

Healthcare Quarterly

Performance Profiles

Emergency Department

Major hospitals
(B) peer group

April to June 2017

Auburn Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 6,681 patients

Emergency presentations:² 6,435 patients

Same period last year	Change since one year ago
6,152	8.6%
5,961	8.0%

Auburn Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,067 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): 2,363 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,567 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 415 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
838	
9 minutes	8 minutes
21 minutes	26 minutes
2,229	
19 minutes	20 minutes
51 minutes	67 minutes
2,478	
25 minutes	25 minutes
91 minutes	99 minutes
393	
18 minutes	23 minutes
77 minutes	101 minutes

Auburn Hospital: Time from presentation until leaving the ED

April to June 2017

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 76.7%

Same period last year	Change since one year ago
6,152	8.6%
82.8%	

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

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

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

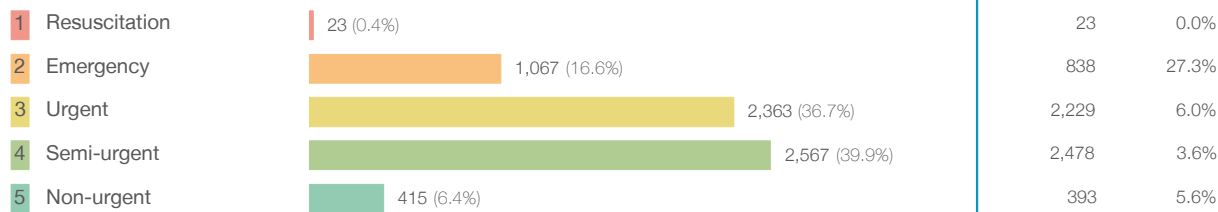
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Auburn Hospital: Patients presenting to the emergency department

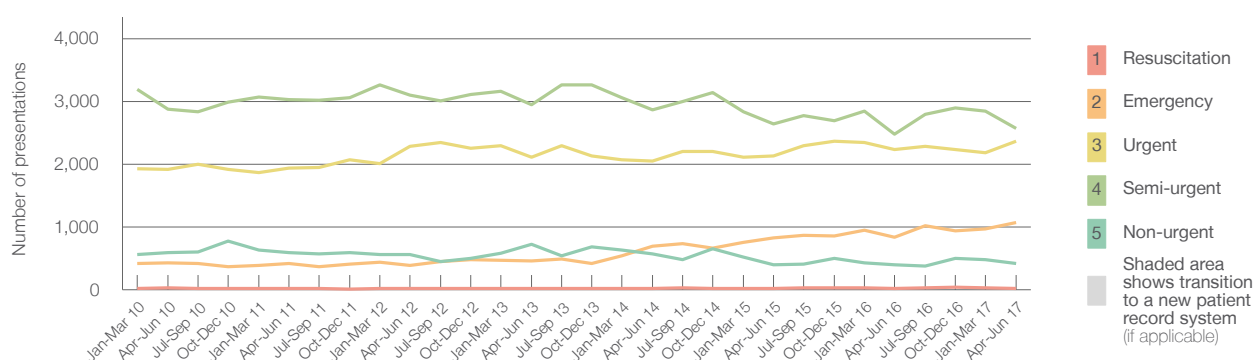
April to June 2017

All presentations:¹ 6,681 patients

Emergency presentations² by triage category: 6,435 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	27	15	19	19	15	22	23	23
Emergency	428	414	388	455	689	828	838	1,067
Urgent	1,918	1,938	2,288	2,112	2,054	2,129	2,229	2,363
Semi-urgent	2,877	3,027	3,102	2,943	2,863	2,642	2,478	2,567
Non-urgent	587	591	564	726	568	392	393	415
All emergency presentations	5,837	5,985	6,361	6,255	6,189	6,013	5,961	6,435

Auburn Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 850 patients

ED Transfer of care time



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

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

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

April to June 2017

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

Number of triage 2 patients: 1,067

Number of triage 2 patients used to calculate waiting time:³ 1,063

Median time to start treatment⁴

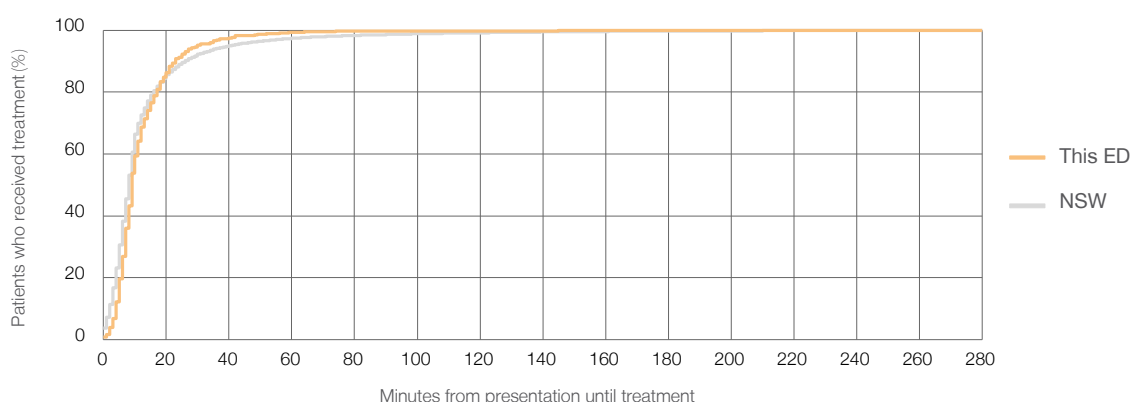
9 minutes

90th percentile time to start treatment⁵

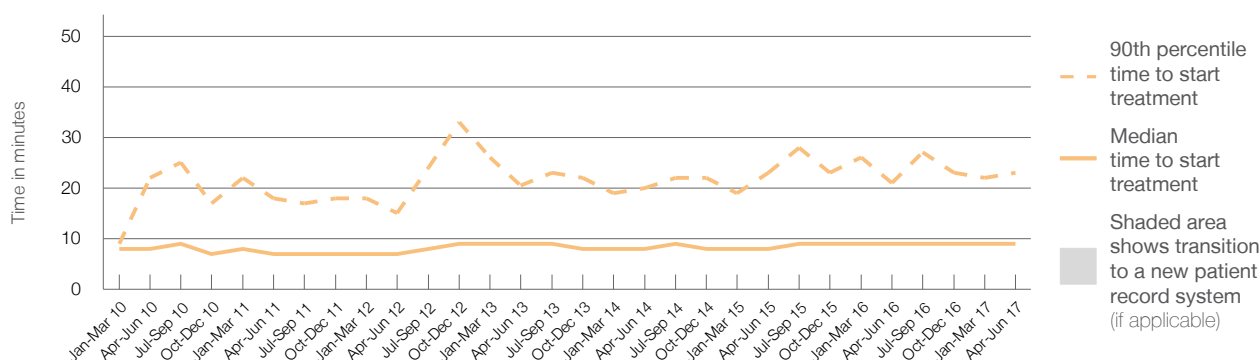
23 minutes

Same period last year	NSW (this period)
838	
826	
9 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	8	7	7	9	8	8	9	9
90th percentile time to start treatment ⁵ (minutes)	22	18	15	21	20	23	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.

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

April to June 2017

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

Number of triage 3 patients: 2,363

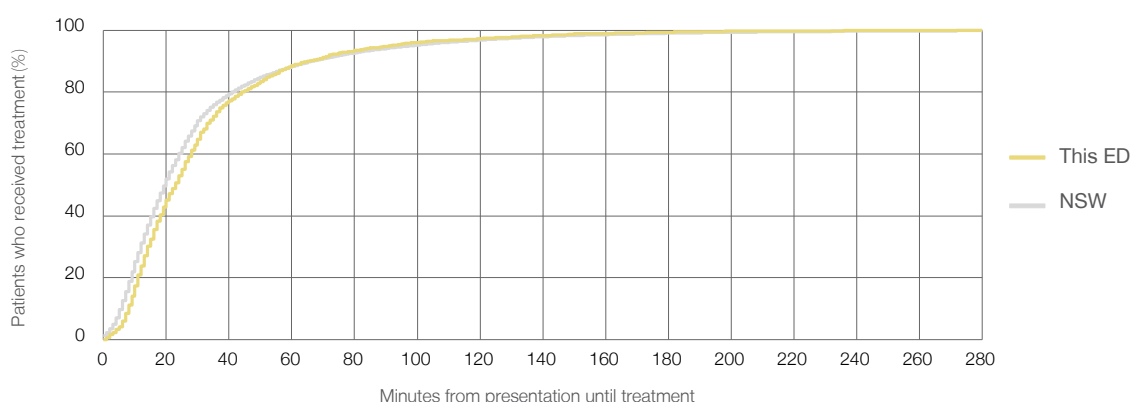
Number of triage 3 patients used to calculate waiting time:³ 2,290

Median time to start treatment⁴ 23 minutes

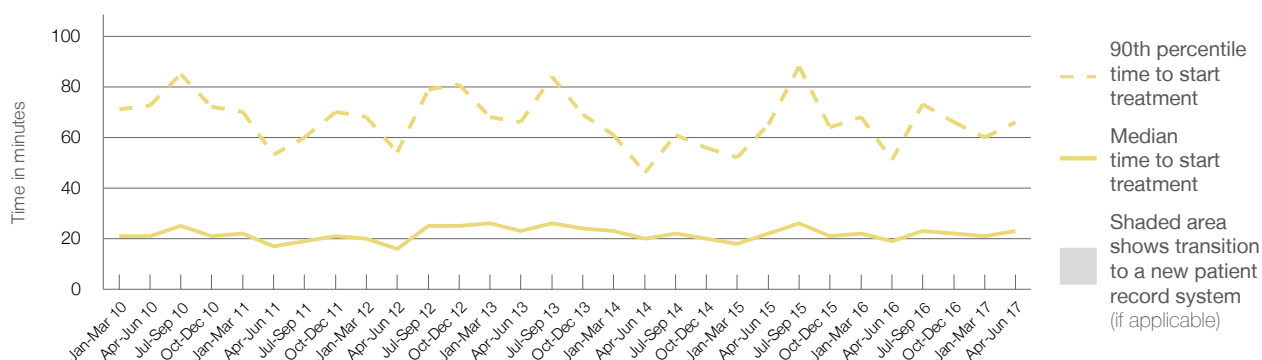
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
2,229	
2,121	
19 minutes	20 minutes
51 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	21	17	16	23	20	22	19	23
90th percentile time to start treatment ⁵ (minutes)	73	53	54	66	46	65	51	66

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

April to June 2017

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

Number of triage 4 patients: 2,567

Number of triage 4 patients used to calculate waiting time:³ 2,299

Median time to start treatment⁴

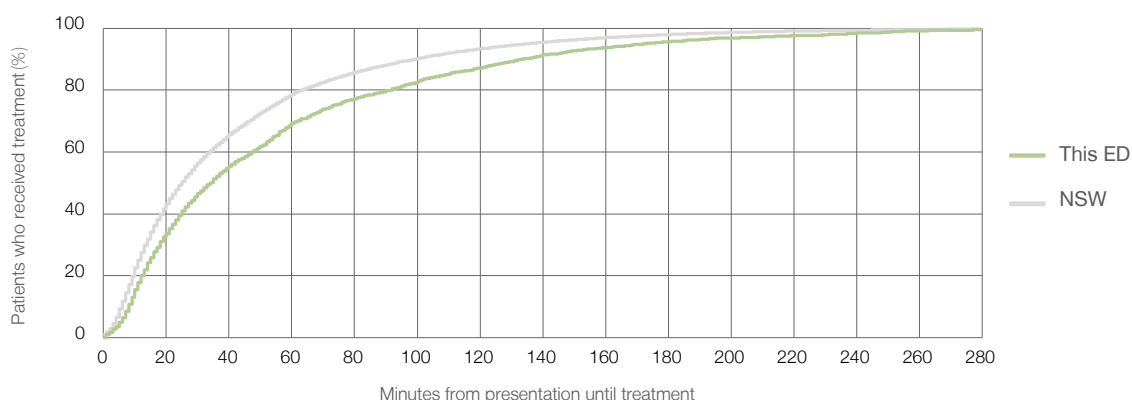
34 minutes

90th percentile time to start treatment⁵

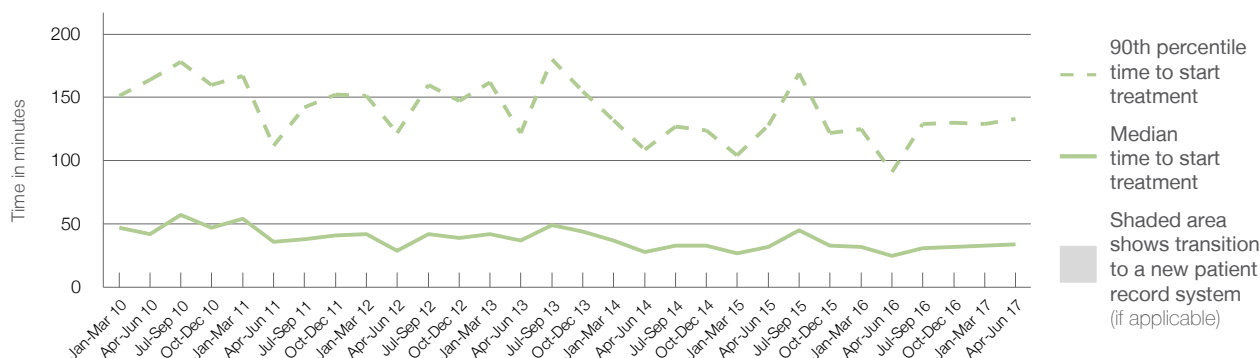
133 minutes

Same period last year	NSW (this period)
2,478	
2,178	
25 minutes	25 minutes
91 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	42	36	29	37	28	32	25	34
90th percentile time to start treatment ⁵ (minutes)	164	112	122	122	109	128	91	133

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

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

April to June 2017

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

Number of triage 5 patients: 415

Number of triage 5 patients used to calculate waiting time:³ 311

Median time to start treatment⁴

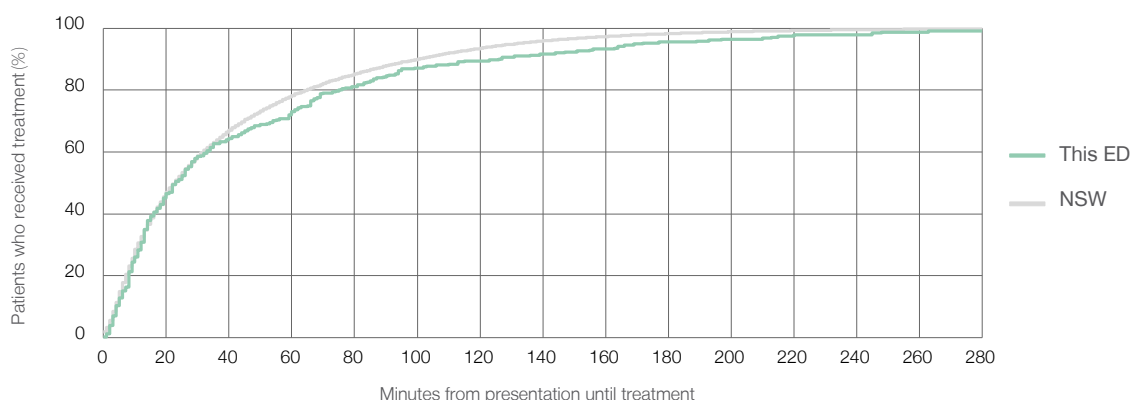
23 minutes

90th percentile time to start treatment⁵

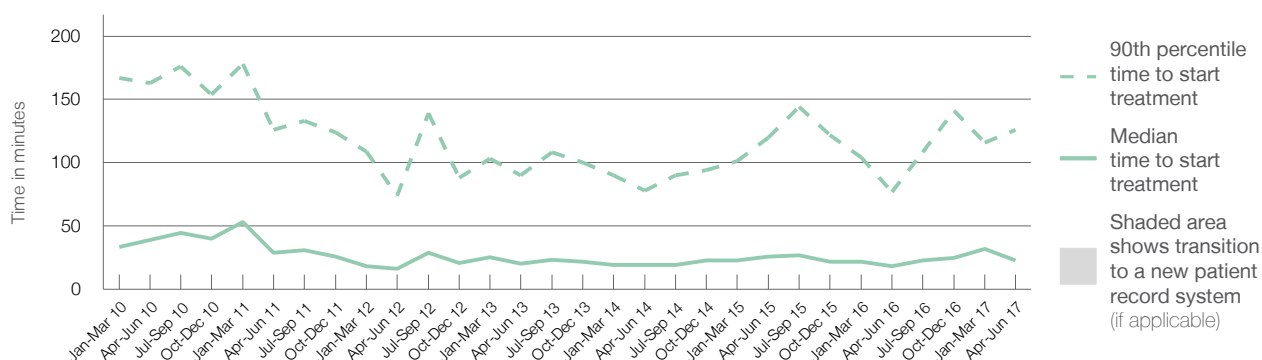
126 minutes

Same period last year	NSW (this period)
393	
293	
18 minutes	23 minutes
77 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	39	29	16	20	19	26	18	23
90th percentile time to start treatment ⁵ (minutes)	163	126	74	90	78	120	77	126

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Auburn Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 6,681 patients

Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

Median time spent in the ED⁸

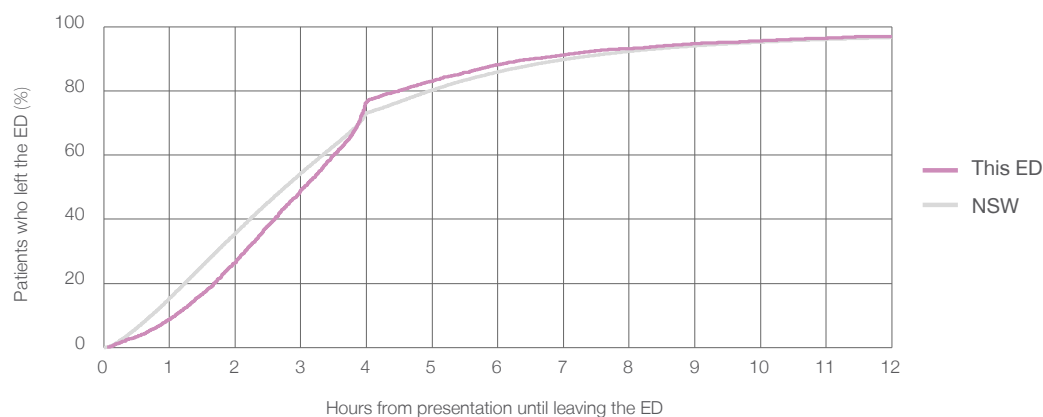
3 hours and 3 minutes

90th percentile time spent in the ED⁹

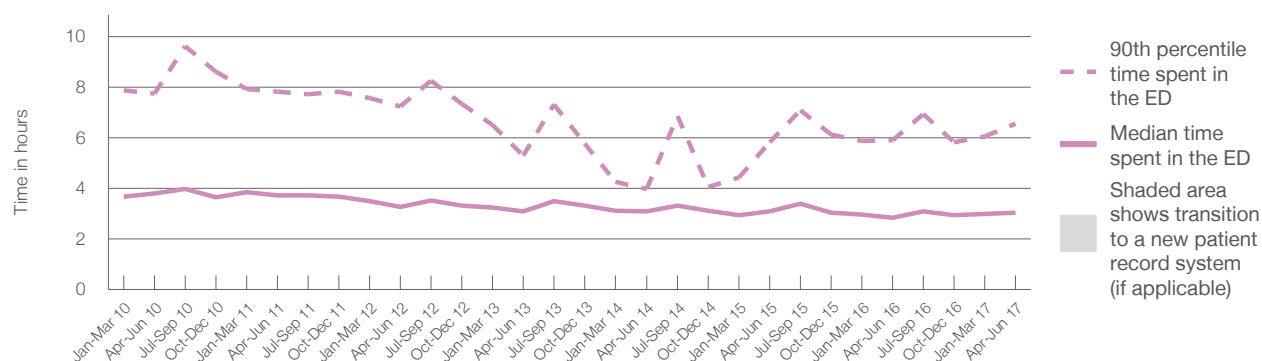
6 hours and 33 minutes

Same period last year	NSW (this period)
6,152	6,152
2 hours and 51 minutes	2 hours and 46 minutes
5 hours and 54 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 48m	3h 43m	3h 16m	3h 5m	3h 5m	3h 6m	2h 51m	3h 3m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 45m	7h 50m	7h 15m	5h 18m	3h 59m	5h 50m	5h 54m	6h 33m

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

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Auburn Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

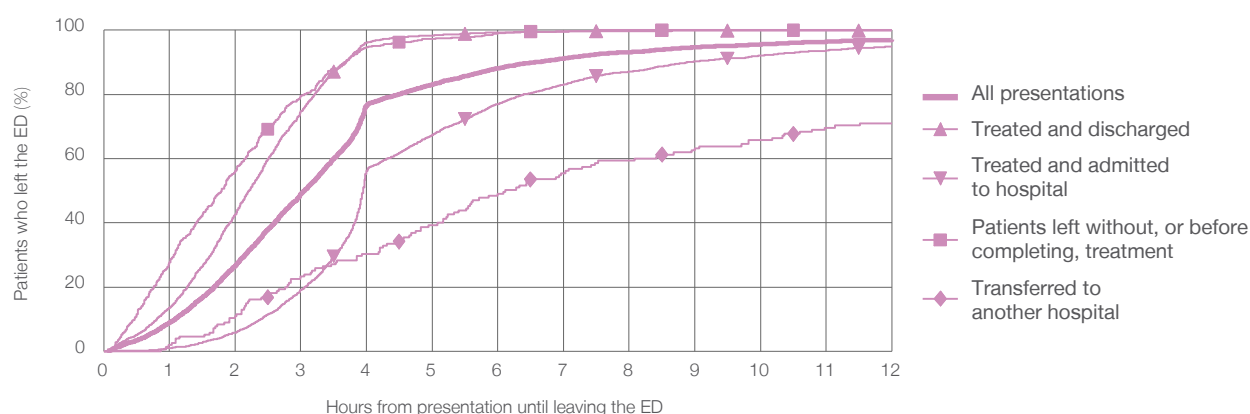
All presentations:[†] 6,681 patients

Presentations used to calculate time to leaving the ED:[‡] 6,680 patients

Treated and discharged	3,023 (45.2%)
Treated and admitted to hospital	2,983 (44.6%)
Patient left without, or before completing, treatment	491 (7.3%)
Transferred to another hospital	155 (2.3%)
Other	29 (0.4%)

Same period last year	Change since one year ago
6,152	8.6%
2,696	12.1%
2,921	2.1%
351	39.9%
148	4.7%
36	-19.4%

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



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

Treated and discharged	13.5%	42.7%	74.7%	96.2%	99.3%	99.7%	99.9%	99.9%
Treated and admitted to hospital	0.9%	5.8%	19.2%	56.2%	77.0%	87.1%	92.1%	94.9%
Patient left without, or before completing, treatment	27.8%	56.1%	79.6%	94.7%	99.2%	100%	100%	100%
Transferred to another hospital	1.9%	11.0%	23.2%	30.3%	49.0%	59.4%	65.8%	71.0%
All presentations	8.9%	26.6%	49.1%	76.7%	88.1%	93.2%	95.6%	97.0%

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

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Auburn Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 6,681 patients

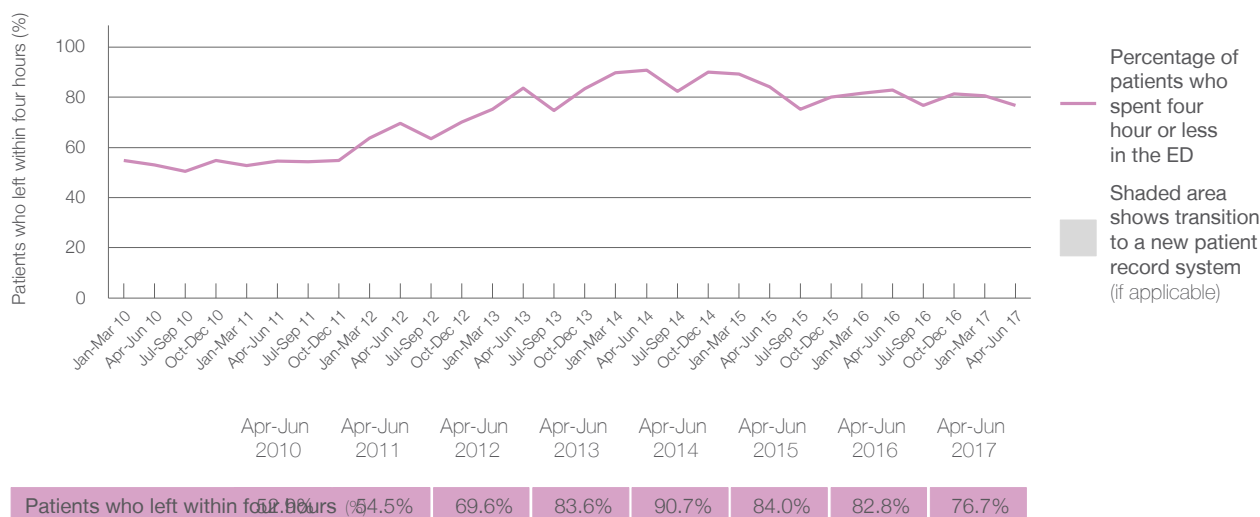
Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

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



Same period last year	Change since one year ago
6,152	8.6%
6,152	8.6%
82.8%	

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



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).

Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Blacktown Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 12,002 patients

Emergency presentations:² 11,912 patients

Same period last year	Change since one year ago
10,812	11.0%
10,747	10.8%

Blacktown Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,502 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,225 patients

Median time to start treatment⁴ 42 minutes

90th percentile time to start treatment⁵ 144 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,281 patients

Median time to start treatment⁴ 46 minutes

90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 755 patients

Median time to start treatment⁴ 35 minutes

90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
3,199	
11 minutes	8 minutes
30 minutes	26 minutes
3,698	
28 minutes	20 minutes
89 minutes	67 minutes
3,021	
36 minutes	25 minutes
103 minutes	99 minutes
700	
31 minutes	23 minutes
114 minutes	101 minutes

Blacktown Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 11,986 patients

Percentage of patients who spent four hours or less in the ED 53.1%

Same period last year	Change since one year ago
10,811	10.9%
59.6%	

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

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

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

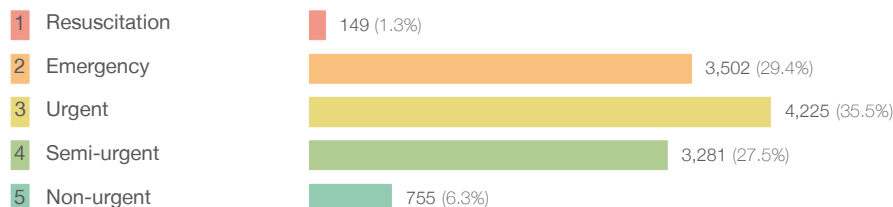
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Blacktown Hospital: Patients presenting to the emergency department

April to June 2017

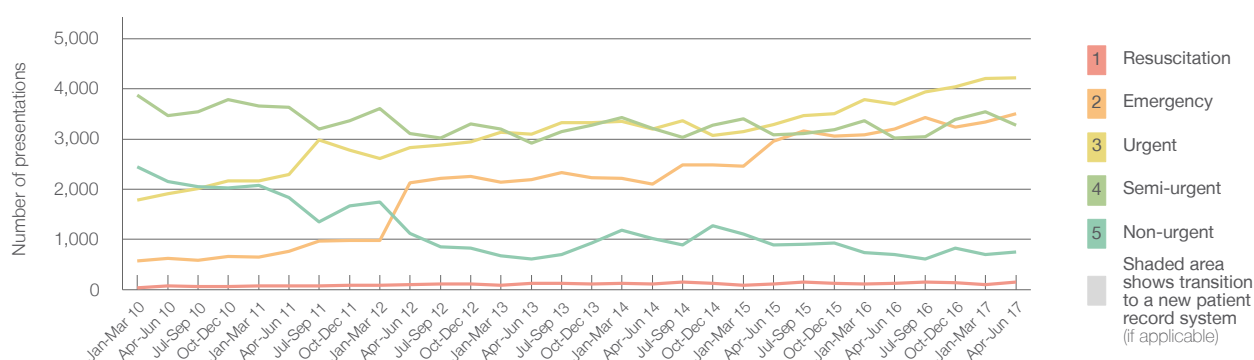
All presentations:¹ 12,002 patients

Emergency presentations² by triage category: 11,912 patients



Same period last year	Change since one year ago
10,812	11.0%
10,747	10.8%
129	15.5%
3,199	9.5%
3,698	14.3%
3,021	8.6%
700	7.9%

Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	72	80	104	122	115	116	129	149
Emergency	619	761	2,130	2,188	2,099	2,953	3,199	3,502
Urgent	1,911	2,295	2,830	3,095	3,196	3,291	3,698	4,225
Semi-urgent	3,464	3,633	3,108	2,914	3,210	3,089	3,021	3,281
Non-urgent	2,153	1,831	1,124	613	1,015	887	700	755
All emergency presentations	8,219	8,600	9,296	8,932	9,635	10,336	10,747	11,912

Blacktown Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 3,660 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,118	
16 minutes	1 minute
38 minutes	9 minutes

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

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

April to June 2017

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

Number of triage 2 patients: 3,502

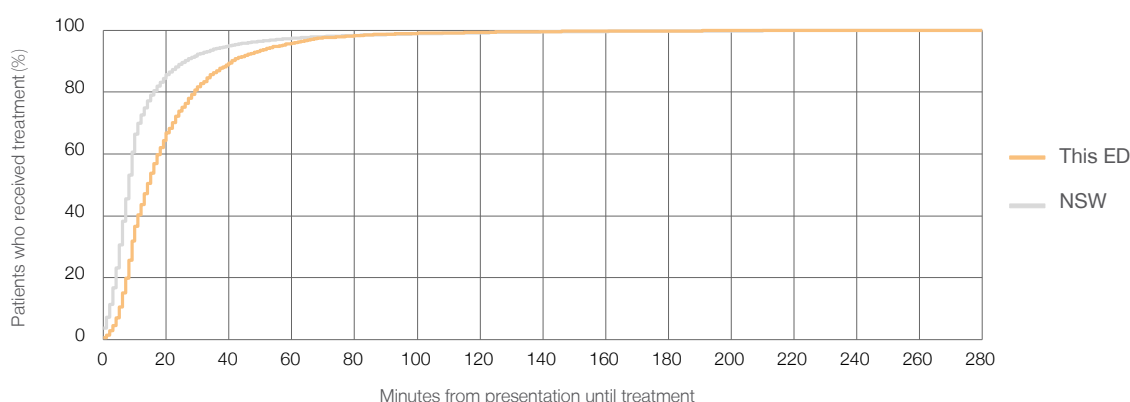
Number of triage 2 patients used to calculate waiting time:³ 3,467

Median time to start treatment⁴ 14 minutes

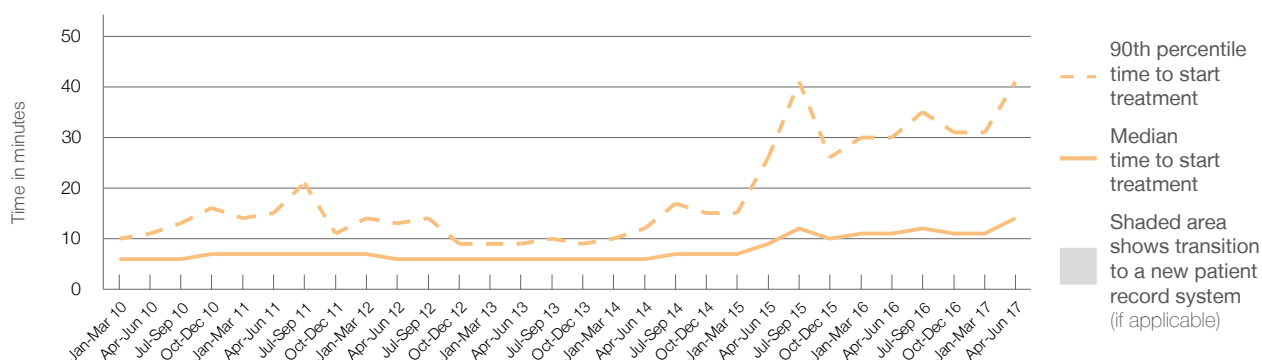
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
3,199	
3,138	
11 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	6	7	6	6	6	9	11	14
90th percentile time to start treatment ⁵ (minutes)	11	15	13	9	12	26	30	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.

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

April to June 2017

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

Number of triage 3 patients: 4,225

Number of triage 3 patients used to calculate waiting time:³ 4,011

Median time to start treatment⁴

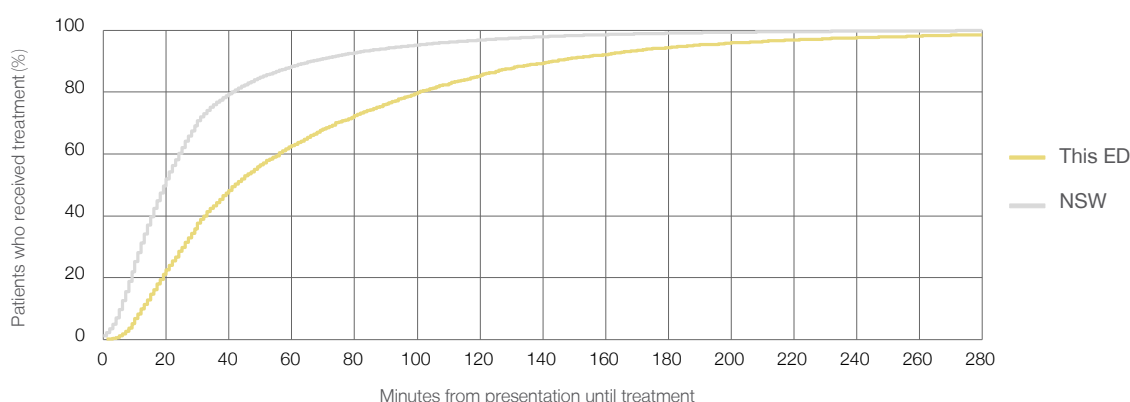
42 minutes

90th percentile time to start treatment⁵

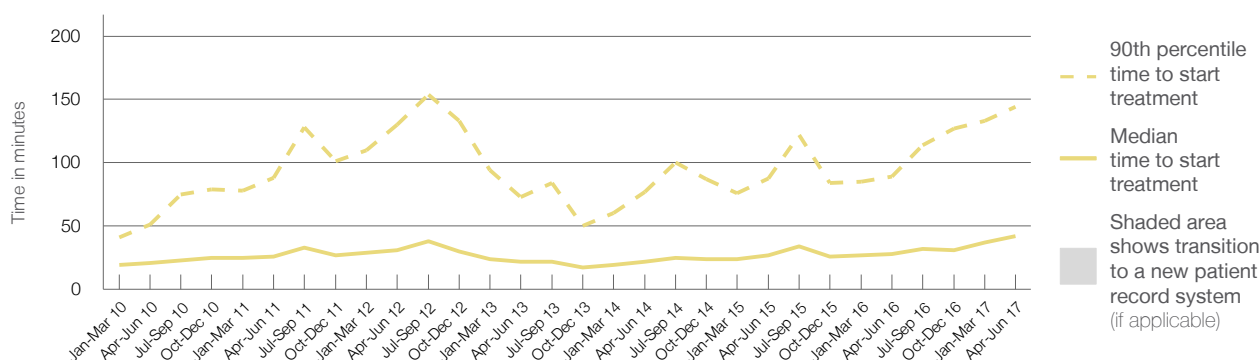
144 minutes

Same period last year	NSW (this period)
3,698	
3,506	
28 minutes	20 minutes
89 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	21	26	31	22	22	27	28	42
90th percentile time to start treatment ⁵ (minutes)	51	88	130	73	77	88	89	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.

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

April to June 2017

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

Number of triage 4 patients: 3,281

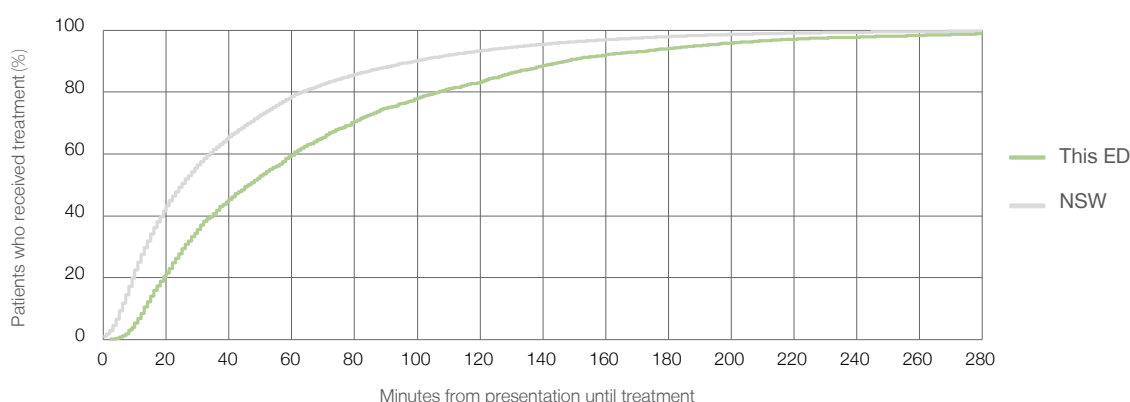
Number of triage 4 patients used to calculate waiting time:³ 3,065

Median time to start treatment⁴ 46 minutes

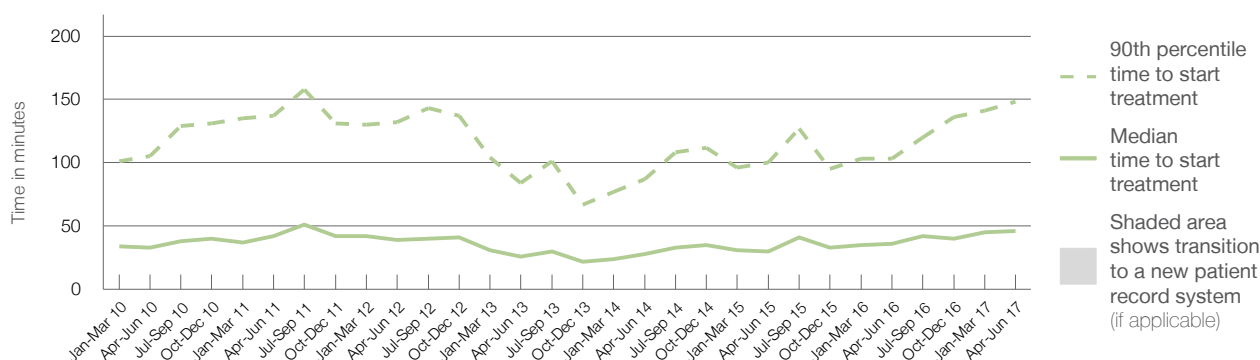
90th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
3,021	
2,833	
36 minutes	25 minutes
103 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	33	42	39	26	28	30	36	46
90th percentile time to start treatment ⁵ (minutes)	105	137	132	84	87	100	103	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.

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

April to June 2017

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

Number of triage 5 patients: 755

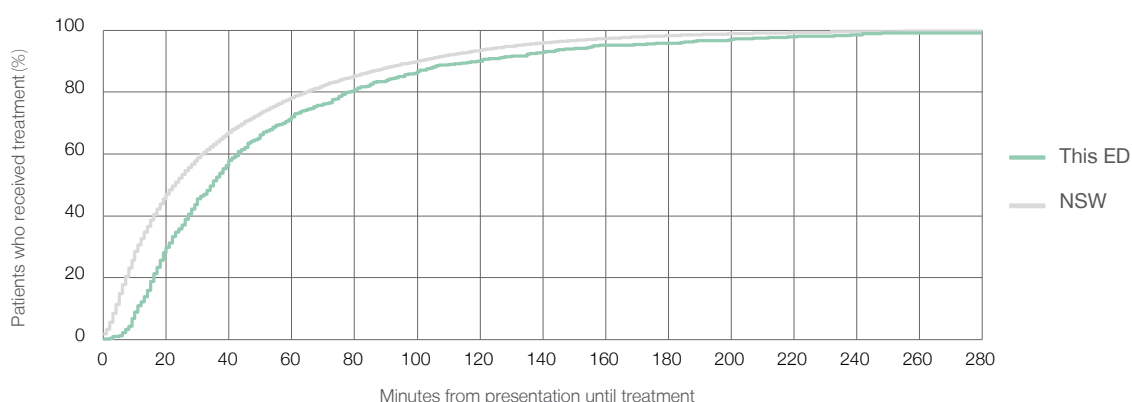
Number of triage 5 patients used to calculate waiting time:³ 605

Median time to start treatment⁴ 35 minutes

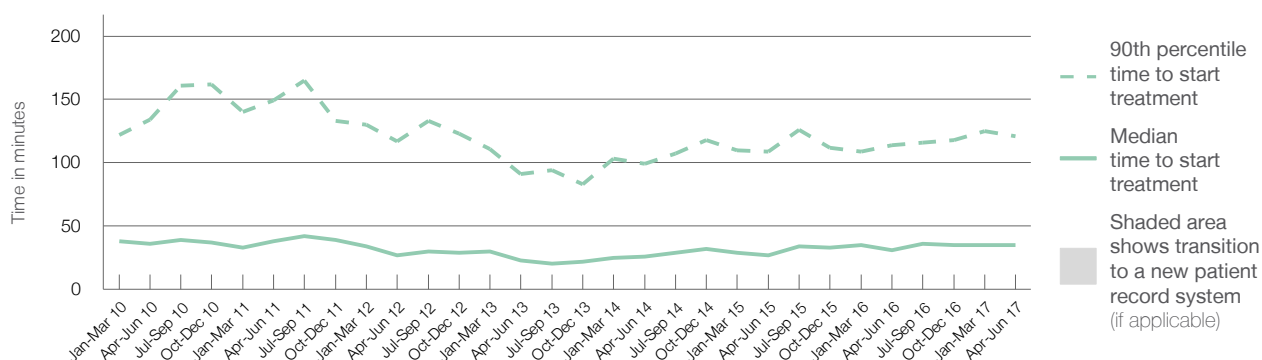
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
700	
604	
31 minutes	23 minutes
114 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	36	38	27	23	26	27	31	35
90th percentile time to start treatment ⁵ (minutes)	134	149	117	91	99	109	114	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.

Blacktown Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 12,002 patients

Presentations used to calculate time to leaving the ED:⁶ 11,986 patients

Median time spent in the ED⁸

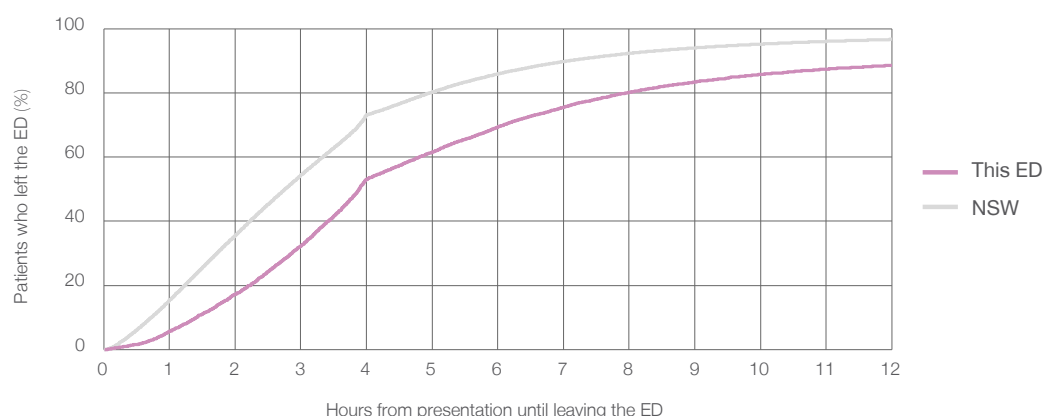
3 hours and 53 minutes

90th percentile time spent in the ED⁹

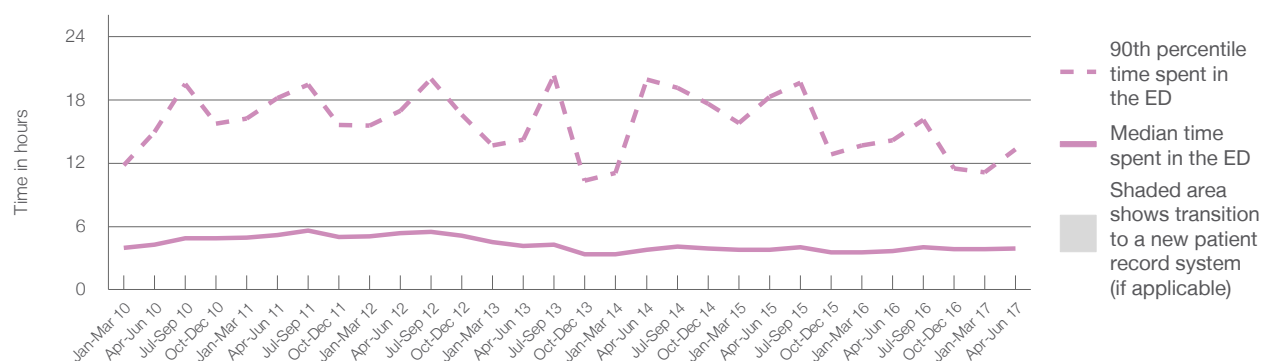
13 hours and 18 minutes

Same period last year	NSW (this period)
10,812	
10,811	
3 hours and 40 minutes	2 hours and 46 minutes
14 hours and 10 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 15m	5h 10m	5h 22m	4h 11m	3h 46m	3h 49m	3h 40m	3h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 58m	18h 10m	16h 57m	14h 12m	19h 55m	18h 17m	14h 10m	13h 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.

Blacktown Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

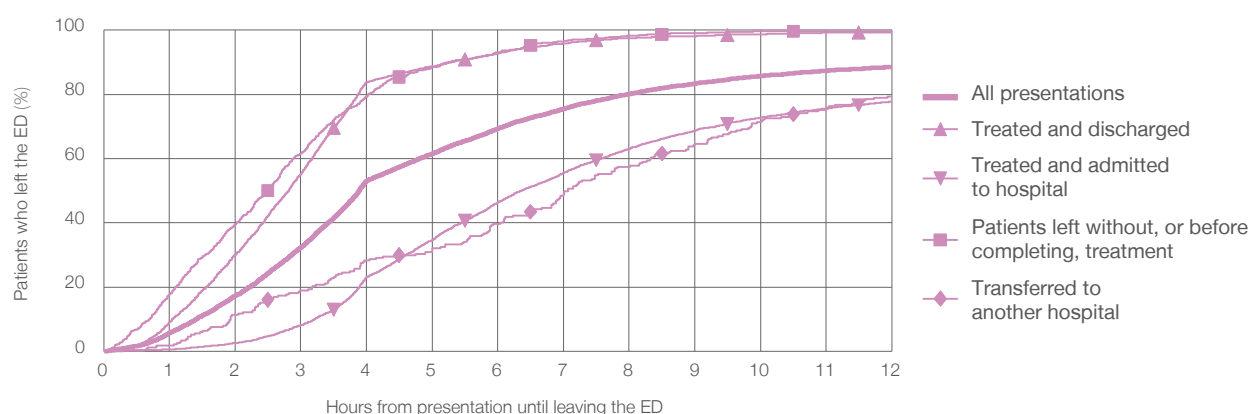
All presentations:[†] 12,002 patients

Presentations used to calculate time to leaving the ED:[‡] 11,986 patients

Treated and discharged	5,100 (42.5%)
Treated and admitted to hospital	5,782 (48.2%)
Patient left without, or before completing, treatment	812 (6.8%)
Transferred to another hospital	237 (2.0%)
Other	71 (0.6%)

Same period last year	Change since one year ago
10,811	10.9%
4,609	10.7%
5,385	7.4%
535	51.8%
229	3.5%
54	31.5%

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



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

Treated and discharged	9.1%	30.1%	55.2%	83.8%	92.8%	97.5%	98.7%	99.4%
Treated and admitted to hospital	0.6%	2.5%	8.2%	23.0%	46.4%	63.1%	72.7%	77.8%
Patient left without, or before completing, treatment	17.8%	39.7%	61.6%	79.4%	93.2%	98.4%	99.6%	99.8%
Transferred to another hospital	1.7%	11.4%	19.0%	28.3%	39.7%	57.4%	71.3%	79.3%
All presentations	5.7%	17.3%	32.3%	53.1%	69.3%	80.2%	85.7%	88.6%

(†) 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.

Blacktown Hospital: Time spent in the ED

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

April to June 2017

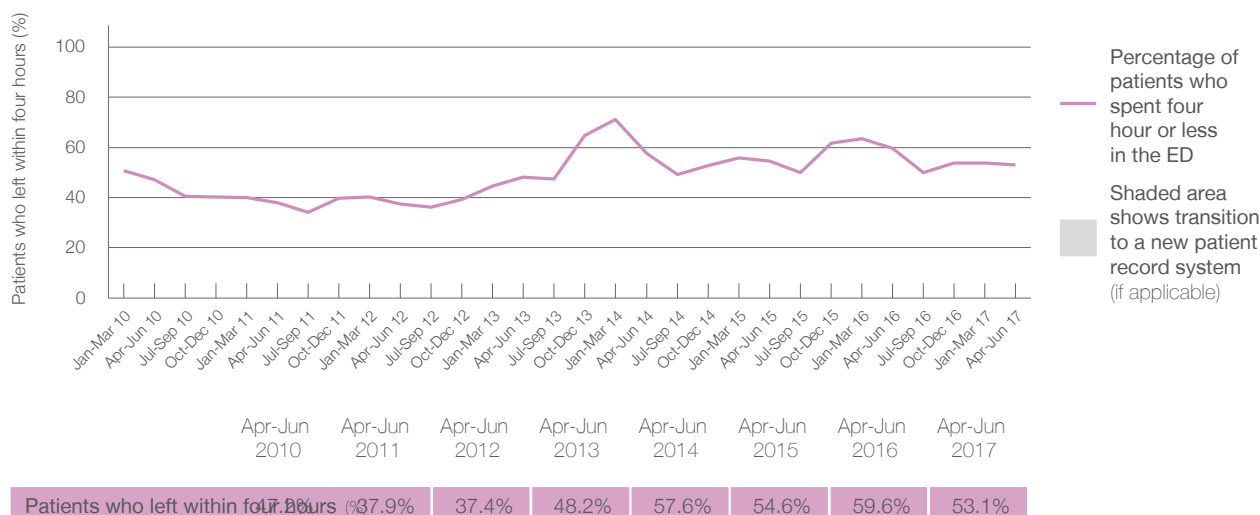
All presentations at the emergency department:¹ 12,002 patients

Presentations used to calculate time to leaving the ED:⁶ 11,986 patients

Percentage of patients who spent four hours or less in the ED 53.1%

Same period last year	Change since one year ago
10,812	11.0%
10,811	10.9%
59.6%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Campbelltown Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 16,978 patients

Emergency presentations:² 16,787 patients

Same period last year	Change since one year ago
16,151	5.1%
15,981	5.0%

Campbelltown Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,823 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,066 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,077 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 121 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,741 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,788	
7 minutes	8 minutes
18 minutes	26 minutes
6,873	
16 minutes	20 minutes
80 minutes	67 minutes
5,629	
26 minutes	25 minutes
121 minutes	99 minutes
1,598	
32 minutes	23 minutes
129 minutes	101 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 16,977 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
16,151	5.1%
60.1%	

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

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

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

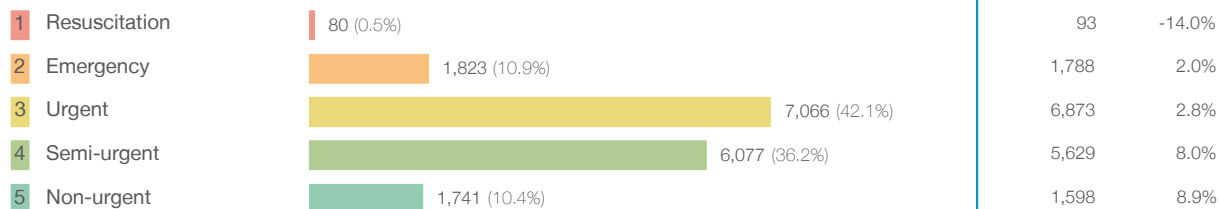
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Campbelltown Hospital: Patients presenting to the emergency department

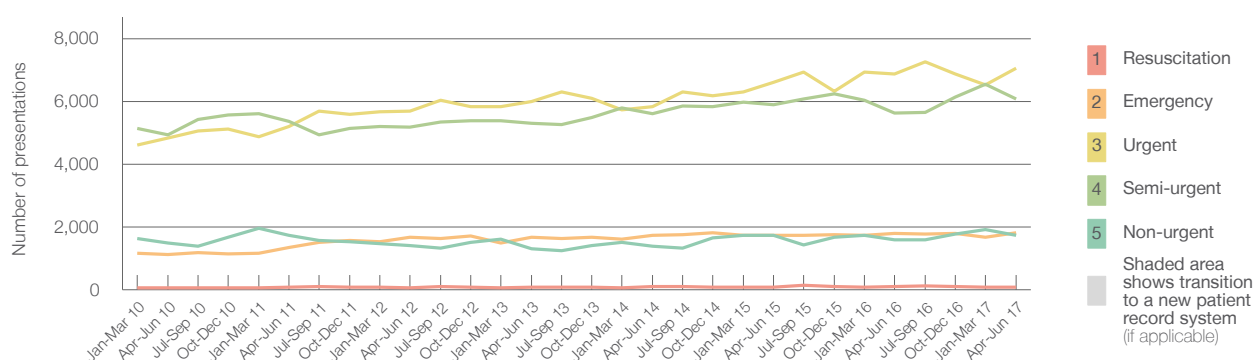
April to June 2017

All presentations:¹ 16,978 patients

Emergency presentations² by triage category: 16,787 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	62	76	68	75	89	73	93	80
Emergency	1,125	1,346	1,661	1,678	1,722	1,729	1,788	1,823
Urgent	4,840	5,203	5,694	6,004	5,838	6,603	6,873	7,066
Semi-urgent	4,940	5,355	5,180	5,300	5,601	5,901	5,629	6,077
Non-urgent	1,489	1,725	1,397	1,297	1,378	1,732	1,598	1,741
All emergency presentations	12,456	13,705	14,000	14,354	14,628	16,038	15,981	16,787

Campbelltown Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 3,939 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

April to June 2017

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

Number of triage 2 patients: 1,823

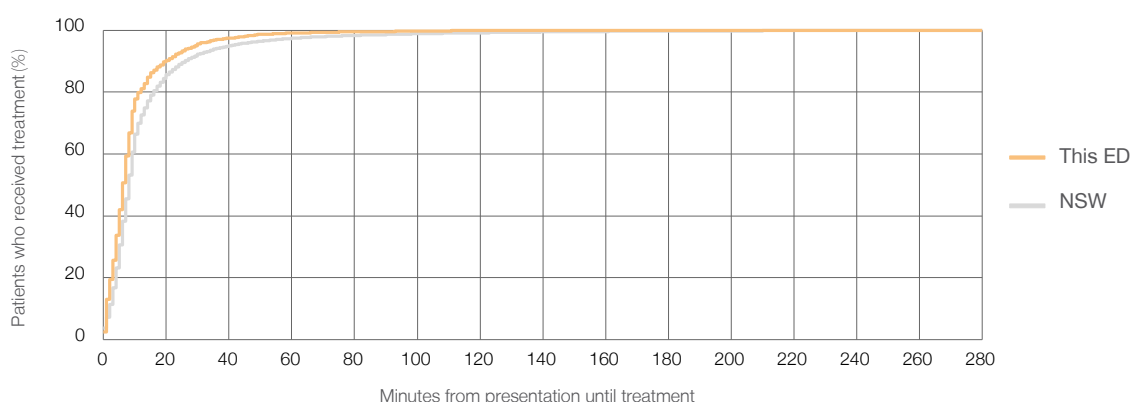
Number of triage 2 patients used to calculate waiting time:³ 1,818

Median time to start treatment⁴ 6 minutes

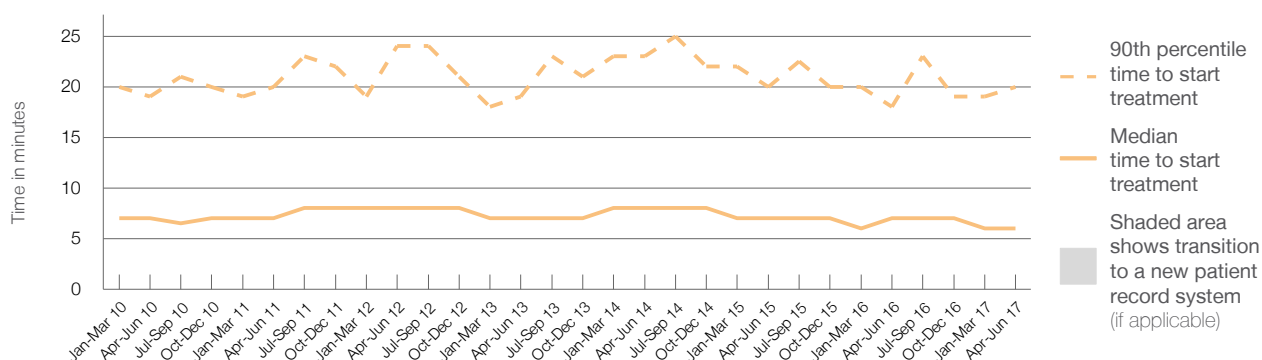
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
1,788	
1,787	
7 minutes	8 minutes
18 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	7	7	8	7	8	7	7	6
90th percentile time to start treatment ⁵ (minutes)	19	20	24	19	23	20	18	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.

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

April to June 2017

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

Number of triage 3 patients: 7,066

Number of triage 3 patients used to calculate waiting time:³ 6,895

Median time to start treatment⁴

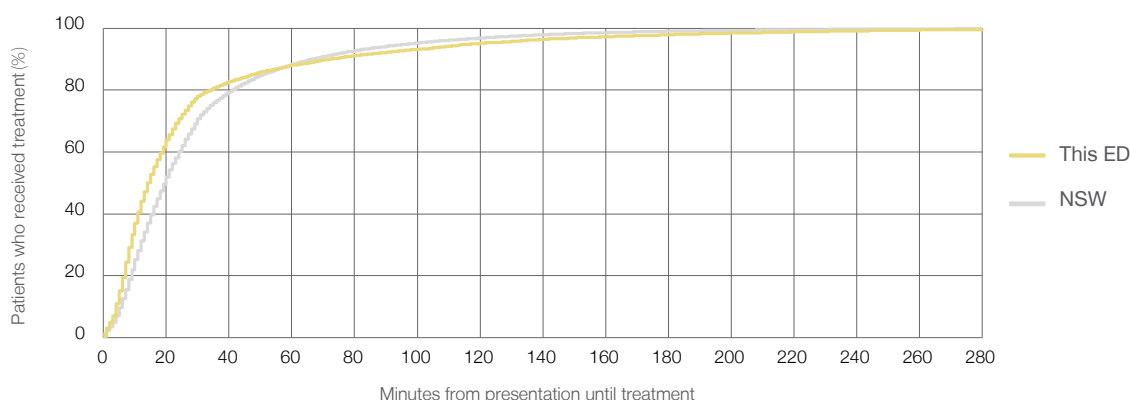
14 minutes

90th percentile time to start treatment⁵

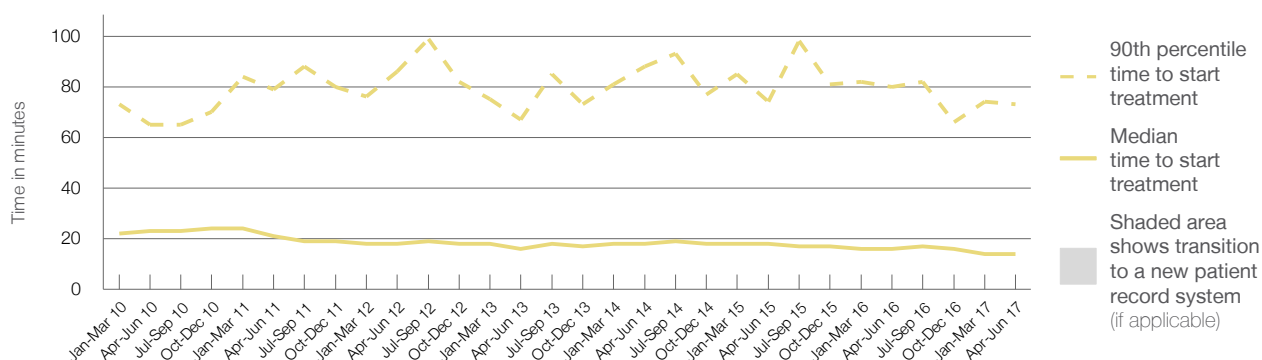
73 minutes

Same period last year	NSW (this period)
6,873	
6,728	
16 minutes	20 minutes
80 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	23	21	18	16	18	18	16	14
90th percentile time to start treatment ⁵ (minutes)	65	79	86	67	88	74	80	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.

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

April to June 2017

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

Number of triage 4 patients: 6,077

Number of triage 4 patients used to calculate waiting time:³ 5,660

Median time to start treatment⁴

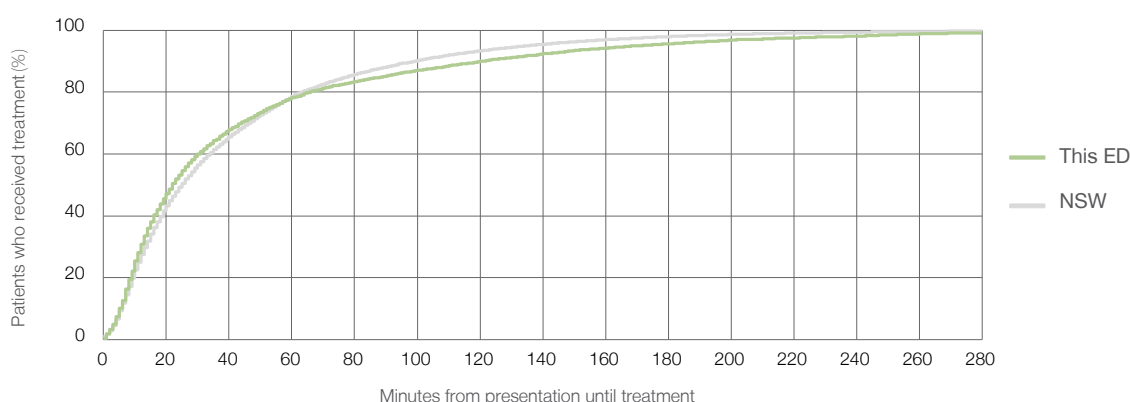
22 minutes

90th percentile time to start treatment⁵

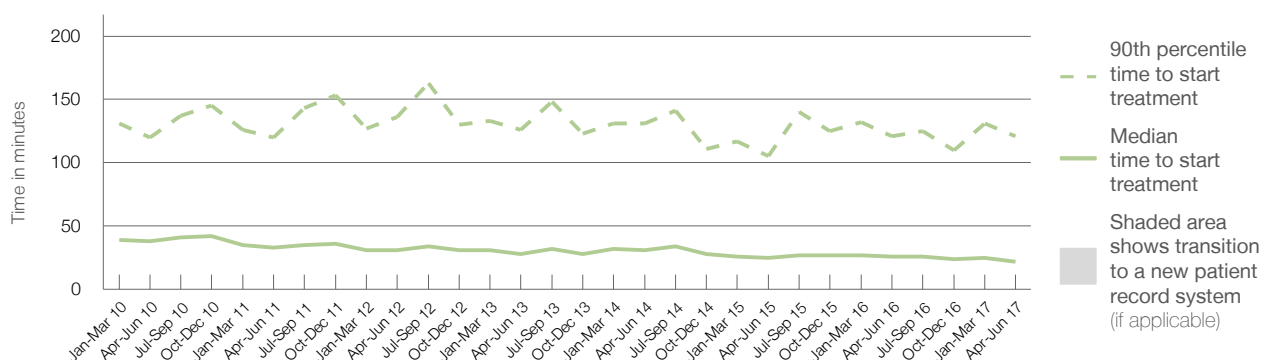
121 minutes

Same period last year	NSW (this period)
5,629	
5,326	
26 minutes	25 minutes
121 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	38	33	31	28	31	25	26	22
90th percentile time to start treatment ⁵ (minutes)	120	120	136	126	131	105	121	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.

