



Healthcare Quarterly

Performance Profiles

Emergency Department

Western Sydney Local Health District

January to March 2017

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

Auburn Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,719 patients
Emergency presentations:² 6,500 patients

Same period last year	Change since one year ago
6,792	-1.1%
6,594	-1.4%

Auburn Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 964 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,186 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,845 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
943	
9 minutes	8 minutes
26 minutes	26 minutes
2,346	
22 minutes	20 minutes
68 minutes	69 minutes
2,841	
32 minutes	26 minutes
125 minutes	101 minutes
430	
22 minutes	23 minutes
104 minutes	104 minutes

Auburn Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,717 patients

Percentage of patients who spent four hours or less in the ED 80.4%

Same period last year	Change since one year ago
6,792	-1.1%
81.6%	

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

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

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

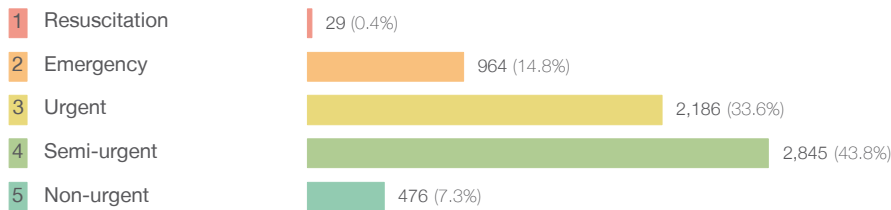
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

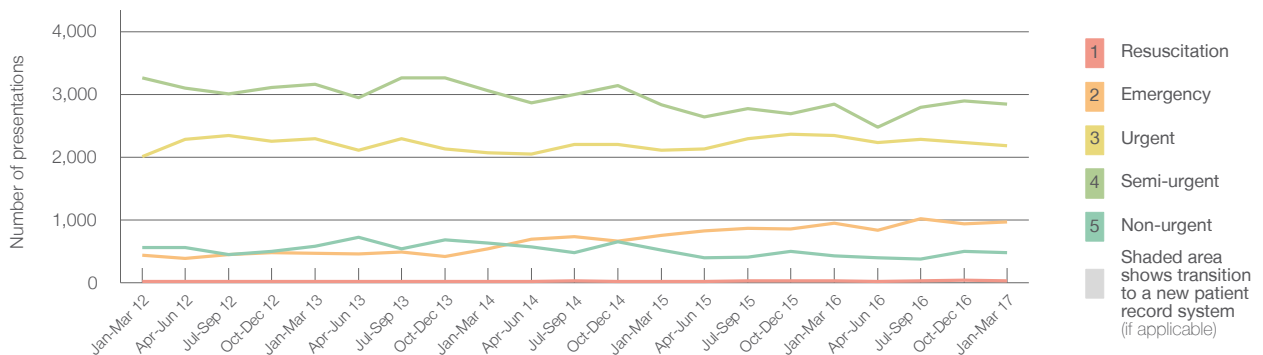
All presentations:¹ 6,719 patients

Emergency presentations² by triage category: 6,500 patients



	Same period last year	Change since one year ago
All presentations	6,792	-1.1%
Emergency presentations	6,594	-1.4%
Resuscitation	34	-14.7%
Emergency	943	2.2%
Urgent	2,346	-6.8%
Semi-urgent	2,841	0.1%
Non-urgent	430	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	18	17	20	16	34	29
Emergency	441	471	541	753	943	964
Urgent	2,010	2,291	2,067	2,109	2,346	2,186
Semi-urgent	3,267	3,157	3,059	2,835	2,841	2,845
Non-urgent	557	575	636	518	430	476
All emergency presentations	6,293	6,511	6,323	6,231	6,594	6,500

Auburn Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 823 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	795	
ED Transfer of care time	13 minutes	0 minutes
90th percentile time	23 minutes	1 minute

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

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

Auburn 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: 964

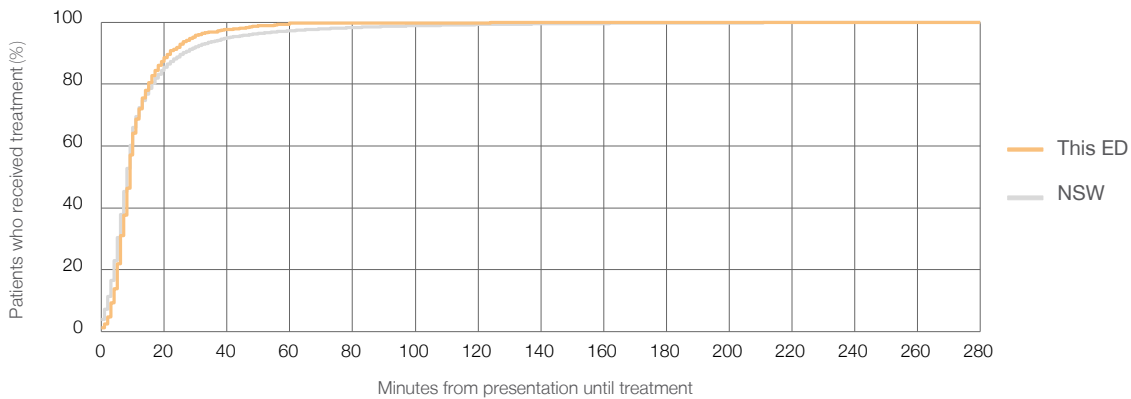
Number of triage 2 patients used to calculate waiting time:³ 963

Median time to start treatment⁴ 9 minutes

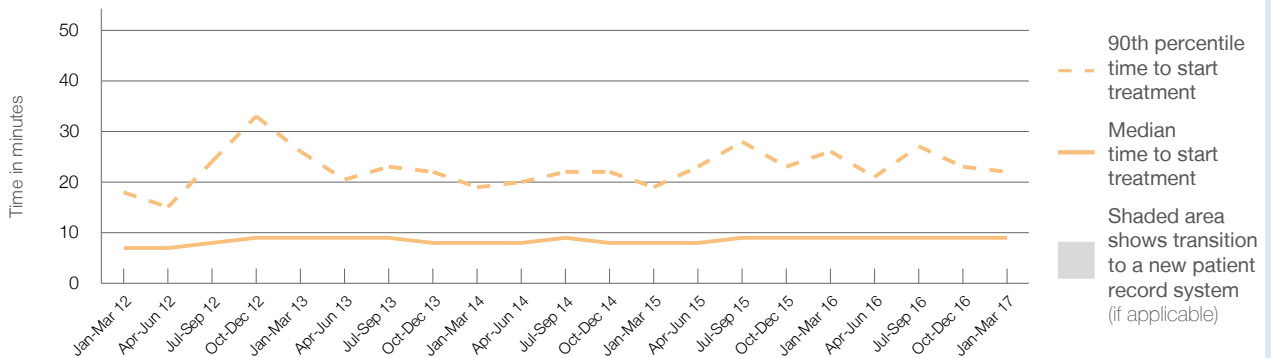
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
943	
930	
9 minutes	8 minutes
26 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	9	8	8	9	9
90th percentile time to start treatment ⁵ (minutes)	18	26	19	19	26	22

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

Auburn 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: 2,186

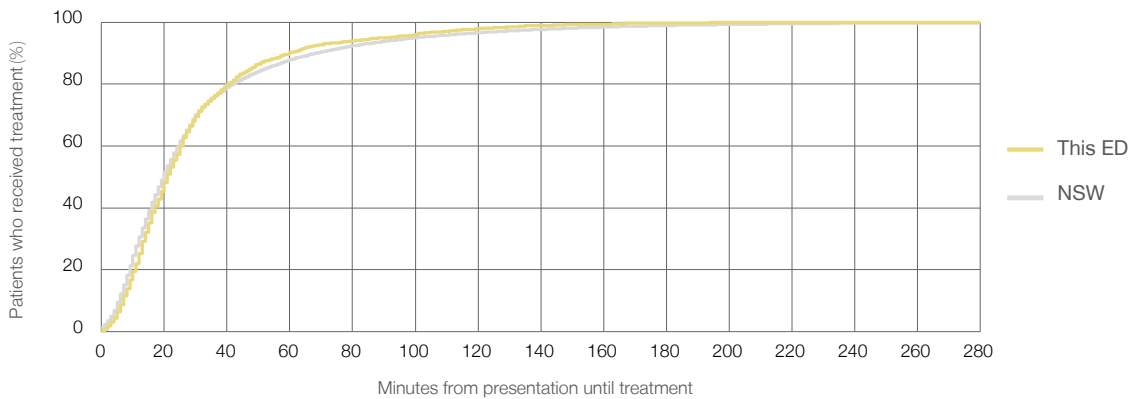
Number of triage 3 patients used to calculate waiting time:³ 2,141

Median time to start treatment⁴ 21 minutes

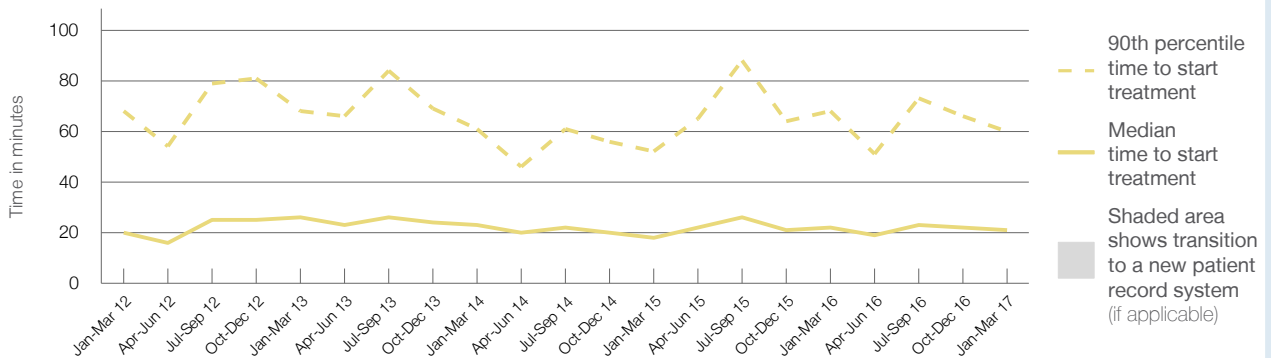
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
2,346	
2,224	
22 minutes	20 minutes
68 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)	20	26	23	18	22	21
90th percentile time to start treatment ⁵ (minutes)	68	68	61	52	68	60

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

Auburn 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: 2,845

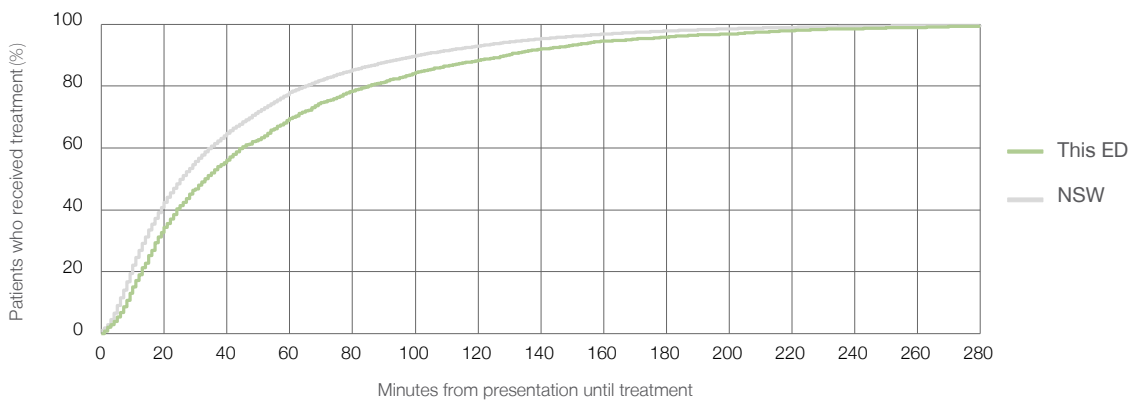
Number of triage 4 patients used to calculate waiting time:³ 2,561

