

Hospital Quarterly

Performance Profiles

Emergency Department

Major hospitals
(B) peer group

July to September 2016

Auburn Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,654 patients

Emergency presentations:² 6,502 patients

Same period last year	Change since one year ago
6,714	-0.9%
6,362	2.2%

Auburn Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,020 patients

Median time to start treatment⁴ 9 minutes

95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,280 patients

Median time to start treatment⁴ 22 minutes

95th percentile time to start treatment⁵ 98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,794 patients

Median time to start treatment⁴ 30 minutes

95th percentile time to start treatment⁵ 163 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 380 patients

Median time to start treatment⁴ 22 minutes

95th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
863	
9 minutes	8 minutes
38 minutes	41 minutes
2,295	
25 minutes	21 minutes
120 minutes	103 minutes
2,772	
45 minutes	27 minutes
207 minutes	139 minutes
402	
27 minutes	24 minutes
196 minutes	138 minutes

Auburn Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,610 patients

Percentage of patients who spent four hours or less in the ED 76.7%

Same period last year	Change since one year ago
6,713	-1.5%
75.2%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

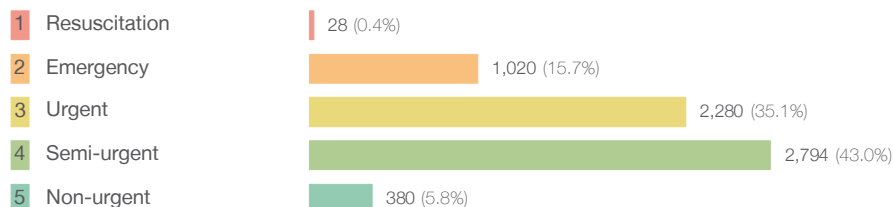
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Auburn Hospital: Patients presenting to the emergency department

July to September 2016

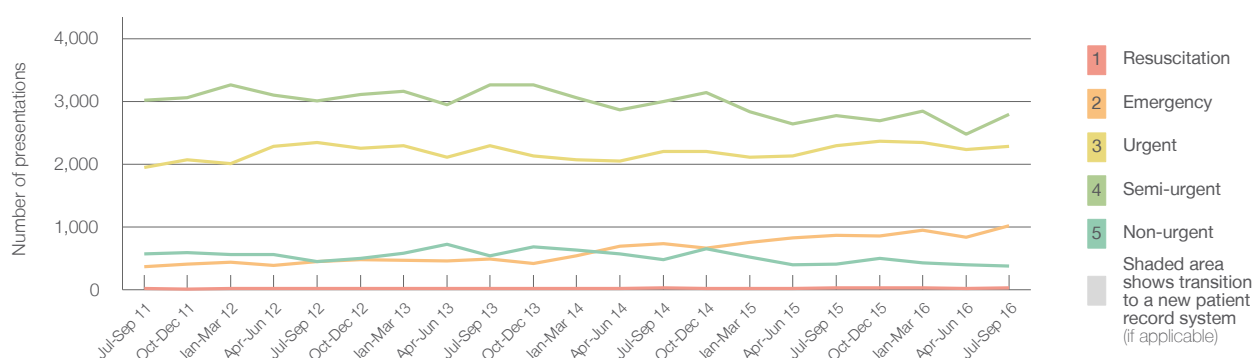
All presentations:¹ 6,654 patients

Emergency presentations² by triage category: 6,502 patients



Same period last year	Change since one year ago
6,714	-0.9%
6,362	2.2%
30	-6.7%
863	18.2%
2,295	-0.7%
2,772	0.8%
402	-5.5%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	19	19	22	26	30	28
Emergency	365	451	486	733	863	1,020
Urgent	1,950	2,342	2,295	2,200	2,295	2,280
Semi-urgent	3,020	3,006	3,259	3,001	2,772	2,794
Non-urgent	565	447	544	482	402	380
All emergency presentations	5,919	6,265	6,606	6,442	6,362	6,502

Auburn Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 876 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,061	
14 minutes	0 minutes
35 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.

Auburn Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,020

Number of triage 2 patients used to calculate waiting time: ³ 943

Median time to start treatment ⁴

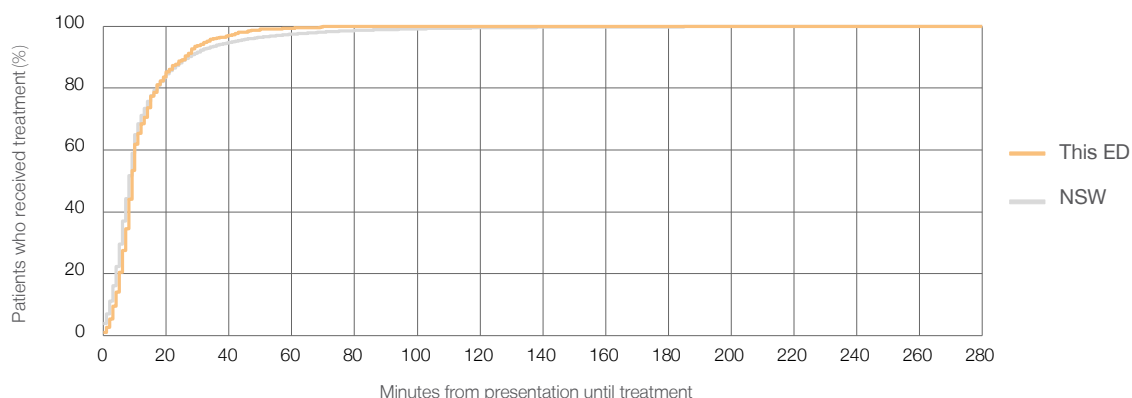
9 minutes

95th percentile time to start treatment ⁵

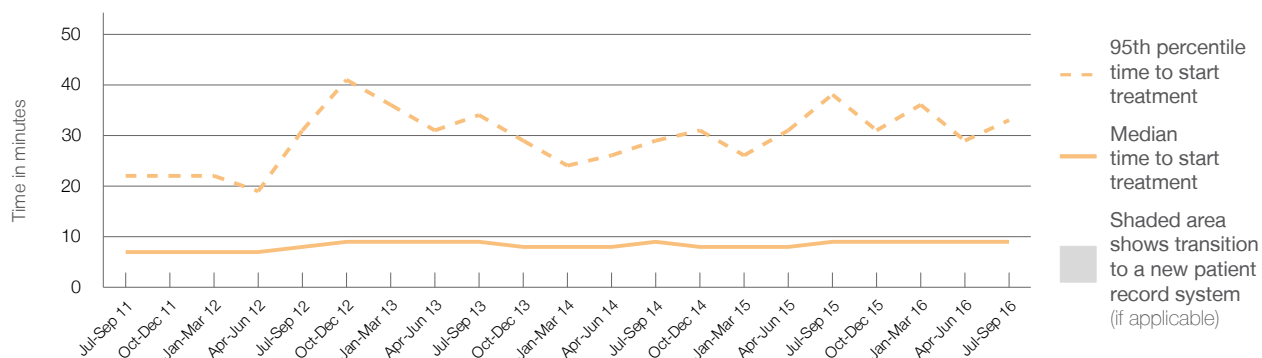
33 minutes

Same period last year	NSW (this period)
863	
849	
9 minutes	8 minutes
38 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	9	9	9	9
95th percentile time to start treatment ⁵ (minutes)	22	31	34	29	38	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.

Auburn Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,280

Number of triage 3 patients used to calculate waiting time: ³ 2,084

Median time to start treatment ⁴

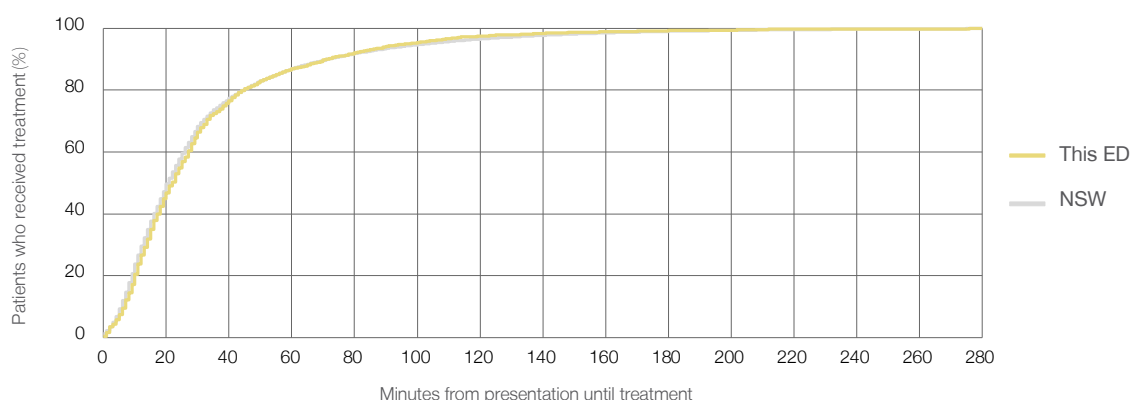
22 minutes

95th percentile time to start treatment ⁵

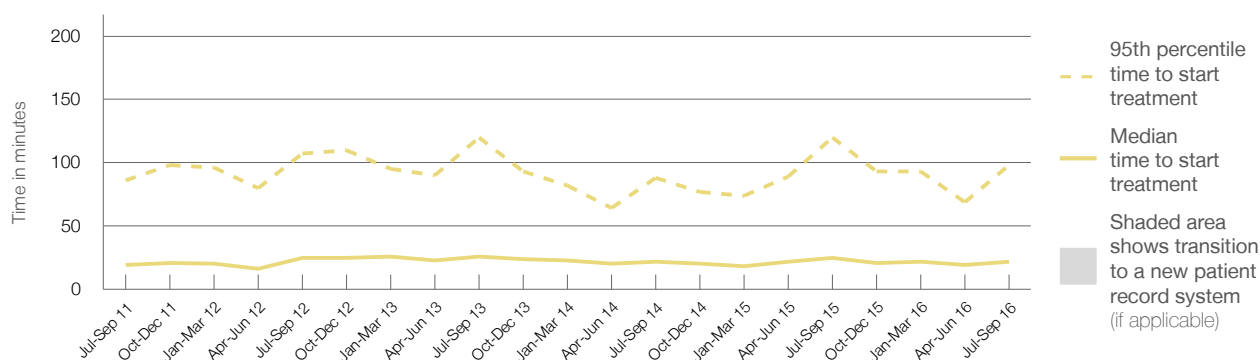
98 minutes

Same period last year	NSW (this period)
2,295	
2,157	
25 minutes	21 minutes
120 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	19	25	26	22	25	22
95th percentile time to start treatment ⁵ (minutes)	86	107	120	88	120	98

(†) 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.

Auburn Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,794

Number of triage 4 patients used to calculate waiting time: ³ 2,392

Median time to start treatment ⁴

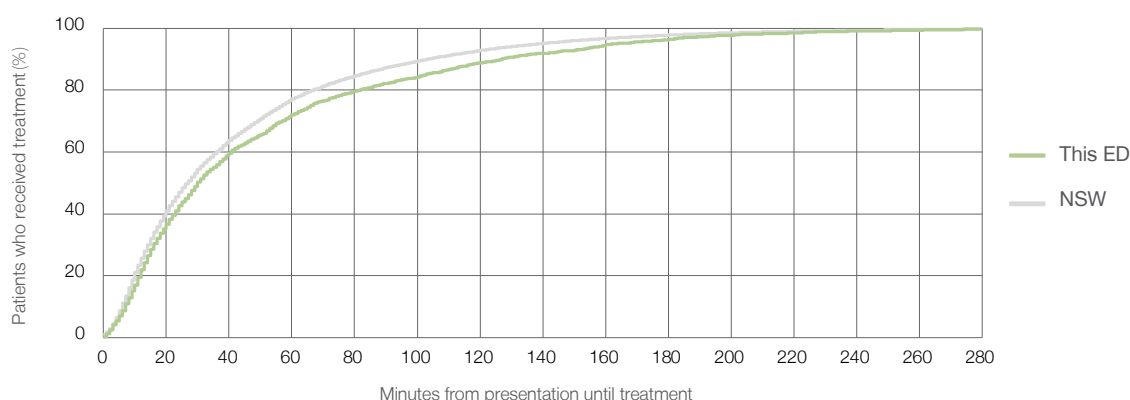
30 minutes

95th percentile time to start treatment ⁵

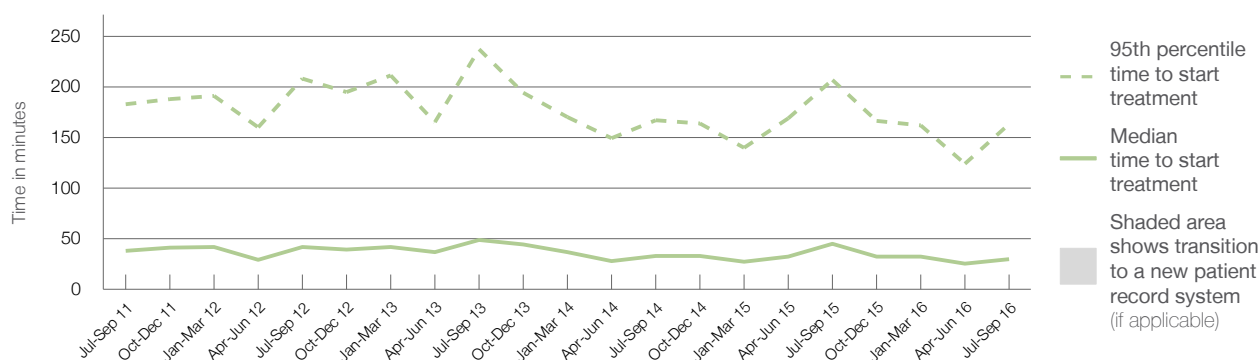
163 minutes

Same period last year	NSW (this period)
2,772	
2,278	
45 minutes	27 minutes
207 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	42	49	33	45	30
95th percentile time to start treatment ⁵ (minutes)	183	208	237	167	207	163

(†) 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.

Auburn Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 380

Number of triage 5 patients used to calculate waiting time:³ 286

Median time to start treatment⁴

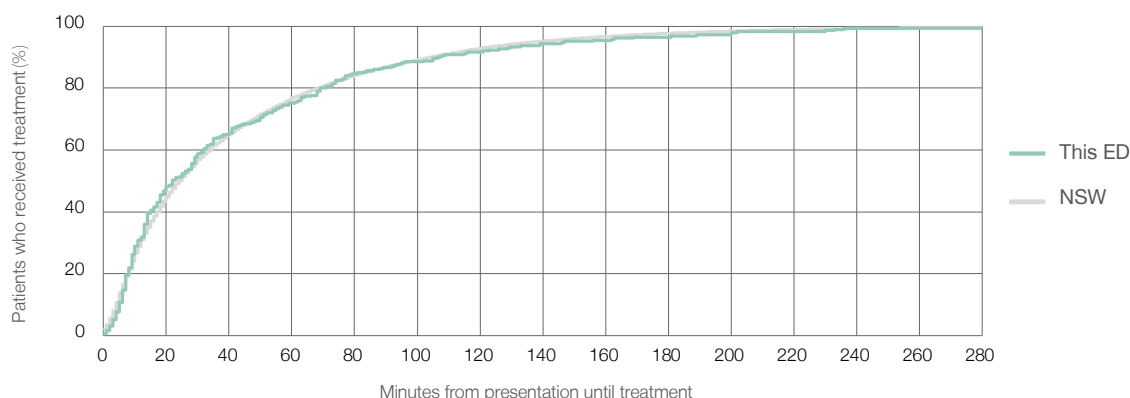
22 minutes

95th percentile time to start treatment⁵

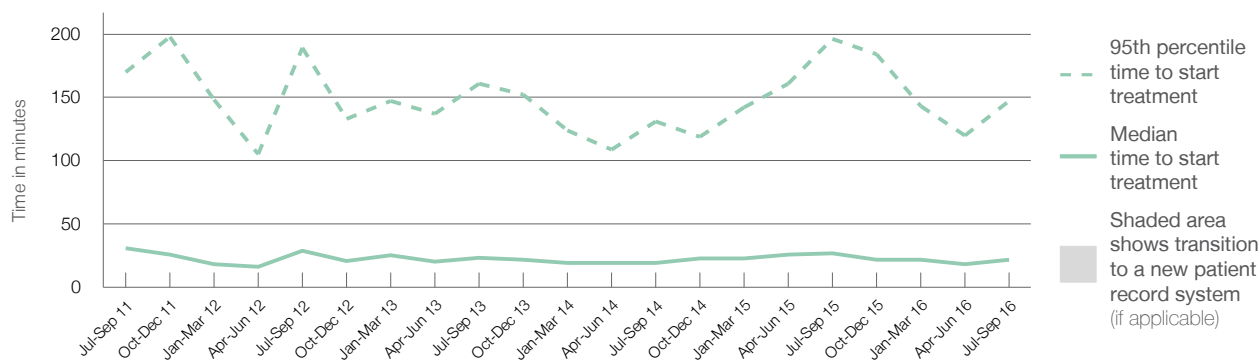
147 minutes

Same period last year	NSW (this period)
402	
295	
27 minutes	24 minutes
196 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	29	24	19	27	22
95th percentile time to start treatment ⁵ (minutes)	170	189	161	131	196	147

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

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Auburn Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,654 patients

Presentations used to calculate time to leaving the ED:⁶ 6,610 patients

Median time spent in the ED⁸

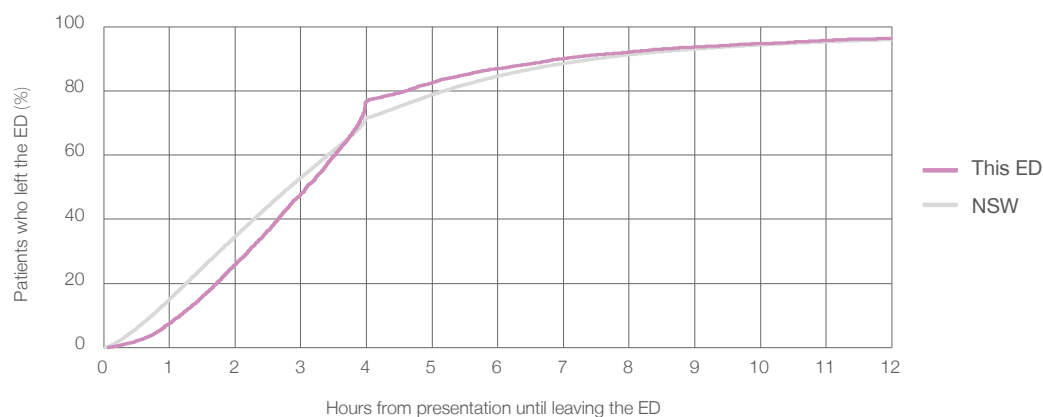
3 hours and 5 minutes

95th percentile time spent in the ED⁹

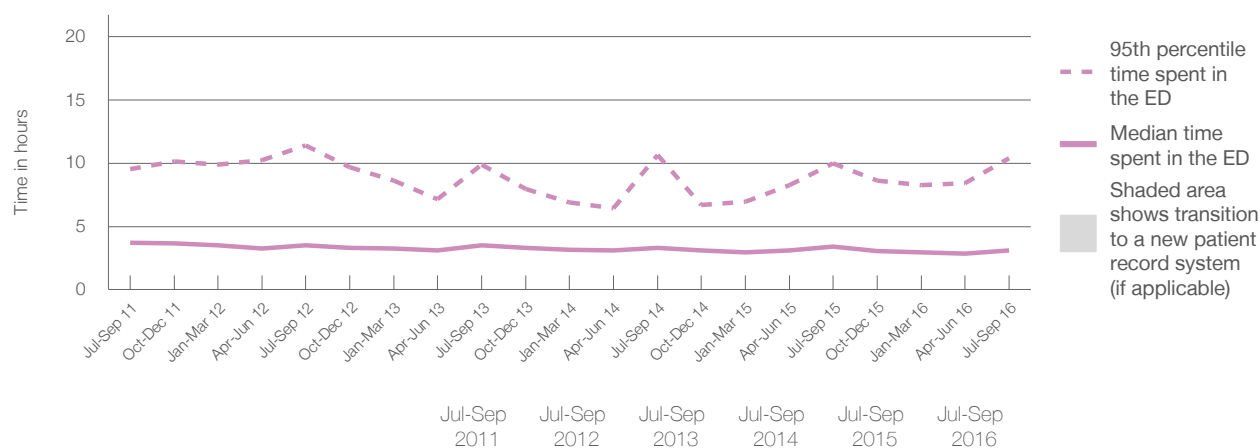
10 hours and 24 minutes

Same period last year	NSW (this period)
6,714	
6,713	
3 hours and 24 minutes	2 hours and 50 minutes
9 hours and 59 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 43m	3h 32m	3h 30m	3h 19m	3h 24m	3h 5m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 31m	11h 25m	9h 52m	10h 39m	9h 59m	10h 24m

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Auburn Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

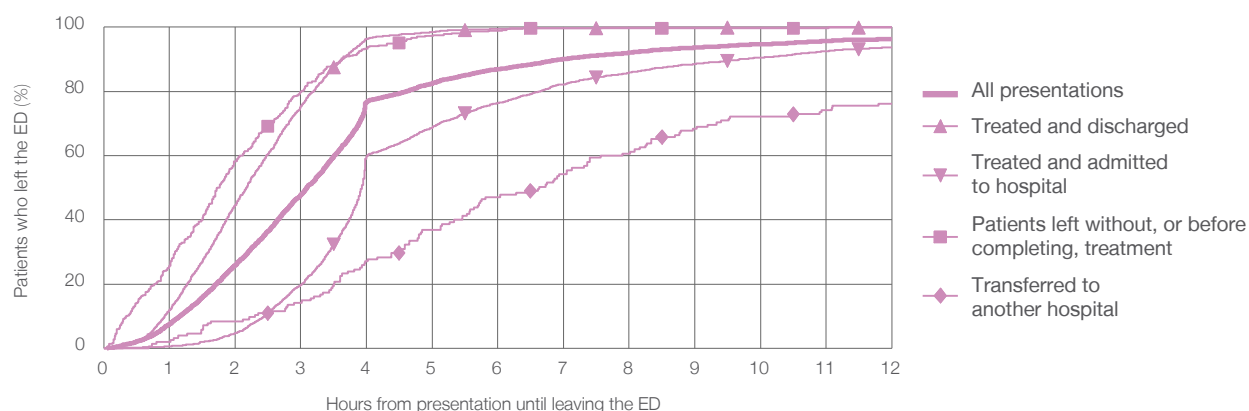
All presentations:[†] 6,654 patients

Presentations used to calculate time to leaving the ED:[‡] 6,610 patients

Treated and discharged	2,827 (42.5%)
Treated and admitted to hospital	2,891 (43.4%)
Patient left without, or before completing, treatment	379 (5.7%)
Transferred to another hospital	155 (2.3%)
Other	402 (6.0%)

Same period last year	Change since one year ago
6,713	-1.5%
3,207	-11.8%
2,737	5.6%
601	-36.9%
141	9.9%
28	1335.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	12.0%	44.7%	75.5%	96.3%	99.5%	99.9%	100%	100%
Treated and admitted to hospital	0.7%	4.7%	19.8%	59.8%	76.4%	85.9%	90.6%	93.8%
Patient left without, or before completing, treatment	25.7%	58.2%	79.9%	93.3%	98.9%	99.7%	99.7%	100%
Transferred to another hospital	1.9%	8.4%	14.2%	27.1%	47.1%	60.6%	72.3%	76.1%
All presentations	7.6%	26.0%	47.9%	76.7%	87.0%	92.1%	94.7%	96.4%

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Auburn Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 6,654 patients

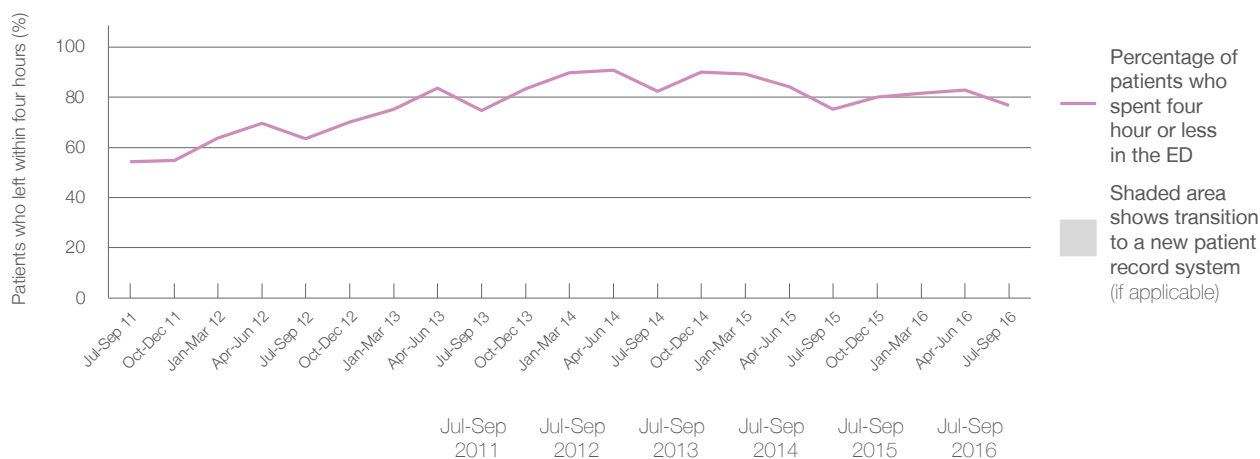
Presentations used to calculate time to leaving the ED: ⁶ 6,610 patients

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



Same period last year	Change since one year ago
6,714	-0.9%
6,713	-1.5%
75.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	54.3%	63.6%	74.7%	82.3%	75.2%	76.7%

- * 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.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Blacktown Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 11,262 patients

Emergency presentations:² 11,170 patients

Same period last year	Change since one year ago
10,894	3.4%
10,777	3.6%

Blacktown Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,434 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 47 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,936 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 151 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,043 patients

Median time to start treatment⁴ 41 minutes
95th percentile time to start treatment⁵ 155 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 610 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
3,155	
12 minutes	8 minutes
55 minutes	41 minutes
3,465	
34 minutes	21 minutes
161 minutes	103 minutes
3,108	
41 minutes	27 minutes
163 minutes	139 minutes
902	
34 minutes	24 minutes
174 minutes	138 minutes

Blacktown Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 11,241 patients

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

Same period last year	Change since one year ago
10,893	3.2%
49.8%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

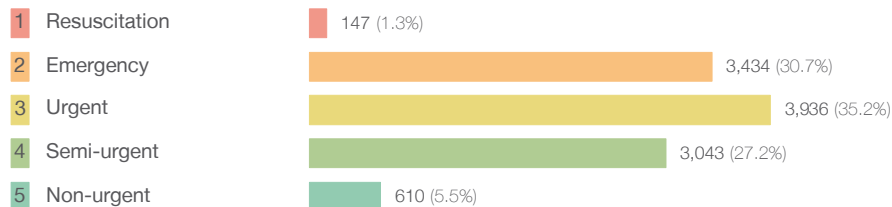
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Blacktown Hospital: Patients presenting to the emergency department

July to September 2016

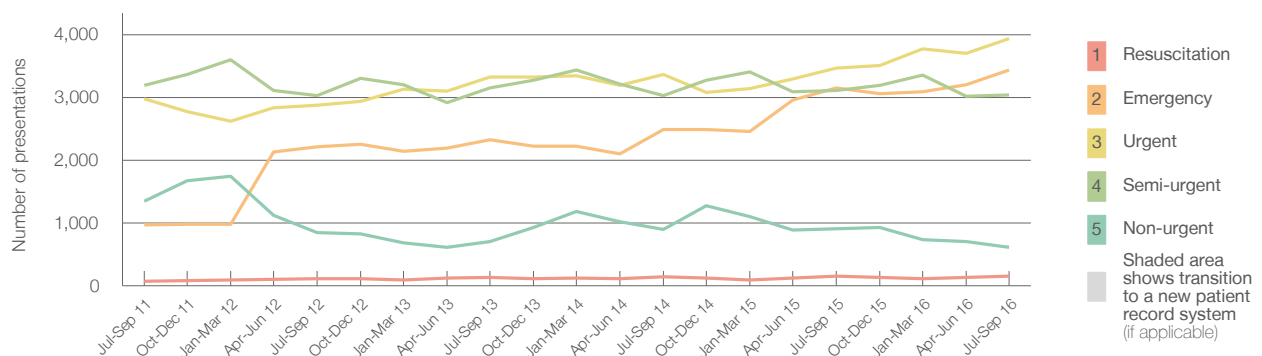
All presentations:¹ 11,262 patients

Emergency presentations² by triage category: 11,170 patients



Same period last year	Change since one year ago
10,894	3.4%
10,777	3.6%
147	0.0%
3,155	8.8%
3,465	13.6%
3,108	-2.1%
902	-32.4%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	71	111	131	145	147	147
Emergency	968	2,216	2,327	2,487	3,155	3,434
Urgent	2,979	2,878	3,327	3,365	3,465	3,936
Semi-urgent	3,194	3,024	3,154	3,029	3,108	3,043
Non-urgent	1,346	850	700	896	902	610
All emergency presentations	8,558	9,079	9,639	9,922	10,777	11,170

Blacktown Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,381 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,331	
20 minutes	-2 minutes
124 minutes	-46 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.

Blacktown Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 3,434

Number of triage 2 patients used to calculate waiting time:³ 3,243

Median time to start treatment⁴

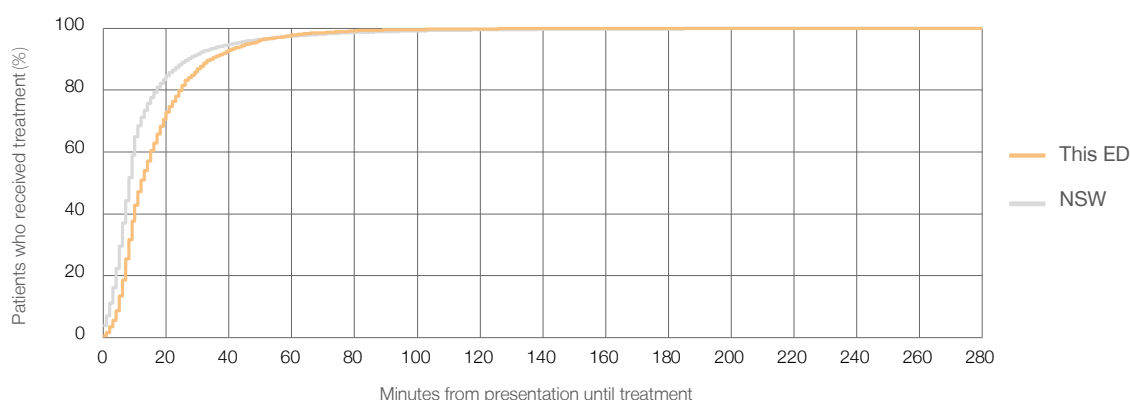
12 minutes

95th percentile time to start treatment⁵

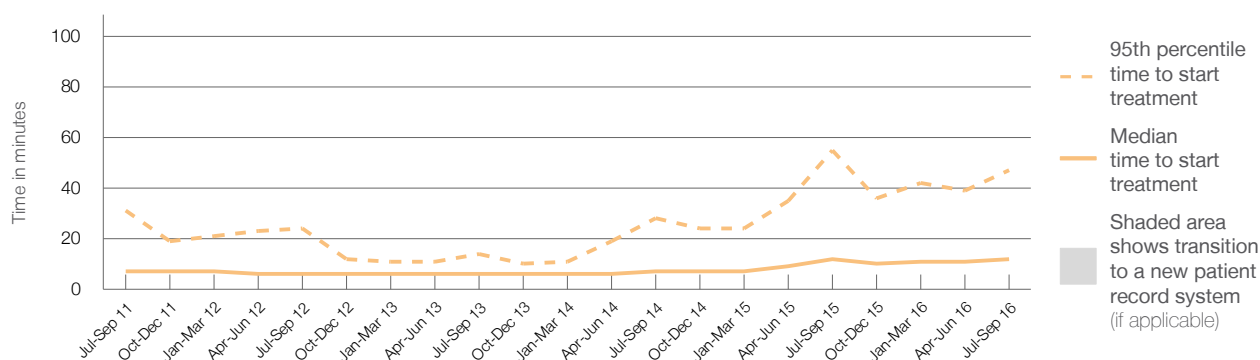
47 minutes

Same period last year	NSW (this period)
3,155	
3,057	
12 minutes	8 minutes
55 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	6	6	7	12	12
95th percentile time to start treatment ⁵ (minutes)	31	24	14	28	55	47

(†) 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.

Blacktown Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,936

Number of triage 3 patients used to calculate waiting time: ³ 3,538

Median time to start treatment ⁴

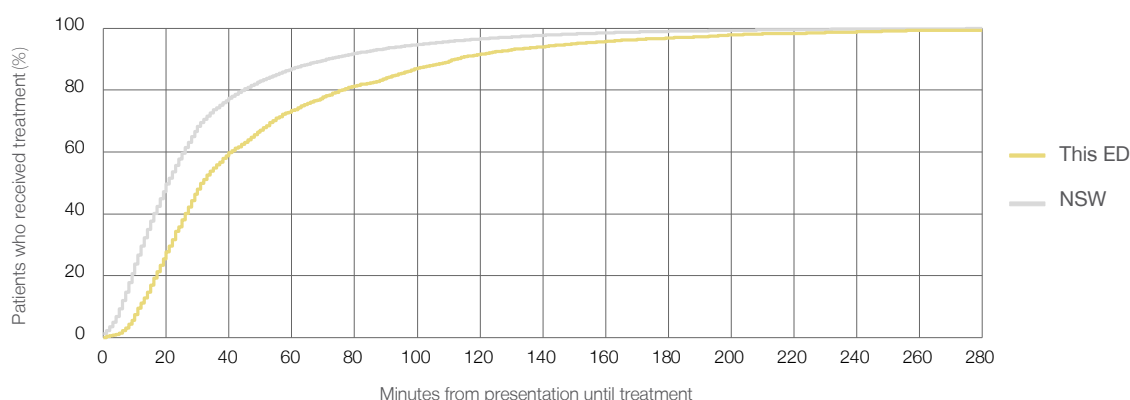
32 minutes

95th percentile time to start treatment ⁵

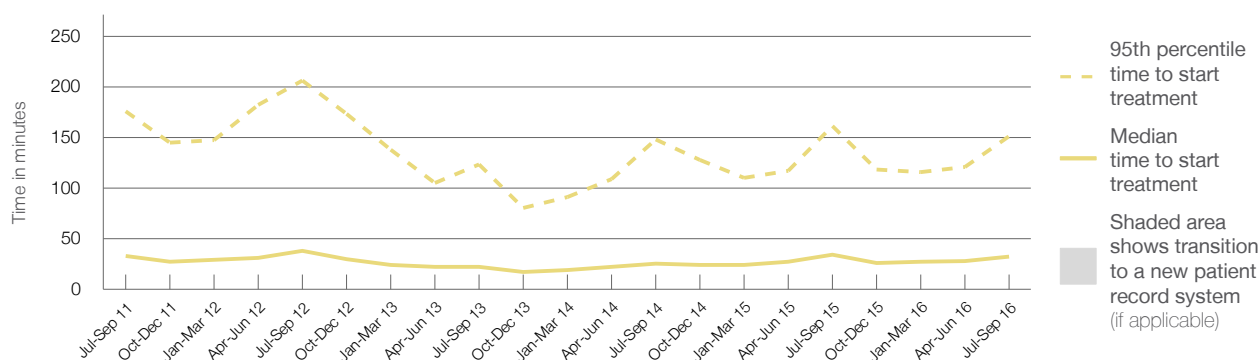
151 minutes

Same period last year	NSW (this period)
3,465	
3,242	
34 minutes	21 minutes
161 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	38	22	25	34	32
95th percentile time to start treatment ⁵ (minutes)	176	206	123	148	161	151

(†) 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.

Blacktown Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,043

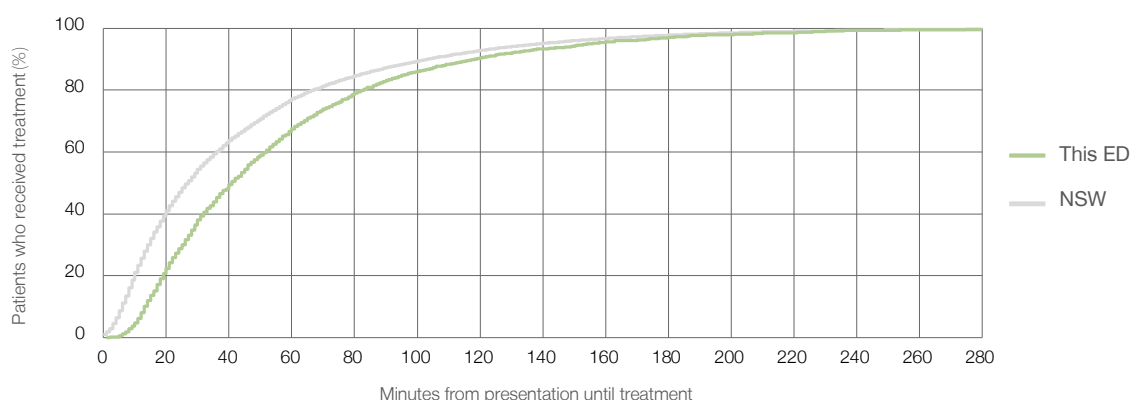
Number of triage 4 patients used to calculate waiting time:³ 2,756

Median time to start treatment⁴ 41 minutes

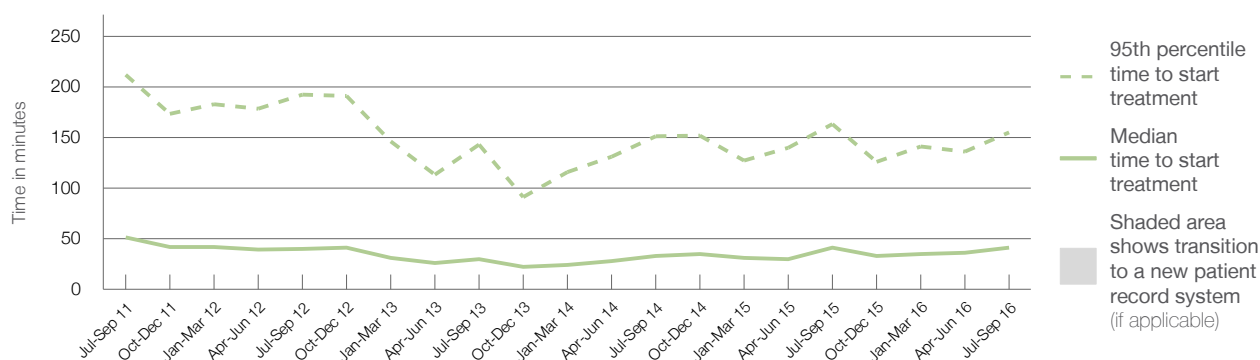
95th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
3,108	
2,827	
41 minutes	27 minutes
163 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	51	40	30	33	41	41
95th percentile time to start treatment ⁵ (minutes)	212	192	143	151	163	155

(†) 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.

Blacktown Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 610

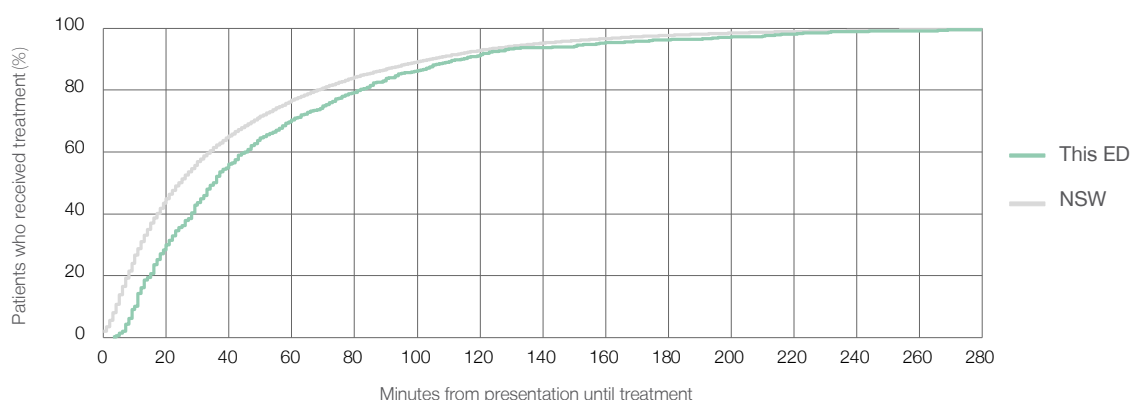
Number of triage 5 patients used to calculate waiting time:³ 493

Median time to start treatment⁴ 35 minutes

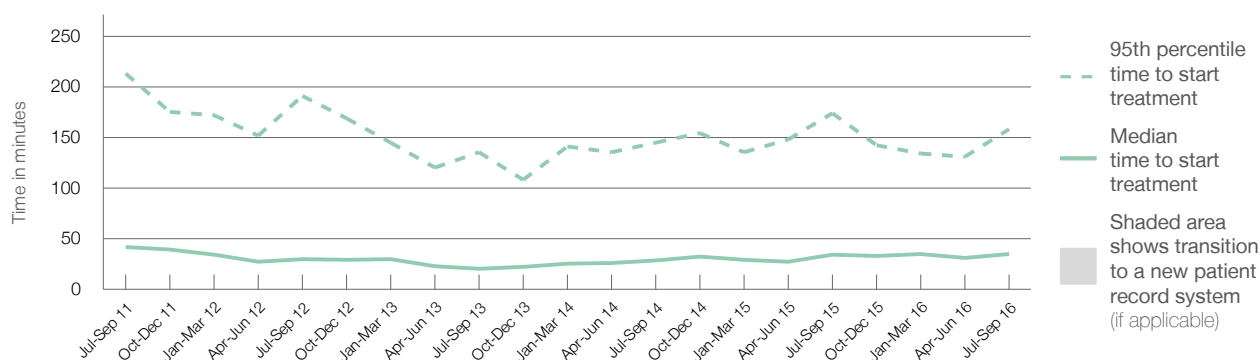
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
902	
686	
34 minutes	24 minutes
174 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	42	30	20	29	34	35
95th percentile time to start treatment ⁵ (minutes)	213	191	135	145	174	158

(†) 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.

Blacktown Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 11,262 patients

Presentations used to calculate time to leaving the ED:⁶ 11,241 patients

Median time spent in the ED⁸

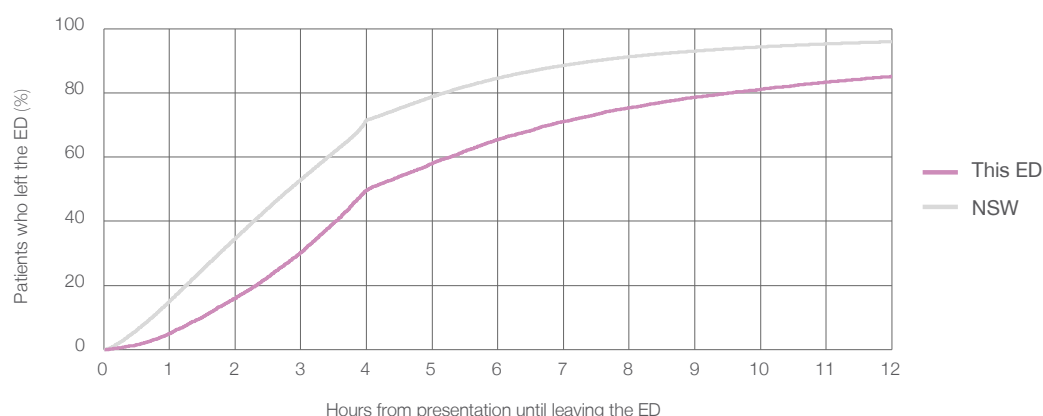
4 hours and 2 minutes

95th percentile time spent in the ED⁹

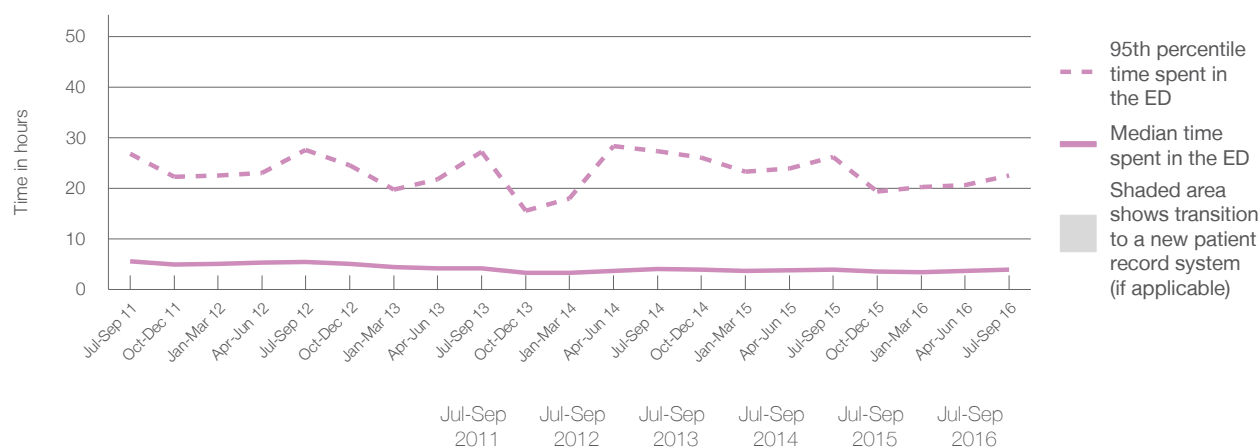
22 hours and 31 minutes

Same period last year	NSW (this period)
10,894	
10,893	
4 hours and 2 minutes	2 hours and 50 minutes
26 hours and 14 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 37m	5h 29m	4h 16m	4h 5m	4h 2m	4h 2m
95th percentile time to leaving the ED ⁹ (hours, minutes)	26h 51m	27h 40m	27h 15m	27h 22m	26h 14m	22h 31m

(†) 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.

Blacktown Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

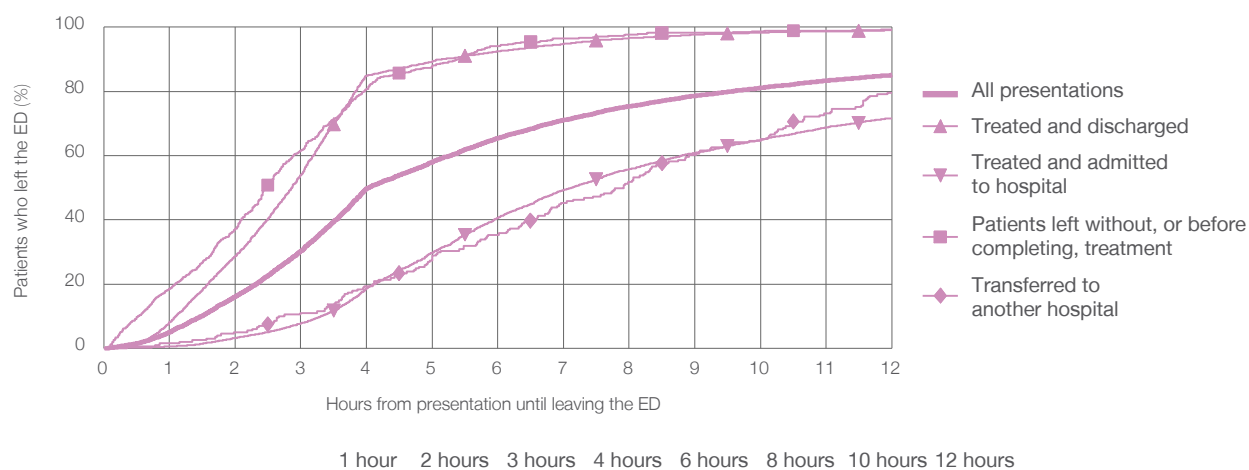
All presentations:[†] 11,262 patients

Presentations used to calculate time to leaving the ED:[‡] 11,241 patients

Treated and discharged	4,537 (40.3%)
Treated and admitted to hospital	5,314 (47.2%)
Patient left without, or before completing, treatment	678 (6.0%)
Transferred to another hospital	201 (1.8%)
Other	532 (4.7%)

Same period last year	Change since one year ago
10,893	3.2%
5,710	-20.5%
4,087	30.0%
798	-15.0%
254	-20.9%
45	1082.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	8.1%	28.7%	54.1%	84.9%	92.5%	96.6%	98.3%	99.0%
Treated and admitted to hospital	0.5%	3.2%	7.7%	18.6%	40.7%	55.8%	64.9%	71.7%
Patient left without, or before completing, treatment	18.5%	37.3%	61.5%	80.8%	94.2%	97.6%	98.7%	99.3%
Transferred to another hospital	1.5%	5.0%	10.9%	19.4%	35.3%	51.7%	65.2%	79.6%
All presentations	5.0%	16.0%	30.3%	49.7%	65.5%	75.3%	81.1%	85.1%

(†) 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.

Blacktown Hospital: Time spent in the ED

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

July to September 2016

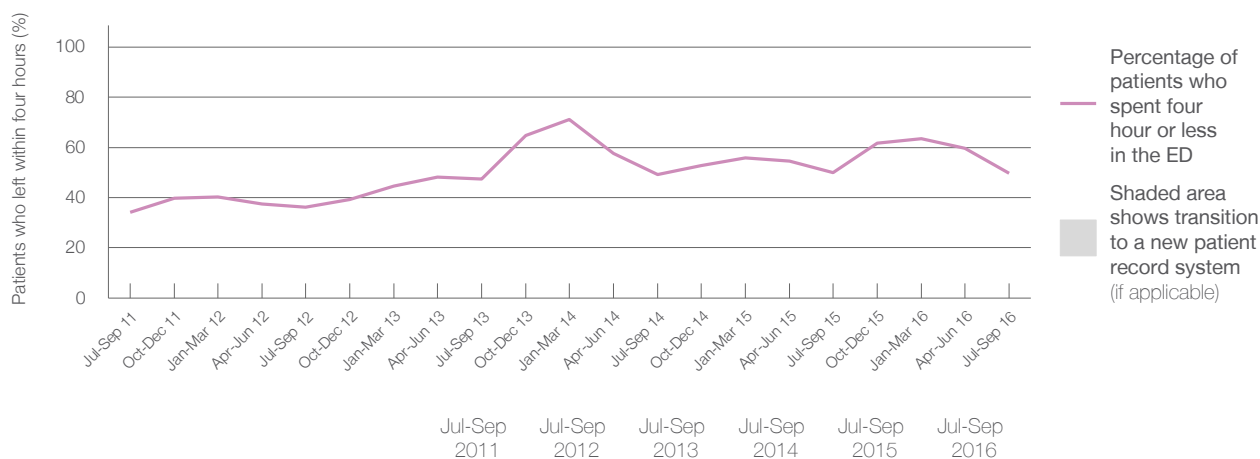
All presentations at the emergency department: ¹ 11,262 patients

Presentations used to calculate time to leaving the ED: ⁶ 11,241 patients

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

Same period last year	Change since one year ago
10,894	3.4%
10,893	3.2%
49.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	34.2%	36.2%	47.3%	49.2%	49.8%	49.7%
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- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Campbelltown Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 16,528 patients

Emergency presentations:² 16,388 patients

Same period last year	Change since one year ago
16,434	0.6%
16,289	0.6%

Campbelltown Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,765 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,265 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 125 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,655 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 170 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,589 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
1,737	
7 minutes	8 minutes
34 minutes	41 minutes
6,926	
17 minutes	21 minutes
156 minutes	103 minutes
6,075	
27 minutes	27 minutes
193 minutes	139 minutes
1,421	
34 minutes	24 minutes
177 minutes	138 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 16,528 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
16,434	0.6%
52.1%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

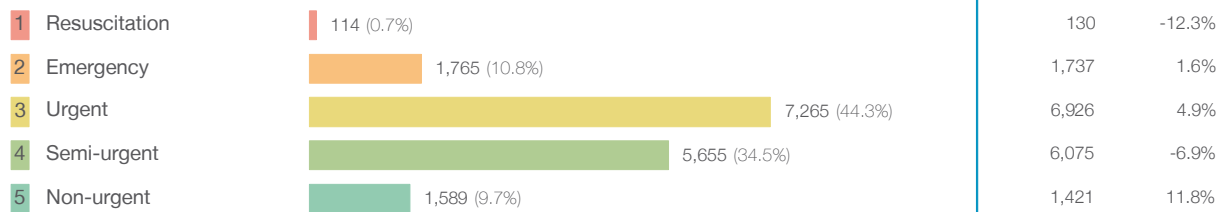
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Campbelltown Hospital: Patients presenting to the emergency department

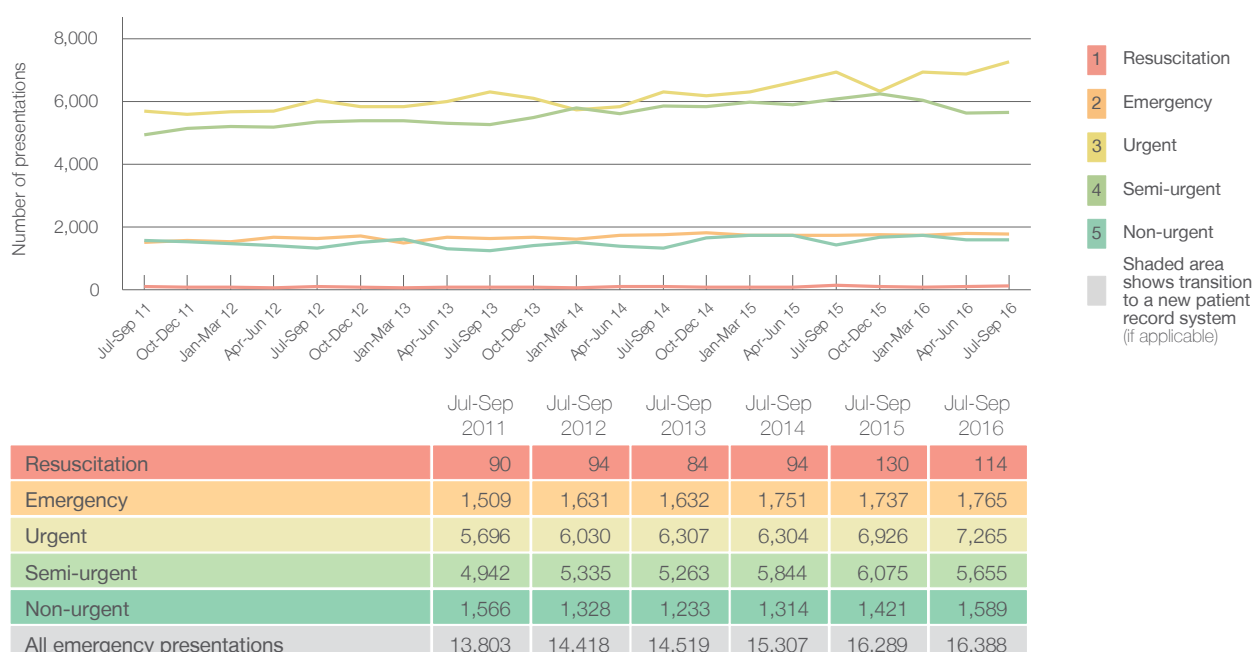
July to September 2016

All presentations:¹ 16,528 patients

Emergency presentations² by triage category: 16,388 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Campbelltown Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,048 patients

ED Transfer of care time



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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,765

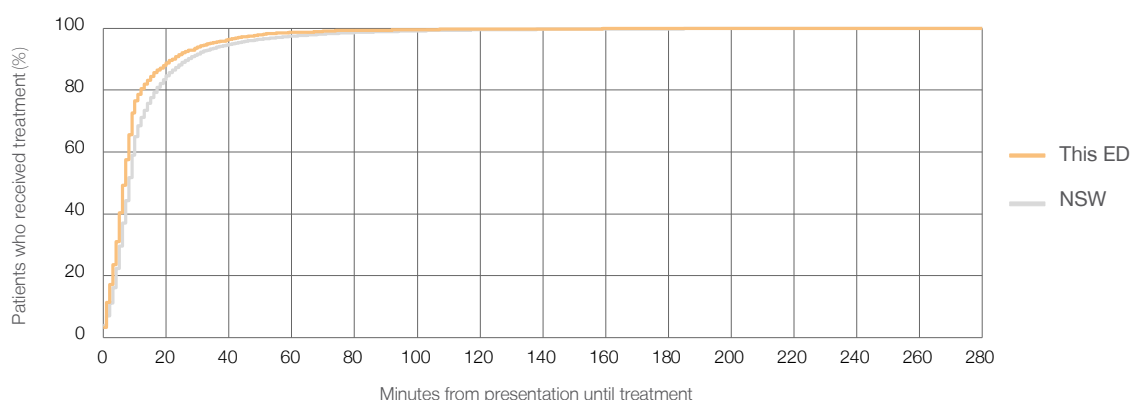
Number of triage 2 patients used to calculate waiting time:³ 1,760

Median time to start treatment⁴ 7 minutes

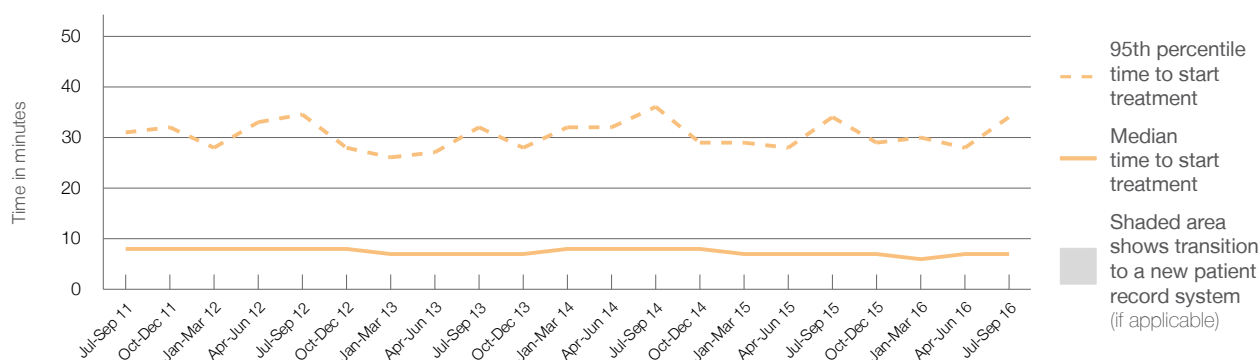
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
1,737	
1,730	
7 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	7	8	7	7
95th percentile time to start treatment ⁵ (minutes)	31	35	32	36	34	34

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 7,265

Number of triage 3 patients used to calculate waiting time: ³ 7,087

Median time to start treatment ⁴

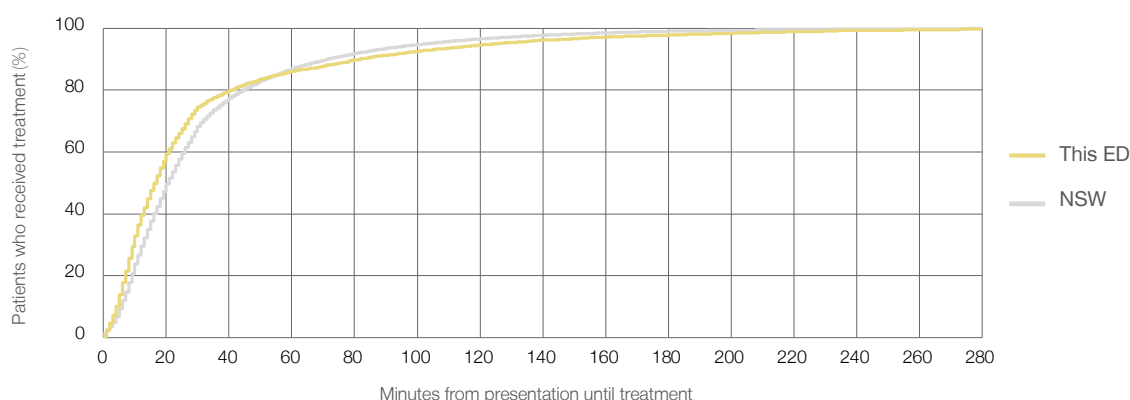
17 minutes

95th percentile time to start treatment ⁵

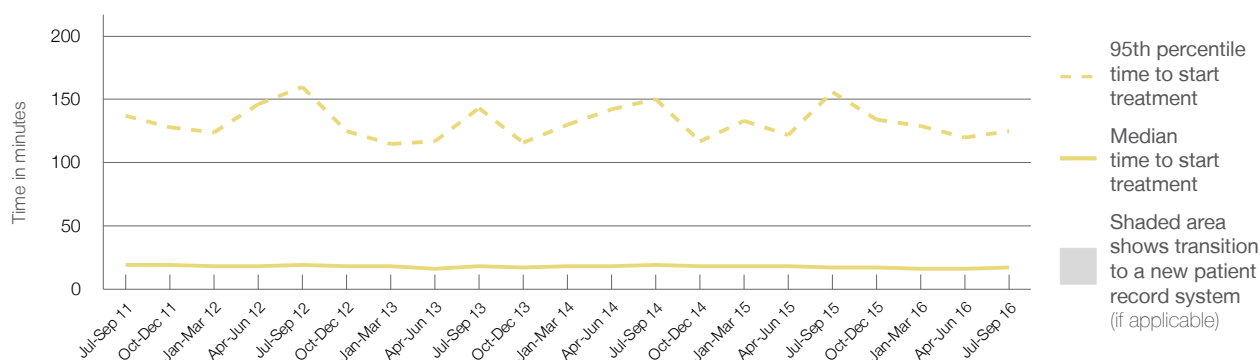
125 minutes

Same period last year	NSW (this period)
6,926	
6,678	
17 minutes	21 minutes
156 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	19	19	18	19	17	17
95th percentile time to start treatment ⁵ (minutes)	137	160	143	150	156	125

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 5,655

Number of triage 4 patients used to calculate waiting time:³ 5,281

Median time to start treatment⁴

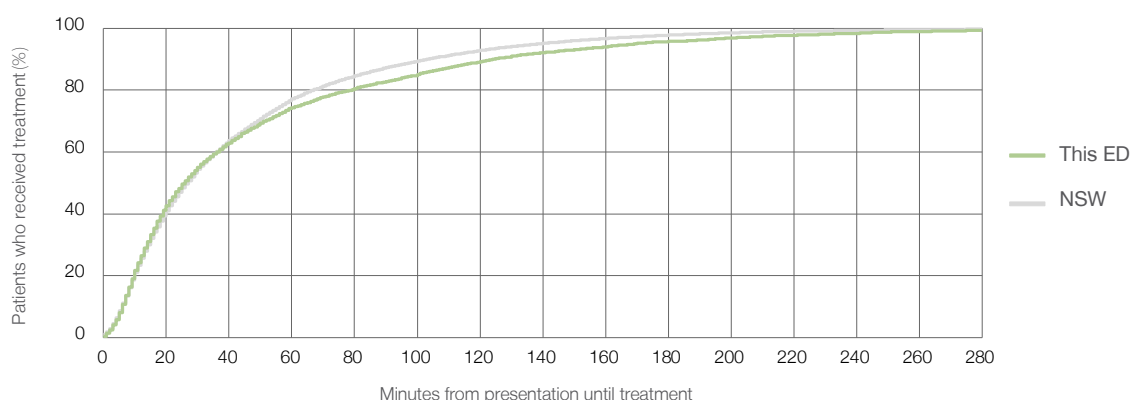
26 minutes

95th percentile time to start treatment⁵

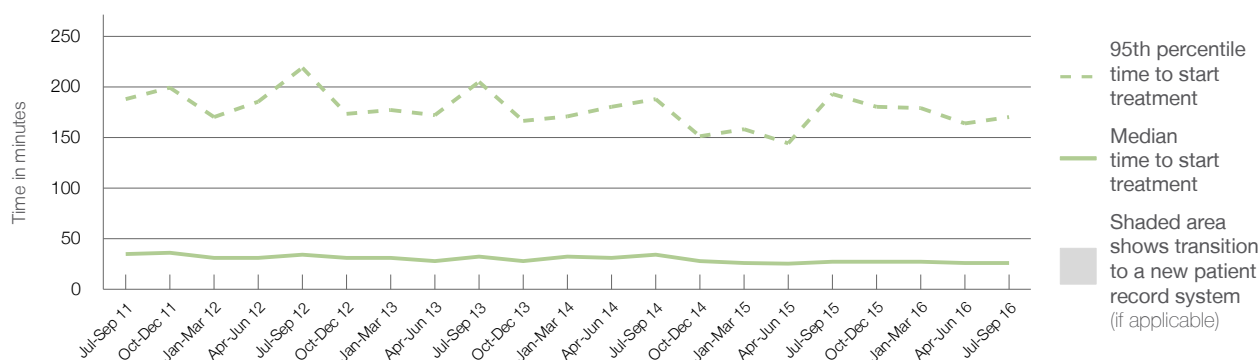
170 minutes

Same period last year	NSW (this period)
6,075	
5,603	
27 minutes	27 minutes
193 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	34	32	34	27	26
95th percentile time to start treatment ⁵ (minutes)	188	219	205	188	193	170

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,589

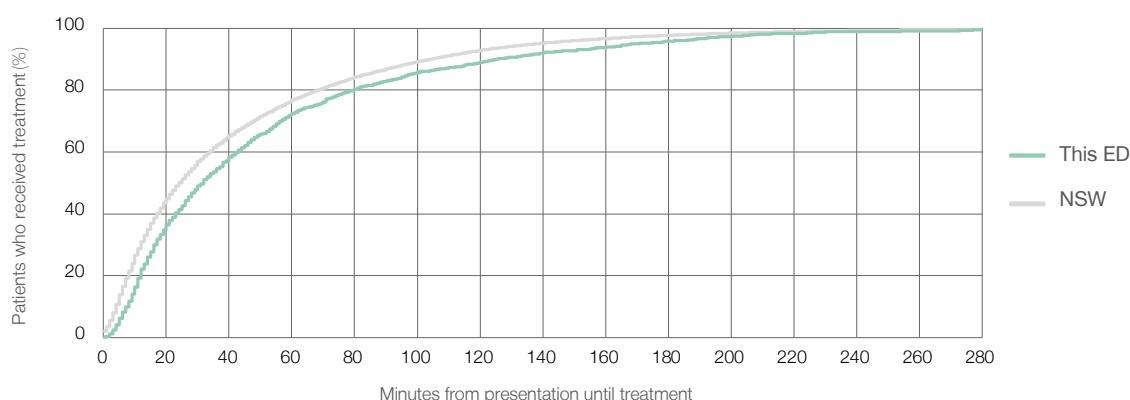
Number of triage 5 patients used to calculate waiting time: ³ 1,395

