

Healthcare Quarterly

Emergency department

South Eastern Sydney Local Health District
Performance Profiles

July to September 2018

Prince of Wales Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 15,030 patients

Emergency presentations:² 14,228 patients

Same period last year	Change since one year ago
14,500	4%
13,843	3%

Prince of Wales Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,491 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,814 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,175 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 502 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
1,246	
10 minutes	8 minutes
27 minutes	28 minutes
7,484	
21 minutes	21 minutes
77 minutes	72 minutes
4,515	
20 minutes	26 minutes
94 minutes	105 minutes
374	
26 minutes	22 minutes
118 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 15,025 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
14,498	4%
62%	

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

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

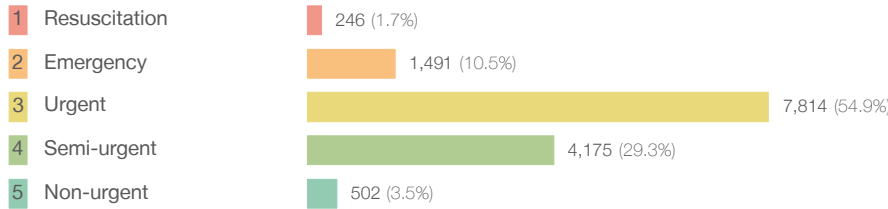
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Prince of Wales Hospital: Patients presenting to the emergency department July to September 2018

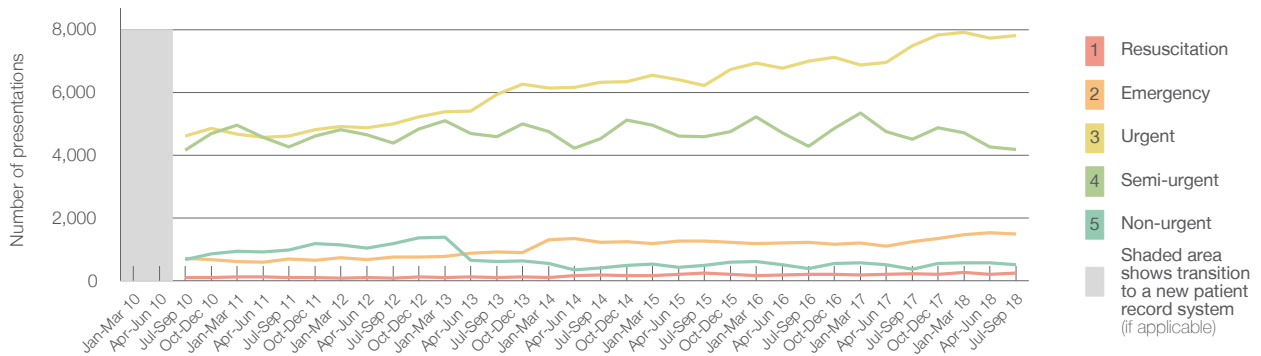
All presentations:¹ 15,030 patients

Emergency presentations² by triage category: 14,228 patients



Same period last year	Change since one year ago
14,500	4%
13,843	3%
224	9.8%
1,246	19.7%
7,484	4.4%
4,515	-7.5%
374	34.2%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	98	109	84	91	182	233	206	224	246
Emergency	704	688	756	923	1,225	1,258	1,222	1,246	1,491
Urgent	4,599	4,614	5,001	5,927	6,329	6,220	7,000	7,484	7,814
Semi-urgent	4,154	4,255	4,389	4,593	4,525	4,593	4,287	4,515	4,175
Non-urgent	673	981	1,172	611	402	477	394	374	502
All emergency presentations	10,228	10,647	11,402	12,145	12,663	12,781	13,109	13,843	14,228

Prince of Wales Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 3,937 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,500	
13 minutes	-2 minutes
51 minutes	-19 minutes

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

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

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

July to September 2018

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

Number of triage 2 patients: 1,491

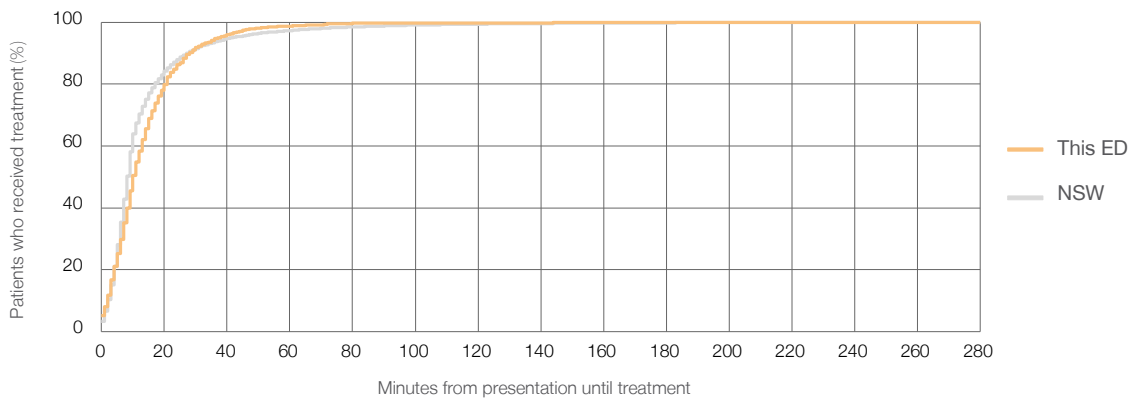
Number of triage 2 patients used to calculate waiting time:³ 1,456

Median time to start treatment⁴ 10 minutes

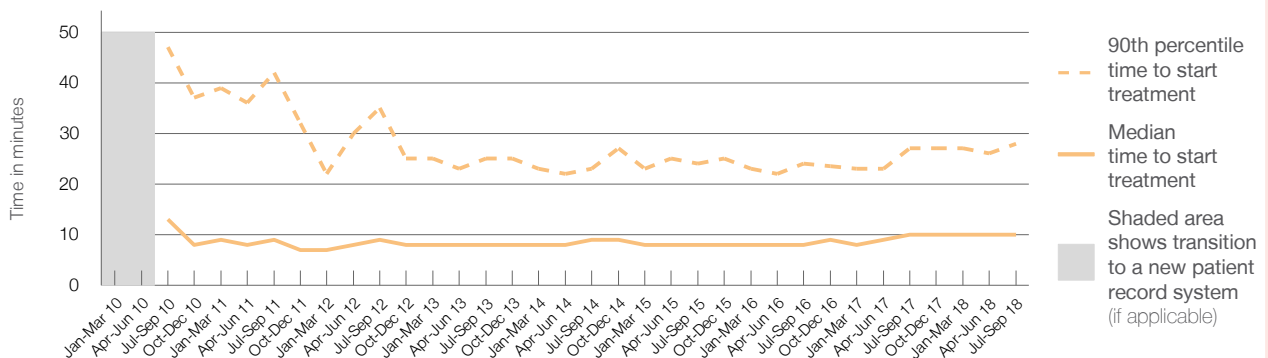
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
1,246	1,217
10 minutes	8 minutes
27 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	13	9	9	8	9	8	8	10	10
90th percentile time to start treatment ⁵ (minutes)	47	42	35	25	23	24	24	27	28

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 7,814

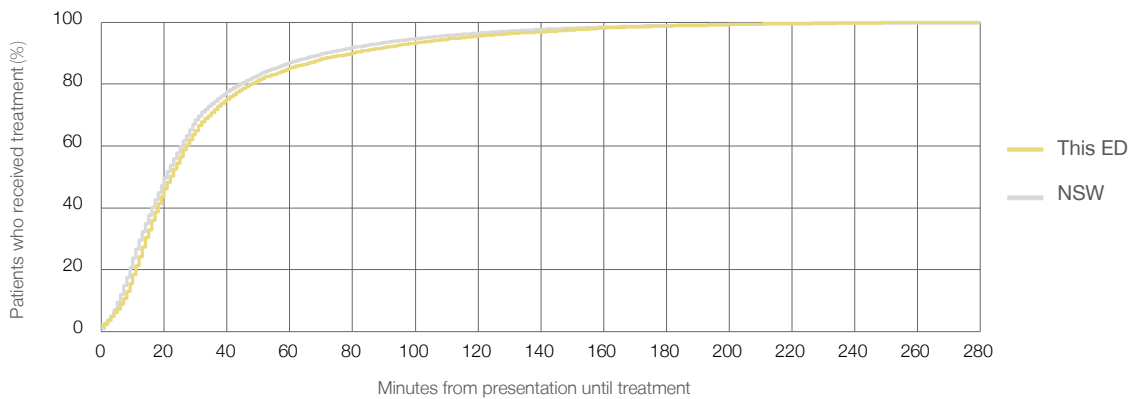
Number of triage 3 patients used to calculate waiting time:³ 7,680

Median time to start treatment⁴ 22 minutes

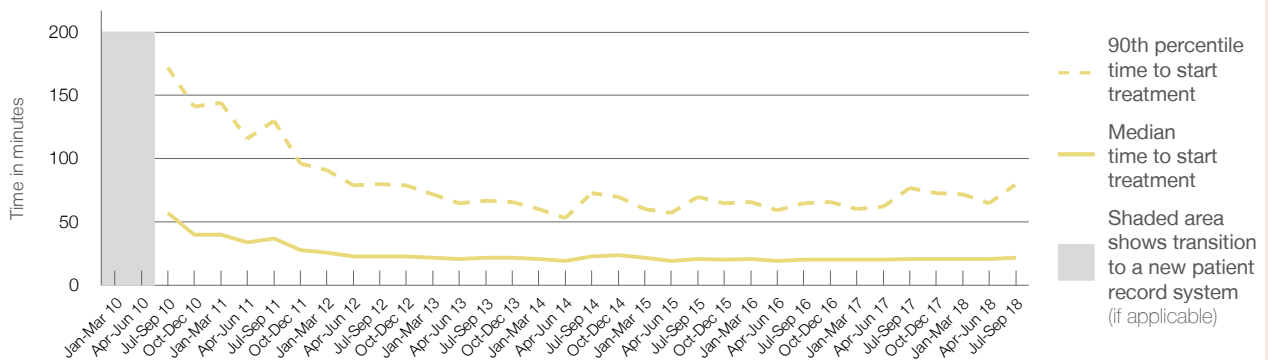
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
7,484	7,354
21 minutes	21 minutes
77 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	57	37	23	22	23	21	20	21	22
90th percentile time to start treatment ⁵ (minutes)	172	130	80	67	73	70	65	77	80

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

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Prince of Wales Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,175

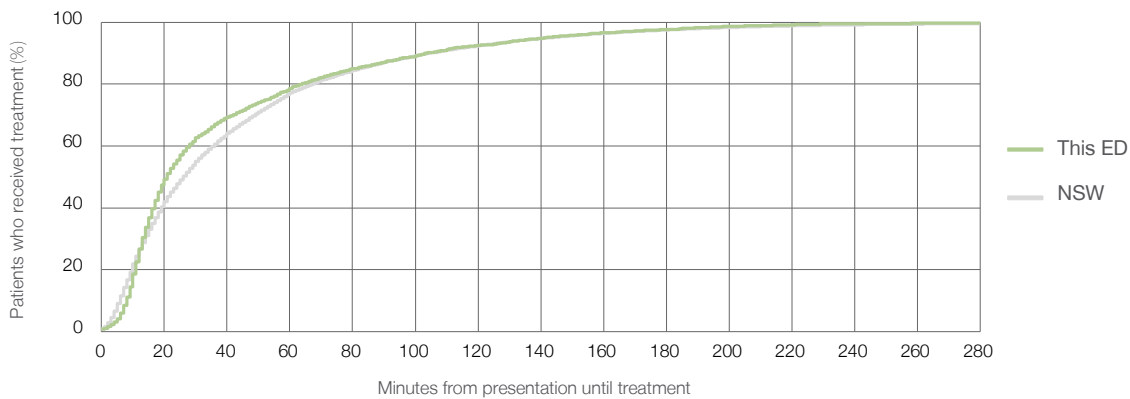
Number of triage 4 patients used to calculate waiting time:³ 4,030

Median time to start treatment⁴ 21 minutes

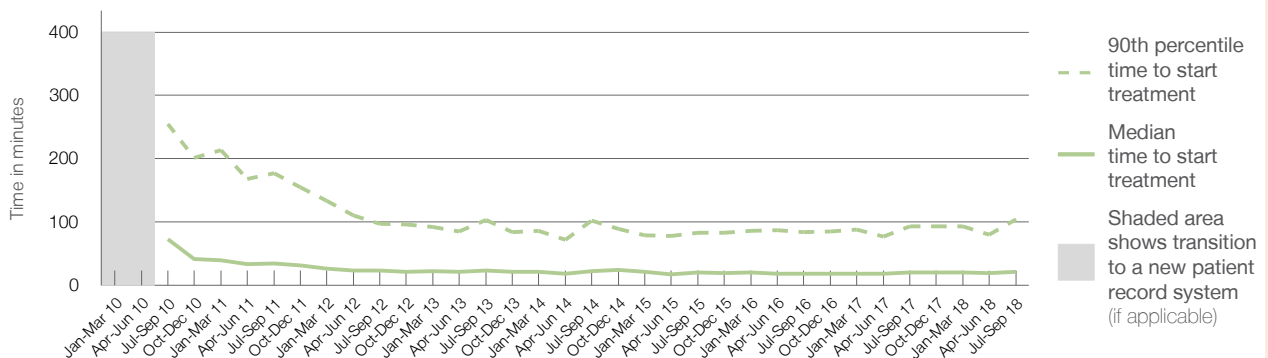
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
4,515	4,350
20 minutes	26 minutes
94 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	73	34	23	23	22	20	18	20	21
90th percentile time to start treatment ⁵ (minutes)	255	177	97	103	102	83	84	94	104

