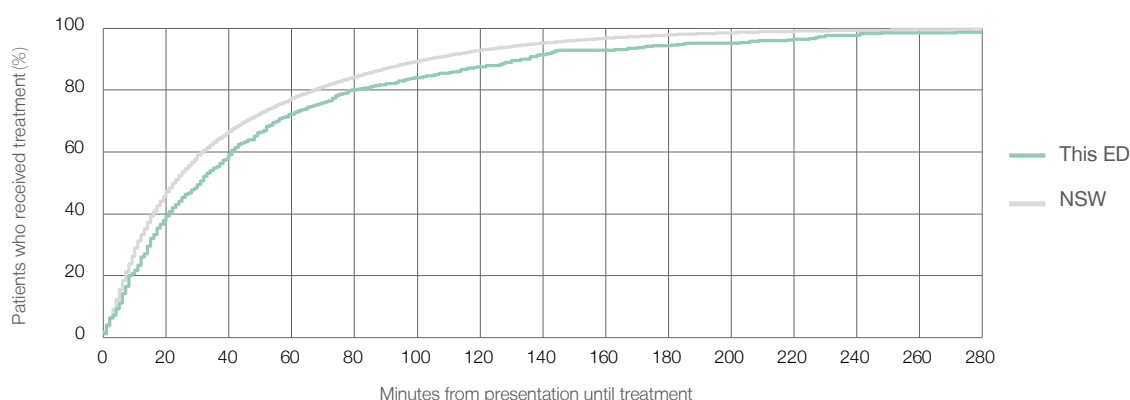
31 minutes

90th percentile time to start treatment⁵

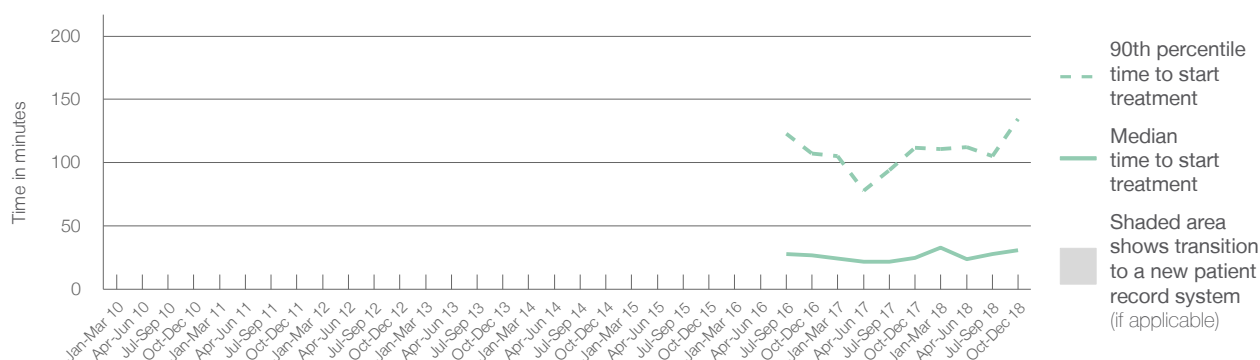
135 minutes

Same period last year	NSW (this period)
364	
323	
25 minutes	23 minutes
112 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							27	25	31
90th percentile time to start treatment ⁵ (minutes)							107	112	135

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cooma Hospital and Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,585 patients

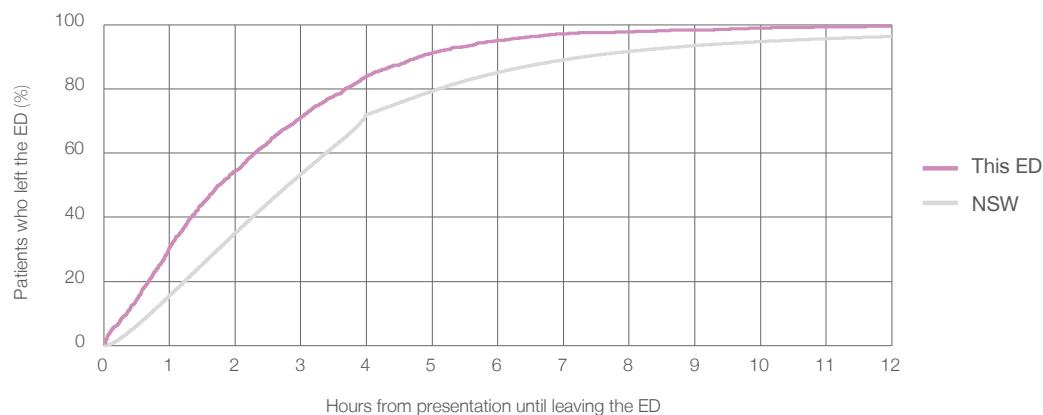
Presentations used to calculate time to leaving the ED:⁶ 2,585 patients

Median time spent in the ED⁸ 1 hours and 45 minutes

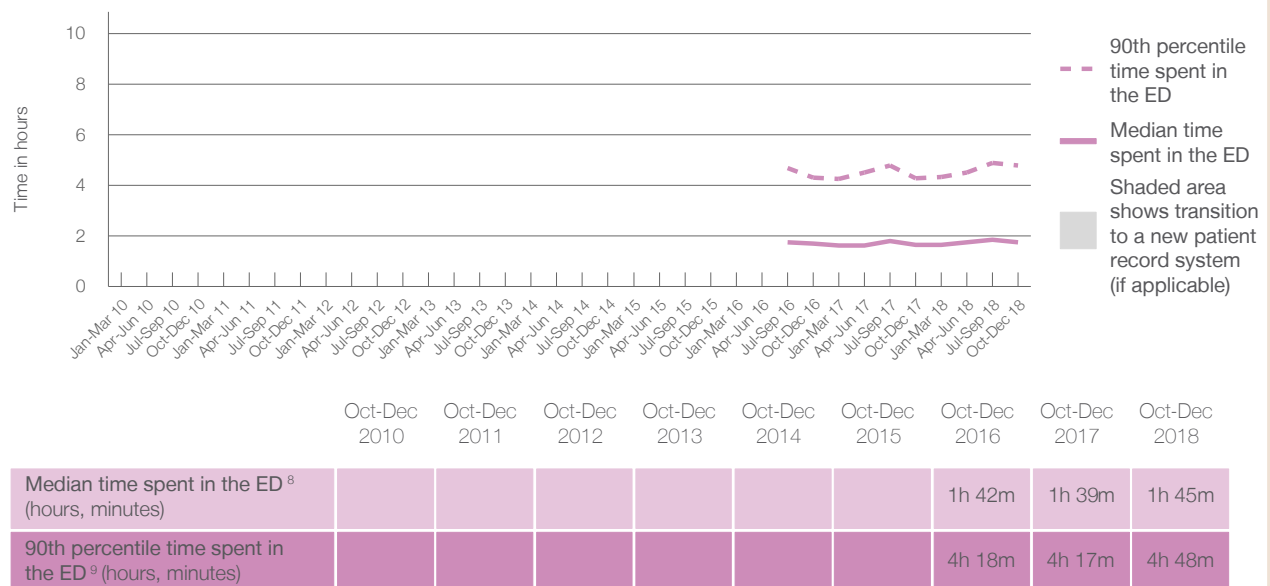
90th percentile time spent in the ED⁹ 4 hours and 48 minutes

Same period last year	NSW (this period)
2,615	
2,614	
1 hours and 39 minutes	2 hours and 49 minutes
4 hours and 17 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cooma Hospital and Health Service: Time patients spent in the ED

By mode of separation

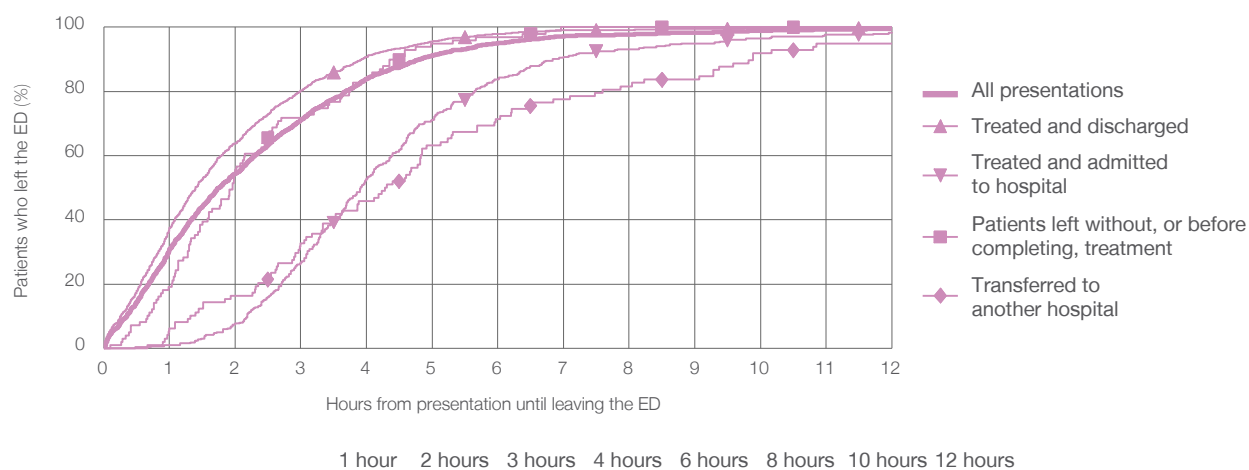
October to December 2018

All presentations:[†] 2,585 patients

Presentations used to calculate time to leaving the ED:[‡] 2,585 patients

		Same period last year	Change since one year ago
Treated and discharged	2,046 (79.1%)	2,138	-4.3%
Treated and admitted to hospital	337 (13.0%)	337	0.0%
Patient left without, or before completing, treatment	99 (3.8%)	54	83.3%
Transferred to another hospital	98 (3.8%)	78	25.6%
Other	5 (0.2%)	8	-37.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.4%	63.9%	80.3%	90.8%	97.9%	99.2%	99.7%	99.9%
Treated and admitted to hospital	0.9%	7.7%	26.7%	52.8%	83.7%	93.2%	96.4%	98.5%
Patient left without, or before completing, treatment	19.2%	55.6%	71.7%	83.8%	97.0%	100%	100%	100%
Transferred to another hospital	6.1%	16.3%	32.7%	45.9%	71.4%	81.6%	91.8%	94.9%
All presentations	30.8%	54.5%	71.1%	83.9%	95.0%	97.8%	99.0%	99.5%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cooma Hospital and Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 2,585 patients

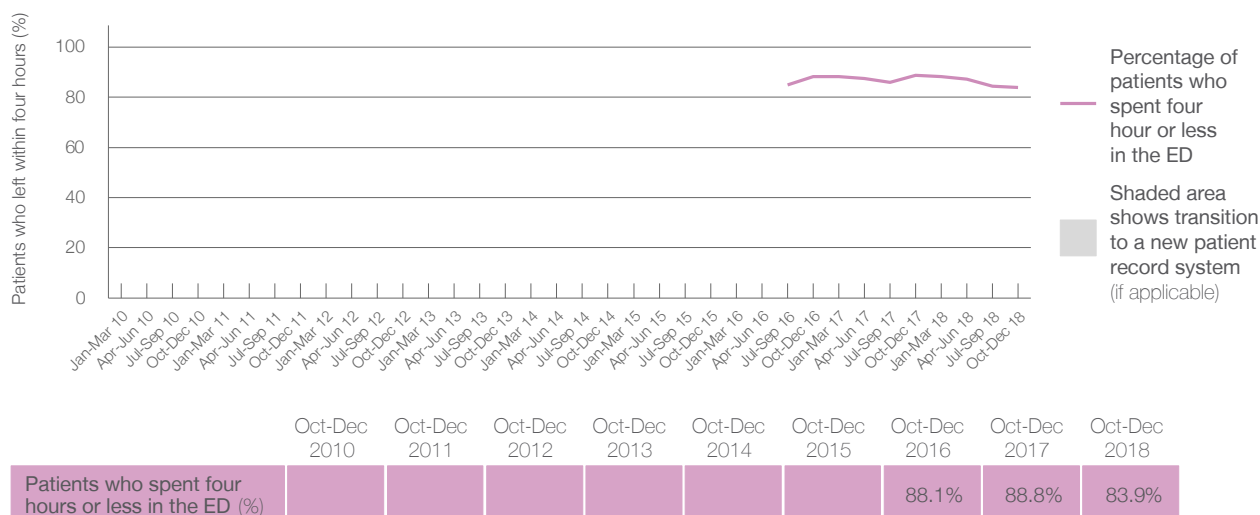
Presentations used to calculate time to leaving the ED: ⁶ 2,585 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,615	-1%
2,614	-1%
88.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Cowra Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,972 patients

Emergency presentations:² 1,887 patients

Same period last year	Change since one year ago
1,867	6%
1,831	3%

Cowra Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 213 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 503 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 813 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 352 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
182	
6 minutes	8 minutes
30 minutes	26 minutes
504	
7 minutes	20 minutes
35 minutes	72 minutes
793	
7 minutes	26 minutes
35 minutes	104 minutes
340	
7 minutes	23 minutes
41 minutes	104 minutes

Cowra Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,972 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
1,867	6%
87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

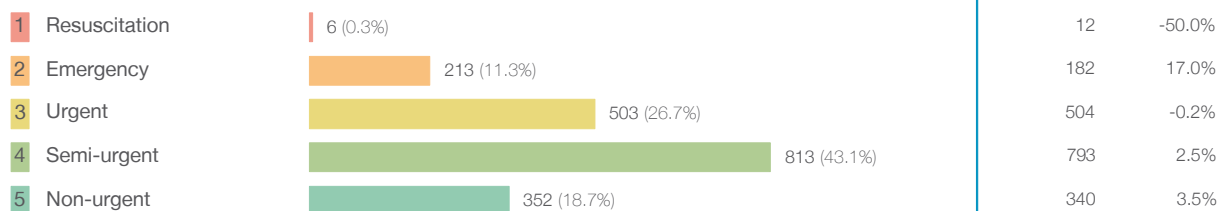
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Cowra Health Service: Patients presenting to the emergency department

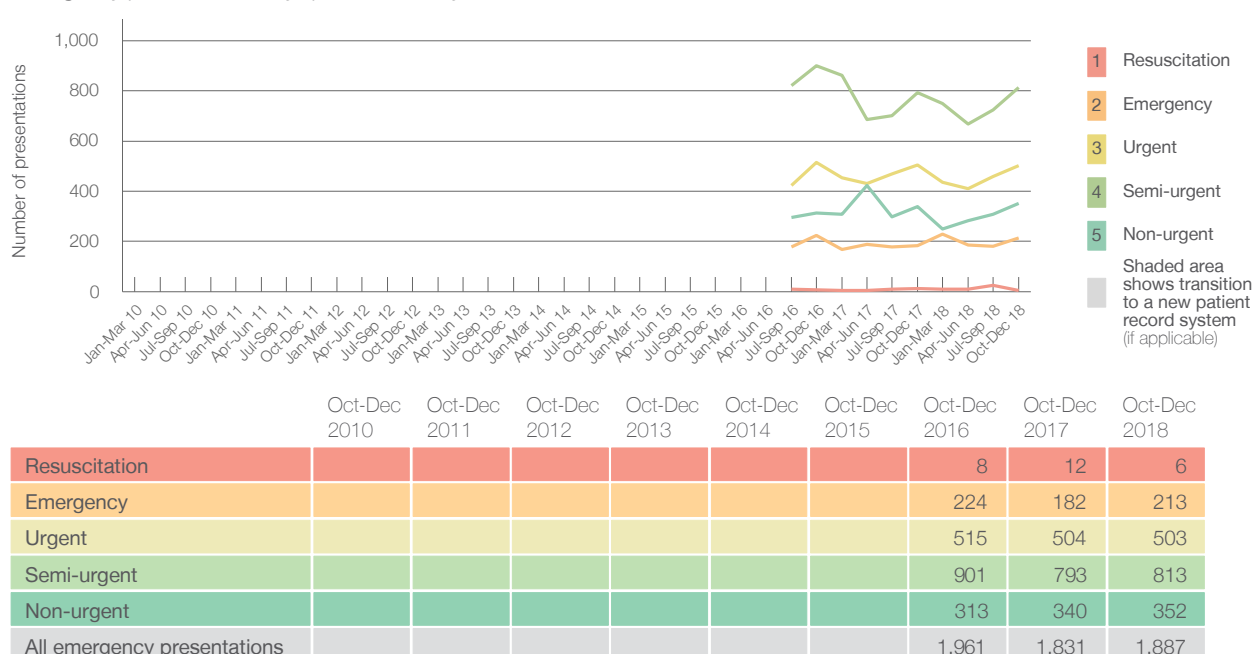
October to December 2018

All presentations:¹ 1,972 patients

Emergency presentations² by triage category: 1,887 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



Cowra Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 299 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Cowra Health Service: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 213

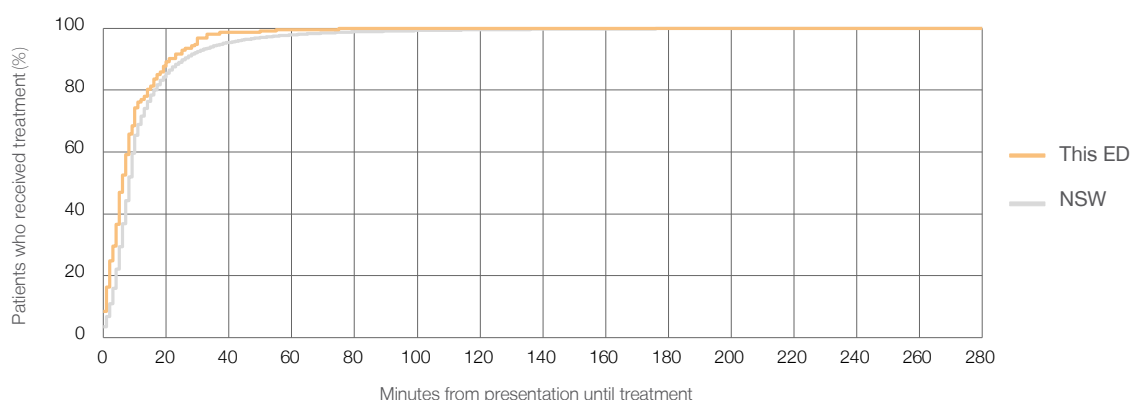
Number of triage 2 patients used to calculate waiting time:³ 213

Median time to start treatment⁴ 6 minutes

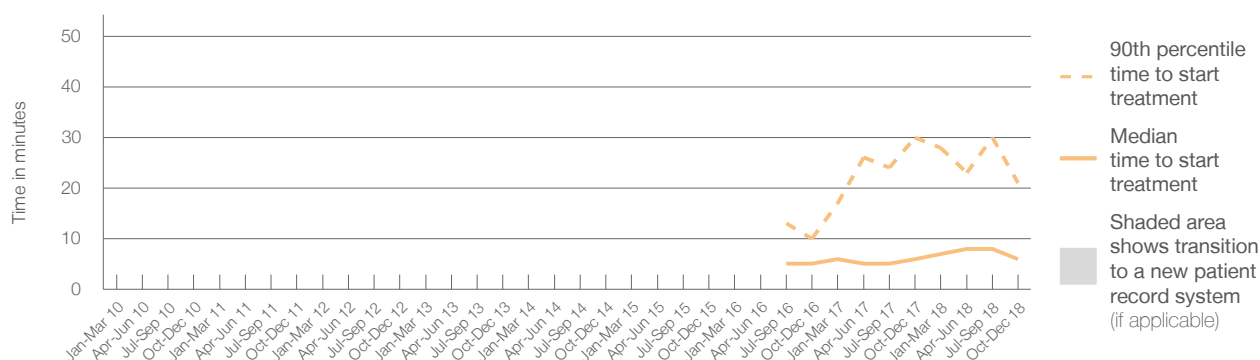
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
182	
181	
6 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							5	6	6
90th percentile time to start treatment ⁵ (minutes)							10	30	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cowra Health Service: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 503

Number of triage 3 patients used to calculate waiting time:³ 494

Median time to start treatment⁴

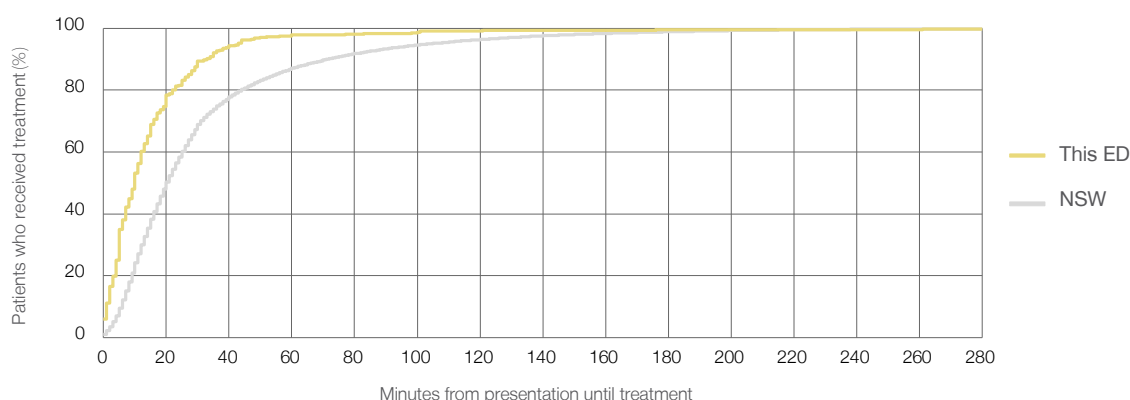
10 minutes

90th percentile time to start treatment⁵

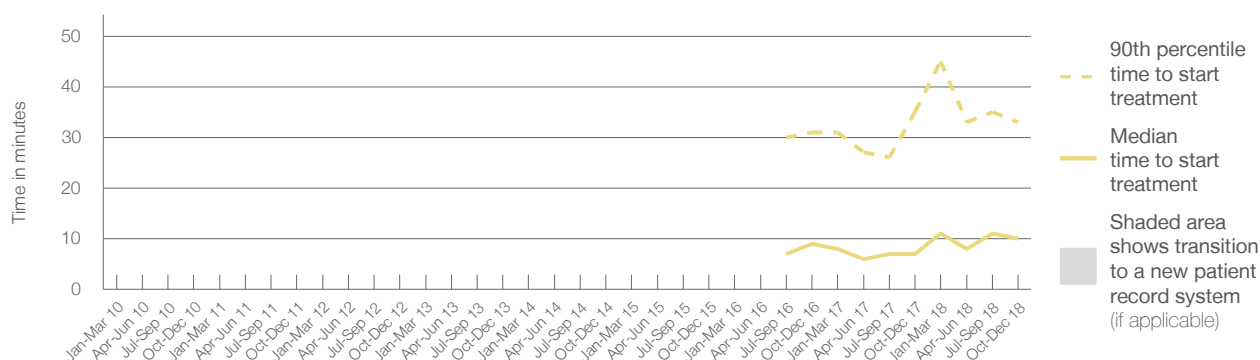
33 minutes

Same period last year	NSW (this period)
504	
496	
7 minutes	20 minutes
35 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							9	7	10
90th percentile time to start treatment ⁵ (minutes)							31	35	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cowra Health Service: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 813

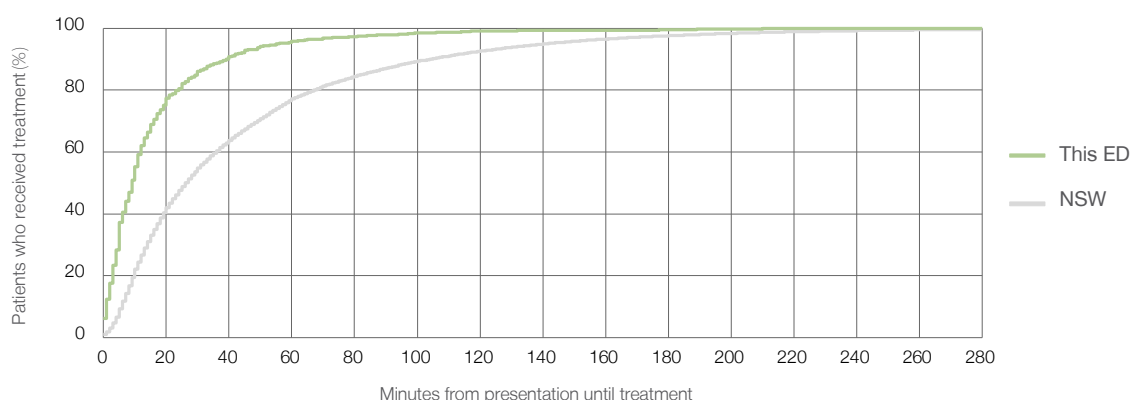
Number of triage 4 patients used to calculate waiting time:³ 802

Median time to start treatment⁴ 9 minutes

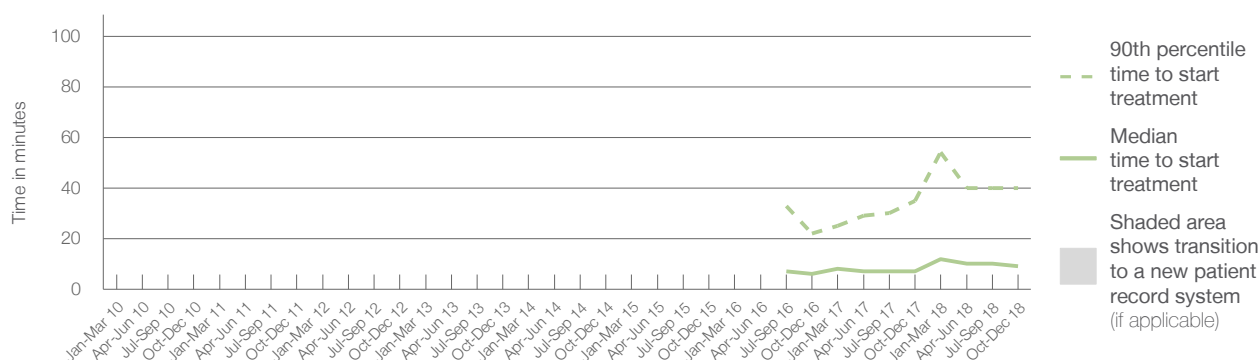
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
793	
756	
7 minutes	26 minutes
35 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							6	7	9
90th percentile time to start treatment ⁵ (minutes)							22	35	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.

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Cowra Health Service: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 352

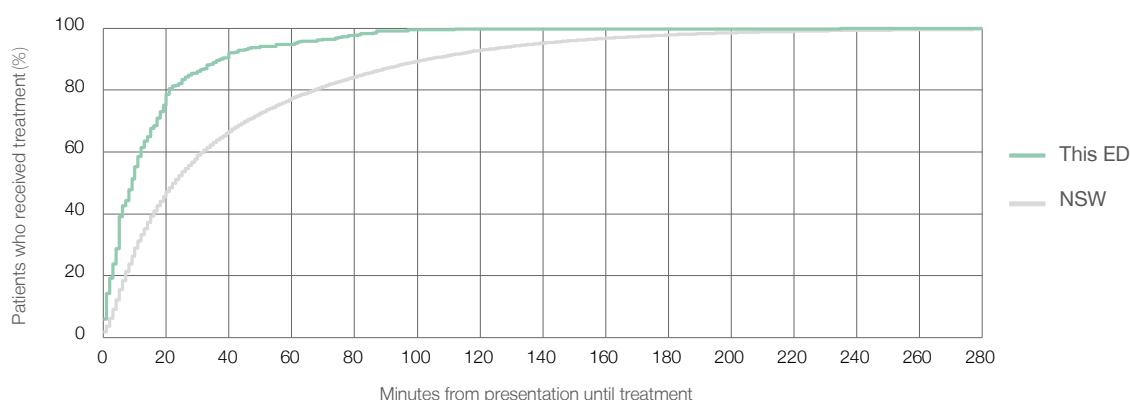
Number of triage 5 patients used to calculate waiting time:³ 337

Median time to start treatment⁴ 9 minutes

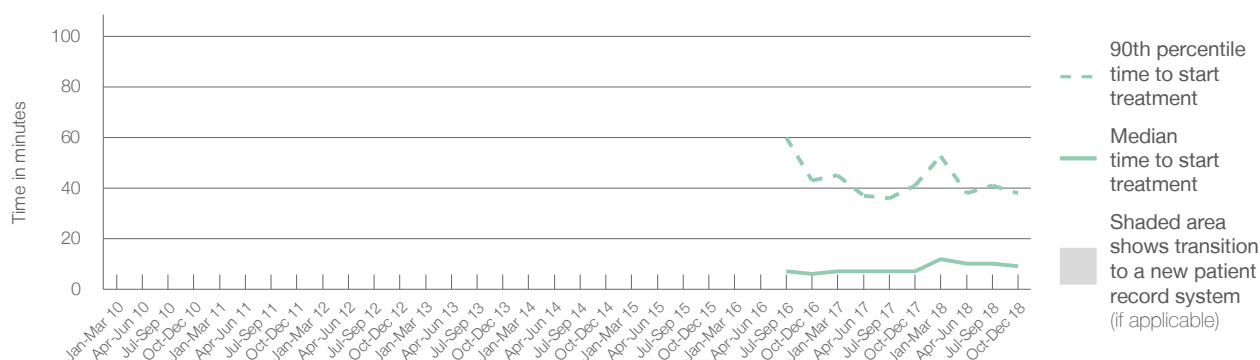
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
340	
308	
7 minutes	23 minutes
41 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							6	7	9
90th percentile time to start treatment ⁵ (minutes)							43	41	38

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cowra Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 1,972 patients

Presentations used to calculate time to leaving the ED:⁶ 1,972 patients

Median time spent in the ED⁸

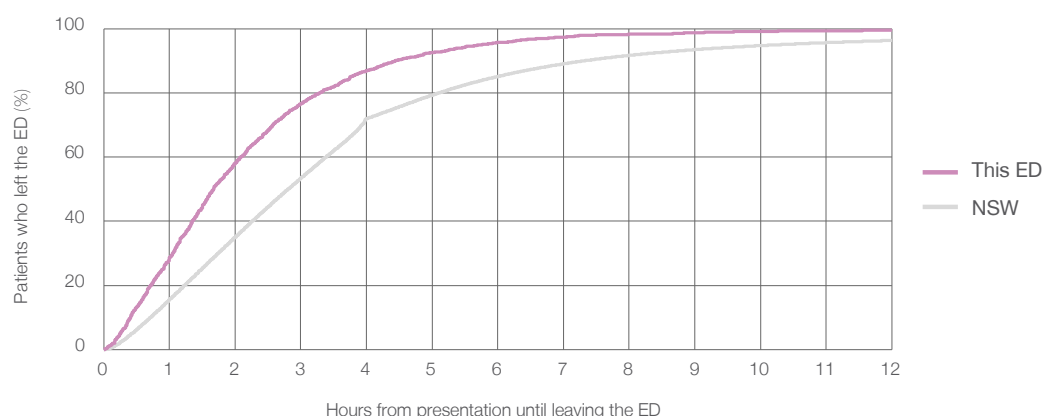
1 hours and 40 minutes

90th percentile time spent in the ED⁹

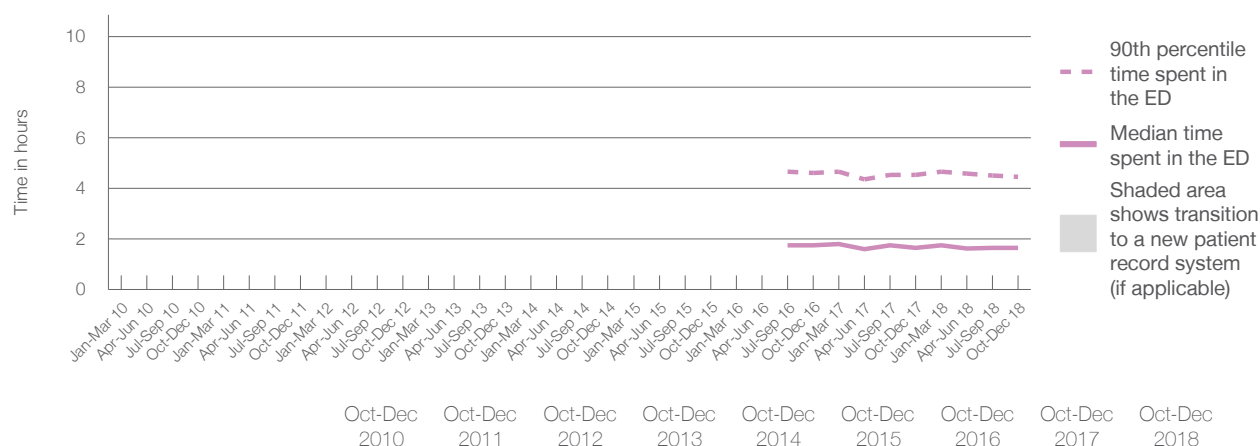
4 hours and 27 minutes

Same period last year	NSW (this period)
1,867	
1,867	
1 hours and 39 minutes	2 hours and 49 minutes
4 hours and 32 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)							1h 45m	1h 39m	1h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)							4h 37m	4h 32m	4h 27m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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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Cowra Health Service: Time patients spent in the ED

By mode of separation

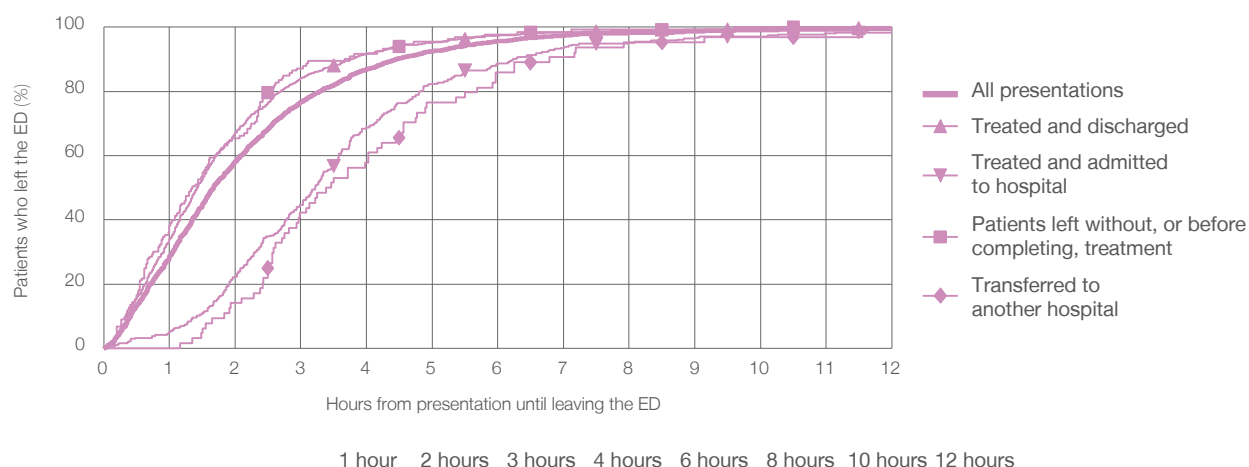
October to December 2018

All presentations:[†] 1,972 patients

Presentations used to calculate time to leaving the ED:[‡] 1,972 patients

		Same period last year	Change since one year ago
Treated and discharged	1,459 (74.0%)	1,867	6%
Treated and admitted to hospital	313 (15.9%)	1,394	4.7%
Patient left without, or before completing, treatment	133 (6.7%)	353	-11.3%
Transferred to another hospital	64 (3.2%)	63	111.1%
Other	3 (0.2%)	55	16.4%
		2	50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	34.1%	67.1%	84.1%	91.8%	97.4%	98.9%	99.6%	99.8%
Treated and admitted to hospital	5.1%	22.4%	44.7%	68.7%	88.8%	95.2%	97.1%	98.4%
Patient left without, or before completing, treatment	38.3%	65.4%	87.2%	91.7%	97.7%	99.2%	100%	100%
Transferred to another hospital	0%	14.1%	42.2%	57.8%	85.9%	95.3%	96.9%	100%
All presentations	28.7%	58.2%	76.7%	87.0%	95.7%	98.2%	99.1%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Cowra Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 1,972 patients

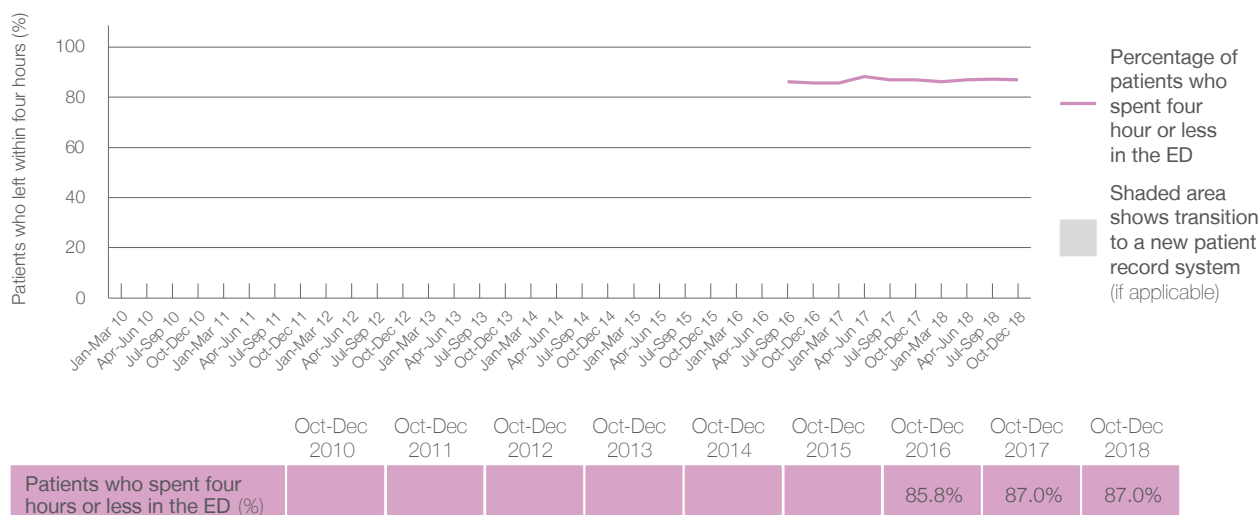
Presentations used to calculate time to leaving the ED: ⁶ 1,972 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,867	6%
1,867	6%
87.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Deniliquin Hospital and Health Services: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,648 patients

Emergency presentations:² 2,081 patients

Same period last year	Change since one year ago
2,360	12%
1,968	6%

Deniliquin Hospital and Health Services: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 82 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 541 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 934 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 36 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 524 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
103	
4 minutes	8 minutes
16 minutes	26 minutes
693	
9 minutes	20 minutes
26 minutes	72 minutes
816	
8 minutes	26 minutes
31 minutes	104 minutes
356	
8 minutes	23 minutes
37 minutes	104 minutes

Deniliquin Hospital and Health Services: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,648 patients

Percentage of patients who spent four hours or less in the ED

89%

Same period last year	Change since one year ago
2,359	12%
89%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

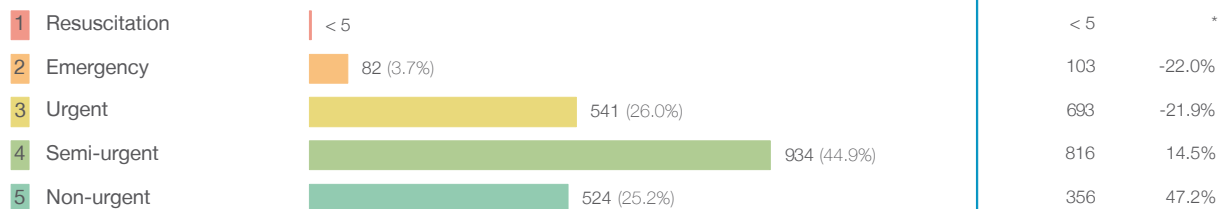
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Deniliquin Hospital and Health Services: Patients presenting to the emergency department

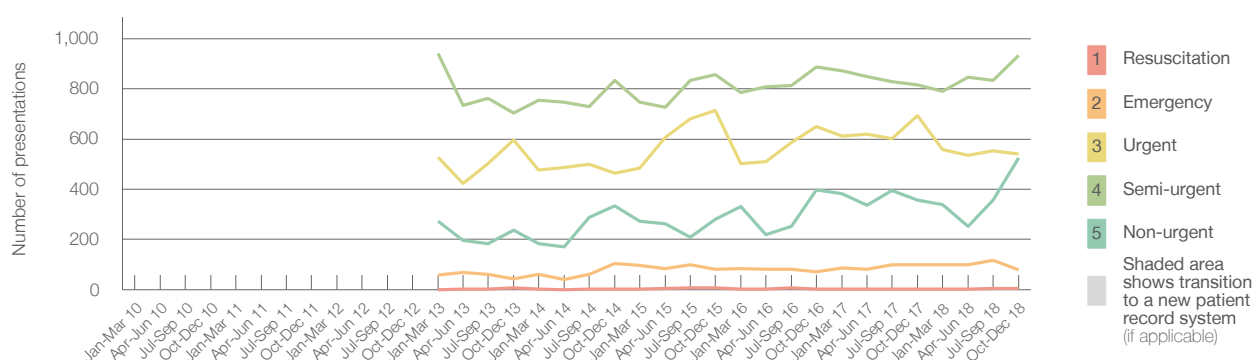
October to December 2018

All presentations:¹ 2,648 patients

Emergency presentations² by triage category: 2,081 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation				7	< 5	8	< 5	< 5	< 5
Emergency				44	107	80	73	103	82
Urgent				596	465	715	650	693	541
Semi-urgent				703	834	856	888	816	934
Non-urgent				236	333	279	398	356	524
All emergency presentations				1,586	1,739	1,938	2,009	1,968	2,081

Deniliquin Hospital and Health Services: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 97 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 82

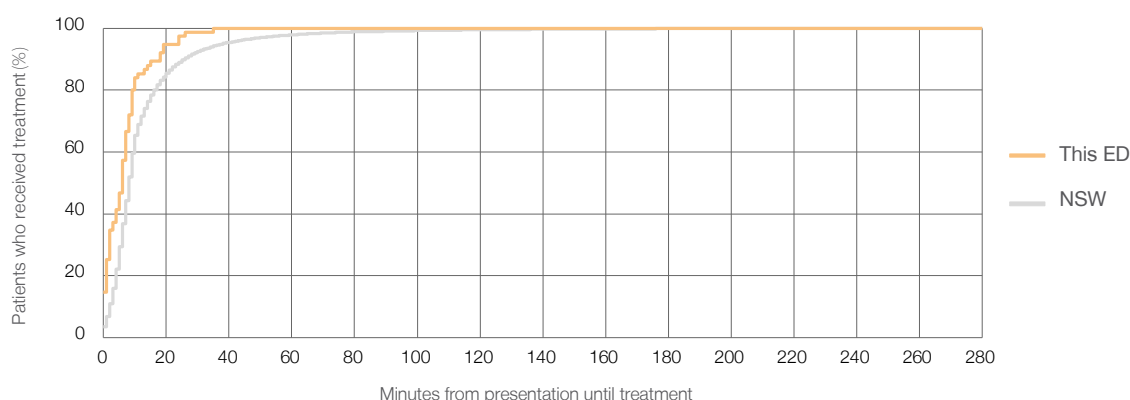
Number of triage 2 patients used to calculate waiting time: ³ 75

Median time to start treatment ⁴ 6 minutes

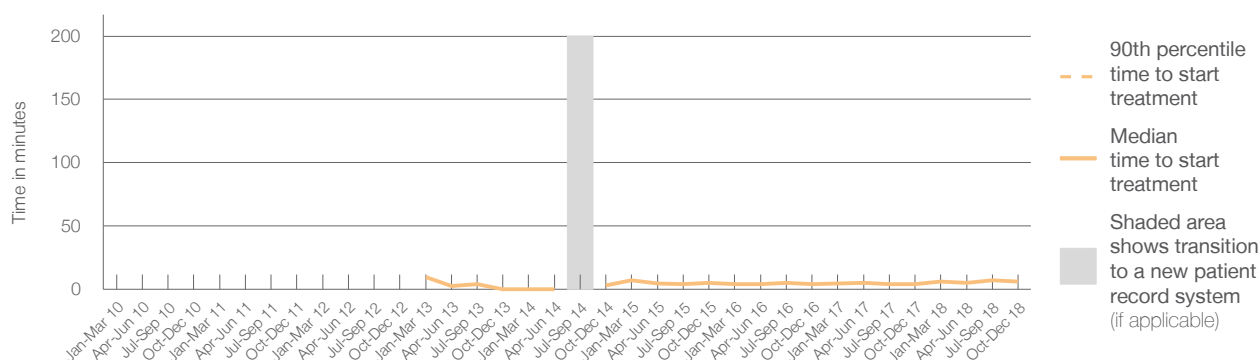
90th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
103	
100	
4 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				0	3	5	4	4	6
90th percentile time to start treatment ⁵ (minutes)				*	10	*	*	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 541

Number of triage 3 patients used to calculate waiting time: ³ 527

Median time to start treatment ⁴

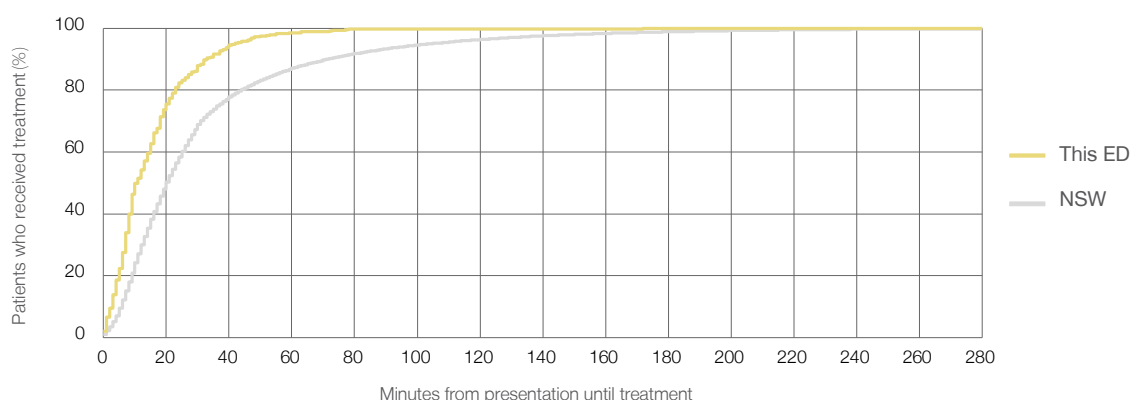
11 minutes

90th percentile time to start treatment ⁵

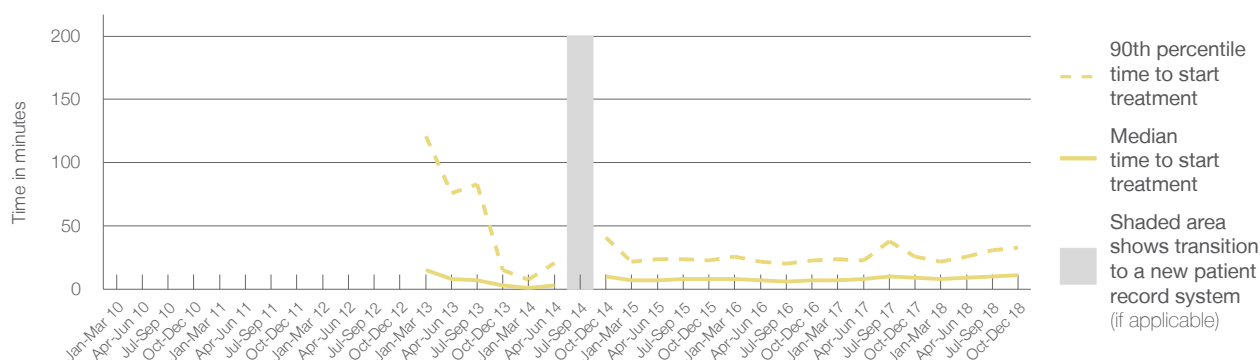
33 minutes

Same period last year	NSW (this period)
693	
684	
9 minutes	20 minutes
26 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				3	10	8	7	9	11
90th percentile time to start treatment ⁵ (minutes)				15	41	23	23	26	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 934

Number of triage 4 patients used to calculate waiting time:³ 890

Median time to start treatment⁴

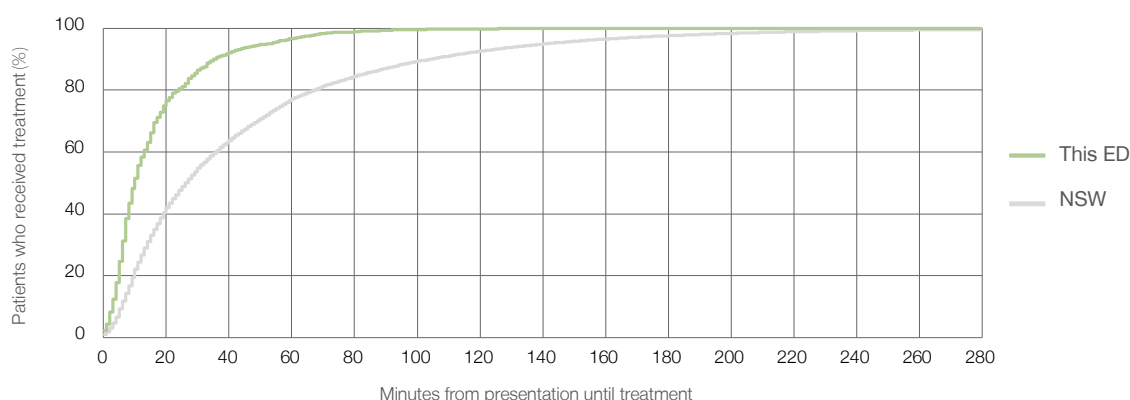
10 minutes

90th percentile time to start treatment⁵

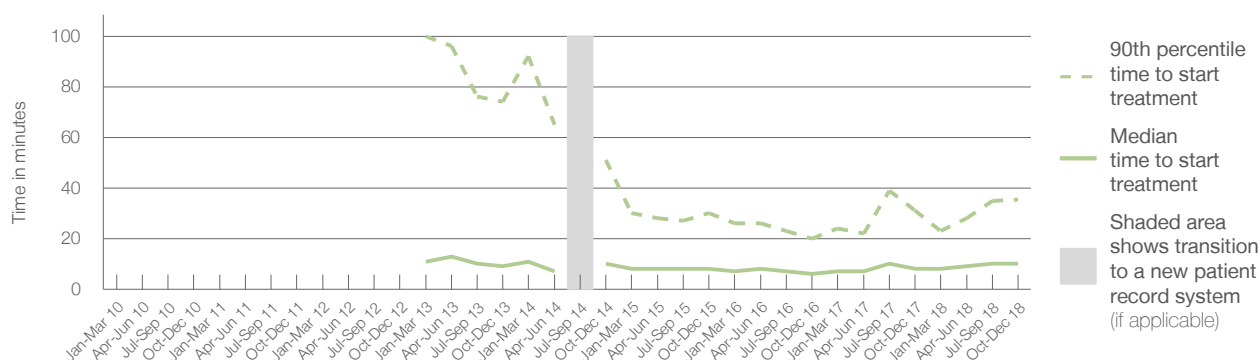
36 minutes

Same period last year	NSW (this period)
816	
790	
8 minutes	26 minutes
31 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				9	10	8	6	8	10
90th percentile time to start treatment ⁵ (minutes)				74	51	30	20	31	36

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 524

Number of triage 5 patients used to calculate waiting time: ³ 507

Median time to start treatment ⁴

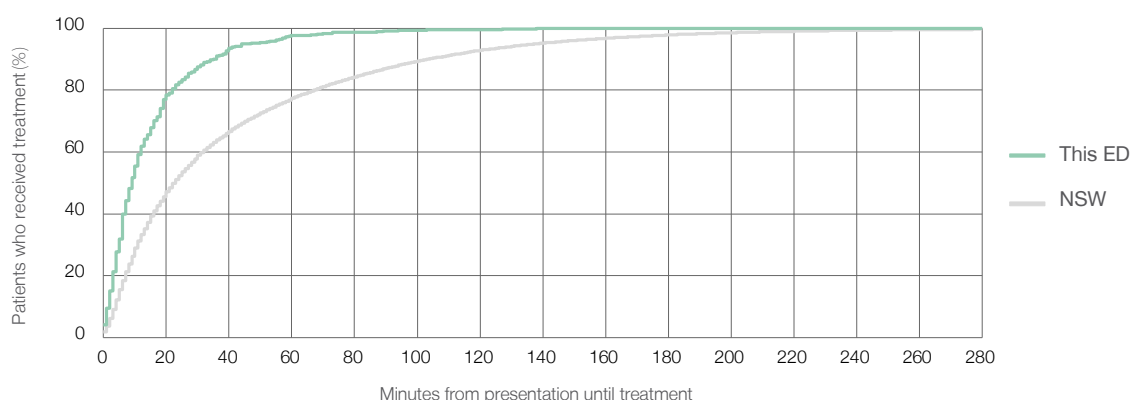
9 minutes

90th percentile time to start treatment ⁵

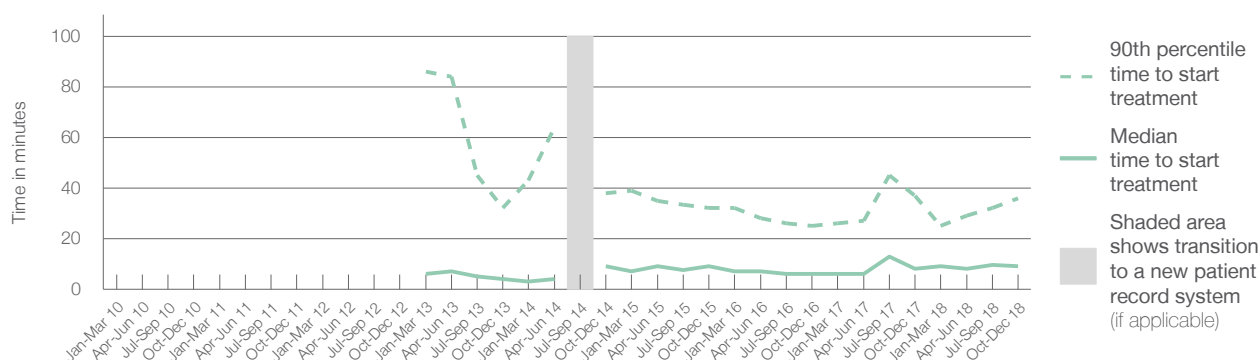
36 minutes

Same period last year	NSW (this period)
356	
349	
8 minutes	23 minutes
37 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				4	9	9	6	8	9
90th percentile time to start treatment ⁵ (minutes)				32	38	32	25	37	36

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Hospital and Health Services: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,648 patients

Presentations used to calculate time to leaving the ED:⁶ 2,648 patients

Median time spent in the ED⁸

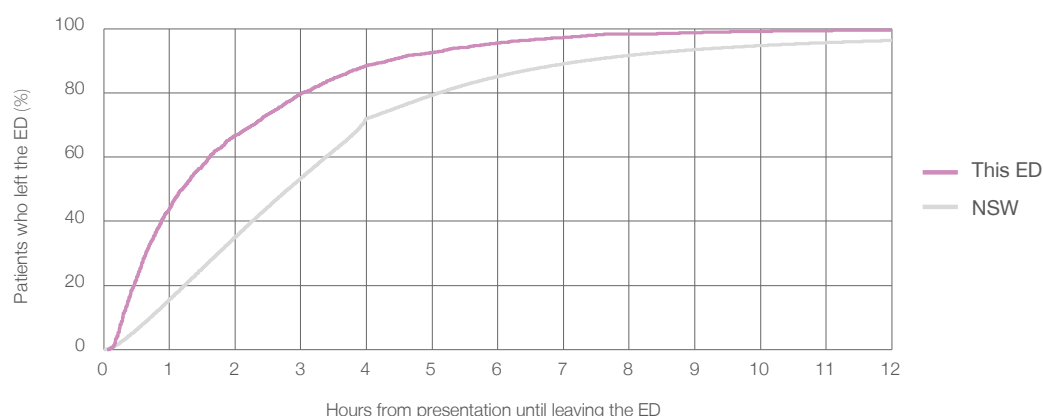
1 hours and 12 minutes

90th percentile time spent in the ED⁹

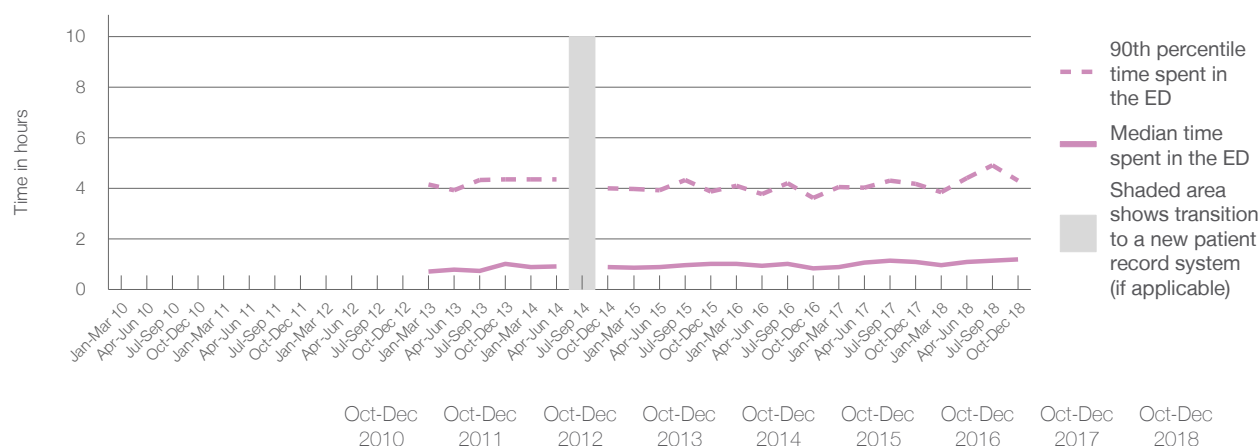
4 hours and 19 minutes

Same period last year	NSW (this period)
2,360	
2,359	
1 hours and 6 minutes	2 hours and 49 minutes
4 hours and 11 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



Median time spent in the ED ⁸ (hours, minutes)				1h 1m	0h 54m	1h 2m	0h 50m	1h 6m	1h 12m
90th percentile time spent in the ED ⁹ (hours, minutes)				4h 21m	4h 0m	3h 53m	3h 37m	4h 11m	4h 19m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Hospital and Health Services: Time patients spent in the ED

By mode of separation

October to December 2018

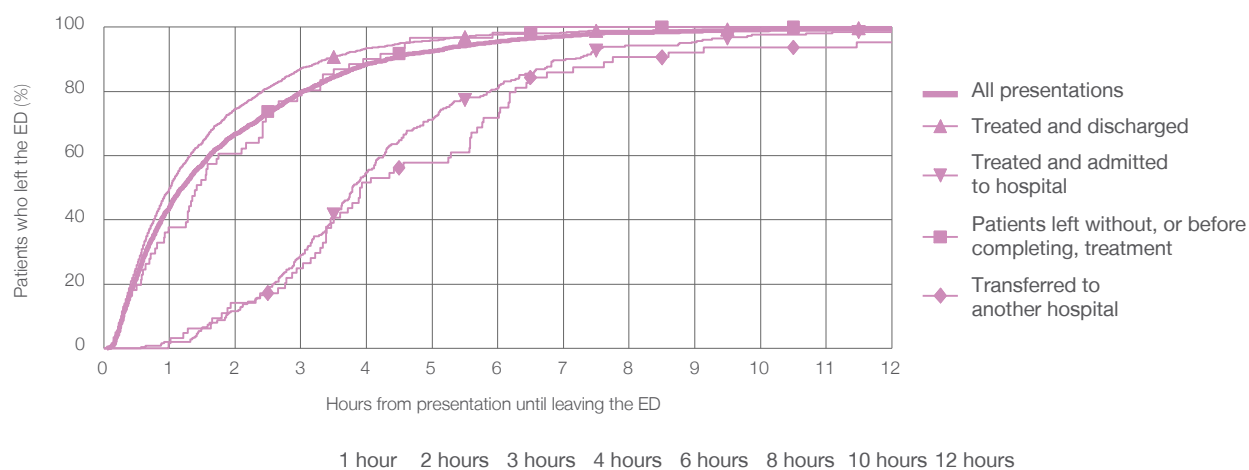
All presentations:[†] 2,648 patients

Presentations used to calculate time to leaving the ED:[‡] 2,648 patients

Treated and discharged	2,200 (83.1%)
Treated and admitted to hospital	261 (9.9%)
Patient left without, or before completing, treatment	61 (2.3%)
Transferred to another hospital	64 (2.4%)
Other	62 (2.3%)

Same period last year	Change since one year ago
2,359	12%
1,992	10.4%
242	7.9%
32	90.6%
52	23.1%
42	47.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	49.9%	74.5%	87.1%	93.5%	97.7%	99.0%	99.5%	99.7%
Treated and admitted to hospital	1.9%	11.5%	29.1%	54.8%	81.2%	94.3%	97.7%	98.5%
Patient left without, or before completing, treatment	37.7%	60.7%	78.7%	90.2%	98.4%	100%	100%	100%
Transferred to another hospital	1.6%	14.1%	25.0%	51.6%	71.9%	90.6%	93.8%	95.3%
All presentations	44.0%	66.8%	79.8%	88.6%	95.5%	98.4%	99.2%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Hospital and Health Services: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 2,648 patients

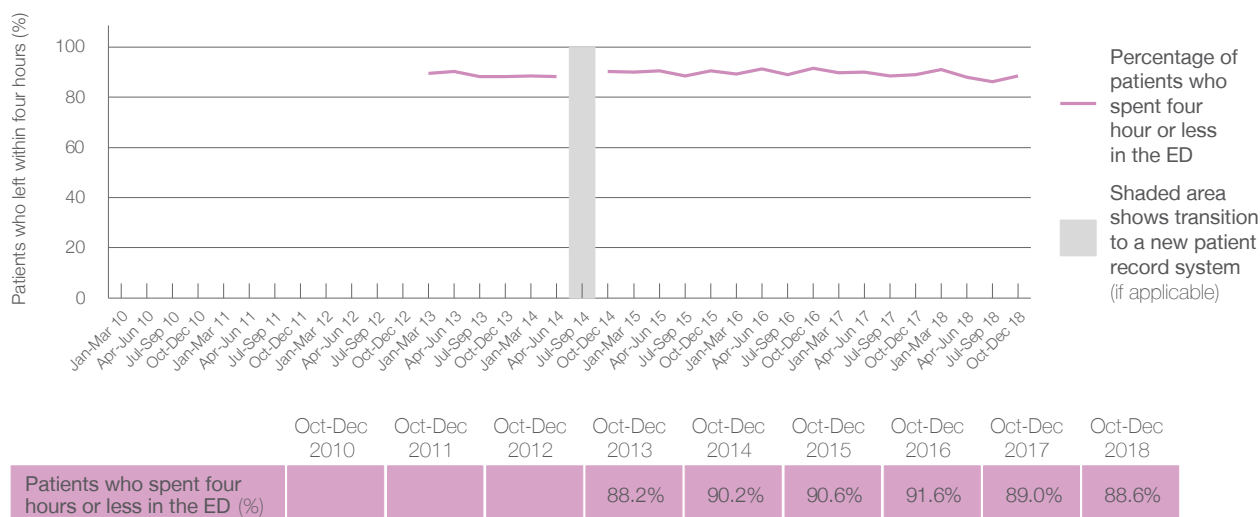
Presentations used to calculate time to leaving the ED: ⁶ 2,648 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,360	12%
2,359	12%
89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Gunnedah Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,925 patients

Emergency presentations:² 1,867 patients

Same period last year	Change since one year ago
2,153	-11%
2,086	-10%

Gunnedah Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 109 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 522 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 965 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 264 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
139	
8 minutes	8 minutes
54 minutes	26 minutes
472	
26 minutes	20 minutes
95 minutes	72 minutes
1,086	
37 minutes	26 minutes
122 minutes	104 minutes
389	
33 minutes	23 minutes
100 minutes	104 minutes

Gunnedah Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,925 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
2,153	-11%
90%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

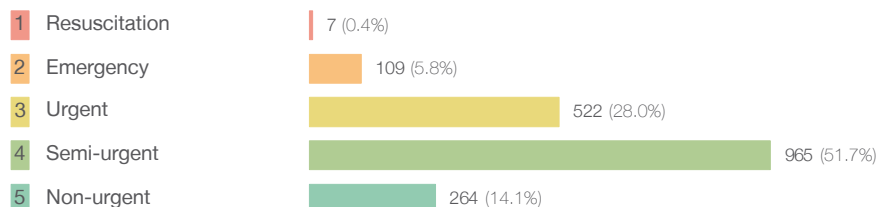
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Gunnedah Hospital: Patients presenting to the emergency department

October to December 2018

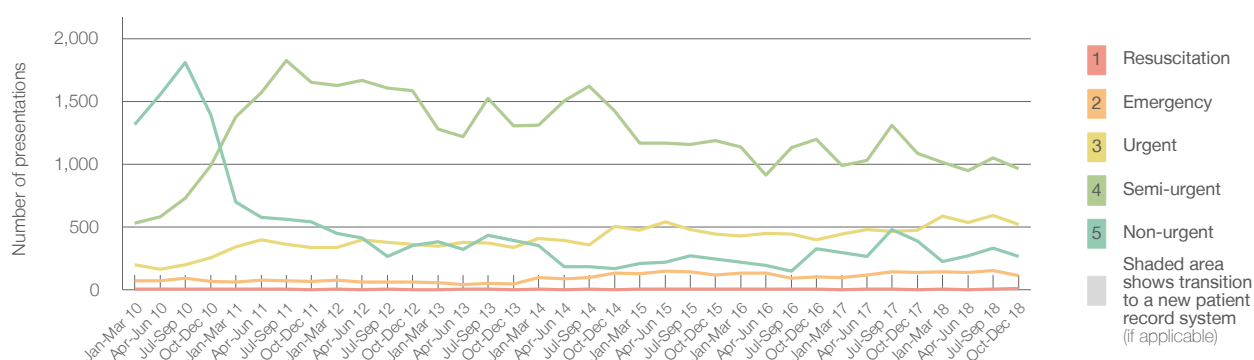
All presentations:¹ 1,925 patients

Emergency presentations² by triage category: 1,867 patients



Same period last year	Change since one year ago
2,153	-11%
2,086	-10%
< 5	*
139	-21.0%
472	10.6%
1,086	-11.1%
389	-32.1%

Emergency presentations² by quarter, January 2010 to December 2018 [†]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	< 5	< 5	< 5	< 5	5	< 5	< 5	7
Emergency	70	69	62	44	131	115	102	139	109
Urgent	254	334	363	334	502	442	398	472	522
Semi-urgent	987	1,650	1,585	1,303	1,422	1,186	1,197	1,086	965
Non-urgent	1,391	542	351	392	166	244	328	389	264
All emergency presentations	2,702	2,595	2,361	2,073	2,221	1,992	2,025	2,086	1,867

Gunnedah Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 135 patients ^{**}

ED Transfer of care time



Same period last year	Change since one year ago
158	
7 minutes	0 minutes
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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Gunnedah Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 109

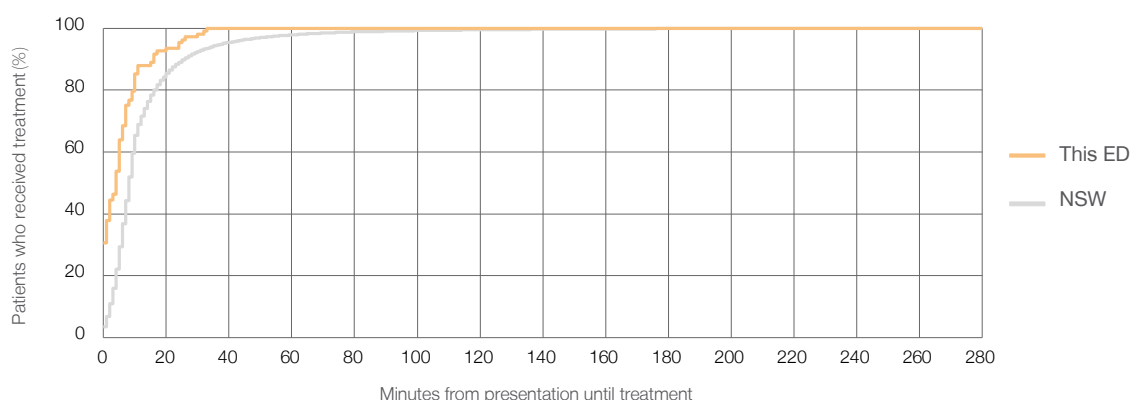
Number of triage 2 patients used to calculate waiting time:³ 108

Median time to start treatment⁴ 4 minutes

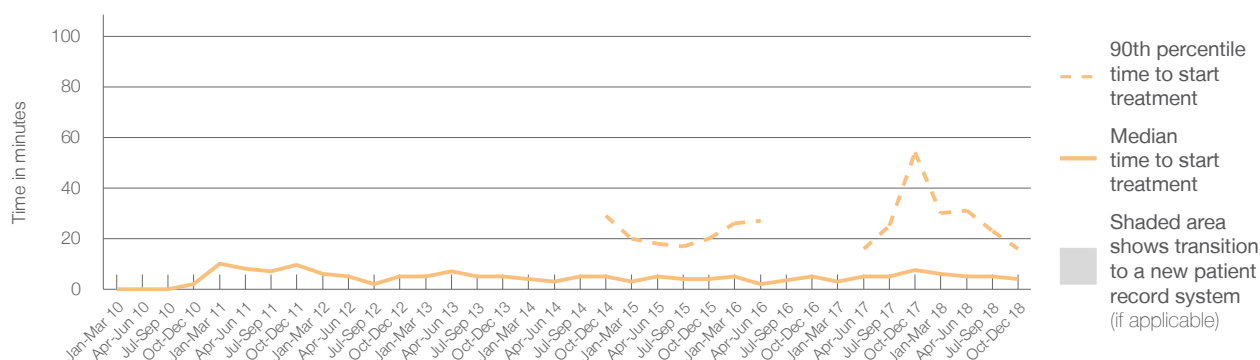
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
139	
138	
8 minutes	8 minutes
54 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	2	10	5	5	5	4	5	8	4
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	29	20	*	54	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.