Median time to start treatment ⁴ 32 minutes

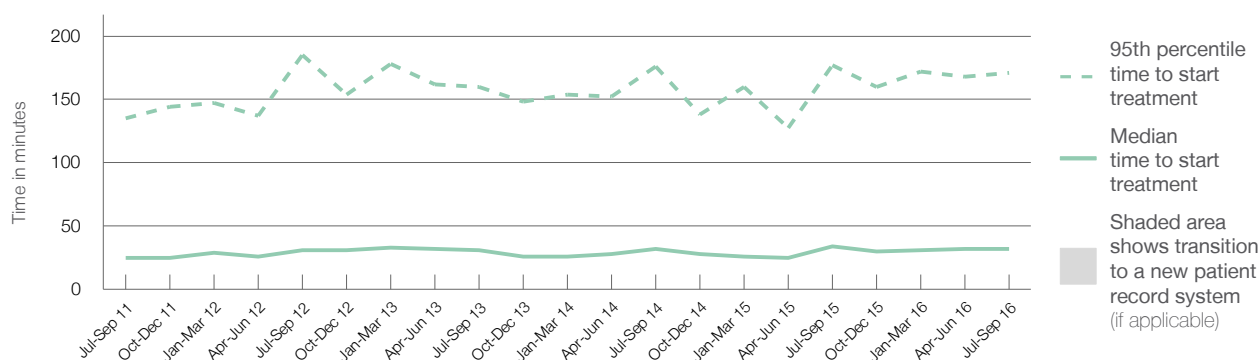
95th percentile time to start treatment ⁵ 171 minutes

Same period last year	NSW (this period)
1,421	
1,225	
34 minutes	24 minutes
177 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	31	31	32	34	32
95th percentile time to start treatment ⁵ (minutes)	135	185	160	176	177	171

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

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

Campbelltown Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 16,528 patients

Presentations used to calculate time to leaving the ED:⁶ 16,528 patients

Median time spent in the ED⁸

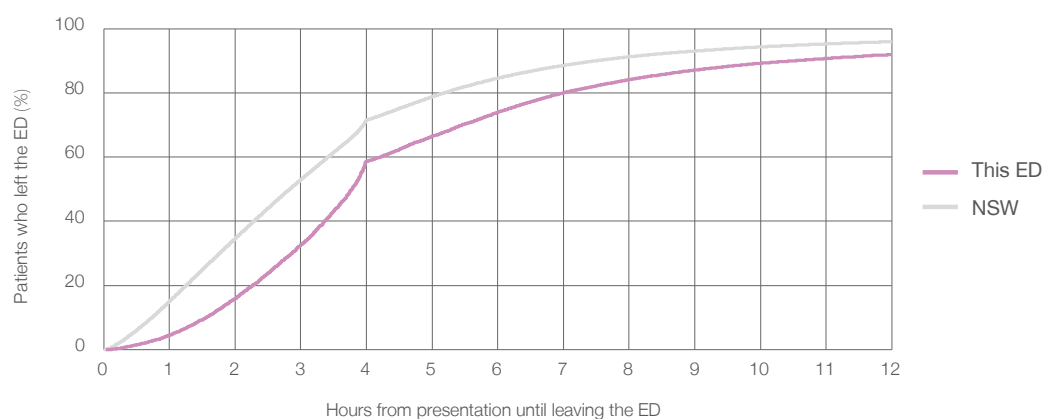
3 hours and 47 minutes

95th percentile time spent in the ED⁹

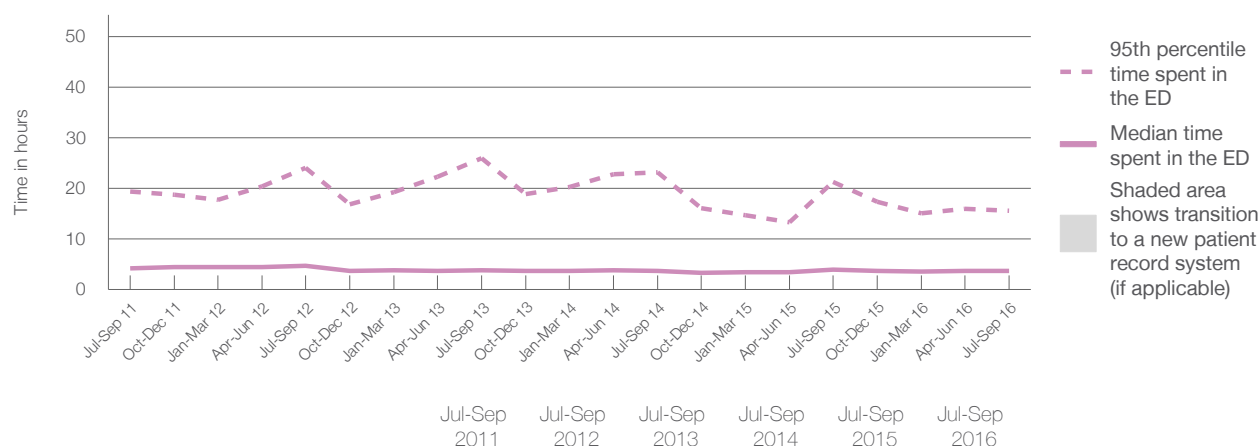
15 hours and 38 minutes

Same period last year	NSW (this period)
16,434	16,434
3 hours and 57 minutes	2 hours and 50 minutes
21 hours and 17 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 17m	4h 46m	3h 51m	3h 47m	3h 57m	3h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 26m	24h 8m	25h 58m	23h 10m	21h 17m	15h 38m

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

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

Campbelltown Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

All presentations:[†] 16,528 patients

Presentations used to calculate time to leaving the ED:[‡] 16,528 patients

Treated and discharged 7,984 (48.3%)

Treated and admitted to hospital 6,924 (41.9%)

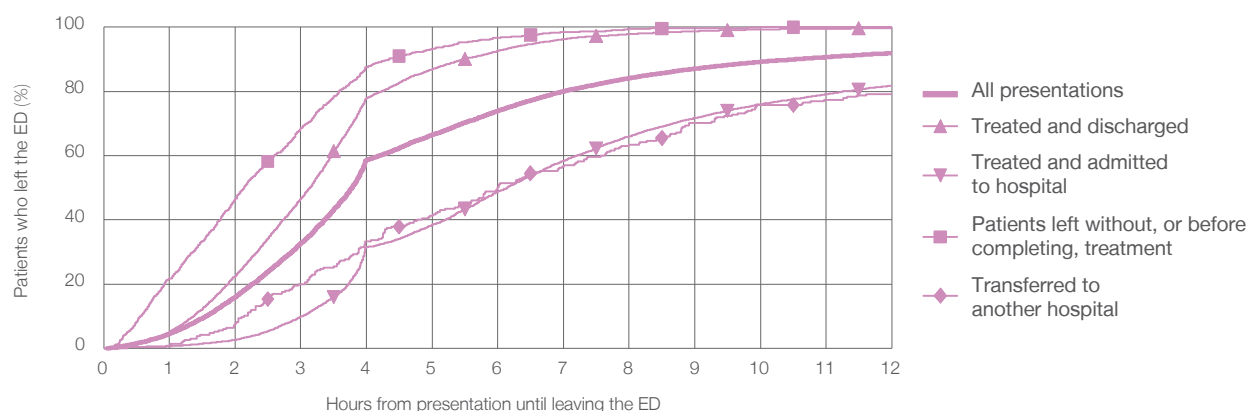
Patient left without, or before completing, treatment 1,365 (8.3%)

Transferred to another hospital 235 (1.4%)

Other 20 (0.1%)

Same period last year	Change since one year ago
16,434	0.6%
9,156	-12.8%
5,102	35.7%
1,877	-27.3%
248	-5.2%
51	-60.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	5.0%	22.6%	46.6%	77.9%	92.6%	97.9%	99.3%	99.7%
Treated and admitted to hospital	0.6%	2.6%	9.9%	31.5%	48.7%	66.0%	76.0%	81.8%
Patient left without, or before completing, treatment	21.8%	46.6%	68.6%	87.5%	96.7%	99.4%	100%	100%
Transferred to another hospital	0.9%	7.7%	20.0%	33.2%	50.2%	63.4%	75.7%	79.1%
All presentations	4.5%	16.0%	32.7%	58.6%	74.0%	84.1%	89.2%	91.9%

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

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

Campbelltown Hospital: Time spent in the ED

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

July to September 2016

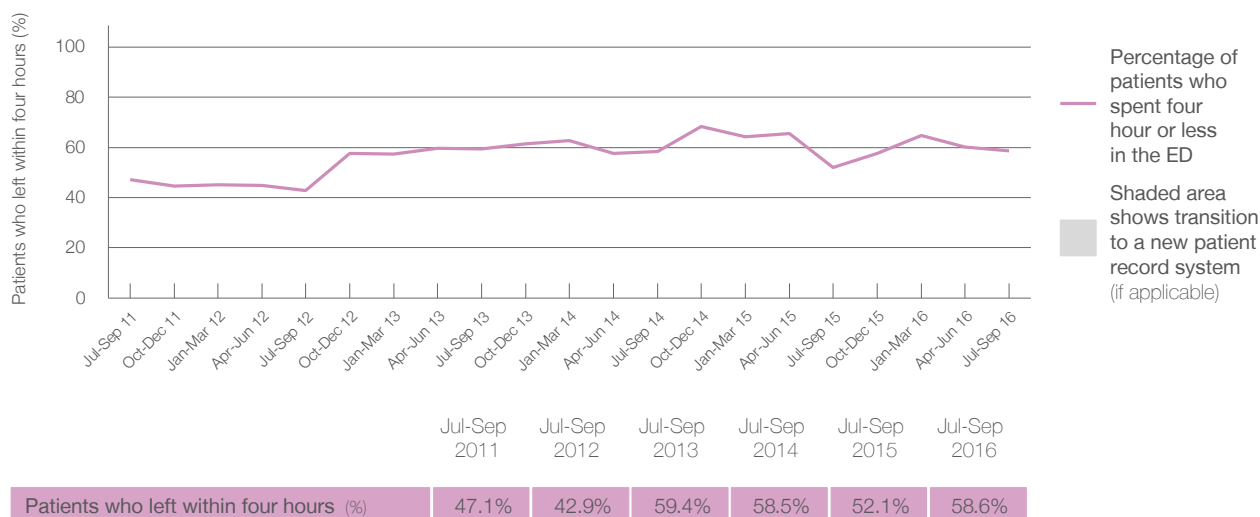
All presentations at the emergency department: ¹ 16,528 patients

Presentations used to calculate time to leaving the ED: ⁶ 16,528 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
16,434	0.6%
16,434	0.6%
52.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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).
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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Canterbury Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 11,232 patients

Emergency presentations:² 11,183 patients

Same period last year	Change since one year ago
11,112	1.1%
11,061	1.1%

Canterbury Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,060 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,066 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,966 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,049 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
1,396	
9 minutes	8 minutes
25 minutes	41 minutes
3,979	
20 minutes	21 minutes
86 minutes	103 minutes
4,875	
25 minutes	27 minutes
124 minutes	139 minutes
766	
29 minutes	24 minutes
142 minutes	138 minutes

Canterbury Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 11,227 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
11,112	1.0%
76.4%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

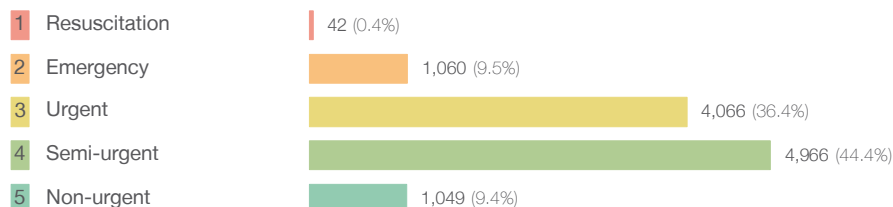
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Canterbury Hospital: Patients presenting to the emergency department

July to September 2016

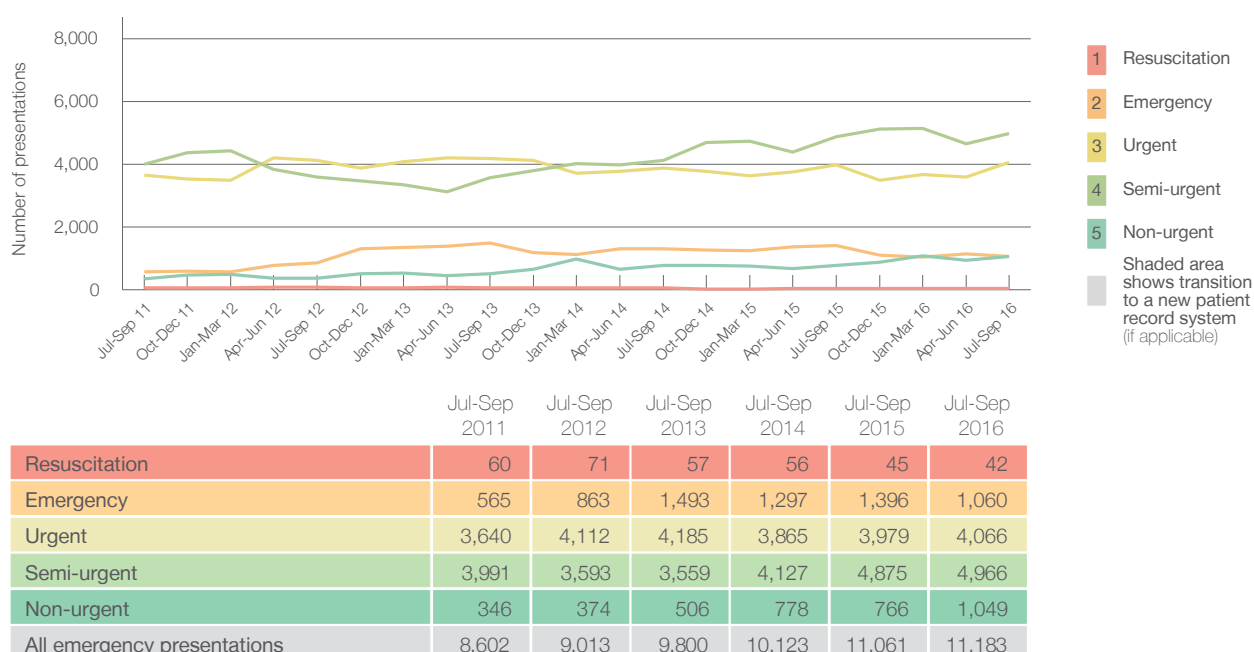
All presentations:¹ 11,232 patients

Emergency presentations² by triage category: 11,183 patients



Same period last year	Change since one year ago
11,112	1.1%
11,061	1.1%
45	-6.7%
1,396	-24.1%
3,979	2.2%
4,875	1.9%
766	36.9%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



Canterbury Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,842 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,091	
12 minutes	-1 minute
45 minutes	-20 minutes

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

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

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

July to September 2016

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

Number of triage 2 patients: 1,060

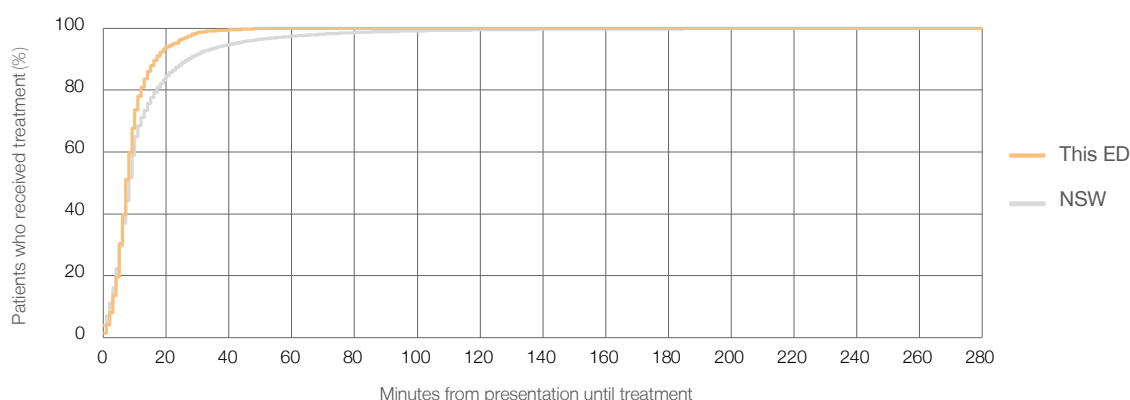
Number of triage 2 patients used to calculate waiting time: ³ 1,059

Median time to start treatment ⁴ 7 minutes

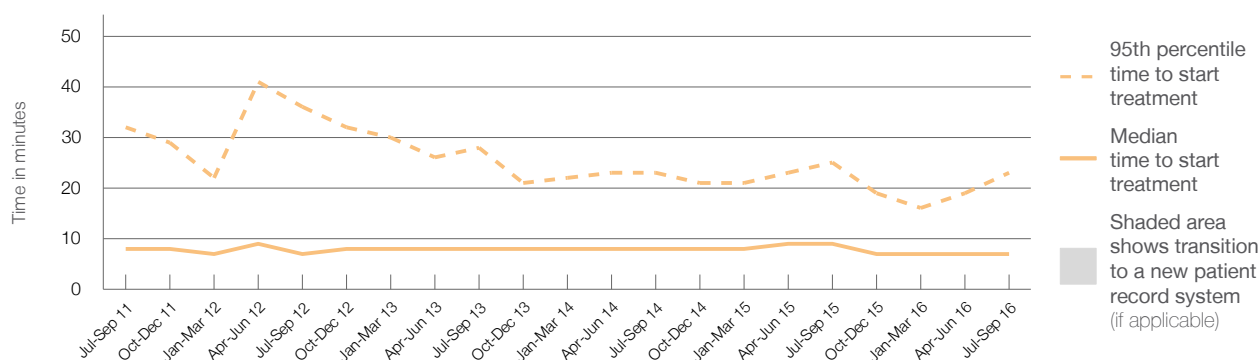
95th percentile time to start treatment ⁵ 23 minutes

Same period last year	NSW (this period)
1,396	1,396
9 minutes	8 minutes
25 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	9	7
95th percentile time to start treatment ⁵ (minutes)	32	36	28	23	25	23

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

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

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

July to September 2016

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

Number of triage 3 patients: 4,066

Number of triage 3 patients used to calculate waiting time: ³ 3,997

Median time to start treatment ⁴

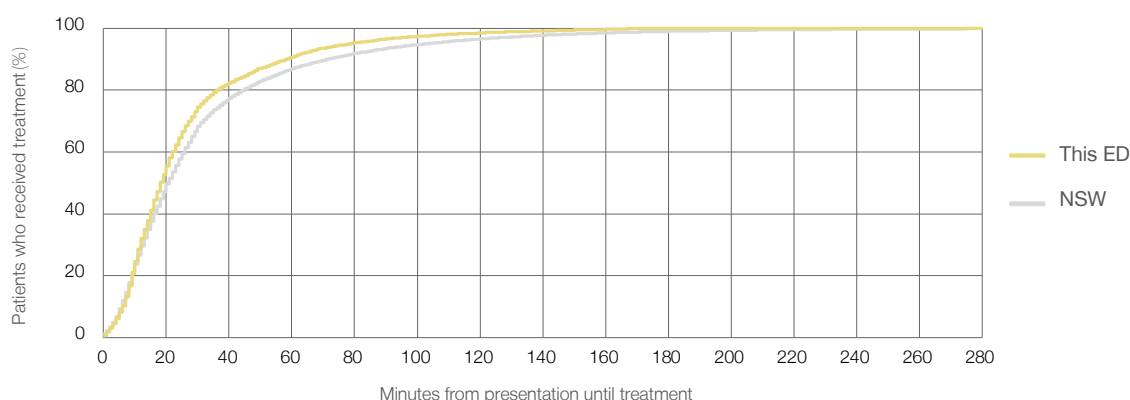
18 minutes

95th percentile time to start treatment ⁵

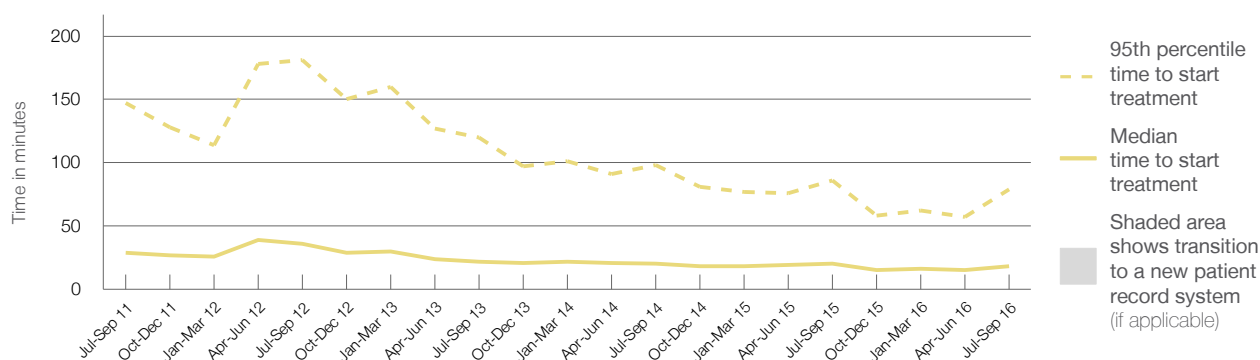
79 minutes

Same period last year	NSW (this period)
3,979	
3,912	
20 minutes	21 minutes
86 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	36	22	20	20	18
95th percentile time to start treatment ⁵ (minutes)	147	181	120	98	86	79

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

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

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

July to September 2016

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

Number of triage 4 patients: 4,966

Number of triage 4 patients used to calculate waiting time:³ 4,609

Median time to start treatment⁴

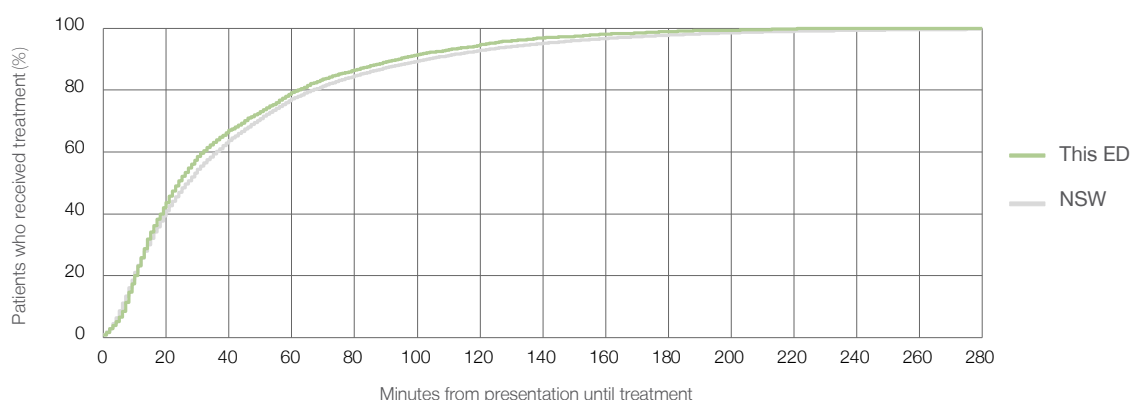
24 minutes

95th percentile time to start treatment⁵

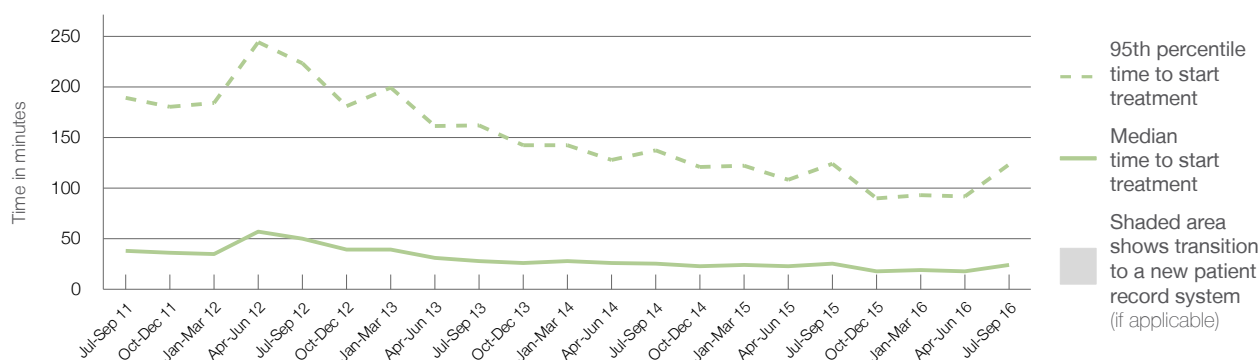
123 minutes

Same period last year	NSW (this period)
4,875	
4,582	
25 minutes	27 minutes
124 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	50	28	25	25	24
95th percentile time to start treatment ⁵ (minutes)	189	223	162	137	124	123

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

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

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

July to September 2016

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

Number of triage 5 patients: 1,049

Number of triage 5 patients used to calculate waiting time:³ 807

Median time to start treatment⁴

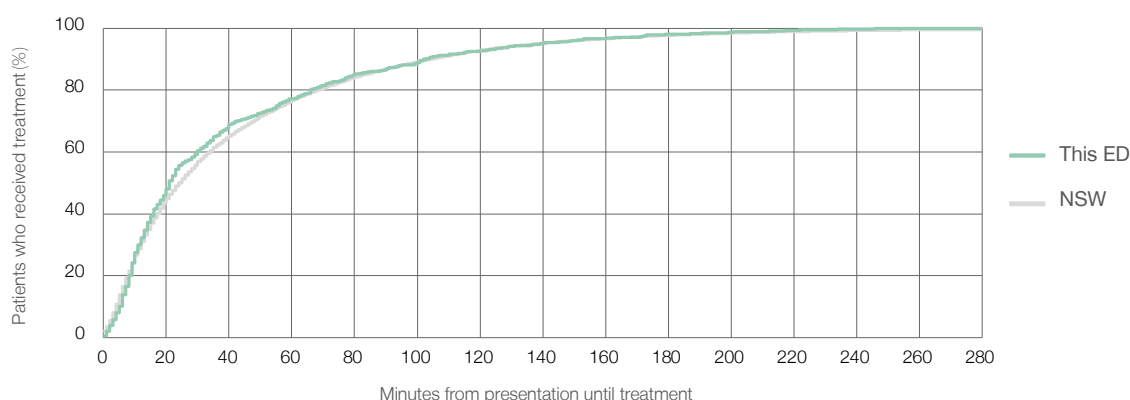
21 minutes

95th percentile time to start treatment⁵

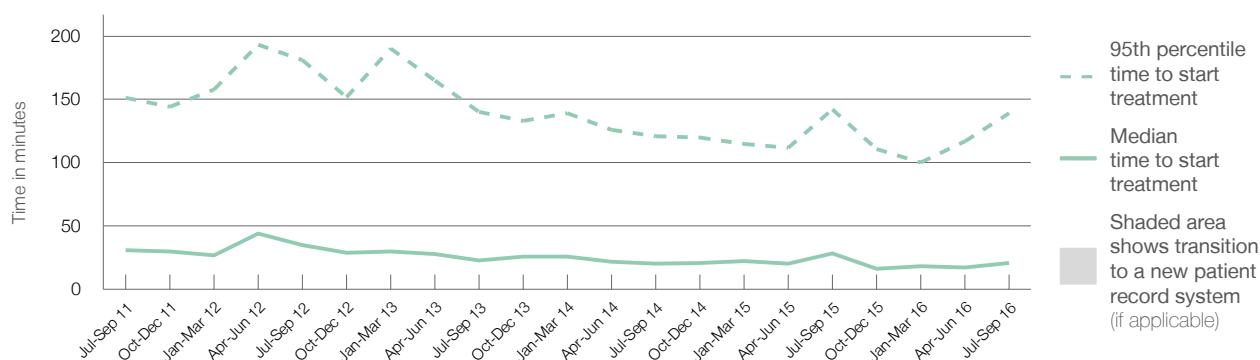
139 minutes

Same period last year	NSW (this period)
766	
602	
29 minutes	24 minutes
142 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	35	23	20	29	21
95th percentile time to start treatment ⁵ (minutes)	151	181	140	121	142	139

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

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

Canterbury Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 11,232 patients

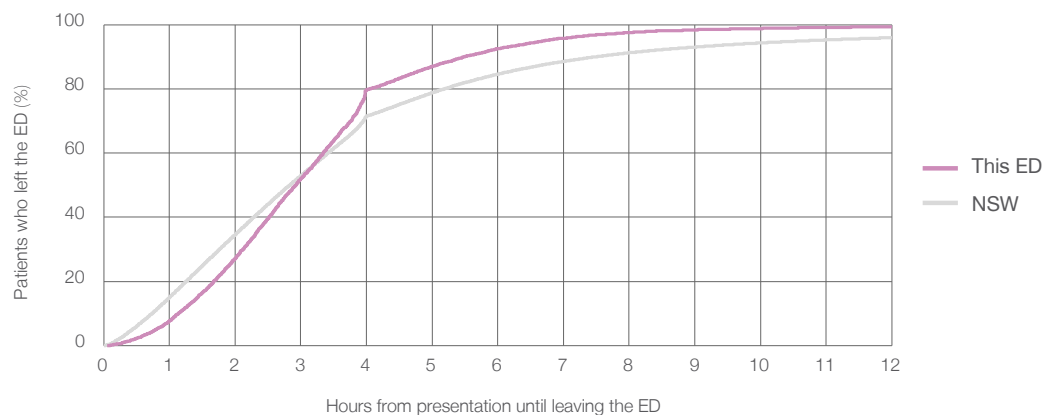
Presentations used to calculate time to leaving the ED:⁶ 11,227 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

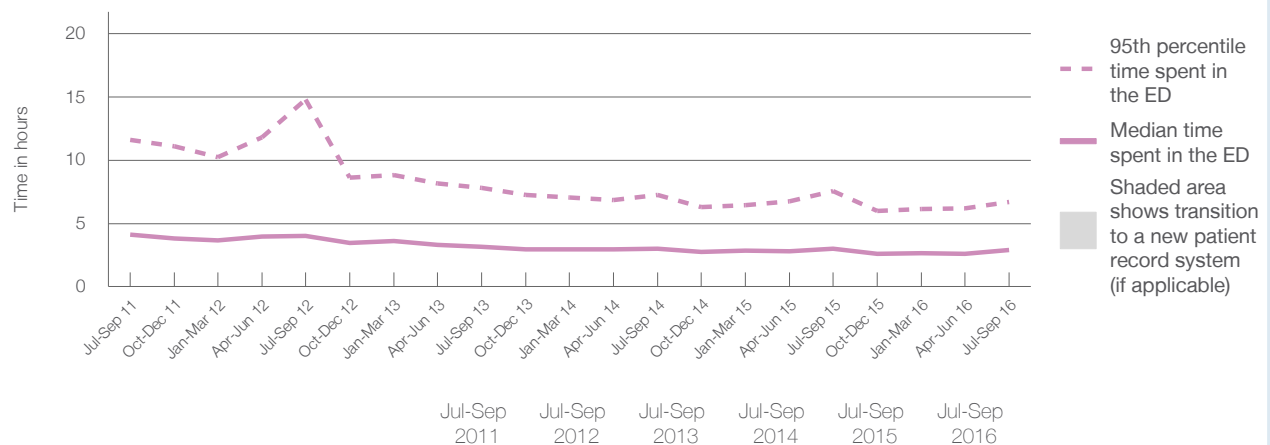
95th percentile time spent in the ED⁹ 6 hours and 43 minutes

Same period last year	NSW (this period)
11,112	11,112
3 hours and 0 minutes	2 hours and 50 minutes
7 hours and 34 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 6m	4h 0m	3h 9m	3h 0m	3h 0m	2h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 36m	14h 46m	7h 49m	7h 15m	7h 34m	6h 43m

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

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

Canterbury Hospital: Time patients spent in the ED

By mode of separation

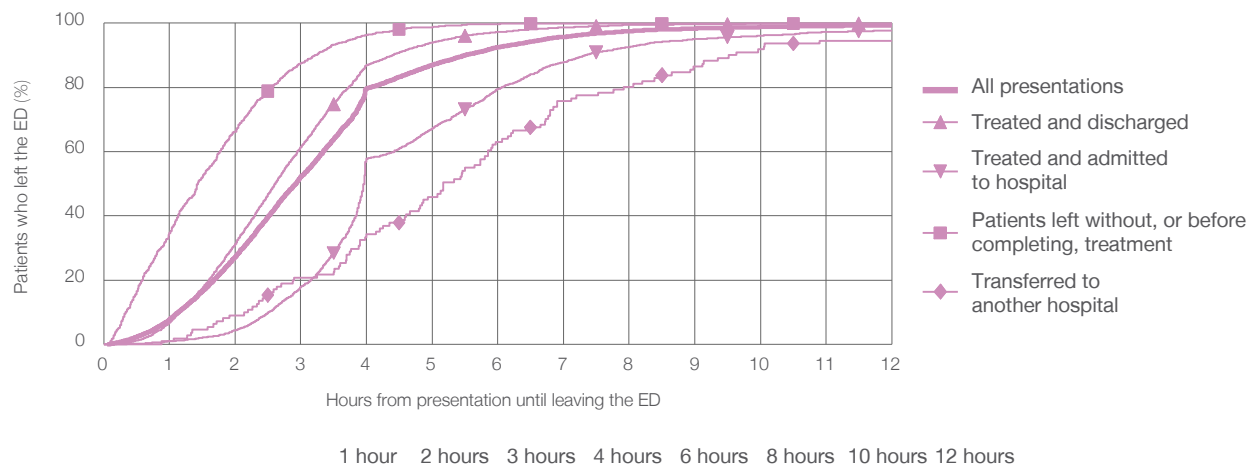
July to September 2016

All presentations:[†] 11,232 patients

Presentations used to calculate time to leaving the ED:[‡] 11,227 patients

		Same period last year	Change since one year ago
Treated and discharged	7,208 (64.2%)	7,079	1.8%
Treated and admitted to hospital	2,911 (25.9%)	2,938	-0.9%
Patient left without, or before completing, treatment	984 (8.8%)	948	3.8%
Transferred to another hospital	111 (1.0%)	133	-16.5%
Other	18 (0.2%)	14	28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.8%	31.4%	61.5%	87.0%	97.3%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	4.4%	18.0%	57.7%	79.6%	92.6%	96.2%	97.6%
Patient left without, or before completing, treatment	34.8%	66.3%	87.6%	96.3%	99.7%	99.9%	99.9%	99.9%
Transferred to another hospital	0.9%	9.0%	20.7%	34.2%	63.1%	80.2%	91.9%	94.6%
All presentations	7.8%	27.3%	52.1%	79.7%	92.6%	97.5%	98.8%	99.3%

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

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

Canterbury Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 11,232 patients

Presentations used to calculate time to leaving the ED: ⁶ 11,227 patients

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



Same period last year	Change since one year ago
11,112	1.1%
11,112	1.0%
76.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	48.7%	50.1%	69.7%	75.1%	76.4%	79.7%
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- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Coffs Harbour Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,420 patients

Emergency presentations:² 9,027 patients

Same period last year	Change since one year ago
9,283	1.5%
9,043	-0.2%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 998 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,008 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,517 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 159 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,442 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 151 minutes

Same period last year	NSW (this period)
813	
6 minutes	8 minutes
12 minutes	41 minutes
2,915	
17 minutes	21 minutes
76 minutes	103 minutes
3,753	
24 minutes	27 minutes
141 minutes	139 minutes
1,505	
22 minutes	24 minutes
142 minutes	138 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,413 patients

Percentage of patients who spent four hours or less in the ED 70.3%

Same period last year	Change since one year ago
9,279	1.4%
73.5%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

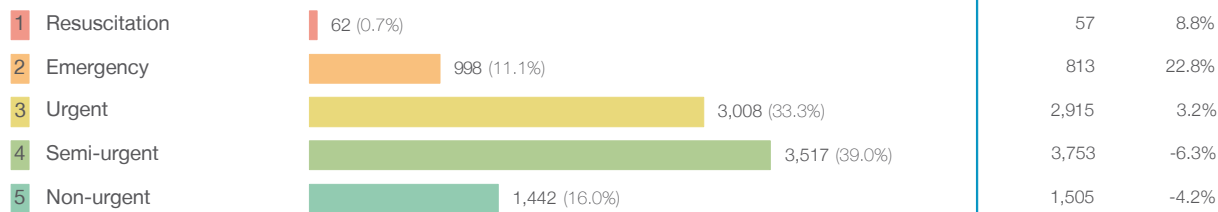
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Coffs Harbour Base Hospital: Patients presenting to the emergency department

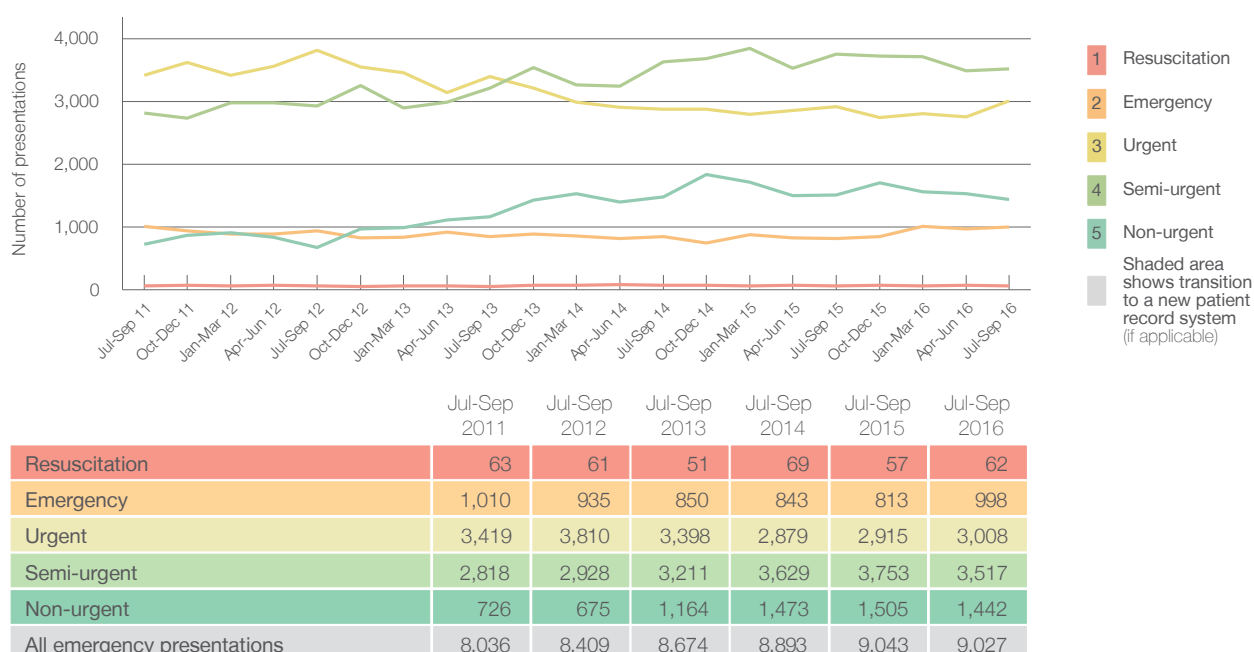
July to September 2016

All presentations:¹ 9,420 patients

Emergency presentations² by triage category: 9,027 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Coffs Harbour Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,288 patients

ED Transfer of care time



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

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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 998

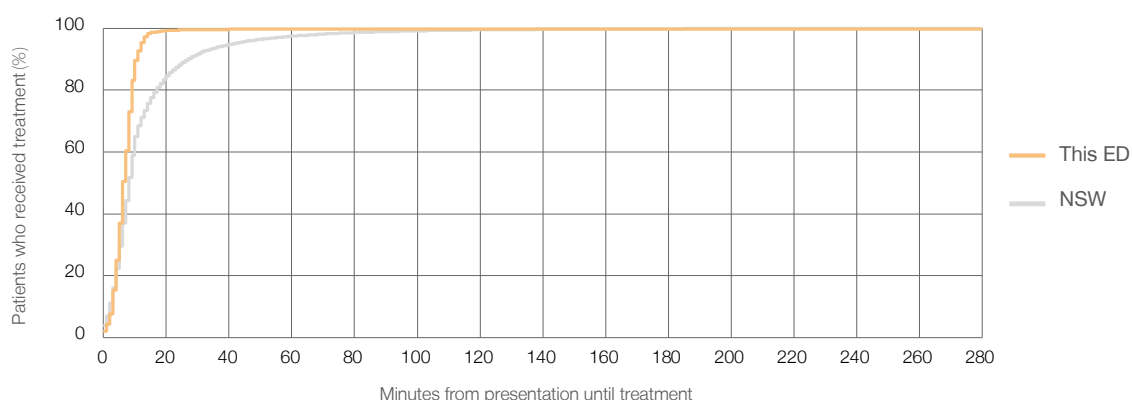
Number of triage 2 patients used to calculate waiting time:³ 997

Median time to start treatment⁴ 6 minutes

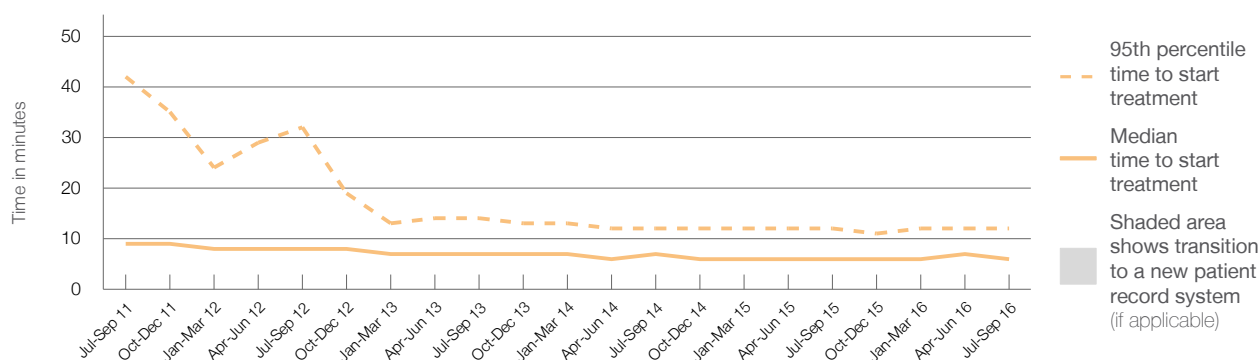
95th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
813	
812	
6 minutes	8 minutes
12 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	8	7	7	6	6
95th percentile time to start treatment ⁵ (minutes)	42	32	14	12	12	12

(†) 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,008

Number of triage 3 patients used to calculate waiting time: ³ 2,947

Median time to start treatment ⁴

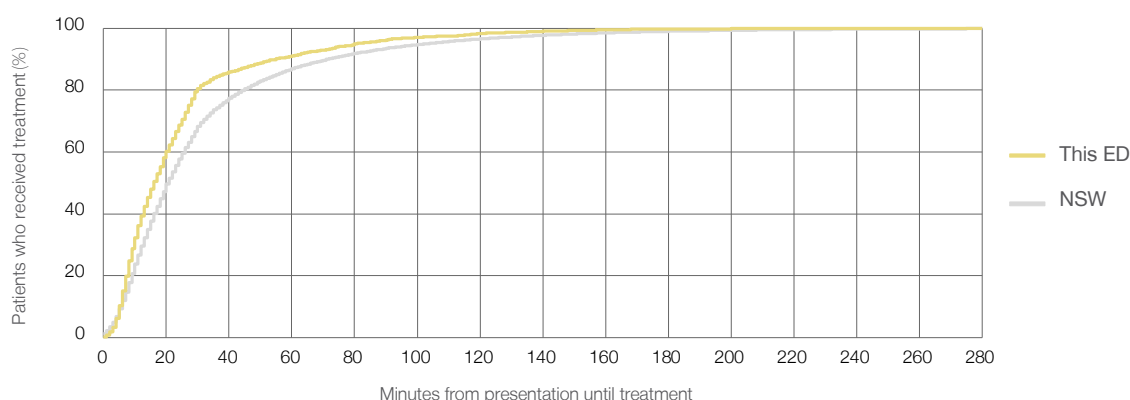
16 minutes

95th percentile time to start treatment ⁵

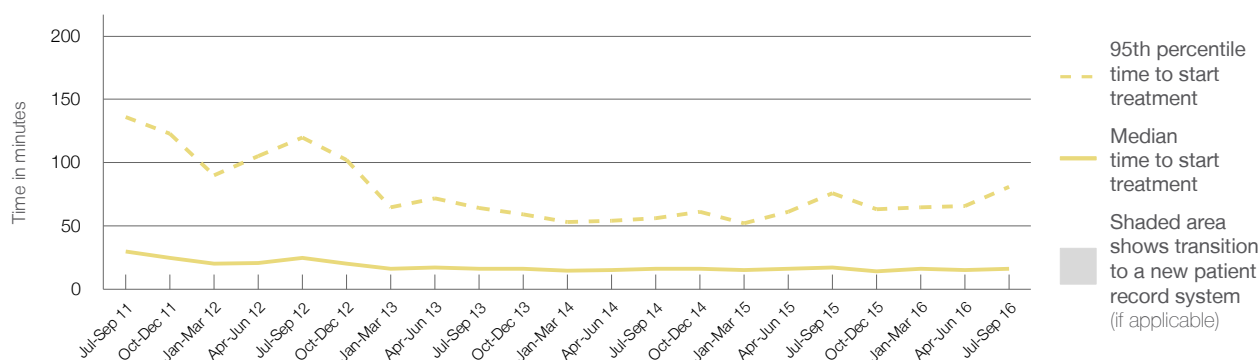
81 minutes

Same period last year	NSW (this period)
2,915	
2,867	
17 minutes	21 minutes
76 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	25	16	16	17	16
95th percentile time to start treatment ⁵ (minutes)	136	120	64	56	76	81

(†) 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,517

Number of triage 4 patients used to calculate waiting time: ³ 3,234

Median time to start treatment ⁴

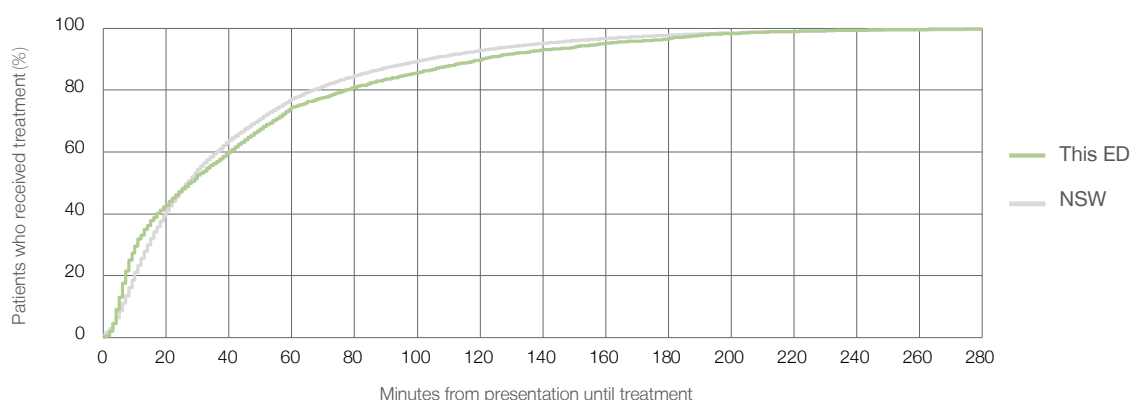
28 minutes

95th percentile time to start treatment ⁵

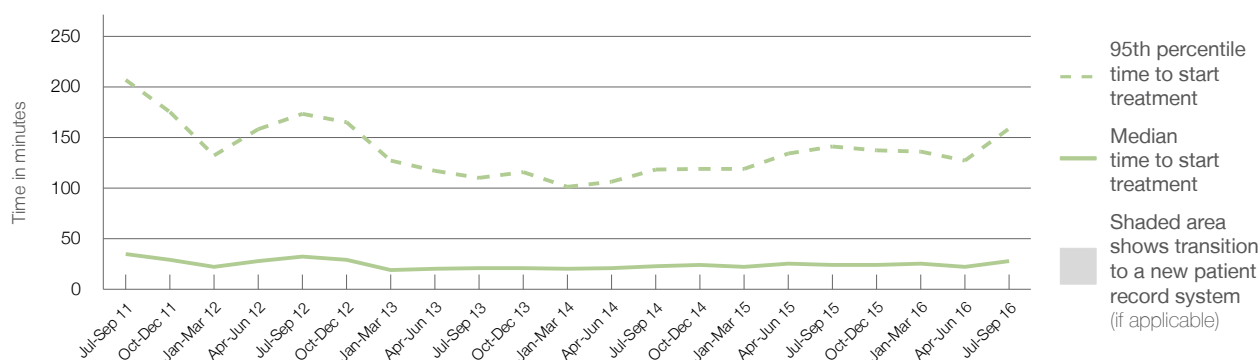
159 minutes

Same period last year	NSW (this period)
3,753	
3,445	
24 minutes	27 minutes
141 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	32	21	23	24	28
95th percentile time to start treatment ⁵ (minutes)	207	173	110	118	141	159

(†) 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,442

Number of triage 5 patients used to calculate waiting time: ³ 1,328

Median time to start treatment ⁴

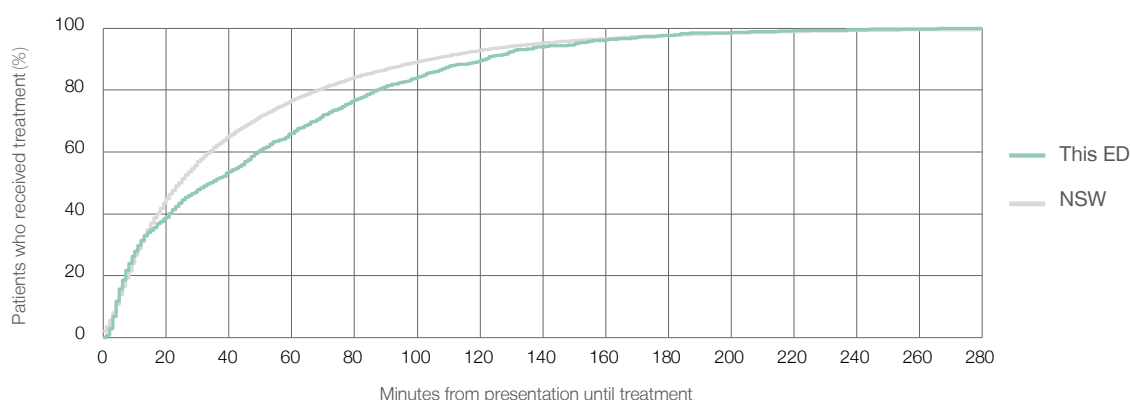
35 minutes

95th percentile time to start treatment ⁵

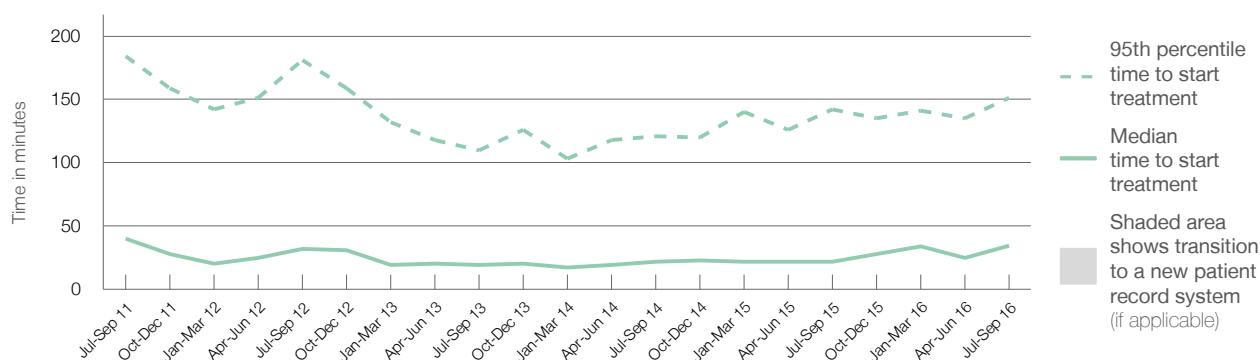
151 minutes

Same period last year	NSW (this period)
1,505	
1,370	
22 minutes	24 minutes
142 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	40	32	19	22	22	35
95th percentile time to start treatment ⁵ (minutes)	184	181	110	121	142	151

(†) 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 9,420 patients

Presentations used to calculate time to leaving the ED:⁶ 9,413 patients

Median time spent in the ED⁸

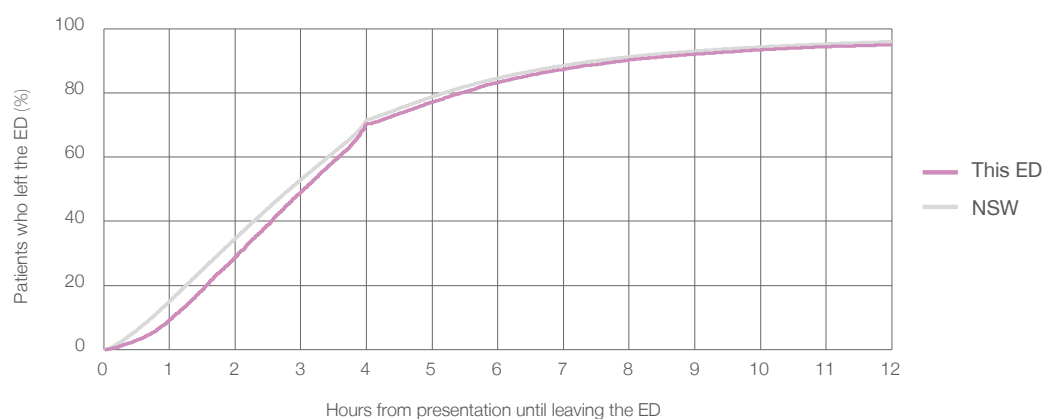
3 hours and 3 minutes

95th percentile time spent in the ED⁹

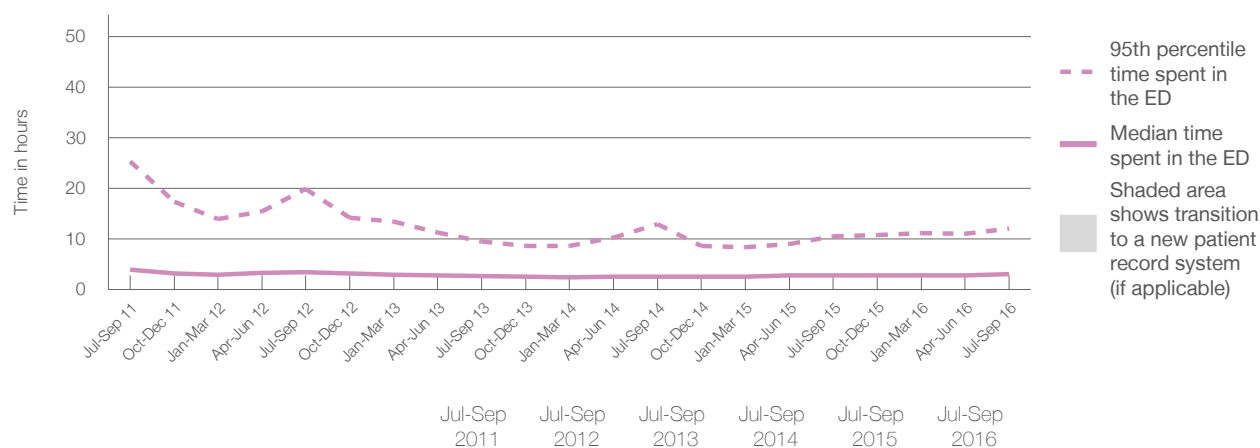
12 hours and 3 minutes

Same period last year	NSW (this period)
9,283	
9,279	
2 hours and 53 minutes	2 hours and 50 minutes
10 hours and 30 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 2m	3h 28m	2h 44m	2h 37m	2h 53m	3h 3m
95th percentile time to leaving the ED ⁹ (hours, minutes)	25h 17m	19h 51m	9h 33m	12h 55m	10h 30m	12h 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

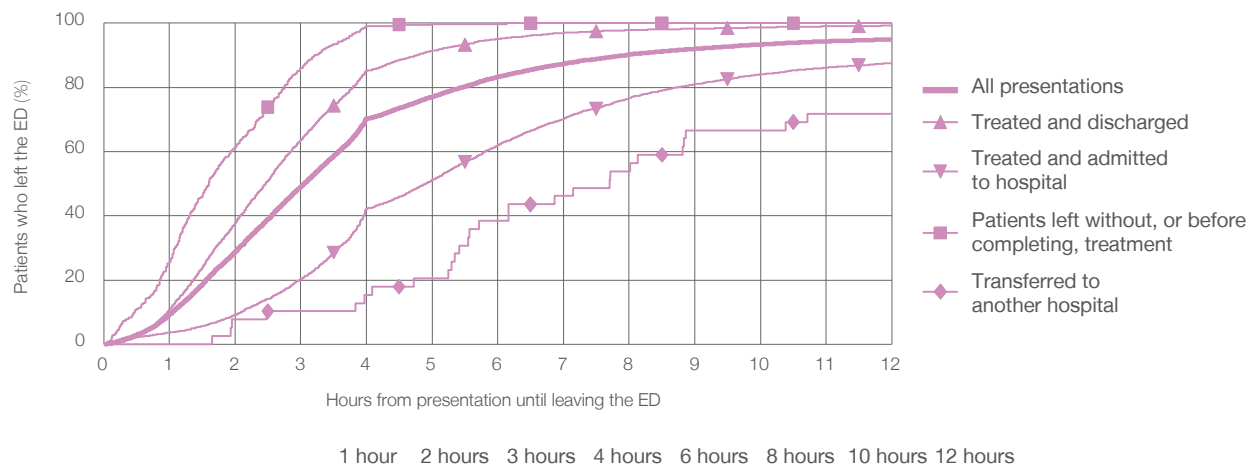
July to September 2016

All presentations:[†] 9,420 patients

Presentations used to calculate time to leaving the ED:[‡] 9,413 patients

		Same period last year	Change since one year ago
Treated and discharged	5,493 (58.3%)	5,521	-0.5%
Treated and admitted to hospital	3,374 (35.8%)	3,219	4.8%
Patient left without, or before completing, treatment	479 (5.1%)	497	-3.6%
Transferred to another hospital	39 (0.4%)	23	69.6%
Other	35 (0.4%)	23	52.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.0%	37.8%	63.7%	85.2%	95.1%	97.9%	98.7%	99.3%
Treated and admitted to hospital	3.6%	9.2%	20.2%	42.3%	62.0%	76.7%	84.1%	87.5%
Patient left without, or before completing, treatment	25.5%	61.4%	86.0%	99.2%	99.8%	100%	100%	100%
Transferred to another hospital	0%	7.7%	10.3%	15.4%	38.5%	53.8%	66.7%	71.8%
All presentations	9.3%	28.8%	49.1%	70.3%	83.2%	90.2%	93.4%	95.0%

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

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

Coffs Harbour Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 9,420 patients

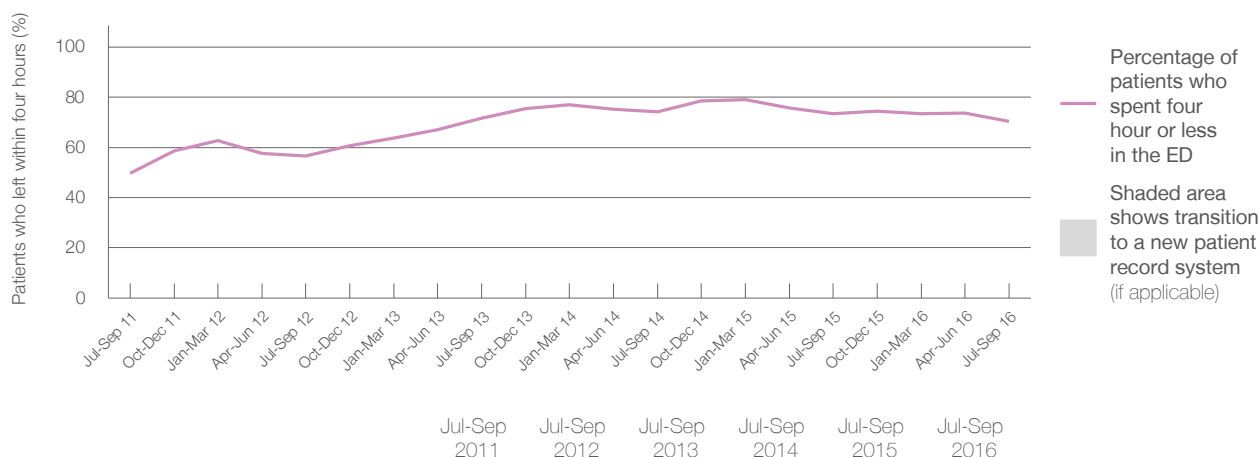
Presentations used to calculate time to leaving the ED: ⁶ 9,413 patients

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



Same period last year	Change since one year ago
9,283	1.5%
9,279	1.4%
73.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	49.7%	56.5%	71.7%	74.2%	73.5%	70.3%
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- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Dubbo Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,287 patients

Emergency presentations:² 8,022 patients

Same period last year	Change since one year ago
7,512	10.3%
7,183	11.7%

Dubbo Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 913 patients

Median time to start treatment⁴ 9 minutes

95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,884 patients

Median time to start treatment⁴ 25 minutes

95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,438 patients

Median time to start treatment⁴ 35 minutes

95th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 738 patients

Median time to start treatment⁴ 34 minutes

95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
785	
9 minutes	8 minutes
34 minutes	41 minutes
2,767	
27 minutes	21 minutes
121 minutes	103 minutes
3,035	
38 minutes	27 minutes
174 minutes	139 minutes
562	
31 minutes	24 minutes
167 minutes	138 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,285 patients

Percentage of patients who spent four hours or less in the ED 69.8%

Same period last year	Change since one year ago
7,511	10.3%
69.0%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

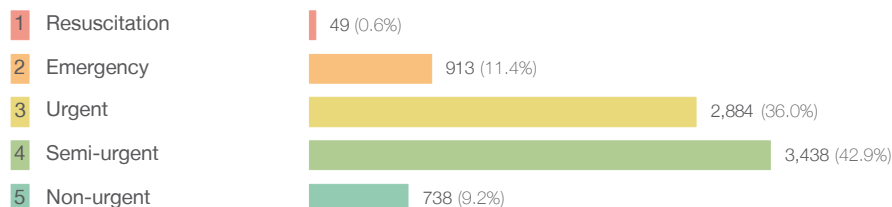
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Dubbo Base Hospital: Patients presenting to the emergency department

July to September 2016

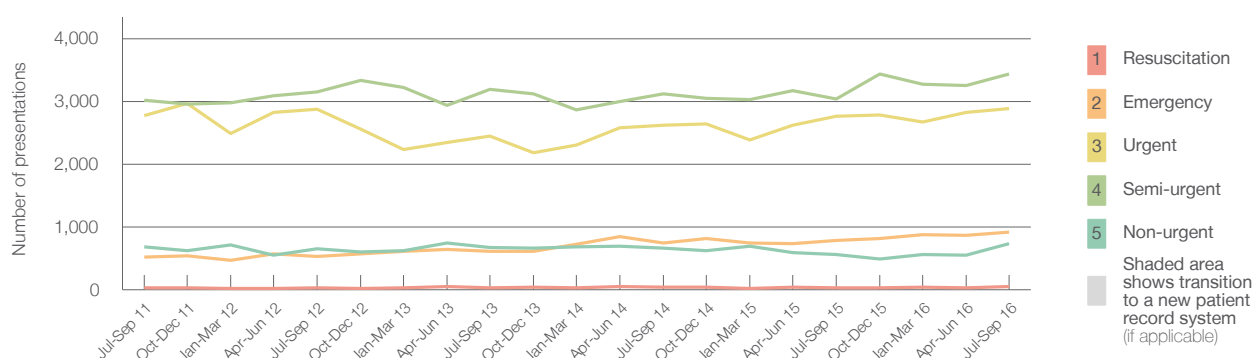
All presentations:¹ 8,287 patients

Emergency presentations² by triage category: 8,022 patients



Same period last year	Change since one year ago
7,512	10.3%
7,183	11.7%
34	44.1%
785	16.3%
2,767	4.2%
3,035	13.3%
562	31.3%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	32	29	30	39	34	49
Emergency	522	532	612	745	785	913
Urgent	2,777	2,880	2,451	2,619	2,767	2,884
Semi-urgent	3,023	3,155	3,191	3,121	3,035	3,438
Non-urgent	680	650	668	661	562	738
All emergency presentations	7,034	7,246	6,952	7,185	7,183	8,022

Dubbo Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,725 patients

ED Transfer of care time



Same period last year	Change since one year ago
957	
14 minutes	-1 minute
62 minutes	-15 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 913

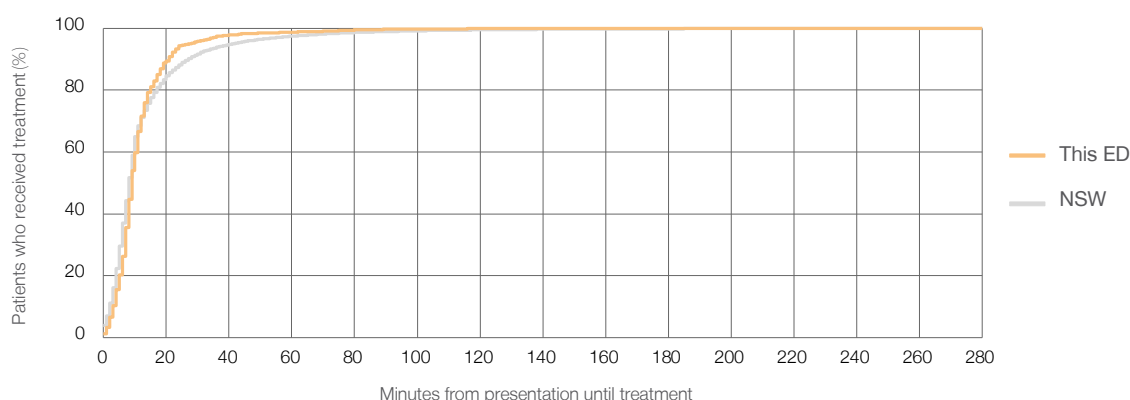
Number of triage 2 patients used to calculate waiting time:³ 906

Median time to start treatment⁴ 9 minutes

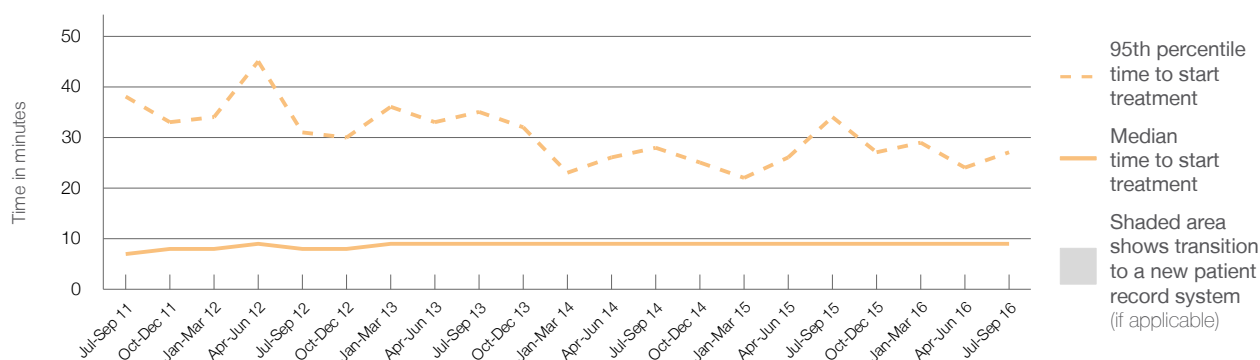
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
785	
781	
9 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	9	9	9	9
95th percentile time to start treatment ⁵ (minutes)	38	31	35	28	34	27

