



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Northern Sydney Local Health District

January to March 2017

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

## Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 9,656 patients  
Emergency presentations:<sup>2</sup> 9,594 patients

Same period last year	Change since one year ago
9,644	0.1%
9,595	-0.0%

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,282 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,224 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 42 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,380 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 71 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,672 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
1,332	
5 minutes	8 minutes
10 minutes	26 minutes
2,121	
15 minutes	20 minutes
46 minutes	69 minutes
4,280	
16 minutes	26 minutes
76 minutes	101 minutes
1,830	
11 minutes	23 minutes
88 minutes	104 minutes

## Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,656 patients

Percentage of patients who spent four hours or less in the ED 79.8%

Same period last year	Change since one year ago
9,644	0.1%
71.0%	

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

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

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

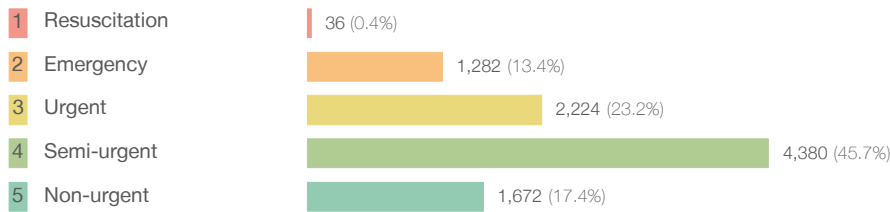
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department January to March 2017

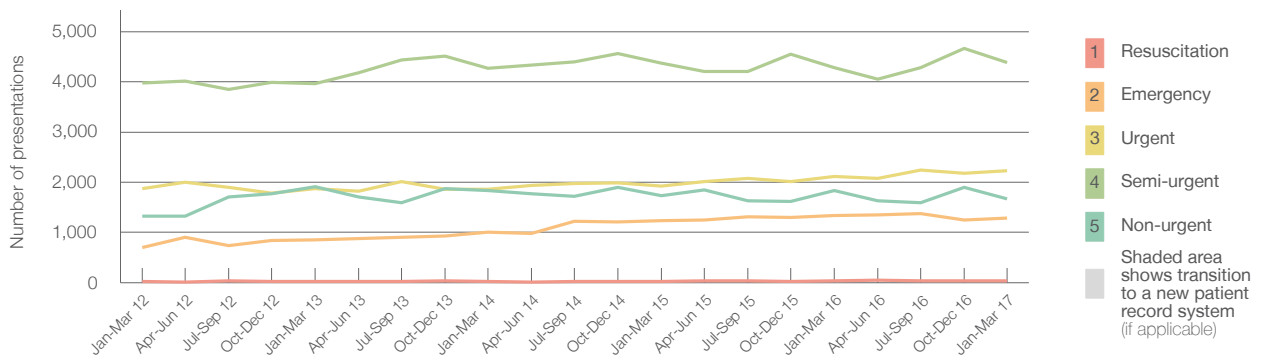
All presentations:<sup>1</sup> 9,656 patients

Emergency presentations<sup>2</sup> by triage category: 9,594 patients



Same period last year	Change since one year ago
9,644	0.1%
9,595	-0.0%
32	12.5%
1,332	-3.8%
2,121	4.9%
4,280	2.3%
1,830	-8.6%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	23	25	24	21	32	36
Emergency	695	854	1,003	1,241	1,332	1,282
Urgent	1,868	1,872	1,865	1,930	2,121	2,224
Semi-urgent	3,973	3,965	4,274	4,375	4,280	4,380
Non-urgent	1,323	1,908	1,839	1,736	1,830	1,672
All emergency presentations	7,882	8,624	9,005	9,303	9,595	9,594

## Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,972 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,832	
12 minutes	-1 minute
28 minutes	-7 minutes

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

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

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

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,282

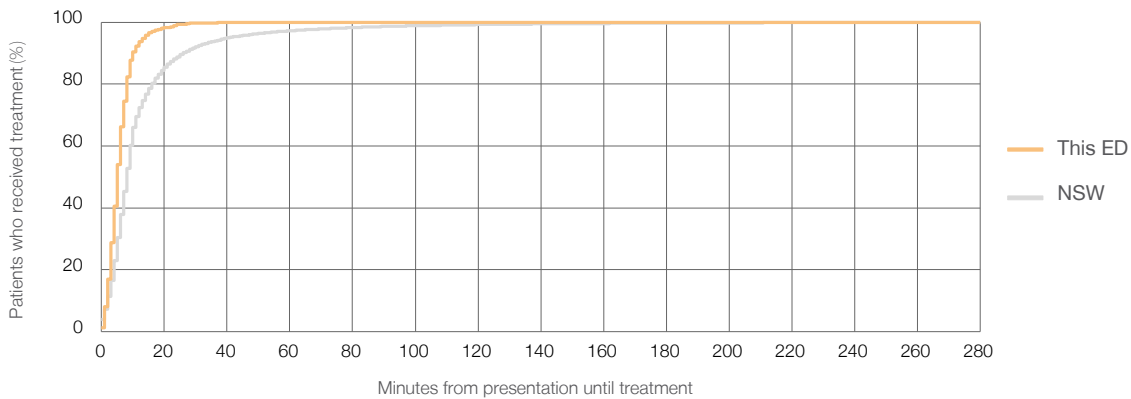
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,279

Median time to start treatment<sup>4</sup> 5 minutes

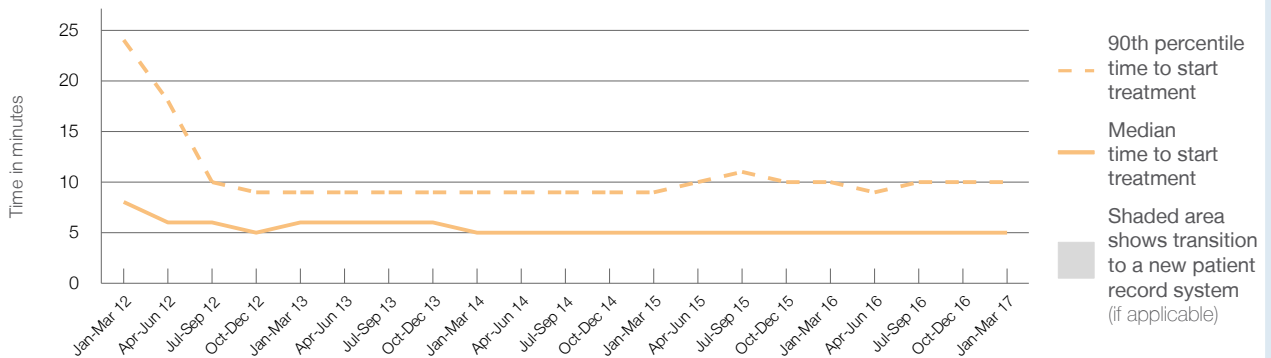
90th percentile time to start treatment<sup>5</sup> 10 minutes

Same period last year	NSW (this period)
1,332	1,331
5 minutes	8 minutes
10 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	8	6	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	24	9	9	9	10	10

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

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,224

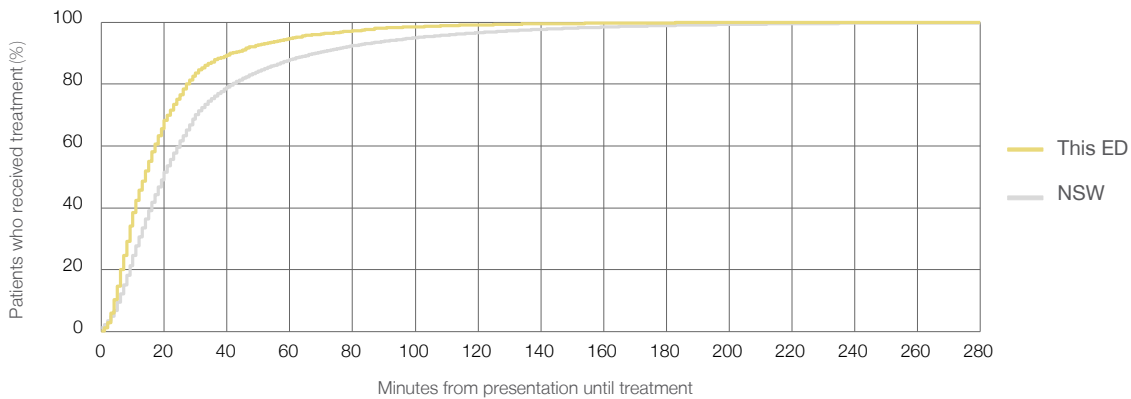
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,209

Median time to start treatment<sup>4</sup> 14 minutes

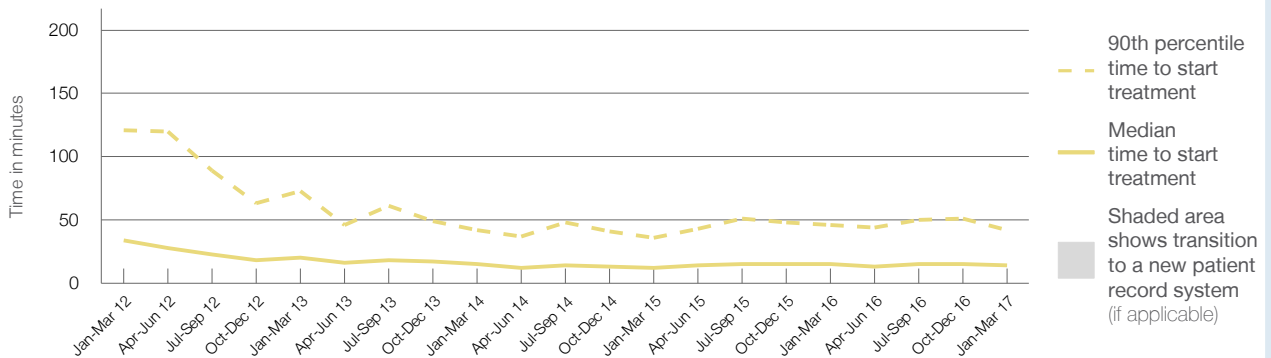
90th percentile time to start treatment<sup>5</sup> 42 minutes

	Same period last year	NSW (this period)
	2,121	
	2,109	
	15 minutes	20 minutes
	46 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	34	20	15	12	15	14
90th percentile time to start treatment <sup>5</sup> (minutes)	121	73	42	36	46	42

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

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,380

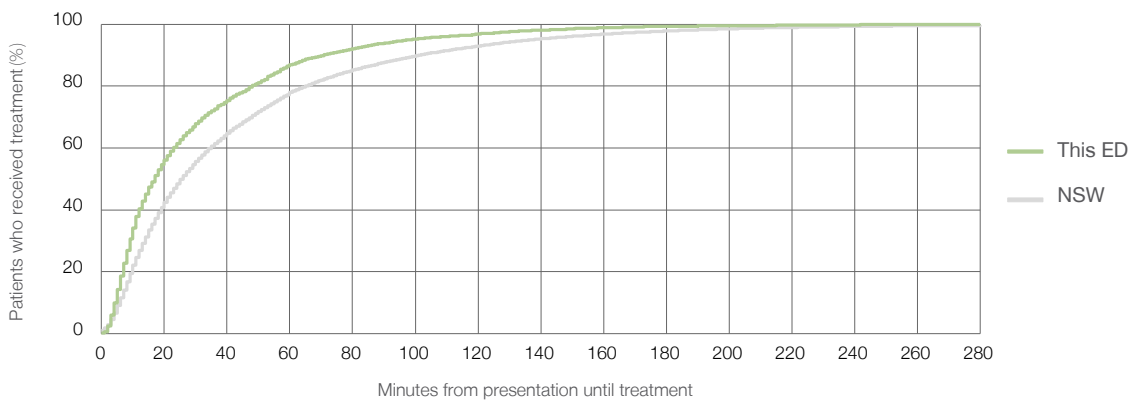
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,257

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

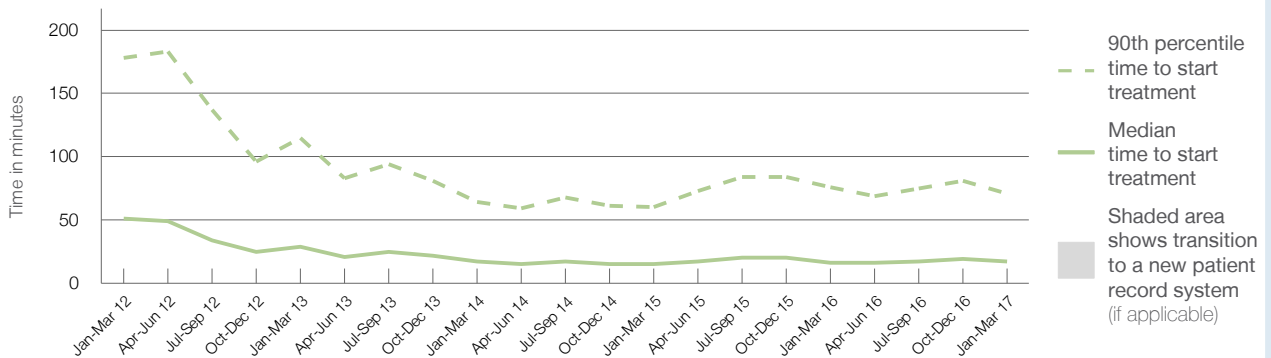
90th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
4,280	
4,126	
16 minutes	26 minutes
76 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	51	29	17	15	16	17
90th percentile time to start treatment <sup>5</sup> (minutes)	178	115	64	60	76	71

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

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,672

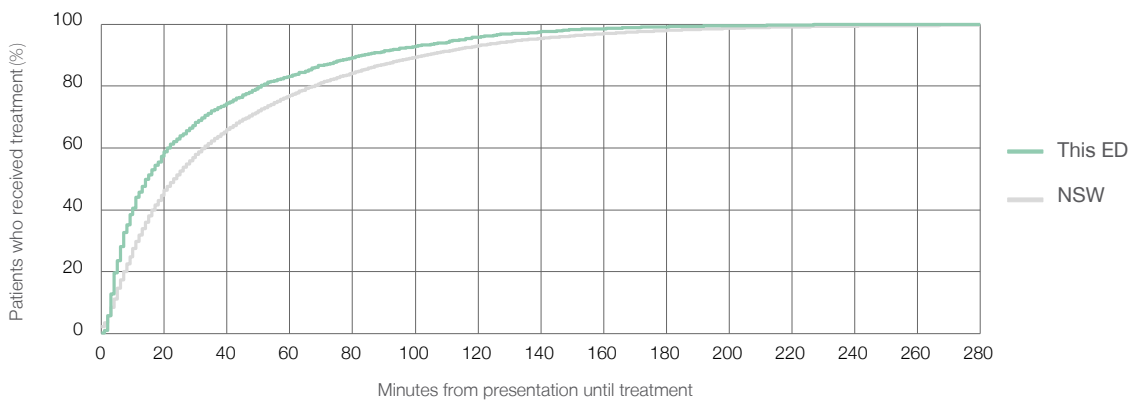
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,587

