

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Major hospitals  
(B) peer group

**January to March 2018**

## Auburn Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 6,954 patients

Emergency presentations:<sup>2</sup> 6,739 patients

Same period last year	Change since one year ago
6,719	3%
6,500	4%

## Auburn Hospital: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 998 patients

Median time to start treatment<sup>4</sup> 8 minutes

90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,448 patients

Median time to start treatment<sup>4</sup> 23 minutes

90th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,793 patients

Median time to start treatment<sup>4</sup> 35 minutes

90th percentile time to start treatment<sup>5</sup> 136 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment<sup>4</sup> 29 minutes

90th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year	NSW (this period)
964	
9 minutes	8 minutes
22 minutes	23 minutes
2,186	
21 minutes	20 minutes
60 minutes	65 minutes
2,845	
33 minutes	25 minutes
129 minutes	98 minutes
476	
32 minutes	22 minutes
116 minutes	97 minutes

## Auburn Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,953 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
6,717	4%
80%	

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

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

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

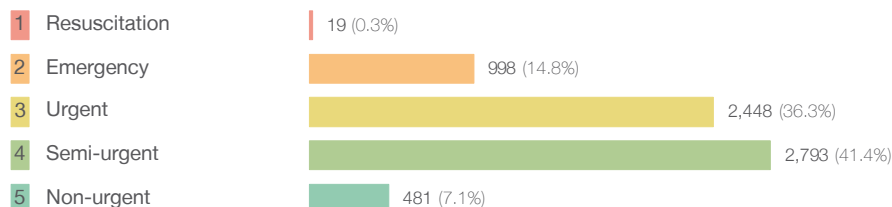
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Auburn Hospital: Patients presenting to the emergency department

January to March 2018

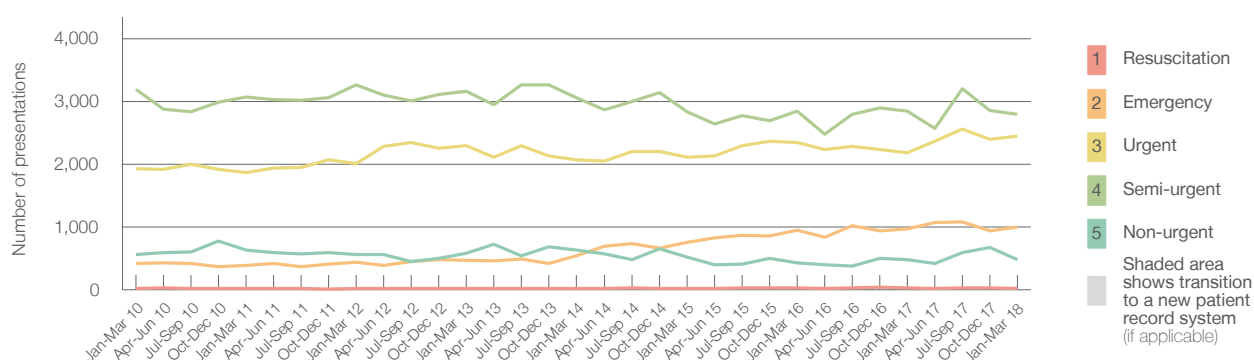
All presentations:<sup>1</sup> 6,954 patients

Emergency presentations<sup>2</sup> by triage category: 6,739 patients



Same period last year	Change since one year ago
6,719	3%
6,500	4%
29	-34.5%
964	3.5%
2,186	12.0%
2,845	-1.8%
476	1.1%

Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	16	14	18	17	20	16	34	29	19
Emergency	413	388	441	471	541	753	943	964	998
Urgent	1,922	1,861	2,010	2,291	2,067	2,109	2,346	2,186	2,448
Semi-urgent	3,194	3,067	3,267	3,157	3,059	2,835	2,843	2,845	2,793
Non-urgent	561	635	557	575	636	518	430	476	481
All emergency presentations	6,106	5,965	6,293	6,511	6,323	6,231	6,596	6,500	6,739

## Auburn Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 868 patients

ED Transfer of care time



Same period last year	Change since one year ago
801	
13 minutes	0 minutes
24 minutes	-2 minutes

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

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

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

January to March 2018

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

Number of triage 2 patients: 998

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 991

Median time to start treatment<sup>4</sup>

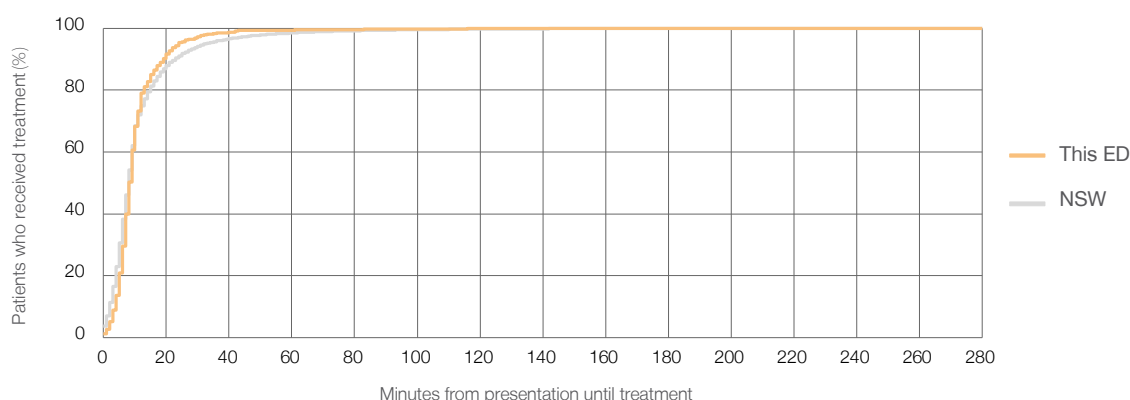
8 minutes

90th percentile time to start treatment<sup>5</sup>

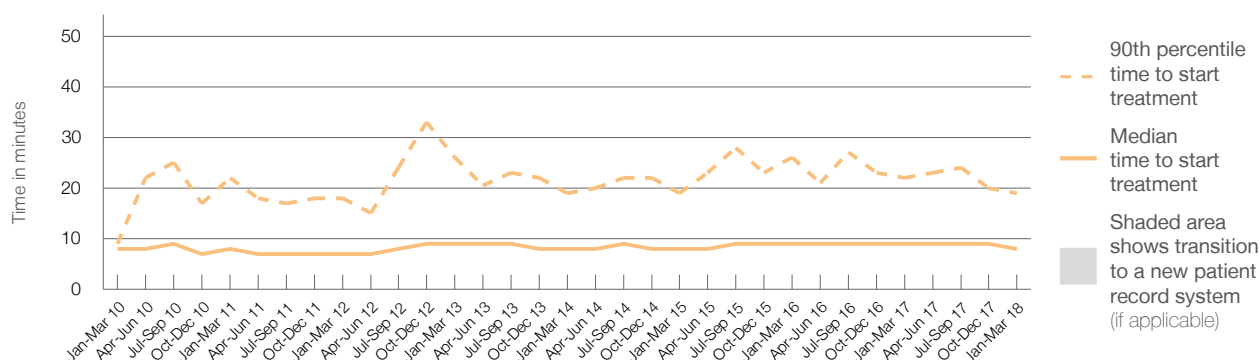
19 minutes

Same period last year	NSW (this period)
964	
963	
9 minutes	8 minutes
22 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	8	8	7	9	8	8	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	9	22	18	26	19	19	26	22	19

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

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

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

January to March 2018

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

Number of triage 3 patients: 2,448

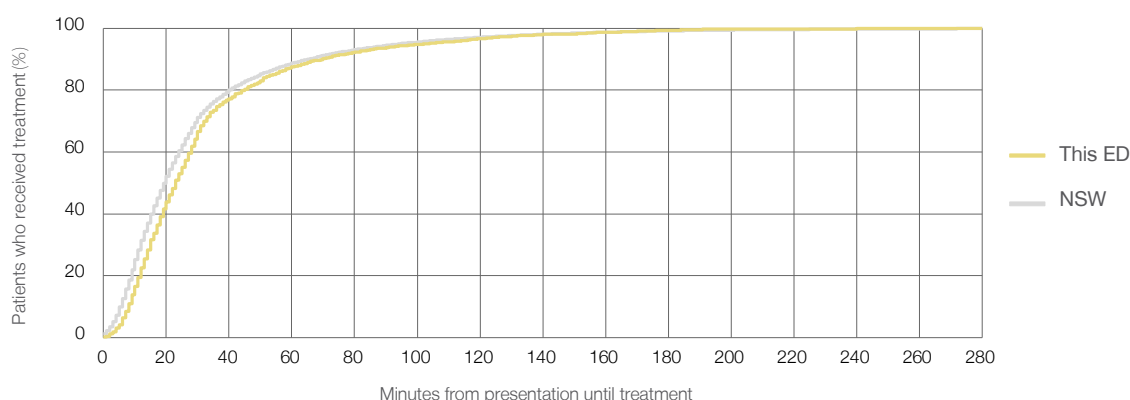
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,357

Median time to start treatment<sup>4</sup> 23 minutes

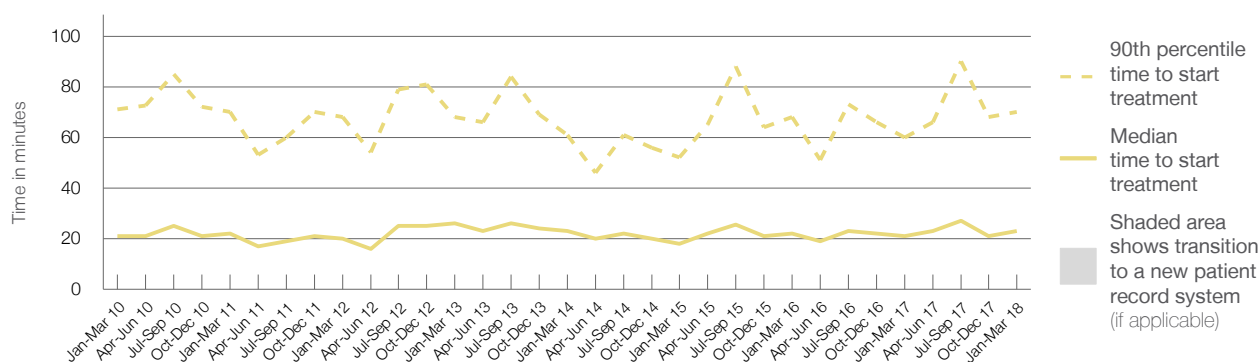
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
2,186	
2,141	
21 minutes	20 minutes
60 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	21	22	20	26	23	18	22	21	23
90th percentile time to start treatment <sup>5</sup> (minutes)	71	70	68	68	61	52	68	60	70

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

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

January to March 2018

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

Number of triage 4 patients: 2,793

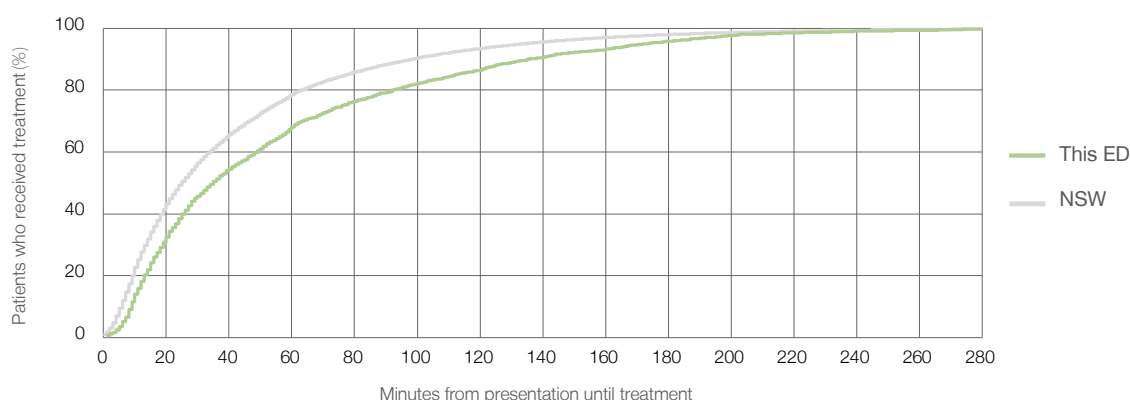
Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 2,492

Median time to start treatment <sup>4</sup> 35 minutes

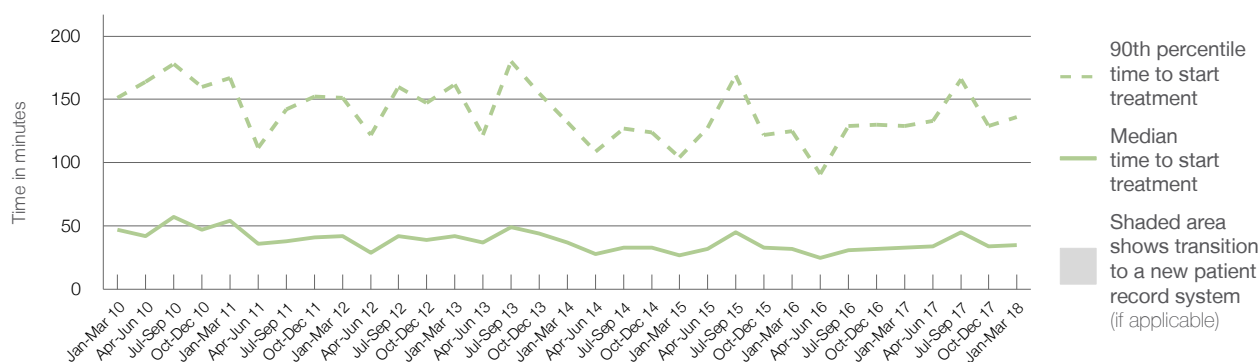
90th percentile time to start treatment <sup>5</sup> 136 minutes

Same period last year	NSW (this period)
2,845	
2,561	
33 minutes	25 minutes
129 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	47	54	42	42	37	27	32	33	35
90th percentile time to start treatment <sup>5</sup> (minutes)	151	167	151	162	132	104	125	129	136

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

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

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

January to March 2018

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

Number of triage 5 patients: 481

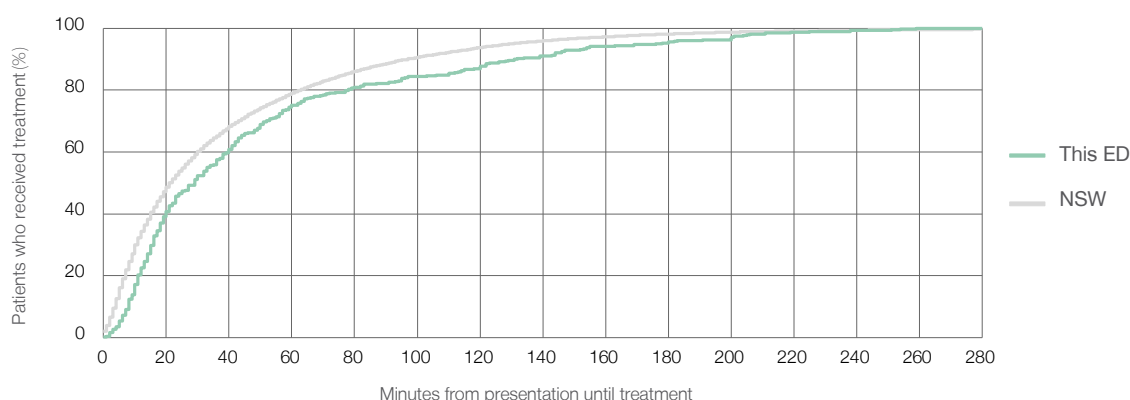
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 376

Median time to start treatment<sup>4</sup> 29 minutes

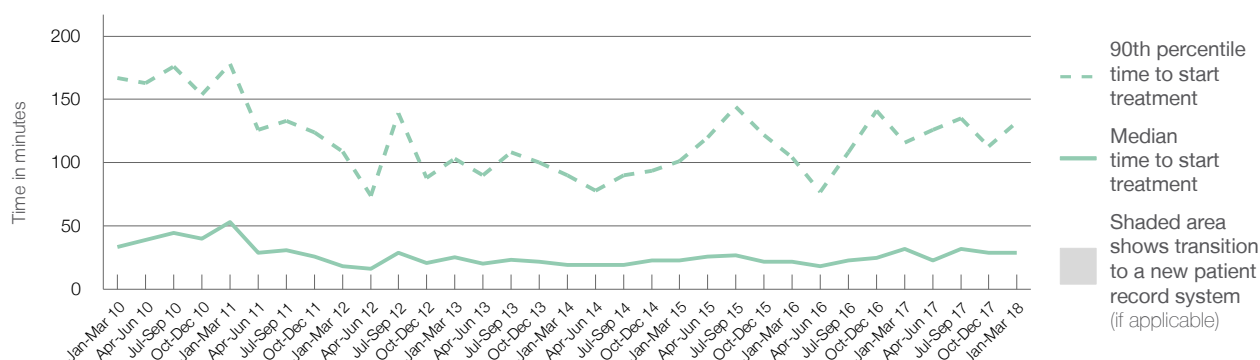
90th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year	NSW (this period)
476	
358	
32 minutes	22 minutes
116 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	53	18	26	19	23	22	32	29
90th percentile time to start treatment <sup>5</sup> (minutes)	167	178	109	103	90	101	104	116	132

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

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

## Auburn Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 6,954 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,953 patients

Median time spent in the ED<sup>8</sup>

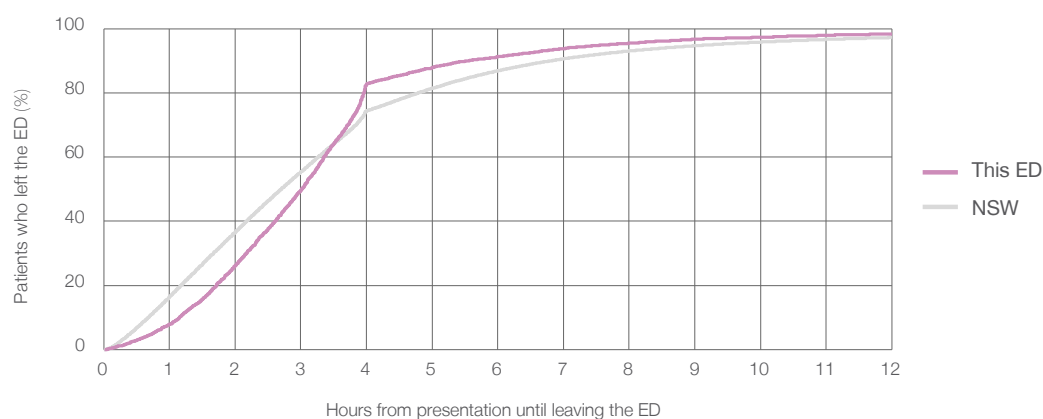
3 hours and 1 minutes

90th percentile time spent in the ED<sup>9</sup>

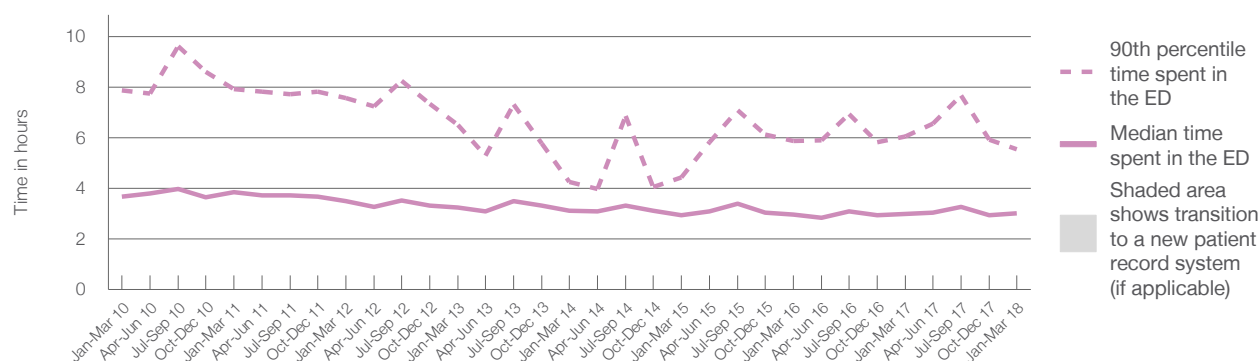
5 hours and 33 minutes

Same period last year	NSW (this period)
6,719	
6,717	
2 hours and 59 minutes	2 hours and 42 minutes
6 hours and 3 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 40m	3h 51m	3h 30m	3h 15m	3h 8m	2h 56m	2h 58m	2h 59m	3h 1m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 53m	7h 56m	7h 35m	6h 30m	4h 15m	4h 26m	5h 53m	6h 3m	5h 33m

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

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



## Auburn Hospital: Time patients spent in the ED

By mode of separation

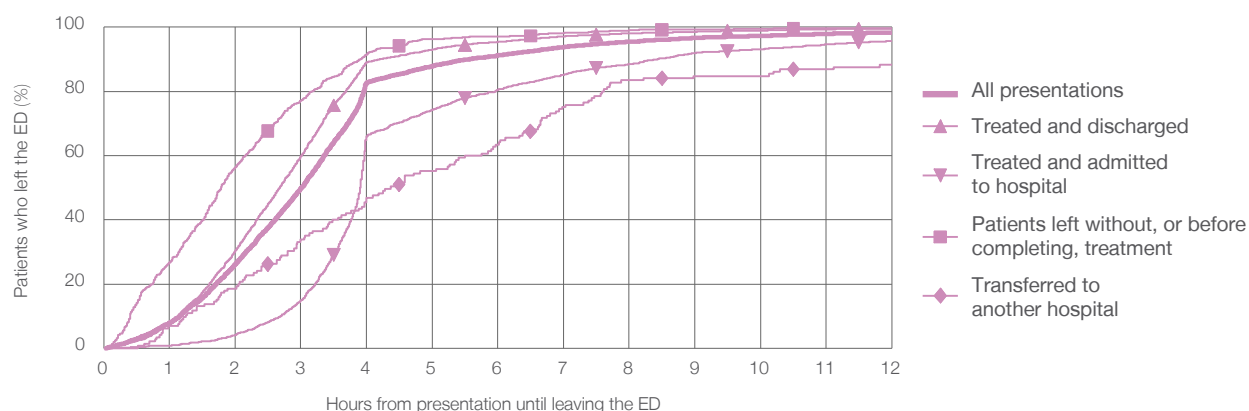
January to March 2018

All presentations:<sup>†</sup> 6,954 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 6,953 patients

		Same period last year	Change since one year ago
Treated and discharged	4,401 (63.3%)	4,361	0.9%
Treated and admitted to hospital	1,732 (24.9%)	1,653	4.8%
Patient left without, or before completing, treatment	641 (9.2%)	515	24.5%
Transferred to another hospital	145 (2.1%)	161	-9.9%
Other	35 (0.5%)	29	20.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.7%	30.5%	59.7%	89.0%	95.4%	98.1%	99.0%	99.5%
Treated and admitted to hospital	0.9%	4.2%	14.9%	66.0%	80.6%	88.5%	93.1%	95.8%
Patient left without, or before completing, treatment	26.7%	56.4%	77.2%	91.6%	97.2%	99.1%	99.5%	99.7%
Transferred to another hospital	6.9%	18.6%	33.8%	46.9%	63.4%	83.4%	84.8%	88.3%
All presentations	7.9%	26.2%	49.7%	82.7%	91.2%	95.5%	97.3%	98.4%

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

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

## Auburn Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 6,954 patients

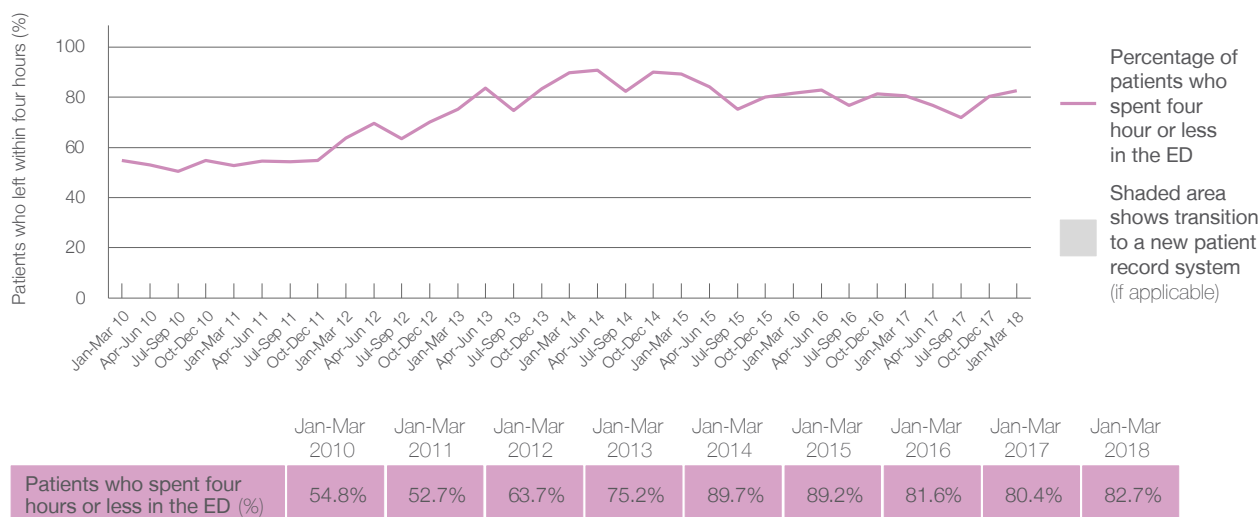
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,953 patients

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



Same period last year	Change since one year ago
6,719	3%
6,717	4%
80.4%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



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

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

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

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

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Blacktown Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 13,073 patients

Emergency presentations:<sup>2</sup> 13,005 patients

Same period last year	Change since one year ago
11,978	9%
11,897	9%

## Blacktown Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,800 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,401 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,602 patients

Median time to start treatment<sup>4</sup> 36 minutes  
90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,033 patients

Median time to start treatment<sup>4</sup> 35 minutes  
90th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
3,345	
11 minutes	8 minutes
31 minutes	23 minutes
4,207	
37 minutes	20 minutes
132 minutes	65 minutes
3,541	
45 minutes	25 minutes
141 minutes	98 minutes
701	
35 minutes	22 minutes
126 minutes	97 minutes

## Blacktown Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,070 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
11,966	9%
54%	

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

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

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

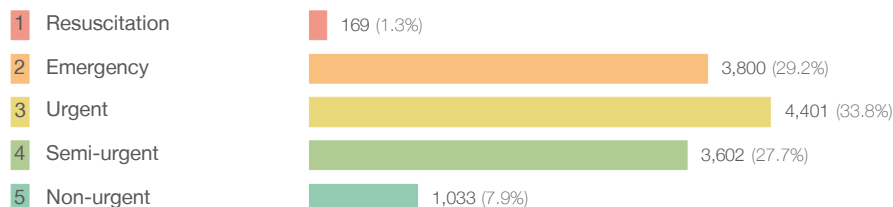
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Blacktown Hospital: Patients presenting to the emergency department

January to March 2018

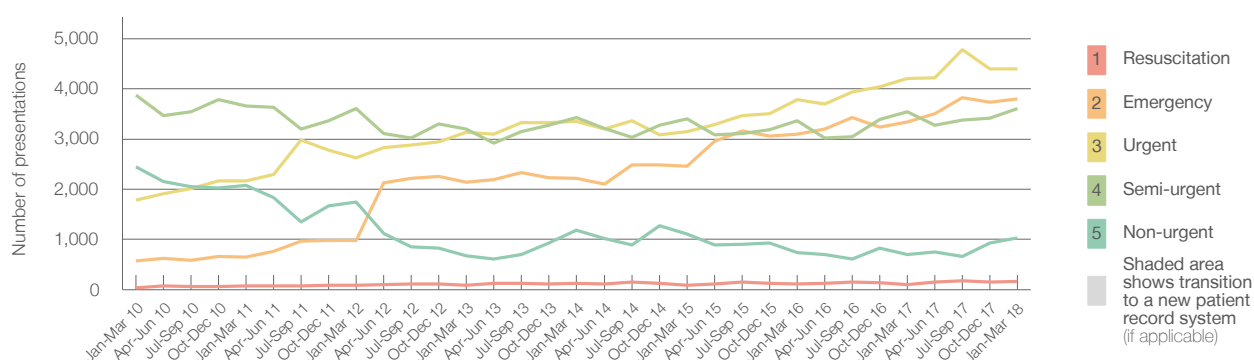
All presentations:<sup>1</sup> 13,073 patients

Emergency presentations<sup>2</sup> by triage category: 13,005 patients



Same period last year	Change since one year ago
11,978	9%
11,897	9%
103	64.1%
3,345	13.6%
4,207	4.6%
3,541	1.7%
701	47.4%

Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	42	79	92	93	121	91	112	103	169
Emergency	578	653	974	2,138	2,218	2,457	3,091	3,345	3,800
Urgent	1,783	2,163	2,620	3,130	3,347	3,142	3,781	4,207	4,401
Semi-urgent	3,872	3,661	3,602	3,199	3,433	3,405	3,359	3,541	3,602
Non-urgent	2,446	2,076	1,741	677	1,185	1,103	739	701	1,033
All emergency presentations	8,721	8,632	9,029	9,237	10,304	10,198	11,082	11,897	13,005

## Blacktown Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 3,871 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,539	
15 minutes	-1 minute
33 minutes	-6 minutes

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

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

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

January to March 2018

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

Number of triage 2 patients: 3,800

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,769

Median time to start treatment<sup>4</sup>

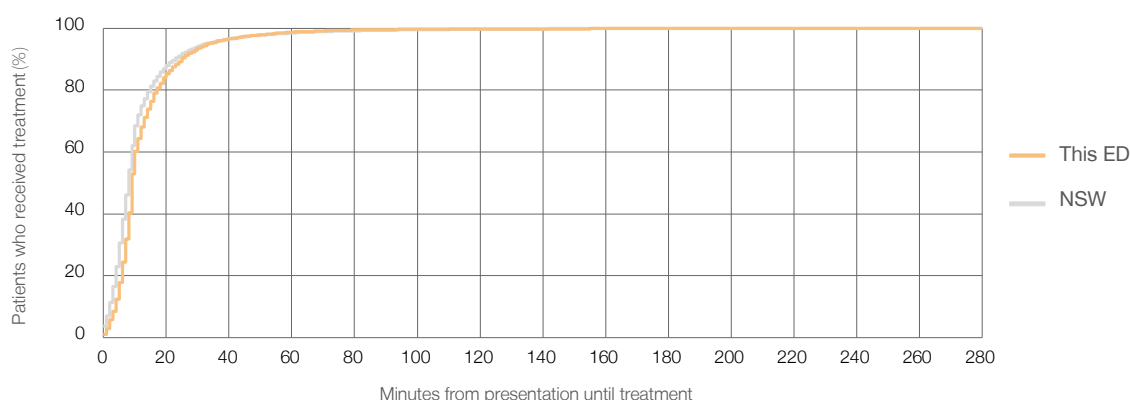
9 minutes

90th percentile time to start treatment<sup>5</sup>

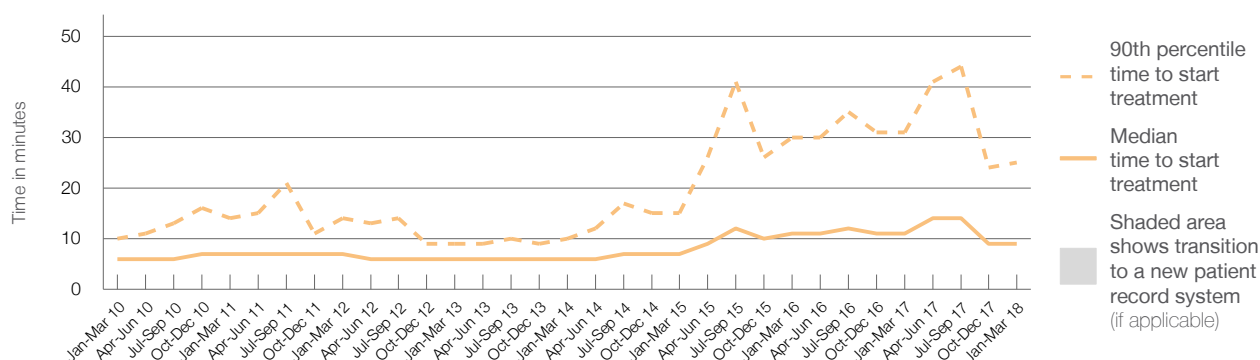
25 minutes

Same period last year	NSW (this period)
3,345	
3,308	
11 minutes	8 minutes
31 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	6	7	7	6	6	7	11	11	9
90th percentile time to start treatment <sup>5</sup> (minutes)	10	14	14	9	10	15	30	31	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.

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

January to March 2018

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

Number of triage 3 patients: 4,401

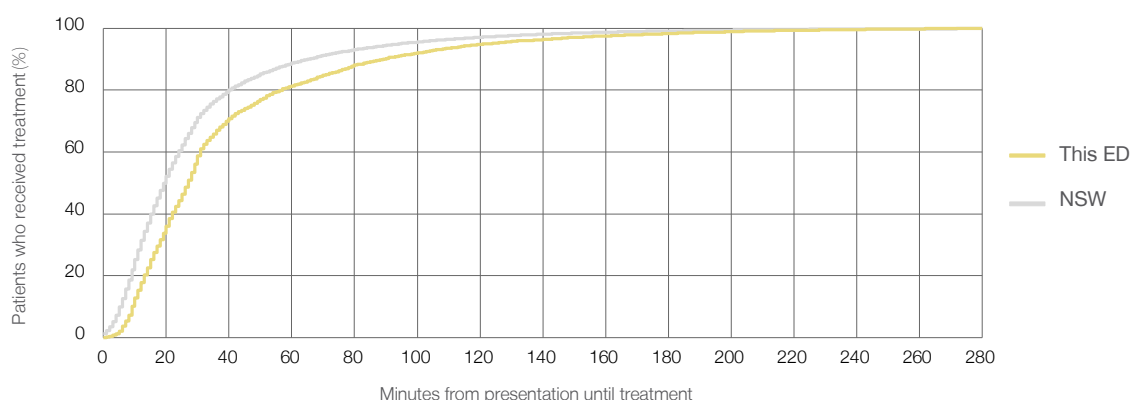
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,257

Median time to start treatment<sup>4</sup> 27 minutes

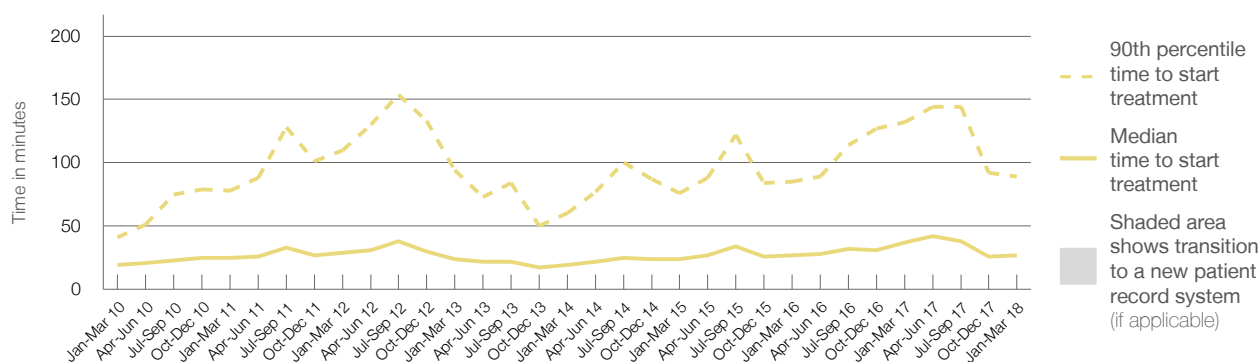
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
4,207	
3,962	
37 minutes	20 minutes
132 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	19	25	29	24	19	24	27	37	27
90th percentile time to start treatment <sup>5</sup> (minutes)	41	78	110	94	60	76	85	132	89

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

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

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

January to March 2018

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

Number of triage 4 patients: 3,602

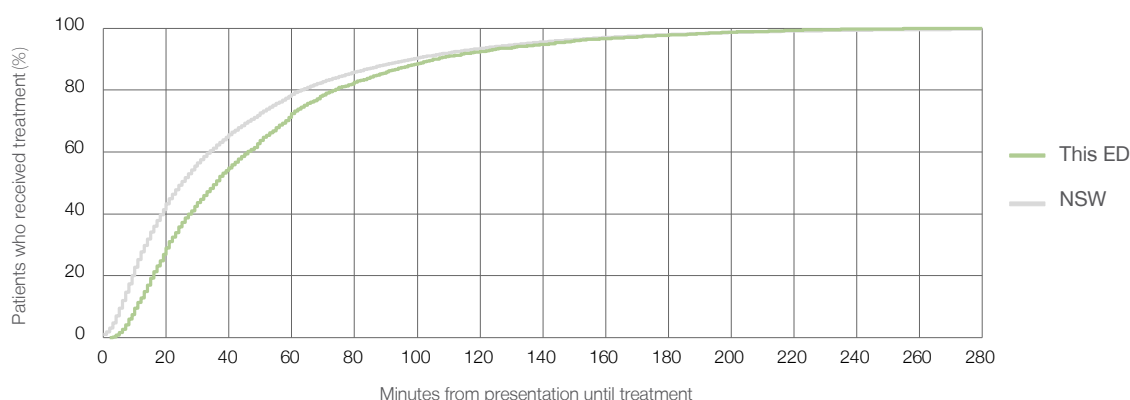
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,416

Median time to start treatment<sup>4</sup> 36 minutes

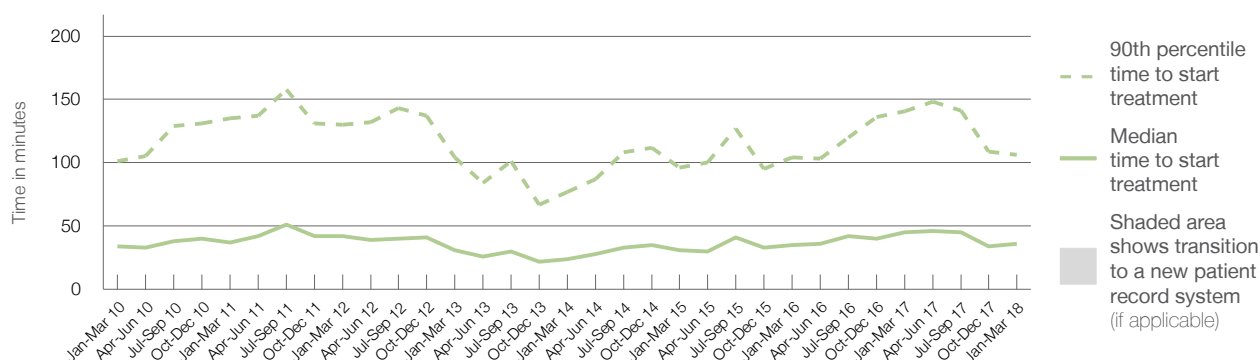
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
3,541	
3,270	
45 minutes	25 minutes
141 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	37	42	31	24	31	35	45	36
90th percentile time to start treatment <sup>5</sup> (minutes)	101	135	130	104	77	96	104	141	106

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

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

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

January to March 2018

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

Number of triage 5 patients: 1,033

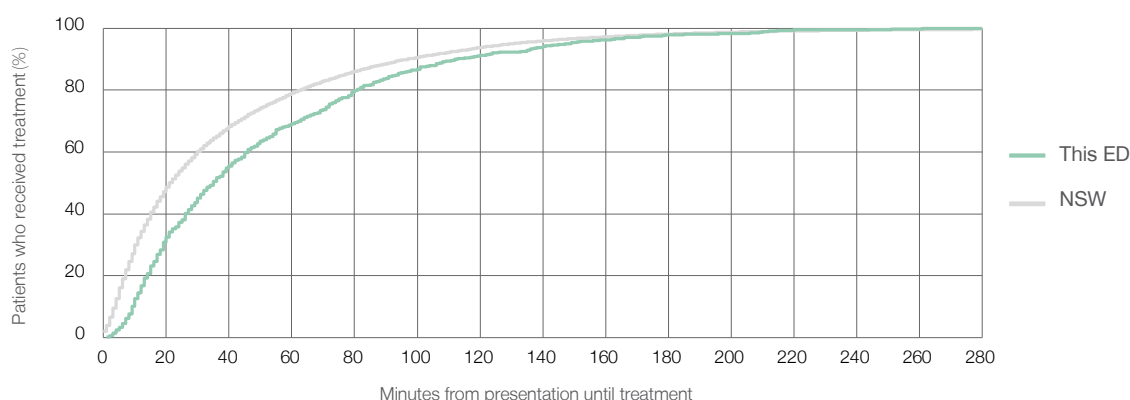
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 860

Median time to start treatment<sup>4</sup> 35 minutes

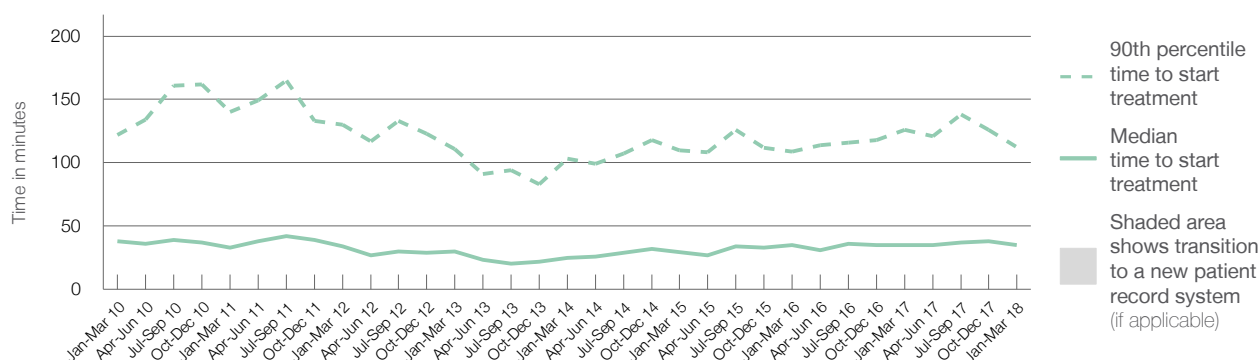
90th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
701	
562	
35 minutes	22 minutes
126 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	38	33	34	30	25	30	35	35	35
90th percentile time to start treatment <sup>5</sup> (minutes)	122	140	130	111	103	110	109	126	113

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

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



## Blacktown Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 13,073 patients

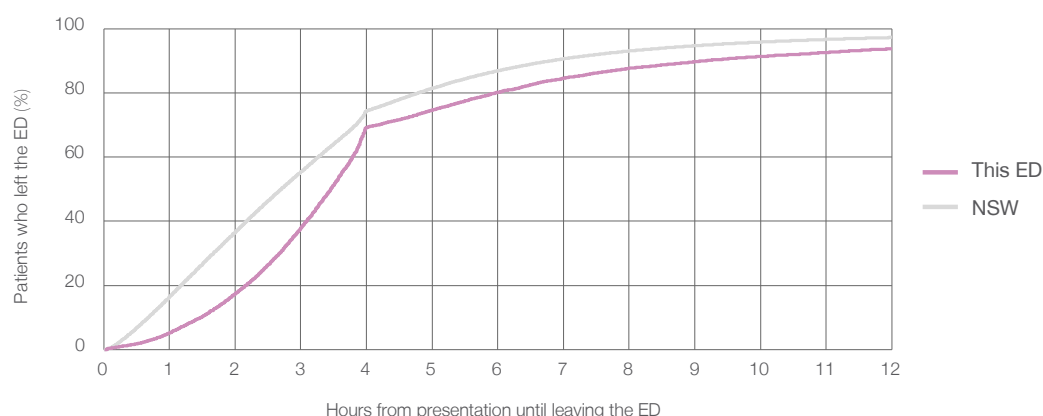
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,070 patients

Median time spent in the ED<sup>8</sup> 3 hours and 27 minutes

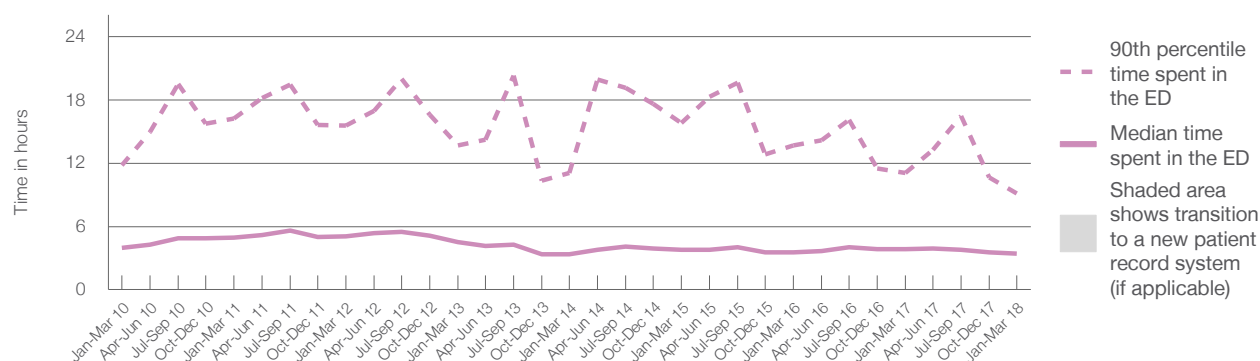
90th percentile time spent in the ED<sup>9</sup> 9 hours and 10 minutes

Same period last year	NSW (this period)
11,978	
11,966	
3 hours and 52 minutes	2 hours and 42 minutes
11 hours and 6 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 57m	4h 56m	5h 3m	4h 31m	3h 21m	3h 47m	3h 31m	3h 52m	3h 27m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	11h 49m	16h 12m	15h 32m	13h 41m	11h 5m	15h 50m	13h 40m	11h 6m	9h 10m

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

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

## Blacktown Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

All presentations:<sup>†</sup> 13,073 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 13,070 patients

Treated and discharged 6,371 (48.7%)

Treated and admitted to hospital 5,676 (43.4%)

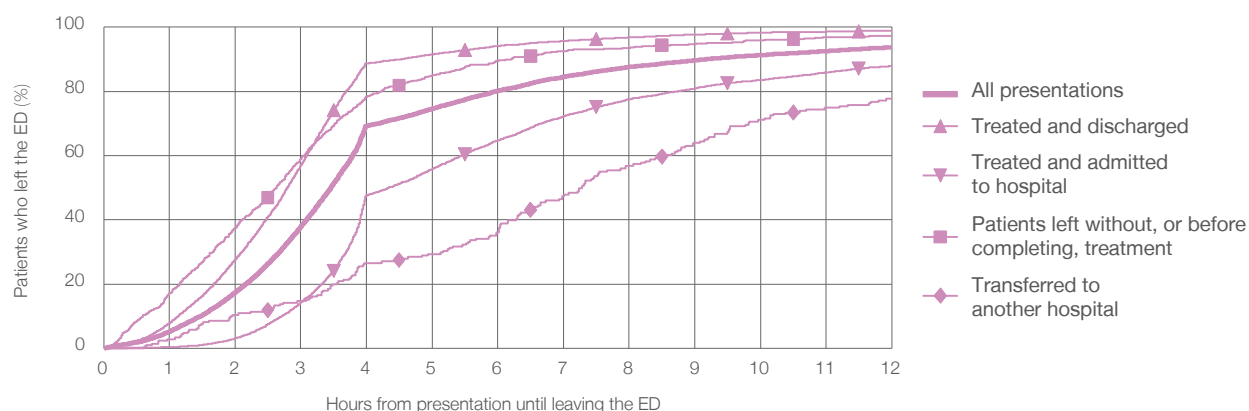
Patient left without, or before completing, treatment 769 (5.9%)

Transferred to another hospital 211 (1.6%)

Other 46 (0.4%)

Same period last year	Change since one year ago
11,966	9%
6,050	5.3%
4,789	18.5%
871	-11.7%
199	6.0%
69	-33.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	7.8%	27.7%	57.0%	88.8%	94.2%	96.9%	98.3%	98.9%
Treated and admitted to hospital	0.3%	3.2%	14.3%	47.6%	64.8%	77.6%	83.5%	87.9%
Patient left without, or before completing, treatment	17.1%	37.4%	59.1%	78.4%	89.4%	93.6%	96.0%	97.3%
Transferred to another hospital	2.8%	10.4%	14.7%	26.5%	36.0%	56.9%	71.1%	77.7%
All presentations	5.2%	17.5%	37.9%	69.3%	80.2%	87.7%	91.3%	93.7%

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

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

## Blacktown Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 13,073 patients

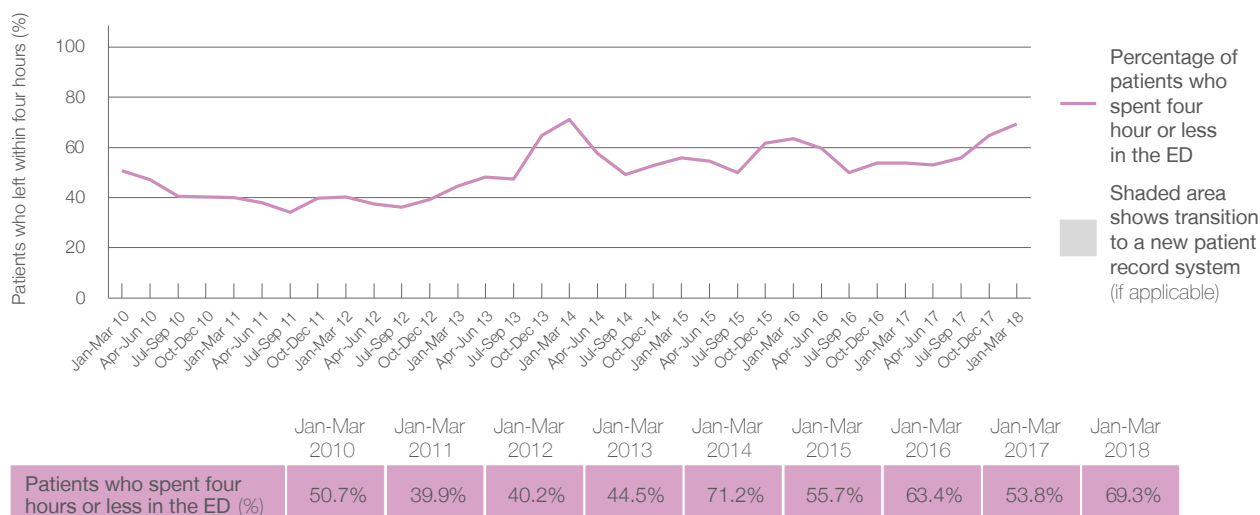
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,070 patients

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



Same period last year	Change since one year ago
11,978	9%
11,966	9%
53.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Campbelltown Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 18,336 patients

Emergency presentations:<sup>2</sup> 18,109 patients

Same period last year	Change since one year ago
16,916	8%
16,744	8%

## Campbelltown Hospital: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,830 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,532 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,581 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 107 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,064 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
1,672	
6 minutes	8 minutes
19 minutes	23 minutes
6,534	
14 minutes	20 minutes
74 minutes	65 minutes
6,540	
25 minutes	25 minutes
131 minutes	98 minutes
1,913	
32 minutes	22 minutes
147 minutes	97 minutes

## Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,335 patients

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

Same period last year	Change since one year ago
16,915	8%
56%	

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

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

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

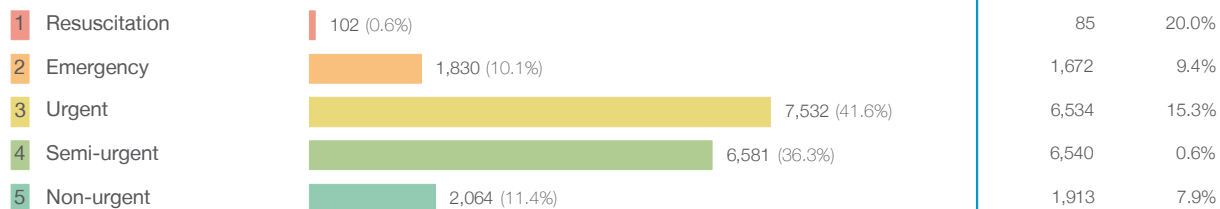
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Campbelltown Hospital: Patients presenting to the emergency department

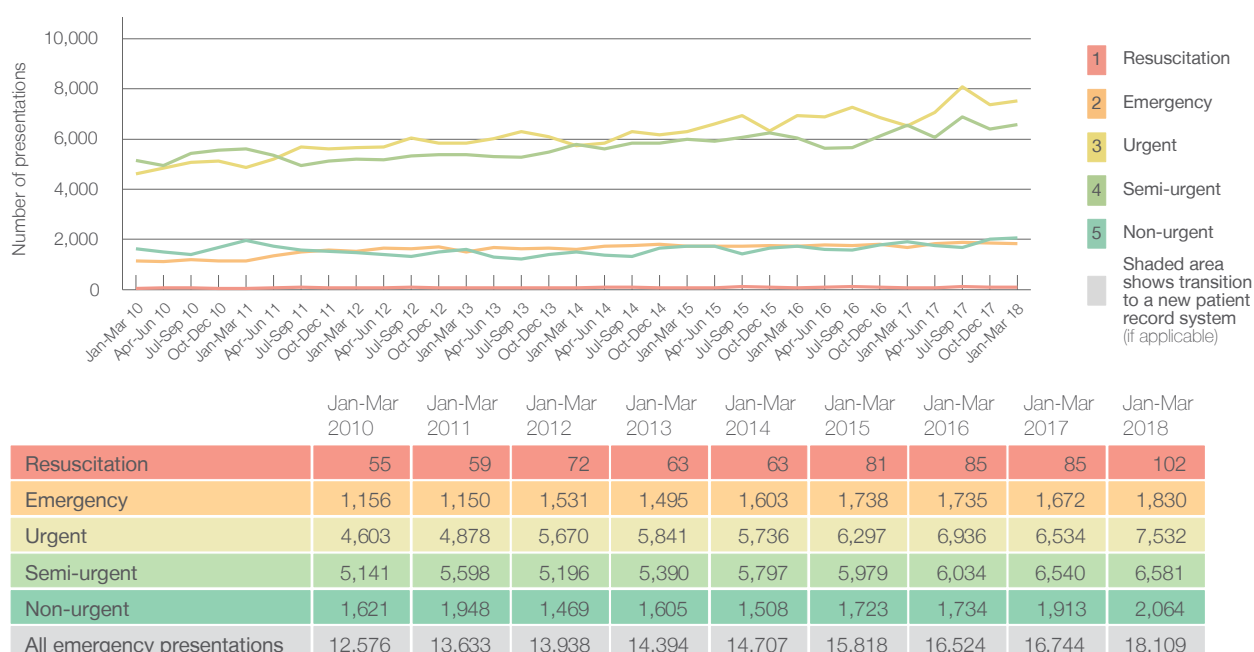
January to March 2018

All presentations:<sup>1</sup> 18,336 patients

Emergency presentations<sup>2</sup> by triage category: 18,109 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Campbelltown Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 4,412 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

January to March 2018

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

Number of triage 2 patients: 1,830

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,818

Median time to start treatment <sup>4</sup>

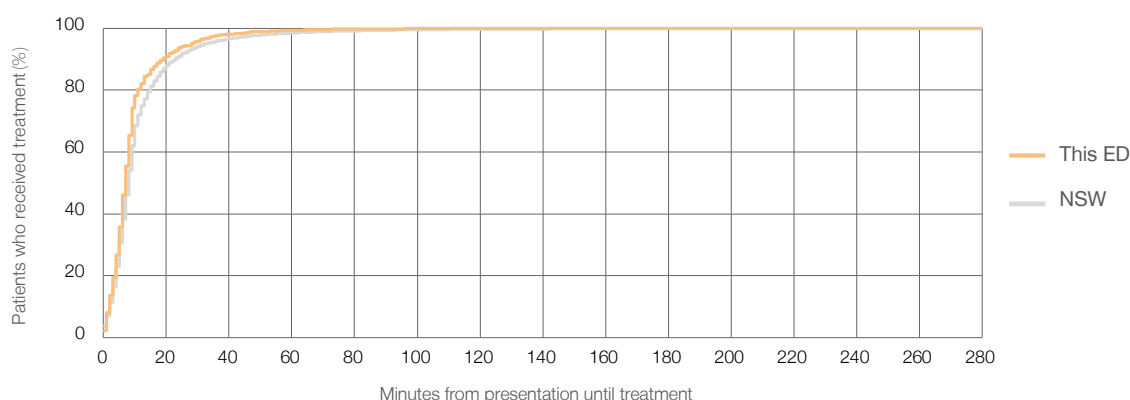
7 minutes

90th percentile time to start treatment <sup>5</sup>

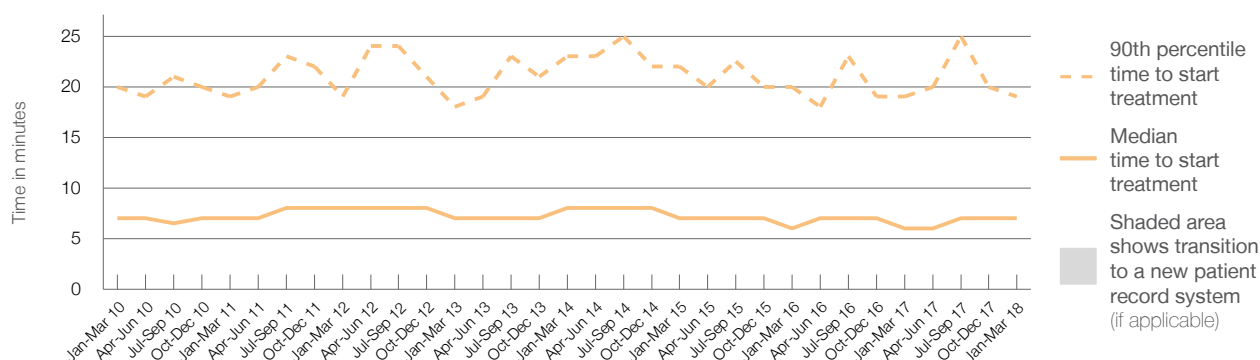
19 minutes

Same period last year	NSW (this period)
1,672	1,672
6 minutes	8 minutes
19 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	7	8	7	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	20	19	19	18	23	22	20	19	19

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

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

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

January to March 2018

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

Number of triage 3 patients: 7,532

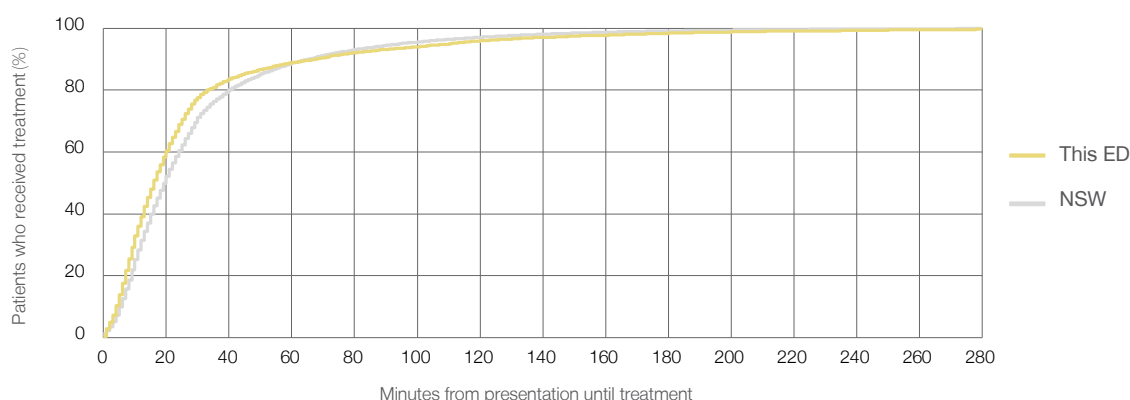
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 7,331

Median time to start treatment <sup>4</sup> 16 minutes

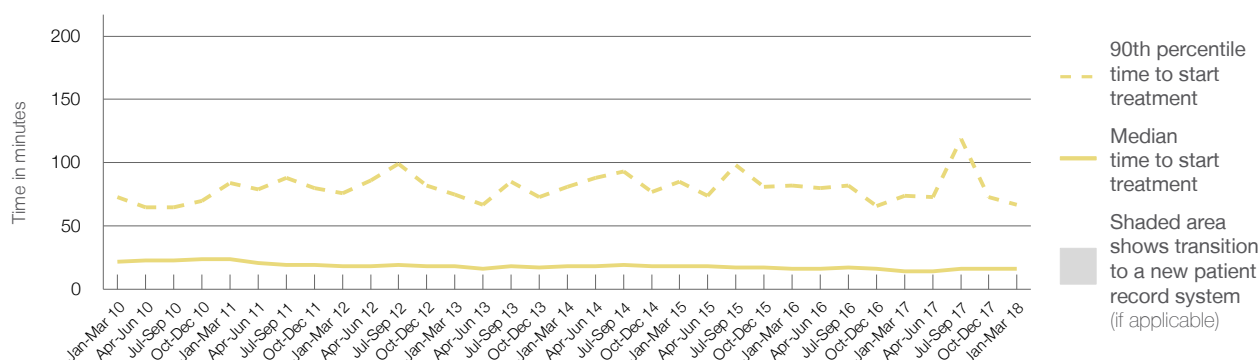
90th percentile time to start treatment <sup>5</sup> 67 minutes

Same period last year	NSW (this period)
6,534	
6,367	
14 minutes	20 minutes
74 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	22	24	18	18	18	18	16	14	16
90th percentile time to start treatment <sup>5</sup> (minutes)	73	84	76	75	81	85	82	74	67

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

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

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

January to March 2018

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

Number of triage 4 patients: 6,581

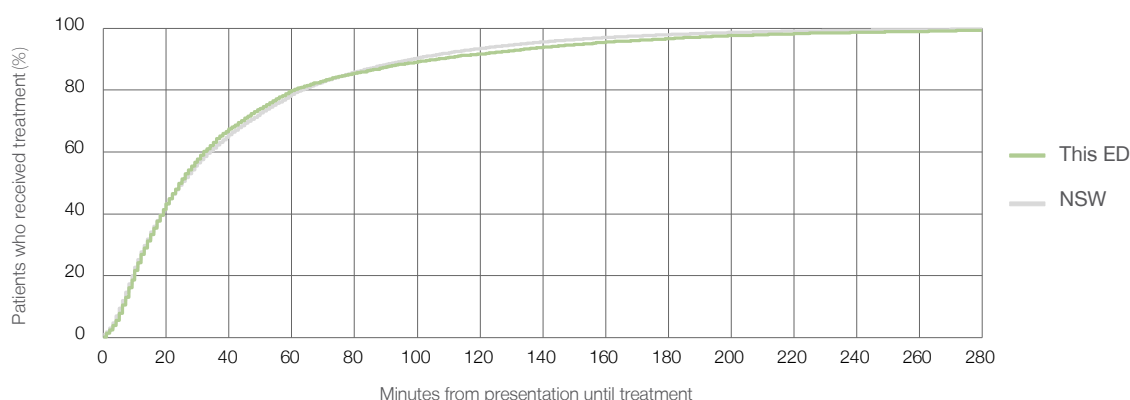
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,203

Median time to start treatment<sup>4</sup> 25 minutes

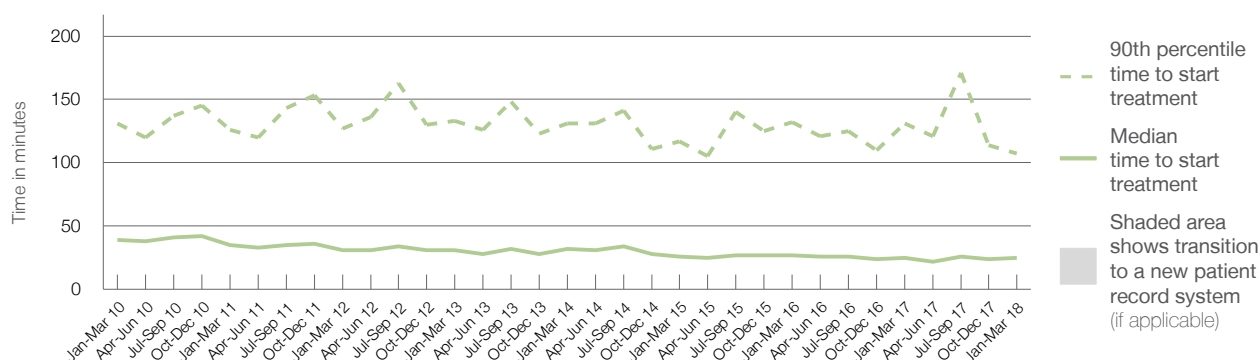
90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
6,540	
6,023	
25 minutes	25 minutes
131 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	39	35	31	31	32	26	27	25	25
90th percentile time to start treatment <sup>5</sup> (minutes)	131	126	127	133	131	117	132	131	107

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

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



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

January to March 2018

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

Number of triage 5 patients: 2,064

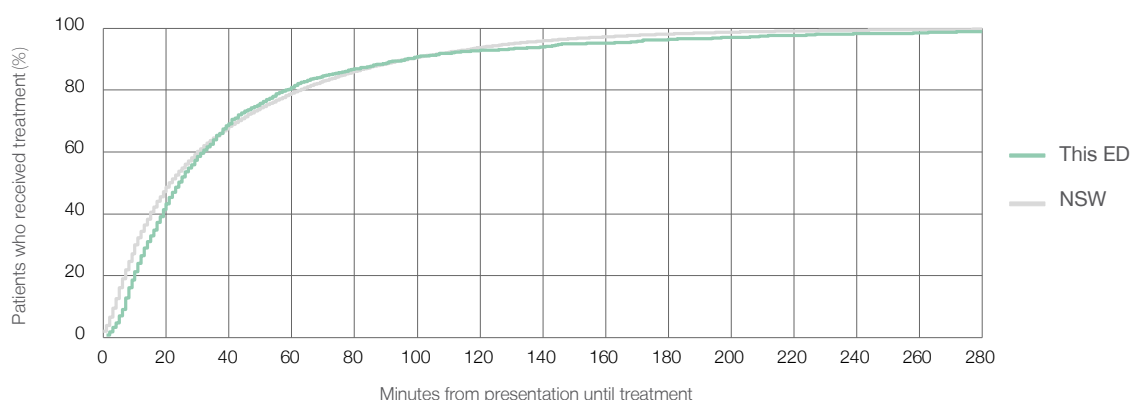
Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,821

Median time to start treatment <sup>4</sup> 24 minutes

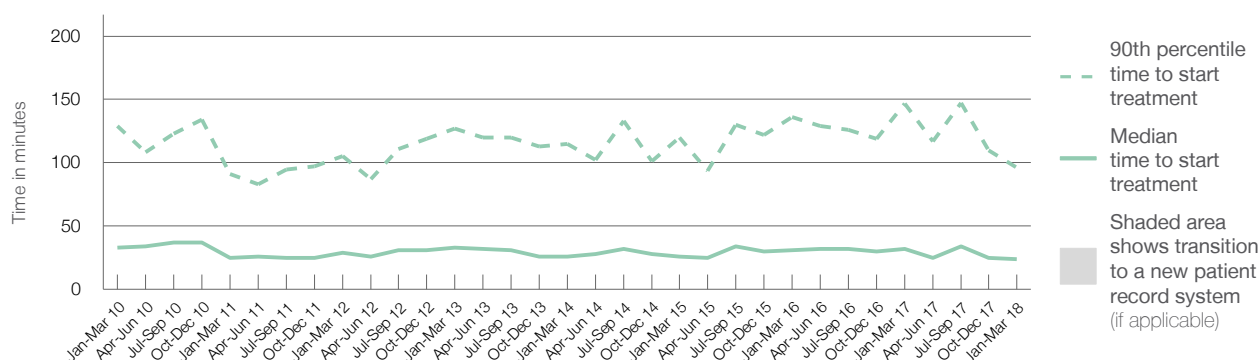
90th percentile time to start treatment <sup>5</sup> 96 minutes