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,884

Number of triage 3 patients used to calculate waiting time:³ 2,812

Median time to start treatment⁴

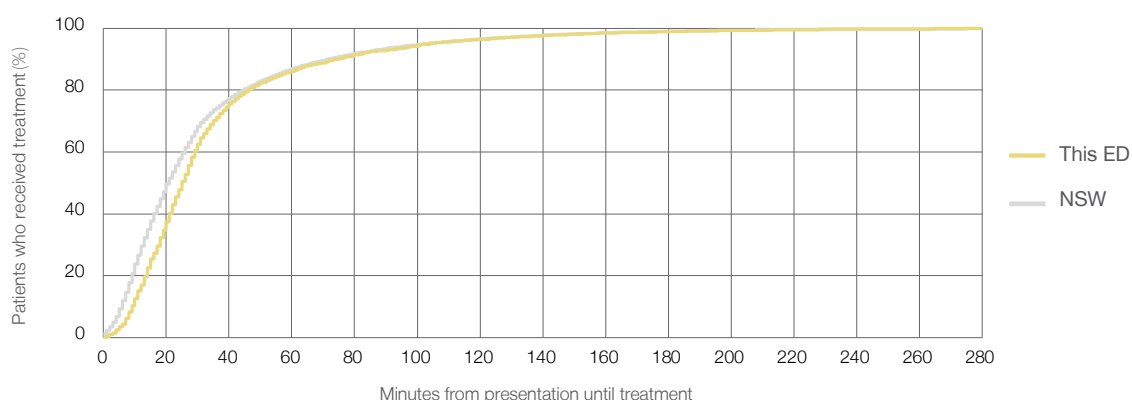
25 minutes

95th percentile time to start treatment⁵

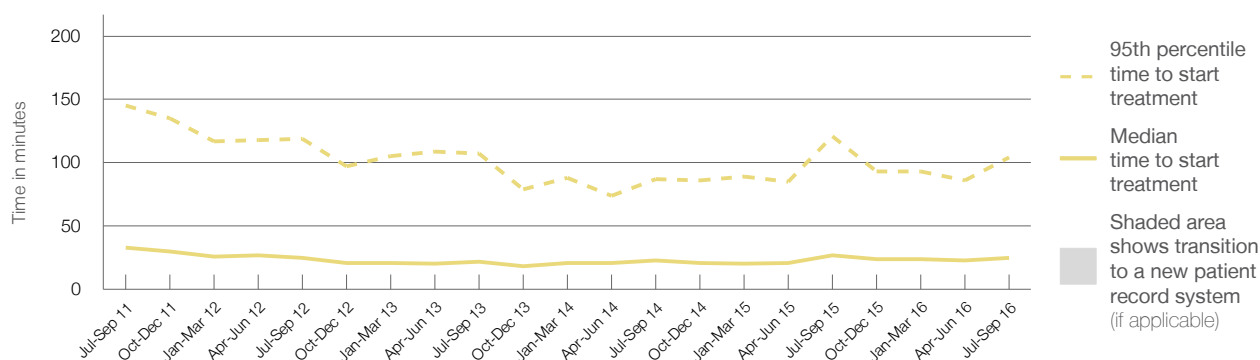
104 minutes

Same period last year	NSW (this period)
2,767	
2,686	
27 minutes	21 minutes
121 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	25	22	23	27	25
95th percentile time to start treatment ⁵ (minutes)	145	119	107	87	121	104

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,438

Number of triage 4 patients used to calculate waiting time: ³ 3,184

Median time to start treatment ⁴

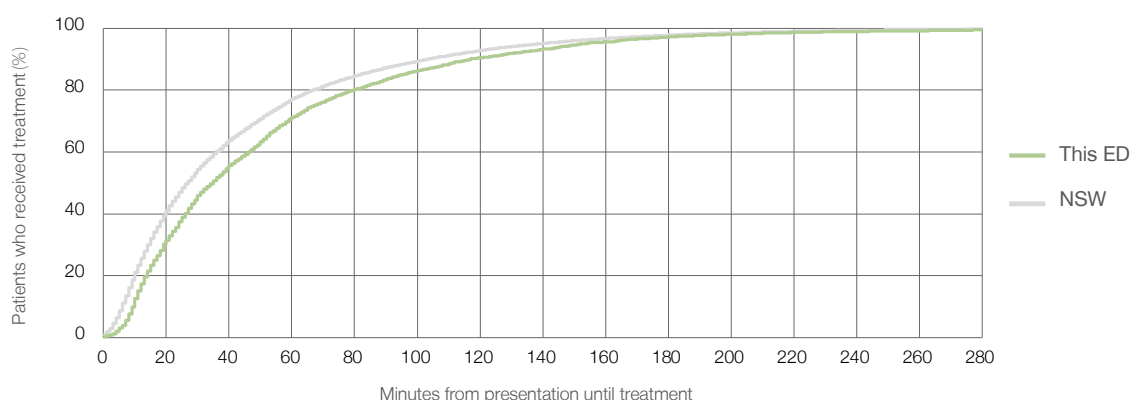
35 minutes

95th percentile time to start treatment ⁵

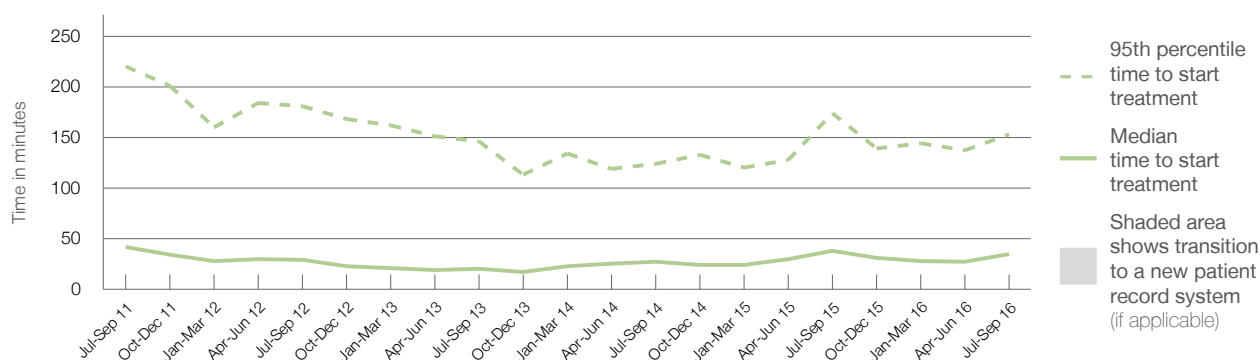
153 minutes

Same period last year	NSW (this period)
3,035	
2,699	
38 minutes	27 minutes
174 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	42	29	20	27	38	35
95th percentile time to start treatment ⁵ (minutes)	220	181	146	124	174	153

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 738

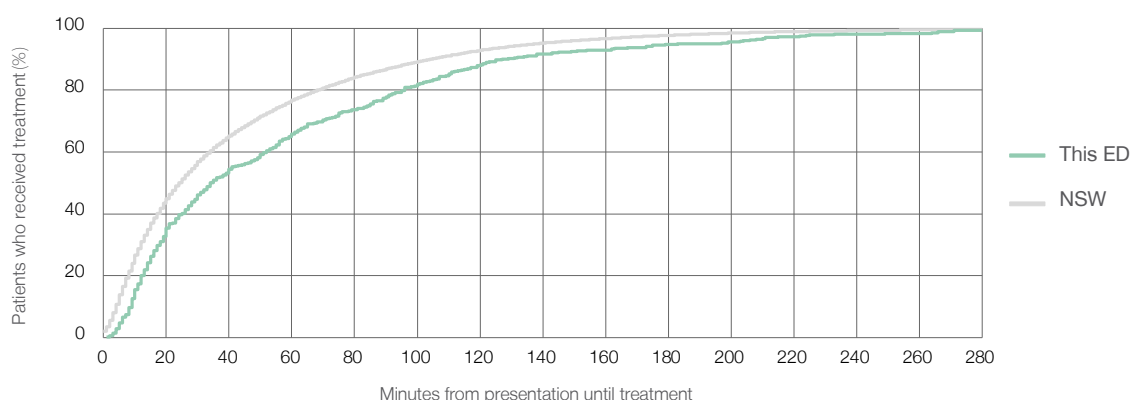
Number of triage 5 patients used to calculate waiting time:³ 595

Median time to start treatment⁴ 34 minutes

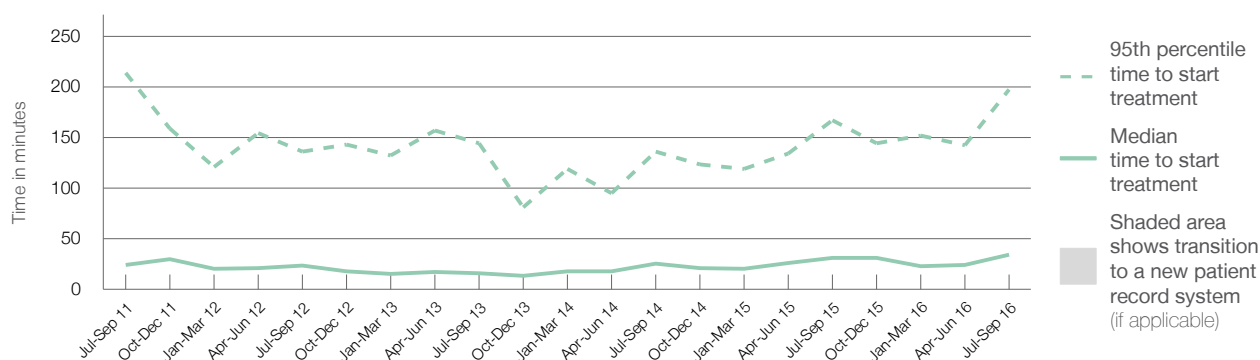
95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
562	
439	
31 minutes	24 minutes
167 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	24	16	25	31	34
95th percentile time to start treatment ⁵ (minutes)	214	136	144	136	167	197

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

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Dubbo Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,287 patients

Presentations used to calculate time to leaving the ED:⁶ 8,285 patients

Median time spent in the ED⁸

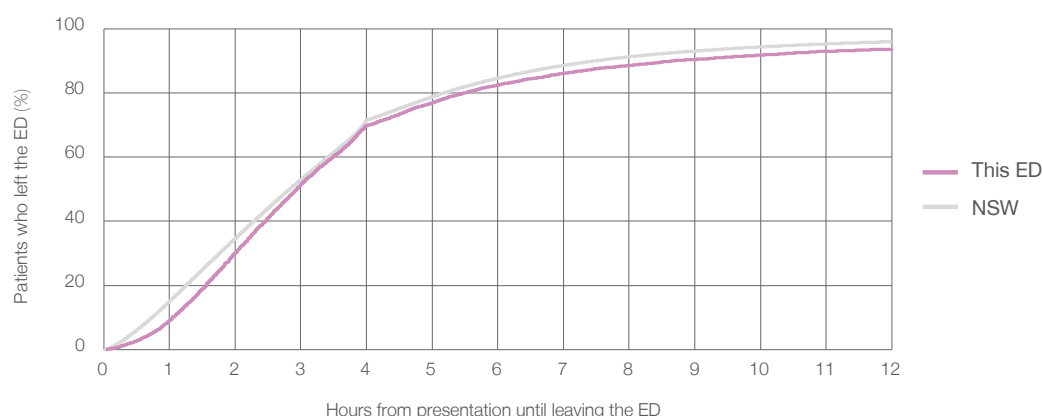
2 hours and 56 minutes

95th percentile time spent in the ED⁹

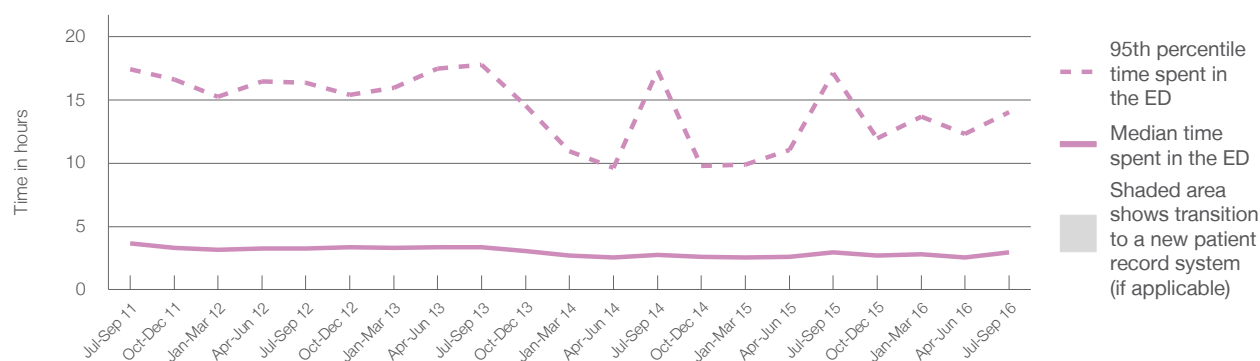
14 hours and 2 minutes

Same period last year	NSW (this period)
7,512	
7,511	
2 hours and 56 minutes	2 hours and 50 minutes
17 hours and 6 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 39m	3h 16m	3h 23m	2h 45m	2h 56m	2h 56m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 26m	16h 21m	17h 45m	17h 18m	17h 6m	14h 2m

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

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Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

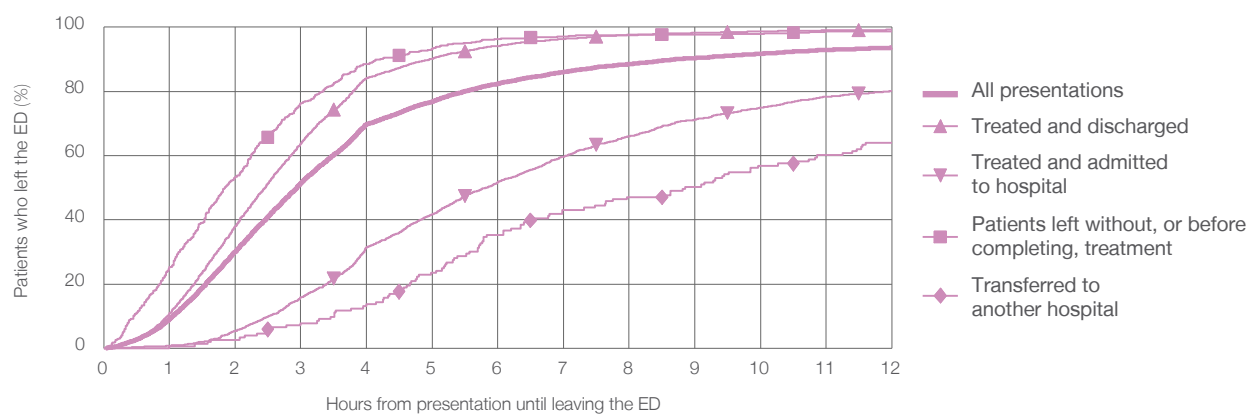
July to September 2016

All presentations:[†] 8,287 patients

Presentations used to calculate time to leaving the ED:[‡] 8,285 patients

		Same period last year	Change since one year ago
Treated and discharged	5,476 (66.1%)	7,511	10.3%
Treated and admitted to hospital	2,091 (25.2%)	5,045	8.5%
Patient left without, or before completing, treatment	536 (6.5%)	1,722	21.4%
Transferred to another hospital	153 (1.8%)	535	0.2%
Other	31 (0.4%)	196	-21.9%
		14	121.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.9%	38.0%	63.8%	84.2%	94.2%	97.5%	98.7%	99.2%
Treated and admitted to hospital	0.8%	5.4%	15.8%	31.4%	51.7%	66.0%	74.9%	80.2%
Patient left without, or before completing, treatment	25.4%	53.4%	76.3%	88.6%	96.3%	97.8%	97.9%	98.7%
Transferred to another hospital	0.7%	2.6%	7.8%	13.7%	35.3%	47.1%	56.9%	64.1%
All presentations	9.2%	30.1%	51.4%	69.8%	82.4%	88.5%	91.7%	93.7%

(†) 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.

Dubbo Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 8,287 patients

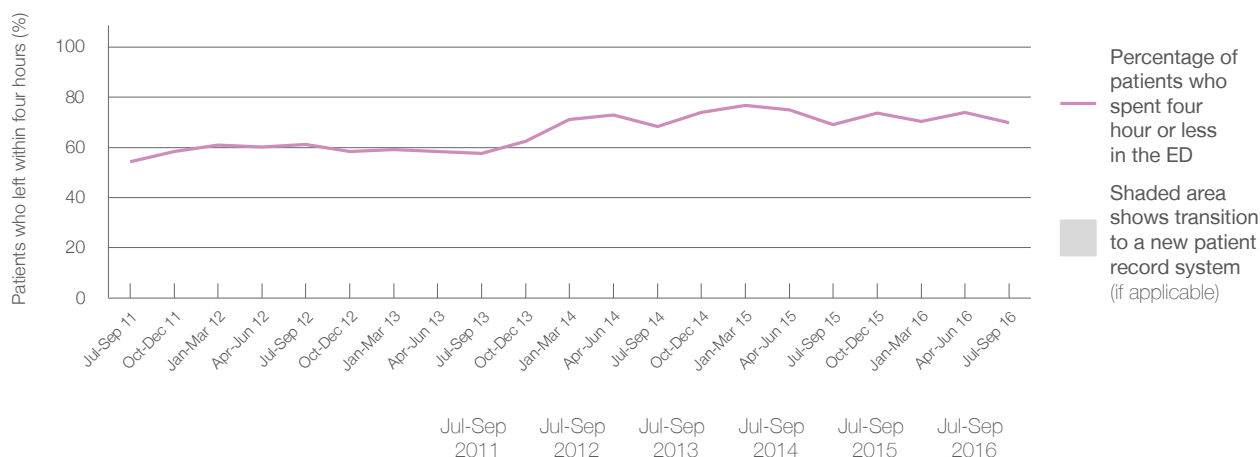
Presentations used to calculate time to leaving the ED: ⁶ 8,285 patients

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



Same period last year	Change since one year ago
7,512	10.3%
7,511	10.3%
69.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	54.2%	61.2%	57.6%	68.3%	69.0%	69.8%

- * 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.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
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 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.
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- 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Fairfield Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,763 patients

Emergency presentations:² 8,742 patients

Same period last year	Change since one year ago
9,015	-2.8%
9,003	-2.9%

Fairfield Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 811 patients

Median time to start treatment⁴ 10 minutes

95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,216 patients

Median time to start treatment⁴ 20 minutes

95th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,004 patients

Median time to start treatment⁴ 21 minutes

95th percentile time to start treatment⁵ 149 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 694 patients

Median time to start treatment⁴ 20 minutes

95th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
741	
10 minutes	8 minutes
51 minutes	41 minutes
3,449	
27 minutes	21 minutes
142 minutes	103 minutes
4,260	
34 minutes	27 minutes
177 minutes	139 minutes
531	
36 minutes	24 minutes
195 minutes	138 minutes

Fairfield Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,763 patients

Percentage of patients who spent four hours or less in the ED 76.9%

Same period last year	Change since one year ago
9,014	-2.8%
73.7%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

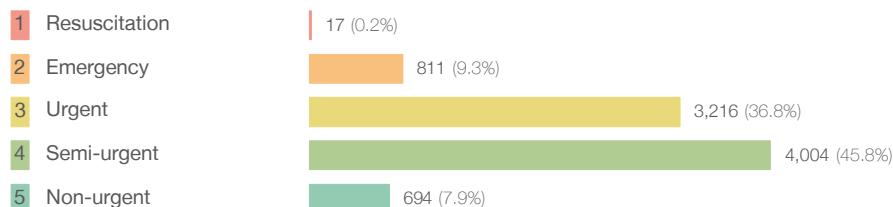
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Fairfield Hospital: Patients presenting to the emergency department

July to September 2016

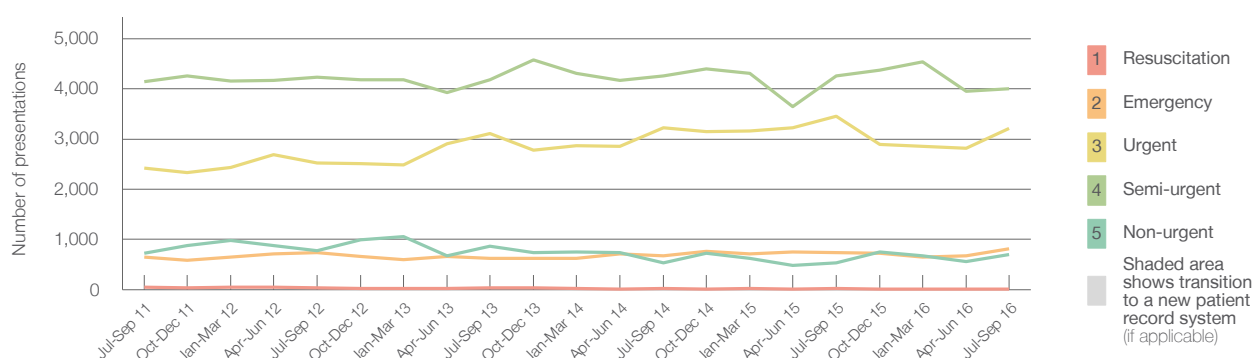
All presentations:¹ 8,763 patients

Emergency presentations² by triage category: 8,742 patients



Same period last year	Change since one year ago
9,015	-2.8%
9,003	-2.9%
22	-22.7%
741	9.4%
3,449	-6.8%
4,260	-6.0%
531	30.7%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	46	32	31	29	22	17
Emergency	650	741	624	669	741	811
Urgent	2,416	2,527	3,115	3,229	3,449	3,216
Semi-urgent	4,139	4,235	4,180	4,261	4,260	4,004
Non-urgent	720	776	863	538	531	694
All emergency presentations	7,971	8,311	8,813	8,726	9,003	8,742

Fairfield Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,350 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,531	
17 minutes	-6 minutes
81 minutes	-48 minutes

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 811

Number of triage 2 patients used to calculate waiting time:³ 808

Median time to start treatment⁴

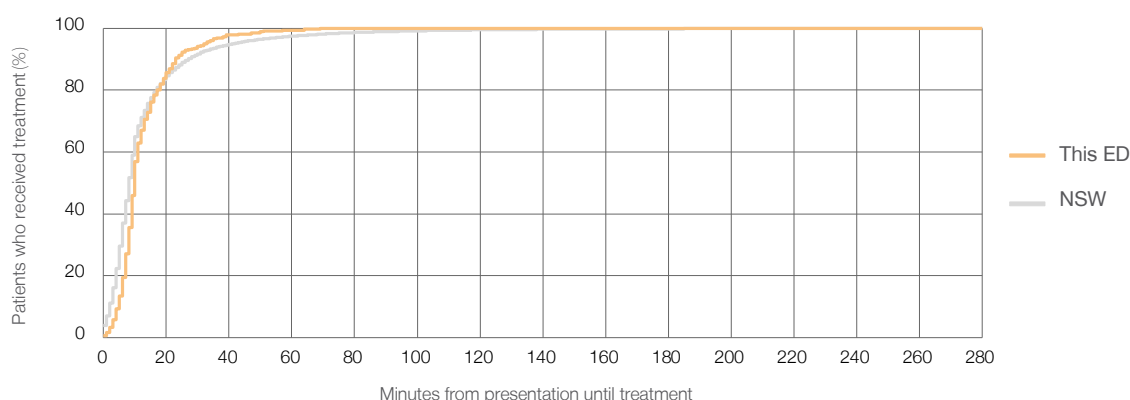
10 minutes

95th percentile time to start treatment⁵

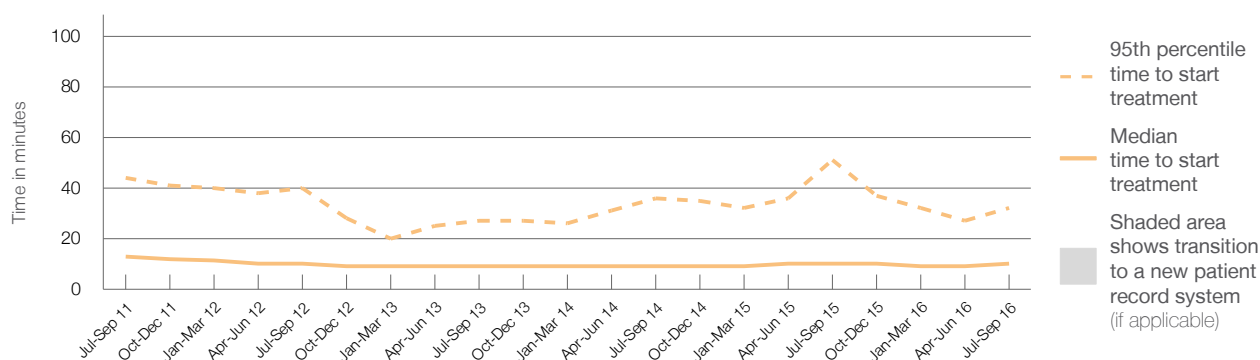
32 minutes

Same period last year	NSW (this period)
741	
736	
10 minutes	8 minutes
51 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	13	10	9	9	10	10
95th percentile time to start treatment ⁵ (minutes)	44	40	27	36	51	32

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,216

Number of triage 3 patients used to calculate waiting time: ³ 3,135

Median time to start treatment ⁴

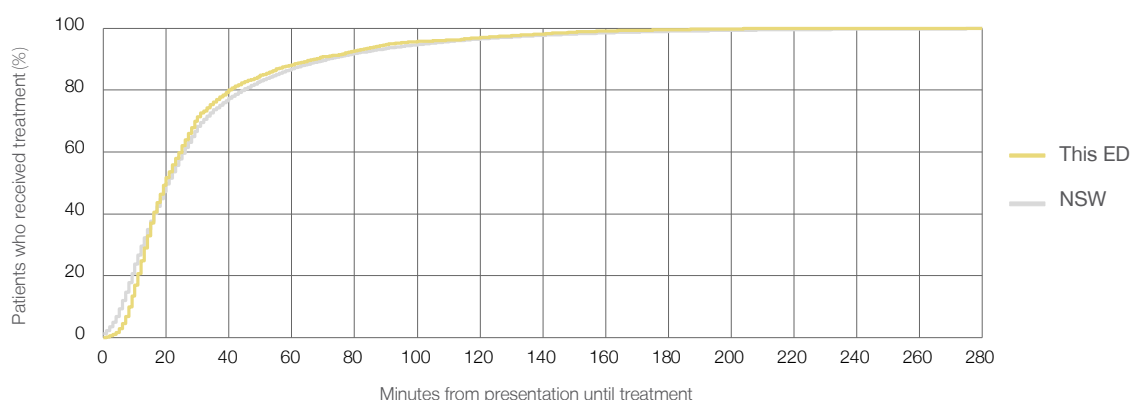
20 minutes

95th percentile time to start treatment ⁵

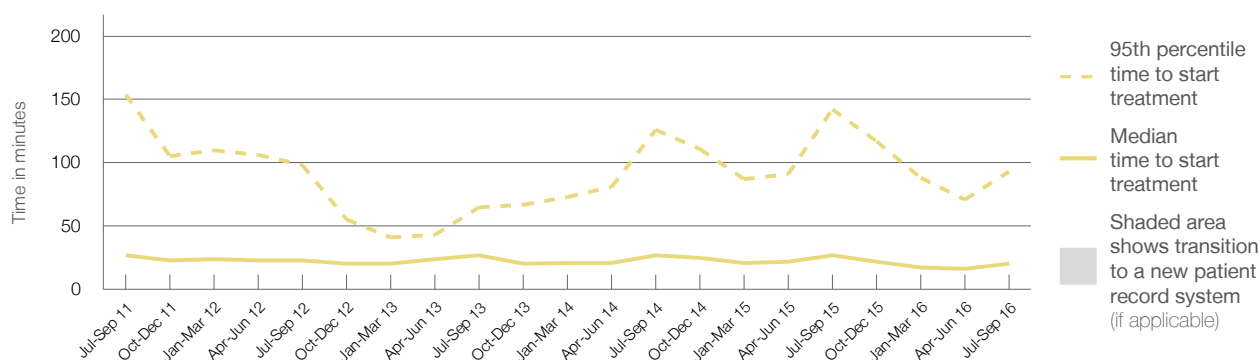
93 minutes

Same period last year	NSW (this period)
3,449	
3,307	
27 minutes	21 minutes
142 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	23	27	27	27	20
95th percentile time to start treatment ⁵ (minutes)	154	98	65	126	142	93

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 4,004

Number of triage 4 patients used to calculate waiting time:³ 3,596

Median time to start treatment⁴

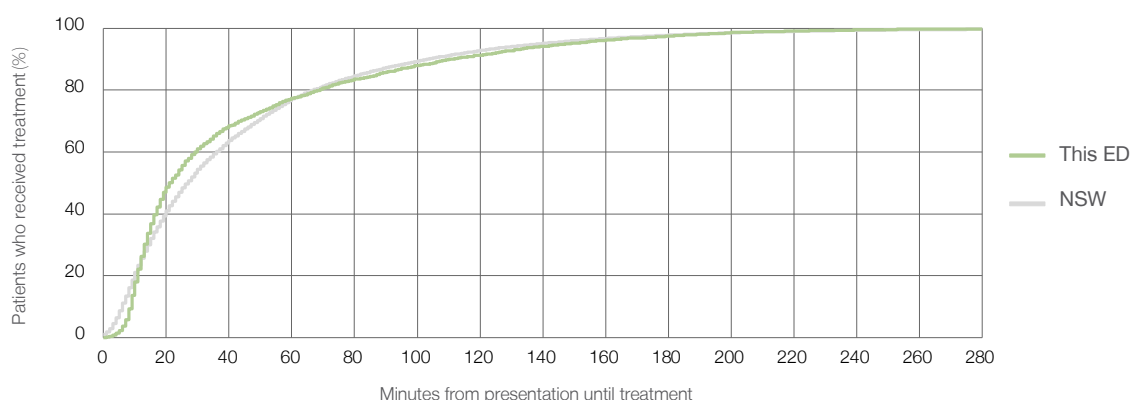
21 minutes

95th percentile time to start treatment⁵

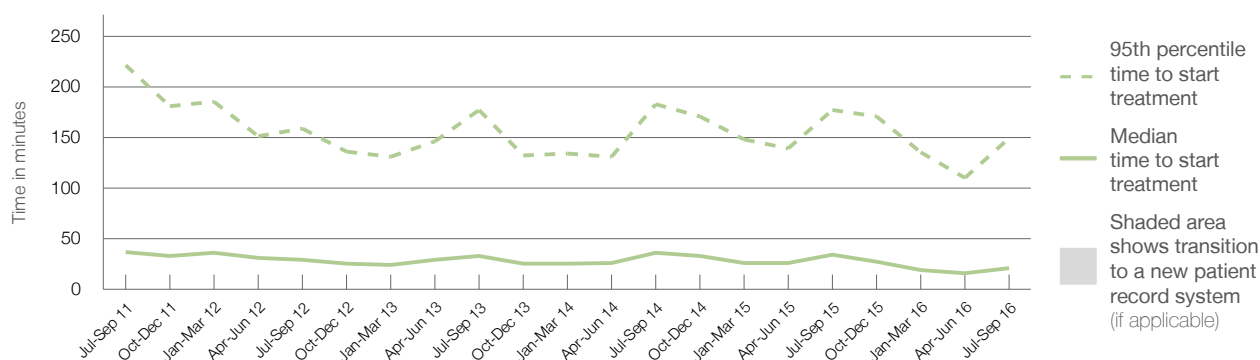
149 minutes

Same period last year	NSW (this period)
4,260	
3,597	
34 minutes	27 minutes
177 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	29	33	36	34	21
95th percentile time to start treatment ⁵ (minutes)	221	159	177	183	177	149

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 694

Number of triage 5 patients used to calculate waiting time:³ 486

Median time to start treatment⁴

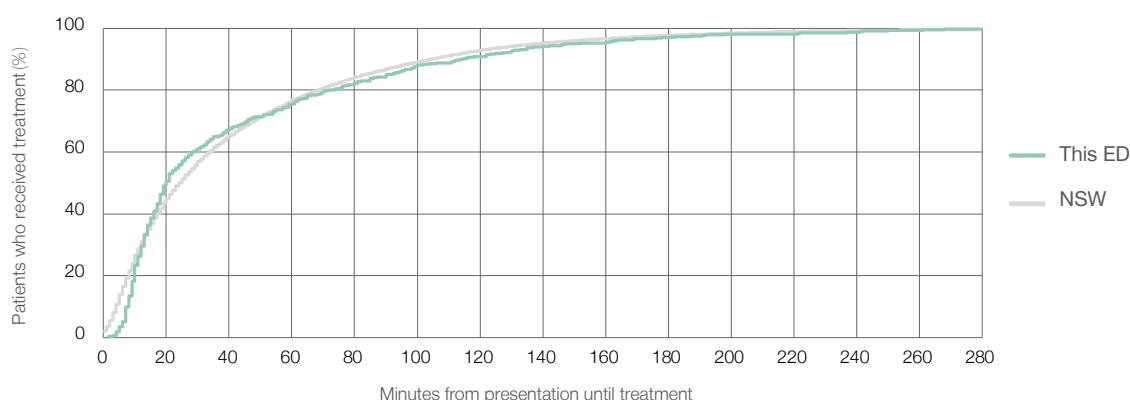
20 minutes

95th percentile time to start treatment⁵

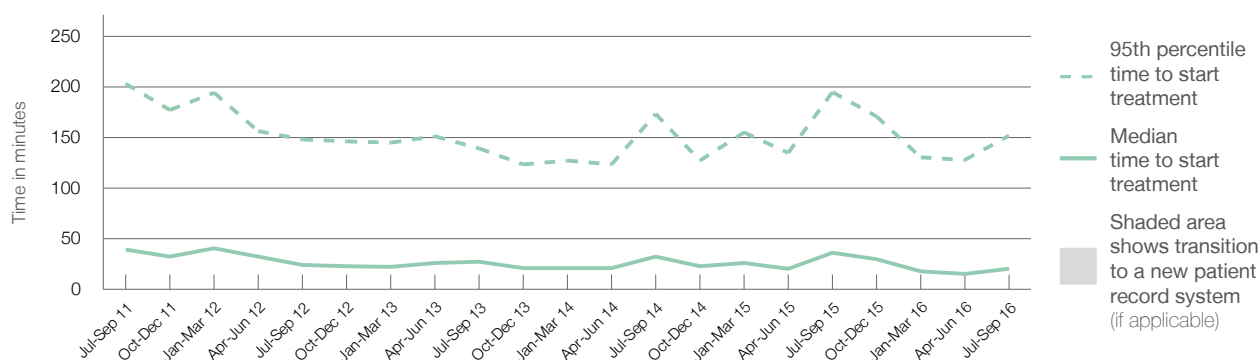
152 minutes

Same period last year	NSW (this period)
531	
295	
36 minutes	24 minutes
195 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	24	27	32	36	20
95th percentile time to start treatment ⁵ (minutes)	203	148	139	173	195	152

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

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

Fairfield Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,763 patients

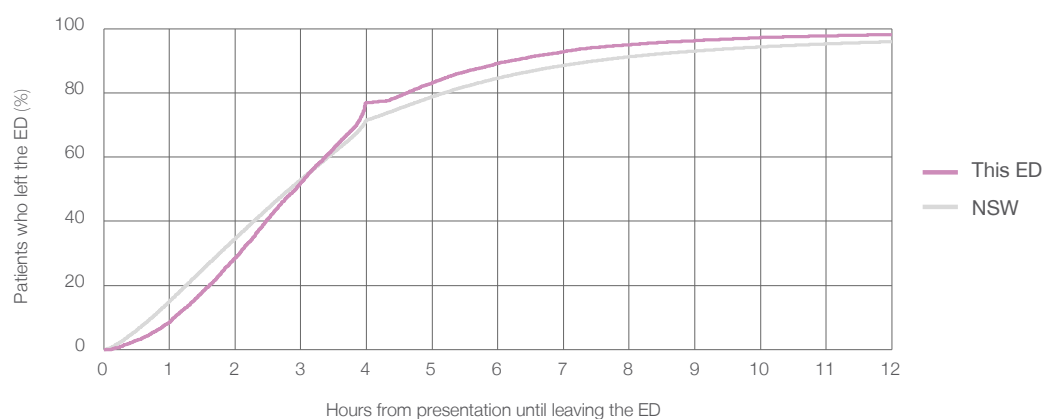
Presentations used to calculate time to leaving the ED:⁶ 8,763 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

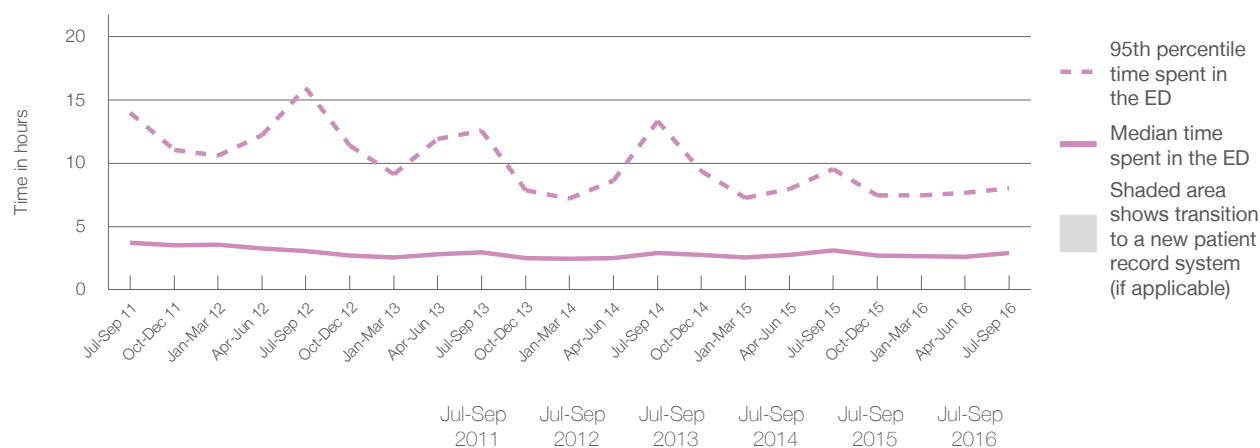
95th percentile time spent in the ED⁹ 8 hours and 1 minutes

Same period last year	NSW (this period)
9,015	
9,014	
3 hours and 5 minutes	2 hours and 50 minutes
9 hours and 33 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 42m	3h 4m	2h 58m	2h 55m	3h 5m	2h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 59m	15h 57m	12h 33m	13h 19m	9h 33m	8h 1m

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

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

Fairfield Hospital: Time patients spent in the ED

By mode of separation

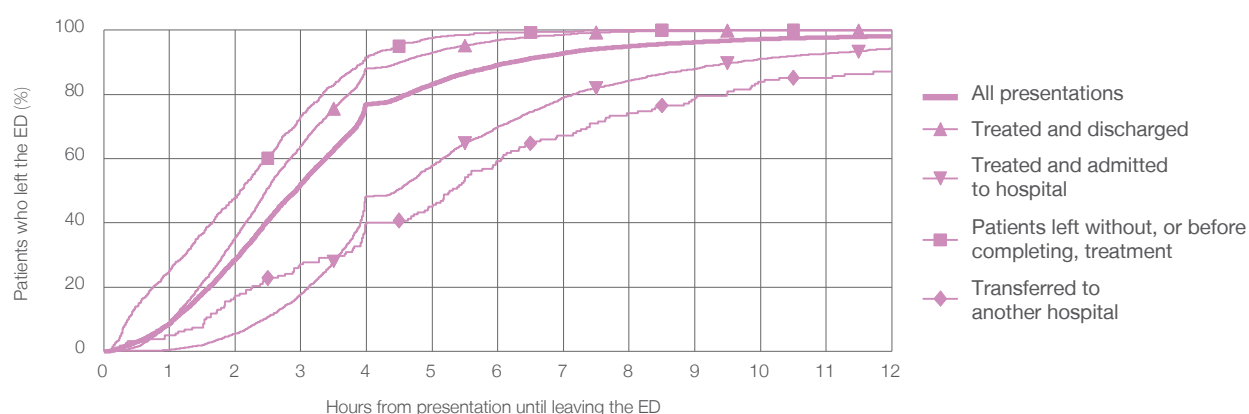
July to September 2016

All presentations:[†] 8,763 patients

Presentations used to calculate time to leaving the ED:[‡] 8,763 patients

		Same period last year	Change since one year ago
		9,014	-2.8%
Treated and discharged	5,259 (60.0%)	5,009	5.0%
Treated and admitted to hospital	2,364 (27.0%)	2,482	-4.8%
Patient left without, or before completing, treatment	910 (10.4%)	1,226	-25.8%
Transferred to another hospital	162 (1.8%)	167	-3.0%
Other	68 (0.8%)	131	-48.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.7%	35.4%	64.1%	88.1%	96.9%	99.5%	99.9%	100%
Treated and admitted to hospital	0.5%	5.5%	17.8%	48.2%	69.9%	84.3%	91.1%	94.3%
Patient left without, or before completing, treatment	25.2%	47.8%	73.2%	91.4%	99.2%	100%	100%	100%
Transferred to another hospital	4.9%	17.3%	27.2%	40.1%	59.3%	74.1%	84.0%	87.0%
All presentations	8.6%	28.7%	52.1%	76.9%	89.2%	95.0%	97.2%	98.2%

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

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

Fairfield Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 8,763 patients

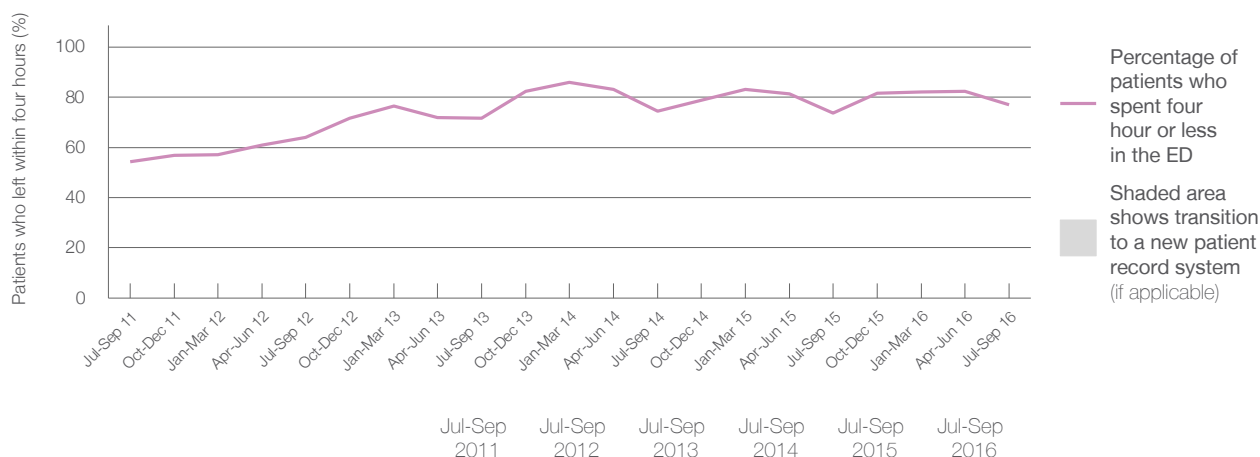
Presentations used to calculate time to leaving the ED: ⁶ 8,763 patients

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



Same period last year	Change since one year ago
9,015	-2.8%
9,014	-2.8%
73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	54.2%	64.1%	71.6%	74.5%	73.7%	76.9%

- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

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

July to September 2016

All presentations:¹ 9,574 patients

Emergency presentations:² 9,520 patients

Same period last year	Change since one year ago
9,312	2.8%
9,250	2.9%

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,373 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,239 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,285 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,588 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,311	
5 minutes	8 minutes
16 minutes	41 minutes
2,072	
15 minutes	21 minutes
79 minutes	103 minutes
4,200	
20 minutes	27 minutes
125 minutes	139 minutes
1,633	
14 minutes	24 minutes
117 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,574 patients

Percentage of patients who spent four hours or less in the ED 75.5%

Same period last year	Change since one year ago
9,312	2.8%
68.4%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

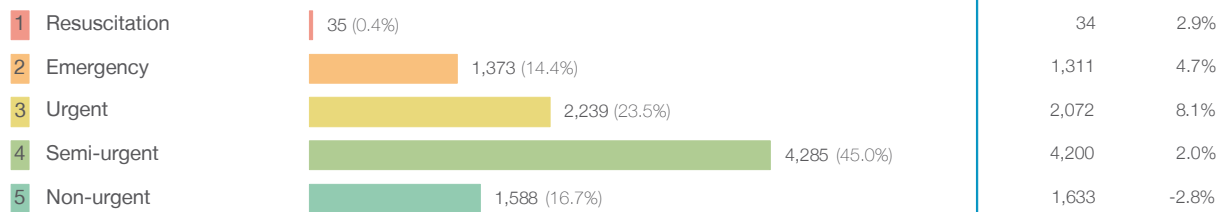
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department

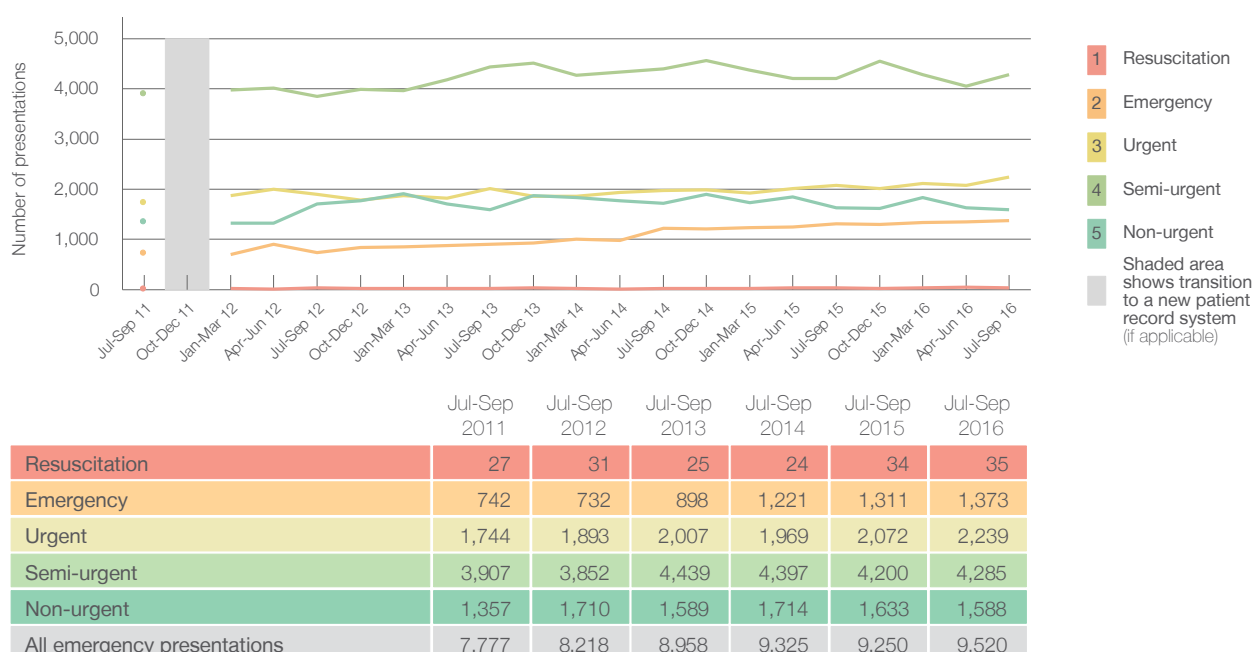
July to September 2016

All presentations:¹ 9,574 patients

Emergency presentations² by triage category: 9,520 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,094 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 1,373

Number of triage 2 patients used to calculate waiting time: ³ 1,372

Median time to start treatment ⁴

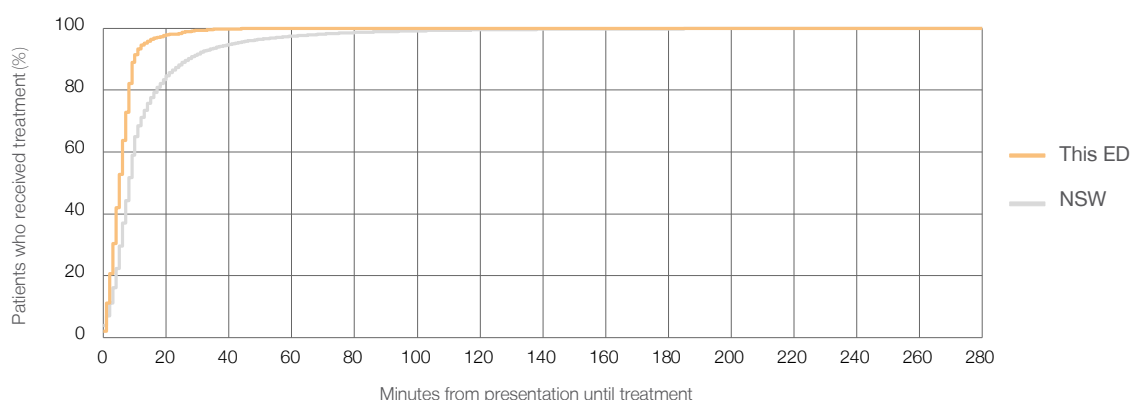
5 minutes

95th percentile time to start treatment ⁵

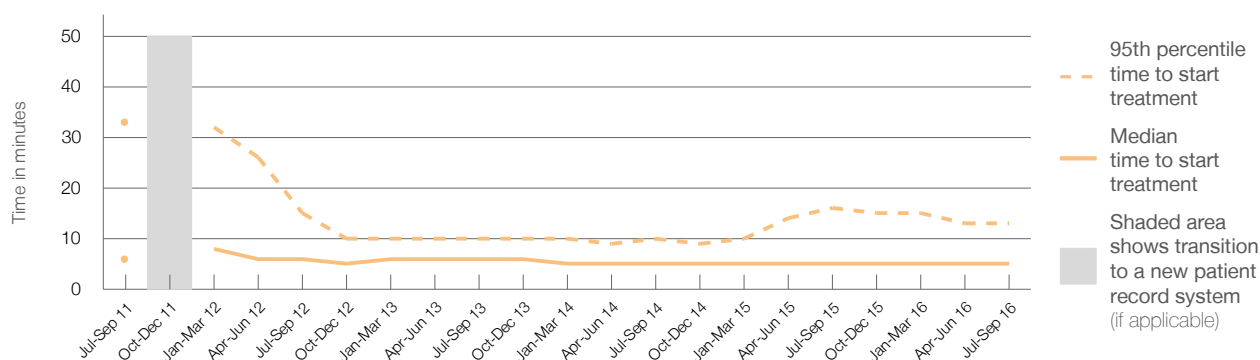
13 minutes

Same period last year	NSW (this period)
1,311	
1,311	
5 minutes	8 minutes
16 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	6	5	5	5
95th percentile time to start treatment ⁵ (minutes)	33	15	10	10	16	13

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 2,239

Number of triage 3 patients used to calculate waiting time:³ 2,217

Median time to start treatment⁴

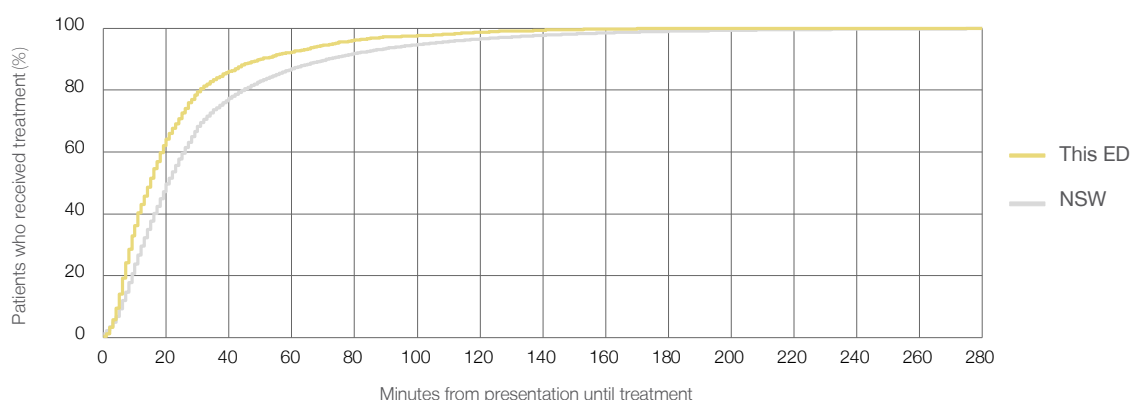
15 minutes

95th percentile time to start treatment⁵

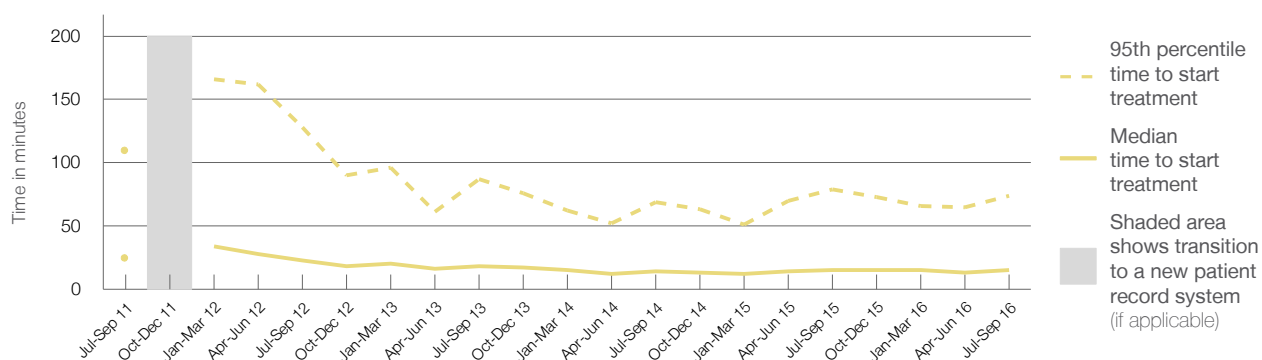
74 minutes

Same period last year	NSW (this period)
2,072	
2,059	
15 minutes	21 minutes
79 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	23	18	14	15	15
95th percentile time to start treatment ⁵ (minutes)	110	128	87	69	79	74

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

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

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

July to September 2016

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

Number of triage 4 patients: 4,285

Number of triage 4 patients used to calculate waiting time:³ 4,174

Median time to start treatment⁴

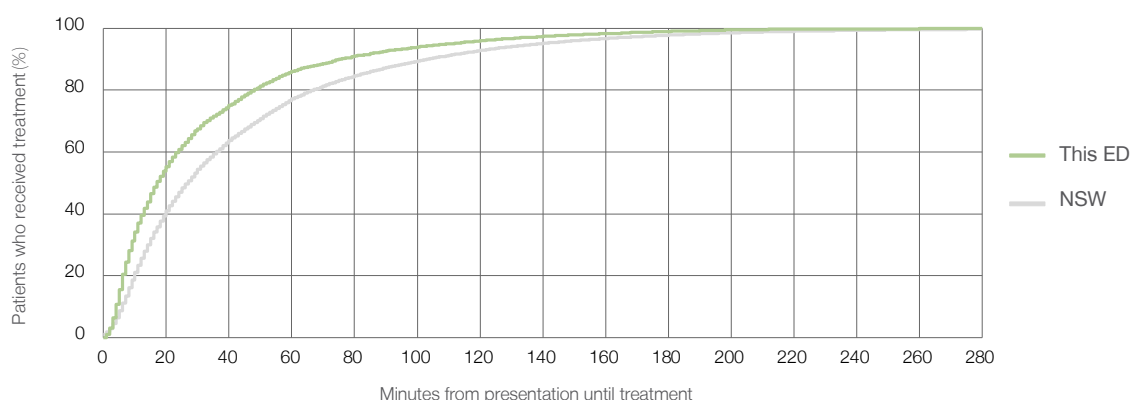
17 minutes

95th percentile time to start treatment⁵

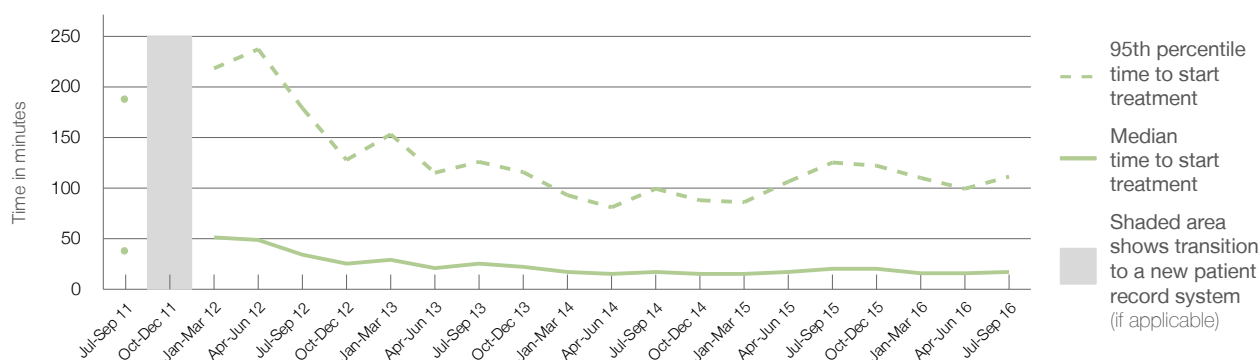
111 minutes

Same period last year	NSW (this period)
4,200	
4,064	
20 minutes	27 minutes
125 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	34	25	17	20	17
95th percentile time to start treatment ⁵ (minutes)	188	179	126	99	125	111

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 1,588

Number of triage 5 patients used to calculate waiting time: ³ 1,509

Median time to start treatment ⁴

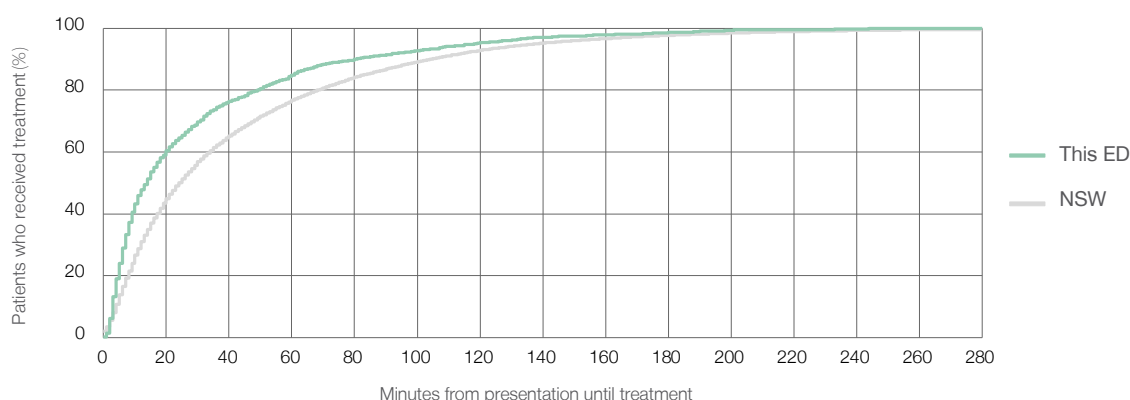
14 minutes

95th percentile time to start treatment ⁵

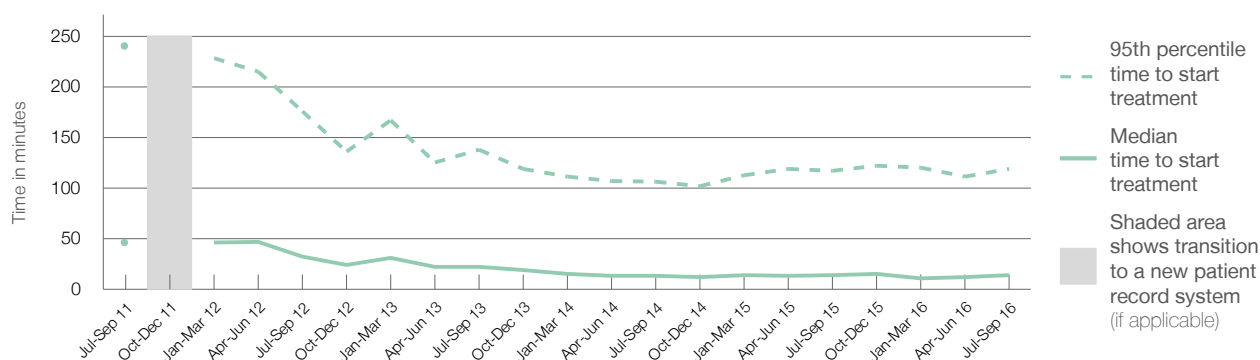
119 minutes

Same period last year	NSW (this period)
1,633	
1,548	
14 minutes	24 minutes
117 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	46	32	22	13	14	14
95th percentile time to start treatment ⁵ (minutes)	240	176	138	106	117	119

(†) 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.

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

July to September 2016

All presentations:¹ 9,574 patients

Presentations used to calculate time to leaving the ED:⁶ 9,574 patients

Median time spent in the ED⁸

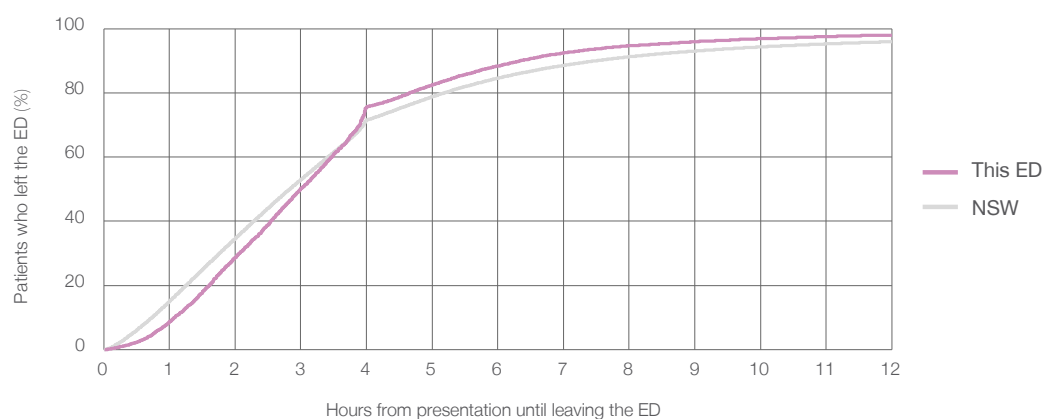
3 hours and 0 minutes

95th percentile time spent in the ED⁹

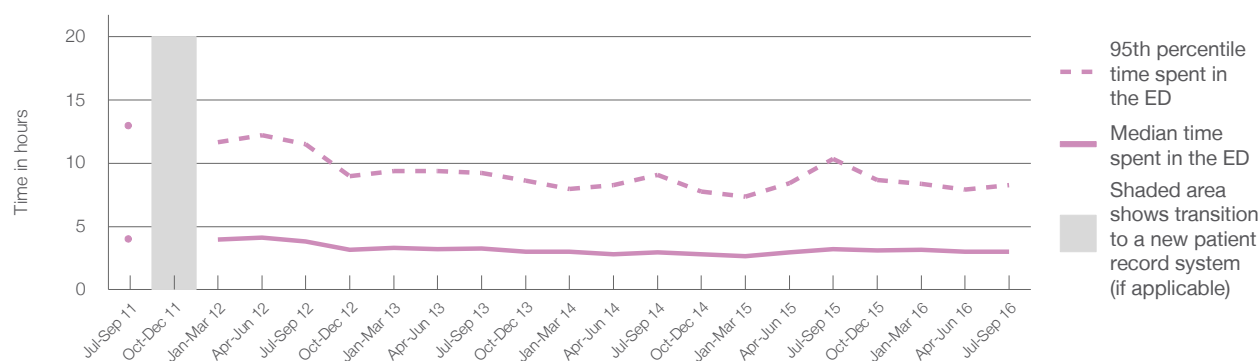
8 hours and 17 minutes

Same period last year	NSW (this period)
9,312	9,312
3 hours and 12 minutes	2 hours and 50 minutes
10 hours and 20 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 2m	3h 49m	3h 16m	2h 56m	3h 12m	3h 0m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 58m	11h 31m	9h 13m	9h 4m	10h 20m	8h 17m

(†) 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.