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

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Prince of Wales Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 502

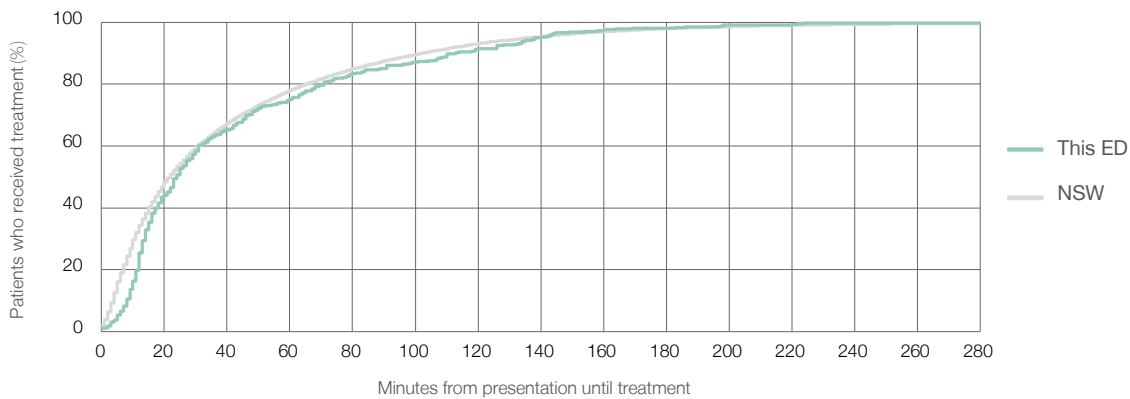
Number of triage 5 patients used to calculate waiting time:³ 408

Median time to start treatment⁴ 24 minutes

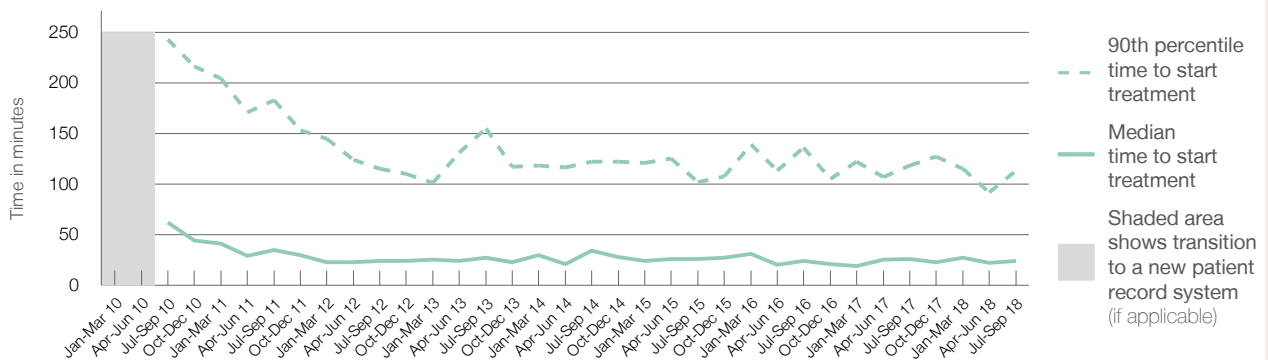
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
374	
283	
26 minutes	22 minutes
118 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	62	35	24	27	34	26	24	26	24
90th percentile time to start treatment ⁵ (minutes)	243	183	115	155	122	102	136	118	113

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Prince of Wales Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 15,030 patients

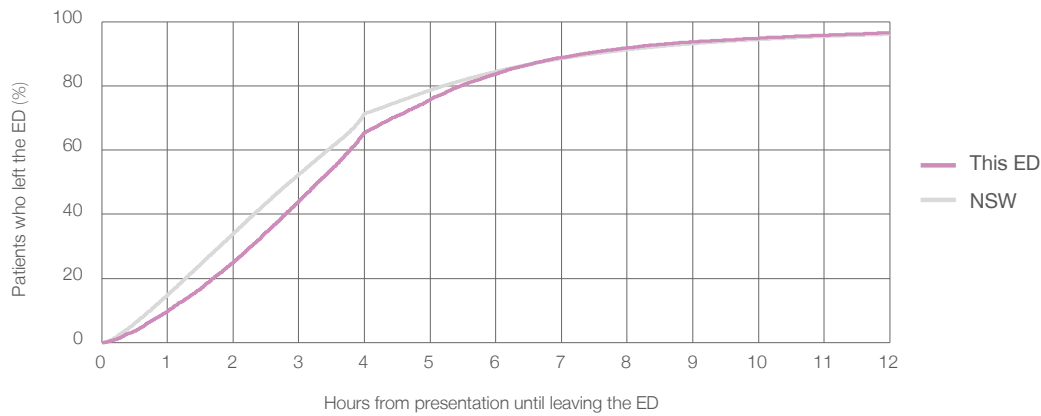
Presentations used to calculate time to leaving the ED:⁶ 15,025 patients

Median time spent in the ED⁸ 3 hours and 18 minutes

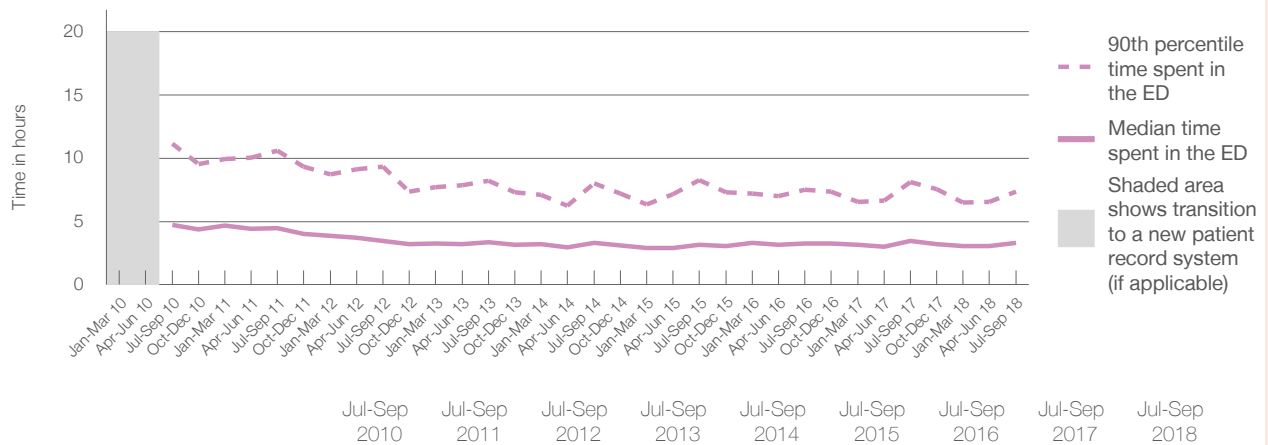
90th percentile time spent in the ED⁹ 7 hours and 20 minutes

Same period last year	NSW (this period)
14,500	
14,498	
3 hours and 28 minutes	2 hours and 52 minutes
8 hours and 6 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 45m	4h 27m	3h 29m	3h 23m	3h 18m	3h 9m	3h 16m	3h 28m	3h 18m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 10m	10h 35m	9h 20m	8h 13m	8h 0m	8h 15m	7h 29m	8h 6m	7h 20m

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

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

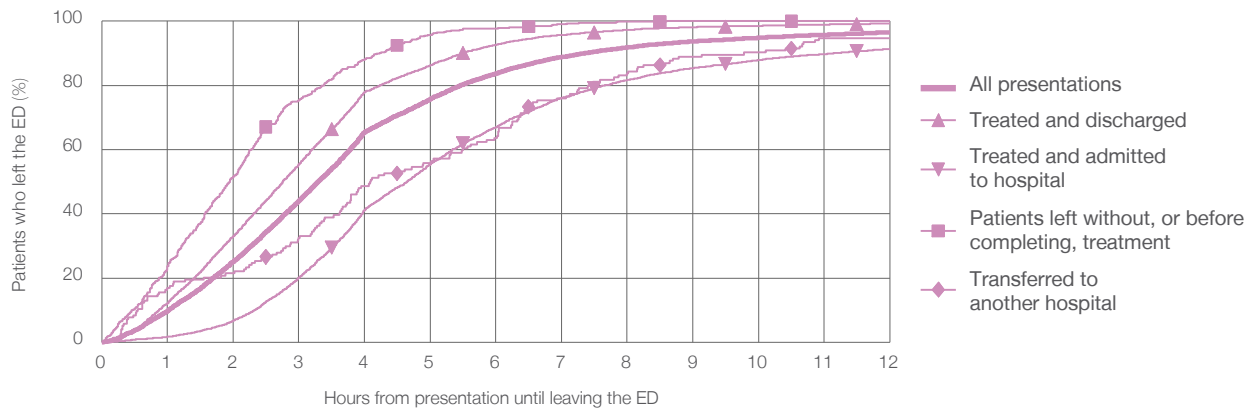
Prince of Wales Hospital: Time patients spent in the ED By mode of separation July to September 2018

All presentations:¹ 15,030 patients

Presentations used to calculate time to leaving the ED:⁶ 15,025 patients

		Same period last year	Change since one year ago
Treated and discharged	8,903 (59.2%)	8,401	6.0%
Treated and admitted to hospital	5,244 (34.9%)	5,116	2.5%
Patient left without, or before completing, treatment	589 (3.9%)	709	-16.9%
Transferred to another hospital	154 (1.0%)	150	2.7%
Other	140 (0.9%)	124	12.9%

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



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

Treated and discharged	12.2%	33.1%	55.5%	77.9%	92.6%	97.3%	98.6%	99.3%
Treated and admitted to hospital	1.7%	6.7%	20.2%	41.3%	67.1%	81.7%	87.9%	91.4%
Patient left without, or before completing, treatment	23.8%	51.6%	75.4%	88.1%	97.8%	99.8%	100%	100%
Transferred to another hospital	16.9%	21.4%	32.5%	48.7%	63.6%	83.8%	90.3%	94.8%
All presentations	9.8%	25.1%	44.1%	65.5%	83.7%	91.9%	94.8%	96.5%

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

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

Prince of Wales Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 15,030 patients

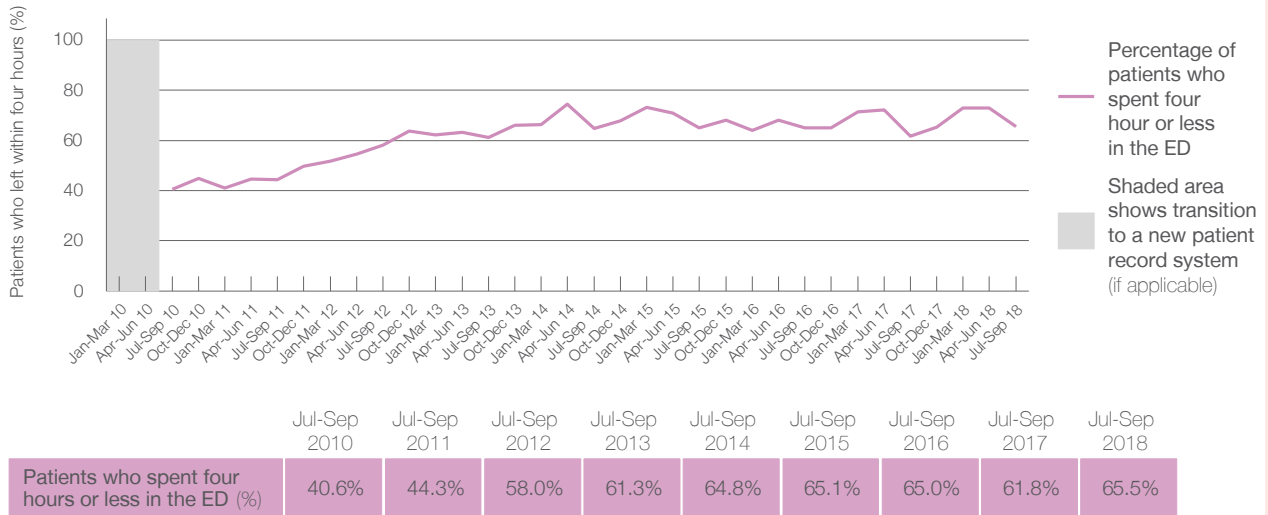
Presentations used to calculate time to leaving the ED: ⁶ 15,025 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	14,500	4%
Presentations used to calculate time to leaving the ED	14,498	4%
Percentage of patients who spent four hours or less in the ED	61.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

St George Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 20,298 patients



Emergency presentations:² 20,142 patients

Same period last year	Change since one year ago
21,172	-4%
21,039	-4%



St George Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,269 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,213 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,534 patients