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

April to June 2017

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

Number of triage 5 patients: 1,741

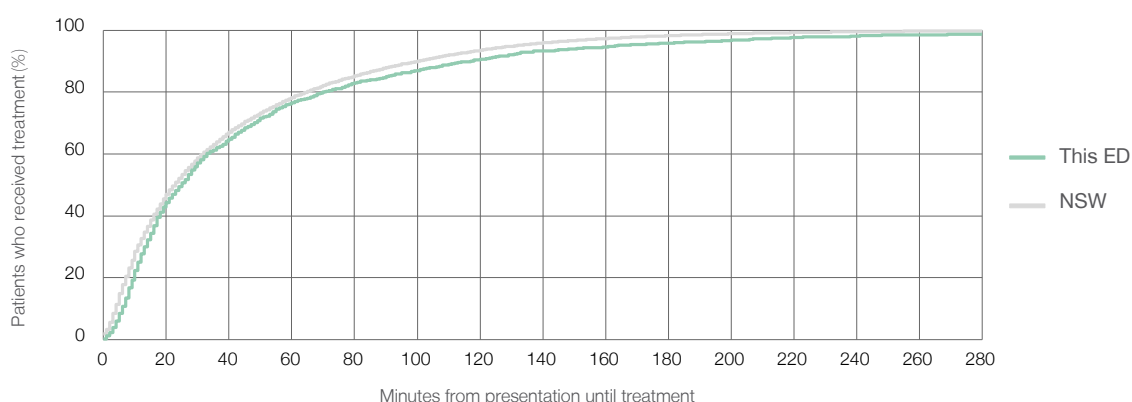
Number of triage 5 patients used to calculate waiting time:³ 1,511

Median time to start treatment⁴ 25 minutes

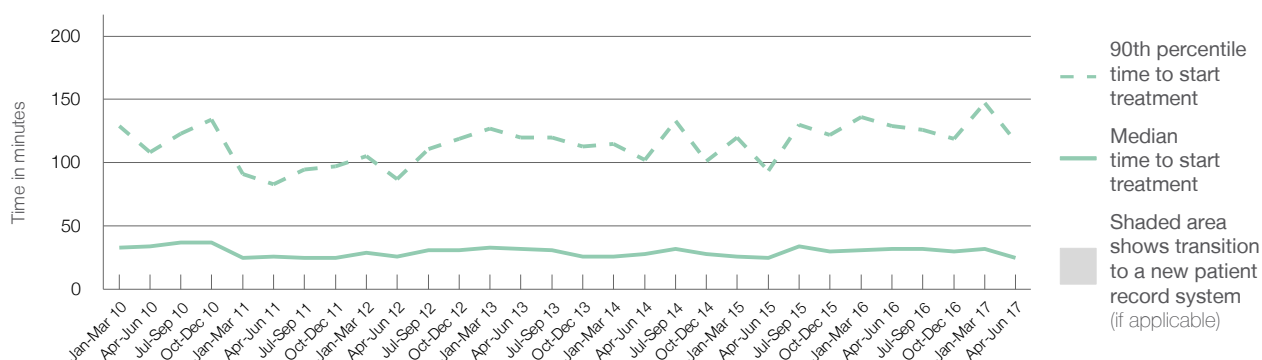
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,598	
1,431	
32 minutes	23 minutes
129 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	34	26	26	32	28	25	32	25
90th percentile time to start treatment ⁵ (minutes)	108	83	87	120	102	94	129	117

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

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

Campbelltown Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 16,978 patients

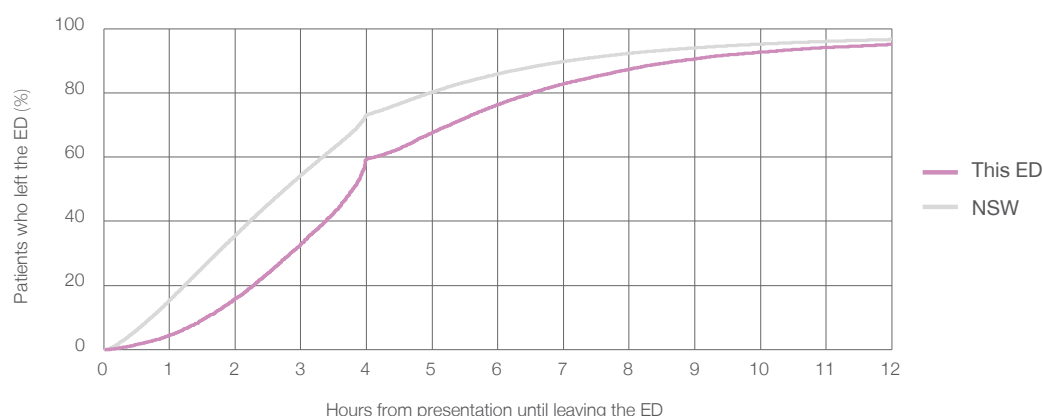
Presentations used to calculate time to leaving the ED:⁶ 16,977 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

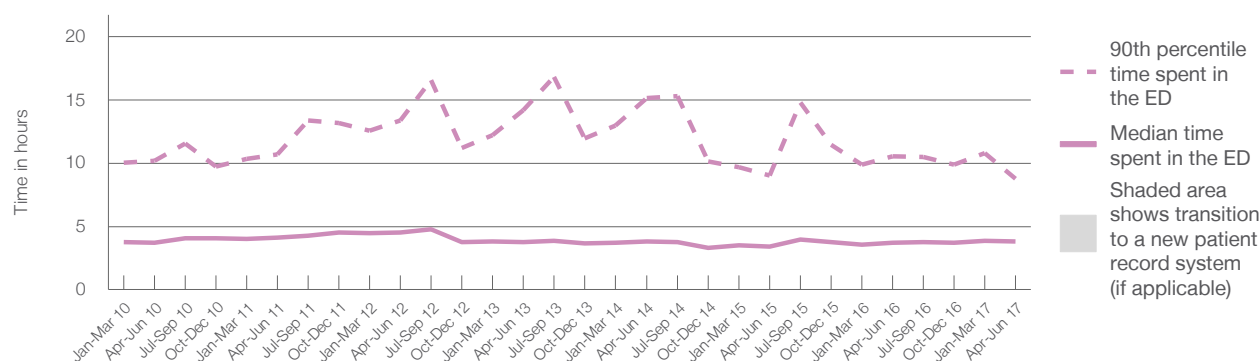
90th percentile time spent in the ED⁹ 8 hours and 47 minutes

Same period last year	NSW (this period)
16,151	16,151
3 hours and 44 minutes	2 hours and 46 minutes
10 hours and 31 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 42m	4h 6m	4h 30m	3h 47m	3h 49m	3h 26m	3h 44m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 12m	10h 43m	13h 22m	14h 11m	15h 9m	9h 1m	10h 31m	8h 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.

Campbelltown Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

All presentations:[†] 16,978 patients

Presentations used to calculate time to leaving the ED:[‡] 16,977 patients

Treated and discharged 8,213 (48.4%)

Treated and admitted to hospital 7,132 (42.0%)

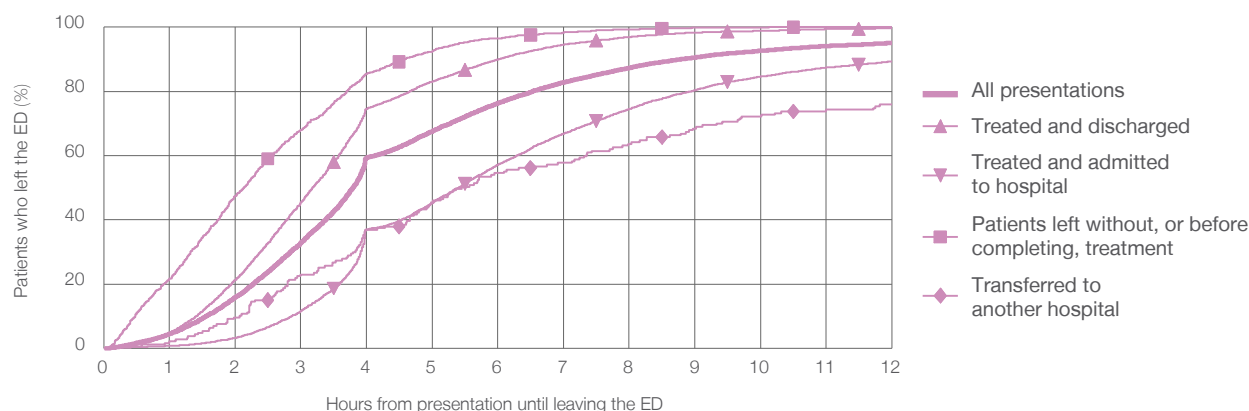
Patient left without, or before completing, treatment 1,436 (8.5%)

Transferred to another hospital 187 (1.1%)

Other 10 (0.1%)

Same period last year	Change since one year ago
16,151	5.1%
7,994	2.7%
6,562	8.7%
1,391	3.2%
199	-6.0%
5	100.0%

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



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

Treated and discharged	4.8%	21.4%	45.4%	74.6%	90.0%	96.9%	98.9%	99.6%
Treated and admitted to hospital	0.7%	3.2%	11.6%	37.0%	57.1%	74.6%	84.7%	89.3%
Patient left without, or before completing, treatment	21.7%	47.5%	68.0%	85.5%	96.6%	99.4%	99.9%	100%
Transferred to another hospital	2.1%	9.6%	23.0%	36.9%	54.5%	63.6%	72.2%	75.9%
All presentations	4.5%	15.9%	32.9%	59.3%	76.3%	87.4%	92.7%	95.1%

(†) 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.

Campbelltown Hospital: Time spent in the ED

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

April to June 2017

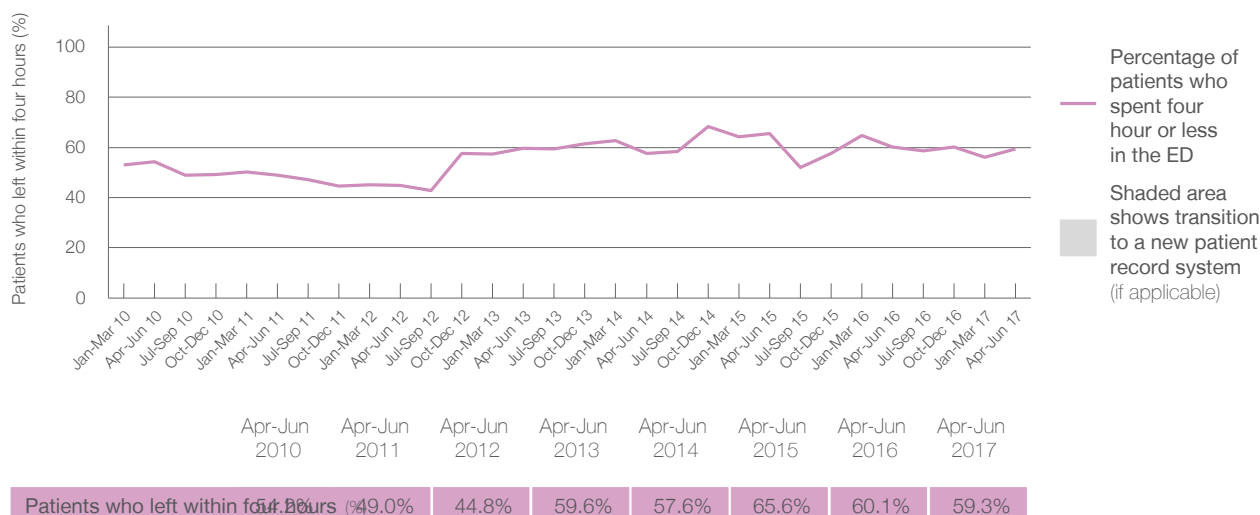
All presentations at the emergency department:¹ 16,978 patients

Presentations used to calculate time to leaving the ED:⁶ 16,977 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
16,151	5.1%
16,151	5.1%
60.1%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Canterbury Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 10,861 patients

Emergency presentations:² 10,827 patients

Same period last year	Change since one year ago
10,415	4.3%
10,337	4.7%

Canterbury Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,154 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): 4,073 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,533 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,038 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
1,139	
7 minutes	8 minutes
15 minutes	26 minutes
3,581	
15 minutes	20 minutes
42 minutes	67 minutes
4,659	
18 minutes	25 minutes
68 minutes	99 minutes
930	
17 minutes	23 minutes
87 minutes	101 minutes

Canterbury Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 10,857 patients

Percentage of patients who spent four hours or less in the ED 78.8%

Same period last year	Change since one year ago
10,414	4.3%
84.5%	

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

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

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

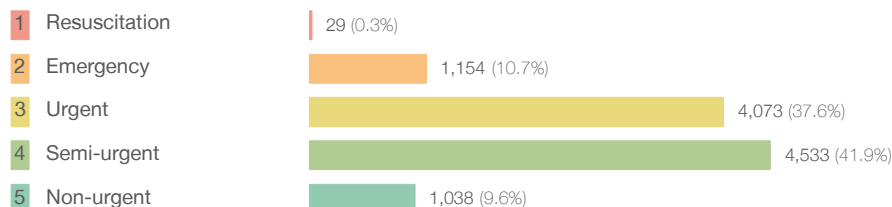
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Canterbury Hospital: Patients presenting to the emergency department

April to June 2017

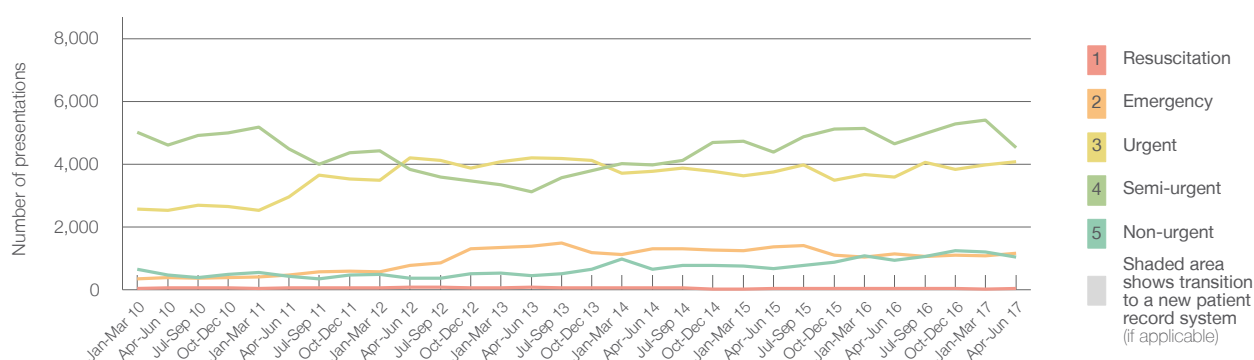
All presentations:¹ 10,861 patients

Emergency presentations² by triage category: 10,827 patients



Same period last year	Change since one year ago
10,415	4.3%
10,337	4.7%
28	3.6%
1,139	1.3%
3,581	13.7%
4,659	-2.7%
930	11.6%

Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	58	50	74	73	49	29	28	29
Emergency	376	463	769	1,379	1,296	1,366	1,139	1,154
Urgent	2,519	2,952	4,202	4,206	3,770	3,761	3,581	4,073
Semi-urgent	4,607	4,477	3,832	3,122	3,983	4,374	4,659	4,533
Non-urgent	474	434	357	439	651	680	930	1,038
All emergency presentations	8,034	8,376	9,234	9,219	9,749	10,210	10,337	10,827

Canterbury Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,846 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,687	
9 minutes	2 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.

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

April to June 2017

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

Number of triage 2 patients: 1,154

Number of triage 2 patients used to calculate waiting time:³ 1,154

Median time to start treatment⁴

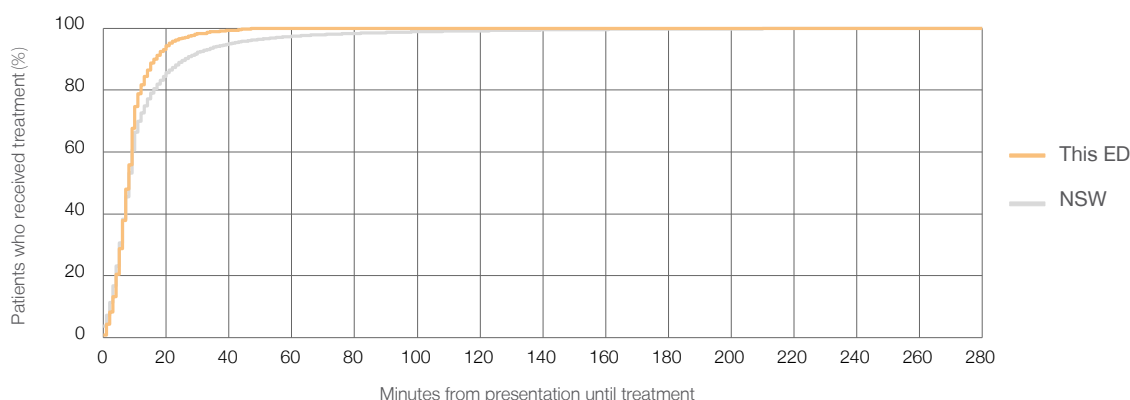
8 minutes

90th percentile time to start treatment⁵

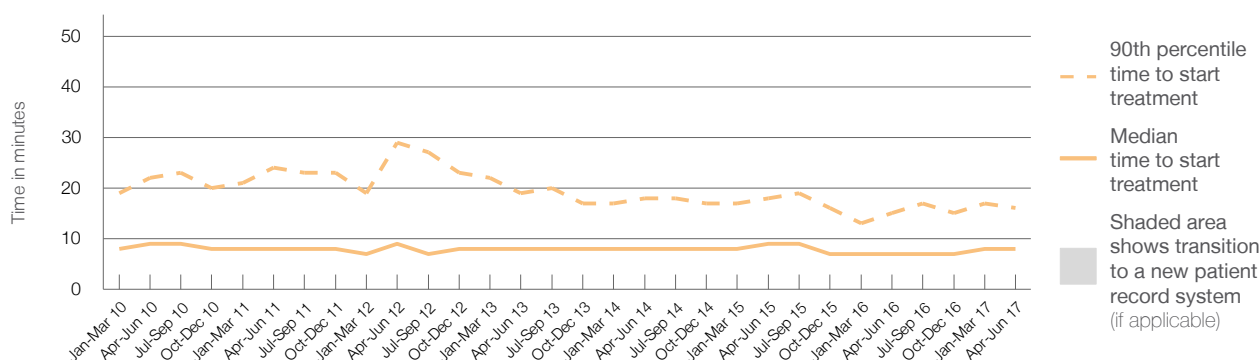
16 minutes

Same period last year	NSW (this period)
1,139	
1,137	
7 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	9	8	9	8	8	9	7	8
90th percentile time to start treatment ⁵ (minutes)	22	24	29	19	18	18	15	16

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

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

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

April to June 2017

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

Number of triage 3 patients: 4,073

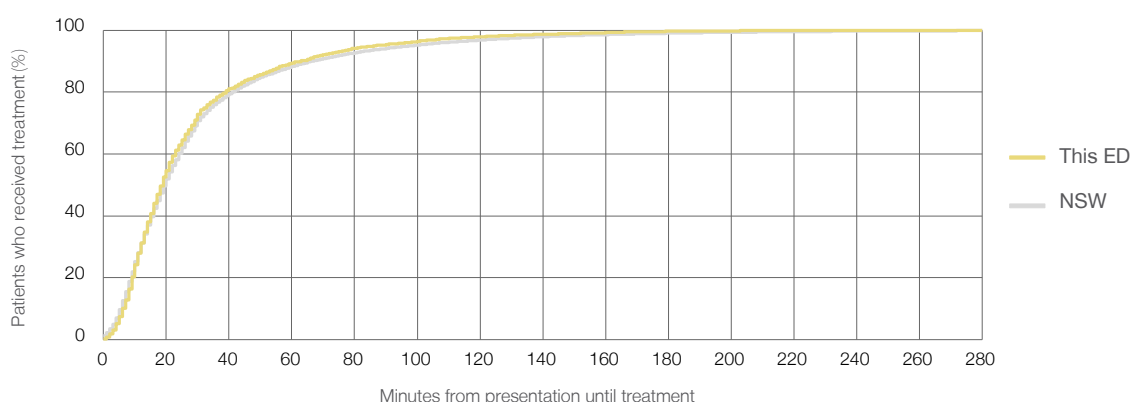
Number of triage 3 patients used to calculate waiting time:³ 3,987

Median time to start treatment⁴ 19 minutes

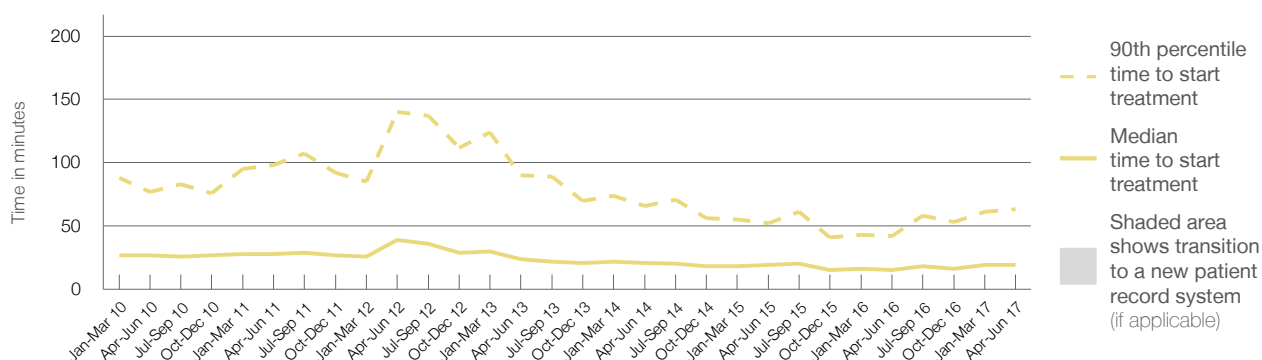
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
3,581	
3,543	
15 minutes	20 minutes
42 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	27	28	39	24	21	19	15	19
90th percentile time to start treatment ⁵ (minutes)	77	98	140	90	66	52	42	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.

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

April to June 2017

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

Number of triage 4 patients: 4,533

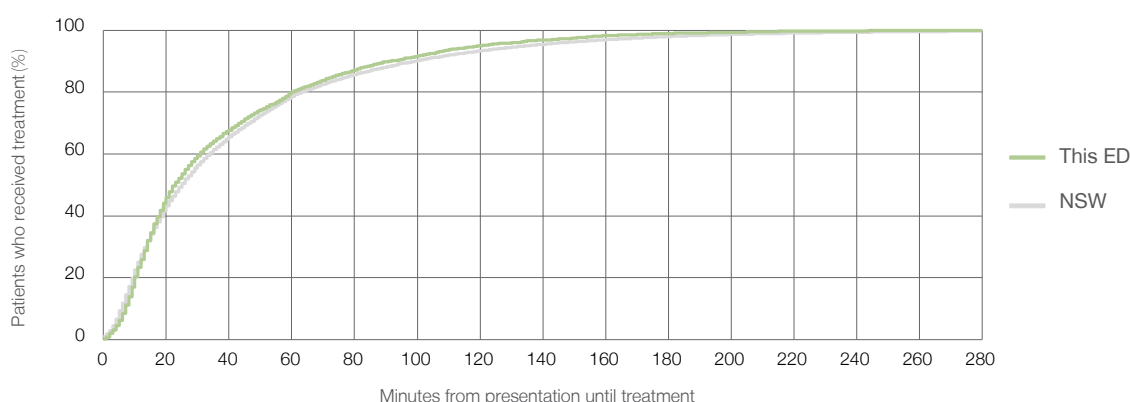
Number of triage 4 patients used to calculate waiting time:³ 4,265

Median time to start treatment⁴ 23 minutes

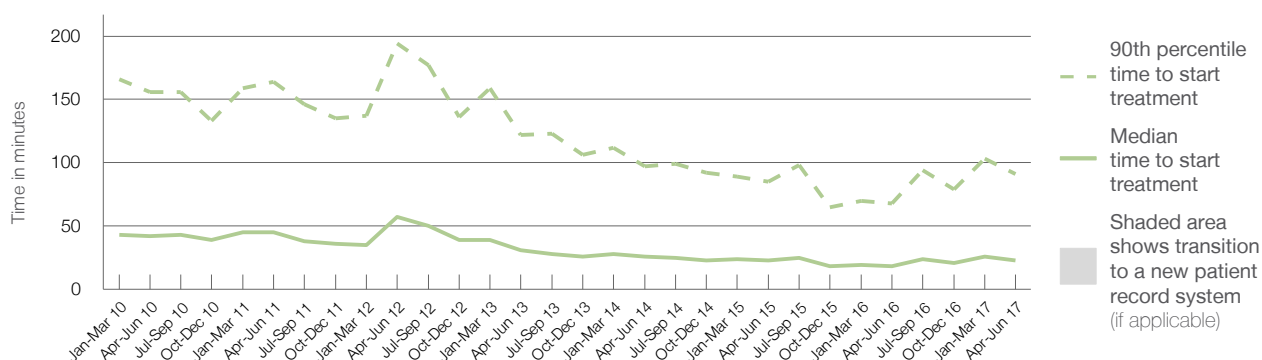
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
4,659	
4,442	
18 minutes	25 minutes
68 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	42	45	57	31	26	23	18	23
90th percentile time to start treatment ⁵ (minutes)	156	164	194	122	97	85	68	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.

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

April to June 2017

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

Number of triage 5 patients: 1,038

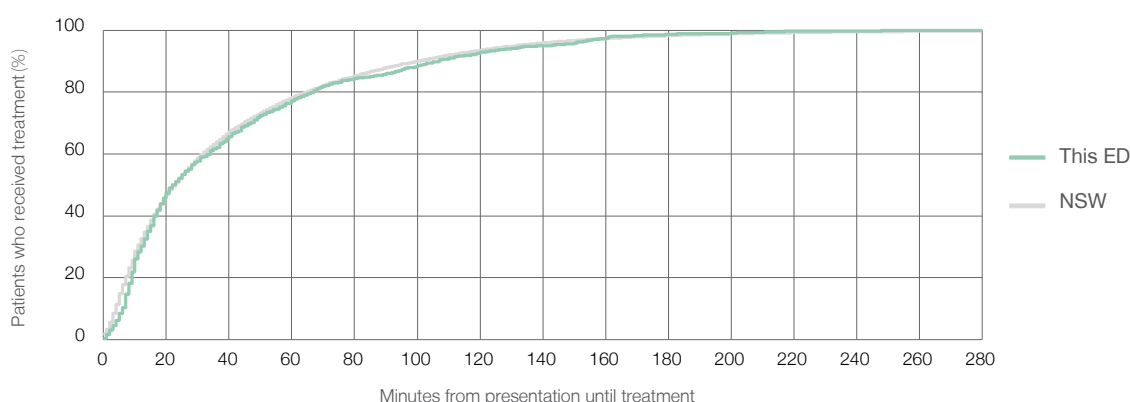
Number of triage 5 patients used to calculate waiting time:³ 848

Median time to start treatment⁴ 22 minutes

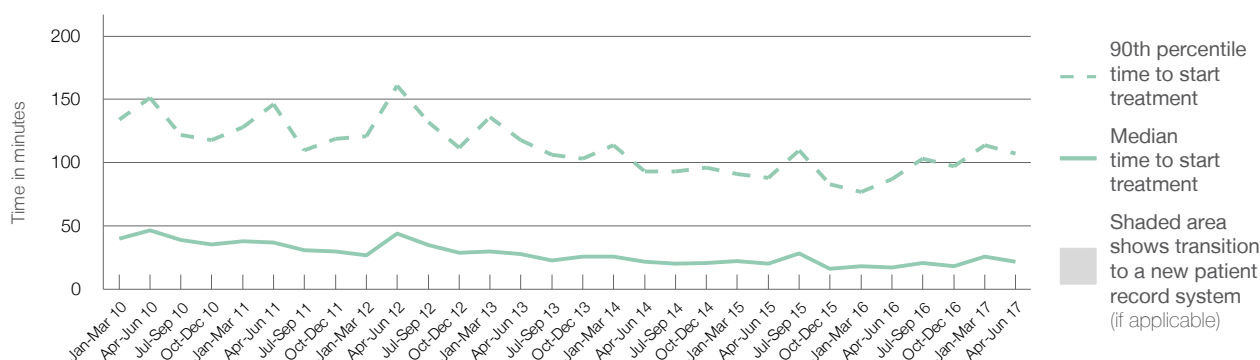
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
930	
785	
17 minutes	23 minutes
87 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	47	37	44	28	22	20	17	22
90th percentile time to start treatment ⁵ (minutes)	151	146	161	118	93	88	87	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.

Canterbury Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 10,861 patients

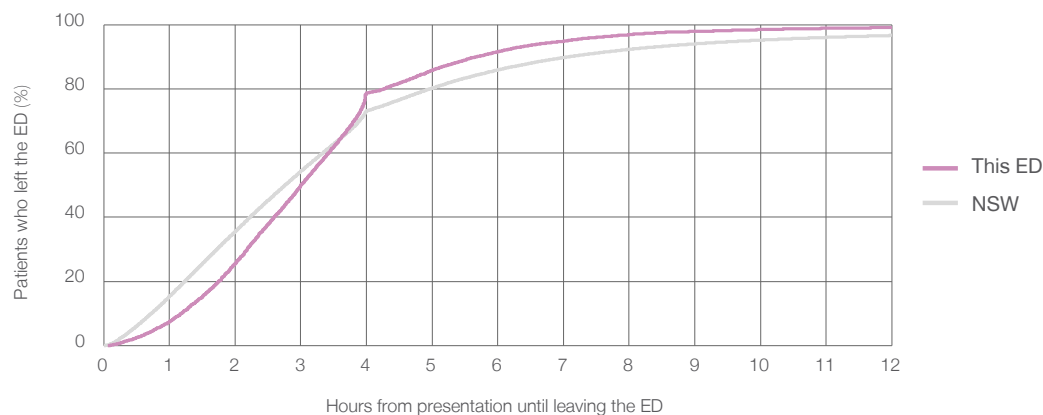
Presentations used to calculate time to leaving the ED:⁶ 10,857 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

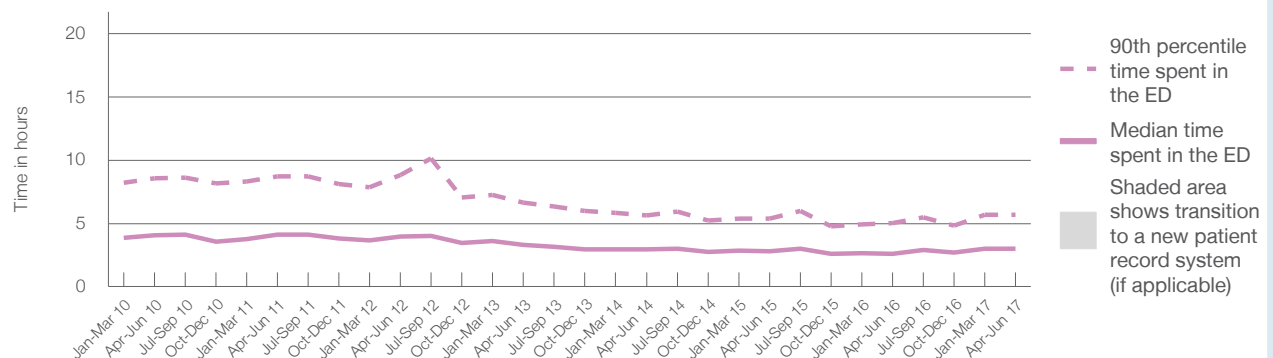
90th percentile time spent in the ED⁹ 5 hours and 41 minutes

Same period last year	NSW (this period)
10,415	
10,414	
2 hours and 37 minutes	2 hours and 46 minutes
5 hours and 1 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 5m	4h 8m	3h 59m	3h 18m	2h 56m	2h 48m	2h 37m	3h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 35m	8h 44m	8h 49m	6h 38m	5h 38m	5h 23m	5h 1m	5h 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.

Canterbury Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

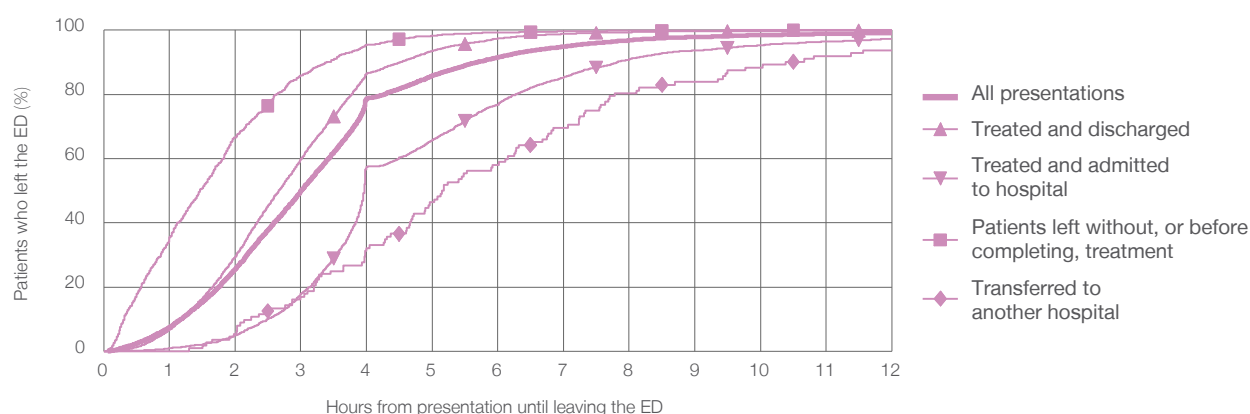
All presentations:[†] 10,861 patients

Presentations used to calculate time to leaving the ED:[‡] 10,857 patients

Treated and discharged	6,881 (63.4%)
Treated and admitted to hospital	2,988 (27.5%)
Patient left without, or before completing, treatment	837 (7.7%)
Transferred to another hospital	112 (1.0%)
Other	43 (0.4%)

Same period last year	Change since one year ago
10,414	4.3%
6,995	-1.6%
2,661	12.3%
612	36.8%
121	-7.4%
26	65.4%

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



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

Treated and discharged	6.7%	29.6%	59.8%	86.6%	97.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	0.9%	5.1%	17.9%	57.5%	76.8%	90.9%	95.3%	97.4%
Patient left without, or before completing, treatment	35.5%	66.7%	85.9%	95.6%	99.3%	99.9%	100%	100%
Transferred to another hospital	0%	5.4%	17.0%	32.1%	58.0%	80.4%	88.4%	93.8%
All presentations	7.5%	25.7%	50.0%	78.8%	91.5%	96.9%	98.4%	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.

Canterbury Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 10,861 patients

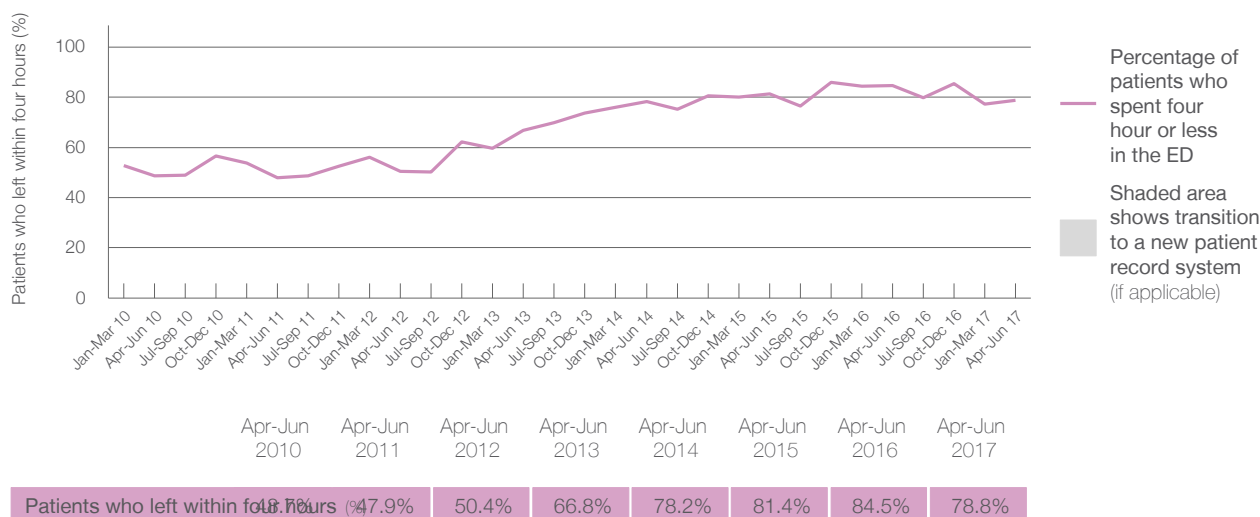
Presentations used to calculate time to leaving the ED:⁶ 10,857 patients

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



Same period last year	Change since one year ago
10,415	4.3%
10,414	4.3%
84.5%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Coffs Harbour Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 9,602 patients

Emergency presentations:² 9,258 patients

Same period last year	Change since one year ago
9,155	4.9%
8,817	5.0%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,030 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,997 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): 3,617 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,550 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
972	
7 minutes	8 minutes
10 minutes	26 minutes
2,758	
15 minutes	20 minutes
41 minutes	67 minutes
3,488	
22 minutes	25 minutes
93 minutes	99 minutes
1,528	
25 minutes	23 minutes
102 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 9,602 patients

Percentage of patients who spent four hours or less in the ED 73.9%

Same period last year	Change since one year ago
9,154	4.9%
73.6%	

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

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

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

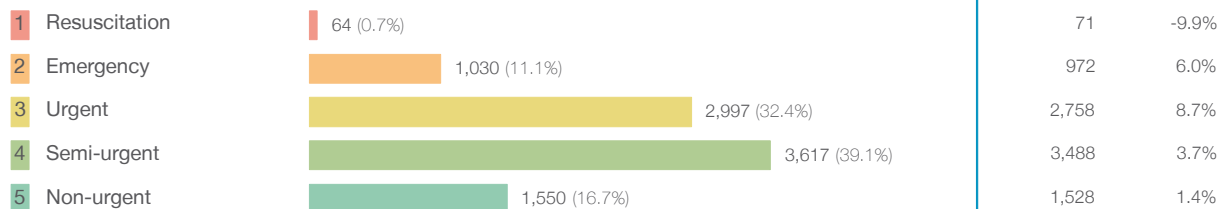
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Coffs Harbour Base Hospital: Patients presenting to the emergency department

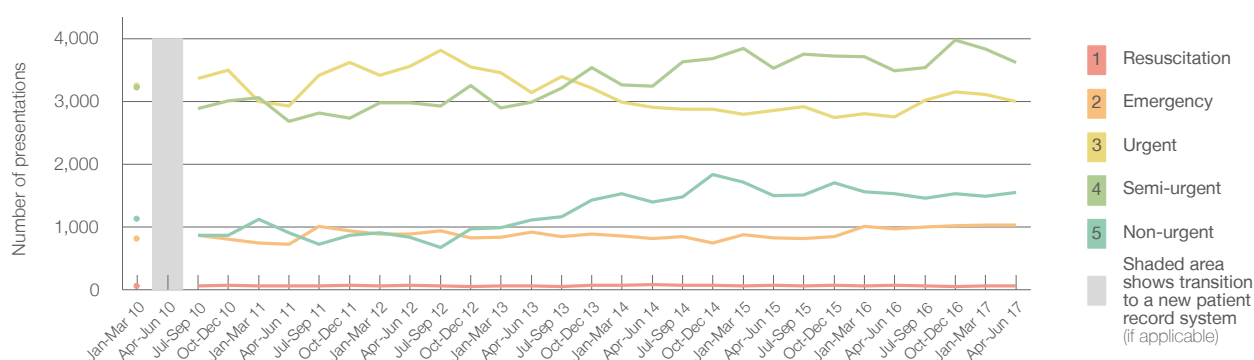
April to June 2017

All presentations:¹ 9,602 patients

Emergency presentations² by triage category: 9,258 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		61	67	61	79	75	71	64
Emergency		724	891	916	817	828	972	1,030
Urgent		2,929	3,556	3,136	2,905	2,860	2,758	2,997
Semi-urgent		2,679	2,982	2,987	3,242	3,532	3,488	3,617
Non-urgent		902	839	1,110	1,398	1,497	1,528	1,550
All emergency presentations		7,295	8,335	8,210	8,441	8,792	8,817	9,258

Coffs Harbour Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,258 patients

ED Transfer of care time



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

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

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

April to June 2017

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

Number of triage 2 patients: 1,030

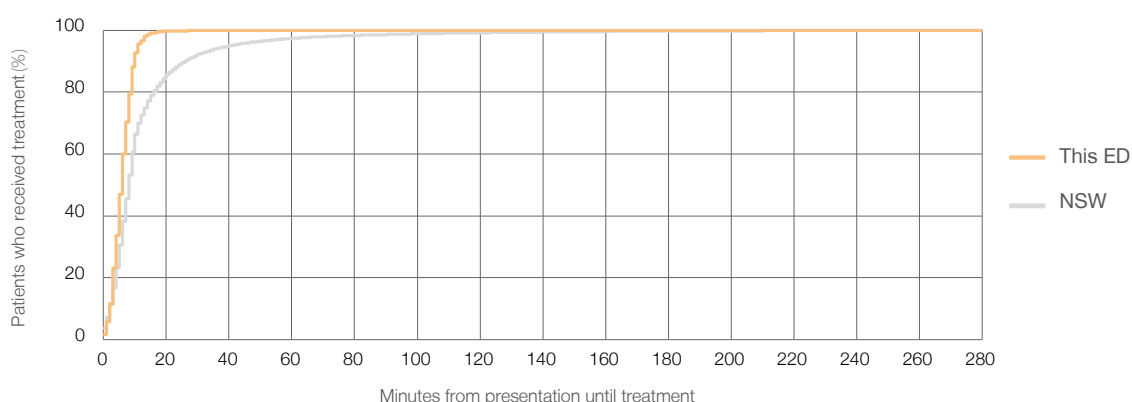
Number of triage 2 patients used to calculate waiting time:³ 1,030

Median time to start treatment⁴ 6 minutes

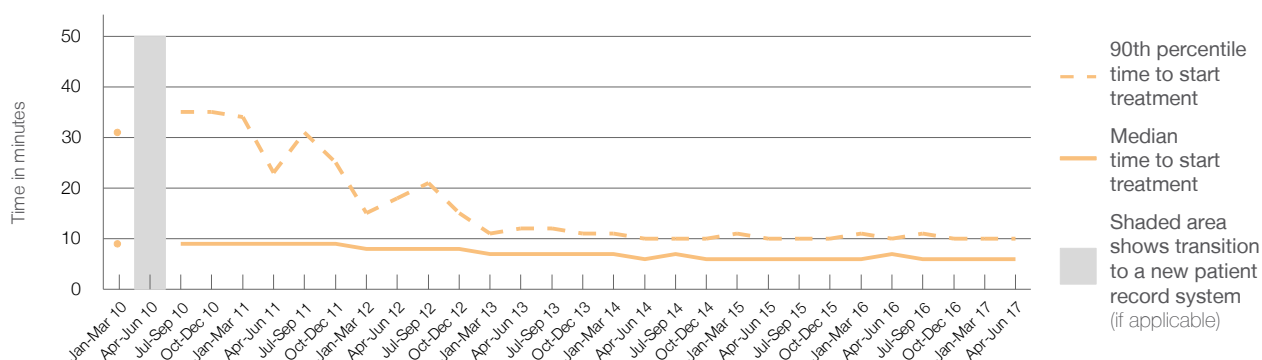
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
972	
970	
7 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		9	8	7	6	6	7	6
90th percentile time to start treatment ⁵ (minutes)		23	18	12	10	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.

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

April to June 2017

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

Number of triage 3 patients: 2,997

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

Median time to start treatment⁴

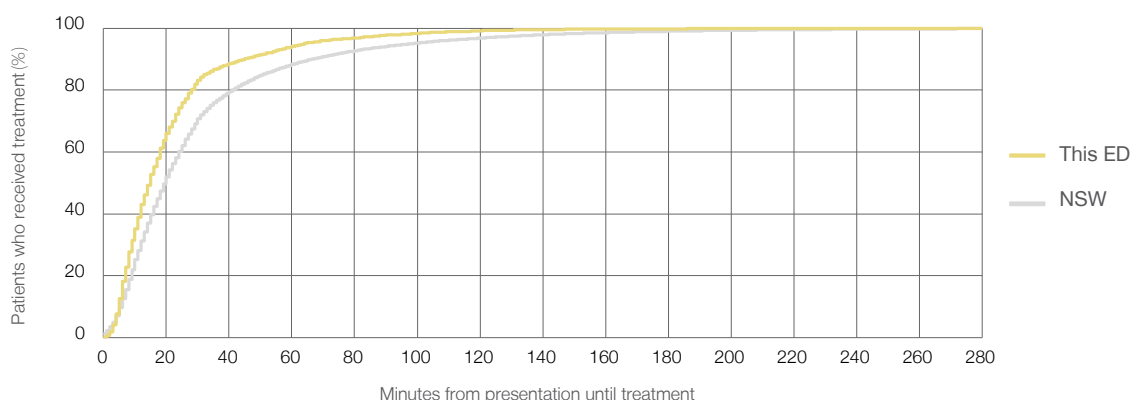
15 minutes

90th percentile time to start treatment⁵

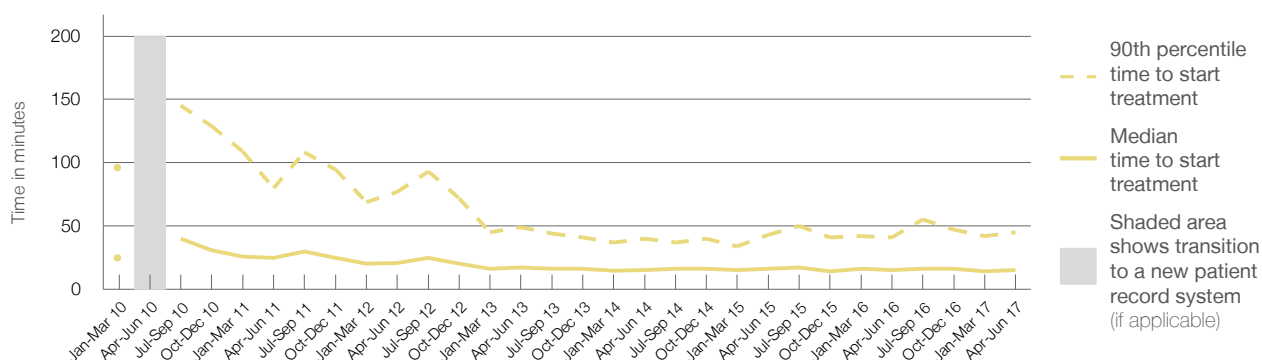
45 minutes

Same period last year	NSW (this period)
2,758	
2,728	
15 minutes	20 minutes
41 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		25	21	17	15	16	15	15
90th percentile time to start treatment ⁵ (minutes)		80	77	49	40	43	41	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.

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

April to June 2017

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

Number of triage 4 patients: 3,617

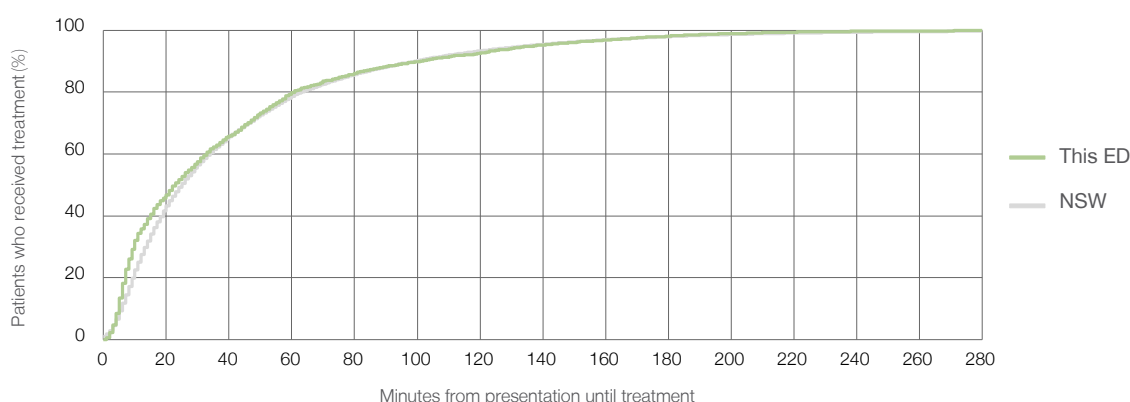
Number of triage 4 patients used to calculate waiting time:³ 3,400

Median time to start treatment⁴ 23 minutes

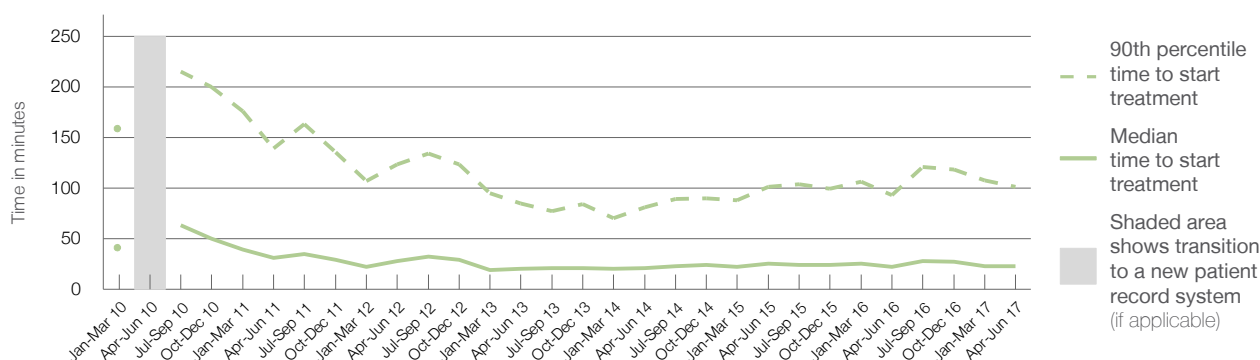
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
3,488	
3,300	
22 minutes	25 minutes
93 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		31	28	20	21	25	22	23
90th percentile time to start treatment ⁵ (minutes)		139	123	85	81	101	93	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.

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

April to June 2017

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

Number of triage 5 patients: 1,550

Number of triage 5 patients used to calculate waiting time:³ 1,420

Median time to start treatment⁴

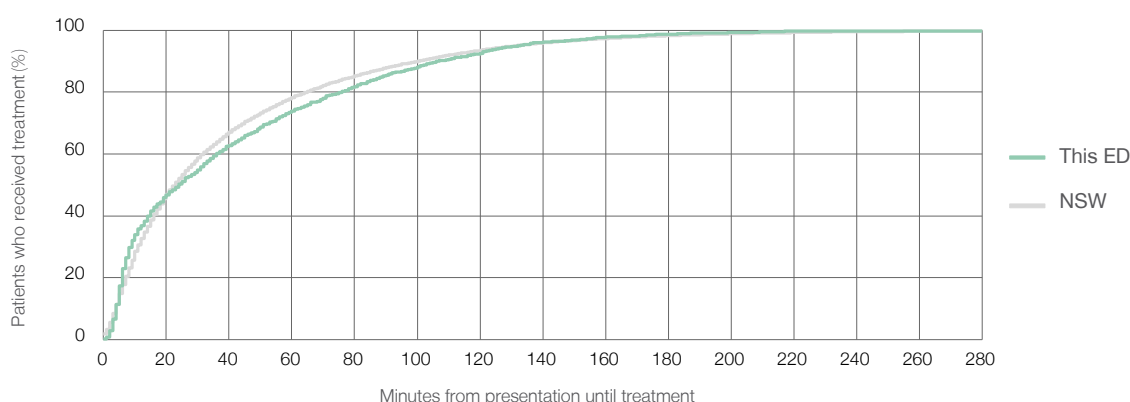
24 minutes

90th percentile time to start treatment⁵

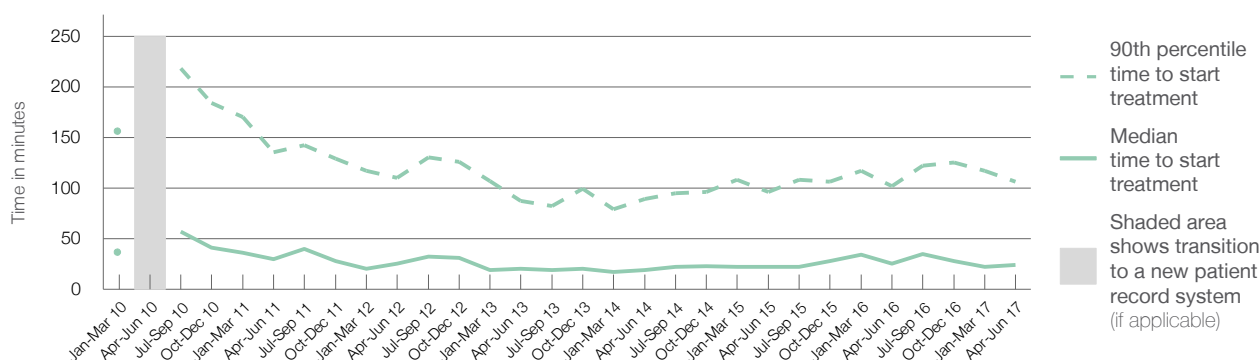
107 minutes

Same period last year	NSW (this period)
1,528	
1,433	
25 minutes	23 minutes
102 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		30	25	20	19	22	25	24
90th percentile time to start treatment ⁵ (minutes)		135	110	87	89	96	102	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.

Coffs Harbour Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 9,602 patients

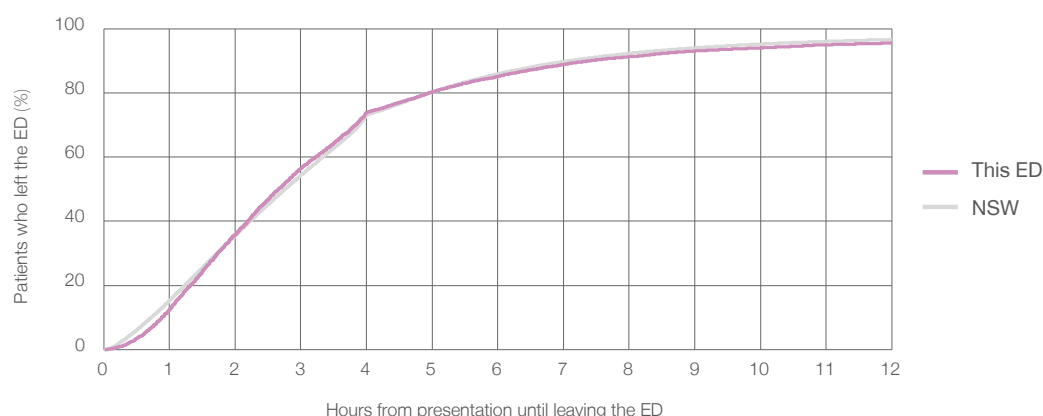
Presentations used to calculate time to leaving the ED:⁶ 9,602 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

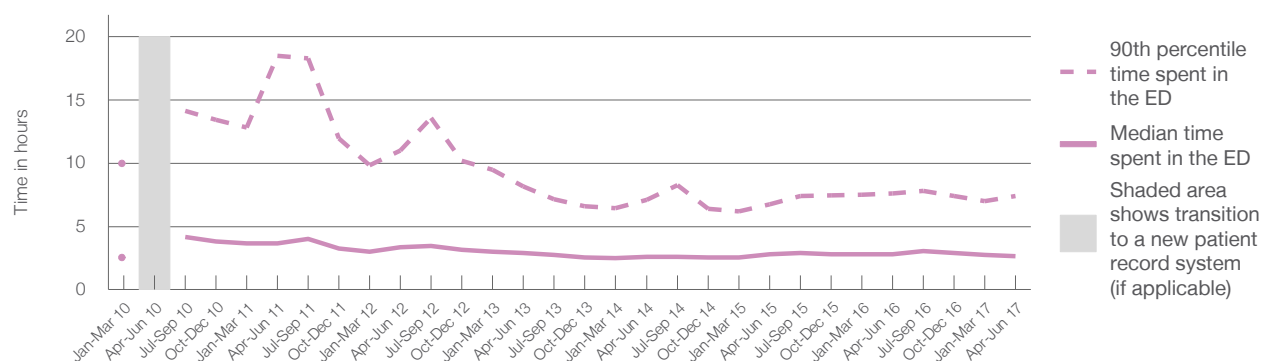
90th percentile time spent in the ED⁹ 7 hours and 23 minutes

Same period last year	NSW (this period)
9,155	
9,154	
2 hours and 49 minutes	2 hours and 46 minutes
7 hours and 37 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)		3h 39m	3h 21m	2h 53m	2h 37m	2h 47m	2h 49m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)		18h 28m	10h 59m	8h 9m	7h 7m	6h 45m	7h 37m	7h 23m

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

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

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

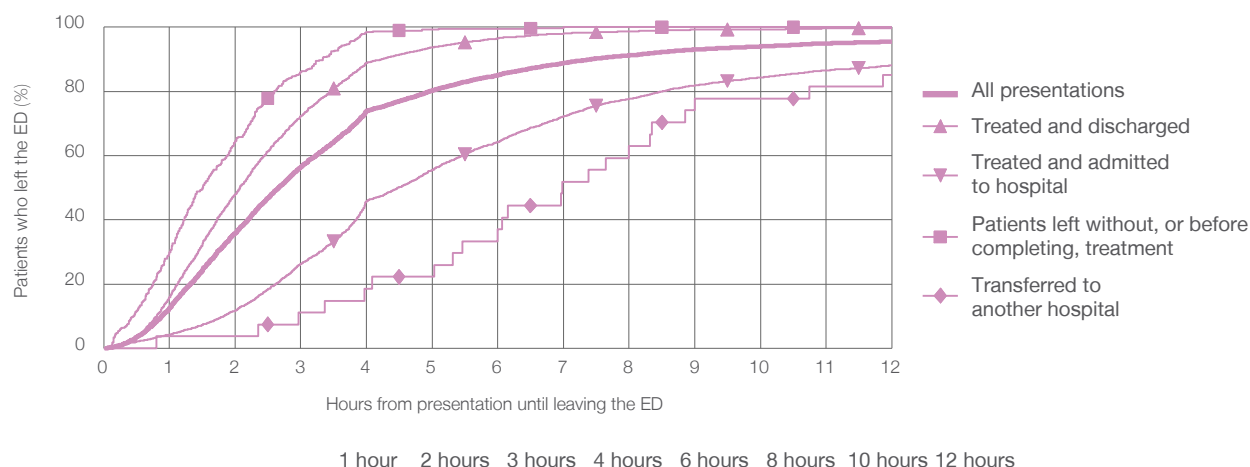
All presentations:[†] 9,602 patients

Presentations used to calculate time to leaving the ED:[‡] 9,602 patients

Treated and discharged	5,755 (59.9%)
Treated and admitted to hospital	3,396 (35.4%)
Patient left without, or before completing, treatment	398 (4.1%)
Transferred to another hospital	27 (0.3%)
Other	26 (0.3%)

Same period last year	Change since one year ago
9,154	4.9%
5,471	5.2%
3,288	3.3%
329	21.0%
34	-20.6%
33	-21.2%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.0%	48.1%	72.3%	88.9%	96.5%	98.7%	99.3%	99.7%
Treated and admitted to hospital	4.2%	11.8%	26.3%	45.9%	64.3%	77.7%	84.4%	88.1%
Patient left without, or before completing, treatment	29.9%	64.6%	86.2%	98.5%	99.5%	100%	100%	100%
Transferred to another hospital	3.7%	3.7%	11.1%	18.5%	37.0%	63.0%	77.8%	85.2%
All presentations	12.5%	35.9%	56.5%	73.9%	85.1%	91.2%	94.0%	95.6%

(†) 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.

Coffs Harbour Base Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 9,602 patients

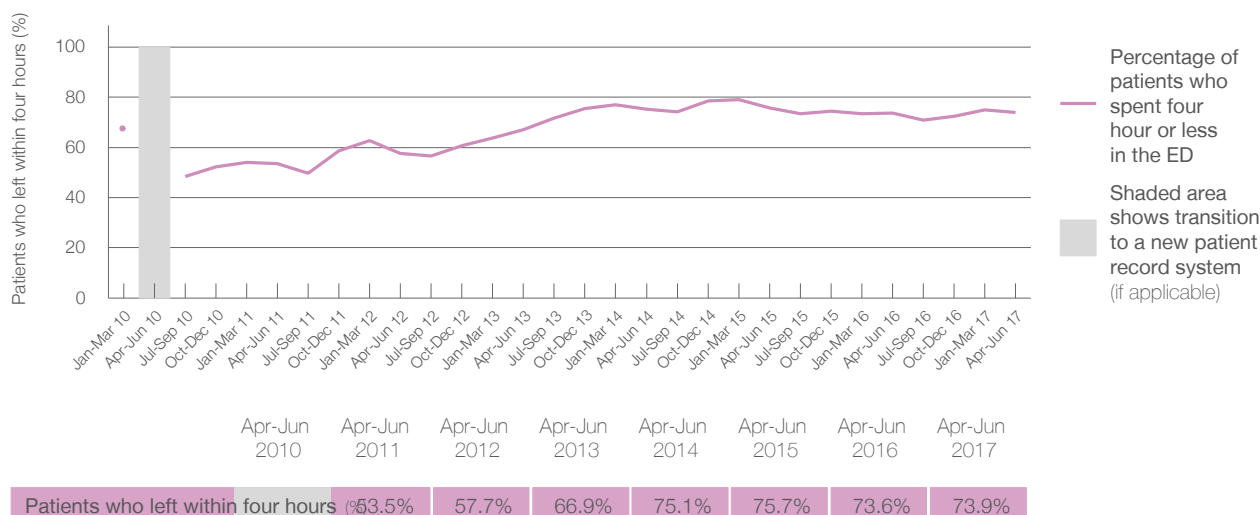
Presentations used to calculate time to leaving the ED:⁶ 9,602 patients

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



Same period last year	Change since one year ago
9,155	4.9%
9,154	4.9%
73.6%	

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



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Dubbo Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 8,346 patients

Emergency presentations:² 8,001 patients

Same period last year	Change since one year ago
7,809	6.9%
7,525	6.3%

Dubbo Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 990 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,870 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,397 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 726 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
867	
9 minutes	8 minutes
19 minutes	26 minutes
2,824	
23 minutes	20 minutes
62 minutes	67 minutes
3,256	
27 minutes	25 minutes
101 minutes	99 minutes
549	
24 minutes	23 minutes
109 minutes	101 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 8,346 patients

Percentage of patients who spent four hours or less in the ED 68.6%

Same period last year	Change since one year ago
7,809	6.9%
73.8%	

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

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

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

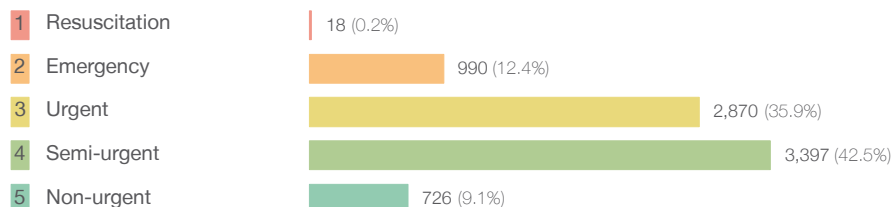
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Dubbo Base Hospital: Patients presenting to the emergency department

April to June 2017

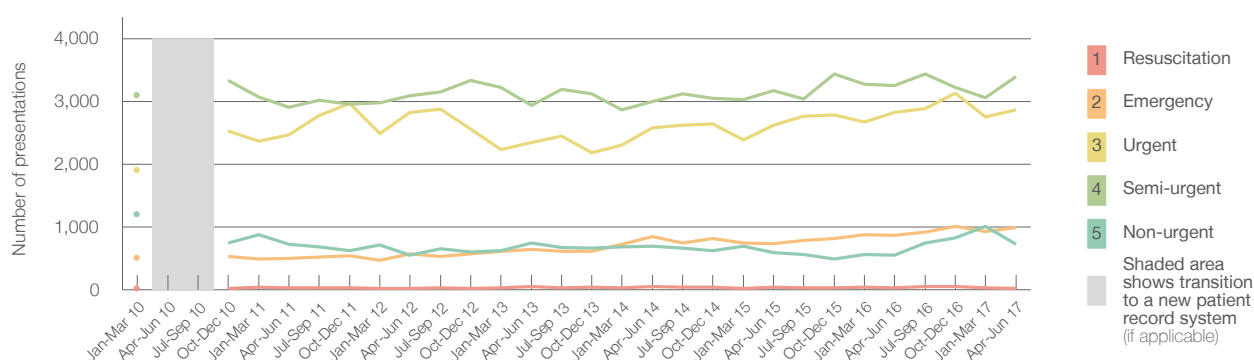
All presentations:¹ 8,346 patients

Emergency presentations² by triage category: 8,001 patients



Same period last year	Change since one year ago
7,809	6.9%
7,525	6.3%
29	-37.9%
867	14.2%
2,824	1.6%
3,256	4.3%
549	32.2%

Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		27	22	49	45	37	29	18
Emergency		503	574	646	846	732	867	990
Urgent		2,472	2,825	2,348	2,579	2,616	2,824	2,870
Semi-urgent		2,909	3,089	2,938	3,001	3,174	3,256	3,397
Non-urgent		720	549	748	697	587	549	726
All emergency presentations		6,631	7,059	6,729	7,168	7,146	7,525	8,001

Dubbo Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,778 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,494	
12 minutes	1 minute
30 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.

