

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 11,740 patients

Emergency presentations:² 11,693 patients

Same period last year	Change since one year ago
11,041	6.3%
10,966	6.6%

Canterbury Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,087 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,984 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,405 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,199 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
1,037	
7 minutes	8 minutes
13 minutes	26 minutes
3,661	
16 minutes	20 minutes
43 minutes	69 minutes
5,147	
19 minutes	26 minutes
70 minutes	101 minutes
1,083	
18 minutes	23 minutes
77 minutes	104 minutes

Canterbury Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 11,738 patients

Percentage of patients who spent four hours or less in the ED 77.2%

Same period last year	Change since one year ago
11,038	6.3%
84.5%	

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

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

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

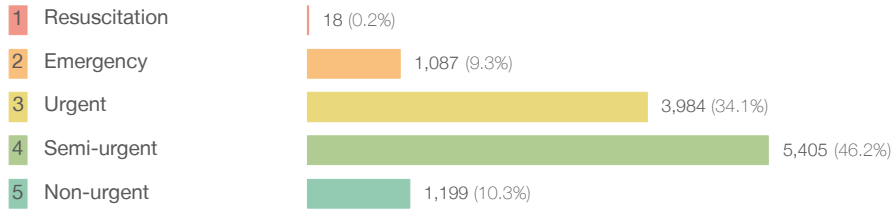
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Patients presenting to the emergency department January to March 2017

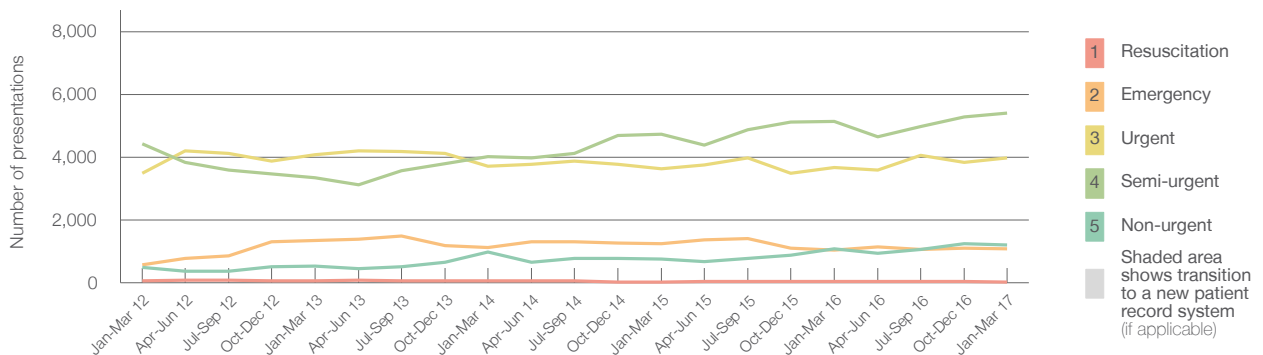
All presentations:¹ 11,740 patients

Emergency presentations² by triage category: 11,693 patients



Same period last year	Change since one year ago
11,041	6.3%
10,966	6.6%
38	-52.6%
1,037	4.8%
3,661	8.8%
5,147	5.0%
1,083	10.7%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	50	59	50	19	38	18
Emergency	566	1,348	1,118	1,243	1,037	1,087
Urgent	3,485	4,087	3,714	3,629	3,661	3,984
Semi-urgent	4,419	3,351	4,025	4,731	5,147	5,405
Non-urgent	488	522	968	759	1,083	1,199
All emergency presentations	9,008	9,367	9,875	10,381	10,966	11,693

Canterbury Hospital: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,874 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,652	
10 minutes	1 minute
18 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

