



Healthcare Quarterly

Performance Profiles

Emergency Department

Western Sydney Local Health District

April to June 2017

Auburn Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 6,681 patients
Emergency presentations:² 6,435 patients

Same period last year	Change since one year ago
6,152	8.6%
5,961	8.0%

Auburn Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,067 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): 2,363 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,567 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 415 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
838	
9 minutes	8 minutes
21 minutes	26 minutes
2,229	
19 minutes	20 minutes
51 minutes	67 minutes
2,478	
25 minutes	25 minutes
91 minutes	99 minutes
393	
18 minutes	23 minutes
77 minutes	101 minutes

Auburn Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,680 patients

Percentage of patients who spent four hours or less in the ED 76.7%

Same period last year	Change since one year ago
6,152	8.6%
82.8%	

* 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.

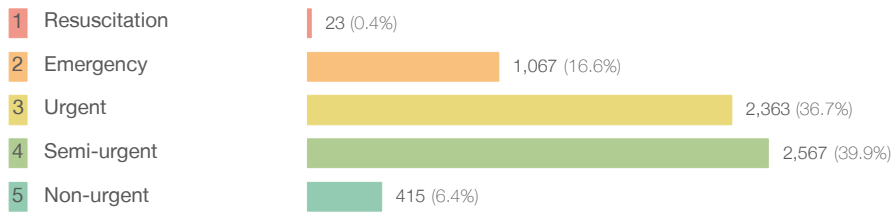
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Auburn Hospital: Patients presenting to the emergency department

April to June 2017

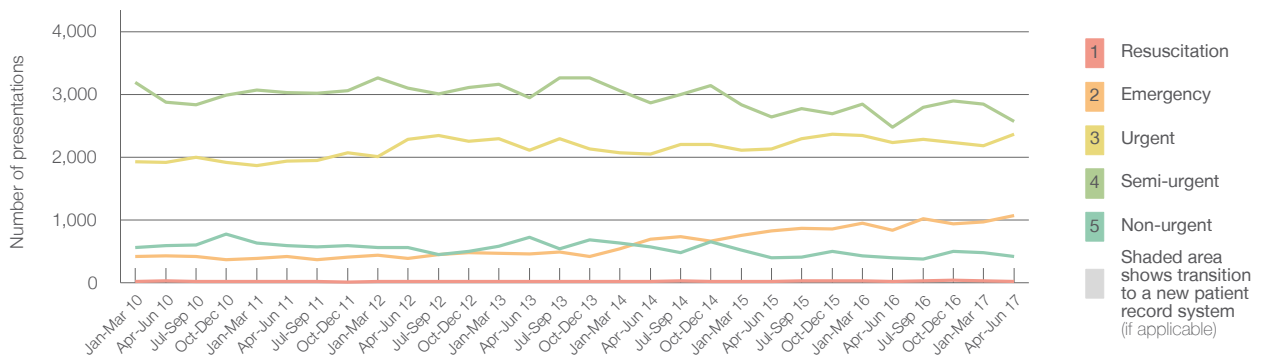
All presentations:¹ 6,681 patients

Emergency presentations² by triage category: 6,435 patients



	Same period last year	Change since one year ago
All presentations	6,152	8.6%
Emergency presentations	5,961	8.0%
Resuscitation	23	0.0%
Emergency	838	27.3%
Urgent	2,229	6.0%
Semi-urgent	2,478	3.6%
Non-urgent	393	5.6%

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	27	15	19	19	15	22	23	23
Emergency	428	414	388	455	689	828	838	1,067
Urgent	1,918	1,938	2,288	2,112	2,054	2,129	2,229	2,363
Semi-urgent	2,877	3,027	3,102	2,943	2,863	2,642	2,478	2,567
Non-urgent	587	591	564	726	568	392	393	415
All emergency presentations	5,837	5,985	6,361	6,255	6,189	6,013	5,961	6,435

Auburn Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 850 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	749	
Median time	13 minutes	0 minutes
90th percentile time	23 minutes	3 minutes

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

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

Auburn 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: 1,067

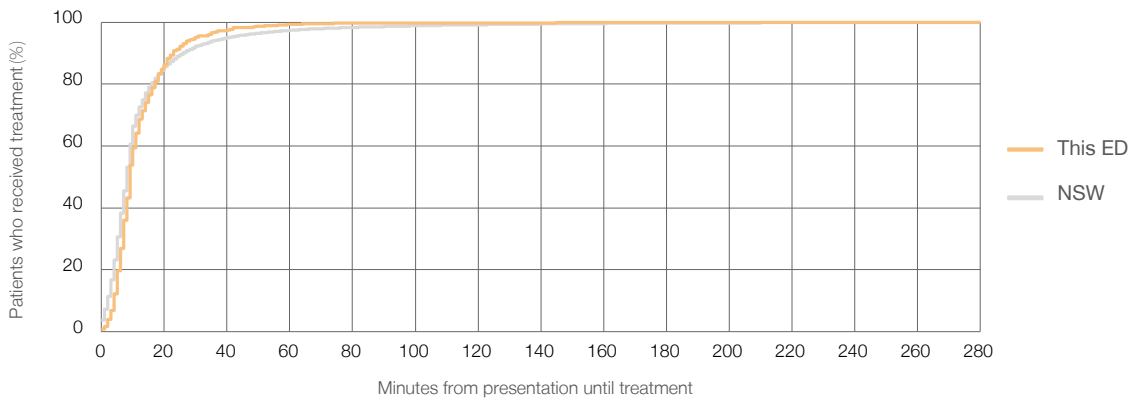
Number of triage 2 patients used to calculate waiting time:³ 1,063

Median time to start treatment⁴ 9 minutes

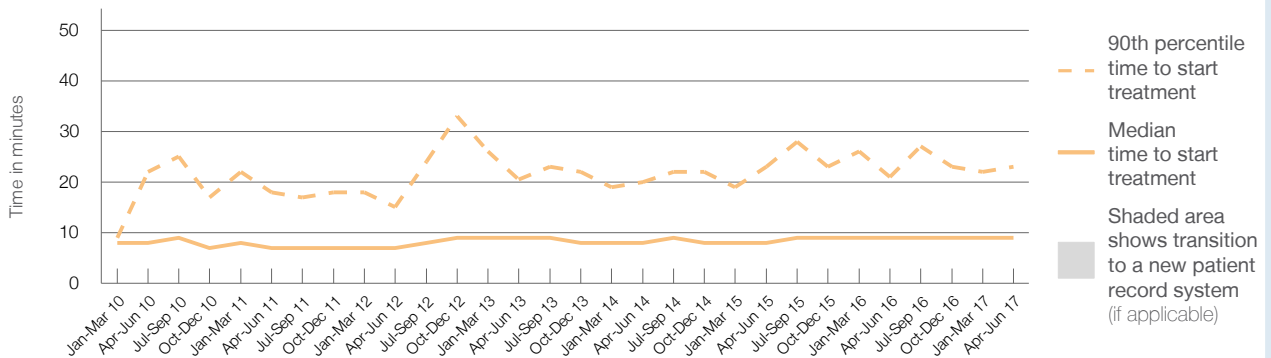
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
838	
826	
9 minutes	8 minutes
21 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	7	7	9	8	8	9	9
90th percentile time to start treatment ⁵ (minutes)	22	18	15	21	20	23	21	23

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

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

Auburn 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: 2,363

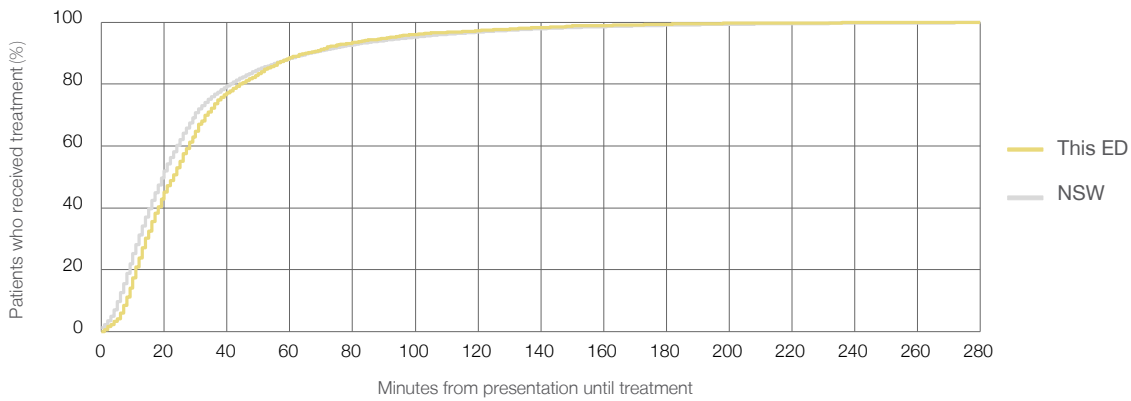
Number of triage 3 patients used to calculate waiting time:³ 2,290

Median time to start treatment⁴ 23 minutes

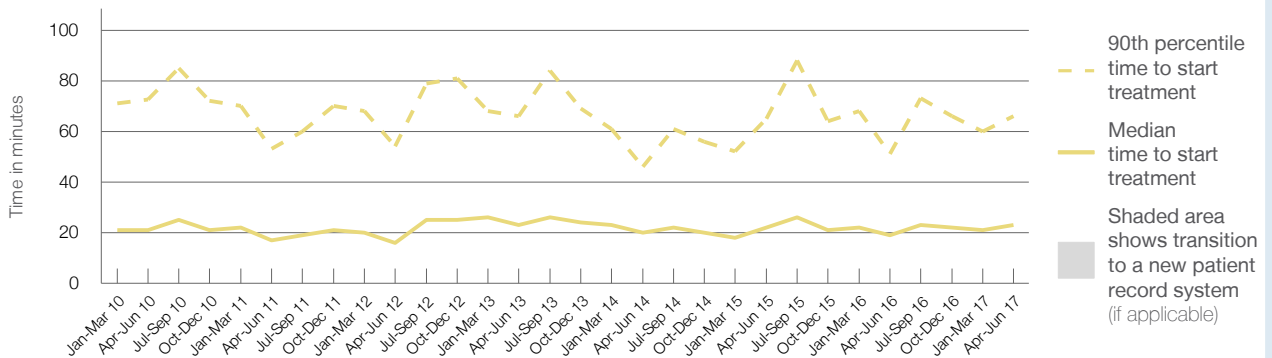
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
2,229	2,121
19 minutes	20 minutes
51 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)	21	17	16	23	20	22	19	23
90th percentile time to start treatment ⁵ (minutes)	73	53	54	66	46	65	51	66

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

Auburn 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: 2,567

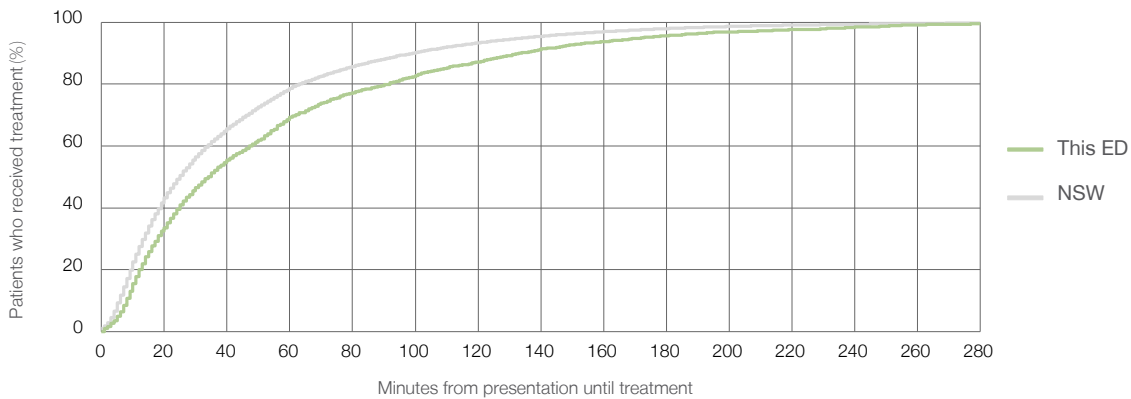
Number of triage 4 patients used to calculate waiting time:³ 2,299

