



Healthcare Quarterly

Performance Profiles

Emergency Department

Sydney Local Health District

July to September 2017

Canterbury Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,458 patients


Emergency presentations:² 12,427 patients

Same period last year	Change since one year ago
11,230	10.9%
11,186	11.1%



Canterbury Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,214 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,525 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  78 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,483 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,160 patients

Median time to start treatment⁴  24 minutes
90th percentile time to start treatment⁵  119 minutes

Same period last year	NSW (this period)
1,061	
8 minutes	9 minutes
17 minutes	29 minutes
4,067	
18 minutes	23 minutes
58 minutes	83 minutes
4,966	
24 minutes	30 minutes
94 minutes	121 minutes
1,050	
21 minutes	26 minutes
103 minutes	118 minutes

Canterbury Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,453 patients

Percentage of patients who spent four hours or less in the ED  73.0%

Same period last year	Change since one year ago
11,230	10.9%
79.7%	

* 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.

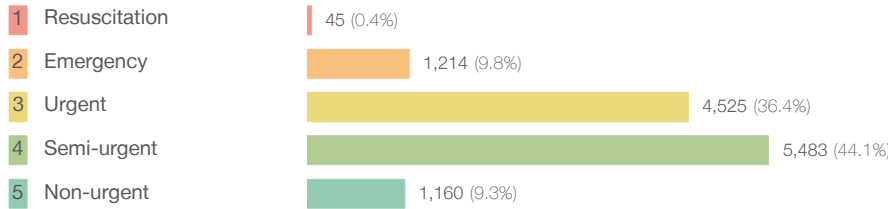
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Canterbury Hospital: Patients presenting to the emergency department July to September 2017

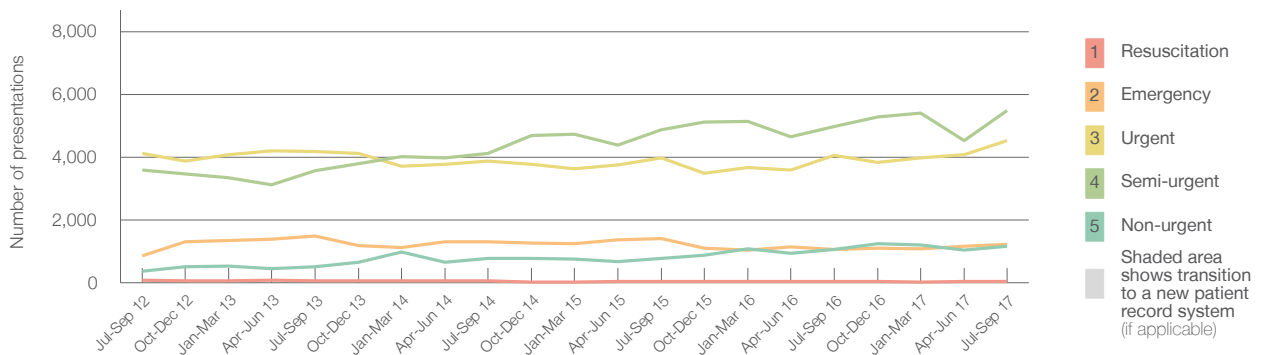
All presentations:¹ 12,458 patients

Emergency presentations² by triage category: 12,427 patients



Same period last year	Change since one year ago
11,230	10.9%
11,186	11.1%
42	7.1%
1,061	14.4%
4,067	11.3%
4,966	10.4%
1,050	10.5%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	71	57	56	45	42	45
Emergency	863	1,493	1,297	1,396	1,061	1,214
Urgent	4,112	4,185	3,865	3,979	4,067	4,525
Semi-urgent	3,593	3,559	4,127	4,875	4,966	5,483
Non-urgent	374	506	778	766	1,050	1,160
All emergency presentations	9,013	9,800	10,123	11,061	11,186	12,427

Canterbury Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,231 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,842	
11 minutes	1 minute
21 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.

Canterbury Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,214

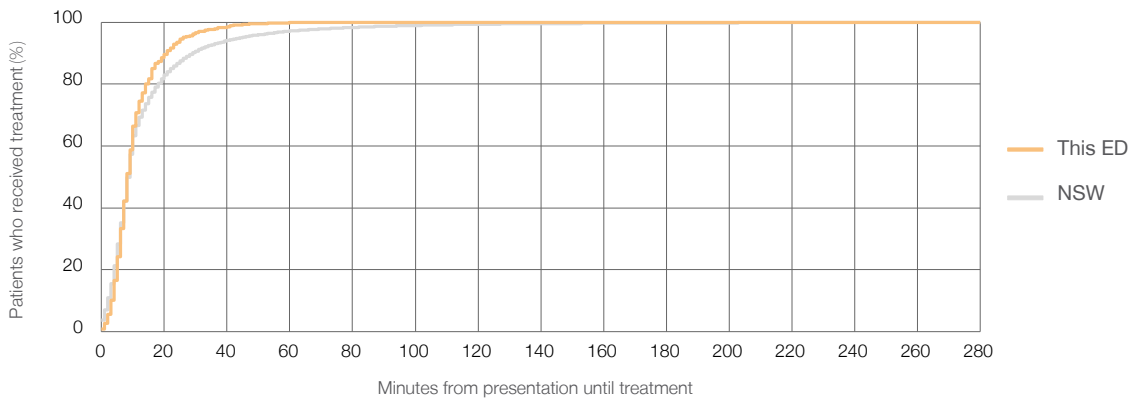
Number of triage 2 patients used to calculate waiting time:³ 1,210

Median time to start treatment⁴ 8 minutes

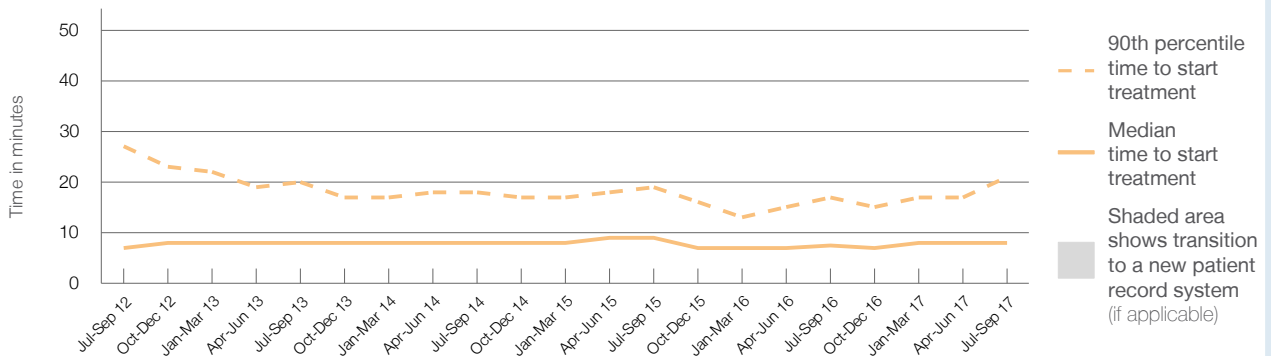
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,061	
1,060	
8 minutes	9 minutes
17 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	8	8	9	8	8
90th percentile time to start treatment ⁵ (minutes)	27	20	18	19	17	21

(†) 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.

Canterbury Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,525

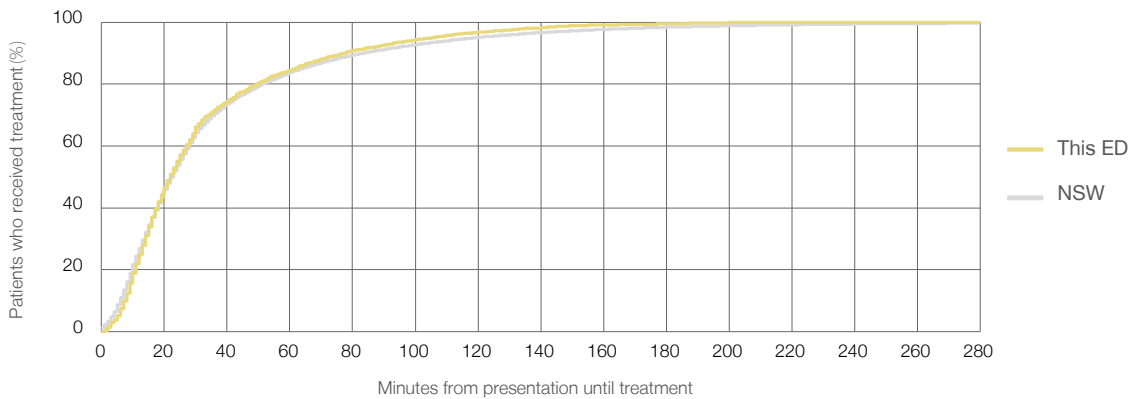
Number of triage 3 patients used to calculate waiting time:³ 4,396

Median time to start treatment⁴ 22 minutes

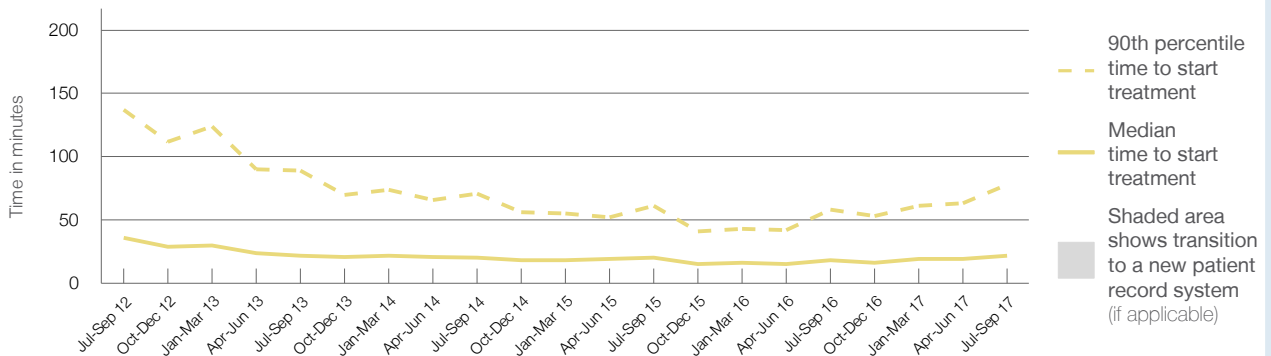
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
4,067	
4,002	
18 minutes	23 minutes
58 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	22	20	20	18	22
90th percentile time to start treatment ⁵ (minutes)	137	89	71	61	58	78

(†) 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.

