Sydney/Sydney Eye Hospital: Emergency department (ED) overview
July to September 2017

		Same period last year	Change since one year ago
All presentations:[1] 8,124 patients		7,814	4.0%
Emergency presentations:[2] 7,850 patients		7,500	4.7%

Sydney/Sydney Eye Hospital: Time patients waited to start treatment[3]
July to September 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 136 patients		160	
Median time to start treatment[4]	8 minutes	8 minutes	9 minutes
90th percentile time to start treatment[5]	15 minutes	19 minutes	29 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,224 patients		1,192	
Median time to start treatment[4]	20 minutes	22 minutes	23 minutes
90th percentile time to start treatment[5]	46 minutes	52 minutes	83 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,444 patients		4,267	
Median time to start treatment[4]	28 minutes	27 minutes	30 minutes
90th percentile time to start treatment[5]	78 minutes	76 minutes	121 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,046 patients		1,881	
Median time to start treatment[4]	33 minutes	30 minutes	26 minutes
90th percentile time to start treatment[5]	96 minutes	86 minutes	118 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED
July to September 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 8,124 patients		7,814	4.0%
Percentage of patients who spent four hours or less in the ED	85.0%	86.5%	

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*   Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1.   All emergency and non-emergency attendances at the emergency department (ED).
2.   All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3.   Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4.   The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5.   The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
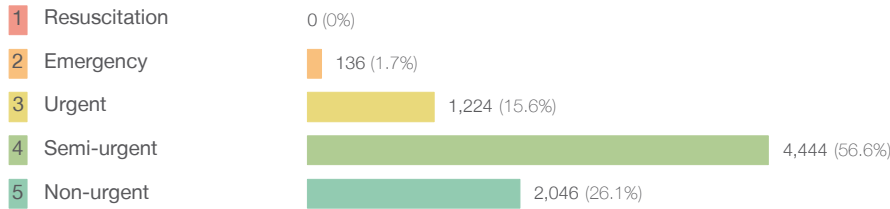6.   All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department
July to September 2017

		Same period last year	Change since one year ago
All presentations:[1] 8,124 patients		7,814	4.0%
Emergency presentations[2] by triage category: 7,850 patients		7,500	4.7%
1 Resuscitation	0 (0%)	< 5	*
2 Emergency	136 (1.7%)	160	-13.9%
3 Urgent	1,224 (15.6%)	1,192	2.7%
4 Semi-urgent	4,444 (56.6%)	4,267	4.1%
5 Non-urgent	2,046 (26.1%)	1,881	8.8%

Emergency presentations[2] by quarter, July 2012 to September 2017 ‡
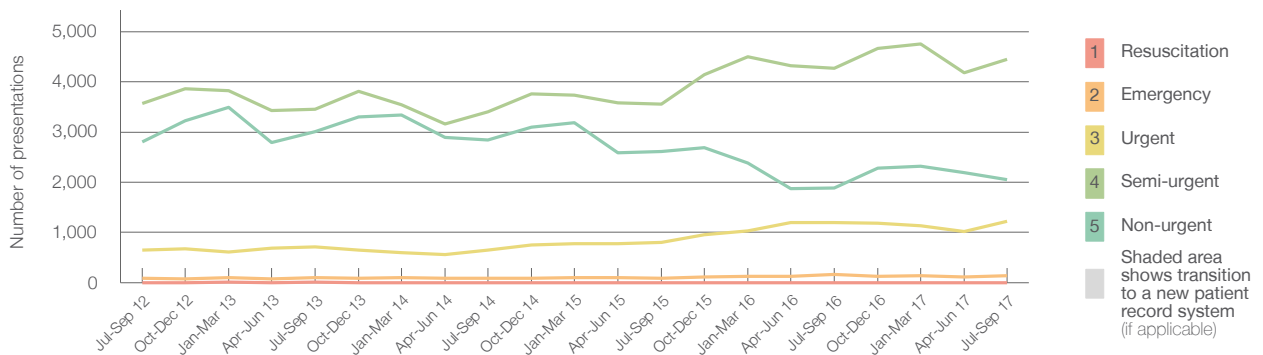
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	< 5	6	< 5	< 5	< 5	0
Emergency	86	100	85	90	160	136
Urgent	653	715	647	797	1,192	1,224
Semi-urgent	3,575	3,454	3,405	3,562	4,267	4,444
Non-urgent	2,809	3,010	2,842	2,618	1,881	2,046
All emergency presentations	7,123	7,285	6,979	7,067	7,500	7,850

