



Healthcare Quarterly

Performance Profiles

Emergency Department

South Western Sydney Local Health District

July to September 2017

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 14,572 patients

Emergency presentations:² 14,492 patients

Same period last year	Change since one year ago
13,336	9.3%
13,227	9.6%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,585 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 43 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,475 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 130 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,762 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 152 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 559 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
2,782	
10 minutes	9 minutes
30 minutes	29 minutes
6,054	
23 minutes	23 minutes
85 minutes	83 minutes
3,799	
23 minutes	30 minutes
85 minutes	121 minutes
474	
22 minutes	26 minutes
75 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 14,572 patients

Percentage of patients who spent four hours or less in the ED 59.0%

Same period last year	Change since one year ago
13,336	9.3%
71.4%	

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

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

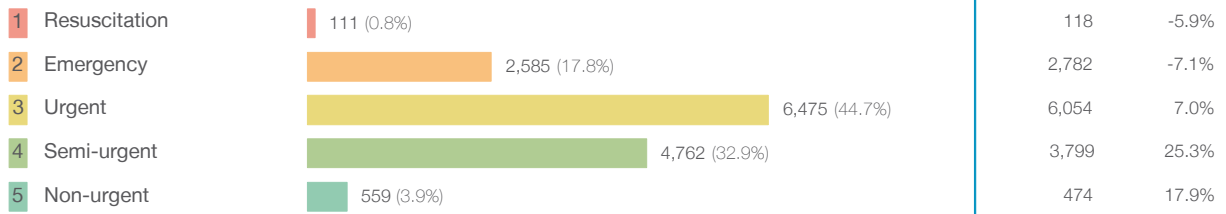
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

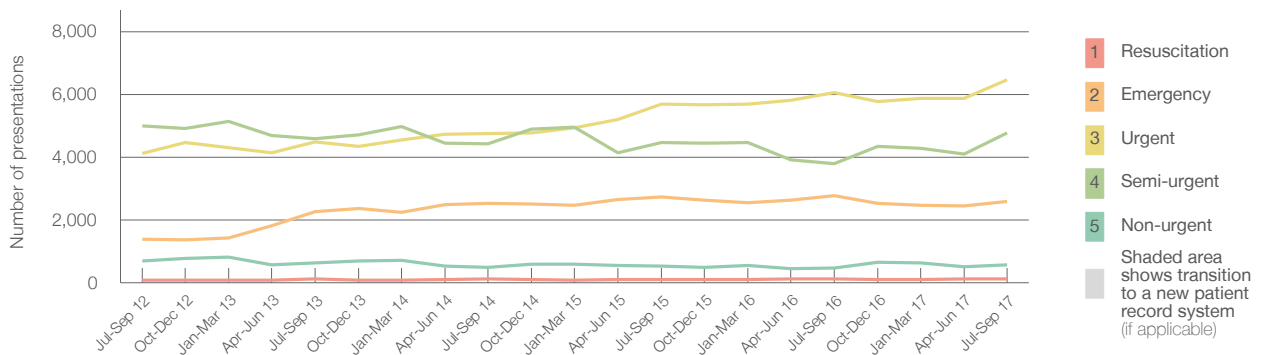
Bankstown / Lidcombe Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 14,572 patients

Emergency presentations² by triage category: 14,492 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	82	112	110	103	118	111
Emergency	1,392	2,262	2,535	2,723	2,782	2,585
Urgent	4,125	4,478	4,747	5,680	6,054	6,475
Semi-urgent	5,006	4,589	4,428	4,457	3,799	4,762
Non-urgent	695	634	478	518	474	559
All emergency presentations	11,300	12,075	12,298	13,481	13,227	14,492

Bankstown / Lidcombe Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,338 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.

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

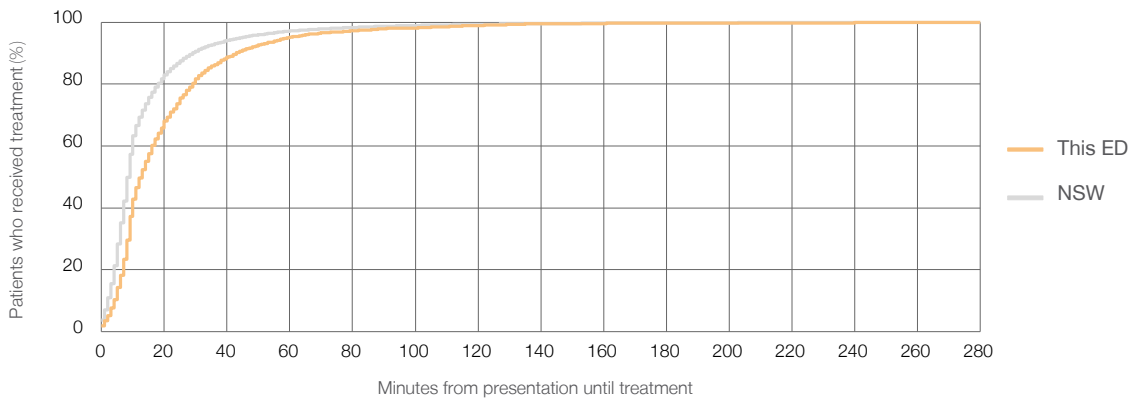
Number of triage 2 patients: 2,585

Number of triage 2 patients used to calculate waiting time:³ 2,576

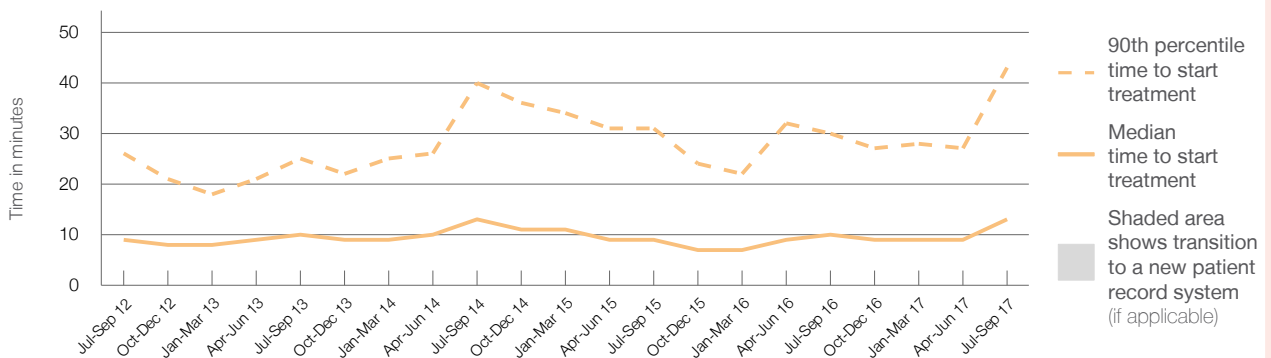
Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
2,782	
2,774	
10 minutes	9 minutes
30 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	10	13	9	10	13
90th percentile time to start treatment ⁵ (minutes)	26	25	40	31	30	43

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Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 6,475

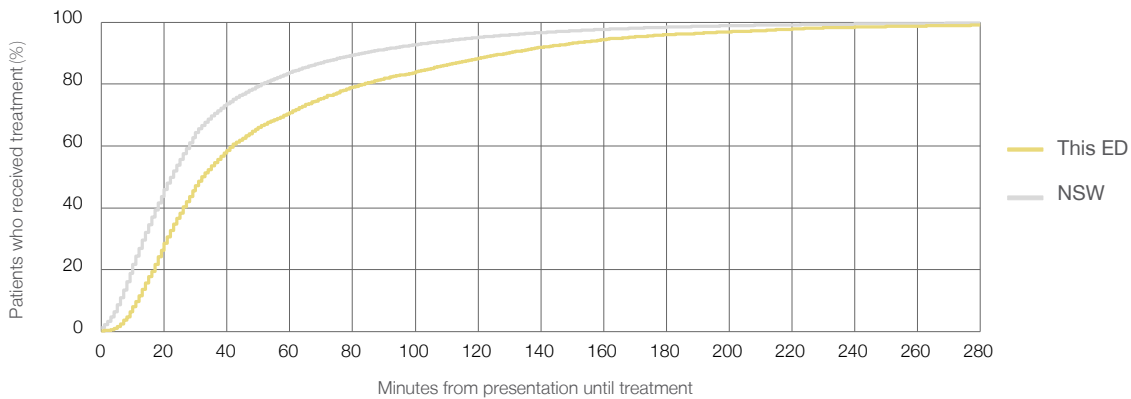
Number of triage 3 patients used to calculate waiting time:³ 6,277

Median time to start treatment⁴ 32 minutes

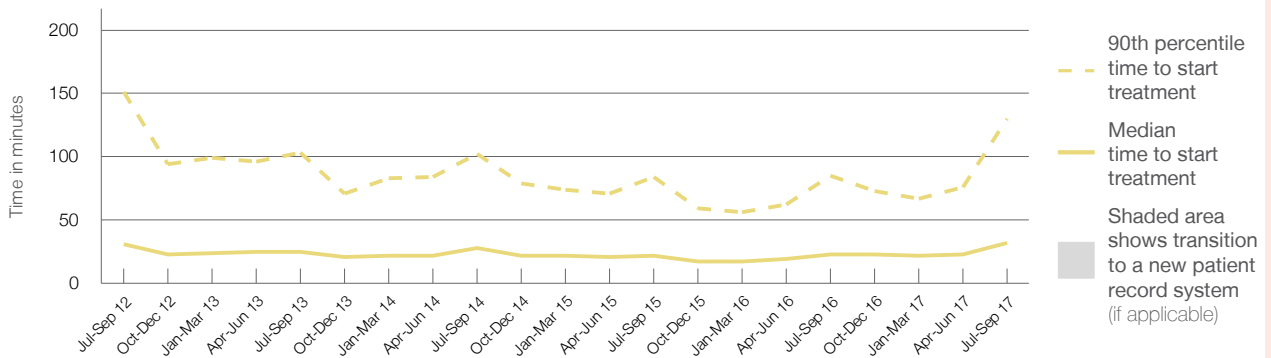
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
6,054	
5,916	
23 minutes	23 minutes
85 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	25	28	22	23	32
90th percentile time to start treatment ⁵ (minutes)	151	103	102	84	85	130

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

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Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,762

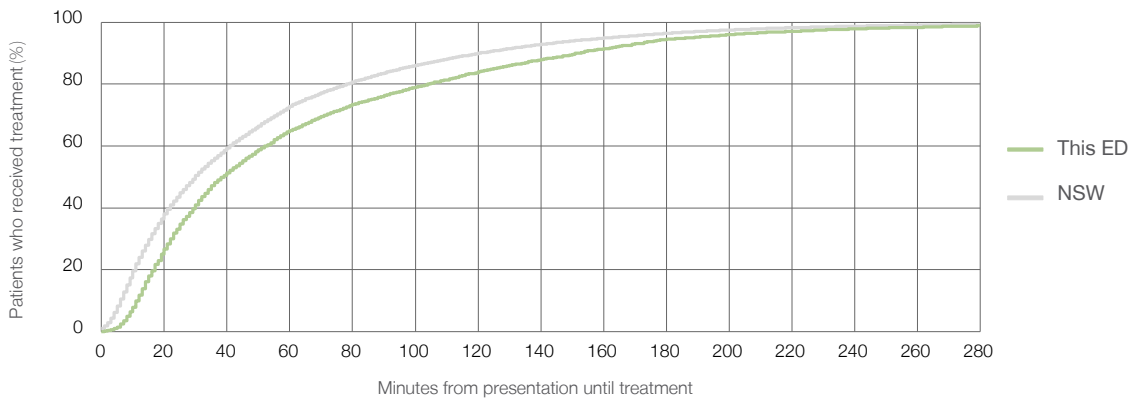
Number of triage 4 patients used to calculate waiting time:³ 4,479

Median time to start treatment⁴ 39 minutes

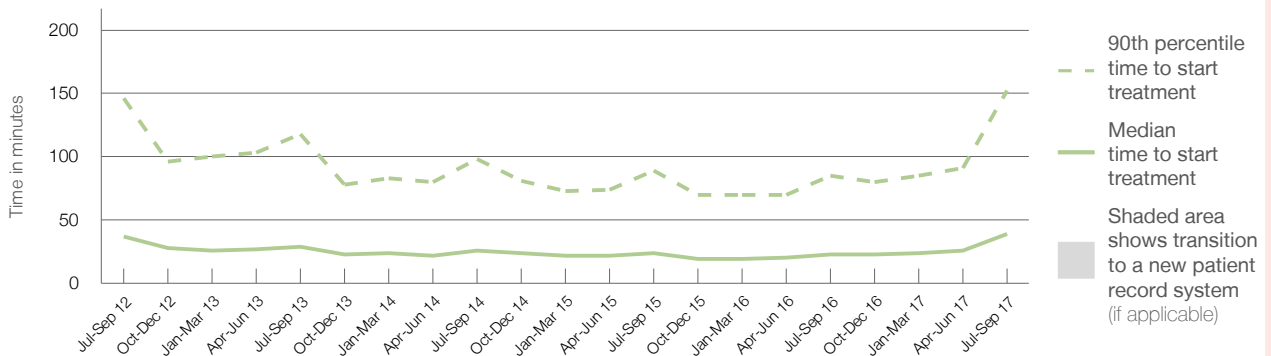
90th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
3,799	3,621
23 minutes	30 minutes
85 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	29	26	24	23	39
90th percentile time to start treatment ⁵ (minutes)	146	118	98	89	85	152

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

July to September 2017

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

Number of triage 5 patients: 559

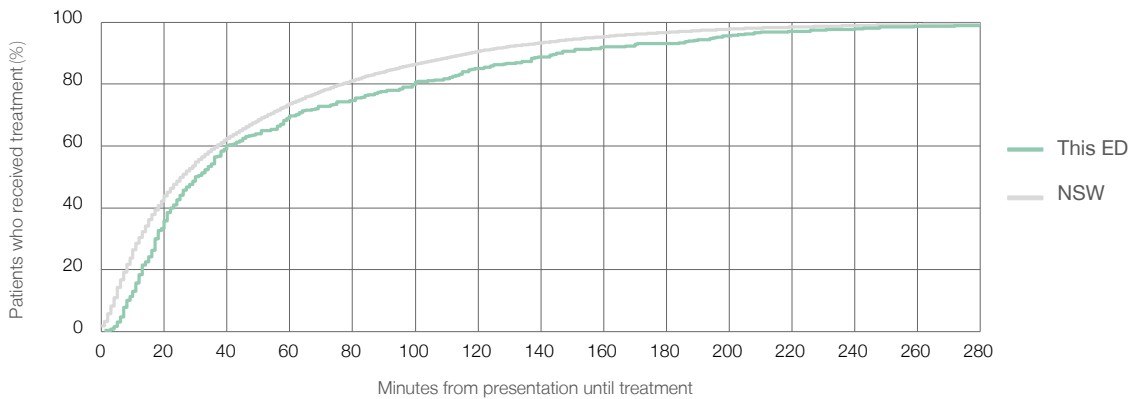
Number of triage 5 patients used to calculate waiting time:³ 376

