



Healthcare Quarterly

Performance Profiles

Emergency Department

South Eastern Sydney Local Health District

April to June 2017

Prince of Wales Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 14,289 patients


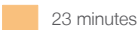
Emergency presentations:² 13,511 patients

Same period last year	Change since one year ago
14,227	0.4%
13,360	1.1%



Prince of Wales Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,100 patients

Median time to start treatment⁴  9 minutes
90th percentile time to start treatment⁵  23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,959 patients

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,742 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 514 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  108 minutes

Same period last year	NSW (this period)
1,194	
8 minutes	8 minutes
22 minutes	26 minutes
6,762	
19 minutes	20 minutes
59 minutes	67 minutes
4,705	
18 minutes	25 minutes
87 minutes	99 minutes
515	
21 minutes	23 minutes
113 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 14,279 patients

Percentage of patients who spent four hours or less in the ED  72.0%

Same period last year	Change since one year ago
14,223	0.4%
68.2%	

* 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.

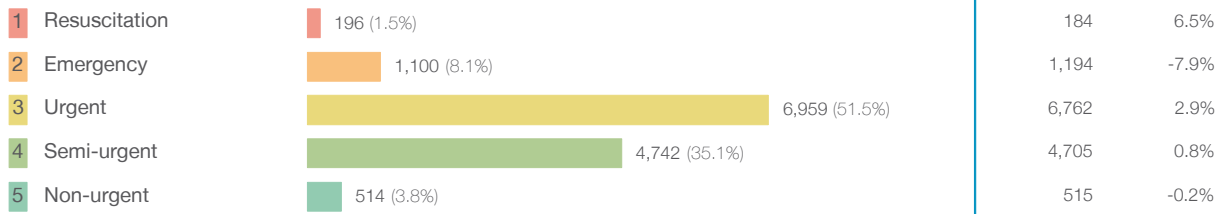
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Prince of Wales Hospital: Patients presenting to the emergency department

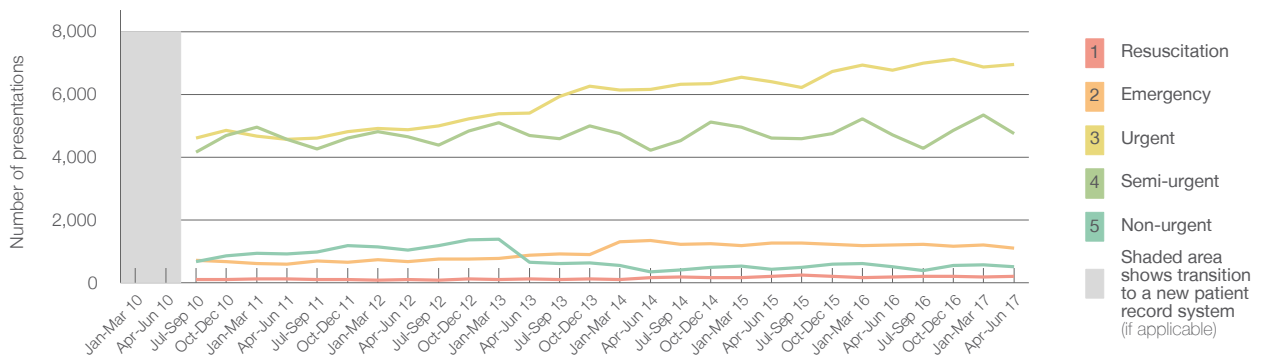
April to June 2017

All presentations:¹ 14,289 patients

Emergency presentations² by triage category: 13,511 patients



Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		121	107	113	155	206	184	196
Emergency		589	679	875	1,353	1,269	1,194	1,100
Urgent		4,576	4,870	5,401	6,161	6,407	6,762	6,959
Semi-urgent		4,576	4,649	4,685	4,218	4,611	4,705	4,742
Non-urgent		916	1,029	649	345	430	515	514
All emergency presentations		10,778	11,334	11,723	12,232	12,923	13,360	13,511

Prince of Wales Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 3,457 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.

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

April to June 2017

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

Number of triage 2 patients: 1,100

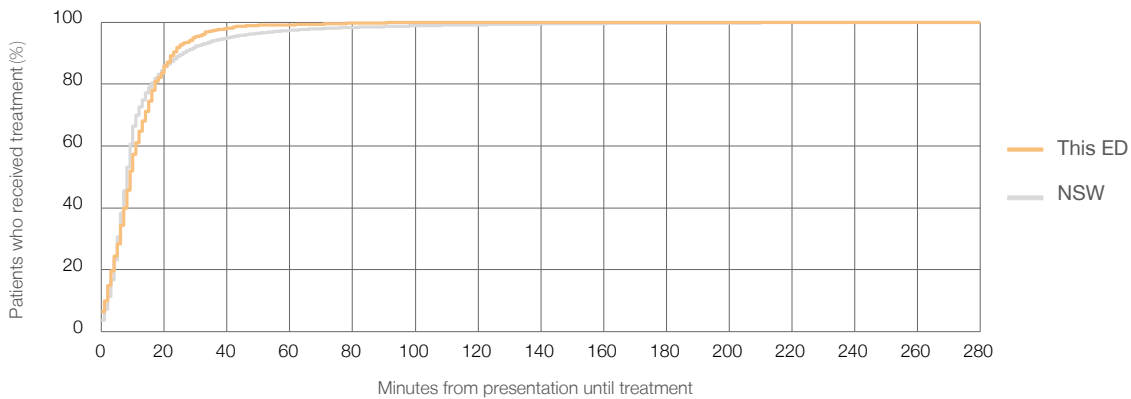
Number of triage 2 patients used to calculate waiting time:³ 1,083

Median time to start treatment⁴ 9 minutes

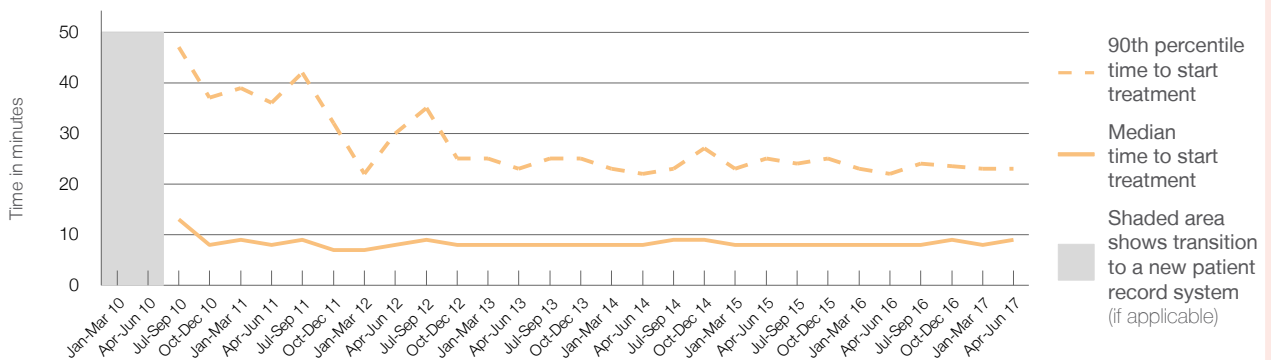
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
1,194	
1,186	
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		8	8	8	8	8	8	9
90th percentile time to start treatment ⁵ (minutes)		36	30	23	22	25	22	23

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

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

April to June 2017

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

Number of triage 3 patients: 6,959

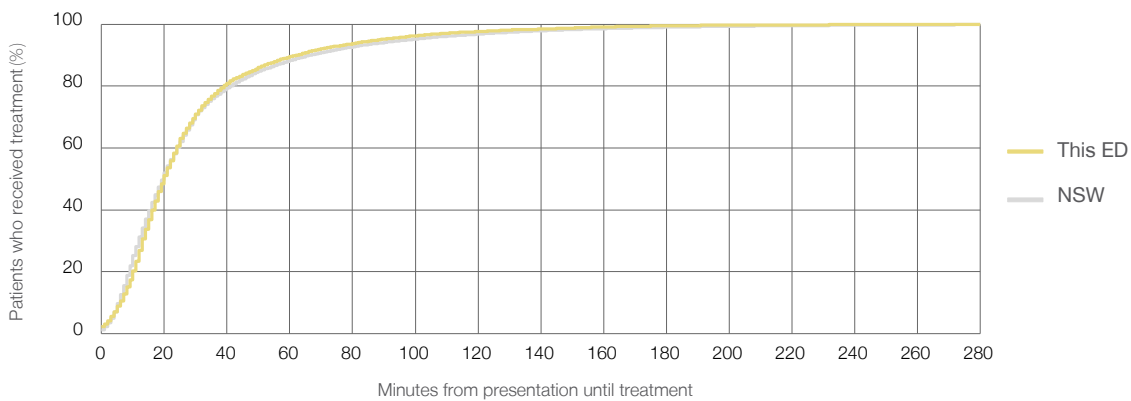
Number of triage 3 patients used to calculate waiting time:³ 6,855

Median time to start treatment⁴ 20 minutes

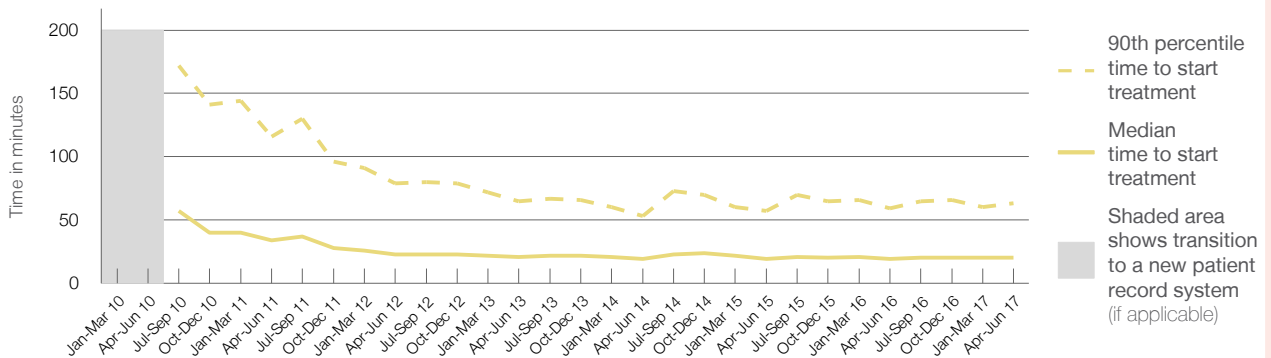
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
6,762	
6,656	
19 minutes	20 minutes
59 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		34	23	21	19	19	19	20
90th percentile time to start treatment ⁵ (minutes)		116	79	65	53	57	59	63

(†) 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 April to June 2017

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

Number of triage 4 patients: 4,742

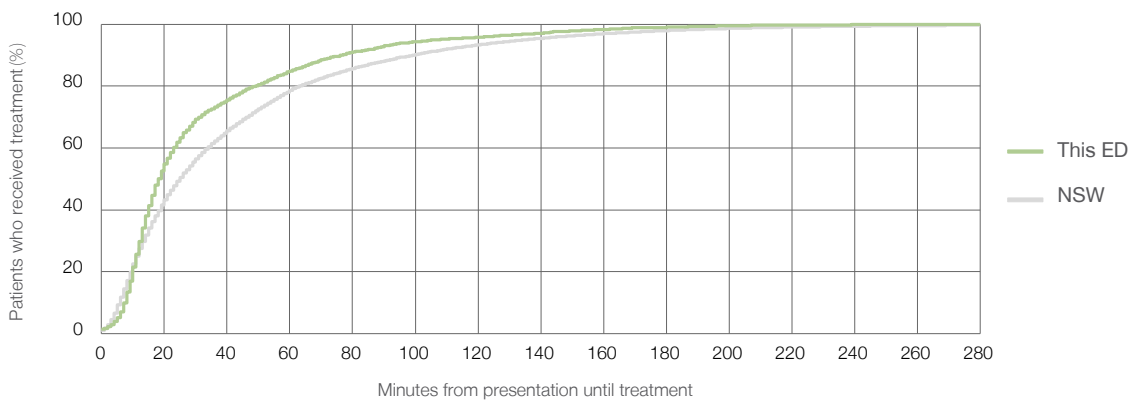
Number of triage 4 patients used to calculate waiting time:³ 4,626