Gunnedah Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 522

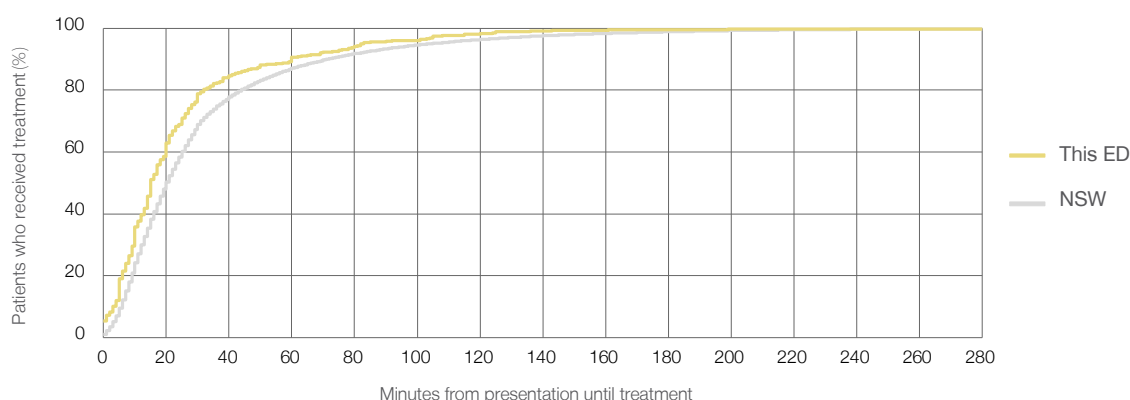
Number of triage 3 patients used to calculate waiting time: ³ 507

Median time to start treatment ⁴ 15 minutes

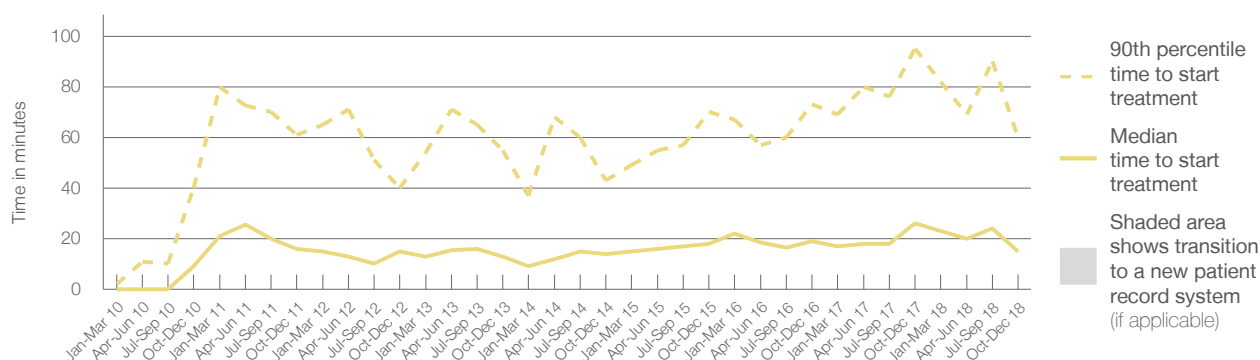
90th percentile time to start treatment ⁵ 60 minutes

Same period last year	NSW (this period)
472	
458	
26 minutes	20 minutes
95 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	16	15	13	14	18	19	26	15
90th percentile time to start treatment ⁵ (minutes)	40	61	40	55	43	70	73	95	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 965

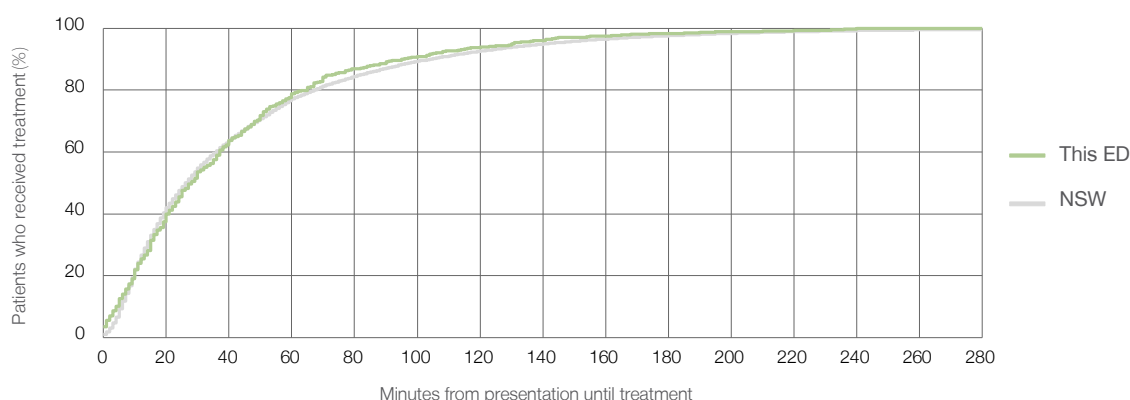
Number of triage 4 patients used to calculate waiting time:³ 917

Median time to start treatment⁴ 28 minutes

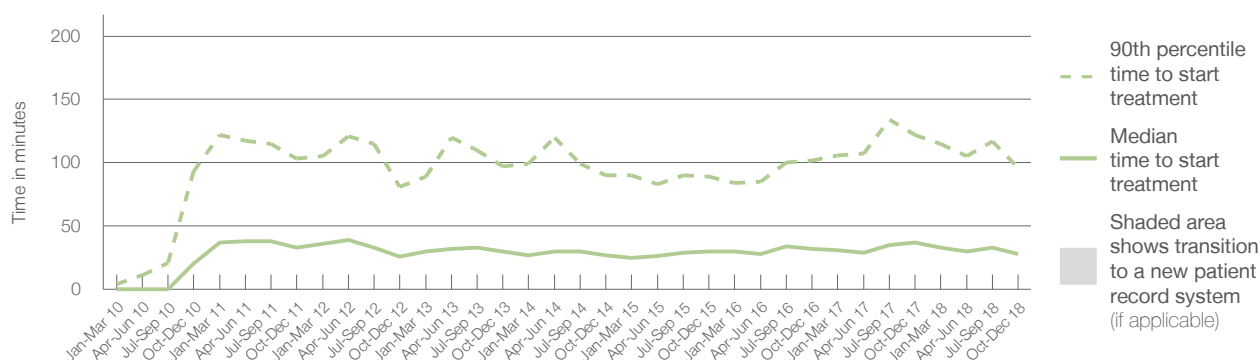
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,086	
996	
37 minutes	26 minutes
122 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	33	26	30	27	30	32	37	28
90th percentile time to start treatment ⁵ (minutes)	93	103	81	97	90	89	102	122	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 264

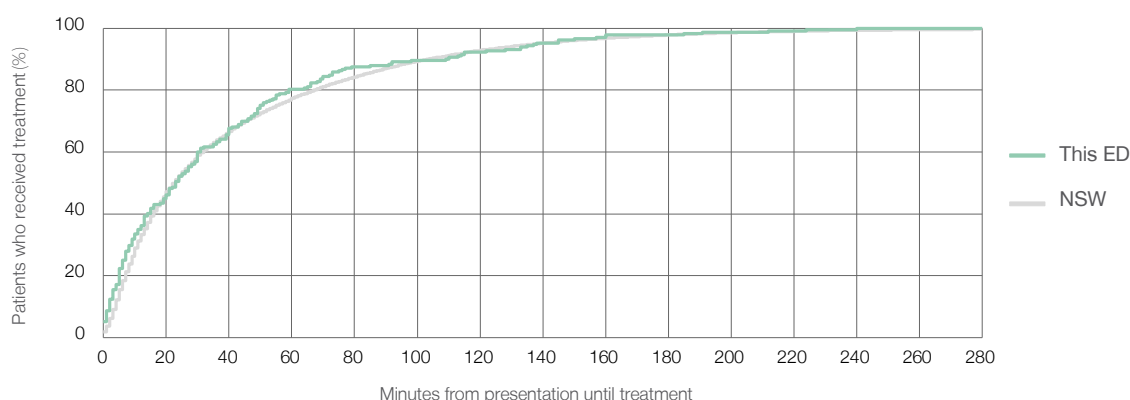
Number of triage 5 patients used to calculate waiting time:³ 232

Median time to start treatment⁴ 23 minutes

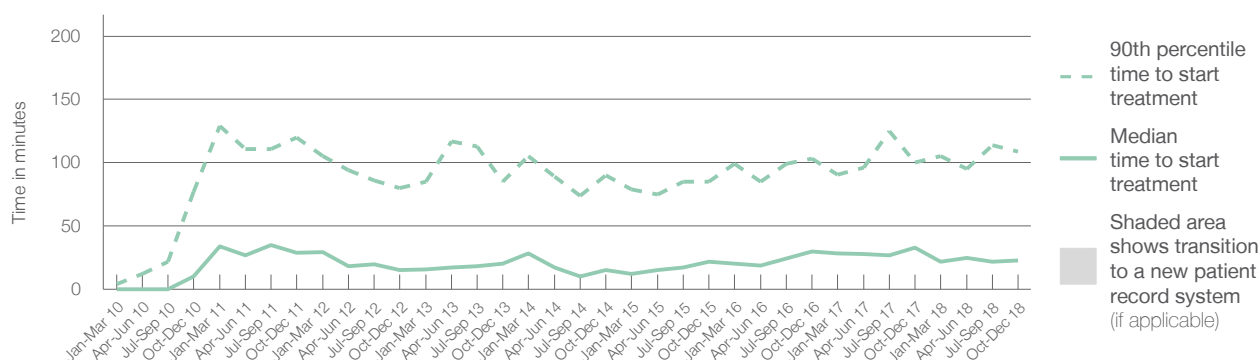
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
389	
351	
33 minutes	23 minutes
100 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10	29	15	20	15	22	30	33	23
90th percentile time to start treatment ⁵ (minutes)	77	120	80	85	90	85	103	100	109

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 1,925 patients

Presentations used to calculate time to leaving the ED:⁶ 1,925 patients

Median time spent in the ED⁸

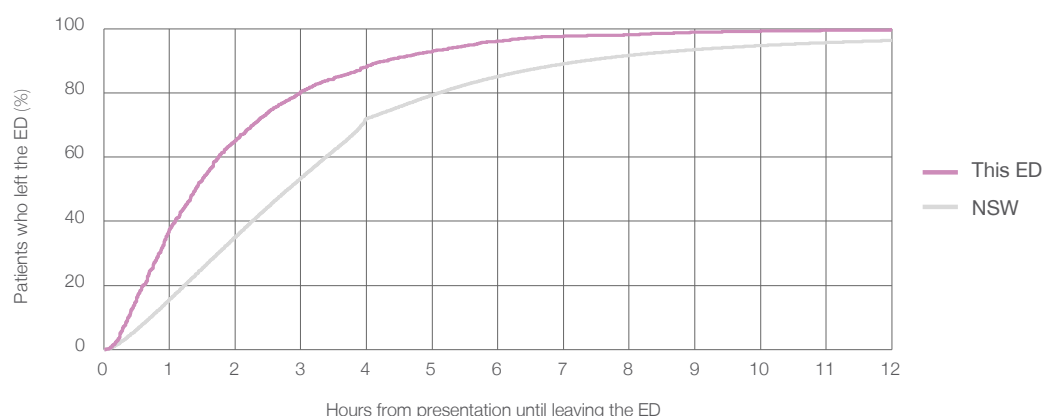
1 hours and 24 minutes

90th percentile time spent in the ED⁹

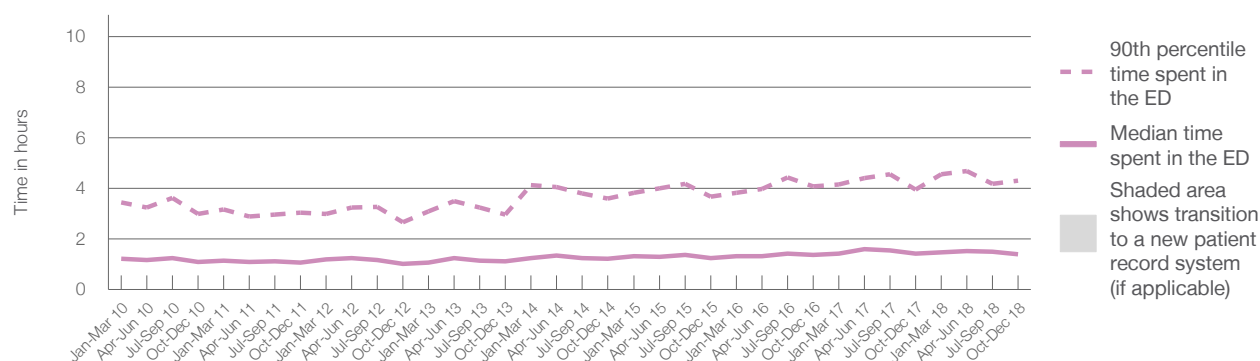
4 hours and 18 minutes

Same period last year	NSW (this period)
2,153	
2,153	
1 hours and 26 minutes	2 hours and 49 minutes
3 hours and 58 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 6m	1h 5m	1h 1m	1h 7m	1h 14m	1h 15m	1h 22m	1h 26m	1h 24m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 0m	3h 2m	2h 40m	2h 58m	3h 36m	3h 41m	4h 5m	3h 58m	4h 18m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah Hospital: Time patients spent in the ED

By mode of separation

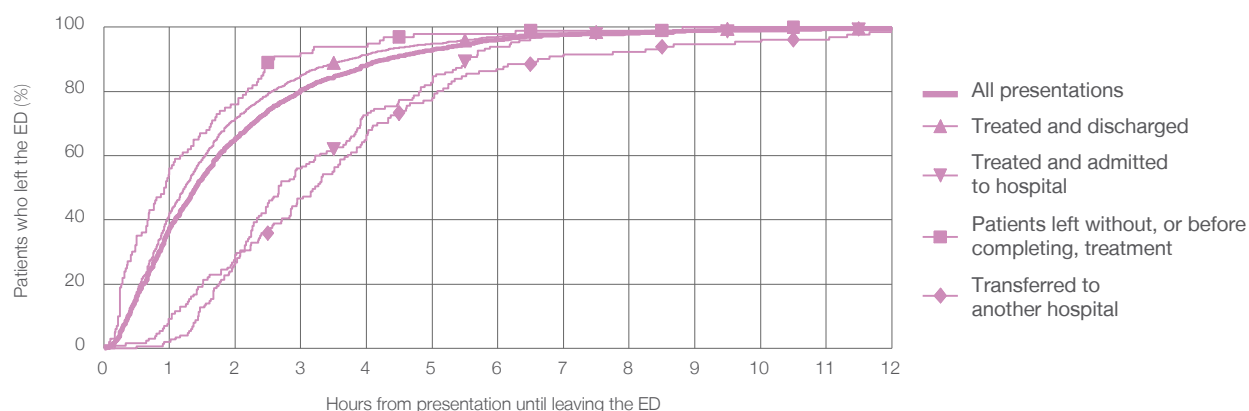
October to December 2018

All presentations:[†] 1,925 patients

Presentations used to calculate time to leaving the ED:[‡] 1,925 patients

		Same period last year	Change since one year ago
Treated and discharged	1,529 (79.4%)	2,153	-11%
Treated and admitted to hospital	150 (7.8%)	1,707	-10.4%
Patient left without, or before completing, treatment	100 (5.2%)	166	-9.6%
Transferred to another hospital	131 (6.8%)	145	-31.0%
Other	15 (0.8%)	103	27.2%
		32	-53.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	42.0%	71.6%	85.0%	91.4%	97.1%	98.6%	99.5%	99.8%
Treated and admitted to hospital	2.0%	26.7%	56.0%	72.7%	94.0%	98.0%	98.7%	99.3%
Patient left without, or before completing, treatment	56.0%	76.0%	92.0%	94.0%	98.0%	99.0%	100%	100%
Transferred to another hospital	9.2%	29.0%	46.6%	66.4%	87.0%	92.4%	95.4%	98.5%
All presentations	37.5%	65.3%	80.4%	88.2%	96.1%	98.1%	99.2%	99.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 1,925 patients

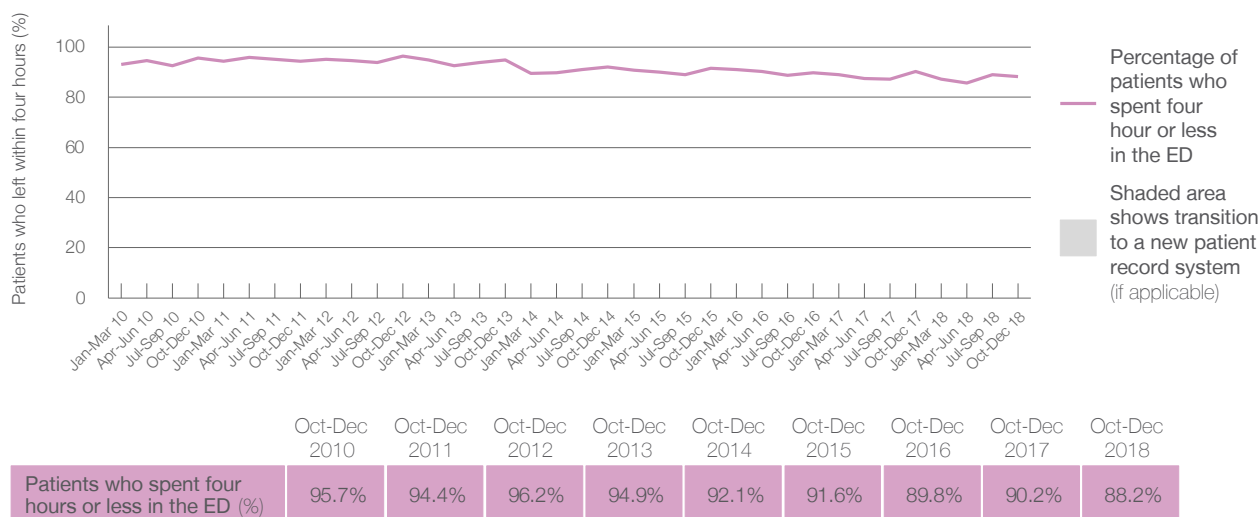
Presentations used to calculate time to leaving the ED: ⁶ 1,925 patients

Percentage of patients who spent four hours or less in the ED

88.2%

Same period last year	Change since one year ago
2,153	-11%
2,153	-11%
90.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Inverell Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,272 patients

Emergency presentations:² 2,052 patients

Same period last year	Change since one year ago
2,278	0%
2,081	-1%

Inverell Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 224 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 683 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,015 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 123 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
220	
3 minutes	8 minutes
27 minutes	26 minutes
694	
10 minutes	20 minutes
50 minutes	72 minutes
989	
25 minutes	26 minutes
87 minutes	104 minutes
166	
15 minutes	23 minutes
85 minutes	104 minutes

Inverell Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,272 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
2,278	0%
87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

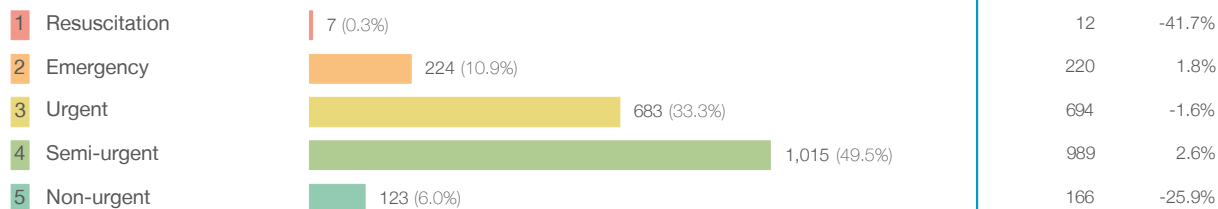
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Inverell Hospital: Patients presenting to the emergency department

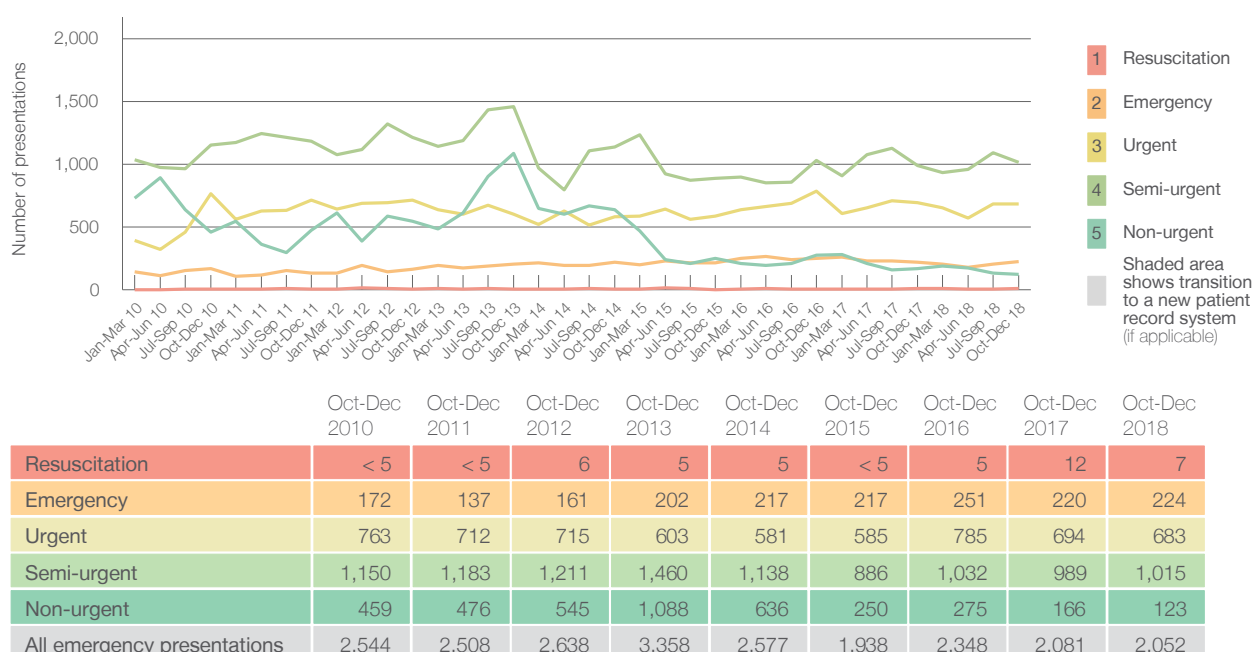
October to December 2018

All presentations:¹ 2,272 patients

Emergency presentations² by triage category: 2,052 patients



Emergency presentations² by quarter, January 2010 to December 2018 [†]



Inverell Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 237 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Inverell Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 224

Number of triage 2 patients used to calculate waiting time:³ 220

Median time to start treatment⁴

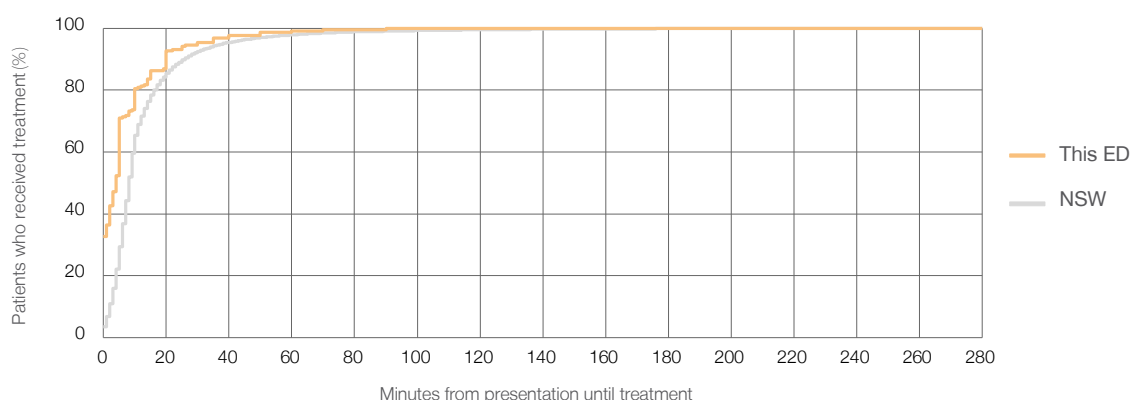
4 minutes

90th percentile time to start treatment⁵

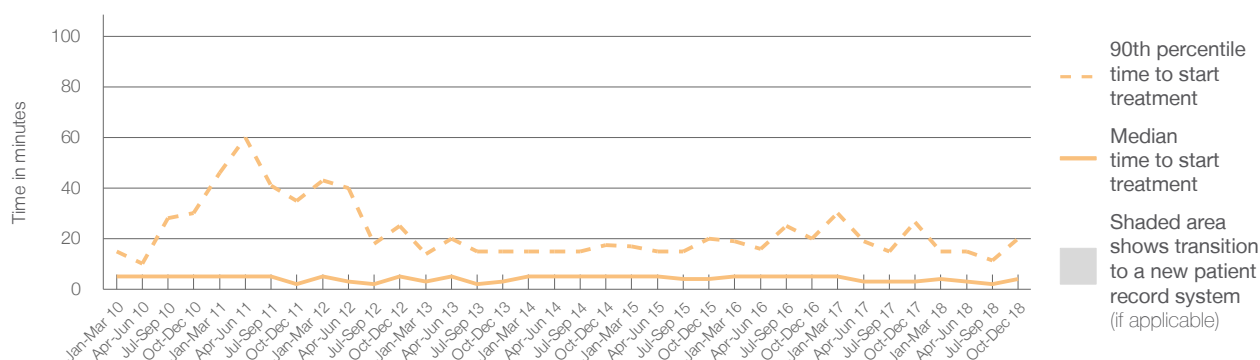
20 minutes

Same period last year	NSW (this period)
220	220
3 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5	2	5	3	5	4	5	3	4
90th percentile time to start treatment ⁵ (minutes)	30	35	25	15	18	20	20	27	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 683

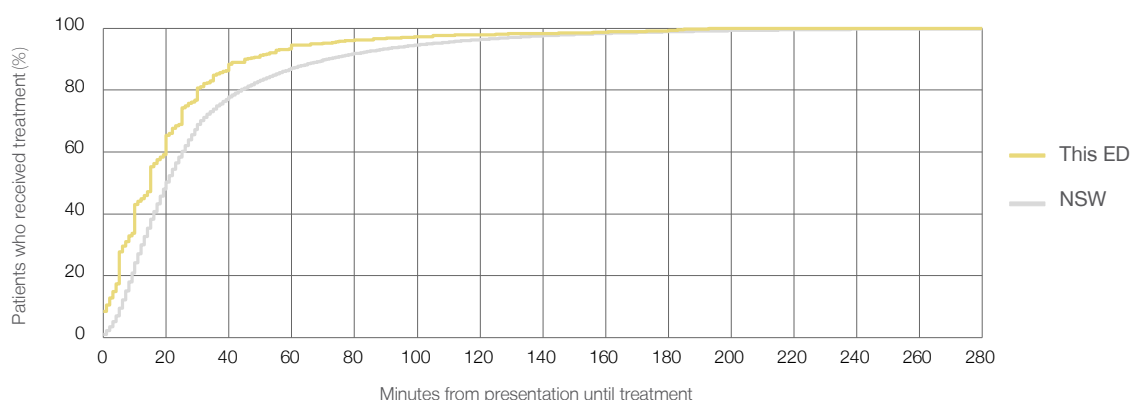
Number of triage 3 patients used to calculate waiting time:³ 665

Median time to start treatment⁴ 15 minutes

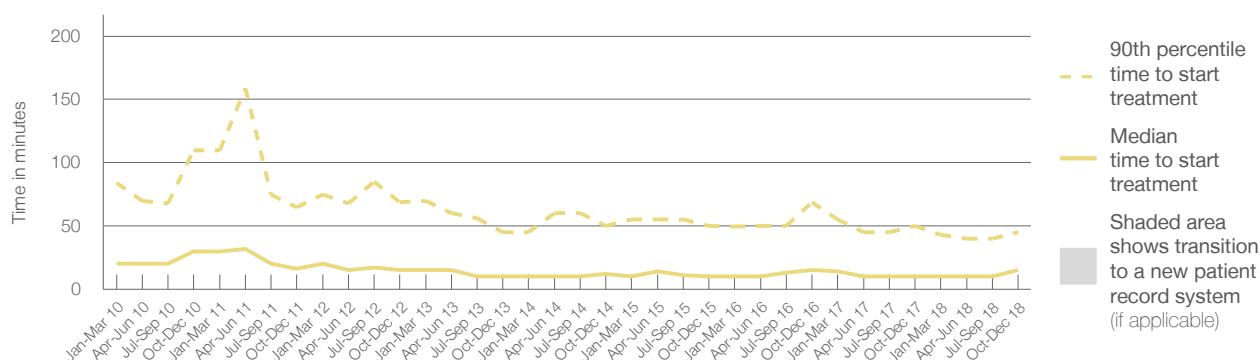
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
694	
658	
10 minutes	20 minutes
50 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	16	15	10	12	10	15	10	15
90th percentile time to start treatment ⁵ (minutes)	110	65	69	45	50	50	69	50	45

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,015

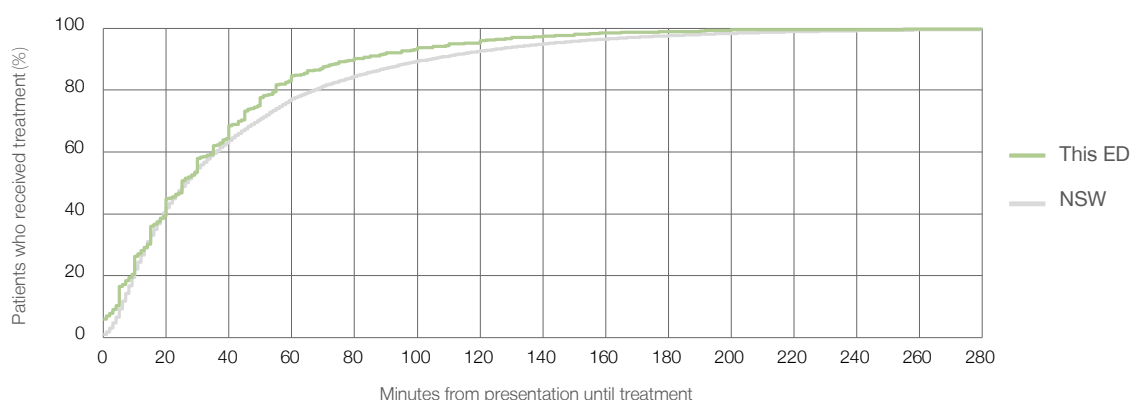
Number of triage 4 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ 25 minutes

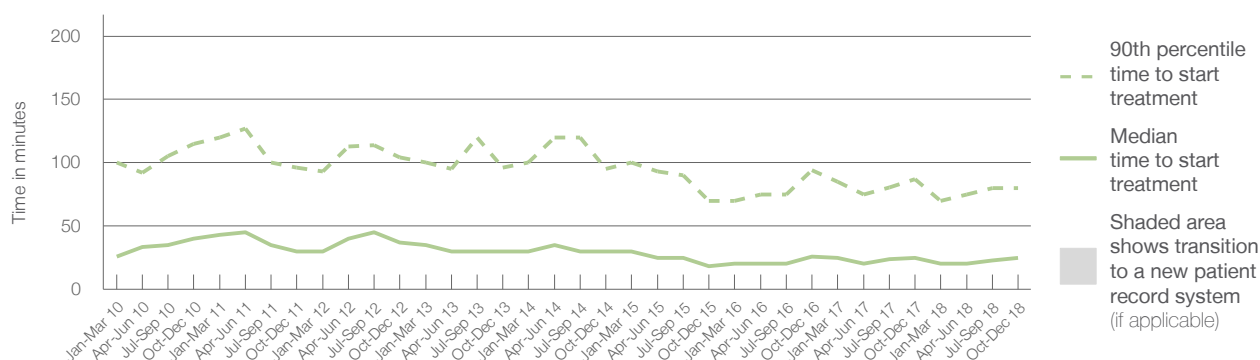
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
989	
857	
25 minutes	26 minutes
87 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	30	37	30	30	18	26	25	25
90th percentile time to start treatment ⁵ (minutes)	115	96	104	96	95	70	94	87	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 123

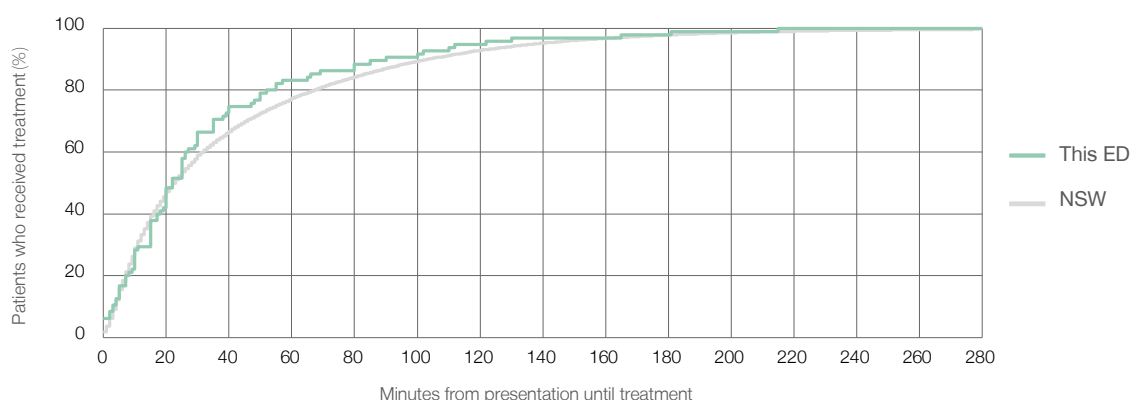
Number of triage 5 patients used to calculate waiting time:³ 95

Median time to start treatment⁴ 22 minutes

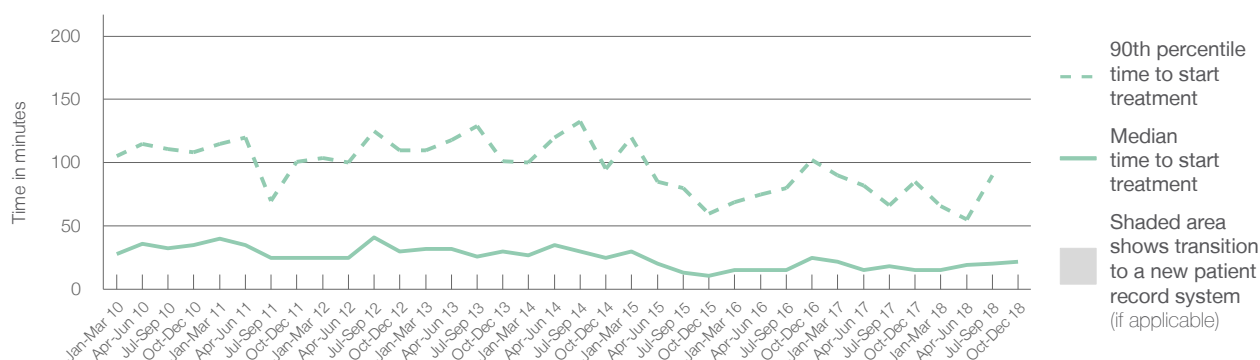
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
166	
142	
15 minutes	23 minutes
85 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	25	30	30	25	11	25	15	22
90th percentile time to start treatment ⁵ (minutes)	108	101	110	101	95	60	102	85	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,272 patients

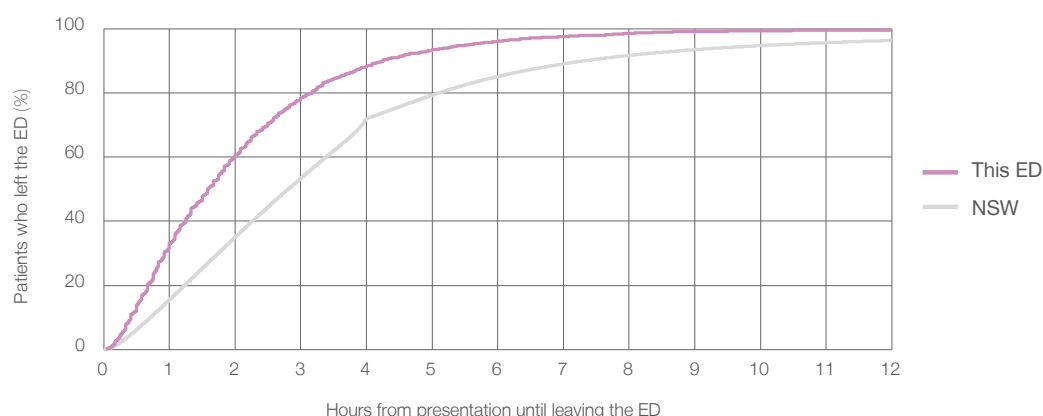
Presentations used to calculate time to leaving the ED:⁶ 2,272 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

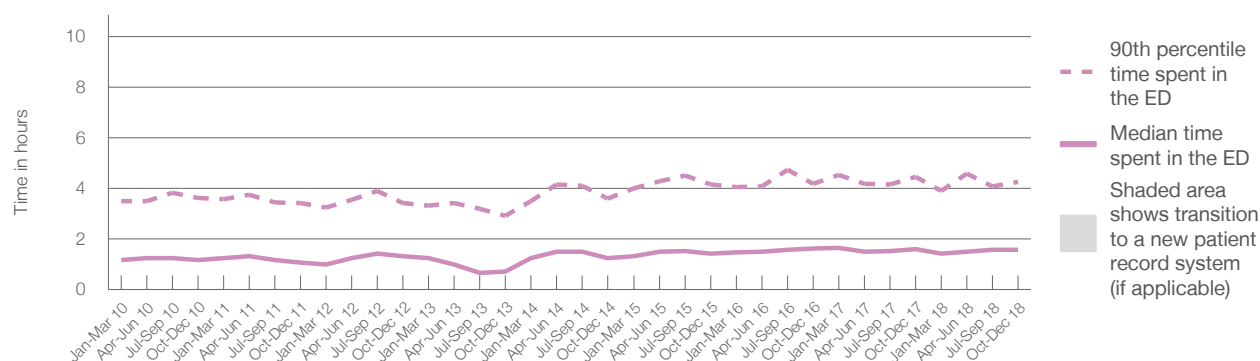
90th percentile time spent in the ED⁹ 4 hours and 15 minutes

Same period last year	NSW (this period)
2,278	
2,278	
1 hours and 37 minutes	2 hours and 49 minutes
4 hours and 27 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 11m	1h 5m	1h 20m	0h 43m	1h 15m	1h 25m	1h 38m	1h 37m	1h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 37m	3h 25m	3h 25m	2h 55m	3h 36m	4h 10m	4h 11m	4h 27m	4h 15m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell Hospital: Time patients spent in the ED

By mode of separation

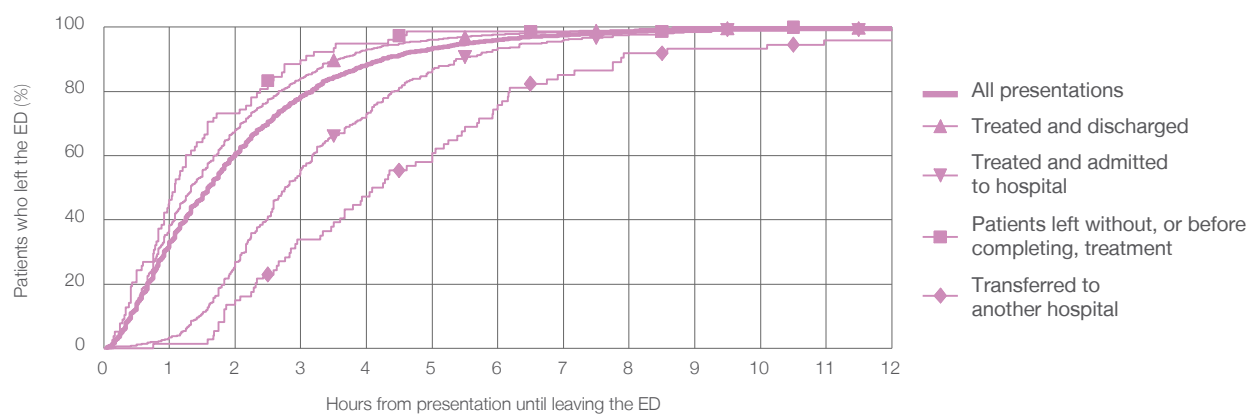
October to December 2018

All presentations:[†] 2,272 patients

Presentations used to calculate time to leaving the ED:[‡] 2,272 patients

		Same period last year	Change since one year ago
		2,278	0%
Treated and discharged	1,681 (74.0%)	1,637	2.7%
Treated and admitted to hospital	354 (15.6%)	361	-1.9%
Patient left without, or before completing, treatment	78 (3.4%)	79	-1.3%
Transferred to another hospital	74 (3.3%)	95	-22.1%
Other	85 (3.7%)	106	-19.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	38.3%	68.1%	84.1%	93.1%	97.7%	99.2%	99.8%	99.8%
Treated and admitted to hospital	3.4%	26.8%	55.6%	72.9%	93.5%	97.7%	99.2%	99.4%
Patient left without, or before completing, treatment	46.2%	73.1%	89.7%	94.9%	98.7%	98.7%	100%	100%
Transferred to another hospital	1.4%	14.9%	33.8%	47.3%	75.7%	91.9%	93.2%	95.9%
All presentations	33.1%	60.7%	78.4%	88.4%	96.1%	98.5%	99.3%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 2,272 patients

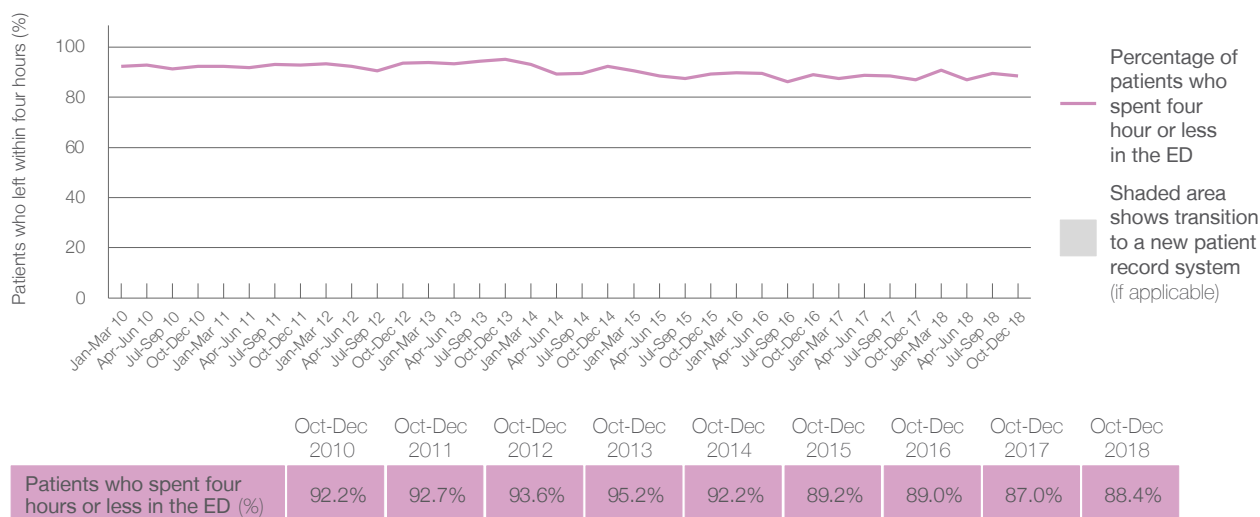
Presentations used to calculate time to leaving the ED: ⁶ 2,272 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,278	0%
2,278	0%
87.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Kempsey District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,387 patients

Emergency presentations:² 7,121 patients

Same period last year	Change since one year ago
7,254	2%
6,974	2%

Kempsey District Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 918 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,386 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,290 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 508 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
771	
11 minutes	8 minutes
27 minutes	26 minutes
2,137	
22 minutes	20 minutes
59 minutes	72 minutes
3,473	
29 minutes	26 minutes
99 minutes	104 minutes
574	
26 minutes	23 minutes
99 minutes	104 minutes

Kempsey District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,387 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
7,254	2%
85%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Kempsey District Hospital: Patients presenting to the emergency department

October to December 2018

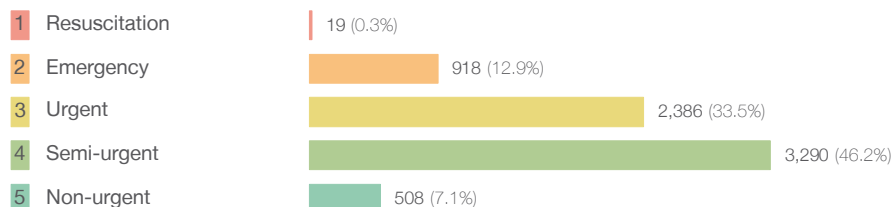
All presentations:¹ 7,387 patients

Same period last year Change since one year ago

7,254 2%

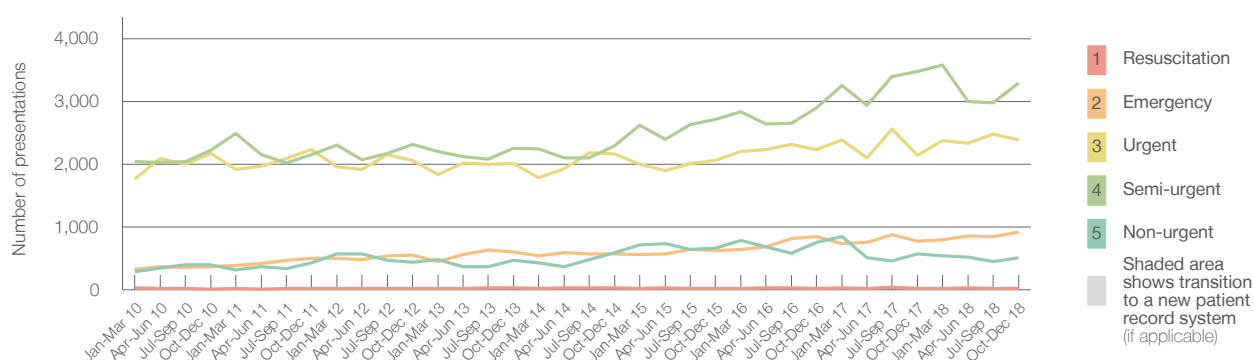
Emergency presentations² by triage category: 7,121 patients

6,974 2%



19 0.0%
771 19.1%
2,137 11.7%
3,473 -5.3%
574 -11.5%

Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	13	20	21	29	34	24	24	19	19
Emergency	361	501	554	597	567	619	843	771	918
Urgent	2,171	2,230	2,055	2,010	2,164	2,057	2,236	2,137	2,386
Semi-urgent	2,224	2,151	2,311	2,254	2,295	2,717	2,894	3,473	3,290
Non-urgent	392	431	433	463	590	666	751	574	508
All emergency presentations	5,161	5,333	5,374	5,353	5,650	6,083	6,748	6,974	7,121

Kempsey District Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 844 patients

Same period last year Change since one year ago

811

ED Transfer of care time

Median time 12 minutes

11 minutes 1 minute

90th percentile time 22 minutes

24 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.

