Sydney/Sydney Eye Hospital: Emergency department (ED) overview
July to September 2016

		Same period last year	Change since one year ago
All presentations:[1] 7,217 patients		8,731	-17.3%
Emergency presentations:[2] 6,933 patients		7,067	-1.9%

Sydney/Sydney Eye Hospital: Time patients waited to start treatment [3]
July to September 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 132 patients		90	
Median time to start treatment [4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment [5]	24 minutes	*	41 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 982 patients		797	
Median time to start treatment [4]	21 minutes	17 minutes	21 minutes
95th percentile time to start treatment [5]	69 minutes	49 minutes	103 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,024 patients		3,562	
Median time to start treatment [4]	27 minutes	22 minutes	27 minutes
95th percentile time to start treatment [5]	104 minutes	73 minutes	139 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,795 patients		2,618	
Median time to start treatment [4]	30 minutes	23 minutes	24 minutes
95th percentile time to start treatment [5]	124 minutes	91 minutes	138 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED
July to September 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 7,211 patients		8,731	-17.4%
Percentage of patients who spent four hours or less in the ED	88.0%	89.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.
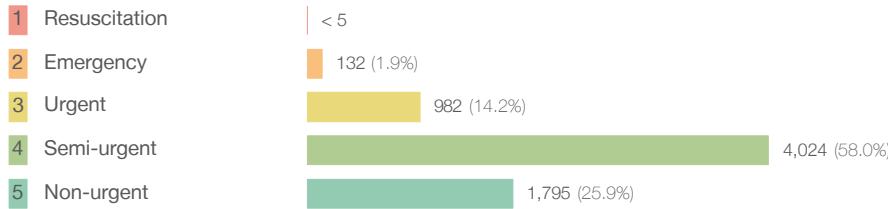Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department
July to September 2016

		Same period last year	Change since one year ago
All presentations:[1] 7,217 patients		8,731	-17.3%
Emergency presentations[2] by triage category: 6,933 patients		7,067	-1.9%
1 Resuscitation	< 5	< 5	*
2 Emergency	132 (1.9%)	90	48.9%
3 Urgent	982 (14.2%)	797	23.2%
4 Semi-urgent	4,024 (58.0%)	3,562	13.0%
5 Non-urgent	1,795 (25.9%)	2,618	-31.4%

Emergency presentations[2] by quarter, July 2011 to September 2016 ‡
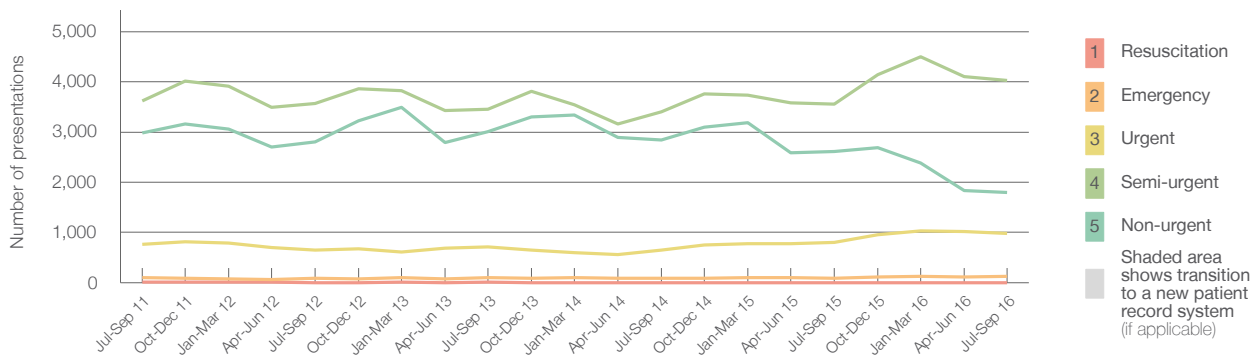
	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	10	< 5	6	< 5	< 5	< 5
Emergency	101	86	100	85	90	132
Urgent	765	653	715	647	797	982
Semi-urgent	3,616	3,575	3,454	3,405	3,562	4,024
Non-urgent	2,981	2,809	3,009	2,842	2,618	1,795
All emergency presentations	7,473	7,123	7,284	6,979	7,067	6,933