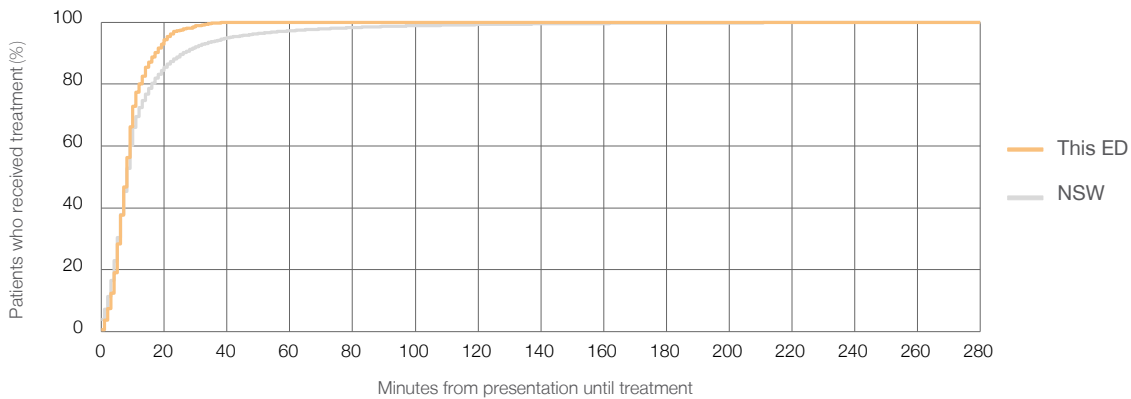
Number of triage 2 patients: 1,087

Number of triage 2 patients used to calculate waiting time:³ 1,081

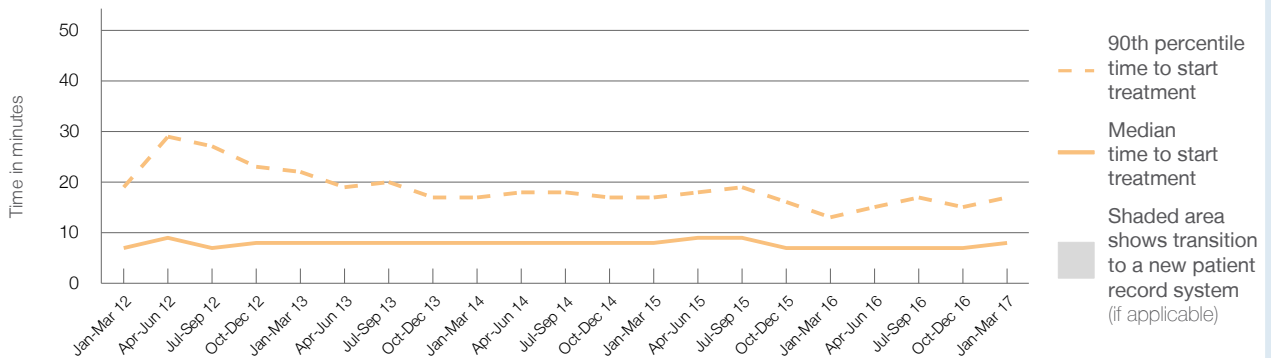
Median time to start treatment⁴ ■ 8 minutes
90th percentile time to start treatment⁵ ■ 17 minutes

Same period last year	NSW (this period)
1,037	
1,035	
7 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	8	8	8	7	8
90th percentile time to start treatment ⁵ (minutes)	19	22	17	17	13	17

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,984

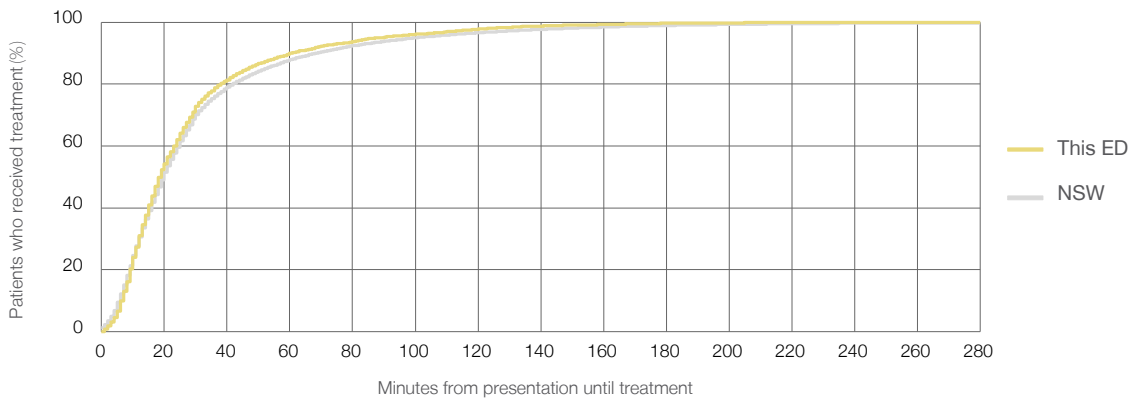
Number of triage 3 patients used to calculate waiting time:³ 3,888