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

April to June 2017

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

Number of triage 2 patients: 990

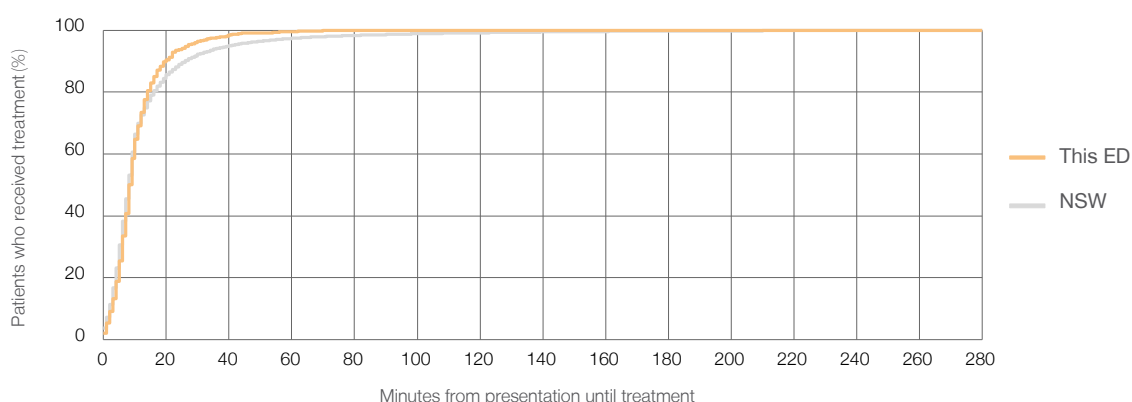
Number of triage 2 patients used to calculate waiting time:³ 986

Median time to start treatment⁴ 9 minutes

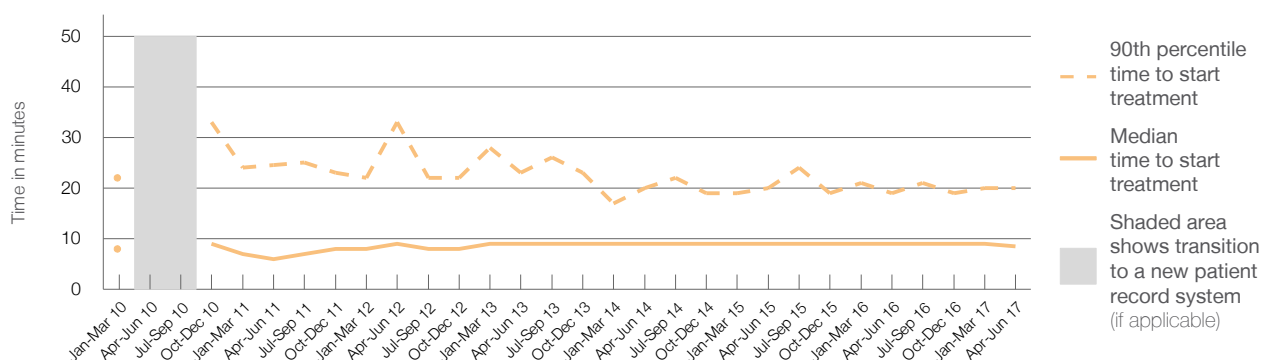
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
867	
863	
9 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		6	9	9	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)		25	33	23	20	20	19	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

April to June 2017

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

Number of triage 3 patients: 2,870

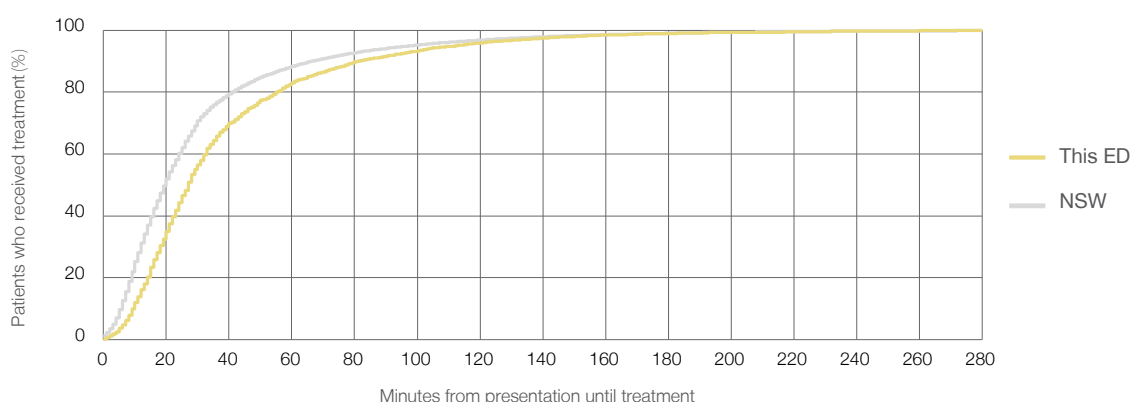
Number of triage 3 patients used to calculate waiting time:³ 2,826

Median time to start treatment⁴ 27 minutes

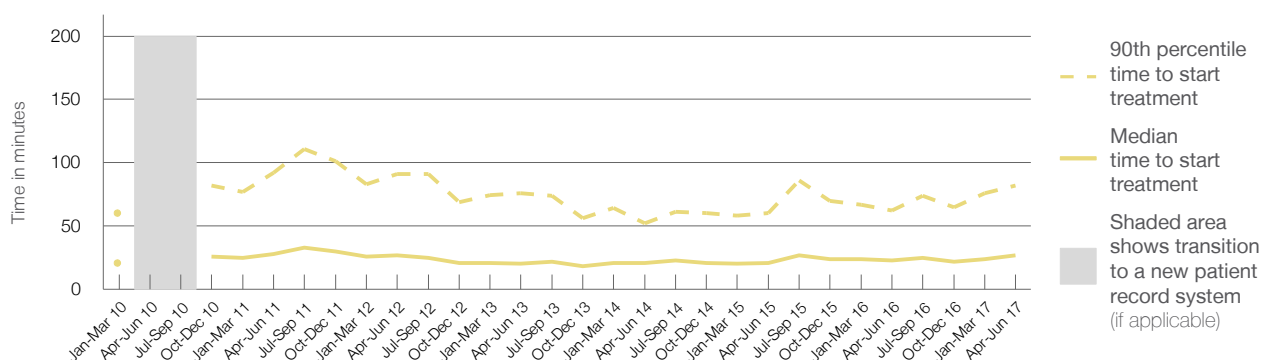
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
2,824	
2,786	
23 minutes	20 minutes
62 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		28	27	20	21	21	23	27
90th percentile time to start treatment ⁵ (minutes)		92	91	76	52	60	62	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.

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

April to June 2017

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

Number of triage 4 patients: 3,397

Number of triage 4 patients used to calculate waiting time:³ 3,149

Median time to start treatment⁴

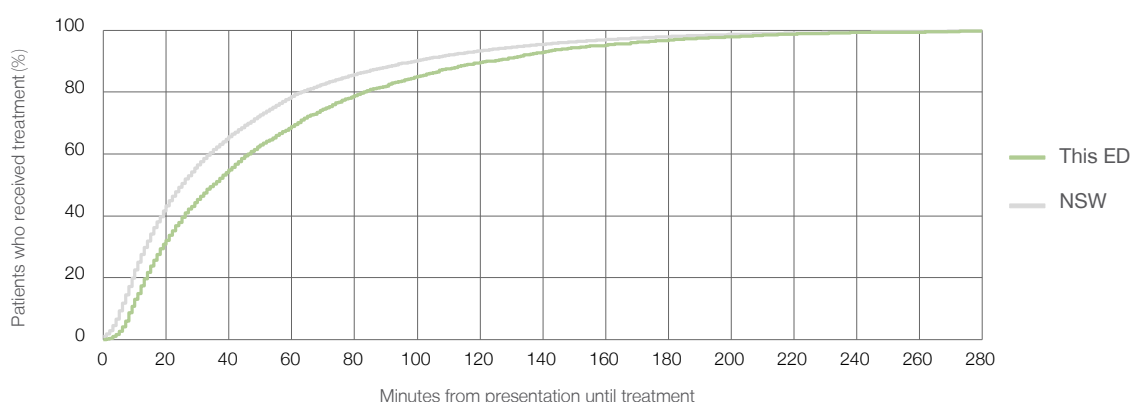
35 minutes

90th percentile time to start treatment⁵

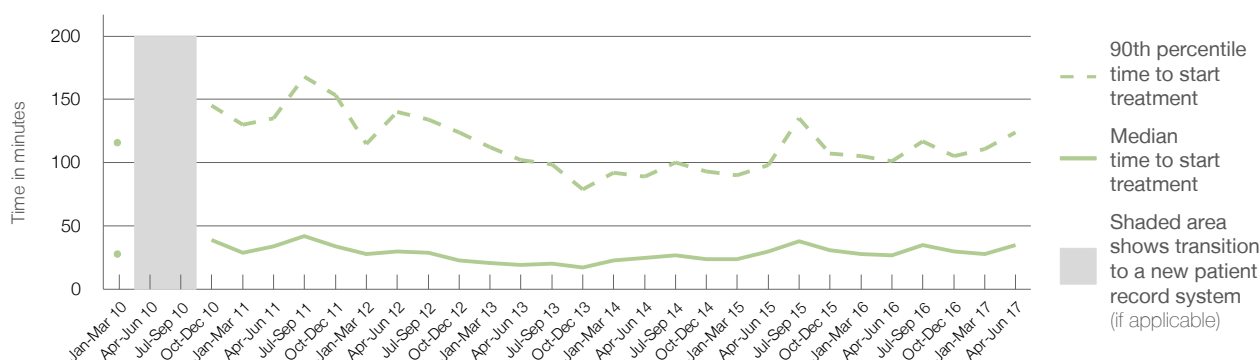
124 minutes

Same period last year	NSW (this period)
3,256	
3,088	
27 minutes	25 minutes
101 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		34	30	19	25	30	27	35
90th percentile time to start treatment ⁵ (minutes)		135	140	102	89	98	101	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.

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

April to June 2017

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

Number of triage 5 patients: 726

Number of triage 5 patients used to calculate waiting time:³ 612

Median time to start treatment⁴

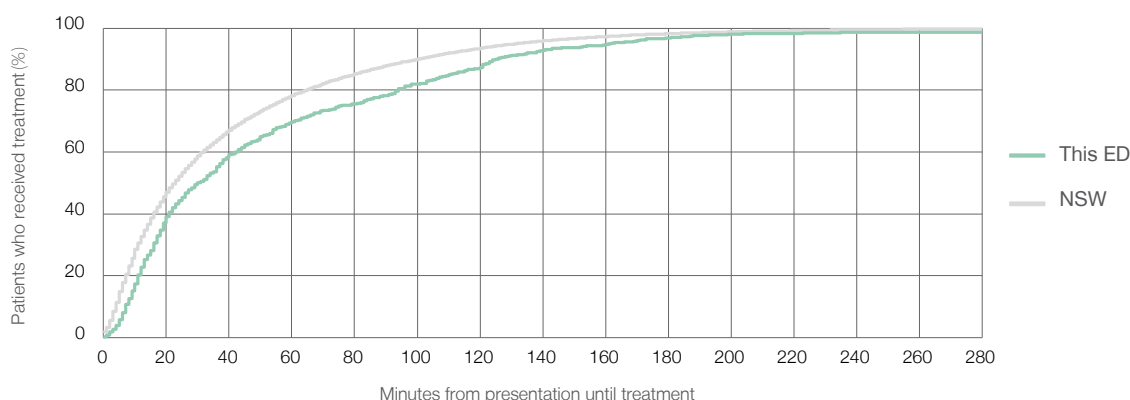
31 minutes

90th percentile time to start treatment⁵

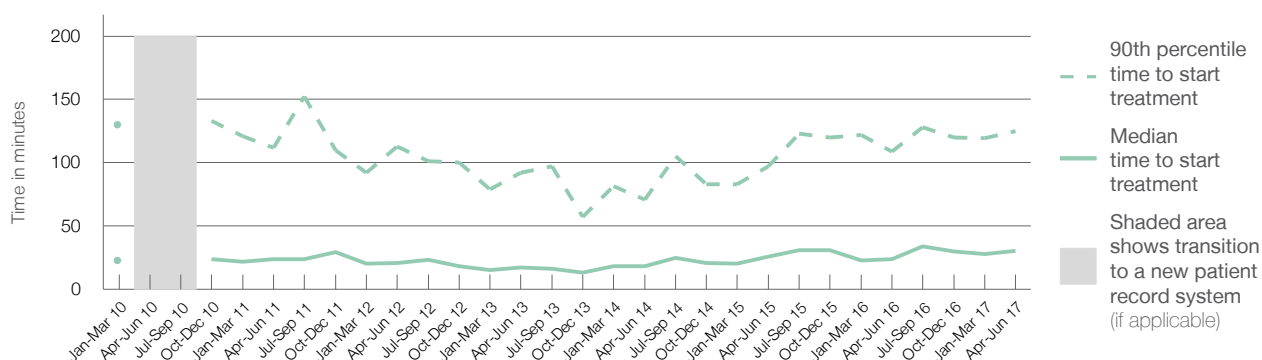
125 minutes

Same period last year	NSW (this period)
549	
469	
24 minutes	23 minutes
109 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		24	21	17	18	26	24	31
90th percentile time to start treatment ⁵ (minutes)		112	113	92	71	97	109	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.

Dubbo Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 8,346 patients

Presentations used to calculate time to leaving the ED:⁶ 8,346 patients

Median time spent in the ED⁸

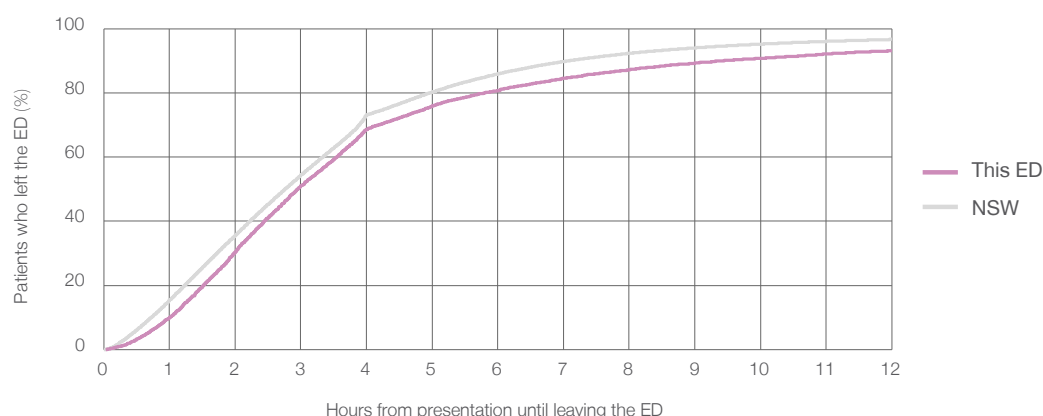
2 hours and 57 minutes

90th percentile time spent in the ED⁹

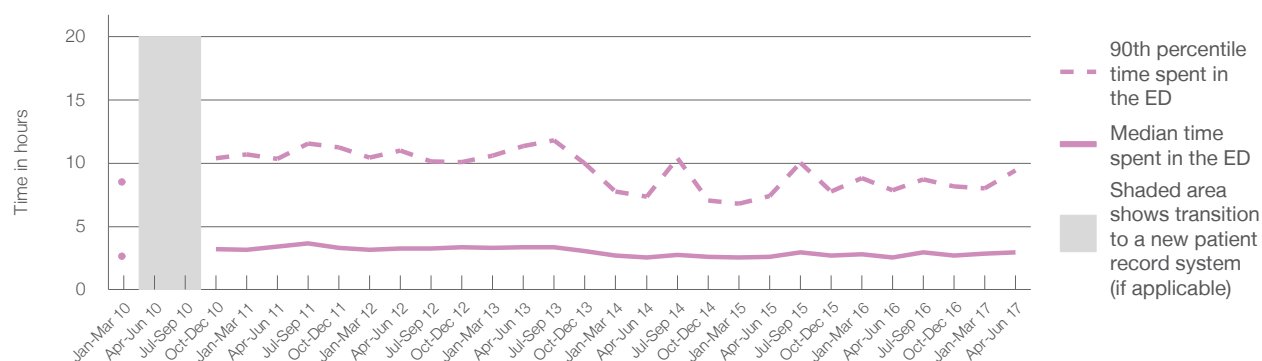
9 hours and 26 minutes

Same period last year	NSW (this period)
7,809	7,809
2 hours and 34 minutes	2 hours and 46 minutes
7 hours and 52 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)		3h 24m	3h 16m	3h 21m	2h 34m	2h 36m	2h 34m	2h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)		10h 21m	11h 0m	11h 21m	7h 21m	7h 23m	7h 52m	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.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

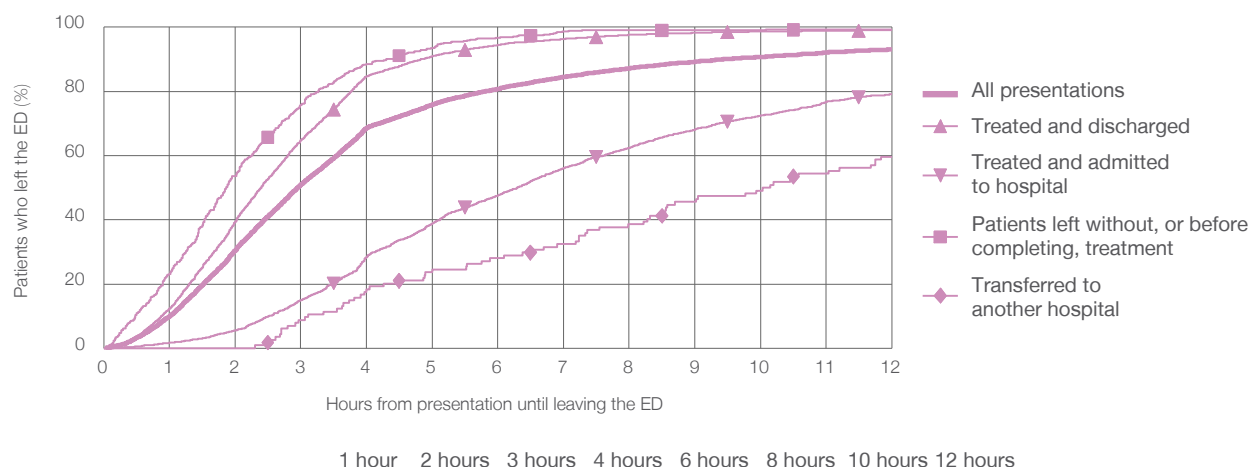
All presentations:[†] 8,346 patients

Presentations used to calculate time to leaving the ED:[‡] 8,346 patients

Treated and discharged	5,415 (64.9%)
Treated and admitted to hospital	2,285 (27.4%)
Patient left without, or before completing, treatment	507 (6.1%)
Transferred to another hospital	114 (1.4%)
Other	25 (0.3%)

Same period last year	Change since one year ago
7,809	6.9%
5,530	-2.1%
1,774	28.8%
330	53.6%
151	-24.5%
24	4.2%

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



Treated and discharged	12.4%	39.5%	64.7%	84.7%	94.5%	97.7%	98.6%	99.1%
Treated and admitted to hospital	1.8%	5.6%	15.0%	28.6%	47.6%	62.5%	72.5%	79.2%
Patient left without, or before completing, treatment	23.1%	53.6%	75.7%	88.6%	96.6%	99.0%	99.0%	99.2%
Transferred to another hospital	0%	0%	8.8%	18.4%	28.1%	38.6%	49.1%	59.6%
All presentations	10.0%	30.5%	51.0%	68.6%	80.8%	87.2%	90.8%	93.1%

(†) 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.

Dubbo Base Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 8,346 patients

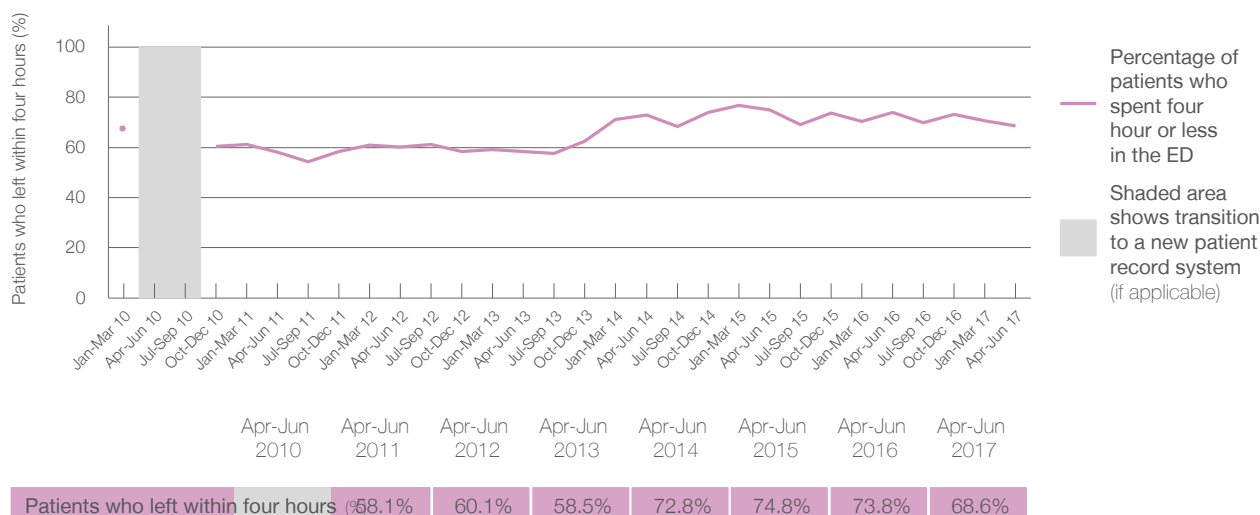
Presentations used to calculate time to leaving the ED:⁶ 8,346 patients

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



Same period last year	Change since one year ago
7,809	6.9%
7,809	6.9%
73.8%	

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



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Fairfield Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 8,904 patients

Emergency presentations:² 8,877 patients

Same period last year	Change since one year ago
8,024	11.0%
8,001	10.9%

Fairfield Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 919 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,237 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,093 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 597 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
675	
9 minutes	8 minutes
23 minutes	26 minutes
2,811	
16 minutes	20 minutes
48 minutes	67 minutes
3,947	
16 minutes	25 minutes
76 minutes	99 minutes
554	
15 minutes	23 minutes
91 minutes	101 minutes

Fairfield Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 8,903 patients

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

Same period last year	Change since one year ago
8,024	11.0%
82.3%	

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

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

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

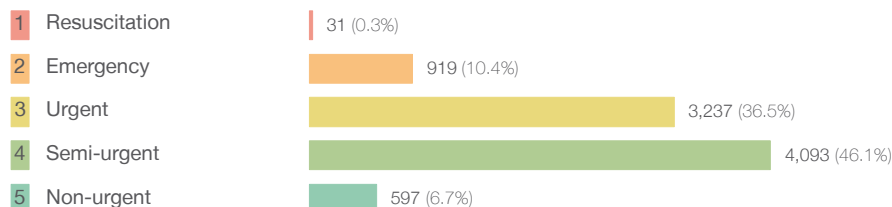
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Fairfield Hospital: Patients presenting to the emergency department

April to June 2017

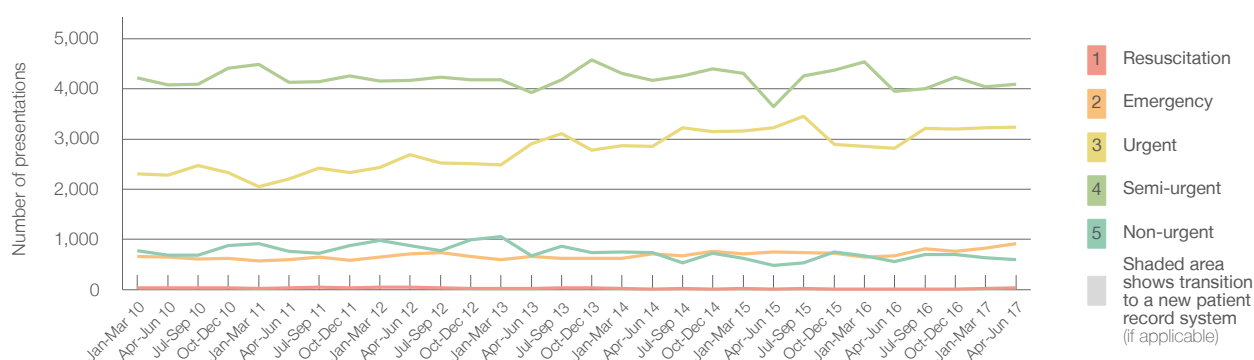
All presentations:¹ 8,904 patients

Emergency presentations² by triage category: 8,877 patients



Same period last year	Change since one year ago
8,024	11.0%
8,001	10.9%
14	121.4%
675	36.1%
2,811	15.2%
3,947	3.7%
554	7.8%

Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	33	33	55	29	14	17	14	31
Emergency	645	602	706	658	709	748	675	919
Urgent	2,280	2,206	2,685	2,907	2,860	3,219	2,811	3,237
Semi-urgent	4,078	4,131	4,173	3,924	4,166	3,649	3,947	4,093
Non-urgent	690	758	878	671	733	488	554	597
All emergency presentations	7,726	7,730	8,497	8,189	8,482	8,121	8,001	8,877

Fairfield Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,676 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,215	
10 minutes	3 minutes
21 minutes	10 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

April to June 2017

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

Number of triage 2 patients: 919

Number of triage 2 patients used to calculate waiting time:³ 917

Median time to start treatment⁴

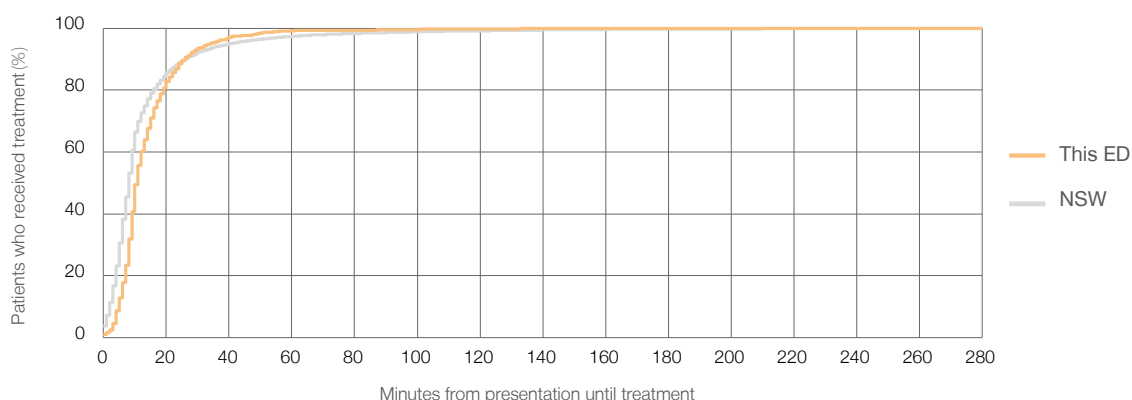
11 minutes

90th percentile time to start treatment⁵

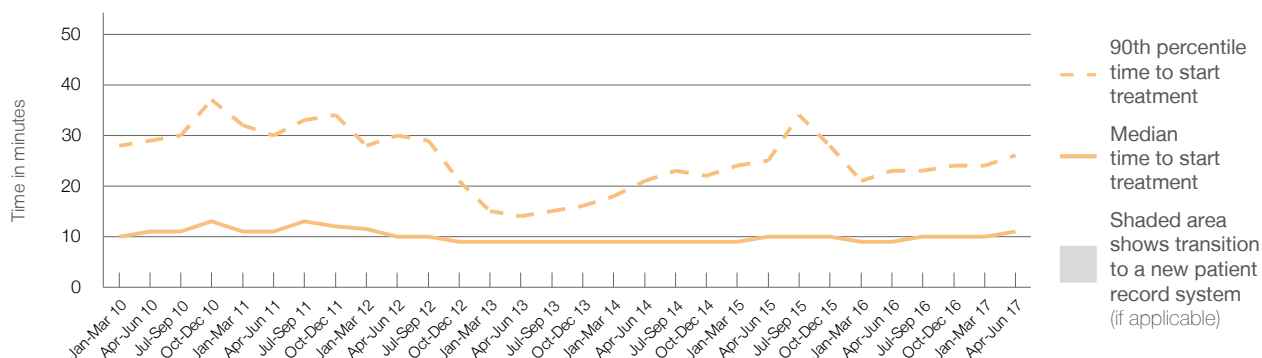
26 minutes

Same period last year	NSW (this period)
675	
670	
9 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	11	11	10	9	9	10	9	11
90th percentile time to start treatment ⁵ (minutes)	29	30	30	14	21	25	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.

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

April to June 2017

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

Number of triage 3 patients: 3,237

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

Median time to start treatment⁴

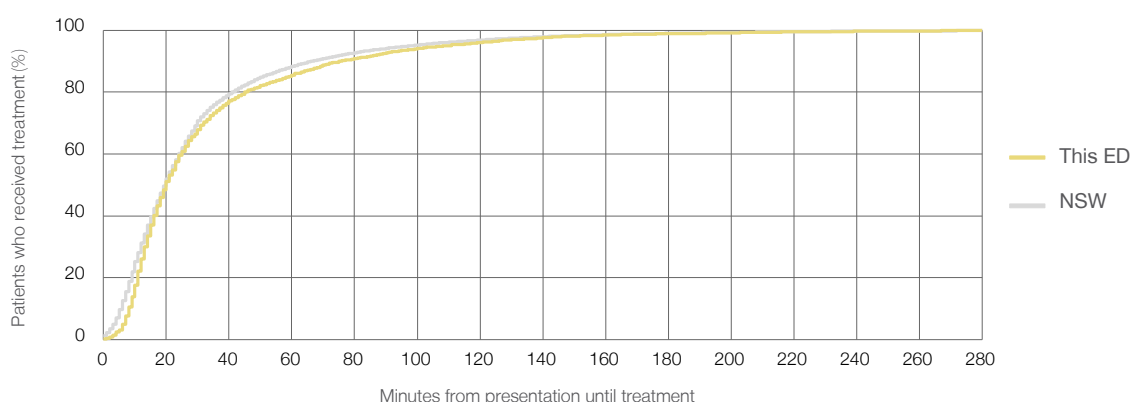
20 minutes

90th percentile time to start treatment⁵

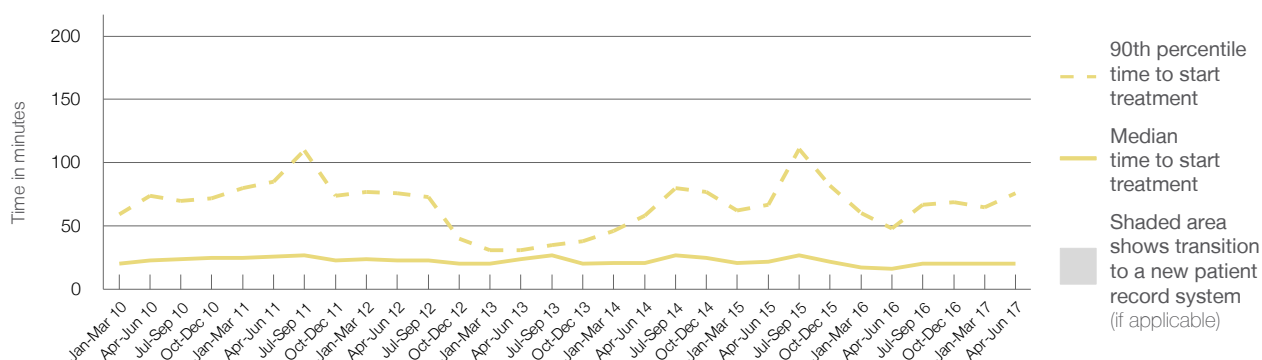
76 minutes

Same period last year	NSW (this period)
2,811	
2,761	
16 minutes	20 minutes
48 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	23	26	23	24	21	22	16	20
90th percentile time to start treatment ⁵ (minutes)	74	85	76	31	58	67	48	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.

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

April to June 2017

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

Number of triage 4 patients: 4,093

Number of triage 4 patients used to calculate waiting time:³ 3,702

Median time to start treatment⁴

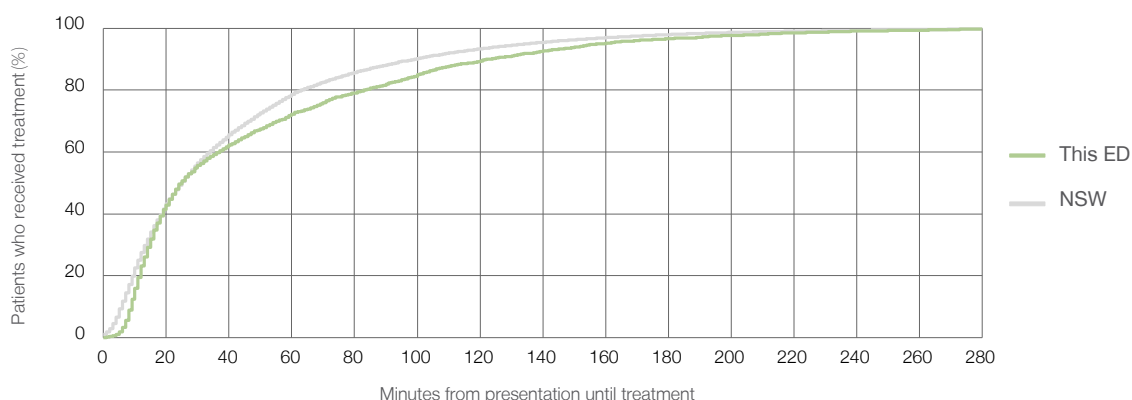
25 minutes

90th percentile time to start treatment⁵

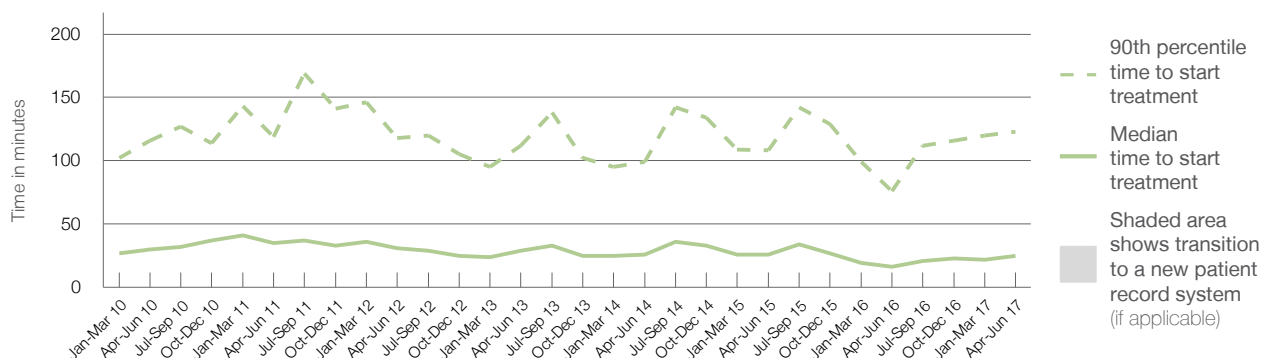
123 minutes

Same period last year	NSW (this period)
3,947	
3,711	
16 minutes	25 minutes
76 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	30	35	31	29	26	26	16	25
90th percentile time to start treatment ⁵ (minutes)	116	119	118	112	99	108	76	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.

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

April to June 2017

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

Number of triage 5 patients: 597

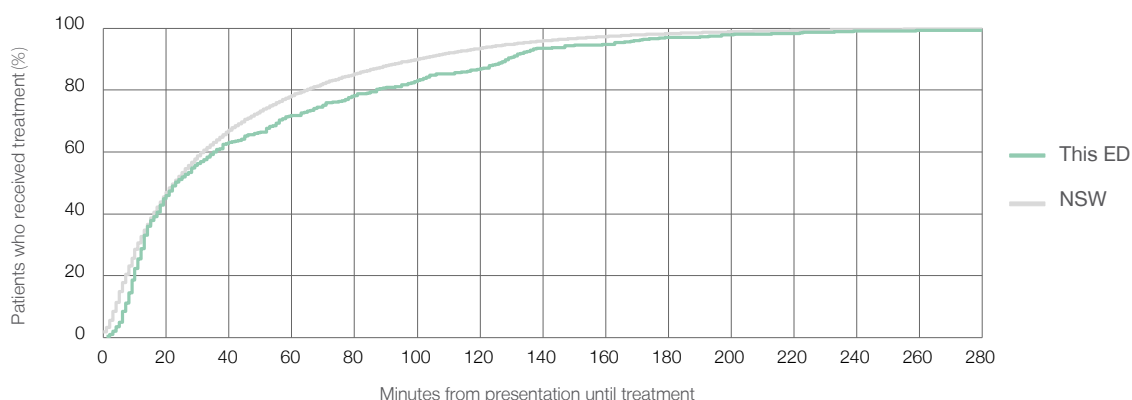
Number of triage 5 patients used to calculate waiting time:³ 444

Median time to start treatment⁴ 23 minutes

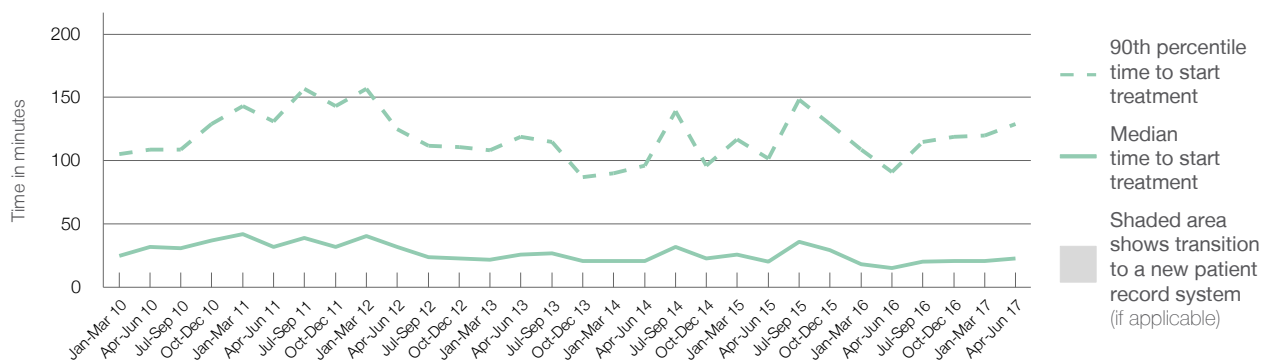
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
554	
453	
15 minutes	23 minutes
91 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	32	32	32	26	21	20	15	23
90th percentile time to start treatment ⁵ (minutes)	109	131	125	119	96	102	91	129

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

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

April to June 2017

All presentations:¹ 8,904 patients

Presentations used to calculate time to leaving the ED:⁶ 8,903 patients

Median time spent in the ED⁸

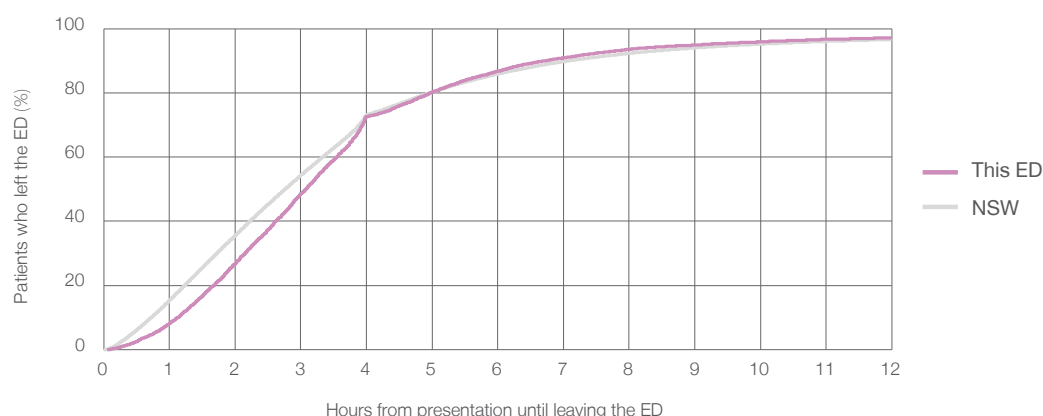
3 hours and 5 minutes

90th percentile time spent in the ED⁹

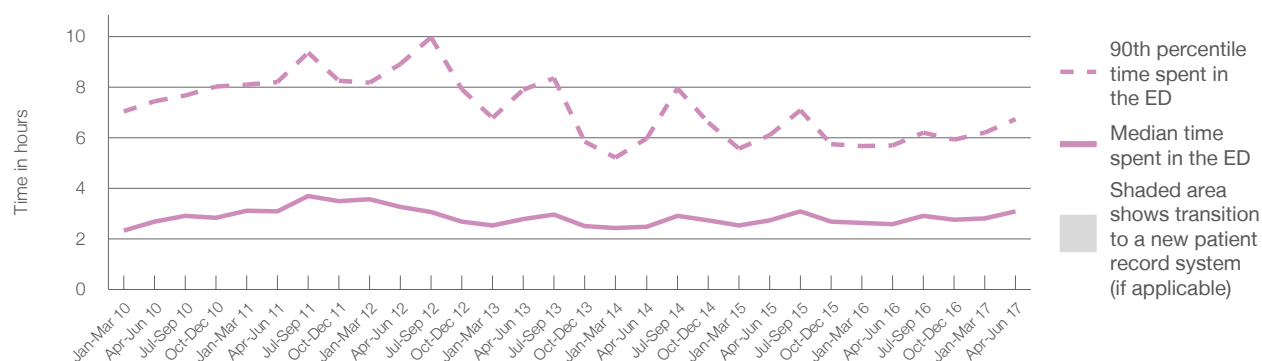
6 hours and 44 minutes

Same period last year	NSW (this period)
8,024	
8,024	
2 hours and 35 minutes	2 hours and 46 minutes
5 hours and 42 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 41m	3h 5m	3h 17m	2h 48m	2h 29m	2h 44m	2h 35m	3h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 27m	8h 12m	8h 54m	7h 54m	5h 59m	6h 6m	5h 42m	6h 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.

Fairfield Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

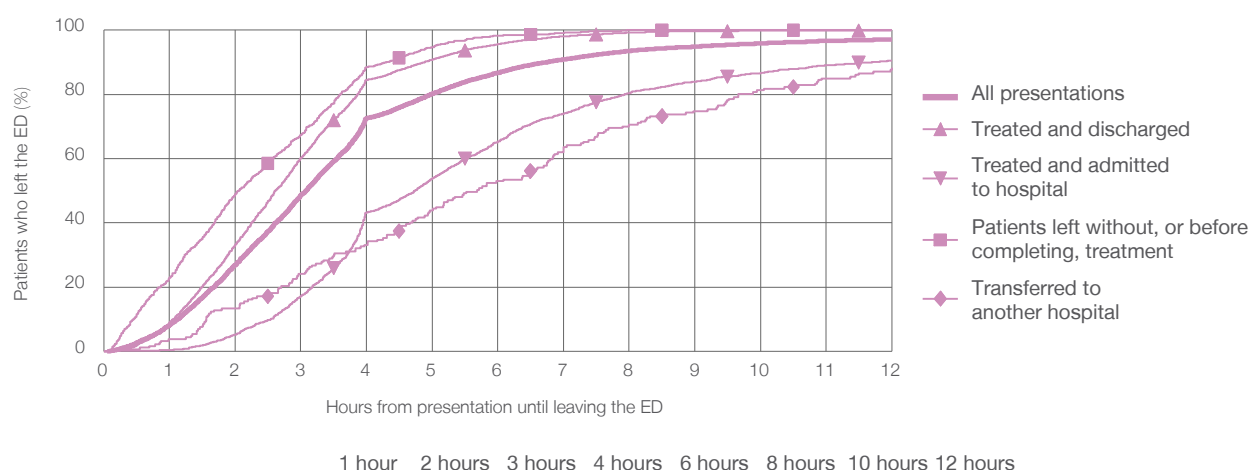
All presentations:[†] 8,904 patients

Presentations used to calculate time to leaving the ED:[‡] 8,903 patients

Treated and discharged	5,331 (59.9%)
Treated and admitted to hospital	2,434 (27.3%)
Patient left without, or before completing, treatment	895 (10.1%)
Transferred to another hospital	187 (2.1%)
Other	57 (0.6%)

Same period last year	Change since one year ago
8,024	11.0%
5,148	3.6%
2,163	12.5%
478	87.2%
159	17.6%
76	-25.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.9%	33.2%	60.2%	84.5%	95.6%	99.2%	99.9%	100%
Treated and admitted to hospital	0.4%	5.2%	17.2%	43.3%	65.4%	80.4%	86.7%	90.5%
Patient left without, or before completing, treatment	22.9%	48.9%	67.5%	88.5%	98.3%	100%	100%	100%
Transferred to another hospital	3.7%	13.4%	24.1%	33.2%	52.9%	70.6%	81.3%	88.2%
All presentations	8.2%	27.0%	48.6%	72.6%	86.8%	93.6%	95.9%	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.

Fairfield Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 8,904 patients

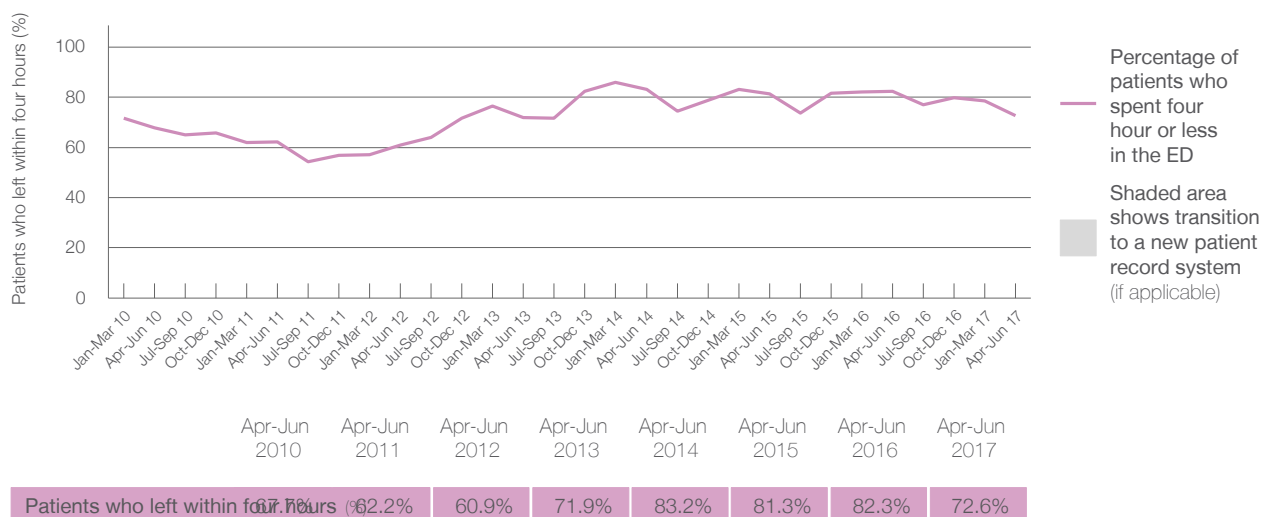
Presentations used to calculate time to leaving the ED:⁶ 8,903 patients

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



Same period last year	Change since one year ago
8,024	11.0%
8,024	11.0%
82.3%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

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

April to June 2017

All presentations:¹ 10,058 patients

Emergency presentations:² 10,001 patients

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

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

April to June 2017

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

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 11 minutes

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

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 45 minutes

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

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 71 minutes

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

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 80 minutes

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

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

April to June 2017

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

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

78.2%

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

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

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

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

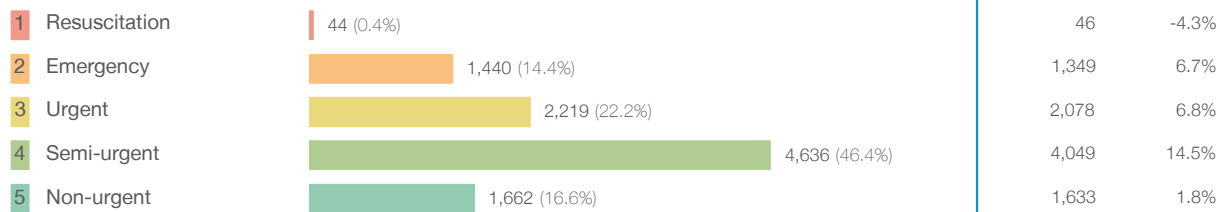
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

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

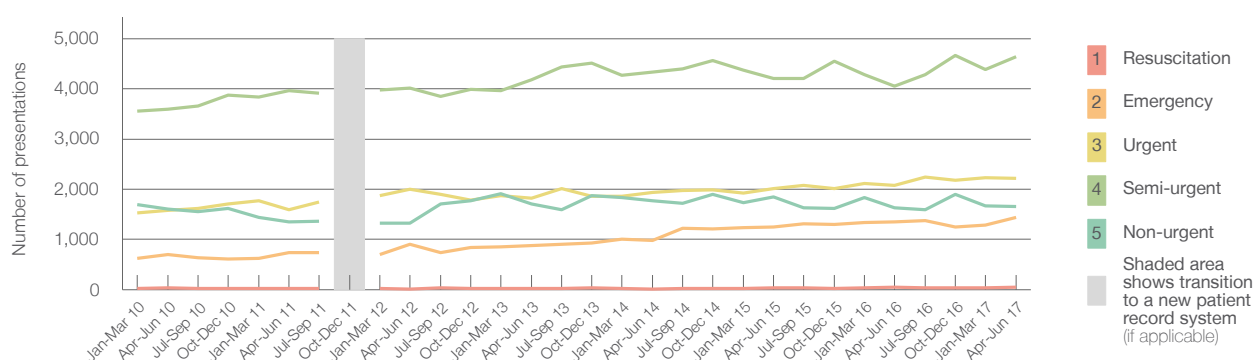
April to June 2017

All presentations:¹ 10,058 patients

Emergency presentations² by triage category: 10,001 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	42	26	17	30	15	34	46	44
Emergency	698	738	902	874	977	1,248	1,349	1,440
Urgent	1,581	1,597	1,995	1,828	1,931	2,019	2,078	2,219
Semi-urgent	3,591	3,962	4,012	4,180	4,335	4,200	4,049	4,636
Non-urgent	1,606	1,356	1,320	1,703	1,771	1,849	1,633	1,662
All emergency presentations	7,518	7,679	8,246	8,615	9,029	9,350	9,155	10,001

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

April to June 2017

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

ED Transfer of care time



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

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

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

April to June 2017

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

Number of triage 2 patients: 1,440

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

Median time to start treatment⁴

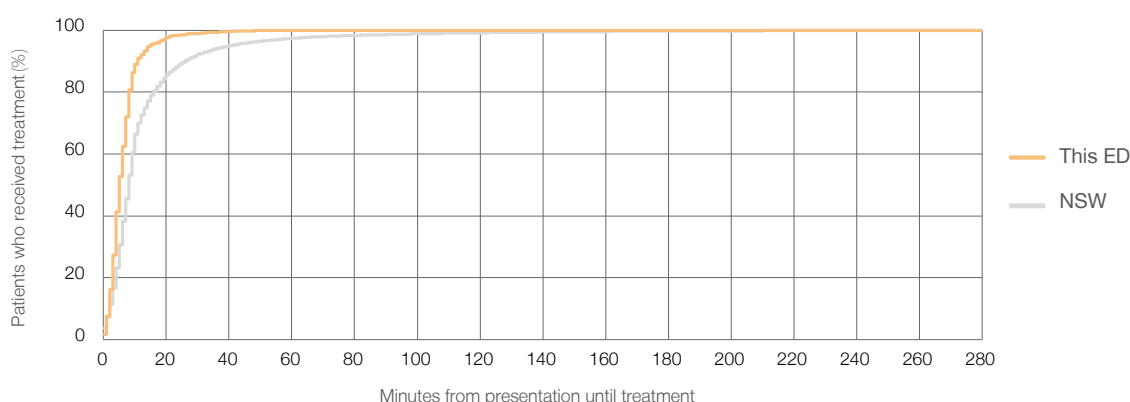
5 minutes

90th percentile time to start treatment⁵

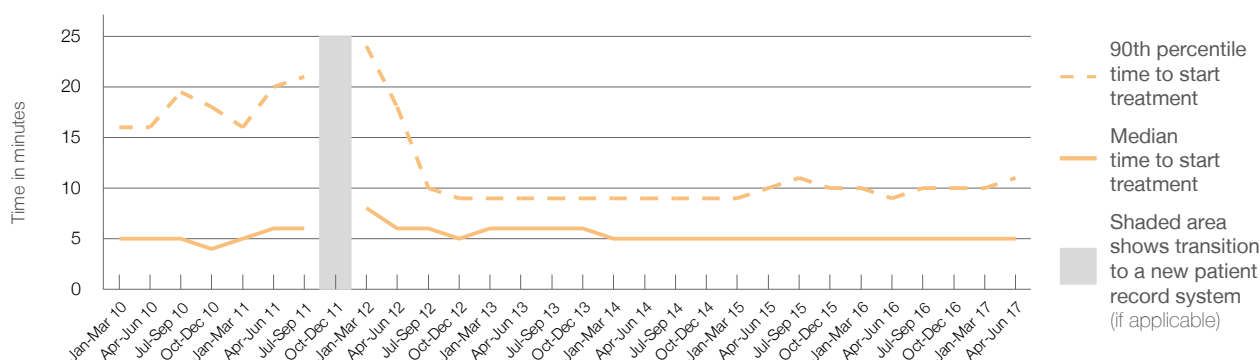
11 minutes

Same period last year	NSW (this period)
1,349	
1,348	
5 minutes	8 minutes
9 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	5	6	6	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	16	20	18	9	9	10	9	11

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 2,219

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

Median time to start treatment⁴

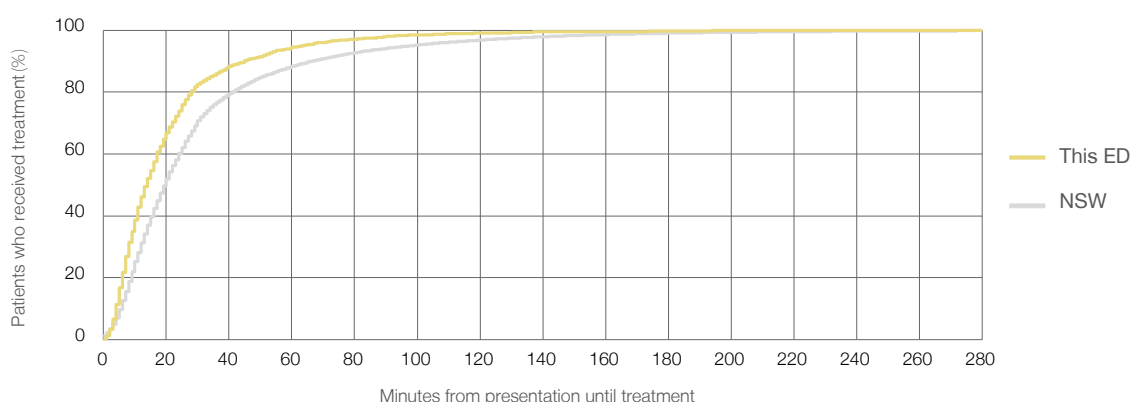
14 minutes

90th percentile time to start treatment⁵

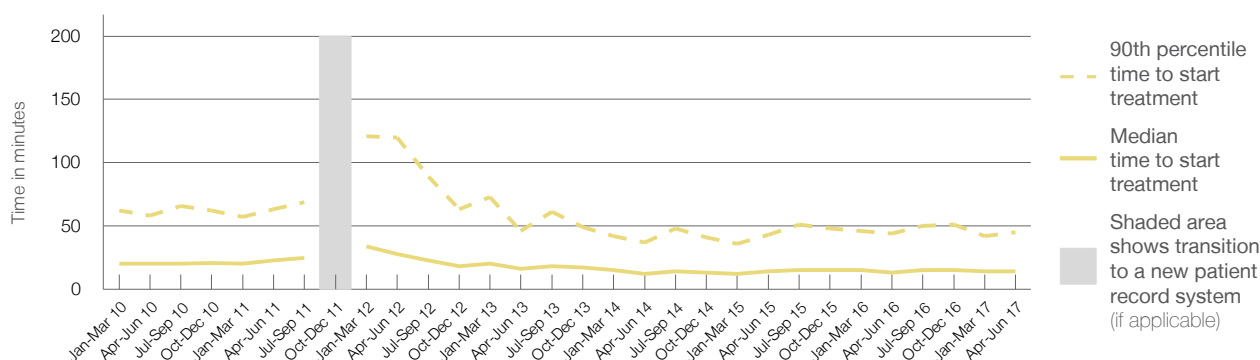
45 minutes

Same period last year	NSW (this period)
2,078	
2,066	
13 minutes	20 minutes
44 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	20	23	28	16	12	14	13	14
90th percentile time to start treatment ⁵ (minutes)	58	63	120	46	37	43	44	45

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

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

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

April to June 2017

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

Number of triage 4 patients: 4,636

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

Median time to start treatment⁴

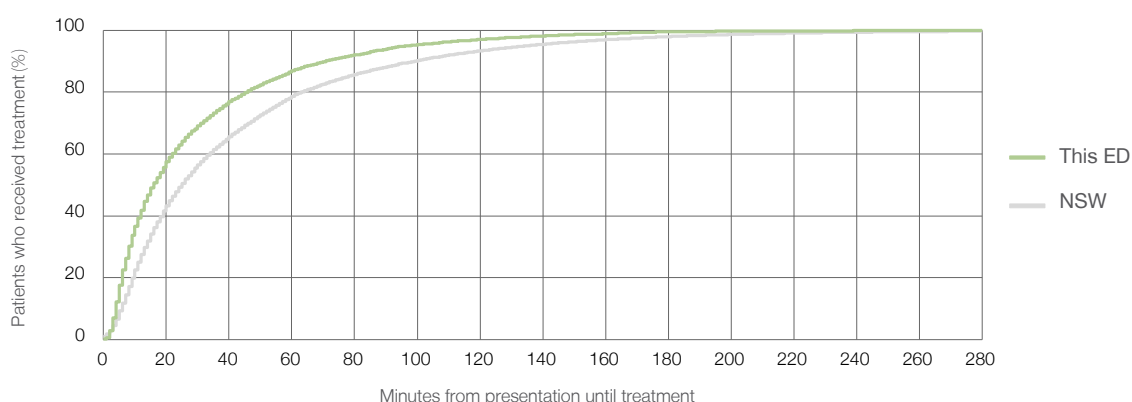
16 minutes

90th percentile time to start treatment⁵

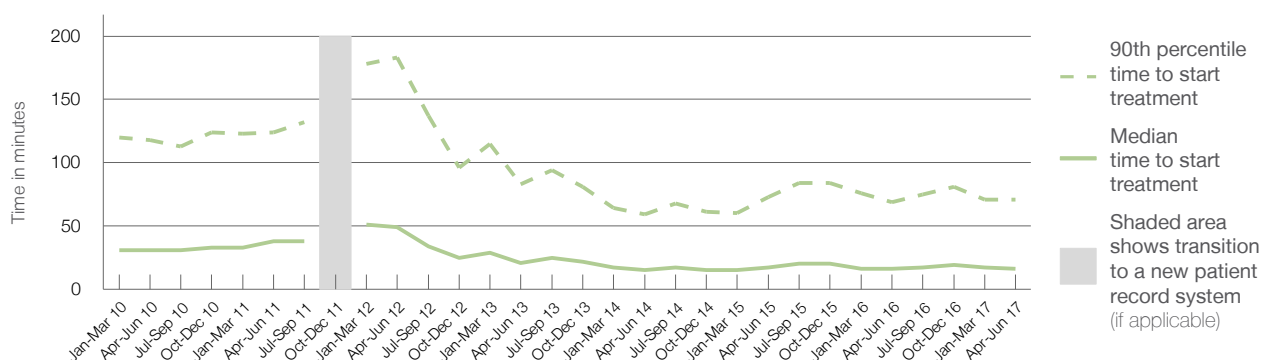
71 minutes

Same period last year	NSW (this period)
4,049	
3,945	
16 minutes	25 minutes
69 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	31	38	49	21	15	17	16	16
90th percentile time to start treatment ⁵ (minutes)	118	124	183	83	59	73	69	71

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 1,662

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

Median time to start treatment⁴

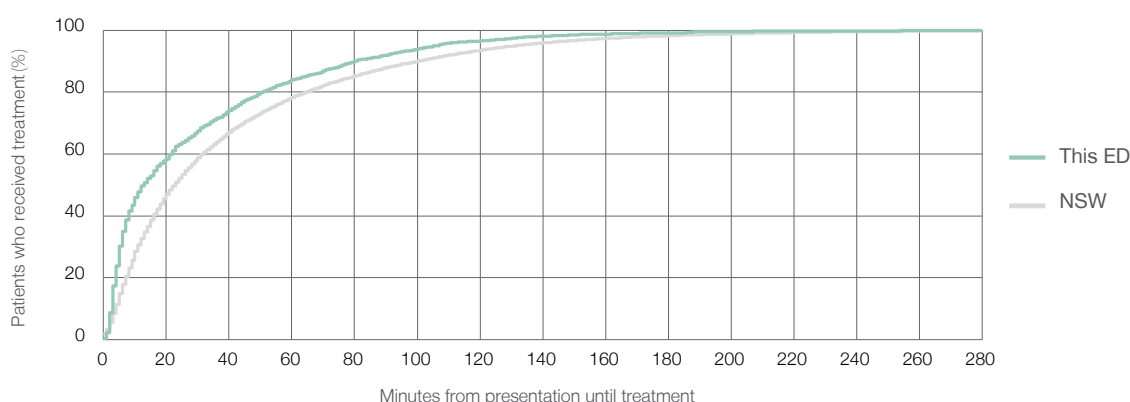
13 minutes

90th percentile time to start treatment⁵

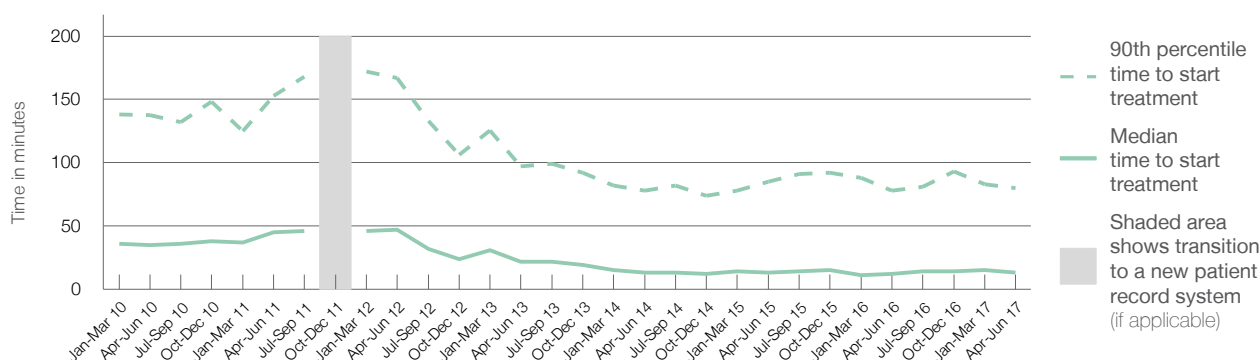
80 minutes

Same period last year	NSW (this period)
1,633	
1,550	
12 minutes	23 minutes
78 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	35	45	47	22	13	13	12	13
90th percentile time to start treatment ⁵ (minutes)	138	153	167	97	78	85	78	80

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

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

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

April to June 2017

All presentations:¹ 10,058 patients

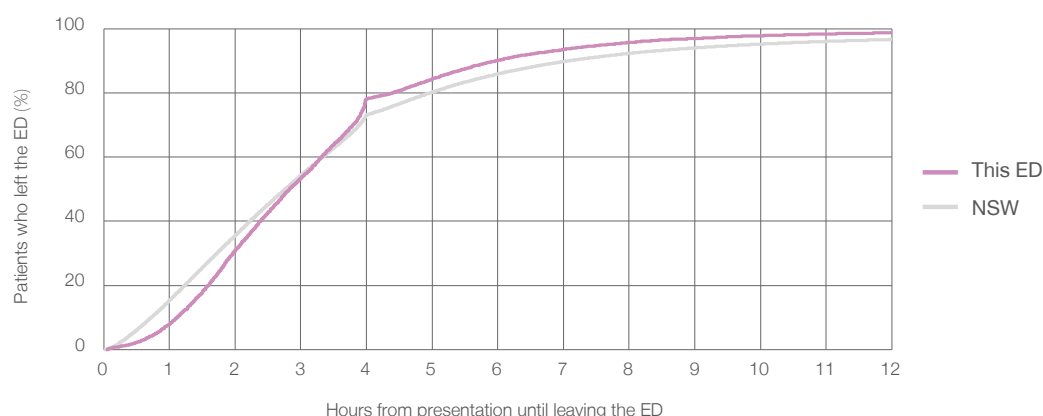
Presentations used to calculate time to leaving the ED:⁶ 10,058 patients

Median time spent in the ED⁸ 2 hours and 50 minutes

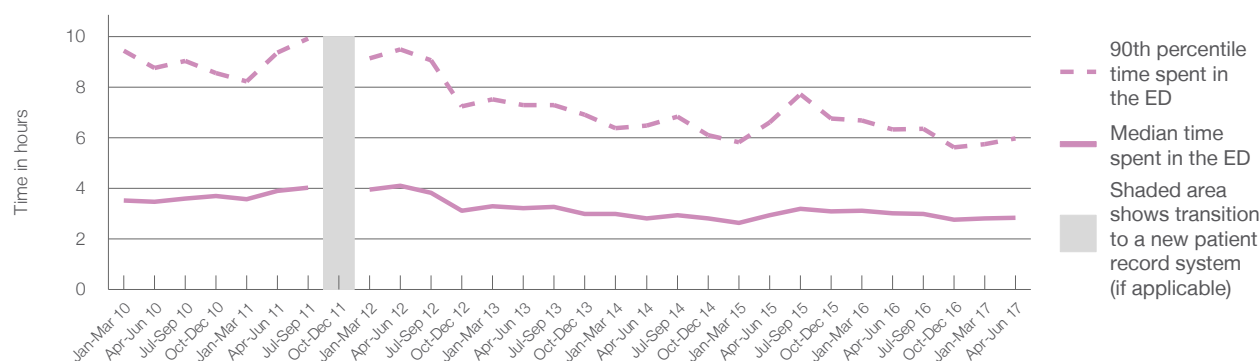
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

Same period last year	NSW (this period)
9,206	
9,206	
3 hours and 1 minutes	2 hours and 46 minutes
6 hours and 20 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 28m	3h 54m	4h 6m	3h 13m	2h 49m	2h 56m	3h 1m	2h 50m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 46m	9h 22m	9h 30m	7h 17m	6h 29m	6h 37m	6h 20m	5h 59m

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

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

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

By mode of separation

April to June 2017

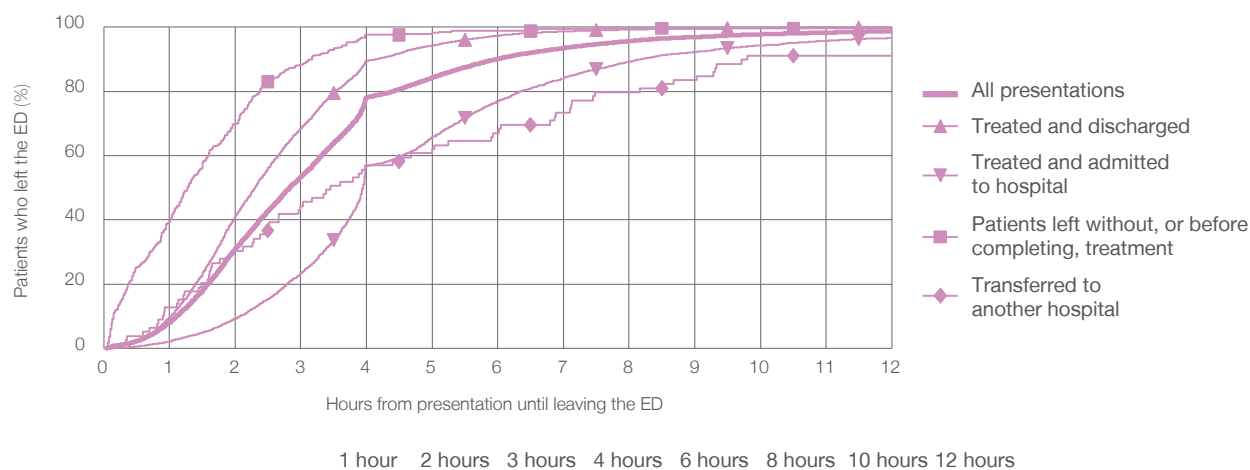
All presentations:[†] 10,058 patients

Presentations used to calculate time to leaving the ED:[‡] 10,058 patients

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

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

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.6%	41.2%	68.4%	89.4%	97.4%	99.3%	99.7%	99.9%
Treated and admitted to hospital	2.0%	9.2%	23.4%	56.8%	77.0%	89.3%	94.3%	96.7%
Patient left without, or before completing, treatment	39.5%	70.0%	88.4%	97.6%	98.8%	99.7%	99.7%	99.7%
Transferred to another hospital	12.7%	30.4%	44.3%	57.0%	67.1%	79.7%	91.1%	91.1%
All presentations	8.0%	31.1%	53.4%	78.2%	90.2%	95.7%	97.8%	98.7%

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

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

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

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

April to June 2017

All presentations at the emergency department:¹ 10,058 patients

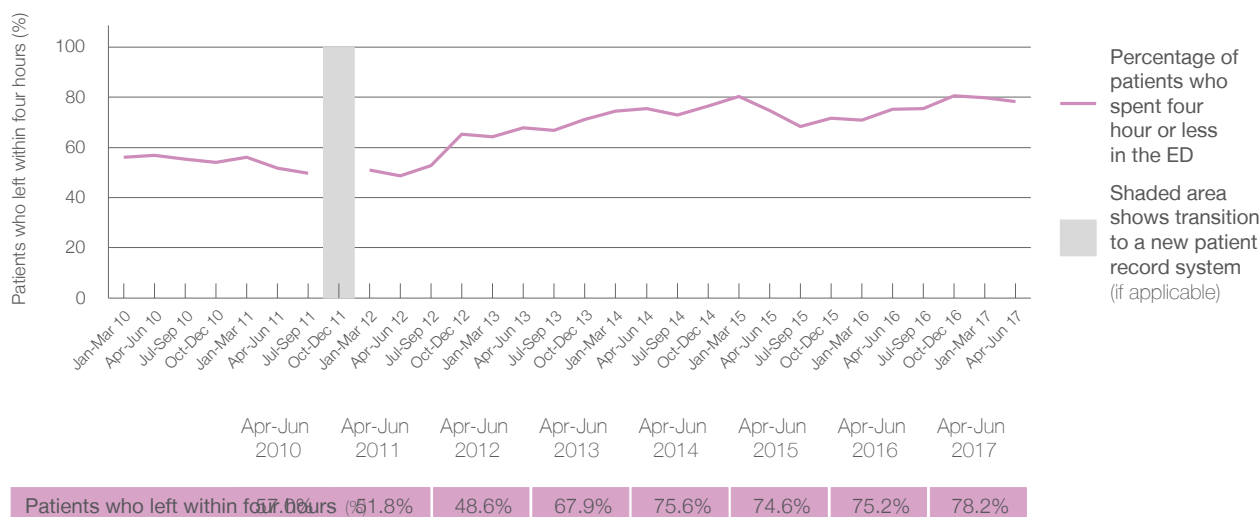
Presentations used to calculate time to leaving the ED:⁶ 10,058 patients

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



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

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



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Lismore Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 8,619 patients

Emergency presentations:² 8,344 patients

Same period last year	Change since one year ago
7,477	15.3%
7,218	15.6%

Lismore Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 828 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): 2,959 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,563 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 957 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
854	
5 minutes	8 minutes
12 minutes	26 minutes
2,530	
20 minutes	20 minutes
69 minutes	67 minutes
3,050	
34 minutes	25 minutes
116 minutes	99 minutes
738	
35 minutes	23 minutes
122 minutes	101 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 8,618 patients

Percentage of patients who spent four hours or less in the ED 66.7%

Same period last year	Change since one year ago
7,477	15.3%
66.1%	

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

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

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

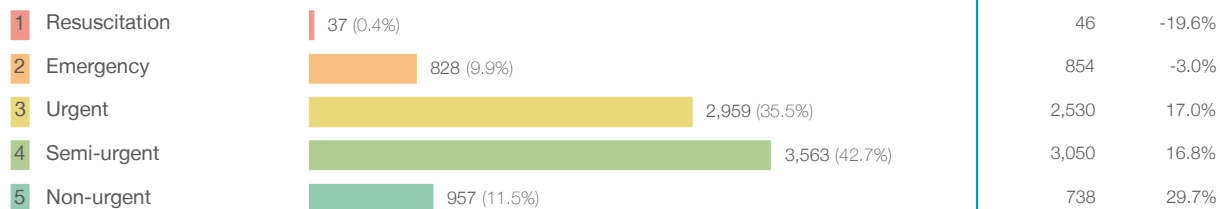
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Lismore Base Hospital: Patients presenting to the emergency department

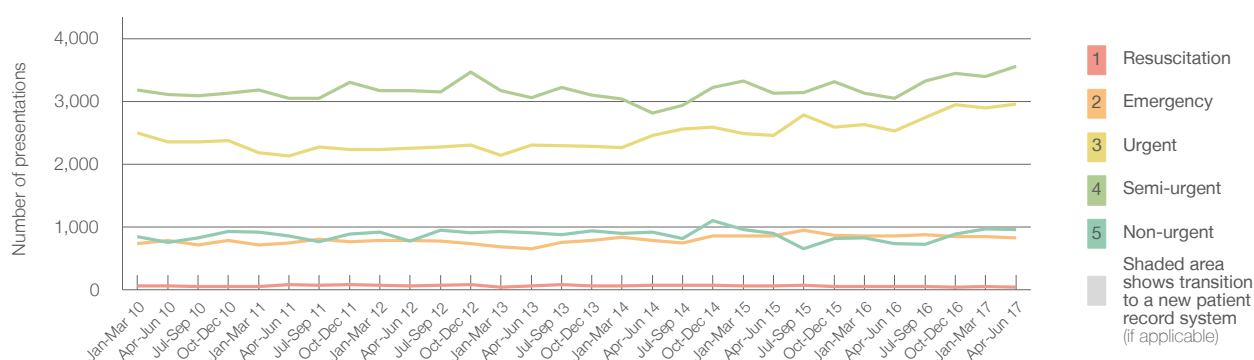
April to June 2017

All presentations:¹ 8,619 patients

Emergency presentations² by triage category: 8,344 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



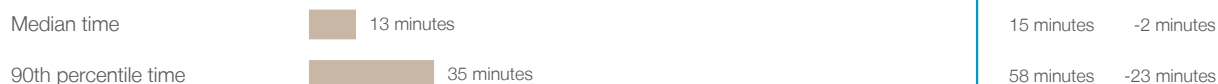
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	60	83	58	57	67	56	46	37
Emergency	788	745	784	654	782	860	854	828
Urgent	2,360	2,129	2,256	2,301	2,462	2,456	2,530	2,959
Semi-urgent	3,111	3,053	3,172	3,057	2,818	3,126	3,050	3,563
Non-urgent	750	858	778	904	916	892	738	957
All emergency presentations	7,069	6,868	7,048	6,973	7,045	7,390	7,218	8,344

Lismore Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time: ⁷ 1,730 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

April to June 2017

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

Number of triage 2 patients: 828

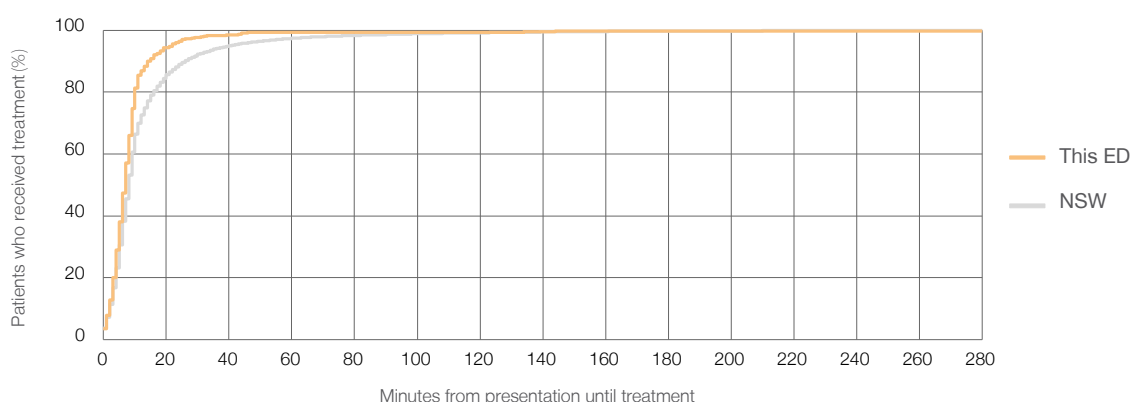
Number of triage 2 patients used to calculate waiting time:³ 822

Median time to start treatment⁴ 7 minutes

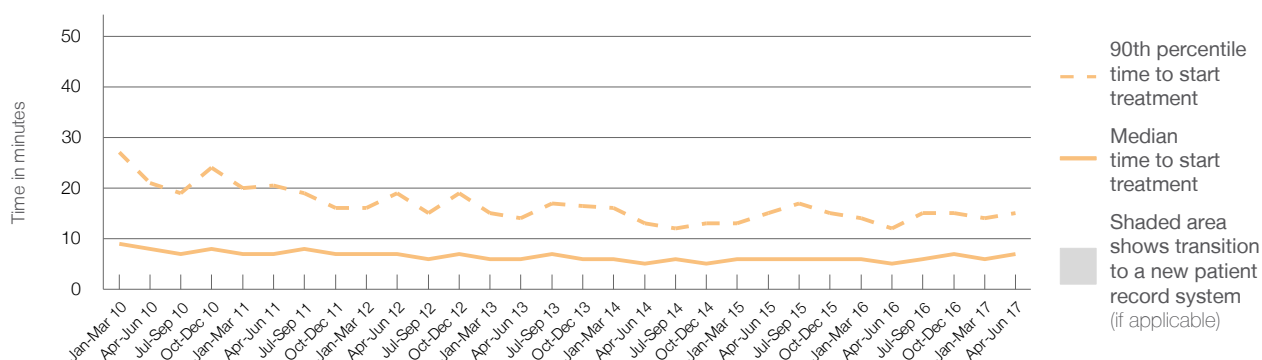
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
854	
849	
5 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	8	7	7	6	5	6	5	7
90th percentile time to start treatment ⁵ (minutes)	21	21	19	14	13	15	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.

