

Healthcare Quarterly

# Emergency department

Ungrouped acute – tertiary referral hospitals  
(A3) peer group  
Performance Profiles

July to September 2018

## Calvary Mater Newcastle: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 9,673 patients  
Emergency presentations:<sup>2</sup> 9,612 patients

Same period last year	Change since one year ago
9,654	0%
9,650	0%

## Calvary Mater Newcastle: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,627 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,729 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,493 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 102 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 720 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
1,433	
6 minutes	8 minutes
18 minutes	28 minutes
2,616	
17 minutes	21 minutes
55 minutes	72 minutes
4,500	
22 minutes	26 minutes
100 minutes	105 minutes
1,037	
29 minutes	22 minutes
121 minutes	103 minutes

## Calvary Mater Newcastle: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,673 patients

Percentage of patients who spent four hours or less in the ED 70%

Same period last year	Change since one year ago
9,654	0%
66%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

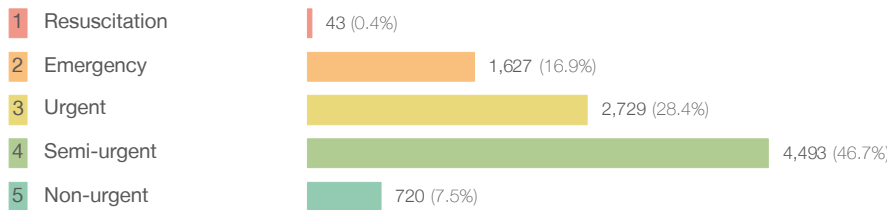
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Calvary Mater Newcastle: Patients presenting to the emergency department July to September 2018

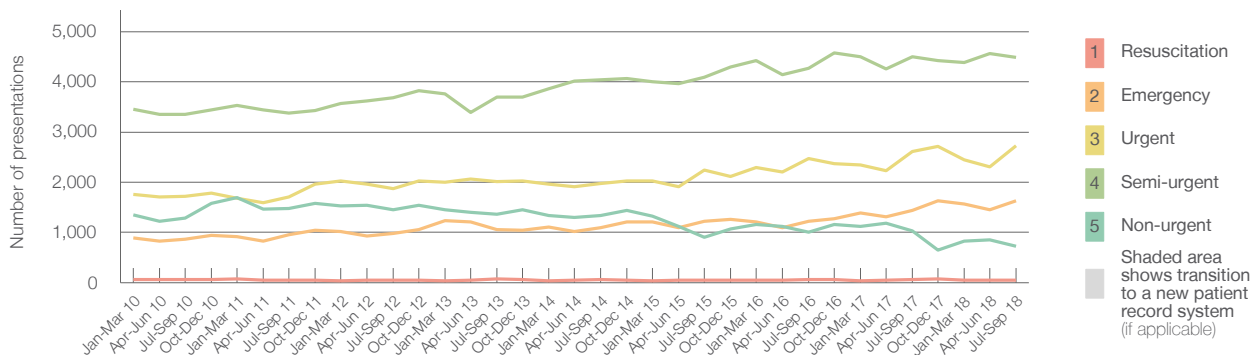
All presentations:<sup>1</sup> 9,673 patients

Emergency presentations<sup>2</sup> by triage category: 9,612 patients



Same period last year	Change since one year ago
9,654	0%
9,650	0%
64	-32.8%
1,433	13.5%
2,616	4.3%
4,500	-0.2%
1,037	-30.6%

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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	68	53	53	70	58	53	58	64	43
Emergency	868	956	982	1,056	1,089	1,223	1,220	1,433	1,627
Urgent	1,720	1,712	1,871	2,016	1,977	2,245	2,474	2,616	2,729
Semi-urgent	3,358	3,377	3,683	3,701	4,045	4,093	4,266	4,500	4,493
Non-urgent	1,285	1,482	1,450	1,366	1,341	906	1,007	1,037	720
All emergency presentations	7,299	7,580	8,039	8,209	8,510	8,520	9,025	9,650	9,612

## Calvary Mater Newcastle: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,084 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,925	
7 minutes	-2 minutes
45 minutes	-11 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.

## Calvary Mater Newcastle: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,627

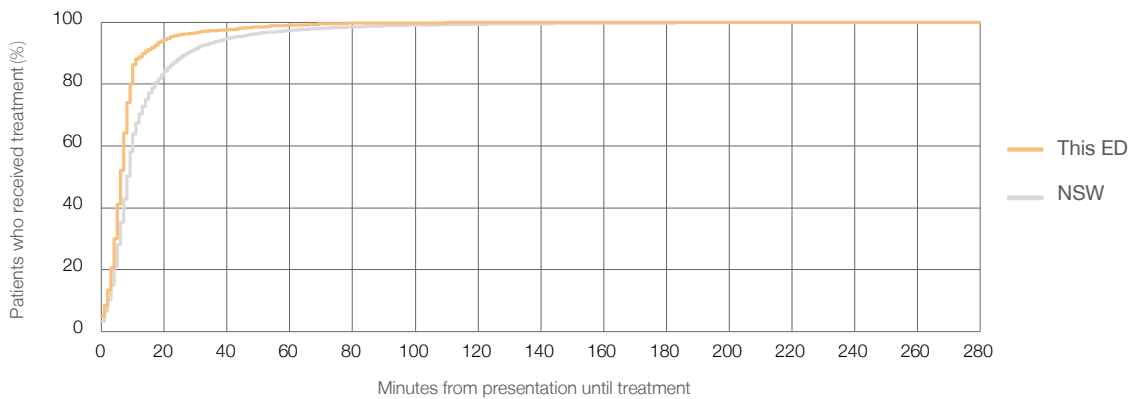
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,238

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

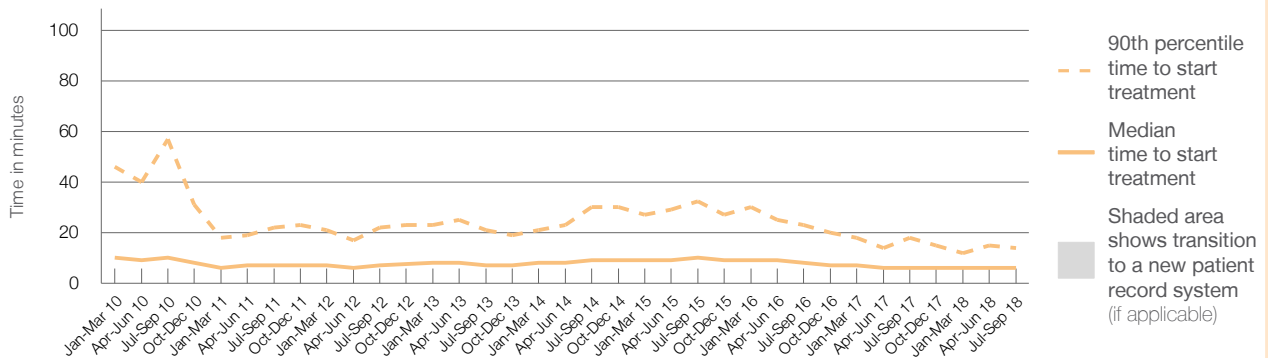
90th percentile time to start treatment<sup>5</sup>  14 minutes