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

By mode of separation

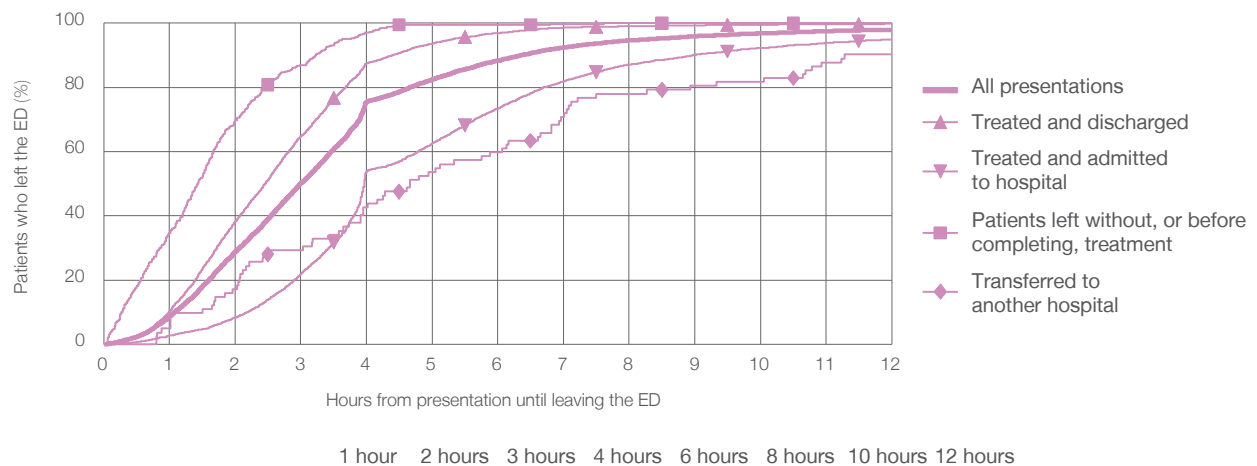
July to September 2016

All presentations:[†] 9,574 patients

Presentations used to calculate time to leaving the ED:[‡] 9,574 patients

		Same period last year	Change since one year ago
Treated and discharged	5,637 (58.9%)	9,312	2.8%
Treated and admitted to hospital	3,428 (35.8%)	5,898	-4.4%
Patient left without, or before completing, treatment	424 (4.4%)	2,878	19.1%
Transferred to another hospital	82 (0.9%)	486	-12.8%
Other	3 (0%)	48	70.8%
		2	50.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.4%	38.3%	64.8%	87.5%	97.0%	99.1%	99.6%	99.8%
Treated and admitted to hospital	2.7%	8.4%	21.9%	53.9%	73.5%	87.1%	92.3%	94.9%
Patient left without, or before completing, treatment	34.7%	69.8%	87.0%	97.2%	99.5%	100%	100%	100%
Transferred to another hospital	4.9%	17.1%	29.3%	42.7%	59.8%	78.0%	81.7%	90.2%
All presentations	8.7%	28.8%	50.2%	75.5%	88.4%	94.7%	96.9%	98.0%

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

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

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

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

July to September 2016

All presentations at the emergency department: ¹ 9,574 patients

Presentations used to calculate time to leaving the ED: ⁶ 9,574 patients

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



Same period last year	Change since one year ago
9,312	2.8%
9,312	2.8%
68.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	49.6%	52.7%	66.8%	73.0%	68.4%	75.5%
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- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Lismore Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,897 patients

Emergency presentations:² 7,682 patients

Same period last year	Change since one year ago
7,807	1.2%
7,594	1.2%

Lismore Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 876 patients

Median time to start treatment⁴ 6 minutes

95th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,732 patients

Median time to start treatment⁴ 25 minutes

95th percentile time to start treatment⁵ 136 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,302 patients

Median time to start treatment⁴ 43 minutes

95th percentile time to start treatment⁵ 181 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 721 patients

Median time to start treatment⁴ 47 minutes

95th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
947	
6 minutes	8 minutes
23 minutes	41 minutes
2,781	
31 minutes	21 minutes
137 minutes	103 minutes
3,143	
45 minutes	27 minutes
195 minutes	139 minutes
653	
46 minutes	24 minutes
196 minutes	138 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,888 patients

Percentage of patients who spent four hours or less in the ED 63.5%

Same period last year	Change since one year ago
7,804	1.1%
61.0%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

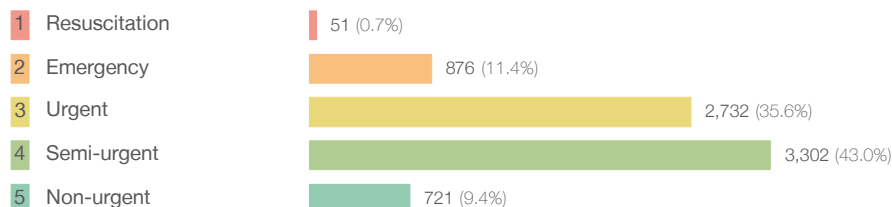
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Lismore Base Hospital: Patients presenting to the emergency department

July to September 2016

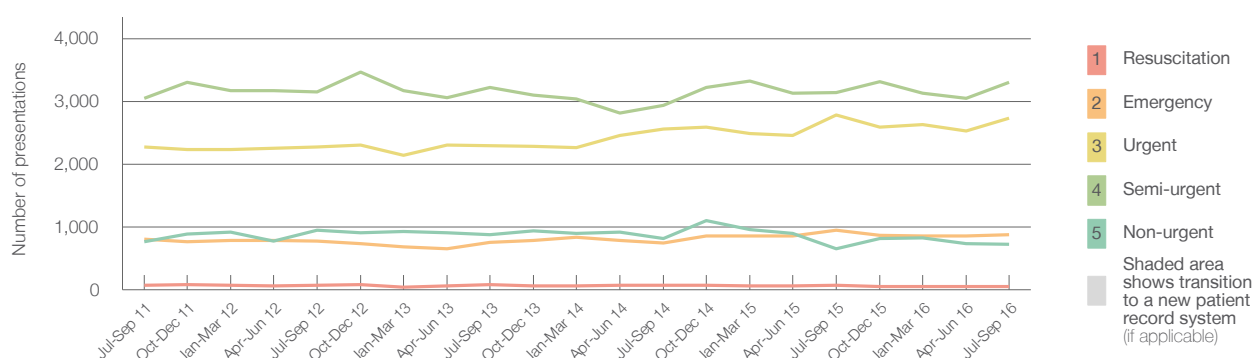
All presentations:¹ 7,897 patients

Emergency presentations² by triage category: 7,682 patients



Same period last year	Change since one year ago
7,807	1.2%
7,594	1.2%
70	-27.1%
947	-7.5%
2,781	-1.8%
3,143	5.1%
653	10.4%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	75	73	78	66	70	51
Emergency	800	773	751	741	947	876
Urgent	2,272	2,278	2,296	2,558	2,781	2,732
Semi-urgent	3,051	3,148	3,226	2,932	3,143	3,302
Non-urgent	768	948	877	817	653	721
All emergency presentations	6,966	7,220	7,228	7,114	7,594	7,682

Lismore Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,668 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,570	
18 minutes	-4 minutes
88 minutes	-16 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 876

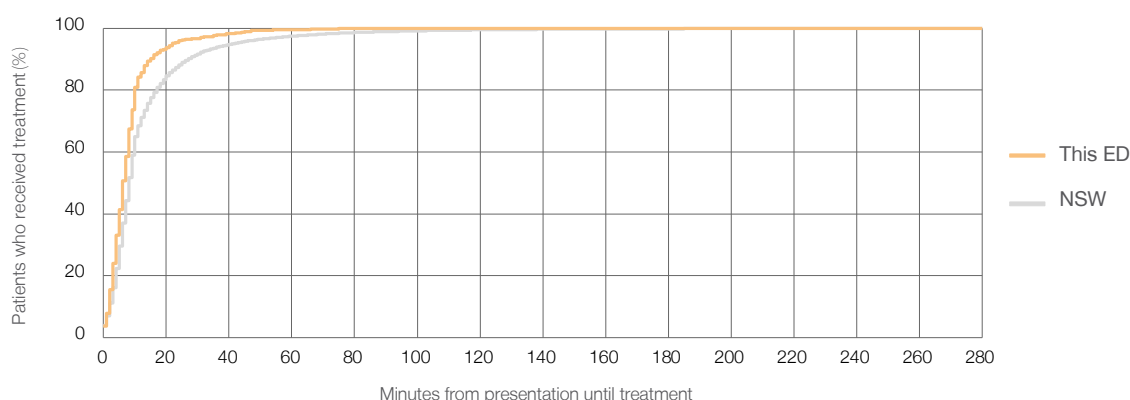
Number of triage 2 patients used to calculate waiting time:³ 872

Median time to start treatment⁴ 6 minutes

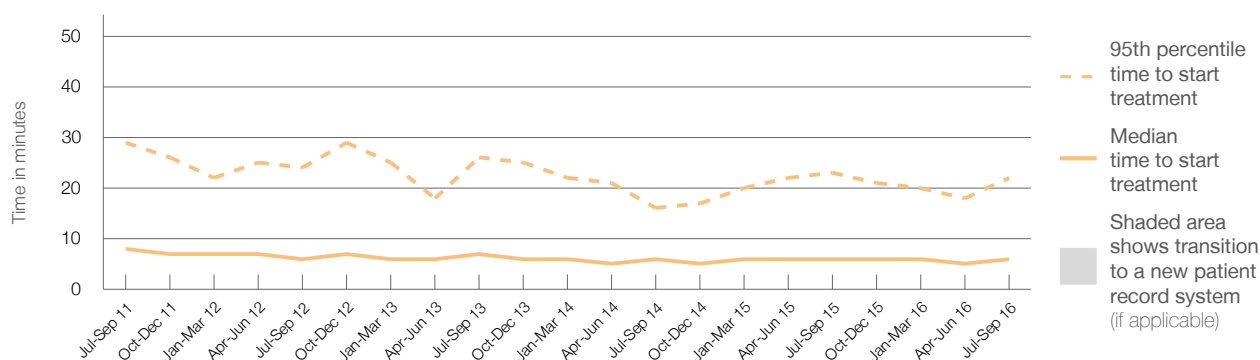
95th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
947	
941	
6 minutes	8 minutes
23 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	6	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)	29	24	26	16	23	22

(†) 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,732

Number of triage 3 patients used to calculate waiting time: ³ 2,663

Median time to start treatment ⁴

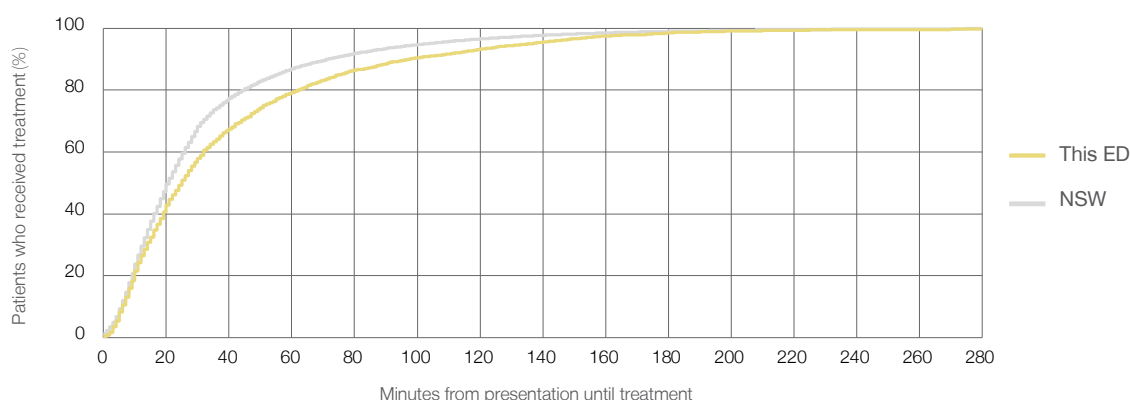
25 minutes

95th percentile time to start treatment ⁵

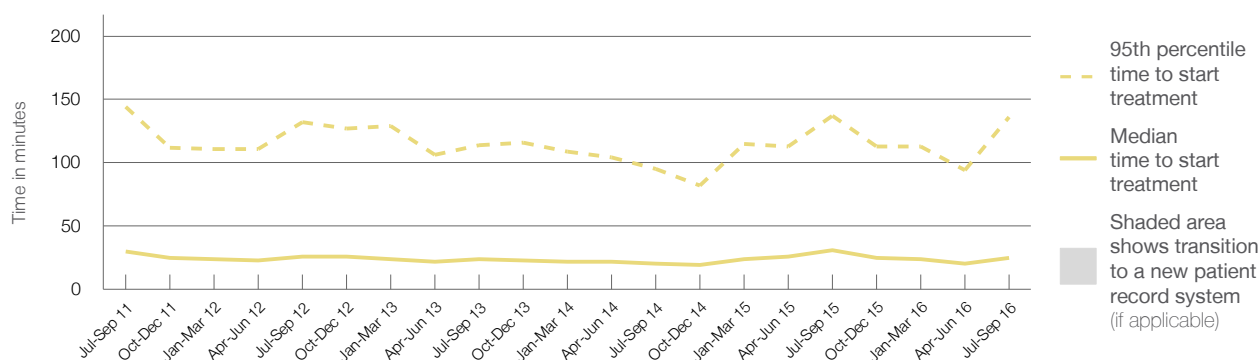
136 minutes

Same period last year	NSW (this period)
2,781	
2,688	
31 minutes	21 minutes
137 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	26	24	20	31	25
95th percentile time to start treatment ⁵ (minutes)	144	132	114	95	137	136

(†) 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,302

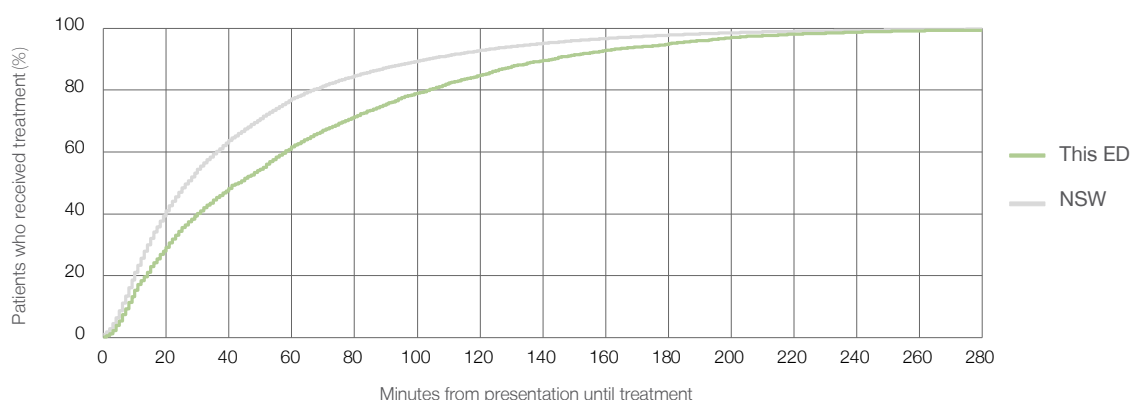
Number of triage 4 patients used to calculate waiting time: ³ 3,015

Median time to start treatment ⁴ 43 minutes

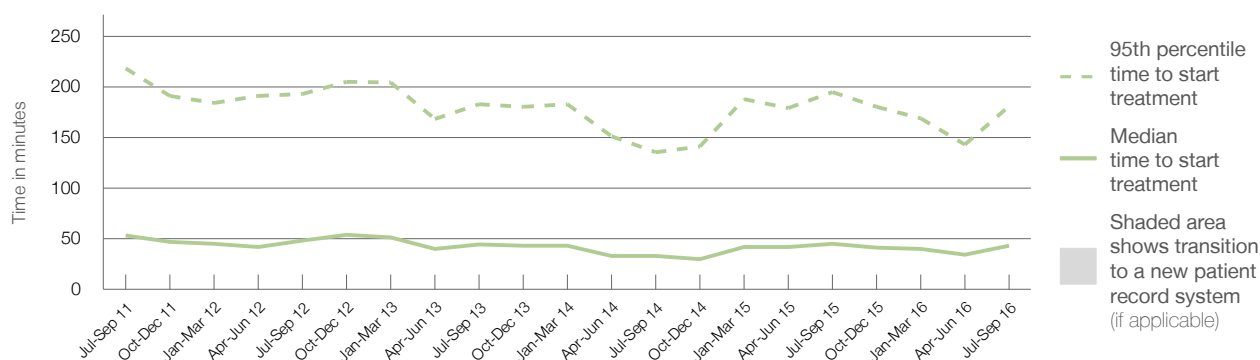
95th percentile time to start treatment ⁵ 181 minutes

Same period last year	NSW (this period)
3,143	
2,751	
45 minutes	27 minutes
195 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	53	48	44	33	45	43
95th percentile time to start treatment ⁵ (minutes)	218	193	183	135	195	181

(†) 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 721

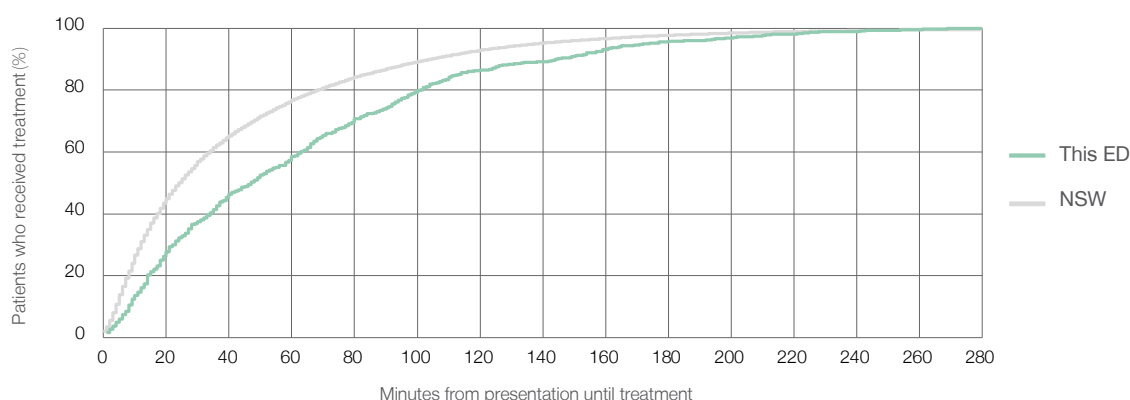
Number of triage 5 patients used to calculate waiting time:³ 610

Median time to start treatment⁴ 47 minutes

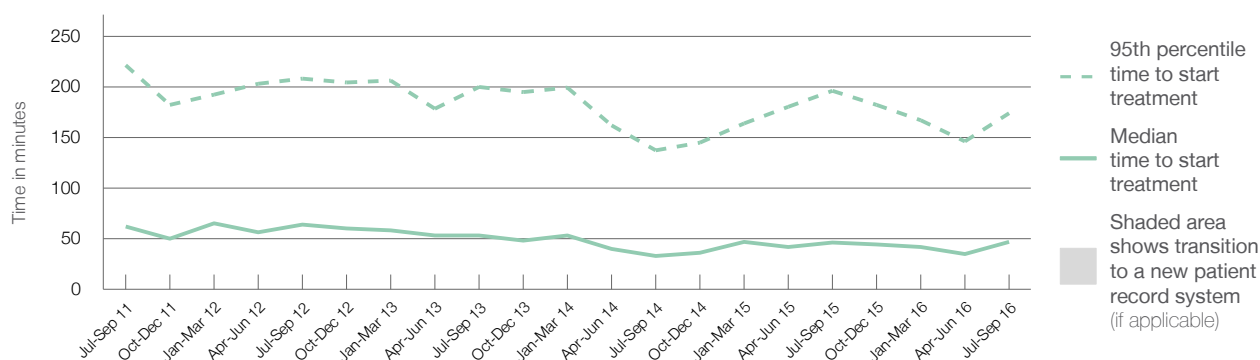
95th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
653	
510	
46 minutes	24 minutes
196 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	62	64	53	33	46	47
95th percentile time to start treatment ⁵ (minutes)	221	208	200	137	196	174

(†) 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.

Lismore Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 7,897 patients

Presentations used to calculate time to leaving the ED:⁶ 7,888 patients

Median time spent in the ED⁸

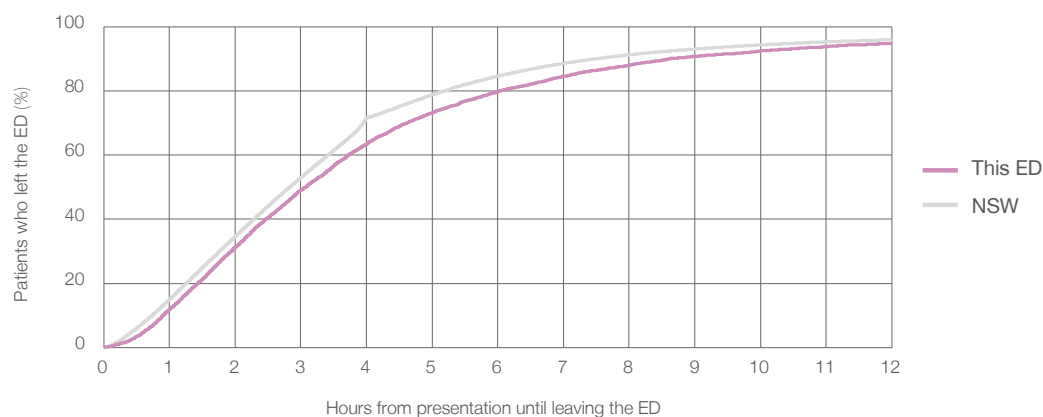
3 hours and 5 minutes

95th percentile time spent in the ED⁹

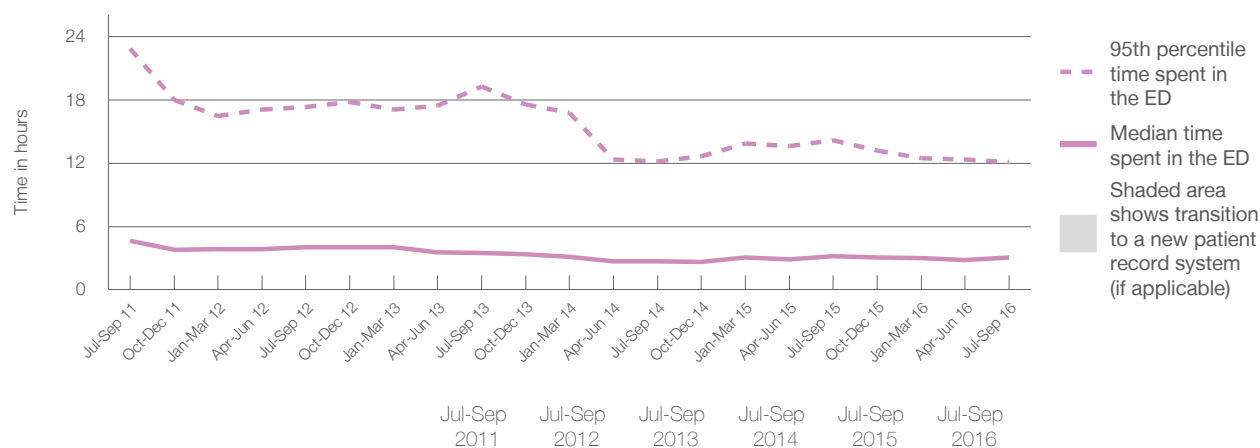
12 hours and 6 minutes

Same period last year	NSW (this period)
7,807	
7,804	
3 hours and 12 minutes	2 hours and 50 minutes
14 hours and 9 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 39m	4h 1m	3h 30m	2h 40m	3h 12m	3h 5m
95th percentile time to leaving the ED ⁹ (hours, minutes)	22h 49m	17h 18m	19h 17m	12h 10m	14h 9m	12h 6m

(†) 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.

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

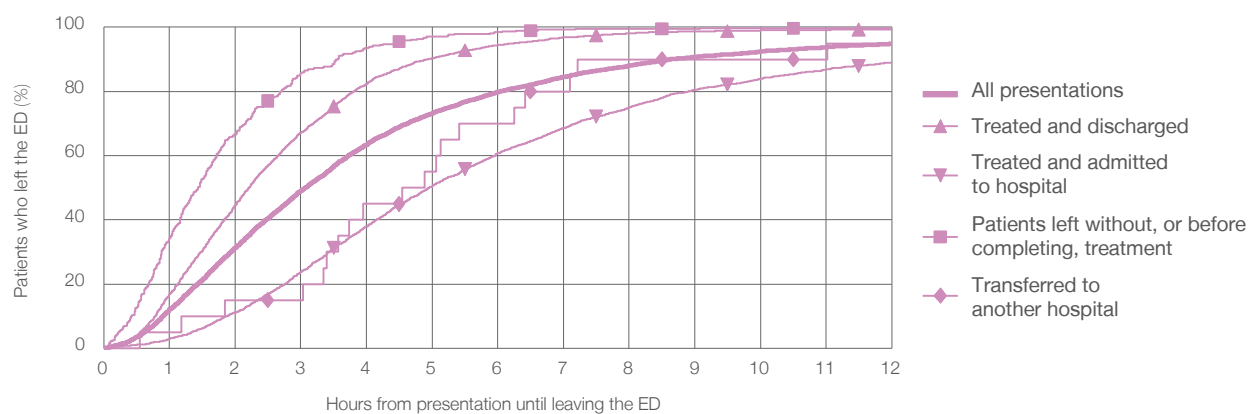
All presentations:[†] 7,897 patients

Presentations used to calculate time to leaving the ED:[‡] 7,888 patients

Treated and discharged	3,969 (50.3%)
Treated and admitted to hospital	3,457 (43.8%)
Patient left without, or before completing, treatment	384 (4.9%)
Transferred to another hospital	20 (0.3%)
Other	67 (0.8%)

Same period last year	Change since one year ago
7,804	1.1%
3,750	5.8%
3,426	0.9%
531	-27.7%
36	-44.4%
64	4.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	16.9%	44.6%	67.2%	82.4%	94.4%	98.1%	99.0%	99.4%
Treated and admitted to hospital	2.9%	11.2%	23.7%	38.0%	60.7%	75.0%	84.0%	89.0%
Patient left without, or before completing, treatment	34.4%	66.7%	85.7%	93.5%	98.4%	99.5%	99.7%	99.7%
Transferred to another hospital	5.0%	15.0%	15.0%	45.0%	70.0%	90.0%	90.0%	95.0%
All presentations	12.0%	31.3%	49.1%	63.5%	79.8%	88.0%	92.4%	94.8%

(†) 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.

Lismore Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 7,897 patients

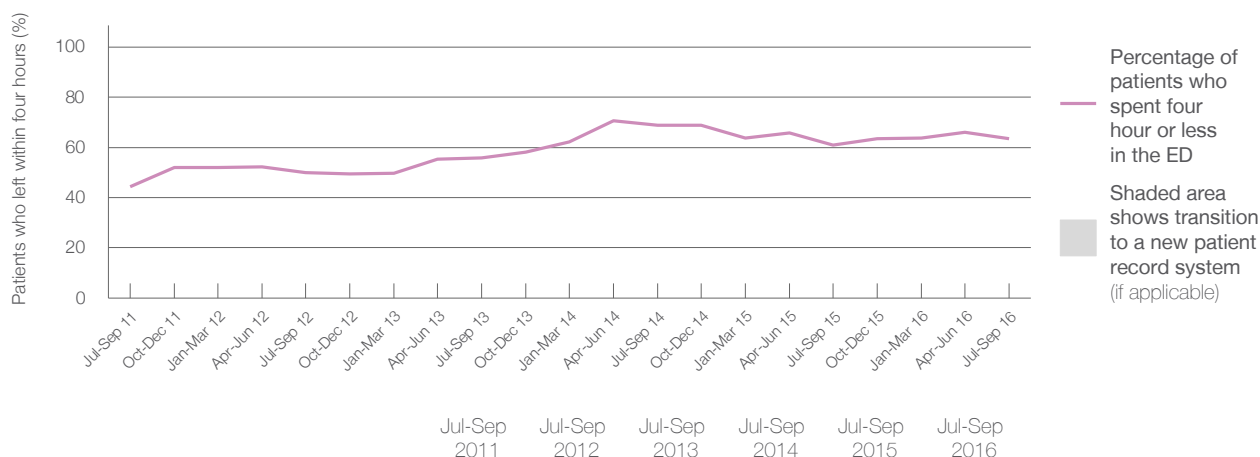
Presentations used to calculate time to leaving the ED: ⁶ 7,888 patients

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



Same period last year	Change since one year ago
7,807	1.2%
7,804	1.1%
61.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	44.3%	49.9%	55.7%	58.8%	61.0%	63.5%
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- * 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.
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 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Maitland Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,232 patients

Emergency presentations:² 12,165 patients

Same period last year	Change since one year ago
11,780	3.8%
11,645	4.5%

Maitland Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,179 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 37 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,285 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,447 patients

Median time to start treatment⁴ 41 minutes
95th percentile time to start treatment⁵ 164 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,231 patients

Median time to start treatment⁴ 55 minutes
95th percentile time to start treatment⁵ 175 minutes

Same period last year	NSW (this period)
1,383	
7 minutes	8 minutes
33 minutes	41 minutes
2,722	
25 minutes	21 minutes
119 minutes	103 minutes
5,872	
45 minutes	27 minutes
165 minutes	139 minutes
1,634	
52 minutes	24 minutes
165 minutes	138 minutes

Maitland Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,232 patients

Percentage of patients who spent four hours or less in the ED 70.5%

Same period last year	Change since one year ago
11,780	3.8%
70.3%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

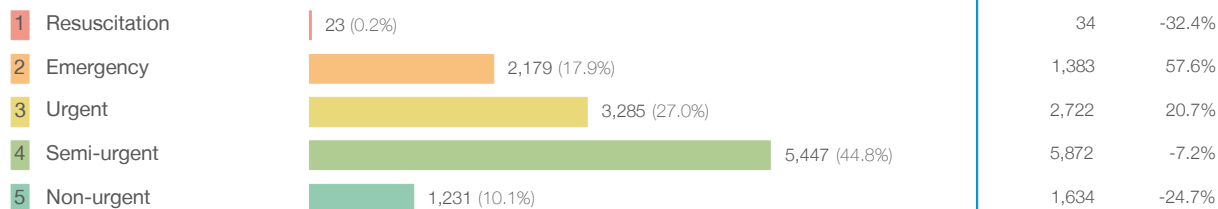
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Maitland Hospital: Patients presenting to the emergency department

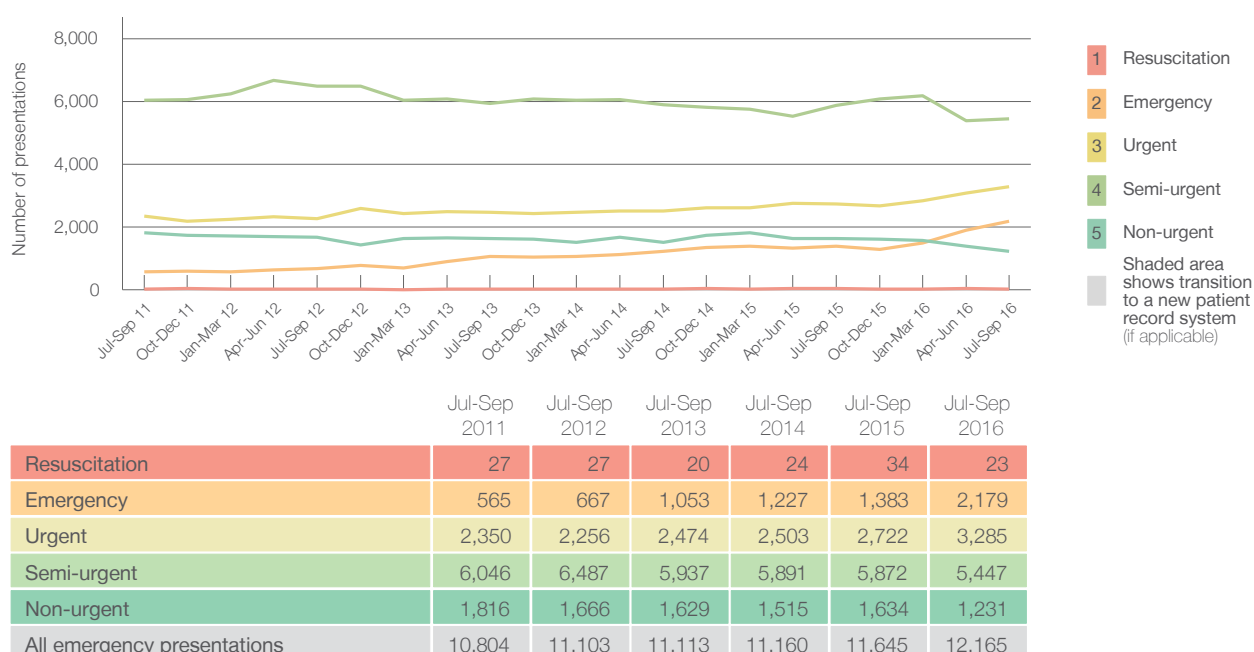
July to September 2016

All presentations:¹ 12,232 patients

Emergency presentations² by triage category: 12,165 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Maitland Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,121 patients

ED Transfer of care time



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

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

Maitland Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 2,179

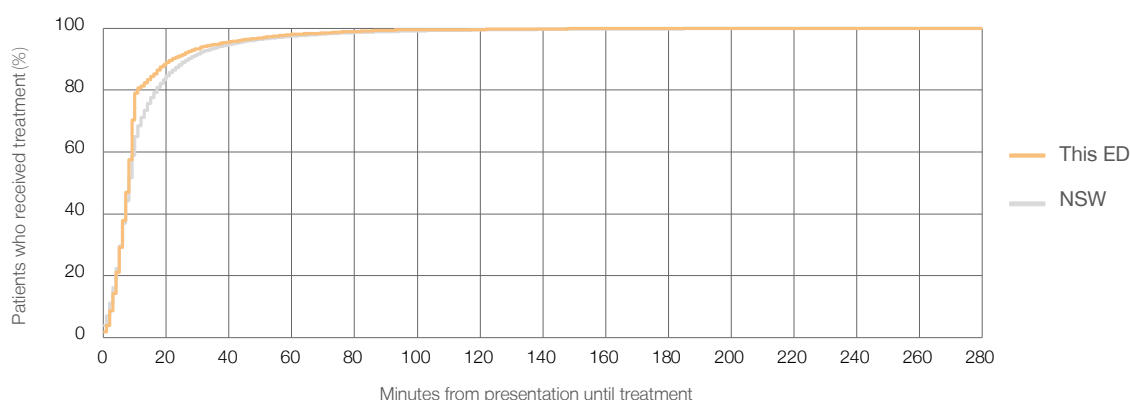
Number of triage 2 patients used to calculate waiting time: ³ 2,135

Median time to start treatment ⁴ 8 minutes

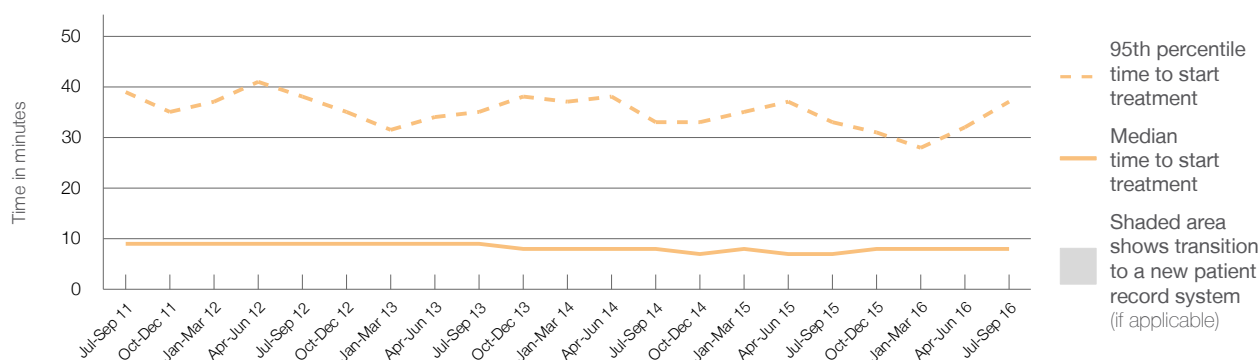
95th percentile time to start treatment ⁵ 37 minutes

Same period last year	NSW (this period)
1,383	
1,361	
7 minutes	8 minutes
33 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	9	9	8	7	8
95th percentile time to start treatment ⁵ (minutes)	39	38	35	33	33	37

(†) 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.

Maitland Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,285

Number of triage 3 patients used to calculate waiting time: ³ 3,146

Median time to start treatment ⁴

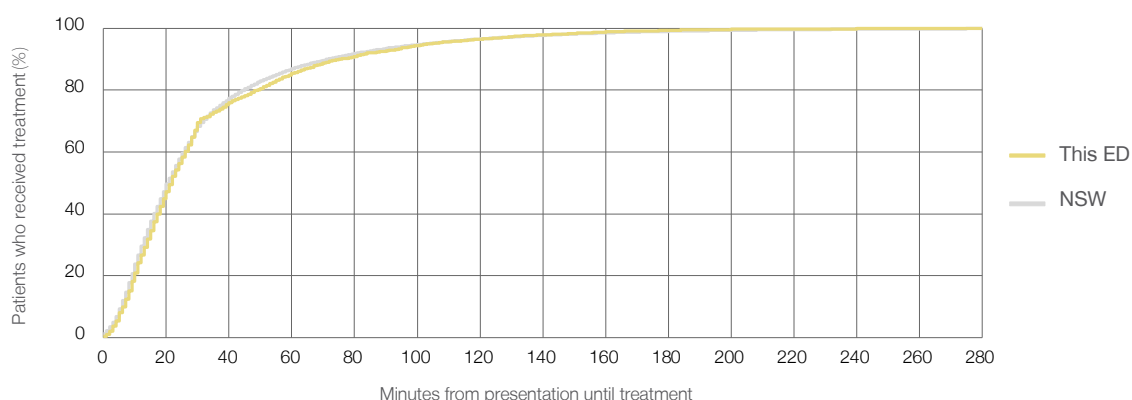
22 minutes

95th percentile time to start treatment ⁵

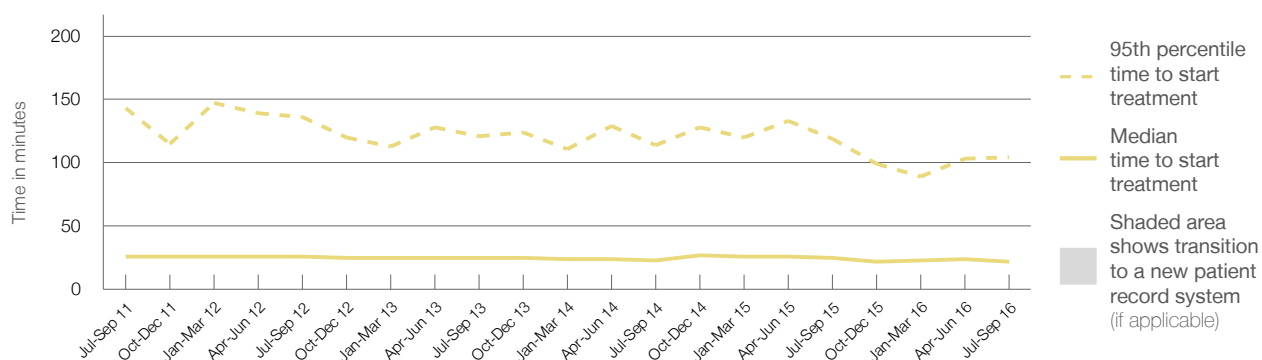
104 minutes

Same period last year	NSW (this period)
2,722	
2,622	
25 minutes	21 minutes
119 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	26	25	23	25	22
95th percentile time to start treatment ⁵ (minutes)	143	136	121	114	119	104

(†) 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.

Maitland Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 5,447

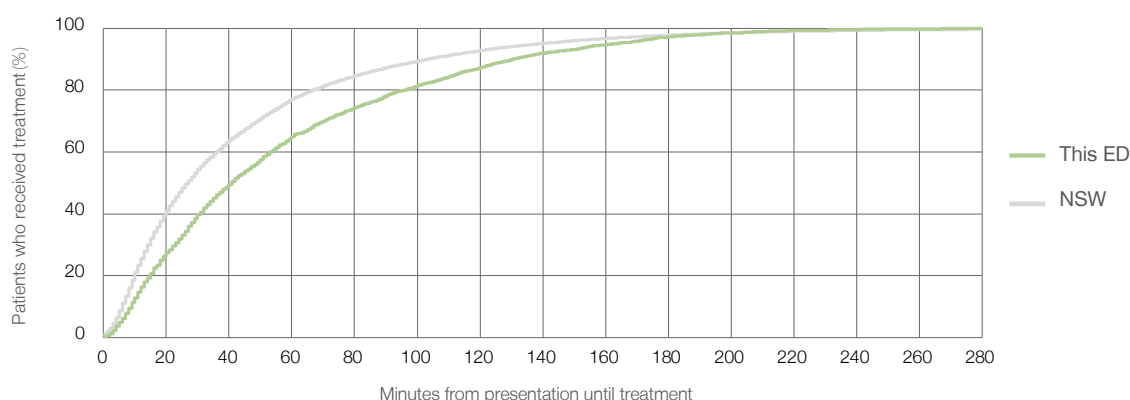
Number of triage 4 patients used to calculate waiting time: ³ 4,585

Median time to start treatment ⁴ 41 minutes

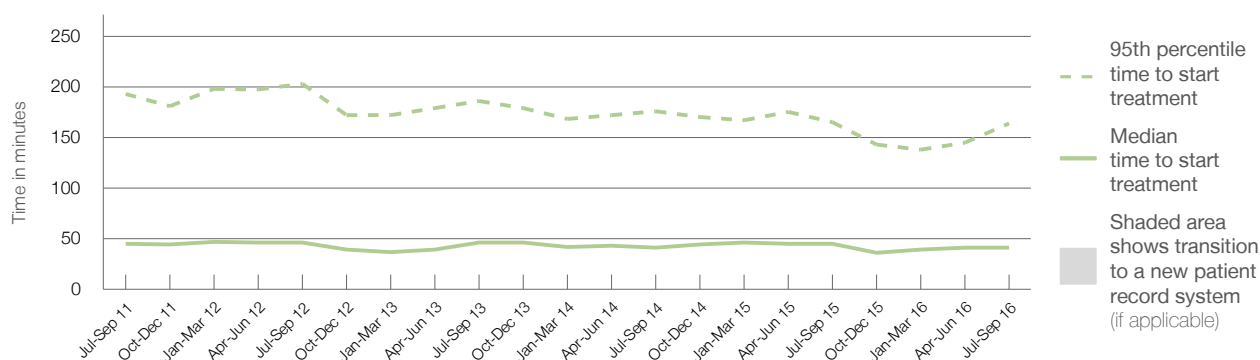
95th percentile time to start treatment ⁵ 164 minutes

Same period last year	NSW (this period)
5,872	
4,936	
45 minutes	27 minutes
165 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	46	46	41	45	41
95th percentile time to start treatment ⁵ (minutes)	193	203	186	176	165	164

(†) 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.

Maitland Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,231

Number of triage 5 patients used to calculate waiting time:³ 904

Median time to start treatment⁴

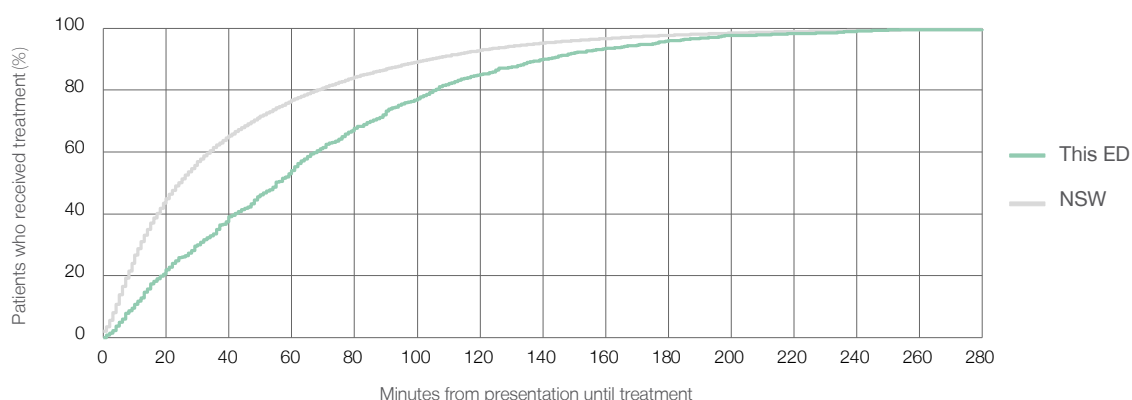
55 minutes

95th percentile time to start treatment⁵

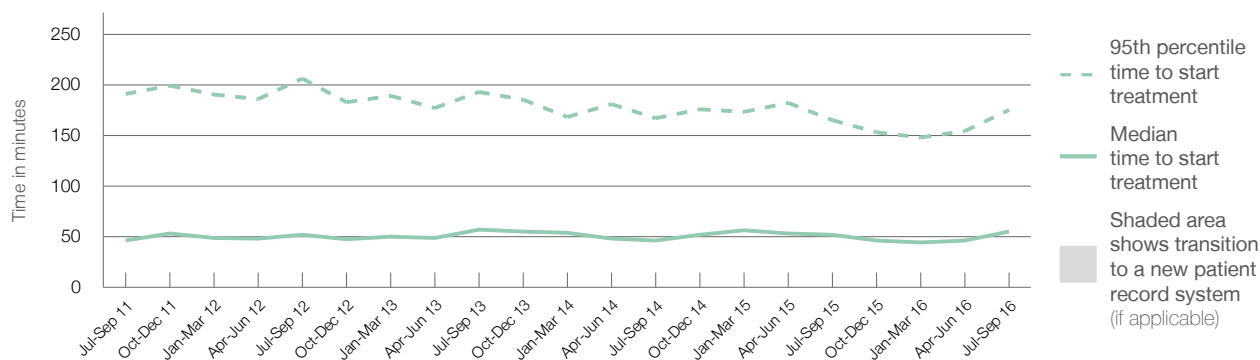
175 minutes

Same period last year	NSW (this period)
1,634	
1,233	
52 minutes	24 minutes
165 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	46	52	57	46	52	55
95th percentile time to start treatment ⁵ (minutes)	191	206	193	167	165	175

(†) 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.

Maitland Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 12,232 patients

Presentations used to calculate time to leaving the ED:⁶ 12,232 patients

Median time spent in the ED⁸

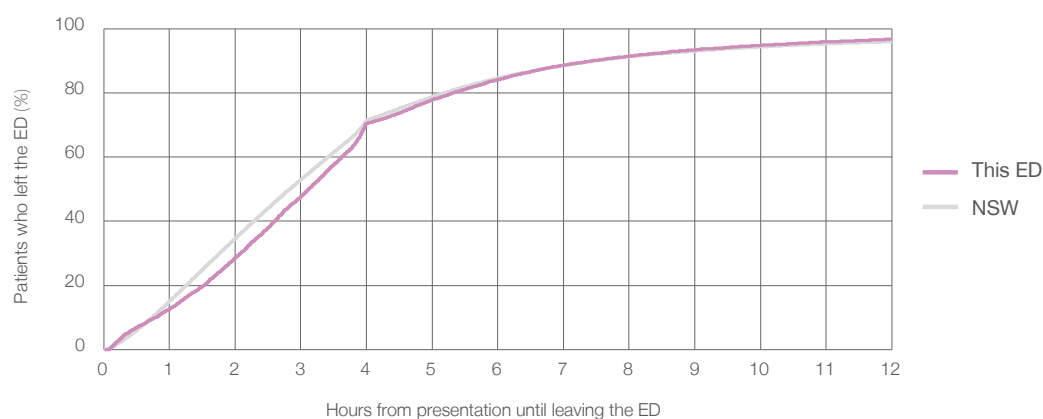
3 hours and 7 minutes

95th percentile time spent in the ED⁹

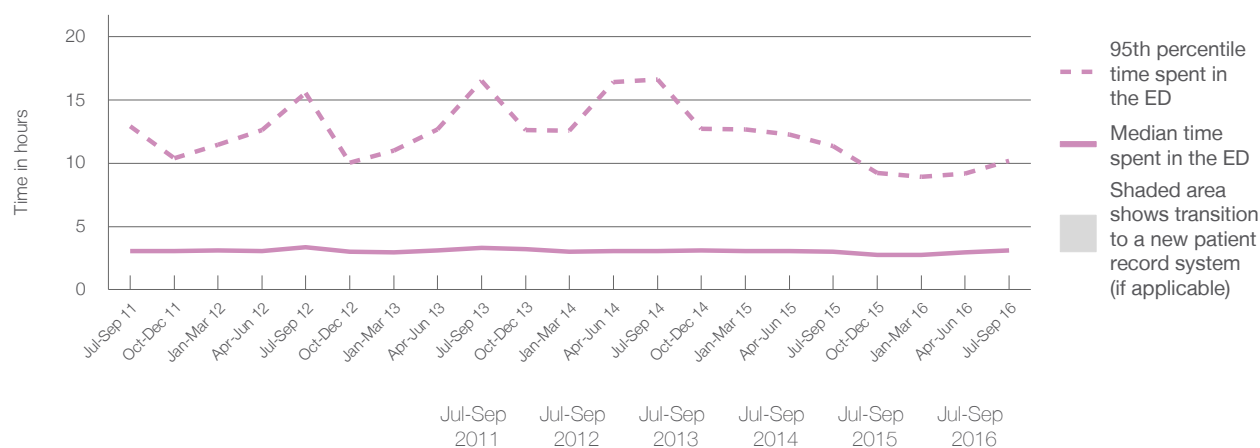
10 hours and 11 minutes

Same period last year	NSW (this period)
11,780	11,780
3 hours and 1 minutes	2 hours and 50 minutes
11 hours and 21 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	3h 22m	3h 19m	3h 3m	3h 1m	3h 7m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	15h 33m	16h 32m	16h 38m	11h 21m	10h 11m

(†) 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.

Maitland Hospital: Time patients spent in the ED

By mode of separation

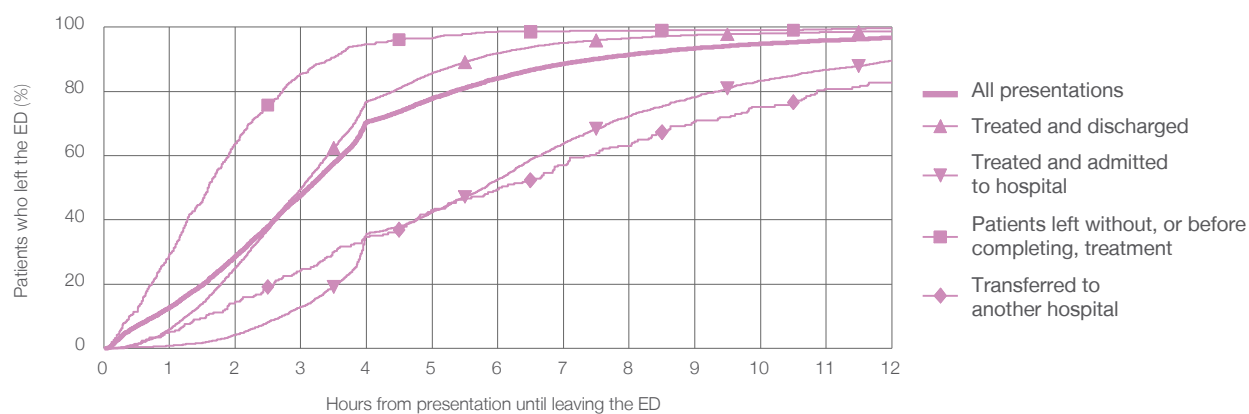
July to September 2016

All presentations:[†] 12,232 patients

Presentations used to calculate time to leaving the ED:[‡] 12,232 patients

		Same period last year	Change since one year ago
Treated and discharged	7,862 (64.3%)	11,780	3.8%
Treated and admitted to hospital	2,500 (20.4%)	7,585	3.7%
Patient left without, or before completing, treatment	586 (4.8%)	2,274	9.9%
Transferred to another hospital	214 (1.7%)	604	-3.0%
Other	1,070 (8.7%)	218	-1.8%
		1,099	-2.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.0%	25.2%	49.7%	76.8%	91.9%	96.6%	98.0%	98.7%
Treated and admitted to hospital	0.7%	4.2%	12.8%	35.6%	52.6%	72.3%	83.4%	89.5%
Patient left without, or before completing, treatment	29.4%	63.8%	85.5%	94.7%	98.6%	99.0%	99.1%	99.7%
Transferred to another hospital	5.1%	14.5%	24.3%	34.6%	49.5%	63.1%	75.2%	82.7%
All presentations	12.7%	28.7%	47.7%	70.5%	84.1%	91.4%	94.8%	96.7%

(†) 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.

Maitland Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 12,232 patients

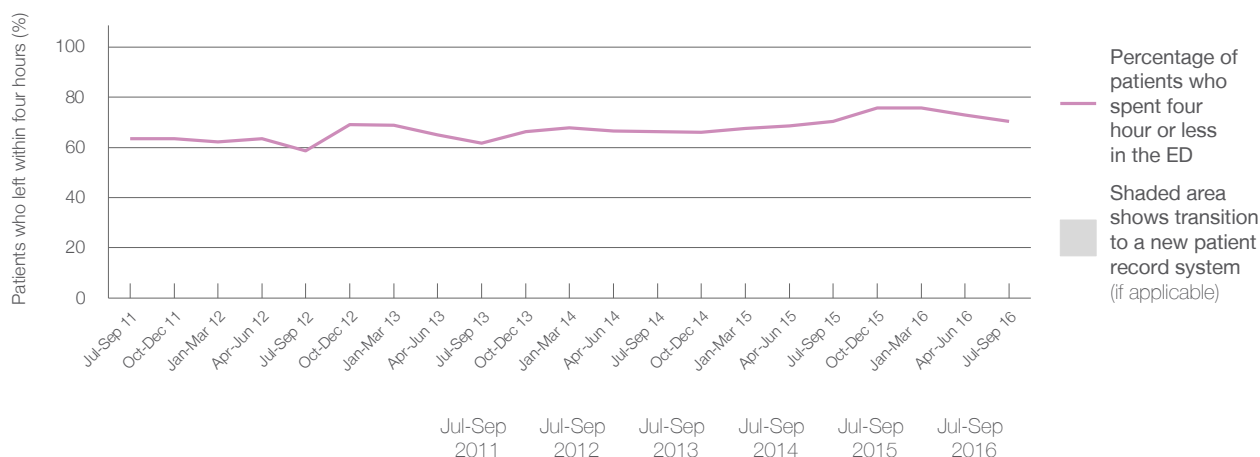
Presentations used to calculate time to leaving the ED: ⁶ 12,232 patients

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



Same period last year	Change since one year ago
11,780	3.8%
11,780	3.8%
70.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	63.4%	58.7%	61.6%	66.1%	70.3%	70.5%

- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Manly District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,800 patients

Emergency presentations:² 5,720 patients

Same period last year	Change since one year ago
5,845	-0.8%
5,793	-1.3%

Manly District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 973 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,262 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,202 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 248 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
789	
6 minutes	8 minutes
18 minutes	41 minutes
2,259	
12 minutes	21 minutes
52 minutes	103 minutes
2,340	
13 minutes	27 minutes
93 minutes	139 minutes
379	
12 minutes	24 minutes
111 minutes	138 minutes

Manly District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,800 patients

Percentage of patients who spent four hours or less in the ED 83.3%

Same period last year	Change since one year ago
5,845	-0.8%
84.0%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

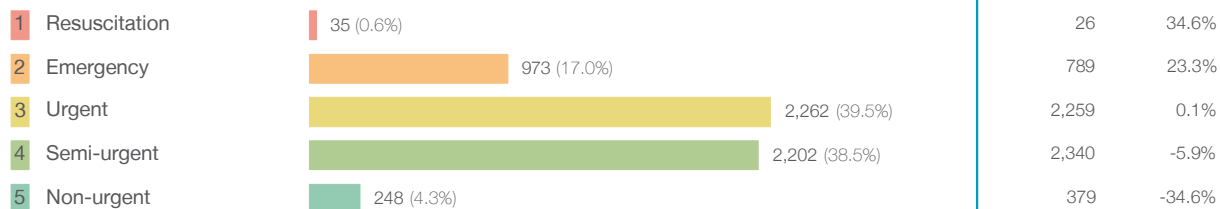
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Manly District Hospital: Patients presenting to the emergency department

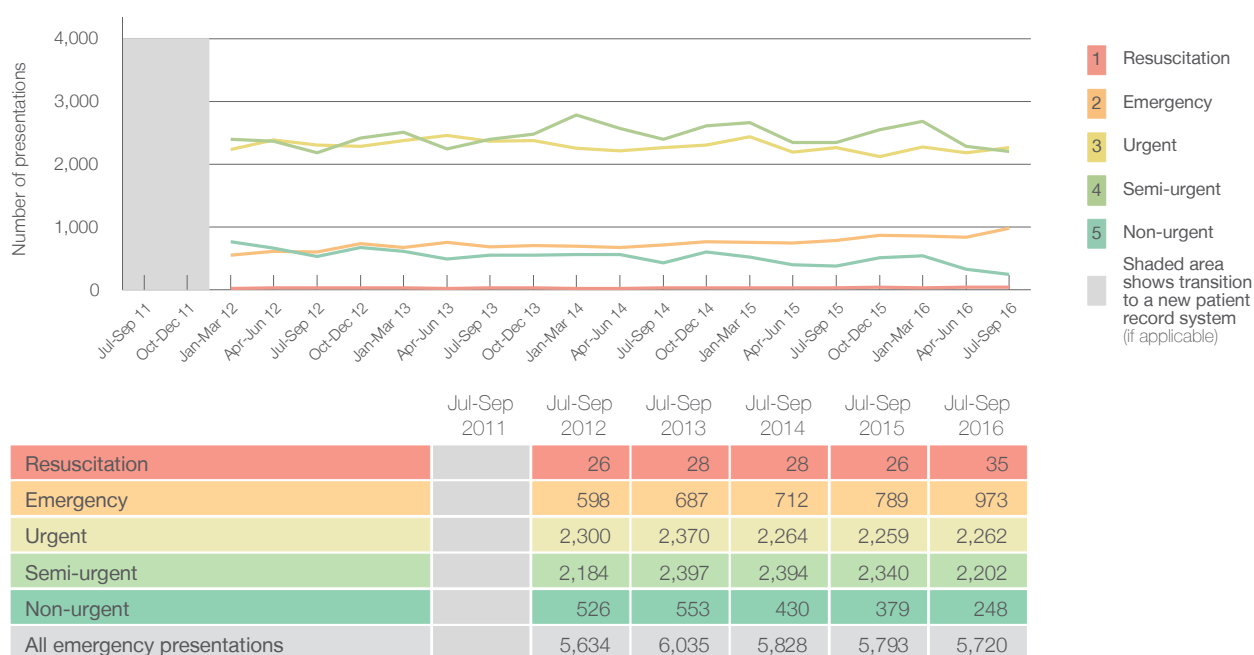
July to September 2016

All presentations:¹ 5,800 patients

Emergency presentations² by triage category: 5,720 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Manly District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,376 patients

ED Transfer of care time



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

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

Manly District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 973

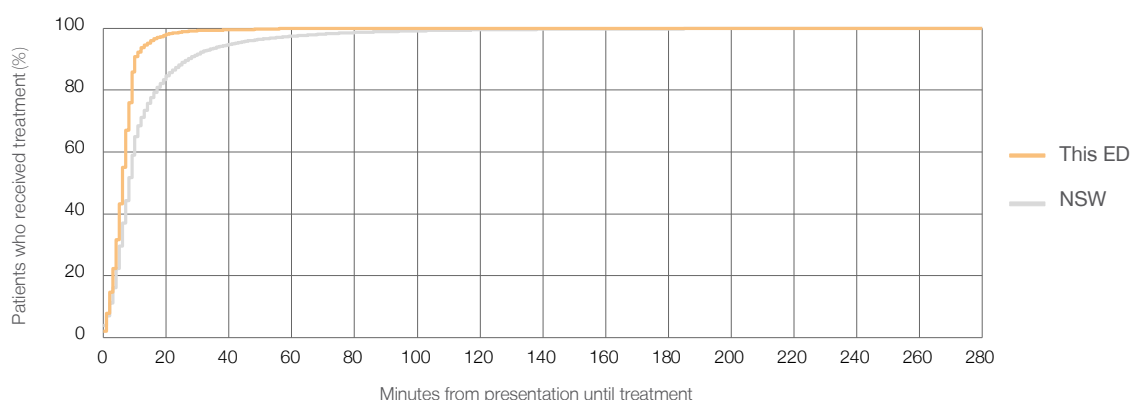
Number of triage 2 patients used to calculate waiting time: ³ 970

Median time to start treatment ⁴ 6 minutes

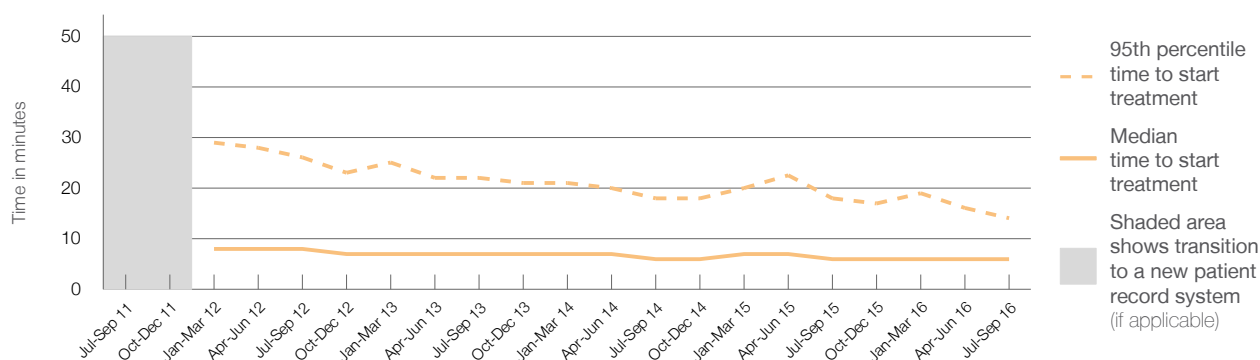
95th percentile time to start treatment ⁵ 14 minutes

Same period last year	NSW (this period)
789	789
6 minutes	8 minutes
18 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		8	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)		26	22	18	18	14

(†) 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.

Manly District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,262

Number of triage 3 patients used to calculate waiting time: ³ 2,245

Median time to start treatment ⁴

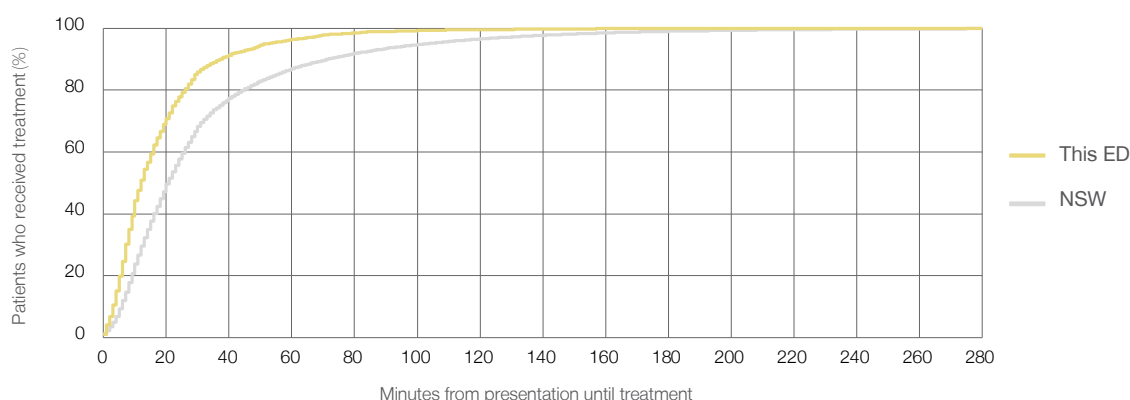
12 minutes

95th percentile time to start treatment ⁵

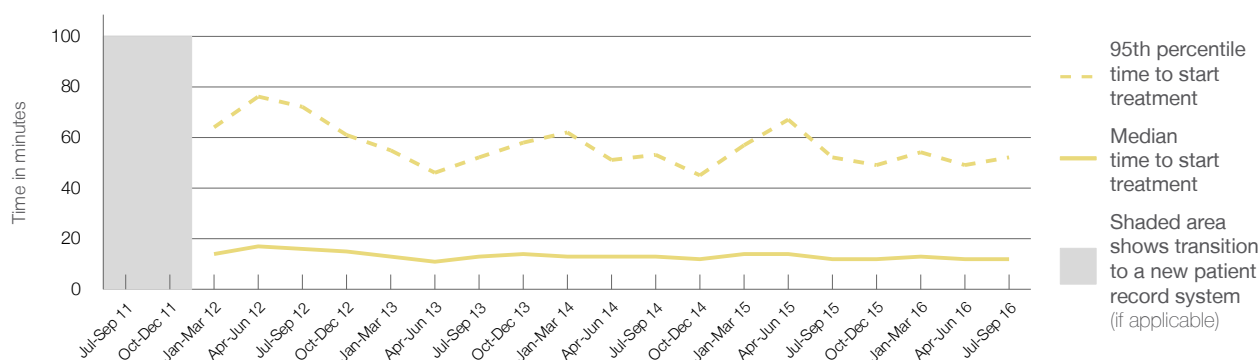
52 minutes

Same period last year	NSW (this period)
2,259	
2,246	
12 minutes	21 minutes
52 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		16	13	13	12	12
95th percentile time to start treatment ⁵ (minutes)		72	52	53	52	52

(†) 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.

Manly District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,202

Number of triage 4 patients used to calculate waiting time: ³ 2,118

Median time to start treatment ⁴

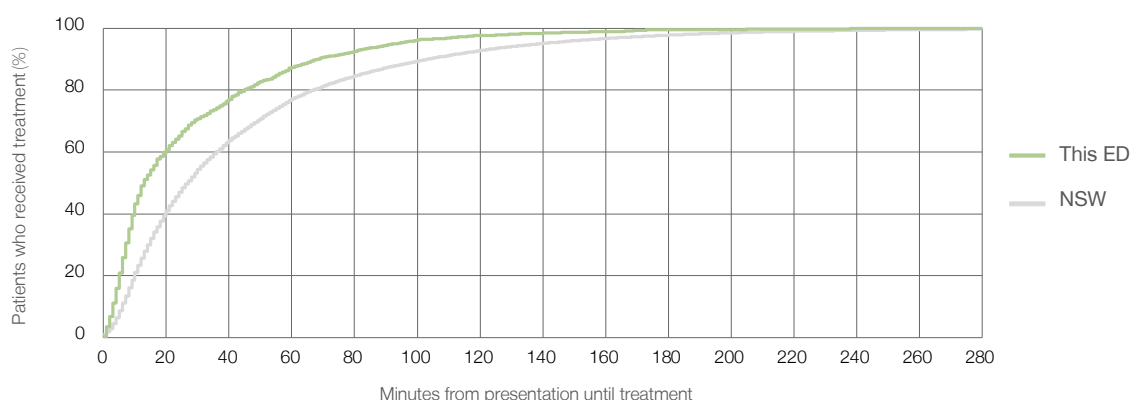
13 minutes

95th percentile time to start treatment ⁵

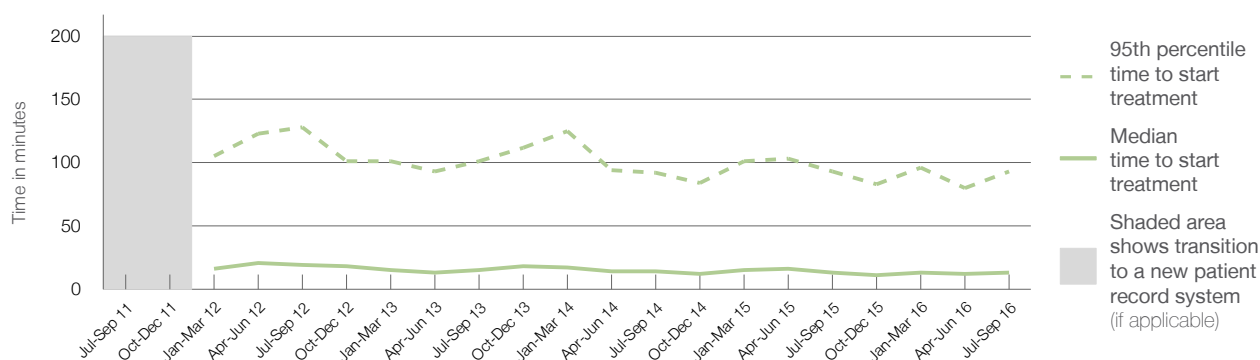
93 minutes

Same period last year	NSW (this period)
2,340	
2,285	
13 minutes	27 minutes
93 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		19	15	14	13	13
95th percentile time to start treatment ⁵ (minutes)		128	101	92	93	93

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

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

Manly District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 248

Number of triage 5 patients used to calculate waiting time:³ 228

Median time to start treatment⁴

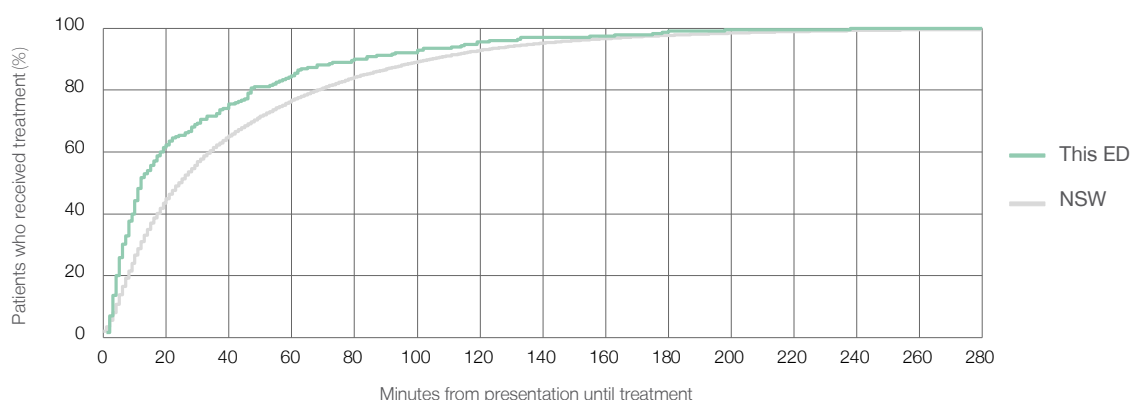
12 minutes

95th percentile time to start treatment⁵

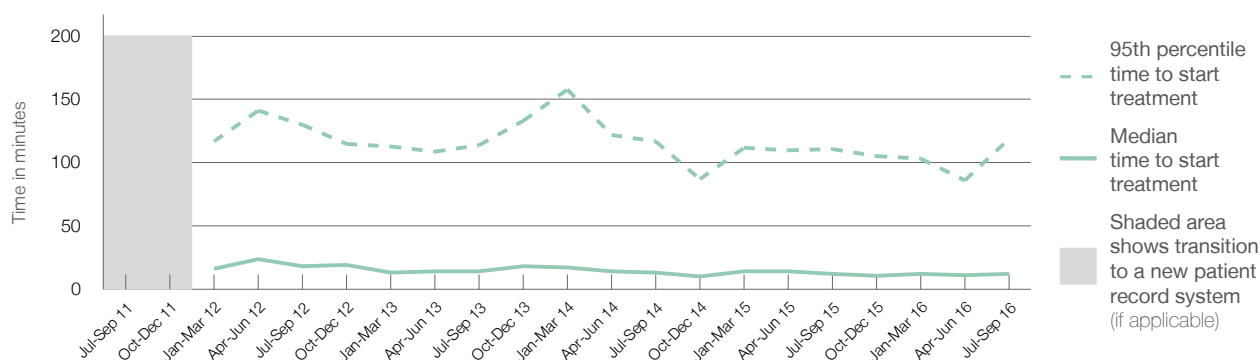
119 minutes

Same period last year	NSW (this period)
379	
359	
12 minutes	24 minutes
111 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		18	14	13	12	12
95th percentile time to start treatment ⁵ (minutes)		130	114	117	111	119

(†) 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.