Median time to start treatment⁴ 31 minutes

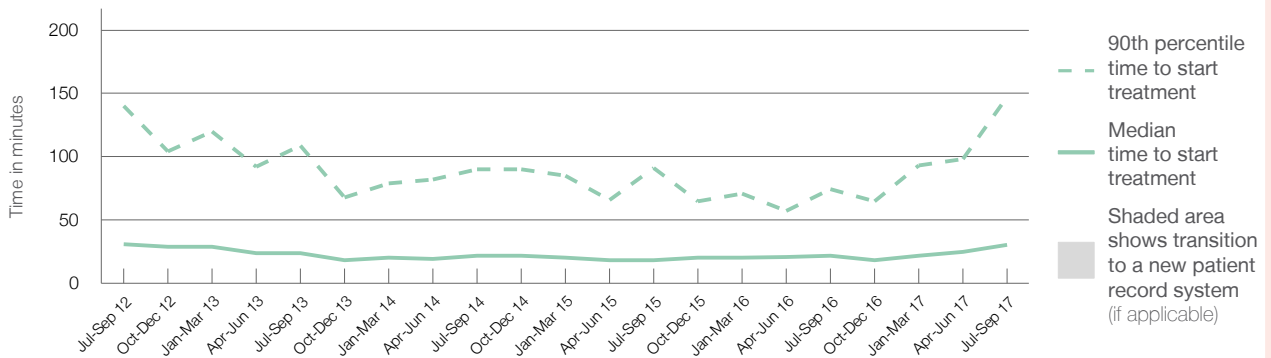
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
474	370
22 minutes	26 minutes
75 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	24	22	18	22	31
90th percentile time to start treatment ⁵ (minutes)	140	109	90	91	75	147

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Bankstown / Lidcombe Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 14,572 patients

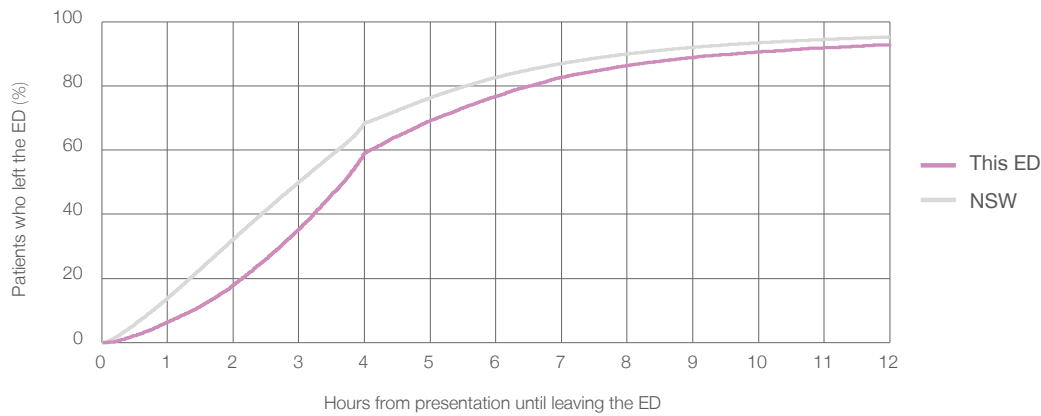
Presentations used to calculate time to leaving the ED:⁶ 14,572 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

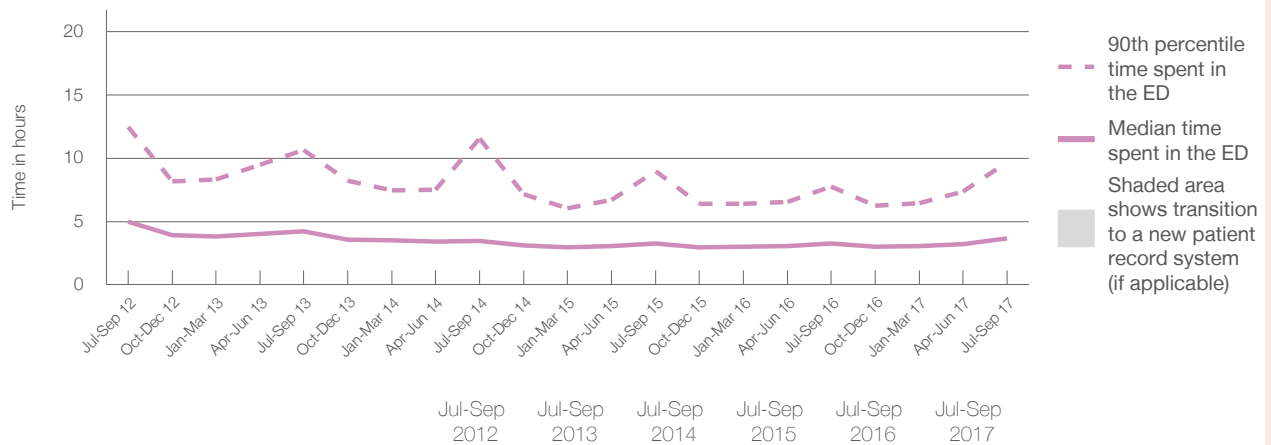
90th percentile time spent in the ED⁹ 9 hours and 40 minutes

Same period last year	NSW (this period)
13,336	13,336
3 hours and 15 minutes	3 hours and 0 minutes
7 hours and 46 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 59m	4h 12m	3h 28m	3h 16m	3h 15m	3h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 28m	10h 39m	11h 32m	8h 58m	7h 46m	9h 40m

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

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

Bankstown / Lidcombe Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

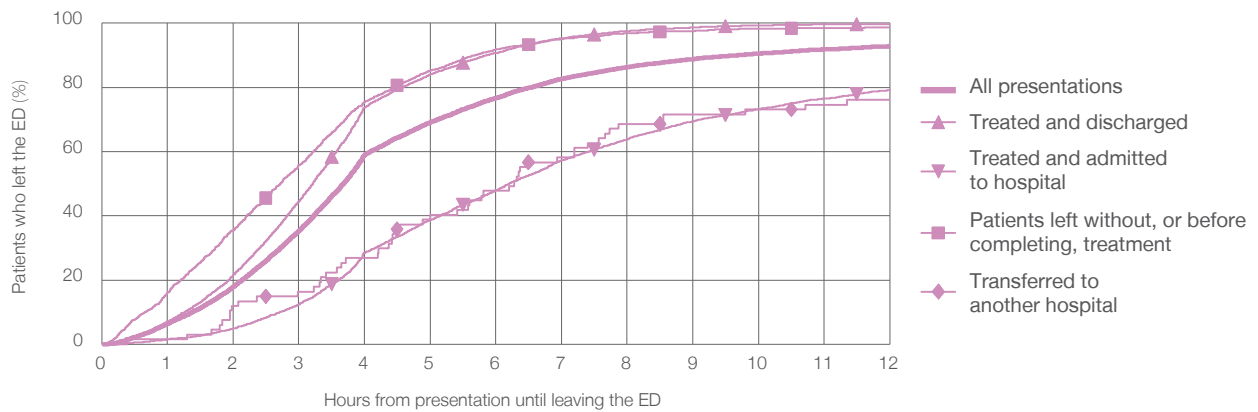
All presentations:¹ 14,572 patients

Presentations used to calculate time to leaving the ED:⁶ 14,572 patients

Treated and discharged	7,865 (54.0%)
Treated and admitted to hospital	4,759 (32.7%)
Patient left without, or before completing, treatment	1,859 (12.8%)
Transferred to another hospital	67 (0.5%)
Other	22 (0.2%)

Same period last year	Change since one year ago
13,336	9.3%
6,707	17.3%
5,509	-13.6%
981	89.5%
77	-13.0%
62	-64.5%

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



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

Treated and discharged	7.1%	21.6%	44.5%	73.8%	90.7%	97.6%	99.3%	99.8%
Treated and admitted to hospital	1.6%	4.9%	12.4%	28.6%	48.0%	63.9%	73.2%	79.3%
Patient left without, or before completing, treatment	16.0%	35.6%	55.7%	75.5%	91.8%	96.8%	98.3%	98.7%
Transferred to another hospital	1.5%	11.9%	16.4%	26.9%	47.8%	68.7%	73.1%	76.1%
All presentations	6.4%	17.9%	35.3%	59.0%	76.7%	86.3%	90.5%	92.8%

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

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

Bankstown / Lidcombe Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 14,572 patients

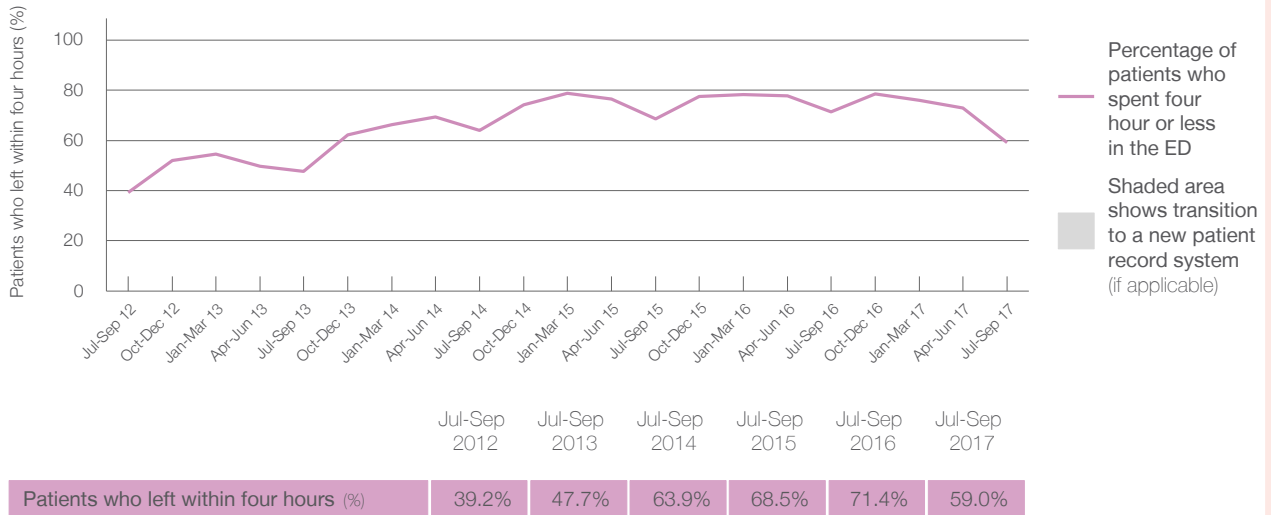
Presentations used to calculate time to leaving the ED:⁶ 14,572 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	13,336	9.3%
Presentations used to calculate time to leaving the ED	13,336	9.3%
Percentage of patients who spent four hours or less in the ED	71.4%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Bowral and District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,124 patients
 Emergency presentations:² 4,997 patients

Same period last year	Change since one year ago
4,555	12.5%
4,453	12.2%

Bowral and District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 345 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,659 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,310 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 652 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
302	
9 minutes	9 minutes
25 minutes	29 minutes
1,426	
18 minutes	23 minutes
63 minutes	83 minutes
2,131	
20 minutes	30 minutes
100 minutes	121 minutes
578	
18 minutes	26 minutes
83 minutes	118 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,124 patients

Percentage of patients who spent four hours or less in the ED 77.6%

Same period last year	Change since one year ago
4,555	12.5%
81.3%	

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

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

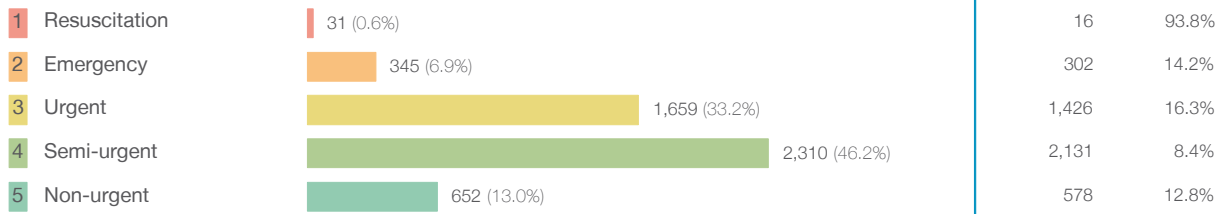
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Bowral and District Hospital: Patients presenting to the emergency department July to September 2017

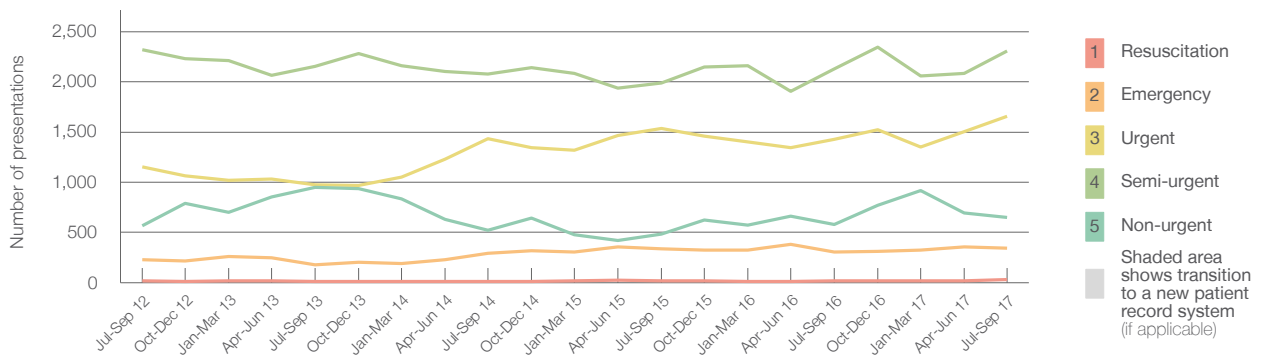
All presentations:¹ 5,124 patients

Emergency presentations² by triage category: 4,997 patients



Same period last year	Change since one year ago
4,555	12.5%
4,453	12.2%
16	93.8%
302	14.2%
1,426	16.3%
2,131	8.4%
578	12.8%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	17	11	15	20	16	31
Emergency	227	175	293	339	302	345
Urgent	1,154	972	1,433	1,538	1,426	1,659
Semi-urgent	2,319	2,154	2,080	1,986	2,131	2,310
Non-urgent	564	948	525	486	578	652
All emergency presentations	4,281	4,260	4,346	4,369	4,453	4,997

Bowral and District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,042 patients

ED Transfer of care time



Same period last year	Change since one year ago
879	
11 minutes	1 minute
23 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 345

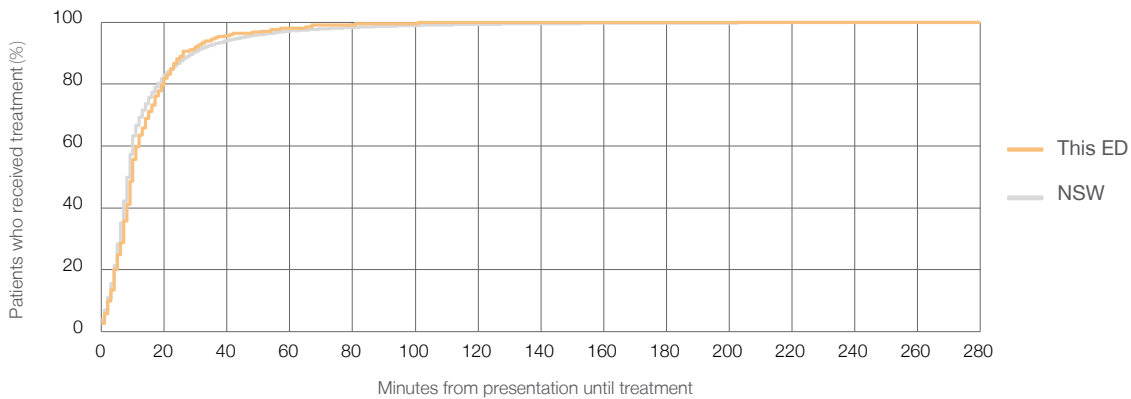
Number of triage 2 patients used to calculate waiting time:³ 343

