

Healthcare Quarterly

Emergency department

Principal referral hospitals
(A1) peer group
Performance Profiles

July to September 2018

Bankstown-Lidcombe Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 13,645 patients

Emergency presentations:² 13,534 patients

Same period last year	Change since one year ago
14,570	-6%
14,488	-7%

Bankstown-Lidcombe Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,617 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,809 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,518 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 471 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
2,585	
13 minutes	8 minutes
43 minutes	28 minutes
6,474	
32 minutes	21 minutes
129 minutes	72 minutes
4,762	
39 minutes	26 minutes
152 minutes	105 minutes
556	
31 minutes	22 minutes
147 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 13,645 patients

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

Same period last year	Change since one year ago
14,570	-6%
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.

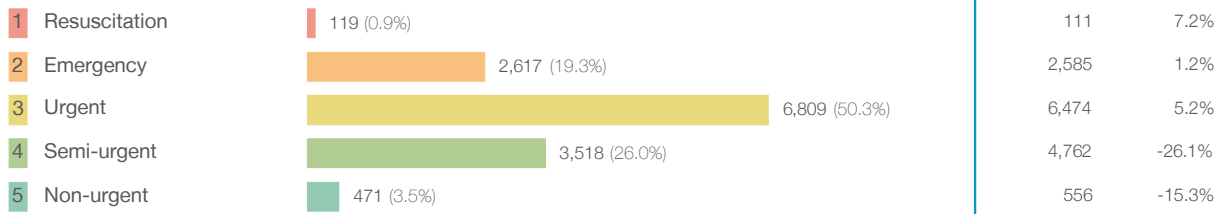
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

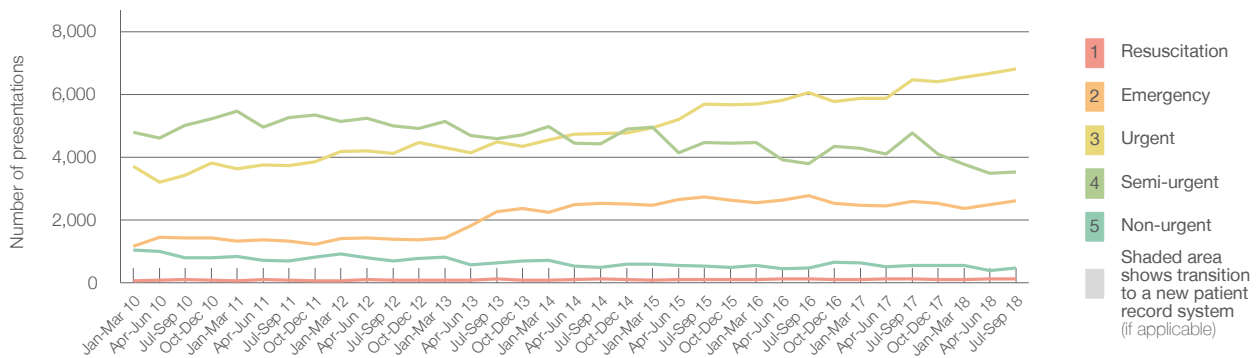
July to September 2018

All presentations:¹ 13,645 patients

Emergency presentations² by triage category: 13,534 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	93	81	82	112	110	103	118	111	119
Emergency	1,423	1,325	1,392	2,262	2,535	2,723	2,782	2,585	2,617
Urgent	3,419	3,741	4,125	4,478	4,747	5,680	6,054	6,474	6,809
Semi-urgent	5,013	5,266	5,006	4,589	4,428	4,457	3,799	4,762	3,518
Non-urgent	797	689	695	634	478	518	474	556	471
All emergency presentations	10,745	11,102	11,300	12,075	12,298	13,481	13,227	14,488	13,534

Bankstown-Lidcombe Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 4,142 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,270	
ED Transfer of care time		
Median time	18 minutes	-3 minutes
90th percentile time	41 minutes	-4 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.

Bankstown-Lidcombe 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: 2,617

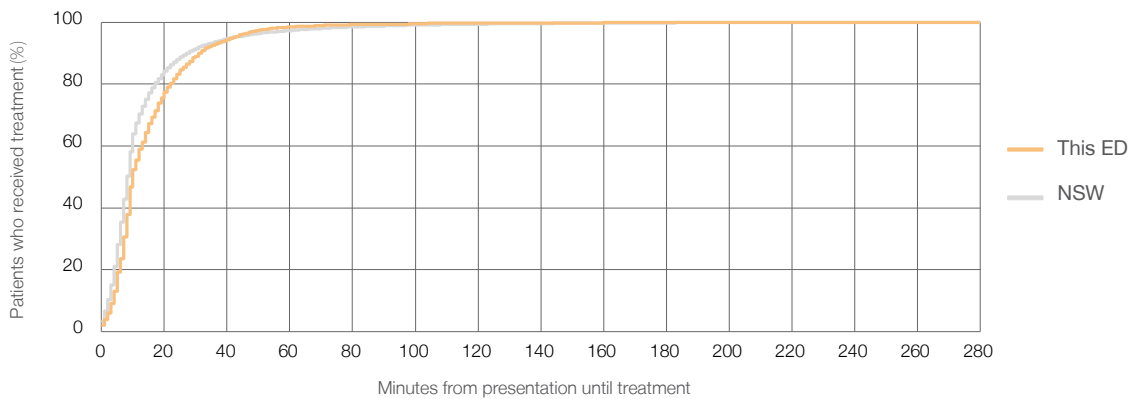
Number of triage 2 patients used to calculate waiting time:³ 2,615

Median time to start treatment⁴ 10 minutes

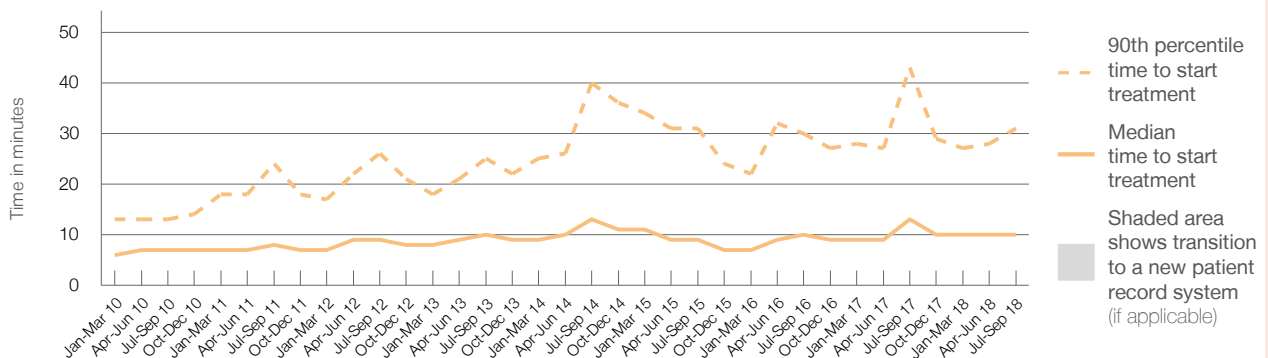
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
2,585	
2,576	
13 minutes	8 minutes
43 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	9	10	13	9	10	13	10
90th percentile time to start treatment ⁵ (minutes)	13	24	26	25	40	31	30	43	31

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Bankstown-Lidcombe 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: 6,809

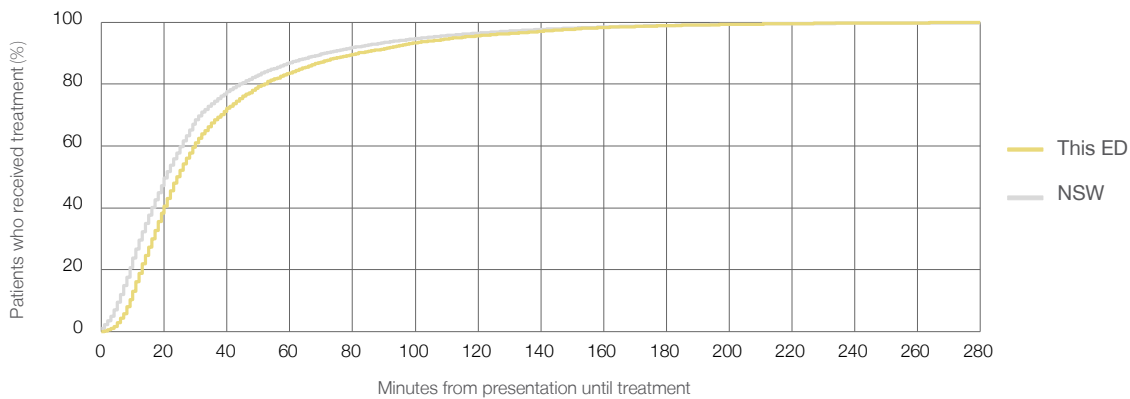
Number of triage 3 patients used to calculate waiting time:³ 6,710

Median time to start treatment⁴ 24 minutes

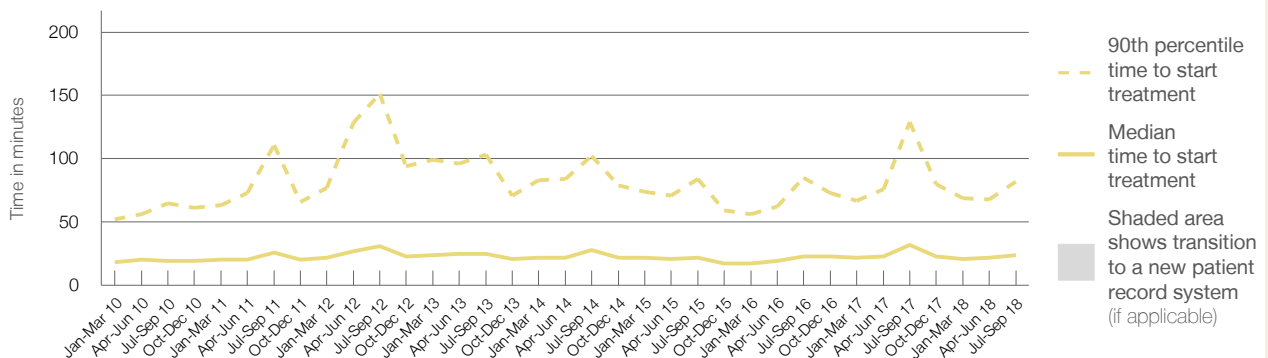
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
6,474	
6,278	
32 minutes	21 minutes
129 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)	19	26	31	25	28	22	23	32	24
90th percentile time to start treatment ⁵ (minutes)	65	111	151	103	102	84	85	129	82

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Bankstown-Lidcombe 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: 3,518

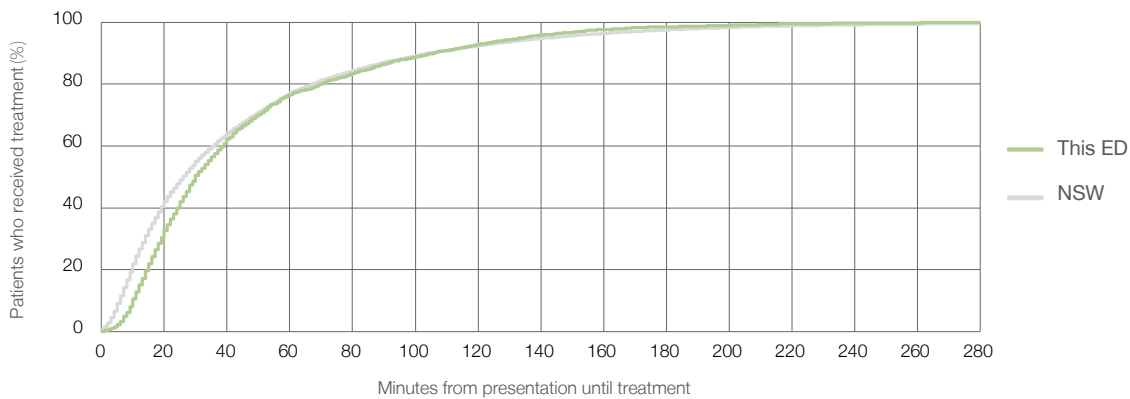
Number of triage 4 patients used to calculate waiting time:³ 3,408

Median time to start treatment⁴ 30 minutes

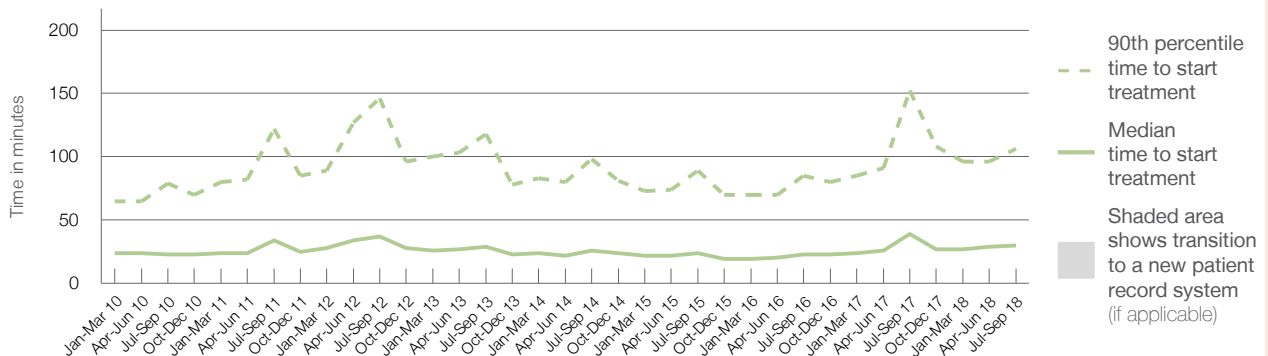
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
4,762	4,479
39 minutes	26 minutes
152 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)	23	34	37	29	26	24	23	39	30
90th percentile time to start treatment ⁵ (minutes)	79	122	146	118	98	89	85	152	106

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Bankstown-Lidcombe 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: 471

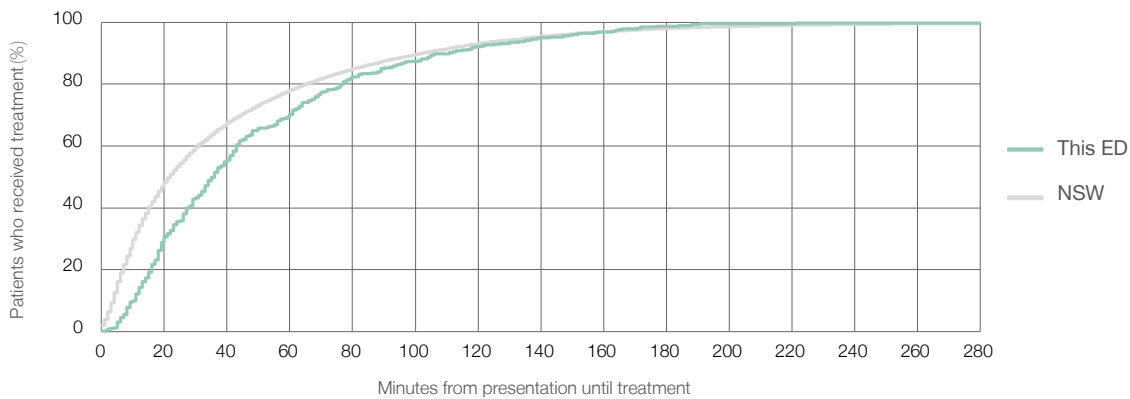
Number of triage 5 patients used to calculate waiting time:³ 379

Median time to start treatment⁴ 36 minutes

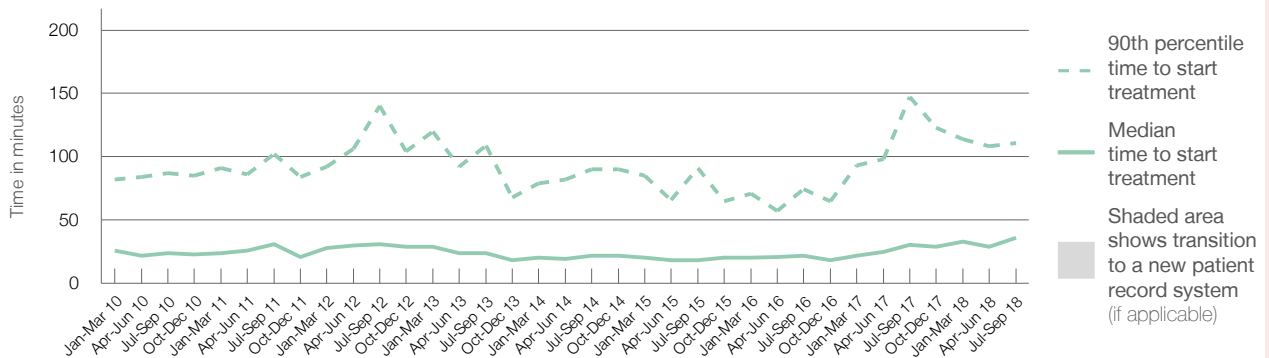
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
556	376
31 minutes	22 minutes
147 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)	24	31	31	24	22	18	22	31	36
90th percentile time to start treatment ⁵ (minutes)	87	102	140	109	90	91	75	147	111

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Bankstown-Lidcombe Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 13,645 patients

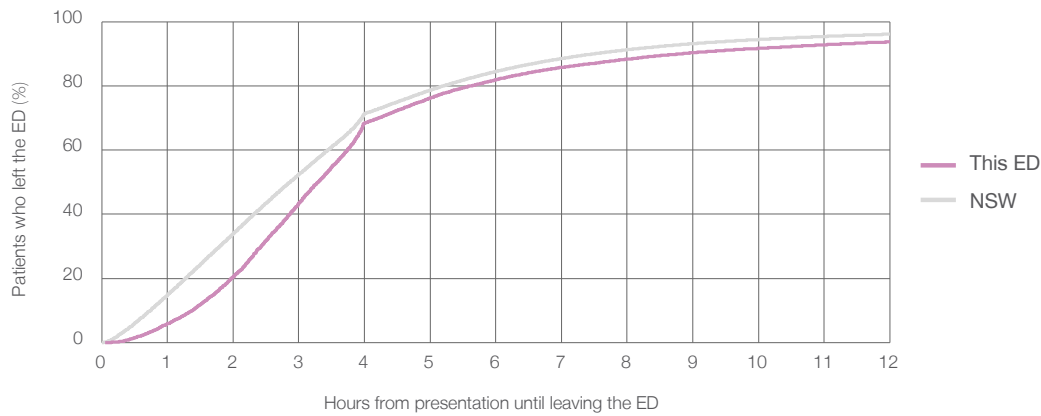
Presentations used to calculate time to leaving the ED:⁶ 13,645 patients

Median time spent in the ED⁸ 3 hours and 18 minutes

90th percentile time spent in the ED⁹ 8 hours and 50 minutes

Same period last year	NSW (this period)
14,570	14,570
3 hours and 41 minutes	2 hours and 52 minutes
9 hours and 40 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 43m	5h 6m	4h 59m	4h 12m	3h 28m	3h 16m	3h 15m	3h 41m	3h 18m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 8m	11h 15m	12h 28m	10h 39m	11h 32m	8h 58m	7h 46m	9h 40m	8h 50m

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

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

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

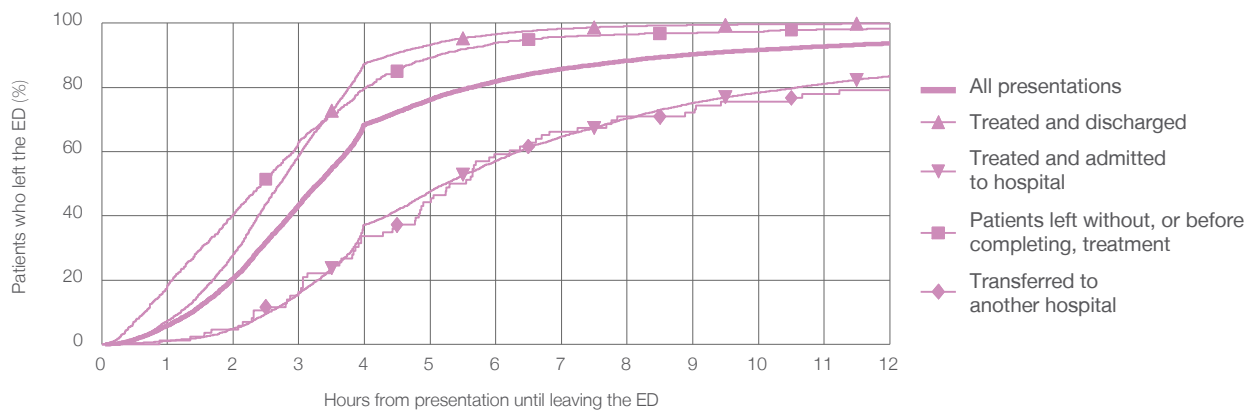
All presentations:¹ 13,645 patients

Presentations used to calculate time to leaving the ED:⁶ 13,645 patients

Treated and discharged	7,527 (55.2%)
Treated and admitted to hospital	4,903 (35.9%)
Patient left without, or before completing, treatment	1,106 (8.1%)
Transferred to another hospital	86 (0.6%)
Other	23 (0.2%)

Same period last year	Change since one year ago
14,570	-6%
7,866	-4.3%
4,759	3.0%
1,857	-40.4%
67	28.4%
21	9.5%

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	7.3%	28.1%	58.9%	87.4%	96.6%	99.1%	99.6%	99.9%
Treated and admitted to hospital	1.0%	4.8%	15.9%	37.2%	57.1%	70.3%	78.4%	83.5%
Patient left without, or before completing, treatment	18.3%	40.4%	62.9%	79.8%	93.9%	96.5%	97.4%	98.3%
Transferred to another hospital	1.2%	4.7%	16.3%	33.7%	59.3%	70.9%	75.6%	79.1%
All presentations	5.9%	20.6%	43.5%	68.4%	81.9%	88.3%	91.7%	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.

Bankstown-Lidcombe 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 13,645 patients

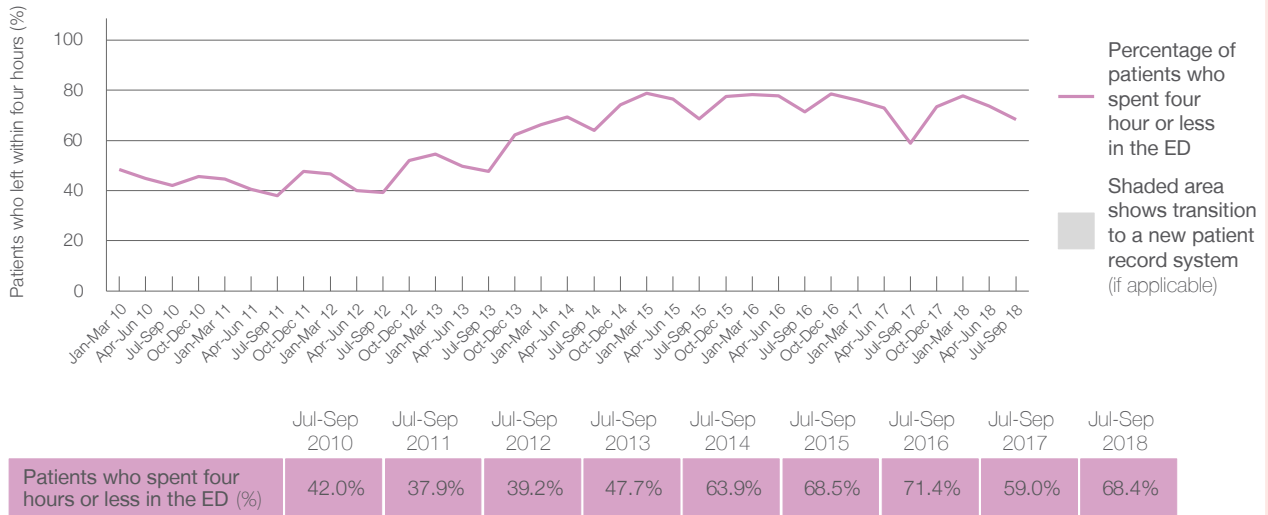
Presentations used to calculate time to leaving the ED: ⁶ 13,645 patients

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	14,570	-6%
Presentations used to calculate time to leaving the ED	14,570	-6%
Percentage of patients who spent four hours or less in the ED	59.0%	

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.

† 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).







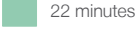

Concord Repatriation General Hospital: Emergency department (ED) overview

July to September 2018

	Same period last year	Change since one year ago
All presentations: ¹ 10,127 patients	10,451	-3%
Emergency presentations: ² 10,097 patients	10,425	-3%


Concord Repatriation General Hospital: Time patients waited to start treatment ³

July to September 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,299 patients	1,222	
Median time to start treatment ⁴  9 minutes	9 minutes	8 minutes
90th percentile time to start treatment ⁵  17 minutes	18 minutes	28 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,777 patients	4,757	
Median time to start treatment ⁴  21 minutes	23 minutes	21 minutes
90th percentile time to start treatment ⁵  61 minutes	69 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,558 patients	3,994	
Median time to start treatment ⁴  26 minutes	26 minutes	26 minutes
90th percentile time to start treatment ⁵  86 minutes	84 minutes	105 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 374 patients	383	
Median time to start treatment ⁴  22 minutes	18 minutes	22 minutes
90th percentile time to start treatment ⁵  98 minutes	74 minutes	103 minutes

Concord Repatriation General Hospital: Time from presentation until leaving the ED

July to September 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 10,126 patients	10,450	-3%
Percentage of patients who spent four hours or less in the ED  75%	71%	

* 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).

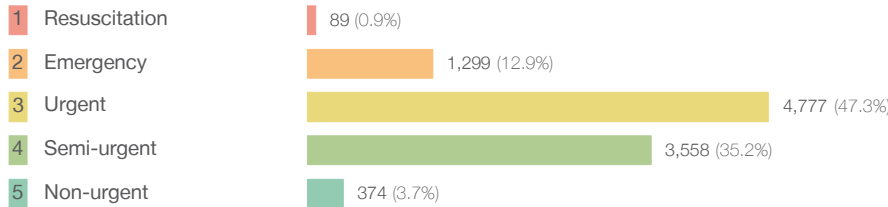
Concord Repatriation General Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 10,127 patients

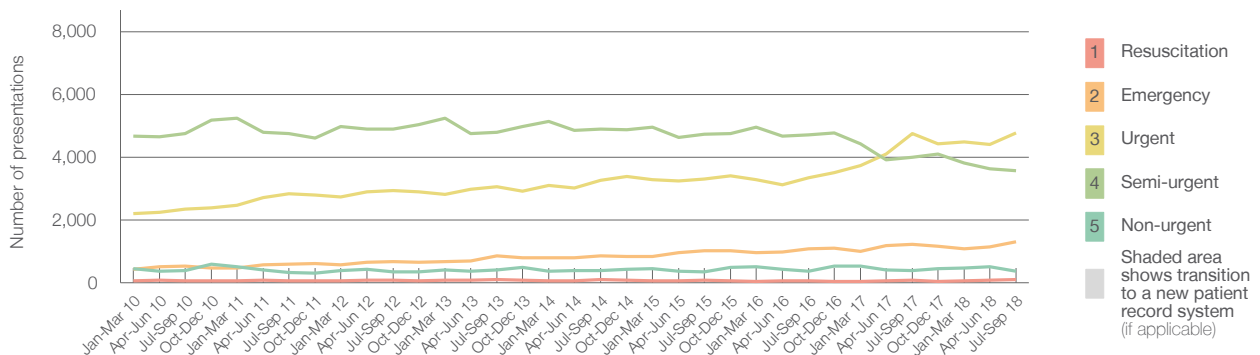
Same period last year	Change since one year ago
10,451	-3%

Emergency presentations² by triage category: 10,097 patients

10,425	-3%
69	29.0%
1,222	6.3%
4,757	0.4%
3,994	-10.9%
383	-2.3%



Emergency presentations² by quarter, January 2010 to September 2018 †



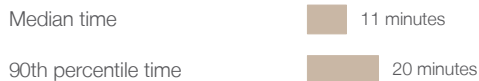
	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	55	60	84	93	91	80	54	69	89
Emergency	537	586	662	859	859	1,027	1,082	1,222	1,299
Urgent	2,342	2,843	2,938	3,052	3,270	3,294	3,348	4,757	4,777
Semi-urgent	4,752	4,746	4,903	4,783	4,884	4,737	4,714	3,994	3,558
Non-urgent	381	322	343	407	376	341	369	383	374
All emergency presentations	8,067	8,557	8,930	9,194	9,480	9,479	9,567	10,425	10,097

Concord Repatriation General Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,563 patients

Same period last year	Change since one year ago
2,538	

ED Transfer of care time



13 minutes	-2 minutes
23 minutes	-3 minutes

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

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

Concord Repatriation General 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: 1,299

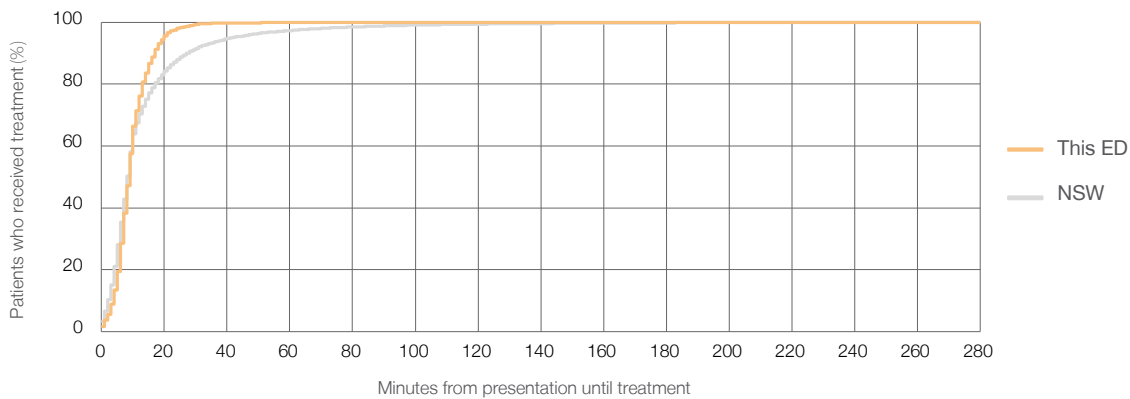
Number of triage 2 patients used to calculate waiting time:³ 1,288

Median time to start treatment⁴ 9 minutes

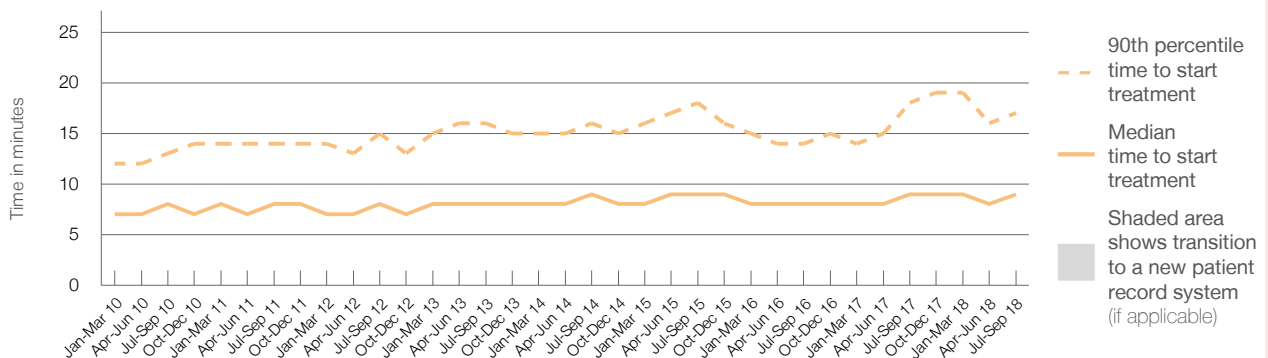
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
1,222	1,212
9 minutes	8 minutes
18 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)	8	8	8	8	9	9	8	9	9
90th percentile time to start treatment ⁵ (minutes)	13	14	15	16	16	18	14	18	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.

Concord Repatriation General 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: 4,777

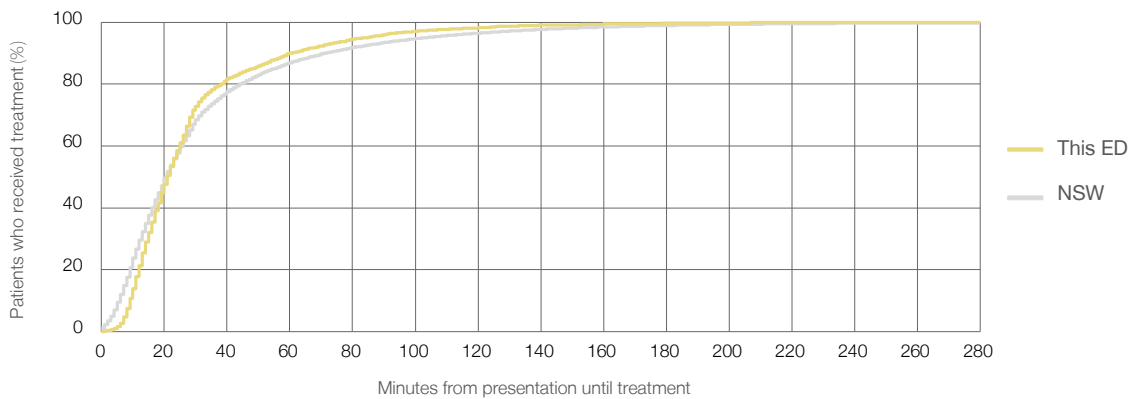
Number of triage 3 patients used to calculate waiting time:³ 4,667

Median time to start treatment⁴ 21 minutes

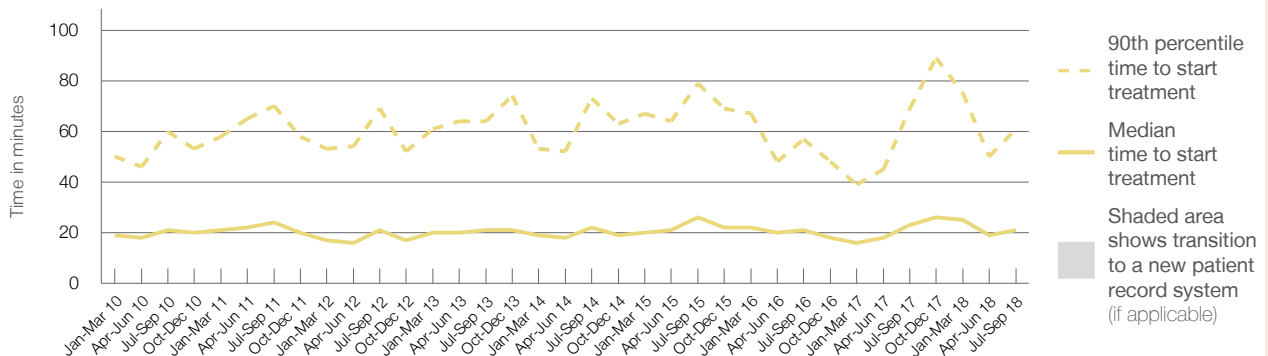
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
4,757	4,591
23 minutes	21 minutes
69 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)	21	24	21	21	22	26	21	23	21
90th percentile time to start treatment ⁵ (minutes)	60	70	69	64	73	79	57	69	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.

Concord Repatriation General 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: 3,558

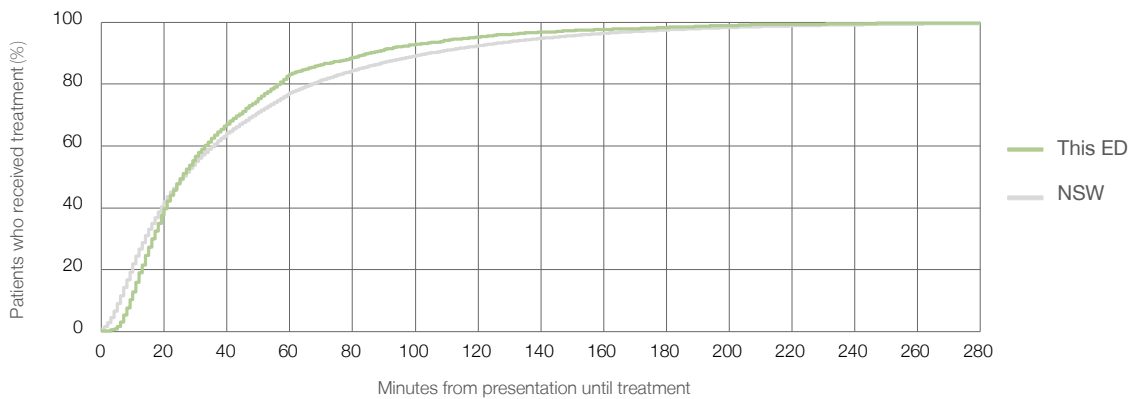
Number of triage 4 patients used to calculate waiting time:³ 3,389

Median time to start treatment⁴ 26 minutes

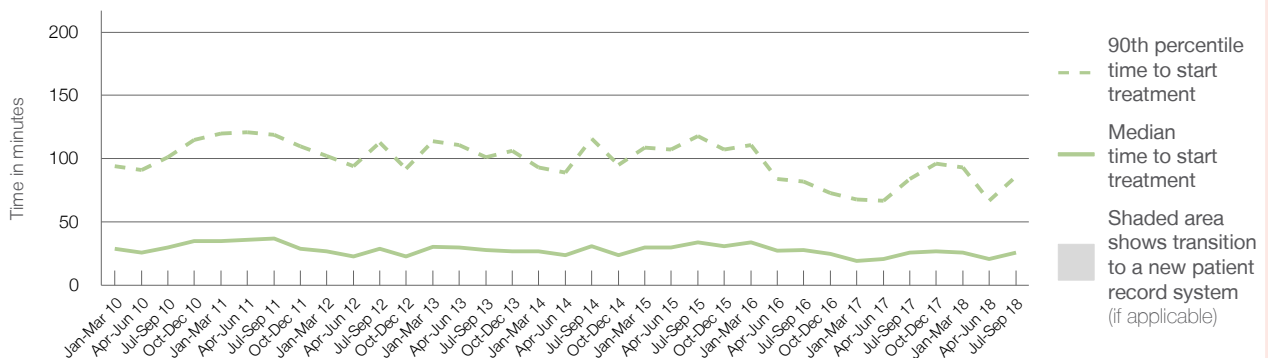
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
3,994	3,730
26 minutes	26 minutes
84 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)	30	37	29	28	31	34	28	26	26
90th percentile time to start treatment ⁵ (minutes)	101	119	113	101	116	118	82	84	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.

Concord Repatriation General 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: 374

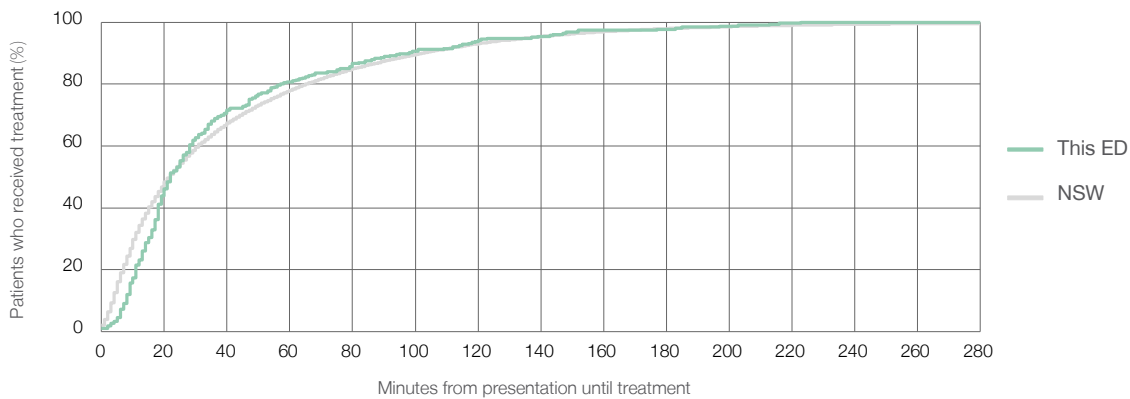
Number of triage 5 patients used to calculate waiting time:³ 306

Median time to start treatment⁴ 22 minutes

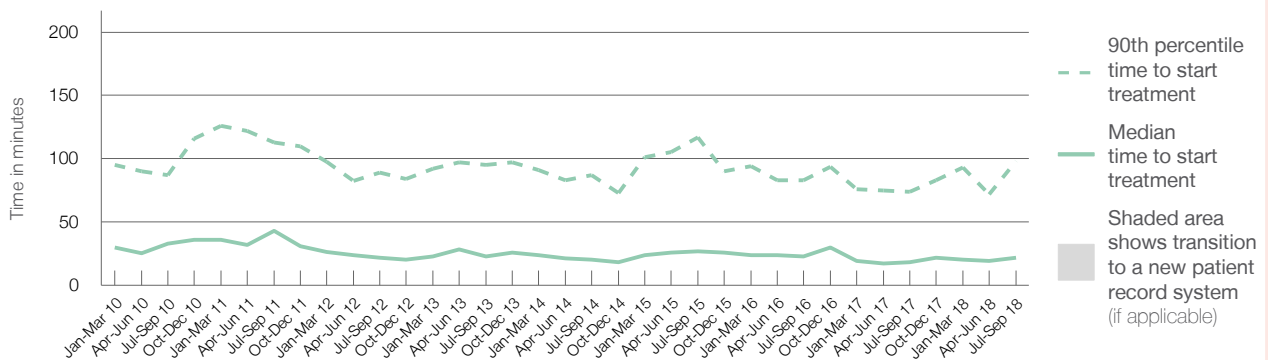
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
383	317
18 minutes	22 minutes
74 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)	33	43	22	23	20	27	23	18	22
90th percentile time to start treatment ⁵ (minutes)	87	113	89	95	87	117	83	74	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.