Sydney/Sydney Eye Hospital: Patients arriving by ambulance
July to September 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 717 patients		714	
ED Transfer of care time			
Median time	8 minutes	10 minutes	-2 minutes
95th percentile time	20 minutes	23 minutes	-3 minutes

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

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

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2
July to September 2016

| Triage 2	Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 132			90	
Number of triage 2 patients used to calculate waiting time: [3] 129			85	
Median time to start treatment [4]		9 minutes	9 minutes	8 minutes
95th percentile time to start treatment [5]		24 minutes	*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016
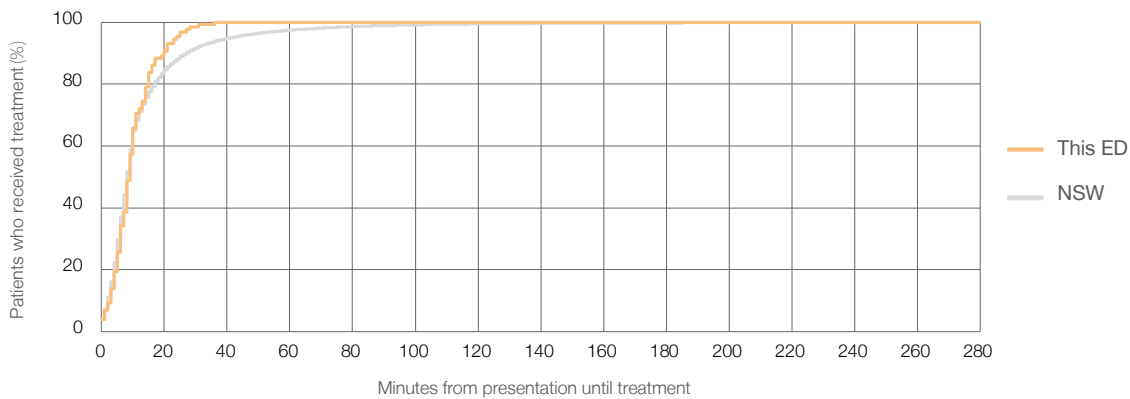
Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 [†‡]
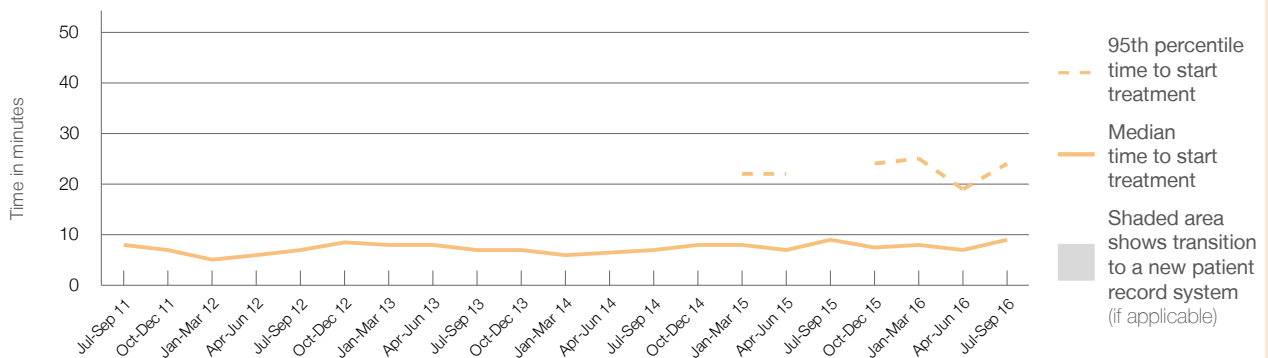
95th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment [4] (minutes)	8	7	7	7	9	9
95th percentile time to start treatment [5] (minutes)	25	*	21	*	*	24

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

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Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3
July to September 2016