Manly District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,800 patients

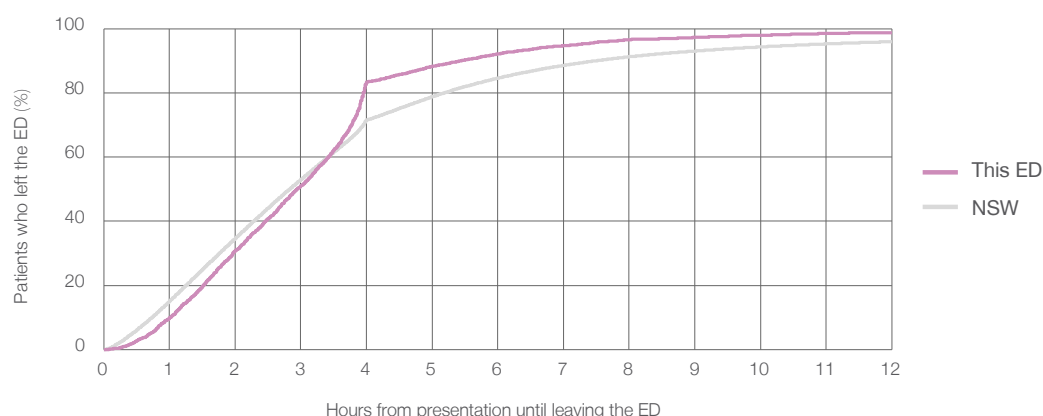
Presentations used to calculate time to leaving the ED:⁶ 5,800 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

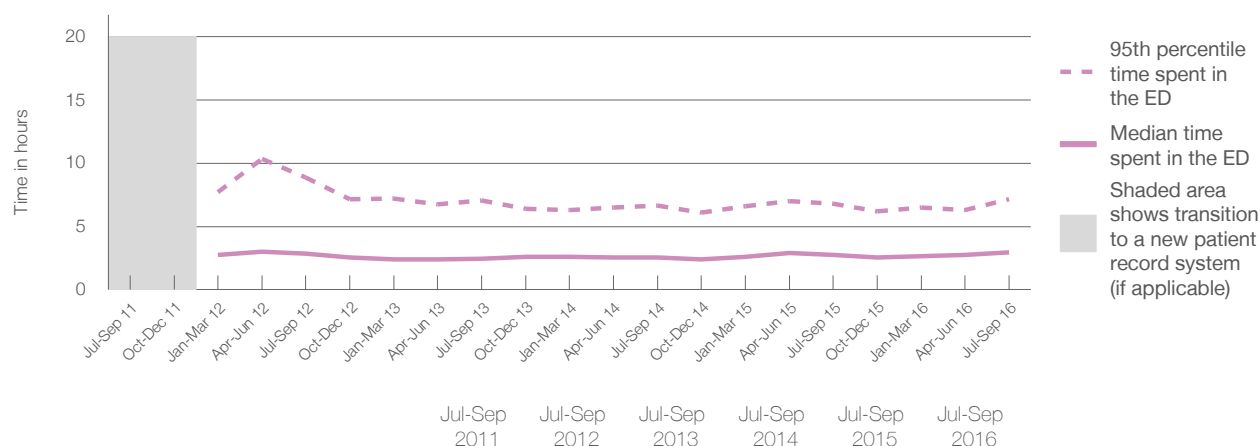
95th percentile time spent in the ED⁹ 7 hours and 11 minutes

Same period last year	NSW (this period)
5,845	
5,845	
2 hours and 46 minutes	2 hours and 50 minutes
6 hours and 48 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)		2h 52m	2h 26m	2h 34m	2h 46m	2h 57m
95th percentile time to leaving the ED ⁹ (hours, minutes)		8h 51m	7h 2m	6h 38m	6h 48m	7h 11m

(†) 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.

Manly District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

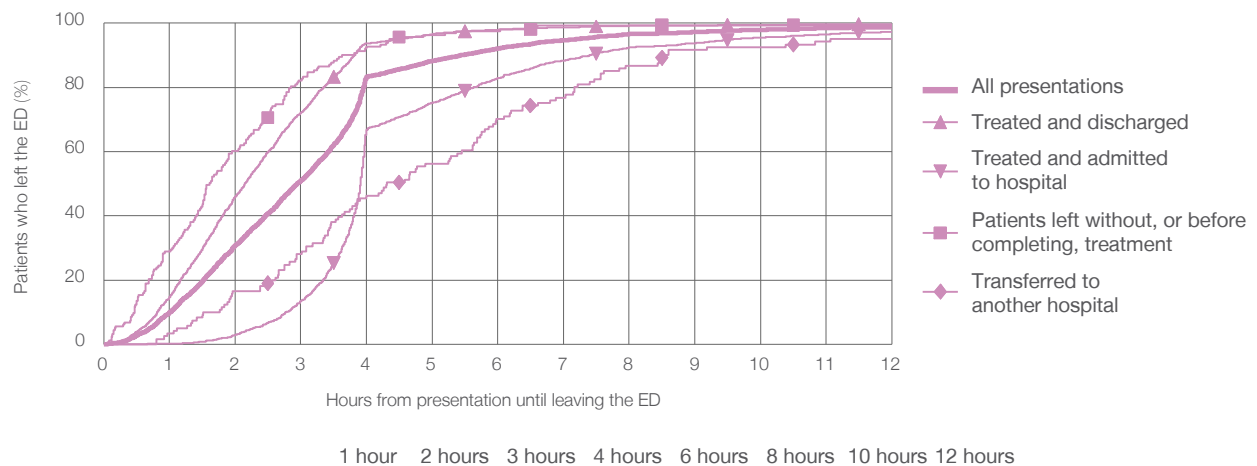
All presentations:[†] 5,800 patients

Presentations used to calculate time to leaving the ED:[‡] 5,800 patients

Treated and discharged	3,484 (60.1%)
Treated and admitted to hospital	2,028 (35.0%)
Patient left without, or before completing, treatment	163 (2.8%)
Transferred to another hospital	121 (2.1%)
Other	4 (0.1%)

Same period last year	Change since one year ago
5,845	-0.8%
3,569	-2.4%
1,996	1.6%
118	38.1%
160	-24.4%
2	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.8%	46.1%	72.2%	93.7%	98.0%	99.2%	99.5%	99.7%
Treated and admitted to hospital	0.2%	2.9%	13.5%	66.8%	82.9%	92.5%	95.6%	97.3%
Patient left without, or before completing, treatment	28.8%	60.1%	82.2%	92.6%	97.5%	99.4%	99.4%	99.4%
Transferred to another hospital	3.3%	16.5%	28.1%	46.3%	70.2%	86.8%	92.6%	95.0%
All presentations	9.9%	30.8%	51.1%	83.3%	92.1%	96.6%	98.0%	98.8%

(†) 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.

Manly District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 5,800 patients

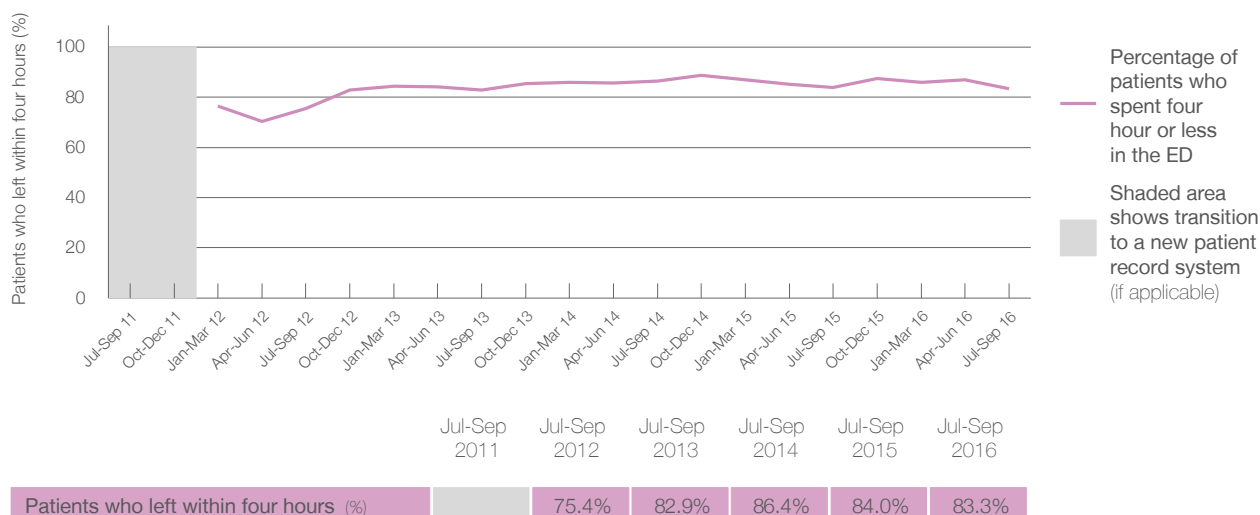
Presentations used to calculate time to leaving the ED: ⁶ 5,800 patients

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



Same period last year	Change since one year ago
5,845	-0.8%
5,845	-0.8%
84.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Manning Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,987 patients

Emergency presentations:² 6,834 patients

Same period last year	Change since one year ago
6,872	1.7%
6,768	1.0%

Manning Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,308 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,060 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 128 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,171 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,255 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
1,140	
7 minutes	8 minutes
10 minutes	41 minutes
2,067	
21 minutes	21 minutes
144 minutes	103 minutes
2,392	
32 minutes	27 minutes
188 minutes	139 minutes
1,132	
32 minutes	24 minutes
169 minutes	138 minutes

Manning Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,987 patients

Percentage of patients who spent four hours or less in the ED 76.8%

Same period last year	Change since one year ago
6,872	1.7%
73.4%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

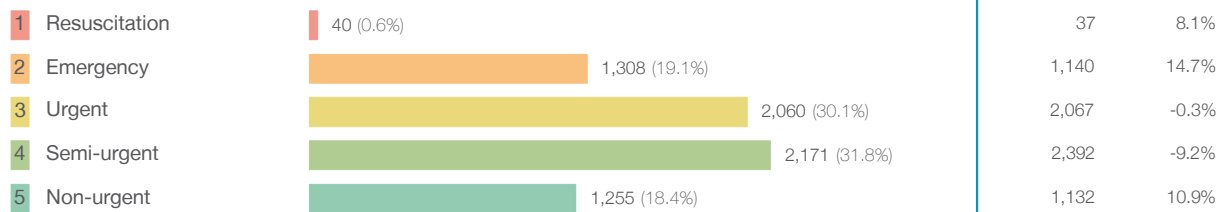
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Manning Base Hospital: Patients presenting to the emergency department

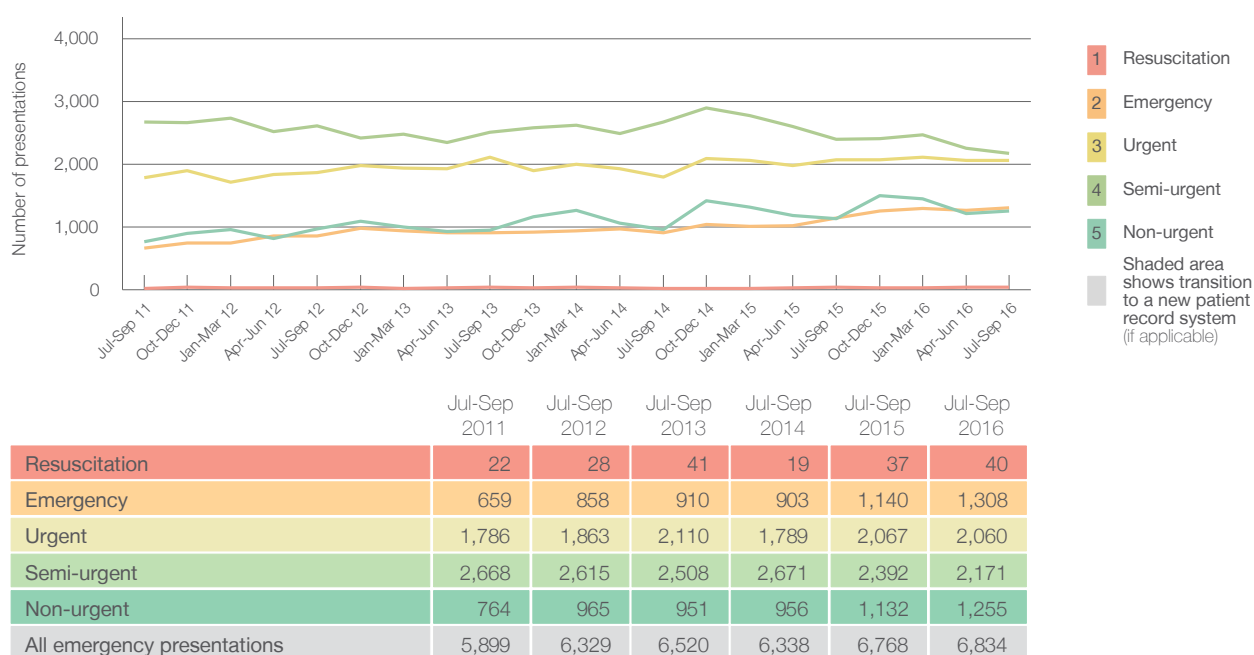
July to September 2016

All presentations:¹ 6,987 patients

Emergency presentations² by triage category: 6,834 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



Manning Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 1,888 patients

ED Transfer of care time



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

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

Manning Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,308

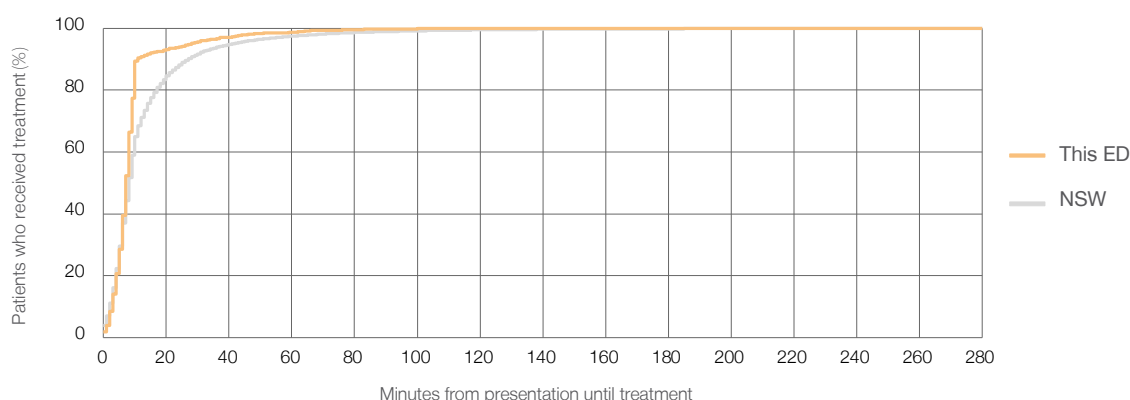
Number of triage 2 patients used to calculate waiting time:³ 1,298

Median time to start treatment⁴ 7 minutes

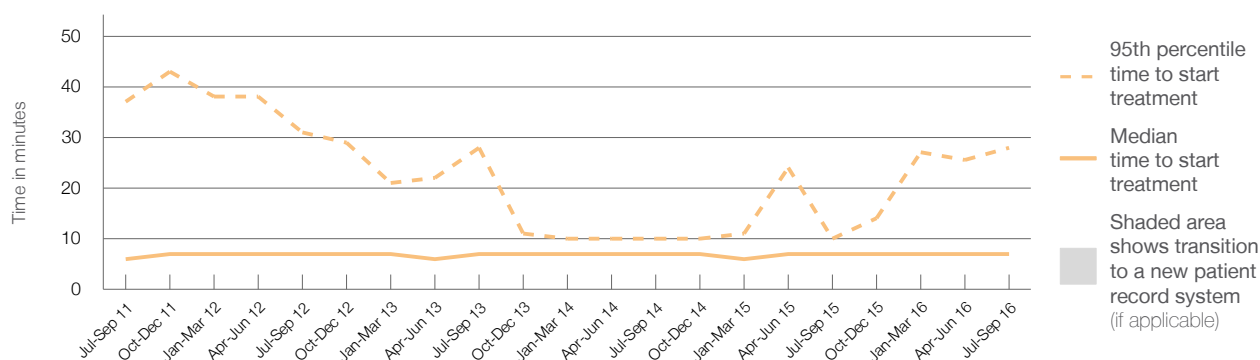
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
1,140	
1,135	
7 minutes	8 minutes
10 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	7	7	7	7	7
95th percentile time to start treatment ⁵ (minutes)	37	31	28	10	10	28

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

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

Manning Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,060

Number of triage 3 patients used to calculate waiting time: ³ 2,006

Median time to start treatment ⁴

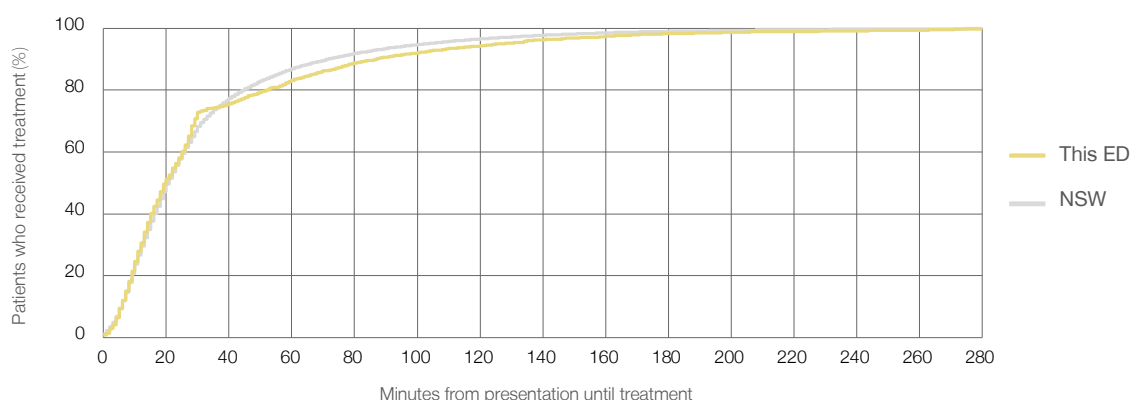
20 minutes

95th percentile time to start treatment ⁵

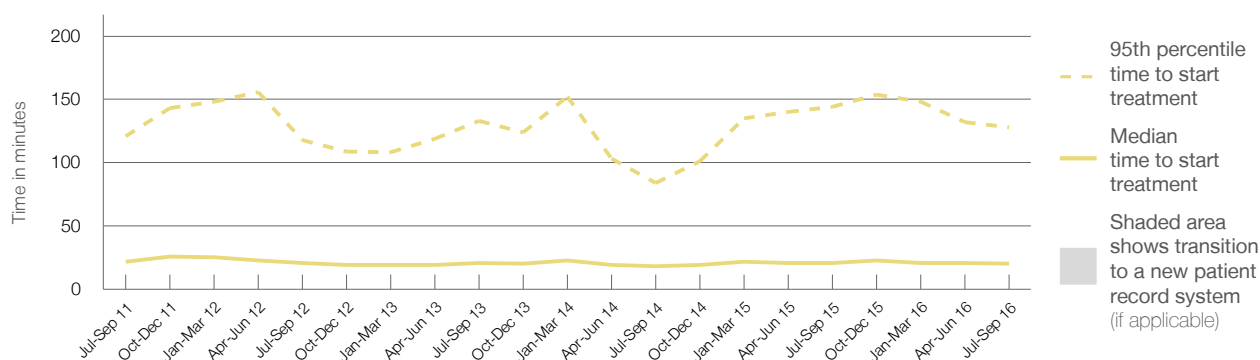
128 minutes

Same period last year	NSW (this period)
2,067	
2,016	
21 minutes	21 minutes
144 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	22	21	21	18	21	20
95th percentile time to start treatment ⁵ (minutes)	121	118	133	84	144	128

(†) 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.

Manning Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,171

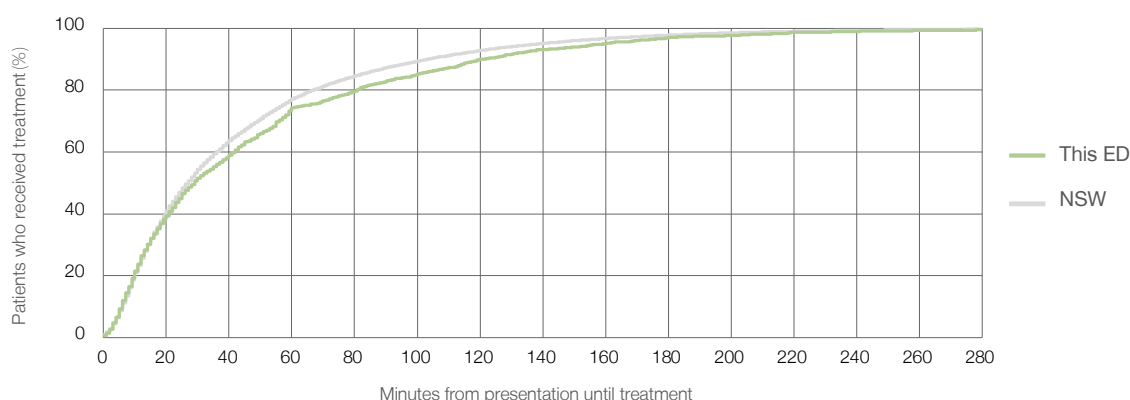
Number of triage 4 patients used to calculate waiting time: ³ 2,010

Median time to start treatment ⁴ 29 minutes

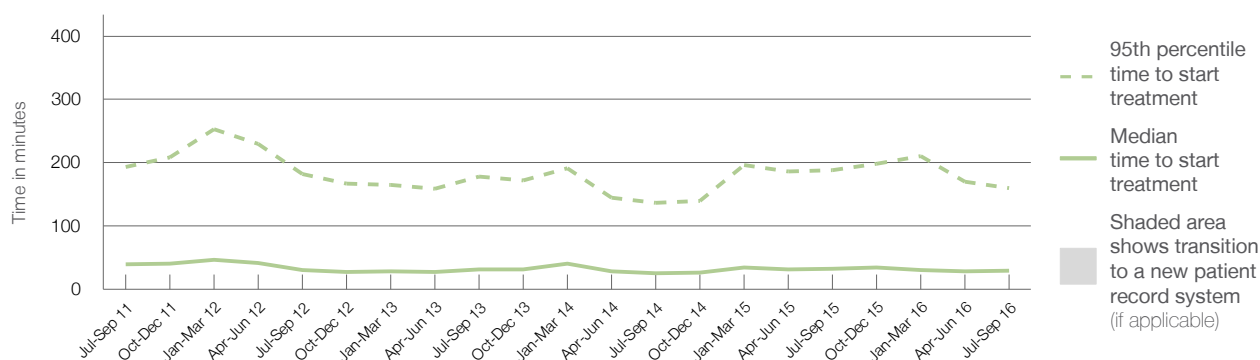
95th percentile time to start treatment ⁵ 160 minutes

Same period last year	NSW (this period)
2,392	
2,216	
32 minutes	27 minutes
188 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	30	31	25	32	29
95th percentile time to start treatment ⁵ (minutes)	193	182	178	137	188	160

(†) 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.

Manning Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,255

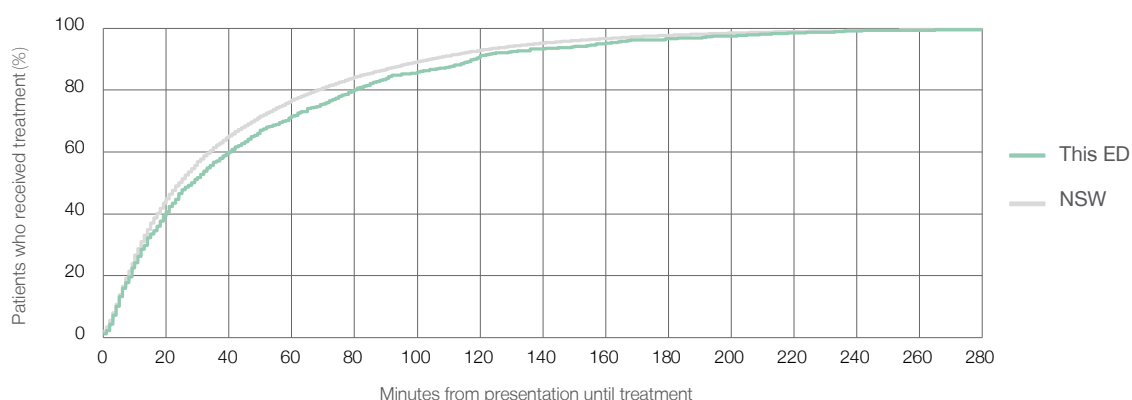
Number of triage 5 patients used to calculate waiting time: ³ 1,134

Median time to start treatment ⁴ 29 minutes

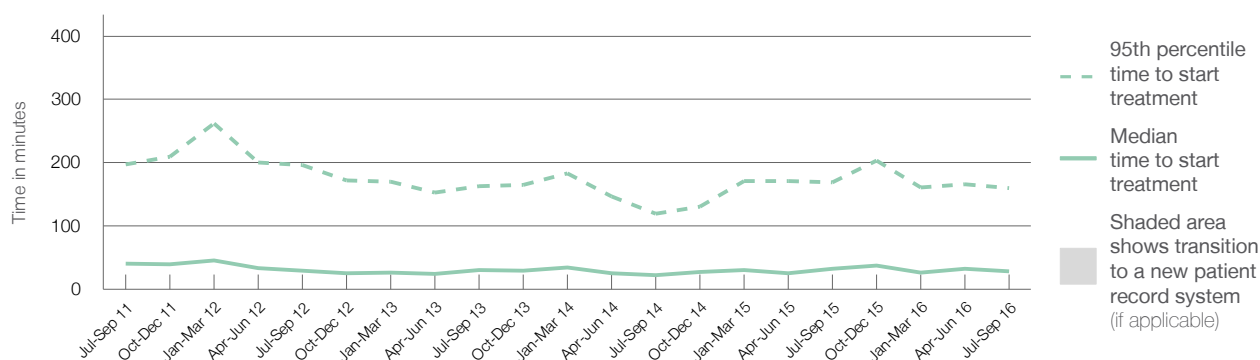
95th percentile time to start treatment ⁵ 160 minutes

Same period last year	NSW (this period)
1,132	
1,028	
32 minutes	24 minutes
169 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	40	30	30	22	32	29
95th percentile time to start treatment ⁵ (minutes)	197	196	163	119	169	160

(†) 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.

Manning Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,987 patients

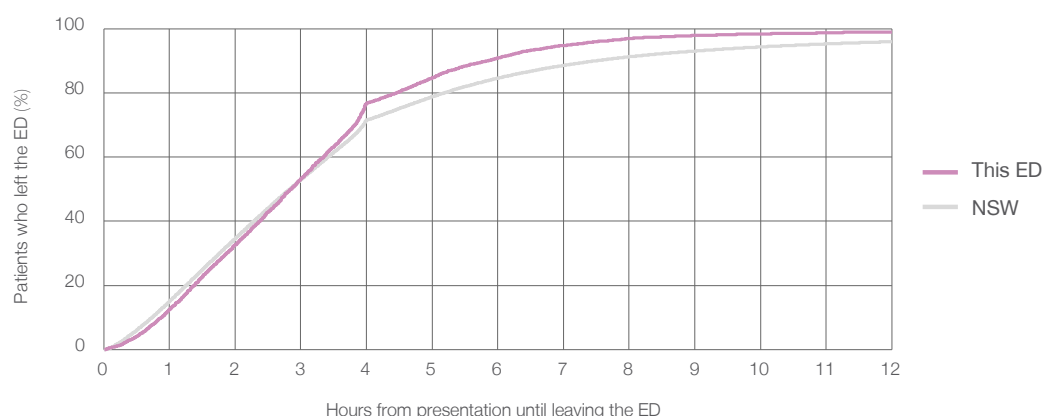
Presentations used to calculate time to leaving the ED:⁶ 6,987 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

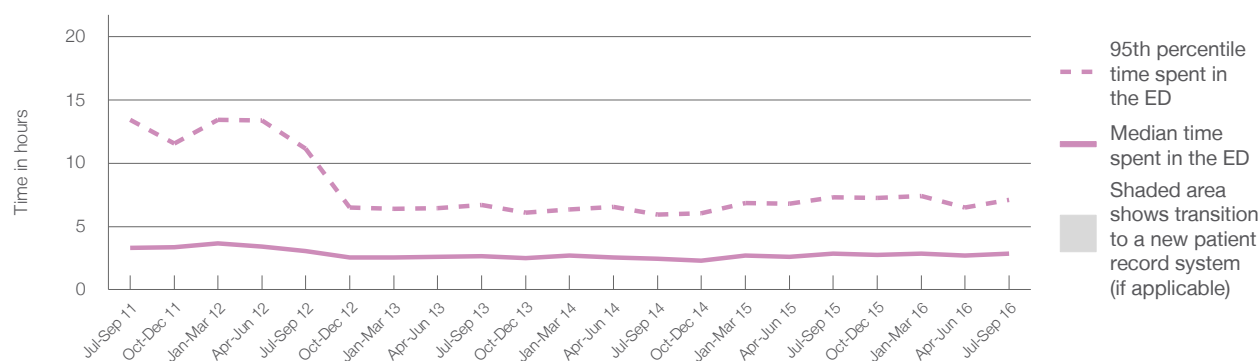
95th percentile time spent in the ED⁹ 7 hours and 6 minutes

Same period last year	NSW (this period)
6,872	
6,872	
2 hours and 50 minutes	2 hours and 50 minutes
7 hours and 18 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 19m	3h 3m	2h 39m	2h 26m	2h 50m	2h 51m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 24m	11h 9m	6h 42m	5h 57m	7h 18m	7h 6m

(†) 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.

Manning Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

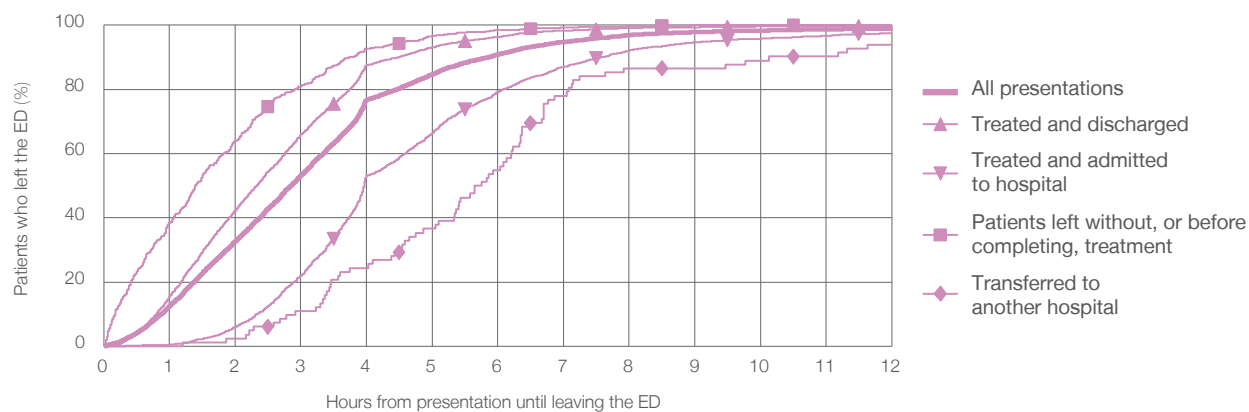
All presentations:[†] 6,987 patients

Presentations used to calculate time to leaving the ED:[‡] 6,987 patients

Treated and discharged	4,281 (61.3%)
Treated and admitted to hospital	2,080 (29.8%)
Patient left without, or before completing, treatment	478 (6.8%)
Transferred to another hospital	82 (1.2%)
Other	66 (0.9%)

Same period last year	Change since one year ago
6,872	1.7%
4,462	-4.1%
1,798	15.7%
483	-1.0%
81	1.2%
48	37.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	15.5%	42.3%	65.9%	87.5%	96.3%	99.2%	99.6%	99.8%
Treated and admitted to hospital	0.5%	6.0%	21.9%	53.2%	79.2%	92.1%	95.8%	97.5%
Patient left without, or before completing, treatment	38.5%	64.0%	81.0%	92.7%	98.5%	99.8%	100%	100%
Transferred to another hospital	0%	2.4%	11.0%	24.4%	54.9%	86.6%	89.0%	93.9%
All presentations	12.6%	32.7%	53.3%	76.8%	90.9%	96.9%	98.4%	99.0%

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Manning Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 6,987 patients

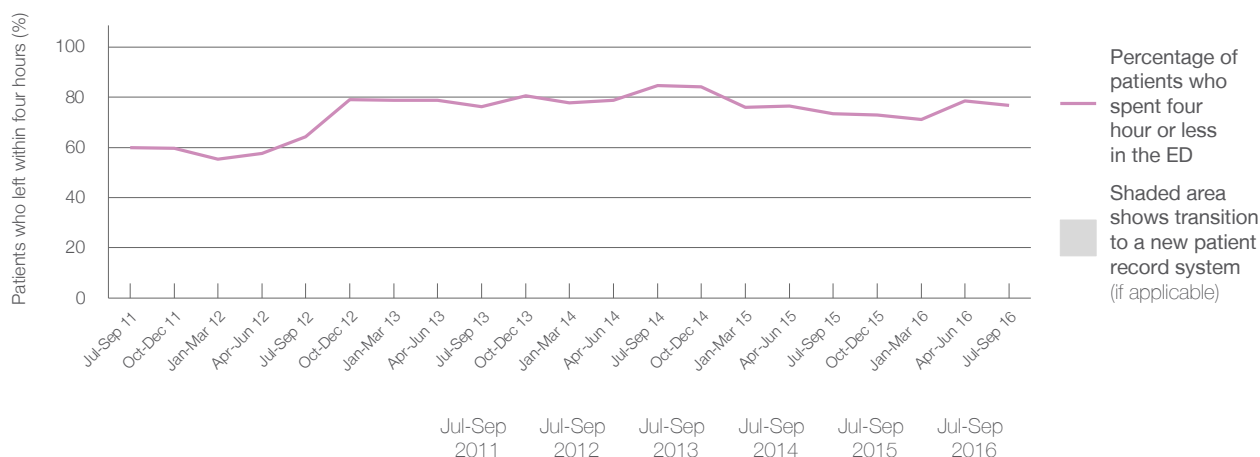
Presentations used to calculate time to leaving the ED: ⁶ 6,987 patients

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



Same period last year	Change since one year ago
6,872	1.7%
6,872	1.7%
73.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	59.8%	64.1%	76.3%	84.6%	73.4%	76.8%
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- * 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.
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 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

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

July to September 2016

All presentations:¹ 8,424 patients

Emergency presentations:² 8,383 patients

Same period last year	Change since one year ago
8,366	0.7%
8,297	1.0%

Mona Vale and District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,124 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,202 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,286 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 726 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
1,016	
6 minutes	8 minutes
18 minutes	41 minutes
3,134	
15 minutes	21 minutes
69 minutes	103 minutes
3,494	
15 minutes	27 minutes
117 minutes	139 minutes
618	
13 minutes	24 minutes
123 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,424 patients

Percentage of patients who spent four hours or less in the ED 84.5%

Same period last year	Change since one year ago
8,366	0.7%
80.7%	

* 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.
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5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

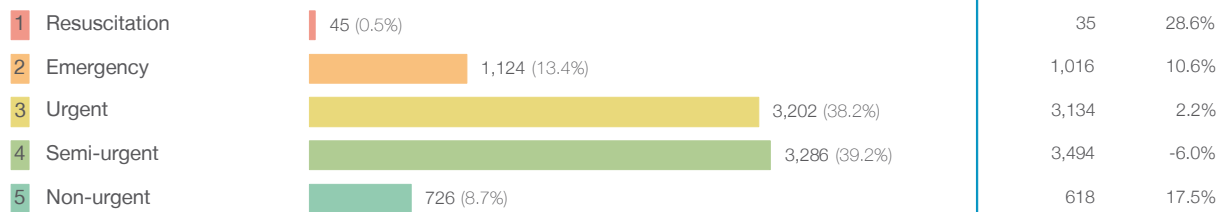
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Mona Vale and District Hospital: Patients presenting to the emergency department

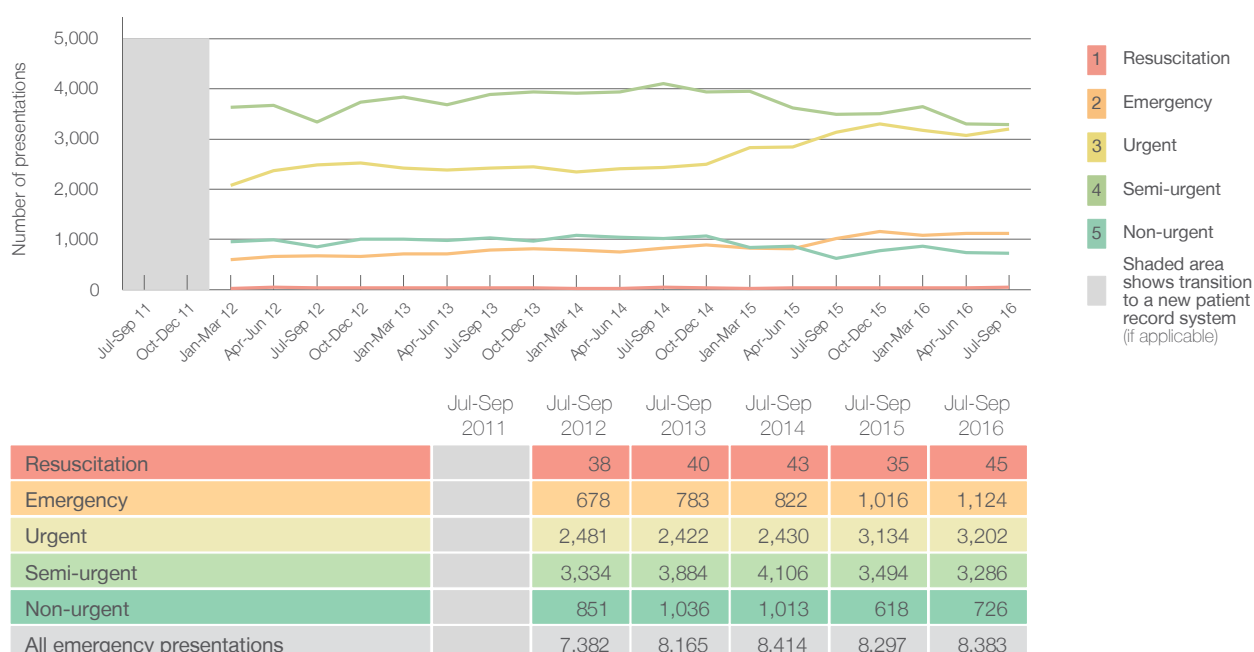
July to September 2016

All presentations:¹ 8,424 patients

Emergency presentations² by triage category: 8,383 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Mona Vale and District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,662 patients

ED Transfer of care time



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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,124

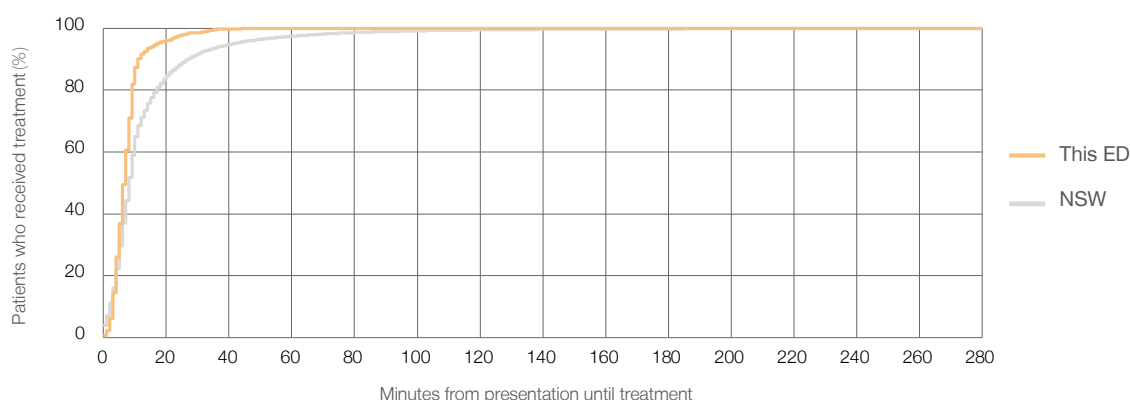
Number of triage 2 patients used to calculate waiting time: ³ 1,120

Median time to start treatment ⁴ 7 minutes

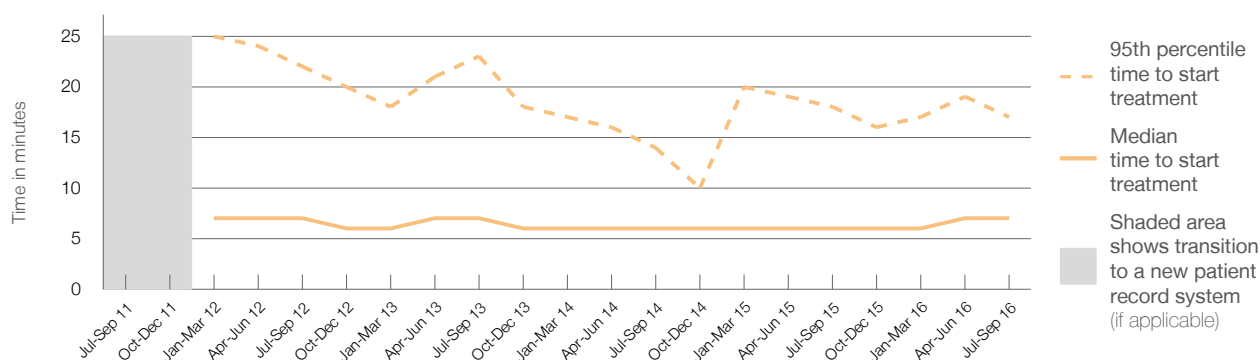
95th percentile time to start treatment ⁵ 17 minutes

Same period last year	NSW (this period)
1,016	
1,016	
6 minutes	8 minutes
18 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		7	7	6	6	7
95th percentile time to start treatment ⁵ (minutes)		22	23	14	18	17

(†) 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.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,202

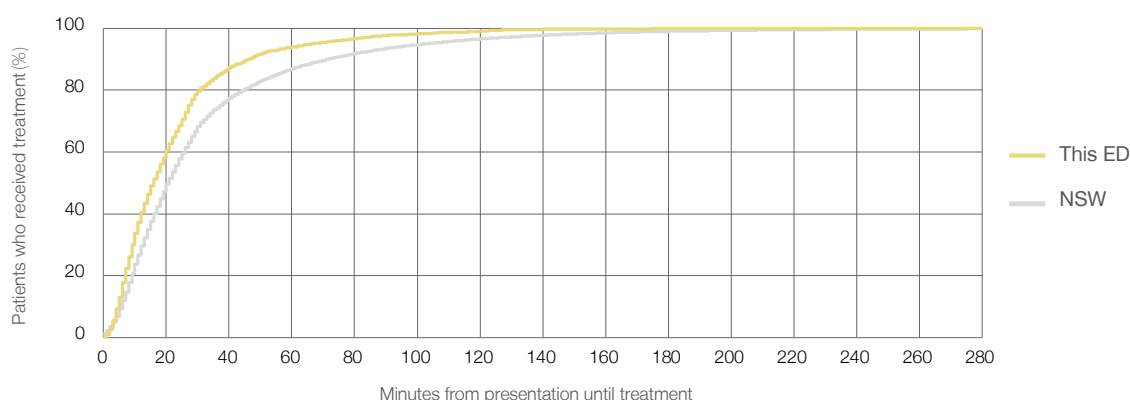
Number of triage 3 patients used to calculate waiting time: ³ 3,167

Median time to start treatment ⁴ 16 minutes

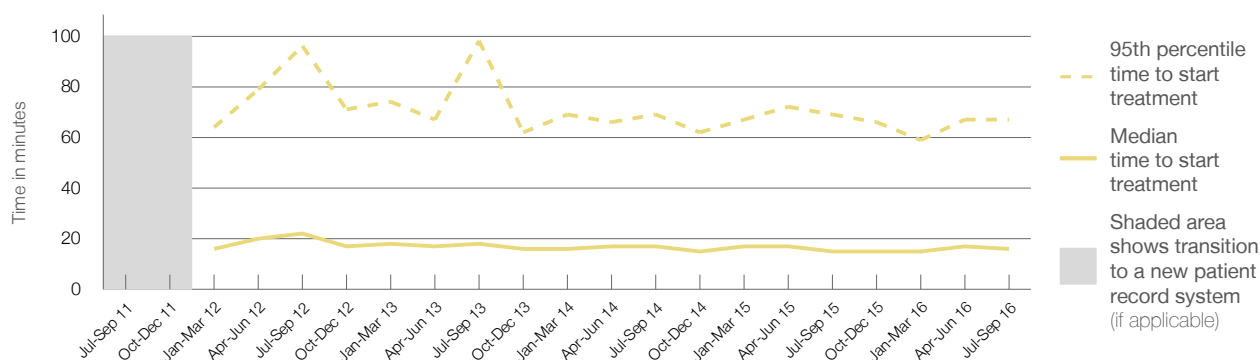
95th percentile time to start treatment ⁵ 67 minutes

Same period last year	NSW (this period)
3,134	
3,117	
15 minutes	21 minutes
69 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		22	18	17	15	16
95th percentile time to start treatment ⁵ (minutes)		96	98	69	69	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.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,286

Number of triage 4 patients used to calculate waiting time:³ 3,124

Median time to start treatment⁴

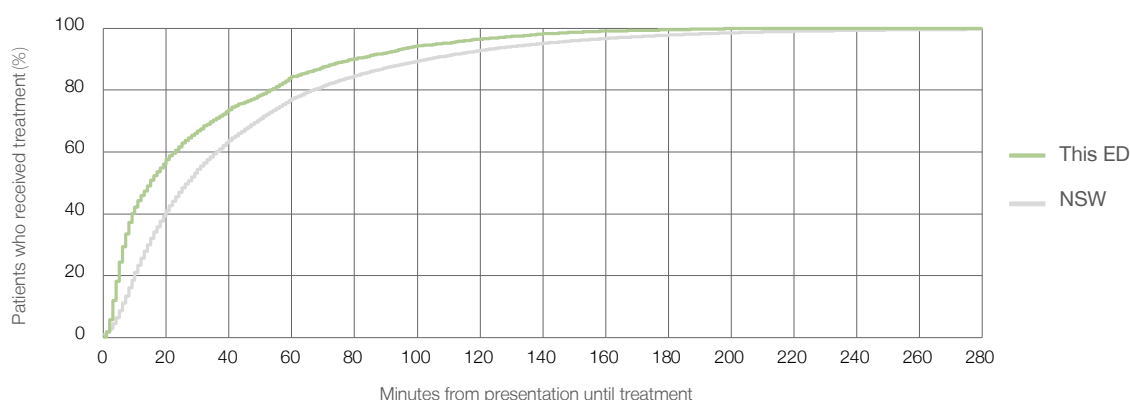
15 minutes

95th percentile time to start treatment⁵

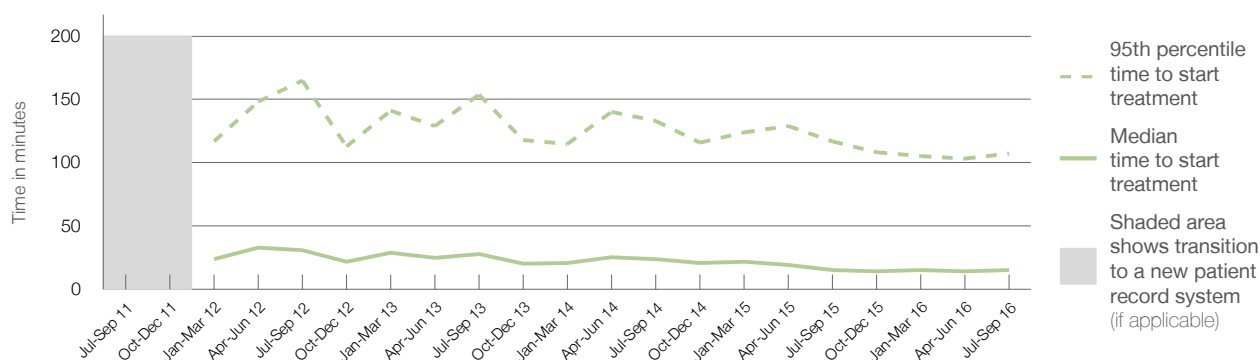
107 minutes

Same period last year	NSW (this period)
3,494	
3,362	
15 minutes	27 minutes
117 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		31	28	24	15	15
95th percentile time to start treatment ⁵ (minutes)		165	154	133	117	107

(†) 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.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 726

Number of triage 5 patients used to calculate waiting time:³ 677

Median time to start treatment⁴

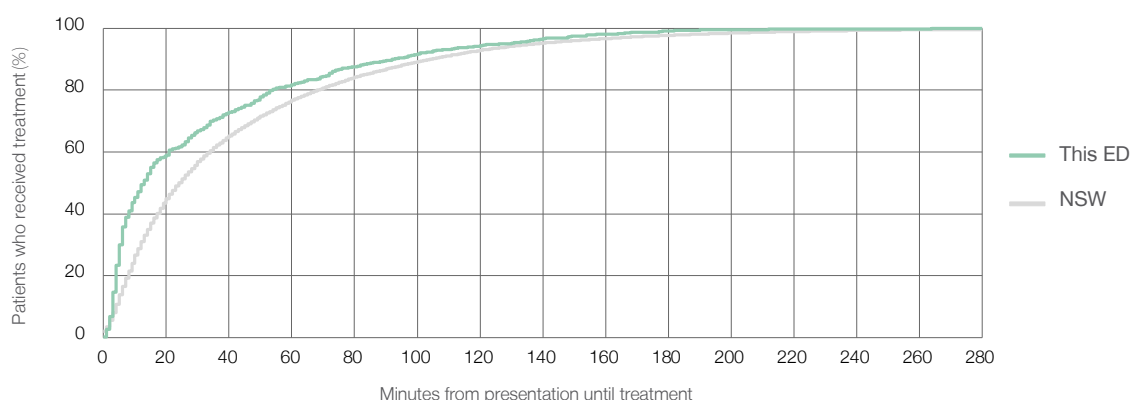
13 minutes

95th percentile time to start treatment⁵

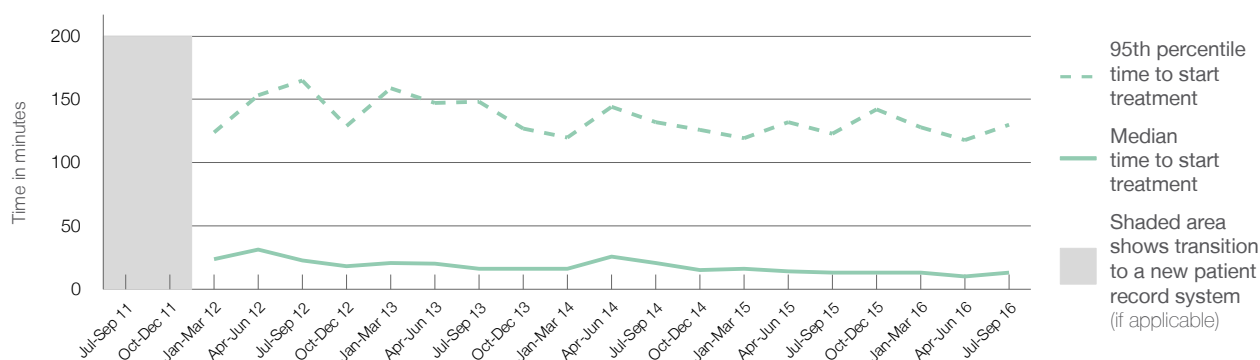
130 minutes

Same period last year	NSW (this period)
618	
577	
13 minutes	24 minutes
123 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		23	16	21	13	13
95th percentile time to start treatment ⁵ (minutes)		165	148	132	123	130

(†) 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.

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

July to September 2016

All presentations:¹ 8,424 patients

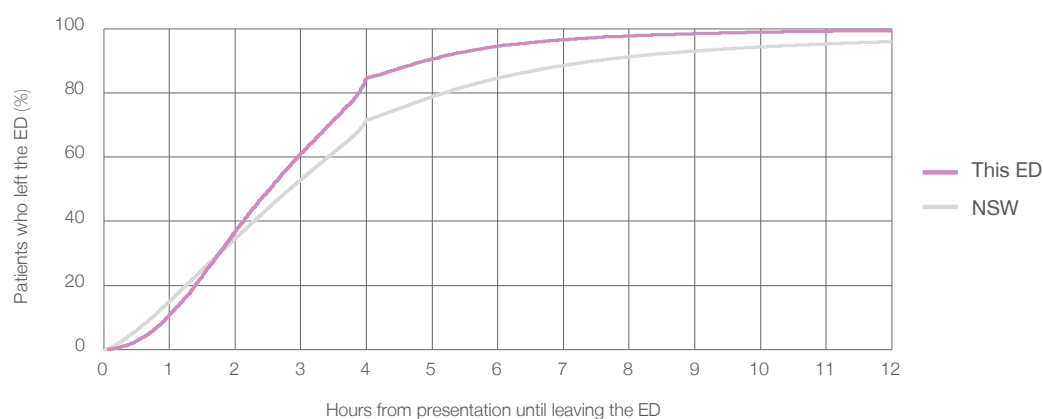
Presentations used to calculate time to leaving the ED:⁶ 8,424 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

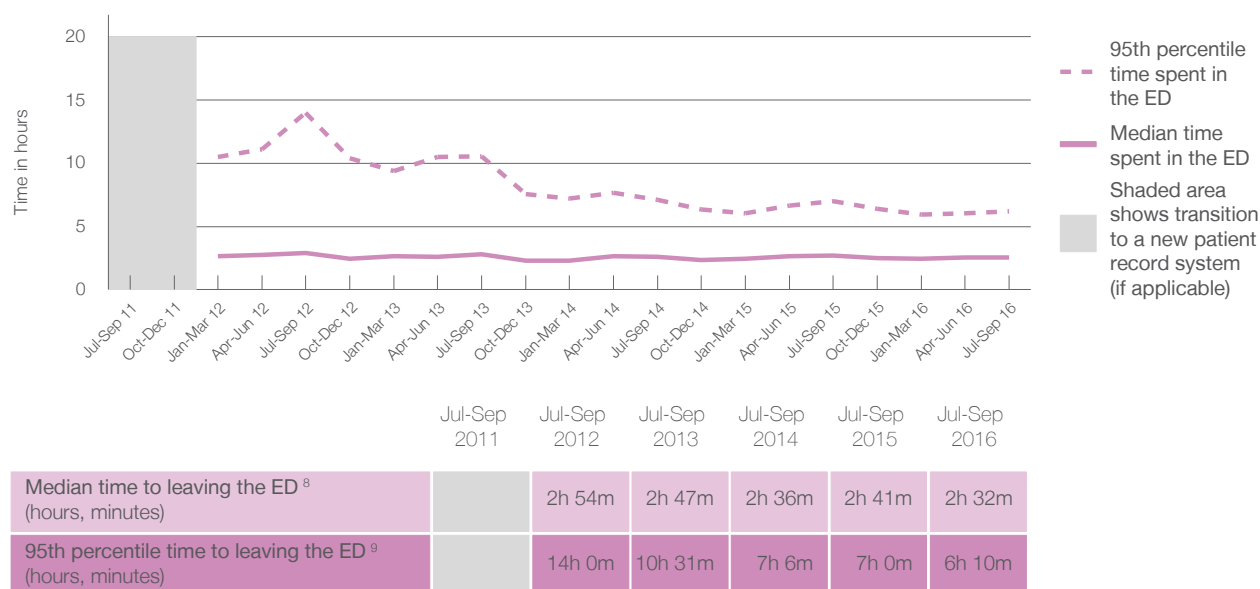
95th percentile time spent in the ED⁹ 6 hours and 10 minutes

Same period last year	NSW (this period)
8,366	
8,366	
2 hours and 41 minutes	2 hours and 50 minutes
7 hours and 0 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



(†) 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.

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

By mode of separation

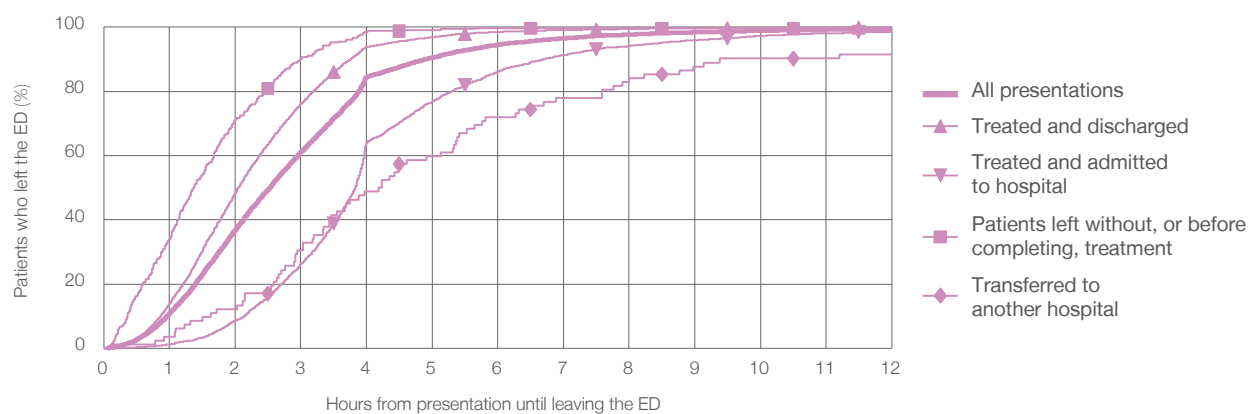
July to September 2016

All presentations:[†] 8,424 patients

Presentations used to calculate time to leaving the ED:[‡] 8,424 patients

		Same period last year	Change since one year ago
Treated and discharged	5,429 (64.4%)	5,106	6.3%
Treated and admitted to hospital	2,557 (30.4%)	2,874	-11.0%
Patient left without, or before completing, treatment	336 (4.0%)	304	10.5%
Transferred to another hospital	82 (1.0%)	81	1.2%
Other	20 (0.2%)	1	1900.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	14.0%	48.5%	76.1%	93.8%	98.5%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.2%	8.6%	26.4%	64.0%	86.2%	94.1%	97.3%	98.6%
Patient left without, or before completing, treatment	33.9%	71.1%	90.2%	98.5%	99.7%	99.7%	99.7%	99.7%
Transferred to another hospital	3.7%	12.2%	30.5%	48.8%	72.0%	84.1%	90.2%	91.5%
All presentations	10.9%	37.0%	61.1%	84.5%	94.6%	97.7%	98.9%	99.4%

(†) 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.