Legend: 1 Resuscitation, 2 Emergency, 3 Urgent, 4 Semi-urgent, 5 Non-urgent. Shaded area shows transition to a new patient record system (if applicable)

Sydney/Sydney Eye Hospital: Patients arriving by ambulance
July to September 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 84 patients		0	
ED Transfer of care time			
Median time	8 minutes	*	*
90th percentile time	*	*	*

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

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

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2
July to September 2017

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 136			160	
Number of triage 2 patients used to calculate waiting time:[3] 136			157	
Median time to start treatment [4]		8 minutes	8 minutes	9 minutes
90th percentile time to start treatment [5]		15 minutes	19 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017
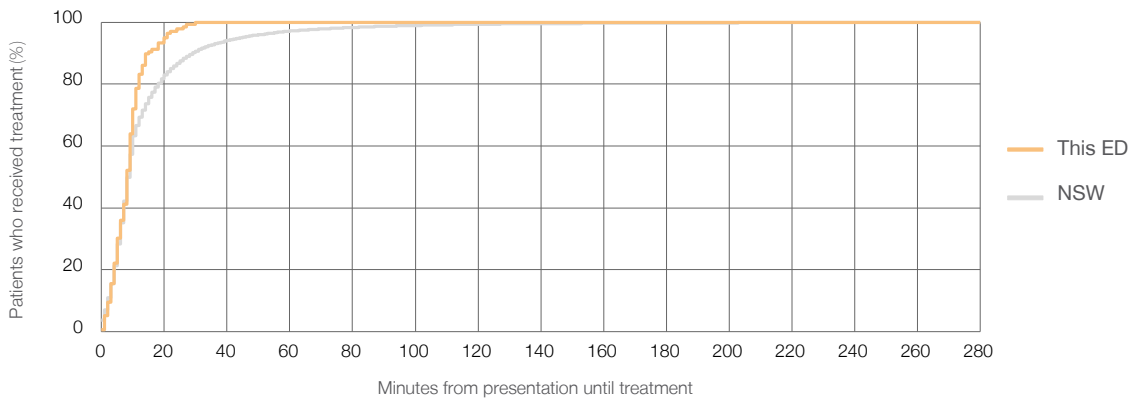
Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017[†‡]
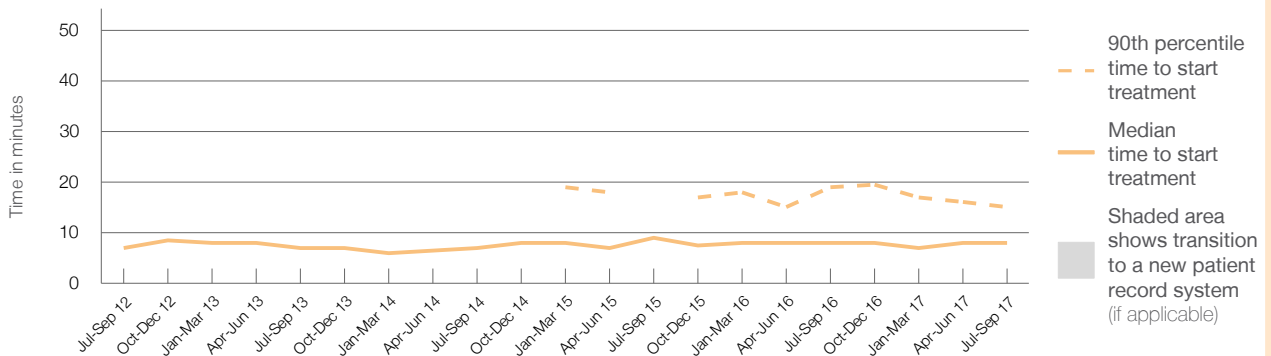
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment [4] (minutes)	7	7	7	9	8	8
90th percentile time to start treatment [5] (minutes)	*	17	*	*	19	15