Same period last year	NSW (this period)
1,433	
1,134	
6 minutes	8 minutes
18 minutes	28 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	10	7	7	7	9	10	8	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	57	22	22	21	30	33	23	18	14

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,729

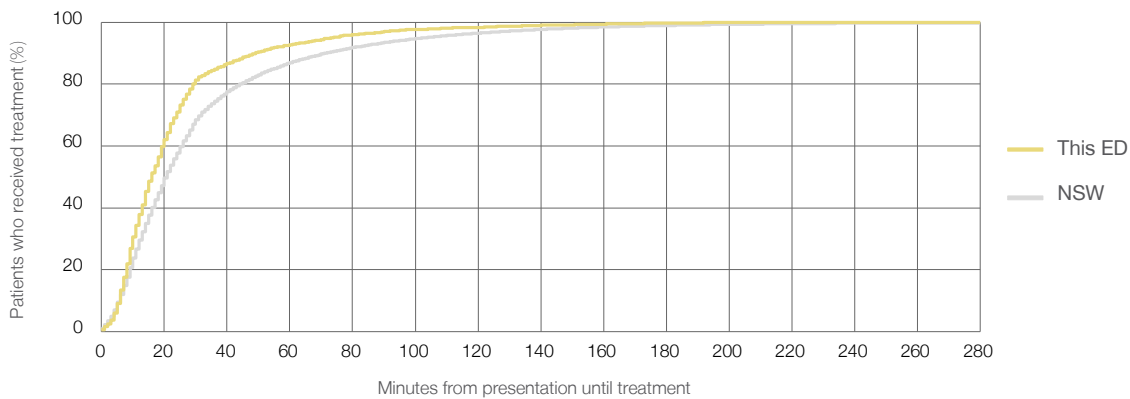
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,438

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

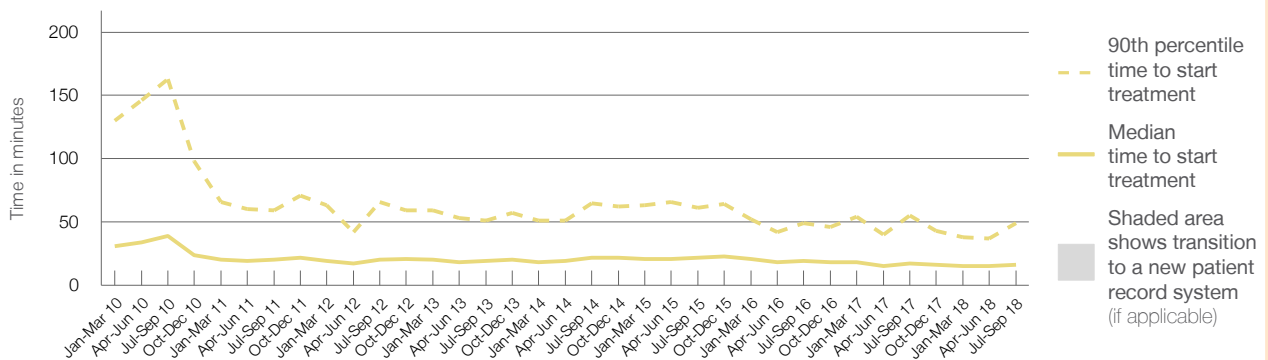
90th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
2,616	
2,344	
17 minutes	21 minutes
55 minutes	72 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	39	20	20	19	22	22	19	17	16
90th percentile time to start treatment <sup>5</sup> (minutes)	163	59	66	51	65	61	49	55	49

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,493

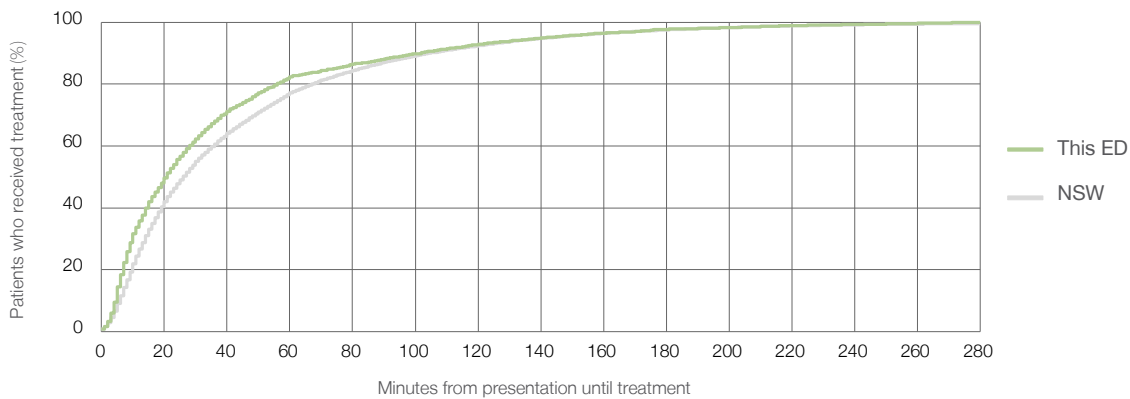
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,973

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

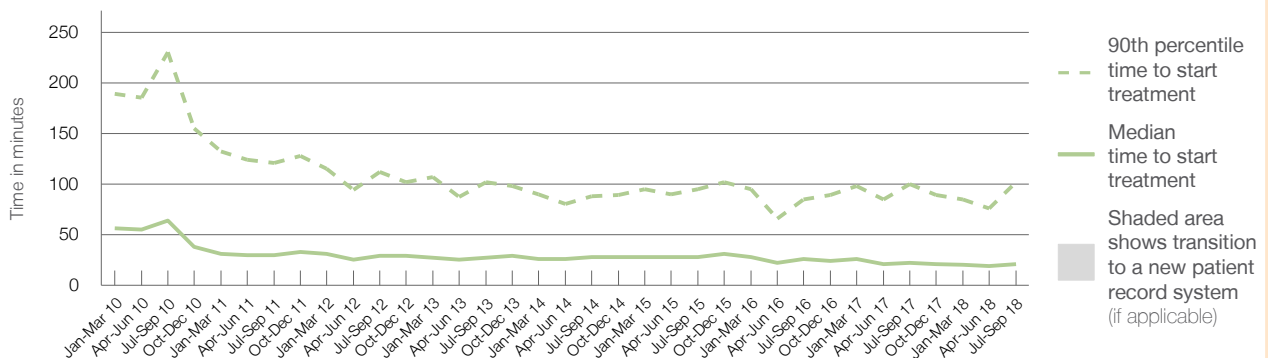
90th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
4,500	
3,944	
22 minutes	26 minutes
100 minutes	105 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	64	30	29	27	28	28	26	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)	230	121	112	102	88	95	85	100	102

(†) 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.

## Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 720

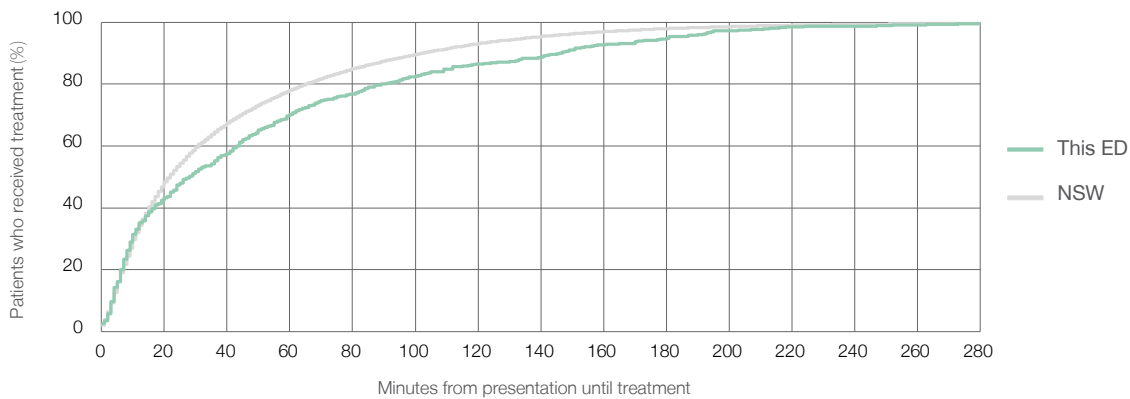
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 570

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

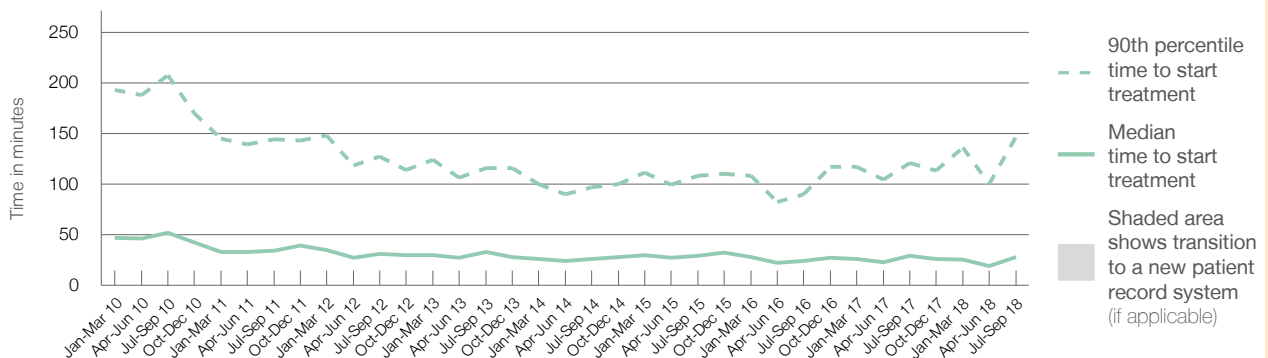
90th percentile time to start treatment<sup>5</sup>  147 minutes

Same period last year	NSW (this period)
1,037	826
29 minutes	22 minutes
121 minutes	103 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	52	34	31	33	26	29	24	29	28
90th percentile time to start treatment <sup>5</sup> (minutes)	208	144	127	116	97	108	90	121	147

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## Calvary Mater Newcastle: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 9,673 patients

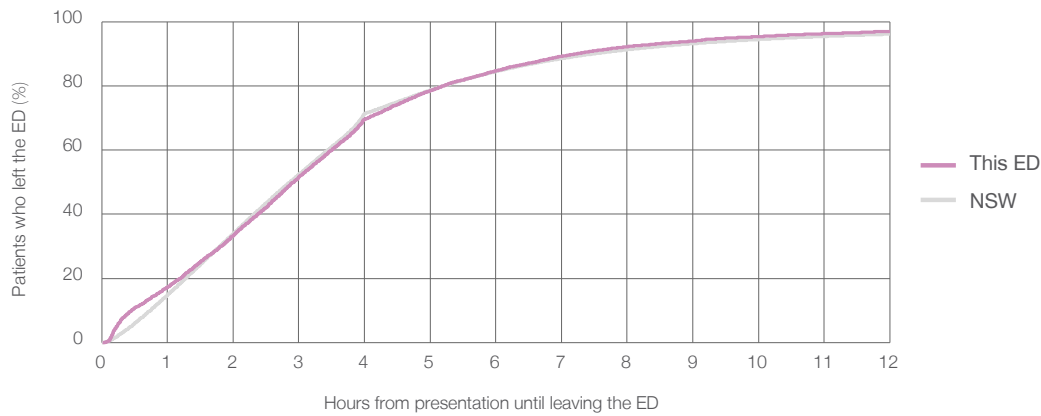
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,673 patients

Median time spent in the ED<sup>8</sup>  2 hours and 55 minutes

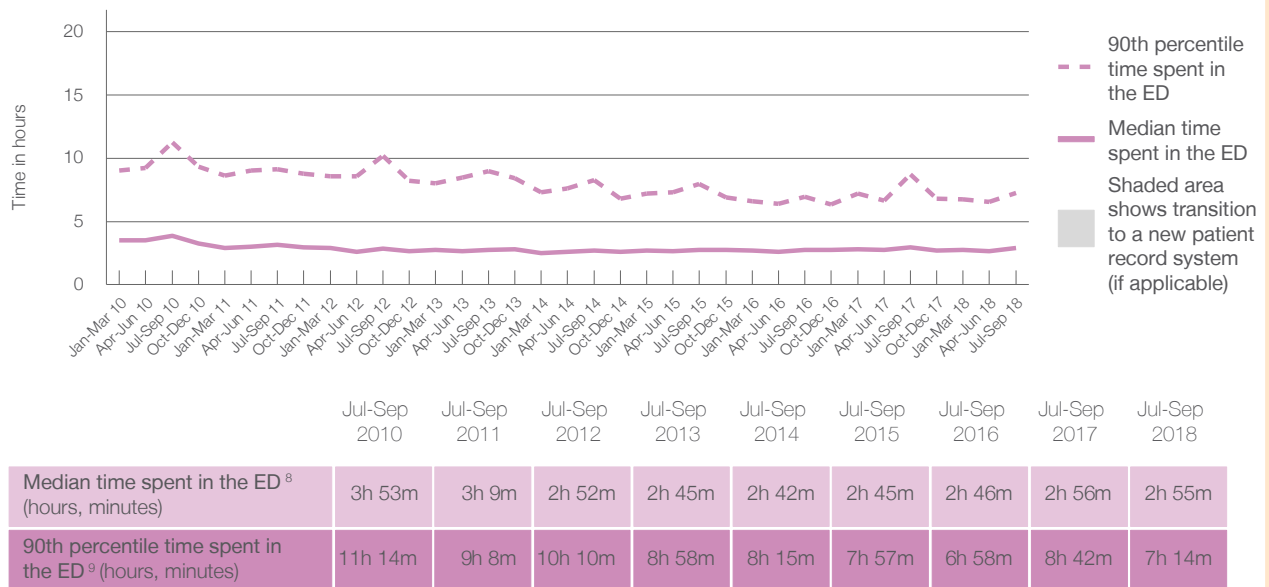
90th percentile time spent in the ED<sup>9</sup>  7 hours and 14 minutes

