

Healthcare Quarterly

# Emergency department

South Western Sydney Local Health District  
Performance Profiles

July to September 2018

## Bankstown-Lidcombe Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 13,645 patients

Emergency presentations:<sup>2</sup> 13,534 patients

Same period last year	Change since one year ago
14,570	-6%
14,488	-7%

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,617 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,809 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 82 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,518 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 471 patients

Median time to start treatment<sup>4</sup> 36 minutes  
 90th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
2,585	
13 minutes	8 minutes
43 minutes	28 minutes
6,474	
32 minutes	21 minutes
129 minutes	72 minutes
4,762	
39 minutes	26 minutes
152 minutes	105 minutes
556	
31 minutes	22 minutes
147 minutes	103 minutes

## Bankstown-Lidcombe Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,645 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
14,570	-6%
59%	

\* 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, January to March 2018*.
- 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.

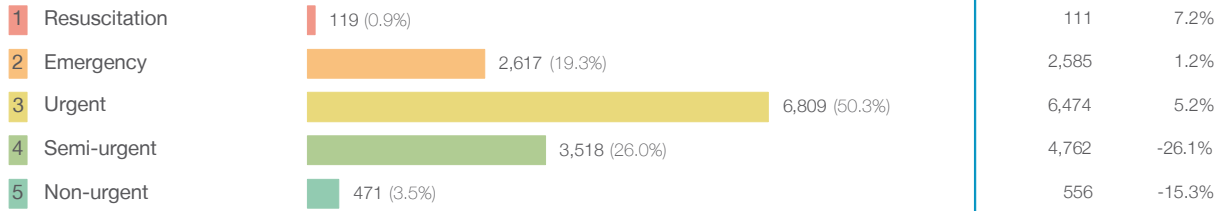
**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

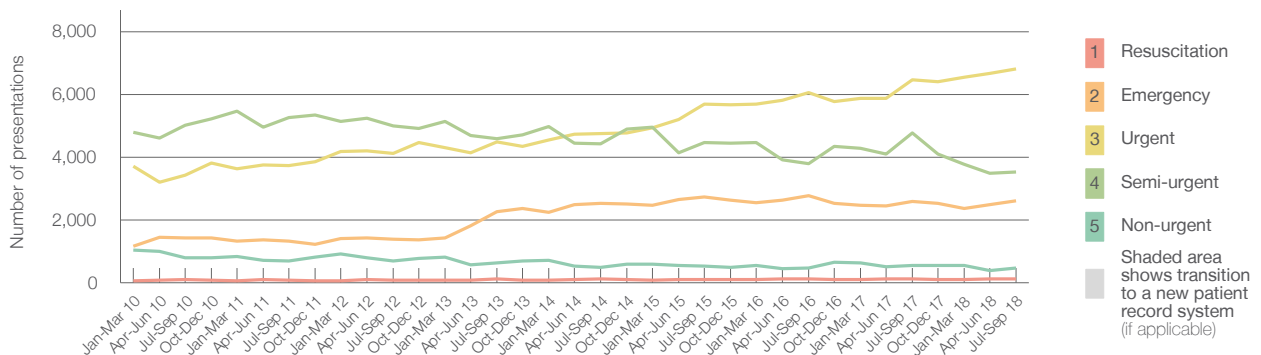
July to September 2018

All presentations:<sup>1</sup> 13,645 patients

Emergency presentations<sup>2</sup> by triage category: 13,534 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	93	81	82	112	110	103	118	111	119
Emergency	1,423	1,325	1,392	2,262	2,535	2,723	2,782	2,585	2,617
Urgent	3,419	3,741	4,125	4,478	4,747	5,680	6,054	6,474	6,809
Semi-urgent	5,013	5,266	5,006	4,589	4,428	4,457	3,799	4,762	3,518
Non-urgent	797	689	695	634	478	518	474	556	471
All emergency presentations	10,745	11,102	11,300	12,075	12,298	13,481	13,227	14,488	13,534

## Bankstown-Lidcombe Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,142 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.

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 2,617

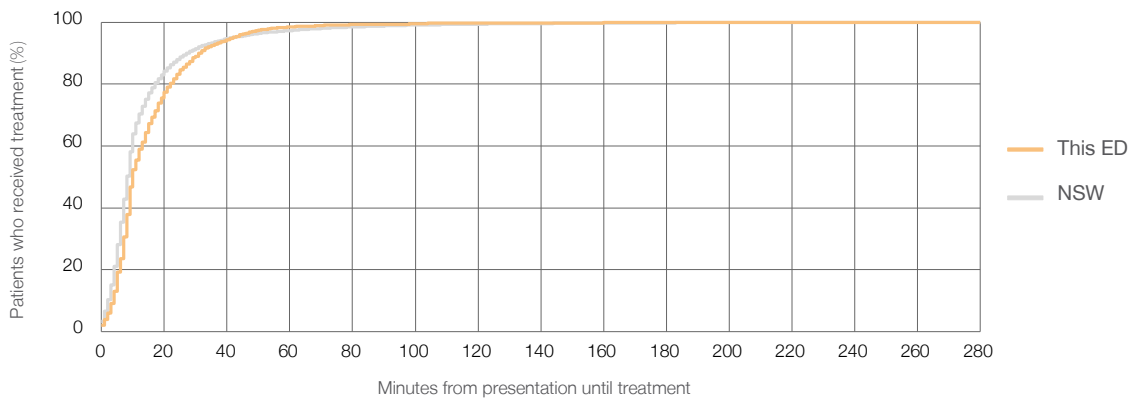
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,615

Median time to start treatment<sup>4</sup>  10 minutes

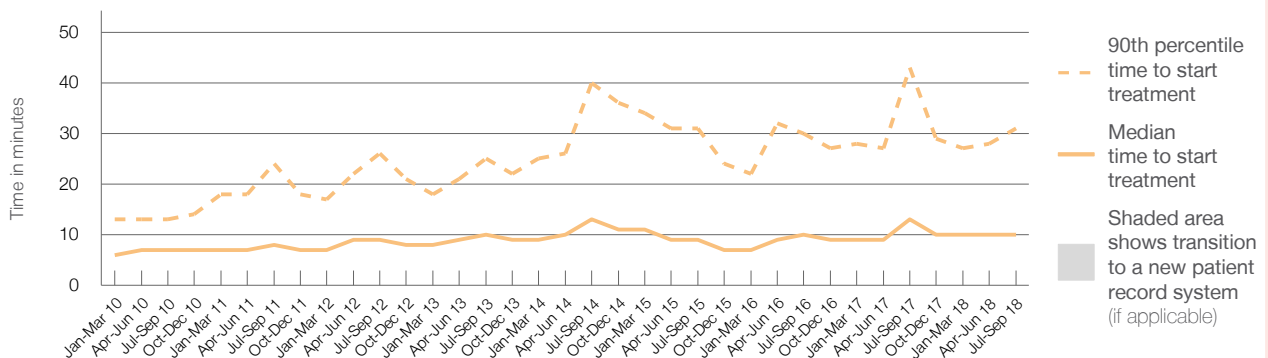
90th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
2,585	
2,576	
13 minutes	8 minutes
43 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	7	8	9	10	13	9	10	13	10
90th percentile time to start treatment <sup>5</sup> (minutes)	13	24	26	25	40	31	30	43	31

(†) 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.

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 6,809

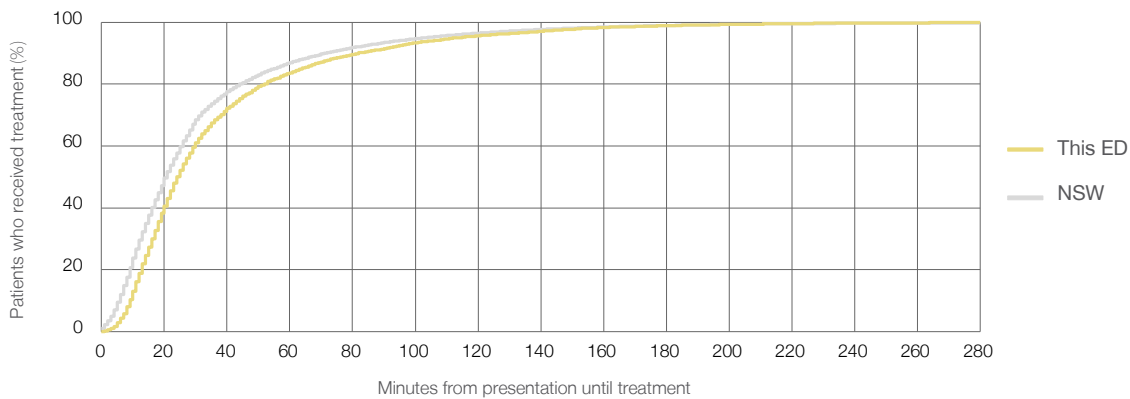
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,710

Median time to start treatment<sup>4</sup>  24 minutes

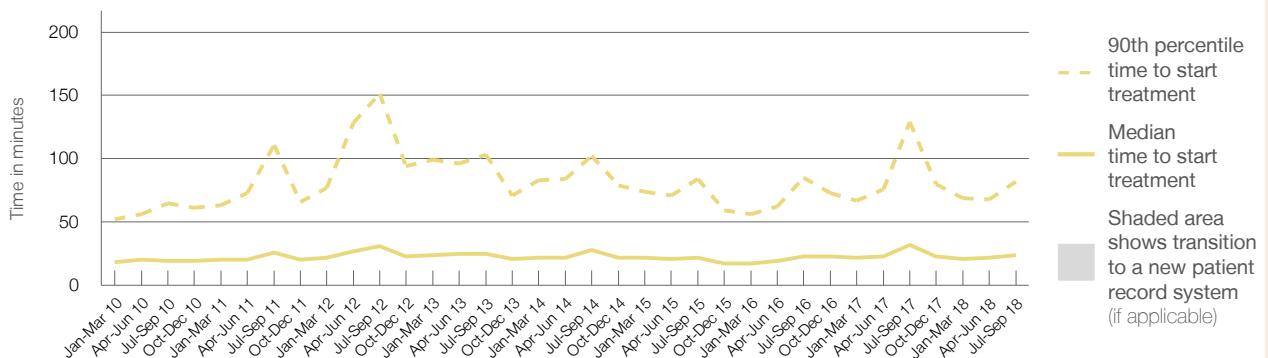
90th percentile time to start treatment<sup>5</sup>  82 minutes

Same period last year	NSW (this period)
6,474	
6,278	
32 minutes	21 minutes
129 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	19	26	31	25	28	22	23	32	24
90th percentile time to start treatment <sup>5</sup> (minutes)	65	111	151	103	102	84	85	129	82

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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.

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,518

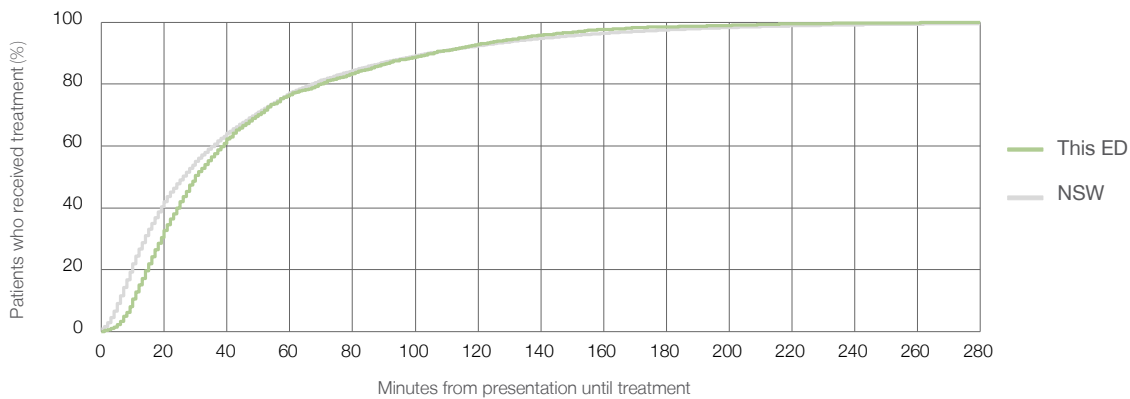
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,408

Median time to start treatment<sup>4</sup>  30 minutes

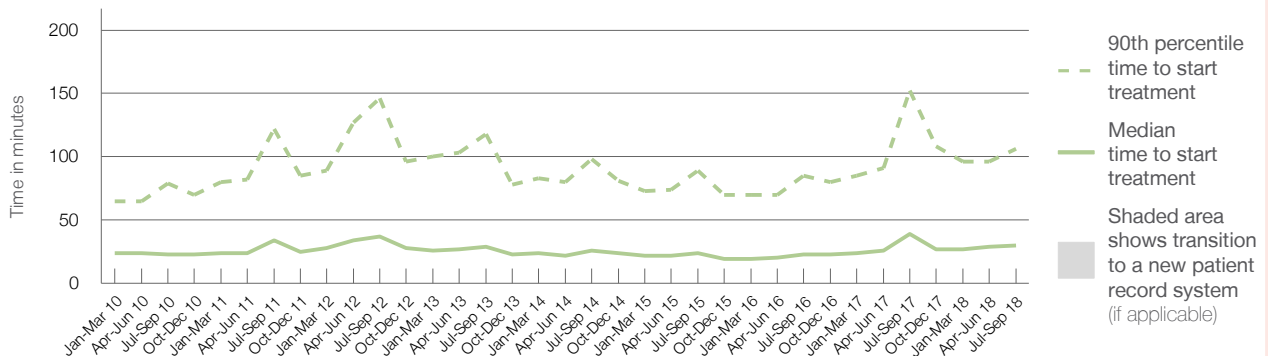
90th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
4,762	4,479
39 minutes	26 minutes
152 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	23	34	37	29	26	24	23	39	30
90th percentile time to start treatment <sup>5</sup> (minutes)	79	122	146	118	98	89	85	152	106

(†) 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.