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

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

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3
July to September 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 1,224			1,192	
Number of triage 3 patients used to calculate waiting time:[3] 1,211			1,175	
Median time to start treatment[4]		20 minutes	22 minutes	23 minutes
90th percentile time to start treatment[5]		46 minutes	52 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017
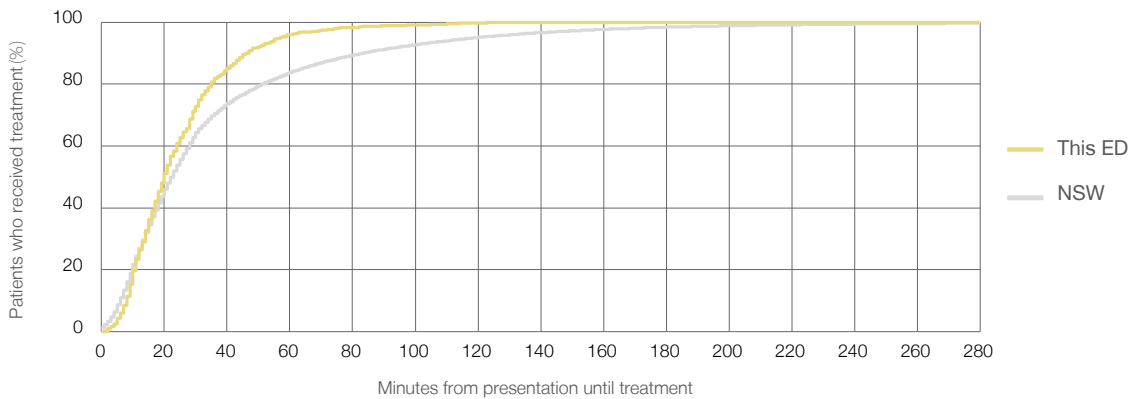
Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017[†‡]
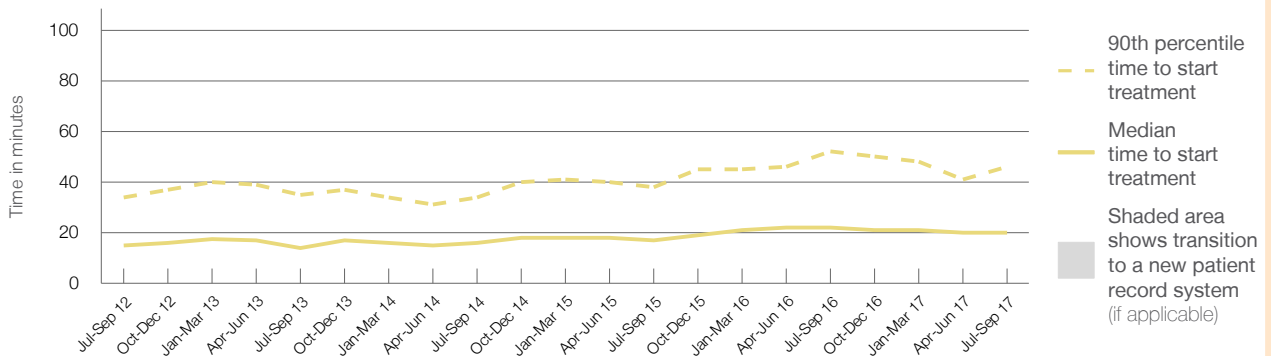
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	15	14	16	17	22	20
90th percentile time to start treatment[5] (minutes)	34	35	34	38	52	46

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

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Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4
July to September 2017