Same period last year	NSW (this period)
9,654	9,654
2 hours and 56 minutes	2 hours and 52 minutes
8 hours and 42 minutes	7 hours and 30 minutes

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



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



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## Calvary Mater Newcastle: Time patients spent in the ED By mode of separation July to September 2018

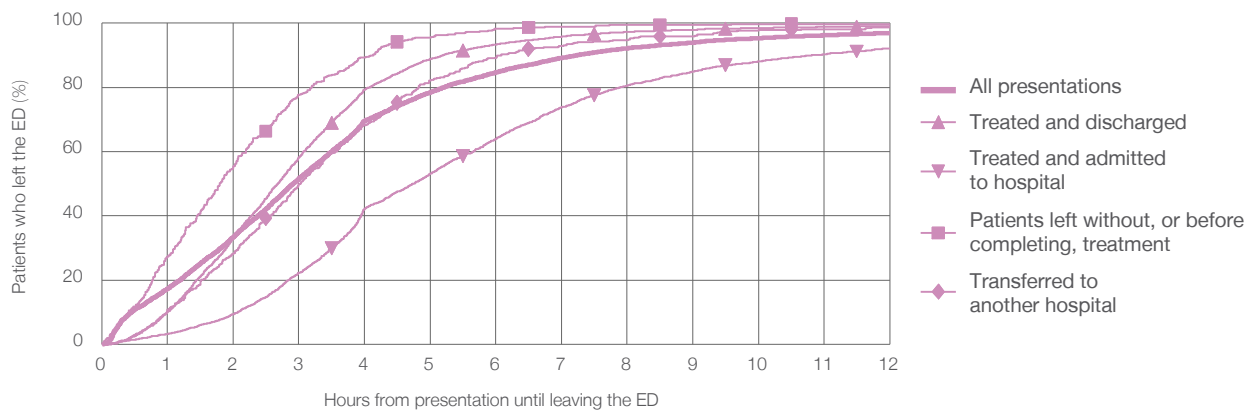
All presentations:<sup>1</sup> 9,673 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,673 patients

Treated and discharged	4,532 (46.9%)
Treated and admitted to hospital	3,115 (32.2%)
Patient left without, or before completing, treatment	449 (4.6%)
Transferred to another hospital	441 (4.6%)
Other	1,136 (11.7%)

Same period last year	Change since one year ago
9,654	0%
4,486	1.0%
3,170	-1.7%
591	-24.0%
400	10.3%
1,007	12.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.1%	33.3%	58.2%	79.4%	93.4%	97.2%	98.5%	99.1%
Treated and admitted to hospital	3.2%	9.4%	22.3%	42.2%	64.0%	80.6%	88.1%	92.2%
Patient left without, or before completing, treatment	27.4%	55.5%	77.7%	89.3%	98.2%	99.6%	99.8%	99.8%
Transferred to another hospital	10.7%	28.3%	49.9%	68.3%	89.3%	94.8%	98.0%	98.6%
All presentations	17.4%	33.5%	51.7%	69.6%	84.7%	92.2%	95.3%	97.0%

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

**Calvary Mater Newcastle: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 9,673 patients

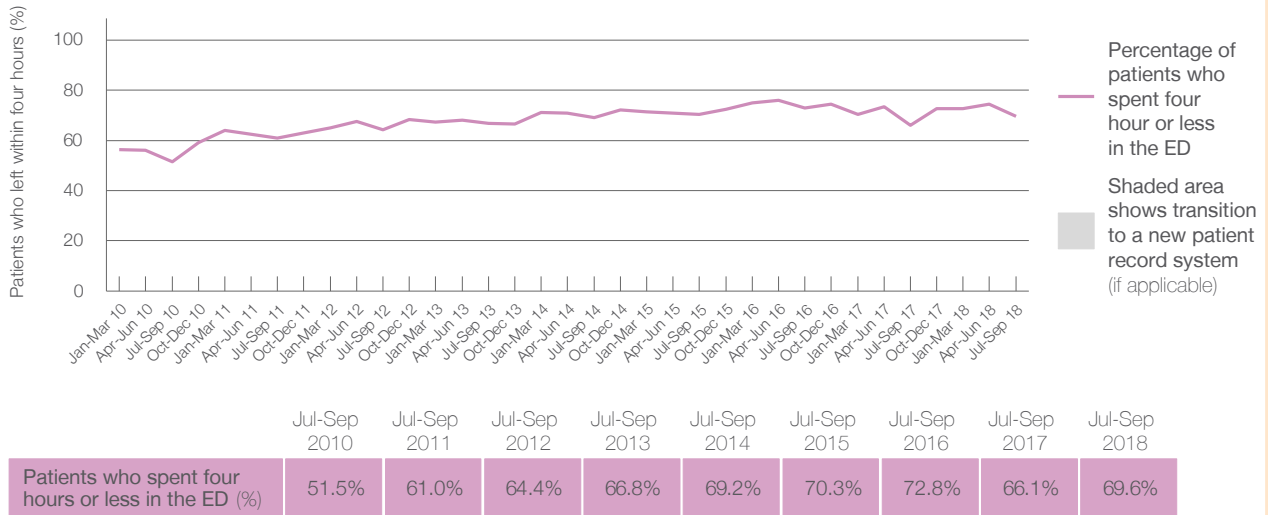
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,673 patients

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	9,654	0%
Presentations used to calculate time to leaving the ED	9,654	0%
Percentage of patients who spent four hours or less in the ED	66.1%	

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



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

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

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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, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## Sydney Hospital and Sydney Eye Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 7,756 patients  
Emergency presentations:<sup>2</sup> 7,554 patients

	Same period last year	Change since one year ago
All presentations	8,124	-5%
Emergency presentations	7,850	-4%

## Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 141 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,486 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 41 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,481 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,446 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 87 minutes