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

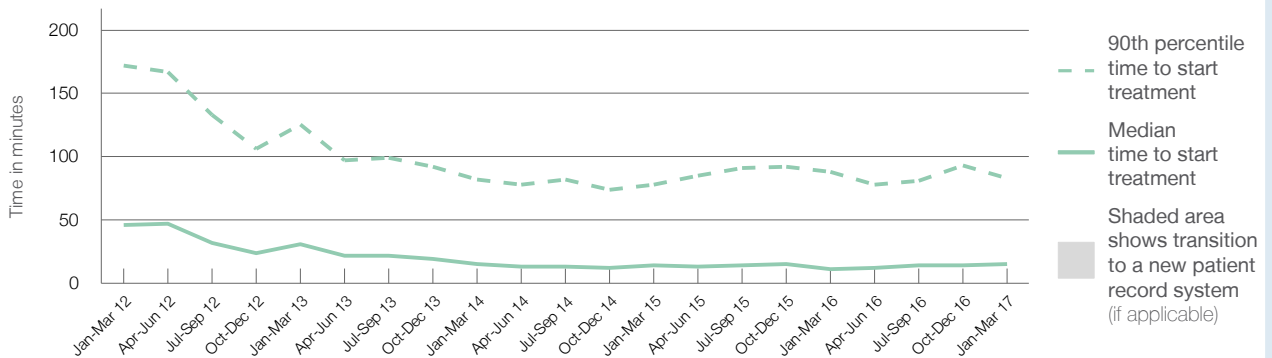
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
1,830	1,712
11 minutes	23 minutes
88 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	46	31	15	14	11	15
90th percentile time to start treatment <sup>5</sup> (minutes)	172	126	82	78	88	83

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## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 9,656 patients

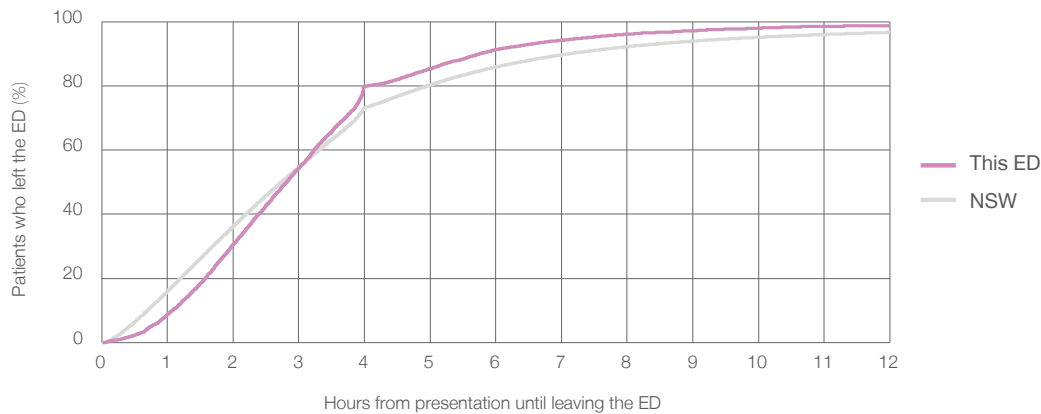
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,656 patients

Median time spent in the ED<sup>8</sup>  2 hours and 49 minutes

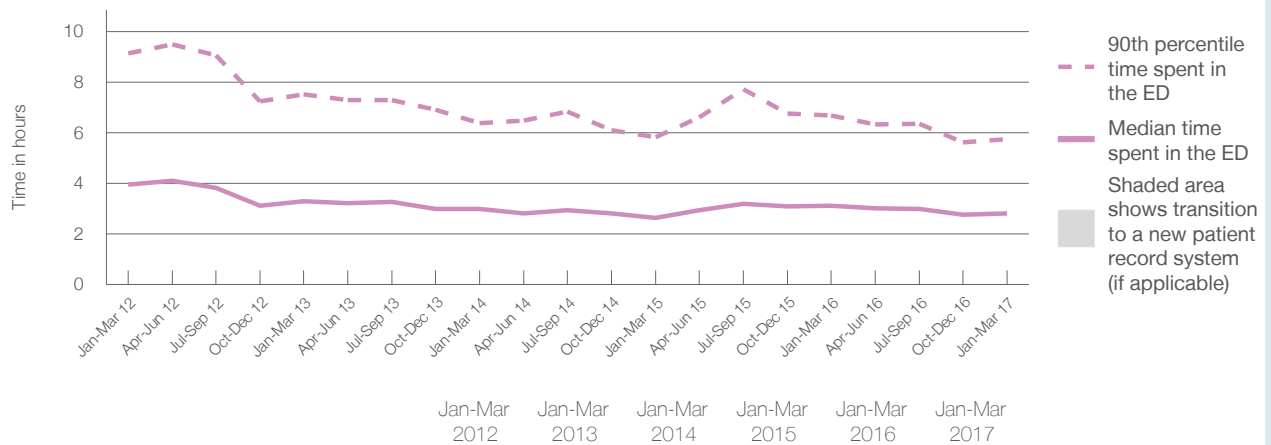
90th percentile time spent in the ED<sup>9</sup>  5 hours and 45 minutes

Same period last year	NSW (this period)
9,644	9,644
3 hours and 8 minutes	2 hours and 44 minutes
6 hours and 41 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 57m	3h 18m	2h 59m	2h 39m	3h 8m	2h 49m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 8m	7h 32m	6h 23m	5h 49m	6h 41m	5h 45m

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## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

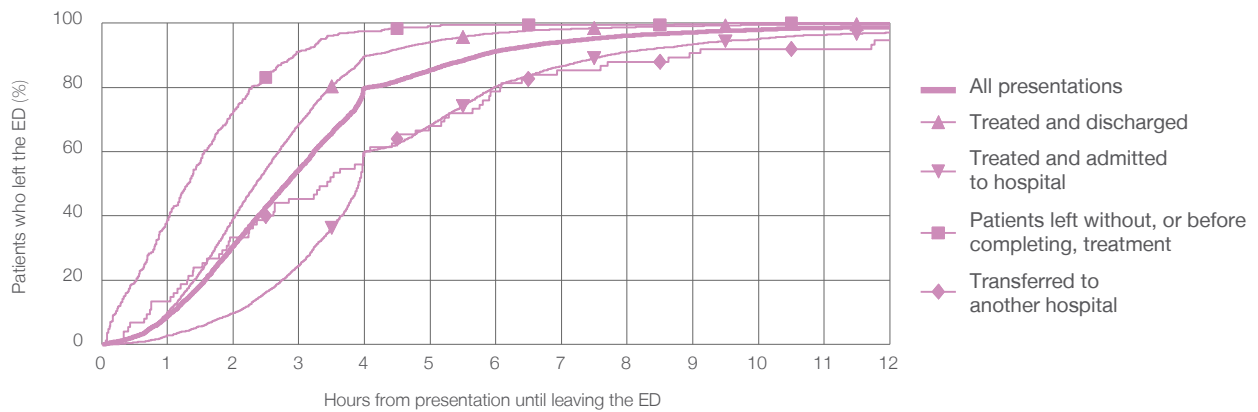
All presentations:<sup>1</sup> 9,656 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,656 patients

Treated and discharged	5,897 (61.1%)
Treated and admitted to hospital	3,260 (33.8%)
Patient left without, or before completing, treatment	416 (4.3%)
Transferred to another hospital	75 (0.8%)
Other	8 (0.1%)

Same period last year	Change since one year ago
9,644	0.1%
6,017	-2.0%
2,962	10.1%
594	-30.0%
69	8.7%
2	300.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	10.0%	39.2%	68.5%	89.7%	96.9%	98.8%	99.5%	99.7%
Treated and admitted to hospital	2.8%	9.7%	24.5%	60.0%	80.3%	91.0%	95.1%	97.0%
Patient left without, or before completing, treatment	38.7%	72.6%	91.1%	97.6%	99.5%	99.5%	100%	100%
Transferred to another hospital	13.3%	33.3%	45.3%	60.0%	78.7%	88.0%	92.0%	94.7%
All presentations	8.8%	30.7%	54.4%	79.8%	91.3%	96.1%	97.9%	98.8%

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## Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED January to March 2017

All presentations at the emergency department:<sup>1</sup> 9,656 patients

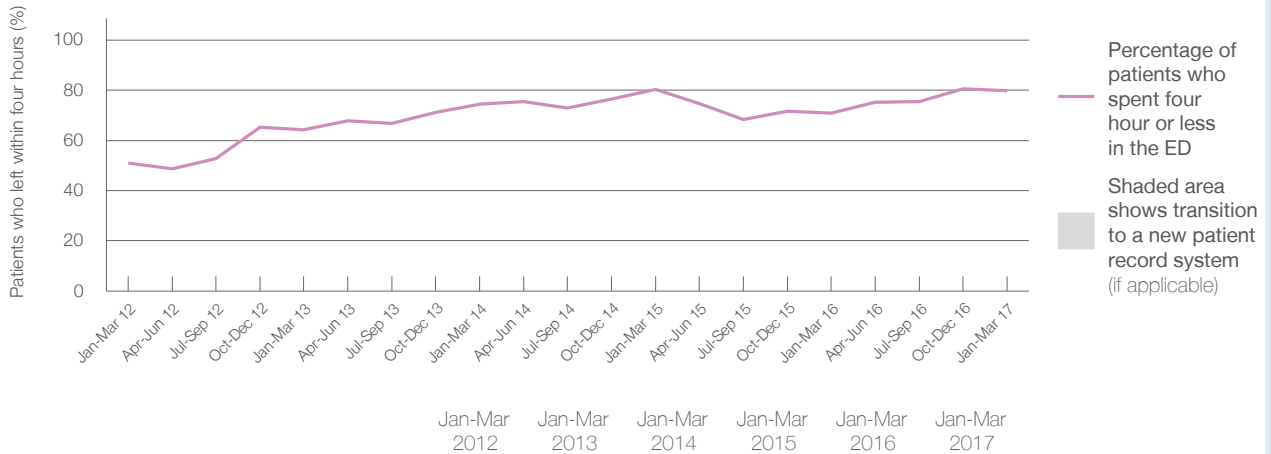
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,656 patients

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	9,644	0.1%
Presentations used to calculate time to leaving the ED	9,644	0.1%
Percentage of patients who spent four hours or less in the ED	71.0%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	51.0%	64.3%	74.5%	80.3%	71.0%	79.8%

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

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

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

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

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

## Manly District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 6,462 patients  
Emergency presentations:<sup>2</sup> 6,376 patients

Same period last year	Change since one year ago
6,433	0.5%
6,374	0.0%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 954 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,356 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,633 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 389 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
851	
6 minutes	8 minutes
13 minutes	26 minutes
2,272	
13 minutes	20 minutes
39 minutes	69 minutes
2,684	
13 minutes	26 minutes
69 minutes	101 minutes
539	
12 minutes	23 minutes
84 minutes	104 minutes

## Manly District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,462 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
6,433	0.5%
85.9%	

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

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

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

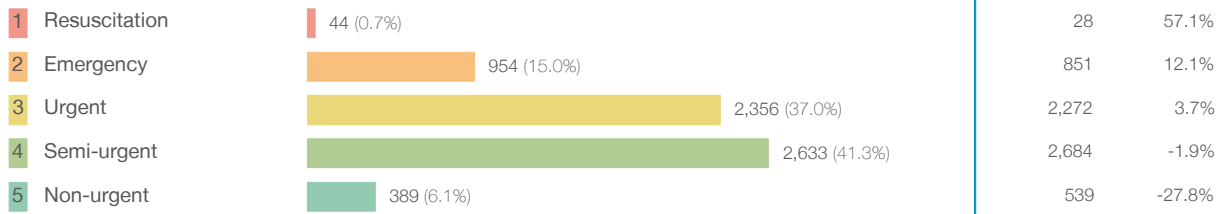
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

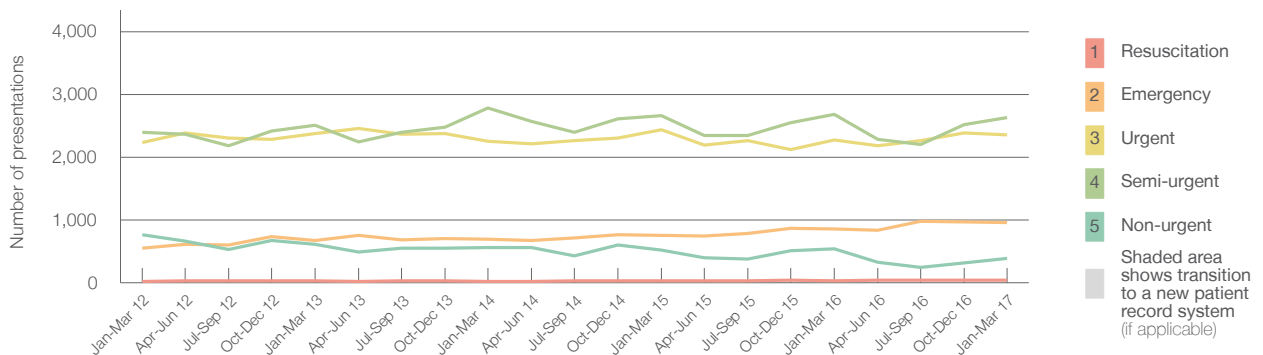
## Manly District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 6,462 patients

Emergency presentations<sup>2</sup> by triage category: 6,376 patients



Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>

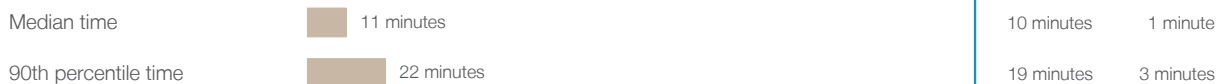


	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	22	29	22	33	28	44
Emergency	549	674	691	754	851	954
Urgent	2,236	2,376	2,255	2,439	2,272	2,356
Semi-urgent	2,398	2,506	2,785	2,665	2,684	2,633
Non-urgent	763	614	562	518	539	389
All emergency presentations	5,968	6,199	6,315	6,409	6,374	6,376

## Manly District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,349 patients

ED Transfer of care time



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

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

## Manly District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 954

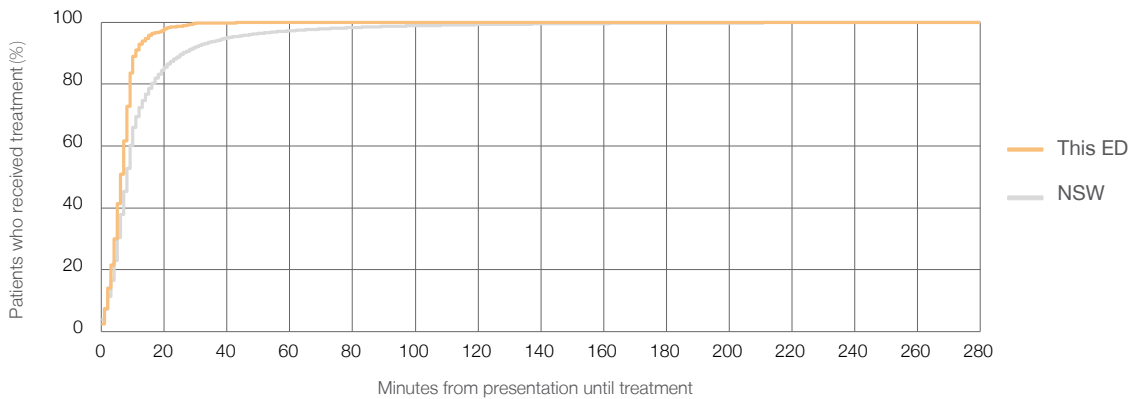
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 954