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

	Same period last year	NSW (this period)
Number of triage 3 patients: 982	797	
Number of triage 3 patients used to calculate waiting time: [3] 964	777	
Median time to start treatment [4] 21 minutes	17 minutes	21 minutes
95th percentile time to start treatment [5] 69 minutes	49 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016
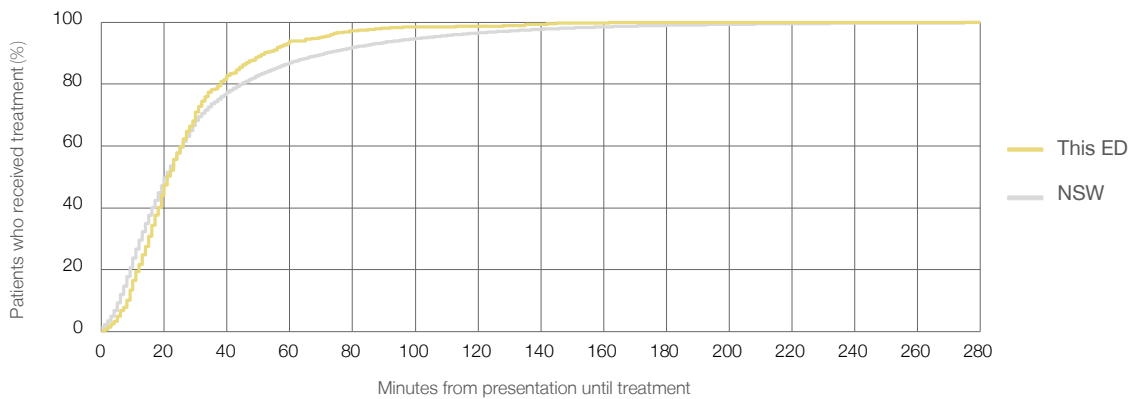
Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 [†‡]
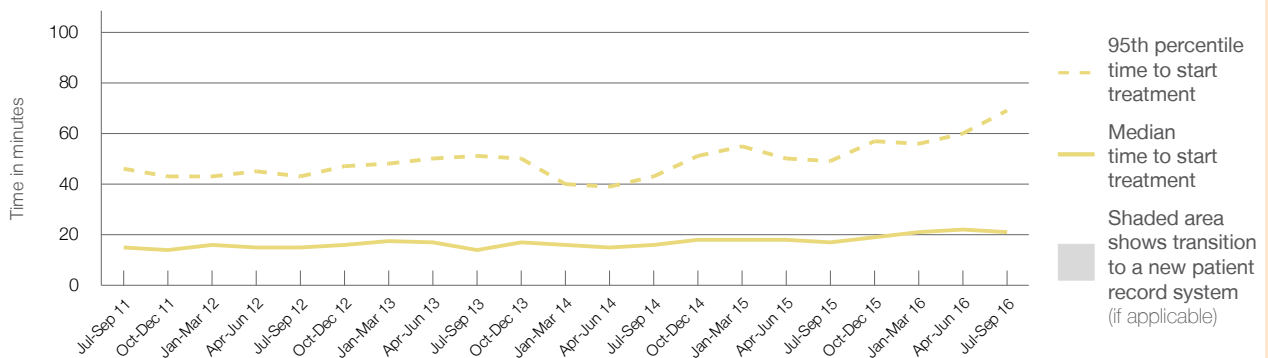
	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment [4] (minutes)	15	15	14	16	17	21
95th percentile time to start treatment [5] (minutes)	46	43	51	43	49	69

(†) 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.