	Same period last year	NSW (this period)
All patients	136	
Triage 2	8 minutes	8 minutes
Triage 2 (90th percentile)	15 minutes	28 minutes
Triage 3	1,224	
Triage 3 (Median)	20 minutes	21 minutes
Triage 3 (90th percentile)	46 minutes	72 minutes
Triage 4	4,444	
Triage 4 (Median)	28 minutes	26 minutes
Triage 4 (90th percentile)	78 minutes	105 minutes
Triage 5	2,046	
Triage 5 (Median)	33 minutes	22 minutes
Triage 5 (90th percentile)	96 minutes	103 minutes

## Sydney Hospital and Sydney Eye Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,756 patients

Percentage of patients who spent four hours or less in the ED 91%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	8,124	-5%
Percentage of patients who spent four hours or less in the ED	85%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

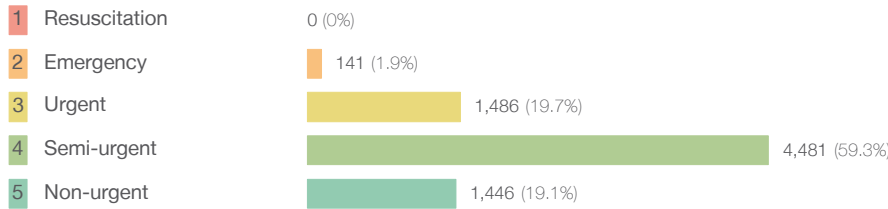
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Sydney Hospital and Sydney Eye Hospital: Patients presenting to the emergency department July to September 2018

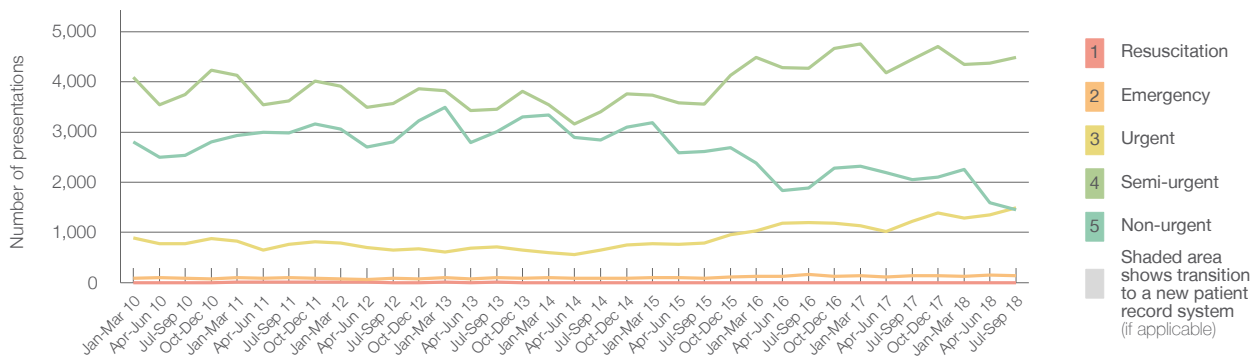
All presentations:<sup>1</sup> 7,756 patients

Emergency presentations<sup>2</sup> by triage category: 7,554 patients



	Same period last year	Change since one year ago
All presentations	8,124	-5%
Emergency presentations	7,850	-4%
Resuscitation	0	
Emergency	136	3.7%
Urgent	1,224	21.4%
Semi-urgent	4,444	0.8%
Non-urgent	2,046	-29.3%

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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	10	< 5	6	< 5	< 5	< 5	0	0
Emergency	94	101	86	100	85	89	160	136	141
Urgent	773	765	653	715	646	794	1,192	1,224	1,486
Semi-urgent	3,745	3,616	3,575	3,453	3,405	3,560	4,267	4,444	4,481
Non-urgent	2,540	2,981	2,809	3,007	2,842	2,616	1,881	2,046	1,446
All emergency presentations	7,152	7,473	7,123	7,281	6,978	7,059	7,500	7,850	7,554

## Sydney Hospital and Sydney Eye Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,079 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	79	
ED Transfer of care time	8 minutes	-2 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 Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 141

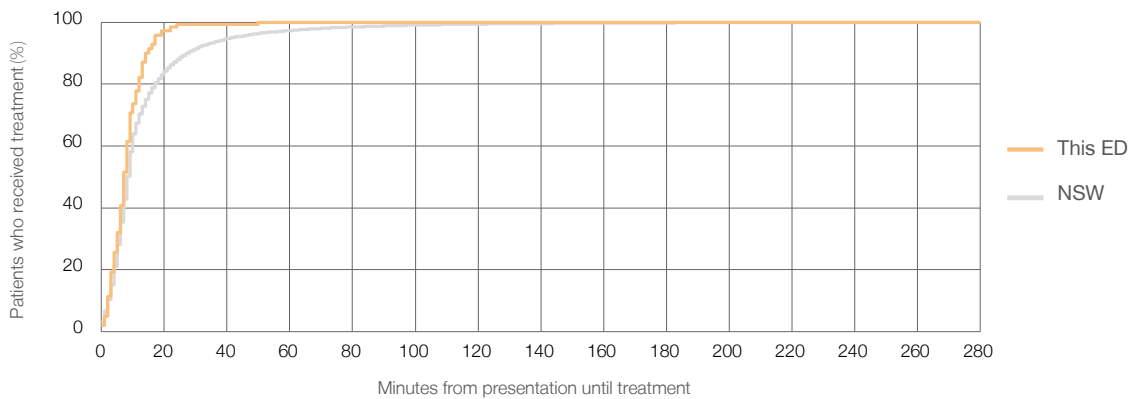
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 140

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

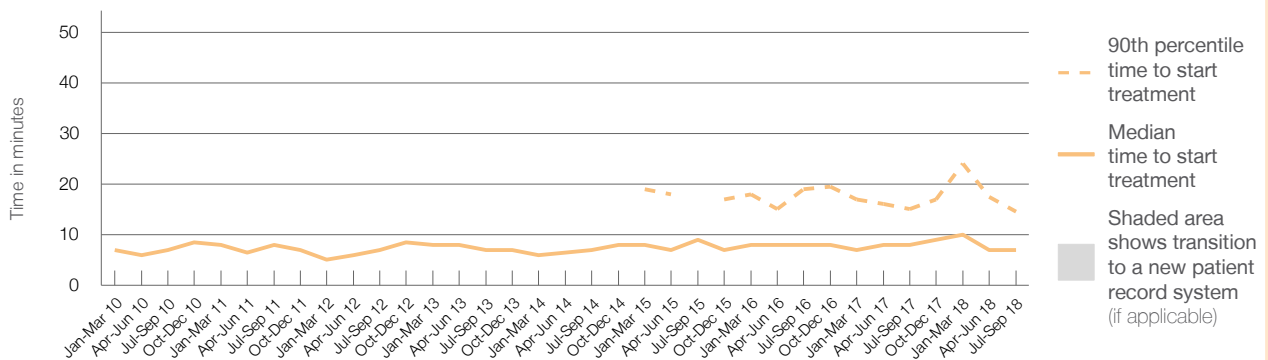
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
136	136
8 minutes	8 minutes
15 minutes	28 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	7	8	7	7	7	9	8	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)	*	16	*	17	*	*	19	15	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 Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,486