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 5

July to September 2018

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

Number of triage 5 patients: 471

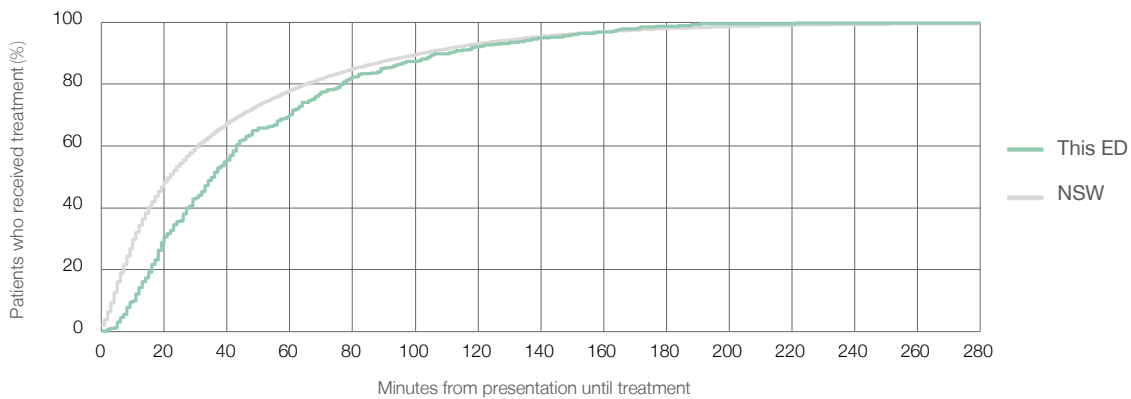
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 379

Median time to start treatment<sup>4</sup> 36 minutes

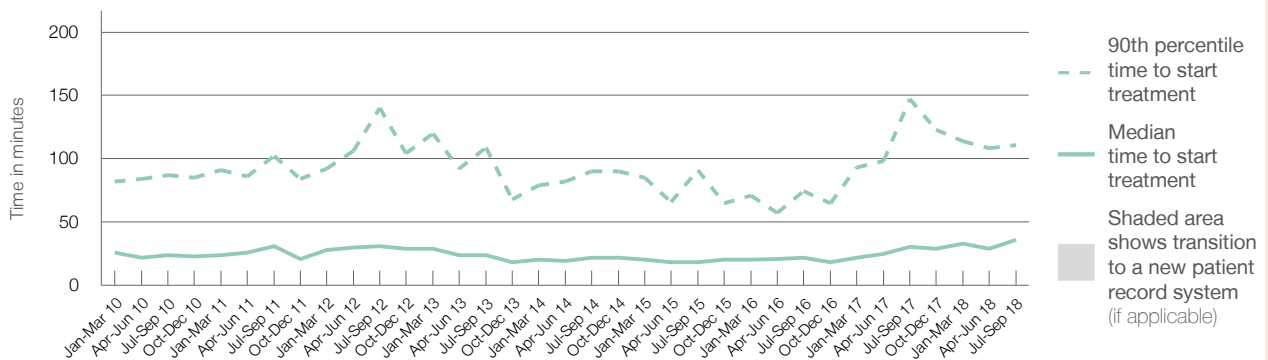
90th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
556	376
31 minutes	22 minutes
147 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	24	31	31	24	22	18	22	31	36
90th percentile time to start treatment <sup>5</sup> (minutes)	87	102	140	109	90	91	75	147	111

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## Bankstown-Lidcombe Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 13,645 patients

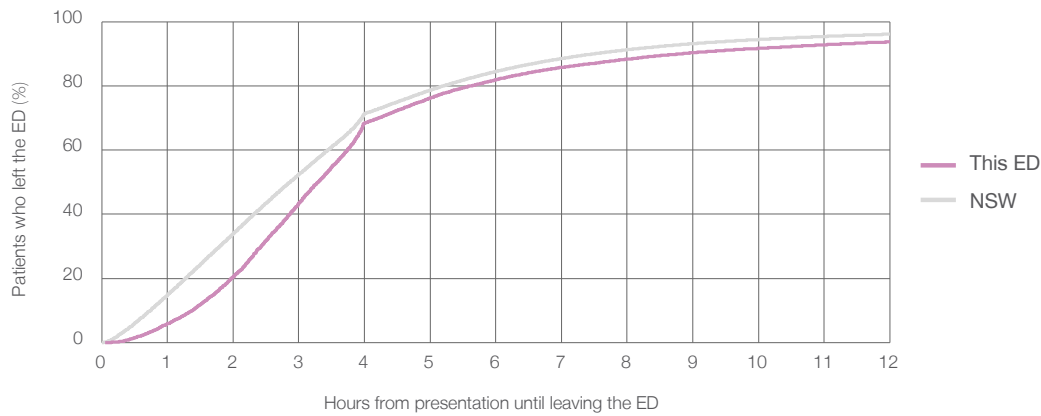
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,645 patients

Median time spent in the ED<sup>8</sup> 3 hours and 18 minutes

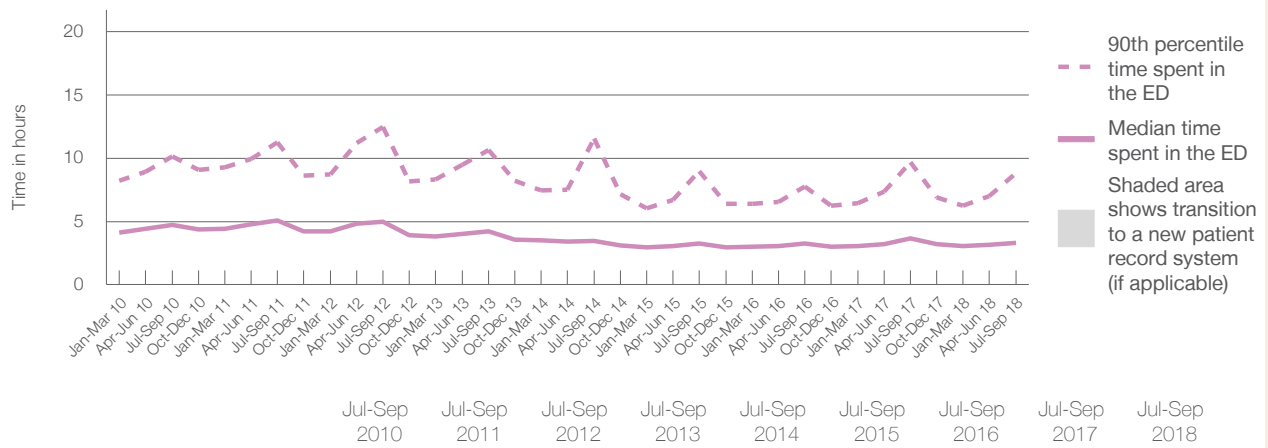
90th percentile time spent in the ED<sup>9</sup> 8 hours and 50 minutes

Same period last year	NSW (this period)
14,570	14,570
3 hours and 41 minutes	2 hours and 52 minutes
9 hours and 40 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 43m	5h 6m	4h 59m	4h 12m	3h 28m	3h 16m	3h 15m	3h 41m	3h 18m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 8m	11h 15m	12h 28m	10h 39m	11h 32m	8h 58m	7h 46m	9h 40m	8h 50m

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

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## Bankstown-Lidcombe Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

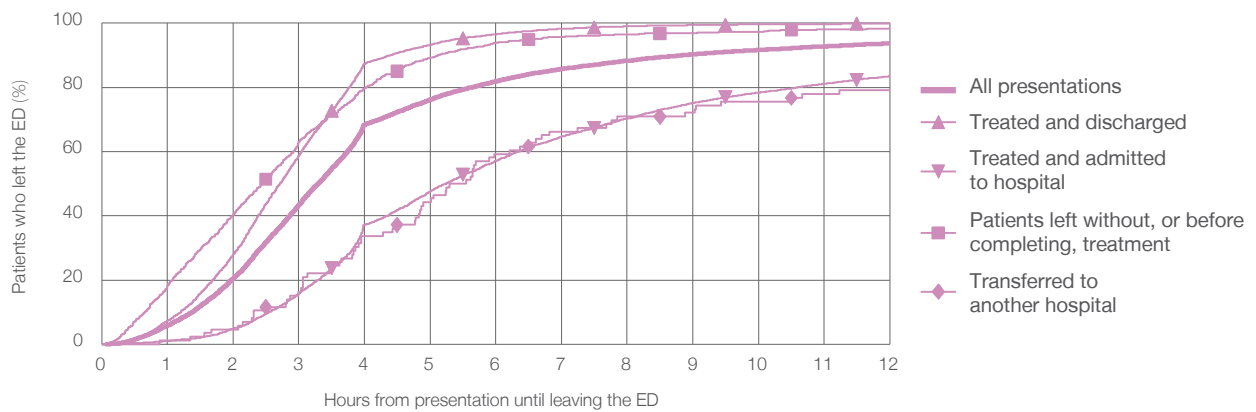
All presentations:<sup>1</sup> 13,645 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,645 patients

Treated and discharged	7,527 (55.2%)
Treated and admitted to hospital	4,903 (35.9%)
Patient left without, or before completing, treatment	1,106 (8.1%)
Transferred to another hospital	86 (0.6%)
Other	23 (0.2%)

Same period last year	Change since one year ago
14,570	-6%
7,866	-4.3%
4,759	3.0%
1,857	-40.4%
67	28.4%
21	9.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡</sup>



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	7.3%	28.1%	58.9%	87.4%	96.6%	99.1%	99.6%	99.9%
Treated and admitted to hospital	1.0%	4.8%	15.9%	37.2%	57.1%	70.3%	78.4%	83.5%
Patient left without, or before completing, treatment	18.3%	40.4%	62.9%	79.8%	93.9%	96.5%	97.4%	98.3%
Transferred to another hospital	1.2%	4.7%	16.3%	33.7%	59.3%	70.9%	75.6%	79.1%
All presentations	5.9%	20.6%	43.5%	68.4%	81.9%	88.3%	91.7%	93.7%

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**Bankstown-Lidcombe Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 13,645 patients

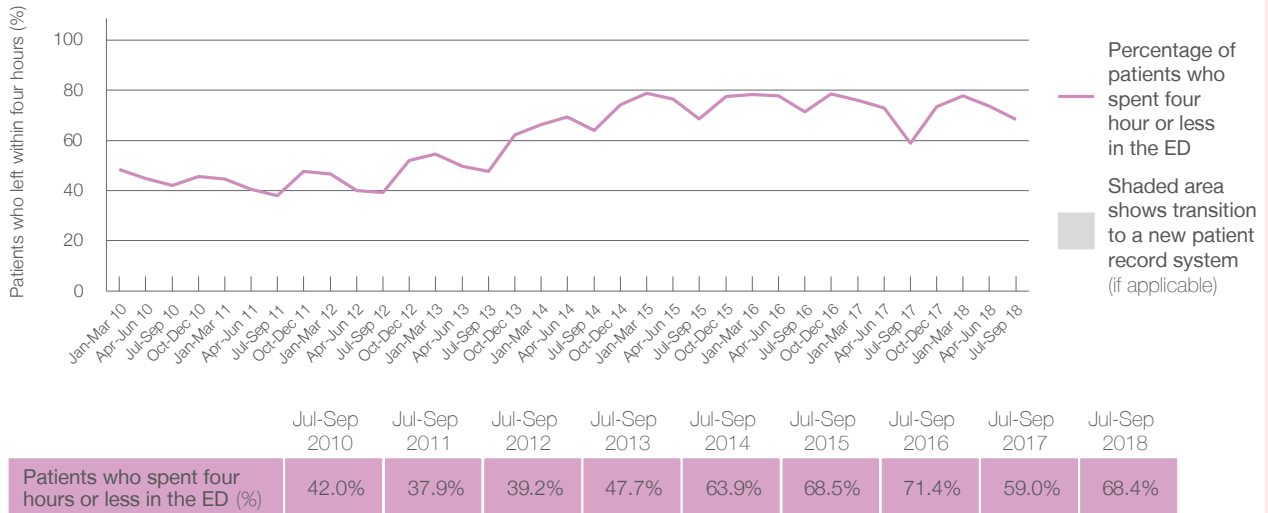
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,645 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	14,570	-6%
Presentations used to calculate time to leaving the ED	14,570	-6%
Percentage of patients who spent four hours or less in the ED	59.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## Bowral and District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 4,838 patients  
Emergency presentations:<sup>2</sup> 4,722 patients

Same period last year	Change since one year ago
5,124	-6%
4,997	-6%

## Bowral and District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 479 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,850 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,033 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 87 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 334 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
345	
10 minutes	8 minutes
26 minutes	28 minutes
1,659	
21 minutes	21 minutes
74 minutes	72 minutes
2,310	
25 minutes	26 minutes
124 minutes	105 minutes
652	
20 minutes	22 minutes
130 minutes	103 minutes

## Bowral and District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,838 patients

Percentage of patients who spent four hours or less in the ED 79%

Same period last year	Change since one year ago
5,124	-6%
78%	

\* 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, January to March 2018*.
- 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.

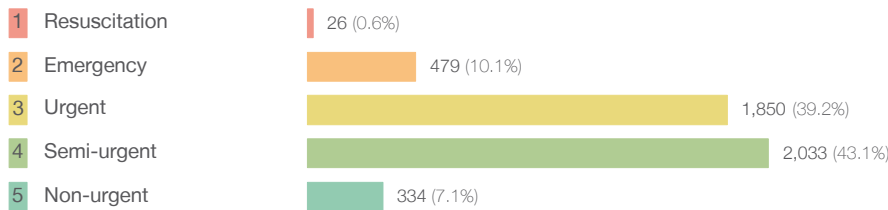
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Bowral and District Hospital: Patients presenting to the emergency department July to September 2018

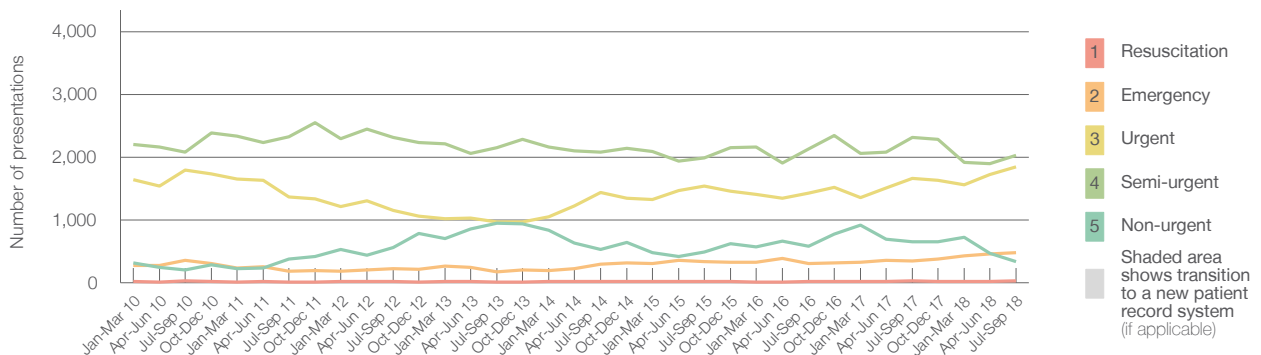
All presentations:<sup>1</sup> 4,838 patients

Emergency presentations<sup>2</sup> by triage category: 4,722 patients



	Same period last year	Change since one year ago
All presentations	5,124	-6%
Emergency presentations	4,997	-6%
1 Resuscitation	31	-16.1%
2 Emergency	345	38.8%
3 Urgent	1,659	11.5%
4 Semi-urgent	2,310	-12.0%
5 Non-urgent	652	-48.8%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	26	6	17	11	15	20	16	31	26
Emergency	358	183	227	175	293	339	302	345	479
Urgent	1,798	1,369	1,154	972	1,433	1,538	1,426	1,659	1,850
Semi-urgent	2,078	2,321	2,319	2,154	2,080	1,986	2,131	2,310	2,033
Non-urgent	205	376	564	948	525	486	578	652	334
All emergency presentations	4,465	4,255	4,281	4,260	4,346	4,369	4,453	4,997	4,722

## Bowral and District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,030 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,021	
ED Transfer of care time		
Median time	12 minutes	0 minutes
90th percentile time	24 minutes	-1 minute

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

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

## Bowral and District Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

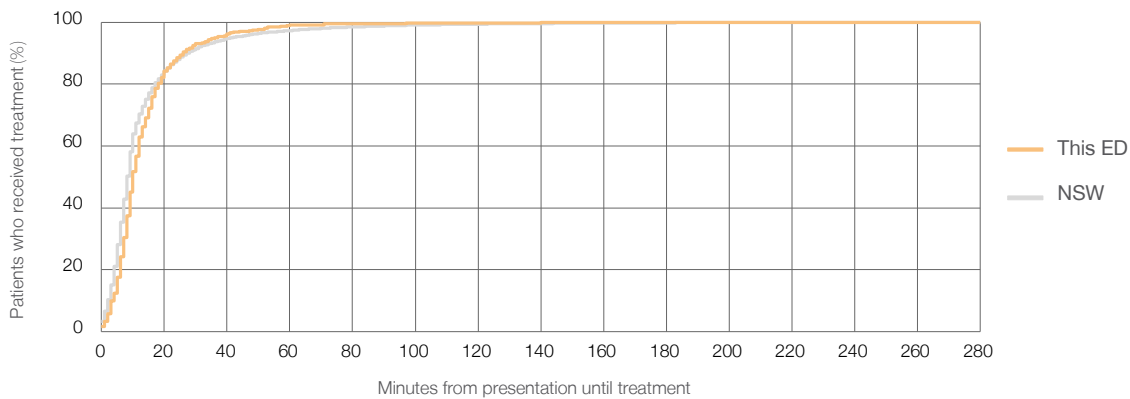
Number of triage 2 patients: 479

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 476

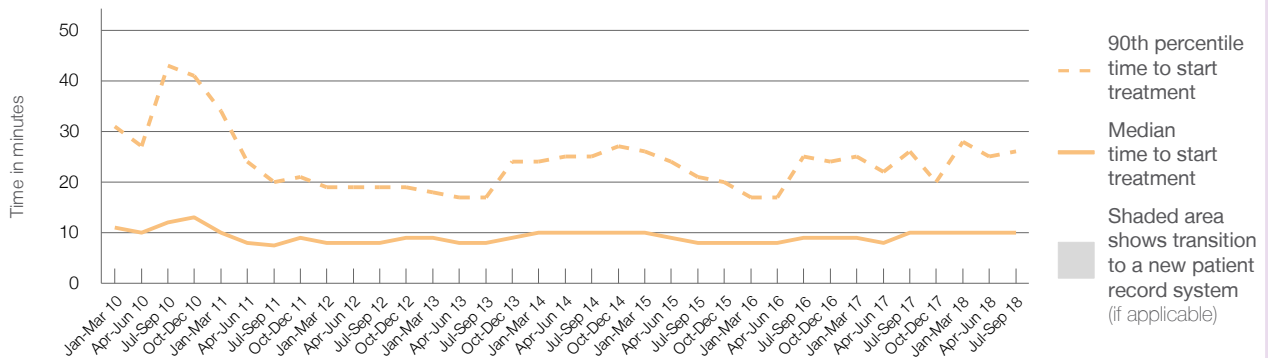
Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
345	
343	
10 minutes	8 minutes
26 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	12	8	8	8	10	8	9	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	43	20	19	17	25	21	25	26	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.

