

Healthcare Quarterly

Performance Profiles

Emergency Department

January to March 2017

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Emergency department (ED) overview

January to March 2017

All presentations:¹ 677,602 patients

Emergency presentations:² 654,189 patients

Same period last year	Change since one year ago
672,686	0.7%
646,083	1.3%

New South Wales: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 79,873 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 221,615 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 277,964 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 70,485 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 104 minutes

Same period last year

8 minutes
24 minutes

20 minutes
68 minutes

26 minutes
101 minutes

23 minutes
101 minutes

New South Wales: Time patients spent in the ED

January to March 2017

Presentations used to calculate time to leaving the ED:⁶ 677,492 patients

Percentage of patients who spent four hours or less in the ED 73.2%

Same period last year

74.3%

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 waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

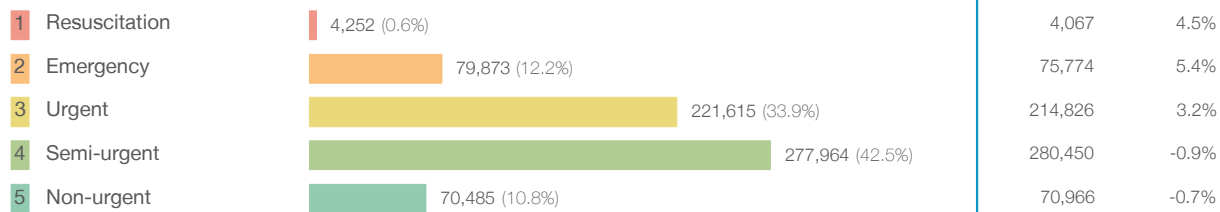
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

New South Wales: Patients presenting to the emergency department

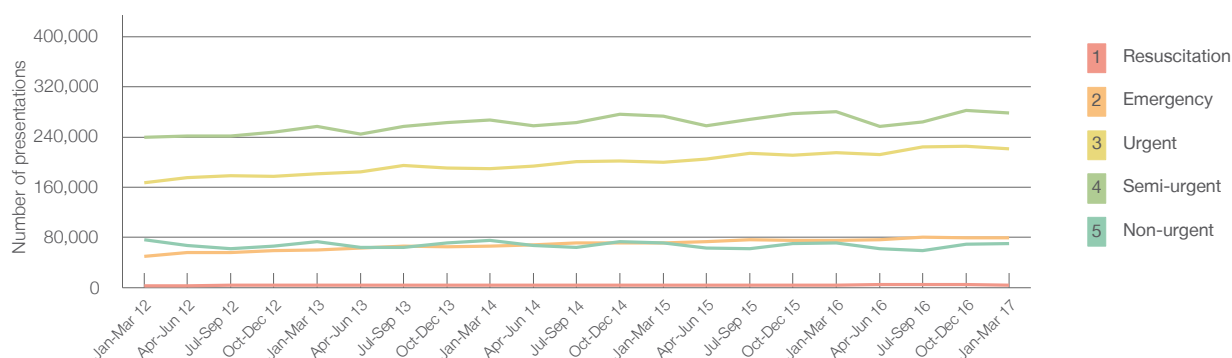
January to March 2017

All presentations:¹ 677,602 patients

Emergency presentations² by triage category: 654,189 patients



Emergency presentations² by quarter, January 2012 to March 2017



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	2,971	3,473	3,731	3,736	4,067	4,252
Emergency	50,204	59,867	65,970	71,401	75,774	79,873
Urgent	167,579	181,654	189,670	199,604	214,826	221,615
Semi-urgent	239,924	257,211	267,200	273,374	280,450	277,964
Non-urgent	76,670	73,096	74,989	71,388	70,966	70,485
All emergency presentations	537,348	575,301	601,560	619,503	646,083	654,189

New South Wales: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 132,747 patients

ED Transfer of care time



More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 79,873

Number of triage 2 patients used to calculate waiting time:³ 78,784

Median time to start treatment⁴

8 minutes

90th percentile time to start treatment⁵

26 minutes

Same period
last year

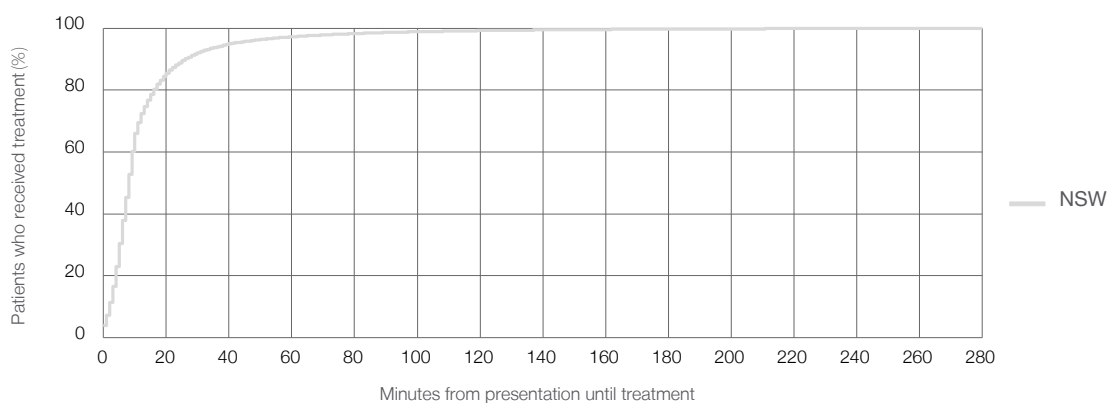
75,774

74,949

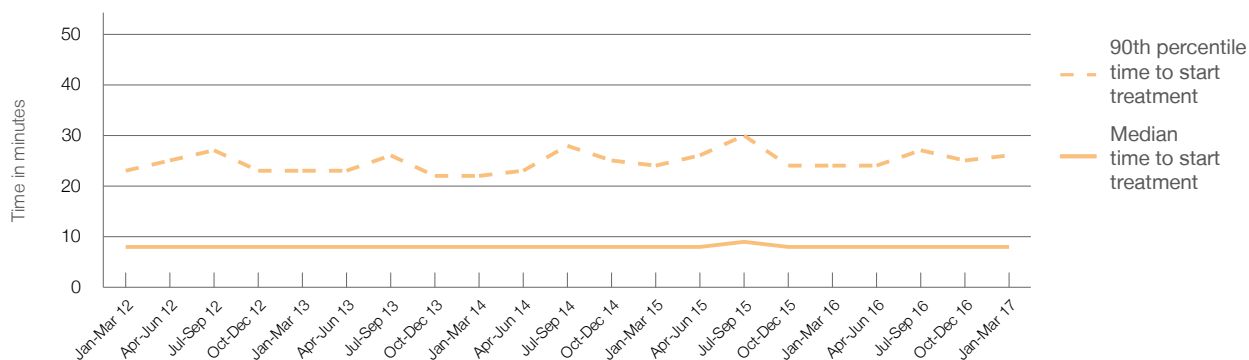
8 minutes

24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	23	23	22	24	24	26

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

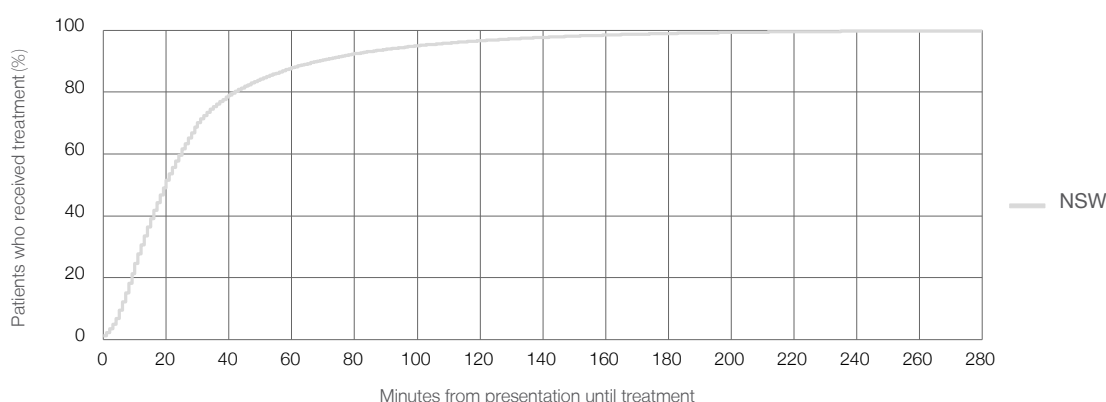
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

New South Wales: Time patients waited to start treatment, triage 3

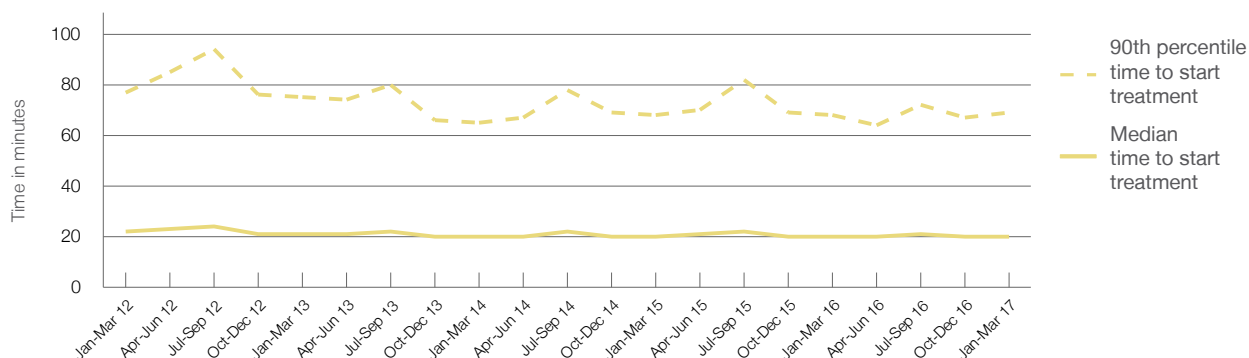
January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		Same period last year
Number of triage 3 patients: 221,615		214,826
Number of triage 3 patients used to calculate waiting time: ³ 215,790		208,946
Median time to start treatment ⁴	20 minutes	20 minutes
90th percentile time to start treatment ⁵	69 minutes	68 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	21	20	20	20	20
90th percentile time to start treatment ⁵ (minutes)	77	75	65	68	68	69

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 277,964

Number of triage 4 patients used to calculate waiting time:³ 257,983

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 101 minutes

Same period
last year

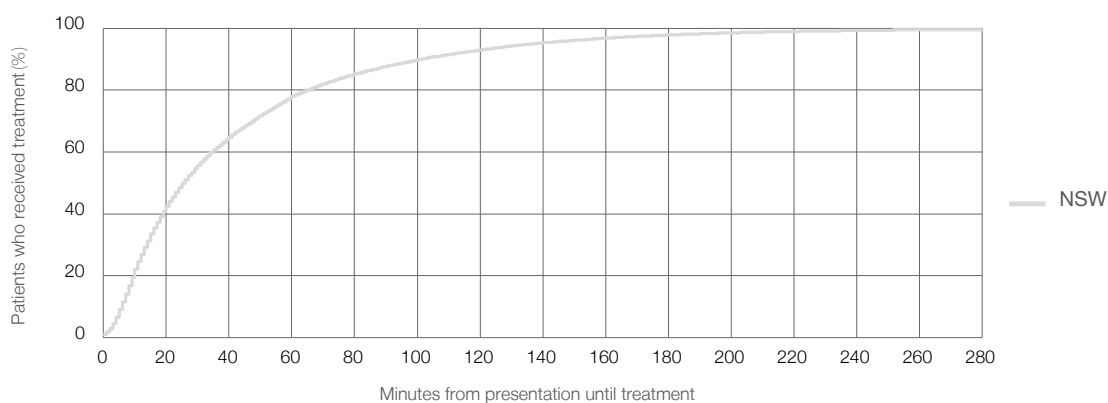
280,450

260,957

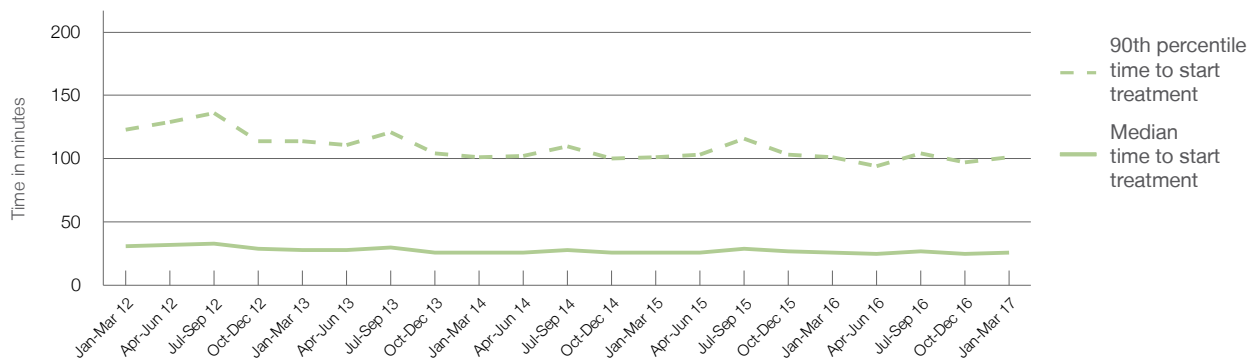
26 minutes

101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	31	28	26	26	26	26
90th percentile time to start treatment ⁵ (minutes)	123	114	101	101	101	101

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 70,485

Number of triage 5 patients used to calculate waiting time:³ 60,369

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 104 minutes

Same period
last year

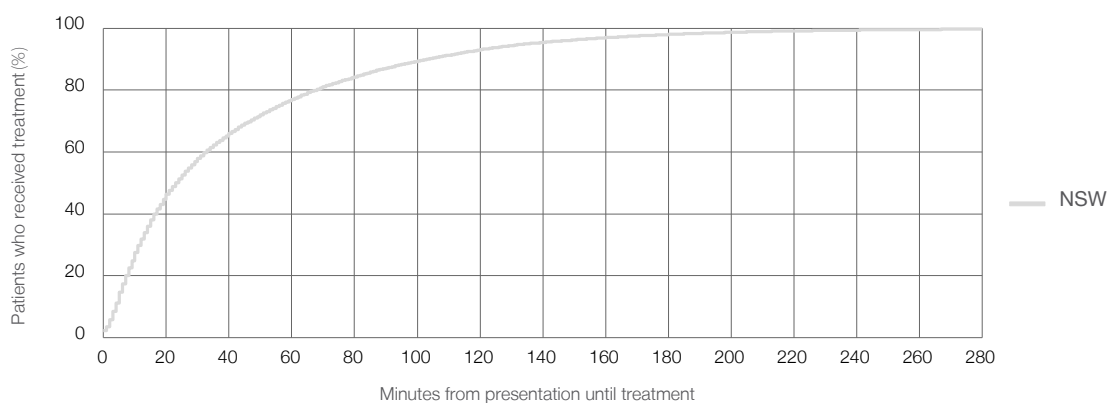
70,966

61,008

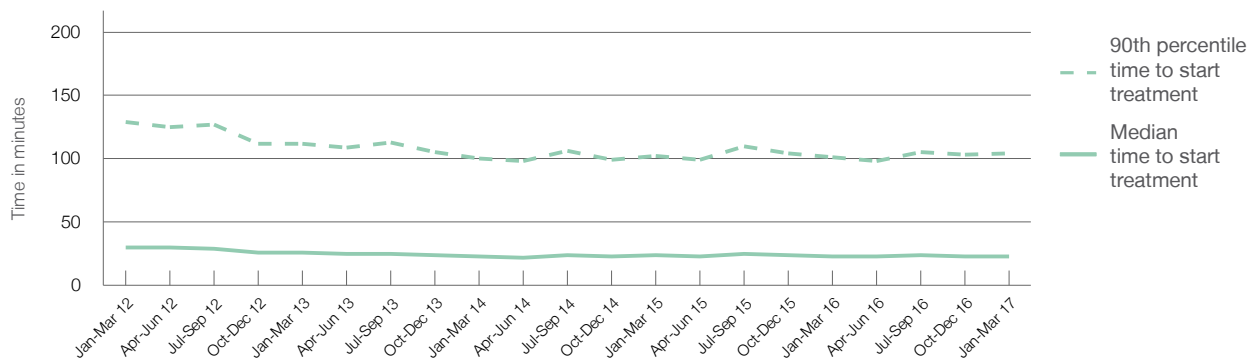
23 minutes

101 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	26	23	24	23	23
90th percentile time to start treatment ⁵ (minutes)	129	112	100	102	101	104

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time patients spent in the ED

January to March 2017

All presentations:¹ 677,602 patients

Presentations used to calculate time to leaving the ED:⁶ 677,492 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

90th percentile time spent in the ED⁹ 7 hours and 7 minutes

Same period
last year

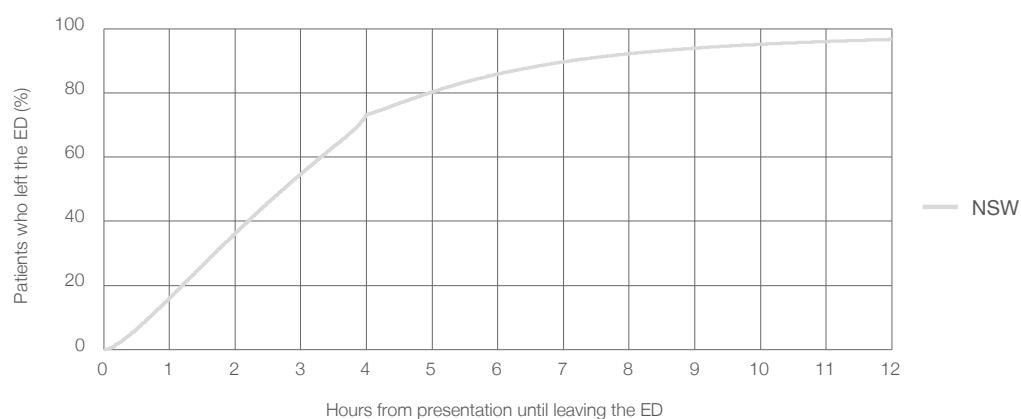
672,686

672,598

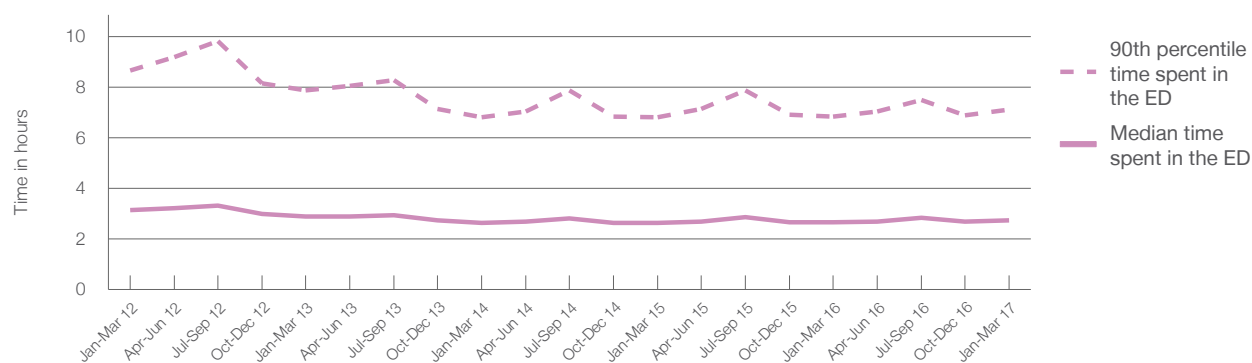
2 hours and
40 minutes

6 hours and
51 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time spent in the ED ⁸ (hours, minutes)	3h 9m	2h 53m	2h 38m	2h 38m	2h 40m	2h 44m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 40m	7h 52m	6h 49m	6h 49m	6h 51m	7h 7m