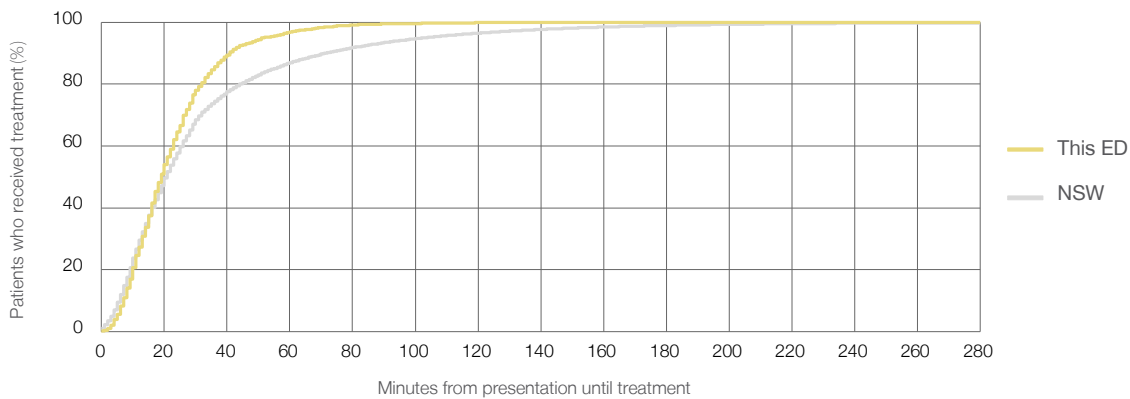
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,469

Median time to start treatment<sup>4</sup> 19 minutes

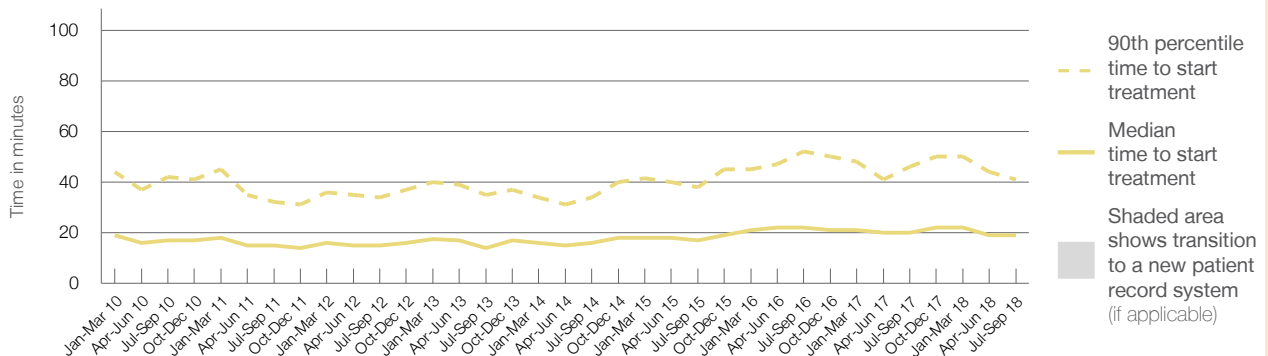
90th percentile time to start treatment<sup>5</sup> 41 minutes

Same period last year	NSW (this period)
1,224	1,211
20 minutes	21 minutes
46 minutes	72 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	17	15	15	14	16	17	22	20	19
90th percentile time to start treatment <sup>5</sup> (minutes)	42	32	34	35	34	38	52	46	41

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

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

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

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

Number of triage 4 patients: 4,481

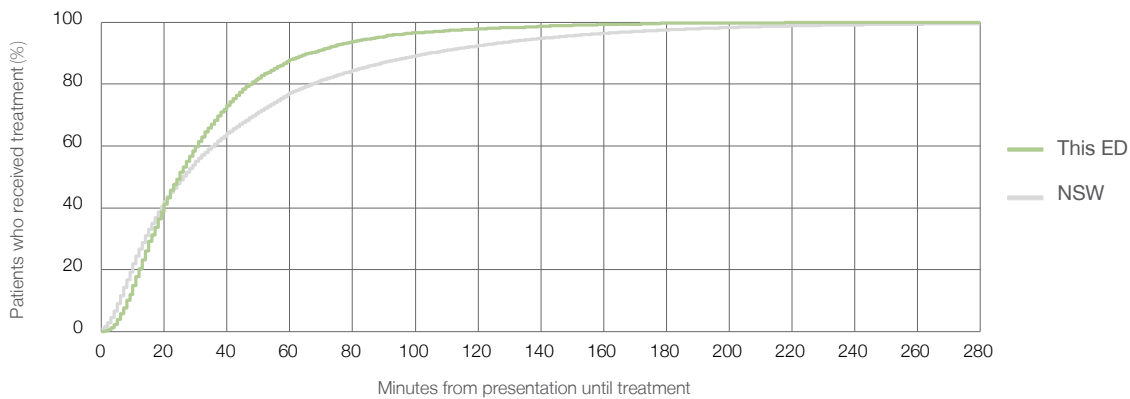
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,404

Median time to start treatment<sup>4</sup> 25 minutes

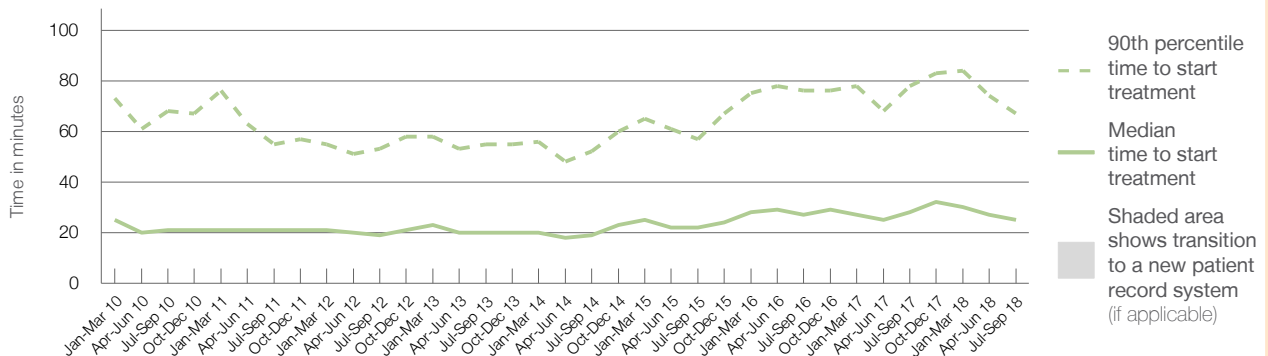
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
4,444	
4,328	
28 minutes	26 minutes
78 minutes	105 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	21	21	19	20	19	22	27	28	25
90th percentile time to start treatment <sup>5</sup> (minutes)	68	55	53	55	52	57	76	78	67