Median time to start treatment<sup>4</sup> 6 minutes

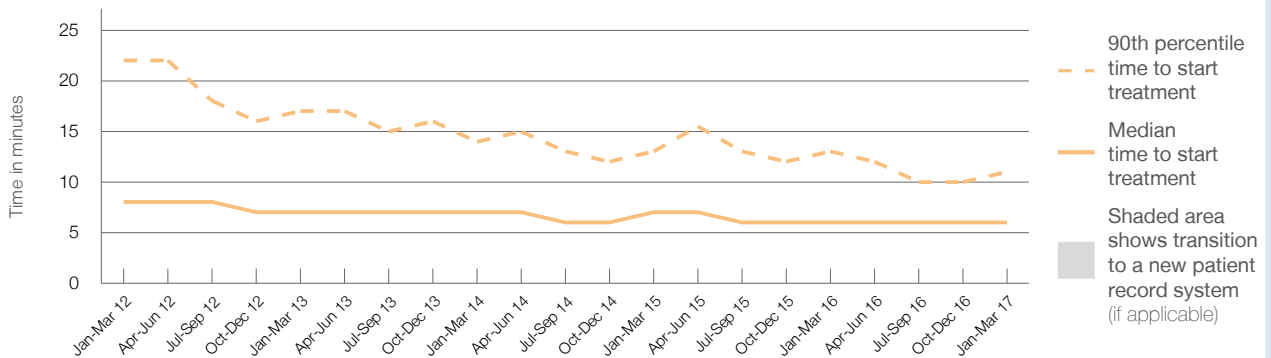
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
851	851
6 minutes	8 minutes
13 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	7	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	22	17	14	13	13	11

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

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

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

## Manly District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,356

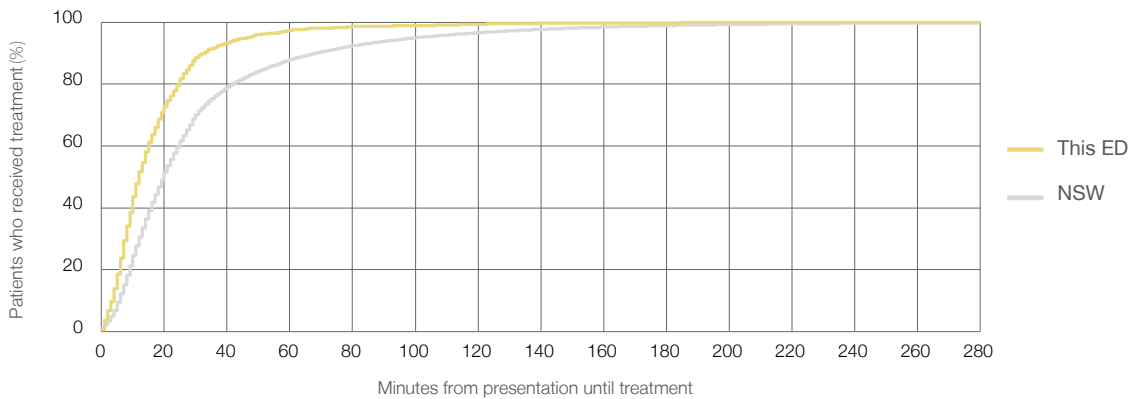
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,345

Median time to start treatment<sup>4</sup> 12 minutes

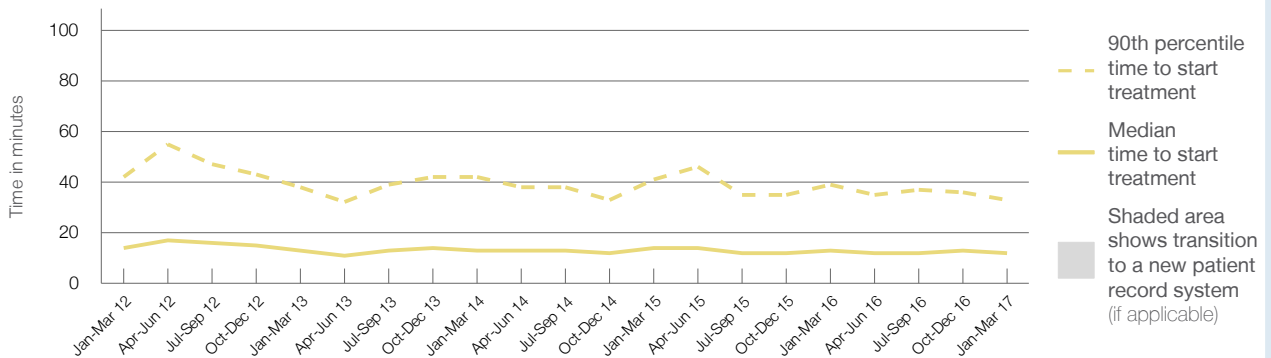
90th percentile time to start treatment<sup>5</sup> 33 minutes

Same period last year	NSW (this period)
2,272	
2,258	
13 minutes	20 minutes
39 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	14	13	13	14	13	12
90th percentile time to start treatment <sup>5</sup> (minutes)	42	38	42	41	39	33

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

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

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

## Manly District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

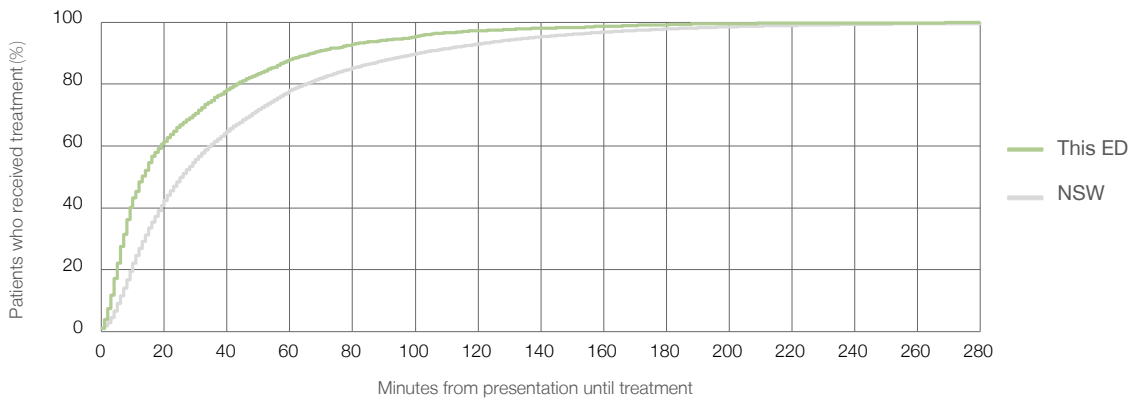
Number of triage 4 patients: 2,633

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,570

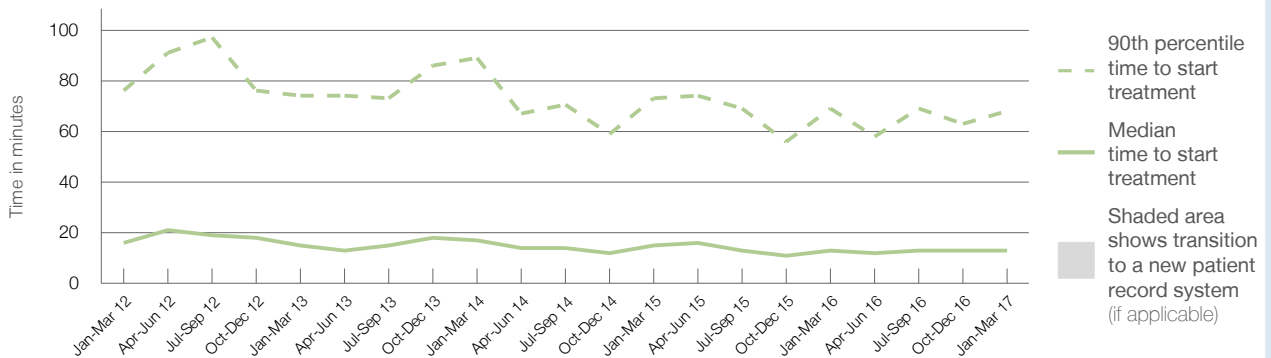
Median time to start treatment<sup>4</sup>  13 minutes  
 90th percentile time to start treatment<sup>5</sup>  68 minutes

Same period last year	NSW (this period)
2,684	
2,627	
13 minutes	26 minutes
69 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	16	15	17	15	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	76	74	89	73	69	68

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

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

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

## Manly District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 389

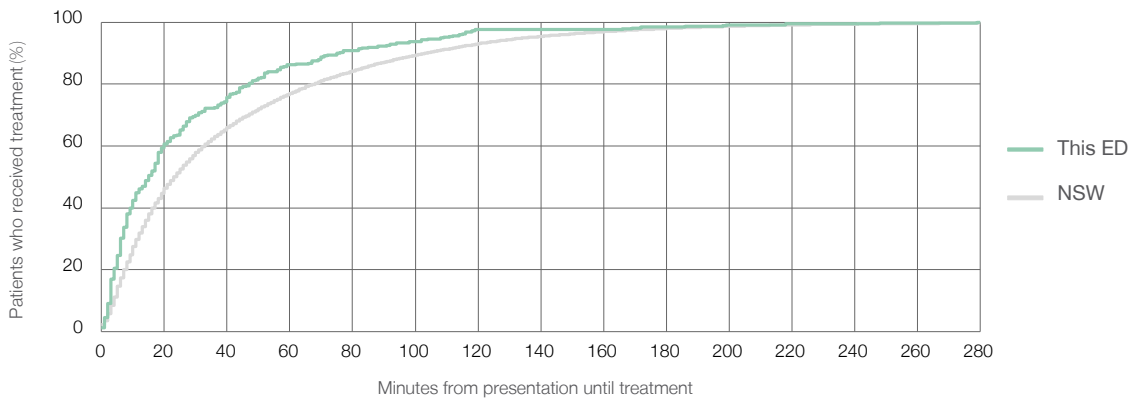
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 370

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

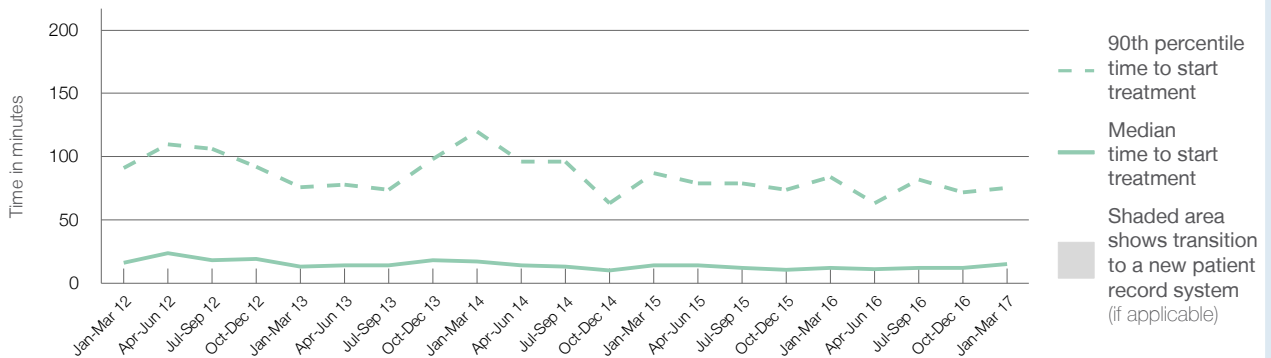
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
539	
514	
12 minutes	23 minutes
84 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	16	13	17	14	12	15
90th percentile time to start treatment <sup>5</sup> (minutes)	91	76	120	87	84	76

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

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



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

## Manly District Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 6,462 patients

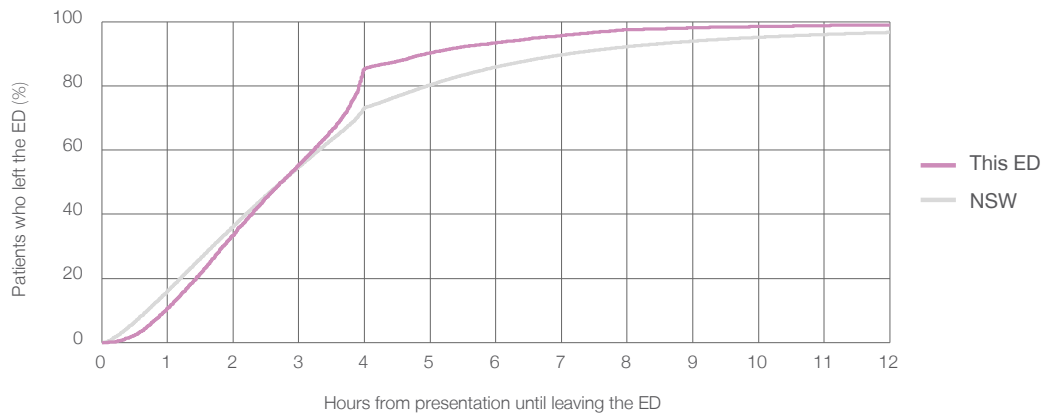
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,462 patients

Median time spent in the ED<sup>8</sup> 2 hours and 44 minutes

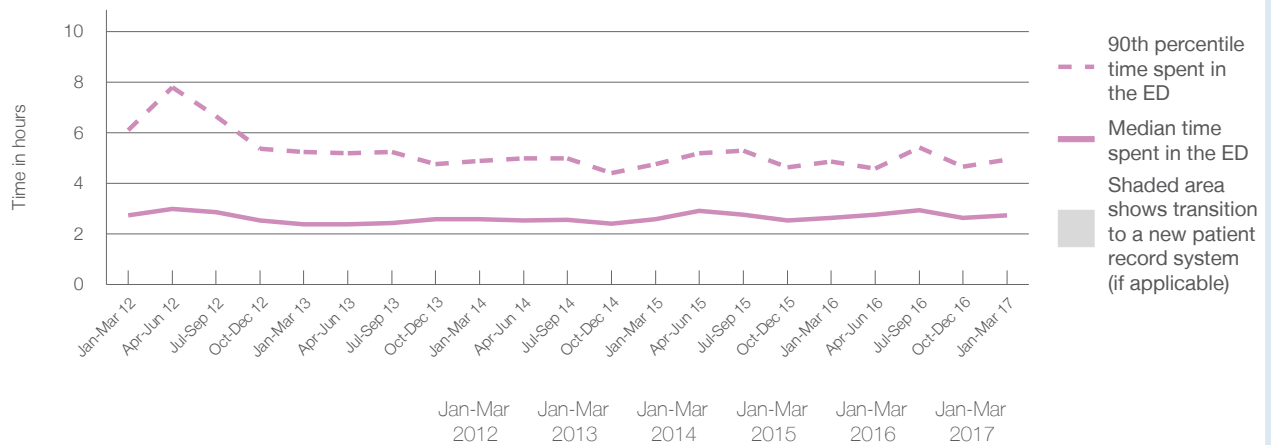
90th percentile time spent in the ED<sup>9</sup> 4 hours and 57 minutes

Same period last year	NSW (this period)
6,433	6,433
2 hours and 38 minutes	2 hours and 44 minutes
4 hours and 52 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 44m	2h 23m	2h 35m	2h 35m	2h 38m	2h 44m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 6m	5h 15m	4h 54m	4h 46m	4h 52m	4h 57m

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

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

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

## Manly District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

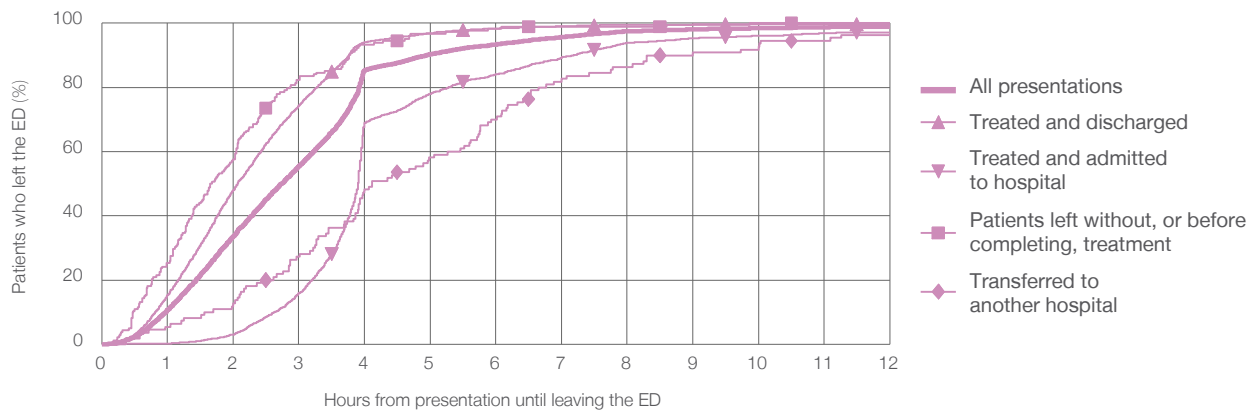
All presentations:<sup>1</sup> 6,462 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,462 patients

Treated and discharged	4,141 (64.1%)
Treated and admitted to hospital	2,027 (31.4%)
Patient left without, or before completing, treatment	182 (2.8%)
Transferred to another hospital	110 (1.7%)
Other	2 (0%)

Same period last year	Change since one year ago
6,433	0.5%
4,150	-0.2%
2,052	-1.2%
140	30.0%
88	25.0%
3	-33.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	15.3%	48.0%	74.4%	94.1%	98.3%	99.5%	99.7%	99.8%
Treated and admitted to hospital	0.2%	3.1%	15.9%	68.9%	84.1%	93.9%	96.2%	97.1%
Patient left without, or before completing, treatment	25.3%	57.7%	82.4%	93.4%	98.4%	98.9%	100%	100%
Transferred to another hospital	5.5%	12.7%	27.3%	48.2%	70.0%	86.4%	92.7%	96.4%
All presentations	10.7%	33.6%	55.5%	85.4%	93.4%	97.5%	98.5%	98.9%

(†) 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.