Kempsey District Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 918

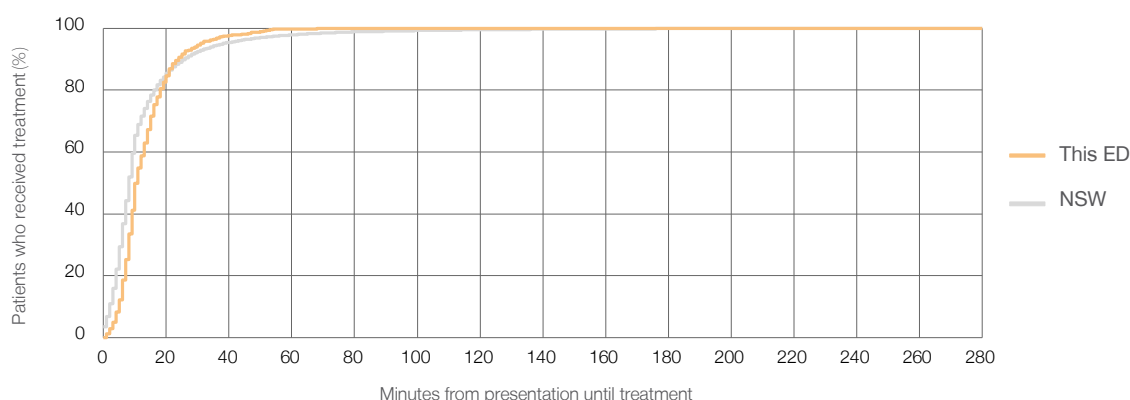
Number of triage 2 patients used to calculate waiting time:³ 917

Median time to start treatment⁴ 11 minutes

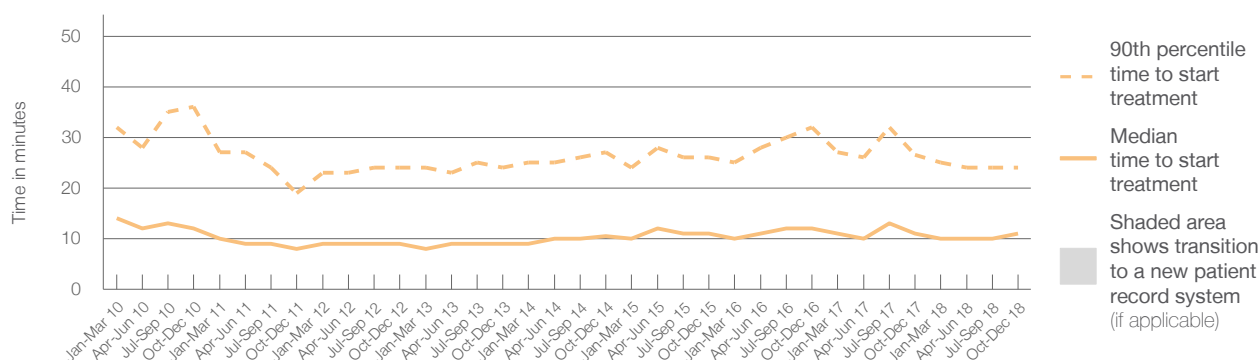
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
771	
770	
11 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	12	8	9	9	11	11	12	11	11
90th percentile time to start treatment ⁵ (minutes)	36	19	24	24	27	26	32	27	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey District Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,386

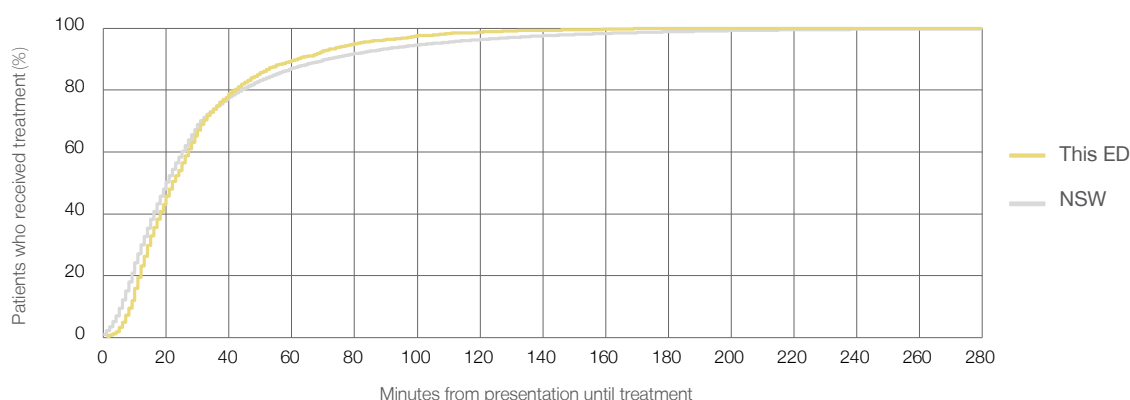
Number of triage 3 patients used to calculate waiting time:³ 2,361

Median time to start treatment⁴ 22 minutes

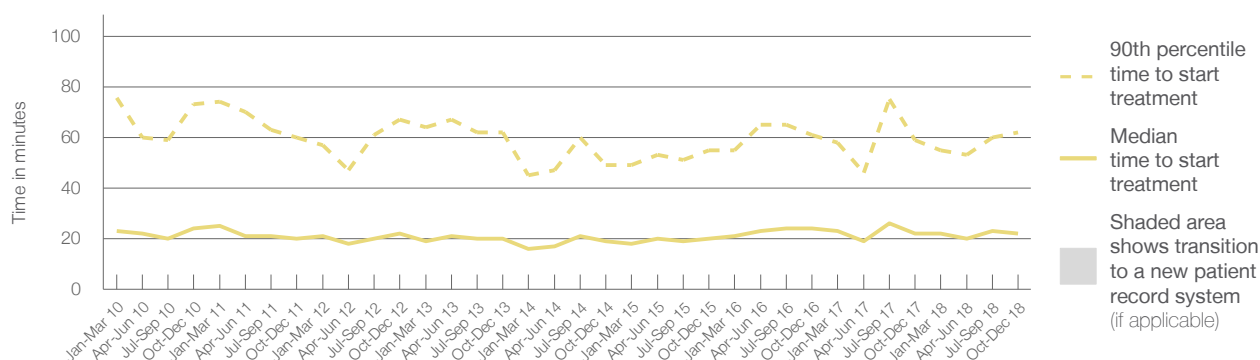
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
2,137	
2,117	
22 minutes	20 minutes
59 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	20	22	20	19	20	24	22	22
90th percentile time to start treatment ⁵ (minutes)	73	60	67	62	49	55	61	59	62

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey District Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,290

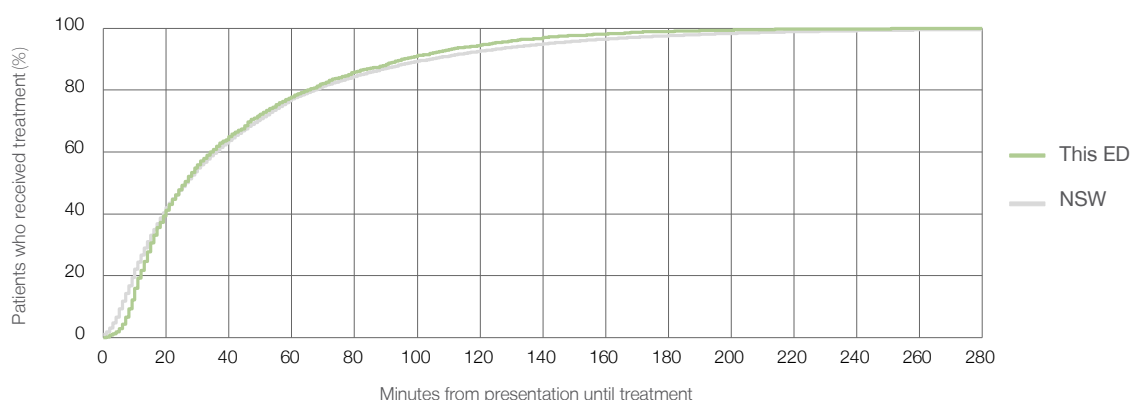
Number of triage 4 patients used to calculate waiting time:³ 3,161

Median time to start treatment⁴ 26 minutes

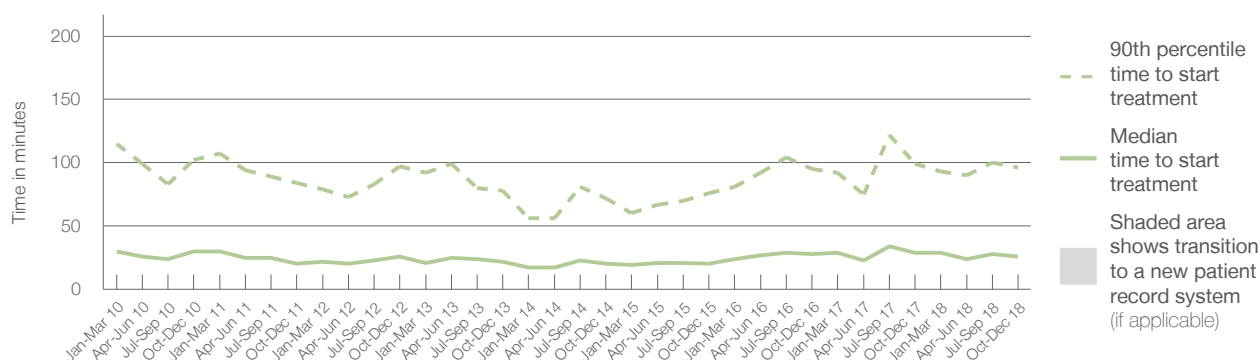
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
3,473	
3,354	
29 minutes	26 minutes
99 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	20	26	22	20	20	28	29	26
90th percentile time to start treatment ⁵ (minutes)	102	84	97	78	72	76	95	99	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey District Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 508

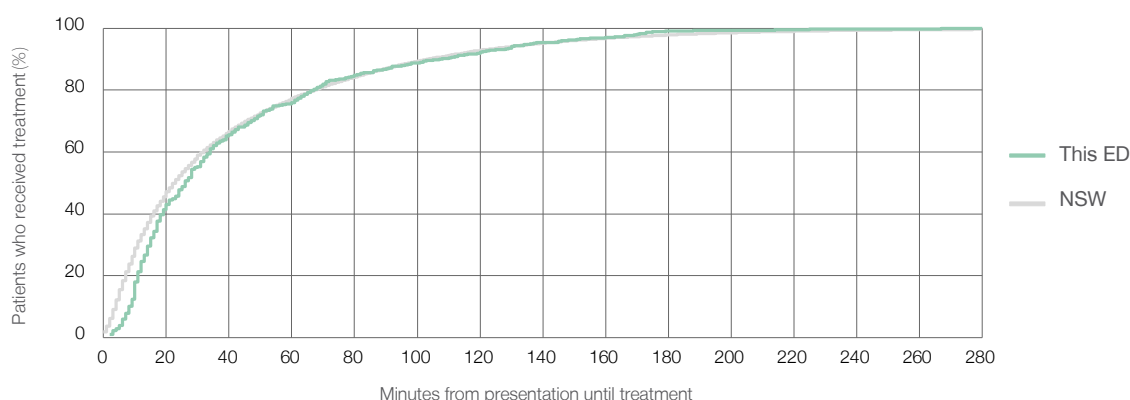
Number of triage 5 patients used to calculate waiting time:³ 467

Median time to start treatment⁴ 26 minutes

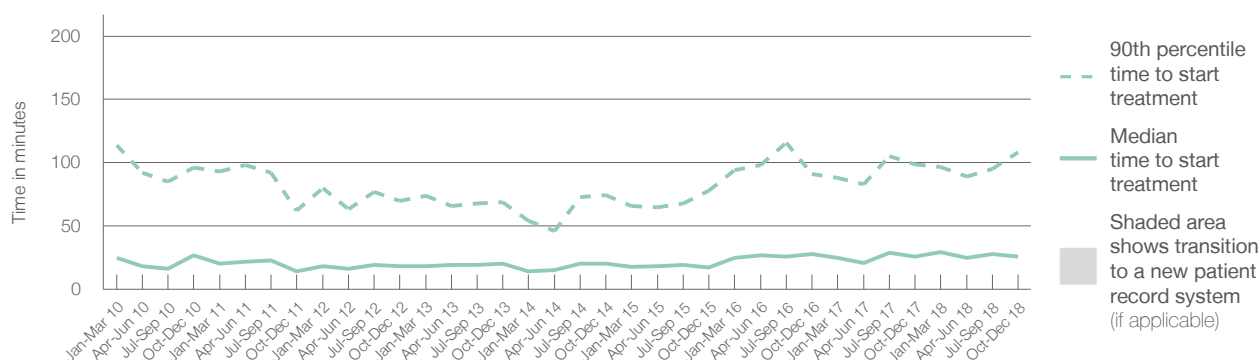
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
574	
520	
26 minutes	23 minutes
99 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	14	18	20	20	17	28	26	26
90th percentile time to start treatment ⁵ (minutes)	96	62	70	69	75	78	91	99	108

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,387 patients

Presentations used to calculate time to leaving the ED:⁶ 7,387 patients

Median time spent in the ED⁸

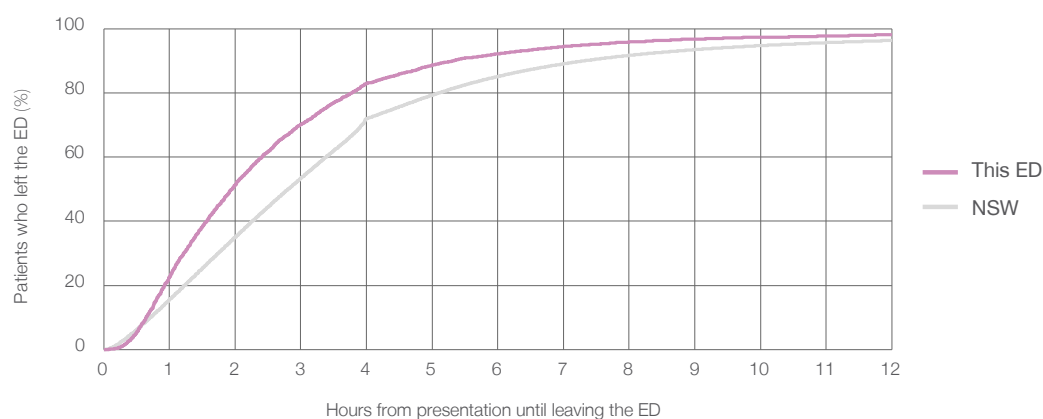
1 hours and 57 minutes

90th percentile time spent in the ED⁹

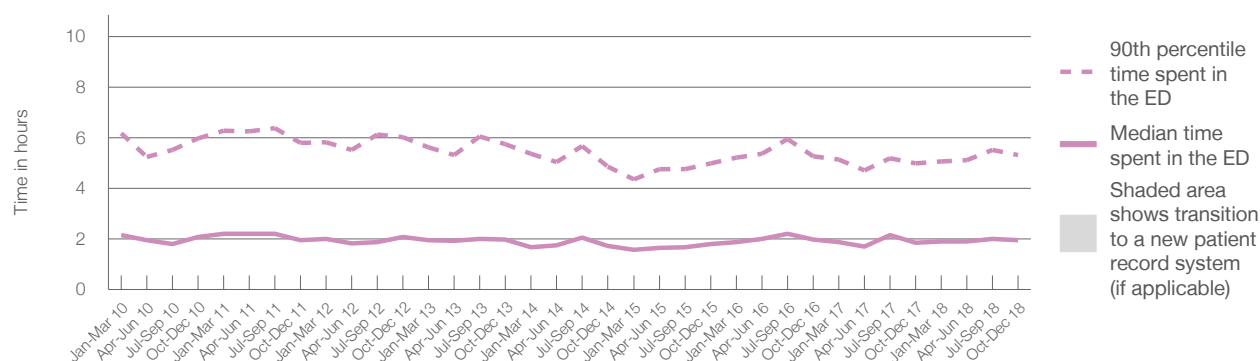
5 hours and 20 minutes

Same period last year	NSW (this period)
7,254	
7,254	
1 hours and 52 minutes	2 hours and 49 minutes
4 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 5m	1h 57m	2h 5m	1h 59m	1h 44m	1h 48m	1h 59m	1h 52m	1h 57m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 59m	5h 48m	6h 1m	5h 45m	4h 52m	4h 59m	5h 16m	4h 59m	5h 20m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey District Hospital: Time patients spent in the ED

By mode of separation

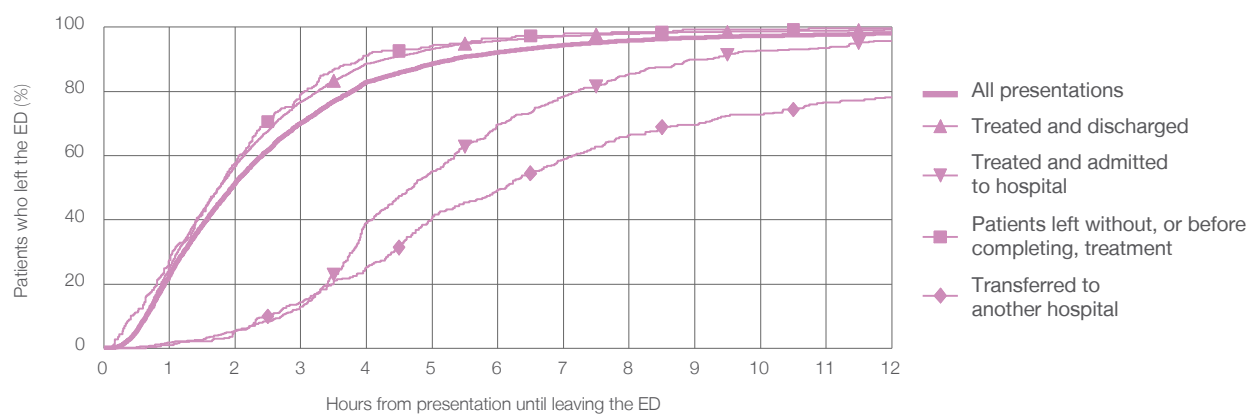
October to December 2018

All presentations:[†] 7,387 patients

Presentations used to calculate time to leaving the ED:[‡] 7,387 patients

		Same period last year	Change since one year ago
Treated and discharged	6,343 (85.9%)	6,191	2.5%
Treated and admitted to hospital	466 (6.3%)	469	-0.6%
Patient left without, or before completing, treatment	258 (3.5%)	236	9.3%
Transferred to another hospital	312 (4.2%)	352	-11.4%
Other	8 (0.1%)	6	33.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	25.1%	56.9%	76.7%	88.6%	95.8%	98.0%	98.7%	99.2%
Treated and admitted to hospital	1.7%	5.4%	12.9%	39.1%	69.7%	85.6%	92.7%	95.7%
Patient left without, or before completing, treatment	27.5%	57.8%	79.1%	91.1%	96.5%	98.4%	99.2%	99.6%
Transferred to another hospital	1.0%	5.4%	14.4%	25.3%	49.4%	66.3%	72.8%	78.2%
All presentations	22.8%	51.5%	70.1%	82.9%	92.2%	95.9%	97.3%	98.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 7,387 patients

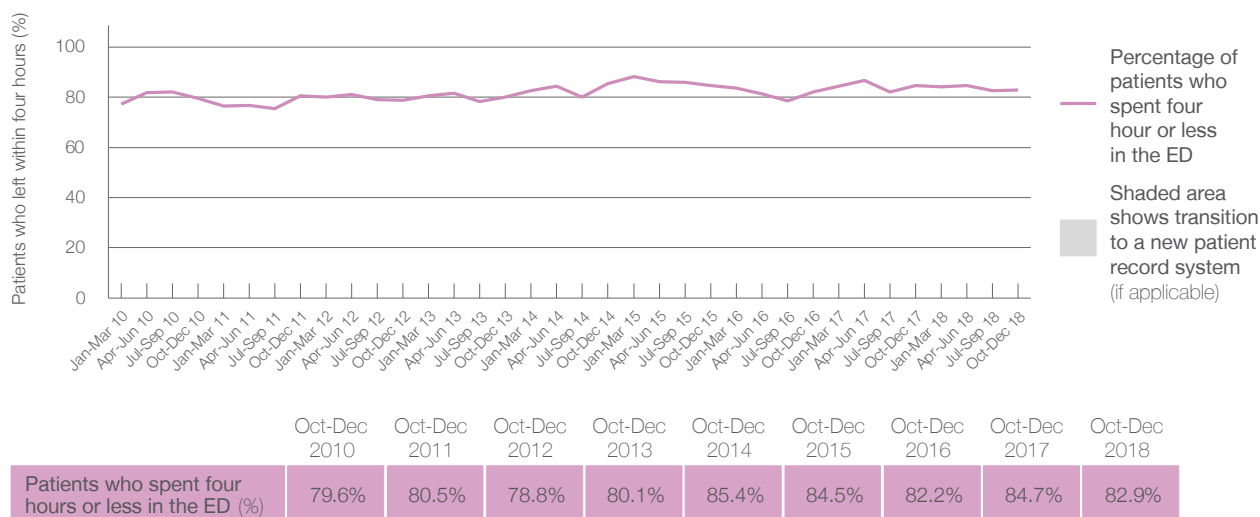
Presentations used to calculate time to leaving the ED: ⁶ 7,387 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,254	2%
7,254	2%
84.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Kurri Kurri Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 899 patients

Emergency presentations:² 832 patients

Same period last year	Change since one year ago
1,032	-13%
963	-14%

Kurri Kurri Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 59 patients

Median time to start treatment⁴ 3 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 145 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 415 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 45 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 213 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
66	
6 minutes	8 minutes
*	26 minutes
193	
11 minutes	20 minutes
51 minutes	72 minutes
524	
16 minutes	26 minutes
56 minutes	104 minutes
180	
11 minutes	23 minutes
47 minutes	104 minutes

Kurri Kurri Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 899 patients

Percentage of patients who spent four hours or less in the ED 94%

Same period last year	Change since one year ago
1,032	-13%
94%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

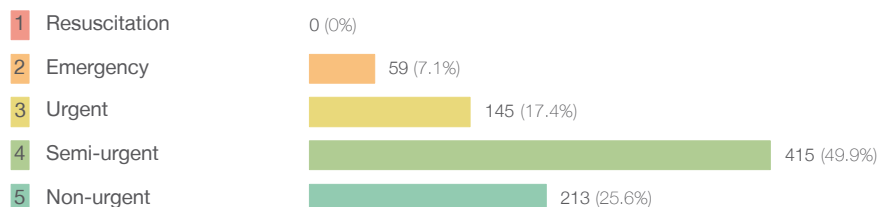
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Kurri Kurri Hospital: Patients presenting to the emergency department

October to December 2018

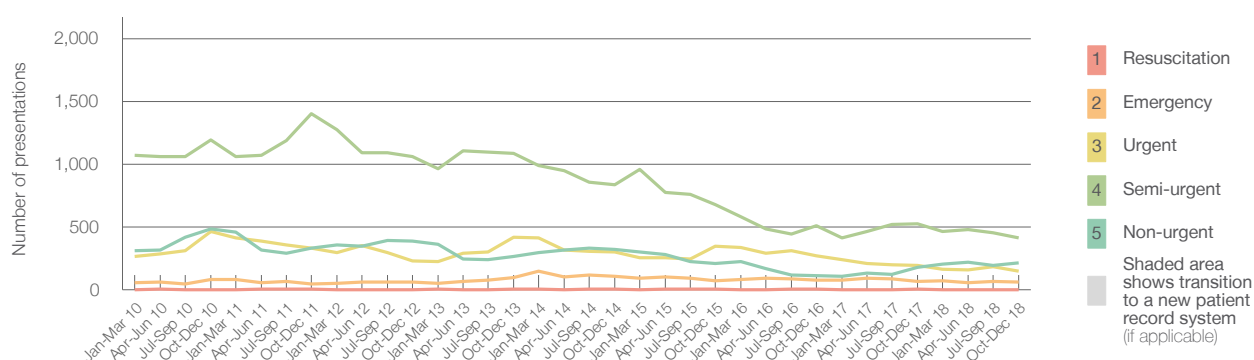
All presentations:¹ 899 patients

Emergency presentations² by triage category: 832 patients



Same period last year	Change since one year ago
1,032	-13%
963	-14%
< 5	*
66	-7.8%
193	-24.9%
524	-20.8%
180	18.3%

Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	0	< 5	0	< 5	5	< 5	< 5	< 5	0
Emergency	80	48	58	98	105	75	78	66	59
Urgent	461	330	230	416	299	344	270	193	145
Semi-urgent	1,195	1,402	1,062	1,085	836	676	509	524	415
Non-urgent	483	333	385	265	322	208	111	180	213
All emergency presentations	2,219	2,113	1,735	1,864	1,567	1,303	968	963	832

Kurri Kurri Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ < 50 patients

ED Transfer of care time

	Same period last year	Change since one year ago
Median time	*	4 minutes
90th percentile 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.

Kurri Kurri Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 59

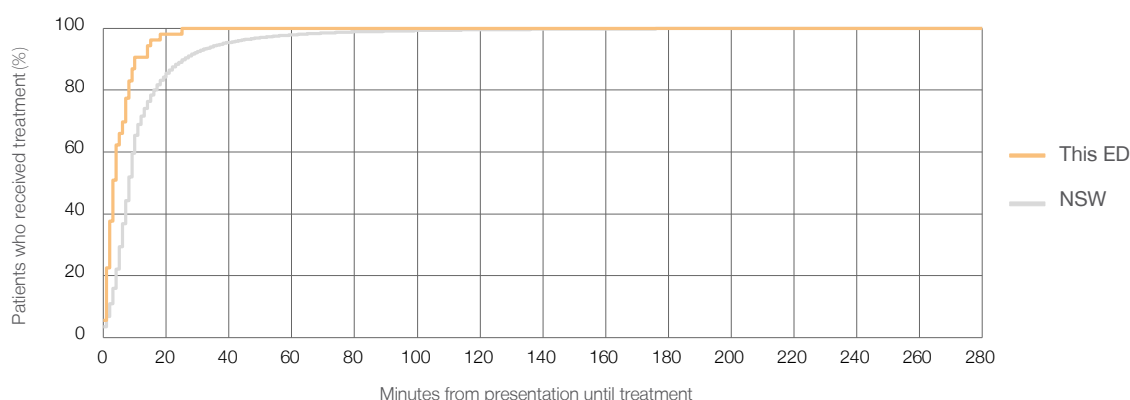
Number of triage 2 patients used to calculate waiting time: ³ 53

Median time to start treatment ⁴ 3 minutes

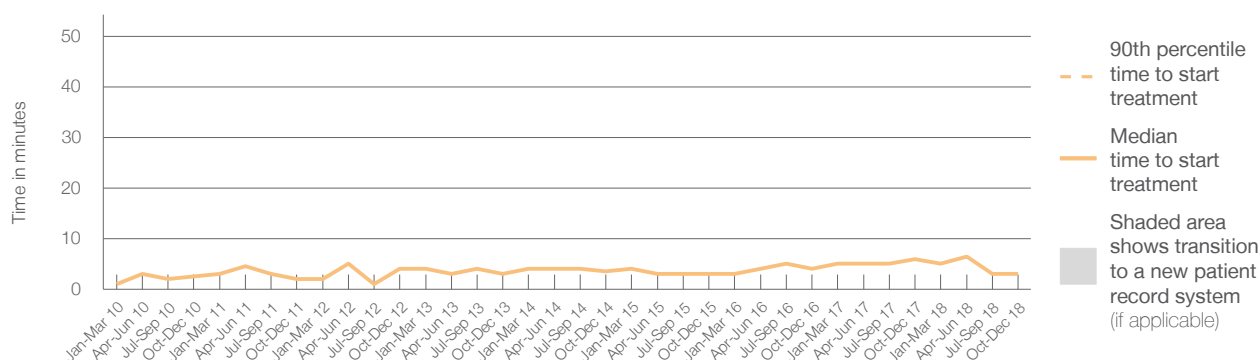
90th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
66	
48	
6 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	3	2	4	3	4	3	4	6	3
90th percentile time to start treatment ⁵ (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.

Kurri Kurri Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 145

Number of triage 3 patients used to calculate waiting time:³ 116

Median time to start treatment⁴

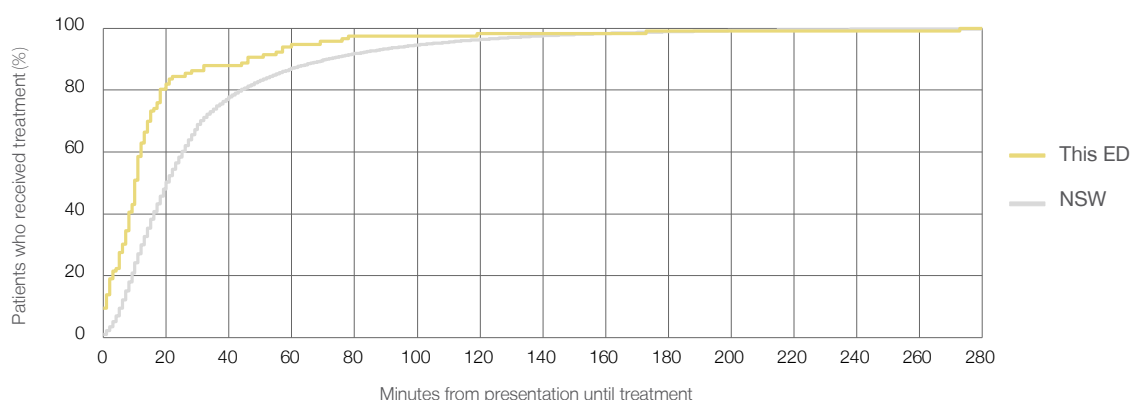
10 minutes

90th percentile time to start treatment⁵

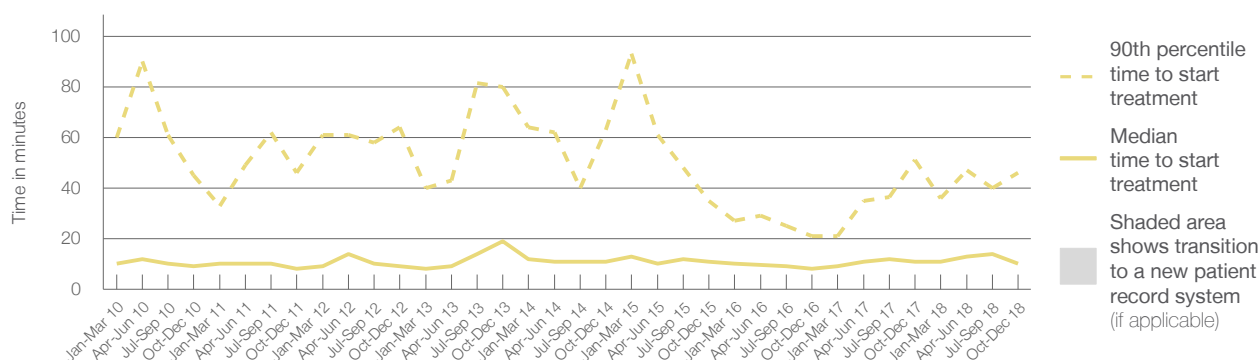
46 minutes

Same period last year	NSW (this period)
193	
128	
11 minutes	20 minutes
51 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	8	9	19	11	11	8	11	10
90th percentile time to start treatment ⁵ (minutes)	45	46	64	80	63	35	21	51	46

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

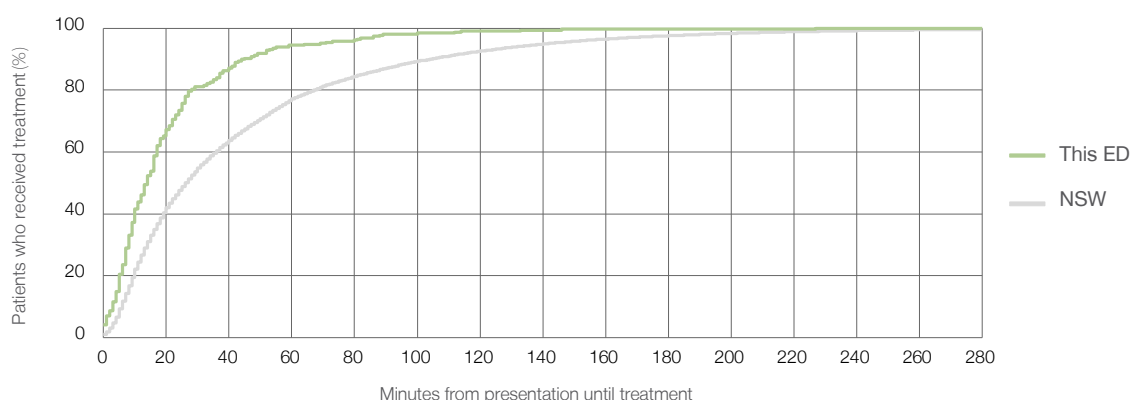
Number of triage 4 patients: 415

Number of triage 4 patients used to calculate waiting time:³ 308

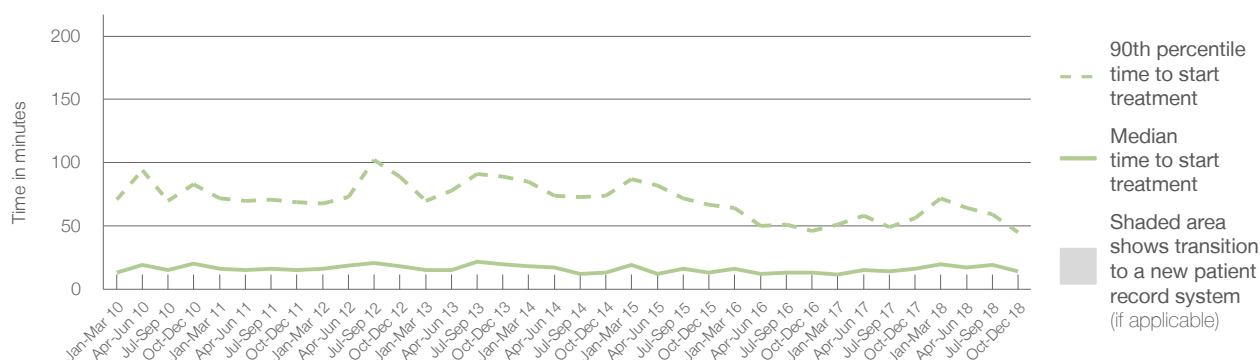
Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
524	
316	
16 minutes	26 minutes
56 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	15	18	20	13	13	13	16	14
90th percentile time to start treatment ⁵ (minutes)	83	69	89	89	74	67	46	56	45

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 213

Number of triage 5 patients used to calculate waiting time:³ 144

Median time to start treatment⁴

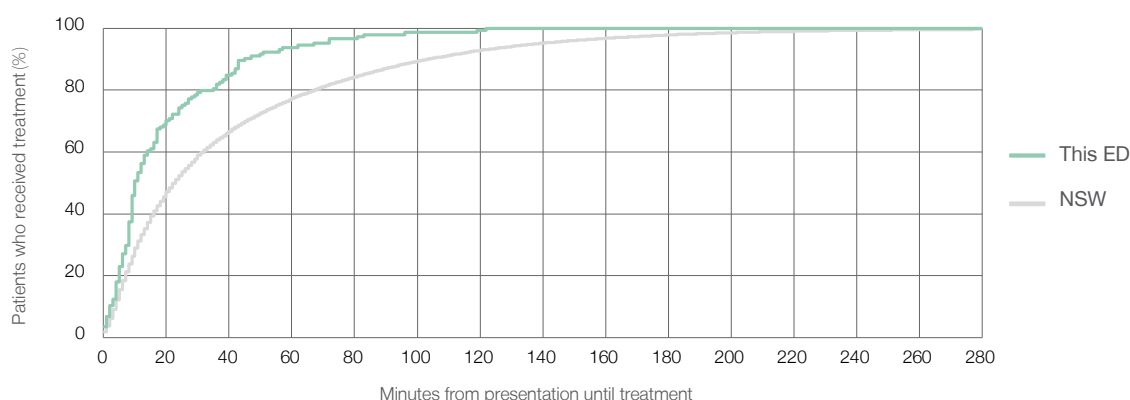
10 minutes

90th percentile time to start treatment⁵

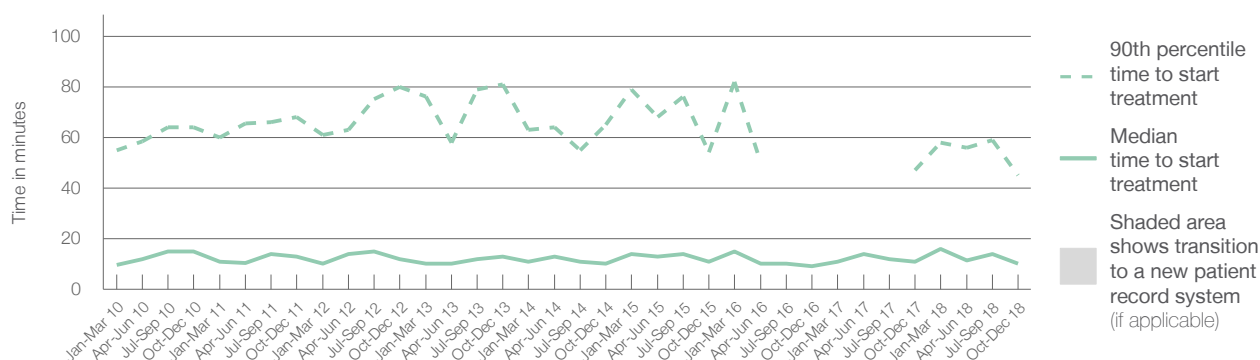
45 minutes

Same period last year	NSW (this period)
180	
127	
11 minutes	23 minutes
47 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	15	13	12	13	10	11	9	11	10
90th percentile time to start treatment ⁵ (minutes)	64	68	80	81	65	54	*	47	45

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 899 patients

Presentations used to calculate time to leaving the ED:⁶ 899 patients

Median time spent in the ED⁸

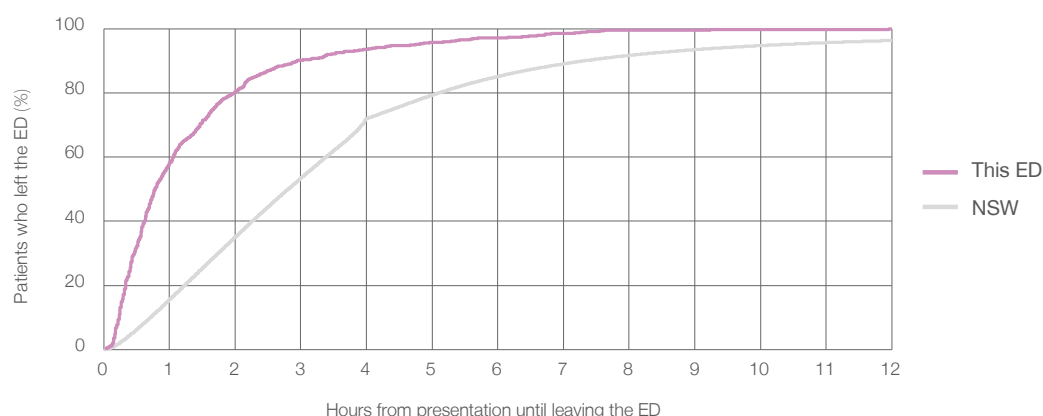
0 hours and 47 minutes

90th percentile time spent in the ED⁹

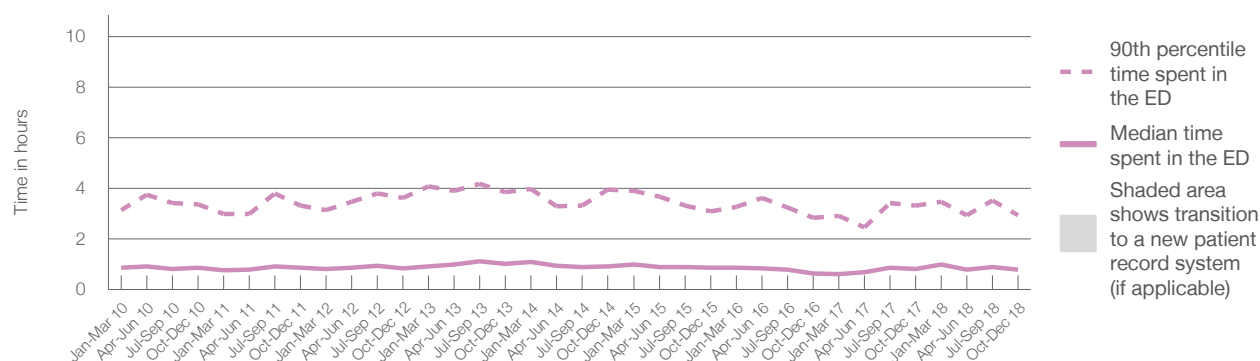
2 hours and 57 minutes

Same period last year	NSW (this period)
1,032	
1,032	
0 hours and 50 minutes	2 hours and 49 minutes
3 hours and 19 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 52m	0h 53m	0h 51m	1h 2m	0h 56m	0h 52m	0h 39m	0h 50m	0h 47m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 23m	3h 20m	3h 38m	3h 51m	3h 57m	3h 6m	2h 50m	3h 19m	2h 57m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

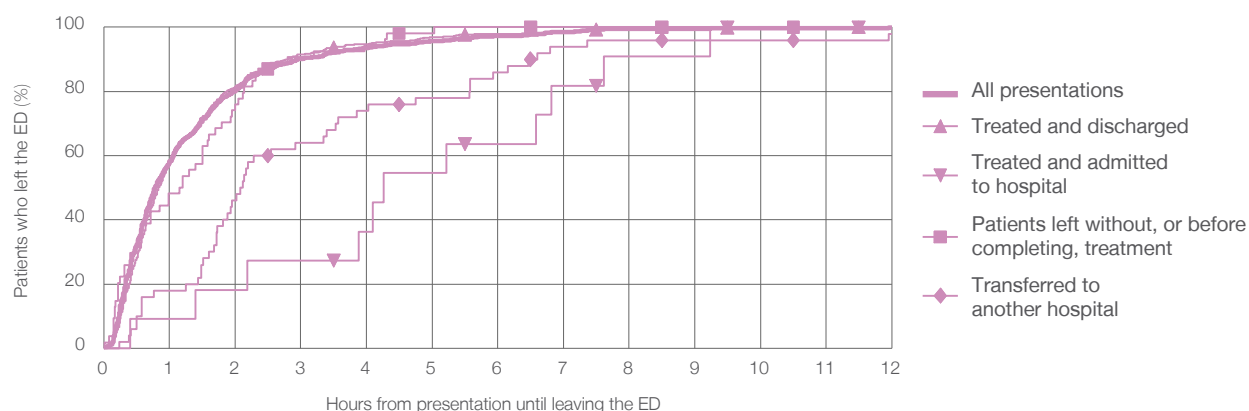
All presentations:[†] 899 patients

Presentations used to calculate time to leaving the ED:[‡] 899 patients

Treated and discharged	595 (66.2%)
Treated and admitted to hospital	11 (1.2%)
Patient left without, or before completing, treatment	54 (6.0%)
Transferred to another hospital	50 (5.6%)
Other	189 (21.0%)

Same period last year	Change since one year ago
1,032	-13%
589	1.0%
30	-63.3%
40	35.0%
46	8.7%
327	-42.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	57.5%	81.5%	91.4%	94.8%	98.0%	99.7%	100%	100%
Treated and admitted to hospital	9.1%	18.2%	27.3%	36.4%	63.6%	90.9%	100%	100%
Patient left without, or before completing, treatment	48.1%	75.9%	90.7%	94.4%	100%	100%	100%	100%
Transferred to another hospital	18.0%	46.0%	64.0%	74.0%	86.0%	96.0%	96.0%	98.0%
All presentations	58.2%	80.3%	90.1%	93.5%	97.2%	99.4%	99.8%	99.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 899 patients

Presentations used to calculate time to leaving the ED: ⁶ 899 patients

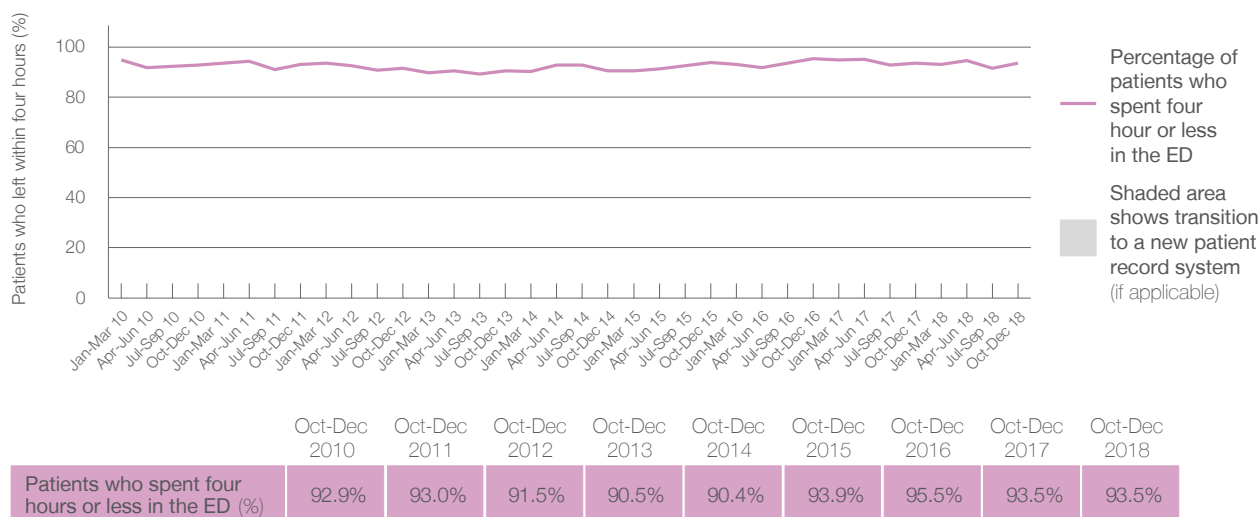
Percentage of patients who spent four hours or less in the ED



93.5%

Same period last year	Change since one year ago
1,032	-13%
1,032	-13%
93.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Lachlan Health Service - Forbes: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,043 patients

Emergency presentations:² 1,903 patients

Same period last year	Change since one year ago
1,832	12%
1,667	14%

Lachlan Health Service - Forbes: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 83 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 340 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 778 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 695 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
91	
6 minutes	8 minutes
*	26 minutes
293	
14 minutes	20 minutes
60 minutes	72 minutes
665	
27 minutes	26 minutes
102 minutes	104 minutes
613	
20 minutes	23 minutes
92 minutes	104 minutes

Lachlan Health Service - Forbes: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,043 patients

Percentage of patients who spent four hours or less in the ED 91%

Same period last year	Change since one year ago
1,832	12%
92%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

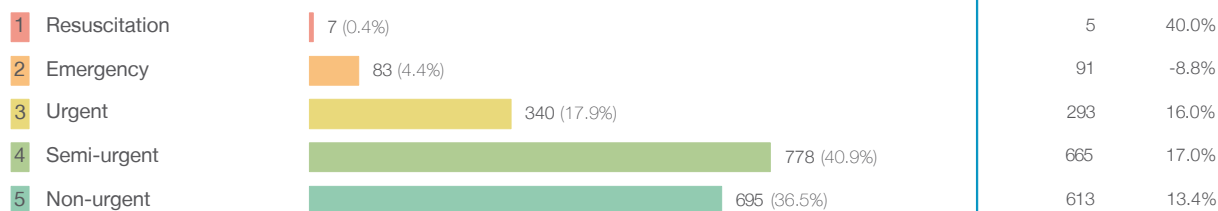
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Lachlan Health Service - Forbes: Patients presenting to the emergency department

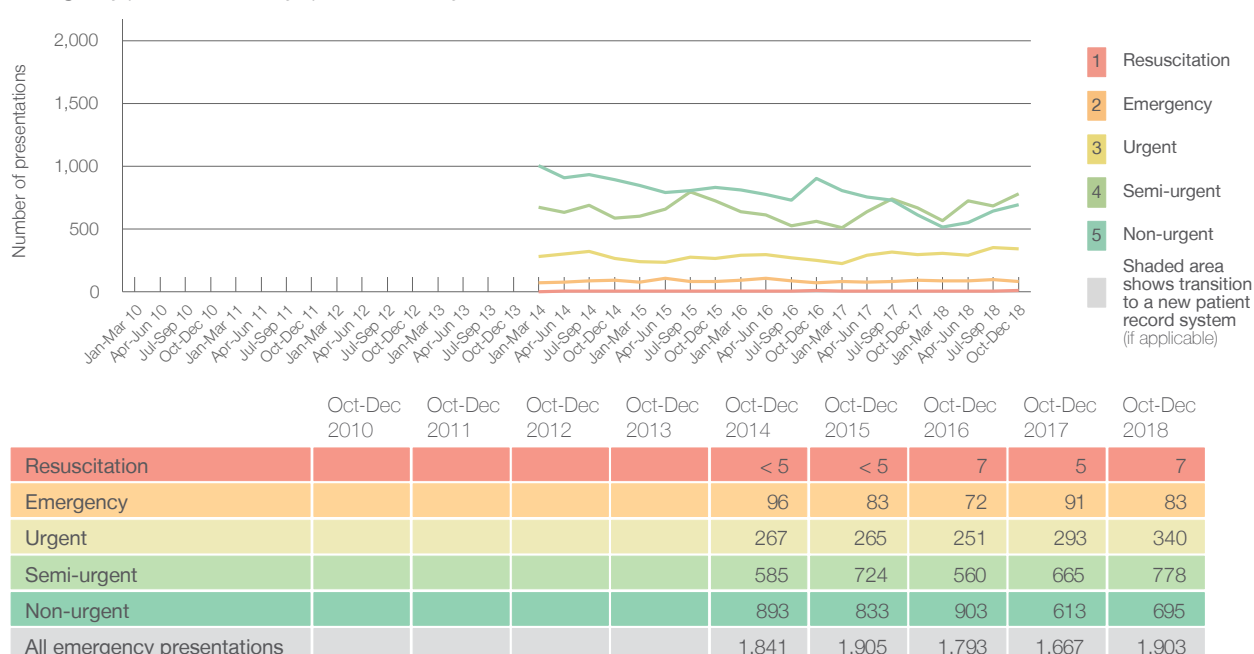
October to December 2018

All presentations:¹ 2,043 patients

Emergency presentations² by triage category: 1,903 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



Lachlan Health Service - Forbes: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 195 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 83

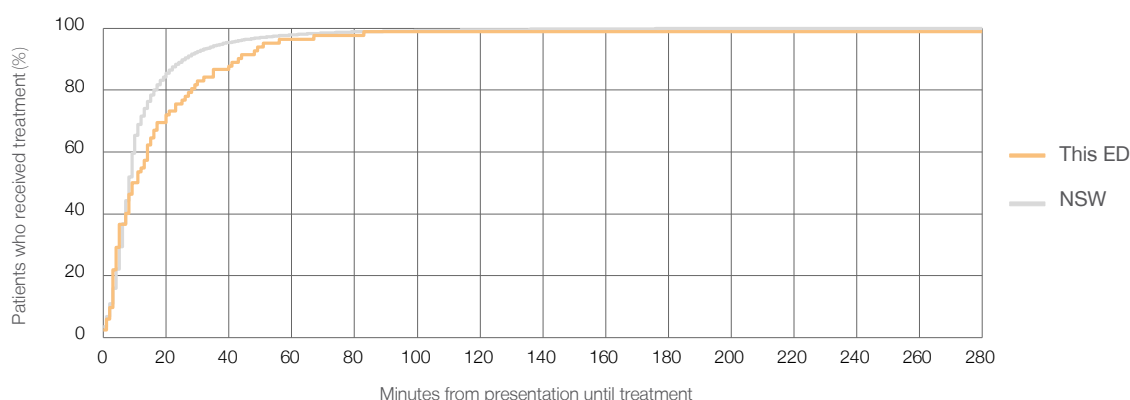
Number of triage 2 patients used to calculate waiting time: ³ 82

Median time to start treatment ⁴ 10 minutes

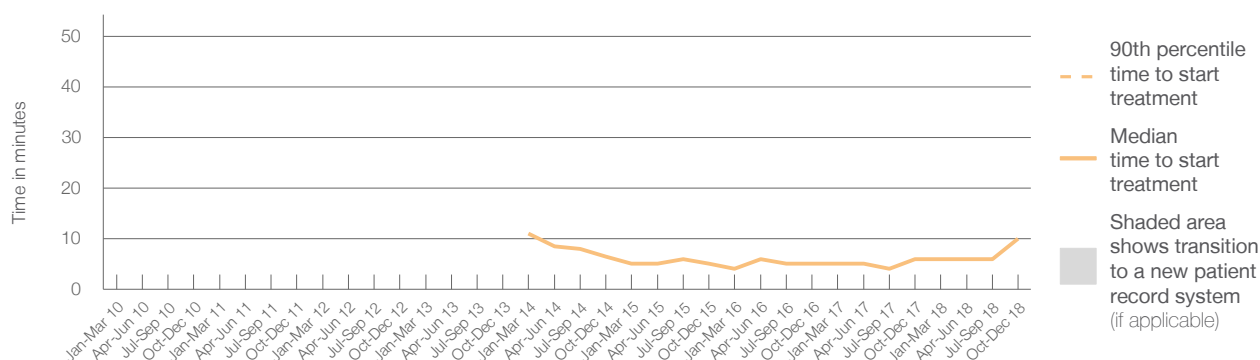
90th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
91	91
6 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)					7	5	5	6	10
90th percentile time to start treatment ⁵ (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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 340

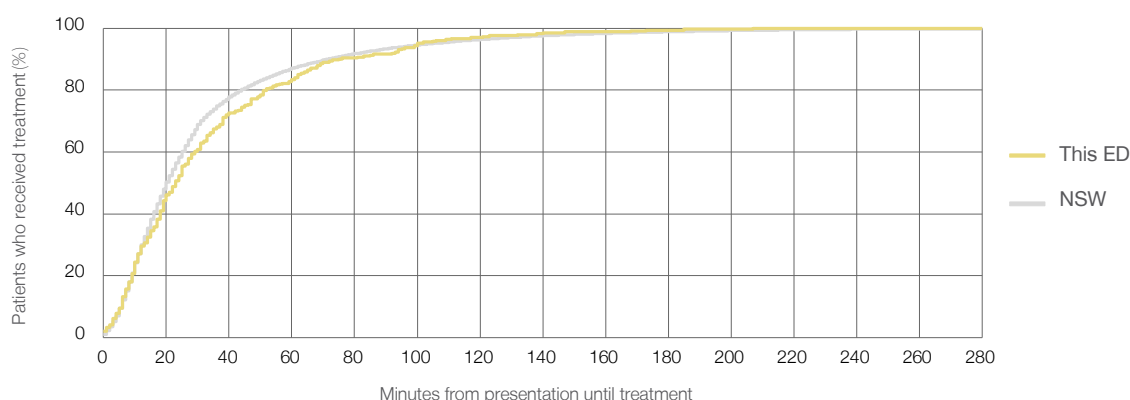
Number of triage 3 patients used to calculate waiting time:³ 332

Median time to start treatment⁴ 23 minutes

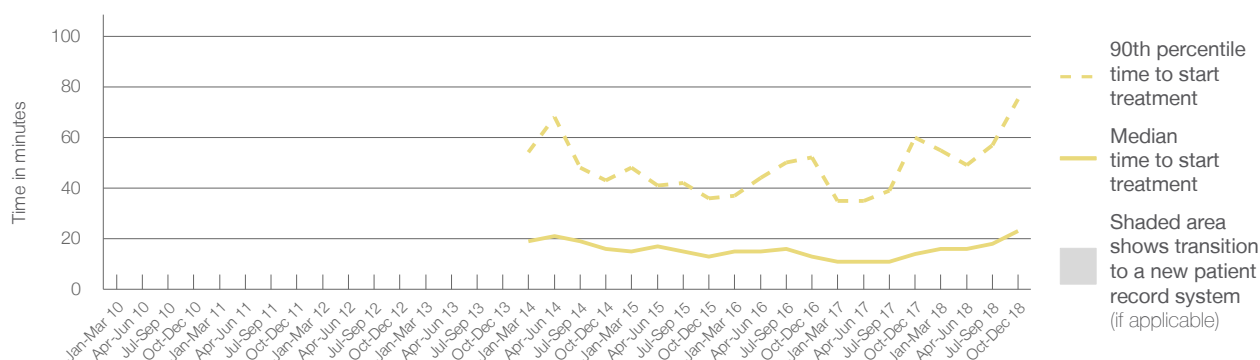
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
293	
288	
14 minutes	20 minutes
60 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)					16	13	13	14	23
90th percentile time to start treatment ⁵ (minutes)					43	36	52	60	75

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 778

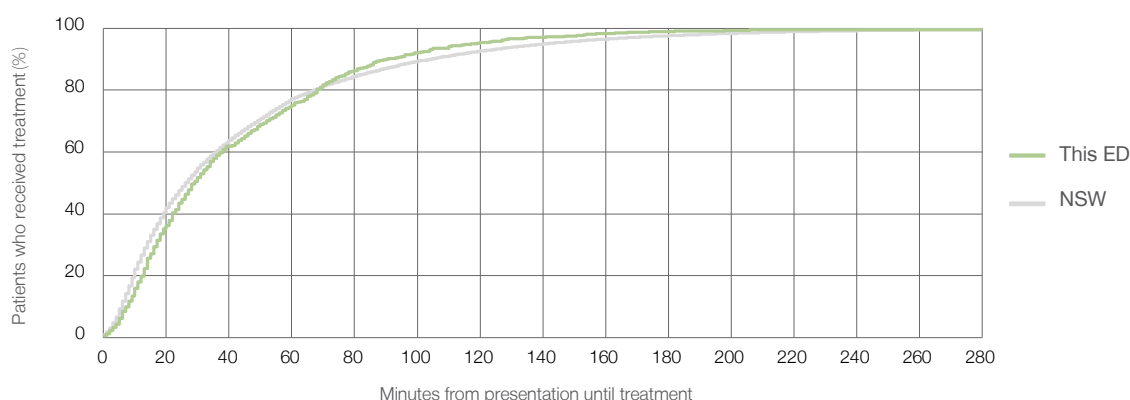
Number of triage 4 patients used to calculate waiting time:³ 748

Median time to start treatment⁴ 29 minutes

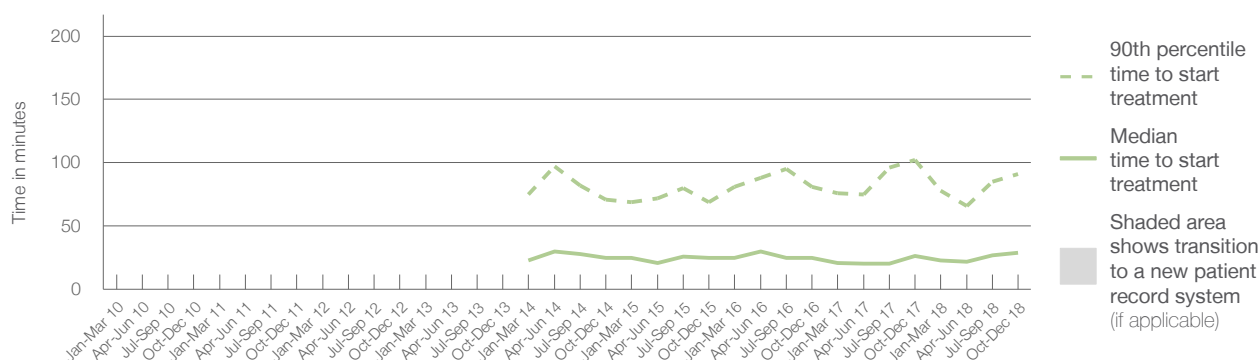
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
665	
654	
27 minutes	26 minutes
102 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)					25	25	25	27	29
90th percentile time to start treatment ⁵ (minutes)					71	69	81	102	91

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 695

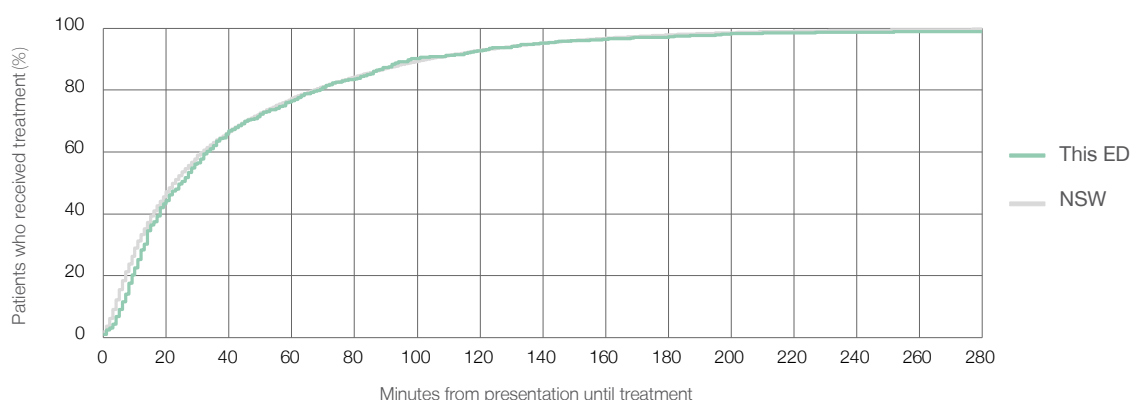
Number of triage 5 patients used to calculate waiting time:³ 658

Median time to start treatment⁴ 25 minutes

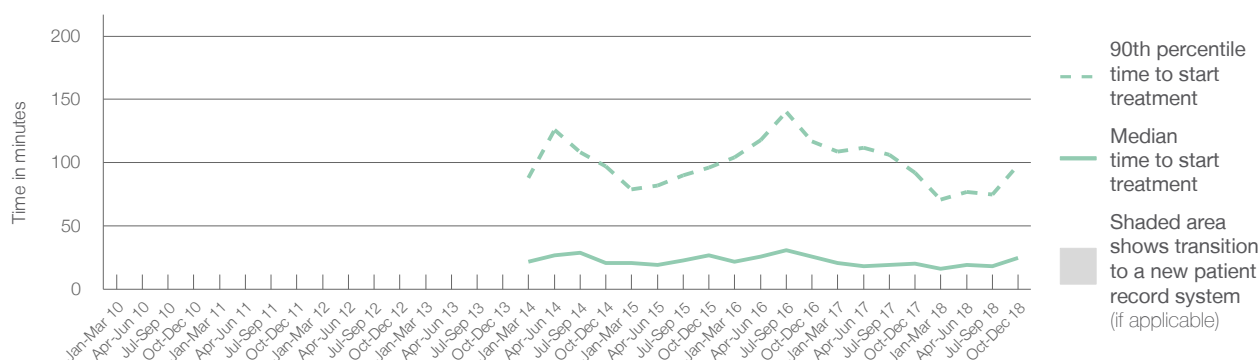
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
613	
599	
20 minutes	23 minutes
92 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)					21	27	26	20	25
90th percentile time to start treatment ⁵ (minutes)					97	96	117	92	98

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lachlan Health Service - Forbes: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,043 patients

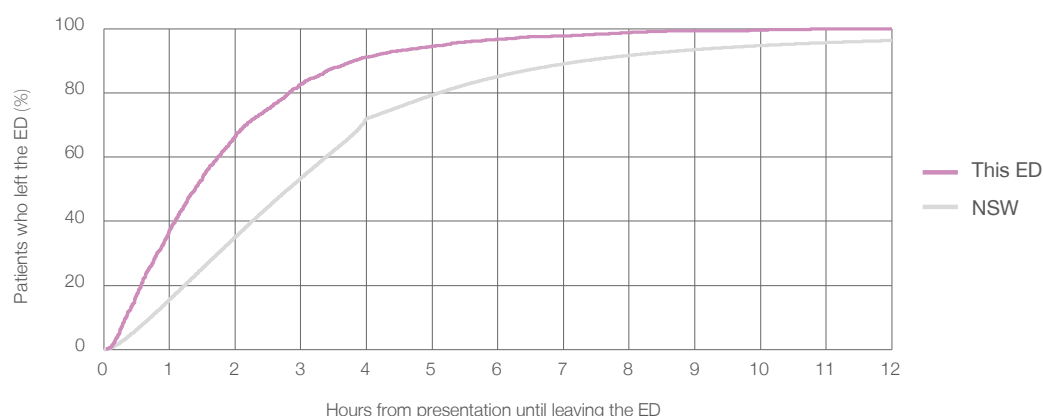
Presentations used to calculate time to leaving the ED:⁶ 2,043 patients

Median time spent in the ED⁸ 1 hours and 23 minutes

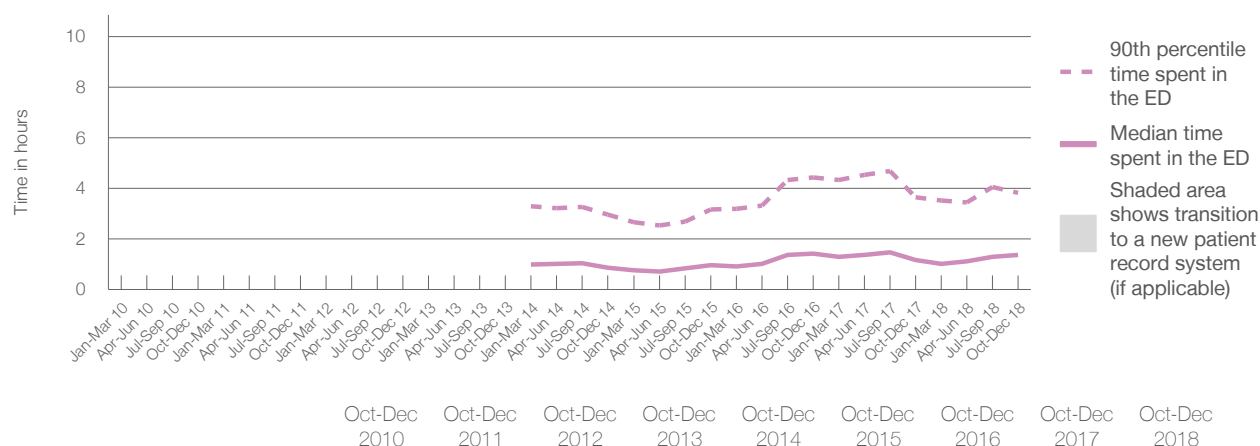
90th percentile time spent in the ED⁹ 3 hours and 49 minutes

Same period last year	NSW (this period)
1,832	
1,832	
1 hours and 11 minutes	2 hours and 49 minutes
3 hours and 39 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



Median time spent in the ED ⁸ (hours, minutes)					0h 53m	0h 59m	1h 25m	1h 11m	1h 23m
90th percentile time spent in the ED ⁹ (hours, minutes)					2h 58m	3h 11m	4h 26m	3h 39m	3h 49m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lachlan Health Service - Forbes: Time patients spent in the ED

By mode of separation

October to December 2018

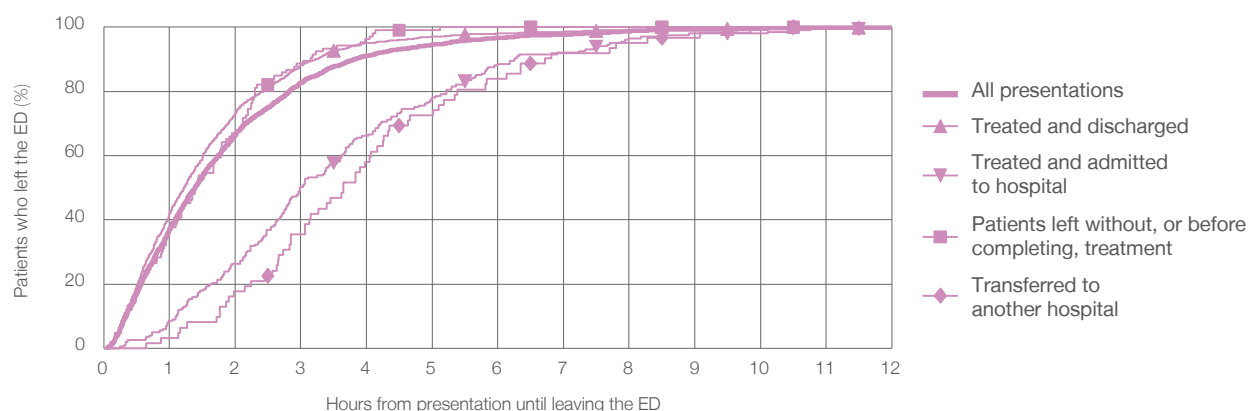
All presentations:[†] 2,043 patients

Presentations used to calculate time to leaving the ED:[‡] 2,043 patients

Treated and discharged	1,668 (81.6%)
Treated and admitted to hospital	201 (9.8%)
Patient left without, or before completing, treatment	106 (5.2%)
Transferred to another hospital	62 (3.0%)
Other	6 (0.3%)