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 4,444			4,267	
Number of triage 4 patients used to calculate waiting time:[3] 4,328			4,172	
Median time to start treatment[4]		28 minutes	27 minutes	30 minutes
90th percentile time to start treatment[5]		78 minutes	76 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017
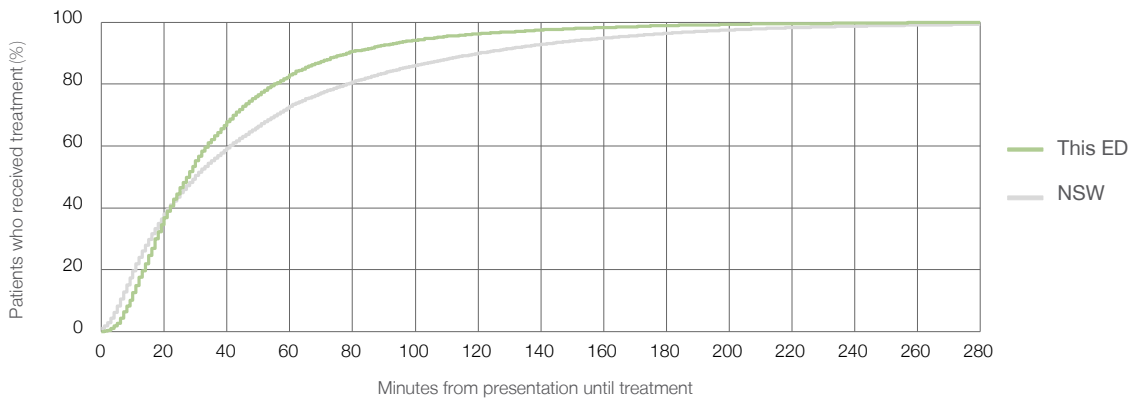
Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017[†‡]
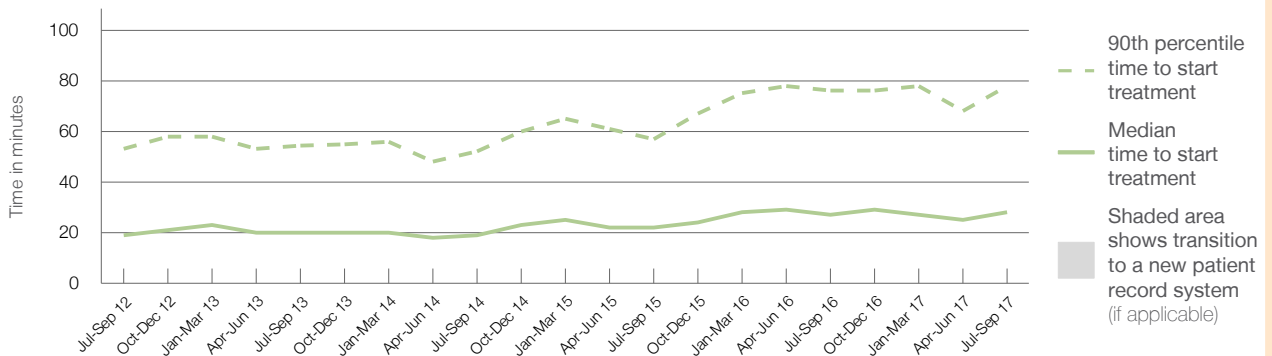
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	19	20	19	22	27	28
90th percentile time to start treatment[5] (minutes)	53	55	52	57	76	78