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4
July to September 2016

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 4,024			3,562	
Number of triage 4 patients used to calculate waiting time:[3] 3,924			3,427	
Median time to start treatment [4]		27 minutes	22 minutes	27 minutes
95th percentile time to start treatment [5]		104 minutes	73 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016
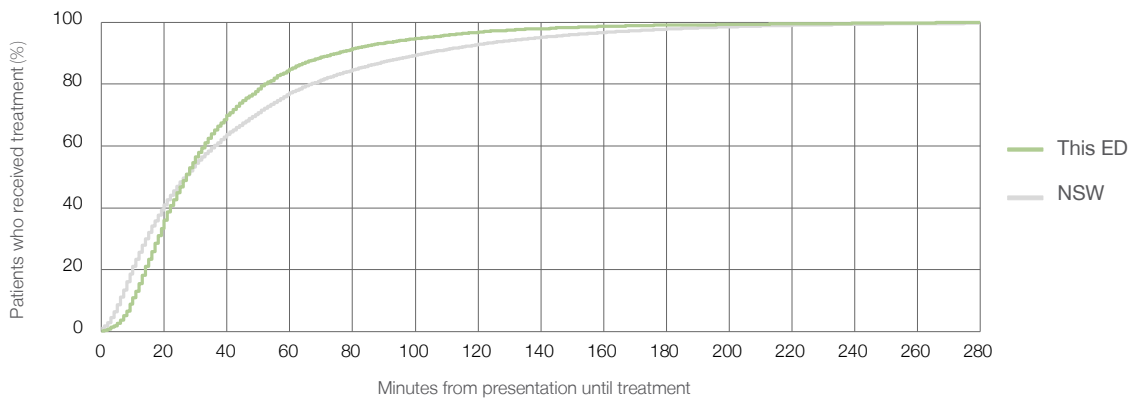
Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 [†‡]
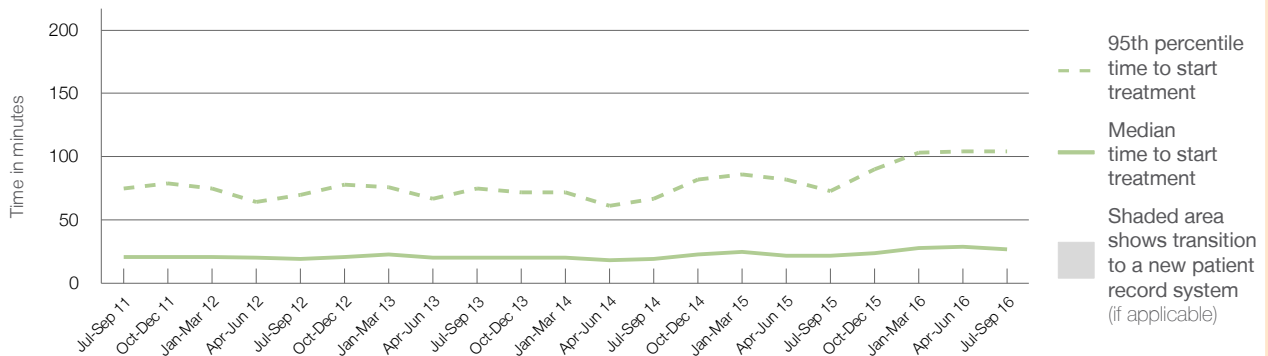
- - - 95th percentile time to start treatment
— Median time to start treatment
Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment [4] (minutes)	21	19	20	19	22	27
95th percentile time to start treatment [5] (minutes)	75	70	75	67	73	104