Concord Repatriation General Hospital: Time patients spent in the ED July to September 2018

All presentations:¹ 10,127 patients

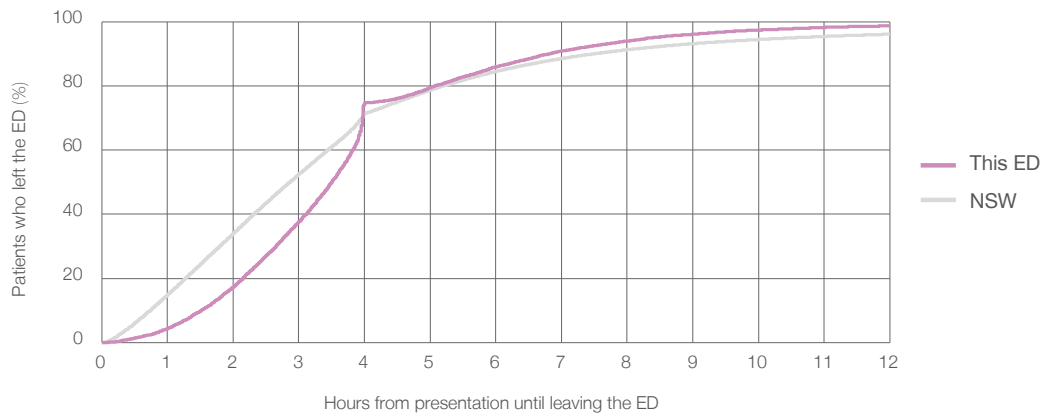
Presentations used to calculate time to leaving the ED:⁶ 10,126 patients

Median time spent in the ED⁸ 3 hours and 30 minutes

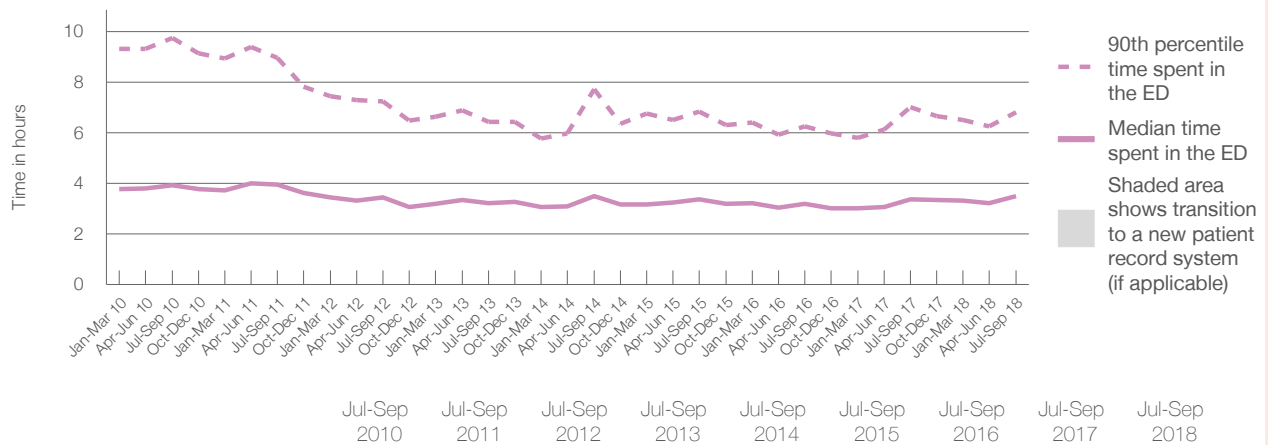
90th percentile time spent in the ED⁹ 6 hours and 49 minutes

Same period last year	NSW (this period)
10,451	10,450
3 hours and 23 minutes	2 hours and 52 minutes
7 hours and 1 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)	3h 56m	3h 57m	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m	3h 23m	3h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 45m	8h 58m	7h 14m	6h 26m	7h 43m	6h 51m	6h 15m	7h 1m	6h 49m

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

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

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

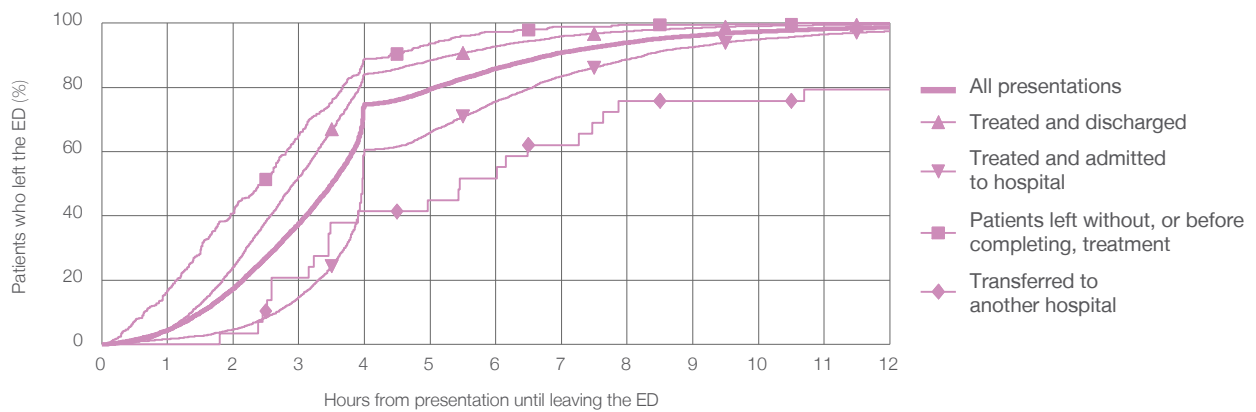
All presentations:¹ 10,127 patients

Presentations used to calculate time to leaving the ED:⁶ 10,126 patients

Treated and discharged	5,469 (54.0%)
Treated and admitted to hospital	4,128 (40.8%)
Patient left without, or before completing, treatment	376 (3.7%)
Transferred to another hospital	29 (0.3%)
Other	125 (1.2%)

Same period last year	Change since one year ago
10,450	-3%
6,317	-13.4%
3,509	17.6%
469	-19.8%
41	-29.3%
115	8.7%

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	4.4%	24.1%	52.1%	84.1%	92.8%	97.5%	99.1%	99.7%
Treated and admitted to hospital	1.6%	4.5%	14.7%	60.6%	75.6%	88.8%	95.0%	97.5%
Patient left without, or before completing, treatment	16.8%	41.0%	65.2%	88.8%	97.3%	99.5%	99.7%	100%
Transferred to another hospital	0%	3.4%	20.7%	41.4%	51.7%	75.9%	75.9%	79.3%
All presentations	4.4%	17.3%	37.7%	74.7%	85.9%	94.0%	97.4%	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.

Concord Repatriation General 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 10,127 patients

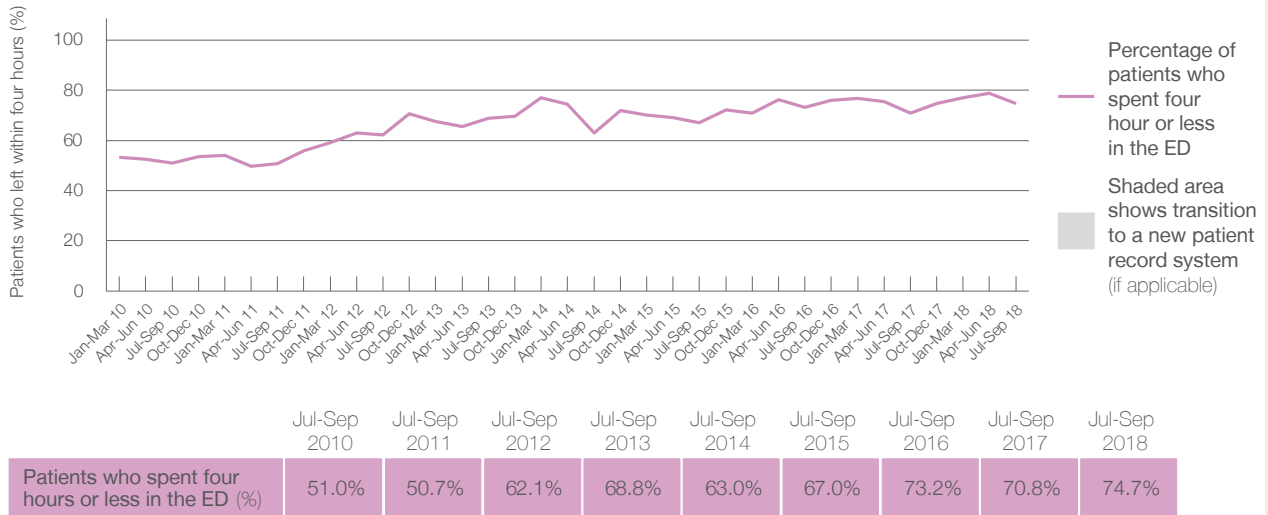
Presentations used to calculate time to leaving the ED: ⁶ 10,126 patients

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	10,451	-3%
Presentations used to calculate time to leaving the ED	10,450	-3%
Percentage of patients who spent four hours or less in the ED	70.8%	

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).

Gosford Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 17,173 patients

Emergency presentations:² 17,101 patients

Same period last year	Change since one year ago
17,739	-3%
17,623	-3%

Gosford Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,400 patients

Median time to start treatment⁴  7 minutes

90th percentile time to start treatment⁵  20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,171 patients

Median time to start treatment⁴  25 minutes

90th percentile time to start treatment⁵  89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,889 patients

Median time to start treatment⁴  38 minutes

90th percentile time to start treatment⁵  120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 440 patients

Median time to start treatment⁴  34 minutes

90th percentile time to start treatment⁵  110 minutes

Same period last year	NSW (this period)
2,237	
7 minutes	8 minutes
23 minutes	28 minutes
6,983	
24 minutes	21 minutes
92 minutes	72 minutes
7,696	
42 minutes	26 minutes
134 minutes	105 minutes
496	
28 minutes	22 minutes
122 minutes	103 minutes

Gosford Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 17,173 patients

Percentage of patients who spent four hours or less in the ED  59%

Same period last year	Change since one year ago
17,739	-3%
63%	

* 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.

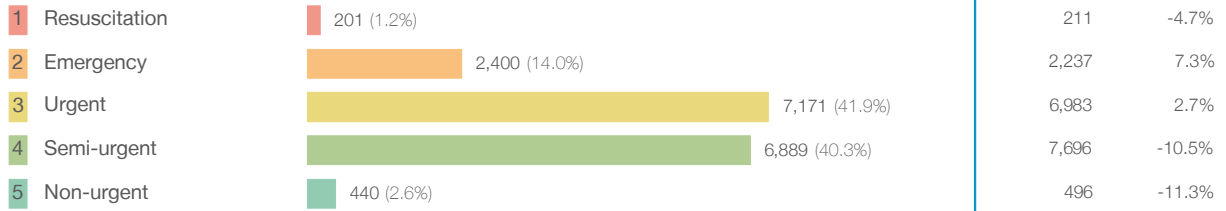
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Gosford Hospital: Patients presenting to the emergency department

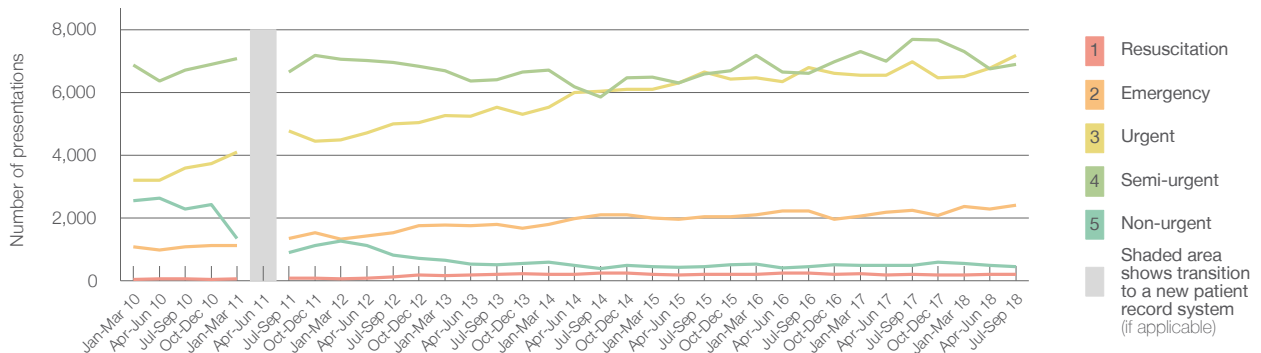
July to September 2018

All presentations:¹ 17,173 patients

Emergency presentations² by triage category: 17,101 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	50	69	113	191	233	193	234	211	201
Emergency	1,083	1,345	1,530	1,789	2,107	2,034	2,230	2,237	2,400
Urgent	3,579	4,775	4,994	5,525	6,028	6,648	6,799	6,983	7,171
Semi-urgent	6,718	6,653	6,958	6,399	5,853	6,596	6,615	7,696	6,889
Non-urgent	2,284	904	804	511	389	451	447	496	440
All emergency presentations	13,714	13,746	14,399	14,415	14,610	15,922	16,325	17,623	17,101

Gosford Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 4,906 patients

ED Transfer of care time



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

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Gosford 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: 2,400

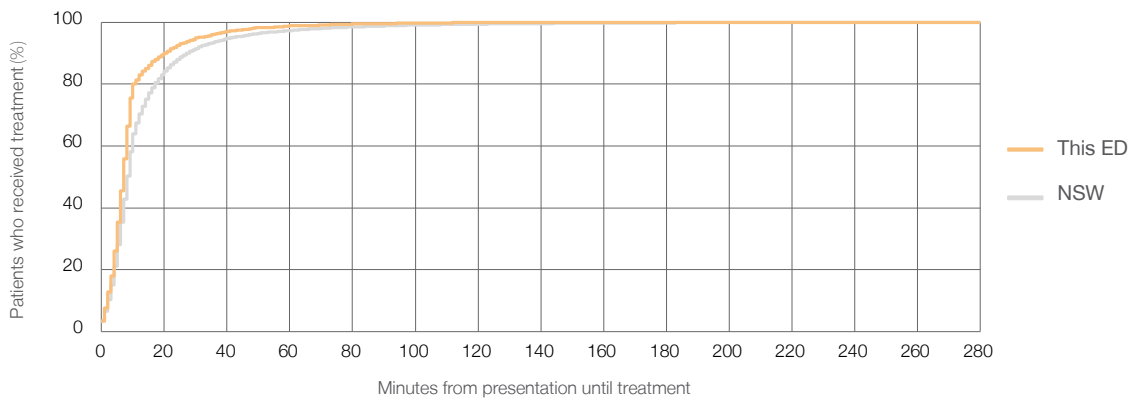
Number of triage 2 patients used to calculate waiting time:³ 2,391

Median time to start treatment⁴ 7 minutes

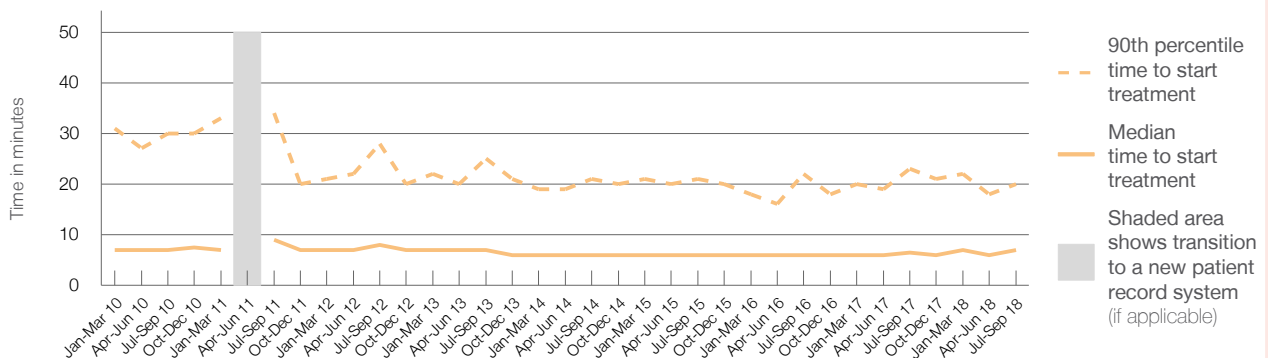
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
2,237	2,234
7 minutes	8 minutes
23 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	9	8	7	6	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	30	34	28	25	21	21	22	23	20

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

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

Gosford 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: 7,171

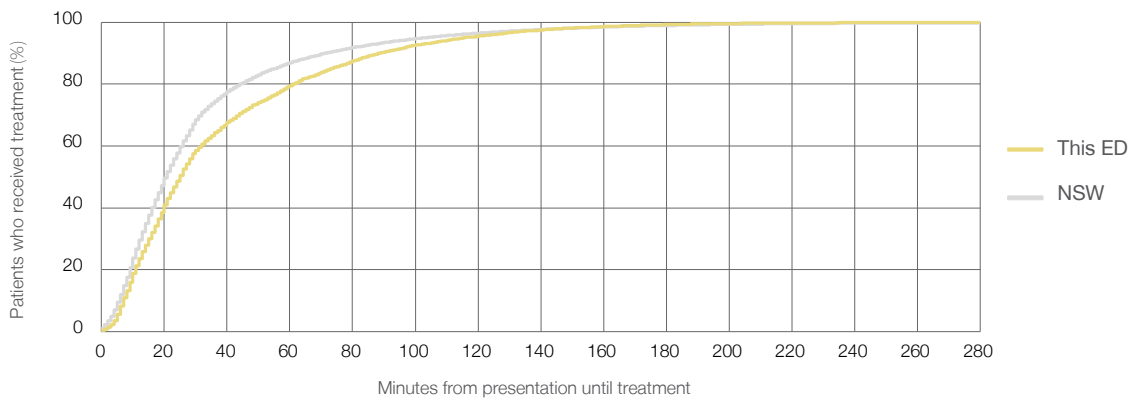
Number of triage 3 patients used to calculate waiting time:³ 7,072

Median time to start treatment⁴ 25 minutes

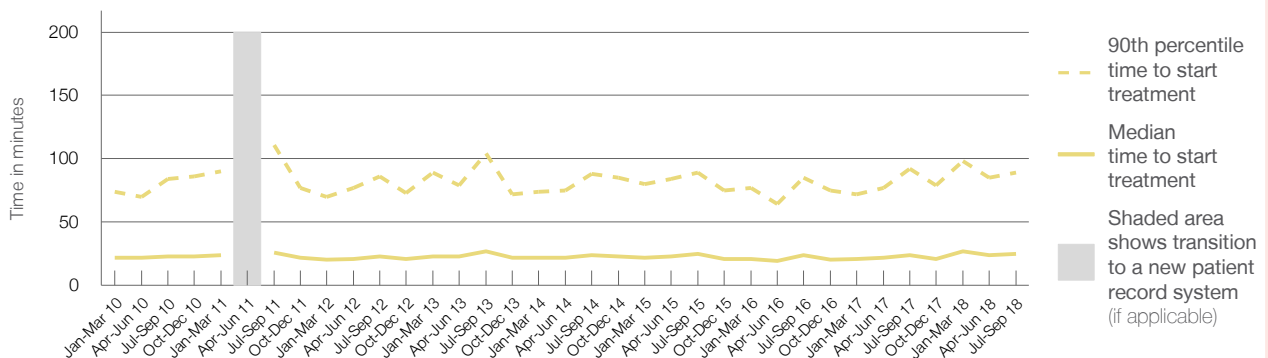
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
6,983	
6,874	
24 minutes	21 minutes
92 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)	23	26	23	27	24	25	24	24	25
90th percentile time to start treatment ⁵ (minutes)	84	111	86	104	88	89	85	92	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.

Gosford 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: 6,889

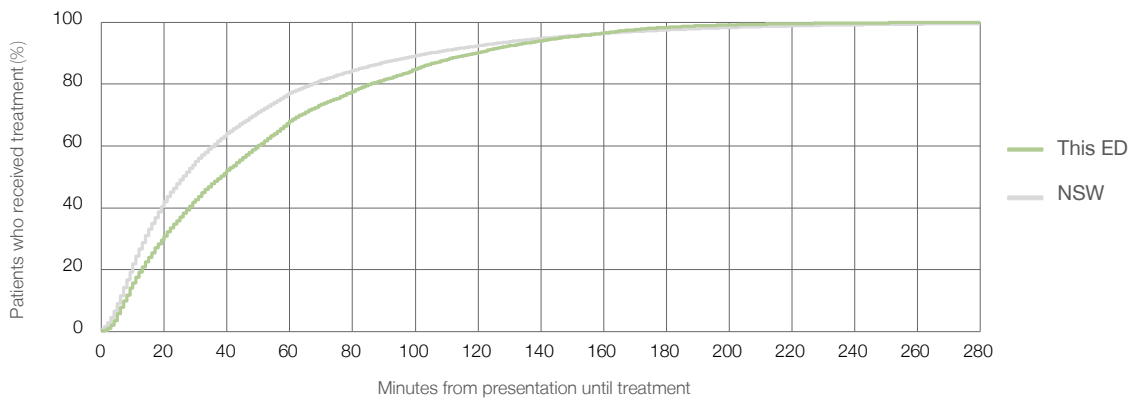
Number of triage 4 patients used to calculate waiting time:³ 6,579

Median time to start treatment⁴ 38 minutes

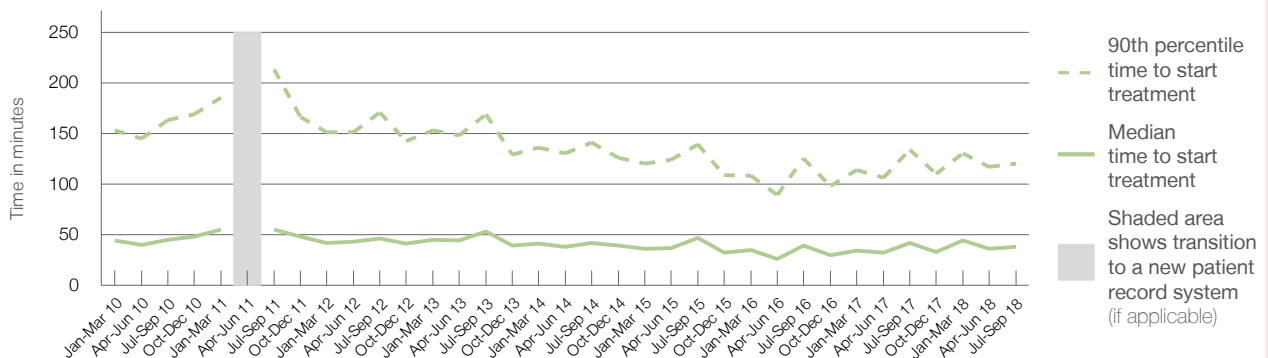
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
7,696	7,211
42 minutes	26 minutes
134 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)	45	55	46	53	42	47	39	42	38
90th percentile time to start treatment ⁵ (minutes)	163	213	171	169	141	139	125	134	120

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

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

Gosford 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: 440

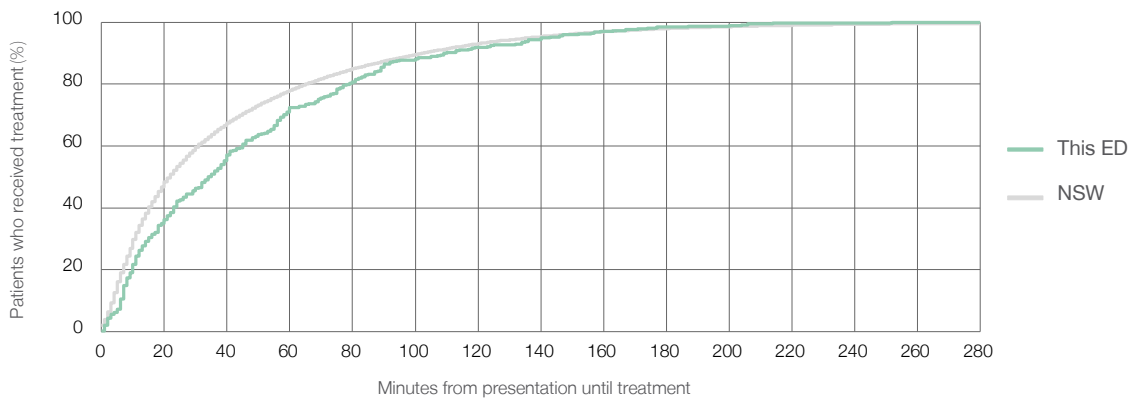
Number of triage 5 patients used to calculate waiting time:³ 369

Median time to start treatment⁴ 34 minutes

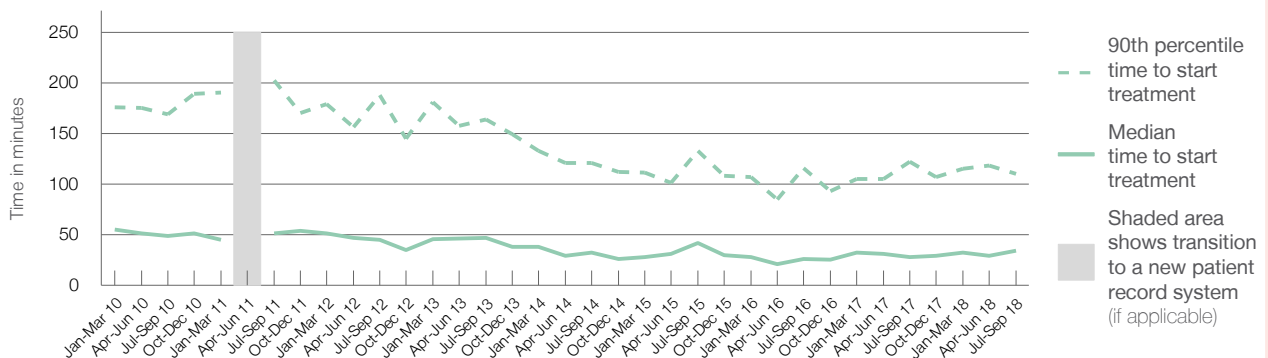
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
496	387
28 minutes	22 minutes
122 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)	49	51	45	47	32	42	26	28	34
90th percentile time to start treatment ⁵ (minutes)	169	202	188	164	121	133	116	122	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.

Gosford Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 17,173 patients

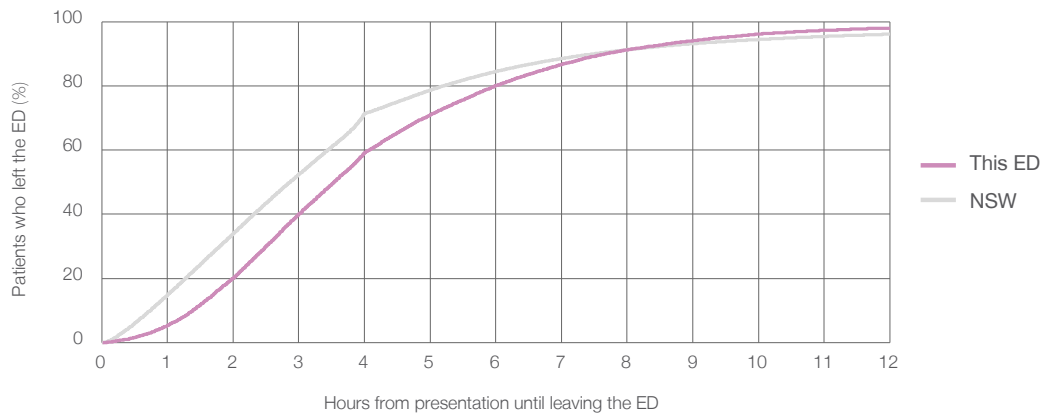
Presentations used to calculate time to leaving the ED:⁶ 17,173 patients

Median time spent in the ED⁸ 3 hours and 32 minutes

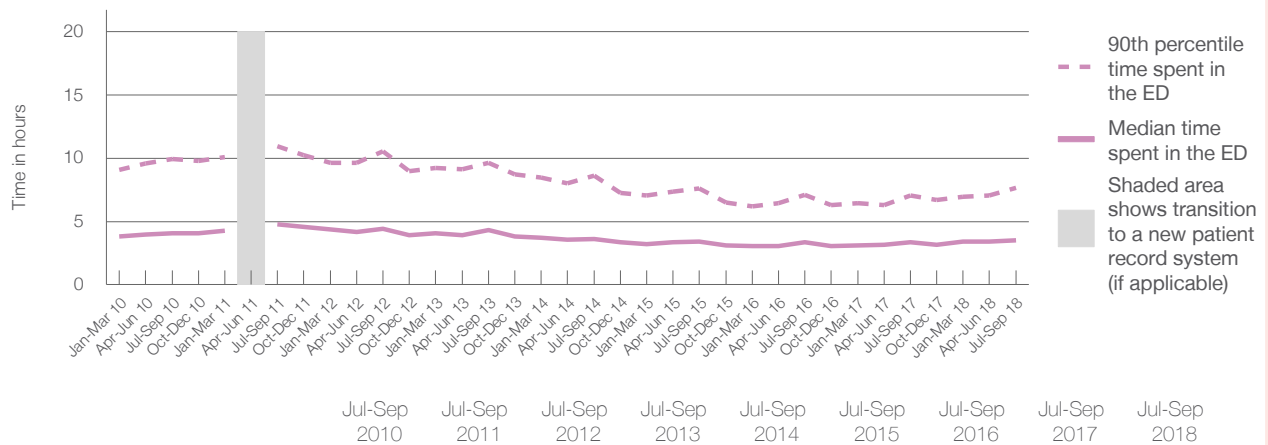
90th percentile time spent in the ED⁹ 7 hours and 41 minutes

Same period last year	NSW (this period)
17,739	17,739
3 hours and 23 minutes	2 hours and 52 minutes
7 hours and 3 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 4m	4h 48m	4h 24m	4h 20m	3h 38m	3h 25m	3h 21m	3h 23m	3h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 55m	10h 57m	10h 33m	9h 39m	8h 36m	7h 37m	7h 5m	7h 3m	7h 41m

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

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

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

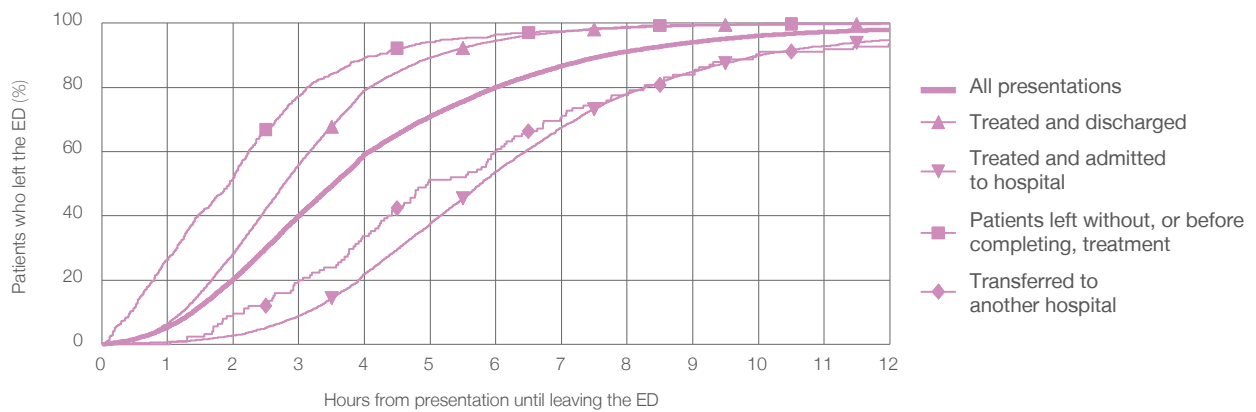
All presentations:¹ 17,173 patients

Presentations used to calculate time to leaving the ED:⁶ 17,173 patients

Treated and discharged	10,370 (60.4%)
Treated and admitted to hospital	6,032 (35.1%)
Patient left without, or before completing, treatment	565 (3.3%)
Transferred to another hospital	125 (0.7%)
Other	81 (0.5%)

Same period last year	Change since one year ago
17,739	-3%
10,610	-2.3%
6,195	-2.6%
790	-28.5%
96	30.2%
48	68.8%

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	6.4%	28.3%	56.1%	79.2%	94.6%	98.6%	99.5%	99.8%
Treated and admitted to hospital	0.7%	2.7%	8.9%	22.0%	53.8%	78.0%	90.0%	94.7%
Patient left without, or before completing, treatment	26.4%	51.9%	77.3%	89.4%	96.5%	98.9%	99.6%	99.8%
Transferred to another hospital	0%	9.6%	20.0%	33.6%	60.0%	77.6%	90.4%	93.6%
All presentations	5.3%	20.2%	40.1%	59.1%	80.1%	91.2%	96.1%	98.0%

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

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

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

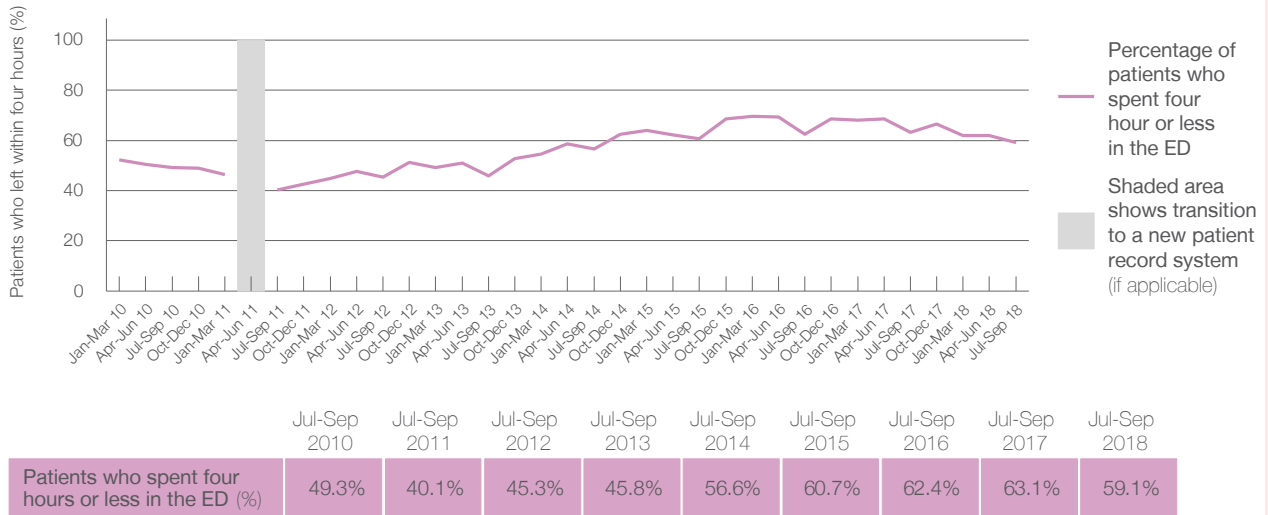
All presentations at the emergency department: ¹ 17,173 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,173 patients

Percentage of patients who spent four hours or less in the ED 59.1%

Same period last year	Change since one year ago
17,739	-3%
17,739	-3%
63.1%	

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).

John Hunter Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 20,298 patients

Emergency presentations:² 19,974 patients

Same period last year	Change since one year ago
20,698	-2%
20,319	-2%

John Hunter Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,950 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,267 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,057 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,581 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,792	
7 minutes	8 minutes
18 minutes	28 minutes
4,853	
24 minutes	21 minutes
93 minutes	72 minutes
10,720	
43 minutes	26 minutes
148 minutes	105 minutes
2,863	
48 minutes	22 minutes
170 minutes	103 minutes

John Hunter Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 20,298 patients

Percentage of patients who spent four hours or less in the ED 58%

Same period last year	Change since one year ago
20,698	-2%
54%	

* 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.

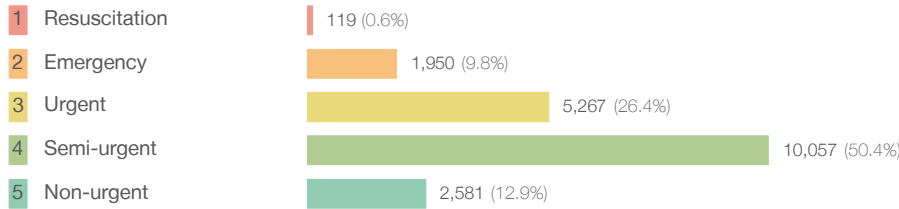
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

John Hunter Hospital: Patients presenting to the emergency department July to September 2018

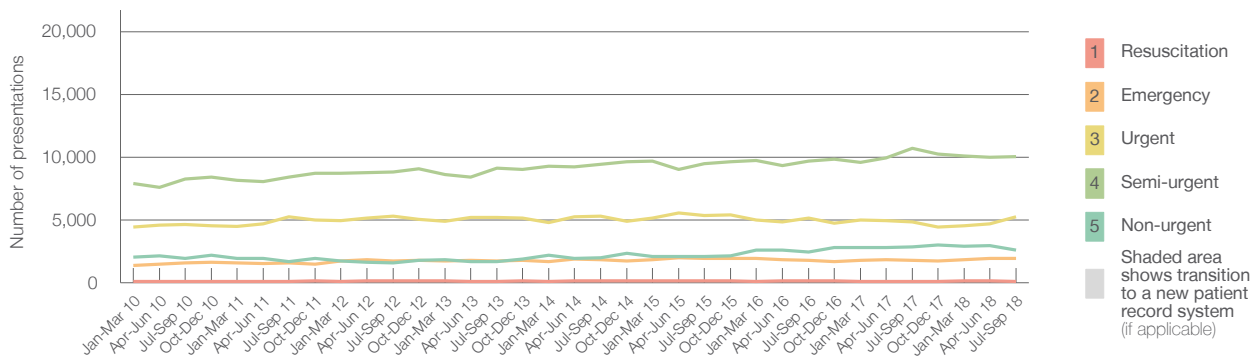
All presentations:¹ 20,298 patients

Emergency presentations² by triage category: 19,974 patients



Same period last year	Change since one year ago
20,698	-2%
20,319	-2%
91	30.8%
1,792	8.8%
4,853	8.5%
10,720	-6.2%
2,863	-9.8%

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	108	114	155	118	142	170	141	91	119
Emergency	1,562	1,583	1,719	1,722	1,821	1,951	1,785	1,792	1,950
Urgent	4,610	5,230	5,276	5,188	5,309	5,349	5,164	4,853	5,267
Semi-urgent	8,234	8,393	8,824	9,102	9,429	9,455	9,687	10,720	10,057
Non-urgent	1,948	1,701	1,550	1,680	1,982	2,084	2,430	2,863	2,581
All emergency presentations	16,462	17,021	17,524	17,810	18,683	19,009	19,207	20,319	19,974

John Hunter Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 4,848 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,911	
12 minutes	0 minutes
29 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.