Same period last year	NSW (this period)
1,913	
1,630	
32 minutes	22 minutes
147 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	33	25	29	33	26	26	31	32	24
90th percentile time to start treatment <sup>5</sup> (minutes)	129	91	105	127	115	120	136	147	96

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

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

## Campbelltown Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 18,336 patients

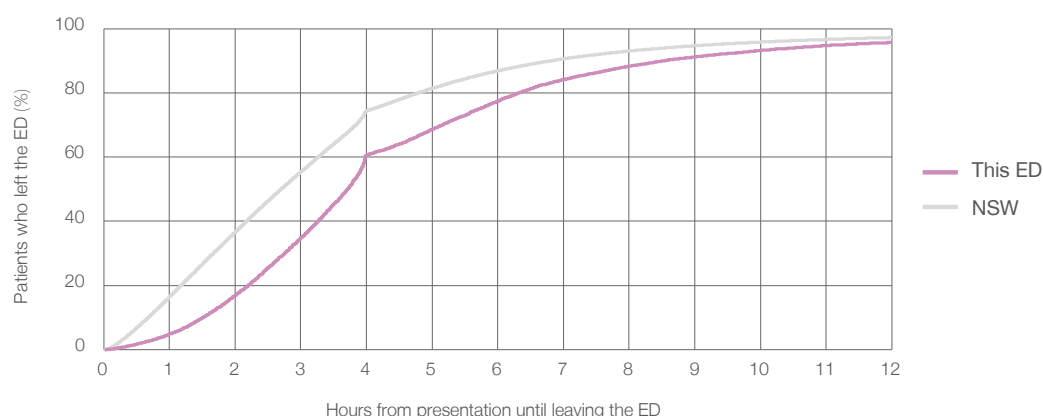
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,335 patients

Median time spent in the ED<sup>8</sup> 3 hours and 43 minutes

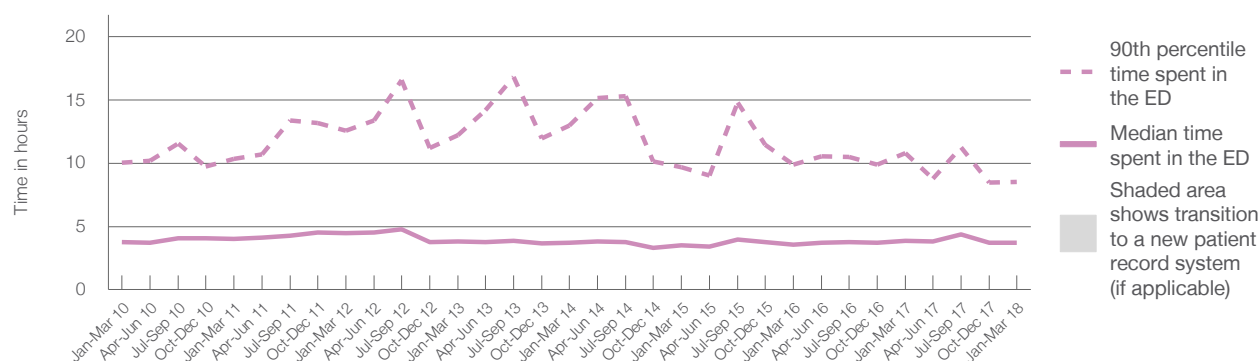
90th percentile time spent in the ED<sup>9</sup> 8 hours and 32 minutes

Same period last year	NSW (this period)
16,916	
16,915	
3 hours and 53 minutes	2 hours and 42 minutes
10 hours and 48 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 46m	4h 0m	4h 27m	3h 50m	3h 43m	3h 30m	3h 35m	3h 53m	3h 43m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 2m	10h 21m	12h 33m	12h 13m	12h 58m	9h 41m	9h 52m	10h 48m	8h 32m

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

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

## Campbelltown Hospital: Time patients spent in the ED

### By mode of separation

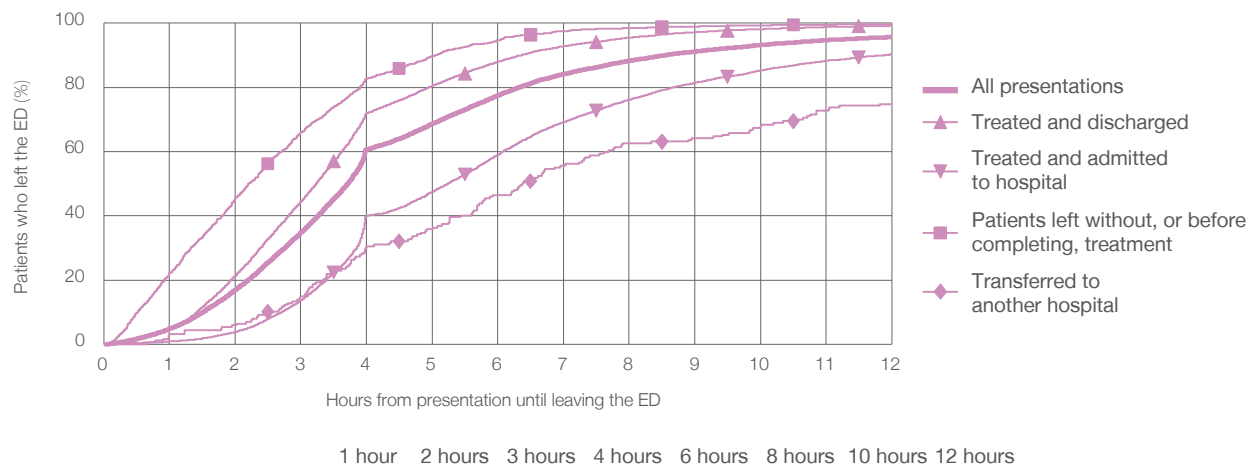
January to March 2018

All presentations:<sup>†</sup> 18,336 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 18,335 patients

		Same period last year	Change since one year ago
Treated and discharged	9,669 (52.7%)	16,915	8%
Treated and admitted to hospital	6,786 (37.0%)	8,819	9.6%
Patient left without, or before completing, treatment	1,690 (9.2%)	6,025	12.6%
Transferred to another hospital	187 (1.0%)	1,825	-7.4%
Other	4 (0%)	241	-22.4%
		6	-33.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.7%	21.4%	44.5%	71.9%	88.0%	95.6%	98.2%	99.2%
Treated and admitted to hospital	0.9%	3.8%	13.7%	40.1%	59.0%	76.1%	85.3%	90.3%
Patient left without, or before completing, treatment	22.2%	45.6%	66.0%	82.7%	94.6%	98.5%	99.3%	99.8%
Transferred to another hospital	3.2%	5.9%	15.0%	30.5%	46.5%	62.6%	67.9%	74.9%
All presentations	4.9%	17.0%	34.8%	60.7%	77.5%	88.3%	93.2%	95.7%

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

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

## Campbelltown Hospital: Time spent in the ED

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

January to March 2018

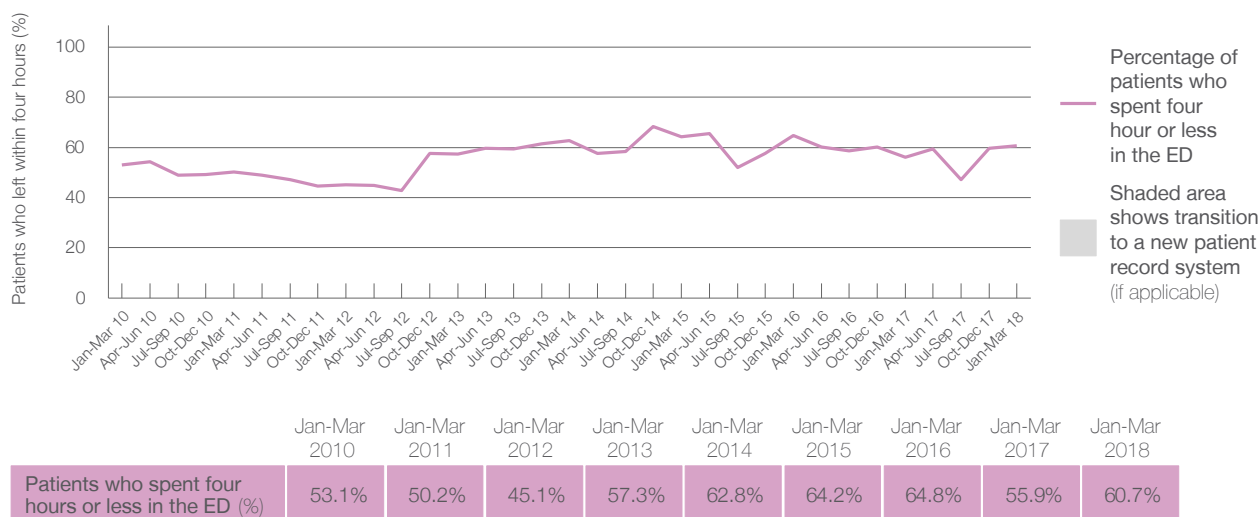
All presentations at the emergency department: <sup>1</sup> 18,336 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 18,335 patients

Percentage of patients who spent four hours or less in the ED  60.7%

Same period last year	Change since one year ago
16,916	8%
16,915	8%
55.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Canterbury Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 11,223 patients

Emergency presentations:<sup>2</sup> 11,169 patients

Same period last year	Change since one year ago
11,740	-4%
11,694	-4%

## Canterbury Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,127 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,161 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,743 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,105 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
1,087	
8 minutes	8 minutes
17 minutes	23 minutes
3,984	
19 minutes	20 minutes
61 minutes	65 minutes
5,405	
26 minutes	25 minutes
103 minutes	98 minutes
1,200	
26 minutes	22 minutes
114 minutes	97 minutes

## Canterbury Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,220 patients

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

Same period last year	Change since one year ago
11,739	-4%
77%	

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

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

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

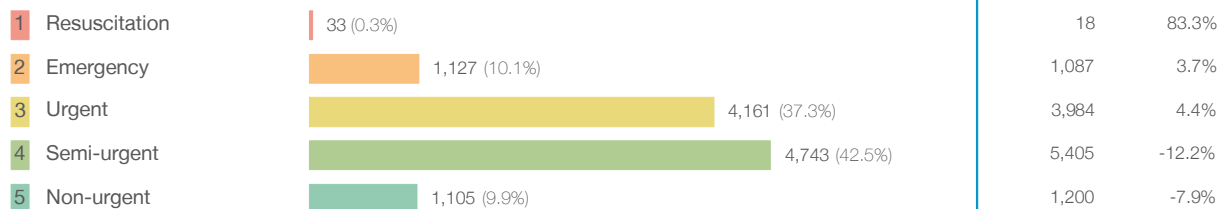
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Canterbury Hospital: Patients presenting to the emergency department

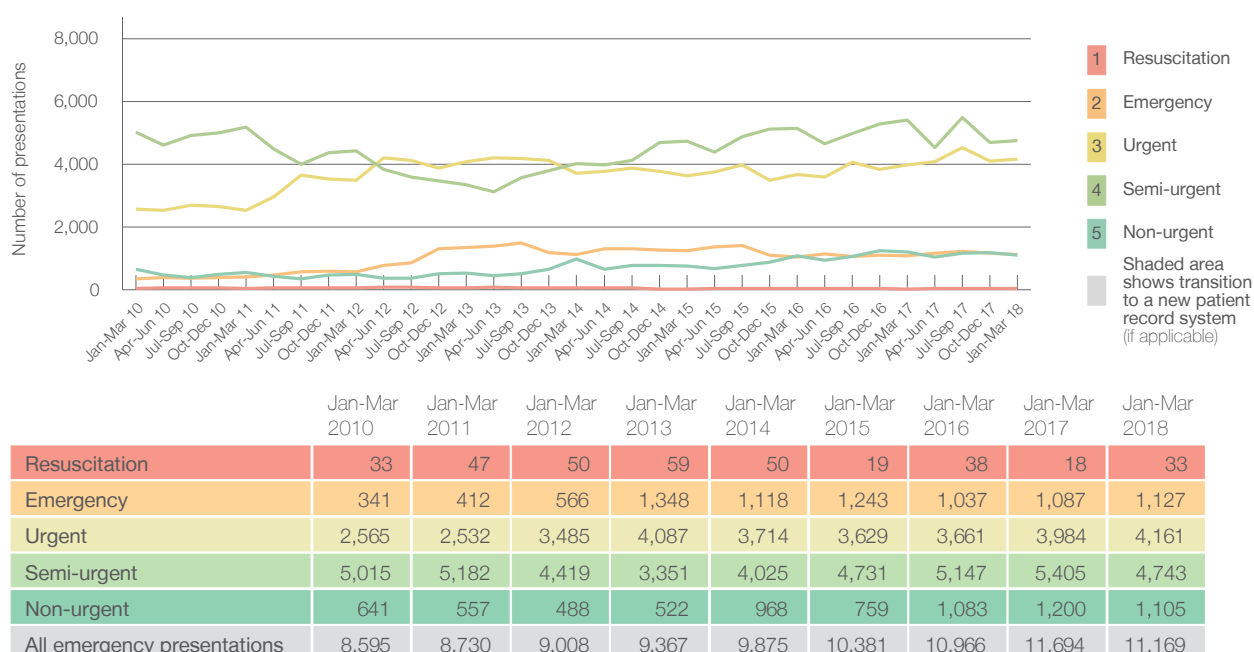
January to March 2018

All presentations:<sup>1</sup> 11,223 patients

Emergency presentations<sup>2</sup> by triage category: 11,169 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Canterbury Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,895 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.

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

January to March 2018

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

Number of triage 2 patients: 1,127

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,126

Median time to start treatment <sup>4</sup>

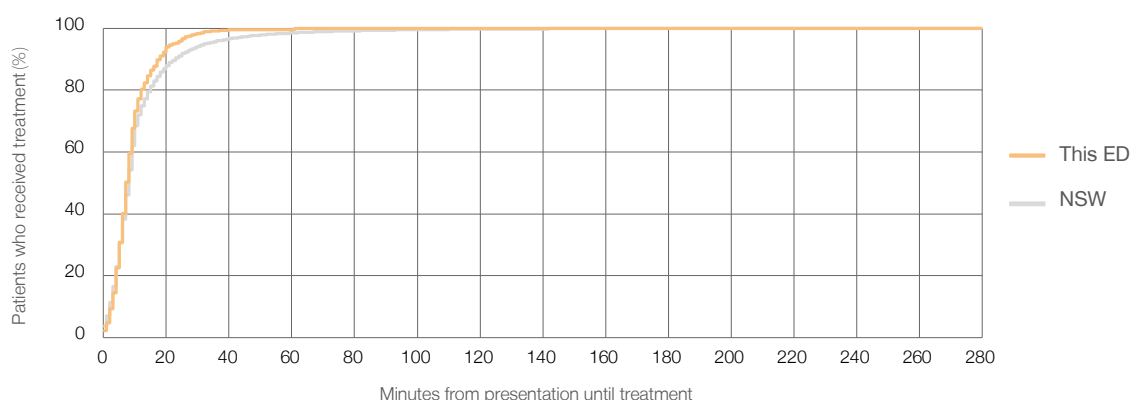
7 minutes

90th percentile time to start treatment <sup>5</sup>

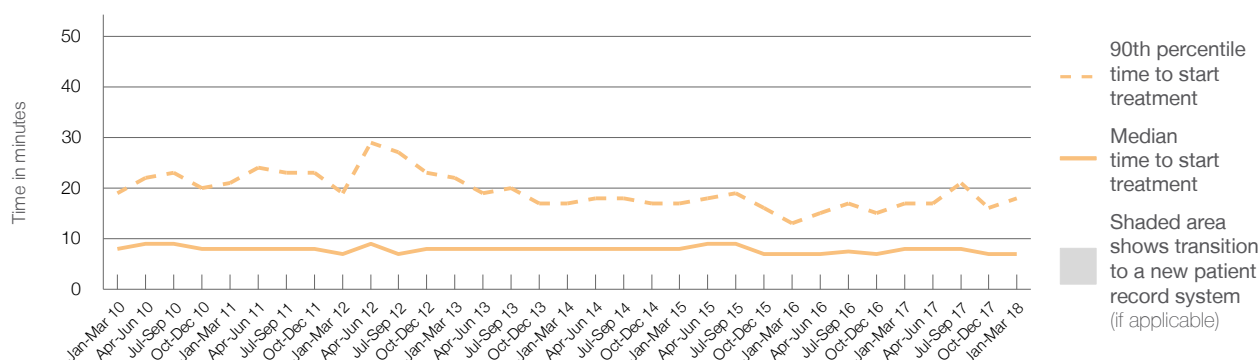
18 minutes

Same period last year	NSW (this period)
1,087	
1,081	
8 minutes	8 minutes
17 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	8	8	7	8	8	8	7	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)	19	21	19	22	17	17	13	17	18

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

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

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

January to March 2018

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

Number of triage 3 patients: 4,161

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,072

Median time to start treatment<sup>4</sup>

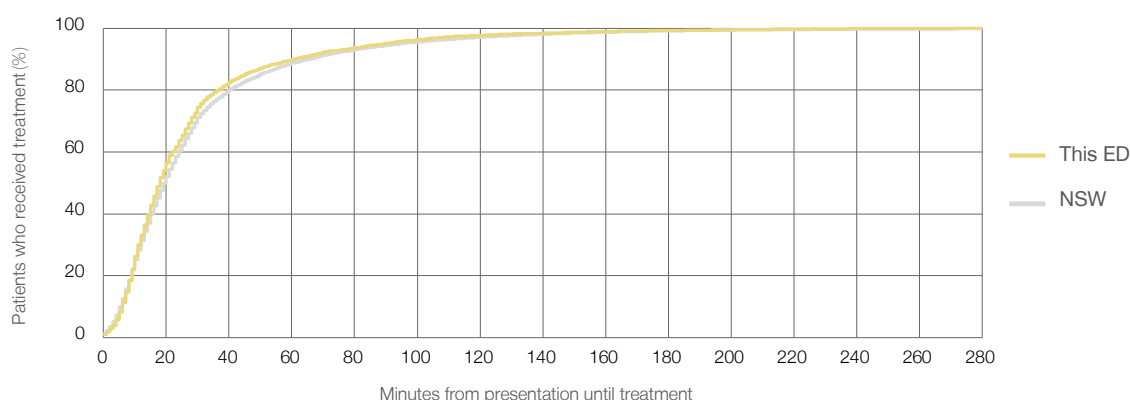
18 minutes

90th percentile time to start treatment<sup>5</sup>

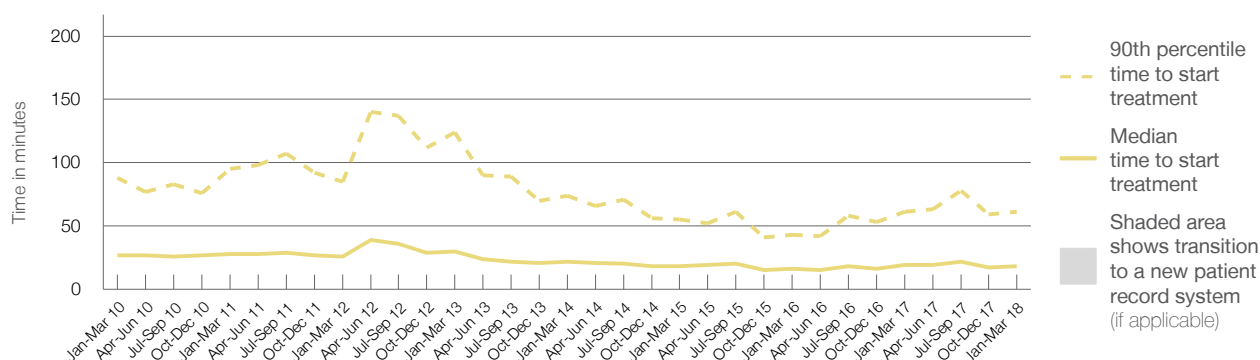
61 minutes

Same period last year	NSW (this period)
3,984	
3,889	
19 minutes	20 minutes
61 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	28	26	30	22	18	16	19	18
90th percentile time to start treatment <sup>5</sup> (minutes)	88	95	85	124	74	55	43	61	61

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

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



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

January to March 2018

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

Number of triage 4 patients: 4,743

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,451

Median time to start treatment<sup>4</sup>

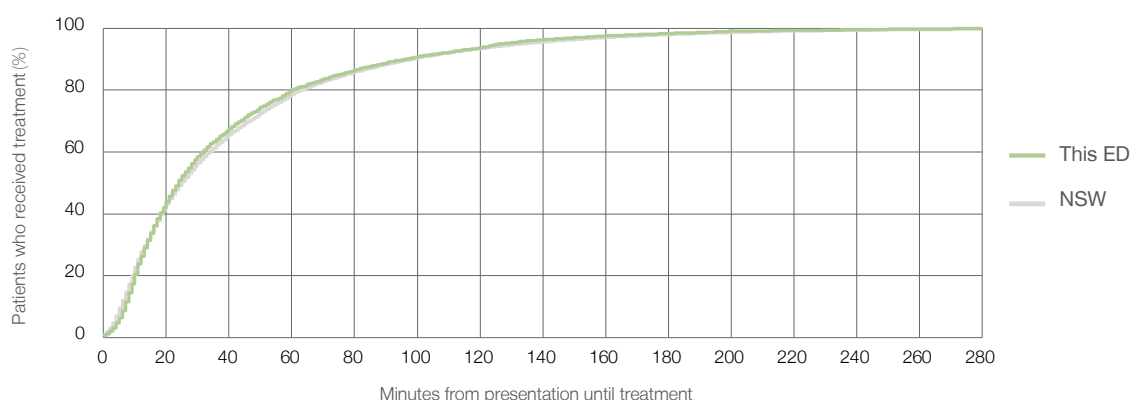
24 minutes

90th percentile time to start treatment<sup>5</sup>

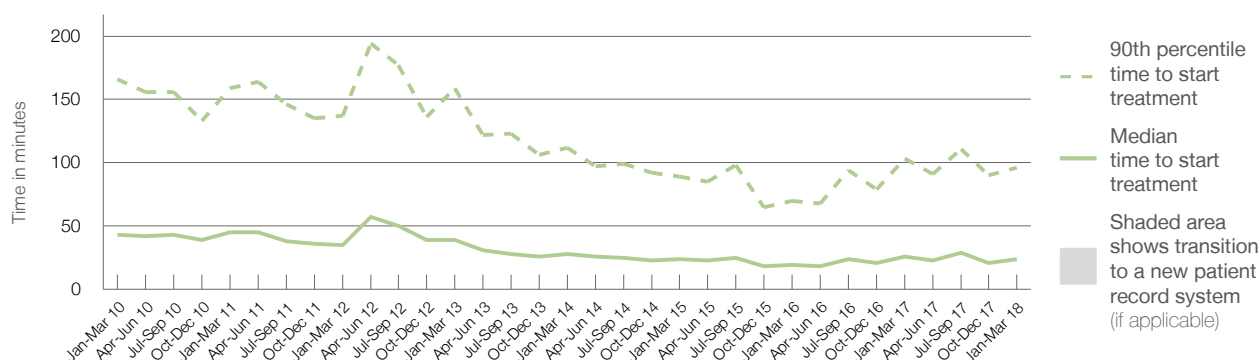
96 minutes

Same period last year	NSW (this period)
5,405	
4,949	
26 minutes	25 minutes
103 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	43	45	35	39	28	24	19	26	24
90th percentile time to start treatment <sup>5</sup> (minutes)	166	159	137	159	112	89	70	103	96

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

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

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

January to March 2018

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

Number of triage 5 patients: 1,105

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 889

Median time to start treatment<sup>4</sup>

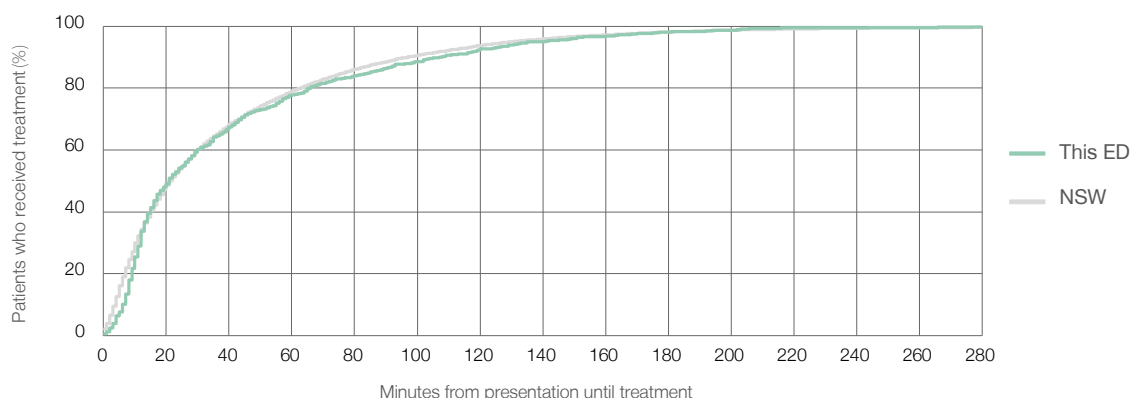
21 minutes

90th percentile time to start treatment<sup>5</sup>

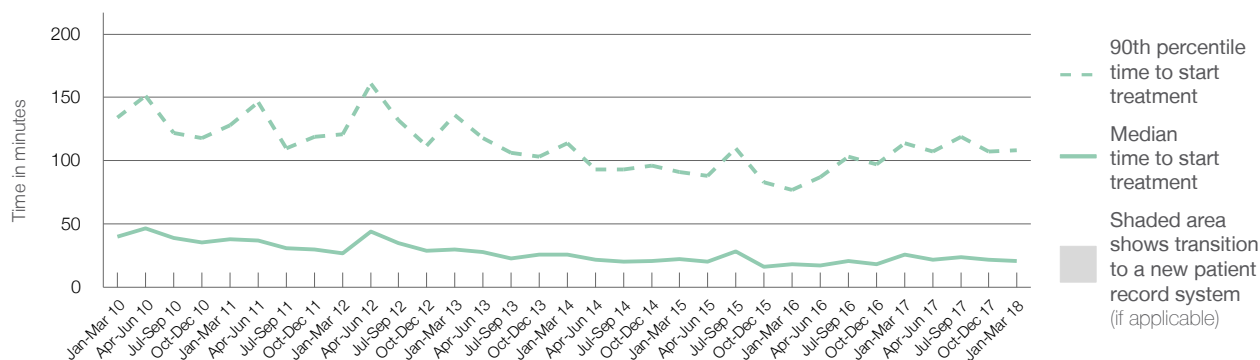
108 minutes

Same period last year	NSW (this period)
1,200	907
26 minutes	22 minutes
114 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	40	38	27	30	26	23	18	26	21
90th percentile time to start treatment <sup>5</sup> (minutes)	134	128	121	136	114	91	77	114	108

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

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

## Canterbury Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 11,223 patients

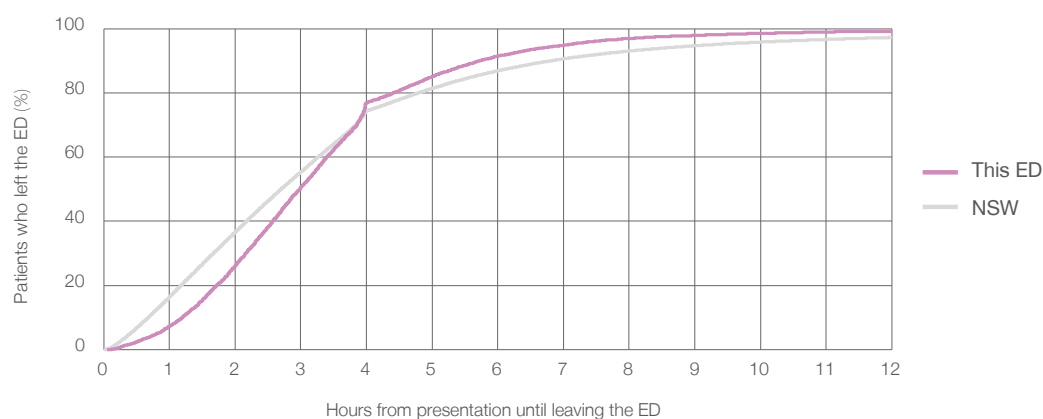
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,220 patients

Median time spent in the ED<sup>8</sup> 2 hours and 59 minutes

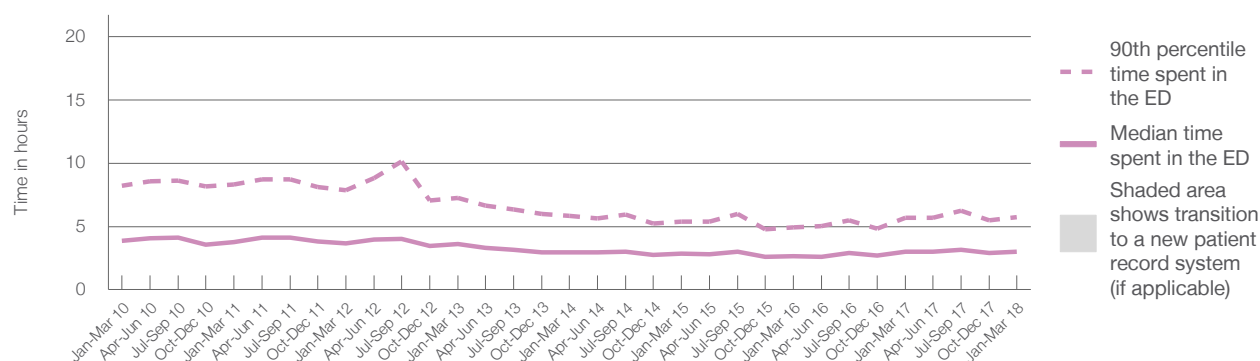
90th percentile time spent in the ED<sup>9</sup> 5 hours and 43 minutes

Same period last year	NSW (this period)
11,740	
11,739	
2 hours and 59 minutes	2 hours and 42 minutes
5 hours and 41 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 51m	3h 46m	3h 40m	3h 36m	2h 57m	2h 50m	2h 38m	2h 59m	2h 59m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 14m	8h 20m	7h 51m	7h 15m	5h 51m	5h 22m	4h 57m	5h 41m	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.

## Canterbury Hospital: Time patients spent in the ED

By mode of separation

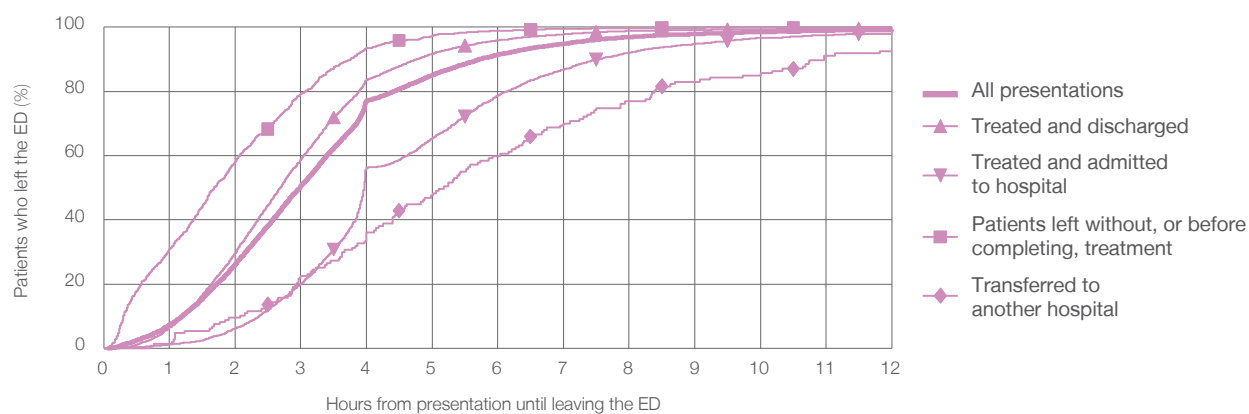
January to March 2018

All presentations:<sup>†</sup> 11,223 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 11,220 patients

		Same period last year	Change since one year ago
Treated and discharged	7,299 (65.0%)	11,739	-4%
Treated and admitted to hospital	2,788 (24.8%)	7,552	-3.4%
Patient left without, or before completing, treatment	968 (8.6%)	2,815	-1.0%
Transferred to another hospital	147 (1.3%)	1,220	-20.7%
Other	21 (0.2%)	115	27.8%
		38	-44.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	6.5%	29.8%	58.9%	83.6%	95.9%	98.8%	99.4%	99.7%
Treated and admitted to hospital	1.1%	6.2%	20.0%	56.3%	78.7%	92.0%	96.7%	98.1%
Patient left without, or before completing, treatment	30.9%	58.2%	79.2%	93.5%	99.0%	99.8%	99.9%	100%
Transferred to another hospital	1.4%	9.5%	22.4%	36.1%	59.9%	76.9%	85.7%	92.5%
All presentations	7.3%	26.2%	50.6%	77.1%	91.5%	96.9%	98.6%	99.2%

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

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

## Canterbury Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 11,223 patients

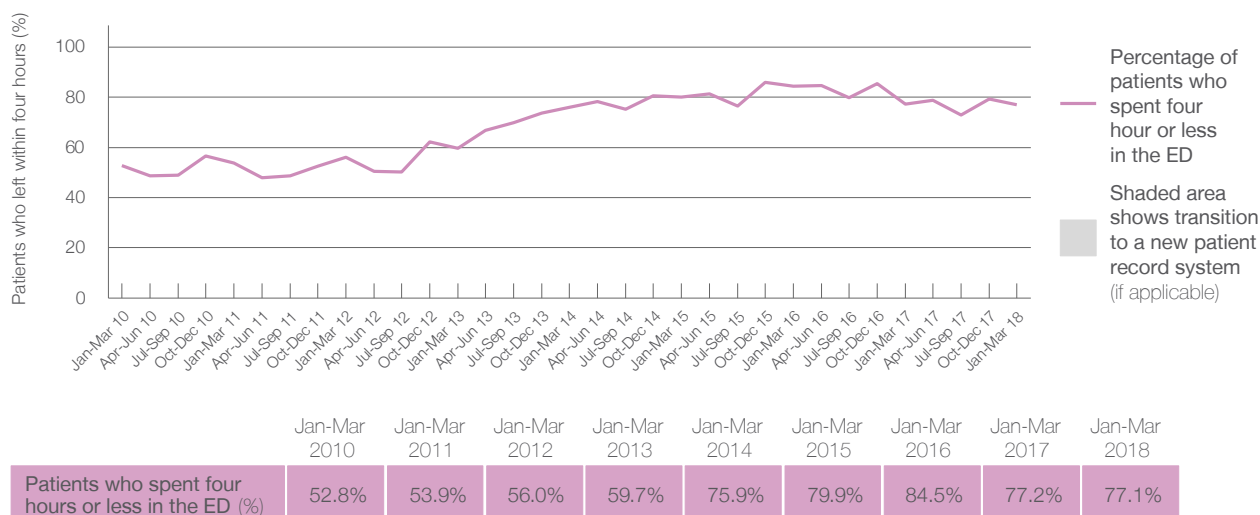
Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,220 patients

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



Same period last year	Change since one year ago
11,740	-4%
11,739	-4%
77.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Coffs Harbour Health Campus: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 10,011 patients

Emergency presentations:<sup>2</sup> 9,706 patients

Same period last year	Change since one year ago
9,818	2%
9,511	2%

## Coffs Harbour Health Campus: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,116 patients

Median time to start treatment<sup>4</sup> 7 minutes

90th percentile time to start treatment<sup>5</sup> 12 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,322 patients

Median time to start treatment<sup>4</sup> 19 minutes

90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,898 patients

Median time to start treatment<sup>4</sup> 29 minutes

90th percentile time to start treatment<sup>5</sup> 139 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,290 patients

Median time to start treatment<sup>4</sup> 28 minutes

90th percentile time to start treatment<sup>5</sup> 138 minutes

Same period last year	NSW (this period)
1,028	
6 minutes	8 minutes
10 minutes	23 minutes
3,107	
14 minutes	20 minutes
42 minutes	65 minutes
3,833	
23 minutes	25 minutes
108 minutes	98 minutes
1,488	
22 minutes	22 minutes
117 minutes	97 minutes

## Coffs Harbour Health Campus: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,011 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
9,818	2%
75%	

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

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

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

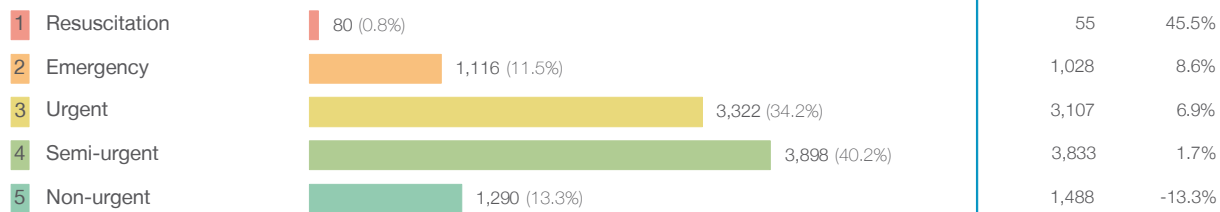
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Coffs Harbour Health Campus: Patients presenting to the emergency department

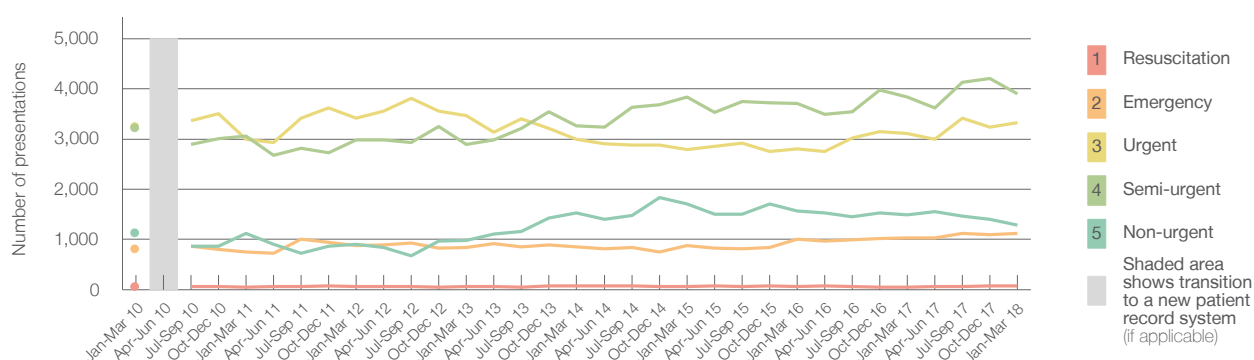
January to March 2018

All presentations:<sup>1</sup> 10,011 patients

Emergency presentations<sup>2</sup> by triage category: 9,706 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	58	55	56	62	69	63	58	55	80
Emergency	817	746	883	836	851	874	1,010	1,028	1,116
Urgent	3,255	2,997	3,418	3,461	2,991	2,790	2,804	3,107	3,322
Semi-urgent	3,227	3,054	2,981	2,894	3,261	3,841	3,714	3,833	3,898
Non-urgent	1,136	1,122	902	986	1,529	1,709	1,564	1,488	1,290
All emergency presentations	8,493	7,974	8,240	8,239	8,701	9,277	9,150	9,511	9,706

## Coffs Harbour Health Campus: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 2,236 patients

ED Transfer of care time



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

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

## Coffs Harbour Health Campus: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,116

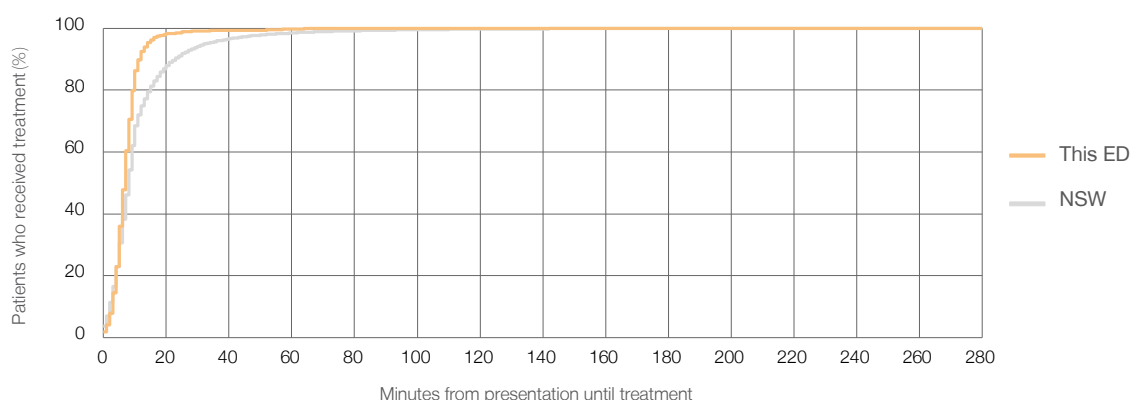
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,115

Median time to start treatment <sup>4</sup> 7 minutes

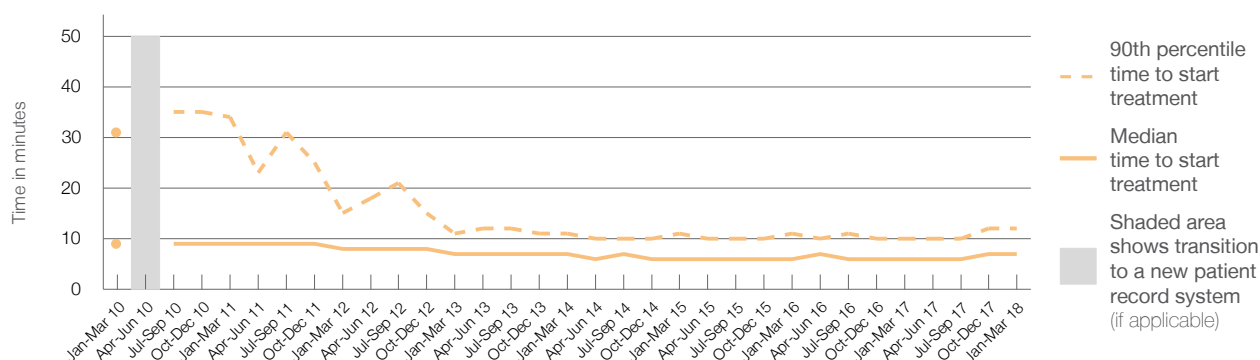
90th percentile time to start treatment <sup>5</sup> 12 minutes

Same period last year	NSW (this period)
1,028	
1,022	
6 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	9	9	8	7	7	6	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	31	34	15	11	11	11	11	10	12

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

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



## Coffs Harbour Health Campus: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 3,322

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,254

Median time to start treatment<sup>4</sup>

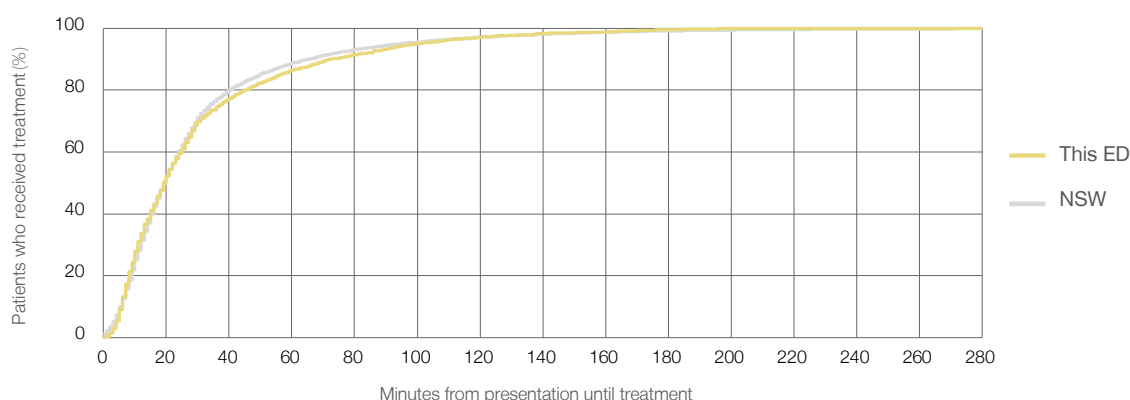
19 minutes

90th percentile time to start treatment<sup>5</sup>

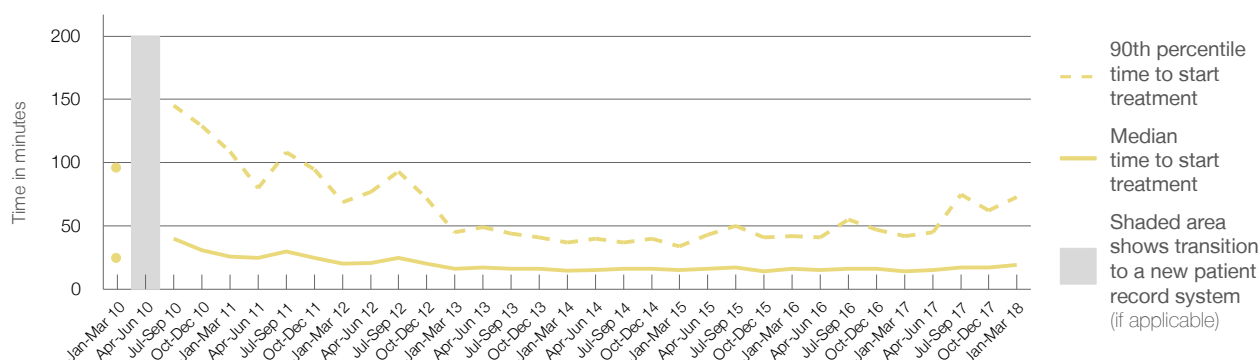
73 minutes

Same period last year	NSW (this period)
3,107	
3,045	
14 minutes	20 minutes
42 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	25	26	20	16	15	15	16	14	19
90th percentile time to start treatment <sup>5</sup> (minutes)	96	109	69	45	37	34	42	42	73

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

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

## Coffs Harbour Health Campus: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,898

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,526

Median time to start treatment<sup>4</sup>

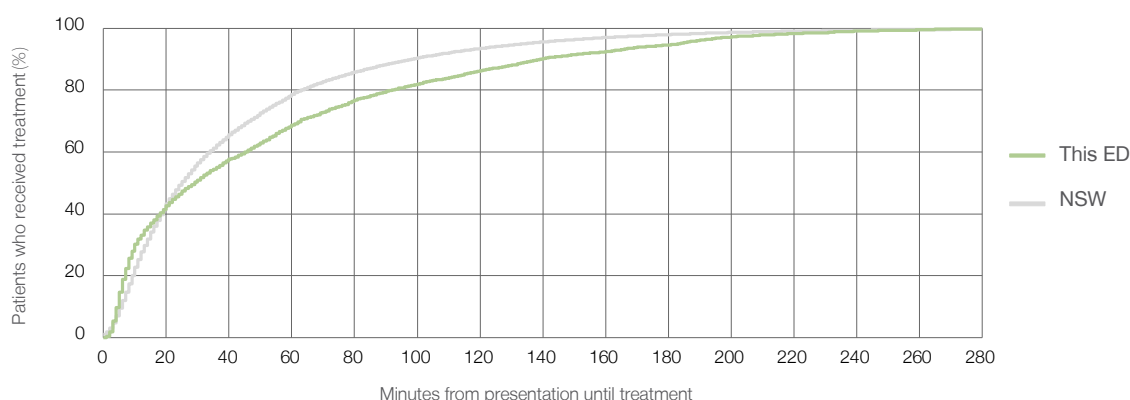
29 minutes

90th percentile time to start treatment<sup>5</sup>

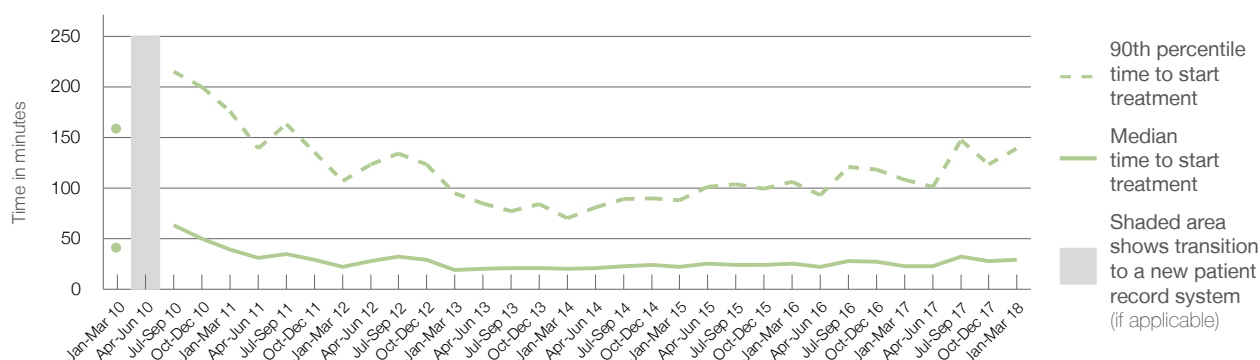
139 minutes

Same period last year	NSW (this period)
3,833	
3,536	
23 minutes	25 minutes
108 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	41	39	22	19	20	22	25	23	29
90th percentile time to start treatment <sup>5</sup> (minutes)	159	176	107	95	70	88	106	108	139

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

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

## Coffs Harbour Health Campus: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,290

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,176

Median time to start treatment<sup>4</sup>

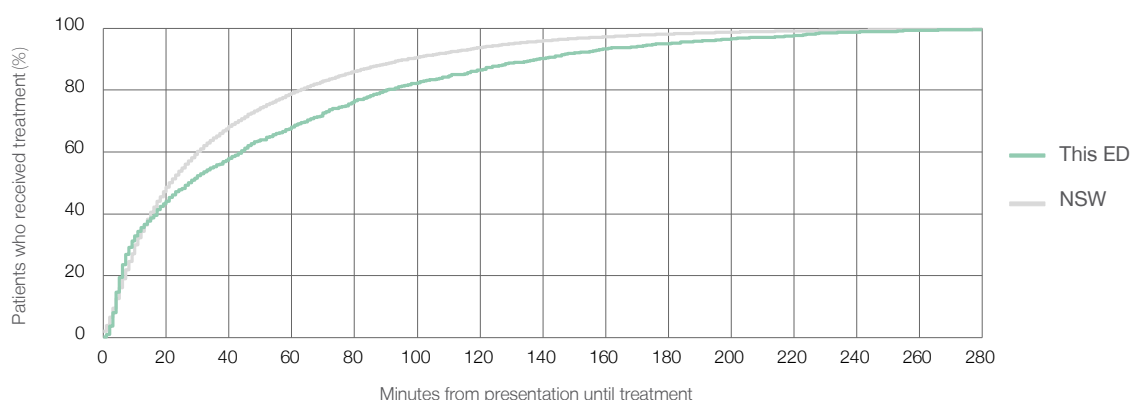
28 minutes

90th percentile time to start treatment<sup>5</sup>

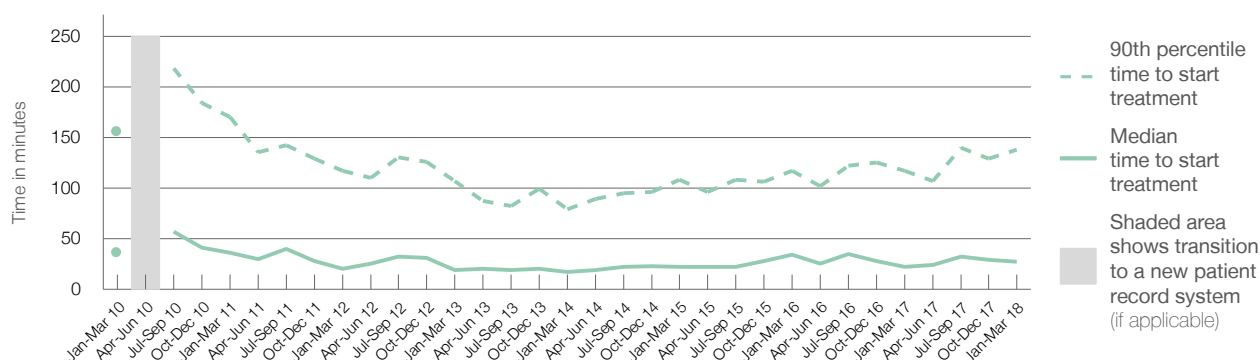
138 minutes

Same period last year	NSW (this period)
1,488	
1,369	
22 minutes	22 minutes
117 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	37	36	20	19	17	22	34	22	28
90th percentile time to start treatment <sup>5</sup> (minutes)	156	170	117	107	79	108	117	117	138

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

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

## Coffs Harbour Health Campus: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 10,011 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,011 patients

Median time spent in the ED<sup>8</sup>

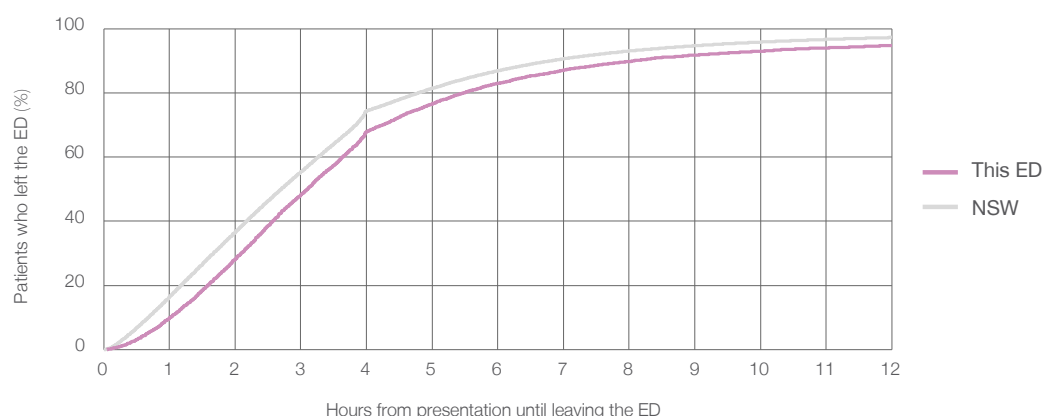
3 hours and 6 minutes

90th percentile time spent in the ED<sup>9</sup>

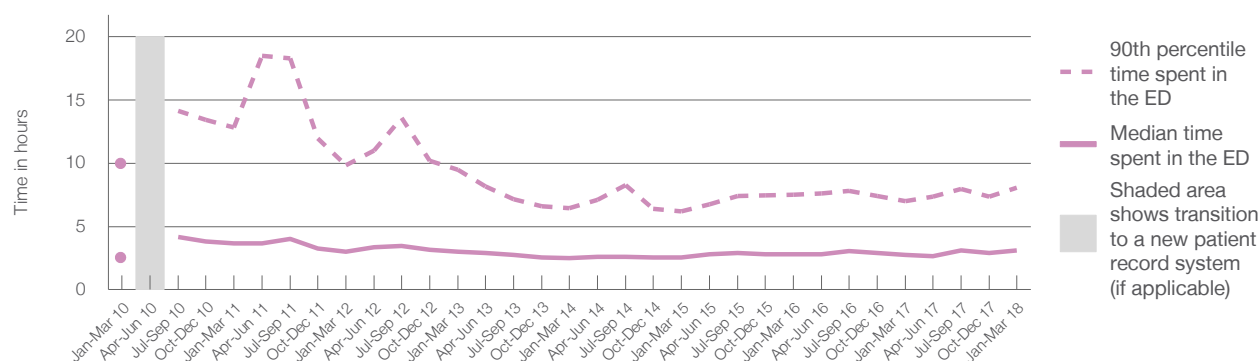
8 hours and 4 minutes

Same period last year	NSW (this period)
9,818	
9,818	
2 hours and 46 minutes	2 hours and 42 minutes
7 hours and 1 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 34m	3h 40m	3h 0m	2h 59m	2h 29m	2h 34m	2h 48m	2h 46m	3h 6m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 58m	12h 50m	9h 50m	9h 29m	6h 27m	6h 11m	7h 31m	7h 1m	8h 4m

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

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

## Coffs Harbour Health Campus: Time patients spent in the ED

By mode of separation

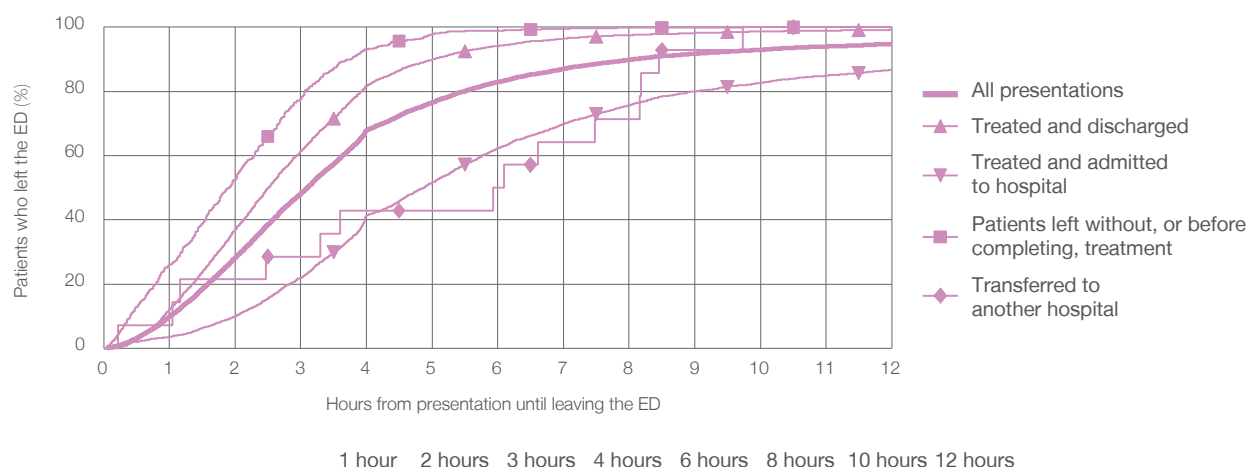
January to March 2018

All presentations:<sup>†</sup> 10,011 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 10,011 patients

		Same period last year	Change since one year ago
Treated and discharged	5,819 (58.1%)	5,885	-1.1%
Treated and admitted to hospital	3,590 (35.9%)	3,382	6.2%
Patient left without, or before completing, treatment	577 (5.8%)	456	26.5%
Transferred to another hospital	14 (0.1%)	36	-61.1%
Other	11 (0.1%)	59	-81.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.1%	37.1%	61.5%	81.8%	94.2%	97.6%	98.6%	99.2%
Treated and admitted to hospital	3.5%	9.9%	22.0%	41.4%	62.3%	75.7%	82.6%	86.7%
Patient left without, or before completing, treatment	26.2%	52.7%	77.8%	93.1%	99.0%	99.8%	100%	100%
Transferred to another hospital	7.1%	21.4%	28.6%	42.9%	50.0%	71.4%	100%	100%
All presentations	9.9%	28.3%	48.2%	67.9%	83.0%	89.8%	93.0%	94.8%

(†) 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.