Median time to start treatment⁴ 34 minutes

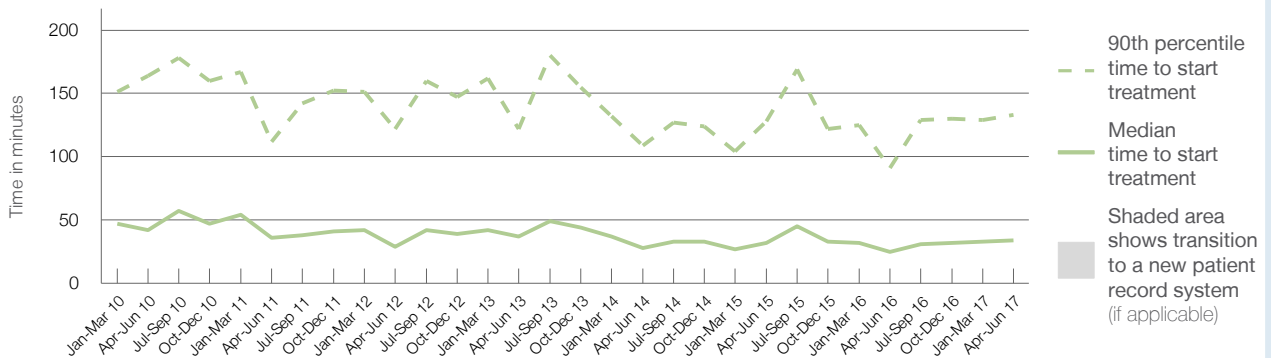
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
2,478	2,178
25 minutes	25 minutes
91 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)	42	36	29	37	28	32	25	34
90th percentile time to start treatment ⁵ (minutes)	164	112	122	122	109	128	91	133

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Auburn 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: 415

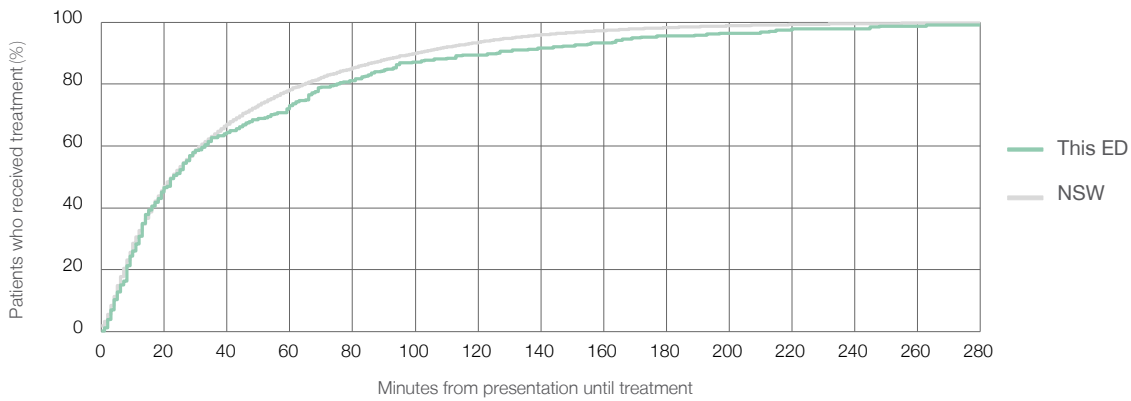
Number of triage 5 patients used to calculate waiting time:³ 311

Median time to start treatment⁴ 23 minutes

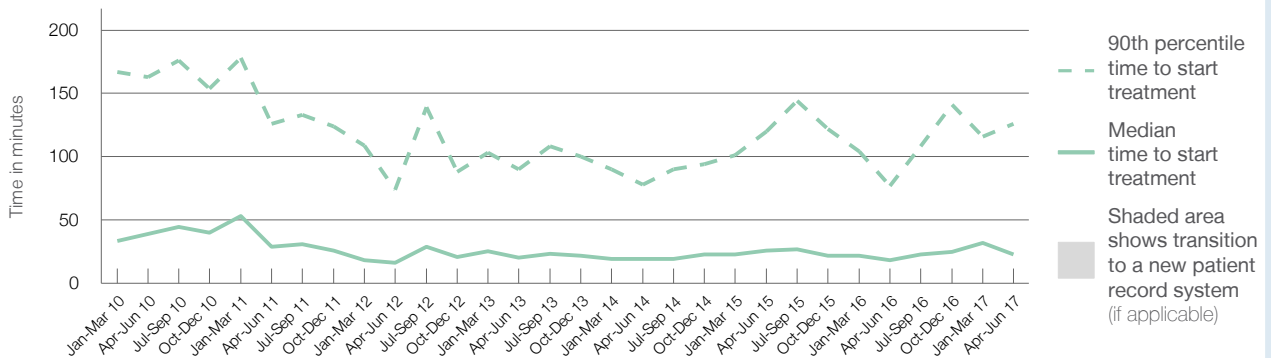
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
393	
293	
18 minutes	23 minutes
77 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)	39	29	16	20	19	26	18	23
90th percentile time to start treatment ⁵ (minutes)	163	126	74	90	78	120	77	126

(†) 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.

Auburn Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 6,681 patients

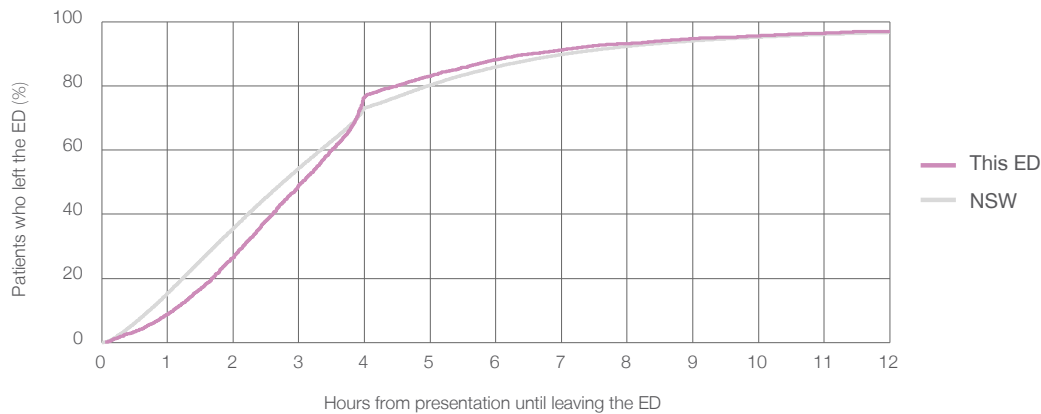
Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

Median time spent in the ED⁸ 3 hours and 3 minutes

90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
6,152	6,152
2 hours and 51 minutes	2 hours and 46 minutes
5 hours and 54 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 48m	3h 43m	3h 16m	3h 5m	3h 5m	3h 6m	2h 51m	3h 3m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 45m	7h 50m	7h 15m	5h 18m	3h 59m	5h 50m	5h 54m	6h 33m

(†) 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.

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

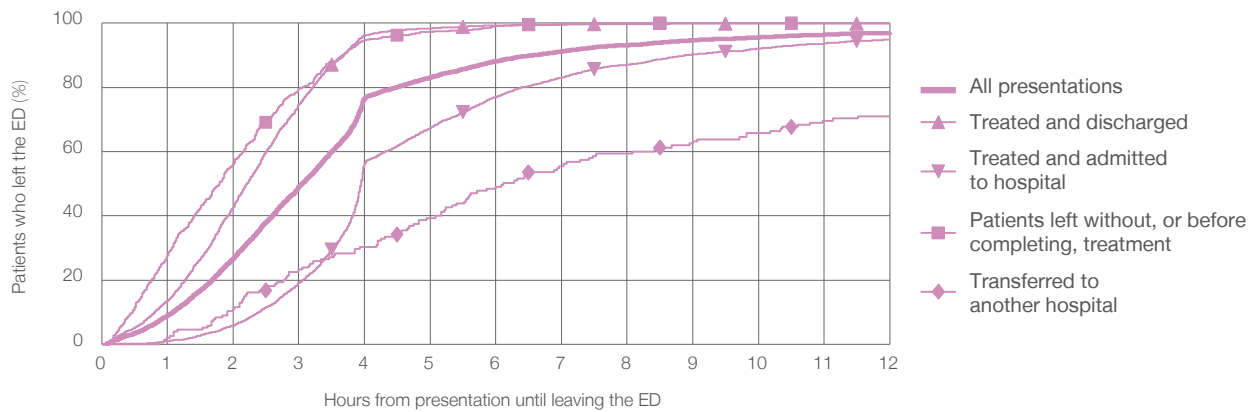
All presentations:¹ 6,681 patients

Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

Treated and discharged	3,023 (45.2%)
Treated and admitted to hospital	2,983 (44.6%)
Patient left without, or before completing, treatment	491 (7.3%)
Transferred to another hospital	155 (2.3%)
Other	29 (0.4%)

Same period last year	Change since one year ago
6,152	8.6%
2,696	12.1%
2,921	2.1%
351	39.9%
148	4.7%
36	-19.4%

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	13.5%	42.7%	74.7%	96.2%	99.3%	99.7%	99.9%	99.9%
Treated and admitted to hospital	0.9%	5.8%	19.2%	56.2%	77.0%	87.1%	92.1%	94.9%
Patient left without, or before completing, treatment	27.8%	56.1%	79.6%	94.7%	99.2%	100%	100%	100%
Transferred to another hospital	1.9%	11.0%	23.2%	30.3%	49.0%	59.4%	65.8%	71.0%
All presentations	8.9%	26.6%	49.1%	76.7%	88.1%	93.2%	95.6%	97.0%

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

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

Auburn 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 6,681 patients

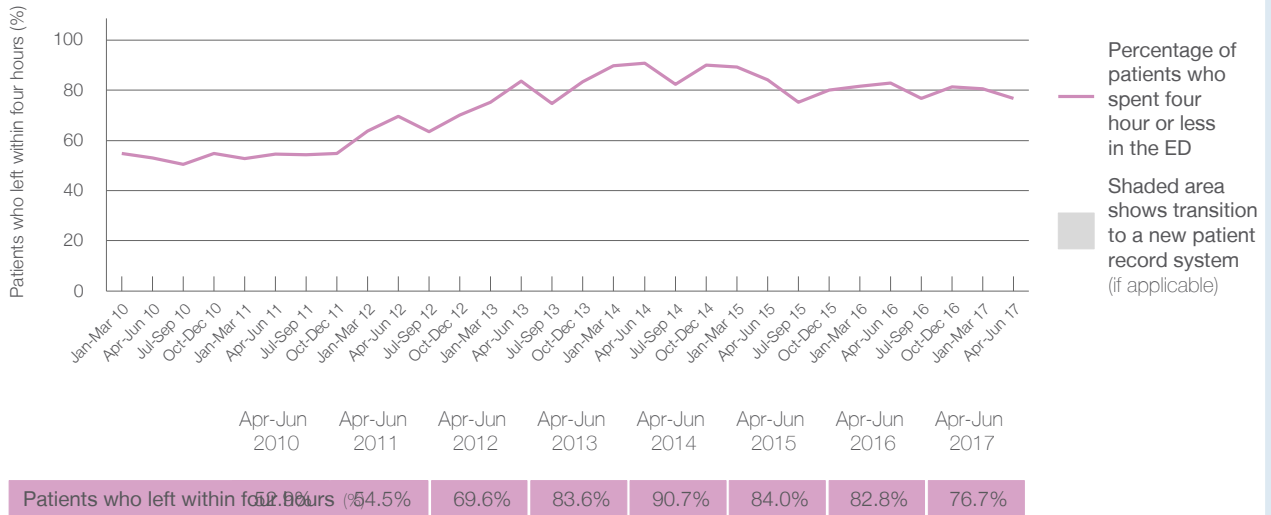
Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

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	6,152	8.6%
Presentations used to calculate time to leaving the ED	6,152	8.6%
Percentage of patients who spent four hours or less in the ED	82.8%	

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).

Blacktown Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 12,002 patients

Emergency presentations:² 11,912 patients

Same period last year	Change since one year ago
10,812	11.0%
10,747	10.8%

Blacktown Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,502 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,225 patients

Median time to start treatment⁴ 42 minutes

90th percentile time to start treatment⁵ 144 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,281 patients

Median time to start treatment⁴ 46 minutes

90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 755 patients

Median time to start treatment⁴ 35 minutes

90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
3,199	
11 minutes	8 minutes
30 minutes	26 minutes
3,698	
28 minutes	20 minutes
89 minutes	67 minutes
3,021	
36 minutes	25 minutes
103 minutes	99 minutes
700	
31 minutes	23 minutes
114 minutes	101 minutes

Blacktown Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 11,986 patients

Percentage of patients who spent four hours or less in the ED 53.1%

Same period last year	Change since one year ago
10,811	10.9%
59.6%	

* 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.