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

April to June 2017

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

Number of triage 3 patients: 2,959

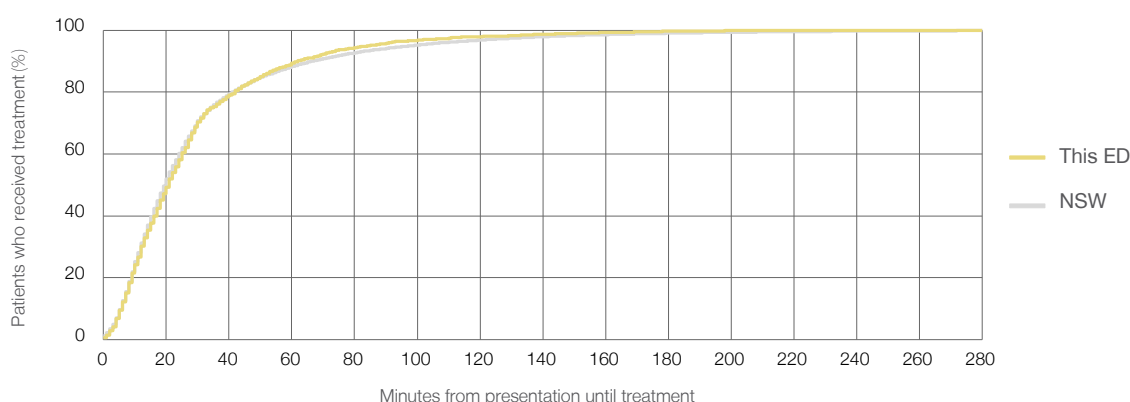
Number of triage 3 patients used to calculate waiting time:³ 2,913

Median time to start treatment⁴ 21 minutes

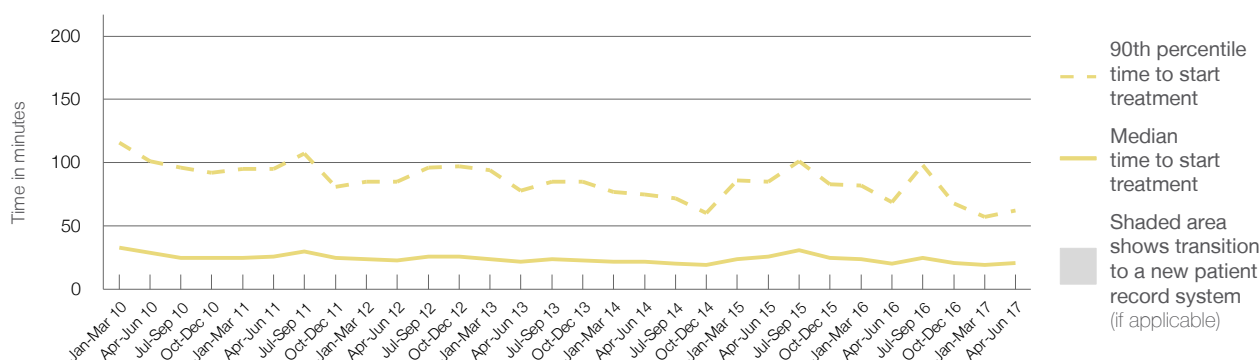
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
2,530	
2,487	
20 minutes	20 minutes
69 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	29	26	23	22	22	26	20	21
90th percentile time to start treatment ⁵ (minutes)	101	95	85	78	75	85	69	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.

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

April to June 2017

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

Number of triage 4 patients: 3,563

Number of triage 4 patients used to calculate waiting time:³ 3,402

Median time to start treatment⁴

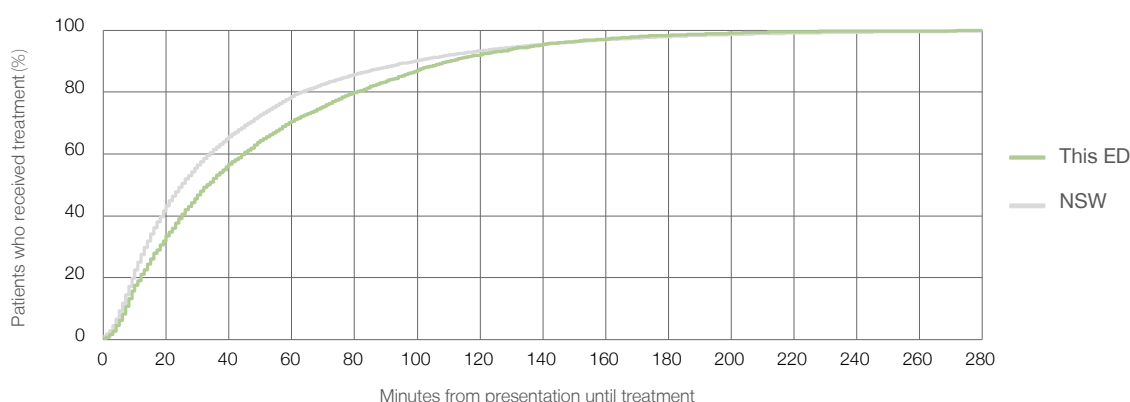
33 minutes

90th percentile time to start treatment⁵

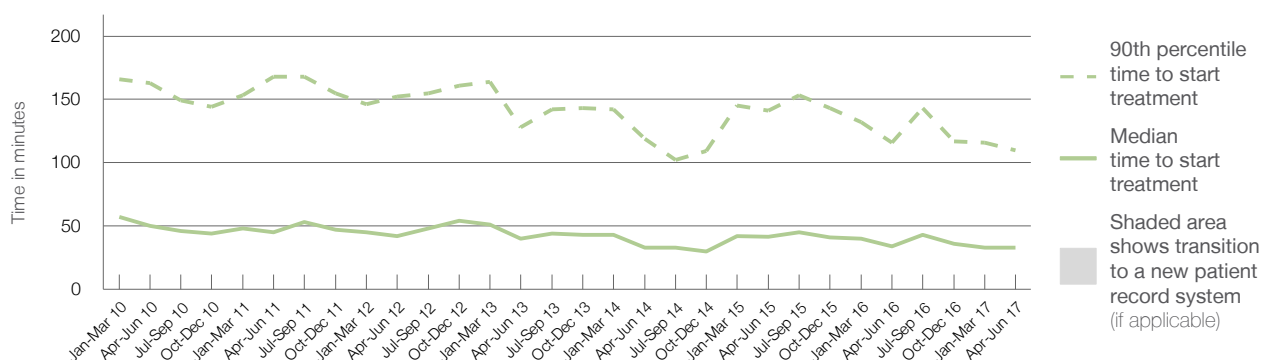
110 minutes

Same period last year	NSW (this period)
3,050	
2,844	
34 minutes	25 minutes
116 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	50	45	42	40	33	42	34	33
90th percentile time to start treatment ⁵ (minutes)	163	168	152	128	119	141	116	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.

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

April to June 2017

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

Number of triage 5 patients: 957

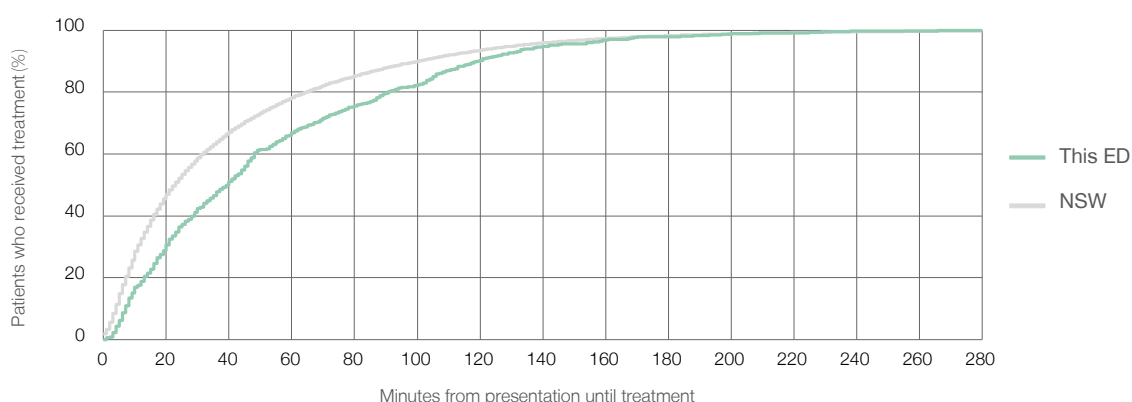
Number of triage 5 patients used to calculate waiting time:³ 852

Median time to start treatment⁴ 40 minutes

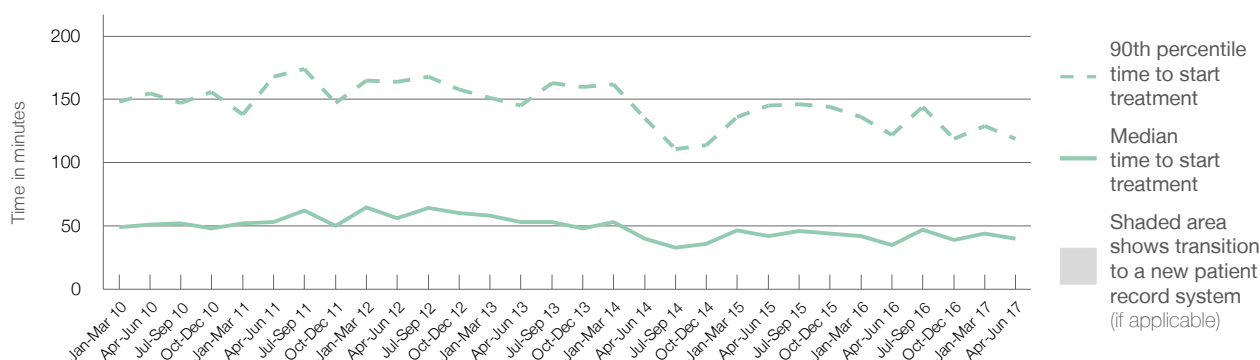
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
738	
635	
35 minutes	23 minutes
122 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	51	53	56	53	40	42	35	40
90th percentile time to start treatment ⁵ (minutes)	155	168	164	145	135	145	122	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.

Lismore Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 8,619 patients

Presentations used to calculate time to leaving the ED:⁶ 8,618 patients

Median time spent in the ED⁸

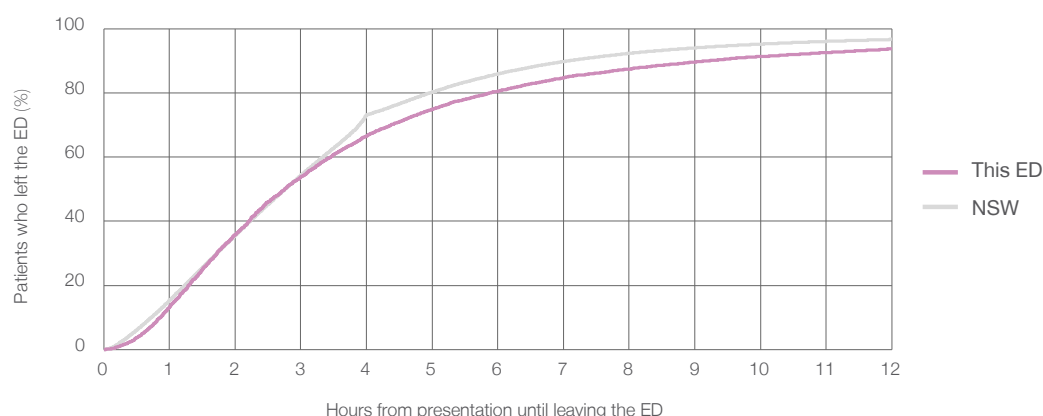
2 hours and 45 minutes

90th percentile time spent in the ED⁹

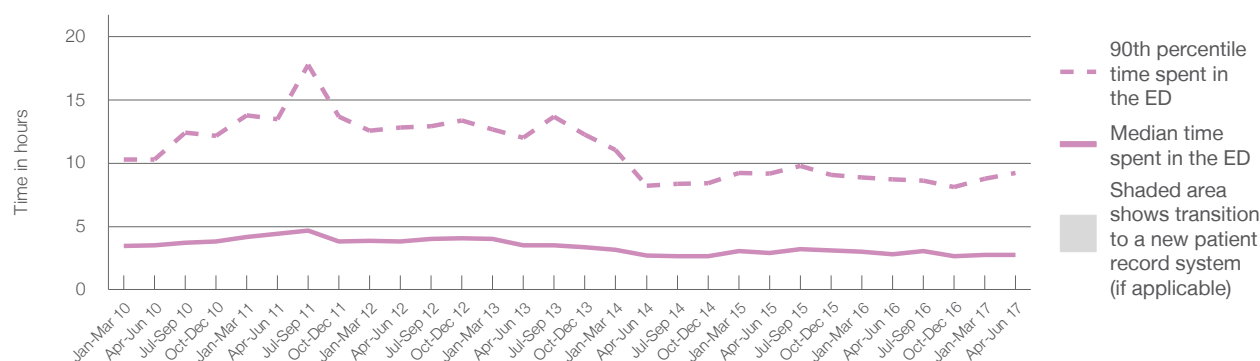
9 hours and 13 minutes

Same period last year	NSW (this period)
7,477	7,477
2 hours and 49 minutes	2 hours and 46 minutes
8 hours and 44 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 32m	4h 24m	3h 50m	3h 31m	2h 42m	2h 54m	2h 49m	2h 45m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 18m	13h 27m	12h 50m	12h 0m	8h 14m	9h 12m	8h 44m	9h 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.

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

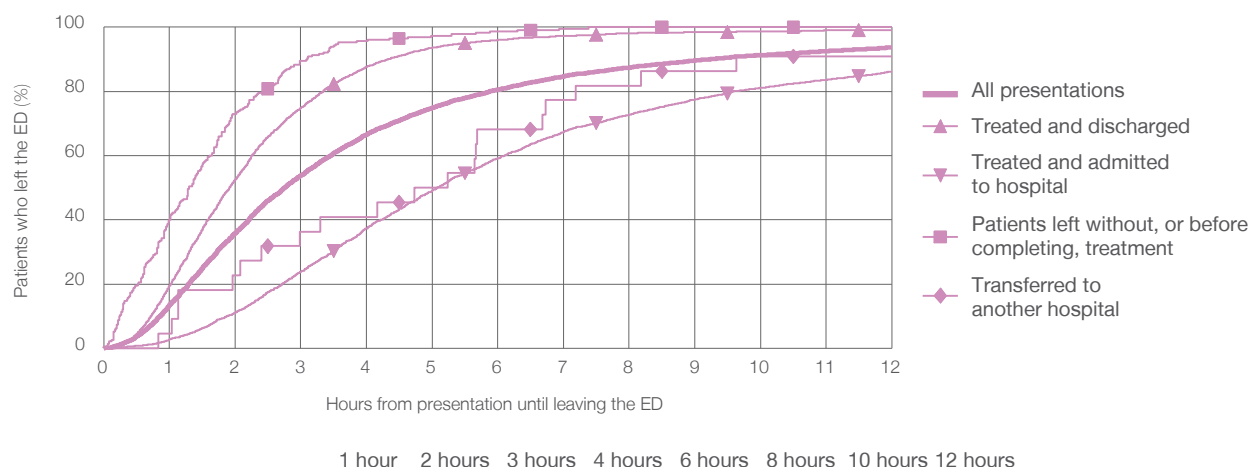
All presentations:[†] 8,619 patients

Presentations used to calculate time to leaving the ED:[‡] 8,618 patients

Treated and discharged	4,673 (54.2%)
Treated and admitted to hospital	3,624 (42.0%)
Patient left without, or before completing, treatment	230 (2.7%)
Transferred to another hospital	22 (0.3%)
Other	70 (0.8%)

Same period last year	Change since one year ago
7,477	15.3%
3,756	24.4%
3,350	8.2%
310	-25.8%
18	22.2%
43	62.8%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.6%	52.6%	74.9%	87.8%	96.1%	98.1%	98.7%	99.2%
Treated and admitted to hospital	2.7%	11.1%	23.9%	37.4%	59.2%	72.7%	81.1%	86.2%
Patient left without, or before completing, treatment	40.0%	73.0%	89.6%	95.7%	98.7%	100%	100%	100%
Transferred to another hospital	4.5%	22.7%	36.4%	40.9%	68.2%	81.8%	90.9%	90.9%
All presentations	13.4%	35.9%	53.8%	66.7%	80.6%	87.4%	91.3%	93.7%

(†) 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.

Lismore Base Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 8,619 patients

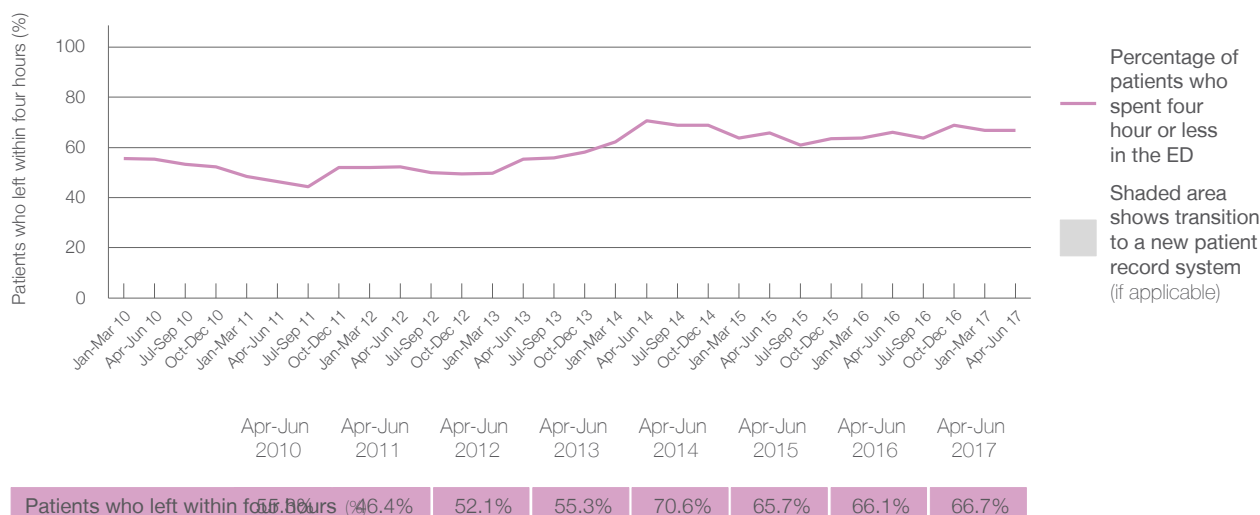
Presentations used to calculate time to leaving the ED:⁶ 8,618 patients

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



Same period last year	Change since one year ago
7,477	15.3%
7,477	15.3%
66.1%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Maitland Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 11,850 patients

Emergency presentations:² 11,760 patients

Same period last year	Change since one year ago
11,882	-0.3%
11,772	-0.1%

Maitland Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,927 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,142 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 91 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,393 patients

Median time to start treatment⁴ 43 minutes
90th percentile time to start treatment⁵ 147 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,278 patients

Median time to start treatment⁴ 42 minutes
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
1,892	
8 minutes	8 minutes
21 minutes	26 minutes
3,084	
24 minutes	20 minutes
75 minutes	67 minutes
5,378	
41 minutes	25 minutes
119 minutes	99 minutes
1,378	
46 minutes	23 minutes
125 minutes	101 minutes

Maitland Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 11,850 patients

Percentage of patients who spent four hours or less in the ED 68.0%

Same period last year	Change since one year ago
11,882	-0.3%
72.9%	

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

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

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

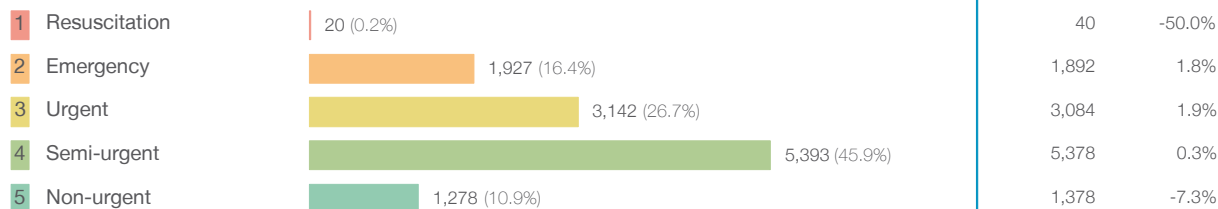
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Maitland Hospital: Patients presenting to the emergency department

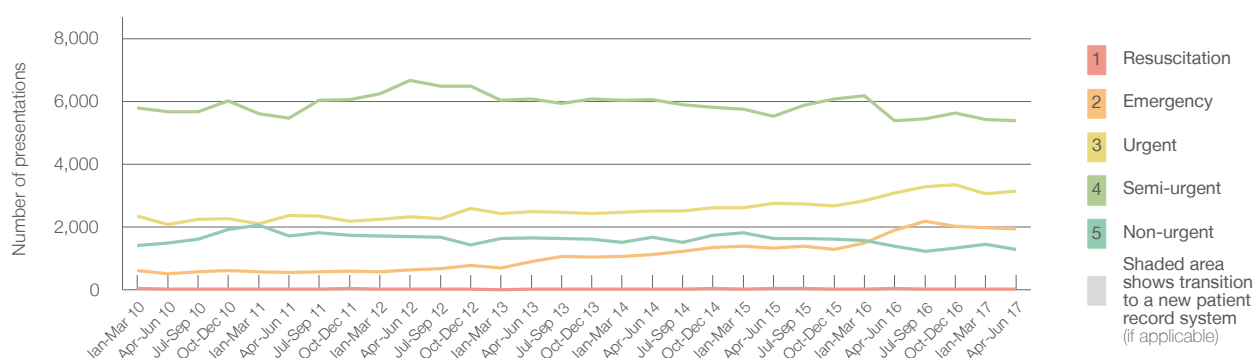
April to June 2017

All presentations:¹ 11,850 patients

Emergency presentations² by triage category: 11,760 patients



Emergency presentations² by quarter, April 2012 to June 2017[‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	24	21	18	23	22	28	40	20
Emergency	504	539	621	900	1,115	1,330	1,892	1,927
Urgent	2,087	2,354	2,314	2,492	2,505	2,743	3,084	3,142
Semi-urgent	5,662	5,475	6,676	6,073	6,064	5,528	5,378	5,393
Non-urgent	1,490	1,704	1,700	1,656	1,679	1,631	1,378	1,278
All emergency presentations	9,767	10,093	11,329	11,144	11,385	11,260	11,772	11,760

Maitland Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,093 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

April to June 2017

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

Number of triage 2 patients: 1,927

Number of triage 2 patients used to calculate waiting time:³ 1,898

Median time to start treatment⁴

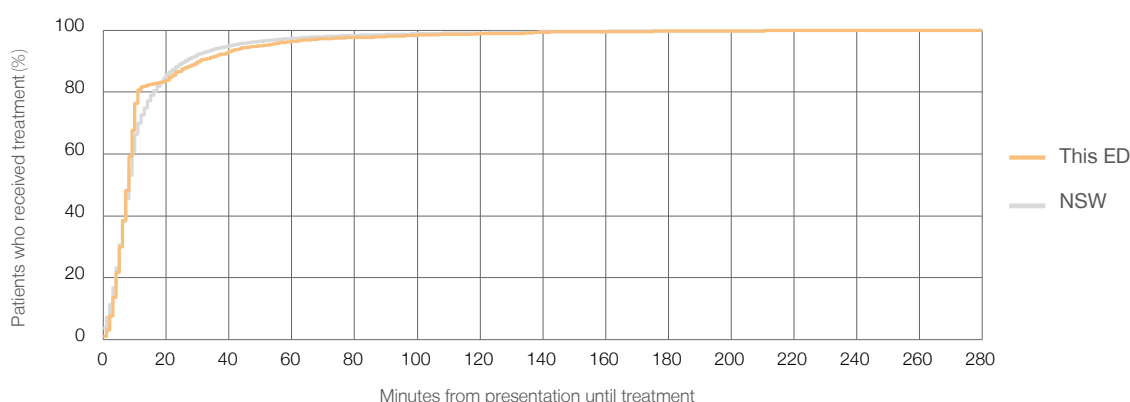
8 minutes

90th percentile time to start treatment⁵

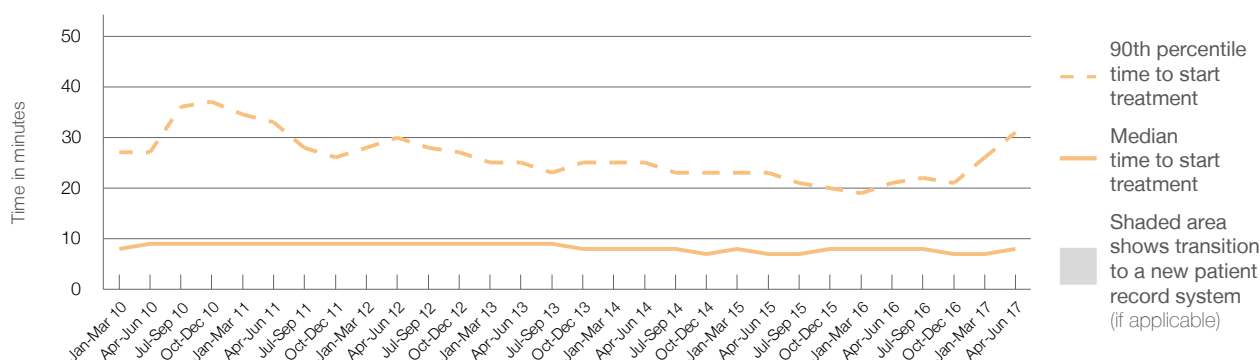
31 minutes

Same period last year	NSW (this period)
1,892	
1,872	
8 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	9	9	9	9	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	27	33	30	25	25	23	21	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.

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

April to June 2017

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

Number of triage 3 patients: 3,142

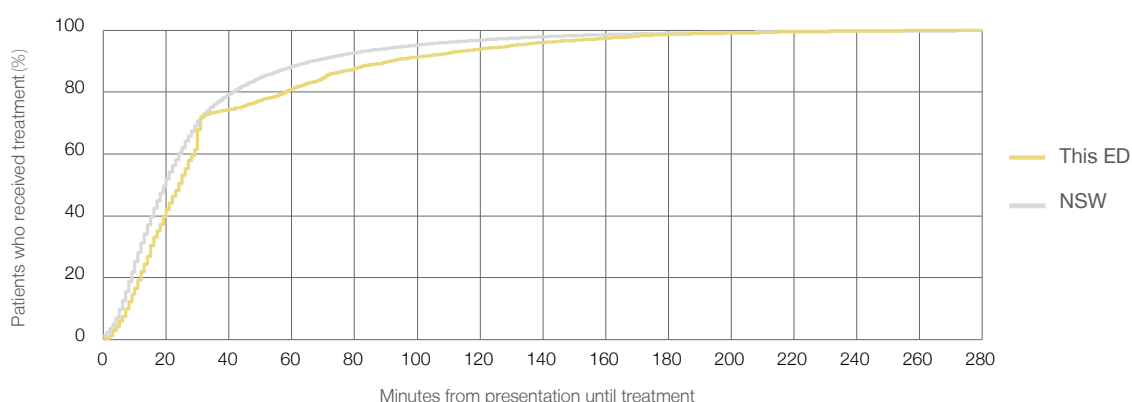
Number of triage 3 patients used to calculate waiting time:³ 3,021

Median time to start treatment⁴ 24 minutes

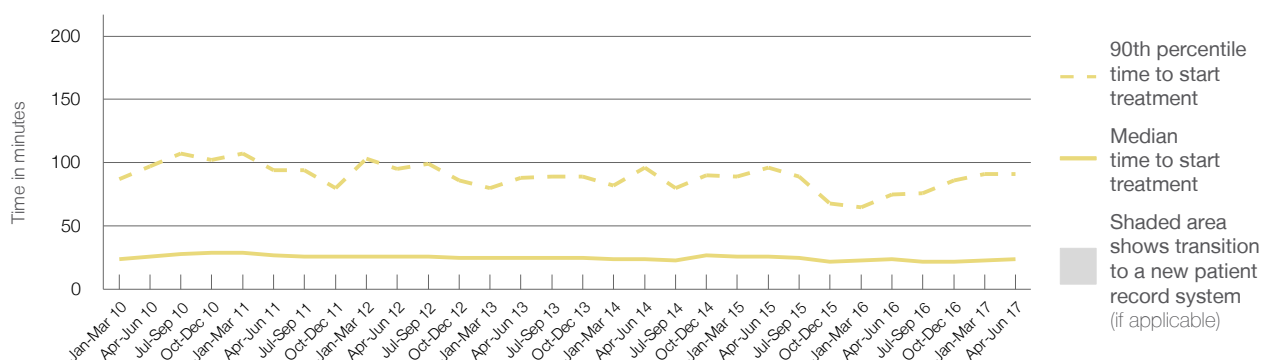
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
3,084	
2,991	
24 minutes	20 minutes
75 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	26	27	26	25	24	26	24	24
90th percentile time to start treatment ⁵ (minutes)	97	94	95	88	96	96	75	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.

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

April to June 2017

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

Number of triage 4 patients: 5,393

Number of triage 4 patients used to calculate waiting time:³ 4,414

Median time to start treatment⁴

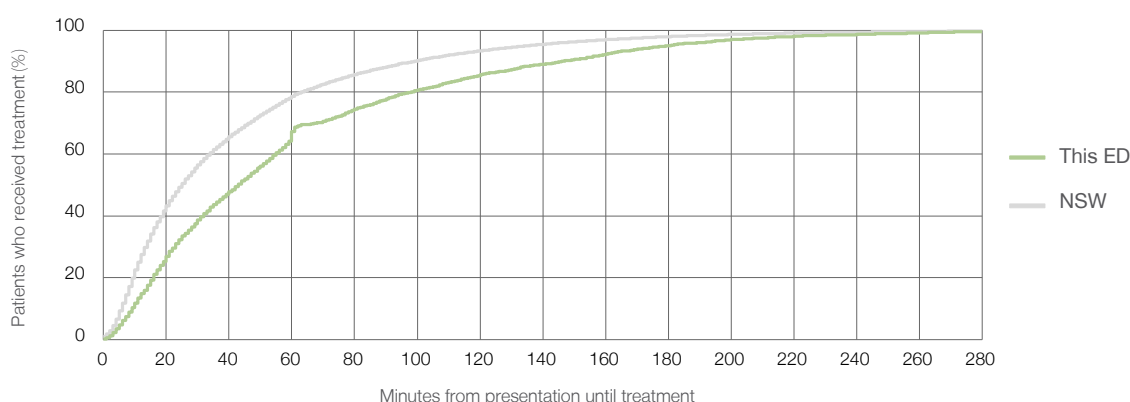
43 minutes

90th percentile time to start treatment⁵

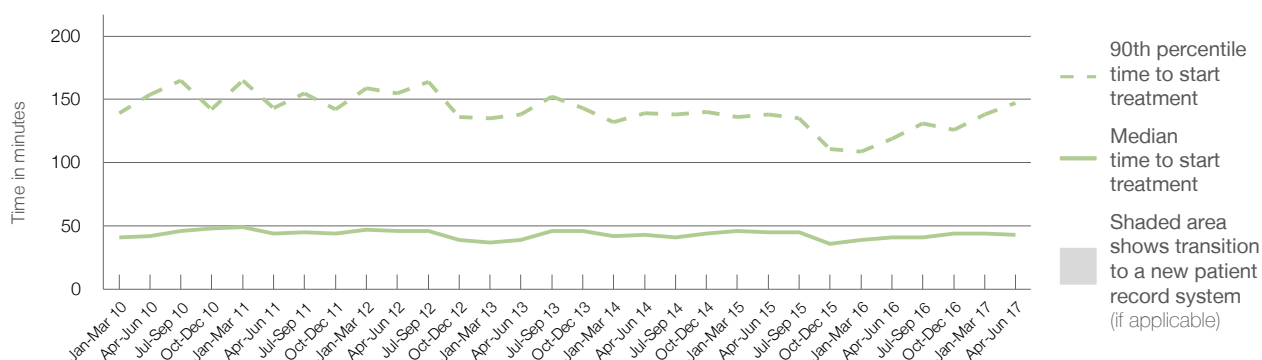
147 minutes

Same period last year	NSW (this period)
5,378	
4,562	
41 minutes	25 minutes
119 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	42	44	46	39	43	45	41	43
90th percentile time to start treatment ⁵ (minutes)	154	143	155	138	139	138	119	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.

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

April to June 2017

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

Number of triage 5 patients: 1,278

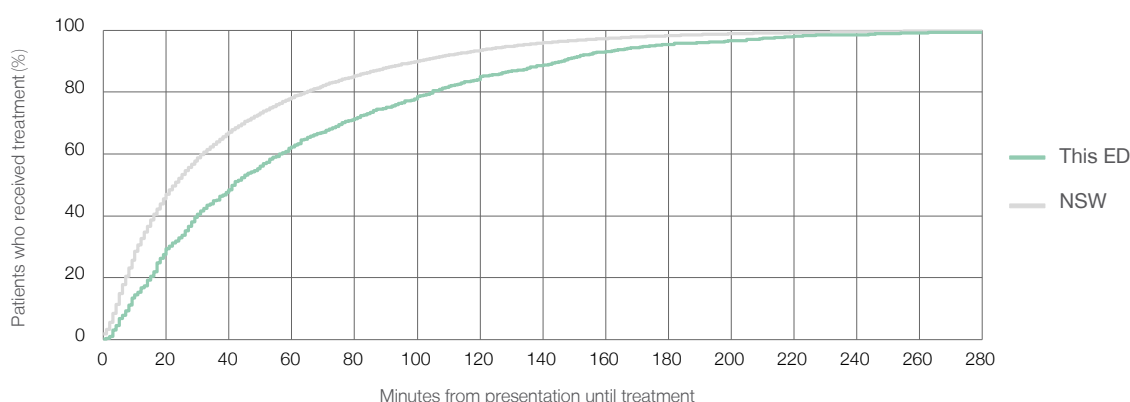
Number of triage 5 patients used to calculate waiting time:³ 903

Median time to start treatment⁴ 42 minutes

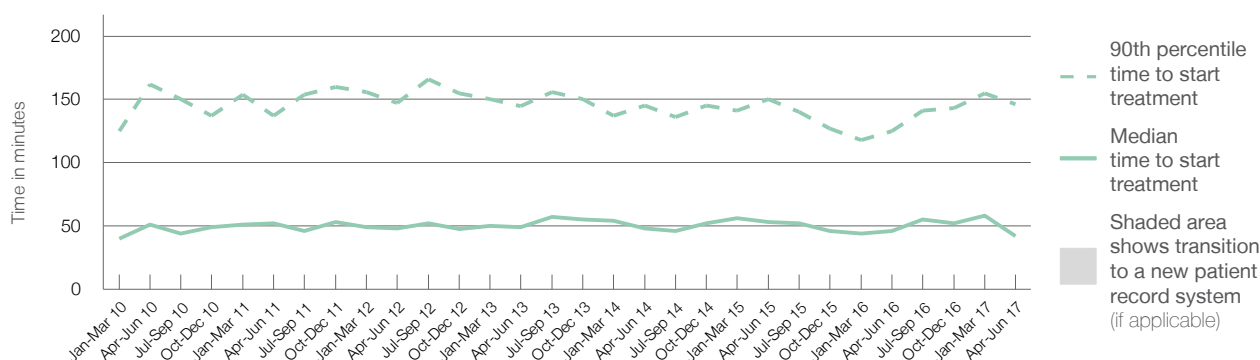
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
1,378	
1,046	
46 minutes	23 minutes
125 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	51	52	48	49	48	53	46	42
90th percentile time to start treatment ⁵ (minutes)	162	137	147	145	145	150	125	146

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

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

Maitland Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 11,850 patients

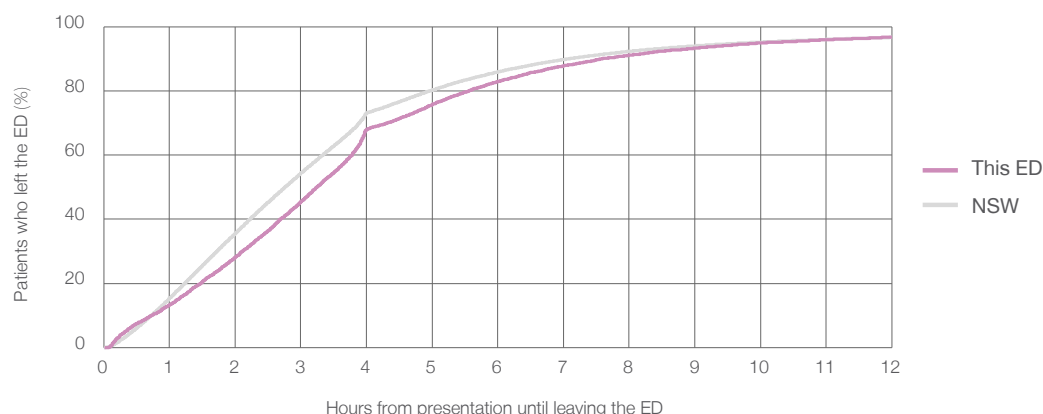
Presentations used to calculate time to leaving the ED:⁶ 11,850 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

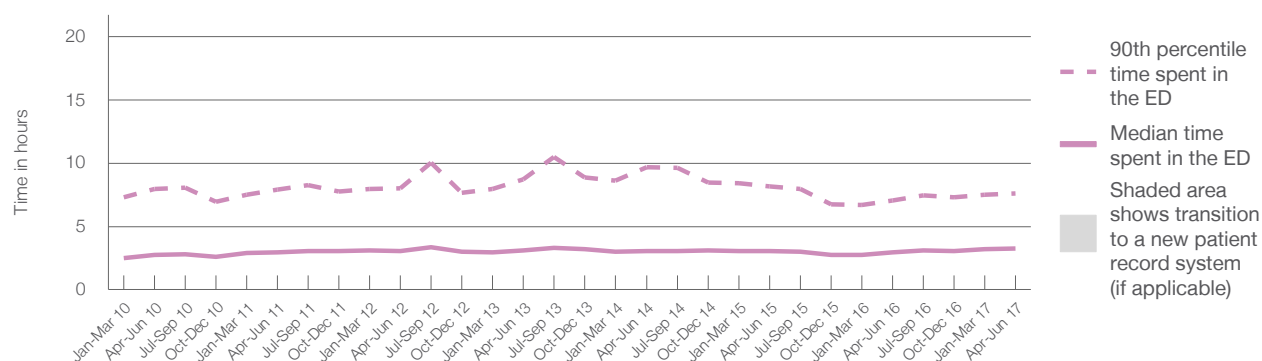
90th percentile time spent in the ED⁹ 7 hours and 36 minutes

Same period last year	NSW (this period)
11,882	11,882
2 hours and 58 minutes	2 hours and 46 minutes
7 hours and 3 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 46m	2h 57m	3h 2m	3h 5m	3h 3m	3h 2m	2h 58m	3h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 58m	7h 54m	8h 1m	8h 44m	9h 41m	8h 9m	7h 3m	7h 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.

Maitland Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

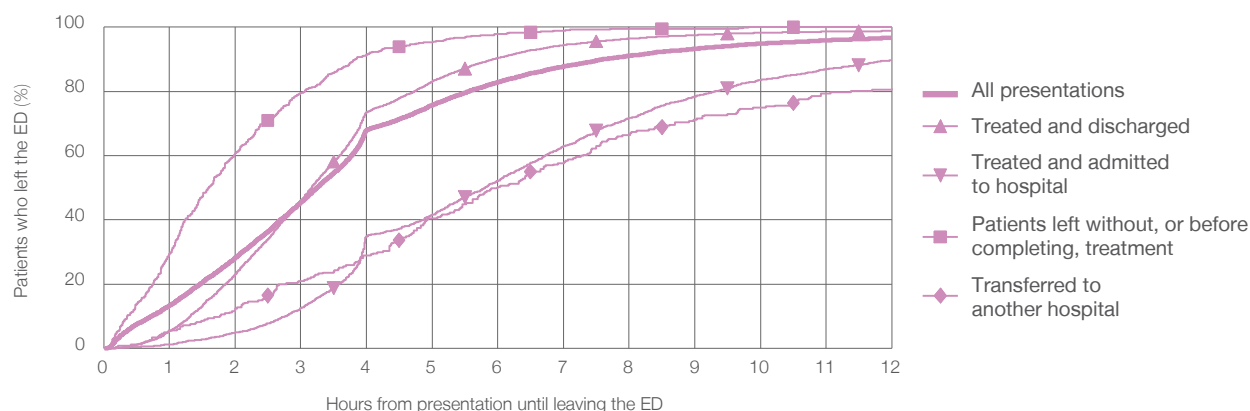
All presentations:[†] 11,850 patients

Presentations used to calculate time to leaving the ED:[‡] 11,850 patients

Treated and discharged	7,329 (61.8%)
Treated and admitted to hospital	2,462 (20.8%)
Patient left without, or before completing, treatment	624 (5.3%)
Transferred to another hospital	267 (2.3%)
Other	1,168 (9.9%)

Same period last year	Change since one year ago
11,882	-0.3%
7,954	-7.9%
2,223	10.8%
437	42.8%
245	9.0%
1,023	14.2%

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



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

Treated and discharged	5.3%	23.2%	46.1%	73.6%	90.4%	96.5%	98.3%	98.9%
Treated and admitted to hospital	1.1%	5.0%	12.5%	35.0%	52.2%	71.7%	83.6%	89.7%
Patient left without, or before completing, treatment	29.5%	60.7%	79.6%	91.5%	97.9%	99.5%	100%	100%
Transferred to another hospital	5.6%	12.4%	21.0%	28.8%	50.2%	66.3%	74.9%	80.9%
All presentations	13.3%	28.2%	45.5%	68.0%	82.9%	91.1%	94.9%	96.7%

(†) 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.

Maitland Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 11,850 patients

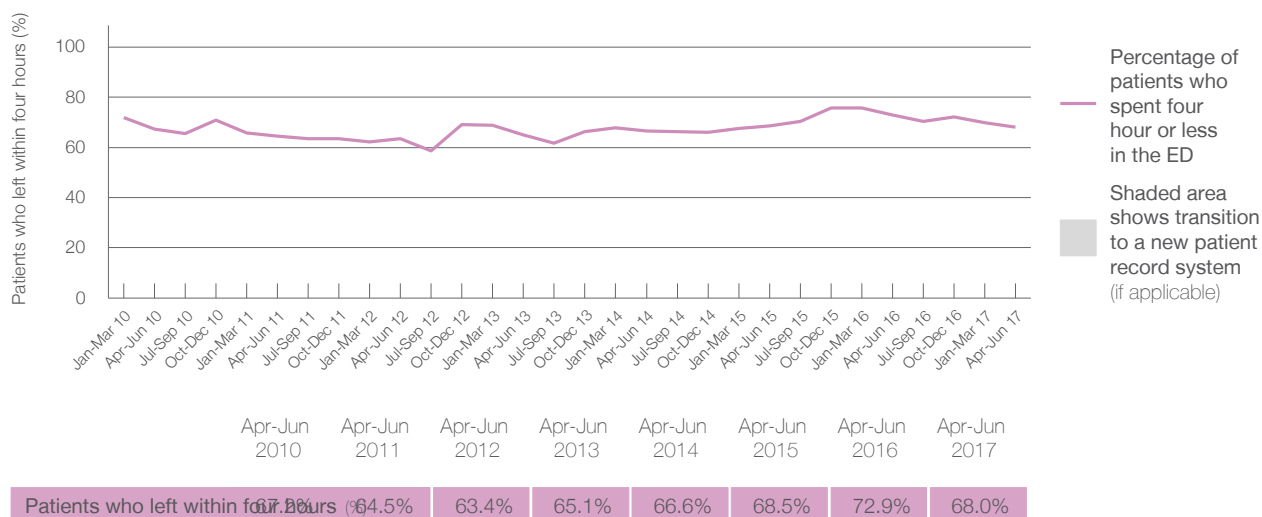
Presentations used to calculate time to leaving the ED:⁶ 11,850 patients

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



Same period last year	Change since one year ago
11,882	-0.3%
11,882	-0.3%
72.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Manly District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 6,031 patients

Emergency presentations:² 5,958 patients

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

Manly District Hospital: Time patients waited to start treatment³

April to June 2017

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

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,278 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 31 minutes

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

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 58 minutes

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

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 79 minutes

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

Manly District Hospital: Time from presentation until leaving the ED

April to June 2017

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

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

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

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

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

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

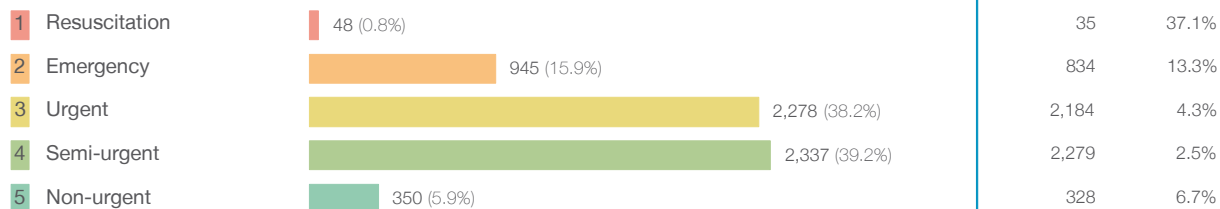
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Manly District Hospital: Patients presenting to the emergency department

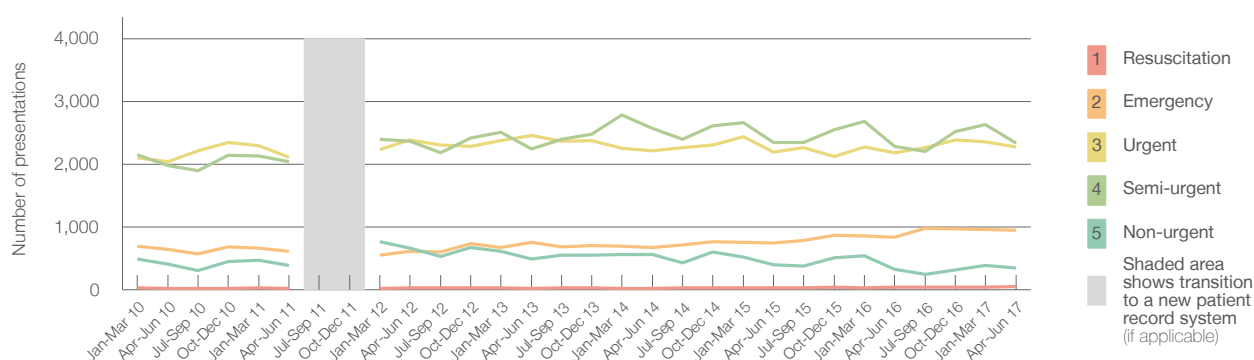
April to June 2017

All presentations:¹ 6,031 patients

Emergency presentations² by triage category: 5,958 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	20	21	32	15	21	28	35	48
Emergency	638	610	609	754	670	742	834	945
Urgent	2,038	2,109	2,390	2,454	2,216	2,196	2,184	2,278
Semi-urgent	1,975	2,041	2,361	2,239	2,571	2,347	2,279	2,337
Non-urgent	411	386	662	489	556	401	328	350
All emergency presentations	5,082	5,167	6,054	5,951	6,034	5,714	5,660	5,958

Manly District Hospital: Patients arriving by ambulance

April to June 2017

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

ED Transfer of care time



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

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

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

April to June 2017

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

Number of triage 2 patients: 945

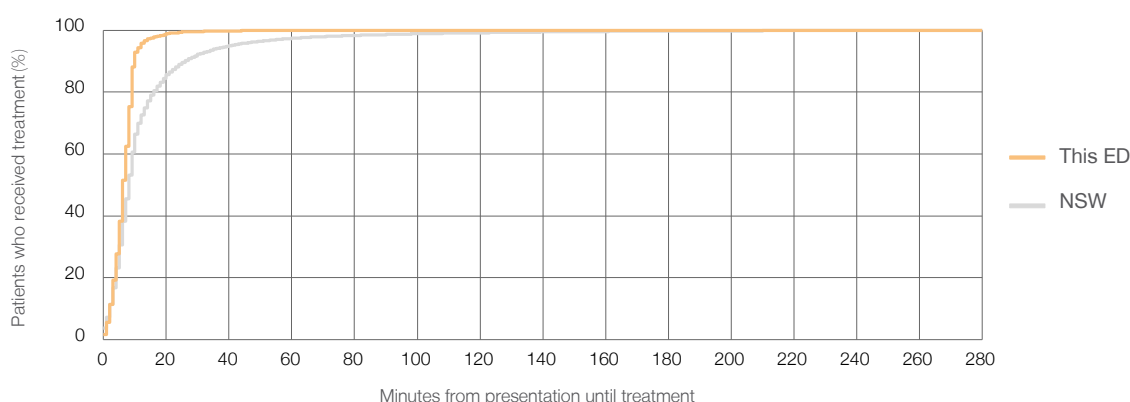
Number of triage 2 patients used to calculate waiting time:³ 945

Median time to start treatment⁴ 6 minutes

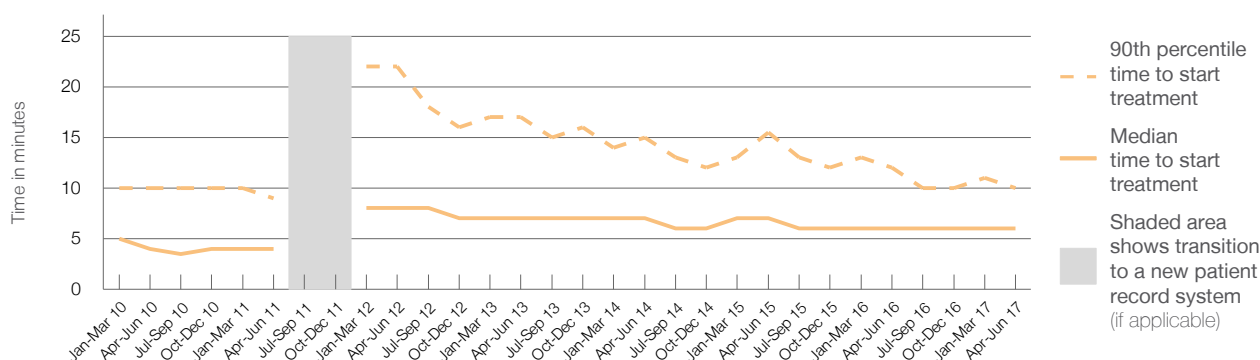
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
834	
833	
6 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	4	4	8	7	7	7	6	6
90th percentile time to start treatment ⁵ (minutes)	10	9	22	17	15	16	12	10

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

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

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

April to June 2017

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

Number of triage 3 patients: 2,278

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

Median time to start treatment⁴

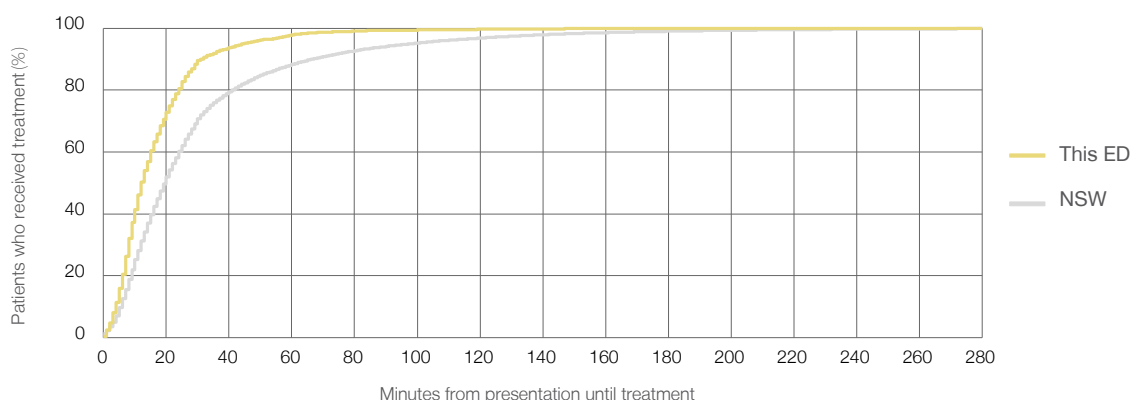
12 minutes

90th percentile time to start treatment⁵

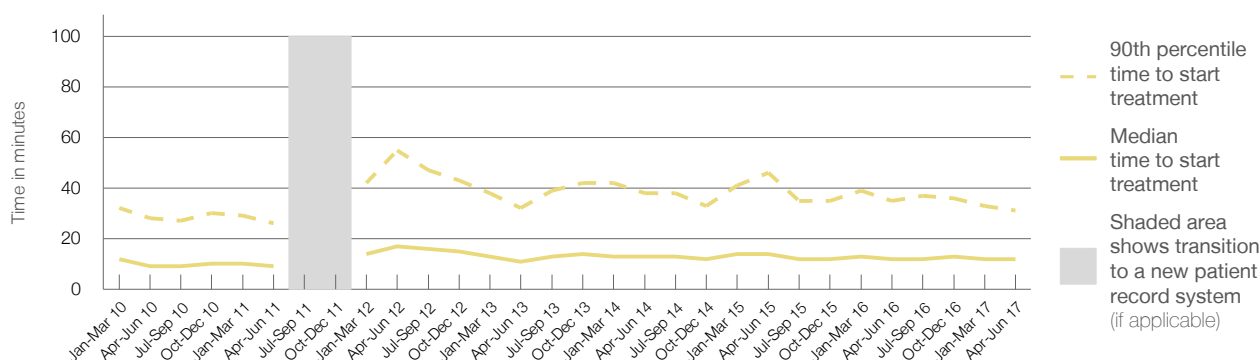
31 minutes

Same period last year	NSW (this period)
2,184	
2,171	
12 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	9	9	17	11	13	14	12	12
90th percentile time to start treatment ⁵ (minutes)	28	26	55	32	38	46	35	31

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

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

Manly District Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 2,337

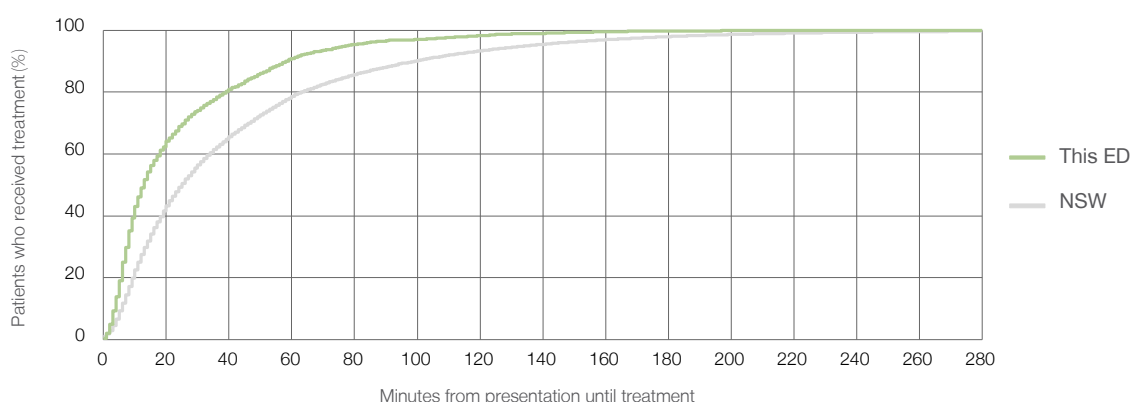
Number of triage 4 patients used to calculate waiting time:³ 2,311

Median time to start treatment⁴ 13 minutes

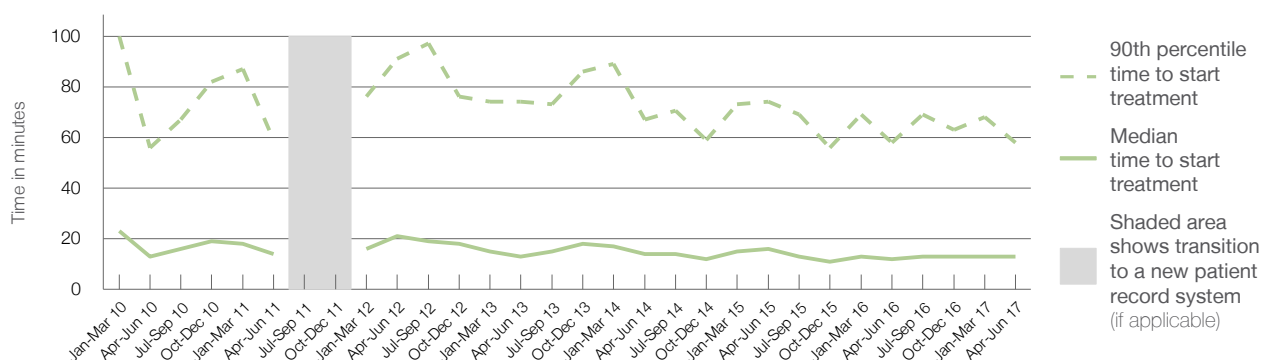
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
2,279	
2,237	
12 minutes	25 minutes
58 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	13	14	21	13	14	16	12	13
90th percentile time to start treatment ⁵ (minutes)	56	59	91	74	67	74	58	58