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

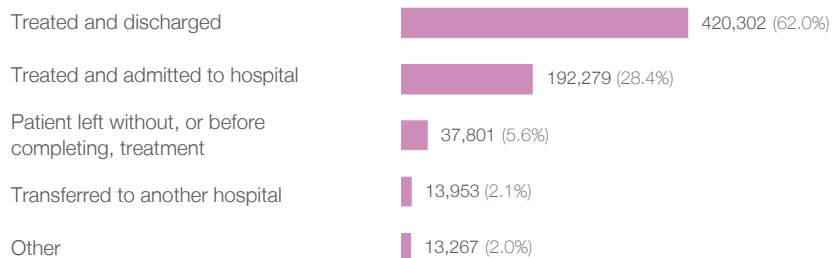
New South Wales: Time spent in the ED

By mode of separation

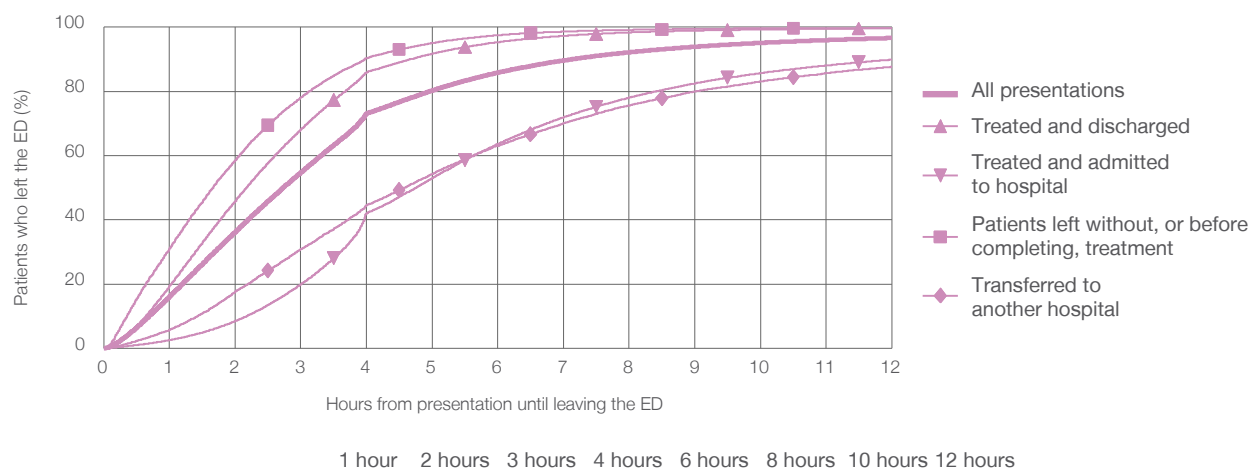
January to March 2017

All presentations:¹ 677,602 patients

Presentations used to calculate time spent in the ED:⁶ 677,492 patients



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



Treated and discharged	19.4%	45.9%	68.2%	86.0%	95.4%	98.4%	99.3%	99.7%
Treated and admitted to hospital	2.6%	8.5%	20.0%	42.1%	63.7%	78.1%	85.7%	89.9%
Patient left without, or before completing, treatment	31.2%	58.6%	78.2%	90.4%	97.5%	99.2%	99.7%	99.8%
Transferred to another hospital	5.8%	17.7%	30.9%	44.6%	63.1%	75.7%	83.1%	87.7%
All presentations	16.2%	36.3%	54.8%	73.2%	85.9%	92.2%	95.1%	96.7%

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time spent in the ED

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

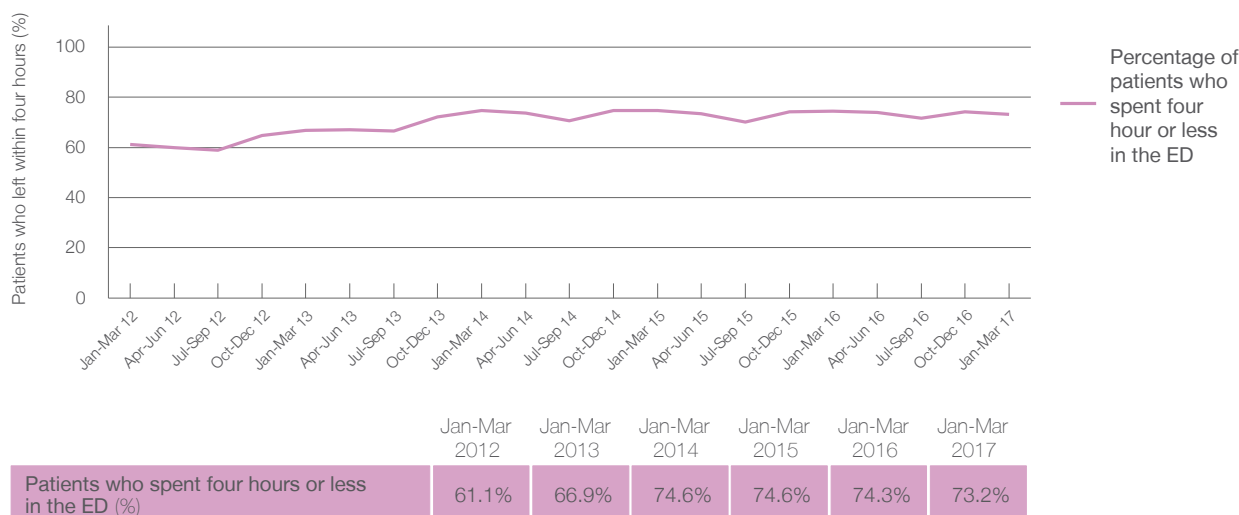
January to March 2017

All presentations at the emergency department:¹ 677,602 patients

Presentations used to calculate time to leaving the ED:⁶ 677,492 patients

Percentage of patients who spent four hours or less in the ED	73.2%	Same period last year	74.3%
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Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017



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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 13,463 patients

Emergency presentations:² 13,356 patients

Same period last year	Change since one year ago
13,481	-0.1%
13,363	-0.1%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,468 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,880 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,279 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 623 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
2,548	
7 minutes	8 minutes
22 minutes	26 minutes
5,692	
17 minutes	20 minutes
56 minutes	69 minutes
4,463	
19 minutes	26 minutes
70 minutes	101 minutes
554	
20 minutes	23 minutes
71 minutes	104 minutes

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 13,463 patients

Percentage of patients who spent four hours or less in the ED 75.9%

Same period last year	Change since one year ago
13,481	-0.1%
78.3%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

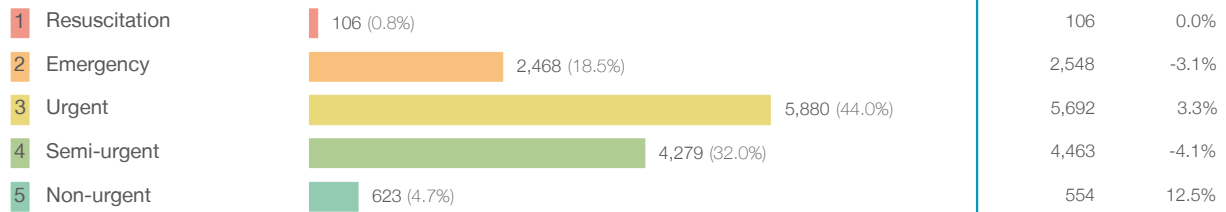
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

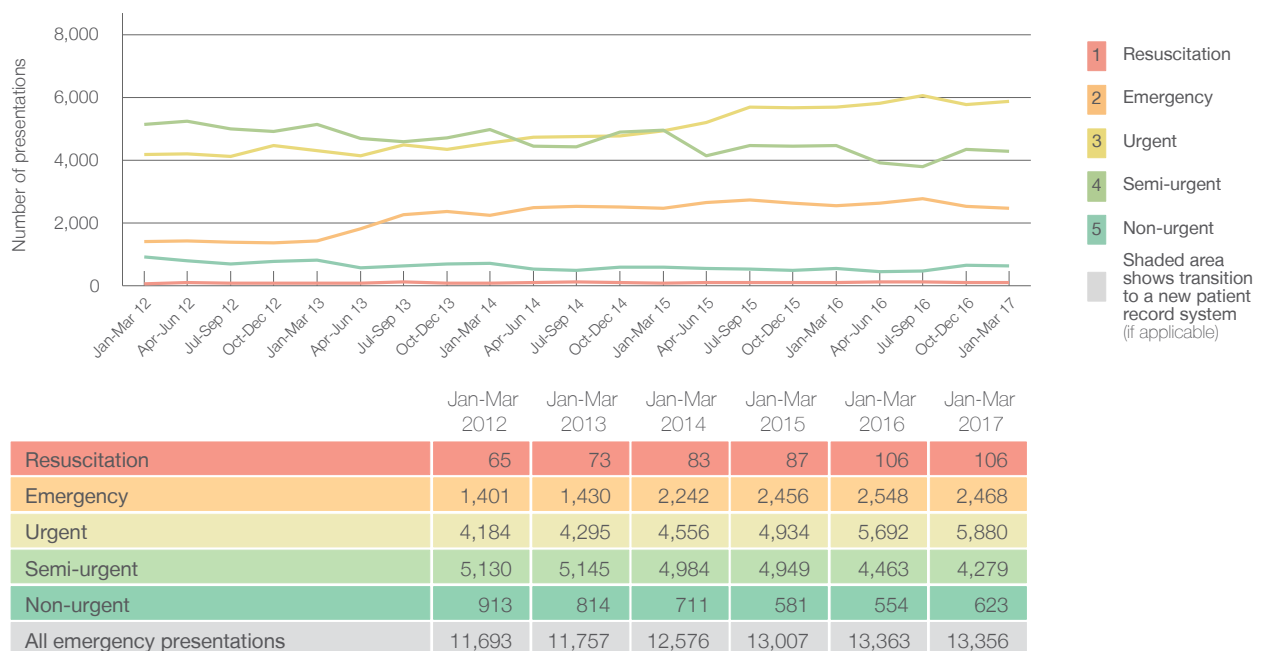
January to March 2017

All presentations:¹ 13,463 patients

Emergency presentations² by triage category: 13,356 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Bankstown / Lidcombe Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,800 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.

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 2,468

Number of triage 2 patients used to calculate waiting time:³ 2,463

Median time to start treatment⁴

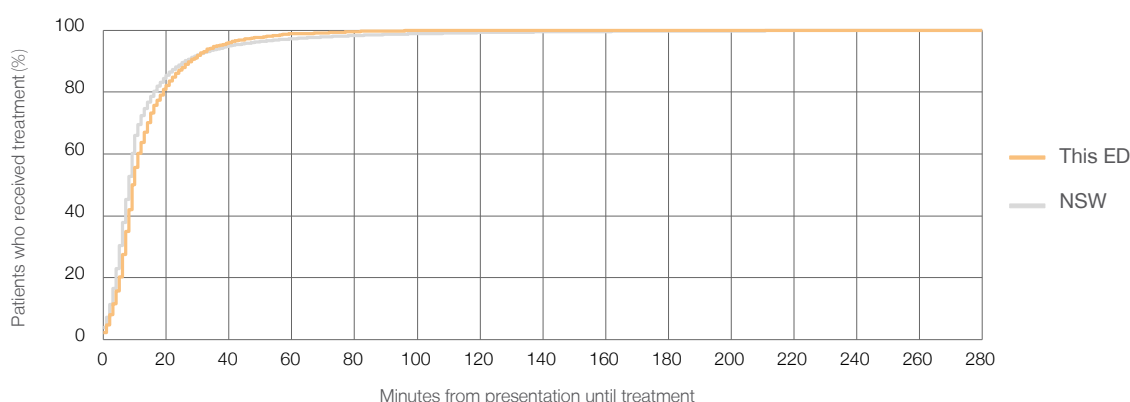
9 minutes

90th percentile time to start treatment⁵

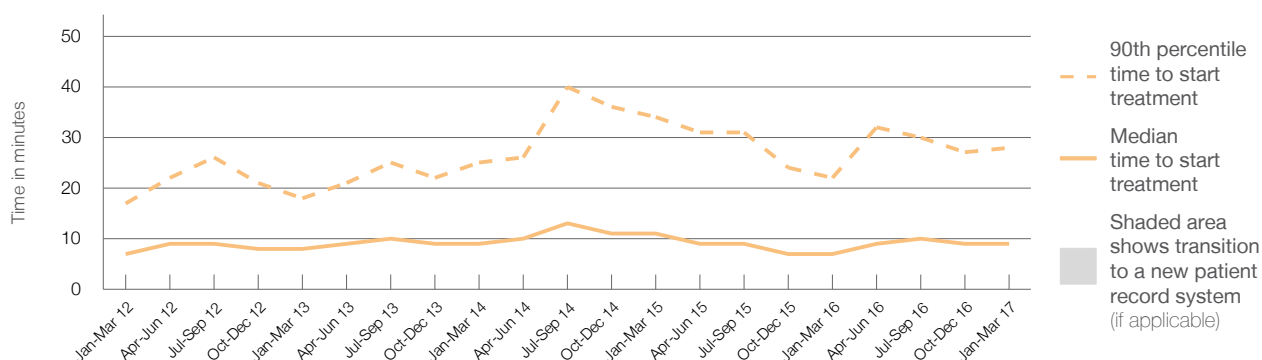
28 minutes

Same period last year	NSW (this period)
2,548	
2,540	
7 minutes	8 minutes
22 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	8	9	11	7	9
90th percentile time to start treatment ⁵ (minutes)	17	18	25	34	22	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.

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 5,880

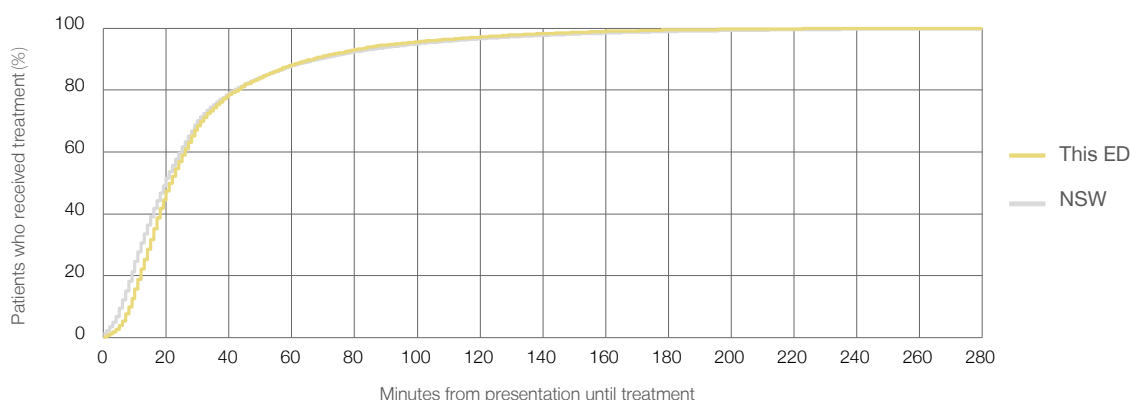
Number of triage 3 patients used to calculate waiting time:³ 5,794

Median time to start treatment⁴ 22 minutes

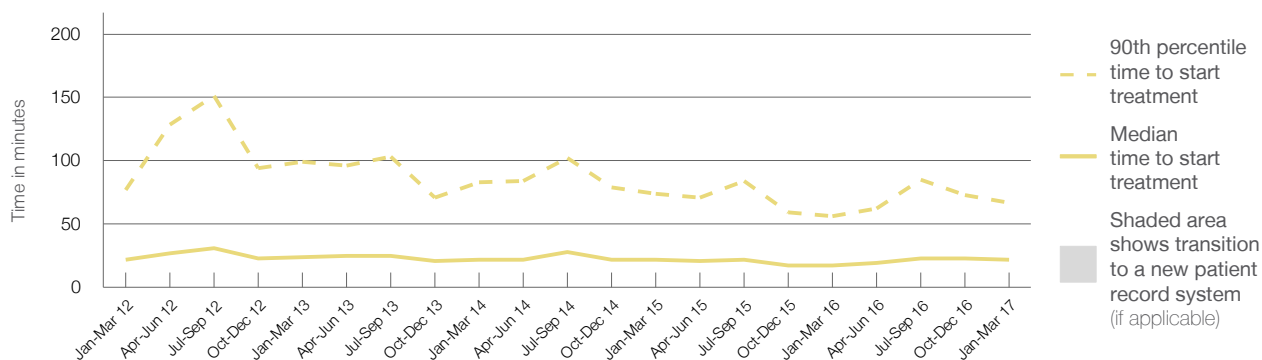
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
5,692	
5,595	
17 minutes	20 minutes
56 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	24	22	22	17	22
90th percentile time to start treatment ⁵ (minutes)	77	99	83	74	56	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.