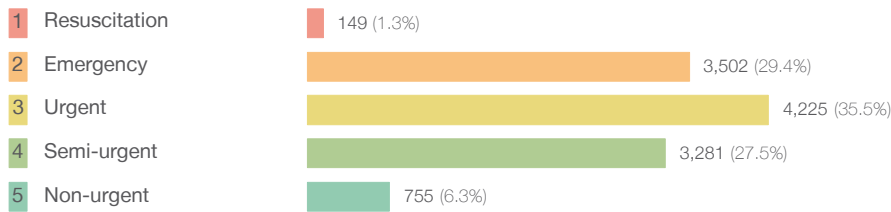
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Blacktown Hospital: Patients presenting to the emergency department April to June 2017

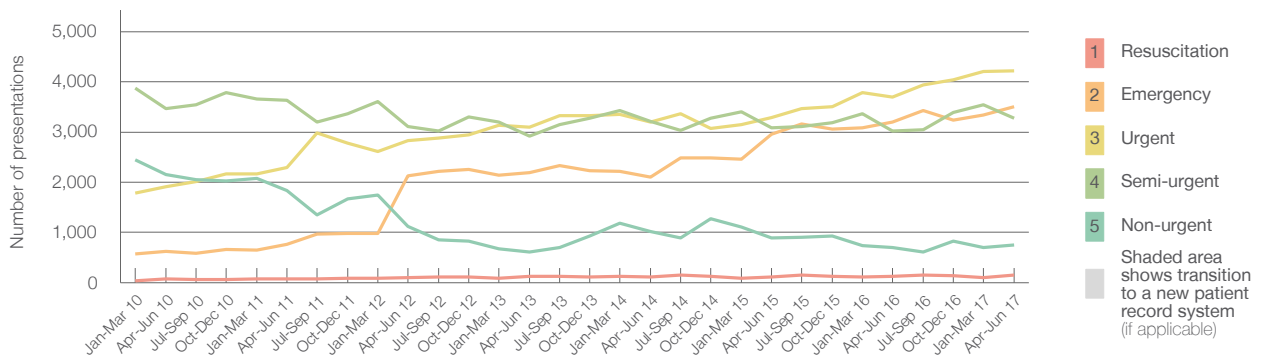
All presentations:¹ 12,002 patients

Emergency presentations² by triage category: 11,912 patients



	Same period last year	Change since one year ago
All presentations	10,812	11.0%
Emergency presentations	10,747	10.8%
Resuscitation	129	15.5%
Emergency	3,199	9.5%
Urgent	3,698	14.3%
Semi-urgent	3,021	8.6%
Non-urgent	700	7.9%

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	72	80	104	122	115	116	129	149
Emergency	619	761	2,130	2,188	2,099	2,953	3,199	3,502
Urgent	1,911	2,295	2,830	3,095	3,196	3,291	3,698	4,225
Semi-urgent	3,464	3,633	3,108	2,914	3,210	3,089	3,021	3,281
Non-urgent	2,153	1,831	1,124	613	1,015	887	700	755
All emergency presentations	8,219	8,600	9,296	8,932	9,635	10,336	10,747	11,912

Blacktown Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 3,660 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,118	
Median time	16 minutes	1 minute
90th percentile time	38 minutes	9 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.

Blacktown 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: 3,502

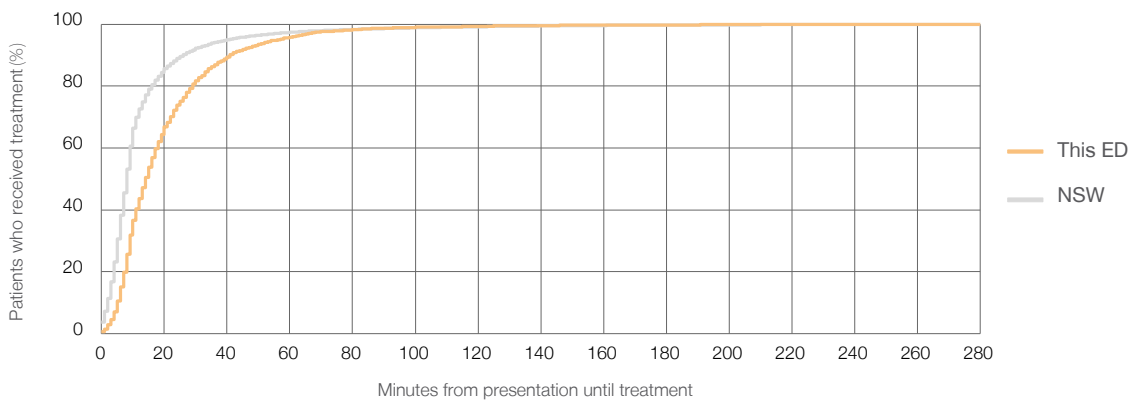
Number of triage 2 patients used to calculate waiting time:³ 3,467

Median time to start treatment⁴ 14 minutes

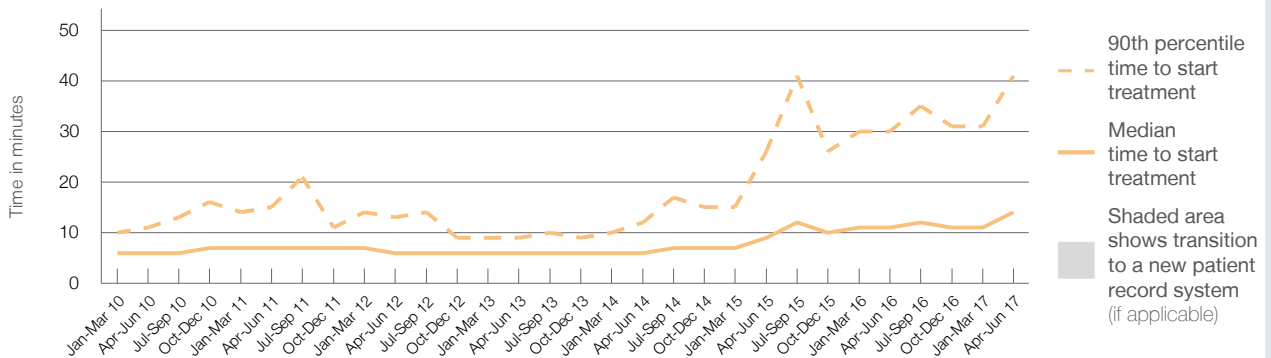
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
3,199	
3,138	
11 minutes	8 minutes
30 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	6	6	9	11	14
90th percentile time to start treatment ⁵ (minutes)	11	15	13	9	12	26	30	41

(†) 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.

Blacktown 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: 4,225

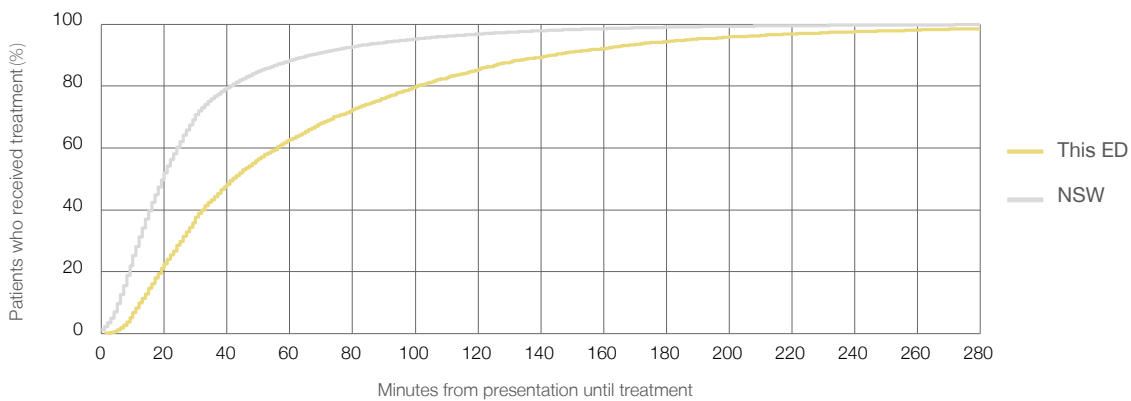
Number of triage 3 patients used to calculate waiting time:³ 4,011

Median time to start treatment⁴ 42 minutes

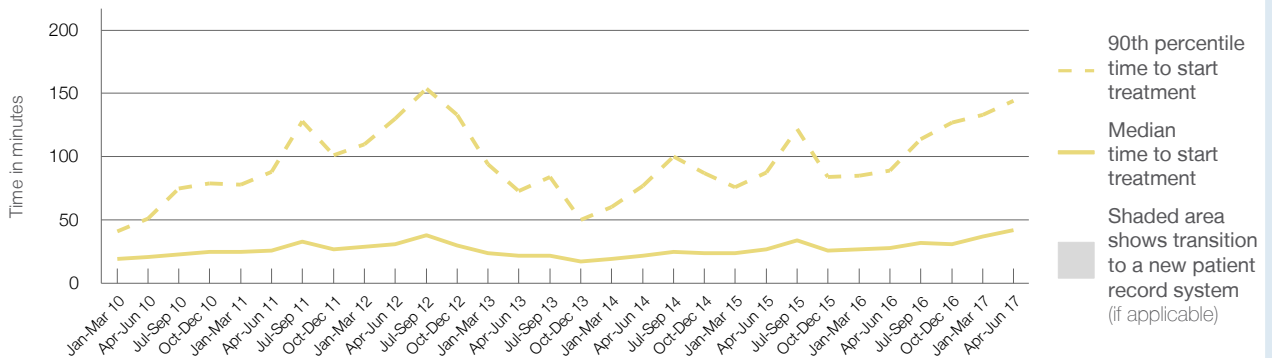
90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
3,698	3,506
28 minutes	20 minutes
89 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)	21	26	31	22	22	27	28	42
90th percentile time to start treatment ⁵ (minutes)	51	88	130	73	77	88	89	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.

Blacktown 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: 3,281

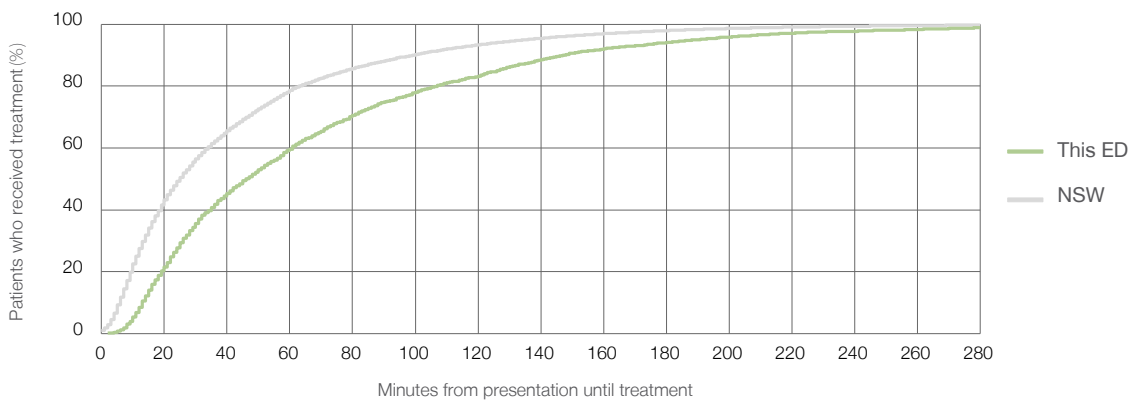
Number of triage 4 patients used to calculate waiting time:³ 3,065

Median time to start treatment⁴ 46 minutes

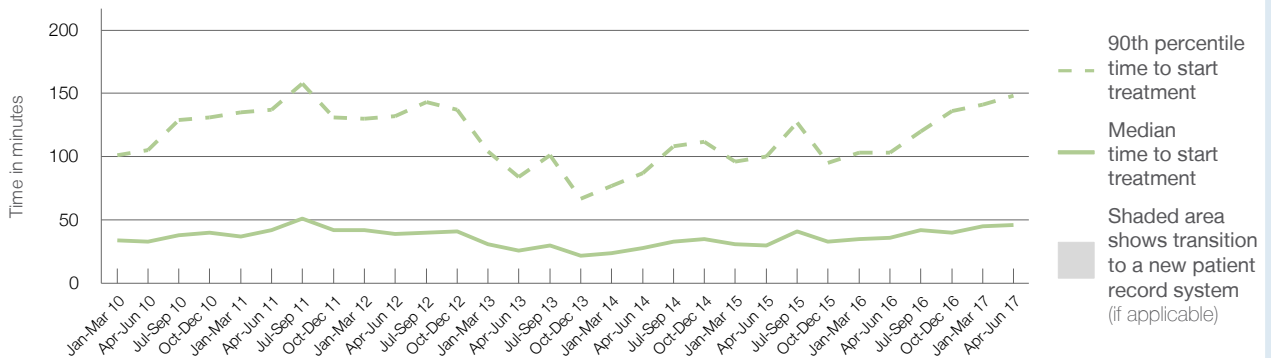
90th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
3,021	
2,833	
36 minutes	25 minutes
103 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	42	39	26	28	30	36	46
90th percentile time to start treatment ⁵ (minutes)	105	137	132	84	87	100	103	148

(†) 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.