## Bowral and District Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,850

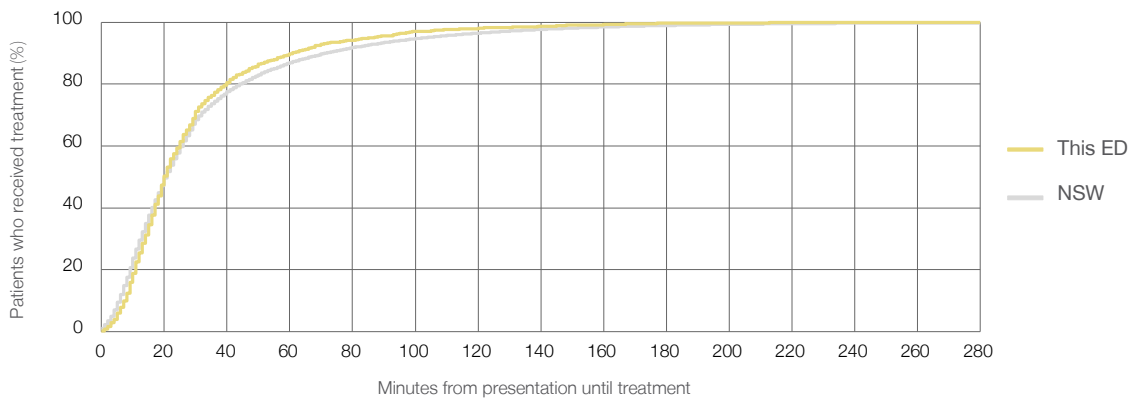
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,820

Median time to start treatment<sup>4</sup>  20 minutes

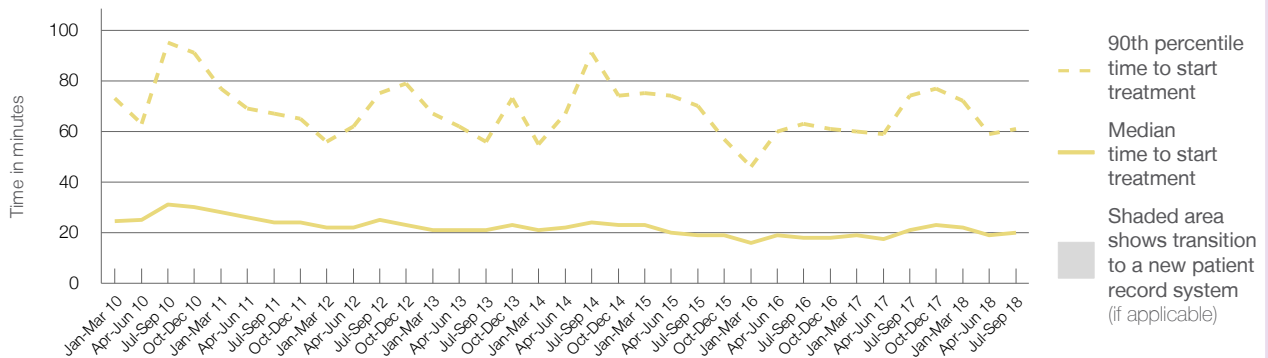
90th percentile time to start treatment<sup>5</sup>  61 minutes

	Same period last year	NSW (this period)
	1,659	
	1,642	
	21 minutes	21 minutes
	74 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	31	24	25	21	24	19	18	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)	95	67	75	56	91	70	63	74	61

(†) 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.

## Bowral and District Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,033

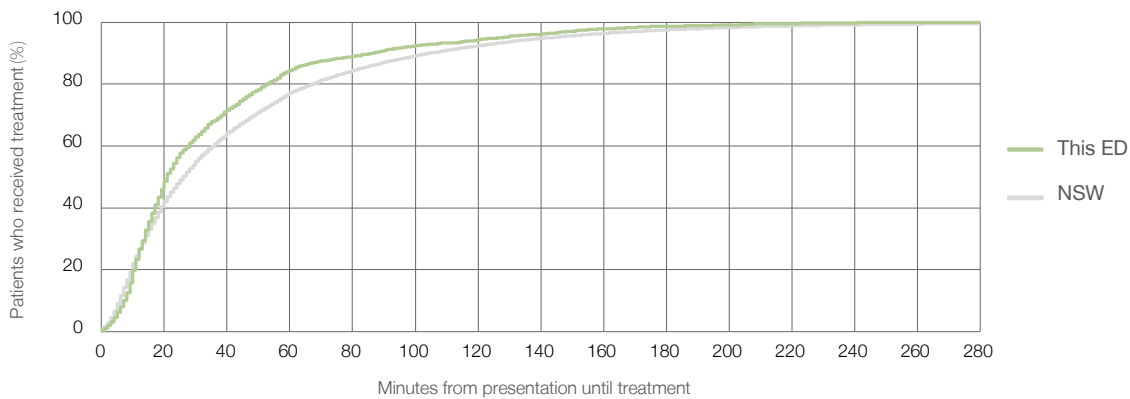
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,926

Median time to start treatment<sup>4</sup>  21 minutes

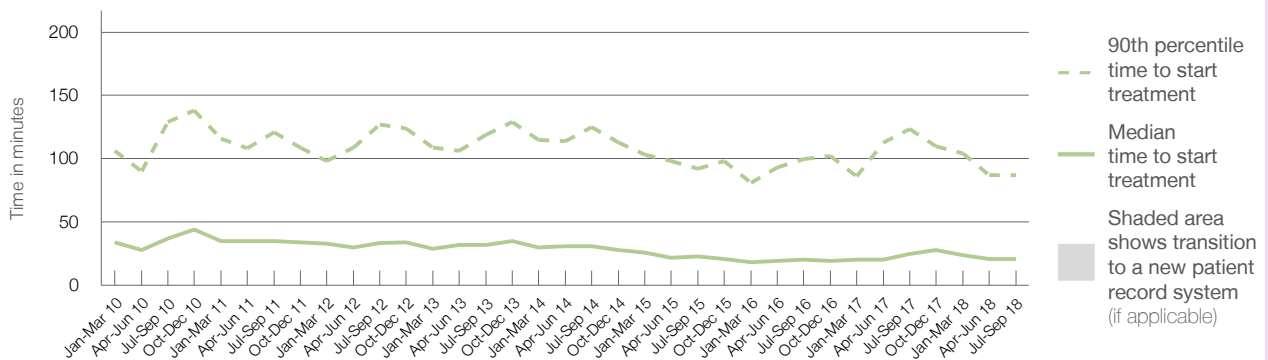
90th percentile time to start treatment<sup>5</sup>  87 minutes

Same period last year	NSW (this period)
2,310	2,190
25 minutes	26 minutes
124 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	37	35	34	32	31	23	20	25	21
90th percentile time to start treatment <sup>5</sup> (minutes)	129	121	127	119	125	92	100	124	87

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

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

## Bowral and District Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 334

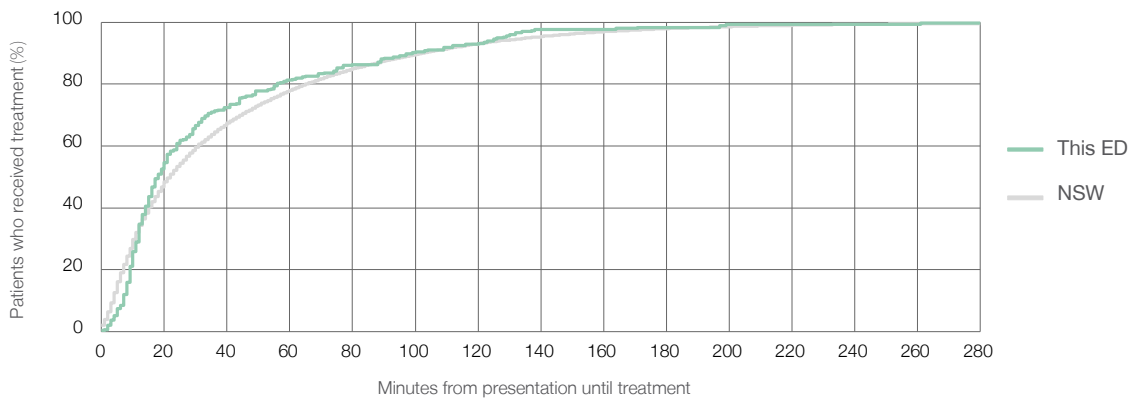
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 293

Median time to start treatment<sup>4</sup>  18 minutes

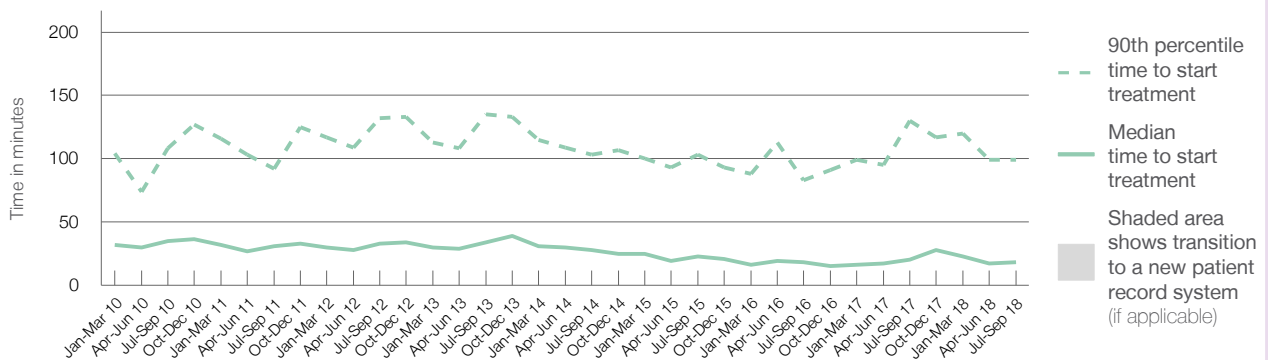
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
652	589
20 minutes	22 minutes
130 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	35	31	33	34	28	23	18	20	18
90th percentile time to start treatment <sup>5</sup> (minutes)	108	92	132	135	103	103	83	130	99

(†) 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.



## Bowral and District Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 4,838 patients

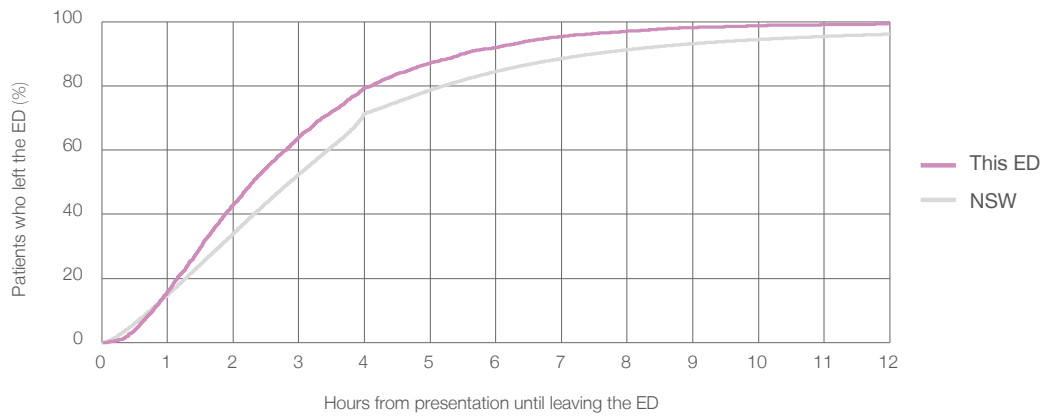
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,838 patients

Median time spent in the ED<sup>8</sup>  2 hours and 18 minutes

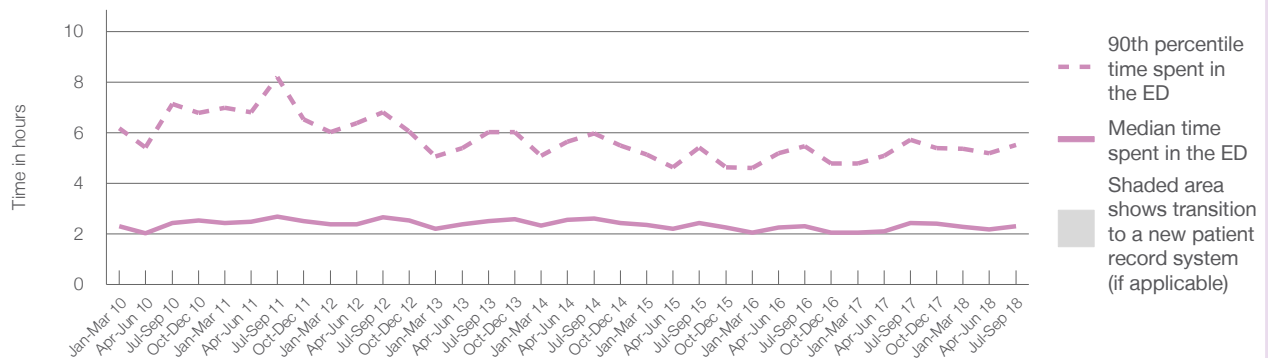
90th percentile time spent in the ED<sup>9</sup>  5 hours and 32 minutes

Same period last year	NSW (this period)
5,124	5,124
2 hours and 26 minutes	2 hours and 52 minutes
5 hours and 44 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 27m	2h 42m	2h 40m	2h 31m	2h 37m	2h 27m	2h 19m	2h 26m	2h 18m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 8m	8h 12m	6h 49m	6h 2m	5h 59m	5h 26m	5h 29m	5h 44m	5h 32m

(†) 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.

## Bowral and District Hospital: Time patients spent in the ED By mode of separation July to September 2018

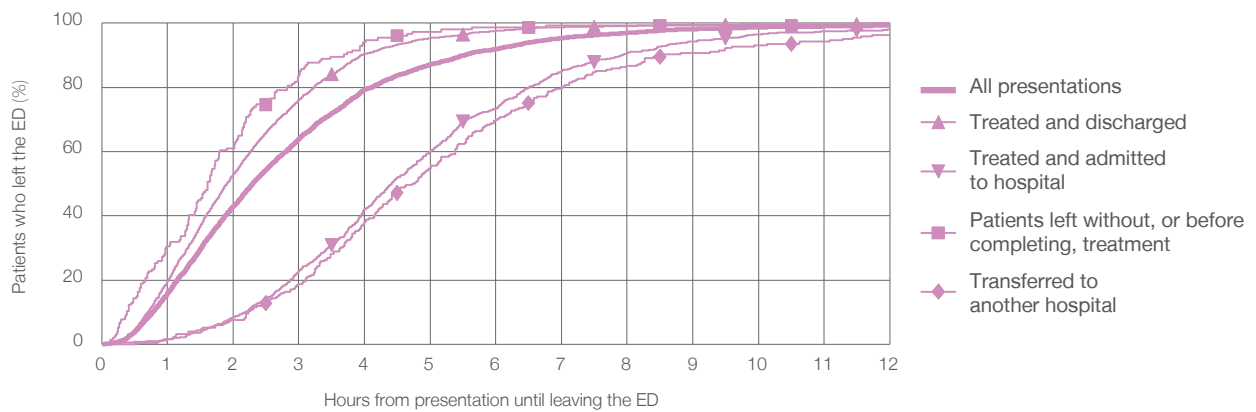
All presentations:<sup>1</sup> 4,838 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,838 patients

Treated and discharged	3,572 (73.8%)
Treated and admitted to hospital	854 (17.7%)
Patient left without, or before completing, treatment	154 (3.2%)
Transferred to another hospital	250 (5.2%)
Other	8 (0.2%)

Same period last year	Change since one year ago
5,124	-6%
3,866	-7.6%
816	4.7%
162	-4.9%
263	-4.9%
17	-52.9%

### Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡</sup>



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	19.7%	53.0%	76.2%	90.5%	97.6%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.5%	8.3%	22.8%	42.0%	73.3%	90.7%	96.6%	98.0%
Patient left without, or before completing, treatment	30.5%	61.0%	83.8%	94.2%	98.7%	99.4%	99.4%	100%
Transferred to another hospital	1.6%	7.6%	18.8%	38.0%	70.0%	86.8%	93.2%	96.4%
All presentations	15.9%	43.1%	64.1%	79.4%	91.9%	97.0%	98.8%	99.3%

(†) 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.