Canterbury Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 5,483

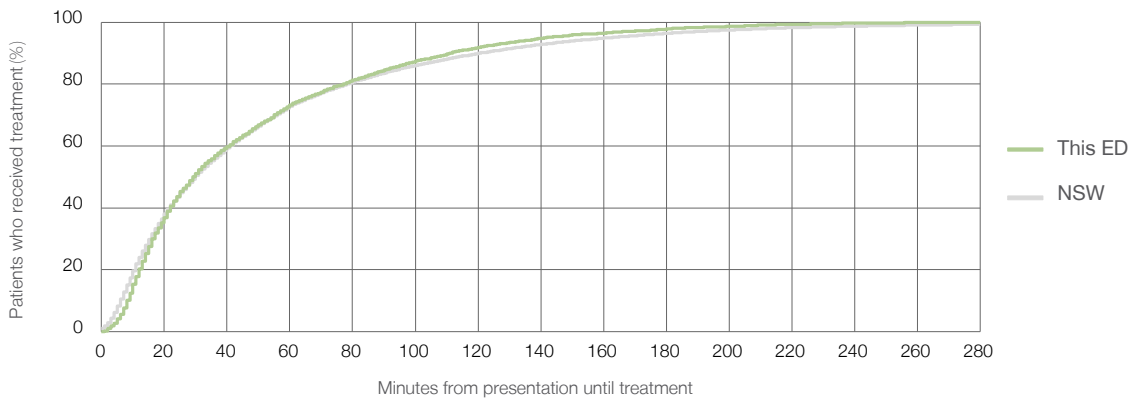
Number of triage 4 patients used to calculate waiting time:³ 4,987

Median time to start treatment⁴ 29 minutes

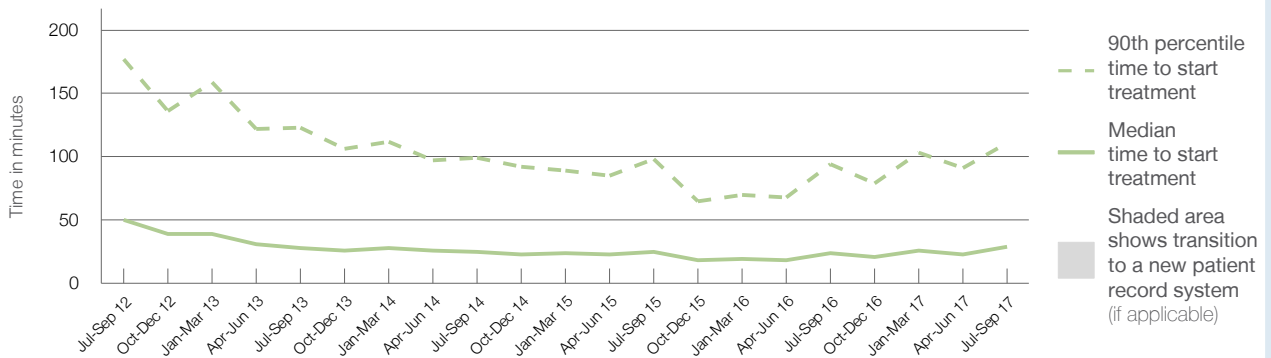
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
4,966	4,616
24 minutes	30 minutes
94 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	50	28	25	25	24	29
90th percentile time to start treatment ⁵ (minutes)	177	123	99	98	94	111

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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.

Canterbury Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,160

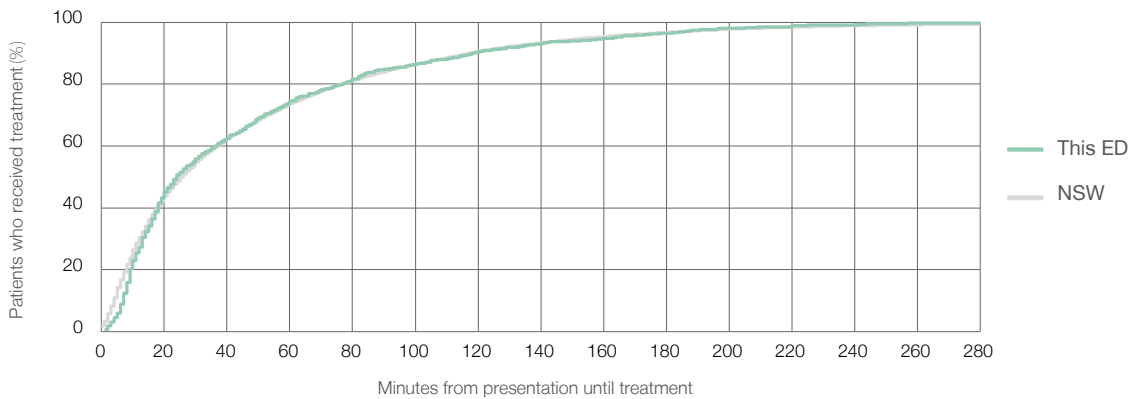
Number of triage 5 patients used to calculate waiting time:³ 906

Median time to start treatment⁴ 24 minutes

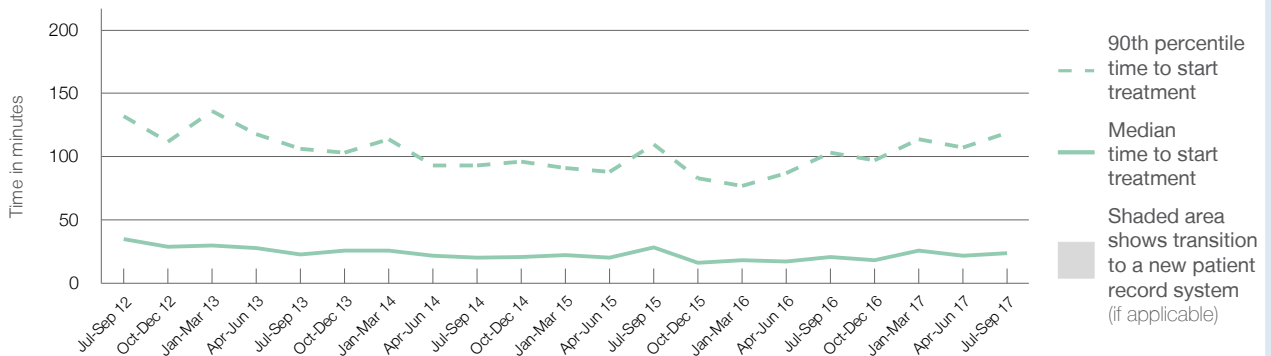
90th percentile time to start treatment⁵ 119 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,050	810
Median time to start treatment ⁴	21 minutes	26 minutes
90th percentile time to start treatment ⁵	103 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	35	23	20	29	21	24
90th percentile time to start treatment ⁵ (minutes)	132	106	93	110	103	119

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

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Canterbury Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,458 patients

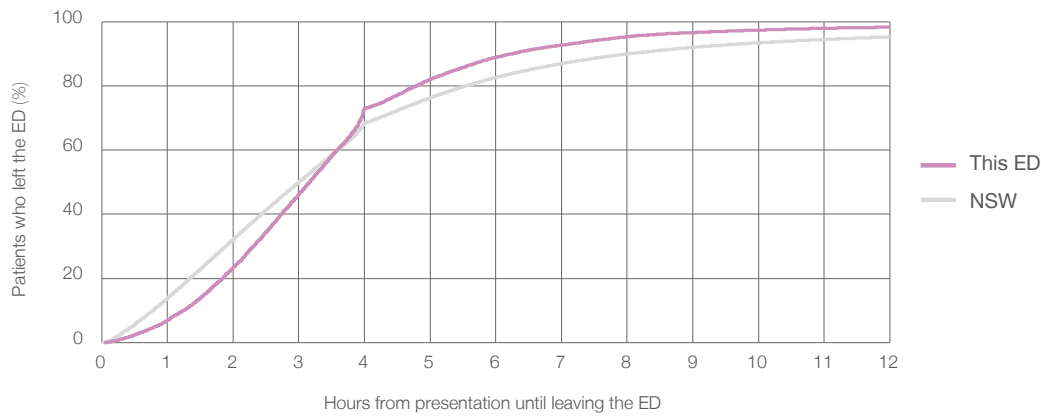
Presentations used to calculate time to leaving the ED:⁶ 12,453 patients