Median time to start treatment⁴  35 minutes
 90th percentile time to start treatment⁵  87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 937 patients

Median time to start treatment⁴  40 minutes
 90th percentile time to start treatment⁵  99 minutes

Same period last year	NSW (this period)
2,328	
11 minutes	8 minutes
32 minutes	28 minutes
9,250	
30 minutes	21 minutes
87 minutes	72 minutes
8,103	
43 minutes	26 minutes
106 minutes	105 minutes
1,178	
43 minutes	22 minutes
120 minutes	103 minutes

St George Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 20,289 patients

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

Same period last year	Change since one year ago
21,172	-4%
59%	

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

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

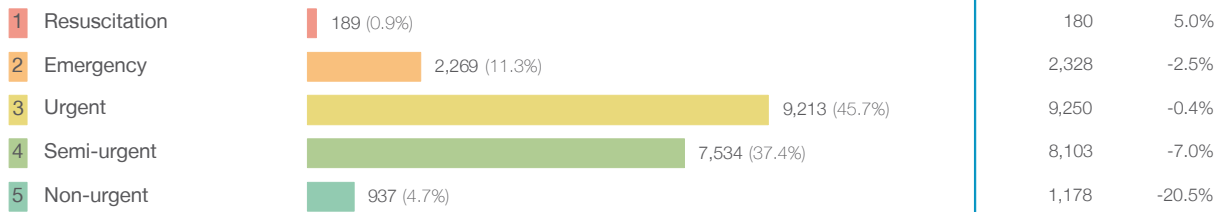
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

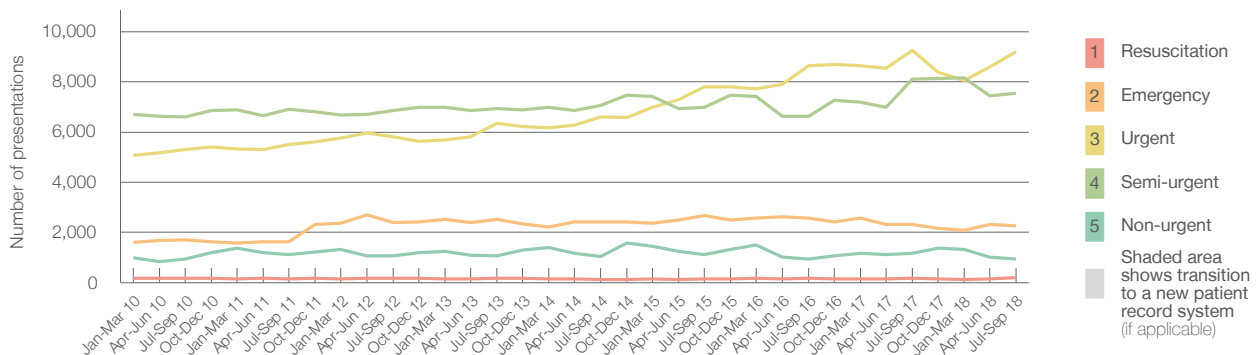
St George Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 20,298 patients

Emergency presentations² by triage category: 20,142 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	172	162	164	168	133	150	175	180	189
Emergency	1,697	1,627	2,395	2,529	2,417	2,662	2,566	2,328	2,269
Urgent	5,311	5,493	5,805	6,356	6,611	7,792	8,633	9,250	9,213
Semi-urgent	6,610	6,903	6,853	6,932	7,062	6,990	6,640	8,103	7,534
Non-urgent	943	1,115	1,060	1,064	1,053	1,116	946	1,178	937
All emergency presentations	14,733	15,300	16,277	17,049	17,276	18,710	18,960	21,039	20,142

St George Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,274 patients

ED Transfer of care time



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

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

St George Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 2,269

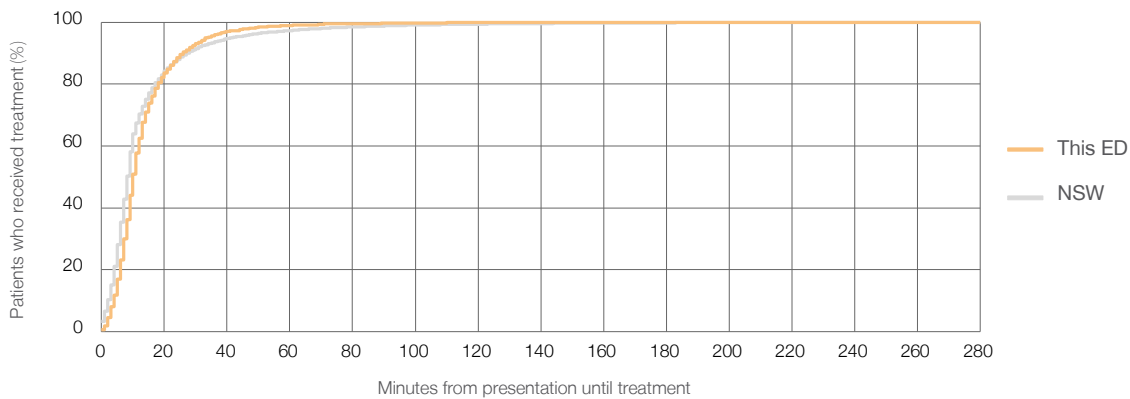
Number of triage 2 patients used to calculate waiting time:³ 2,261

Median time to start treatment⁴ 10 minutes

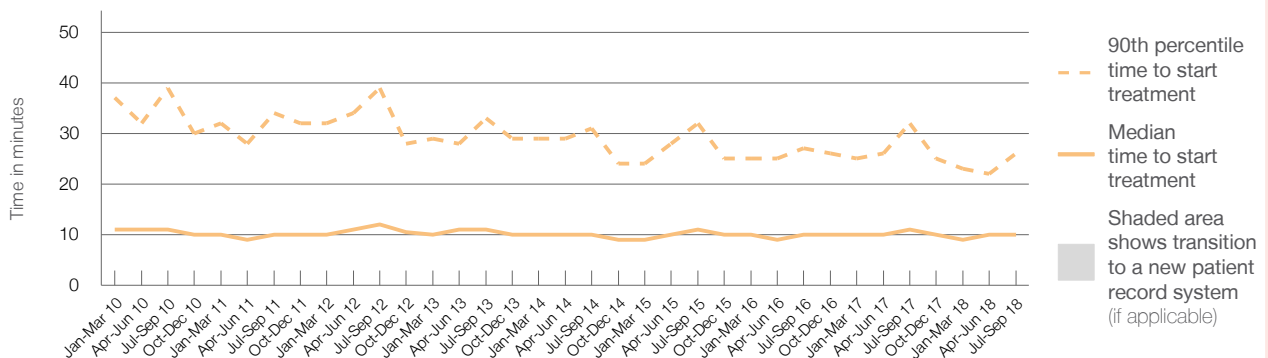
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,328	
2,321	
11 minutes	8 minutes
32 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	11	10	12	11	10	11	10	11	10
90th percentile time to start treatment ⁵ (minutes)	39	34	39	33	31	32	27	32	26

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

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

St George Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 9,213

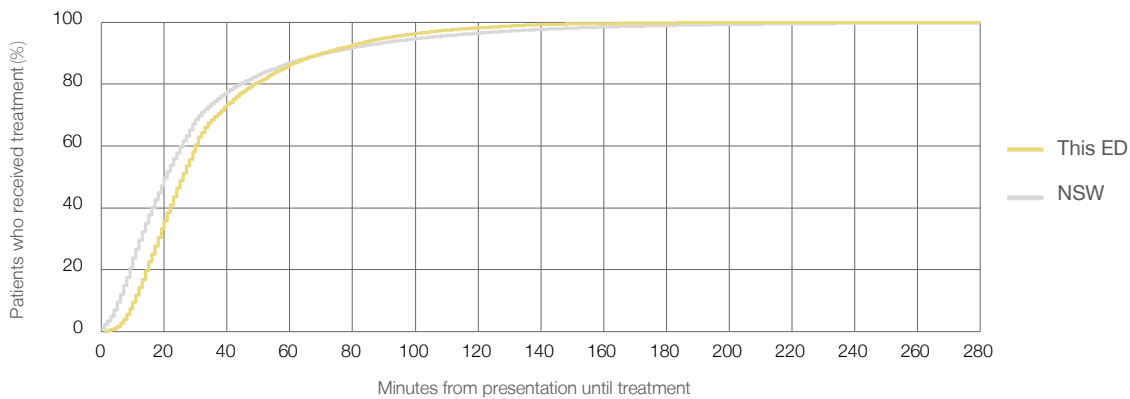
Number of triage 3 patients used to calculate waiting time:³ 9,037

Median time to start treatment⁴ 26 minutes

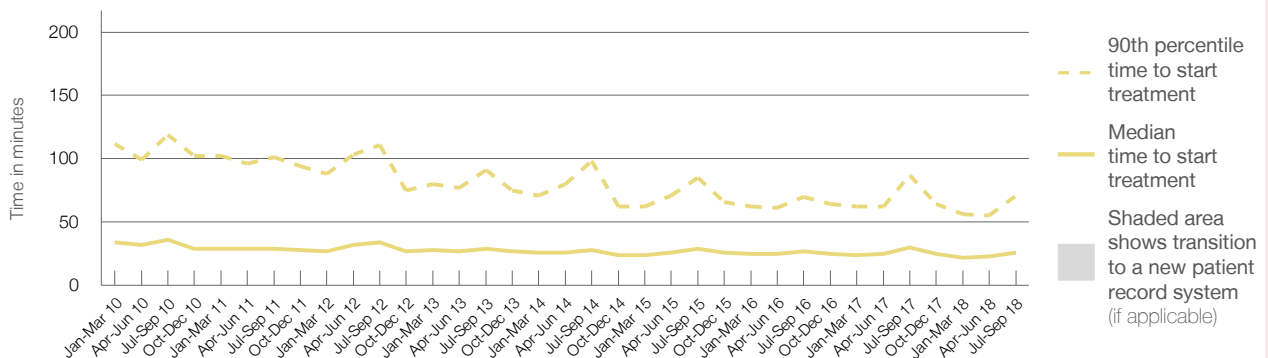
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
9,250	9,050
30 minutes	21 minutes
87 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	36	29	34	29	28	29	27	30	26
90th percentile time to start treatment ⁵ (minutes)	119	101	111	91	98	85	70	87	71

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

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

St George Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 7,534

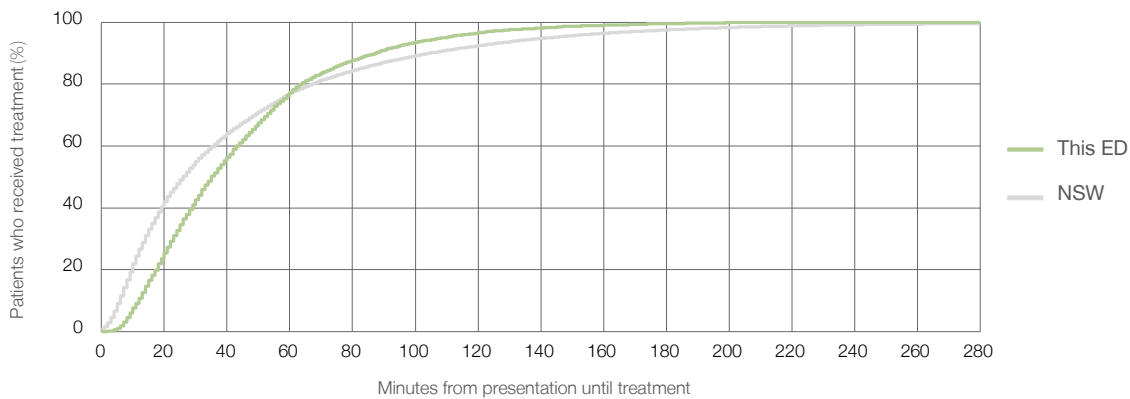
Number of triage 4 patients used to calculate waiting time:³ 7,292

Median time to start treatment⁴ 35 minutes

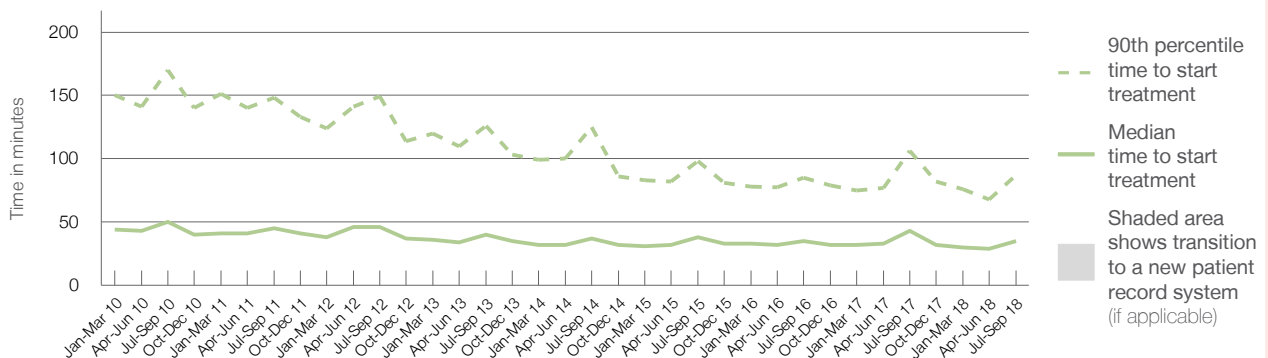
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
8,103	
7,765	
43 minutes	26 minutes
106 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	50	45	46	40	37	38	35	43	35
90th percentile time to start treatment ⁵ (minutes)	170	148	149	126	125	98	85	106	87