Median time to start treatment⁴ 10 minutes

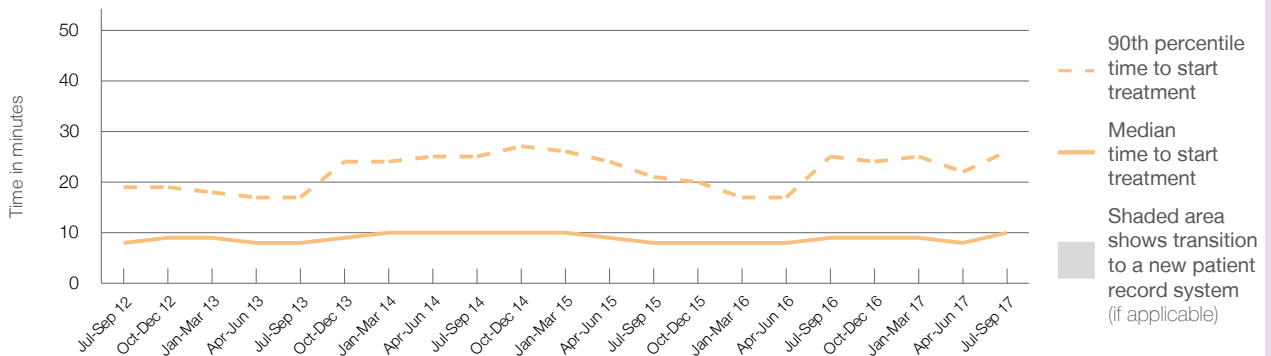
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
302	302
9 minutes	9 minutes
25 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	8	10	8	9	10
90th percentile time to start treatment ⁵ (minutes)	19	17	25	21	25	26

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,659

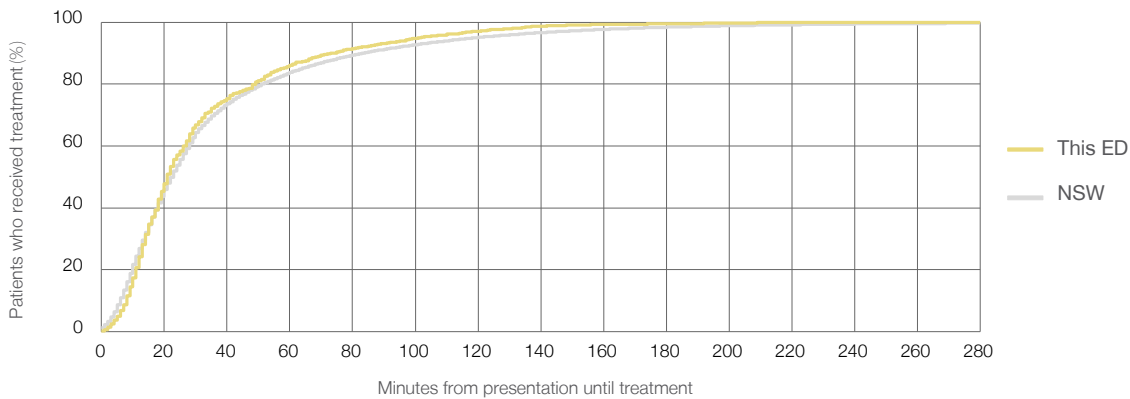
Number of triage 3 patients used to calculate waiting time:³ 1,642

Median time to start treatment⁴ 21 minutes

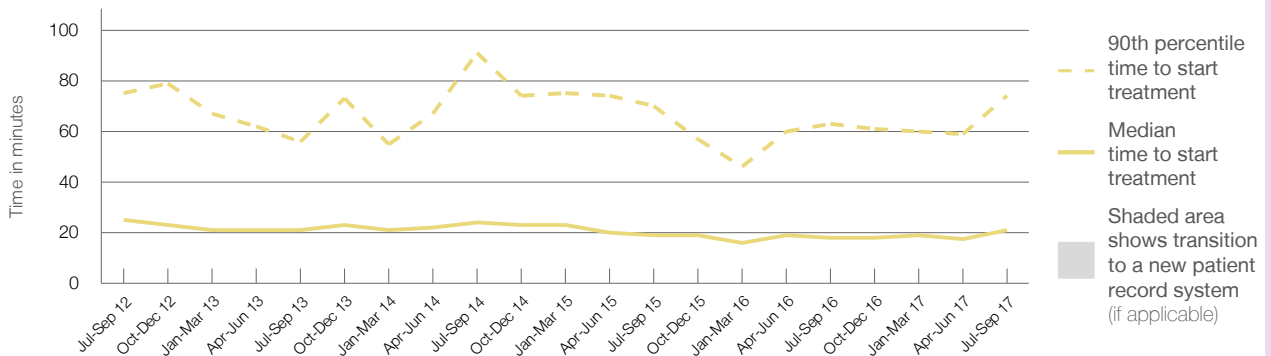
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
1,426	1,414
18 minutes	23 minutes
63 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	21	24	19	18	21
90th percentile time to start treatment ⁵ (minutes)	75	56	91	70	63	74

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,310

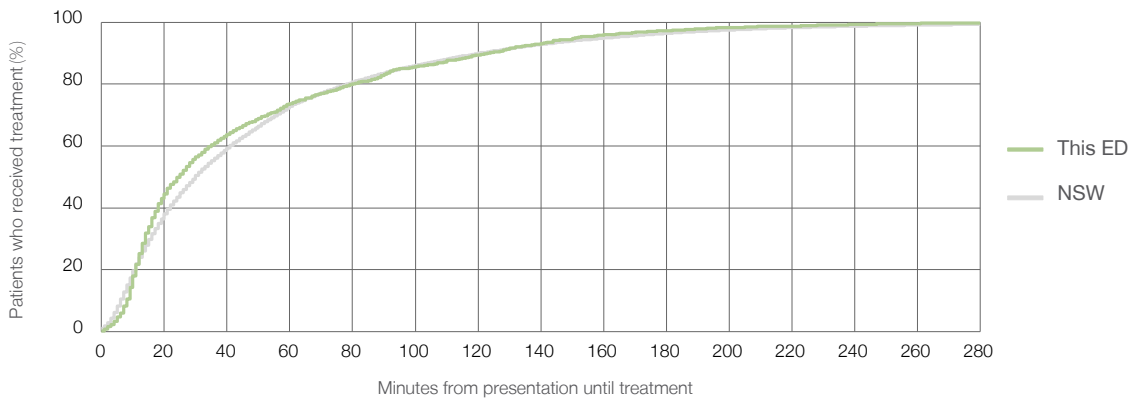
Number of triage 4 patients used to calculate waiting time:³ 2,191

Median time to start treatment⁴ 25 minutes

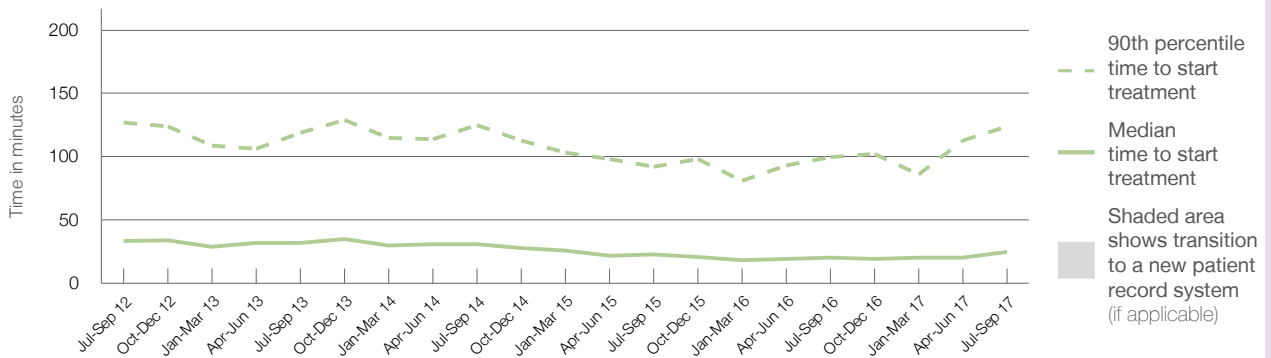
90th percentile time to start treatment⁵ 124 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,131	2,310
Number of triage 4 patients used to calculate waiting time ³	2,040	2,191
Median time to start treatment ⁴	20 minutes	30 minutes
90th percentile time to start treatment ⁵	100 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	32	31	23	20	25
90th percentile time to start treatment ⁵ (minutes)	127	119	125	92	100	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.

Bowral and District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 652

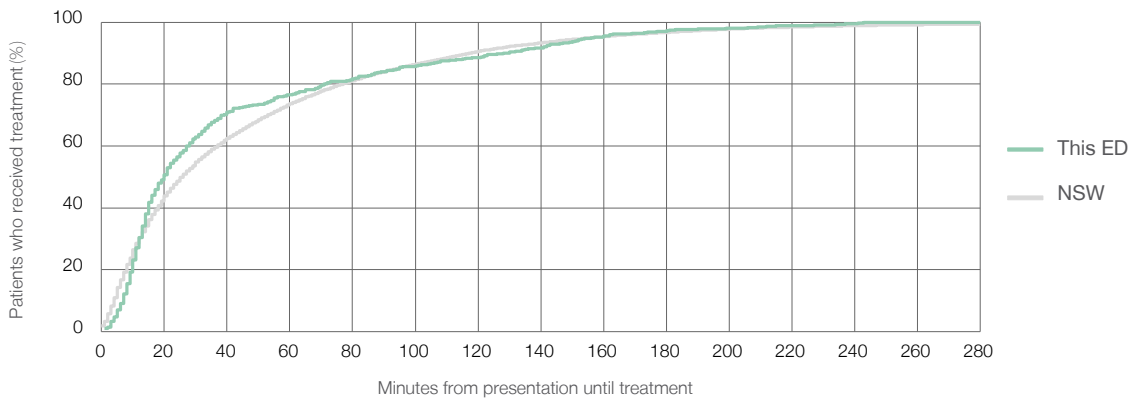
Number of triage 5 patients used to calculate waiting time:³ 589

Median time to start treatment⁴ 20 minutes

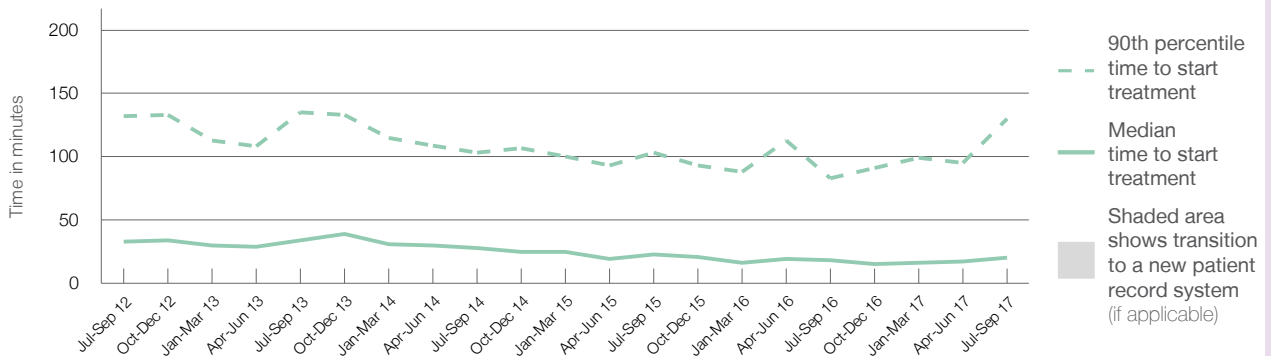
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
578	525
18 minutes	26 minutes
83 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	34	28	23	18	20
90th percentile time to start treatment ⁵ (minutes)	132	135	103	103	83	130

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

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

Bowral and District Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 5,124 patients

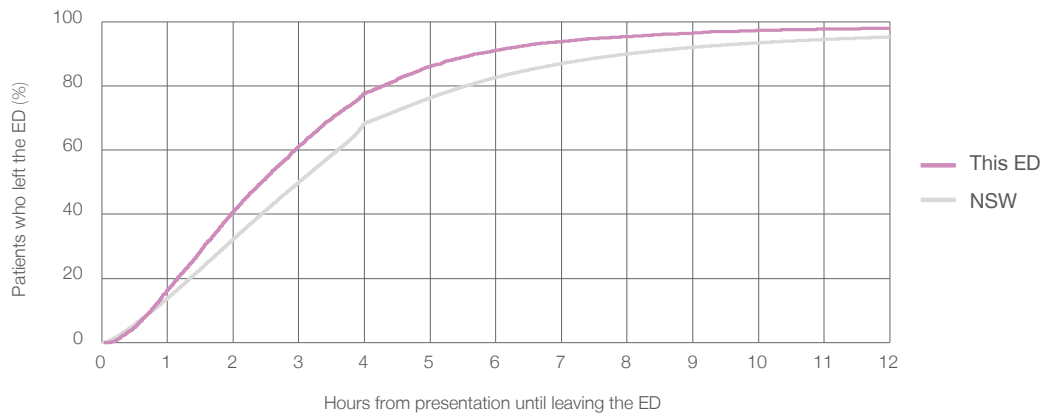
Presentations used to calculate time to leaving the ED:⁶ 5,124 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

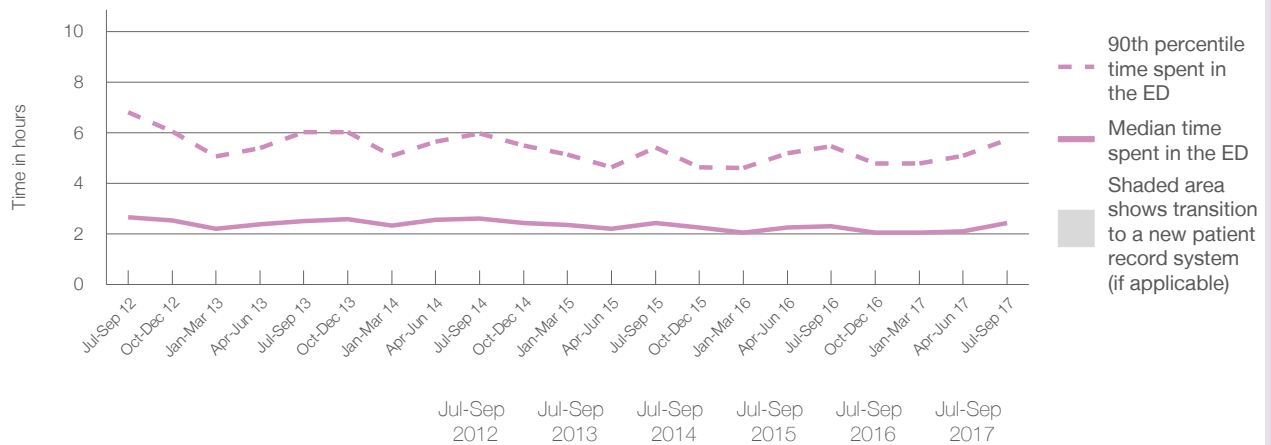
90th percentile time spent in the ED⁹ 5 hours and 43 minutes

Same period last year	NSW (this period)
4,555	4,555
2 hours and 19 minutes	3 hours and 0 minutes
5 hours and 29 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 40m	2h 31m	2h 37m	2h 27m	2h 19m	2h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 49m	6h 2m	5h 59m	5h 26m	5h 29m	5h 43m

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

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

Bowral and District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

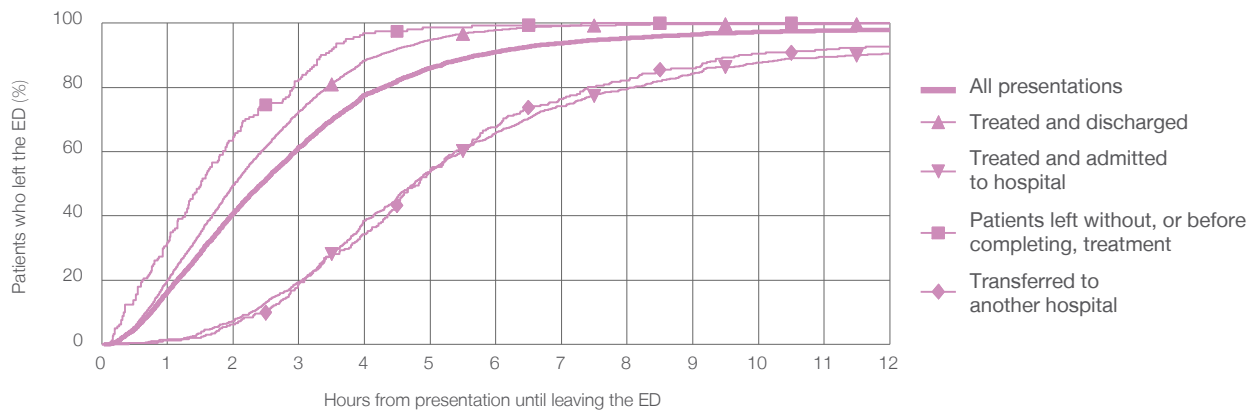
All presentations:¹ 5,124 patients

Presentations used to calculate time to leaving the ED:⁶ 5,124 patients

Treated and discharged	3,832 (74.8%)
Treated and admitted to hospital	851 (16.6%)
Patient left without, or before completing, treatment	161 (3.1%)
Transferred to another hospital	263 (5.1%)
Other	17 (0.3%)

Same period last year	Change since one year ago
4,555	12.5%
3,372	13.6%
826	3.0%
116	38.8%
221	19.0%
20	-15.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.0%	49.6%	72.5%	88.3%	97.8%	99.5%	99.7%	99.8%
Treated and admitted to hospital	1.4%	7.2%	19.3%	38.5%	65.9%	79.6%	87.8%	90.6%
Patient left without, or before completing, treatment	31.7%	64.6%	82.6%	96.9%	99.4%	100%	100%	100%
Transferred to another hospital	1.1%	6.1%	19.0%	34.2%	67.7%	82.1%	90.5%	92.8%
All presentations	16.4%	40.9%	61.3%	77.6%	91.0%	95.3%	97.2%	98.0%

(†) 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.