Same period last year	Change since one year ago
1,832	12%
1,512	10.3%
236	-14.8%
44	140.9%
28	121.4%
12	-50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	42.0%	73.1%	88.1%	95.1%	98.1%	99.2%	99.6%	99.9%
Treated and admitted to hospital	8.5%	26.4%	50.2%	66.2%	88.6%	96.5%	98.0%	99.5%
Patient left without, or before completing, treatment	36.8%	67.0%	88.7%	96.2%	100%	100%	100%	100%
Transferred to another hospital	3.2%	17.7%	35.5%	58.1%	83.9%	95.2%	100%	100%
All presentations	37.3%	66.5%	82.7%	91.1%	96.8%	98.8%	99.5%	99.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lachlan Health Service - Forbes: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 2,043 patients

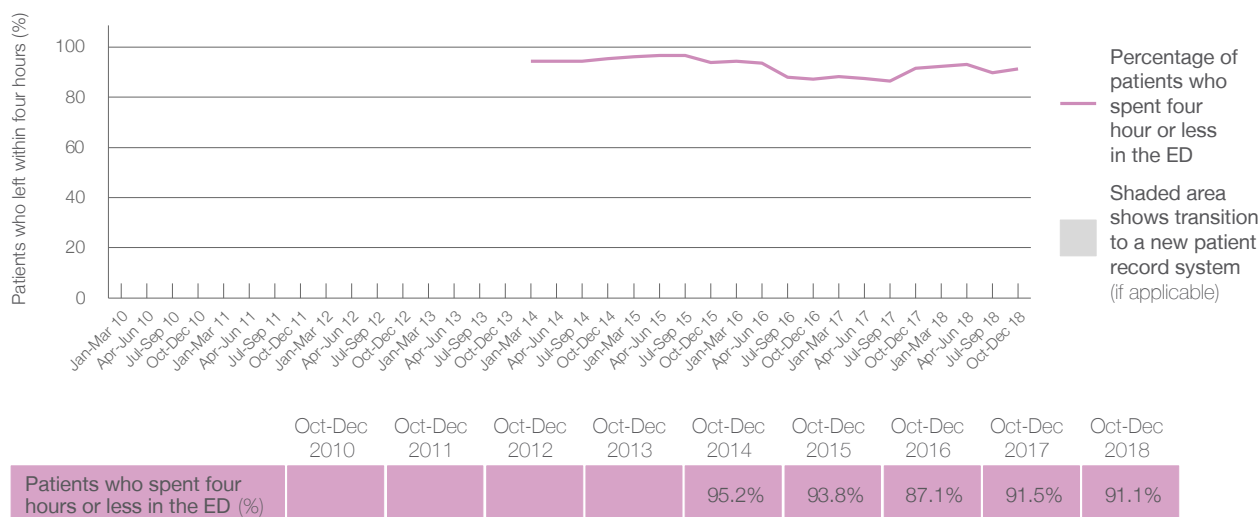
Presentations used to calculate time to leaving the ED: ⁶ 2,043 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,832	12%
1,832	12%
91.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Lithgow Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,449 patients

Emergency presentations:² 3,355 patients

Same period last year	Change since one year ago
3,070	12%
2,965	13%

Lithgow Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 374 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,179 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,480 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 63 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 310 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
369	
5 minutes	8 minutes
15 minutes	26 minutes
1,009	
10 minutes	20 minutes
35 minutes	72 minutes
1,271	
12 minutes	26 minutes
58 minutes	104 minutes
305	
8 minutes	23 minutes
45 minutes	104 minutes

Lithgow Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,448 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
3,070	12%
85%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

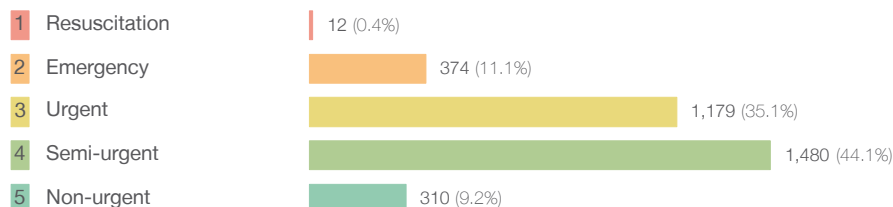
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Lithgow Hospital: Patients presenting to the emergency department

October to December 2018

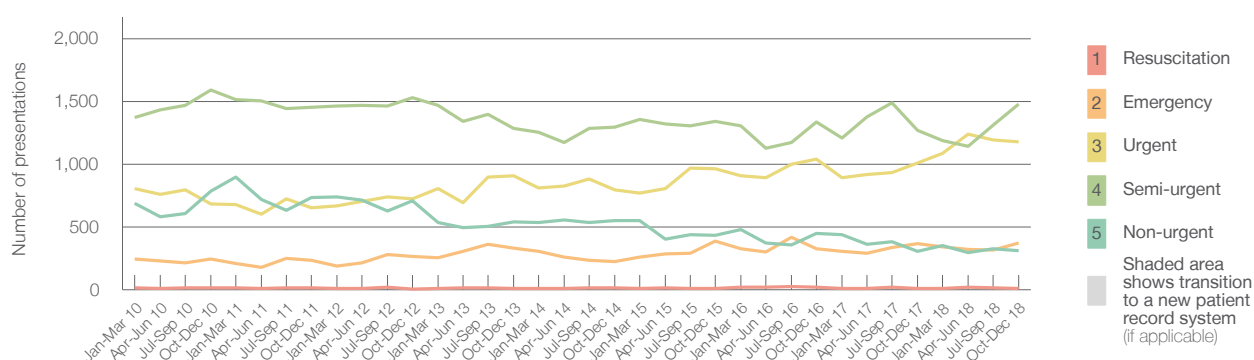
All presentations:¹ 3,449 patients

Emergency presentations² by triage category: 3,355 patients



Same period last year	Change since one year ago
3,070	12%
2,965	13%
11	9.1%
369	1.4%
1,009	16.8%
1,271	16.4%
305	1.6%

Emergency presentations² by quarter, January 2010 to December 2018 [†]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	14	16	6	8	16	10	18	11	12
Emergency	242	232	266	332	223	385	325	369	374
Urgent	684	650	725	906	796	964	1,042	1,009	1,179
Semi-urgent	1,593	1,451	1,528	1,287	1,296	1,341	1,336	1,271	1,480
Non-urgent	787	732	708	539	549	434	450	305	310
All emergency presentations	3,320	3,081	3,233	3,072	2,880	3,134	3,171	2,965	3,355

Lithgow Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 619 patients

ED Transfer of care time



Same period last year	Change since one year ago
551	
11 minutes	-2 minutes
22 minutes	-4 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 374

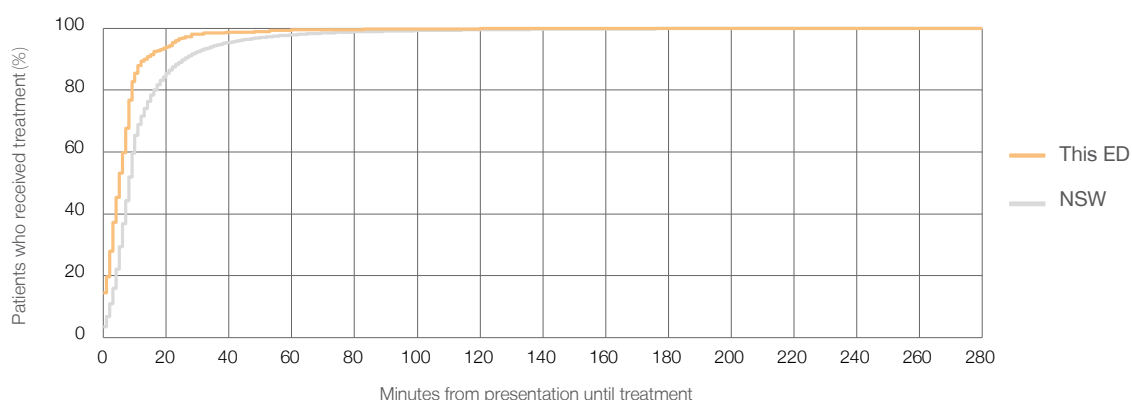
Number of triage 2 patients used to calculate waiting time: ³ 373

Median time to start treatment ⁴ 5 minutes

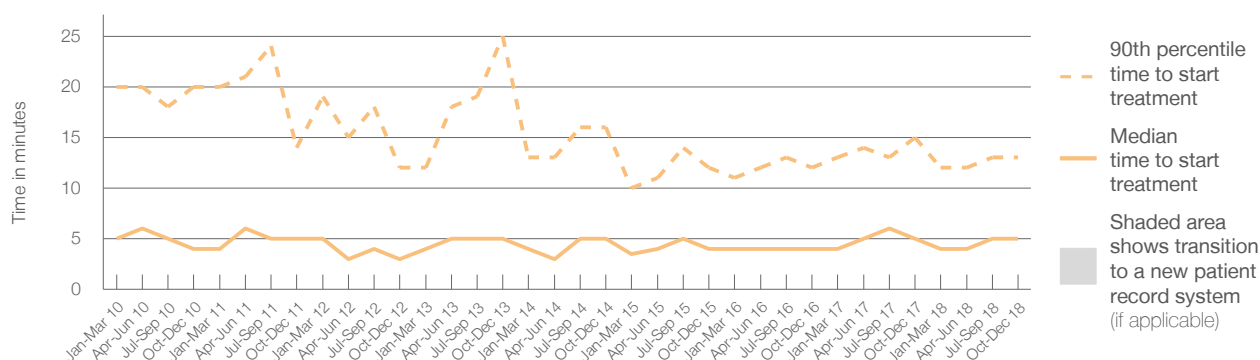
90th percentile time to start treatment ⁵ 13 minutes

Same period last year	NSW (this period)
369	
368	
5 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4	5	3	5	5	4	4	5	5
90th percentile time to start treatment ⁵ (minutes)	20	14	12	25	16	12	12	15	13

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,179

Number of triage 3 patients used to calculate waiting time: ³ 1,165

Median time to start treatment ⁴

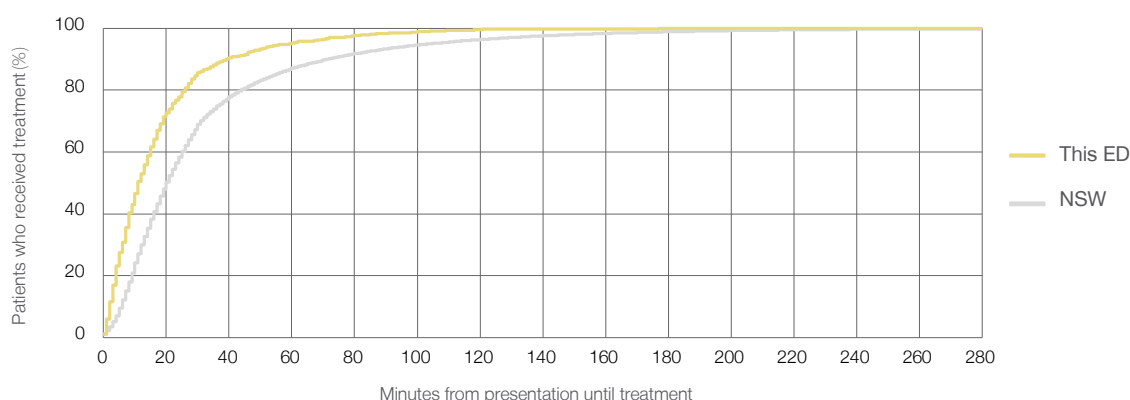
11 minutes

90th percentile time to start treatment ⁵

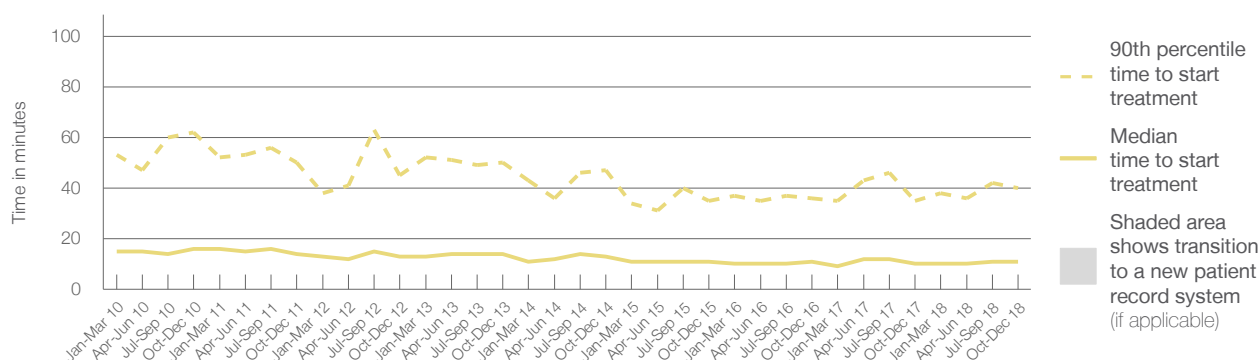
40 minutes

Same period last year	NSW (this period)
1,009	
995	
10 minutes	20 minutes
35 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	16	14	13	14	13	11	11	10	11
90th percentile time to start treatment ⁵ (minutes)	62	50	45	50	47	35	36	35	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.

Lithgow Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,480

Number of triage 4 patients used to calculate waiting time:³ 1,421

Median time to start treatment⁴

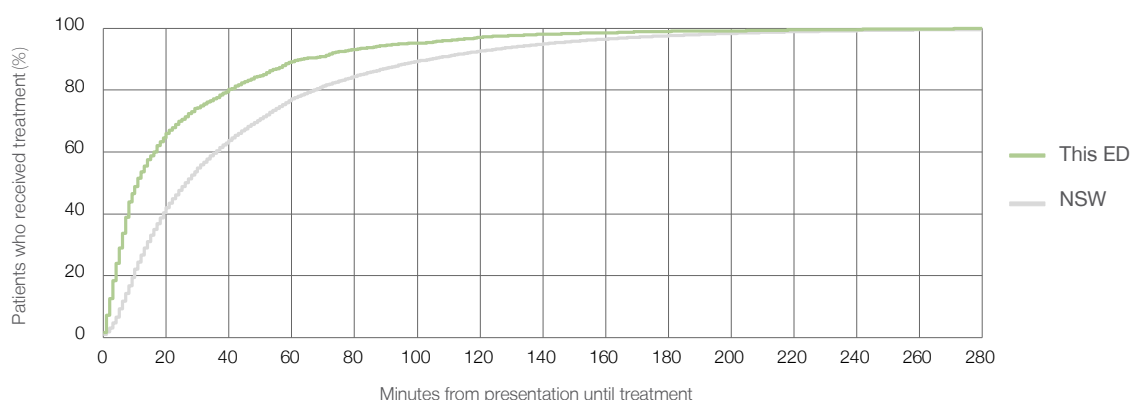
11 minutes

90th percentile time to start treatment⁵

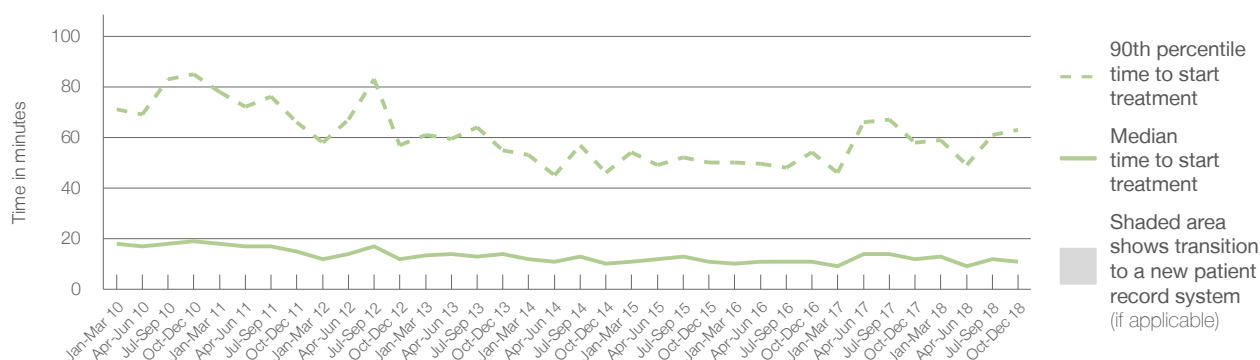
63 minutes

Same period last year	NSW (this period)
1,271	
1,248	
12 minutes	26 minutes
58 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	15	12	14	10	11	11	12	11
90th percentile time to start treatment ⁵ (minutes)	85	66	57	55	46	50	54	58	63

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 310

Number of triage 5 patients used to calculate waiting time:³ 286

Median time to start treatment⁴

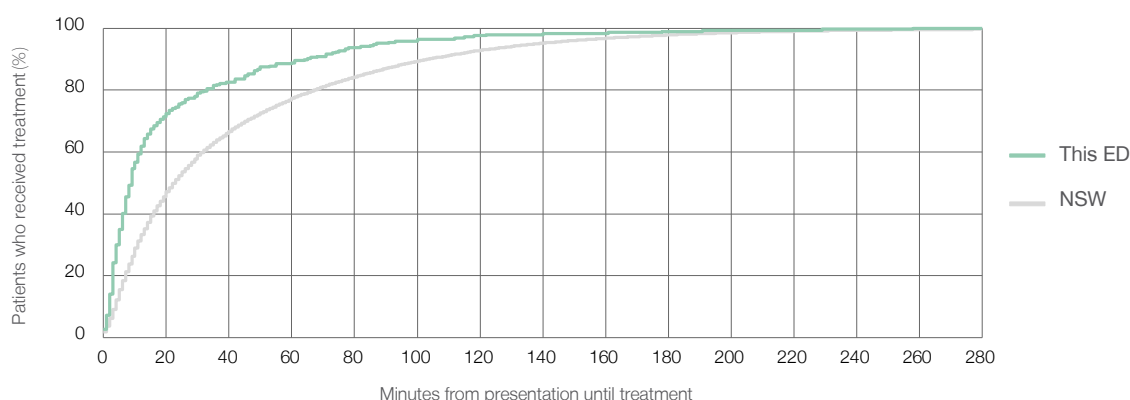
9 minutes

90th percentile time to start treatment⁵

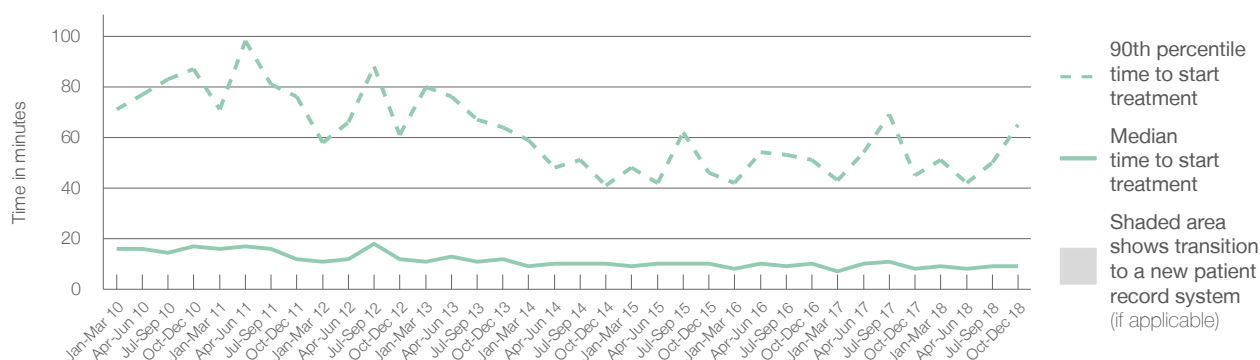
65 minutes

Same period last year	NSW (this period)
305	
294	
8 minutes	23 minutes
45 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	17	12	12	12	10	10	10	8	9
90th percentile time to start treatment ⁵ (minutes)	87	76	61	64	41	46	51	45	65

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 3,449 patients

Presentations used to calculate time to leaving the ED:⁶ 3,448 patients

Median time spent in the ED⁸

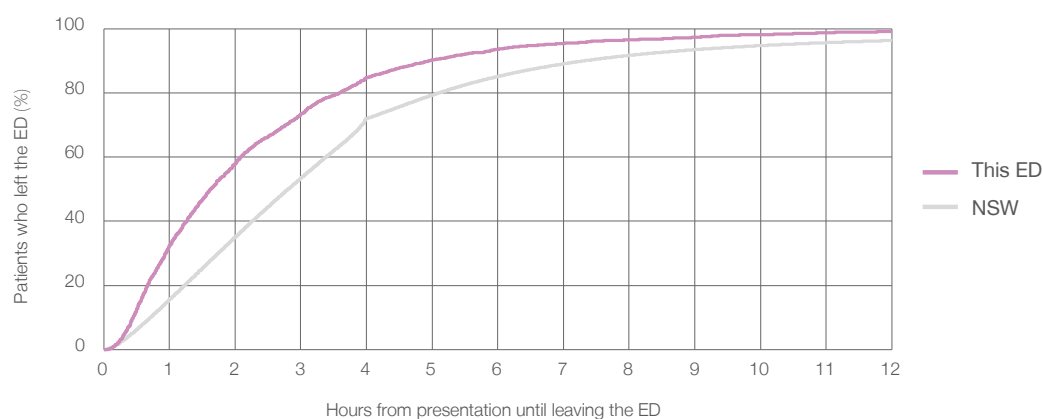
1 hours and 38 minutes

90th percentile time spent in the ED⁹

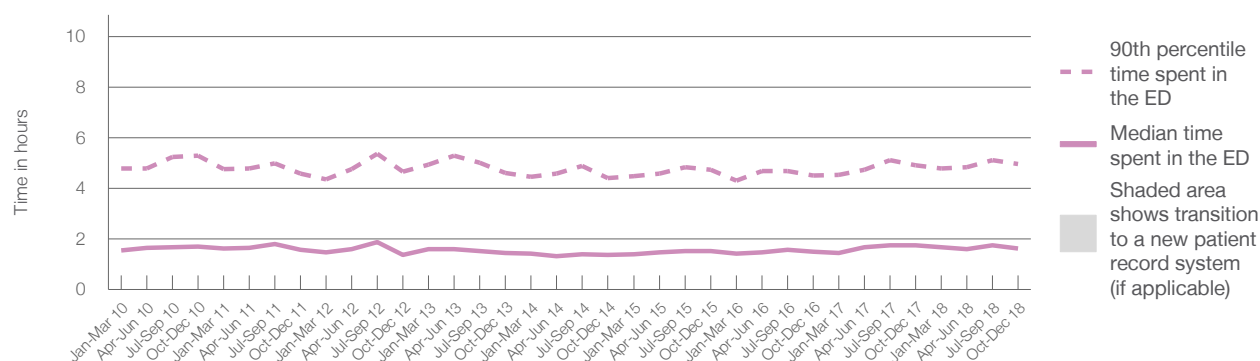
4 hours and 58 minutes

Same period last year	NSW (this period)
3,070	
3,070	
1 hours and 45 minutes	2 hours and 49 minutes
4 hours and 55 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{††}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 42m	1h 34m	1h 23m	1h 27m	1h 23m	1h 32m	1h 30m	1h 45m	1h 38m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 17m	4h 35m	4h 40m	4h 37m	4h 24m	4h 45m	4h 31m	4h 55m	4h 58m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

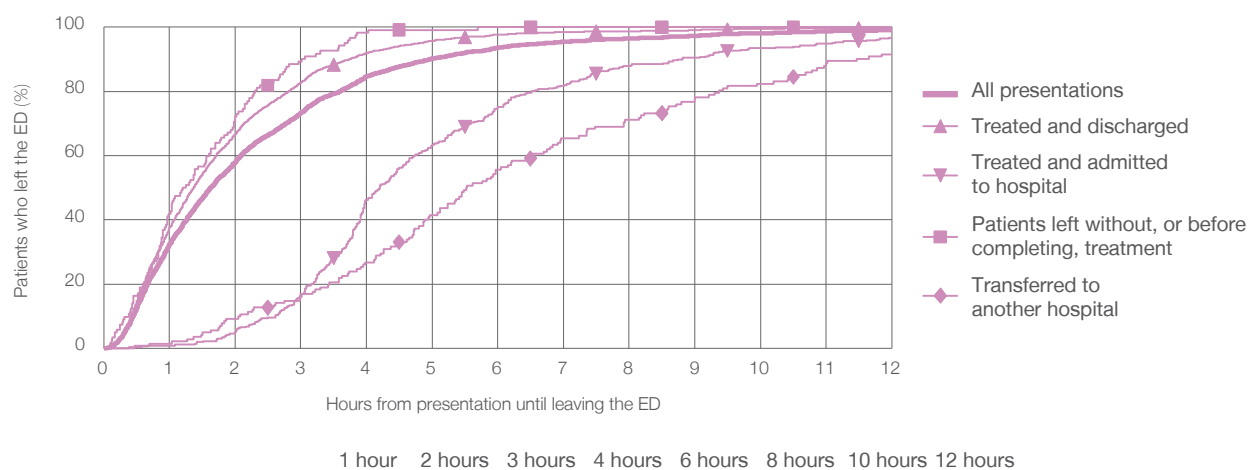
All presentations:[†] 3,449 patients

Presentations used to calculate time to leaving the ED:[‡] 3,448 patients

Treated and discharged	2,807 (81.4%)
Treated and admitted to hospital	367 (10.6%)
Patient left without, or before completing, treatment	123 (3.6%)
Transferred to another hospital	142 (4.1%)
Other	10 (0.3%)

Same period last year	Change since one year ago
3,070	12%
2,545	10.3%
321	14.3%
59	108.5%
129	10.1%
16	-37.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



Treated and discharged	37.6%	66.7%	82.8%	92.0%	97.6%	98.8%	99.5%	99.8%
Treated and admitted to hospital	0.8%	5.2%	16.9%	46.3%	75.2%	88.0%	93.5%	96.7%
Patient left without, or before completing, treatment	41.8%	72.1%	89.3%	98.4%	100%	100%	100%	100%
Transferred to another hospital	1.4%	9.2%	16.2%	26.8%	55.6%	71.1%	82.4%	91.5%
All presentations	32.5%	58.1%	73.3%	84.7%	93.6%	96.5%	98.2%	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.

Lithgow Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 3,449 patients

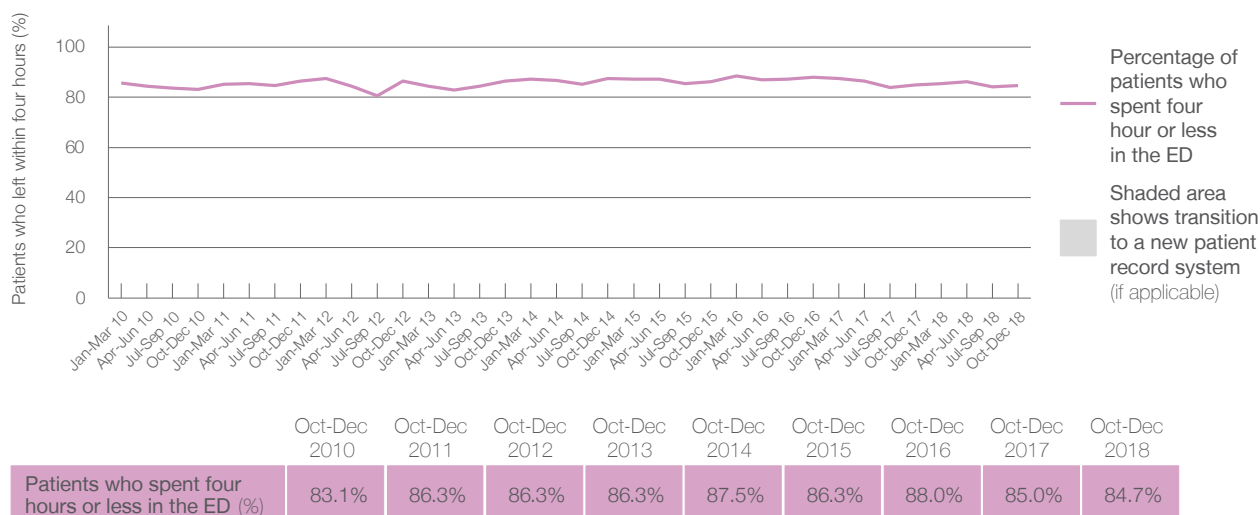
Presentations used to calculate time to leaving the ED: ⁶ 3,448 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,070	12%
3,070	12%
85.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Macksville District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,652 patients

Emergency presentations:² 3,496 patients

Same period last year	Change since one year ago
3,804	-4%
3,666	-5%

Macksville District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 363 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,013 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,493 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 610 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
374	
9 minutes	8 minutes
22 minutes	26 minutes
975	
21 minutes	20 minutes
60 minutes	72 minutes
1,564	
25 minutes	26 minutes
114 minutes	104 minutes
733	
26 minutes	23 minutes
125 minutes	104 minutes

Macksville District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,652 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
3,804	-4%
87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

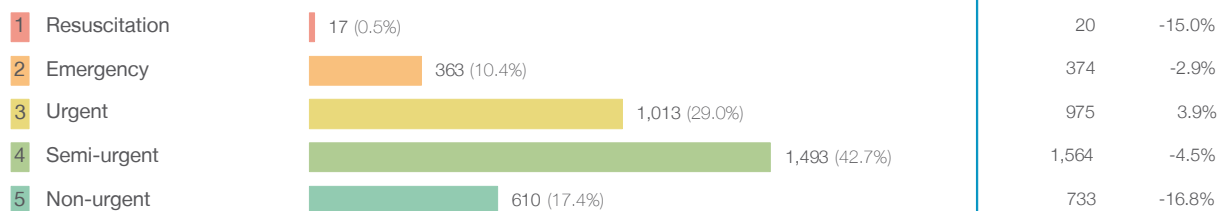
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Macksville District Hospital: Patients presenting to the emergency department

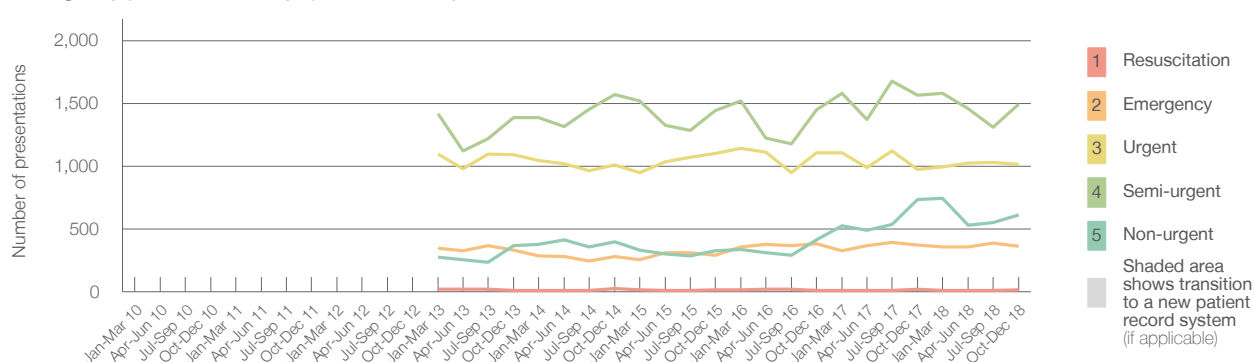
October to December 2018

All presentations:¹ 3,652 patients

Emergency presentations² by triage category: 3,496 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation				11	24	17	11	20	17
Emergency				329	281	290	383	374	363
Urgent				1,089	1,011	1,102	1,104	975	1,013
Semi-urgent				1,386	1,569	1,444	1,448	1,564	1,493
Non-urgent				366	399	325	415	733	610
All emergency presentations				3,181	3,284	3,178	3,361	3,666	3,496

Macksville District Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 463 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 363

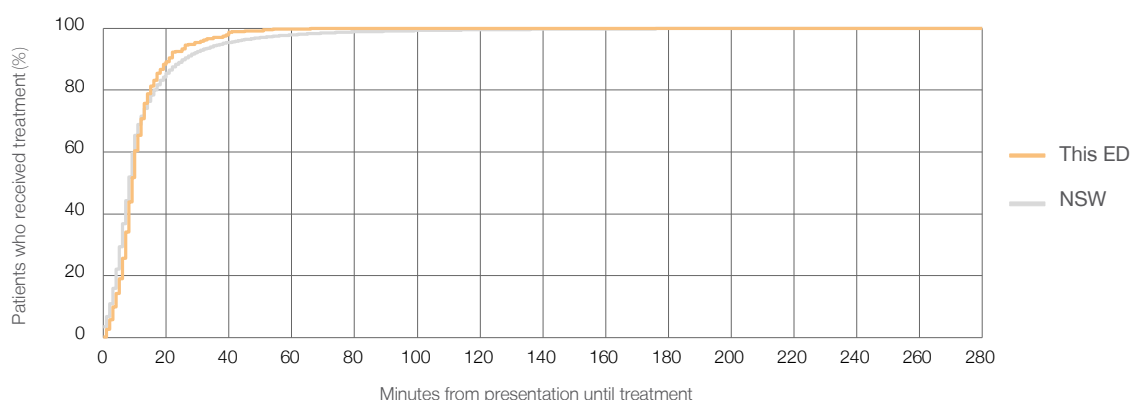
Number of triage 2 patients used to calculate waiting time:³ 363

Median time to start treatment⁴ 9 minutes

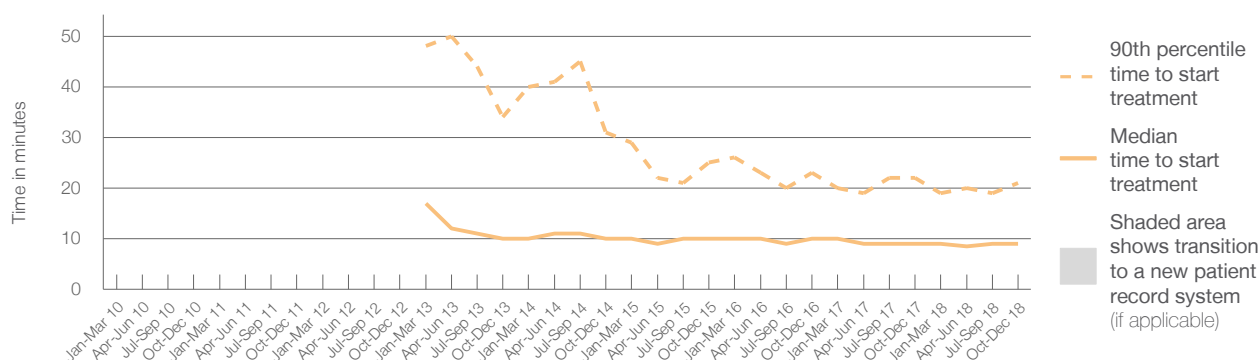
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
374	
364	
9 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				10	10	10	10	9	9
90th percentile time to start treatment ⁵ (minutes)				34	31	25	23	22	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,013

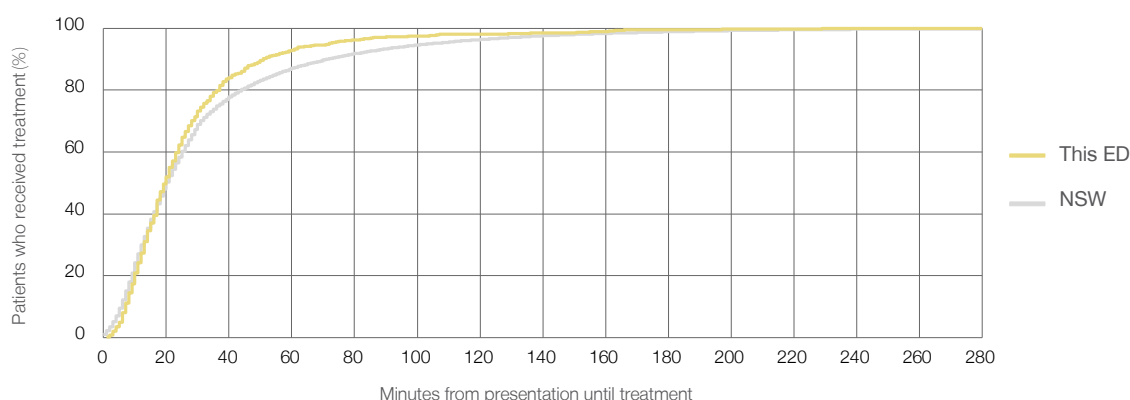
Number of triage 3 patients used to calculate waiting time: ³ 1,007

Median time to start treatment ⁴ 20 minutes

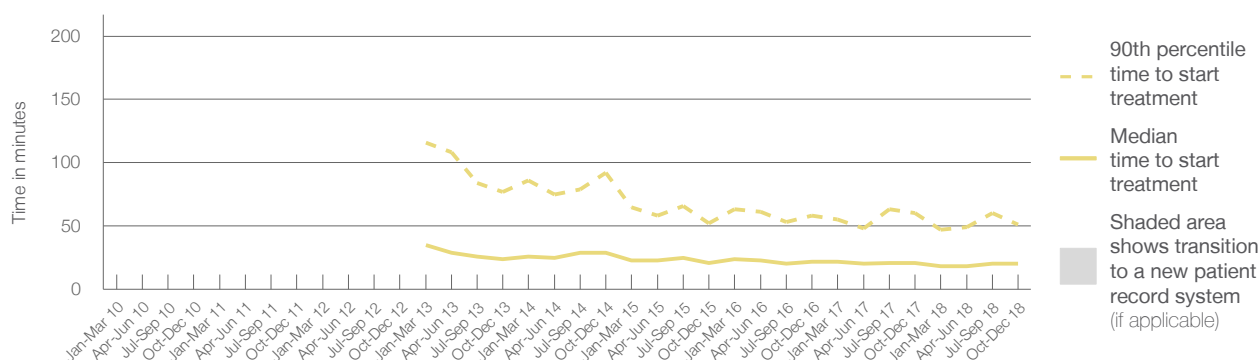
90th percentile time to start treatment ⁵ 51 minutes

Same period last year	NSW (this period)
975	
940	
21 minutes	20 minutes
60 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				24	29	21	22	21	20
90th percentile time to start treatment ⁵ (minutes)				77	92	52	58	60	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,493

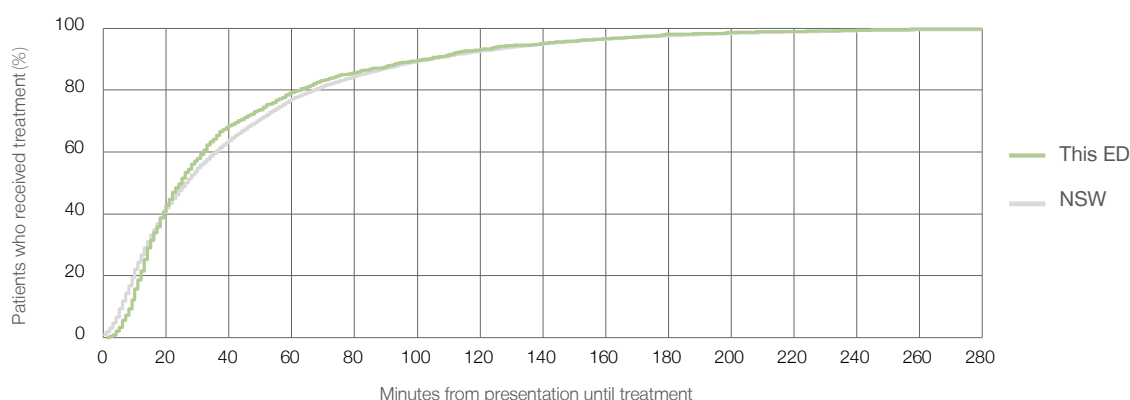
Number of triage 4 patients used to calculate waiting time: ³ 1,417

Median time to start treatment ⁴ 25 minutes

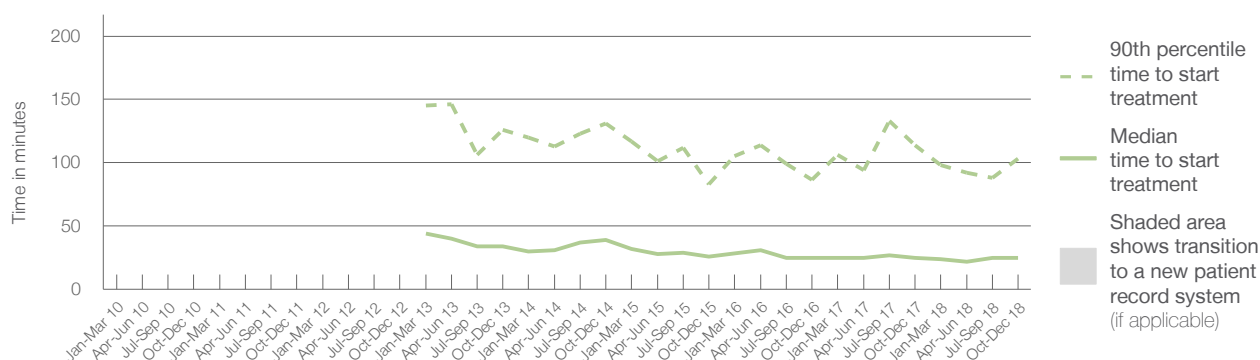
90th percentile time to start treatment ⁵ 103 minutes

Same period last year	NSW (this period)
1,564	
1,471	
25 minutes	26 minutes
114 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				34	39	26	25	25	25
90th percentile time to start treatment ⁵ (minutes)				126	131	83	87	114	103

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 610

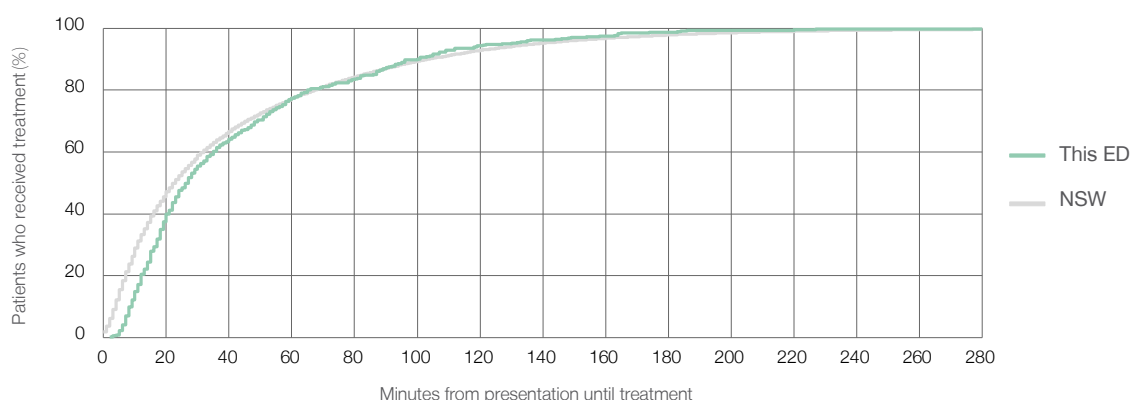
Number of triage 5 patients used to calculate waiting time:³ 563

Median time to start treatment⁴ 27 minutes

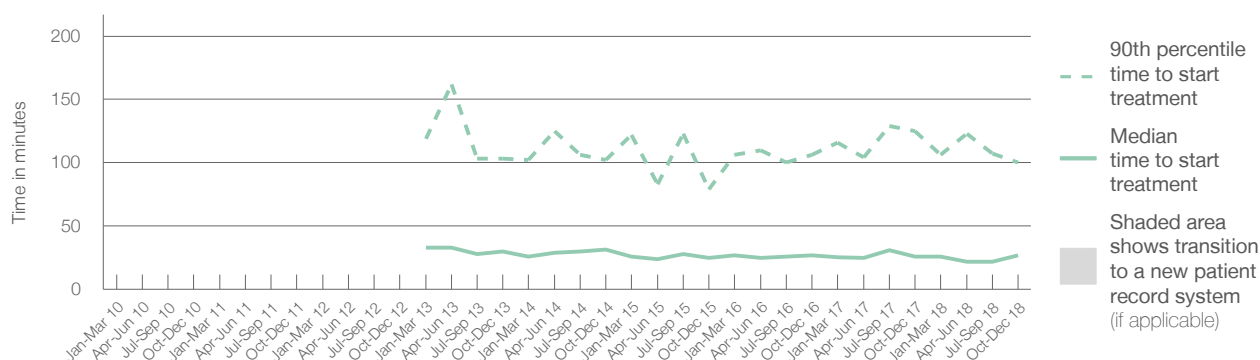
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
733	
665	
26 minutes	23 minutes
125 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				30	32	25	27	26	27
90th percentile time to start treatment ⁵ (minutes)				103	102	79	106	125	100

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Macksville District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 3,652 patients

Presentations used to calculate time to leaving the ED:⁶ 3,652 patients

Median time spent in the ED⁸

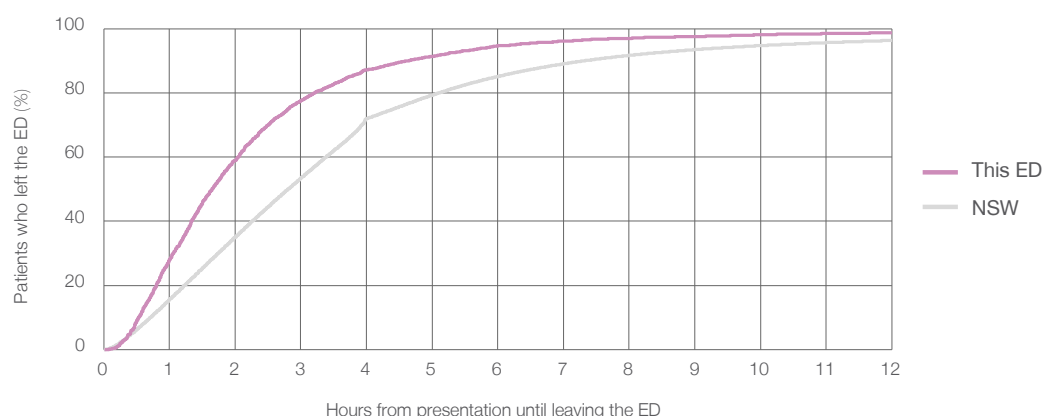
1 hours and 39 minutes

90th percentile time spent in the ED⁹

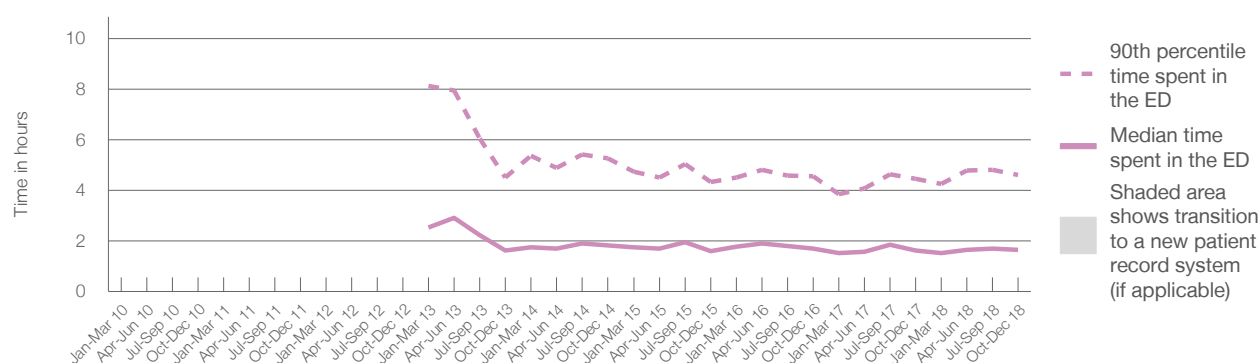
4 hours and 37 minutes

Same period last year	NSW (this period)
3,804	
3,804	
1 hours and 38 minutes	2 hours and 49 minutes
4 hours and 28 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)				1h 38m	1h 50m	1h 37m	1h 43m	1h 38m	1h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)				4h 31m	5h 16m	4h 20m	4h 33m	4h 28m	4h 37m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Macksville District Hospital: Time patients spent in the ED

By mode of separation

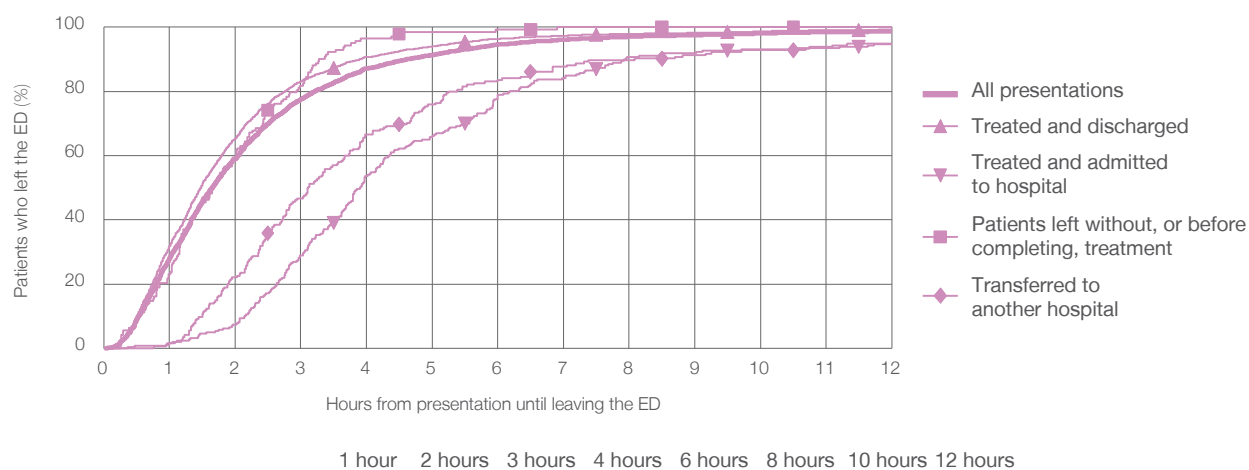
October to December 2018

All presentations:[†] 3,652 patients

Presentations used to calculate time to leaving the ED:[‡] 3,652 patients

		Same period last year	Change since one year ago
Treated and discharged	3,056 (83.7%)	3,147	-2.9%
Treated and admitted to hospital	246 (6.7%)	209	17.7%
Patient left without, or before completing, treatment	143 (3.9%)	194	-26.3%
Transferred to another hospital	195 (5.3%)	198	-1.5%
Other	12 (0.3%)	56	-78.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	31.9%	65.4%	83.2%	90.7%	96.4%	97.8%	98.8%	99.3%
Treated and admitted to hospital	1.6%	7.3%	28.9%	53.7%	78.9%	90.7%	93.1%	94.7%
Patient left without, or before completing, treatment	23.1%	59.4%	81.8%	96.5%	99.3%	100%	100%	100%
Transferred to another hospital	1.5%	22.1%	46.7%	66.7%	83.6%	89.7%	92.8%	94.9%
All presentations	28.0%	59.1%	77.6%	87.2%	94.7%	97.0%	98.1%	98.8%

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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.

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Macksville District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 3,652 patients

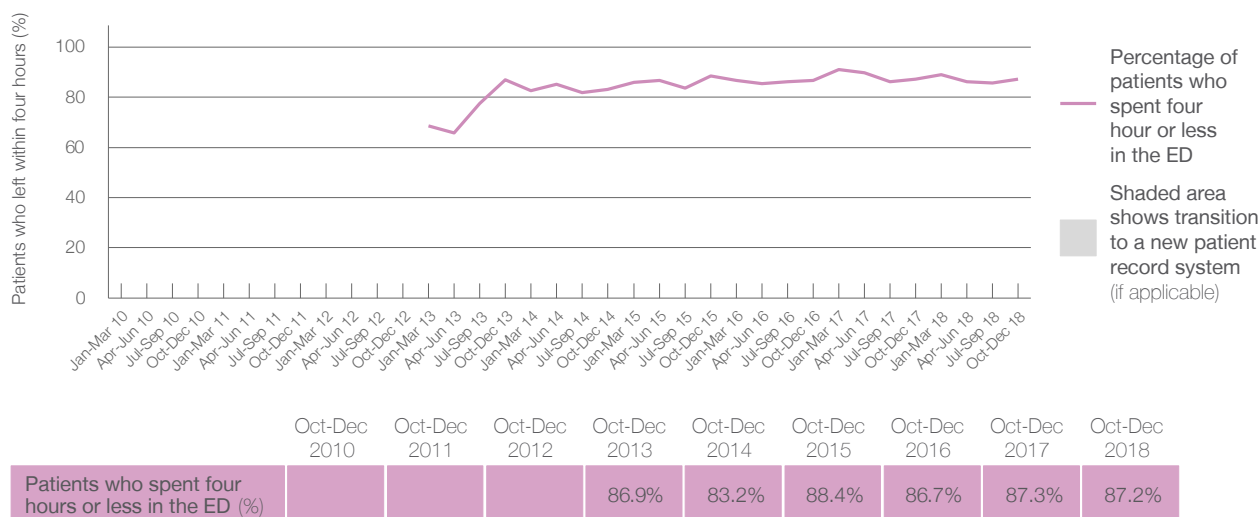
Presentations used to calculate time to leaving the ED: ⁶ 3,652 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,804	-4%
3,804	-4%
87.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Maclean District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,580 patients

Emergency presentations:² 3,453 patients

Same period last year	Change since one year ago
3,300	8%
3,189	8%

Maclean District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 289 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,028 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,731 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 391 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
343	
8 minutes	8 minutes
32 minutes	26 minutes
895	
17 minutes	20 minutes
63 minutes	72 minutes
1,534	
21 minutes	26 minutes
103 minutes	104 minutes
408	
17 minutes	23 minutes
99 minutes	104 minutes

Maclean District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,579 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
3,300	8%
84%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

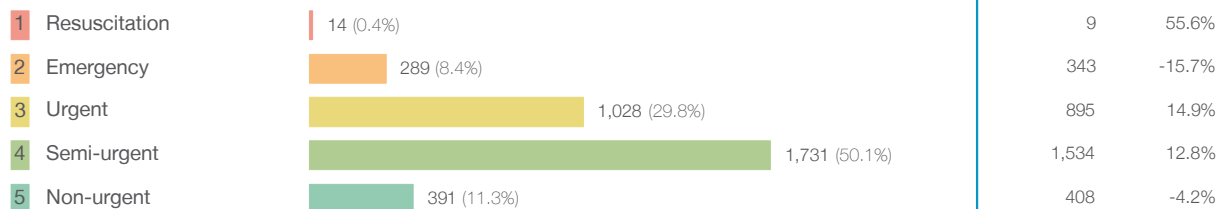
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Maclean District Hospital: Patients presenting to the emergency department

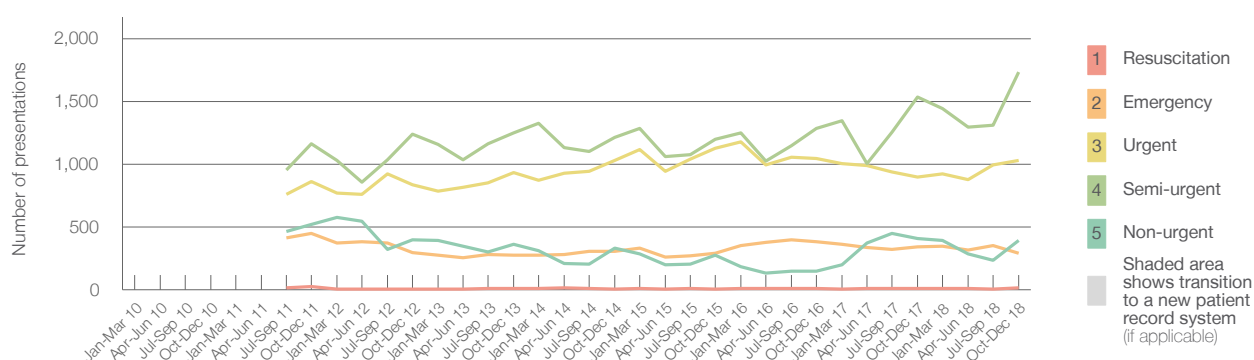
October to December 2018

All presentations:¹ 3,580 patients

Emergency presentations² by triage category: 3,453 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		23	6	9	< 5	< 5	10	9	14
Emergency		450	296	273	310	295	380	343	289
Urgent		863	835	931	1,028	1,128	1,044	895	1,028
Semi-urgent		1,160	1,237	1,247	1,211	1,200	1,287	1,534	1,731
Non-urgent		520	399	361	330	274	149	408	391
All emergency presentations		3,016	2,773	2,821	2,879	2,897	2,870	3,189	3,453

Maclean District Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 380 patients

ED Transfer of care time



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Maclean District Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 289

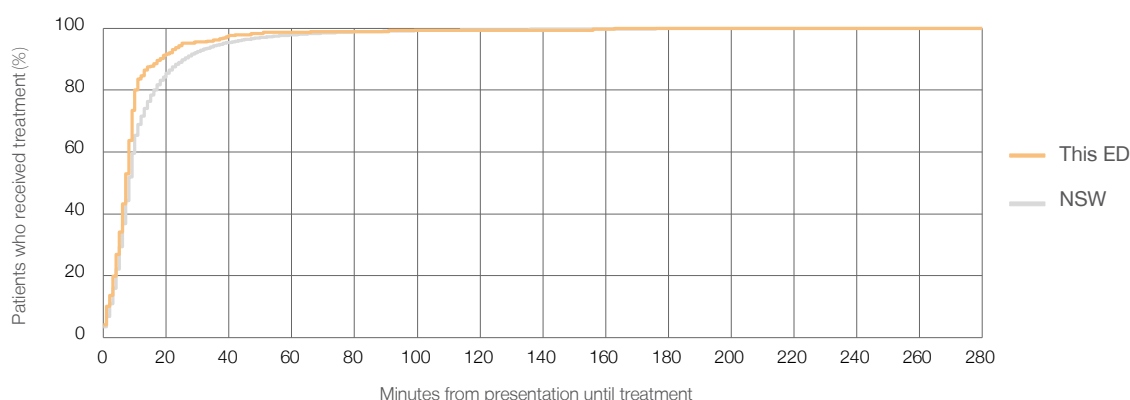
Number of triage 2 patients used to calculate waiting time:³ 287

Median time to start treatment⁴ 7 minutes

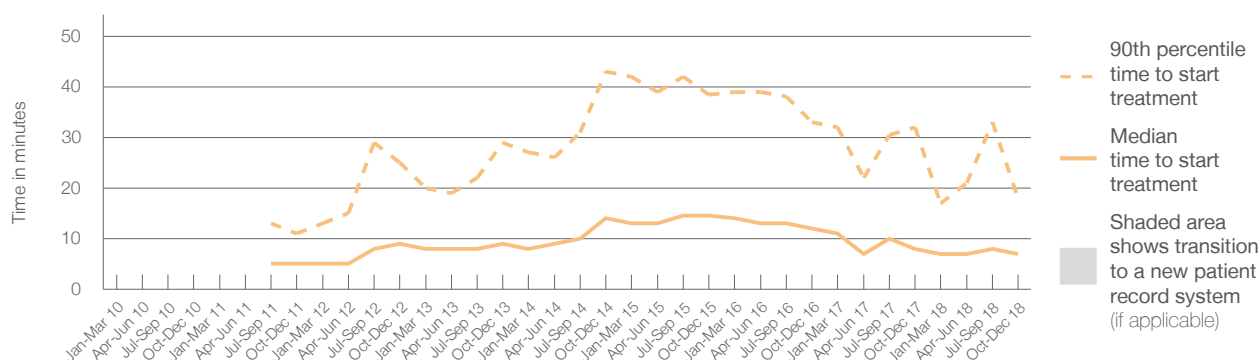
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
343	
339	
8 minutes	8 minutes
32 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		5	9	9	14	15	12	8	7
90th percentile time to start treatment ⁵ (minutes)		11	25	29	43	39	33	32	18

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Maclean District Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,028

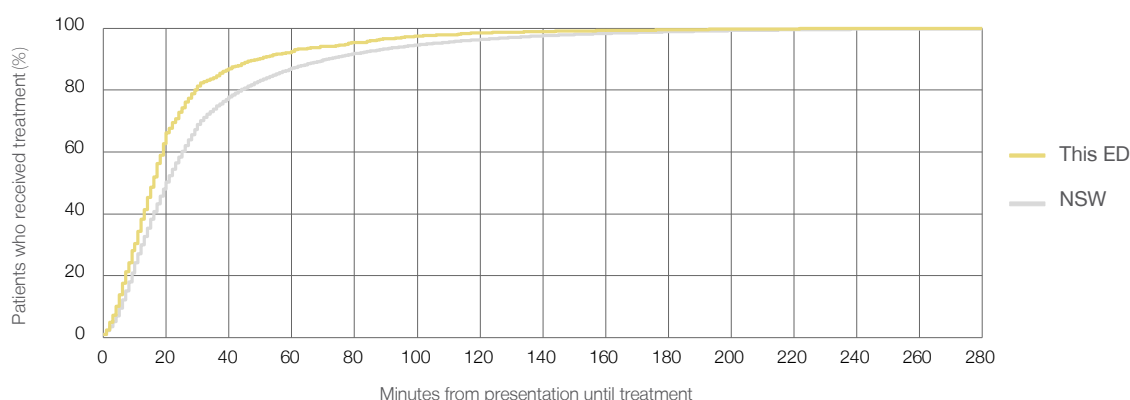
Number of triage 3 patients used to calculate waiting time: ³ 1,017

Median time to start treatment ⁴ 16 minutes

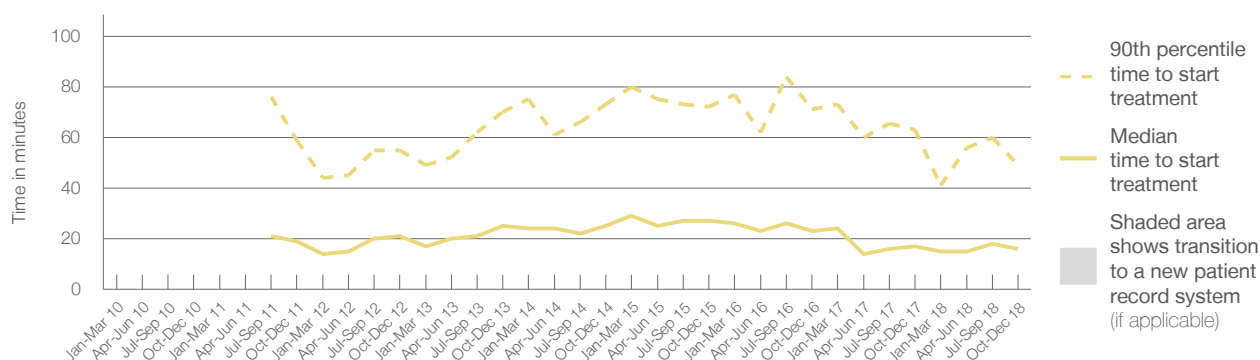
90th percentile time to start treatment ⁵ 49 minutes

Same period last year	NSW (this period)
895	
879	
17 minutes	20 minutes
63 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		19	21	25	25	27	23	17	16
90th percentile time to start treatment ⁵ (minutes)		59	55	70	73	72	71	63	49

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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.