**Bowral and District Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 4,838 patients

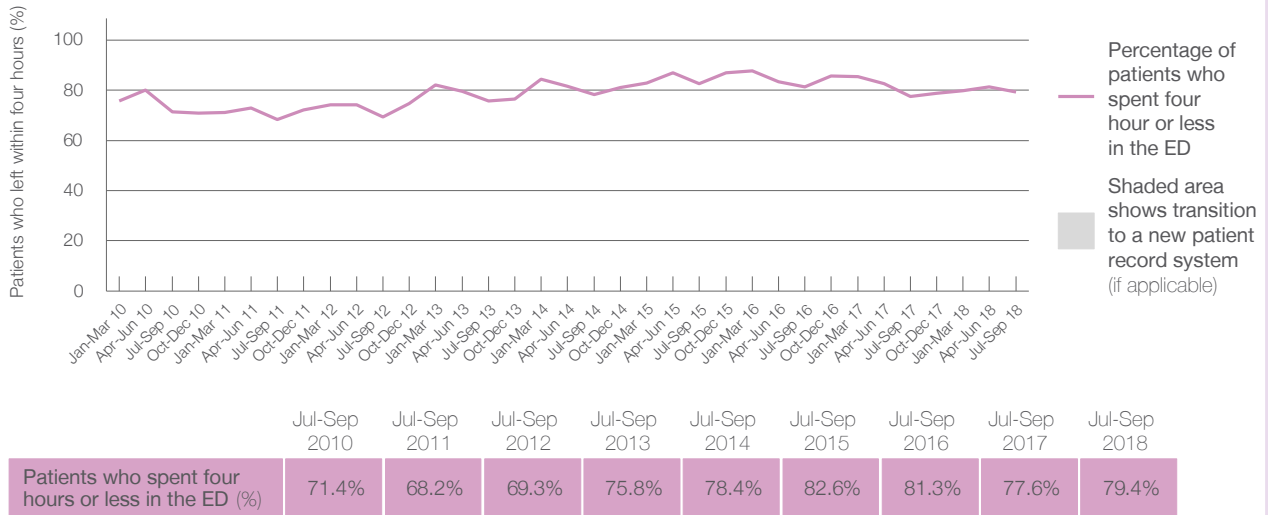
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,838 patients

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	5,124	-6%
Presentations used to calculate time to leaving the ED	5,124	-6%
Percentage of patients who spent four hours or less in the ED	77.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## Campbelltown Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 19,269 patients

Emergency presentations:<sup>2</sup> 18,911 patients

Same period last year	Change since one year ago
18,835	2%
18,666	1%

## Campbelltown Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,921 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 8,429 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,658 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,783 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
1,879	
7 minutes	8 minutes
25 minutes	28 minutes
8,092	
16 minutes	21 minutes
119 minutes	72 minutes
6,889	
26 minutes	26 minutes
171 minutes	105 minutes
1,690	
34 minutes	22 minutes
147 minutes	103 minutes

## Campbelltown Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,268 patients

Percentage of patients who spent four hours or less in the ED 59%

Same period last year	Change since one year ago
18,835	2%
47%	

\* 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, January to March 2018*.
- 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 16 October 2018).

## Campbelltown Hospital: Patients presenting to the emergency department July to September 2018

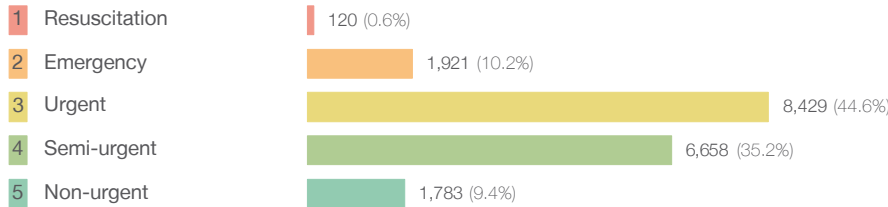
All presentations:<sup>1</sup> 19,269 patients

Same period last year  
Change since one year ago

18,835 2%

Emergency presentations<sup>2</sup> by triage category: 18,911 patients

18,666 1%



116 3.4%

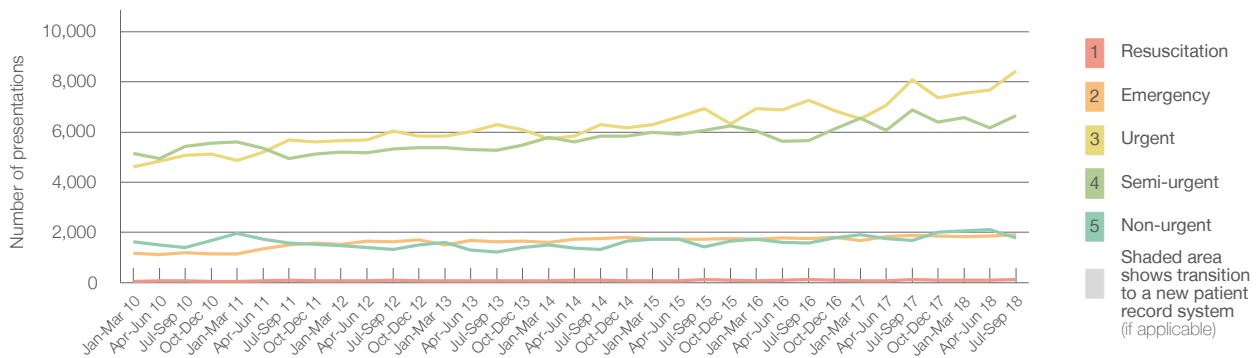
1,879 2.2%

8,092 4.2%

6,889 -3.4%

1,690 5.5%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	66	90	94	84	94	130	114	116	120
Emergency	1,186	1,509	1,631	1,632	1,751	1,737	1,765	1,879	1,921
Urgent	5,067	5,696	6,029	6,307	6,304	6,926	7,268	8,092	8,429
Semi-urgent	5,430	4,942	5,335	5,263	5,844	6,075	5,657	6,889	6,658
Non-urgent	1,389	1,566	1,328	1,233	1,314	1,421	1,590	1,690	1,783
All emergency presentations	13,138	13,803	14,417	14,519	15,307	16,289	16,394	18,666	18,911

## Campbelltown Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,069 patients

Same period last year  
Change since one year ago

4,530

ED Transfer of care time

Median time 13 minutes

15 minutes -2 minutes

90th percentile time 29 minutes

34 minutes -5 minutes

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

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

## Campbelltown Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,921

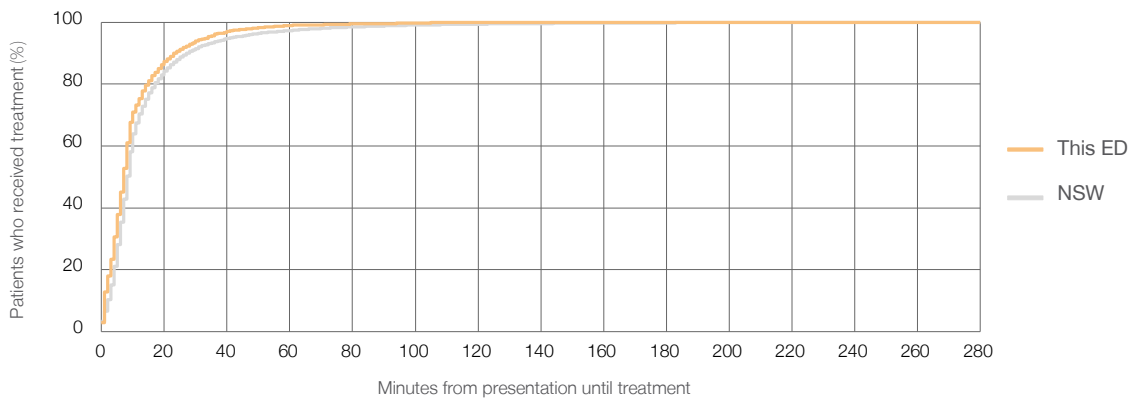
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,919

Median time to start treatment<sup>4</sup>  7 minutes

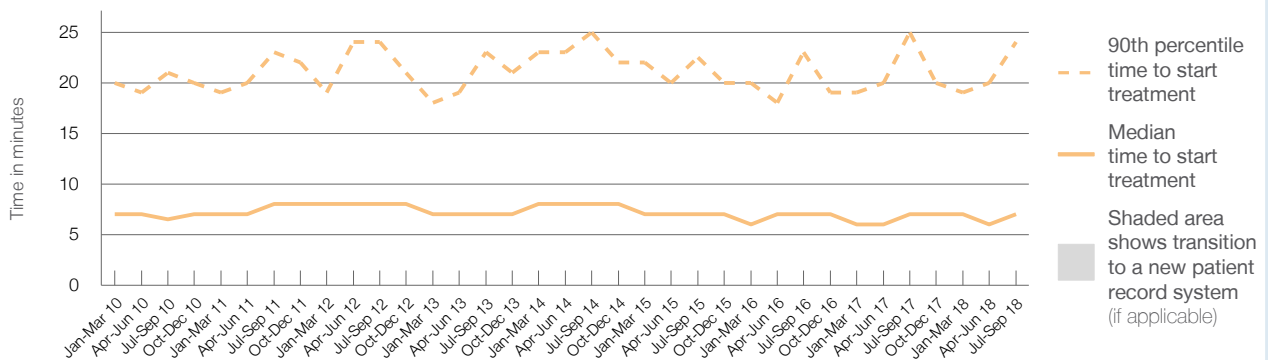
90th percentile time to start treatment<sup>5</sup>  24 minutes

Same period last year	NSW (this period)
1,879	1,873
7 minutes	8 minutes
25 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	7	8	8	7	8	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	23	24	23	25	23	23	25	24

(†) 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.

## Campbelltown Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 8,429

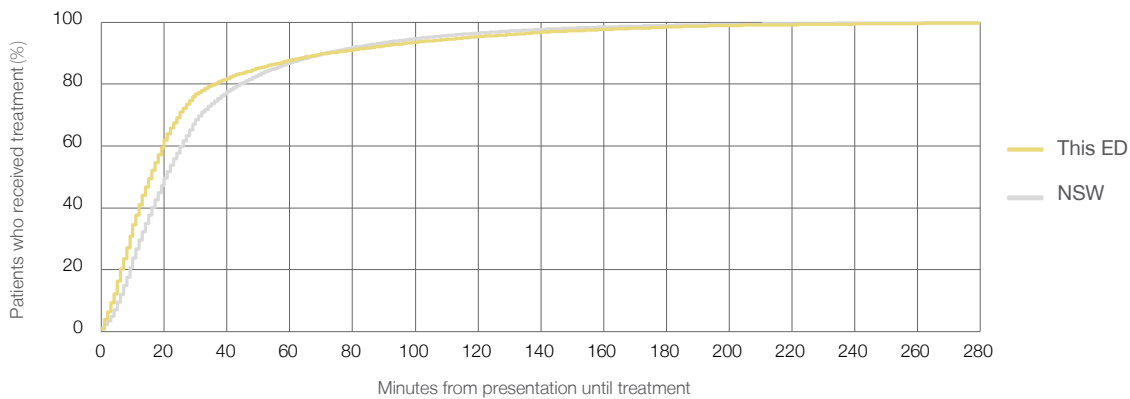
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 8,263

Median time to start treatment<sup>4</sup> 16 minutes

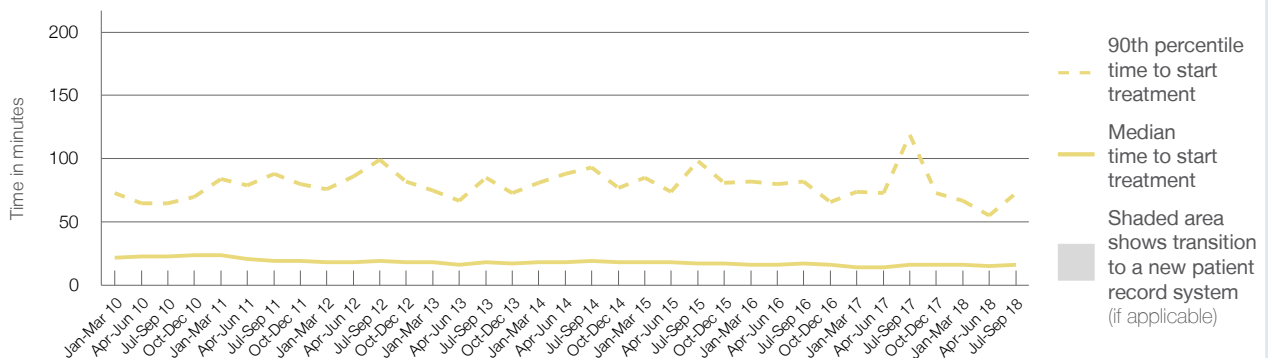
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
8,092	7,655
16 minutes	21 minutes
119 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	23	19	19	18	19	17	17	16	16
90th percentile time to start treatment <sup>5</sup> (minutes)	65	88	99	85	93	98	82	119	73

(†) 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.

## Campbelltown Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 6,658

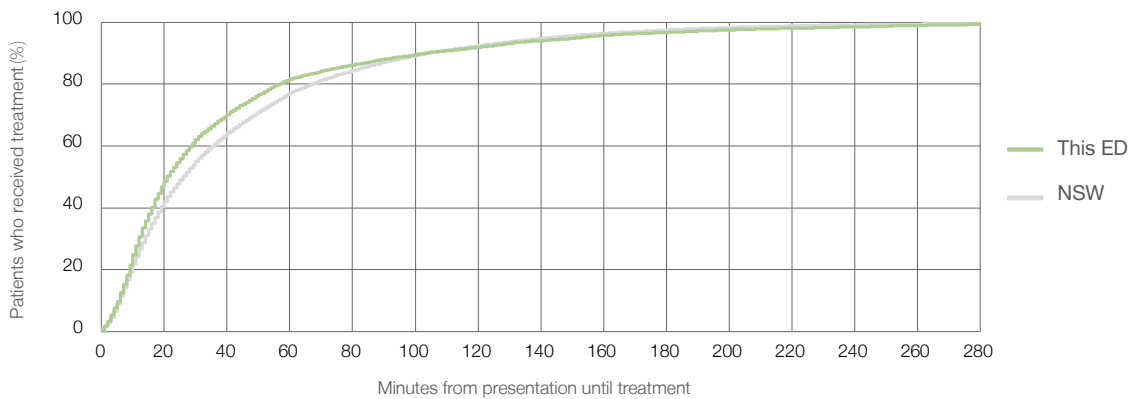
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,371

Median time to start treatment<sup>4</sup>  21 minutes

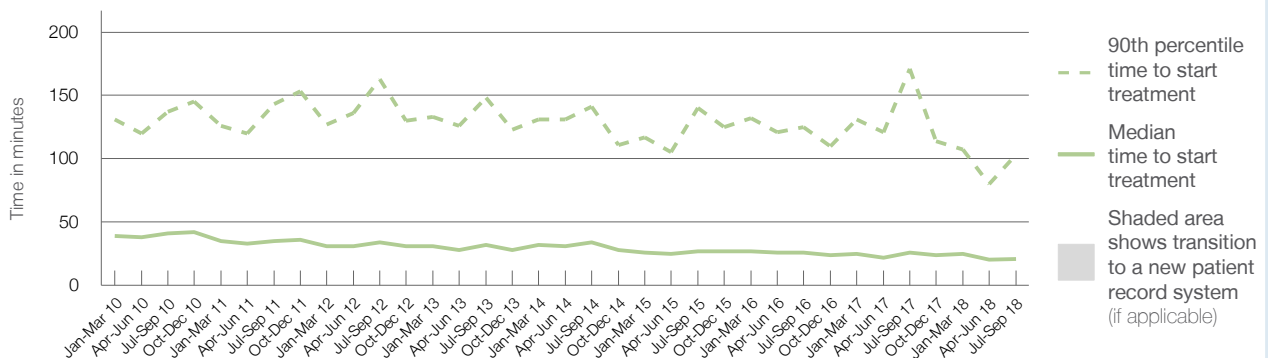
90th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
6,889	6,064
26 minutes	26 minutes
171 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	41	35	34	32	34	27	26	26	21
90th percentile time to start treatment <sup>5</sup> (minutes)	137	143	163	148	141	140	125	171	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.