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

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

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

April to June 2017

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

Number of triage 5 patients: 350

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

Median time to start treatment⁴

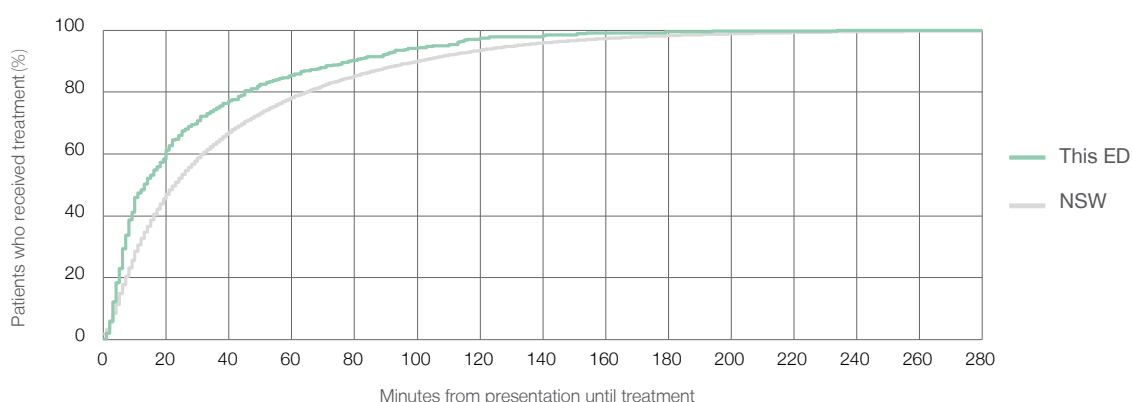
13 minutes

90th percentile time to start treatment⁵

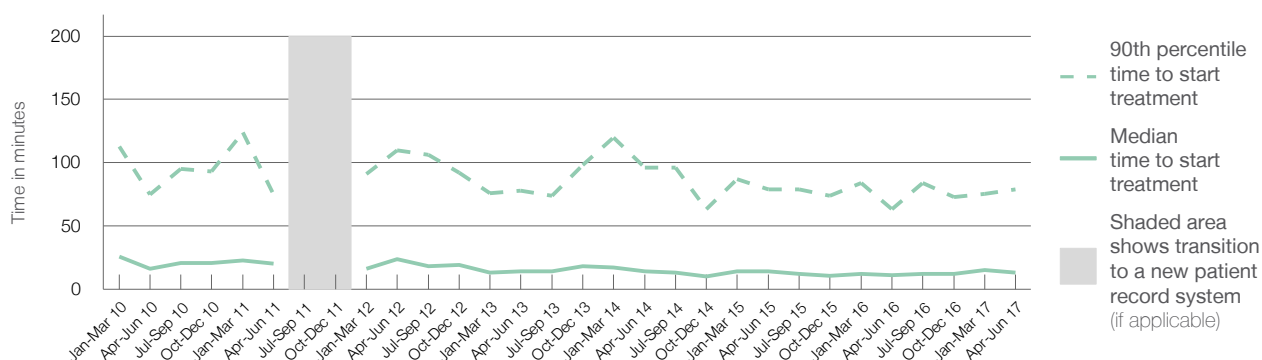
79 minutes

Same period last year	NSW (this period)
328	
312	
11 minutes	23 minutes
63 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	16	20	24	14	14	14	11	13
90th percentile time to start treatment ⁵ (minutes)	75	75	110	78	96	79	63	79

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

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

Manly District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 6,031 patients

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

Median time spent in the ED⁸

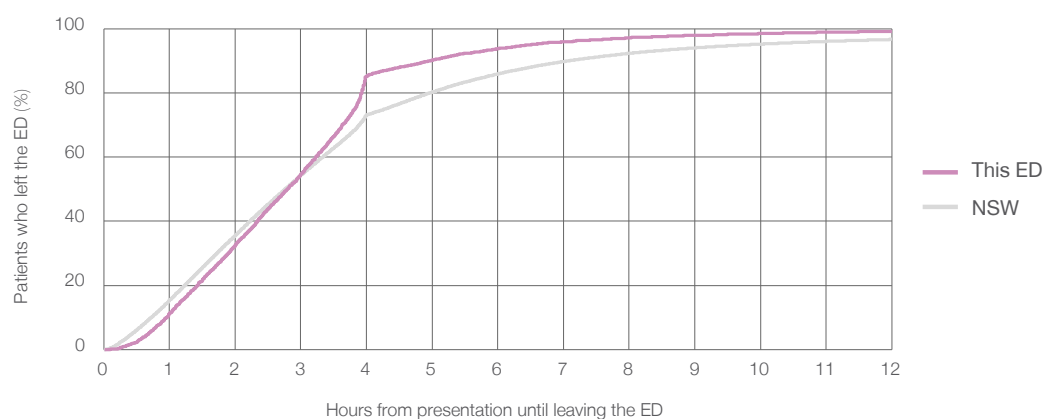
2 hours and 48 minutes

90th percentile time spent in the ED⁹

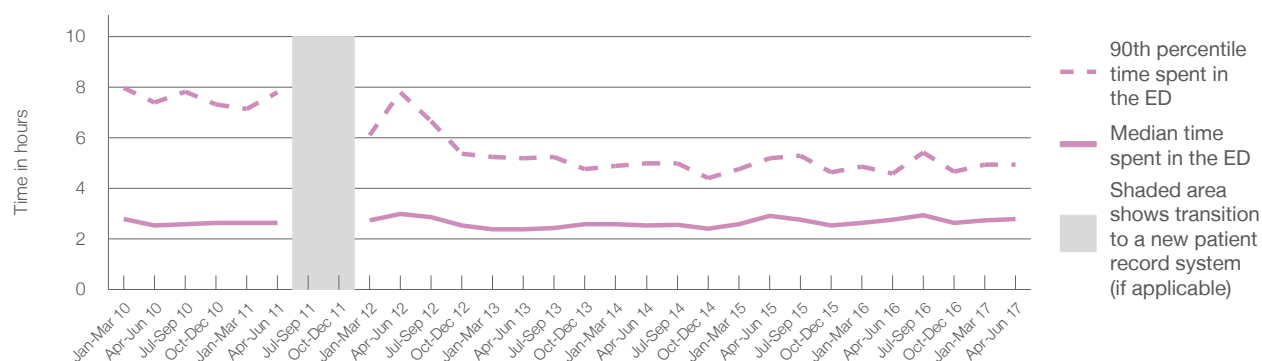
4 hours and 57 minutes

Same period last year	NSW (this period)
5,706	
5,706	
2 hours and 46 minutes	2 hours and 46 minutes
4 hours and 35 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 32m	2h 39m	3h 0m	2h 24m	2h 33m	2h 55m	2h 46m	2h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 23m	7h 48m	7h 48m	5h 12m	5h 0m	5h 11m	4h 35m	4h 57m

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

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

Manly District Hospital: Time patients spent in the ED

By mode of separation

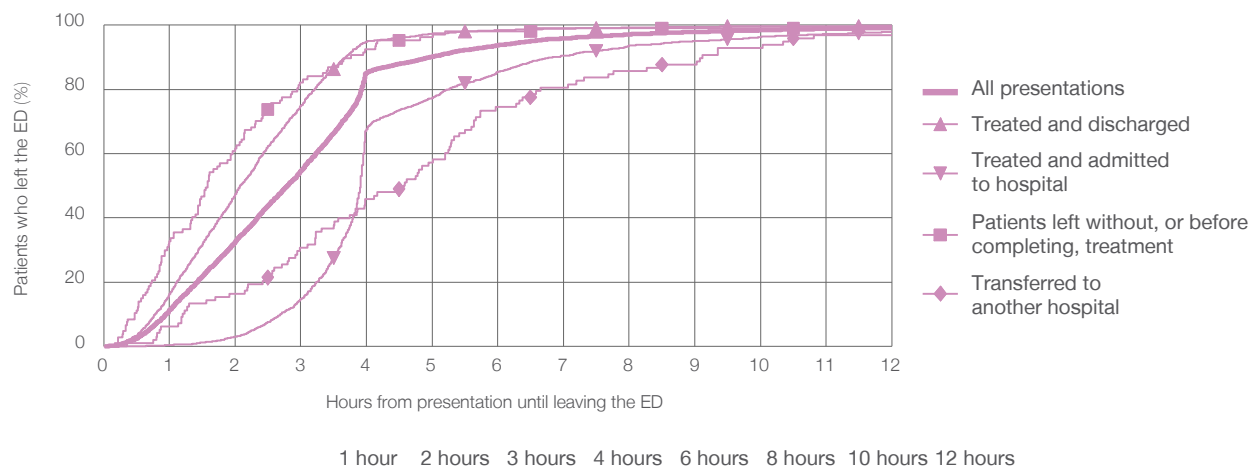
April to June 2017

All presentations:[†] 6,031 patients

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

		Same period last year	Change since one year ago
Treated and discharged	3,854 (63.9%)	5,706	5.7%
Treated and admitted to hospital	1,970 (32.7%)	3,468	11.1%
Patient left without, or before completing, treatment	107 (1.8%)	2,026	-2.8%
Transferred to another hospital	98 (1.6%)	93	15.1%
Other	2 (0%)	109	-10.1%
		10	-80.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.4%	47.5%	74.9%	94.9%	98.4%	99.2%	99.7%	99.8%
Treated and admitted to hospital	0.4%	3.0%	14.7%	67.7%	85.5%	93.7%	96.3%	97.8%
Patient left without, or before completing, treatment	32.7%	61.7%	82.2%	92.5%	98.1%	99.1%	99.1%	99.1%
Transferred to another hospital	6.1%	16.3%	30.6%	45.9%	74.5%	85.7%	92.9%	96.9%
All presentations	11.3%	32.7%	54.6%	85.1%	93.8%	97.2%	98.5%	99.1%

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

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

Manly District Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 6,031 patients

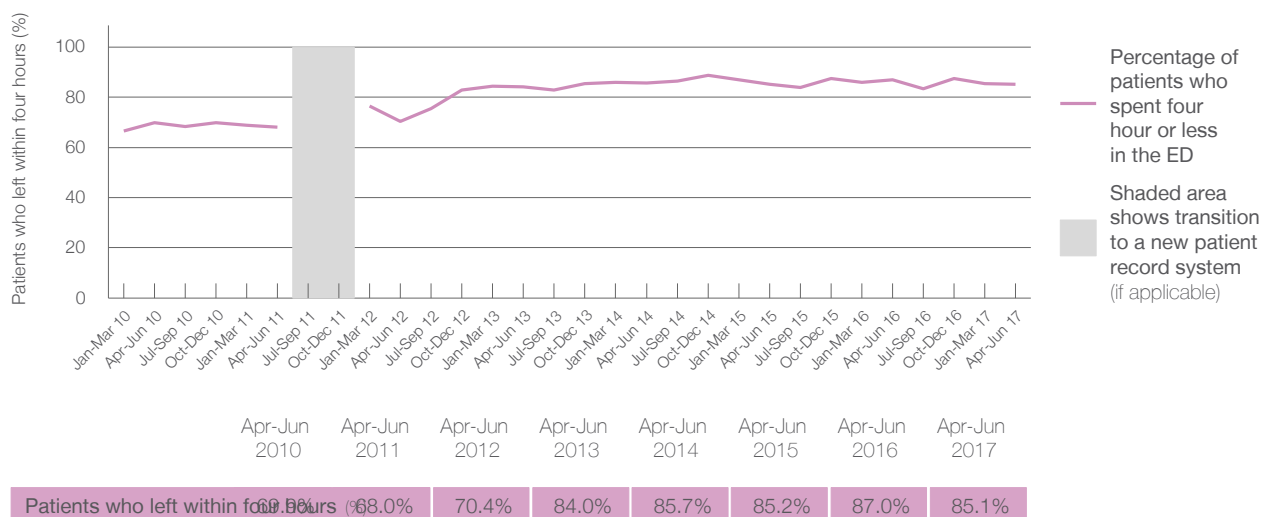
Presentations used to calculate time to leaving the ED:⁶ 6,031 patients

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

85.1%

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

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Manning Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 7,618 patients

Emergency presentations:² 7,397 patients

Same period last year	Change since one year ago
6,946	9.7%
6,827	8.3%

Manning Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,267 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): 2,057 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,524 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,505 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,263	
7 minutes	8 minutes
10 minutes	26 minutes
2,063	
21 minutes	20 minutes
91 minutes	67 minutes
2,252	
28 minutes	25 minutes
131 minutes	99 minutes
1,213	
32 minutes	23 minutes
120 minutes	101 minutes

Manning Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 7,618 patients

Percentage of patients who spent four hours or less in the ED 79.9%

Same period last year	Change since one year ago
6,946	9.7%
78.5%	

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

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

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

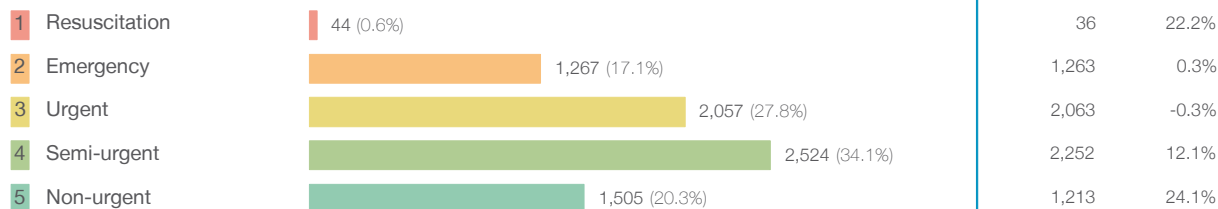
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Manning Base Hospital: Patients presenting to the emergency department

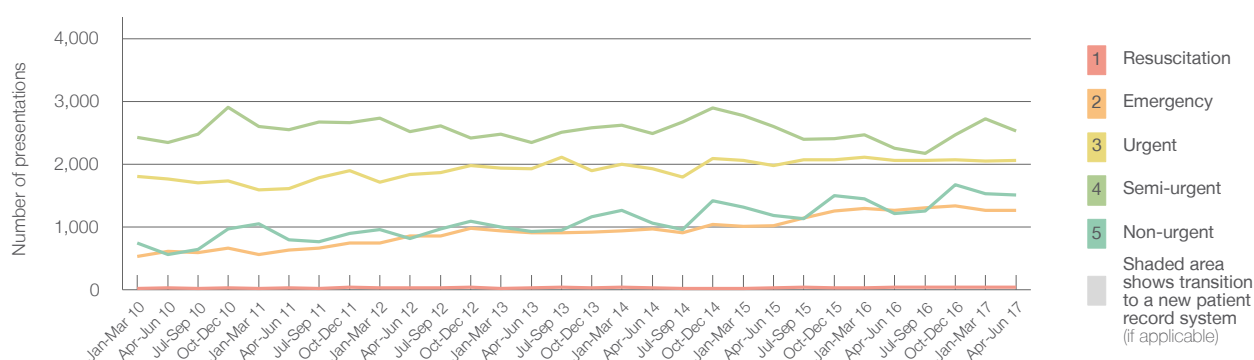
April to June 2017

All presentations:¹ 7,618 patients

Emergency presentations² by triage category: 7,397 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



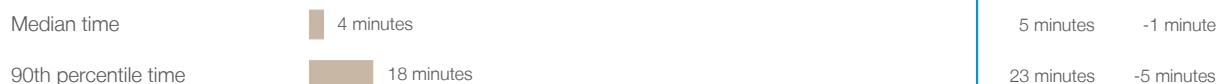
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	28	31	33	29	25	30	36	44
Emergency	613	633	858	904	963	1,015	1,263	1,267
Urgent	1,765	1,609	1,835	1,930	1,924	1,981	2,063	2,057
Semi-urgent	2,343	2,550	2,517	2,346	2,490	2,597	2,252	2,524
Non-urgent	560	799	816	932	1,064	1,186	1,213	1,505
All emergency presentations	5,309	5,622	6,059	6,141	6,466	6,809	6,827	7,397

Manning Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,961 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.

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

April to June 2017

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

Number of triage 2 patients: 1,267

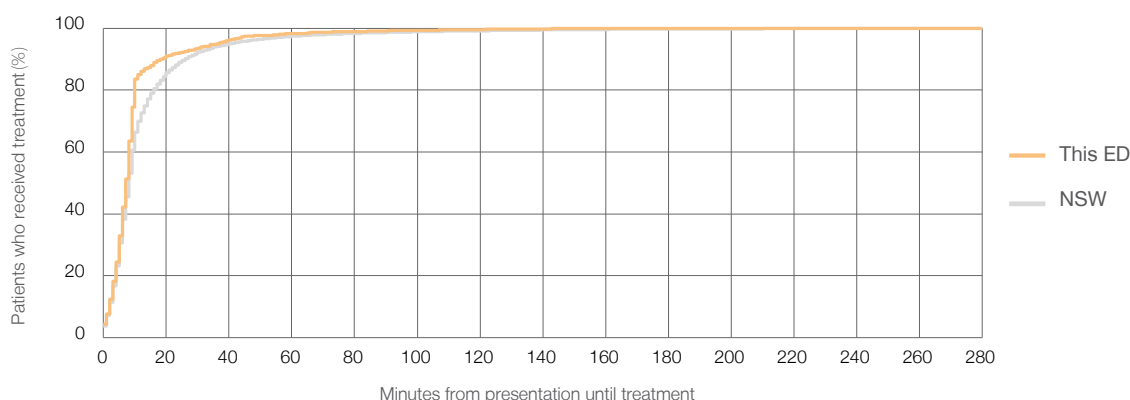
Number of triage 2 patients used to calculate waiting time:³ 1,264

Median time to start treatment⁴ 7 minutes

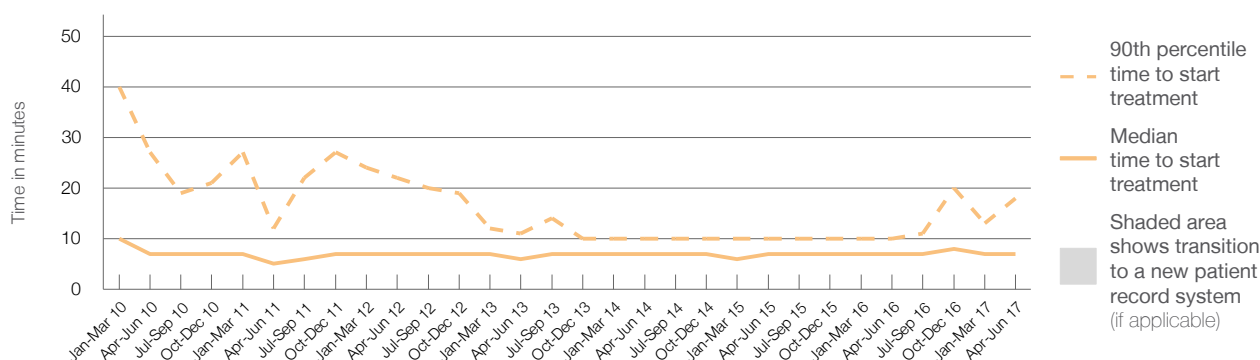
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,263	
1,260	
7 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	7	5	7	6	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	27	12	22	11	10	10	10	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.

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

April to June 2017

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

Number of triage 3 patients: 2,057

Number of triage 3 patients used to calculate waiting time:³ 2,023

Median time to start treatment⁴

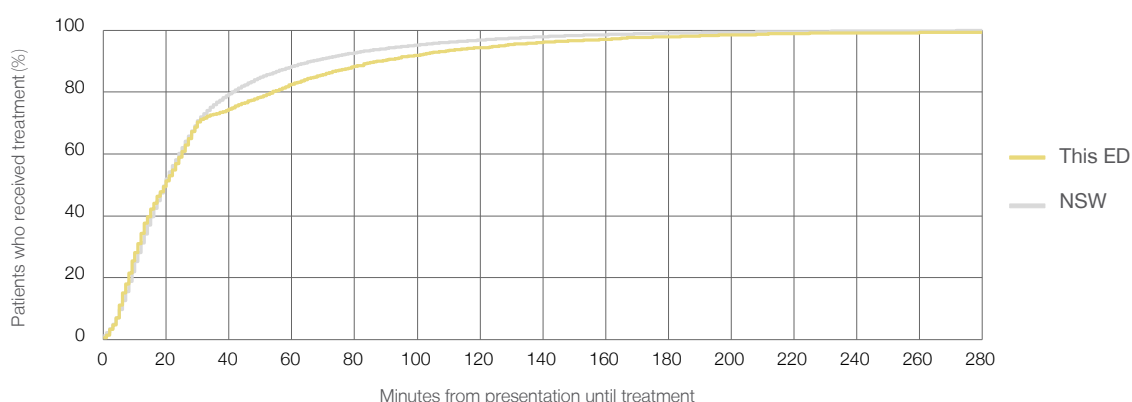
20 minutes

90th percentile time to start treatment⁵

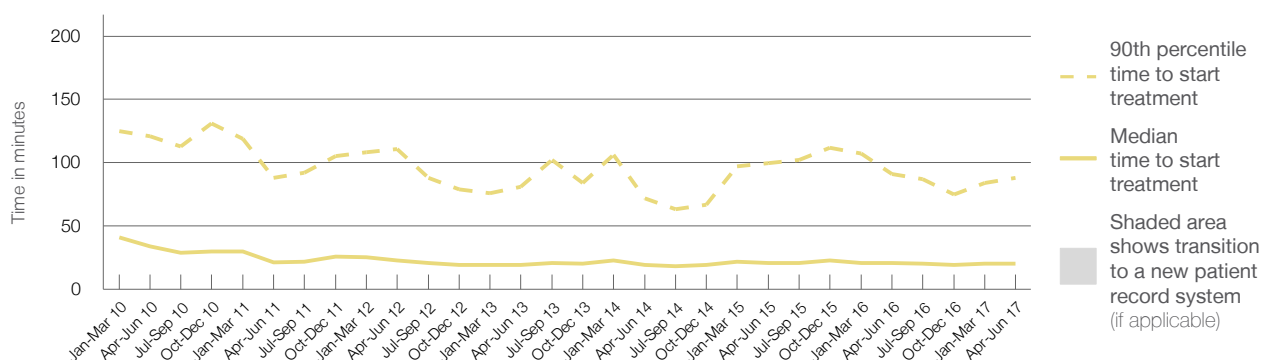
88 minutes

Same period last year	NSW (this period)
2,063	
2,023	
21 minutes	20 minutes
91 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	34	22	23	19	19	21	21	20
90th percentile time to start treatment ⁵ (minutes)	121	88	111	81	72	100	91	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.

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

April to June 2017

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

Number of triage 4 patients: 2,524

Number of triage 4 patients used to calculate waiting time:³ 2,399

Median time to start treatment⁴

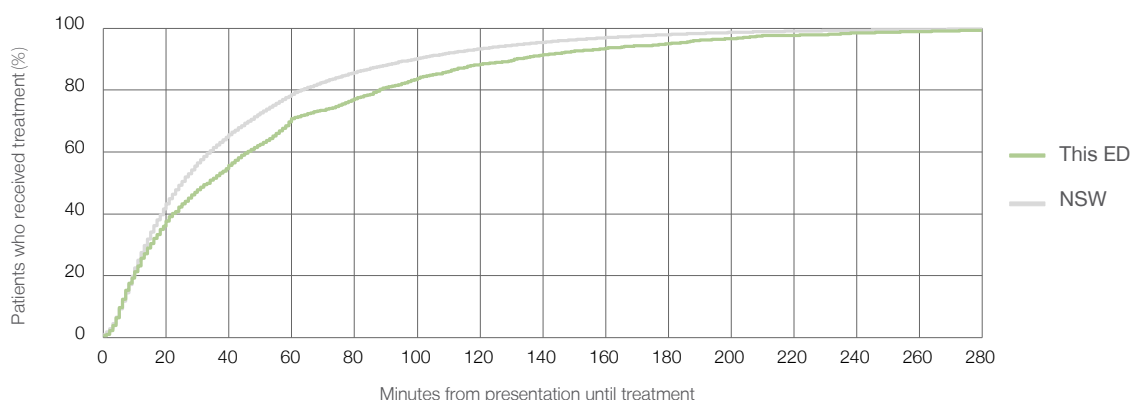
34 minutes

90th percentile time to start treatment⁵

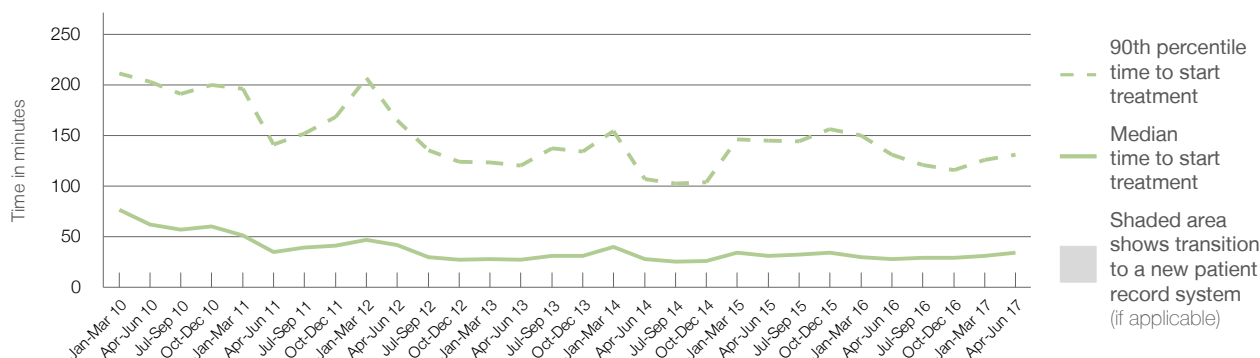
131 minutes

Same period last year	NSW (this period)
2,252	
2,106	
28 minutes	25 minutes
131 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	62	35	42	27	28	31	28	34
90th percentile time to start treatment ⁵ (minutes)	203	141	165	120	107	145	131	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.

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

April to June 2017

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

Number of triage 5 patients: 1,505

Number of triage 5 patients used to calculate waiting time:³ 1,386

Median time to start treatment⁴

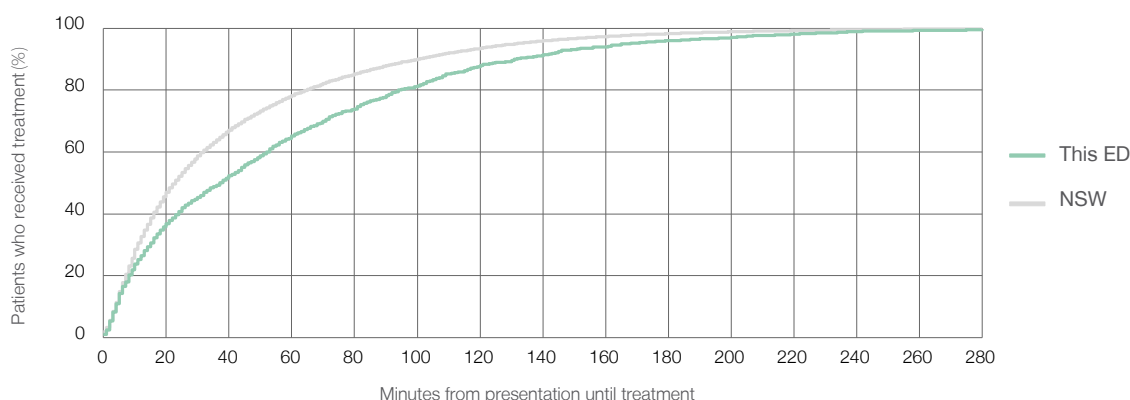
37 minutes

90th percentile time to start treatment⁵

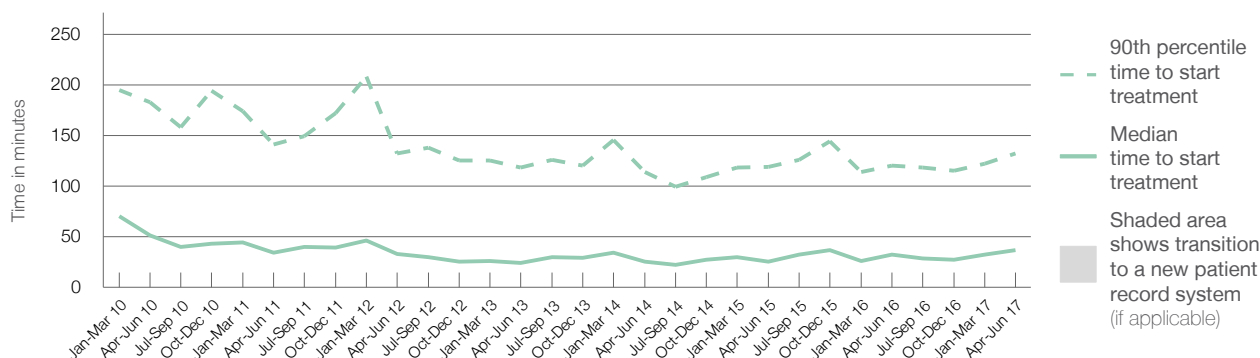
132 minutes

Same period last year	NSW (this period)
1,213	
1,088	
32 minutes	23 minutes
120 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	51	34	33	24	25	25	32	37
90th percentile time to start treatment ⁵ (minutes)	183	141	132	118	114	119	120	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.

Manning Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 7,618 patients

Presentations used to calculate time to leaving the ED:⁶ 7,618 patients

Median time spent in the ED⁸

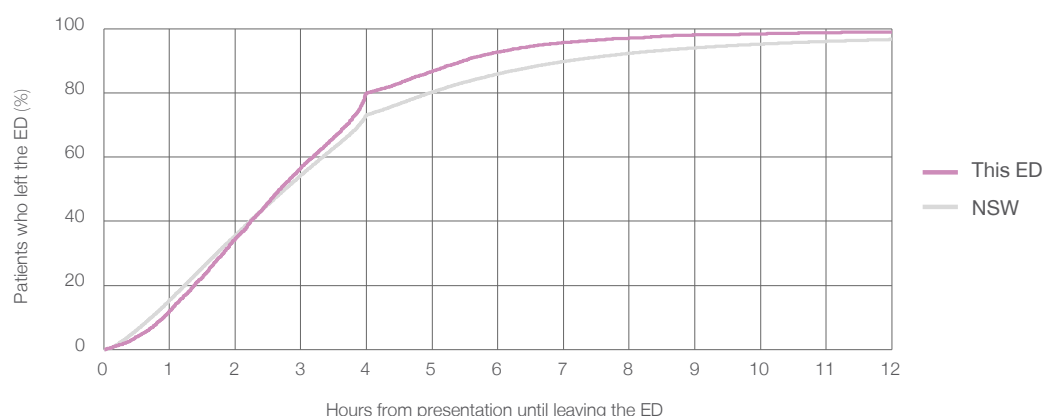
2 hours and 41 minutes

90th percentile time spent in the ED⁹

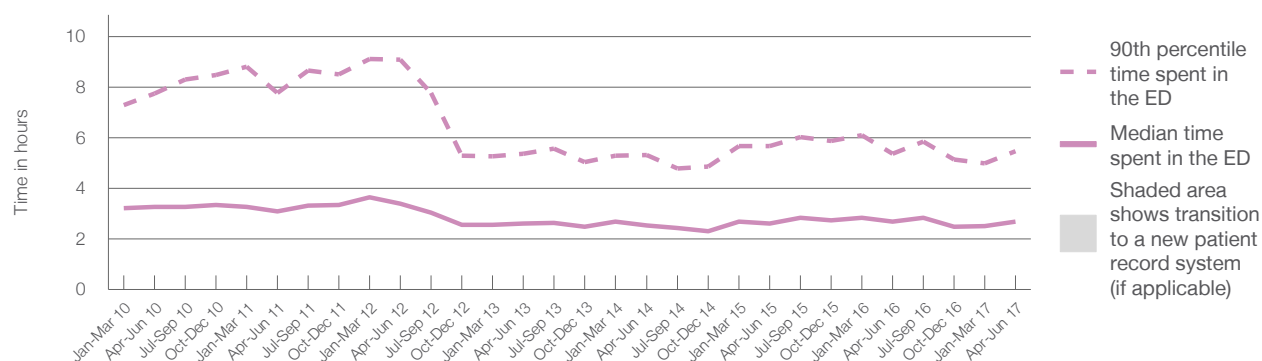
5 hours and 29 minutes

Same period last year	NSW (this period)
6,946	
6,946	
2 hours and 42 minutes	2 hours and 46 minutes
5 hours and 23 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 16m	3h 5m	3h 24m	2h 37m	2h 32m	2h 37m	2h 42m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 46m	7h 46m	9h 6m	5h 22m	5h 20m	5h 40m	5h 23m	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.

Manning Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

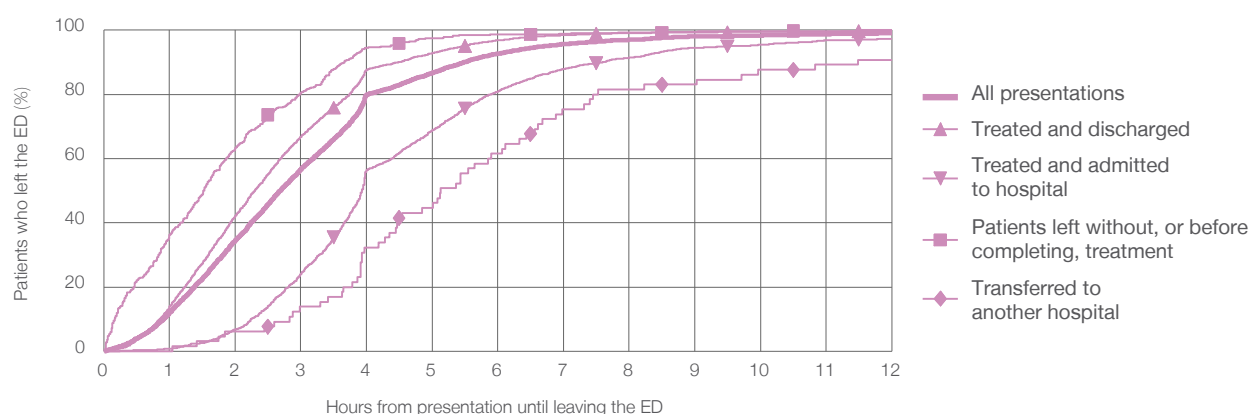
All presentations:[†] 7,618 patients

Presentations used to calculate time to leaving the ED:[‡] 7,618 patients

Treated and discharged	5,154 (67.7%)
Treated and admitted to hospital	1,886 (24.8%)
Patient left without, or before completing, treatment	471 (6.2%)
Transferred to another hospital	65 (0.9%)
Other	42 (0.6%)

Same period last year	Change since one year ago
6,946	9.7%
4,539	13.5%
1,830	3.1%
477	-1.3%
64	1.6%
36	16.7%

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



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

Treated and discharged	13.9%	42.2%	66.8%	87.8%	96.8%	99.1%	99.5%	99.7%
Treated and admitted to hospital	0.7%	6.8%	24.1%	56.5%	81.0%	91.5%	95.4%	97.2%
Patient left without, or before completing, treatment	36.3%	63.5%	80.5%	94.5%	98.7%	99.4%	99.8%	100%
Transferred to another hospital	0%	6.2%	13.8%	32.3%	61.5%	81.5%	87.7%	90.8%
All presentations	12.1%	34.6%	56.7%	79.9%	92.7%	97.0%	98.4%	99.0%

(†) 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.

Manning Base Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 7,618 patients

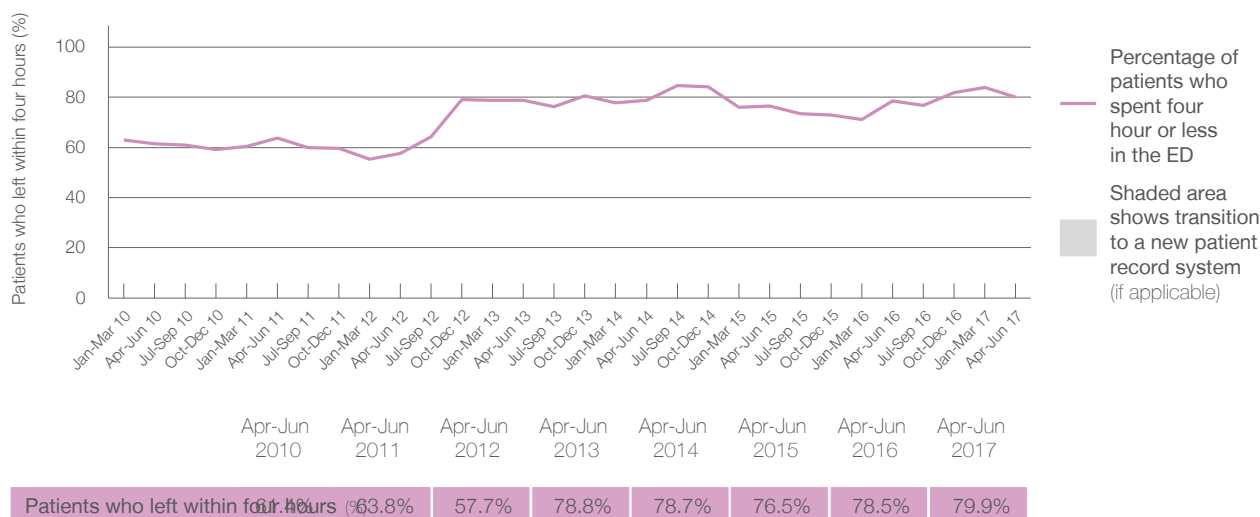
Presentations used to calculate time to leaving the ED:⁶ 7,618 patients

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



Same period last year	Change since one year ago
6,946	9.7%
6,946	9.7%
78.5%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

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

April to June 2017

All presentations:¹ 8,681 patients

Emergency presentations:² 8,627 patients

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

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

April to June 2017

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

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 12 minutes

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

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 44 minutes

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

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 77 minutes

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

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 109 minutes

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

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

April to June 2017

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

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

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

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

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

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

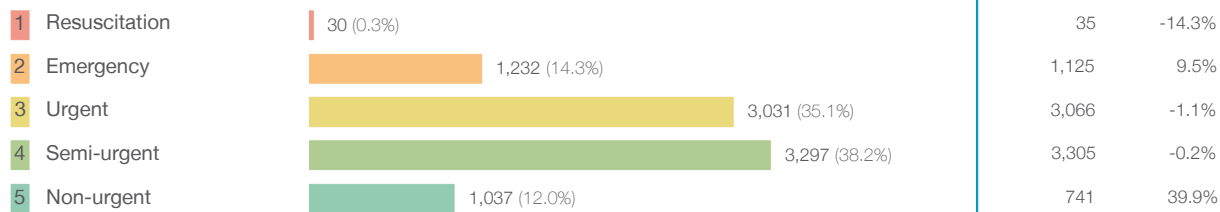
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

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

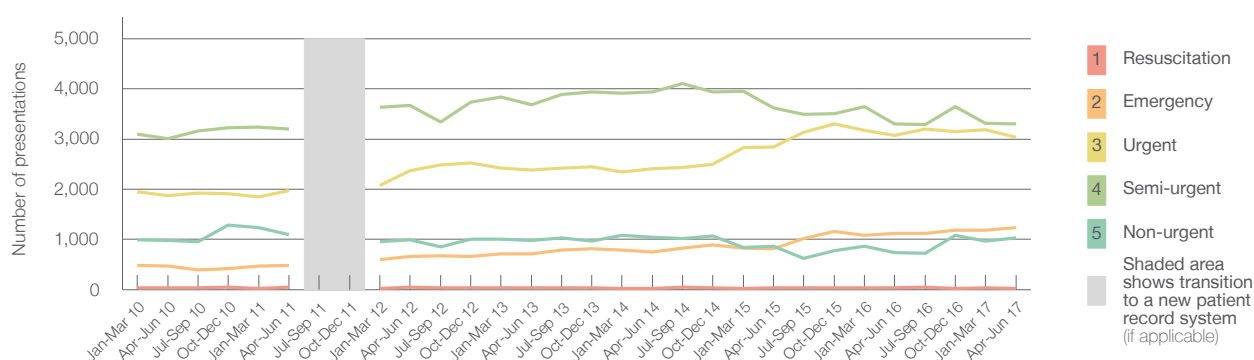
April to June 2017

All presentations:¹ 8,681 patients

Emergency presentations² by triage category: 8,627 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	39	48	43	36	25	32	35	30
Emergency	465	478	661	713	750	814	1,125	1,232
Urgent	1,873	1,975	2,364	2,378	2,404	2,848	3,066	3,031
Semi-urgent	3,009	3,199	3,671	3,688	3,940	3,618	3,305	3,297
Non-urgent	984	1,096	997	985	1,049	863	741	1,037
All emergency presentations	6,370	6,796	7,736	7,800	8,168	8,175	8,272	8,627

Mona Vale and District Hospital: Patients arriving by ambulance

April to June 2017

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

ED Transfer of care time



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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 1,232

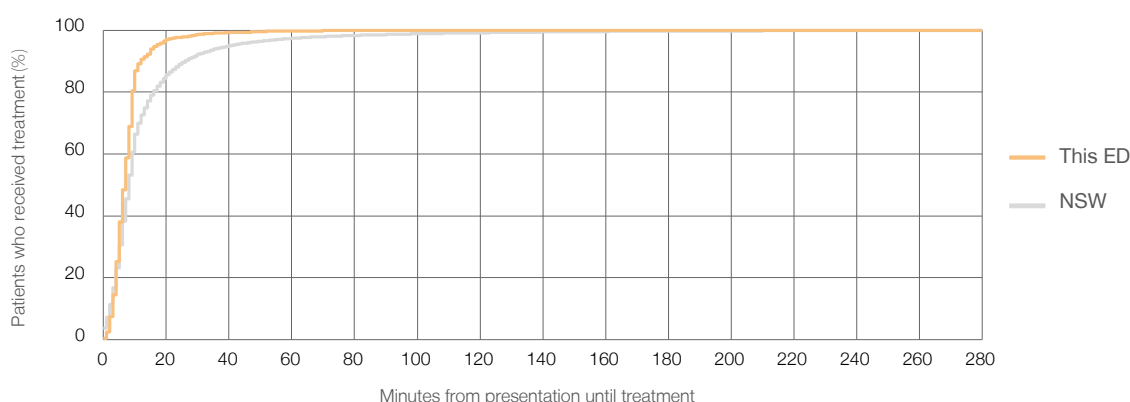
Number of triage 2 patients used to calculate waiting time:³ 1,231

Median time to start treatment⁴ 7 minutes

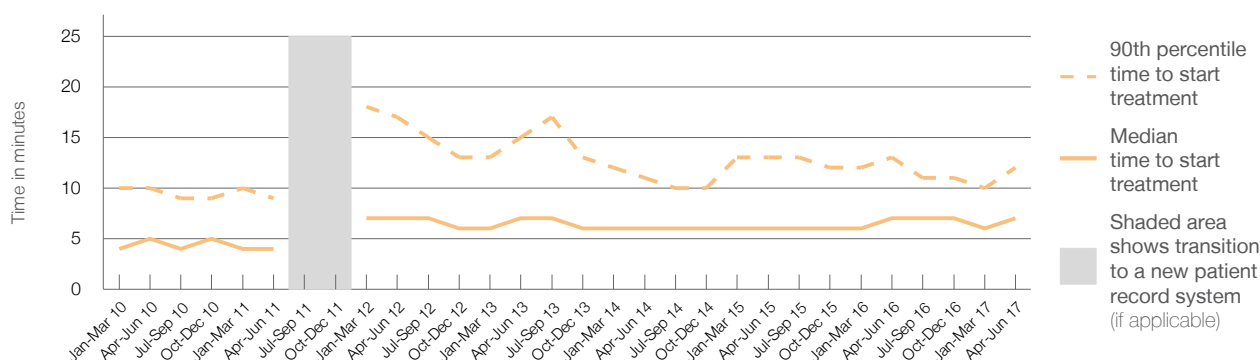
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
1,125	
1,123	
7 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



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

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 3,031

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

Median time to start treatment⁴

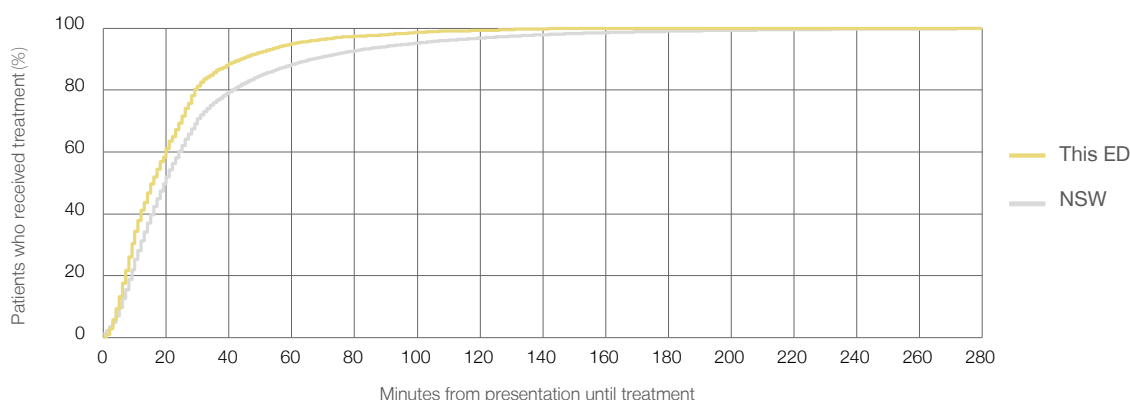
16 minutes

90th percentile time to start treatment⁵

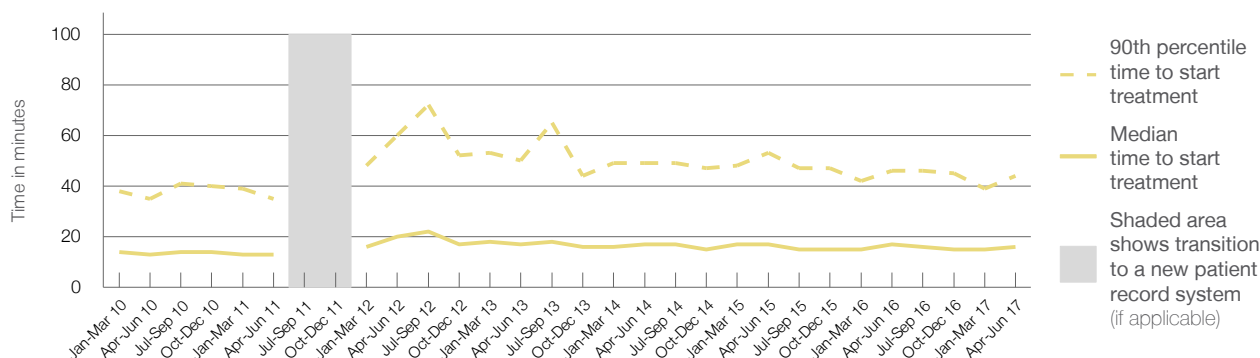
44 minutes

Same period last year	NSW (this period)
3,066	
3,047	
17 minutes	20 minutes
46 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	13	13	20	17	17	17	17	16
90th percentile time to start treatment ⁵ (minutes)	35	35	60	50	49	53	46	44

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 3,297

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

Median time to start treatment⁴

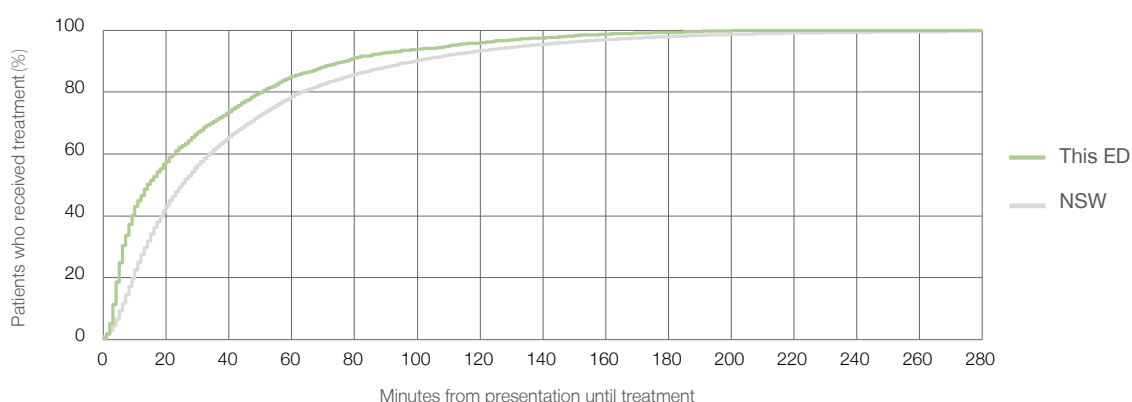
14 minutes

90th percentile time to start treatment⁵

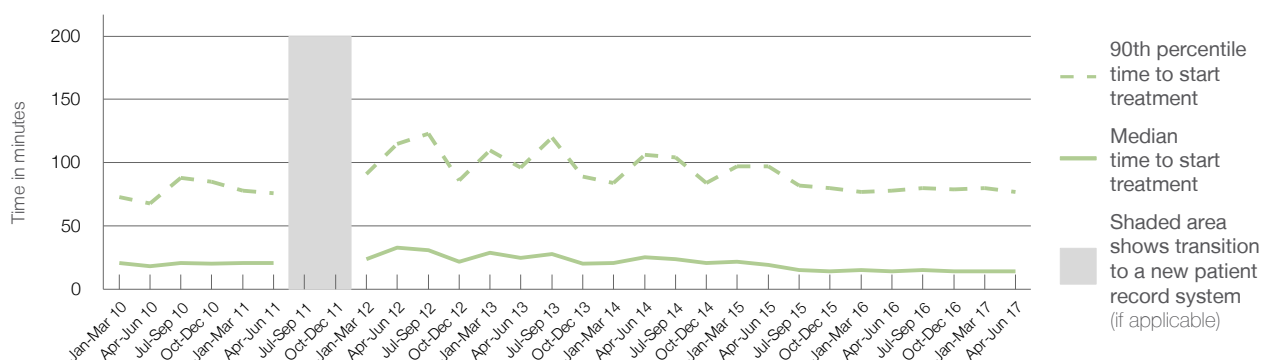
77 minutes

Same period last year	NSW (this period)
3,305	
3,189	
14 minutes	25 minutes
78 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	18	21	33	25	26	19	14	14
90th percentile time to start treatment ⁵ (minutes)	68	76	115	96	106	97	78	77

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 1,037

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

Median time to start treatment⁴

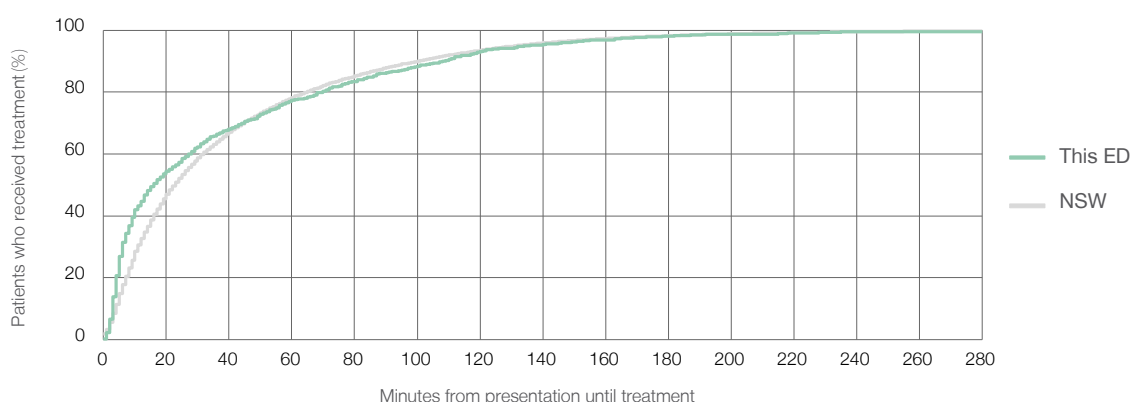
16 minutes

90th percentile time to start treatment⁵

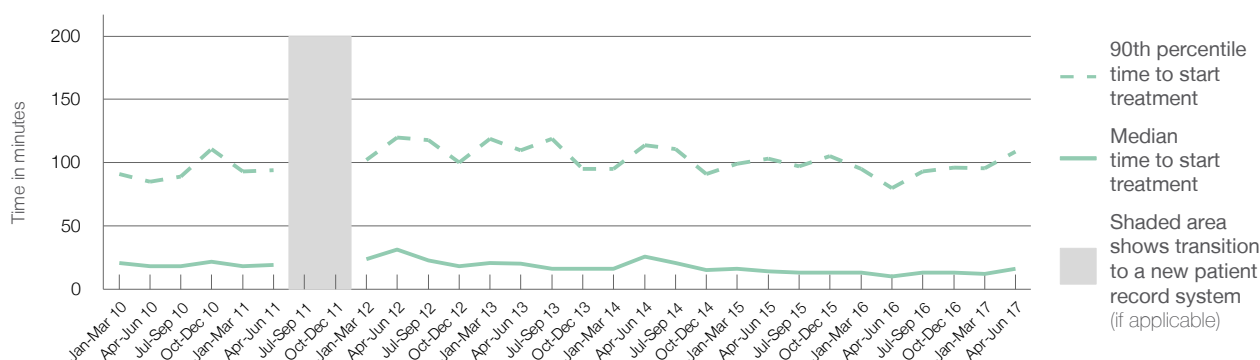
109 minutes

Same period last year	NSW (this period)
741	
682	
10 minutes	23 minutes
80 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	18	19	32	20	26	14	10	16
90th percentile time to start treatment ⁵ (minutes)	85	94	120	110	114	103	80	109

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

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

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

April to June 2017

All presentations:¹ 8,681 patients

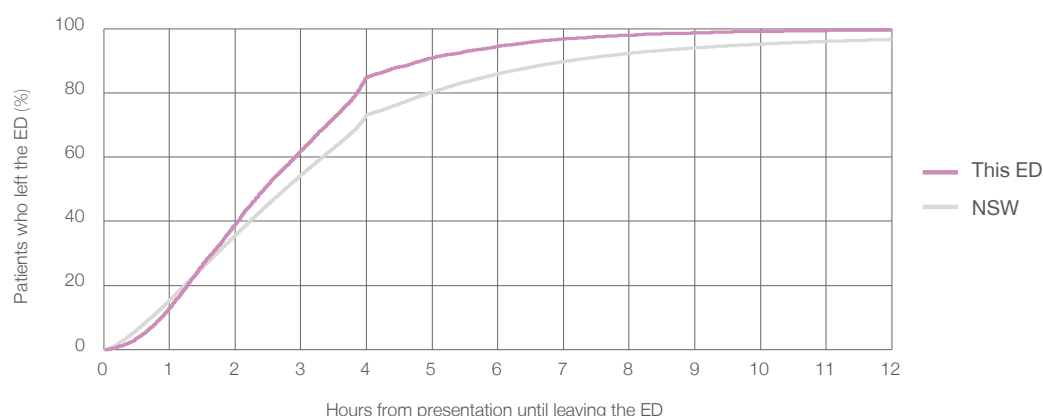
Presentations used to calculate time to leaving the ED:⁶ 8,681 patients

Median time spent in the ED⁸ 2 hours and 27 minutes

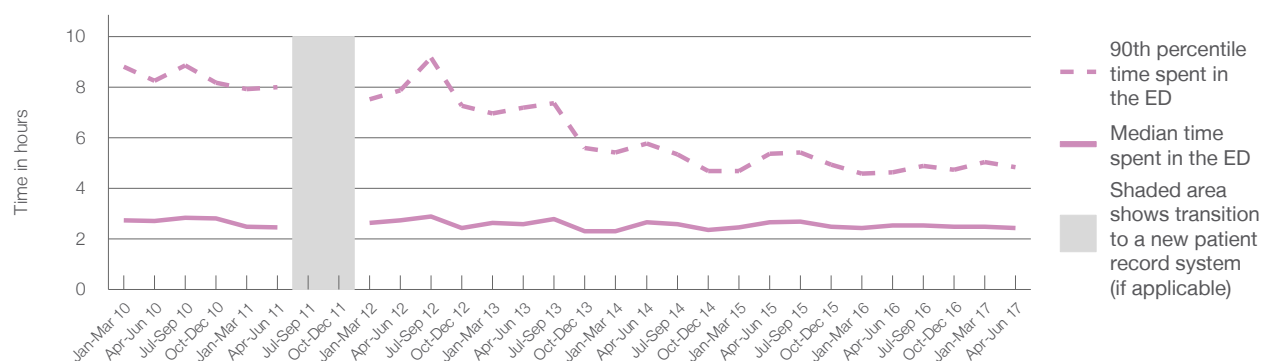
90th percentile time spent in the ED⁹ 4 hours and 51 minutes

Same period last year	NSW (this period)
8,333	8,333
2 hours and 33 minutes	2 hours and 46 minutes
4 hours and 39 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 43m	2h 28m	2h 45m	2h 35m	2h 40m	2h 40m	2h 33m	2h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 15m	8h 0m	7h 52m	7h 12m	5h 47m	5h 22m	4h 39m	4h 51m

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

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

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

By mode of separation

April to June 2017

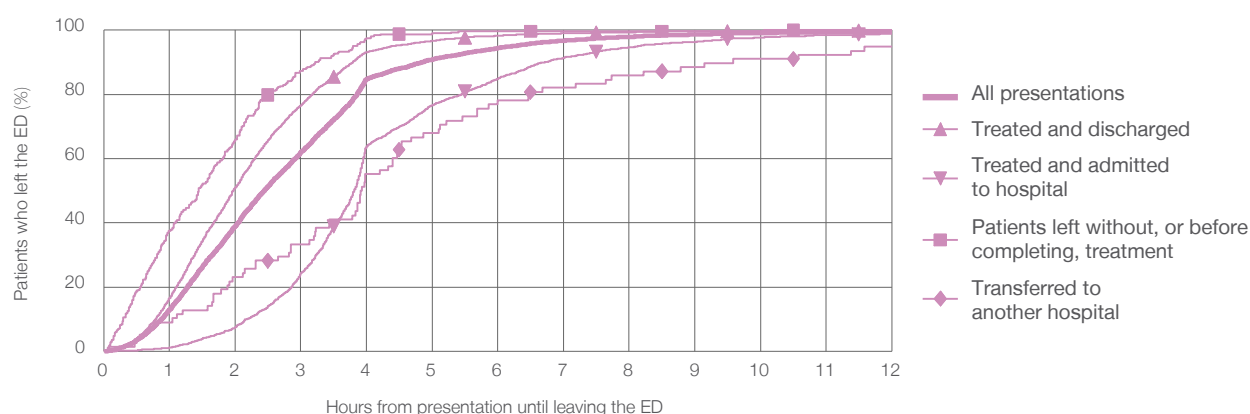
All presentations:[†] 8,681 patients

Presentations used to calculate time to leaving the ED:[‡] 8,681 patients

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

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

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



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

Treated and discharged	16.6%	51.0%	76.6%	93.2%	98.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.1%	7.5%	24.3%	63.9%	85.0%	94.7%	97.8%	98.8%
Patient left without, or before completing, treatment	37.5%	66.1%	87.4%	97.6%	99.7%	99.7%	99.7%	100%
Transferred to another hospital	9.0%	23.1%	33.3%	55.1%	78.2%	85.9%	91.0%	94.9%
All presentations	13.0%	39.2%	62.0%	84.8%	94.5%	98.0%	99.1%	99.6%

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

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

Mona Vale and District Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 8,681 patients

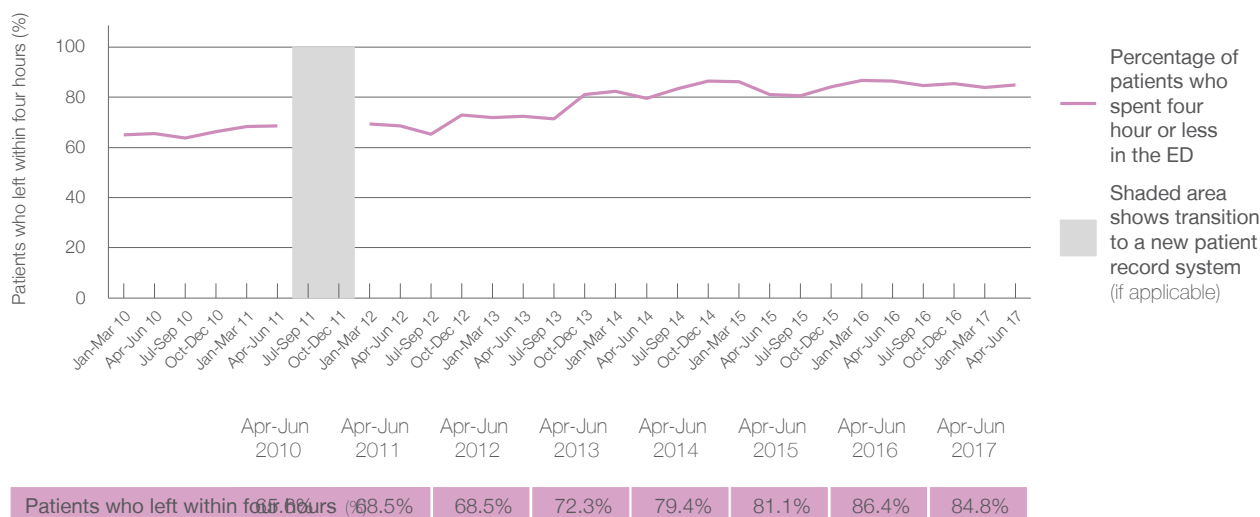
Presentations used to calculate time to leaving the ED:⁶ 8,681 patients

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

84.8%

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

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Orange Health Service: Emergency department (ED) overview

April to June 2017

All presentations:¹ 7,160 patients

Emergency presentations:² 7,089 patients

Same period last year	Change since one year ago
6,990	2.4%
6,891	2.9%

Orange Health Service: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,079 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): 1,544 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): 2,716 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,692 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,073	
5 minutes	8 minutes
10 minutes	26 minutes
1,665	
15 minutes	20 minutes
39 minutes	67 minutes
2,450	
21 minutes	25 minutes
79 minutes	99 minutes
1,659	
18 minutes	23 minutes
94 minutes	101 minutes

Orange Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 7,160 patients

Percentage of patients who spent four hours or less in the ED 76.5%

Same period last year	Change since one year ago
6,986	2.5%
77.0%	

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

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

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

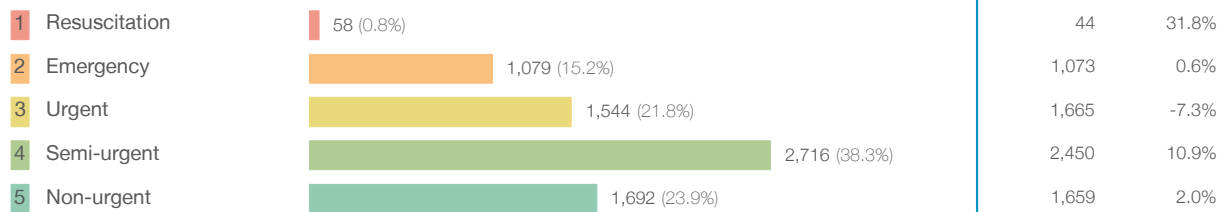
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Orange Health Service: Patients presenting to the emergency department

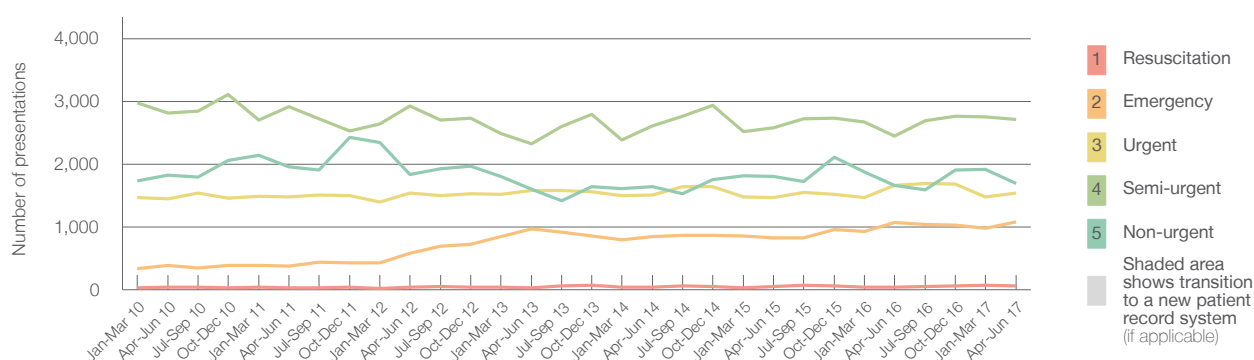
April to June 2017

All presentations:¹ 7,160 patients

Emergency presentations² by triage category: 7,089 patients



Emergency presentations² by quarter, April 2012 to June 2017[‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	36	32	39	31	43	53	44	58
Emergency	387	381	585	963	848	827	1,073	1,079
Urgent	1,446	1,474	1,541	1,578	1,513	1,471	1,665	1,544
Semi-urgent	2,819	2,916	2,929	2,329	2,613	2,580	2,450	2,716
Non-urgent	1,827	1,961	1,838	1,597	1,636	1,805	1,659	1,692
All emergency presentations	6,515	6,764	6,932	6,498	6,653	6,736	6,891	7,089

Orange Health Service: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,292 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

April to June 2017

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

Number of triage 2 patients: 1,079

Number of triage 2 patients used to calculate waiting time:³ 1,078

Median time to start treatment⁴

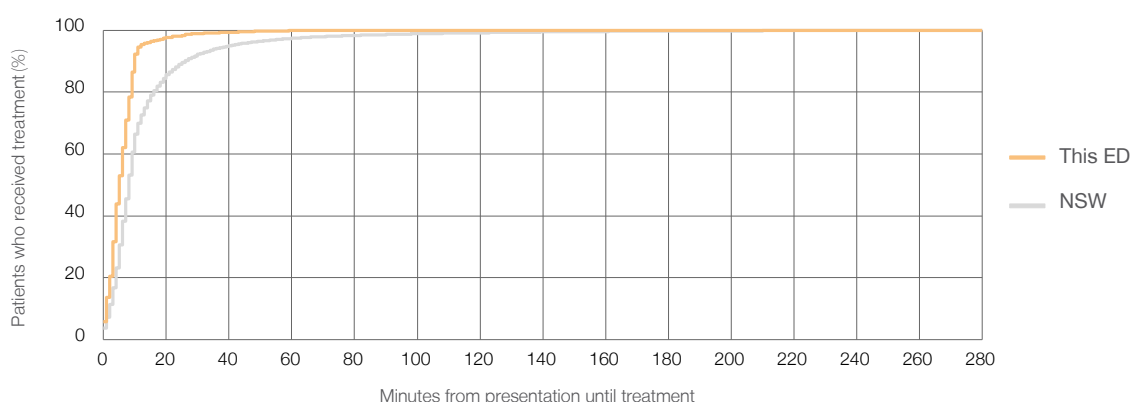
5 minutes

90th percentile time to start treatment⁵

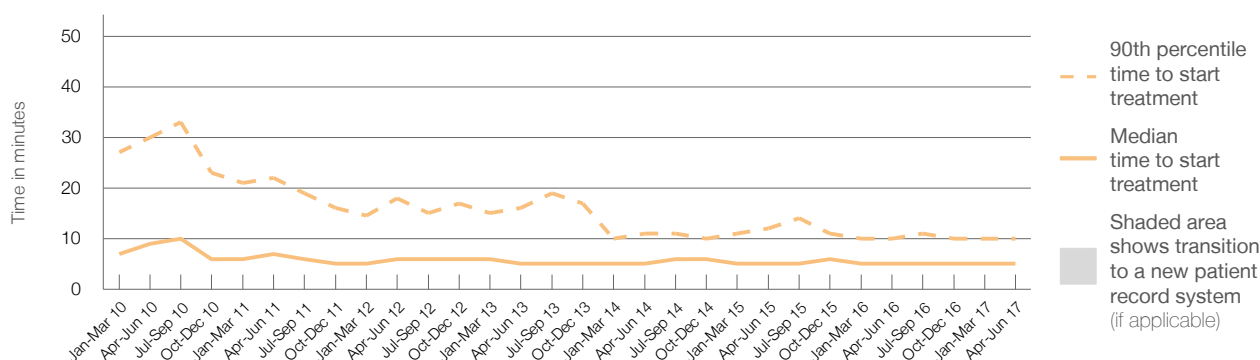
10 minutes

Same period last year	NSW (this period)
1,073	
1,072	
5 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	9	7	6	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	30	22	18	16	11	12	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

April to June 2017

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

Number of triage 3 patients: 1,544

Number of triage 3 patients used to calculate waiting time:³ 1,526

Median time to start treatment⁴

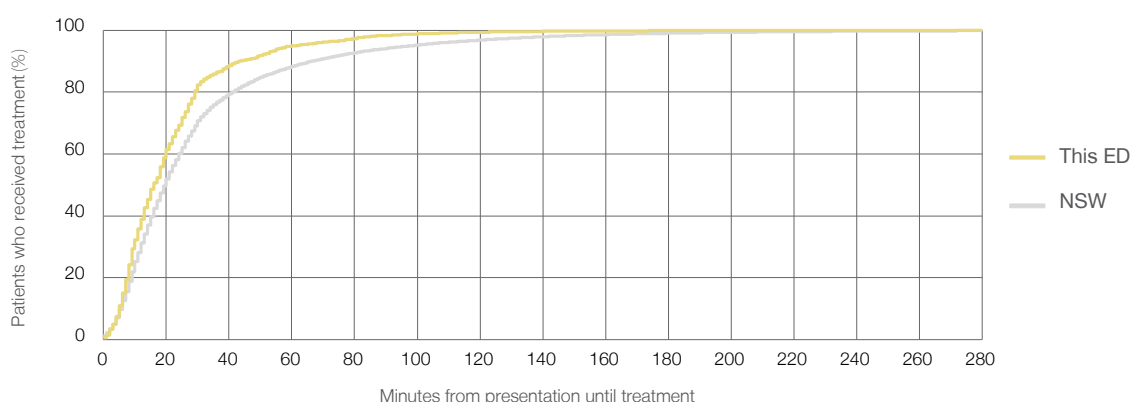
16 minutes

90th percentile time to start treatment⁵

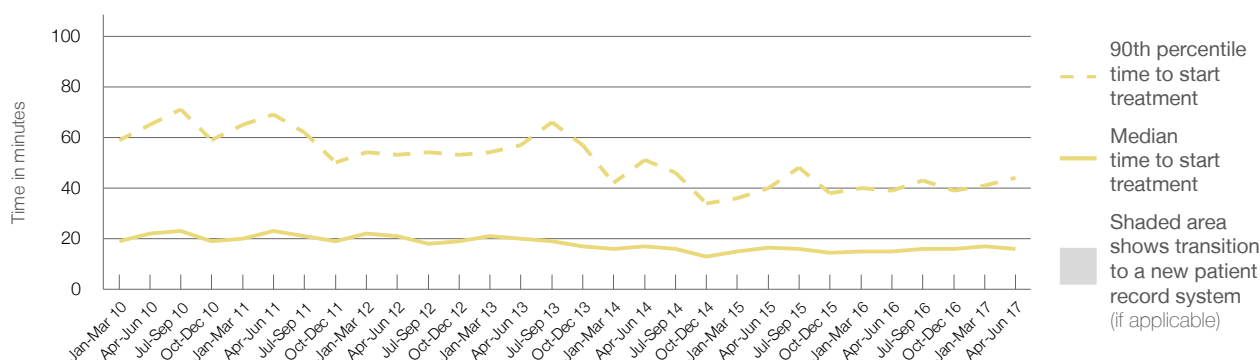
44 minutes

Same period last year	NSW (this period)
1,665	
1,654	
15 minutes	20 minutes
39 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	22	23	21	20	17	17	15	16
90th percentile time to start treatment ⁵ (minutes)	65	69	53	57	51	40	39	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.