Bowral and District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 5,124 patients

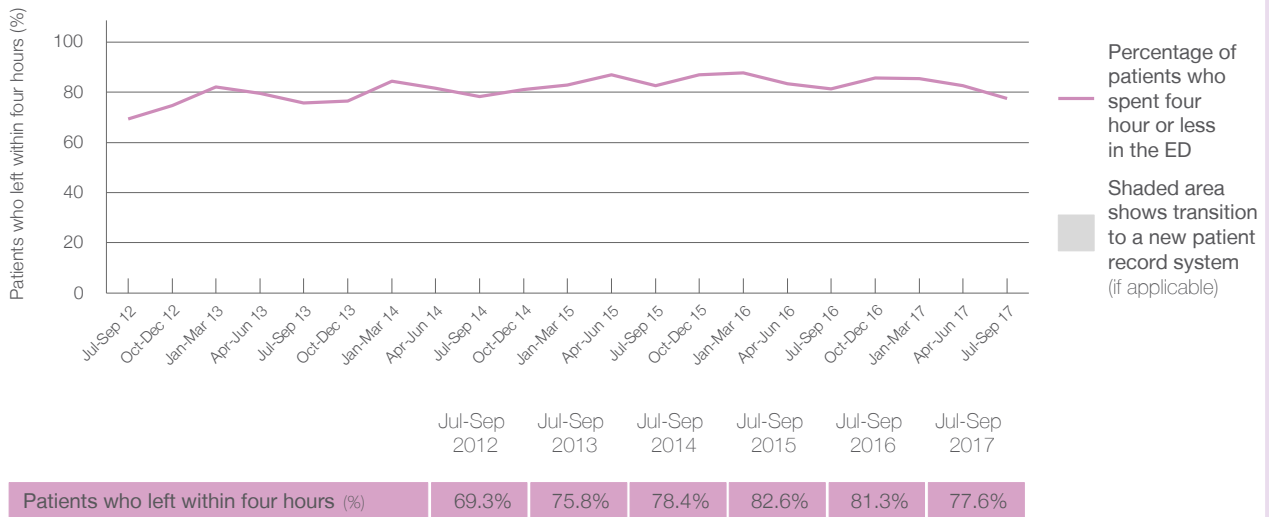
Presentations used to calculate time to leaving the ED:⁶ 5,124 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	4,555	12.5%
Presentations used to calculate time to leaving the ED	4,555	12.5%
Percentage of patients who spent four hours or less in the ED	81.3%	

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



Patients who left within four hours (%)	69.3%	75.8%	78.4%	82.6%	81.3%	77.6%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017). Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Campbelltown Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 18,828 patients

Emergency presentations:² 18,659 patients

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

Campbelltown Hospital: Time patients waited to start treatment³

July to September 2017

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

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

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

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

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

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

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

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

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

Campbelltown Hospital: Time from presentation until leaving the ED

July to September 2017

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

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

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

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

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

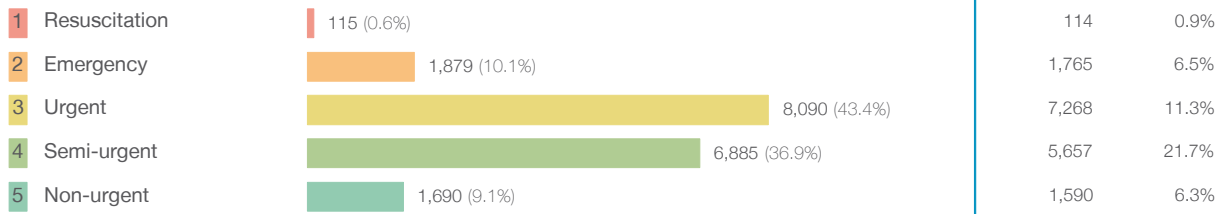
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

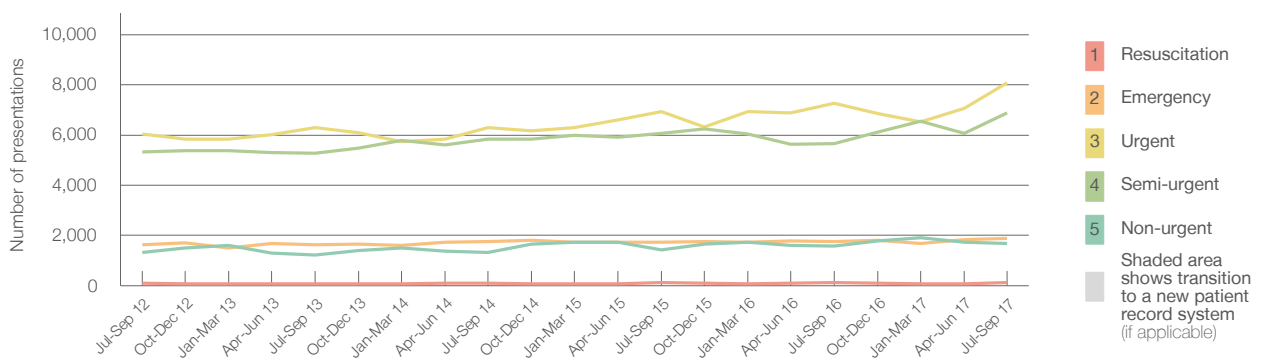
Campbelltown Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 18,828 patients

Emergency presentations² by triage category: 18,659 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	94	84	94	130	114	115
Emergency	1,631	1,632	1,751	1,737	1,765	1,879
Urgent	6,029	6,307	6,304	6,926	7,268	8,090
Semi-urgent	5,335	5,263	5,844	6,075	5,657	6,885
Non-urgent	1,328	1,233	1,314	1,421	1,590	1,690
All emergency presentations	14,417	14,519	15,307	16,289	16,394	18,659

Campbelltown Hospital: Patients arriving by ambulance July to September 2017

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

ED Transfer of care time



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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,879

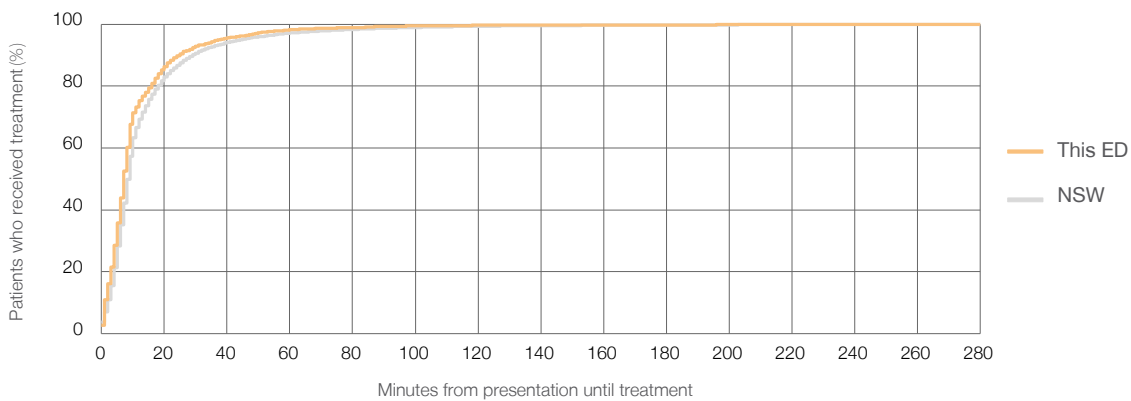
Number of triage 2 patients used to calculate waiting time:³ 1,872

Median time to start treatment⁴ 7 minutes

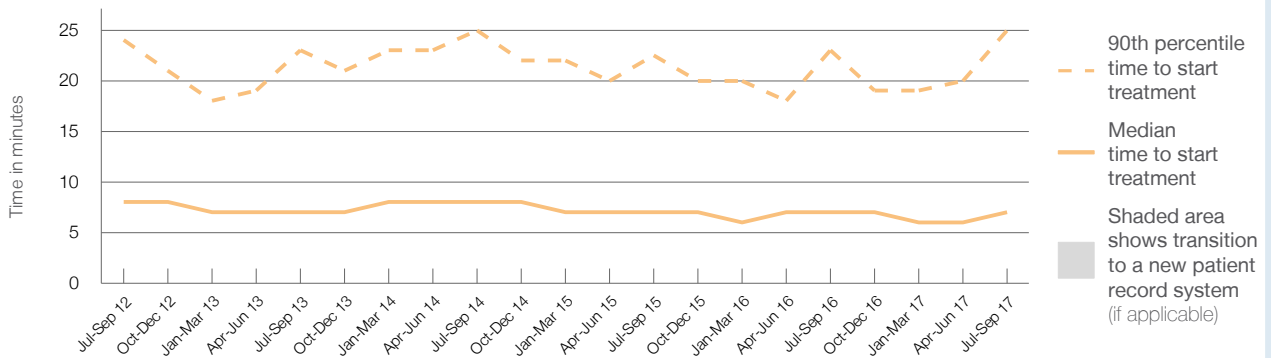
90th percentile time to start treatment⁵ 25 minutes

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

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



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



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

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 8,090

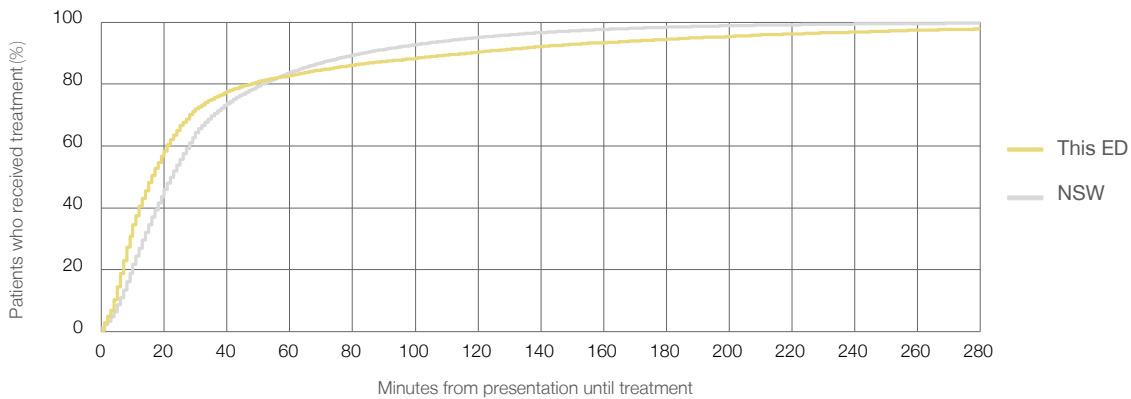
Number of triage 3 patients used to calculate waiting time:³ 7,585

Median time to start treatment⁴ 16 minutes

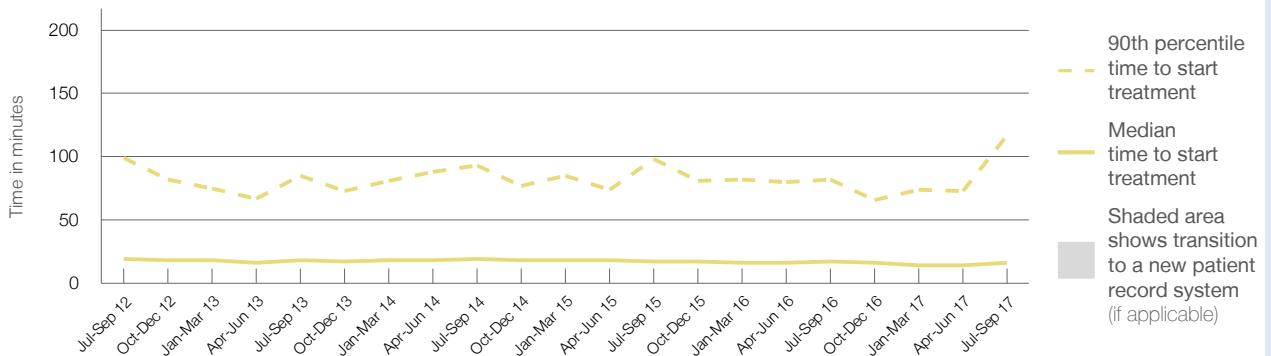
90th percentile time to start treatment⁵ 117 minutes

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

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



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



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

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 6,885

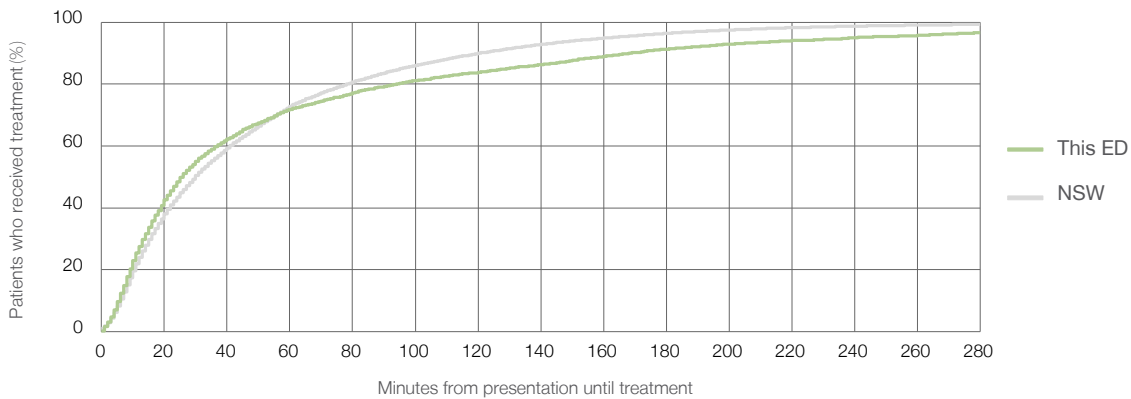
Number of triage 4 patients used to calculate waiting time:³ 5,931