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 4,279

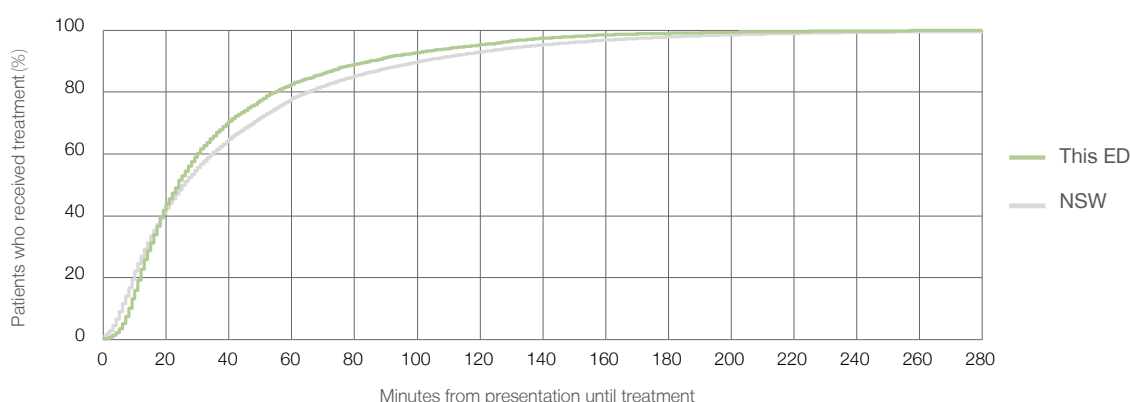
Number of triage 4 patients used to calculate waiting time:³ 4,121

Median time to start treatment⁴ 24 minutes

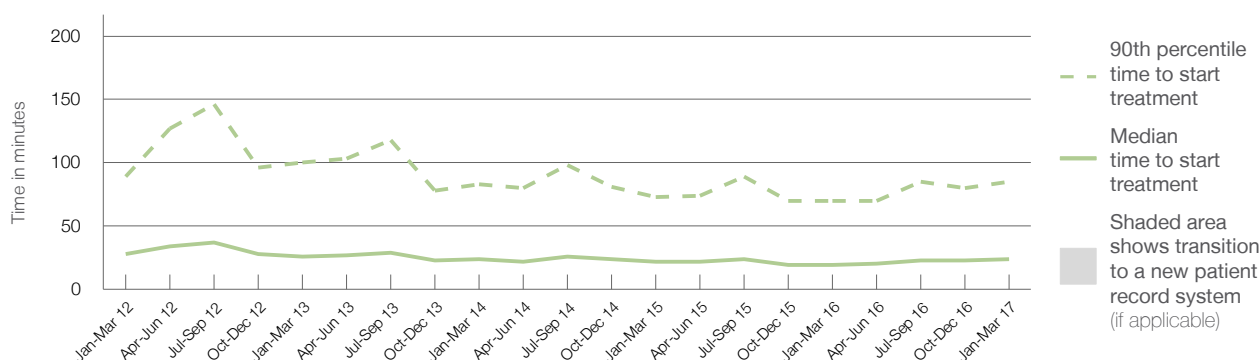
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
4,463	
4,317	
19 minutes	26 minutes
70 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	26	24	22	19	24
90th percentile time to start treatment ⁵ (minutes)	89	100	83	73	70	85

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 623

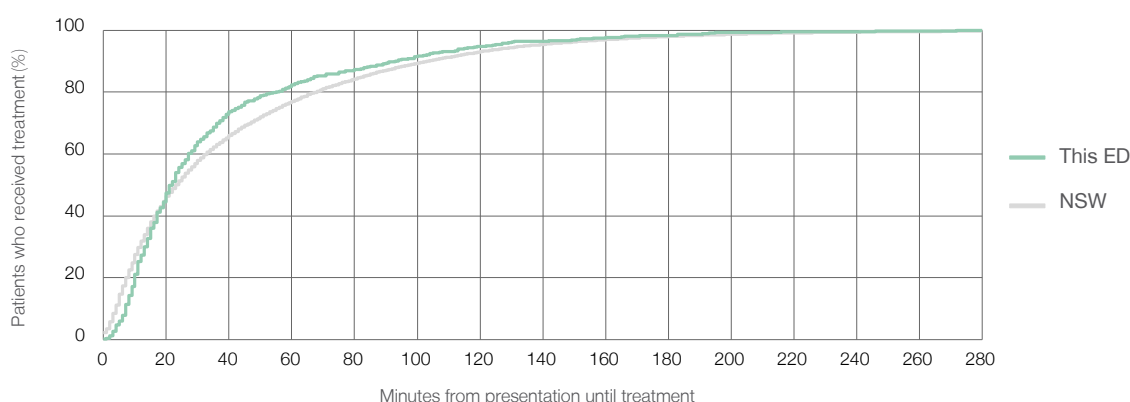
Number of triage 5 patients used to calculate waiting time:³ 514

Median time to start treatment⁴ 22 minutes

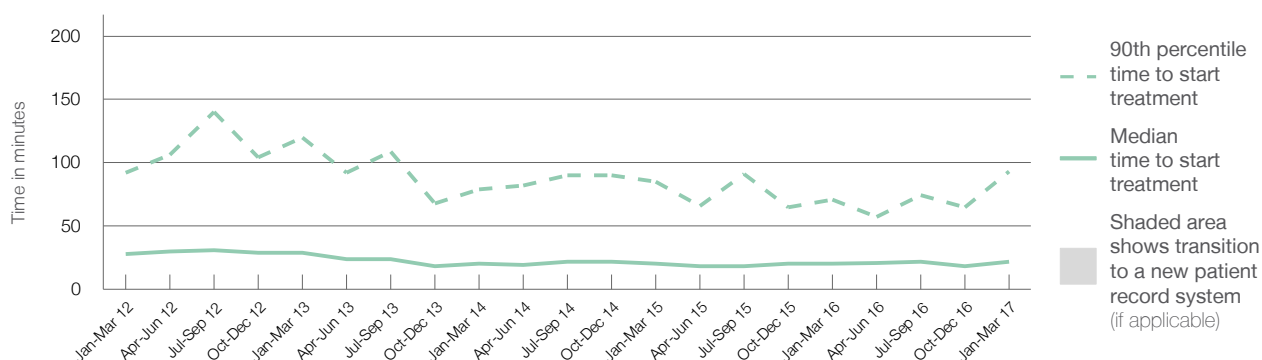
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
554	
475	
20 minutes	23 minutes
71 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	29	20	20	20	22
90th percentile time to start treatment ⁵ (minutes)	92	120	79	85	71	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.

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

Bankstown / Lidcombe Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 13,463 patients

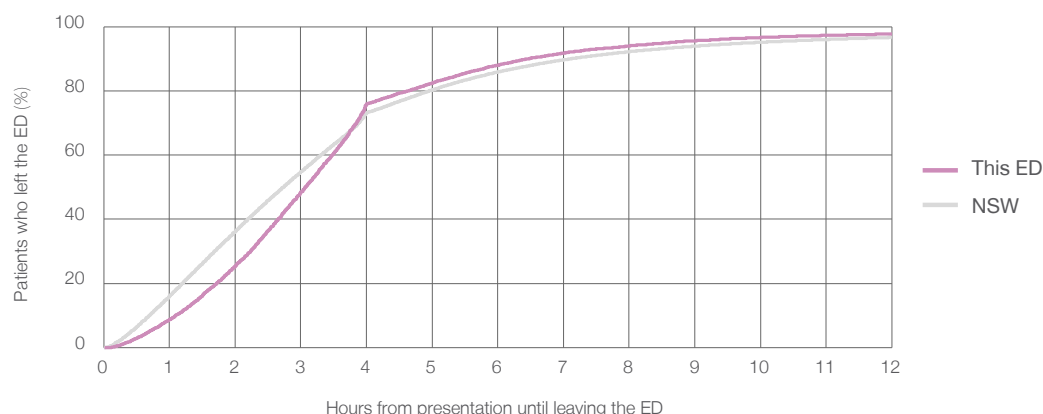
Presentations used to calculate time to leaving the ED:⁶ 13,463 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

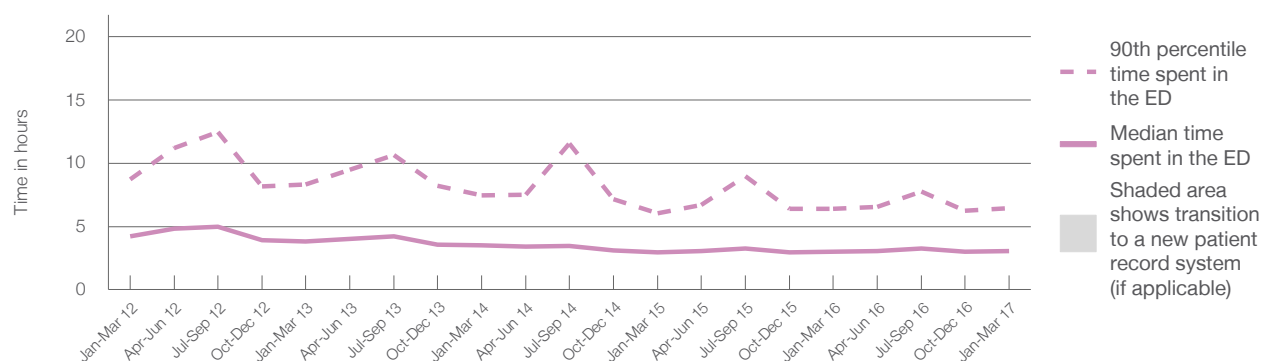
90th percentile time spent in the ED⁹ 6 hours and 28 minutes

Same period last year	NSW (this period)
13,481	13,481
3 hours and 0 minutes	2 hours and 44 minutes
6 hours and 24 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 13m	3h 48m	3h 31m	2h 56m	3h 0m	3h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 42m	8h 18m	7h 26m	6h 3m	6h 24m	6h 28m

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

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

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

Bankstown / Lidcombe Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

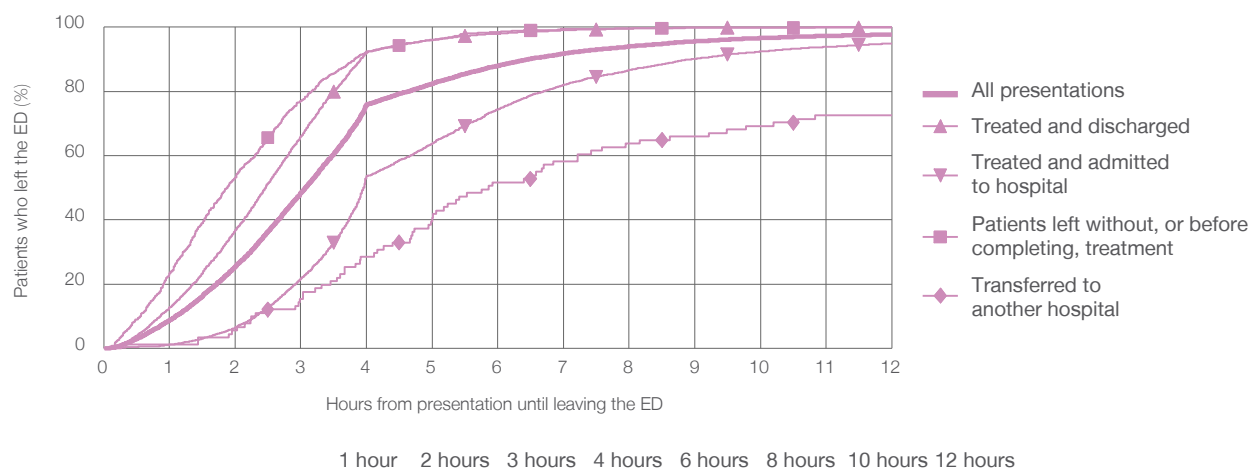
All presentations:[†] 13,463 patients

Presentations used to calculate time to leaving the ED:[‡] 13,463 patients

Treated and discharged	6,755 (50.2%)
Treated and admitted to hospital	5,543 (41.2%)
Patient left without, or before completing, treatment	1,038 (7.7%)
Transferred to another hospital	91 (0.7%)
Other	36 (0.3%)

Same period last year	Change since one year ago
13,481	-0.1%
6,926	-2.5%
5,531	0.2%
883	17.6%
86	5.8%
55	-34.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	12.6%	36.9%	66.0%	92.1%	98.0%	99.6%	99.9%	100%
Treated and admitted to hospital	1.1%	6.5%	21.8%	53.7%	74.4%	86.7%	92.5%	95.0%
Patient left without, or before completing, treatment	23.3%	53.3%	77.0%	92.5%	98.6%	99.6%	99.8%	100%
Transferred to another hospital	1.1%	5.5%	15.4%	28.6%	51.6%	63.7%	69.2%	72.5%
All presentations	8.8%	25.6%	48.4%	75.9%	88.0%	94.0%	96.6%	97.7%

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

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

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

Bankstown / Lidcombe Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 13,463 patients

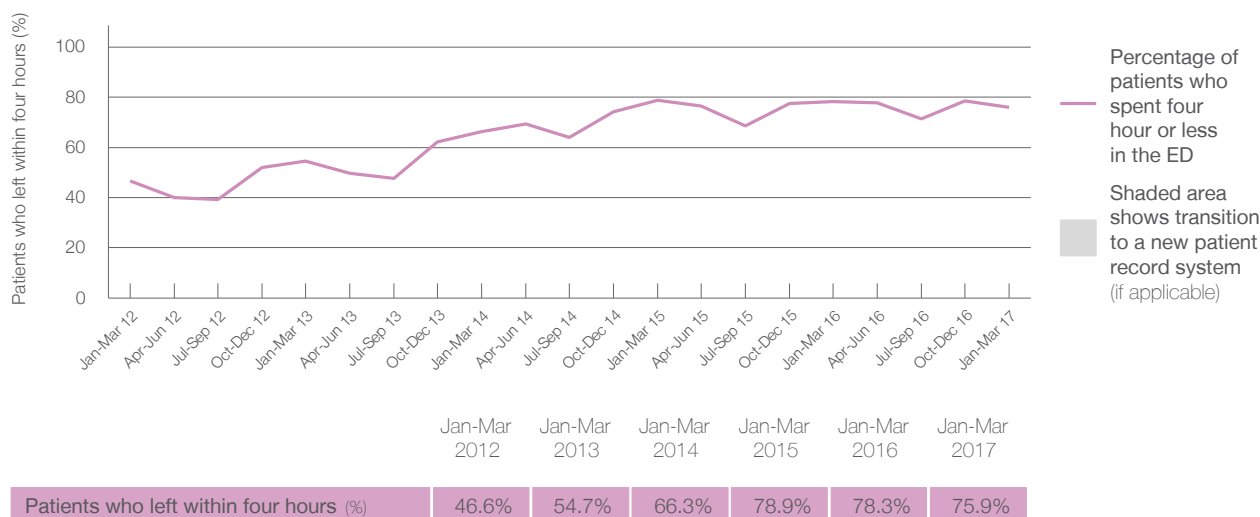
Presentations used to calculate time to leaving the ED:⁶ 13,463 patients

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



Same period last year	Change since one year ago
13,481	-0.1%
13,481	-0.1%
78.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Concord Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,756 patients

Emergency presentations:² 9,729 patients

Same period last year	Change since one year ago
9,760	-0.0%
9,739	-0.1%

Concord Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 996 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,724 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,432 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 535 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
957	
8 minutes	8 minutes
15 minutes	26 minutes
3,284	
22 minutes	20 minutes
67 minutes	69 minutes
4,953	
34 minutes	26 minutes
111 minutes	101 minutes
511	
24 minutes	23 minutes
94 minutes	104 minutes

Concord Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,756 patients

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

Same period last year	Change since one year ago
9,760	-0.0%
70.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

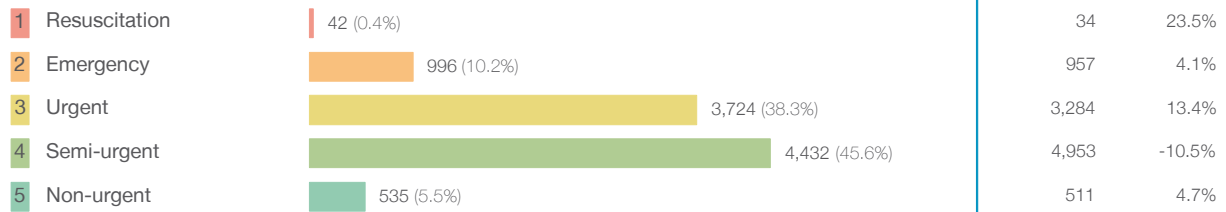
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Concord Hospital: Patients presenting to the emergency department

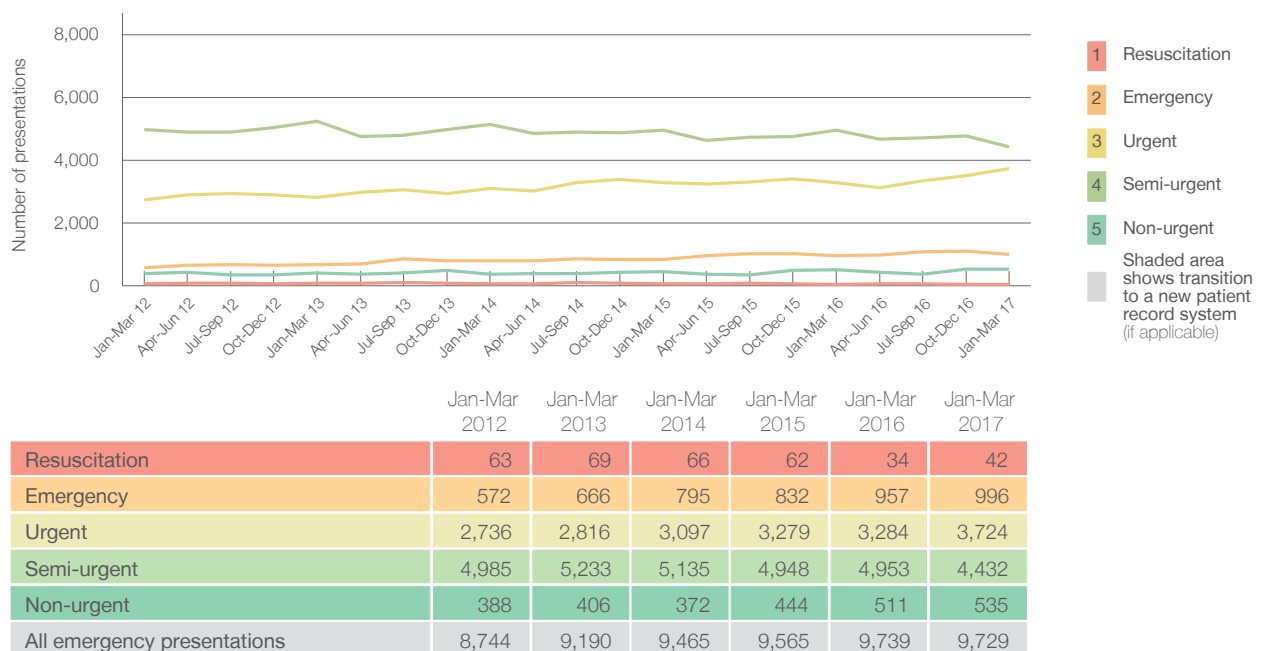
January to March 2017

All presentations:¹ 9,756 patients

Emergency presentations² by triage category: 9,729 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Concord Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,115 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.

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

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

January to March 2017

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

Number of triage 2 patients: 996

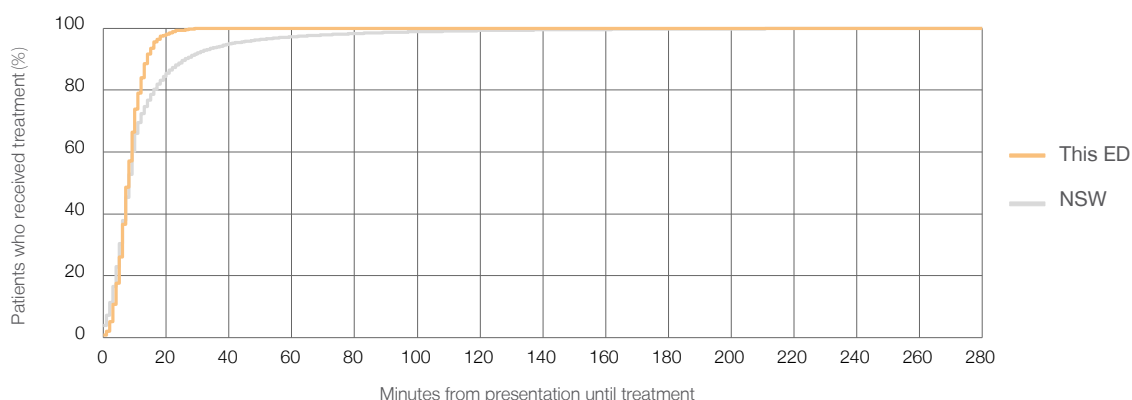
Number of triage 2 patients used to calculate waiting time:³ 994

Median time to start treatment⁴ 8 minutes

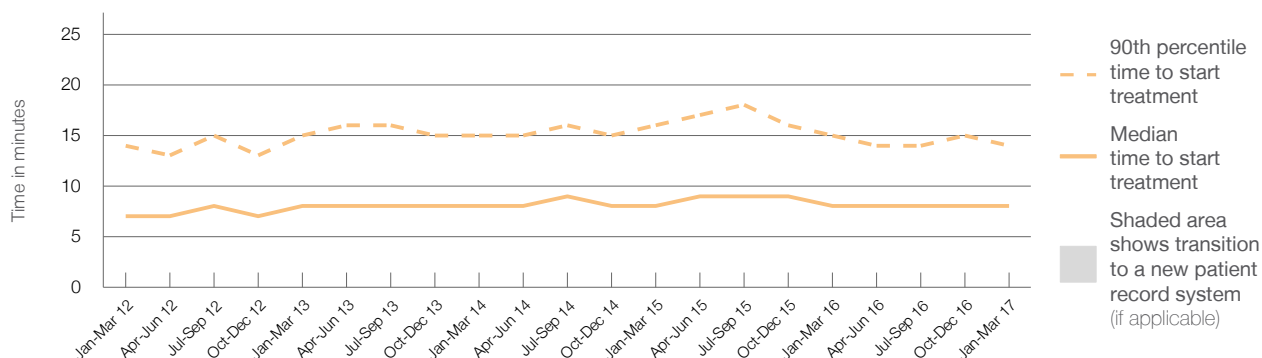
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
957	
955	
8 minutes	8 minutes
15 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	14	15	15	16	15	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.