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

## Manly District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 6,462 patients

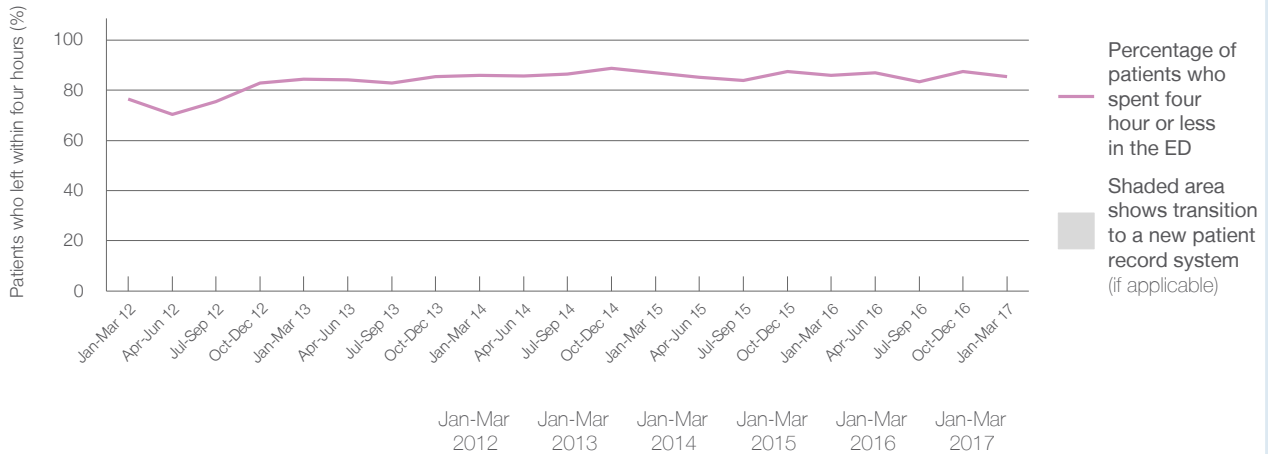
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,462 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,433	0.5%
Presentations used to calculate time to leaving the ED	6,433	0.5%
Percentage of patients who spent four hours or less in the ED	85.9%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	76.6%	84.3%	85.9%	87.0%	85.9%	85.4%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

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

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

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

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

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

## Mona Vale and District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 8,765 patients  
Emergency presentations:<sup>2</sup> 8,688 patients

Same period last year	Change since one year ago
8,898	-1.5%
8,815	-1.4%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,184 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,188 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,315 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 961 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
1,087	
6 minutes	8 minutes
12 minutes	26 minutes
3,178	
15 minutes	20 minutes
42 minutes	69 minutes
3,646	
15 minutes	26 minutes
77 minutes	101 minutes
870	
13 minutes	23 minutes
95 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,764 patients

Percentage of patients who spent four hours or less in the ED 83.7%

Same period last year	Change since one year ago
8,898	-1.5%
86.8%	

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

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

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

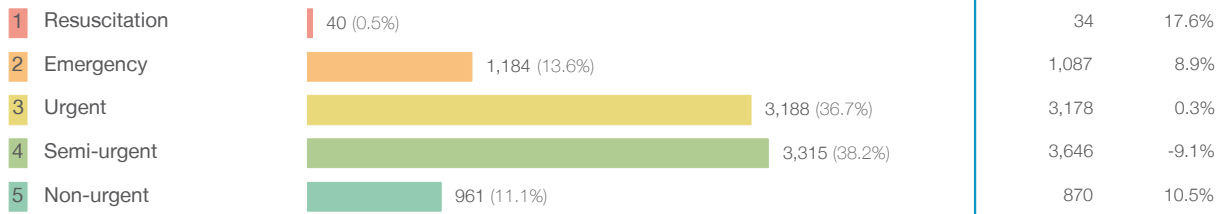
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Mona Vale and District Hospital: Patients presenting to the emergency department January to March 2017

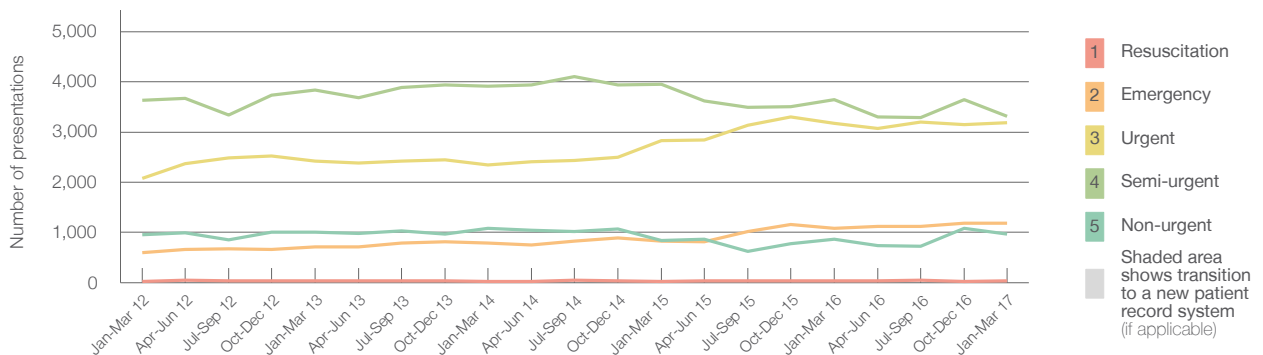
All presentations:<sup>1</sup> 8,765 patients

Emergency presentations<sup>2</sup> by triage category: 8,688 patients



Same period last year	Change since one year ago
8,898	-1.5%
8,815	-1.4%
34	17.6%
1,087	8.9%
3,178	0.3%
3,646	-9.1%
870	10.5%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	27	38	29	27	34	40
Emergency	595	717	787	829	1,087	1,184
Urgent	2,077	2,420	2,349	2,829	3,178	3,188
Semi-urgent	3,635	3,840	3,910	3,955	3,646	3,315
Non-urgent	953	1,007	1,085	840	870	961
All emergency presentations	7,287	8,022	8,160	8,480	8,815	8,688

## Mona Vale and District Hospital: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,630 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,667	
10 minutes	0 minutes
18 minutes	2 minutes

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

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

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

## Mona Vale and District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,184

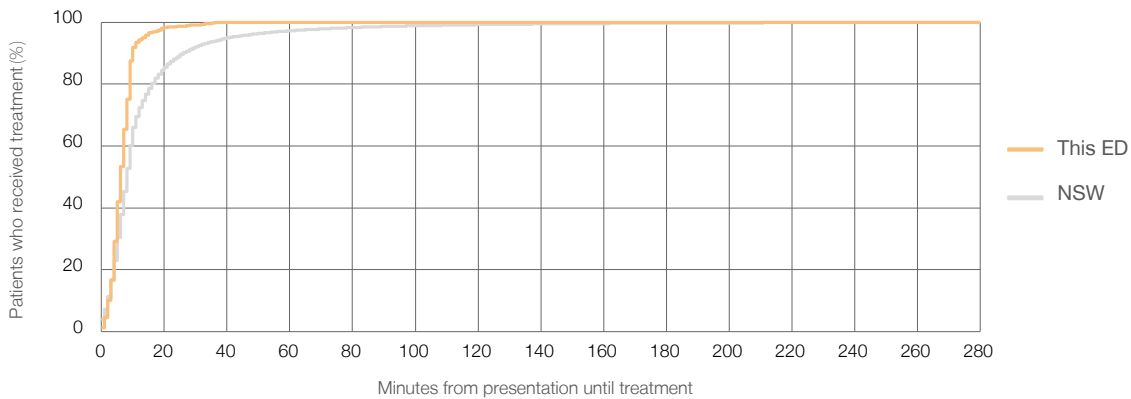
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,183

Median time to start treatment<sup>4</sup> ■ 6 minutes

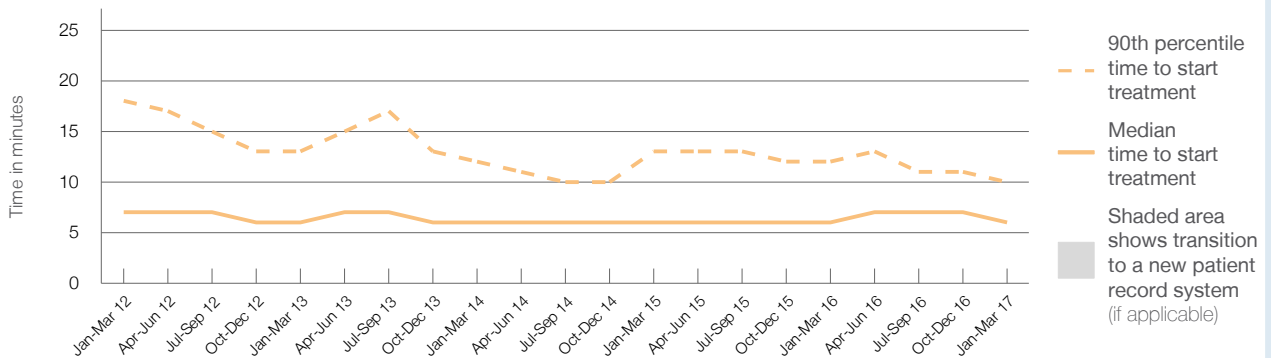
90th percentile time to start treatment<sup>5</sup> ■ 10 minutes

Same period last year	NSW (this period)
1,087	
1,085	
6 minutes	8 minutes
12 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	6	6	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	18	13	12	13	12	10

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

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

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

## Mona Vale and District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,188

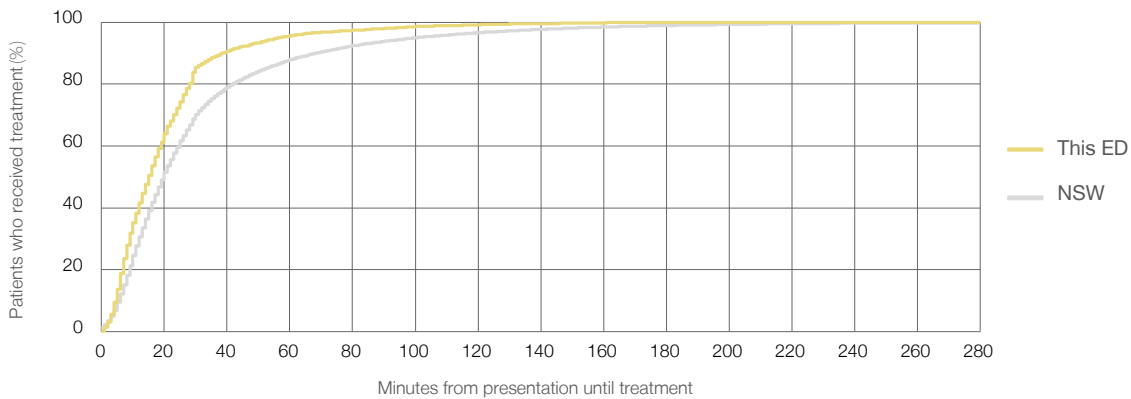
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,141

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

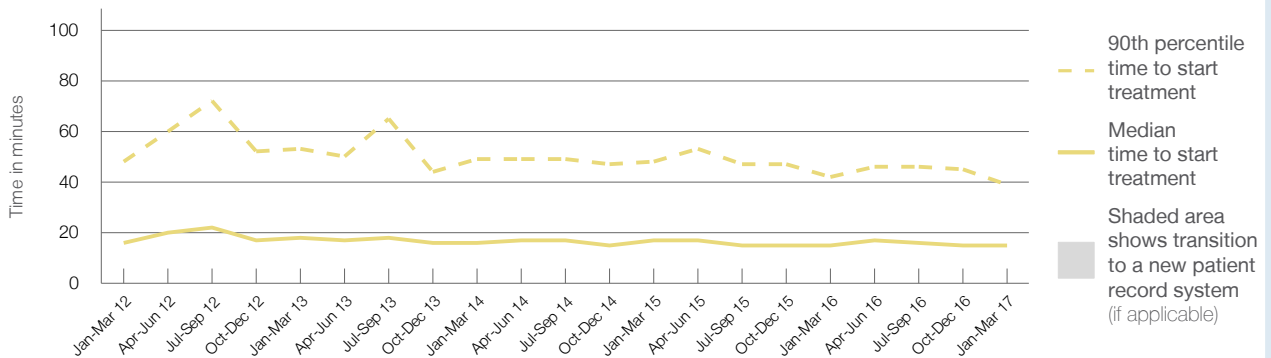
90th percentile time to start treatment<sup>5</sup> 39 minutes

Same period last year	NSW (this period)
3,178	
3,155	
15 minutes	20 minutes
42 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	16	18	16	17	15	15
90th percentile time to start treatment <sup>5</sup> (minutes)	48	53	49	48	42	39

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

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

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

## Mona Vale and District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,315

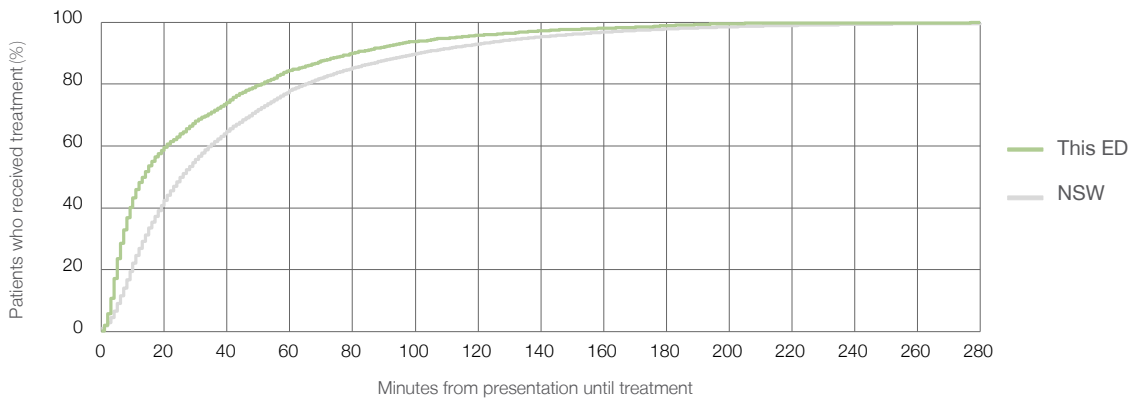
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,141