Median time to start treatment⁴ 19 minutes

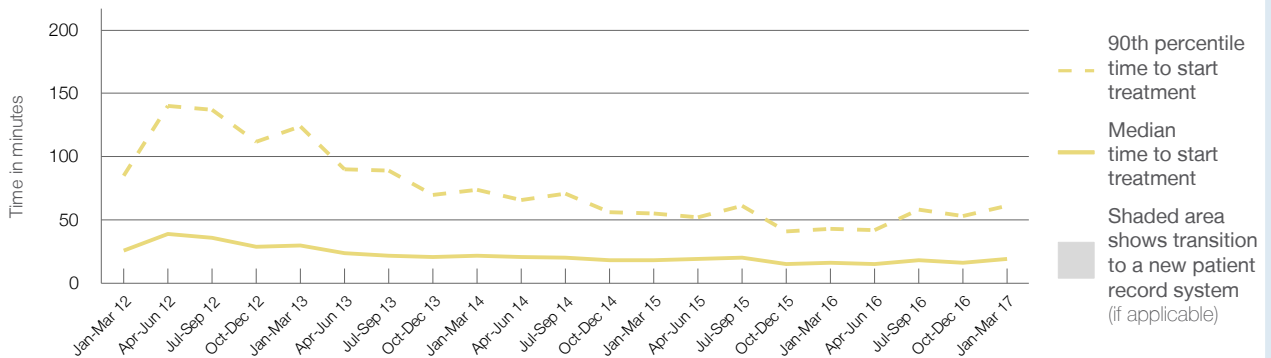
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
3,661	
3,616	
16 minutes	20 minutes
43 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	30	22	18	16	19
90th percentile time to start treatment ⁵ (minutes)	85	124	74	55	43	61

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 5,405

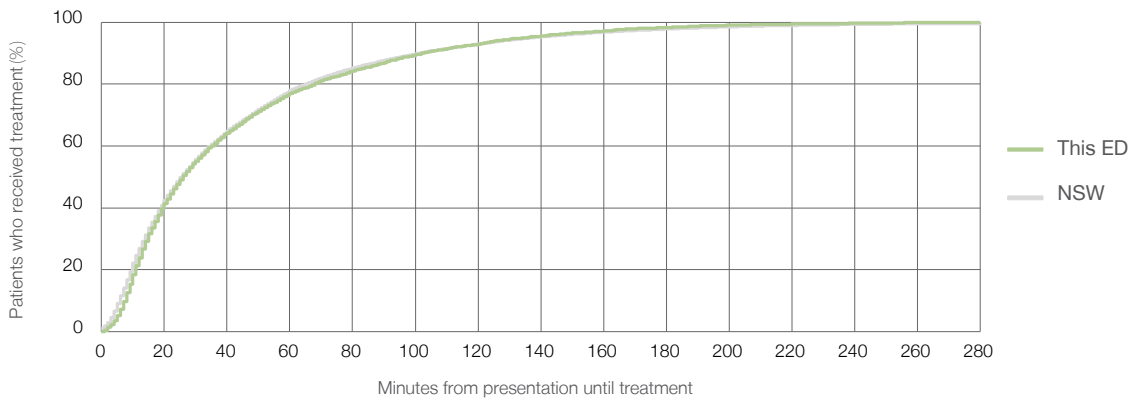
Number of triage 4 patients used to calculate waiting time:³ 4,941

Median time to start treatment⁴ 26 minutes

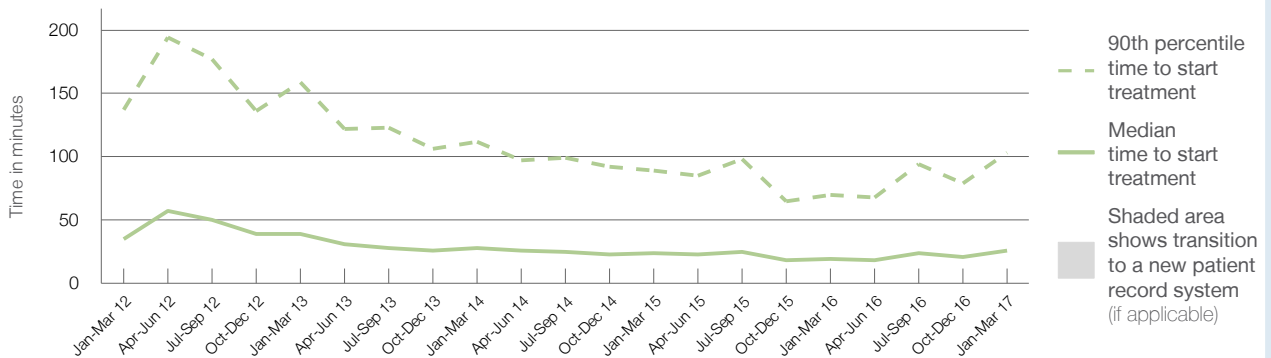
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
5,147	
4,874	
19 minutes	26 minutes
70 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	39	28	24	19	26
90th percentile time to start treatment ⁵ (minutes)	137	159	112	89	70	103