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

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

January to March 2017

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

Number of triage 3 patients: 3,724

Number of triage 3 patients used to calculate waiting time:³ 3,657

Median time to start treatment⁴

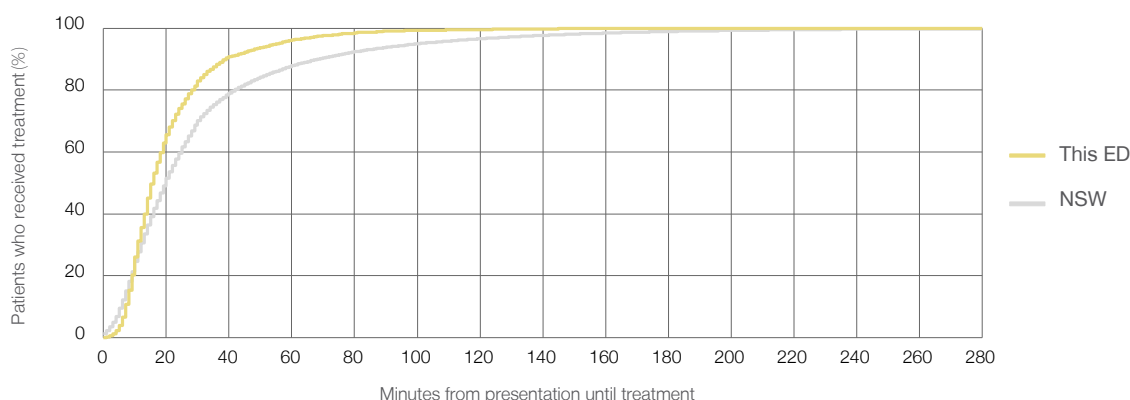
16 minutes

90th percentile time to start treatment⁵

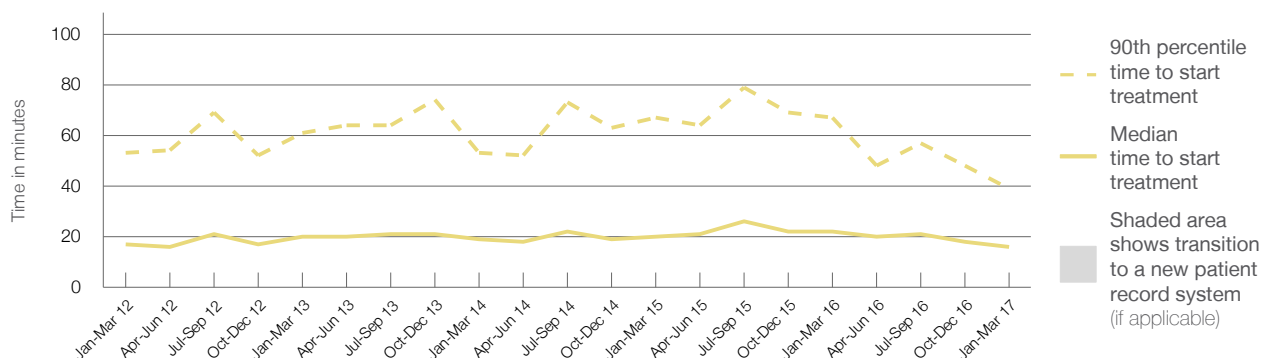
39 minutes

Same period last year	NSW (this period)
3,284	
3,221	
22 minutes	20 minutes
67 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	17	20	19	20	22	16
90th percentile time to start treatment ⁵ (minutes)	53	61	53	67	67	39

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 4,432

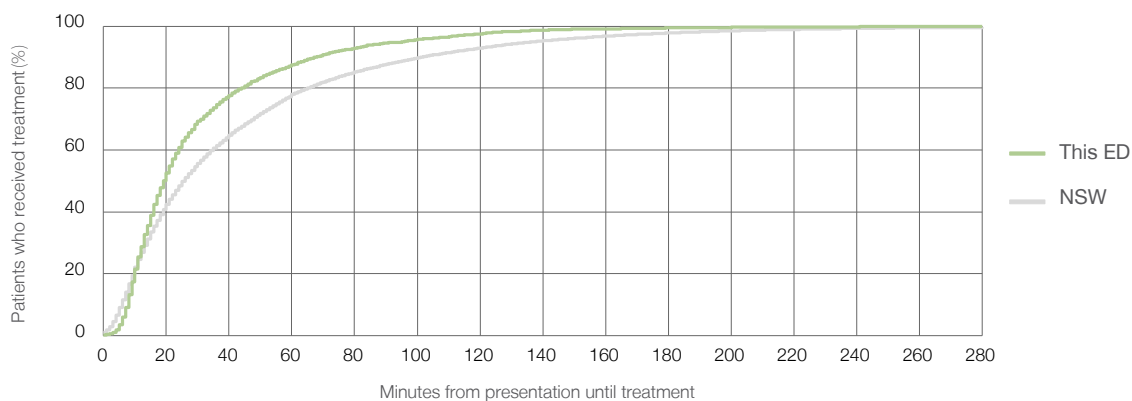
Number of triage 4 patients used to calculate waiting time:³ 4,208

Median time to start treatment⁴ 19 minutes

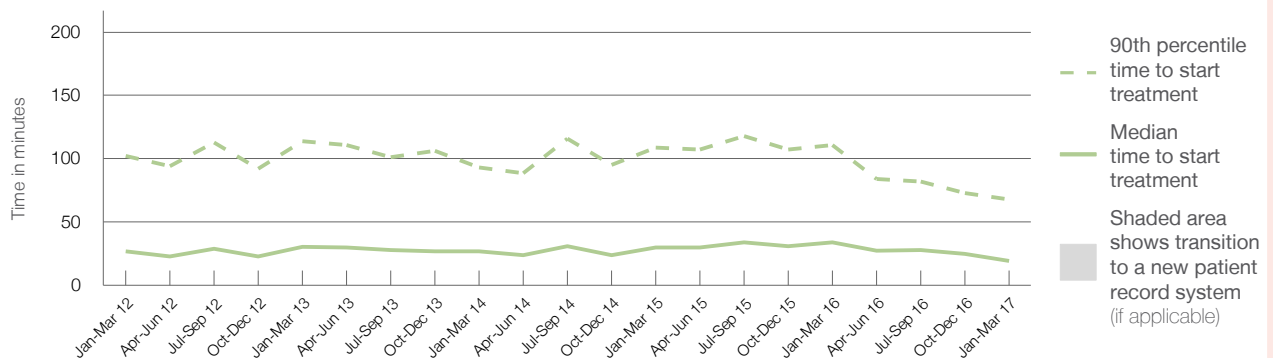
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,953	
4,730	
34 minutes	26 minutes
111 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	31	27	30	34	19
90th percentile time to start treatment ⁵ (minutes)	102	114	93	109	111	68

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 535

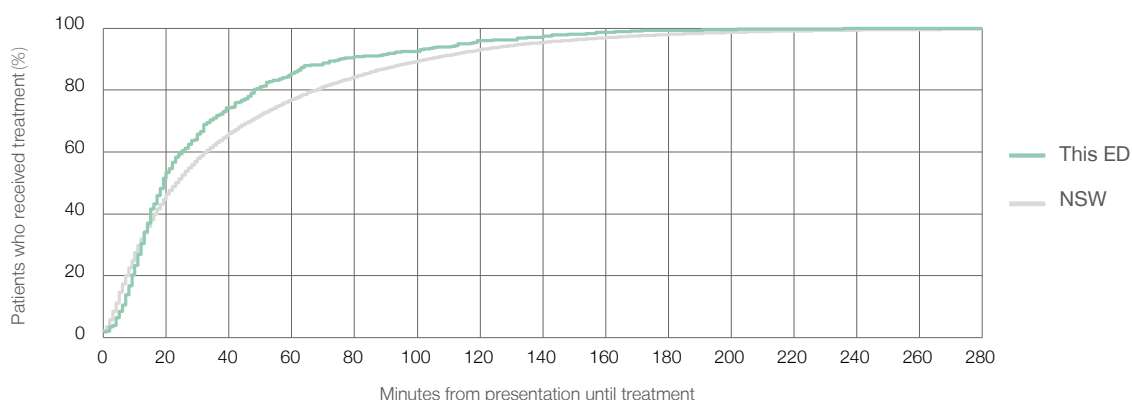
Number of triage 5 patients used to calculate waiting time:³ 457

Median time to start treatment⁴ 19 minutes

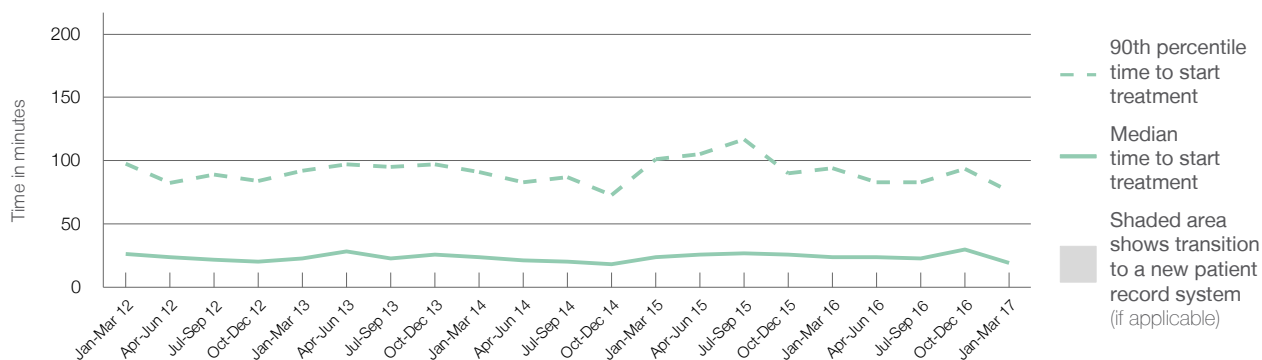
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
511	
435	
24 minutes	23 minutes
94 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	23	24	24	24	19
90th percentile time to start treatment ⁵ (minutes)	98	92	91	101	94	76

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

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

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

Concord Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,756 patients

Presentations used to calculate time to leaving the ED:⁶ 9,756 patients

Median time spent in the ED⁸

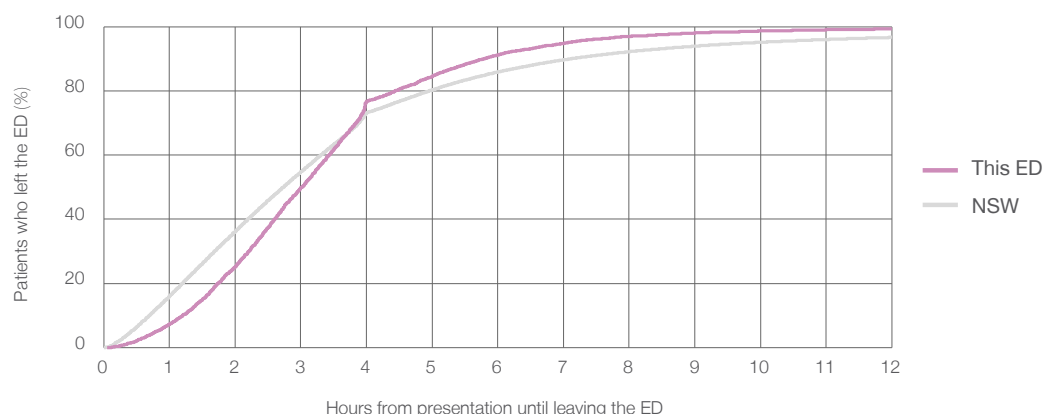
3 hours and 1 minutes

90th percentile time spent in the ED⁹

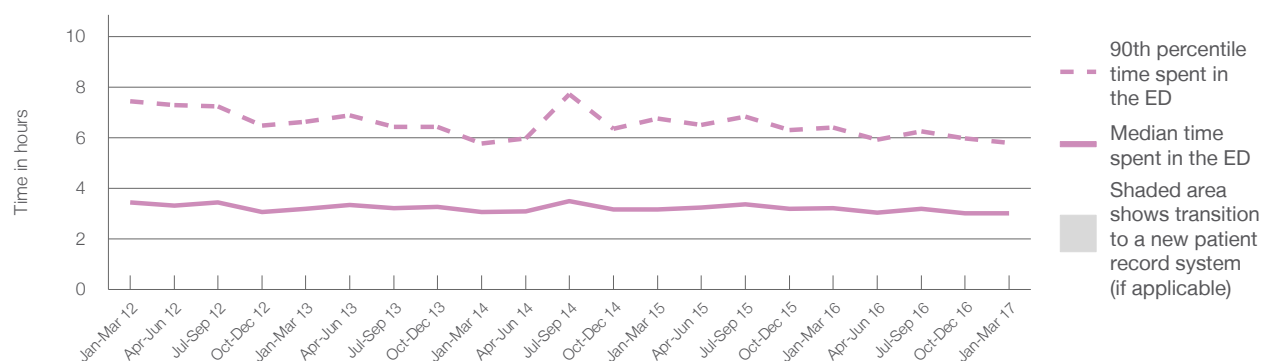
5 hours and 48 minutes

Same period last year	NSW (this period)
9,760	
9,760	
3 hours and 13 minutes	2 hours and 44 minutes
6 hours and 25 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 27m	3h 12m	3h 4m	3h 11m	3h 13m	3h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 26m	6h 38m	5h 46m	6h 46m	6h 25m	5h 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.

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

Concord Hospital: Time patients spent in the ED

By mode of separation

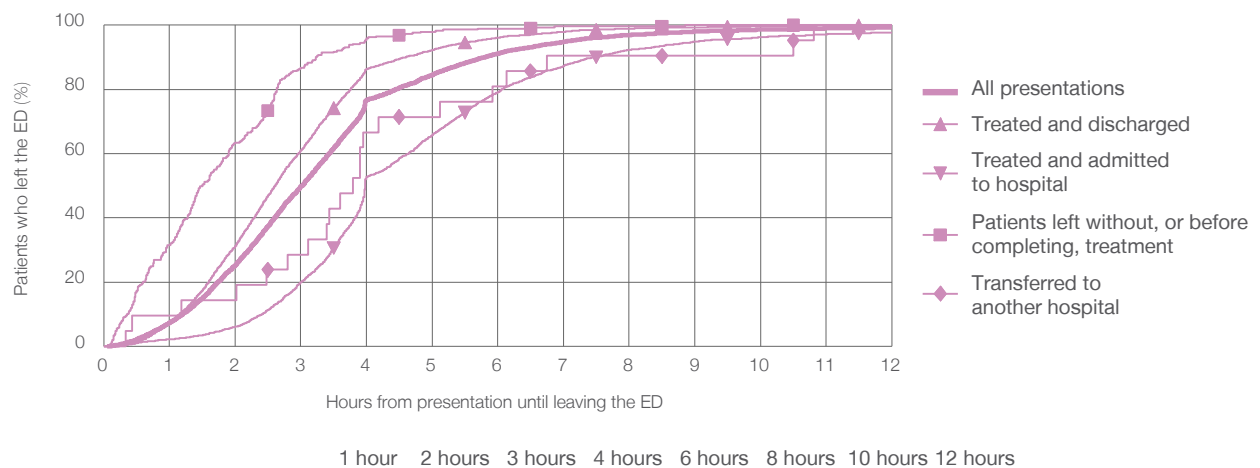
January to March 2017

All presentations:[†] 9,756 patients

Presentations used to calculate time to leaving the ED:[‡] 9,756 patients

		Same period last year	Change since one year ago
Treated and discharged	6,410 (65.7%)	6,310	1.6%
Treated and admitted to hospital	2,913 (29.9%)	3,039	-4.1%
Patient left without, or before completing, treatment	293 (3.0%)	298	-1.7%
Transferred to another hospital	21 (0.2%)	23	-8.7%
Other	119 (1.2%)	90	32.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.6%	31.4%	61.0%	86.4%	96.1%	99.0%	99.7%	99.9%
Treated and admitted to hospital	2.2%	6.1%	19.9%	52.8%	79.2%	92.3%	96.3%	97.8%
Patient left without, or before completing, treatment	31.4%	63.5%	86.7%	95.9%	99.0%	99.7%	100%	100%
Transferred to another hospital	9.5%	14.3%	28.6%	66.7%	81.0%	90.5%	90.5%	100%
All presentations	7.4%	25.3%	49.8%	76.8%	91.1%	97.0%	98.6%	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.