## Coffs Harbour Health Campus: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 10,011 patients

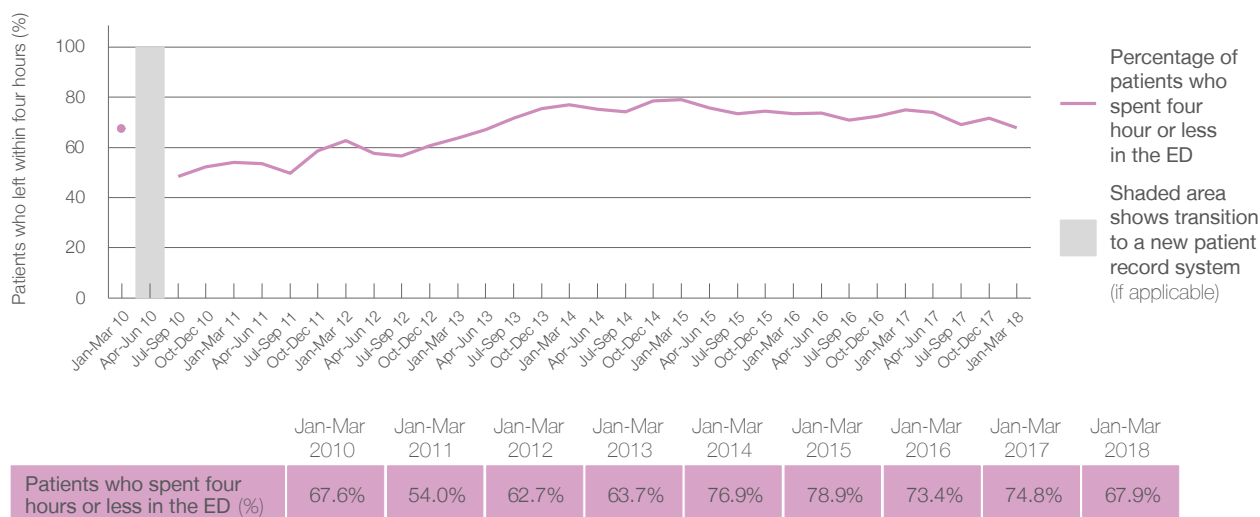
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,011 patients

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



Same period last year	Change since one year ago
9,818	2%
9,818	2%
74.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Dubbo Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 8,085 patients

Emergency presentations:<sup>2</sup> 7,641 patients

Same period last year	Change since one year ago
8,178	-1%
7,797	-2%

## Dubbo Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 920 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,711 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 58 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,256 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 727 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
931	
9 minutes	8 minutes
20 minutes	23 minutes
2,756	
24 minutes	20 minutes
76 minutes	65 minutes
3,064	
28 minutes	25 minutes
111 minutes	98 minutes
1,013	
28 minutes	22 minutes
120 minutes	97 minutes

## Dubbo Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,083 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
8,177	-1%
71%	

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

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

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

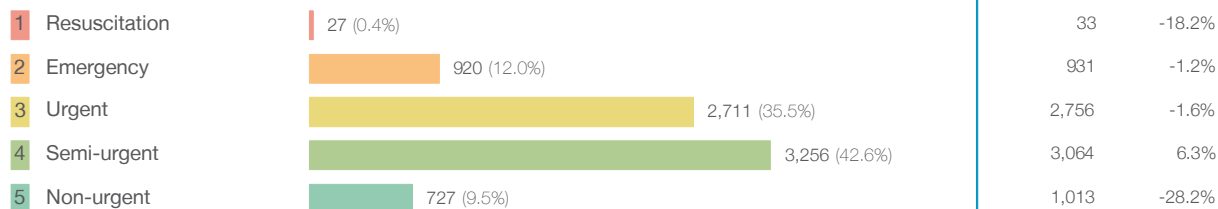
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Dubbo Base Hospital: Patients presenting to the emergency department

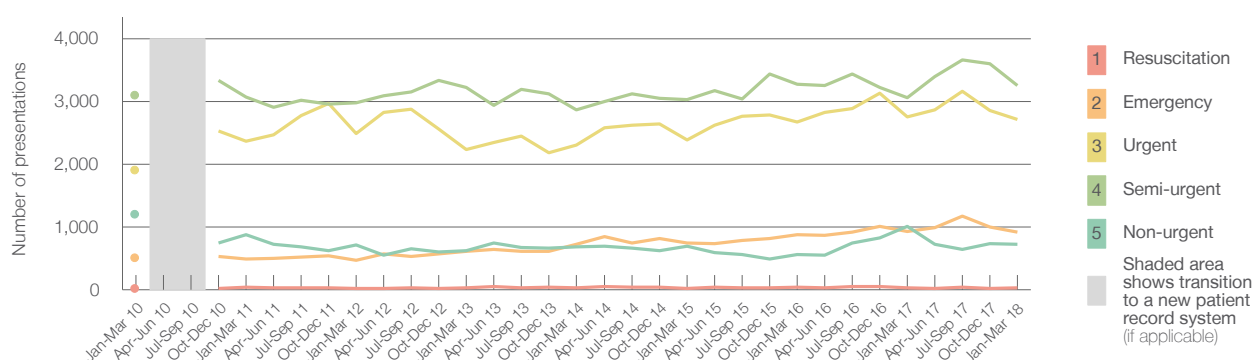
January to March 2018

All presentations:<sup>1</sup> 8,085 patients

Emergency presentations<sup>2</sup> by triage category: 7,641 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	22	35	23	27	25	24	39	33	27
Emergency	505	490	467	615	724	744	878	931	920
Urgent	1,904	2,369	2,488	2,229	2,302	2,388	2,670	2,756	2,711
Semi-urgent	3,100	3,068	2,974	3,226	2,869	3,027	3,275	3,064	3,256
Non-urgent	1,205	877	717	620	678	689	562	1,013	727
All emergency presentations	6,736	6,839	6,669	6,717	6,598	6,872	7,424	7,797	7,641

## Dubbo Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,433 patients

ED Transfer of care time



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

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



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

January to March 2018

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

Number of triage 2 patients: 920

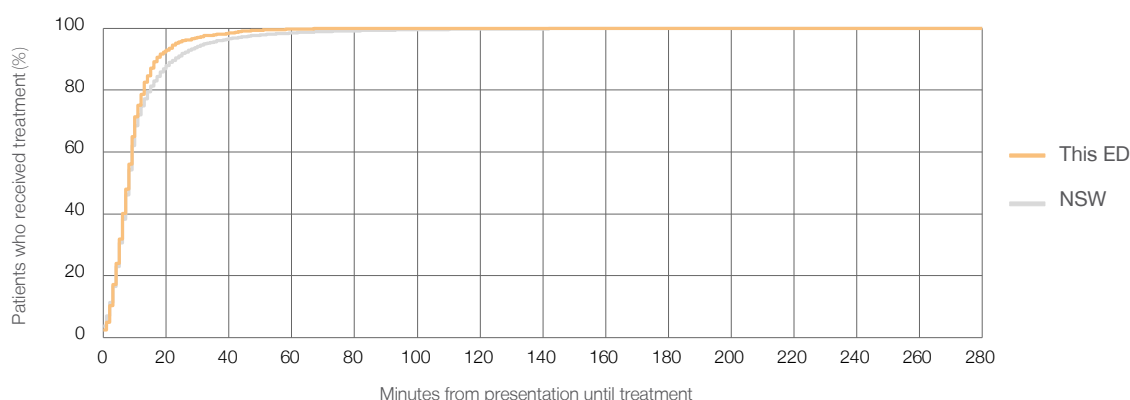
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 917

Median time to start treatment <sup>4</sup> 8 minutes

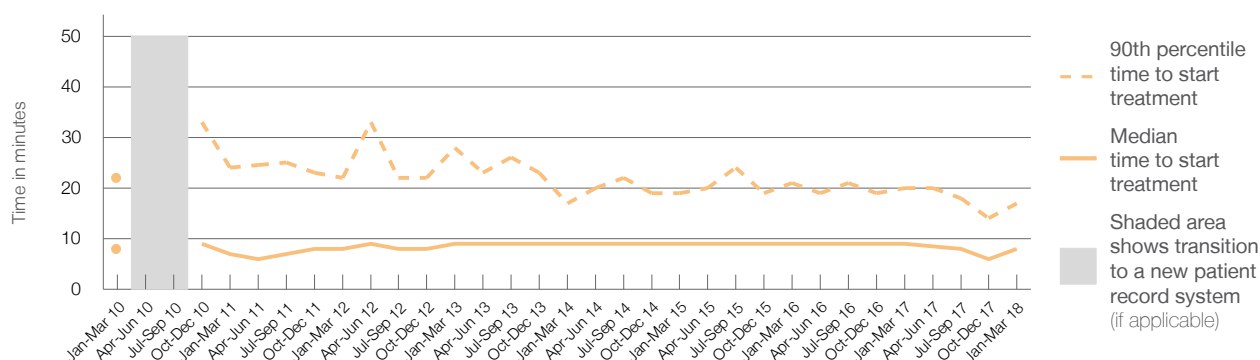
90th percentile time to start treatment <sup>5</sup> 17 minutes

Same period last year	NSW (this period)
931	
925	
9 minutes	8 minutes
20 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	8	7	8	9	9	9	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	22	24	22	28	17	19	21	20	17

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

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

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

January to March 2018

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

Number of triage 3 patients: 2,711

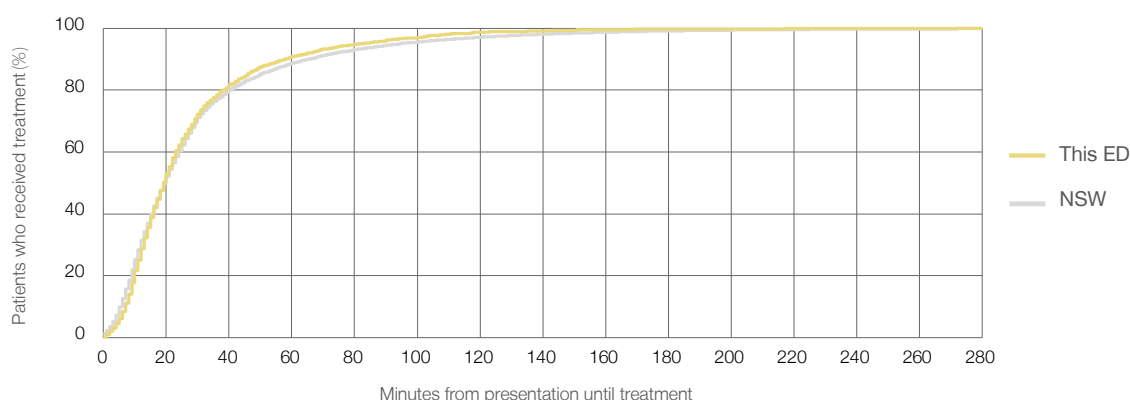
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,689

Median time to start treatment<sup>4</sup> 19 minutes

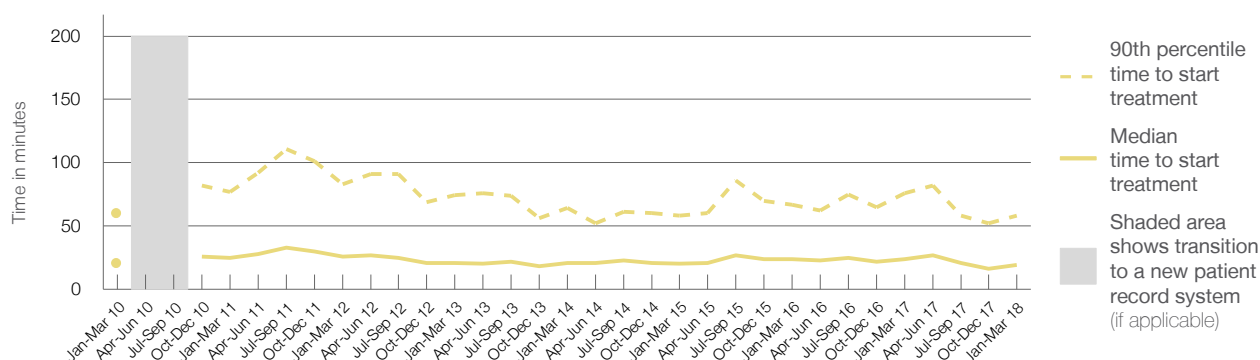
90th percentile time to start treatment<sup>5</sup> 58 minutes

Same period last year	NSW (this period)
2,756	
2,685	
24 minutes	20 minutes
76 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	21	25	26	21	21	20	24	24	19
90th percentile time to start treatment <sup>5</sup> (minutes)	60	77	83	75	64	58	67	76	58

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

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

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

January to March 2018

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

Number of triage 4 patients: 3,256

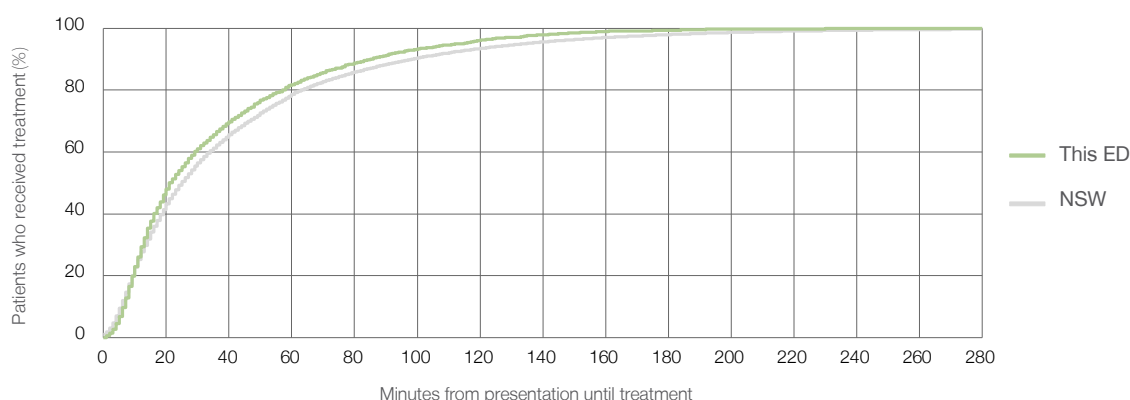
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,150

Median time to start treatment<sup>4</sup> 22 minutes

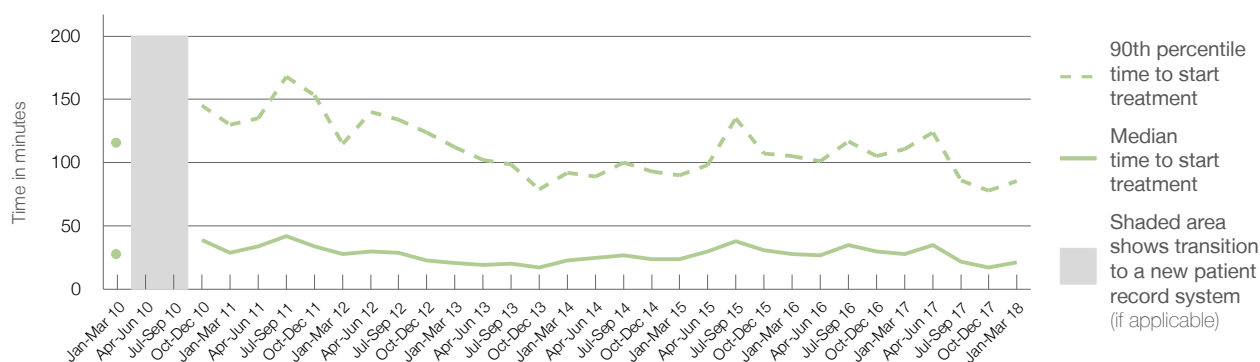
90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
3,064	
2,835	
28 minutes	25 minutes
111 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	28	29	28	21	23	24	28	28	22
90th percentile time to start treatment <sup>5</sup> (minutes)	116	130	115	113	92	90	105	111	86

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

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

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

January to March 2018

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

Number of triage 5 patients: 727

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 663

Median time to start treatment<sup>4</sup>

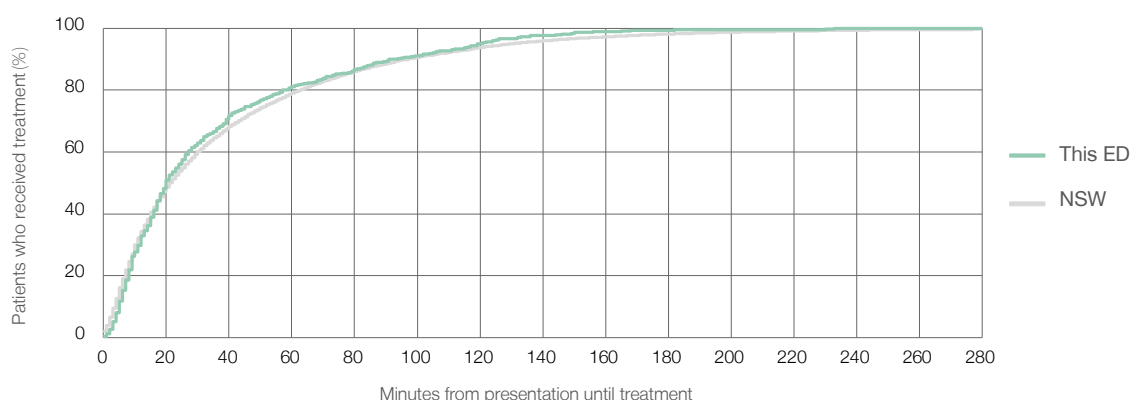
20 minutes

90th percentile time to start treatment<sup>5</sup>

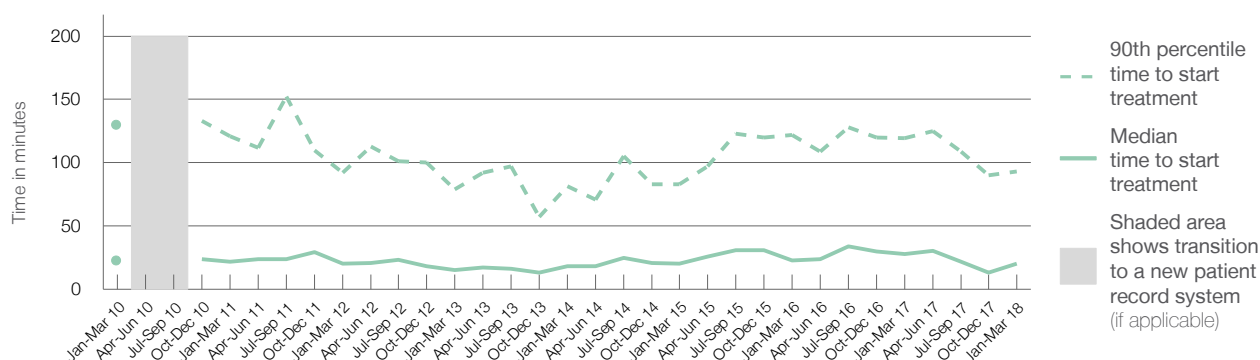
93 minutes

Same period last year	NSW (this period)
1,013	
850	
28 minutes	22 minutes
120 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	23	22	20	15	18	20	23	28	20
90th percentile time to start treatment <sup>5</sup> (minutes)	130	121	92	79	82	83	122	120	93

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

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

## Dubbo Base Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 8,085 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,083 patients

Median time spent in the ED<sup>8</sup>

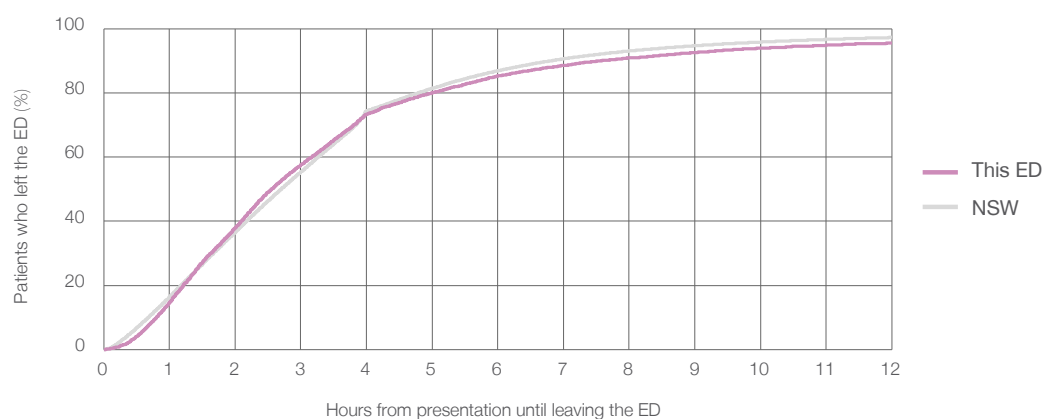
2 hours and 34 minutes

90th percentile time spent in the ED<sup>9</sup>

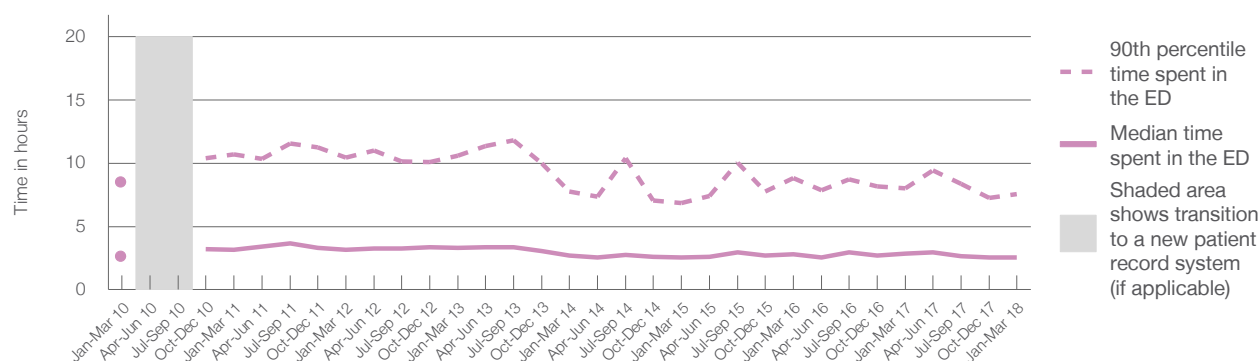
7 hours and 34 minutes

Same period last year	NSW (this period)
8,178	
8,177	
2 hours and 51 minutes	2 hours and 42 minutes
8 hours and 0 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 40m	3h 8m	3h 8m	3h 18m	2h 43m	2h 33m	2h 48m	2h 51m	2h 34m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 30m	10h 42m	10h 27m	10h 36m	7h 46m	6h 50m	8h 48m	8h 0m	7h 34m

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

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

## Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

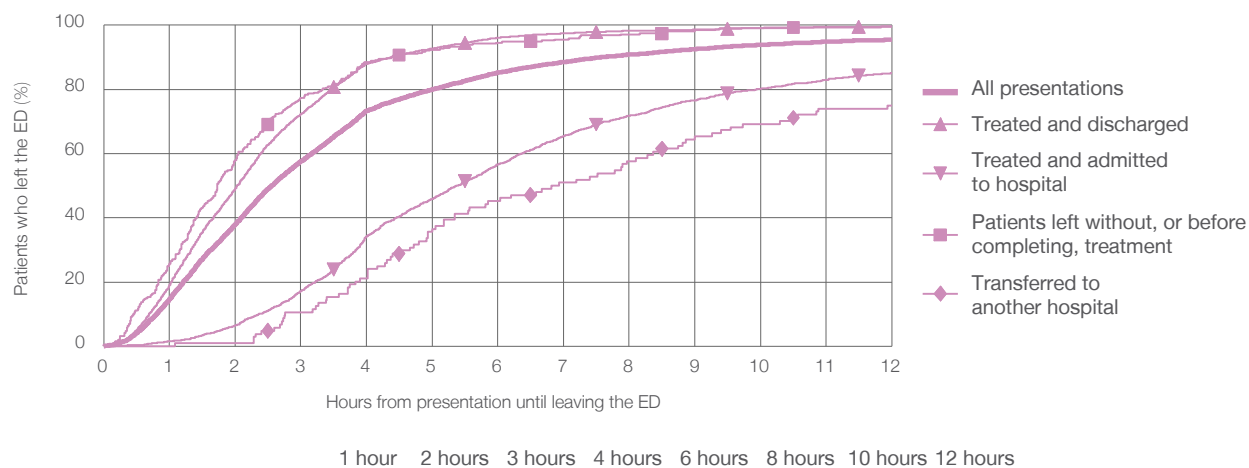
All presentations:<sup>†</sup> 8,085 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,083 patients

Treated and discharged	5,582 (69.0%)
Treated and admitted to hospital	2,067 (25.6%)
Patient left without, or before completing, treatment	314 (3.9%)
Transferred to another hospital	104 (1.3%)
Other	18 (0.2%)

Same period last year	Change since one year ago
8,177	-1%
5,465	2.1%
2,022	2.2%
536	-41.4%
126	-17.5%
29	-37.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



Treated and discharged	19.2%	49.3%	72.3%	87.9%	96.1%	98.2%	99.2%	99.5%
Treated and admitted to hospital	1.5%	6.5%	17.2%	34.3%	56.7%	71.8%	80.1%	85.1%
Patient left without, or before completing, treatment	25.8%	58.0%	77.4%	88.5%	94.6%	97.1%	99.0%	99.7%
Transferred to another hospital	0%	1.0%	10.6%	21.2%	45.2%	57.7%	69.2%	75.0%
All presentations	14.7%	38.1%	57.6%	73.3%	85.3%	90.9%	93.9%	95.5%

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

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

## Dubbo Base Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,085 patients

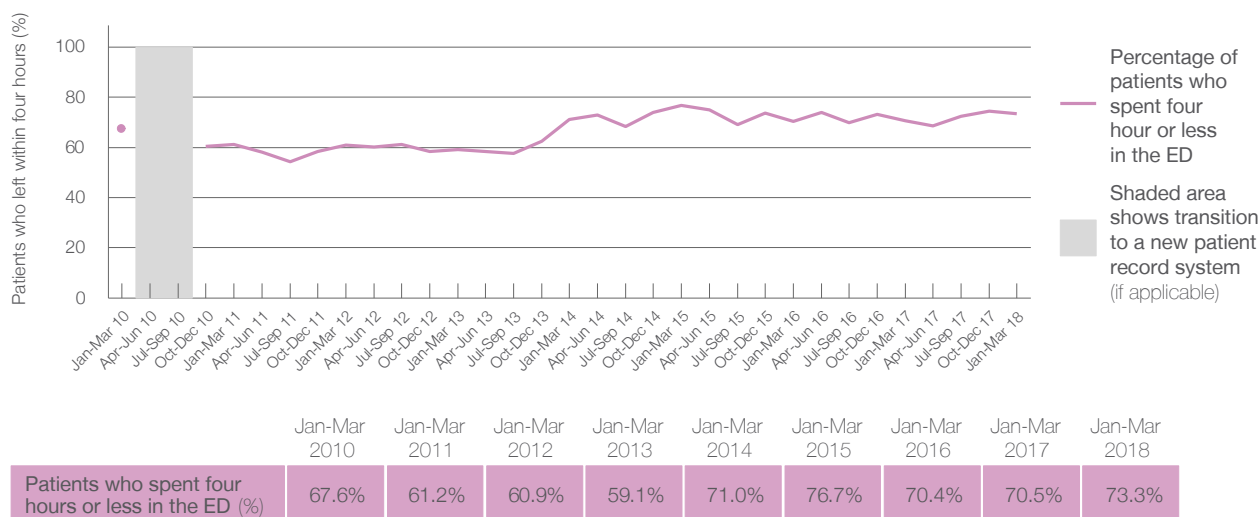
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,083 patients

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



Same period last year	Change since one year ago
8,178	-1%
8,177	-1%
70.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Fairfield Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 8,784 patients

Emergency presentations:<sup>2</sup> 8,765 patients

Same period last year	Change since one year ago
8,783	0%
8,760	0%

## Fairfield Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 883 patients

Median time to start treatment<sup>4</sup> 10 minutes

90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,251 patients

Median time to start treatment<sup>4</sup> 18 minutes

90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,899 patients

Median time to start treatment<sup>4</sup> 21 minutes

90th percentile time to start treatment<sup>5</sup> 123 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 708 patients

Median time to start treatment<sup>4</sup> 18 minutes

90th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
824	
10 minutes	8 minutes
24 minutes	23 minutes
3,230	
20 minutes	20 minutes
65 minutes	65 minutes
4,044	
22 minutes	25 minutes
120 minutes	98 minutes
641	
21 minutes	22 minutes
120 minutes	97 minutes

## Fairfield Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,784 patients

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

Same period last year	Change since one year ago
8,783	0%
79%	

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

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

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

**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

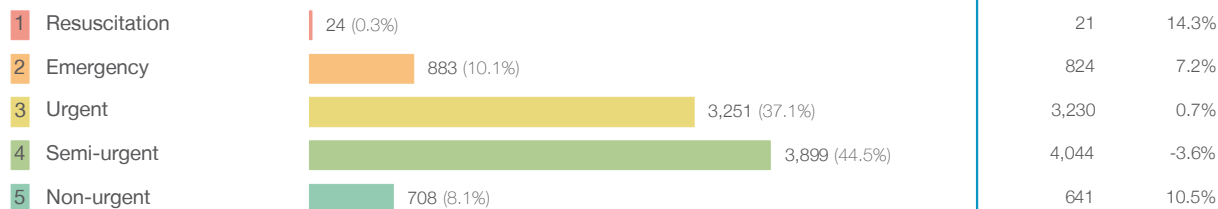


## Fairfield Hospital: Patients presenting to the emergency department

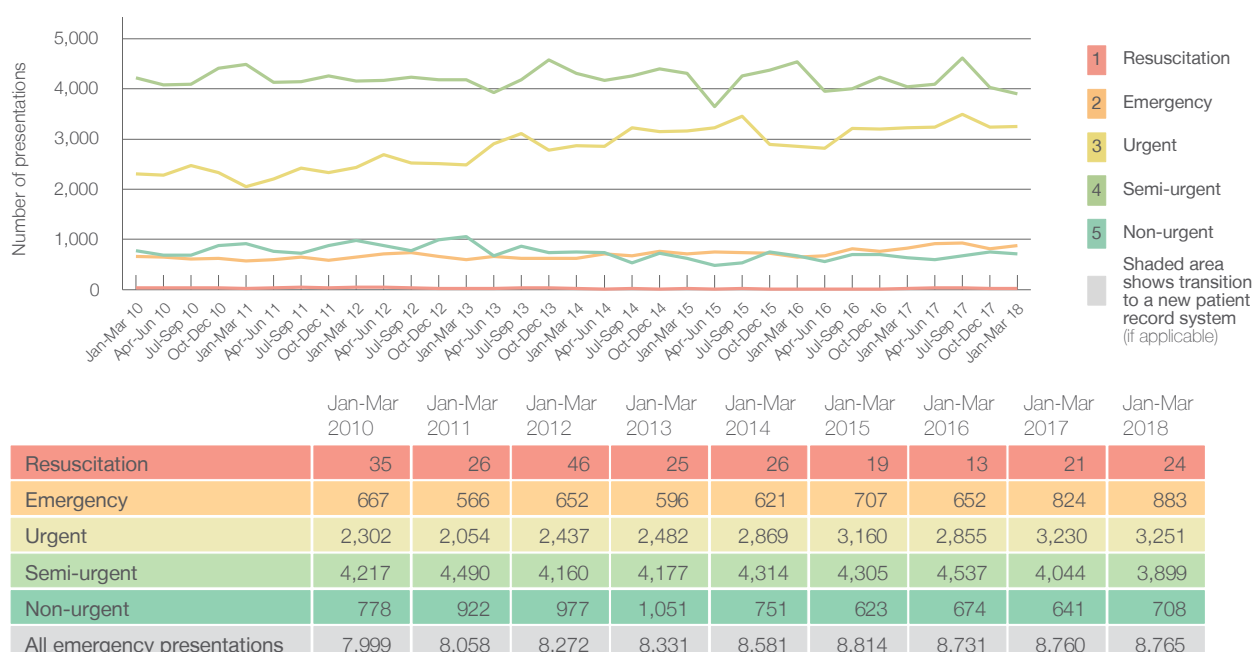
January to March 2018

All presentations:<sup>1</sup> 8,784 patients

Emergency presentations<sup>2</sup> by triage category: 8,765 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Fairfield Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,678 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.

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

January to March 2018

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

Number of triage 2 patients: 883

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 879

Median time to start treatment<sup>4</sup>

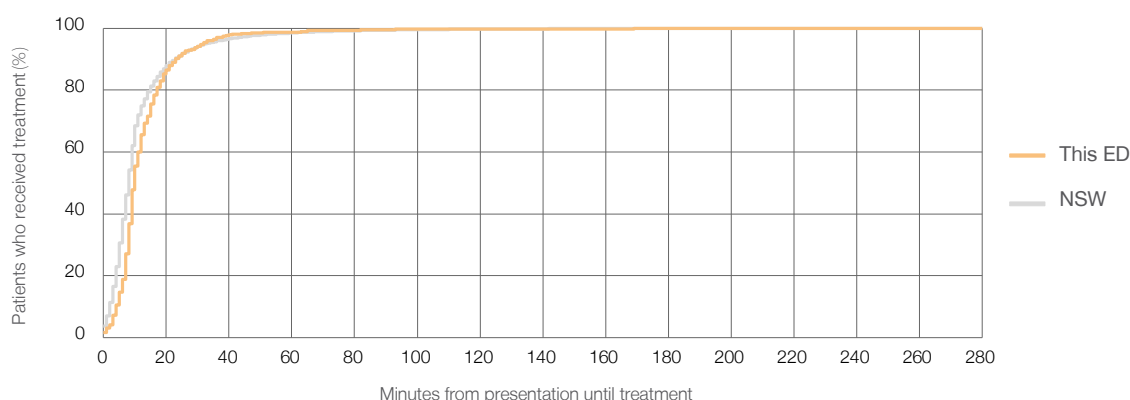
10 minutes

90th percentile time to start treatment<sup>5</sup>

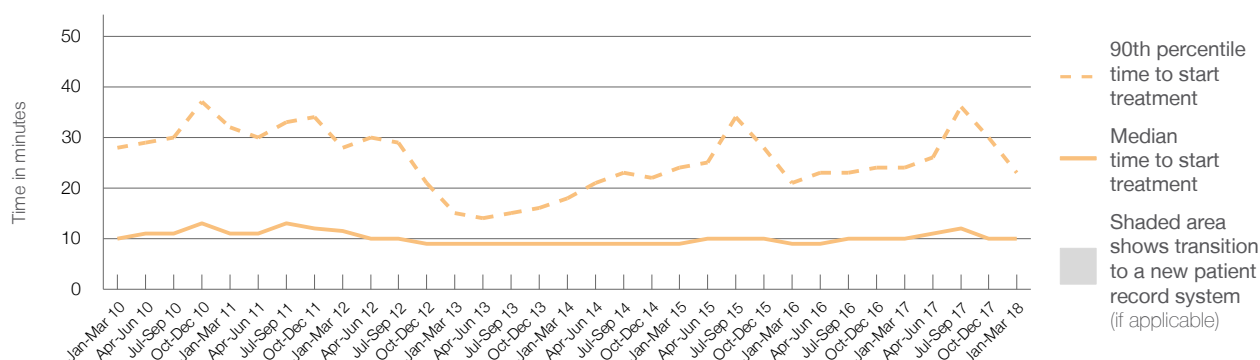
23 minutes

Same period last year	NSW (this period)
824	
819	
10 minutes	8 minutes
24 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	10	11	12	9	9	9	9	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	28	32	28	15	18	24	21	24	23

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

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

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

January to March 2018

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

Number of triage 3 patients: 3,251

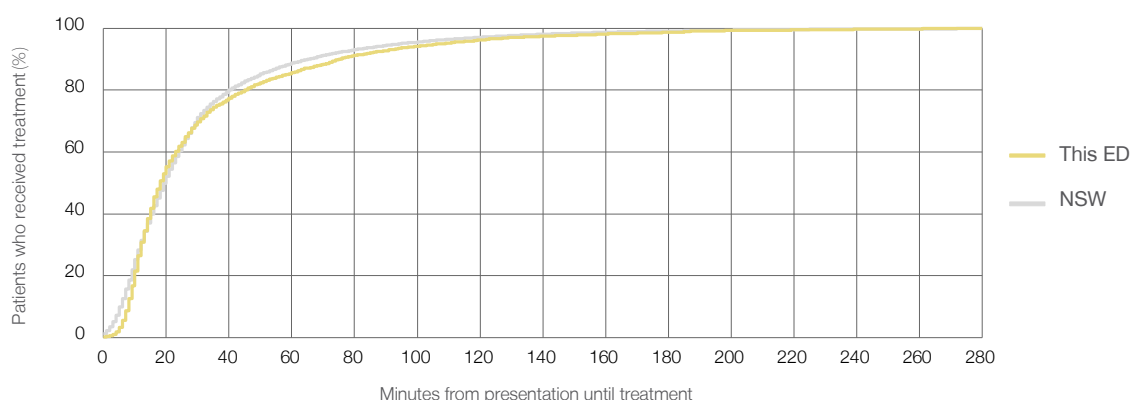
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 3,152

Median time to start treatment <sup>4</sup> 18 minutes

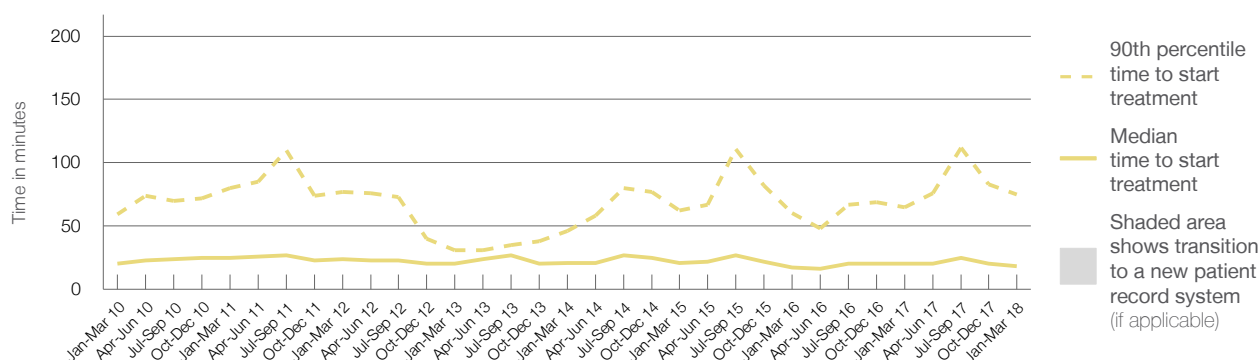
90th percentile time to start treatment <sup>5</sup> 75 minutes

Same period last year	NSW (this period)
3,230	
3,161	
20 minutes	20 minutes
65 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	20	25	24	20	21	21	17	20	18
90th percentile time to start treatment <sup>5</sup> (minutes)	59	80	77	31	46	62	60	65	75

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

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

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

January to March 2018

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

Number of triage 4 patients: 3,899

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,483

Median time to start treatment<sup>4</sup>

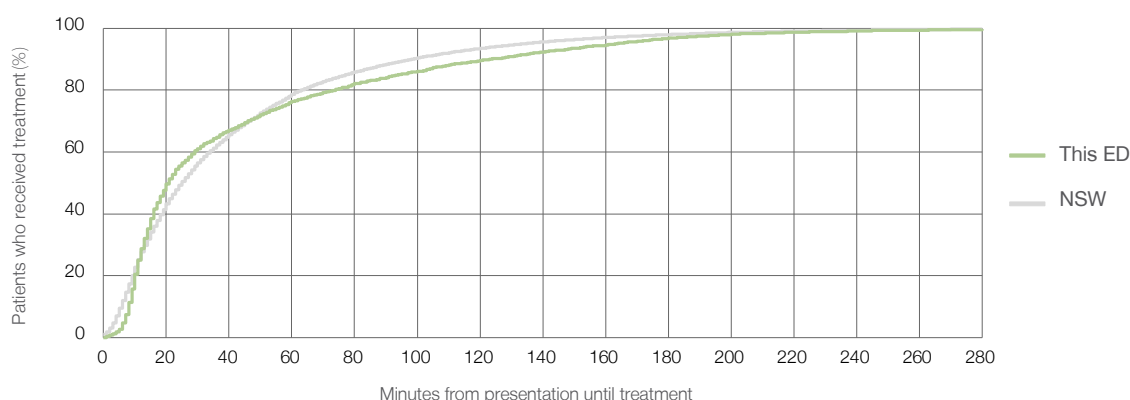
21 minutes

90th percentile time to start treatment<sup>5</sup>

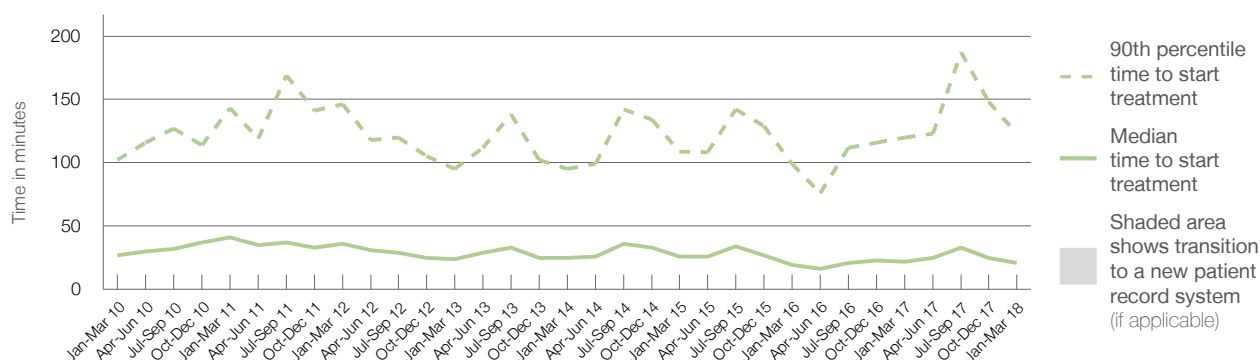
123 minutes

Same period last year	NSW (this period)
4,044	
3,796	
22 minutes	25 minutes
120 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	41	36	24	25	26	19	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)	102	143	146	95	95	109	99	120	123

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

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

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

January to March 2018

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

Number of triage 5 patients: 708

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 554

Median time to start treatment<sup>4</sup>

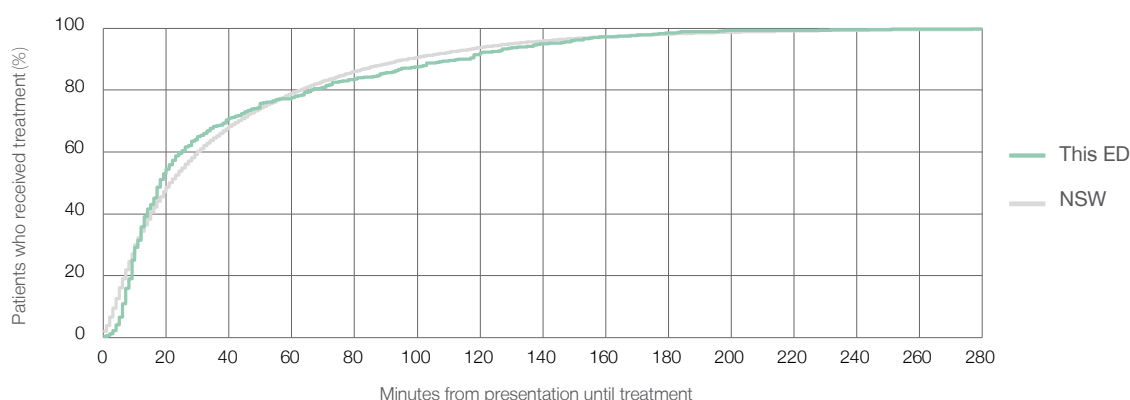
18 minutes

90th percentile time to start treatment<sup>5</sup>

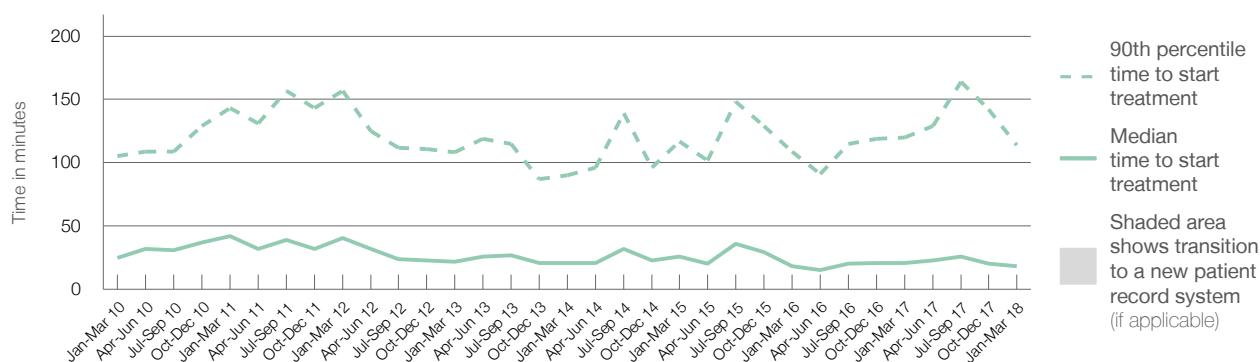
114 minutes

Same period last year	NSW (this period)
641	
497	
21 minutes	22 minutes
120 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	25	42	41	22	21	26	18	21	18
90th percentile time to start treatment <sup>5</sup> (minutes)	105	143	157	108	90	117	109	120	114

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

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

## Fairfield Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 8,784 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,784 patients

Median time spent in the ED<sup>8</sup>

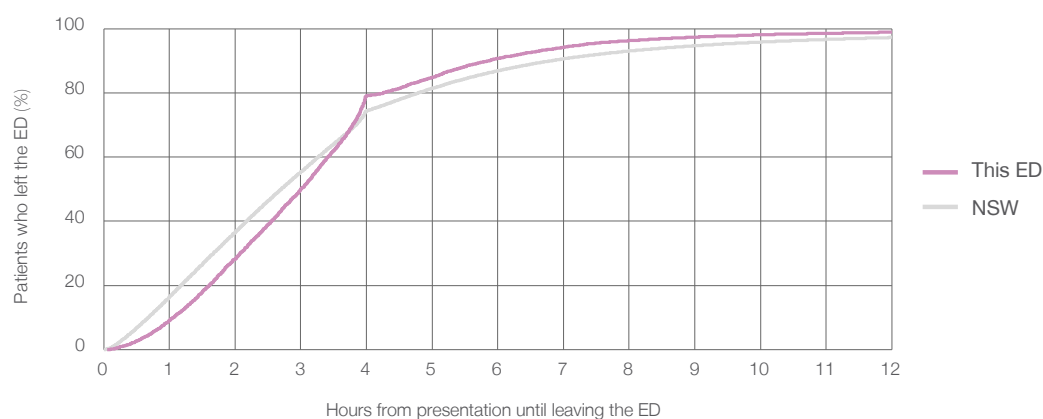
3 hours and 0 minutes

90th percentile time spent in the ED<sup>9</sup>

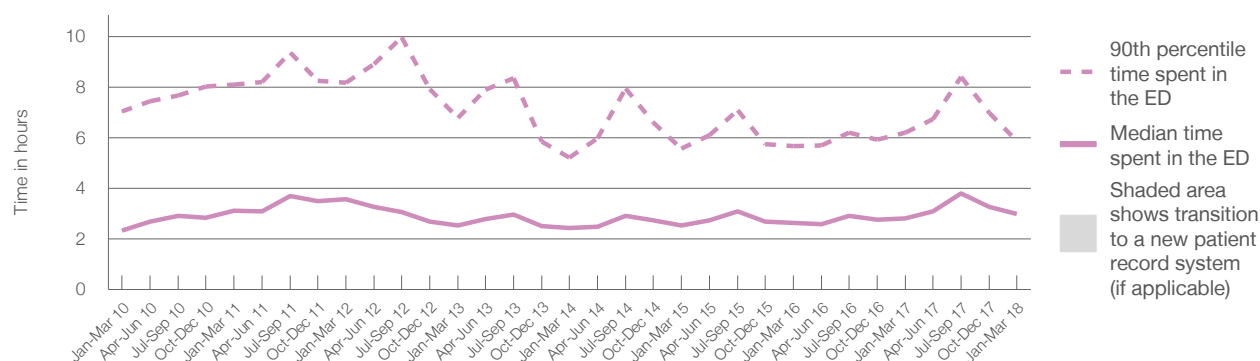
5 hours and 52 minutes

Same period last year	NSW (this period)
8,783	
8,783	
2 hours and 49 minutes	2 hours and 42 minutes
6 hours and 13 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 21m	3h 8m	3h 34m	2h 32m	2h 26m	2h 33m	2h 39m	2h 49m	3h 0m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 3m	8h 6m	8h 11m	6h 47m	5h 13m	5h 34m	5h 40m	6h 13m	5h 52m

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## Fairfield Hospital: Time patients spent in the ED

By mode of separation

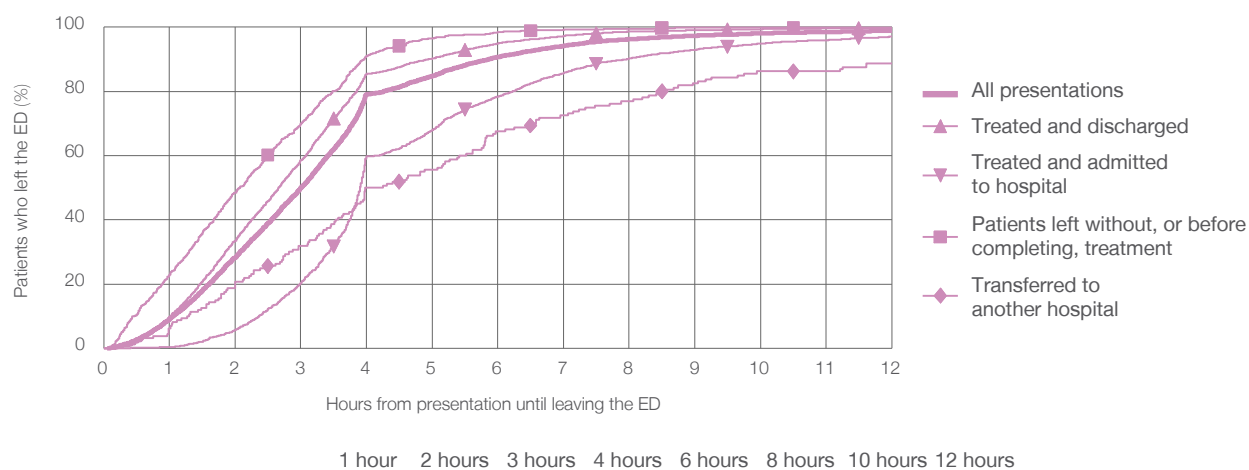
January to March 2018

All presentations:<sup>†</sup> 8,784 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,784 patients

		Same period last year	Change since one year ago
		8,783	0%
Treated and discharged	5,409 (61.6%)	5,684	-4.8%
Treated and admitted to hospital	2,189 (24.9%)	2,014	8.7%
Patient left without, or before completing, treatment	963 (11.0%)	820	17.4%
Transferred to another hospital	160 (1.8%)	185	-13.5%
Other	63 (0.7%)	80	-21.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.7%	33.5%	58.6%	85.5%	94.9%	98.6%	99.4%	99.7%
Treated and admitted to hospital	0.3%	5.8%	20.3%	59.8%	78.4%	90.3%	94.9%	97.1%
Patient left without, or before completing, treatment	22.8%	48.5%	69.9%	91.2%	98.4%	99.6%	99.9%	99.9%
Transferred to another hospital	6.3%	20.6%	31.9%	50.0%	67.5%	76.9%	86.3%	88.8%
All presentations	9.1%	28.4%	50.0%	79.1%	90.7%	96.3%	98.1%	98.9%

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

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

## Fairfield Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,784 patients

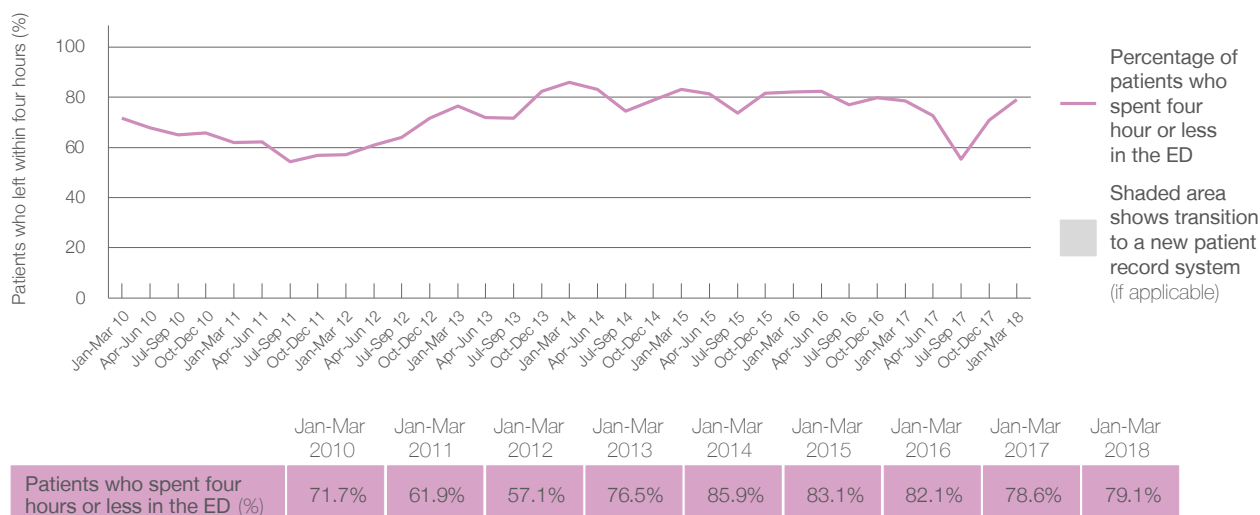
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,784 patients

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



Same period last year	Change since one year ago
8,783	0%
8,783	0%
78.6%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).



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

January to March 2018

All presentations:<sup>1</sup> 9,969 patients

Emergency presentations:<sup>2</sup> 9,907 patients

Same period last year	Change since one year ago
9,655	3%
9,594	3%

## Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,463 patients

Median time to start treatment<sup>4</sup> 5 minutes

90th percentile time to start treatment<sup>5</sup> 10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,227 patients

Median time to start treatment<sup>4</sup> 12 minutes

90th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,552 patients

Median time to start treatment<sup>4</sup> 14 minutes

90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,630 patients

Median time to start treatment<sup>4</sup> 13 minutes

90th percentile time to start treatment<sup>5</sup> 75 minutes

Same period last year	NSW (this period)
1,282	
5 minutes	8 minutes
10 minutes	23 minutes
2,224	
14 minutes	20 minutes
42 minutes	65 minutes
4,380	
17 minutes	25 minutes
71 minutes	98 minutes
1,672	
15 minutes	22 minutes
83 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,969 patients

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

Same period last year	Change since one year ago
9,655	3%
80%	

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

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

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

**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

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

January to March 2018

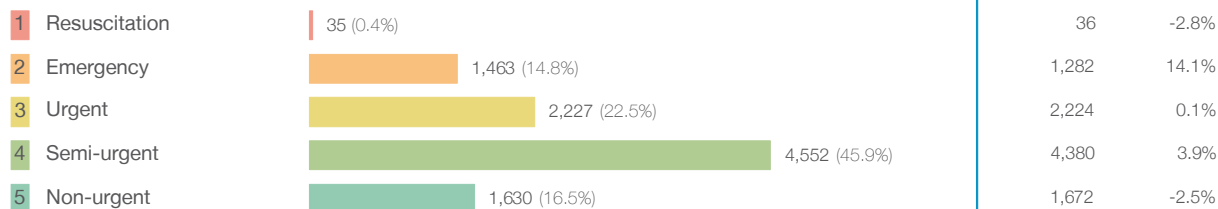
All presentations:<sup>1</sup> 9,969 patients

Same period last year  
Change since one year ago

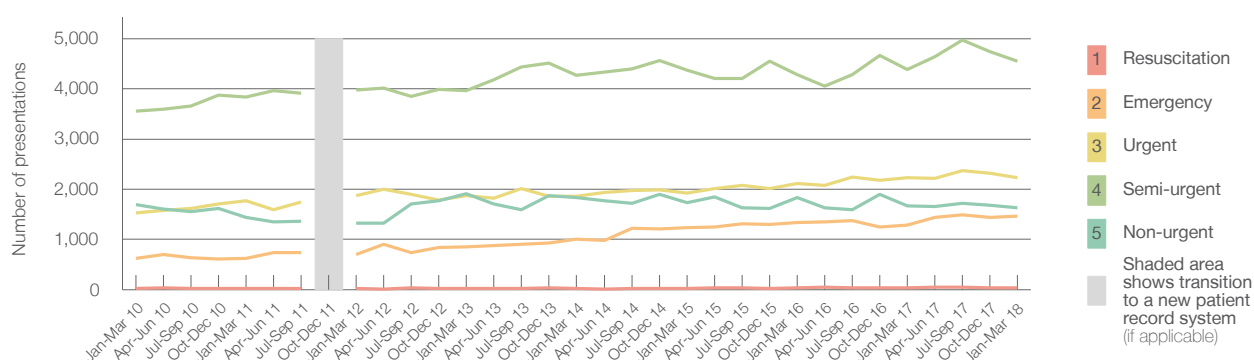
9,655 3%

Emergency presentations<sup>2</sup> by triage category: 9,907 patients

9,594 3%



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	30	23	23	25	24	21	32	36	35
Emergency	628	621	695	854	1,003	1,241	1,332	1,282	1,463
Urgent	1,524	1,775	1,868	1,872	1,865	1,930	2,121	2,224	2,227
Semi-urgent	3,551	3,834	3,973	3,965	4,274	4,375	4,280	4,380	4,552
Non-urgent	1,689	1,445	1,323	1,908	1,839	1,736	1,830	1,672	1,630
All emergency presentations	7,422	7,698	7,882	8,624	9,005	9,303	9,595	9,594	9,907

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

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,966 patients

Same period last year  
Change since one year ago

1,904

ED Transfer of care time

Median time	11 minutes	11 minutes	0 minutes
90th percentile time	22 minutes	21 minutes	1 minute

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

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

## Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,463

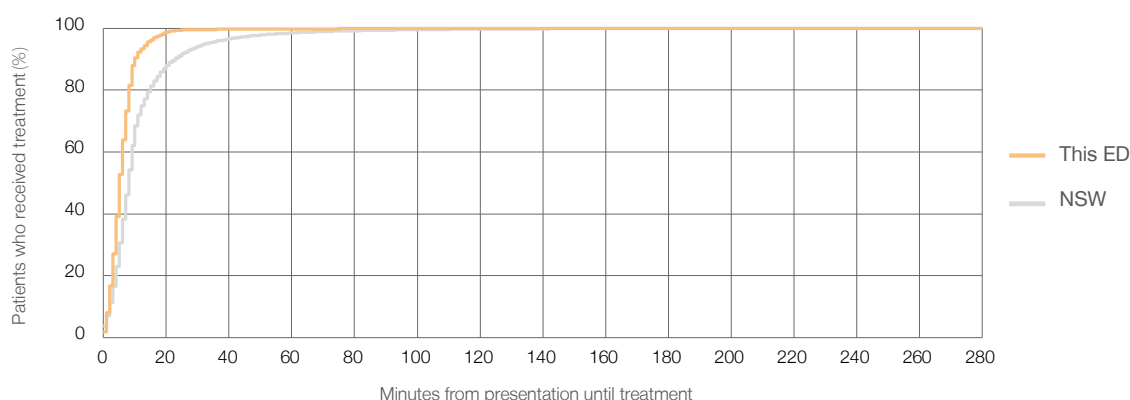
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,463

Median time to start treatment <sup>4</sup> 5 minutes

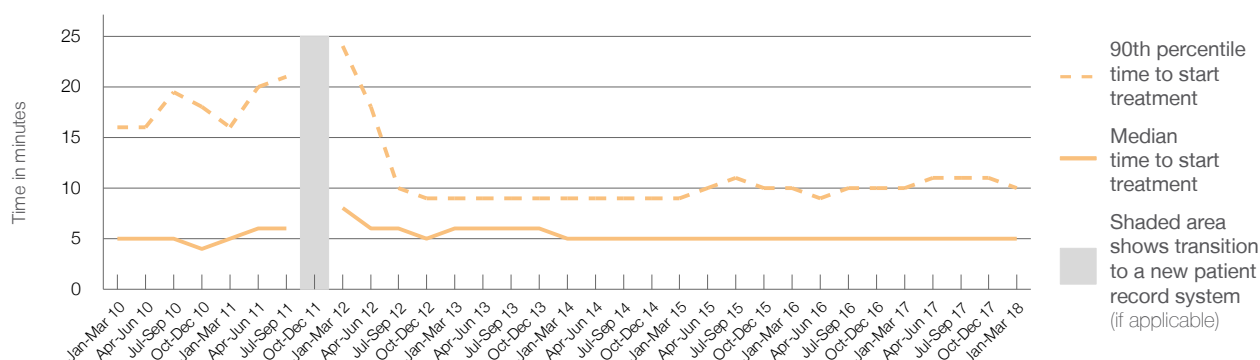
90th percentile time to start treatment <sup>5</sup> 10 minutes

Same period last year	NSW (this period)
1,282	
1,279	
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	5	5	8	6	5	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	16	16	24	9	9	9	10	10	10

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

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

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

January to March 2018

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

Number of triage 3 patients: 2,227

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,217

Median time to start treatment<sup>4</sup>

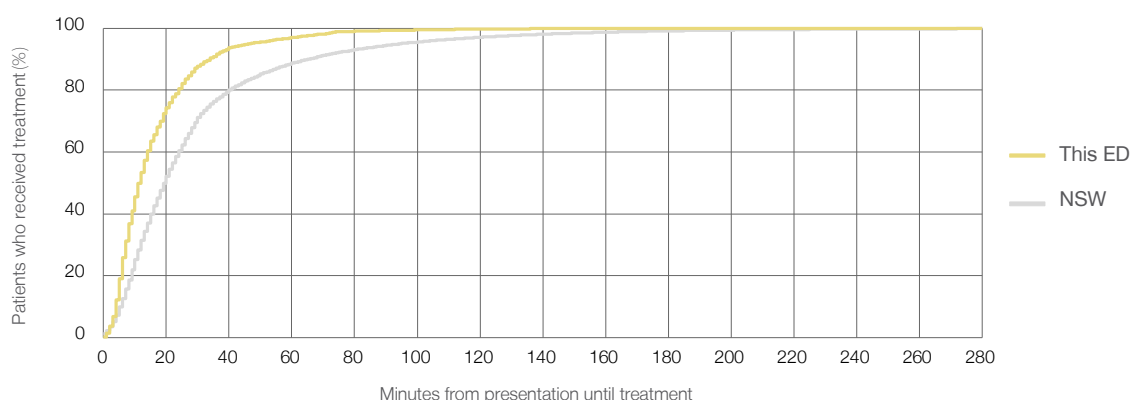
12 minutes

90th percentile time to start treatment<sup>5</sup>

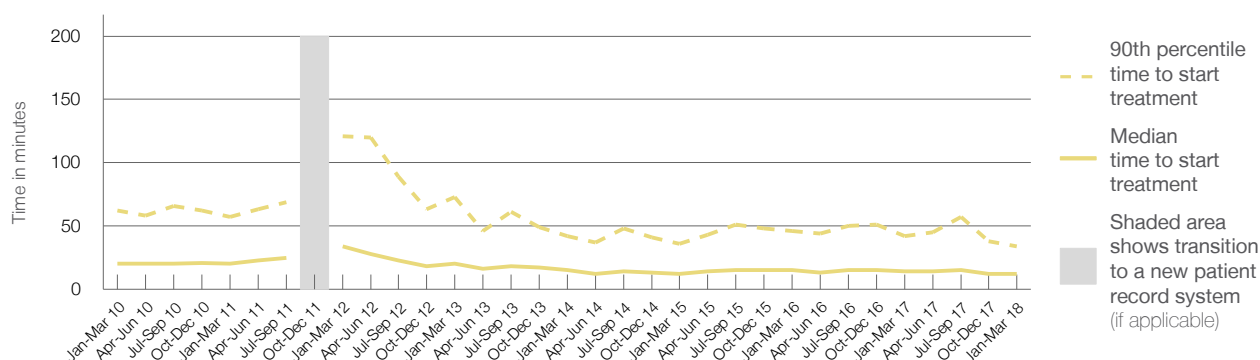
34 minutes

Same period last year	NSW (this period)
2,224	
2,209	
14 minutes	20 minutes
42 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	20	20	34	20	15	12	15	14	12
90th percentile time to start treatment <sup>5</sup> (minutes)	62	57	121	73	42	36	46	42	34

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

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

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

January to March 2018

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

Number of triage 4 patients: 4,552

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,444

Median time to start treatment<sup>4</sup>

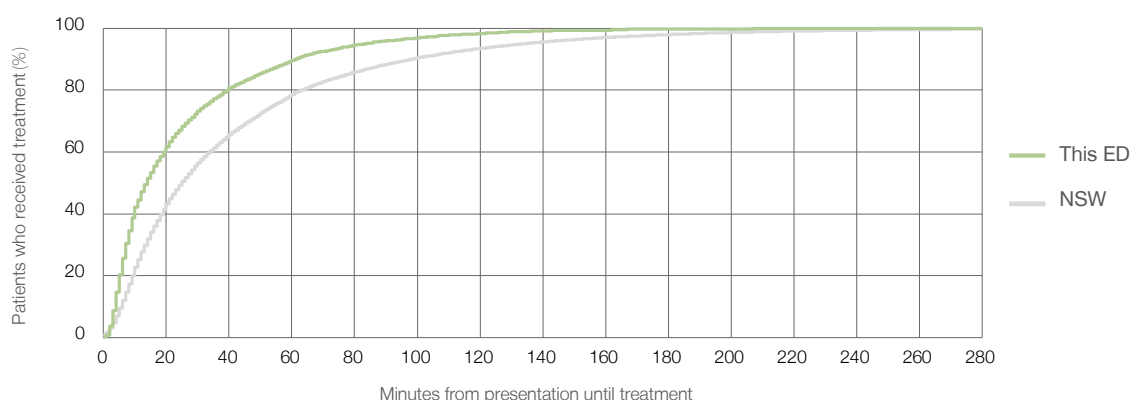
14 minutes

90th percentile time to start treatment<sup>5</sup>

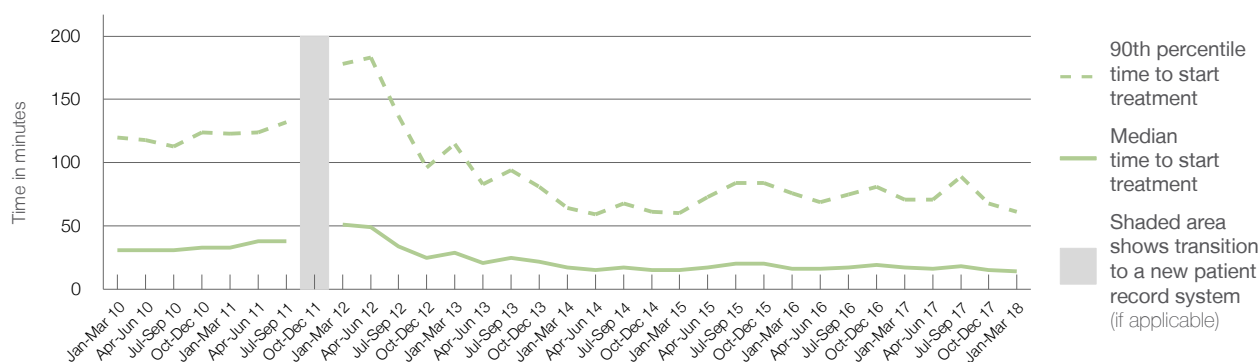
61 minutes

Same period last year	NSW (this period)
4,380	
4,257	
17 minutes	25 minutes
71 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	31	33	51	29	17	15	16	17	14
90th percentile time to start treatment <sup>5</sup> (minutes)	120	123	178	115	64	60	76	71	61

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

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

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

January to March 2018

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

Number of triage 5 patients: 1,630

Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,546

Median time to start treatment <sup>4</sup>

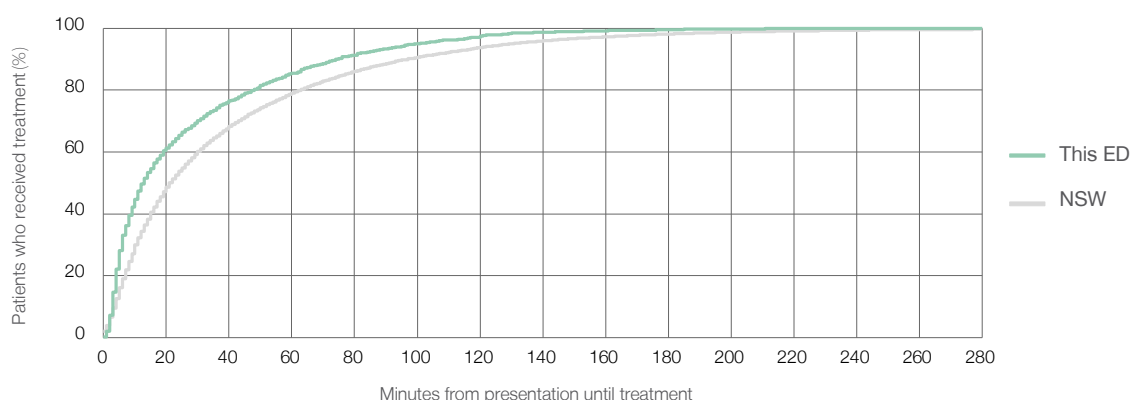
13 minutes

90th percentile time to start treatment <sup>5</sup>

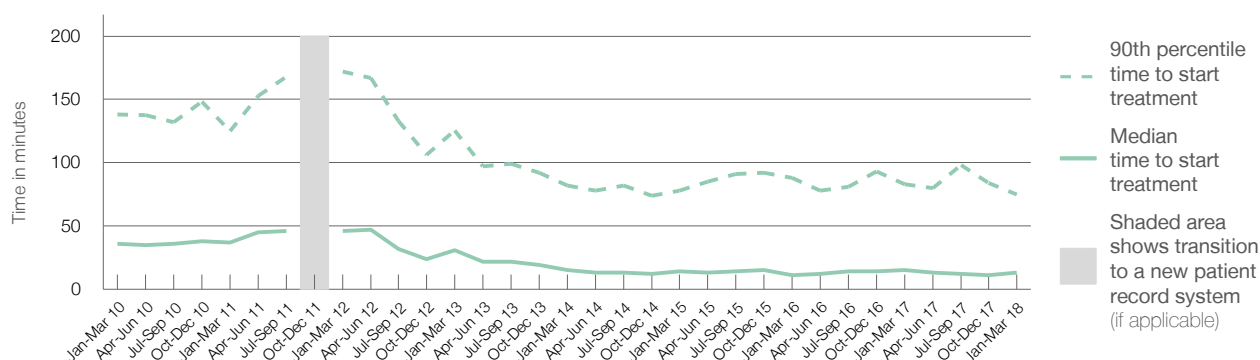
75 minutes

Same period last year	NSW (this period)
1,672	
1,587	
15 minutes	22 minutes
83 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	36	37	46	31	15	14	11	15	13
90th percentile time to start treatment <sup>5</sup> (minutes)	138	125	172	126	82	78	88	83	75

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

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

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

January to March 2018

All presentations:<sup>1</sup> 9,969 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,969 patients

Median time spent in the ED<sup>8</sup>

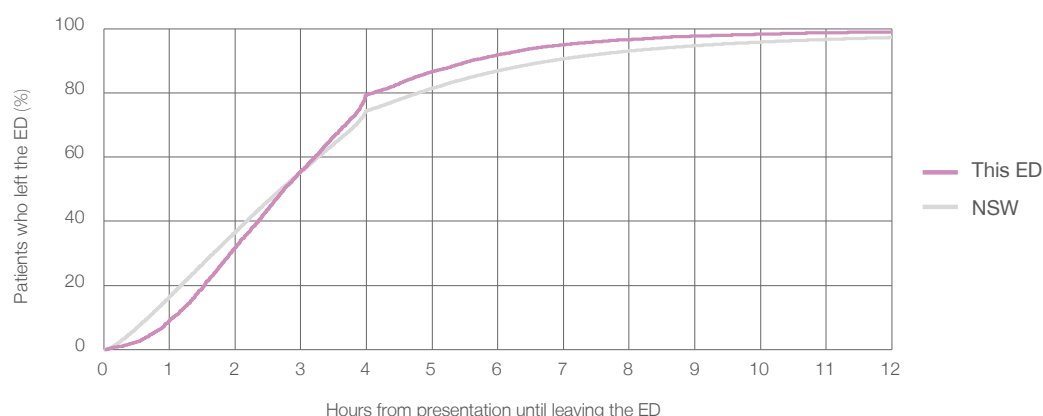
2 hours and 45 minutes

90th percentile time spent in the ED<sup>9</sup>

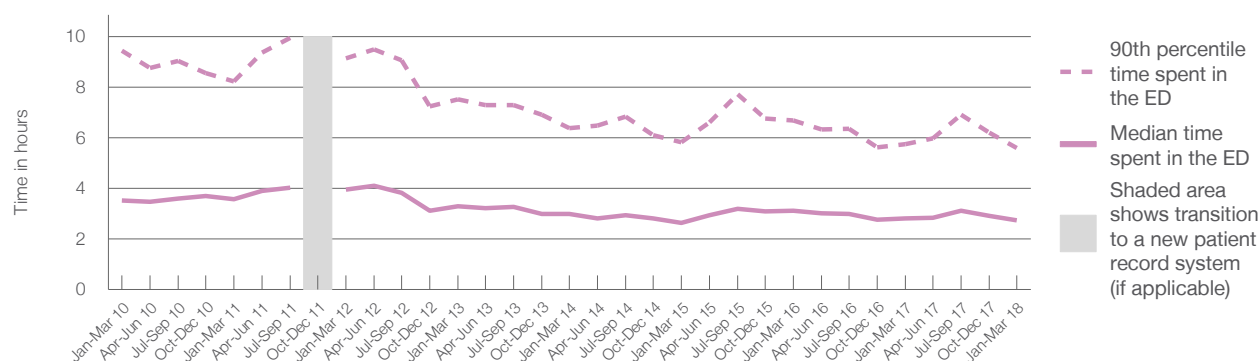
5 hours and 36 minutes

Same period last year	NSW (this period)
9,655	
9,655	
2 hours and 49 minutes	2 hours and 42 minutes
5 hours and 45 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 32m	3h 34m	3h 57m	3h 18m	2h 59m	2h 39m	3h 8m	2h 49m	2h 45m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 26m	8h 14m	9h 8m	7h 32m	6h 23m	5h 49m	6h 41m	5h 45m	5h 36m

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

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

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

By mode of separation

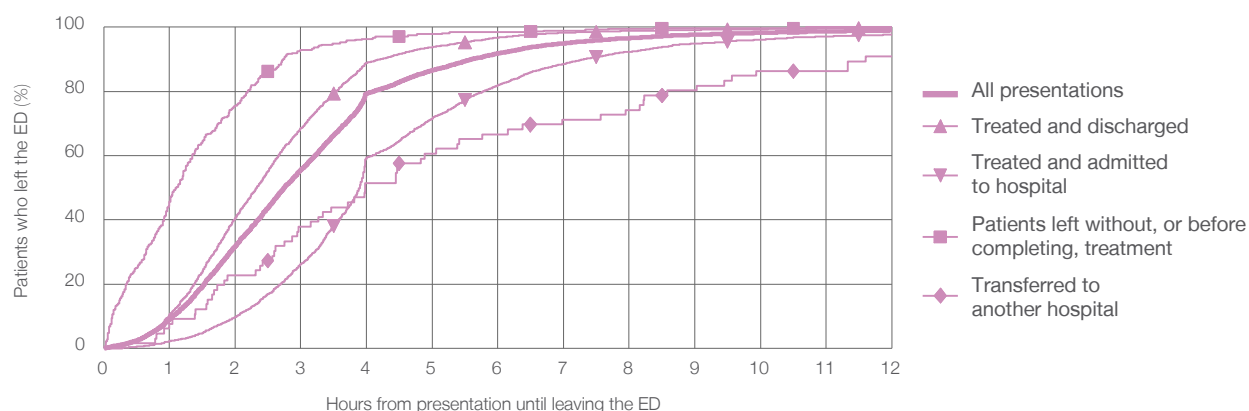
January to March 2018

All presentations:<sup>†</sup> 9,969 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 9,969 patients

		Same period last year	Change since one year ago
Treated and discharged	6,304 (63.2%)	9,655	3%
Treated and admitted to hospital	3,207 (32.2%)	6,036	4.4%
Patient left without, or before completing, treatment	386 (3.9%)	3,120	2.8%
Transferred to another hospital	66 (0.7%)	416	-7.2%
Other	6 (0.1%)	75	-12.0%
		8	-25.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.5%	40.6%	68.5%	88.9%	96.8%	98.8%	99.4%	99.7%
Treated and admitted to hospital	2.2%	9.8%	26.3%	59.3%	81.9%	92.4%	96.1%	97.8%
Patient left without, or before completing, treatment	45.6%	75.6%	93.0%	96.4%	98.4%	99.5%	99.7%	100%
Transferred to another hospital	7.6%	22.7%	37.9%	51.5%	66.7%	74.2%	86.4%	90.9%
All presentations	9.2%	31.9%	55.6%	79.4%	91.8%	96.6%	98.3%	99.0%

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

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



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

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 9,969 patients

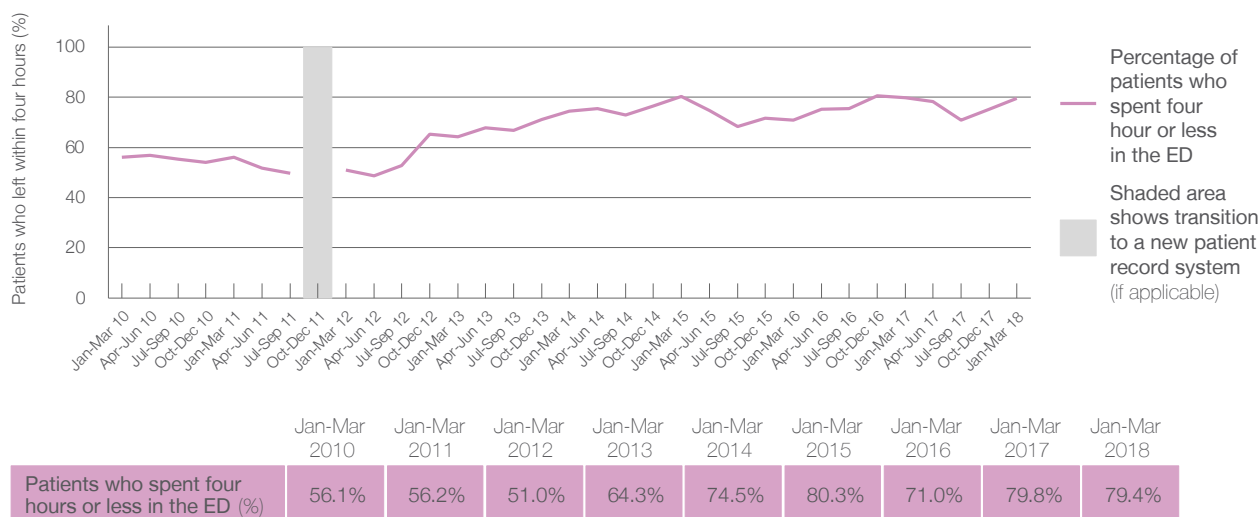
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,969 patients

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



Same period last year	Change since one year ago
9,655	3%
9,655	3%
79.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



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

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

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

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

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Lismore Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 8,988 patients

Emergency presentations:<sup>2</sup> 8,655 patients

Same period last year	Change since one year ago
8,417	7%
8,146	6%

## Lismore Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 939 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,946 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,625 patients

Median time to start treatment<sup>4</sup> 34 minutes  
90th percentile time to start treatment<sup>5</sup> 115 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,114 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
848	
6 minutes	8 minutes
14 minutes	23 minutes
2,893	
19 minutes	20 minutes
57 minutes	65 minutes
3,391	
33 minutes	25 minutes
116 minutes	98 minutes
965	
44 minutes	22 minutes
129 minutes	97 minutes

## Lismore Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,985 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
8,417	7%
67%	

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

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

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

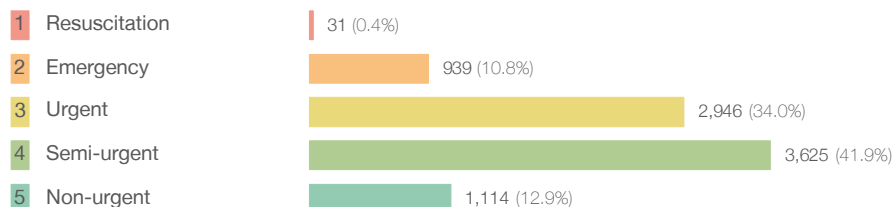
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Lismore Base Hospital: Patients presenting to the emergency department

January to March 2018

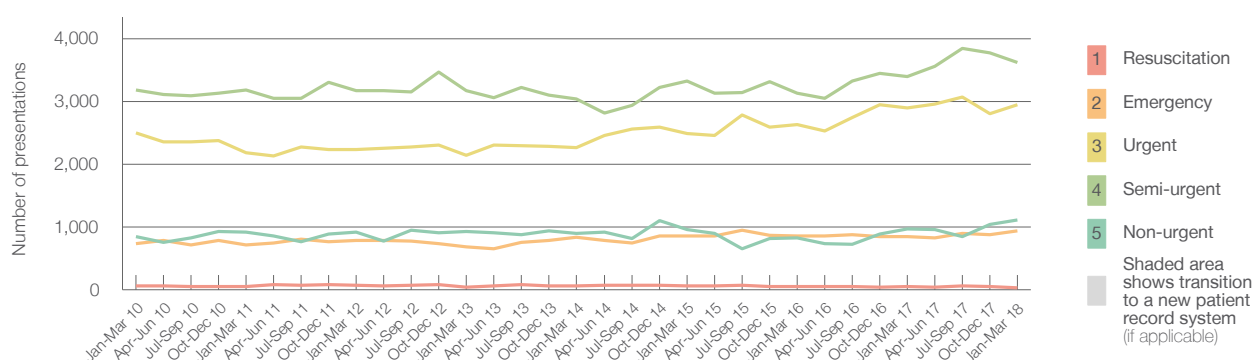
All presentations:<sup>1</sup> 8,988 patients

Emergency presentations<sup>2</sup> by triage category: 8,655 patients



Same period last year	Change since one year ago
8,417	7%
8,146	6%
49	-36.7%
848	10.7%
2,893	1.8%
3,391	6.9%
965	15.4%

Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	56	52	66	39	55	63	52	49	31
Emergency	735	712	786	679	838	857	854	848	939
Urgent	2,497	2,178	2,228	2,138	2,268	2,489	2,635	2,893	2,946
Semi-urgent	3,178	3,184	3,168	3,168	3,038	3,328	3,126	3,391	3,625
Non-urgent	849	914	912	927	897	961	829	965	1,114
All emergency presentations	7,315	7,040	7,160	6,951	7,096	7,698	7,496	8,146	8,655

## Lismore Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,646 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,644	
13 minutes	0 minutes
34 minutes	8 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.