Blacktown 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: 755

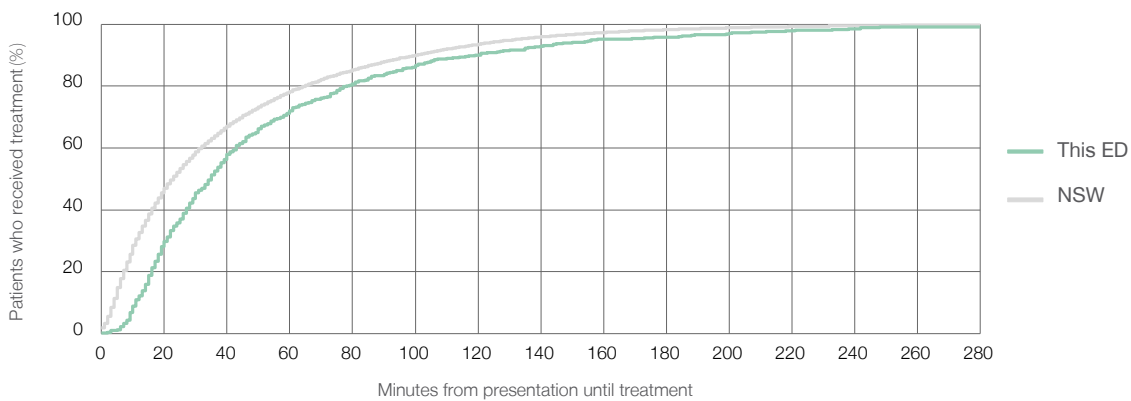
Number of triage 5 patients used to calculate waiting time:³ 605

Median time to start treatment⁴ 35 minutes

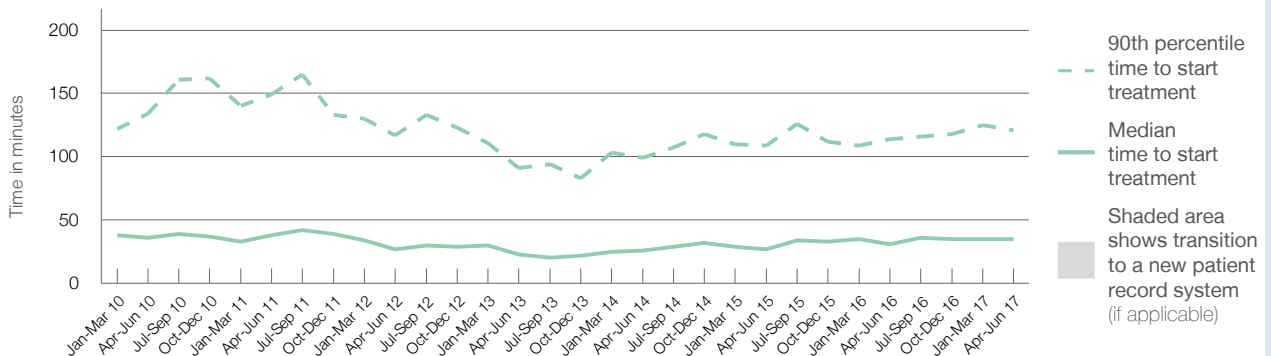
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
700	
604	
31 minutes	23 minutes
114 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)	36	38	27	23	26	27	31	35
90th percentile time to start treatment ⁵ (minutes)	134	149	117	91	99	109	114	121

(†) 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.

Blacktown Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 12,002 patients

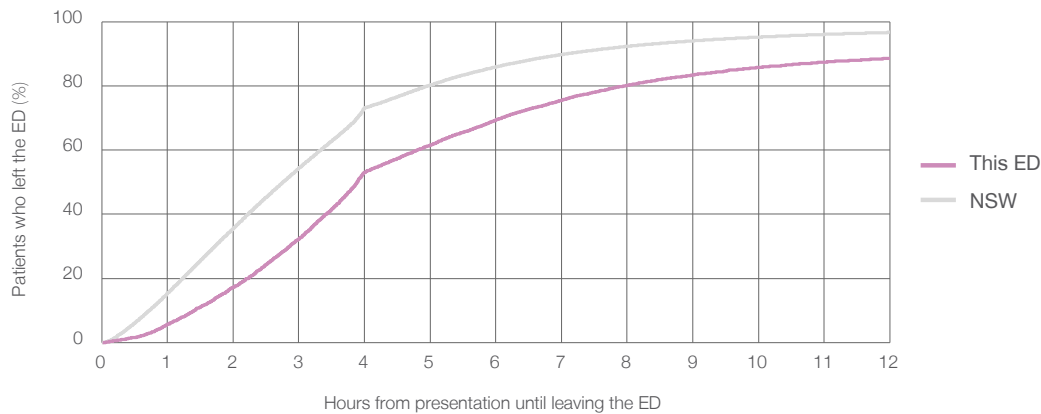
Presentations used to calculate time to leaving the ED:⁶ 11,986 patients

Median time spent in the ED⁸ 3 hours and 53 minutes

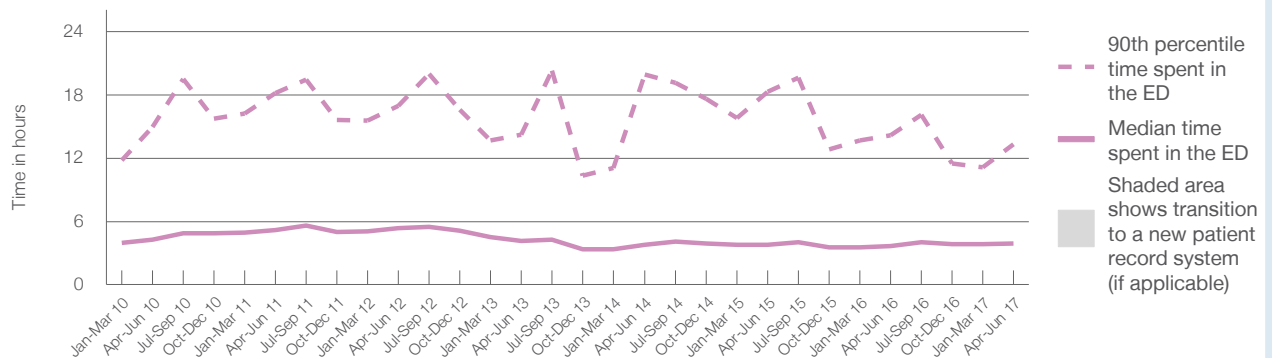
90th percentile time spent in the ED⁹ 13 hours and 18 minutes

Same period last year	NSW (this period)
10,812	10,811
3 hours and 40 minutes	2 hours and 46 minutes
14 hours and 10 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 15m	5h 10m	5h 22m	4h 11m	3h 46m	3h 49m	3h 40m	3h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 58m	18h 10m	16h 57m	14h 12m	19h 55m	18h 17m	14h 10m	13h 18m

(†) 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.

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

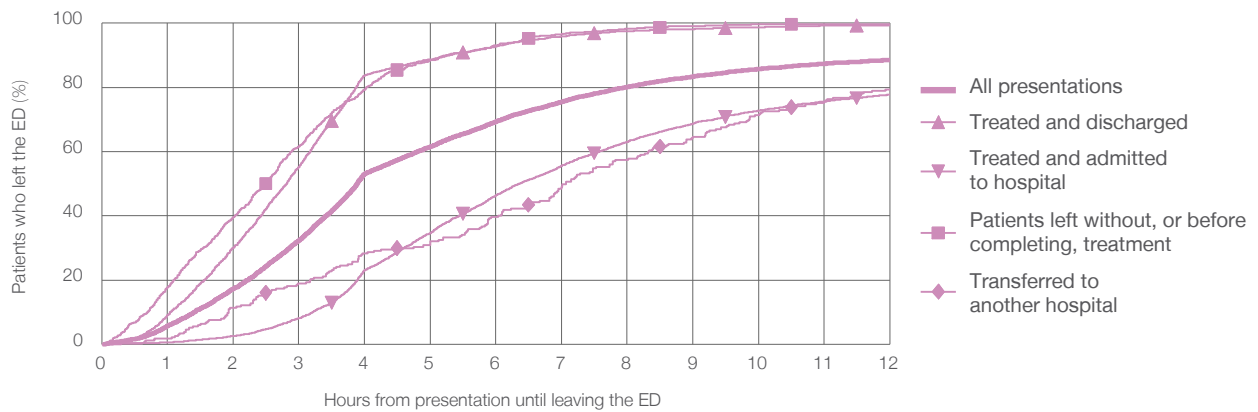
All presentations:¹ 12,002 patients

Presentations used to calculate time to leaving the ED:⁶ 11,986 patients

Treated and discharged	5,100 (42.5%)
Treated and admitted to hospital	5,782 (48.2%)
Patient left without, or before completing, treatment	812 (6.8%)
Transferred to another hospital	237 (2.0%)
Other	71 (0.6%)

Same period last year	Change since one year ago
10,811	10.9%
4,609	10.7%
5,385	7.4%
535	51.8%
229	3.5%
54	31.5%

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	9.1%	30.1%	55.2%	83.8%	92.8%	97.5%	98.7%	99.4%
Treated and admitted to hospital	0.6%	2.5%	8.2%	23.0%	46.4%	63.1%	72.7%	77.8%
Patient left without, or before completing, treatment	17.8%	39.7%	61.6%	79.4%	93.2%	98.4%	99.6%	99.8%
Transferred to another hospital	1.7%	11.4%	19.0%	28.3%	39.7%	57.4%	71.3%	79.3%
All presentations	5.7%	17.3%	32.3%	53.1%	69.3%	80.2%	85.7%	88.6%

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

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

Blacktown Hospital: Time spent in the ED

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

April to June 2017

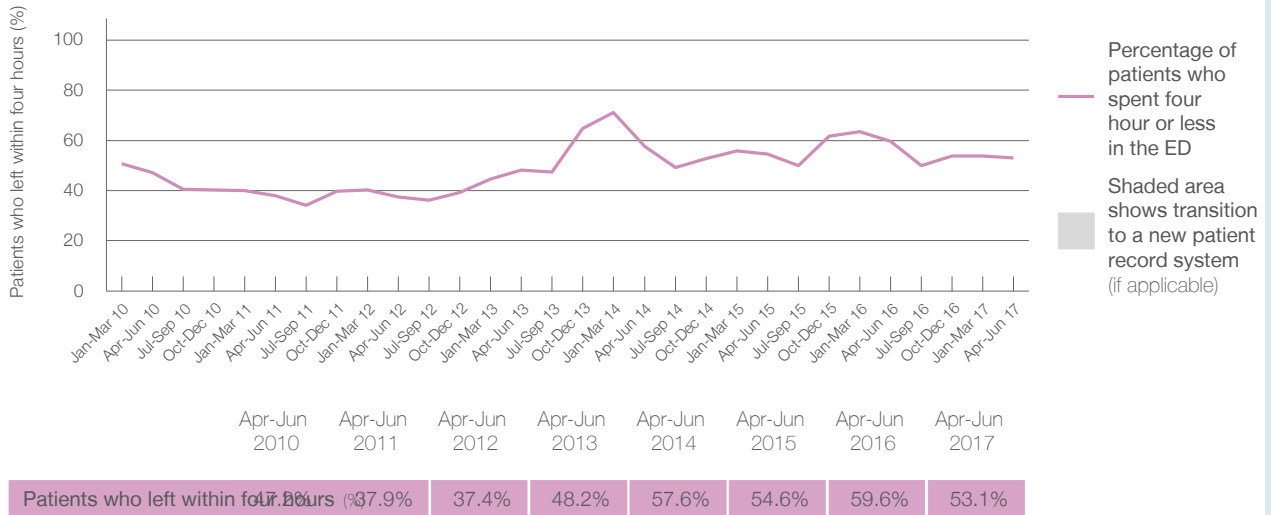
All presentations at the emergency department:¹ 12,002 patients

Presentations used to calculate time to leaving the ED:⁶ 11,986 patients

Percentage of patients who spent four hours or less in the ED 53.1%

Same period last year	Change since one year ago
10,812	11.0%
10,811	10.9%
59.6%	

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).

Mount Druiitt Hospital: Emergency department (ED) overview

April to June 2017



All presentations:¹ 8,331 patients
 Emergency presentations:² 8,220 patients

Same period last year	Change since one year ago
7,787	7.0%
7,735	6.3%

Mount Druiitt Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,399 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): 3,461 patients

Median time to start treatment⁴  28 minutes
 90th percentile time to start treatment⁵  103 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,435 patients

Median time to start treatment⁴  42 minutes
 90th percentile time to start treatment⁵  132 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 899 patients

Median time to start treatment⁴  39 minutes
 90th percentile time to start treatment⁵  124 minutes

Same period last year	NSW (this period)
1,188	
9 minutes	8 minutes
26 minutes	26 minutes
3,027	
28 minutes	20 minutes
86 minutes	67 minutes
2,633	
38 minutes	25 minutes
107 minutes	99 minutes
862	
38 minutes	23 minutes
111 minutes	101 minutes

Mount Druiitt Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 8,325 patients

Percentage of patients who spent four hours or less in the ED  69.0%

Same period last year	Change since one year ago
7,787	6.9%
72.6%	

* 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.