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

Concord Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 9,756 patients

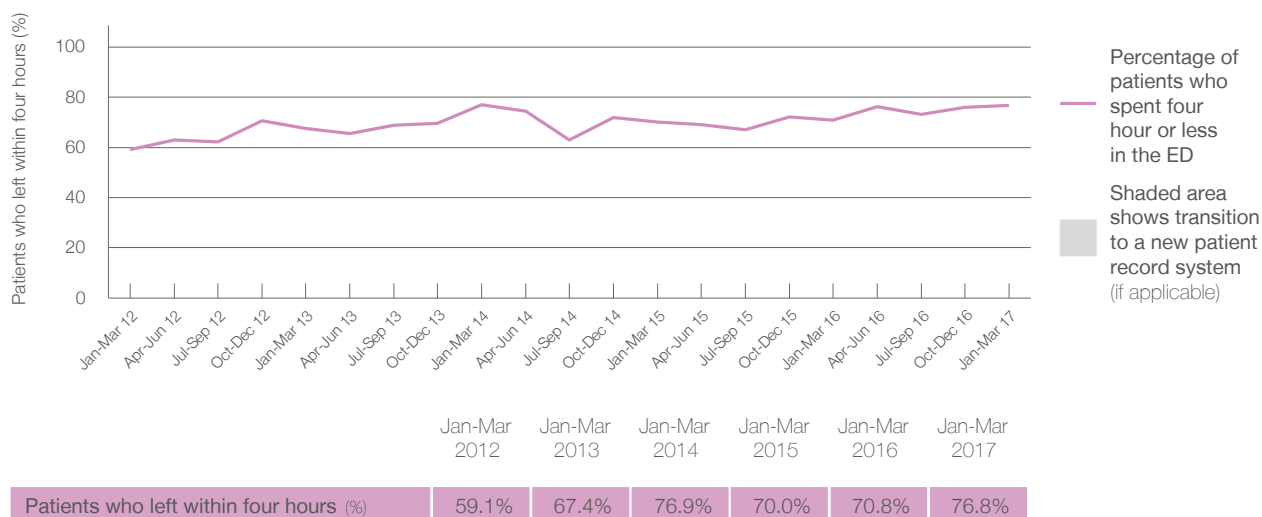
Presentations used to calculate time to leaving the ED:⁶ 9,756 patients

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



Same period last year	Change since one year ago
9,760	-0.0%
9,760	-0.0%
70.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Gosford Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 16,704 patients

Emergency presentations:² 16,603 patients

Same period last year	Change since one year ago
16,613	0.5%
16,470	0.8%

Gosford Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,055 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,546 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,302 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 480 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
2,091	
6 minutes	8 minutes
18 minutes	26 minutes
6,462	
21 minutes	20 minutes
77 minutes	69 minutes
7,181	
35 minutes	26 minutes
108 minutes	101 minutes
532	
28 minutes	23 minutes
107 minutes	104 minutes

Gosford Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 16,704 patients

Percentage of patients who spent four hours or less in the ED 68.0%

Same period last year	Change since one year ago
16,613	0.5%
69.7%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

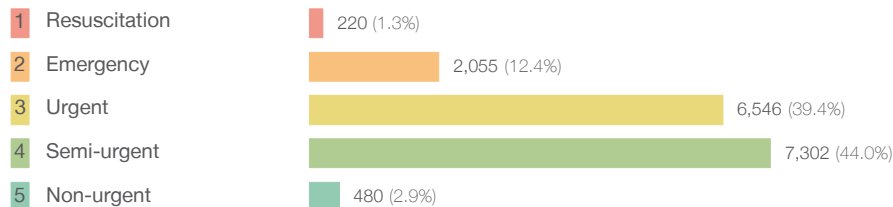
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gosford Hospital: Patients presenting to the emergency department

January to March 2017

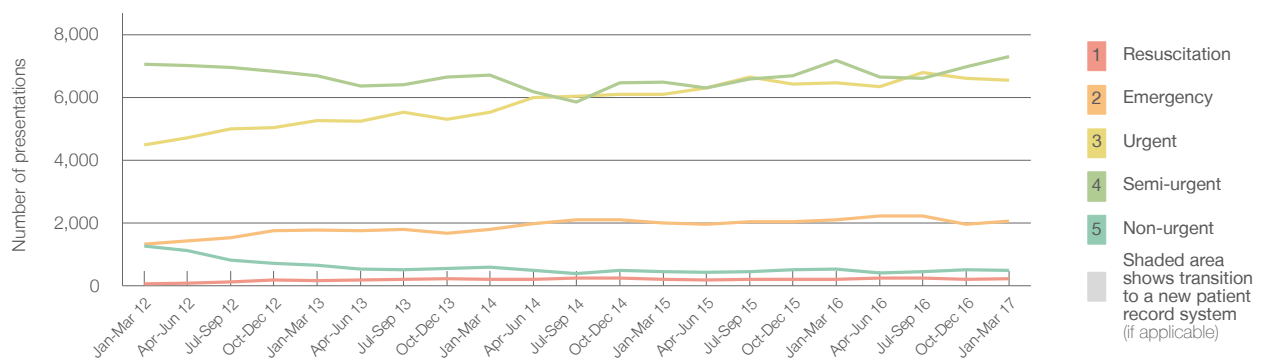
All presentations:¹ 16,704 patients

Emergency presentations² by triage category: 16,603 patients



Same period last year	Change since one year ago
16,613	0.5%
16,470	0.8%
204	7.8%
2,091	-1.7%
6,462	1.3%
7,181	1.7%
532	-9.8%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	59	159	200	199	204	220
Emergency	1,314	1,779	1,783	2,004	2,091	2,055
Urgent	4,485	5,257	5,528	6,096	6,462	6,546
Semi-urgent	7,064	6,680	6,716	6,490	7,181	7,302
Non-urgent	1,262	660	589	450	532	480
All emergency presentations	14,184	14,535	14,816	15,239	16,470	16,603

Gosford Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,675 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,624	
10 minutes	-1 minute
59 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.

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

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

January to March 2017

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

Number of triage 2 patients: 2,055

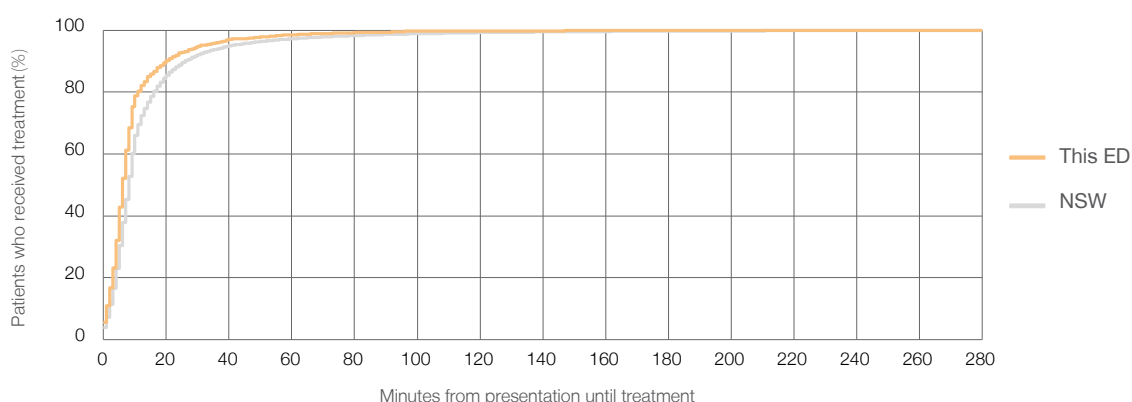
Number of triage 2 patients used to calculate waiting time:³ 2,048

Median time to start treatment⁴ 6 minutes

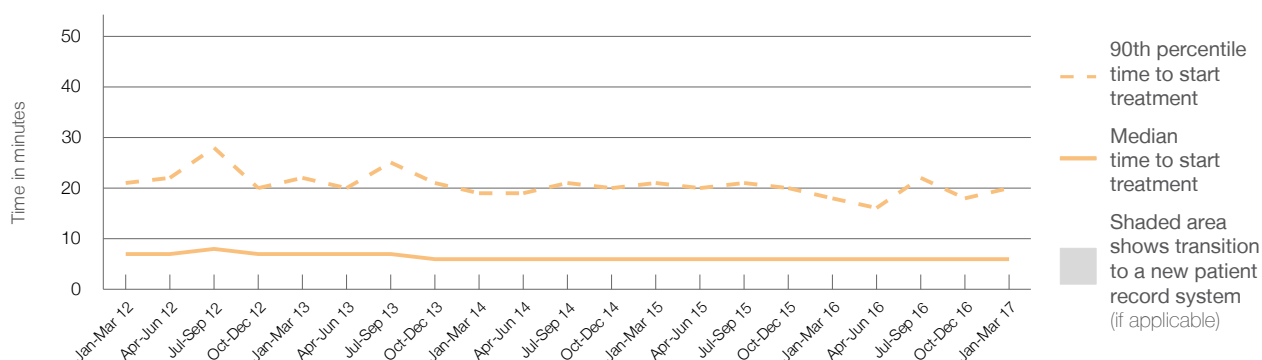
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
2,091	
2,085	
6 minutes	8 minutes
18 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	21	22	19	21	18	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.

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

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

January to March 2017

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

Number of triage 3 patients: 6,546

Number of triage 3 patients used to calculate waiting time:³ 6,448

Median time to start treatment⁴

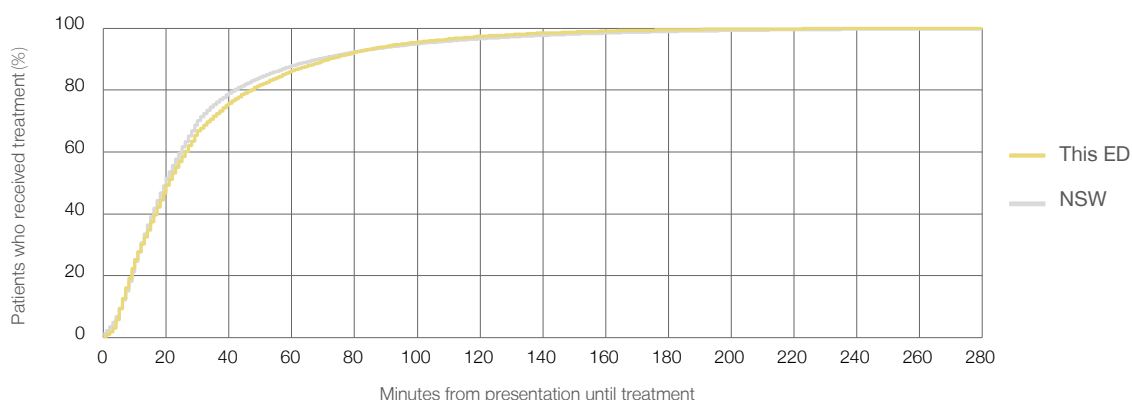
21 minutes

90th percentile time to start treatment⁵

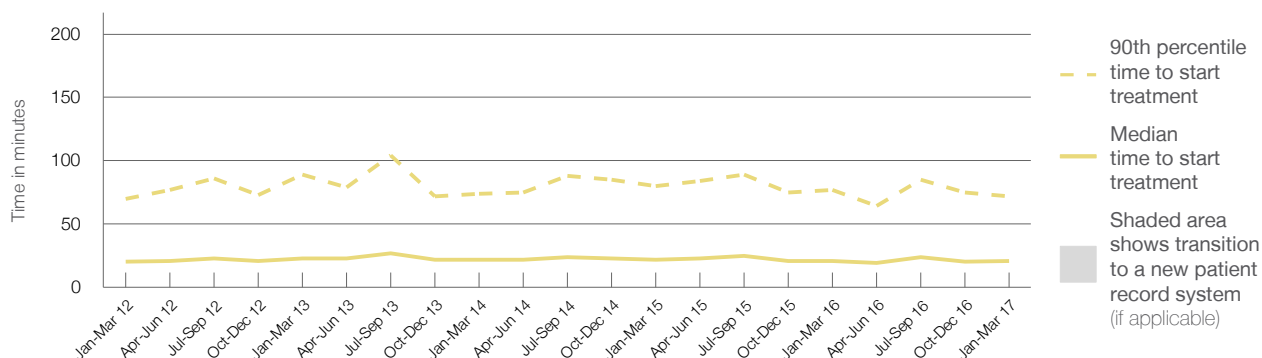
72 minutes

Same period last year	NSW (this period)
6,462	
6,342	
21 minutes	20 minutes
77 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	23	22	22	21	21
90th percentile time to start treatment ⁵ (minutes)	70	89	74	80	77	72

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 7,302

Number of triage 4 patients used to calculate waiting time:³ 6,913

Median time to start treatment⁴

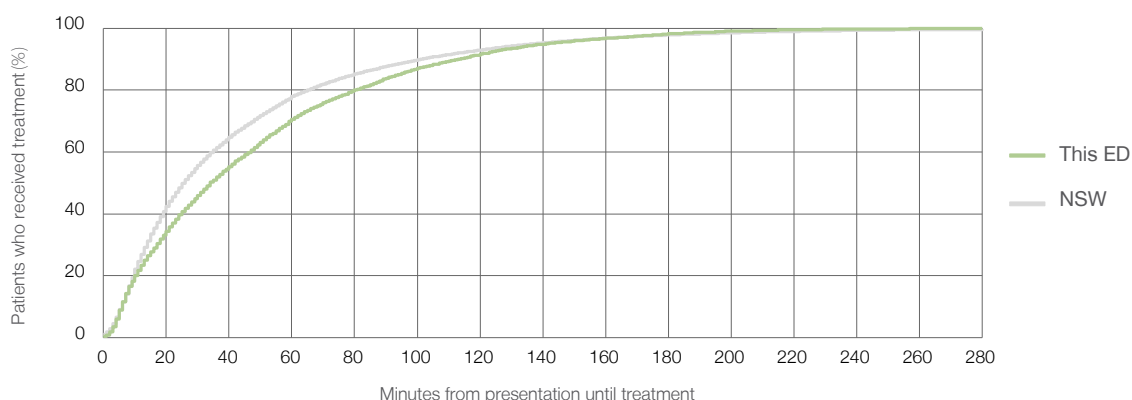
34 minutes

90th percentile time to start treatment⁵

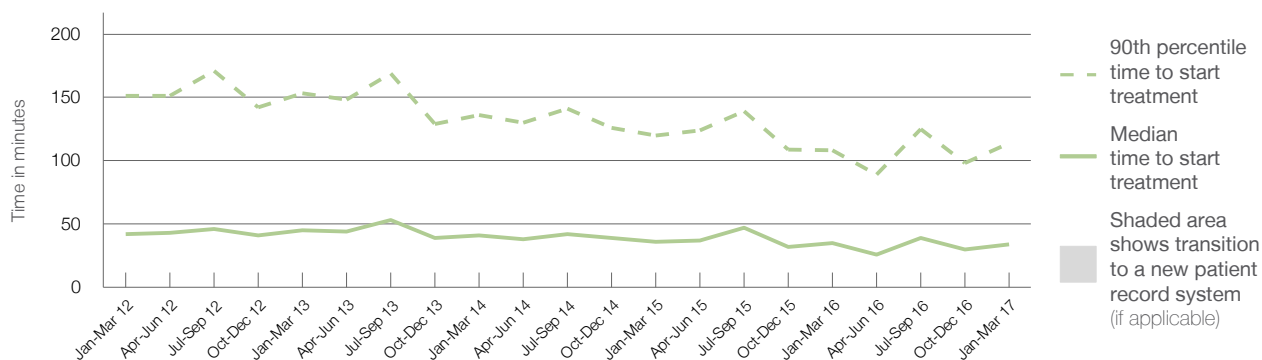
114 minutes

Same period last year	NSW (this period)
7,181	
6,798	
35 minutes	26 minutes
108 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	42	45	41	36	35	34
90th percentile time to start treatment ⁵ (minutes)	151	153	136	120	108	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.

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

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

January to March 2017

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

Number of triage 5 patients: 480

Number of triage 5 patients used to calculate waiting time:³ 389

Median time to start treatment⁴

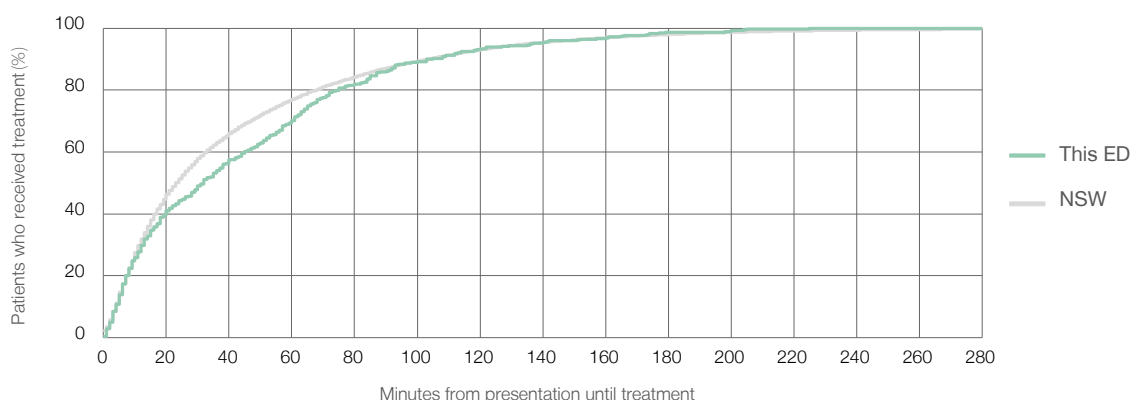
32 minutes

90th percentile time to start treatment⁵

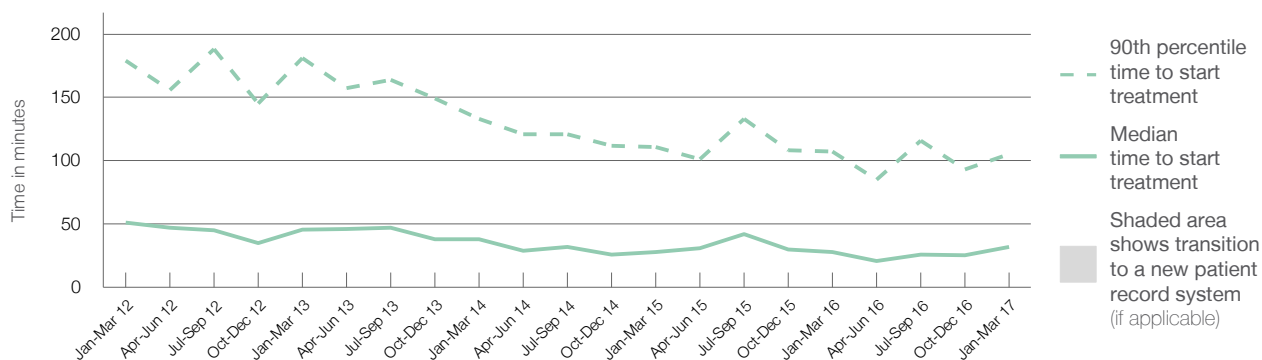
105 minutes

Same period last year	NSW (this period)
532	
440	
28 minutes	23 minutes
107 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	51	46	38	28	28	32
90th percentile time to start treatment ⁵ (minutes)	179	181	133	111	107	105

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

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

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

Gosford Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 16,704 patients

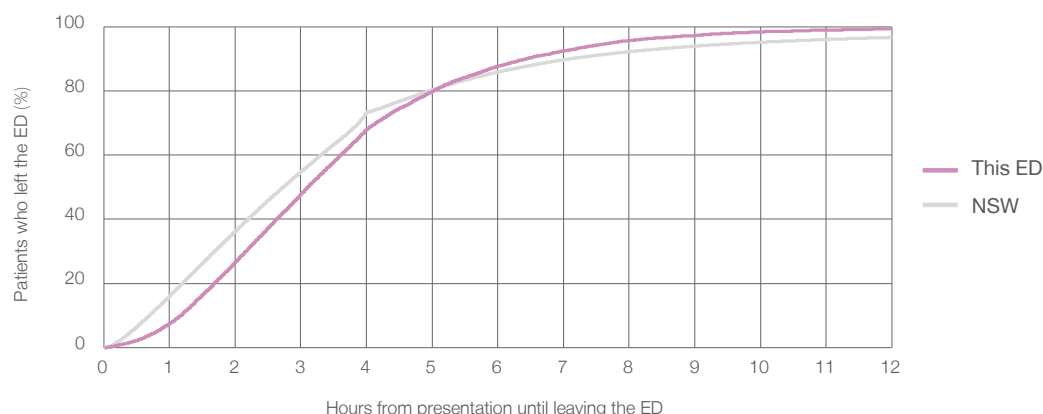
Presentations used to calculate time to leaving the ED:⁶ 16,704 patients

Median time spent in the ED⁸ 3 hours and 6 minutes

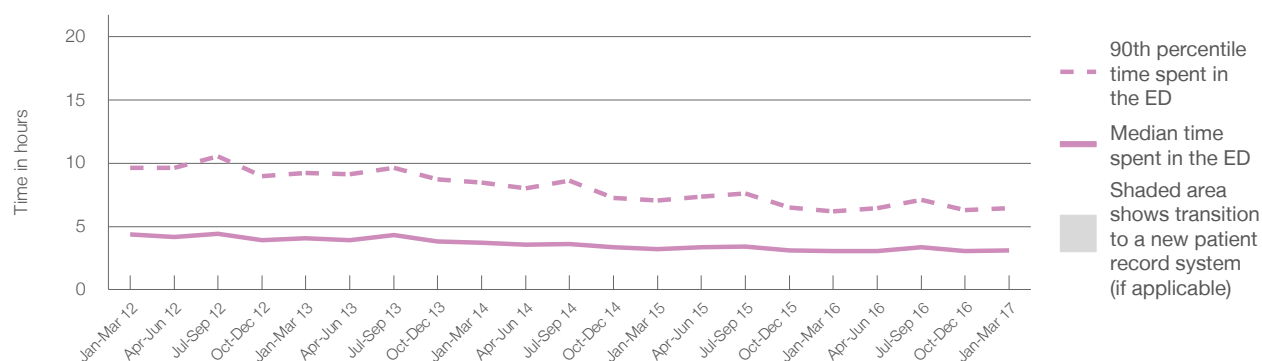
90th percentile time spent in the ED⁹ 6 hours and 27 minutes

Same period last year	NSW (this period)
16,613	16,613
3 hours and 4 minutes	2 hours and 44 minutes
6 hours and 13 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 22m	4h 5m	3h 44m	3h 14m	3h 4m	3h 6m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 38m	9h 15m	8h 27m	7h 2m	6h 13m	6h 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.