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Maclean District Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,731

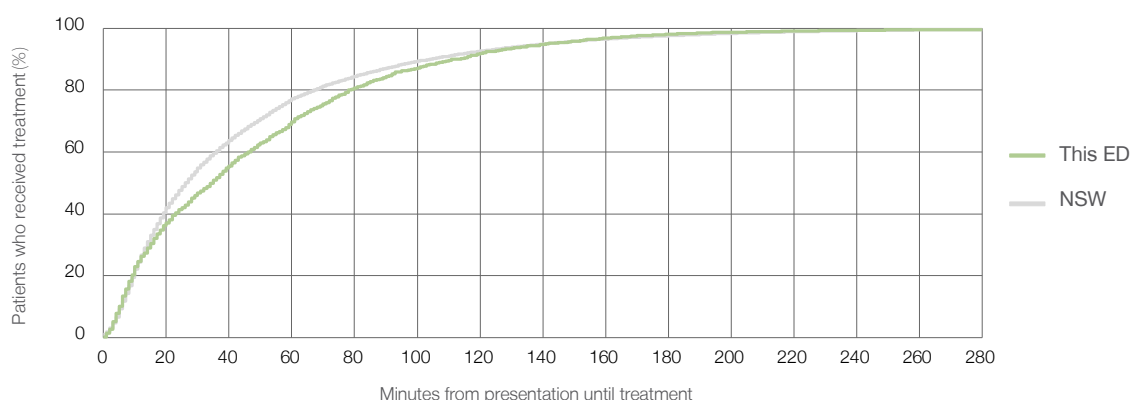
Number of triage 4 patients used to calculate waiting time:³ 1,627

Median time to start treatment⁴ 35 minutes

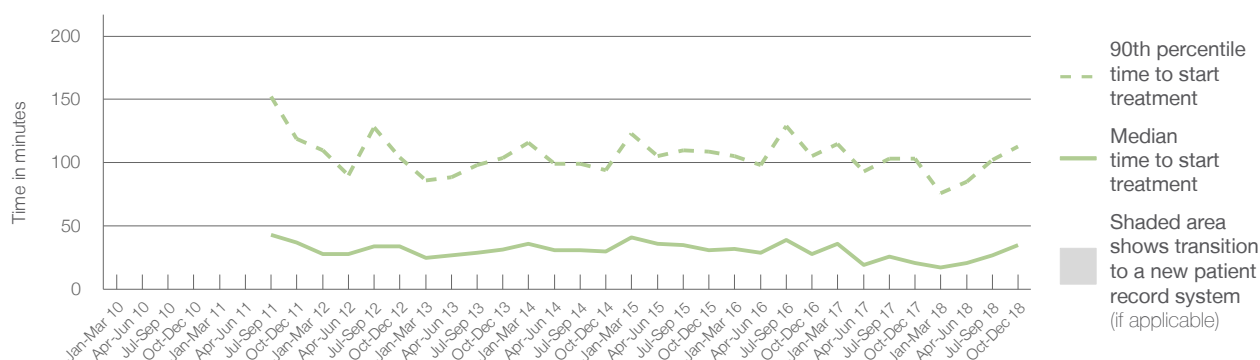
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
1,534	
1,460	
21 minutes	26 minutes
103 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		37	34	32	30	31	28	21	35
90th percentile time to start treatment ⁵ (minutes)		119	104	104	94	109	105	103	113

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Maclean District Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 391

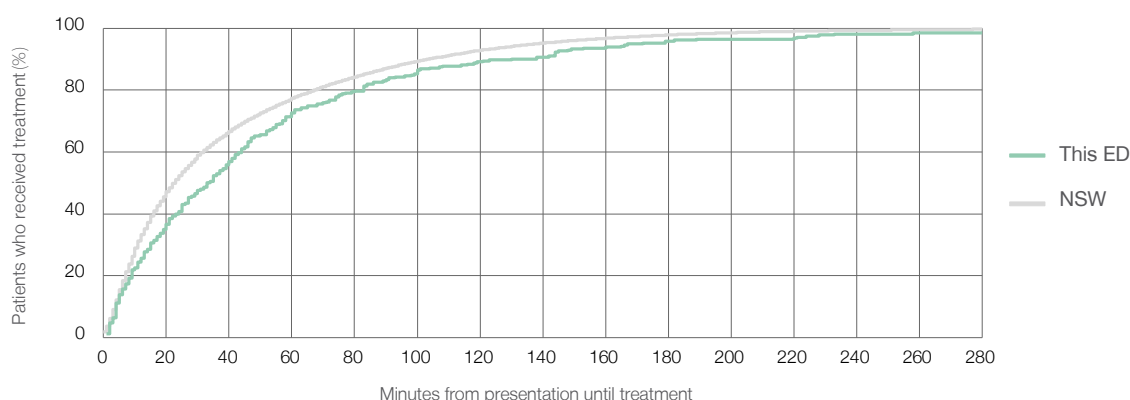
Number of triage 5 patients used to calculate waiting time:³ 311

Median time to start treatment⁴ 33 minutes

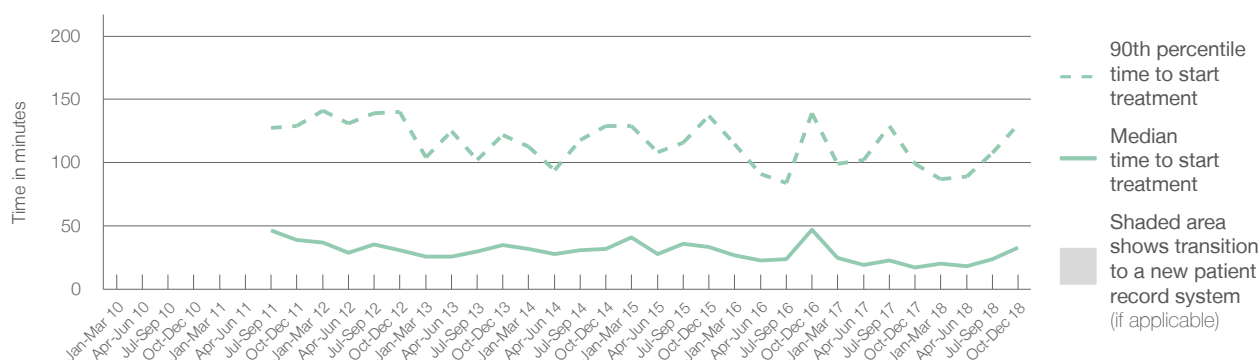
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
408	
354	
17 minutes	23 minutes
99 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		39	31	35	32	34	47	17	33
90th percentile time to start treatment ⁵ (minutes)		129	140	122	129	137	139	99	130

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Maclean District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 3,580 patients

Presentations used to calculate time to leaving the ED:⁶ 3,579 patients

Median time spent in the ED⁸

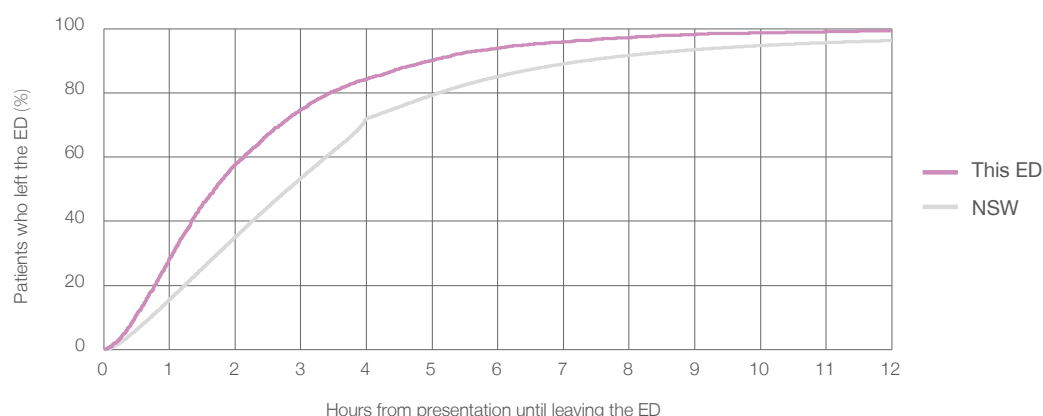
1 hours and 42 minutes

90th percentile time spent in the ED⁹

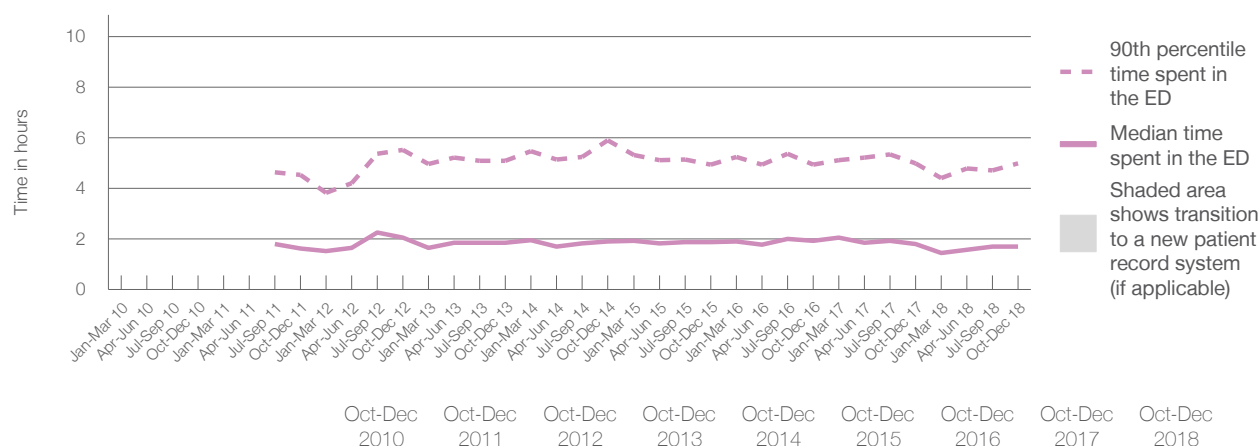
4 hours and 59 minutes

Same period last year	NSW (this period)
3,300	
3,300	
1 hours and 48 minutes	2 hours and 49 minutes
5 hours and 0 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



Median time spent in the ED ⁸ (hours, minutes)		1h 38m	2h 4m	1h 52m	1h 55m	1h 53m	1h 56m	1h 48m	1h 42m
90th percentile time spent in the ED ⁹ (hours, minutes)		4h 33m	5h 32m	5h 6m	5h 54m	4h 57m	4h 56m	5h 0m	4h 59m

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Maclean District Hospital: Time patients spent in the ED

By mode of separation

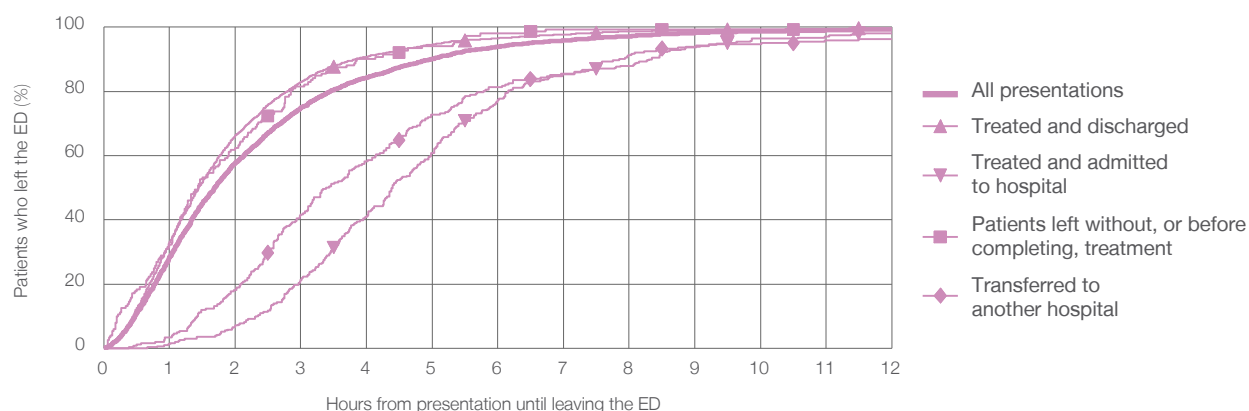
October to December 2018

All presentations:[†] 3,580 patients

Presentations used to calculate time to leaving the ED:[‡] 3,579 patients

		Same period last year	Change since one year ago
Treated and discharged	2,866 (80.1%)	2,636	8.7%
Treated and admitted to hospital	309 (8.6%)	297	4.0%
Patient left without, or before completing, treatment	152 (4.2%)	126	20.6%
Transferred to another hospital	242 (6.8%)	228	6.1%
Other	11 (0.3%)	13	-15.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	33.1%	66.4%	83.0%	90.8%	96.6%	98.6%	99.3%	99.7%
Treated and admitted to hospital	1.3%	7.1%	21.4%	41.1%	77.3%	88.0%	96.4%	98.1%
Patient left without, or before completing, treatment	32.2%	62.5%	81.6%	90.1%	98.0%	99.3%	99.3%	99.3%
Transferred to another hospital	3.3%	18.2%	41.7%	58.3%	81.4%	91.3%	94.6%	96.3%
All presentations	28.4%	57.9%	74.9%	84.3%	93.9%	97.2%	98.7%	99.3%

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Maclean District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 3,580 patients

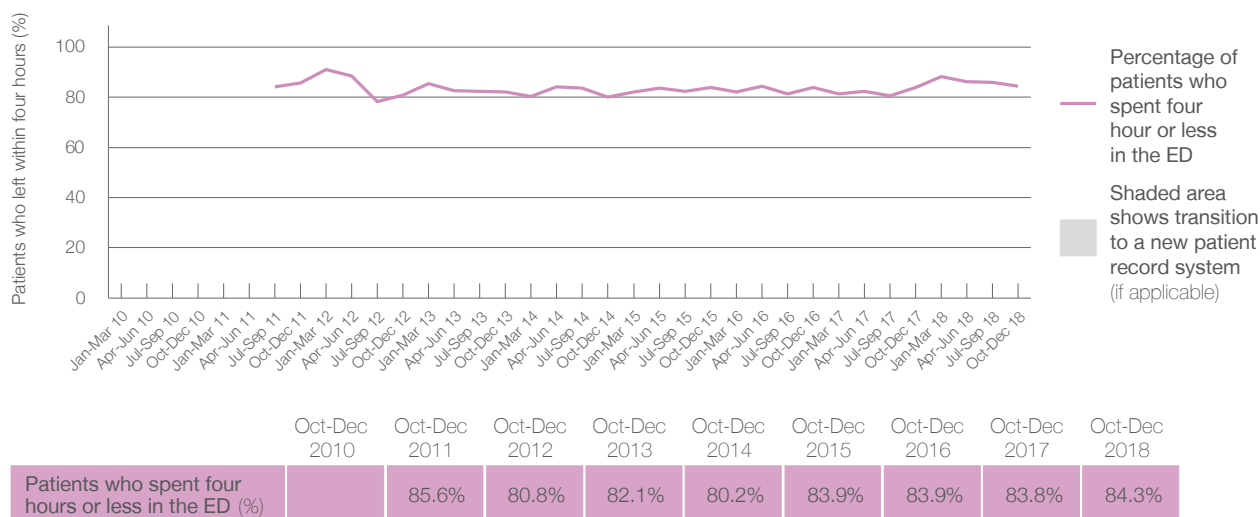
Presentations used to calculate time to leaving the ED: ⁶ 3,579 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,300	8%
3,300	8%
83.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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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*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Milton Ulladulla Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,562 patients

Emergency presentations:² 3,448 patients

Same period last year	Change since one year ago
3,529	1%
3,417	1%

Milton Ulladulla Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 332 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,158 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,479 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 464 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
292	
7 minutes	8 minutes
18 minutes	26 minutes
1,228	
20 minutes	20 minutes
60 minutes	72 minutes
1,618	
30 minutes	26 minutes
84 minutes	104 minutes
254	
28 minutes	23 minutes
88 minutes	104 minutes

Milton Ulladulla Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,562 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
3,528	1%
87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

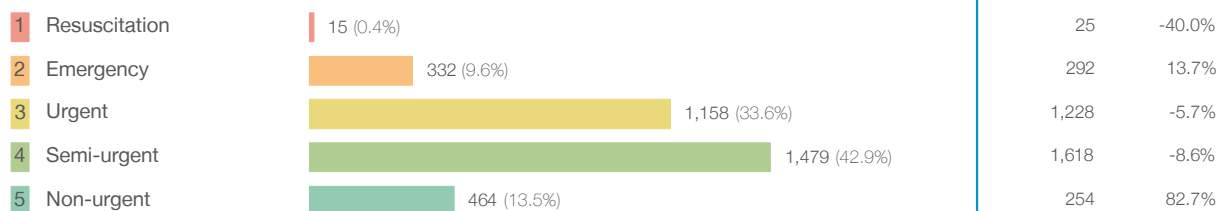
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Milton Ulladulla Hospital: Patients presenting to the emergency department

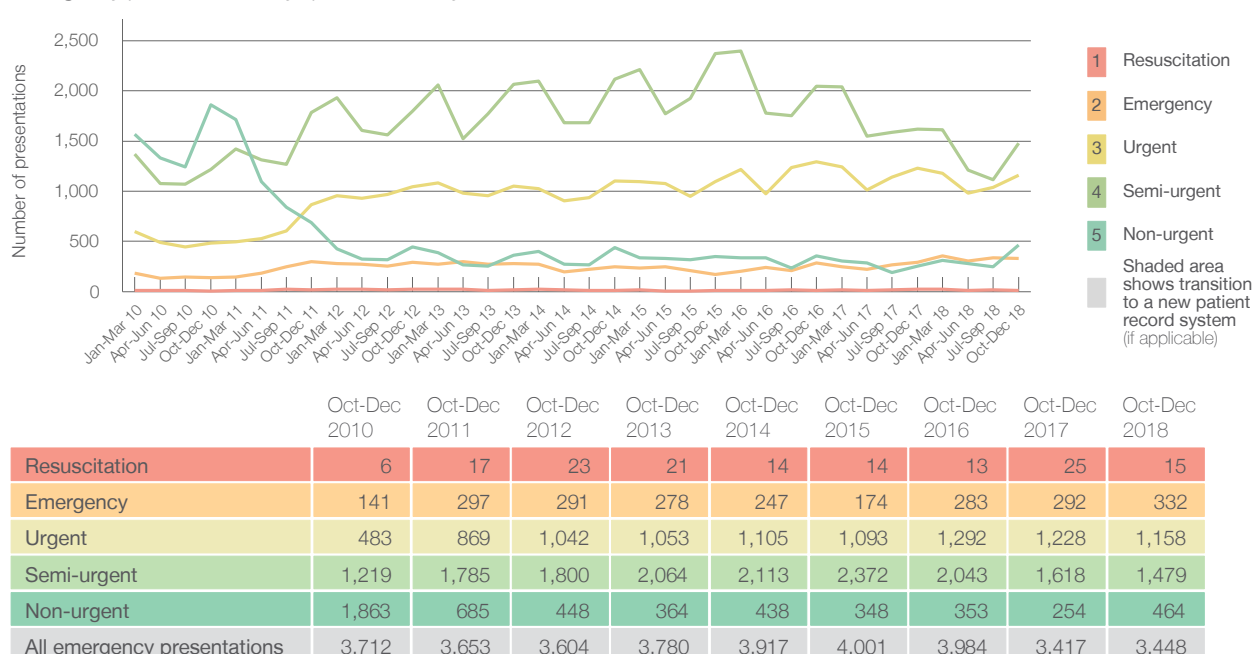
October to December 2018

All presentations:¹ 3,562 patients

Emergency presentations² by triage category: 3,448 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Milton Ulladulla Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 444 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.

Milton Ulladulla Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 332

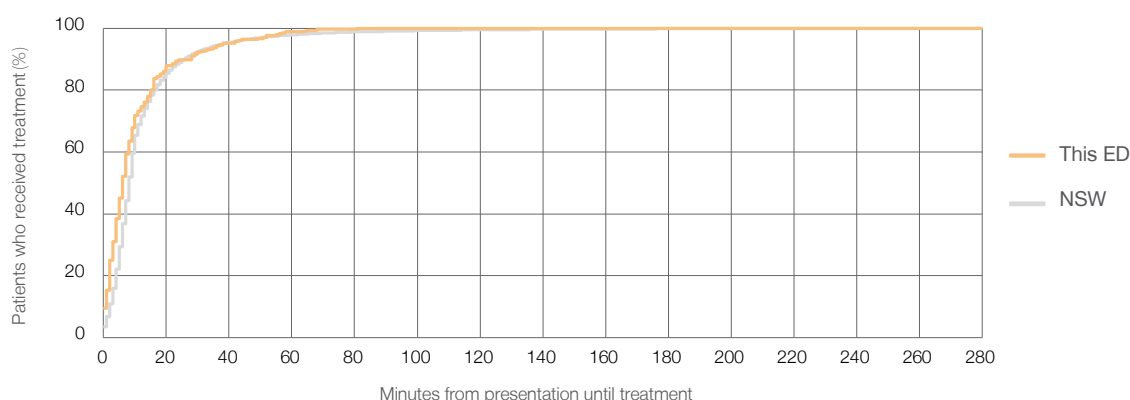
Number of triage 2 patients used to calculate waiting time:³ 332

Median time to start treatment⁴ 6 minutes

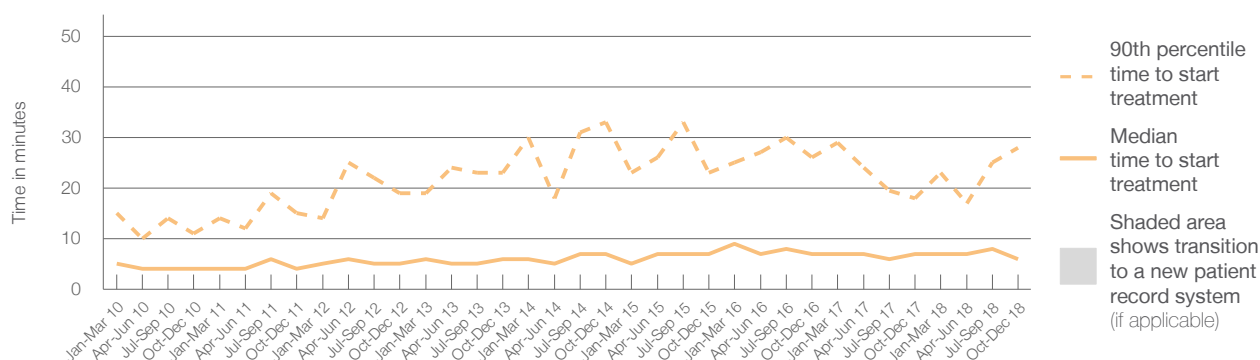
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
292	292
7 minutes	8 minutes
18 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4	4	5	6	7	7	7	7	6
90th percentile time to start treatment ⁵ (minutes)	11	15	19	23	33	23	26	18	28

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton Ulladulla Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,158

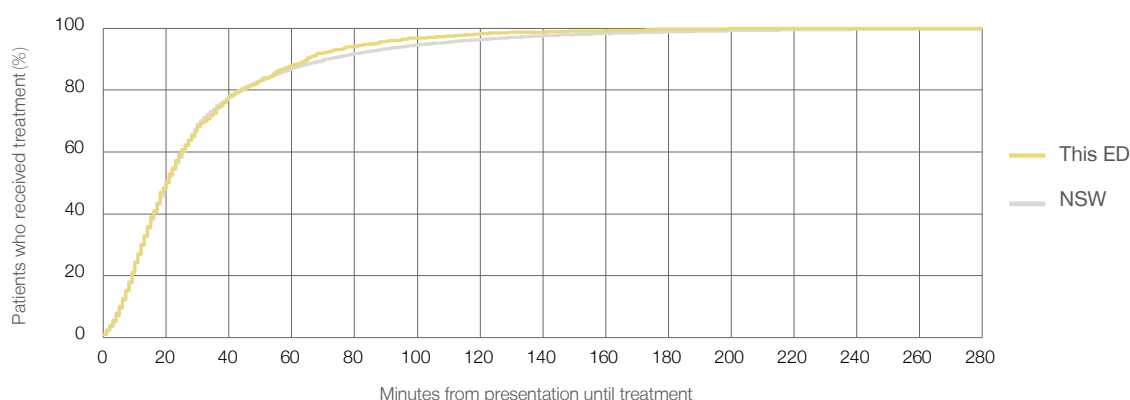
Number of triage 3 patients used to calculate waiting time: ³ 1,142

Median time to start treatment ⁴ 20 minutes

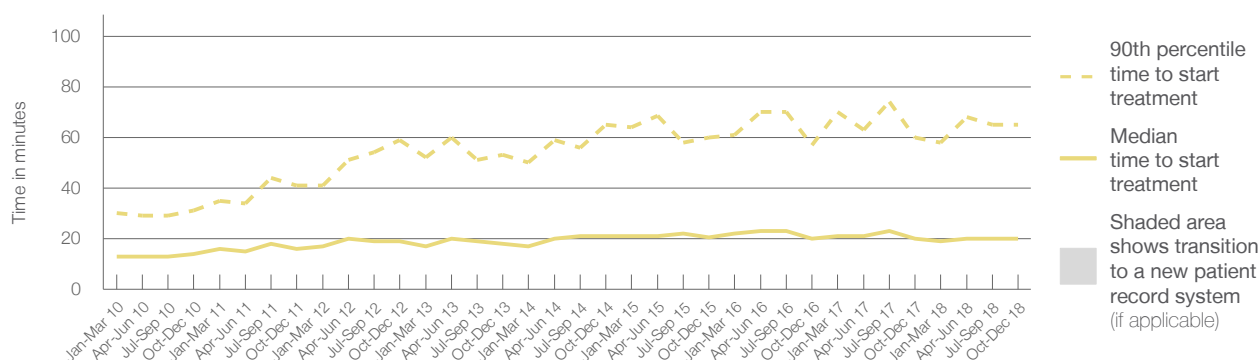
90th percentile time to start treatment ⁵ 65 minutes

Same period last year	NSW (this period)
1,228	
1,210	
20 minutes	20 minutes
60 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	14	16	19	18	21	21	20	20	20
90th percentile time to start treatment ⁵ (minutes)	31	41	59	53	65	60	57	60	65

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton Ulladulla Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,479

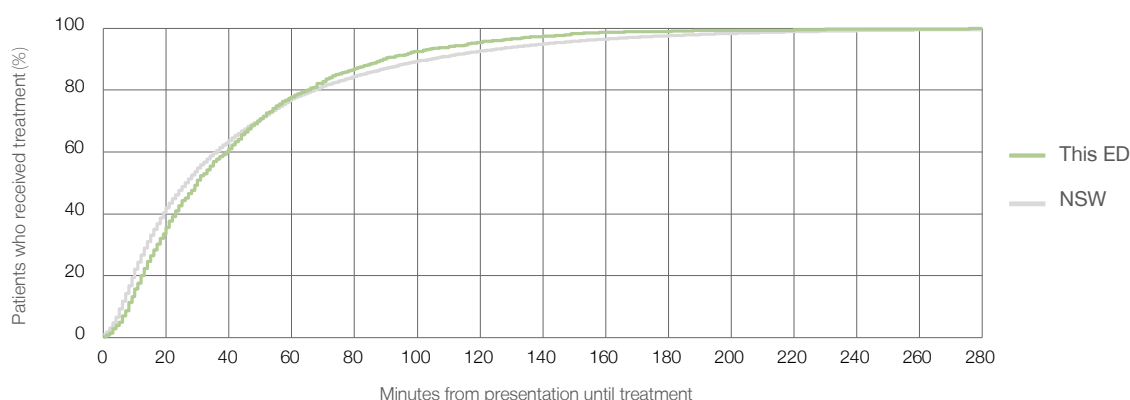
Number of triage 4 patients used to calculate waiting time: ³ 1,418

Median time to start treatment ⁴ 30 minutes

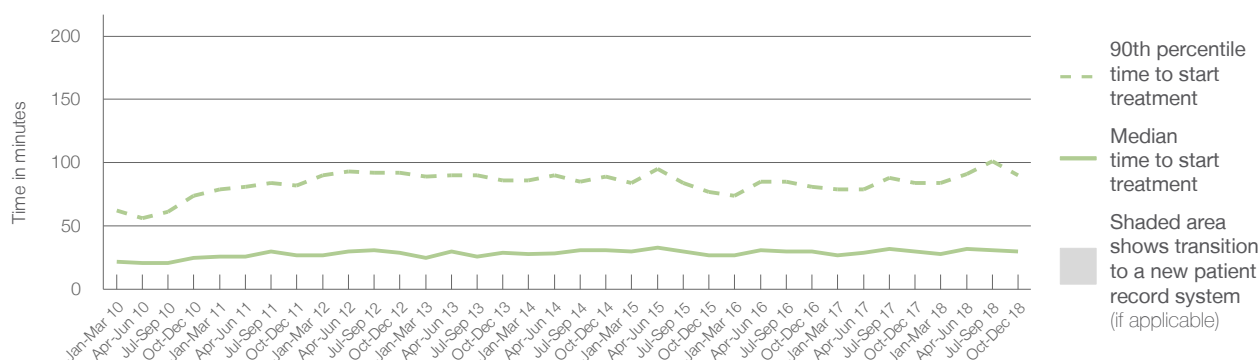
90th percentile time to start treatment ⁵ 90 minutes

Same period last year	NSW (this period)
1,618	
1,560	
30 minutes	26 minutes
84 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	27	29	29	31	27	30	30	30
90th percentile time to start treatment ⁵ (minutes)	74	82	92	86	89	77	81	84	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.

Milton Ulladulla Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 464

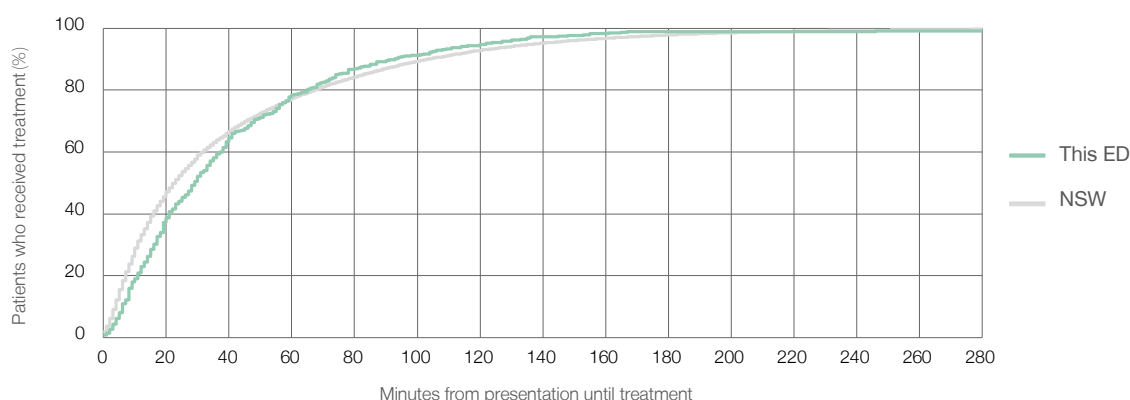
Number of triage 5 patients used to calculate waiting time:³ 435

Median time to start treatment⁴ 29 minutes

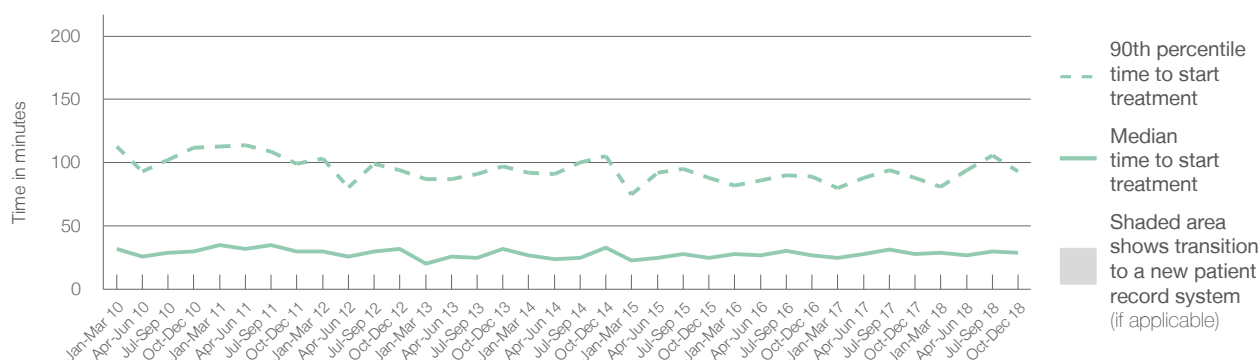
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
254	
231	
28 minutes	23 minutes
88 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	30	32	32	33	25	27	28	29
90th percentile time to start treatment ⁵ (minutes)	112	99	94	97	105	88	89	88	93

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton Ulladulla Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 3,562 patients

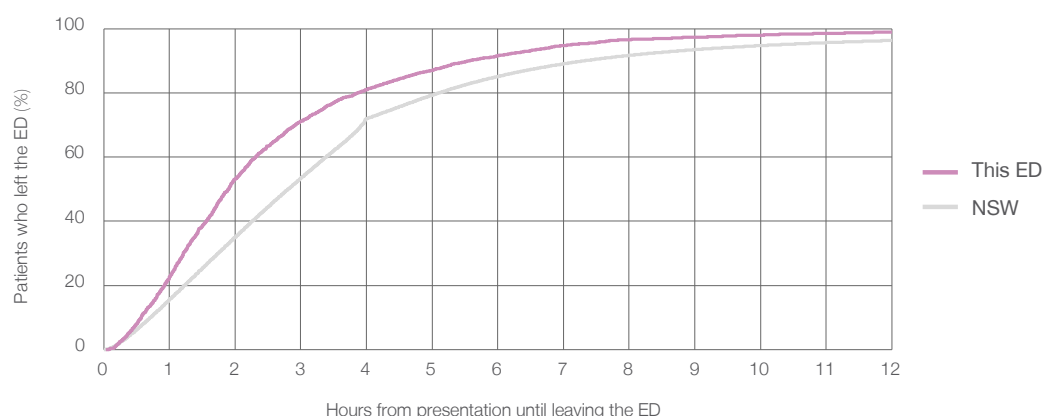
Presentations used to calculate time to leaving the ED:⁶ 3,562 patients

Median time spent in the ED⁸ 1 hours and 54 minutes

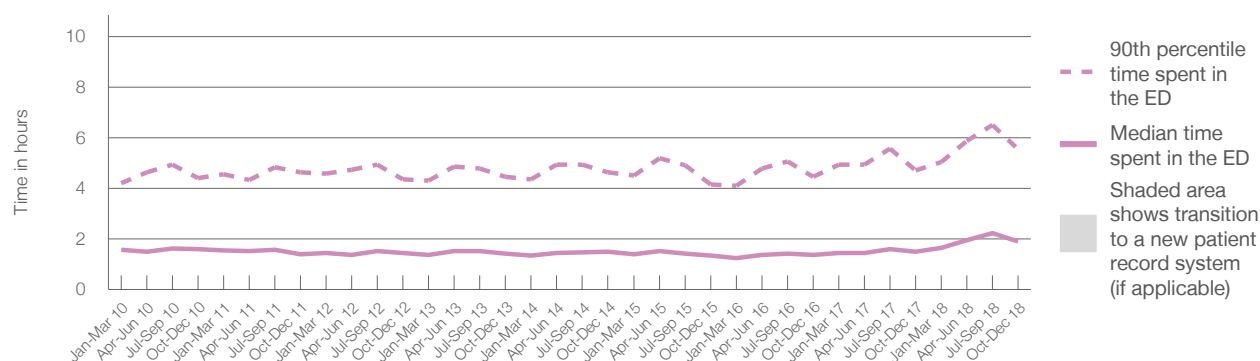
90th percentile time spent in the ED⁹ 5 hours and 33 minutes

Same period last year	NSW (this period)
3,529	
3,528	
1 hours and 31 minutes	2 hours and 49 minutes
4 hours and 43 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 36m	1h 25m	1h 27m	1h 26m	1h 30m	1h 21m	1h 22m	1h 31m	1h 54m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 24m	4h 38m	4h 21m	4h 27m	4h 39m	4h 10m	4h 27m	4h 43m	5h 33m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton Ulladulla Hospital: Time patients spent in the ED

By mode of separation

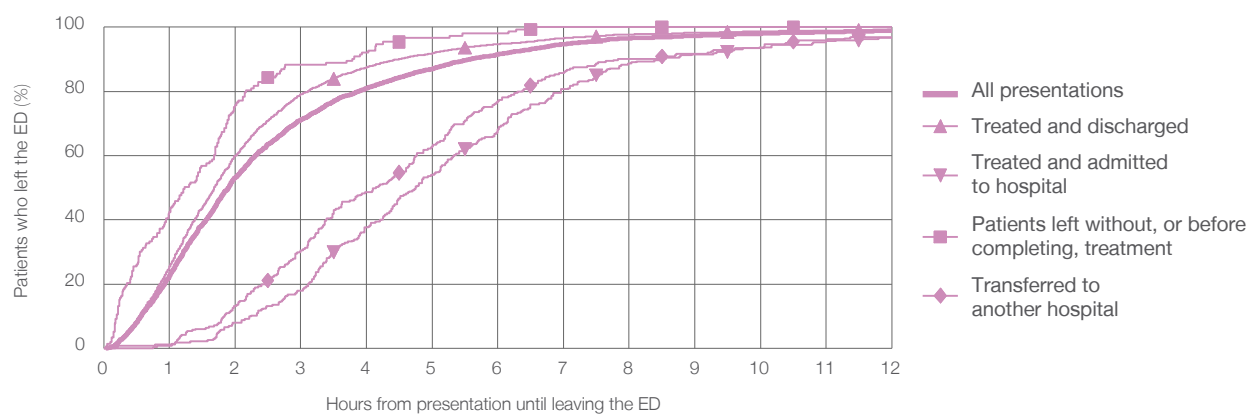
October to December 2018

All presentations:[†] 3,562 patients

Presentations used to calculate time to leaving the ED:[‡] 3,562 patients

		Same period last year	Change since one year ago
		3,528	1%
Treated and discharged	2,855 (80.2%)	2,853	0.1%
Treated and admitted to hospital	274 (7.7%)	232	18.1%
Patient left without, or before completing, treatment	153 (4.3%)	179	-14.5%
Transferred to another hospital	265 (7.4%)	251	5.6%
Other	15 (0.4%)	14	7.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	25.5%	60.0%	79.1%	87.6%	94.8%	97.8%	98.7%	99.2%
Treated and admitted to hospital	1.1%	8.0%	17.9%	37.6%	68.2%	88.7%	93.8%	96.7%
Patient left without, or before completing, treatment	42.5%	75.8%	88.2%	92.2%	98.0%	100%	100%	100%
Transferred to another hospital	0.8%	13.2%	30.6%	48.7%	77.0%	90.2%	93.6%	97.0%
All presentations	22.7%	53.3%	71.2%	81.0%	91.6%	96.6%	98.0%	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.

Milton Ulladulla Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 3,562 patients

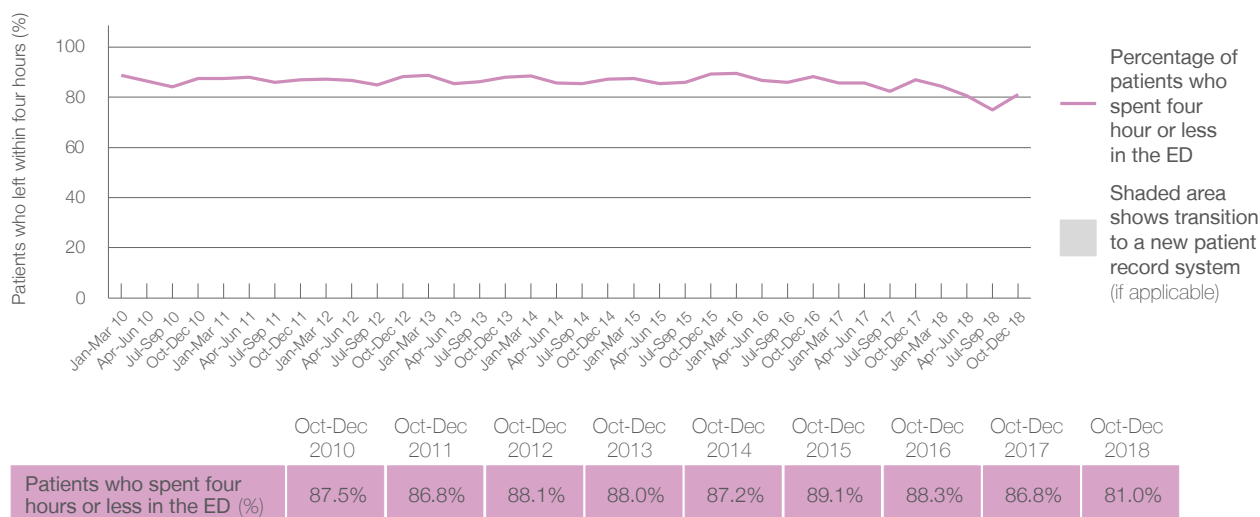
Presentations used to calculate time to leaving the ED: ⁶ 3,562 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,529	1%
3,528	1%
86.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Moree Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,181 patients

Emergency presentations:² 1,891 patients

Same period last year	Change since one year ago
2,474	-12%
2,082	-9%

Moree Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 167 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 613 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,009 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 96 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
171	
4 minutes	8 minutes
22 minutes	26 minutes
585	
8 minutes	20 minutes
36 minutes	72 minutes
1,137	
11 minutes	26 minutes
54 minutes	104 minutes
181	
13 minutes	23 minutes
53 minutes	104 minutes

Moree Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,181 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
2,474	-12%
87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

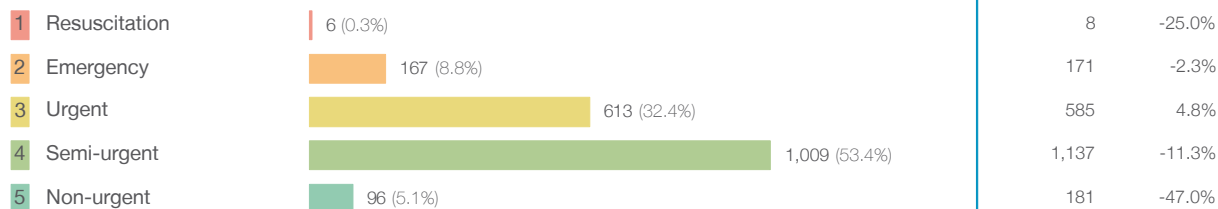
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Moree Hospital: Patients presenting to the emergency department

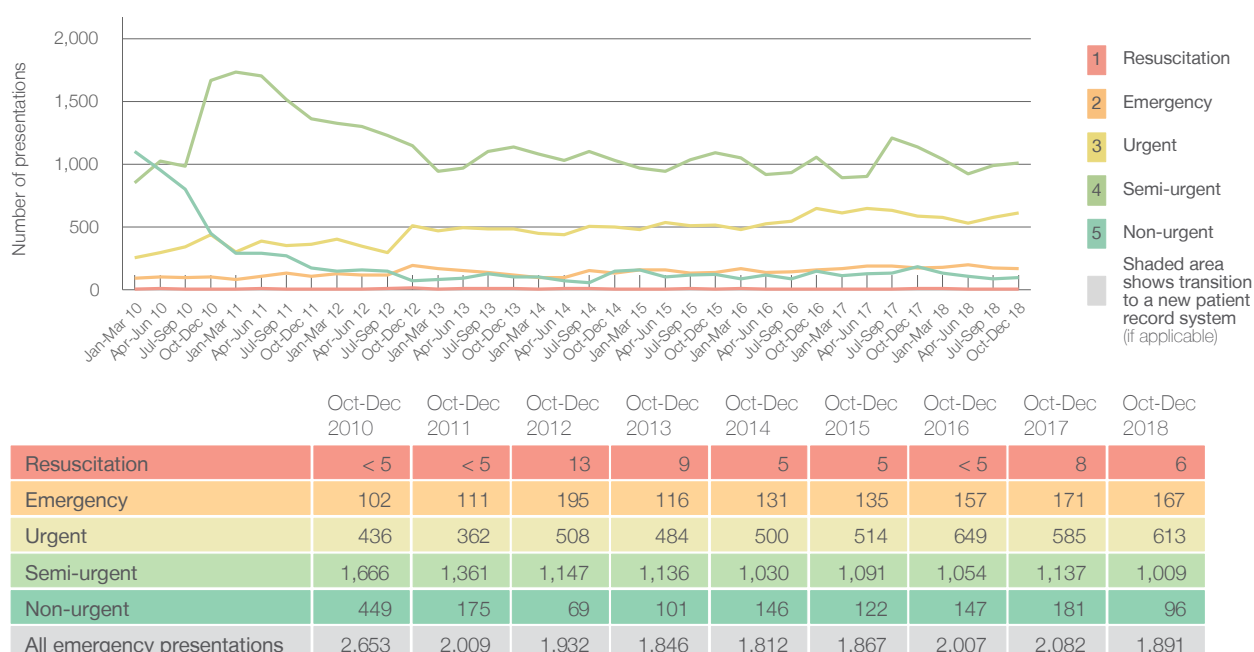
October to December 2018

All presentations:¹ 2,181 patients

Emergency presentations² by triage category: 1,891 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Moree Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 217 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.

Moree Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 167

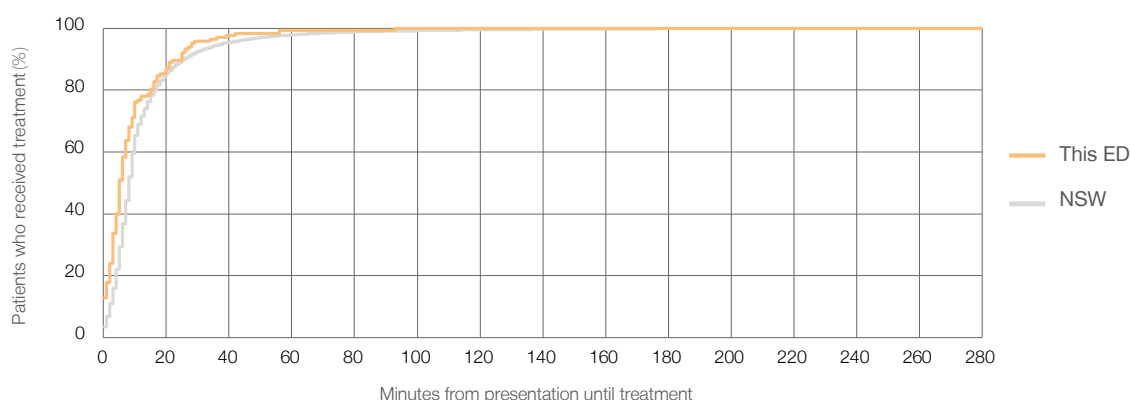
Number of triage 2 patients used to calculate waiting time:³ 163

Median time to start treatment⁴ 5 minutes

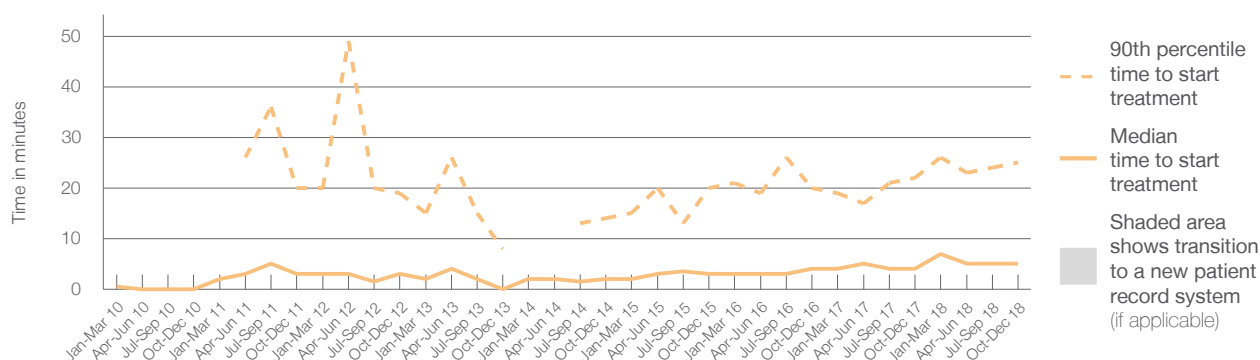
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
171	
168	
4 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	0	3	3	0	2	3	4	4	5
90th percentile time to start treatment ⁵ (minutes)	*	20	19	8	14	20	20	22	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 613

Number of triage 3 patients used to calculate waiting time:³ 598

Median time to start treatment⁴

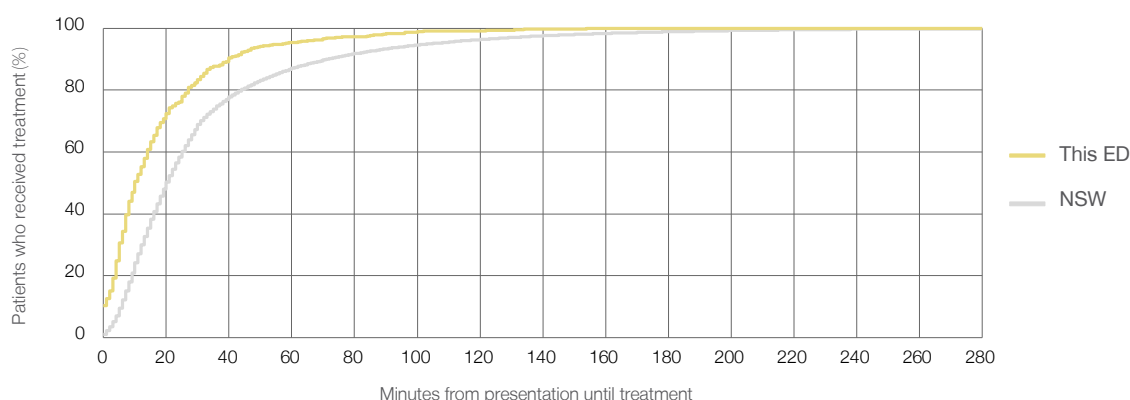
10 minutes

90th percentile time to start treatment⁵

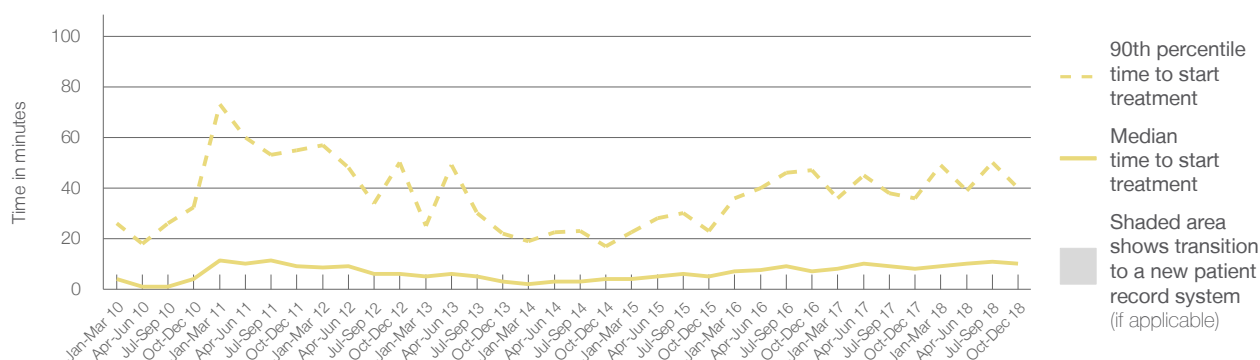
40 minutes

Same period last year	NSW (this period)
585	
572	
8 minutes	20 minutes
36 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4	9	6	3	4	5	7	8	10
90th percentile time to start treatment ⁵ (minutes)	33	55	50	22	17	23	47	36	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.