Median time spent in the ED⁸ 3 hours and 10 minutes

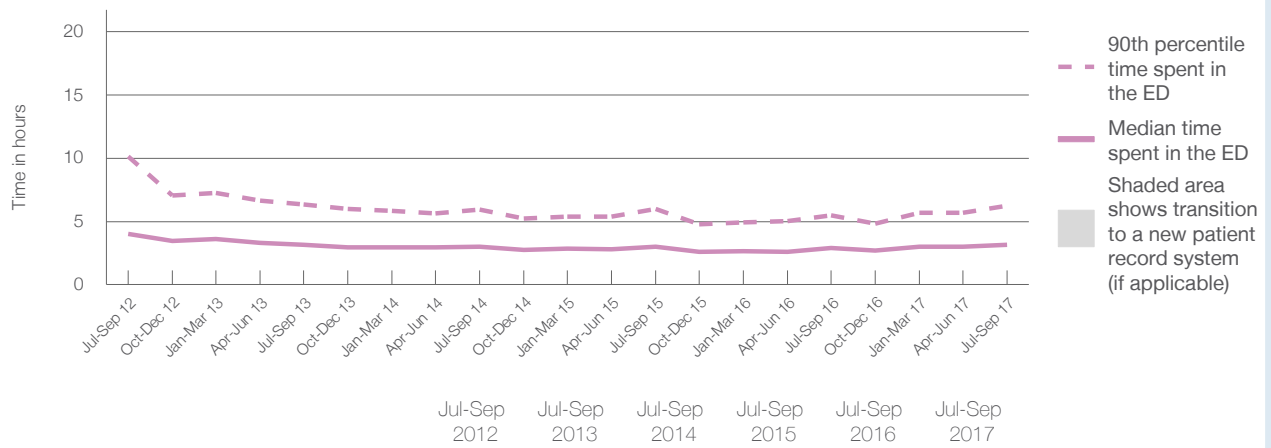
90th percentile time spent in the ED⁹ 6 hours and 15 minutes

Same period last year	NSW (this period)
11,230	11,230
2 hours and 55 minutes	3 hours and 0 minutes
5 hours and 30 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 0m	3h 9m	3h 0m	3h 0m	2h 55m	3h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 9m	6h 22m	5h 56m	5h 59m	5h 30m	6h 15m

(†) 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.

Canterbury Hospital: Time patients spent in the ED By mode of separation July to September 2017

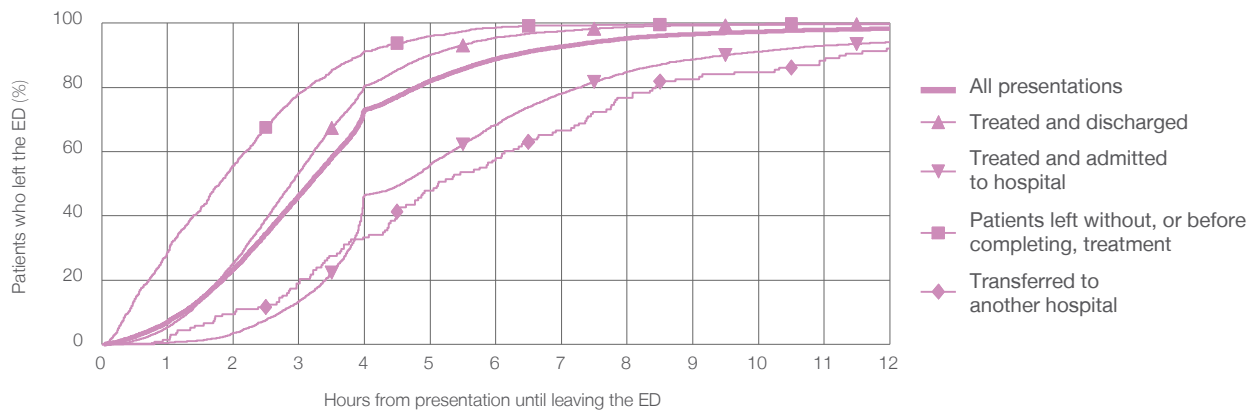
All presentations:¹ 12,458 patients

Presentations used to calculate time to leaving the ED:⁶ 12,453 patients

Treated and discharged	7,850 (63.0%)
Treated and admitted to hospital	3,014 (24.2%)
Patient left without, or before completing, treatment	1,416 (11.4%)
Transferred to another hospital	138 (1.1%)
Other	40 (0.3%)

Same period last year	Change since one year ago
11,230	10.9%
7,209	8.9%
2,912	3.5%
984	43.9%
111	24.3%
14	185.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.4%	25.4%	53.5%	80.5%	95.5%	98.8%	99.5%	99.7%
Treated and admitted to hospital	0.5%	3.5%	13.3%	46.5%	68.4%	84.9%	91.1%	94.1%
Patient left without, or before completing, treatment	28.7%	55.6%	78.1%	91.2%	98.7%	99.5%	99.8%	99.9%
Transferred to another hospital	1.4%	9.4%	18.8%	33.3%	58.0%	76.8%	84.8%	92.0%
All presentations	7.0%	23.5%	46.3%	73.0%	88.9%	95.3%	97.4%	98.3%

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

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

Canterbury Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 12,458 patients

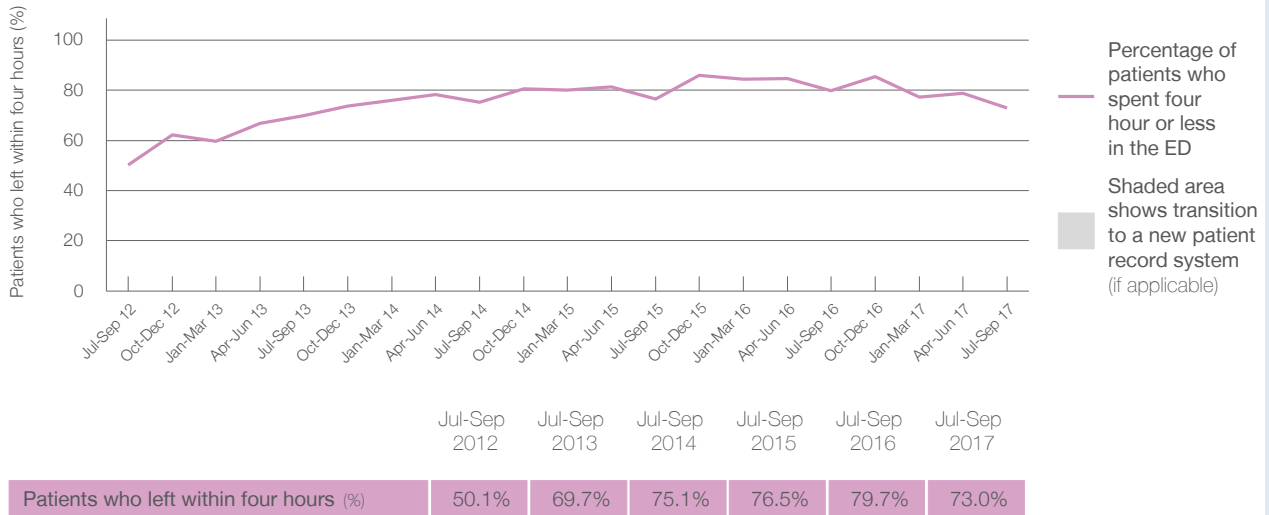
Presentations used to calculate time to leaving the ED:⁶ 12,453 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	11,230	10.9%
Presentations used to calculate time to leaving the ED: ⁶	11,230	10.9%
Percentage of patients who spent four hours or less in the ED	79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Concord Hospital: Emergency department (ED) overview July to September 2017

All presentations:¹ 10,451 patients

Emergency presentations:² 10,422 patients

Same period last year	Change since one year ago
9,602	8.8%
9,567	8.9%

Concord Hospital: Time patients waited to start treatment³ July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,222 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,757 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,994 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 84 minutes

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

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
1,082	
8 minutes	9 minutes
14 minutes	29 minutes
3,348	
21 minutes	23 minutes
57 minutes	83 minutes
4,714	
28 minutes	30 minutes
82 minutes	121 minutes
369	
23 minutes	26 minutes
83 minutes	118 minutes

Concord Hospital: Time from presentation until leaving the ED July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,451 patients

Percentage of patients who spent four hours or less in the ED 70.8%

Same period last year	Change since one year ago
9,600	8.9%
73.2%	

* 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.

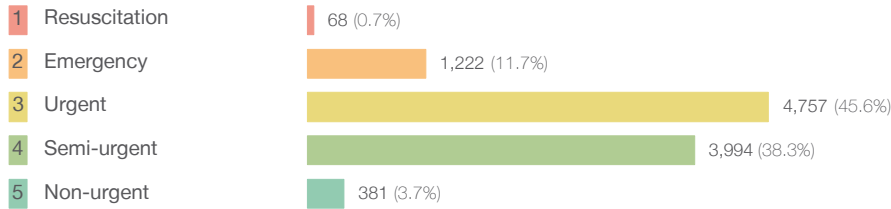
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Concord Hospital: Patients presenting to the emergency department July to September 2017

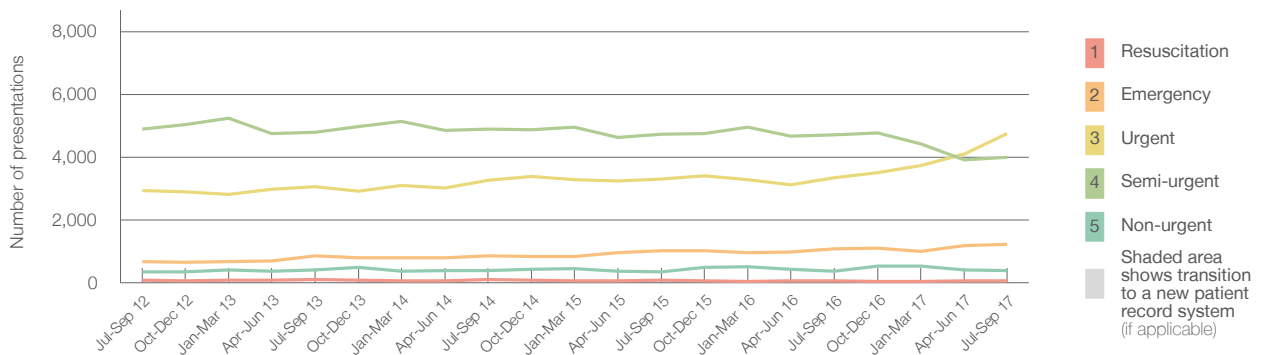
All presentations:¹ 10,451 patients

Emergency presentations² by triage category: 10,422 patients



Same period last year	Change since one year ago
9,602	8.8%
9,567	8.9%
54	25.9%
1,082	12.9%
3,348	42.1%
4,714	-15.3%
369	3.3%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	84	93	91	80	54	68
Emergency	662	859	859	1,027	1,082	1,222
Urgent	2,938	3,052	3,270	3,294	3,348	4,757
Semi-urgent	4,903	4,783	4,885	4,737	4,714	3,994
Non-urgent	343	407	376	341	369	381
All emergency presentations	8,930	9,194	9,481	9,479	9,567	10,422

Concord Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,631 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,327	
11 minutes	2 minutes
19 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.