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

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

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

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

July to September 2017

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 2,046			1,881	
Number of triage 5 patients used to calculate waiting time:[3] 1,914			1,718	
Median time to start treatment[4]		33 minutes	30 minutes	26 minutes
90th percentile time to start treatment[5]		96 minutes	86 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017
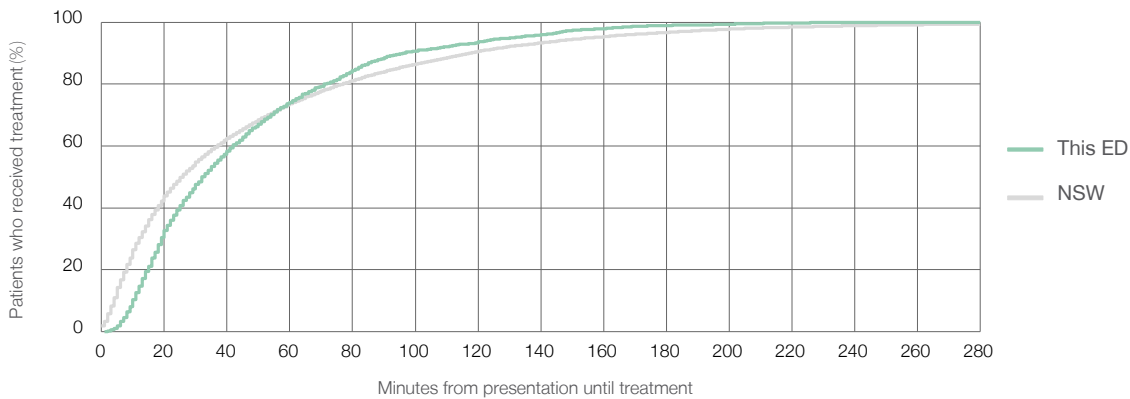
Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017[†‡]
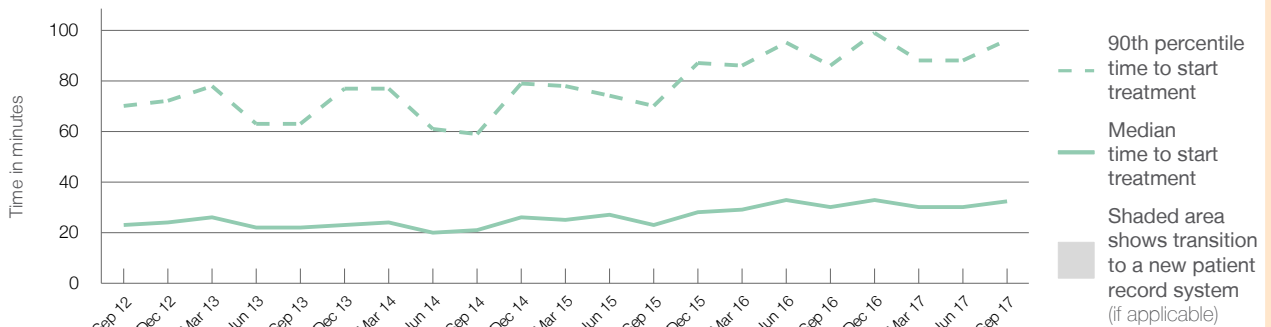
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	23	22	21	23	30	33
90th percentile time to start treatment[5] (minutes)	70	63	59	70	86	96

(†) 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.

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time patients spent in the ED
July to September 2017