Median time to start treatment⁴ 33 minutes

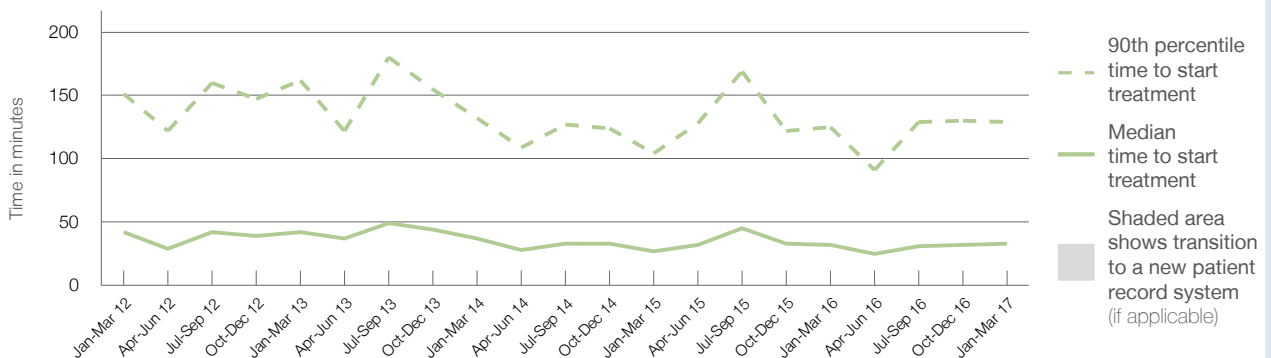
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
2,841	2,476
32 minutes	26 minutes
125 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)	42	42	37	27	32	33
90th percentile time to start treatment ⁵ (minutes)	151	162	132	104	125	129

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

Auburn 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: 476

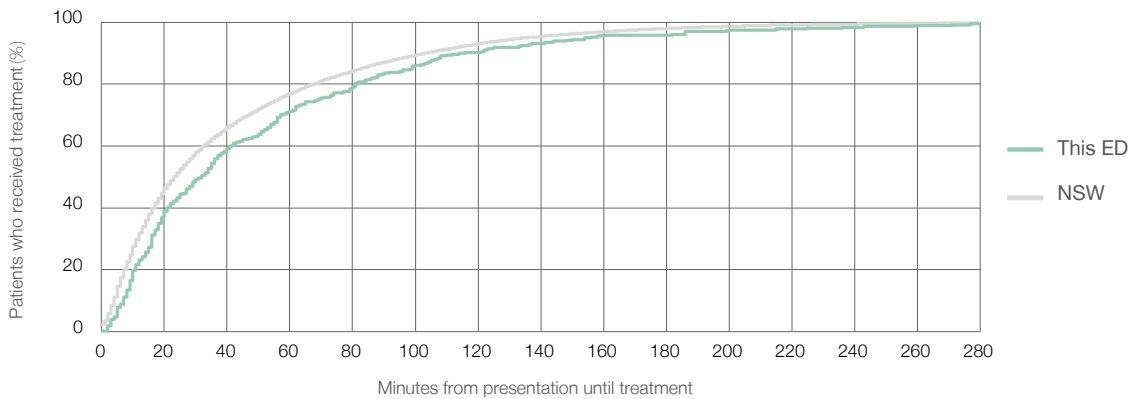
Number of triage 5 patients used to calculate waiting time:³ 358

Median time to start treatment⁴ 32 minutes

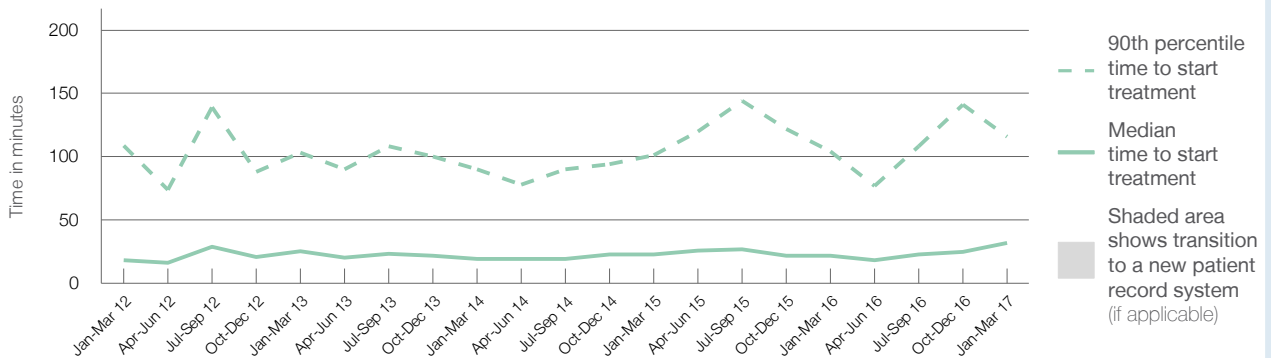
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
430	
312	
22 minutes	23 minutes
104 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)	18	26	19	23	22	32
90th percentile time to start treatment ⁵ (minutes)	109	103	90	101	104	116

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

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

Auburn Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,719 patients

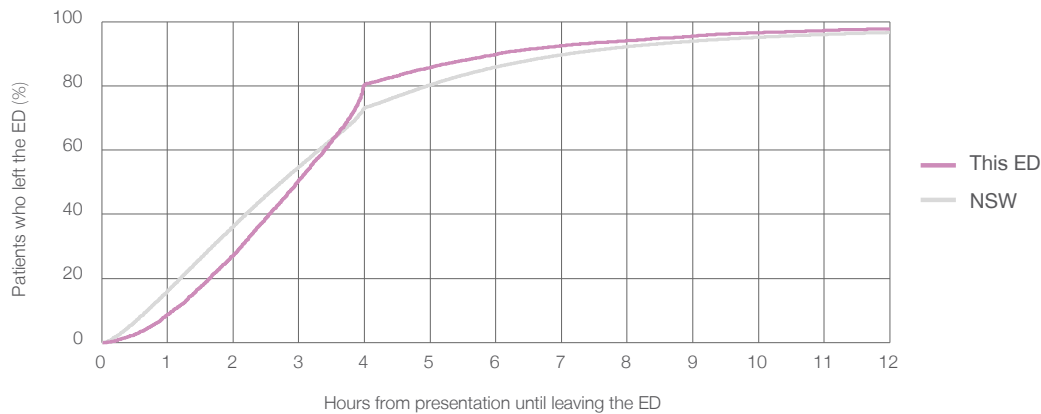
Presentations used to calculate time to leaving the ED:⁶ 6,717 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

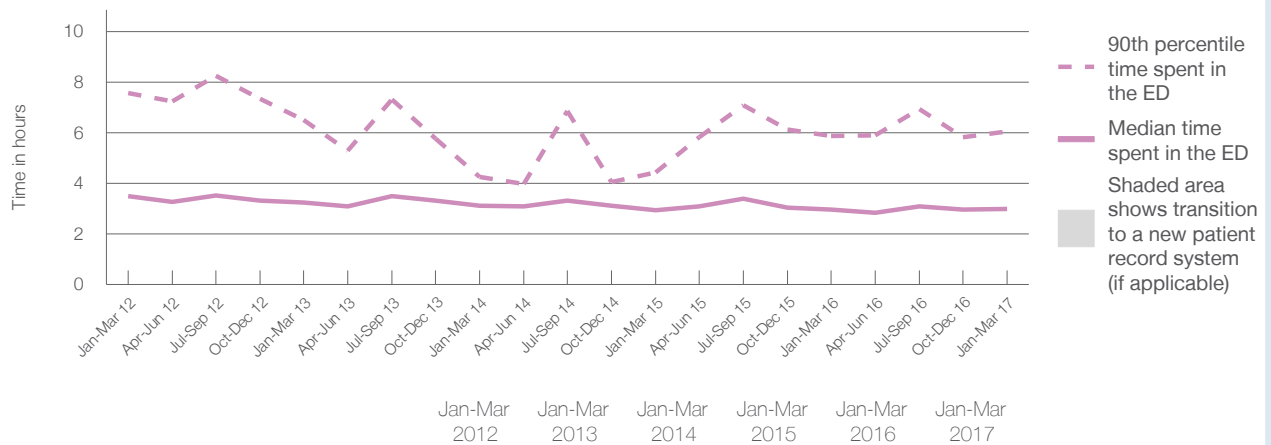
90th percentile time spent in the ED⁹ 6 hours and 3 minutes

Same period last year	NSW (this period)
6,792	6,792
2 hours and 58 minutes	2 hours and 44 minutes
5 hours and 53 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	3h 30m	3h 15m	3h 8m	2h 56m	2h 58m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 35m	6h 30m	4h 15m	4h 26m	5h 53m	6h 3m

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

Auburn Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

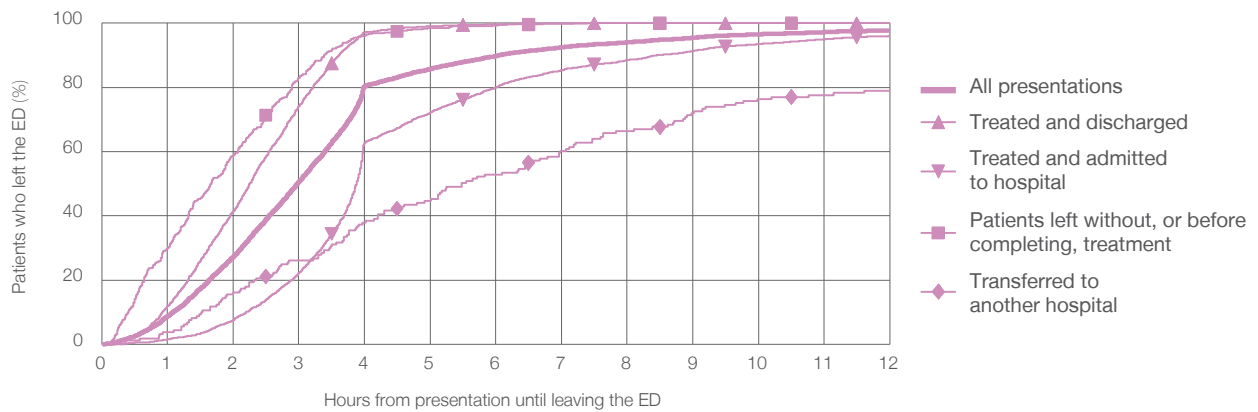
All presentations:¹ 6,719 patients

Presentations used to calculate time to leaving the ED:⁶ 6,717 patients

Treated and discharged	3,025 (45.0%)
Treated and admitted to hospital	2,990 (44.5%)
Patient left without, or before completing, treatment	514 (7.6%)
Transferred to another hospital	161 (2.4%)
Other	29 (0.4%)

Same period last year	Change since one year ago
6,792	-1.1%
3,317	-8.8%
2,825	5.8%
489	5.1%
130	23.8%
31	-6.5%

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	11.9%	41.6%	74.2%	97.2%	99.7%	100%	100%	100%
Treated and admitted to hospital	1.5%	7.6%	22.2%	62.9%	80.0%	88.6%	93.5%	96.1%
Patient left without, or before completing, treatment	30.0%	58.8%	82.9%	96.1%	99.2%	100%	100%	100%
Transferred to another hospital	3.7%	16.1%	26.1%	37.9%	52.8%	66.5%	76.4%	78.9%
All presentations	8.7%	27.3%	50.7%	80.4%	89.8%	94.1%	96.6%	97.8%

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

Auburn 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 6,719 patients

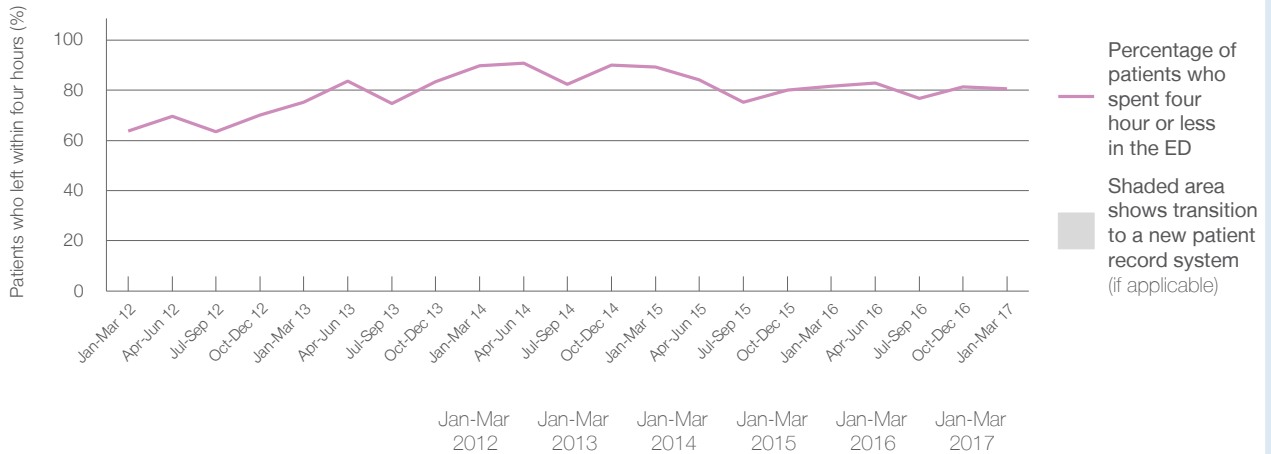
Presentations used to calculate time to leaving the ED:⁶ 6,717 patients

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	6,792	-1.1%
Presentations used to calculate time to leaving the ED	6,792	-1.1%
Percentage of patients who spent four hours or less in the ED	81.6%	

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



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	63.7%	75.2%	89.7%	89.2%	81.6%	80.4%

* 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).