Moree Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,009

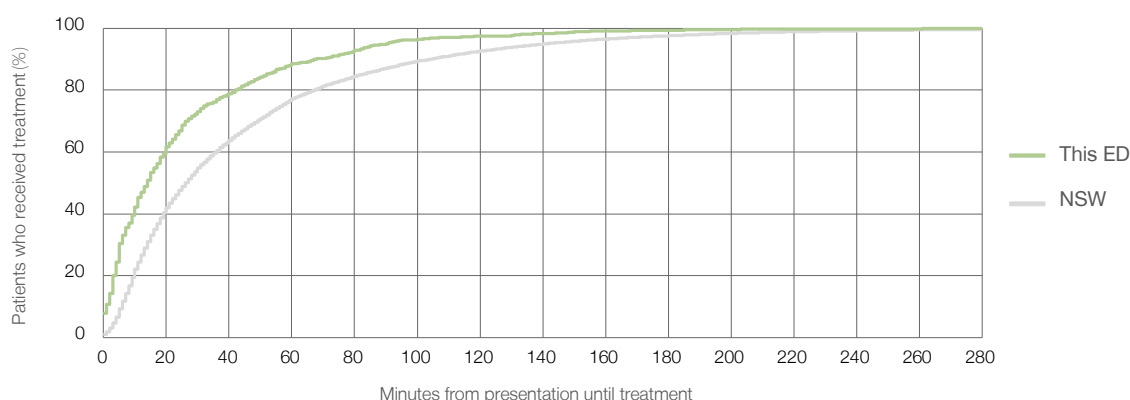
Number of triage 4 patients used to calculate waiting time:³ 929

Median time to start treatment⁴ 14 minutes

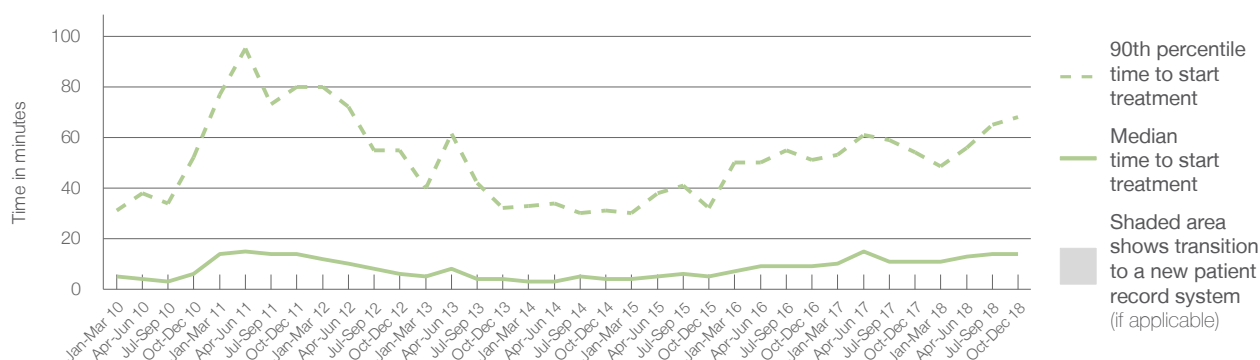
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,137	
1,053	
11 minutes	26 minutes
54 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	14	6	4	4	5	9	11	14
90th percentile time to start treatment ⁵ (minutes)	52	80	55	32	31	32	51	54	68

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 96

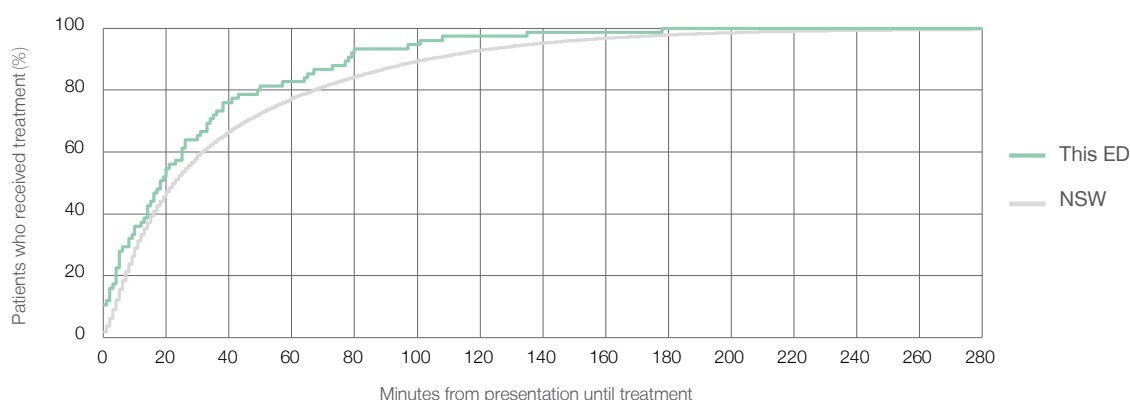
Number of triage 5 patients used to calculate waiting time:³ 75

Median time to start treatment⁴ 18 minutes

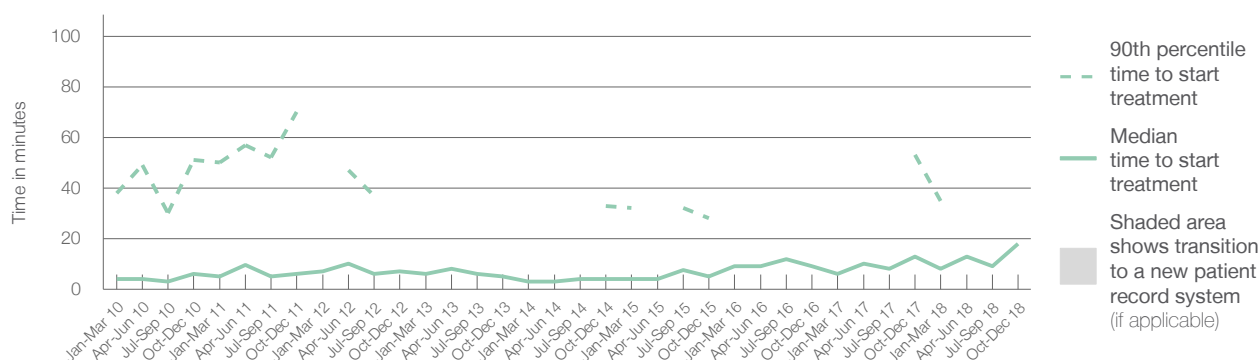
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
181	
146	
13 minutes	23 minutes
53 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	6	7	5	4	5	9	13	18
90th percentile time to start treatment ⁵ (minutes)	51	70	*	*	33	28	35	53	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,181 patients

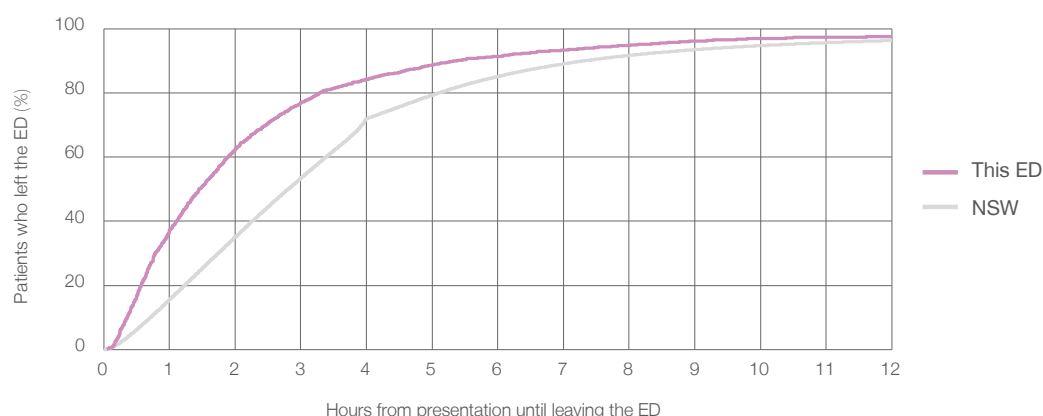
Presentations used to calculate time to leaving the ED:⁶ 2,181 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

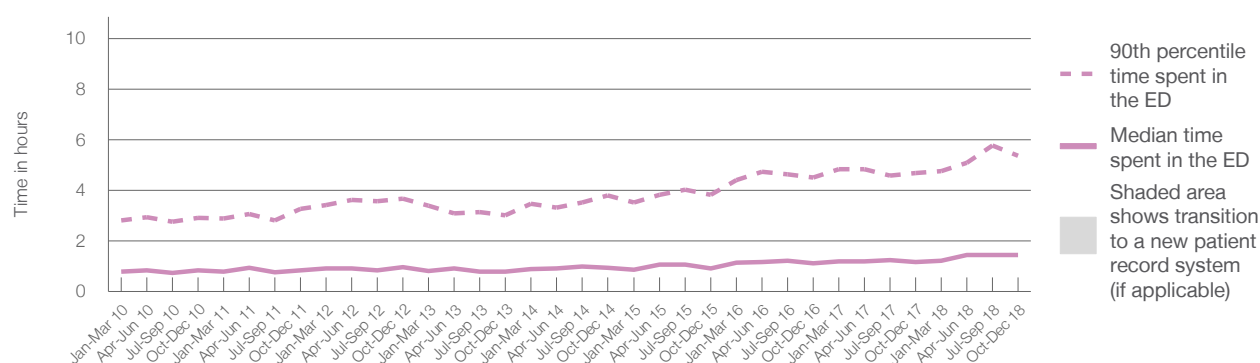
90th percentile time spent in the ED⁹ 5 hours and 23 minutes

Same period last year	NSW (this period)
2,474	
2,474	
1 hours and 10 minutes	2 hours and 49 minutes
4 hours and 41 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 50m	0h 50m	0h 58m	0h 48m	0h 57m	0h 56m	1h 7m	1h 10m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 55m	3h 17m	3h 40m	3h 1m	3h 49m	3h 50m	4h 31m	4h 41m	5h 23m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree Hospital: Time patients spent in the ED

By mode of separation

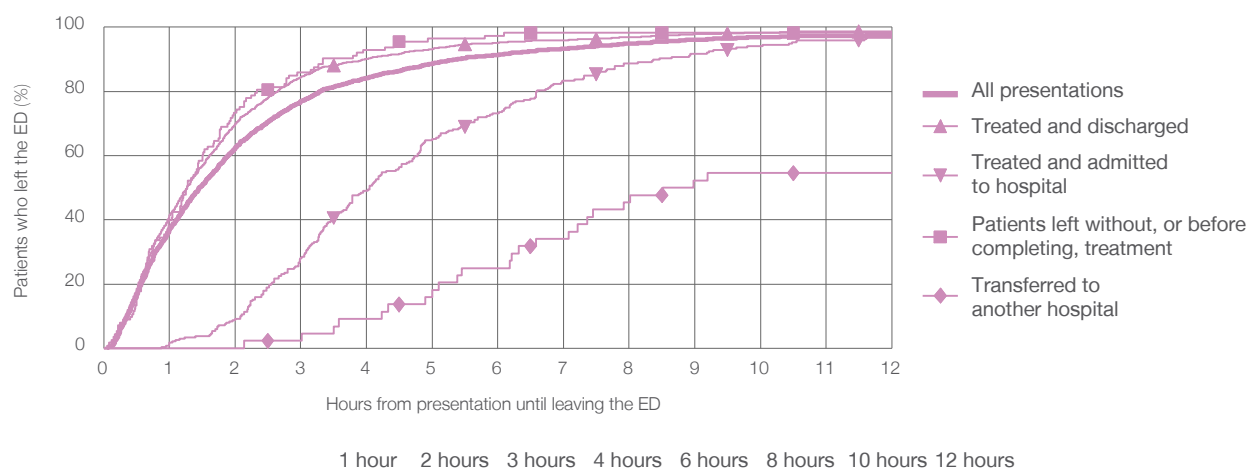
October to December 2018

All presentations:[†] 2,181 patients

Presentations used to calculate time to leaving the ED:[‡] 2,181 patients

		Same period last year	Change since one year ago
Treated and discharged	1,724 (79.0%)	1,972	-12.6%
Treated and admitted to hospital	239 (11.0%)	256	-6.6%
Patient left without, or before completing, treatment	113 (5.2%)	127	-11.0%
Transferred to another hospital	44 (2.0%)	54	-18.5%
Other	61 (2.8%)	65	-6.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



Treated and discharged	41.4%	70.1%	84.5%	90.1%	95.2%	96.8%	98.4%	98.8%
Treated and admitted to hospital	1.7%	9.2%	28.0%	49.0%	73.2%	88.7%	94.1%	96.7%
Patient left without, or before completing, treatment	39.8%	73.5%	85.8%	92.9%	97.3%	98.2%	98.2%	98.2%
Transferred to another hospital	0%	0%	2.3%	9.1%	25.0%	45.5%	54.5%	54.5%
All presentations	37.2%	62.6%	76.9%	84.1%	91.3%	94.8%	96.9%	97.5%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 2,181 patients

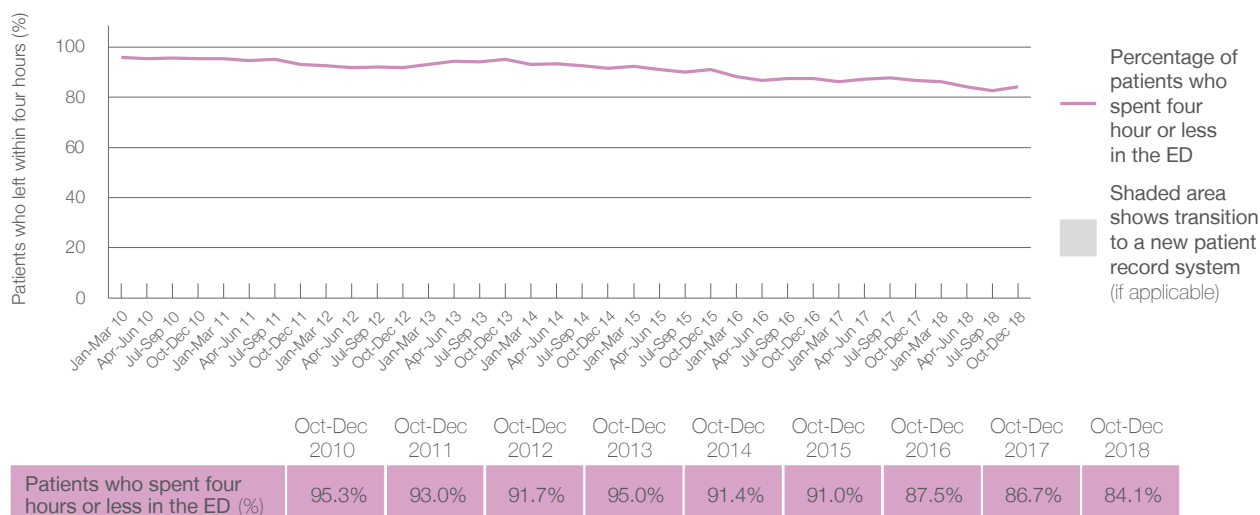
Presentations used to calculate time to leaving the ED: ⁶ 2,181 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,474	-12%
2,474	-12%
86.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Moruya District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,020 patients

Emergency presentations:² 2,859 patients

Same period last year	Change since one year ago
2,842	6%
2,643	8%

Moruya District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 355 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,052 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,084 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 347 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
325	
8 minutes	8 minutes
34 minutes	26 minutes
973	
17 minutes	20 minutes
57 minutes	72 minutes
972	
28 minutes	26 minutes
95 minutes	104 minutes
351	
24 minutes	23 minutes
103 minutes	104 minutes

Moruya District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,019 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
2,842	6%
80%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

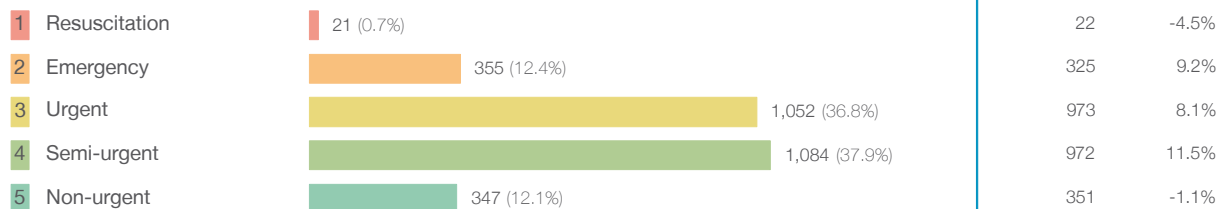
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Moruya District Hospital: Patients presenting to the emergency department

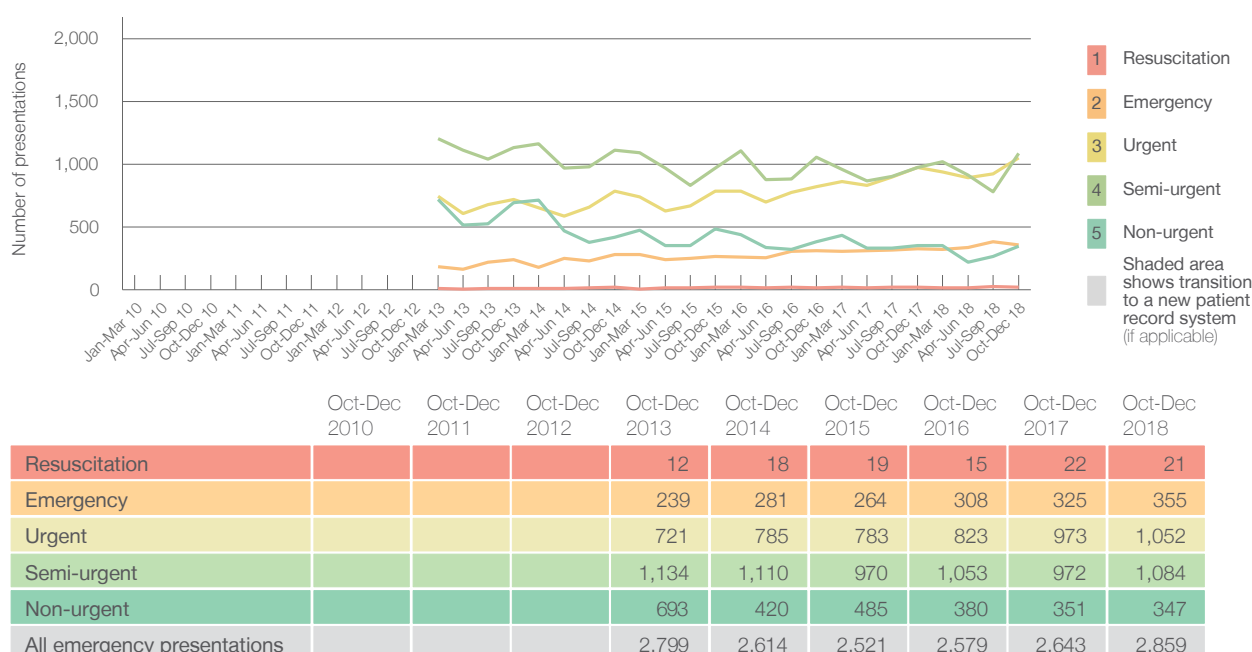
October to December 2018

All presentations:¹ 3,020 patients

Emergency presentations² by triage category: 2,859 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



Moruya District Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 565 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 355

Number of triage 2 patients used to calculate waiting time:³ 349

Median time to start treatment⁴

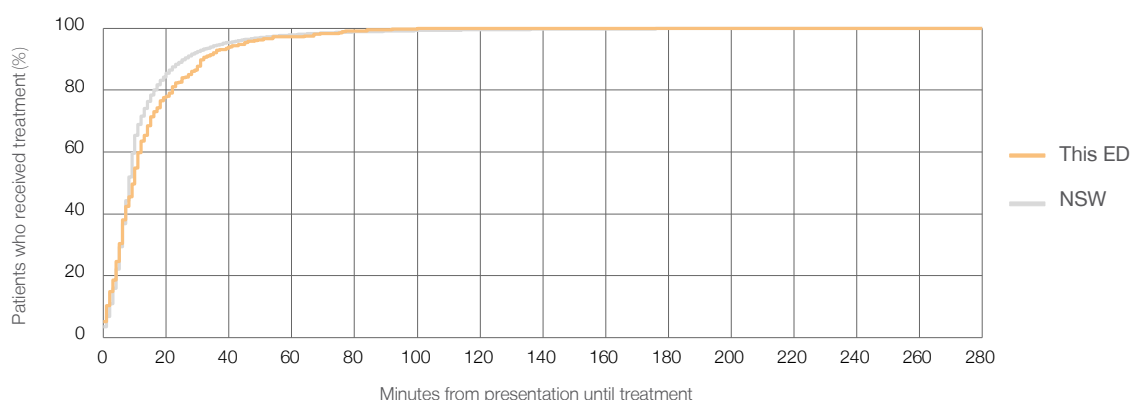
10 minutes

90th percentile time to start treatment⁵

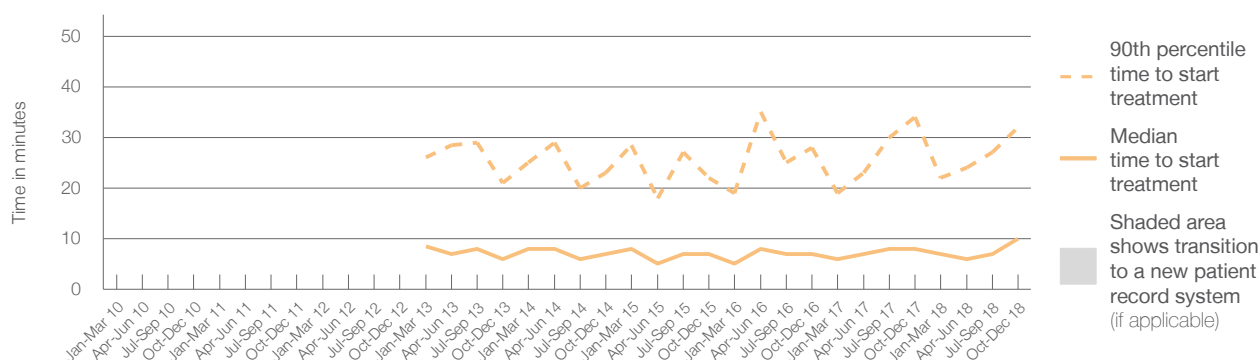
32 minutes

Same period last year	NSW (this period)
325	
319	
8 minutes	8 minutes
34 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				6	7	7	7	8	10
90th percentile time to start treatment ⁵ (minutes)				21	23	22	28	34	32

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,052

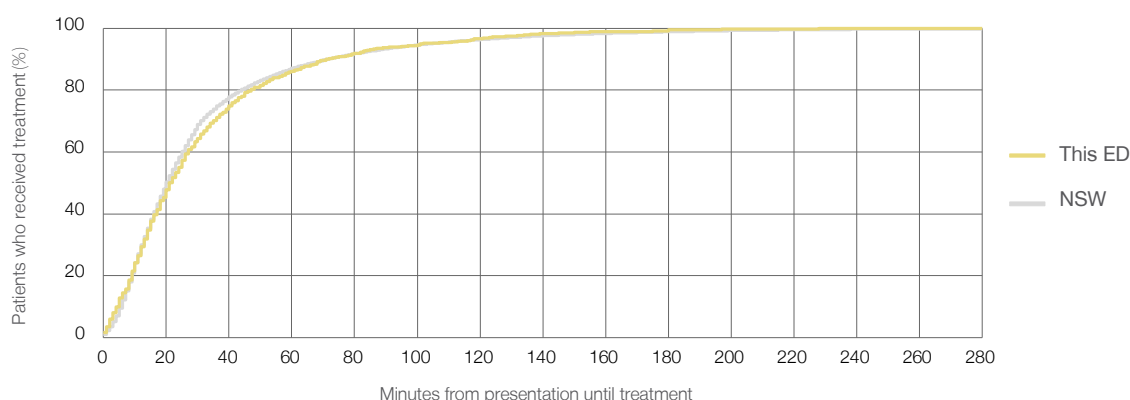
Number of triage 3 patients used to calculate waiting time:³ 1,006

Median time to start treatment⁴ 21 minutes

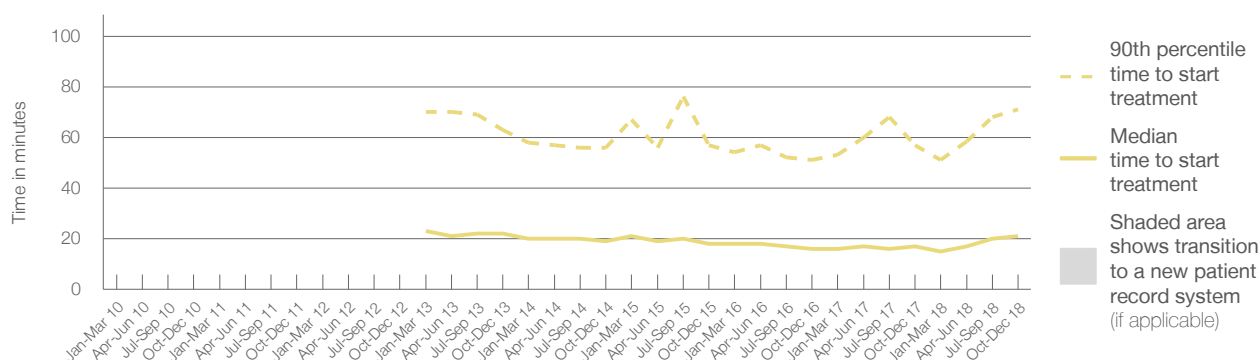
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
973	
941	
17 minutes	20 minutes
57 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				22	19	18	16	17	21
90th percentile time to start treatment ⁵ (minutes)				63	56	57	51	57	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,084

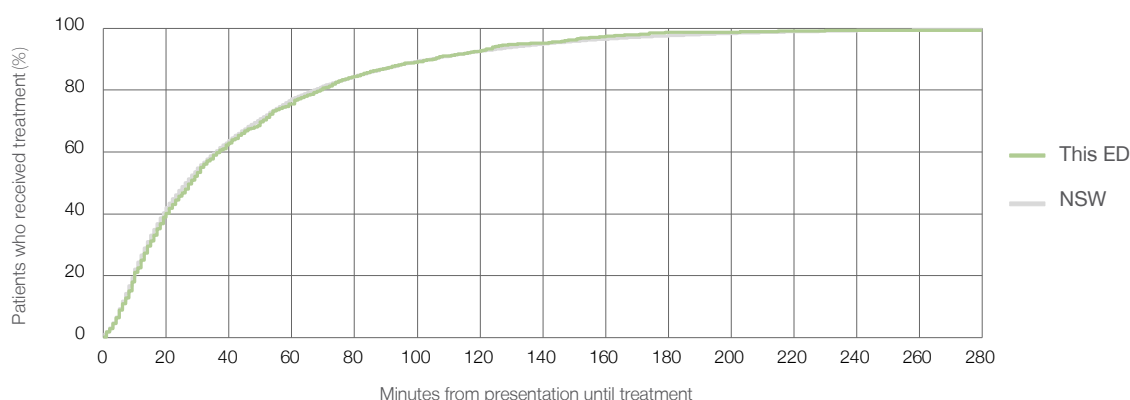
Number of triage 4 patients used to calculate waiting time:³ 922

Median time to start treatment⁴ 28 minutes

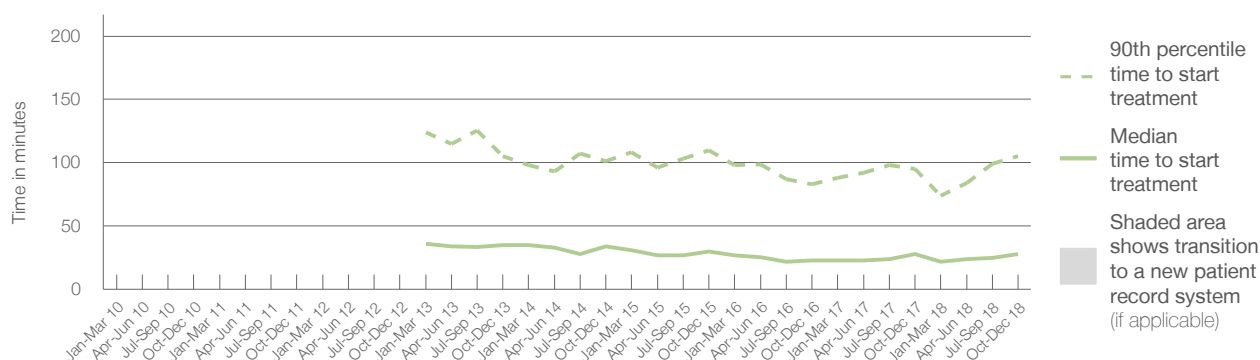
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
972	
857	
28 minutes	26 minutes
95 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				35	34	30	23	28	28
90th percentile time to start treatment ⁵ (minutes)				105	101	110	83	95	105

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 347

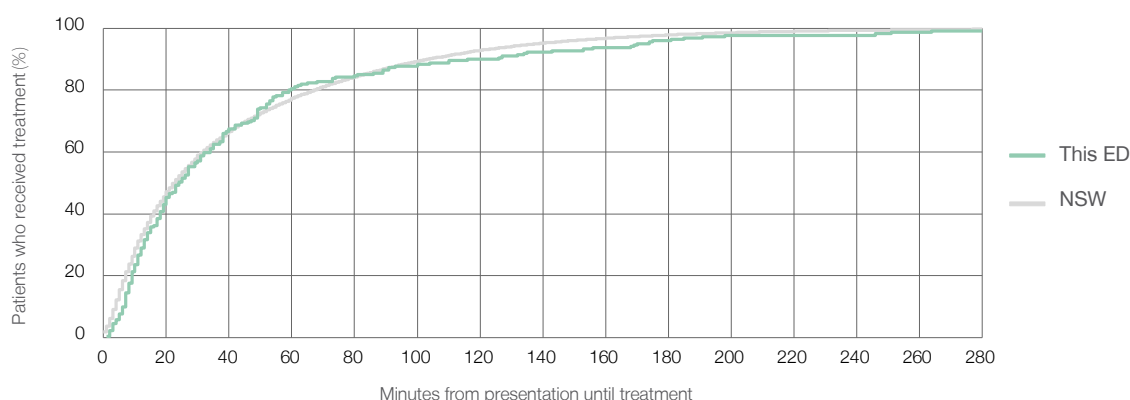
Number of triage 5 patients used to calculate waiting time:³ 221

Median time to start treatment⁴ 24 minutes

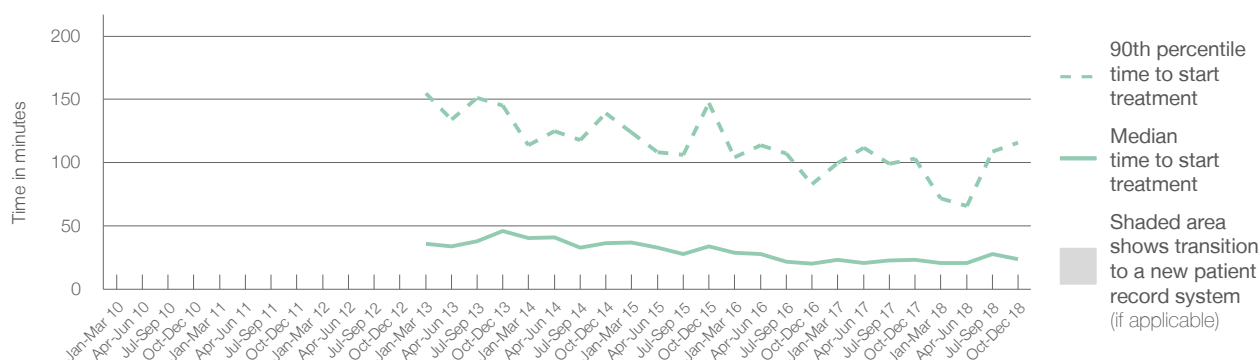
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
351	
262	
24 minutes	23 minutes
103 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				46	37	34	20	24	24
90th percentile time to start treatment ⁵ (minutes)				145	139	147	83	103	116

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Moruya District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 3,020 patients

Presentations used to calculate time to leaving the ED:⁶ 3,019 patients

Median time spent in the ED⁸

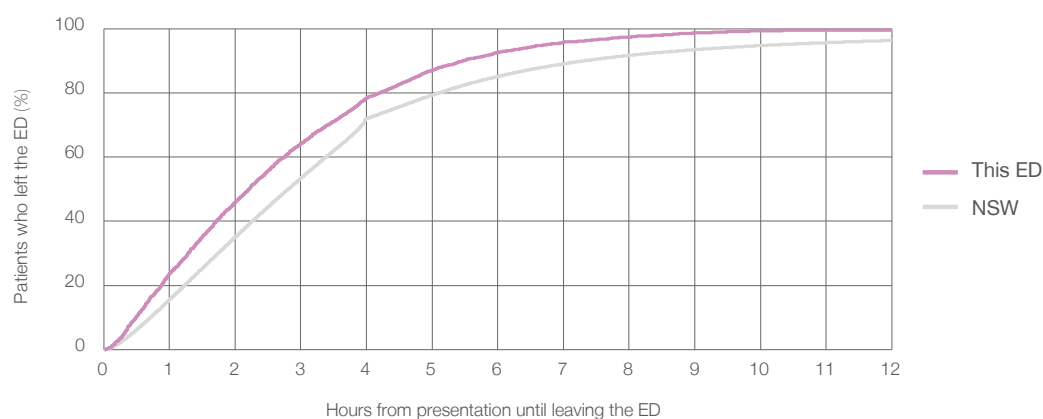
2 hours and 13 minutes

90th percentile time spent in the ED⁹

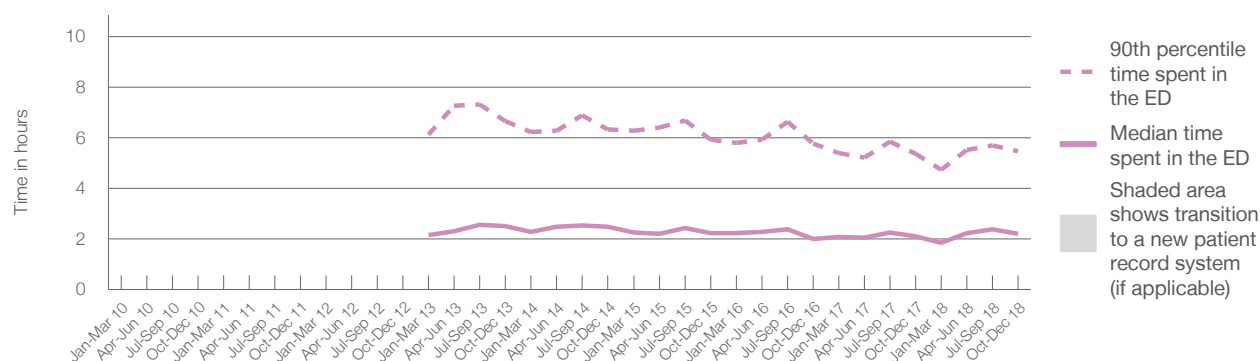
5 hours and 29 minutes

Same period last year	NSW (this period)
2,842	
2,842	
2 hours and 7 minutes	2 hours and 49 minutes
5 hours and 22 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)				2h 31m	2h 30m	2h 14m	2h 0m	2h 7m	2h 13m
90th percentile time spent in the ED ⁹ (hours, minutes)				6h 40m	6h 20m	5h 56m	5h 46m	5h 22m	5h 29m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

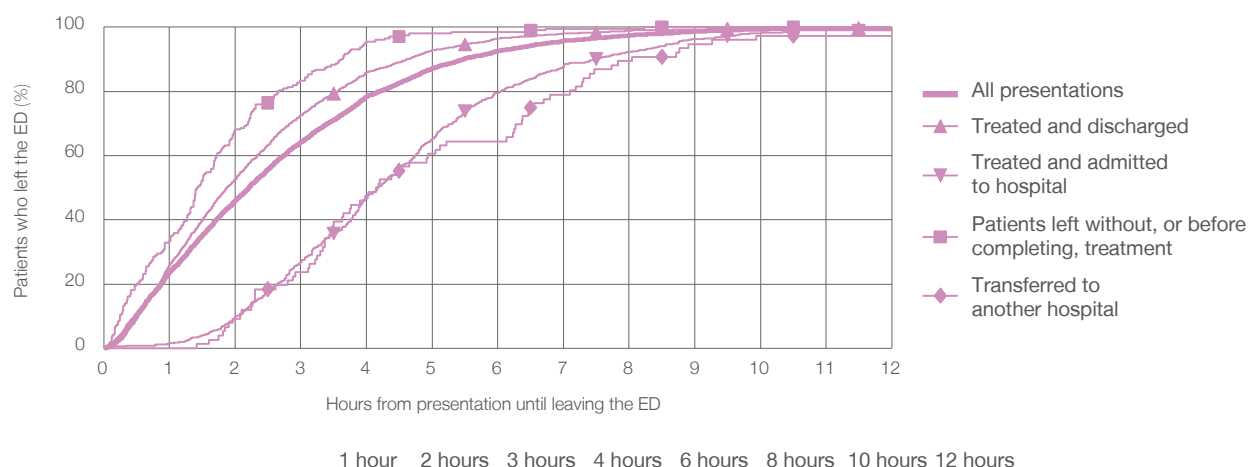
All presentations:[†] 3,020 patients

Presentations used to calculate time to leaving the ED:[‡] 3,019 patients

Treated and discharged	1,967 (65.1%)
Treated and admitted to hospital	609 (20.2%)
Patient left without, or before completing, treatment	204 (6.8%)
Transferred to another hospital	76 (2.5%)
Other	164 (5.4%)

Same period last year	Change since one year ago
2,842	6%
2,017	-2.5%
538	13.2%
114	78.9%
88	-13.6%
85	92.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



Treated and discharged	26.0%	52.6%	72.5%	86.0%	96.4%	98.9%	99.6%	99.7%
Treated and admitted to hospital	1.5%	9.9%	26.9%	46.6%	79.6%	92.3%	98.2%	99.0%
Patient left without, or before completing, treatment	33.3%	68.1%	83.3%	95.6%	98.5%	99.5%	100%	100%
Transferred to another hospital	0%	9.2%	23.7%	47.4%	64.5%	89.5%	97.4%	97.4%
All presentations	23.7%	46.0%	64.2%	78.4%	92.6%	97.4%	99.3%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 3,020 patients

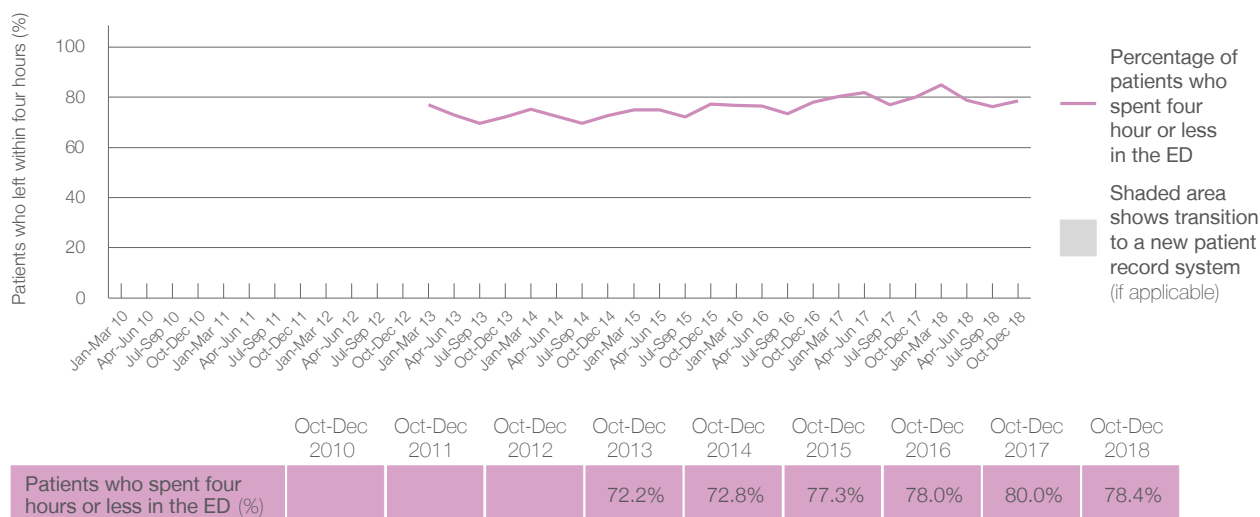
Presentations used to calculate time to leaving the ED: ⁶ 3,019 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,842	6%
2,842	6%
80.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Mudgee Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,182 patients

Emergency presentations:² 3,108 patients

Same period last year	Change since one year ago
2,944	8%
2,864	9%

Mudgee Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 204 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 781 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,573 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 531 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
207	
9 minutes	8 minutes
28 minutes	26 minutes
682	
25 minutes	20 minutes
59 minutes	72 minutes
1,453	
33 minutes	26 minutes
104 minutes	104 minutes
514	
32 minutes	23 minutes
132 minutes	104 minutes

Mudgee Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,182 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
2,943	8%
87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

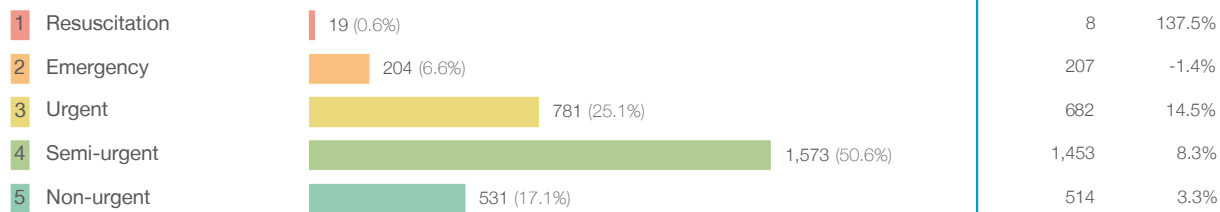
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Mudgee Health Service: Patients presenting to the emergency department

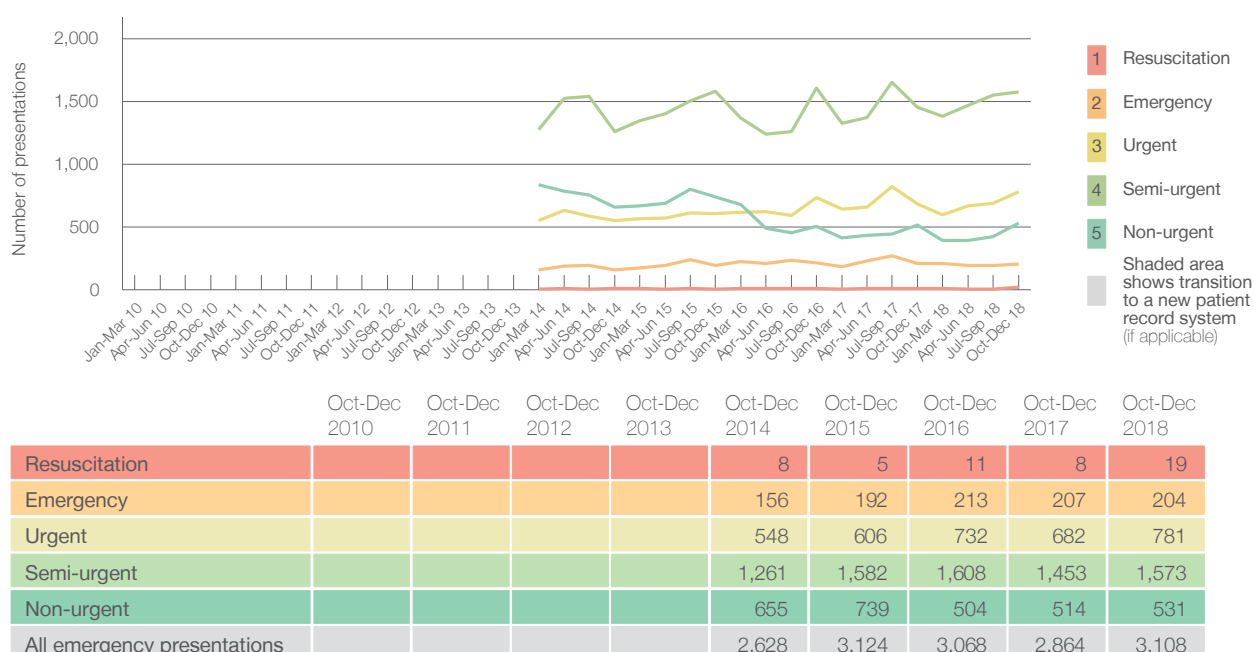
October to December 2018

All presentations:¹ 3,182 patients

Emergency presentations² by triage category: 3,108 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



Mudgee Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 273 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee Health Service: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 204

Number of triage 2 patients used to calculate waiting time:³ 203

Median time to start treatment⁴

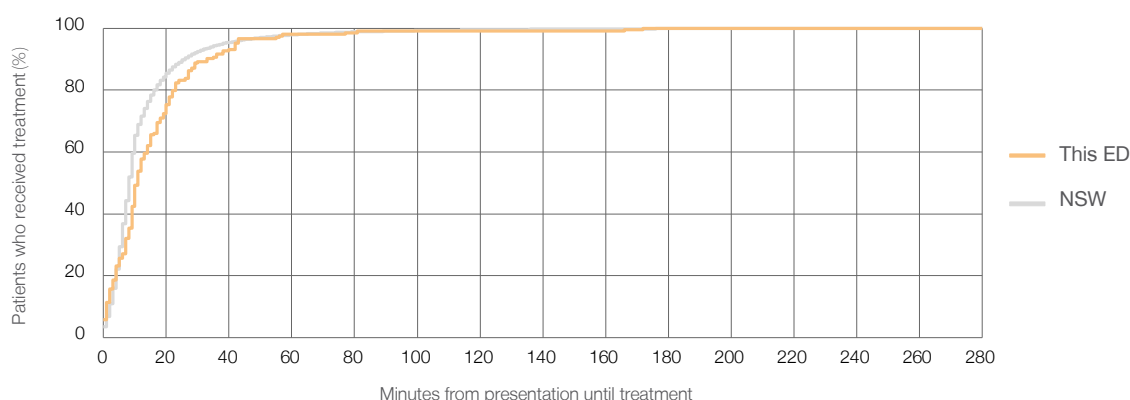
11 minutes

90th percentile time to start treatment⁵

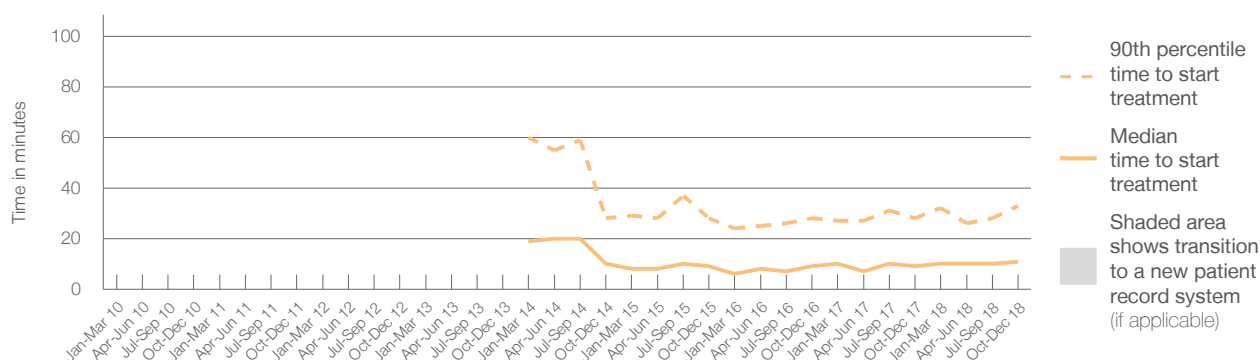
33 minutes

Same period last year	NSW (this period)
207	
206	
9 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)					10	9	9	9	11
90th percentile time to start treatment ⁵ (minutes)					28	28	28	28	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee Health Service: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 781

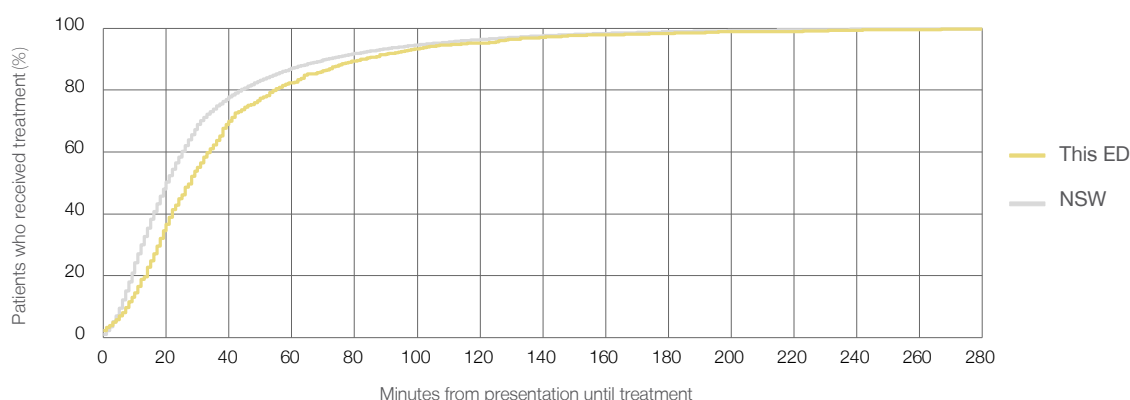
Number of triage 3 patients used to calculate waiting time:³ 762

Median time to start treatment⁴ 28 minutes

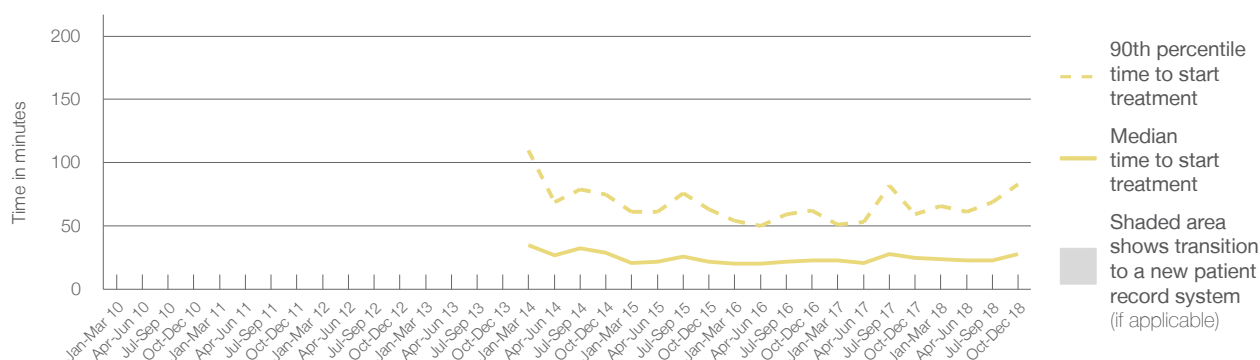
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
682	
662	
25 minutes	20 minutes
59 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)					29	22	23	25	28
90th percentile time to start treatment ⁵ (minutes)					75	63	62	59	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee Health Service: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,573

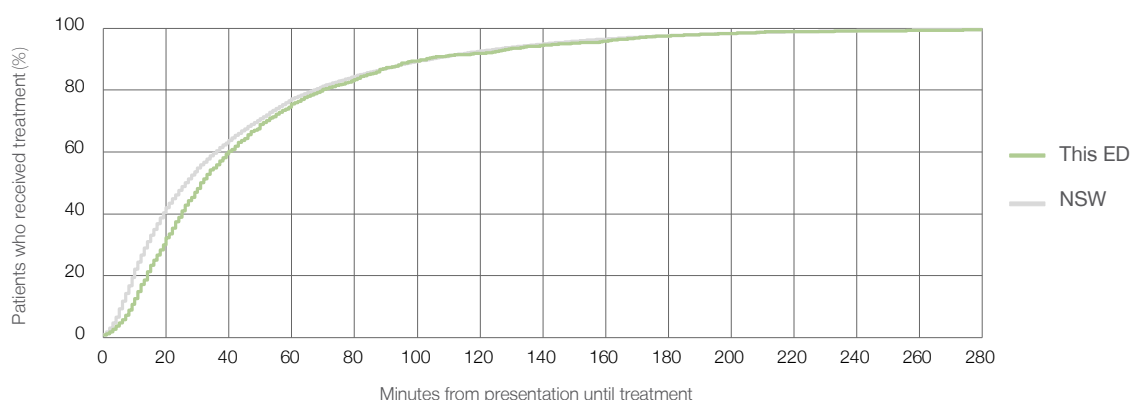
Number of triage 4 patients used to calculate waiting time: ³ 1,423

Median time to start treatment ⁴ 31 minutes

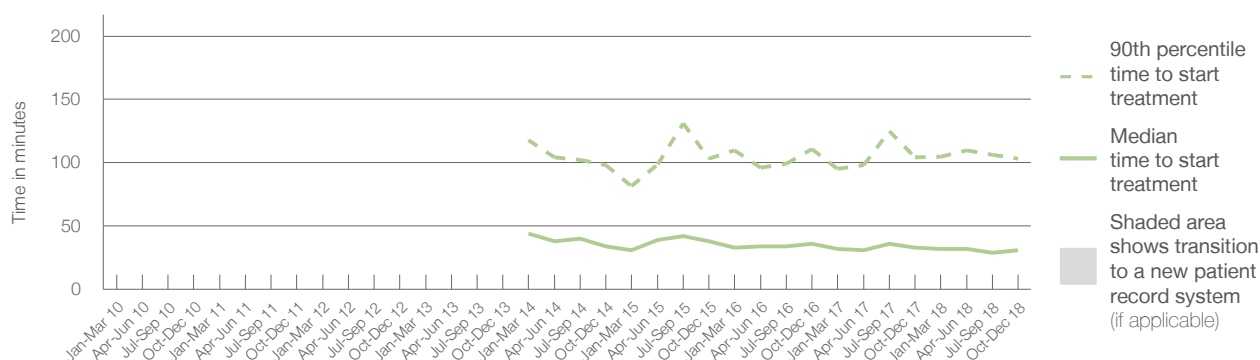
90th percentile time to start treatment ⁵ 103 minutes

Same period last year	NSW (this period)
1,453	
1,333	
33 minutes	26 minutes
104 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)					34	38	36	33	31
90th percentile time to start treatment ⁵ (minutes)					98	103	111	104	103

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee Health Service: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 531

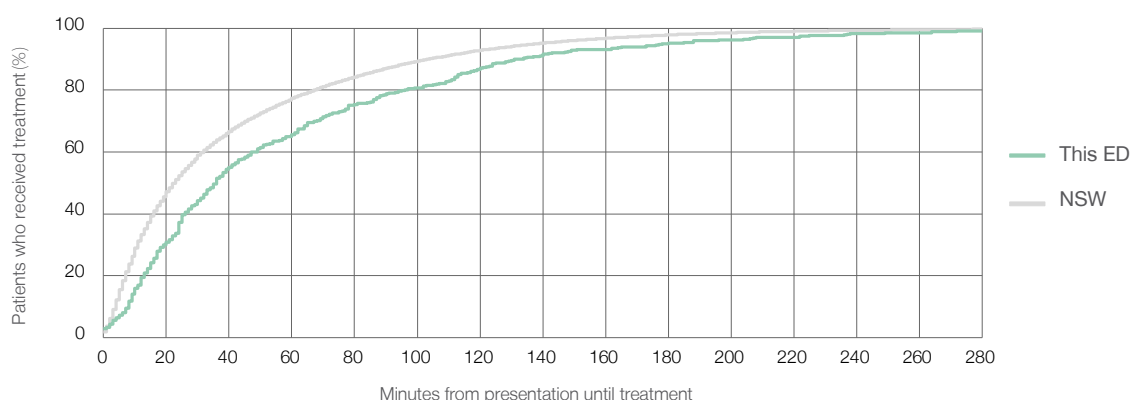
Number of triage 5 patients used to calculate waiting time:³ 416

Median time to start treatment⁴ 36 minutes

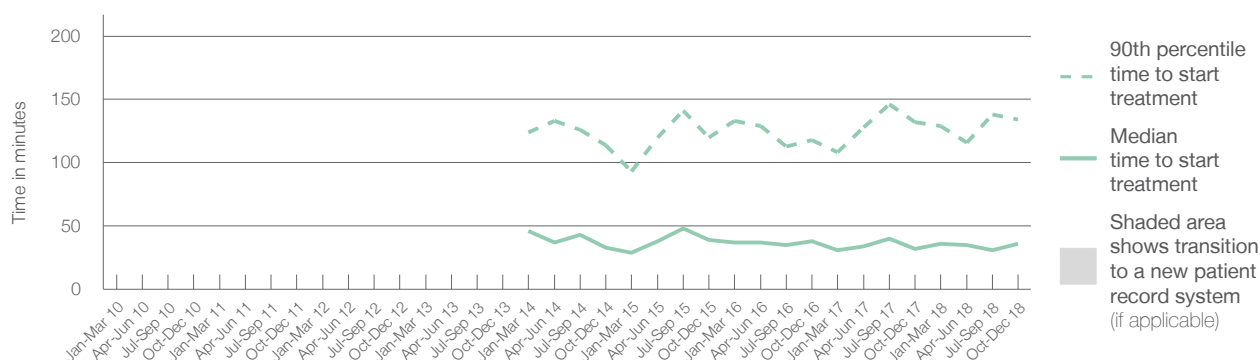
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
514	
432	
32 minutes	23 minutes
132 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)					33	39	38	32	36
90th percentile time to start treatment ⁵ (minutes)					114	120	118	132	134

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 3,182 patients

Presentations used to calculate time to leaving the ED:⁶ 3,182 patients

Median time spent in the ED⁸

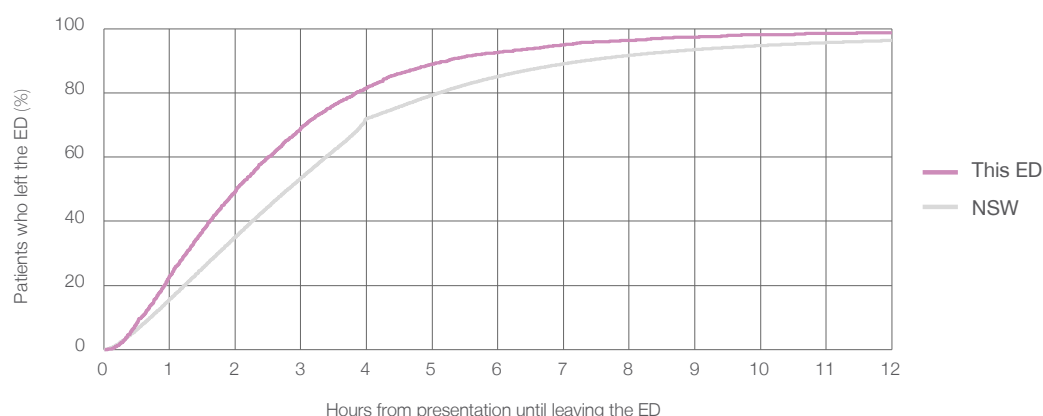
2 hours and 1 minutes

90th percentile time spent in the ED⁹

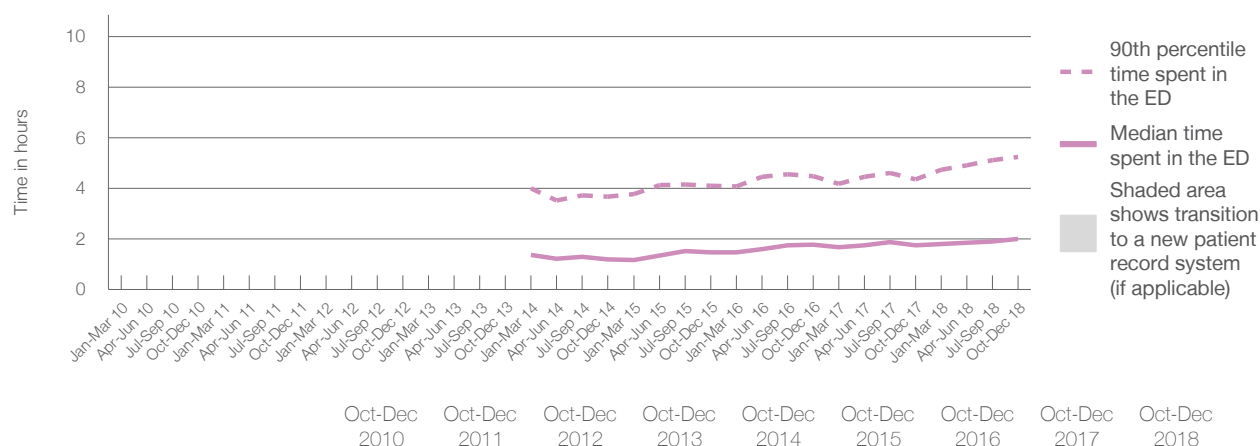
5 hours and 14 minutes

Same period last year	NSW (this period)
2,944	
2,943	
1 hours and 46 minutes	2 hours and 49 minutes
4 hours and 22 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



Median time spent in the ED ⁸ (hours, minutes)					1h 12m	1h 28m	1h 47m	1h 46m	2h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)					3h 41m	4h 6m	4h 29m	4h 22m	5h 14m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee Health Service: Time patients spent in the ED

By mode of separation

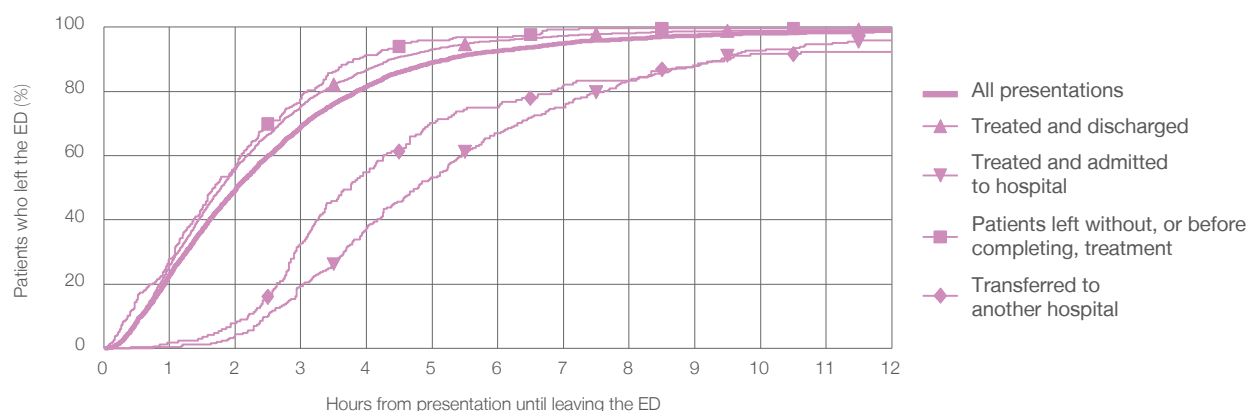
October to December 2018

All presentations:[†] 3,182 patients

Presentations used to calculate time to leaving the ED:[‡] 3,182 patients

		Same period last year	Change since one year ago
Treated and discharged	2,487 (78.2%)	2,943	8%
Treated and admitted to hospital	248 (7.8%)	269	-7.8%
Patient left without, or before completing, treatment	266 (8.4%)	222	19.8%
Transferred to another hospital	168 (5.3%)	117	43.6%
Other	13 (0.4%)	20	-35.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	25.8%	55.9%	75.4%	86.7%	95.8%	98.2%	98.9%	99.4%
Treated and admitted to hospital	0.4%	4.4%	19.4%	37.5%	66.9%	83.5%	92.7%	96.0%
Patient left without, or before completing, treatment	27.8%	56.4%	77.8%	91.4%	97.0%	99.6%	99.6%	99.6%
Transferred to another hospital	1.8%	7.7%	32.7%	54.8%	75.0%	83.3%	91.7%	92.3%
All presentations	22.9%	49.5%	69.0%	81.6%	92.6%	96.4%	98.1%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 3,182 patients

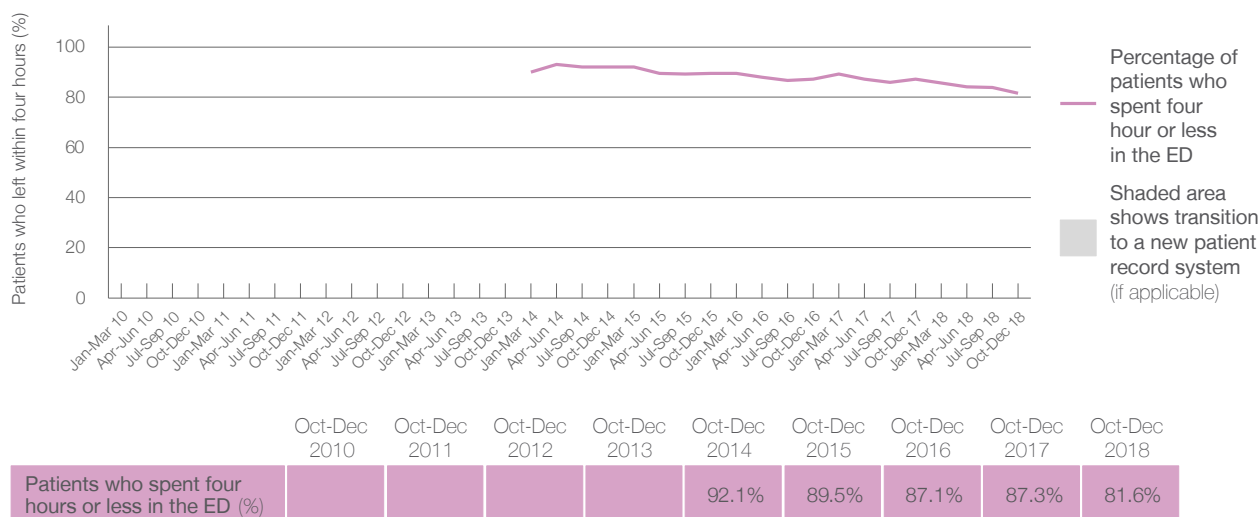
Presentations used to calculate time to leaving the ED: ⁶ 3,182 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,944	8%
2,943	8%
87.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Muswellbrook Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,726 patients

Emergency presentations:² 2,576 patients

Same period last year	Change since one year ago
2,489	10%
2,376	8%

Muswellbrook Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 195 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 766 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,163 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 447 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
166	
5 minutes	8 minutes
20 minutes	26 minutes
672	
19 minutes	20 minutes
76 minutes	72 minutes
1,062	
32 minutes	26 minutes
87 minutes	104 minutes
476	
33 minutes	23 minutes
84 minutes	104 minutes

Muswellbrook Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,726 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
2,489	10%
89%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

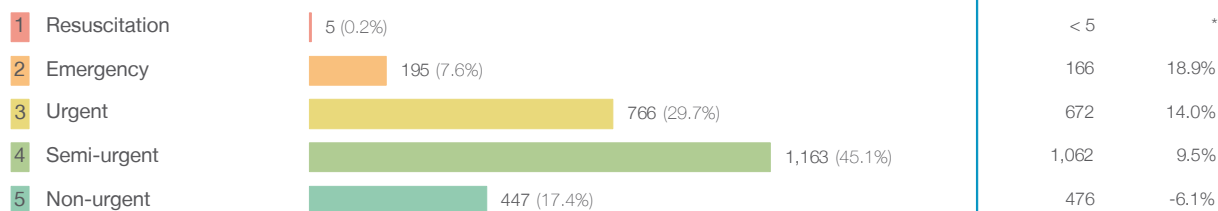
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Muswellbrook Hospital: Patients presenting to the emergency department

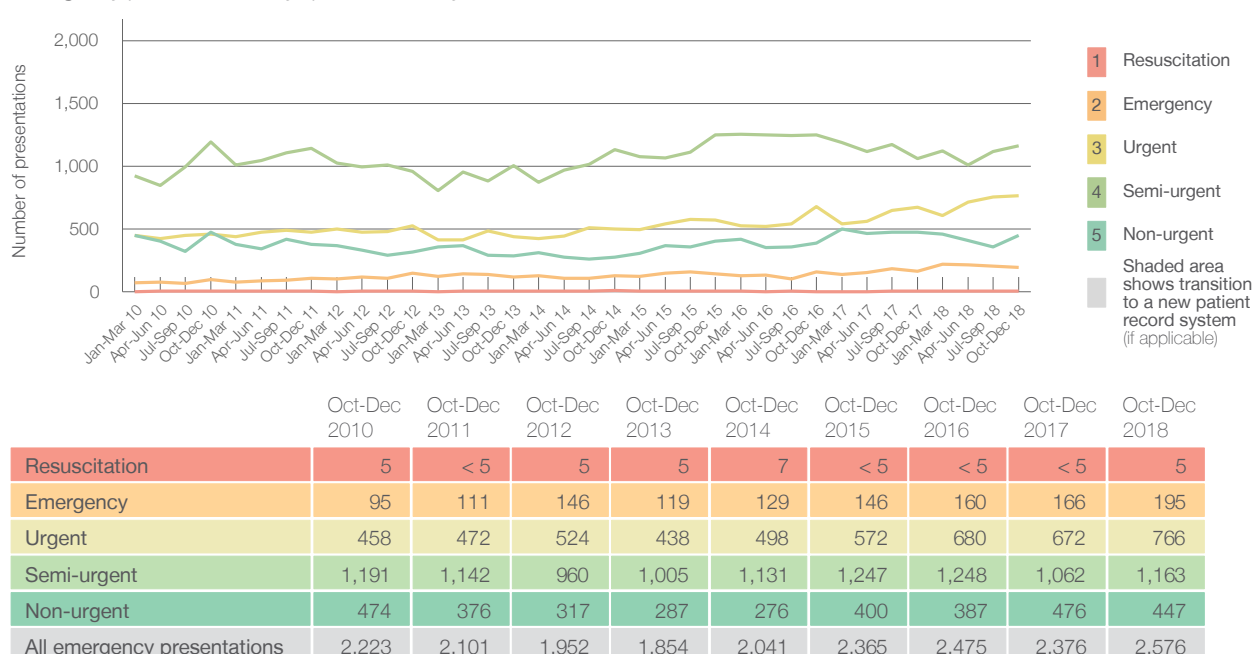
October to December 2018

All presentations:¹ 2,726 patients

Emergency presentations² by triage category: 2,576 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Muswellbrook Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 341 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.