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

January to March 2018

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

Number of triage 2 patients: 939

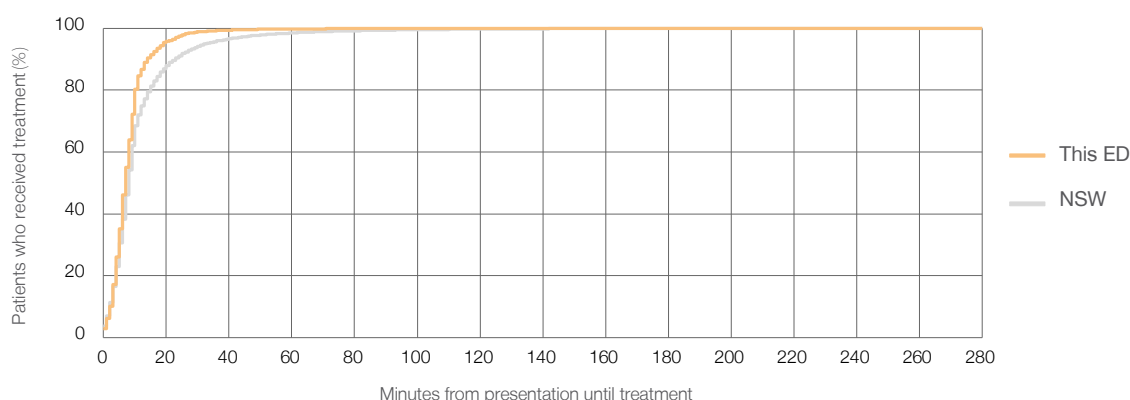
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 937

Median time to start treatment<sup>4</sup> 7 minutes

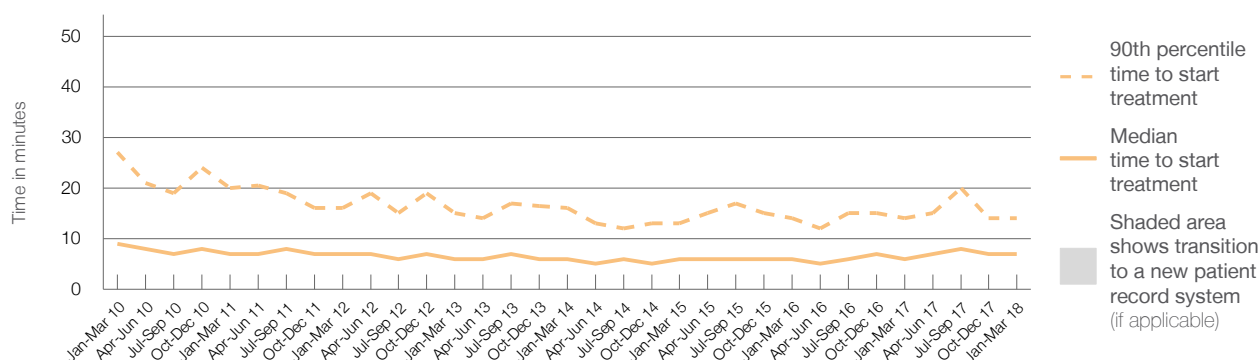
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
848	
844	
6 minutes	8 minutes
14 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	9	7	7	6	6	6	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	27	20	16	15	16	13	14	14	14

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

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

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

January to March 2018

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

Number of triage 3 patients: 2,946

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,892

Median time to start treatment<sup>4</sup>

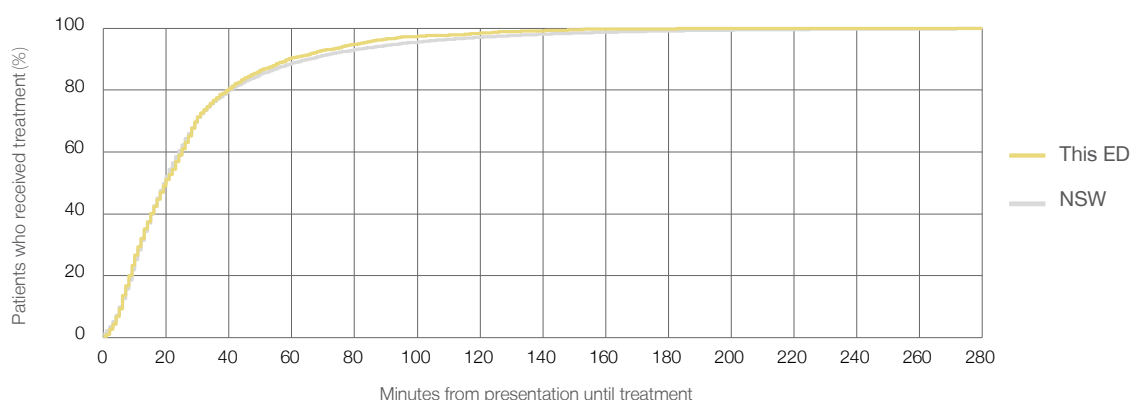
20 minutes

90th percentile time to start treatment<sup>5</sup>

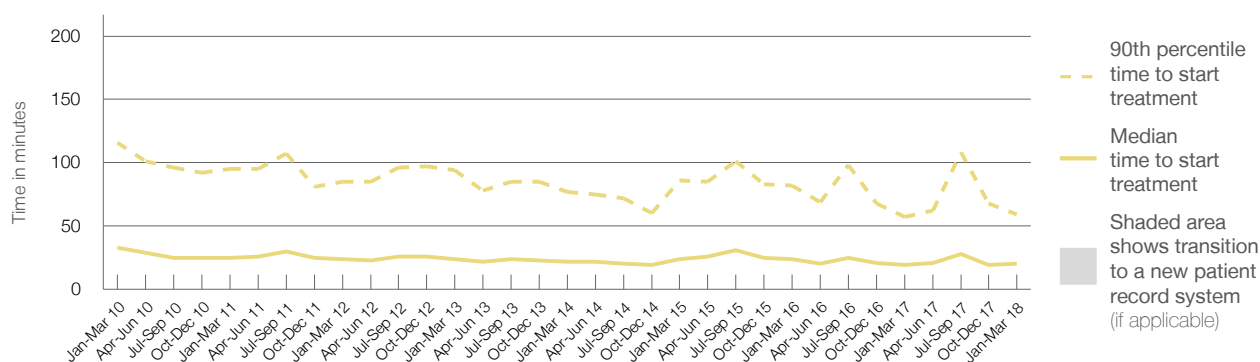
59 minutes

Same period last year	NSW (this period)
2,893	
2,842	
19 minutes	20 minutes
57 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	33	25	24	24	22	24	24	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)	116	95	85	94	77	86	82	57	59

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

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

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

January to March 2018

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

Number of triage 4 patients: 3,625

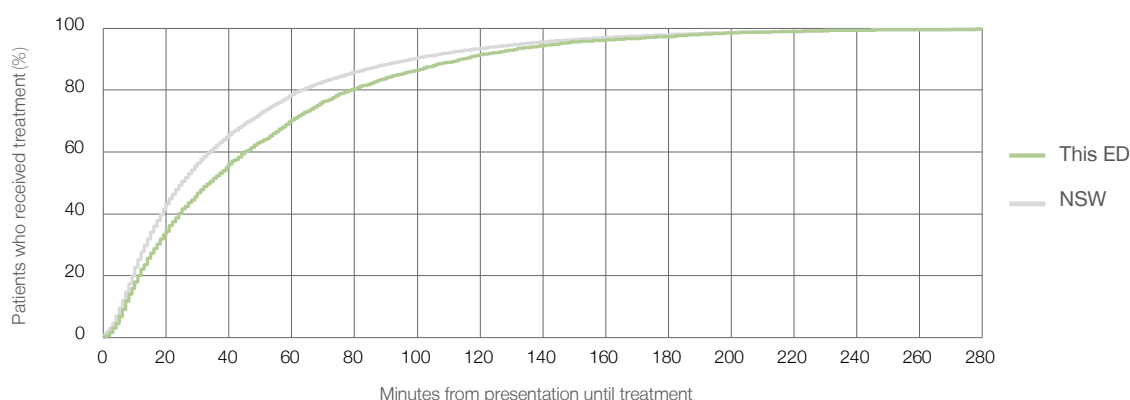
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,393

Median time to start treatment<sup>4</sup> 34 minutes

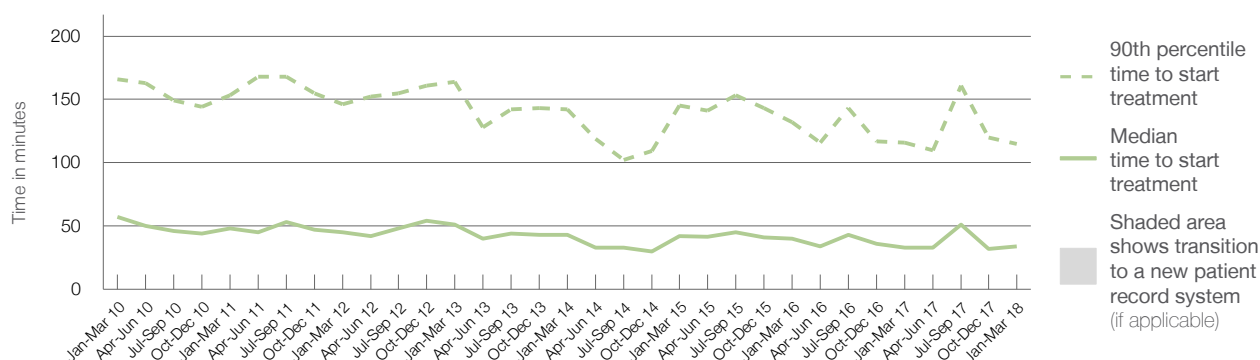
90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
3,391	
3,178	
33 minutes	25 minutes
116 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	57	48	45	51	43	42	40	33	34
90th percentile time to start treatment <sup>5</sup> (minutes)	166	153	146	164	142	145	132	116	115

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

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

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

January to March 2018

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

Number of triage 5 patients: 1,114

Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 977

Median time to start treatment <sup>4</sup>

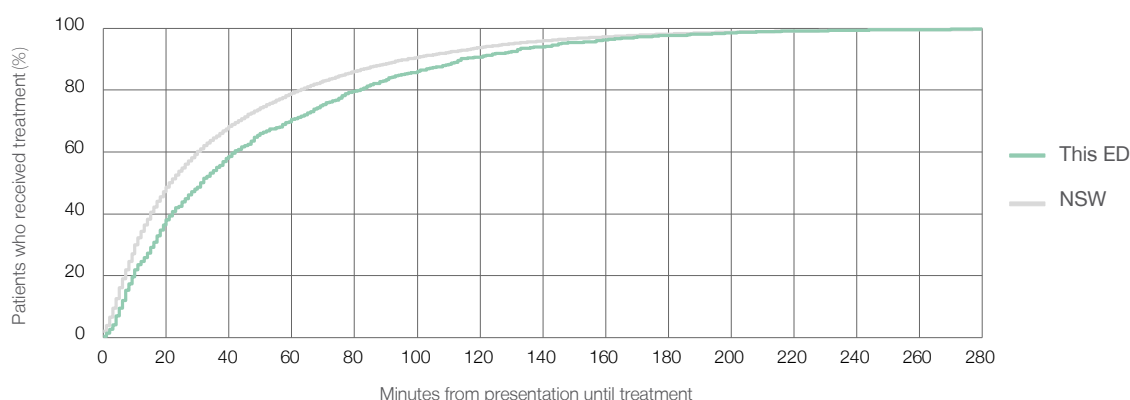
31 minutes

90th percentile time to start treatment <sup>5</sup>

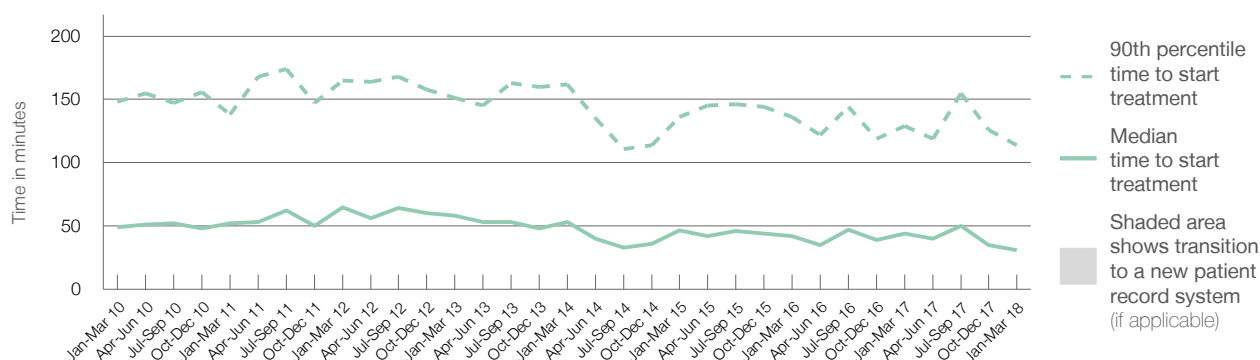
114 minutes

Same period last year	NSW (this period)
965	
825	
44 minutes	22 minutes
129 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	49	52	65	58	53	47	42	44	31
90th percentile time to start treatment <sup>5</sup> (minutes)	148	138	165	151	162	136	136	129	114

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

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

## Lismore Base Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 8,988 patients

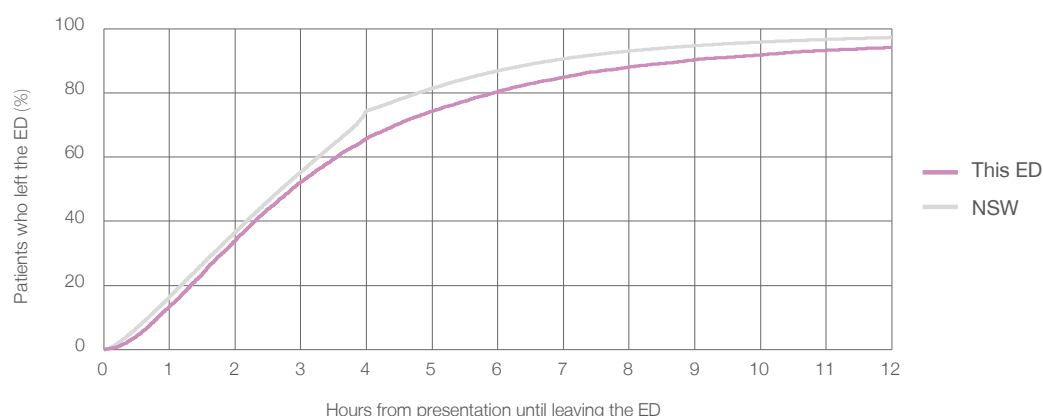
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,985 patients

Median time spent in the ED<sup>8</sup> 2 hours and 52 minutes

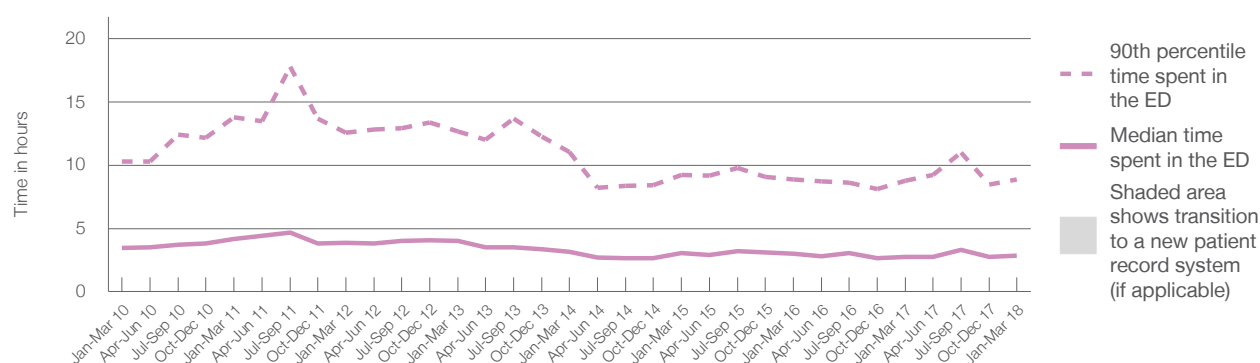
90th percentile time spent in the ED<sup>9</sup> 8 hours and 52 minutes

Same period last year	NSW (this period)
8,417	
8,417	
2 hours and 45 minutes	2 hours and 42 minutes
8 hours and 46 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 29m	4h 10m	3h 51m	4h 2m	3h 8m	3h 4m	3h 1m	2h 45m	2h 52m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 16m	13h 48m	12h 35m	12h 41m	11h 4m	9h 15m	8h 53m	8h 46m	8h 52m

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

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



## Lismore Base Hospital: Time patients spent in the ED

By mode of separation

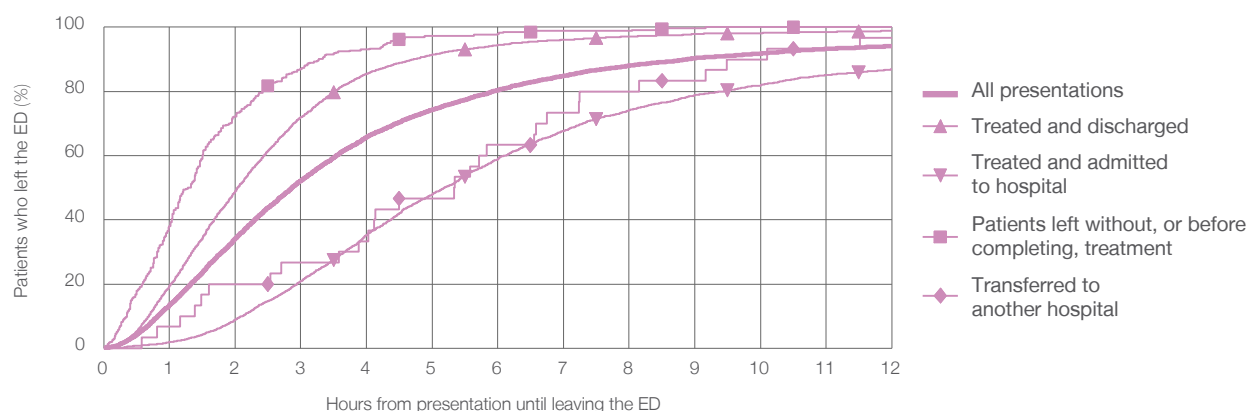
January to March 2018

All presentations:<sup>†</sup> 8,988 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,985 patients

		Same period last year	Change since one year ago
		8,417	7%
Treated and discharged	4,994 (55.6%)	4,535	10.1%
Treated and admitted to hospital	3,552 (39.5%)	3,465	2.5%
Patient left without, or before completing, treatment	346 (3.8%)	344	0.6%
Transferred to another hospital	30 (0.3%)	23	30.4%
Other	66 (0.7%)	50	32.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.5%	49.0%	71.9%	85.5%	94.4%	97.2%	98.2%	98.9%
Treated and admitted to hospital	1.9%	9.0%	20.9%	35.3%	59.0%	74.2%	82.0%	86.9%
Patient left without, or before completing, treatment	38.2%	72.3%	87.0%	93.1%	98.0%	98.8%	100%	100%
Transferred to another hospital	6.7%	20.0%	26.7%	33.3%	63.3%	80.0%	90.0%	96.7%
All presentations	13.5%	34.2%	52.2%	65.8%	80.4%	88.1%	91.8%	94.2%

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

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

## Lismore Base Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,988 patients

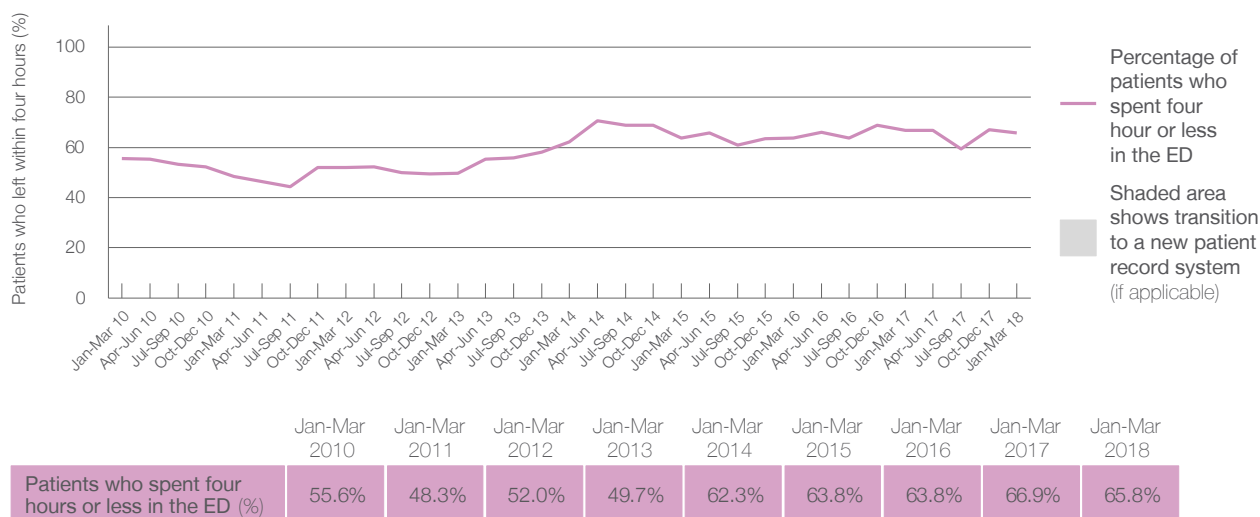
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,985 patients

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



Same period last year	Change since one year ago
8,417	7%
8,417	7%
66.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Maitland Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 11,730 patients

Emergency presentations:<sup>2</sup> 11,652 patients

Same period last year	Change since one year ago
12,006	-2%
11,920	-2%

## Maitland Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,144 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,311 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 90 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,013 patients

Median time to start treatment<sup>4</sup> 42 minutes  
90th percentile time to start treatment<sup>5</sup> 134 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,158 patients

Median time to start treatment<sup>4</sup> 49 minutes  
90th percentile time to start treatment<sup>5</sup> 160 minutes

Same period last year	NSW (this period)
1,969	
7 minutes	8 minutes
26 minutes	23 minutes
3,062	
23 minutes	20 minutes
91 minutes	65 minutes
5,425	
44 minutes	25 minutes
138 minutes	98 minutes
1,445	
58 minutes	22 minutes
155 minutes	97 minutes

## Maitland Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,730 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
12,006	-2%
70%	

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

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

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

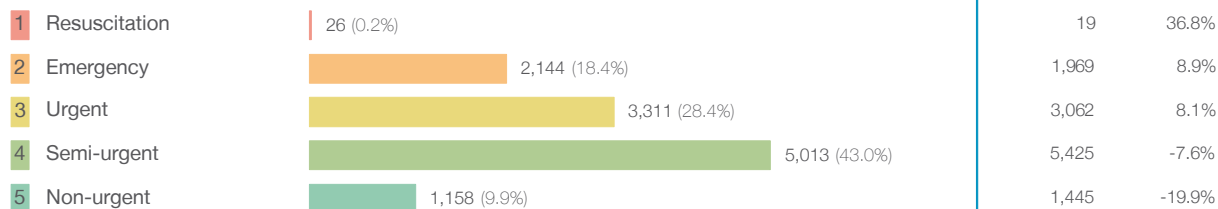
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Maitland Hospital: Patients presenting to the emergency department

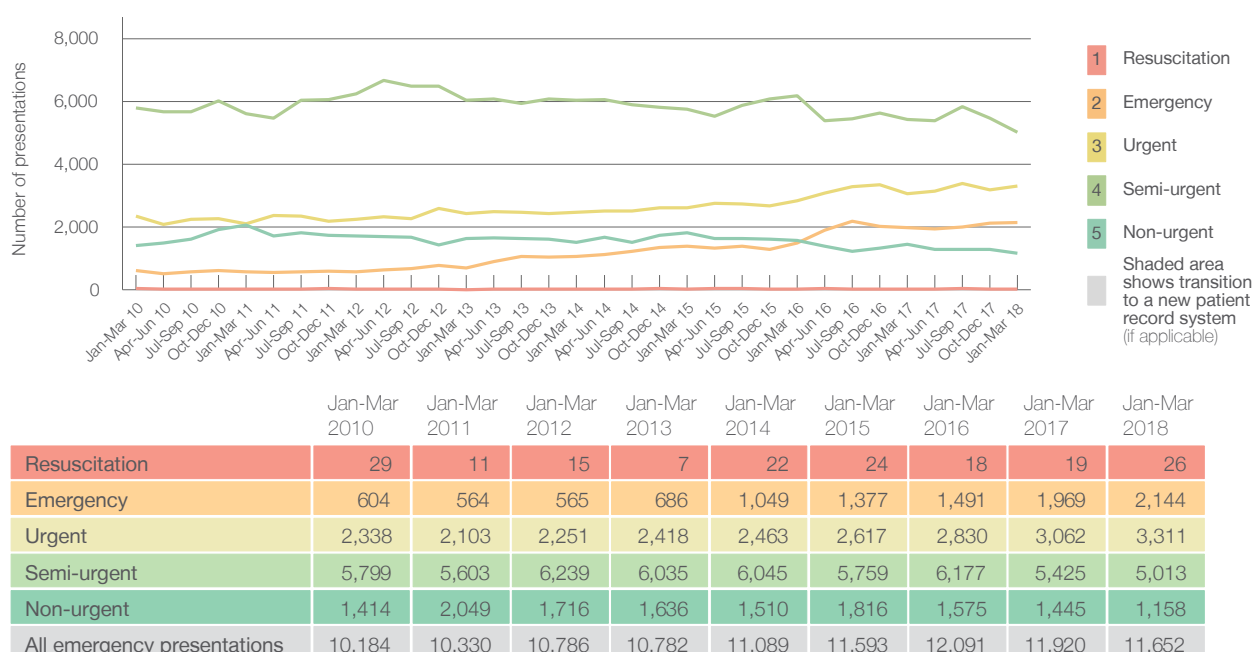
January to March 2018

All presentations:<sup>1</sup> 11,730 patients

Emergency presentations<sup>2</sup> by triage category: 11,652 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Maitland Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 2,043 patients

ED Transfer of care time



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

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

## Maitland Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 2,144

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,075

Median time to start treatment<sup>4</sup>

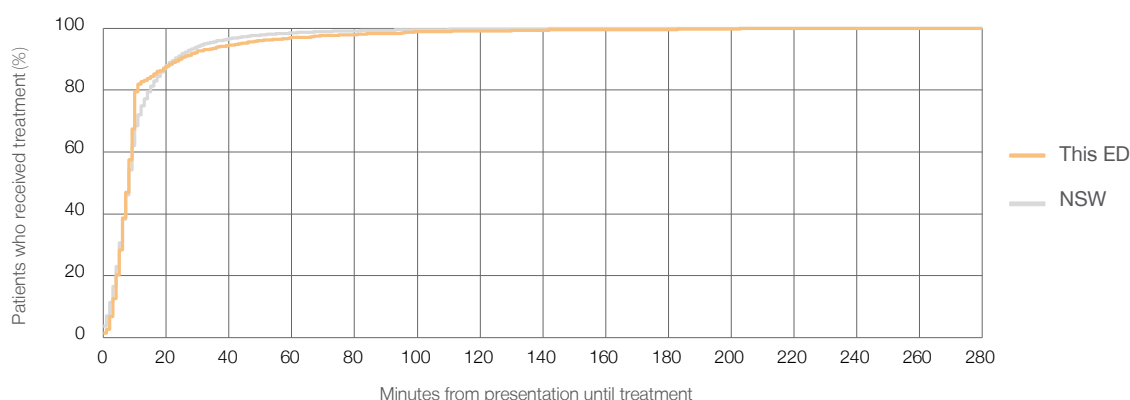
8 minutes

90th percentile time to start treatment<sup>5</sup>

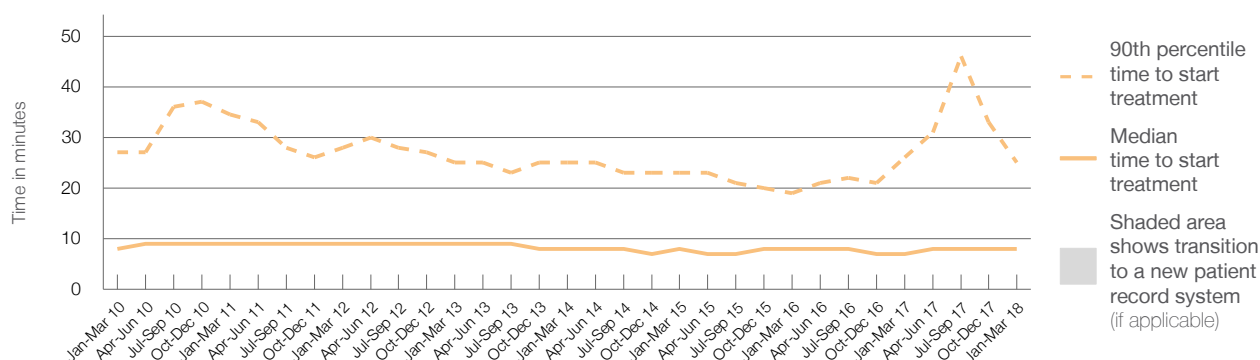
25 minutes

Same period last year	NSW (this period)
1,969	
1,926	
7 minutes	8 minutes
26 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	8	9	9	9	8	8	8	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	27	35	28	25	25	23	19	26	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.

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

January to March 2018

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

Number of triage 3 patients: 3,311

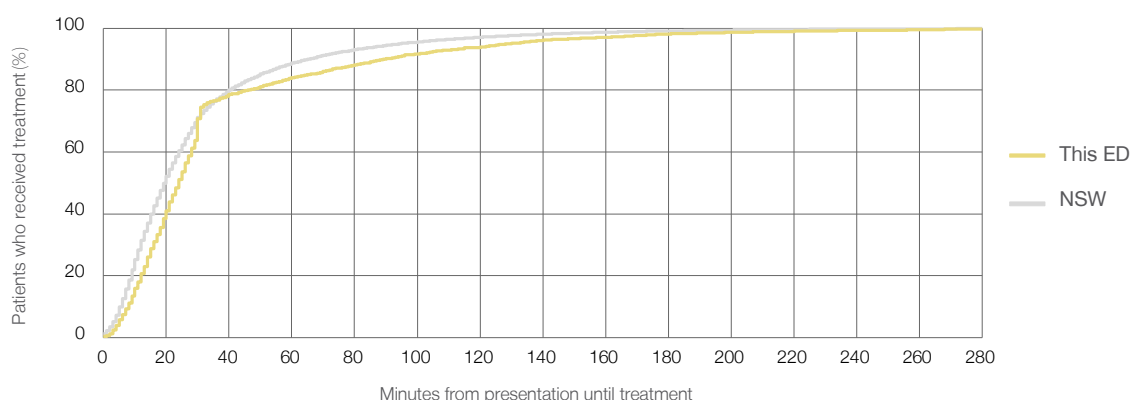
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 3,131

Median time to start treatment <sup>4</sup> 24 minutes

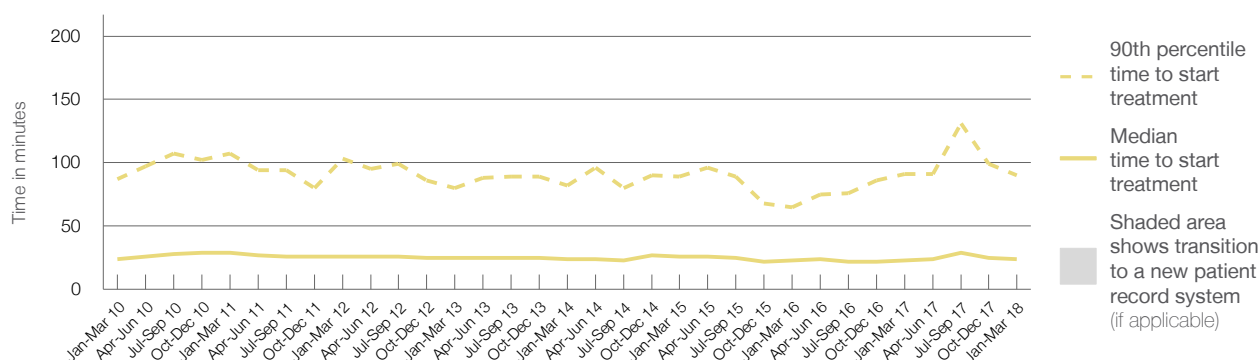
90th percentile time to start treatment <sup>5</sup> 90 minutes

Same period last year	NSW (this period)
3,062	
2,912	
23 minutes	20 minutes
91 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	24	29	26	25	24	26	23	23	24
90th percentile time to start treatment <sup>5</sup> (minutes)	87	107	103	80	82	89	65	91	90

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

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

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

January to March 2018

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

Number of triage 4 patients: 5,013

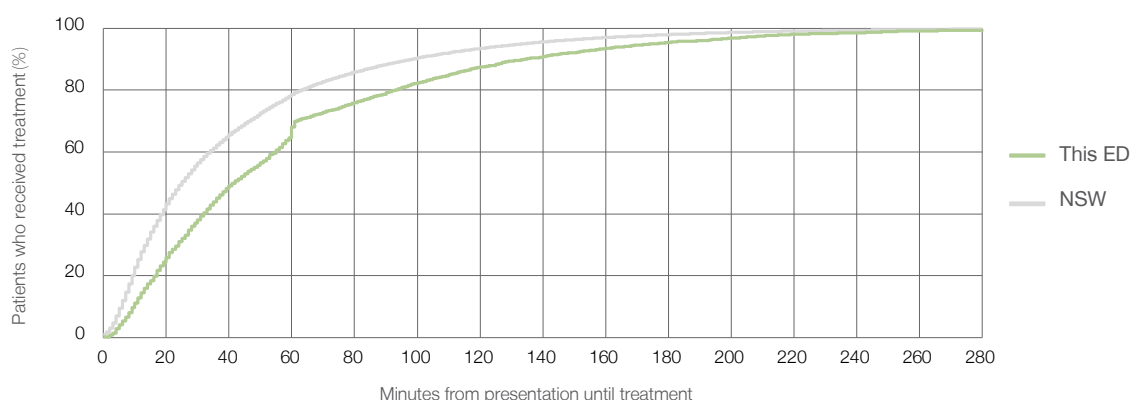
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,107

Median time to start treatment<sup>4</sup> 42 minutes

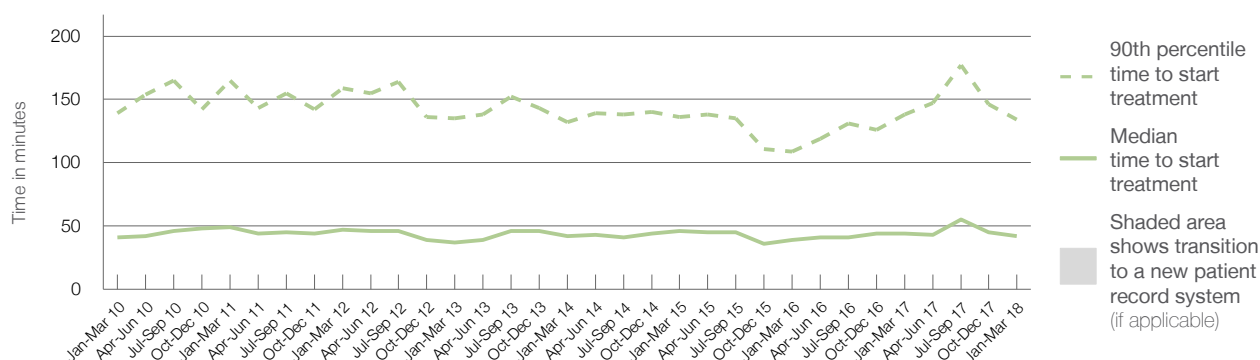
90th percentile time to start treatment<sup>5</sup> 134 minutes

Same period last year	NSW (this period)
5,425	
4,529	
44 minutes	25 minutes
138 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	41	49	47	37	42	46	39	44	42
90th percentile time to start treatment <sup>5</sup> (minutes)	139	165	159	135	132	136	109	138	134

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

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

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

January to March 2018

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

Number of triage 5 patients: 1,158

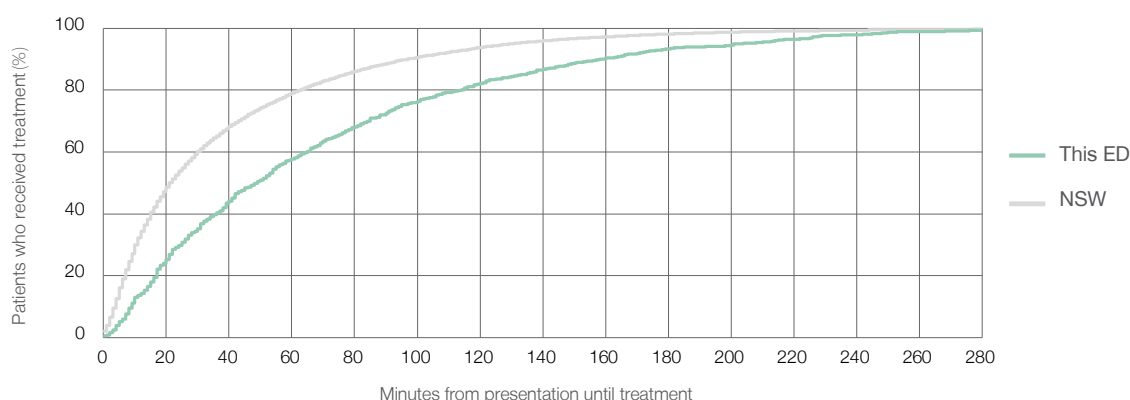
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 779

Median time to start treatment<sup>4</sup> 49 minutes

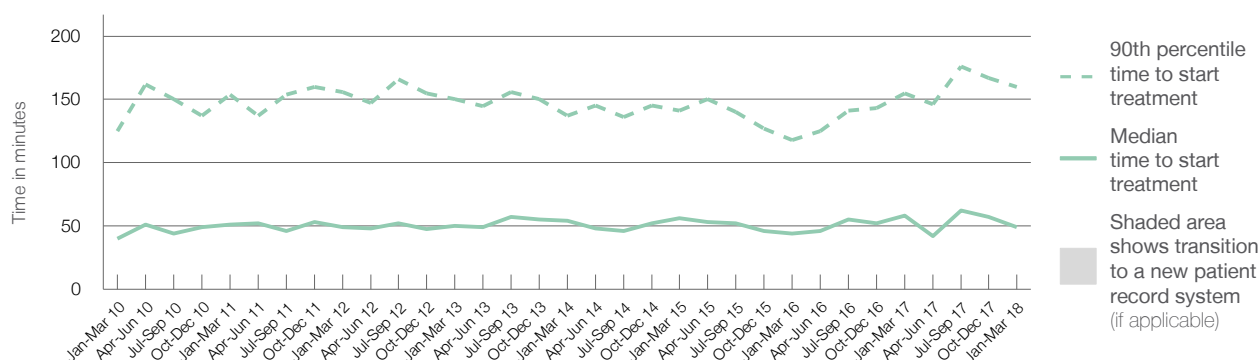
90th percentile time to start treatment<sup>5</sup> 160 minutes

Same period last year	NSW (this period)
1,445	
1,017	
58 minutes	22 minutes
155 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	40	51	49	50	54	56	44	58	49
90th percentile time to start treatment <sup>5</sup> (minutes)	125	154	156	150	137	141	118	155	160

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

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## Maitland Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 11,730 patients

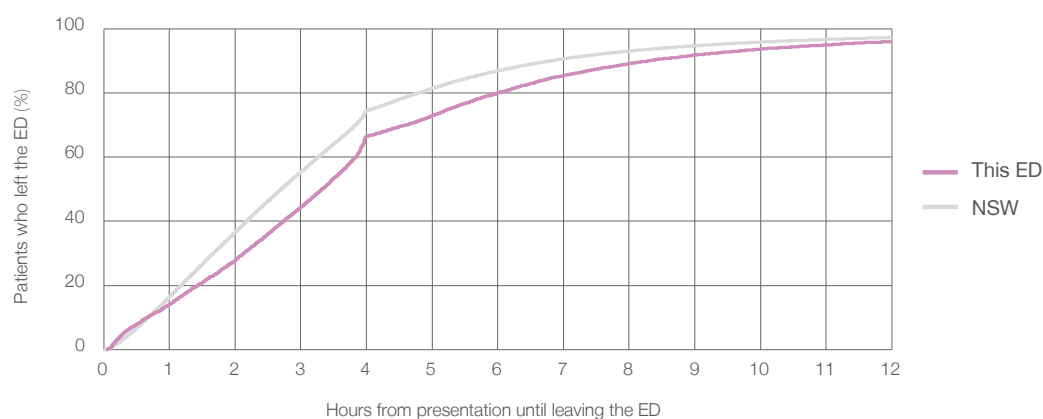
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,730 patients

Median time spent in the ED<sup>8</sup> 3 hours and 20 minutes

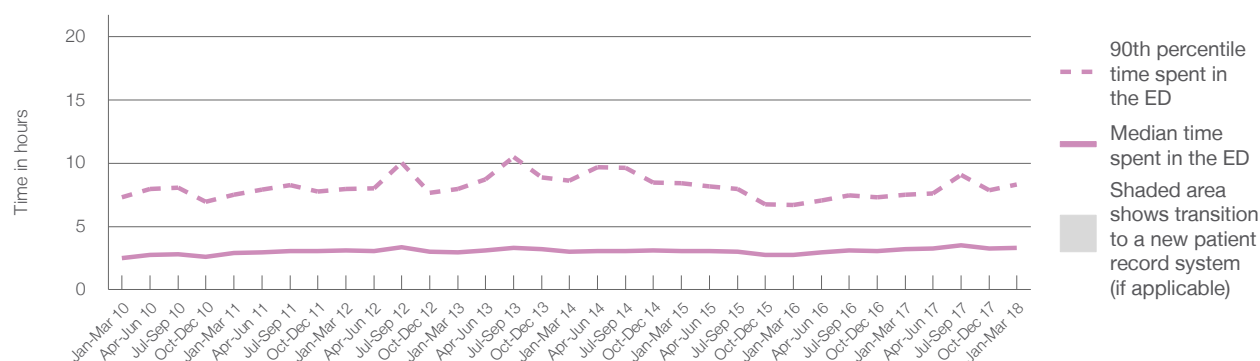
90th percentile time spent in the ED<sup>9</sup> 8 hours and 18 minutes

Same period last year	NSW (this period)
12,006	
12,006	
3 hours and 11 minutes	2 hours and 42 minutes
7 hours and 31 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 30m	2h 54m	3h 6m	2h 58m	3h 1m	3h 3m	2h 45m	3h 11m	3h 20m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 17m	7h 32m	7h 57m	7h 58m	8h 37m	8h 26m	6h 42m	7h 31m	8h 18m

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

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

## Maitland Hospital: Time patients spent in the ED

By mode of separation

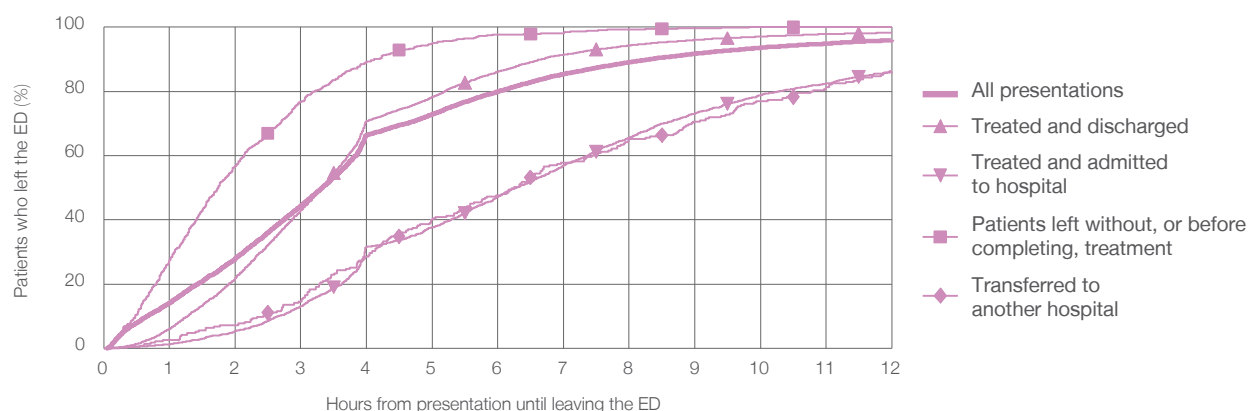
January to March 2018

All presentations:<sup>†</sup> 11,730 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 11,730 patients

		Same period last year	Change since one year ago
Treated and discharged	7,303 (62.3%)	7,683	-4.9%
Treated and admitted to hospital	2,254 (19.2%)	2,292	-1.7%
Patient left without, or before completing, treatment	763 (6.5%)	660	15.6%
Transferred to another hospital	235 (2.0%)	227	3.5%
Other	1,175 (10.0%)	1,144	2.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.1%	21.8%	43.0%	70.7%	86.2%	94.3%	97.1%	98.4%
Treated and admitted to hospital	1.2%	5.4%	13.1%	31.6%	47.2%	65.5%	78.8%	86.1%
Patient left without, or before completing, treatment	27.5%	56.9%	76.8%	89.3%	97.6%	99.3%	100%	100%
Transferred to another hospital	2.6%	7.2%	14.5%	28.5%	47.7%	65.1%	77.0%	86.4%
All presentations	14.1%	28.0%	44.4%	66.4%	80.1%	89.1%	93.6%	96.0%

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

## Maitland Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 11,730 patients

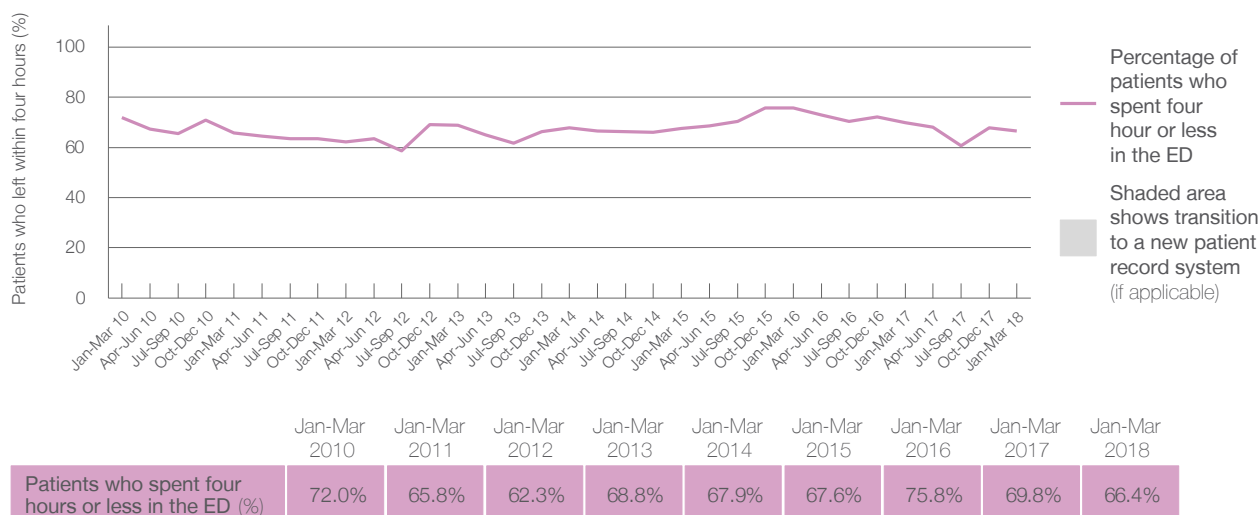
Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,730 patients

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



Same period last year	Change since one year ago
12,006	-2%
12,006	-2%
69.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Manly Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 6,589 patients

Emergency presentations:<sup>2</sup> 6,523 patients

Same period last year	Change since one year ago
6,461	2%
6,377	2%

## Manly Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 943 patients

Median time to start treatment<sup>4</sup> 6 minutes

90th percentile time to start treatment<sup>5</sup> 10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,450 patients

Median time to start treatment<sup>4</sup> 12 minutes

90th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,701 patients

Median time to start treatment<sup>4</sup> 13 minutes

90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 394 patients

Median time to start treatment<sup>4</sup> 14 minutes

90th percentile time to start treatment<sup>5</sup> 80 minutes

Same period last year	NSW (this period)
955	
6 minutes	8 minutes
11 minutes	23 minutes
2,355	
12 minutes	20 minutes
33 minutes	65 minutes
2,634	
13 minutes	25 minutes
68 minutes	98 minutes
389	
15 minutes	22 minutes
76 minutes	97 minutes

## Manly Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,589 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
6,461	2%
85%	

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

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

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

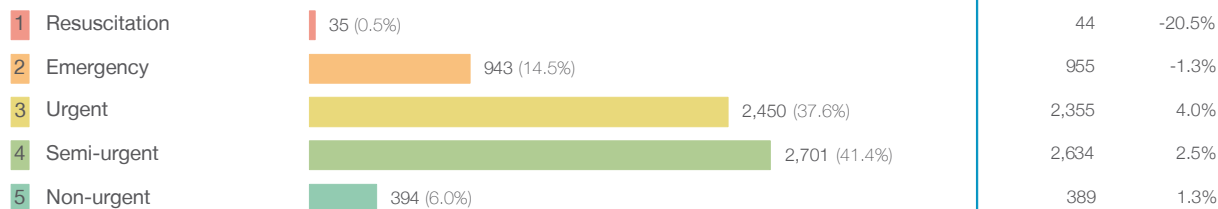
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Manly Hospital: Patients presenting to the emergency department

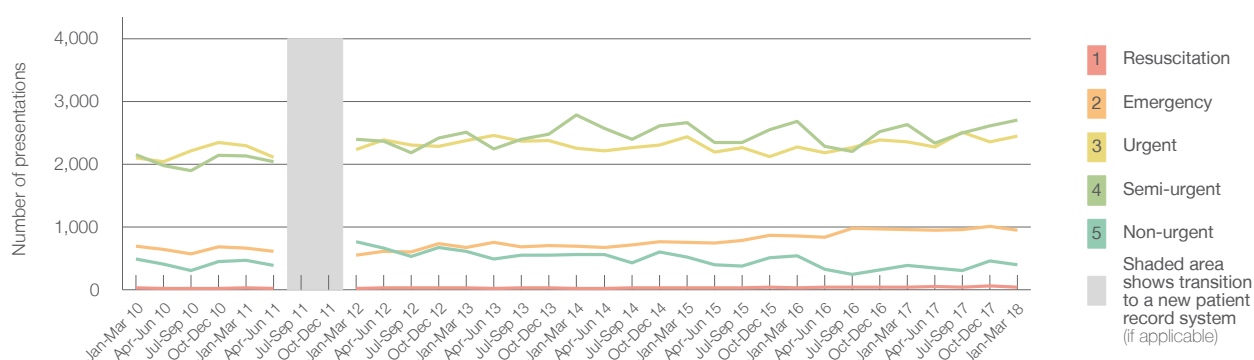
January to March 2018

All presentations:<sup>1</sup> 6,589 patients

Emergency presentations<sup>2</sup> by triage category: 6,523 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	32	26	22	29	22	33	28	44	35
Emergency	694	666	549	674	691	754	851	955	943
Urgent	2,102	2,299	2,236	2,376	2,255	2,439	2,272	2,355	2,450
Semi-urgent	2,151	2,134	2,398	2,506	2,785	2,665	2,684	2,634	2,701
Non-urgent	486	466	763	614	562	518	539	389	394
All emergency presentations	5,465	5,591	5,968	6,199	6,315	6,409	6,374	6,377	6,523

## Manly Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,353 patients

ED Transfer of care time



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

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

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

January to March 2018

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

Number of triage 2 patients: 943

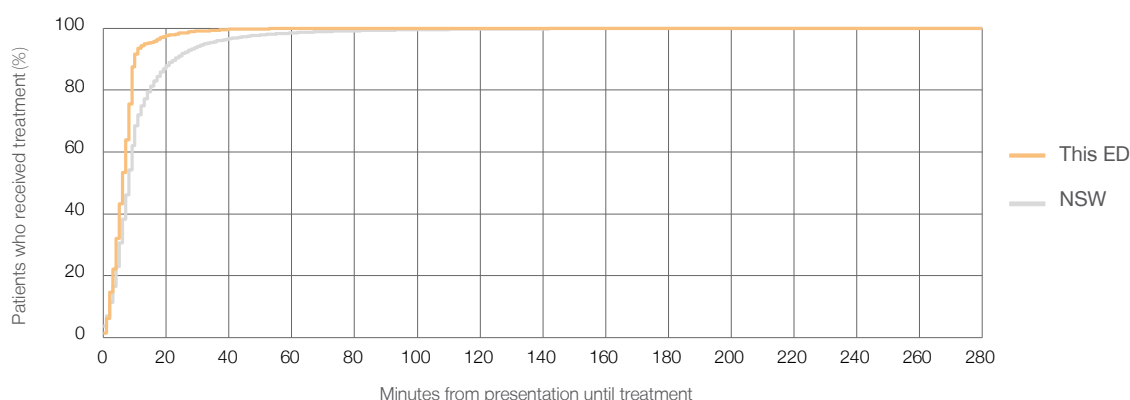
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 941

Median time to start treatment<sup>4</sup> 6 minutes

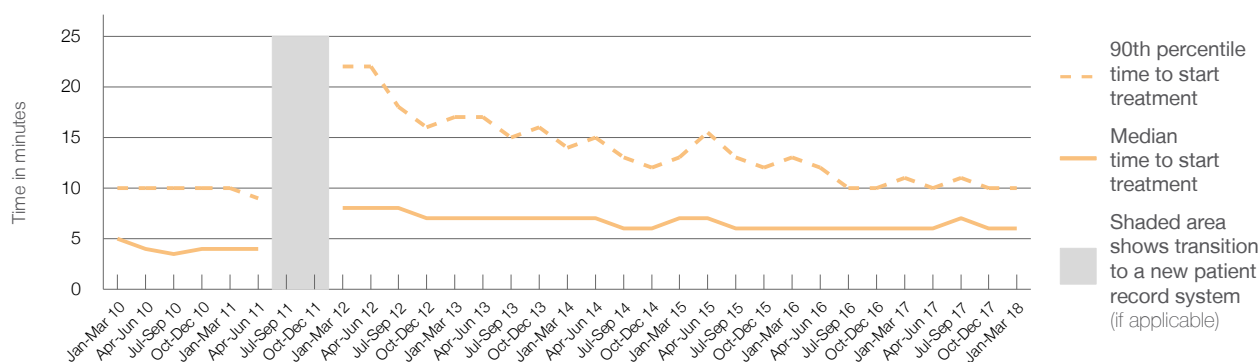
90th percentile time to start treatment<sup>5</sup> 10 minutes

Same period last year	NSW (this period)
955	955
6 minutes	8 minutes
11 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	5	4	8	7	7	7	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	22	17	14	13	13	11	10

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

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

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

January to March 2018

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

Number of triage 3 patients: 2,450

Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 2,435

Median time to start treatment <sup>4</sup>

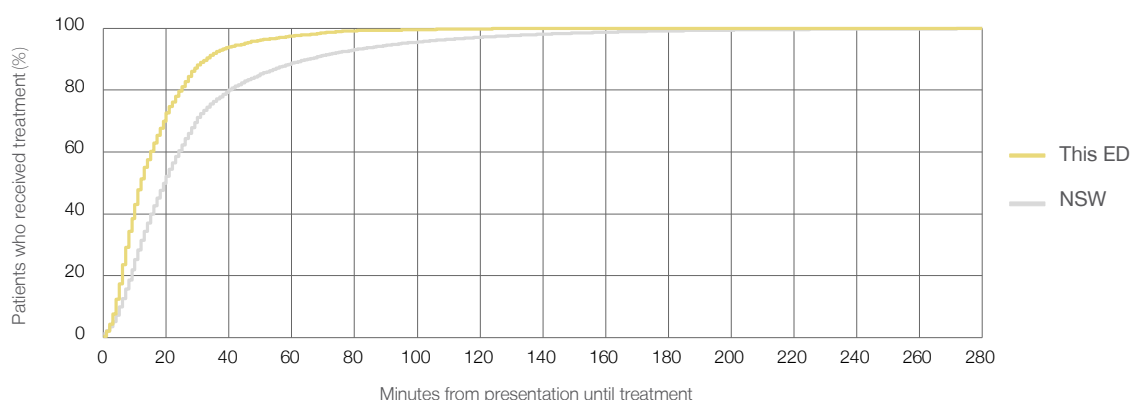
12 minutes

90th percentile time to start treatment <sup>5</sup>

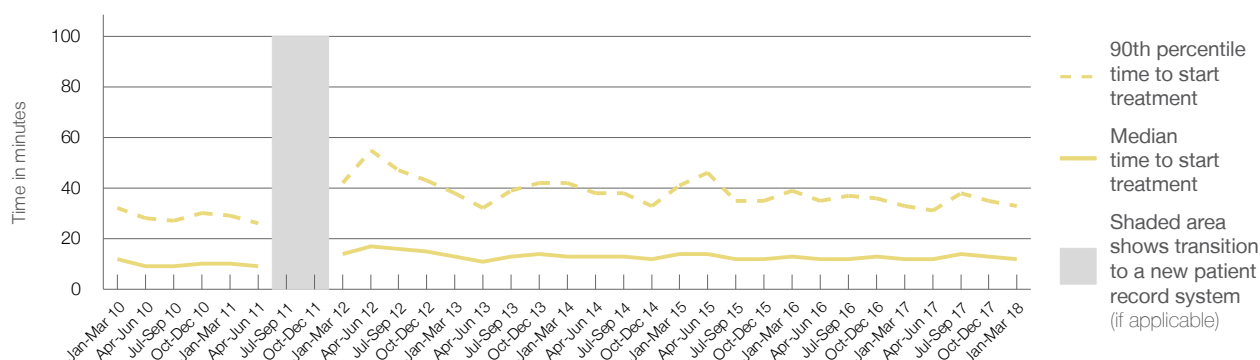
33 minutes

Same period last year	NSW (this period)
2,355	
2,347	
12 minutes	20 minutes
33 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	12	10	14	13	13	14	13	12	12
90th percentile time to start treatment <sup>5</sup> (minutes)	32	29	42	38	42	41	39	33	33

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

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

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

January to March 2018

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

Number of triage 4 patients: 2,701

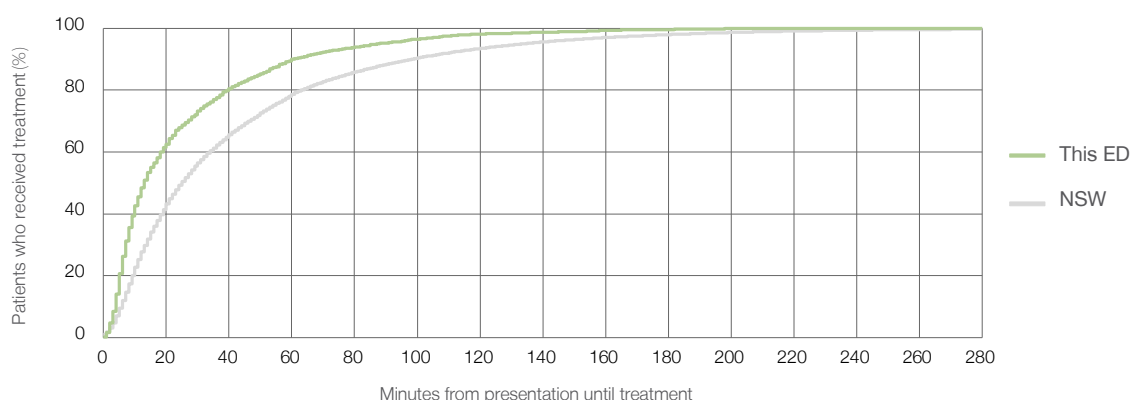
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,650

Median time to start treatment<sup>4</sup> 13 minutes

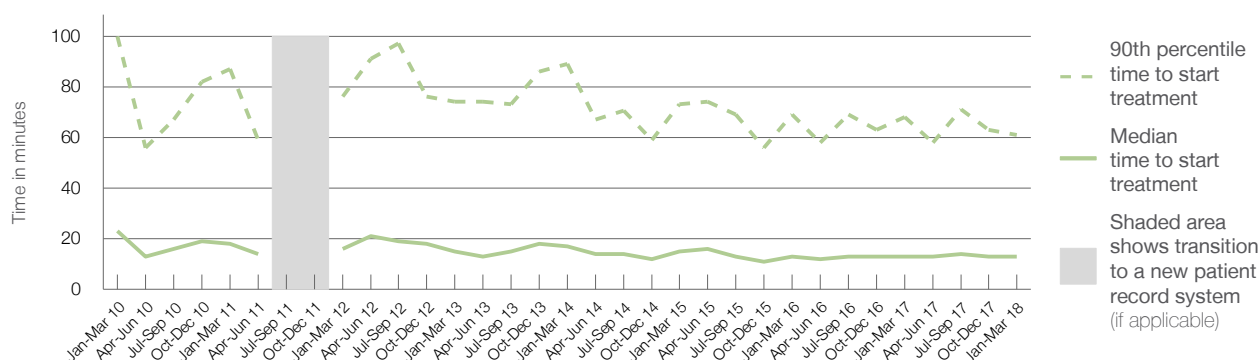
90th percentile time to start treatment<sup>5</sup> 61 minutes