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5
July to September 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 1,795		2,618	
Number of triage 5 patients used to calculate waiting time: [3] 1,630		2,458	
Median time to start treatment [4]	30 minutes	23 minutes	24 minutes
95th percentile time to start treatment [5]	124 minutes	91 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016
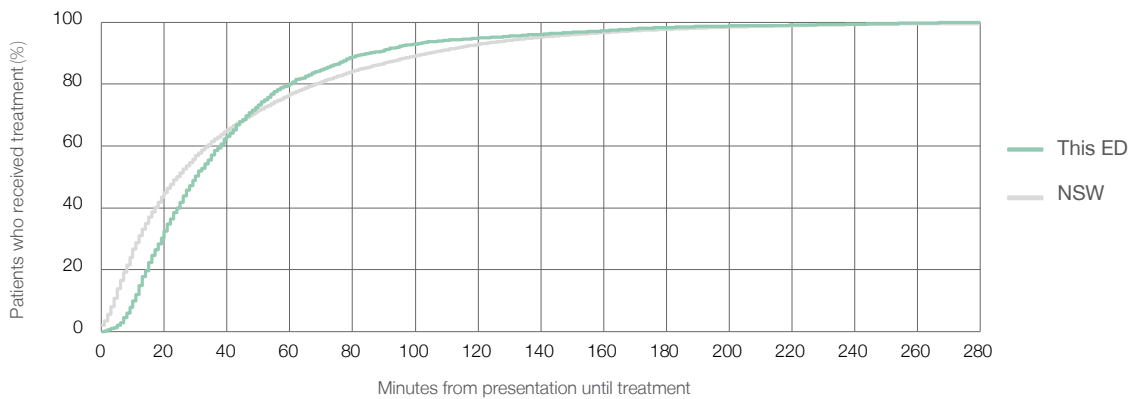
Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 [†‡]
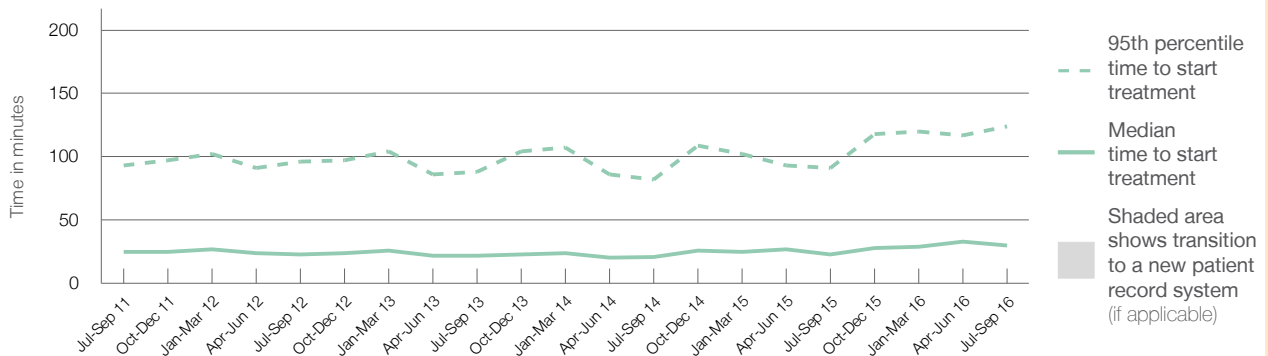
95th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment [4] (minutes)	25	23	22	21	23	30
95th percentile time to start treatment [5] (minutes)	93	96	88	82	91	124

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

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

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time patients spent in the ED
July to September 2016