Mona Vale and District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 8,424 patients

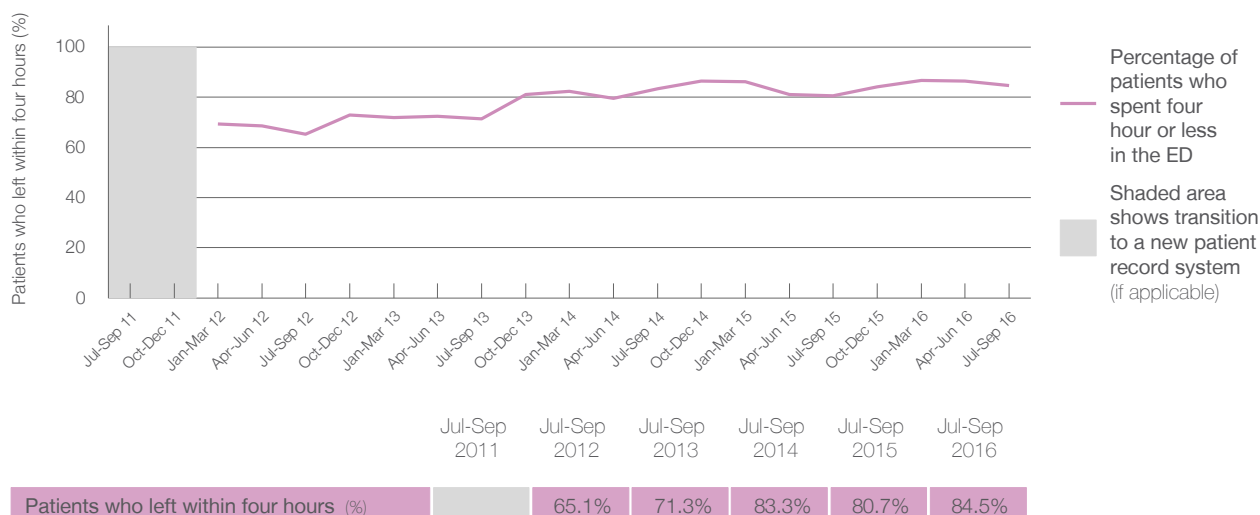
Presentations used to calculate time to leaving the ED: ⁶ 8,424 patients

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



Same period last year	Change since one year ago
8,366	0.7%
8,366	0.7%
80.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Orange Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,136 patients

Emergency presentations:² 7,057 patients

Same period last year	Change since one year ago
6,996	2.0%
6,891	2.4%

Orange Health Service: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,035 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,692 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,688 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,592 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
828	
5 minutes	8 minutes
21 minutes	41 minutes
1,545	
16 minutes	21 minutes
65 minutes	103 minutes
2,724	
25 minutes	27 minutes
120 minutes	139 minutes
1,724	
21 minutes	24 minutes
149 minutes	138 minutes

Orange Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,133 patients

Percentage of patients who spent four hours or less in the ED 73.9%

Same period last year	Change since one year ago
6,996	2.0%
71.6%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

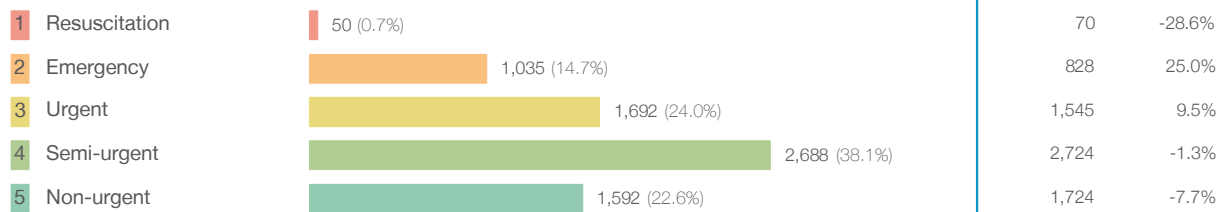
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Orange Health Service: Patients presenting to the emergency department

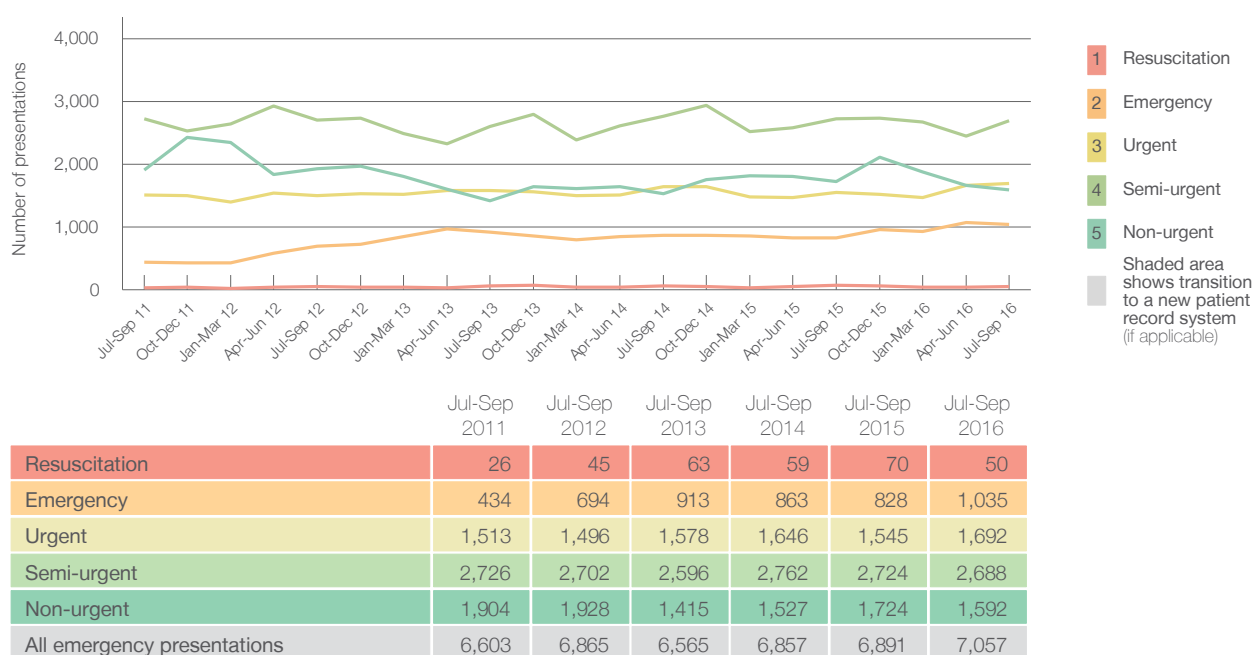
July to September 2016

All presentations:¹ 7,136 patients

Emergency presentations² by triage category: 7,057 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Orange Health Service: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,397 patients

ED Transfer of care time



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

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

Orange Health Service: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,035

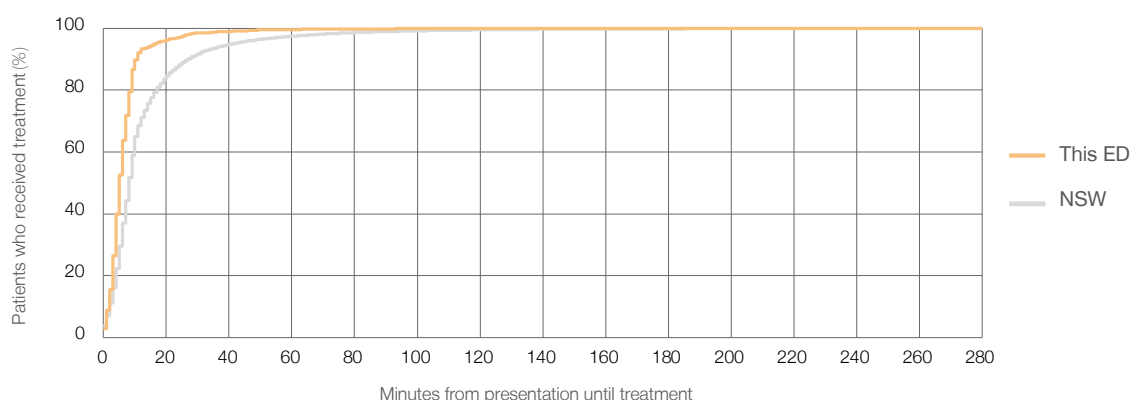
Number of triage 2 patients used to calculate waiting time: ³ 1,031

Median time to start treatment ⁴ 5 minutes

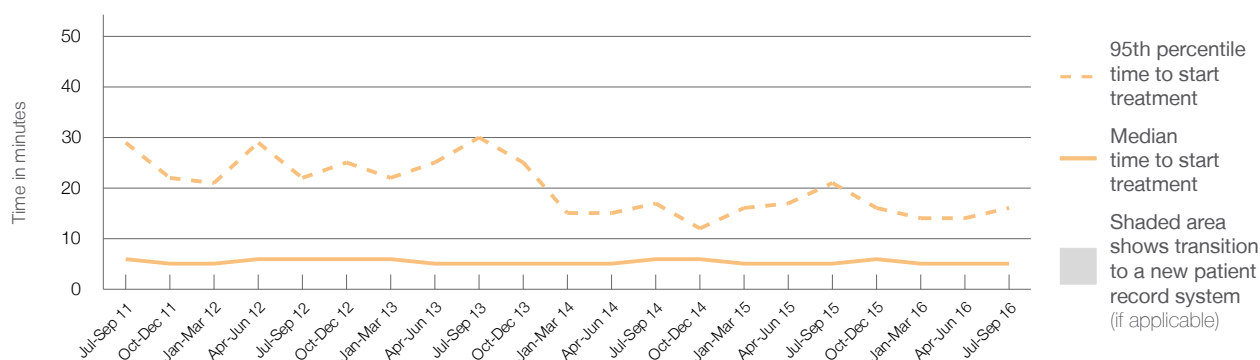
95th percentile time to start treatment ⁵ 16 minutes

Same period last year	NSW (this period)
828	
827	
5 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	5	6	5	5
95th percentile time to start treatment ⁵ (minutes)	29	22	30	17	21	16

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 1,692

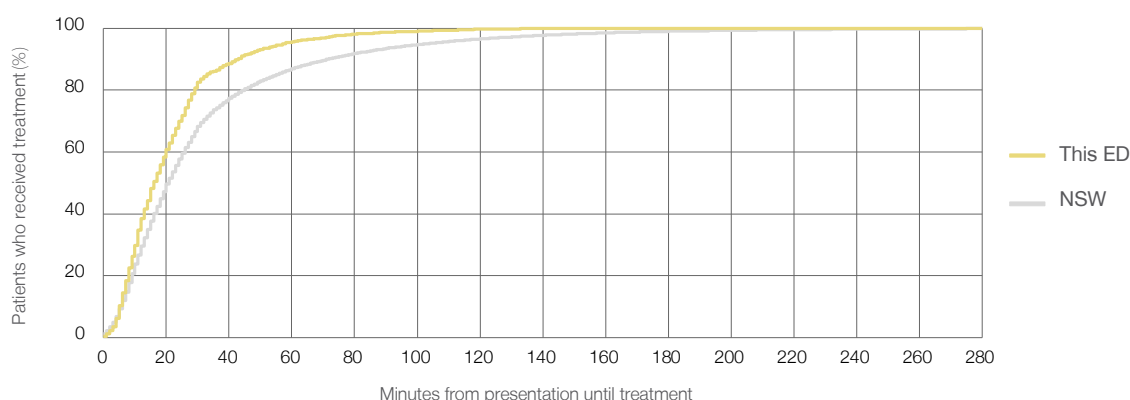
Number of triage 3 patients used to calculate waiting time: ³ 1,674

Median time to start treatment ⁴ 16 minutes

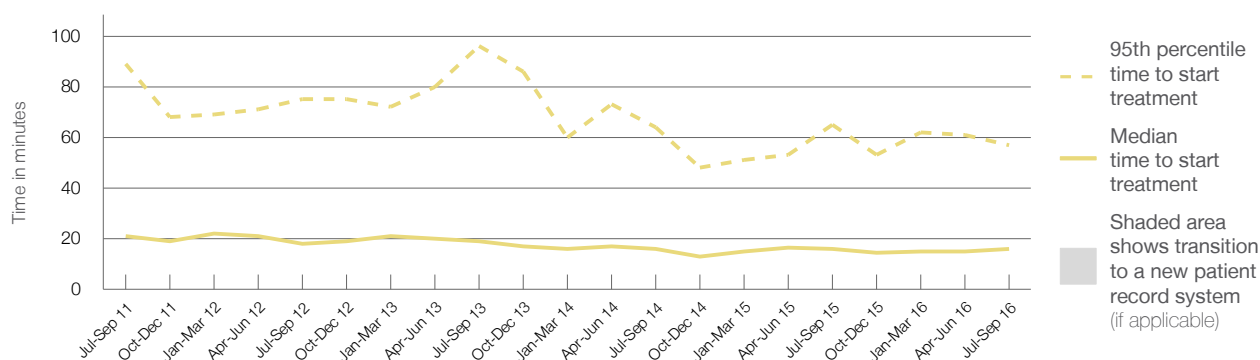
95th percentile time to start treatment ⁵ 57 minutes

Same period last year	NSW (this period)
1,545	
1,536	
16 minutes	21 minutes
65 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	18	19	16	16	16
95th percentile time to start treatment ⁵ (minutes)	89	75	96	64	65	57

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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.

Orange Health Service: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,688

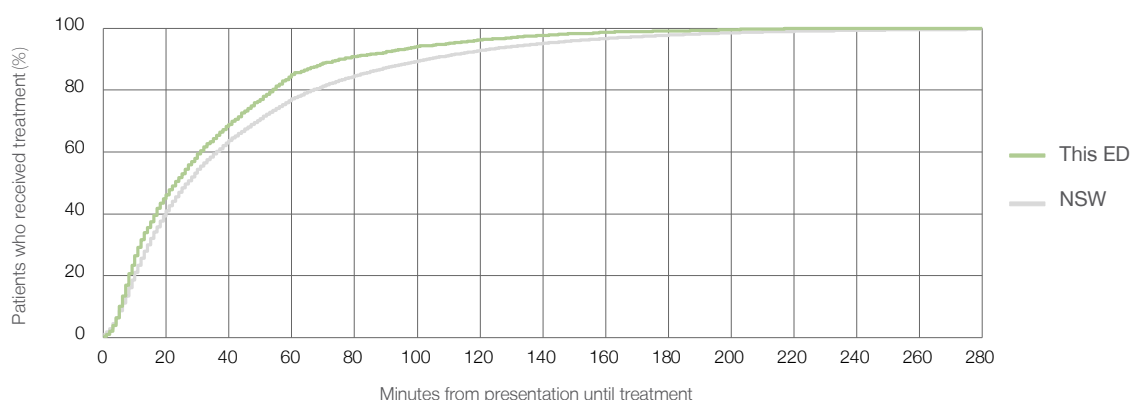
Number of triage 4 patients used to calculate waiting time: ³ 2,595

Median time to start treatment ⁴ 23 minutes

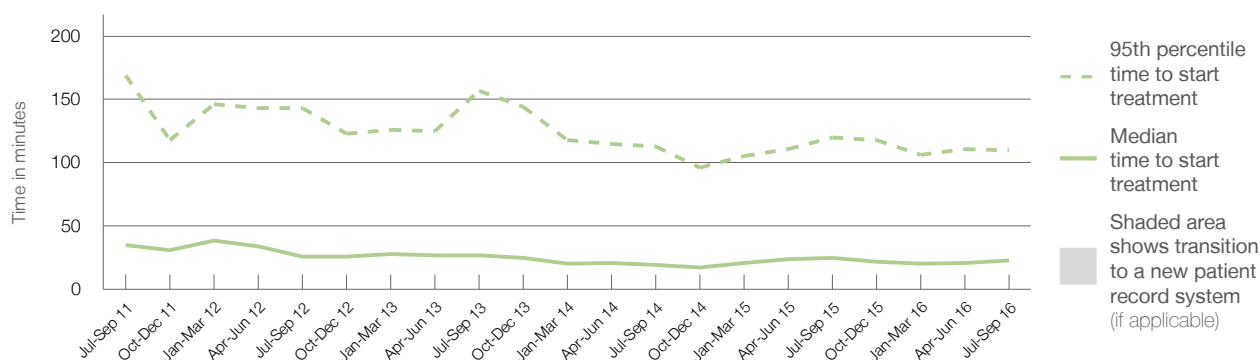
95th percentile time to start treatment ⁵ 110 minutes

Same period last year	NSW (this period)
2,724	
2,627	
25 minutes	27 minutes
120 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	26	27	19	25	23
95th percentile time to start treatment ⁵ (minutes)	169	143	157	113	120	110

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,592

Number of triage 5 patients used to calculate waiting time: ³ 1,505

Median time to start treatment ⁴

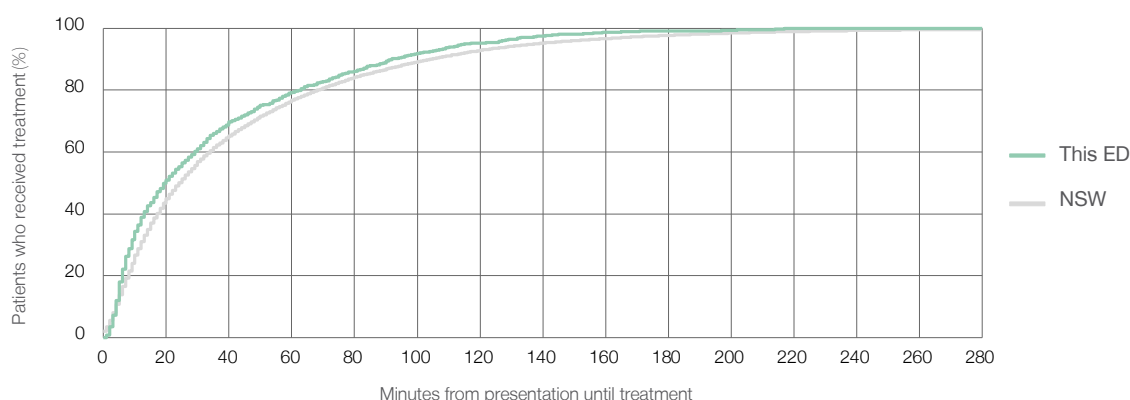
20 minutes

95th percentile time to start treatment ⁵

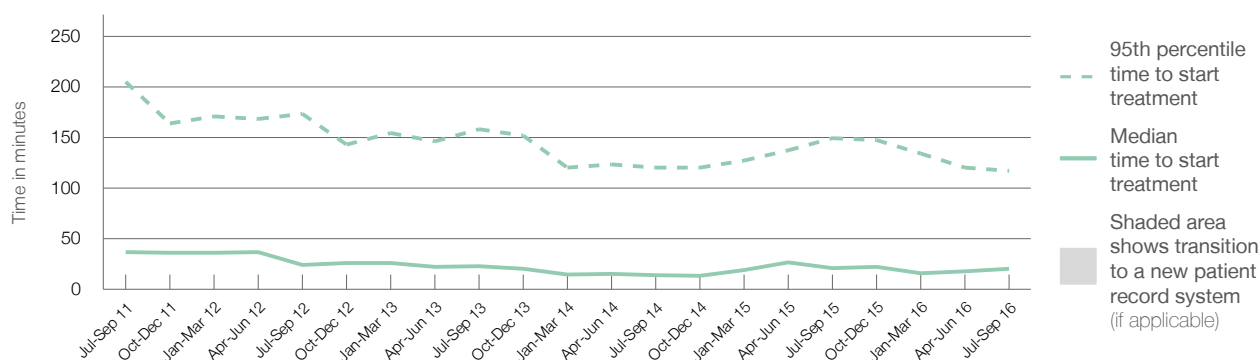
117 minutes

Same period last year	NSW (this period)
1,724	
1,577	
21 minutes	24 minutes
149 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	24	23	14	21	20
95th percentile time to start treatment ⁵ (minutes)	205	173	158	120	149	117

(†) 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.

Orange Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 7,136 patients

Presentations used to calculate time to leaving the ED:⁶ 7,133 patients

Median time spent in the ED⁸

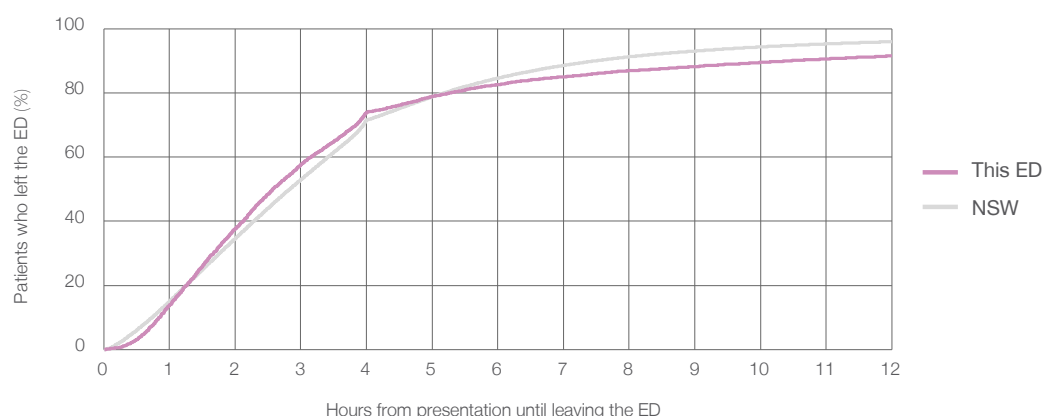
2 hours and 34 minutes

95th percentile time spent in the ED⁹

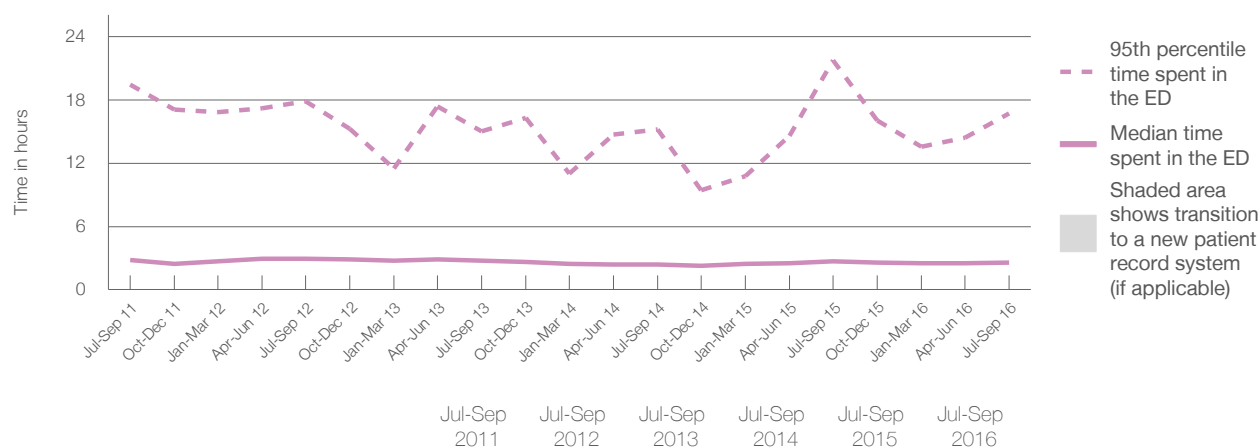
16 hours and 43 minutes

Same period last year	NSW (this period)
6,996	
6,996	
2 hours and 41 minutes	2 hours and 50 minutes
21 hours and 45 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 48m	2h 55m	2h 47m	2h 23m	2h 41m	2h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 28m	17h 53m	15h 2m	15h 13m	21h 45m	16h 43m

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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.

Orange Health Service: Time patients spent in the ED

By mode of separation

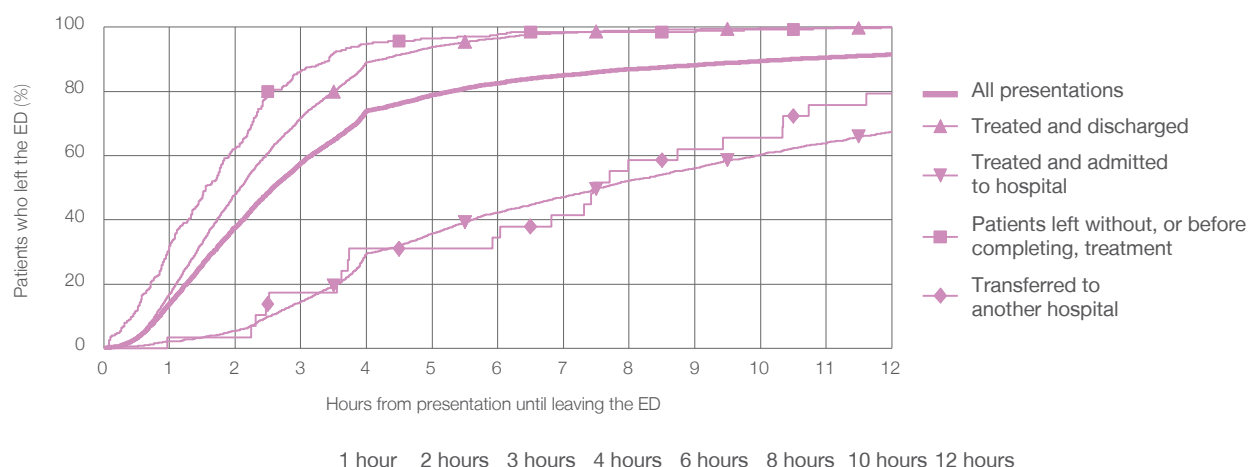
July to September 2016

All presentations:[†] 7,136 patients

Presentations used to calculate time to leaving the ED:[‡] 7,133 patients

		Same period last year	Change since one year ago
Treated and discharged	4,973 (69.7%)	6,996	2.0%
Treated and admitted to hospital	1,814 (25.4%)	4,870	2.1%
Patient left without, or before completing, treatment	279 (3.9%)	1,734	4.6%
Transferred to another hospital	29 (0.4%)	311	-10.3%
Other	41 (0.6%)	53	-45.3%
		28	46.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	17.0%	48.1%	71.7%	89.0%	96.5%	99.0%	99.6%	99.8%
Treated and admitted to hospital	2.1%	5.4%	14.4%	29.5%	42.3%	52.2%	60.3%	67.4%
Patient left without, or before completing, treatment	31.9%	62.4%	86.4%	94.6%	97.8%	98.6%	99.3%	100%
Transferred to another hospital	3.4%	3.4%	17.2%	31.0%	34.5%	58.6%	65.5%	79.3%
All presentations	13.9%	37.7%	57.6%	73.9%	82.5%	86.9%	89.5%	91.5%

(†) 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.

Orange Health Service: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 7,136 patients

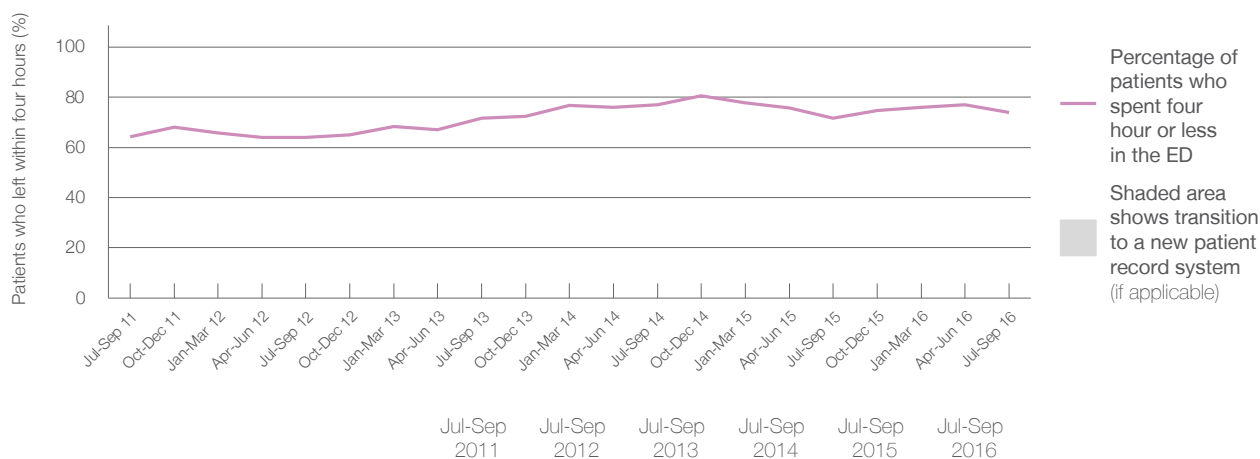
Presentations used to calculate time to leaving the ED: ⁶ 7,133 patients

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



Same period last year	Change since one year ago
6,996	2.0%
6,996	2.0%
71.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	64.3%	64.0%	71.7%	77.0%	71.6%	73.9%
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- * 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.
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- 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Port Macquarie Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,358 patients

Emergency presentations:² 8,122 patients

Same period last year	Change since one year ago
8,020	4.2%
7,788	4.3%

Port Macquarie Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,220 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,341 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,135 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 382 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,216	
10 minutes	8 minutes
32 minutes	41 minutes
3,506	
20 minutes	21 minutes
81 minutes	103 minutes
2,796	
24 minutes	27 minutes
112 minutes	139 minutes
230	
18 minutes	24 minutes
110 minutes	138 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,353 patients

Percentage of patients who spent four hours or less in the ED 68.8%

Same period last year	Change since one year ago
8,020	4.2%
71.0%	

* 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.
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5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

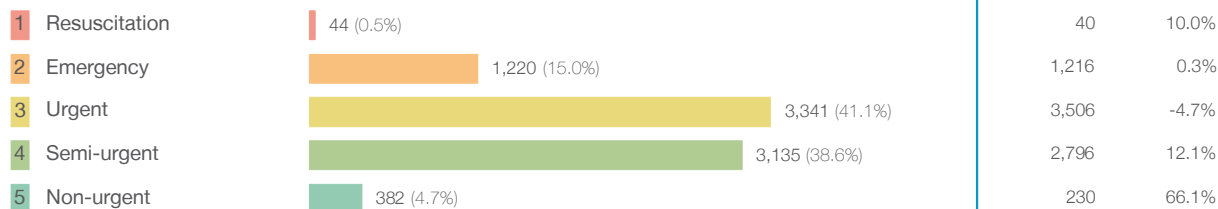
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Port Macquarie Base Hospital: Patients presenting to the emergency department

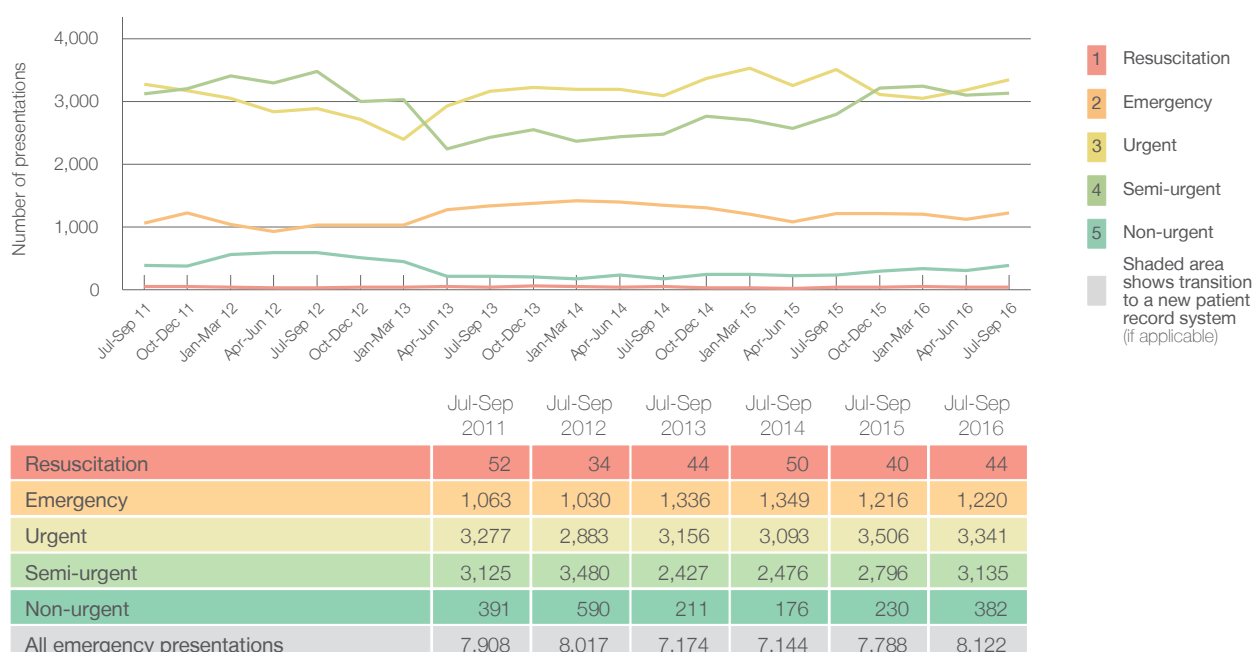
July to September 2016

All presentations:¹ 8,358 patients

Emergency presentations² by triage category: 8,122 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Port Macquarie Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,982 patients

ED Transfer of care time



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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,220

Number of triage 2 patients used to calculate waiting time: ³ 1,219

Median time to start treatment ⁴

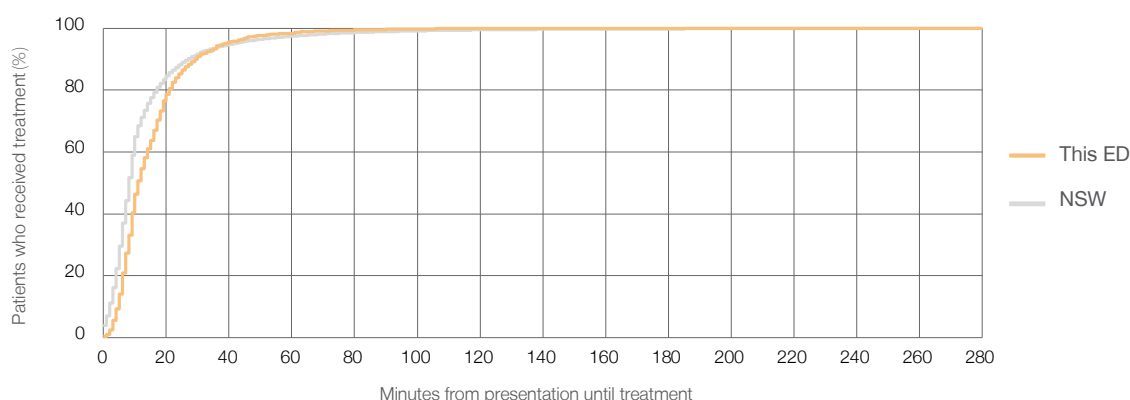
11 minutes

95th percentile time to start treatment ⁵

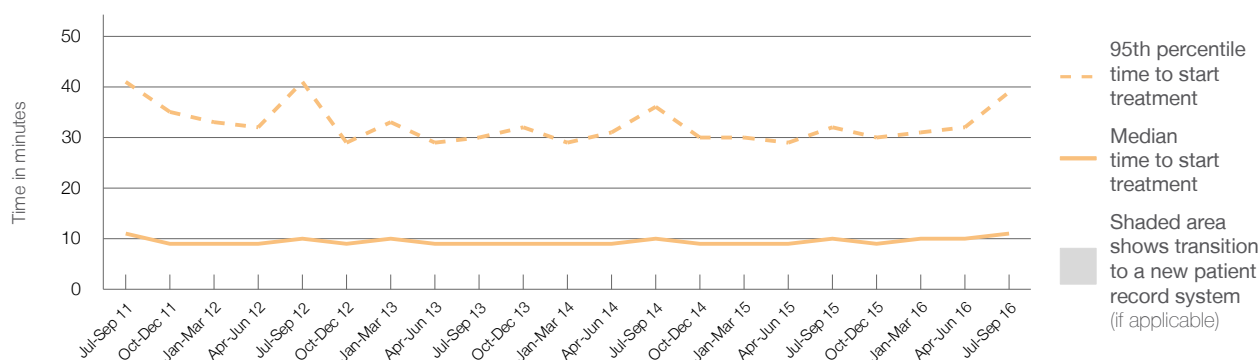
39 minutes

Same period last year	NSW (this period)
1,216	
1,211	
10 minutes	8 minutes
32 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	11	10	9	10	10	11
95th percentile time to start treatment ⁵ (minutes)	41	41	30	36	32	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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,341

Number of triage 3 patients used to calculate waiting time:³ 3,274

Median time to start treatment⁴

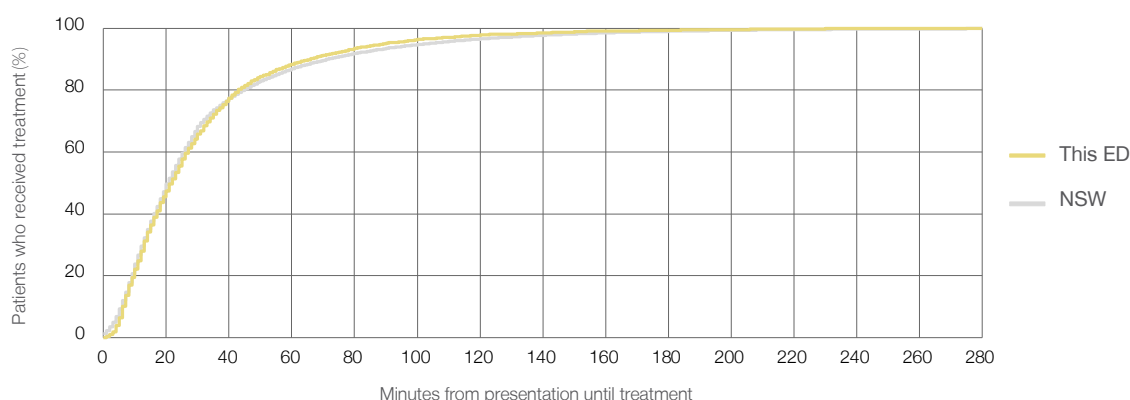
22 minutes

95th percentile time to start treatment⁵

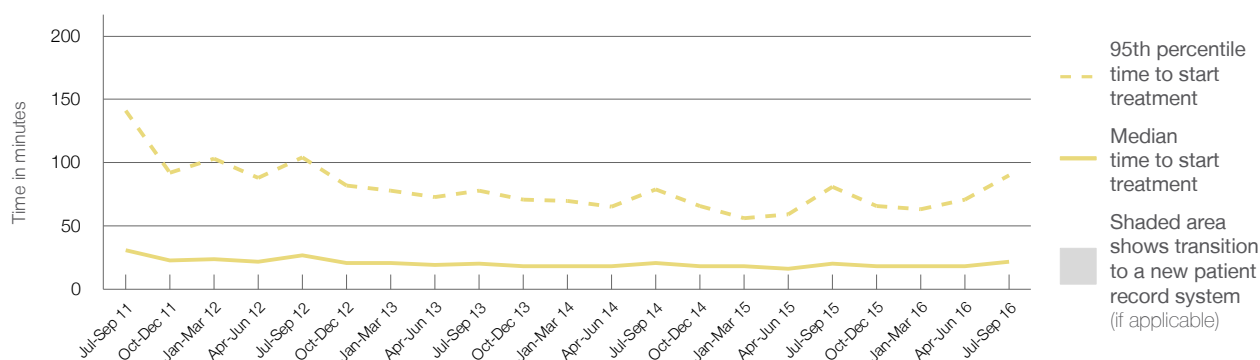
90 minutes

Same period last year	NSW (this period)
3,506	
3,399	
20 minutes	21 minutes
81 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	27	20	21	20	22
95th percentile time to start treatment ⁵ (minutes)	141	104	78	79	81	90

(†) 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,135

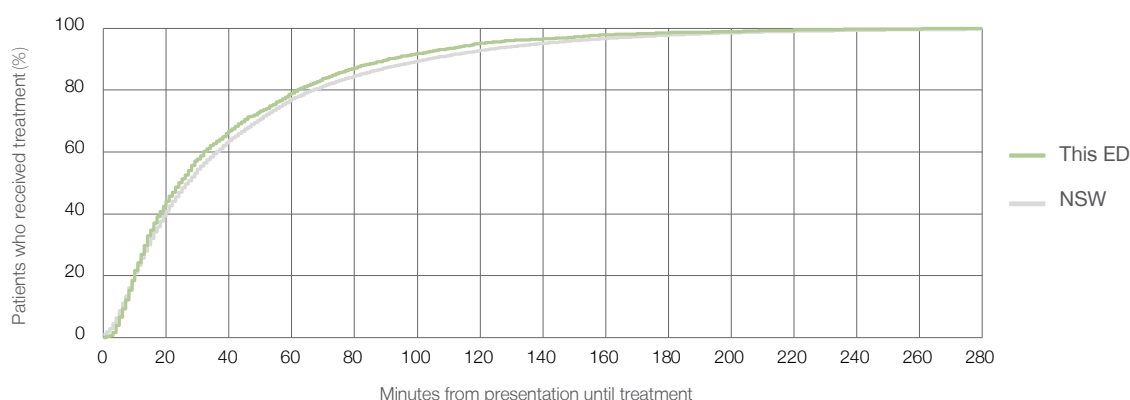
Number of triage 4 patients used to calculate waiting time: ³ 2,588

Median time to start treatment ⁴ 24 minutes

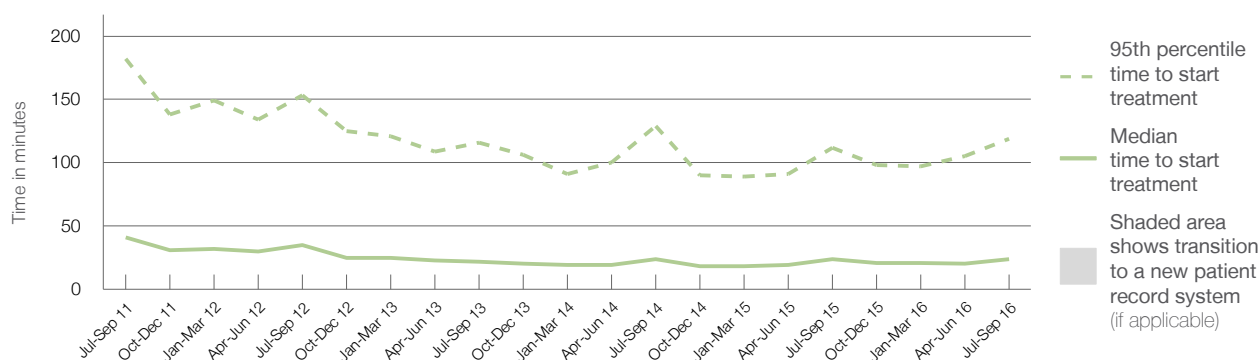
95th percentile time to start treatment ⁵ 119 minutes

Same period last year	NSW (this period)
2,796	
2,276	
24 minutes	27 minutes
112 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	35	22	24	24	24
95th percentile time to start treatment ⁵ (minutes)	182	153	116	129	112	119

(†) 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 382

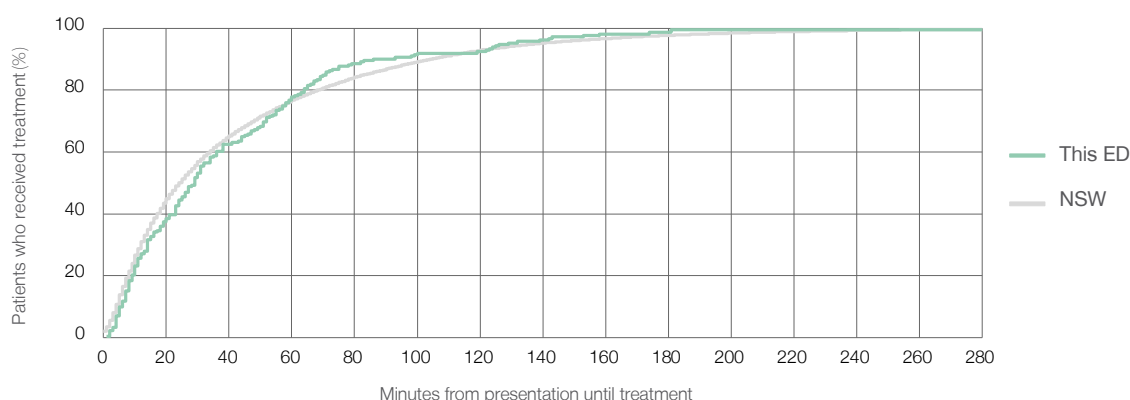
Number of triage 5 patients used to calculate waiting time:³ 211

Median time to start treatment⁴ 29 minutes

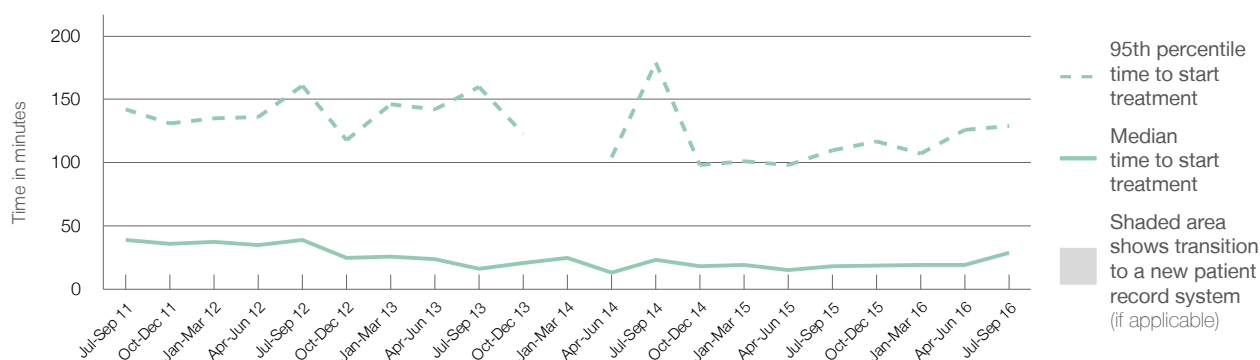
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
230	
136	
18 minutes	24 minutes
110 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	39	16	24	18	29
95th percentile time to start treatment ⁵ (minutes)	142	161	160	179	110	129

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,358 patients

Presentations used to calculate time to leaving the ED:⁶ 8,353 patients

Median time spent in the ED⁸

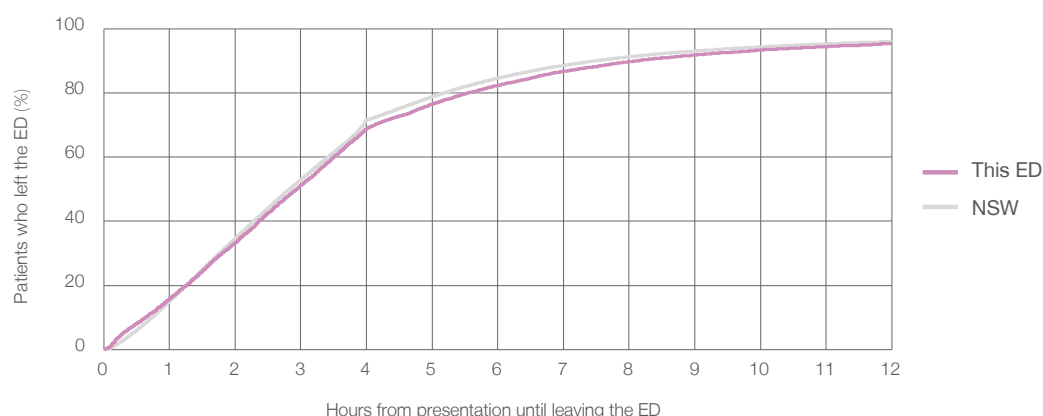
2 hours and 57 minutes

95th percentile time spent in the ED⁹

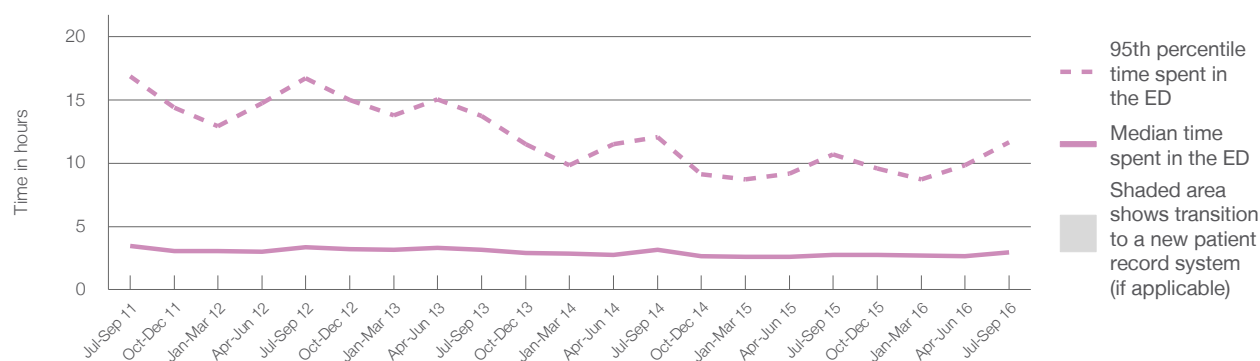
11 hours and 40 minutes

Same period last year	NSW (this period)
8,020	
8,020	
2 hours and 46 minutes	2 hours and 50 minutes
10 hours and 41 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 27m	3h 21m	3h 10m	3h 8m	2h 46m	2h 57m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 53m	16h 42m	13h 43m	12h 2m	10h 41m	11h 40m

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

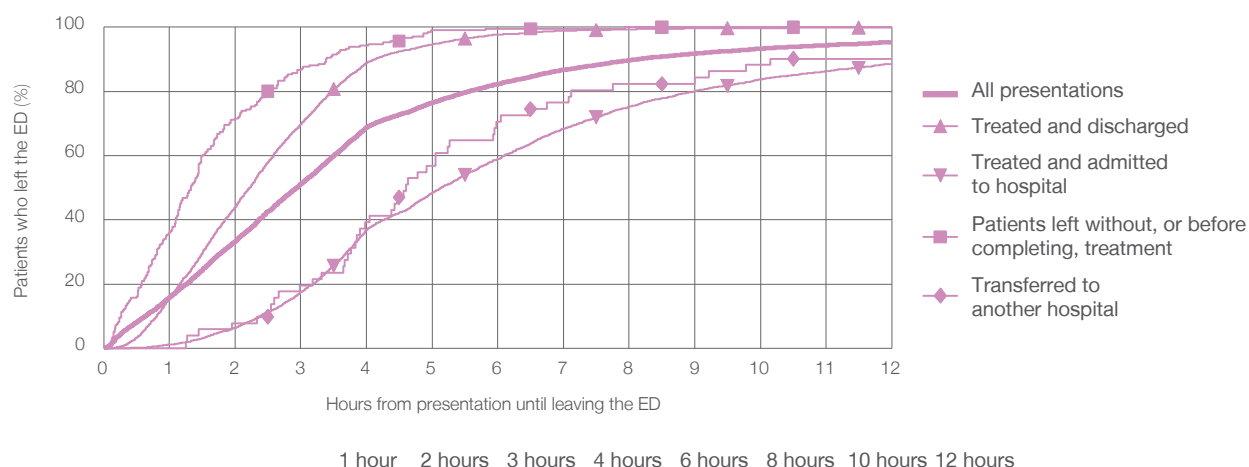
All presentations:[†] 8,358 patients

Presentations used to calculate time to leaving the ED:[‡] 8,353 patients

Treated and discharged	4,179 (50.0%)
Treated and admitted to hospital	3,324 (39.8%)
Patient left without, or before completing, treatment	211 (2.5%)
Transferred to another hospital	51 (0.6%)
Other	593 (7.1%)

Same period last year	Change since one year ago
8,020	4.2%
4,169	0.2%
3,021	10.0%
204	3.4%
61	-16.4%
565	5.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	15.7%	44.0%	69.9%	89.0%	97.7%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.1%	6.4%	17.5%	36.9%	58.9%	75.3%	83.7%	88.6%
Patient left without, or before completing, treatment	36.0%	71.6%	86.7%	94.3%	99.5%	100%	100%	100%
Transferred to another hospital	0%	7.8%	19.6%	39.2%	70.6%	82.4%	88.2%	90.2%
All presentations	15.9%	33.3%	51.2%	68.8%	82.3%	89.7%	93.3%	95.4%

(†) 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.

Port Macquarie Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 8,358 patients

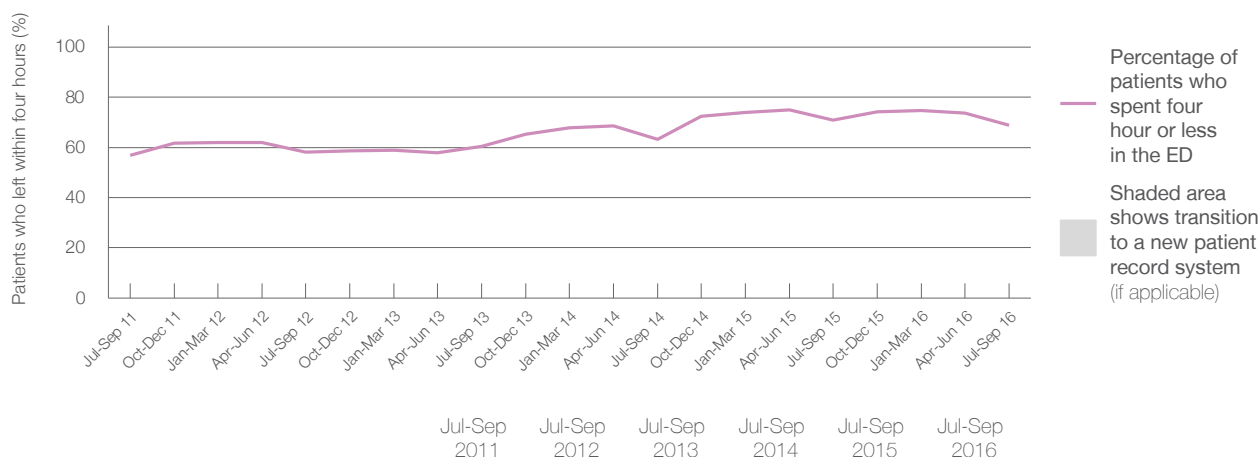
Presentations used to calculate time to leaving the ED: ⁶ 8,353 patients

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



Same period last year	Change since one year ago
8,020	4.2%
8,020	4.2%
71.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	56.8%	58.1%	60.5%	63.3%	71.0%	68.8%
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- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,234 patients

Emergency presentations:² 9,109 patients

Same period last year	Change since one year ago
9,356	-1.3%
9,229	-1.3%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 967 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 56 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,389 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 139 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,900 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 784 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
621	
11 minutes	8 minutes
54 minutes	41 minutes
2,597	
31 minutes	21 minutes
167 minutes	103 minutes
4,478	
41 minutes	27 minutes
174 minutes	139 minutes
1,491	
38 minutes	24 minutes
155 minutes	138 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,233 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
9,356	-1.3%
67.6%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

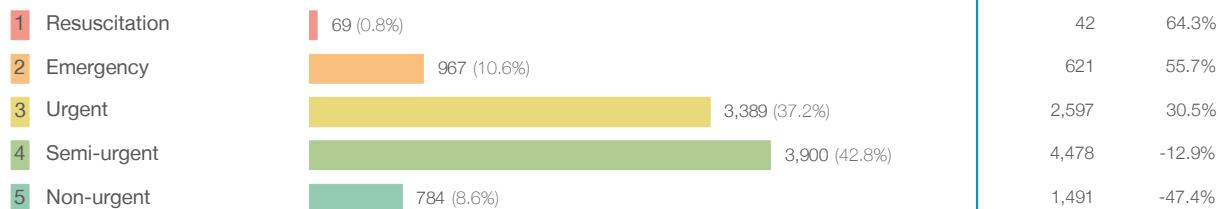
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

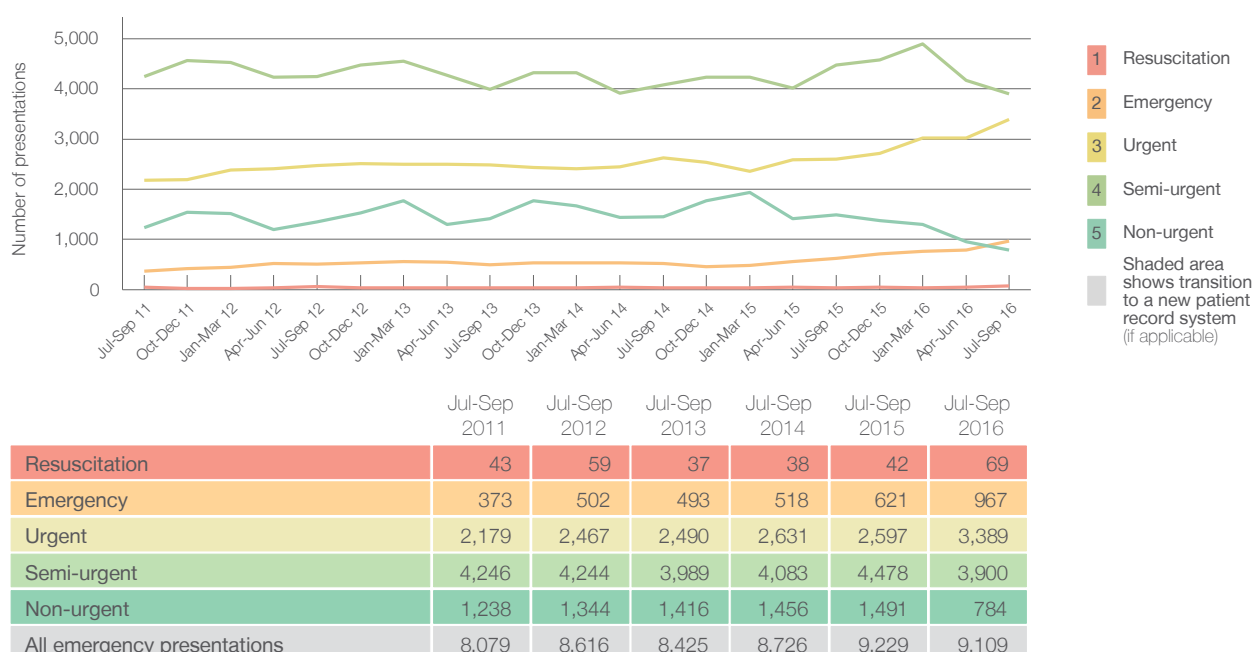
July to September 2016

All presentations:¹ 9,234 patients

Emergency presentations² by triage category: 9,109 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Shoalhaven District Memorial Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,271 patients

ED Transfer of care time



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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 967

Number of triage 2 patients used to calculate waiting time:³ 967

Median time to start treatment⁴

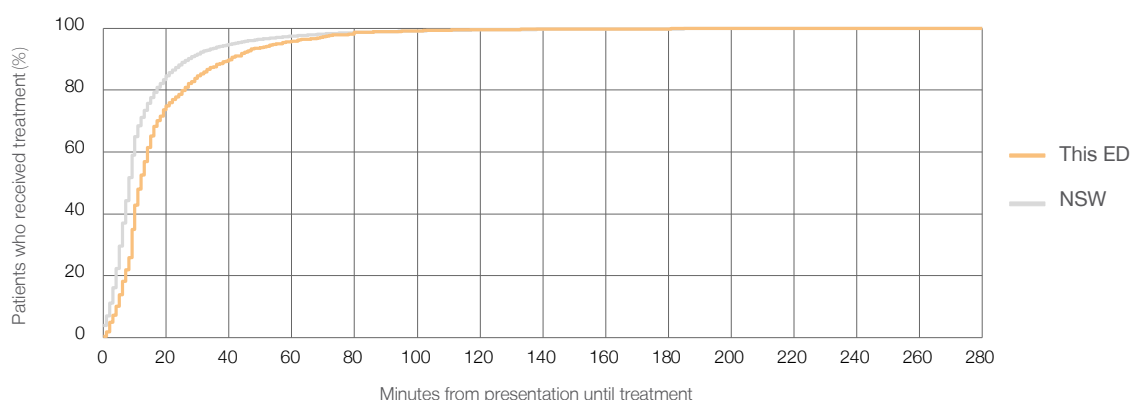
12 minutes

95th percentile time to start treatment⁵

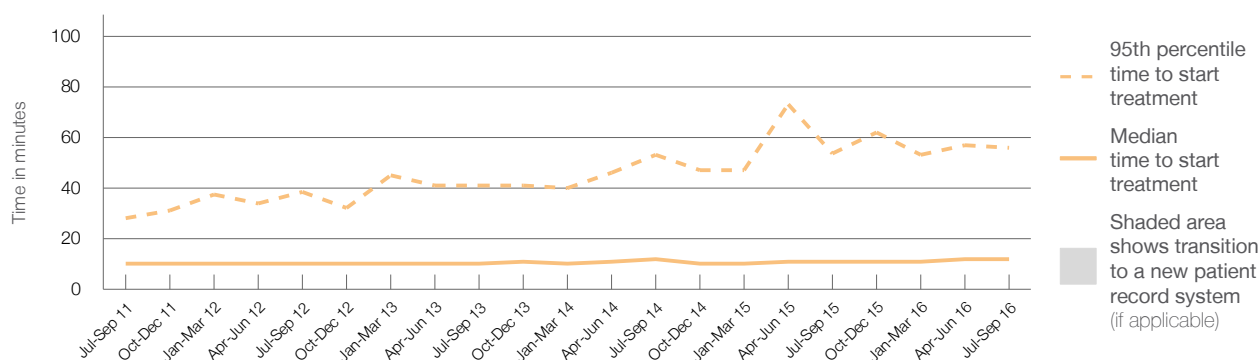
56 minutes

Same period last year	NSW (this period)
621	
620	
11 minutes	8 minutes
54 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	10	10	12	11	12
95th percentile time to start treatment ⁵ (minutes)	28	39	41	53	54	56

(†) 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,389

Number of triage 3 patients used to calculate waiting time: ³ 3,327

Median time to start treatment ⁴

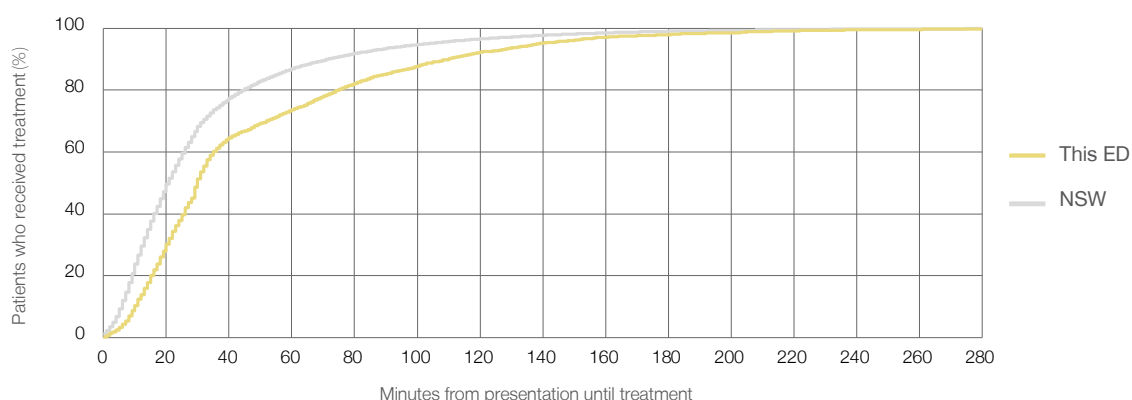
30 minutes

95th percentile time to start treatment ⁵

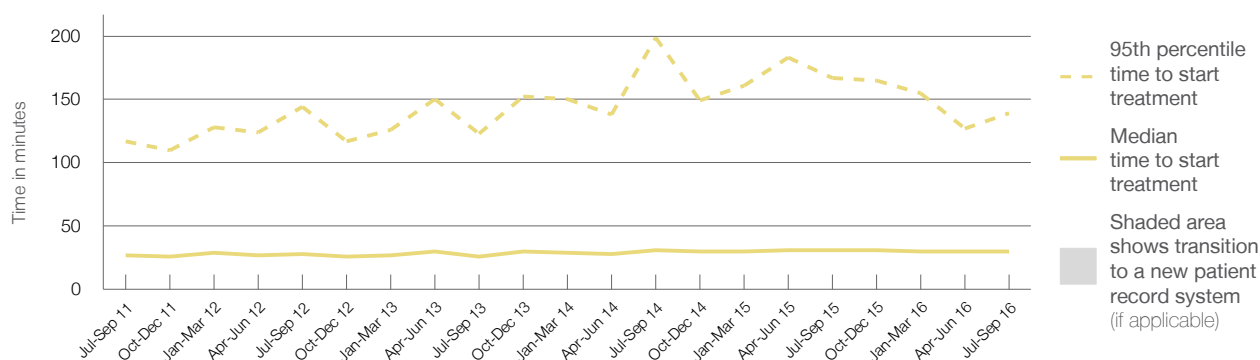
139 minutes

Same period last year	NSW (this period)
2,597	
2,542	
31 minutes	21 minutes
167 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	28	26	31	31	30
95th percentile time to start treatment ⁵ (minutes)	117	144	123	199	167	139

(†) 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,900

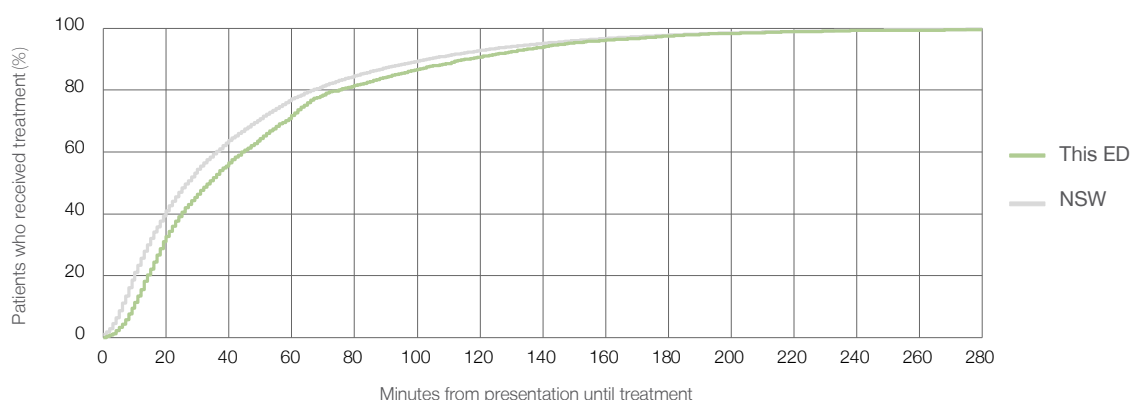
Number of triage 4 patients used to calculate waiting time: ³ 3,703

Median time to start treatment ⁴ 34 minutes

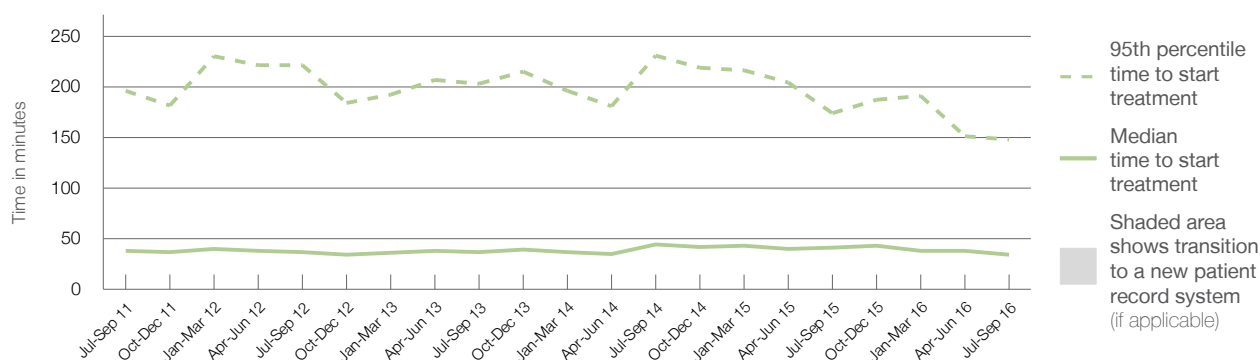
95th percentile time to start treatment ⁵ 148 minutes

Same period last year	NSW (this period)
4,478	
4,178	
41 minutes	27 minutes
174 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	37	37	44	41	34
95th percentile time to start treatment ⁵ (minutes)	196	221	203	231	174	148

(†) 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 784

Number of triage 5 patients used to calculate waiting time:³ 729

Median time to start treatment⁴

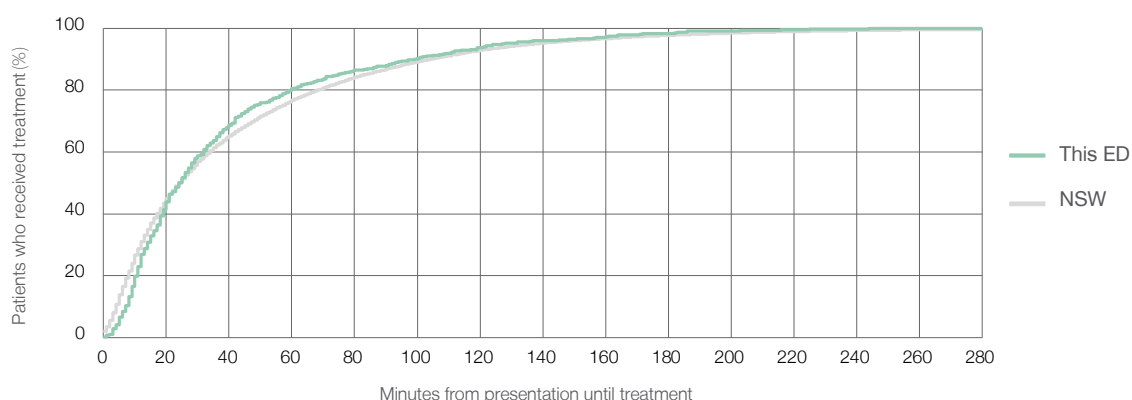
24 minutes

95th percentile time to start treatment⁵

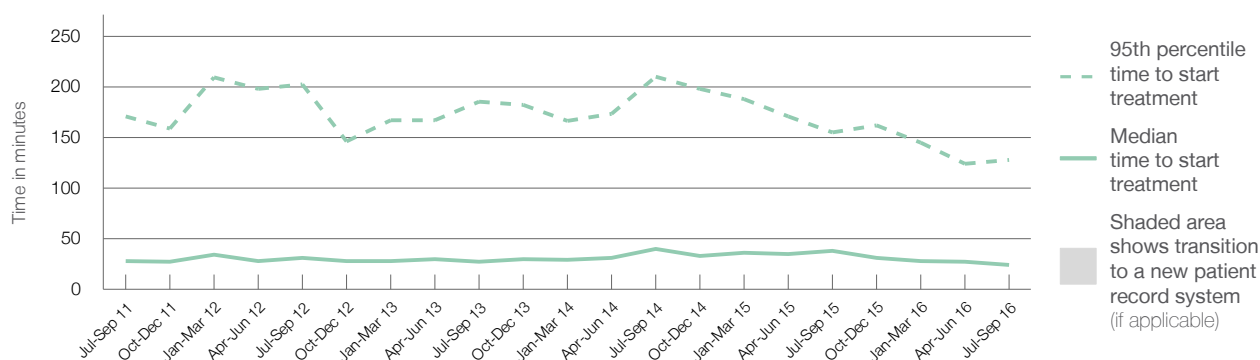
128 minutes

Same period last year	NSW (this period)
1,491	
1,313	
38 minutes	24 minutes
155 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	31	27	40	38	24
95th percentile time to start treatment ⁵ (minutes)	171	202	185	210	155	128

(†) 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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 9,234 patients

Presentations used to calculate time to leaving the ED:⁶ 9,233 patients

Median time spent in the ED⁸

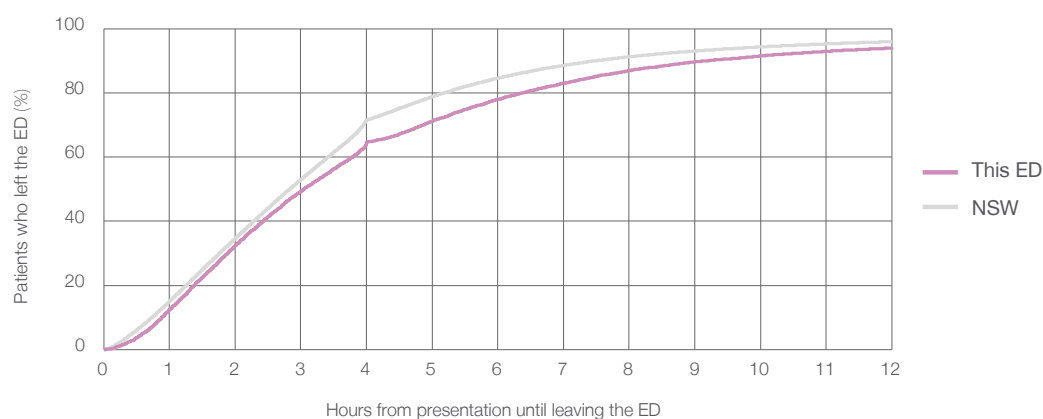
3 hours and 3 minutes

95th percentile time spent in the ED⁹

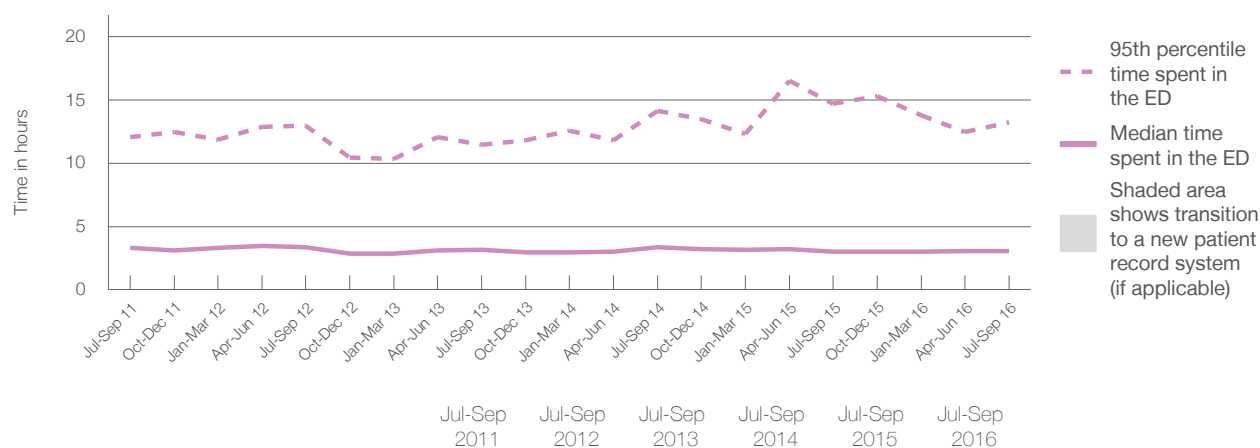
13 hours and 12 minutes

Same period last year	NSW (this period)
9,356	
9,356	
2 hours and 59 minutes	2 hours and 50 minutes
14 hours and 40 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 18m	3h 23m	3h 8m	3h 22m	2h 59m	3h 3m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 2m	12h 57m	11h 27m	14h 7m	14h 40m	13h 12m