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,199

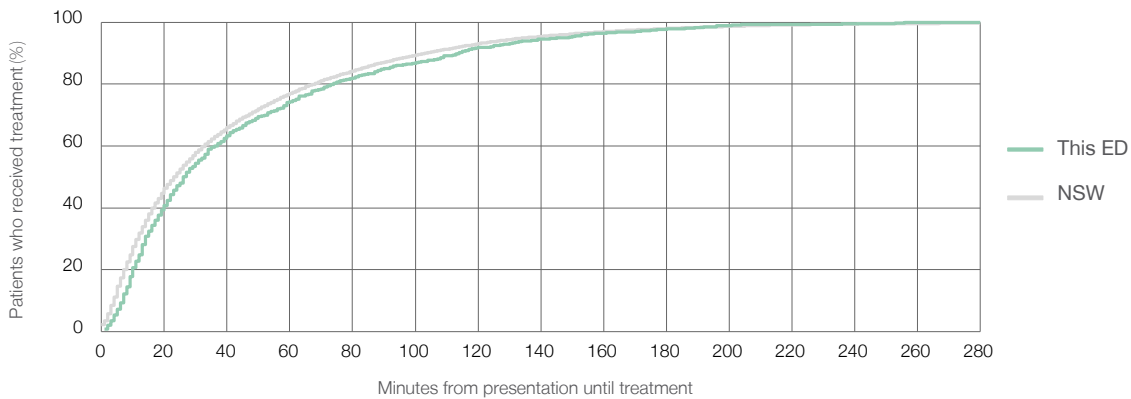
Number of triage 5 patients used to calculate waiting time:³ 907

Median time to start treatment⁴ 26 minutes

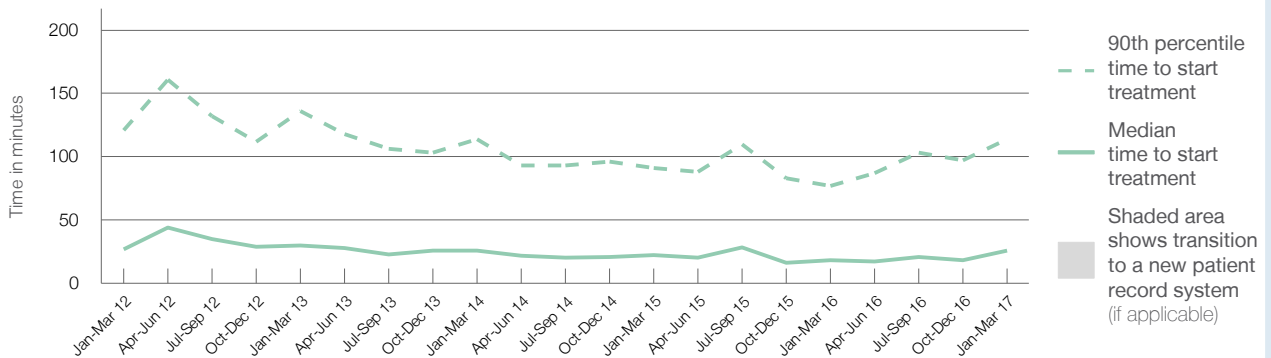
90th percentile time to start treatment⁵ 114 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,083	
Number of triage 5 patients used to calculate waiting time	891	
Median time to start treatment	18 minutes	23 minutes
90th percentile time to start treatment	77 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	30	26	23	18	26
90th percentile time to start treatment ⁵ (minutes)	121	136	114	91	77	114