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

Blacktown Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 11,968 patients

Emergency presentations:² 11,884 patients

Same period last year	Change since one year ago
11,183	7.0%
11,079	7.3%

Blacktown Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,342 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,201 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 133 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,538 patients

Median time to start treatment⁴ 46 minutes
 90th percentile time to start treatment⁵ 144 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 700 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
3,089	
11 minutes	8 minutes
30 minutes	26 minutes
3,781	
27 minutes	20 minutes
85 minutes	69 minutes
3,359	
35 minutes	26 minutes
103 minutes	101 minutes
738	
35 minutes	23 minutes
109 minutes	104 minutes

Blacktown Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 11,955 patients

Percentage of patients who spent four hours or less in the ED 53.7%

Same period last year	Change since one year ago
11,182	6.9%
63.4%	

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

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

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

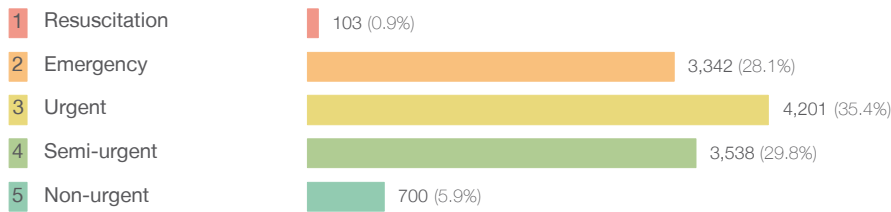
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

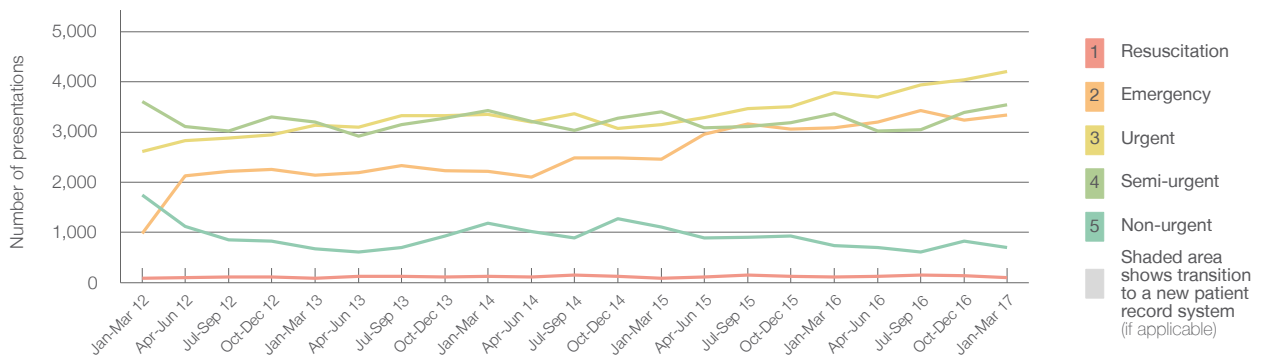
All presentations:¹ 11,968 patients

Emergency presentations² by triage category: 11,884 patients



Same period last year	Change since one year ago
11,183	7.0%
11,079	7.3%
112	-8.0%
3,089	8.2%
3,781	11.1%
3,359	5.3%
738	-5.1%

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	92	93	121	91	112	103
Emergency	976	2,138	2,218	2,457	3,089	3,342
Urgent	2,618	3,130	3,347	3,142	3,781	4,201
Semi-urgent	3,602	3,199	3,433	3,405	3,359	3,538
Non-urgent	1,741	677	1,185	1,103	738	700
All emergency presentations	9,029	9,237	10,304	10,198	11,079	11,884

Blacktown Hospital: Patients arriving by ambulance January to March 2017

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
3,287	
16 minutes	-1 minute
34 minutes	-2 minutes

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

Blacktown 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: 3,342

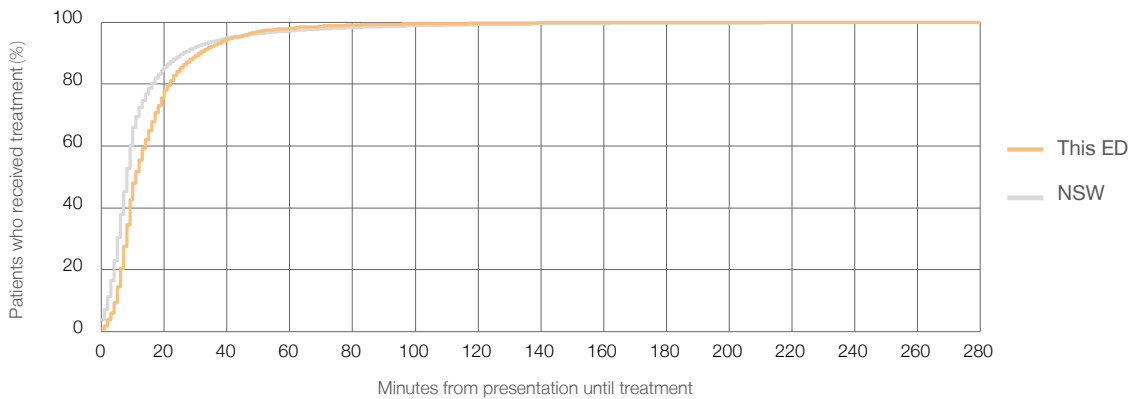
Number of triage 2 patients used to calculate waiting time:³ 3,306

Median time to start treatment⁴ 11 minutes

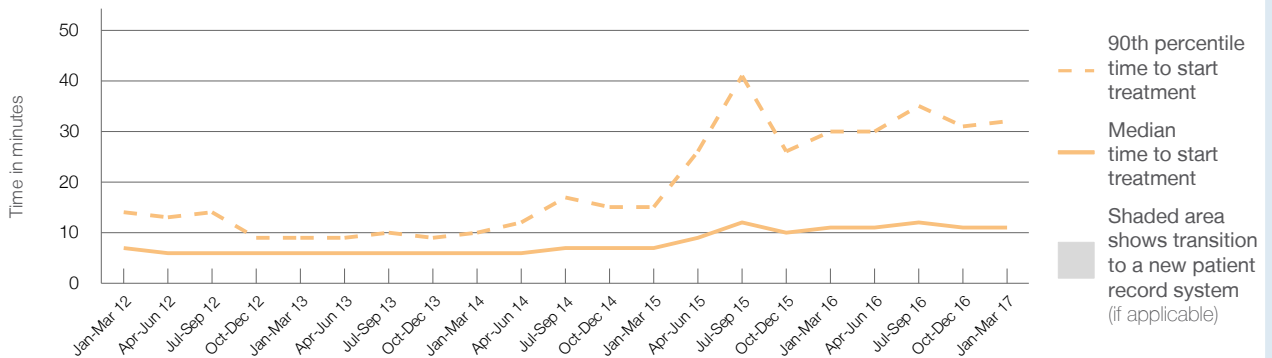
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
3,089	
3,041	
11 minutes	8 minutes
30 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	6	6	7	11	11
90th percentile time to start treatment ⁵ (minutes)	14	9	10	15	30	32

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

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

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

Blacktown 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: 4,201

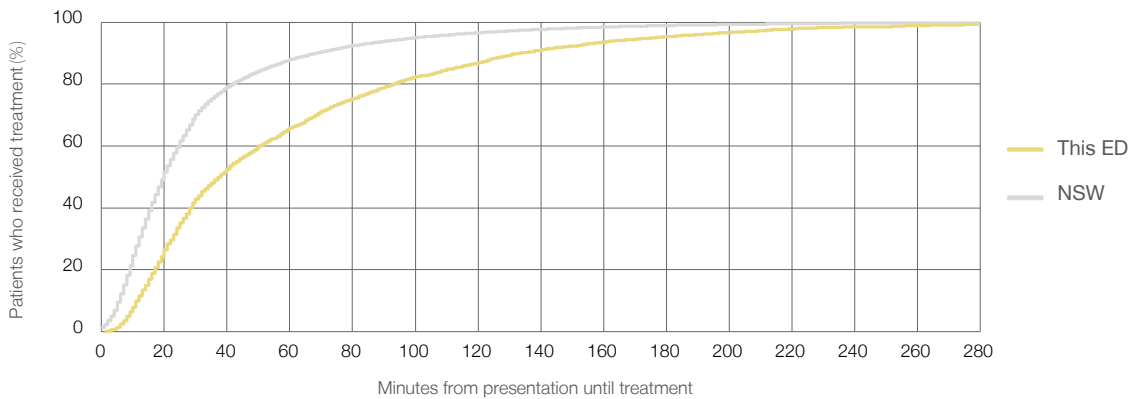
Number of triage 3 patients used to calculate waiting time:³ 3,956

Median time to start treatment⁴ 38 minutes

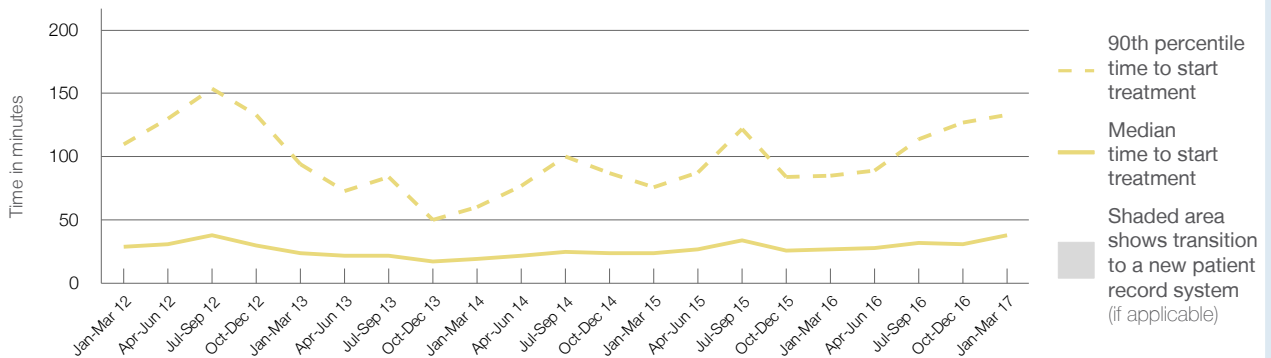
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
3,781	
3,596	
27 minutes	20 minutes
85 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)	29	24	19	24	27	38
90th percentile time to start treatment ⁵ (minutes)	110	94	60	76	85	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.