Concord Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,222

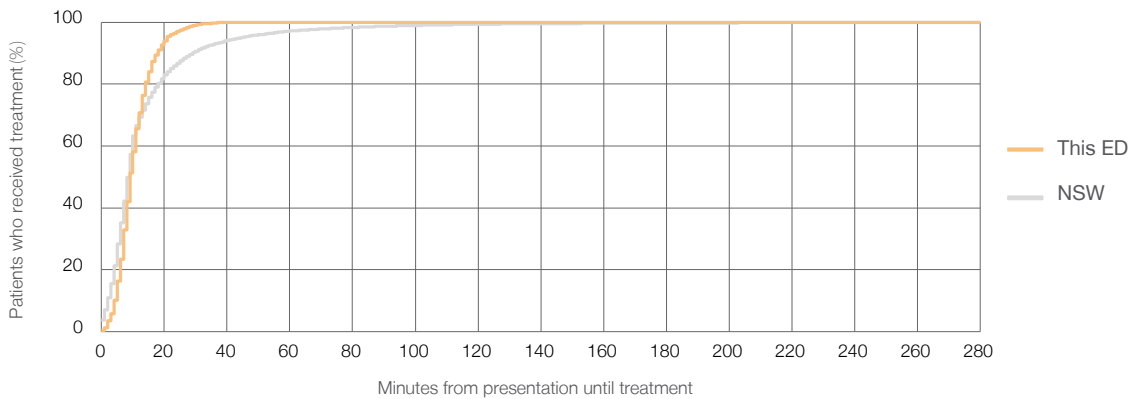
Number of triage 2 patients used to calculate waiting time:³ 1,212

Median time to start treatment⁴ 9 minutes

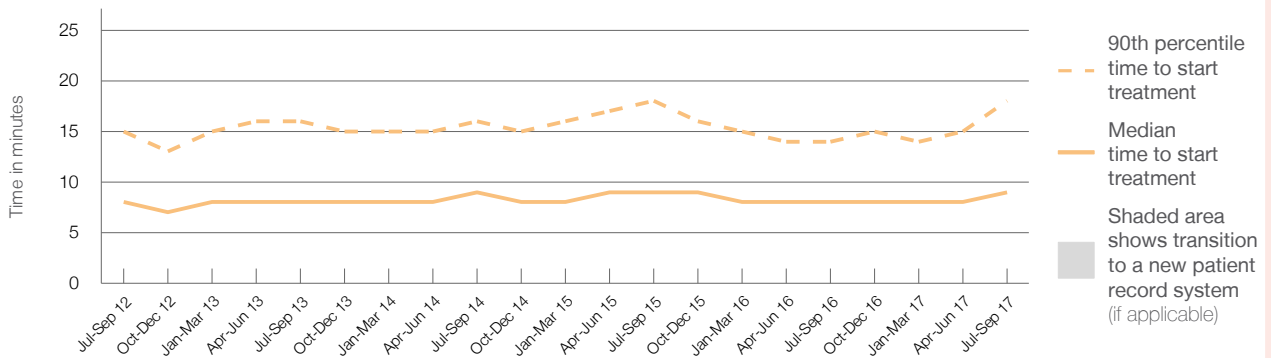
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,082	1,076
8 minutes	9 minutes
14 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	8	9	9	8	9
90th percentile time to start treatment ⁵ (minutes)	15	16	16	18	14	18

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

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

Concord Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,757

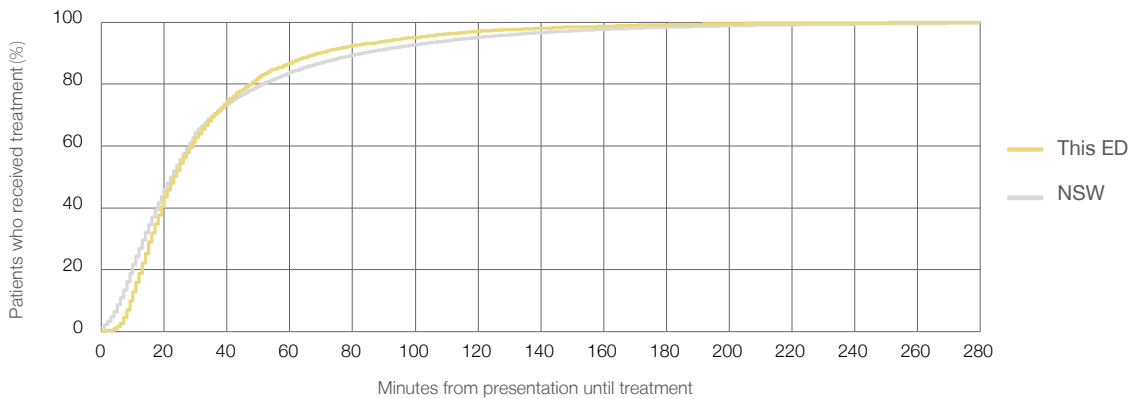
Number of triage 3 patients used to calculate waiting time:³ 4,591

Median time to start treatment⁴ 23 minutes

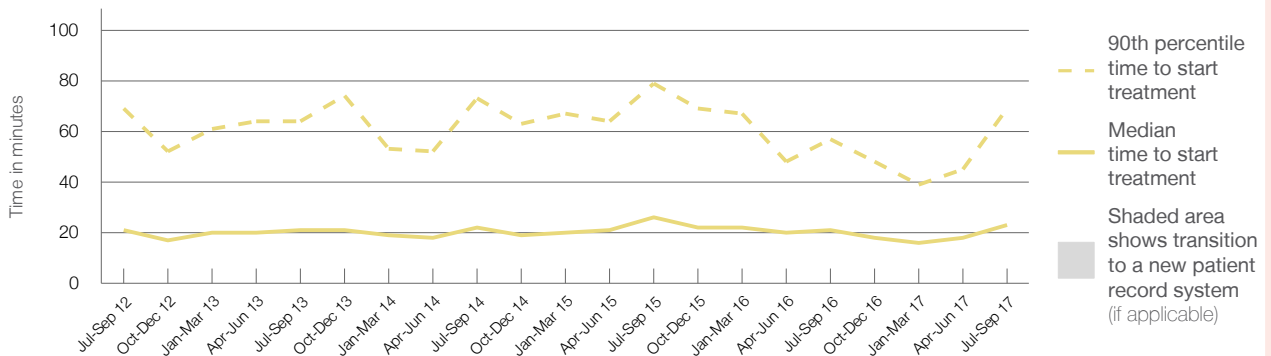
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
3,348	
3,276	
21 minutes	23 minutes
57 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	21	22	26	21	23
90th percentile time to start treatment ⁵ (minutes)	69	64	73	79	57	69

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

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

Concord Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,994

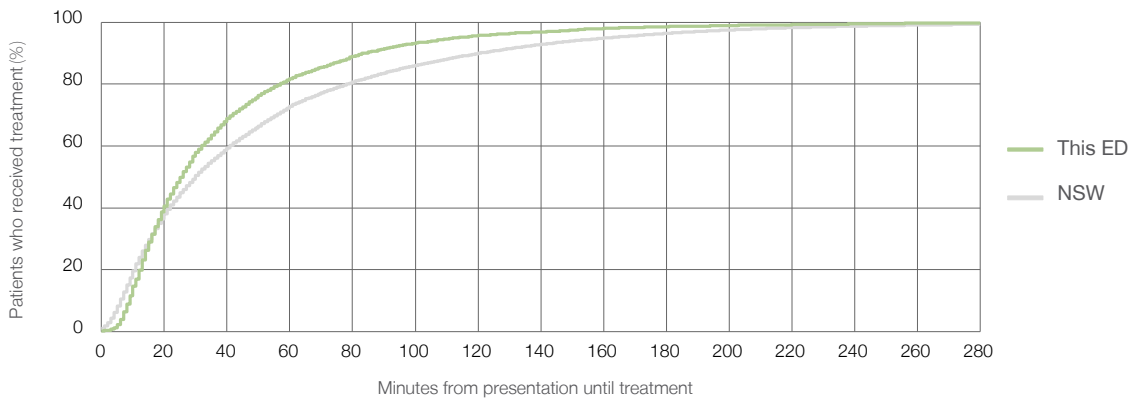
Number of triage 4 patients used to calculate waiting time:³ 3,730