John Hunter 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: 1,950

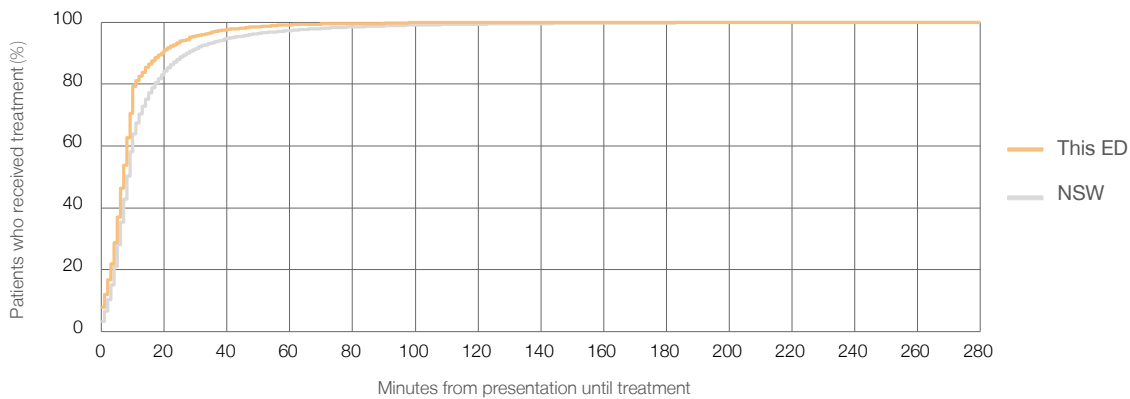
Number of triage 2 patients used to calculate waiting time:³ 1,937

Median time to start treatment⁴ 7 minutes

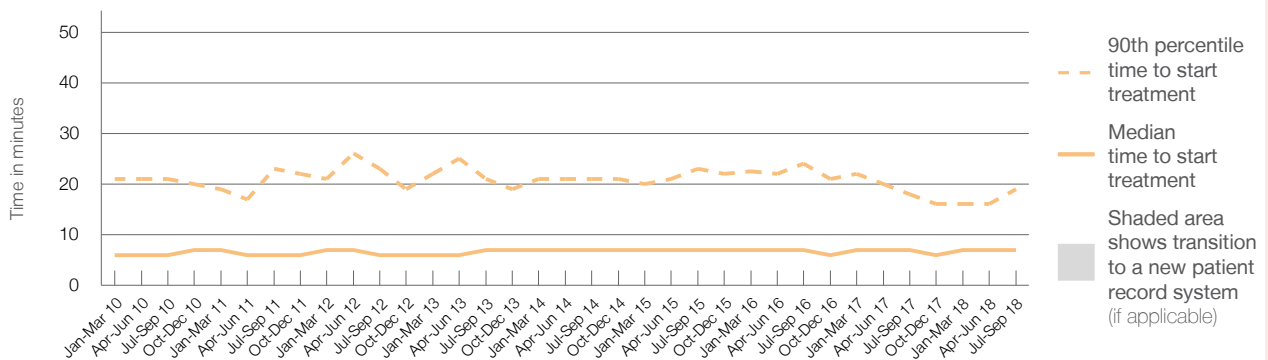
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
1,792	1,779
7 minutes	8 minutes
18 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)	6	6	6	7	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	23	23	21	21	23	24	18	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.

John Hunter 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: 5,267

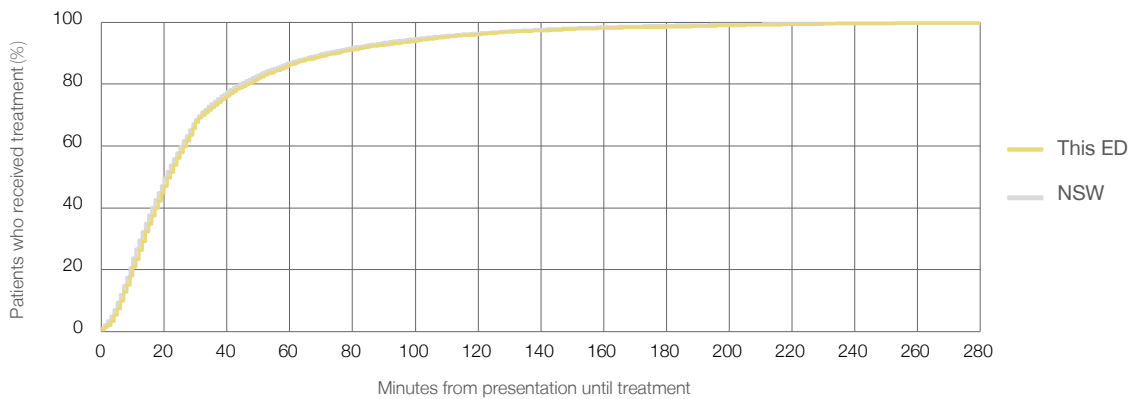
Number of triage 3 patients used to calculate waiting time:³ 5,135

Median time to start treatment⁴ 22 minutes

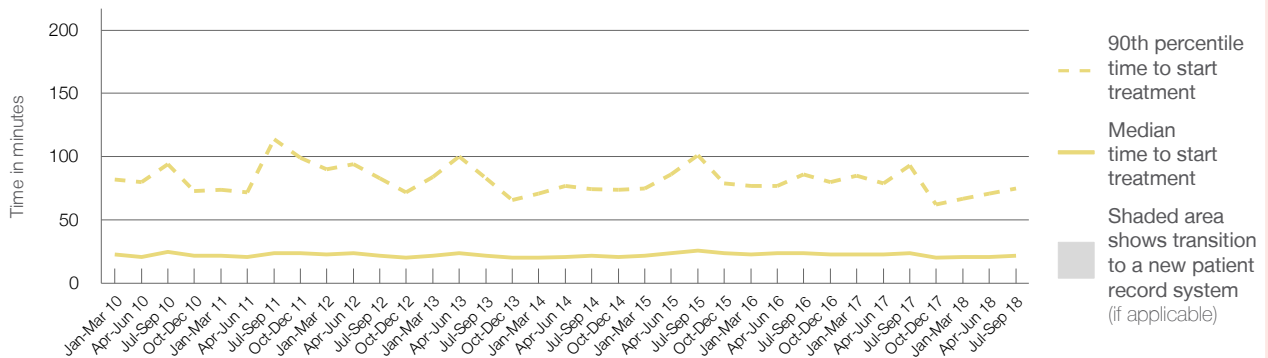
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
4,853	4,700
24 minutes	21 minutes
93 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)	25	24	22	22	22	26	24	24	22
90th percentile time to start treatment ⁵ (minutes)	94	114	83	83	75	101	86	93	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.

John Hunter 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: 10,057

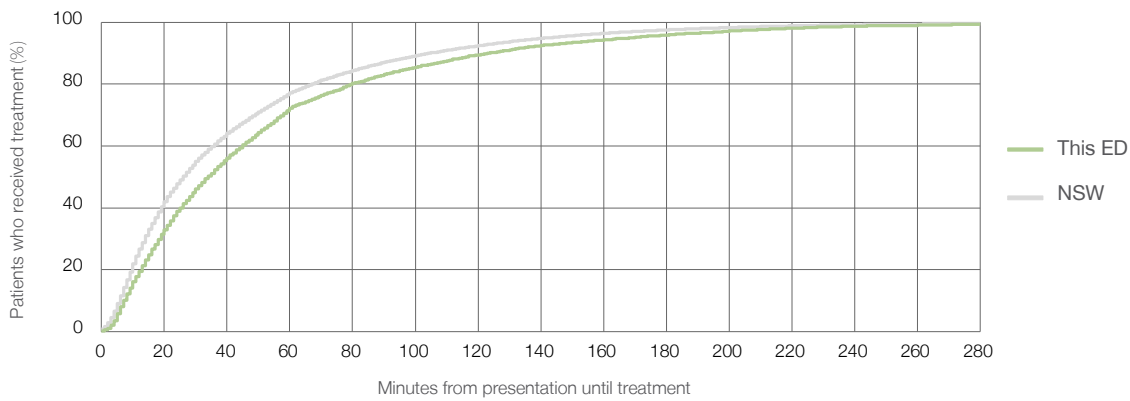
Number of triage 4 patients used to calculate waiting time:³ 9,012

Median time to start treatment⁴ 34 minutes

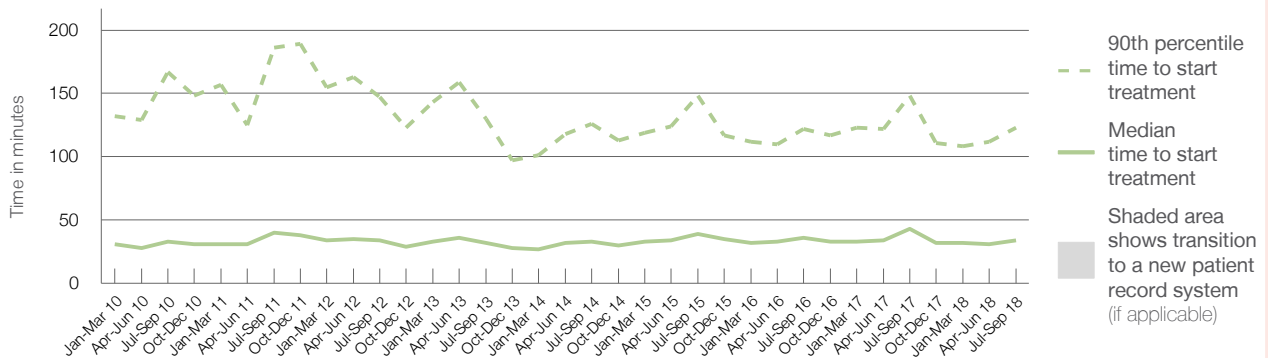
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
10,720	9,417
43 minutes	26 minutes
148 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)	33	40	34	32	33	39	36	43	34
90th percentile time to start treatment ⁵ (minutes)	167	186	147	130	126	148	122	148	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.

John Hunter 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: 2,581

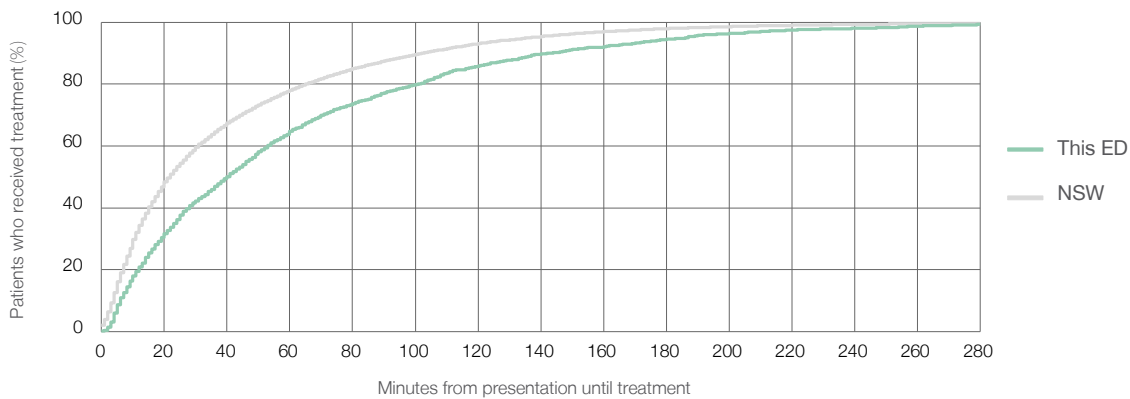
Number of triage 5 patients used to calculate waiting time:³ 1,995

Median time to start treatment⁴ 40 minutes

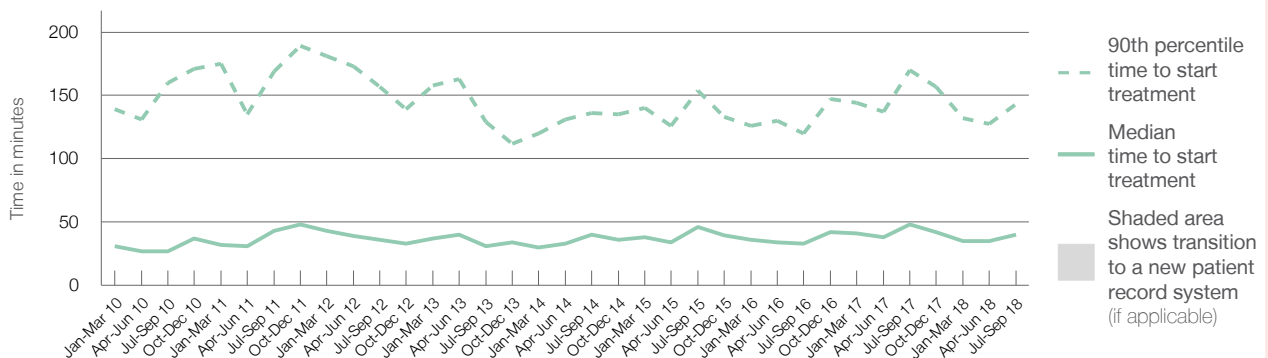
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
2,863	2,212
48 minutes	22 minutes
170 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)	27	43	36	31	40	46	33	48	40
90th percentile time to start treatment ⁵ (minutes)	160	169	157	129	136	154	120	170	143

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

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

John Hunter Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 20,298 patients

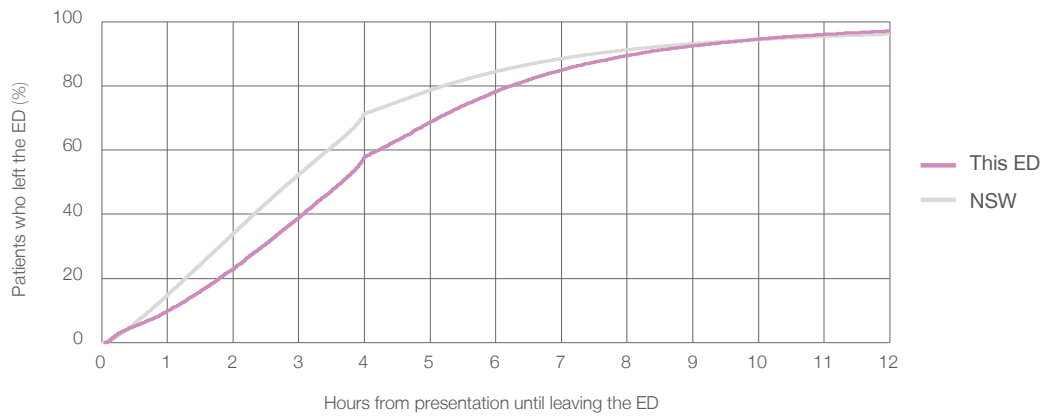
Presentations used to calculate time to leaving the ED:⁶ 20,298 patients

Median time spent in the ED⁸ 3 hours and 39 minutes

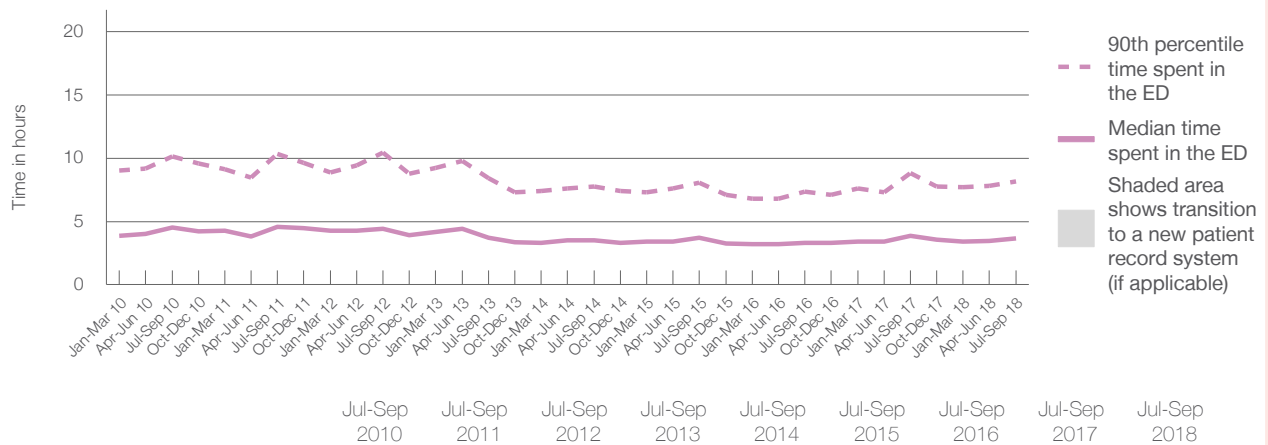
90th percentile time spent in the ED⁹ 8 hours and 10 minutes

Same period last year	NSW (this period)
20,698	20,698
3 hours and 52 minutes	2 hours and 52 minutes
8 hours and 49 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 31m	4h 34m	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m	3h 52m	3h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 9m	10h 21m	10h 26m	8h 25m	7h 45m	8h 5m	7h 21m	8h 49m	8h 10m

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

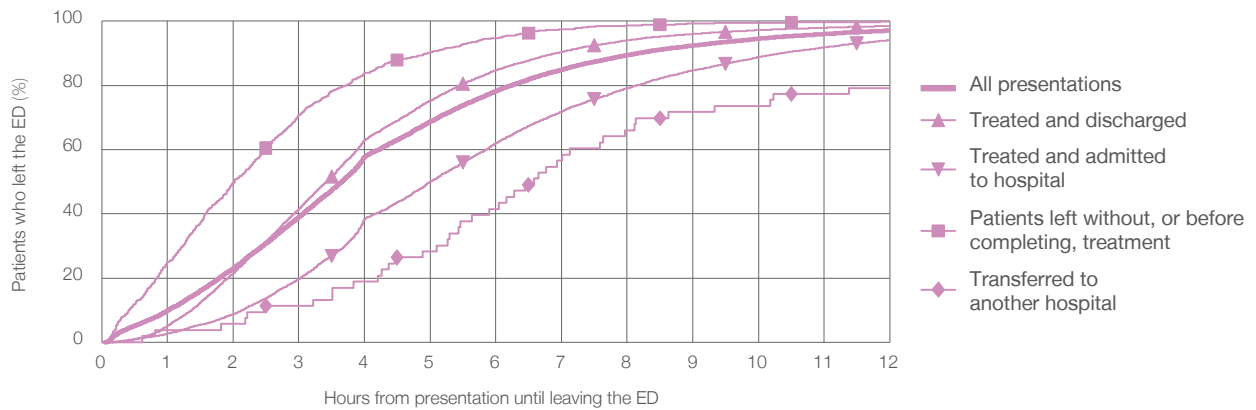
All presentations:¹ 20,298 patients

Presentations used to calculate time to leaving the ED:⁶ 20,298 patients

Treated and discharged	10,841 (53.4%)
Treated and admitted to hospital	6,935 (34.2%)
Patient left without, or before completing, treatment	1,202 (5.9%)
Transferred to another hospital	53 (0.3%)
Other	1,267 (6.2%)

Same period last year	Change since one year ago
20,698	-2%
11,027	-1.7%
6,750	2.7%
1,506	-20.2%
56	-5.4%
1,359	-6.8%

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	5.1%	21.4%	41.5%	63.1%	84.7%	94.1%	97.3%	98.5%
Treated and admitted to hospital	2.7%	8.7%	19.7%	38.4%	62.0%	79.1%	88.9%	94.1%
Patient left without, or before completing, treatment	25.0%	49.7%	70.7%	83.9%	94.7%	98.7%	99.6%	99.8%
Transferred to another hospital	3.8%	5.7%	11.3%	18.9%	41.5%	66.0%	73.6%	79.2%
All presentations	9.9%	23.0%	39.0%	57.8%	78.3%	89.4%	94.6%	97.1%

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

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

John Hunter 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

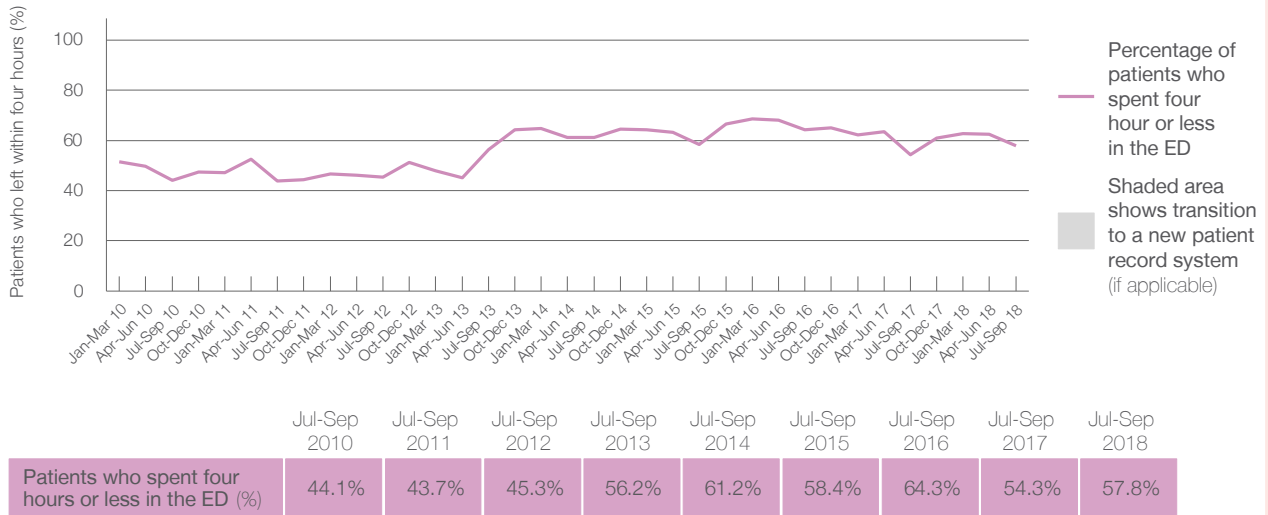
Presentations used to calculate time to leaving the ED: ⁶ 20,298 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	20,698	-2%
Presentations used to calculate time to leaving the ED	20,698	-2%
Percentage of patients who spent four hours or less in the ED	54.3%	

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.

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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*.

- 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.
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- 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).

Liverpool Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 22,433 patients



Emergency presentations:² 22,374 patients

Same period last year	Change since one year ago
22,556	-1%
22,454	0%



Liverpool Hospital: Time patients waited to start treatment³

July to September 2018


Triage 2 Emergency (e.g. chest pain, severe burns): 4,797 patients

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



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,788 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,343 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,223 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  71 minutes

Same period last year	NSW (this period)
4,567	
8 minutes	8 minutes
35 minutes	28 minutes
11,447	
18 minutes	21 minutes
71 minutes	72 minutes
5,143	
21 minutes	26 minutes
81 minutes	105 minutes
1,139	
15 minutes	22 minutes
70 minutes	103 minutes

Liverpool Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 22,431 patients

Percentage of patients who spent four hours or less in the ED  50%

Same period last year	Change since one year ago
22,555	-1%
51%	

* 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.

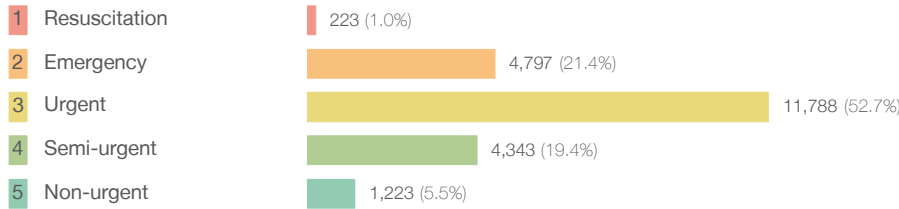
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Liverpool Hospital: Patients presenting to the emergency department

July to September 2018

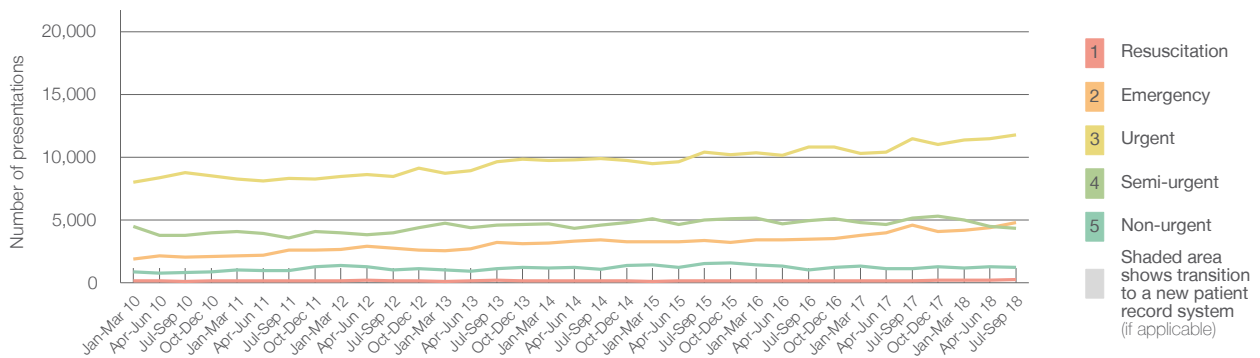
All presentations:¹ 22,433 patients

Emergency presentations² by triage category: 22,374 patients



	Same period last year	Change since one year ago
All presentations	22,556	-1%
Emergency presentations	22,454	0%
1 Resuscitation	158	41.1%
2 Emergency	4,567	5.0%
3 Urgent	11,447	3.0%
4 Semi-urgent	5,143	-15.6%
5 Non-urgent	1,139	7.4%

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	113	170	145	176	156	159	153	158	223
Emergency	2,036	2,602	2,762	3,183	3,403	3,384	3,482	4,567	4,797
Urgent	8,745	8,318	8,483	9,650	9,869	10,420	10,820	11,447	11,788
Semi-urgent	3,748	3,549	3,947	4,567	4,560	5,006	4,946	5,143	4,343
Non-urgent	802	956	1,035	1,112	1,072	1,521	1,028	1,139	1,223
All emergency presentations	15,444	15,595	16,372	18,688	19,060	20,490	20,429	22,454	22,374

Liverpool Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 6,716 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	6,706	
ED Transfer of care time		
Median time	18 minutes	-2 minutes
90th percentile time	65 minutes	-3 minutes

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

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

Liverpool 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: 4,797

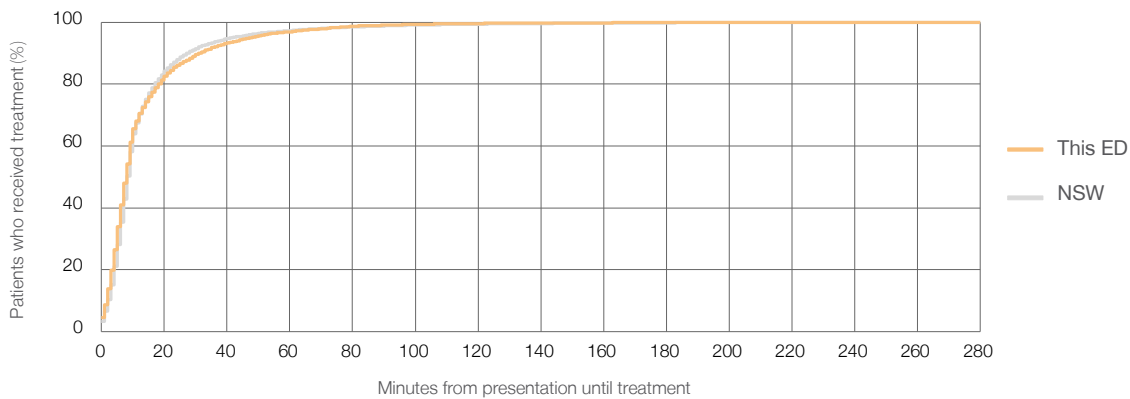
Number of triage 2 patients used to calculate waiting time:³ 4,757

Median time to start treatment⁴ 8 minutes

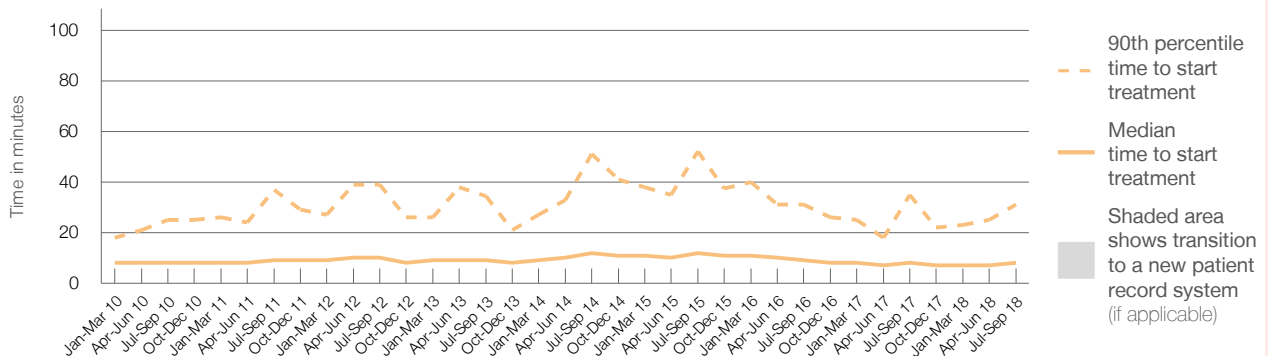
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
4,567	4,538
8 minutes	8 minutes
35 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)	8	9	10	9	12	12	9	8	8
90th percentile time to start treatment ⁵ (minutes)	25	37	39	35	51	52	31	35	31

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

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

Liverpool 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: 11,788

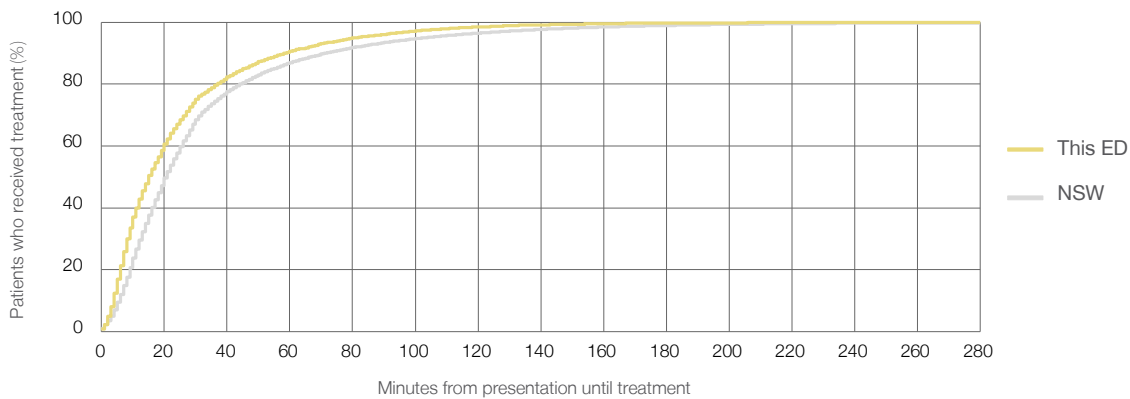
Number of triage 3 patients used to calculate waiting time:³ 11,368

Median time to start treatment⁴ 15 minutes

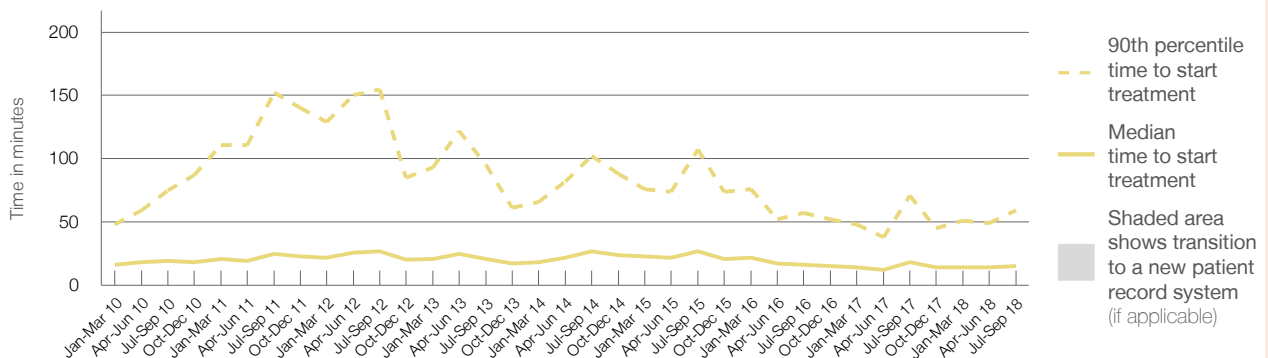
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
11,447	11,020
18 minutes	21 minutes
71 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)	19	25	27	21	27	27	16	18	15
90th percentile time to start treatment ⁵ (minutes)	75	152	155	95	102	107	57	71	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.

Liverpool 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: 4,343

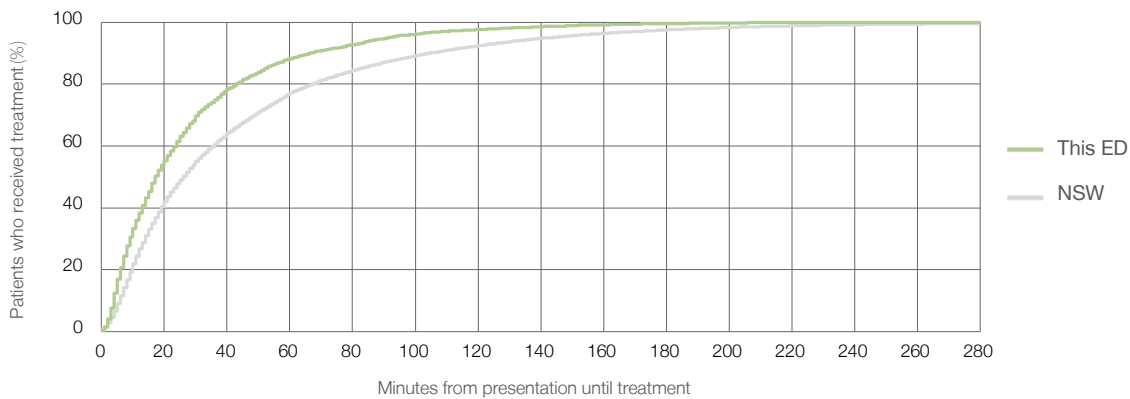
Number of triage 4 patients used to calculate waiting time:³ 4,005

Median time to start treatment⁴ 17 minutes

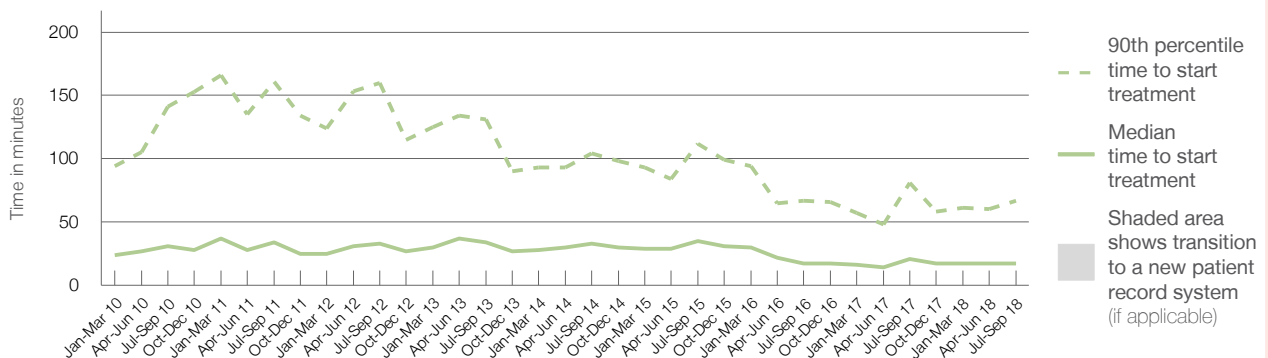
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
5,143	
4,663	
21 minutes	26 minutes
81 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)	31	34	33	34	33	35	17	21	17
90th percentile time to start treatment ⁵ (minutes)	141	161	160	131	104	112	67	81	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.

Liverpool 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: 1,223

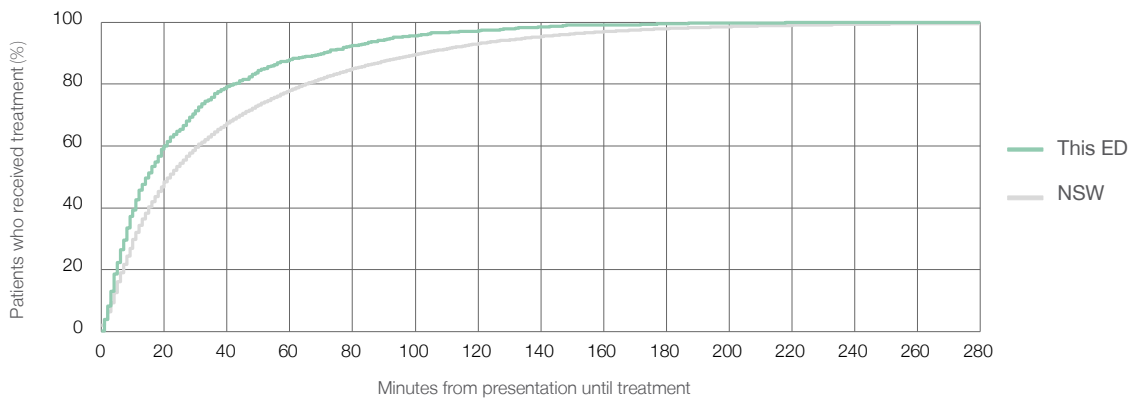
Number of triage 5 patients used to calculate waiting time:³ 1,003

Median time to start treatment⁴ 15 minutes

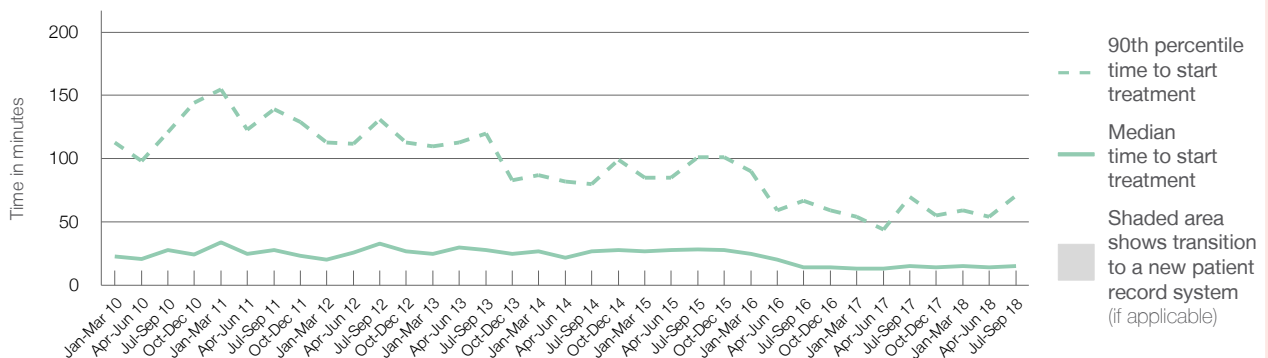
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,139	900
15 minutes	22 minutes
70 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)	28	28	33	28	27	29	14	15	15
90th percentile time to start treatment ⁵ (minutes)	121	139	131	120	80	101	67	70	71

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

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

Liverpool Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 22,433 patients

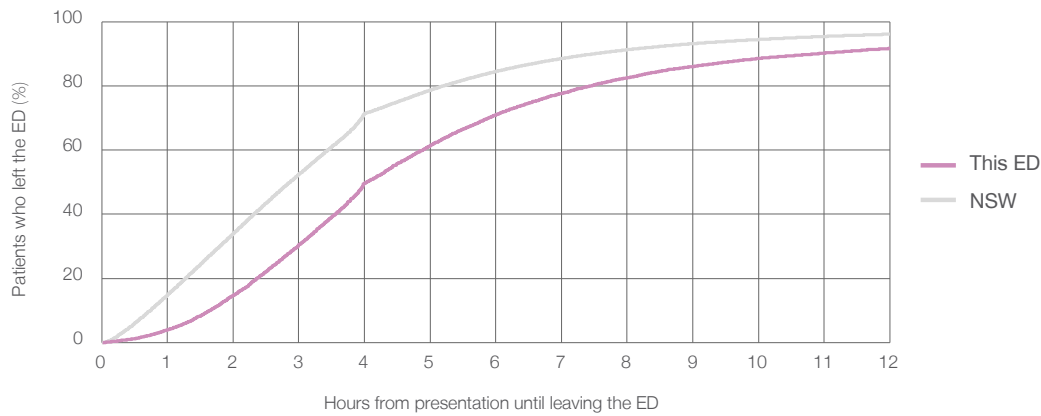
Presentations used to calculate time to leaving the ED:⁶ 22,431 patients

Median time spent in the ED⁸ 4 hours and 2 minutes

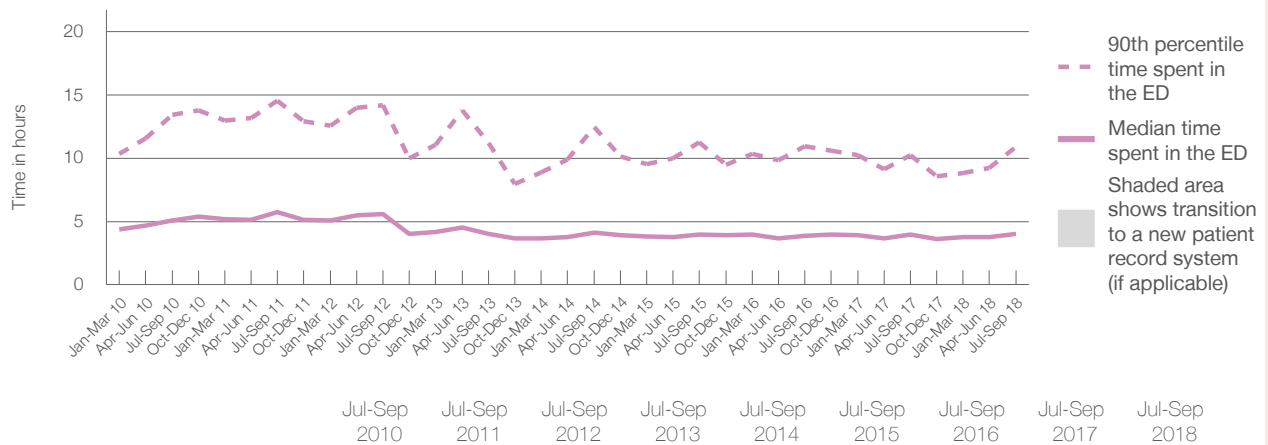
90th percentile time spent in the ED⁹ 10 hours and 54 minutes

Same period last year	NSW (this period)
22,556	22,555
3 hours and 58 minutes	2 hours and 52 minutes
10 hours and 13 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)	5h 6m	5h 44m	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m	3h 58m	4h 2m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 24m	14h 33m	14h 12m	11h 13m	12h 29m	11h 15m	10h 56m	10h 13m	10h 54m

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

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

Liverpool Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

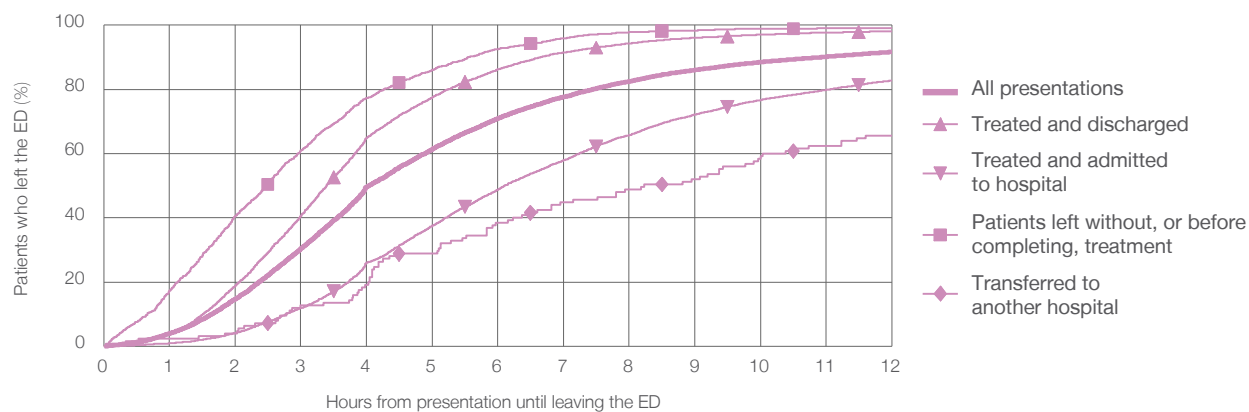
All presentations:¹ 22,433 patients

Presentations used to calculate time to leaving the ED:⁶ 22,431 patients

Treated and discharged	11,000 (49.0%)
Treated and admitted to hospital	9,335 (41.6%)
Patient left without, or before completing, treatment	1,851 (8.3%)
Transferred to another hospital	125 (0.6%)
Other	122 (0.5%)

Same period last year	Change since one year ago
22,555	-1%
10,727	2.5%
9,456	-1.3%
2,105	-12.1%
97	28.9%
171	-28.7%

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	3.9%	18.9%	40.8%	65.1%	86.3%	94.3%	97.1%	98.2%
Treated and admitted to hospital	0.9%	4.2%	11.9%	26.1%	48.8%	65.8%	76.7%	82.8%
Patient left without, or before completing, treatment	17.4%	40.6%	60.9%	77.4%	92.6%	97.8%	98.9%	99.2%
Transferred to another hospital	2.4%	4.0%	12.8%	19.2%	38.4%	48.8%	59.2%	65.6%
All presentations	4.0%	14.8%	30.5%	49.7%	71.0%	82.5%	88.5%	91.7%

(†) 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.