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

Gosford Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

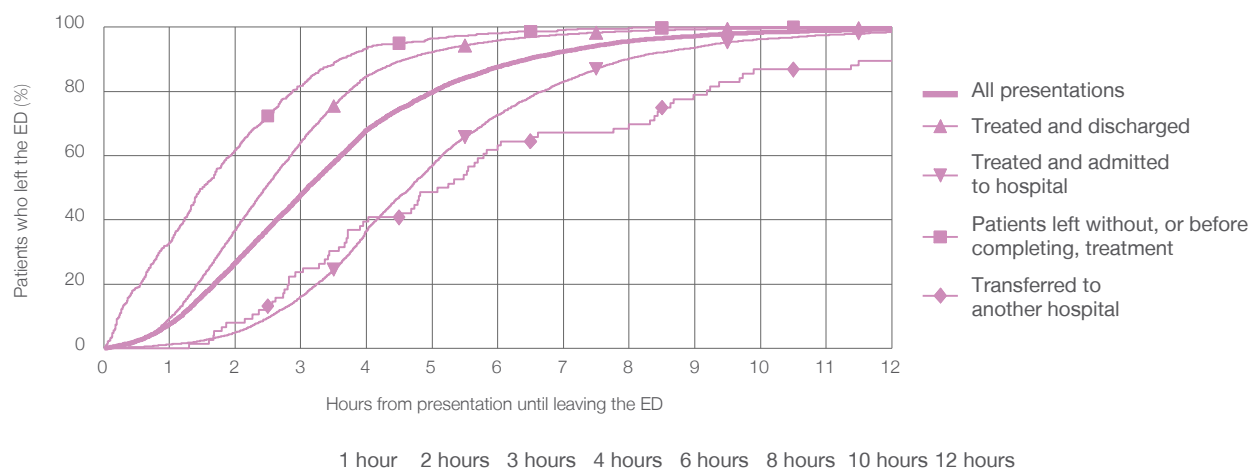
All presentations:[†] 16,704 patients

Presentations used to calculate time to leaving the ED:[‡] 16,704 patients

Treated and discharged	10,026 (60.0%)
Treated and admitted to hospital	5,897 (35.3%)
Patient left without, or before completing, treatment	648 (3.9%)
Transferred to another hospital	76 (0.5%)
Other	57 (0.3%)

Same period last year	Change since one year ago
16,613	0.5%
9,749	2.8%
6,079	-3.0%
654	-0.9%
78	-2.6%
53	7.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	9.4%	37.0%	64.3%	84.8%	95.9%	98.8%	99.6%	99.8%
Treated and admitted to hospital	1.2%	4.9%	16.1%	36.7%	72.7%	90.3%	96.3%	98.5%
Patient left without, or before completing, treatment	32.9%	61.7%	81.8%	93.4%	98.1%	99.7%	100%	100%
Transferred to another hospital	0%	7.9%	23.7%	39.5%	63.2%	69.7%	86.8%	89.5%
All presentations	7.6%	26.7%	47.9%	68.0%	87.7%	95.7%	98.4%	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.

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

Gosford Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 16,704 patients

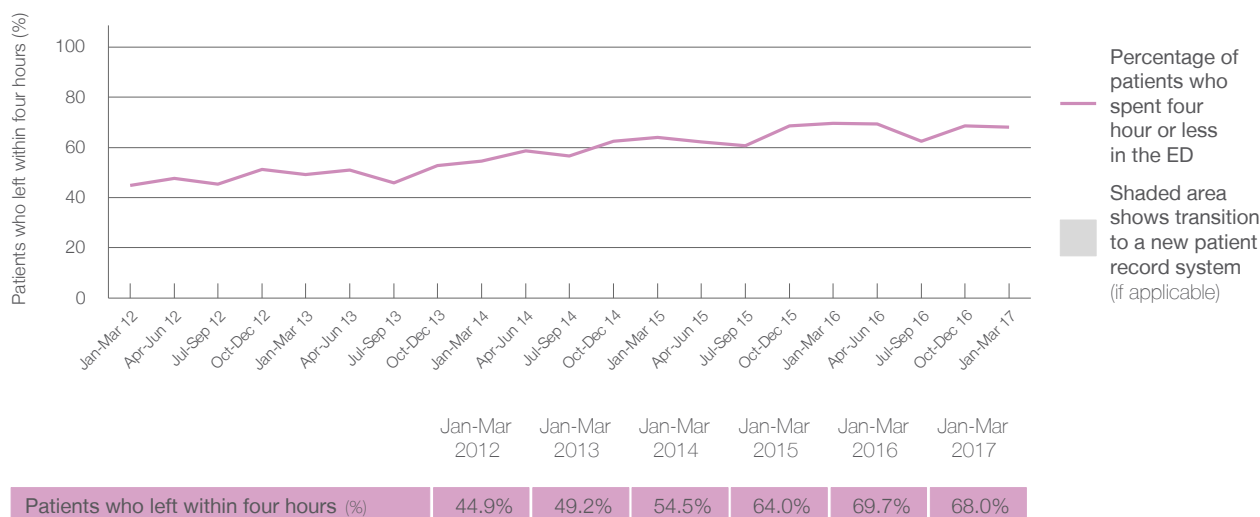
Presentations used to calculate time to leaving the ED:⁶ 16,704 patients

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



Same period last year	Change since one year ago
16,613	0.5%
16,613	0.5%
69.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

John Hunter Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 19,437 patients

Emergency presentations:² 19,304 patients

Same period last year	Change since one year ago
19,359	0.4%
19,350	-0.2%

John Hunter Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,786 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,012 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 85 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,599 patients

Median time to start treatment⁴ 33 minutes

90th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,822 patients

Median time to start treatment⁴ 41 minutes

90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
1,906	
7 minutes	8 minutes
23 minutes	26 minutes
4,978	
23 minutes	20 minutes
77 minutes	69 minutes
9,755	
32 minutes	26 minutes
112 minutes	101 minutes
2,597	
36 minutes	23 minutes
126 minutes	104 minutes

John Hunter Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 19,437 patients

Percentage of patients who spent four hours or less in the ED 62.1%

Same period last year	Change since one year ago
19,359	0.4%
68.5%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

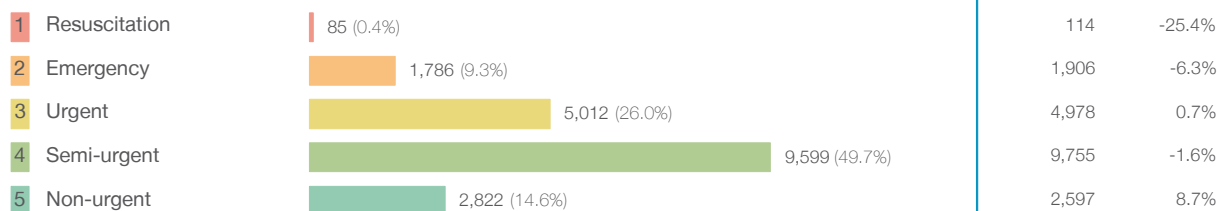
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Patients presenting to the emergency department

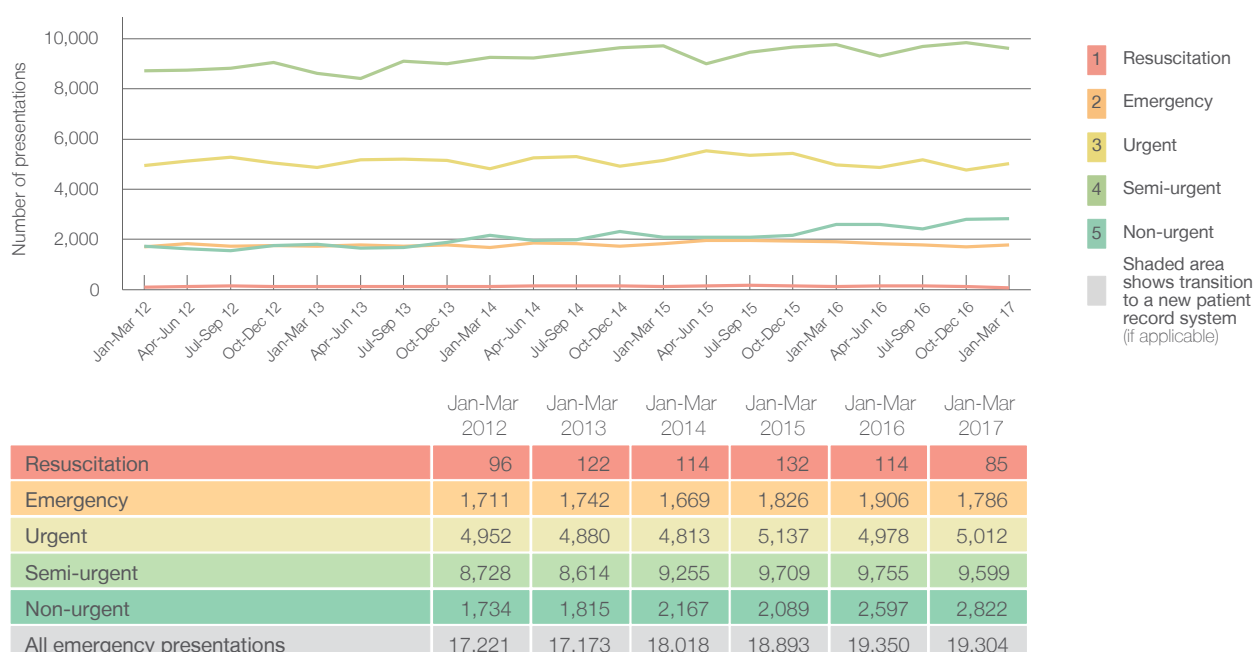
January to March 2017

All presentations:¹ 19,437 patients

Emergency presentations² by triage category: 19,304 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



John Hunter Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,803 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.

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

John Hunter Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 1,786

Number of triage 2 patients used to calculate waiting time:³ 1,772

Median time to start treatment⁴

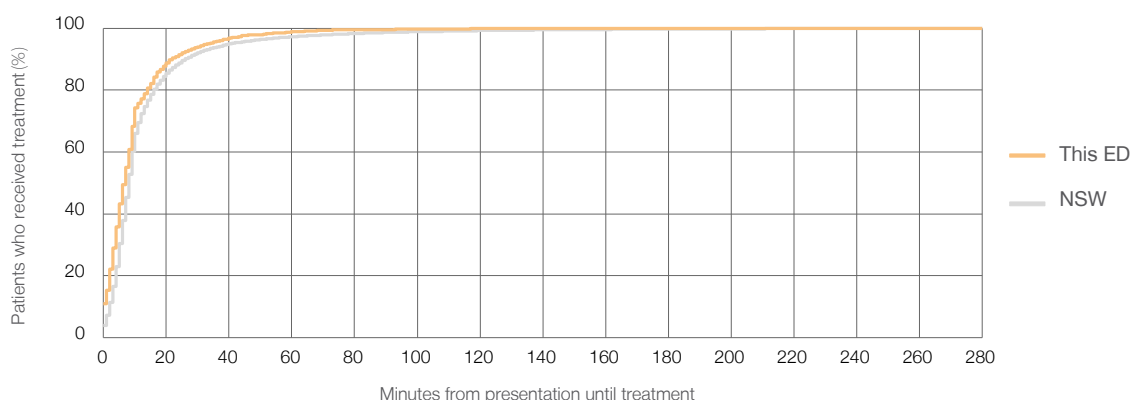
7 minutes

90th percentile time to start treatment⁵

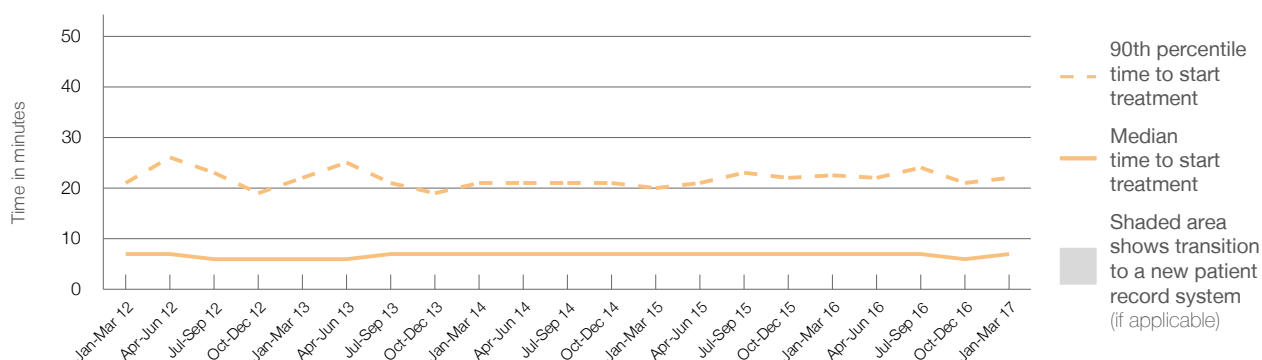
22 minutes

Same period last year	NSW (this period)
1,906	
1,890	
7 minutes	8 minutes
23 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	6	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	22	21	20	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.

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

John Hunter Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 5,012

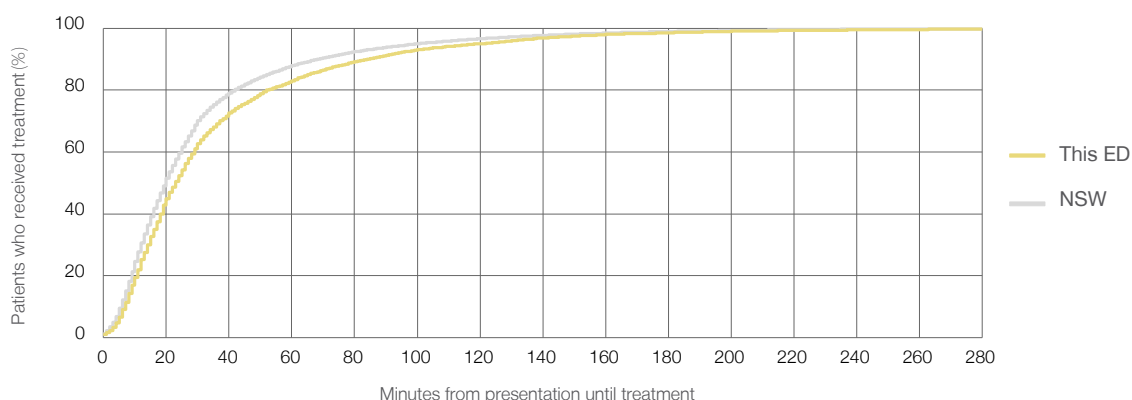
Number of triage 3 patients used to calculate waiting time:³ 4,897

Median time to start treatment⁴ 23 minutes

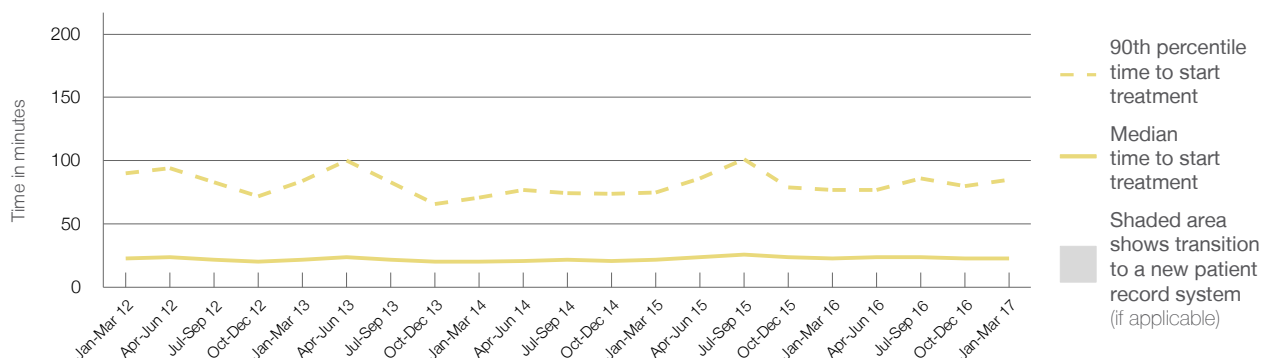
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
4,978	
4,874	
23 minutes	20 minutes
77 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	23	22	20	22	23	23
90th percentile time to start treatment ⁵ (minutes)	90	84	71	75	77	85

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

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

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

John Hunter Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 9,599

Number of triage 4 patients used to calculate waiting time:³ 8,839

Median time to start treatment⁴

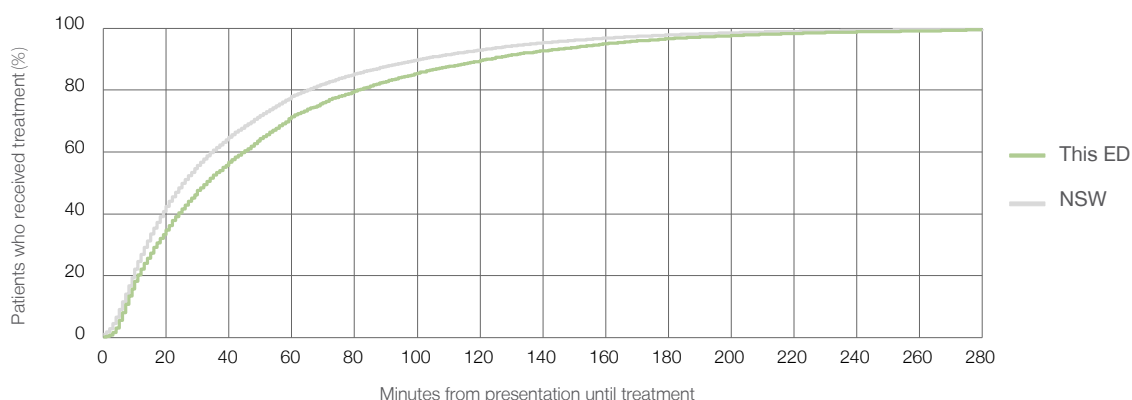
33 minutes

90th percentile time to start treatment⁵

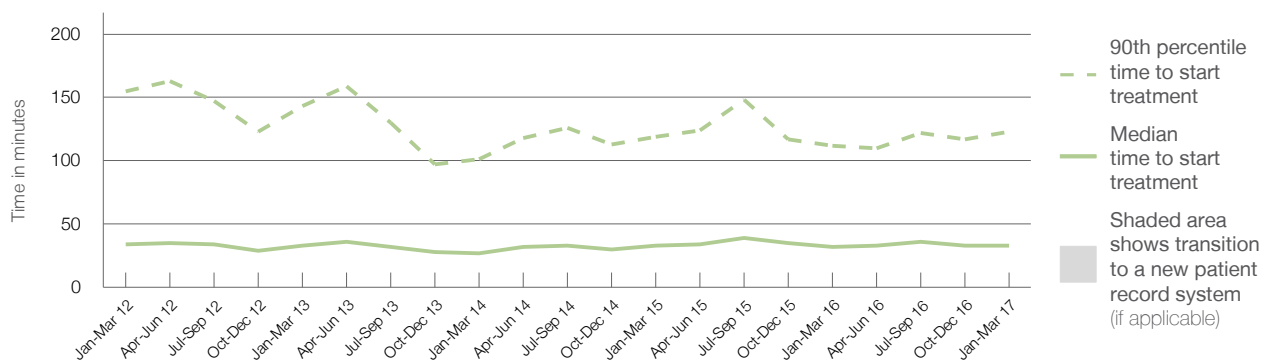
123 minutes

Same period last year	NSW (this period)
9,755	
9,094	
32 minutes	26 minutes
112 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	33	27	33	32	33
90th percentile time to start treatment ⁵ (minutes)	155	143	101	119	112	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.