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

Blacktown 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: 3,538

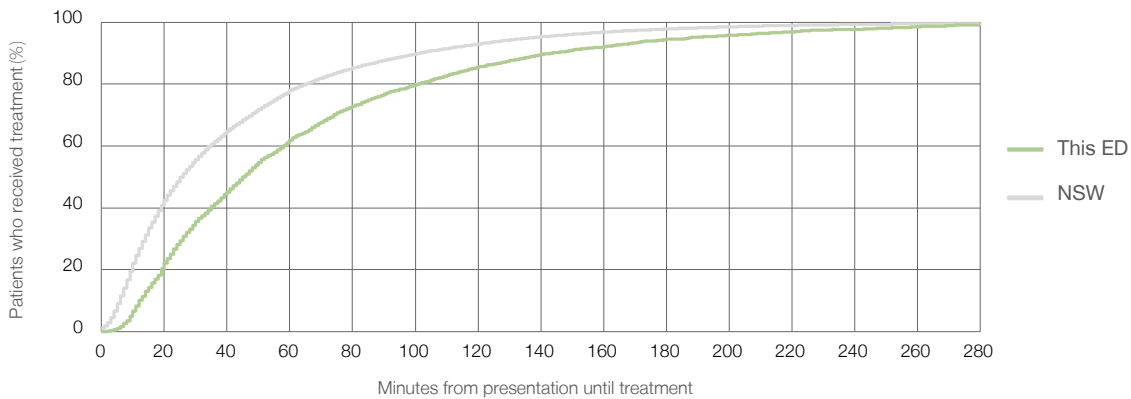
Number of triage 4 patients used to calculate waiting time:³ 3,266

Median time to start treatment⁴ 46 minutes

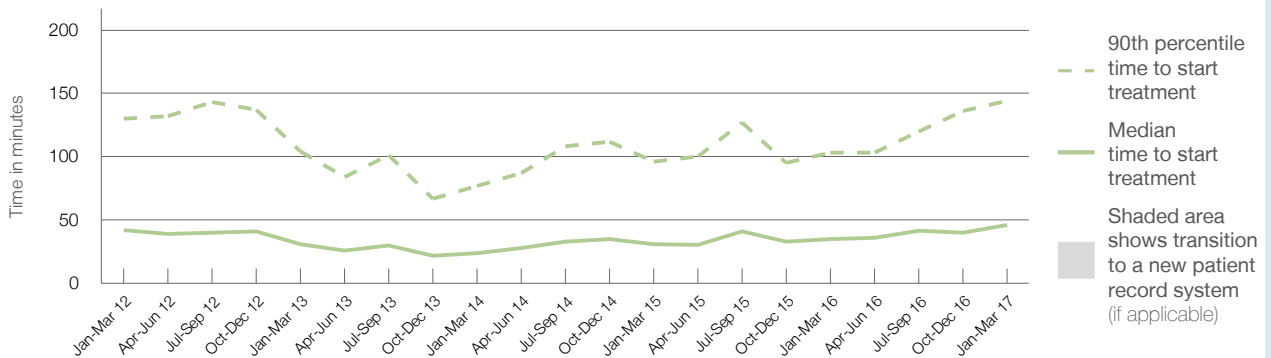
90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
3,359	
3,135	
35 minutes	26 minutes
103 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)	42	31	24	31	35	46
90th percentile time to start treatment ⁵ (minutes)	130	104	77	96	103	144

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

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

Blacktown 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: 700

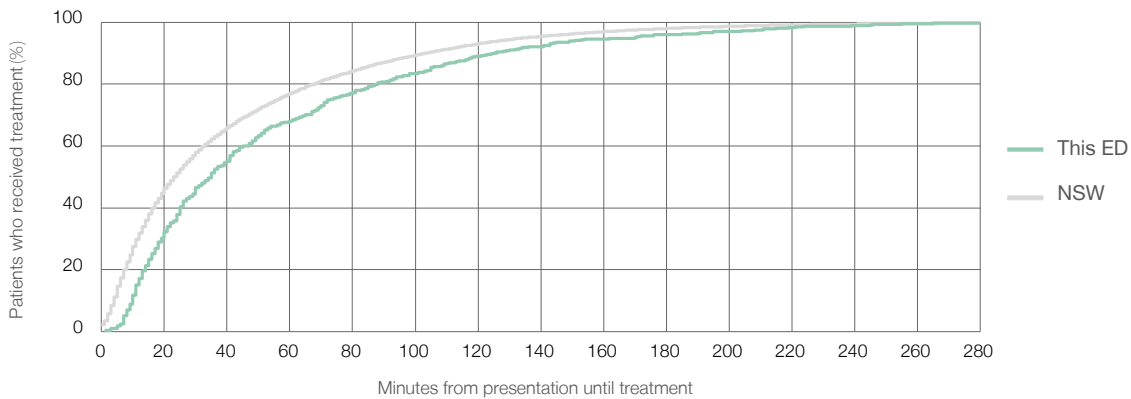
Number of triage 5 patients used to calculate waiting time:³ 561

Median time to start treatment⁴ 35 minutes

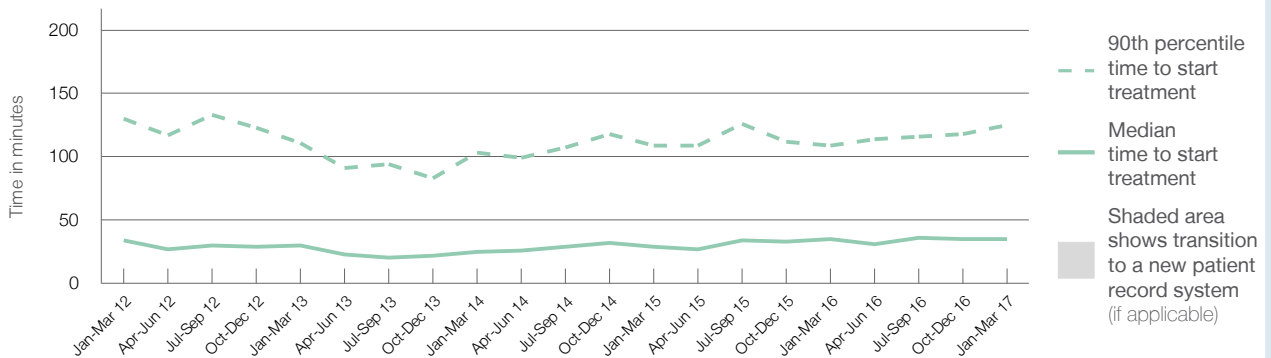
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
738	
626	
35 minutes	23 minutes
109 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)	34	30	25	29	35	35
90th percentile time to start treatment ⁵ (minutes)	130	111	103	109	109	125

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

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

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

Blacktown Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 11,968 patients

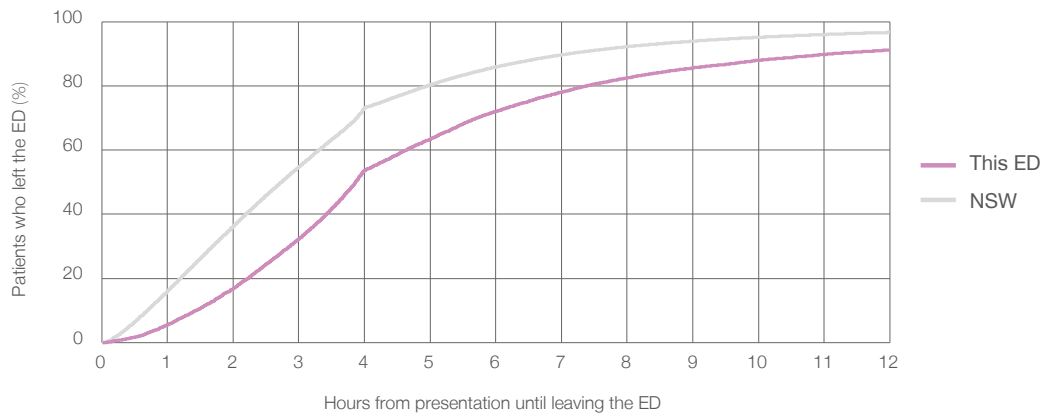
Presentations used to calculate time to leaving the ED:⁶ 11,955 patients

Median time spent in the ED⁸ 3 hours and 52 minutes

90th percentile time spent in the ED⁹ 11 hours and 7 minutes

Same period last year	NSW (this period)
11,183	
11,182	
3 hours and 31 minutes	2 hours and 44 minutes
13 hours and 40 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	5h 3m	4h 31m	3h 21m	3h 47m	3h 31m	3h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	15h 33m	13h 41m	11h 5m	15h 50m	13h 40m	11h 7m

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

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

Blacktown Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

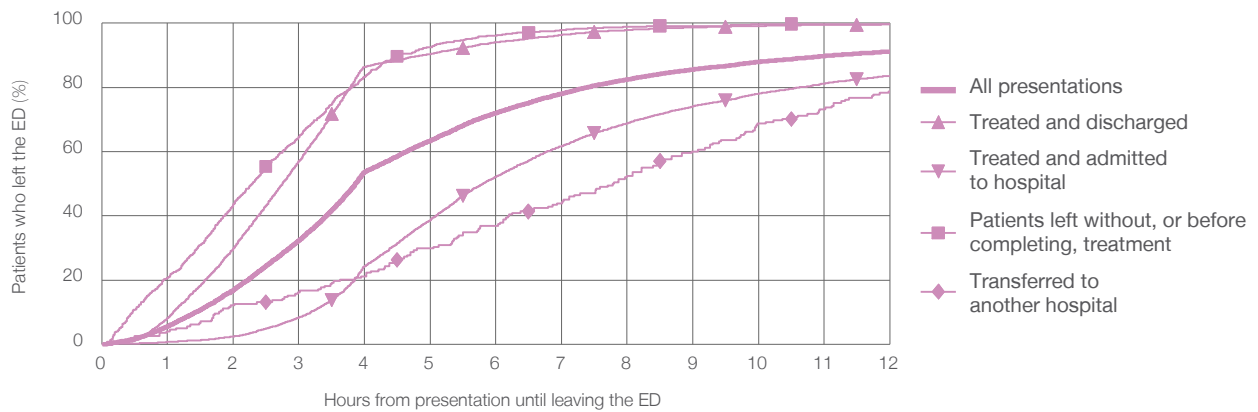
All presentations:¹ 11,968 patients

Presentations used to calculate time to leaving the ED:⁶ 11,955 patients

Treated and discharged	4,762 (39.8%)
Treated and admitted to hospital	6,069 (50.7%)
Patient left without, or before completing, treatment	868 (7.3%)
Transferred to another hospital	198 (1.7%)
Other	71 (0.6%)

Same period last year	Change since one year ago
11,182	6.9%
5,042	-5.6%
5,224	16.2%
635	36.7%
226	-12.4%
56	26.8%

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	8.2%	29.8%	57.0%	86.4%	94.1%	97.9%	99.1%	99.6%
Treated and admitted to hospital	0.7%	2.5%	8.4%	24.4%	52.1%	68.9%	78.1%	83.6%
Patient left without, or before completing, treatment	20.8%	43.6%	64.5%	83.4%	96.2%	98.8%	99.7%	99.8%
Transferred to another hospital	4.0%	12.1%	16.2%	21.2%	36.9%	52.5%	68.7%	78.8%
All presentations	5.6%	16.9%	32.4%	53.7%	72.0%	82.5%	88.0%	91.2%

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

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

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

Blacktown Hospital: Time spent in the ED

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

January to March 2017

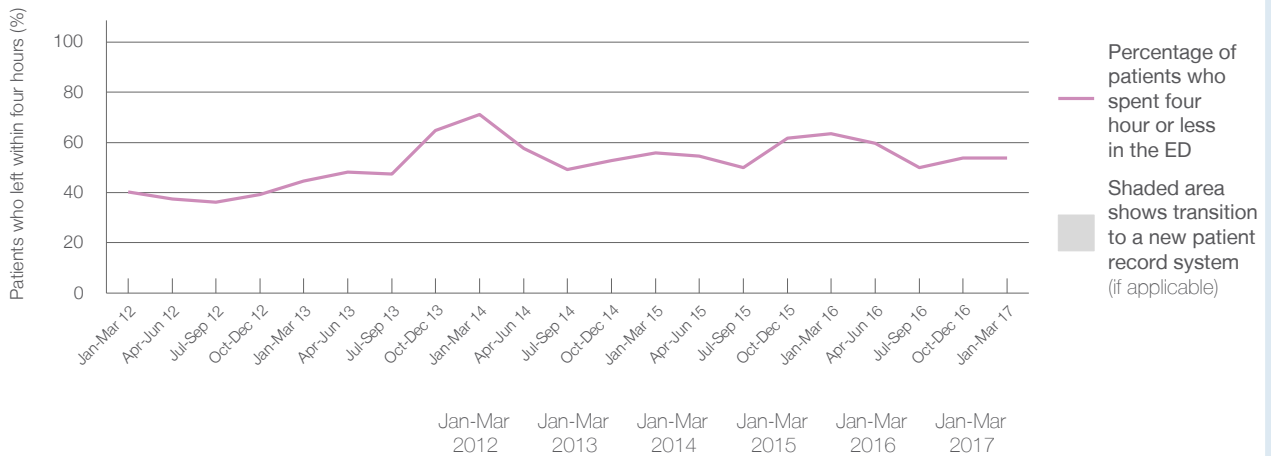
All presentations at the emergency department:¹ 11,968 patients

Presentations used to calculate time to leaving the ED:⁶ 11,955 patients

Percentage of patients who spent four hours or less in the ED 53.7%

Same period last year	Change since one year ago
11,183	7.0%
11,182	6.9%
63.4%	

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



Patients who left within four hours (%)	40.2%	44.5%	71.2%	55.7%	63.4%	53.7%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

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

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

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

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

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

Mount Druiitt Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,963 patients
Emergency presentations:² 7,888 patients

Same period last year	Change since one year ago
8,224	-3.2%
8,171	-3.5%

Mount Druiitt Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,373 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,938 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,649 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 910 patients

Median time to start treatment⁴ 41 minutes
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,176	
9 minutes	8 minutes
25 minutes	26 minutes
3,283	
28 minutes	20 minutes
87 minutes	69 minutes
2,698	
38 minutes	26 minutes
109 minutes	101 minutes
992	
38 minutes	23 minutes
113 minutes	104 minutes

Mount Druiitt Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,960 patients

Percentage of patients who spent four hours or less in the ED 67.9%

Same period last year	Change since one year ago
8,224	-3.2%
74.0%	

* 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, July to September 2016*.
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.