			Same period last year	NSW (this period)
All presentations:[1] 7,217 patients			8,731	
Presentations used to calculate time to leaving the ED: [6] 7,211 patients			8,731	
Median time spent in the ED [8]		2 hours and 15 minutes	2 hours and 8 minutes	2 hours and 50 minutes
95th percentile time spent in the ED [9]		5 hours and 20 minutes	4 hours and 51 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016
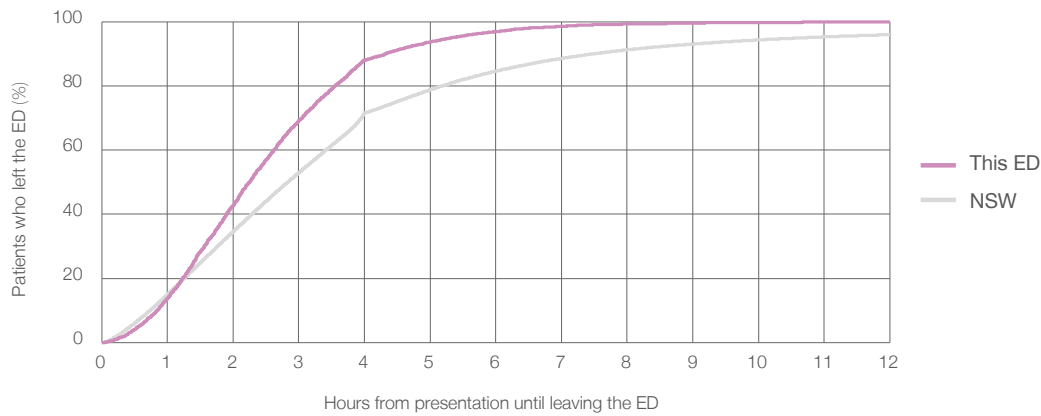
Time patients spent in the ED, by quarter, July 2011 to September 2016 [†‡]
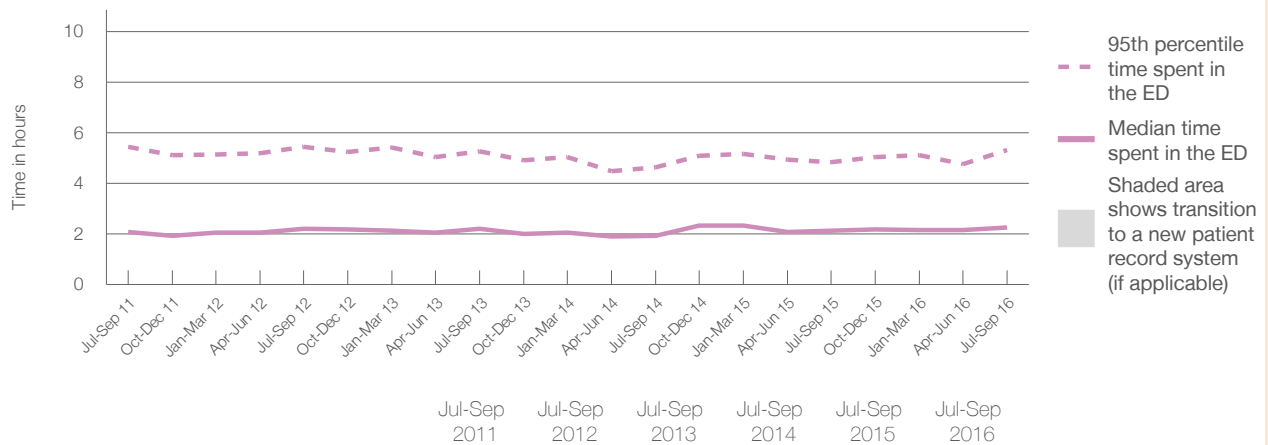
	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED [8] (hours, minutes)	2h 5m	2h 12m	2h 13m	1h 56m	2h 8m	2h 15m
95th percentile time to leaving the ED [9] (hours, minutes)	5h 27m	5h 27m	5h 16m	4h 38m	4h 51m	5h 20m

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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.

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

		Same period last year	Change since one year ago
All presentations:[1] 7,217 patients			
Presentations used to calculate time to leaving the ED:[6] 7,211 patients		8,731	-17.4%
Treated and discharged	6,345 (87.9%)	7,438	-14.7%
Treated and admitted to hospital	27 (0.4%)	528	-94.9%
Patient left without, or before completing, treatment	637 (8.8%)	352	81.0%
Transferred to another hospital	95 (1.3%)	64	48.4%
Other	113 (1.6%)	349	-67.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 [†‡]