Median time to start treatment⁴ 26 minutes

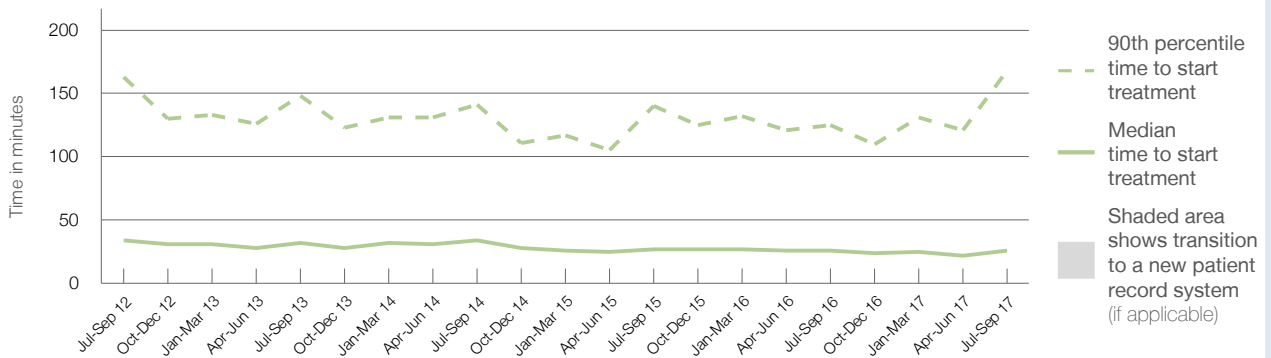
90th percentile time to start treatment⁵ 168 minutes

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

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



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



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

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,690

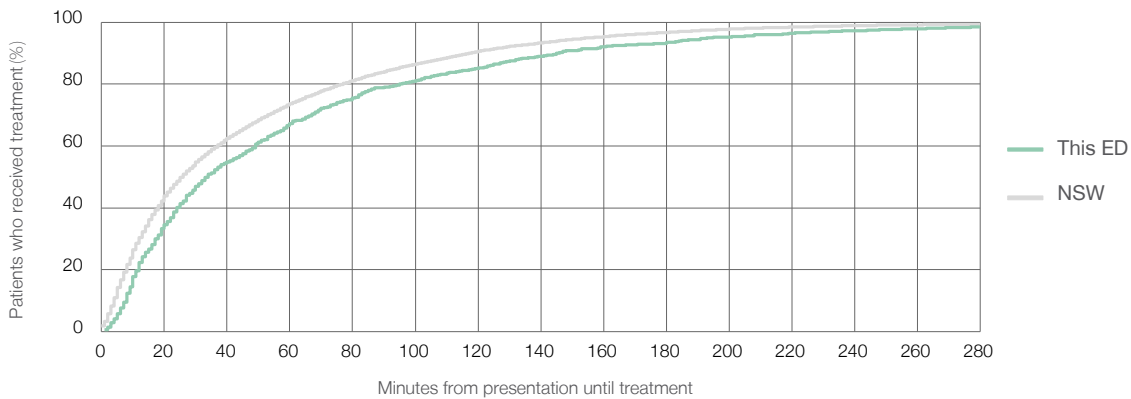
Number of triage 5 patients used to calculate waiting time:³ 1,293

Median time to start treatment⁴ 34 minutes

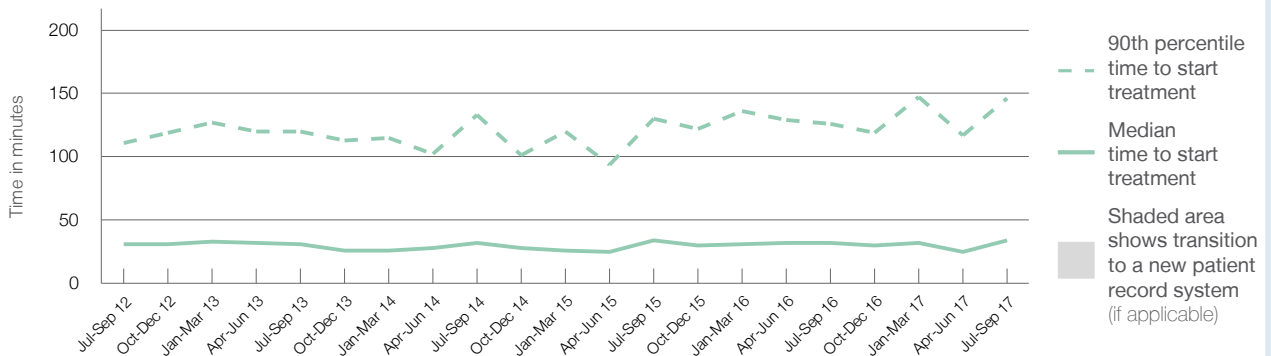
90th percentile time to start treatment⁵ 146 minutes

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

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



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



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

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

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

Campbelltown Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 18,828 patients

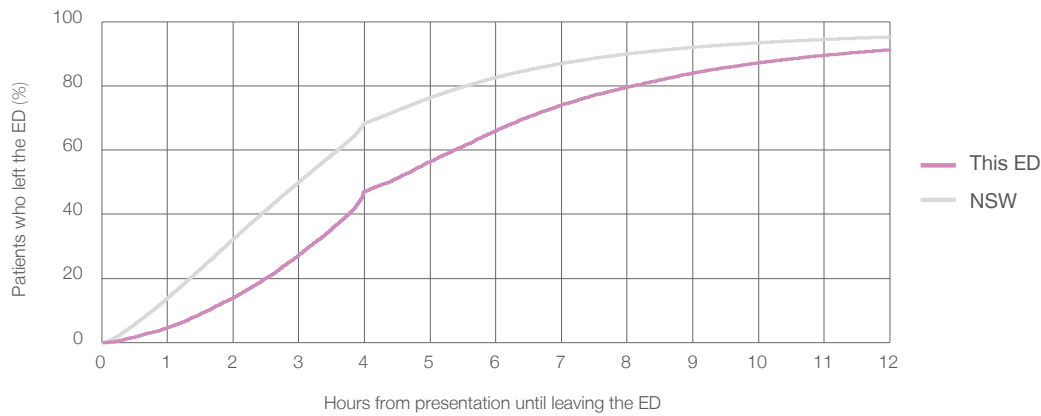
Presentations used to calculate time to leaving the ED:⁶ 18,828 patients

Median time spent in the ED⁸ 4 hours and 22 minutes

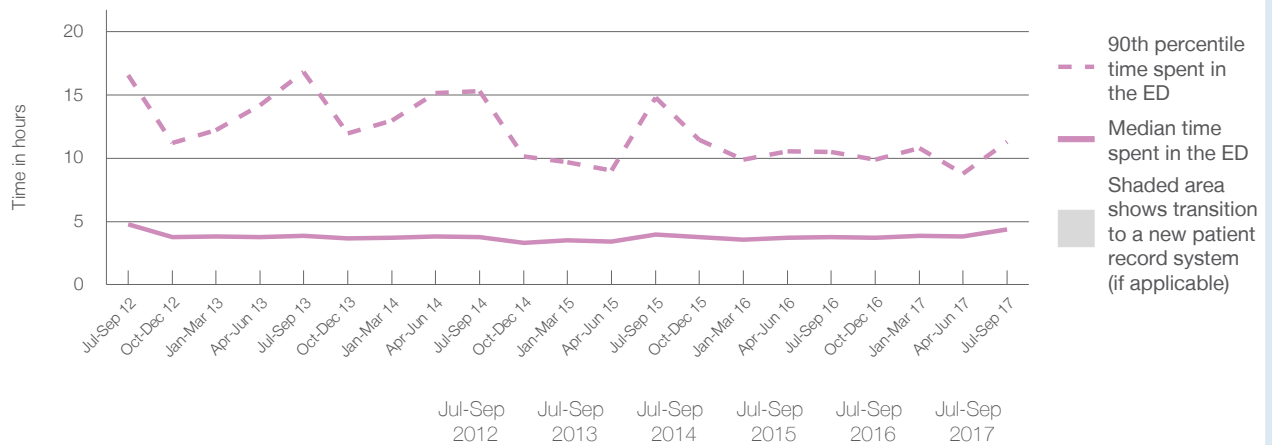
90th percentile time spent in the ED⁹ 11 hours and 17 minutes

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

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 46m	3h 51m	3h 47m	3h 57m	3h 47m	4h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	16h 34m	16h 50m	15h 17m	14h 48m	10h 30m	11h 17m

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

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

Campbelltown Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

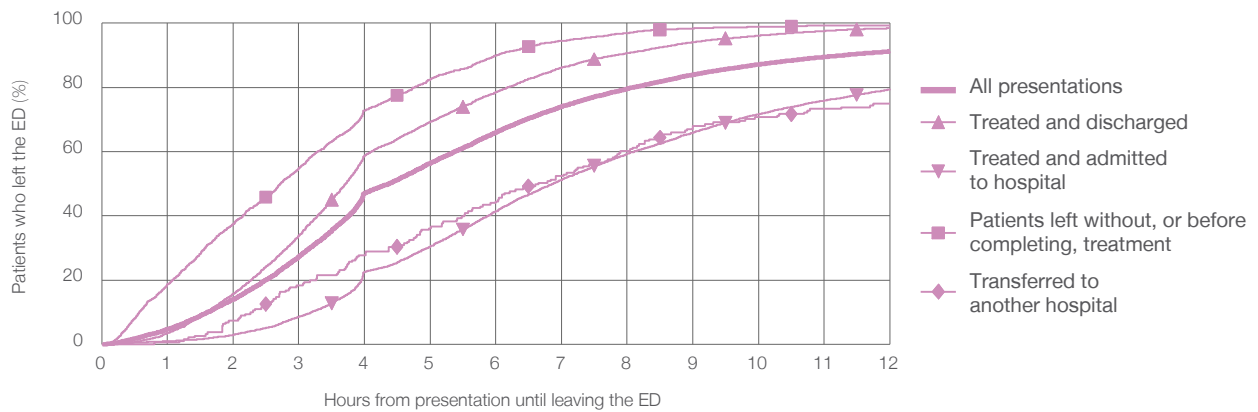
All presentations:¹ 18,828 patients

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

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

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

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.5%	15.7%	33.9%	58.8%	78.5%	90.7%	96.2%	98.4%
Treated and admitted to hospital	0.9%	2.9%	8.6%	22.6%	41.4%	59.3%	71.7%	79.5%
Patient left without, or before completing, treatment	18.7%	37.5%	54.8%	72.9%	90.0%	97.0%	98.9%	99.4%
Transferred to another hospital	0.5%	7.3%	18.3%	27.7%	44.5%	60.2%	70.7%	74.9%
All presentations	4.7%	14.0%	27.3%	47.1%	66.0%	79.6%	87.2%	91.3%

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

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

Campbelltown Hospital: Time spent in the ED

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

July to September 2017

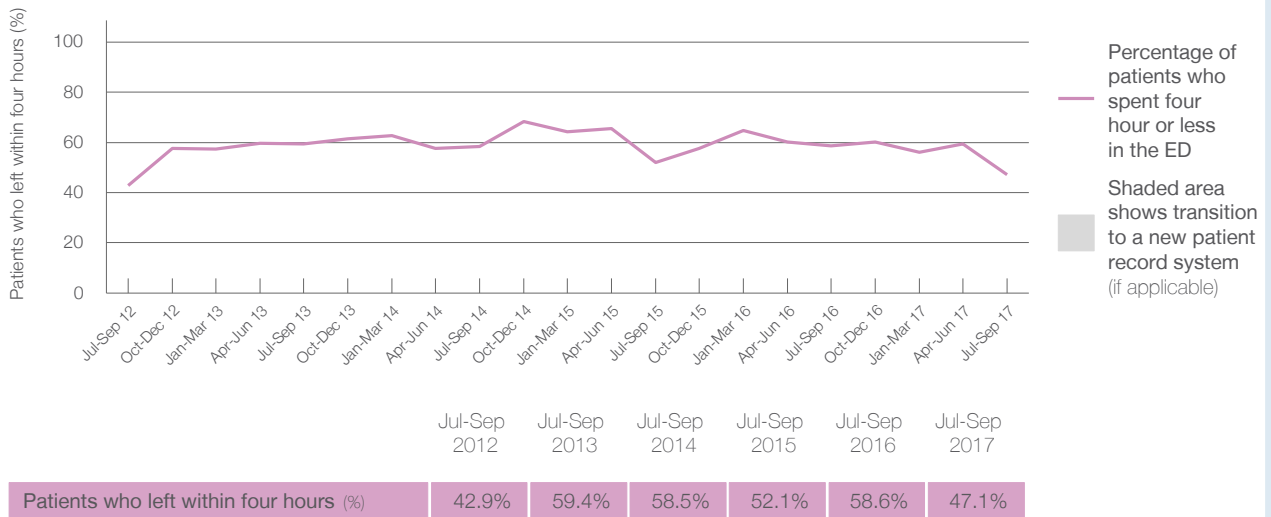
All presentations at the emergency department:¹ 18,828 patients

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

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

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

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Fairfield Hospital: Emergency department (ED) overview

July to September 2017


All presentations:¹ 9,767 patients
 Emergency presentations:² 9,748 patients

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

Fairfield Hospital: Time patients waited to start treatment³

July to September 2017

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

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



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

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

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

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

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

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

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

Fairfield Hospital: Time from presentation until leaving the ED

July to September 2017

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

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

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

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

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

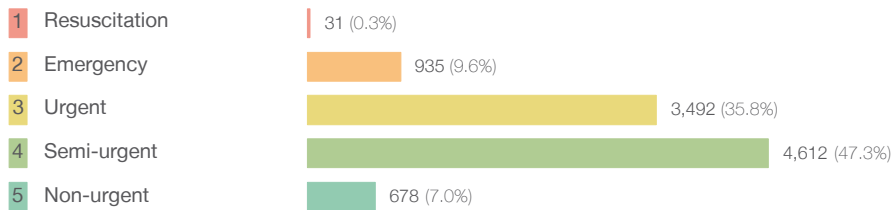
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Fairfield Hospital: Patients presenting to the emergency department July to September 2017