Median time to start treatment<sup>4</sup>  14 minutes

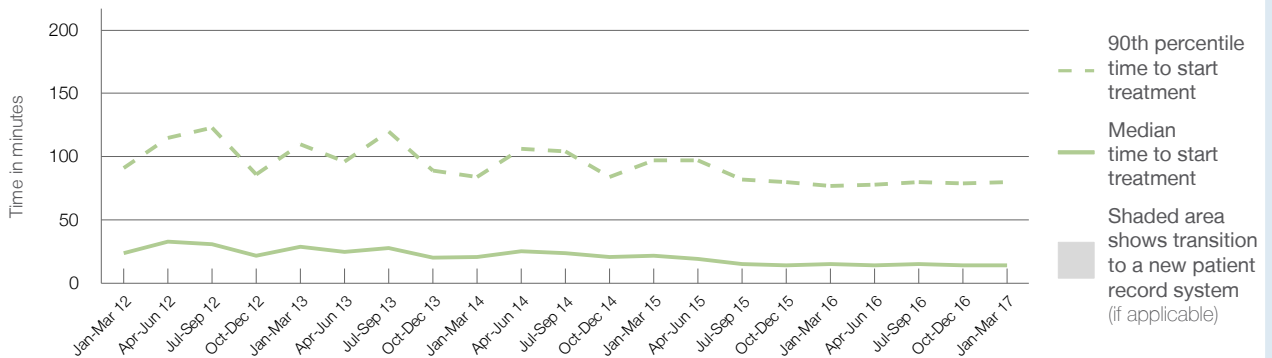
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
3,646	
3,536	
15 minutes	26 minutes
77 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	24	29	21	22	15	14
90th percentile time to start treatment <sup>5</sup> (minutes)	91	110	84	97	77	80

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

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



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

## Mona Vale and District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 961

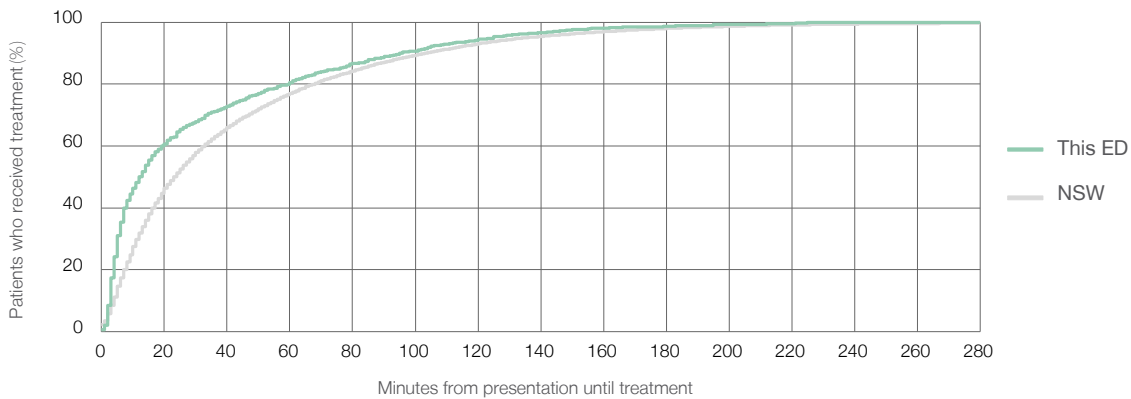
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 882

Median time to start treatment<sup>4</sup>  13 minutes

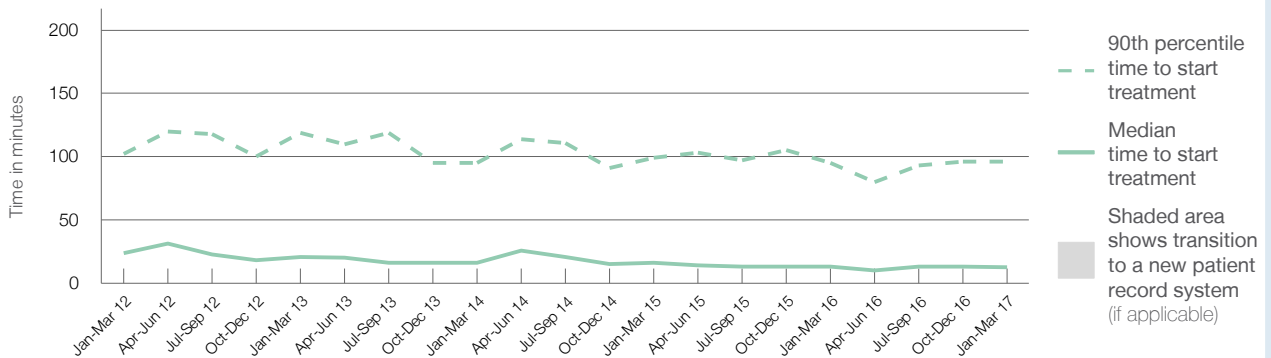
90th percentile time to start treatment<sup>5</sup>  96 minutes

Same period last year	NSW (this period)
870	
821	
13 minutes	23 minutes
95 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	24	21	16	16	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	102	119	95	99	95	96

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

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

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

## Mona Vale and District Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 8,765 patients

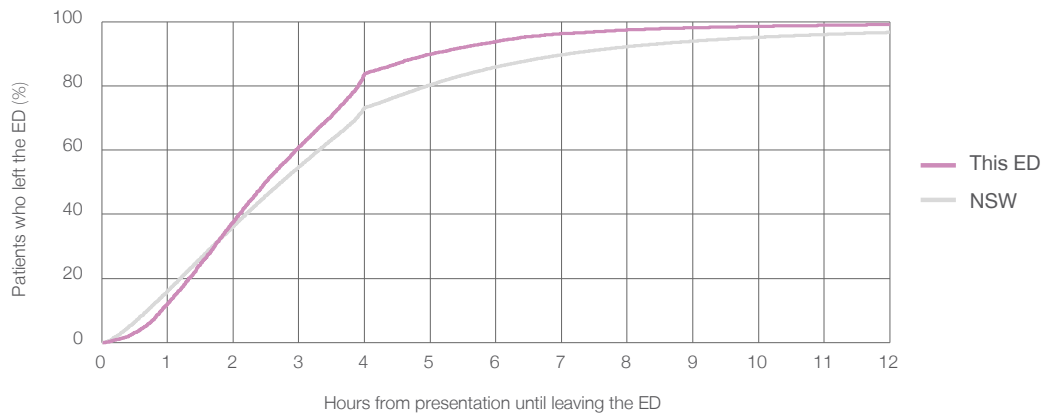
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,764 patients

Median time spent in the ED<sup>8</sup>  2 hours and 30 minutes

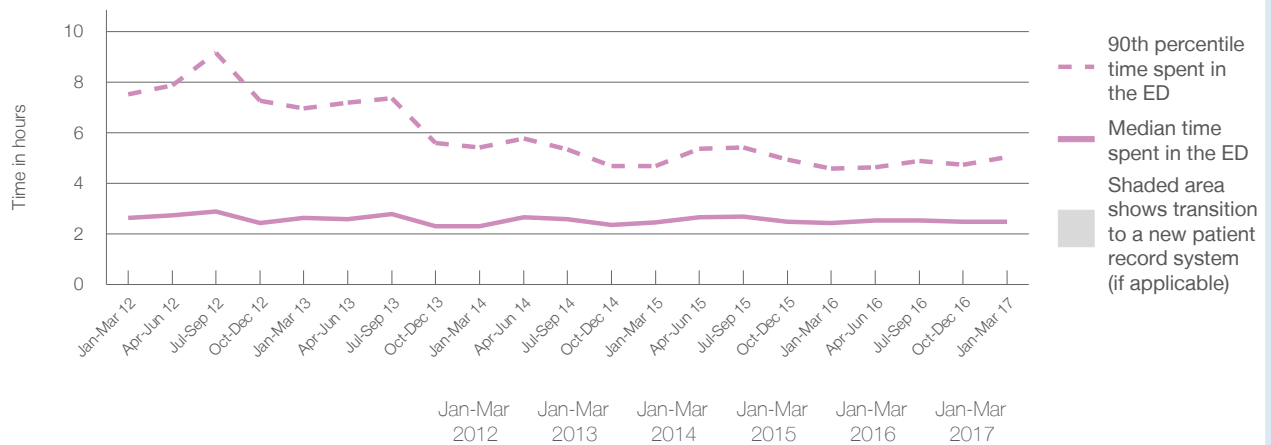
90th percentile time spent in the ED<sup>9</sup>  5 hours and 3 minutes

Same period last year	NSW (this period)
8,898	8,898
2 hours and 26 minutes	2 hours and 44 minutes
4 hours and 36 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 38m	2h 39m	2h 18m	2h 28m	2h 26m	2h 30m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 31m	6h 58m	5h 25m	4h 41m	4h 36m	5h 3m

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

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

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

## Mona Vale and District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

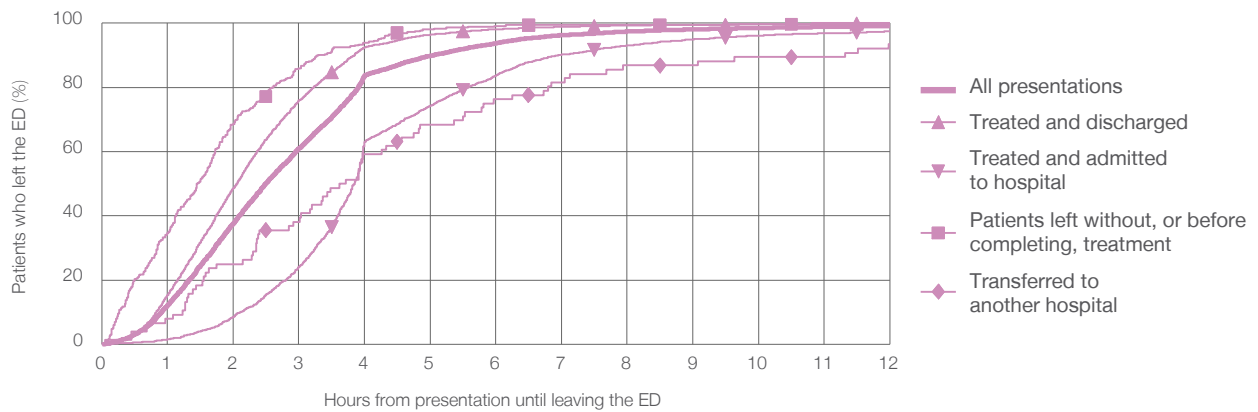
All presentations:<sup>1</sup> 8,765 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,764 patients

Treated and discharged	5,785 (66.0%)
Treated and admitted to hospital	2,534 (28.9%)
Patient left without, or before completing, treatment	364 (4.2%)
Transferred to another hospital	76 (0.9%)
Other	6 (0.1%)

Same period last year	Change since one year ago
8,898	-1.5%
5,758	0.5%
2,737	-7.4%
305	19.3%
76	0.0%
22	-72.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	15.3%	48.6%	75.9%	92.5%	98.1%	99.3%	99.6%	99.8%
Treated and admitted to hospital	1.5%	8.5%	24.1%	62.9%	83.7%	93.1%	96.2%	97.5%
Patient left without, or before completing, treatment	34.6%	68.7%	86.0%	94.0%	99.2%	99.5%	99.7%	100%
Transferred to another hospital	7.9%	25.0%	38.2%	59.2%	76.3%	86.8%	89.5%	93.4%
All presentations	12.1%	37.7%	61.0%	83.7%	93.8%	97.4%	98.5%	99.1%

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

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

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

## Mona Vale and District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 8,765 patients

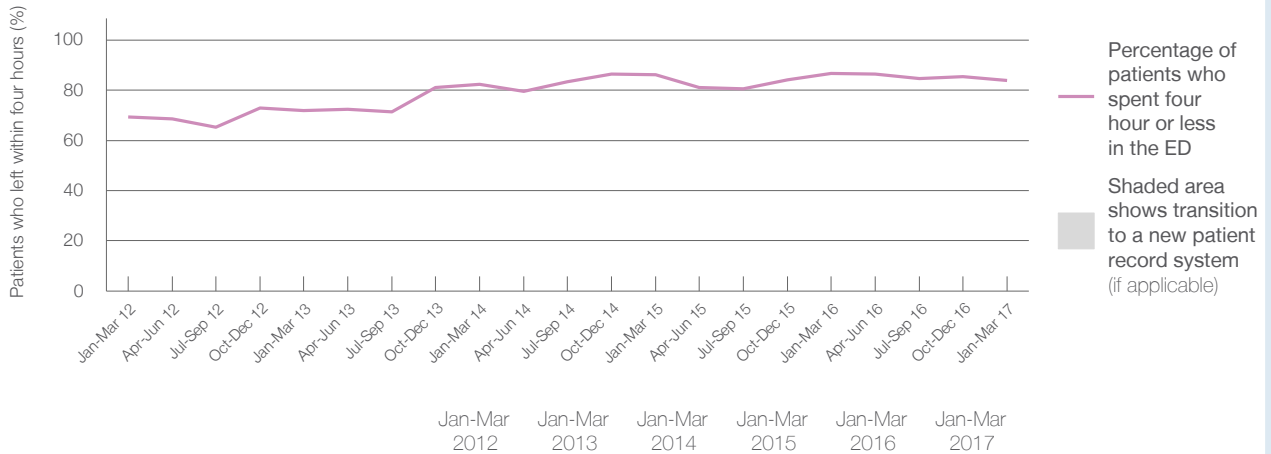
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,764 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,898	-1.5%
Presentations used to calculate time to leaving the ED	8,898	-1.5%
Percentage of patients who spent four hours or less in the ED	86.8%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	69.4%	71.9%	82.4%	86.2%	86.8%	83.7%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

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

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

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

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

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

## Royal North Shore Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 21,227 patients

Emergency presentations:<sup>2</sup> 21,151 patients

Same period last year	Change since one year ago
20,329	4.4%
20,245	4.5%

## Royal North Shore Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,404 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,005 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,420 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,877 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
4,275	
7 minutes	8 minutes
17 minutes	26 minutes
5,823	
19 minutes	20 minutes
51 minutes	69 minutes
7,472	
29 minutes	26 minutes
85 minutes	101 minutes
2,293	
32 minutes	23 minutes
105 minutes	104 minutes

## Royal North Shore Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 21,227 patients

Percentage of patients who spent four hours or less in the ED 63.8%

Same period last year	Change since one year ago
20,329	4.4%
63.1%	

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

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

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

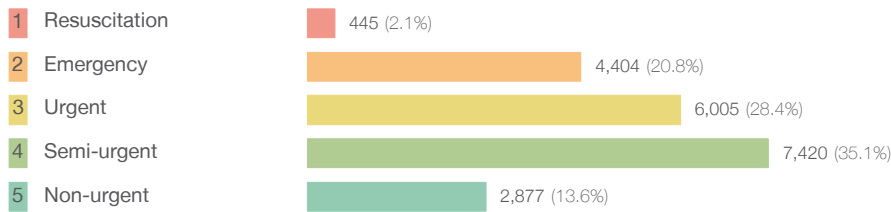
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Royal North Shore Hospital: Patients presenting to the emergency department January to March 2017