		Same period last year	NSW (this period)
All presentations:[1] 8,124 patients		7,814	
Presentations used to calculate time to leaving the ED:[6] 8,124 patients		7,814	
Median time spent in the ED [8]	2 hours and 20 minutes	2 hours and 19 minutes	3 hours and 0 minutes
90th percentile time spent in the ED [9]	4 hours and 43 minutes	4 hours and 31 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017
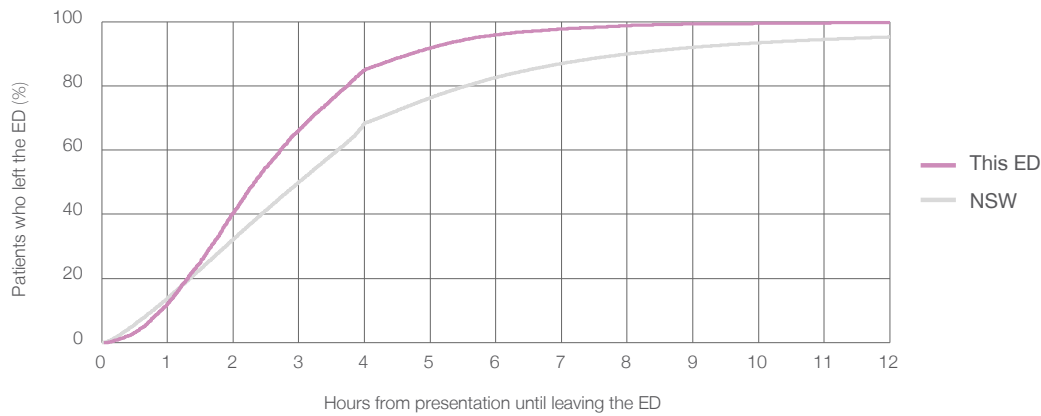
Time patients spent in the ED, by quarter, July 2012 to September 2017 [†‡]
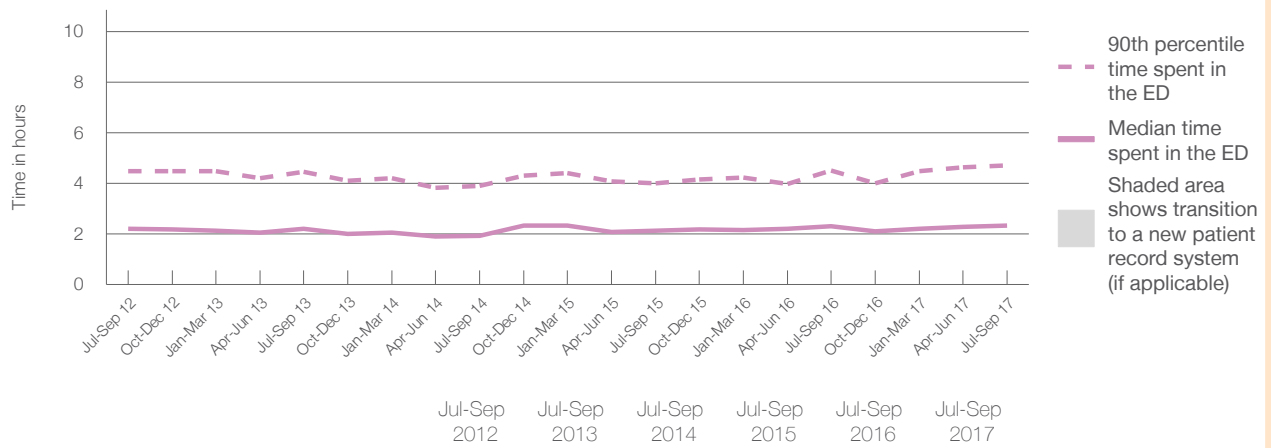
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED [8] (hours, minutes)	2h 12m	2h 13m	1h 56m	2h 8m	2h 19m	2h 20m
90th percentile time to leaving the ED [9] (hours, minutes)	4h 29m	4h 27m	3h 54m	4h 1m	4h 31m	4h 43m

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

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

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

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

		Same period last year	Change since one year ago
All presentations:[1] 8,124 patients			
Presentations used to calculate time to leaving the ED:[6] 8,124 patients		7,814	4.0%
Treated and discharged	6,765 (83.3%)	6,343	6.7%
Treated and admitted to hospital	683 (8.4%)	631	8.2%
Patient left without, or before completing, treatment	481 (5.9%)	640	-24.8%
Transferred to another hospital	96 (1.2%)	94	2.1%
Other	99 (1.2%)	106	-6.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2017 [†‡]