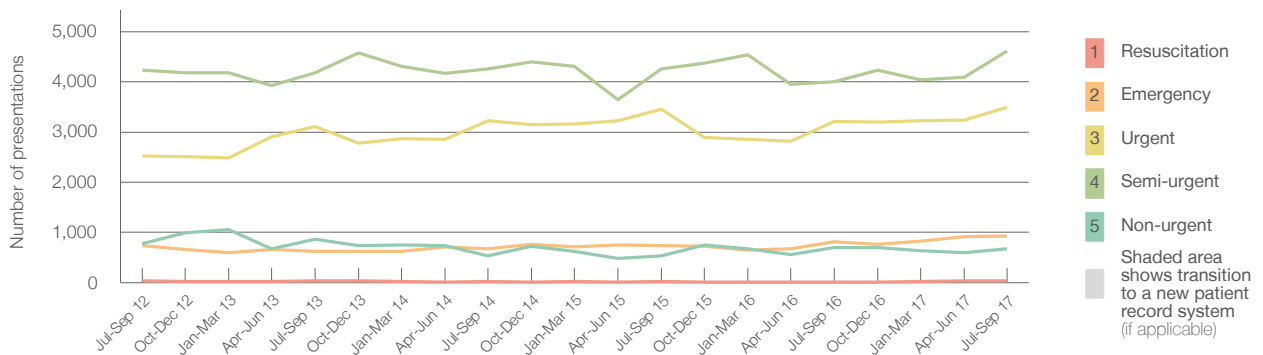
All presentations:¹ 9,767 patients

Emergency presentations² by triage category: 9,748 patients



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

Emergency presentations² by quarter, July 2012 to September 2017 †



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

Fairfield Hospital: Patients arriving by ambulance July to September 2017

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

ED Transfer of care time



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

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

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

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

July to September 2017

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

Number of triage 2 patients: 935

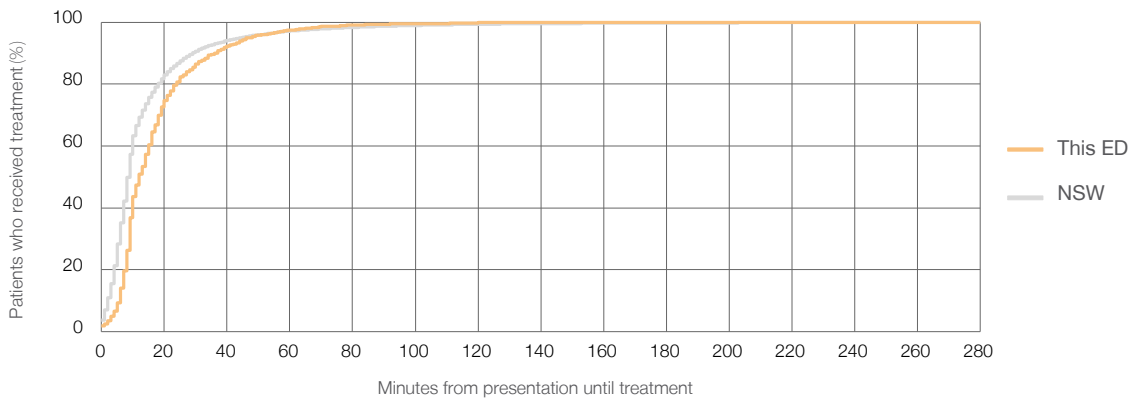
Number of triage 2 patients used to calculate waiting time:³ 925

Median time to start treatment⁴ 12 minutes

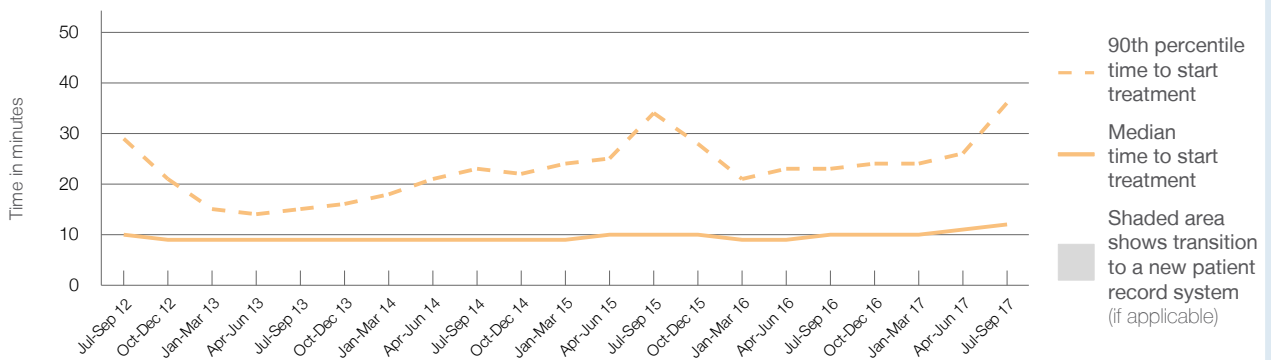
90th percentile time to start treatment⁵ 36 minutes

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

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



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



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

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 3,492

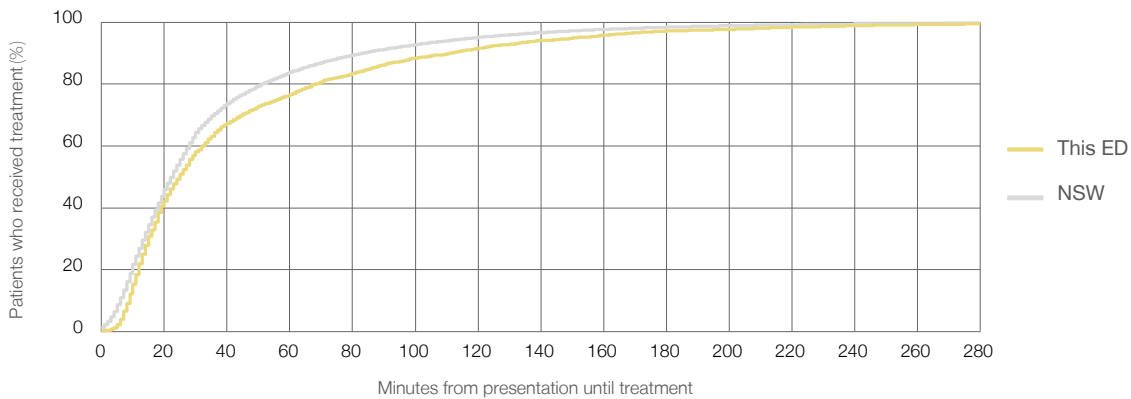
Number of triage 3 patients used to calculate waiting time:³ 3,263

Median time to start treatment⁴ 25 minutes

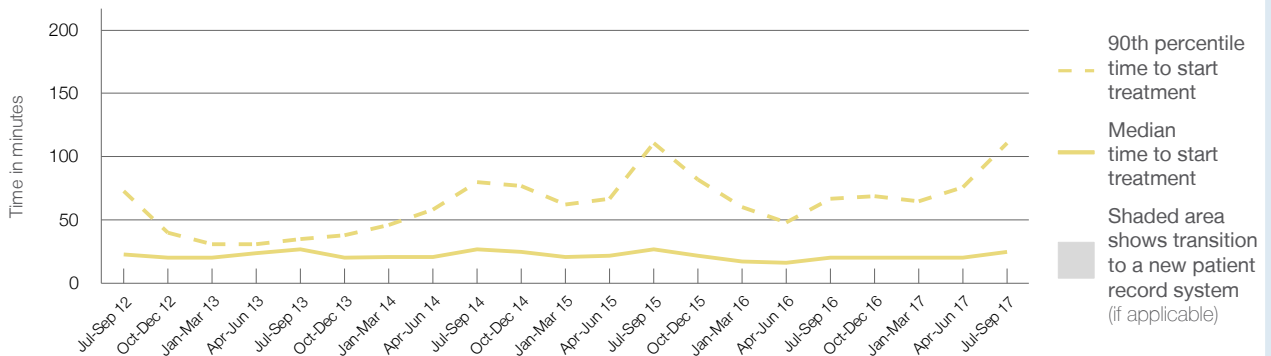
90th percentile time to start treatment⁵ 111 minutes

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

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



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



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

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,612

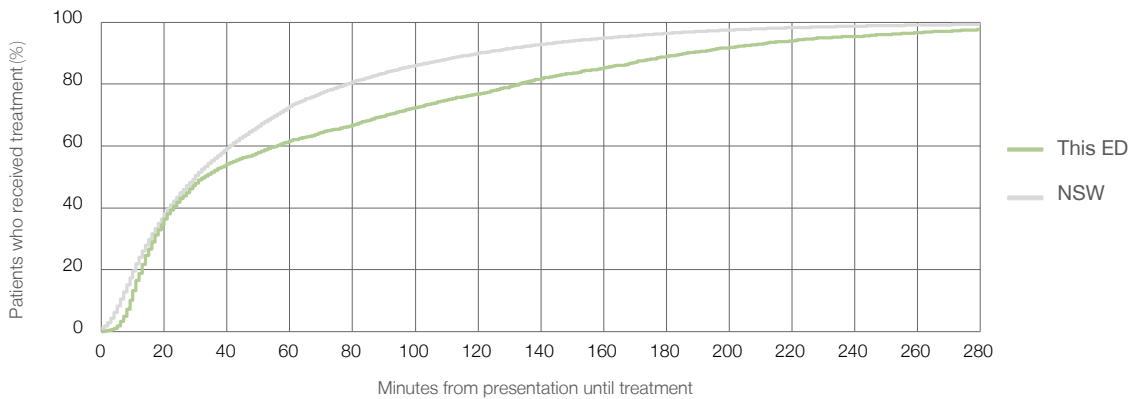
Number of triage 4 patients used to calculate waiting time:³ 3,676

Median time to start treatment⁴ 33 minutes

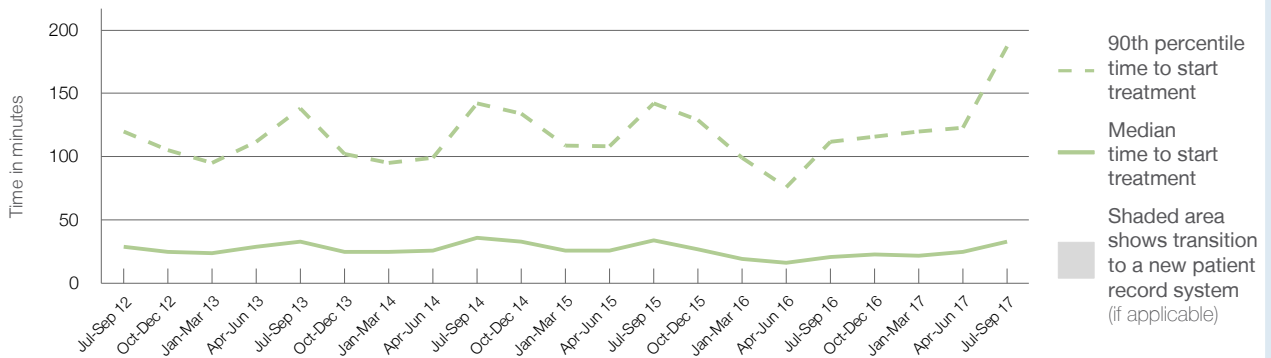
90th percentile time to start treatment⁵ 187 minutes

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

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



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



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

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

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

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

July to September 2017

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

Number of triage 5 patients: 678

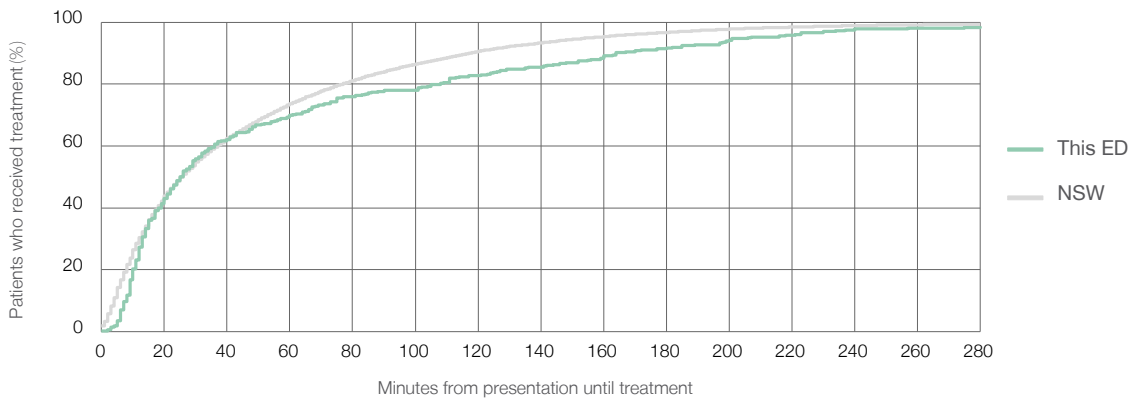
Number of triage 5 patients used to calculate waiting time:³ 358

Median time to start treatment⁴ 26 minutes

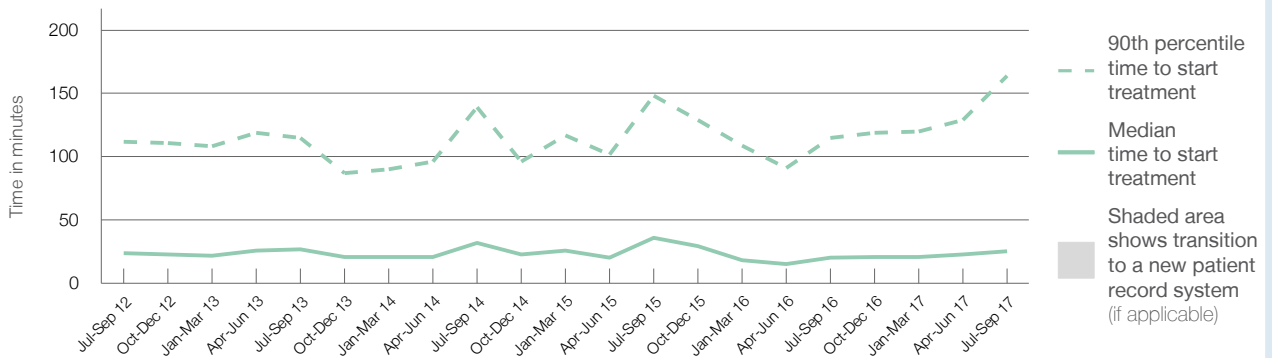
90th percentile time to start treatment⁵ 164 minutes

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

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



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



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

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

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

Fairfield Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,767 patients

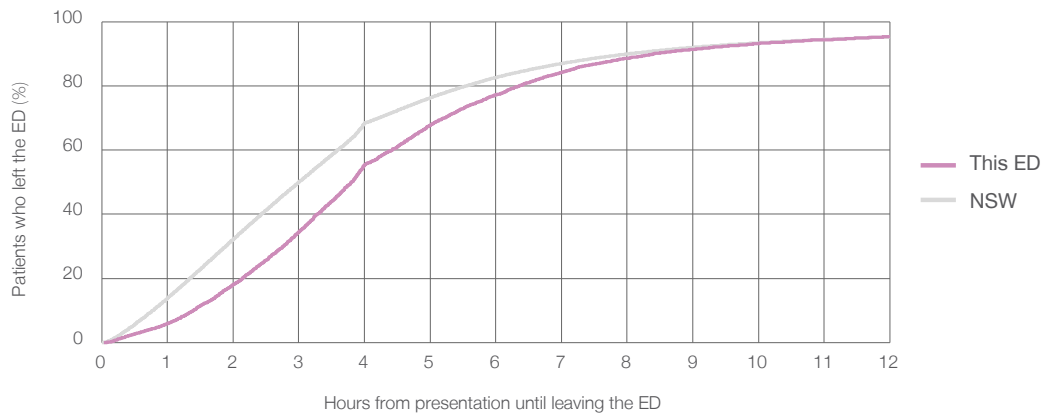
Presentations used to calculate time to leaving the ED:⁶ 9,767 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

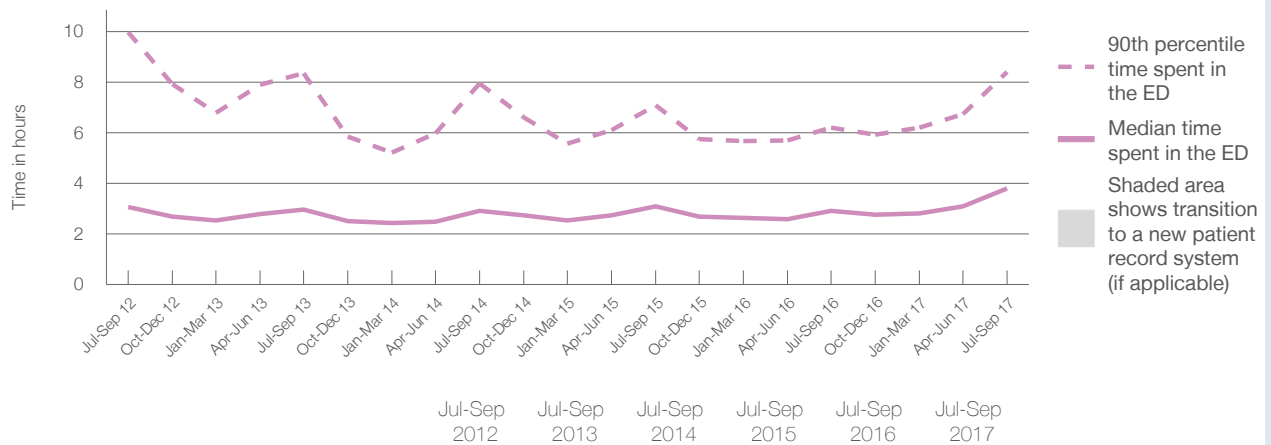
90th percentile time spent in the ED⁹ 8 hours and 25 minutes