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 11,740 patients

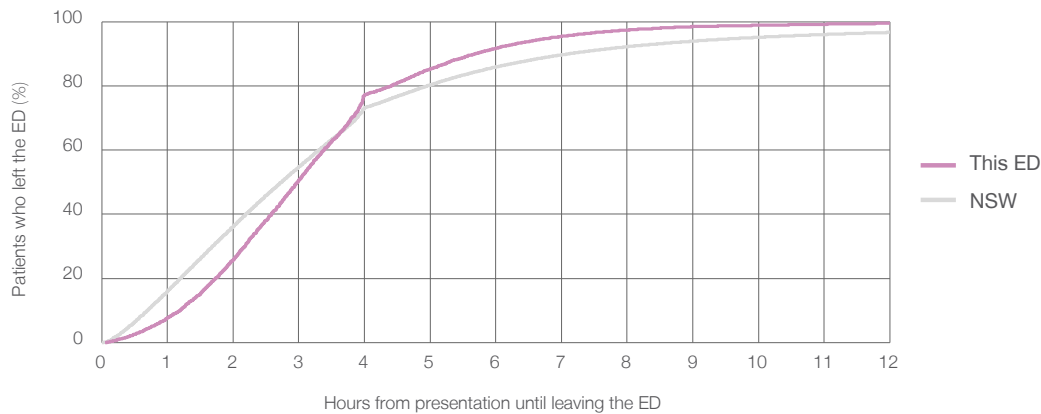
Presentations used to calculate time to leaving the ED:⁶ 11,738 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

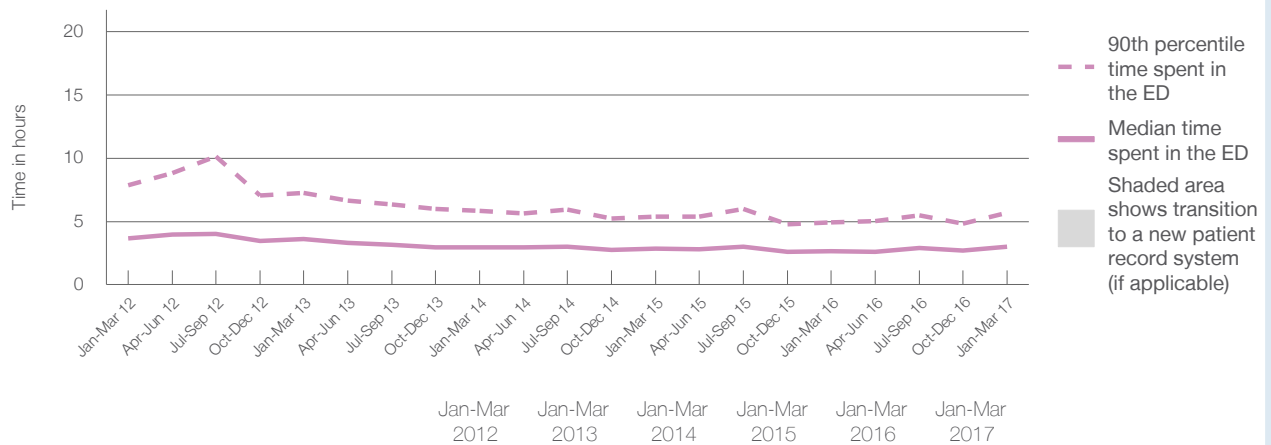
90th percentile time spent in the ED⁹ 5 hours and 41 minutes

Same period last year	NSW (this period)
11,041	
11,038	
2 hours and 38 minutes	2 hours and 44 minutes
4 hours and 57 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 40m	3h 36m	2h 57m	2h 50m	2h 38m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 51m	7h 15m	5h 51m	5h 22m	4h 57m	5h 41m

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Canterbury Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