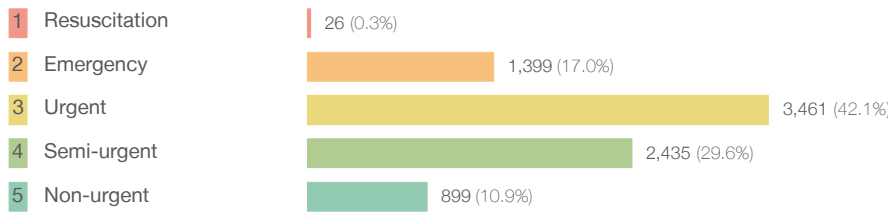
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Mount Druiitt Hospital: Patients presenting to the emergency department April to June 2017

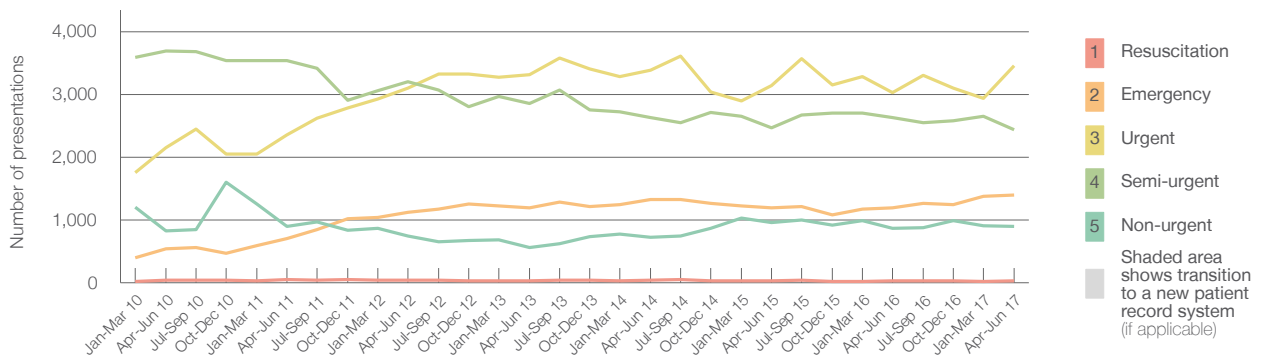
All presentations:¹ 8,331 patients

Emergency presentations² by triage category: 8,220 patients



	Same period last year	Change since one year ago
All presentations	7,787	7.0%
Emergency presentations	7,735	6.3%
1 Resuscitation	25	4.0%
2 Emergency	1,188	17.8%
3 Urgent	3,027	14.3%
4 Semi-urgent	2,633	-7.5%
5 Non-urgent	862	4.3%

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	35	48	39	29	39	27	25	26
Emergency	544	700	1,125	1,189	1,326	1,190	1,188	1,399
Urgent	2,147	2,358	3,095	3,311	3,386	3,142	3,027	3,461
Semi-urgent	3,687	3,534	3,197	2,852	2,632	2,469	2,633	2,435
Non-urgent	828	895	747	560	720	958	862	899
All emergency presentations	7,241	7,535	8,203	7,941	8,103	7,786	7,735	8,220

Mount Druiitt Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 829 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	768	
ED Transfer of care time		
Median time	14 minutes	1 minute
90th percentile time	28 minutes	7 minutes

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

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

Mount Druitt 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: 1,399

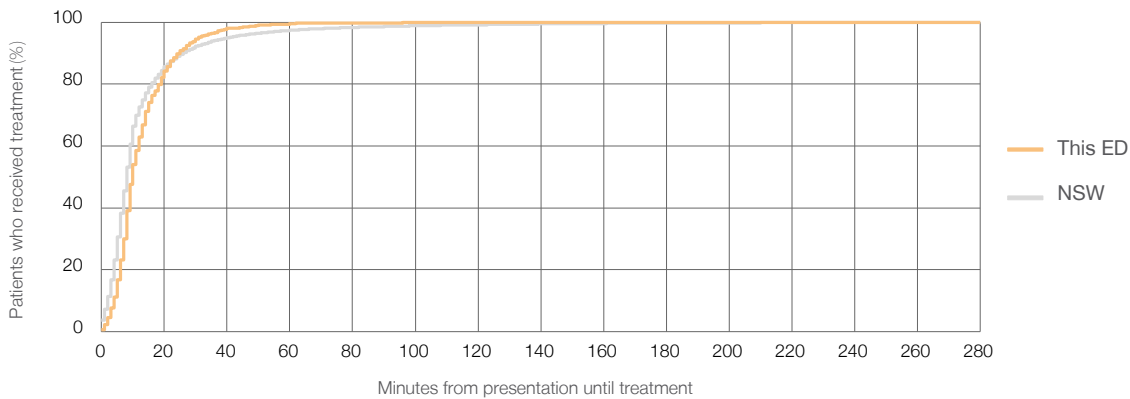
Number of triage 2 patients used to calculate waiting time:³ 1,392

Median time to start treatment⁴ 10 minutes

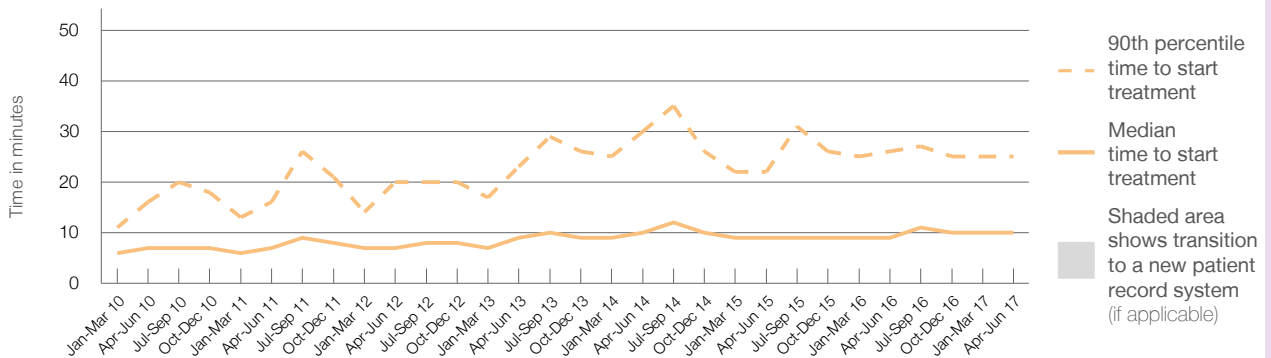
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
1,188	
1,173	
9 minutes	8 minutes
26 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)	7	7	7	9	10	9	9	10
90th percentile time to start treatment ⁵ (minutes)	16	16	20	23	30	22	26	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.

Mount Druiitt 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: 3,461

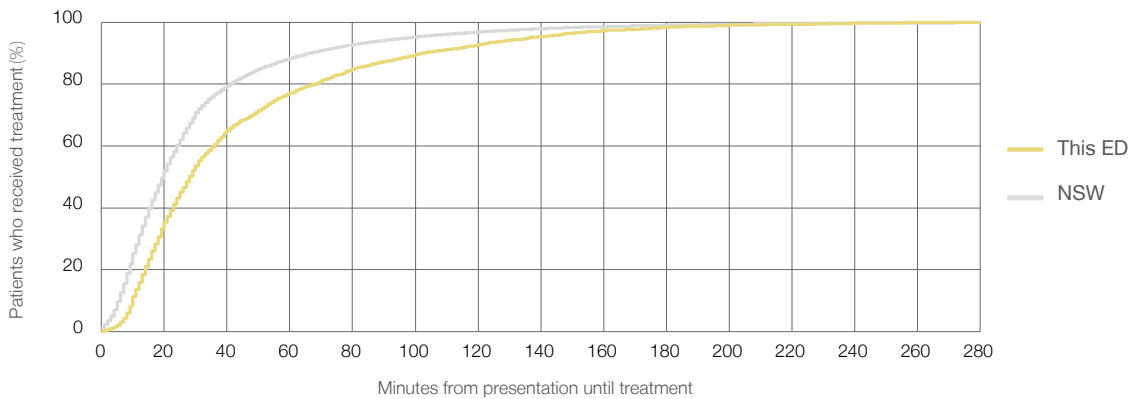
Number of triage 3 patients used to calculate waiting time:³ 3,283

Median time to start treatment⁴ 28 minutes

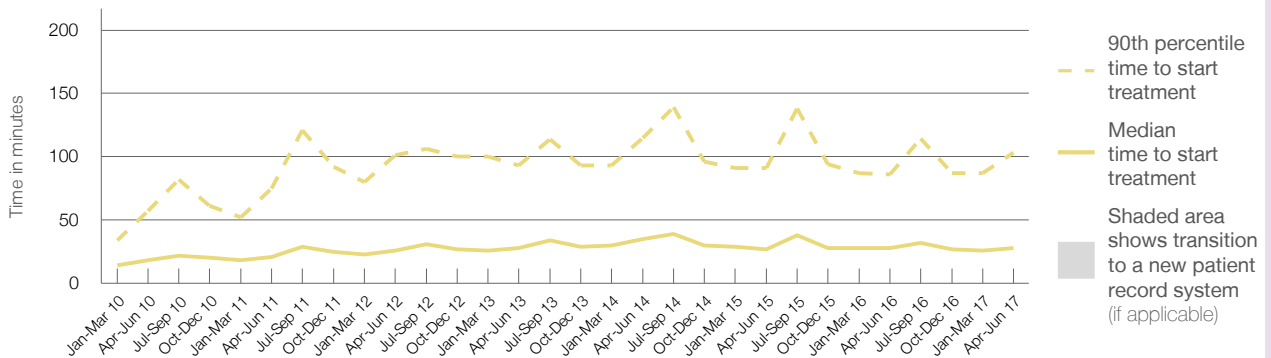
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
3,027	
2,922	
28 minutes	20 minutes
86 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)	18	21	26	28	35	27	28	28
90th percentile time to start treatment ⁵ (minutes)	57	75	101	93	115	91	86	103

(†) 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.

Mount Druiitt 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: 2,435

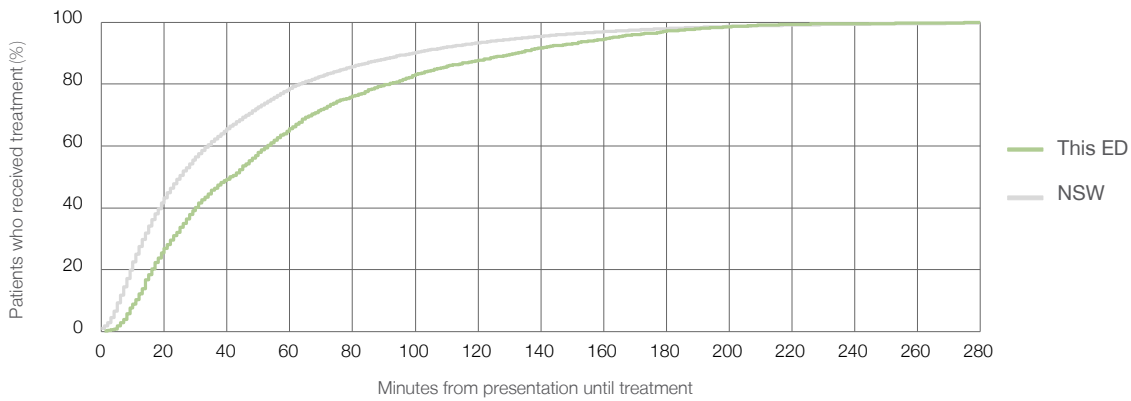
Number of triage 4 patients used to calculate waiting time:³ 2,257

Median time to start treatment⁴ 42 minutes

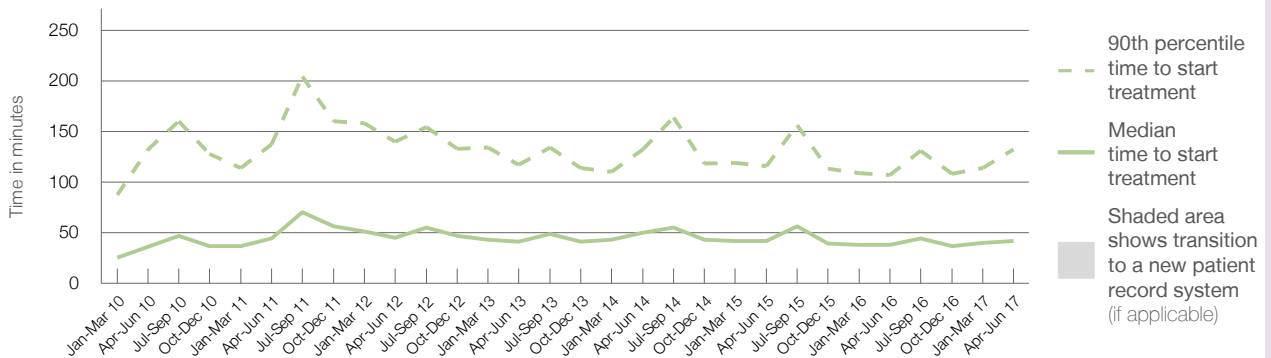
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
2,633	
2,397	
38 minutes	25 minutes
107 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)	36	44	45	41	50	42	38	42
90th percentile time to start treatment ⁵ (minutes)	132	137	140	117	132	116	107	132

(†) 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.