## Campbelltown Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,783

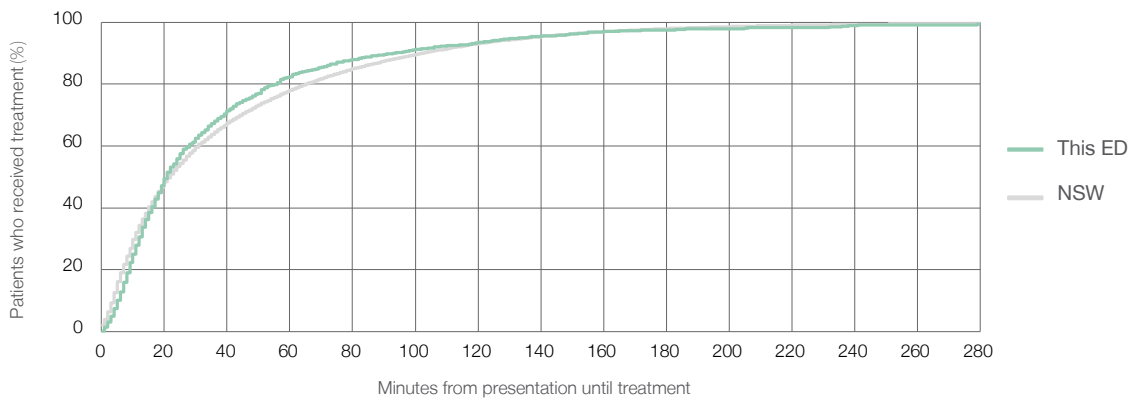
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,585

Median time to start treatment<sup>4</sup> 21 minutes

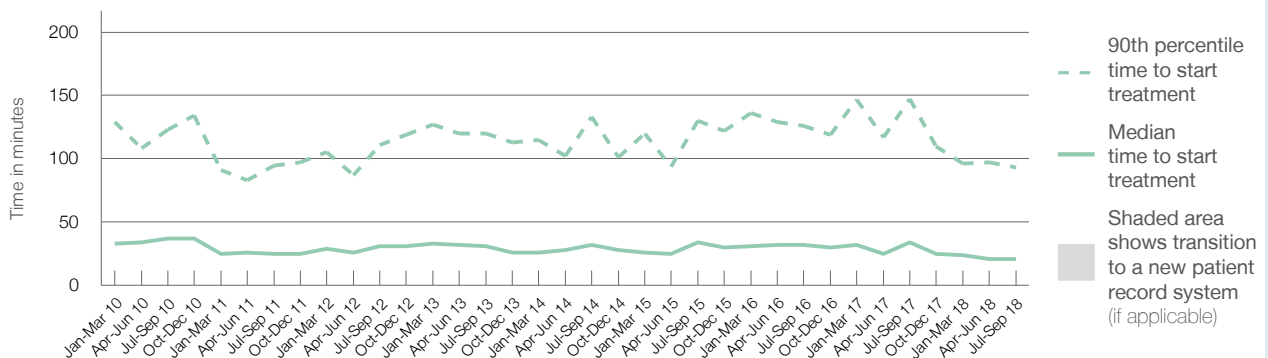
90th percentile time to start treatment<sup>5</sup> 93 minutes

	Same period last year	NSW (this period)
	1,690	1,323
	34 minutes	22 minutes
	147 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	37	25	31	31	32	34	32	34	21
90th percentile time to start treatment <sup>5</sup> (minutes)	123	95	111	120	133	130	126	147	93

(†) 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.

## Campbelltown Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 19,269 patients

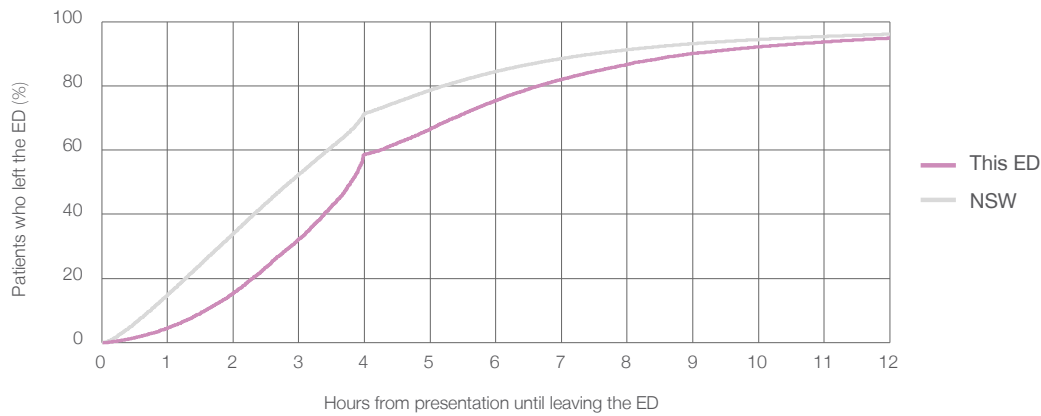
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,268 patients

Median time spent in the ED<sup>8</sup> 3 hours and 48 minutes

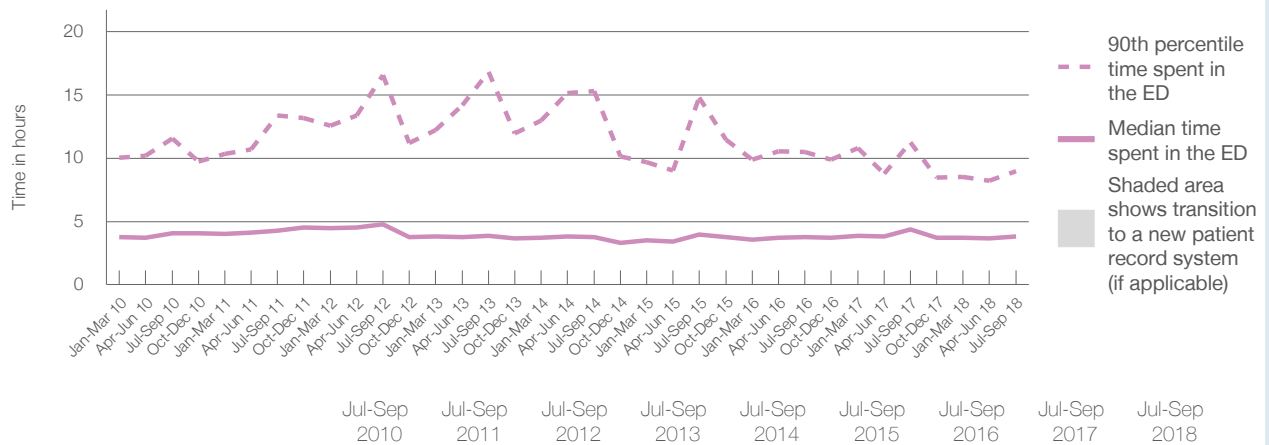
90th percentile time spent in the ED<sup>9</sup> 8 hours and 58 minutes

Same period last year	NSW (this period)
18,835	18,835
4 hours and 22 minutes	2 hours and 52 minutes
11 hours and 16 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 5m	4h 17m	4h 46m	3h 51m	3h 47m	3h 57m	3h 47m	4h 22m	3h 48m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	11h 32m	13h 21m	16h 34m	16h 50m	15h 17m	14h 48m	10h 30m	11h 16m	8h 58m

(†) 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.

**Campbelltown Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2018

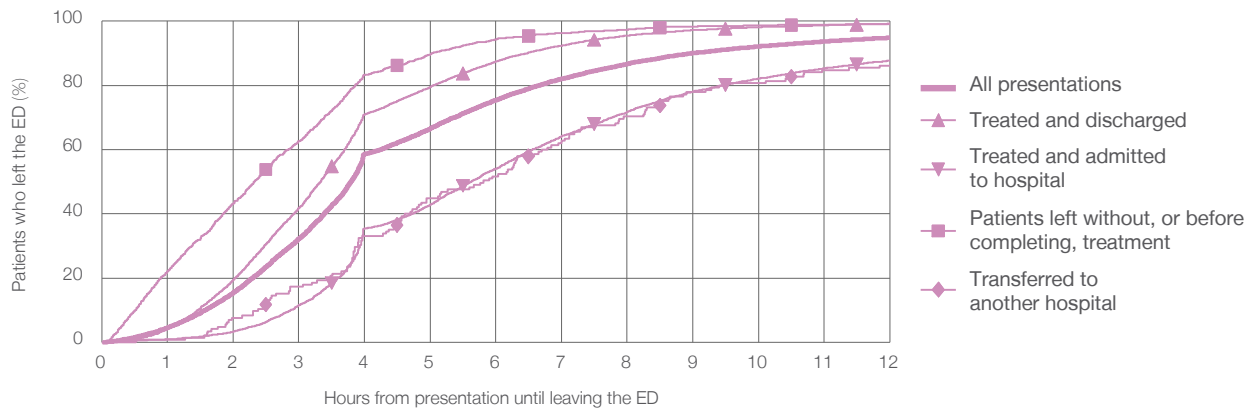
All presentations:<sup>1</sup> 19,269 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,268 patients

Treated and discharged	10,298 (53.4%)
Treated and admitted to hospital	7,132 (37.0%)
Patient left without, or before completing, treatment	1,690 (8.8%)
Transferred to another hospital	145 (0.8%)
Other	4 (0%)

Same period last year	Change since one year ago
18,835	2%
9,040	13.9%
6,963	2.4%
2,631	-35.8%
191	-24.1%
10	-60.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡</sup>



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

Treated and discharged	4.2%	19.5%	41.9%	71.0%	87.4%	95.5%	98.2%	99.2%
Treated and admitted to hospital	0.9%	3.3%	11.6%	35.5%	54.1%	71.8%	82.2%	87.8%
Patient left without, or before completing, treatment	22.1%	43.3%	62.7%	83.3%	94.3%	97.4%	98.8%	99.2%
Transferred to another hospital	0.7%	7.6%	17.2%	33.1%	51.7%	70.3%	80.7%	86.2%
All presentations	4.6%	15.5%	32.3%	58.7%	75.4%	86.7%	92.2%	94.9%

(†) 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.

**Campbelltown Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 19,269 patients

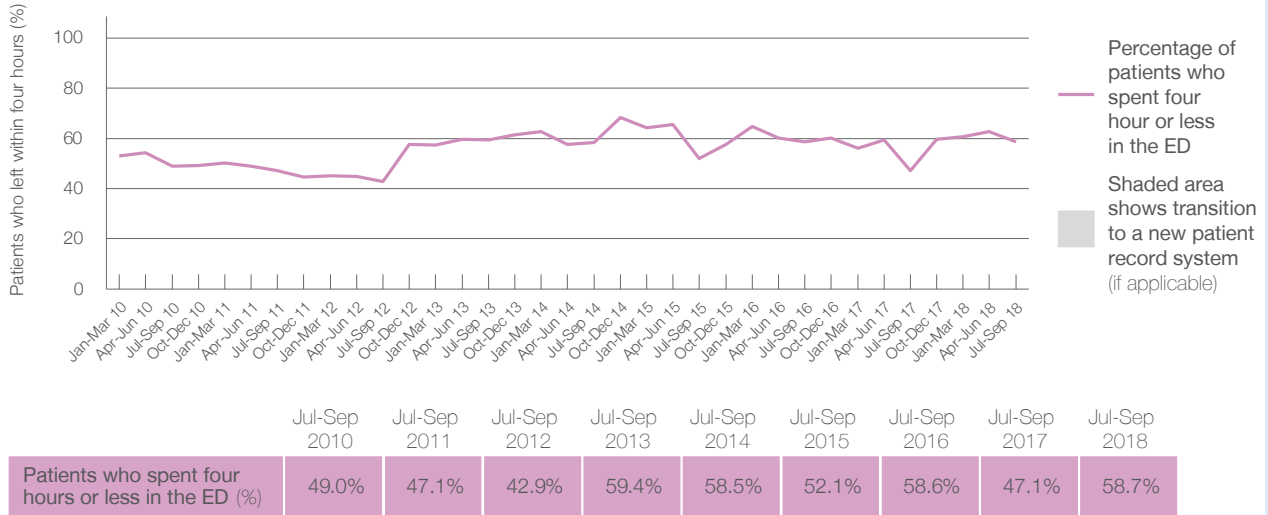
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,268 patients

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	18,835	2%
Presentations used to calculate time to leaving the ED	18,835	2%
Percentage of patients who spent four hours or less in the ED	47.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## Fairfield Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 9,082 patients  
Emergency presentations:<sup>2</sup> 9,057 patients

Same period last year	Change since one year ago
9,769	-7%
9,750	-7%

## Fairfield Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

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

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,562 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,891 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 143 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 605 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 126 minutes

Same period last year	NSW (this period)
935	
12 minutes	8 minutes
36 minutes	28 minutes
3,494	
25 minutes	21 minutes
111 minutes	72 minutes
4,612	
33 minutes	26 minutes
187 minutes	105 minutes
678	
26 minutes	22 minutes
164 minutes	103 minutes

## Fairfield Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,082 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
9,769	-7%
55%	

\* 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, January to March 2018*.
- 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.

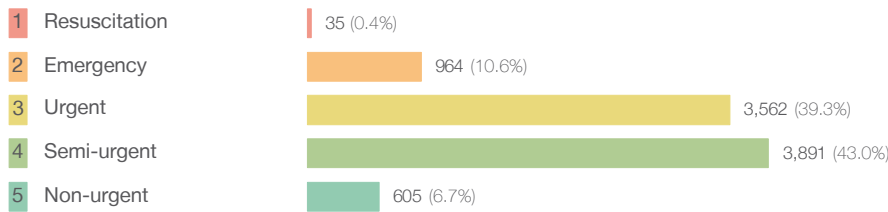
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Fairfield Hospital: Patients presenting to the emergency department July to September 2018

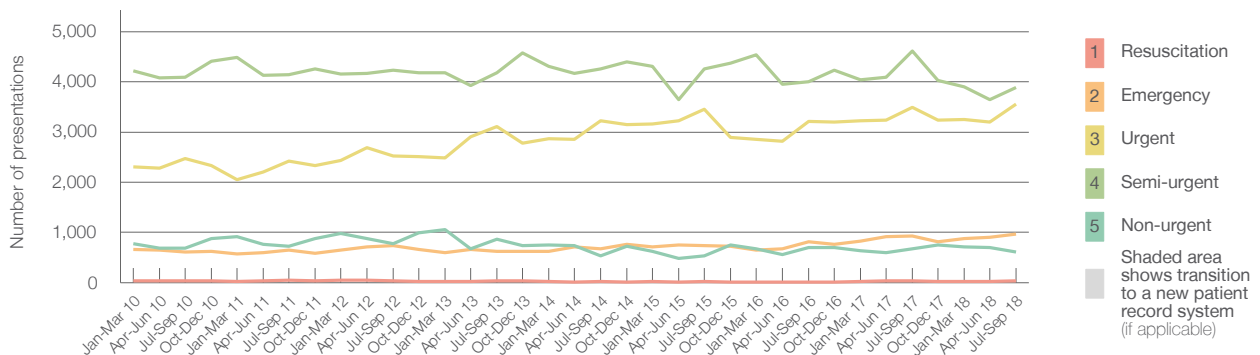
All presentations:<sup>1</sup> 9,082 patients

Emergency presentations<sup>2</sup> by triage category: 9,057 patients



	Same period last year	Change since one year ago
All presentations	9,769	-7%
Emergency presentations	9,750	-7%
1 Resuscitation	31	12.9%
2 Emergency	935	3.1%
3 Urgent	3,494	1.9%
4 Semi-urgent	4,612	-15.6%
5 Non-urgent	678	-10.8%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	39	46	32	31	29	22	17	31	35
Emergency	604	650	741	624	669	741	811	935	964
Urgent	2,478	2,416	2,527	3,115	3,229	3,449	3,217	3,494	3,562
Semi-urgent	4,087	4,139	4,235	4,180	4,261	4,260	4,004	4,612	3,891
Non-urgent	693	720	776	863	538	530	694	678	605
All emergency presentations	7,901	7,971	8,311	8,813	8,726	9,002	8,743	9,750	9,057

## Fairfield Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,011 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,999	
ED Transfer of care time		
Median time	17 minutes	-4 minutes
90th percentile time	58 minutes	-28 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.