Orange Health Service: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 2,716

Number of triage 4 patients used to calculate waiting time:³ 2,642

Median time to start treatment⁴

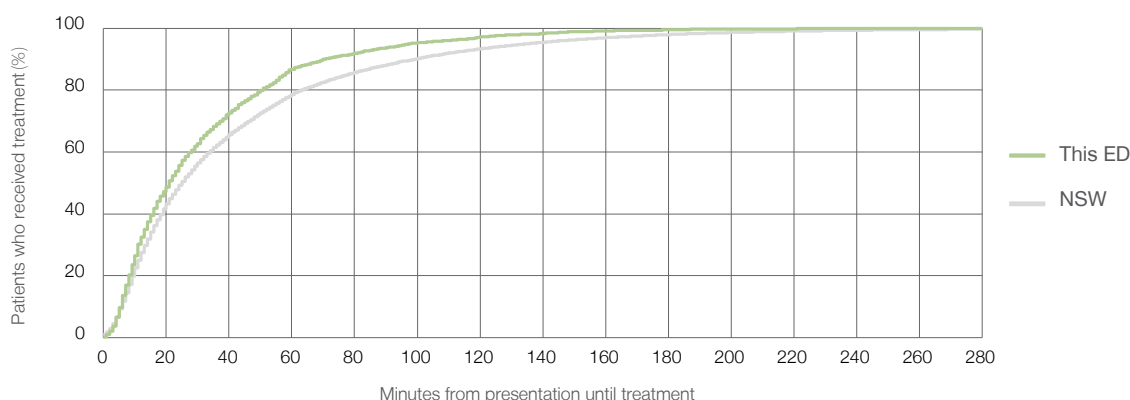
21 minutes

90th percentile time to start treatment⁵

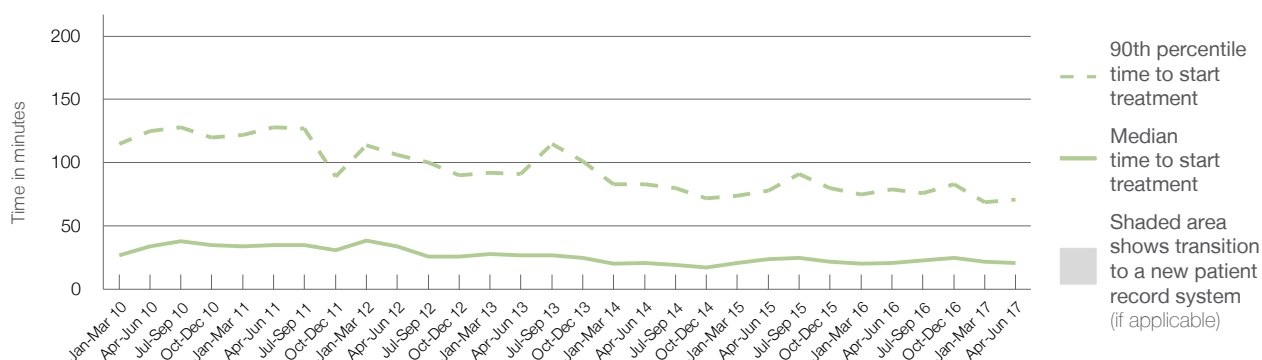
71 minutes

Same period last year	NSW (this period)
2,450	
2,365	
21 minutes	25 minutes
79 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	34	35	34	27	21	24	21	21
90th percentile time to start treatment ⁵ (minutes)	125	128	106	91	83	78	79	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.

Orange Health Service: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 1,692

Number of triage 5 patients used to calculate waiting time:³ 1,575

Median time to start treatment⁴

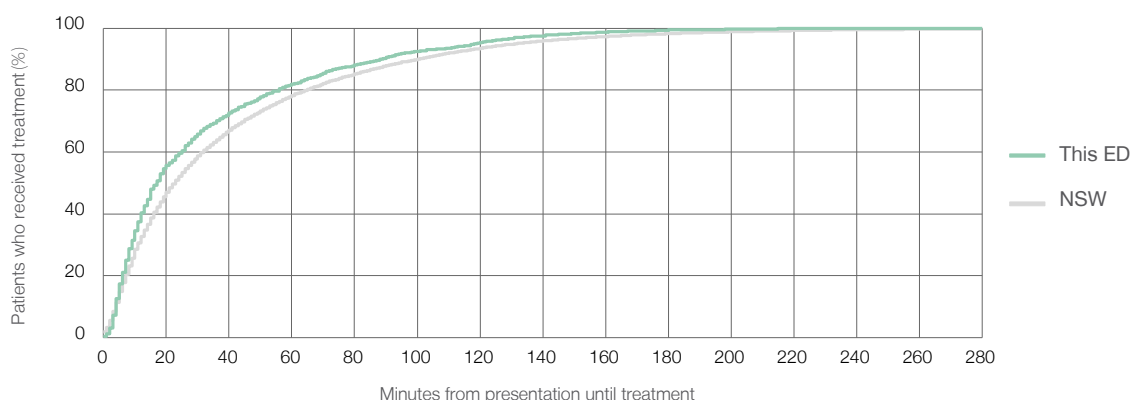
17 minutes

90th percentile time to start treatment⁵

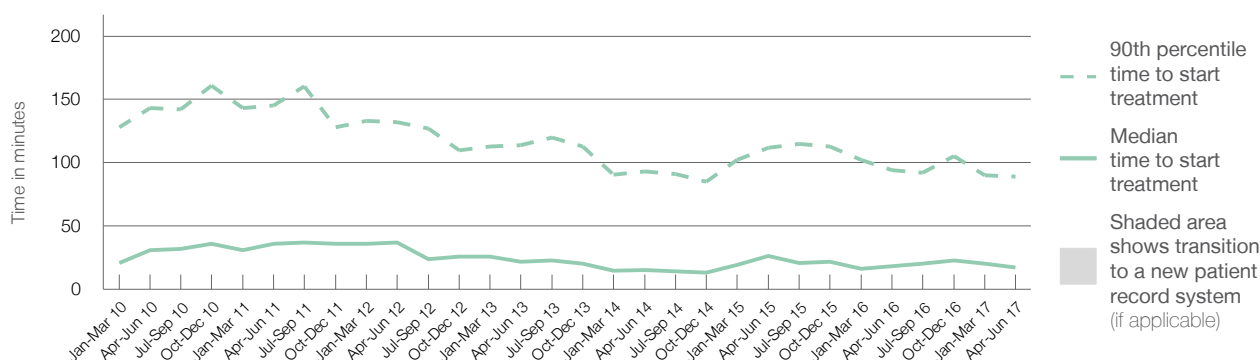
89 minutes

Same period last year	NSW (this period)
1,659	
1,544	
18 minutes	23 minutes
94 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	31	36	37	22	15	27	18	17
90th percentile time to start treatment ⁵ (minutes)	143	145	132	114	93	112	94	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.

Orange Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 7,160 patients

Presentations used to calculate time to leaving the ED:⁶ 7,160 patients

Median time spent in the ED⁸

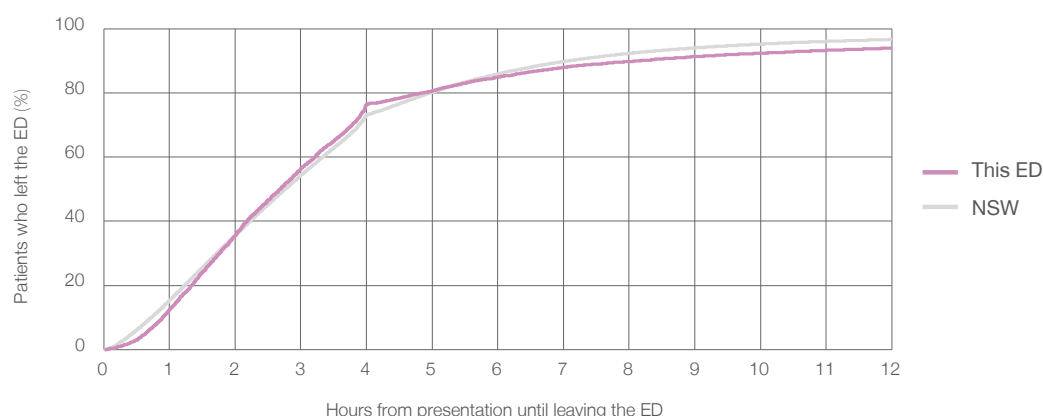
2 hours and 41 minutes

90th percentile time spent in the ED⁹

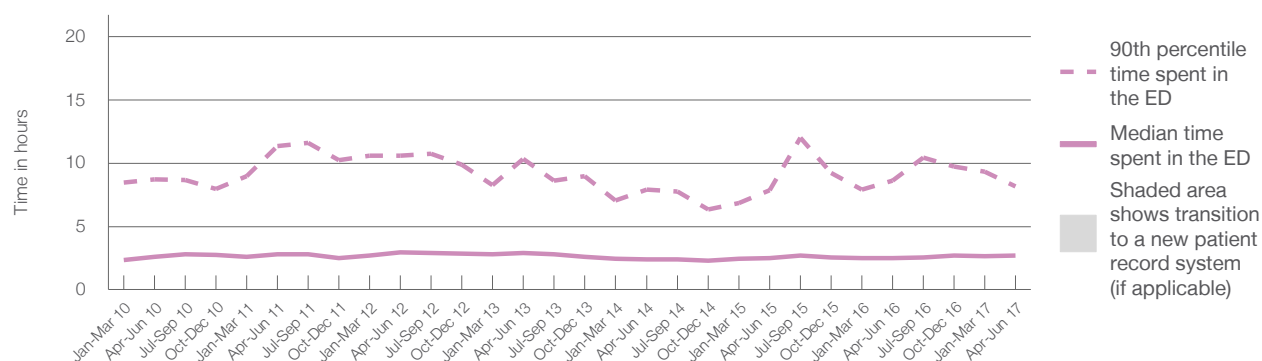
8 hours and 10 minutes

Same period last year	NSW (this period)
6,990	
6,986	
2 hours and 31 minutes	2 hours and 46 minutes
8 hours and 36 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 35m	2h 47m	2h 57m	2h 53m	2h 24m	2h 31m	2h 31m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 43m	11h 22m	10h 36m	10h 19m	7h 56m	7h 51m	8h 36m	8h 10m

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

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

April to June 2017

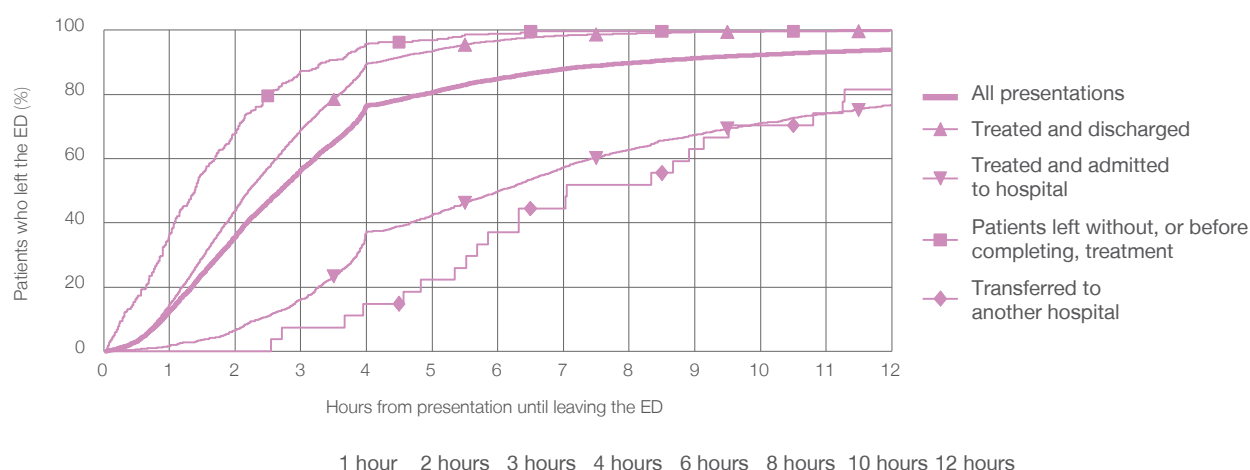
All presentations:[†] 7,160 patients

Presentations used to calculate time to leaving the ED:[‡] 7,160 patients

Treated and discharged	4,999 (69.8%)
Treated and admitted to hospital	1,790 (25.0%)
Patient left without, or before completing, treatment	299 (4.2%)
Transferred to another hospital	27 (0.4%)
Other	45 (0.6%)

Same period last year	Change since one year ago
6,986	2.5%
4,823	3.6%
1,789	0.1%
301	-0.7%
30	-10.0%
47	-4.3%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.6%	43.9%	68.9%	89.5%	96.7%	99.0%	99.6%	99.8%
Treated and admitted to hospital	1.6%	6.5%	16.2%	37.2%	49.8%	62.8%	70.9%	76.7%
Patient left without, or before completing, treatment	36.5%	67.9%	87.3%	95.7%	99.0%	99.7%	99.7%	100%
Transferred to another hospital	0%	0%	7.4%	14.8%	37.0%	51.9%	70.4%	81.5%
All presentations	12.5%	35.6%	56.4%	76.5%	84.9%	89.8%	92.3%	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.

Orange Health Service: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 7,160 patients

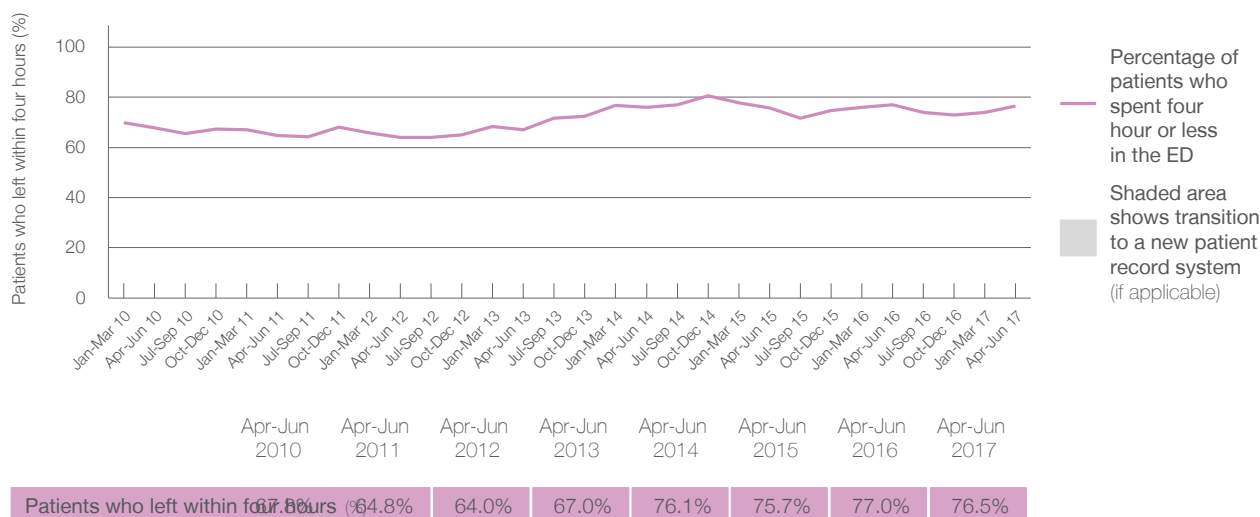
Presentations used to calculate time to leaving the ED:⁶ 7,160 patients

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



Same period last year	Change since one year ago
6,990	2.4%
6,986	2.5%
77.0%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Port Macquarie Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 8,690 patients

Emergency presentations:² 8,480 patients

Same period last year	Change since one year ago
7,953	9.3%
7,737	9.6%

Port Macquarie Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,178 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,369 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,491 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 408 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,122	
10 minutes	8 minutes
25 minutes	26 minutes
3,179	
18 minutes	20 minutes
54 minutes	67 minutes
3,095	
20 minutes	25 minutes
83 minutes	99 minutes
301	
19 minutes	23 minutes
92 minutes	101 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 8,690 patients

Percentage of patients who spent four hours or less in the ED 73.1%

Same period last year	Change since one year ago
7,953	9.3%
73.6%	

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

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

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

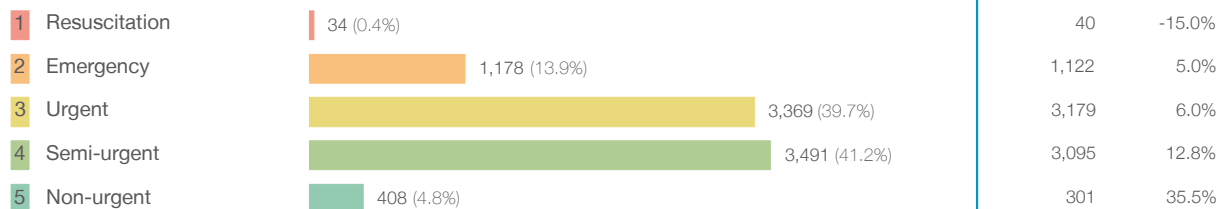
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Port Macquarie Base Hospital: Patients presenting to the emergency department

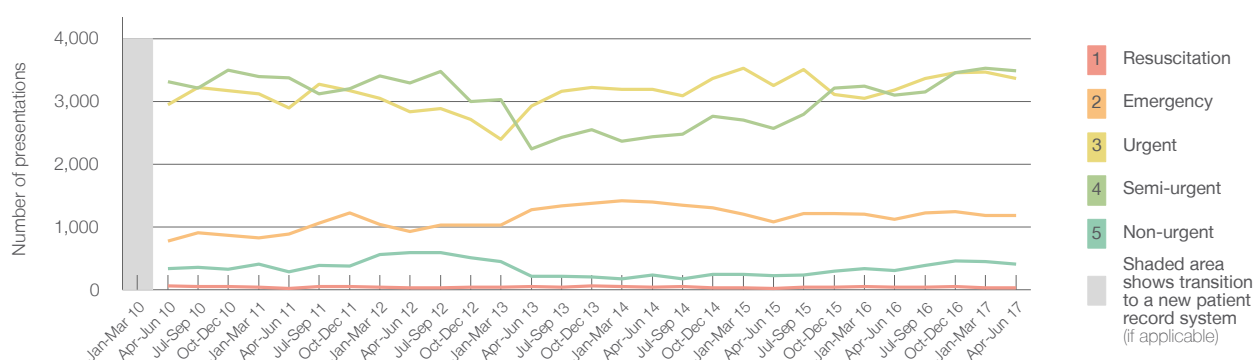
April to June 2017

All presentations:¹ 8,690 patients

Emergency presentations² by triage category: 8,480 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	56	22	28	46	42	22	40	34
Emergency	771	887	931	1,273	1,396	1,081	1,122	1,178
Urgent	2,942	2,897	2,836	2,923	3,189	3,248	3,179	3,369
Semi-urgent	3,310	3,377	3,295	2,240	2,440	2,571	3,095	3,491
Non-urgent	334	284	595	214	234	222	301	408
All emergency presentations	7,413	7,467	7,685	6,696	7,301	7,144	7,737	8,480

Port Macquarie Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,238 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

April to June 2017

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

Number of triage 2 patients: 1,178

Number of triage 2 patients used to calculate waiting time:³ 1,175

Median time to start treatment⁴

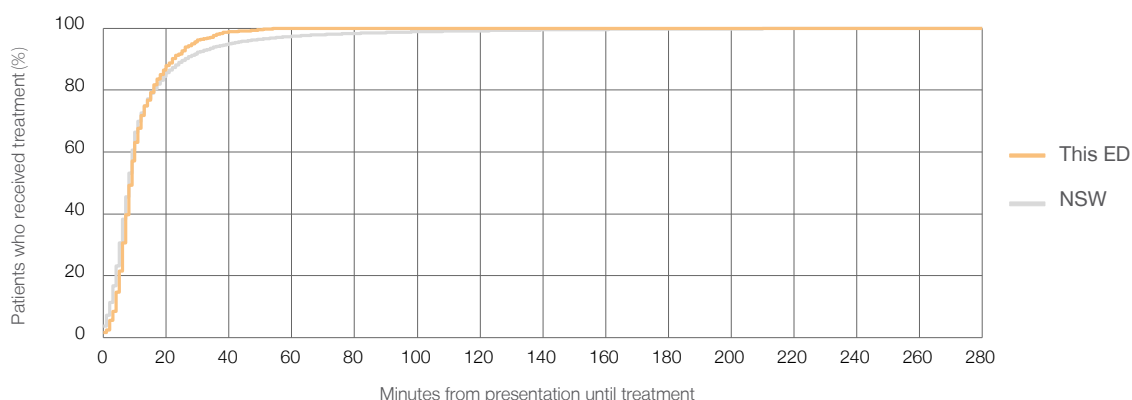
9 minutes

90th percentile time to start treatment⁵

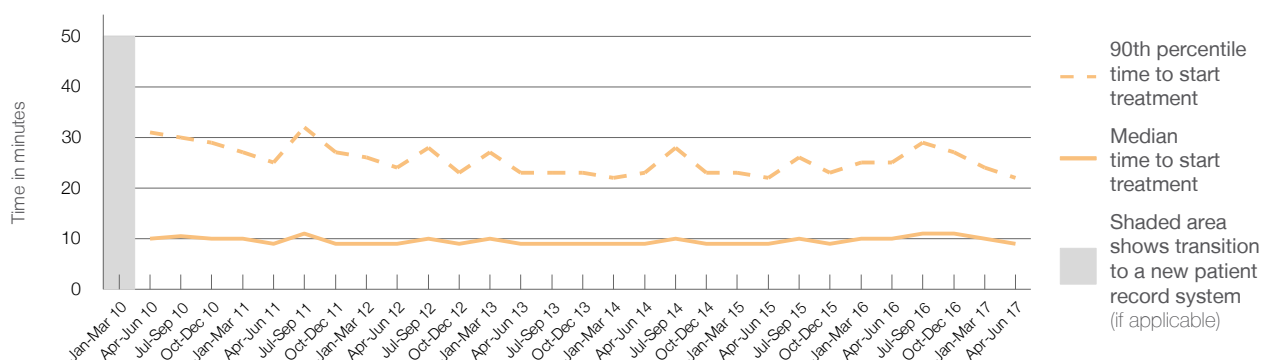
22 minutes

Same period last year	NSW (this period)
1,122	
1,120	
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	10	9	9	9	9	9	10	9
90th percentile time to start treatment ⁵ (minutes)	31	25	24	23	23	22	25	22

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

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

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

April to June 2017

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

Number of triage 3 patients: 3,369

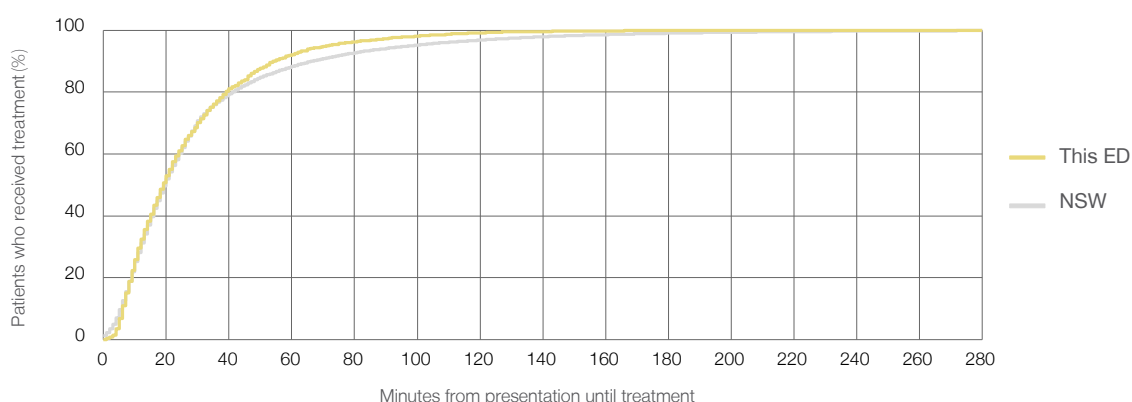
Number of triage 3 patients used to calculate waiting time:³ 3,286

Median time to start treatment⁴ 19 minutes

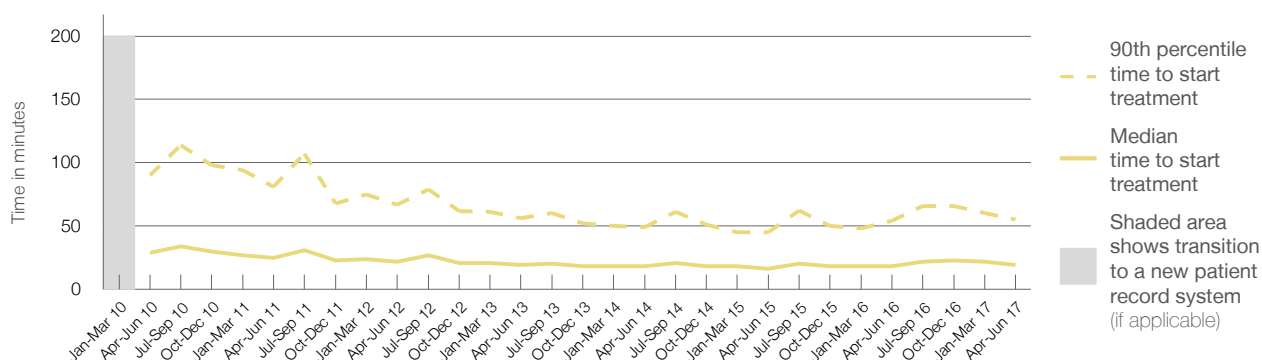
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
3,179	
3,105	
18 minutes	20 minutes
54 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	29	25	22	19	18	16	18	19
90th percentile time to start treatment ⁵ (minutes)	90	81	67	56	49	45	54	55

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

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

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

April to June 2017

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

Number of triage 4 patients: 3,491

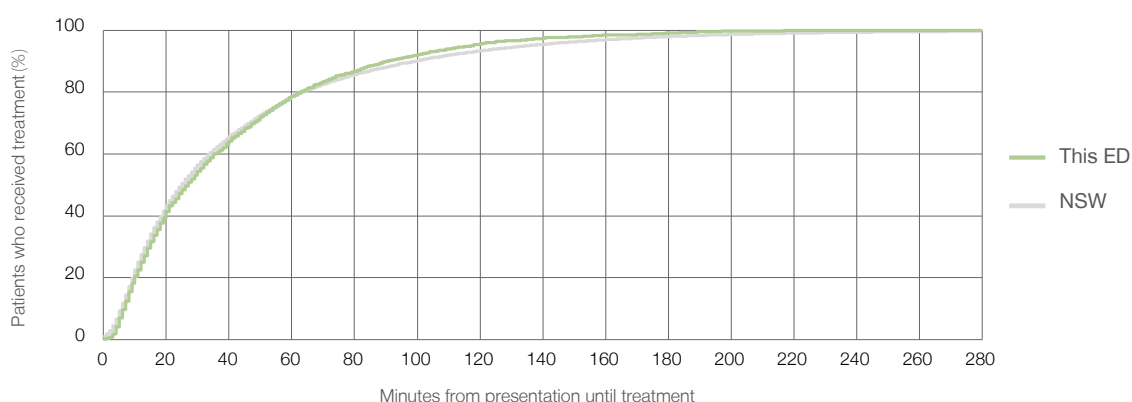
Number of triage 4 patients used to calculate waiting time:³ 2,891

Median time to start treatment⁴ 27 minutes

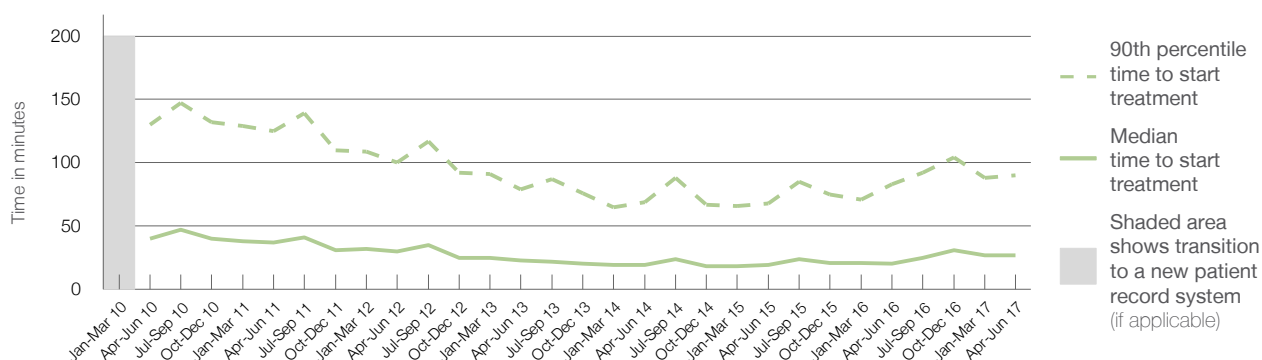
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
3,095	
2,592	
20 minutes	25 minutes
83 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	40	37	30	23	19	19	20	27
90th percentile time to start treatment ⁵ (minutes)	130	125	100	79	69	68	83	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.

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

April to June 2017

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

Number of triage 5 patients: 408

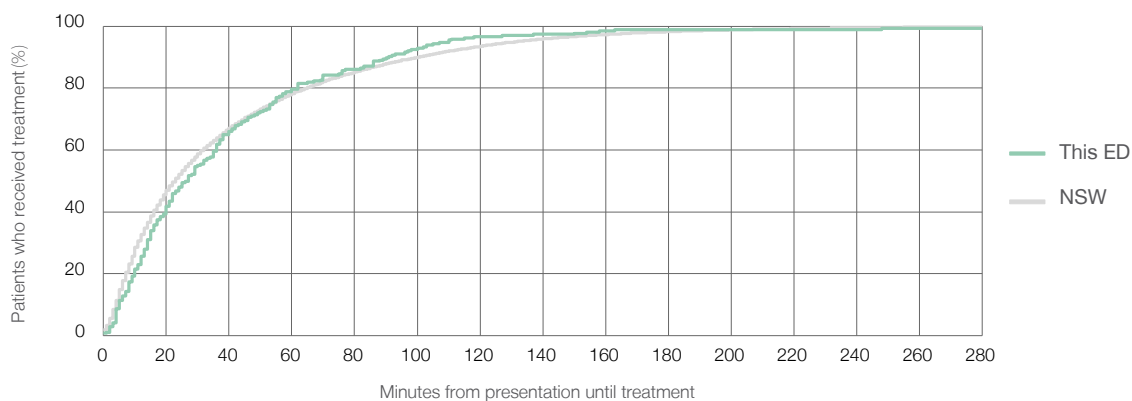
Number of triage 5 patients used to calculate waiting time:³ 265

Median time to start treatment⁴ 27 minutes

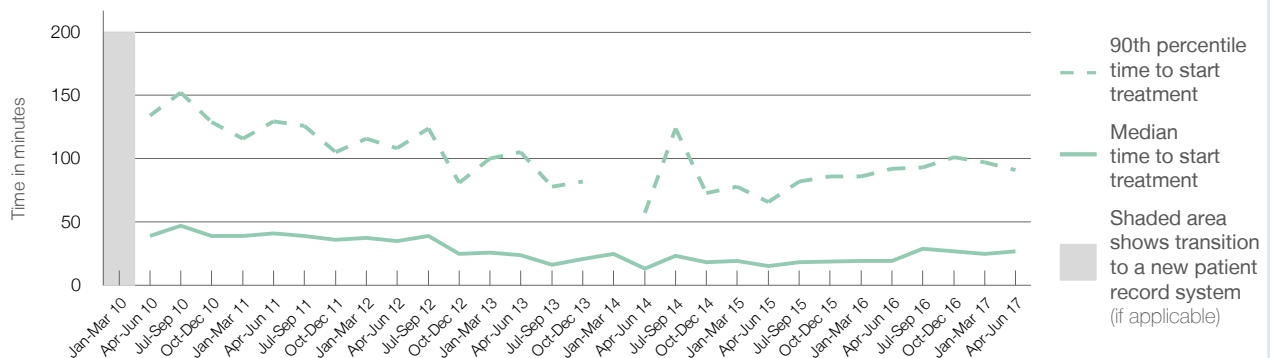
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
301	
175	
19 minutes	23 minutes
92 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	39	41	35	24	13	15	19	27
90th percentile time to start treatment ⁵ (minutes)	134	130	108	105	57	66	92	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

April to June 2017

All presentations:¹ 8,690 patients

Presentations used to calculate time to leaving the ED:⁶ 8,690 patients

Median time spent in the ED⁸

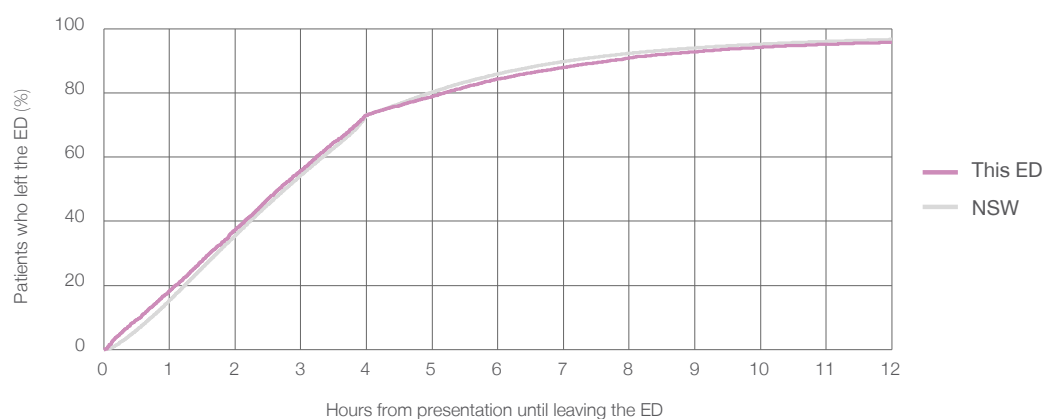
2 hours and 40 minutes

90th percentile time spent in the ED⁹

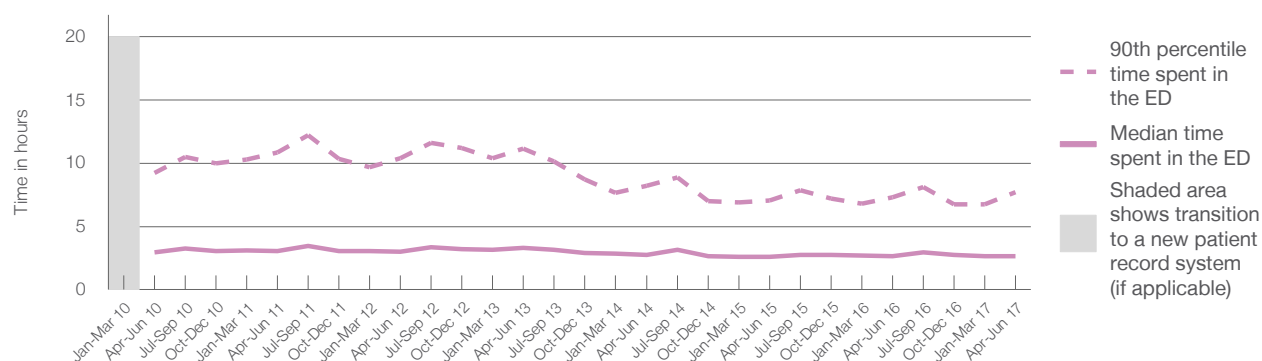
7 hours and 42 minutes

Same period last year	NSW (this period)
7,953	
7,953	
2 hours and 39 minutes	2 hours and 46 minutes
7 hours and 19 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 56m	3h 3m	3h 0m	3h 20m	2h 44m	2h 35m	2h 39m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 13m	10h 51m	10h 24m	11h 8m	8h 13m	7h 4m	7h 19m	7h 42m

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

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

April to June 2017

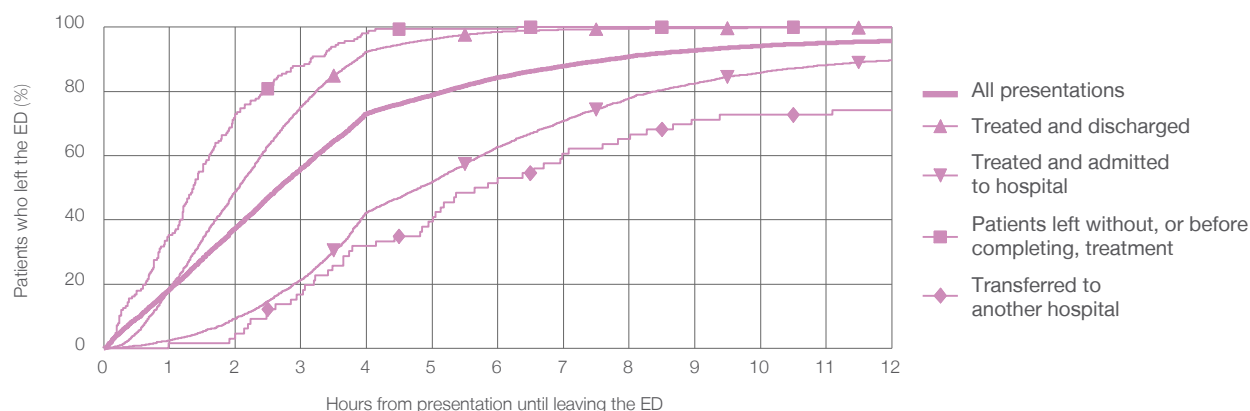
All presentations:[†] 8,690 patients

Presentations used to calculate time to leaving the ED:[‡] 8,690 patients

Treated and discharged	4,397 (50.6%)
Treated and admitted to hospital	3,380 (38.9%)
Patient left without, or before completing, treatment	167 (1.9%)
Transferred to another hospital	66 (0.8%)
Other	680 (7.8%)

Same period last year	Change since one year ago
7,953	9.3%
4,170	5.4%
2,985	13.2%
142	17.6%
54	22.2%
602	13.0%

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



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

Treated and discharged	18.5%	48.8%	75.2%	92.4%	98.5%	99.5%	99.8%	99.9%
Treated and admitted to hospital	2.5%	9.2%	21.3%	42.2%	62.7%	77.9%	85.9%	89.7%
Patient left without, or before completing, treatment	35.3%	73.1%	88.0%	98.2%	99.4%	100%	100%	100%
Transferred to another hospital	1.5%	4.5%	16.7%	31.8%	53.0%	65.2%	72.7%	74.2%
All presentations	18.4%	37.4%	55.9%	73.1%	84.4%	90.9%	94.2%	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.

Port Macquarie Base Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 8,690 patients

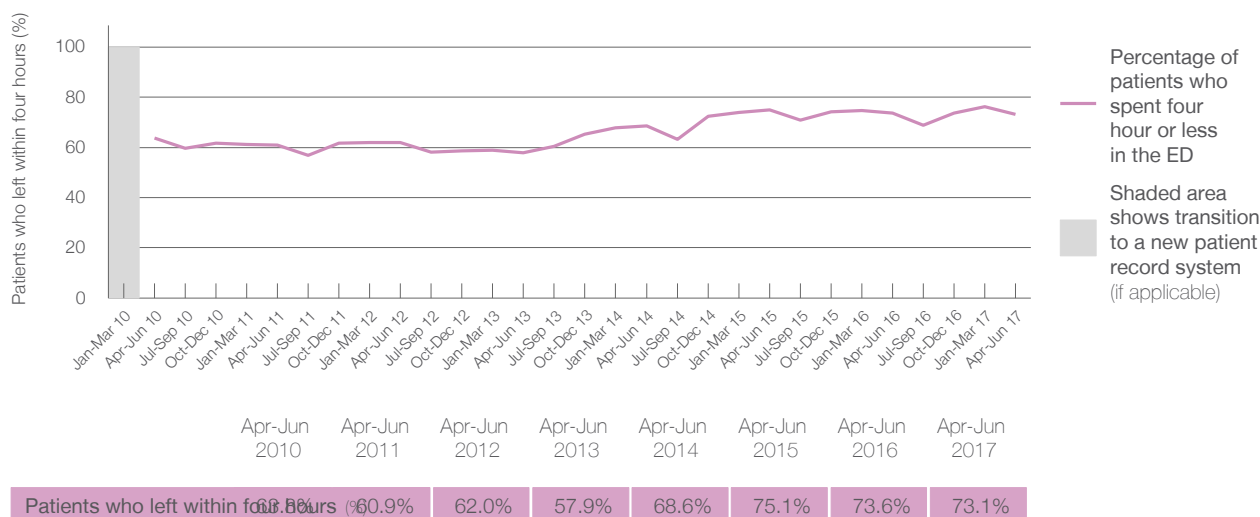
Presentations used to calculate time to leaving the ED:⁶ 8,690 patients

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



Same period last year	Change since one year ago
7,953	9.3%
7,953	9.3%
73.6%	

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



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 9,397 patients

Emergency presentations:² 9,272 patients

Same period last year	Change since one year ago
9,081	3.5%
8,979	3.3%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,028 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): 3,297 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,065 patients

Median time to start treatment⁴ 36 minutes

90th percentile time to start treatment⁵ 128 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 815 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
792	
12 minutes	8 minutes
38 minutes	26 minutes
3,016	
30 minutes	20 minutes
99 minutes	67 minutes
4,165	
38 minutes	25 minutes
118 minutes	99 minutes
954	
27 minutes	23 minutes
102 minutes	101 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 9,396 patients

Percentage of patients who spent four hours or less in the ED 65.1%

Same period last year	Change since one year ago
9,081	3.5%
65.4%	

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

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

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

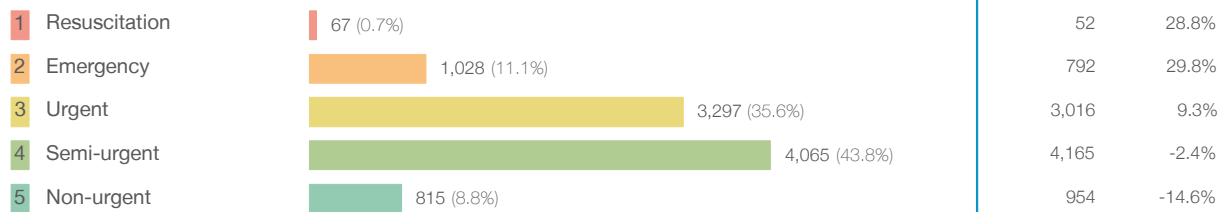
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

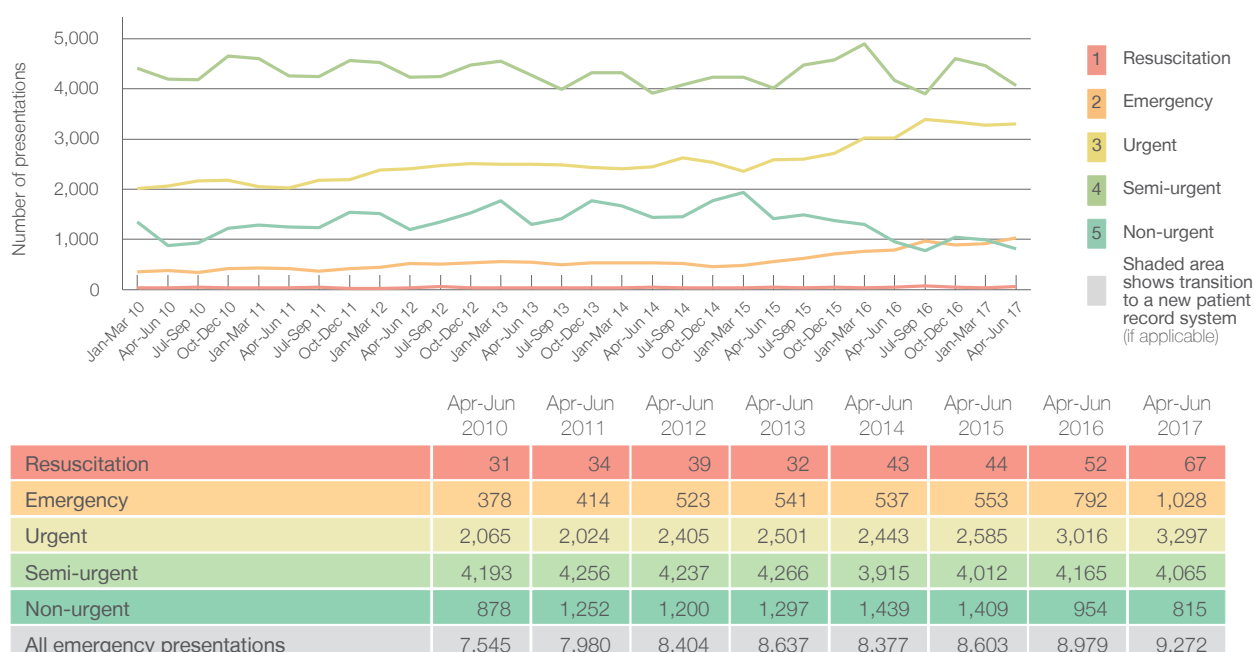
April to June 2017

All presentations:¹ 9,397 patients

Emergency presentations² by triage category: 9,272 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



Shoalhaven District Memorial Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,098 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.

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

April to June 2017

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

Number of triage 2 patients: 1,028

Number of triage 2 patients used to calculate waiting time:³ 1,026

Median time to start treatment⁴

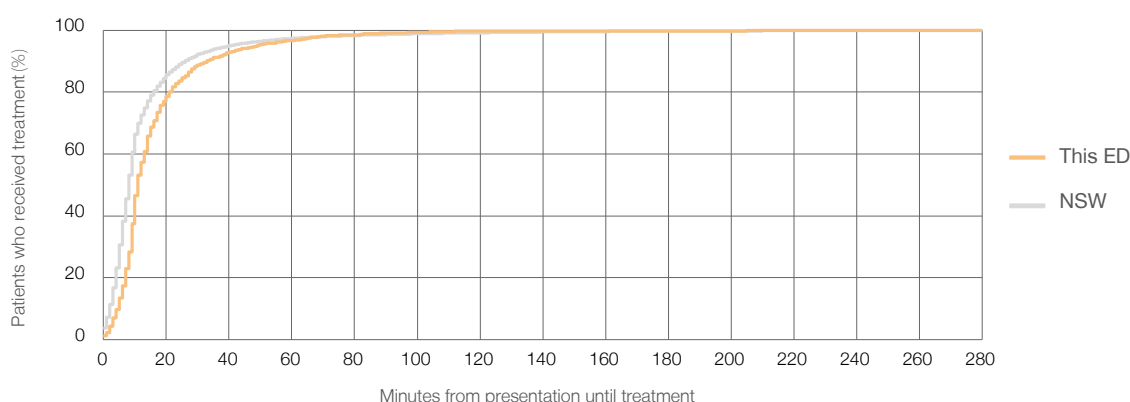
11 minutes

90th percentile time to start treatment⁵

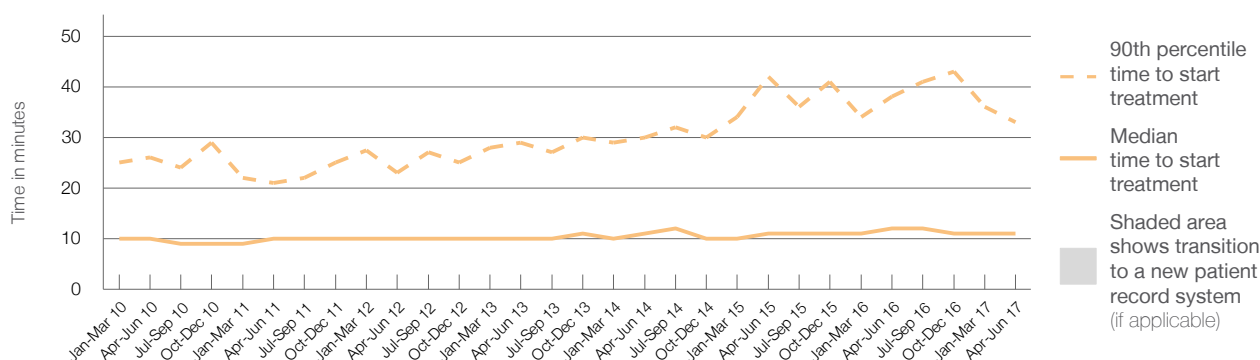
33 minutes

Same period last year	NSW (this period)
792	
791	
12 minutes	8 minutes
38 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	10	10	10	10	11	11	12	11
90th percentile time to start treatment ⁵ (minutes)	26	21	23	29	30	42	38	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.

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

April to June 2017

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

Number of triage 3 patients: 3,297

Number of triage 3 patients used to calculate waiting time:³ 3,240

Median time to start treatment⁴

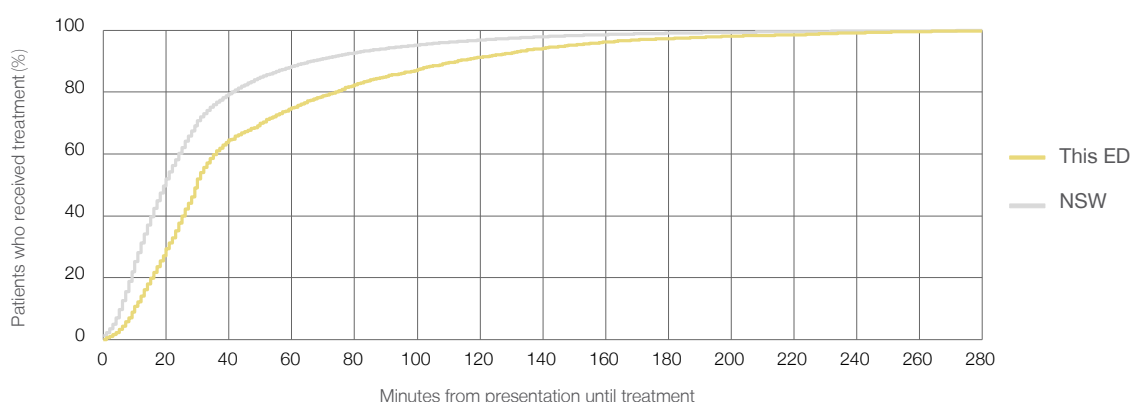
30 minutes

90th percentile time to start treatment⁵

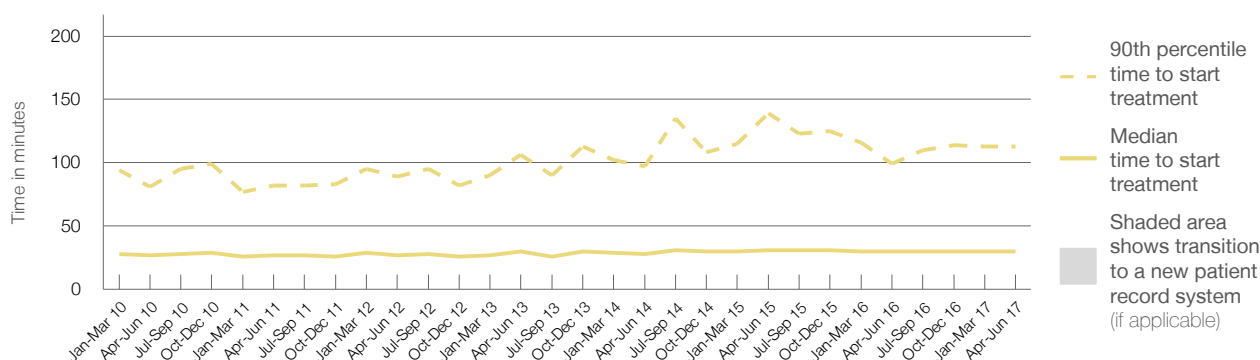
113 minutes

Same period last year	NSW (this period)
3,016	
2,979	
30 minutes	20 minutes
99 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	27	27	27	30	28	31	30	30
90th percentile time to start treatment ⁵ (minutes)	81	82	89	106	97	139	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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 4,065

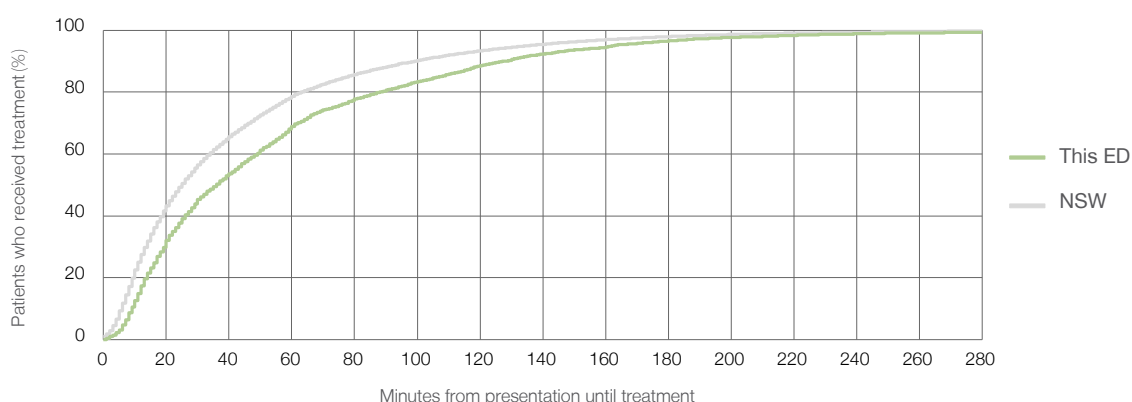
Number of triage 4 patients used to calculate waiting time:³ 3,871

Median time to start treatment⁴ 36 minutes

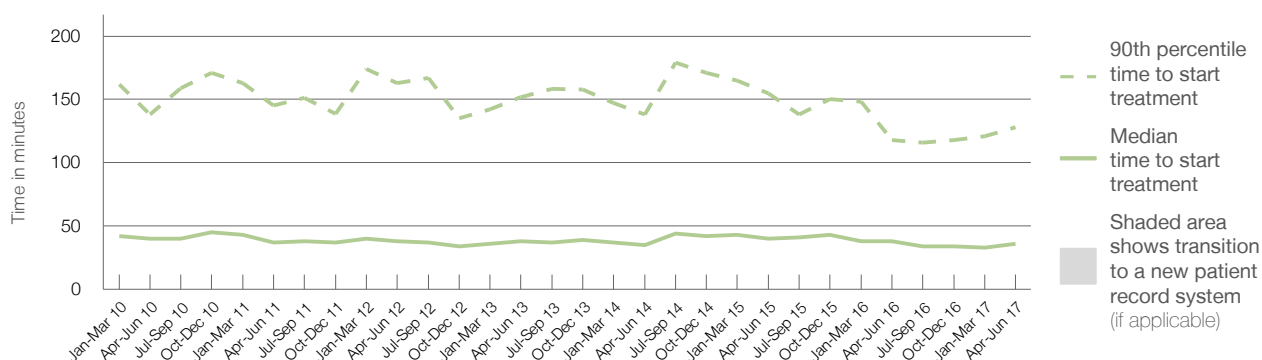
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
4,165	
3,924	
38 minutes	25 minutes
118 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	40	37	38	38	35	40	38	36
90th percentile time to start treatment ⁵ (minutes)	138	145	163	152	138	155	118	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.

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

April to June 2017

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

Number of triage 5 patients: 815

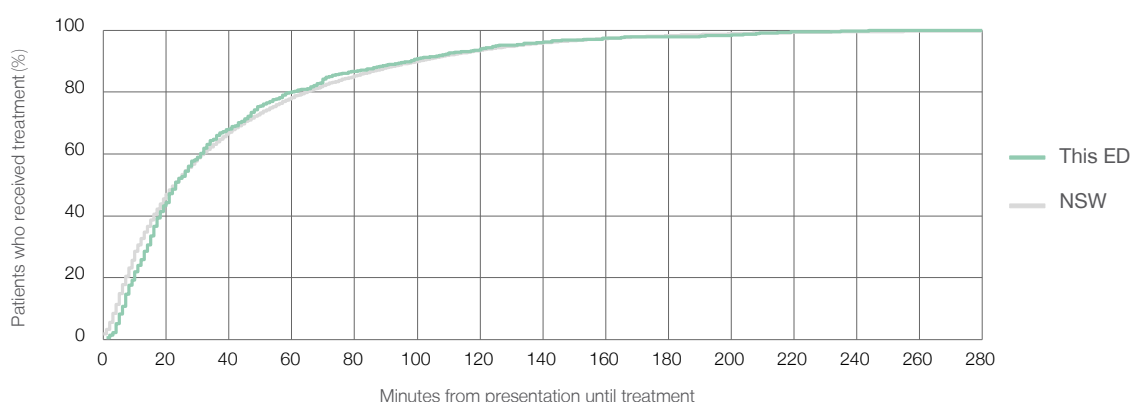
Number of triage 5 patients used to calculate waiting time:³ 718

Median time to start treatment⁴ 23 minutes

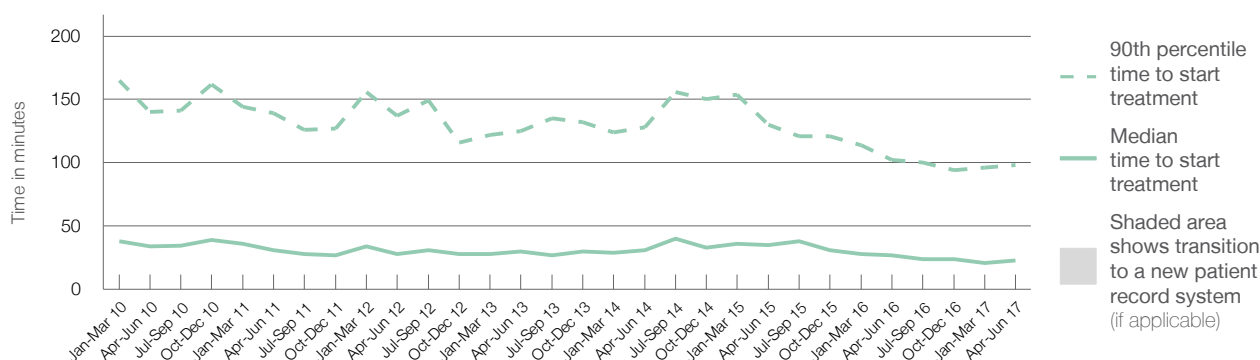
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
954	
844	
27 minutes	23 minutes
102 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	34	31	28	30	31	35	27	23
90th percentile time to start treatment ⁵ (minutes)	140	139	137	125	128	130	102	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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 9,397 patients

Presentations used to calculate time to leaving the ED:⁶ 9,396 patients

Median time spent in the ED⁸

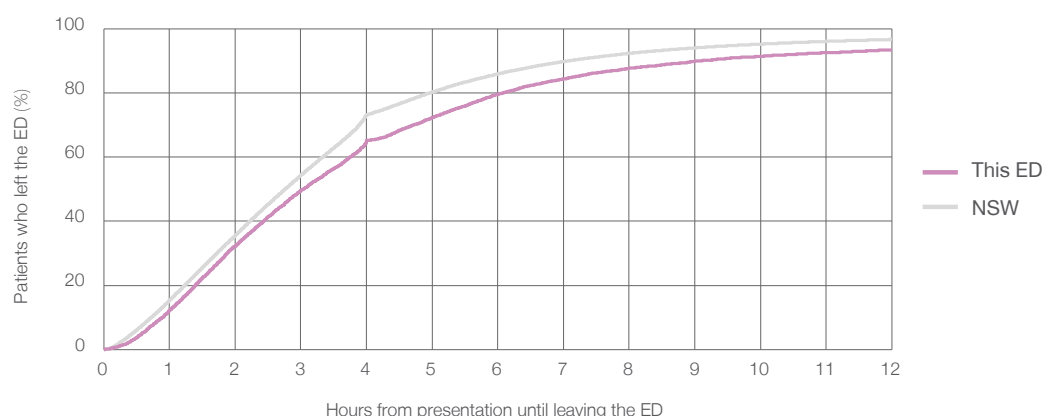
3 hours and 2 minutes

90th percentile time spent in the ED⁹

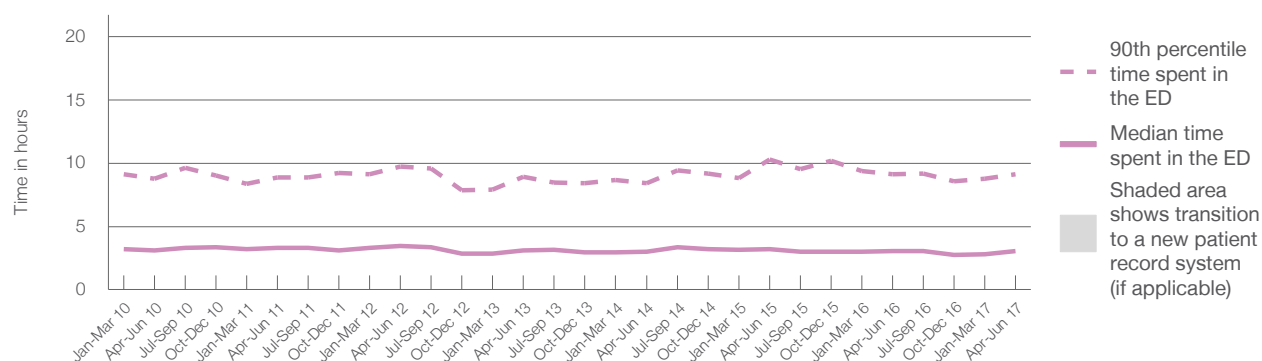
9 hours and 6 minutes

Same period last year	NSW (this period)
9,081	
9,081	
3 hours and 3 minutes	2 hours and 46 minutes
9 hours and 7 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 6m	3h 18m	3h 27m	3h 6m	2h 59m	3h 13m	3h 3m	3h 2m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 45m	8h 51m	9h 44m	8h 56m	8h 25m	10h 17m	9h 7m	9h 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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

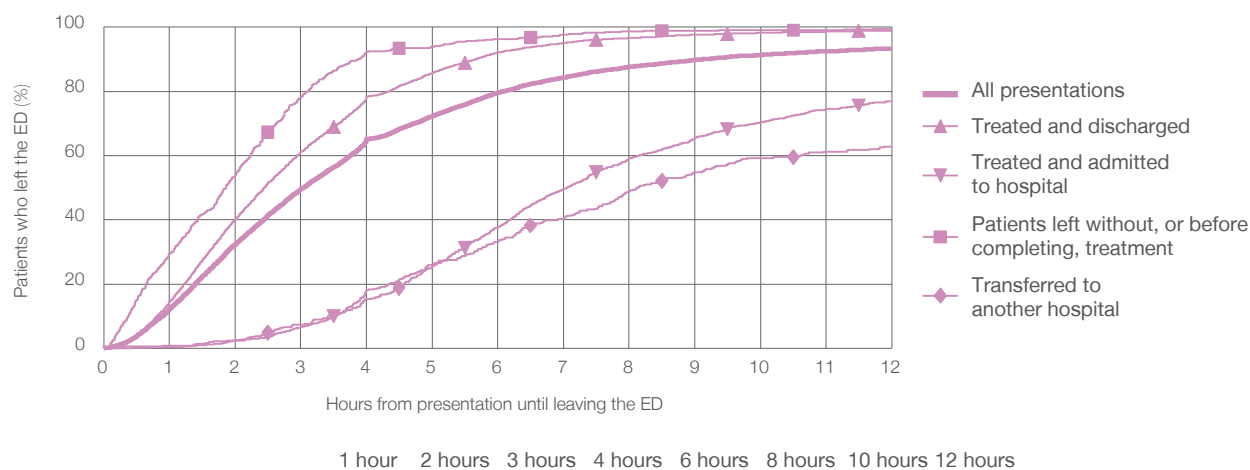
April to June 2017

All presentations:[†] 9,397 patients

Presentations used to calculate time to leaving the ED:[‡] 9,396 patients

		Same period last year	Change since one year ago
Treated and discharged	6,645 (70.7%)	9,081	3.5%
Treated and admitted to hospital	1,817 (19.3%)	6,394	3.9%
Patient left without, or before completing, treatment	532 (5.7%)	1,709	6.3%
Transferred to another hospital	366 (3.9%)	588	-9.5%
Other	37 (0.4%)	355	3.1%
		35	5.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.5%	40.2%	61.1%	78.4%	92.1%	96.7%	98.3%	99.0%
Treated and admitted to hospital	0.4%	2.3%	6.6%	18.2%	37.8%	59.2%	70.3%	77.0%
Patient left without, or before completing, treatment	29.5%	53.9%	78.2%	92.3%	96.2%	98.7%	99.1%	99.4%
Transferred to another hospital	0.8%	2.5%	7.4%	15.3%	33.3%	48.9%	59.3%	62.8%
All presentations	12.3%	32.3%	49.6%	65.1%	79.6%	87.7%	91.4%	93.3%

(†) 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.