Median time to start treatment⁴ 18 minutes

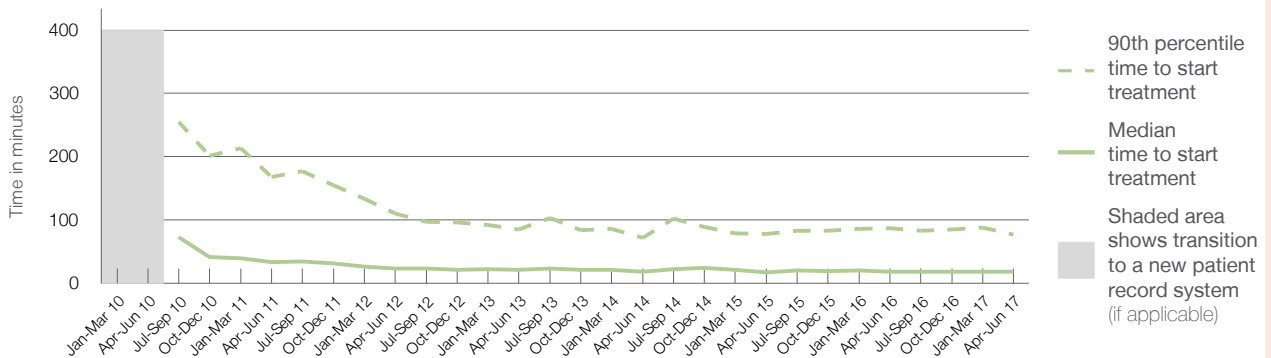
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
4,705	4,560
18 minutes	25 minutes
87 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		33	23	21	18	17	18	18
90th percentile time to start treatment ⁵ (minutes)		168	110	85	72	78	87	77

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

April to June 2017

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

Number of triage 5 patients: 514

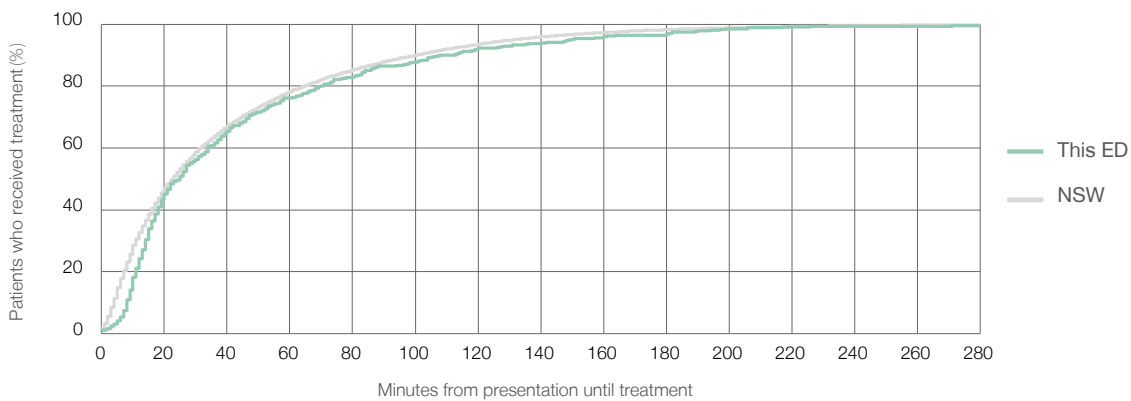
Number of triage 5 patients used to calculate waiting time:³ 413

Median time to start treatment⁴ 25 minutes

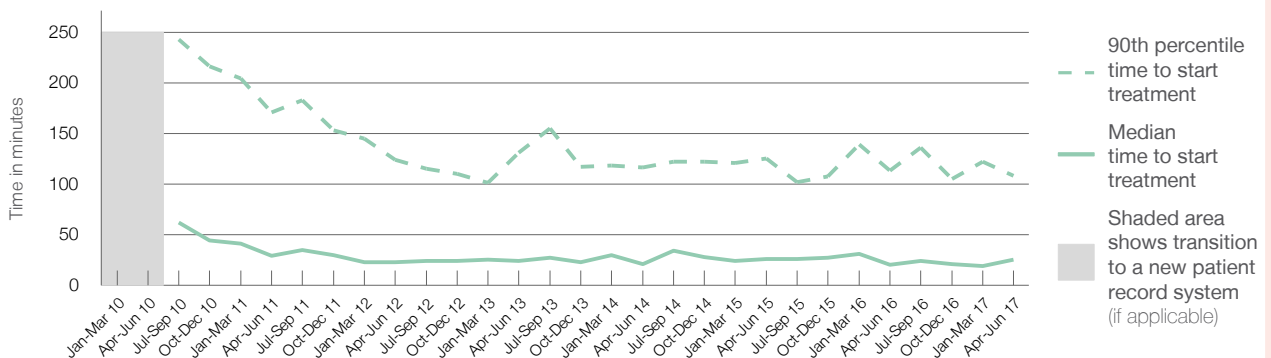
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
515	408
21 minutes	23 minutes
113 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		29	23	24	21	26	21	25
90th percentile time to start treatment ⁵ (minutes)		171	124	131	117	125	113	108

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

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Prince of Wales Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 14,289 patients

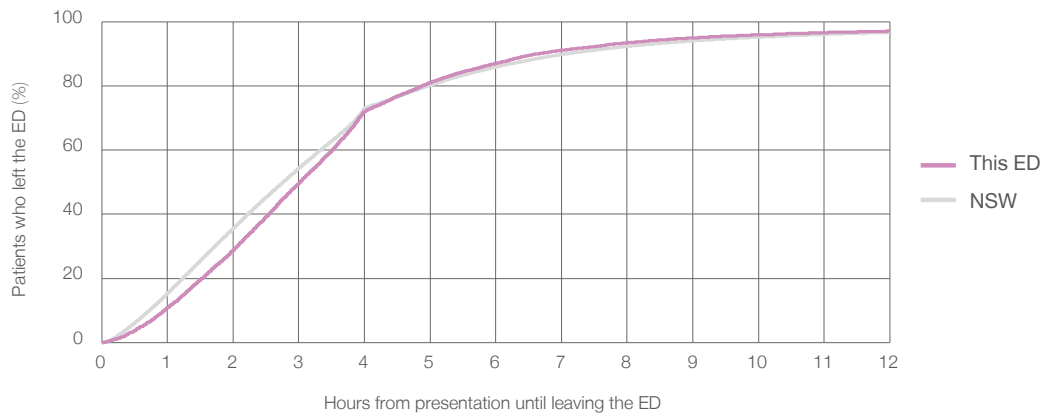
Presentations used to calculate time to leaving the ED:⁶ 14,279 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

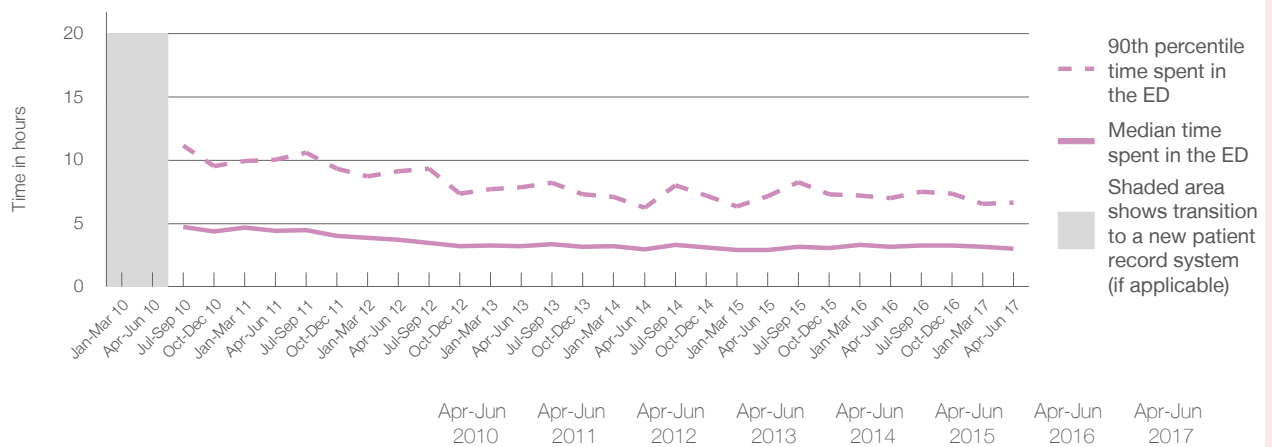
90th percentile time spent in the ED⁹ 6 hours and 39 minutes

Same period last year	NSW (this period)
14,227	
14,223	
3 hours and 10 minutes	2 hours and 46 minutes
6 hours and 59 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)		4h 24m	3h 43m	3h 14m	2h 56m	2h 55m	3h 10m	3h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)		10h 2m	9h 6m	7h 52m	6h 14m	7h 9m	6h 59m	6h 39m

(†) 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
April to June 2017

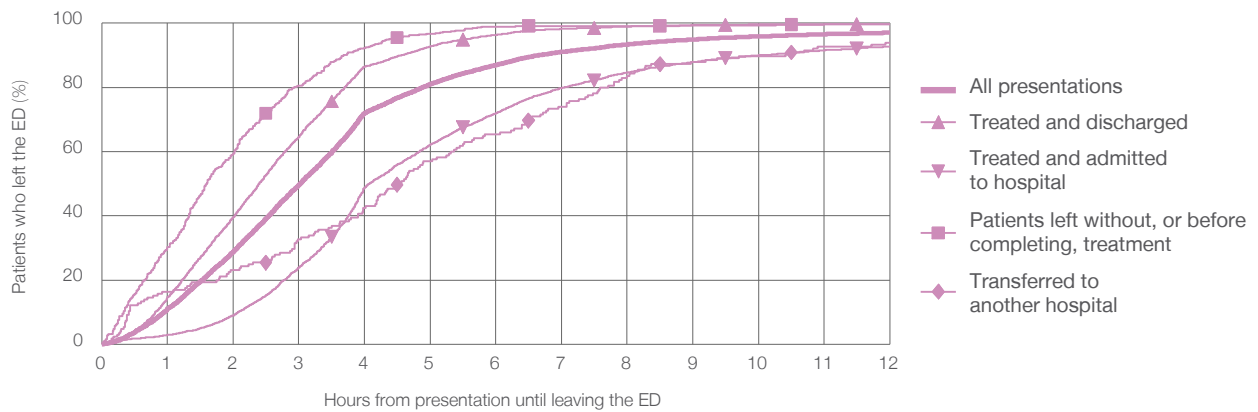
All presentations:¹ 14,289 patients

Presentations used to calculate time to leaving the ED:⁶ 14,279 patients

Treated and discharged	8,219 (57.5%)
Treated and admitted to hospital	5,370 (37.6%)
Patient left without, or before completing, treatment	485 (3.4%)
Transferred to another hospital	165 (1.2%)
Other	50 (0.3%)

Same period last year	Change since one year ago
14,223	0.4%
8,124	1.2%
5,195	3.4%
630	-23.0%
213	-22.5%
65	-23.1%

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



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

Treated and discharged	14.6%	39.6%	64.7%	86.4%	96.4%	99.0%	99.7%	99.8%
Treated and admitted to hospital	2.9%	9.0%	23.9%	48.8%	72.0%	84.6%	90.0%	92.7%
Patient left without, or before completing, treatment	30.3%	59.4%	80.6%	92.4%	99.0%	99.2%	99.4%	99.8%
Transferred to another hospital	16.4%	23.0%	32.7%	42.4%	65.5%	83.6%	89.7%	93.9%
All presentations	11.0%	28.8%	49.6%	72.0%	87.0%	93.4%	95.9%	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.

Prince of Wales Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 14,289 patients

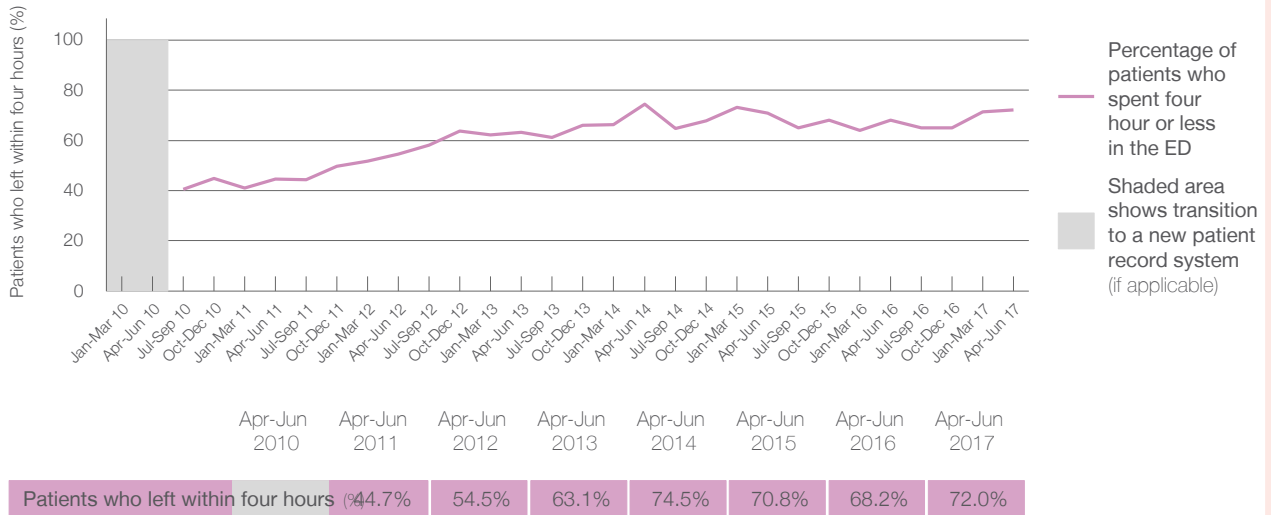
Presentations used to calculate time to leaving the ED:⁶ 14,279 patients

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	14,227	0.4%
Presentations used to calculate time to leaving the ED	14,223	0.4%
Percentage of patients who spent four hours or less in the ED	68.2%	

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



* 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

St George Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 19,249 patients

Emergency presentations:² 19,133 patients

Same period last year	Change since one year ago
18,395	4.6%
18,298	4.6%

St George Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,313 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): 8,543 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,995 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,126 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
2,617	
9 minutes	8 minutes
25 minutes	26 minutes
7,890	
25 minutes	20 minutes
61 minutes	67 minutes
6,627	
32 minutes	25 minutes
78 minutes	99 minutes
1,018	
34 minutes	23 minutes
84 minutes	101 minutes

St George Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 19,243 patients

Percentage of patients who spent four hours or less in the ED 64.2%

Same period last year	Change since one year ago
18,393	4.6%
64.1%	

* 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.