Liverpool Hospital: Time spent in the ED

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

July to September 2018

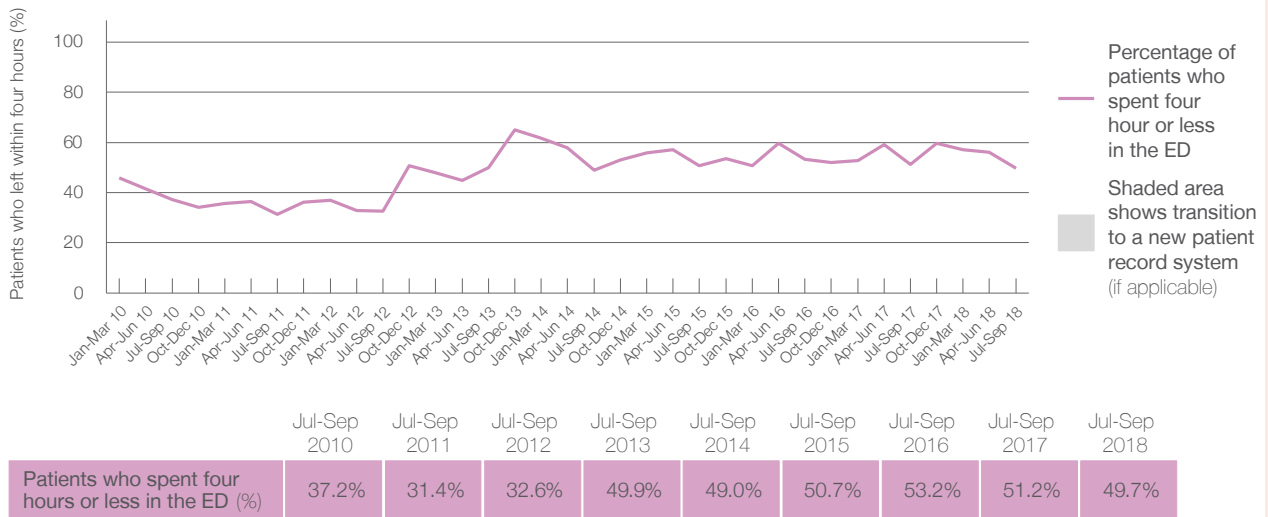
All presentations at the emergency department: ¹ 22,433 patients

Presentations used to calculate time to leaving the ED: ⁶ 22,431 patients

Percentage of patients who spent four hours or less in the ED 49.7%

	Same period last year	Change since one year ago
All presentations at the emergency department	22,556	-1%
Presentations used to calculate time to leaving the ED	22,555	-1%
Percentage of patients who spent four hours or less in the ED	51.2%	

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).

Nepean Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 18,047 patients



Emergency presentations:² 17,804 patients

Same period last year	Change since one year ago
18,748	-4%
18,604	-4%

Nepean Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,225 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  54 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,873 patients

Median time to start treatment⁴  43 minutes
90th percentile time to start treatment⁵  169 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,385 patients

Median time to start treatment⁴  41 minutes
90th percentile time to start treatment⁵  160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,222 patients

Median time to start treatment⁴  38 minutes
90th percentile time to start treatment⁵  147 minutes

Same period last year	NSW (this period)
3,028	
14 minutes	8 minutes
59 minutes	28 minutes
5,398	
45 minutes	21 minutes
162 minutes	72 minutes
8,225	
47 minutes	26 minutes
163 minutes	105 minutes
1,824	
38 minutes	22 minutes
158 minutes	103 minutes

Nepean Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 18,039 patients

Percentage of patients who spent four hours or less in the ED  59%

Same period last year	Change since one year ago
18,745	-4%
55%	

* 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.

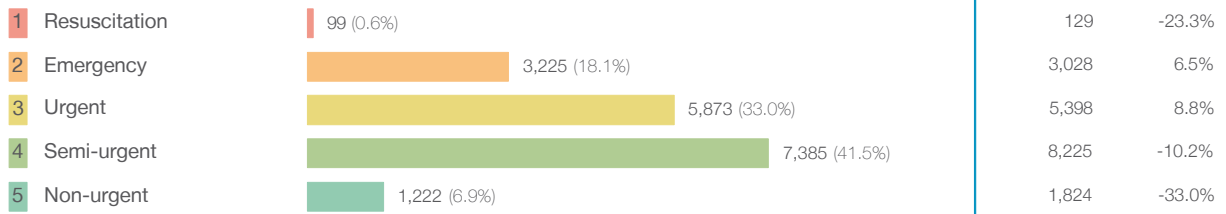
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

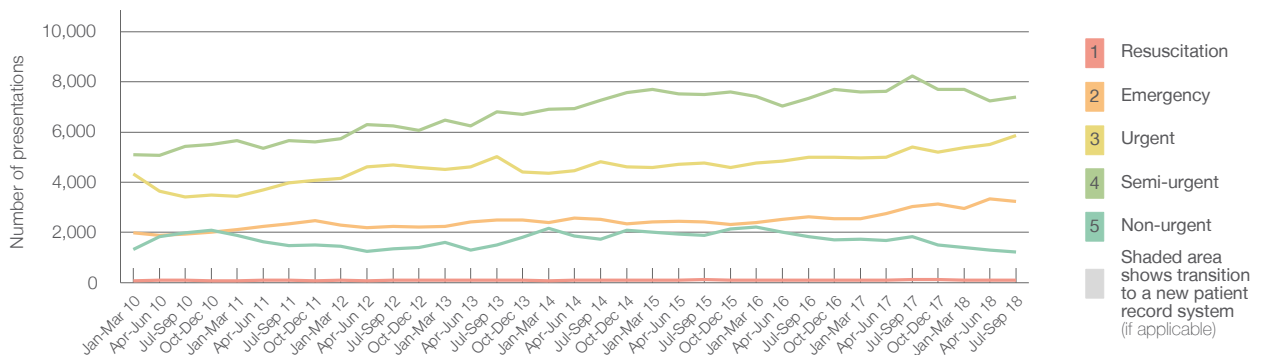
All presentations:¹ 18,047 patients

Emergency presentations² by triage category: 17,804 patients



Same period last year	Change since one year ago
18,748	-4%
18,604	-4%
129	-23.3%
3,028	6.5%
5,398	8.8%
8,225	-10.2%
1,824	-33.0%

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	89	89	96	99	94	118	99	129	99
Emergency	1,936	2,353	2,235	2,493	2,522	2,414	2,633	3,028	3,225
Urgent	3,420	3,977	4,697	5,019	4,810	4,767	5,005	5,398	5,873
Semi-urgent	5,423	5,651	6,252	6,812	7,268	7,501	7,332	8,225	7,385
Non-urgent	1,983	1,464	1,350	1,489	1,733	1,886	1,836	1,824	1,222
All emergency presentations	12,851	13,534	14,630	15,912	16,427	16,686	16,905	18,604	17,804

Nepean Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,017 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,070	
14 minutes	-2 minutes
45 minutes	-16 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.

Nepean 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: 3,225

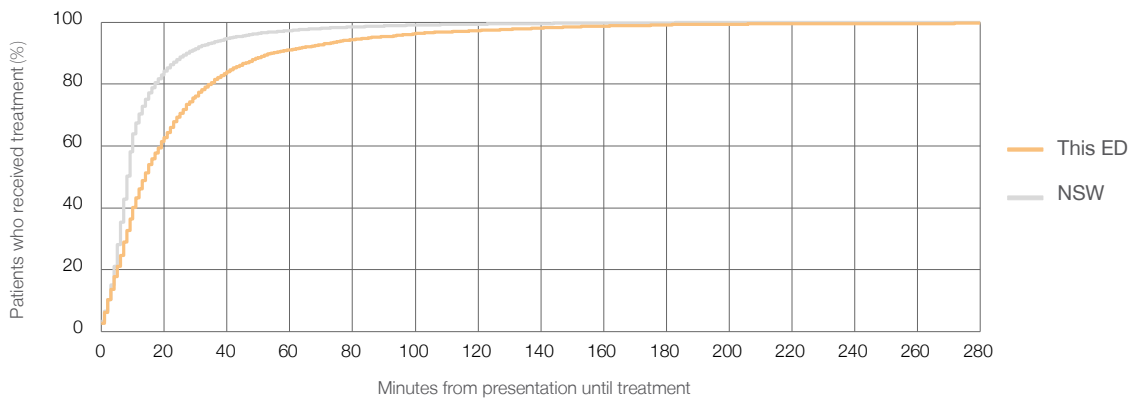
Number of triage 2 patients used to calculate waiting time:³ 3,196

Median time to start treatment⁴ 14 minutes

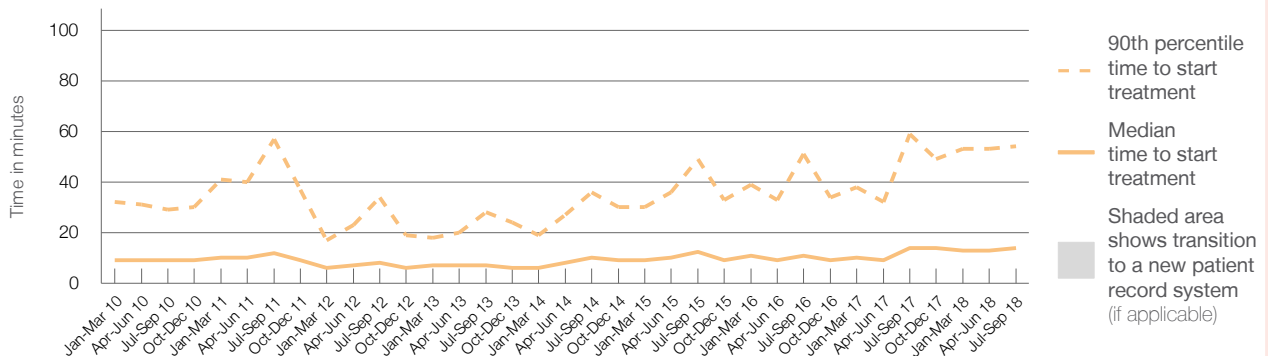
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
3,028	
2,992	
14 minutes	8 minutes
59 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)	9	12	8	7	10	13	11	14	14
90th percentile time to start treatment ⁵ (minutes)	29	57	34	28	36	49	51	59	54

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

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

Nepean 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: 5,873

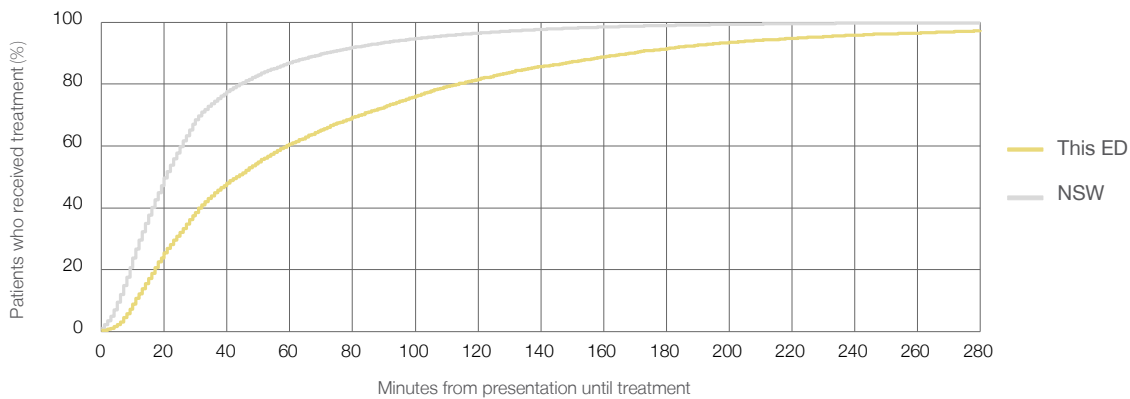
Number of triage 3 patients used to calculate waiting time:³ 5,486

Median time to start treatment⁴ 43 minutes

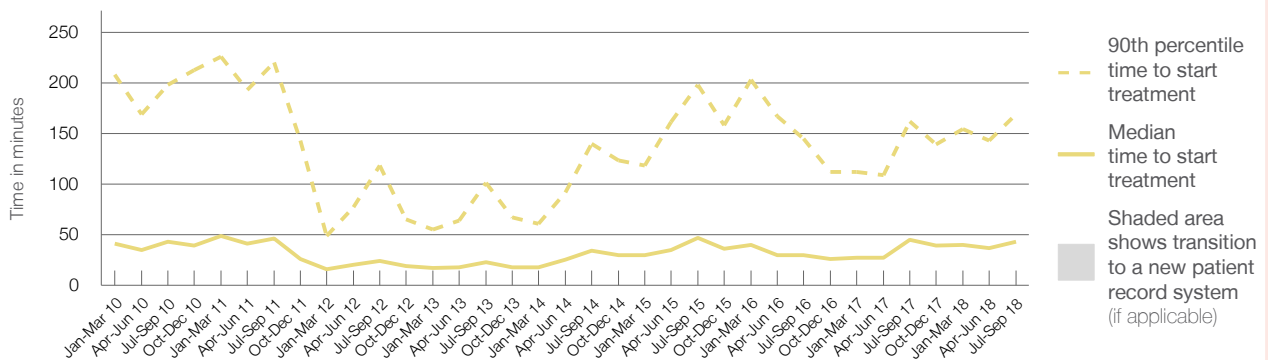
90th percentile time to start treatment⁵ 169 minutes

Same period last year	NSW (this period)
5,398	
4,985	
45 minutes	21 minutes
162 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)	43	46	24	23	34	47	30	45	43
90th percentile time to start treatment ⁵ (minutes)	198	220	118	101	140	198	145	162	169

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

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

Nepean 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: 7,385

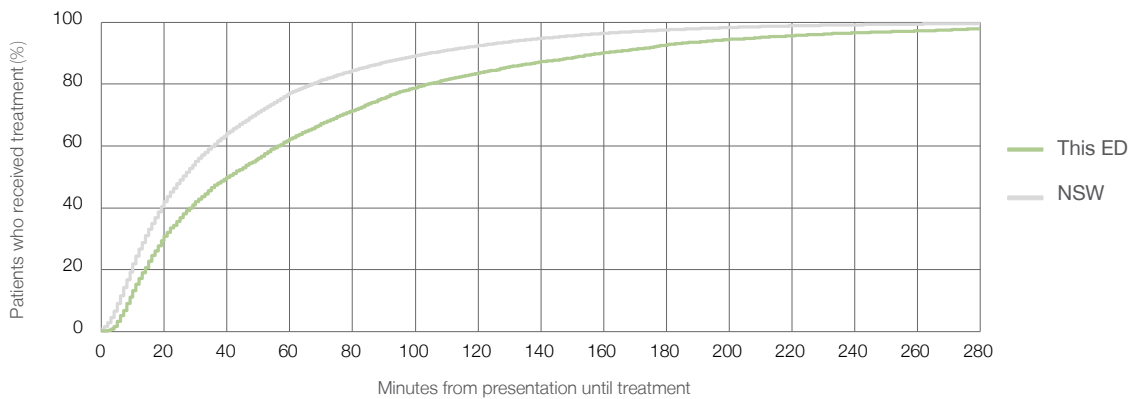
Number of triage 4 patients used to calculate waiting time:³ 6,777

Median time to start treatment⁴ 41 minutes

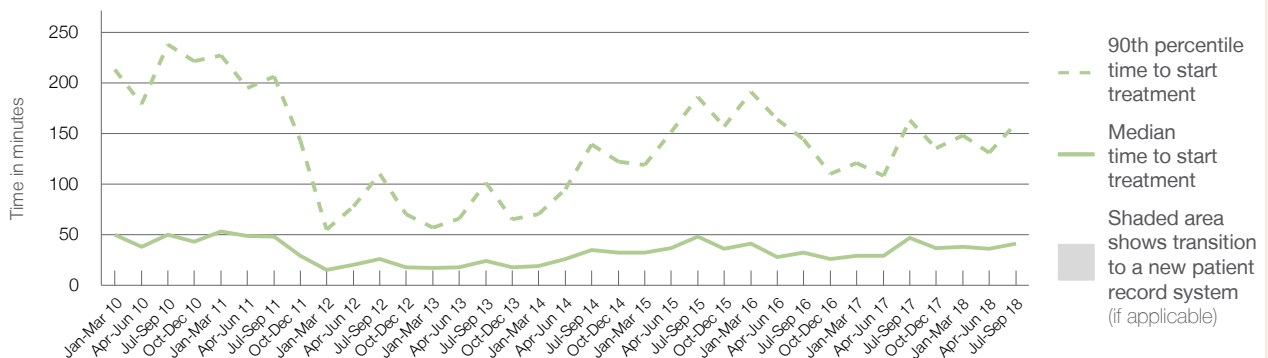
90th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
8,225	7,380
47 minutes	26 minutes
163 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	48	26	24	35	48	32	47	41
90th percentile time to start treatment ⁵ (minutes)	238	206	110	101	139	186	144	163	160

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

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

Nepean 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: 1,222

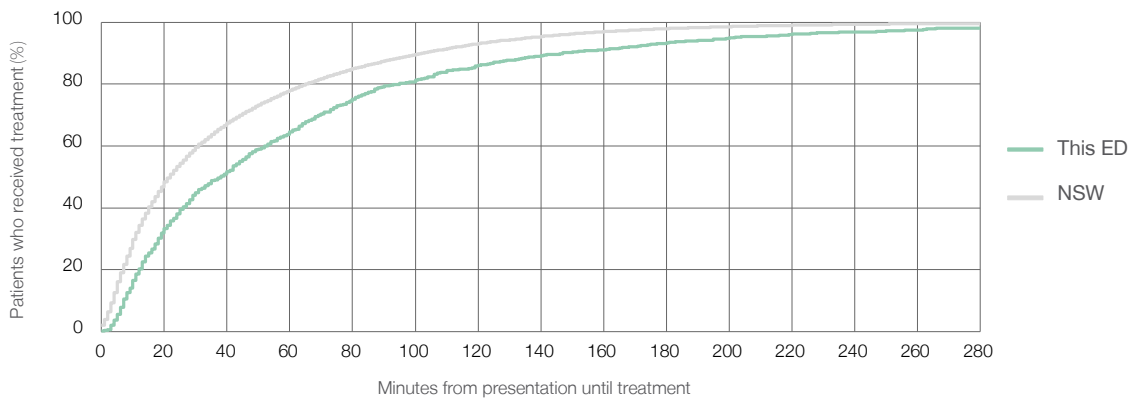
Number of triage 5 patients used to calculate waiting time:³ 1,036

Median time to start treatment⁴ 38 minutes

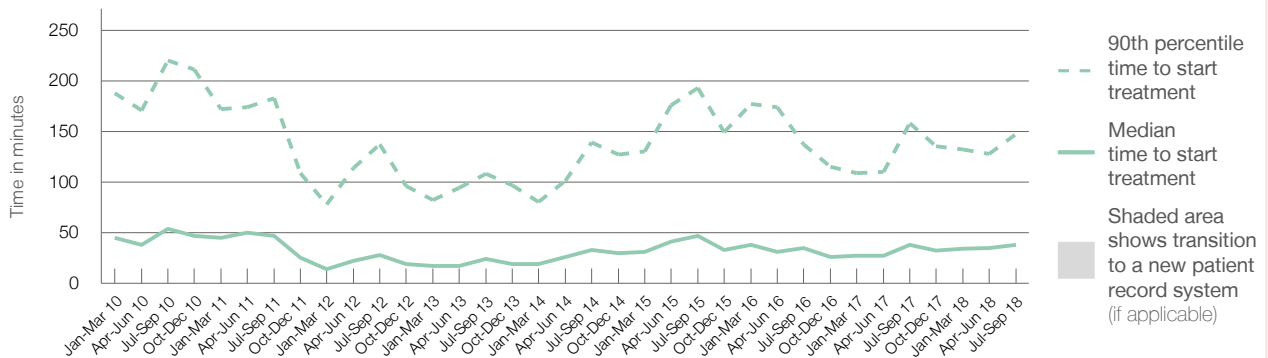
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,824	1,489
38 minutes	22 minutes
158 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)	54	47	28	24	33	47	35	38	38
90th percentile time to start treatment ⁵ (minutes)	220	183	137	108	139	193	137	158	147

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

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

Nepean Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 18,047 patients

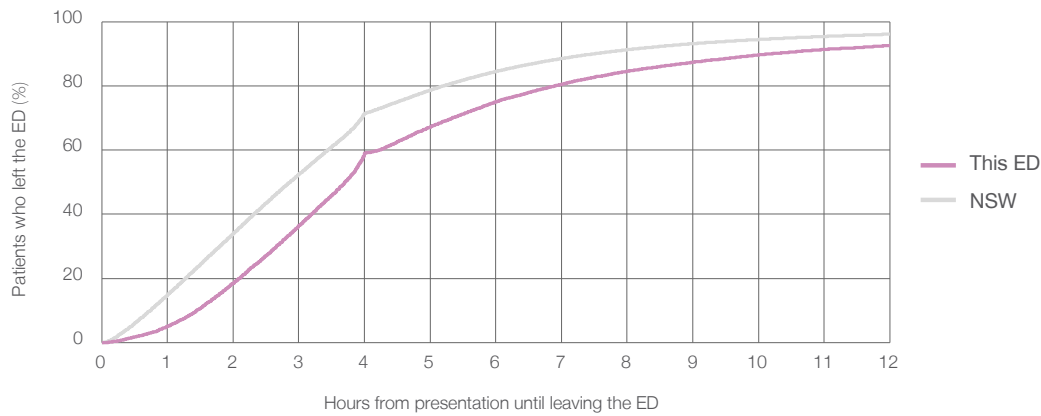
Presentations used to calculate time to leaving the ED:⁶ 18,039 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

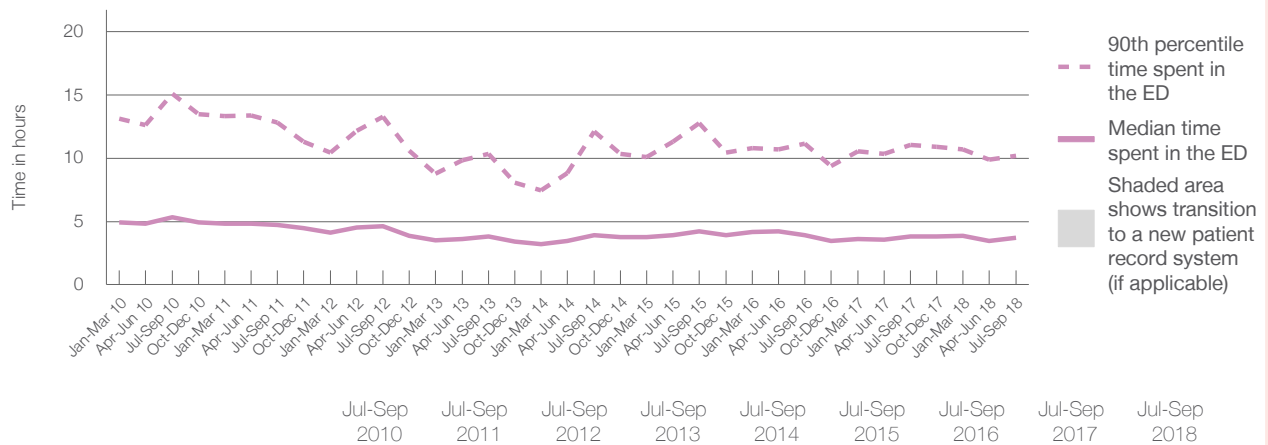
90th percentile time spent in the ED⁹ 10 hours and 12 minutes

Same period last year	NSW (this period)
18,748	18,745
3 hours and 49 minutes	2 hours and 52 minutes
11 hours and 3 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)	5h 20m	4h 44m	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m	3h 49m	3h 43m
90th percentile time spent in the ED ⁹ (hours, minutes)	15h 5m	12h 48m	13h 17m	10h 21m	12h 5m	12h 47m	11h 8m	11h 3m	10h 12m

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

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

Nepean Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

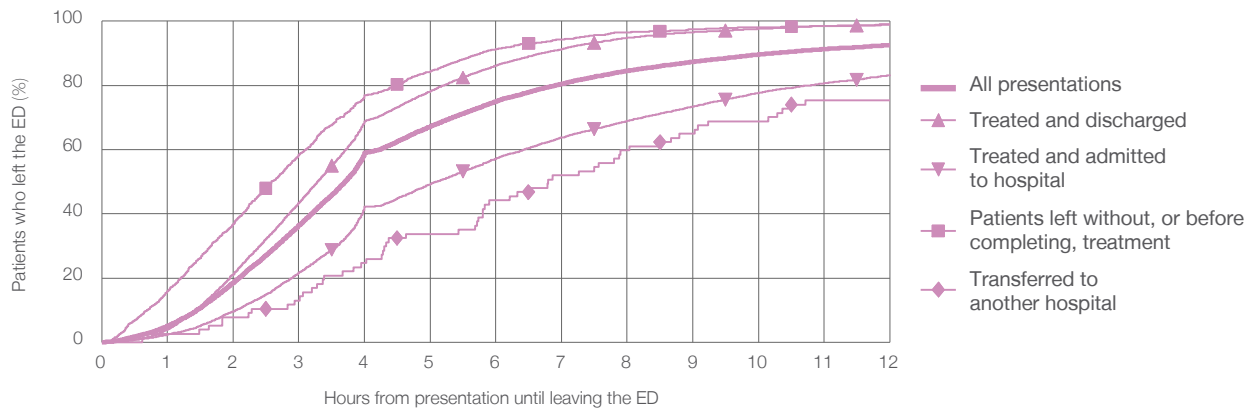
All presentations:¹ 18,047 patients

Presentations used to calculate time to leaving the ED:⁶ 18,039 patients

Treated and discharged	9,032 (50.0%)
Treated and admitted to hospital	7,128 (39.5%)
Patient left without, or before completing, treatment	1,569 (8.7%)
Transferred to another hospital	77 (0.4%)
Other	241 (1.3%)

Same period last year	Change since one year ago
18,745	-4%
9,820	-8.0%
6,679	6.7%
1,839	-14.7%
102	-24.5%
308	-21.8%

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	4.0%	21.2%	43.4%	68.8%	86.2%	94.8%	97.7%	98.9%
Treated and admitted to hospital	2.4%	9.6%	21.7%	42.2%	57.2%	68.9%	77.7%	83.3%
Patient left without, or before completing, treatment	15.9%	36.9%	58.5%	76.9%	91.2%	96.5%	98.1%	99.0%
Transferred to another hospital	2.6%	7.8%	13.0%	24.7%	44.2%	59.7%	68.8%	75.3%
All presentations	5.1%	18.5%	36.4%	59.0%	75.0%	84.6%	89.6%	92.6%

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

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

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

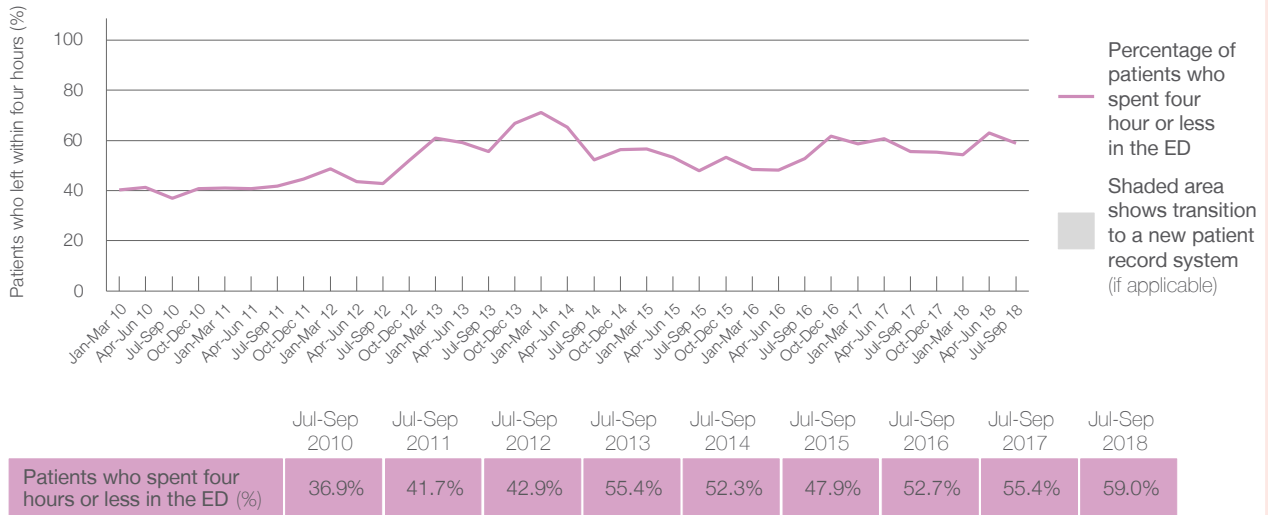
All presentations at the emergency department: ¹ 18,047 patients

Presentations used to calculate time to leaving the ED: ⁶ 18,039 patients

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

Same period last year	Change since one year ago
18,748	-4%
18,745	-4%
55.4%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	36.9%	41.7%	42.9%	55.4%	52.3%	47.9%	52.7%	55.4%	59.0%

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

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

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

- 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).

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.

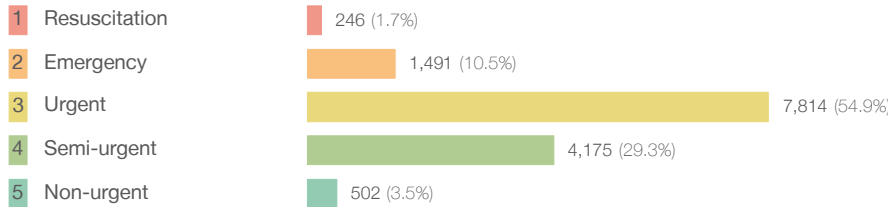
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

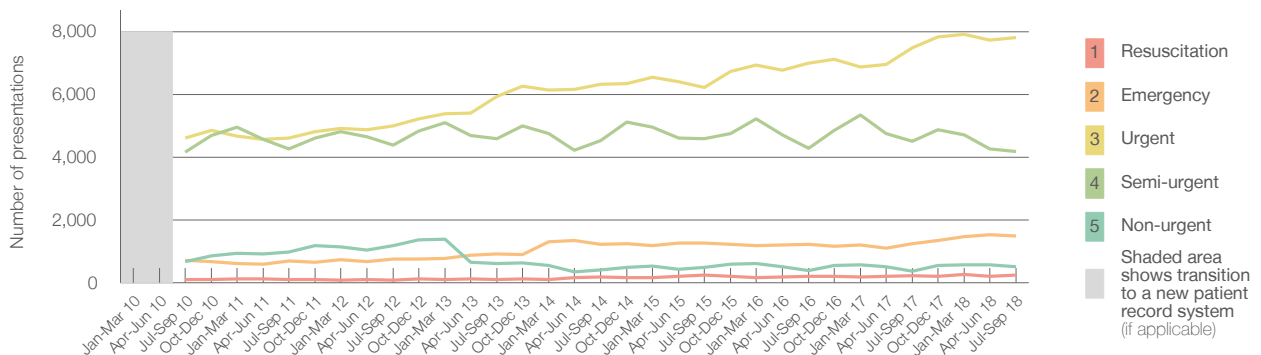
All presentations:¹ 15,030 patients

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

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

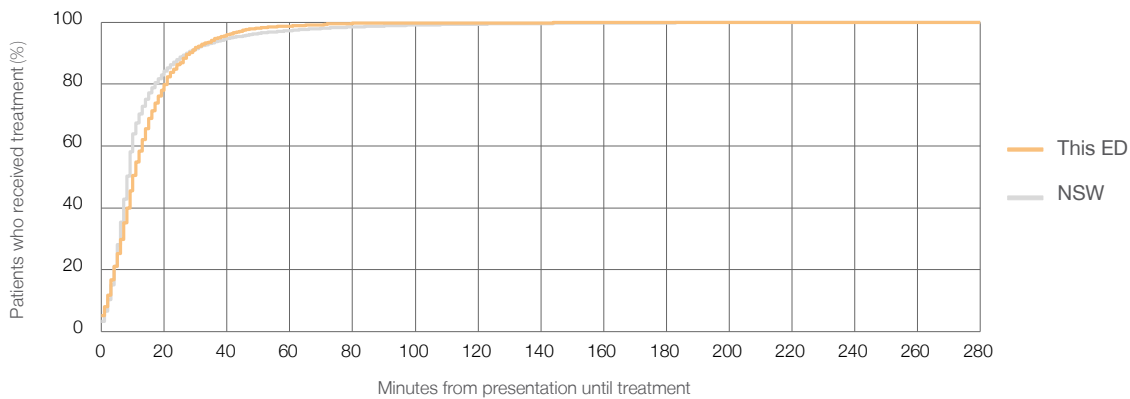
Number of triage 2 patients used to calculate waiting time:³ 1,456

Median time to start treatment⁴ 10 minutes

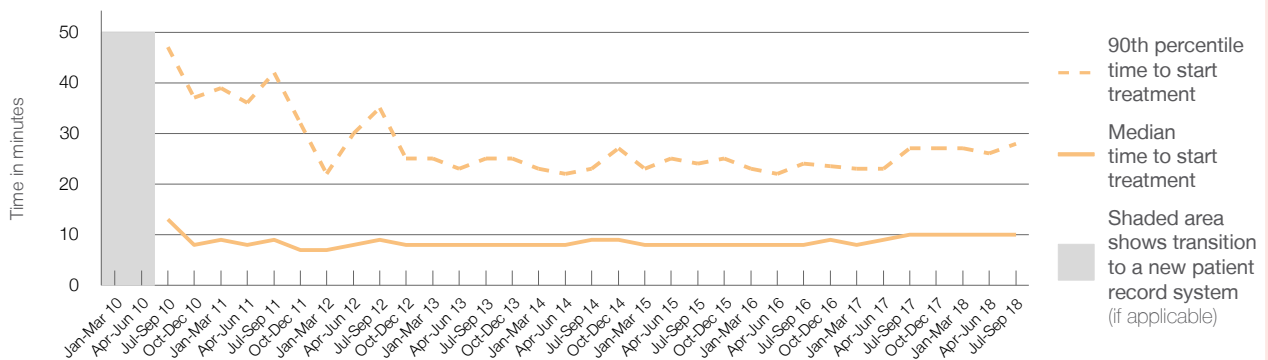
90th percentile time to start treatment⁵ 28 minutes

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

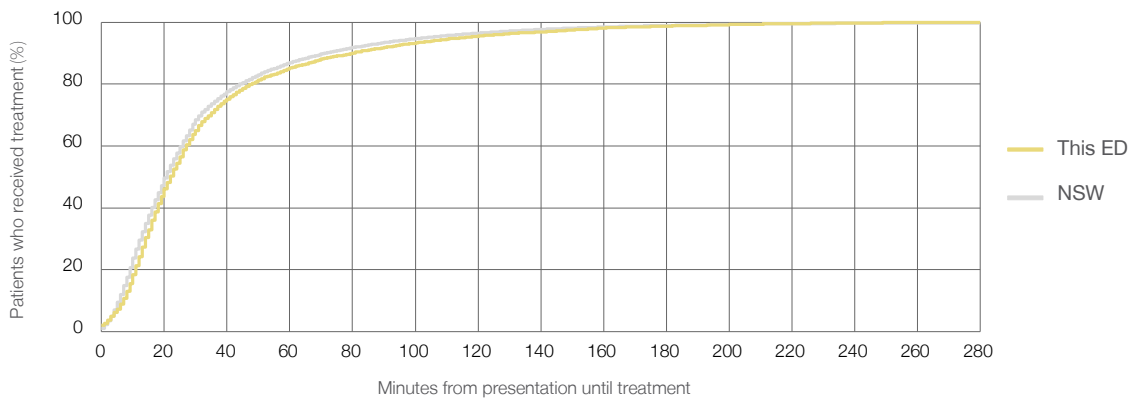
Number of triage 3 patients used to calculate waiting time:³ 7,680

Median time to start treatment⁴ 22 minutes

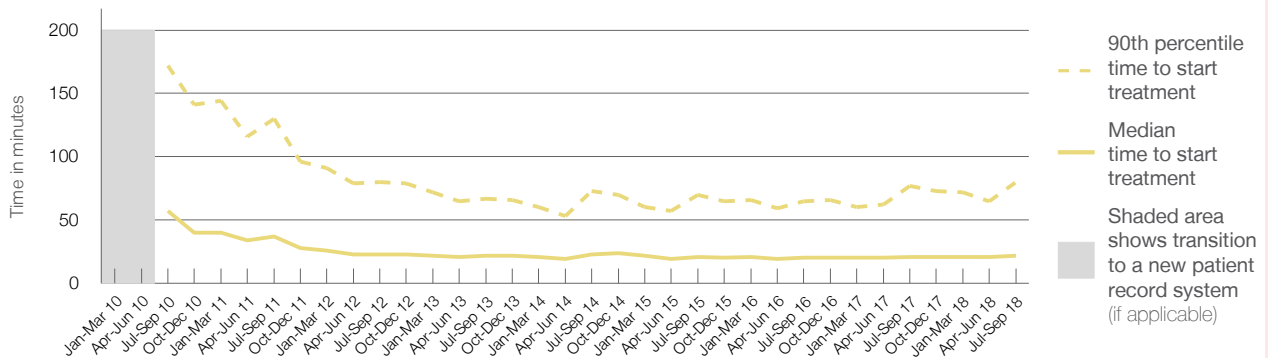
90th percentile time to start treatment⁵ 80 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	7,484	7,814
Number of triage 3 patients used to calculate waiting time ³	7,354	7,680
Median time to start treatment ⁴	21 minutes	21 minutes
90th percentile time to start treatment ⁵	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.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 4 July to September 2018