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

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

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

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

Number of triage 5 patients: 1,446

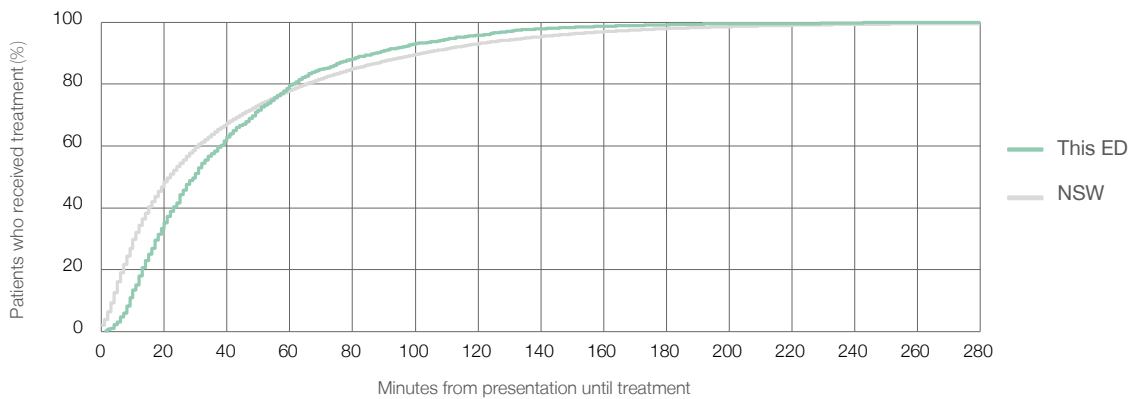
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,356

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

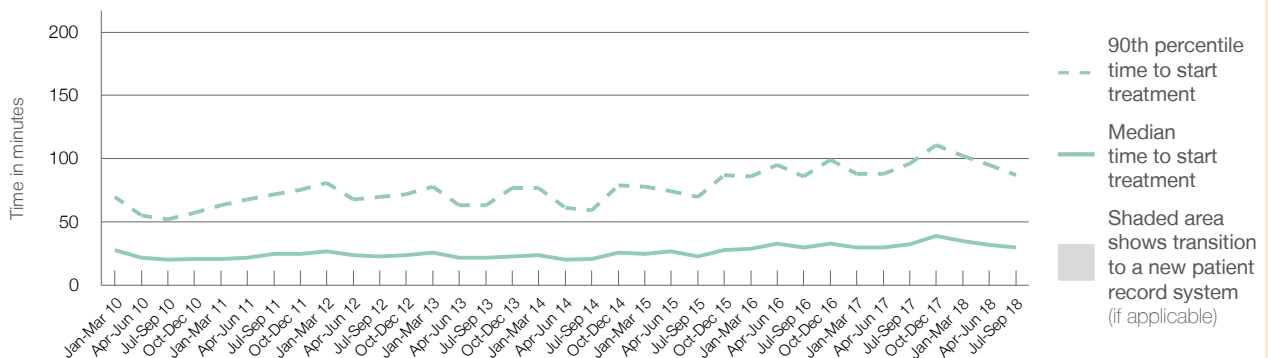
90th percentile time to start treatment<sup>5</sup>  87 minutes

Same period last year	NSW (this period)
2,046	1,914
33 minutes	22 minutes
96 minutes	103 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	20	25	23	22	21	23	30	33	30
90th percentile time to start treatment <sup>5</sup> (minutes)	52	72	70	63	59	70	86	96	87

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

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



## Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 7,756 patients

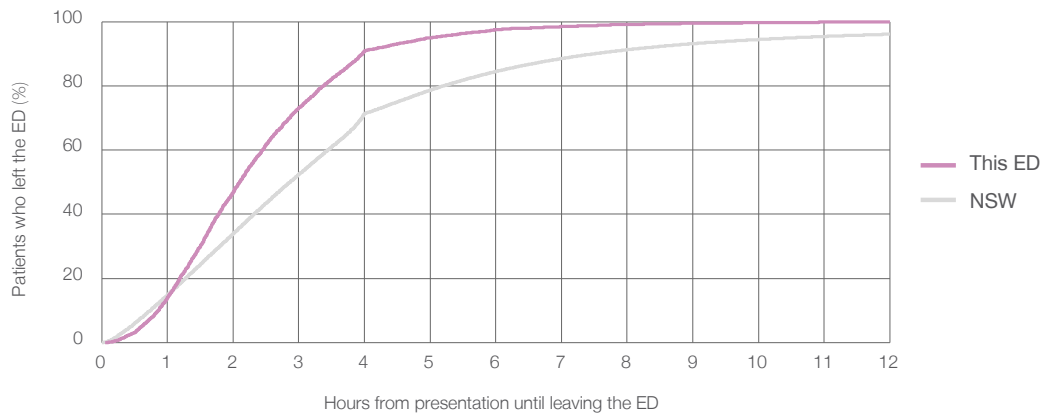
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,756 patients

Median time spent in the ED<sup>8</sup> ■ 2 hours and 6 minutes

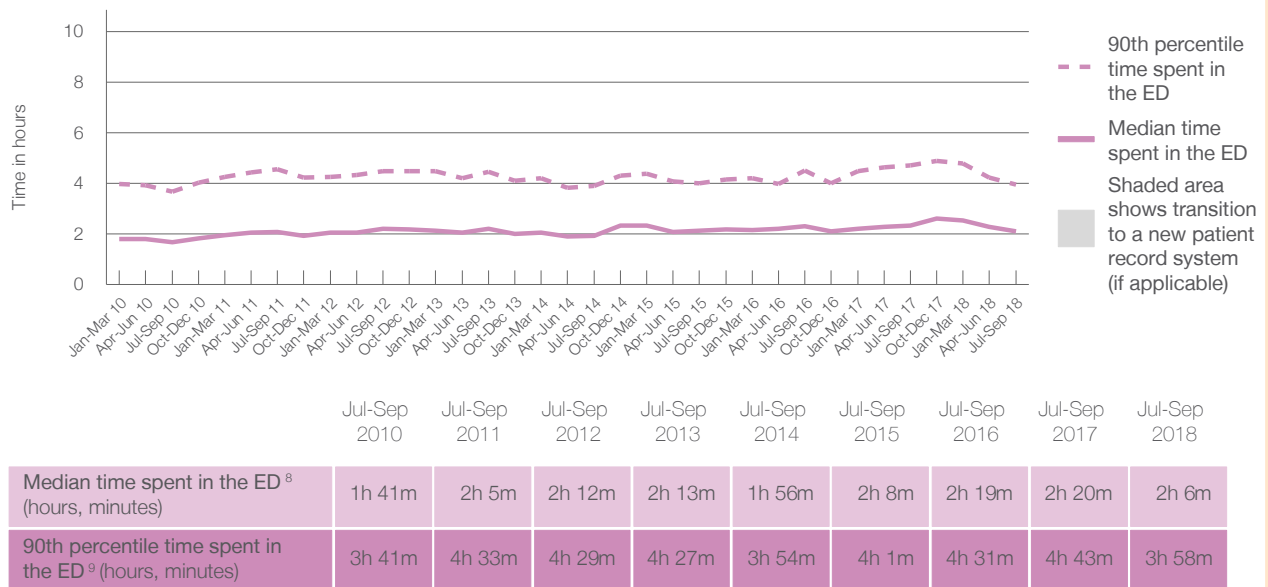
90th percentile time spent in the ED<sup>9</sup> ■ 3 hours and 58 minutes