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

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

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

July to September 2018

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

Number of triage 5 patients: 937

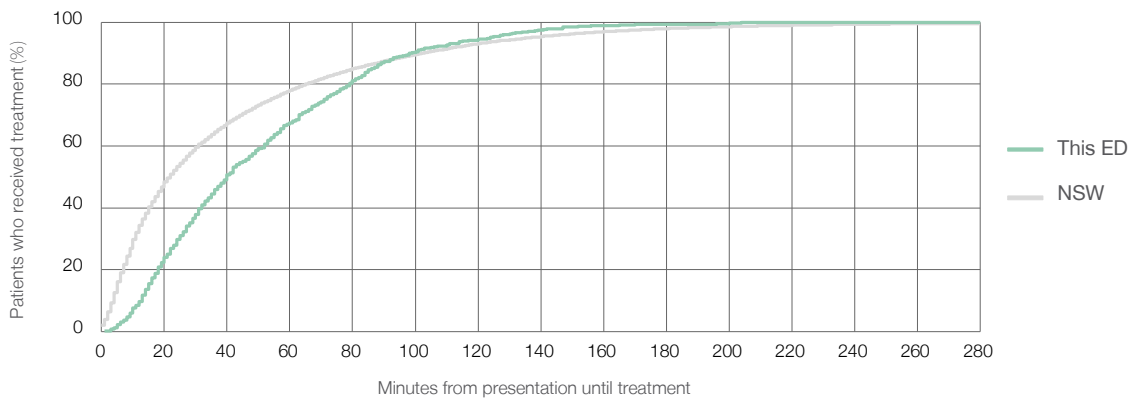
Number of triage 5 patients used to calculate waiting time:³ 757

Median time to start treatment⁴ 40 minutes

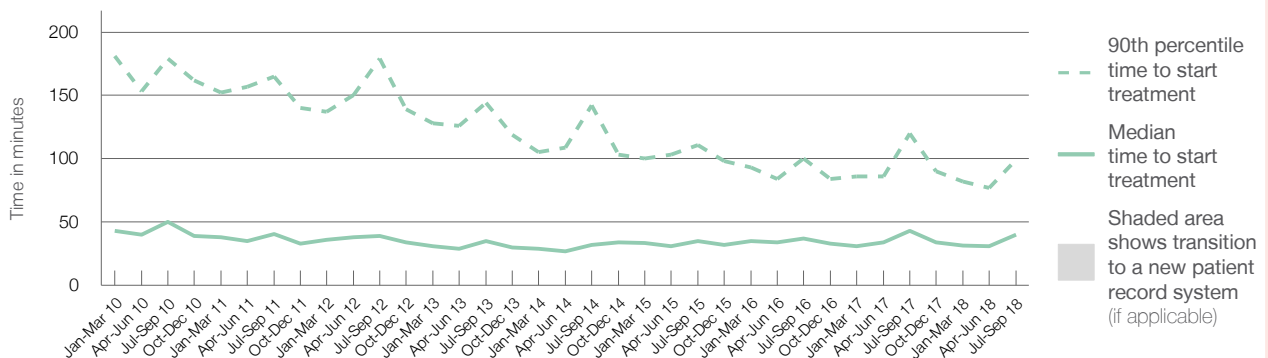
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,178	982
43 minutes	22 minutes
120 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	50	41	39	35	32	35	37	43	40
90th percentile time to start treatment ⁵ (minutes)	179	165	179	144	142	111	100	120	99

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

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

St George Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 20,298 patients

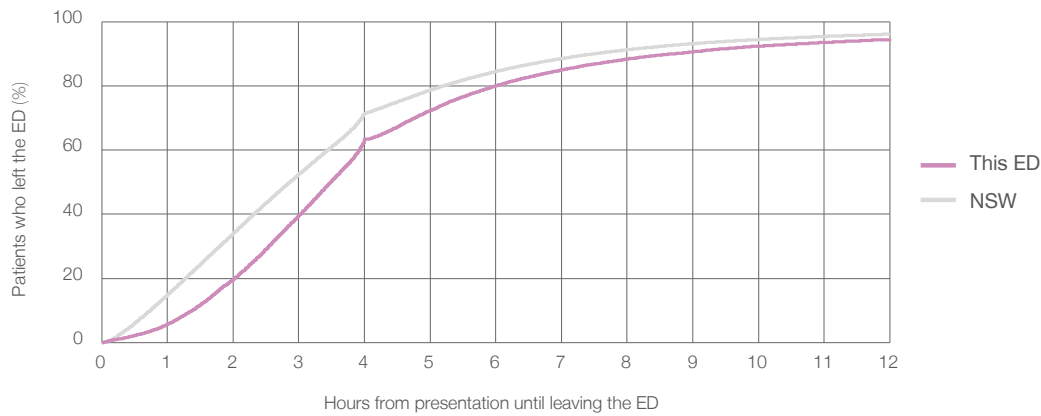
Presentations used to calculate time to leaving the ED:⁶ 20,289 patients

Median time spent in the ED⁸ 3 hours and 29 minutes

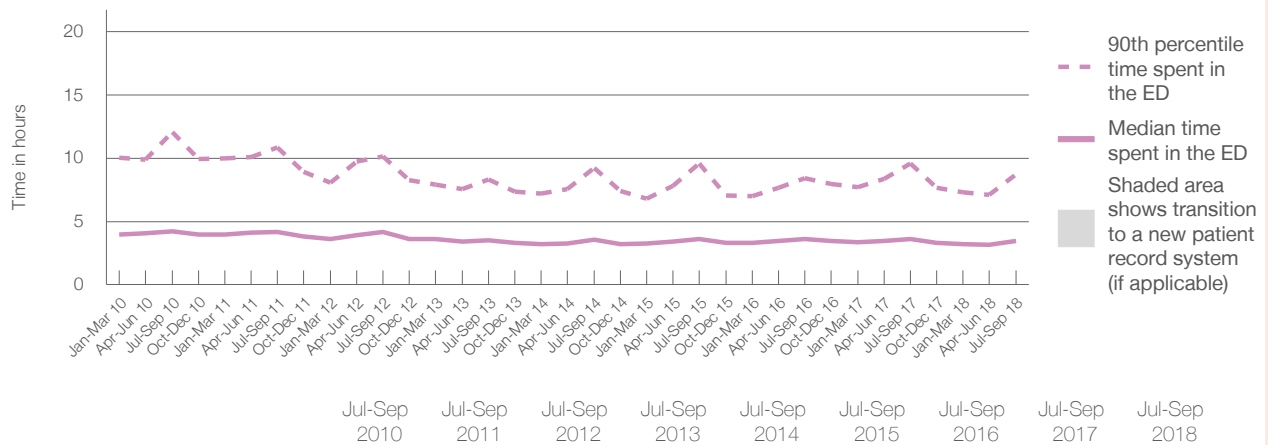
90th percentile time spent in the ED⁹ 8 hours and 42 minutes

Same period last year	NSW (this period)
21,172	21,172
3 hours and 38 minutes	2 hours and 52 minutes
9 hours and 34 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 13m	4h 10m	4h 10m	3h 32m	3h 35m	3h 38m	3h 37m	3h 38m	3h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	12h 4m	10h 50m	10h 9m	8h 19m	9h 14m	9h 34m	8h 26m	9h 34m	8h 42m

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

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

St George Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

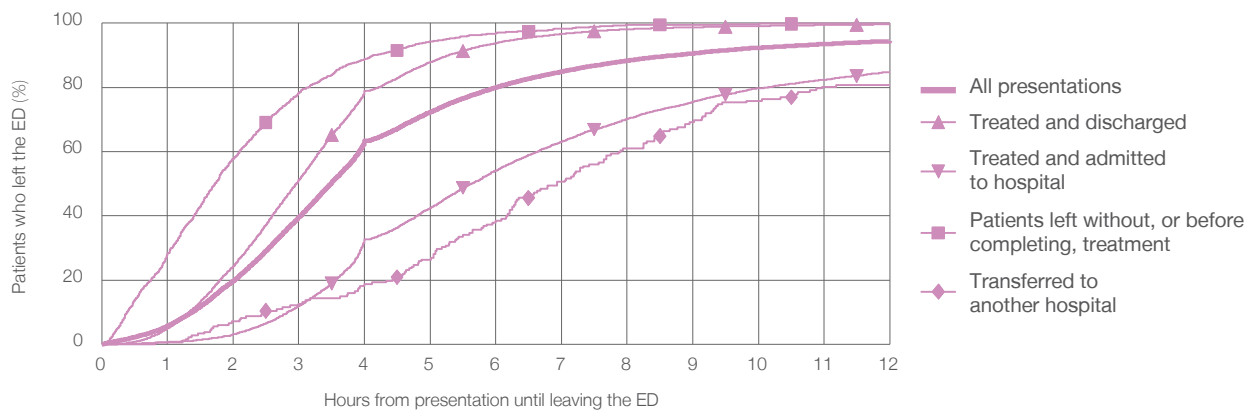
All presentations:¹ 20,298 patients

Presentations used to calculate time to leaving the ED:⁶ 20,289 patients

Treated and discharged	11,713 (57.7%)
Treated and admitted to hospital	6,916 (34.1%)
Patient left without, or before completing, treatment	1,248 (6.1%)
Transferred to another hospital	182 (0.9%)
Other	239 (1.2%)

Same period last year	Change since one year ago
21,172	-4%
12,587	-6.9%
6,704	3.2%
1,443	-13.5%
185	-1.6%
253	-5.5%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.9%	24.3%	51.2%	78.9%	93.8%	98.1%	99.2%	99.6%
Treated and admitted to hospital	0.6%	3.1%	12.0%	32.6%	54.1%	70.2%	79.7%	84.8%
Patient left without, or before completing, treatment	28.2%	57.8%	78.4%	88.9%	97.0%	99.4%	99.8%	99.8%
Transferred to another hospital	0.5%	7.1%	12.6%	18.7%	38.5%	61.0%	75.8%	80.8%
All presentations	5.7%	19.7%	39.6%	63.4%	80.0%	88.4%	92.4%	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.

St George Hospital: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 20,298 patients

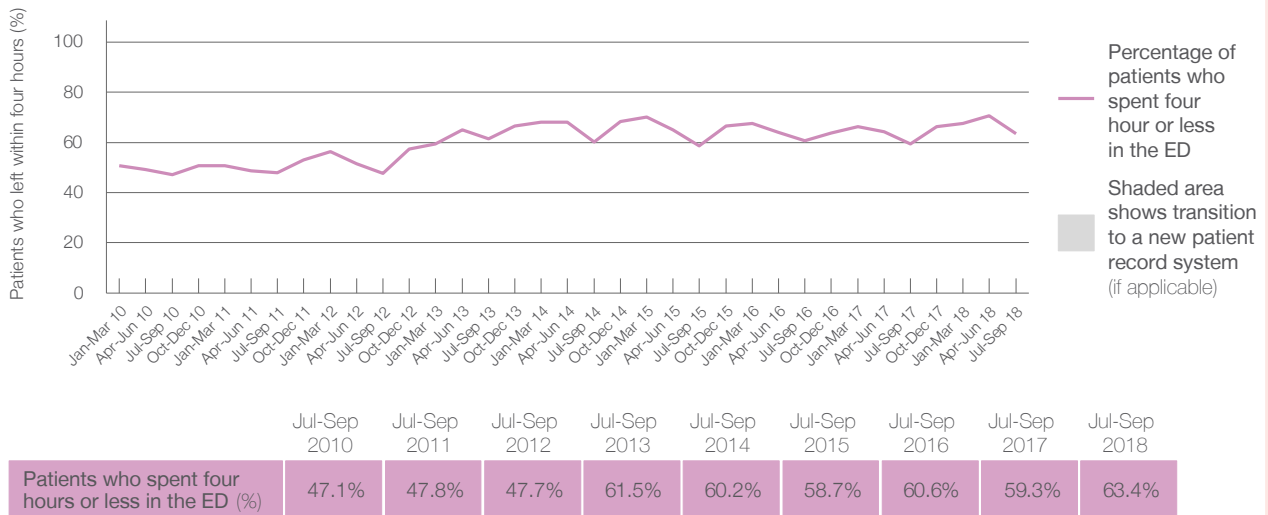
Presentations used to calculate time to leaving the ED: ⁶ 20,289 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	21,172	-4%
Presentations used to calculate time to leaving the ED	21,172	-4%
Percentage of patients who spent four hours or less in the ED	59.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{††}



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Sutherland Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 13,392 patients

Emergency presentations:² 13,319 patients

Same period last year	Change since one year ago
13,549	-1%
13,437	-1%

Sutherland Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,180 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,762 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,734 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 553 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
1,918	
14 minutes	8 minutes
34 minutes	28 minutes
5,989	
33 minutes	21 minutes
82 minutes	72 minutes
4,734	
40 minutes	26 minutes
104 minutes	105 minutes
721	
38 minutes	22 minutes
115 minutes	103 minutes

Sutherland Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 13,390 patients

Percentage of patients who spent four hours or less in the ED 67%

Same period last year	Change since one year ago
13,548	-1%
59%	

* 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.