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

John Hunter Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 2,822

Number of triage 5 patients used to calculate waiting time:³ 2,317

Median time to start treatment⁴

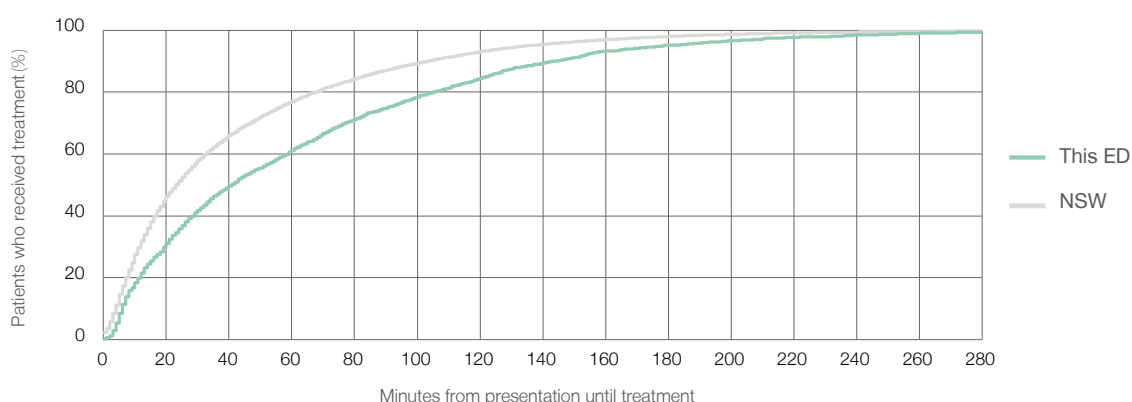
41 minutes

90th percentile time to start treatment⁵

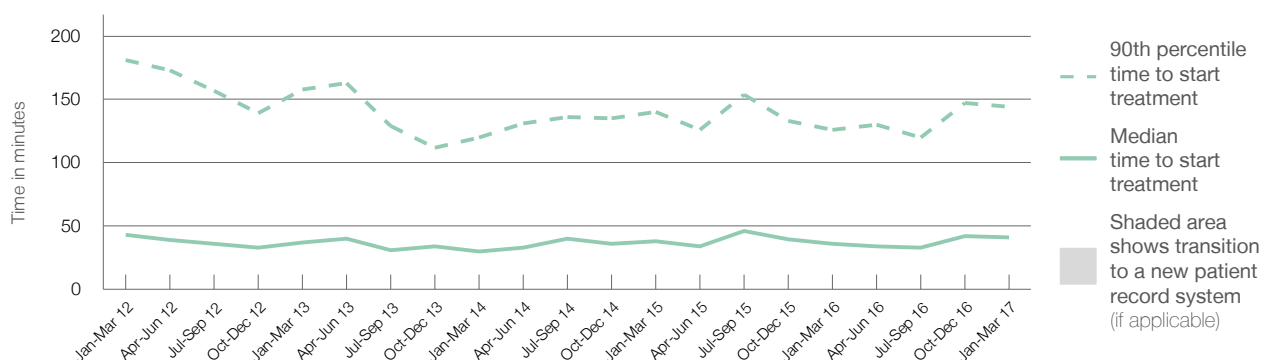
144 minutes

Same period last year	NSW (this period)
2,597	
2,163	
36 minutes	23 minutes
126 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	43	37	30	38	36	41
90th percentile time to start treatment ⁵ (minutes)	181	158	120	140	126	144

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

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

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

John Hunter Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 19,437 patients

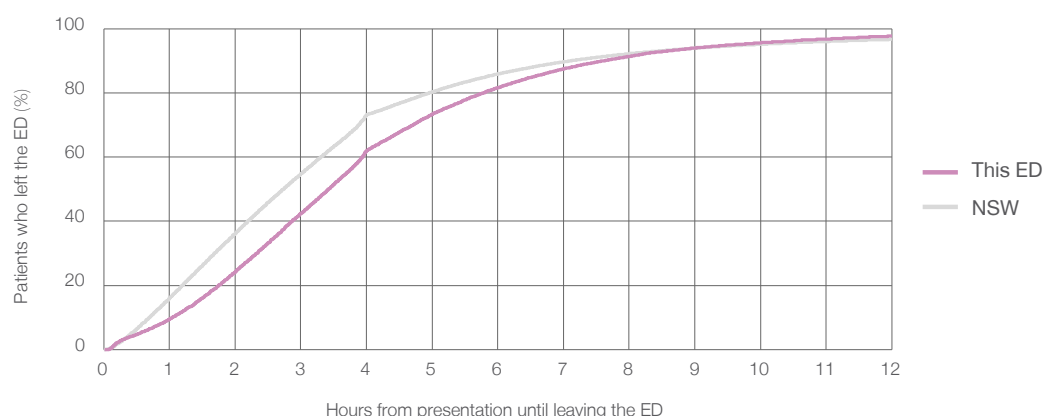
Presentations used to calculate time to leaving the ED:⁶ 19,437 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

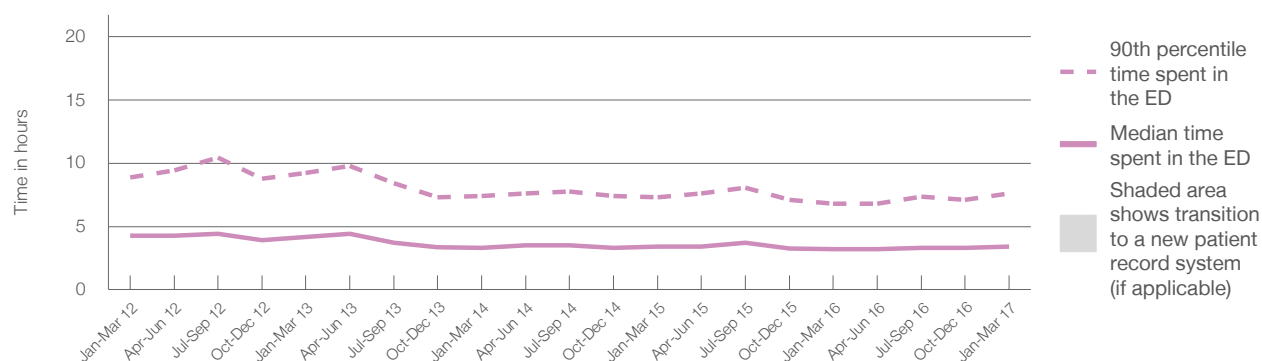
90th percentile time spent in the ED⁹ 7 hours and 37 minutes

Same period last year	NSW (this period)
19,359	19,359
3 hours and 11 minutes	2 hours and 44 minutes
6 hours and 47 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 16m	4h 10m	3h 19m	3h 26m	3h 11m	3h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 53m	9h 13m	7h 24m	7h 17m	6h 47m	7h 37m

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

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

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

John Hunter Hospital: Time patients spent in the ED

By mode of separation

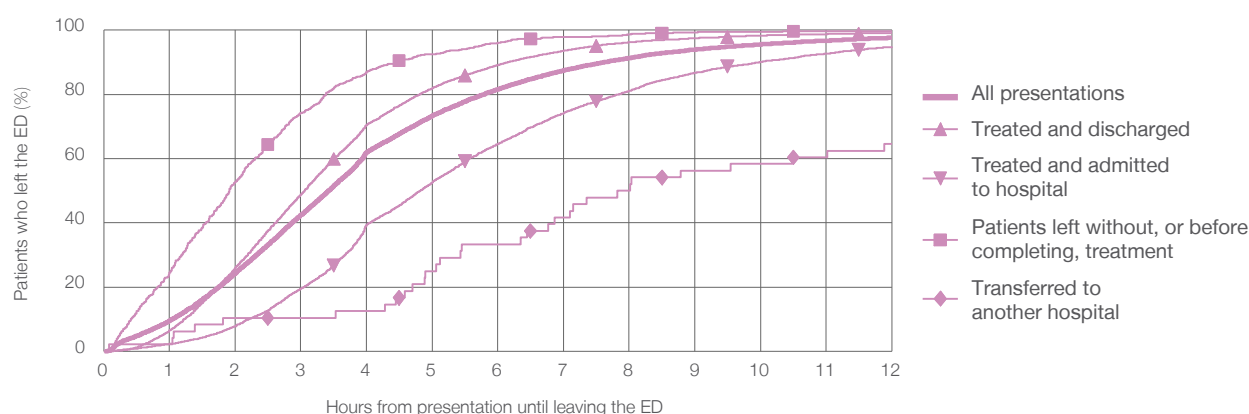
January to March 2017

All presentations:[†] 19,437 patients

Presentations used to calculate time to leaving the ED:[‡] 19,437 patients

		Same period last year	Change since one year ago
Treated and discharged	11,068 (56.9%)	11,203	-1.2%
Treated and admitted to hospital	6,482 (33.3%)	6,595	-1.7%
Patient left without, or before completing, treatment	872 (4.5%)	597	46.1%
Transferred to another hospital	48 (0.2%)	56	-14.3%
Other	967 (5.0%)	908	6.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.5%	26.0%	48.9%	70.5%	89.2%	96.2%	98.3%	99.2%
Treated and admitted to hospital	2.3%	7.8%	19.5%	39.4%	64.6%	81.1%	90.2%	94.8%
Patient left without, or before completing, treatment	24.5%	52.9%	74.2%	87.0%	96.1%	98.6%	99.5%	99.8%
Transferred to another hospital	2.1%	10.4%	10.4%	12.5%	33.3%	50.0%	58.3%	64.6%
All presentations	9.5%	24.4%	42.4%	62.1%	81.6%	91.3%	95.6%	97.7%

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

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

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

John Hunter Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 19,437 patients

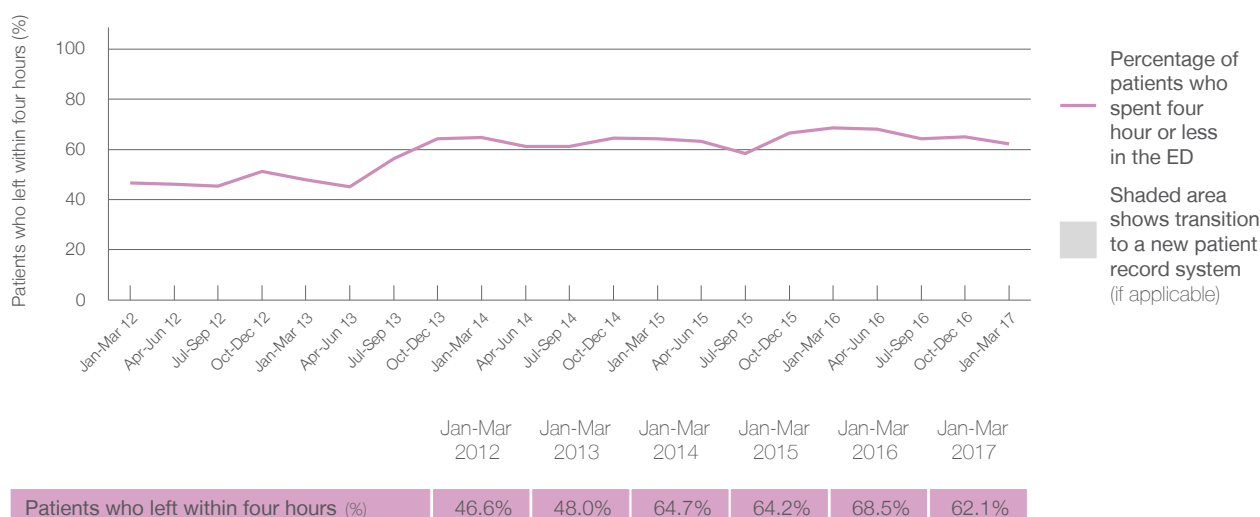
Presentations used to calculate time to leaving the ED:⁶ 19,437 patients

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



Same period last year	Change since one year ago
19,359	0.4%
19,359	0.4%
68.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Liverpool Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 20,701 patients

Emergency presentations:² 20,332 patients

Same period last year	Change since one year ago
20,777	-0.4%
20,469	-0.7%

Liverpool Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,749 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,321 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,811 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,297 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
3,403	
11 minutes	8 minutes
40 minutes	26 minutes
10,362	
22 minutes	20 minutes
76 minutes	69 minutes
5,133	
30 minutes	26 minutes
94 minutes	101 minutes
1,445	
25 minutes	23 minutes
90 minutes	104 minutes

Liverpool Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 20,700 patients

Percentage of patients who spent four hours or less in the ED 52.6%

Same period last year	Change since one year ago
20,777	-0.4%
50.7%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

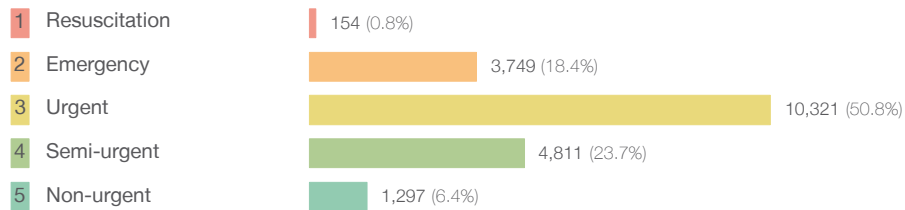
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Liverpool Hospital: Patients presenting to the emergency department

January to March 2017

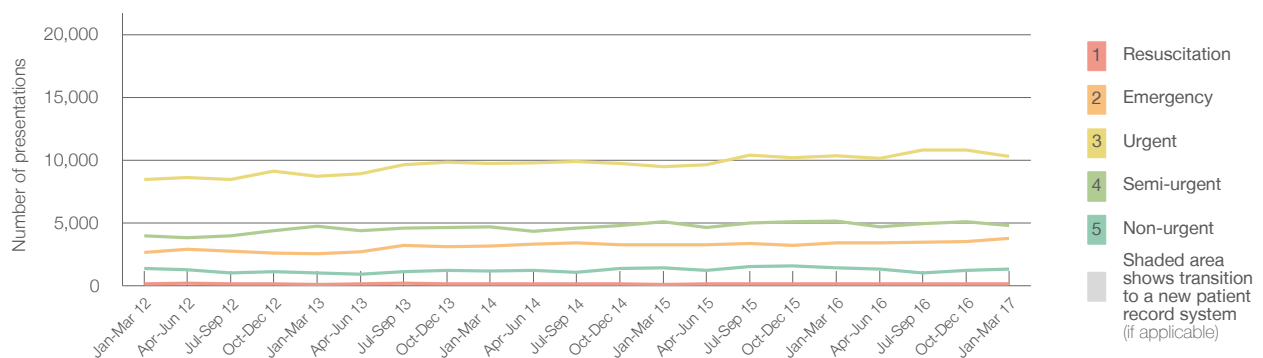
All presentations:¹ 20,701 patients

Emergency presentations² by triage category: 20,332 patients



Same period last year	Change since one year ago
20,777	-0.4%
20,469	-0.7%
126	22.2%
3,403	10.2%
10,362	-0.4%
5,133	-6.3%
1,445	-10.2%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	145	101	153	104	126	154
Emergency	2,649	2,545	3,138	3,278	3,403	3,749
Urgent	8,438	8,726	9,722	9,490	10,362	10,321
Semi-urgent	3,996	4,740	4,662	5,098	5,133	4,811
Non-urgent	1,393	999	1,144	1,422	1,445	1,297
All emergency presentations	16,621	17,111	18,819	19,392	20,469	20,332

Liverpool Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 6,291 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,765	
13 minutes	0 minutes
30 minutes	10 minutes

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

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

January to March 2017

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

Number of triage 2 patients: 3,749

Number of triage 2 patients used to calculate waiting time:³ 3,723

Median time to start treatment⁴

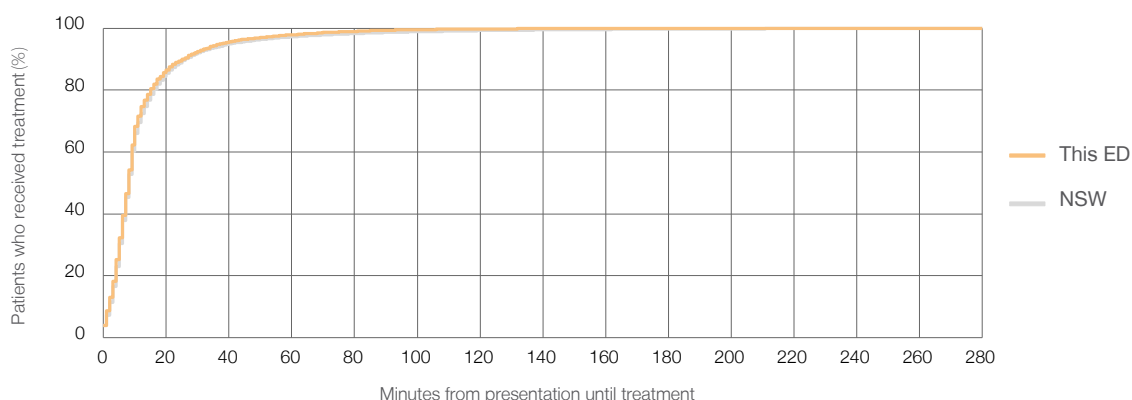
8 minutes

90th percentile time to start treatment⁵

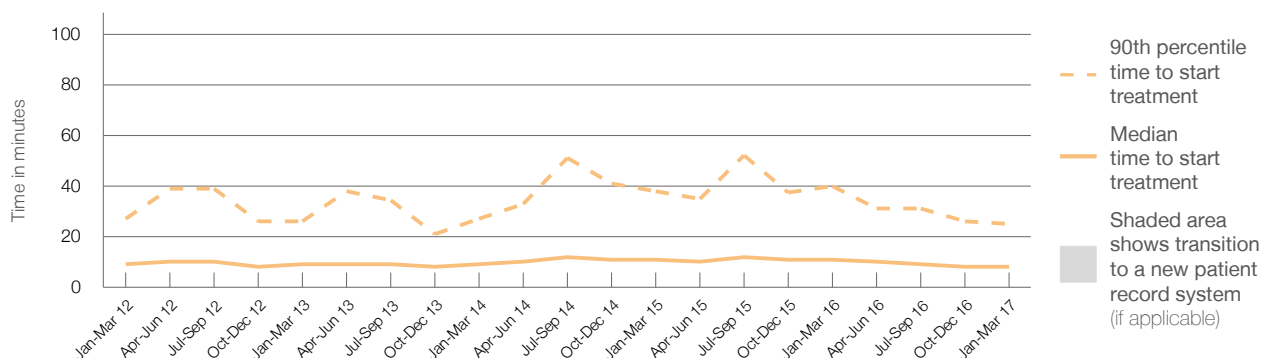
25 minutes

Same period last year	NSW (this period)
3,403	
3,385	
11 minutes	8 minutes
40 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	9	9	11	11	8
90th percentile time to start treatment ⁵ (minutes)	27	26	27	38	40	25