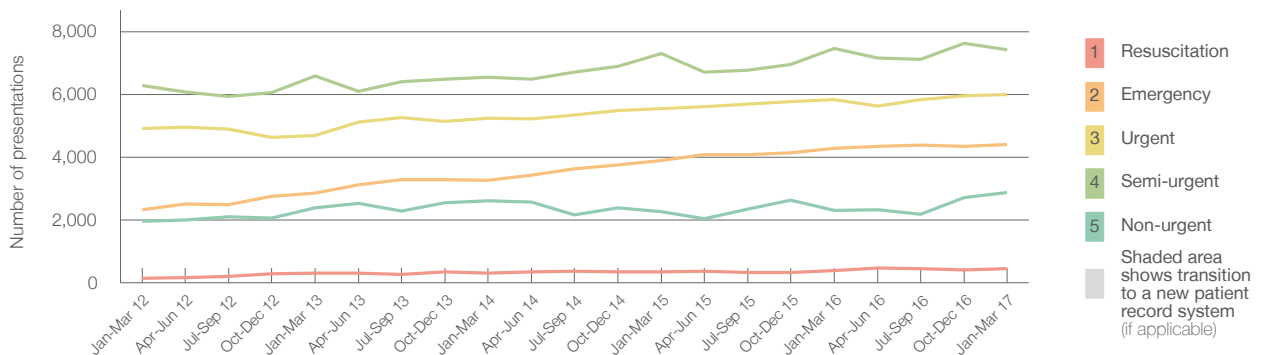
All presentations:<sup>1</sup> 21,227 patients

Emergency presentations<sup>2</sup> by triage category: 21,151 patients



Same period last year	Change since one year ago
20,329	4.4%
20,245	4.5%
382	16.5%
4,275	3.0%
5,823	3.1%
7,472	-0.7%
2,293	25.5%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	136	311	305	339	382	445
Emergency	2,330	2,854	3,252	3,892	4,275	4,404
Urgent	4,914	4,682	5,231	5,537	5,823	6,005
Semi-urgent	6,289	6,582	6,538	7,293	7,472	7,420
Non-urgent	1,963	2,394	2,601	2,264	2,293	2,877
All emergency presentations	15,632	16,823	17,927	19,325	20,245	21,151

## Royal North Shore Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,618 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,260	
15 minutes	-1 minute
35 minutes	2 minutes

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

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

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

## Royal North Shore Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 4,404

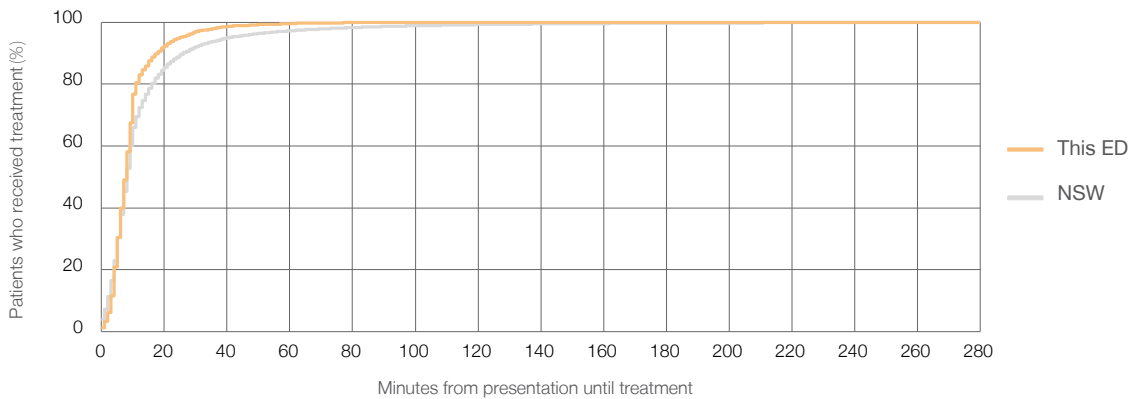
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,386

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

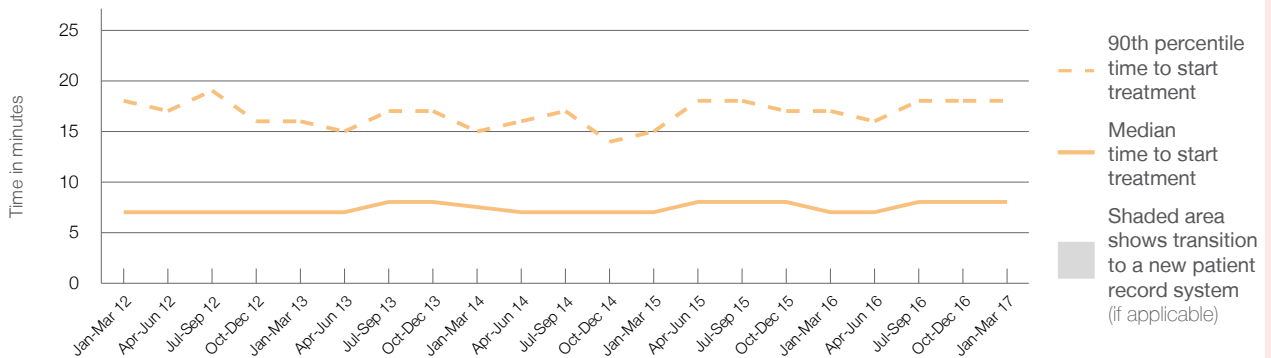
90th percentile time to start treatment<sup>5</sup> 18 minutes

Same period last year	NSW (this period)
4,275	
4,261	
7 minutes	8 minutes
17 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	7	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	18	16	15	15	17	18

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

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

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

## Royal North Shore Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 6,005

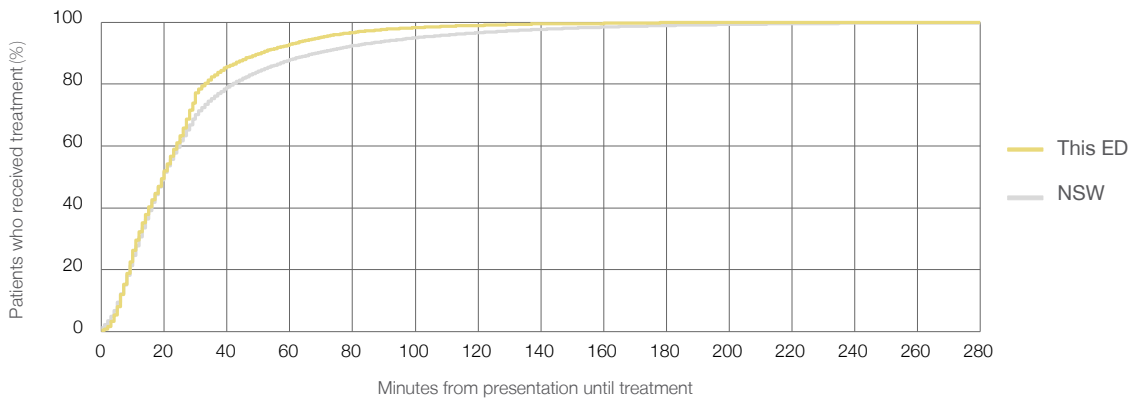
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,931

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

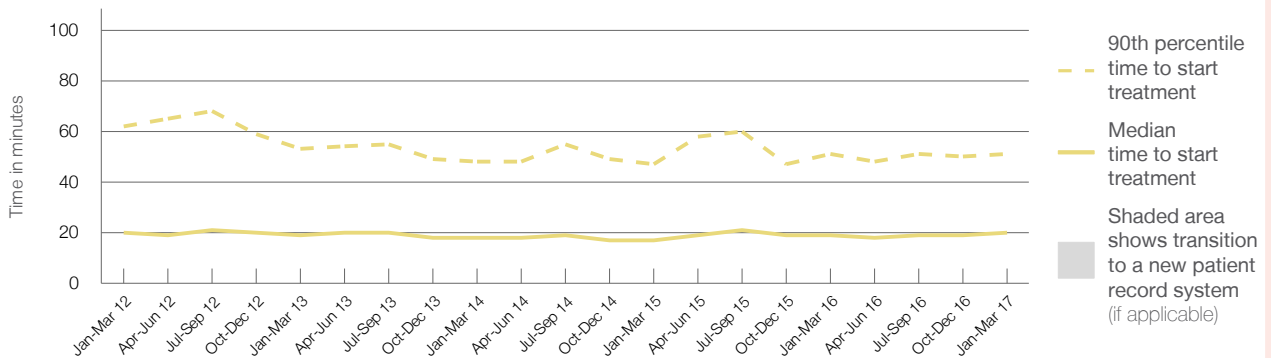
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
5,823	
5,748	
19 minutes	20 minutes
51 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	20	19	18	17	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)	62	53	48	47	51	51

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

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



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

## Royal North Shore Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 7,420

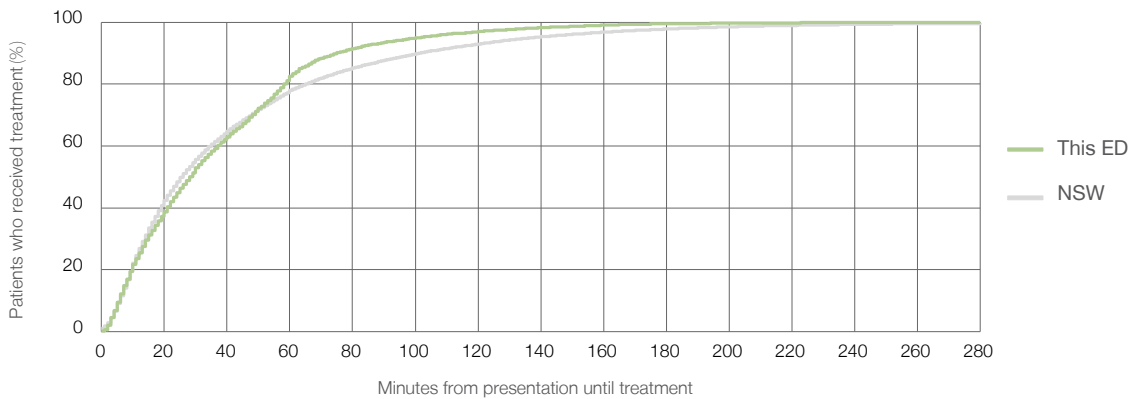
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,144

Median time to start treatment<sup>4</sup>  28 minutes

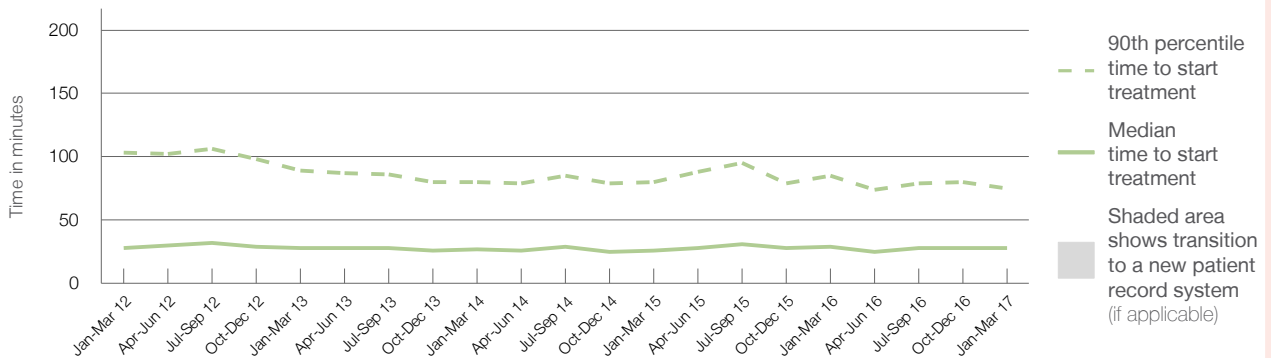
90th percentile time to start treatment<sup>5</sup>  75 minutes

Same period last year	NSW (this period)
7,472	
7,214	
29 minutes	26 minutes
85 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	28	28	27	26	29	28
90th percentile time to start treatment <sup>5</sup> (minutes)	103	89	80	80	85	75

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

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

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

## Royal North Shore Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 2,877

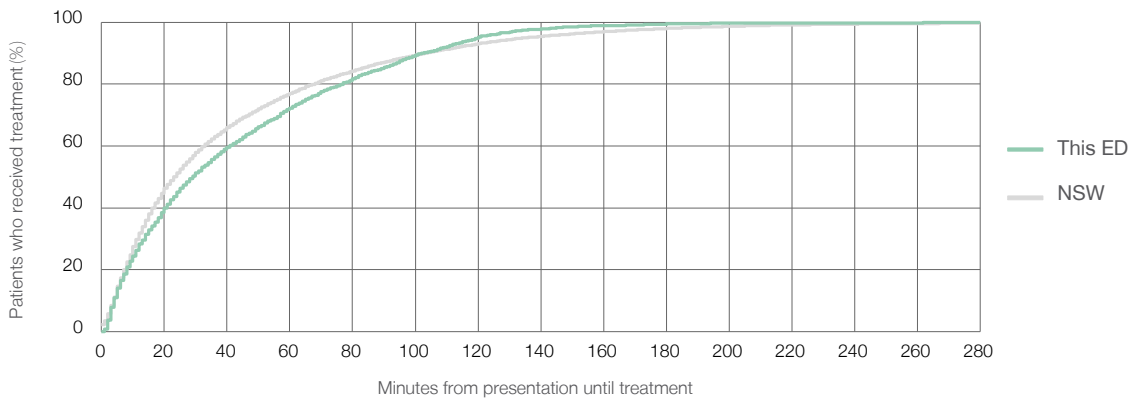
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,606

Median time to start treatment<sup>4</sup> 29 minutes

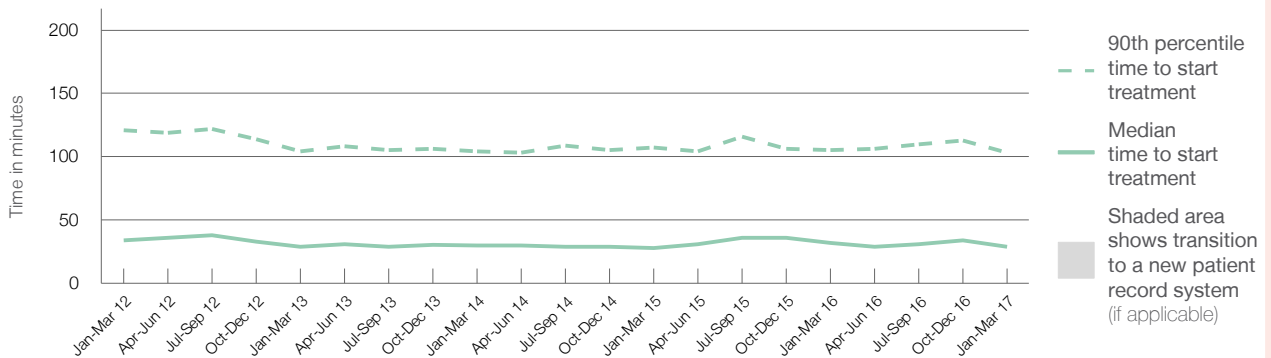
90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
2,293	
2,064	
32 minutes	23 minutes
105 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	34	29	30	28	32	29
90th percentile time to start treatment <sup>5</sup> (minutes)	121	104	104	107	105	103

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

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

## Royal North Shore Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 21,227 patients

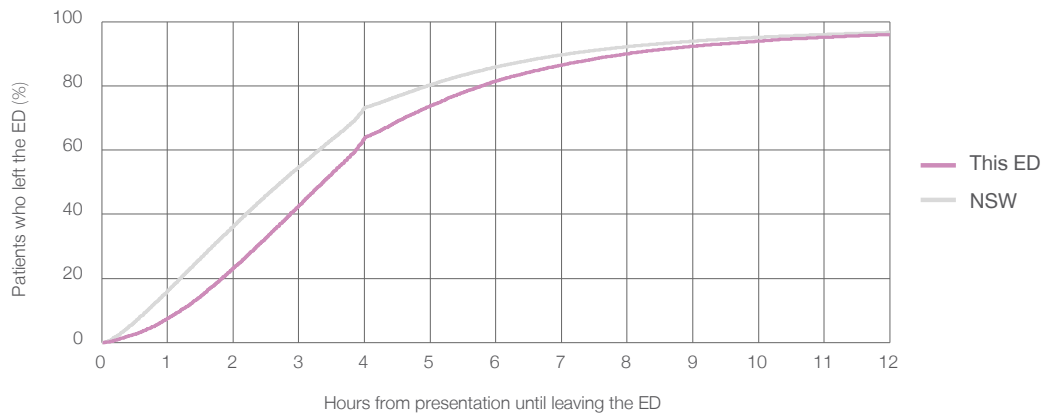
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,227 patients