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

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

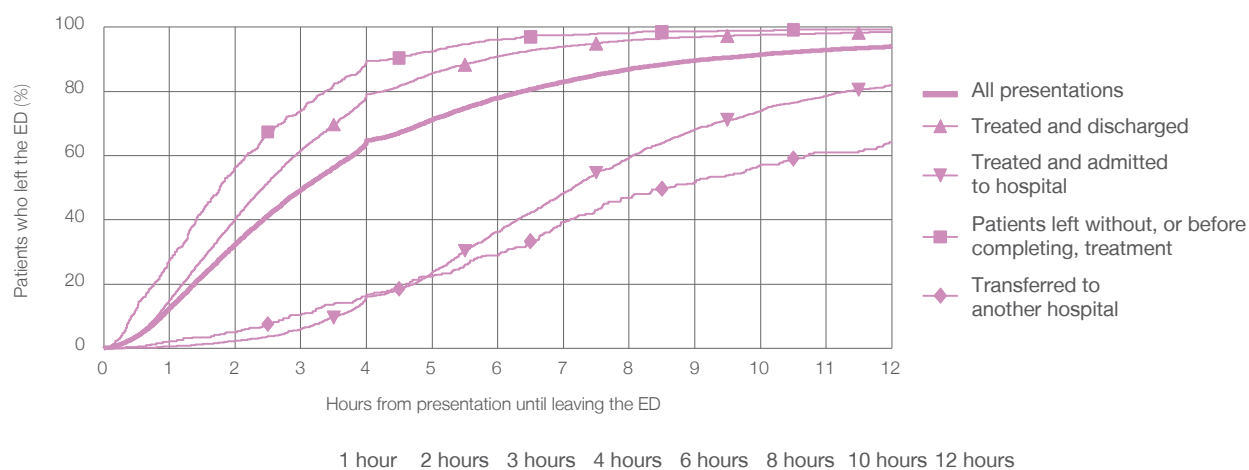
All presentations:[†] 9,234 patients

Presentations used to calculate time to leaving the ED:[‡] 9,233 patients

Treated and discharged	6,498 (70.4%)
Treated and admitted to hospital	1,882 (20.4%)
Patient left without, or before completing, treatment	503 (5.4%)
Transferred to another hospital	318 (3.4%)
Other	33 (0.4%)

Same period last year	Change since one year ago
9,356	-1.3%
6,608	-1.7%
1,512	24.5%
885	-43.2%
303	5.0%
48	-31.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	14.9%	40.3%	61.7%	79.1%	90.9%	96.0%	97.6%	98.5%
Treated and admitted to hospital	0.6%	2.3%	5.9%	16.1%	36.3%	59.4%	74.0%	82.1%
Patient left without, or before completing, treatment	27.4%	56.5%	74.0%	89.5%	96.0%	98.0%	98.8%	99.2%
Transferred to another hospital	2.2%	5.0%	10.4%	16.7%	28.9%	46.9%	56.9%	64.2%
All presentations	12.5%	32.4%	49.3%	64.7%	77.9%	86.9%	91.5%	94.0%

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

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

Shoalhaven District Memorial Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 9,234 patients

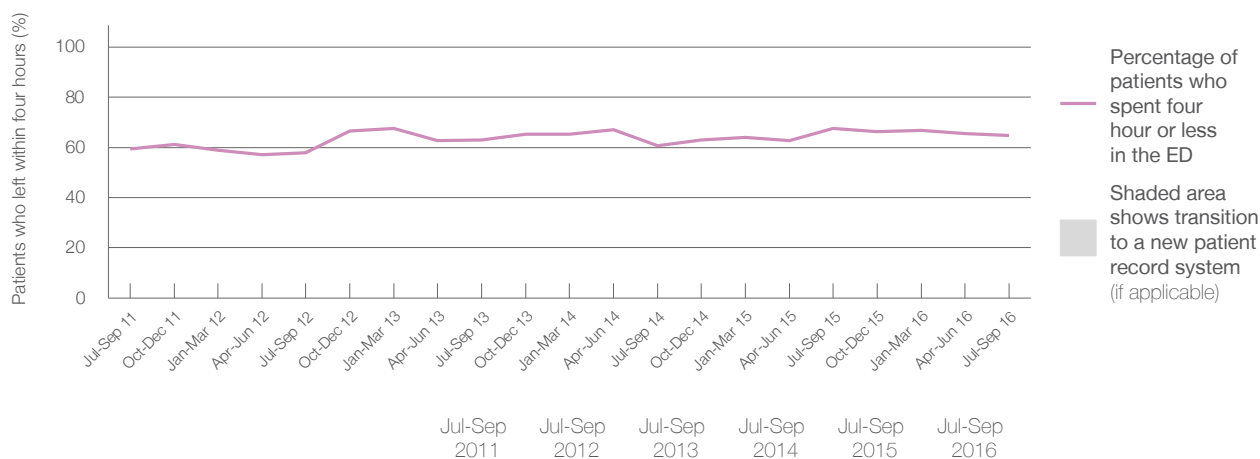
Presentations used to calculate time to leaving the ED: ⁶ 9,233 patients

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



Same period last year	Change since one year ago
9,356	-1.3%
9,356	-1.3%
67.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	59.5%	57.8%	63.0%	60.8%	67.6%	64.7%
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- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Sutherland Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,462 patients

Emergency presentations:² 12,367 patients

Same period last year	Change since one year ago
12,480	-0.1%
12,373	-0.0%

Sutherland Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,669 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 44 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,010 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,706 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 925 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,783	
15 minutes	8 minutes
44 minutes	41 minutes
5,029	
30 minutes	21 minutes
90 minutes	103 minutes
4,582	
32 minutes	27 minutes
105 minutes	139 minutes
919	
29 minutes	24 minutes
118 minutes	138 minutes

Sutherland Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,459 patients

Percentage of patients who spent four hours or less in the ED 67.5%

Same period last year	Change since one year ago
12,480	-0.2%
68.4%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

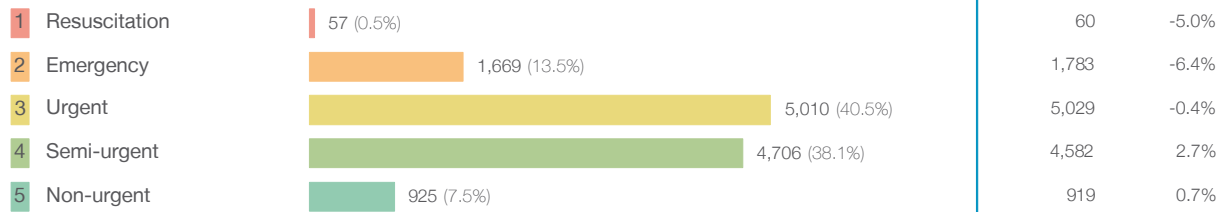
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Sutherland Hospital: Patients presenting to the emergency department

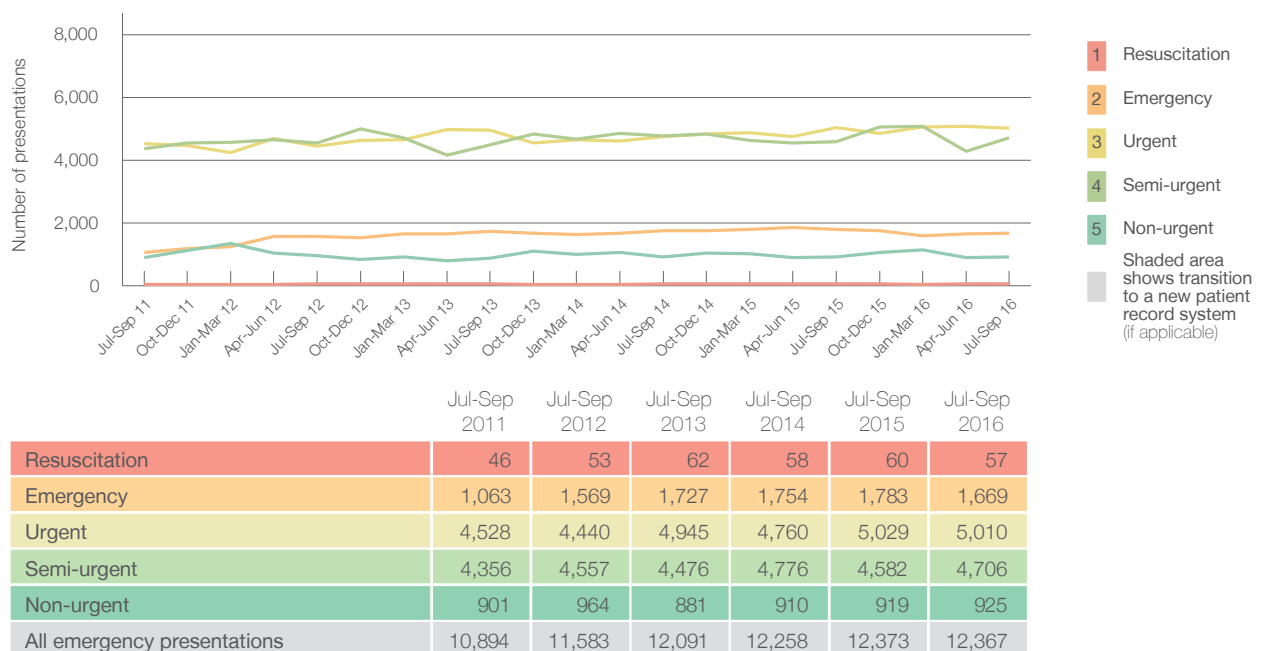
July to September 2016

All presentations:¹ 12,462 patients

Emergency presentations² by triage category: 12,367 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Sutherland Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,455 patients

ED Transfer of care time



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

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

Sutherland Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,669

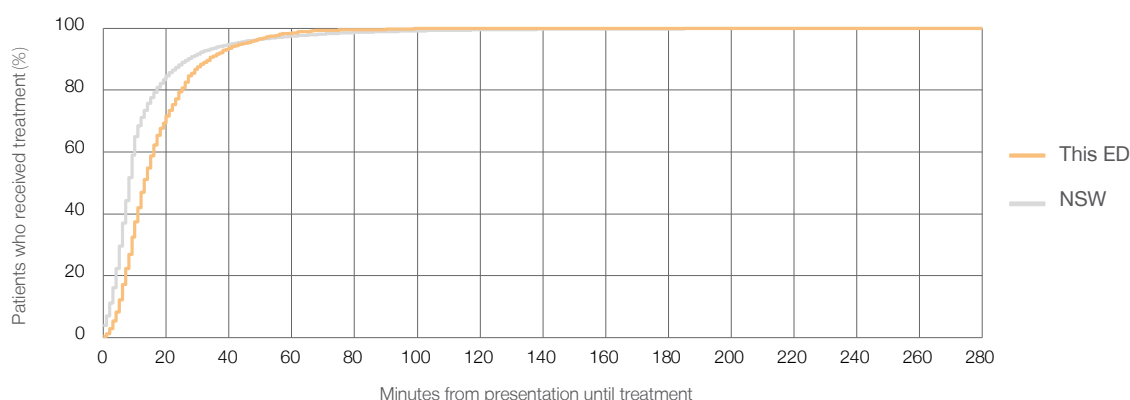
Number of triage 2 patients used to calculate waiting time: ³ 1,666

Median time to start treatment ⁴ 13 minutes

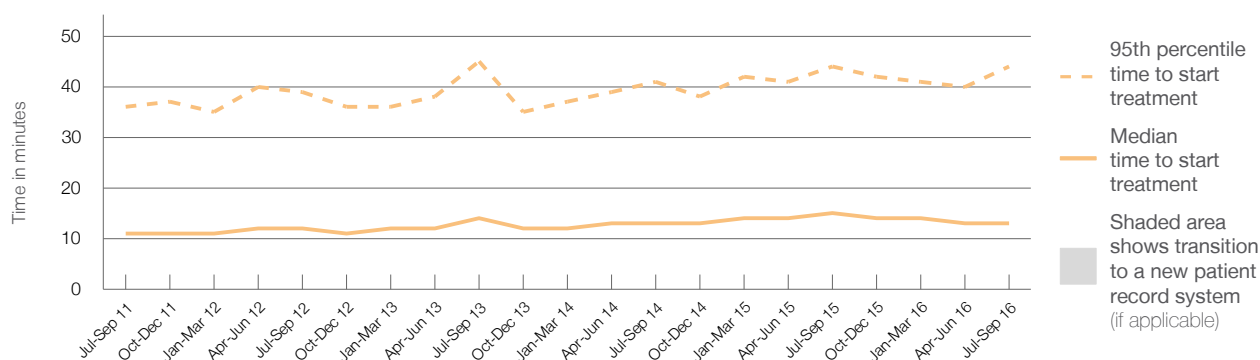
95th percentile time to start treatment ⁵ 44 minutes

Same period last year	NSW (this period)
1,783	
1,782	
15 minutes	8 minutes
44 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	11	12	14	13	15	13
95th percentile time to start treatment ⁵ (minutes)	36	39	45	41	44	44

(†) 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.

Sutherland Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 5,010

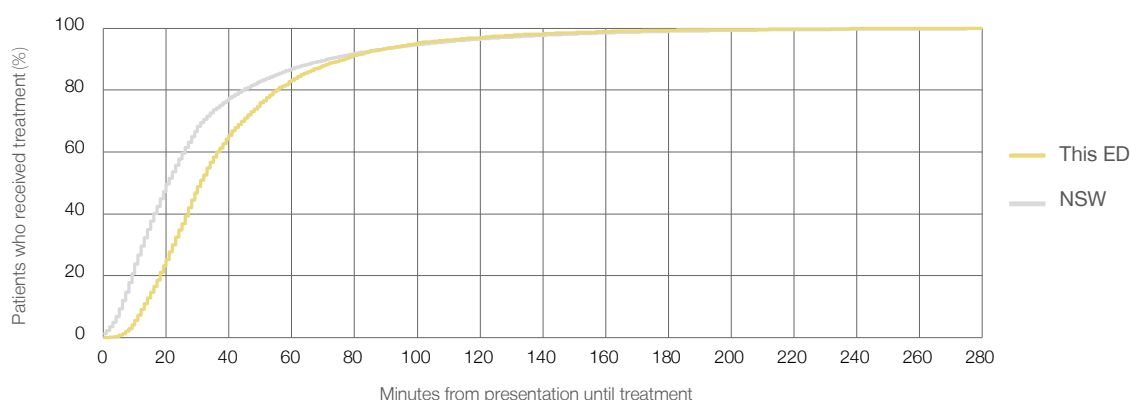
Number of triage 3 patients used to calculate waiting time:³ 4,945

Median time to start treatment⁴ 31 minutes

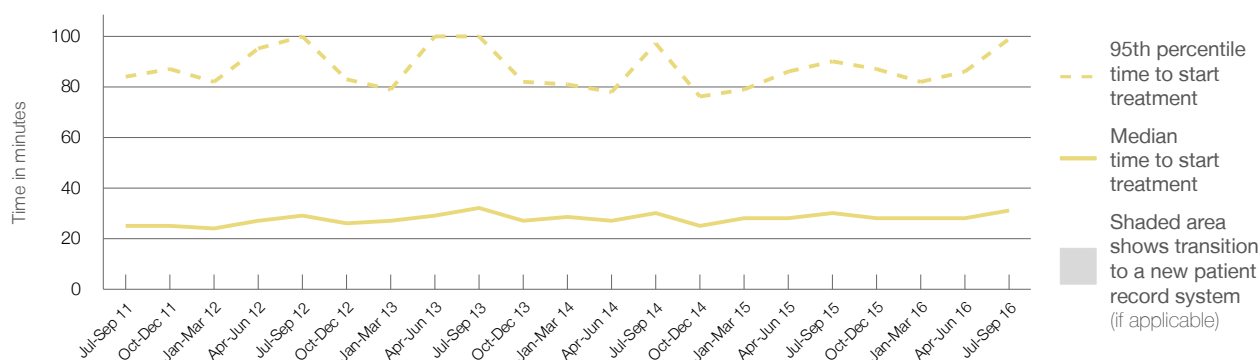
95th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
5,029	
4,972	
30 minutes	21 minutes
90 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	29	32	30	30	31
95th percentile time to start treatment ⁵ (minutes)	84	100	100	97	90	99

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

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

Sutherland Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 4,706

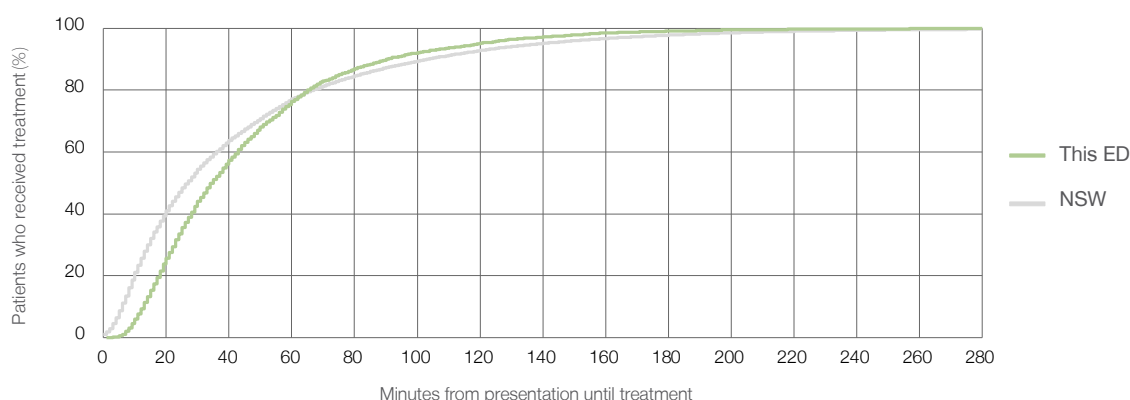
Number of triage 4 patients used to calculate waiting time: ³ 4,586

Median time to start treatment ⁴ 35 minutes

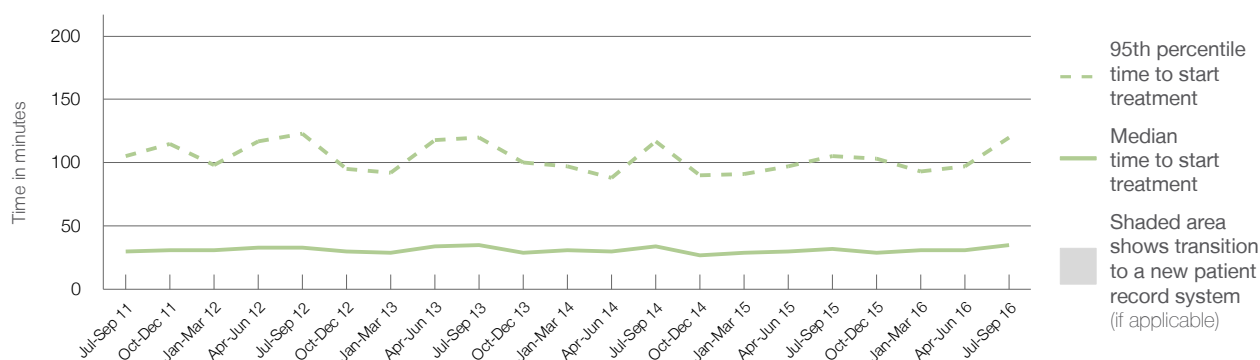
95th percentile time to start treatment ⁵ 120 minutes

Same period last year	NSW (this period)
4,582	
4,456	
32 minutes	27 minutes
105 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	33	35	34	32	35
95th percentile time to start treatment ⁵ (minutes)	105	123	120	117	105	120

(†) 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.

Sutherland Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 925

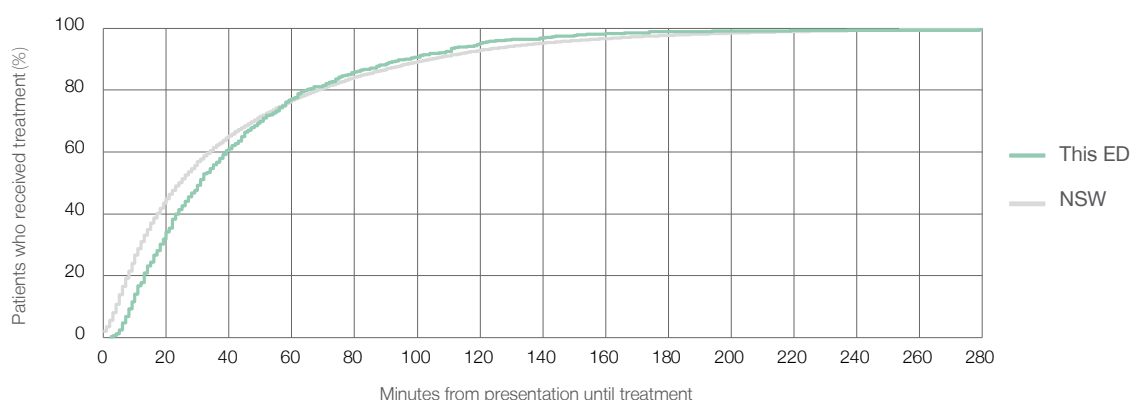
Number of triage 5 patients used to calculate waiting time:³ 827

Median time to start treatment⁴ 31 minutes

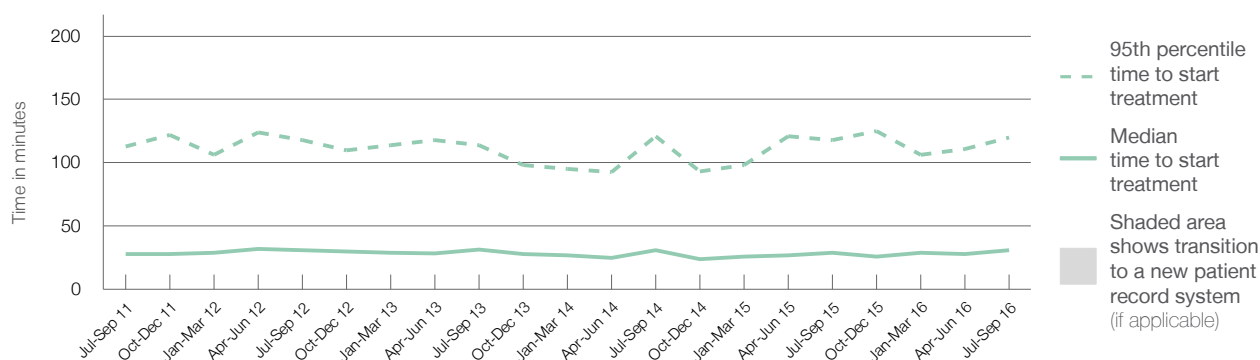
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
919	
847	
29 minutes	24 minutes
118 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	31	32	31	29	31
95th percentile time to start treatment ⁵ (minutes)	113	118	114	121	118	120

(†) 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.

Sutherland Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 12,462 patients

Presentations used to calculate time to leaving the ED:⁶ 12,459 patients

Median time spent in the ED⁸

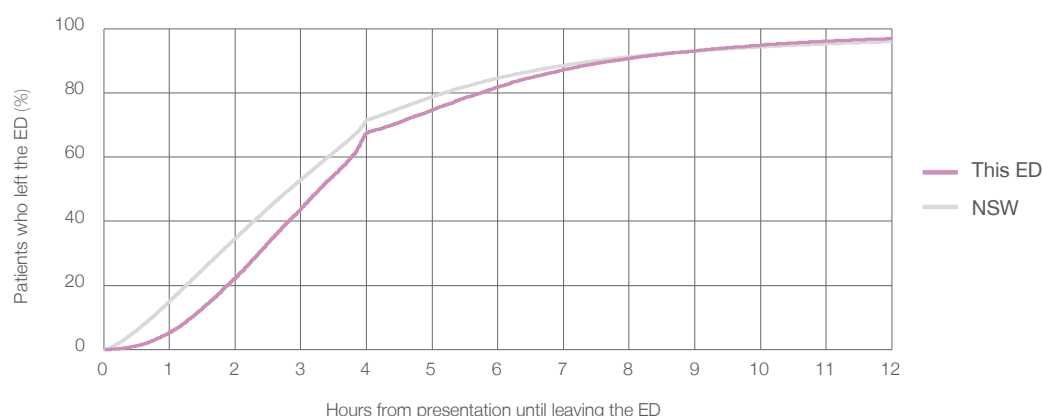
3 hours and 17 minutes

95th percentile time spent in the ED⁹

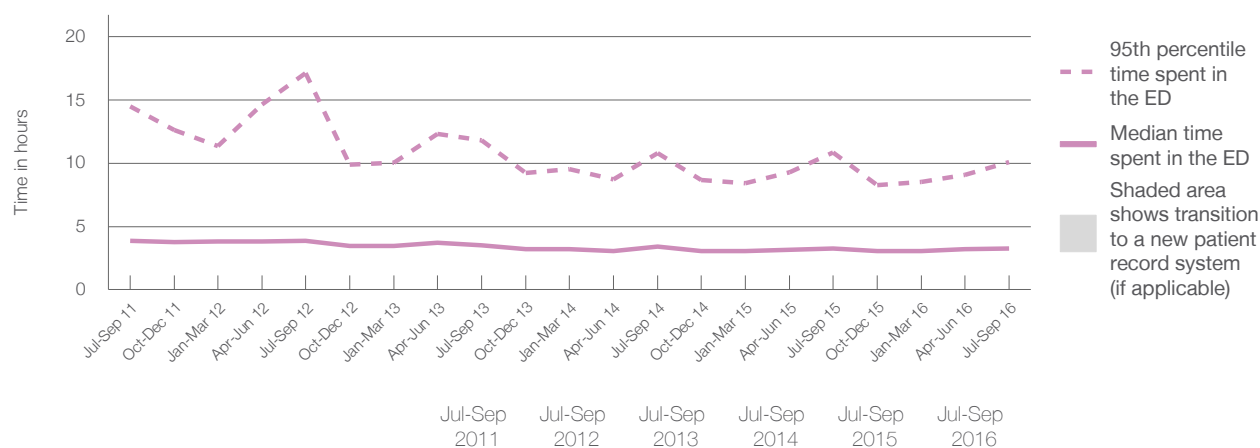
10 hours and 5 minutes

Same period last year	NSW (this period)
12,480	
12,480	
3 hours and 16 minutes	2 hours and 50 minutes
10 hours and 50 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 53m	3h 52m	3h 32m	3h 26m	3h 16m	3h 17m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 30m	17h 8m	11h 47m	10h 47m	10h 50m	10h 5m

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Sutherland Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

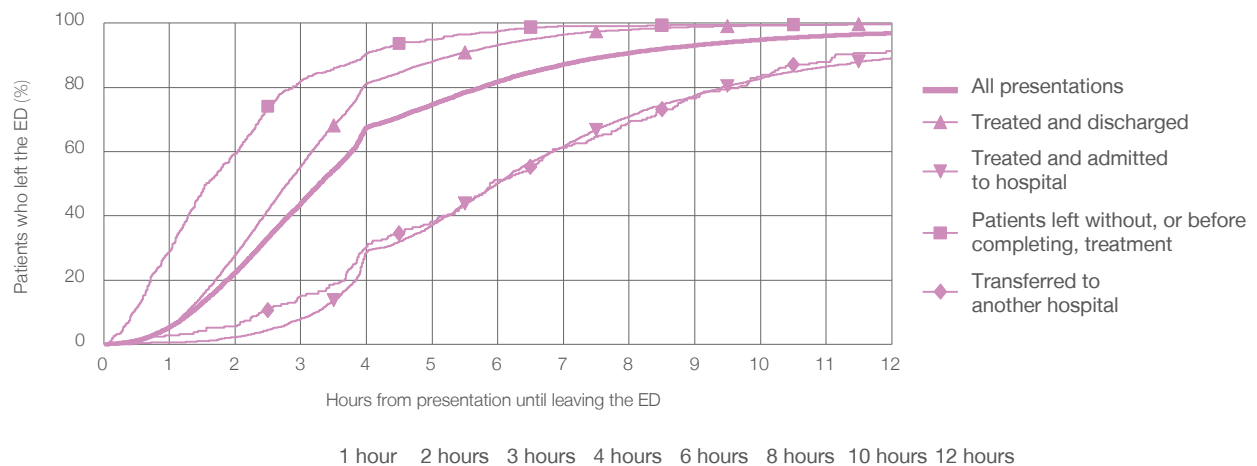
All presentations:[†] 12,462 patients

Presentations used to calculate time to leaving the ED:[‡] 12,459 patients

Treated and discharged	8,559 (68.7%)
Treated and admitted to hospital	3,144 (25.2%)
Patient left without, or before completing, treatment	492 (3.9%)
Transferred to another hospital	217 (1.7%)
Other	50 (0.4%)

Same period last year	Change since one year ago
12,480	-0.2%
8,573	-0.2%
3,161	-0.5%
509	-3.3%
196	10.7%
41	22.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	5.5%	27.8%	55.5%	81.2%	93.2%	98.0%	99.3%	99.7%
Treated and admitted to hospital	0.6%	2.2%	7.9%	28.7%	50.1%	71.0%	82.7%	89.1%
Patient left without, or before completing, treatment	28.9%	59.3%	81.9%	90.4%	97.6%	99.2%	99.6%	99.8%
Transferred to another hospital	2.8%	5.5%	15.2%	30.4%	51.2%	69.1%	83.4%	91.2%
All presentations	5.3%	22.3%	43.9%	67.5%	81.8%	90.7%	94.9%	96.9%

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Sutherland Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 12,462 patients

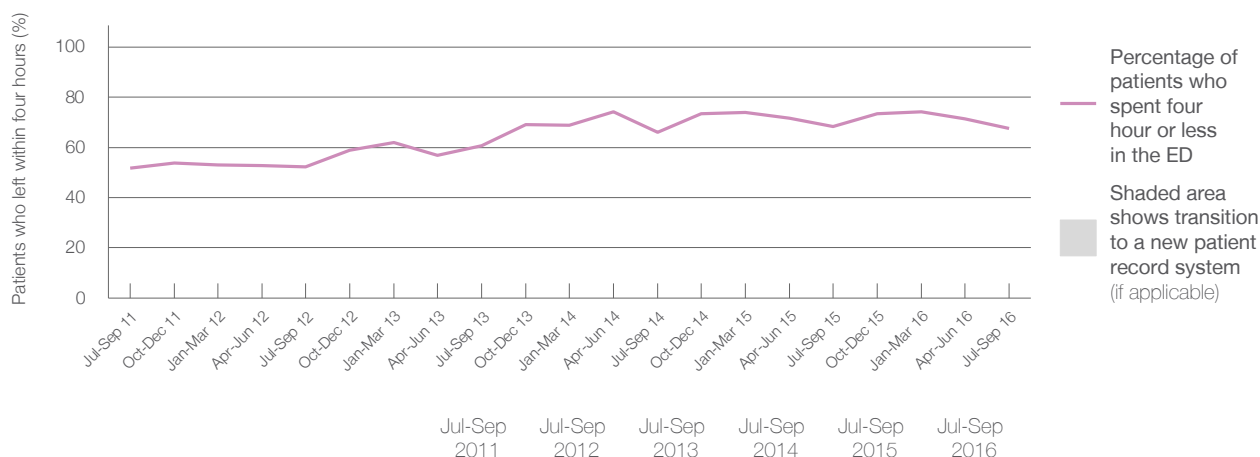
Presentations used to calculate time to leaving the ED: ⁶ 12,459 patients

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



Same period last year	Change since one year ago
12,480	-0.1%
12,480	-0.2%
68.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	51.6%	52.3%	60.7%	65.9%	68.4%	67.5%
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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.
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 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Tamworth Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 10,881 patients

Emergency presentations:² 10,314 patients

Same period last year	Change since one year ago
10,891	-0.1%
10,426	-1.1%

Tamworth Base Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 862 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,715 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,901 patients

Median time to start treatment⁴ 38 minutes
95th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,784 patients

Median time to start treatment⁴ 41 minutes
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
963	
10 minutes	8 minutes
73 minutes	41 minutes
2,740	
33 minutes	21 minutes
163 minutes	103 minutes
4,974	
51 minutes	27 minutes
184 minutes	139 minutes
1,671	
47 minutes	24 minutes
177 minutes	138 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 10,881 patients

Percentage of patients who spent four hours or less in the ED 76.6%

Same period last year	Change since one year ago
10,891	-0.1%
64.3%	

* 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.
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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.

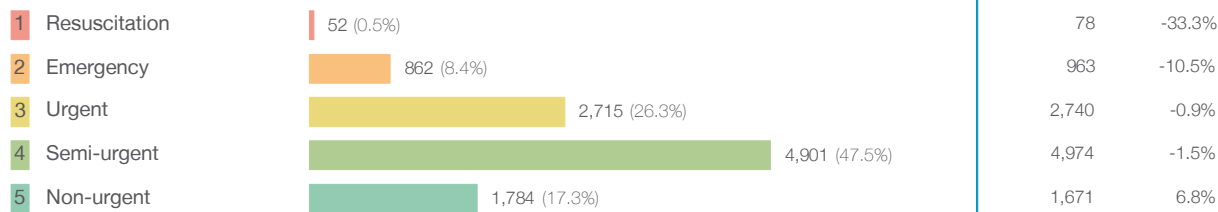
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Tamworth Base Hospital: Patients presenting to the emergency department

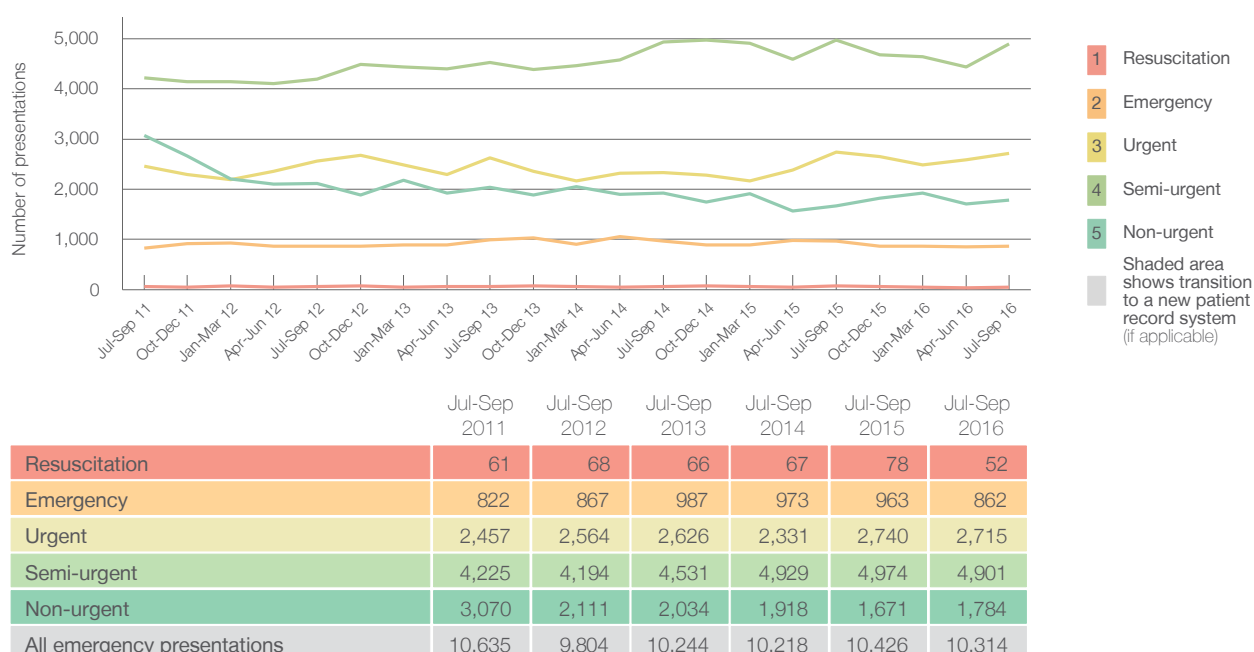
July to September 2016

All presentations:¹ 10,881 patients

Emergency presentations² by triage category: 10,314 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Tamworth Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,730 patients

ED Transfer of care time



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

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

Tamworth Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 862

Number of triage 2 patients used to calculate waiting time: ³ 859

Median time to start treatment ⁴

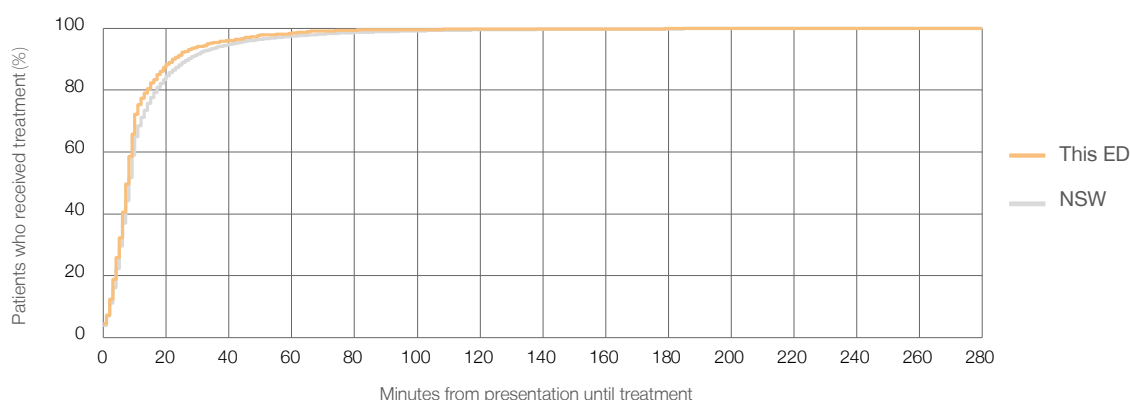
8 minutes

95th percentile time to start treatment ⁵

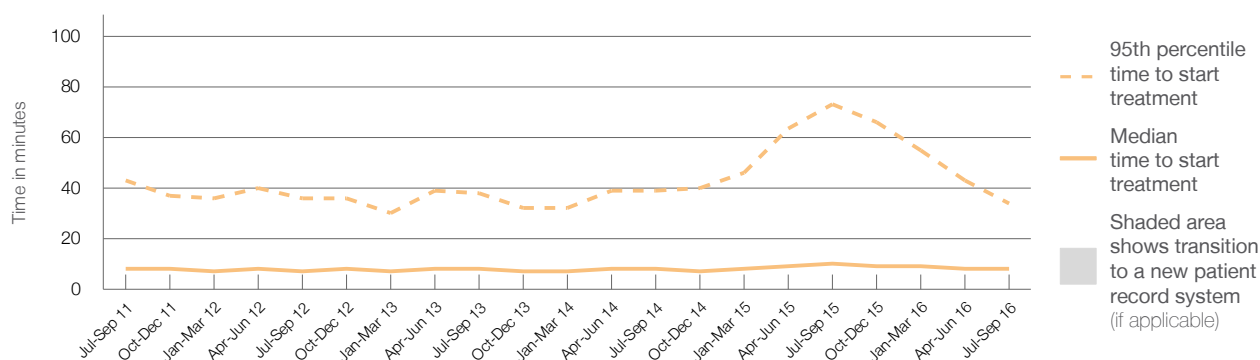
34 minutes

Same period last year	NSW (this period)
963	
957	
10 minutes	8 minutes
73 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	10	8
95th percentile time to start treatment ⁵ (minutes)	43	36	38	39	73	34

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,715

Number of triage 3 patients used to calculate waiting time: ³ 2,677

Median time to start treatment ⁴

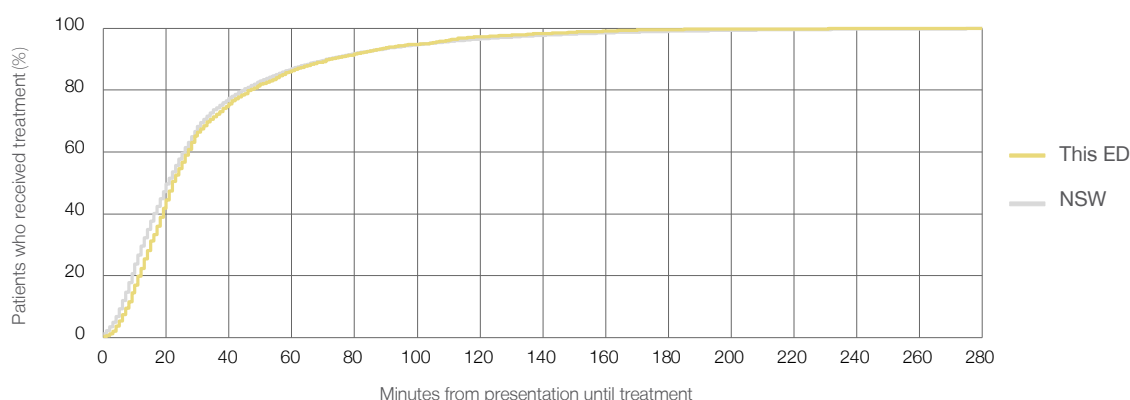
22 minutes

95th percentile time to start treatment ⁵

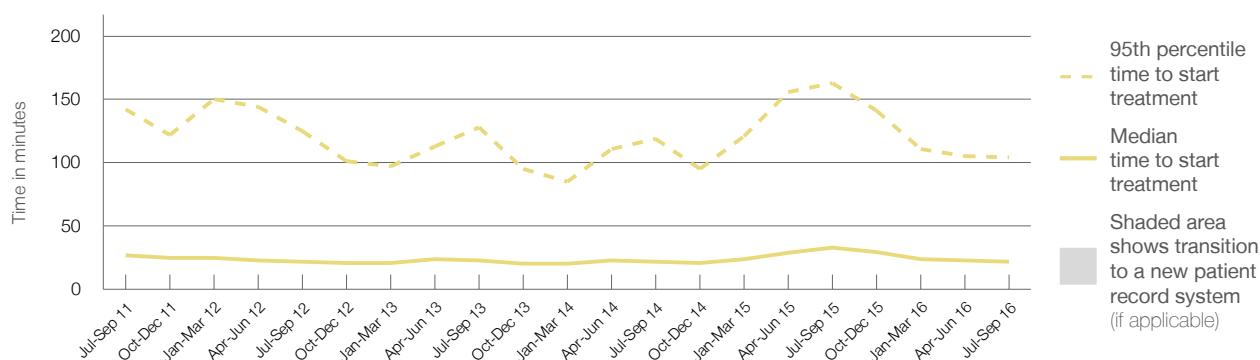
104 minutes

Same period last year	NSW (this period)
2,740	
2,680	
33 minutes	21 minutes
163 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	22	23	22	33	22
95th percentile time to start treatment ⁵ (minutes)	142	125	128	119	163	104

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 4,901

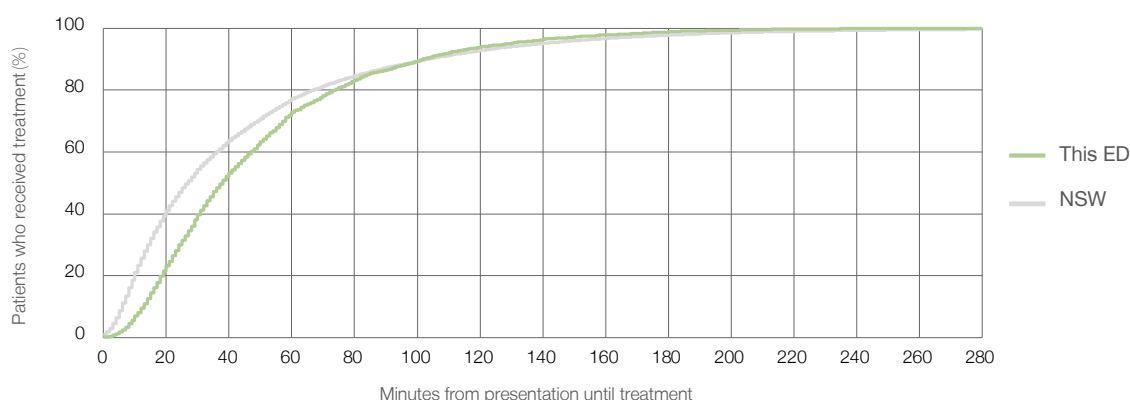
Number of triage 4 patients used to calculate waiting time:³ 4,727

Median time to start treatment⁴ 38 minutes

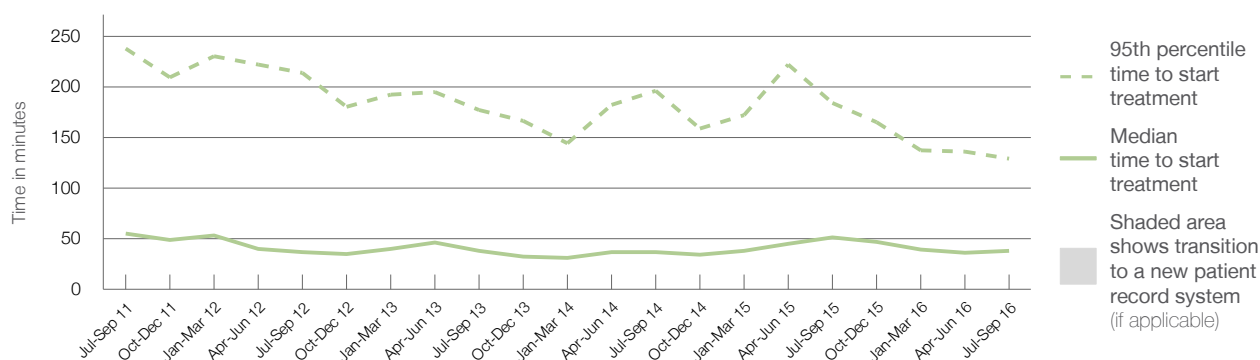
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
4,974	
4,730	
51 minutes	27 minutes
184 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	55	37	38	37	51	38
95th percentile time to start treatment ⁵ (minutes)	238	214	177	196	184	129

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,784

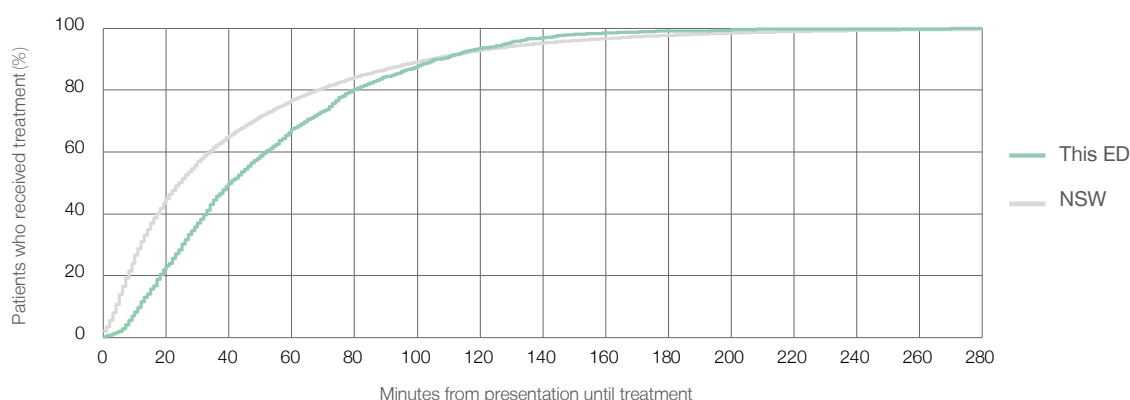
Number of triage 5 patients used to calculate waiting time: ³ 1,683

Median time to start treatment ⁴ 41 minutes

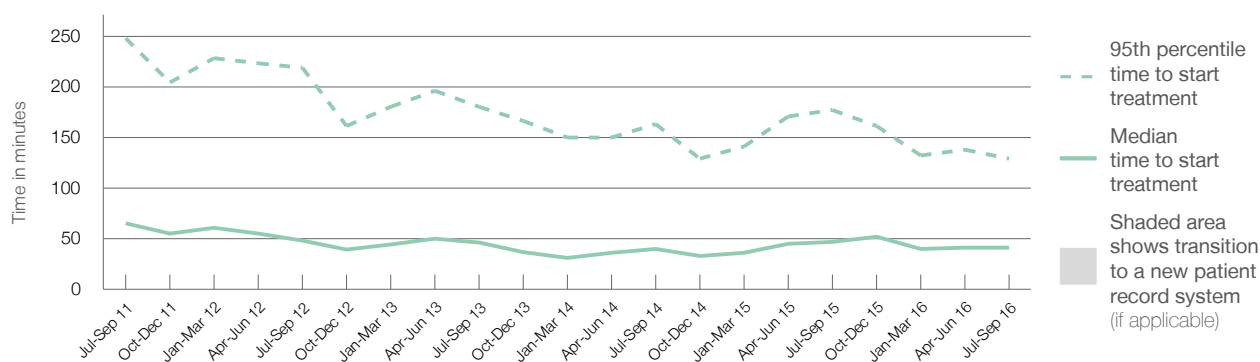
95th percentile time to start treatment ⁵ 129 minutes

Same period last year	NSW (this period)
1,671	
1,572	
47 minutes	24 minutes
177 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	65	48	46	40	47	41
95th percentile time to start treatment ⁵ (minutes)	248	219	180	163	177	129

(†) 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.

Tamworth Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 10,881 patients

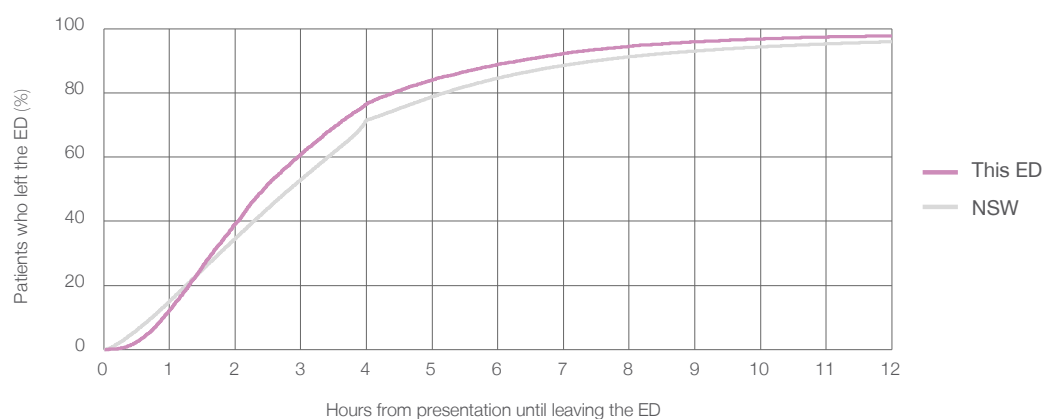
Presentations used to calculate time to leaving the ED:⁶ 10,881 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

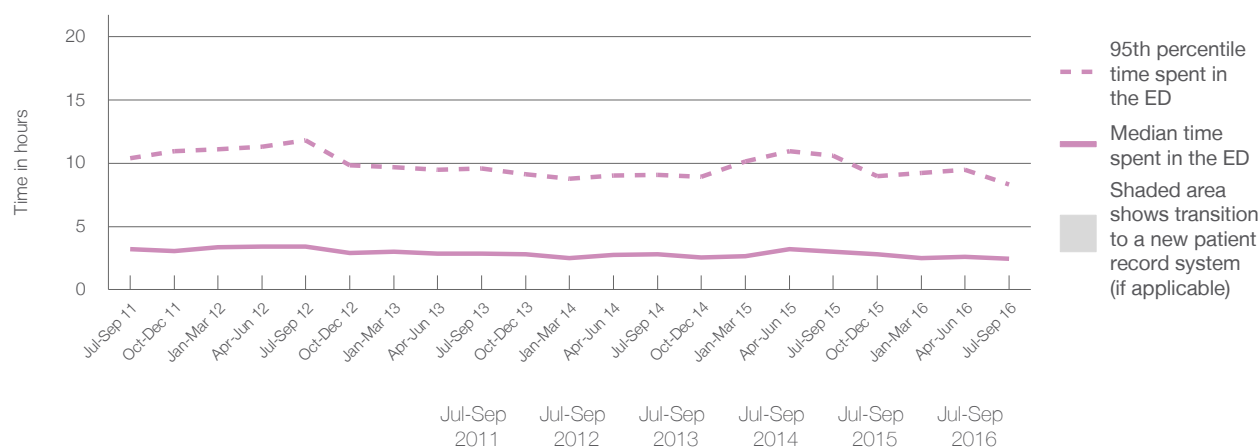
95th percentile time spent in the ED⁹ 8 hours and 20 minutes

Same period last year	NSW (this period)
10,891	10,891
3 hours and 1 minutes	2 hours and 50 minutes
10 hours and 34 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 11m	3h 26m	2h 51m	2h 48m	3h 1m	2h 26m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 24m	11h 48m	9h 36m	9h 3m	10h 34m	8h 20m

(†) 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.

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

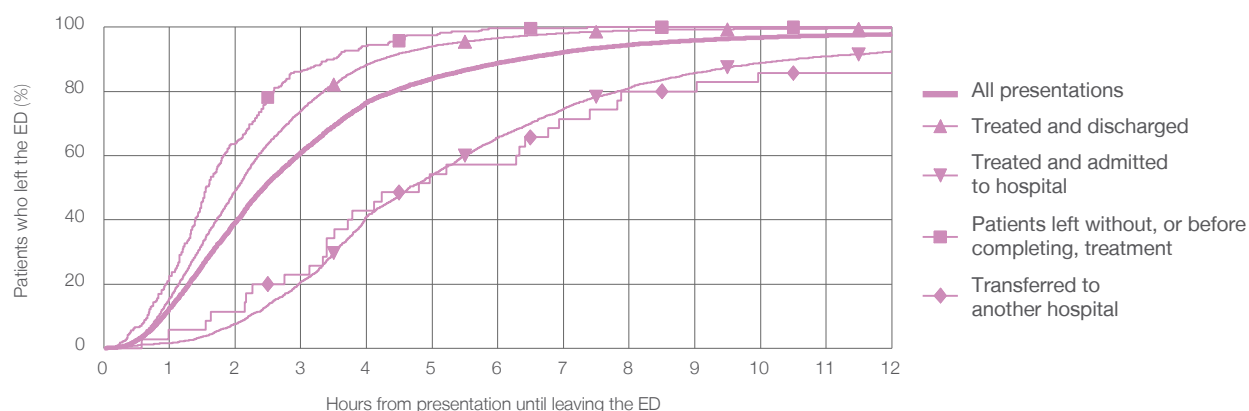
July to September 2016

All presentations:[†] 10,881 patients

Presentations used to calculate time to leaving the ED:[‡] 10,881 patients

		Same period last year	Change since one year ago
All presentations	10,881 (71.6%)	10,891	-0.1%
Treated and discharged	7,791 (71.6%)	7,824	-0.4%
Treated and admitted to hospital	2,707 (24.9%)	2,463	9.9%
Patient left without, or before completing, treatment	288 (2.6%)	489	-41.1%
Transferred to another hospital	35 (0.3%)	57	-38.6%
Other	60 (0.6%)	58	3.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.6%	49.2%	74.0%	88.4%	96.6%	99.0%	99.5%	99.6%
Treated and admitted to hospital	1.6%	7.6%	20.7%	41.1%	65.7%	81.1%	88.8%	92.5%
Patient left without, or before completing, treatment	22.6%	63.9%	86.1%	94.1%	99.7%	100%	100%	100%
Transferred to another hospital	5.7%	11.4%	22.9%	42.9%	57.1%	80.0%	85.7%	85.7%
All presentations	12.4%	39.3%	60.9%	76.6%	88.9%	94.5%	96.8%	97.8%

(†) 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.

Tamworth Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 10,881 patients

Presentations used to calculate time to leaving the ED: ⁶ 10,881 patients

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



Same period last year	Change since one year ago
10,891	-0.1%
10,891	-0.1%
64.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	62.5%	59.7%	68.2%	68.6%	64.3%	76.6%

- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

The Tweed Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,626 patients

Emergency presentations:² 12,312 patients

Same period last year	Change since one year ago
12,698	-0.6%
12,434	-1.0%

The Tweed Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,608 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,951 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,855 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 843 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,839	
6 minutes	8 minutes
22 minutes	41 minutes
5,992	
16 minutes	21 minutes
57 minutes	103 minutes
3,689	
16 minutes	27 minutes
93 minutes	139 minutes
855	
12 minutes	24 minutes
84 minutes	138 minutes

The Tweed Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,616 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
12,698	-0.6%
81.9%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

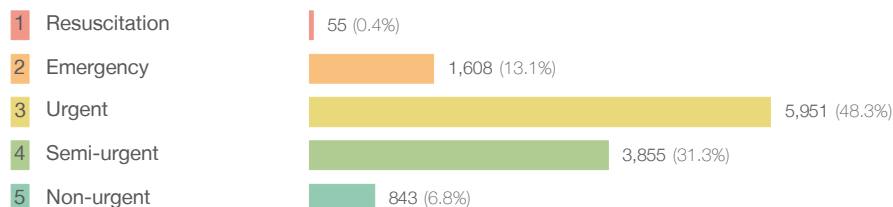
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

The Tweed Hospital: Patients presenting to the emergency department

July to September 2016

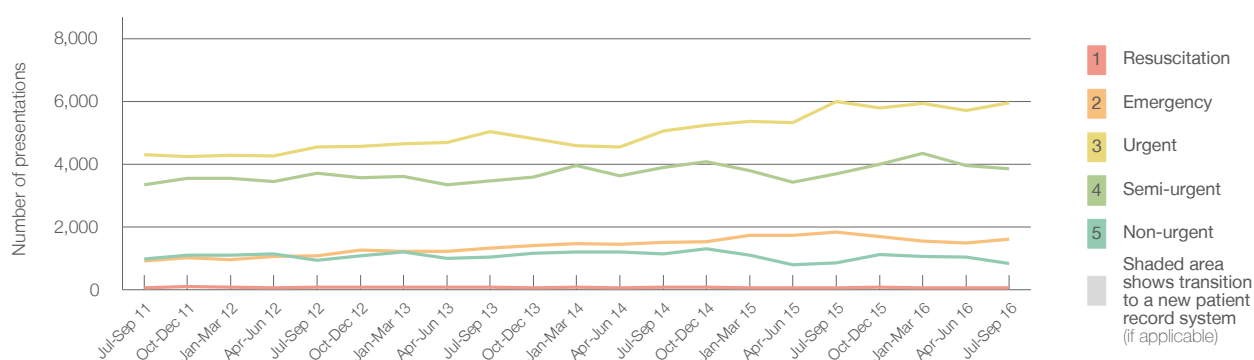
All presentations:¹ 12,626 patients

Emergency presentations² by triage category: 12,312 patients



Same period last year	Change since one year ago
12,698	-0.6%
12,434	-1.0%
59	-6.8%
1,839	-12.6%
5,992	-0.7%
3,689	4.5%
855	-1.4%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	67	86	78	74	59	55
Emergency	925	1,083	1,322	1,503	1,839	1,608
Urgent	4,295	4,544	5,036	5,061	5,992	5,951
Semi-urgent	3,341	3,709	3,462	3,887	3,689	3,855
Non-urgent	974	943	1,036	1,140	855	843
All emergency presentations	9,602	10,365	10,934	11,665	12,434	12,312

The Tweed Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,925 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,965	
8 minutes	0 minutes
33 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.

The Tweed Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,608

Number of triage 2 patients used to calculate waiting time: ³ 1,603

Median time to start treatment ⁴

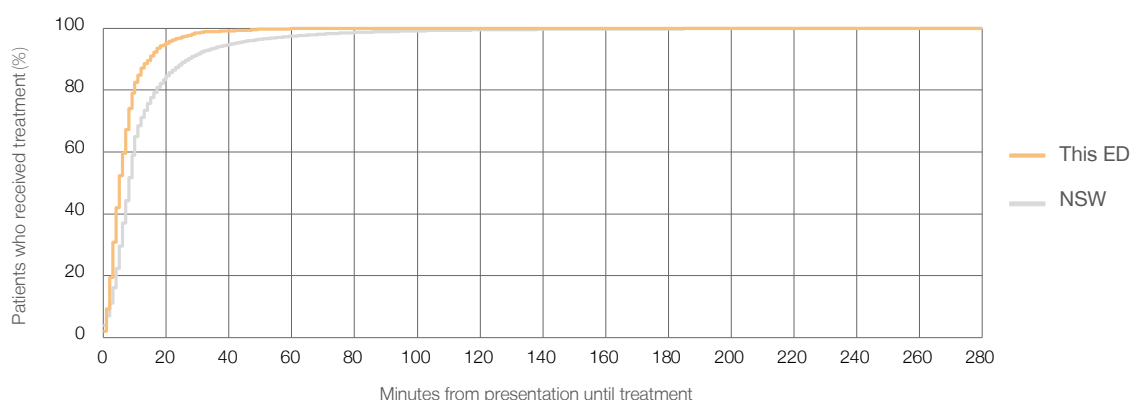
5 minutes

95th percentile time to start treatment ⁵

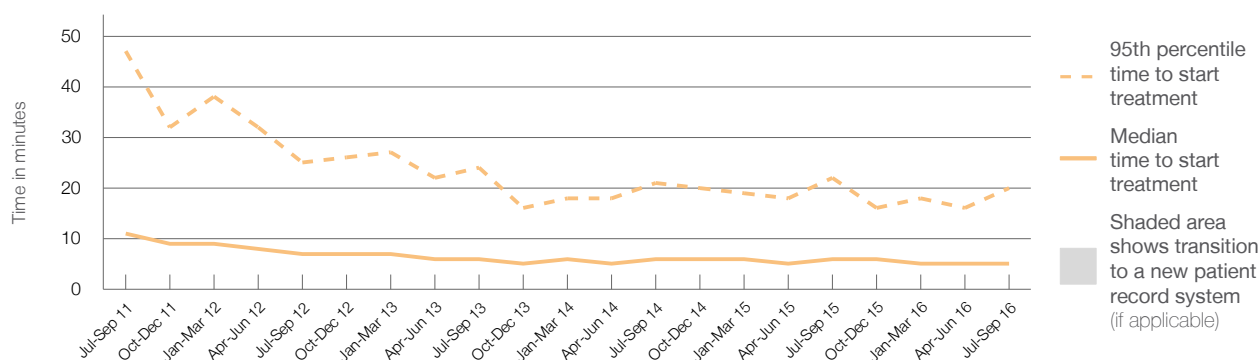
20 minutes

Same period last year	NSW (this period)
1,839	
1,835	
6 minutes	8 minutes
22 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	11	7	6	6	6	5
95th percentile time to start treatment ⁵ (minutes)	47	25	24	21	22	20

(†) 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.

The Tweed Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 5,951

Number of triage 3 patients used to calculate waiting time: ³ 5,887

Median time to start treatment ⁴

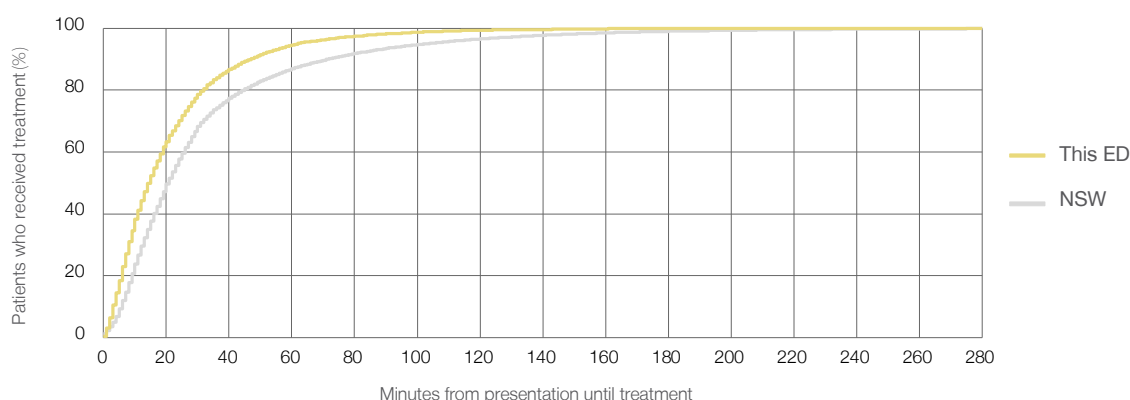
15 minutes

95th percentile time to start treatment ⁵

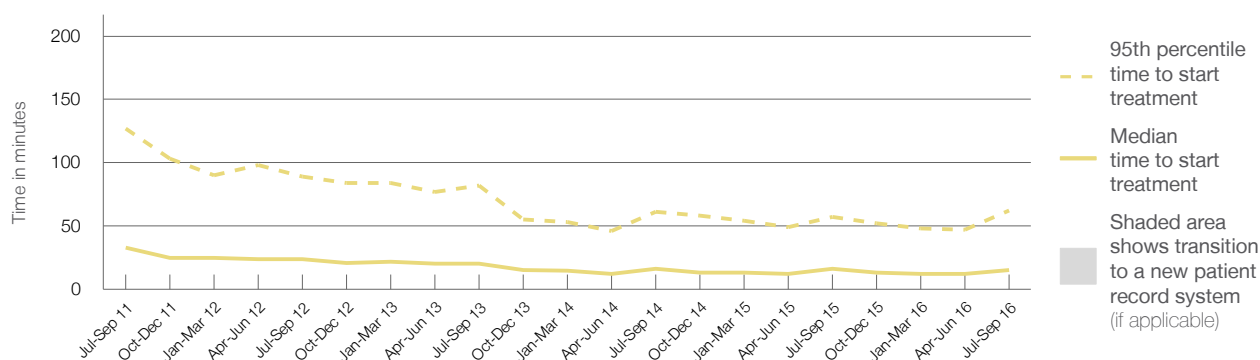
62 minutes

Same period last year	NSW (this period)
5,992	
5,936	
16 minutes	21 minutes
57 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	24	20	16	16	15
95th percentile time to start treatment ⁵ (minutes)	127	89	82	61	57	62

(†) 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.