Hours from presentation until leaving the ED

- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
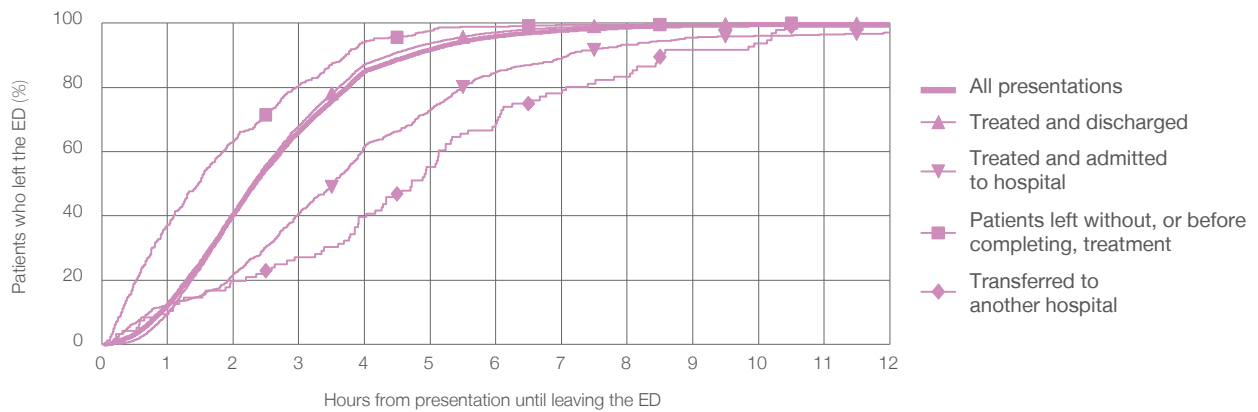
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.7%	40.4%	68.0%	87.2%	97.2%	99.5%	99.9%	99.9%
Treated and admitted to hospital	12.4%	21.8%	40.7%	61.6%	84.8%	93.4%	96.0%	97.1%
Patient left without, or before completing, treatment	37.0%	63.2%	80.7%	94.2%	99.0%	99.6%	100%	100%
Transferred to another hospital	9.4%	19.8%	27.1%	39.6%	68.8%	83.3%	93.8%	99.0%
All presentations	12.2%	40.5%	66.2%	85.0%	95.9%	98.8%	99.5%	99.7%

(†)   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.

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

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 8,124 patients		7,814	4.0%
Presentations used to calculate time to leaving the ED:[6] 8,124 patients		7,814	4.0%
Percentage of patients who spent four hours or less in the ED	85.0%	86.5%	

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

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

Shaded area shows transition to a new patient record system (if applicable)
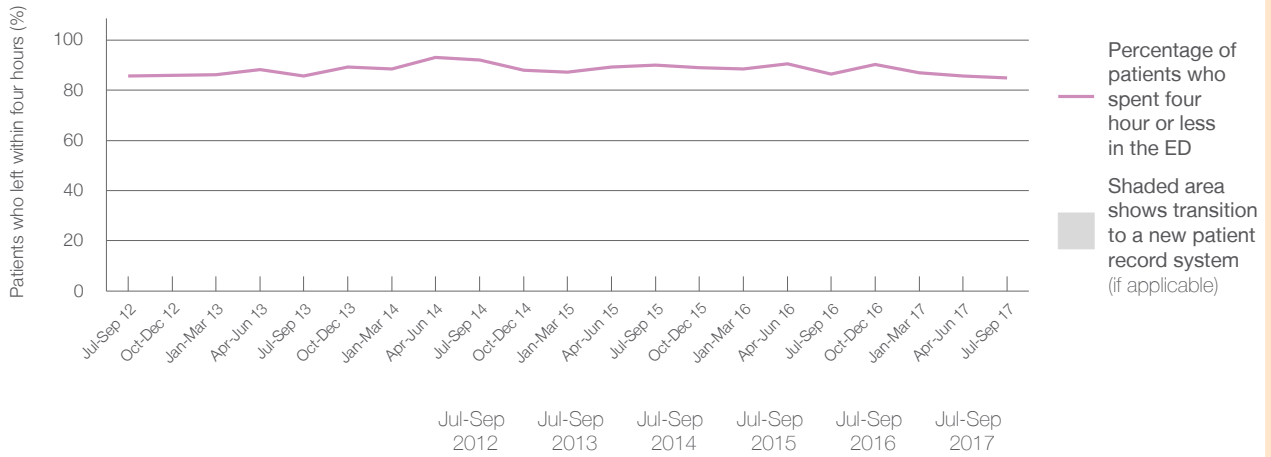
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Patients who left within four hours (%)	85.6%	85.7%	92.1%	89.9%	86.5%	85.0%

* 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.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.*
8. 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.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
Note: All percentages are rounded and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).