Median time spent in the ED<sup>8</sup> 3 hours and 22 minutes

90th percentile time spent in the ED<sup>9</sup> 8 hours and 0 minutes

Same period last year	NSW (this period)
20,329	20,329
3 hours and 25 minutes	2 hours and 44 minutes
7 hours and 33 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 46m	3h 16m	3h 10m	3h 8m	3h 25m	3h 22m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 17m	7h 20m	6h 36m	7h 9m	7h 33m	8h 0m

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

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

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

## Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

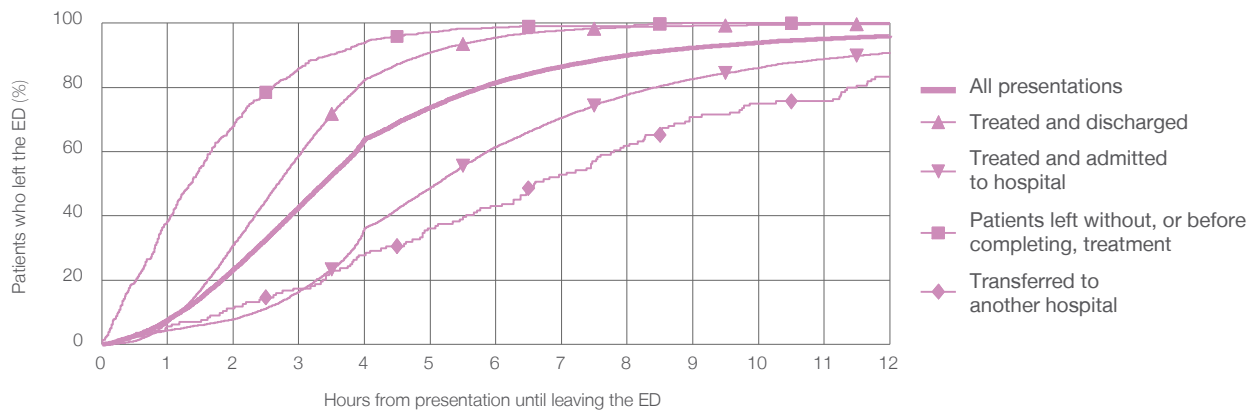
All presentations:<sup>1</sup> 21,227 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,227 patients

Treated and discharged	11,567 (54.5%)
Treated and admitted to hospital	8,588 (40.5%)
Patient left without, or before completing, treatment	614 (2.9%)
Transferred to another hospital	144 (0.7%)
Other	314 (1.5%)

Same period last year	Change since one year ago
20,329	4.4%
11,575	-0.1%
7,825	9.8%
532	15.4%
156	-7.7%
241	30.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	6.8%	30.9%	58.9%	82.3%	95.5%	98.8%	99.5%	99.7%
Treated and admitted to hospital	4.3%	7.8%	16.4%	36.0%	61.5%	77.7%	86.1%	90.8%
Patient left without, or before completing, treatment	38.3%	68.1%	86.0%	94.0%	98.7%	99.2%	100%	100%
Transferred to another hospital	5.6%	11.1%	17.4%	27.8%	43.1%	61.8%	75.0%	83.3%
All presentations	7.6%	23.3%	42.7%	63.8%	81.5%	90.0%	93.9%	96.0%

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

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## Royal North Shore Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 21,227 patients

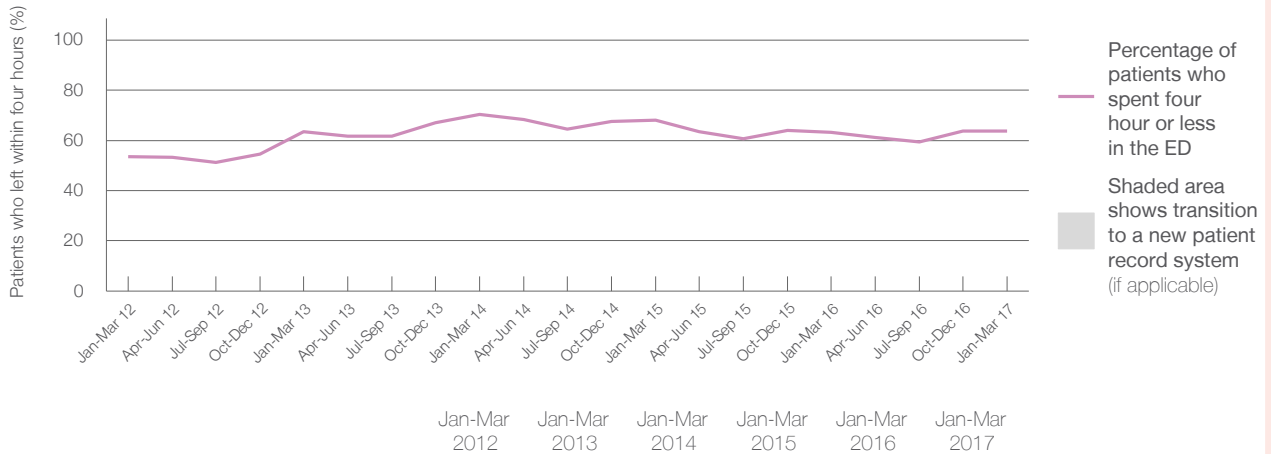
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,227 patients

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: <sup>1</sup>	20,329	4.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	20,329	4.4%
Percentage of patients who spent four hours or less in the ED	63.1%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	53.5%	63.5%	70.2%	68.0%	63.1%	63.8%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
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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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

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

## Ryde Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 6,737 patients  
Emergency presentations:<sup>2</sup> 6,667 patients

Same period last year	Change since one year ago
6,931	-2.8%
6,814	-2.2%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 896 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,495 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,929 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 306 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
877	
6 minutes	8 minutes
11 minutes	26 minutes
2,688	
12 minutes	20 minutes
35 minutes	69 minutes
2,964	
14 minutes	26 minutes
83 minutes	101 minutes
260	
18 minutes	23 minutes
102 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,737 patients

Percentage of patients who spent four hours or less in the ED 84.0%

Same period last year	Change since one year ago
6,931	-2.8%
81.4%	

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

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

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

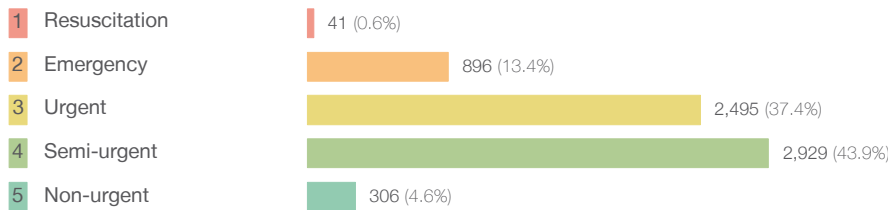
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Ryde Hospital: Patients presenting to the emergency department January to March 2017

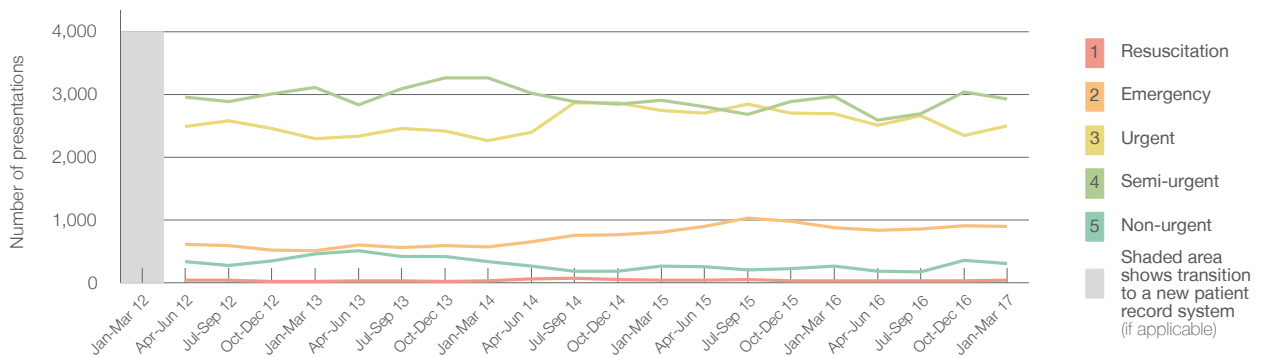
All presentations:<sup>1</sup> 6,737 patients

Emergency presentations<sup>2</sup> by triage category: 6,667 patients



Same period last year	Change since one year ago
6,931	-2.8%
6,814	-2.2%
25	64.0%
877	2.2%
2,688	-7.2%
2,964	-1.2%
260	17.7%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation		19	28	40	25	41
Emergency		507	565	804	877	896
Urgent		2,297	2,260	2,740	2,688	2,495
Semi-urgent		3,106	3,258	2,910	2,964	2,929
Non-urgent		454	337	262	260	306
All emergency presentations		6,383	6,448	6,756	6,814	6,667

## Ryde Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,446 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,536	
10 minutes	0 minutes
18 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.

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

## Ryde Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 896

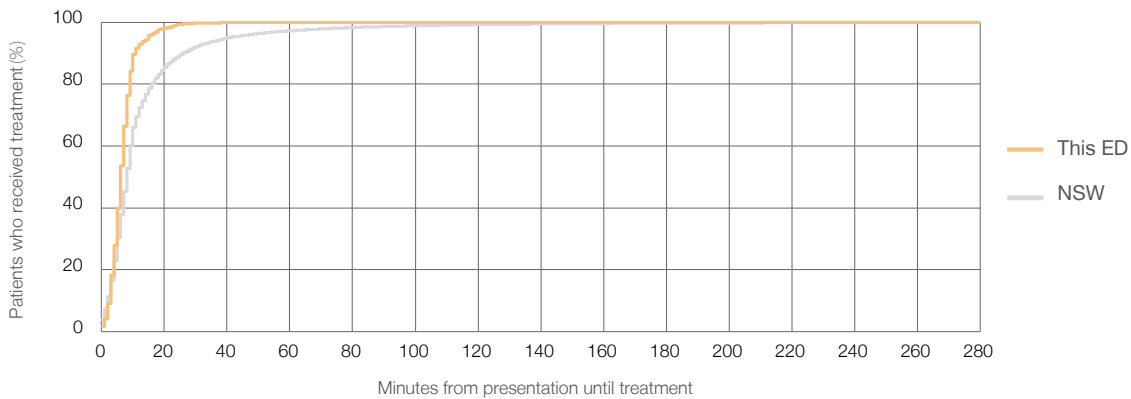
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 896

Median time to start treatment<sup>4</sup> 6 minutes

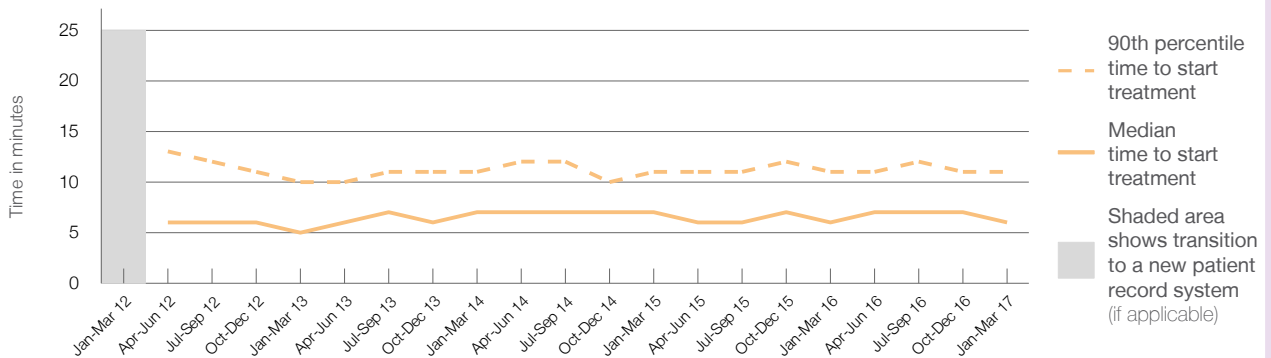
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
877	877
6 minutes	8 minutes
11 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		5	7	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)		10	11	11	11	11

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

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



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

## Ryde Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 2,495

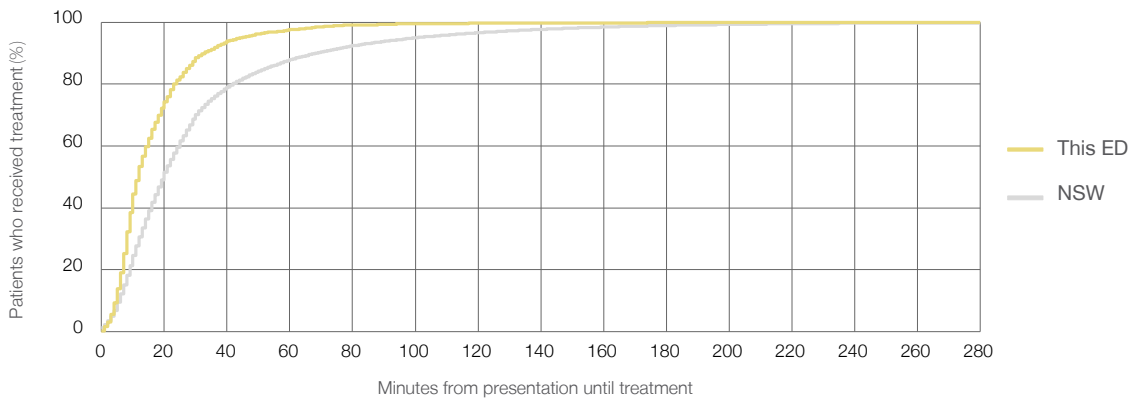
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,477

Median time to start treatment<sup>4</sup> 12 minutes

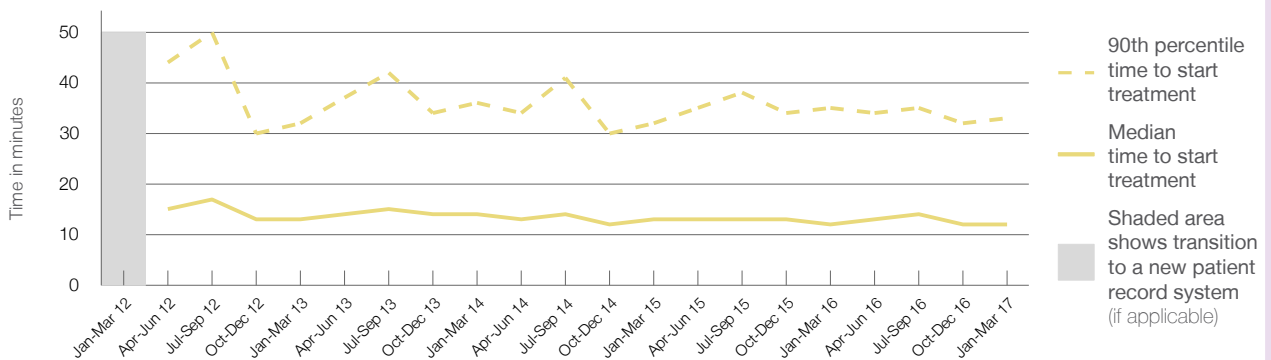
90th percentile time to start treatment<sup>5</sup> 33 minutes