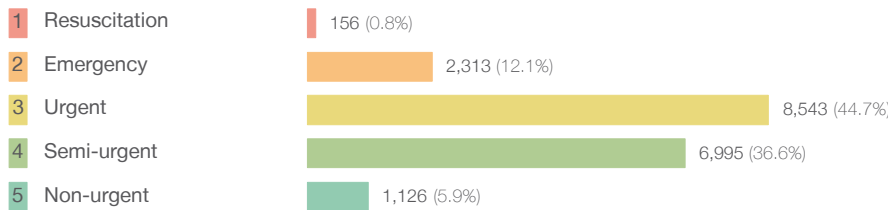
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

St George Hospital: Patients presenting to the emergency department

April to June 2017

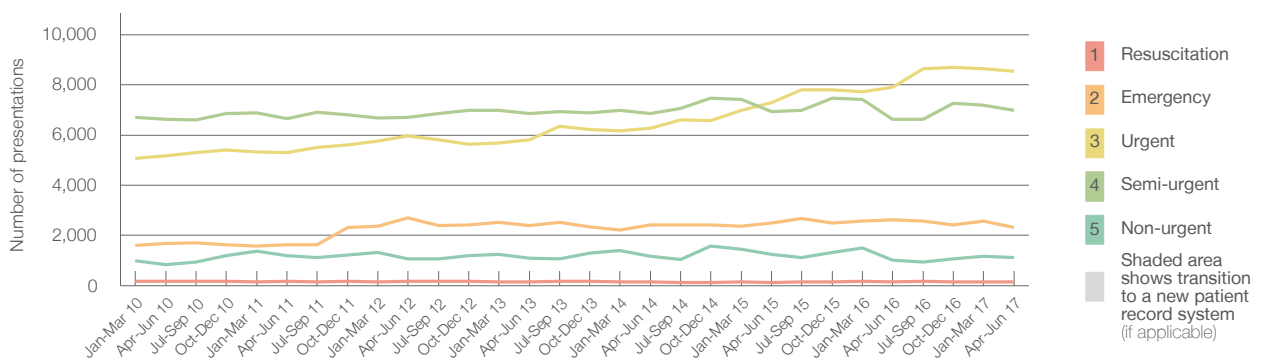
All presentations:¹ 19,249 patients

Emergency presentations² by triage category: 19,133 patients



Same period last year	Change since one year ago
18,395	4.6%
18,298	4.6%
146	6.8%
2,617	-11.6%
7,890	8.3%
6,627	5.6%
1,018	10.6%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	175	183	173	152	141	136	146	156
Emergency	1,688	1,627	2,707	2,390	2,411	2,505	2,617	2,313
Urgent	5,169	5,301	5,965	5,800	6,265	7,298	7,890	8,543
Semi-urgent	6,640	6,661	6,711	6,852	6,849	6,943	6,627	6,995
Non-urgent	850	1,203	1,062	1,097	1,166	1,243	1,018	1,126
All emergency presentations	14,522	14,975	16,618	16,291	16,832	18,125	18,298	19,133

St George Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 4,969 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,938	
10 minutes	0 minutes
19 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.

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

April to June 2017

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

Number of triage 2 patients: 2,313

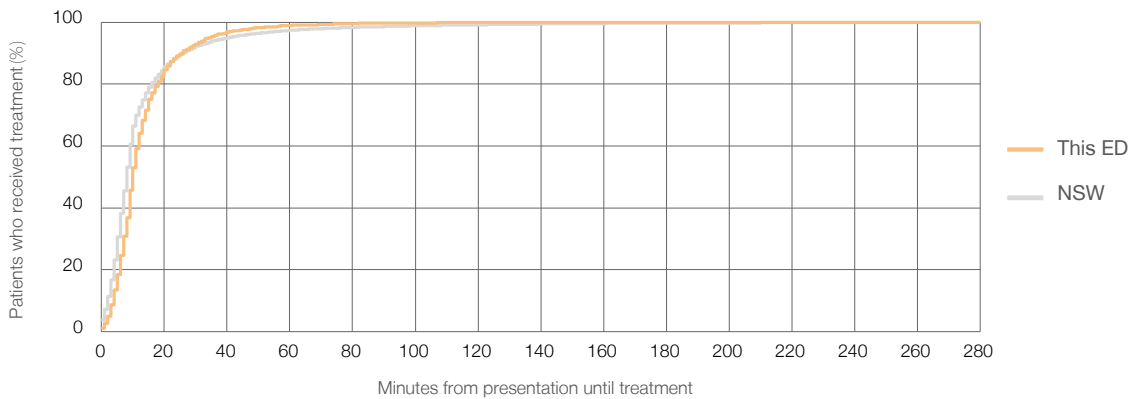
Number of triage 2 patients used to calculate waiting time:³ 2,305

Median time to start treatment⁴ 10 minutes

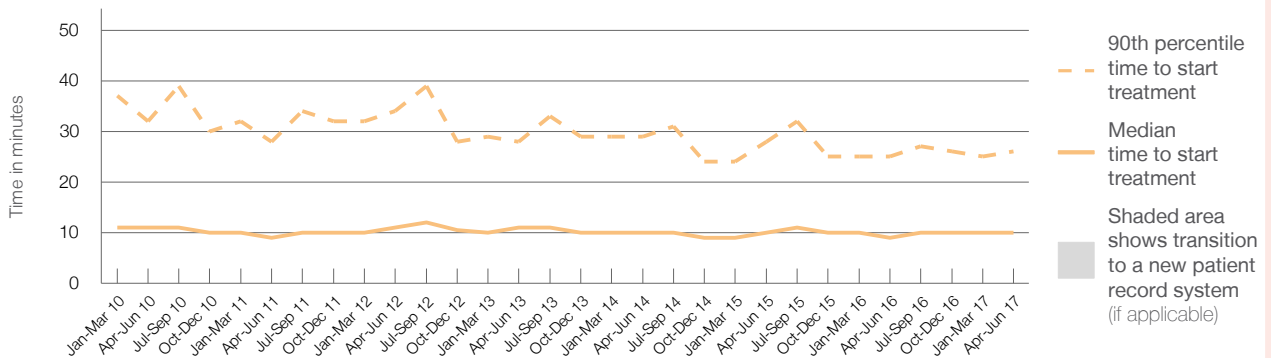
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,617	2,615
9 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	11	9	11	11	10	10	9	10
90th percentile time to start treatment ⁵ (minutes)	32	28	34	28	29	28	25	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 April to June 2017

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

Number of triage 3 patients: 8,543

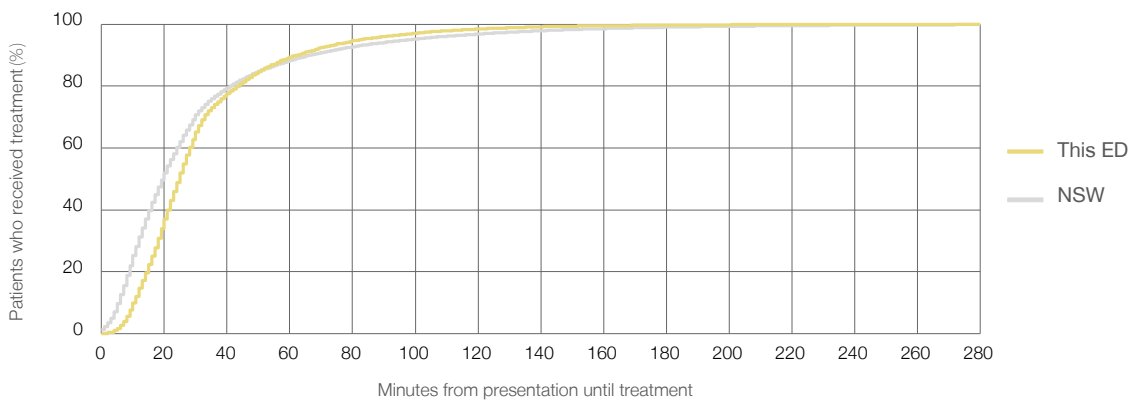
Number of triage 3 patients used to calculate waiting time:³ 8,426

Median time to start treatment⁴ 25 minutes

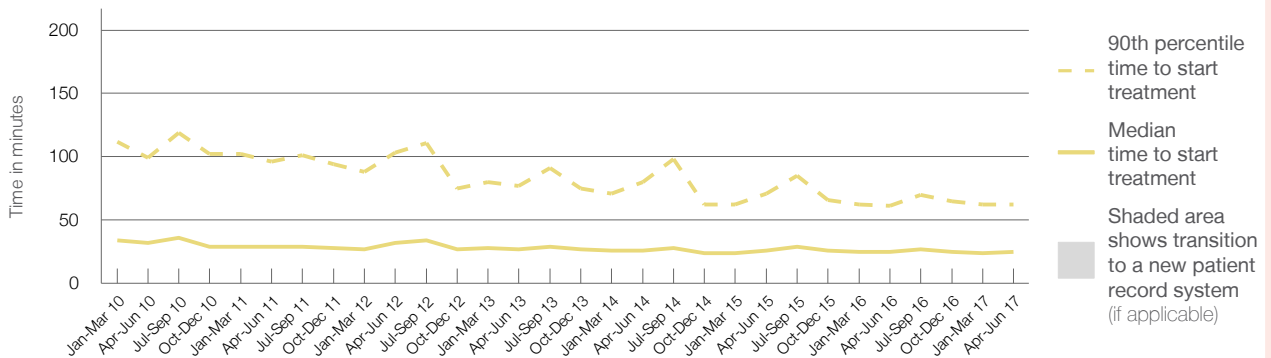
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
7,890	7,826
25 minutes	20 minutes
61 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	32	29	32	27	26	26	25	25
90th percentile time to start treatment ⁵ (minutes)	99	96	103	77	80	71	61	62

(†) 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 April to June 2017

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

Number of triage 4 patients: 6,995

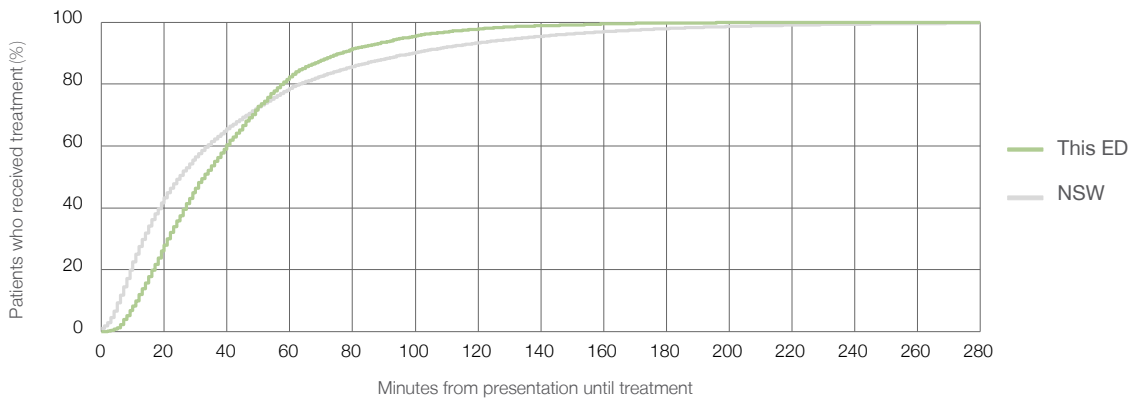
Number of triage 4 patients used to calculate waiting time:³ 6,790