Shoalhaven District Memorial Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 9,397 patients

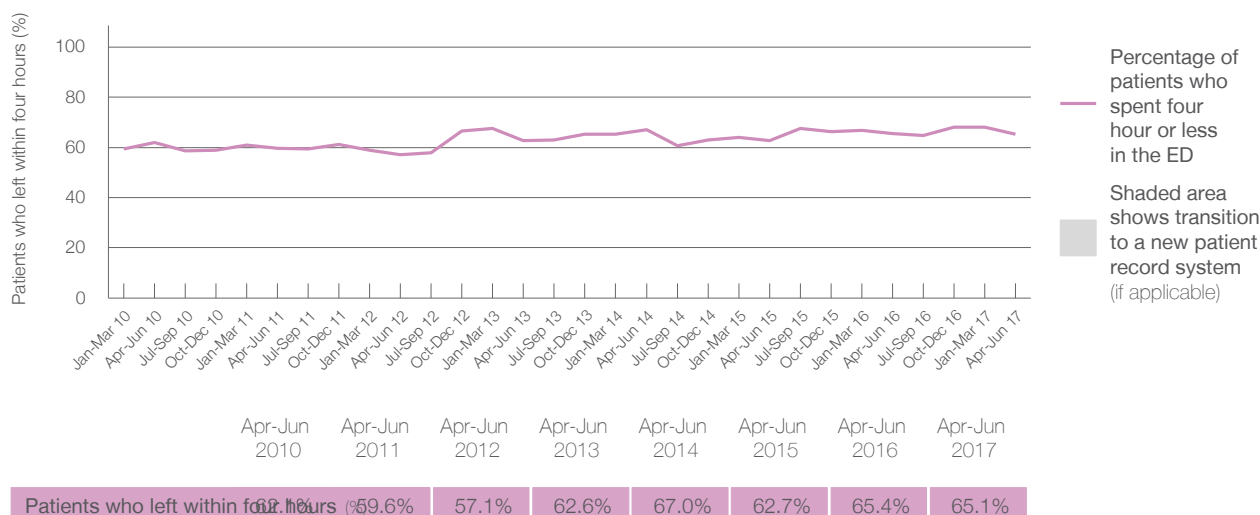
Presentations used to calculate time to leaving the ED:⁶ 9,396 patients

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



Same period last year	Change since one year ago
9,081	3.5%
9,081	3.5%
65.4%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Sutherland Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 12,700 patients

Emergency presentations:² 12,579 patients

Same period last year	Change since one year ago
12,051	5.4%
11,960	5.2%

Sutherland Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,904 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,519 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,320 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 783 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,648	
13 minutes	8 minutes
31 minutes	26 minutes
5,074	
28 minutes	20 minutes
66 minutes	67 minutes
4,280	
31 minutes	25 minutes
76 minutes	99 minutes
894	
28 minutes	23 minutes
84 minutes	101 minutes

Sutherland Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 12,692 patients

Percentage of patients who spent four hours or less in the ED 69.3%

Same period last year	Change since one year ago
12,049	5.3%
71.3%	

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

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

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

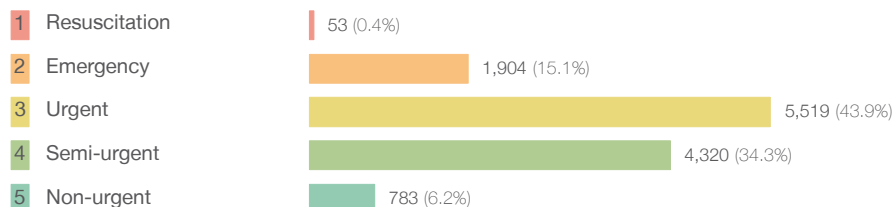
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Sutherland Hospital: Patients presenting to the emergency department

April to June 2017

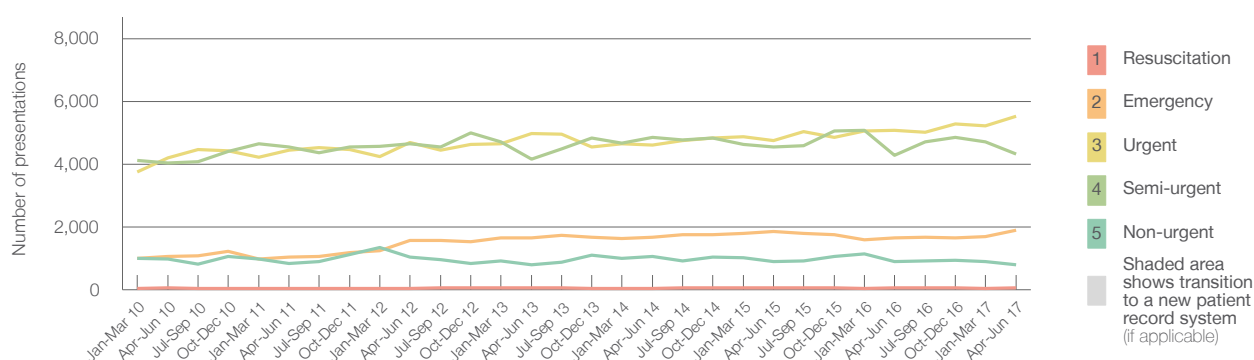
All presentations:¹ 12,700 patients

Emergency presentations² by triage category: 12,579 patients



Same period last year	Change since one year ago
12,051	5.4%
11,960	5.2%
64	-17.2%
1,648	15.5%
5,074	8.8%
4,280	0.9%
894	-12.4%

Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	52	39	43	51	43	62	64	53
Emergency	1,063	1,032	1,568	1,644	1,661	1,858	1,648	1,904
Urgent	4,195	4,453	4,693	4,976	4,599	4,754	5,074	5,519
Semi-urgent	4,042	4,545	4,644	4,166	4,863	4,543	4,280	4,320
Non-urgent	968	835	1,040	802	1,056	891	894	783
All emergency presentations	10,320	10,904	11,988	11,639	12,222	12,108	11,960	12,579

Sutherland Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 3,448 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,200	
14 minutes	-2 minutes
28 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.

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

April to June 2017

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

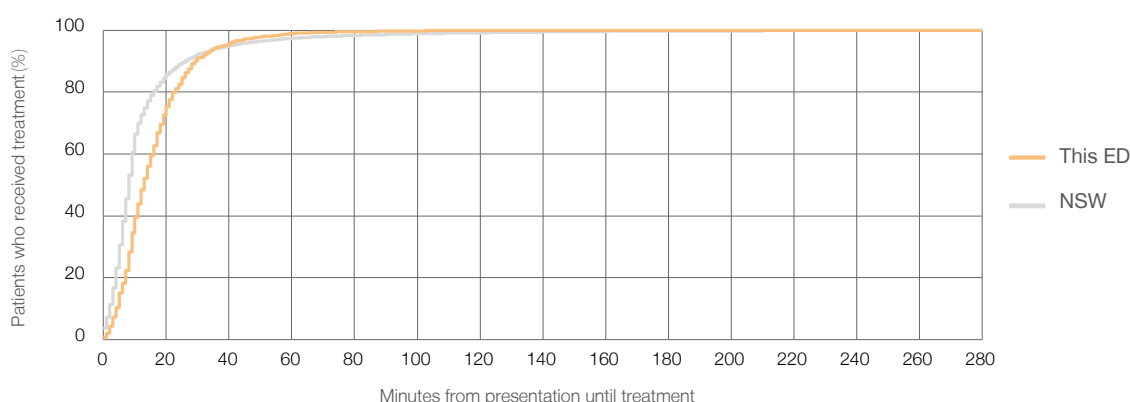
Number of triage 2 patients: 1,904

Number of triage 2 patients used to calculate waiting time:³ 1,889

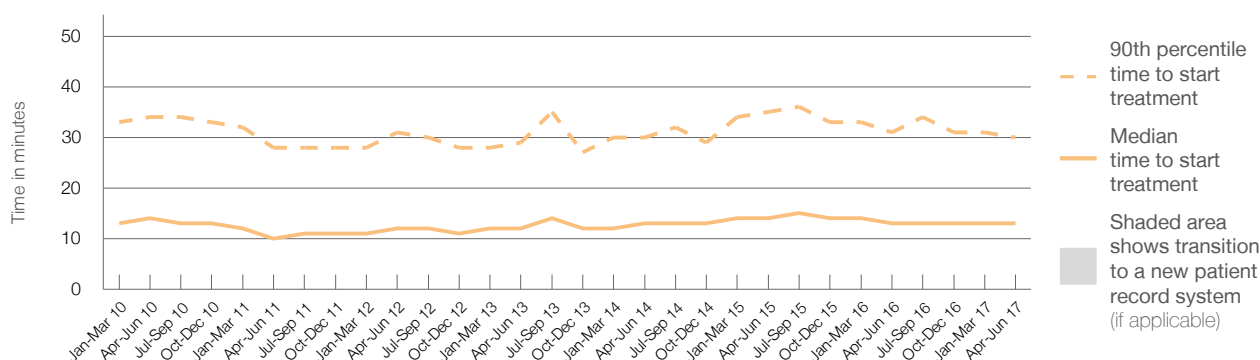
Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
1,648	
1,639	
13 minutes	8 minutes
31 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	14	10	12	12	13	14	13	13
90th percentile time to start treatment ⁵ (minutes)	34	28	31	29	30	35	31	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.

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

April to June 2017

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

Number of triage 3 patients: 5,519

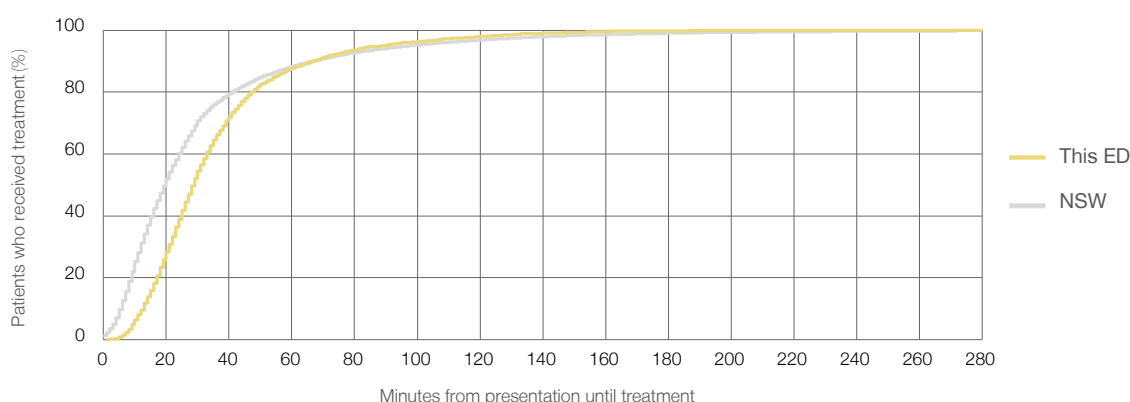
Number of triage 3 patients used to calculate waiting time:³ 5,444

Median time to start treatment⁴ 29 minutes

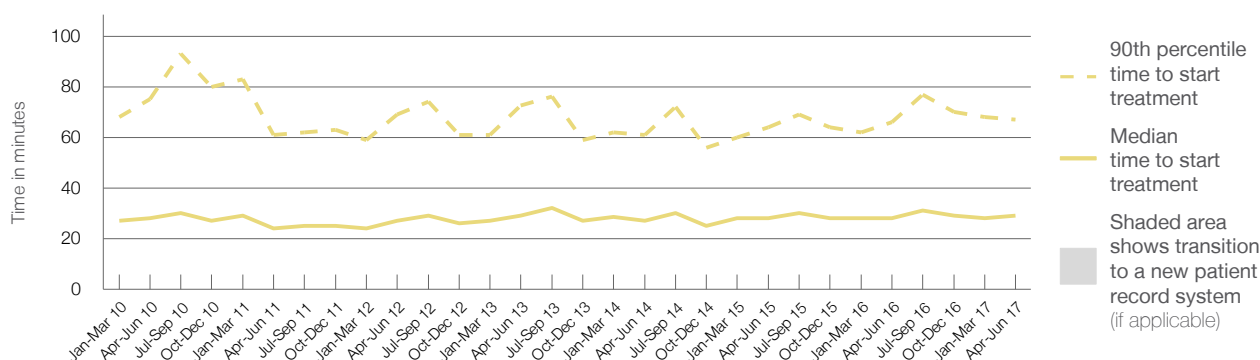
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
5,074	
5,010	
28 minutes	20 minutes
66 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	28	24	27	29	27	28	28	29
90th percentile time to start treatment ⁵ (minutes)	75	61	69	73	61	64	66	67

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

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

April to June 2017

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

Number of triage 4 patients: 4,320

Number of triage 4 patients used to calculate waiting time:³ 4,203

Median time to start treatment⁴

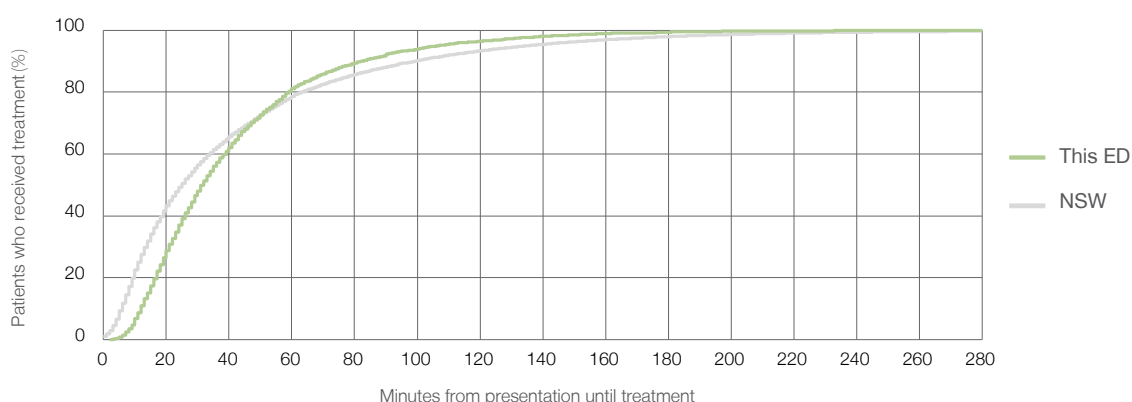
32 minutes

90th percentile time to start treatment⁵

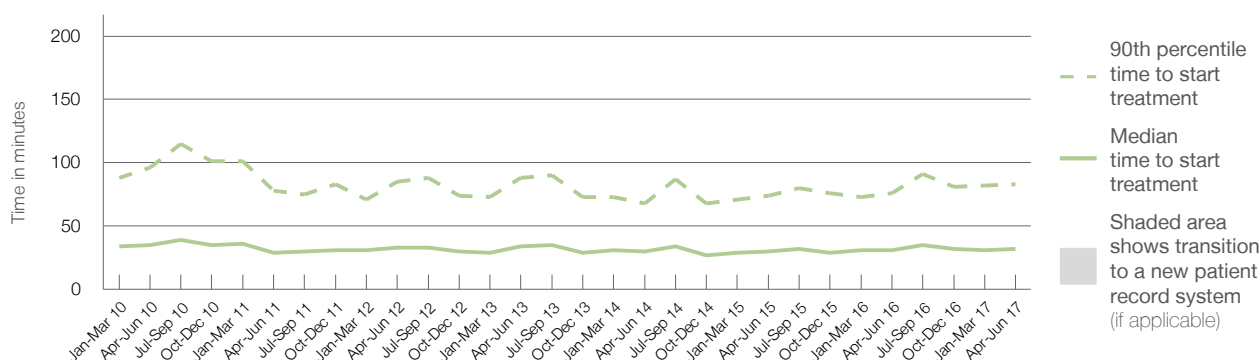
83 minutes

Same period last year	NSW (this period)
4,280	
4,165	
31 minutes	25 minutes
76 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	35	29	33	34	30	30	31	32
90th percentile time to start treatment ⁵ (minutes)	96	78	85	88	68	74	76	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.

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

April to June 2017

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

Number of triage 5 patients: 783

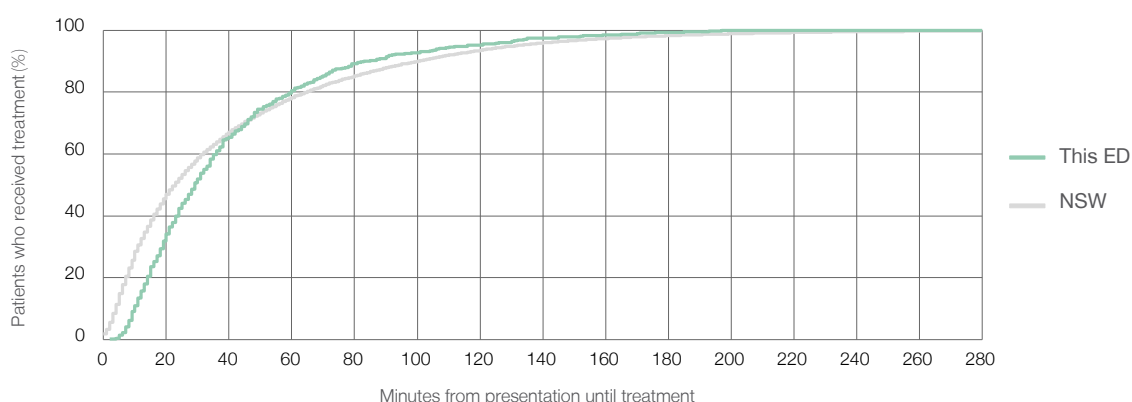
Number of triage 5 patients used to calculate waiting time:³ 715

Median time to start treatment⁴ 29 minutes

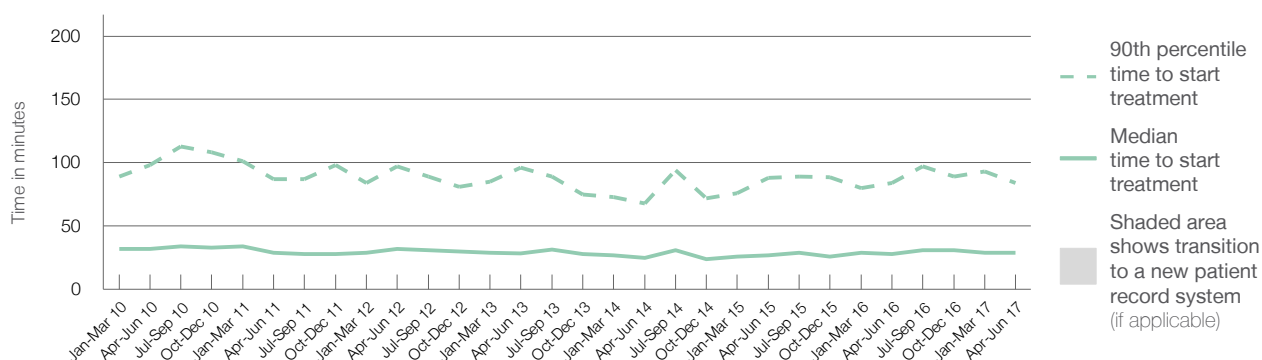
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
894	
825	
28 minutes	23 minutes
84 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	32	29	32	29	25	27	28	29
90th percentile time to start treatment ⁵ (minutes)	98	87	97	96	68	88	84	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.

Sutherland Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 12,700 patients

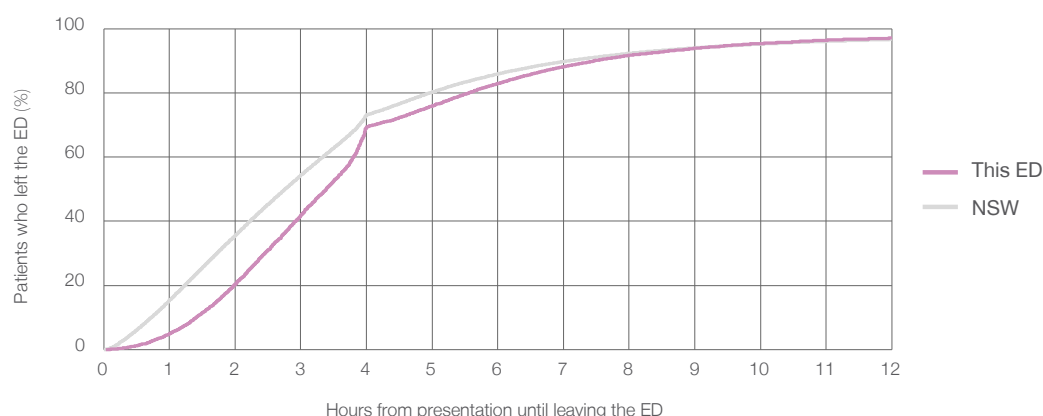
Presentations used to calculate time to leaving the ED:⁶ 12,692 patients

Median time spent in the ED⁸ 3 hours and 23 minutes

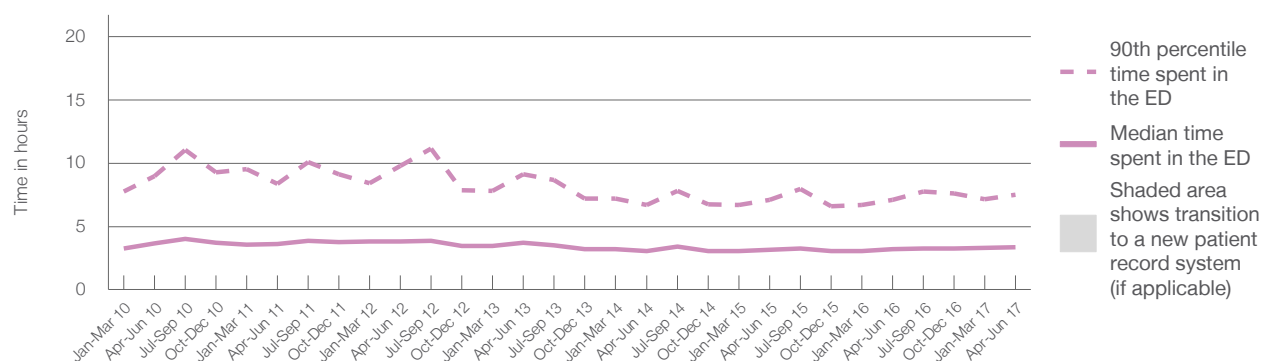
90th percentile time spent in the ED⁹ 7 hours and 29 minutes

Same period last year	NSW (this period)
12,051	
12,049	
3 hours and 12 minutes	2 hours and 46 minutes
7 hours and 6 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 40m	3h 38m	3h 50m	3h 42m	3h 3m	3h 9m	3h 12m	3h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 57m	8h 22m	9h 46m	9h 6m	6h 42m	7h 5m	7h 6m	7h 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.

Sutherland Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

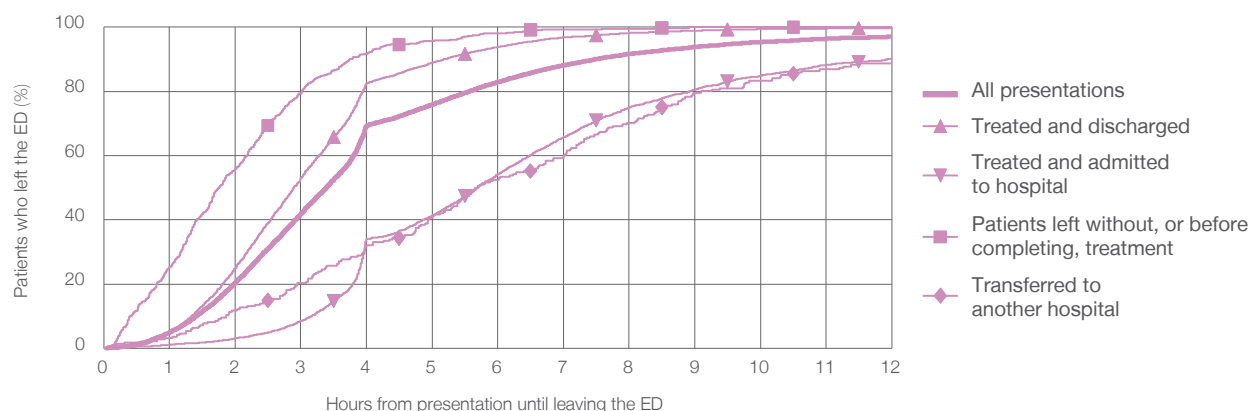
All presentations:[†] 12,700 patients

Presentations used to calculate time to leaving the ED:[‡] 12,692 patients

Treated and discharged	8,614 (67.8%)
Treated and admitted to hospital	3,318 (26.1%)
Patient left without, or before completing, treatment	487 (3.8%)
Transferred to another hospital	221 (1.7%)
Other	60 (0.5%)

Same period last year	Change since one year ago
12,049	5.3%
8,444	2.0%
2,867	15.7%
474	2.7%
206	7.3%
60	0.0%

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



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

Treated and discharged	5.1%	25.0%	53.0%	82.5%	93.9%	98.2%	99.4%	99.8%
Treated and admitted to hospital	1.1%	3.1%	8.5%	34.0%	54.3%	75.0%	84.9%	90.2%
Patient left without, or before completing, treatment	25.3%	55.9%	79.3%	91.8%	98.2%	99.6%	100%	100%
Transferred to another hospital	3.2%	11.8%	20.4%	32.1%	52.5%	70.1%	83.3%	88.7%
All presentations	5.0%	20.4%	42.0%	69.3%	83.0%	91.7%	95.4%	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.

Sutherland Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 12,700 patients

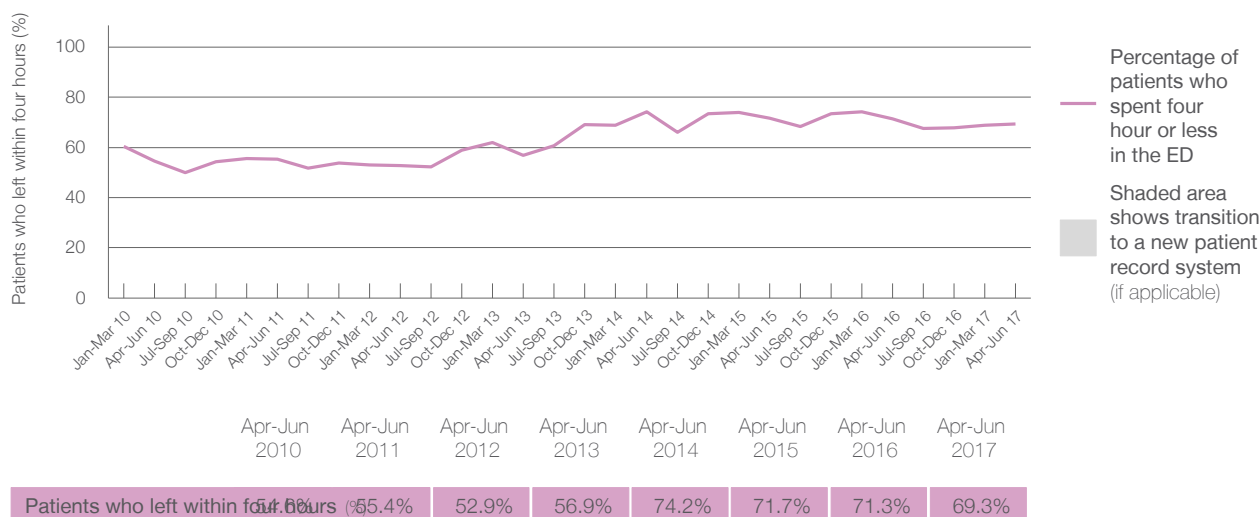
Presentations used to calculate time to leaving the ED:⁶ 12,692 patients

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



Same period last year	Change since one year ago
12,051	5.4%
12,049	5.3%
71.3%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Tamworth Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 11,475 patients

Emergency presentations:² 10,874 patients

Same period last year	Change since one year ago
10,273	11.7%
9,603	13.2%

Tamworth Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 960 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,858 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,368 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,655 patients

Median time to start treatment⁴ 53 minutes
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
847	
8 minutes	8 minutes
28 minutes	26 minutes
2,582	
23 minutes	20 minutes
75 minutes	67 minutes
4,431	
36 minutes	25 minutes
105 minutes	99 minutes
1,708	
41 minutes	23 minutes
110 minutes	101 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 11,475 patients

Percentage of patients who spent four hours or less in the ED 71.8%

Same period last year	Change since one year ago
10,273	11.7%
71.8%	

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

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

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

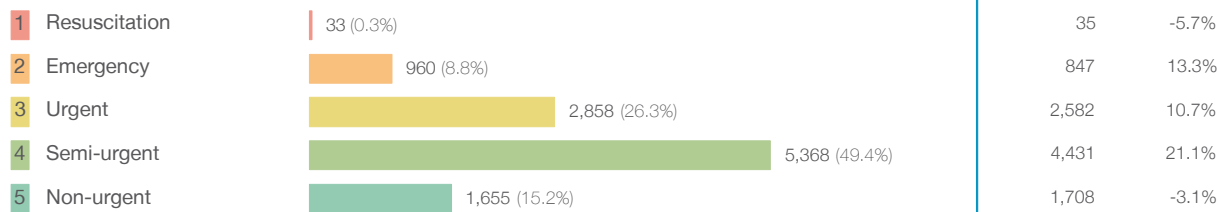
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Tamworth Base Hospital: Patients presenting to the emergency department

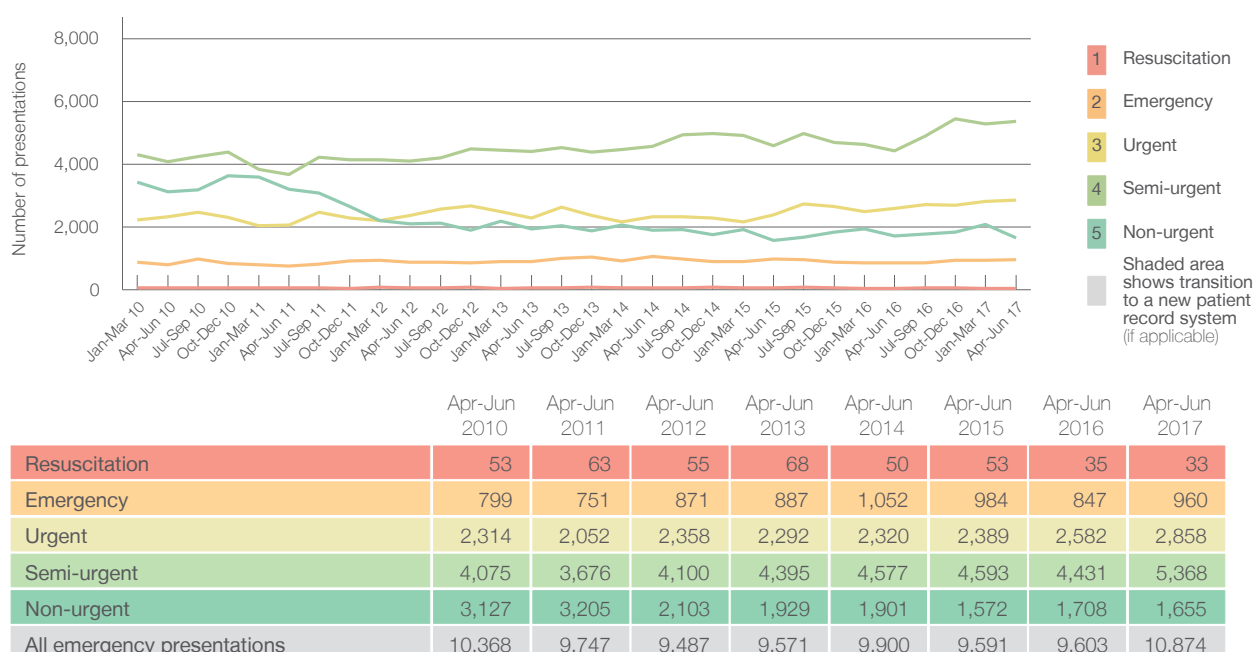
April to June 2017

All presentations:¹ 11,475 patients

Emergency presentations² by triage category: 10,874 patients



Emergency presentations² by quarter, April 2012 to June 2017[‡]



Tamworth Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,760 patients

ED Transfer of care time



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

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

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

April to June 2017

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

Number of triage 2 patients: 960

Number of triage 2 patients used to calculate waiting time:³ 955

Median time to start treatment⁴

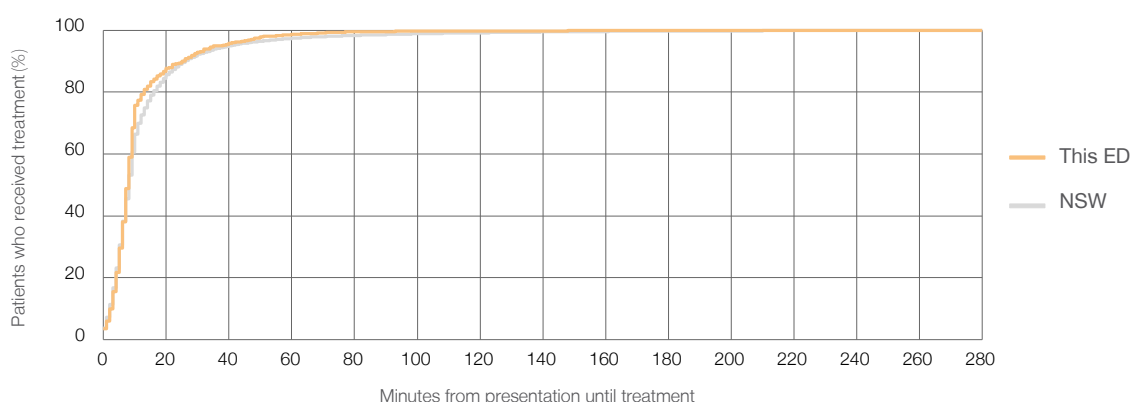
8 minutes

90th percentile time to start treatment⁵

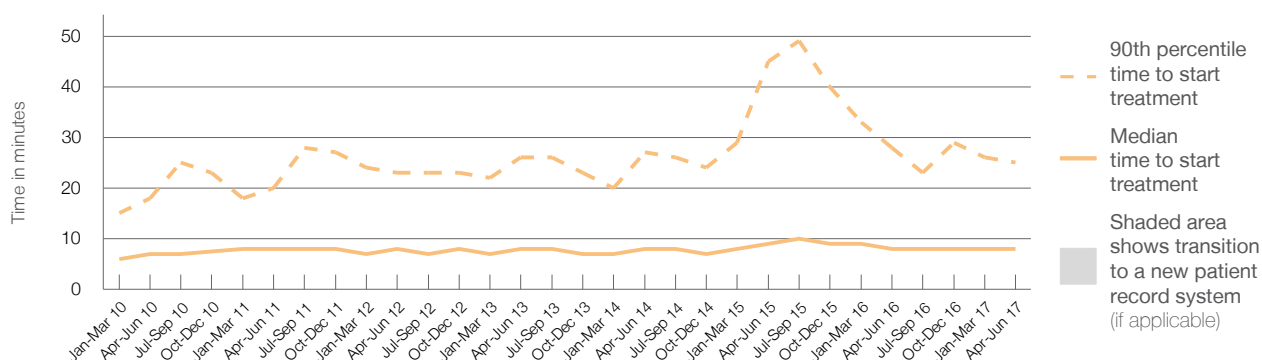
25 minutes

Same period last year	NSW (this period)
847	
845	
8 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	7	8	8	8	8	9	8	8
90th percentile time to start treatment ⁵ (minutes)	18	20	23	26	27	45	28	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.

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

April to June 2017

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

Number of triage 3 patients: 2,858

Number of triage 3 patients used to calculate waiting time:³ 2,805

Median time to start treatment⁴

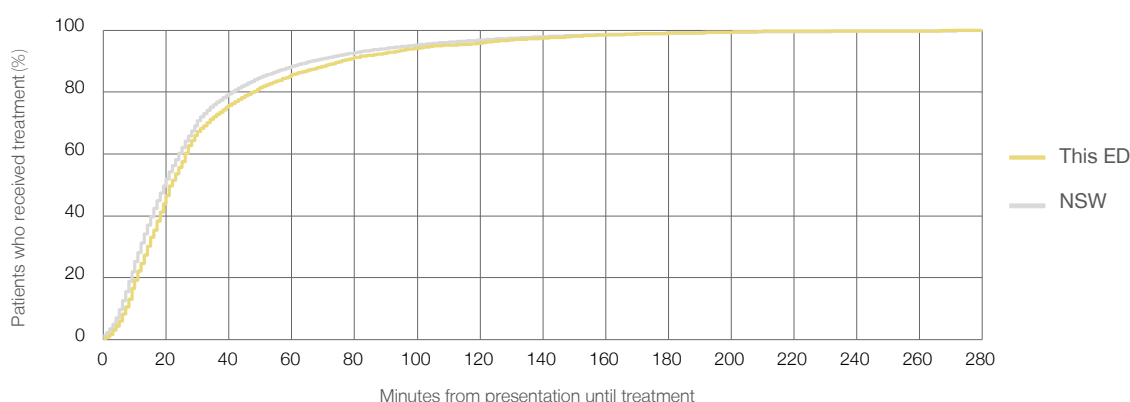
22 minutes

90th percentile time to start treatment⁵

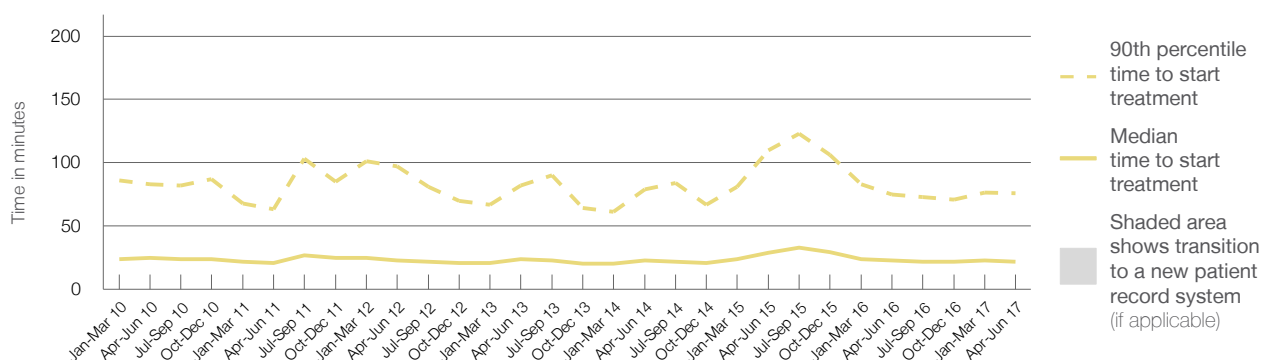
76 minutes

Same period last year	NSW (this period)
2,582	
2,537	
23 minutes	20 minutes
75 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	25	21	23	24	23	29	23	22
90th percentile time to start treatment ⁵ (minutes)	83	63	97	82	79	110	75	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.

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

April to June 2017

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

Number of triage 4 patients: 5,368

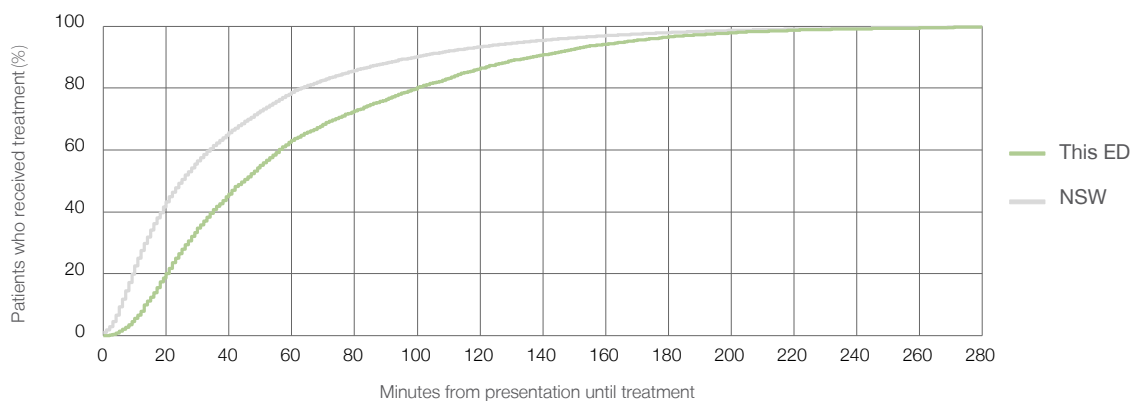
Number of triage 4 patients used to calculate waiting time:³ 5,110

Median time to start treatment⁴ 45 minutes

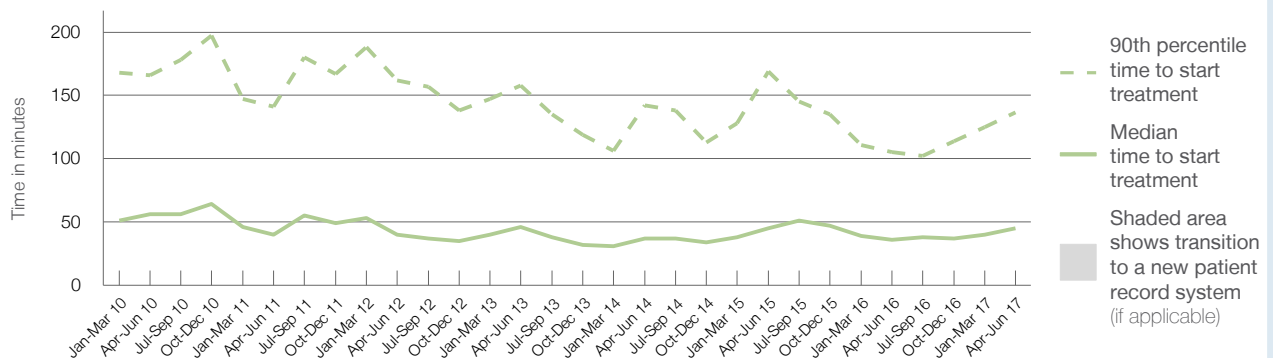
90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
4,431	
4,253	
36 minutes	25 minutes
105 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	56	40	40	46	37	45	36	45
90th percentile time to start treatment ⁵ (minutes)	166	141	162	158	142	169	105	137

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

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

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

April to June 2017

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

Number of triage 5 patients: 1,655

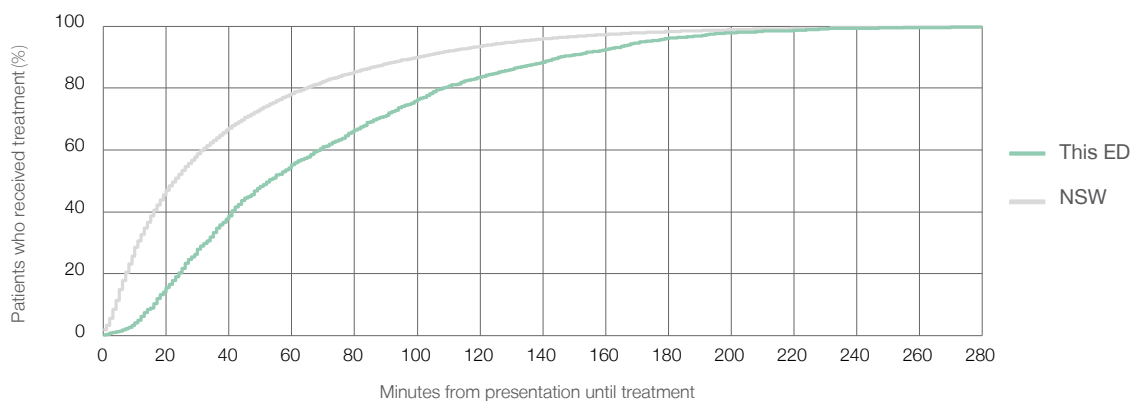
Number of triage 5 patients used to calculate waiting time:³ 1,516

Median time to start treatment⁴ 53 minutes

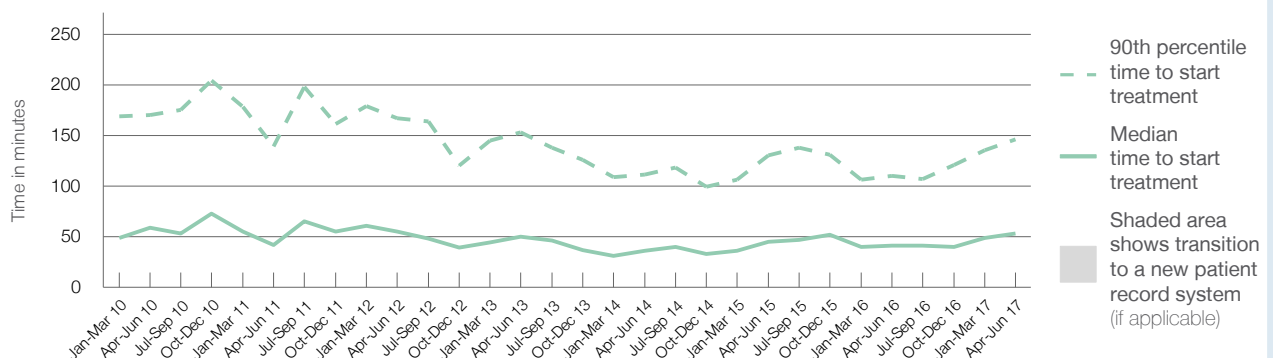
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
1,708	
1,589	
41 minutes	23 minutes
110 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	59	42	55	50	36	45	41	53
90th percentile time to start treatment ⁵ (minutes)	170	139	167	153	111	130	110	146

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

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

Tamworth Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 11,475 patients

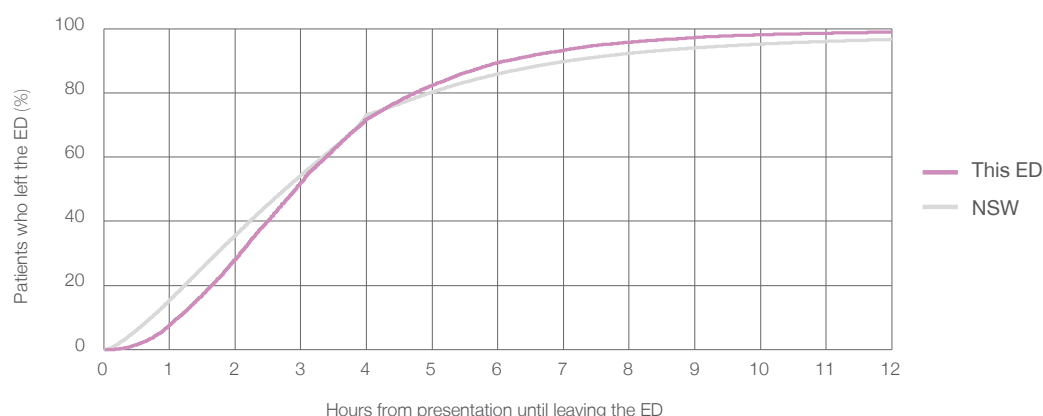
Presentations used to calculate time to leaving the ED:⁶ 11,475 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

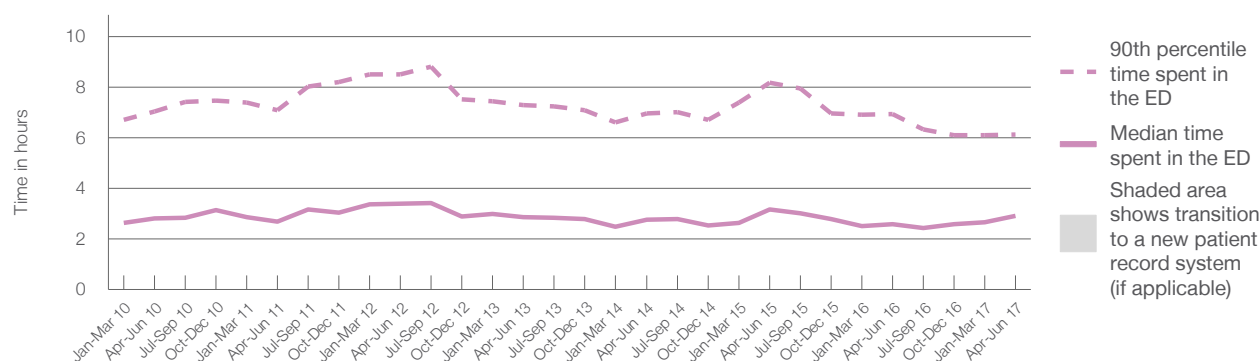
90th percentile time spent in the ED⁹ 6 hours and 8 minutes

Same period last year	NSW (this period)
10,273	10,273
2 hours and 35 minutes	2 hours and 46 minutes
6 hours and 57 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 49m	2h 41m	3h 24m	2h 52m	2h 46m	3h 11m	2h 35m	2h 55m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 3m	7h 6m	8h 31m	7h 17m	6h 58m	8h 11m	6h 57m	6h 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.

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

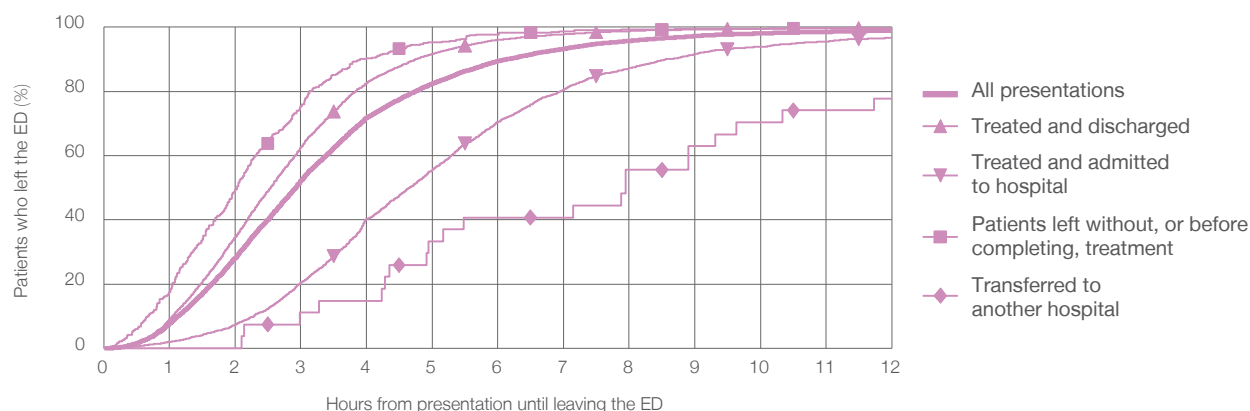
All presentations:[†] 11,475 patients

Presentations used to calculate time to leaving the ED:[‡] 11,475 patients

Treated and discharged	7,986 (69.6%)
Treated and admitted to hospital	2,949 (25.7%)
Patient left without, or before completing, treatment	403 (3.5%)
Transferred to another hospital	27 (0.2%)
Other	110 (1.0%)

Same period last year	Change since one year ago
10,273	11.7%
7,267	9.9%
2,592	13.8%
281	43.4%
42	-35.7%
91	20.9%

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



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

Treated and discharged	9.1%	34.6%	62.5%	82.6%	96.0%	98.8%	99.6%	99.8%
Treated and admitted to hospital	2.0%	7.4%	20.5%	40.3%	70.6%	87.2%	93.9%	96.7%
Patient left without, or before completing, treatment	17.6%	49.4%	75.4%	90.3%	97.8%	99.3%	99.5%	99.8%
Transferred to another hospital	0%	0%	11.1%	14.8%	40.7%	55.6%	70.4%	77.8%
All presentations	7.7%	28.2%	52.1%	71.8%	89.4%	95.7%	98.1%	98.9%

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

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

Tamworth Base Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 11,475 patients

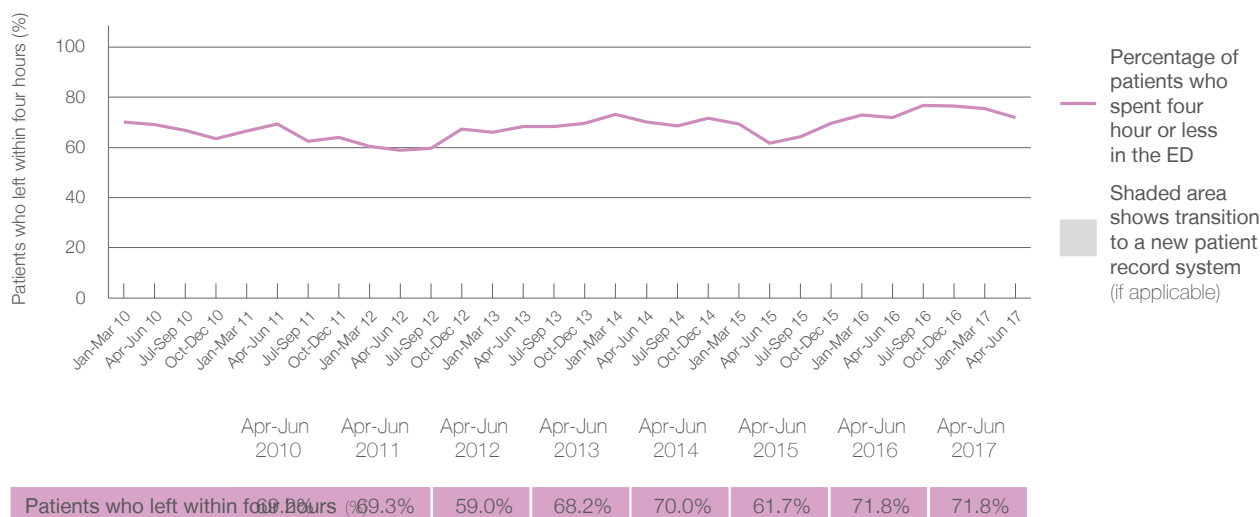
Presentations used to calculate time to leaving the ED:⁶ 11,475 patients

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



Same period last year	Change since one year ago
10,273	11.7%
10,273	11.7%
71.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

The Tweed Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 12,622 patients

Emergency presentations:² 12,268 patients

Same period last year	Change since one year ago
12,602	0.2%
12,251	0.1%

The Tweed Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,795 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): 5,496 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 44 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,965 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 949 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
1,493	
5 minutes	8 minutes
12 minutes	26 minutes
5,701	
12 minutes	20 minutes
35 minutes	67 minutes
3,964	
11 minutes	25 minutes
53 minutes	99 minutes
1,041	
10 minutes	23 minutes
50 minutes	101 minutes

The Tweed Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 12,621 patients

Percentage of patients who spent four hours or less in the ED 82.7%

Same period last year	Change since one year ago
12,602	0.2%
85.5%	

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

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

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

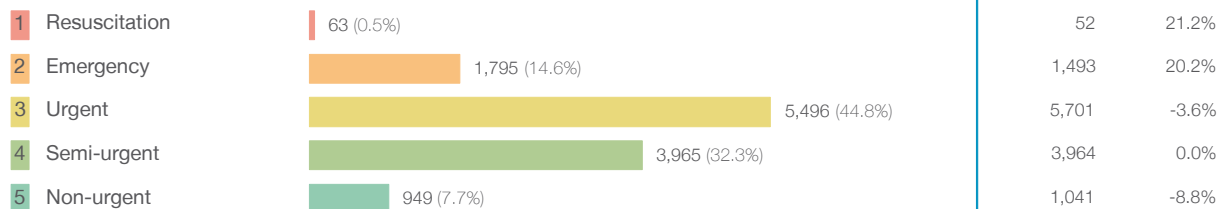
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

The Tweed Hospital: Patients presenting to the emergency department

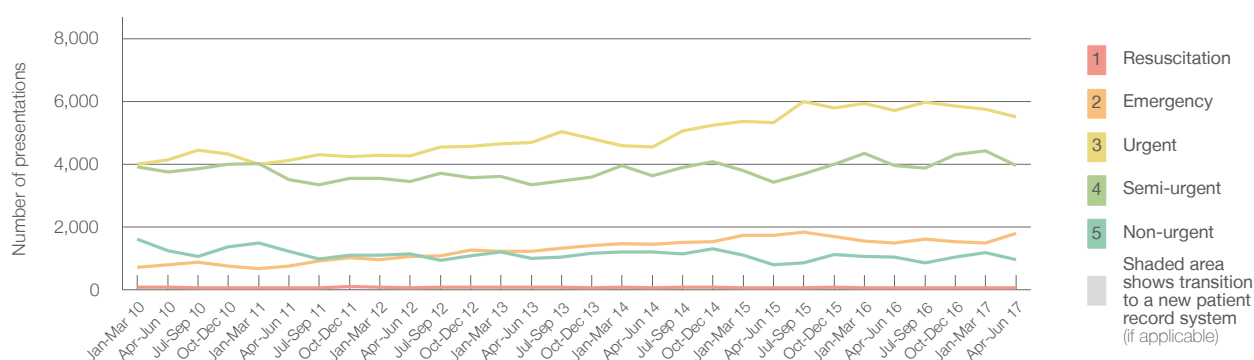
April to June 2017

All presentations:¹ 12,622 patients

Emergency presentations² by triage category: 12,268 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	72	66	59	83	63	65	52	63
Emergency	788	755	1,067	1,224	1,447	1,734	1,493	1,795
Urgent	4,129	4,110	4,269	4,697	4,548	5,332	5,701	5,496
Semi-urgent	3,760	3,512	3,451	3,335	3,625	3,429	3,964	3,965
Non-urgent	1,242	1,222	1,132	993	1,209	799	1,041	949
All emergency presentations	9,991	9,665	9,978	10,332	10,892	11,359	12,251	12,268

The Tweed Hospital: Patients arriving by ambulance

April to June 2017

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.

The Tweed Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 1,795

Number of triage 2 patients used to calculate waiting time:³ 1,791

Median time to start treatment⁴

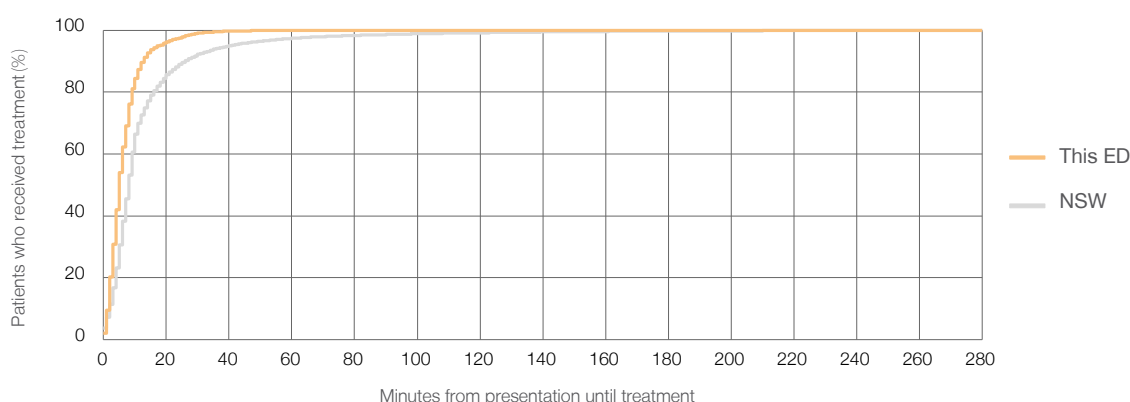
5 minutes

90th percentile time to start treatment⁵

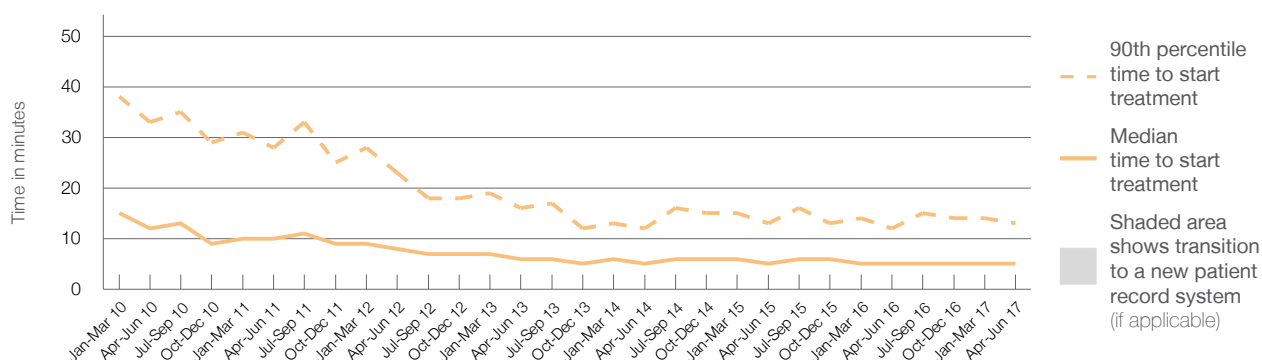
13 minutes

Same period last year	NSW (this period)
1,493	
1,488	
5 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	12	10	8	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	33	28	23	16	12	13	12	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.