Same period last year	NSW (this period)
8,124	8,124
2 hours and 20 minutes	2 hours and 52 minutes
4 hours and 43 minutes	7 hours and 30 minutes

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



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



(†) 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 Hospital and Sydney Eye Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

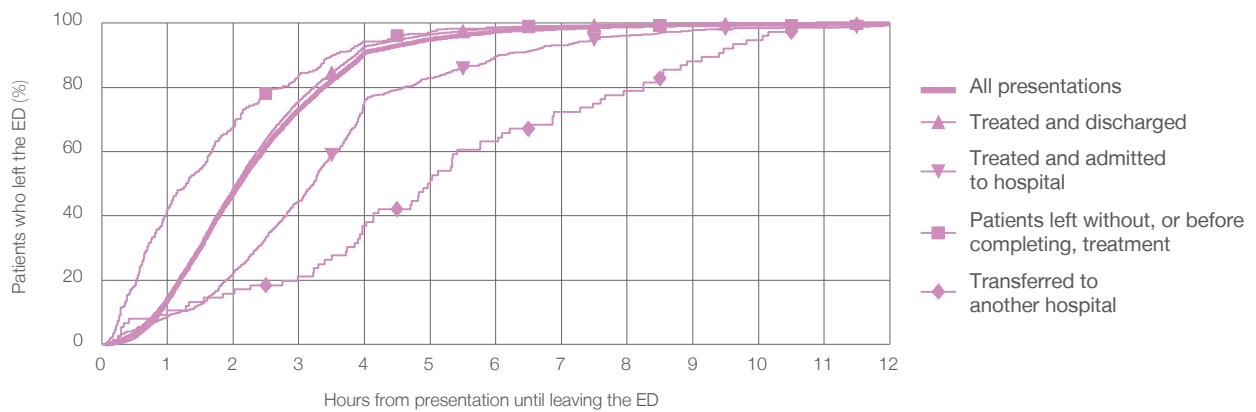
All presentations:<sup>1</sup> 7,756 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,756 patients

Mode of separation	Count	Percentage
Treated and discharged	6,672	86.0%
Treated and admitted to hospital	644	8.3%
Patient left without, or before completing, treatment	312	4.0%
Transferred to another hospital	76	1.0%
Other	52	0.7%

Mode of separation	Same period last year	Change since one year ago
All presentations	8,124	-5%
Treated and discharged	6,765	-1.4%
Treated and admitted to hospital	683	-5.7%
Patient left without, or before completing, treatment	481	-35.1%
Transferred to another hospital	96	-20.8%
Other	99	-47.5%

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



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.0%	48.4%	75.8%	92.7%	98.5%	99.6%	99.8%	100%
Treated and admitted to hospital	8.7%	22.4%	44.6%	75.9%	89.8%	96.1%	98.6%	99.2%
Patient left without, or before completing, treatment	42.0%	67.6%	84.0%	94.2%	98.7%	99.4%	99.4%	100%
Transferred to another hospital	10.5%	15.8%	21.1%	36.8%	63.2%	78.9%	94.7%	100%
All presentations	14.2%	47.0%	73.2%	90.9%	97.5%	99.1%	99.7%	99.9%

(†) 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.

## Sydney Hospital and Sydney Eye Hospital: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: <sup>1</sup> 7,756 patients

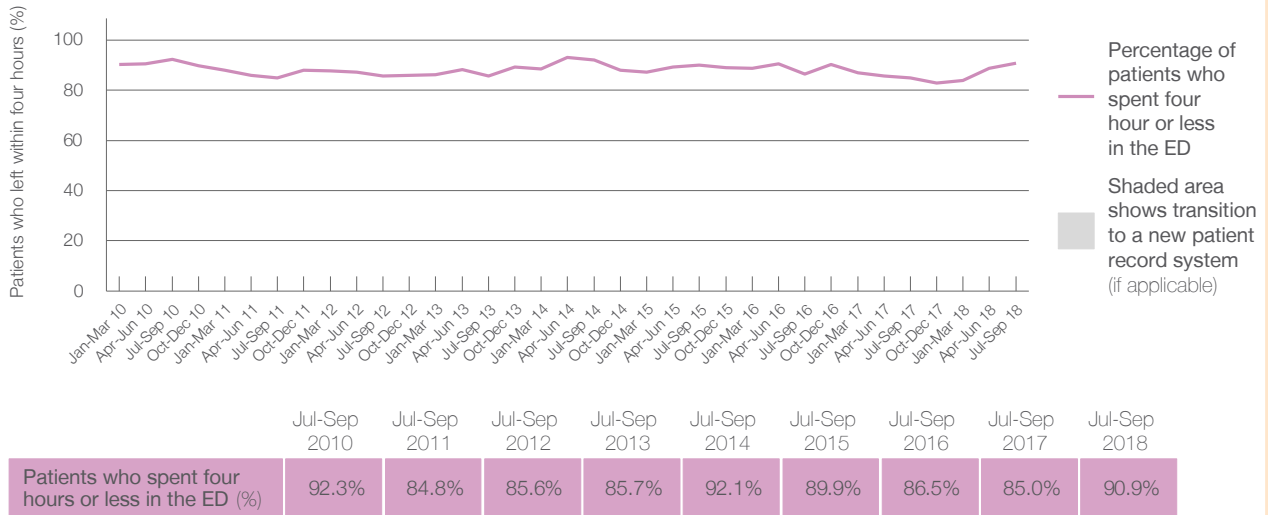
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,756 patients

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	8,124	-5%
Presentations used to calculate time to leaving the ED	8,124	-5%
Percentage of patients who spent four hours or less in the ED	85.0%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).