Mount Druiitt 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: 899

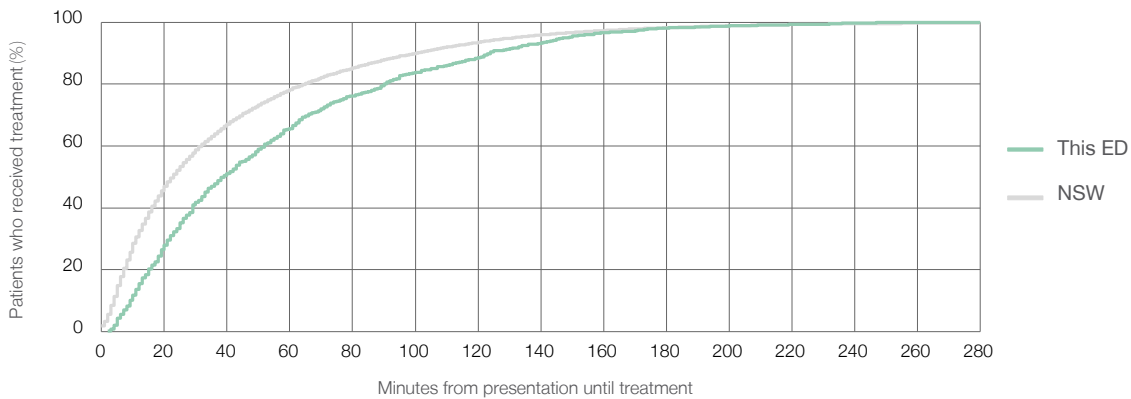
Number of triage 5 patients used to calculate waiting time:³ 791

Median time to start treatment⁴ 39 minutes

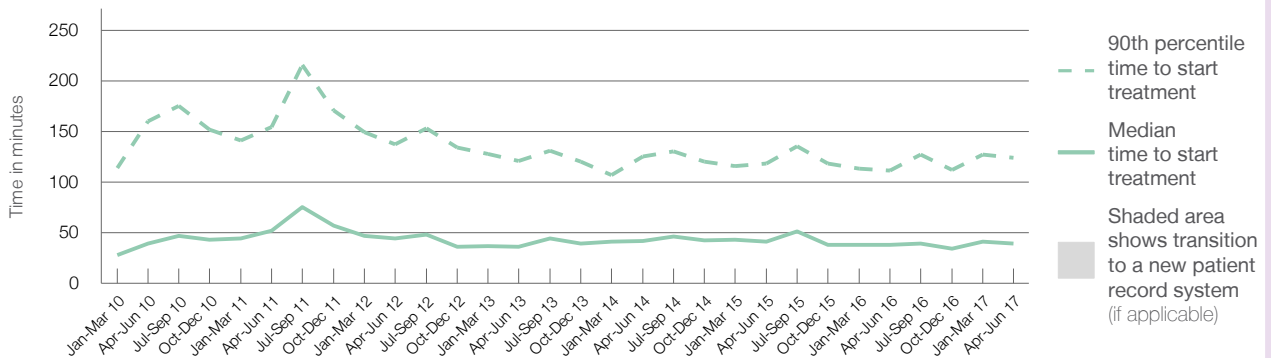
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
862	771
38 minutes	23 minutes
111 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)	39	52	44	36	42	41	38	39
90th percentile time to start treatment ⁵ (minutes)	160	154	137	121	125	118	111	124

(†) 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.

Mount Druitt Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 8,331 patients

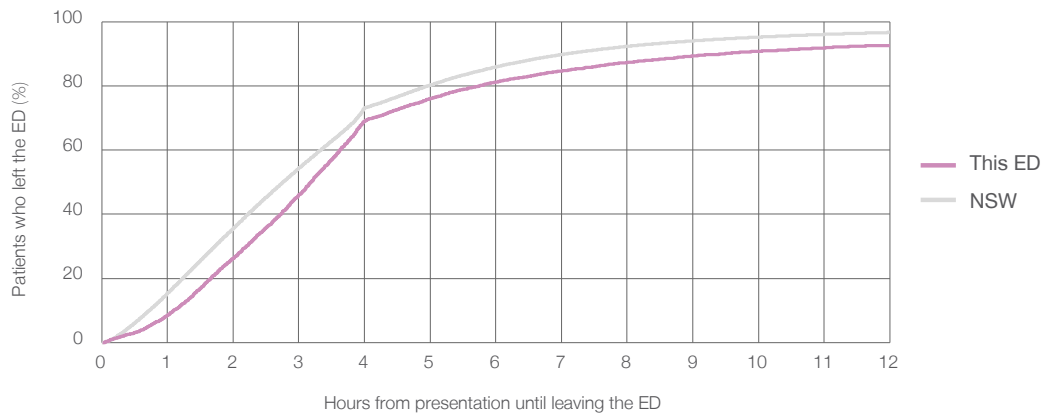
Presentations used to calculate time to leaving the ED:⁶ 8,325 patients

Median time spent in the ED⁸ 3 hours and 11 minutes

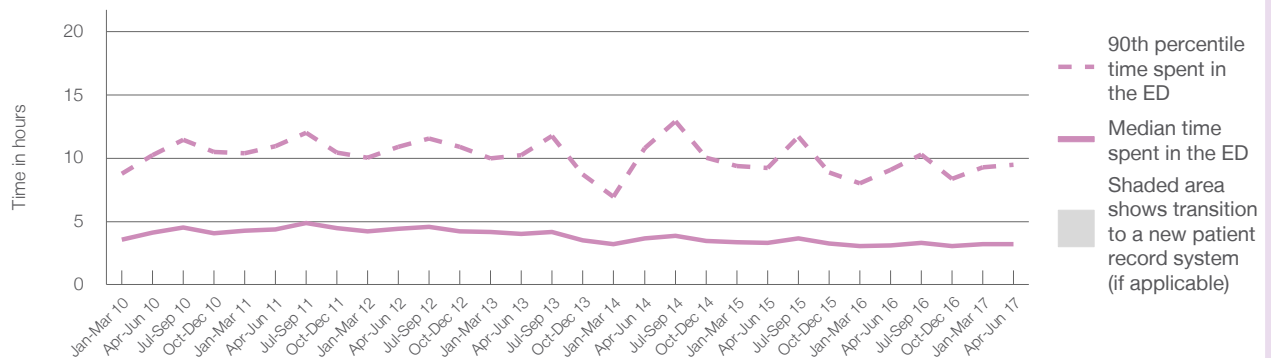
90th percentile time spent in the ED⁹ 9 hours and 29 minutes

Same period last year	NSW (this period)
7,787	7,787
3 hours and 5 minutes	2 hours and 46 minutes
9 hours and 5 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 7m	4h 23m	4h 26m	4h 1m	3h 40m	3h 18m	3h 5m	3h 11m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 16m	10h 57m	10h 54m	10h 15m	10h 48m	9h 14m	9h 5m	9h 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.

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

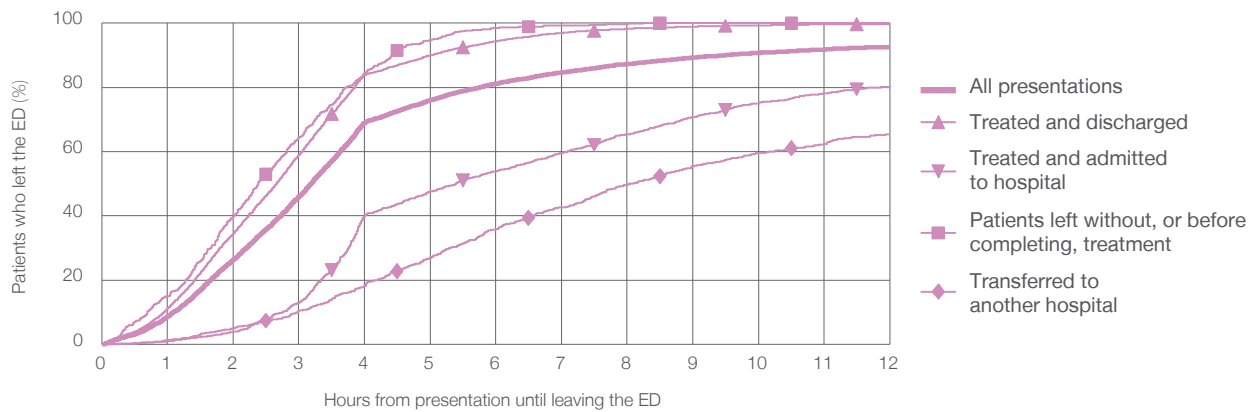
All presentations:¹ 8,331 patients

Presentations used to calculate time to leaving the ED:⁶ 8,325 patients

Treated and discharged	5,294 (63.5%)
Treated and admitted to hospital	1,473 (17.7%)
Patient left without, or before completing, treatment	647 (7.8%)
Transferred to another hospital	909 (10.9%)
Other	8 (0.1%)

Same period last year	Change since one year ago
7,787	6.9%
5,000	5.9%
1,468	0.3%
436	48.4%
880	3.3%
3	166.7%

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	11.2%	34.5%	59.0%	83.9%	94.4%	98.2%	99.3%	99.8%
Treated and admitted to hospital	1.0%	3.9%	13.0%	40.0%	53.9%	65.4%	75.0%	80.3%
Patient left without, or before completing, treatment	14.9%	39.8%	64.4%	84.5%	98.5%	99.7%	100%	100%
Transferred to another hospital	1.4%	5.0%	10.5%	18.2%	36.0%	49.7%	59.5%	65.3%
All presentations	8.6%	26.3%	46.0%	69.0%	81.2%	87.3%	90.7%	92.6%

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

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

Mount Druitt 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 8,331 patients

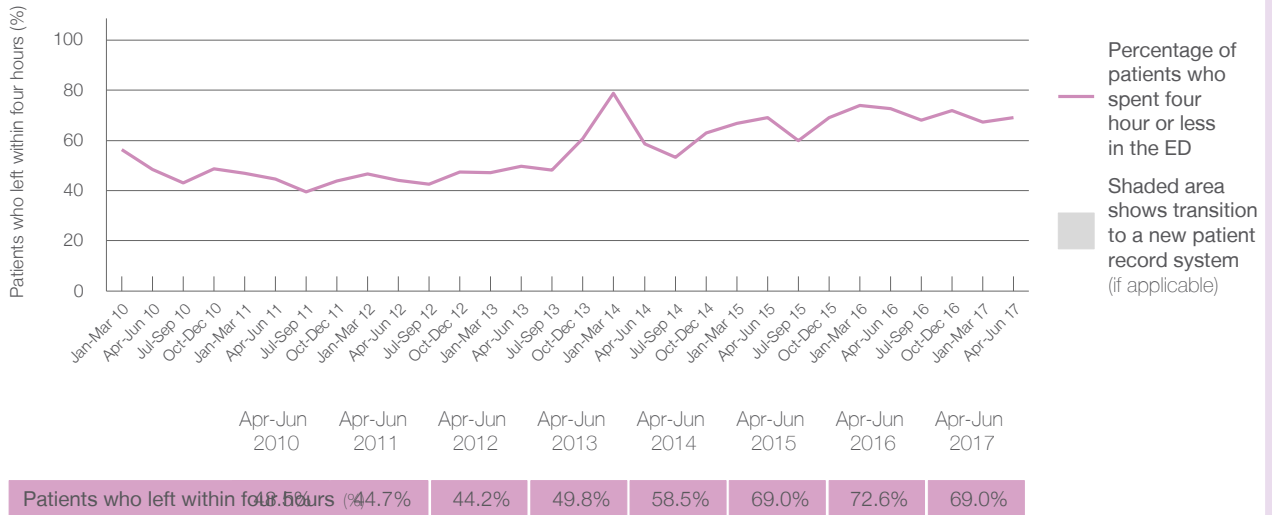
Presentations used to calculate time to leaving the ED:⁶ 8,325 patients

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	7,787	7.0%
Presentations used to calculate time to leaving the ED	7,787	6.9%
Percentage of patients who spent four hours or less in the ED	72.6%	

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).

Westmead Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 18,621 patients

Emergency presentations:² 18,429 patients

Same period last year	Change since one year ago
18,054	3.1%
17,693	4.2%

Westmead Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 6,171 patients

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  110 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,527 patients

Median time to start treatment⁴  54 minutes
90th percentile time to start treatment⁵  174 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,040 patients

Median time to start treatment⁴  55 minutes
90th percentile time to start treatment⁵  153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,168 patients

Median time to start treatment⁴  48 minutes
90th percentile time to start treatment⁵  134 minutes

Same period last year	NSW (this period)
5,379	
12 minutes	8 minutes
54 minutes	26 minutes
6,441	
34 minutes	20 minutes
125 minutes	67 minutes
4,022	
39 minutes	25 minutes
114 minutes	99 minutes
1,296	
29 minutes	23 minutes
110 minutes	101 minutes

Westmead Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 18,614 patients

Percentage of patients who spent four hours or less in the ED  52.7%

Same period last year	Change since one year ago
18,054	3.1%
61.0%	

* 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.