## Fairfield Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 964

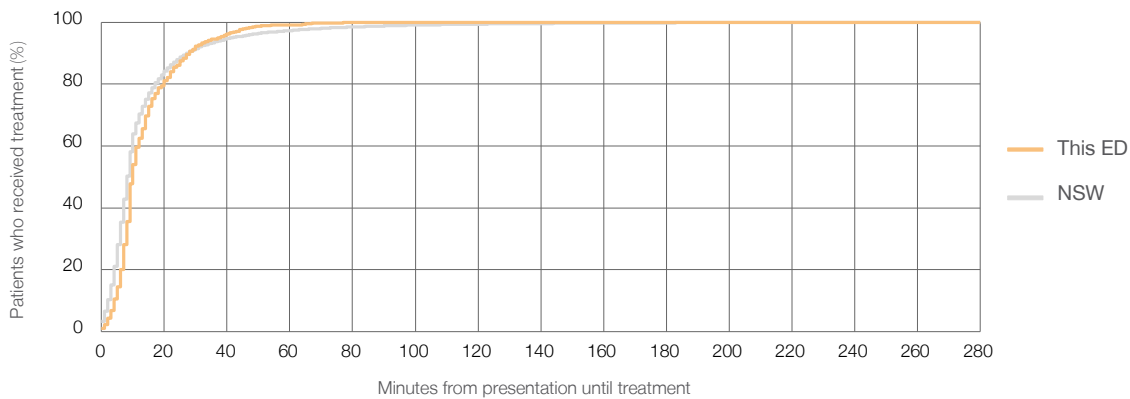
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 961

Median time to start treatment<sup>4</sup>  10 minutes

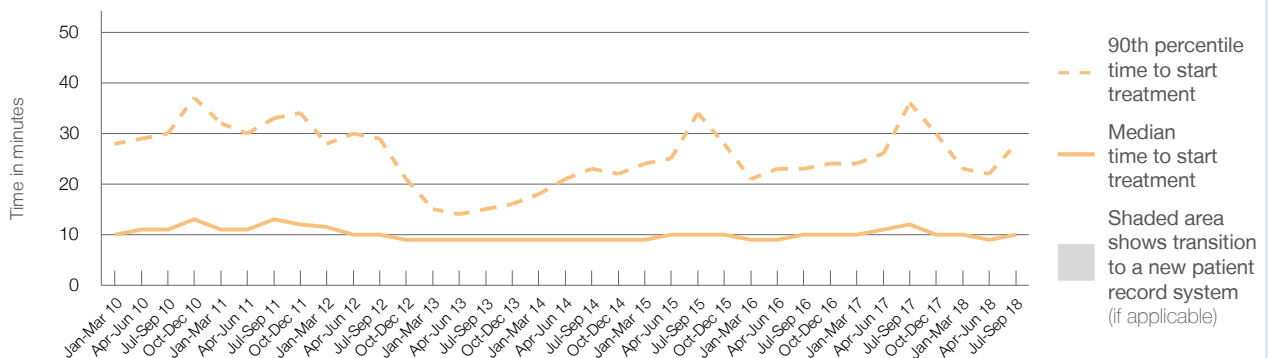
90th percentile time to start treatment<sup>5</sup>  28 minutes

Same period last year	NSW (this period)
935	
925	
12 minutes	8 minutes
36 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	11	13	10	9	9	10	10	12	10
90th percentile time to start treatment <sup>5</sup> (minutes)	30	33	29	15	23	34	23	36	28

(†) 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.

## Fairfield Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 3,562

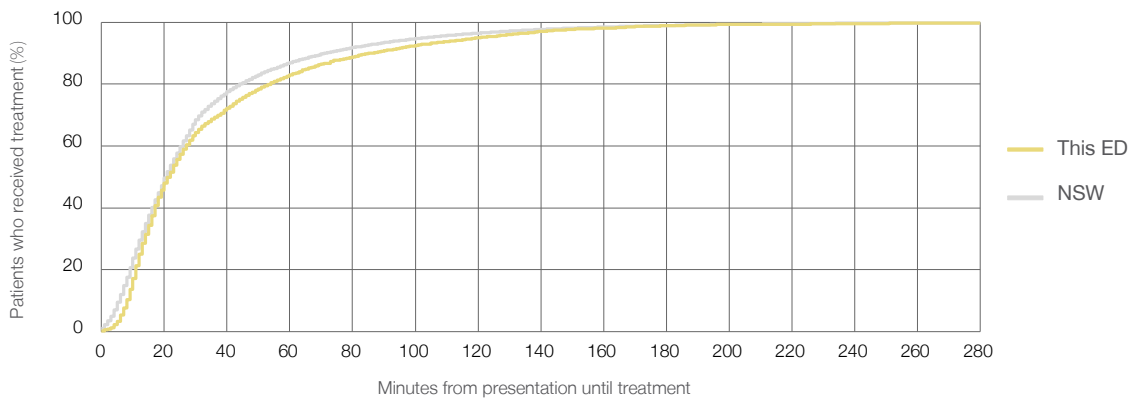
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,457

Median time to start treatment<sup>4</sup> 22 minutes

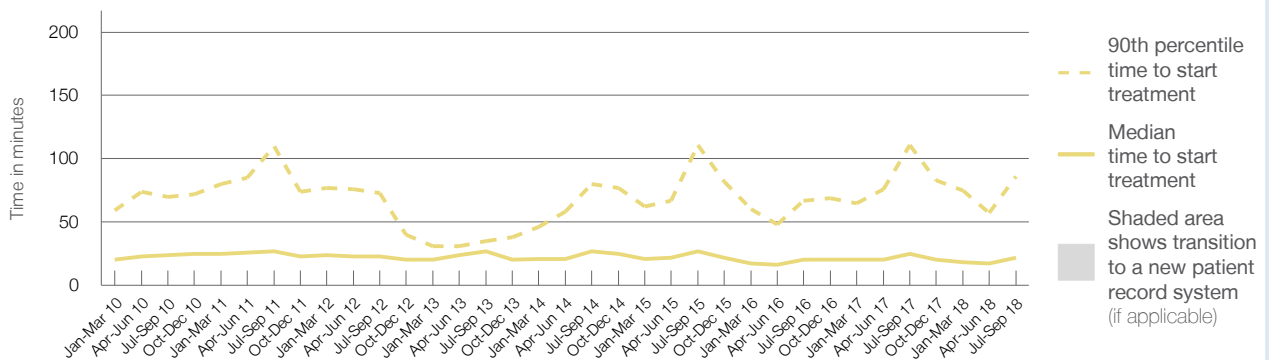
90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
3,494	3,262
25 minutes	21 minutes
111 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	24	27	23	27	27	27	20	25	22
90th percentile time to start treatment <sup>5</sup> (minutes)	70	110	73	35	80	111	67	111	86

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

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



## Fairfield Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,891

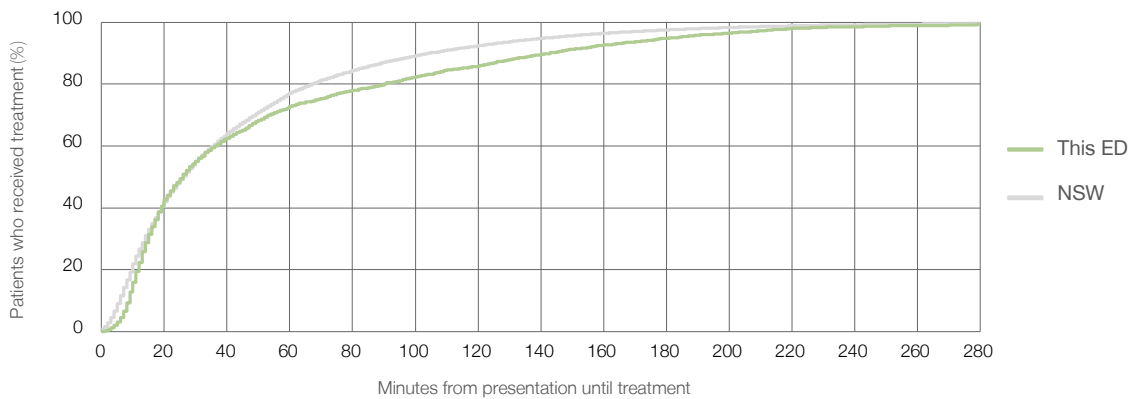
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,437

Median time to start treatment<sup>4</sup>  26 minutes

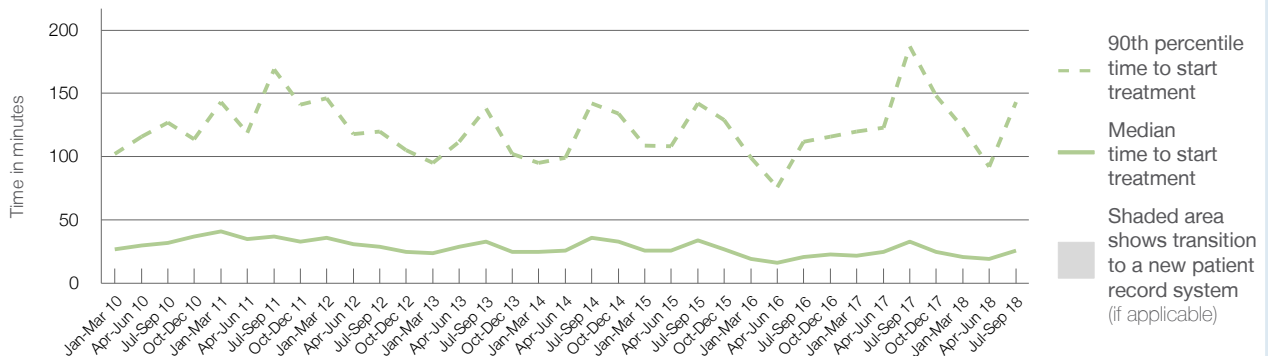
90th percentile time to start treatment<sup>5</sup>  143 minutes

Same period last year	NSW (this period)
4,612	
3,674	
33 minutes	26 minutes
187 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	32	37	29	33	36	34	21	33	26
90th percentile time to start treatment <sup>5</sup> (minutes)	127	169	120	138	142	142	112	187	143

(†) 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.

## Fairfield Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 605

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 394

Median time to start treatment<sup>4</sup>

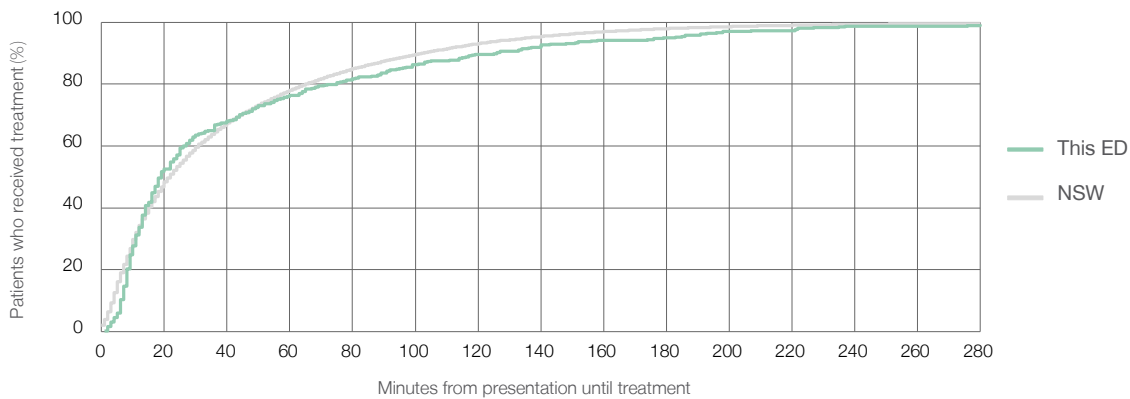
19 minutes

90th percentile time to start treatment<sup>5</sup>

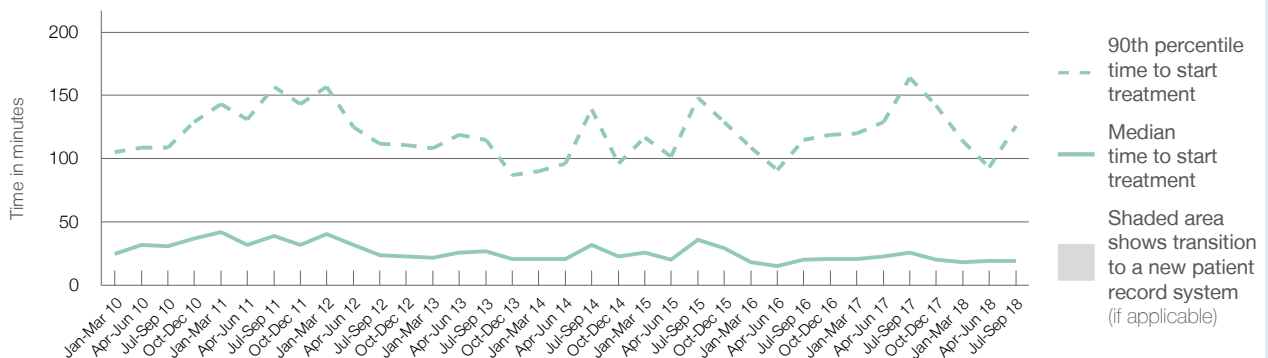
126 minutes

Same period last year	NSW (this period)
678	356
26 minutes	22 minutes
164 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	31	39	24	27	32	36	20	26	19
90th percentile time to start treatment <sup>5</sup> (minutes)	109	157	112	115	139	148	115	164	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.