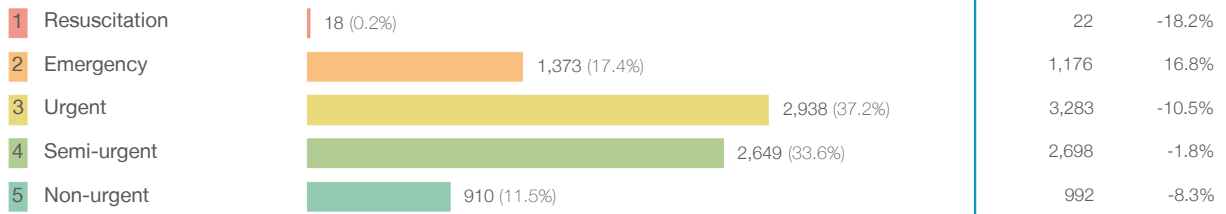
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

Mount Druiitt Hospital: Patients presenting to the emergency department January to March 2017

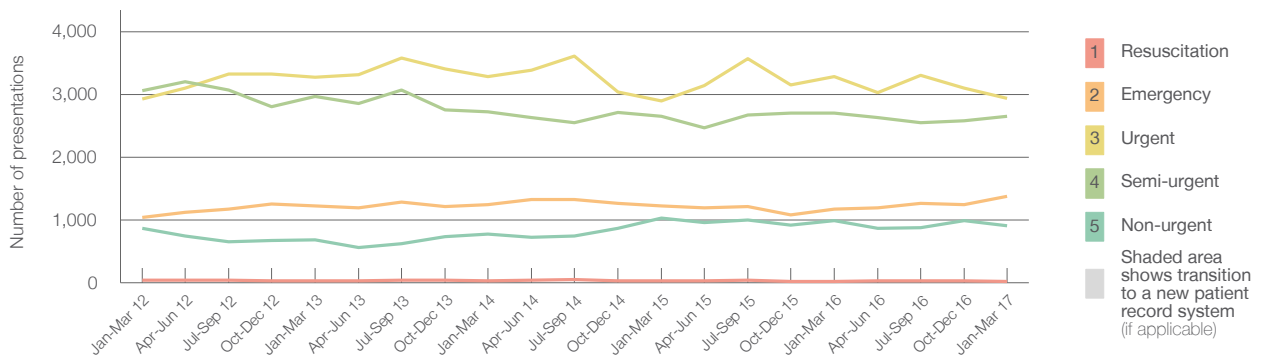
All presentations:¹ 7,963 patients

Emergency presentations² by triage category: 7,888 patients



Same period last year	Change since one year ago
8,224	-3.2%
8,171	-3.5%
22	-18.2%
1,176	16.8%
3,283	-10.5%
2,698	-1.8%
992	-8.3%

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	38	27	34	26	22	18
Emergency	1,044	1,218	1,244	1,218	1,176	1,373
Urgent	2,923	3,274	3,281	2,897	3,283	2,938
Semi-urgent	3,063	2,971	2,724	2,656	2,698	2,649
Non-urgent	868	685	771	1,027	992	910
All emergency presentations	7,936	8,175	8,054	7,824	8,171	7,888

Mount Druiitt Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 783 patients

ED Transfer of care time



Same period last year	Change since one year ago
911	
13 minutes	1 minute
26 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.

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

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

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

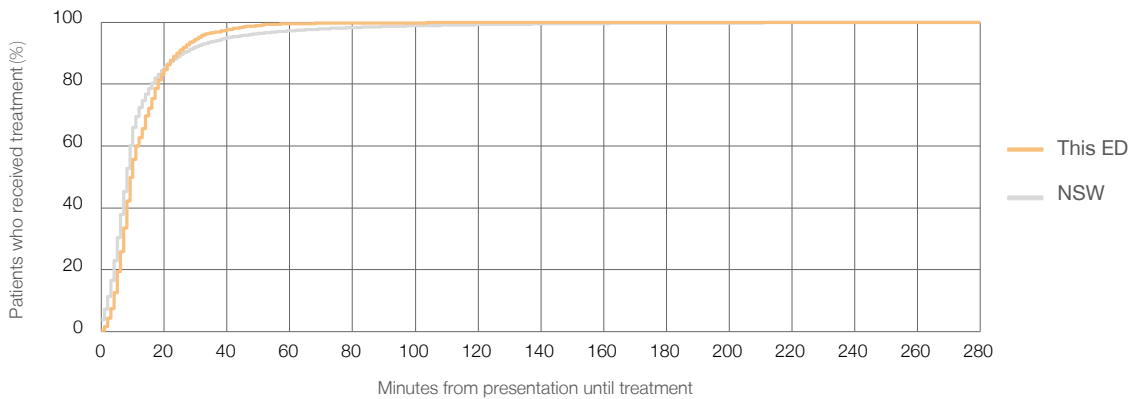
Number of triage 2 patients: 1,373

Number of triage 2 patients used to calculate waiting time:³ 1,367

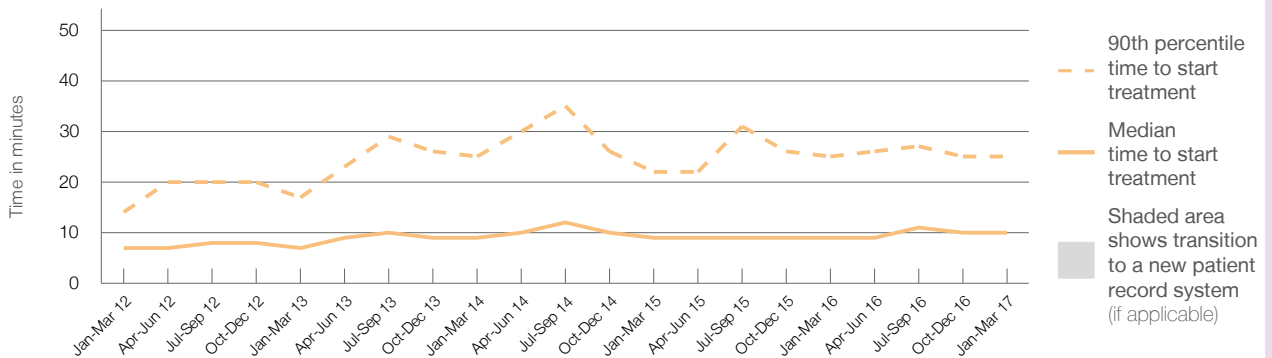
Median time to start treatment⁴ ■ 10 minutes
90th percentile time to start treatment⁵ ■ 25 minutes

Same period last year	NSW (this period)
1,176	
1,168	
9 minutes	8 minutes
25 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	7	9	9	9	10
90th percentile time to start treatment ⁵ (minutes)	14	17	25	22	25	25

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

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

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

Mount Druiitt 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: 2,938

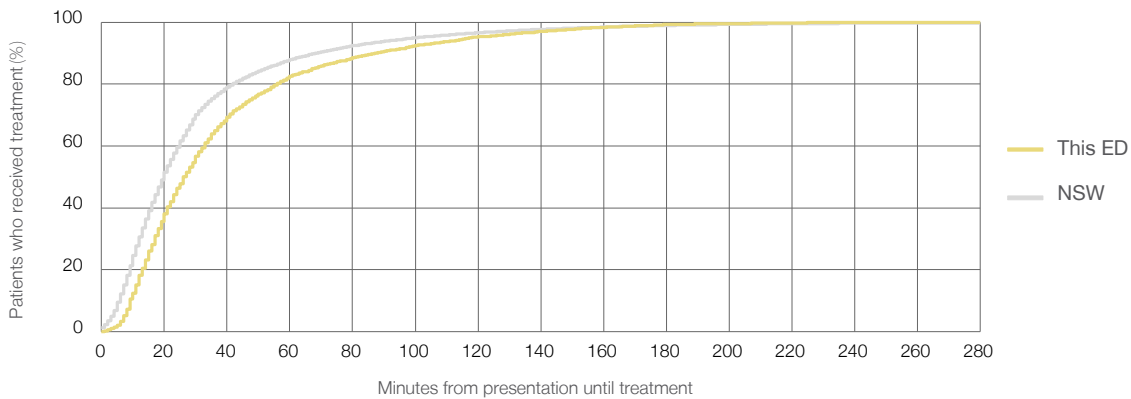
Number of triage 3 patients used to calculate waiting time:³ 2,833

Median time to start treatment⁴ 26 minutes

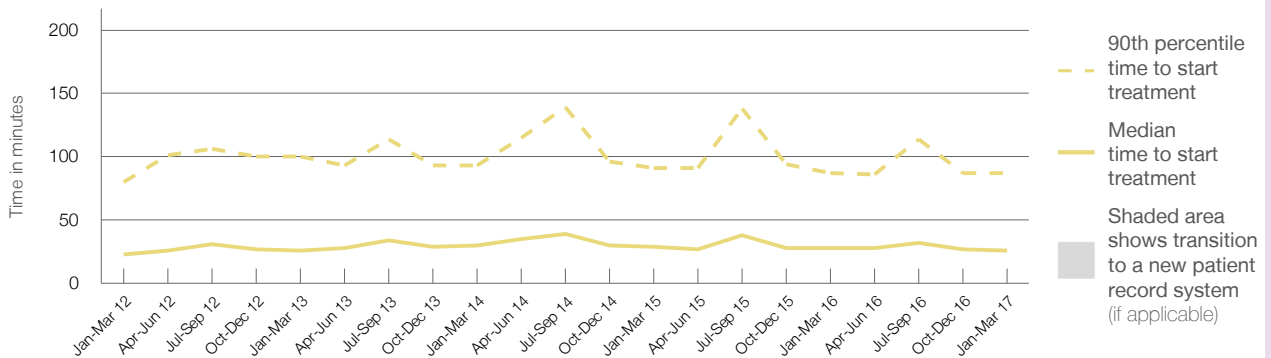
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,283	
3,137	
28 minutes	20 minutes
87 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)	23	26	30	29	28	26
90th percentile time to start treatment ⁵ (minutes)	80	100	93	91	87	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.

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

Mount Druiitt 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: 2,649

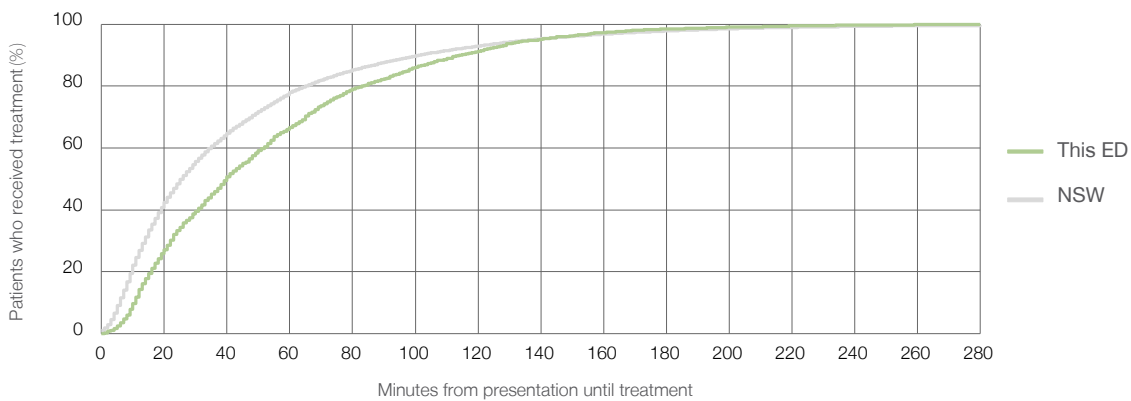
Number of triage 4 patients used to calculate waiting time:³ 2,464