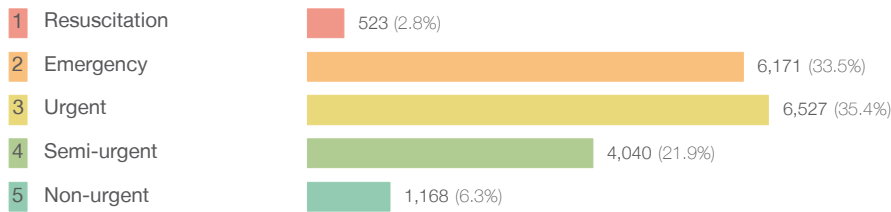
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Westmead Hospital: Patients presenting to the emergency department April to June 2017

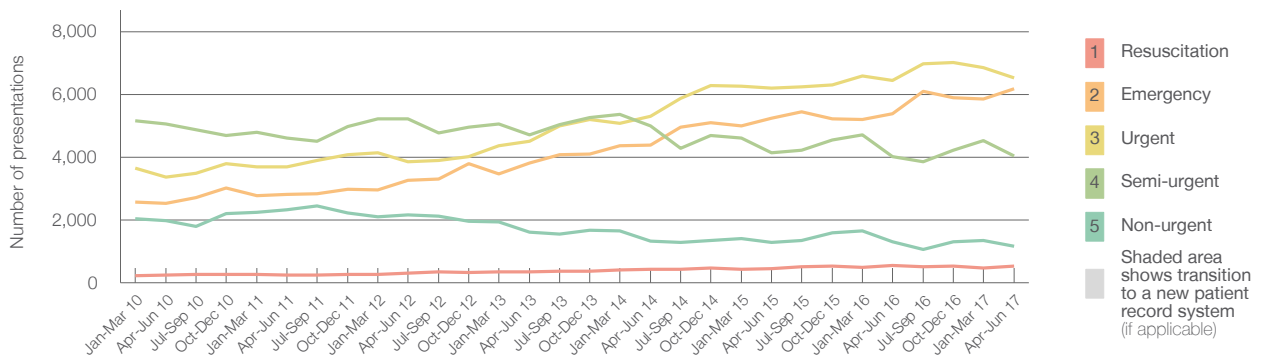
All presentations:¹ 18,621 patients

Emergency presentations² by triage category: 18,429 patients



Category	Same period last year	Change since one year ago
All presentations	18,054	3.1%
Emergency presentations	17,693	4.2%
1 Resuscitation	555	-5.8%
2 Emergency	5,379	14.7%
3 Urgent	6,441	1.3%
4 Semi-urgent	4,022	0.4%
5 Non-urgent	1,296	-9.9%

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	240	240	305	335	434	436	555	523
Emergency	2,530	2,811	3,264	3,817	4,390	5,249	5,379	6,171
Urgent	3,371	3,686	3,857	4,502	5,299	6,199	6,441	6,527
Semi-urgent	5,054	4,605	5,216	4,719	4,986	4,142	4,022	4,040
Non-urgent	1,981	2,321	2,170	1,603	1,325	1,278	1,296	1,168
All emergency presentations	13,176	13,663	14,812	14,976	16,434	17,304	17,693	18,429

Westmead Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 5,500 patients

ED Transfer of care time



Category	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,583	
ED Transfer of care time	11 minutes	2 minutes
90th percentile time	24 minutes	4 minutes

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

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

Westmead 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: 6,171

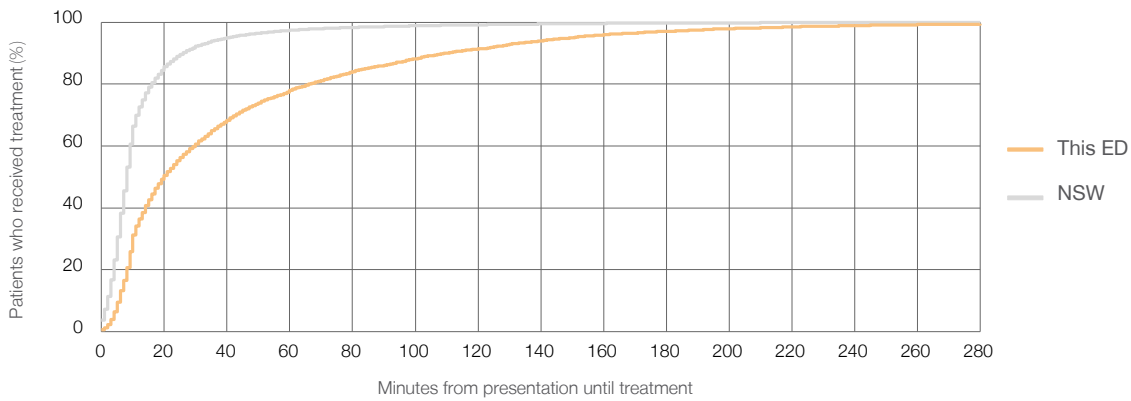
Number of triage 2 patients used to calculate waiting time:³ 5,951

Median time to start treatment⁴ 20 minutes

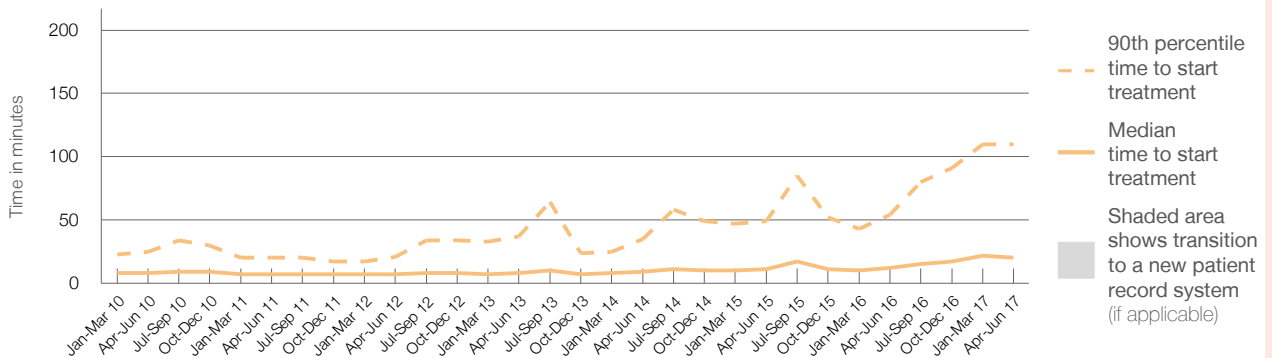
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
5,379	
5,297	
12 minutes	8 minutes
54 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	7	7	8	9	11	12	20
90th percentile time to start treatment ⁵ (minutes)	25	20	21	37	35	49	54	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.

Westmead 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: 6,527

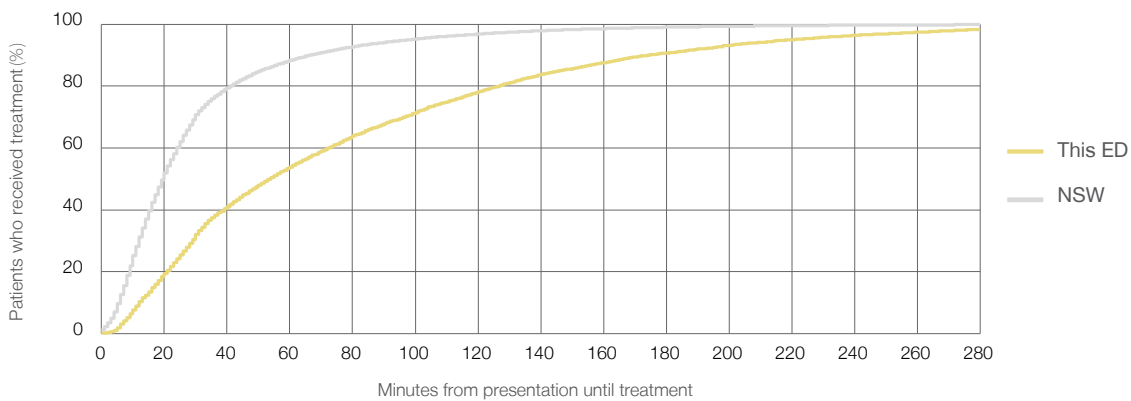
Number of triage 3 patients used to calculate waiting time:³ 5,893

Median time to start treatment⁴ 54 minutes

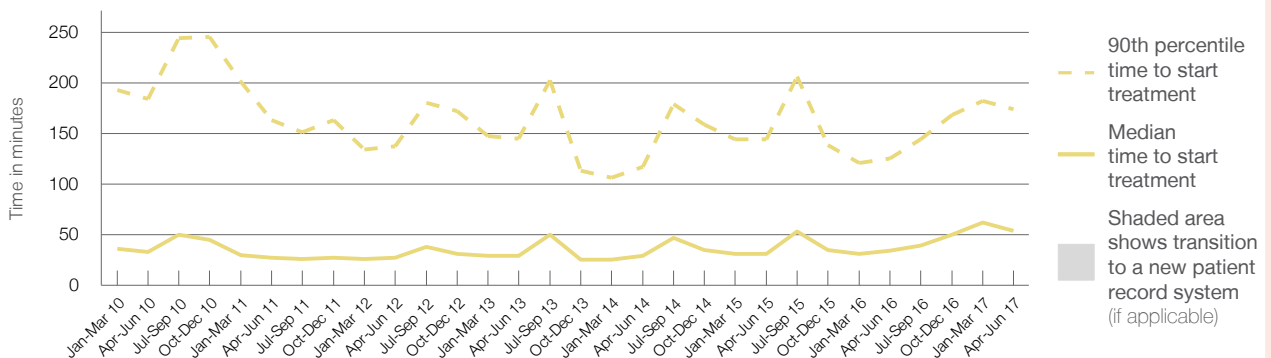
90th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
6,441	
5,967	
34 minutes	20 minutes
125 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)	33	27	27	29	29	31	34	54
90th percentile time to start treatment ⁵ (minutes)	184	163	137	145	117	144	125	174

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

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Westmead 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: 4,040

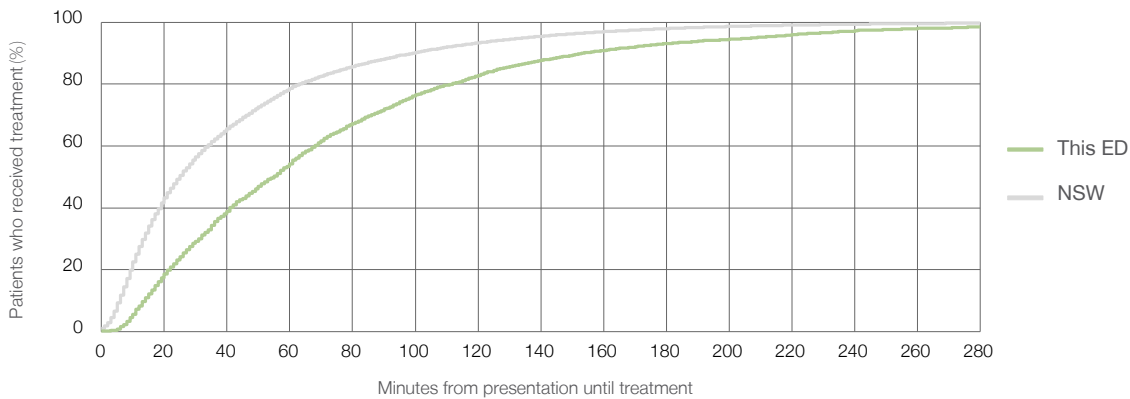
Number of triage 4 patients used to calculate waiting time:³ 3,587

Median time to start treatment⁴ 55 minutes

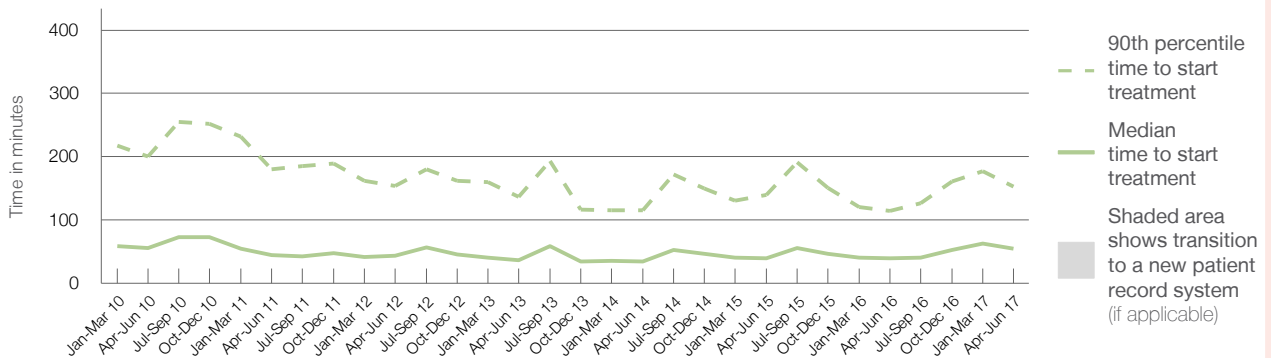
90th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
4,022	3,616
39 minutes	25 minutes
114 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)	56	45	44	36	34	39	39	55
90th percentile time to start treatment ⁵ (minutes)	200	180	154	137	115	140	114	153