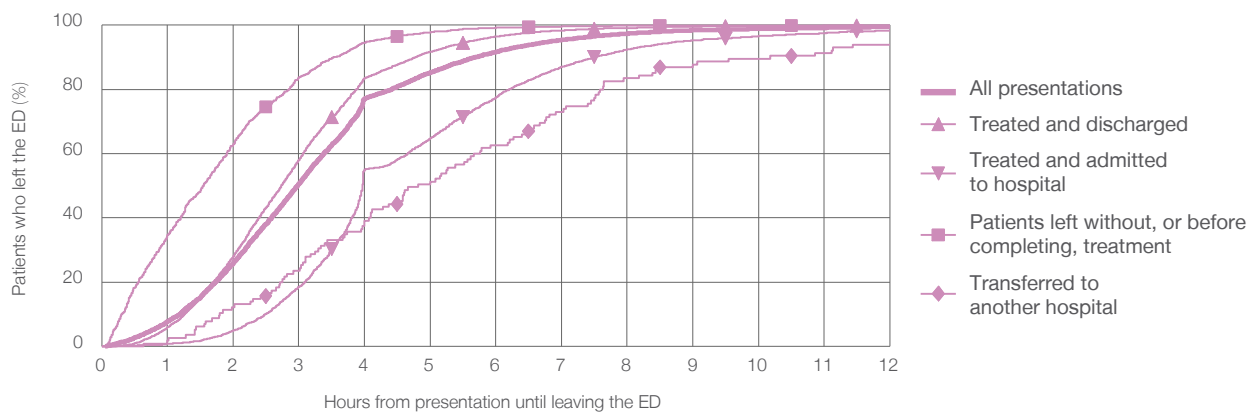
All presentations:¹ 11,740 patients

Presentations used to calculate time to leaving the ED:⁶ 11,738 patients

Treated and discharged	7,447 (63.4%)
Treated and admitted to hospital	2,918 (24.9%)
Patient left without, or before completing, treatment	1,221 (10.4%)
Transferred to another hospital	115 (1.0%)
Other	39 (0.3%)

Same period last year	Change since one year ago
11,038	6.3%
7,417	0.4%
2,717	7.4%
771	58.4%
114	0.9%
22	77.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	28.1%	58.1%	83.5%	96.4%	99.1%	99.7%	99.9%
Treated and admitted to hospital	0.7%	4.9%	18.5%	55.1%	77.5%	92.5%	96.6%	98.3%
Patient left without, or before completing, treatment	34.7%	63.1%	83.7%	94.6%	99.3%	99.8%	99.9%	99.9%
Transferred to another hospital	1.7%	12.2%	23.5%	39.1%	62.6%	83.5%	89.6%	93.9%
All presentations	7.8%	26.0%	50.7%	77.2%	91.7%	97.4%	98.9%	99.4%

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Canterbury Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 11,740 patients

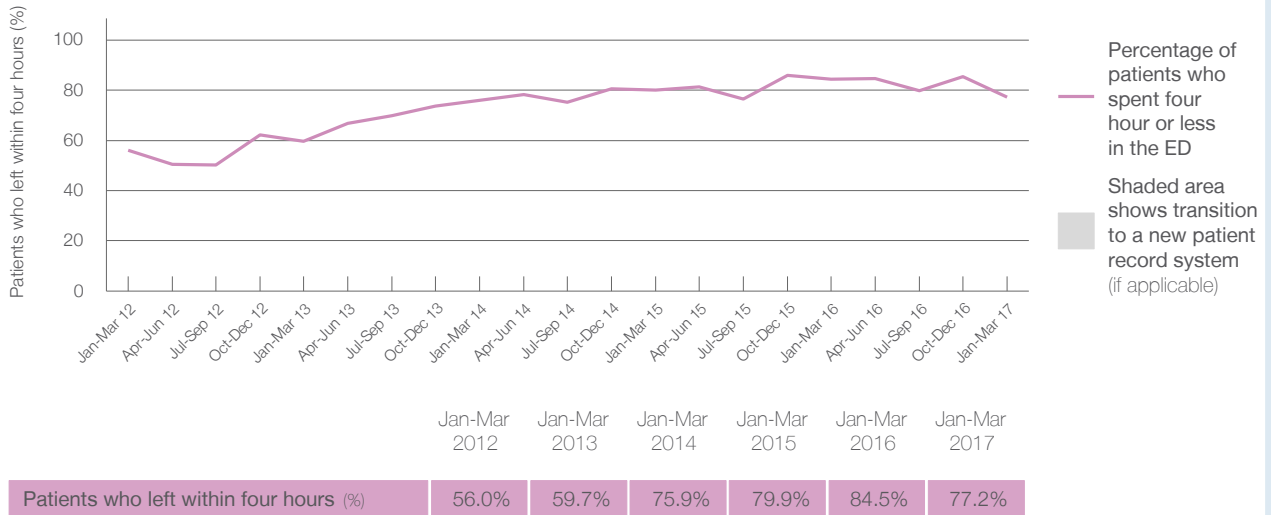
Presentations used to calculate time to leaving the ED:⁶ 11,738 patients

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	11,041	6.3%
Presentations used to calculate time to leaving the ED: ⁶	11,038	6.3%
Percentage of patients who spent four hours or less in the ED	84.5%	

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



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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).