## Fairfield Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 9,082 patients

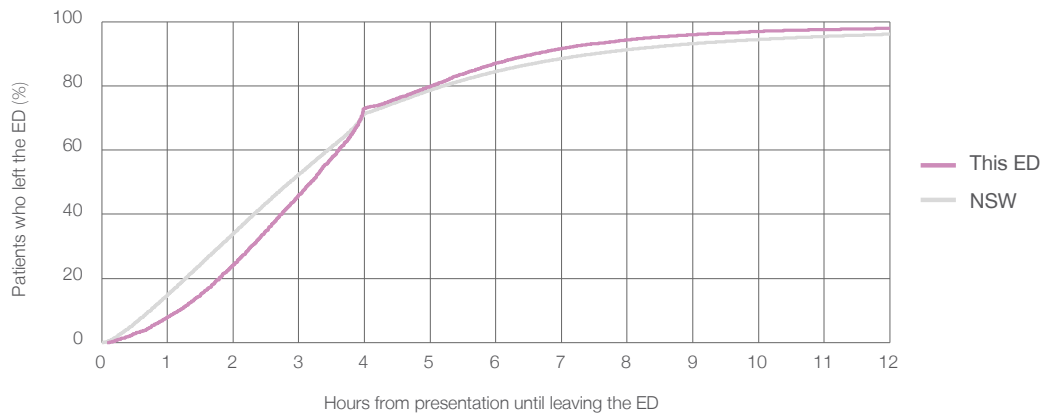
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,082 patients

Median time spent in the ED<sup>8</sup>  3 hours and 11 minutes

90th percentile time spent in the ED<sup>9</sup>  6 hours and 36 minutes

Same period last year	NSW (this period)
9,769	9,769
3 hours and 48 minutes	2 hours and 52 minutes
8 hours and 25 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 55m	3h 42m	3h 4m	2h 58m	2h 55m	3h 5m	2h 55m	3h 48m	3h 11m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 41m	9h 22m	9h 58m	8h 21m	7h 57m	7h 6m	6h 12m	8h 25m	6h 36m

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**Fairfield Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2018

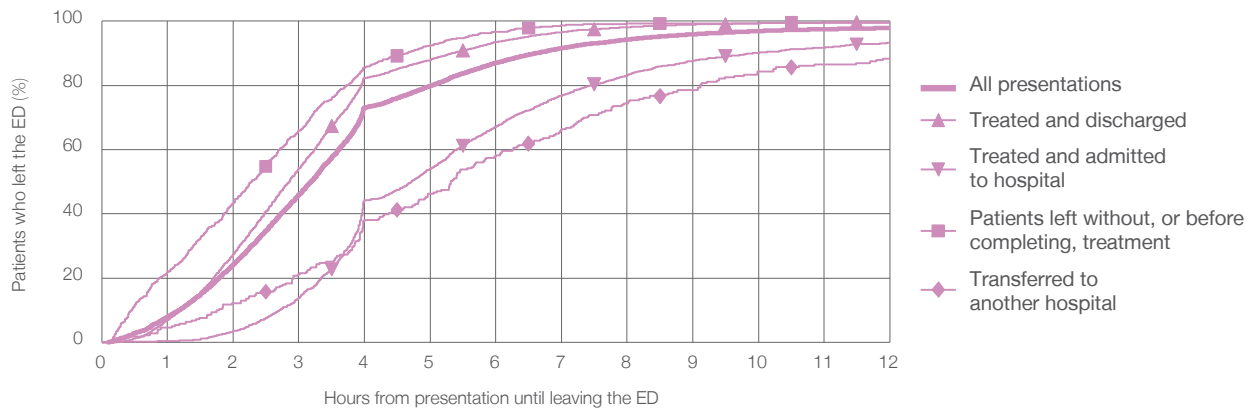
All presentations:<sup>1</sup> 9,082 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,082 patients

Treated and discharged	5,671 (62.4%)
Treated and admitted to hospital	2,076 (22.9%)
Patient left without, or before completing, treatment	978 (10.8%)
Transferred to another hospital	223 (2.5%)
Other	134 (1.5%)

Same period last year	Change since one year ago
9,769	-7%
5,437	4.3%
2,066	0.5%
1,913	-48.9%
237	-5.9%
116	15.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡</sup>



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	6.9%	27.4%	54.2%	82.3%	93.6%	98.1%	99.4%	99.7%
Treated and admitted to hospital	0.3%	3.5%	13.8%	44.2%	67.1%	83.2%	90.2%	93.4%
Patient left without, or before completing, treatment	21.9%	43.4%	66.0%	85.6%	96.6%	99.3%	99.5%	99.6%
Transferred to another hospital	4.5%	12.1%	21.1%	38.1%	58.3%	74.4%	84.3%	88.3%
All presentations	7.9%	24.2%	46.0%	73.1%	87.1%	94.3%	97.0%	98.0%

(†) 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.

**Fairfield Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 9,082 patients

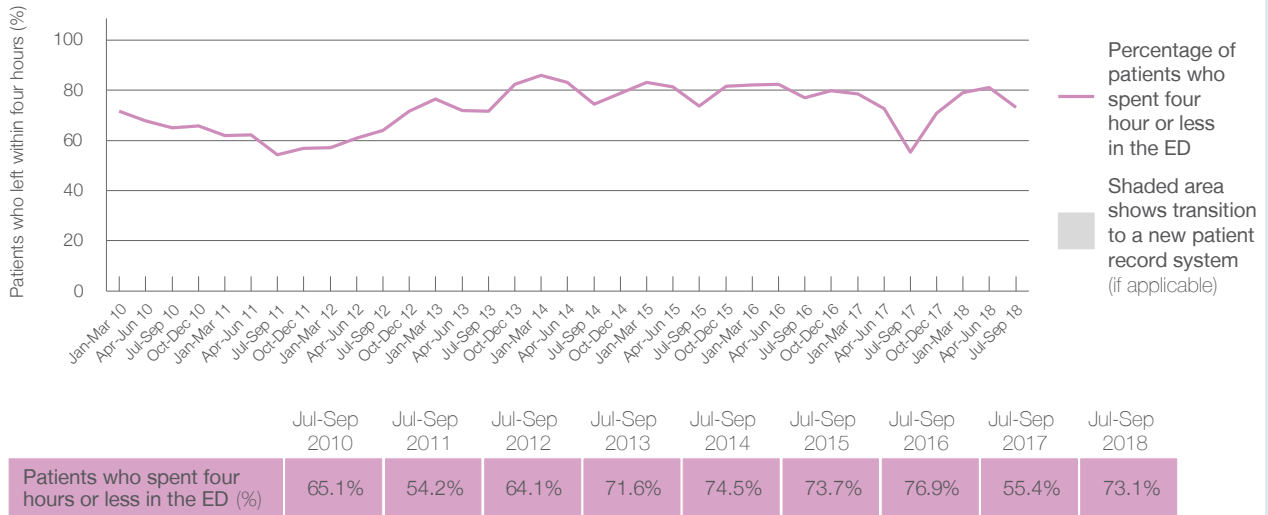
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,082 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,769	-7%
Presentations used to calculate time to leaving the ED	9,769	-7%
Percentage of patients who spent four hours or less in the ED	55.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## Liverpool Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 22,433 patients



Emergency presentations:<sup>2</sup> 22,374 patients

Same period last year	Change since one year ago
22,556	-1%
22,454	0%



## Liverpool Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,797 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 90th percentile time to start treatment<sup>5</sup>  31 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 11,788 patients

Median time to start treatment<sup>4</sup>  15 minutes  
 90th percentile time to start treatment<sup>5</sup>  59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,343 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,223 patients

Median time to start treatment<sup>4</sup>  15 minutes  
 90th percentile time to start treatment<sup>5</sup>  71 minutes

Same period last year	NSW (this period)
4,567	
8 minutes	8 minutes
35 minutes	28 minutes
11,447	
18 minutes	21 minutes
71 minutes	72 minutes
5,143	
21 minutes	26 minutes
81 minutes	105 minutes
1,139	
15 minutes	22 minutes
70 minutes	103 minutes

## Liverpool Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 22,431 patients

Percentage of patients who spent four hours or less in the ED  50%

Same period last year	Change since one year ago
22,555	-1%
51%	

\* 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, January to March 2018*.
- 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.

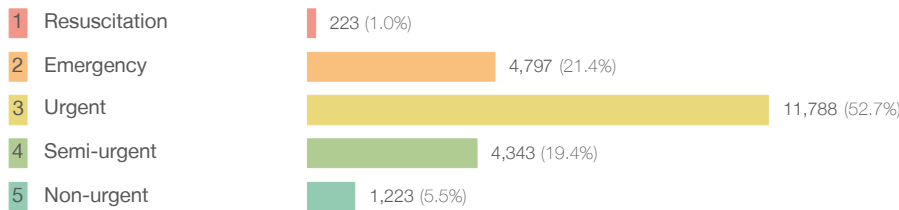
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Liverpool Hospital: Patients presenting to the emergency department July to September 2018

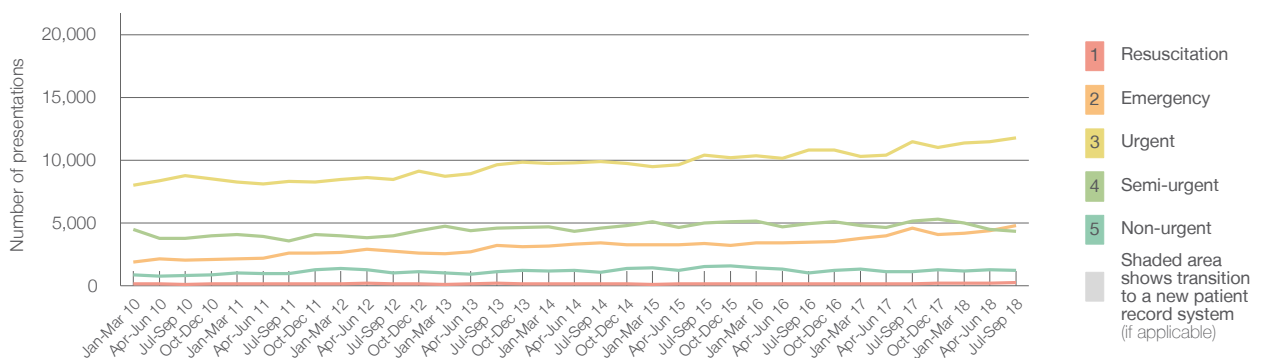
All presentations:<sup>1</sup> 22,433 patients

Emergency presentations<sup>2</sup> by triage category: 22,374 patients



	Same period last year	Change since one year ago
All presentations	22,556	-1%
Emergency presentations	22,454	0%
1 Resuscitation	158	41.1%
2 Emergency	4,567	5.0%
3 Urgent	11,447	3.0%
4 Semi-urgent	5,143	-15.6%
5 Non-urgent	1,139	7.4%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	113	170	145	176	156	159	153	158	223
Emergency	2,036	2,602	2,762	3,183	3,403	3,384	3,482	4,567	4,797
Urgent	8,745	8,318	8,483	9,650	9,869	10,420	10,820	11,447	11,788
Semi-urgent	3,748	3,549	3,947	4,567	4,560	5,006	4,946	5,143	4,343
Non-urgent	802	956	1,035	1,112	1,072	1,521	1,028	1,139	1,223
All emergency presentations	15,444	15,595	16,372	18,688	19,060	20,490	20,429	22,454	22,374

## Liverpool Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,716 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	6,706	
ED Transfer of care time		
Median time	18 minutes	-2 minutes
90th percentile time	65 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.

## Liverpool Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 4,797

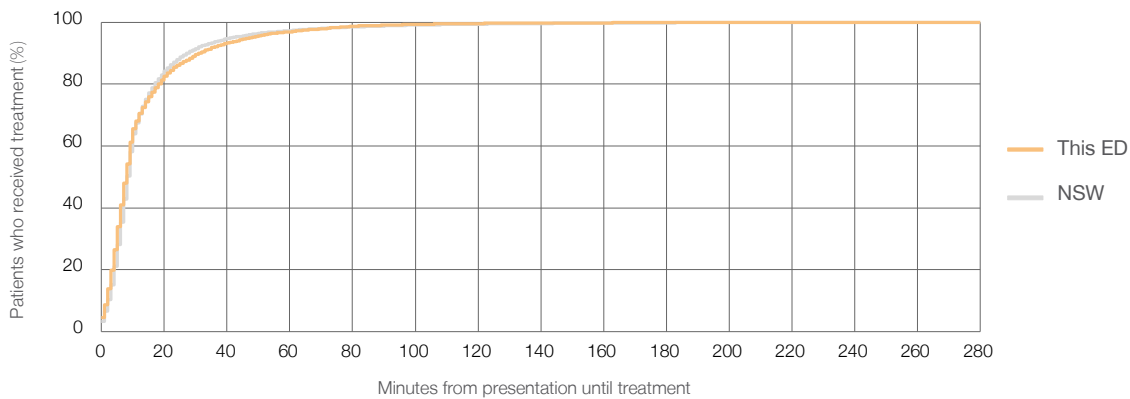
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,757

Median time to start treatment<sup>4</sup>  8 minutes

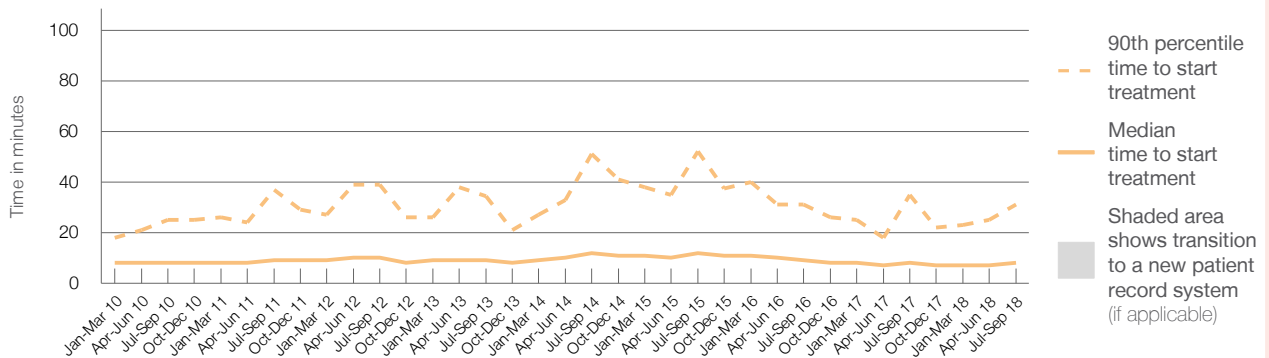
90th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
4,567	4,538
8 minutes	8 minutes
35 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	8	9	10	9	12	12	9	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	25	37	39	35	51	52	31	35	31

(†) 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.



## Liverpool Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 11,788

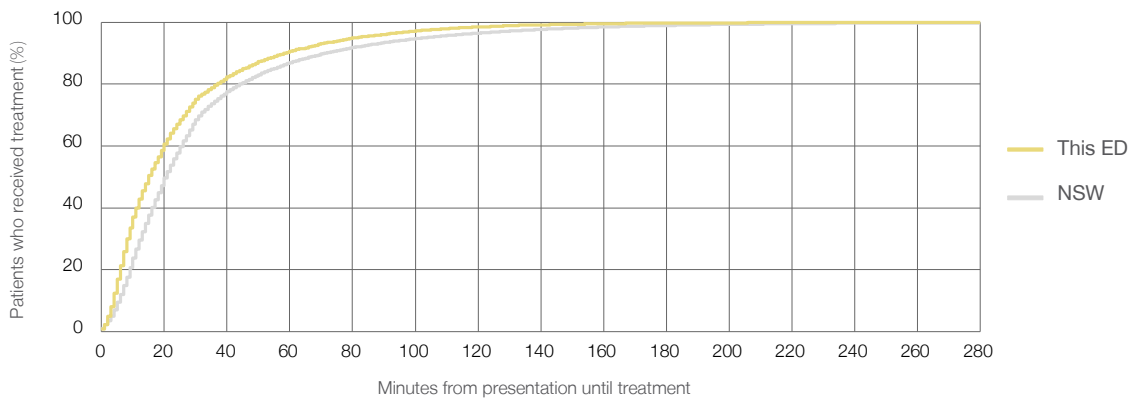
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 11,368

Median time to start treatment<sup>4</sup>  15 minutes

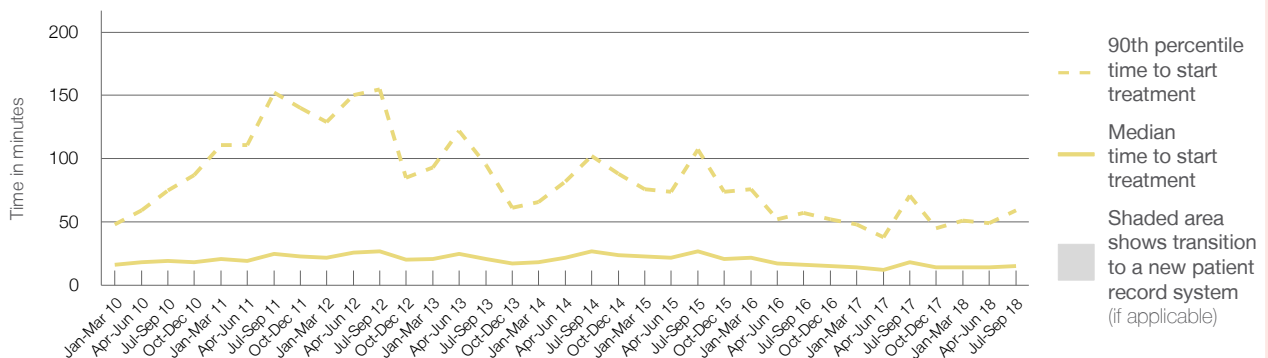
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
11,447	11,020
18 minutes	21 minutes
71 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	19	25	27	21	27	27	16	18	15
90th percentile time to start treatment <sup>5</sup> (minutes)	75	152	155	95	102	107	57	71	59

(†) 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.