Same period last year	NSW (this period)
2,634	
2,578	
13 minutes	25 minutes
68 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	23	18	16	15	17	15	13	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	100	87	76	74	89	73	69	68	61

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

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



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

January to March 2018

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

Number of triage 5 patients: 394

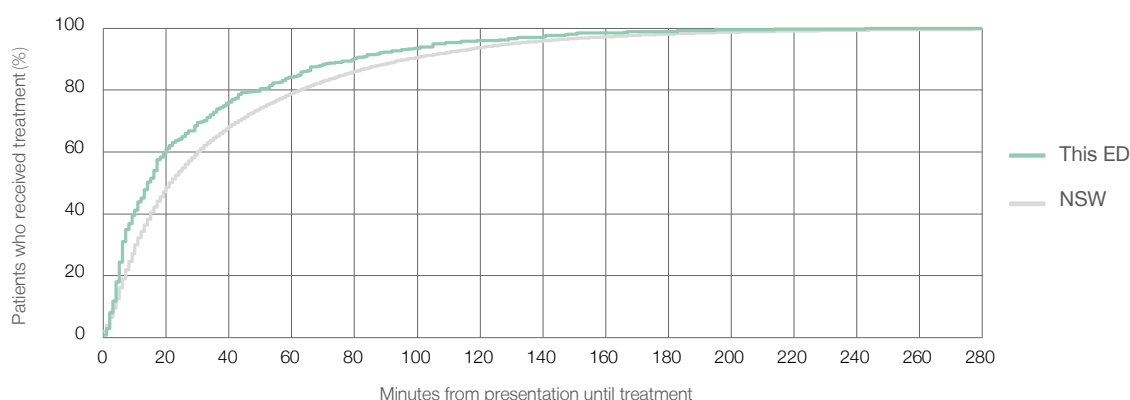
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 374

Median time to start treatment<sup>4</sup> 14 minutes

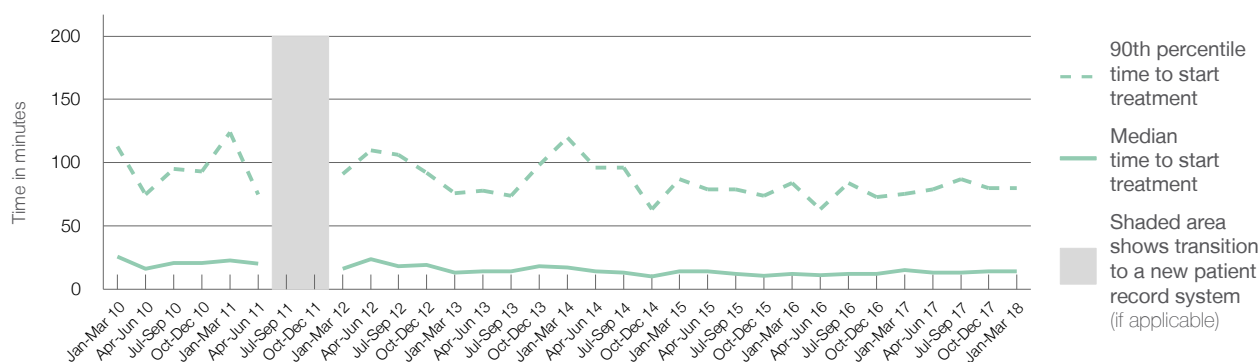
90th percentile time to start treatment<sup>5</sup> 80 minutes

Same period last year	NSW (this period)
389	
370	
15 minutes	22 minutes
76 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	26	23	16	13	17	14	12	15	14
90th percentile time to start treatment <sup>5</sup> (minutes)	113	124	91	76	120	87	84	76	80

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

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

## Manly Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 6,589 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,589 patients

Median time spent in the ED<sup>8</sup>

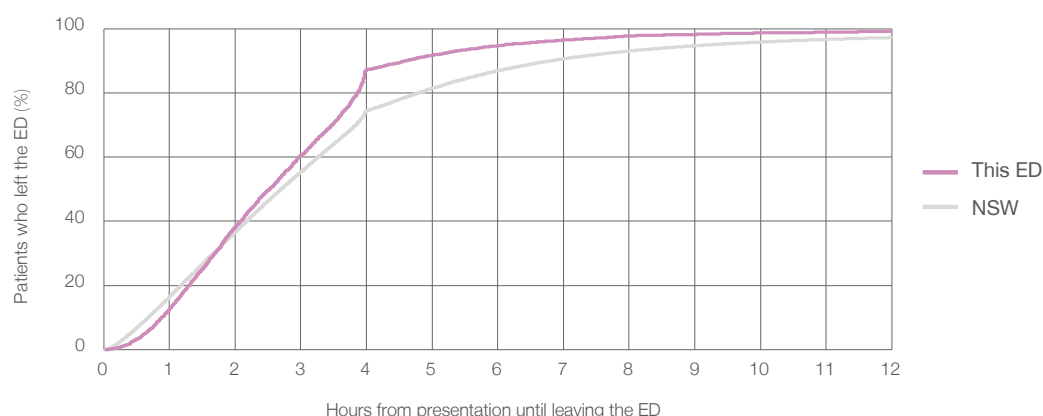
2 hours and 31 minutes

90th percentile time spent in the ED<sup>9</sup>

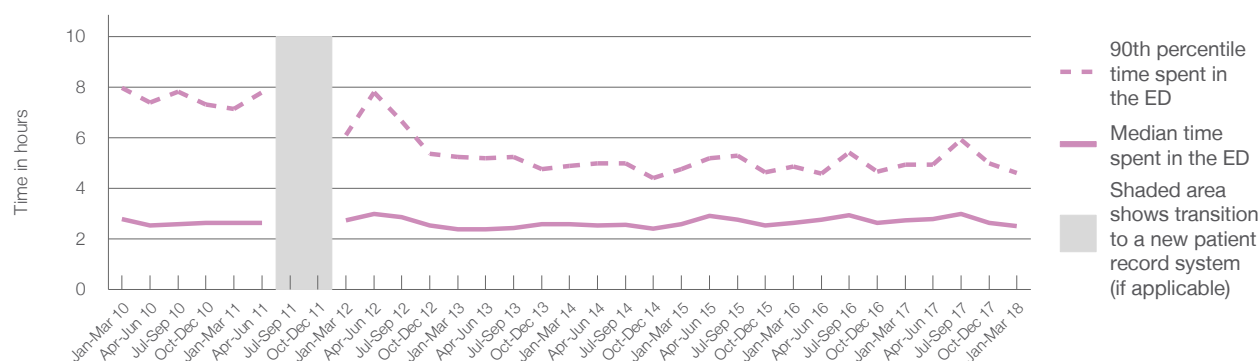
4 hours and 37 minutes

Same period last year	NSW (this period)
6,461	
6,461	
2 hours and 44 minutes	2 hours and 42 minutes
4 hours and 56 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 47m	2h 38m	2h 44m	2h 23m	2h 35m	2h 35m	2h 38m	2h 44m	2h 31m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 59m	7h 9m	6h 6m	5h 15m	4h 54m	4h 46m	4h 52m	4h 56m	4h 37m

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

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

## Manly Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

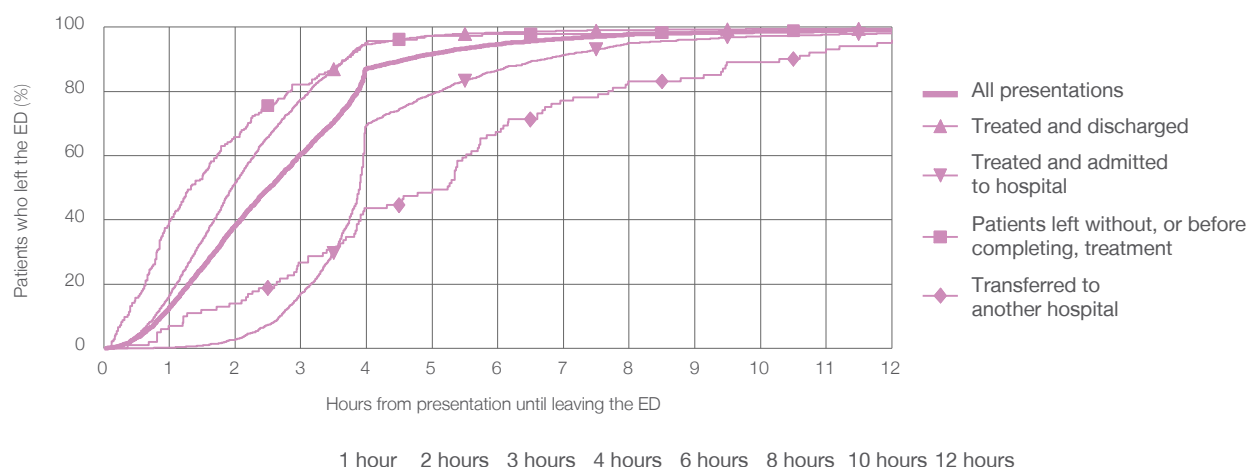
All presentations:<sup>†</sup> 6,589 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 6,589 patients

Treated and discharged	4,515 (68.5%)
Treated and admitted to hospital	1,782 (27.0%)
Patient left without, or before completing, treatment	184 (2.8%)
Transferred to another hospital	101 (1.5%)
Other	7 (0.1%)

Same period last year	Change since one year ago
6,461	2%
4,236	6.6%
1,931	-7.7%
182	1.1%
110	-8.2%
2	250.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.5%	51.6%	77.5%	94.7%	98.3%	99.2%	99.4%	99.6%
Treated and admitted to hospital	0.2%	2.8%	17.1%	69.6%	86.6%	95.1%	97.3%	98.1%
Patient left without, or before completing, treatment	39.7%	65.8%	82.1%	95.1%	97.8%	98.4%	98.9%	99.5%
Transferred to another hospital	6.9%	13.9%	26.7%	43.6%	67.3%	83.2%	89.1%	96.0%
All presentations	12.7%	38.3%	60.6%	87.1%	94.7%	97.8%	98.7%	99.1%

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

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

## Manly Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 6,589 patients

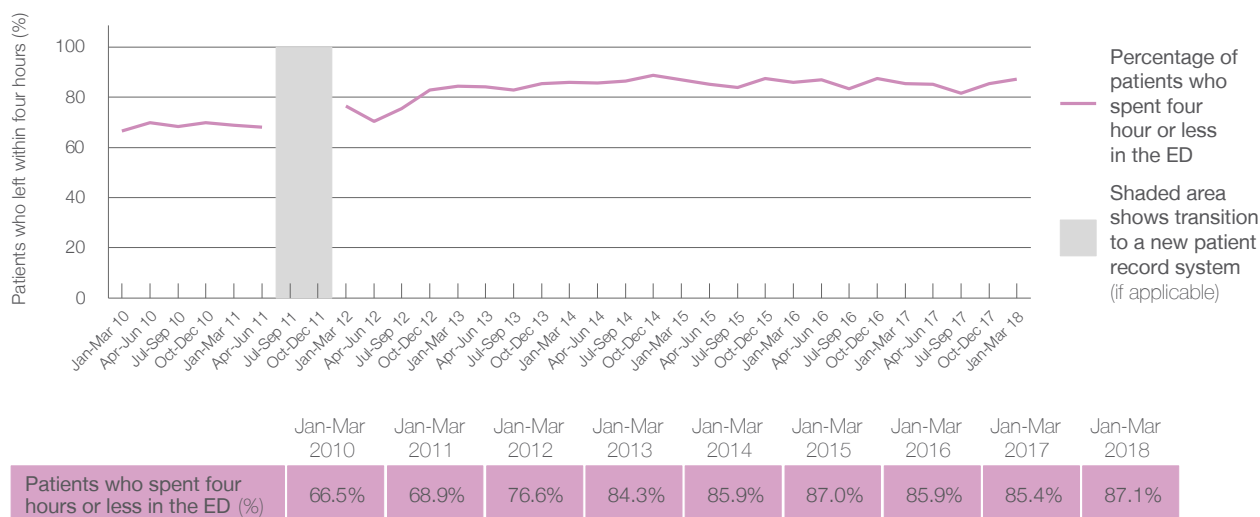
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,589 patients

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



Same period last year	Change since one year ago
6,461	2%
6,461	2%
85.4%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



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

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

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

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

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Manning Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 8,457 patients

Emergency presentations:<sup>2</sup> 8,280 patients

Same period last year	Change since one year ago
7,791	9%
7,599	9%

## Manning Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,387 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,284 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,780 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 142 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,804 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
1,265	
7 minutes	8 minutes
13 minutes	23 minutes
2,049	
20 minutes	20 minutes
84 minutes	65 minutes
2,721	
31 minutes	25 minutes
126 minutes	98 minutes
1,529	
32 minutes	22 minutes
122 minutes	97 minutes

## Manning Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,457 patients

Percentage of patients who spent four hours or less in the ED 76%

Same period last year	Change since one year ago
7,791	9%
84%	

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

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

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

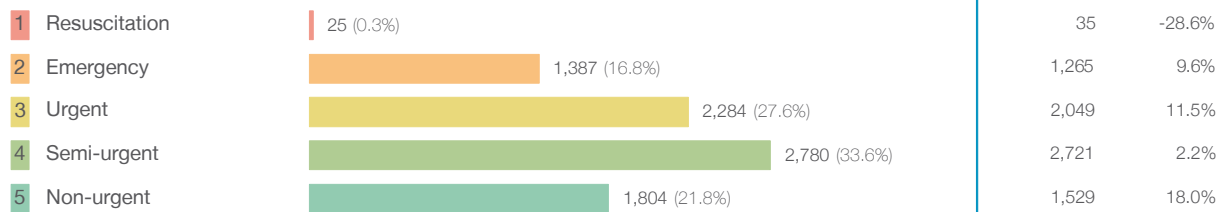
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Manning Hospital: Patients presenting to the emergency department

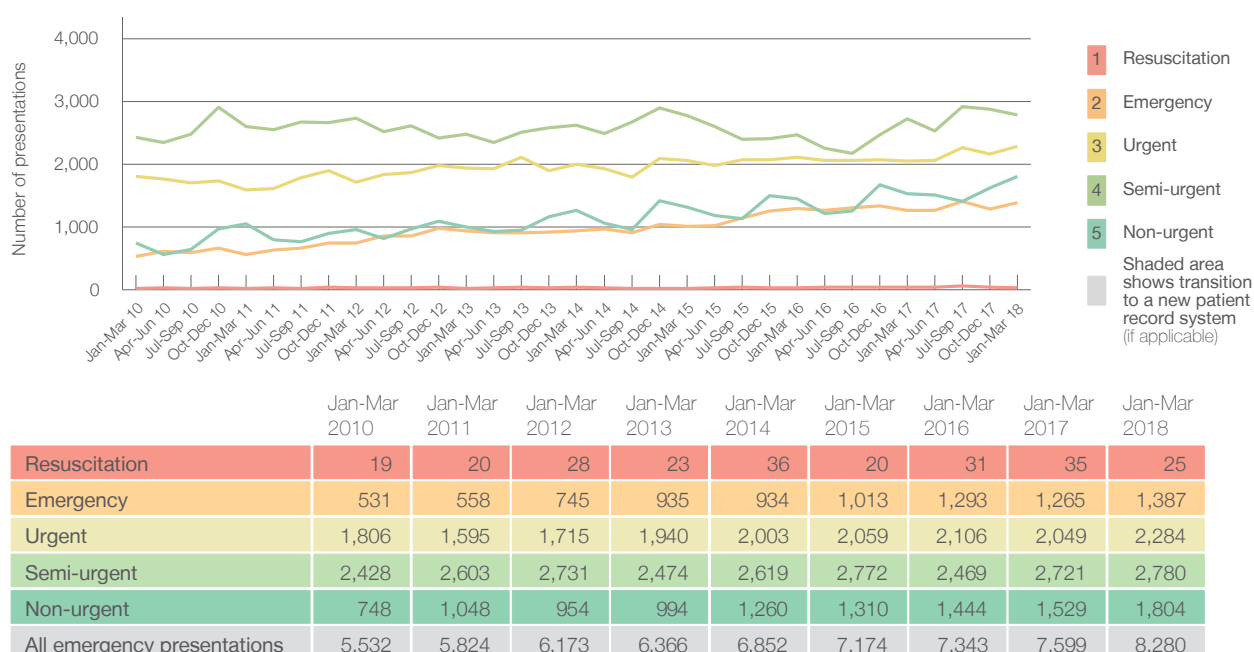
January to March 2018

All presentations:<sup>1</sup> 8,457 patients

Emergency presentations<sup>2</sup> by triage category: 8,280 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Manning Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 2,031 patients

ED Transfer of care time



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

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

## Manning Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,387

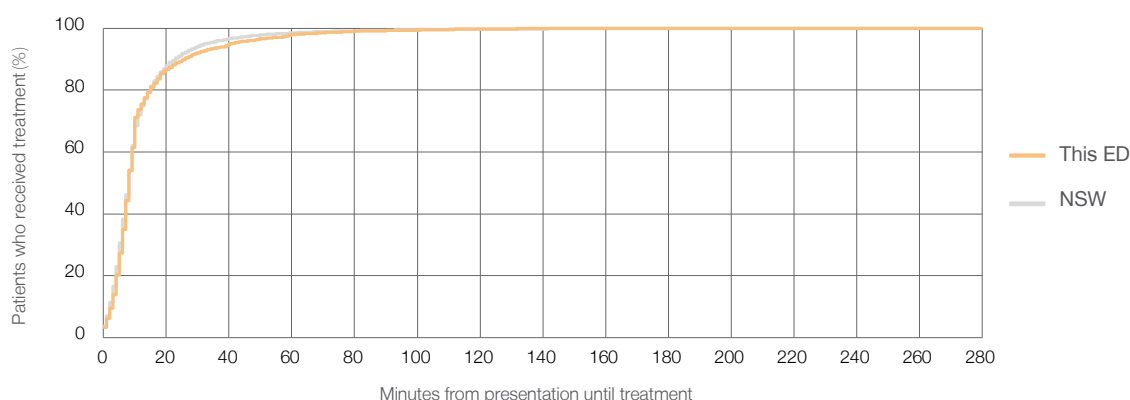
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,380

Median time to start treatment <sup>4</sup> 8 minutes

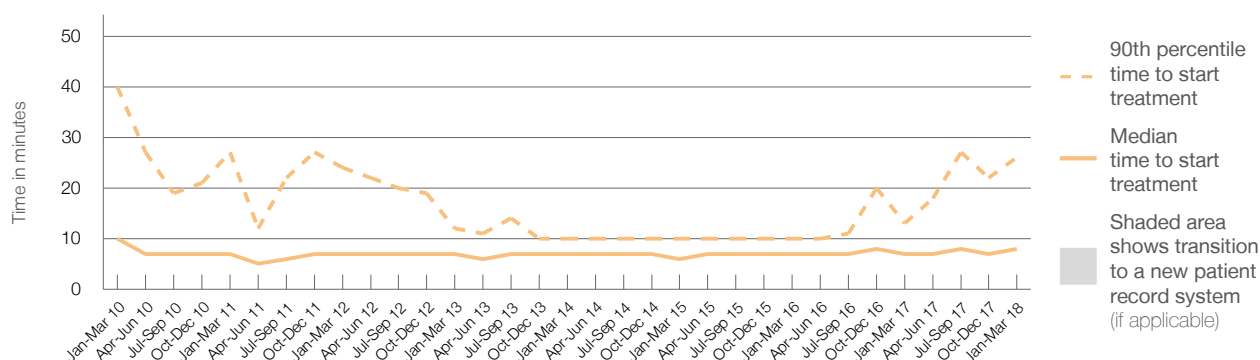
90th percentile time to start treatment <sup>5</sup> 26 minutes

Same period last year	NSW (this period)
1,265	
1,263	
7 minutes	8 minutes
13 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	10	7	7	7	7	6	7	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	40	27	24	12	10	10	10	13	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.

## Manning Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 2,284

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,230

Median time to start treatment<sup>4</sup>

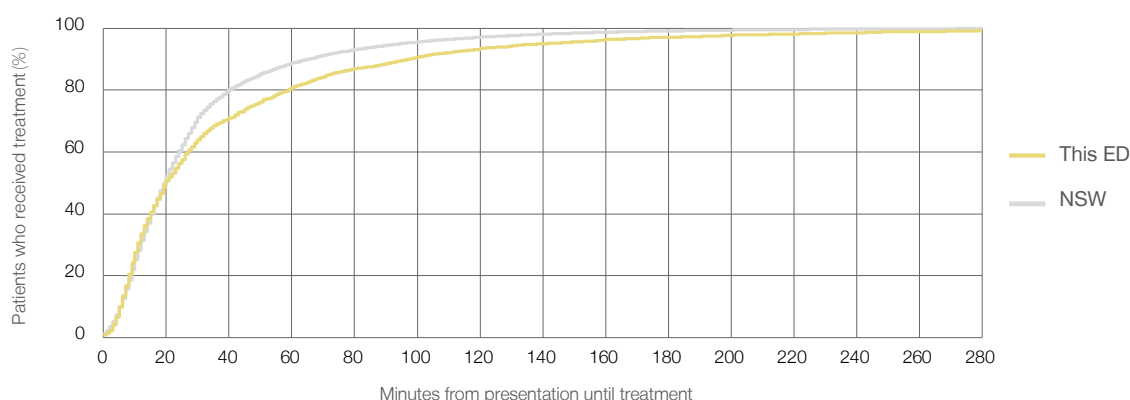
20 minutes

90th percentile time to start treatment<sup>5</sup>

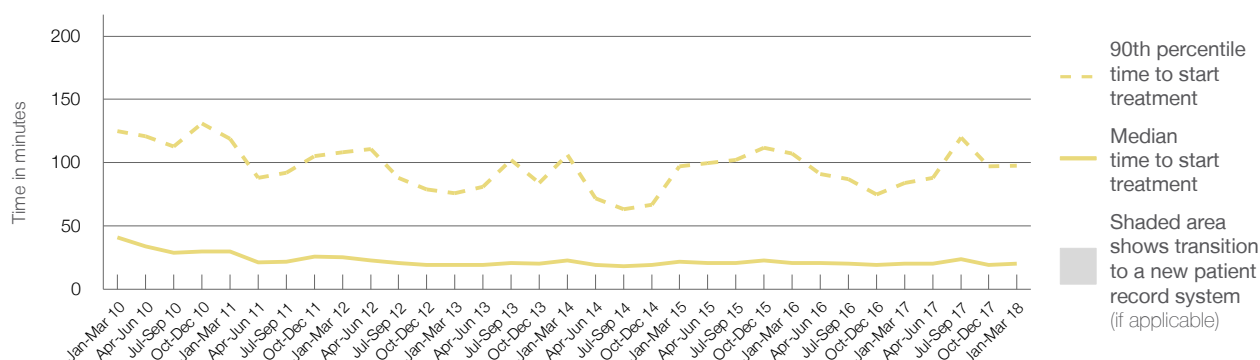
98 minutes

Same period last year	NSW (this period)
2,049	
2,008	
20 minutes	20 minutes
84 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	41	30	26	19	23	22	21	20	20
90th percentile time to start treatment <sup>5</sup> (minutes)	125	119	108	76	106	97	107	84	98

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

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



## Manning Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,780

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,593

Median time to start treatment<sup>4</sup>

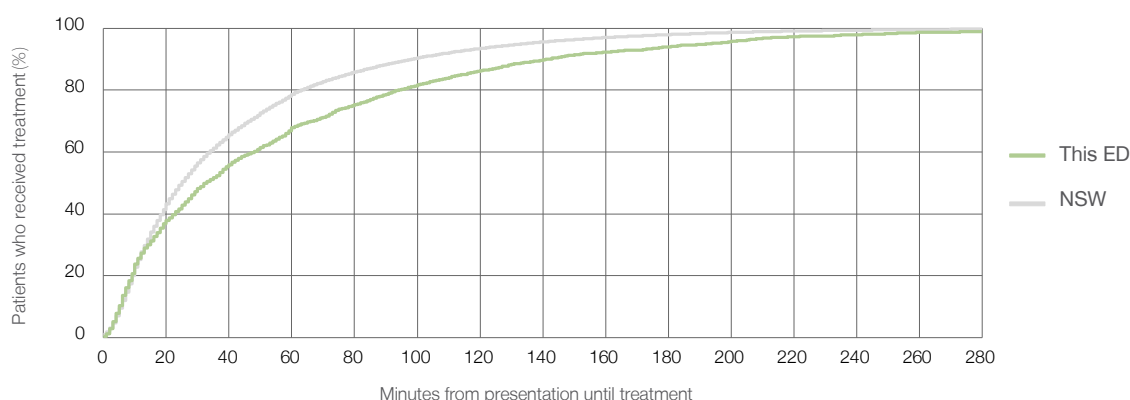
33 minutes

90th percentile time to start treatment<sup>5</sup>

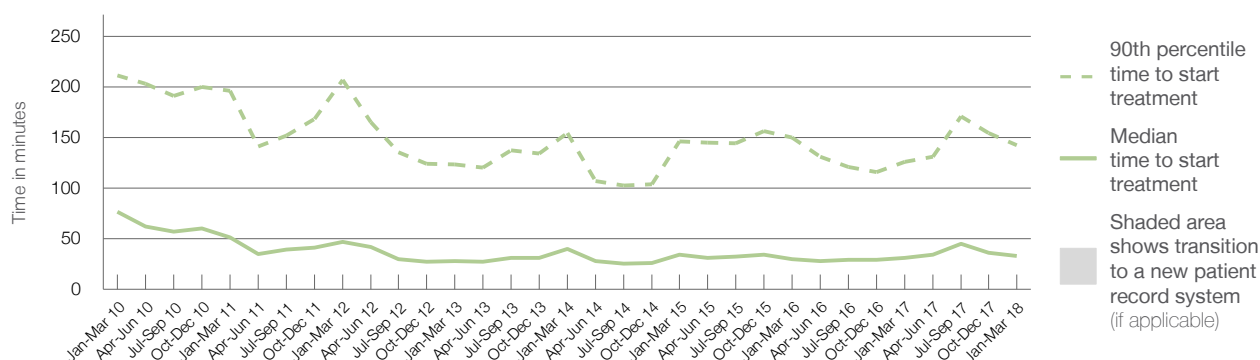
142 minutes

Same period last year	NSW (this period)
2,721	
2,572	
31 minutes	25 minutes
126 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	77	51	47	28	40	34	30	31	33
90th percentile time to start treatment <sup>5</sup> (minutes)	211	196	207	123	154	146	150	126	142

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

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

## Manning Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,804

Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,632

Median time to start treatment <sup>4</sup>

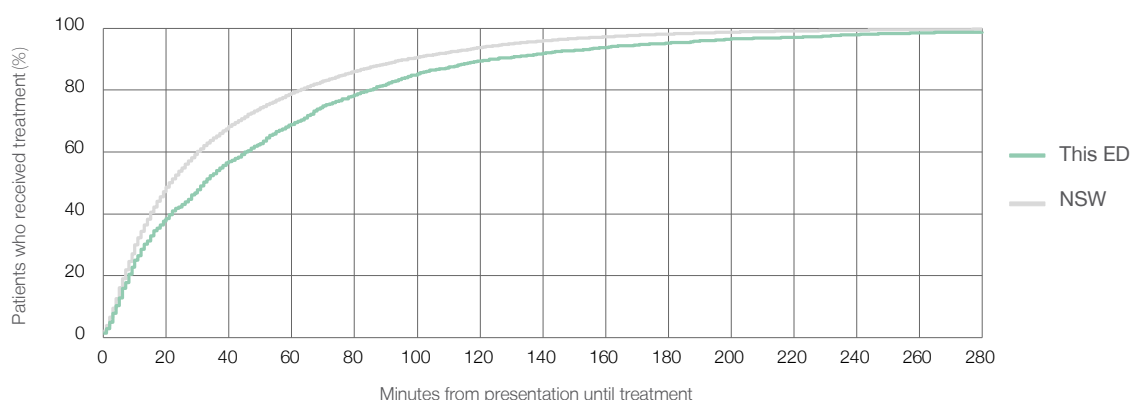
32 minutes

90th percentile time to start treatment <sup>5</sup>

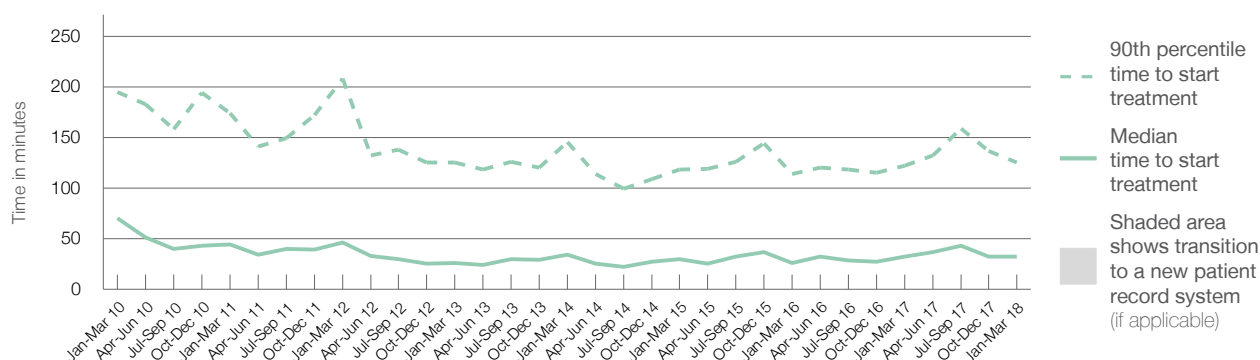
125 minutes

Same period last year	NSW (this period)
1,529	
1,389	
32 minutes	22 minutes
122 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	70	44	46	26	34	30	26	32	32
90th percentile time to start treatment <sup>5</sup> (minutes)	195	174	208	125	146	119	114	122	125

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

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

## Manning Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 8,457 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,457 patients

Median time spent in the ED<sup>8</sup>

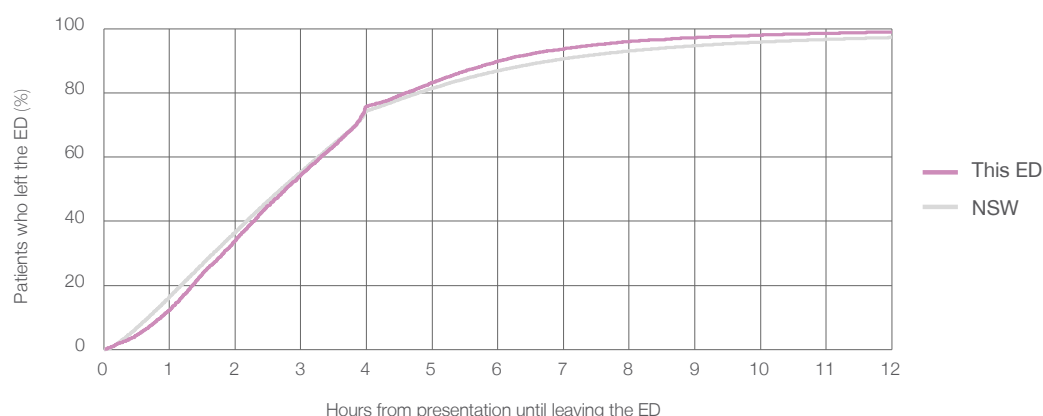
2 hours and 46 minutes

90th percentile time spent in the ED<sup>9</sup>

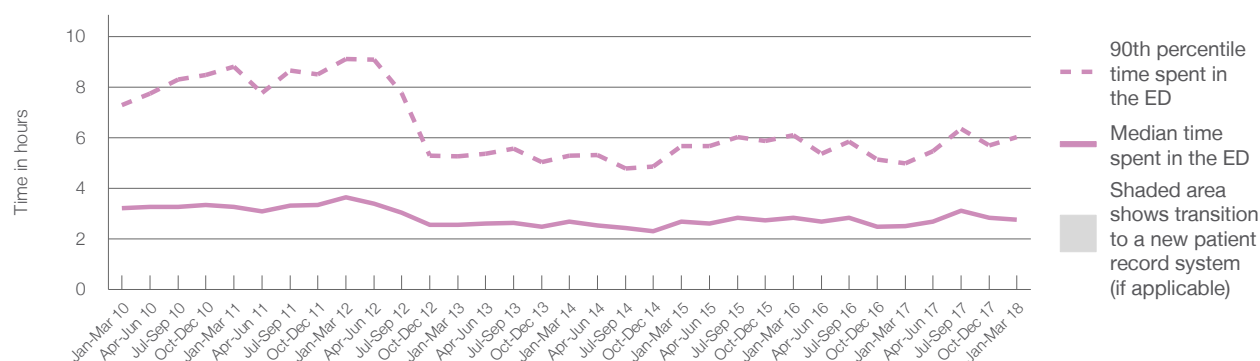
6 hours and 2 minutes

Same period last year	NSW (this period)
7,791	
7,791	
2 hours and 31 minutes	2 hours and 42 minutes
4 hours and 59 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 14m	3h 16m	3h 39m	2h 34m	2h 42m	2h 41m	2h 50m	2h 31m	2h 46m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 18m	8h 48m	9h 7m	5h 16m	5h 17m	5h 41m	6h 6m	4h 59m	6h 2m

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

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

## Manning Hospital: Time patients spent in the ED

By mode of separation

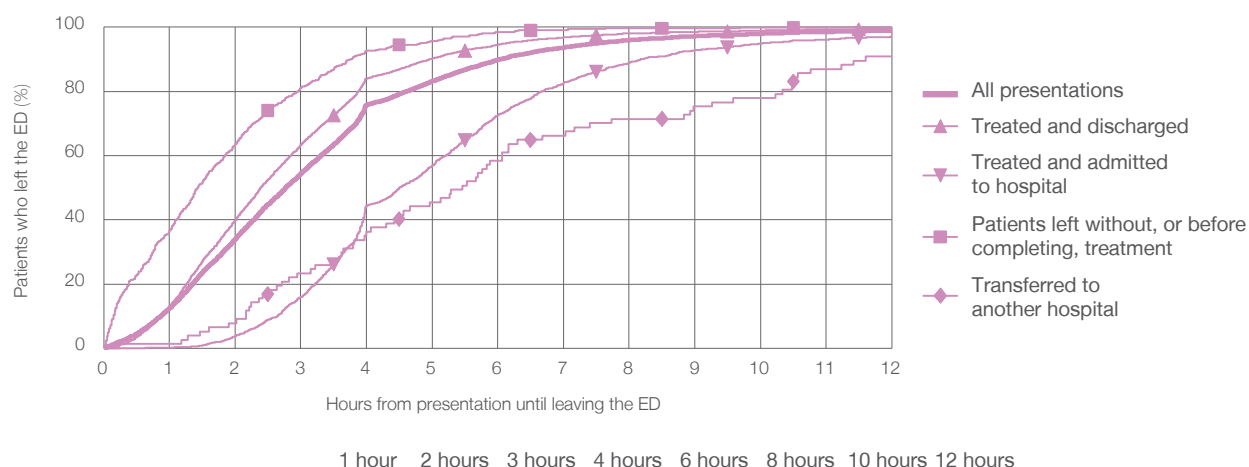
January to March 2018

All presentations:<sup>†</sup> 8,457 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,457 patients

		Same period last year	Change since one year ago
Treated and discharged	5,808 (68.7%)	7,791	9%
Treated and admitted to hospital	1,815 (21.5%)	5,357	8.4%
Patient left without, or before completing, treatment	705 (8.3%)	1,824	-0.5%
Transferred to another hospital	77 (0.9%)	514	37.2%
Other	52 (0.6%)	56	37.5%
		40	30.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.1%	39.9%	63.4%	84.0%	94.6%	98.1%	99.0%	99.5%
Treated and admitted to hospital	0.2%	3.8%	15.9%	44.4%	72.6%	88.9%	94.9%	97.0%
Patient left without, or before completing, treatment	36.6%	63.5%	81.1%	92.6%	98.4%	99.7%	99.9%	99.9%
Transferred to another hospital	1.3%	7.8%	23.4%	36.4%	58.4%	71.4%	77.9%	90.9%
All presentations	12.5%	34.1%	54.5%	75.8%	89.9%	96.0%	98.0%	98.9%

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

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

## Manning Hospital: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,457 patients

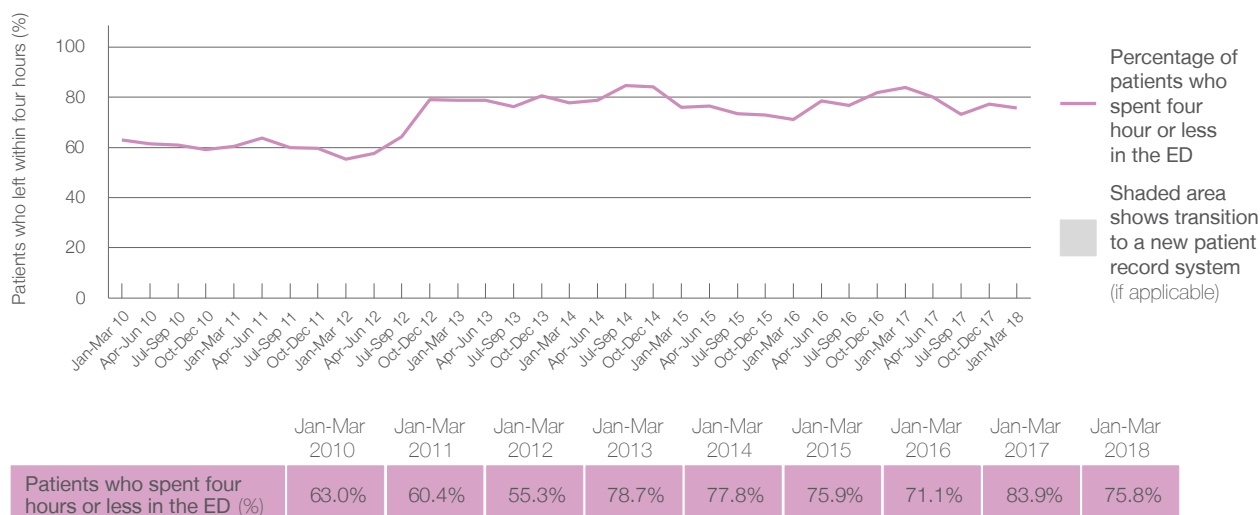
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,457 patients

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



Same period last year	Change since one year ago
7,791	9%
7,791	9%
83.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Mona Vale Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 8,753 patients

Emergency presentations:<sup>2</sup> 8,700 patients

Same period last year	Change since one year ago
8,762	0%
8,687	0%

## Mona Vale Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,191 patients

Median time to start treatment<sup>4</sup> 7 minutes

90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,991 patients

Median time to start treatment<sup>4</sup> 16 minutes

90th percentile time to start treatment<sup>5</sup> 41 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,513 patients

Median time to start treatment<sup>4</sup> 15 minutes

90th percentile time to start treatment<sup>5</sup> 79 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 966 patients

Median time to start treatment<sup>4</sup> 16 minutes

90th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
1,184	
6 minutes	8 minutes
10 minutes	23 minutes
3,188	
15 minutes	20 minutes
39 minutes	65 minutes
3,315	
14 minutes	25 minutes
80 minutes	98 minutes
960	
12 minutes	22 minutes
96 minutes	97 minutes

## Mona Vale Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,753 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
8,762	0%
84%	

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

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

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

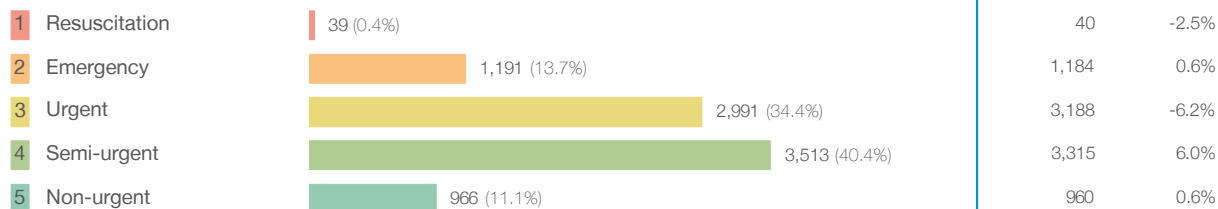
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Mona Vale Hospital: Patients presenting to the emergency department

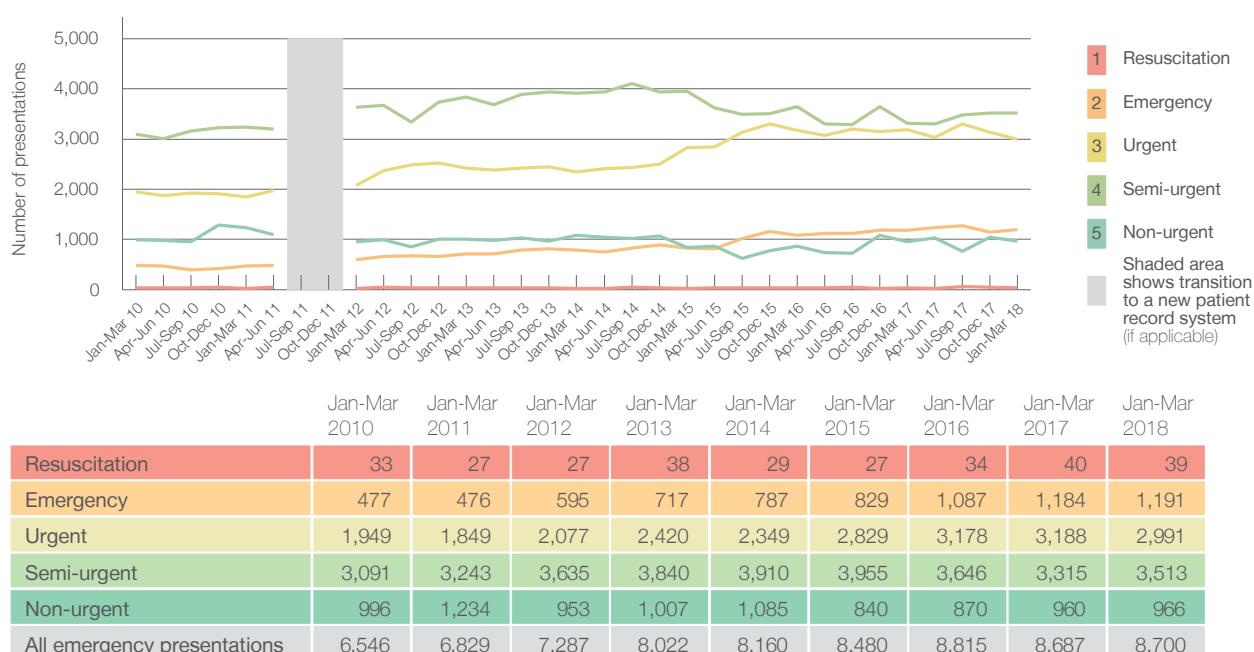
January to March 2018

All presentations:<sup>1</sup> 8,753 patients

Emergency presentations<sup>2</sup> by triage category: 8,700 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Mona Vale Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,685 patients

ED Transfer of care time



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

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

## Mona Vale Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,191

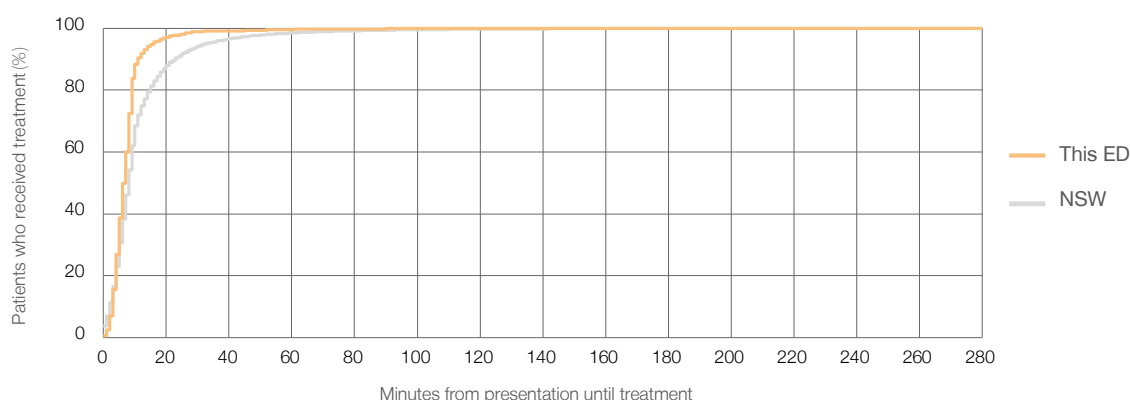
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,189

Median time to start treatment <sup>4</sup> 7 minutes

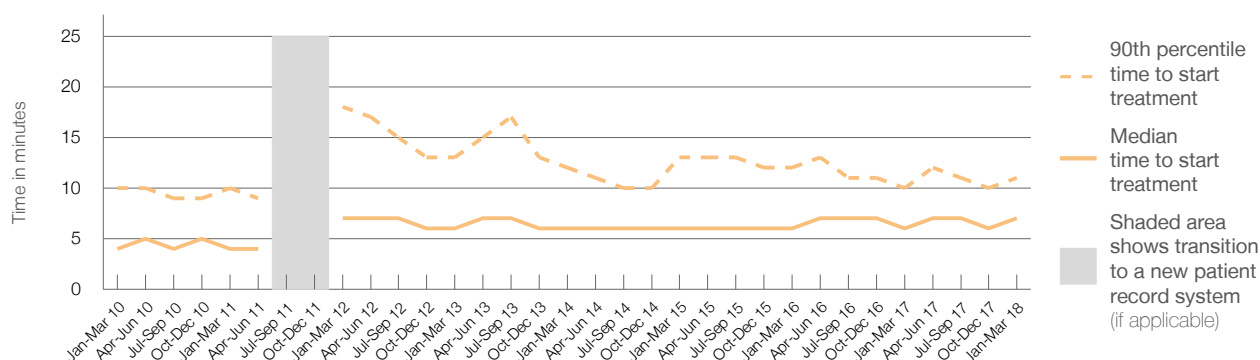
90th percentile time to start treatment <sup>5</sup> 11 minutes

Same period last year	NSW (this period)
1,184	
1,181	
6 minutes	8 minutes
10 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	4	4	7	6	6	6	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	18	13	12	13	12	10	11

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

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



## Mona Vale Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 2,991

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,963

Median time to start treatment<sup>4</sup>

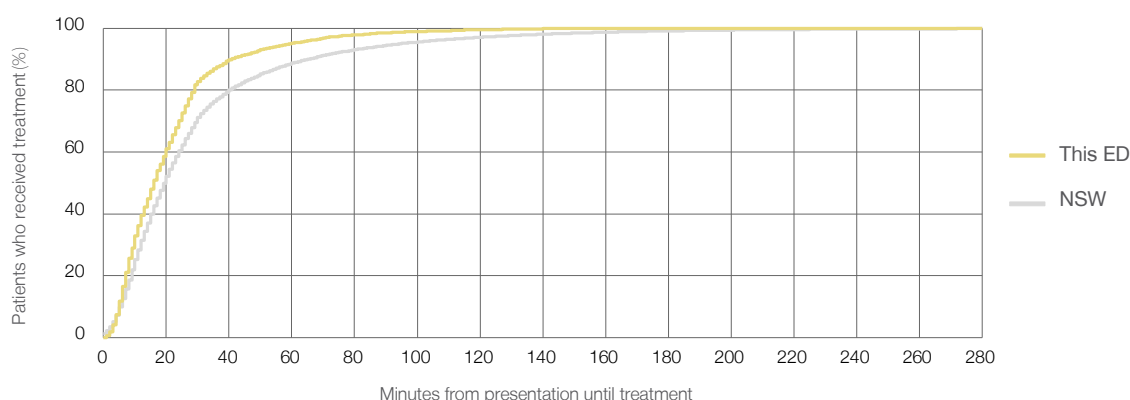
16 minutes

90th percentile time to start treatment<sup>5</sup>

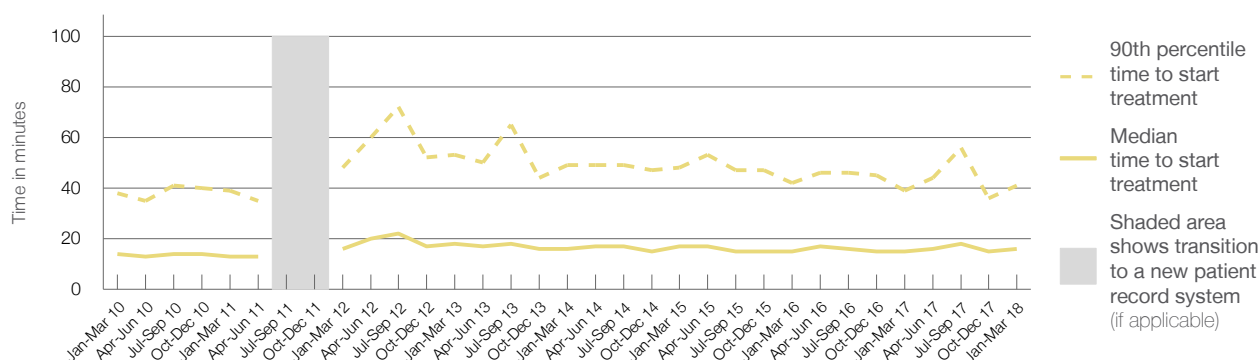
41 minutes

Same period last year	NSW (this period)
3,188	
3,135	
15 minutes	20 minutes
39 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	14	13	16	18	16	17	15	15	16
90th percentile time to start treatment <sup>5</sup> (minutes)	38	39	48	53	49	48	42	39	41

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

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

## Mona Vale Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,513

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,358

Median time to start treatment<sup>4</sup>

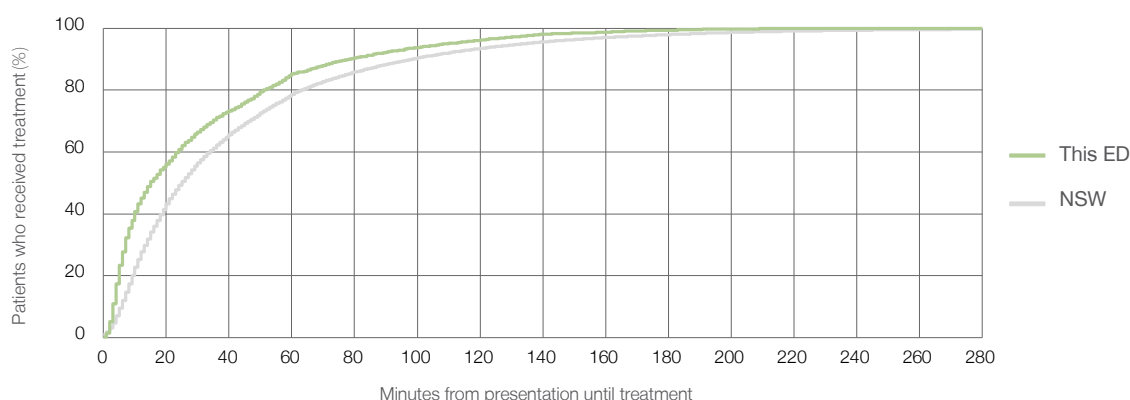
15 minutes

90th percentile time to start treatment<sup>5</sup>

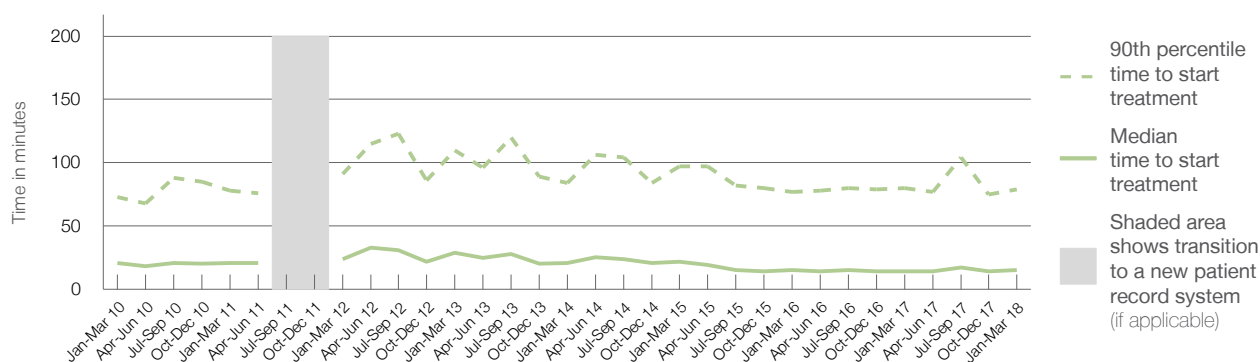
79 minutes

Same period last year	NSW (this period)
3,315	
3,133	
14 minutes	25 minutes
80 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	21	21	24	29	21	22	15	14	15
90th percentile time to start treatment <sup>5</sup> (minutes)	73	78	91	110	84	97	77	80	79

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

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

## Mona Vale Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 966

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 876

Median time to start treatment<sup>4</sup>

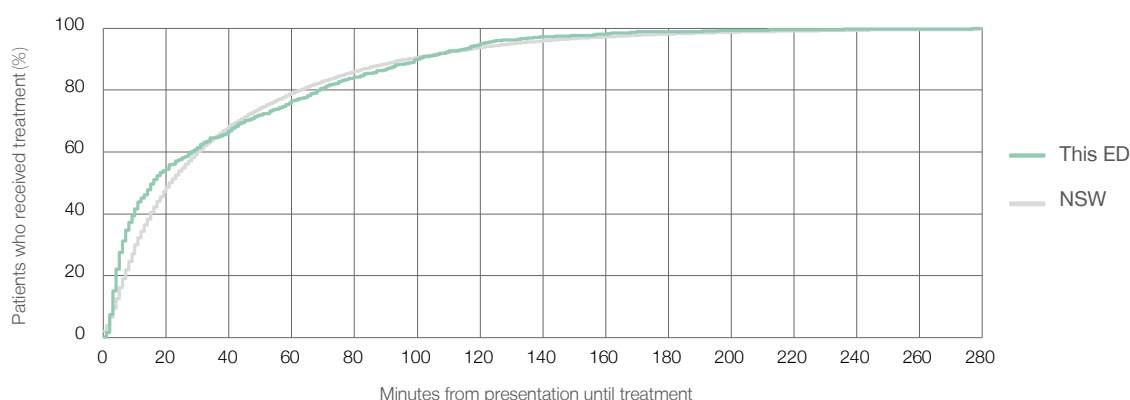
16 minutes

90th percentile time to start treatment<sup>5</sup>

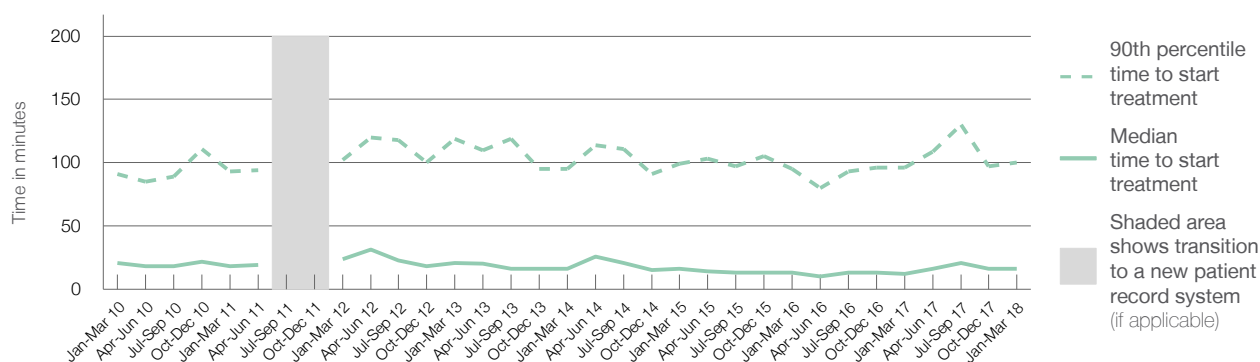
100 minutes

Same period last year	NSW (this period)
960	879
12 minutes	22 minutes
96 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	21	18	24	21	16	16	13	12	16
90th percentile time to start treatment <sup>5</sup> (minutes)	91	93	102	119	95	99	95	96	100

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

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

## Mona Vale Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 8,753 patients

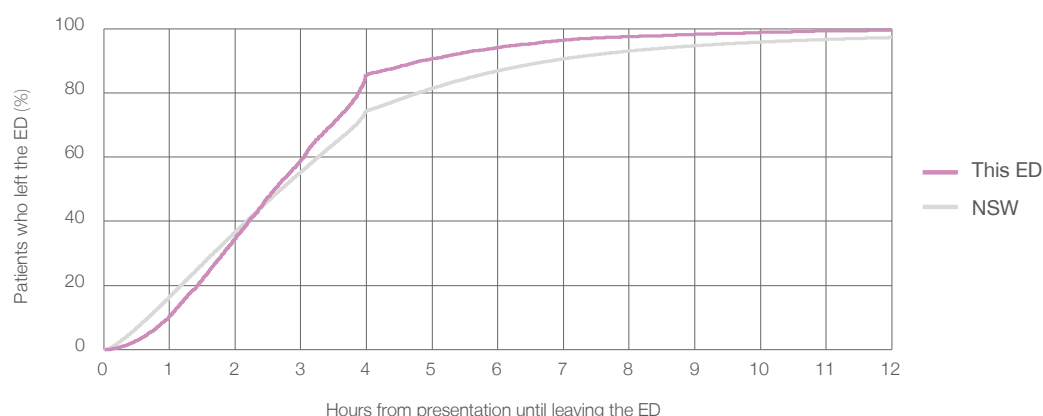
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,753 patients

Median time spent in the ED<sup>8</sup> 2 hours and 36 minutes

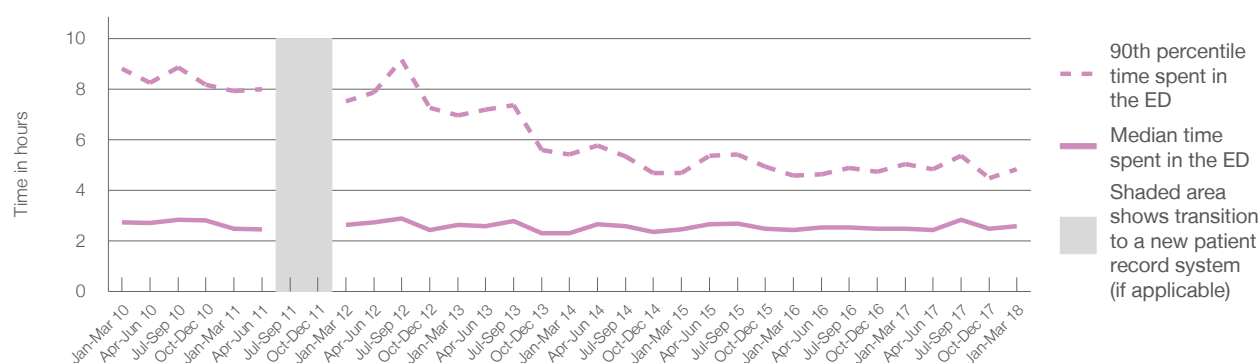
90th percentile time spent in the ED<sup>9</sup> 4 hours and 51 minutes

Same period last year	NSW (this period)
8,762	
8,762	
2 hours and 30 minutes	2 hours and 42 minutes
5 hours and 3 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 44m	2h 29m	2h 38m	2h 39m	2h 18m	2h 28m	2h 26m	2h 30m	2h 36m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 48m	7h 55m	7h 31m	6h 58m	5h 25m	4h 41m	4h 36m	5h 3m	4h 51m

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

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

## Mona Vale Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

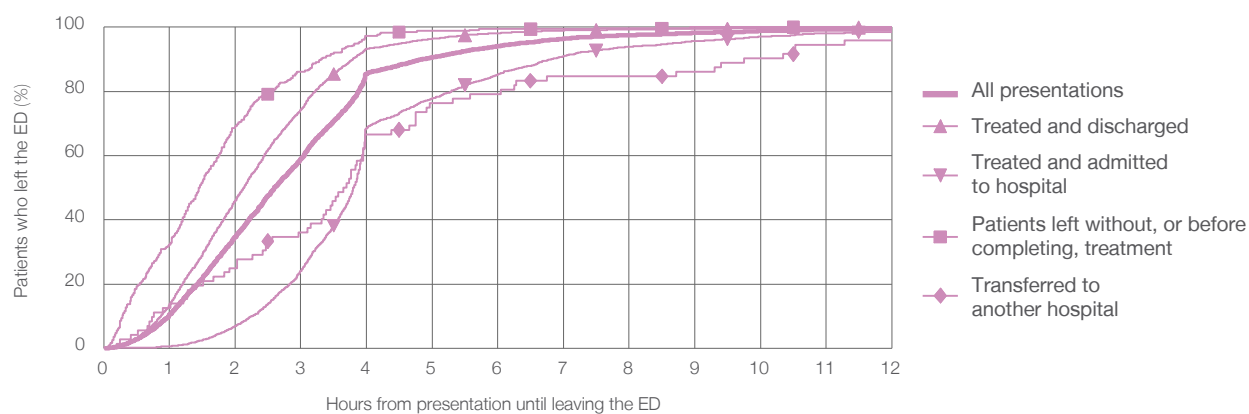
All presentations:<sup>†</sup> 8,753 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,753 patients

Treated and discharged	5,639 (64.4%)
Treated and admitted to hospital	2,696 (30.8%)
Patient left without, or before completing, treatment	340 (3.9%)
Transferred to another hospital	72 (0.8%)
Other	6 (0.1%)

Same period last year	Change since one year ago
8,762	0%
5,863	-3.8%
2,451	10.0%
366	-7.1%
75	-4.0%
7	-14.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	13.8%	46.1%	74.3%	93.3%	98.1%	99.3%	99.7%	99.9%
Treated and admitted to hospital	0.7%	7.0%	24.1%	68.6%	85.3%	94.0%	97.1%	98.6%
Patient left without, or before completing, treatment	32.4%	69.1%	86.2%	97.4%	99.4%	99.7%	100%	100%
Transferred to another hospital	12.5%	25.0%	36.1%	66.7%	79.2%	84.7%	90.3%	95.8%
All presentations	10.5%	34.8%	59.0%	85.6%	94.1%	97.5%	98.8%	99.5%

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

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

## Mona Vale Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,753 patients

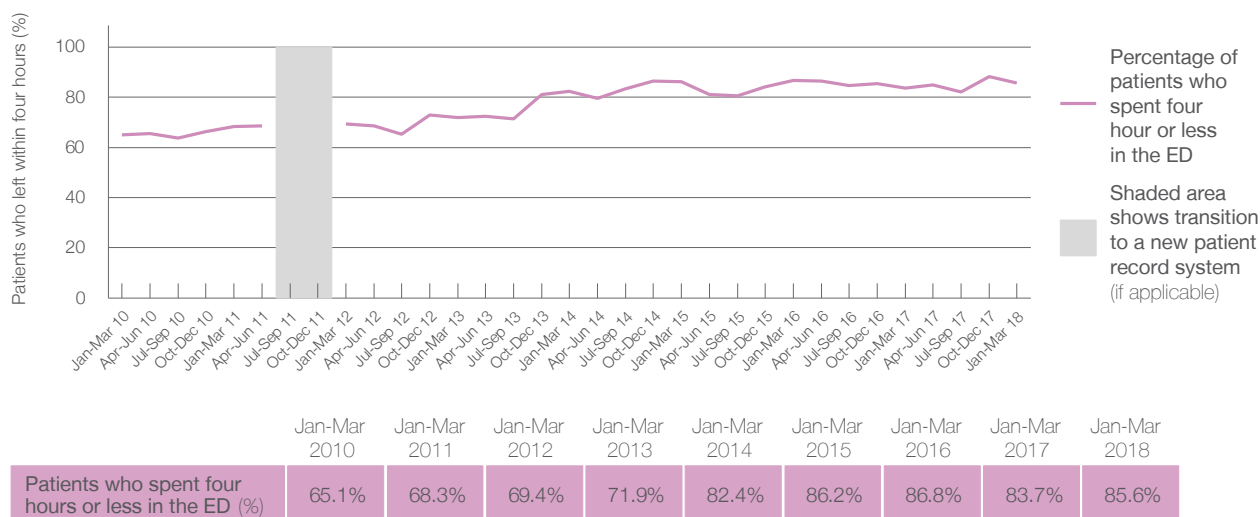
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,753 patients

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



Same period last year	Change since one year ago
8,762	0%
8,762	0%
83.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Orange Health Service: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 7,295 patients

Emergency presentations:<sup>2</sup> 7,228 patients

Same period last year	Change since one year ago
7,309	0%
7,197	0%

## Orange Health Service: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,013 patients

Median time to start treatment<sup>4</sup> 5 minutes

90th percentile time to start treatment<sup>5</sup> 9 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,729 patients

Median time to start treatment<sup>4</sup> 15 minutes

90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,731 patients

Median time to start treatment<sup>4</sup> 19 minutes

90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,661 patients

Median time to start treatment<sup>4</sup> 16 minutes

90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
976	
5 minutes	8 minutes
10 minutes	23 minutes
1,482	
17 minutes	20 minutes
41 minutes	65 minutes
2,757	
22 minutes	25 minutes
69 minutes	98 minutes
1,915	
20 minutes	22 minutes
90 minutes	97 minutes

## Orange Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,289 patients

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

Same period last year	Change since one year ago
7,309	0%
74%	

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

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

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

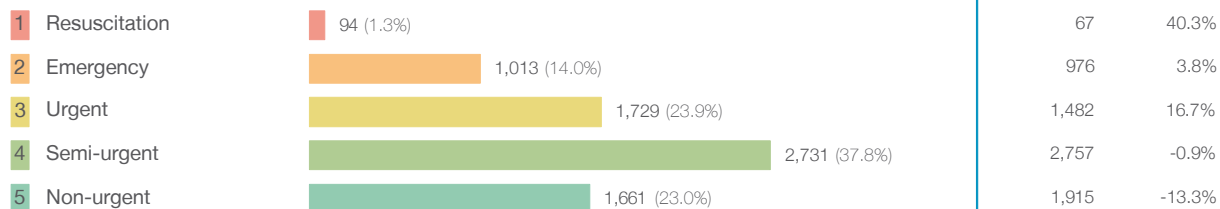
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Orange Health Service: Patients presenting to the emergency department

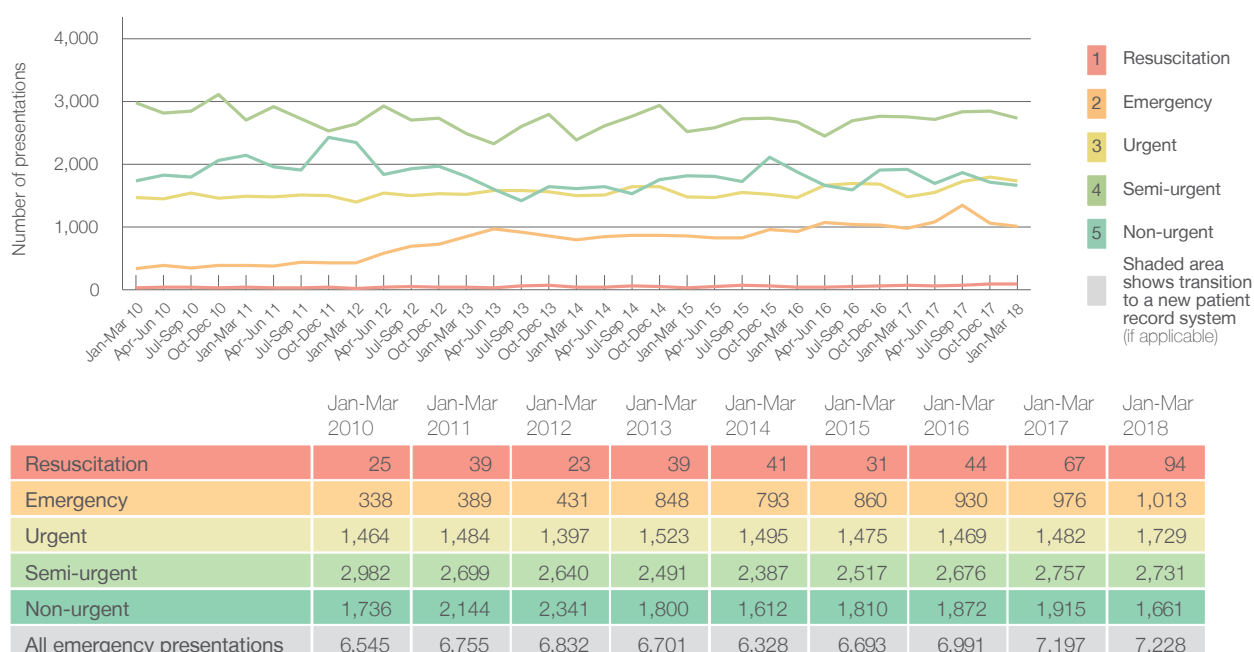
January to March 2018

All presentations:<sup>1</sup> 7,295 patients

Emergency presentations<sup>2</sup> by triage category: 7,228 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>