Muswellbrook Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 195

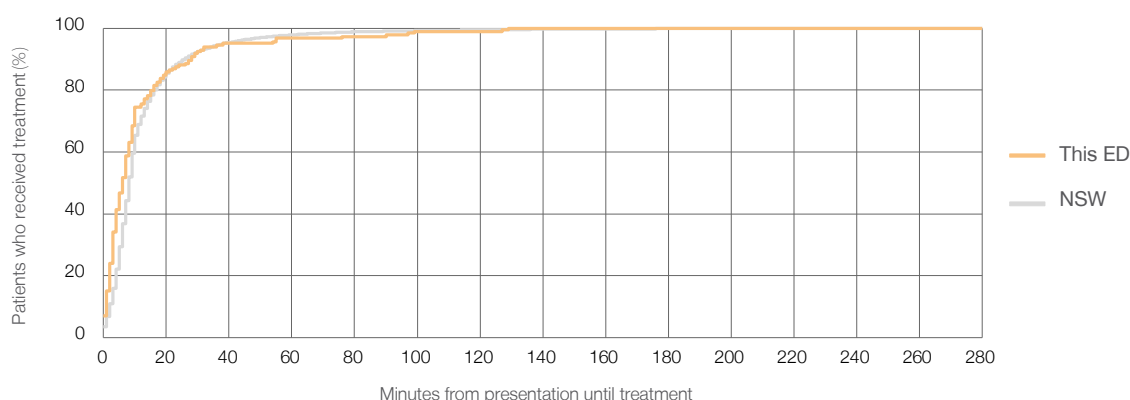
Number of triage 2 patients used to calculate waiting time:³ 184

Median time to start treatment⁴ 6 minutes

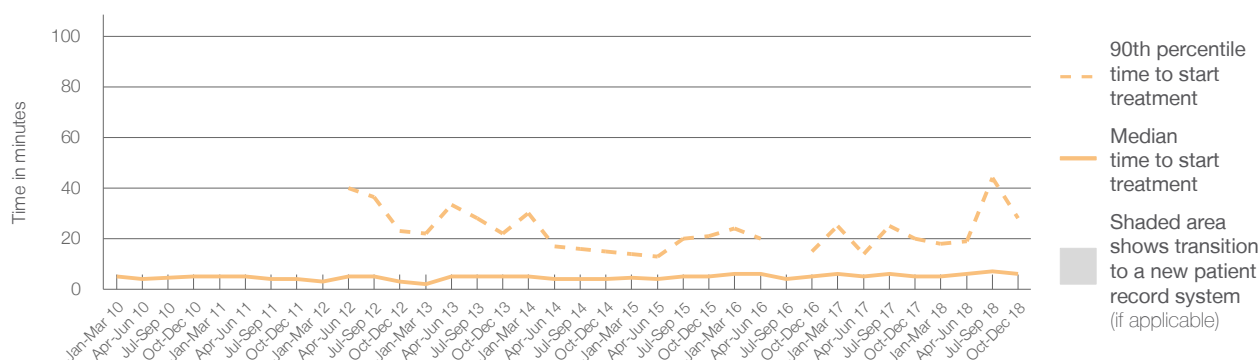
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
166	
158	
5 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5	4	3	5	4	5	5	5	6
90th percentile time to start treatment ⁵ (minutes)	*	51	23	22	15	21	15	20	28

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 766

Number of triage 3 patients used to calculate waiting time:³ 711

Median time to start treatment⁴

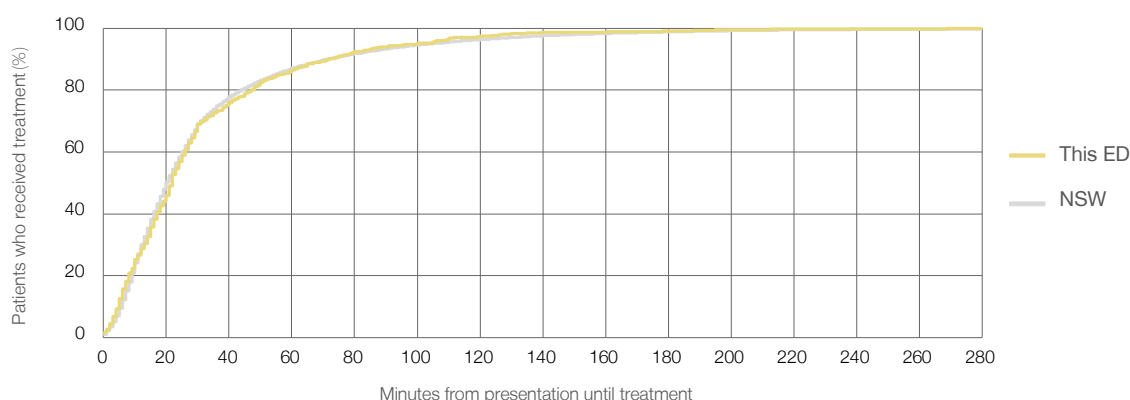
22 minutes

90th percentile time to start treatment⁵

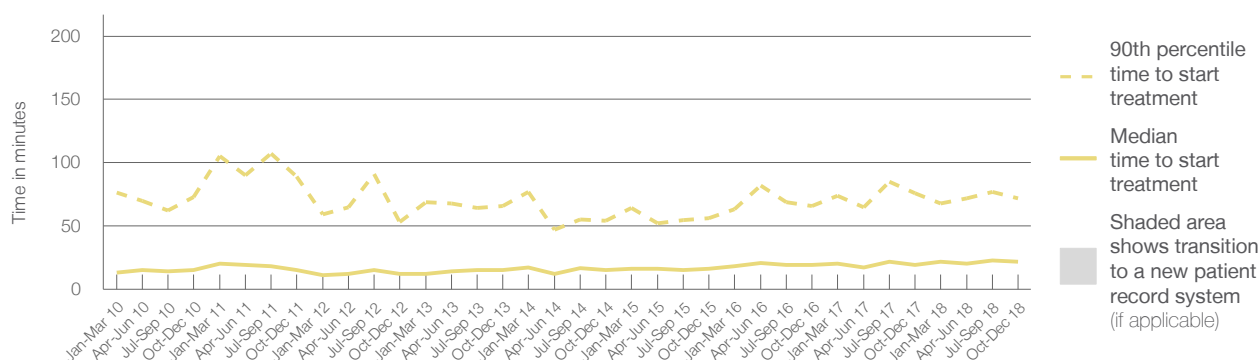
72 minutes

Same period last year	NSW (this period)
672	
636	
19 minutes	20 minutes
76 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	15	15	12	15	15	16	19	19	22
90th percentile time to start treatment ⁵ (minutes)	73	89	53	66	54	56	66	76	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.

Muswellbrook Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,163

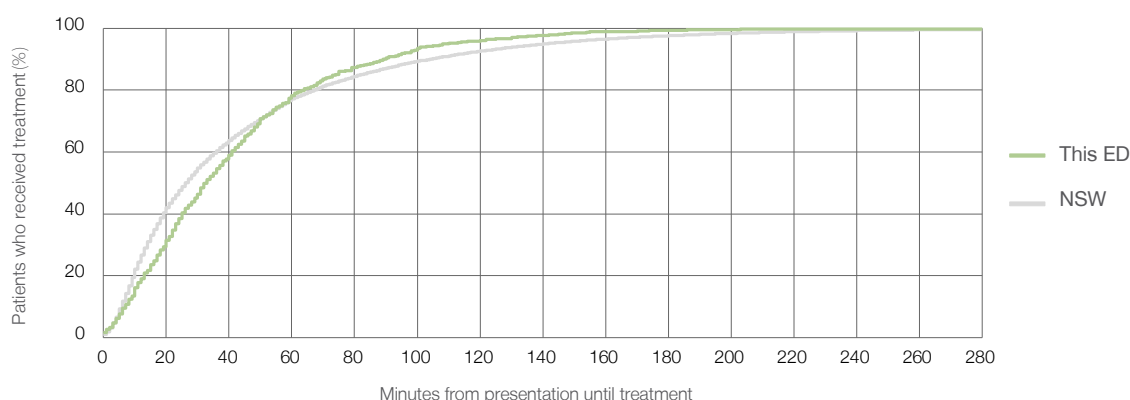
Number of triage 4 patients used to calculate waiting time:³ 1,055

Median time to start treatment⁴ 33 minutes

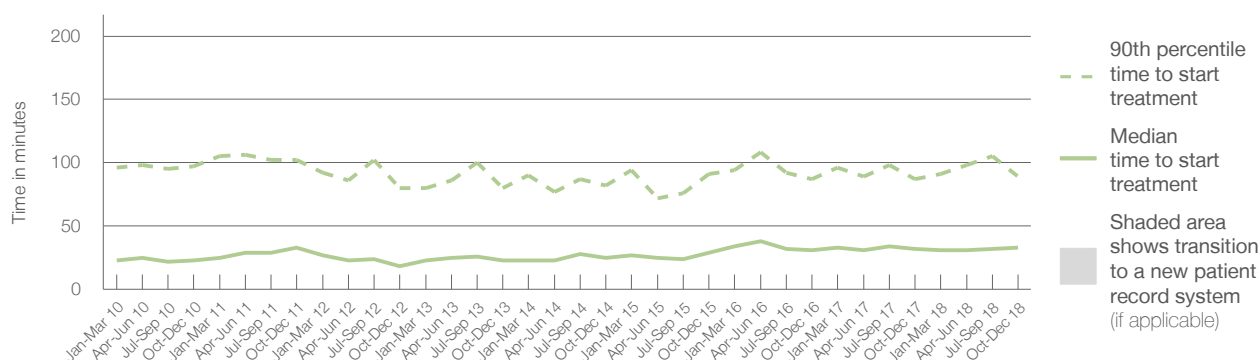
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,062	
977	
32 minutes	26 minutes
87 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23	33	18	23	25	29	31	32	33
90th percentile time to start treatment ⁵ (minutes)	97	102	80	80	82	91	87	87	89

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 447

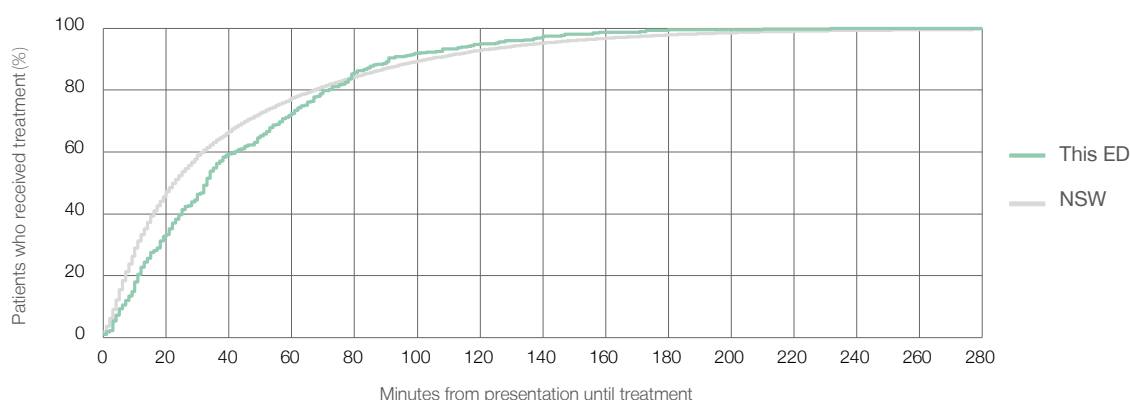
Number of triage 5 patients used to calculate waiting time:³ 377

Median time to start treatment⁴ 33 minutes

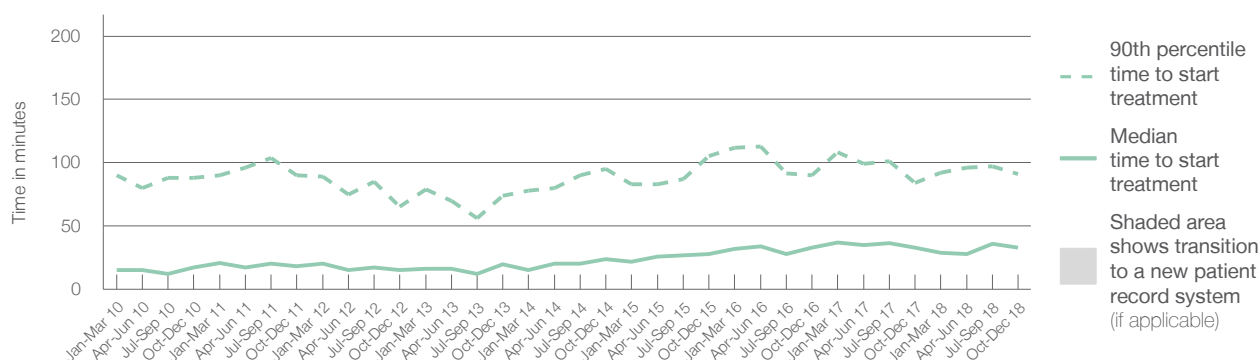
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
476	
395	
33 minutes	23 minutes
84 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	17	18	15	20	24	28	33	33	33
90th percentile time to start treatment ⁵ (minutes)	88	90	66	74	95	105	90	84	91

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,726 patients

Presentations used to calculate time to leaving the ED:⁶ 2,726 patients

Median time spent in the ED⁸

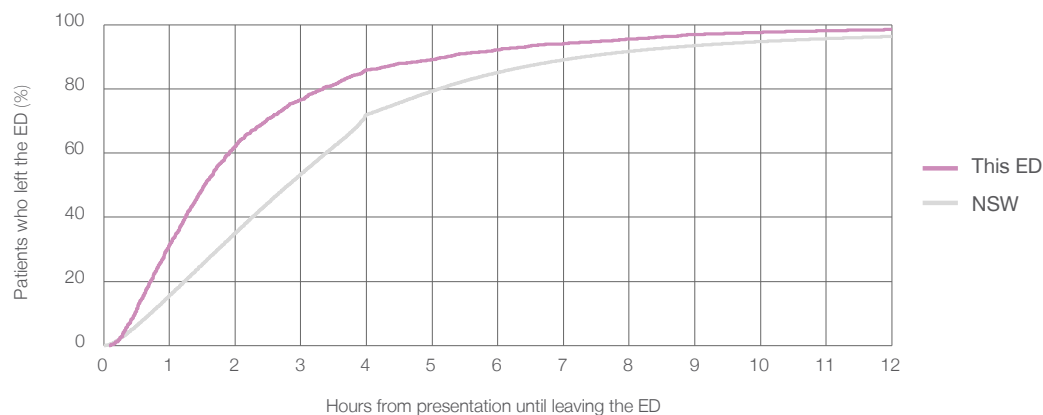
1 hours and 32 minutes

90th percentile time spent in the ED⁹

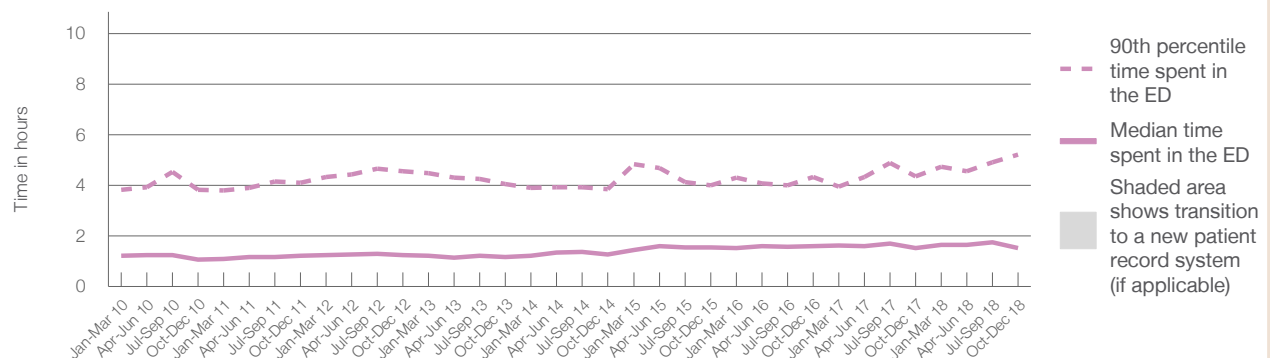
5 hours and 13 minutes

Same period last year	NSW (this period)
2,489	
2,489	
1 hours and 31 minutes	2 hours and 49 minutes
4 hours and 22 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 5m	1h 14m	1h 15m	1h 10m	1h 17m	1h 33m	1h 36m	1h 31m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 50m	4h 7m	4h 33m	4h 3m	3h 52m	4h 0m	4h 20m	4h 22m	5h 13m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook Hospital: Time patients spent in the ED

By mode of separation

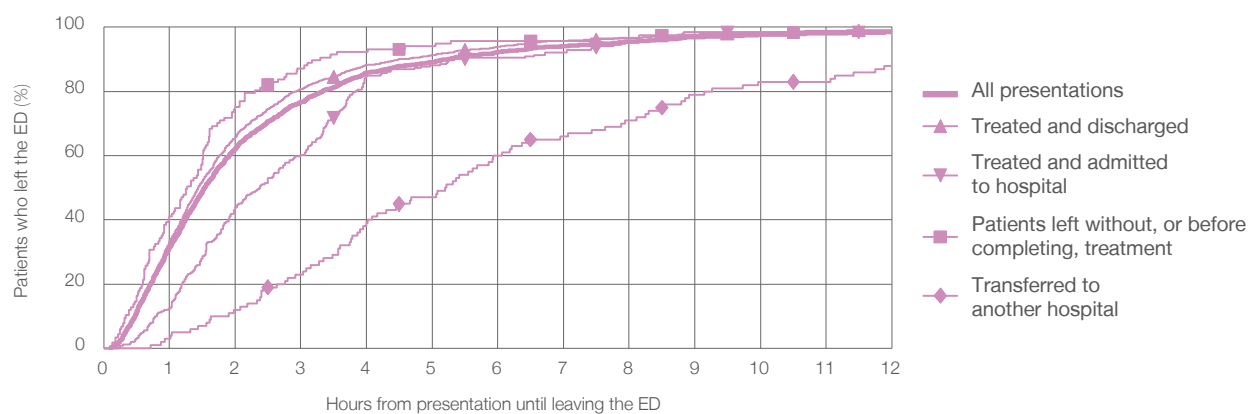
October to December 2018

All presentations:[†] 2,726 patients

Presentations used to calculate time to leaving the ED:[‡] 2,726 patients

		Same period last year	Change since one year ago
Treated and discharged	2,126 (78.0%)	1,887	12.7%
Treated and admitted to hospital	251 (9.2%)	278	-9.7%
Patient left without, or before completing, treatment	117 (4.3%)	128	-8.6%
Transferred to another hospital	100 (3.7%)	109	-8.3%
Other	132 (4.8%)	87	51.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	33.3%	65.8%	80.8%	88.2%	93.9%	96.8%	98.3%	99.1%
Treated and admitted to hospital	12.4%	43.8%	60.2%	84.9%	90.4%	95.6%	98.4%	98.4%
Patient left without, or before completing, treatment	41.0%	75.2%	87.2%	92.3%	95.7%	96.6%	98.3%	98.3%
Transferred to another hospital	3.0%	12.0%	23.0%	39.0%	60.0%	71.0%	83.0%	88.0%
All presentations	31.5%	62.3%	76.7%	85.9%	92.2%	95.5%	97.6%	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.

Muswellbrook Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 2,726 patients

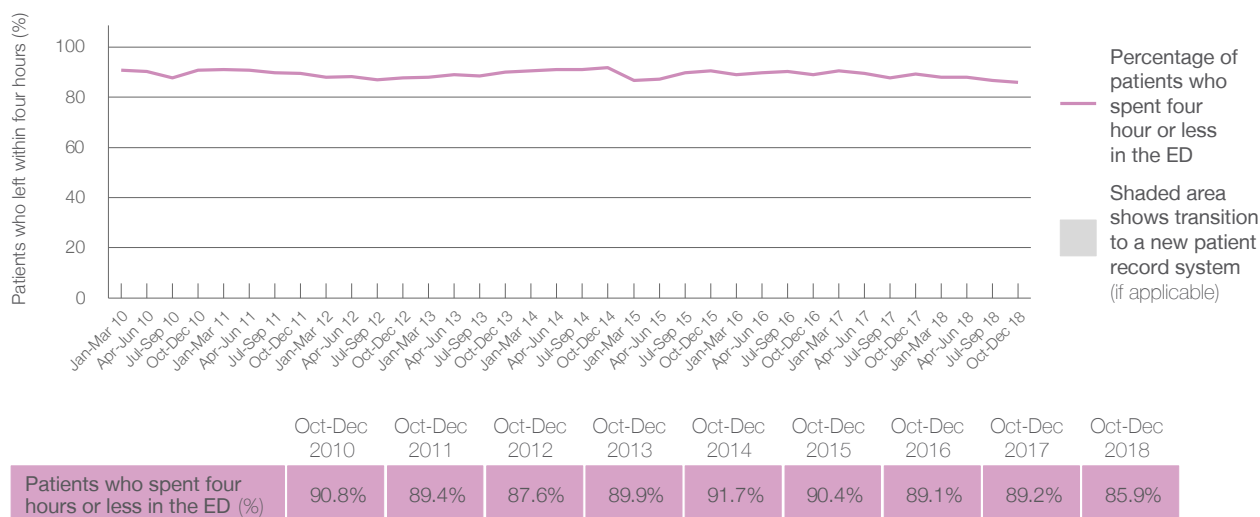
Presentations used to calculate time to leaving the ED: ⁶ 2,726 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,489	10%
2,489	10%
89.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Narrabri Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,531 patients

Emergency presentations:² 1,344 patients

Same period last year	Change since one year ago
1,484	3%
1,312	2%

Narrabri Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 127 patients

Median time to start treatment⁴ 4 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 362 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 561 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 294 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
104	
4 minutes	8 minutes
10 minutes	26 minutes
313	
15 minutes	20 minutes
33 minutes	72 minutes
611	
21 minutes	26 minutes
54 minutes	104 minutes
284	
19 minutes	23 minutes
82 minutes	104 minutes

Narrabri Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,531 patients

Percentage of patients who spent four hours or less in the ED 90%

Same period last year	Change since one year ago
1,484	3%
91%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

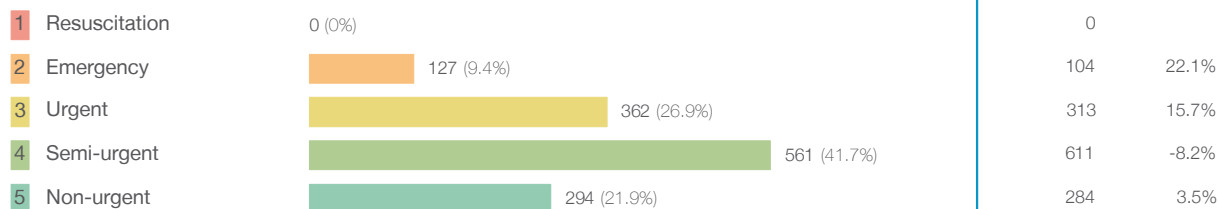
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Narrabri Hospital: Patients presenting to the emergency department

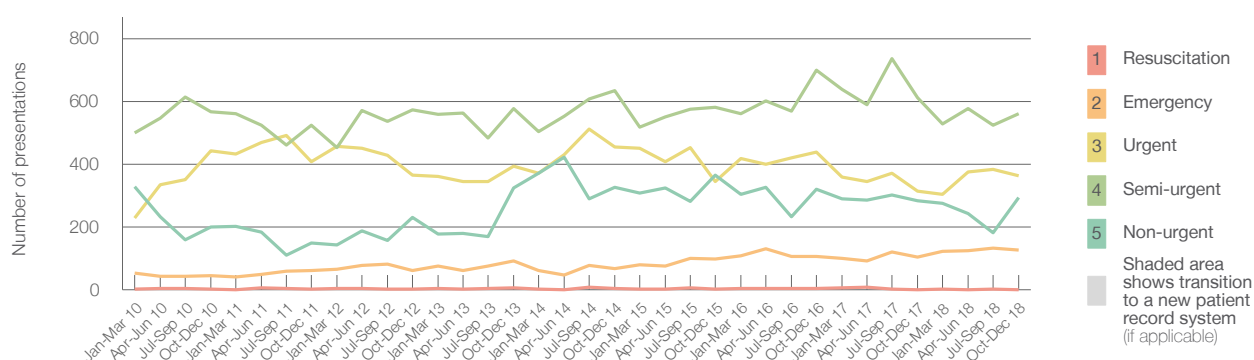
October to December 2018

All presentations:¹ 1,531 patients

Emergency presentations² by triage category: 1,344 patients



Emergency presentations² by quarter, January 2010 to December 2018 [†]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	< 5	< 5	5	< 5	< 5	< 5	0	0
Emergency	45	61	61	91	72	99	109	104	127
Urgent	442	407	365	394	454	345	439	313	362
Semi-urgent	566	524	574	577	634	582	699	611	561
Non-urgent	200	149	230	324	327	365	320	284	294
All emergency presentations	1,253	1,141	1,230	1,391	1,487	1,391	1,567	1,312	1,344

Narrabri Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 99 patients ^{**}

ED Transfer of care time

Median time: 1 minutes

90th percentile time: *

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	121	
Median time	3 minutes	-2 minutes
90th percentile time	14 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Narrabri Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 127

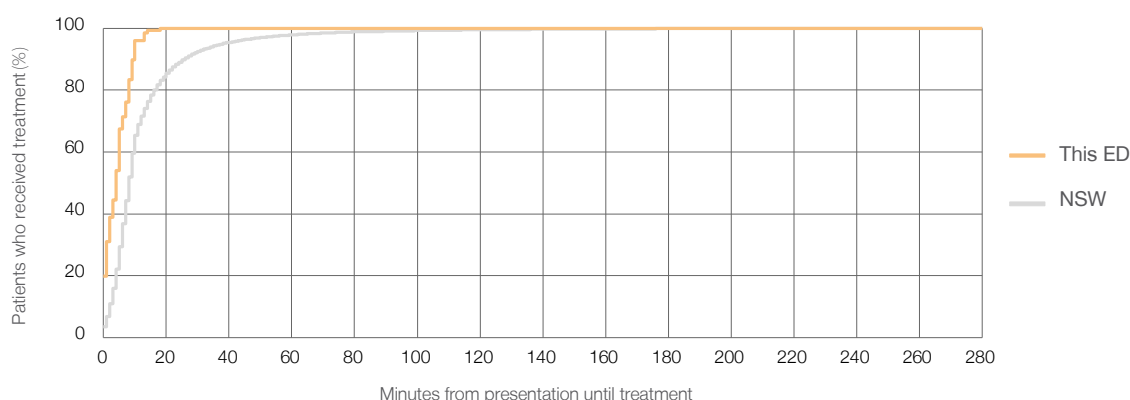
Number of triage 2 patients used to calculate waiting time:³ 126

Median time to start treatment⁴ 4 minutes

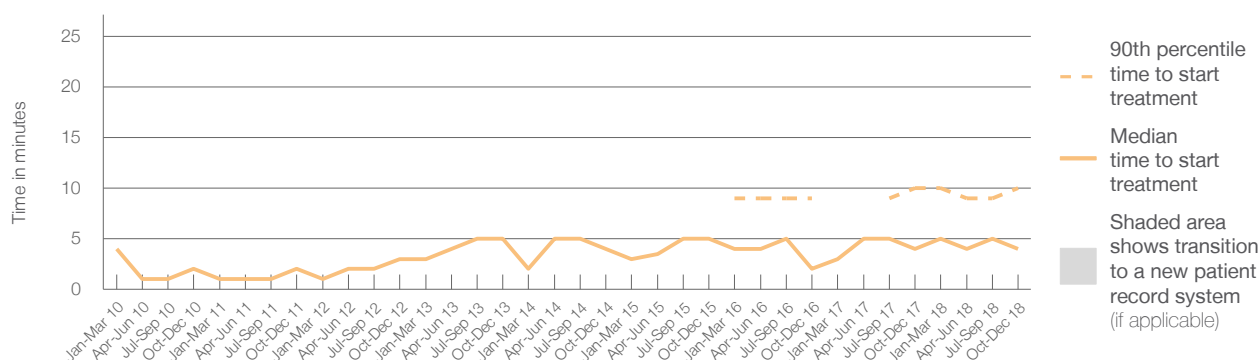
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
104	
103	
4 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	2	2	3	5	4	5	2	4	4
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	10	10

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 362

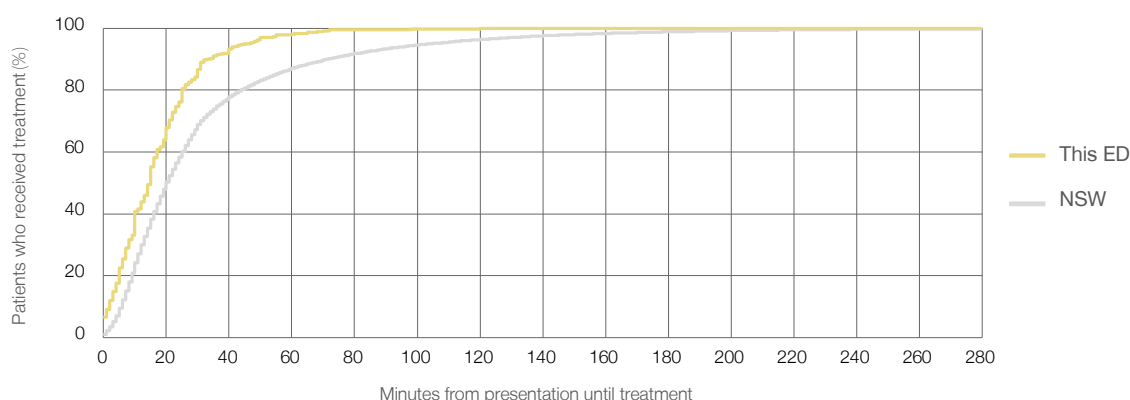
Number of triage 3 patients used to calculate waiting time:³ 360

Median time to start treatment⁴ 15 minutes

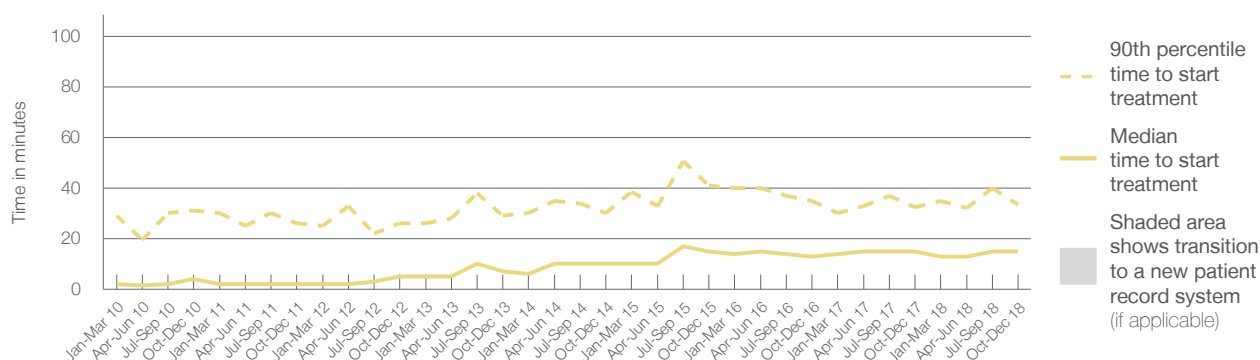
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
313	
310	
15 minutes	20 minutes
33 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4	2	5	7	10	15	13	15	15
90th percentile time to start treatment ⁵ (minutes)	31	26	26	29	30	41	35	33	34

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 561

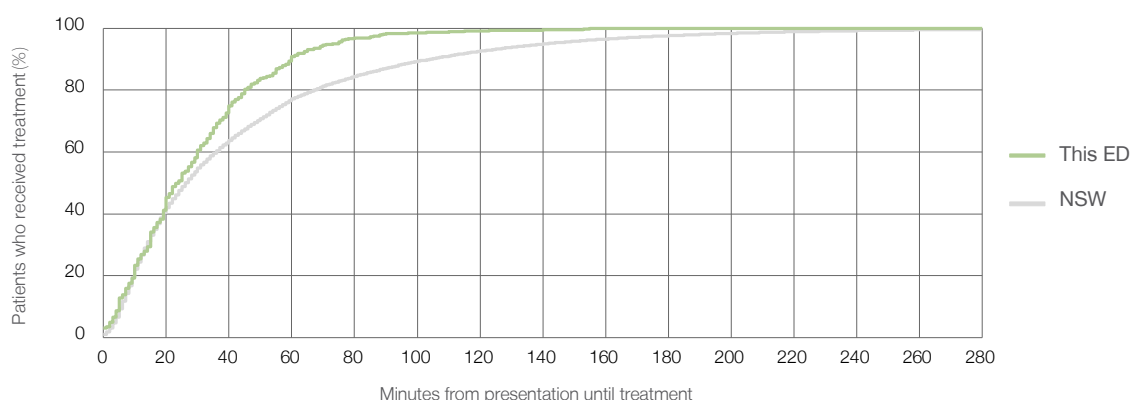
Number of triage 4 patients used to calculate waiting time:³ 546

Median time to start treatment⁴ 24 minutes

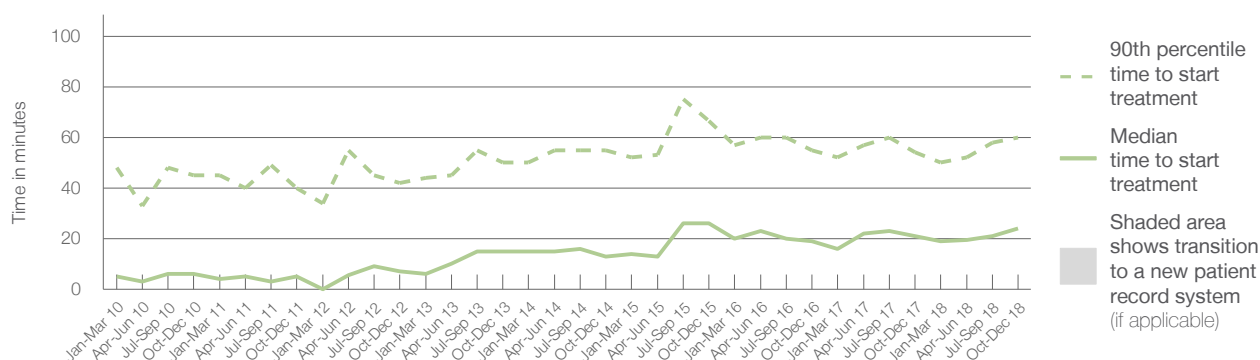
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
611	
595	
21 minutes	26 minutes
54 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	5	7	15	13	26	19	21	24
90th percentile time to start treatment ⁵ (minutes)	45	40	42	50	55	67	55	54	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 294

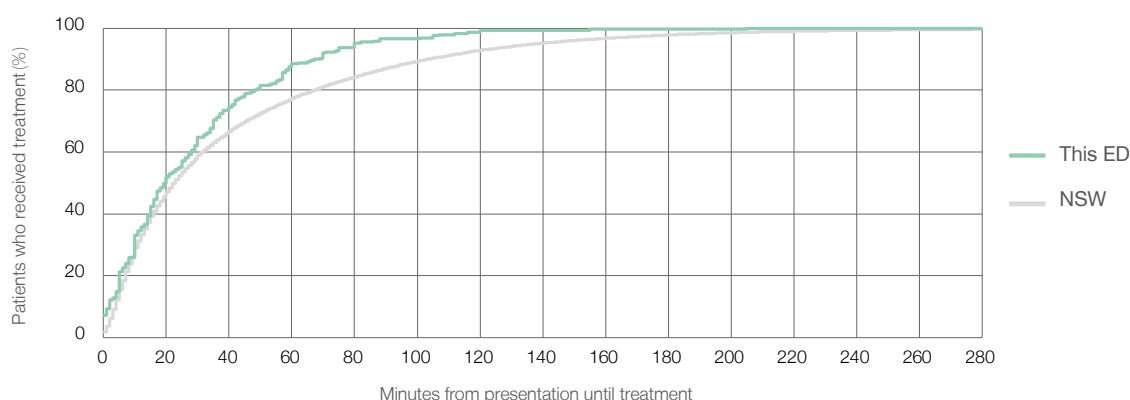
Number of triage 5 patients used to calculate waiting time:³ 287

Median time to start treatment⁴ 20 minutes

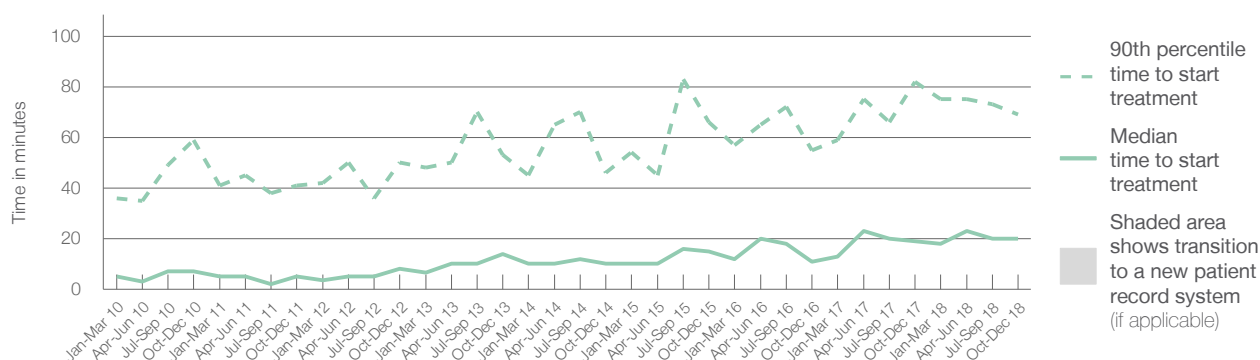
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
284	
266	
19 minutes	23 minutes
82 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	5	8	14	10	15	11	19	20
90th percentile time to start treatment ⁵ (minutes)	59	41	50	53	46	66	55	82	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.

Narrabri Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 1,531 patients

Presentations used to calculate time to leaving the ED:⁶ 1,531 patients

Median time spent in the ED⁸

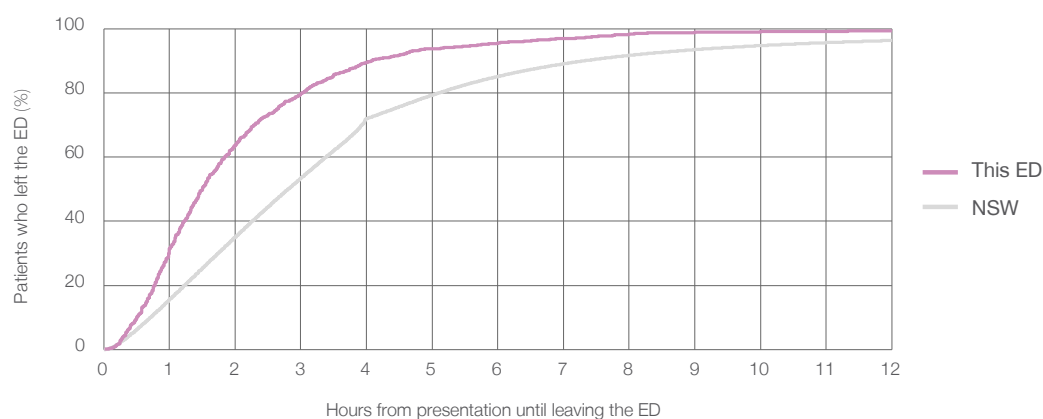
1 hours and 30 minutes

90th percentile time spent in the ED⁹

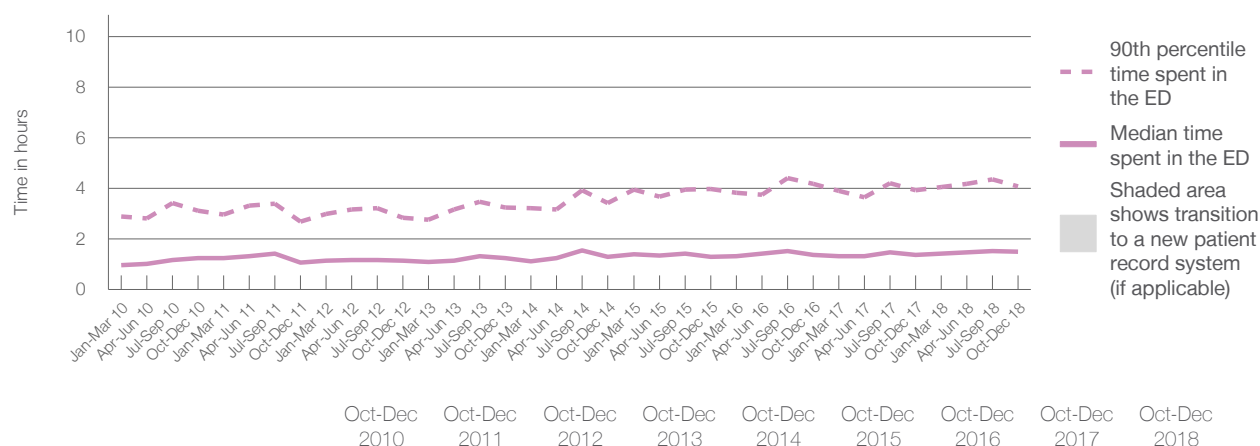
4 hours and 5 minutes

Same period last year	NSW (this period)
1,484	
1,484	
1 hours and 22 minutes	2 hours and 49 minutes
3 hours and 56 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 15m	1h 5m	1h 9m	1h 15m	1h 18m	1h 18m	1h 23m	1h 22m	1h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 8m	2h 41m	2h 50m	3h 15m	3h 26m	3h 59m	4h 11m	3h 56m	4h 5m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

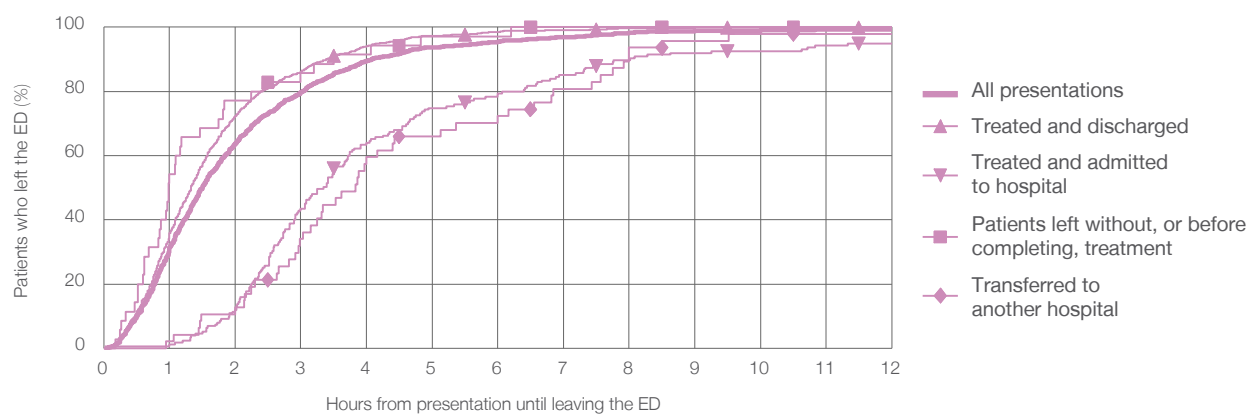
All presentations:[†] 1,531 patients

Presentations used to calculate time to leaving the ED:[‡] 1,531 patients

Treated and discharged	1,269 (82.9%)
Treated and admitted to hospital	175 (11.4%)
Patient left without, or before completing, treatment	35 (2.3%)
Transferred to another hospital	47 (3.1%)
Other	5 (0.3%)

Same period last year	Change since one year ago
1,484	3%
1,221	3.9%
153	14.4%
58	-39.7%
48	-2.1%
4	25.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	35.9%	72.4%	86.2%	94.1%	98.6%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.1%	12.0%	43.4%	64.0%	79.4%	89.7%	92.6%	94.9%
Patient left without, or before completing, treatment	54.3%	77.1%	85.7%	91.4%	97.1%	100%	100%	100%
Transferred to another hospital	2.1%	12.8%	34.0%	59.6%	72.3%	93.6%	97.9%	97.9%
All presentations	31.4%	63.8%	79.8%	89.5%	95.6%	98.3%	99.0%	99.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 1,531 patients

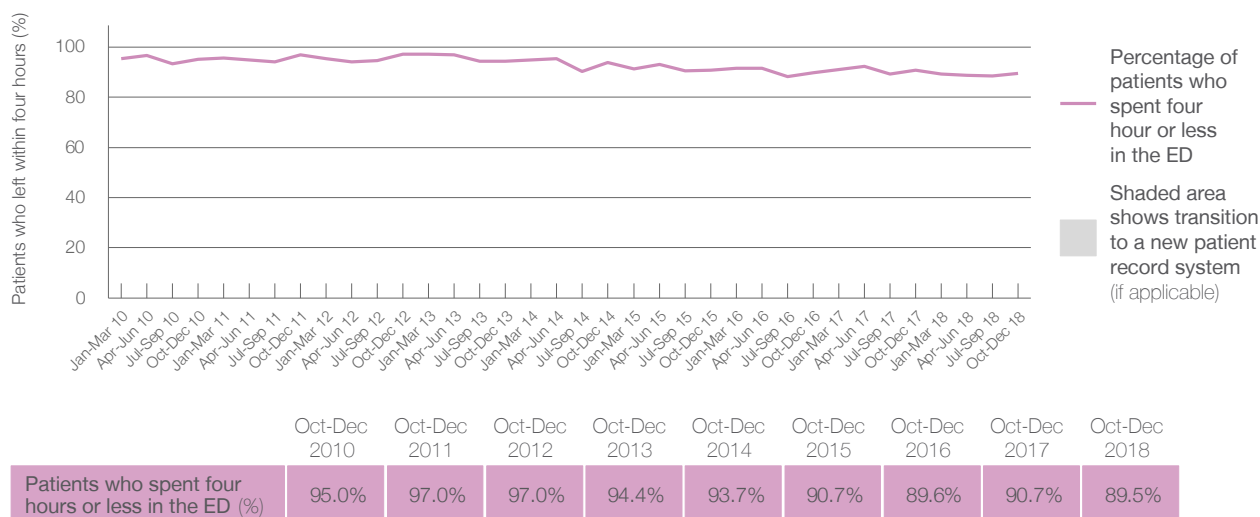
Presentations used to calculate time to leaving the ED: ⁶ 1,531 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,484	3%
1,484	3%
90.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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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2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Queanbeyan Hospital and Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,635 patients

Emergency presentations:² 5,495 patients

Same period last year	Change since one year ago
5,307	6%
5,139	7%

Queanbeyan Hospital and Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 412 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,481 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,613 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 953 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
336	
9 minutes	8 minutes
25 minutes	26 minutes
1,414	
22 minutes	20 minutes
60 minutes	72 minutes
2,304	
26 minutes	26 minutes
92 minutes	104 minutes
1,071	
25 minutes	23 minutes
100 minutes	104 minutes

Queanbeyan Hospital and Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,635 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
5,307	6%
88%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

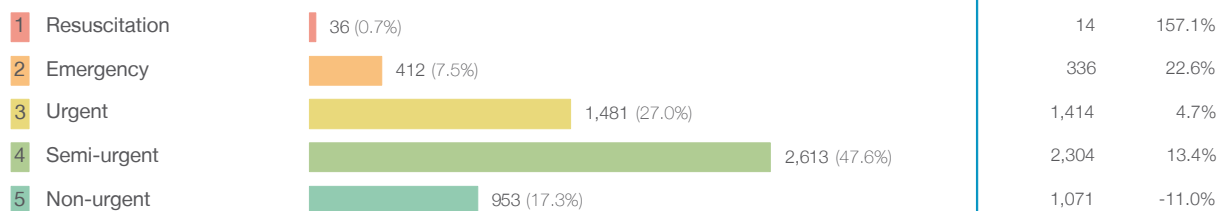
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Queanbeyan Hospital and Health Service: Patients presenting to the emergency department

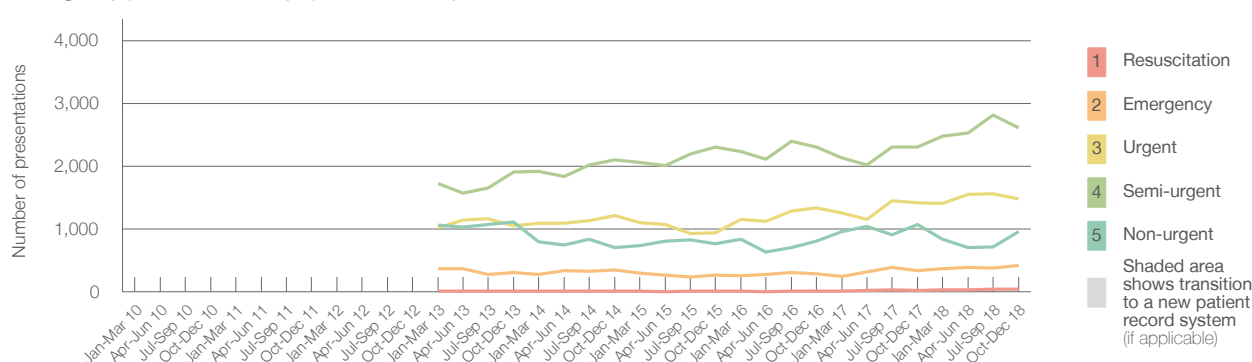
October to December 2018

All presentations:¹ 5,635 patients

Emergency presentations² by triage category: 5,495 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation				11	12	< 5	9	14	36
Emergency				301	344	271	282	336	412
Urgent				1,051	1,215	937	1,335	1,414	1,481
Semi-urgent				1,904	2,100	2,308	2,305	2,304	2,613
Non-urgent				1,114	705	764	805	1,071	953
All emergency presentations				4,381	4,376	4,280	4,736	5,139	5,495

Queanbeyan Hospital and Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 595 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 412

Number of triage 2 patients used to calculate waiting time:³ 411

Median time to start treatment⁴

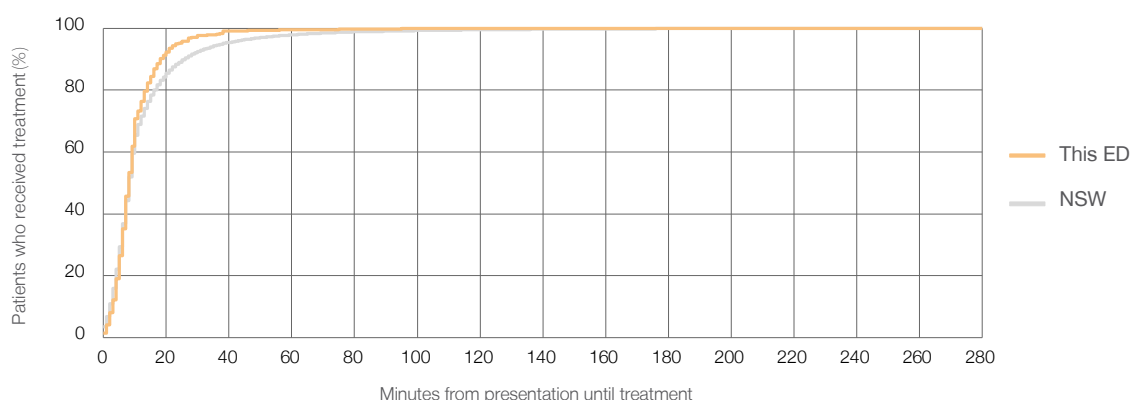
8 minutes

90th percentile time to start treatment⁵

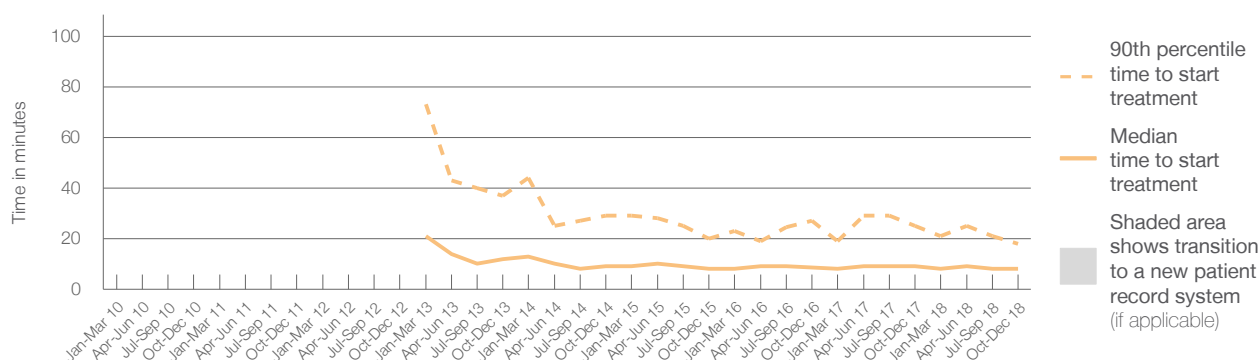
18 minutes

Same period last year	NSW (this period)
336	
336	
9 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				12	9	8	9	9	8
90th percentile time to start treatment ⁵ (minutes)				37	29	20	27	25	18

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,481

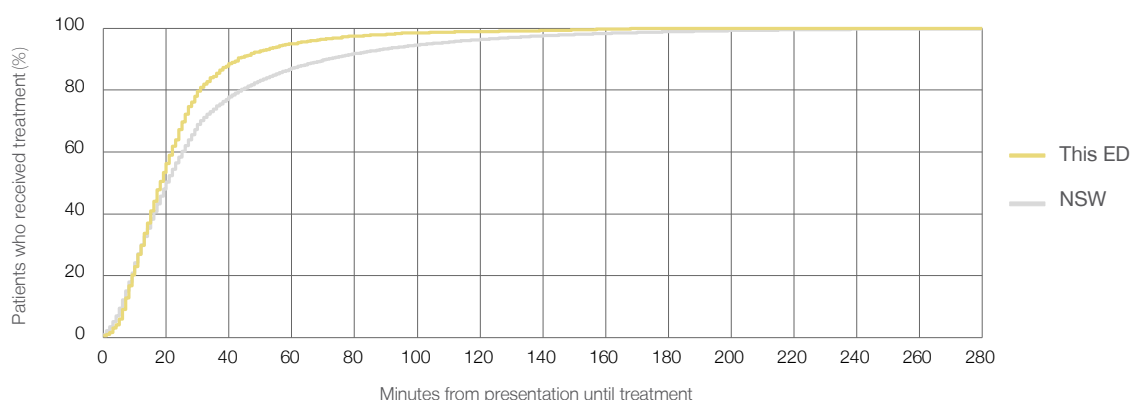
Number of triage 3 patients used to calculate waiting time: ³ 1,461

Median time to start treatment ⁴ 18 minutes

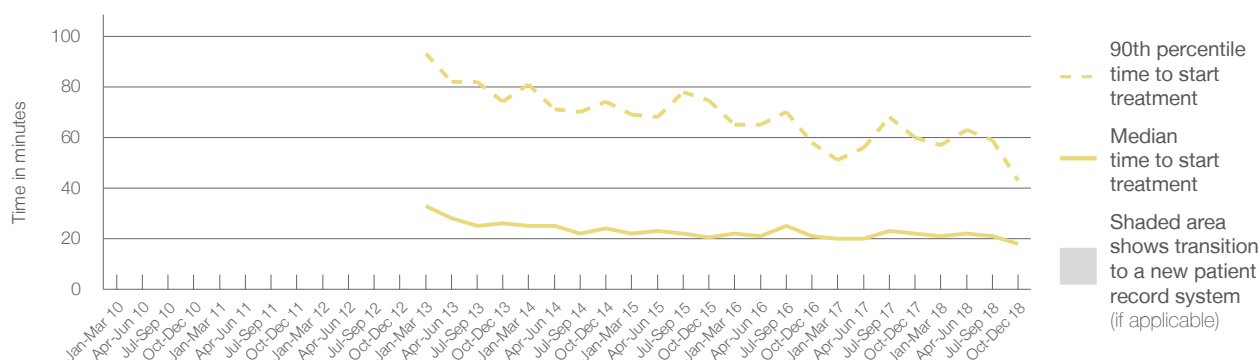
90th percentile time to start treatment ⁵ 43 minutes

Same period last year	NSW (this period)
1,414	
1,381	
22 minutes	20 minutes
60 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 ^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				26	24	21	21	22	18
90th percentile time to start treatment ⁵ (minutes)				74	74	75	58	60	43

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,613

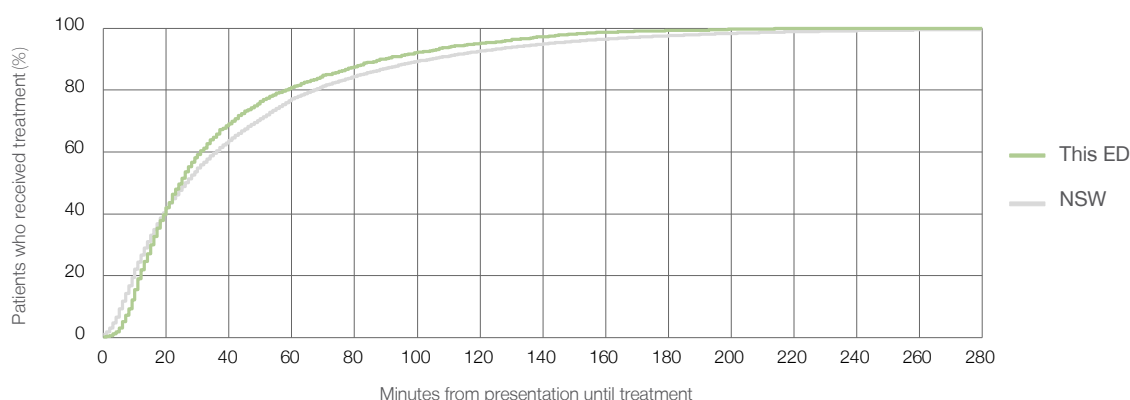
Number of triage 4 patients used to calculate waiting time:³ 2,458

Median time to start treatment⁴ 25 minutes

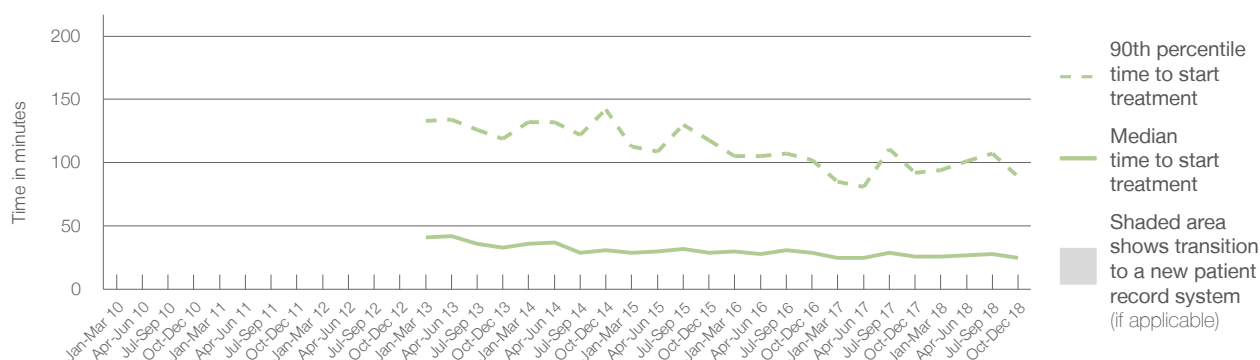
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
2,304	
2,114	
26 minutes	26 minutes
92 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				33	31	29	29	26	25
90th percentile time to start treatment ⁵ (minutes)				119	142	118	102	92	89

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 953

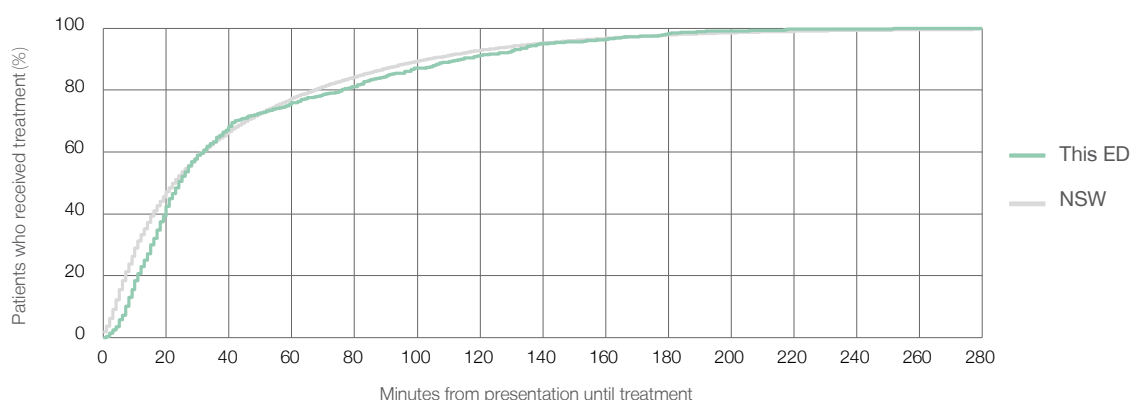
Number of triage 5 patients used to calculate waiting time:³ 808