Median time to start treatment⁴ 40 minutes

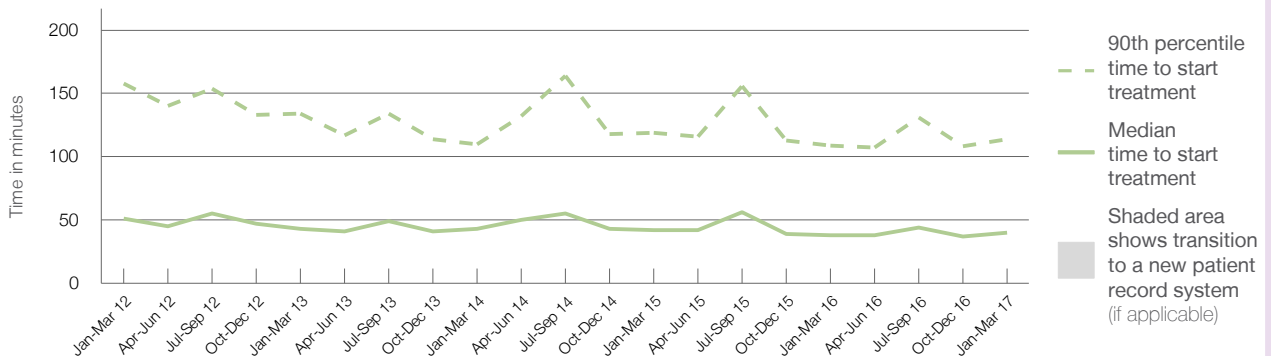
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
2,698	2,502
38 minutes	26 minutes
109 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)	51	43	43	42	38	40
90th percentile time to start treatment ⁵ (minutes)	158	134	110	119	109	114

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

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

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

Mount Druiitt 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: 910

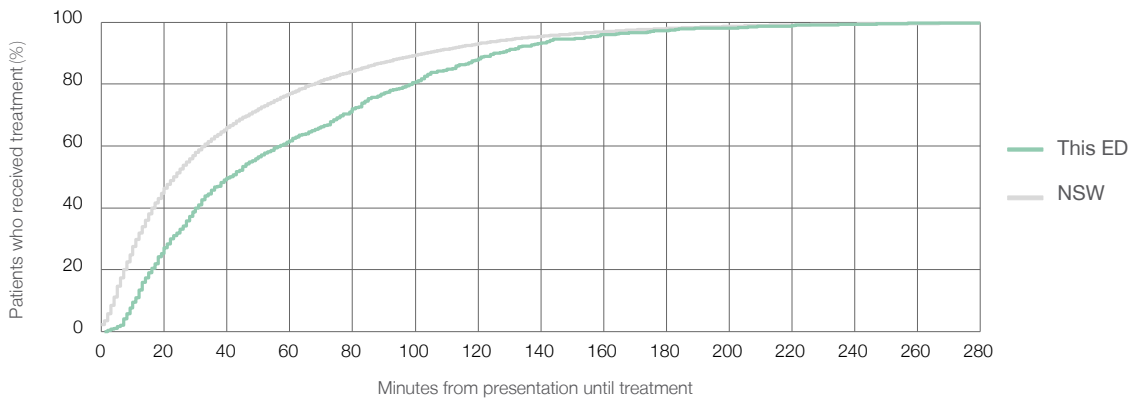
Number of triage 5 patients used to calculate waiting time:³ 812

Median time to start treatment⁴ 41 minutes

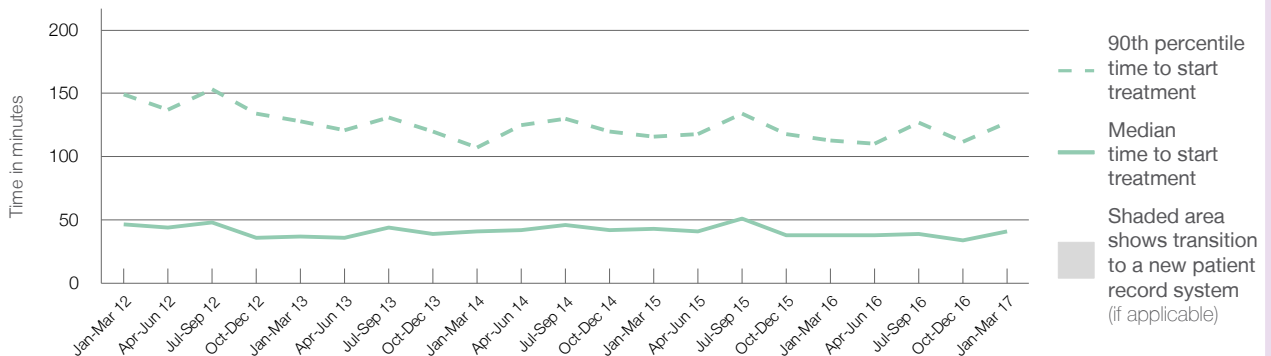
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
992	
862	
38 minutes	23 minutes
113 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)	47	37	41	43	38	41
90th percentile time to start treatment ⁵ (minutes)	149	128	107	116	113	127

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

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

Mount Druitt Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,963 patients

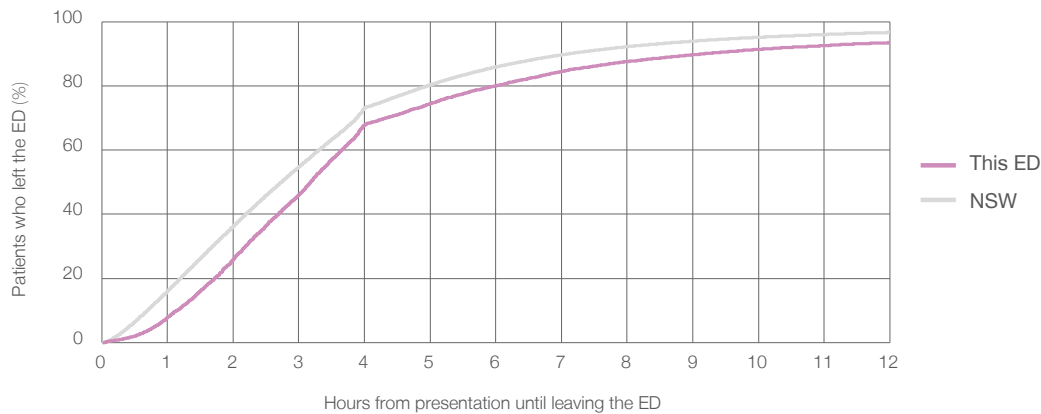
Presentations used to calculate time to leaving the ED:⁶ 7,960 patients

Median time spent in the ED⁸ 3 hours and 11 minutes

90th percentile time spent in the ED⁹ 9 hours and 11 minutes

Same period last year	NSW (this period)
8,224	8,224
3 hours and 5 minutes	2 hours and 44 minutes
8 hours and 0 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)	4h 13m	4h 11m	3h 11m	3h 23m	3h 5m	3h 11m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 2m	9h 58m	6h 57m	9h 23m	8h 0m	9h 11m

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

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

Mount Druiitt Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

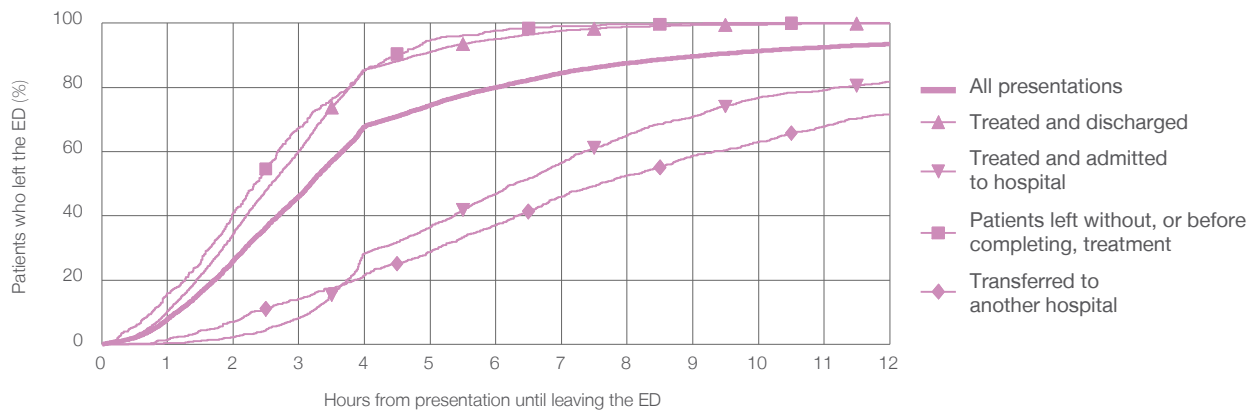
All presentations:¹ 7,963 patients

Presentations used to calculate time to leaving the ED:⁶ 7,960 patients

Treated and discharged	5,047 (63.4%)
Treated and admitted to hospital	1,432 (18.0%)
Patient left without, or before completing, treatment	578 (7.3%)
Transferred to another hospital	904 (11.4%)
Other	2 (0%)

Same period last year	Change since one year ago
8,224	-3.2%
5,443	-7.3%
1,437	-0.3%
457	26.5%
885	2.1%
2	0.0%

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	10.3%	34.5%	60.2%	85.4%	95.0%	98.8%	99.6%	99.9%
Treated and admitted to hospital	0.3%	2.2%	8.1%	28.3%	46.9%	65.1%	76.8%	81.8%
Patient left without, or before completing, treatment	16.0%	41.1%	67.4%	85.4%	97.7%	99.7%	100%	100%
Transferred to another hospital	1.3%	7.0%	14.2%	21.6%	37.2%	52.5%	63.1%	71.6%
All presentations	7.9%	26.0%	46.1%	67.9%	80.0%	87.6%	91.4%	93.4%

(†) 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.

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

Mount Druiitt 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 7,963 patients

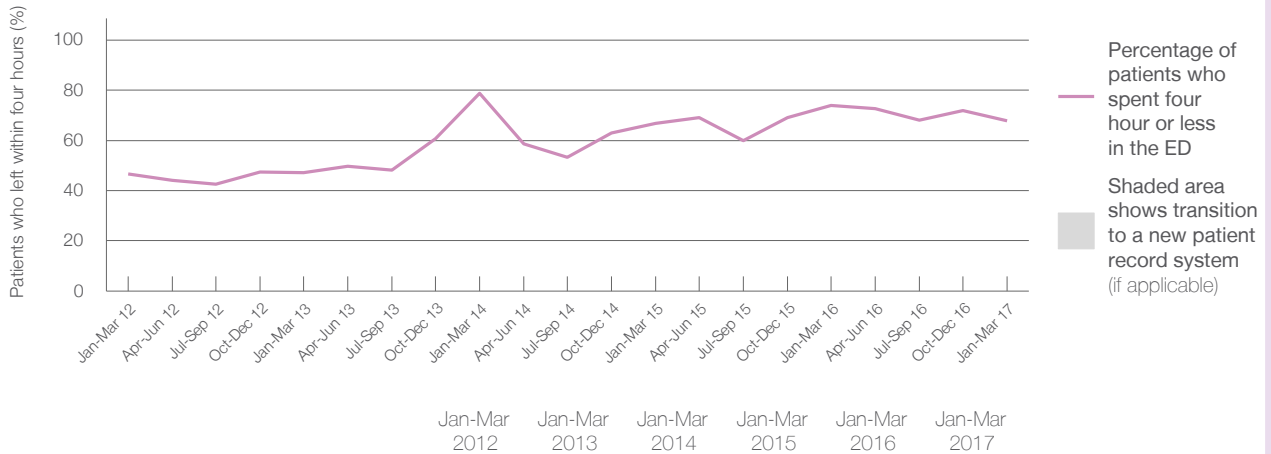
Presentations used to calculate time to leaving the ED:⁶ 7,960 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,224	-3.2%
Presentations used to calculate time to leaving the ED	8,224	-3.2%
Percentage of patients who spent four hours or less in the ED	74.0%	

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



Patients who left within four hours (%)	46.7%	47.2%	78.8%	66.7%	74.0%	67.9%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

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

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

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

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

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

Westmead Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 19,206 patients

Emergency presentations:² 19,031 patients

Same period last year	Change since one year ago
18,853	1.9%
18,622	2.2%

Westmead Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 5,847 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  110 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,859 patients

Median time to start treatment⁴  62 minutes
90th percentile time to start treatment⁵  182 minutes

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

Median time to start treatment⁴  63 minutes
90th percentile time to start treatment⁵  177 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,324 patients

Median time to start treatment⁴  53 minutes
90th percentile time to start treatment⁵  146 minutes

Same period last year	NSW (this period)
5,209	
10 minutes	8 minutes
43 minutes	26 minutes
6,588	
31 minutes	20 minutes
121 minutes	69 minutes
4,706	
40 minutes	26 minutes
120 minutes	101 minutes
1,641	
30 minutes	23 minutes
113 minutes	104 minutes

Westmead Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 19,199 patients

Percentage of patients who spent four hours or less in the ED  51.1%

Same period last year	Change since one year ago
18,853	1.8%
65.0%	

* 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.