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

Number of triage 4 patients: 4,175

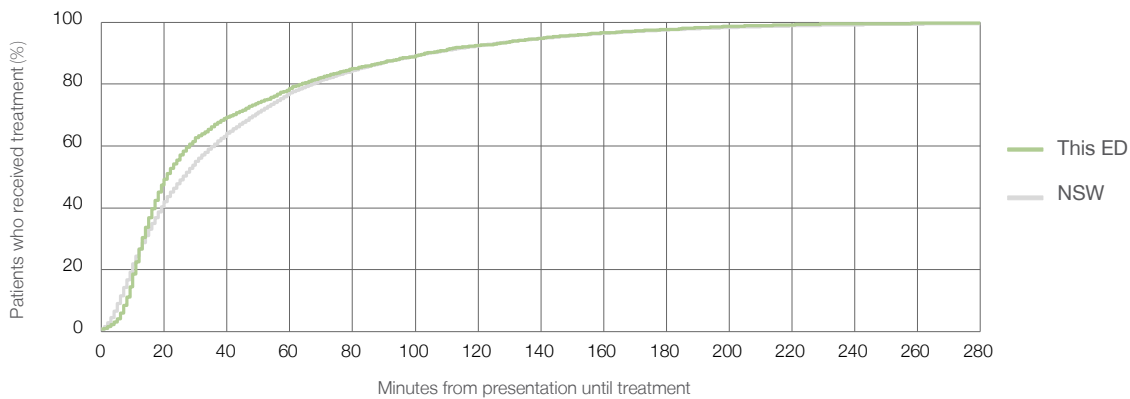
Number of triage 4 patients used to calculate waiting time:³ 4,030

Median time to start treatment⁴ 21 minutes

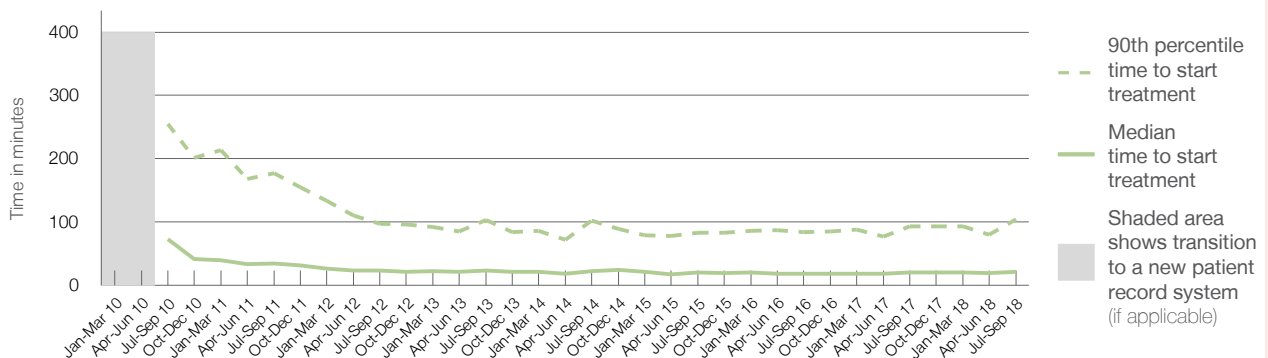
90th percentile time to start treatment⁵ 104 minutes

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.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 5 July to September 2018

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

Number of triage 5 patients: 502

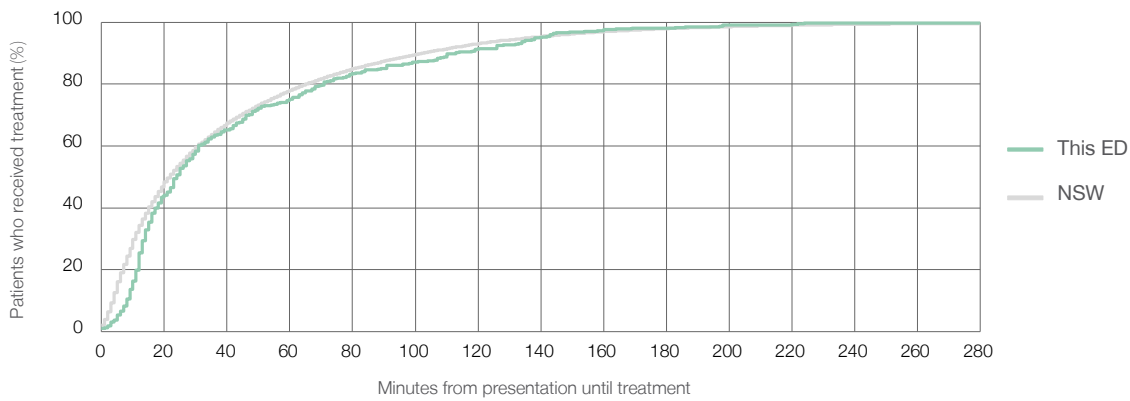
Number of triage 5 patients used to calculate waiting time:³ 408

Median time to start treatment⁴ 24 minutes

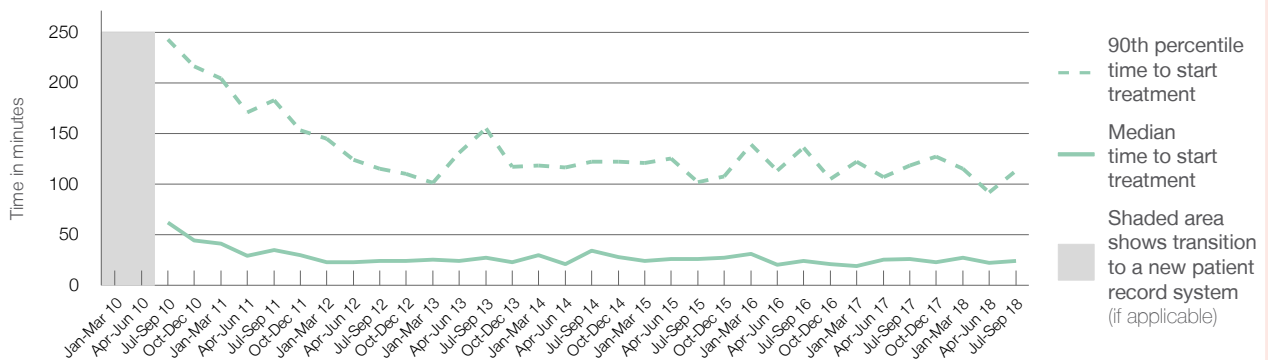
90th percentile time to start treatment⁵ 113 minutes

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

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

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

July to September 2018

All presentations:¹ 15,030 patients

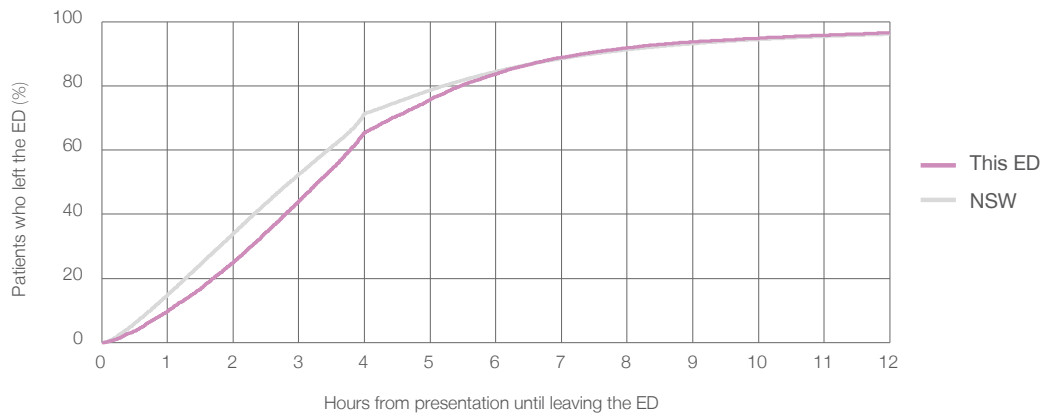
Presentations used to calculate time to leaving the ED:⁶ 15,025 patients

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

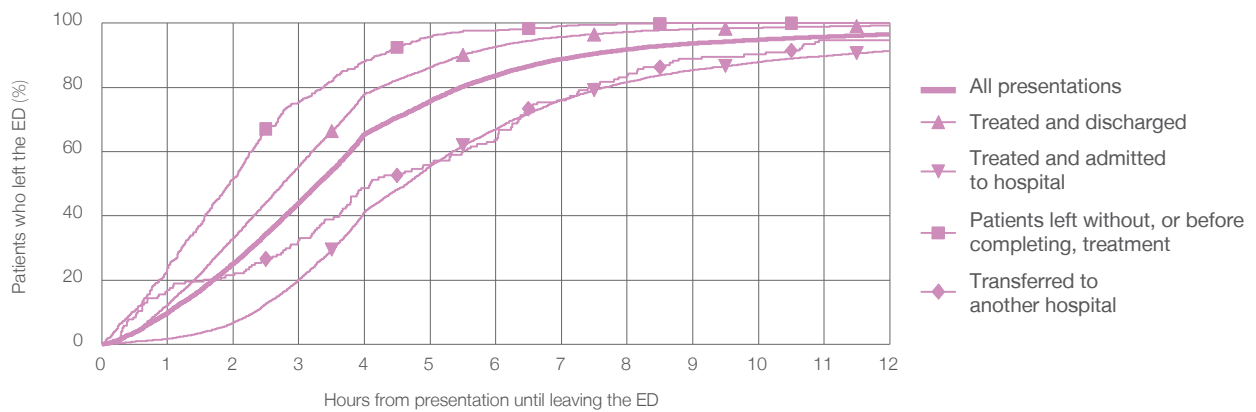
All presentations:¹ 15,030 patients

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

Treated and discharged	8,903 (59.2%)
Treated and admitted to hospital	5,244 (34.9%)
Patient left without, or before completing, treatment	589 (3.9%)
Transferred to another hospital	154 (1.0%)
Other	140 (0.9%)

Same period last year	Change since one year ago
14,498	4%
8,401	6.0%
5,116	2.5%
709	-16.9%
150	2.7%
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

	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

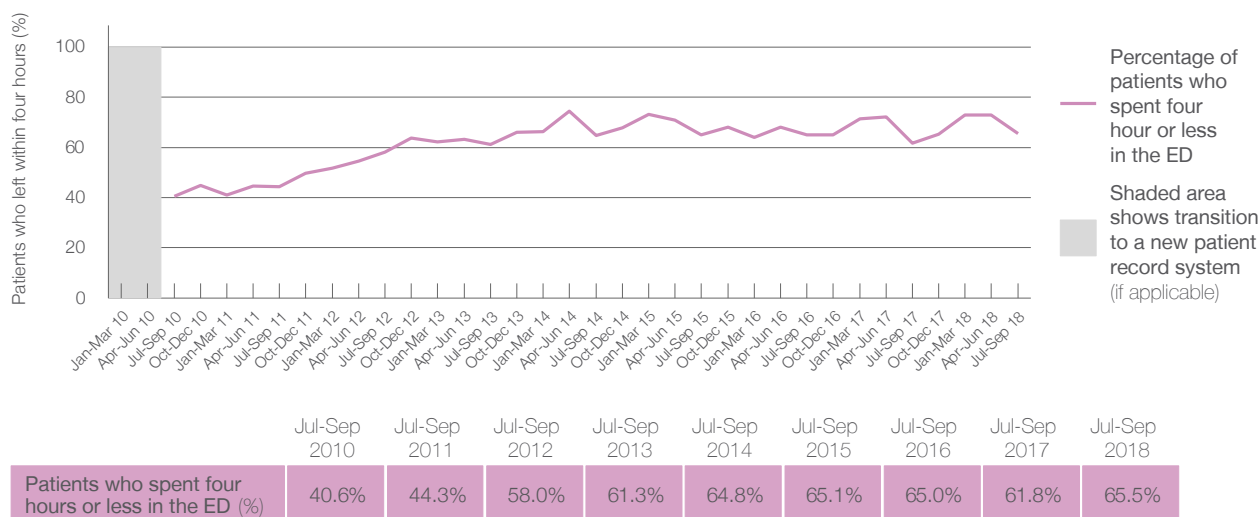
Presentations used to calculate time to leaving the ED: ⁶ 15,025 patients

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*.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

Royal North Shore Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 22,229 patients

Emergency presentations:² 22,183 patients

Same period last year	Change since one year ago
22,435	-1%
22,347	-1%

Royal North Shore Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,807 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,463 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,985 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,629 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,547	
8 minutes	8 minutes
20 minutes	28 minutes
6,425	
20 minutes	21 minutes
57 minutes	72 minutes
8,198	
30 minutes	26 minutes
83 minutes	105 minutes
2,700	
32 minutes	22 minutes
106 minutes	103 minutes

Royal North Shore Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 22,229 patients

Percentage of patients who spent four hours or less in the ED 60%

Same period last year	Change since one year ago
22,435	-1%
60%	

* 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).

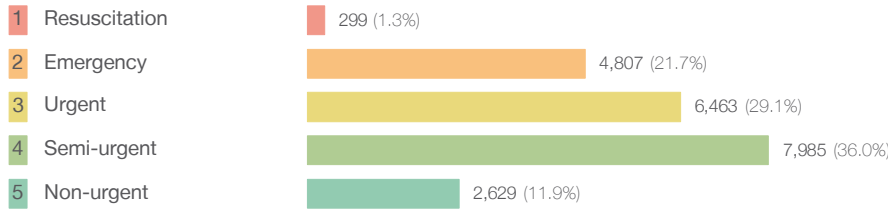
Royal North Shore Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 22,229 patients

Same period last year	Change since one year ago
22,435	-1%

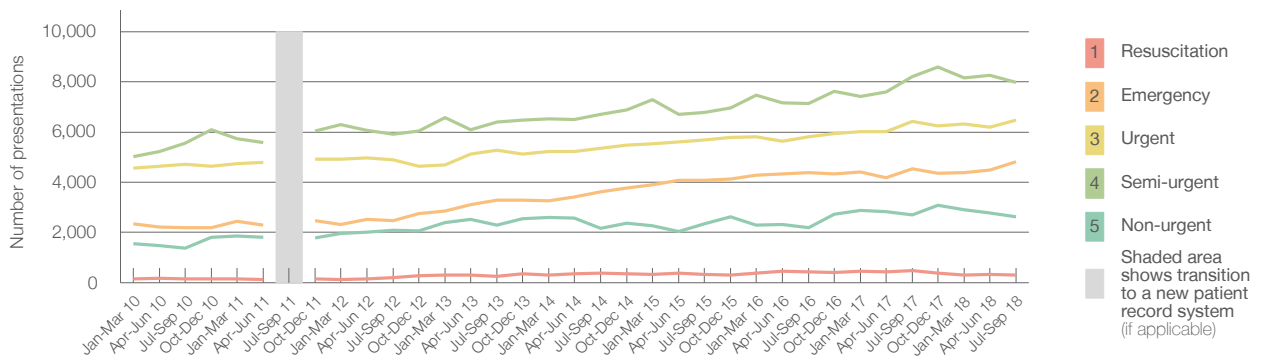
Emergency presentations² by triage category: 22,183 patients

Same period last year	Change since one year ago
22,347	-1%



Triage Category	Same period last year	Change since one year ago
1 Resuscitation	477	-37.3%
2 Emergency	4,547	5.7%
3 Urgent	6,425	0.6%
4 Semi-urgent	8,198	-2.6%
5 Non-urgent	2,700	-2.6%

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	149		209	253	368	320	438	477	299
Emergency	2,185		2,480	3,287	3,625	4,069	4,377	4,547	4,807
Urgent	4,718		4,897	5,268	5,343	5,689	5,824	6,425	6,463
Semi-urgent	5,559		5,925	6,404	6,700	6,779	7,125	8,198	7,985
Non-urgent	1,366		2,099	2,291	2,168	2,333	2,181	2,700	2,629
All emergency presentations	13,977		15,610	17,503	18,204	19,190	19,945	22,347	22,183

Royal North Shore Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 4,846 patients

Same period last year	Change since one year ago
4,877	

ED Transfer of care time



Same period last year	Change since one year ago
14 minutes	1 minute
44 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.

Royal North Shore 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: 4,807

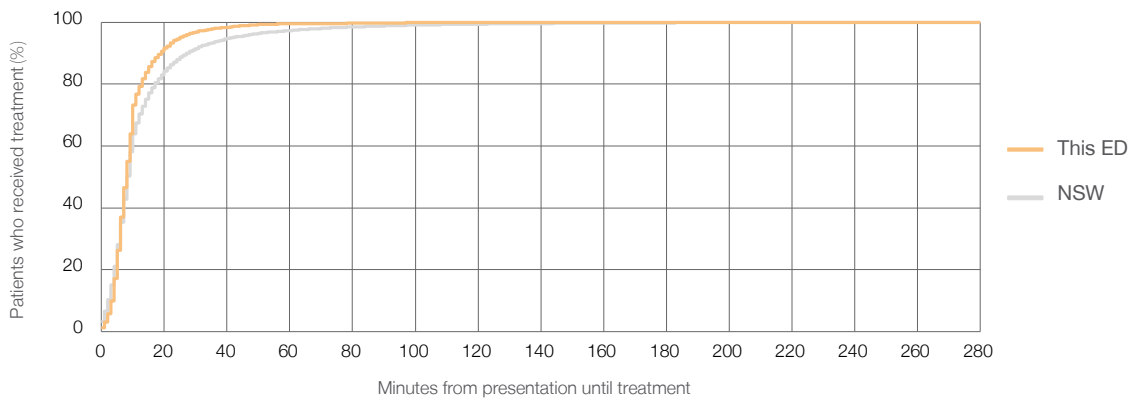
Number of triage 2 patients used to calculate waiting time:³ 4,797

Median time to start treatment⁴ 8 minutes

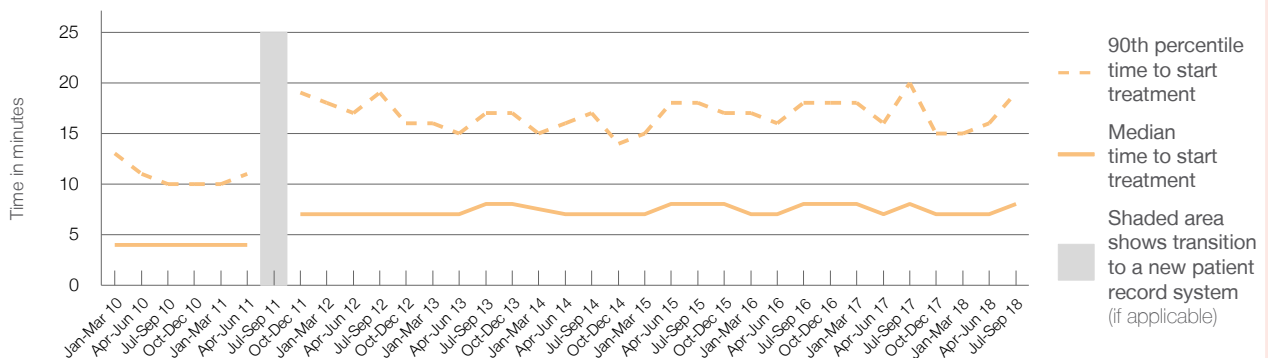
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
4,547	4,528
8 minutes	8 minutes
20 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)	4		7	8	7	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	10		19	17	17	18	18	20	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.

Royal North Shore 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: 6,463

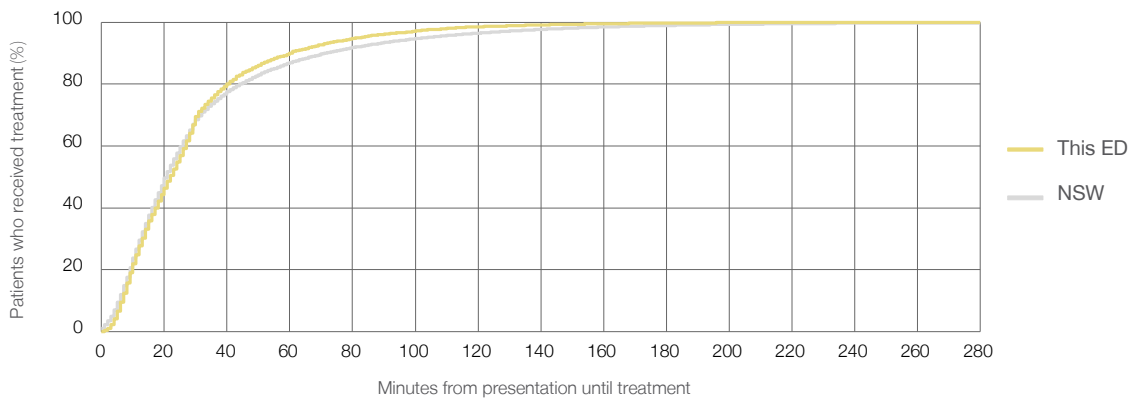
Number of triage 3 patients used to calculate waiting time:³ 6,384

Median time to start treatment⁴ 22 minutes

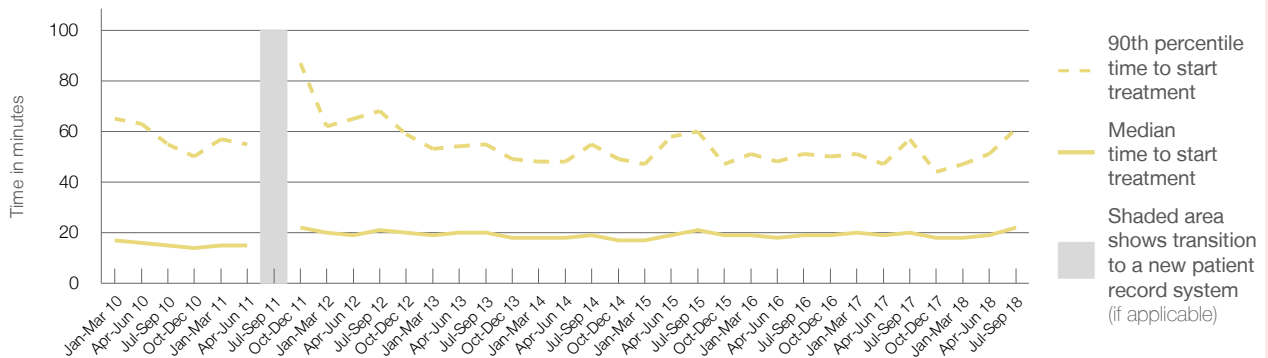
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
6,425	6,331
20 minutes	21 minutes
57 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)	15		21	20	19	21	19	20	22
90th percentile time to start treatment ⁵ (minutes)	55		68	55	55	60	51	57	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.

Royal North Shore 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: 7,985

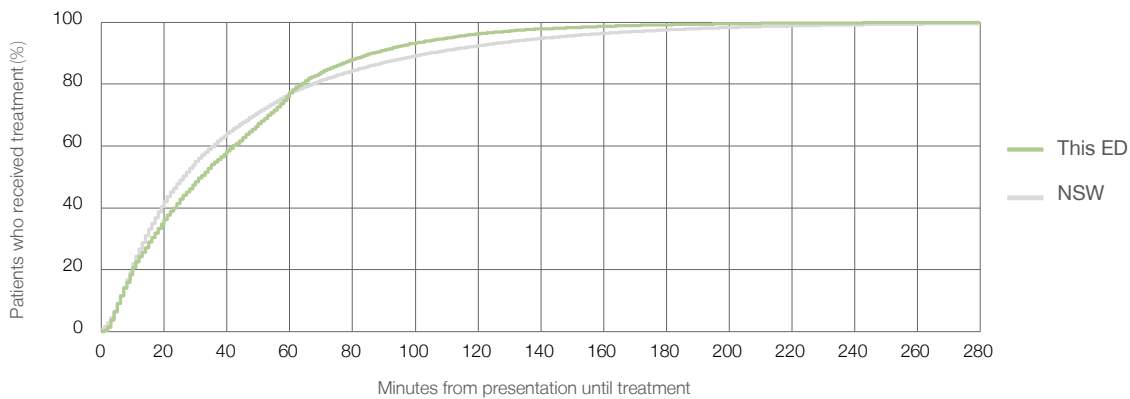
Number of triage 4 patients used to calculate waiting time:³ 7,698

Median time to start treatment⁴ 32 minutes

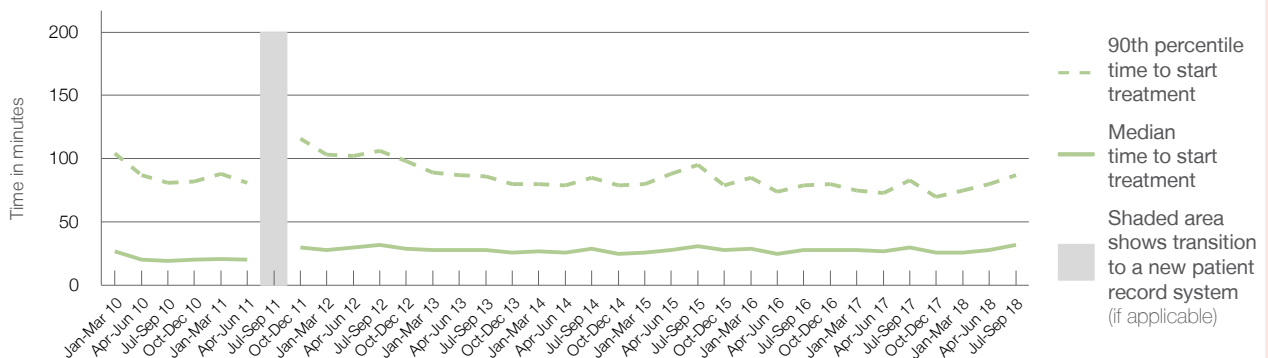
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
8,198	7,926
30 minutes	26 minutes
83 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)	19		32	28	29	31	28	30	32
90th percentile time to start treatment ⁵ (minutes)	81		106	86	85	95	79	83	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.

Royal North Shore 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: 2,629

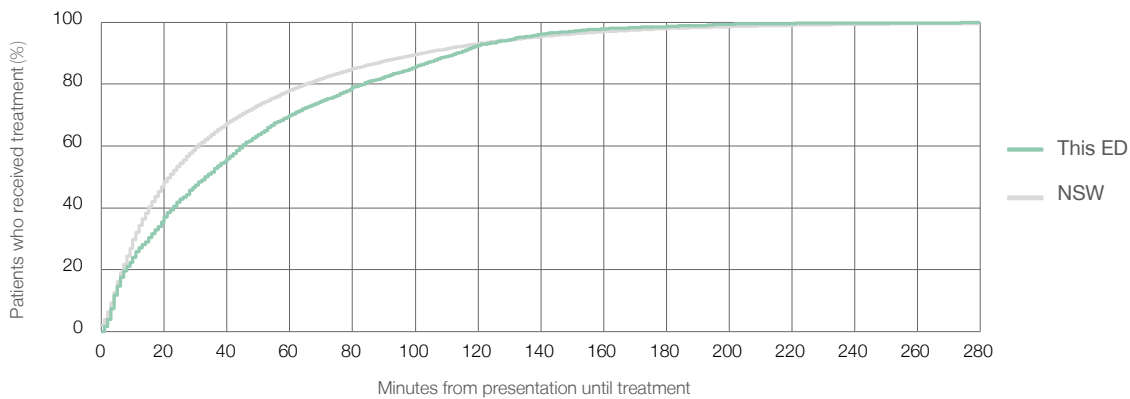
Number of triage 5 patients used to calculate waiting time:³ 2,347

Median time to start treatment⁴ 34 minutes

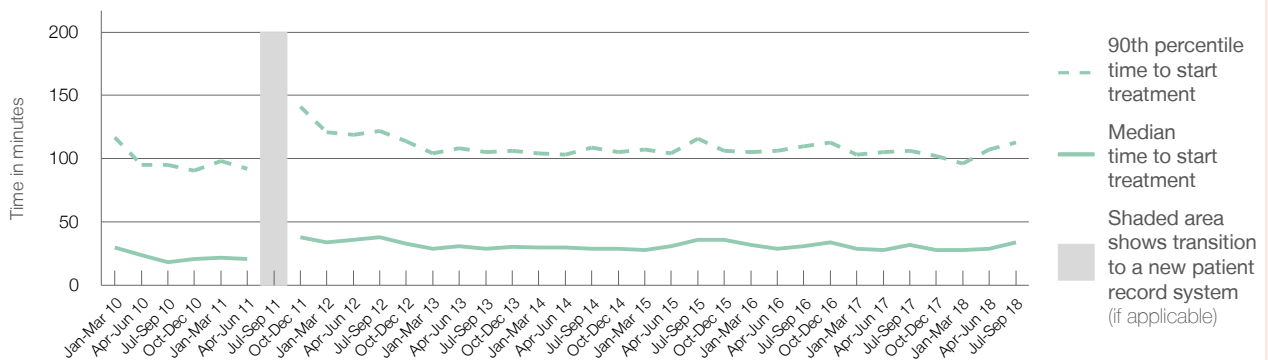
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
2,700	2,416
32 minutes	22 minutes
106 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)	18		38	29	29	36	31	32	34
90th percentile time to start treatment ⁵ (minutes)	95		122	105	109	116	110	106	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.

Royal North Shore Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 22,229 patients

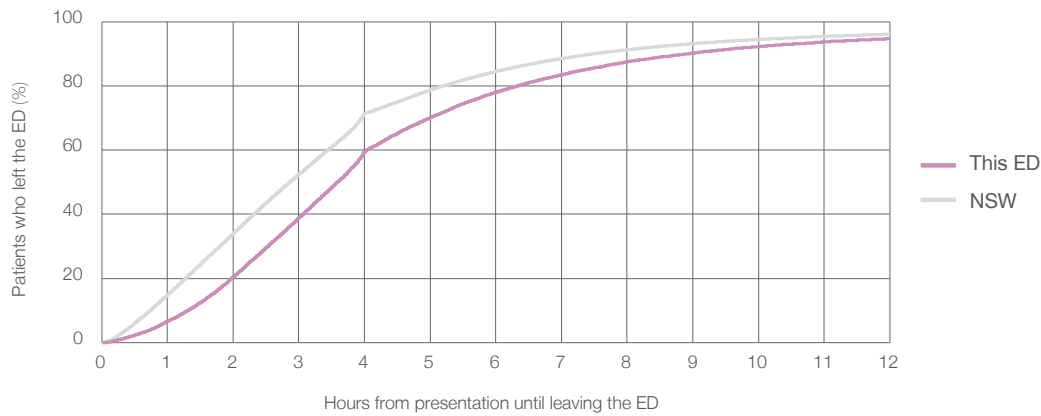
Presentations used to calculate time to leaving the ED:⁶ 22,229 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

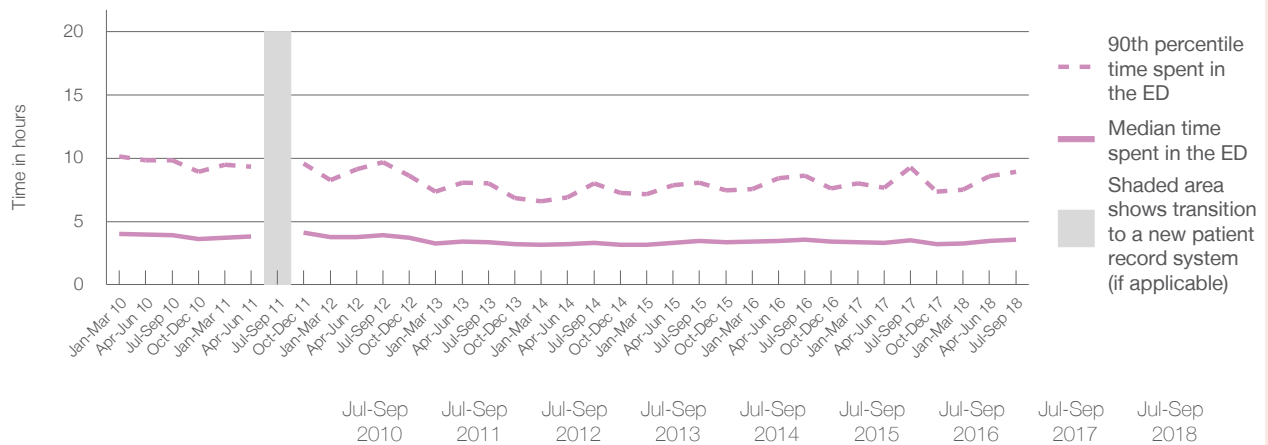
90th percentile time spent in the ED⁹ 8 hours and 56 minutes

Same period last year	NSW (this period)
22,435	22,435
3 hours and 31 minutes	2 hours and 52 minutes
9 hours and 18 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)	3h 54m		3h 55m	3h 22m	3h 20m	3h 29m	3h 34m	3h 31m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 49m		9h 41m	8h 0m	8h 2m	8h 3m	8h 38m	9h 18m	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.

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

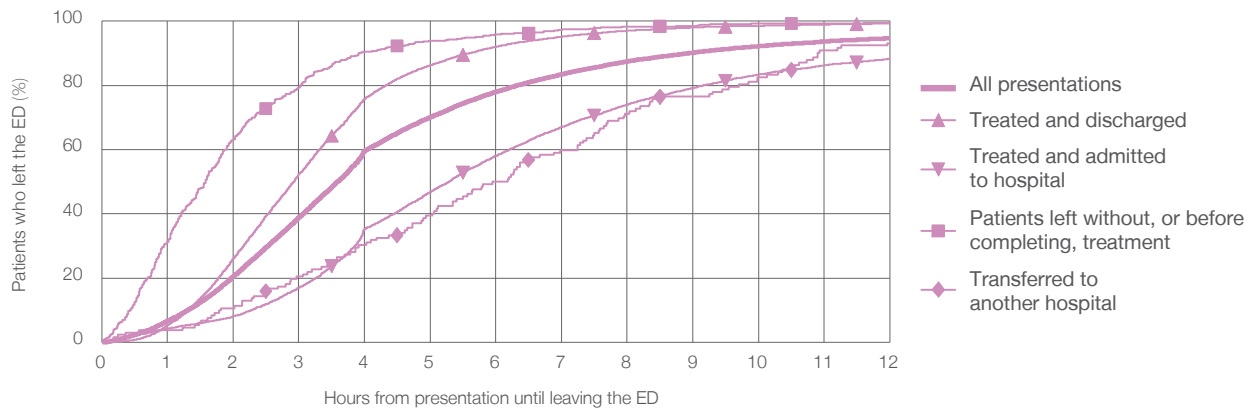
All presentations:¹ 22,229 patients

Presentations used to calculate time to leaving the ED:⁶ 22,229 patients

Treated and discharged	11,999 (54.0%)
Treated and admitted to hospital	9,166 (41.2%)
Patient left without, or before completing, treatment	559 (2.5%)
Transferred to another hospital	132 (0.6%)
Other	373 (1.7%)

Same period last year	Change since one year ago
22,435	-1%
12,655	-5.2%
8,626	6.3%
612	-8.7%
156	-15.4%
386	-3.4%

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	5.4%	26.2%	52.3%	75.8%	92.1%	97.0%	98.6%	99.3%
Treated and admitted to hospital	4.3%	8.1%	17.0%	35.2%	58.1%	74.0%	83.4%	88.3%
Patient left without, or before completing, treatment	31.3%	63.1%	79.4%	90.5%	95.9%	98.2%	99.3%	99.5%
Transferred to another hospital	3.8%	10.6%	20.5%	30.3%	50.0%	71.2%	82.6%	93.2%
All presentations	6.7%	20.6%	38.9%	59.5%	78.0%	87.5%	92.2%	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.

Royal North Shore 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 22,229 patients

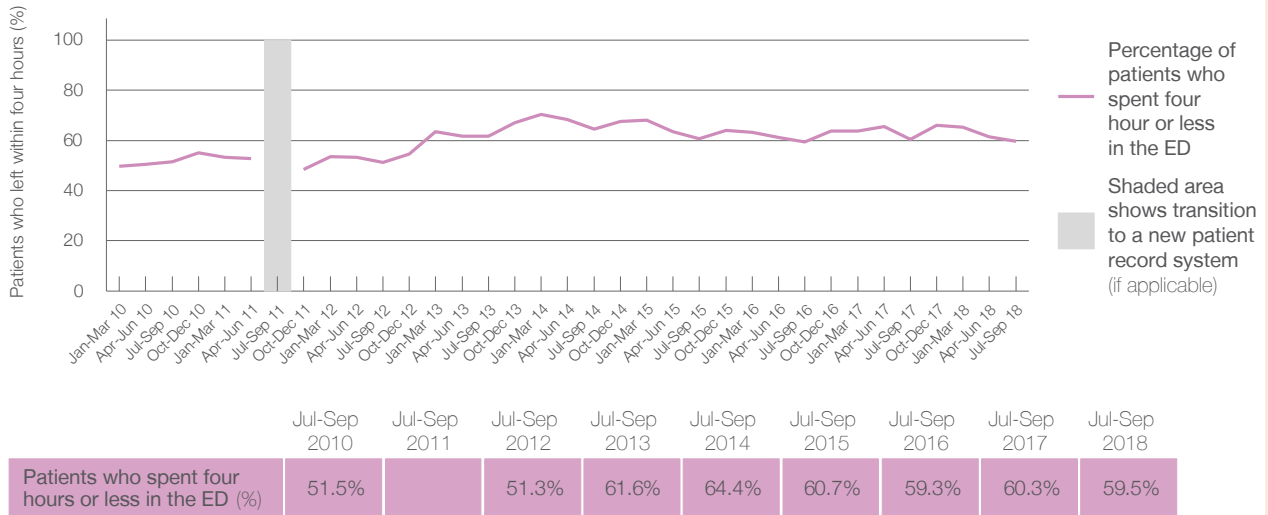
Presentations used to calculate time to leaving the ED: ⁶ 22,229 patients

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	22,435	-1%
Presentations used to calculate time to leaving the ED	22,435	-1%
Percentage of patients who spent four hours or less in the ED	60.3%	

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).

Royal Prince Alfred Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 19,584 patients

Emergency presentations:² 19,132 patients

Same period last year	Change since one year ago
19,682	0%
19,158	0%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,293 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,973 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,163 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 513 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
3,243	
12 minutes	8 minutes
26 minutes	28 minutes
10,370	
29 minutes	21 minutes
94 minutes	72 minutes
4,925	
36 minutes	26 minutes
125 minutes	105 minutes
471	
32 minutes	22 minutes
126 minutes	103 minutes

Royal Prince Alfred Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 19,584 patients

Percentage of patients who spent four hours or less in the ED 62%

Same period last year	Change since one year ago
19,680	0%
61%	

* 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.