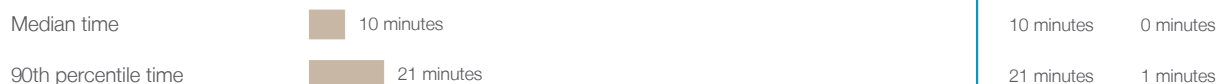


## Orange Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,358 patients

ED Transfer of care time



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

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



## Orange Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,013

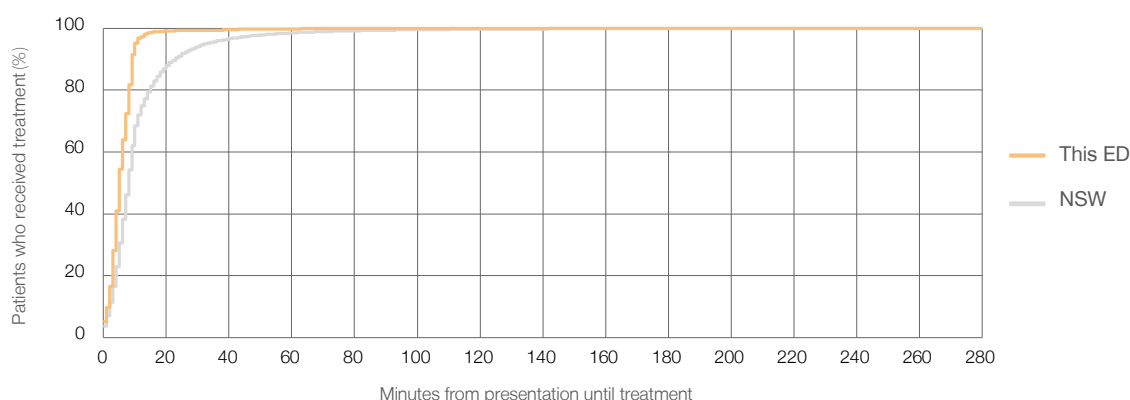
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,009

Median time to start treatment<sup>4</sup> 5 minutes

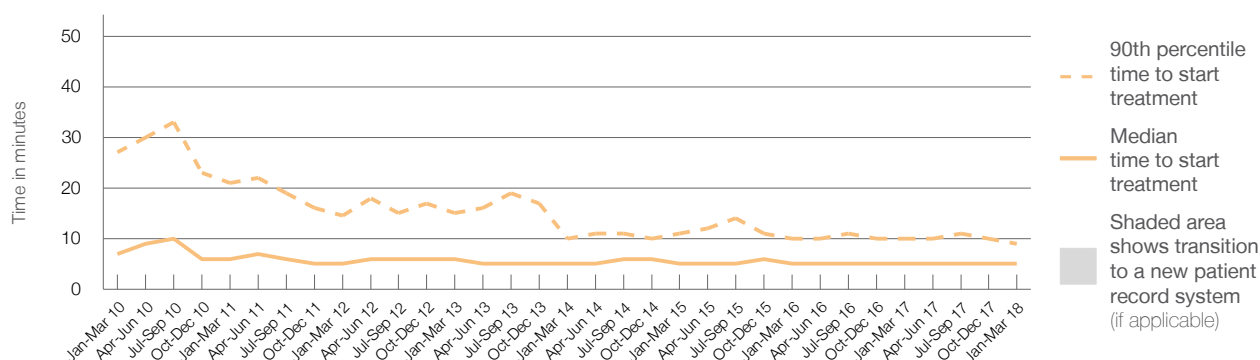
90th percentile time to start treatment<sup>5</sup> 9 minutes

Same period last year	NSW (this period)
976	
974	
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	7	6	5	6	5	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	27	21	15	15	10	11	10	10	9

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

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

## Orange Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,729

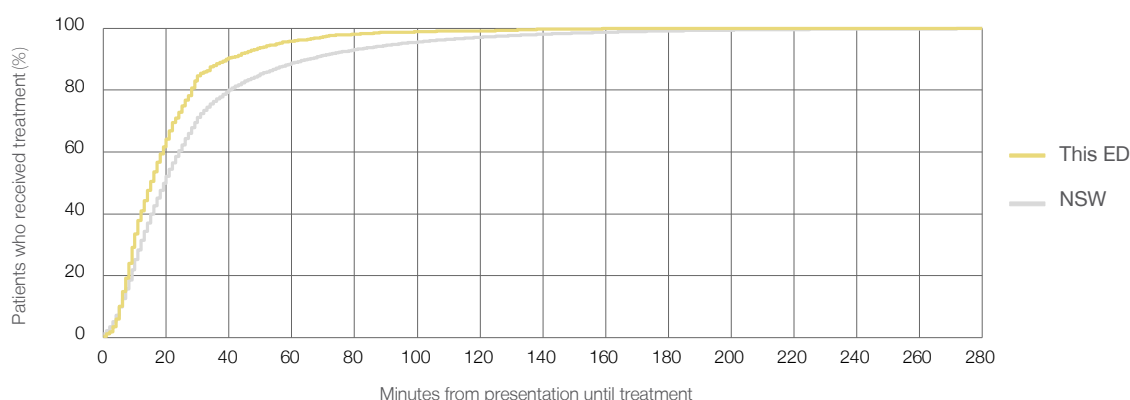
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 1,707

Median time to start treatment <sup>4</sup> 15 minutes

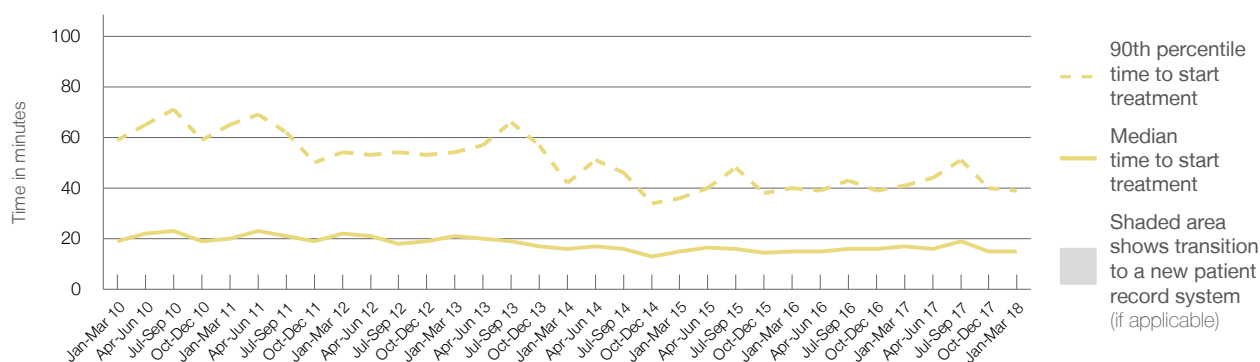
90th percentile time to start treatment <sup>5</sup> 39 minutes

Same period last year	NSW (this period)
1,482	
1,465	
17 minutes	20 minutes
41 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	19	20	22	21	16	15	15	17	15
90th percentile time to start treatment <sup>5</sup> (minutes)	59	65	54	54	42	36	40	41	39

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

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

## Orange Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,731

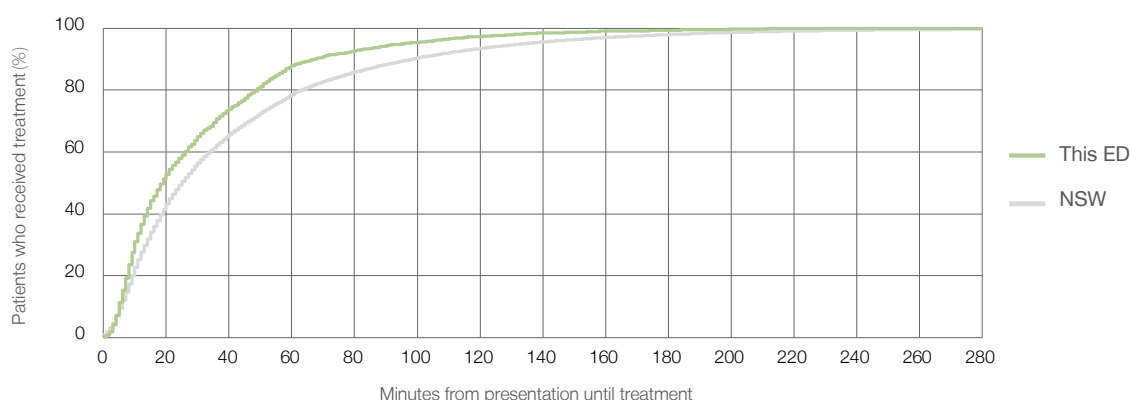
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,640

Median time to start treatment<sup>4</sup> 19 minutes

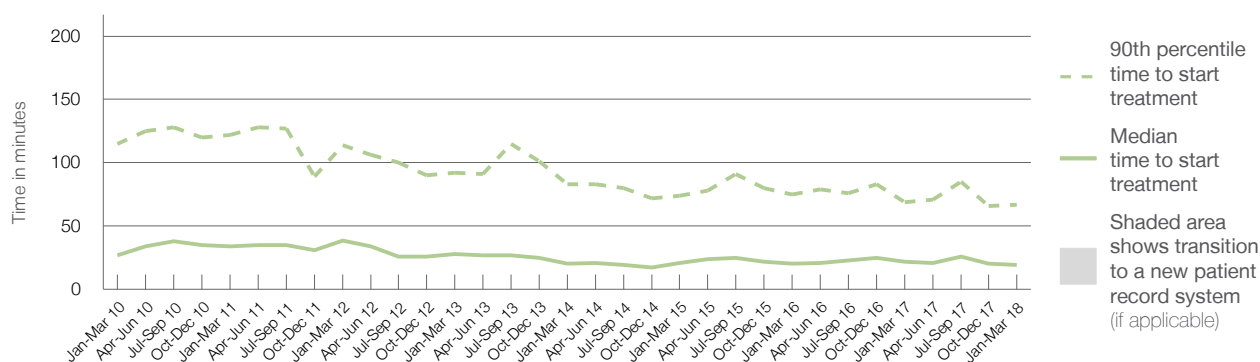
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
2,757	
2,653	
22 minutes	25 minutes
69 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	34	39	28	20	21	20	22	19
90th percentile time to start treatment <sup>5</sup> (minutes)	115	122	114	92	83	74	75	69	67

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

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

## Orange Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,661

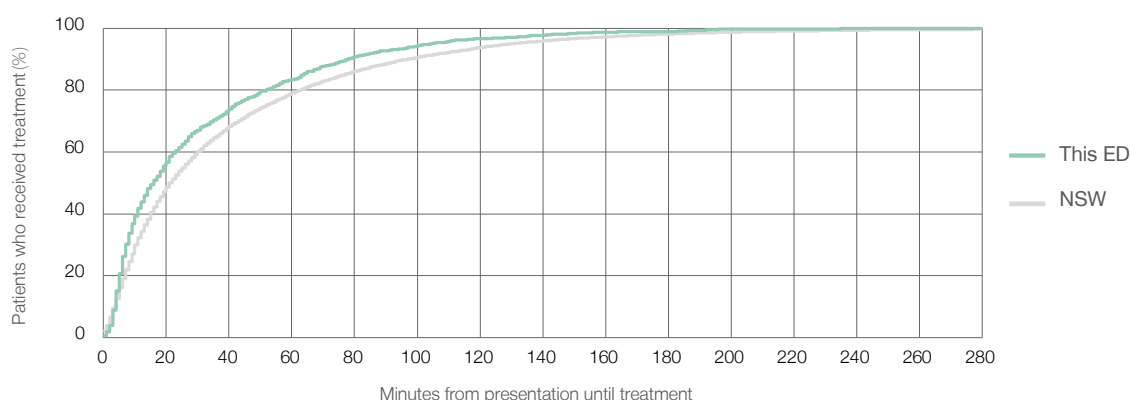
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,563

Median time to start treatment<sup>4</sup> 16 minutes

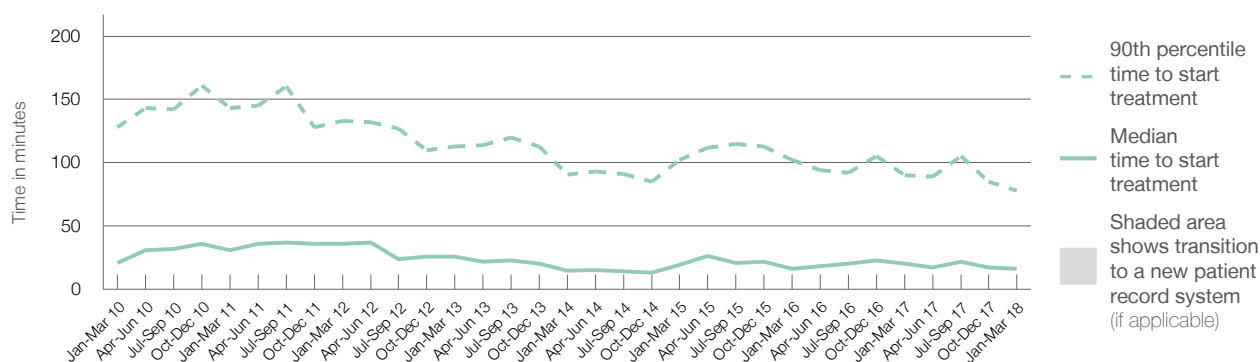
90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
1,915	
1,790	
20 minutes	22 minutes
90 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	21	31	36	26	15	19	16	20	16
90th percentile time to start treatment <sup>5</sup> (minutes)	128	143	133	113	91	102	102	90	78

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

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

## Orange Health Service: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 7,295 patients

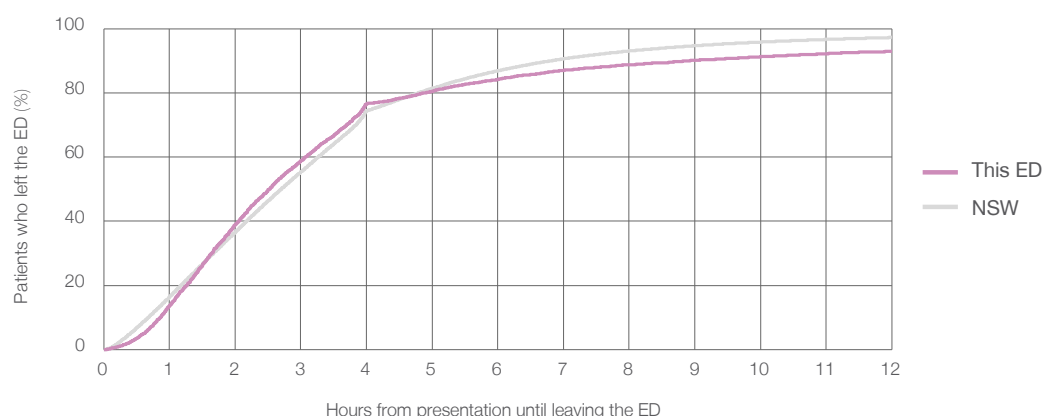
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,289 patients

Median time spent in the ED<sup>8</sup> 2 hours and 31 minutes

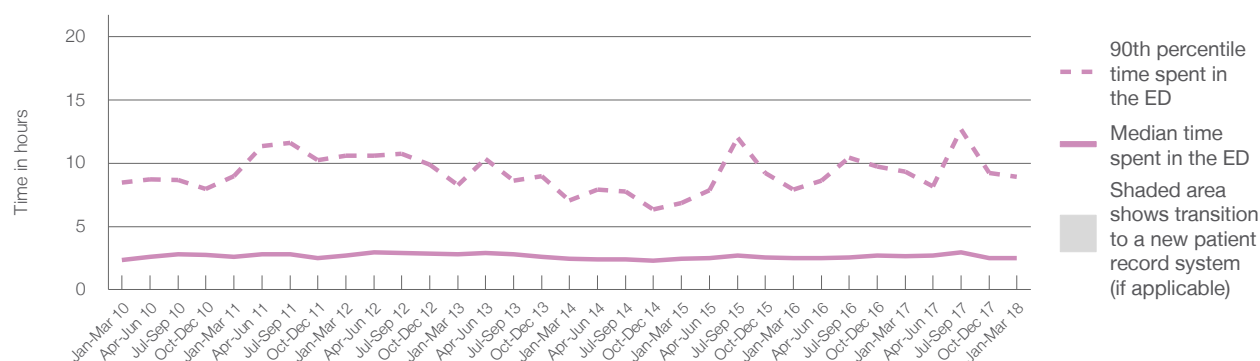
90th percentile time spent in the ED<sup>9</sup> 8 hours and 56 minutes

Same period last year	NSW (this period)
7,309	
7,309	
2 hours and 38 minutes	2 hours and 42 minutes
9 hours and 20 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 21m	2h 37m	2h 43m	2h 47m	2h 28m	2h 27m	2h 31m	2h 38m	2h 31m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 28m	8h 58m	10h 37m	8h 15m	7h 3m	6h 50m	7h 55m	9h 20m	8h 56m

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

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

## Orange Health Service: Time patients spent in the ED

By mode of separation

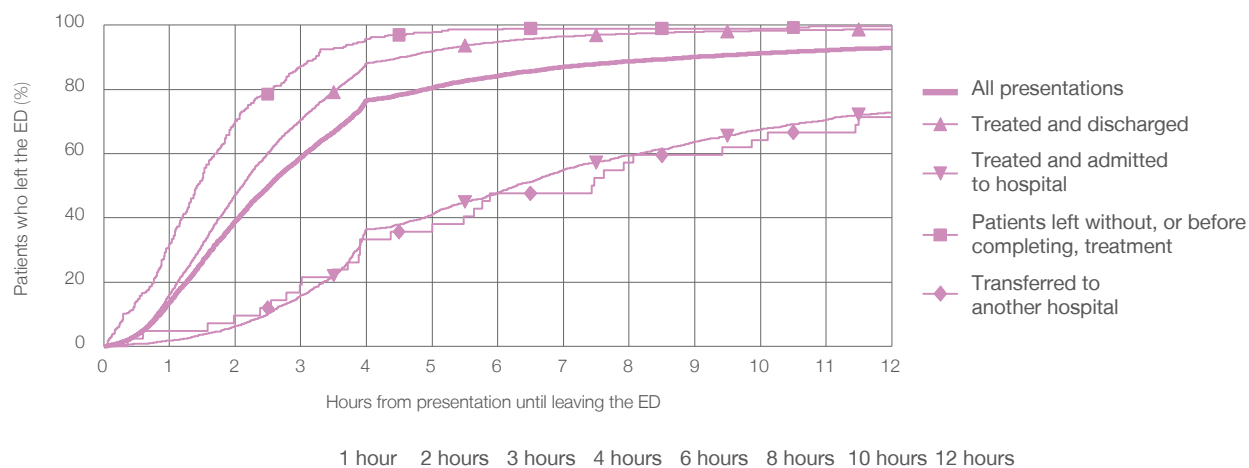
January to March 2018

All presentations:<sup>†</sup> 7,295 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 7,289 patients

		Same period last year	Change since one year ago
Treated and discharged	5,284 (72.4%)	5,205	1.5%
Treated and admitted to hospital	1,613 (22.1%)	1,655	-2.5%
Patient left without, or before completing, treatment	298 (4.1%)	354	-15.8%
Transferred to another hospital	42 (0.6%)	44	-4.5%
Other	58 (0.8%)	51	13.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.2%	47.3%	70.5%	88.2%	94.8%	97.4%	98.3%	98.8%
Treated and admitted to hospital	1.7%	6.3%	15.9%	36.5%	47.7%	59.5%	67.5%	72.8%
Patient left without, or before completing, treatment	31.9%	70.1%	87.2%	95.6%	98.7%	99.0%	99.0%	99.7%
Transferred to another hospital	4.8%	9.5%	19.0%	33.3%	47.6%	57.1%	64.3%	71.4%
All presentations	13.8%	39.1%	58.8%	76.6%	84.2%	88.7%	91.2%	92.9%

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

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

## Orange Health Service: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 7,295 patients

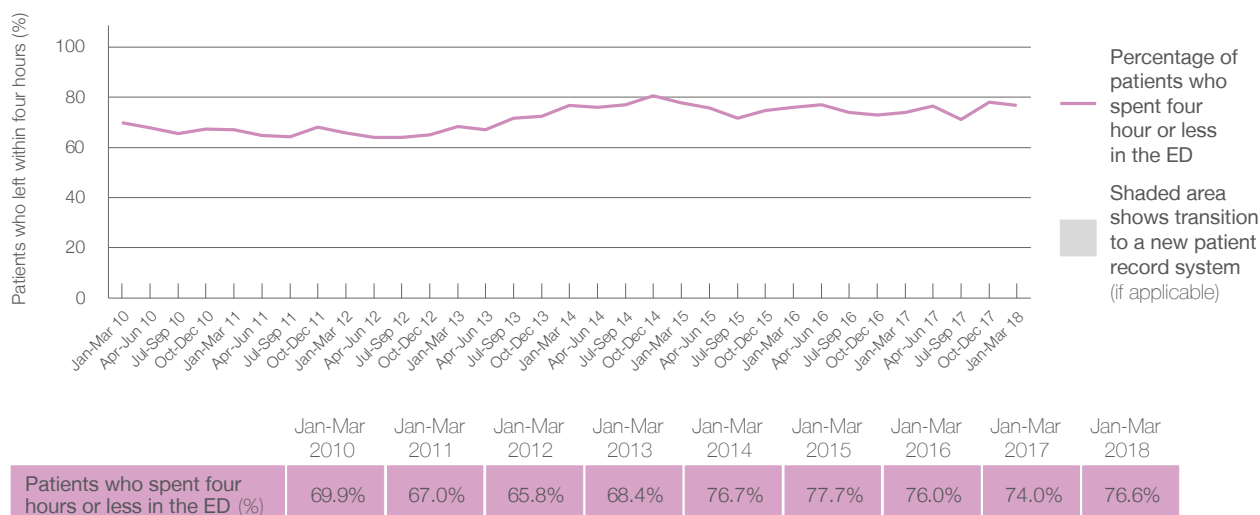
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,289 patients

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



Same period last year	Change since one year ago
7,309	0%
7,309	0%
74.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Port Macquarie Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 8,785 patients

Emergency presentations:<sup>2</sup> 8,701 patients

Same period last year	Change since one year ago
8,900	-1%
8,658	0%

## Port Macquarie Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,168 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,181 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,845 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 97 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 465 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
1,181	
10 minutes	8 minutes
24 minutes	23 minutes
3,469	
22 minutes	20 minutes
60 minutes	65 minutes
3,527	
27 minutes	25 minutes
88 minutes	98 minutes
452	
25 minutes	22 minutes
97 minutes	97 minutes

## Port Macquarie Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,784 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
8,899	-1%
76%	

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

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

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

**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

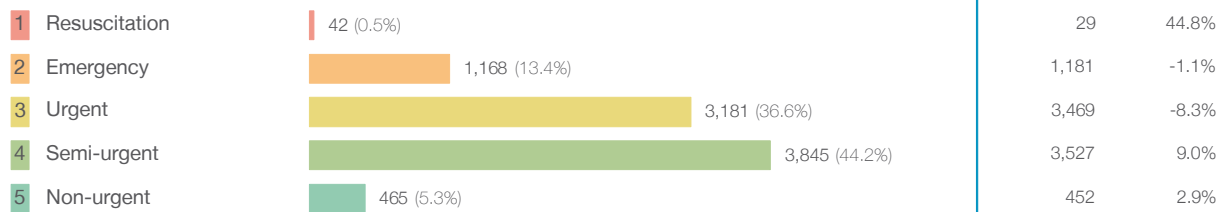


## Port Macquarie Base Hospital: Patients presenting to the emergency department

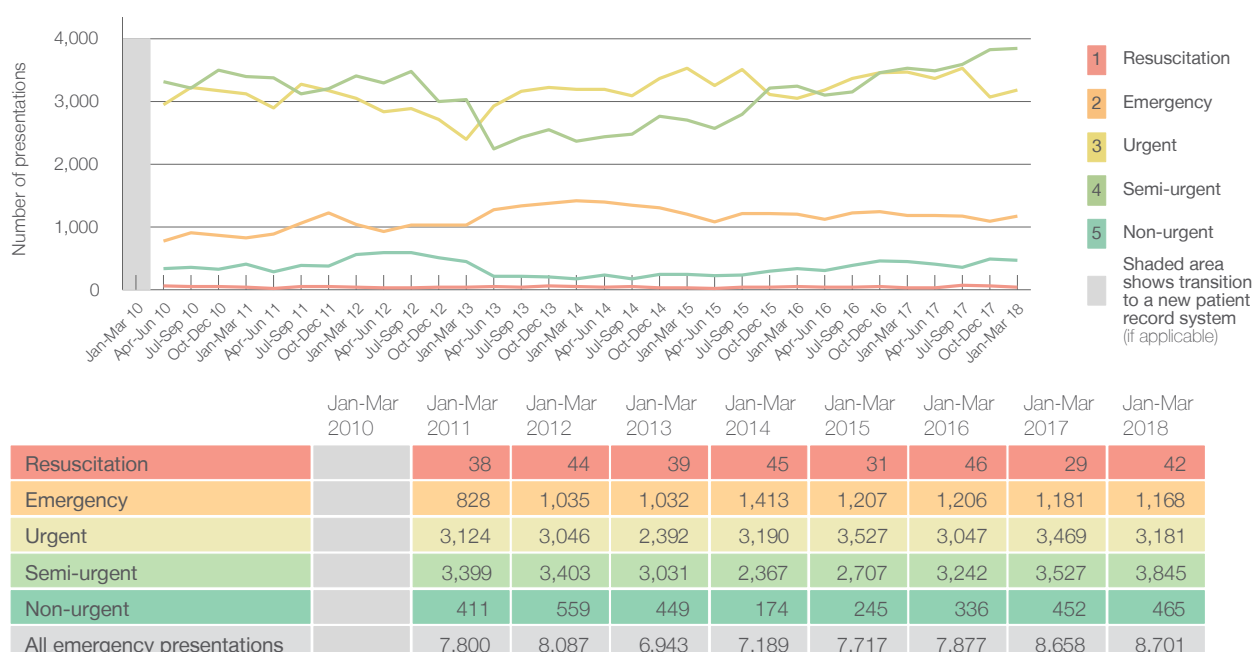
January to March 2018

All presentations:<sup>1</sup> 8,785 patients

Emergency presentations<sup>2</sup> by triage category: 8,701 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Port Macquarie Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,984 patients

ED Transfer of care time



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

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

## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,168

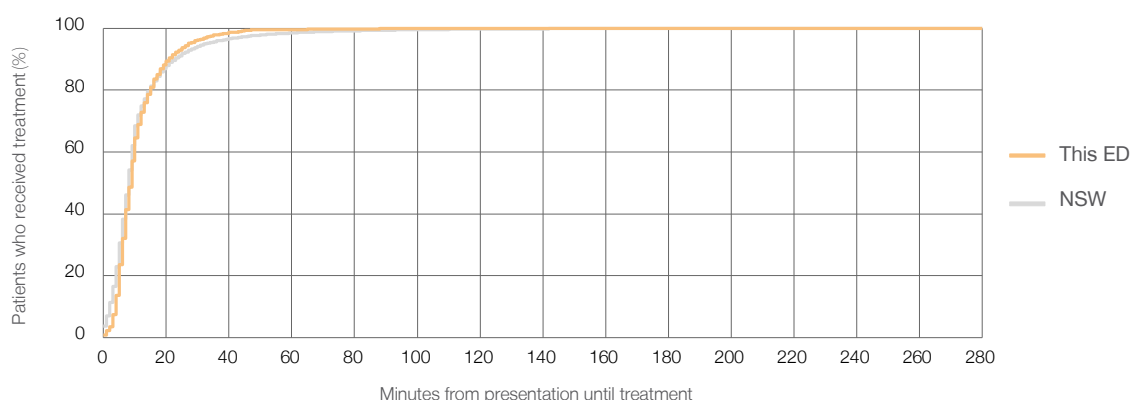
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,166

Median time to start treatment <sup>4</sup> 9 minutes

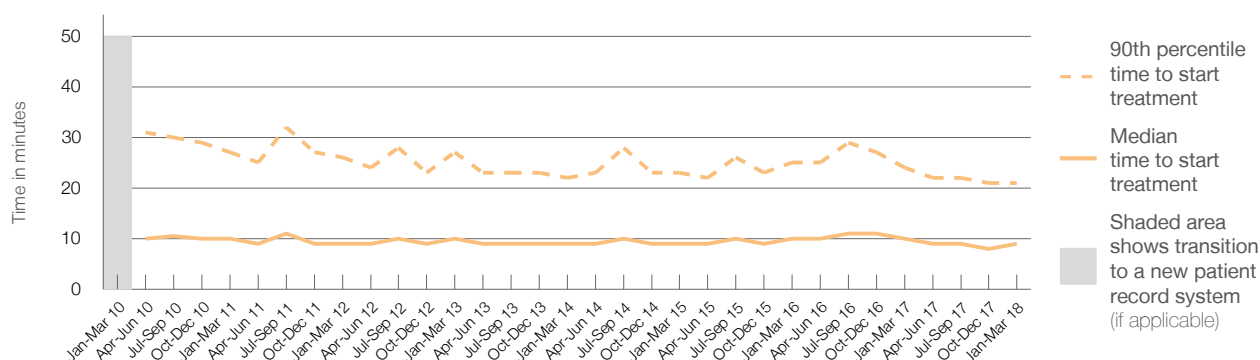
90th percentile time to start treatment <sup>5</sup> 21 minutes

Same period last year	NSW (this period)
1,181	
1,176	
10 minutes	8 minutes
24 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		10	9	10	9	9	10	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)		27	26	27	22	23	25	24	21

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

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

## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 3,181

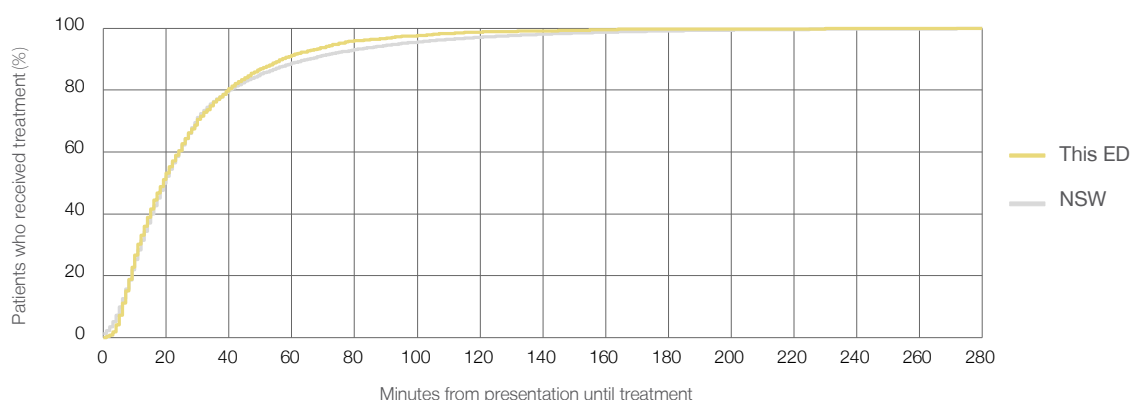
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 3,118

Median time to start treatment <sup>4</sup> 19 minutes

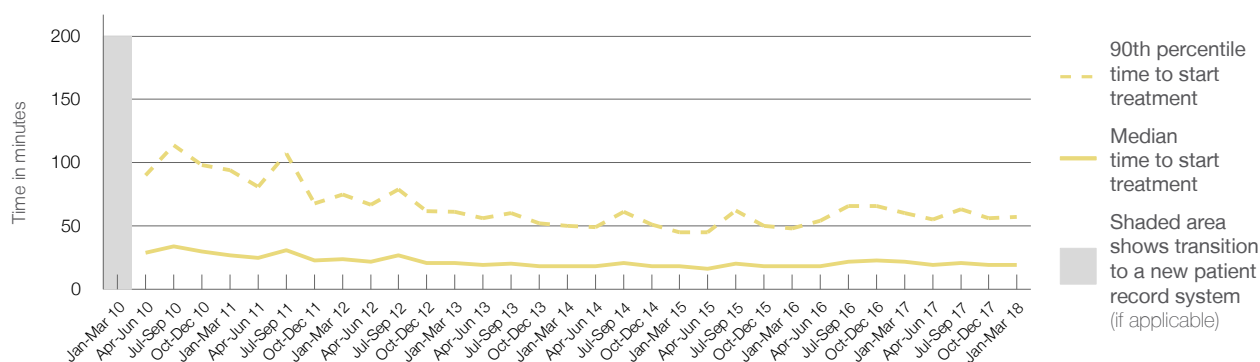
90th percentile time to start treatment <sup>5</sup> 57 minutes

Same period last year	NSW (this period)
3,469	
3,388	
22 minutes	20 minutes
60 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		27	24	21	18	18	18	22	19
90th percentile time to start treatment <sup>5</sup> (minutes)		94	75	61	50	45	48	60	57

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

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

## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,845

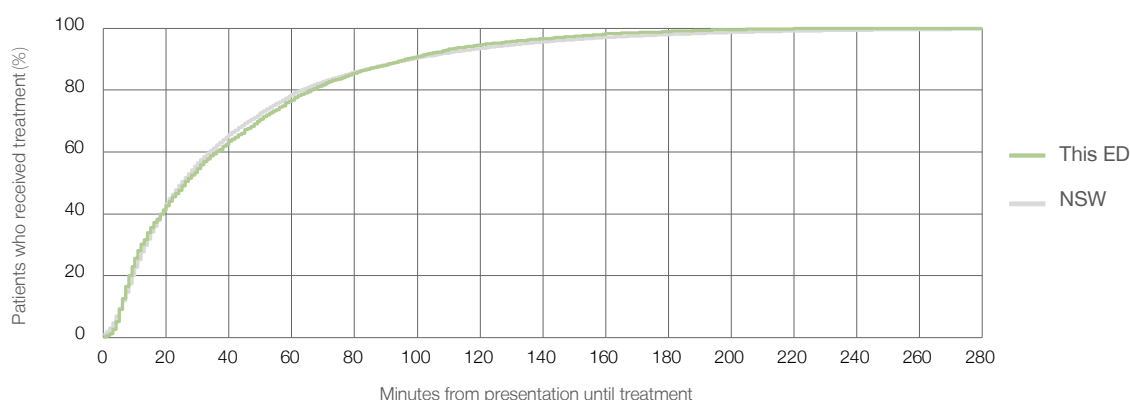
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,244

Median time to start treatment<sup>4</sup> 26 minutes

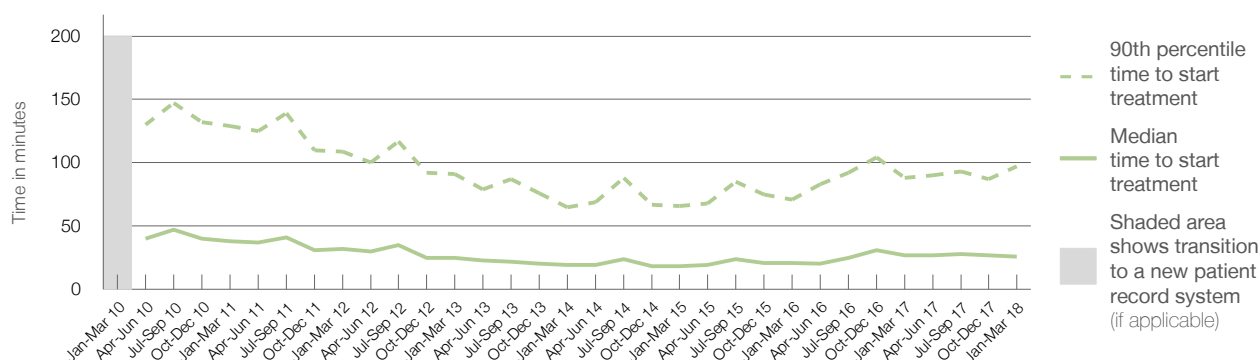
90th percentile time to start treatment<sup>5</sup> 97 minutes

Same period last year	NSW (this period)
3,527	
2,935	
27 minutes	25 minutes
88 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		38	32	25	19	18	21	27	26
90th percentile time to start treatment <sup>5</sup> (minutes)		129	109	91	65	66	71	88	97

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

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

## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 465

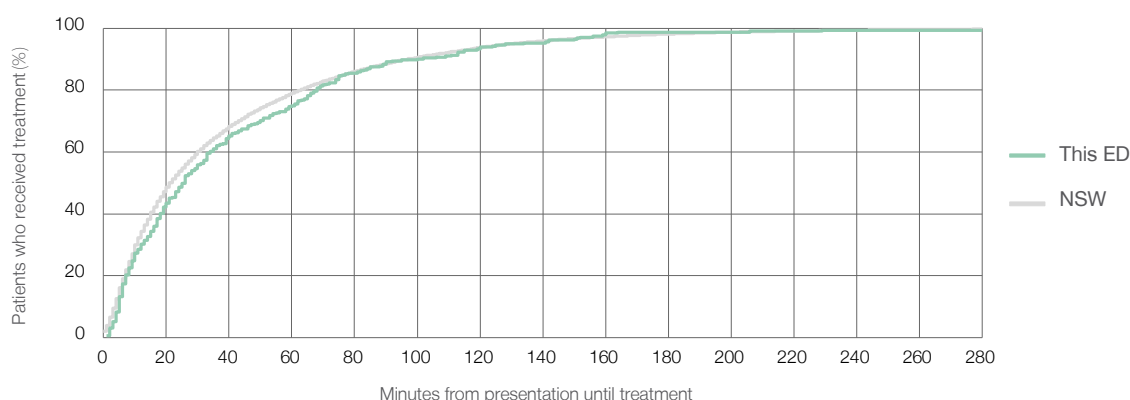
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 311

Median time to start treatment<sup>4</sup> 26 minutes

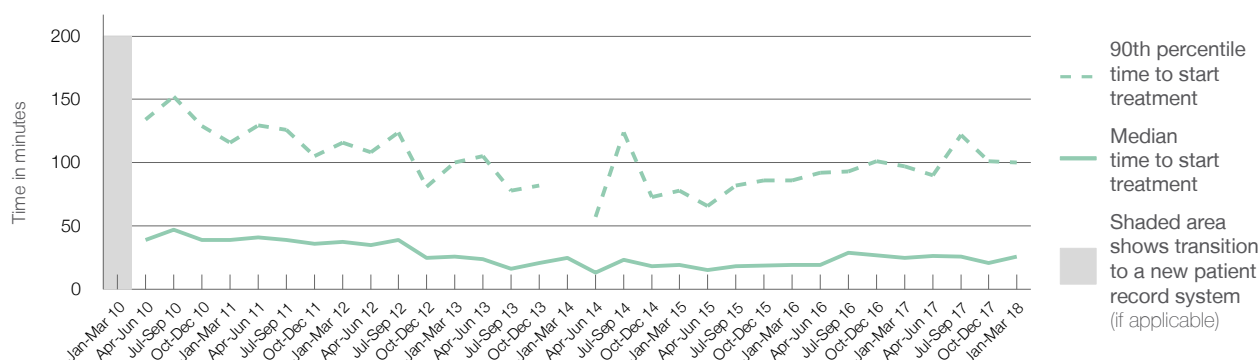
90th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
452	
259	
25 minutes	22 minutes
97 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		39	38	26	25	19	19	25	26
90th percentile time to start treatment <sup>5</sup> (minutes)		116	116	100	*	78	86	97	100

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

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

## Port Macquarie Base Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 8,785 patients

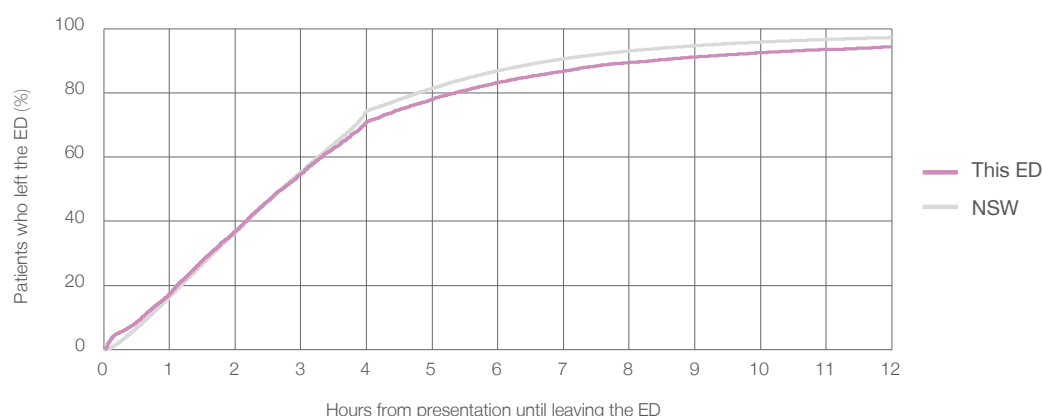
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,784 patients

Median time spent in the ED<sup>8</sup> 2 hours and 43 minutes

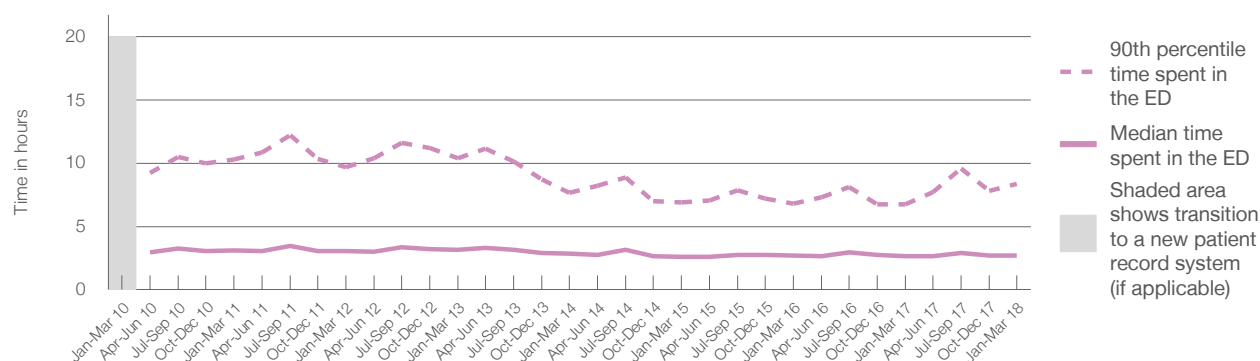
90th percentile time spent in the ED<sup>9</sup> 8 hours and 21 minutes

Same period last year	NSW (this period)
8,900	
8,899	
2 hours and 38 minutes	2 hours and 42 minutes
6 hours and 46 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		3h 6m	3h 3m	3h 9m	2h 50m	2h 35m	2h 42m	2h 38m	2h 43m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		10h 16m	9h 40m	10h 23m	7h 40m	6h 55m	6h 48m	6h 46m	8h 21m

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

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

## Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

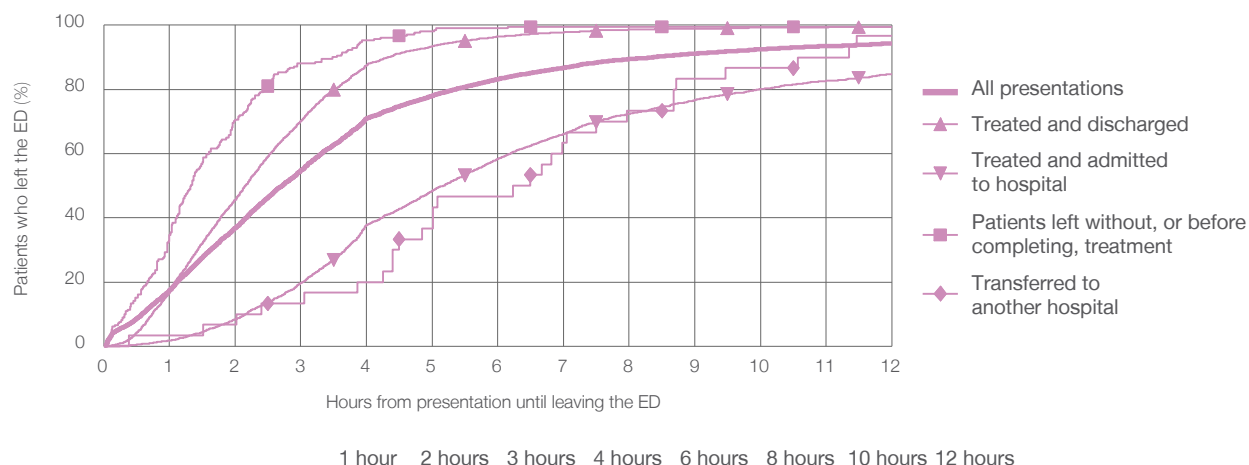
All presentations:<sup>†</sup> 8,785 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,784 patients

Treated and discharged	4,851 (55.2%)
Treated and admitted to hospital	3,078 (35.0%)
Patient left without, or before completing, treatment	211 (2.4%)
Transferred to another hospital	30 (0.3%)
Other	615 (7.0%)

Same period last year	Change since one year ago
8,899	-1%
4,689	3.5%
3,261	-5.6%
202	4.5%
51	-41.2%
697	-11.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.0%	45.7%	70.2%	87.6%	96.5%	98.6%	99.3%	99.5%
Treated and admitted to hospital	1.8%	8.3%	19.7%	37.8%	58.4%	72.4%	80.1%	84.8%
Patient left without, or before completing, treatment	34.6%	70.6%	88.2%	95.3%	99.1%	99.5%	99.5%	99.5%
Transferred to another hospital	3.3%	6.7%	13.3%	20.0%	46.7%	73.3%	86.7%	96.7%
All presentations	17.5%	36.8%	54.8%	71.0%	83.2%	89.4%	92.6%	94.4%

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

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

## Port Macquarie Base Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,785 patients

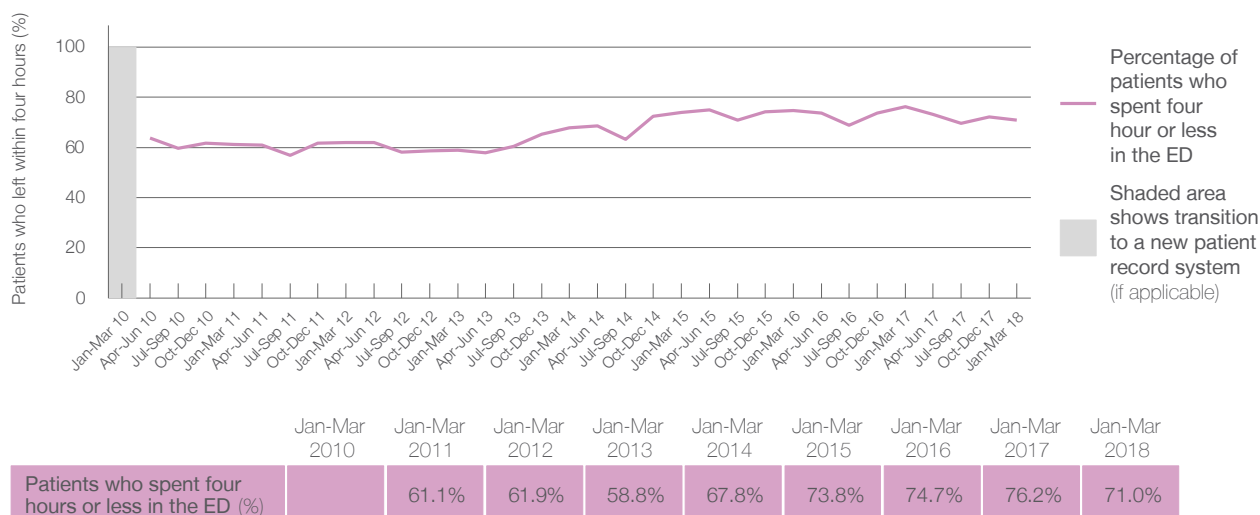
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,784 patients

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



Same period last year	Change since one year ago
8,900	-1%
8,899	-1%
76.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



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

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

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

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

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).



## Shoalhaven District Memorial Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 10,428 patients

Emergency presentations:<sup>2</sup> 10,301 patients

Same period last year	Change since one year ago
9,800	6%
9,686	6%

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,056 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,334 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 110 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,641 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 122 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,220 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
913	
11 minutes	8 minutes
36 minutes	23 minutes
3,278	
30 minutes	20 minutes
113 minutes	65 minutes
4,465	
33 minutes	25 minutes
121 minutes	98 minutes
988	
21 minutes	22 minutes
96 minutes	97 minutes

## Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,428 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
9,799	6%
68%	

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

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

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

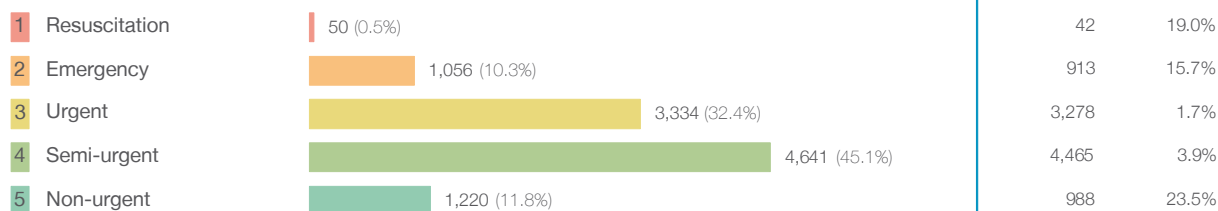
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

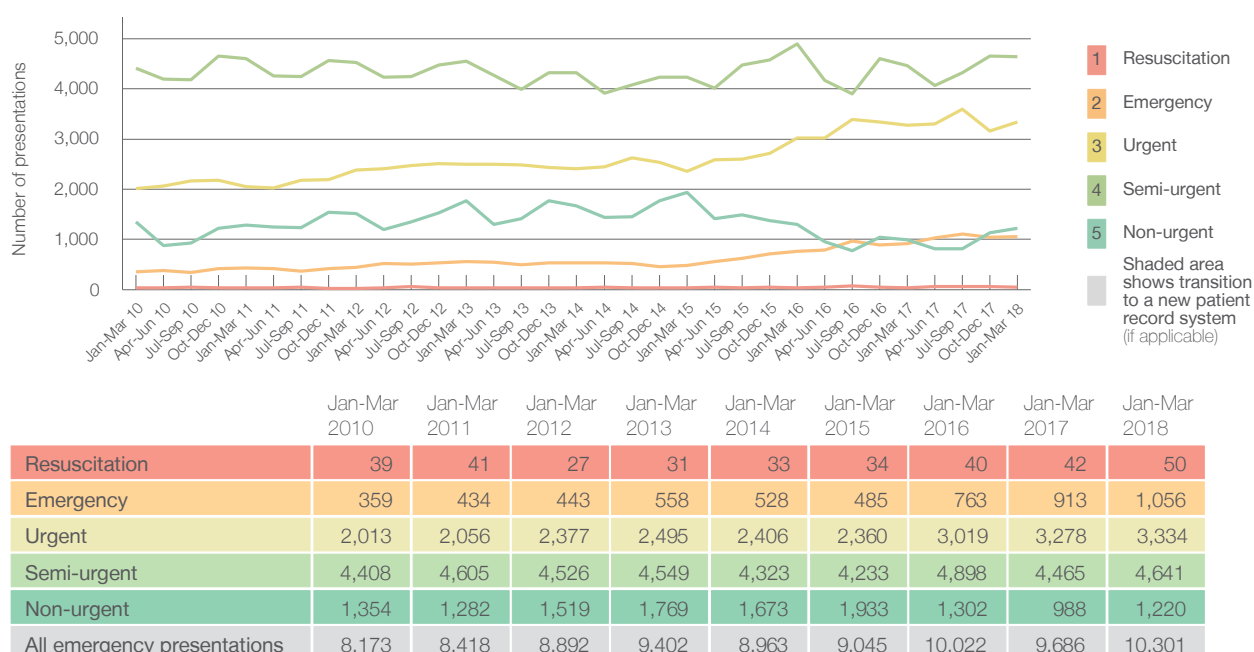
January to March 2018

All presentations:<sup>1</sup> 10,428 patients

Emergency presentations<sup>2</sup> by triage category: 10,301 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>

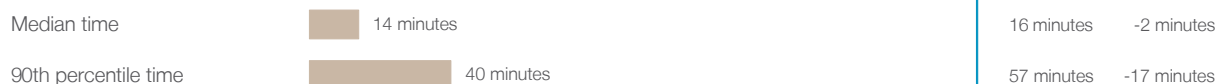


## Shoalhaven District Memorial Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 2,472 patients

ED Transfer of care time



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

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

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,056

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,053

Median time to start treatment <sup>4</sup>

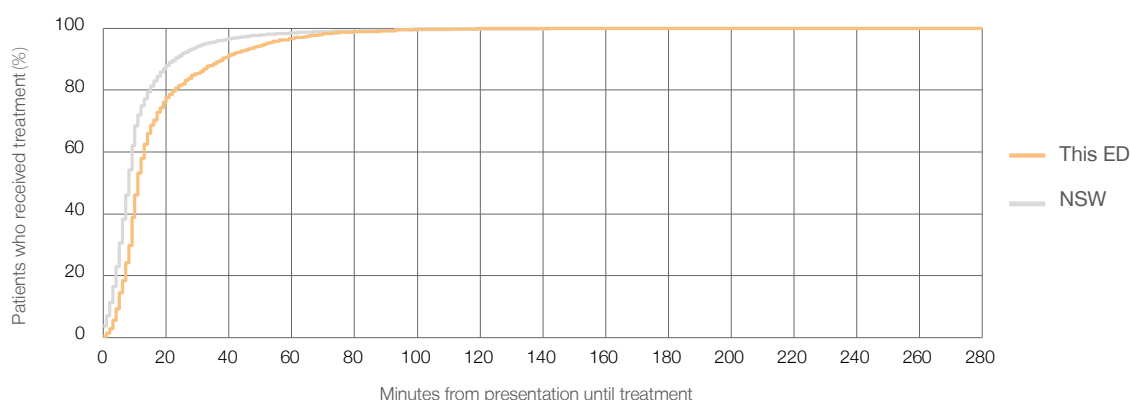
11 minutes

90th percentile time to start treatment <sup>5</sup>

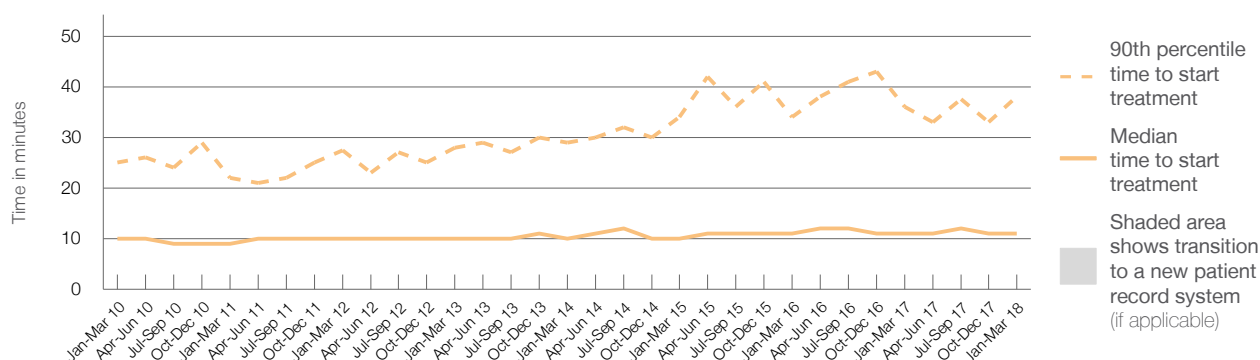
38 minutes

Same period last year	NSW (this period)
913	
913	
11 minutes	8 minutes
36 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	10	9	10	10	10	10	11	11	11
90th percentile time to start treatment <sup>5</sup> (minutes)	25	22	28	28	29	34	34	36	38

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

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

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 3,334

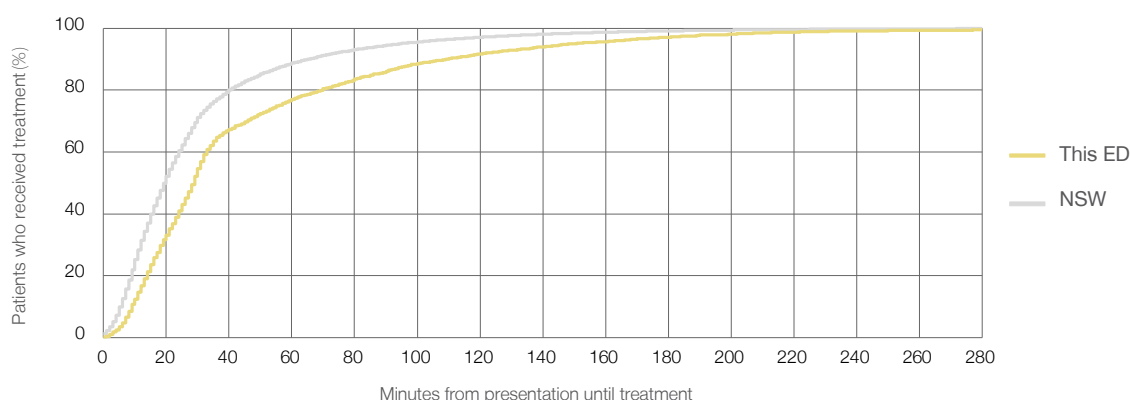
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 3,283

Median time to start treatment <sup>4</sup> 29 minutes

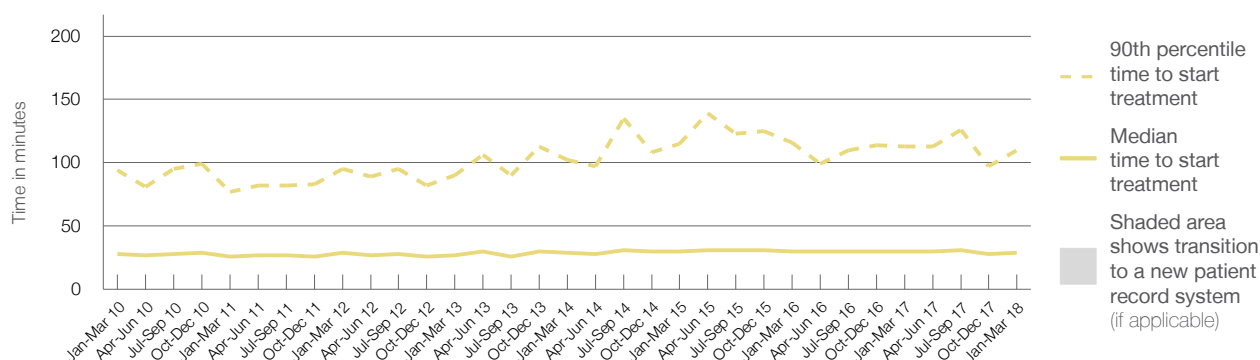
90th percentile time to start treatment <sup>5</sup> 110 minutes

Same period last year	NSW (this period)
3,278	
3,214	
30 minutes	20 minutes
113 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	28	26	29	27	29	30	30	30	29
90th percentile time to start treatment <sup>5</sup> (minutes)	94	77	95	90	102	115	116	113	110

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

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

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 4,641

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,381

Median time to start treatment<sup>4</sup>

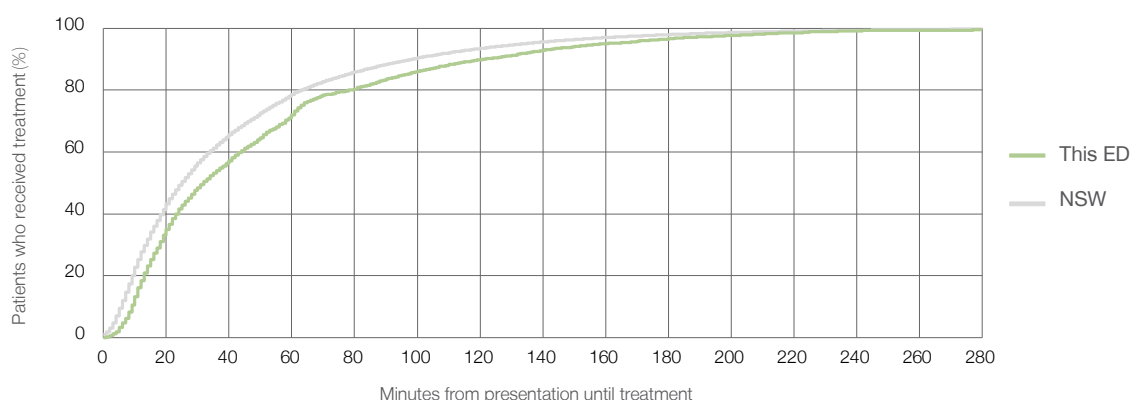
32 minutes

90th percentile time to start treatment<sup>5</sup>

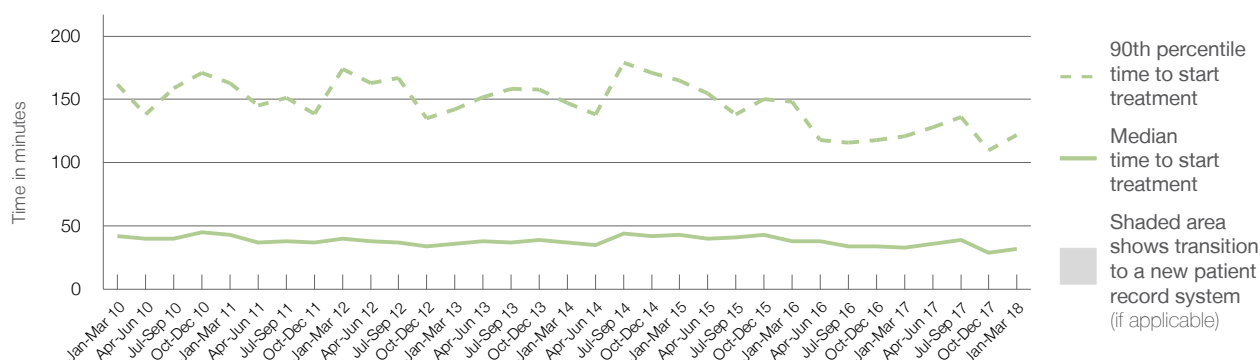
122 minutes

Same period last year	NSW (this period)
4,465	
4,161	
33 minutes	25 minutes
121 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	42	43	40	36	37	43	38	33	32
90th percentile time to start treatment <sup>5</sup> (minutes)	162	163	174	142	147	165	148	121	122

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

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

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,220

Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,106

Median time to start treatment <sup>4</sup>

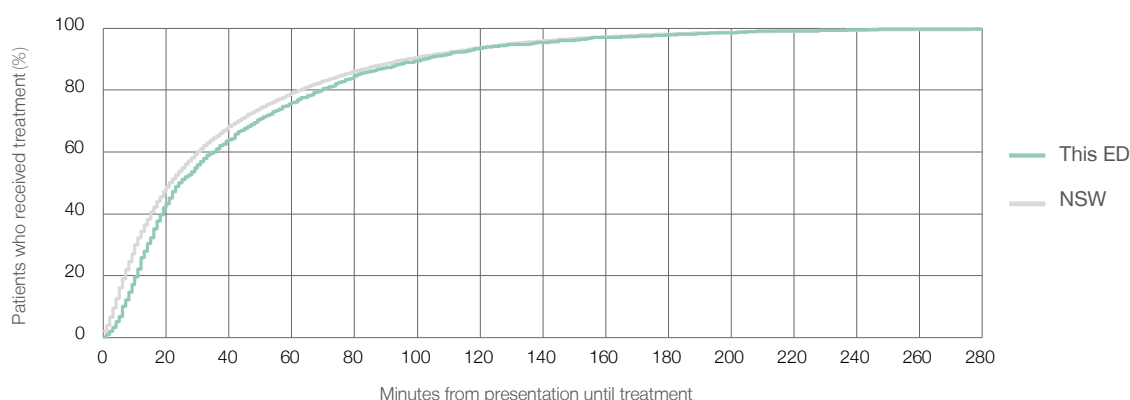
25 minutes

90th percentile time to start treatment <sup>5</sup>

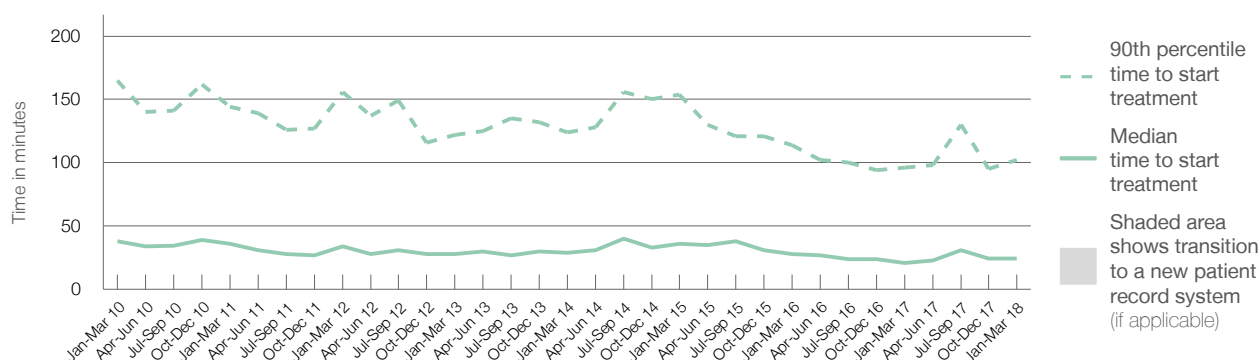
102 minutes

Same period last year	NSW (this period)
988	
898	
21 minutes	22 minutes
96 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	38	36	34	28	29	36	28	21	25
90th percentile time to start treatment <sup>5</sup> (minutes)	165	144	156	122	124	154	114	96	102

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

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

## Shoalhaven District Memorial Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 10,428 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,428 patients