Median time to start treatment⁴ 33 minutes

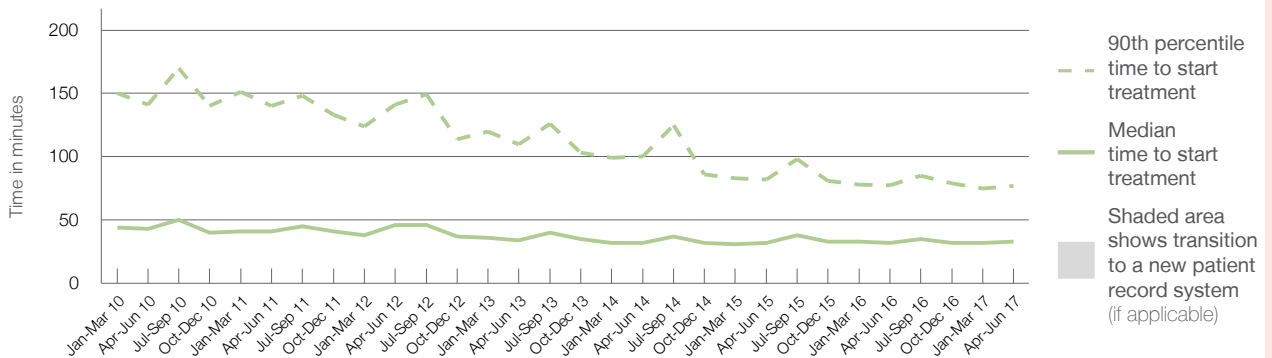
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
6,627	
6,480	
32 minutes	25 minutes
78 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	43	41	46	34	32	32	32	33
90th percentile time to start treatment ⁵ (minutes)	141	140	141	110	100	82	78	77

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

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

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

April to June 2017

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

Number of triage 5 patients: 1,126

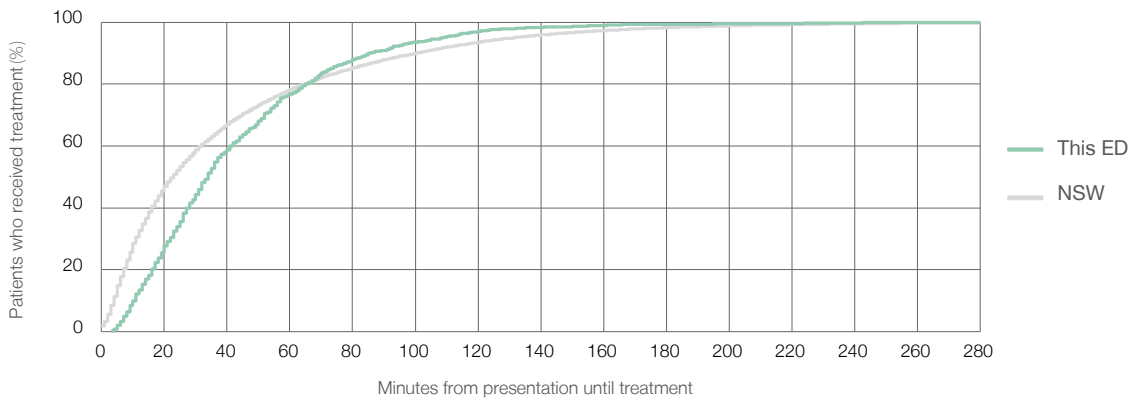
Number of triage 5 patients used to calculate waiting time:³ 952

Median time to start treatment⁴ 34 minutes

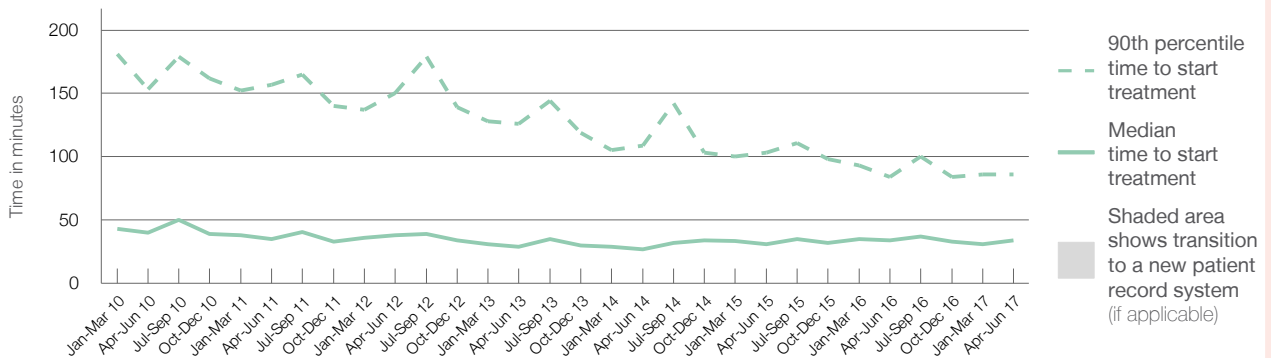
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,018	
946	
34 minutes	23 minutes
84 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	40	35	38	29	27	31	34	34
90th percentile time to start treatment ⁵ (minutes)	153	157	150	126	109	103	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.

St George Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 19,249 patients

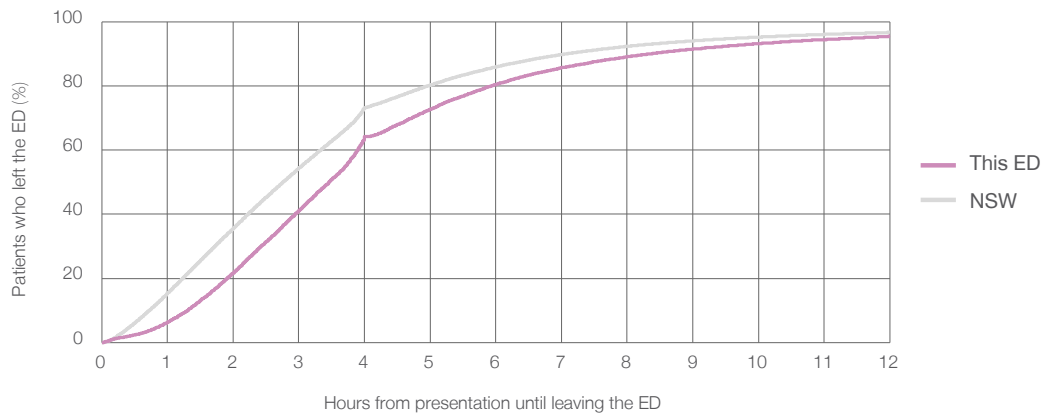
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

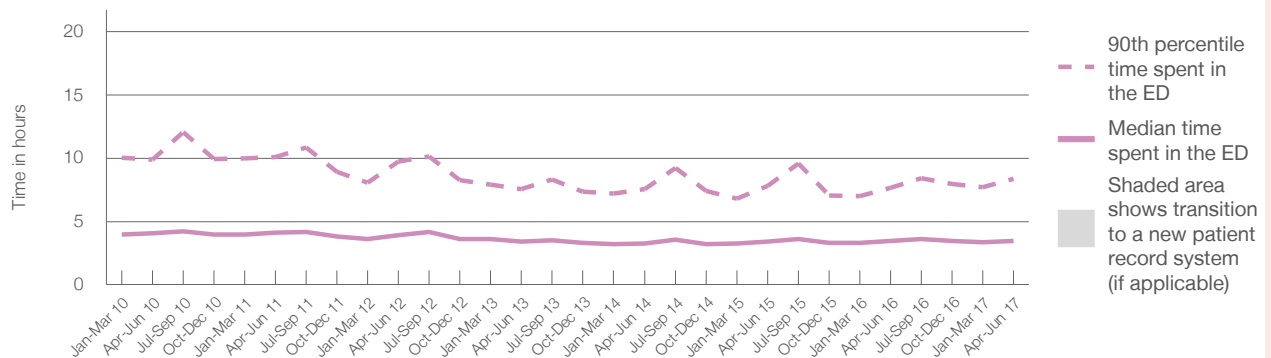
90th percentile time spent in the ED⁹ 8 hours and 21 minutes

Same period last year	NSW (this period)
18,395	18,393
3 hours and 27 minutes	2 hours and 46 minutes
7 hours and 38 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 4m	4h 6m	3h 56m	3h 24m	3h 16m	3h 24m	3h 27m	3h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 54m	10h 5m	9h 43m	7h 33m	7h 34m	7h 50m	7h 38m	8h 21m

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

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

St George Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

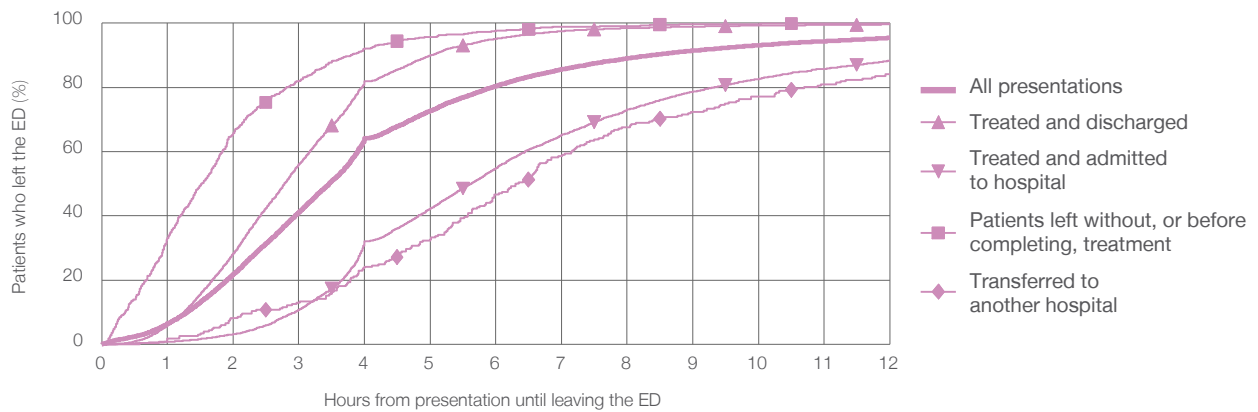
All presentations:¹ 19,249 patients

Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

Treated and discharged	10,992 (57.1%)
Treated and admitted to hospital	6,837 (35.5%)
Patient left without, or before completing, treatment	950 (4.9%)
Transferred to another hospital	232 (1.2%)
Other	238 (1.2%)

Same period last year	Change since one year ago
18,393	4.6%
10,741	2.3%
6,659	2.7%
810	17.3%
147	57.8%
38	526.3%

Percentage of patients who left the ED by time and mode of separation, April to June 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%	28.4%	56.0%	81.9%	95.2%	98.4%	99.3%	99.6%
Treated and admitted to hospital	0.8%	3.1%	10.7%	32.1%	54.8%	73.1%	82.6%	88.4%
Patient left without, or before completing, treatment	33.1%	65.8%	82.0%	92.1%	97.7%	99.2%	99.8%	99.9%
Transferred to another hospital	1.7%	8.2%	12.9%	24.1%	46.6%	67.7%	77.2%	84.1%
All presentations	6.5%	21.8%	41.1%	64.2%	80.4%	89.1%	93.1%	95.5%

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

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

St George Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 19,249 patients

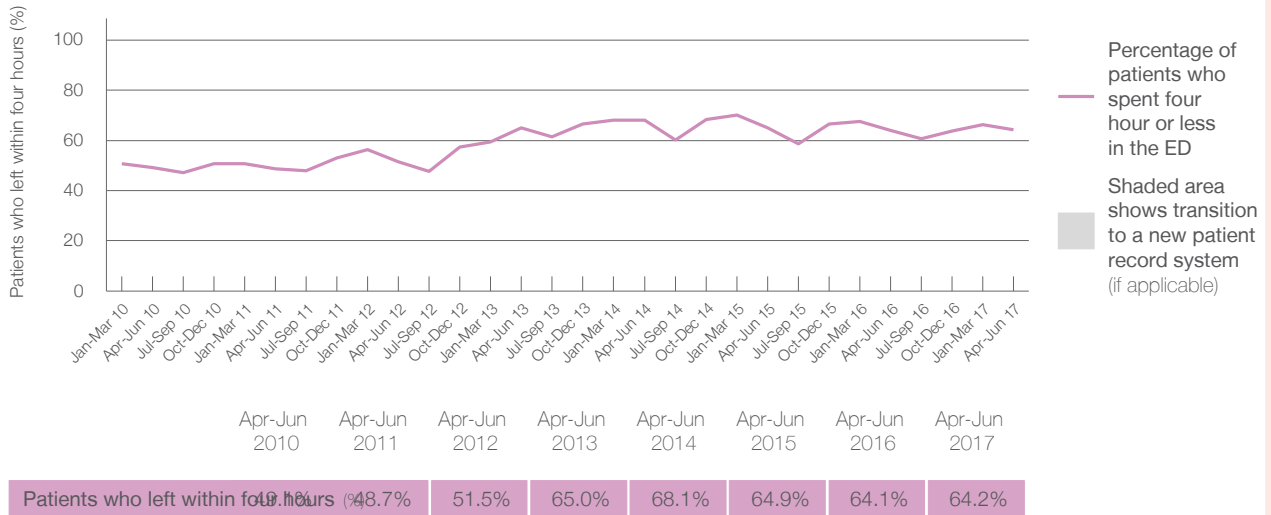
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

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	18,395	4.6%
Presentations used to calculate time to leaving the ED	18,393	4.6%
Percentage of patients who spent four hours or less in the ED	64.1%	

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



* 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Sutherland Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 12,700 patients



Emergency presentations:² 12,579 patients

Same period last year	Change since one year ago
12,051	5.4%
11,960	5.2%

Sutherland Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,904 patients

Median time to start treatment⁴  13 minutes
90th percentile time to start treatment⁵  30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,519 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,320 patients

Median time to start treatment⁴  32 minutes
90th percentile time to start treatment⁵  83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 783 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  84 minutes

Same period last year	NSW (this period)
1,648	
13 minutes	8 minutes
31 minutes	26 minutes
5,074	
28 minutes	20 minutes
66 minutes	67 minutes
4,280	
31 minutes	25 minutes
76 minutes	99 minutes
894	
28 minutes	23 minutes
84 minutes	101 minutes

Sutherland Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 12,692 patients

Percentage of patients who spent four hours or less in the ED  69.3%

Same period last year	Change since one year ago
12,049	5.3%
71.3%	

* 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.