Hours from presentation until leaving the ED

- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
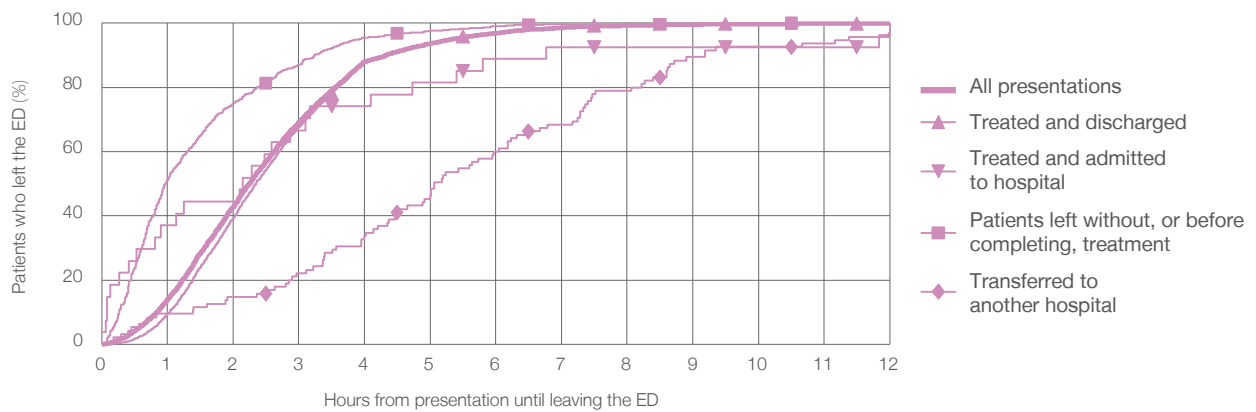
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.5%	39.3%	67.7%	87.9%	97.2%	99.6%	99.9%	100%
Treated and admitted to hospital	37.0%	44.4%	66.7%	74.1%	88.9%	92.6%	92.6%	100%
Patient left without, or before completing, treatment	51.2%	75.2%	87.1%	95.6%	99.1%	99.7%	100%	100%
Transferred to another hospital	9.5%	14.7%	22.1%	33.7%	60.0%	78.9%	92.6%	96.8%
All presentations	14.0%	42.9%	69.2%	88.0%	96.9%	99.3%	99.8%	99.9%

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

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

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
July to September 2016

	Same period last year	Change since one year ago
All presentations at the emergency department: [1] 7,217 patients	8,731	-17.3%
Presentations used to calculate time to leaving the ED: [6] 7,211 patients	8,731	-17.4%
Percentage of patients who spent four hours or less in the ED — 88.0%	89.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Patients who left within four hours (%)	84.8%	85.6%	85.7%	92.1%	89.9%	88.0%
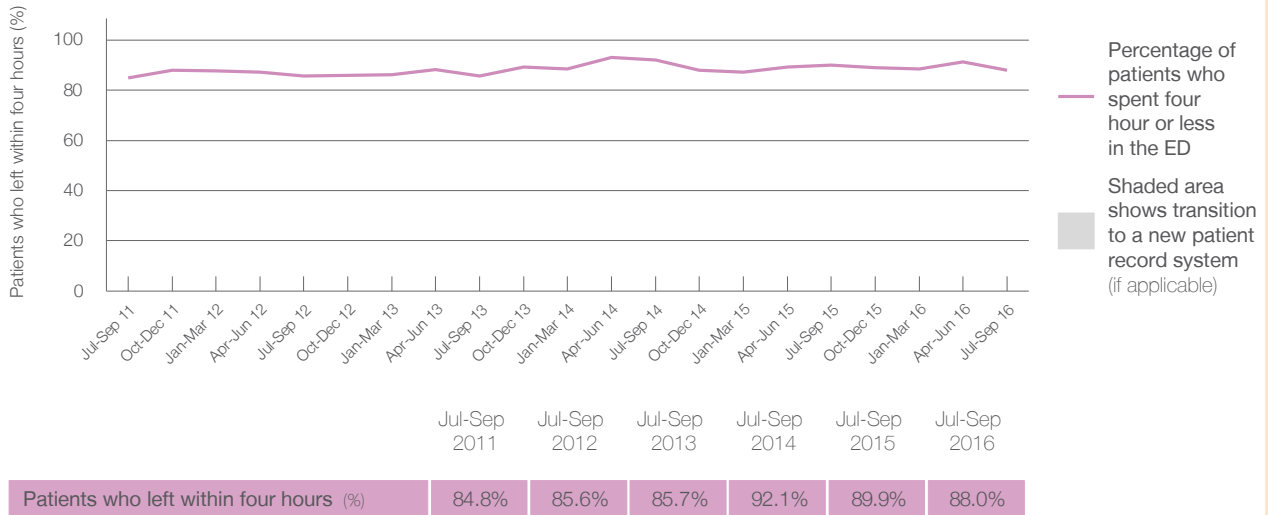
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District