## Liverpool Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,343

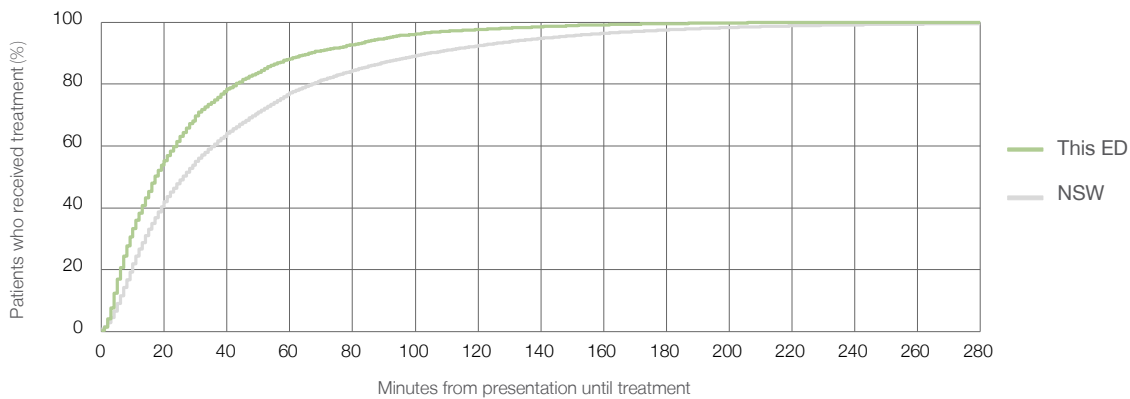
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,005

Median time to start treatment<sup>4</sup>  17 minutes

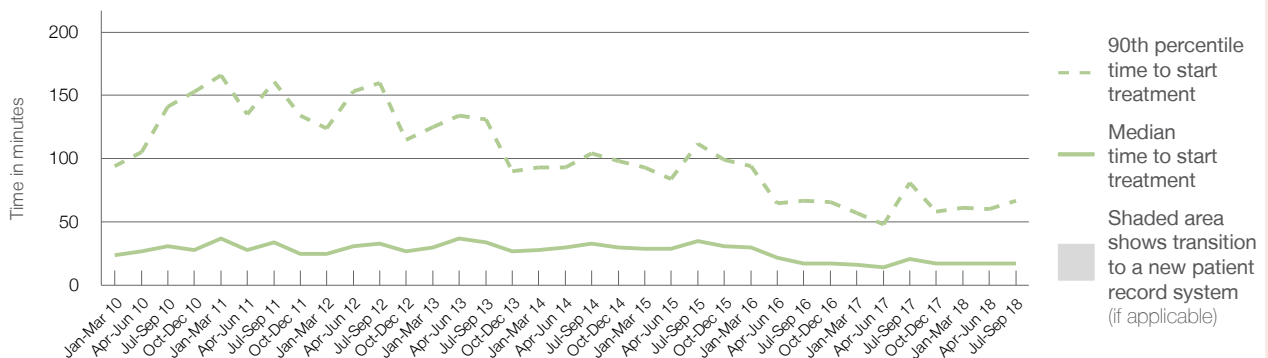
90th percentile time to start treatment<sup>5</sup>  67 minutes

Same period last year	NSW (this period)
5,143	
4,663	
21 minutes	26 minutes
81 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	31	34	33	34	33	35	17	21	17
90th percentile time to start treatment <sup>5</sup> (minutes)	141	161	160	131	104	112	67	81	67

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

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

## Liverpool Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,223

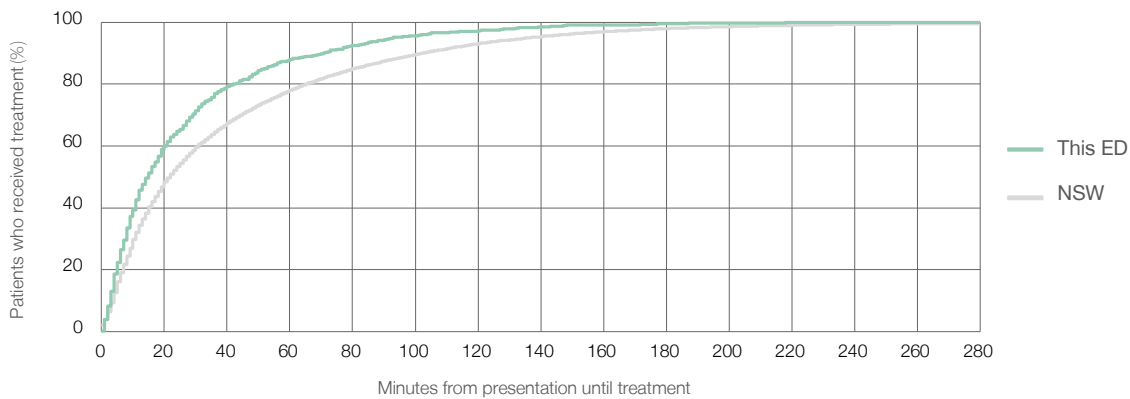
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,003

Median time to start treatment<sup>4</sup> 15 minutes

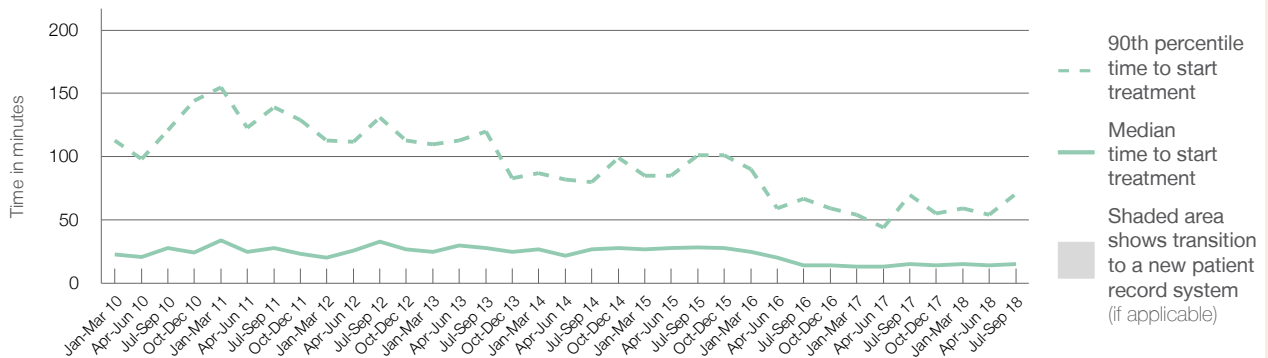
90th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
1,139	900
15 minutes	22 minutes
70 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	28	28	33	28	27	29	14	15	15
90th percentile time to start treatment <sup>5</sup> (minutes)	121	139	131	120	80	101	67	70	71

(†) 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.

## Liverpool Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 22,433 patients

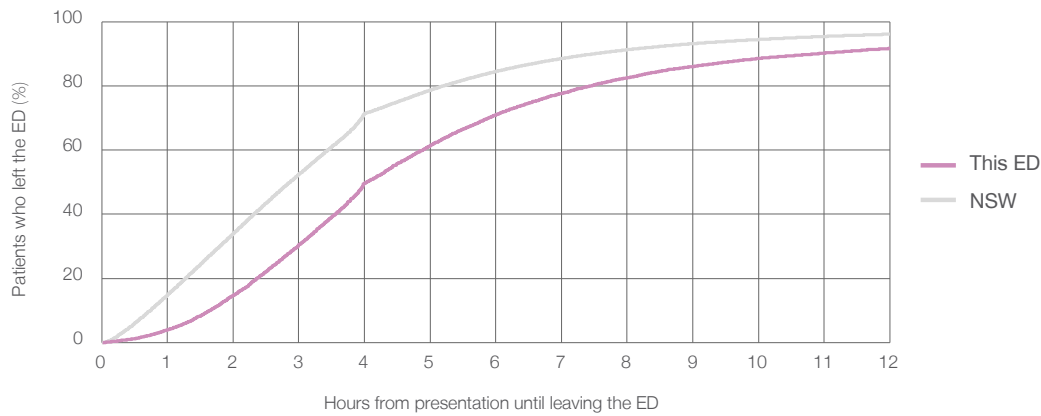
Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,431 patients

Median time spent in the ED<sup>8</sup> 4 hours and 2 minutes

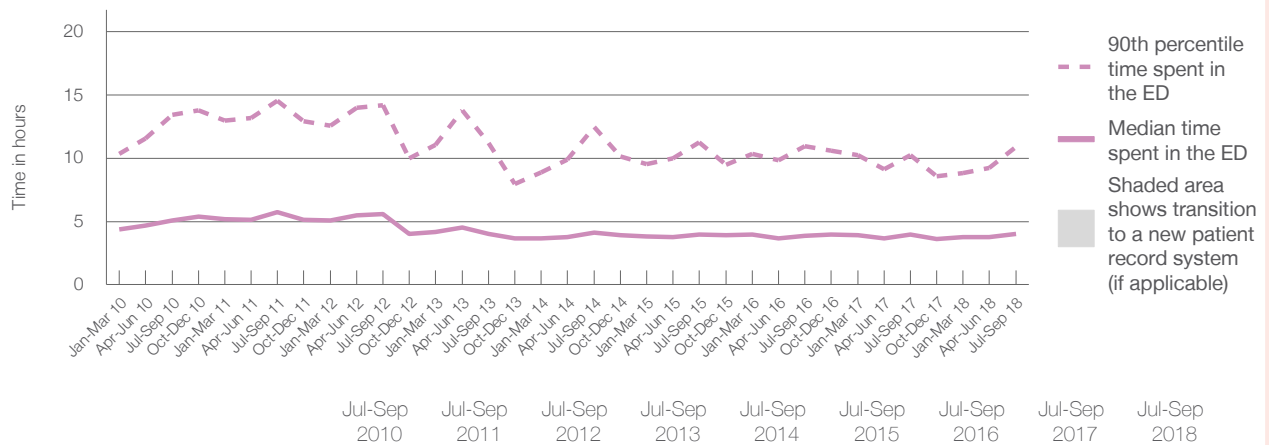
90th percentile time spent in the ED<sup>9</sup> 10 hours and 54 minutes

Same period last year	NSW (this period)
22,556	22,555
3 hours and 58 minutes	2 hours and 52 minutes
10 hours and 13 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	5h 6m	5h 44m	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m	3h 58m	4h 2m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	13h 24m	14h 33m	14h 12m	11h 13m	12h 29m	11h 15m	10h 56m	10h 13m	10h 54m

(†) 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.

## Liverpool Hospital: Time patients spent in the ED

### By mode of separation

July to September 2018

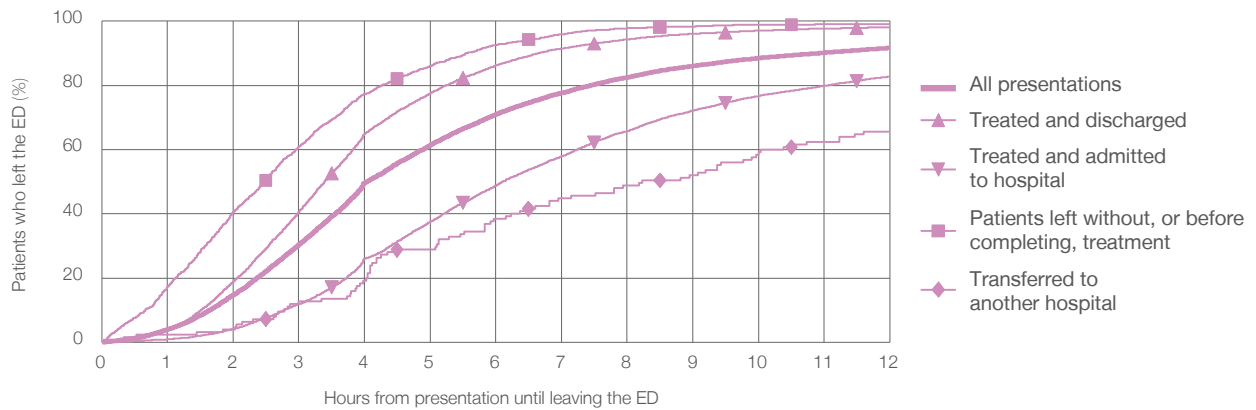
All presentations:<sup>1</sup> 22,433 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,431 patients

Treated and discharged	11,000 (49.0%)
Treated and admitted to hospital	9,335 (41.6%)
Patient left without, or before completing, treatment	1,851 (8.3%)
Transferred to another hospital	125 (0.6%)
Other	122 (0.5%)

Same period last year	Change since one year ago
22,555	-1%
10,727	2.5%
9,456	-1.3%
2,105	-12.1%
97	28.9%
171	-28.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡</sup>



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	3.9%	18.9%	40.8%	65.1%	86.3%	94.3%	97.1%	98.2%
Treated and admitted to hospital	0.9%	4.2%	11.9%	26.1%	48.8%	65.8%	76.7%	82.8%
Patient left without, or before completing, treatment	17.4%	40.6%	60.9%	77.4%	92.6%	97.8%	98.9%	99.2%
Transferred to another hospital	2.4%	4.0%	12.8%	19.2%	38.4%	48.8%	59.2%	65.6%
All presentations	4.0%	14.8%	30.5%	49.7%	71.0%	82.5%	88.5%	91.7%

(†) 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.

**Liverpool Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2018

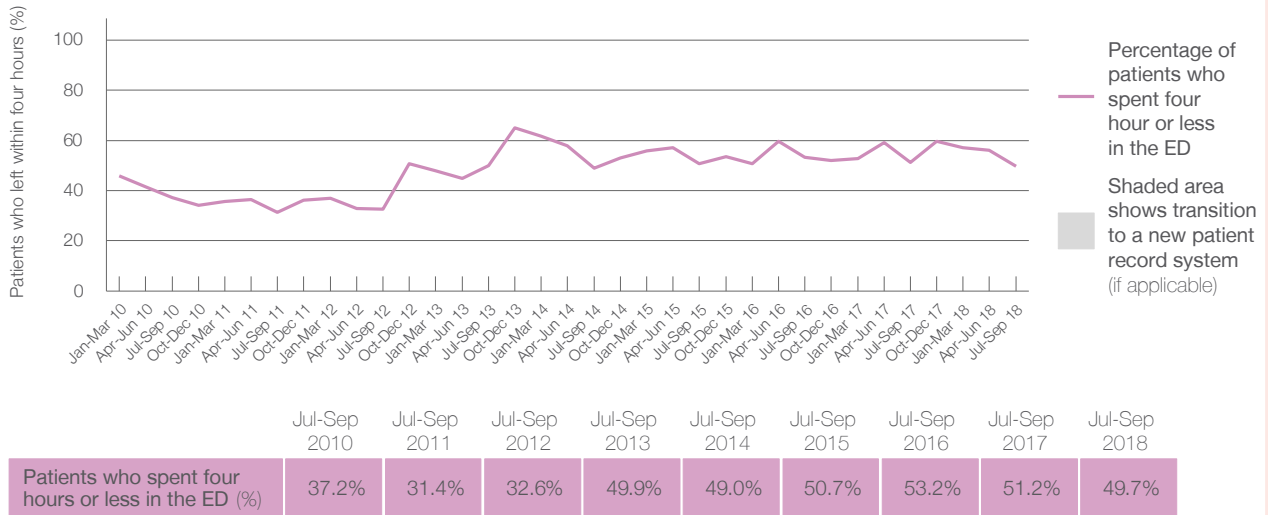
All presentations at the emergency department: <sup>1</sup> 22,433 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 22,431 patients

Percentage of patients who spent four hours or less in the ED  49.7%

	Same period last year	Change since one year ago
All presentations at the emergency department	22,556	-1%
Presentations used to calculate time to leaving the ED	22,555	-1%
Percentage of patients who spent four hours or less in the ED	51.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).