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

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



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



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

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

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

Fairfield Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

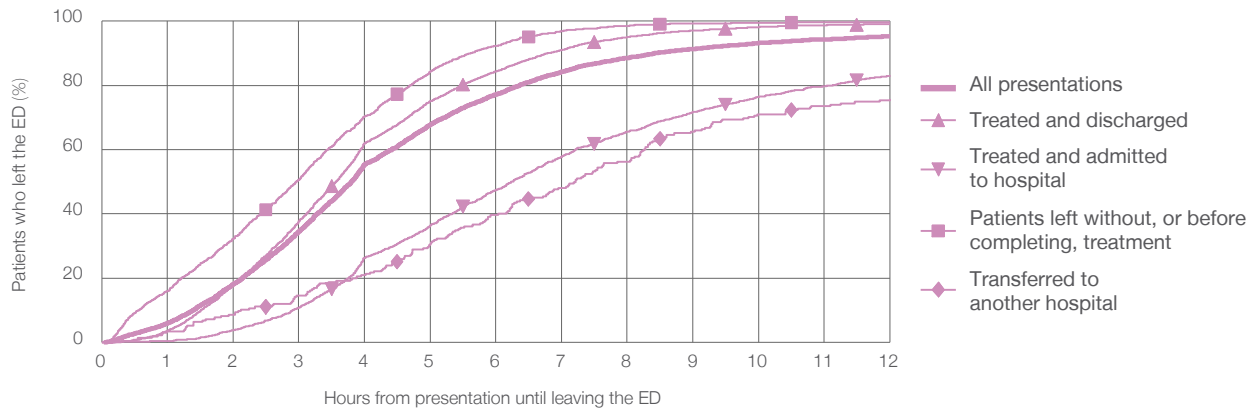
All presentations:¹ 9,767 patients

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

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

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

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.6%	17.9%	37.7%	61.9%	84.4%	95.0%	98.2%	99.2%
Treated and admitted to hospital	0.4%	3.8%	10.8%	26.3%	47.5%	65.6%	76.5%	83.1%
Patient left without, or before completing, treatment	15.9%	32.3%	50.7%	70.4%	92.4%	98.5%	99.5%	99.7%
Transferred to another hospital	3.4%	8.5%	14.5%	20.9%	39.6%	56.2%	71.1%	75.7%
All presentations	5.9%	18.1%	34.5%	55.4%	77.2%	88.6%	93.2%	95.3%

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

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

Fairfield Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

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

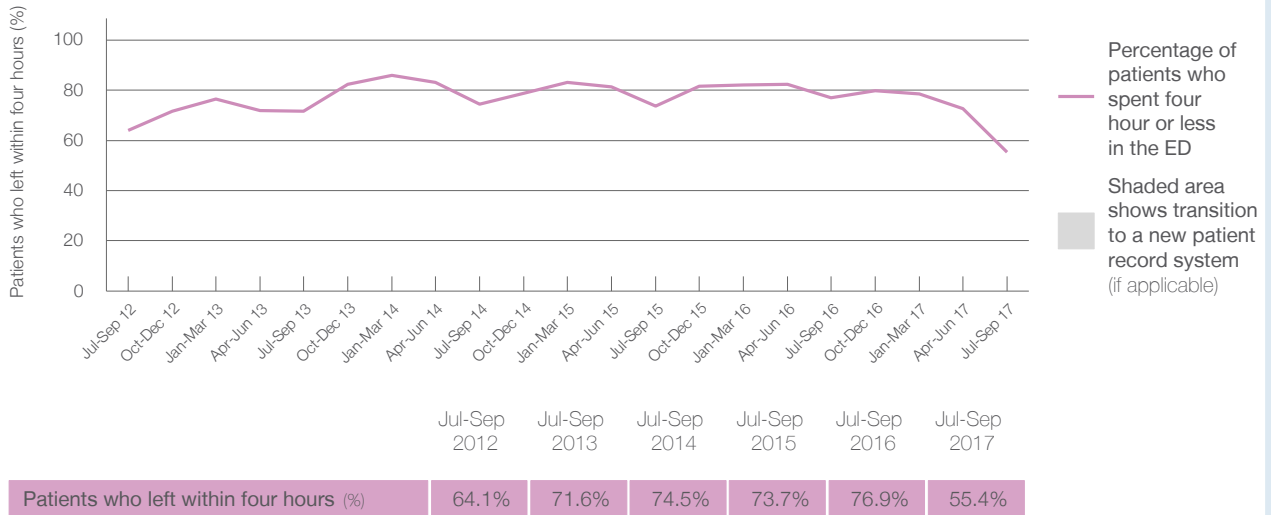
Presentations used to calculate time to leaving the ED:⁶ 9,767 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,764	11.4%
Presentations used to calculate time to leaving the ED	8,764	11.4%
Percentage of patients who spent four hours or less in the ED	76.9%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Liverpool Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 22,555 patients


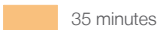
Emergency presentations:² 22,453 patients

Same period last year	Change since one year ago
20,752	8.7%
20,429	9.9%

Liverpool Hospital: Time patients waited to start treatment³

July to September 2017



Triage 2 Emergency (e.g. chest pain, severe burns): 4,566 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,445 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,143 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,141 patients

Median time to start treatment⁴  15 minutes
90th percentile time to start treatment⁵  70 minutes

Same period last year	NSW (this period)
3,482	
9 minutes	9 minutes
31 minutes	29 minutes
10,820	
16 minutes	23 minutes
57 minutes	83 minutes
4,946	
17 minutes	30 minutes
67 minutes	121 minutes
1,028	
14 minutes	26 minutes
67 minutes	118 minutes

Liverpool Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 22,553 patients

Percentage of patients who spent four hours or less in the ED  51.2%

Same period last year	Change since one year ago
20,751	8.7%
53.2%	

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

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

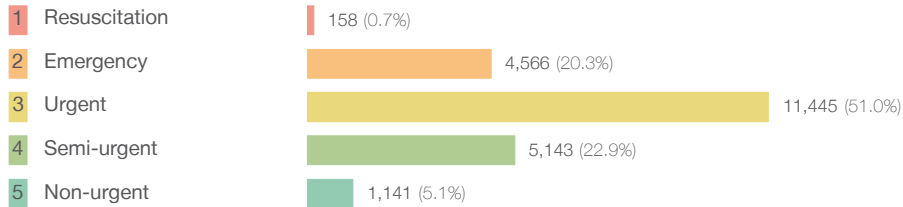
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Liverpool Hospital: Patients presenting to the emergency department July to September 2017

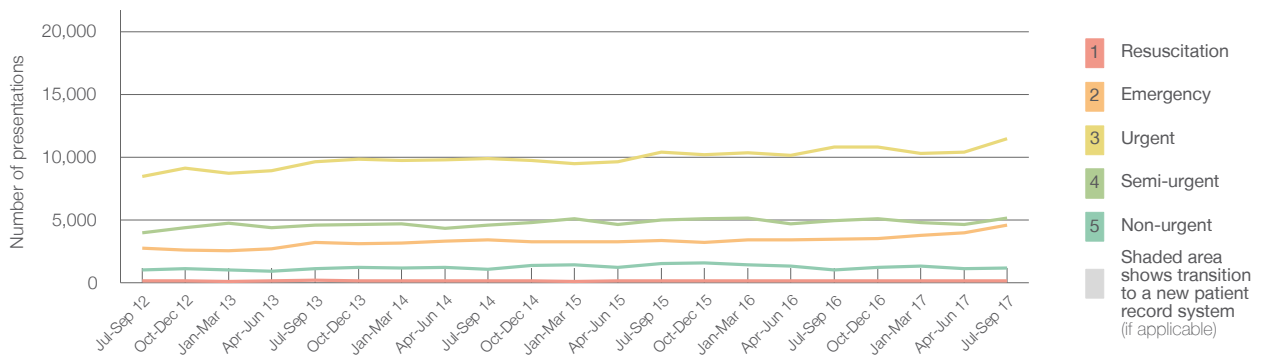
All presentations:¹ 22,555 patients

Emergency presentations² by triage category: 22,453 patients



Same period last year	Change since one year ago
20,752	8.7%
20,429	9.9%
153	3.3%
3,482	31.1%
10,820	5.8%
4,946	4.0%
1,028	11.0%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	145	176	156	159	153	158
Emergency	2,762	3,183	3,403	3,384	3,482	4,566
Urgent	8,483	9,650	9,869	10,420	10,820	11,445
Semi-urgent	3,947	4,567	4,560	5,006	4,946	5,143
Non-urgent	1,035	1,112	1,072	1,521	1,028	1,141
All emergency presentations	16,372	18,688	19,060	20,490	20,429	22,453

Liverpool Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 6,844 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,890	
13 minutes	4 minutes
39 minutes	25 minutes

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

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

Liverpool Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 4,566

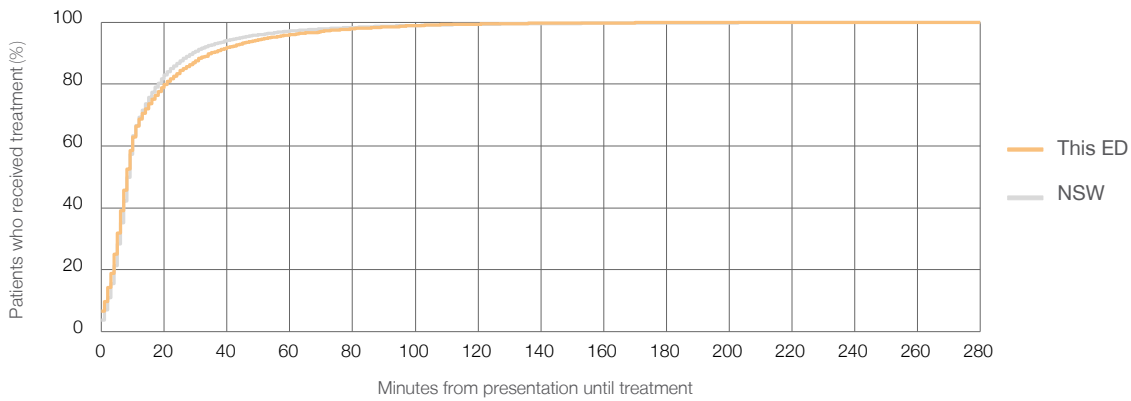
Number of triage 2 patients used to calculate waiting time:³ 4,538

Median time to start treatment⁴ 8 minutes

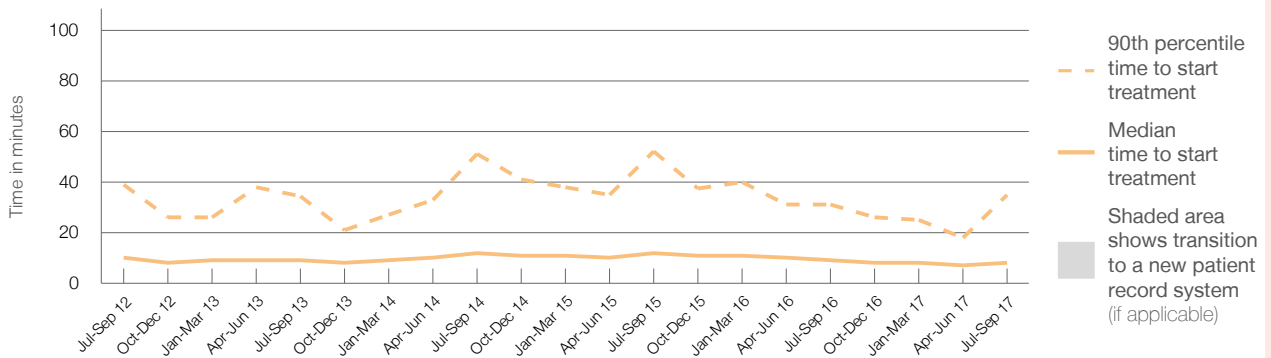
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
3,482	
3,455	
9 minutes	9 minutes
31 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	9	12	12	9	8
90th percentile time to start treatment ⁵ (minutes)	39	35	51	52	31	35

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

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

Liverpool Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 11,445

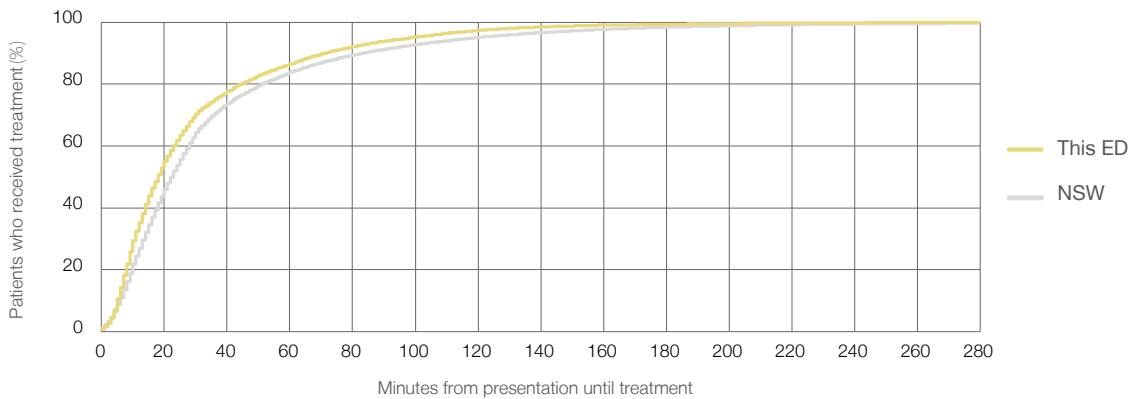
Number of triage 3 patients used to calculate waiting time:³ 11,021

Median time to start treatment⁴ 18 minutes

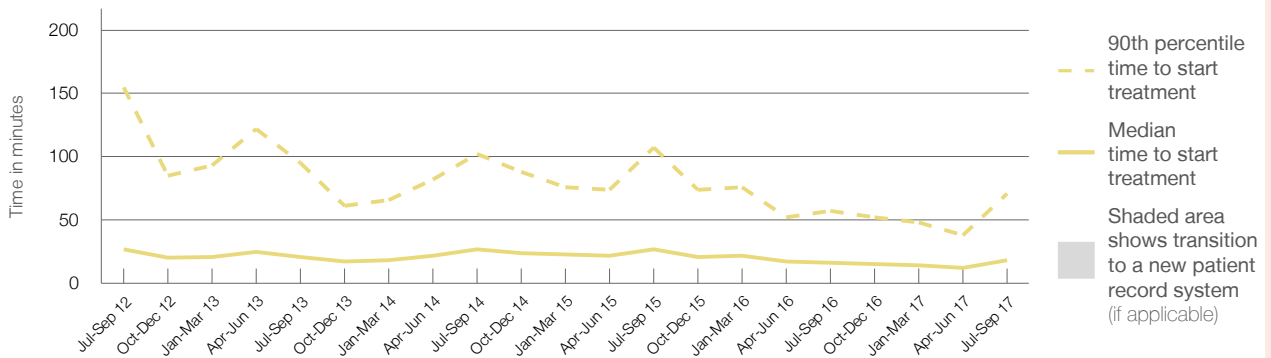
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
10,820	10,500
16 minutes	23 minutes
57 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	27	21	27	27	16	18
90th percentile time to start treatment ⁵ (minutes)	155	95	102	107	57	71