Same period last year	NSW (this period)
2,688	2,656
12 minutes	20 minutes
35 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		13	14	13	12	12
90th percentile time to start treatment <sup>5</sup> (minutes)		32	36	32	35	33

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

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

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

## Ryde Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,929

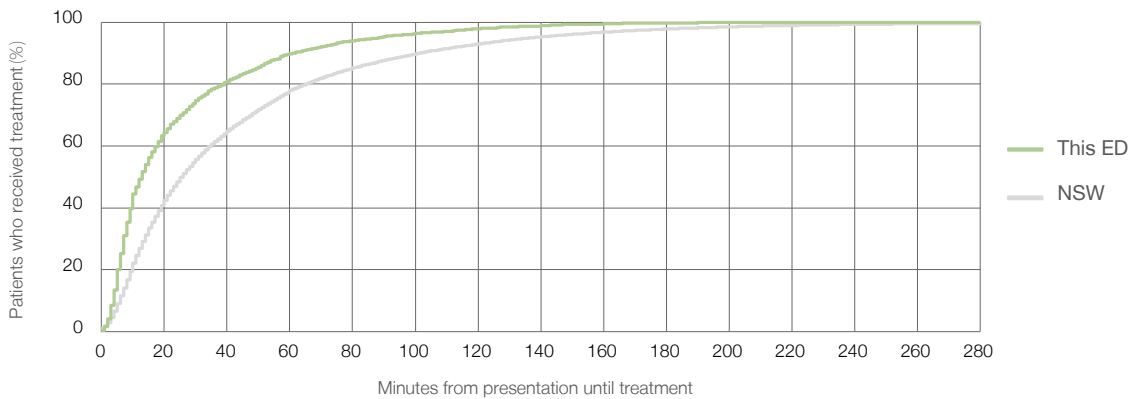
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,852

Median time to start treatment<sup>4</sup> 13 minutes

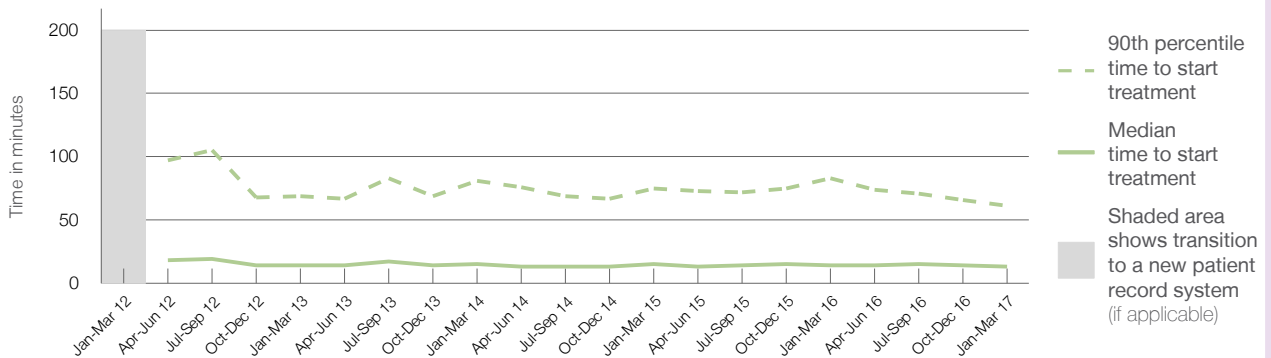
90th percentile time to start treatment<sup>5</sup> 61 minutes

Same period last year	NSW (this period)
2,964	
2,850	
14 minutes	26 minutes
83 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		14	15	15	14	13
90th percentile time to start treatment <sup>5</sup> (minutes)		69	81	75	83	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.

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

## Ryde Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 306

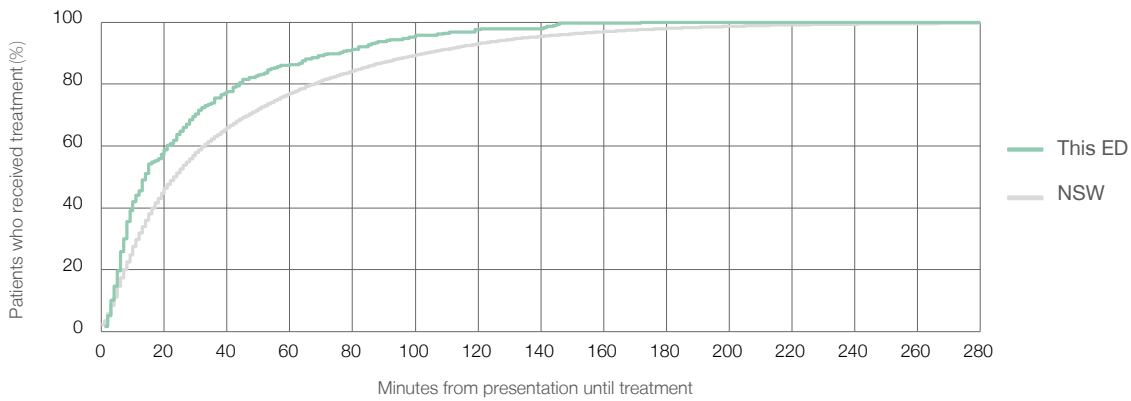
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 286

Median time to start treatment<sup>4</sup> 14 minutes

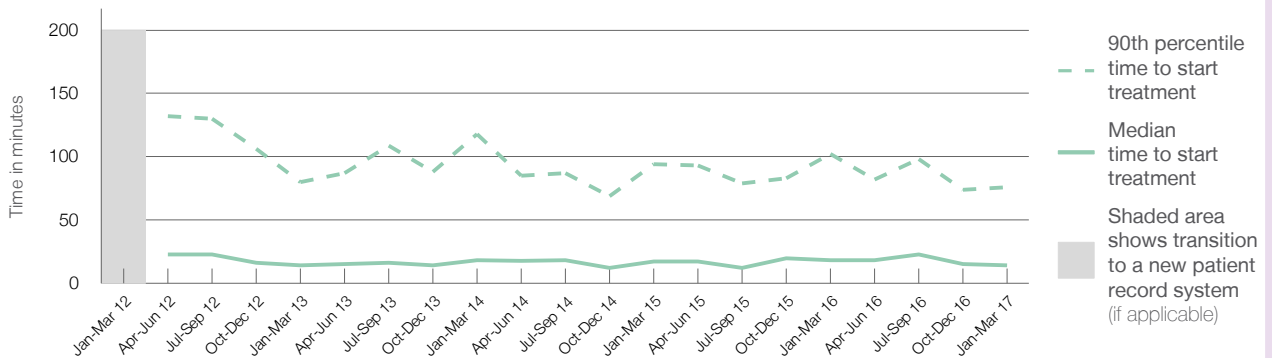
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
260	
229	
18 minutes	23 minutes
102 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		14	18	17	18	14
90th percentile time to start treatment <sup>5</sup> (minutes)		80	118	94	102	76

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

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

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

## Ryde Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 6,737 patients

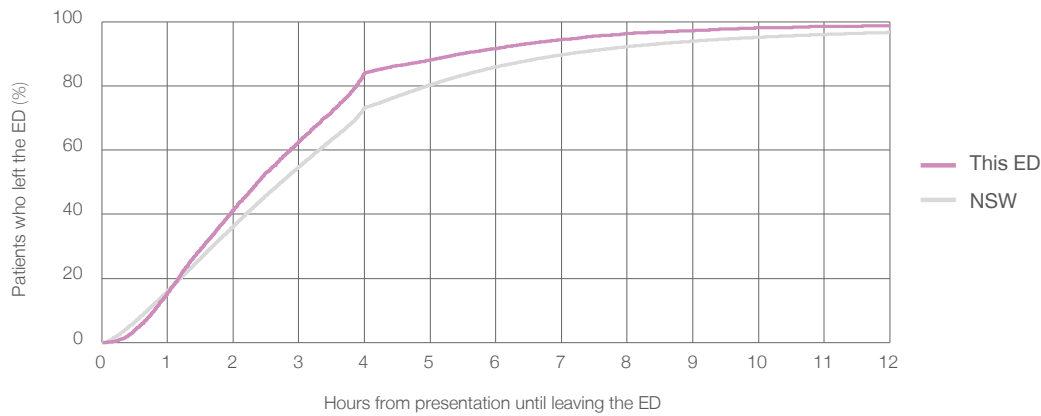
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,737 patients

Median time spent in the ED<sup>8</sup> 2 hours and 23 minutes

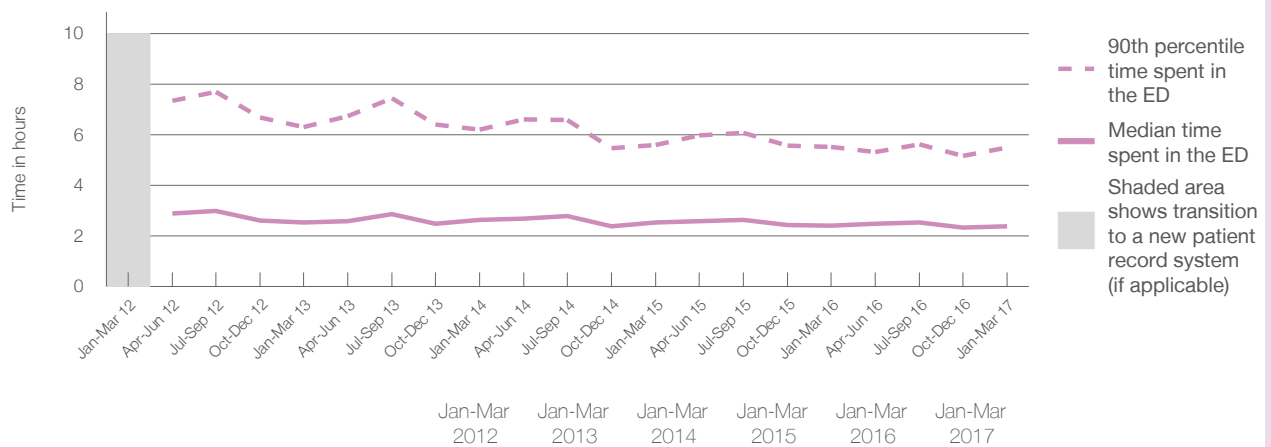
90th percentile time spent in the ED<sup>9</sup> 5 hours and 30 minutes

Same period last year	NSW (this period)
6,931	6,931
2 hours and 25 minutes	2 hours and 44 minutes
5 hours and 32 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 33m	2h 38m	2h 32m	2h 25m	2h 23m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		6h 18m	6h 13m	5h 36m	5h 32m	5h 30m

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

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

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

## Ryde Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

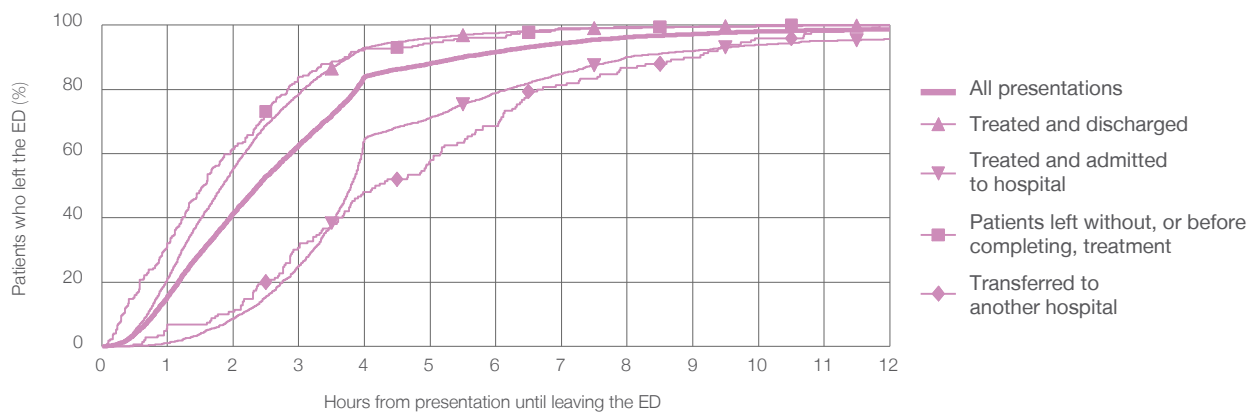
All presentations:<sup>1</sup> 6,737 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,737 patients

Treated and discharged	4,447 (66.0%)
Treated and admitted to hospital	1,903 (28.2%)
Patient left without, or before completing, treatment	231 (3.4%)
Transferred to another hospital	150 (2.2%)
Other	6 (0.1%)

Same period last year	Change since one year ago
6,931	-2.8%
4,496	-1.1%
1,900	0.2%
328	-29.6%
197	-23.9%
10	-40.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	21.0%	55.4%	78.5%	93.0%	97.6%	99.1%	99.8%	99.9%
Treated and admitted to hospital	1.1%	8.6%	25.1%	64.5%	79.0%	90.2%	93.9%	95.7%
Patient left without, or before completing, treatment	32.0%	61.5%	84.0%	92.6%	96.1%	99.6%	100%	100%
Transferred to another hospital	6.7%	10.7%	30.7%	48.0%	68.7%	86.7%	96.0%	100%
All presentations	15.5%	41.4%	62.6%	84.0%	91.6%	96.3%	98.0%	98.7%

(†) 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.

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

## Ryde Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 6,737 patients

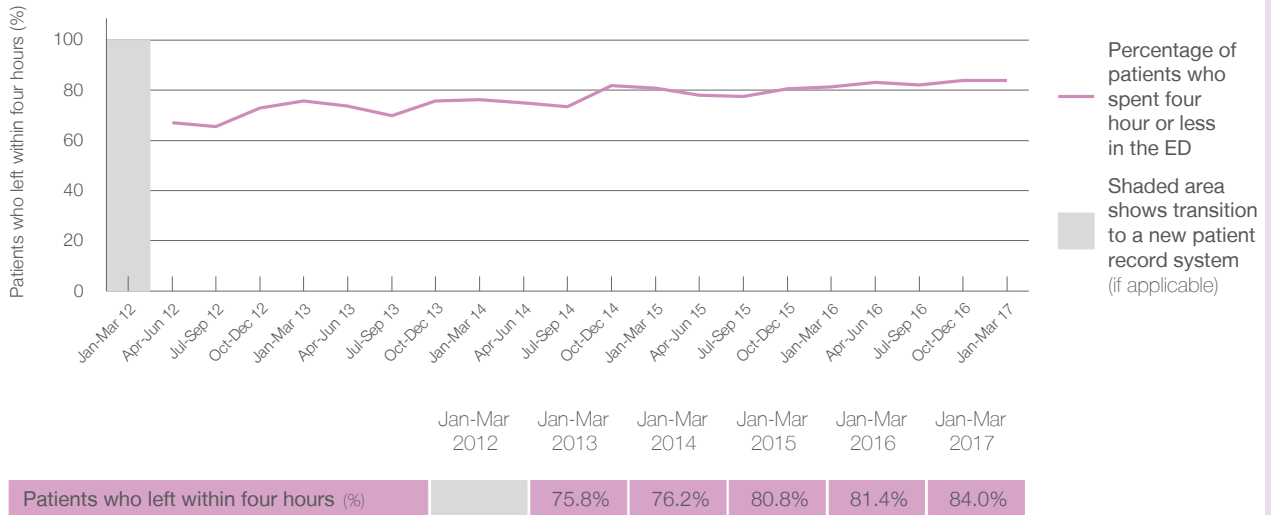
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,737 patients

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: <sup>1</sup> 6,737 patients	6,931	-2.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,737 patients	6,931	-2.8%
Percentage of patients who spent four hours or less in the ED	81.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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