Median time to start treatment⁴ 24 minutes

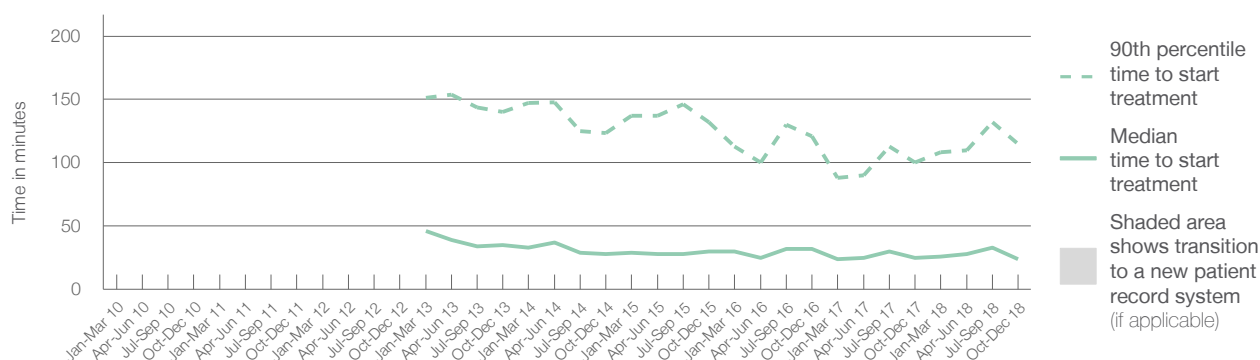
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,071	
907	
25 minutes	23 minutes
100 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				35	28	30	32	25	24
90th percentile time to start treatment ⁵ (minutes)				140	124	132	121	100	115

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Hospital and Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,635 patients

Presentations used to calculate time to leaving the ED:⁶ 5,635 patients

Median time spent in the ED⁸

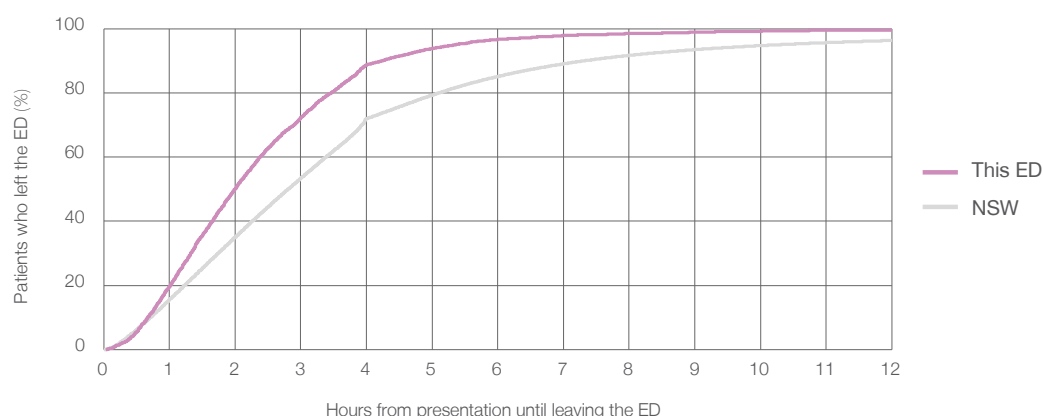
2 hours and 0 minutes

90th percentile time spent in the ED⁹

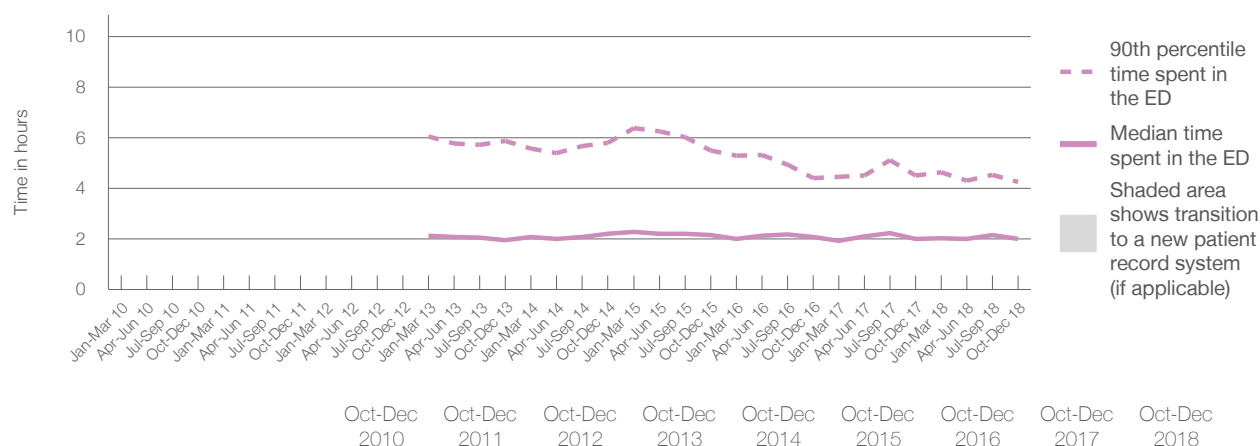
4 hours and 15 minutes

Same period last year	NSW (this period)
5,307	
5,307	
2 hours and 1 minutes	2 hours and 49 minutes
4 hours and 30 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)				1h 57m	2h 12m	2h 10m	2h 5m	2h 1m	2h 0m
90th percentile time spent in the ED ⁹ (hours, minutes)				5h 52m	5h 48m	5h 30m	4h 24m	4h 30m	4h 15m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Hospital and Health Service: Time patients spent in the ED

By mode of separation

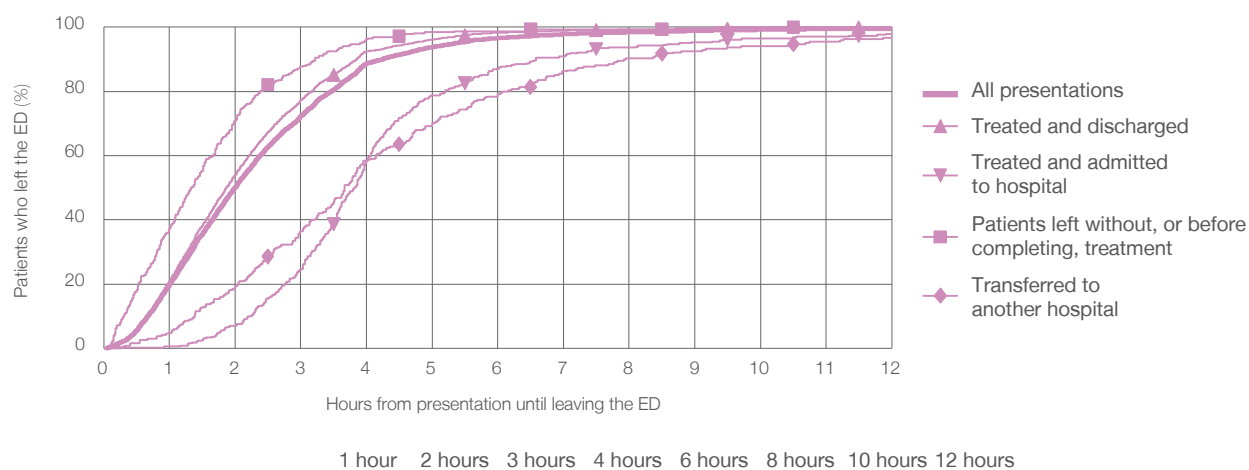
October to December 2018

All presentations:[†] 5,635 patients

Presentations used to calculate time to leaving the ED:[‡] 5,635 patients

		Same period last year	Change since one year ago
Treated and discharged	4,645 (82.4%)	4,307	6%
Treated and admitted to hospital	383 (6.8%)	359	6.7%
Patient left without, or before completing, treatment	324 (5.7%)	395	-18.0%
Transferred to another hospital	269 (4.8%)	216	24.5%
Other	14 (0.2%)	8	75.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.9%	54.0%	77.3%	92.5%	98.3%	99.3%	99.7%	99.9%
Treated and admitted to hospital	0.5%	7.0%	24.5%	58.5%	87.2%	93.7%	96.6%	97.9%
Patient left without, or before completing, treatment	37.3%	71.0%	87.7%	96.3%	98.8%	99.4%	100%	100%
Transferred to another hospital	4.8%	19.3%	36.4%	58.4%	79.2%	90.3%	94.1%	96.7%
All presentations	19.8%	50.2%	72.4%	88.7%	96.6%	98.5%	99.2%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Hospital and Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 5,635 patients

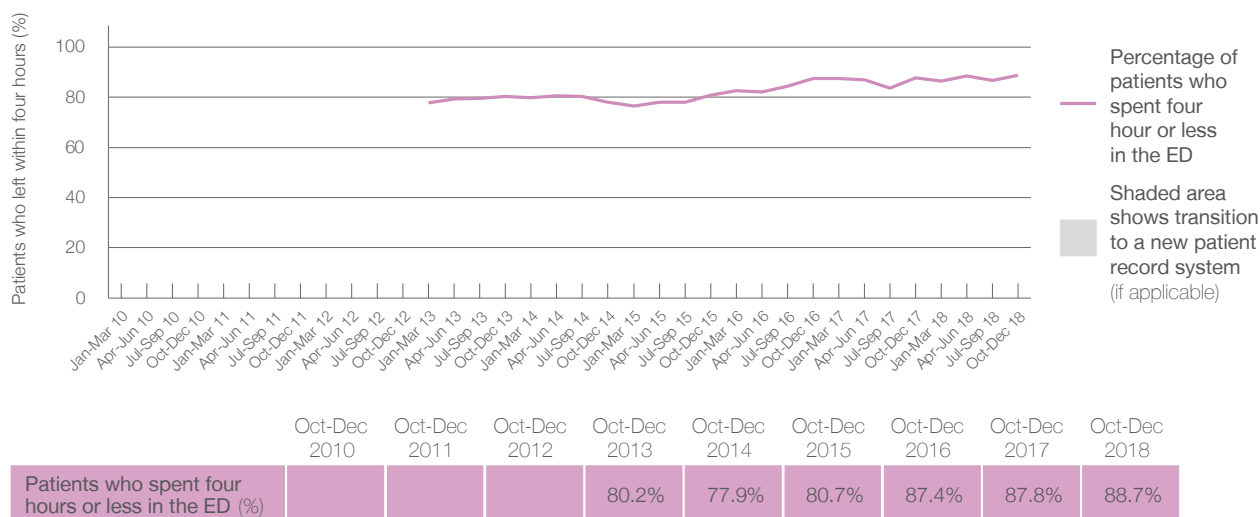
Presentations used to calculate time to leaving the ED: ⁶ 5,635 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
5,307	6%
5,307	6%
87.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Singleton Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,981 patients

Emergency presentations:² 2,855 patients

Same period last year	Change since one year ago
2,918	2%
2,805	2%

Singleton Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 203 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 766 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,700 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 181 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
242	
9 minutes	8 minutes
30 minutes	26 minutes
834	
26 minutes	20 minutes
72 minutes	72 minutes
1,571	
36 minutes	26 minutes
95 minutes	104 minutes
158	
32 minutes	23 minutes
95 minutes	104 minutes

Singleton Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,981 patients

Percentage of patients who spent four hours or less in the ED 90%

Same period last year	Change since one year ago
2,918	2%
89%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

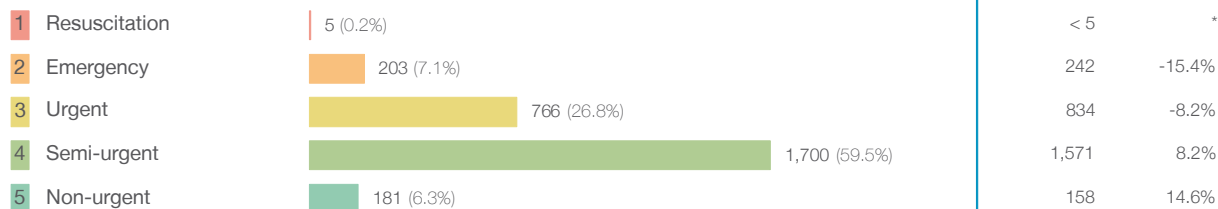
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Singleton Hospital: Patients presenting to the emergency department

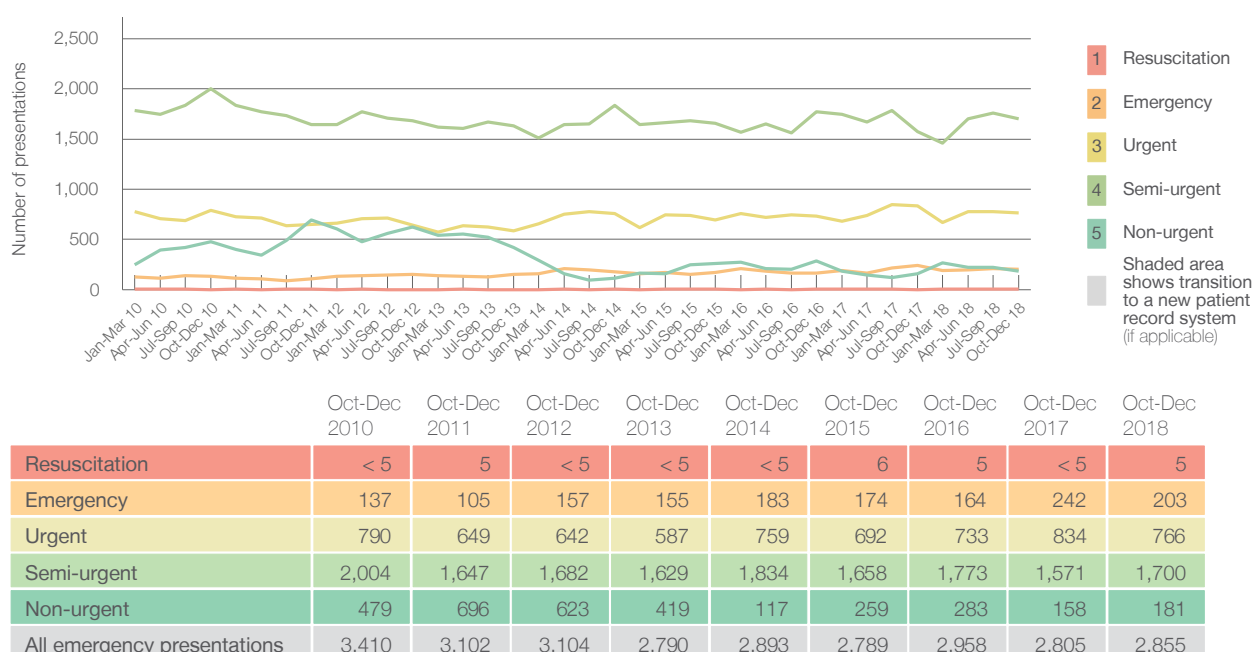
October to December 2018

All presentations:¹ 2,981 patients

Emergency presentations² by triage category: 2,855 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Singleton Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 306 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.

Singleton Hospital: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

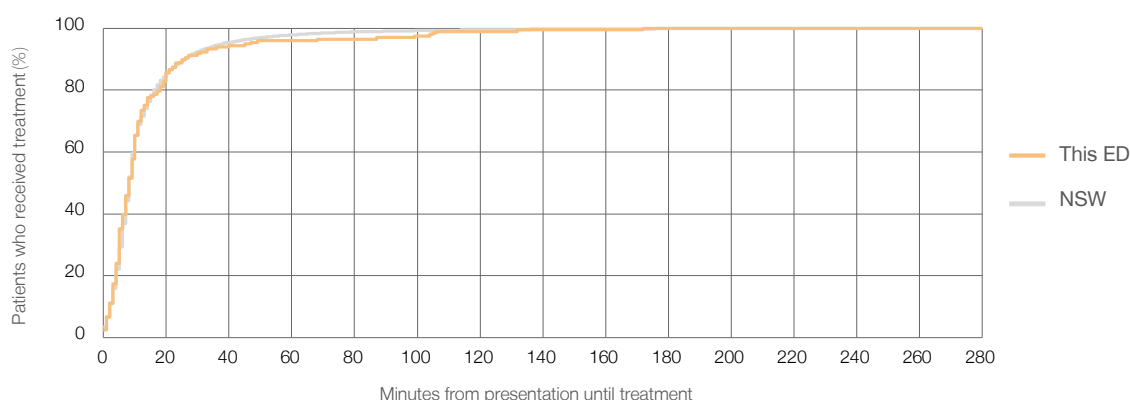
Number of triage 2 patients: 203

Number of triage 2 patients used to calculate waiting time:³ 196

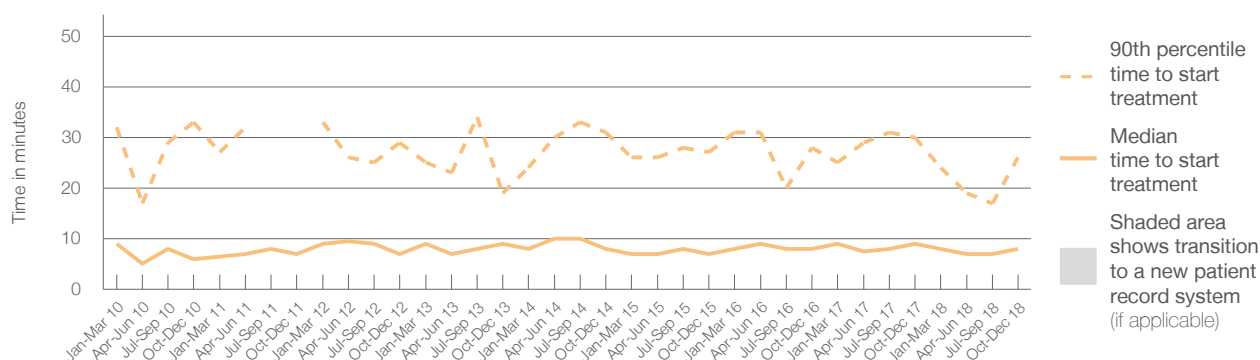
Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
242	
228	
9 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	7	7	9	8	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)	33	*	29	19	31	27	28	30	26

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton Hospital: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 766

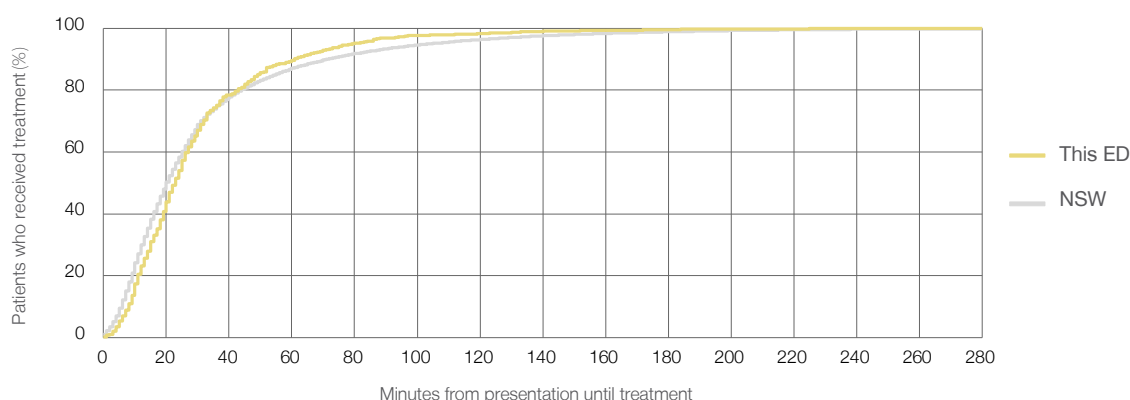
Number of triage 3 patients used to calculate waiting time:³ 744

Median time to start treatment⁴ 23 minutes

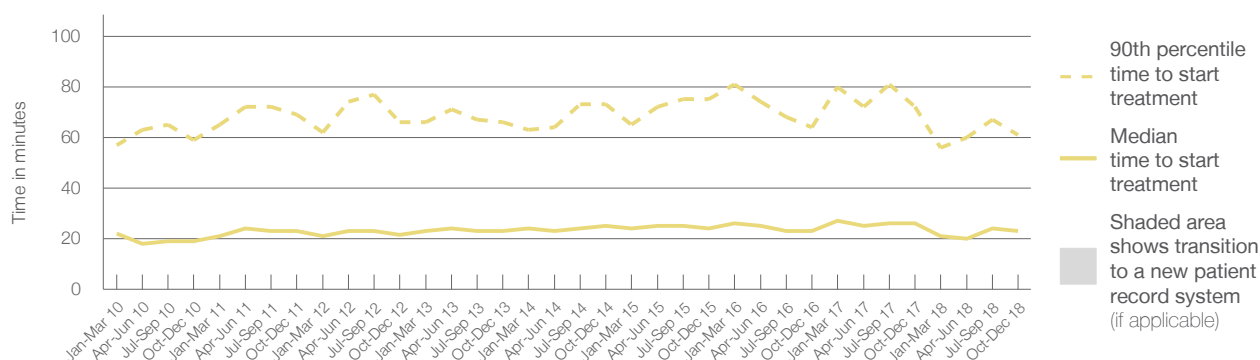
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
834	
814	
26 minutes	20 minutes
72 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	23	22	23	25	24	23	26	23
90th percentile time to start treatment ⁵ (minutes)	59	69	66	66	73	75	64	72	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.

Singleton Hospital: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,700

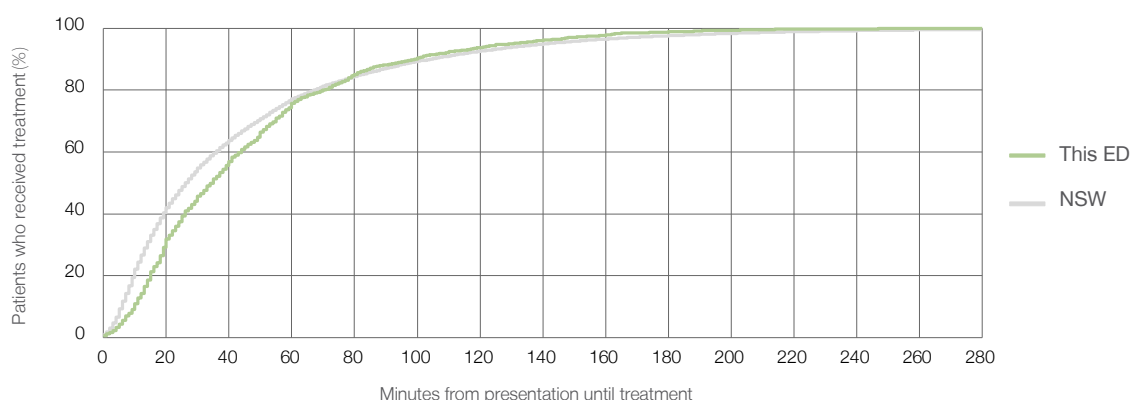
Number of triage 4 patients used to calculate waiting time:³ 1,630

Median time to start treatment⁴ 35 minutes

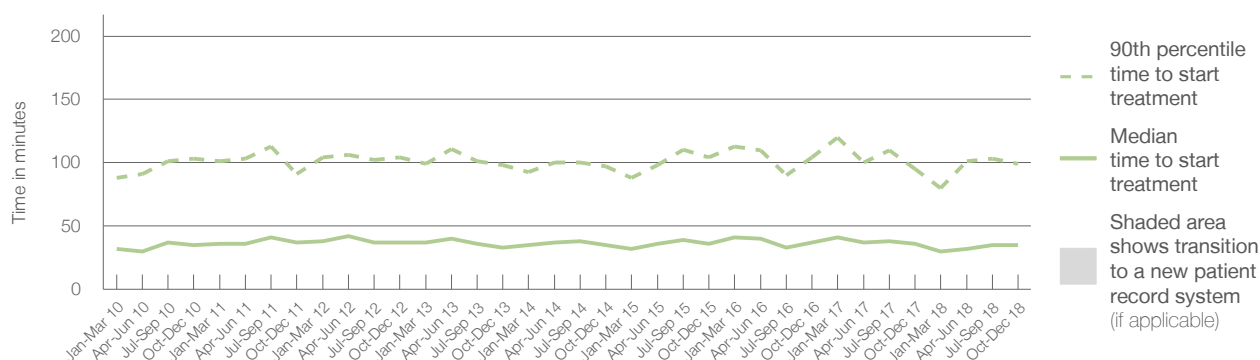
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,571	
1,524	
36 minutes	26 minutes
95 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	37	37	33	35	36	37	36	35
90th percentile time to start treatment ⁵ (minutes)	103	91	104	98	97	104	104	95	99

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton Hospital: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 181

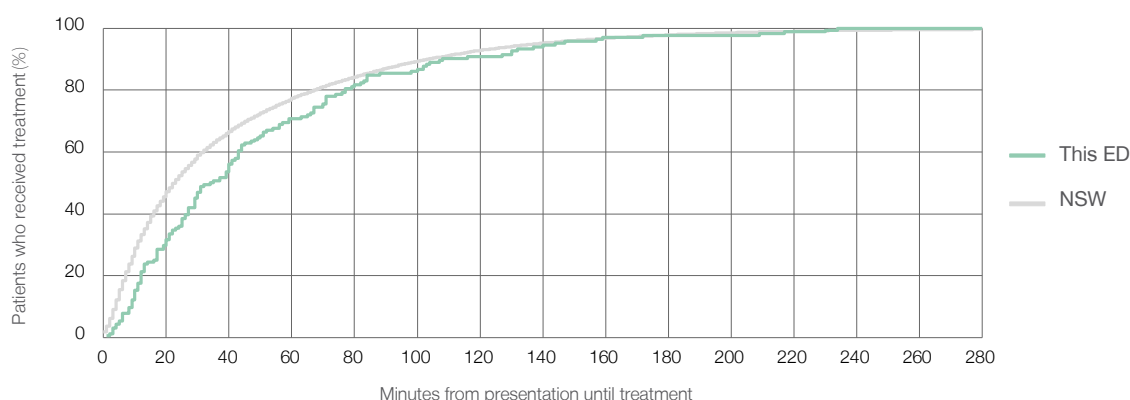
Number of triage 5 patients used to calculate waiting time:³ 164

Median time to start treatment⁴ 35 minutes

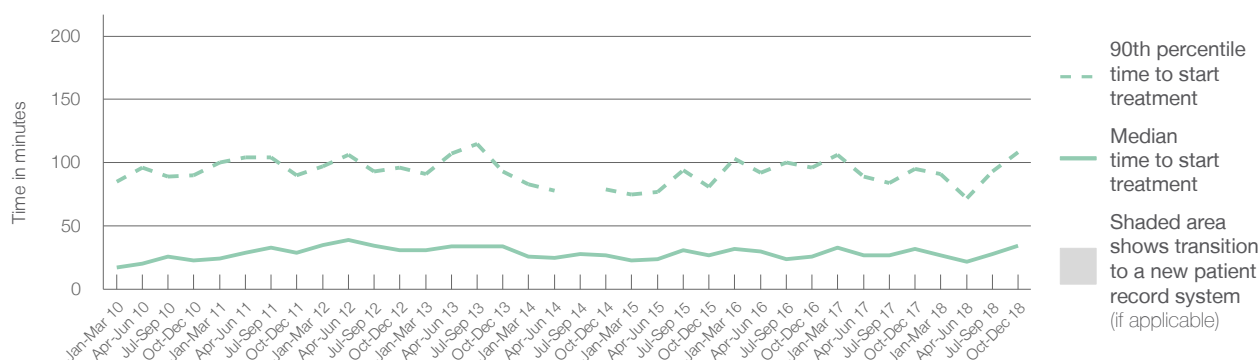
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
158	
142	
32 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23	29	31	34	27	27	26	32	35
90th percentile time to start treatment ⁵ (minutes)	90	90	96	93	79	81	96	95	108

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,981 patients

Presentations used to calculate time to leaving the ED:⁶ 2,981 patients

Median time spent in the ED⁸

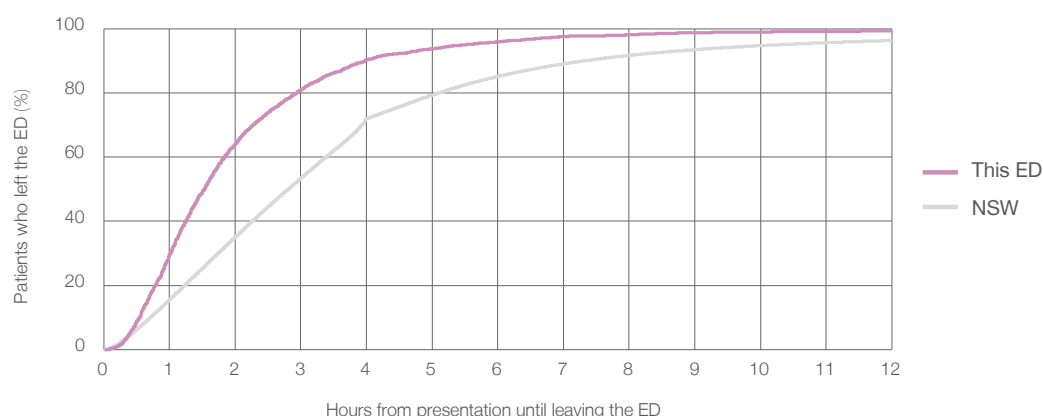
1 hours and 32 minutes

90th percentile time spent in the ED⁹

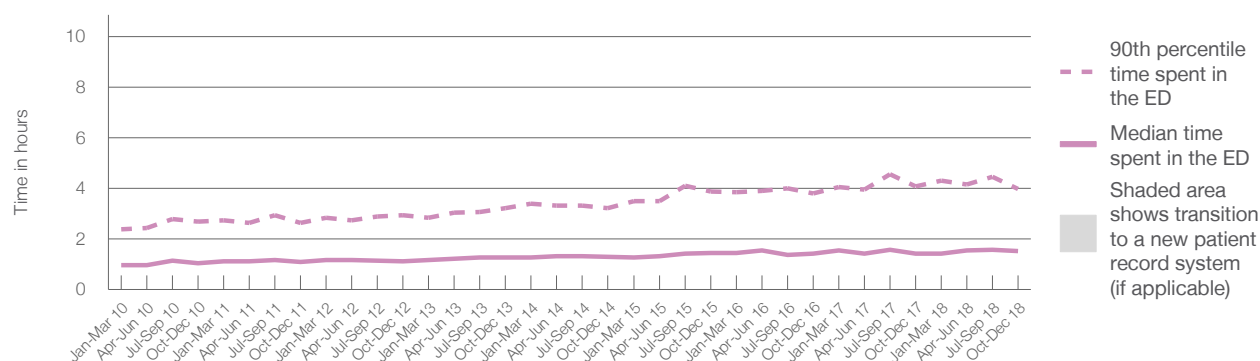
3 hours and 59 minutes

Same period last year	NSW (this period)
2,918	
2,918	
1 hours and 26 minutes	2 hours and 49 minutes
4 hours and 5 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 3m	1h 6m	1h 8m	1h 17m	1h 18m	1h 27m	1h 25m	1h 26m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 41m	2h 39m	2h 57m	3h 14m	3h 14m	3h 53m	3h 48m	4h 5m	3h 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.

Singleton Hospital: Time patients spent in the ED

By mode of separation

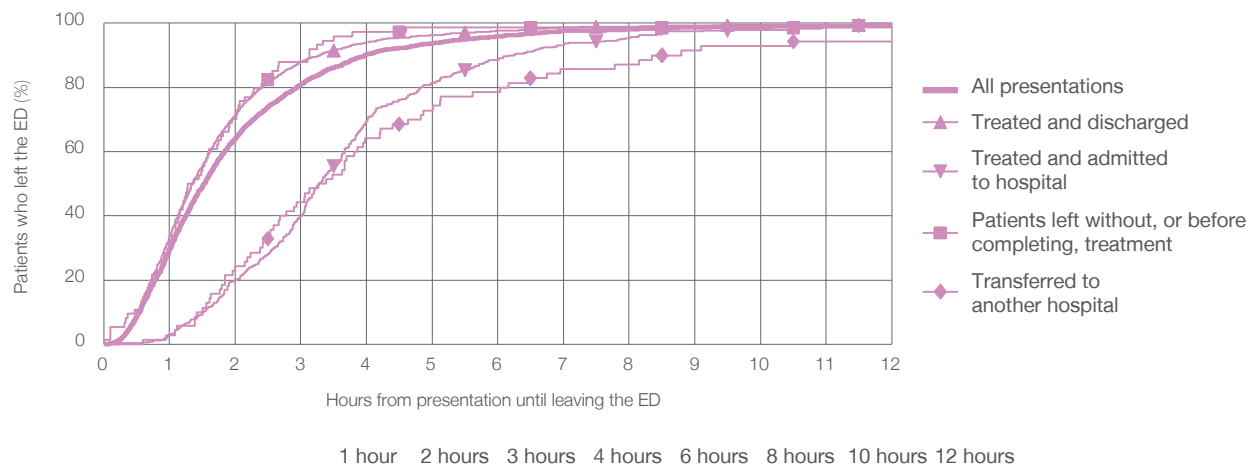
October to December 2018

All presentations:[†] 2,981 patients

Presentations used to calculate time to leaving the ED:[‡] 2,981 patients

		Same period last year	Change since one year ago
		2,918	2%
Treated and discharged	2,432 (81.6%)	2,422	0.4%
Treated and admitted to hospital	348 (11.7%)	296	17.6%
Patient left without, or before completing, treatment	74 (2.5%)	56	32.1%
Transferred to another hospital	70 (2.3%)	91	-23.1%
Other	57 (1.9%)	53	7.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	33.8%	71.5%	87.9%	94.1%	97.6%	98.9%	99.5%	99.7%
Treated and admitted to hospital	3.2%	19.8%	39.9%	69.5%	88.8%	95.4%	98.0%	99.7%
Patient left without, or before completing, treatment	31.1%	70.3%	87.8%	97.3%	98.6%	98.6%	98.6%	98.6%
Transferred to another hospital	2.9%	24.3%	44.3%	64.3%	78.6%	87.1%	92.9%	94.3%
All presentations	29.7%	64.1%	80.9%	90.3%	95.9%	98.1%	99.0%	99.4%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 2,981 patients

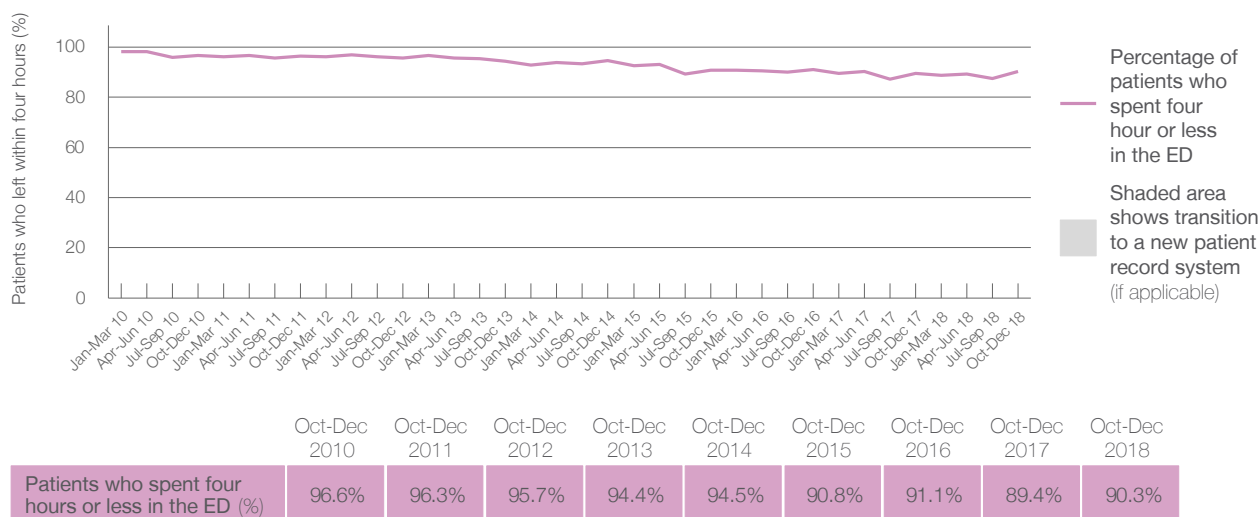
Presentations used to calculate time to leaving the ED: ⁶ 2,981 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,918	2%
2,918	2%
89.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Young Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,245 patients

Emergency presentations:² 1,959 patients

Same period last year	Change since one year ago
2,182	3%
2,018	-3%

Young Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 179 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 760 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 806 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 214 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
172	
6 minutes	8 minutes
12 minutes	26 minutes
753	
10 minutes	20 minutes
29 minutes	72 minutes
911	
11 minutes	26 minutes
37 minutes	104 minutes
182	
11 minutes	23 minutes
41 minutes	104 minutes

Young Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,245 patients

Percentage of patients who spent four hours or less in the ED 96%

Same period last year	Change since one year ago
2,182	3%
96%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

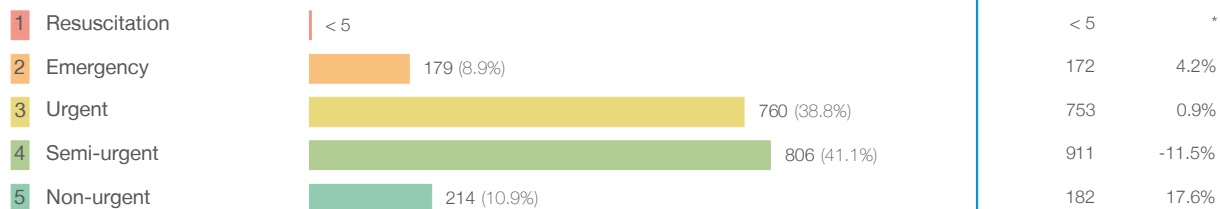
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Young Health Service: Patients presenting to the emergency department

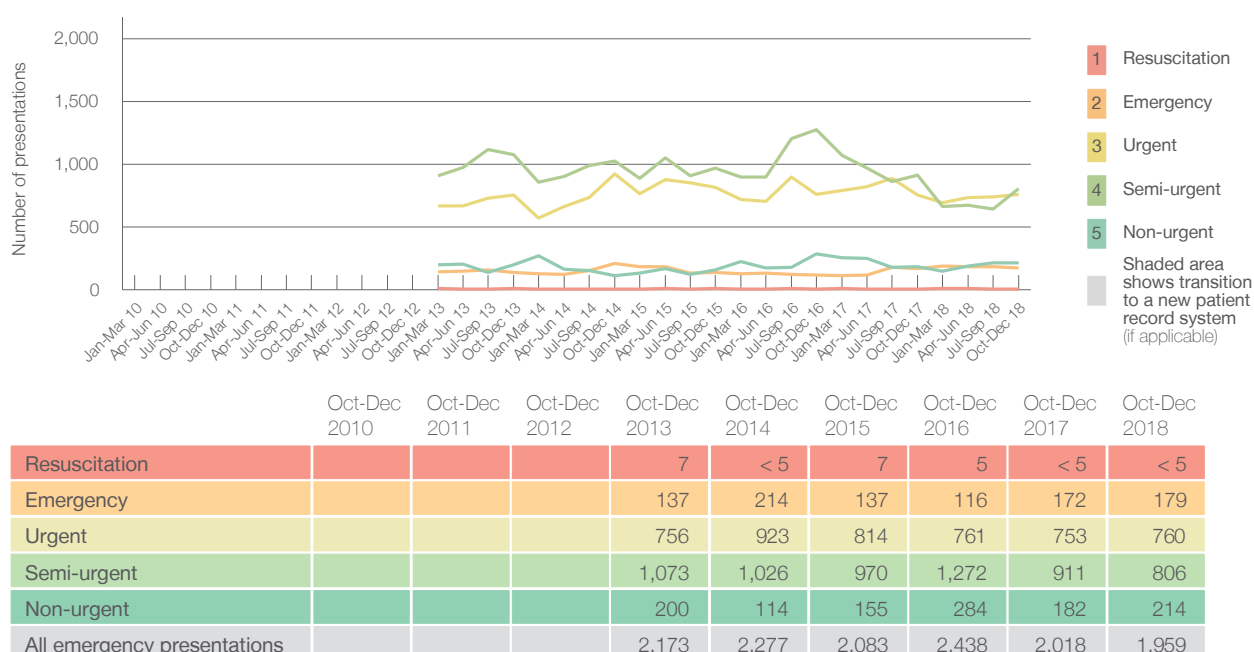
October to December 2018

All presentations:¹ 2,245 patients

Emergency presentations² by triage category: 1,959 patients



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



Young Health Service: Patients arriving by ambulance

October to December 2018

ED Transfer of care time is not currently available for this hospital. ⁷

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients waited to start treatment, triage 2

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 179

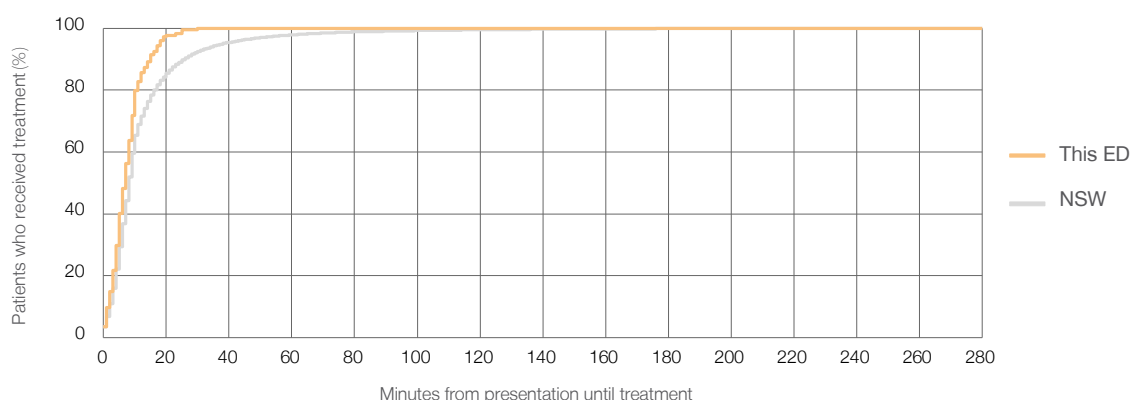
Number of triage 2 patients used to calculate waiting time:³ 174

Median time to start treatment⁴ 7 minutes

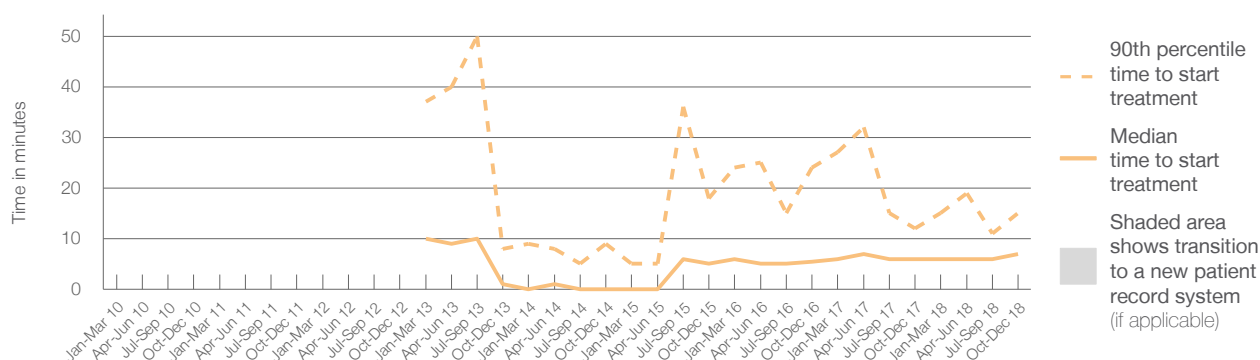
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
172	
168	
6 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				1	0	5	6	6	7
90th percentile time to start treatment ⁵ (minutes)				8	9	18	24	12	15

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Young Health Service: Time patients waited to start treatment, triage 3

October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 760

Number of triage 3 patients used to calculate waiting time:³ 747

Median time to start treatment⁴

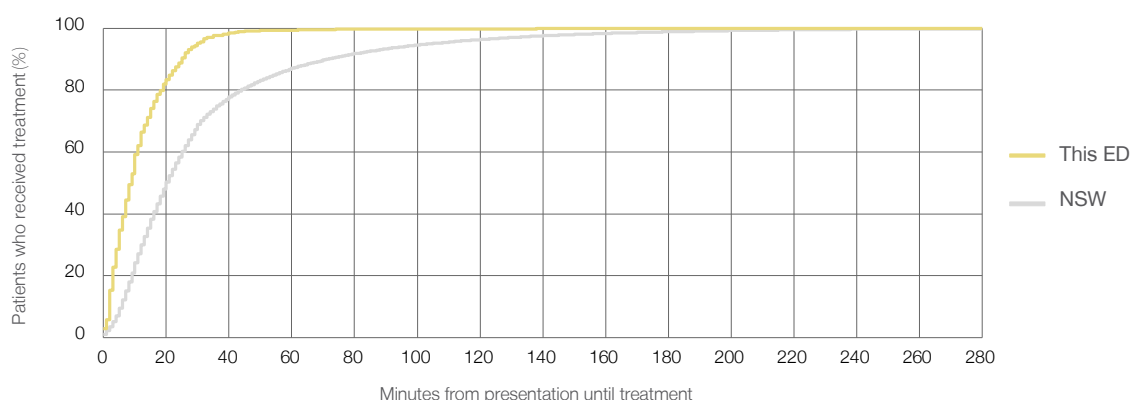
9 minutes

90th percentile time to start treatment⁵

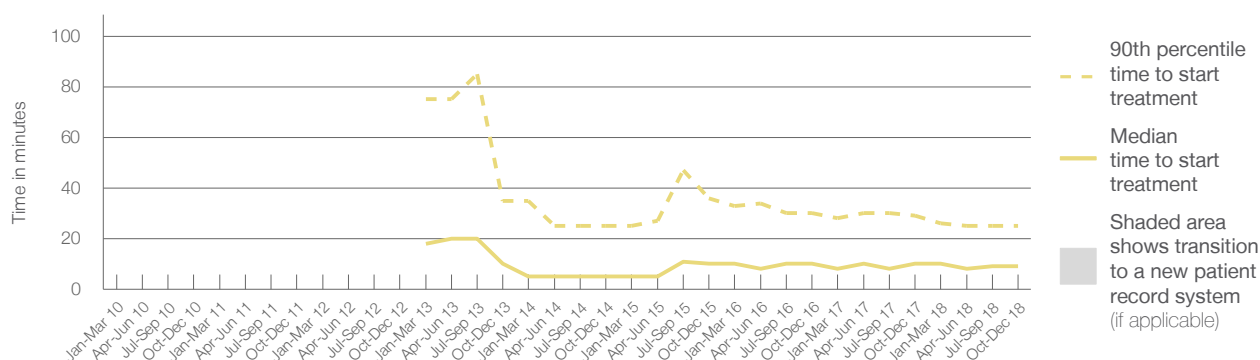
25 minutes

Same period last year	NSW (this period)
753	753
10 minutes	20 minutes
29 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				10	5	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)				35	25	36	30	29	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Young Health Service: Time patients waited to start treatment, triage 4

October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 806

Number of triage 4 patients used to calculate waiting time:³ 781

Median time to start treatment⁴

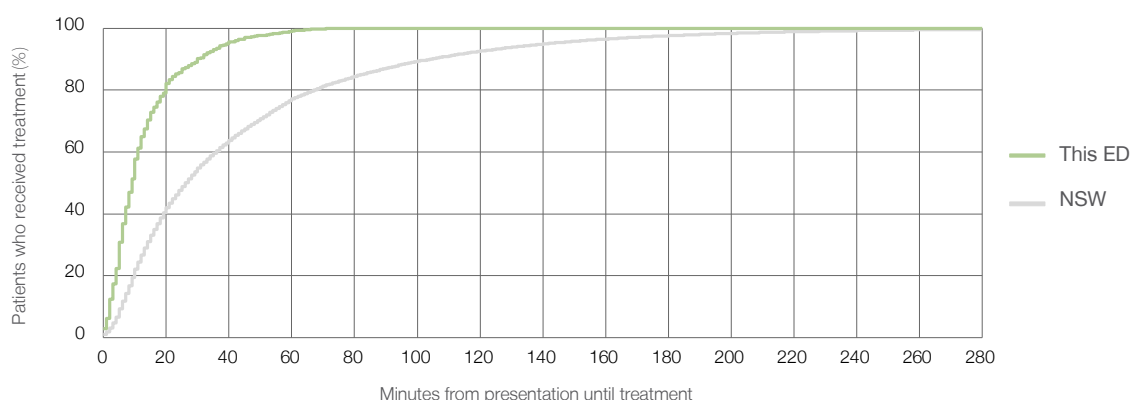
9 minutes

90th percentile time to start treatment⁵

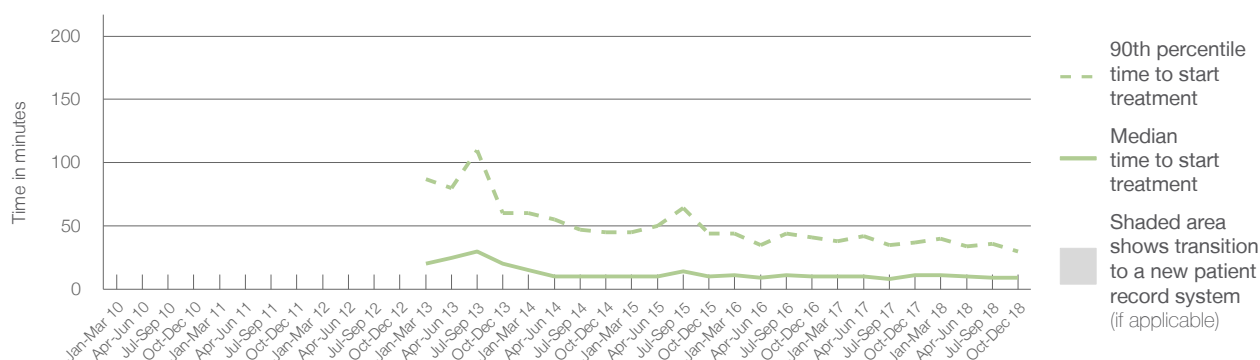
30 minutes

Same period last year	NSW (this period)
911	
909	
11 minutes	26 minutes
37 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				20	10	10	10	11	9
90th percentile time to start treatment ⁵ (minutes)				60	45	44	41	37	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Young Health Service: Time patients waited to start treatment, triage 5

October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 214

Number of triage 5 patients used to calculate waiting time:³ 205

Median time to start treatment⁴

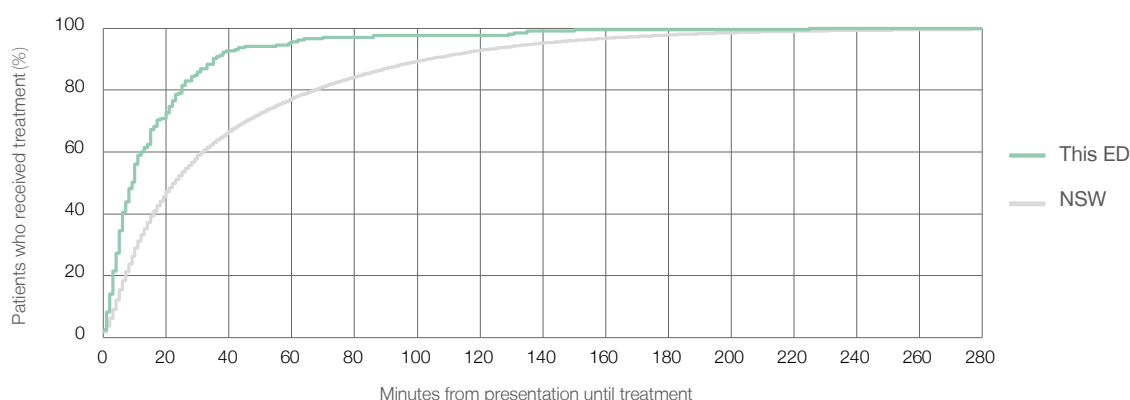
9 minutes

90th percentile time to start treatment⁵

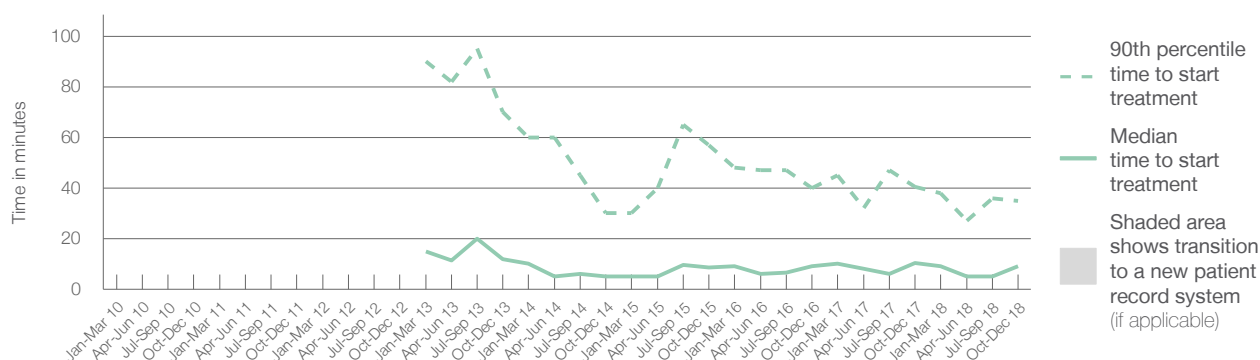
35 minutes

Same period last year	NSW (this period)
182	
180	
11 minutes	23 minutes
41 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)				12	5	9	9	11	9
90th percentile time to start treatment ⁵ (minutes)				70	30	57	40	41	35

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,245 patients

Presentations used to calculate time to leaving the ED:⁶ 2,245 patients

Median time spent in the ED⁸

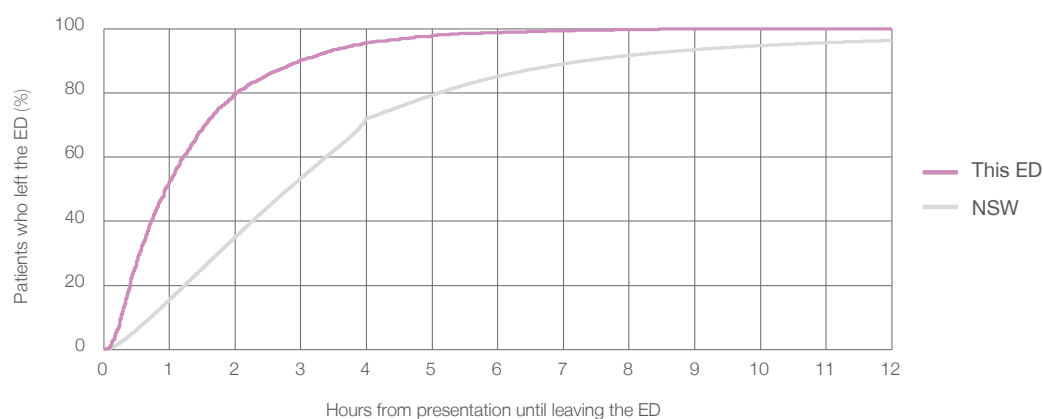
0 hours and 56 minutes

90th percentile time spent in the ED⁹

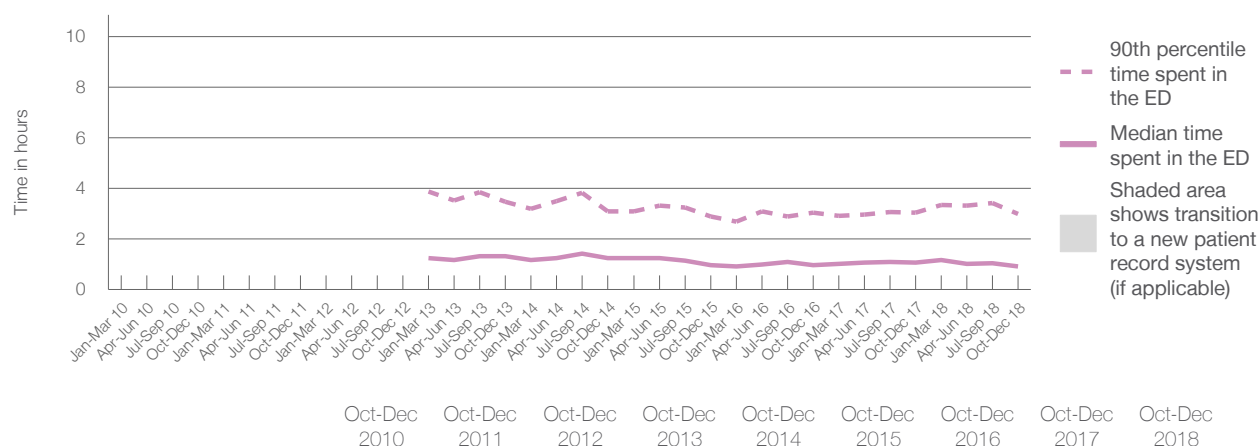
2 hours and 59 minutes

Same period last year	NSW (this period)
2,182	2,182
1 hours and 5 minutes	2 hours and 49 minutes
3 hours and 2 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)				1h 20m	1h 15m	0h 59m	0h 59m	1h 5m	0h 56m
90th percentile time spent in the ED ⁹ (hours, minutes)				3h 28m	3h 5m	2h 53m	3h 2m	3h 2m	2h 59m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients spent in the ED

By mode of separation

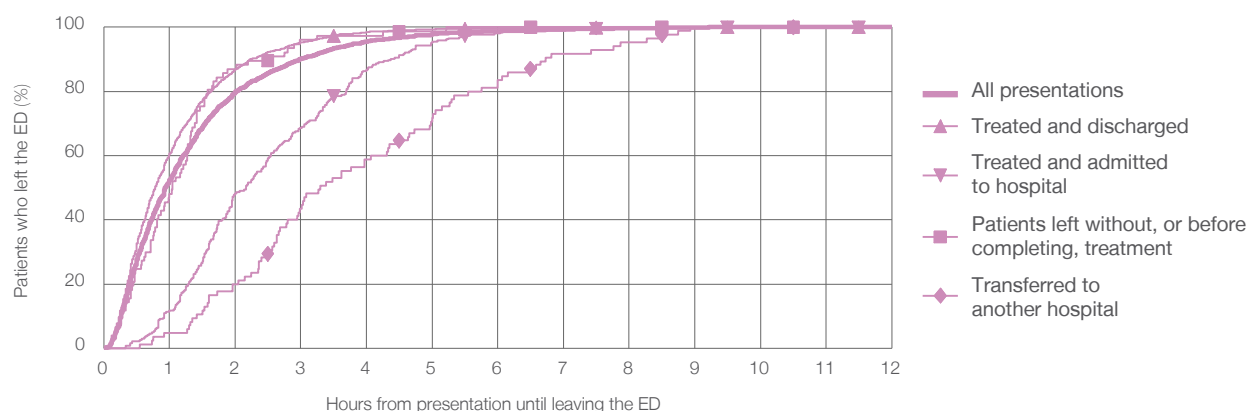
October to December 2018

All presentations:[†] 2,245 patients

Presentations used to calculate time to leaving the ED:[‡] 2,245 patients

		Same period last year	Change since one year ago
Treated and discharged	1,801 (80.2%)	1,803	-0.1%
Treated and admitted to hospital	265 (11.8%)	254	4.3%
Patient left without, or before completing, treatment	77 (3.4%)	54	42.6%
Transferred to another hospital	85 (3.8%)	71	19.7%
Other	17 (0.8%)	0	

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	60.5%	87.0%	95.3%	98.5%	99.5%	99.9%	100%	100%
Treated and admitted to hospital	11.7%	48.3%	68.7%	86.8%	98.1%	99.6%	100%	100%
Patient left without, or before completing, treatment	48.1%	87.0%	96.1%	97.4%	100%	100%	100%	100%
Transferred to another hospital	4.7%	20.0%	43.5%	58.8%	83.5%	95.3%	100%	100%
All presentations	52.4%	79.9%	90.2%	95.6%	98.8%	99.7%	100%	100%

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Young Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2018

All presentations at the emergency department: ¹ 2,245 patients

Presentations used to calculate time to leaving the ED: ⁶ 2,245 patients

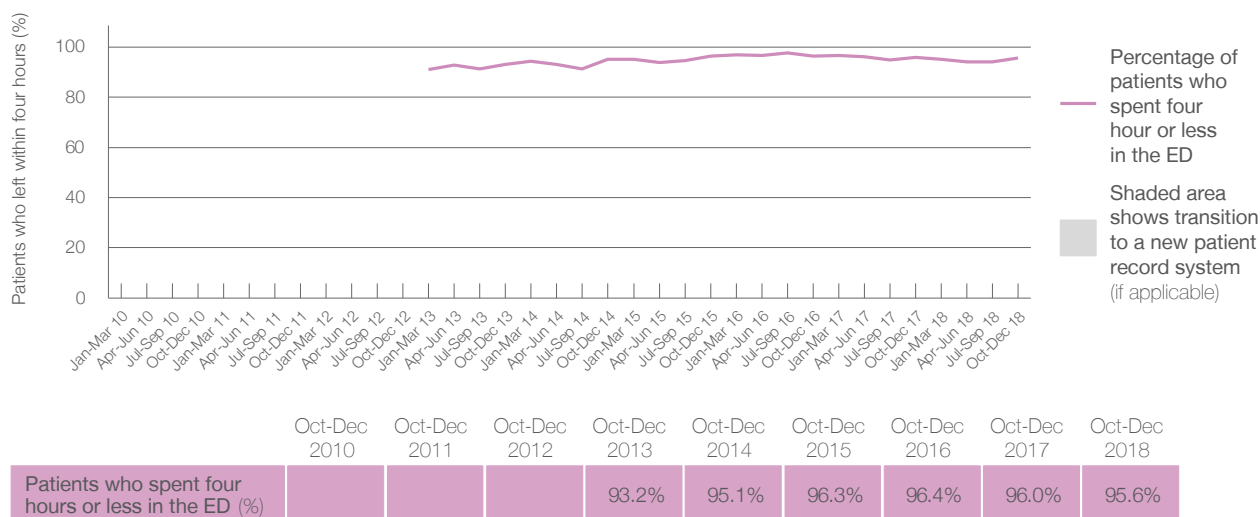
Percentage of patients who spent four hours or less in the ED



95.6%

Same period last year	Change since one year ago
2,182	3%
2,182	3%
96.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).