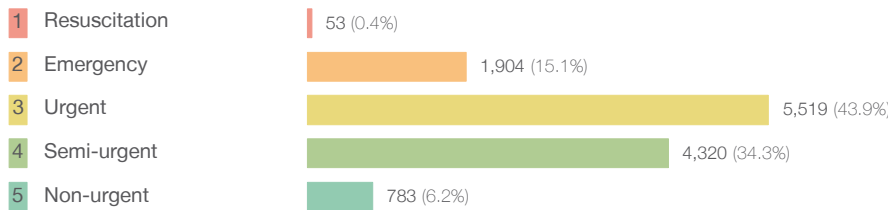
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Sutherland Hospital: Patients presenting to the emergency department

April to June 2017

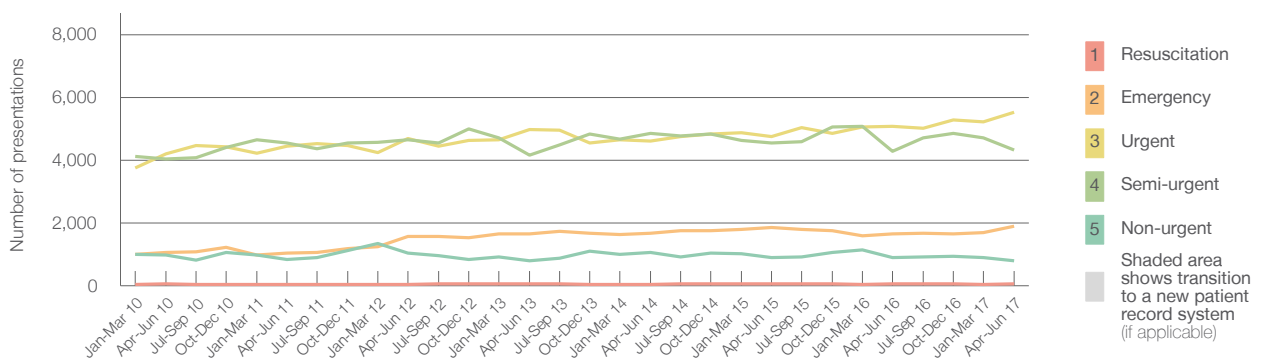
All presentations:¹ 12,700 patients

Emergency presentations² by triage category: 12,579 patients



Same period last year	Change since one year ago
12,051	5.4%
11,960	5.2%
64	-17.2%
1,648	15.5%
5,074	8.8%
4,280	0.9%
894	-12.4%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	52	39	43	51	43	62	64	53
Emergency	1,063	1,032	1,568	1,644	1,661	1,858	1,648	1,904
Urgent	4,195	4,453	4,693	4,976	4,599	4,754	5,074	5,519
Semi-urgent	4,042	4,545	4,644	4,166	4,863	4,543	4,280	4,320
Non-urgent	968	835	1,040	802	1,056	891	894	783
All emergency presentations	10,320	10,904	11,988	11,639	12,222	12,108	11,960	12,579

Sutherland Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 3,448 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,200	
14 minutes	-2 minutes
28 minutes	1 minute

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

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

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

April to June 2017

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

Number of triage 2 patients: 1,904

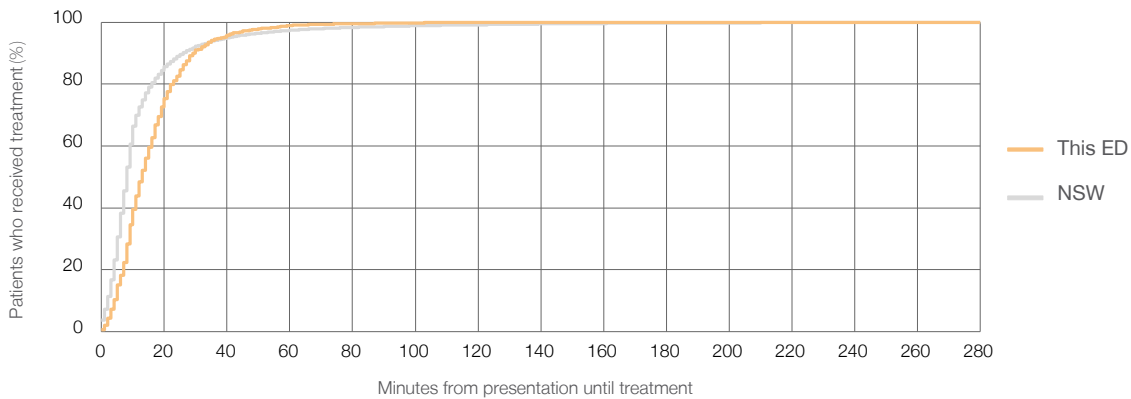
Number of triage 2 patients used to calculate waiting time:³ 1,889

Median time to start treatment⁴ 13 minutes

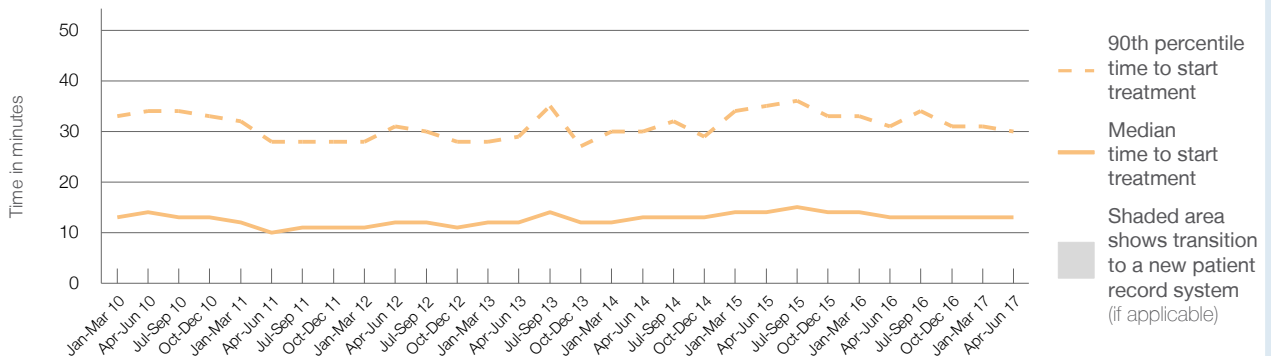
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
1,648	1,639
13 minutes	8 minutes
31 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	14	10	12	12	13	14	13	13
90th percentile time to start treatment ⁵ (minutes)	34	28	31	29	30	35	31	30

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

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

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

April to June 2017

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

Number of triage 3 patients: 5,519

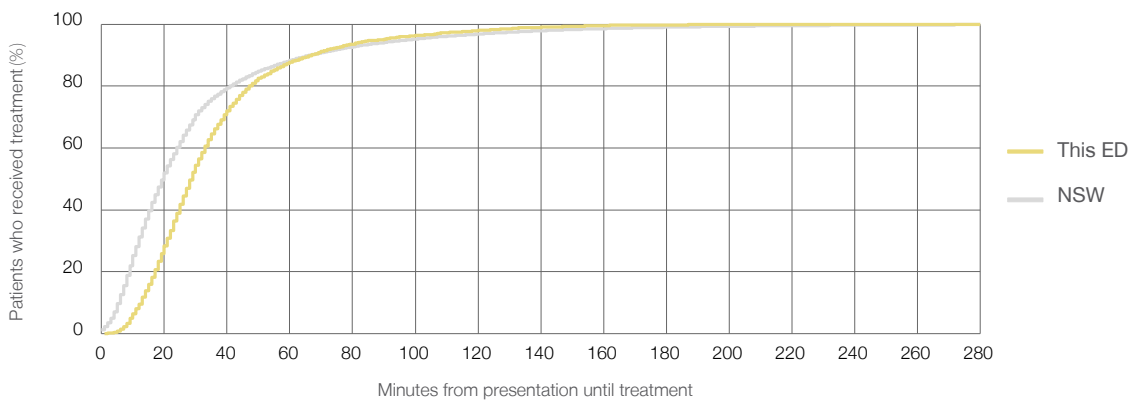
Number of triage 3 patients used to calculate waiting time:³ 5,444

Median time to start treatment⁴ 29 minutes

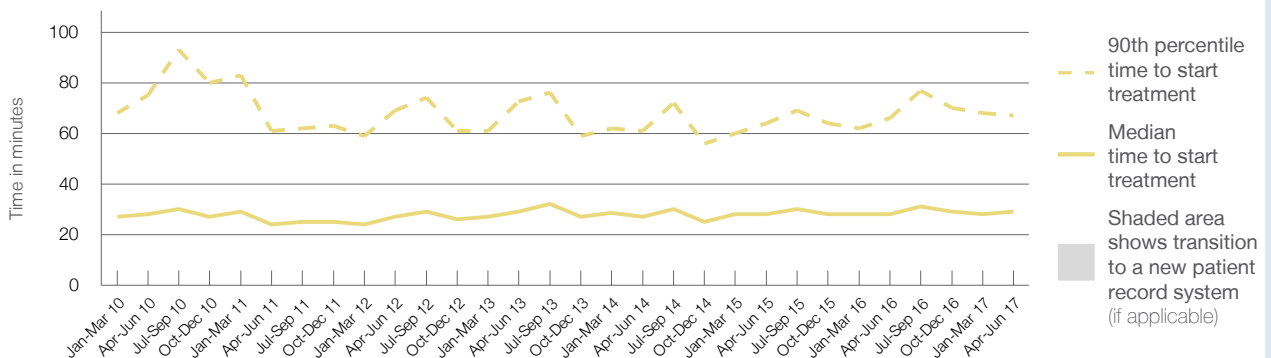
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
5,074	5,010
28 minutes	20 minutes
66 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	28	24	27	29	27	28	28	29
90th percentile time to start treatment ⁵ (minutes)	75	61	69	73	61	64	66	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.

Sutherland Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 4,320

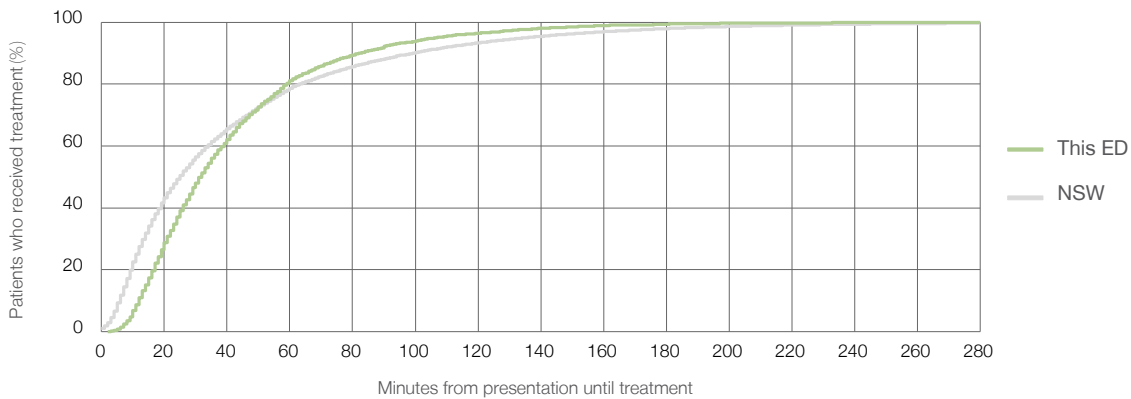
Number of triage 4 patients used to calculate waiting time:³ 4,203