The Tweed Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,855

Number of triage 4 patients used to calculate waiting time: ³ 3,739

Median time to start treatment ⁴

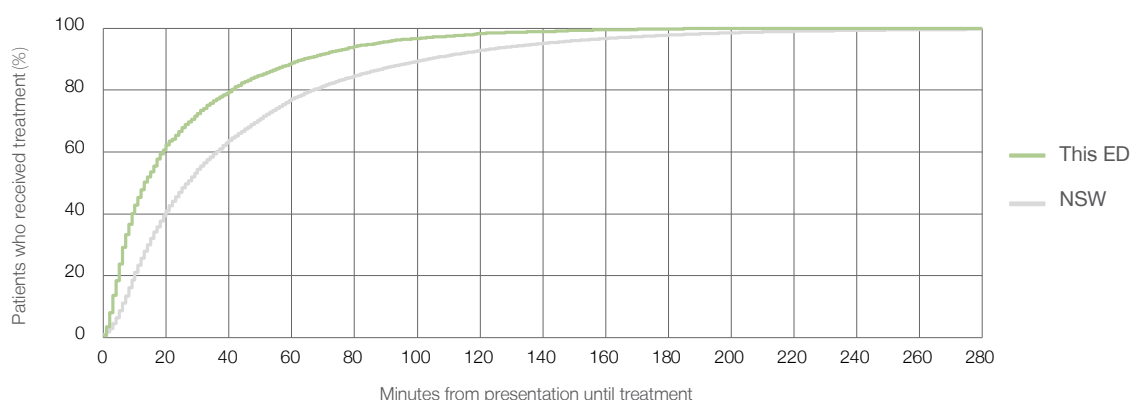
13 minutes

95th percentile time to start treatment ⁵

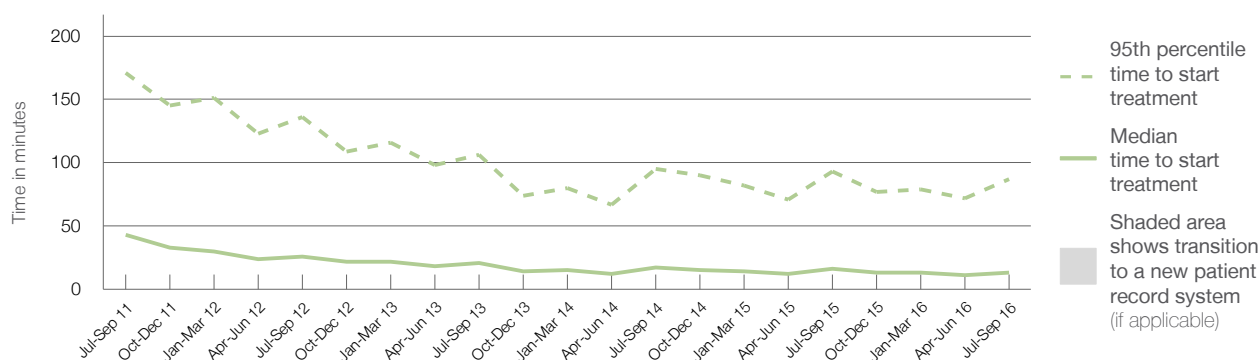
87 minutes

Same period last year	NSW (this period)
3,689	
3,591	
16 minutes	27 minutes
93 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	26	21	17	16	13
95th percentile time to start treatment ⁵ (minutes)	171	136	106	95	93	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.

The Tweed Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 843

Number of triage 5 patients used to calculate waiting time:³ 801

Median time to start treatment⁴

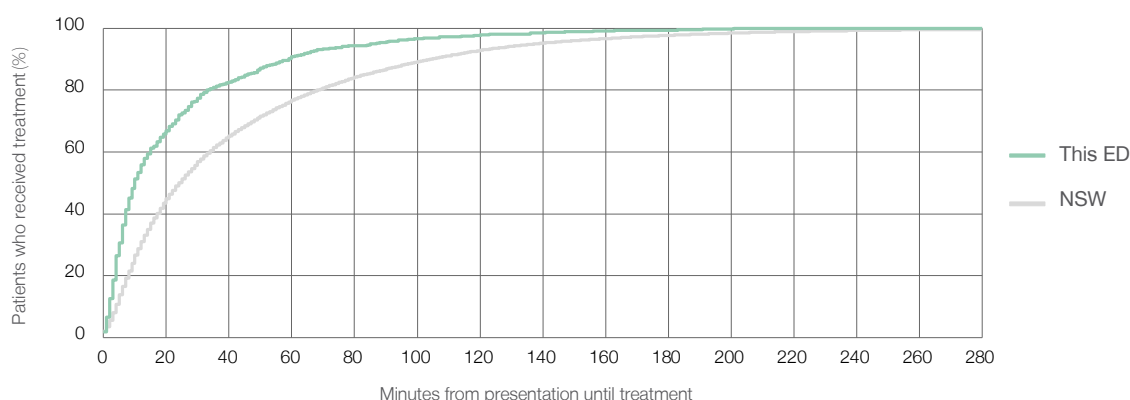
10 minutes

95th percentile time to start treatment⁵

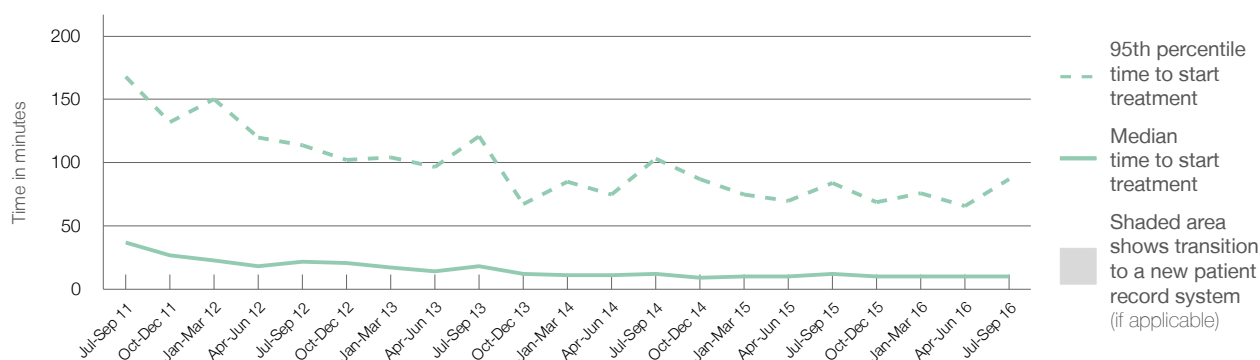
87 minutes

Same period last year	NSW (this period)
855	
814	
12 minutes	24 minutes
84 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	22	18	12	12	10
95th percentile time to start treatment ⁵ (minutes)	168	114	121	103	84	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.

The Tweed Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 12,626 patients

Presentations used to calculate time to leaving the ED:⁶ 12,616 patients

Median time spent in the ED⁸

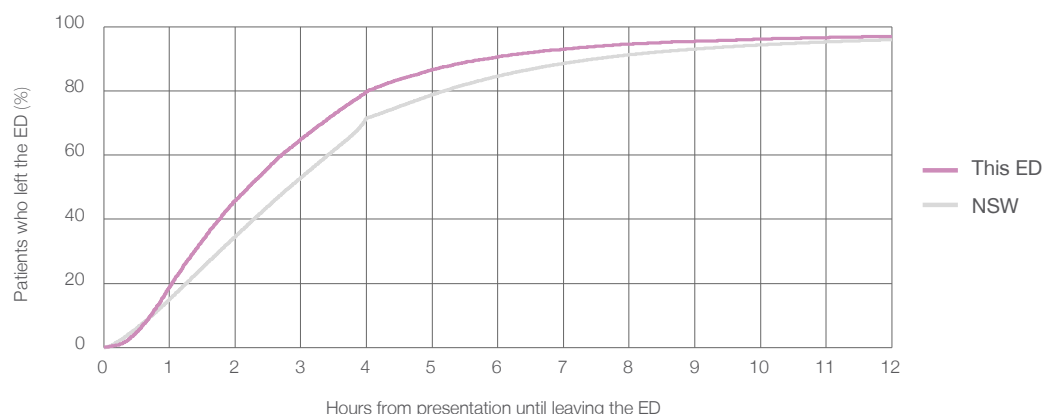
2 hours and 12 minutes

95th percentile time spent in the ED⁹

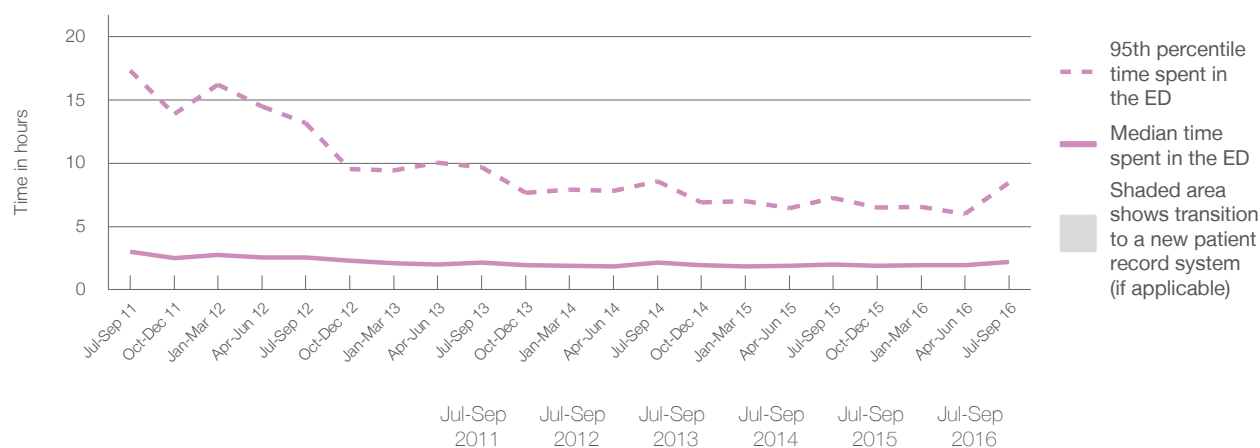
8 hours and 27 minutes

Same period last year	NSW (this period)
12,698	12,698
2 hours and 1 minutes	2 hours and 50 minutes
7 hours and 16 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



Median time to leaving the ED ⁸ (hours, minutes)	3h 1m	2h 33m	2h 9m	2h 10m	2h 1m	2h 12m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 19m	13h 9m	9h 41m	8h 35m	7h 16m	8h 27m

(†) 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.

The Tweed Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

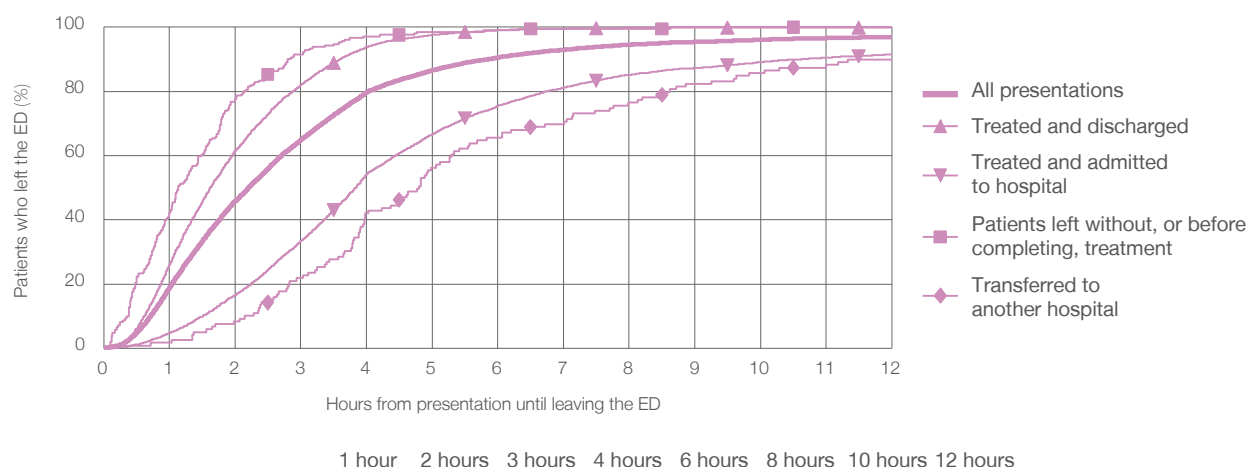
All presentations:[†] 12,626 patients

Presentations used to calculate time to leaving the ED:[‡] 12,616 patients

Treated and discharged	7,914 (62.7%)
Treated and admitted to hospital	4,339 (34.4%)
Patient left without, or before completing, treatment	211 (1.7%)
Transferred to another hospital	119 (0.9%)
Other	43 (0.3%)

Same period last year	Change since one year ago
12,698	-0.6%
8,044	-1.6%
4,256	2.0%
185	14.1%
175	-32.0%
38	13.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.2%	61.6%	82.1%	93.8%	99.0%	99.8%	100%	100%
Treated and admitted to hospital	4.8%	16.6%	33.5%	54.2%	75.5%	85.2%	89.1%	91.6%
Patient left without, or before completing, treatment	42.2%	77.7%	91.5%	97.2%	99.1%	99.5%	100%	100%
Transferred to another hospital	1.7%	8.4%	21.8%	42.0%	65.5%	76.5%	85.7%	89.9%
All presentations	19.0%	45.9%	65.0%	79.7%	90.6%	94.6%	96.1%	97.0%

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

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

The Tweed Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 12,626 patients

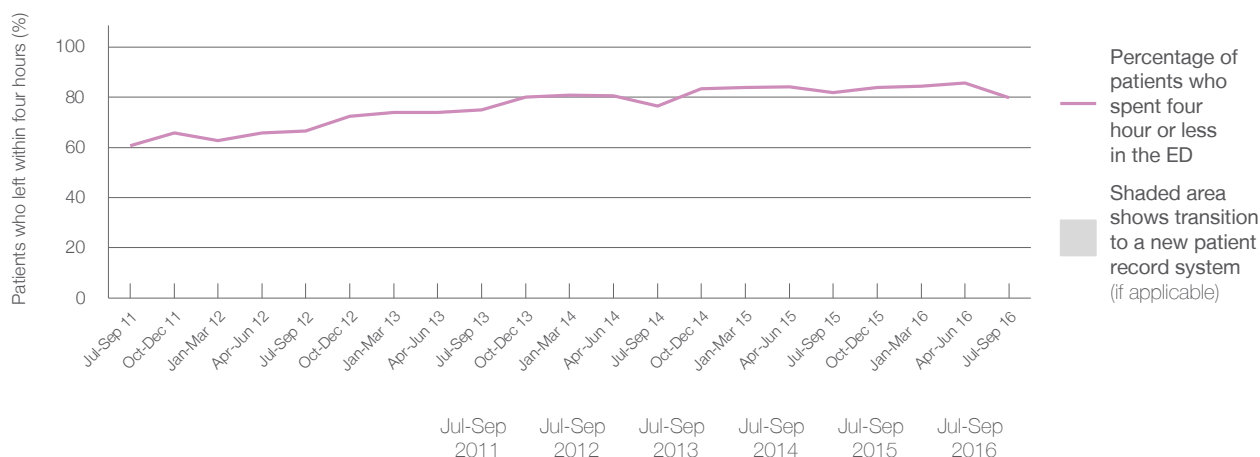
Presentations used to calculate time to leaving the ED: ⁶ 12,616 patients

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



Same period last year	Change since one year ago
12,698	-0.6%
12,698	-0.6%
81.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	60.8%	66.4%	75.0%	76.5%	81.9%	79.7%
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- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 10,017 patients

Emergency presentations:² 9,736 patients

Same period last year	Change since one year ago
9,940	0.8%
9,595	1.5%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 750 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,285 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,889 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 780 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
770	
8 minutes	8 minutes
32 minutes	41 minutes
4,211	
20 minutes	21 minutes
99 minutes	103 minutes
4,022	
21 minutes	27 minutes
129 minutes	139 minutes
545	
13 minutes	24 minutes
137 minutes	138 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 10,017 patients

Percentage of patients who spent four hours or less in the ED 71.9%

Same period last year	Change since one year ago
9,940	0.8%
65.8%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 20 October 2016).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

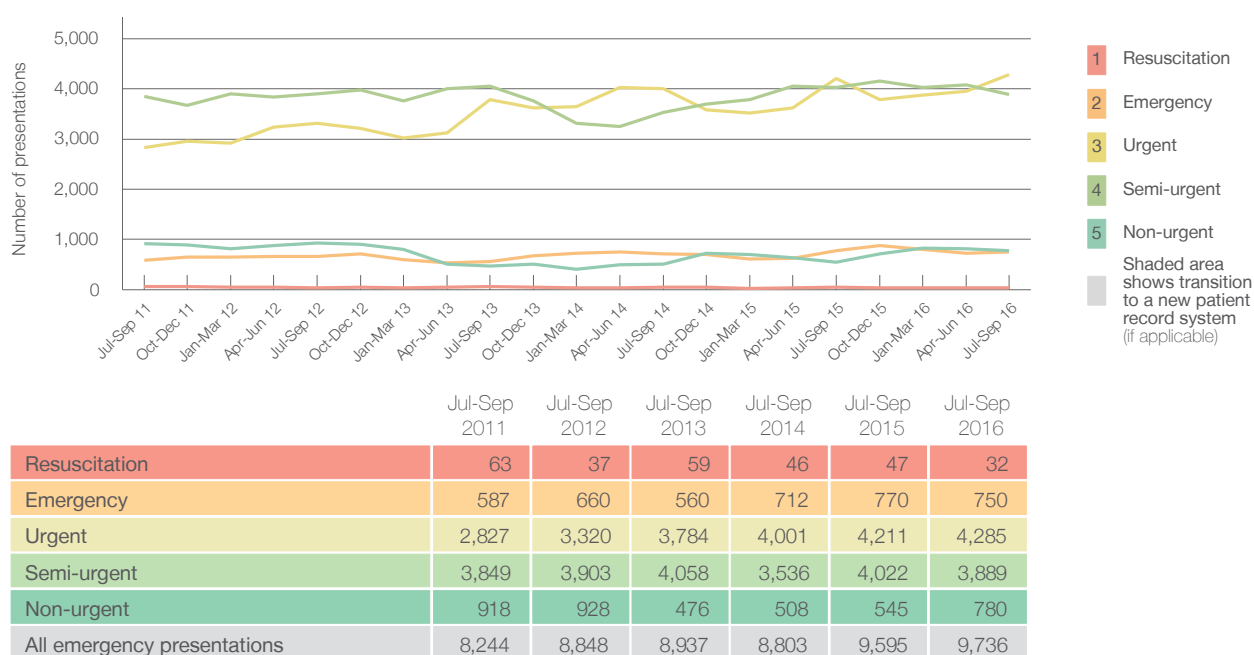
July to September 2016

All presentations:¹ 10,017 patients

Emergency presentations² by triage category: 9,736 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,976 patients

ED Transfer of care time



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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 750

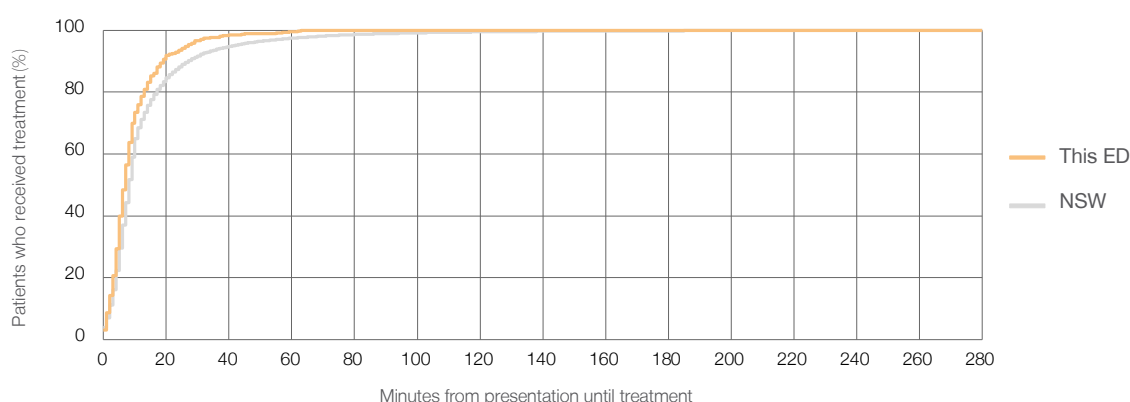
Number of triage 2 patients used to calculate waiting time:³ 750

Median time to start treatment⁴ 7 minutes

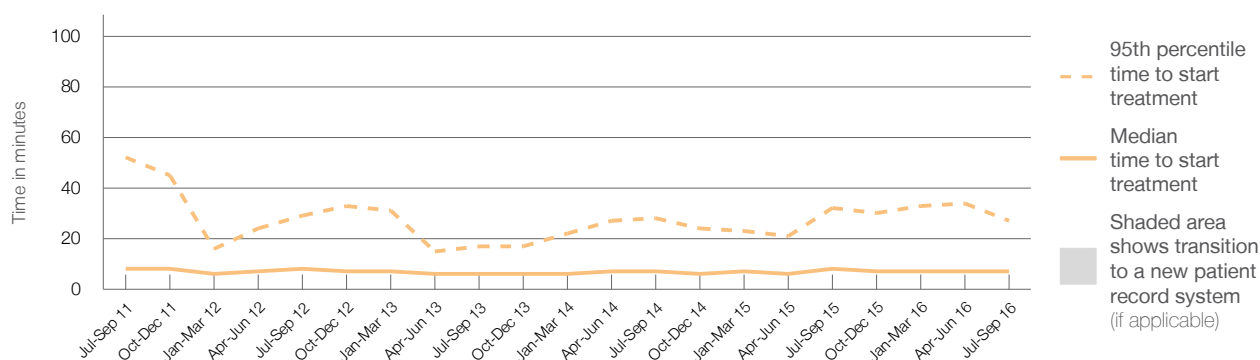
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
770	
766	
8 minutes	8 minutes
32 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	6	7	8	7
95th percentile time to start treatment ⁵ (minutes)	52	29	17	28	32	27

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 4,285

Number of triage 3 patients used to calculate waiting time: ³ 4,217

Median time to start treatment ⁴

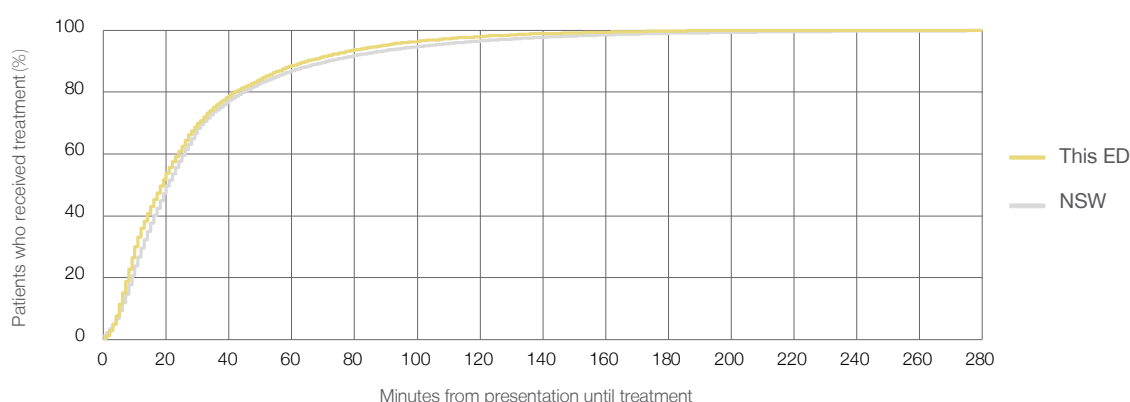
19 minutes

95th percentile time to start treatment ⁵

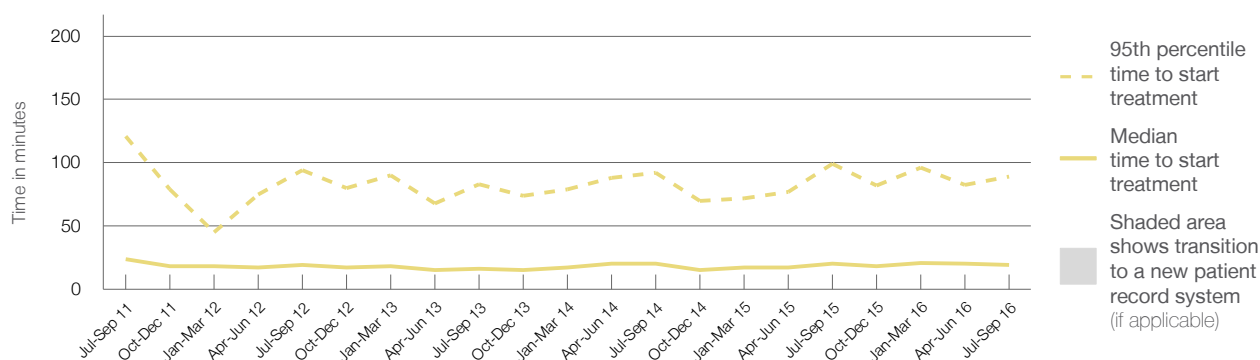
89 minutes

Same period last year	NSW (this period)
4,211	
4,097	
20 minutes	21 minutes
99 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	19	16	20	20	19
95th percentile time to start treatment ⁵ (minutes)	121	94	83	92	99	89

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,889

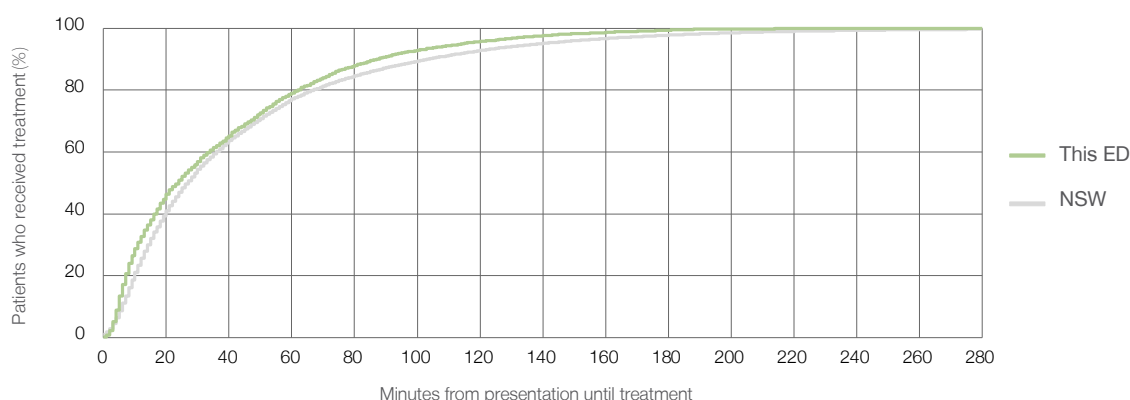
Number of triage 4 patients used to calculate waiting time:³ 3,730

Median time to start treatment⁴ 24 minutes

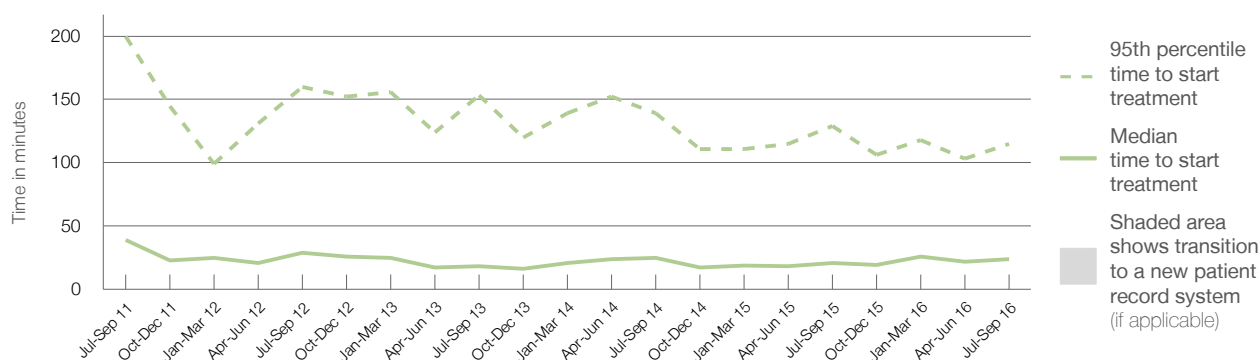
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
4,022	
3,735	
21 minutes	27 minutes
129 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	29	18	25	21	24
95th percentile time to start treatment ⁵ (minutes)	200	160	153	139	129	115

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 780

Number of triage 5 patients used to calculate waiting time:³ 724

Median time to start treatment⁴

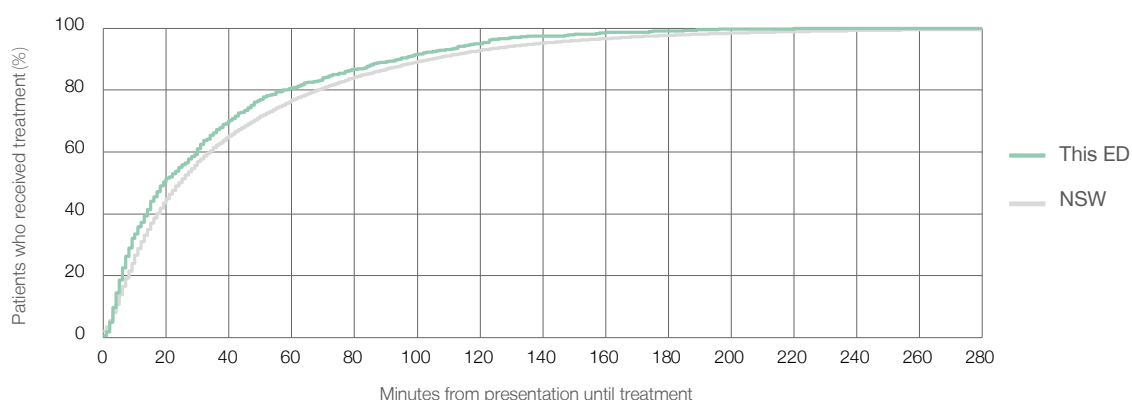
19 minutes

95th percentile time to start treatment⁵

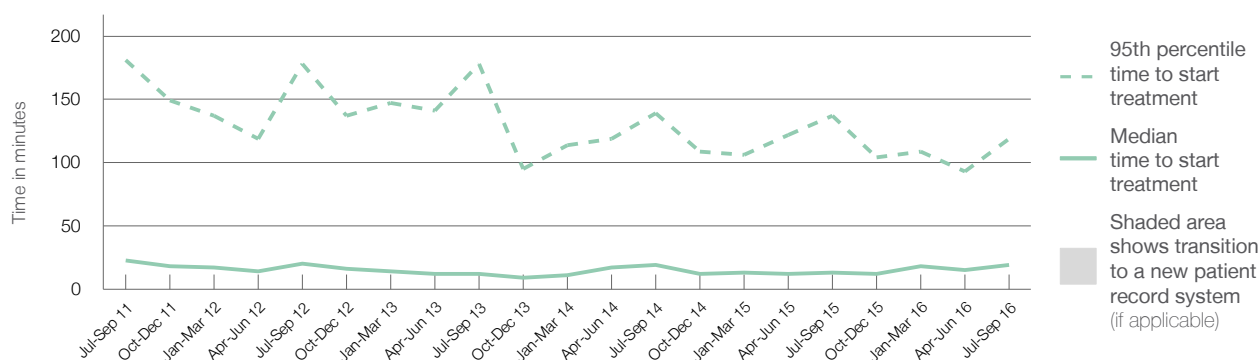
119 minutes

Same period last year	NSW (this period)
545	
479	
13 minutes	24 minutes
137 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	20	12	19	13	19
95th percentile time to start treatment ⁵ (minutes)	181	178	178	139	137	119

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 10,017 patients

Presentations used to calculate time to leaving the ED:⁶ 10,017 patients

Median time spent in the ED⁸

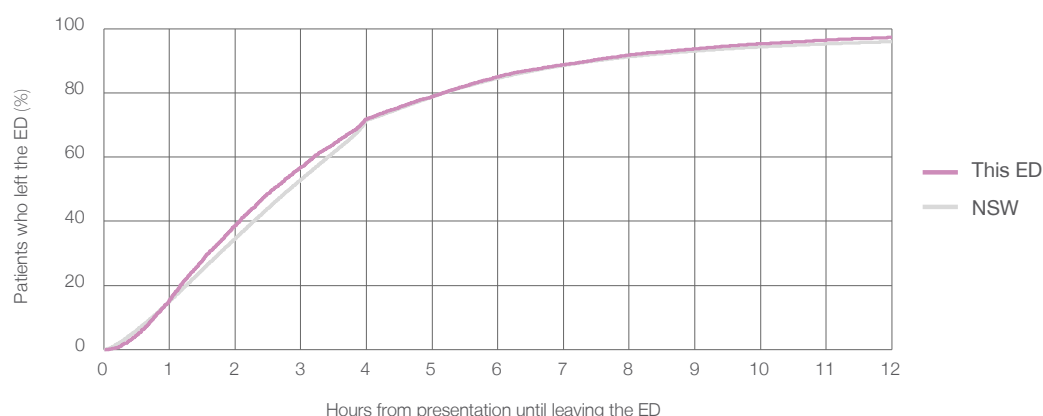
2 hours and 35 minutes

95th percentile time spent in the ED⁹

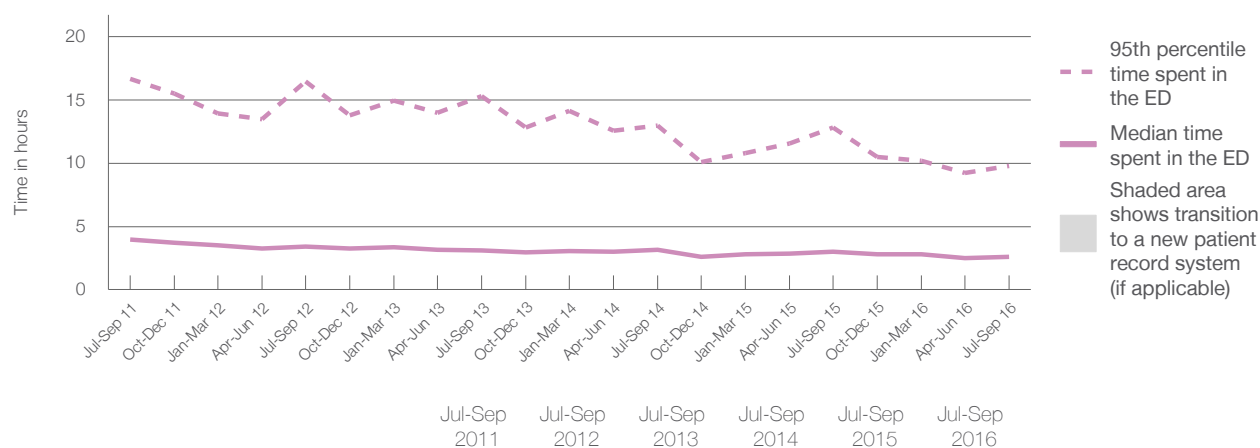
9 hours and 48 minutes

Same period last year	NSW (this period)
9,940	
9,940	
2 hours and 59 minutes	2 hours and 50 minutes
12 hours and 48 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 59m	3h 25m	3h 7m	3h 8m	2h 59m	2h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 39m	16h 27m	15h 19m	12h 59m	12h 48m	9h 48m

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

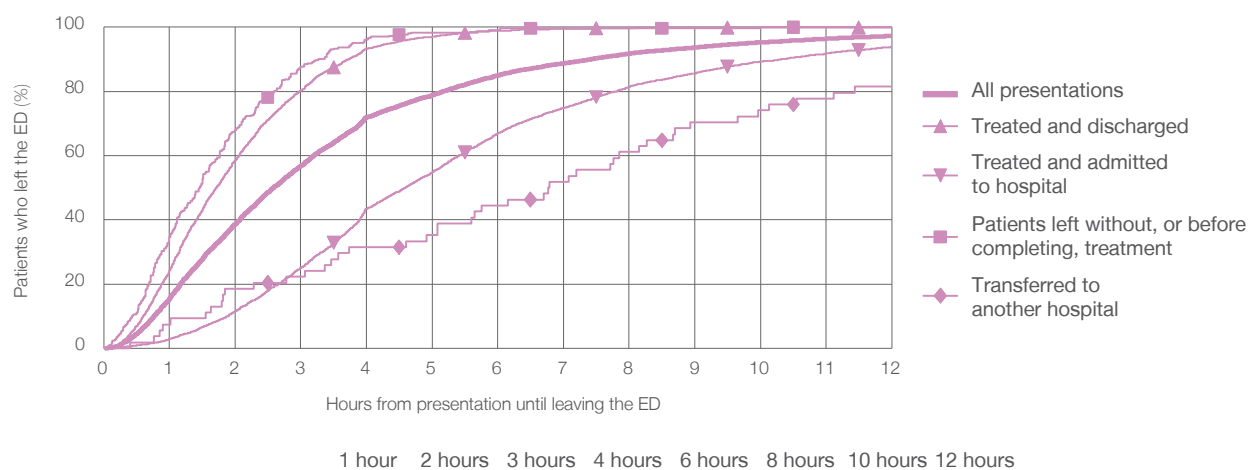
July to September 2016

All presentations:[†] 10,017 patients

Presentations used to calculate time to leaving the ED:[‡] 10,017 patients

		Same period last year	Change since one year ago
Treated and discharged	5,389 (53.8%)	9,940	0.8%
Treated and admitted to hospital	4,253 (42.5%)	5,895	-8.6%
Patient left without, or before completing, treatment	303 (3.0%)	3,392	25.4%
Transferred to another hospital	54 (0.5%)	489	-38.0%
Other	18 (0.2%)	138	-60.9%
		26	-30.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.3%	58.6%	80.4%	93.3%	98.9%	99.8%	100%	100%
Treated and admitted to hospital	2.9%	11.6%	25.0%	43.4%	66.9%	81.4%	89.3%	93.8%
Patient left without, or before completing, treatment	34.7%	68.0%	87.8%	96.0%	99.0%	99.7%	100%	100%
Transferred to another hospital	7.4%	18.5%	22.2%	31.5%	44.4%	61.1%	74.1%	81.5%
All presentations	15.6%	38.8%	56.9%	71.9%	85.0%	91.8%	95.3%	97.3%

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

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

Wagga Wagga Rural Referral Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 10,017 patients

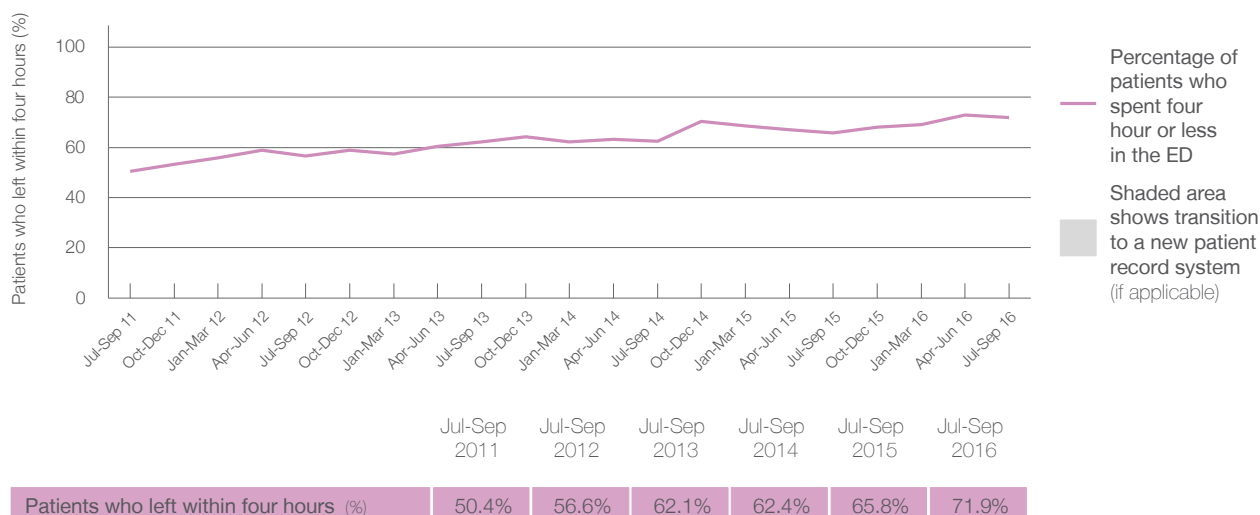
Presentations used to calculate time to leaving the ED: ⁶ 10,017 patients

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



Same period last year	Change since one year ago
9,940	0.8%
9,940	0.8%
65.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Wyong Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 15,972 patients

Emergency presentations:² 15,813 patients

Same period last year	Change since one year ago
15,899	0.5%
15,710	0.7%

Wyong Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,662 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 46 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,927 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,117 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 994 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,371	
7 minutes	8 minutes
33 minutes	41 minutes
4,661	
23 minutes	21 minutes
95 minutes	103 minutes
8,299	
32 minutes	27 minutes
135 minutes	139 minutes
1,300	
25 minutes	24 minutes
104 minutes	138 minutes

Wyong Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 15,971 patients

Percentage of patients who spent four hours or less in the ED 69.4%

Same period last year	Change since one year ago
15,899	0.5%
69.4%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

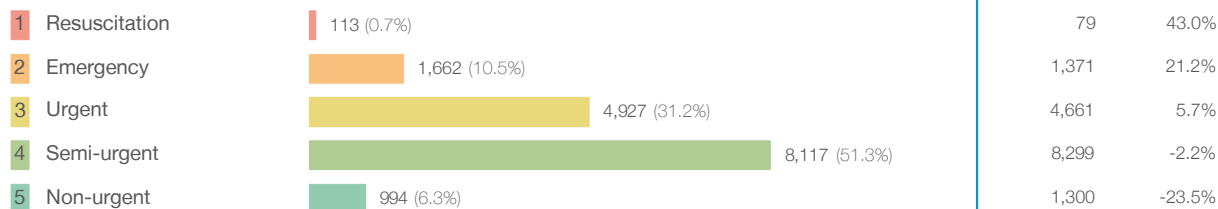
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Wyong Hospital: Patients presenting to the emergency department

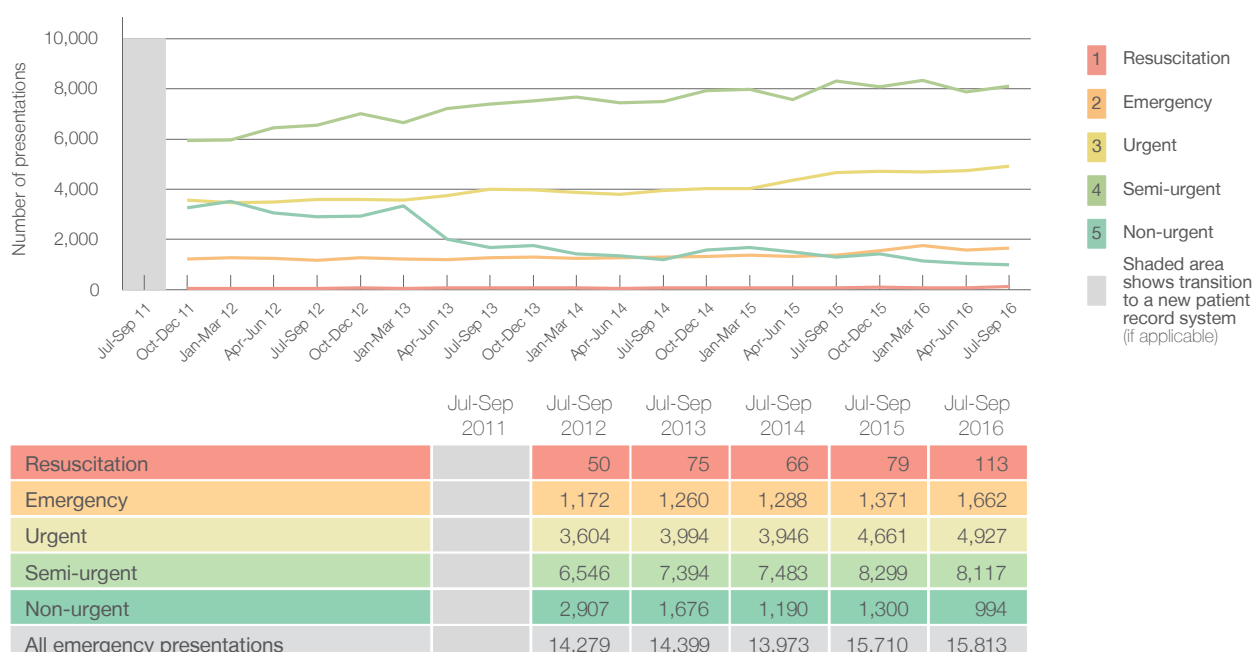
July to September 2016

All presentations:¹ 15,972 patients

Emergency presentations² by triage category: 15,813 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Wyong Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,078 patients

ED Transfer of care time



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

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

Wyong Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,662

Number of triage 2 patients used to calculate waiting time: ³ 1,656

Median time to start treatment ⁴

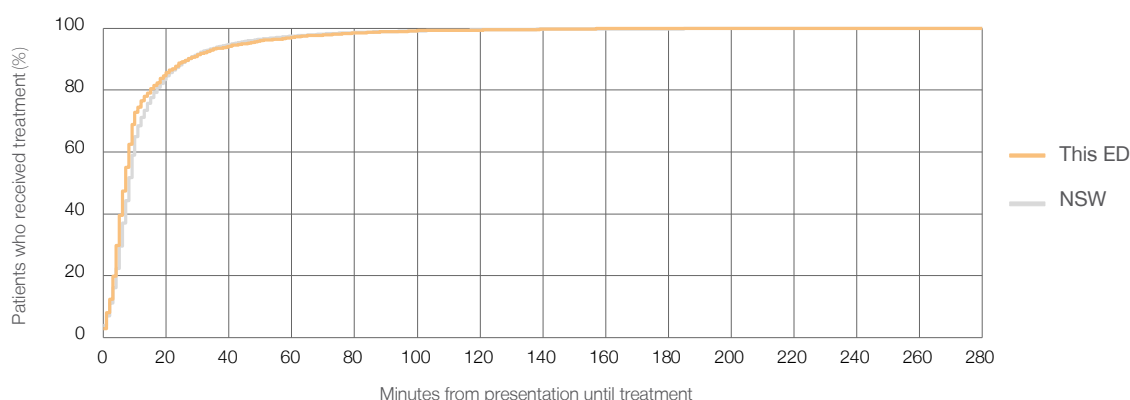
7 minutes

95th percentile time to start treatment ⁵

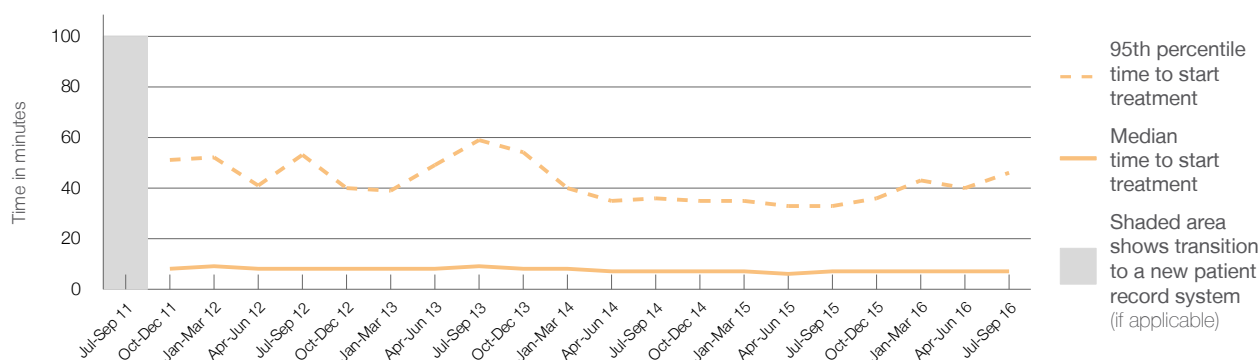
46 minutes

Same period last year	NSW (this period)
1,371	
1,366	
7 minutes	8 minutes
33 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		8	9	7	7	7
95th percentile time to start treatment ⁵ (minutes)		53	59	36	33	46

(†) 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.

Wyong Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 4,927

Number of triage 3 patients used to calculate waiting time:³ 4,885

Median time to start treatment⁴

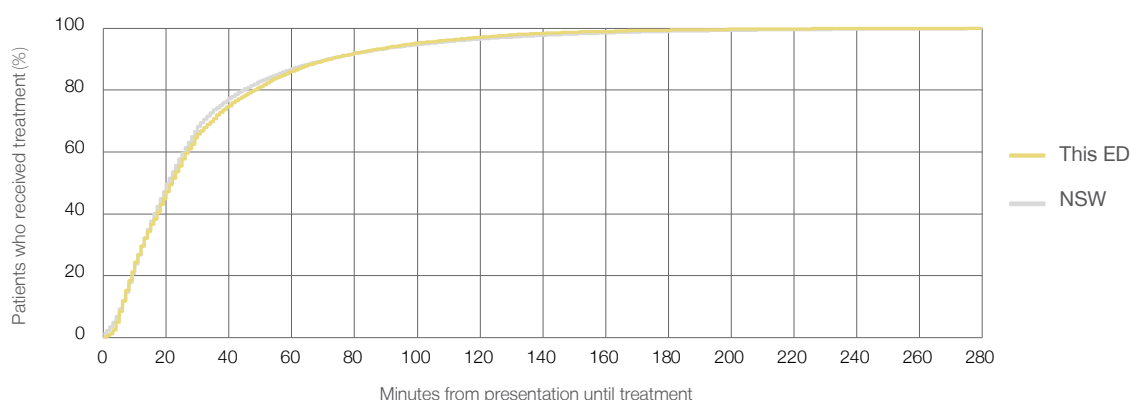
22 minutes

95th percentile time to start treatment⁵

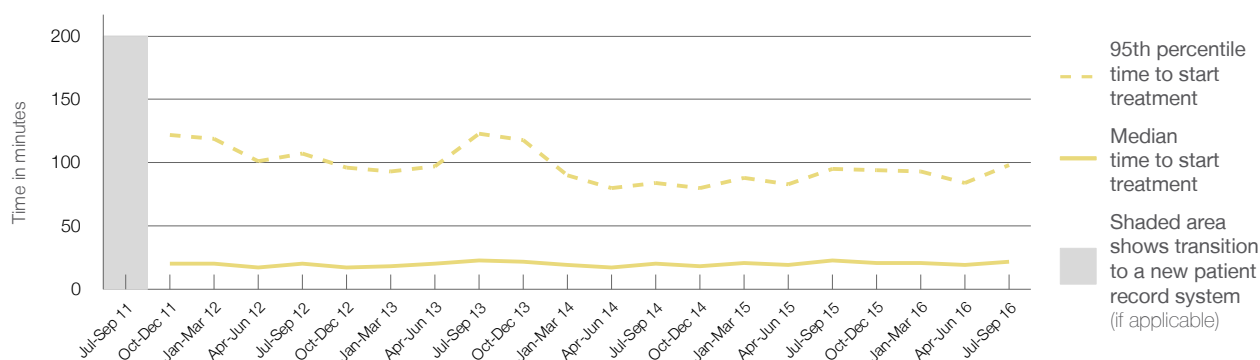
98 minutes

Same period last year	NSW (this period)
4,661	
4,608	
23 minutes	21 minutes
95 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		20	23	20	23	22
95th percentile time to start treatment ⁵ (minutes)		107	123	84	95	98

(†) 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.

Wyong Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 8,117

Number of triage 4 patients used to calculate waiting time: ³ 7,846

Median time to start treatment ⁴

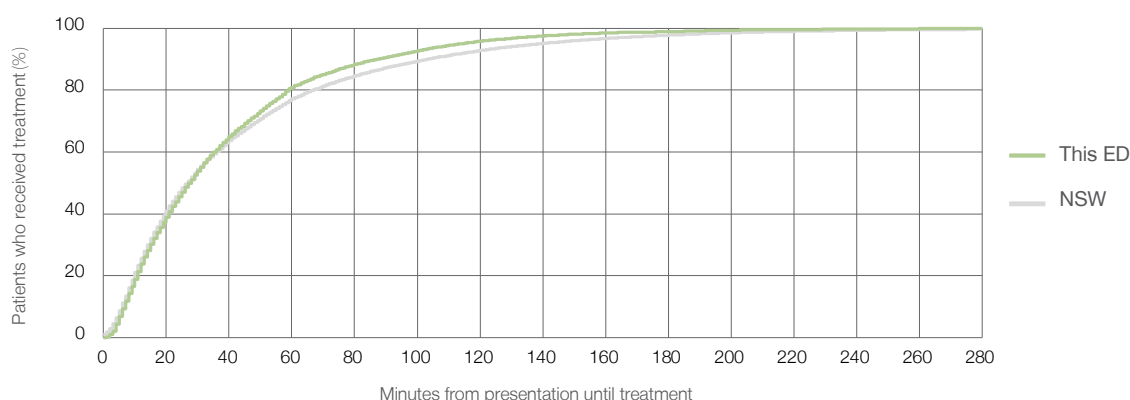
28 minutes

95th percentile time to start treatment ⁵

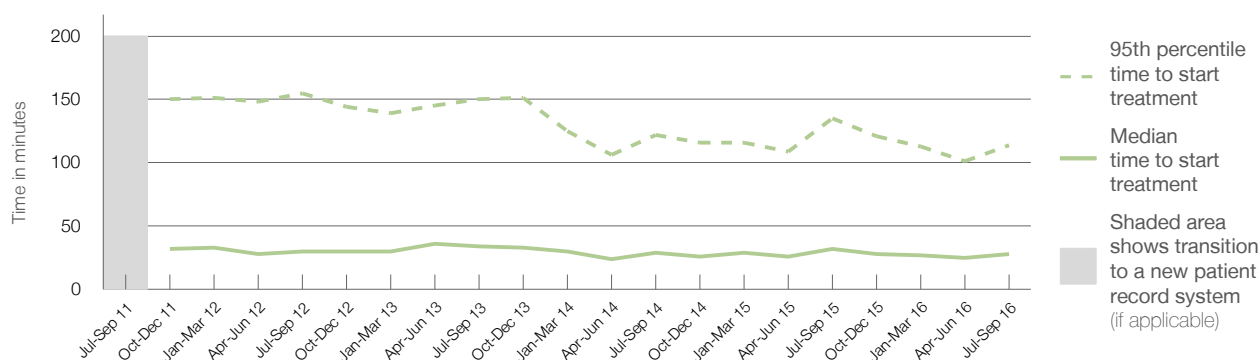
114 minutes

Same period last year	NSW (this period)
8,299	
8,023	
32 minutes	27 minutes
135 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		30	34	29	32	28
95th percentile time to start treatment ⁵ (minutes)		155	150	122	135	114

(†) 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.

Wyong Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 994

Number of triage 5 patients used to calculate waiting time:³ 926

Median time to start treatment⁴

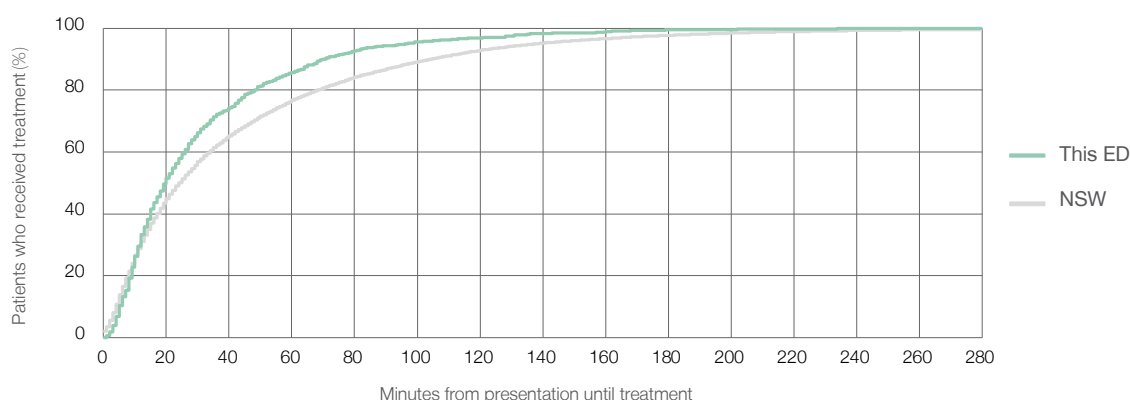
20 minutes

95th percentile time to start treatment⁵

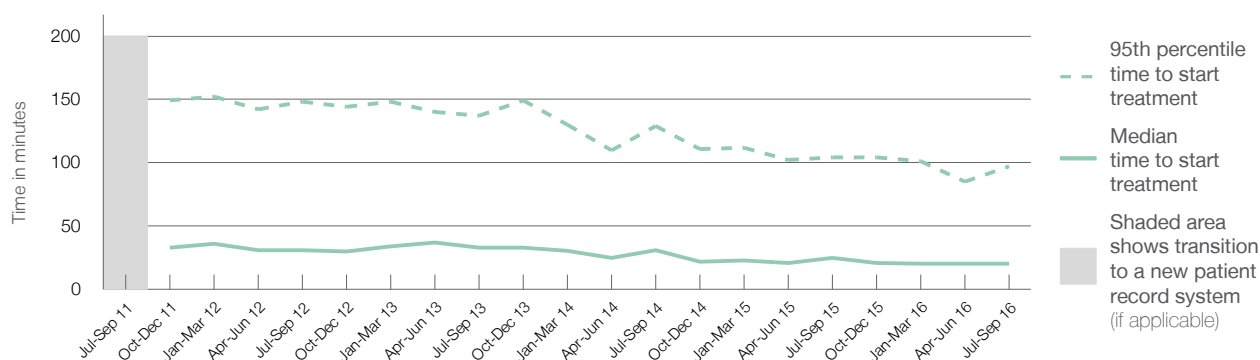
97 minutes

Same period last year	NSW (this period)
1,300	
1,237	
25 minutes	24 minutes
104 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		31	33	31	25	20
95th percentile time to start treatment ⁵ (minutes)		148	137	129	104	97

(†) 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.

Wyong Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 15,972 patients

Presentations used to calculate time to leaving the ED:⁶ 15,971 patients

Median time spent in the ED⁸

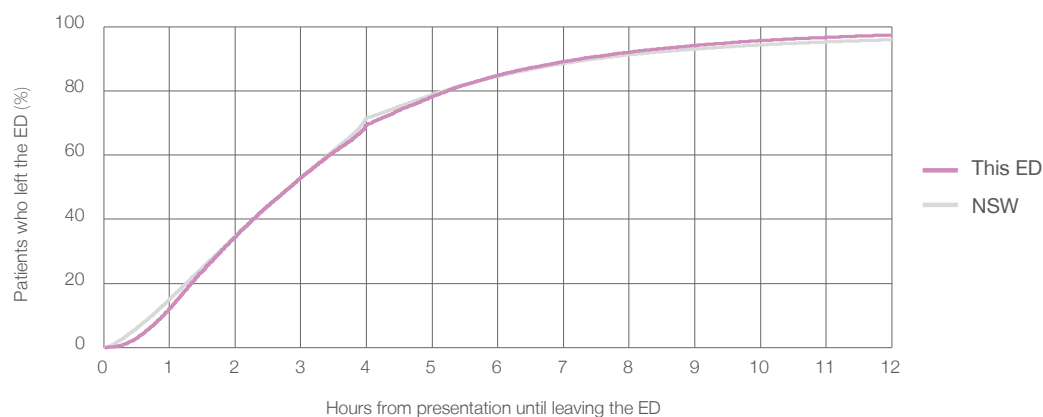
2 hours and 50 minutes

95th percentile time spent in the ED⁹

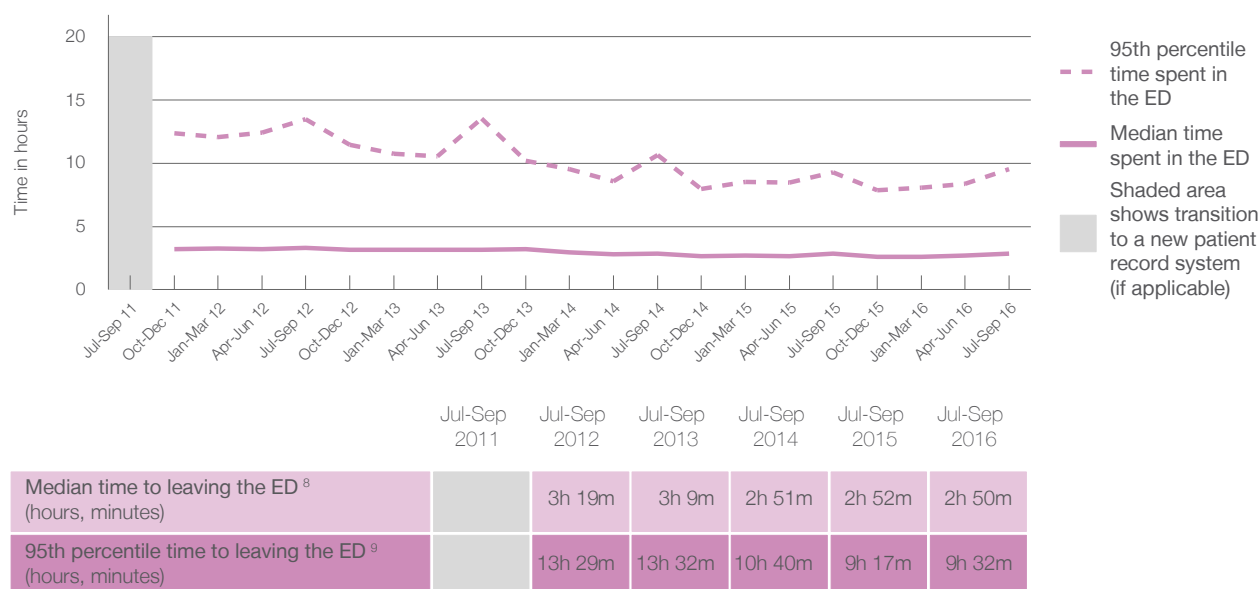
9 hours and 32 minutes

Same period last year	NSW (this period)
15,899	15,899
2 hours and 52 minutes	2 hours and 50 minutes
9 hours and 17 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



(†) 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.

Wyong Hospital: Time patients spent in the ED

By mode of separation

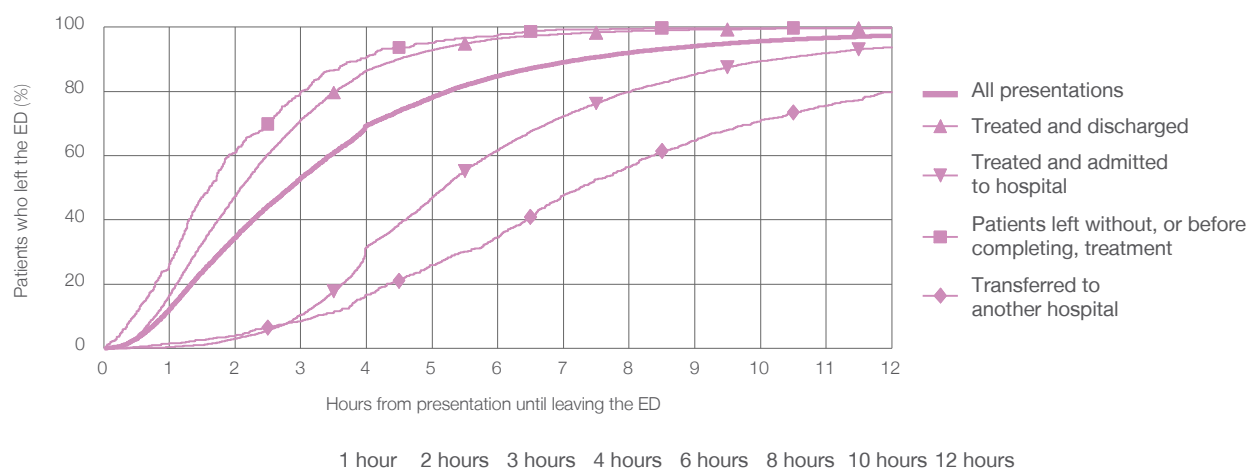
July to September 2016

All presentations:[†] 15,972 patients

Presentations used to calculate time to leaving the ED:[‡] 15,971 patients

		Same period last year	Change since one year ago
Treated and discharged	10,664 (66.8%)	15,899	0.5%
Treated and admitted to hospital	4,109 (25.7%)	10,983	-2.9%
Patient left without, or before completing, treatment	448 (2.8%)	3,606	13.9%
Transferred to another hospital	709 (4.4%)	501	-10.6%
Other	42 (0.3%)	760	-6.7%
		49	-14.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	16.6%	47.4%	71.1%	86.6%	96.5%	98.7%	99.5%	99.8%
Treated and admitted to hospital	0.4%	3.0%	10.4%	31.5%	61.6%	79.8%	89.4%	93.8%
Patient left without, or before completing, treatment	26.3%	60.9%	79.9%	90.6%	97.8%	99.6%	99.8%	99.8%
Transferred to another hospital	1.6%	3.9%	8.3%	16.6%	34.6%	56.4%	71.2%	80.0%
All presentations	12.2%	34.6%	53.0%	69.4%	84.8%	92.0%	95.7%	97.4%

(†) 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.

Wyong Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 15,972 patients

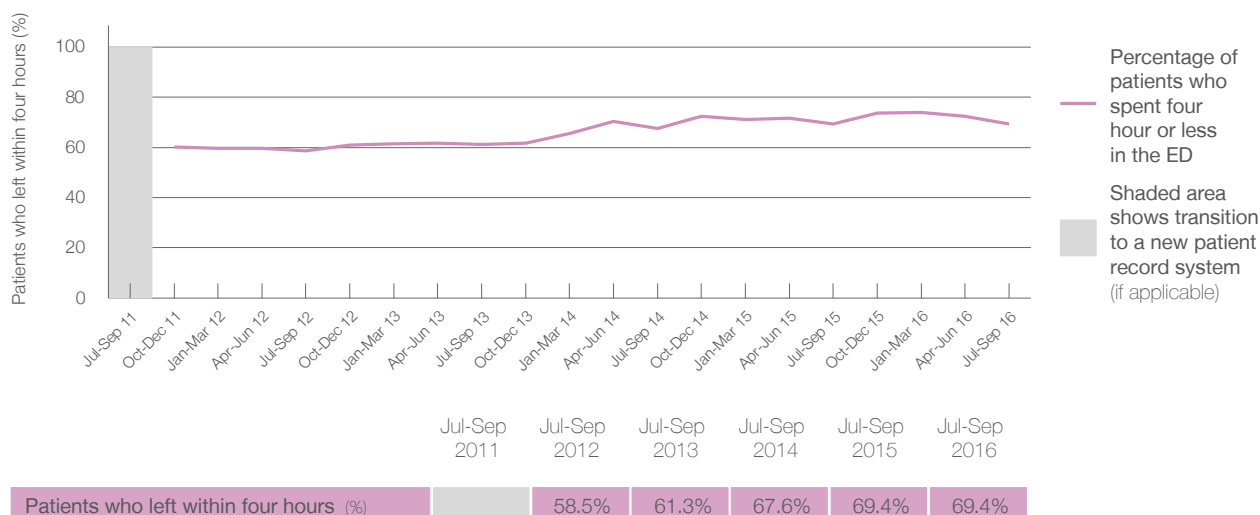
Presentations used to calculate time to leaving the ED: ⁶ 15,971 patients

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



Same period last year	Change since one year ago
15,899	0.5%
15,899	0.5%
69.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).