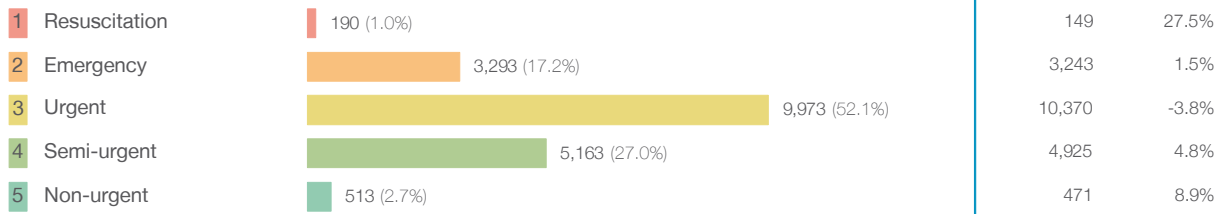
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Royal Prince Alfred Hospital: Patients presenting to the emergency department

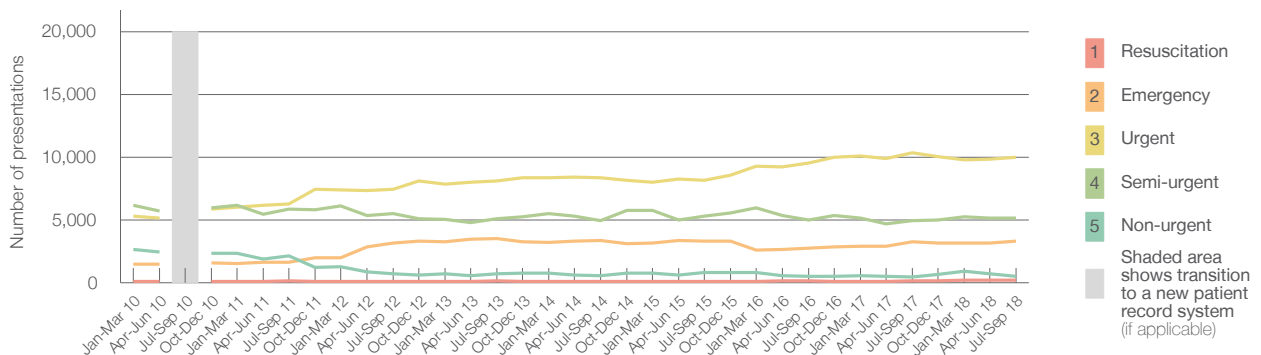
July to September 2018

All presentations:¹ 19,584 patients

Emergency presentations² by triage category: 19,132 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		121	118	131	119	102	127	149	190
Emergency		1,635	3,172	3,519	3,338	3,301	2,744	3,243	3,293
Urgent		6,290	7,455	8,125	8,342	8,167	9,524	10,370	9,973
Semi-urgent		5,855	5,516	5,097	4,957	5,280	5,009	4,925	5,163
Non-urgent		2,113	713	687	532	820	490	471	513
All emergency presentations		16,014	16,974	17,559	17,288	17,670	17,894	19,158	19,132

Royal Prince Alfred Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,221 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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

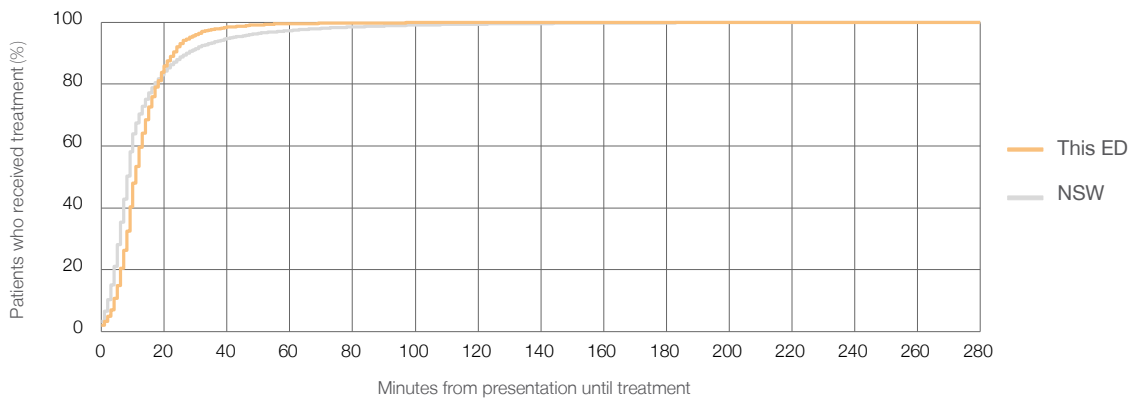
Number of triage 2 patients: 3,293

Number of triage 2 patients used to calculate waiting time:³ 3,287

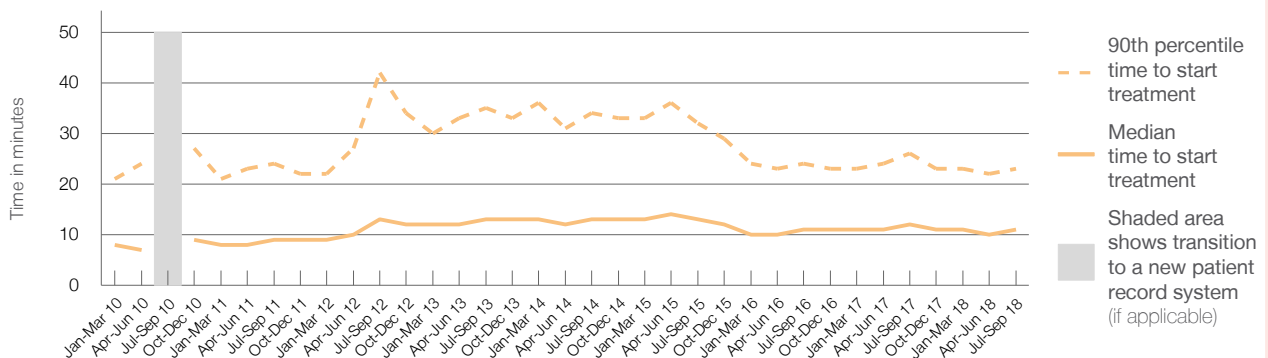
Median time to start treatment⁴ ■ 11 minutes
 90th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
3,243	
3,237	
12 minutes	8 minutes
26 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)		9	13	13	13	13	11	12	11
90th percentile time to start treatment ⁵ (minutes)		24	42	35	34	32	24	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.

Royal Prince Alfred 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: 9,973

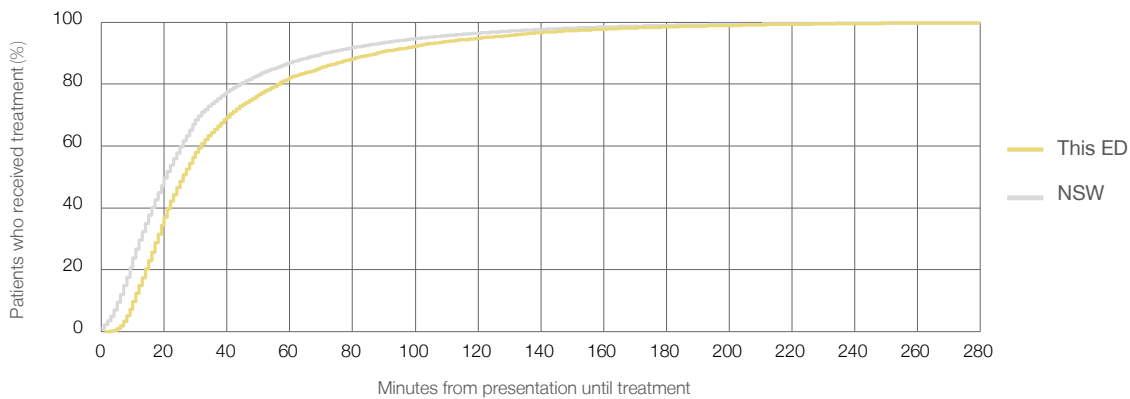
Number of triage 3 patients used to calculate waiting time:³ 9,787

Median time to start treatment⁴ 26 minutes

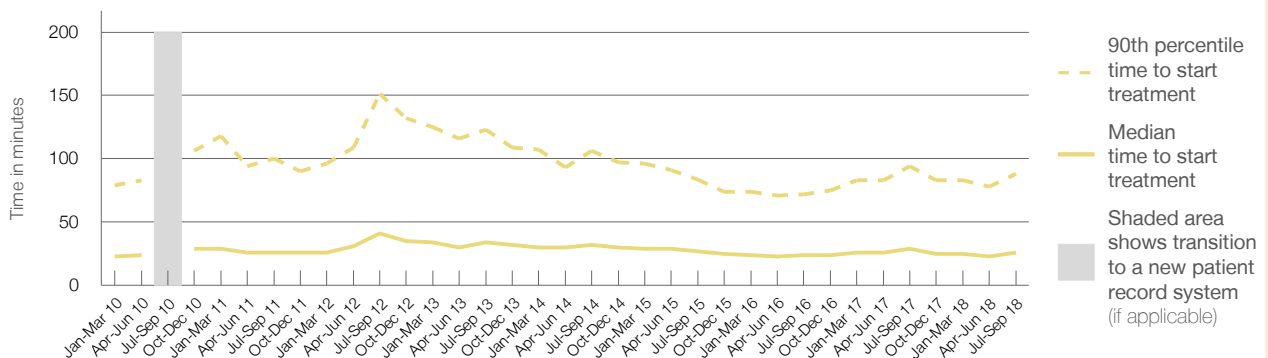
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
10,370	10,145
29 minutes	21 minutes
94 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)		26	41	34	32	27	24	29	26
90th percentile time to start treatment ⁵ (minutes)		100	151	123	106	84	72	94	88

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

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

Royal Prince Alfred 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: 5,163

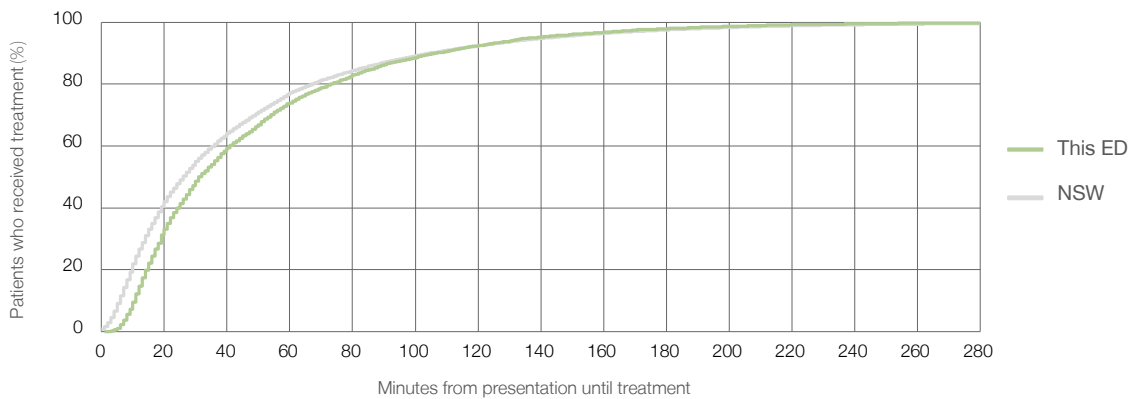
Number of triage 4 patients used to calculate waiting time:³ 4,910

Median time to start treatment⁴ 32 minutes

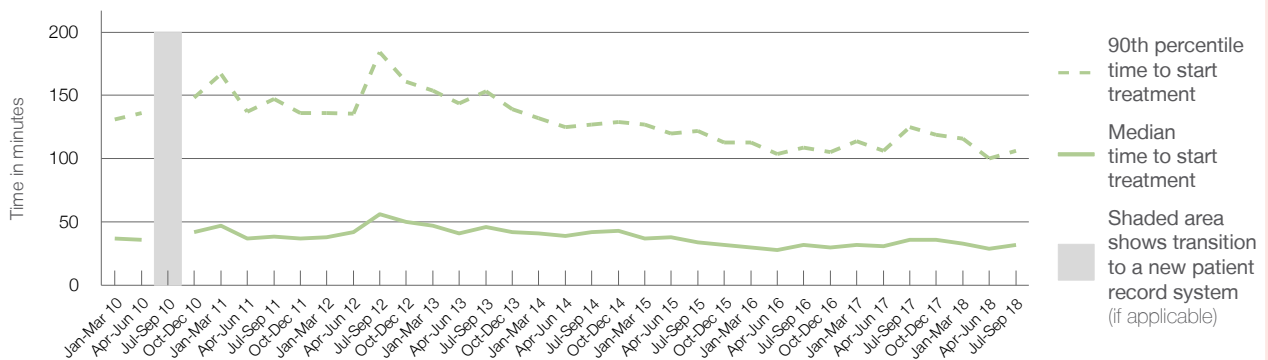
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
4,925	4,652
36 minutes	26 minutes
125 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	56	46	42	34	32	36	32
90th percentile time to start treatment ⁵ (minutes)		147	184	153	127	122	109	125	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.

Royal Prince Alfred 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: 513

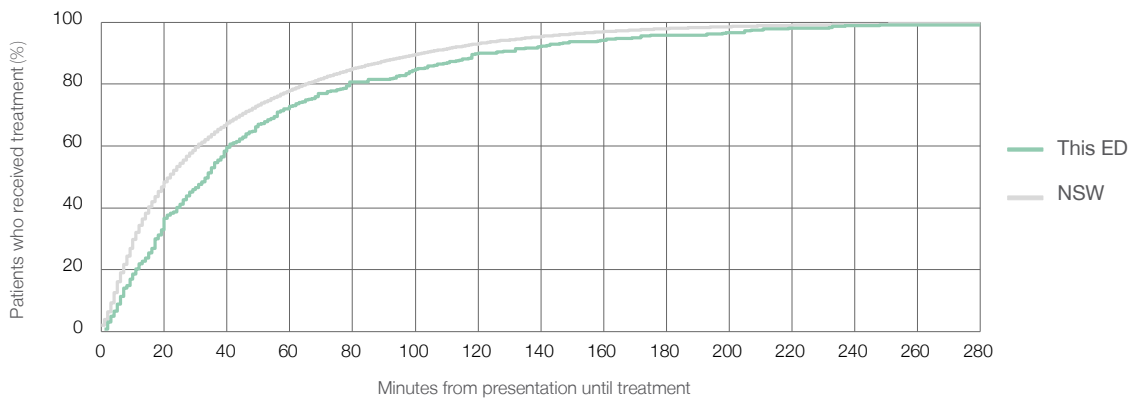
Number of triage 5 patients used to calculate waiting time:³ 361

Median time to start treatment⁴ 34 minutes

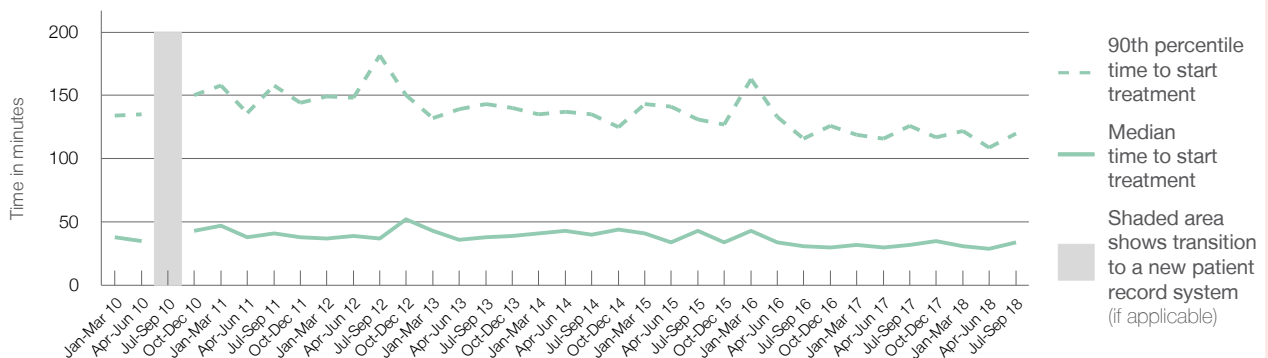
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
471	322
32 minutes	22 minutes
126 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)		41	37	38	40	43	31	32	34
90th percentile time to start treatment ⁵ (minutes)		158	182	143	135	131	116	126	120

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED July to September 2018

All presentations:¹ 19,584 patients

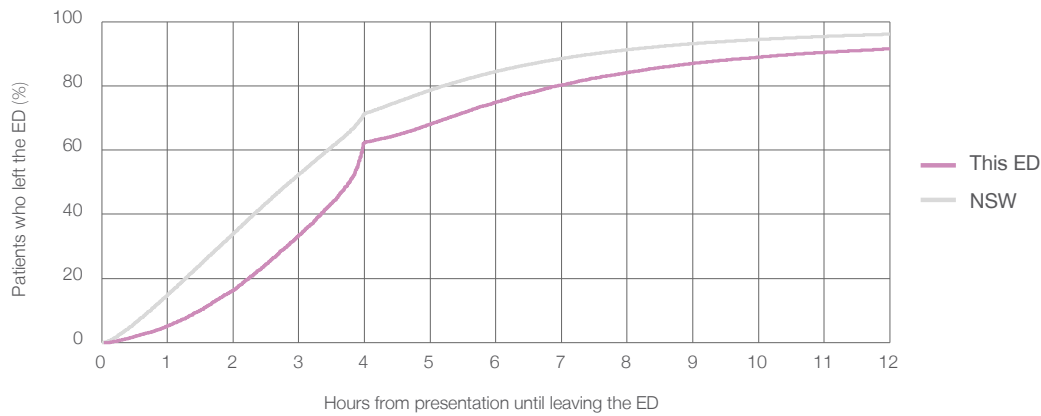
Presentations used to calculate time to leaving the ED:⁶ 19,584 patients

Median time spent in the ED⁸ 3 hours and 46 minutes

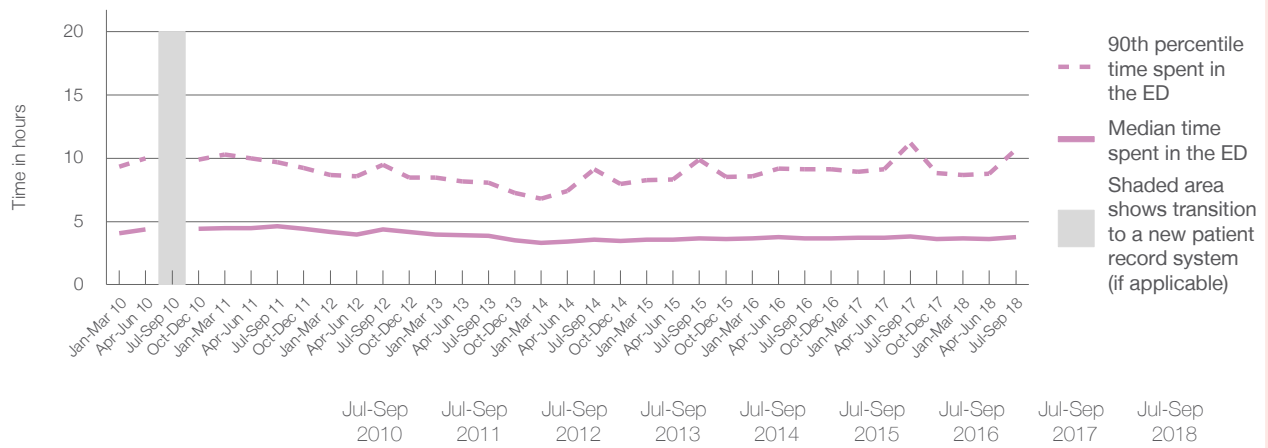
90th percentile time spent in the ED⁹ 10 hours and 41 minutes

Same period last year	NSW (this period)
19,682	19,680
3 hours and 48 minutes	2 hours and 52 minutes
11 hours and 12 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 36m	4h 23m	3h 51m	3h 35m	3h 39m	3h 41m	3h 48m	3h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)		9h 40m	9h 30m	8h 3m	9h 6m	9h 52m	9h 6m	11h 12m	10h 41m

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

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

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

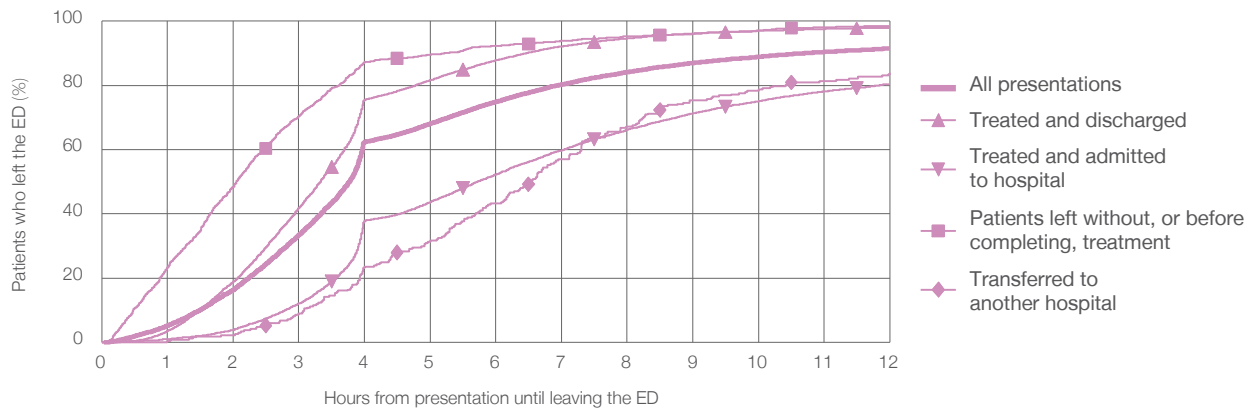
All presentations:¹ 19,584 patients

Presentations used to calculate time to leaving the ED:⁶ 19,584 patients

Treated and discharged	10,707 (54.7%)
Treated and admitted to hospital	7,052 (36.0%)
Patient left without, or before completing, treatment	1,218 (6.2%)
Transferred to another hospital	268 (1.4%)
Other	339 (1.7%)

Same period last year	Change since one year ago
19,680	0%
10,517	1.8%
7,163	-1.5%
1,282	-5.0%
258	3.9%
462	-26.6%

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	3.6%	18.9%	41.9%	75.5%	87.8%	94.6%	97.0%	98.0%
Treated and admitted to hospital	1.0%	3.9%	12.1%	37.9%	52.3%	66.2%	75.1%	80.4%
Patient left without, or before completing, treatment	23.3%	48.5%	70.4%	87.3%	92.4%	95.4%	97.0%	98.5%
Transferred to another hospital	0.4%	2.2%	9.0%	23.5%	43.3%	67.2%	78.7%	84.0%
All presentations	5.2%	16.4%	33.5%	62.4%	74.9%	84.2%	88.9%	91.6%

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

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

Royal Prince Alfred 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 19,584 patients

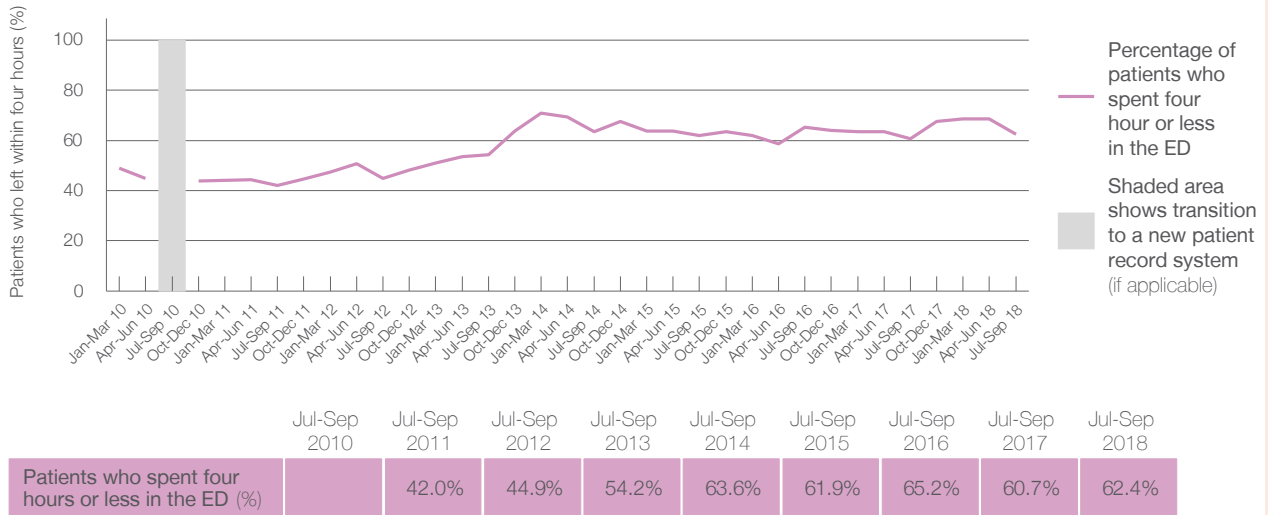
Presentations used to calculate time to leaving the ED: ⁶ 19,584 patients

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



Same period last year	Change since one year ago
19,682	0%
19,680	0%
60.7%	

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.

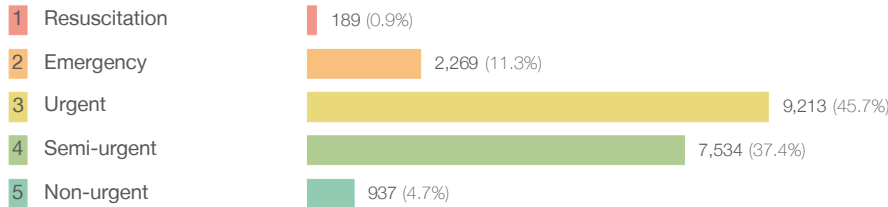
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

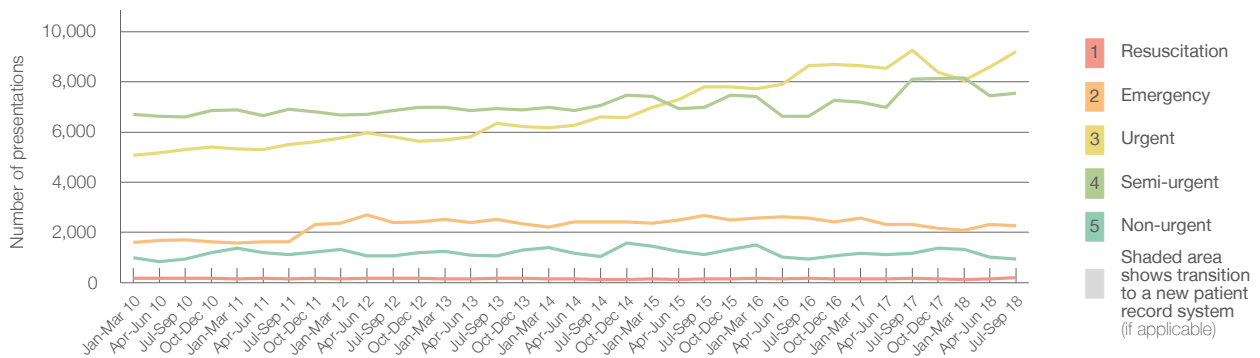
All presentations:¹ 20,298 patients

Emergency presentations² by triage category: 20,142 patients



Same period last year	Change since one year ago
21,172	-4%
21,039	-4%
180	5.0%
2,328	-2.5%
9,250	-0.4%
8,103	-7.0%
1,178	-20.5%

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



Same period last year	Change since one year ago
5,401	
13 minutes	-1 minute
37 minutes	-7 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.

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

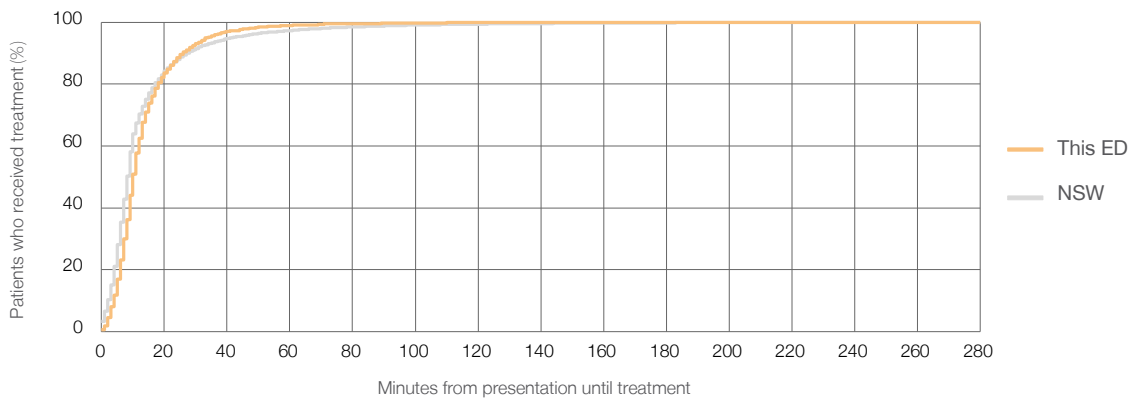
Number of triage 2 patients used to calculate waiting time:³ 2,261

Median time to start treatment⁴ 10 minutes

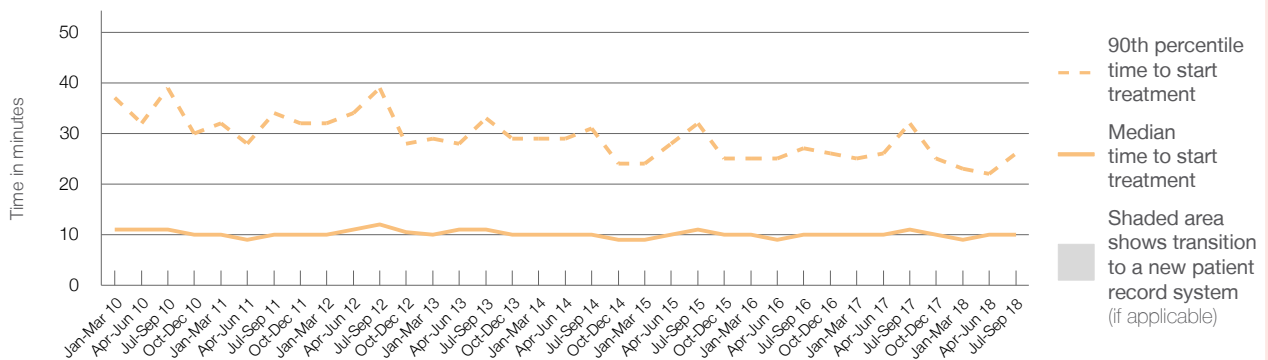
90th percentile time to start treatment⁵ 26 minutes

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

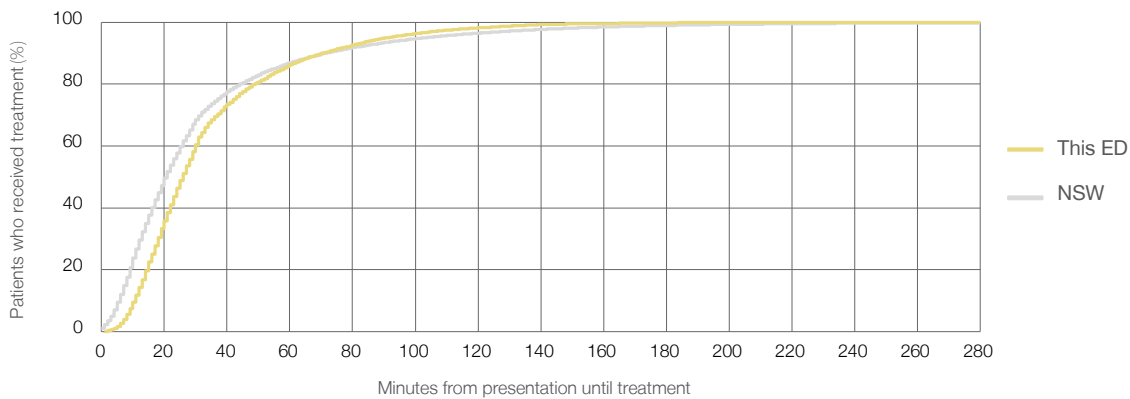
Number of triage 3 patients used to calculate waiting time:³ 9,037

Median time to start treatment⁴ 26 minutes

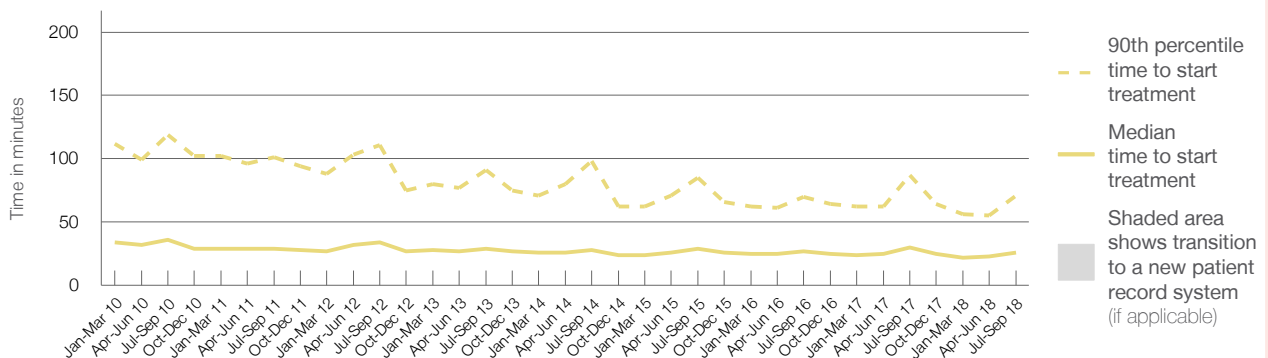
90th percentile time to start treatment⁵ 71 minutes

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

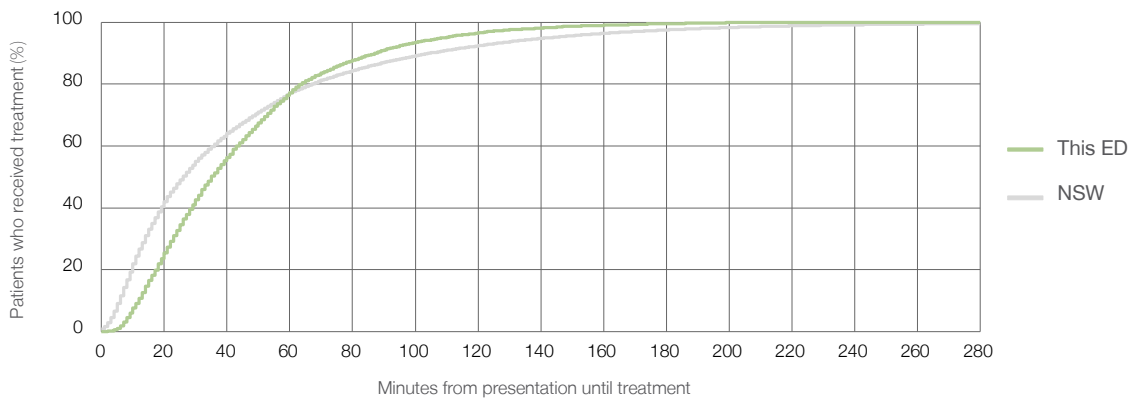
Number of triage 4 patients used to calculate waiting time:³ 7,292

Median time to start treatment⁴ 35 minutes

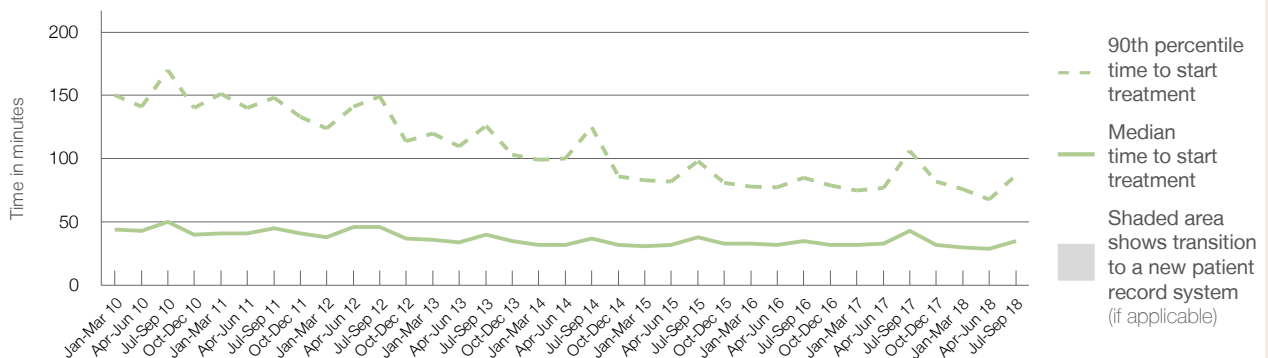
90th percentile time to start treatment⁵ 87 minutes

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

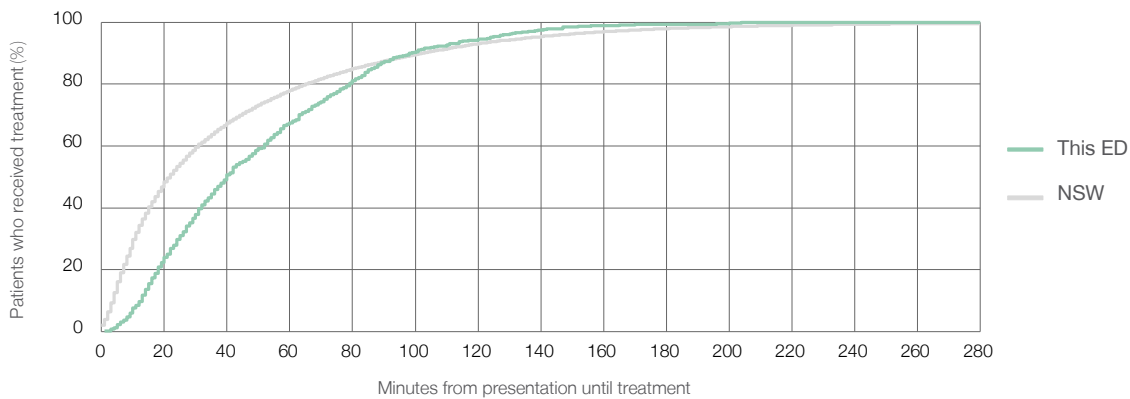
Number of triage 5 patients used to calculate waiting time:³ 757

Median time to start treatment⁴ 40 minutes

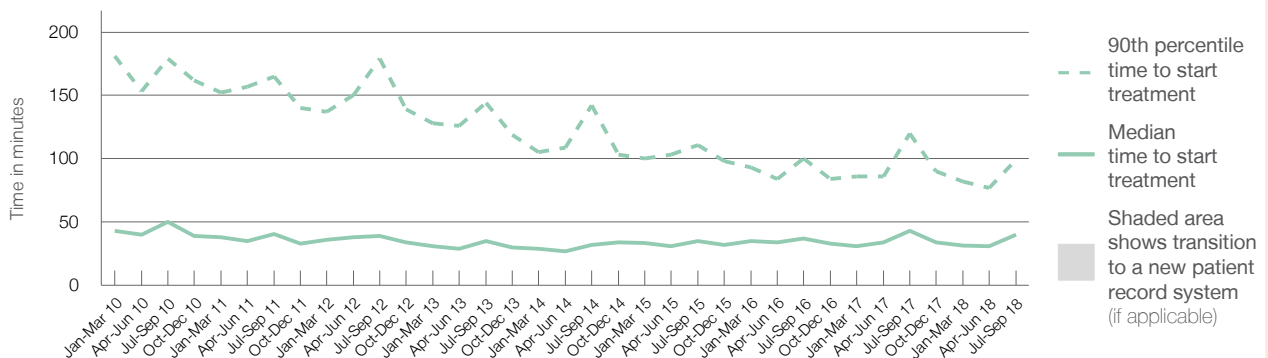
90th percentile time to start treatment⁵ 99 minutes

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

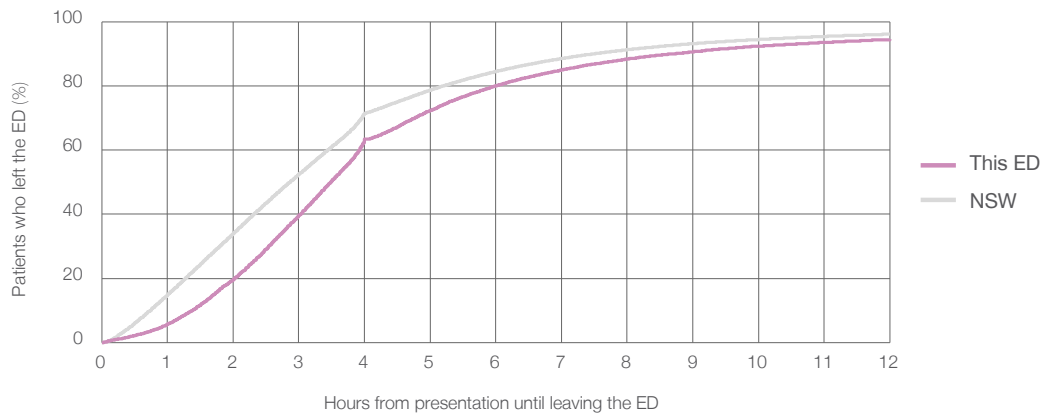
Presentations used to calculate time to leaving the ED:⁶ 20,289 patients

Median time spent in the ED⁸ 3 hours and 29 minutes

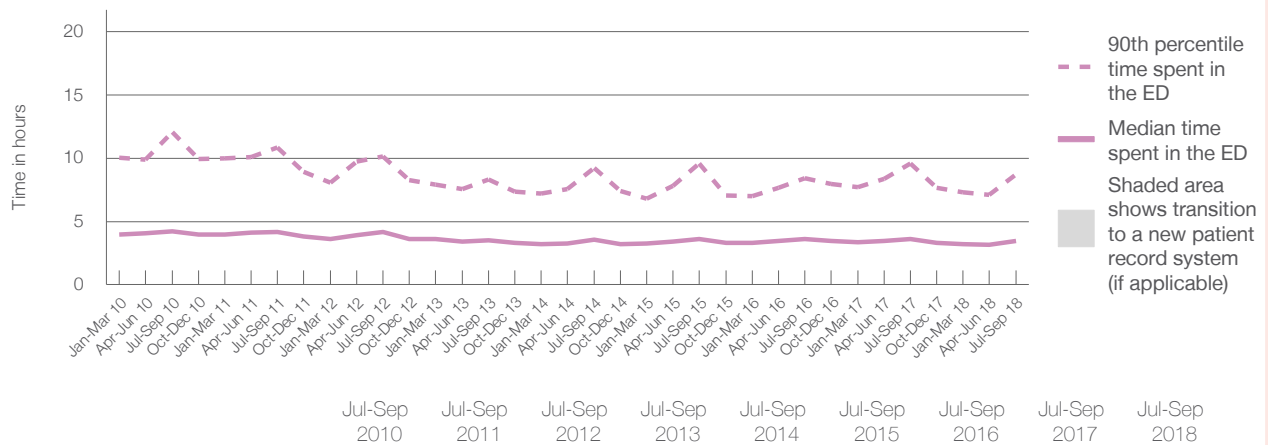
90th percentile time spent in the ED⁹ 8 hours and 42 minutes

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

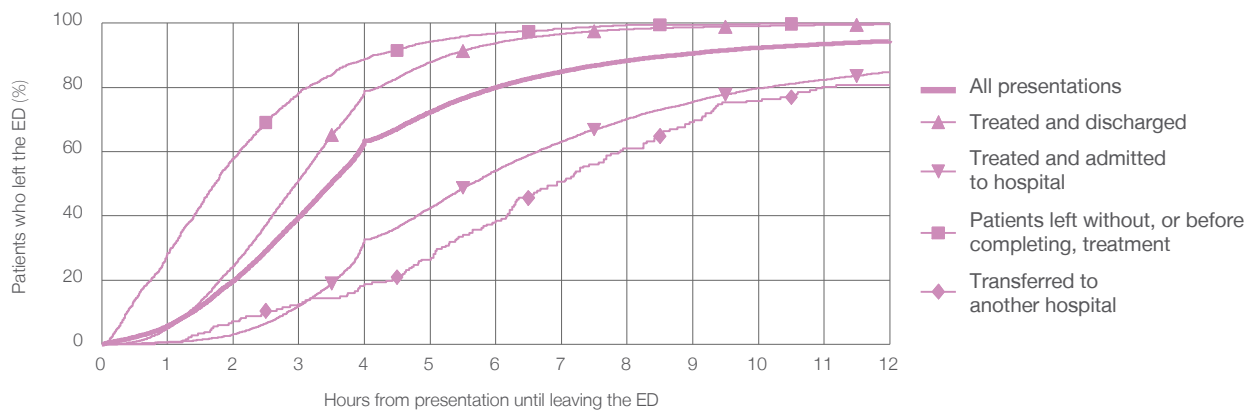
All presentations:¹ 20,298 patients

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

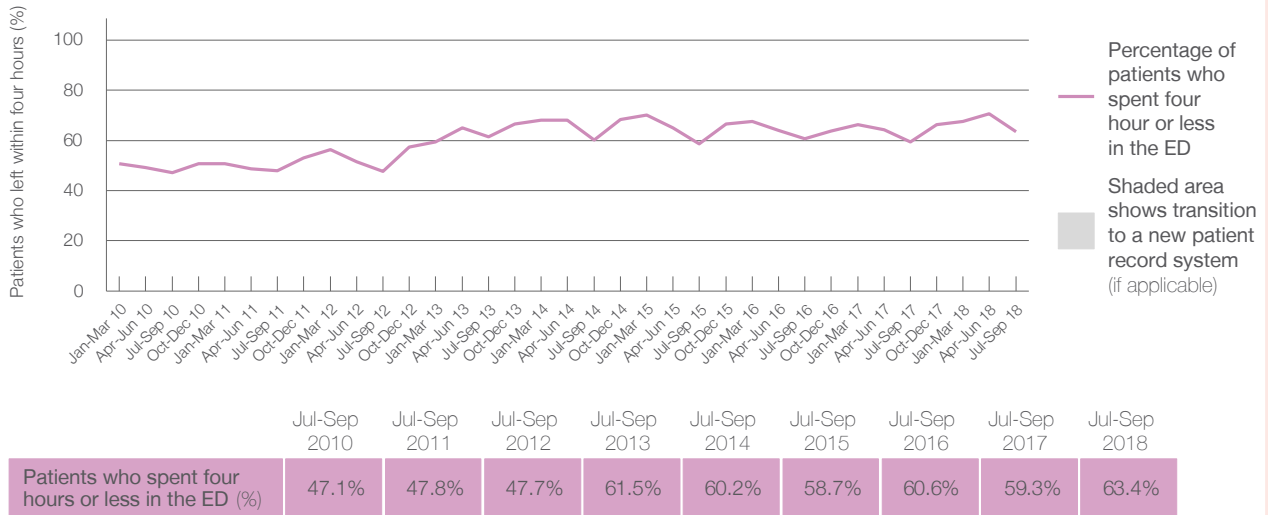
Presentations used to calculate time to leaving the ED: ⁶ 20,289 patients

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.