Median time to start treatment⁴ 32 minutes

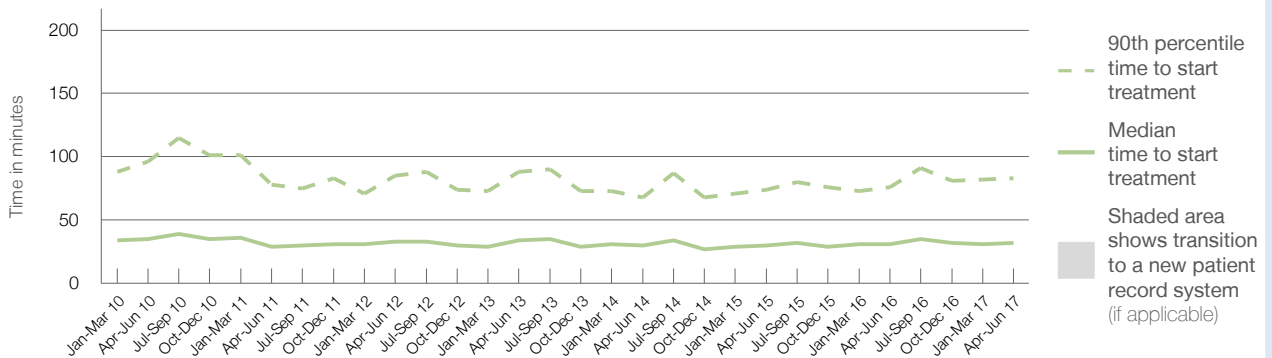
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
4,280	4,165
31 minutes	25 minutes
76 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	35	29	33	34	30	30	31	32
90th percentile time to start treatment ⁵ (minutes)	96	78	85	88	68	74	76	83

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

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

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

April to June 2017

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

Number of triage 5 patients: 783

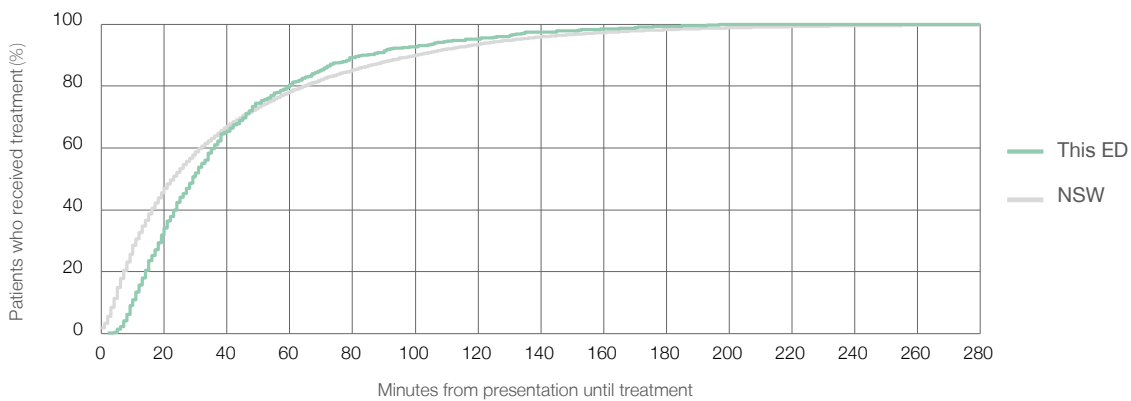
Number of triage 5 patients used to calculate waiting time:³ 715

Median time to start treatment⁴ 29 minutes

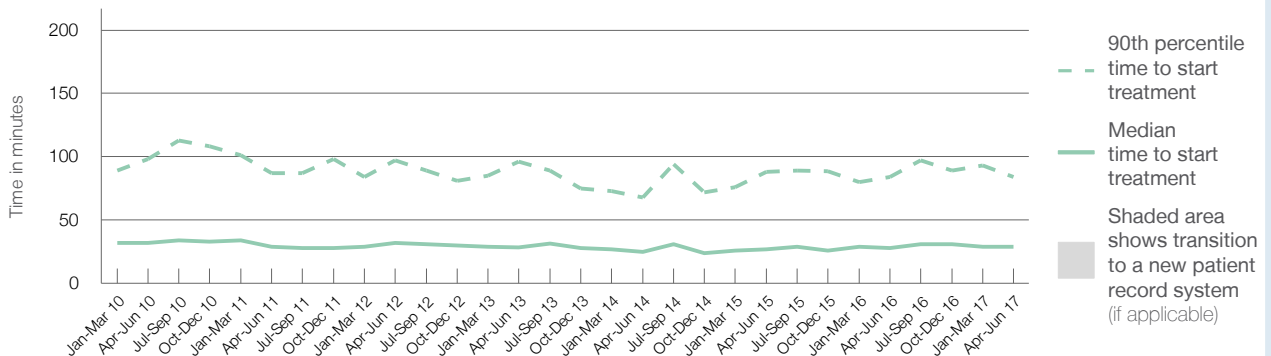
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
894	825
28 minutes	23 minutes
84 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	32	29	32	29	25	27	28	29
90th percentile time to start treatment ⁵ (minutes)	98	87	97	96	68	88	84	84

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

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Sutherland Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 12,700 patients

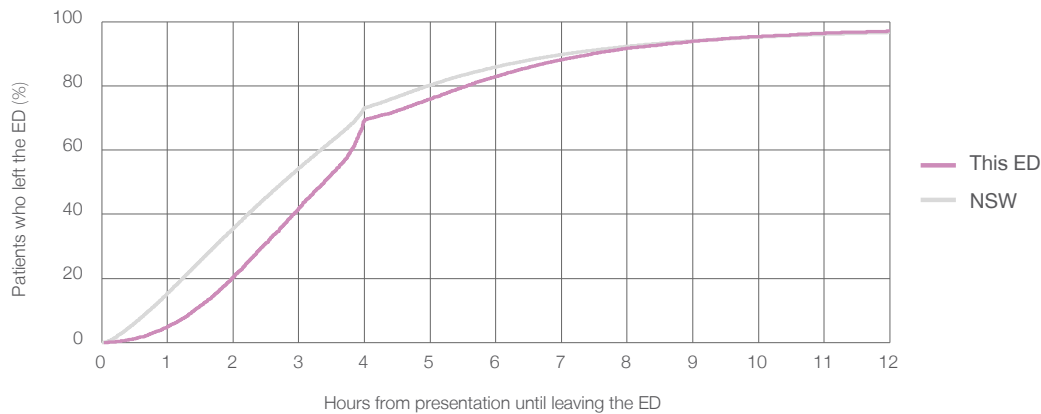
Presentations used to calculate time to leaving the ED:⁶ 12,692 patients

Median time spent in the ED⁸ 3 hours and 23 minutes

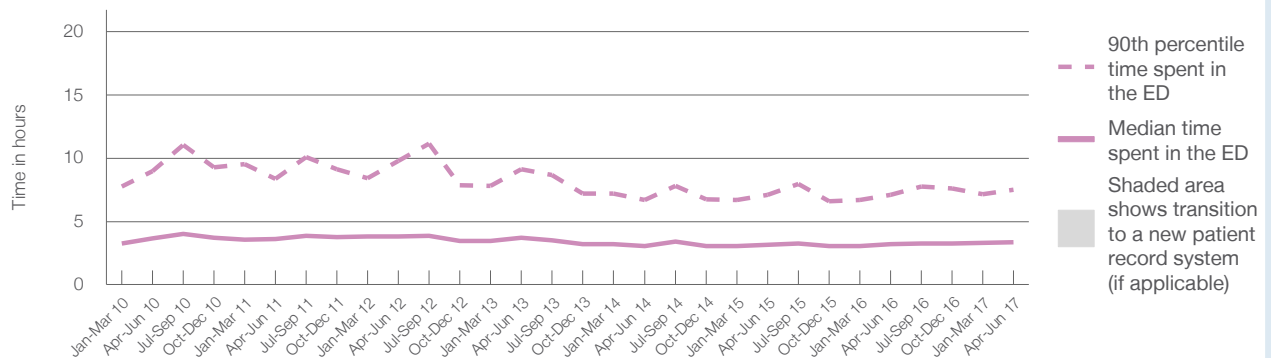
90th percentile time spent in the ED⁹ 7 hours and 29 minutes

Same period last year	NSW (this period)
12,051	12,049
3 hours and 12 minutes	2 hours and 46 minutes
7 hours and 6 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 40m	3h 38m	3h 50m	3h 42m	3h 3m	3h 9m	3h 12m	3h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 57m	8h 22m	9h 46m	9h 6m	6h 42m	7h 5m	7h 6m	7h 29m

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

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

Sutherland Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

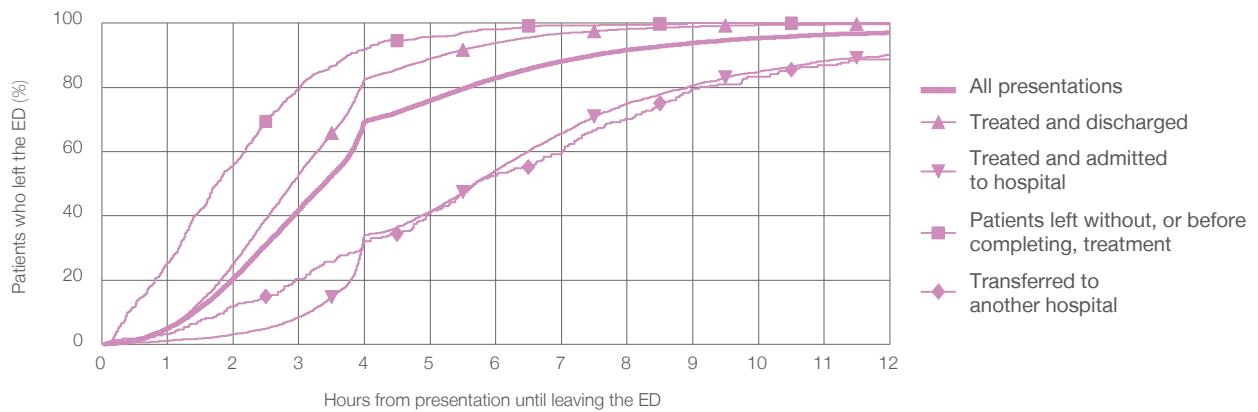
All presentations:¹ 12,700 patients

Presentations used to calculate time to leaving the ED:⁶ 12,692 patients

Treated and discharged	8,614 (67.8%)
Treated and admitted to hospital	3,318 (26.1%)
Patient left without, or before completing, treatment	487 (3.8%)
Transferred to another hospital	221 (1.7%)
Other	60 (0.5%)

Same period last year	Change since one year ago
12,049	5.3%
8,444	2.0%
2,867	15.7%
474	2.7%
206	7.3%
60	0.0%

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



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

Treated and discharged	5.1%	25.0%	53.0%	82.5%	93.9%	98.2%	99.4%	99.8%
Treated and admitted to hospital	1.1%	3.1%	8.5%	34.0%	54.3%	75.0%	84.9%	90.2%
Patient left without, or before completing, treatment	25.3%	55.9%	79.3%	91.8%	98.2%	99.6%	100%	100%
Transferred to another hospital	3.2%	11.8%	20.4%	32.1%	52.5%	70.1%	83.3%	88.7%
All presentations	5.0%	20.4%	42.0%	69.3%	83.0%	91.7%	95.4%	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.

Sutherland Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 12,700 patients

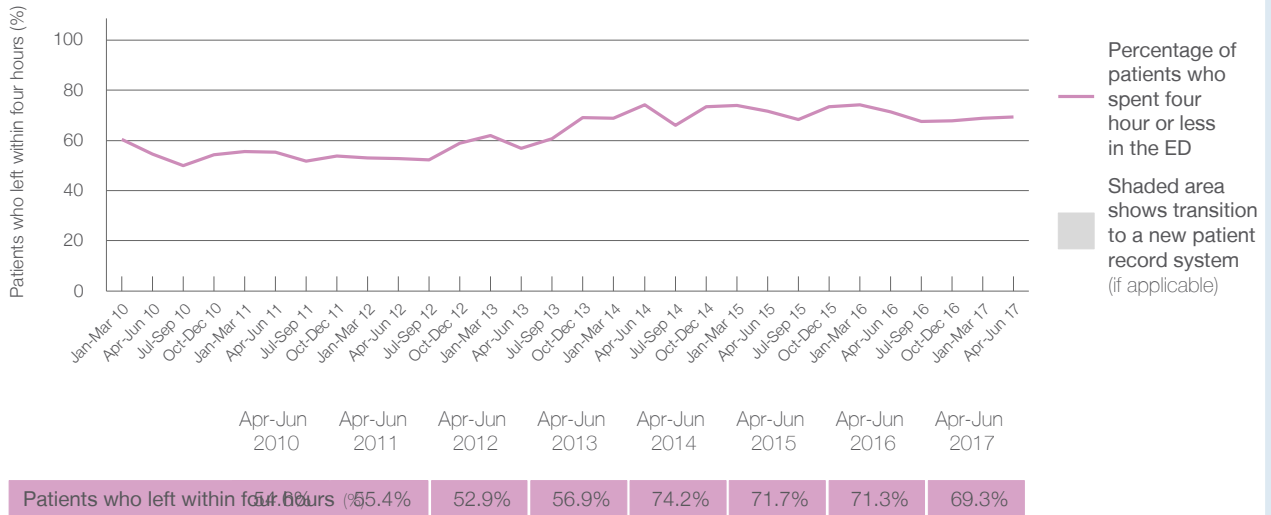
Presentations used to calculate time to leaving the ED:⁶ 12,692 patients

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	12,051	5.4%
Presentations used to calculate time to leaving the ED	12,049	5.3%
Percentage of patients who spent four hours or less in the ED	71.3%	

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



* 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

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

April to June 2017

All presentations:¹ 7,188 patients
Emergency presentations:² 6,900 patients

Same period last year	Change since one year ago
9,577	-24.9%
7,066	-2.3%

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

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 97 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 805 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,930 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,068 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
116	
7 minutes	8 minutes
15 minutes	26 minutes
1,012	
22 minutes	20 minutes
48 minutes	67 minutes
4,102	
29 minutes	25 minutes
77 minutes	99 minutes
1,836	
33 minutes	23 minutes
95 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 7,187 patients

Percentage of patients who spent four hours or less in the ED 86.4%

Same period last year	Change since one year ago
9,568	-24.9%
91.4%	

* 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.