Median time to start treatment⁴ 26 minutes

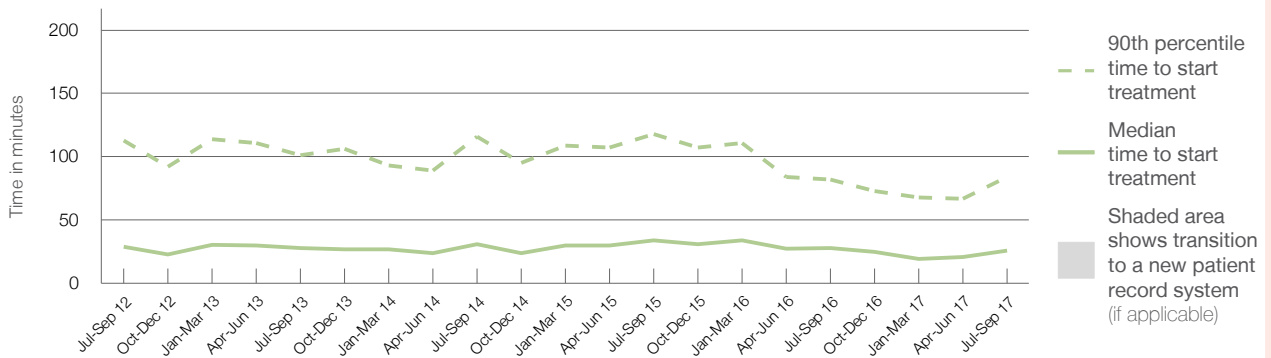
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
4,714	
4,454	
28 minutes	30 minutes
82 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	28	31	34	28	26
90th percentile time to start treatment ⁵ (minutes)	113	101	116	118	82	84

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

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

Concord Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 381

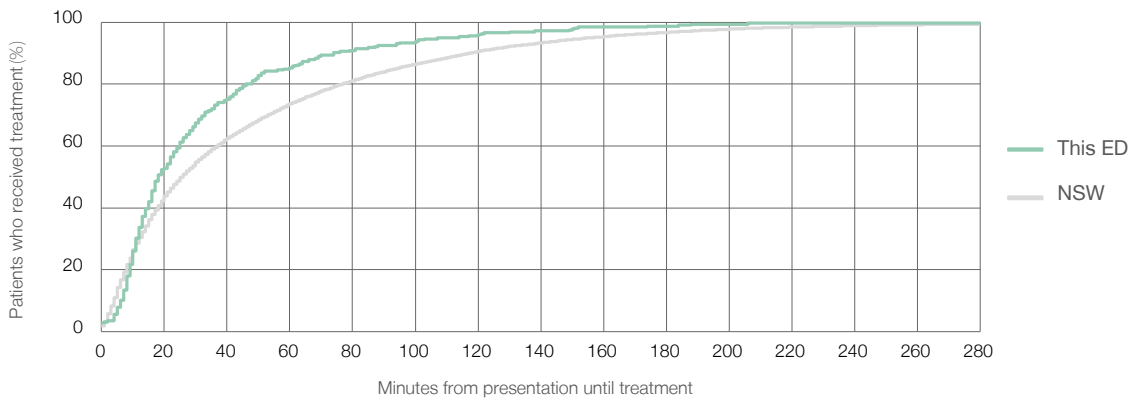
Number of triage 5 patients used to calculate waiting time:³ 317

Median time to start treatment⁴ 18 minutes

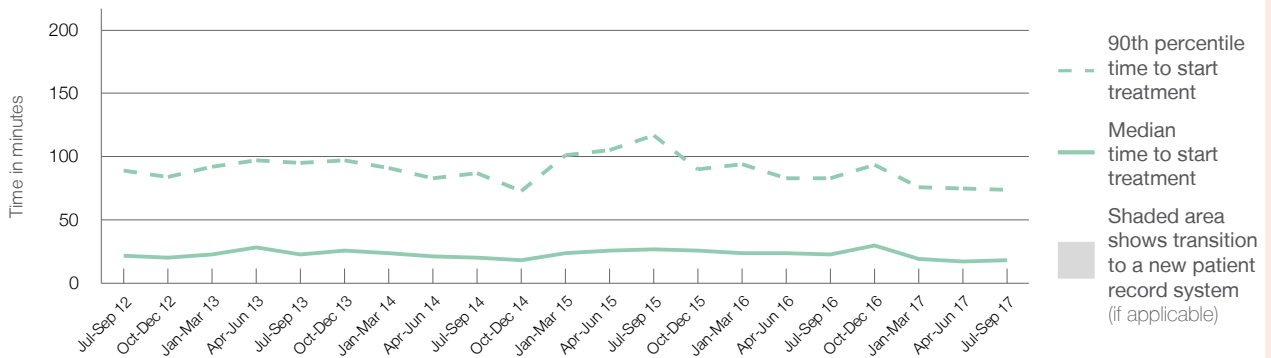
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
369	307
23 minutes	26 minutes
83 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	23	20	27	23	18
90th percentile time to start treatment ⁵ (minutes)	89	95	87	117	83	74

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

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

Concord Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 10,451 patients

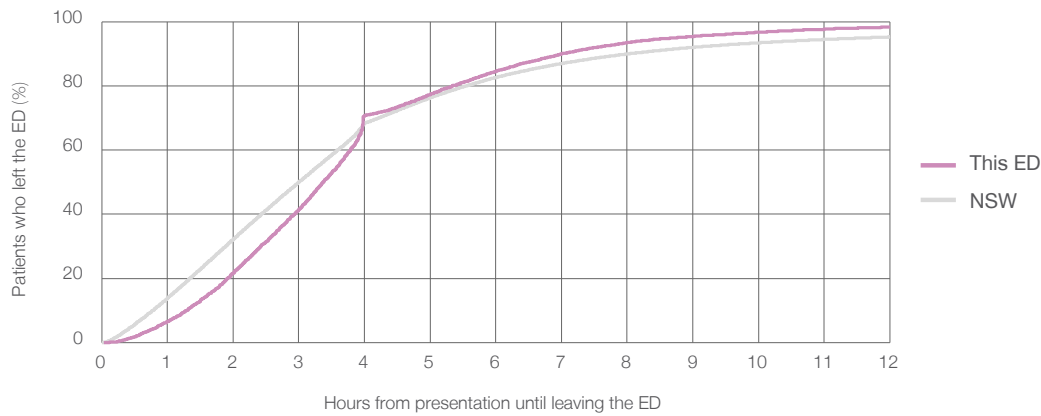
Presentations used to calculate time to leaving the ED:⁶ 10,451 patients

Median time spent in the ED⁸ 3 hours and 23 minutes

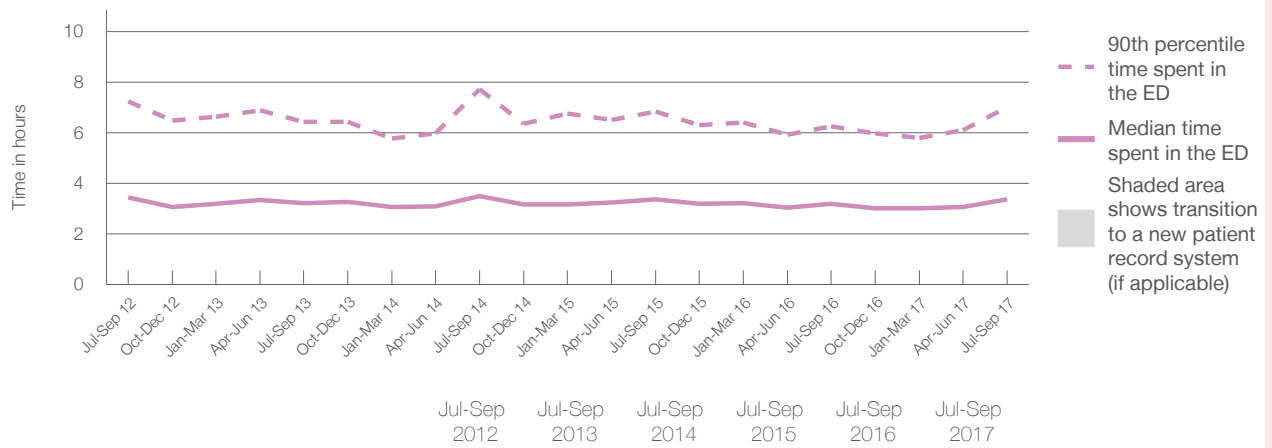
90th percentile time spent in the ED⁹ 7 hours and 1 minutes

Same period last year	NSW (this period)
9,602	
9,600	
3 hours and 12 minutes	3 hours and 0 minutes
6 hours and 15 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m	3h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 14m	6h 26m	7h 43m	6h 51m	6h 15m	7h 1m

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

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

Concord Hospital: Time patients spent in the ED By mode of separation July to September 2017

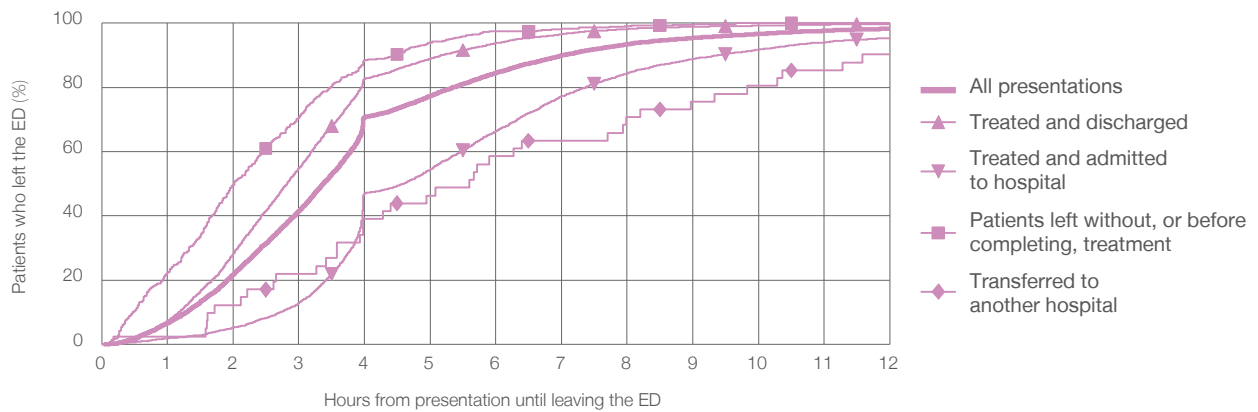
All presentations:¹ 10,451 patients

Presentations used to calculate time to leaving the ED:⁶ 10,451 patients

Treated and discharged	6,270 (60.0%)
Treated and admitted to hospital	3,556 (34.0%)
Patient left without, or before completing, treatment	467 (4.5%)
Transferred to another hospital	41 (0.4%)
Other	117 (1.1%)