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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*.

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- All presentations that have a departure time.
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- 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 Vincent's Hospital Sydney: Emergency department (ED) overview

July to September 2018

All presentations:¹ 11,776 patients

Emergency presentations:² 11,631 patients

Same period last year	Change since one year ago
11,832	0%
11,684	0%

St Vincent's Hospital Sydney: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,420 patients

Median time to start treatment⁴ 3 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,766 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,737 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 381 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,533	
5 minutes	8 minutes
17 minutes	28 minutes
5,829	
16 minutes	21 minutes
70 minutes	72 minutes
3,596	
19 minutes	26 minutes
104 minutes	105 minutes
435	
11 minutes	22 minutes
99 minutes	103 minutes

St Vincent's Hospital Sydney: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 11,776 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
11,832	0%
64%	

* 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.

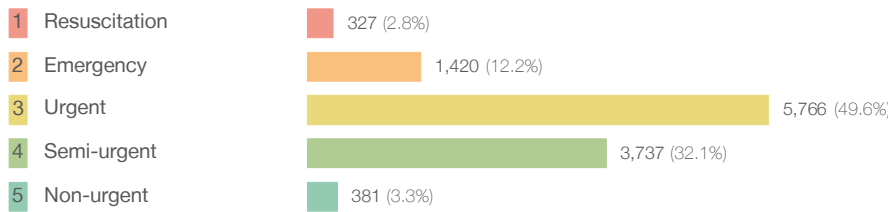
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

St Vincent's Hospital Sydney: Patients presenting to the emergency department

July to September 2018

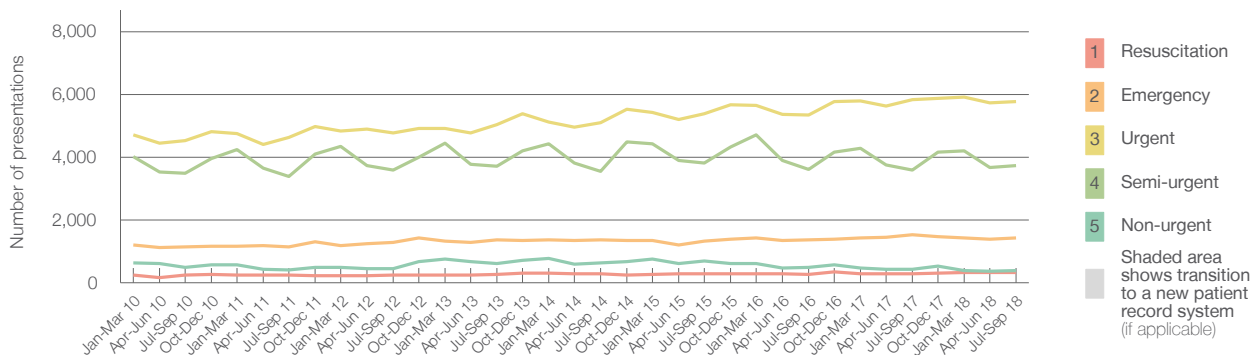
All presentations:¹ 11,776 patients

Emergency presentations² by triage category: 11,631 patients



	Same period last year	Change since one year ago
All presentations	11,832	0%
Emergency presentations	11,684	0%
1 Resuscitation	291	12.4%
2 Emergency	1,533	-7.4%
3 Urgent	5,829	-1.1%
4 Semi-urgent	3,596	3.9%
5 Non-urgent	435	-12.4%

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	238	249	239	255	282	277	261	291	327
Emergency	1,144	1,136	1,273	1,373	1,369	1,333	1,361	1,533	1,420
Urgent	4,524	4,621	4,766	5,027	5,088	5,382	5,338	5,829	5,766
Semi-urgent	3,492	3,388	3,591	3,701	3,547	3,806	3,605	3,596	3,737
Non-urgent	483	402	448	608	621	695	484	435	381
All emergency presentations	9,881	9,796	10,317	10,964	10,907	11,493	11,049	11,684	11,631

St Vincent's Hospital Sydney: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time: ⁷ 3,585 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,496	
ED Transfer of care time		
Median time	14 minutes	0 minutes
90th percentile time	39 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: 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: 1,420

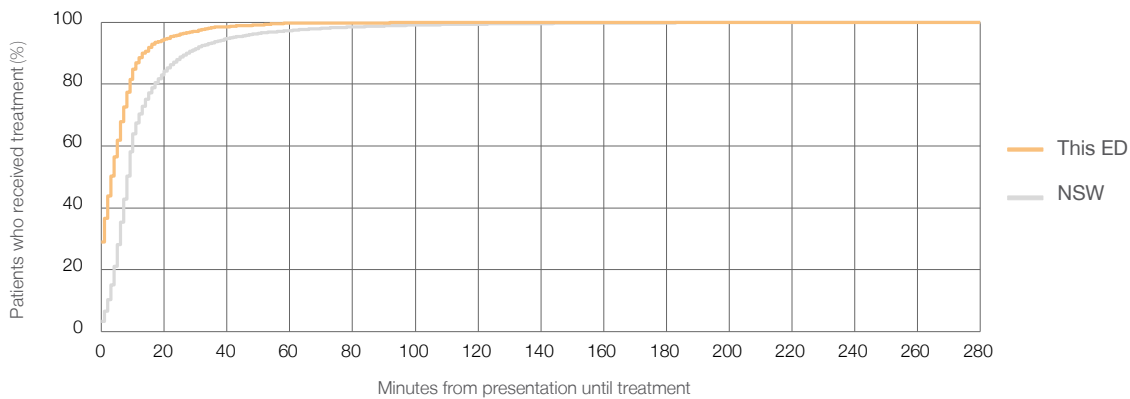
Number of triage 2 patients used to calculate waiting time:³ 1,416

Median time to start treatment⁴ 3 minutes

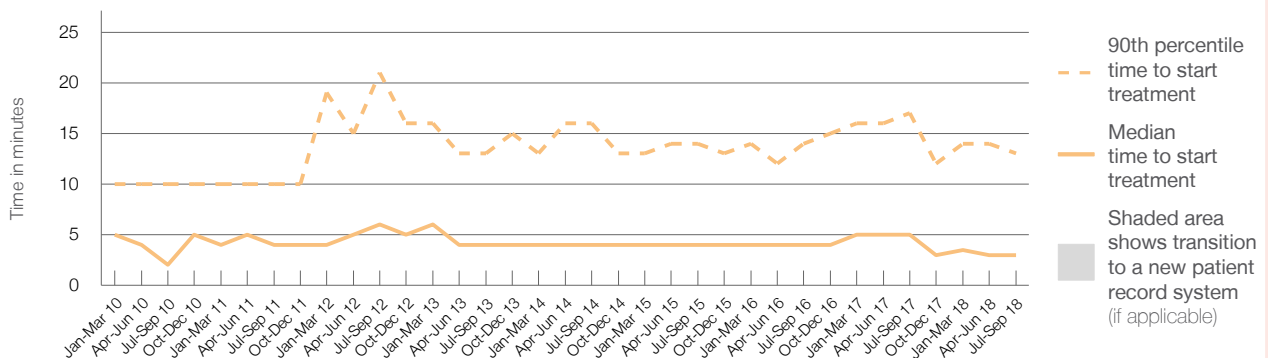
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
1,533	1,526
5 minutes	8 minutes
17 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)	2	4	6	4	4	4	4	5	3
90th percentile time to start treatment ⁵ (minutes)	10	10	21	13	16	14	14	17	13

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

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: 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: 5,766

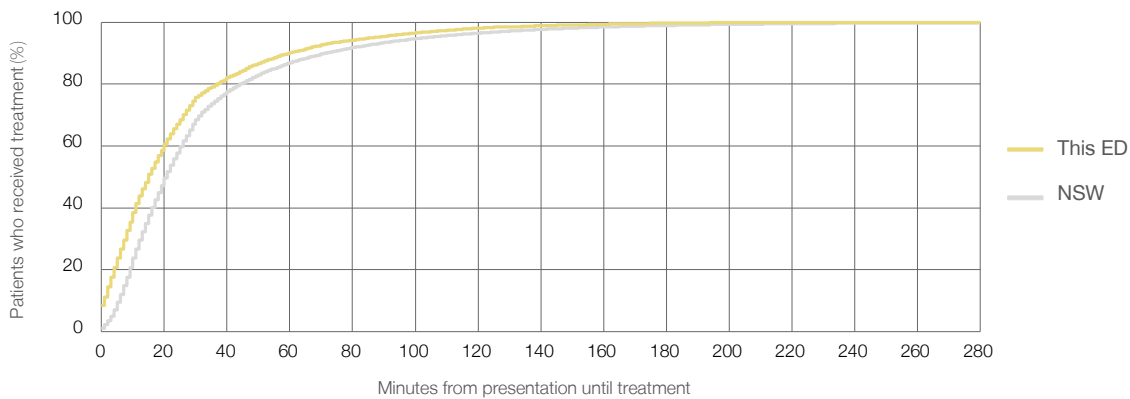
Number of triage 3 patients used to calculate waiting time:³ 5,577

Median time to start treatment⁴ 15 minutes

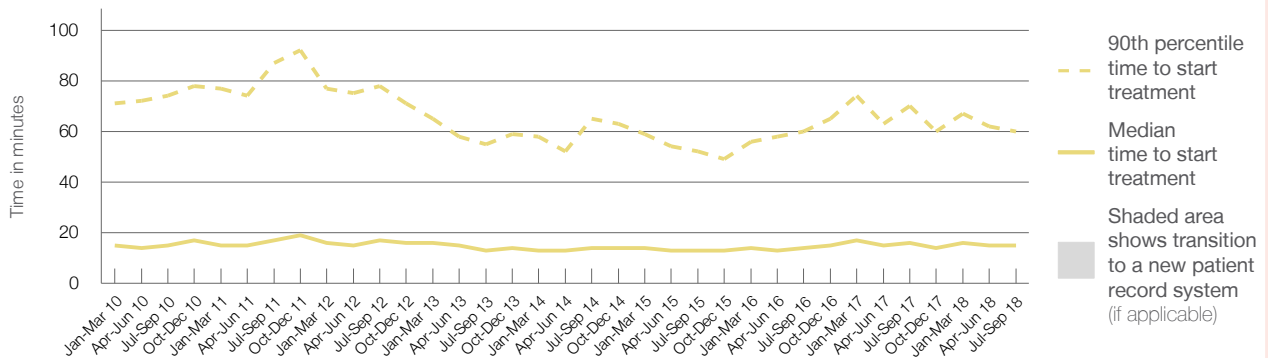
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
5,829	5,646
16 minutes	21 minutes
70 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)	15	17	17	13	14	13	14	16	15
90th percentile time to start treatment ⁵ (minutes)	74	87	78	55	65	52	60	70	60

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: 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: 3,737

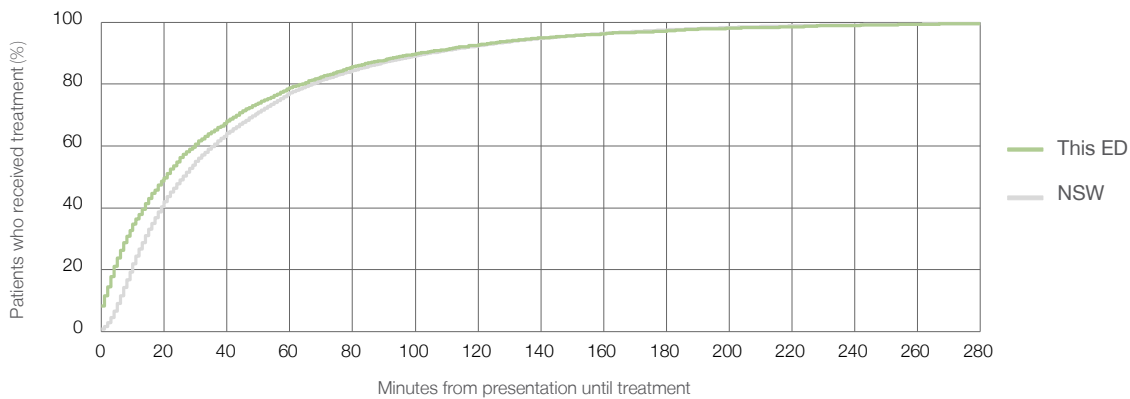
Number of triage 4 patients used to calculate waiting time:³ 3,265

Median time to start treatment⁴ 21 minutes

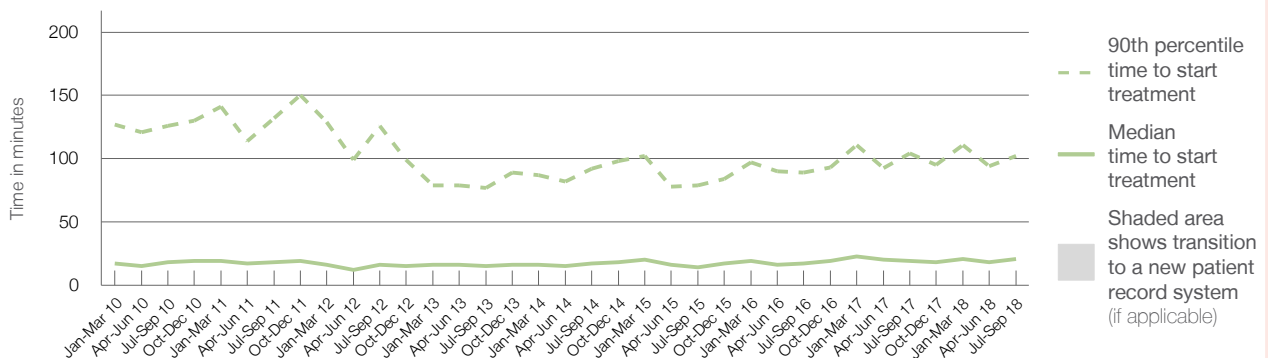
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
3,596	3,108
19 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)	18	18	16	15	17	14	17	19	21
90th percentile time to start treatment ⁵ (minutes)	126	132	126	77	92	79	89	104	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: 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: 381

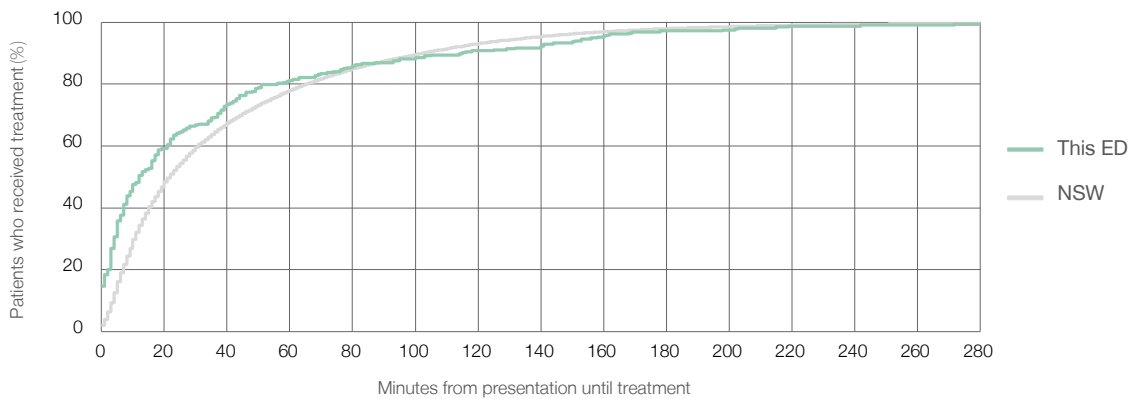
Number of triage 5 patients used to calculate waiting time:³ 313

Median time to start treatment⁴ 12 minutes

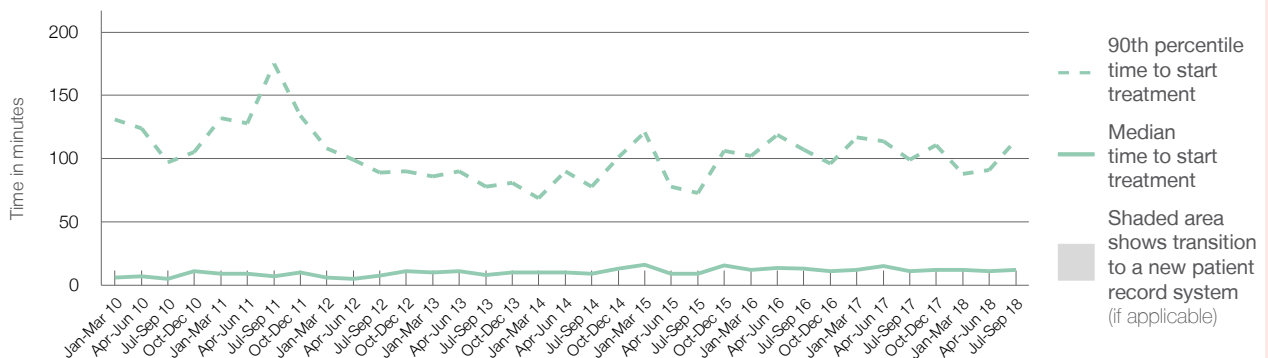
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
435	
324	
11 minutes	22 minutes
99 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)	5	7	8	8	9	9	13	11	12
90th percentile time to start treatment ⁵ (minutes)	97	175	89	78	78	73	107	99	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients spent in the ED

July to September 2018

All presentations:¹ 11,776 patients

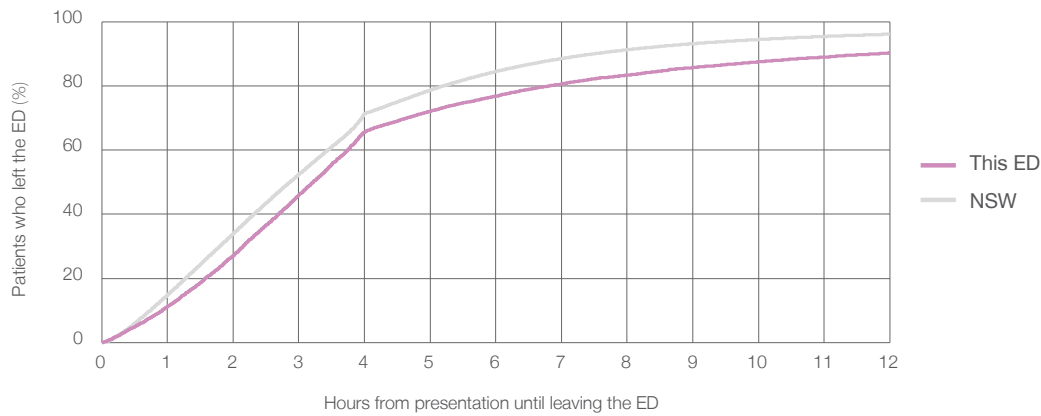
Presentations used to calculate time to leaving the ED:⁶ 11,776 patients

Median time spent in the ED⁸ 3 hours and 13 minutes

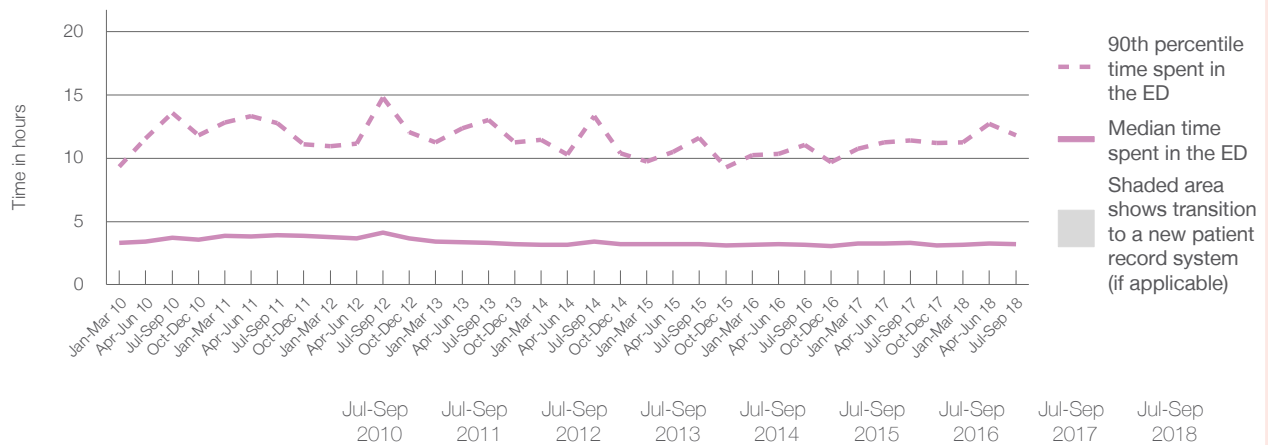
90th percentile time spent in the ED⁹ 11 hours and 48 minutes

Same period last year	NSW (this period)
11,832	11,832
3 hours and 19 minutes	2 hours and 52 minutes
11 hours and 25 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)	3h 44m	3h 54m	4h 6m	3h 19m	3h 24m	3h 13m	3h 9m	3h 19m	3h 13m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 33m	12h 45m	14h 47m	13h 2m	13h 19m	11h 36m	11h 3m	11h 25m	11h 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients spent in the ED
By mode of separation
July to September 2018

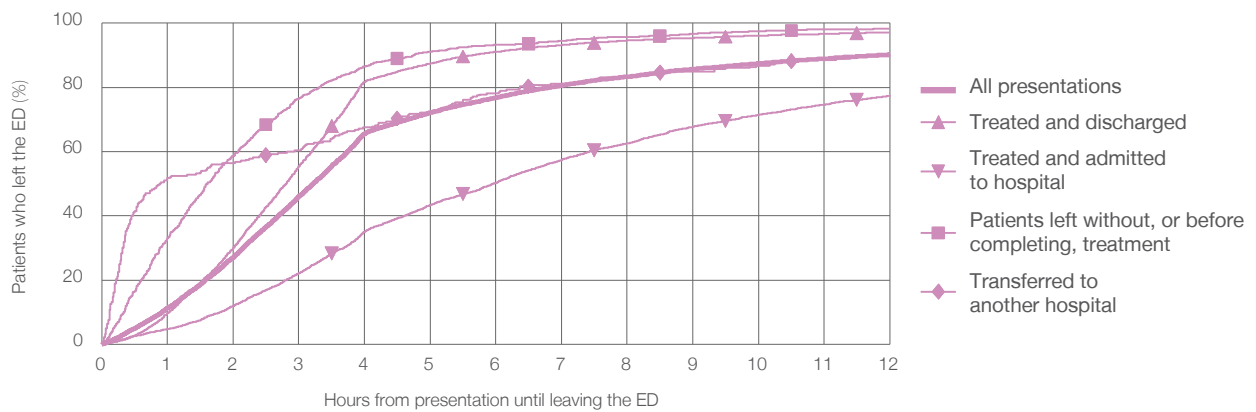
All presentations:¹ 11,776 patients

Presentations used to calculate time to leaving the ED:⁶ 11,776 patients

Treated and discharged	6,271 (53.3%)
Treated and admitted to hospital	4,089 (34.7%)
Patient left without, or before completing, treatment	1,109 (9.4%)
Transferred to another hospital	280 (2.4%)
Other	27 (0.2%)

Same period last year	Change since one year ago
11,832	0%
6,113	2.6%
4,390	-6.9%
980	13.2%
301	-7.0%
48	-43.8%

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	9.6%	30.0%	55.5%	81.8%	91.1%	94.6%	96.2%	97.2%
Treated and admitted to hospital	4.7%	12.0%	22.2%	35.1%	50.3%	62.6%	71.5%	77.5%
Patient left without, or before completing, treatment	33.1%	58.7%	76.6%	86.5%	93.3%	95.8%	97.5%	98.3%
Transferred to another hospital	51.8%	56.4%	60.4%	67.5%	78.2%	83.6%	86.8%	89.6%
All presentations	11.3%	27.2%	46.1%	65.7%	76.8%	83.4%	87.5%	90.3%

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: 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 11,776 patients

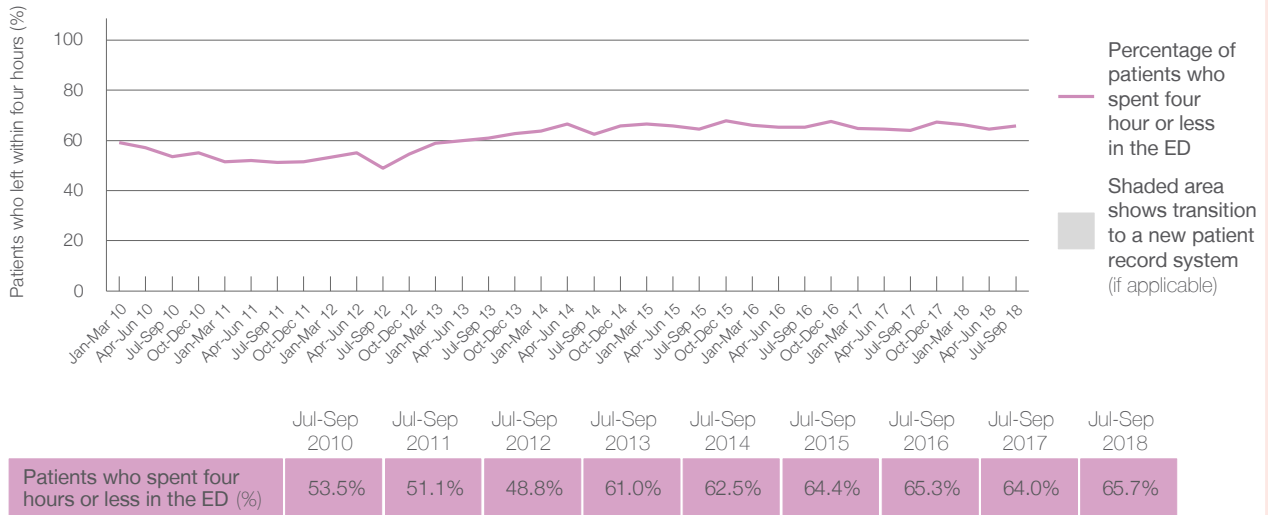
Presentations used to calculate time to leaving the ED: ⁶ 11,776 patients

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	11,832	0%
Presentations used to calculate time to leaving the ED	11,832	0%
Percentage of patients who spent four hours or less in the ED	64.0%	

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.

† 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).

Westmead Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 19,246 patients

Emergency presentations:² 19,105 patients

Same period last year	Change since one year ago
19,292	0%
19,097	0%

Westmead Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 6,580 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 80 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,743 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 133 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,224 patients

Median time to start treatment⁴ 47 minutes
 90th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,002 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
6,299	
11 minutes	8 minutes
73 minutes	28 minutes
6,960	
30 minutes	21 minutes
138 minutes	72 minutes
4,200	
47 minutes	26 minutes
145 minutes	105 minutes
1,118	
41 minutes	22 minutes
138 minutes	103 minutes

Westmead Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 19,240 patients

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

Same period last year	Change since one year ago
19,289	0%
51%	

* 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.

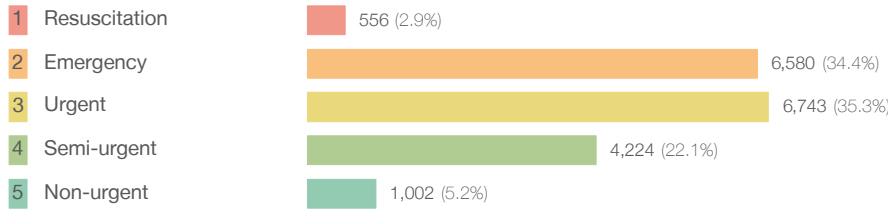
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

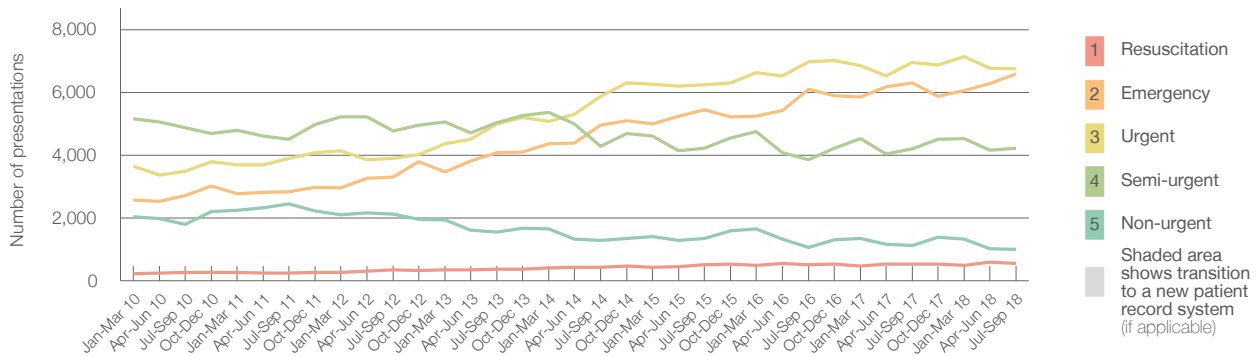
All presentations:¹ 19,246 patients

Emergency presentations² by triage category: 19,105 patients



Same period last year	Change since one year ago
19,292	0%
19,097	0%
520	6.9%
6,299	4.5%
6,960	-3.1%
4,200	0.6%
1,118	-10.4%

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	267	249	337	367	424	506	510	520	556
Emergency	2,716	2,837	3,304	4,075	4,949	5,450	6,106	6,299	6,580
Urgent	3,491	3,904	3,895	5,000	5,882	6,233	6,982	6,960	6,743
Semi-urgent	4,877	4,505	4,770	5,041	4,284	4,230	3,846	4,200	4,224
Non-urgent	1,794	2,444	2,112	1,551	1,288	1,343	1,067	1,118	1,002
All emergency presentations	13,145	13,939	14,418	16,034	16,827	17,762	18,511	19,097	19,105

Westmead Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,895 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,818	
13 minutes	1 minute
27 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.

Westmead 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: 6,580

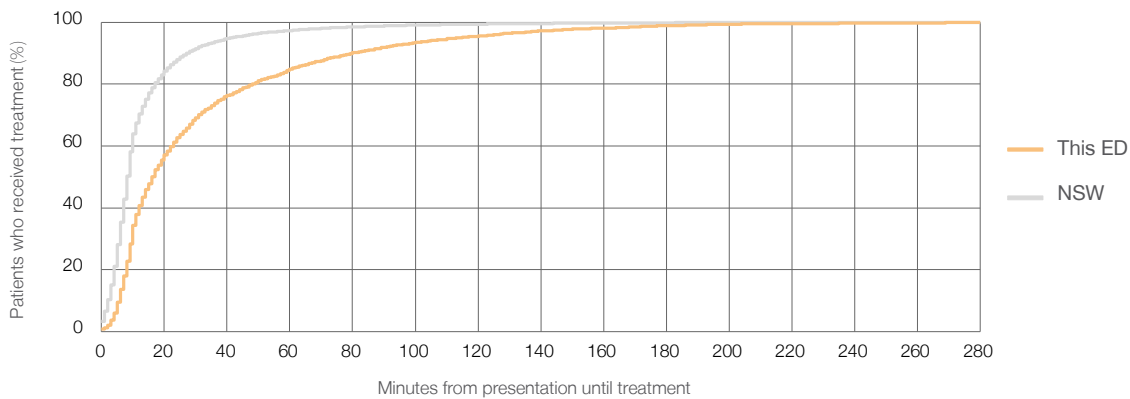
Number of triage 2 patients used to calculate waiting time:³ 6,429

Median time to start treatment⁴ 16 minutes

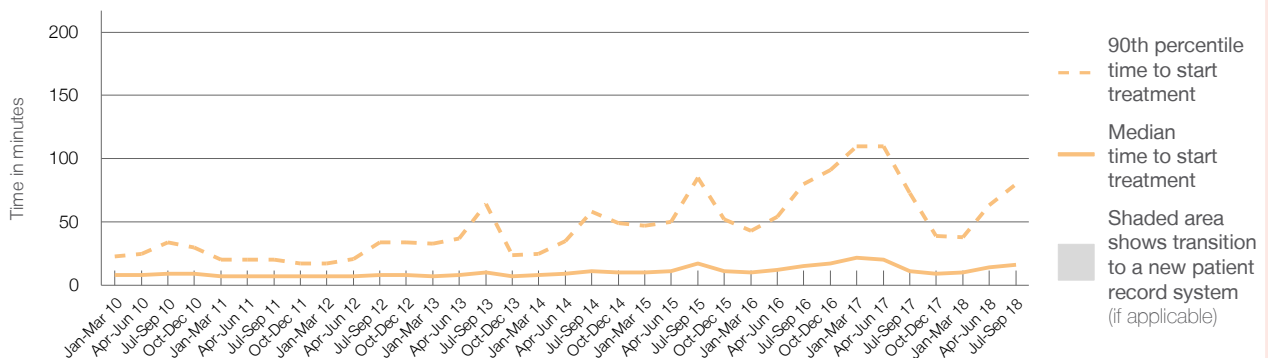
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
6,299	6,136
11 minutes	8 minutes
73 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)	9	7	8	10	11	17	15	11	16
90th percentile time to start treatment ⁵ (minutes)	34	20	34	64	58	85	80	73	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.