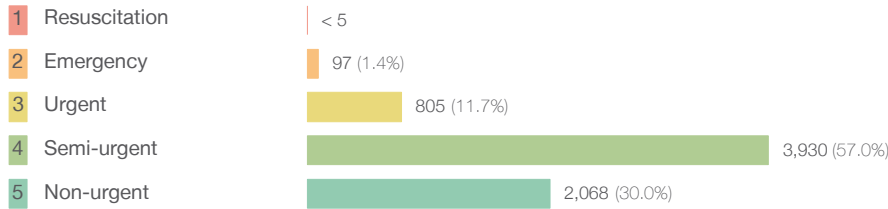
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department

April to June 2017

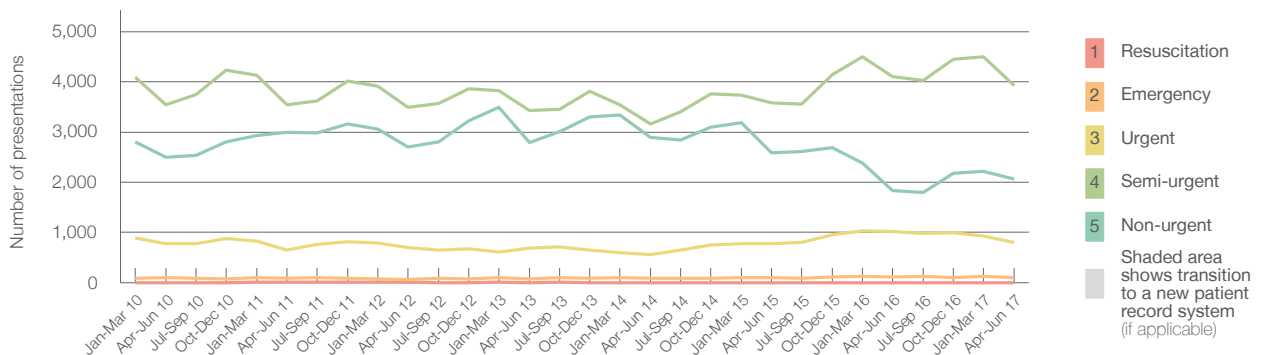
All presentations:¹ 7,188 patients

Emergency presentations² by triage category: 6,900 patients



	Same period last year	Change since one year ago
All presentations	9,577	-24.9%
Emergency presentations	7,066	-2.3%
1 Resuscitation	< 5	*
2 Emergency	116	-18.3%
3 Urgent	1,012	-20.5%
4 Semi-urgent	4,102	-4.2%
5 Non-urgent	1,836	12.6%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	< 5	7	5	< 5	< 5	0	< 5	< 5
Emergency	107	85	68	76	93	105	116	97
Urgent	777	649	696	683	557	770	1,012	805
Semi-urgent	3,546	3,543	3,490	3,433	3,160	3,580	4,102	3,930
Non-urgent	2,503	2,993	2,701	2,789	2,898	2,588	1,836	2,068
All emergency presentations	6,933	7,277	6,960	6,981	6,708	7,043	7,066	6,900

Sydney/Sydney Eye Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 663 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	664	
Median time	8 minutes	0 minutes
90th percentile time	16 minutes	1 minute

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 97

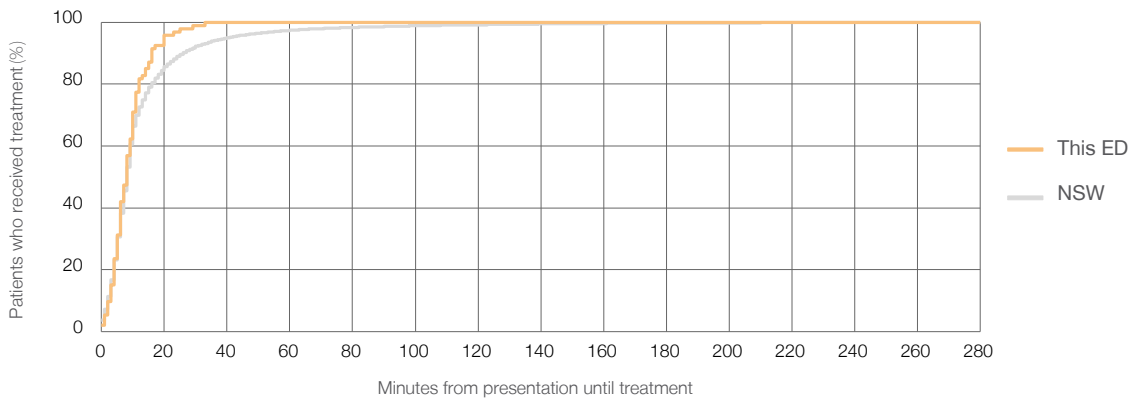
Number of triage 2 patients used to calculate waiting time:³ 93

Median time to start treatment⁴ 8 minutes

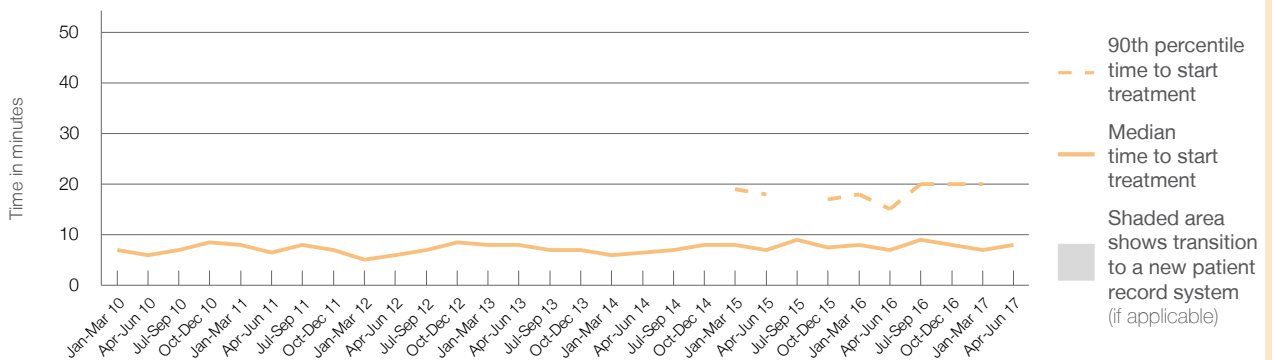
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
116	
114	
7 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	6	7	6	8	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	15	*	*	*	*	18	15	*

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 805

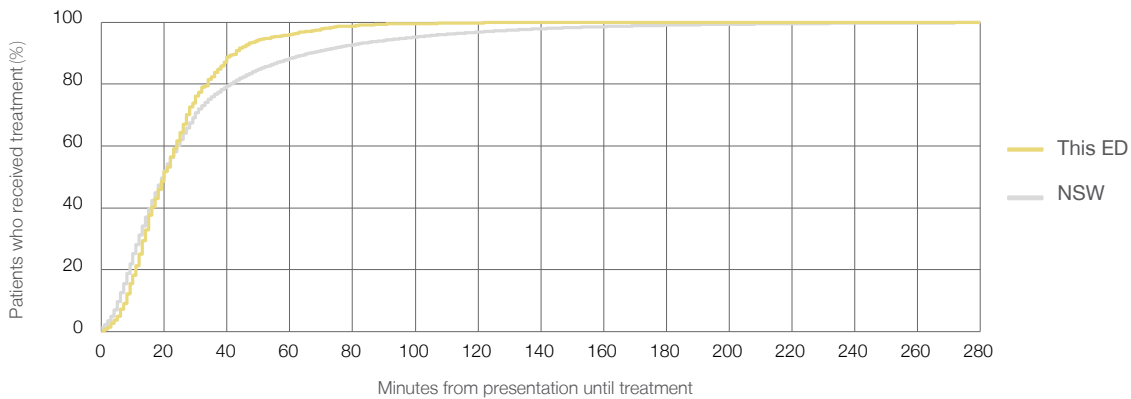
Number of triage 3 patients used to calculate waiting time:³ 794

Median time to start treatment⁴ 20 minutes

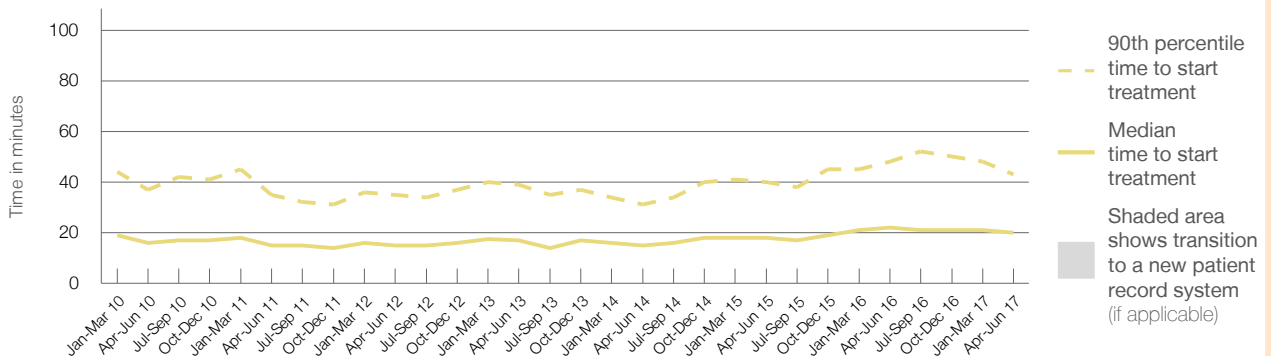
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
1,012	
990	
22 minutes	20 minutes
48 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	16	15	15	17	15	18	22	20
90th percentile time to start treatment ⁵ (minutes)	37	35	35	39	31	40	48	43

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 3,930

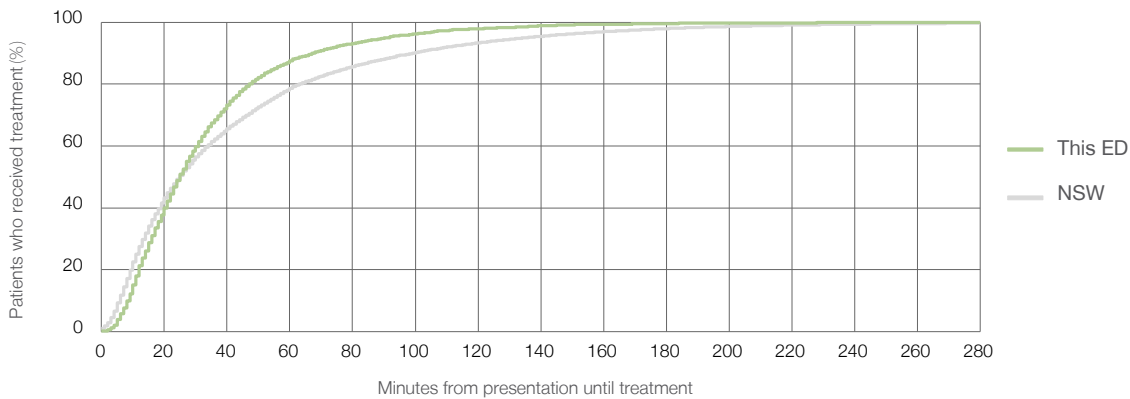
Number of triage 4 patients used to calculate waiting time:³ 3,856

Median time to start treatment⁴ 25 minutes

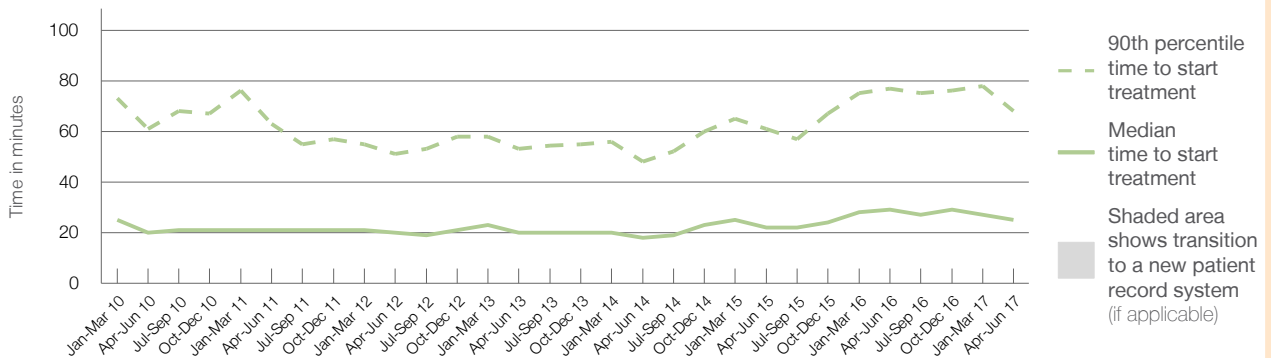
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,102	4,028
29 minutes	25 minutes
77 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	20	21	20	20	18	22	29	25
90th percentile time to start treatment ⁵ (minutes)	61	63	51	53	48	61	77	68