Median time spent in the ED<sup>8</sup>

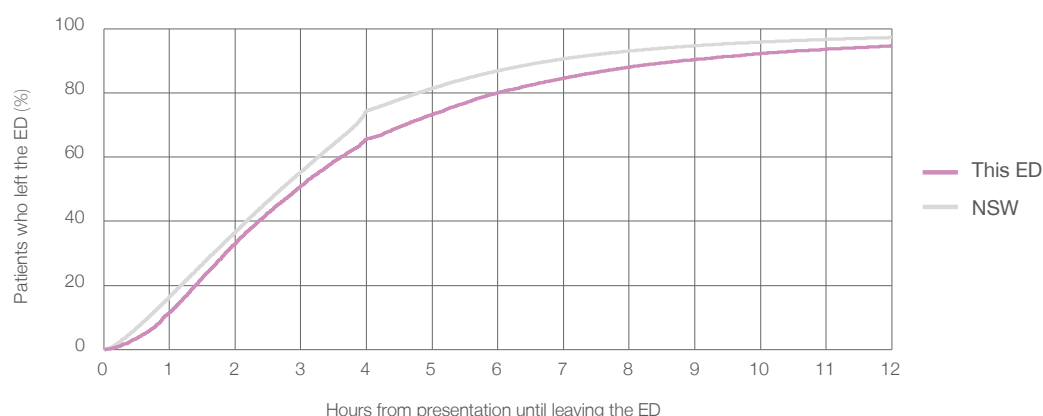
2 hours and 57 minutes

90th percentile time spent in the ED<sup>9</sup>

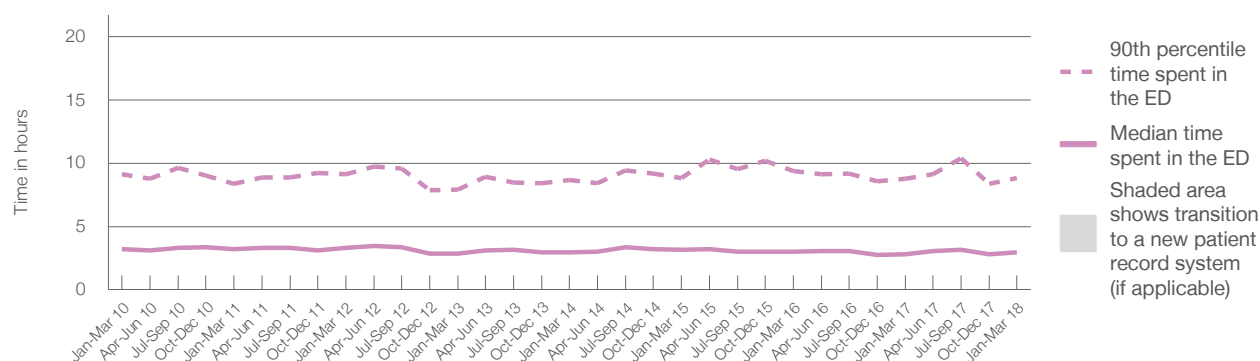
8 hours and 48 minutes

Same period last year	NSW (this period)
9,800	
9,799	
2 hours and 49 minutes	2 hours and 42 minutes
8 hours and 47 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 13m	3h 12m	3h 19m	2h 50m	2h 57m	3h 8m	3h 0m	2h 49m	2h 57m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 6m	8h 21m	9h 6m	7h 54m	8h 39m	8h 50m	9h 23m	8h 47m	8h 48m

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

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

## Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

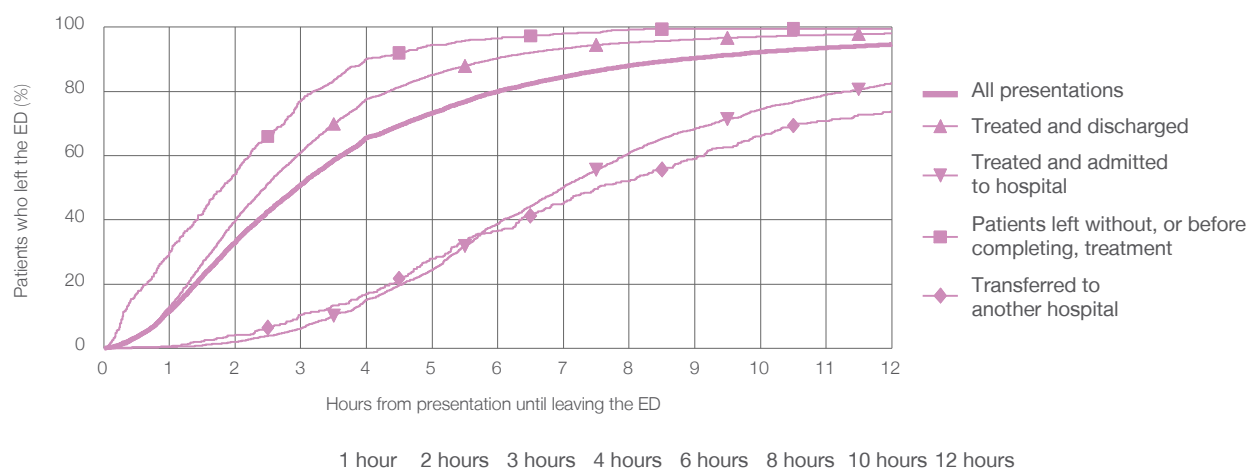
January to March 2018

All presentations:<sup>†</sup> 10,428 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 10,428 patients

		Same period last year	Change since one year ago
Treated and discharged	7,529 (72.2%)	9,799	6%
Treated and admitted to hospital	1,809 (17.3%)	7,071	6.5%
Patient left without, or before completing, treatment	701 (6.7%)	1,617	11.9%
Transferred to another hospital	359 (3.4%)	676	3.7%
Other	30 (0.3%)	395	-9.1%
		41	-26.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.9%	39.9%	61.1%	77.7%	90.4%	95.2%	97.1%	98.1%
Treated and admitted to hospital	0.4%	1.9%	6.1%	15.1%	38.8%	60.9%	74.5%	82.6%
Patient left without, or before completing, treatment	29.8%	54.2%	77.2%	90.2%	96.6%	99.3%	99.6%	99.6%
Transferred to another hospital	0.6%	4.2%	10.3%	17.0%	36.8%	52.1%	66.0%	73.8%
All presentations	11.6%	33.2%	51.0%	65.6%	80.0%	88.0%	92.3%	94.7%

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

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



## Shoalhaven District Memorial Hospital: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 10,428 patients

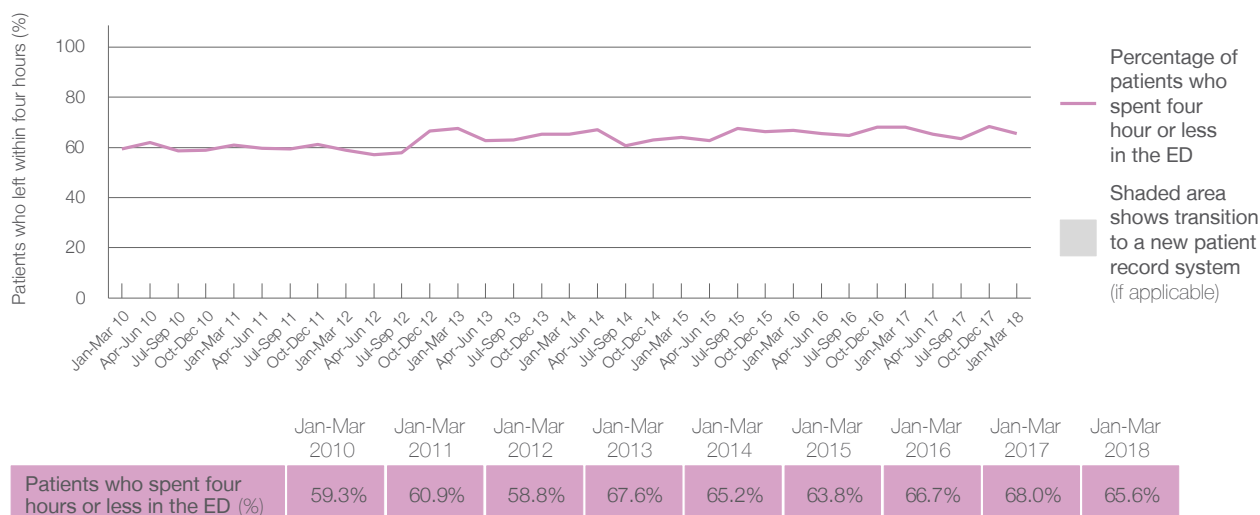
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,428 patients

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



Same period last year	Change since one year ago
9,800	6%
9,799	6%
68.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Sutherland Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 13,009 patients

Emergency presentations:<sup>2</sup> 12,919 patients

Same period last year	Change since one year ago
12,687	3%
12,560	3%

## Sutherland Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,835 patients

Median time to start treatment<sup>4</sup> 13 minutes

90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,091 patients

Median time to start treatment<sup>4</sup> 28 minutes

90th percentile time to start treatment<sup>5</sup> 64 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,090 patients

Median time to start treatment<sup>4</sup> 31 minutes

90th percentile time to start treatment<sup>5</sup> 81 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 842 patients

Median time to start treatment<sup>4</sup> 27 minutes

90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
1,697	
13 minutes	8 minutes
31 minutes	23 minutes
5,221	
28 minutes	20 minutes
68 minutes	65 minutes
4,705	
31 minutes	25 minutes
82 minutes	98 minutes
899	
29 minutes	22 minutes
93 minutes	97 minutes

## Sutherland Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,007 patients

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

Same period last year	Change since one year ago
12,687	3%
69%	

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

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

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

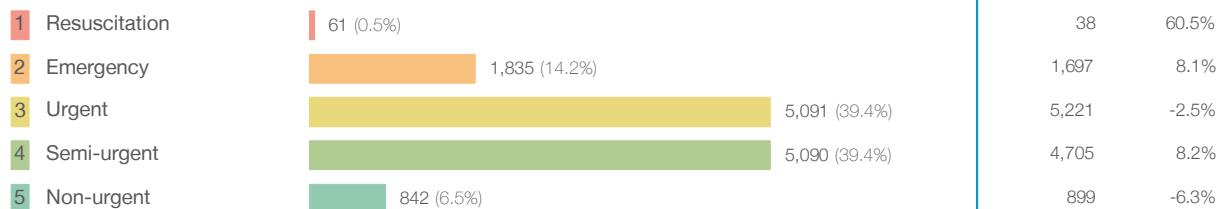
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Sutherland Hospital: Patients presenting to the emergency department

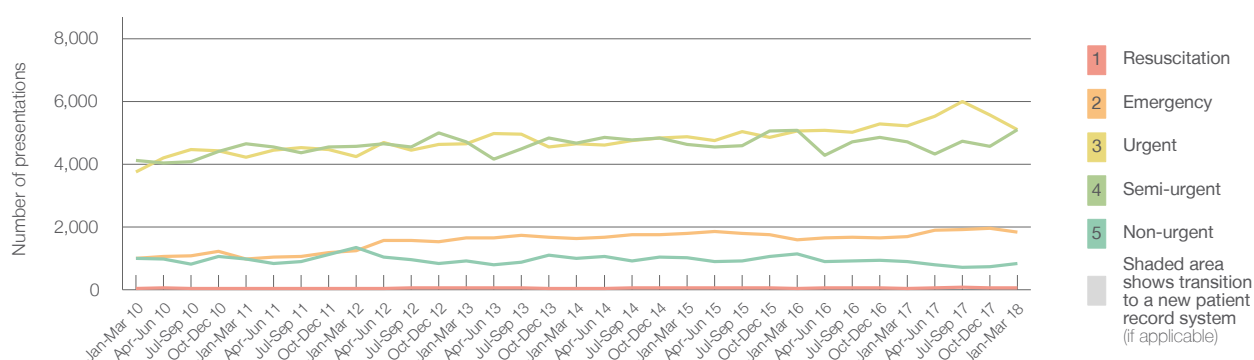
January to March 2018

All presentations:<sup>1</sup> 13,009 patients

Emergency presentations<sup>2</sup> by triage category: 12,919 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



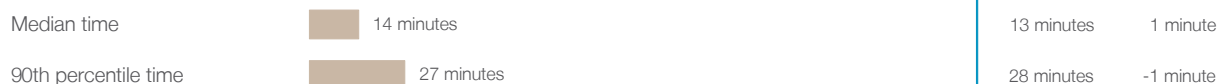
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	42	45	41	49	36	65	41	38	61
Emergency	998	974	1,246	1,653	1,636	1,802	1,587	1,697	1,835
Urgent	3,747	4,221	4,240	4,652	4,652	4,871	5,063	5,221	5,091
Semi-urgent	4,127	4,641	4,561	4,717	4,663	4,629	5,079	4,705	5,090
Non-urgent	992	981	1,337	907	999	1,008	1,140	899	842
All emergency presentations	9,906	10,862	11,425	11,978	11,986	12,375	12,910	12,560	12,919

## Sutherland Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 3,388 patients

ED Transfer of care time



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

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

## Sutherland Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,835

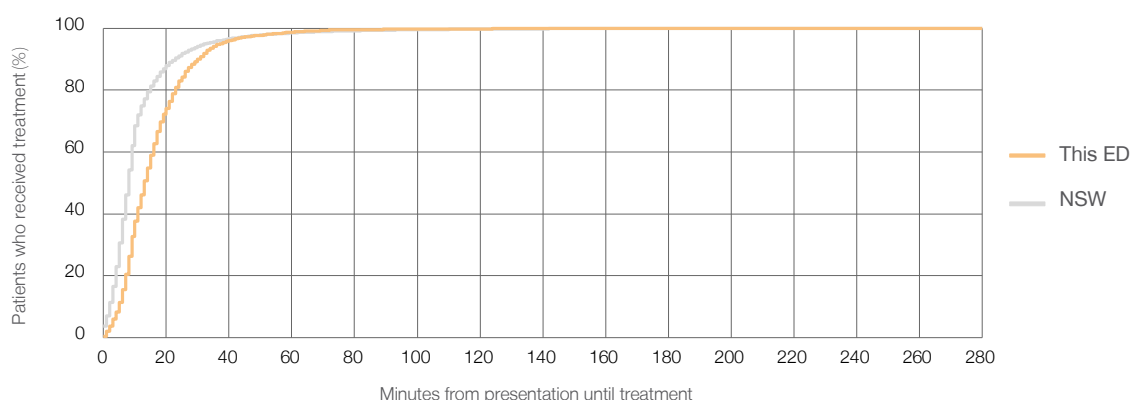
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,831

Median time to start treatment <sup>4</sup> 13 minutes

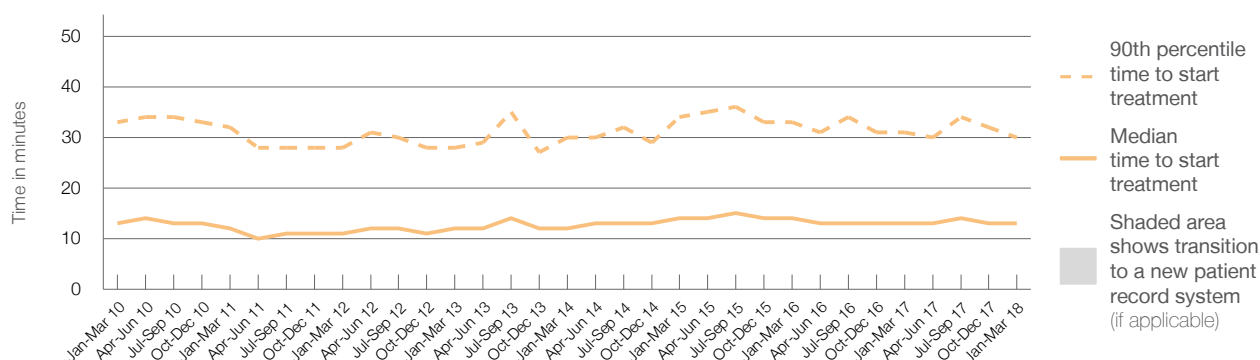
90th percentile time to start treatment <sup>5</sup> 30 minutes

Same period last year	NSW (this period)
1,697	
1,686	
13 minutes	8 minutes
31 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	13	12	11	12	12	14	14	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	33	32	28	28	30	34	33	31	30

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

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

## Sutherland Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 5,091

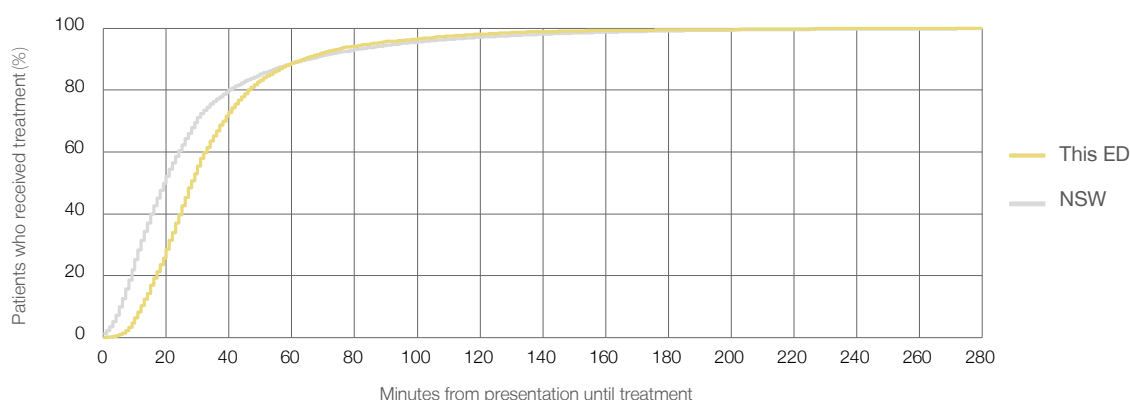
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 5,045

Median time to start treatment <sup>4</sup> 28 minutes

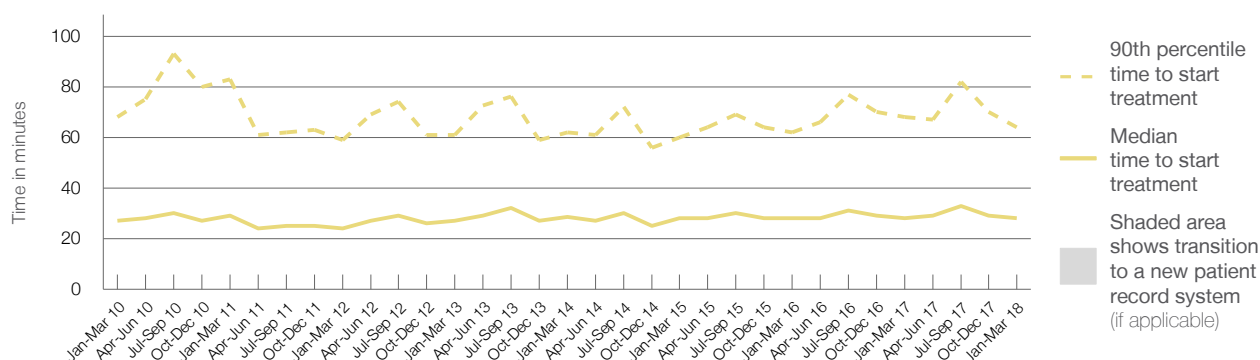
90th percentile time to start treatment <sup>5</sup> 64 minutes

Same period last year	NSW (this period)
5,221	
5,133	
28 minutes	20 minutes
68 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	29	24	27	29	28	28	28	28
90th percentile time to start treatment <sup>5</sup> (minutes)	68	83	59	61	62	60	62	68	64

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

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

## Sutherland Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 5,090

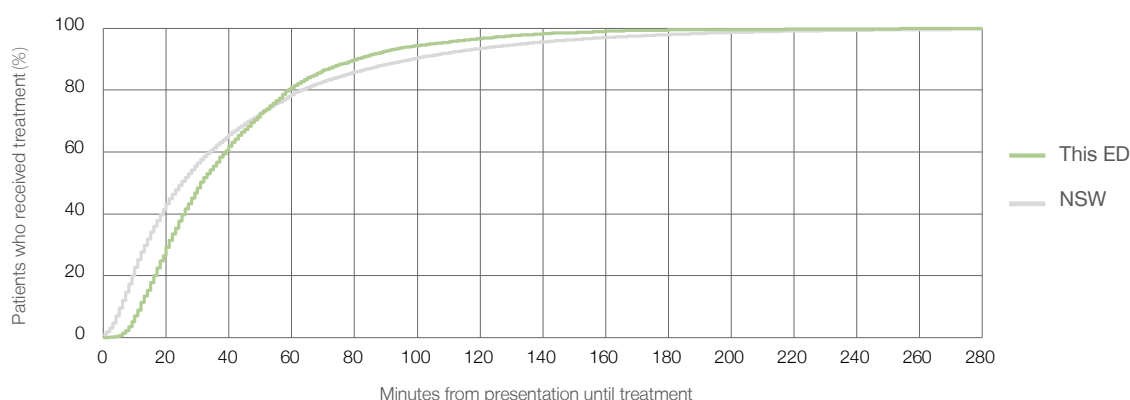
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,953

Median time to start treatment<sup>4</sup> 31 minutes

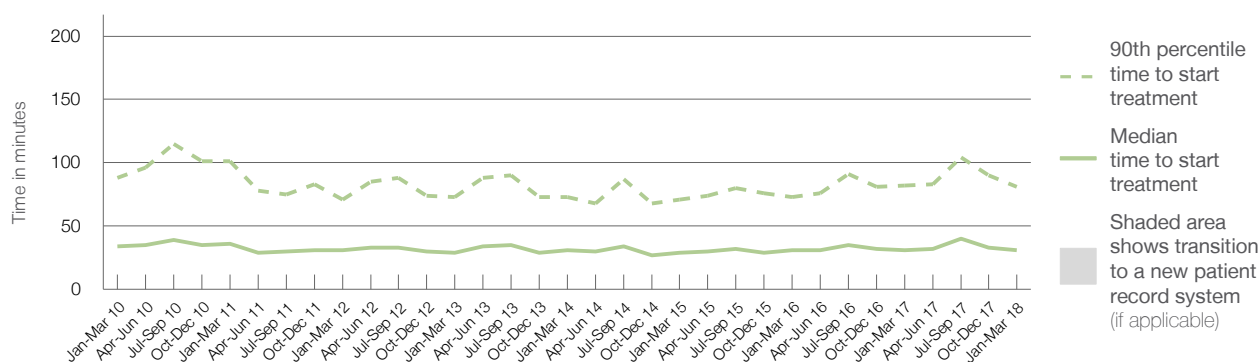
90th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
4,705	
4,524	
31 minutes	25 minutes
82 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	36	31	29	31	29	31	31	31
90th percentile time to start treatment <sup>5</sup> (minutes)	88	101	71	73	73	71	73	82	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.

## Sutherland Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 842

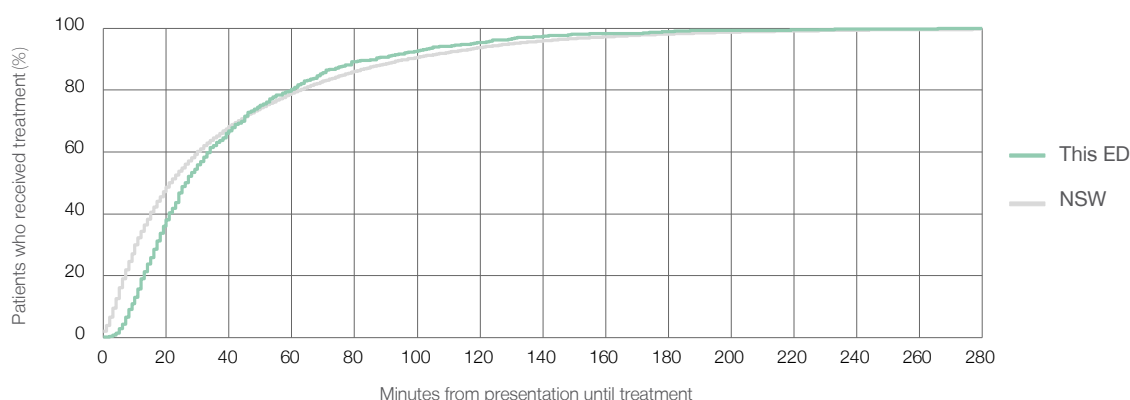
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 794

Median time to start treatment<sup>4</sup> 27 minutes

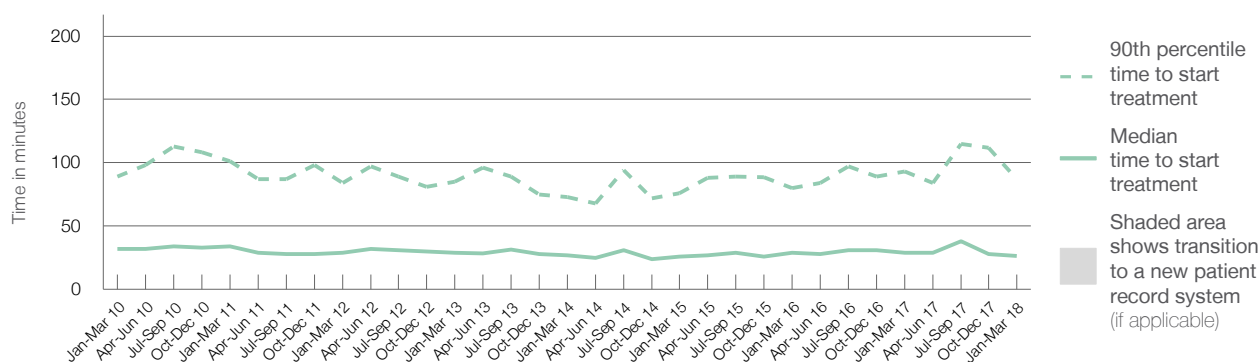
90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
899	
792	
29 minutes	22 minutes
93 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	32	34	29	29	27	26	29	29	27
90th percentile time to start treatment <sup>5</sup> (minutes)	89	101	84	85	73	76	80	93	87

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## Sutherland Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 13,009 patients

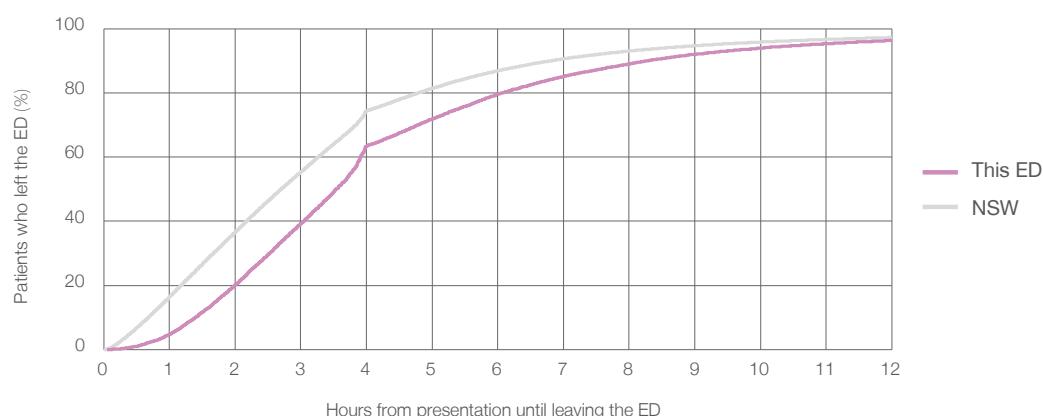
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,007 patients

Median time spent in the ED<sup>8</sup> 3 hours and 32 minutes

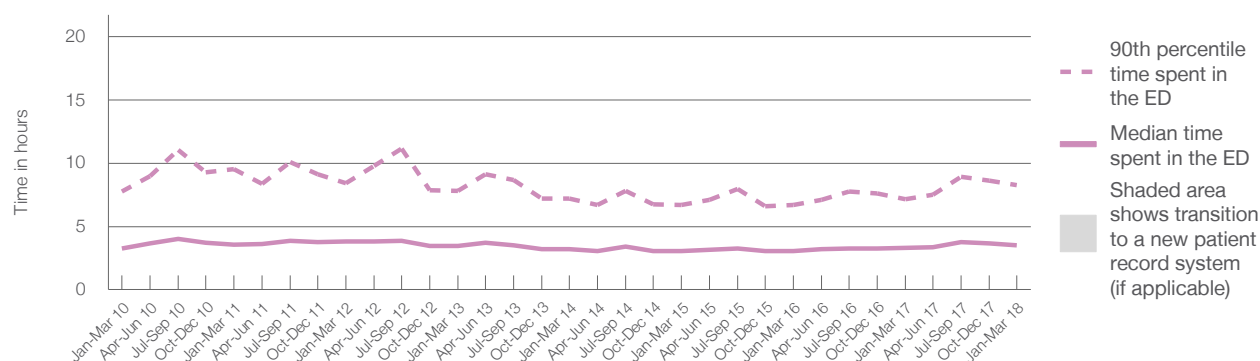
90th percentile time spent in the ED<sup>9</sup> 8 hours and 17 minutes

Same period last year	NSW (this period)
12,687	
12,687	
3 hours and 19 minutes	2 hours and 42 minutes
7 hours and 9 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 17m	3h 34m	3h 48m	3h 27m	3h 12m	3h 4m	3h 3m	3h 19m	3h 32m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 47m	9h 31m	8h 24m	7h 49m	7h 11m	6h 43m	6h 41m	7h 9m	8h 17m

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



## Sutherland Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

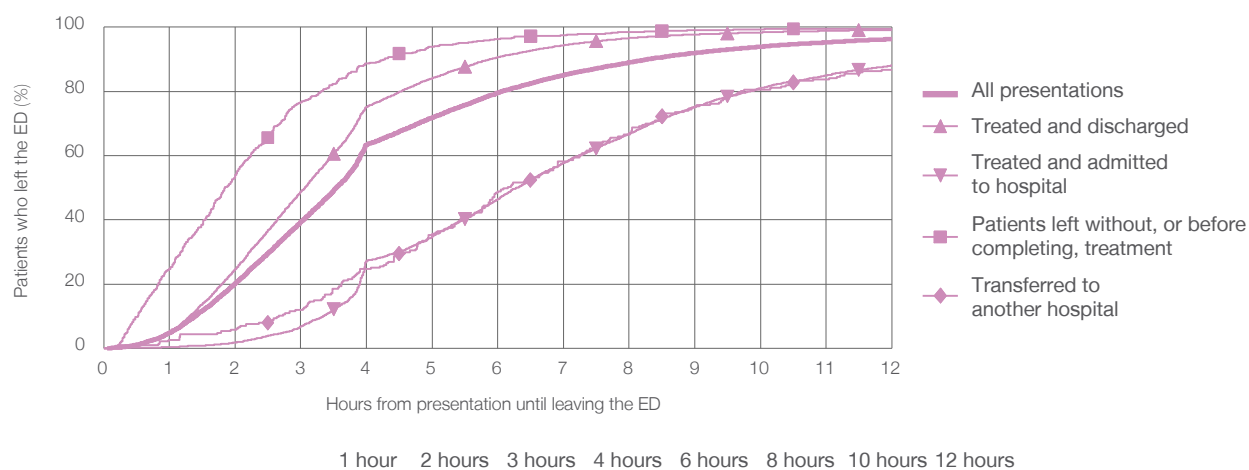
All presentations:<sup>†</sup> 13,009 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 13,007 patients

Treated and discharged	9,038 (69.5%)
Treated and admitted to hospital	3,121 (24.0%)
Patient left without, or before completing, treatment	576 (4.4%)
Transferred to another hospital	227 (1.7%)
Other	47 (0.4%)

Same period last year	Change since one year ago
12,687	3%
8,800	2.7%
2,970	5.1%
657	-12.3%
216	5.1%
44	6.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



Treated and discharged	5.0%	24.7%	48.8%	75.2%	90.7%	96.6%	98.4%	99.2%
Treated and admitted to hospital	0.4%	1.8%	6.8%	27.2%	46.5%	66.9%	81.1%	88.2%
Patient left without, or before completing, treatment	24.7%	54.0%	76.6%	88.7%	96.4%	98.4%	99.3%	99.5%
Transferred to another hospital	2.6%	5.7%	11.9%	24.7%	48.9%	66.5%	80.6%	86.8%
All presentations	4.8%	20.3%	39.4%	63.4%	79.6%	89.0%	94.0%	96.3%

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

## Sutherland Hospital: Time spent in the ED

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

January to March 2018

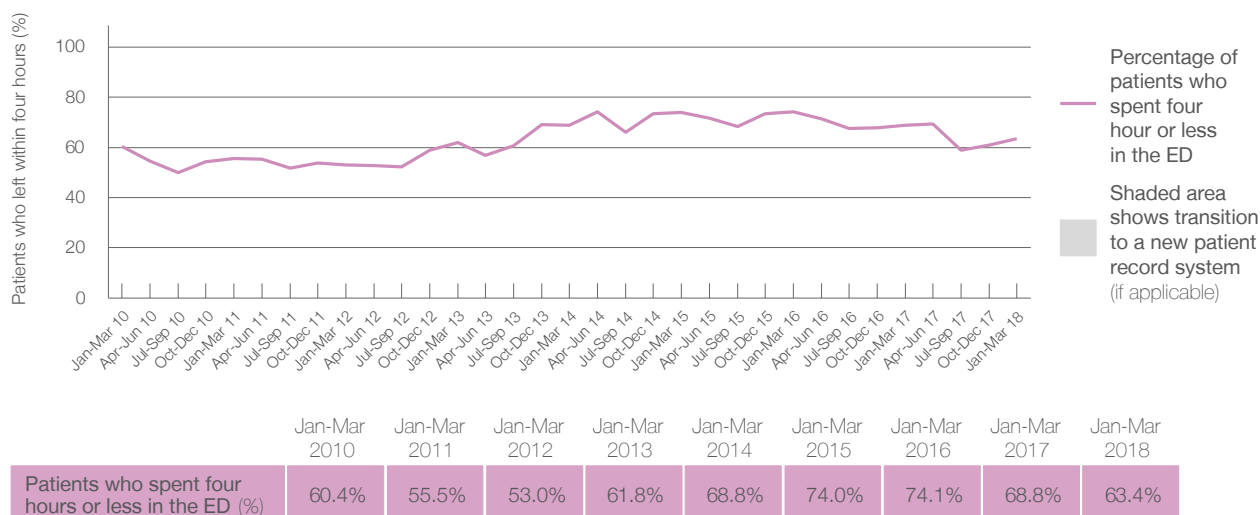
All presentations at the emergency department: <sup>1</sup> 13,009 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,007 patients

Percentage of patients who spent four hours or less in the ED  63.4%

Same period last year	Change since one year ago
12,687	3%
12,687	3%
68.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Tamworth Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 10,898 patients

Emergency presentations:<sup>2</sup> 10,476 patients

Same period last year	Change since one year ago
11,787	-8%
11,167	-6%

## Tamworth Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 907 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,608 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 72 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,337 patients

Median time to start treatment<sup>4</sup> 39 minutes  
90th percentile time to start treatment<sup>5</sup> 118 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,580 patients

Median time to start treatment<sup>4</sup> 44 minutes  
90th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
944	
8 minutes	8 minutes
26 minutes	23 minutes
2,818	
23 minutes	20 minutes
77 minutes	65 minutes
5,285	
40 minutes	25 minutes
125 minutes	98 minutes
2,081	
49 minutes	22 minutes
135 minutes	97 minutes

## Tamworth Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,898 patients

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

Same period last year	Change since one year ago
11,787	-8%
75%	

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

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

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

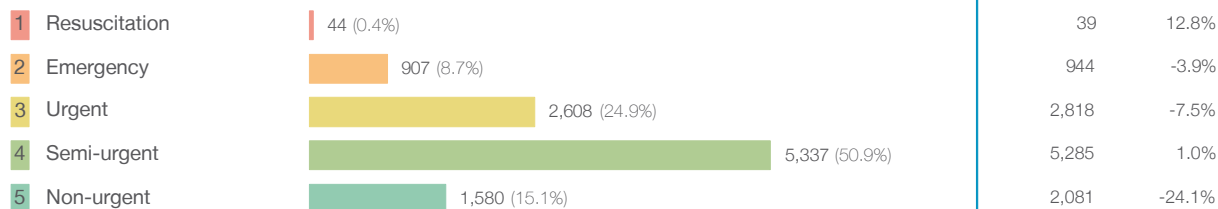
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Tamworth Hospital: Patients presenting to the emergency department

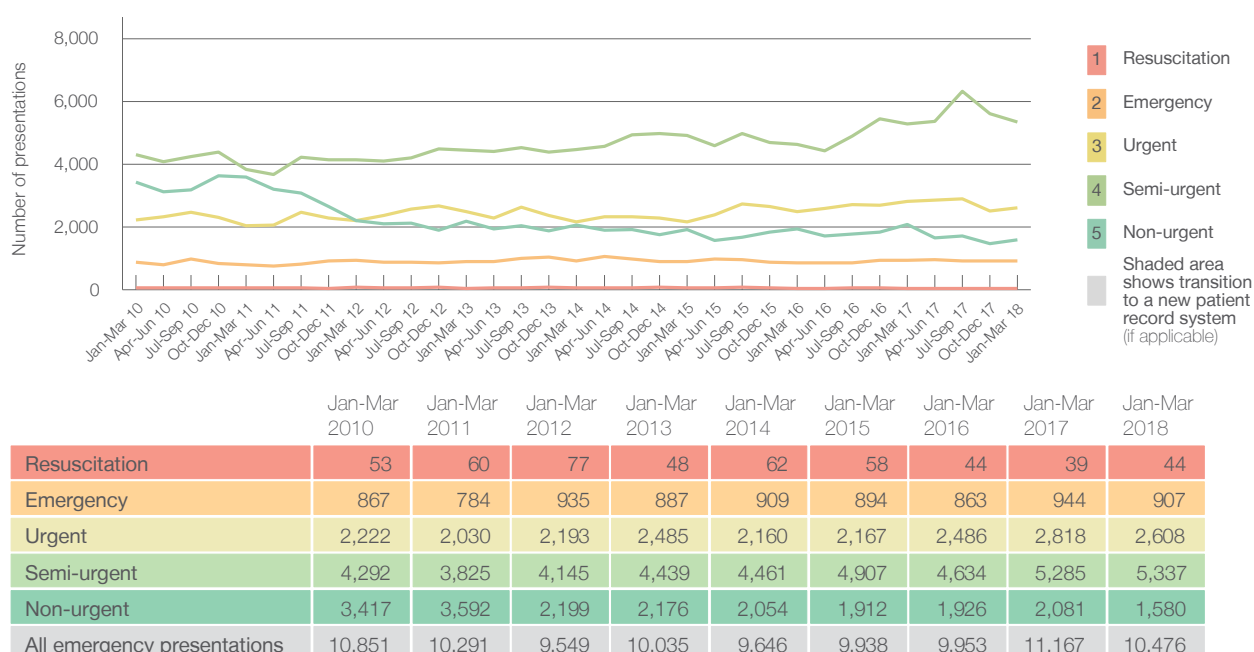
January to March 2018

All presentations:<sup>1</sup> 10,898 patients

Emergency presentations<sup>2</sup> by triage category: 10,476 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Tamworth Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,690 patients

ED Transfer of care time



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

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

## Tamworth Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 907

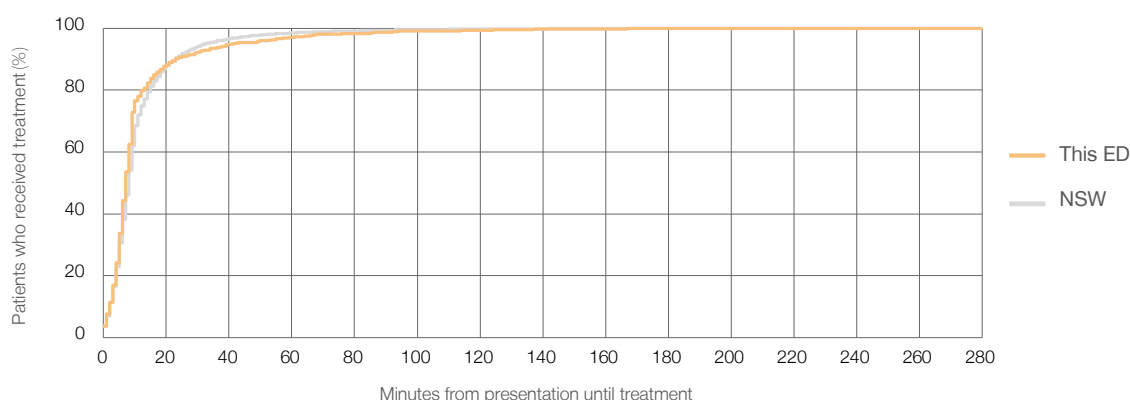
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 897

Median time to start treatment <sup>4</sup> 7 minutes

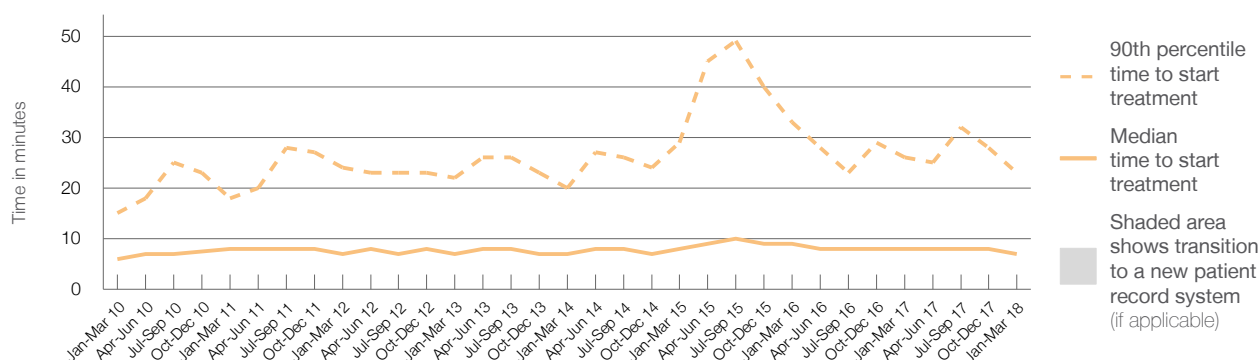
90th percentile time to start treatment <sup>5</sup> 23 minutes

Same period last year	NSW (this period)
944	
939	
8 minutes	8 minutes
26 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	6	8	7	7	7	8	9	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)	15	18	24	22	20	29	33	26	23

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

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

## Tamworth Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 2,608

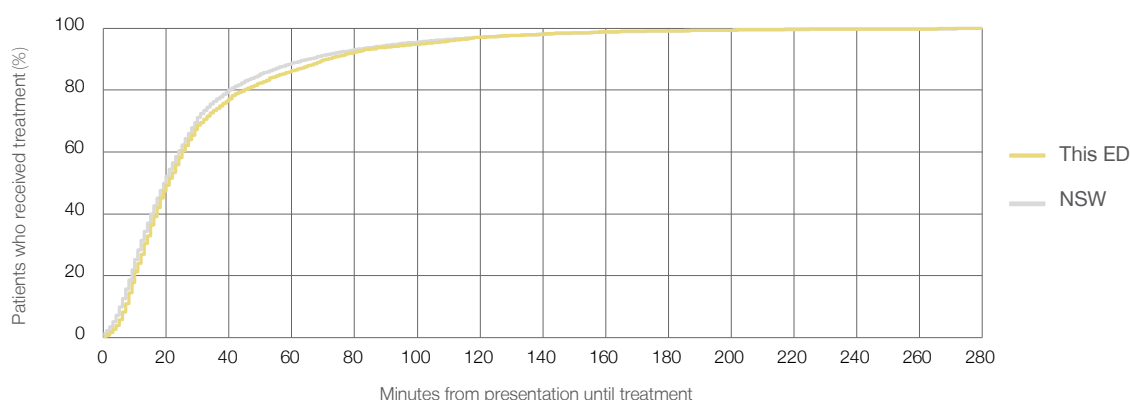
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,560

Median time to start treatment<sup>4</sup> 21 minutes

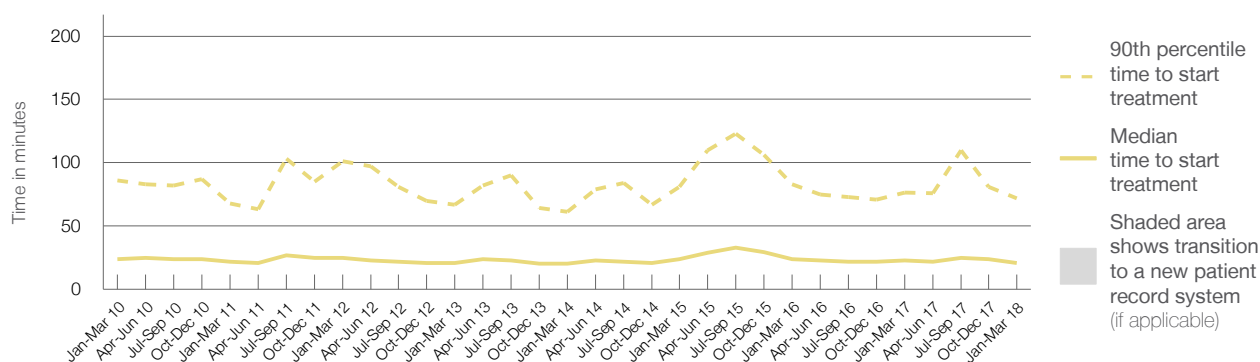
90th percentile time to start treatment<sup>5</sup> 72 minutes

Same period last year	NSW (this period)
2,818	
2,760	
23 minutes	20 minutes
77 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	24	22	25	21	20	24	24	23	21
90th percentile time to start treatment <sup>5</sup> (minutes)	86	68	101	67	61	81	83	77	72

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

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

## Tamworth Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 5,337

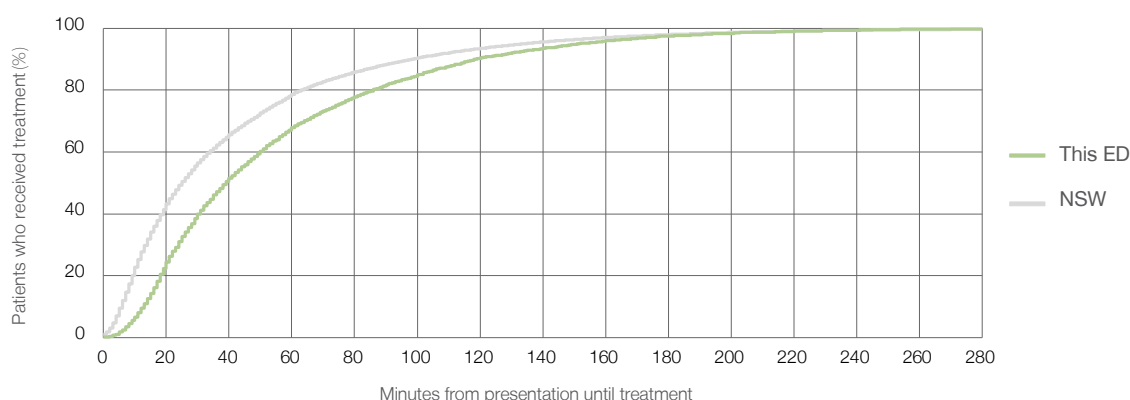
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,043

Median time to start treatment<sup>4</sup> 39 minutes

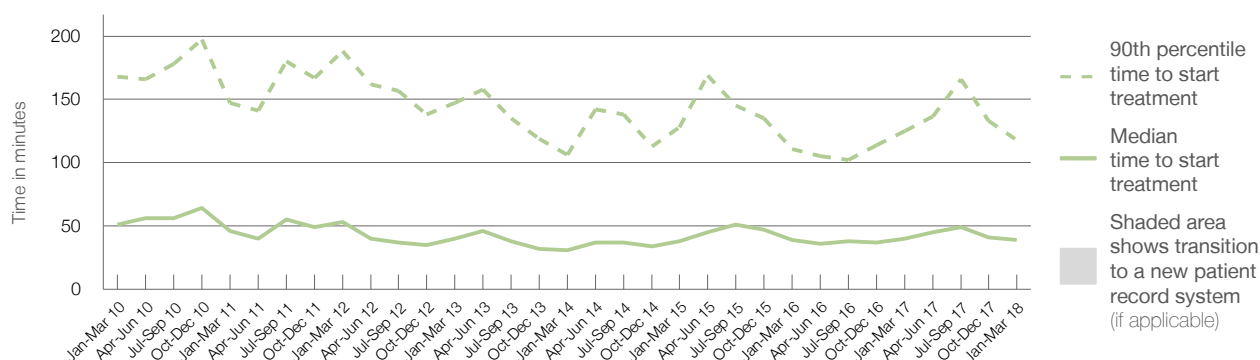
90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
5,285	
5,057	
40 minutes	25 minutes
125 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	51	46	53	40	31	38	39	40	39
90th percentile time to start treatment <sup>5</sup> (minutes)	168	147	188	147	106	128	111	125	118

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

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

## Tamworth Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,580

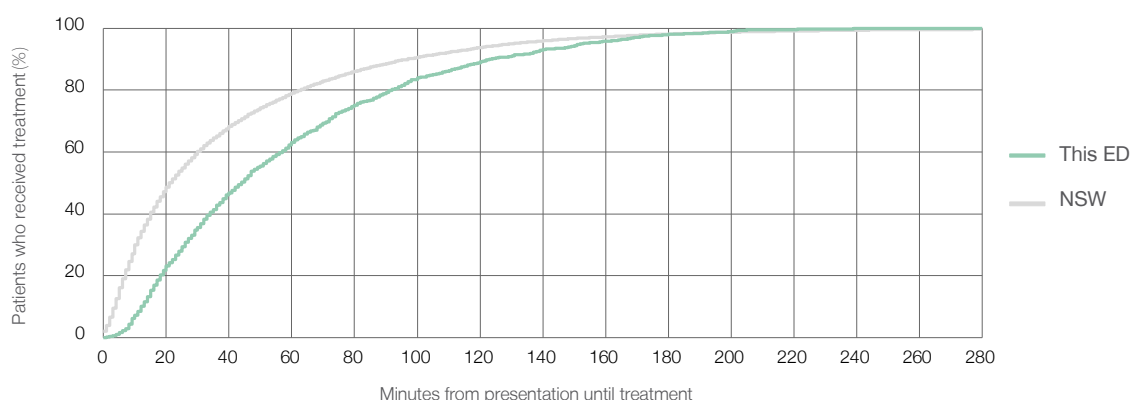
Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,441

Median time to start treatment <sup>4</sup> 44 minutes

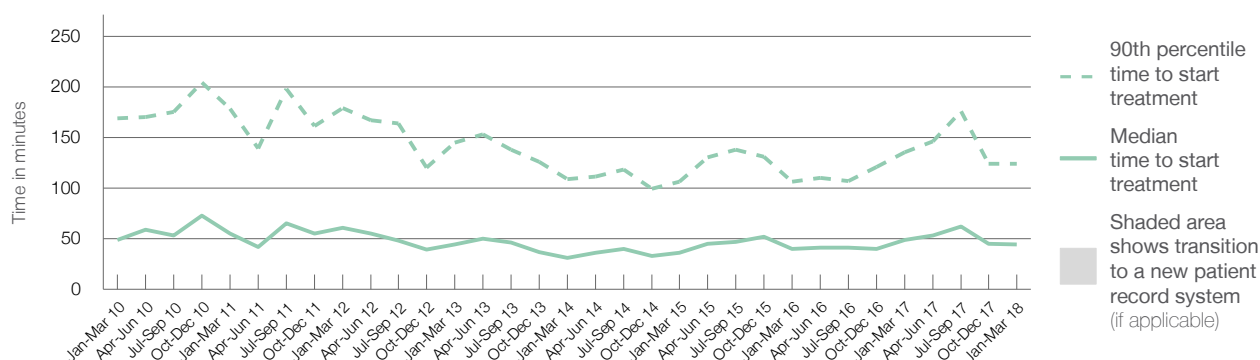
90th percentile time to start treatment <sup>5</sup> 124 minutes

Same period last year	NSW (this period)
2,081	1,942
49 minutes	22 minutes
135 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	49	55	61	44	31	36	40	49	44
90th percentile time to start treatment <sup>5</sup> (minutes)	169	178	179	145	109	106	107	135	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.



## Tamworth Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 10,898 patients

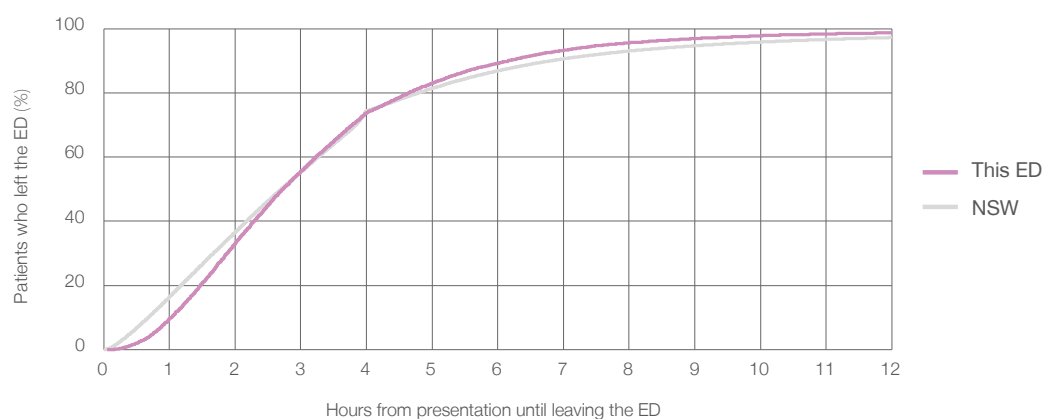
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,898 patients

Median time spent in the ED<sup>8</sup> 2 hours and 44 minutes

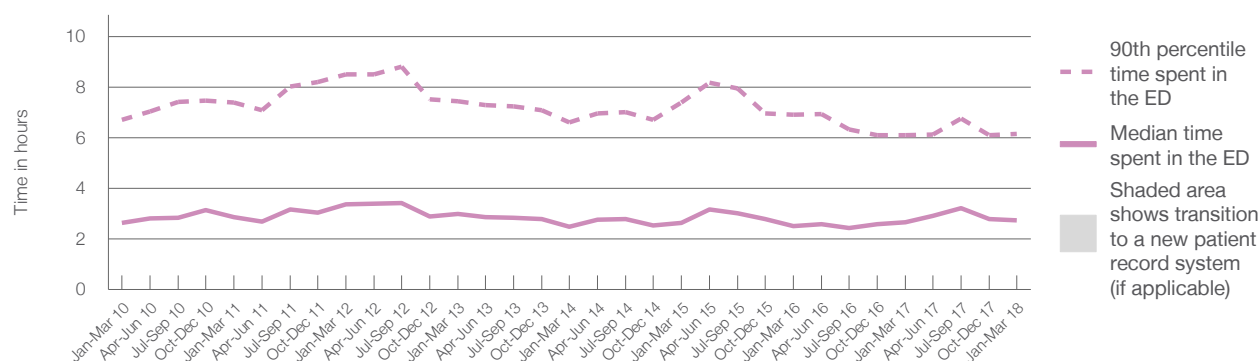
90th percentile time spent in the ED<sup>9</sup> 6 hours and 10 minutes

Same period last year	NSW (this period)
11,787	
11,787	
2 hours and 40 minutes	2 hours and 42 minutes
6 hours and 7 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 39m	2h 52m	3h 23m	2h 59m	2h 30m	2h 38m	2h 31m	2h 40m	2h 44m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	6h 43m	7h 23m	8h 30m	7h 27m	6h 36m	7h 23m	6h 55m	6h 7m	6h 10m

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

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

## Tamworth Hospital: Time patients spent in the ED

By mode of separation

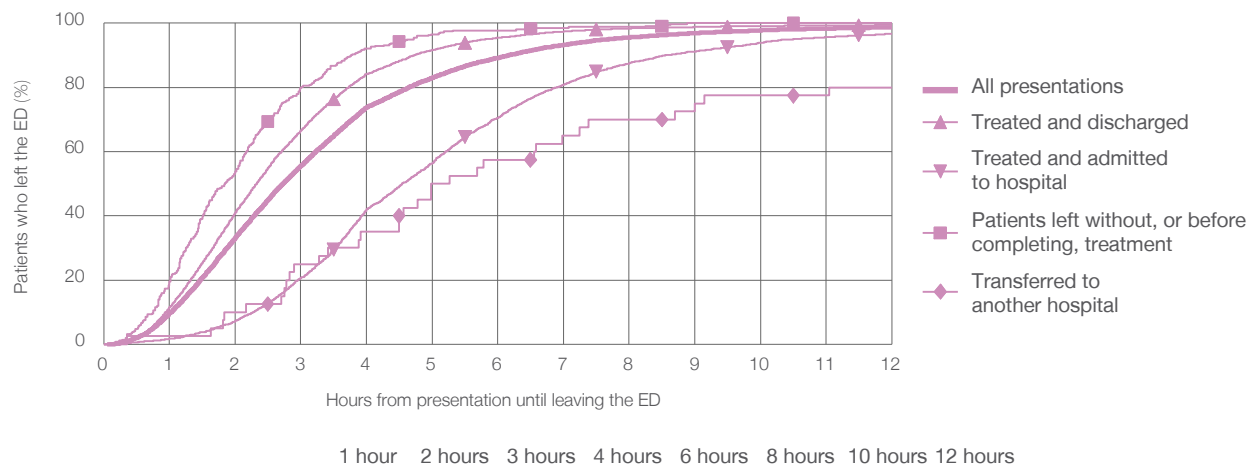
January to March 2018

All presentations:<sup>†</sup> 10,898 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 10,898 patients

		Same period last year	Change since one year ago
Treated and discharged	7,589 (69.6%)	11,787	-8%
Treated and admitted to hospital	2,721 (25.0%)	8,393	-9.6%
Patient left without, or before completing, treatment	353 (3.2%)	2,802	-2.9%
Transferred to another hospital	40 (0.4%)	474	-25.5%
Other	195 (1.8%)	34	17.6%
		84	132.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.5%	41.0%	66.6%	84.2%	95.5%	98.4%	99.1%	99.4%
Treated and admitted to hospital	1.7%	7.4%	20.6%	42.0%	70.5%	87.5%	93.9%	96.7%
Patient left without, or before completing, treatment	19.5%	53.8%	79.9%	92.1%	97.7%	98.9%	100%	100%
Transferred to another hospital	2.5%	10.0%	25.0%	35.0%	57.5%	70.0%	77.5%	80.0%
All presentations	9.7%	33.2%	55.6%	73.8%	89.2%	95.6%	97.8%	98.7%

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

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

## Tamworth Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 10,898 patients

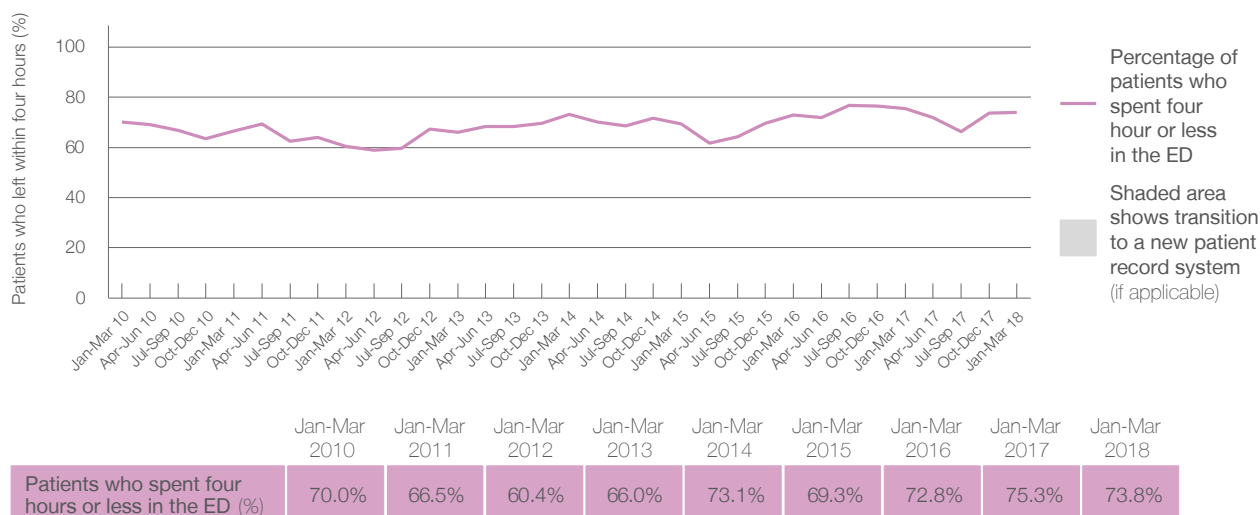
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,898 patients

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



Same period last year	Change since one year ago
11,787	-8%
11,787	-8%
75.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



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

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

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

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

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## The Tweed Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 13,501 patients

Emergency presentations:<sup>2</sup> 12,983 patients

Same period last year	Change since one year ago
13,346	1%
12,906	1%

## The Tweed Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,690 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,661 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,421 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,146 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 61 minutes

Same period last year	NSW (this period)
1,496	
5 minutes	8 minutes
14 minutes	23 minutes
5,751	
16 minutes	20 minutes
47 minutes	65 minutes
4,428	
18 minutes	25 minutes
73 minutes	98 minutes
1,172	
16 minutes	22 minutes
78 minutes	97 minutes

## The Tweed Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,501 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
13,345	1%
80%	

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

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

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

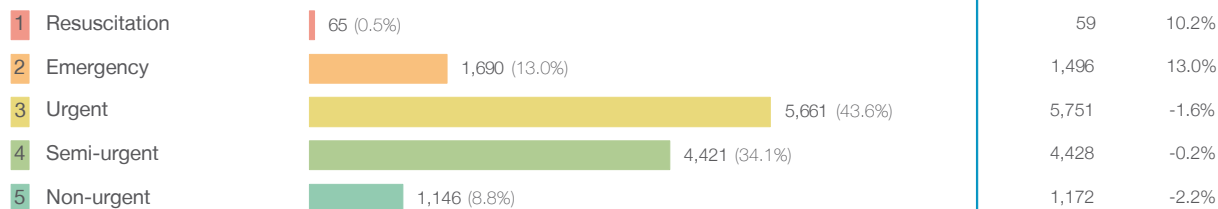
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## The Tweed Hospital: Patients presenting to the emergency department

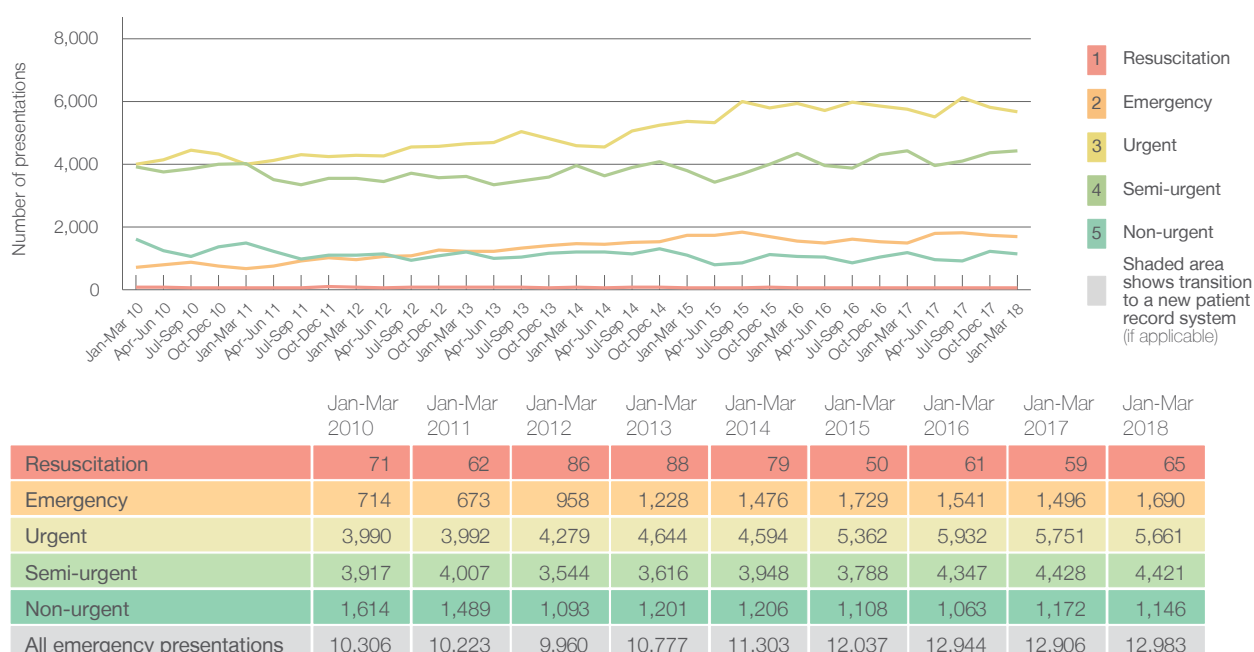
January to March 2018

All presentations:<sup>1</sup> 13,501 patients

Emergency presentations<sup>2</sup> by triage category: 12,983 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## The Tweed Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,804 patients

ED Transfer of care time



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

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

## The Tweed Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,690

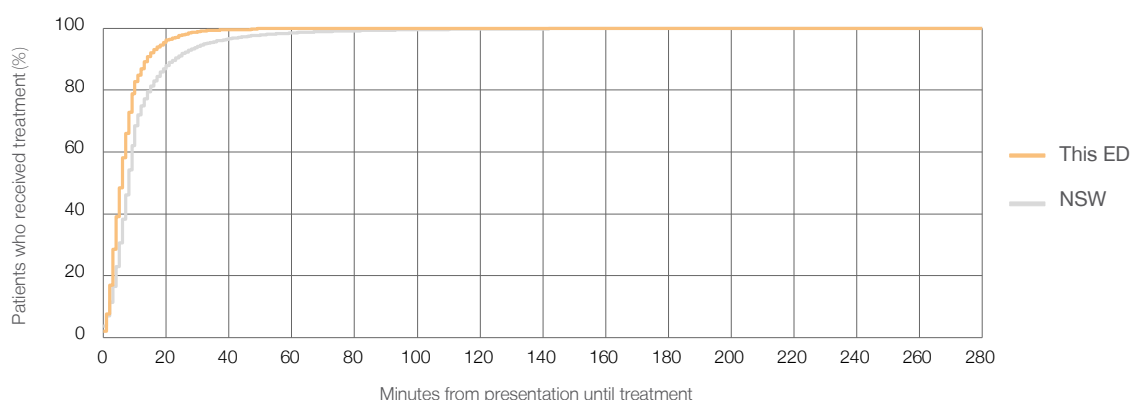
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,685

Median time to start treatment <sup>4</sup> 6 minutes

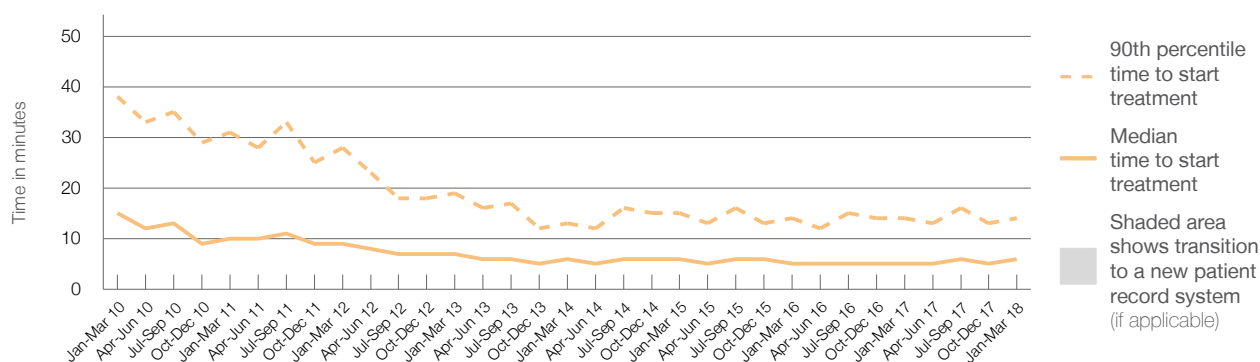
90th percentile time to start treatment <sup>5</sup> 14 minutes

Same period last year	NSW (this period)
1,496	
1,490	
5 minutes	8 minutes
14 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	15	10	9	7	6	6	5	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)	38	31	28	19	13	15	14	14	14

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

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

## The Tweed Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 5,661

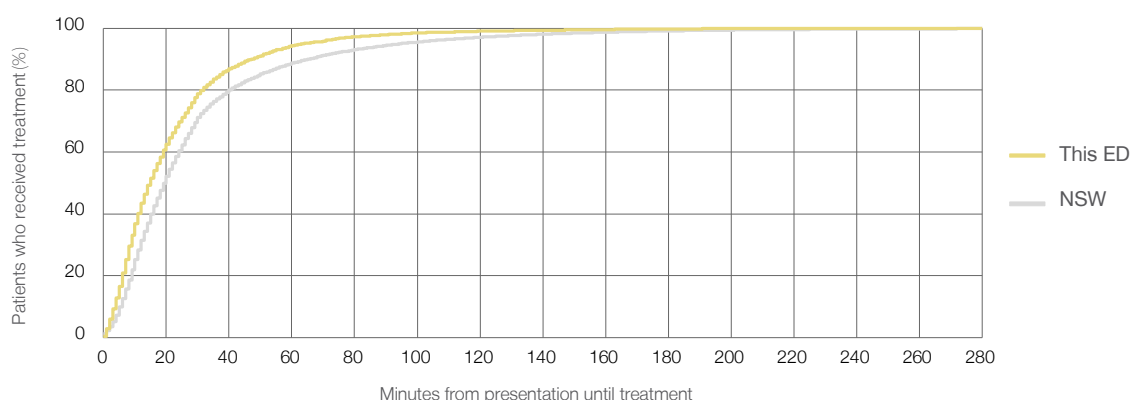
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,597