Same period last year	Change since one year ago
9,600	8.9%
5,825	7.6%
3,327	6.9%
301	55.1%
18	127.8%
131	-10.7%

Percentage of patients who left the ED by time and mode of separation, July to September 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	7.2%	28.2%	54.9%	82.7%	93.8%	98.2%	99.3%	99.8%
Treated and admitted to hospital	1.9%	5.1%	12.9%	47.1%	66.4%	84.4%	91.8%	95.4%
Patient left without, or before completing, treatment	22.3%	49.7%	70.7%	88.4%	97.4%	99.1%	100%	100%
Transferred to another hospital	2.4%	12.2%	22.0%	39.0%	58.5%	70.7%	80.5%	90.2%
All presentations	6.6%	21.8%	41.6%	70.8%	84.6%	93.4%	96.7%	98.3%

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

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

Concord Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 10,451 patients

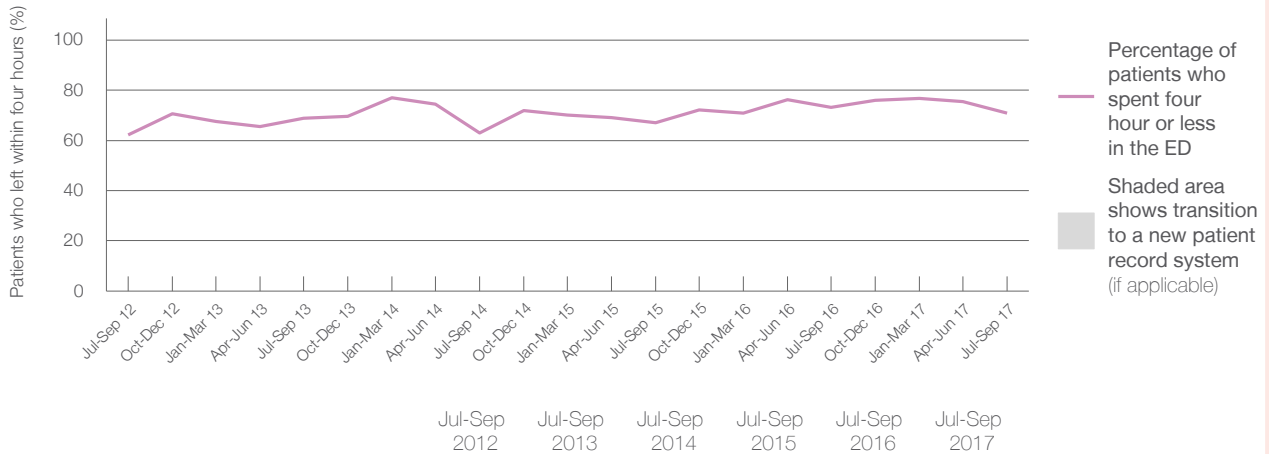
Presentations used to calculate time to leaving the ED:⁶ 10,451 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 10,451 patients	9,602	8.8%
Presentations used to calculate time to leaving the ED: ⁶ 10,451 patients	9,600	8.9%
Percentage of patients who spent four hours or less in the ED	73.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	62.1%	68.8%	62.9%	67.0%	73.2%	70.8%

* 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Royal Prince Alfred Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 19,682 patients

Emergency presentations:² 19,160 patients

Same period last year	Change since one year ago
18,420	6.9%
17,894	7.1%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,243 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,367 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 94 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,927 patients

Median time to start treatment⁴ 36 minutes

90th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 474 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
2,744	
11 minutes	9 minutes
24 minutes	29 minutes
9,524	
24 minutes	23 minutes
72 minutes	83 minutes
5,009	
32 minutes	30 minutes
109 minutes	121 minutes
490	
31 minutes	26 minutes
116 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 19,680 patients

Percentage of patients who spent four hours or less in the ED 60.8%

Same period last year	Change since one year ago
18,420	6.8%
65.2%	

* 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.

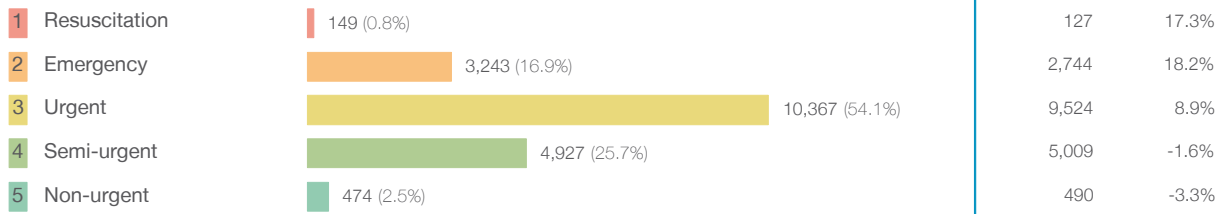
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

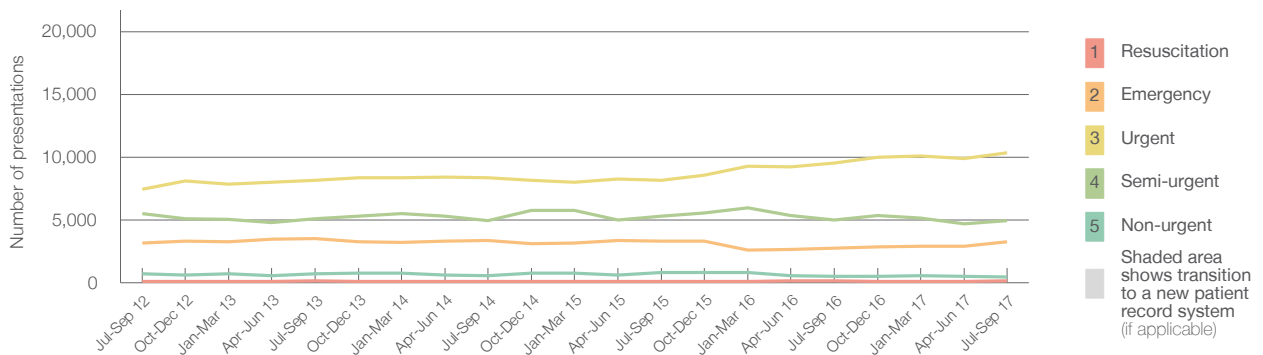
Royal Prince Alfred Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 19,682 patients

Emergency presentations² by triage category: 19,160 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	118	132	119	102	127	149
Emergency	3,172	3,519	3,338	3,301	2,744	3,243
Urgent	7,455	8,129	8,342	8,167	9,524	10,367
Semi-urgent	5,516	5,100	4,957	5,280	5,009	4,927
Non-urgent	713	687	532	820	490	474
All emergency presentations	16,974	17,567	17,288	17,670	17,894	19,160

Royal Prince Alfred Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,320 patients

ED Transfer of care time



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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 3,243

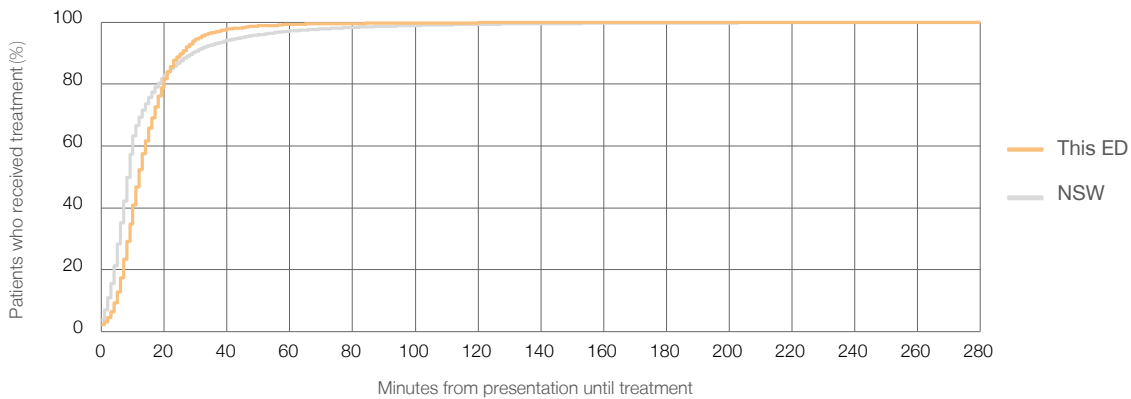
Number of triage 2 patients used to calculate waiting time:³ 3,233

Median time to start treatment⁴ 12 minutes

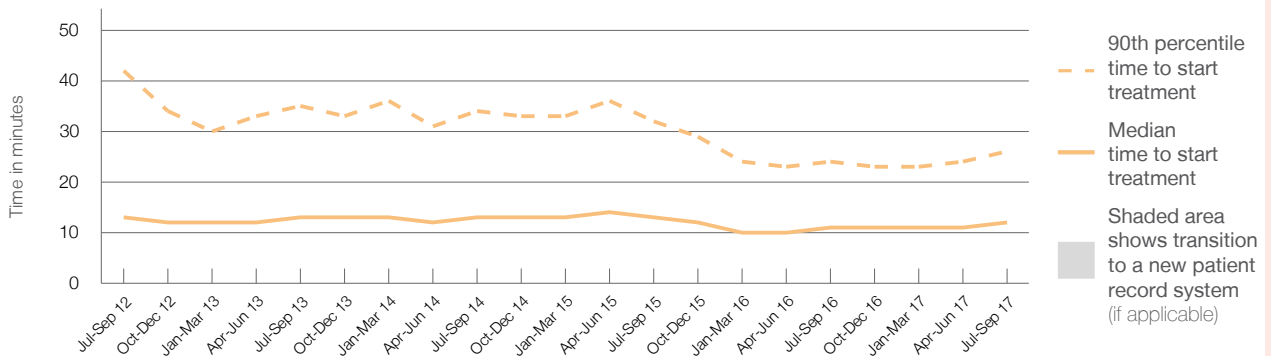
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,744	
2,737	
11 minutes	9 minutes
24 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	13	13	13	13	11	12
90th percentile time to start treatment ⁵ (minutes)	42	35	34	32	24	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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 10,367