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 2,068

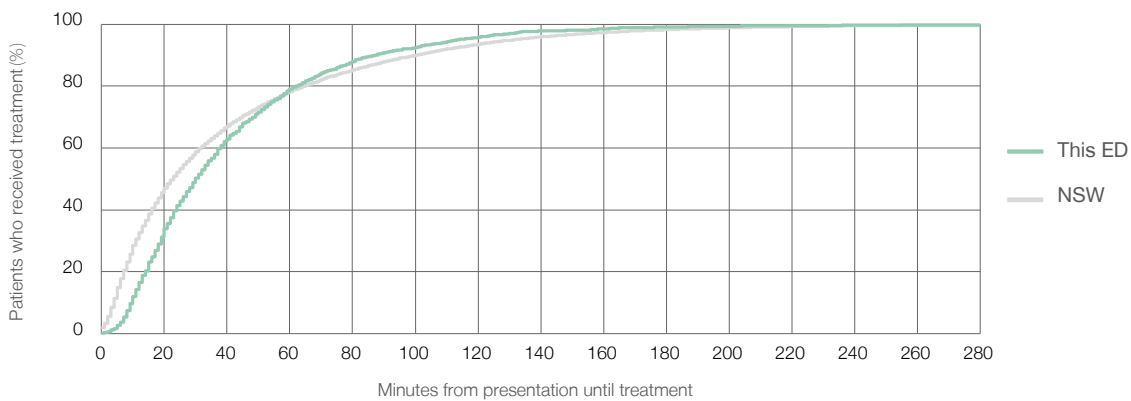
Number of triage 5 patients used to calculate waiting time:³ 1,923

Median time to start treatment⁴ 30 minutes

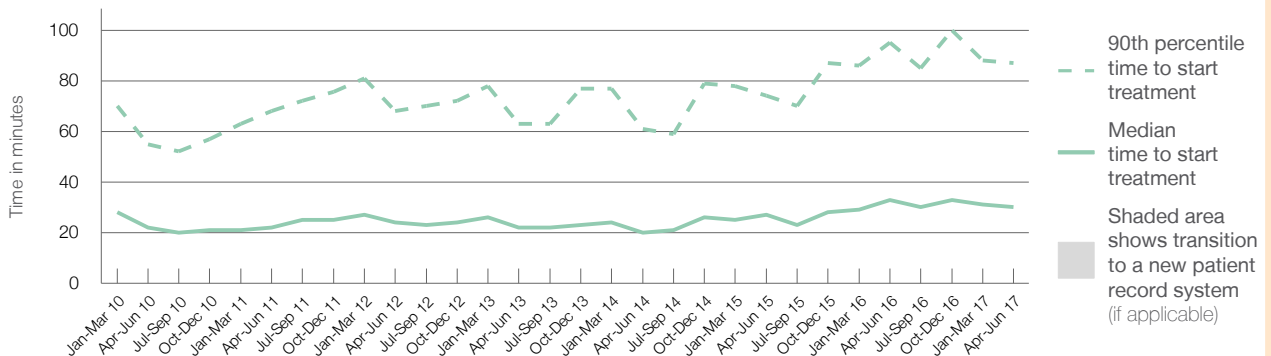
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,836	
1,682	
33 minutes	23 minutes
95 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	22	22	24	22	20	27	33	30
90th percentile time to start treatment ⁵ (minutes)	55	68	68	63	61	74	95	87

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

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

April to June 2017

All presentations:¹ 7,188 patients

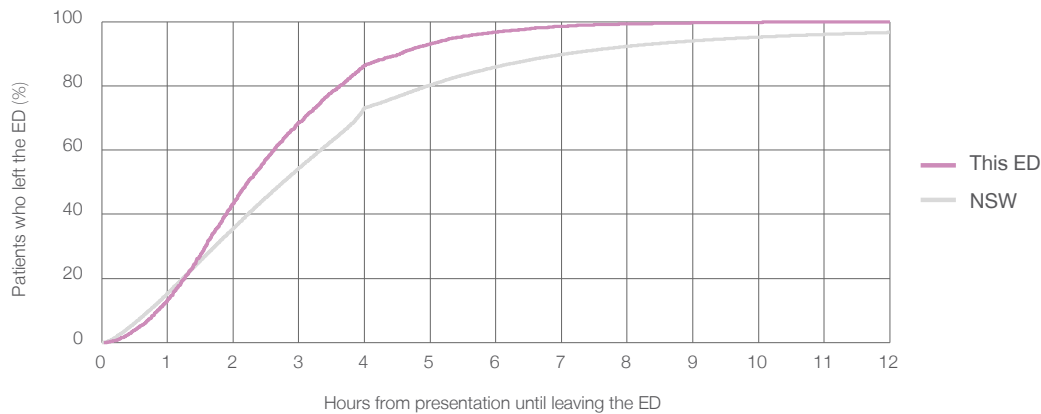
Presentations used to calculate time to leaving the ED:⁶ 7,187 patients

Median time spent in the ED⁸ 2 hours and 14 minutes

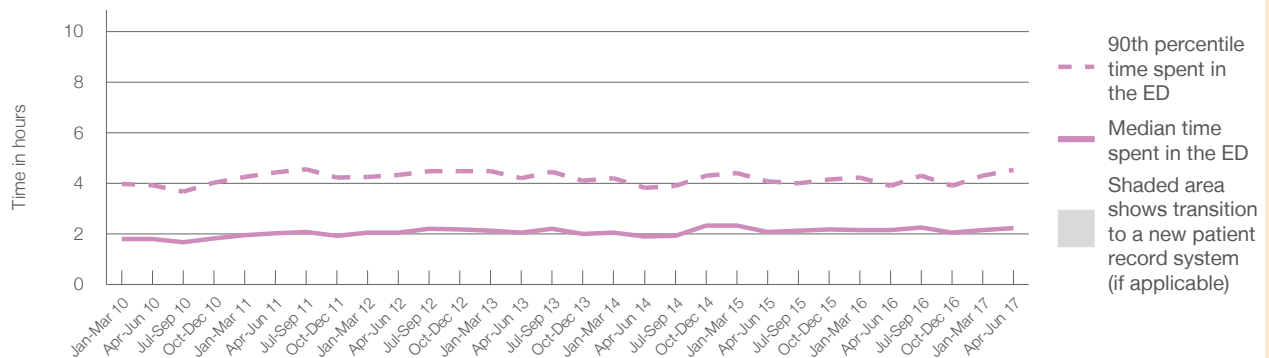
90th percentile time spent in the ED⁹ 4 hours and 32 minutes

Same period last year	NSW (this period)
9,577	
9,568	
2 hours and 9 minutes	2 hours and 46 minutes
3 hours and 55 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 48m	2h 3m	2h 4m	2h 4m	1h 54m	2h 5m	2h 9m	2h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 56m	4h 26m	4h 20m	4h 13m	3h 49m	4h 5m	3h 55m	4h 32m

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

By mode of separation

April to June 2017

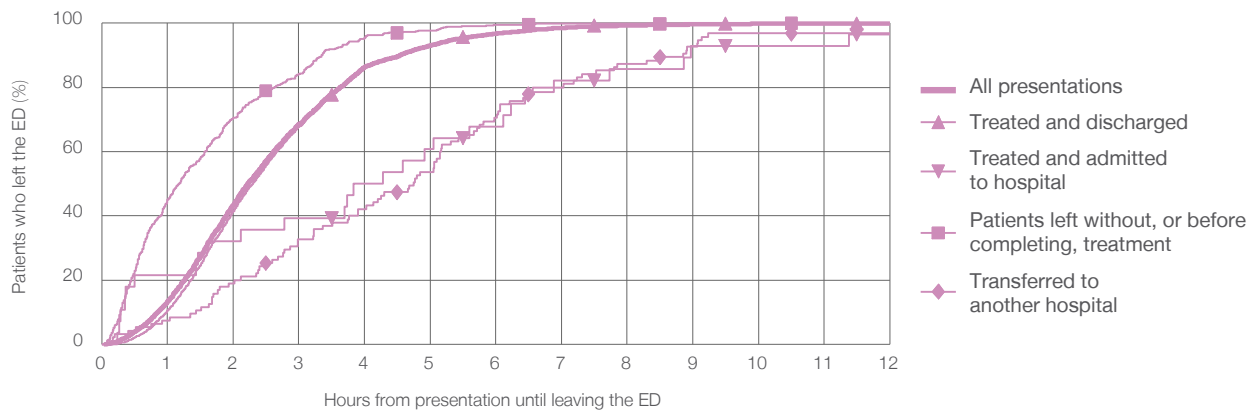
All presentations:¹ 7,188 patients

Presentations used to calculate time to leaving the ED:⁶ 7,187 patients

Treated and discharged	6,483 (90.2%)
Treated and admitted to hospital	28 (0.4%)
Patient left without, or before completing, treatment	505 (7.0%)
Transferred to another hospital	95 (1.3%)
Other	77 (1.1%)

Same period last year	Change since one year ago
9,568	-24.9%
8,643	-25.0%
82	-65.9%
661	-23.6%
83	14.5%
108	-28.7%

Percentage of patients who left the ED by time and mode of separation, April to June 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	10.5%	41.4%	67.8%	86.4%	97.0%	99.5%	99.9%	99.9%
Treated and admitted to hospital	21.4%	32.1%	39.3%	50.0%	67.9%	85.7%	92.9%	96.4%
Patient left without, or before completing, treatment	45.1%	70.5%	84.2%	95.4%	99.4%	99.8%	100%	100%
Transferred to another hospital	7.4%	18.9%	32.6%	42.1%	70.5%	87.4%	96.8%	96.8%
All presentations	13.3%	43.5%	68.5%	86.4%	96.7%	99.3%	99.8%	99.9%

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Sydney/Sydney Eye Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 7,188 patients

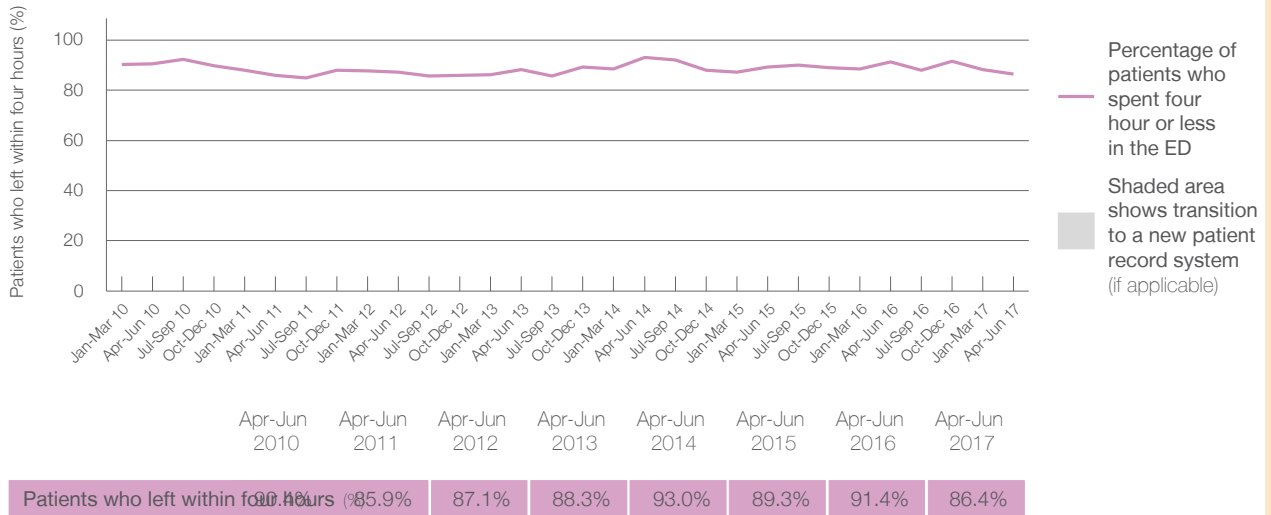
Presentations used to calculate time to leaving the ED:⁶ 7,187 patients

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	9,577	-24.9%
Presentations used to calculate time to leaving the ED	9,568	-24.9%
Percentage of patients who spent four hours or less in the ED	91.4%	

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



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

Sources: ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).