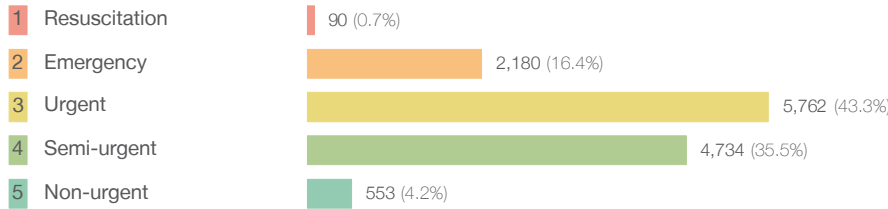
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Sutherland Hospital: Patients presenting to the emergency department July to September 2018

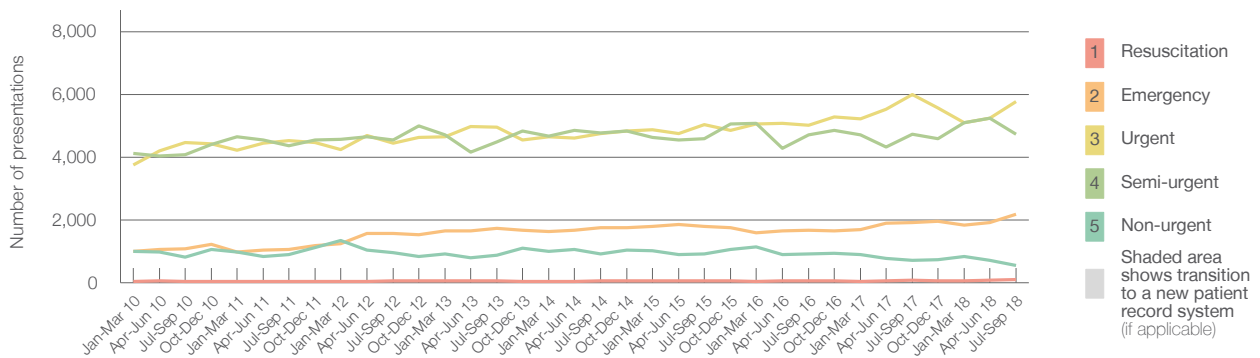
All presentations:¹ 13,392 patients

Emergency presentations² by triage category: 13,319 patients



Same period last year	Change since one year ago
13,549	-1%
13,437	-1%
75	20.0%
1,918	13.7%
5,989	-3.8%
4,734	0.0%
721	-23.3%

Emergency presentations² by quarter, January 2010 to September 2018 †

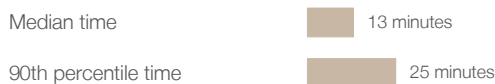


	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	41	46	53	62	58	60	57	75	90
Emergency	1,084	1,063	1,569	1,727	1,754	1,783	1,669	1,918	2,180
Urgent	4,458	4,528	4,440	4,945	4,760	5,029	5,011	5,989	5,762
Semi-urgent	4,084	4,356	4,557	4,476	4,776	4,582	4,706	4,734	4,734
Non-urgent	818	901	964	881	910	919	922	721	553
All emergency presentations	10,485	10,894	11,583	12,091	12,258	12,373	12,365	13,437	13,319

Sutherland Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 3,532 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,730	
14 minutes	-1 minute
36 minutes	-11 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.

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

July to September 2018

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

Number of triage 2 patients: 2,180

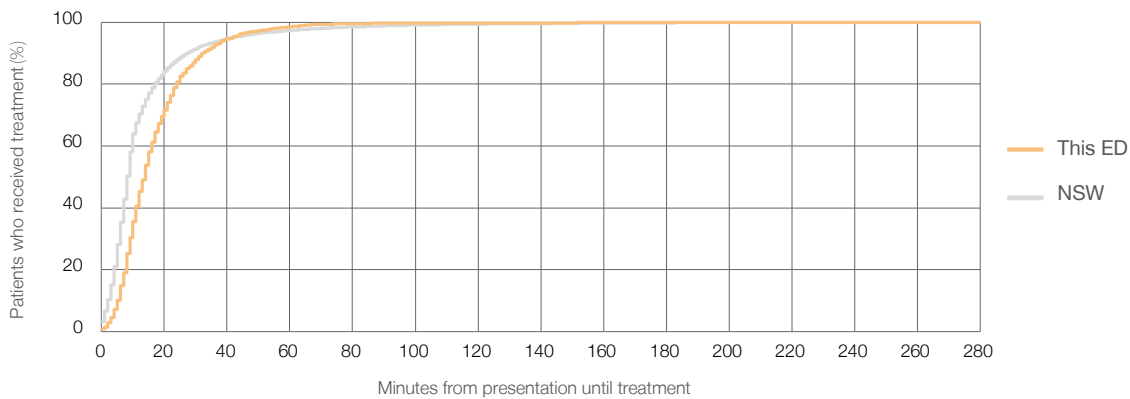
Number of triage 2 patients used to calculate waiting time:³ 2,173

Median time to start treatment⁴ 14 minutes

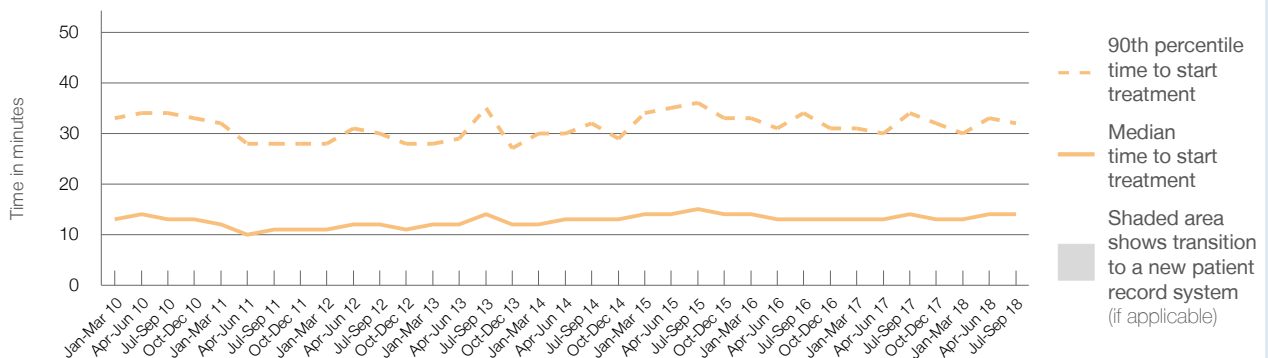
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,918	
1,913	
14 minutes	8 minutes
34 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	13	11	12	14	13	15	13	14	14
90th percentile time to start treatment ⁵ (minutes)	34	28	30	35	32	36	34	34	32

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

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

Sutherland Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 5,762

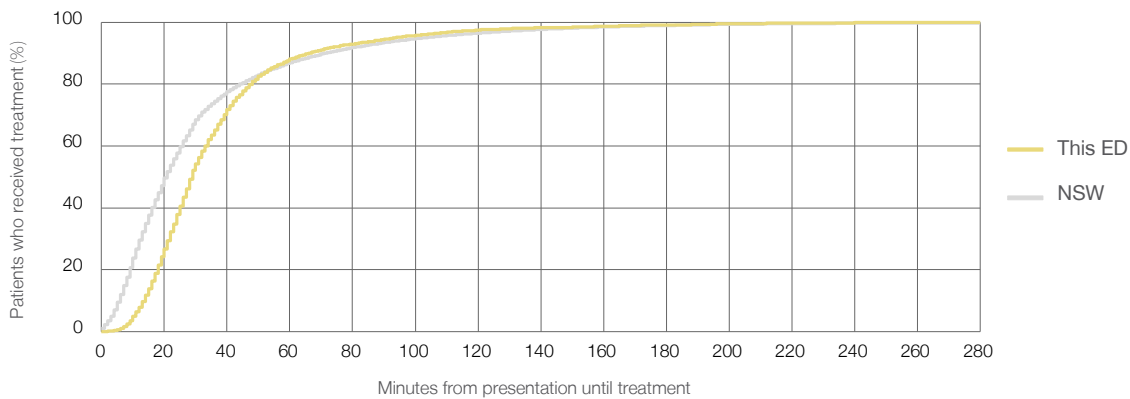
Number of triage 3 patients used to calculate waiting time:³ 5,695

Median time to start treatment⁴ 29 minutes

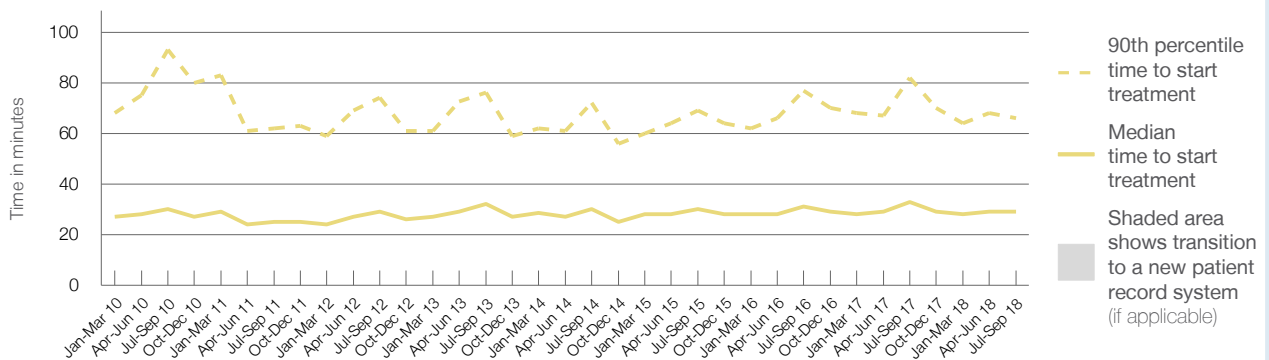
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
5,989	5,878
33 minutes	21 minutes
82 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	30	25	29	32	30	30	31	33	29
90th percentile time to start treatment ⁵ (minutes)	93	62	74	76	72	69	77	82	66

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 July to September 2018

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

Number of triage 4 patients: 4,734

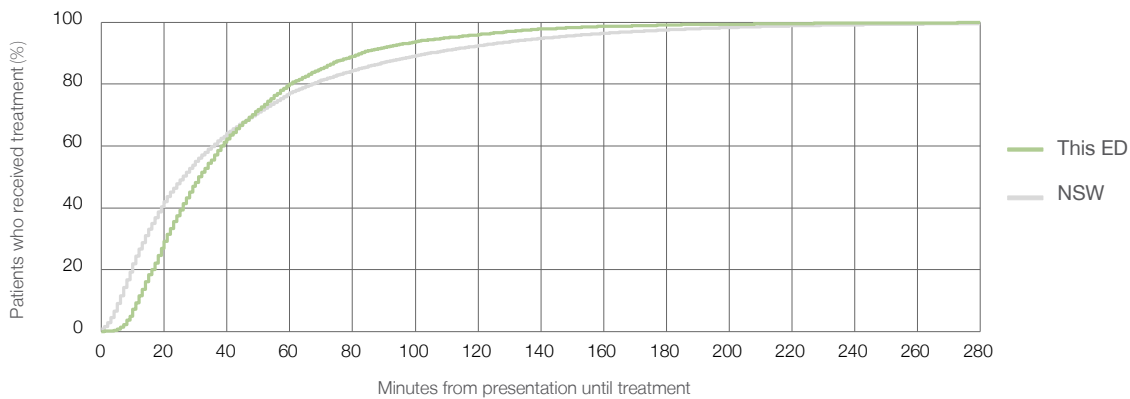
Number of triage 4 patients used to calculate waiting time:³ 4,585

Median time to start treatment⁴ 31 minutes

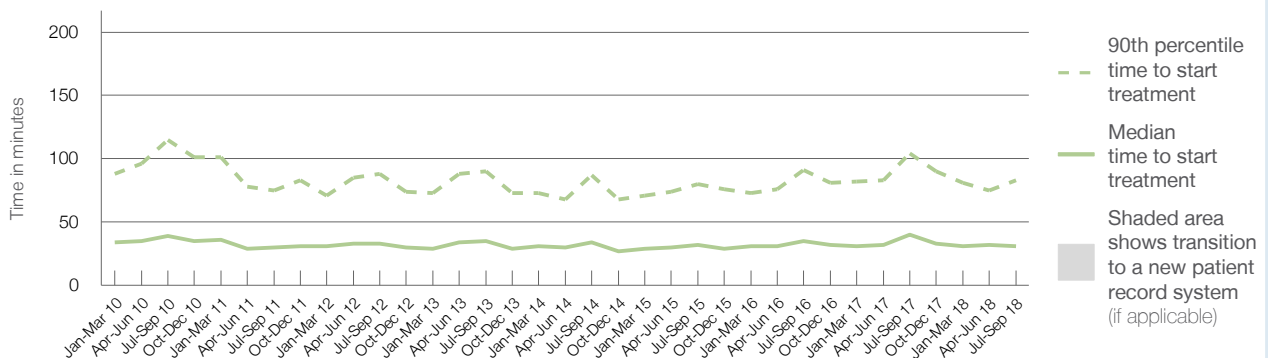
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
4,734	4,541
40 minutes	26 minutes
104 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	39	30	33	35	34	32	35	40	31
90th percentile time to start treatment ⁵ (minutes)	115	75	88	90	87	80	91	104	83