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

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

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

April to June 2017

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

Number of triage 5 patients: 1,168

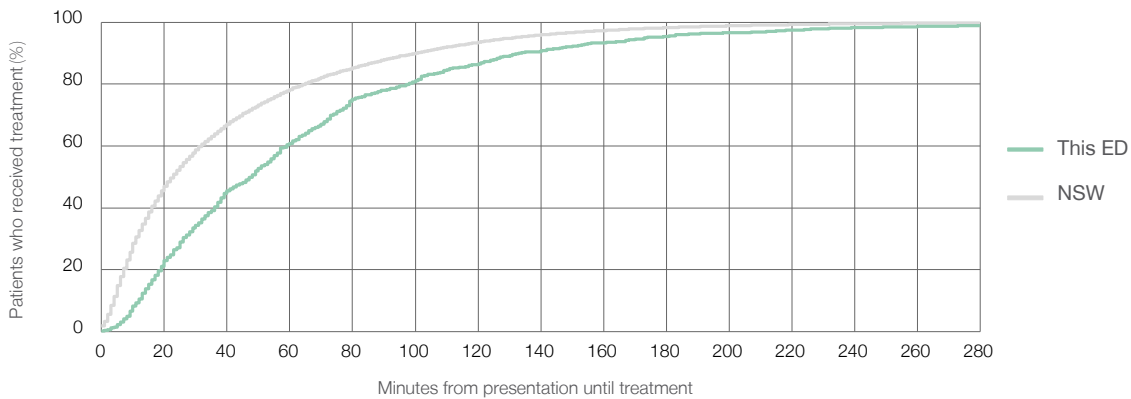
Number of triage 5 patients used to calculate waiting time:³ 1,000

Median time to start treatment⁴ 48 minutes

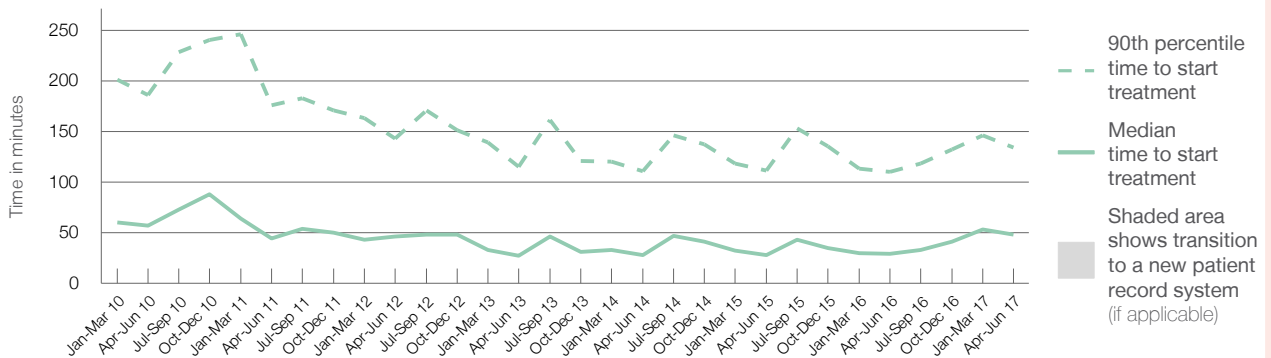
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
1,296	1,119
29 minutes	23 minutes
110 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)	57	44	46	28	28	28	29	48
90th percentile time to start treatment ⁵ (minutes)	186	176	143	115	111	111	110	134

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

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

Westmead Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 18,621 patients

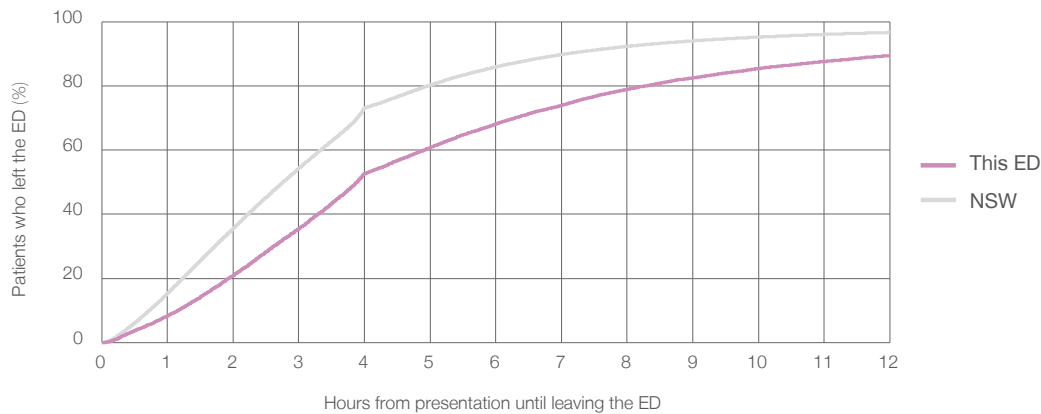
Presentations used to calculate time to leaving the ED:⁶ 18,614 patients

Median time spent in the ED⁸ 3 hours and 53 minutes

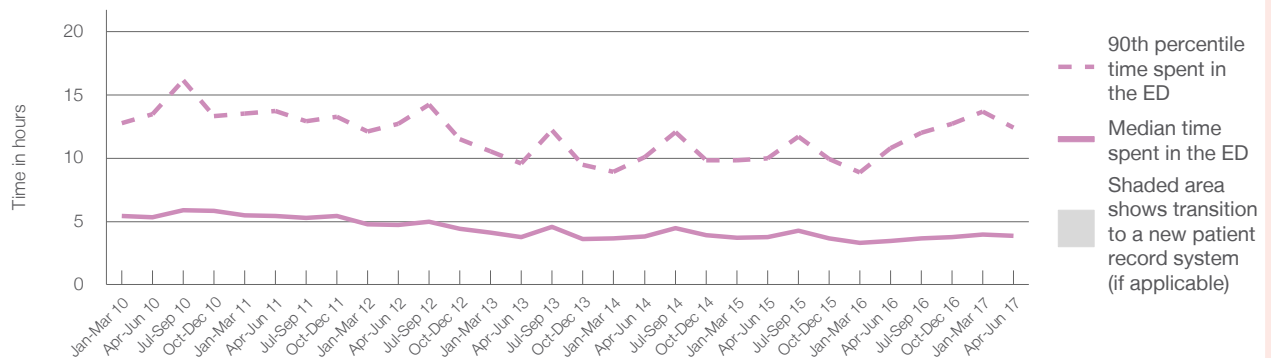
90th percentile time spent in the ED⁹ 12 hours and 26 minutes

Same period last year	NSW (this period)
18,054	18,054
3 hours and 28 minutes	2 hours and 46 minutes
10 hours and 48 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)	5h 21m	5h 25m	4h 44m	3h 46m	3h 49m	3h 47m	3h 28m	3h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 27m	13h 43m	12h 43m	9h 36m	10h 5m	9h 59m	10h 48m	12h 26m

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

Westmead Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

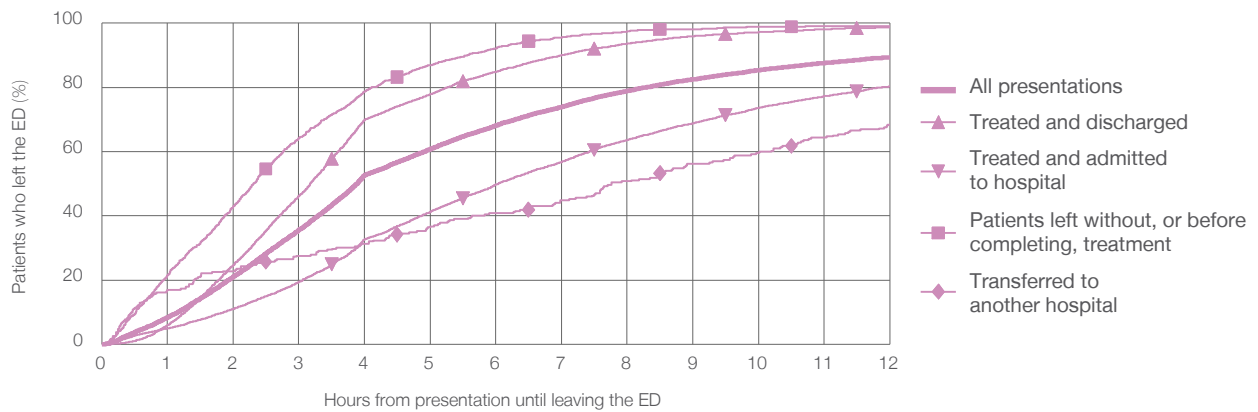
All presentations:¹ 18,621 patients

Presentations used to calculate time to leaving the ED:⁶ 18,614 patients

Treated and discharged	7,221 (38.8%)
Treated and admitted to hospital	9,036 (48.5%)
Patient left without, or before completing, treatment	1,604 (8.6%)
Transferred to another hospital	272 (1.5%)
Other	488 (2.6%)

Same period last year	Change since one year ago
18,054	3.1%
7,195	0.4%
9,250	-2.3%
988	62.3%
206	32.0%
415	17.6%

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	6.1%	24.7%	46.2%	70.0%	84.8%	93.7%	97.2%	98.7%
Treated and admitted to hospital	5.0%	11.0%	19.5%	32.6%	49.8%	63.7%	73.7%	80.3%
Patient left without, or before completing, treatment	21.5%	43.0%	64.3%	78.8%	92.2%	97.5%	98.8%	99.2%
Transferred to another hospital	16.9%	22.8%	27.6%	31.3%	40.8%	50.7%	59.6%	68.4%
All presentations	8.4%	21.0%	35.6%	52.7%	68.1%	78.9%	85.4%	89.4%

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Westmead Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

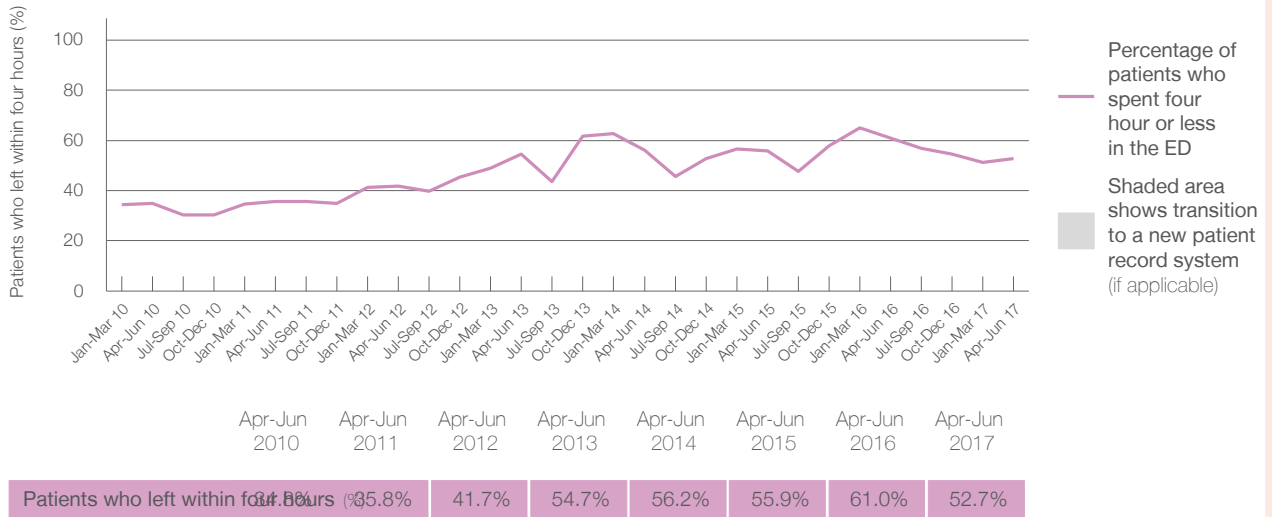
All presentations at the emergency department:¹ 18,621 patients

Presentations used to calculate time to leaving the ED:⁶ 18,614 patients

Percentage of patients who spent four hours or less in the ED 52.7%

Same period last year	Change since one year ago
18,054	3.1%
18,054	3.1%
61.0%	

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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- 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).