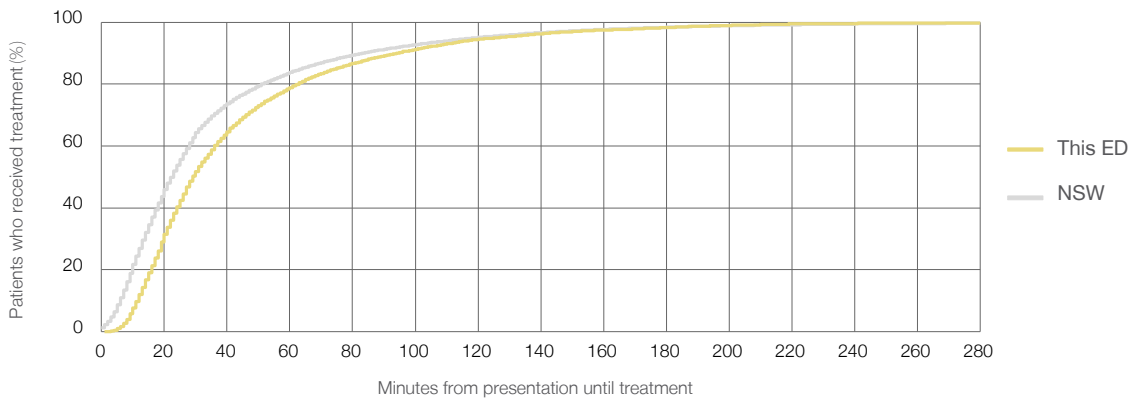
Number of triage 3 patients used to calculate waiting time:³ 10,138

Median time to start treatment⁴ 29 minutes

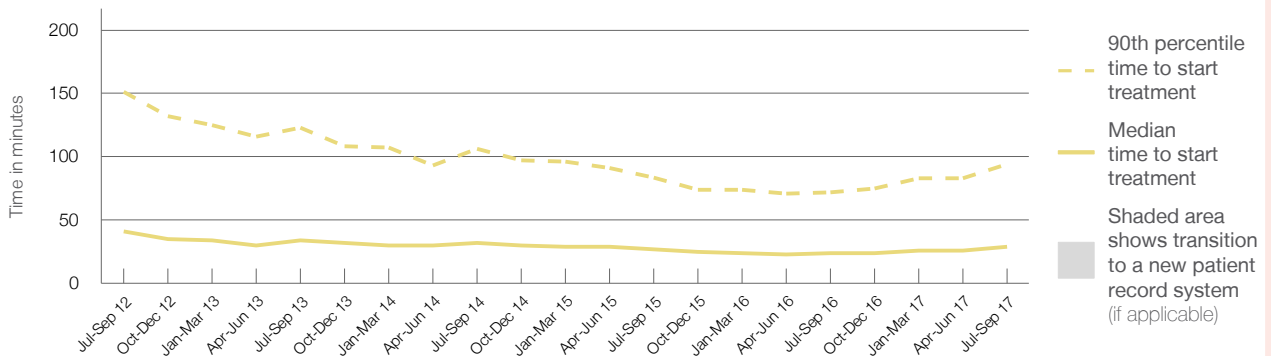
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
9,524	9,365
24 minutes	23 minutes
72 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	41	34	32	27	24	29
90th percentile time to start treatment ⁵ (minutes)	151	123	106	84	72	94

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,927

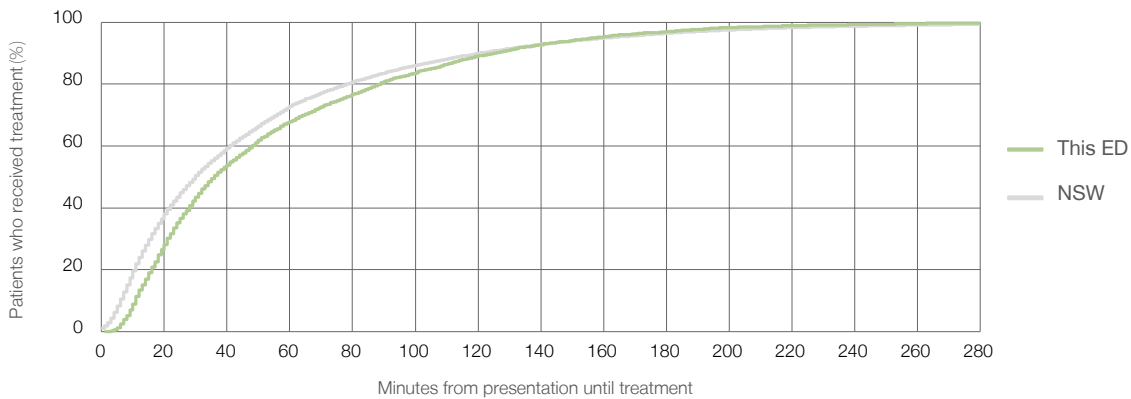
Number of triage 4 patients used to calculate waiting time:³ 4,652

Median time to start treatment⁴ 36 minutes

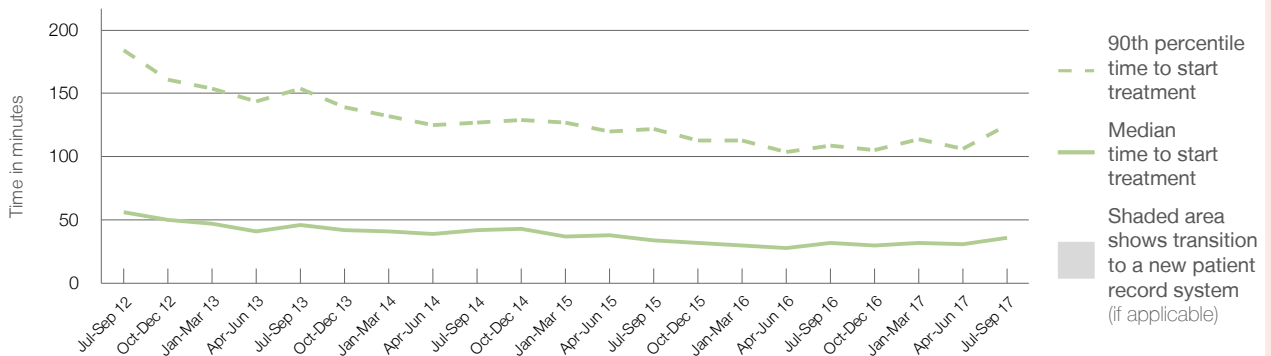
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
5,009	4,755
32 minutes	30 minutes
109 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	56	46	42	34	32	36
90th percentile time to start treatment ⁵ (minutes)	184	154	127	122	109	125

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 474

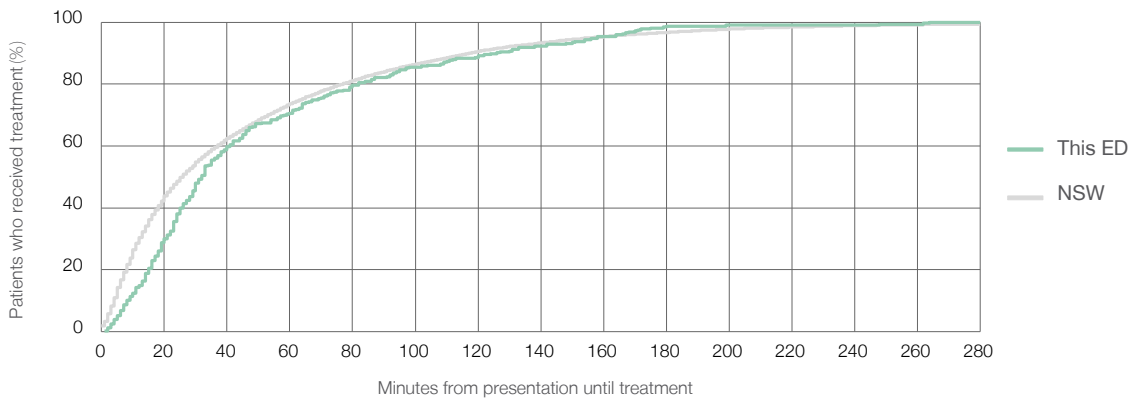
Number of triage 5 patients used to calculate waiting time:³ 323

Median time to start treatment⁴ 32 minutes

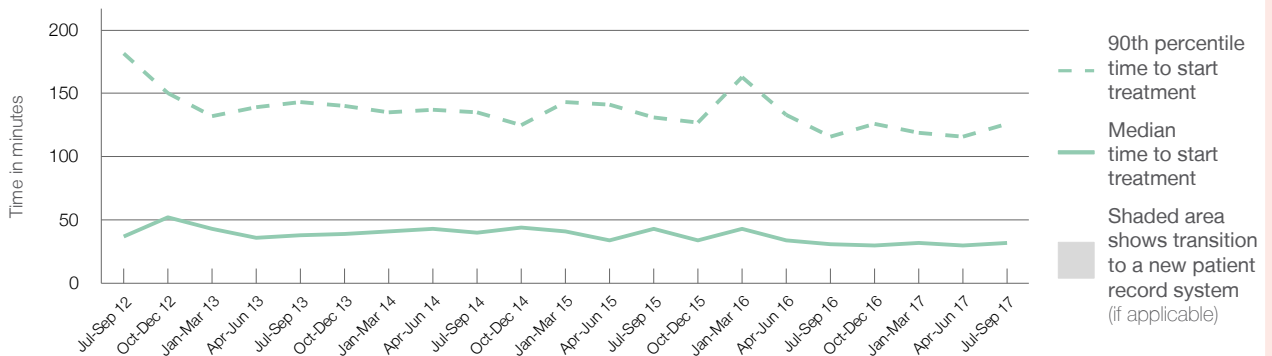
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
490	341
31 minutes	26 minutes
116 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	38	40	43	31	32
90th percentile time to start treatment ⁵ (minutes)	182	143	135	131	116	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.