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

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

Liverpool Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 5,143

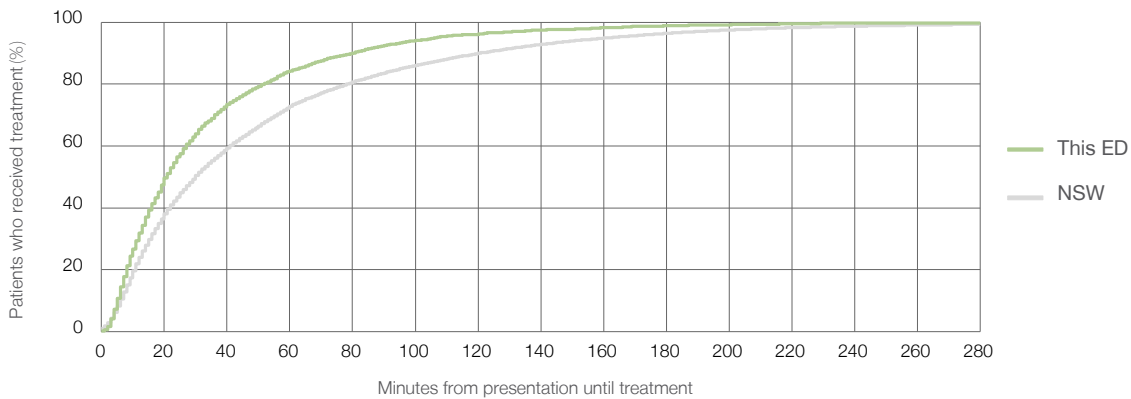
Number of triage 4 patients used to calculate waiting time:³ 4,663

Median time to start treatment⁴ 21 minutes

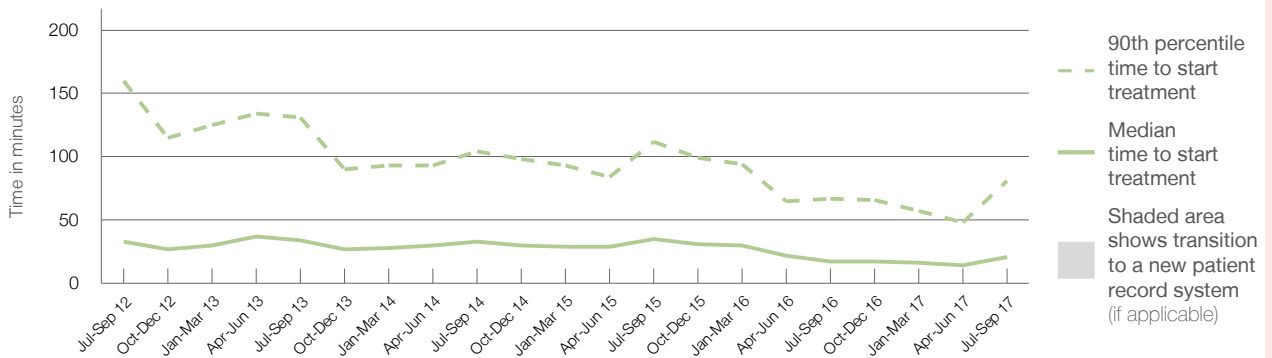
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
4,946	
4,477	
17 minutes	30 minutes
67 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	34	33	35	17	21
90th percentile time to start treatment ⁵ (minutes)	160	131	104	112	67	81

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

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

Liverpool Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,141

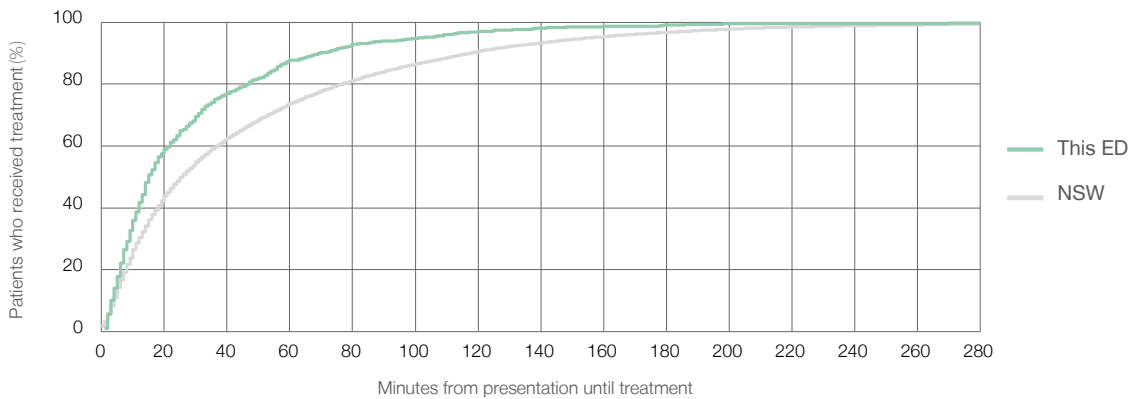
Number of triage 5 patients used to calculate waiting time:³ 900

Median time to start treatment⁴ 15 minutes

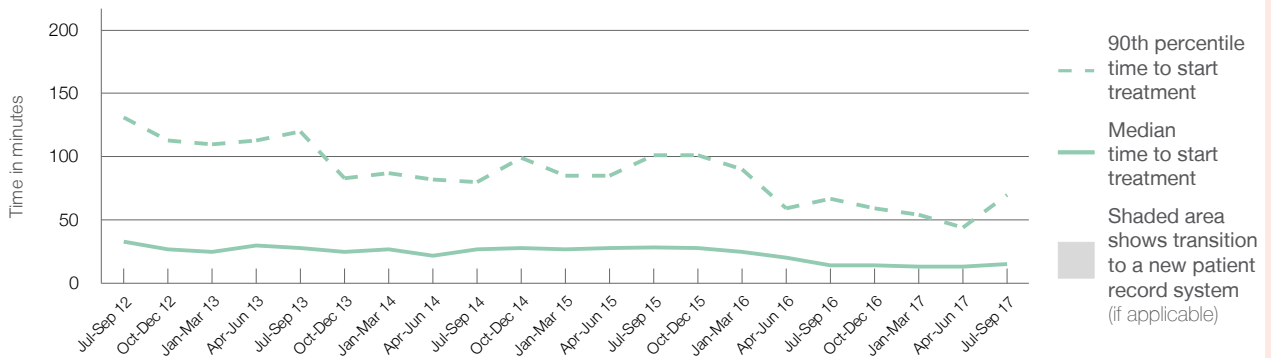
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
1,028	814
14 minutes	26 minutes
67 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	28	27	29	14	15
90th percentile time to start treatment ⁵ (minutes)	131	120	80	101	67	70

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

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

Liverpool Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 22,555 patients

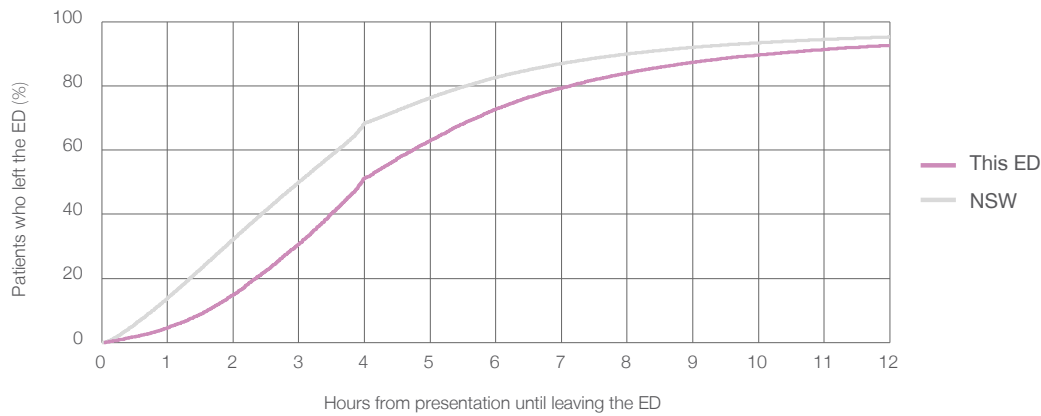
Presentations used to calculate time to leaving the ED:⁶ 22,553 patients

Median time spent in the ED⁸ 3 hours and 58 minutes

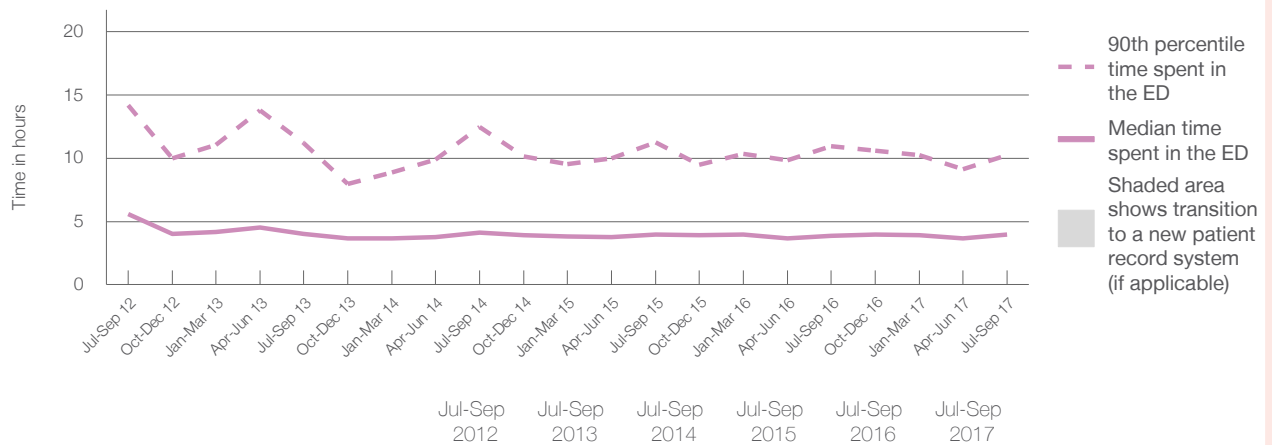
90th percentile time spent in the ED⁹ 10 hours and 13 minutes

Same period last year	NSW (this period)
20,752	20,751
3 hours and 53 minutes	3 hours and 0 minutes
10 hours and 56 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED ⁸ (hours, minutes)	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m	3h 58m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 12m	11h 13m	12h 29m	11h 15m	10h 56m	10h 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.

Liverpool Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

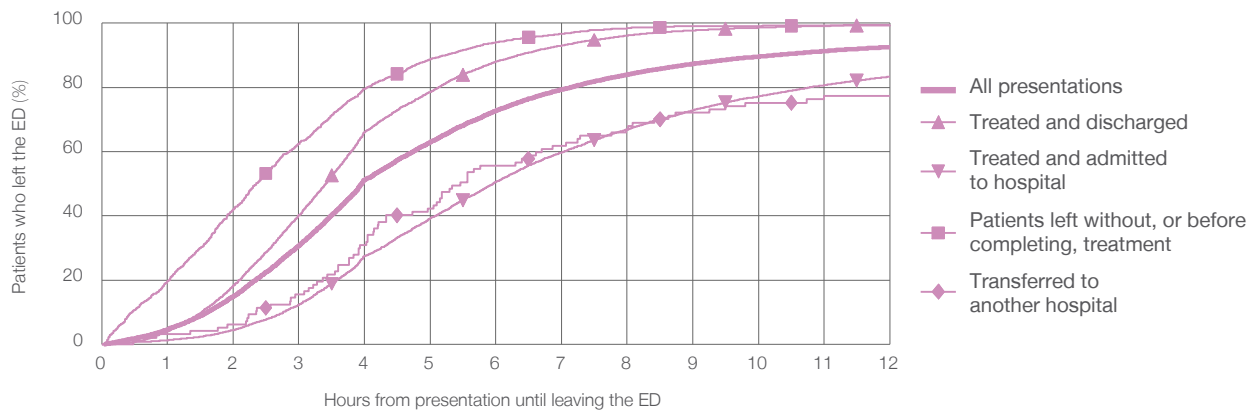
All presentations:¹ 22,555 patients

Presentations used to calculate time to leaving the ED:⁶ 22,553 patients

Treated and discharged	10,726 (47.6%)
Treated and admitted to hospital	9,459 (41.9%)
Patient left without, or before completing, treatment	2,104 (9.3%)
Transferred to another hospital	97 (0.4%)
Other	169 (0.7%)

Same period last year	Change since one year ago
20,751	8.7%
8,663	23.8%
10,086	-6.2%
1,762	19.4%
81	19.8%
160	5.6%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.1%	18.3%	40.2%	66.2%	88.1%	96.2%	98.6%	99.4%
Treated and admitted to hospital	1.2%	4.5%	12.4%	27.5%	50.6%	66.9%	77.2%	83.4%
Patient left without, or before completing, treatment	19.6%	42.0%	62.5%	79.6%	94.1%	98.4%	99.2%	99.4%
Transferred to another hospital	3.1%	6.2%	15.5%	30.9%	55.7%	67.0%	75.3%	77.3%
All presentations	4.6%	15.0%	30.8%	51.2%	72.8%	84.0%	89.6%	92.6%

(†) 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.

Liverpool Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 22,555 patients

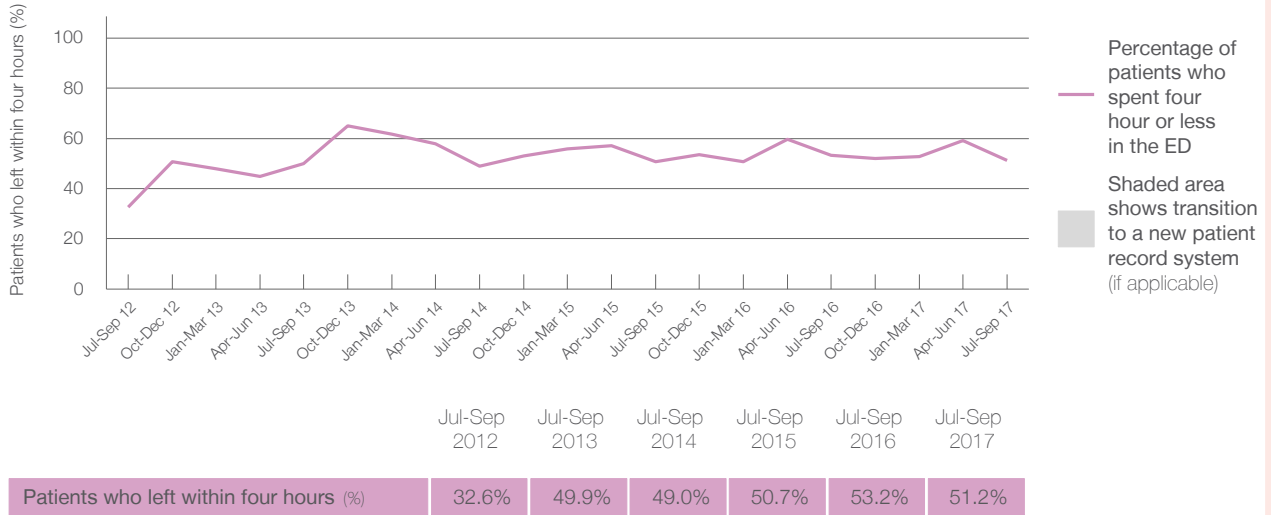
Presentations used to calculate time to leaving the ED:⁶ 22,553 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	20,752	8.7%
Presentations used to calculate time to leaving the ED	20,751	8.7%
Percentage of patients who spent four hours or less in the ED	53.2%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).