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

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

Sutherland Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 553

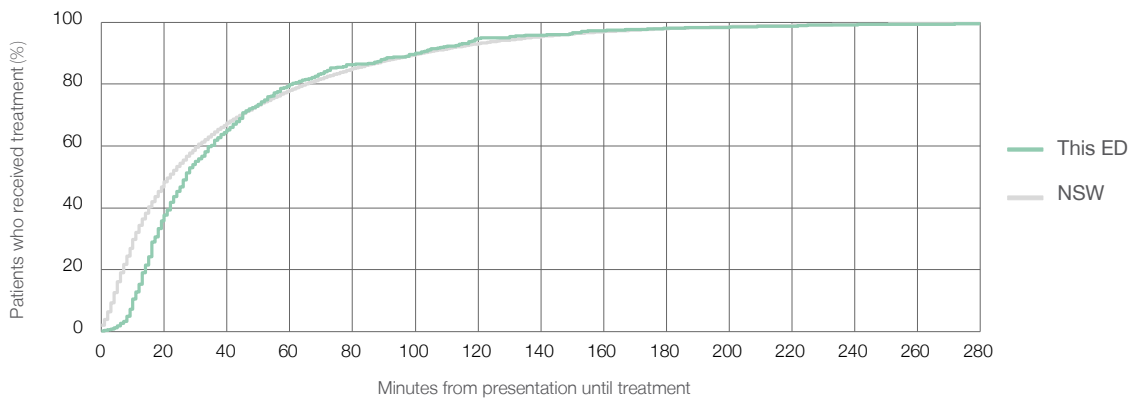
Number of triage 5 patients used to calculate waiting time:³ 495

Median time to start treatment⁴ 27 minutes

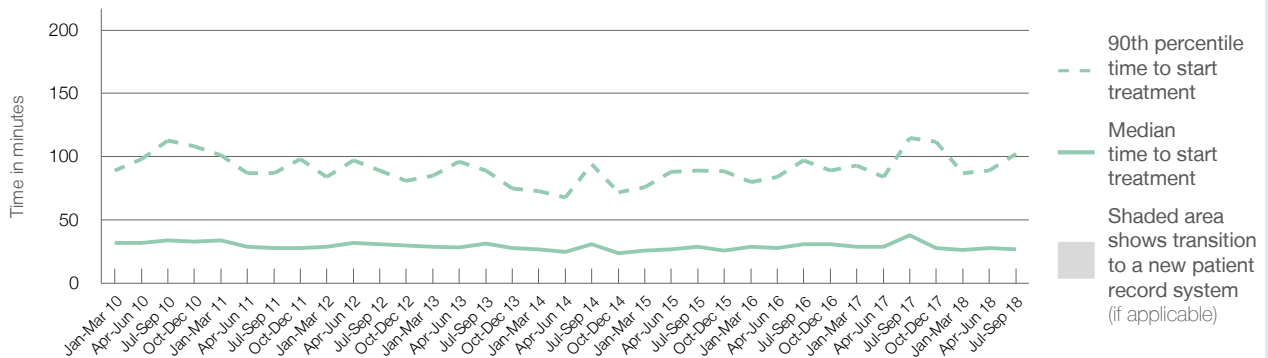
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
721	
617	
38 minutes	22 minutes
115 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	34	28	31	32	31	29	31	38	27
90th percentile time to start treatment ⁵ (minutes)	113	87	89	89	94	89	97	115	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.

Sutherland Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 13,392 patients

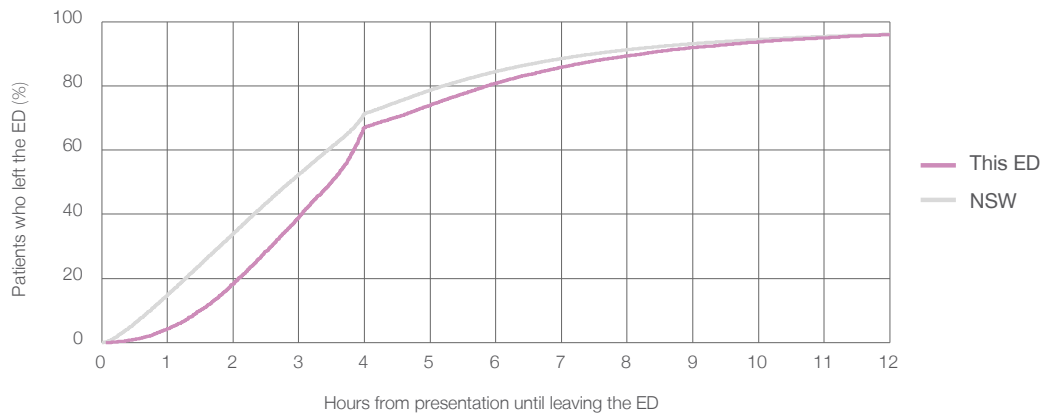
Presentations used to calculate time to leaving the ED:⁶ 13,390 patients

Median time spent in the ED⁸ 3 hours and 30 minutes

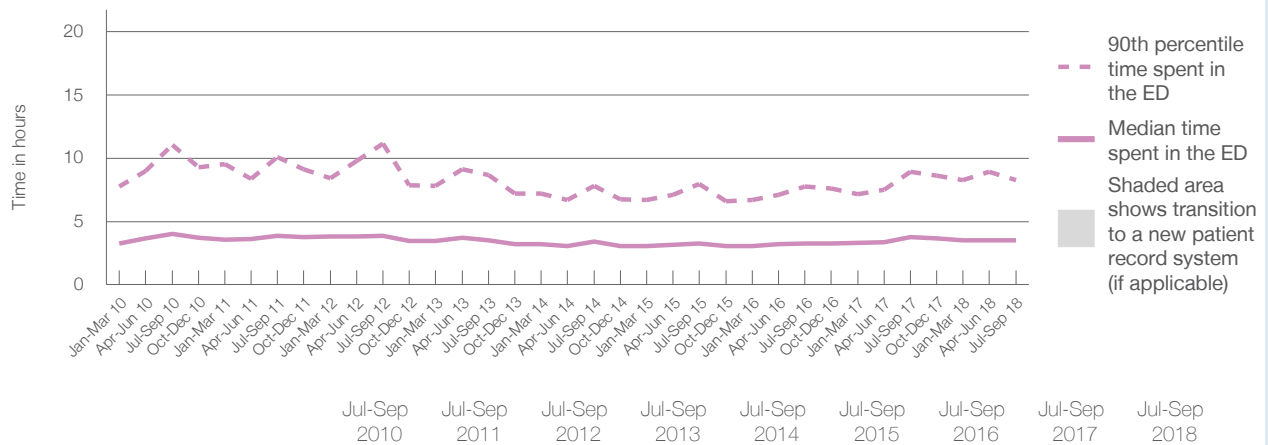
90th percentile time spent in the ED⁹ 8 hours and 15 minutes

Same period last year	NSW (this period)
13,549	
13,548	
3 hours and 47 minutes	2 hours and 52 minutes
8 hours and 56 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 1m	3h 53m	3h 52m	3h 32m	3h 26m	3h 16m	3h 17m	3h 47m	3h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 2m	10h 4m	11h 9m	8h 39m	7h 50m	7h 57m	7h 47m	8h 56m	8h 15m

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

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

Sutherland Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

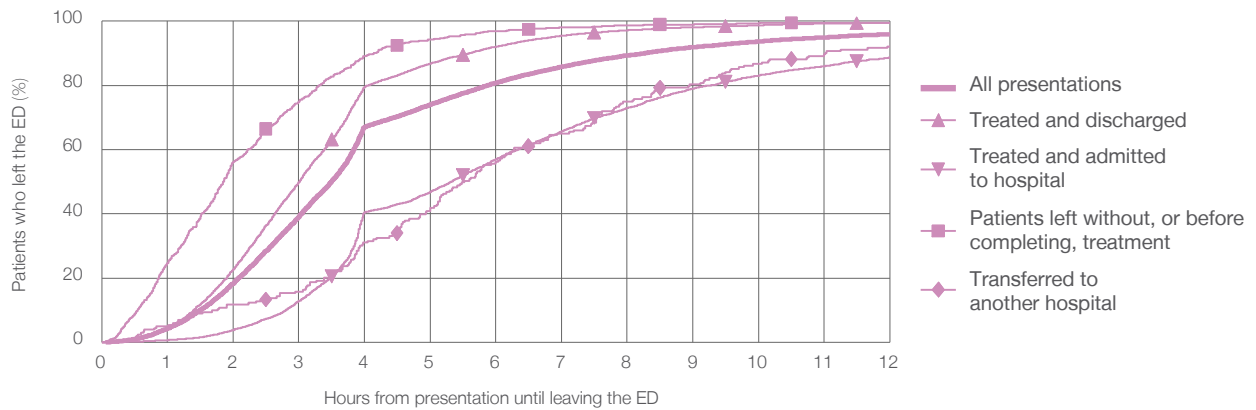
All presentations:¹ 13,392 patients

Presentations used to calculate time to leaving the ED:⁶ 13,390 patients

Treated and discharged	8,272 (61.8%)
Treated and admitted to hospital	4,184 (31.2%)
Patient left without, or before completing, treatment	693 (5.2%)
Transferred to another hospital	203 (1.5%)
Other	40 (0.3%)

Same period last year	Change since one year ago
13,548	-1%
8,897	-7.0%
3,389	23.5%
932	-25.6%
288	-29.5%
43	-7.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.2%	22.6%	49.9%	79.6%	92.1%	97.2%	98.8%	99.5%
Treated and admitted to hospital	0.6%	3.8%	12.9%	40.4%	57.0%	73.0%	83.1%	88.7%
Patient left without, or before completing, treatment	24.7%	56.1%	74.9%	89.2%	97.0%	98.7%	99.3%	99.6%
Transferred to another hospital	4.9%	11.8%	15.8%	31.0%	56.2%	74.9%	86.7%	92.1%
All presentations	4.3%	18.4%	39.1%	67.1%	80.8%	89.4%	93.7%	96.0%

(†) 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.

Sutherland Hospital: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 13,392 patients

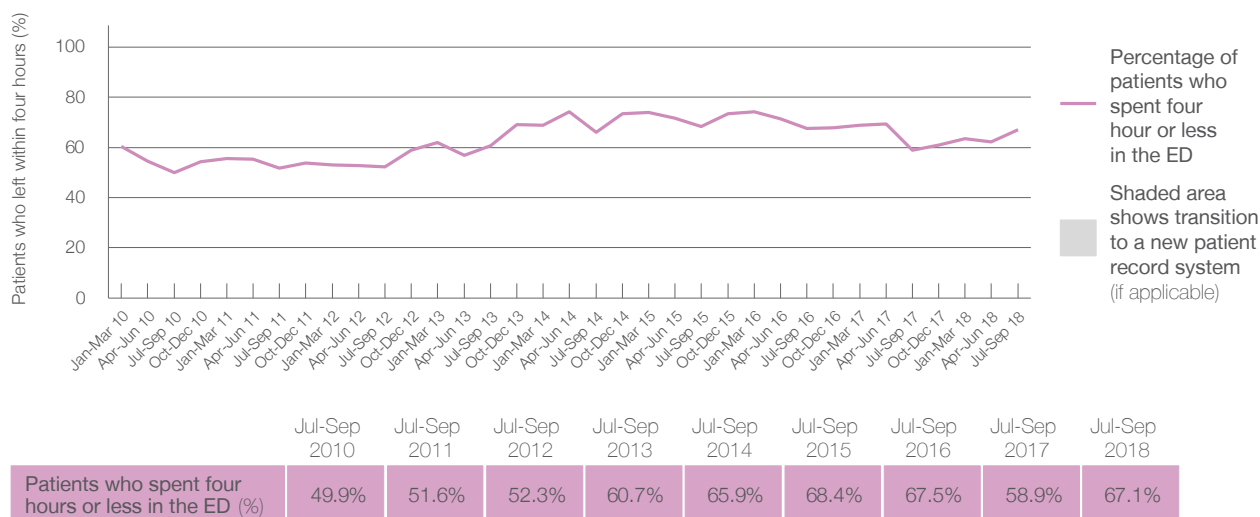
Presentations used to calculate time to leaving the ED: ⁶ 13,390 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	13,549	-1%
Presentations used to calculate time to leaving the ED	13,548	-1%
Percentage of patients who spent four hours or less in the ED	58.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Sydney Hospital and Sydney Eye Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 7,756 patients
Emergency presentations:² 7,554 patients

	Same period last year	Change since one year ago
All presentations	8,124	-5%
Emergency presentations	7,850	-4%

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 141 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,486 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,481 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,446 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 87 minutes