The Tweed Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 5,496

Number of triage 3 patients used to calculate waiting time:³ 5,439

Median time to start treatment⁴

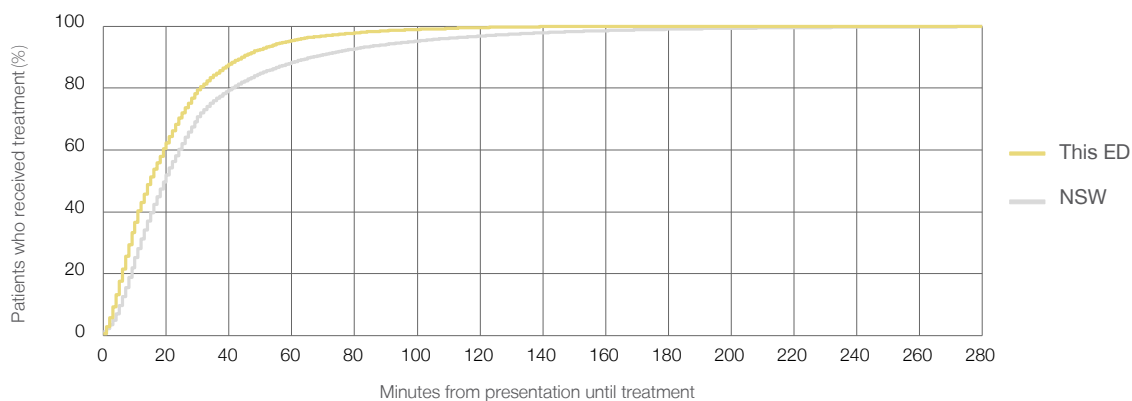
15 minutes

90th percentile time to start treatment⁵

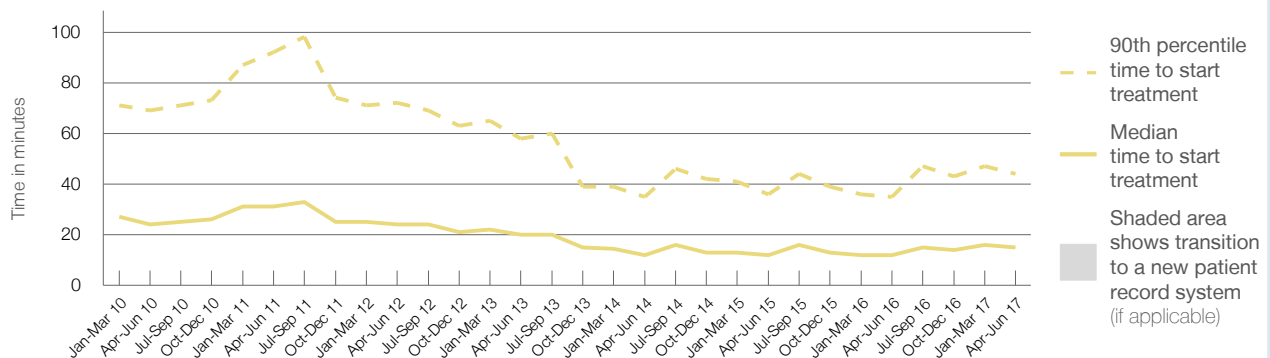
44 minutes

Same period last year	NSW (this period)
5,701	
5,674	
12 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	24	31	24	20	12	12	12	15
90th percentile time to start treatment ⁵ (minutes)	69	92	72	58	35	36	35	44

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

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

The Tweed Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 3,965

Number of triage 4 patients used to calculate waiting time:³ 3,850

Median time to start treatment⁴

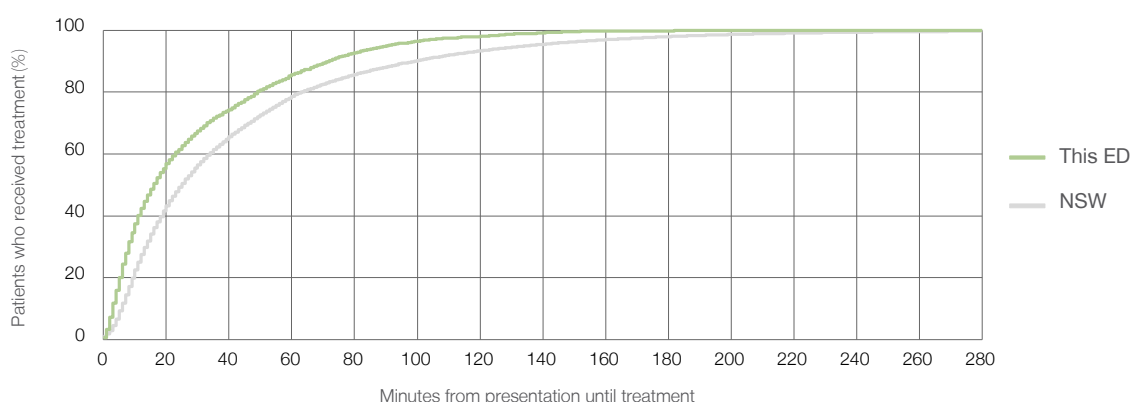
16 minutes

90th percentile time to start treatment⁵

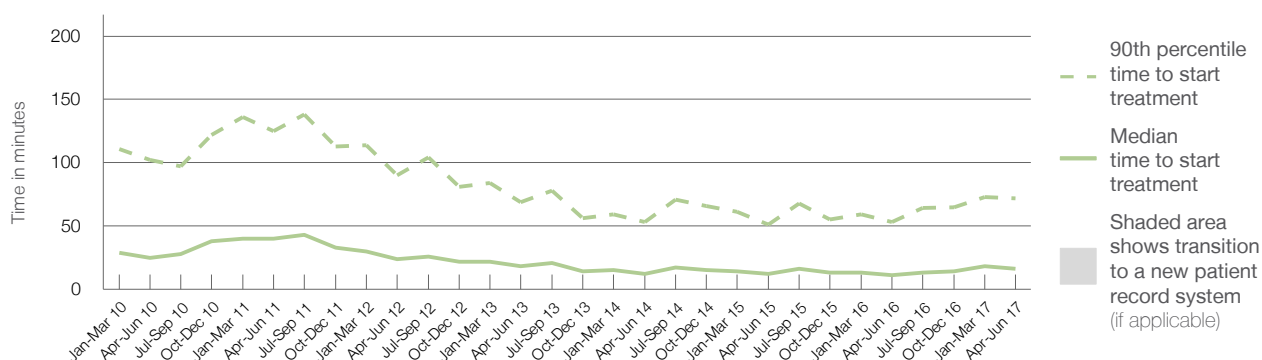
72 minutes

Same period last year	NSW (this period)
3,964	
3,885	
11 minutes	25 minutes
53 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	25	40	24	18	12	12	11	16
90th percentile time to start treatment ⁵ (minutes)	102	125	90	69	53	51	53	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.

The Tweed Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 949

Number of triage 5 patients used to calculate waiting time:³ 885

Median time to start treatment⁴

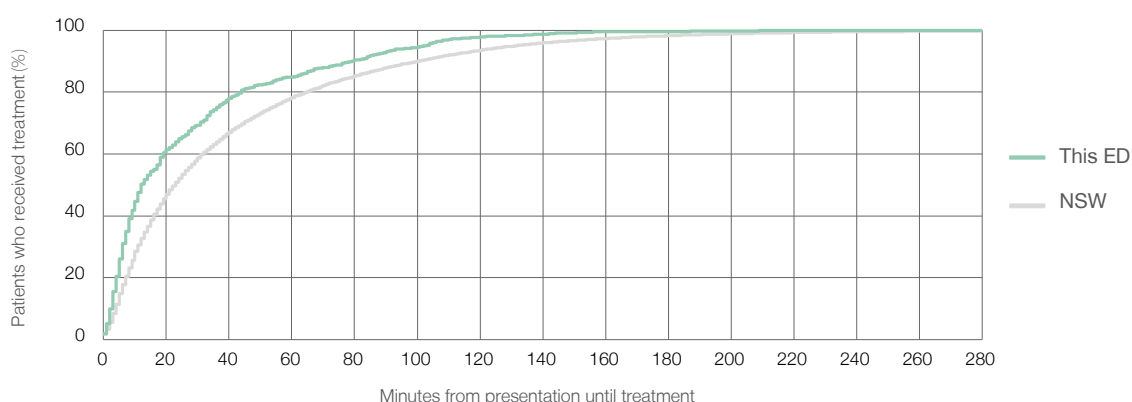
12 minutes

90th percentile time to start treatment⁵

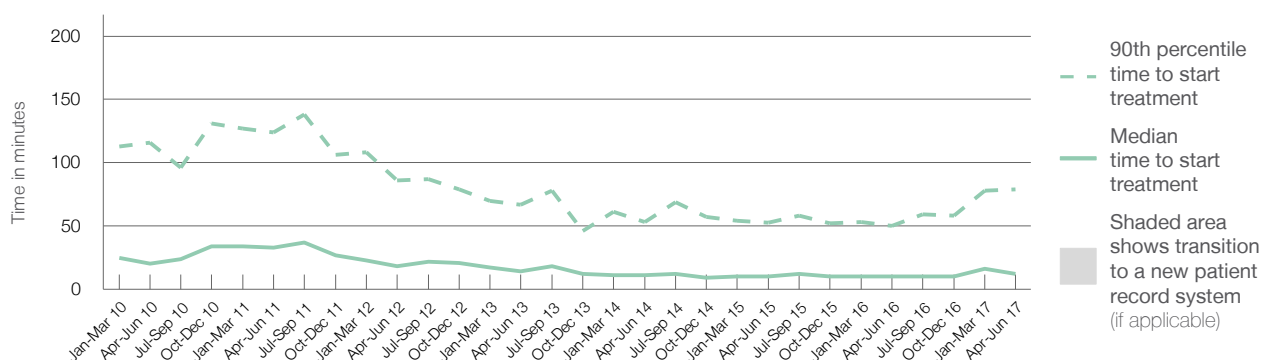
79 minutes

Same period last year	NSW (this period)
1,041	
1,007	
10 minutes	23 minutes
50 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	20	33	18	14	11	10	10	12
90th percentile time to start treatment ⁵ (minutes)	116	124	86	67	53	53	50	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.

The Tweed Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 12,622 patients

Presentations used to calculate time to leaving the ED:⁶ 12,621 patients

Median time spent in the ED⁸

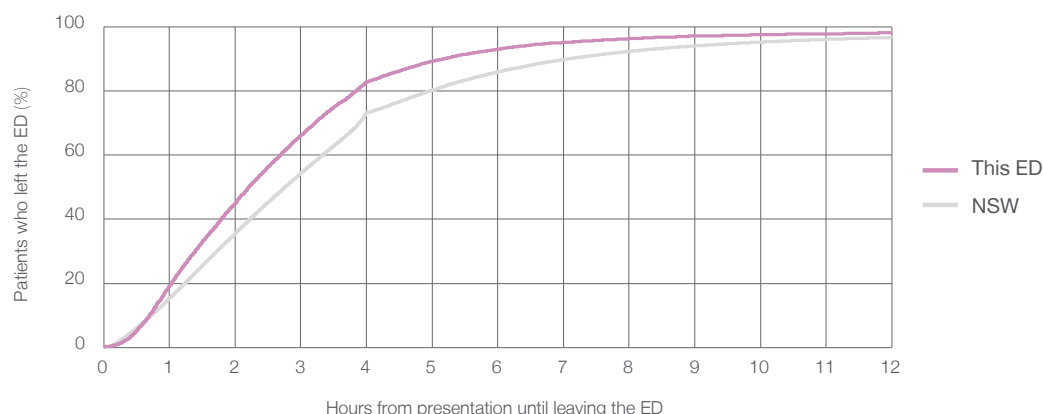
2 hours and 13 minutes

90th percentile time spent in the ED⁹

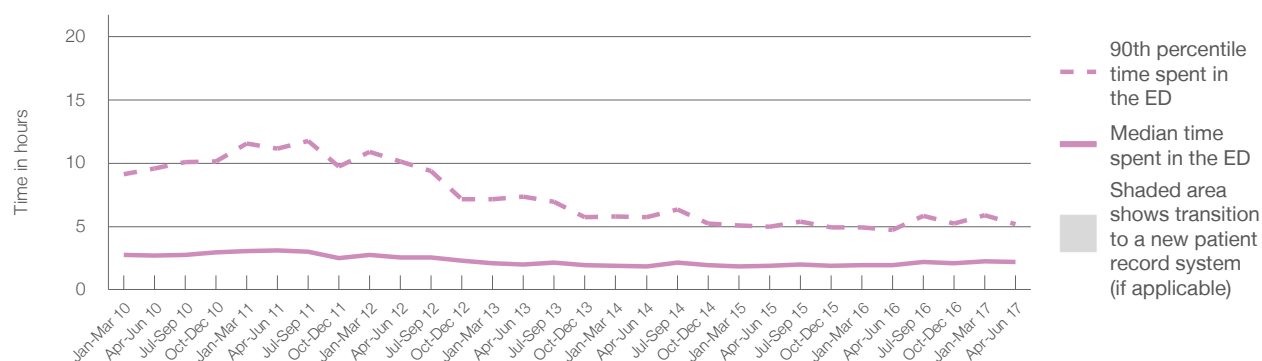
5 hours and 11 minutes

Same period last year	NSW (this period)
12,602	12,602
1 hours and 56 minutes	2 hours and 46 minutes
4 hours and 43 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 41m	3h 5m	2h 34m	1h 59m	1h 52m	1h 54m	1h 56m	2h 13m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 34m	11h 8m	10h 8m	7h 22m	5h 43m	4h 58m	4h 43m	5h 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.

The Tweed Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

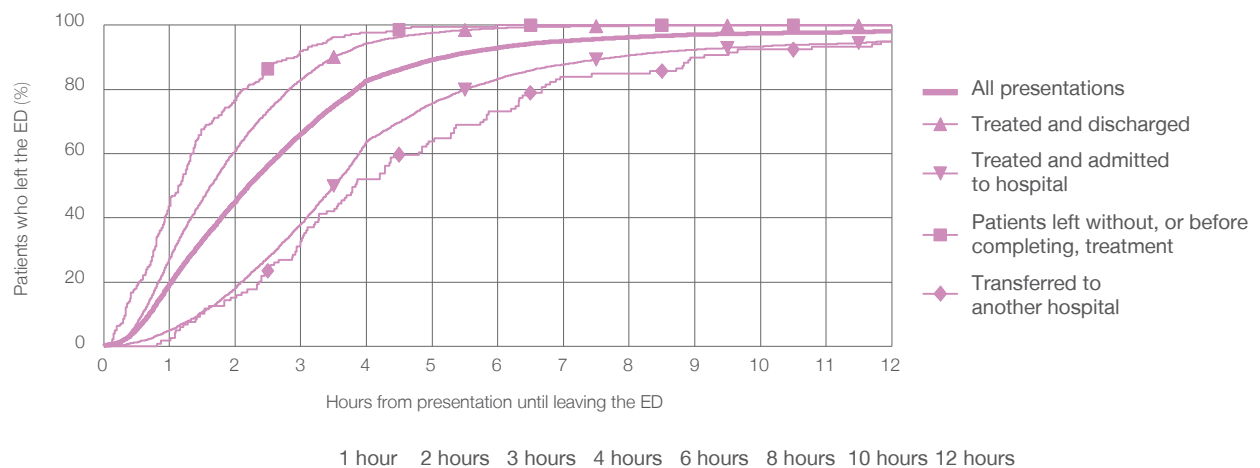
All presentations:[†] 12,622 patients

Presentations used to calculate time to leaving the ED:[‡] 12,621 patients

Treated and discharged	7,567 (60.0%)
Treated and admitted to hospital	4,675 (37.0%)
Patient left without, or before completing, treatment	222 (1.8%)
Transferred to another hospital	119 (0.9%)
Other	39 (0.3%)

Same period last year	Change since one year ago
12,602	0.2%
8,112	-6.7%
4,222	10.7%
139	59.7%
94	26.6%
35	11.4%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.4%	60.9%	83.0%	94.3%	99.1%	99.8%	100%	100%
Treated and admitted to hospital	5.0%	18.1%	38.1%	63.7%	83.3%	90.6%	93.4%	95.0%
Patient left without, or before completing, treatment	43.7%	76.6%	91.9%	97.7%	100%	100%	100%	100%
Transferred to another hospital	1.7%	15.1%	32.8%	52.1%	73.1%	84.9%	92.4%	95.0%
All presentations	19.3%	45.0%	66.1%	82.7%	93.0%	96.3%	97.5%	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.

The Tweed Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 12,622 patients

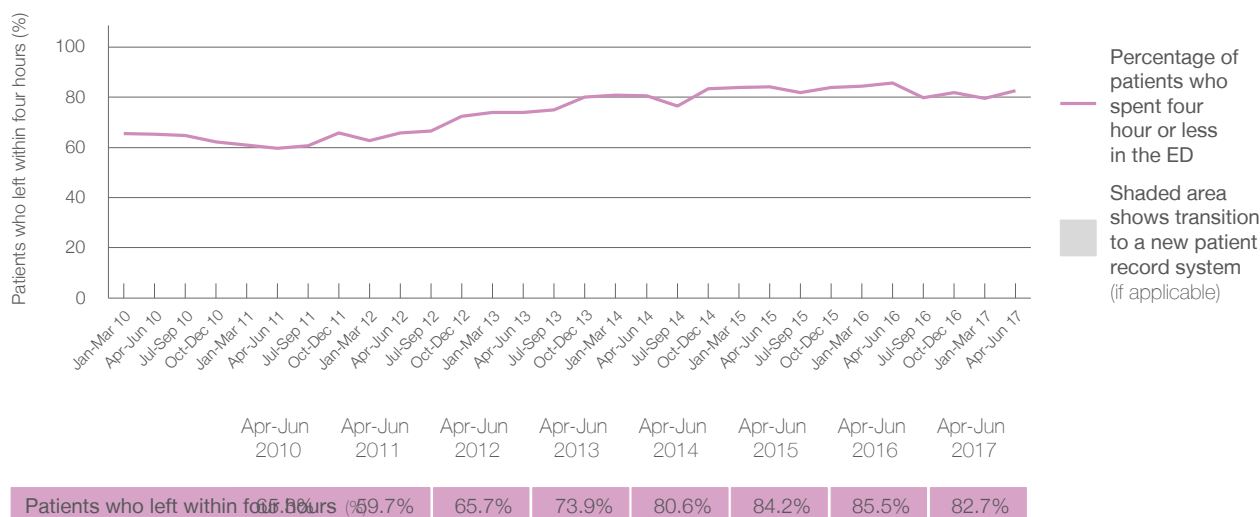
Presentations used to calculate time to leaving the ED:⁶ 12,621 patients

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



Same period last year	Change since one year ago
12,602	0.2%
12,602	0.2%
85.5%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 10,013 patients

Emergency presentations:² 9,361 patients

Same period last year	Change since one year ago
9,836	1.8%
9,603	-2.5%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 708 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): 3,897 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,697 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,025 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
728	
7 minutes	8 minutes
20 minutes	26 minutes
3,954	
20 minutes	20 minutes
62 minutes	67 minutes
4,078	
22 minutes	25 minutes
81 minutes	99 minutes
809	
15 minutes	23 minutes
74 minutes	101 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 10,013 patients

Percentage of patients who spent four hours or less in the ED 70.8%

Same period last year	Change since one year ago
9,836	1.8%
72.9%	

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

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

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

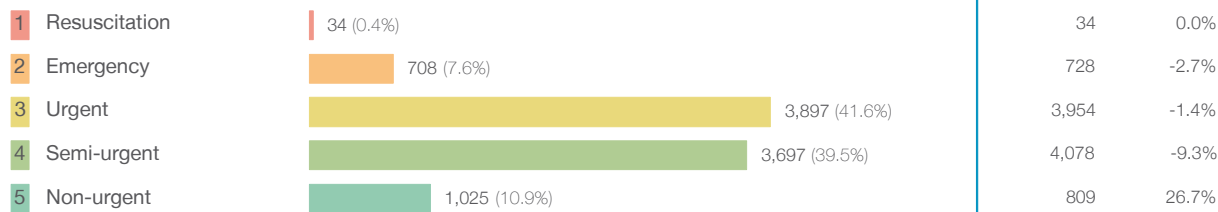
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

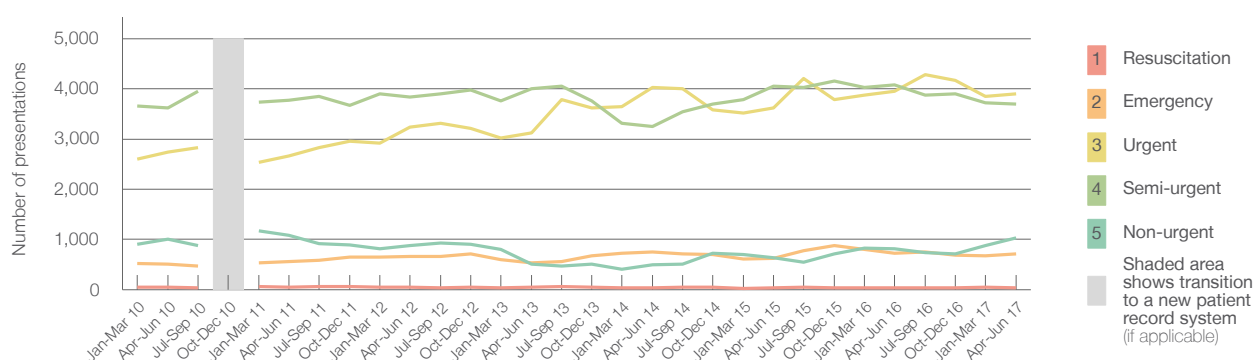
April to June 2017

All presentations:¹ 10,013 patients

Emergency presentations² by triage category: 9,361 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	45	49	44	51	42	35	34	34
Emergency	505	556	657	529	746	623	728	708
Urgent	2,743	2,664	3,239	3,125	4,023	3,614	3,954	3,897
Semi-urgent	3,615	3,767	3,839	3,997	3,247	4,052	4,078	3,697
Non-urgent	1,011	1,083	882	505	494	642	809	1,025
All emergency presentations	7,919	8,119	8,661	8,207	8,552	8,966	9,603	9,361

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,083 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

April to June 2017

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

Number of triage 2 patients: 708

Number of triage 2 patients used to calculate waiting time:³ 706

Median time to start treatment⁴

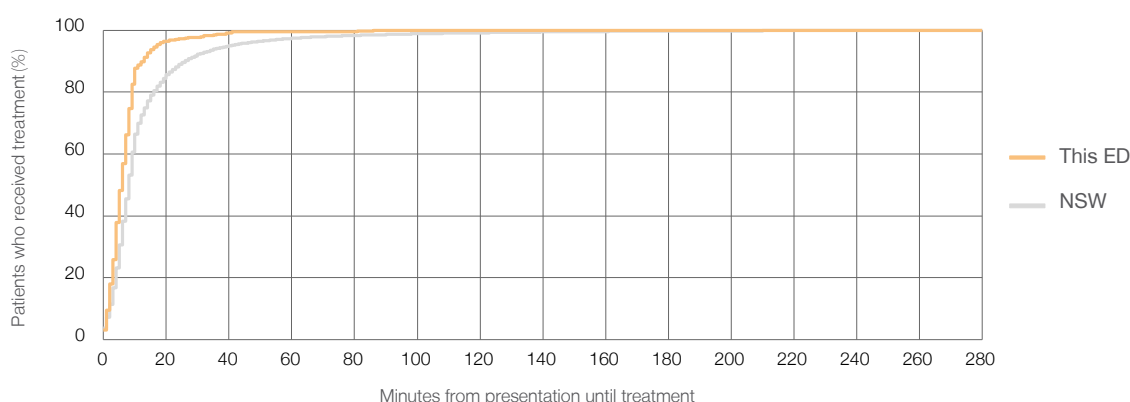
6 minutes

90th percentile time to start treatment⁵

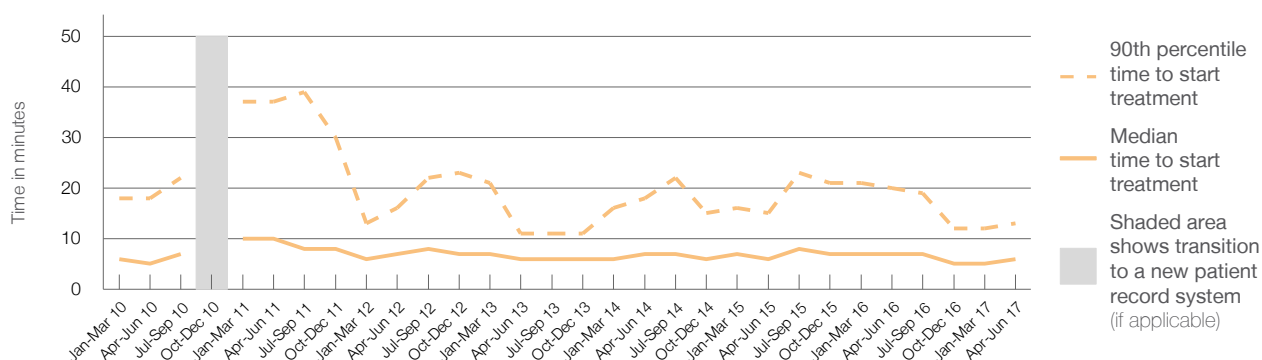
13 minutes

Same period last year	NSW (this period)
728	
725	
7 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	5	10	7	6	7	6	7	6
90th percentile time to start treatment ⁵ (minutes)	18	37	16	11	18	15	20	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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 3,897

Number of triage 3 patients used to calculate waiting time:³ 3,856

Median time to start treatment⁴

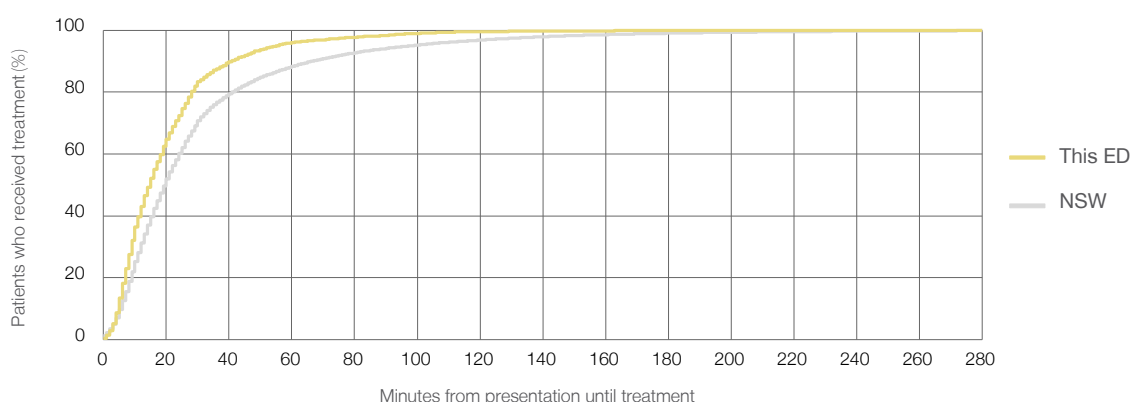
15 minutes

90th percentile time to start treatment⁵

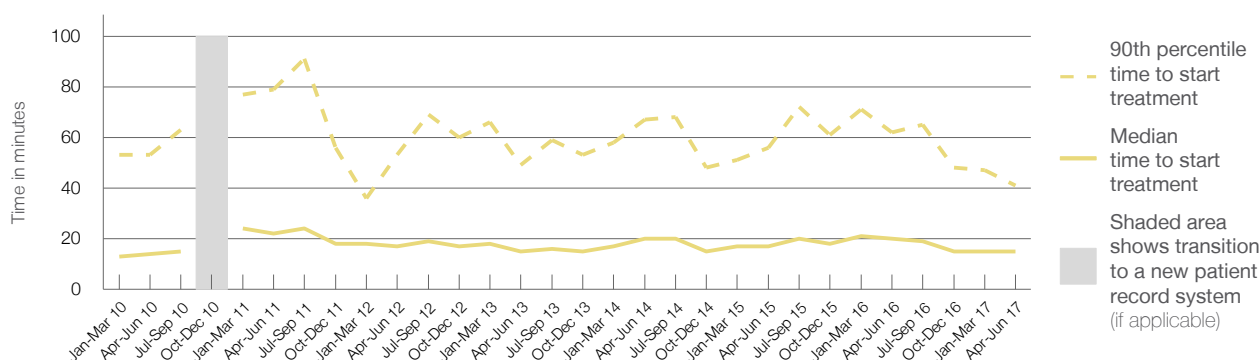
41 minutes

Same period last year	NSW (this period)
3,954	
3,900	
20 minutes	20 minutes
62 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	14	22	17	15	20	17	20	15
90th percentile time to start treatment ⁵ (minutes)	53	79	53	49	67	56	62	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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 3,697

Number of triage 4 patients used to calculate waiting time:³ 3,609

Median time to start treatment⁴

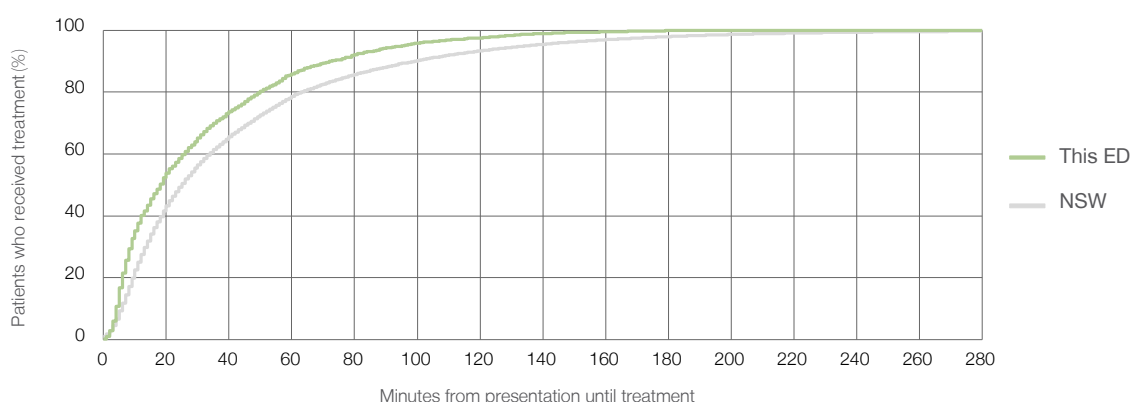
18 minutes

90th percentile time to start treatment⁵

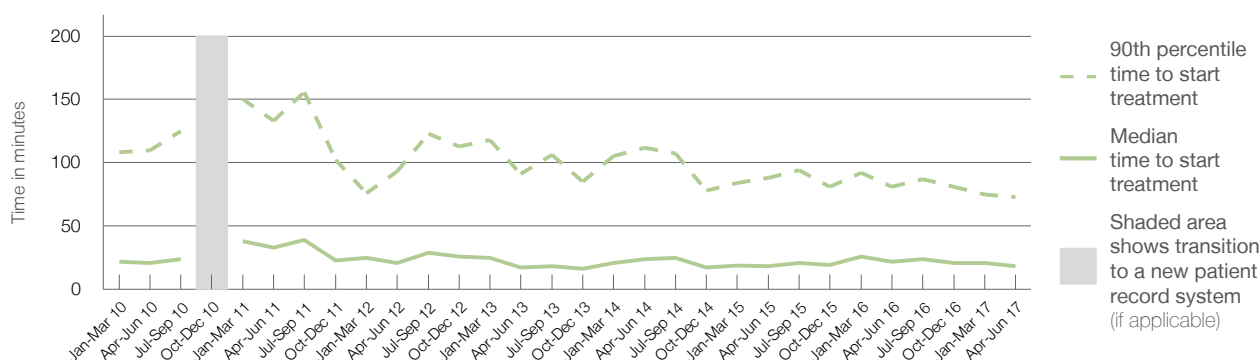
73 minutes

Same period last year	NSW (this period)
4,078	
3,924	
22 minutes	25 minutes
81 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	21	33	21	17	24	18	22	18
90th percentile time to start treatment ⁵ (minutes)	110	133	93	91	112	88	81	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

April to June 2017

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

Number of triage 5 patients: 1,025

Number of triage 5 patients used to calculate waiting time:³ 980

Median time to start treatment⁴

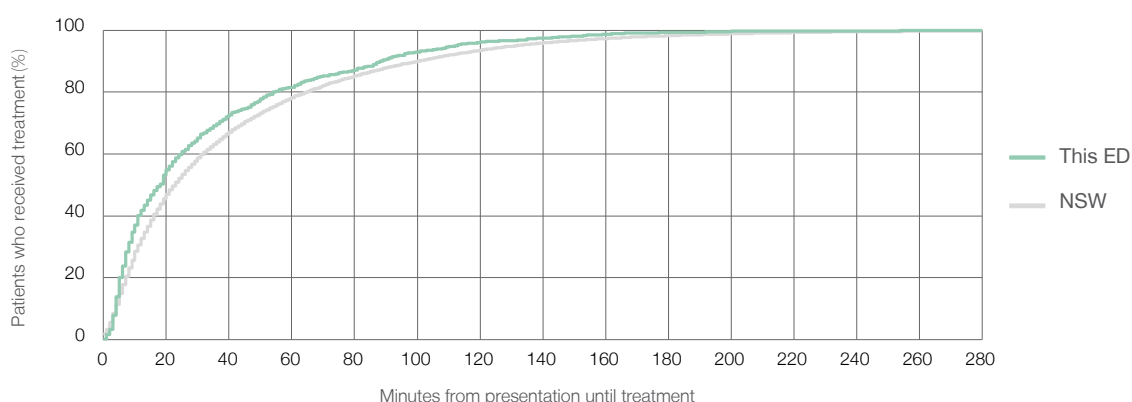
18 minutes

90th percentile time to start treatment⁵

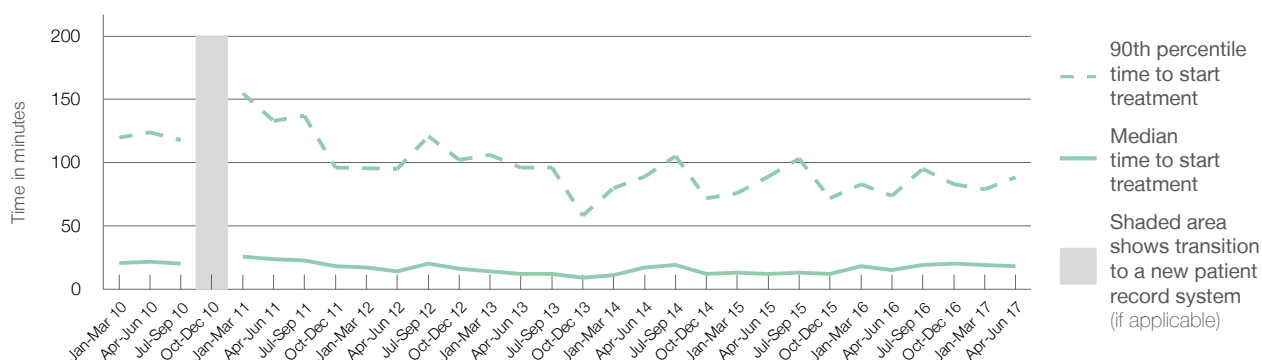
89 minutes

Same period last year	NSW (this period)
809	
753	
15 minutes	23 minutes
74 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	22	24	14	12	17	12	15	18
90th percentile time to start treatment ⁵ (minutes)	124	133	95	96	89	89	74	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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 10,013 patients

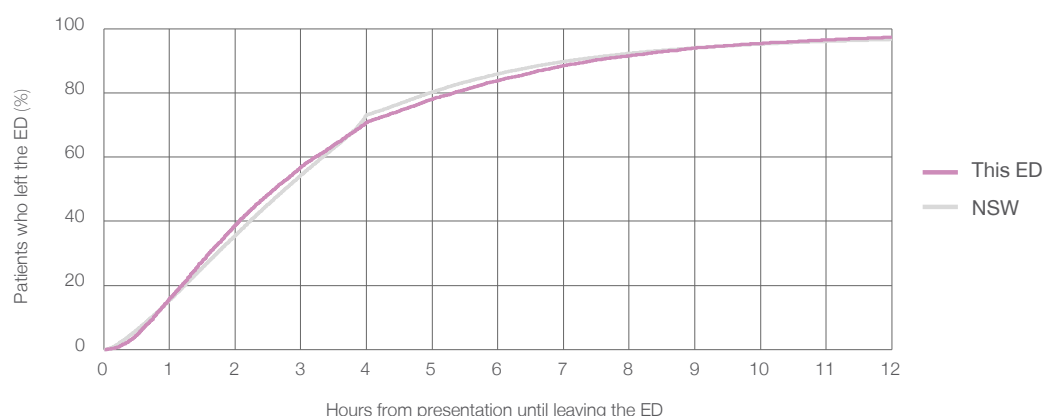
Presentations used to calculate time to leaving the ED:⁶ 10,013 patients

Median time spent in the ED⁸ 2 hours and 36 minutes

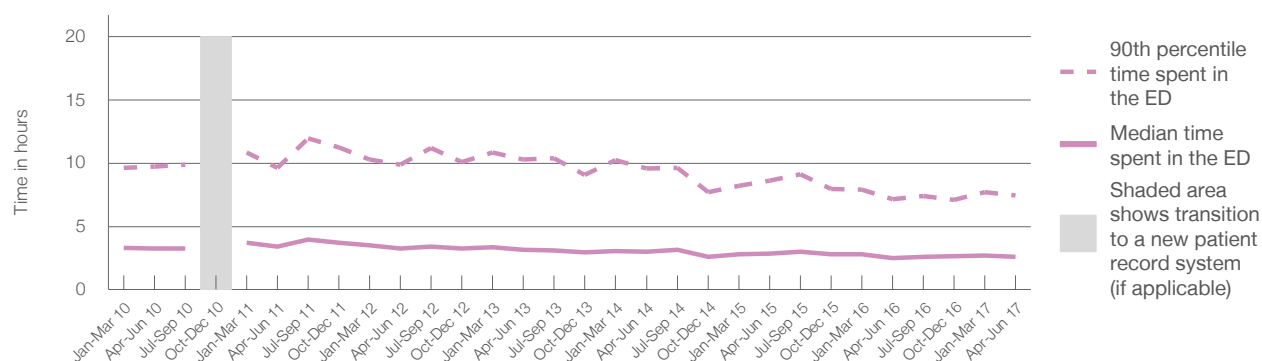
90th percentile time spent in the ED⁹ 7 hours and 26 minutes

Same period last year	NSW (this period)
9,836	
9,836	
2 hours and 30 minutes	2 hours and 46 minutes
7 hours and 8 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 17m	3h 24m	3h 15m	3h 9m	3h 1m	2h 52m	2h 30m	2h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 43m	9h 38m	9h 52m	10h 16m	9h 34m	8h 38m	7h 8m	7h 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

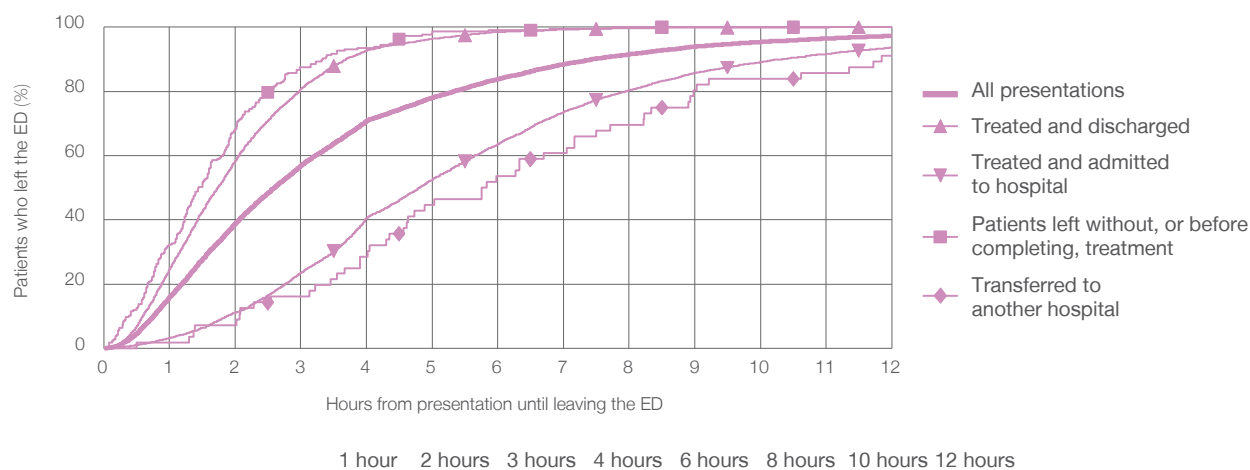
April to June 2017

All presentations:[†] 10,013 patients

Presentations used to calculate time to leaving the ED:[‡] 10,013 patients

		Same period last year	Change since one year ago
Treated and discharged	5,590 (55.8%)	9,836	1.8%
Treated and admitted to hospital	4,139 (41.3%)	5,681	-1.6%
Patient left without, or before completing, treatment	217 (2.2%)	3,774	9.7%
Transferred to another hospital	56 (0.6%)	270	-19.6%
Other	11 (0.1%)	94	-40.4%
		17	-35.3%

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



Treated and discharged	24.6%	58.4%	80.7%	92.7%	98.5%	99.7%	100%	100%
Treated and admitted to hospital	3.3%	11.2%	23.6%	40.6%	63.5%	80.4%	89.1%	93.7%
Patient left without, or before completing, treatment	32.3%	68.2%	87.6%	93.5%	99.1%	100%	100%	100%
Transferred to another hospital	1.8%	7.1%	16.1%	28.6%	53.6%	69.6%	83.9%	91.1%
All presentations	15.9%	38.8%	56.9%	70.8%	83.8%	91.6%	95.4%	97.3%

(†) 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.

Wagga Wagga Rural Referral Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 10,013 patients

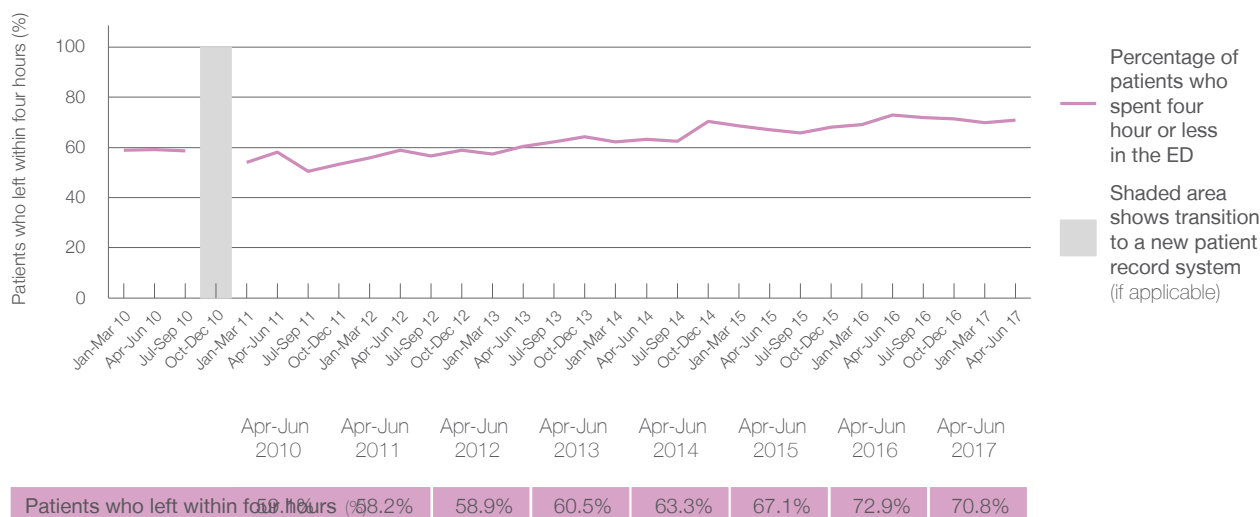
Presentations used to calculate time to leaving the ED:⁶ 10,013 patients

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



Same period last year	Change since one year ago
9,836	1.8%
9,836	1.8%
72.9%	

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



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).

Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Wyong Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 16,264 patients

Emergency presentations:² 16,147 patients

Same period last year	Change since one year ago
15,493	5.0%
15,328	5.3%

Wyong Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,569 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): 4,783 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,584 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,107 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,584	
7 minutes	8 minutes
27 minutes	26 minutes
4,742	
19 minutes	20 minutes
61 minutes	67 minutes
7,881	
25 minutes	25 minutes
77 minutes	99 minutes
1,045	
20 minutes	23 minutes
66 minutes	101 minutes

Wyong Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 16,264 patients

Percentage of patients who spent four hours or less in the ED 74.6%

Same period last year	Change since one year ago
15,493	5.0%
72.3%	

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

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

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

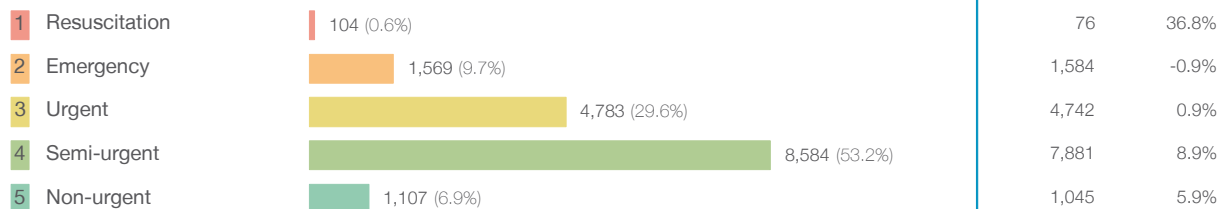
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Wyong Hospital: Patients presenting to the emergency department

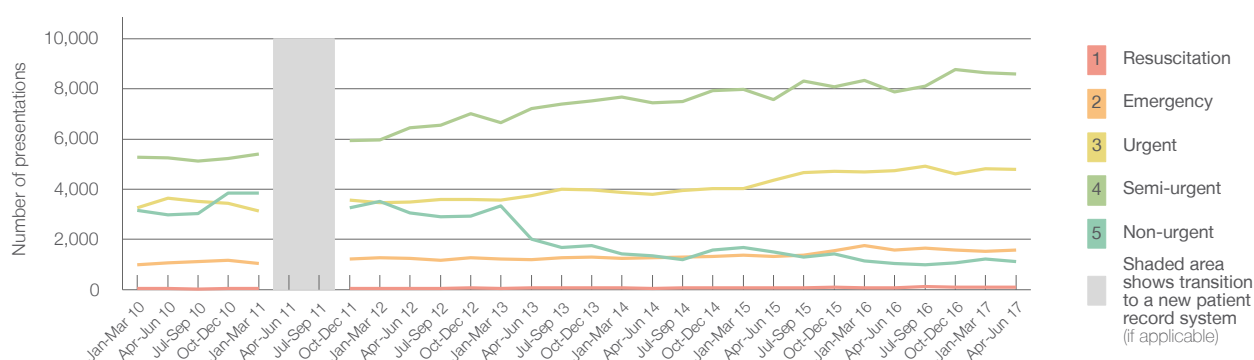
April to June 2017

All presentations:¹ 16,264 patients

Emergency presentations² by triage category: 16,147 patients



Emergency presentations² by quarter, April 2012 to June 2017 [‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	51		51	62	51	69	76	104
Emergency	1,079		1,258	1,207	1,263	1,335	1,584	1,569
Urgent	3,637		3,494	3,741	3,792	4,370	4,742	4,783
Semi-urgent	5,239		6,441	7,216	7,437	7,566	7,881	8,584
Non-urgent	2,970		3,058	2,013	1,344	1,501	1,045	1,107
All emergency presentations	12,976		14,302	14,239	13,887	14,841	15,328	16,147

Wyong Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 4,019 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

April to June 2017

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

Number of triage 2 patients: 1,569

Number of triage 2 patients used to calculate waiting time:³ 1,564

Median time to start treatment⁴

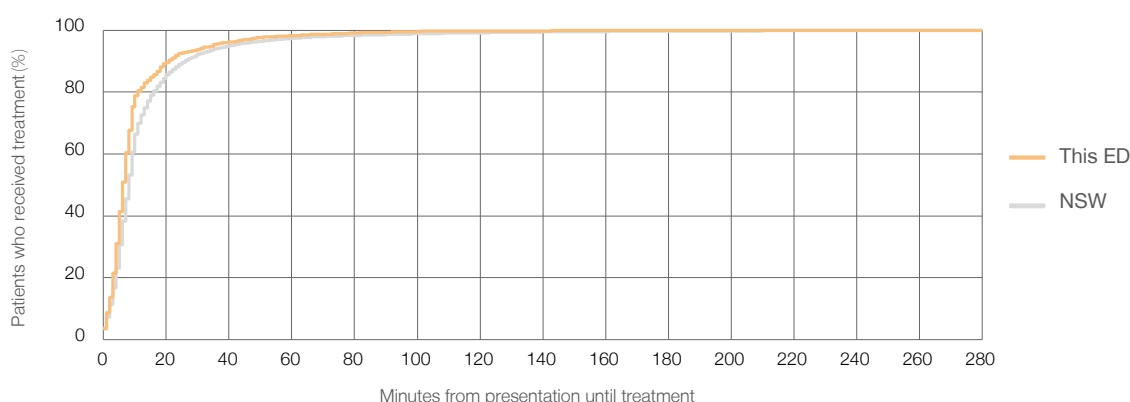
6 minutes

90th percentile time to start treatment⁵

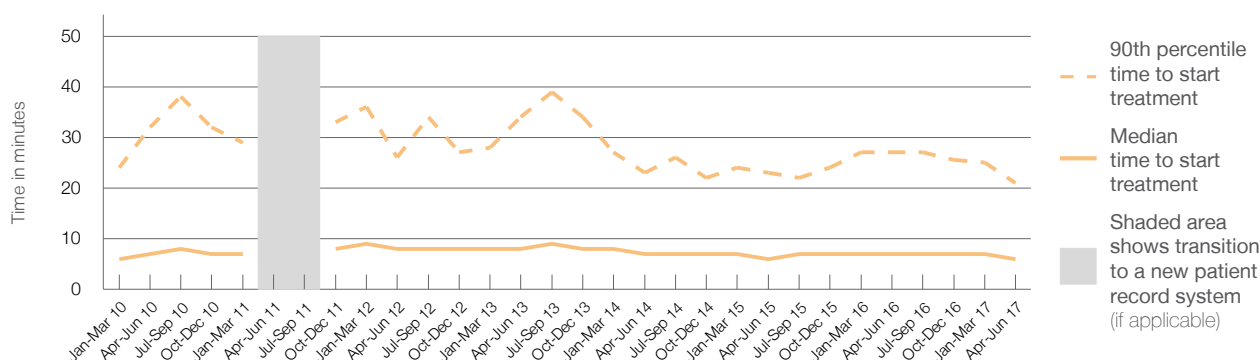
21 minutes

Same period last year	NSW (this period)
1,584	
1,574	
7 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	7		8	8	7	6	7	6
90th percentile time to start treatment ⁵ (minutes)	32		26	34	23	23	27	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.

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

April to June 2017

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

Number of triage 3 patients: 4,783

Number of triage 3 patients used to calculate waiting time:³ 4,757

Median time to start treatment⁴

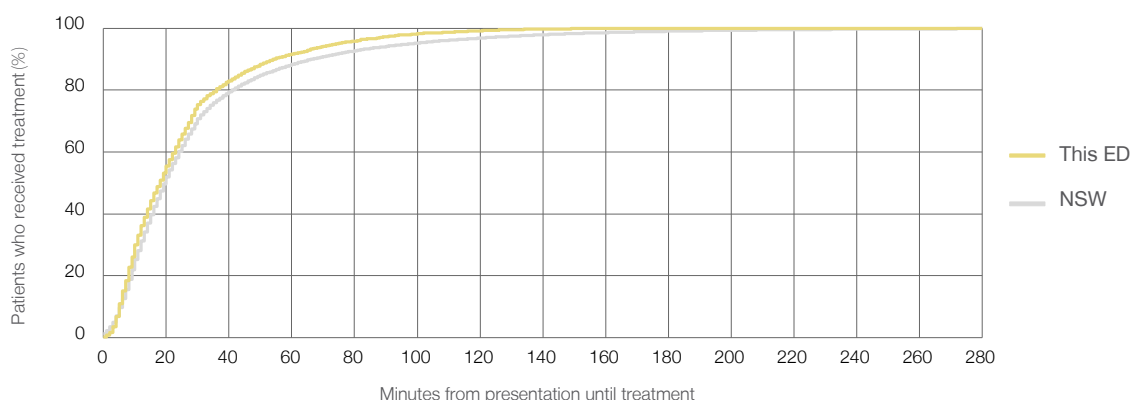
18 minutes

90th percentile time to start treatment⁵

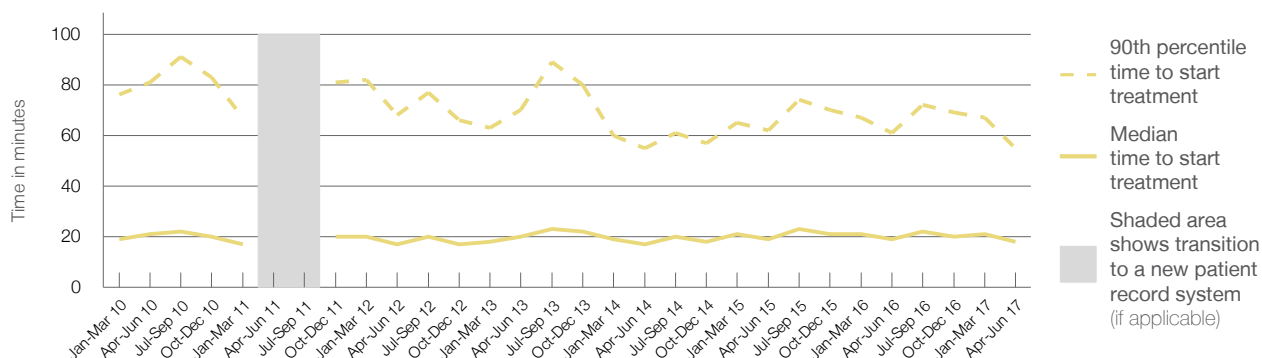
55 minutes

Same period last year	NSW (this period)
4,742	
4,709	
19 minutes	20 minutes
61 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	21		17	20	17	19	19	18
90th percentile time to start treatment ⁵ (minutes)	81		68	70	55	62	61	55

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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.

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

April to June 2017

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

Number of triage 4 patients: 8,584

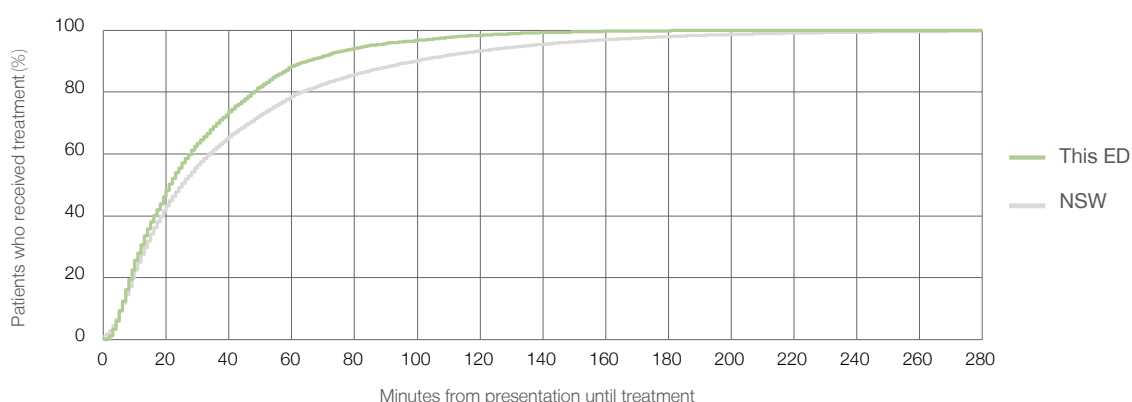
Number of triage 4 patients used to calculate waiting time:³ 8,454

Median time to start treatment⁴ 21 minutes

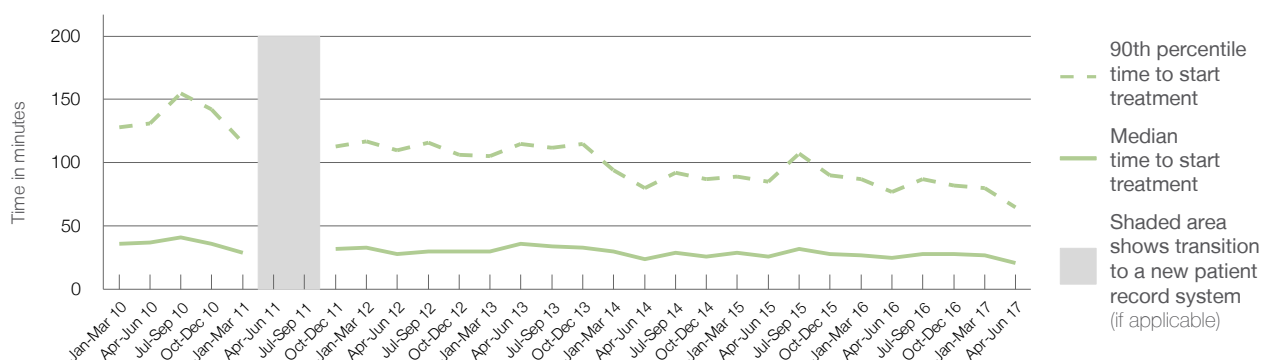
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
7,881	
7,732	
25 minutes	25 minutes
77 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	37		28	36	24	26	25	21
90th percentile time to start treatment ⁵ (minutes)	131		110	115	80	85	77	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.

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

April to June 2017

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

Number of triage 5 patients: 1,107

Number of triage 5 patients used to calculate waiting time:³ 1,058

Median time to start treatment⁴

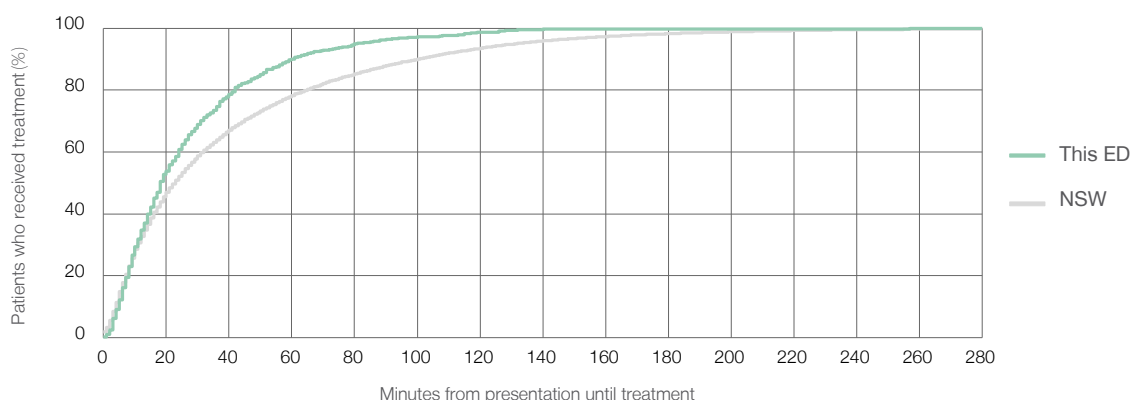
18 minutes

90th percentile time to start treatment⁵

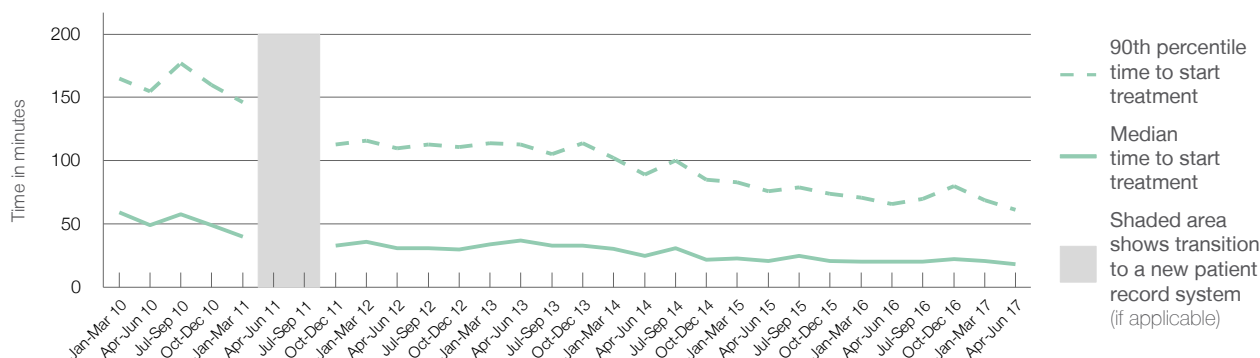
61 minutes

Same period last year	NSW (this period)
1,045	
1,019	
20 minutes	23 minutes
66 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	49		31	37	25	21	20	18
90th percentile time to start treatment ⁵ (minutes)	155		110	113	89	76	66	61

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Wyong Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 16,264 patients

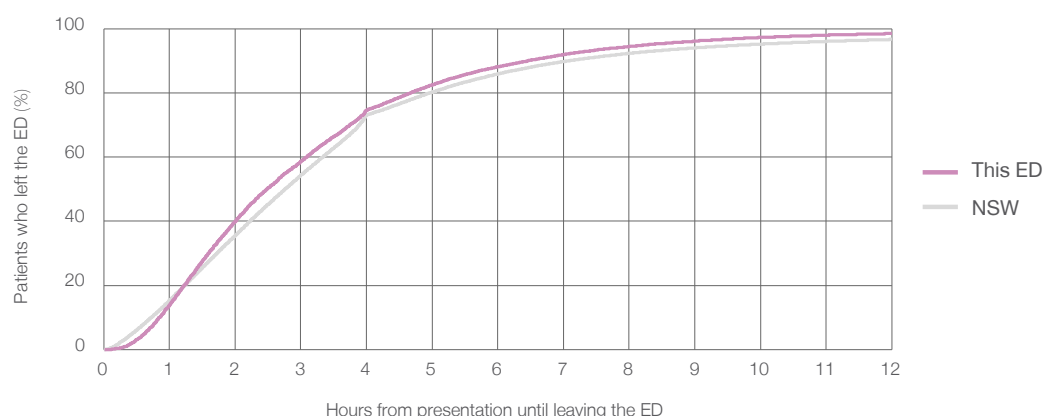
Presentations used to calculate time to leaving the ED:⁶ 16,264 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

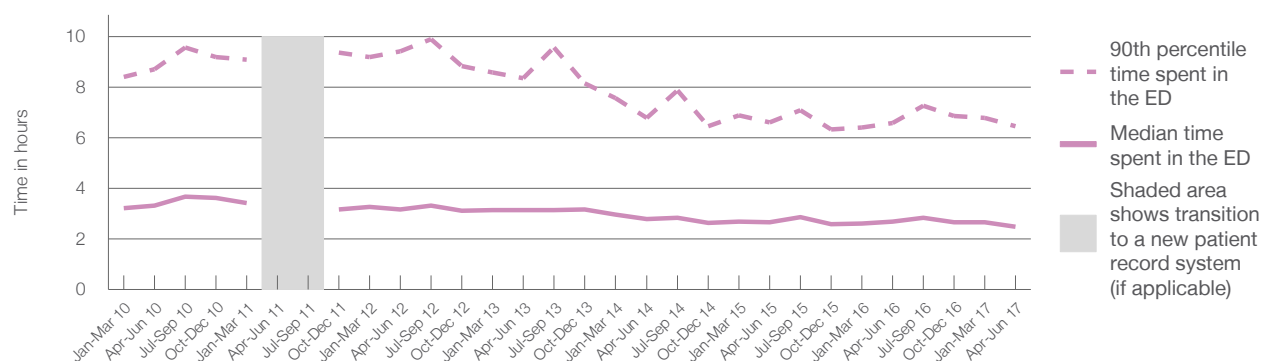
90th percentile time spent in the ED⁹ 6 hours and 28 minutes

Same period last year	NSW (this period)
15,493	15,493
2 hours and 41 minutes	2 hours and 46 minutes
6 hours and 35 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 19m		3h 11m	3h 9m	2h 47m	2h 40m	2h 41m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 43m		9h 25m	8h 21m	6h 48m	6h 37m	6h 35m	6h 28m

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

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

Wyong Hospital: Time patients spent in the ED

By mode of separation

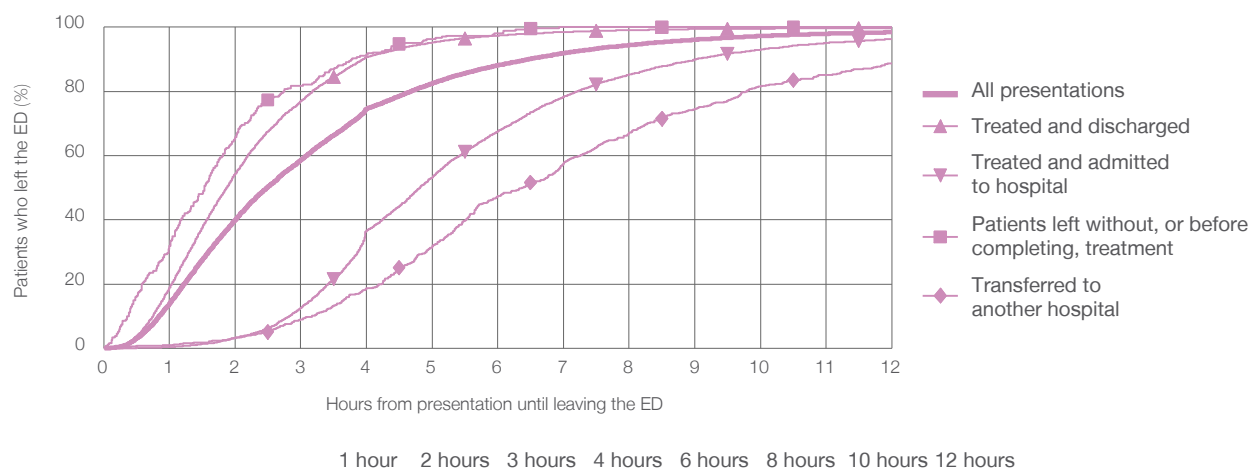
April to June 2017

All presentations:[†] 16,264 patients

Presentations used to calculate time to leaving the ED:[‡] 16,264 patients

		Same period last year	Change since one year ago
Treated and discharged	11,362 (69.9%)	15,493	5.0%
Treated and admitted to hospital	3,942 (24.2%)	10,551	7.7%
Patient left without, or before completing, treatment	269 (1.7%)	3,900	1.1%
Transferred to another hospital	670 (4.1%)	293	-8.2%
Other	21 (0.1%)	688	-2.6%
		61	-65.6%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.9%	54.3%	76.9%	90.6%	97.4%	99.1%	99.6%	99.8%
Treated and admitted to hospital	0.4%	3.2%	12.6%	36.7%	67.7%	85.3%	93.0%	96.4%
Patient left without, or before completing, treatment	32.0%	65.8%	81.8%	91.4%	98.1%	100%	100%	100%
Transferred to another hospital	0.9%	3.3%	9.0%	18.7%	47.5%	67.2%	81.5%	88.8%
All presentations	14.0%	40.1%	58.7%	74.6%	88.2%	94.4%	97.3%	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.

Wyong Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 16,264 patients

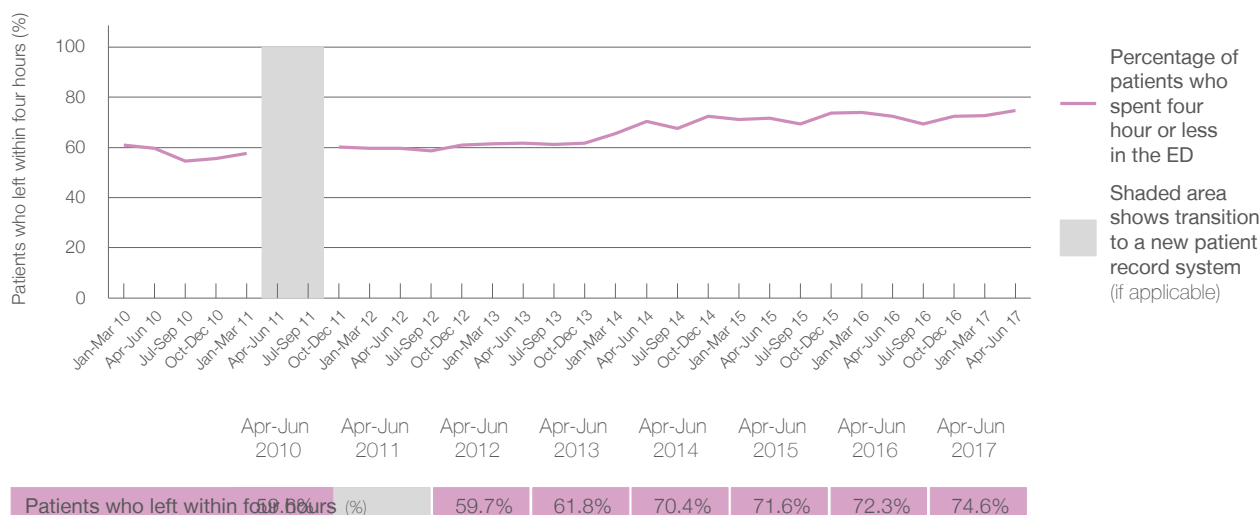
Presentations used to calculate time to leaving the ED:⁶ 16,264 patients

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



Same period last year	Change since one year ago
15,493	5.0%
15,493	5.0%
72.3%	

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



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

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

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

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3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
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6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).