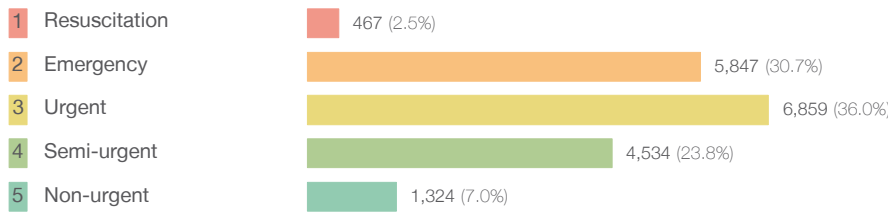
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

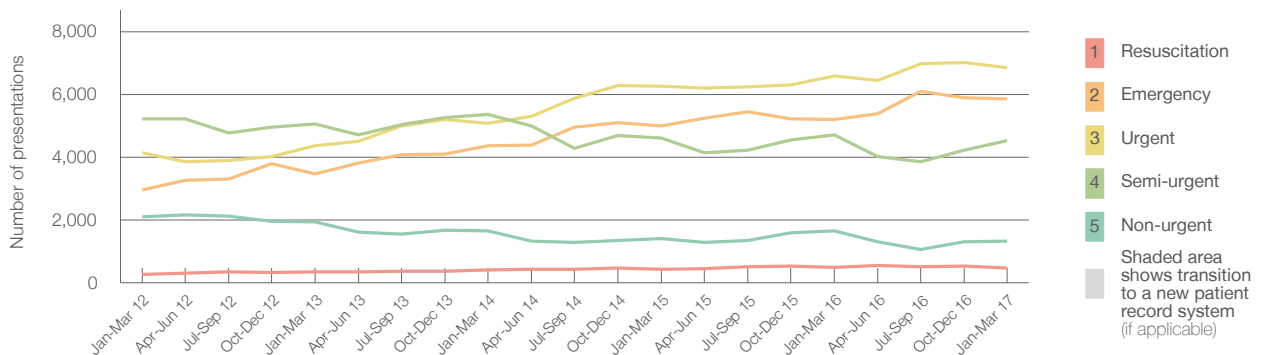
All presentations:¹ 19,206 patients

Emergency presentations² by triage category: 19,031 patients



	Same period last year	Change since one year ago
All presentations	18,853	1.9%
Emergency presentations	18,622	2.2%
Resuscitation	478	-2.3%
Emergency	5,209	12.2%
Urgent	6,588	4.1%
Semi-urgent	4,706	-3.7%
Non-urgent	1,641	-19.3%

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	264	335	401	433	478	467
Emergency	2,954	3,473	4,359	4,994	5,209	5,847
Urgent	4,132	4,357	5,073	6,251	6,588	6,859
Semi-urgent	5,228	5,066	5,355	4,599	4,706	4,534
Non-urgent	2,107	1,945	1,652	1,404	1,641	1,324
All emergency presentations	14,685	15,176	16,840	17,681	18,622	19,031

Westmead Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 5,885 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,629	
ED Transfer of care time		
Median time	11 minutes	2 minutes
90th percentile time	23 minutes	5 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.

Westmead 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: 5,847

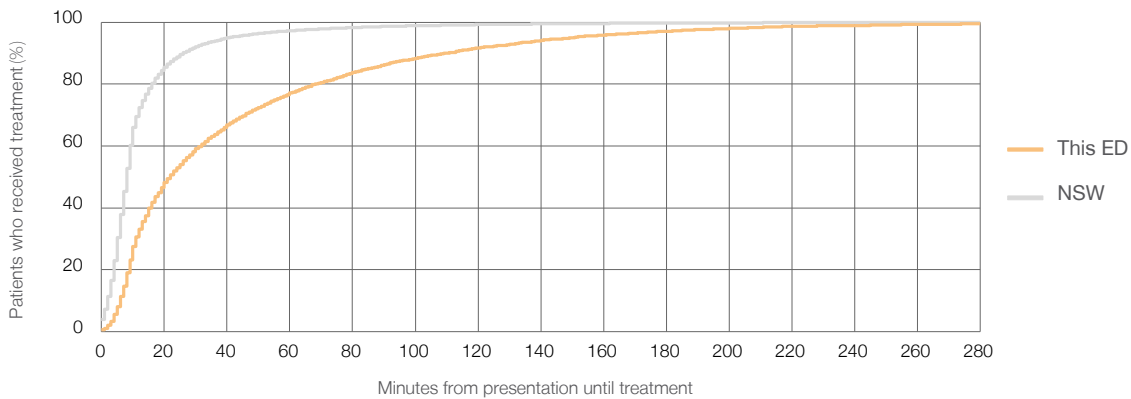
Number of triage 2 patients used to calculate waiting time:³ 5,655

Median time to start treatment⁴ 22 minutes

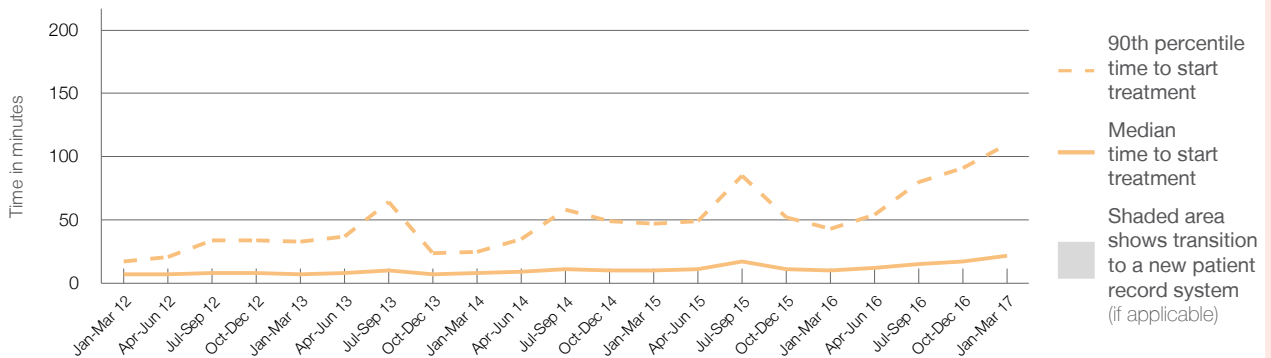
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
5,209	5,131
10 minutes	8 minutes
43 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	7	8	10	10	22
90th percentile time to start treatment ⁵ (minutes)	17	33	25	47	43	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.

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

Westmead 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: 6,859

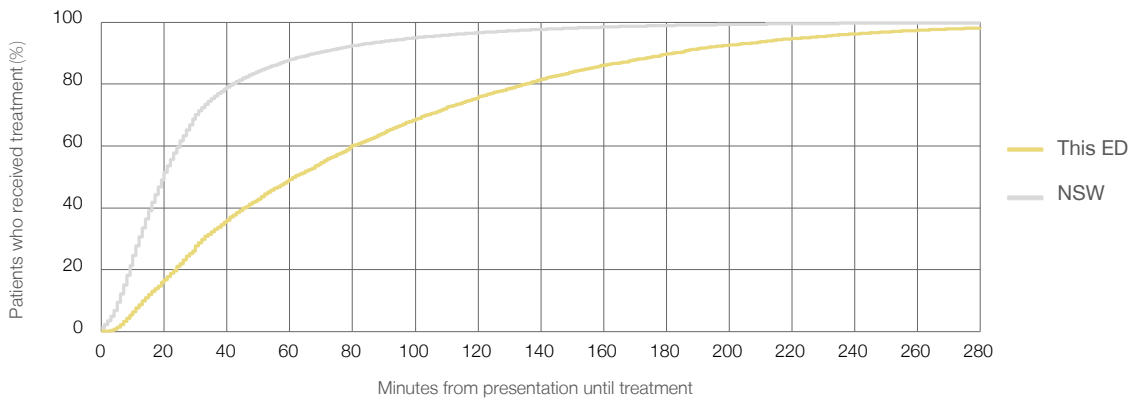
Number of triage 3 patients used to calculate waiting time:³ 6,077

Median time to start treatment⁴ 62 minutes

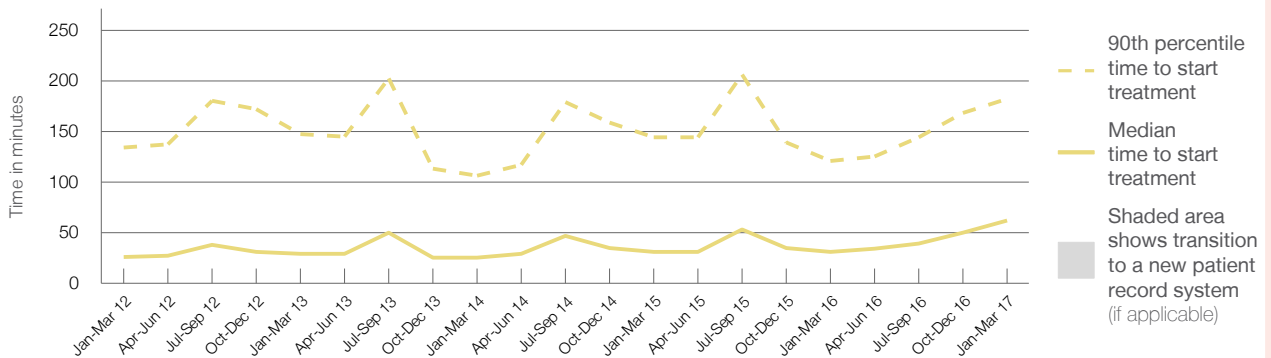
90th percentile time to start treatment⁵ 182 minutes

Same period last year	NSW (this period)
6,588	
6,127	
31 minutes	20 minutes
121 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	29	25	31	31	62
90th percentile time to start treatment ⁵ (minutes)	134	147	106	144	121	182

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Westmead 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: 4,534

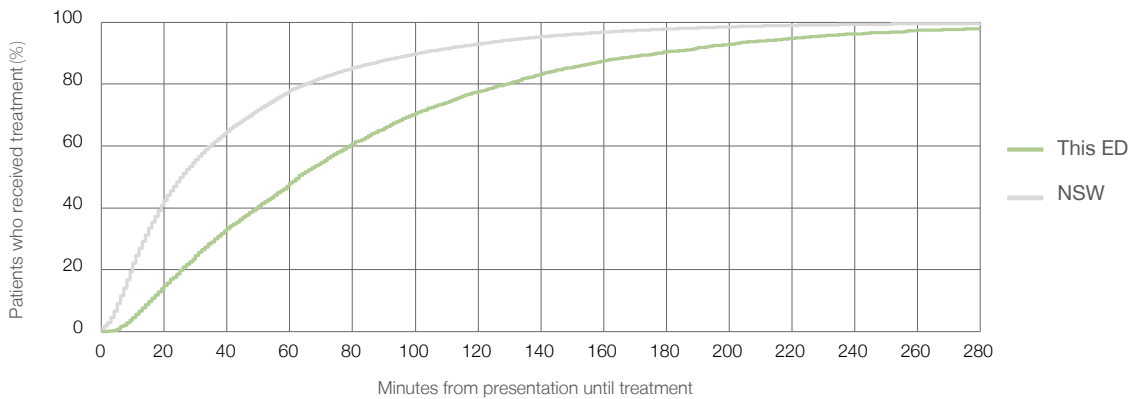
Number of triage 4 patients used to calculate waiting time:³ 3,939

Median time to start treatment⁴ 63 minutes

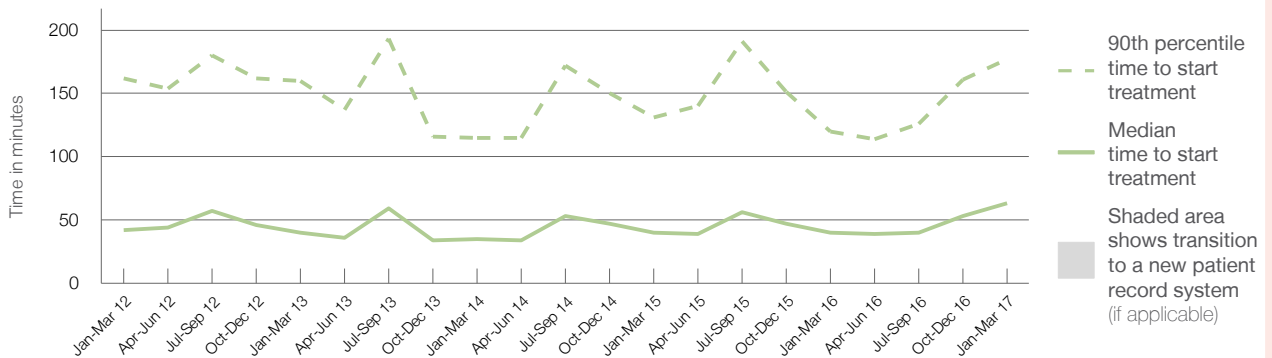
90th percentile time to start treatment⁵ 177 minutes