	Same period last year	NSW (this period)
All patients	136	
Triage 2	8 minutes	8 minutes
Triage 2 (90th percentile)	15 minutes	28 minutes
Triage 3	1,224	
Triage 3 (Median)	20 minutes	21 minutes
Triage 3 (90th percentile)	46 minutes	72 minutes
Triage 4	4,444	
Triage 4 (Median)	28 minutes	26 minutes
Triage 4 (90th percentile)	78 minutes	105 minutes
Triage 5	2,046	
Triage 5 (Median)	33 minutes	22 minutes
Triage 5 (90th percentile)	96 minutes	103 minutes

Sydney Hospital and Sydney Eye Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 7,756 patients

Percentage of patients who spent four hours or less in the ED 91%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	8,124	-5%
Percentage of patients who spent four hours or less in the ED	85%	

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

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

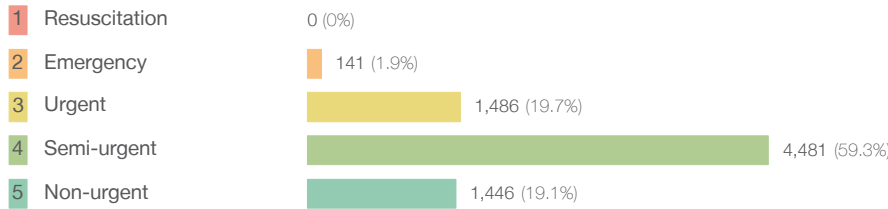
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Sydney Hospital and Sydney Eye Hospital: Patients presenting to the emergency department July to September 2018

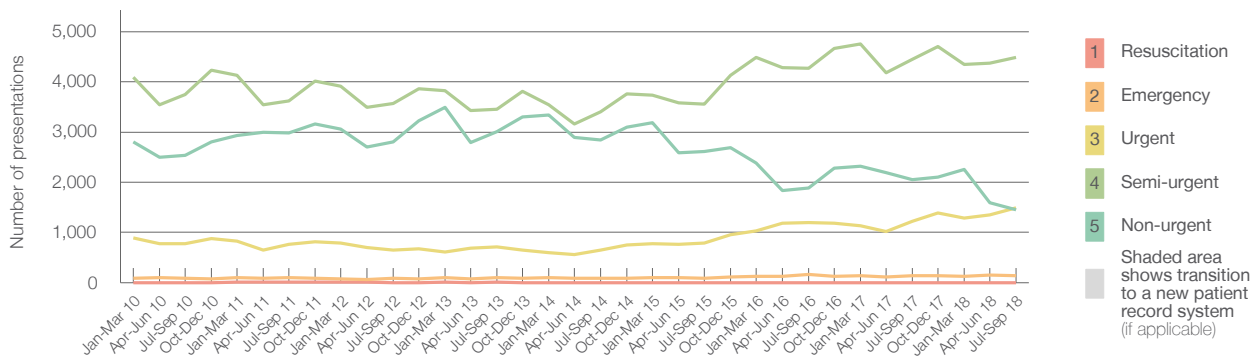
All presentations:¹ 7,756 patients

Emergency presentations² by triage category: 7,554 patients



	Same period last year	Change since one year ago
All presentations	8,124	-5%
Emergency presentations	7,850	-4%
Resuscitation	0	
Emergency	136	3.7%
Urgent	1,224	21.4%
Semi-urgent	4,444	0.8%
Non-urgent	2,046	-29.3%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	10	< 5	6	< 5	< 5	< 5	0	0
Emergency	94	101	86	100	85	89	160	136	141
Urgent	773	765	653	715	646	794	1,192	1,224	1,486
Semi-urgent	3,745	3,616	3,575	3,453	3,405	3,560	4,267	4,444	4,481
Non-urgent	2,540	2,981	2,809	3,007	2,842	2,616	1,881	2,046	1,446
All emergency presentations	7,152	7,473	7,123	7,281	6,978	7,059	7,500	7,850	7,554

Sydney Hospital and Sydney Eye Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,079 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	79	
ED Transfer of care time	8 minutes	-2 minutes
90th percentile time	*	*

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

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

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 141

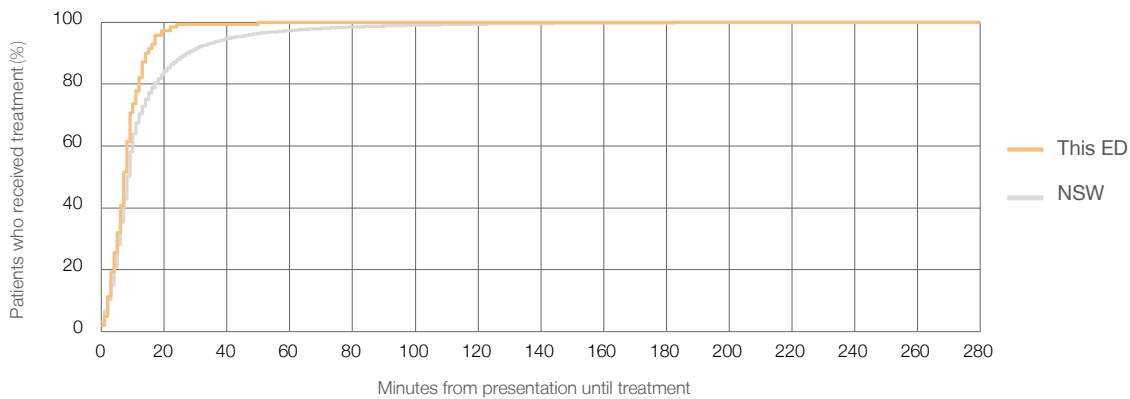
Number of triage 2 patients used to calculate waiting time:³ 140

Median time to start treatment⁴ 7 minutes

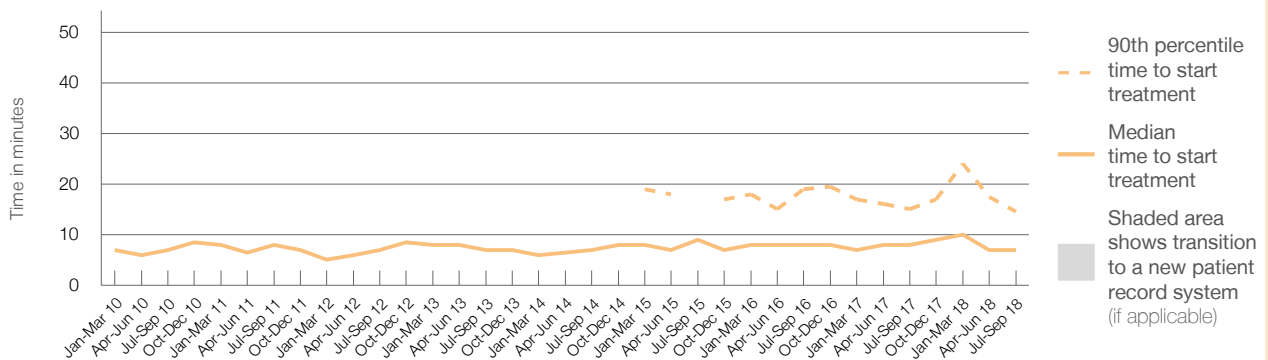
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
136	136
8 minutes	8 minutes
15 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	8	7	7	7	9	8	8	7
90th percentile time to start treatment ⁵ (minutes)	*	16	*	17	*	*	19	15	15

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

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,486

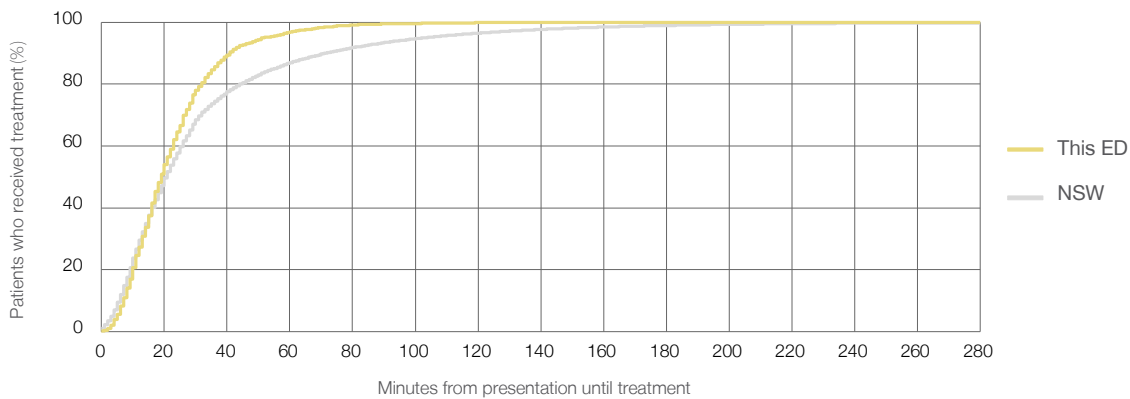
Number of triage 3 patients used to calculate waiting time:³ 1,469

Median time to start treatment⁴ 19 minutes

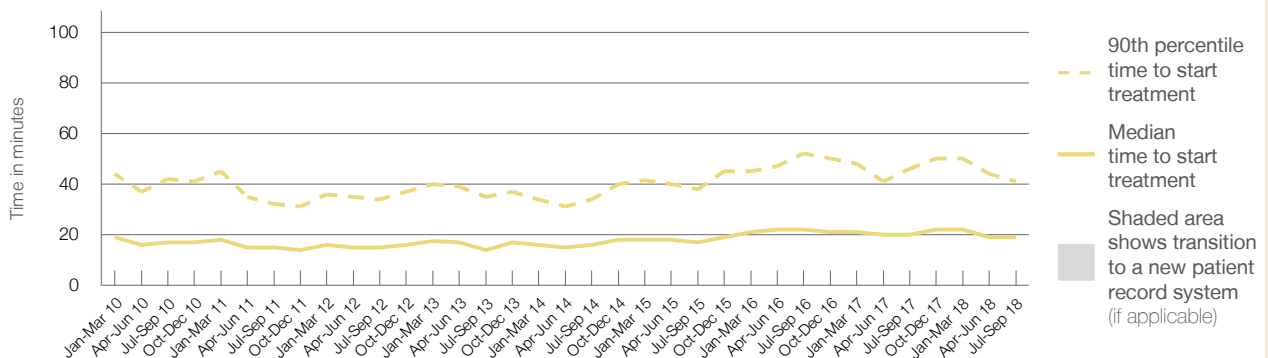
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,224	
1,211	
20 minutes	21 minutes
46 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	17	15	15	14	16	17	22	20	19
90th percentile time to start treatment ⁵ (minutes)	42	32	34	35	34	38	52	46	41

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

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,481

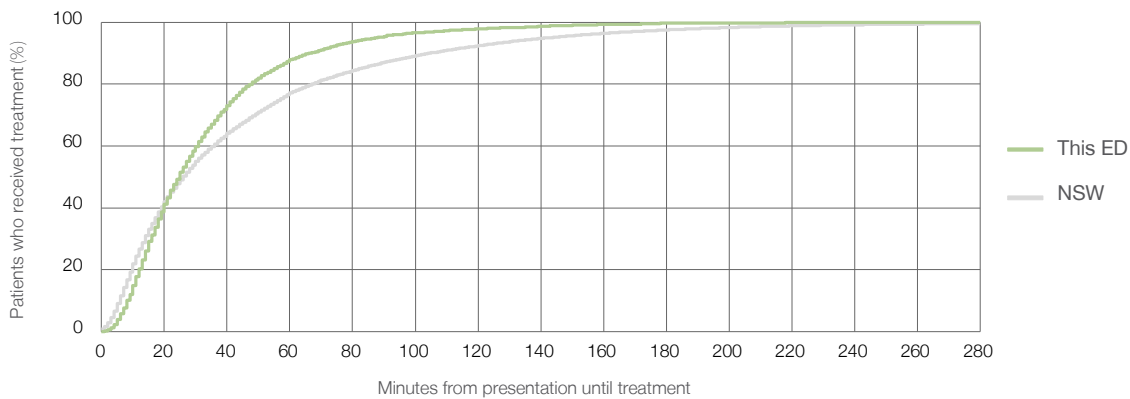
Number of triage 4 patients used to calculate waiting time:³ 4,404

Median time to start treatment⁴ 25 minutes

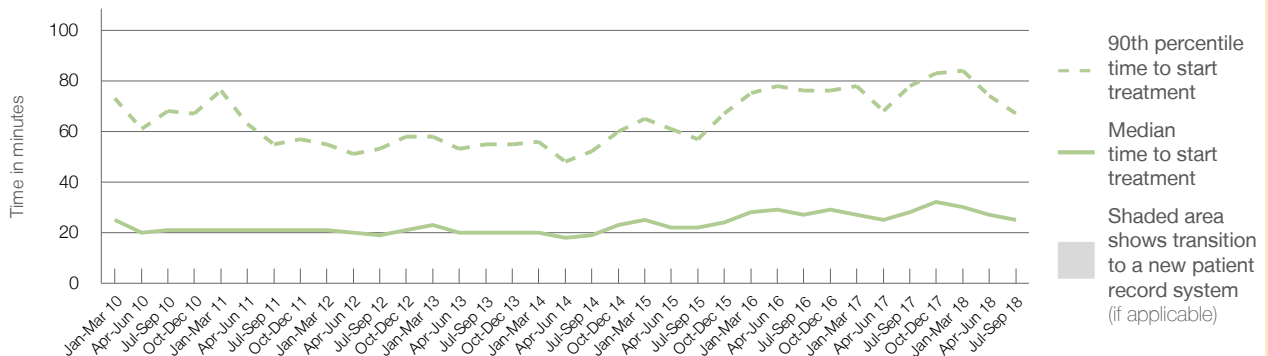
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
4,444	
4,328	
28 minutes	26 minutes
78 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	21	21	19	20	19	22	27	28	25
90th percentile time to start treatment ⁵ (minutes)	68	55	53	55	52	57	76	78	67