Median time to start treatment<sup>4</sup> 15 minutes

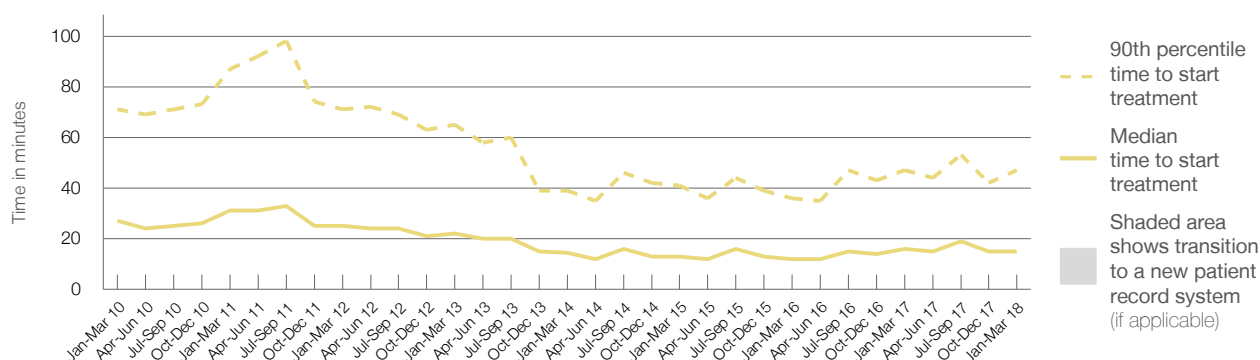
90th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
5,751	
5,682	
16 minutes	20 minutes
47 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	31	25	22	15	13	12	16	15
90th percentile time to start treatment <sup>5</sup> (minutes)	71	87	71	65	39	41	36	47	47

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

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

## The Tweed Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 4,421

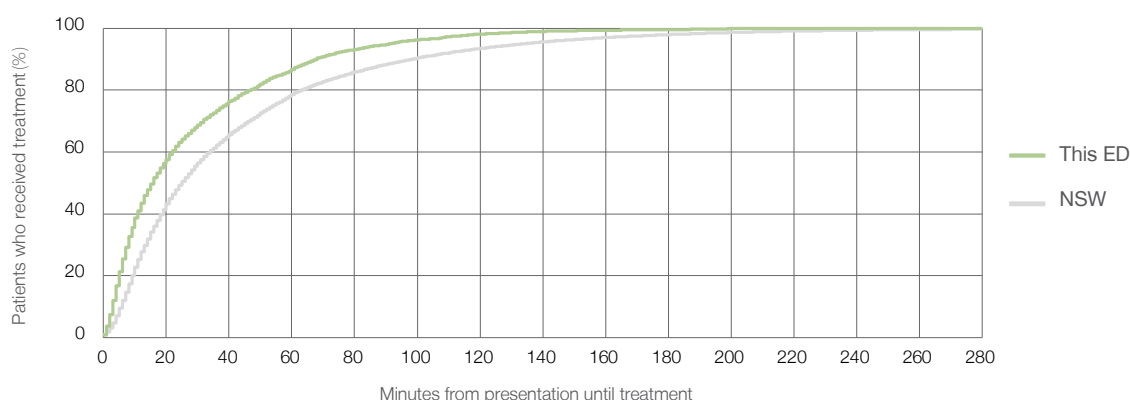
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,282

Median time to start treatment<sup>4</sup> 16 minutes

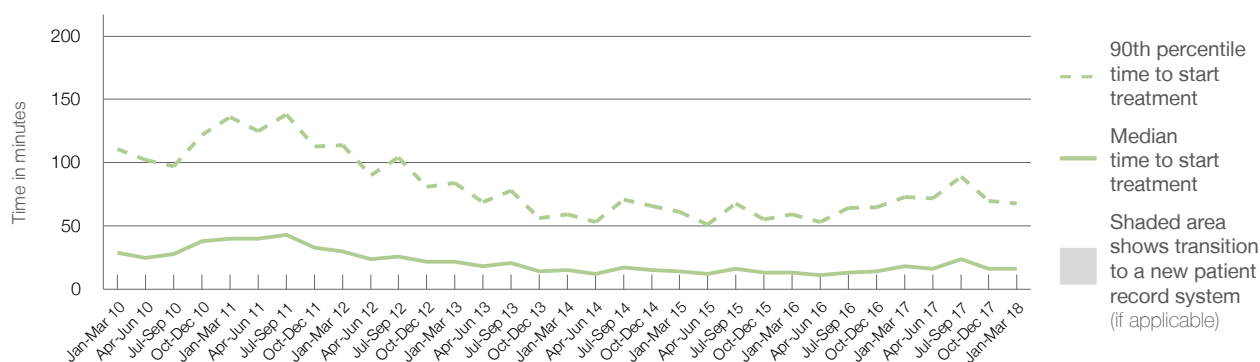
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
4,428	
4,269	
18 minutes	25 minutes
73 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	29	40	30	22	15	14	13	18	16
90th percentile time to start treatment <sup>5</sup> (minutes)	111	136	114	84	59	61	59	73	68

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

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



## The Tweed Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,146

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,078

Median time to start treatment<sup>4</sup>

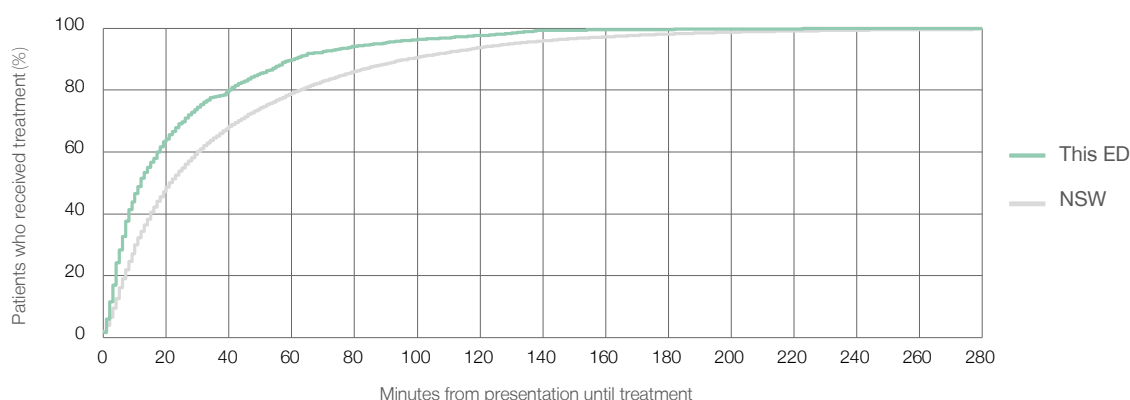
12 minutes

90th percentile time to start treatment<sup>5</sup>

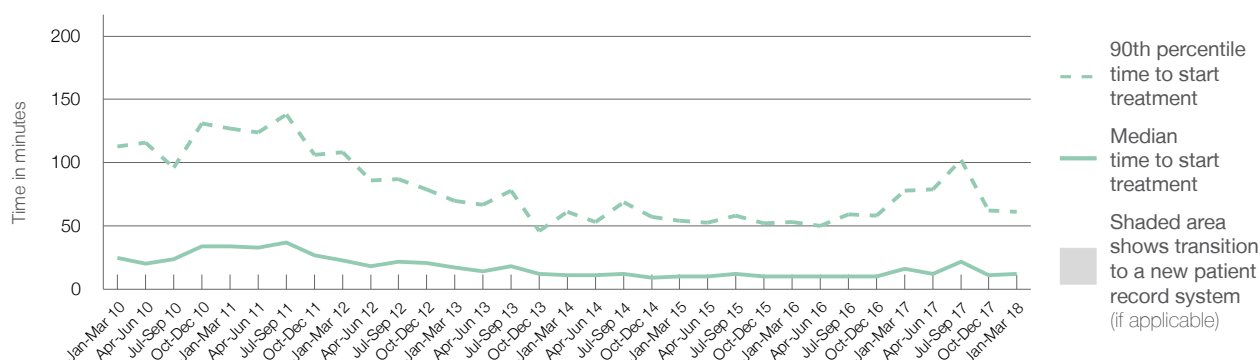
61 minutes

Same period last year	NSW (this period)
1,172	
1,103	
16 minutes	22 minutes
78 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	25	34	23	17	11	10	10	16	12
90th percentile time to start treatment <sup>5</sup> (minutes)	113	127	108	70	61	54	53	78	61

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

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

## The Tweed Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 13,501 patients

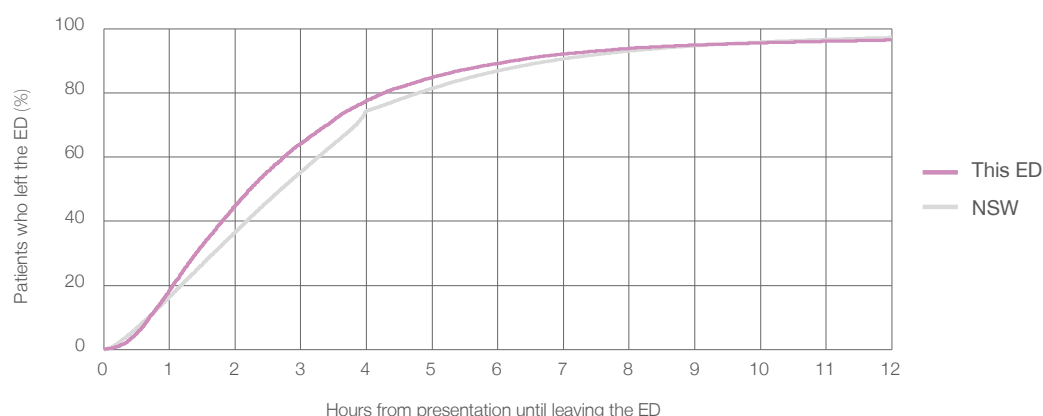
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,501 patients

Median time spent in the ED<sup>8</sup> 2 hours and 14 minutes

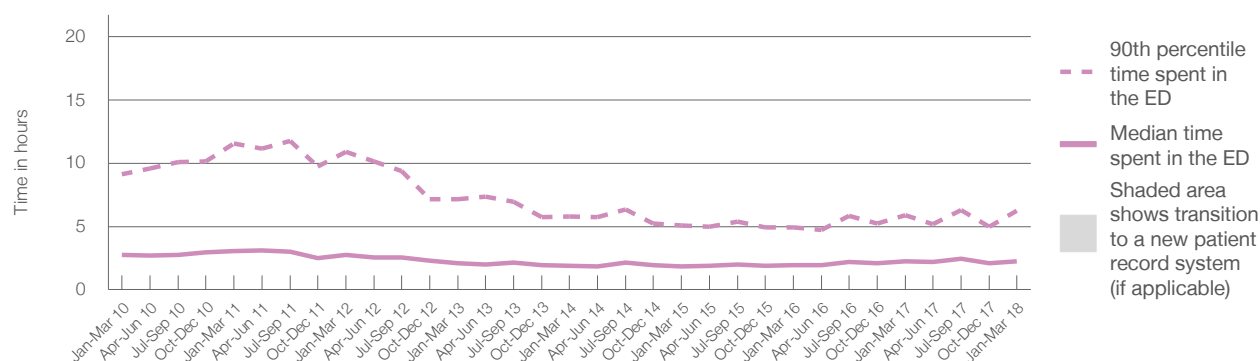
90th percentile time spent in the ED<sup>9</sup> 6 hours and 14 minutes

Same period last year	NSW (this period)
13,346	
13,345	
2 hours and 16 minutes	2 hours and 42 minutes
5 hours and 54 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 44m	3h 4m	2h 46m	2h 7m	1h 55m	1h 51m	1h 56m	2h 16m	2h 14m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 8m	11h 34m	10h 54m	7h 9m	5h 48m	5h 5m	4h 57m	5h 54m	6h 14m

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

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

## The Tweed Hospital: Time patients spent in the ED

By mode of separation

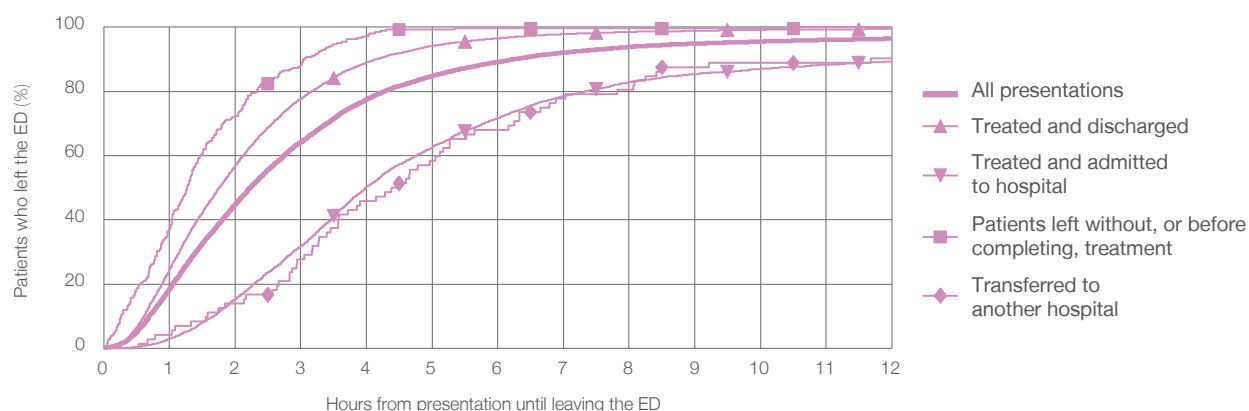
January to March 2018

All presentations:<sup>†</sup> 13,501 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 13,501 patients

		Same period last year	Change since one year ago
		13,345	1%
Treated and discharged	9,160 (67.8%)	8,853	3.5%
Treated and admitted to hospital	3,967 (29.4%)	4,032	-1.6%
Patient left without, or before completing, treatment	268 (2.0%)	301	-11.0%
Transferred to another hospital	72 (0.5%)	131	-45.0%
Other	34 (0.3%)	29	17.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.6%	57.0%	77.7%	89.1%	96.5%	98.5%	99.2%	99.4%
Treated and admitted to hospital	3.0%	15.4%	31.9%	50.3%	71.8%	82.9%	87.0%	89.4%
Patient left without, or before completing, treatment	37.3%	72.4%	88.1%	97.0%	99.6%	99.6%	99.6%	100%
Transferred to another hospital	4.2%	13.9%	27.8%	45.8%	68.1%	80.6%	88.9%	90.3%
All presentations	18.6%	45.0%	64.2%	77.7%	89.2%	93.9%	95.5%	96.4%

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

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

## The Tweed Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 13,501 patients

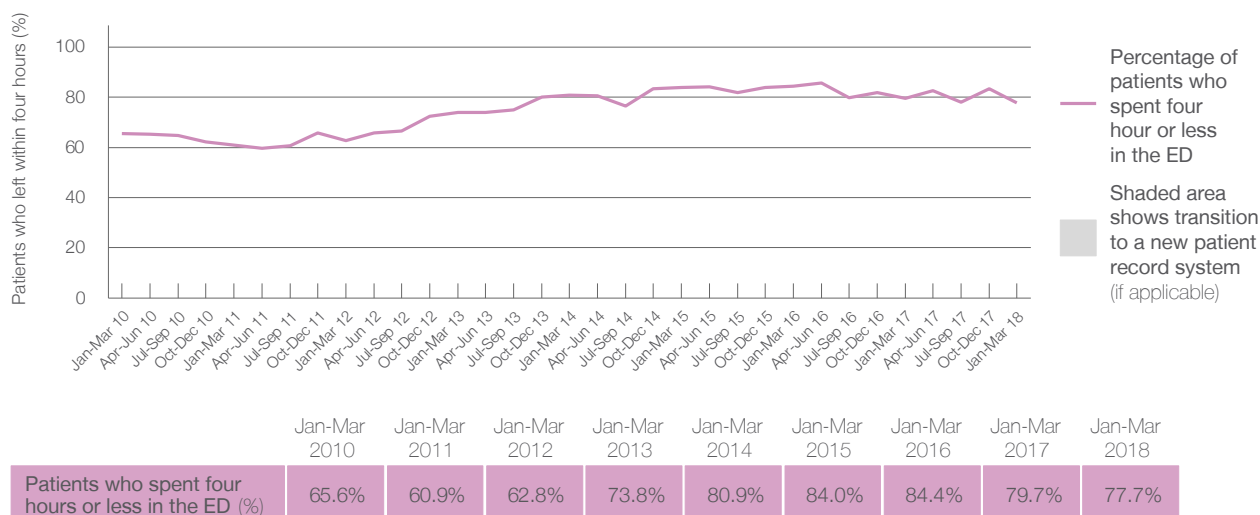
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,501 patients

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



Same period last year	Change since one year ago
13,346	1%
13,345	1%
79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 10,297 patients

Emergency presentations:<sup>2</sup> 9,990 patients

Same period last year	Change since one year ago
9,682	6%
9,182	9%

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 888 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,887 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,894 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,283 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
680	
5 minutes	8 minutes
12 minutes	23 minutes
3,843	
15 minutes	20 minutes
47 minutes	65 minutes
3,728	
21 minutes	25 minutes
75 minutes	98 minutes
884	
19 minutes	22 minutes
79 minutes	97 minutes

## Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,295 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
9,682	6%
70%	

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

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

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

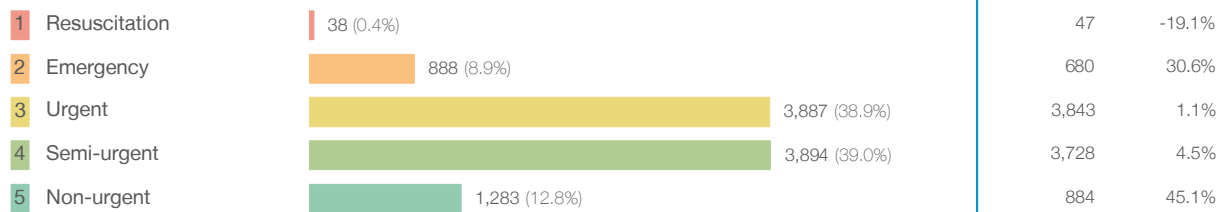
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

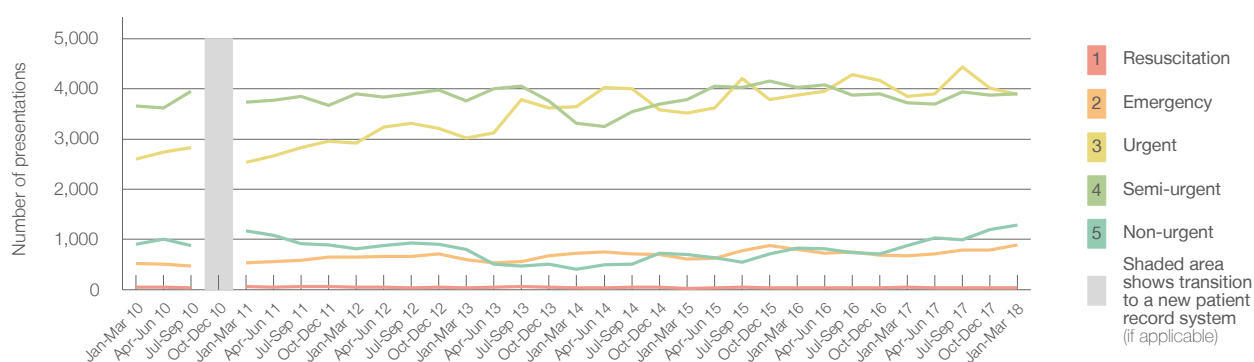
January to March 2018

All presentations:<sup>1</sup> 10,297 patients

Emergency presentations<sup>2</sup> by triage category: 9,990 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



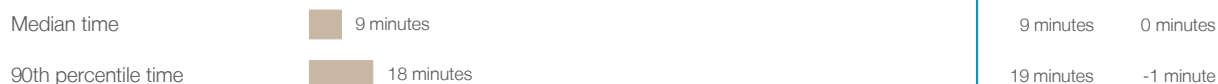
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	43	67	50	40	33	23	37	47	38
Emergency	518	539	651	592	724	612	799	680	888
Urgent	2,601	2,540	2,915	3,015	3,645	3,516	3,870	3,843	3,887
Semi-urgent	3,658	3,731	3,895	3,764	3,313	3,788	4,025	3,728	3,894
Non-urgent	908	1,172	820	799	411	703	823	884	1,283
All emergency presentations	7,728	8,049	8,331	8,210	8,126	8,642	9,554	9,182	9,990

## Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 2,255 patients

ED Transfer of care time



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

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

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 888

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 886

Median time to start treatment<sup>4</sup>

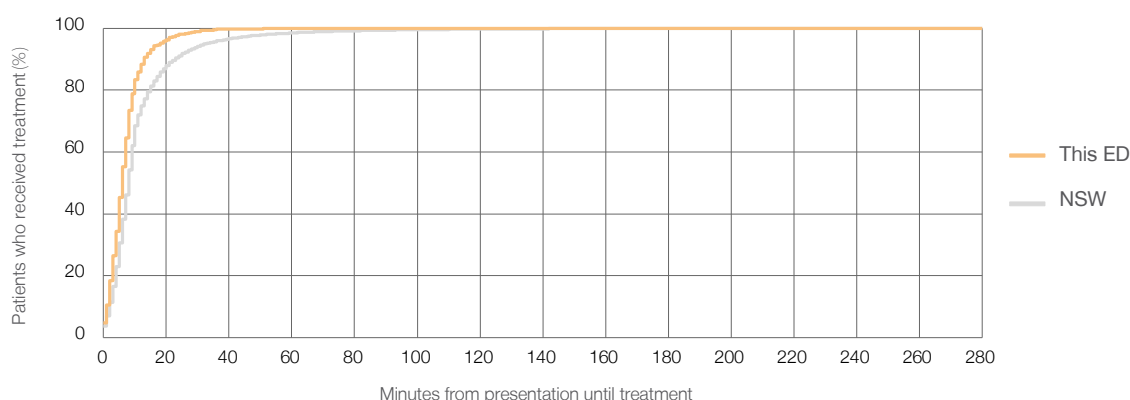
6 minutes

90th percentile time to start treatment<sup>5</sup>

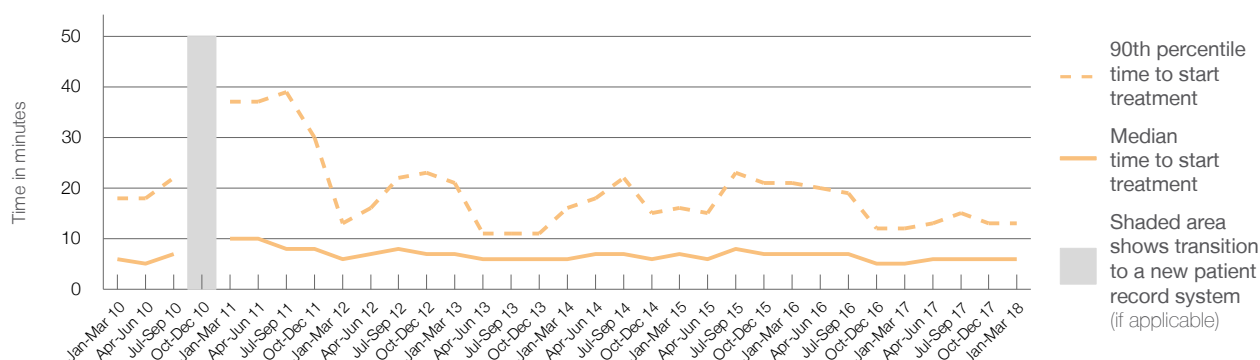
13 minutes

Same period last year	NSW (this period)
680	
679	
5 minutes	8 minutes
12 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	6	10	6	7	6	7	7	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)	18	37	13	21	16	16	21	12	13

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

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

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 3,887

Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 3,831

Median time to start treatment <sup>4</sup>

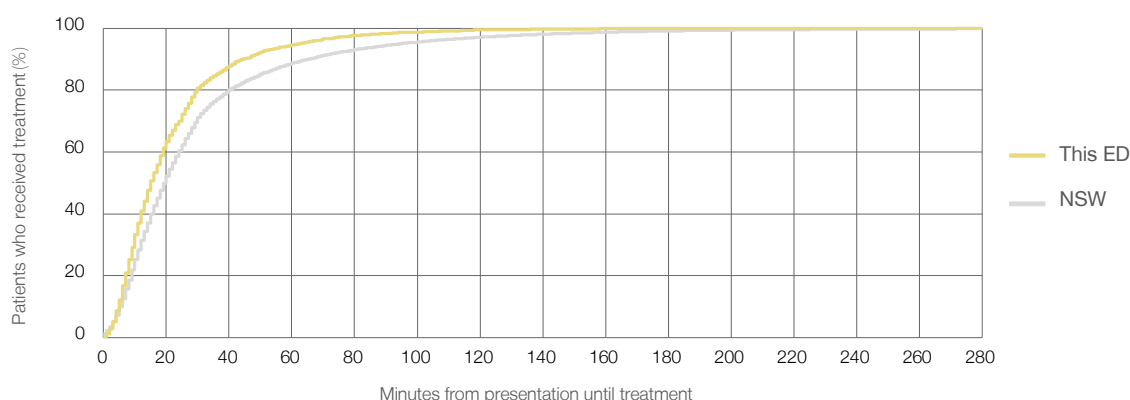
15 minutes

90th percentile time to start treatment <sup>5</sup>

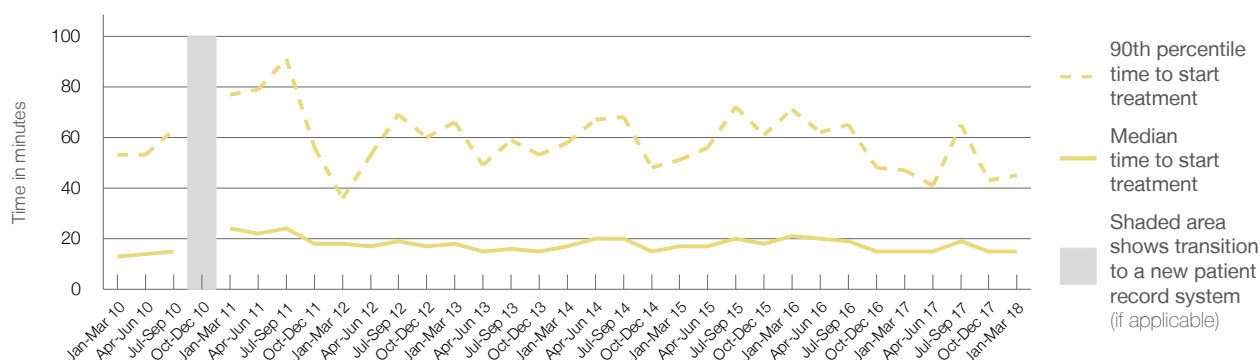
45 minutes

Same period last year	NSW (this period)
3,843	
3,802	
15 minutes	20 minutes
47 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	13	24	18	18	17	17	21	15	15
90th percentile time to start treatment <sup>5</sup> (minutes)	53	77	36	66	58	51	71	47	45

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

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



## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,894

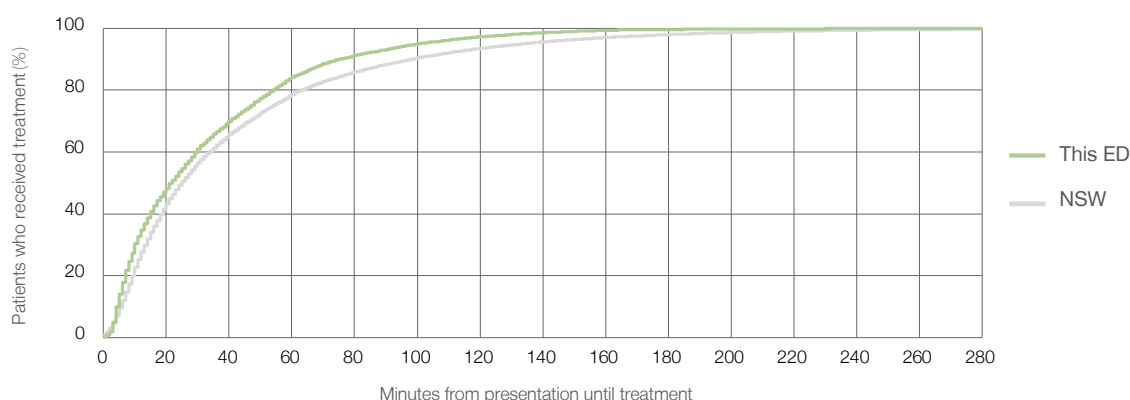
Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 3,743

Median time to start treatment <sup>4</sup> 22 minutes

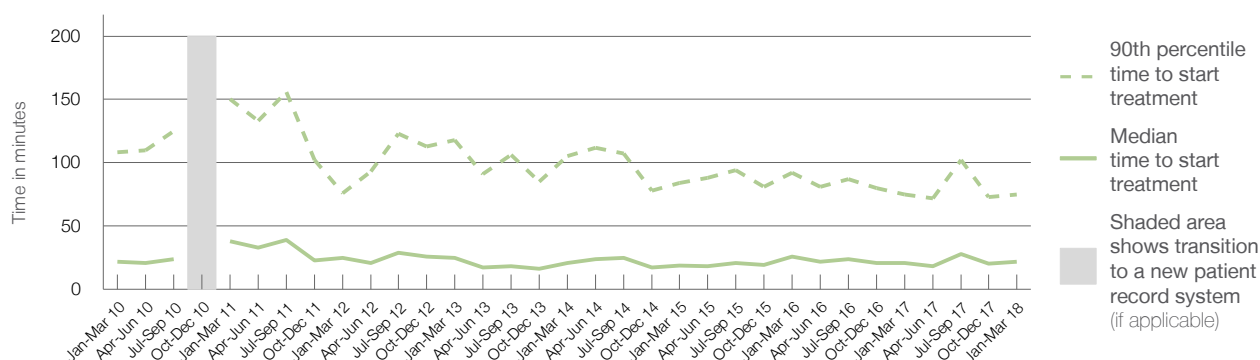
90th percentile time to start treatment <sup>5</sup> 75 minutes

Same period last year	NSW (this period)
3,728	
3,624	
21 minutes	25 minutes
75 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	22	38	25	25	21	19	26	21	22
90th percentile time to start treatment <sup>5</sup> (minutes)	108	150	76	118	105	84	92	75	75

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

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

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,283

Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,195

Median time to start treatment <sup>4</sup>

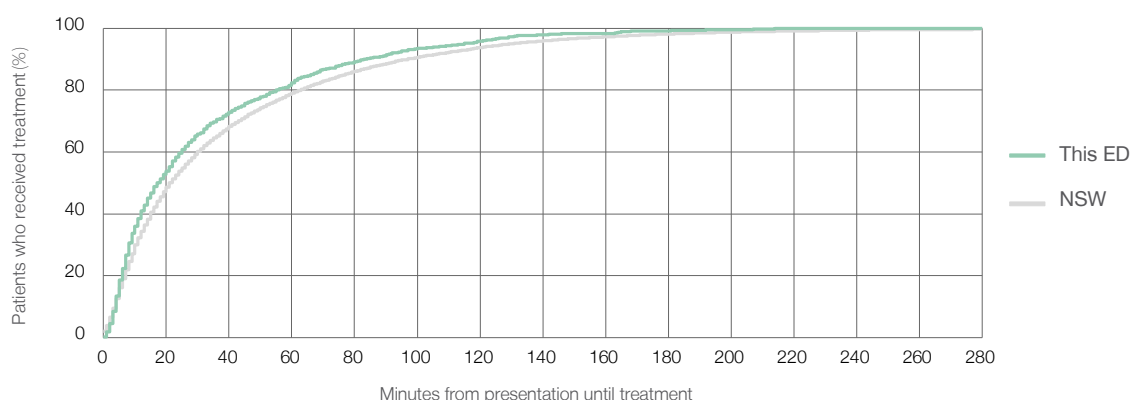
17 minutes

90th percentile time to start treatment <sup>5</sup>

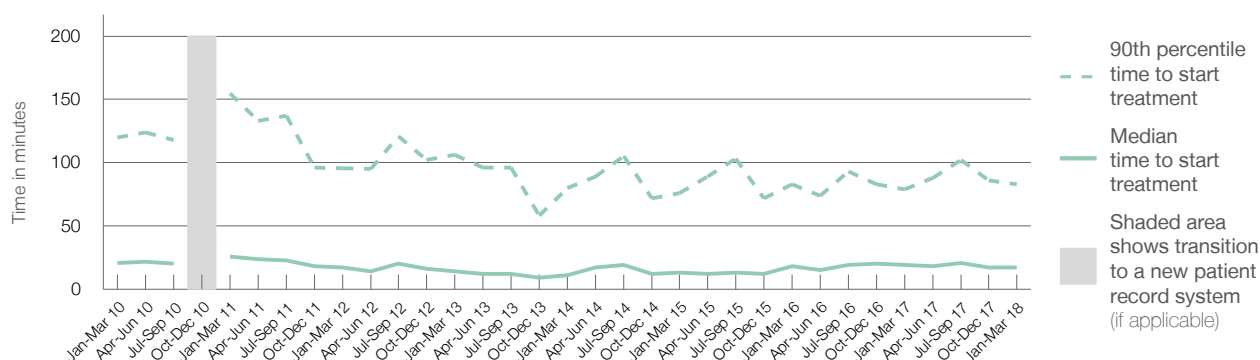
83 minutes

Same period last year	NSW (this period)
884	
828	
19 minutes	22 minutes
79 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	21	26	17	14	11	13	18	19	17
90th percentile time to start treatment <sup>5</sup> (minutes)	120	155	96	106	80	76	83	79	83

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## Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 10,297 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,295 patients

Median time spent in the ED<sup>8</sup>

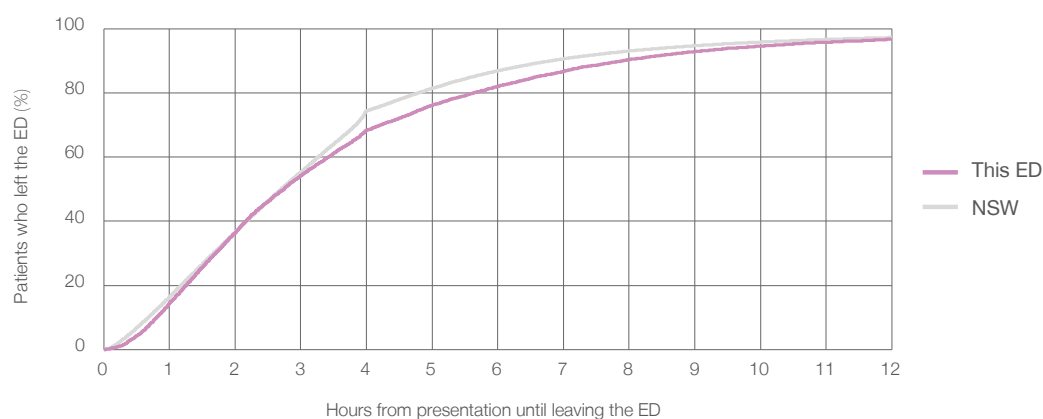
2 hours and 45 minutes

90th percentile time spent in the ED<sup>9</sup>

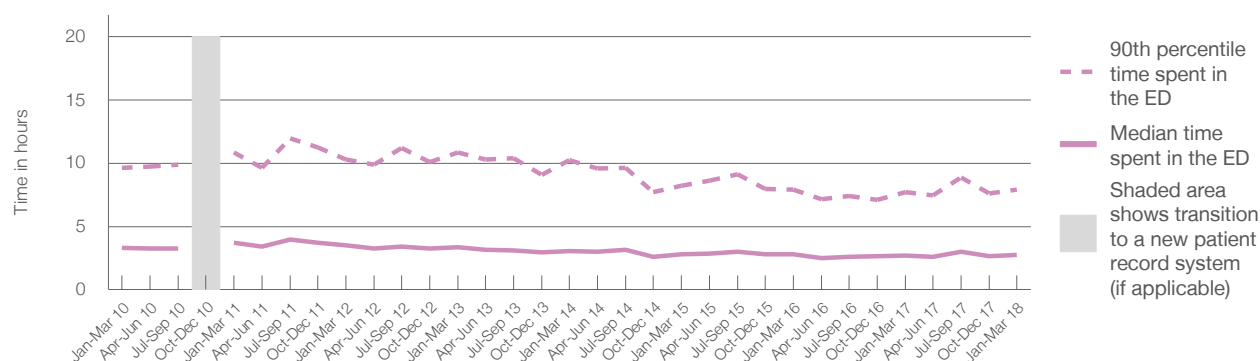
7 hours and 54 minutes

Same period last year	NSW (this period)
9,682	
9,682	
2 hours and 41 minutes	2 hours and 42 minutes
7 hours and 42 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 18m	3h 42m	3h 32m	3h 22m	3h 2m	2h 47m	2h 48m	2h 41m	2h 45m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 37m	10h 52m	10h 16m	10h 50m	10h 14m	8h 13m	7h 56m	7h 42m	7h 54m

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## Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

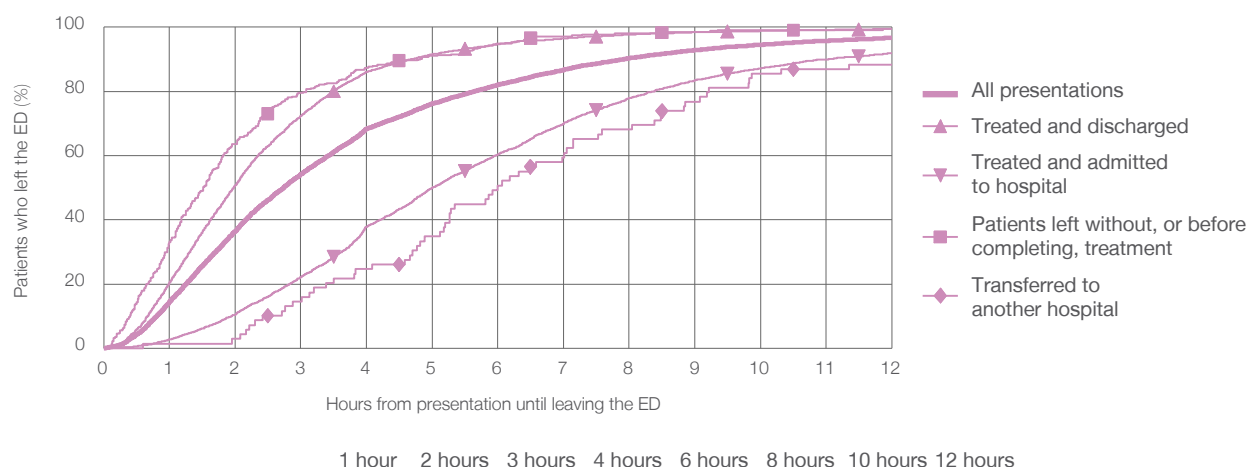
January to March 2018

All presentations:<sup>†</sup> 10,297 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 10,295 patients

		Same period last year	Change since one year ago
Treated and discharged	6,136 (59.6%)	9,682	6%
Treated and admitted to hospital	3,710 (36.0%)	5,761	6.5%
Patient left without, or before completing, treatment	357 (3.5%)	3,576	3.7%
Transferred to another hospital	69 (0.7%)	272	31.3%
Other	25 (0.2%)	58	19.0%
		15	66.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



Treated and discharged	20.6%	50.8%	72.4%	86.1%	94.7%	97.8%	98.8%	99.5%
Treated and admitted to hospital	2.9%	10.6%	22.2%	37.8%	60.5%	78.0%	87.2%	91.9%
Patient left without, or before completing, treatment	33.1%	63.6%	79.6%	87.4%	95.0%	98.0%	99.2%	99.4%
Transferred to another hospital	1.4%	2.9%	14.5%	24.6%	50.7%	68.1%	85.5%	88.4%
All presentations	14.6%	36.5%	54.2%	68.3%	82.1%	90.4%	94.6%	96.7%

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

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

## Wagga Wagga Rural Referral Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 10,297 patients

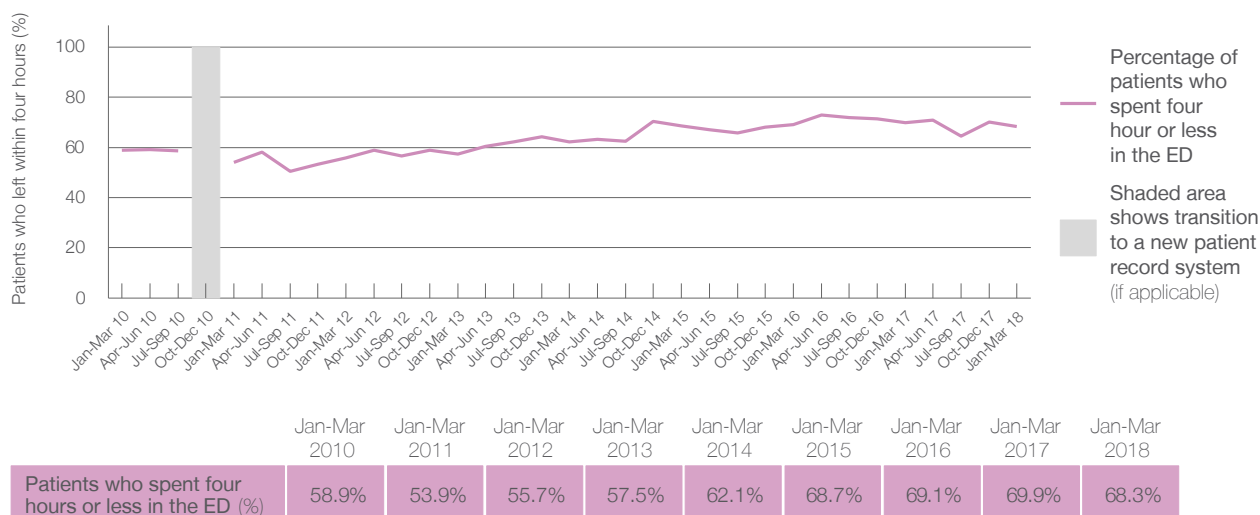
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,295 patients

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



Same period last year	Change since one year ago
9,682	6%
9,682	6%
69.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Wyong Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 17,010 patients

Emergency presentations:<sup>2</sup> 16,915 patients

Same period last year	Change since one year ago
16,455	3%
16,307	4%

## Wyong Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,648 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,628 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,226 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,307 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
1,520	
7 minutes	8 minutes
25 minutes	23 minutes
4,823	
21 minutes	20 minutes
67 minutes	65 minutes
8,651	
27 minutes	25 minutes
80 minutes	98 minutes
1,218	
21 minutes	22 minutes
69 minutes	97 minutes

## Wyong Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,010 patients

Percentage of patients who spent four hours or less in the ED 70%

Same period last year	Change since one year ago
16,455	3%
73%	

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

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

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

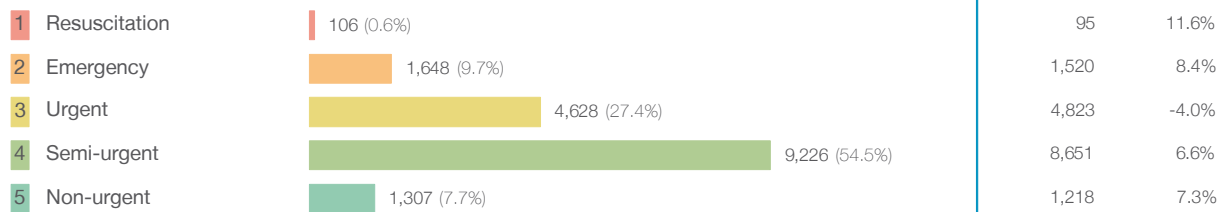
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Wyong Hospital: Patients presenting to the emergency department

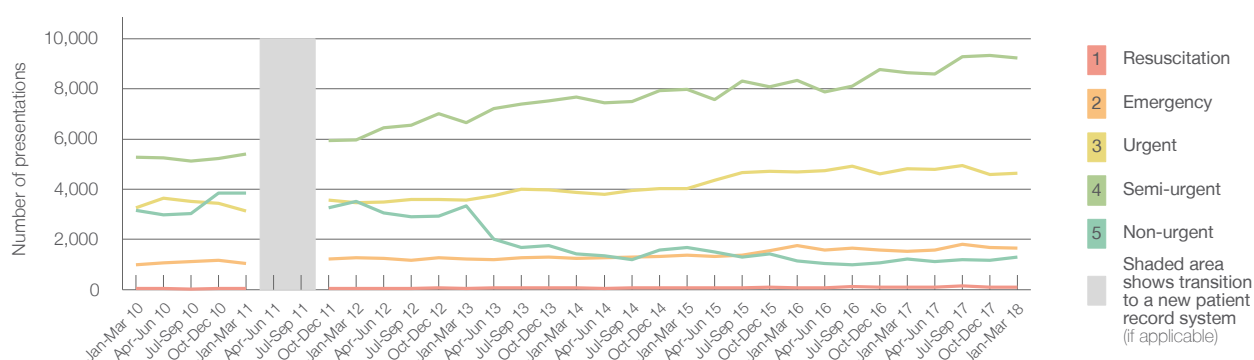
January to March 2018

All presentations:<sup>1</sup> 17,010 patients

Emergency presentations<sup>2</sup> by triage category: 16,915 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	36	37	55	41	71	81	68	95	106
Emergency	989	1,054	1,280	1,230	1,247	1,374	1,748	1,520	1,648
Urgent	3,272	3,141	3,457	3,569	3,865	4,023	4,679	4,823	4,628
Semi-urgent	5,282	5,415	5,967	6,661	7,682	7,970	8,340	8,651	9,226
Non-urgent	3,166	3,847	3,511	3,343	1,426	1,679	1,151	1,218	1,307
All emergency presentations	12,745	13,494	14,270	14,844	14,291	15,127	15,986	16,307	16,915

## Wyong Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 4,161 patients

ED Transfer of care time



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

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

## Wyong Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,648

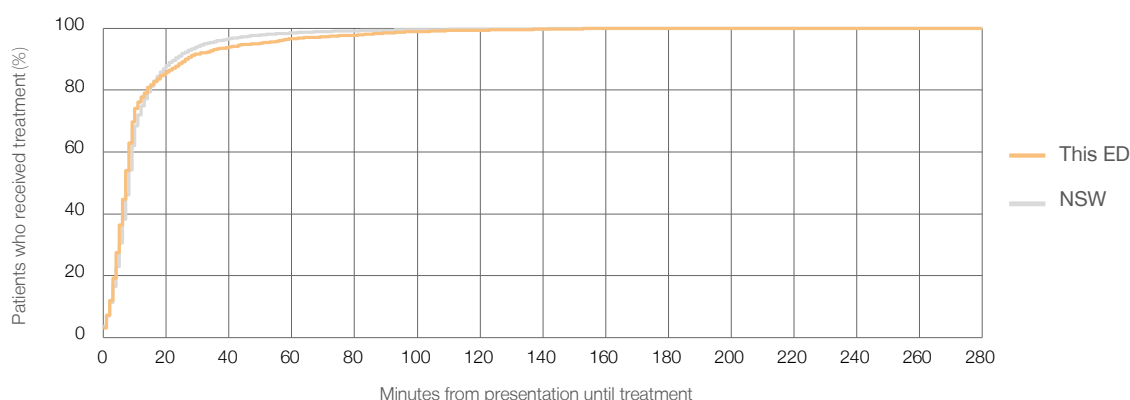
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,640

Median time to start treatment <sup>4</sup> 7 minutes

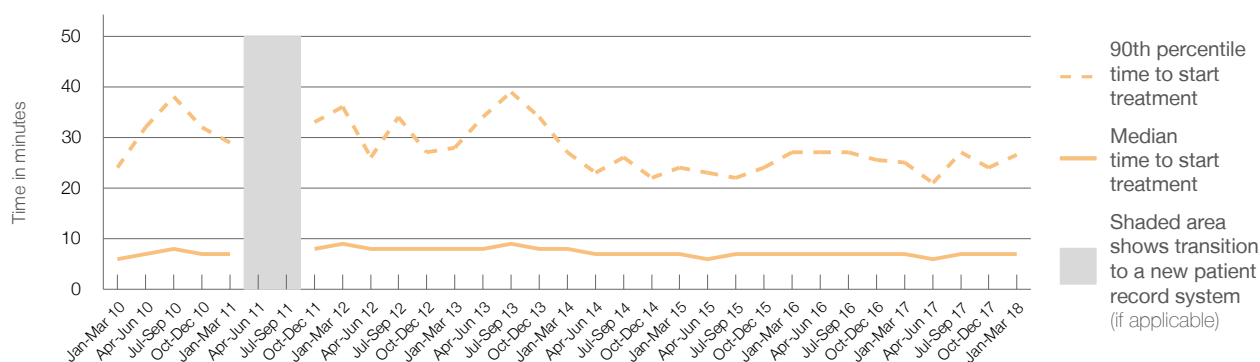
90th percentile time to start treatment <sup>5</sup> 27 minutes

Same period last year	NSW (this period)
1,520	
1,510	
7 minutes	8 minutes
25 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	6	7	9	8	8	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	24	29	36	28	27	24	27	25	27

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

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



## Wyong Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 4,628

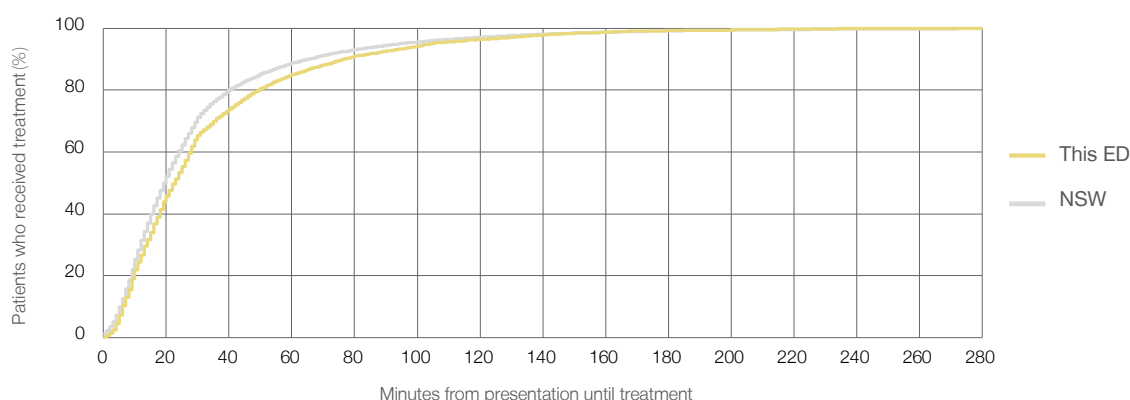
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,569

Median time to start treatment<sup>4</sup> 23 minutes

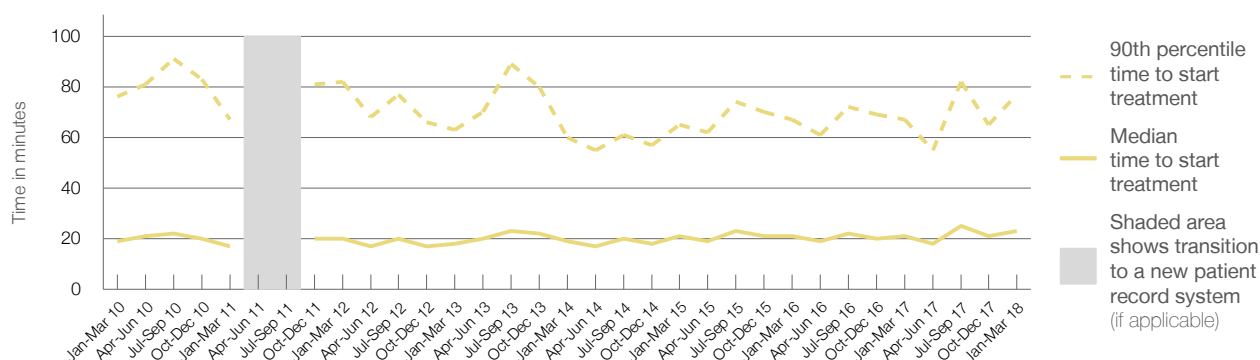
90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
4,823	
4,778	
21 minutes	20 minutes
67 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	19	17	20	18	19	21	21	21	23
90th percentile time to start treatment <sup>5</sup> (minutes)	76	67	82	63	60	65	67	67	77

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

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

## Wyong Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 9,226

Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 8,895

Median time to start treatment <sup>4</sup>

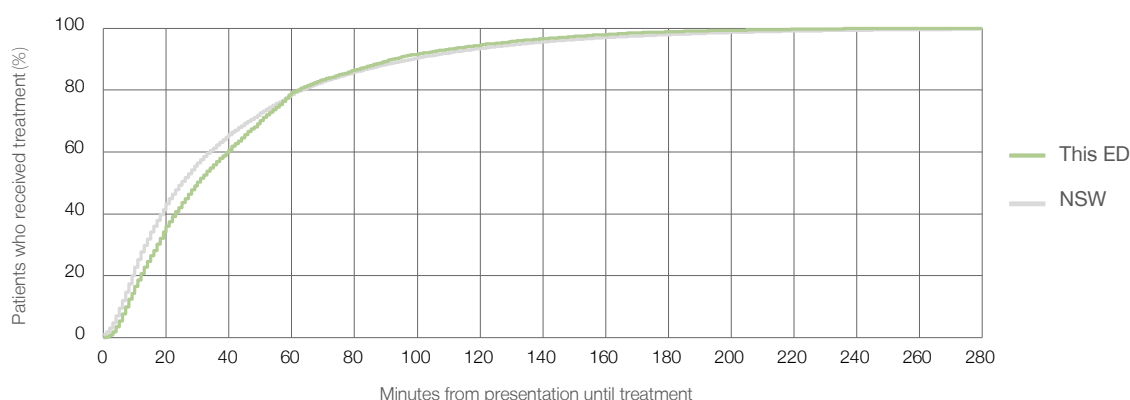
30 minutes

90th percentile time to start treatment <sup>5</sup>

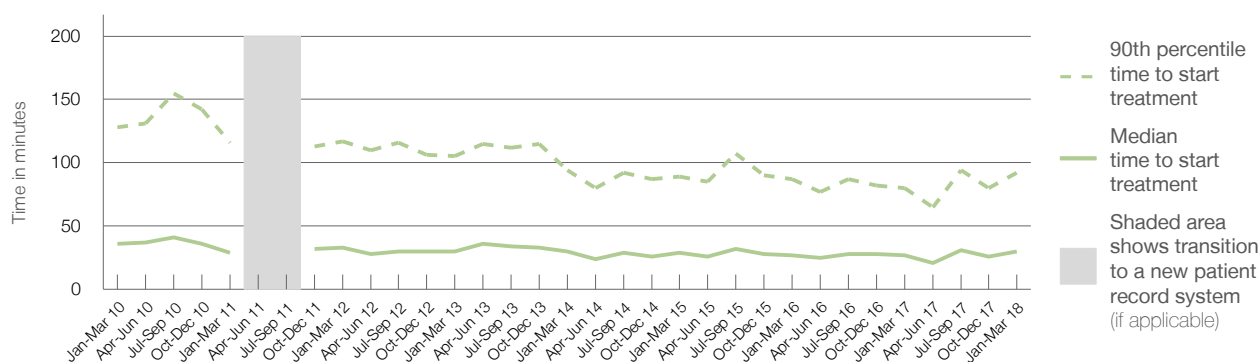
92 minutes

Same period last year	NSW (this period)
8,651	
8,417	
27 minutes	25 minutes
80 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	36	29	33	30	30	29	27	27	30
90th percentile time to start treatment <sup>5</sup> (minutes)	128	116	117	105	94	89	87	80	92

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

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

## Wyong Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,307

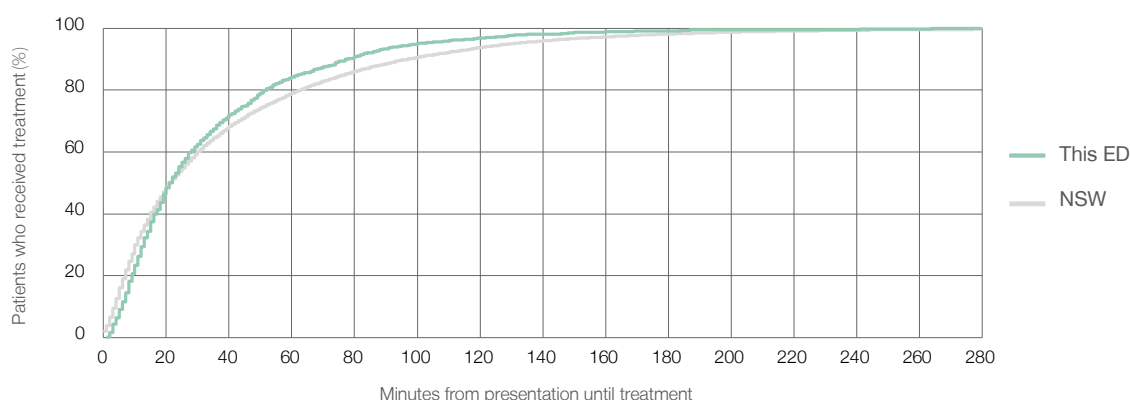
Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,232

Median time to start treatment <sup>4</sup> 22 minutes

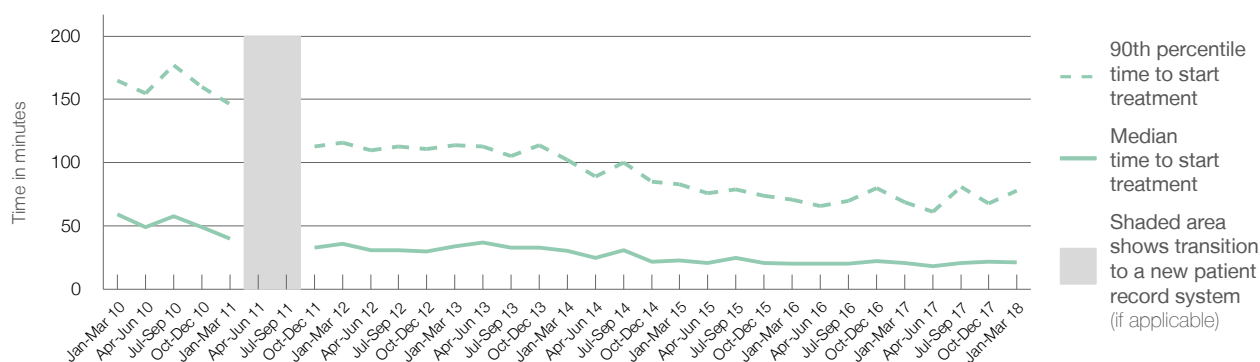
90th percentile time to start treatment <sup>5</sup> 78 minutes

Same period last year	NSW (this period)
1,218	
1,166	
21 minutes	22 minutes
69 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	59	40	36	34	31	23	20	21	22
90th percentile time to start treatment <sup>5</sup> (minutes)	165	146	116	114	102	83	71	69	78

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

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

## Wyong Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 17,010 patients

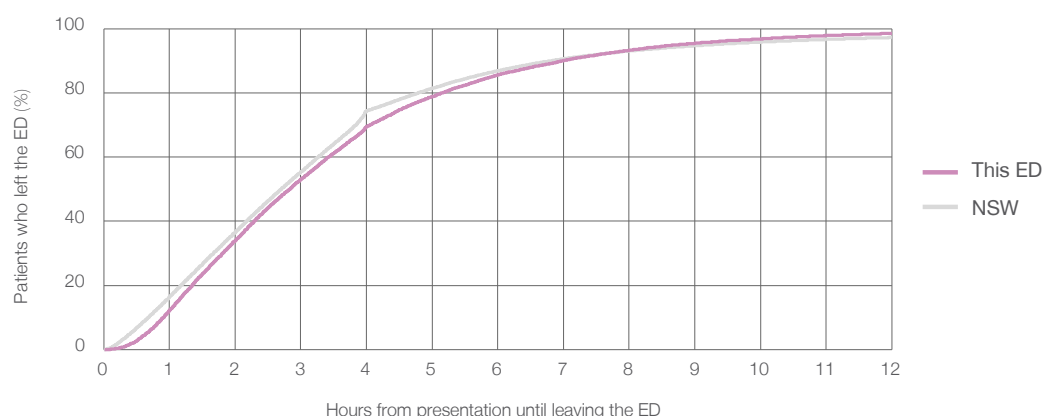
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,010 patients

Median time spent in the ED<sup>8</sup> 2 hours and 50 minutes

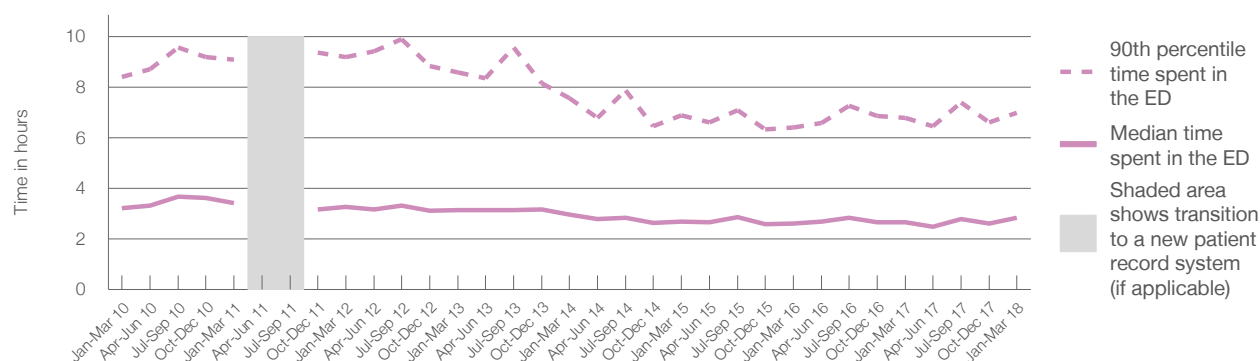
90th percentile time spent in the ED<sup>9</sup> 7 hours and 0 minutes

Same period last year	NSW (this period)
16,455	16,455
2 hours and 40 minutes	2 hours and 42 minutes
6 hours and 48 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 14m	3h 26m	3h 16m	3h 9m	2h 58m	2h 42m	2h 37m	2h 40m	2h 50m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 25m	9h 5m	9h 12m	8h 35m	7h 35m	6h 53m	6h 24m	6h 48m	7h 0m

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

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

## Wyong Hospital: Time patients spent in the ED

By mode of separation

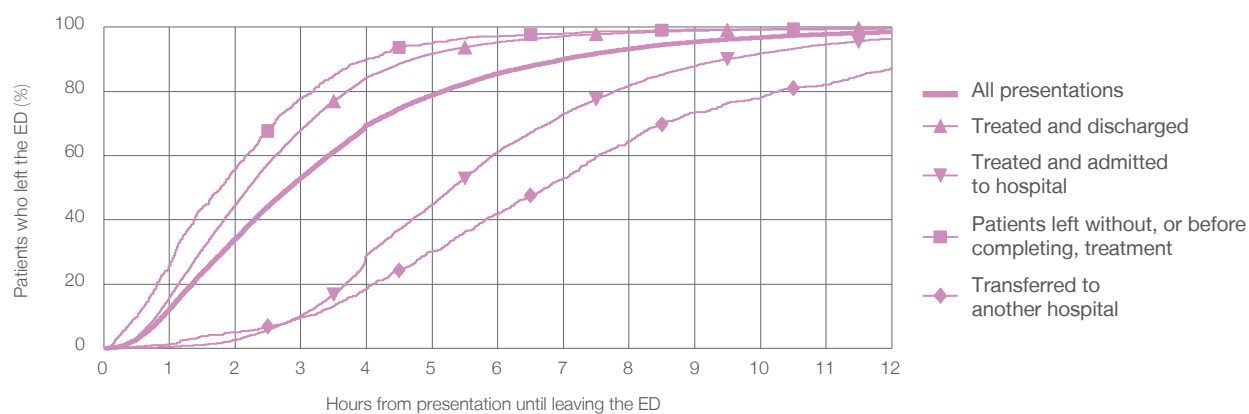
January to March 2018

All presentations:<sup>†</sup> 17,010 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 17,010 patients

		Same period last year	Change since one year ago
Treated and discharged	11,863 (69.7%)	11,645	1.9%
Treated and admitted to hospital	3,841 (22.6%)	3,680	4.4%
Patient left without, or before completing, treatment	641 (3.8%)	443	44.7%
Transferred to another hospital	659 (3.9%)	662	-0.5%
Other	6 (0%)	25	-76.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	16.0%	44.7%	68.0%	84.3%	95.3%	98.3%	99.3%	99.8%
Treated and admitted to hospital	0.4%	2.6%	10.1%	29.0%	61.2%	81.8%	91.8%	96.4%
Patient left without, or before completing, treatment	25.7%	55.9%	77.8%	90.0%	97.0%	98.8%	99.4%	99.7%
Transferred to another hospital	1.2%	5.0%	9.6%	18.5%	41.9%	64.3%	78.1%	87.3%
All presentations	12.3%	34.1%	53.1%	69.5%	85.6%	93.3%	96.8%	98.5%

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

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

## Wyong Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 17,010 patients

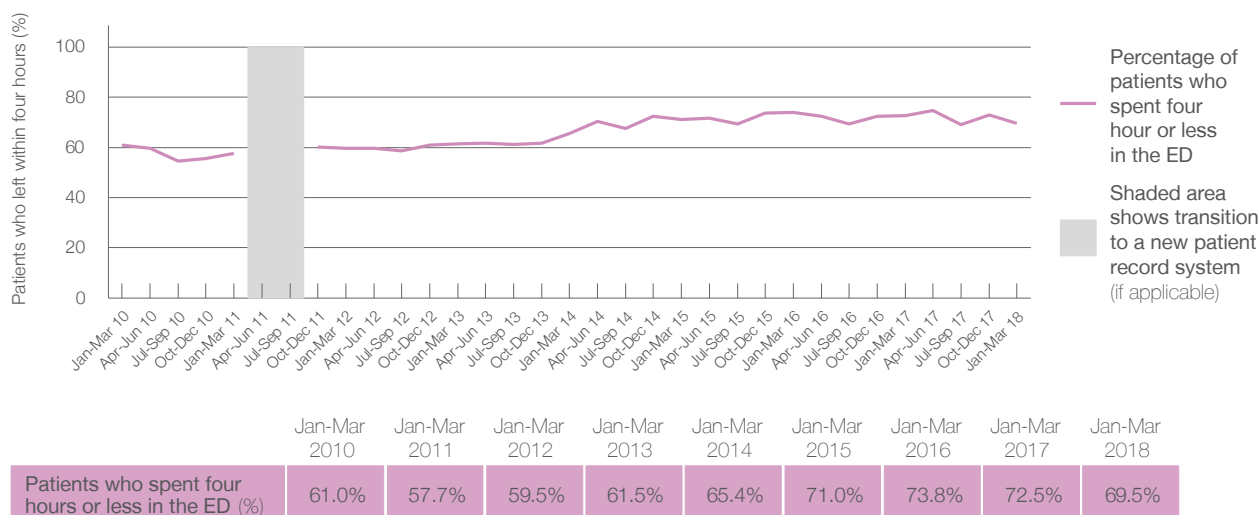
Presentations used to calculate time to leaving the ED: <sup>6</sup> 17,010 patients

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



Same period last year	Change since one year ago
16,455	3%
16,455	3%
72.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).