Same period last year	NSW (this period)
4,706	4,239
40 minutes	26 minutes
120 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)	42	40	35	40	40	63
90th percentile time to start treatment ⁵ (minutes)	162	160	115	131	120	177

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Westmead 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: 1,324

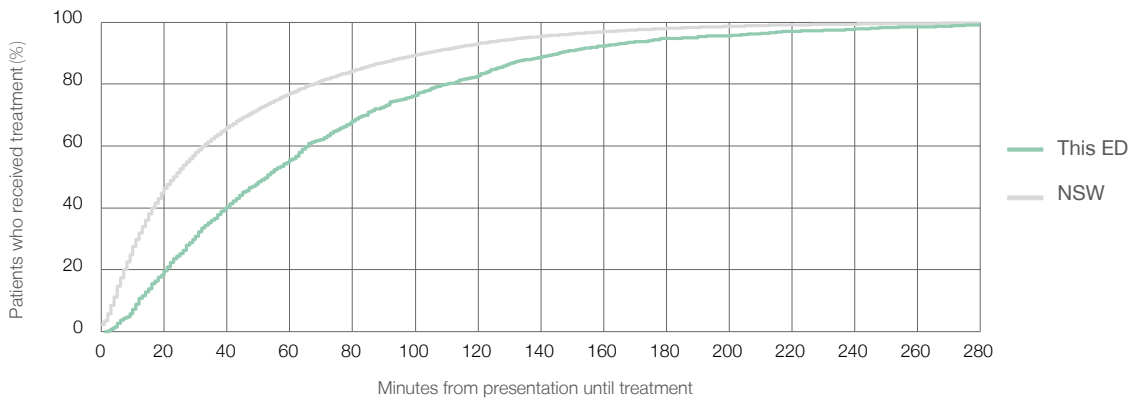
Number of triage 5 patients used to calculate waiting time:³ 1,046

Median time to start treatment⁴ 53 minutes

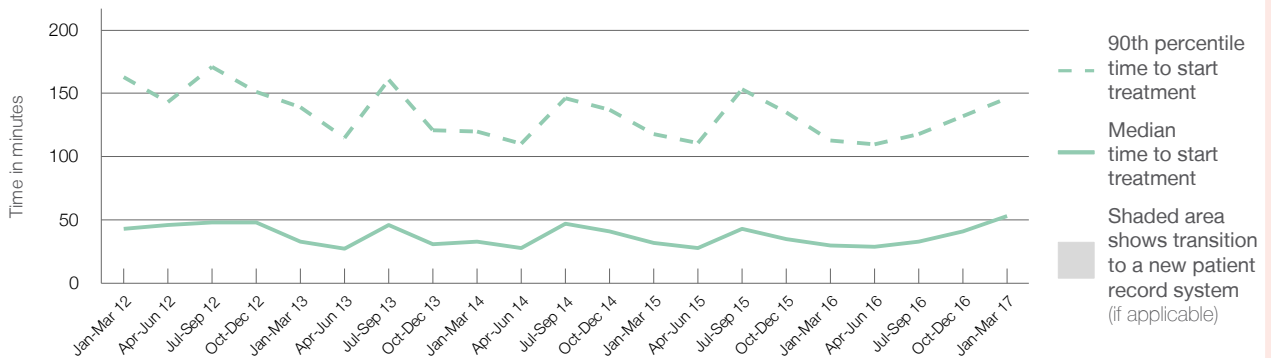
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
1,641	1,406
30 minutes	23 minutes
113 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)	43	33	33	32	30	53
90th percentile time to start treatment ⁵ (minutes)	163	139	120	118	113	146

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Westmead Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 19,206 patients

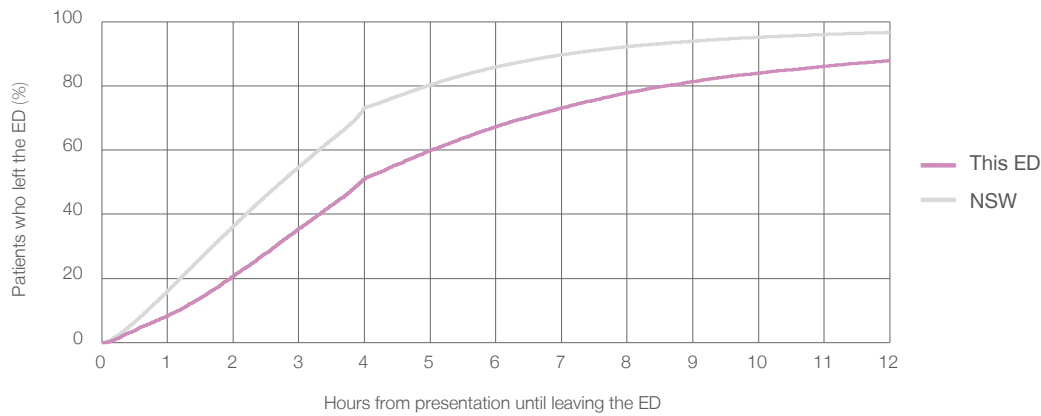
Presentations used to calculate time to leaving the ED:⁶ 19,199 patients

Median time spent in the ED⁸ 3 hours and 57 minutes

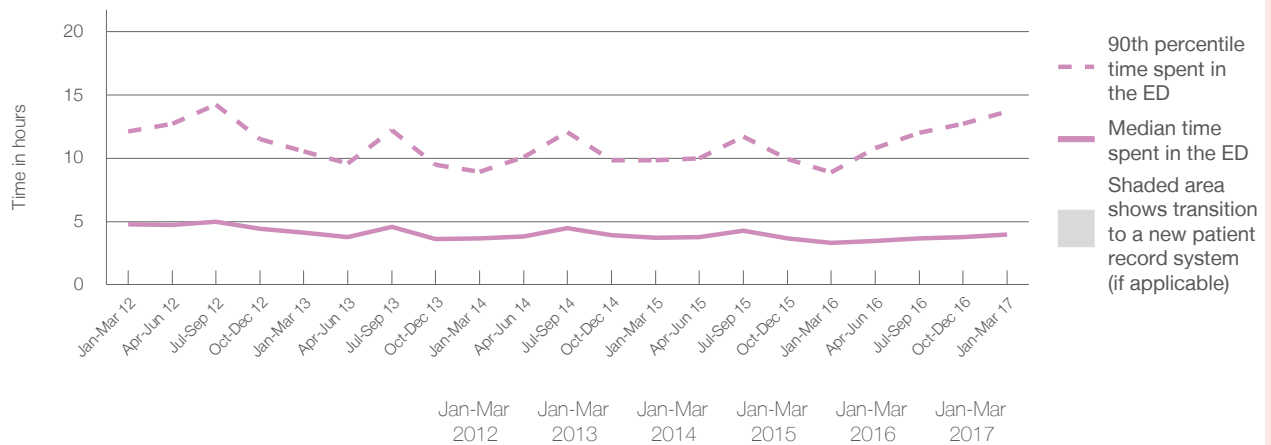
90th percentile time spent in the ED⁹ 13 hours and 41 minutes

Same period last year	NSW (this period)
18,853	18,853
3 hours and 19 minutes	2 hours and 44 minutes
8 hours and 52 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)	4h 48m	4h 6m	3h 39m	3h 43m	3h 19m	3h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 6m	10h 32m	8h 55m	9h 51m	8h 52m	13h 41m

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Westmead Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

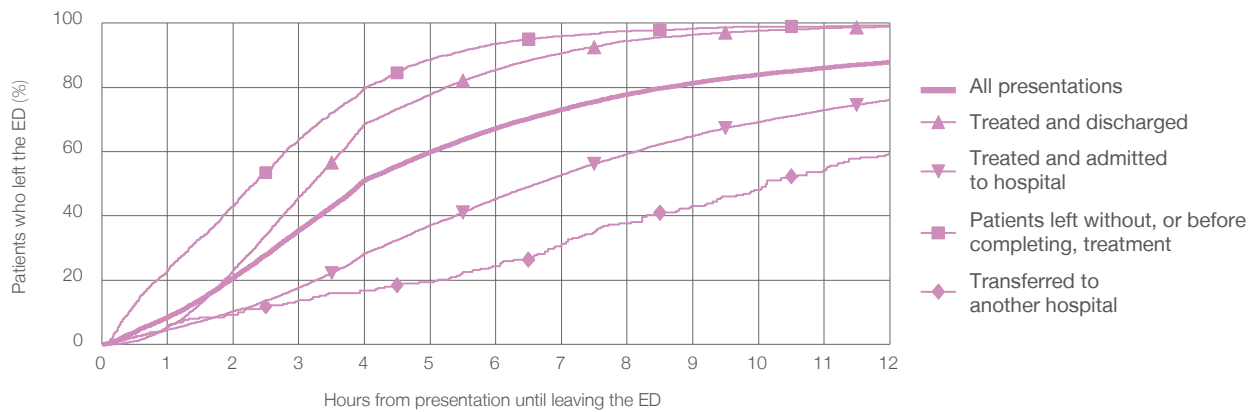
All presentations:¹ 19,206 patients

Presentations used to calculate time to leaving the ED:⁶ 19,199 patients

Treated and discharged	7,347 (38.3%)
Treated and admitted to hospital	8,957 (46.6%)
Patient left without, or before completing, treatment	2,090 (10.9%)
Transferred to another hospital	239 (1.2%)
Other	573 (3.0%)

Same period last year	Change since one year ago
18,853	1.8%
7,910	-7.1%
9,235	-3.0%
1,083	93.0%
189	26.5%
436	31.4%

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	5.4%	23.0%	45.8%	68.5%	85.5%	94.5%	97.6%	98.9%
Treated and admitted to hospital	4.5%	10.3%	17.6%	28.2%	45.3%	59.3%	69.2%	76.1%
Patient left without, or before completing, treatment	23.0%	43.0%	63.7%	79.7%	93.6%	97.6%	98.9%	99.4%
Transferred to another hospital	5.9%	9.2%	13.8%	16.7%	24.3%	37.7%	48.1%	59.4%
All presentations	8.4%	20.8%	35.5%	51.1%	67.3%	77.9%	83.9%	87.9%

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Westmead Hospital: Time spent in the ED

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

January to March 2017

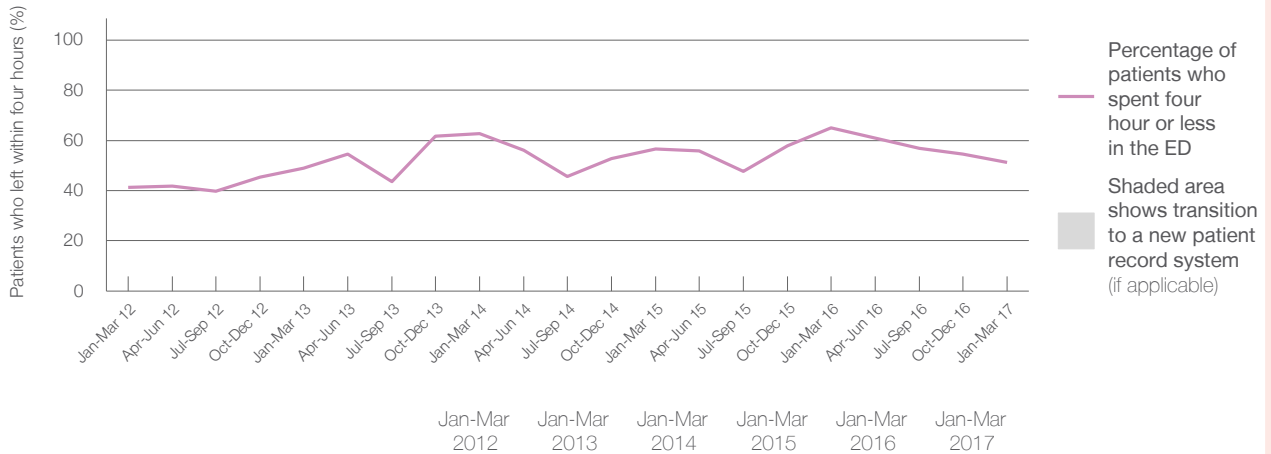
All presentations at the emergency department:¹ 19,206 patients

Presentations used to calculate time to leaving the ED:⁶ 19,199 patients

Percentage of patients who spent four hours or less in the ED 51.1%

Same period last year	Change since one year ago
18,853	1.9%
18,853	1.8%
65.0%	

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



Patients who left within four hours (%)	41.3%	48.8%	62.7%	56.5%	65.0%	51.1%
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Note: All percentages are rounded and therefore percentages may not add to 100%.

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Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).