Royal Prince Alfred Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 19,682 patients

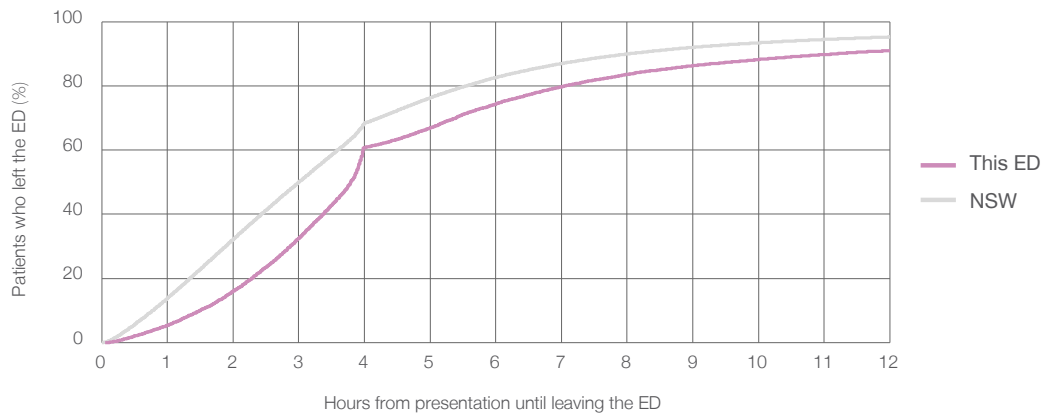
Presentations used to calculate time to leaving the ED:⁶ 19,680 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

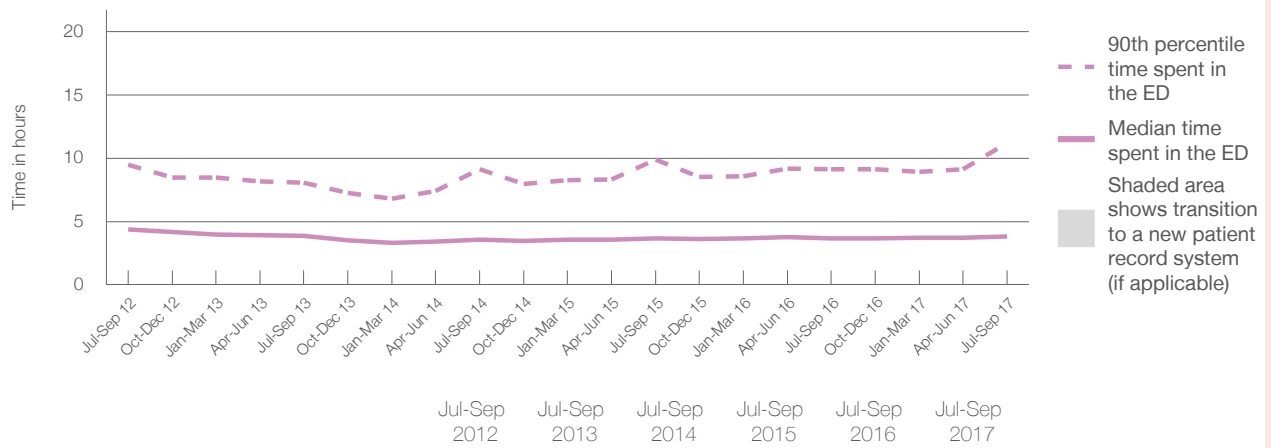
90th percentile time spent in the ED⁹ 11 hours and 12 minutes

Same period last year	NSW (this period)
18,420	18,420
3 hours and 41 minutes	3 hours and 0 minutes
9 hours and 6 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 23m	3h 51m	3h 35m	3h 39m	3h 41m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 30m	8h 3m	9h 6m	9h 52m	9h 6m	11h 12m

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

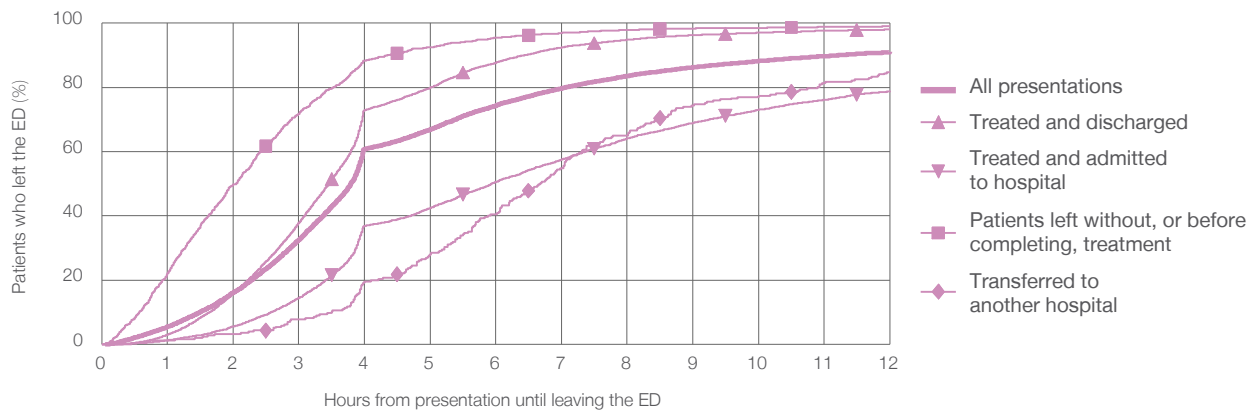
All presentations:¹ 19,682 patients

Presentations used to calculate time to leaving the ED:⁶ 19,680 patients

Treated and discharged	10,518 (53.4%)
Treated and admitted to hospital	7,163 (36.4%)
Patient left without, or before completing, treatment	1,282 (6.5%)
Transferred to another hospital	257 (1.3%)
Other	462 (2.3%)

	Same period last year	Change since one year ago
	18,420	6.8%
	9,413	11.7%
	7,218	-0.8%
	1,116	14.9%
	255	0.8%
	418	10.5%

Percentage of patients who left the ED by time and mode of separation, July to September 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	3.0%	15.9%	37.8%	73.0%	87.7%	94.8%	97.1%	98.0%
Treated and admitted to hospital	1.2%	5.5%	14.4%	36.9%	50.6%	64.1%	73.1%	79.0%
Patient left without, or before completing, treatment	22.2%	49.8%	71.8%	88.4%	95.5%	97.9%	98.6%	99.1%
Transferred to another hospital	1.2%	3.1%	7.8%	19.5%	40.5%	65.0%	77.4%	84.8%
All presentations	5.5%	16.1%	32.6%	60.8%	74.4%	83.6%	88.2%	91.0%

(†) 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.

Royal Prince Alfred Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 19,682 patients

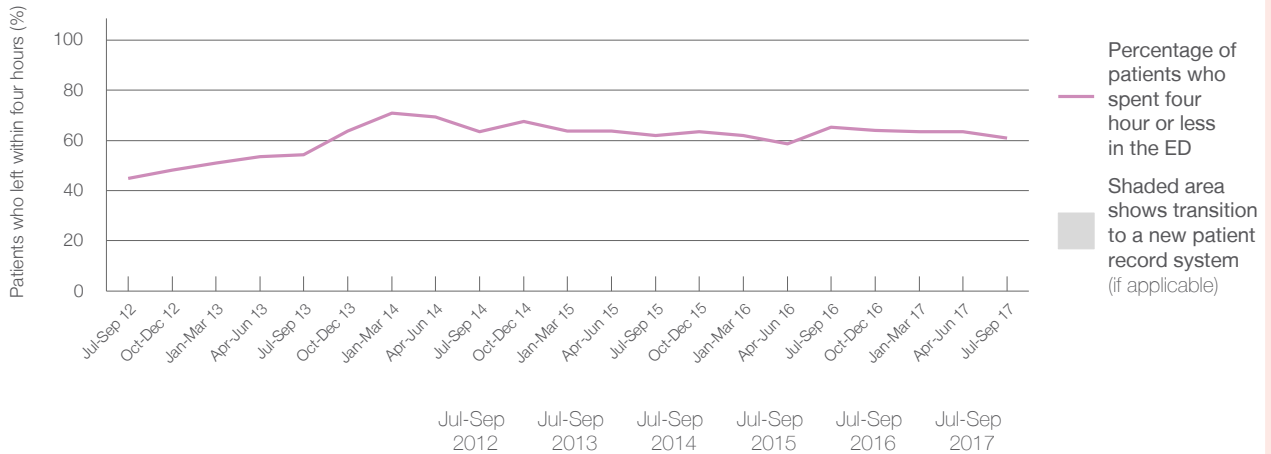
Presentations used to calculate time to leaving the ED:⁶ 19,680 patients

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	18,420	6.9%
Presentations used to calculate time to leaving the ED	18,420	6.8%
Percentage of patients who spent four hours or less in the ED	65.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	44.9%	54.2%	63.6%	61.9%	65.2%	60.8%

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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).