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,446

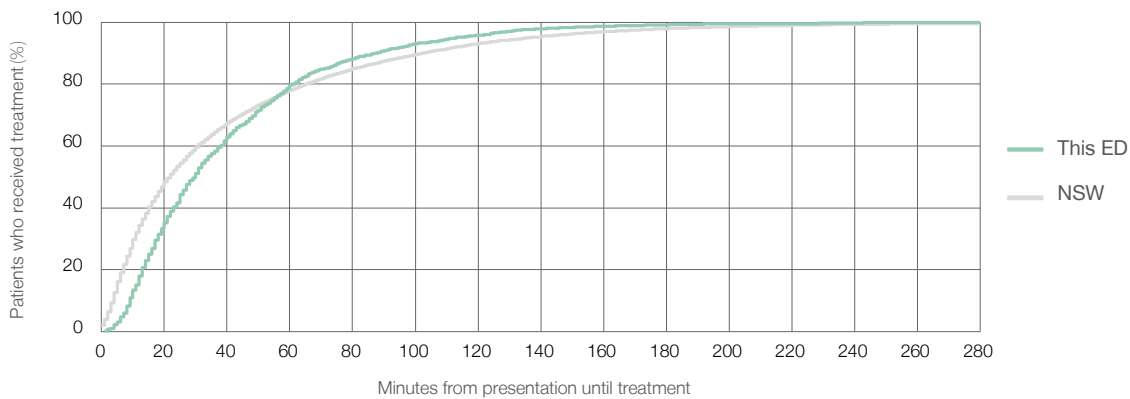
Number of triage 5 patients used to calculate waiting time:³ 1,356

Median time to start treatment⁴ 30 minutes

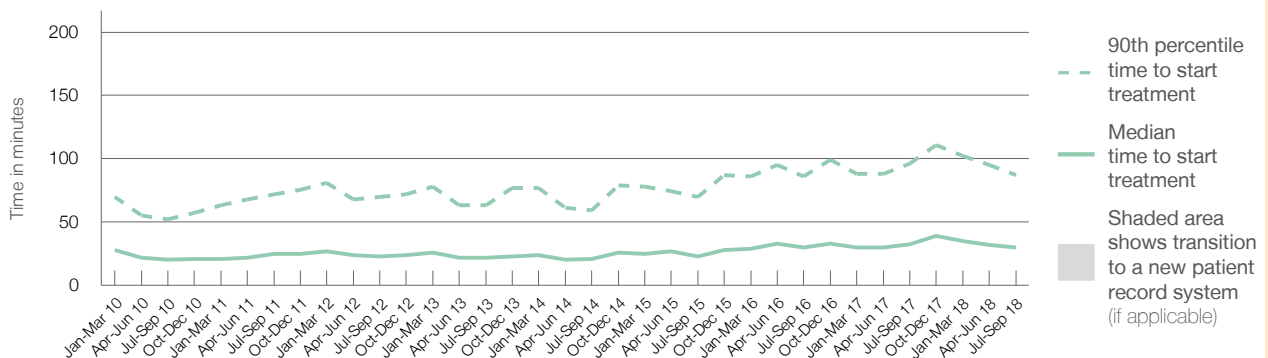
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
2,046	1,914
33 minutes	22 minutes
96 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	20	25	23	22	21	23	30	33	30
90th percentile time to start treatment ⁵ (minutes)	52	72	70	63	59	70	86	96	87

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Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 7,756 patients

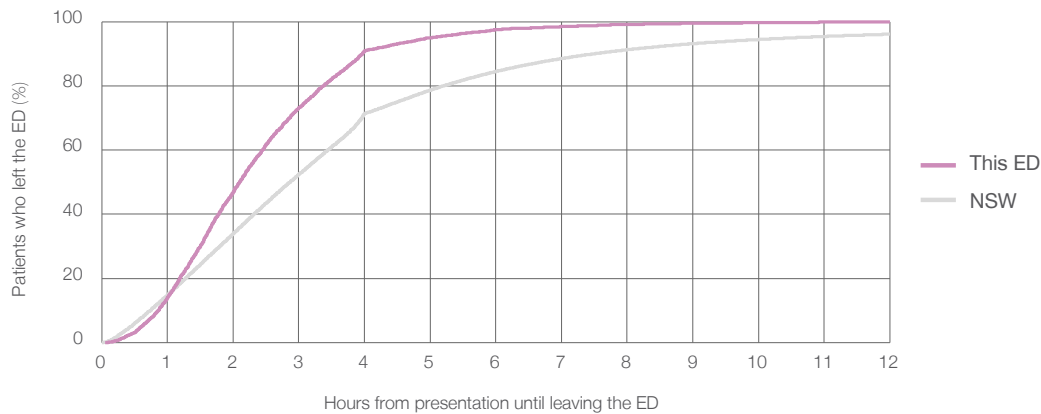
Presentations used to calculate time to leaving the ED:⁶ 7,756 patients

Median time spent in the ED⁸ 2 hours and 6 minutes

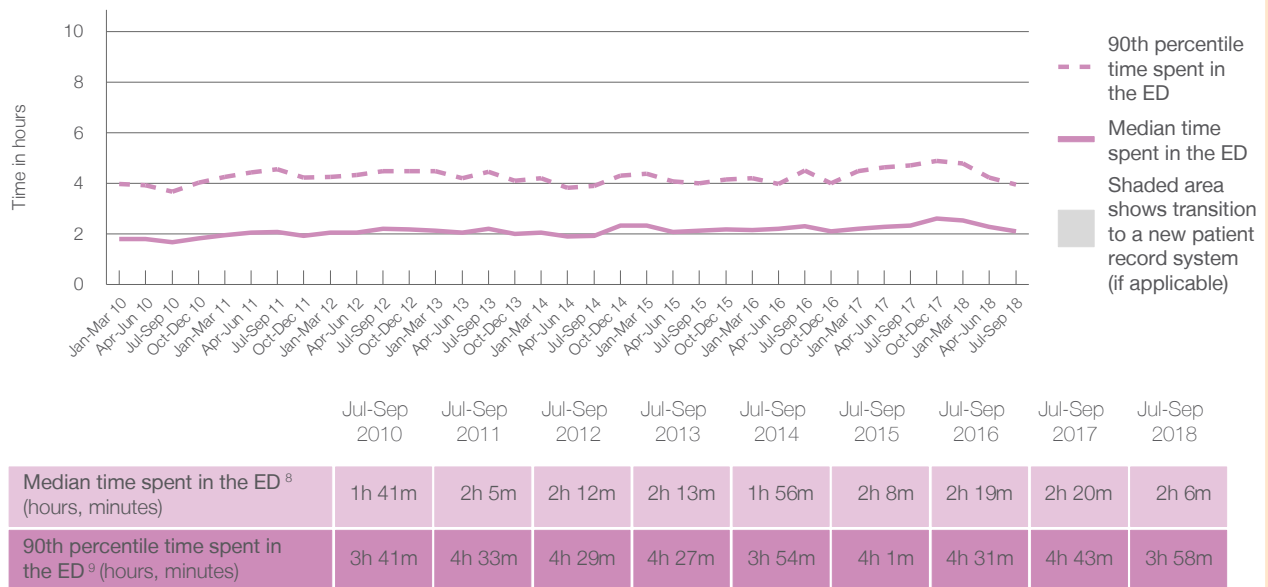
90th percentile time spent in the ED⁹ 3 hours and 58 minutes

Same period last year	NSW (this period)
8,124	8,124
2 hours and 20 minutes	2 hours and 52 minutes
4 hours and 43 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



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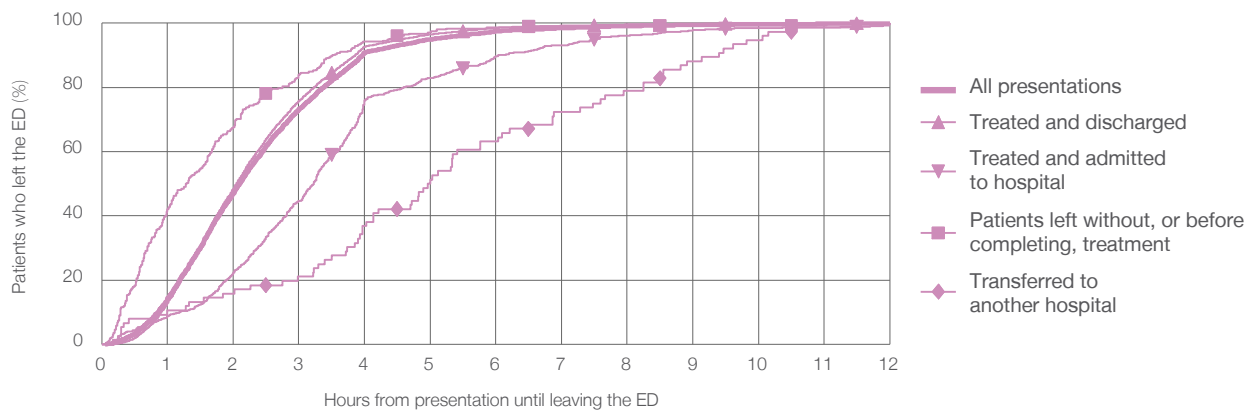
Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED By mode of separation July to September 2018

All presentations:¹ 7,756 patients

Presentations used to calculate time to leaving the ED:⁶ 7,756 patients

		Same period last year	Change since one year ago
Treated and discharged	6,672 (86.0%)	6,765	-1.4%
Treated and admitted to hospital	644 (8.3%)	683	-5.7%
Patient left without, or before completing, treatment	312 (4.0%)	481	-35.1%
Transferred to another hospital	76 (1.0%)	96	-20.8%
Other	52 (0.7%)	99	-47.5%

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



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

Treated and discharged	13.0%	48.4%	75.8%	92.7%	98.5%	99.6%	99.8%	100%
Treated and admitted to hospital	8.7%	22.4%	44.6%	75.9%	89.8%	96.1%	98.6%	99.2%
Patient left without, or before completing, treatment	42.0%	67.6%	84.0%	94.2%	98.7%	99.4%	99.4%	100%
Transferred to another hospital	10.5%	15.8%	21.1%	36.8%	63.2%	78.9%	94.7%	100%
All presentations	14.2%	47.0%	73.2%	90.9%	97.5%	99.1%	99.7%	99.9%

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Sydney Hospital and Sydney Eye Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2018

All presentations at the emergency department: ¹ 7,756 patients

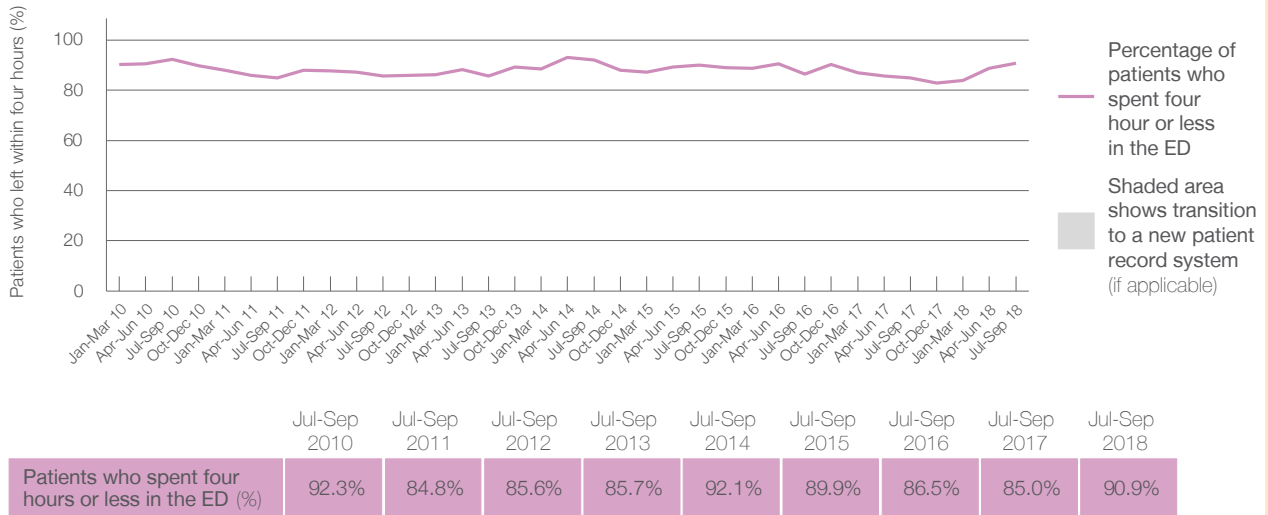
Presentations used to calculate time to leaving the ED: ⁶ 7,756 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,124	-5%
Presentations used to calculate time to leaving the ED	8,124	-5%
Percentage of patients who spent four hours or less in the ED	85.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).