Westmead 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: 6,743

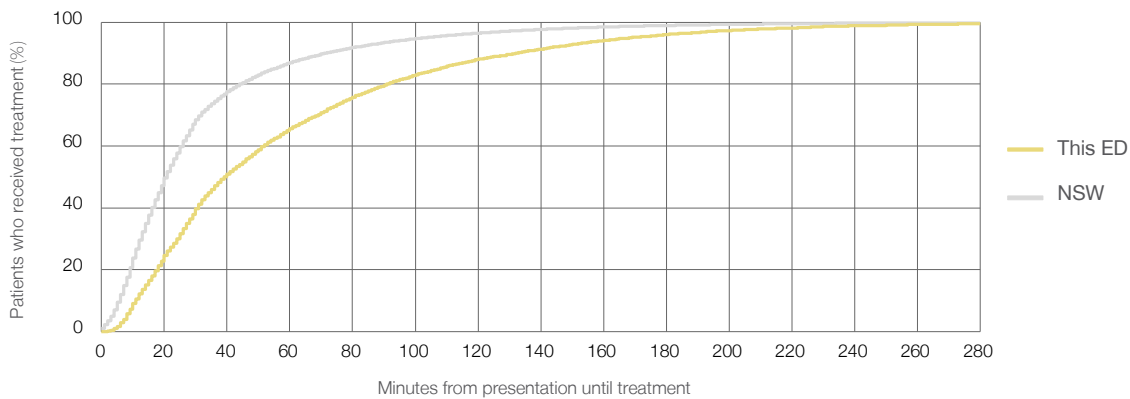
Number of triage 3 patients used to calculate waiting time:³ 6,348

Median time to start treatment⁴ 39 minutes

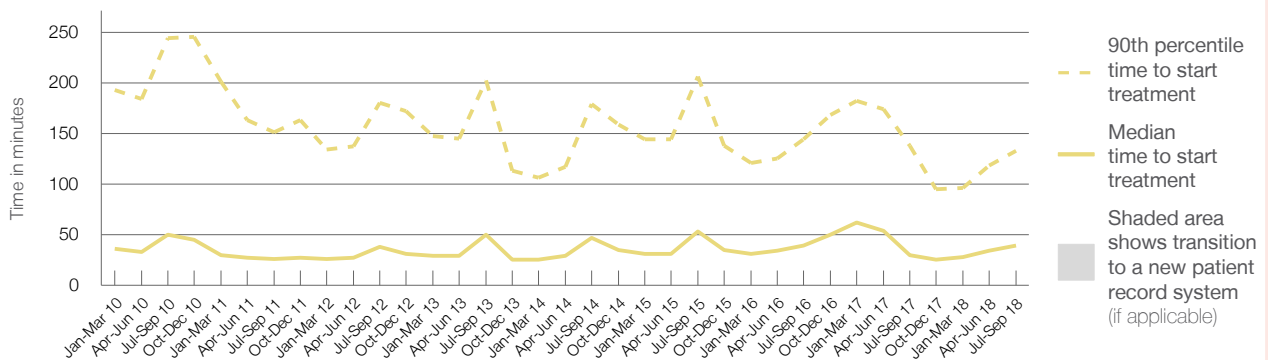
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
6,960	6,437
30 minutes	21 minutes
138 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)	50	26	38	50	47	53	39	30	39
90th percentile time to start treatment ⁵ (minutes)	244	151	180	202	179	206	144	138	133

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

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

Westmead 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: 4,224

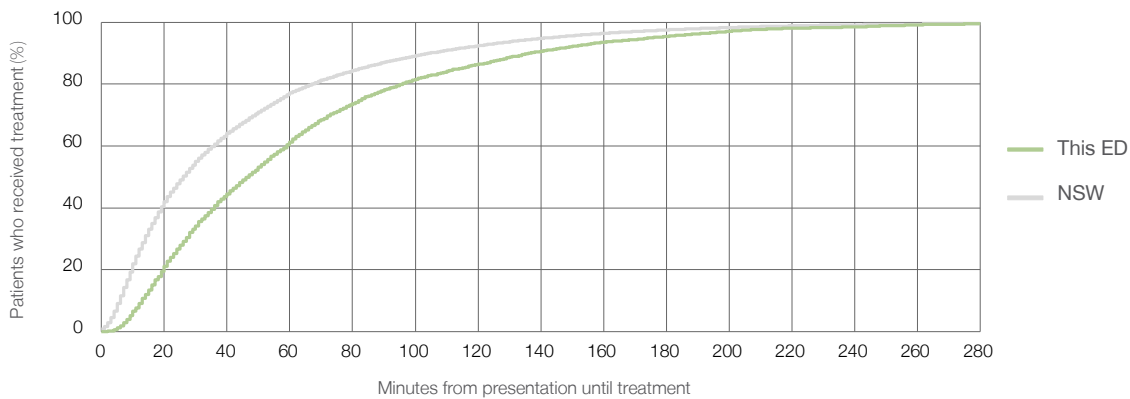
Number of triage 4 patients used to calculate waiting time:³ 3,946

Median time to start treatment⁴ 47 minutes

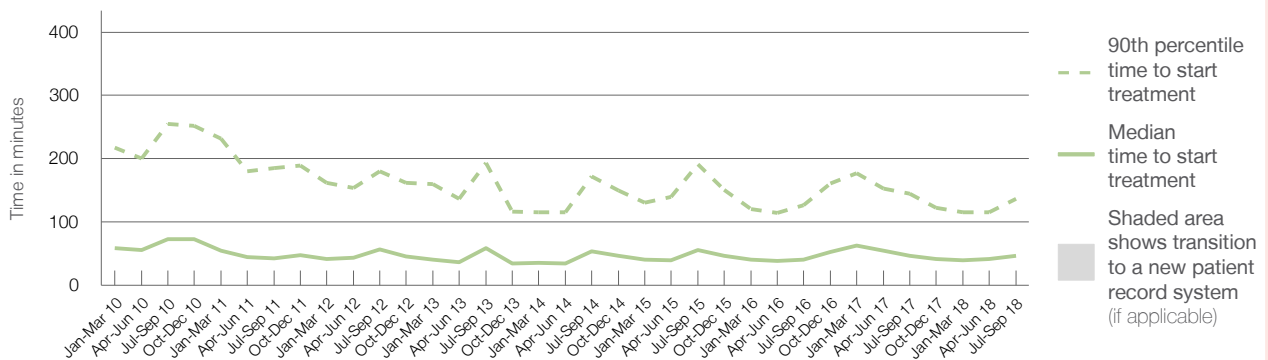
90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
4,200	3,729
47 minutes	26 minutes
145 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	43	57	59	54	56	40	47	47
90th percentile time to start treatment ⁵ (minutes)	255	185	180	193	172	191	126	145	137

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

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

Westmead 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: 1,002

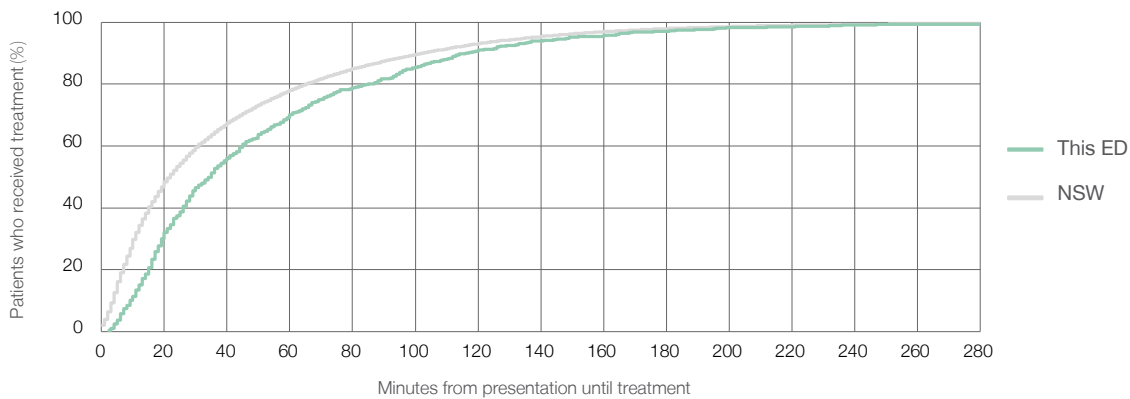
Number of triage 5 patients used to calculate waiting time:³ 895

Median time to start treatment⁴ 35 minutes

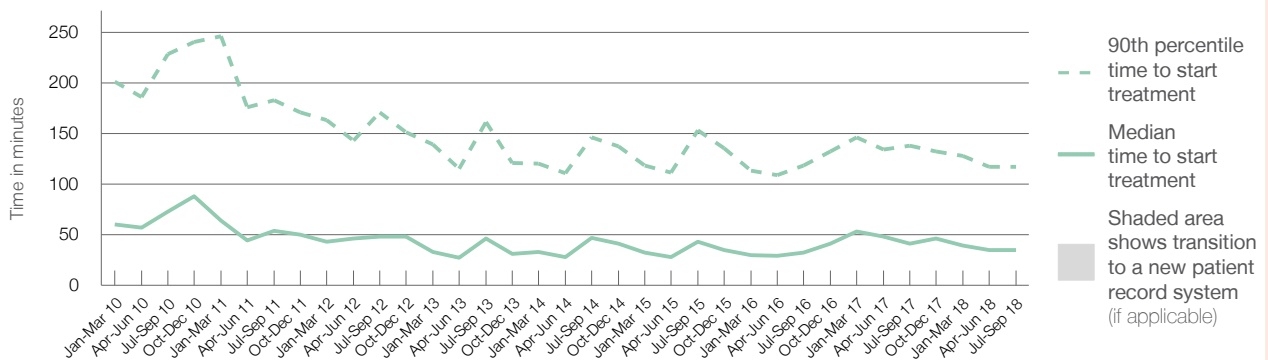
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,118	935
41 minutes	22 minutes
138 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)	73	54	48	46	47	43	33	41	35
90th percentile time to start treatment ⁵ (minutes)	228	183	171	161	146	153	118	138	117

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

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

Westmead Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 19,246 patients

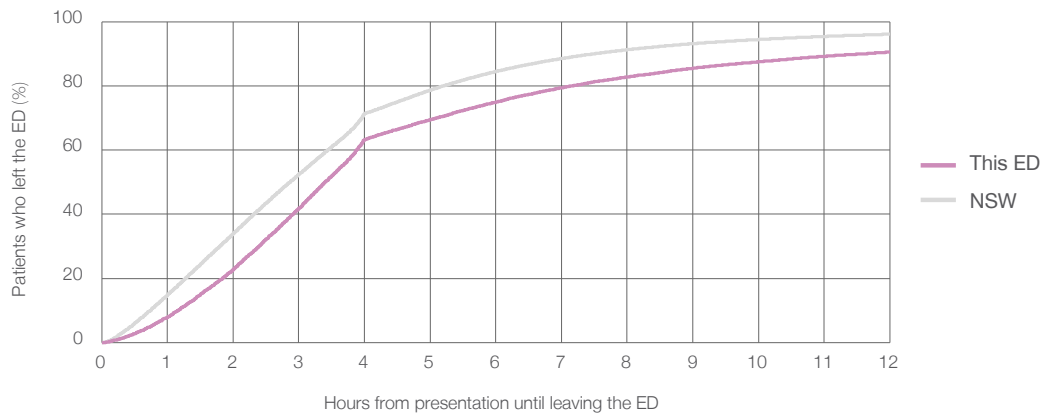
Presentations used to calculate time to leaving the ED:⁶ 19,240 patients

Median time spent in the ED⁸ 3 hours and 24 minutes

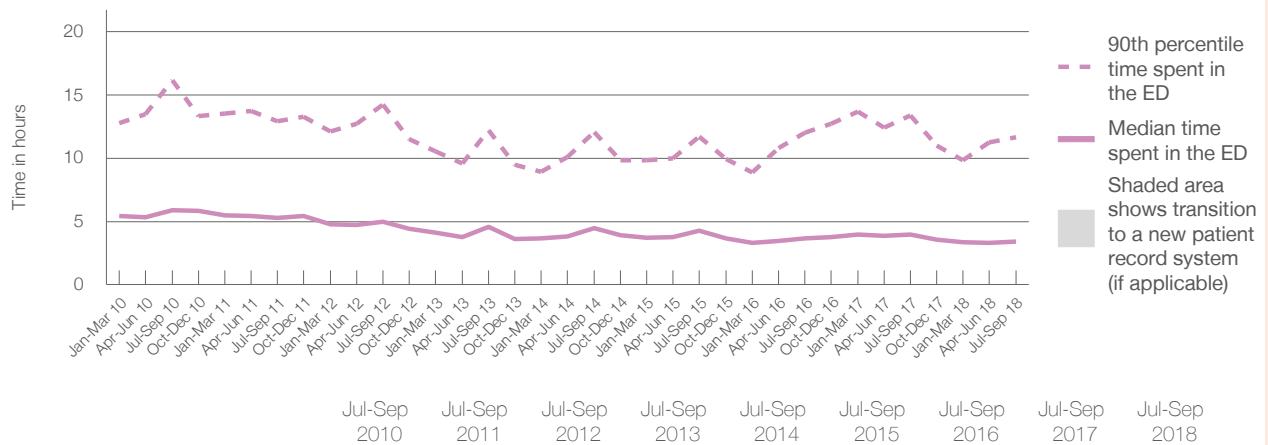
90th percentile time spent in the ED⁹ 11 hours and 38 minutes

Same period last year	NSW (this period)
19,292	
19,289	
3 hours and 58 minutes	2 hours and 52 minutes
13 hours and 23 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)	5h 54m	5h 18m	4h 59m	4h 35m	4h 27m	4h 15m	3h 40m	3h 58m	3h 24m
90th percentile time spent in the ED ⁹ (hours, minutes)	16h 9m	12h 56m	14h 13m	12h 13m	12h 2m	11h 41m	12h 0m	13h 23m	11h 38m

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

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

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

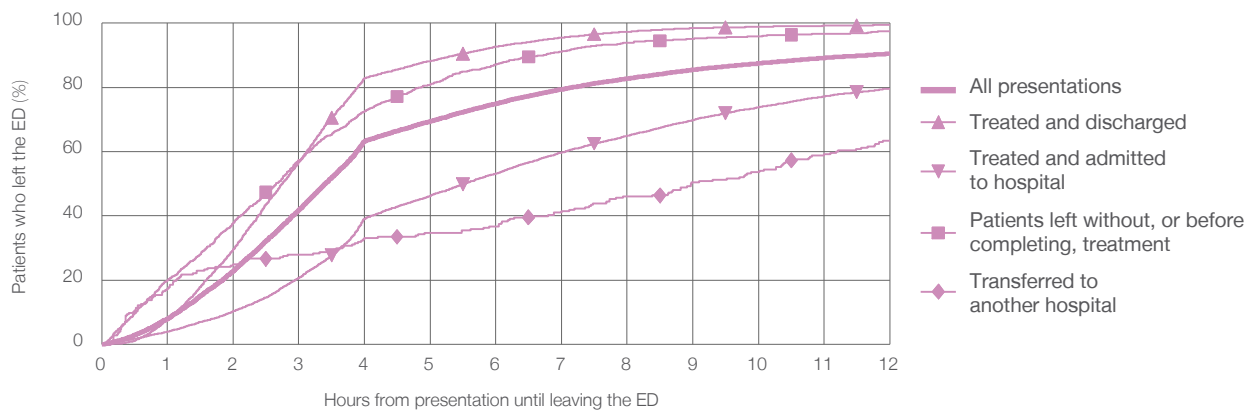
All presentations:¹ 19,246 patients

Presentations used to calculate time to leaving the ED:⁶ 19,240 patients

Treated and discharged	9,073 (47.1%)
Treated and admitted to hospital	8,059 (41.9%)
Patient left without, or before completing, treatment	1,452 (7.5%)
Transferred to another hospital	248 (1.3%)
Other	414 (2.2%)

Same period last year	Change since one year ago
19,289	0%
8,200	10.6%
8,367	-3.7%
1,980	-26.7%
227	9.3%
518	-20.1%

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	7.7%	29.6%	56.8%	82.9%	92.7%	97.3%	98.9%	99.5%
Treated and admitted to hospital	3.9%	10.3%	20.7%	39.1%	53.2%	64.9%	73.8%	79.6%
Patient left without, or before completing, treatment	19.9%	37.8%	57.4%	72.5%	87.1%	93.9%	95.9%	97.6%
Transferred to another hospital	17.3%	25.0%	27.8%	33.1%	36.7%	46.0%	53.6%	63.3%
All presentations	8.0%	22.9%	41.9%	63.2%	75.0%	82.7%	87.5%	90.5%

(†) 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.

Westmead 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 19,246 patients

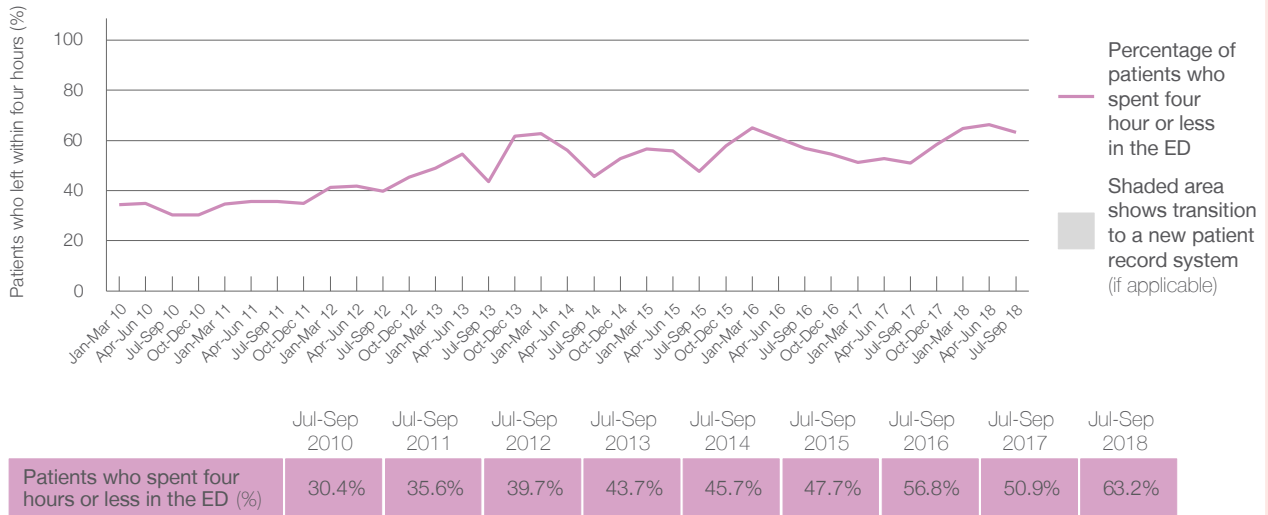
Presentations used to calculate time to leaving the ED: ⁶ 19,240 patients

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	19,292	0%
Presentations used to calculate time to leaving the ED	19,289	0%
Percentage of patients who spent four hours or less in the ED	50.9%	

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.

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

Wollongong Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 17,526 patients

Emergency presentations:² 17,288 patients

Same period last year	Change since one year ago
17,546	0%
17,256	0%

Wollongong Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,421 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,970 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,893 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 852 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
2,464	
9 minutes	8 minutes
28 minutes	28 minutes
7,607	
23 minutes	21 minutes
89 minutes	72 minutes
6,489	
27 minutes	26 minutes
119 minutes	105 minutes
505	
29 minutes	22 minutes
133 minutes	103 minutes

Wollongong Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 17,522 patients

Percentage of patients who spent four hours or less in the ED 60%

Same period last year	Change since one year ago
17,546	0%
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 16 October 2018).

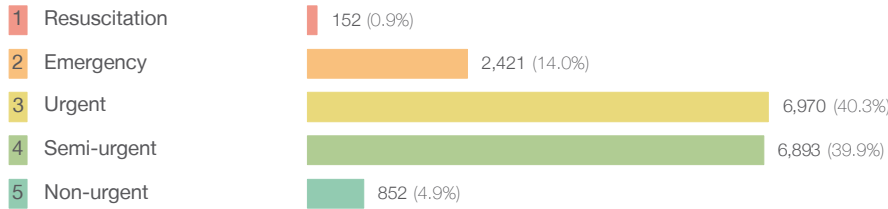
Wollongong Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 17,526 patients

Same period last year	Change since one year ago
17,546	0%

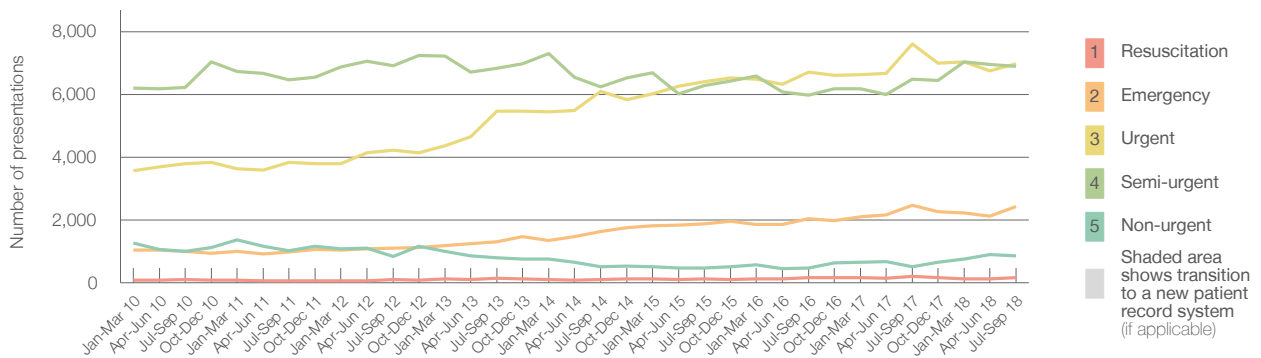
Emergency presentations² by triage category: 17,288 patients

17,256	0%
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191	-20.4%
2,464	-1.7%
7,607	-8.4%
6,489	6.2%
505	68.7%

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	67	101	130	96	114	158	191	152
Emergency	1,005	973	1,098	1,297	1,639	1,865	2,038	2,464	2,421
Urgent	3,782	3,830	4,223	5,468	6,099	6,411	6,711	7,607	6,970
Semi-urgent	6,221	6,469	6,910	6,824	6,233	6,286	5,967	6,489	6,893
Non-urgent	996	1,013	832	793	507	473	465	505	852
All emergency presentations	12,102	12,352	13,164	14,512	14,574	15,149	15,339	17,256	17,288

Wollongong Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,515 patients

5,983	
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ED Transfer of care time



14 minutes	-2 minutes
43 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.

Wollongong 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: 2,421

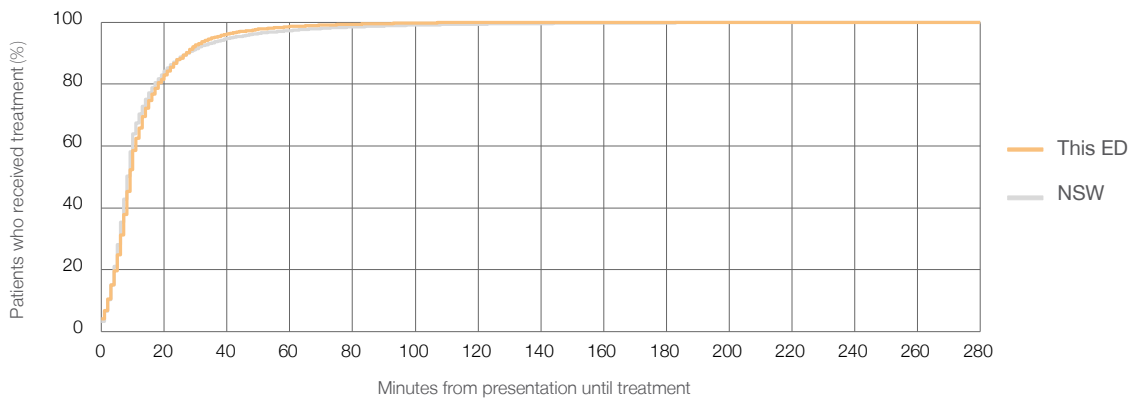
Number of triage 2 patients used to calculate waiting time:³ 2,416

Median time to start treatment⁴ 9 minutes

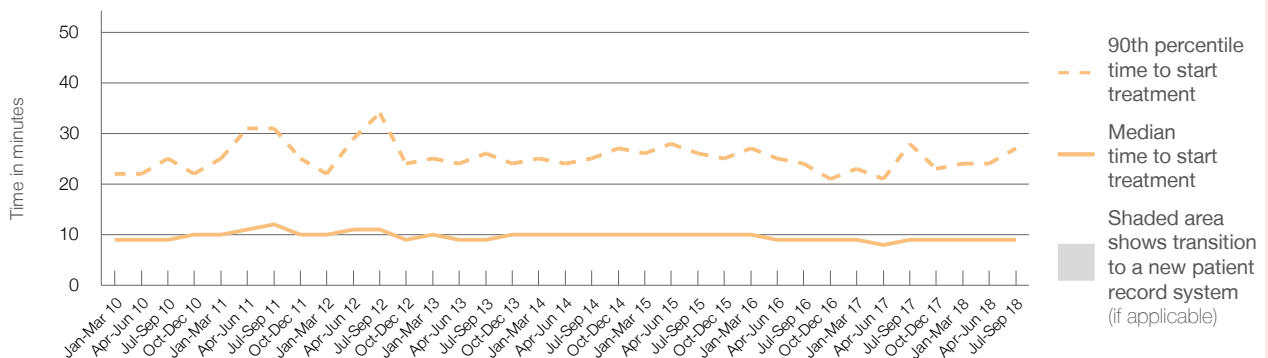
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
2,464	2,455
9 minutes	8 minutes
28 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)	9	12	11	9	10	10	9	9	9
90th percentile time to start treatment ⁵ (minutes)	25	31	34	26	25	26	24	28	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.

Wollongong 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: 6,970

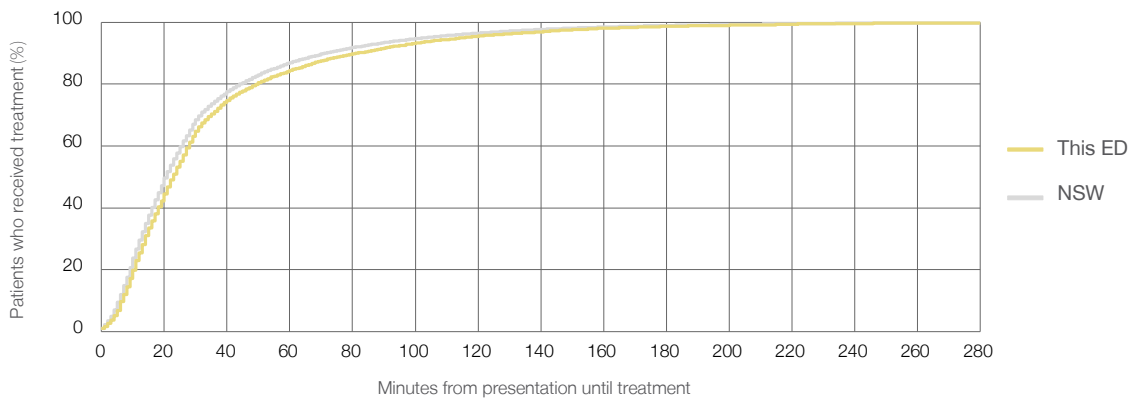
Number of triage 3 patients used to calculate waiting time:³ 6,834

Median time to start treatment⁴ 23 minutes

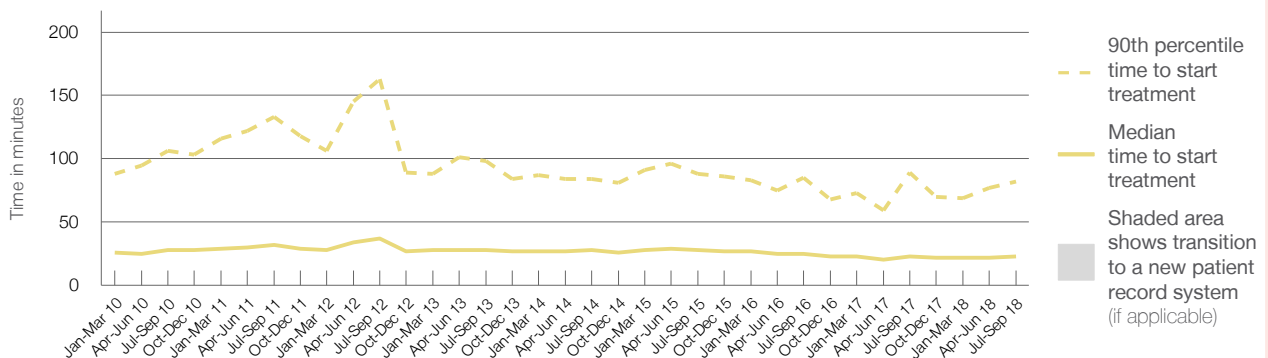
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
7,607	7,373
23 minutes	21 minutes
89 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)	28	32	37	28	28	28	25	23	23
90th percentile time to start treatment ⁵ (minutes)	106	133	163	98	84	88	85	89	82

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

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

Wollongong 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: 6,893

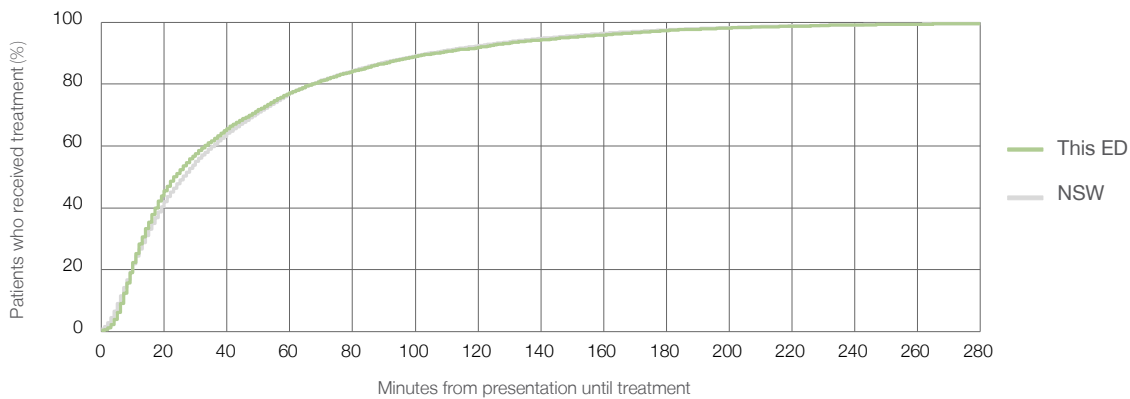
Number of triage 4 patients used to calculate waiting time:³ 6,559

Median time to start treatment⁴ 23 minutes

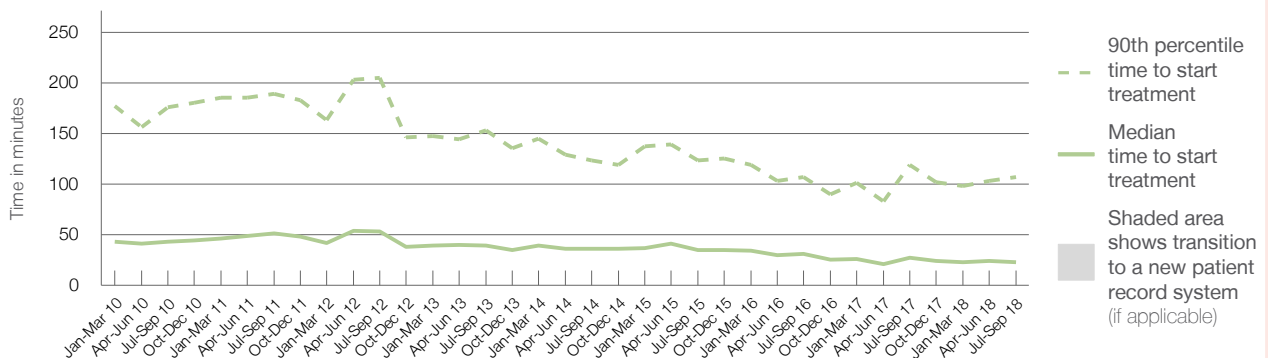
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
6,489	6,026
27 minutes	26 minutes
119 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)	43	51	53	39	36	35	31	27	23
90th percentile time to start treatment ⁵ (minutes)	176	189	205	153	123	123	107	119	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.

Wollongong 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: 852

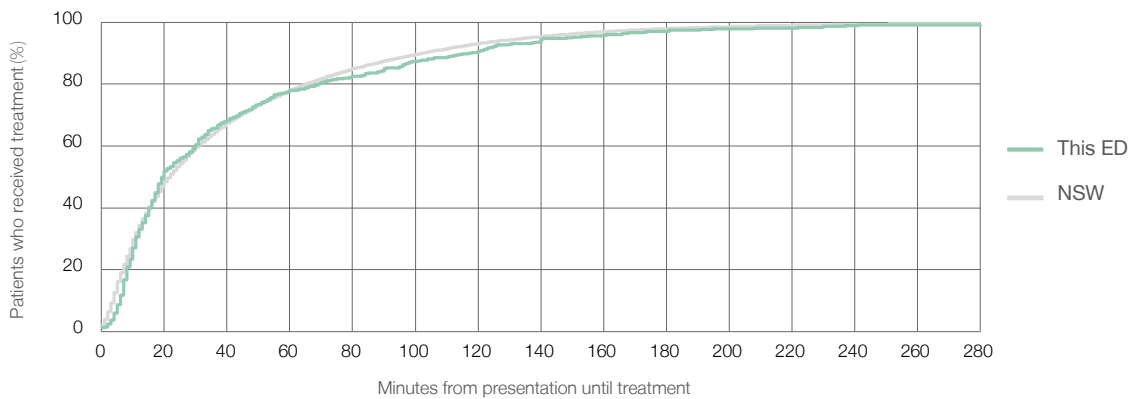
Number of triage 5 patients used to calculate waiting time:³ 729

Median time to start treatment⁴ 20 minutes

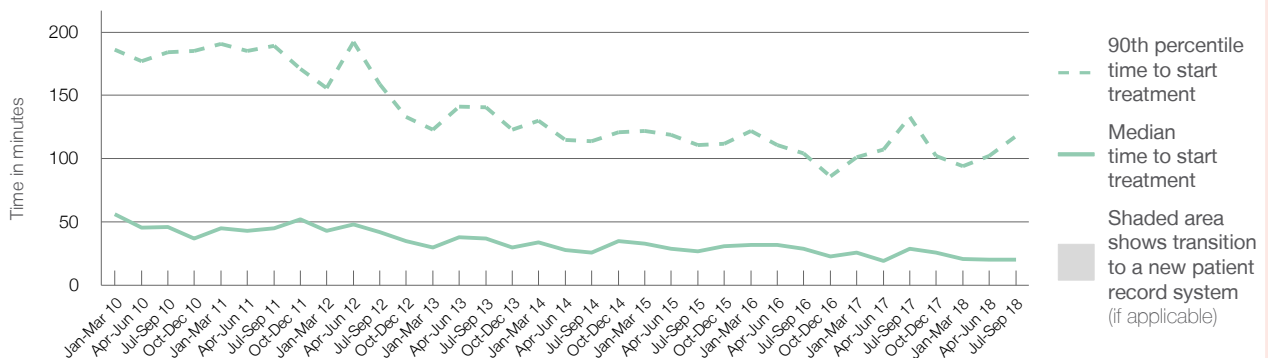
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
505	416
29 minutes	22 minutes
133 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)	46	45	42	37	26	27	29	29	20
90th percentile time to start treatment ⁵ (minutes)	184	189	159	141	114	111	104	133	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.

Wollongong Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 17,526 patients

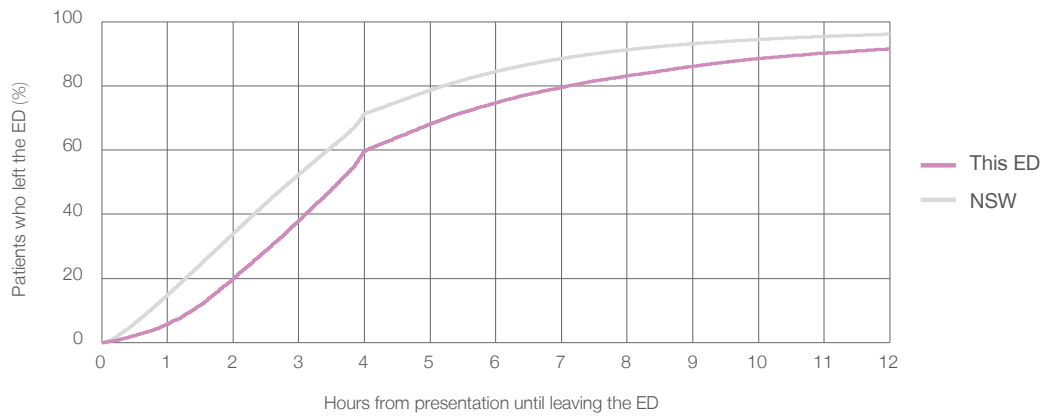
Presentations used to calculate time to leaving the ED:⁶ 17,522 patients

Median time spent in the ED⁸ 3 hours and 37 minutes

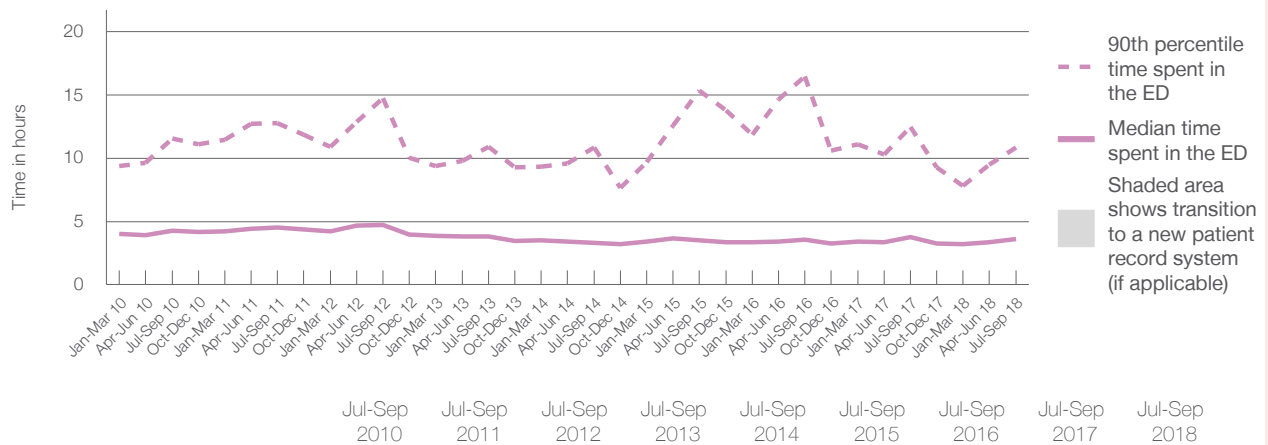
90th percentile time spent in the ED⁹ 10 hours and 52 minutes

Same period last year	NSW (this period)
17,546	17,546
3 hours and 46 minutes	2 hours and 52 minutes
12 hours and 27 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 15m	4h 32m	4h 44m	3h 48m	3h 20m	3h 31m	3h 34m	3h 46m	3h 37m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 34m	12h 45m	14h 44m	10h 55m	10h 52m	15h 22m	16h 28m	12h 27m	10h 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.

Wollongong Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

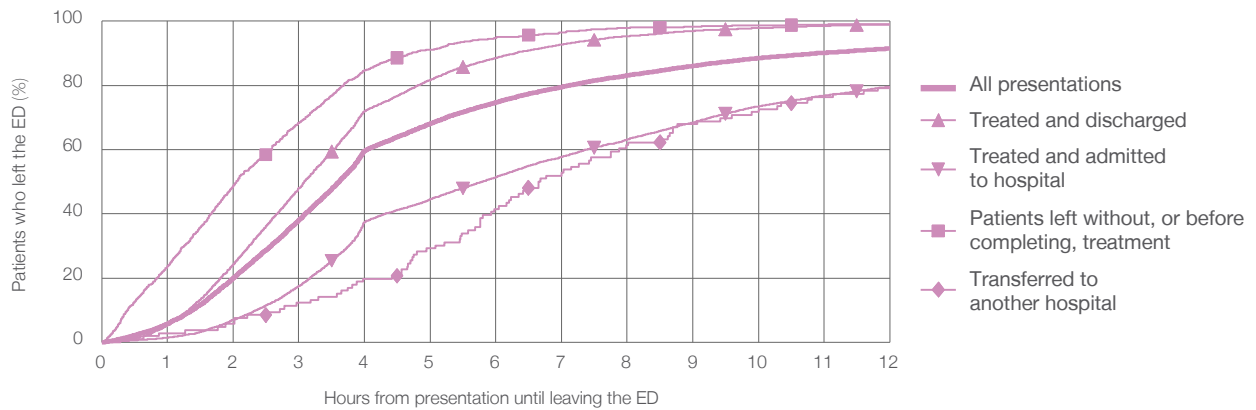
All presentations:¹ 17,526 patients

Presentations used to calculate time to leaving the ED:⁶ 17,522 patients

Treated and discharged	9,227 (52.6%)
Treated and admitted to hospital	6,674 (38.1%)
Patient left without, or before completing, treatment	1,407 (8.0%)
Transferred to another hospital	106 (0.6%)
Other	112 (0.6%)

Same period last year	Change since one year ago
17,546	0%
9,429	-2.1%
6,329	5.5%
1,568	-10.3%
115	-7.8%
105	6.7%

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	5.3%	24.4%	48.0%	72.0%	88.6%	95.4%	97.9%	99.0%
Treated and admitted to hospital	1.4%	7.0%	17.5%	37.4%	51.4%	63.2%	73.4%	79.6%
Patient left without, or before completing, treatment	23.7%	48.8%	68.3%	84.6%	95.0%	97.9%	98.8%	99.1%
Transferred to another hospital	2.8%	5.7%	12.3%	19.8%	41.5%	61.3%	72.6%	79.2%
All presentations	5.8%	20.0%	38.1%	59.7%	74.7%	83.1%	88.5%	91.5%

(†) 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.

Wollongong 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 17,526 patients

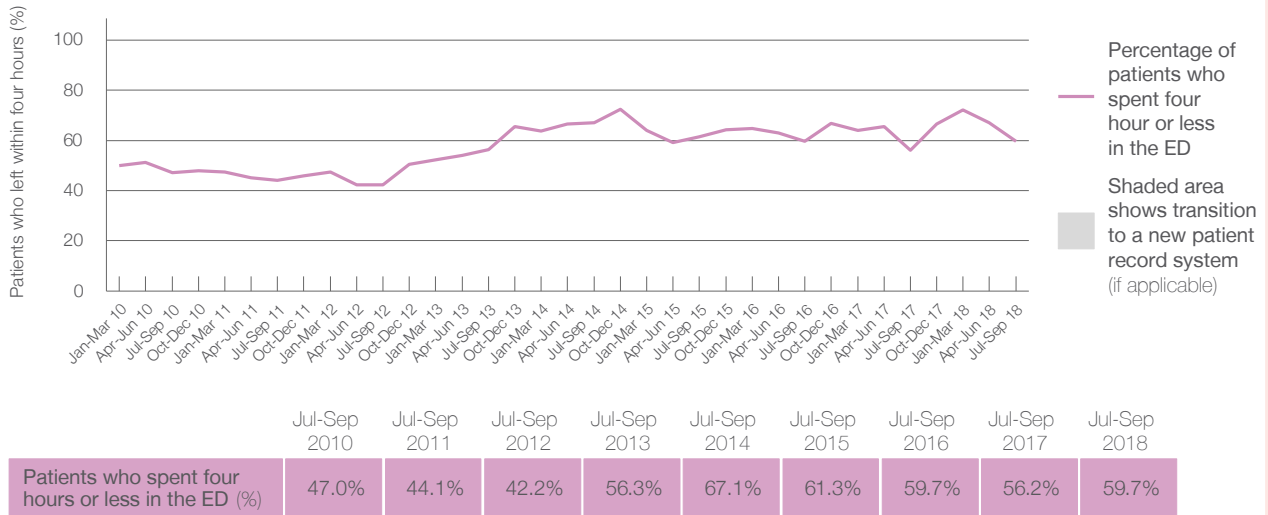
Presentations used to calculate time to leaving the ED: ⁶ 17,522 patients

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: ¹ 17,526 patients	17,546	0%
Presentations used to calculate time to leaving the ED: ⁶ 17,522 patients	17,546	0%
Percentage of patients who spent four hours or less in the ED	56.2%	

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).