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

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

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

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

January to March 2017

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

Number of triage 3 patients: 10,321

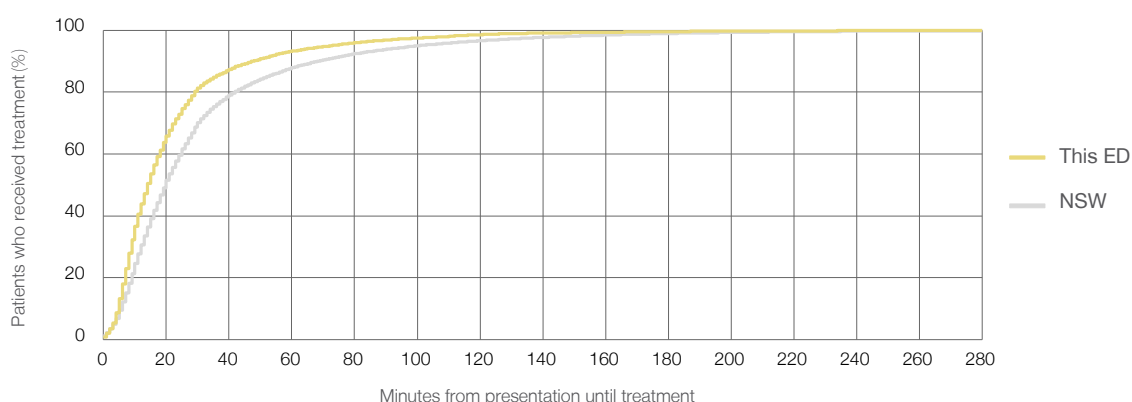
Number of triage 3 patients used to calculate waiting time:³ 10,014

Median time to start treatment⁴ 14 minutes

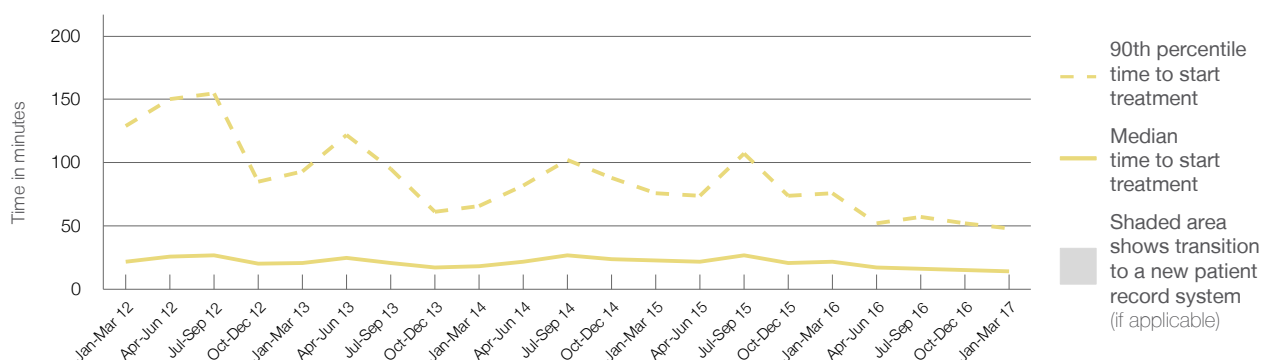
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
10,362	
10,007	
22 minutes	20 minutes
76 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	21	18	23	22	14
90th percentile time to start treatment ⁵ (minutes)	129	93	66	76	76	48

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 4,811

Number of triage 4 patients used to calculate waiting time:³ 4,395

Median time to start treatment⁴

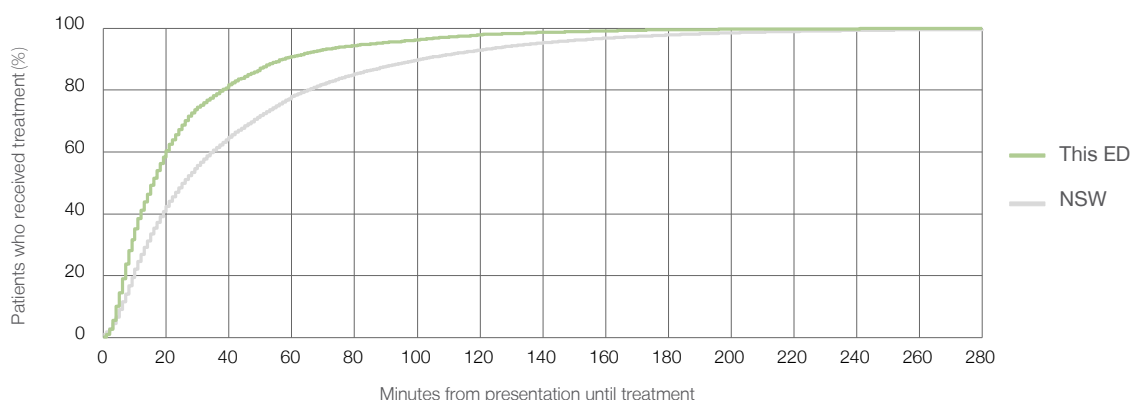
16 minutes

90th percentile time to start treatment⁵

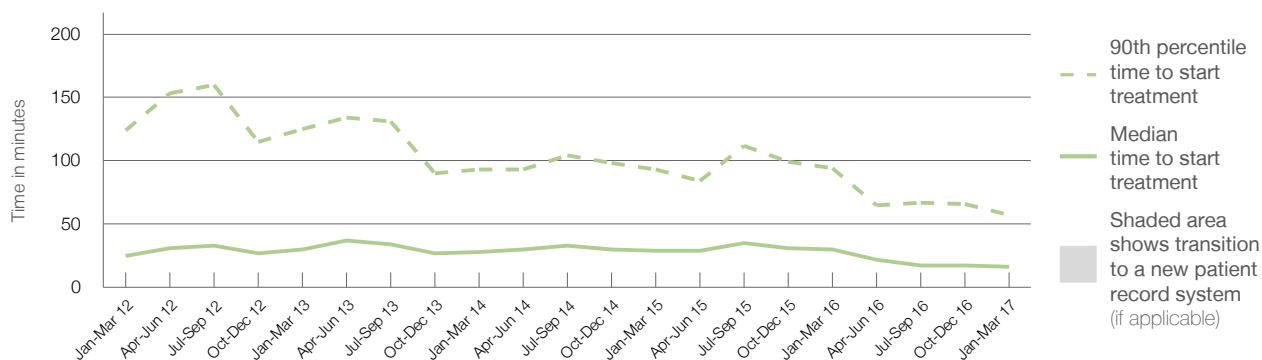
57 minutes

Same period last year	NSW (this period)
5,133	
4,596	
30 minutes	26 minutes
94 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	30	28	29	30	16
90th percentile time to start treatment ⁵ (minutes)	124	125	93	93	94	57

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

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

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

January to March 2017

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

Number of triage 5 patients: 1,297

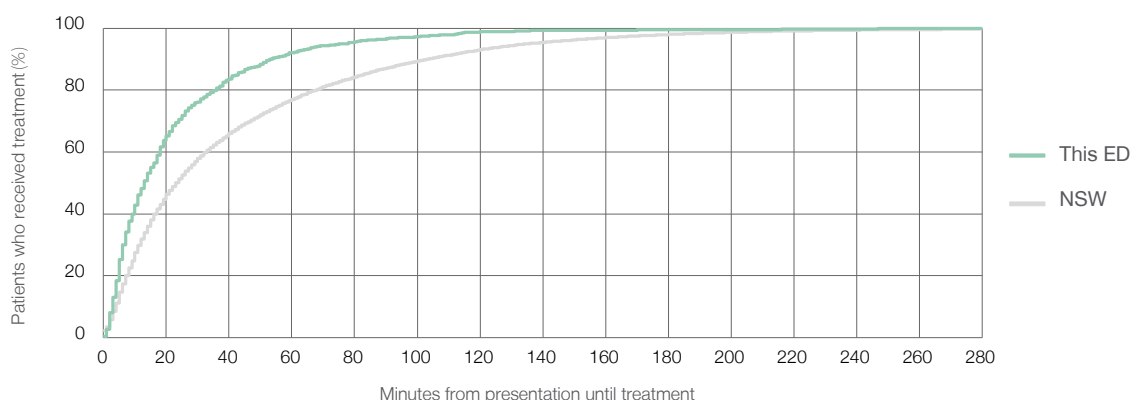
Number of triage 5 patients used to calculate waiting time:³ 1,069

Median time to start treatment⁴ 13 minutes

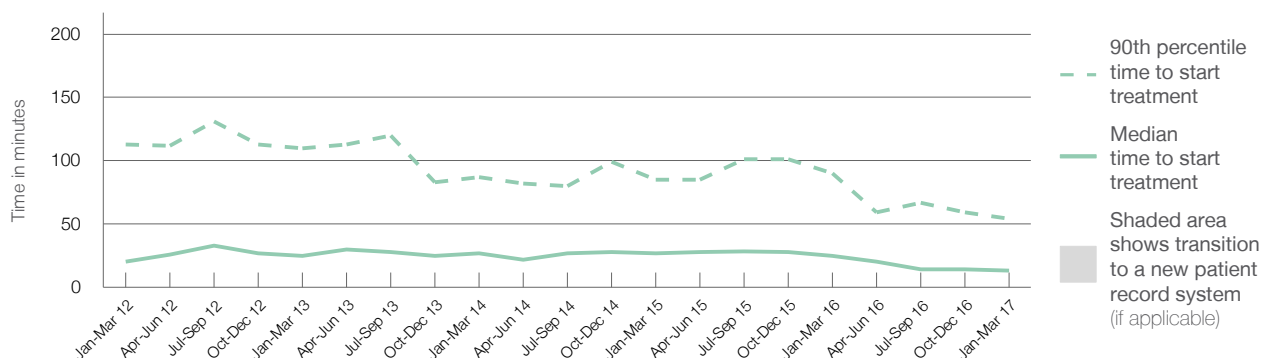
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
1,445	
988	
25 minutes	23 minutes
90 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	25	27	27	25	13
90th percentile time to start treatment ⁵ (minutes)	113	110	87	85	90	54

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

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

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

Liverpool Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 20,701 patients

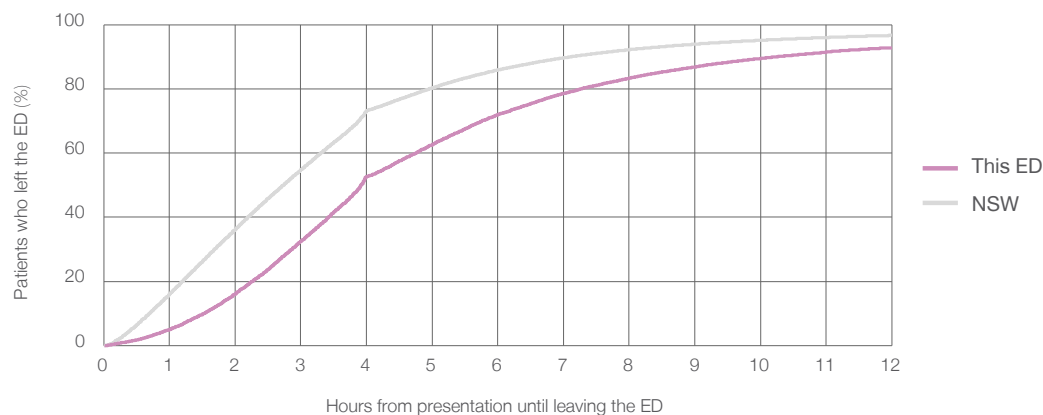
Presentations used to calculate time to leaving the ED:⁶ 20,700 patients

Median time spent in the ED⁸ 3 hours and 55 minutes

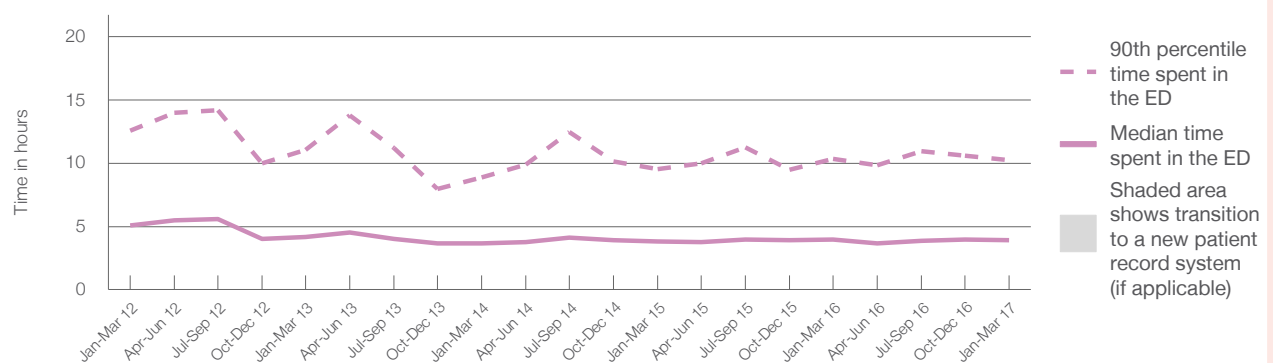
90th percentile time spent in the ED⁹ 10 hours and 15 minutes

Same period last year	NSW (this period)
20,777	20,777
3 hours and 59 minutes	2 hours and 44 minutes
10 hours and 19 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	5h 5m	4h 11m	3h 40m	3h 50m	3h 59m	3h 55m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 33m	11h 4m	8h 52m	9h 33m	10h 19m	10h 15m

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

Liverpool Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

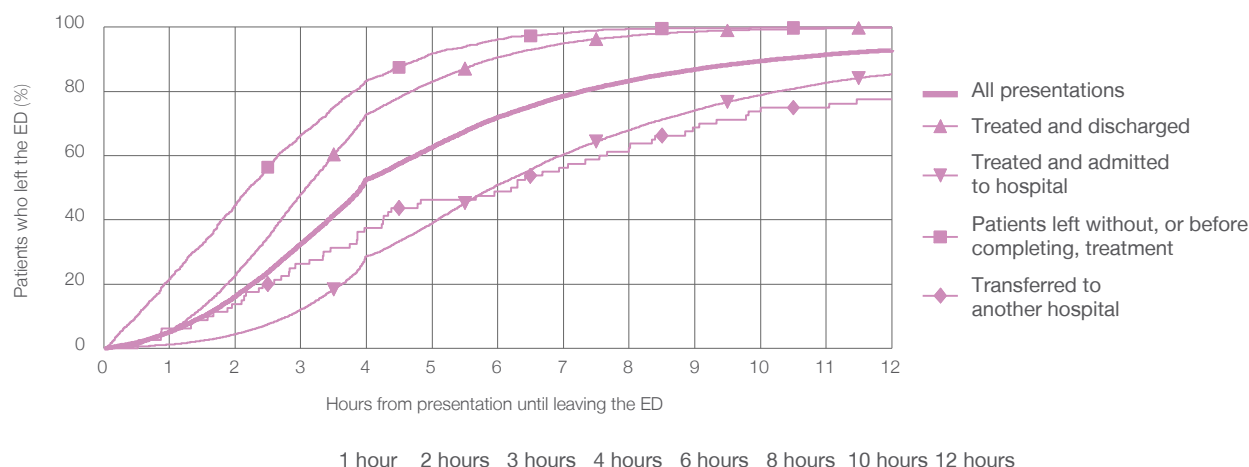
All presentations:[†] 20,701 patients

Presentations used to calculate time to leaving the ED:[‡] 20,700 patients

Treated and discharged	8,774 (42.4%)
Treated and admitted to hospital	9,911 (47.9%)
Patient left without, or before completing, treatment	1,778 (8.6%)
Transferred to another hospital	80 (0.4%)
Other	158 (0.8%)

Same period last year	Change since one year ago
20,777	-0.4%
8,998	-2.5%
9,467	4.7%
2,028	-12.3%
73	9.6%
211	-25.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.4%	22.7%	48.0%	72.9%	90.6%	97.3%	99.3%	99.9%
Treated and admitted to hospital	1.1%	4.4%	12.1%	28.7%	51.0%	68.0%	78.9%	85.3%
Patient left without, or before completing, treatment	21.6%	44.7%	66.4%	83.4%	96.2%	99.4%	99.8%	99.8%
Transferred to another hospital	6.3%	13.8%	26.3%	37.5%	48.8%	62.5%	75.0%	77.5%
All presentations	5.1%	16.1%	32.6%	52.6%	72.0%	83.3%	89.4%	92.8%

(†) 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.

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

Liverpool Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 20,701 patients

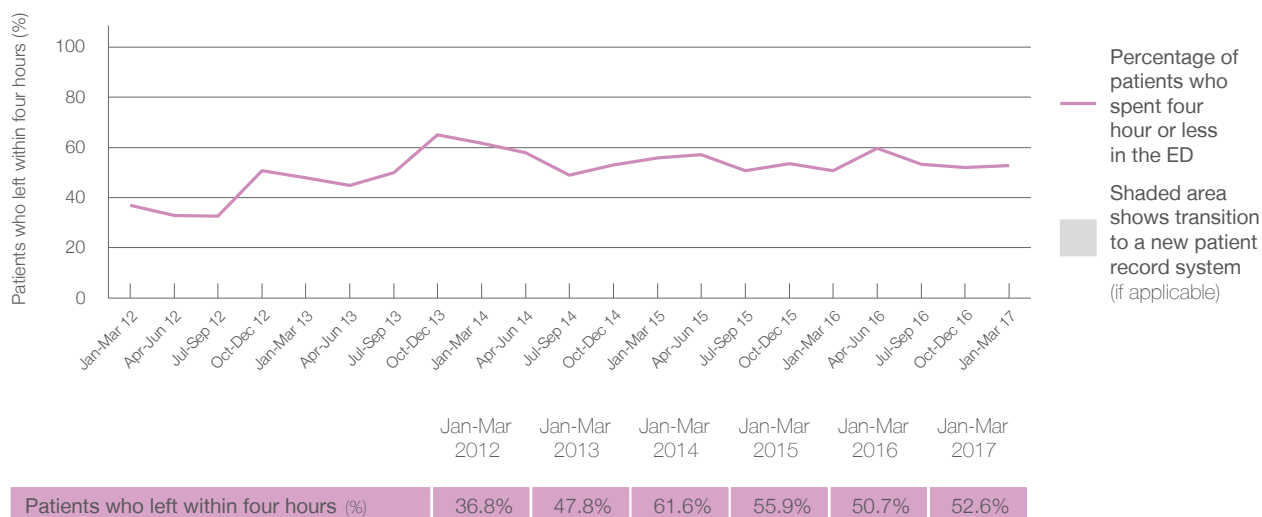
Presentations used to calculate time to leaving the ED:⁶ 20,700 patients

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



Same period last year	Change since one year ago
20,777	-0.4%
20,777	-0.4%
50.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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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 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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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.
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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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Nepean Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 17,075 patients

Emergency presentations:² 16,973 patients

Same period last year	Change since one year ago
17,011	0.4%
16,895	0.5%

Nepean Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,558 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,968 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,596 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 121 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,752 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,399	
10 minutes	8 minutes
39 minutes	26 minutes
4,777	
40 minutes	20 minutes
203 minutes	69 minutes
7,408	
41 minutes	26 minutes
190 minutes	101 minutes
2,224	
38 minutes	23 minutes
177 minutes	104 minutes

Nepean Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 17,063 patients

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

Same period last year	Change since one year ago
17,011	0.3%
48.5%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

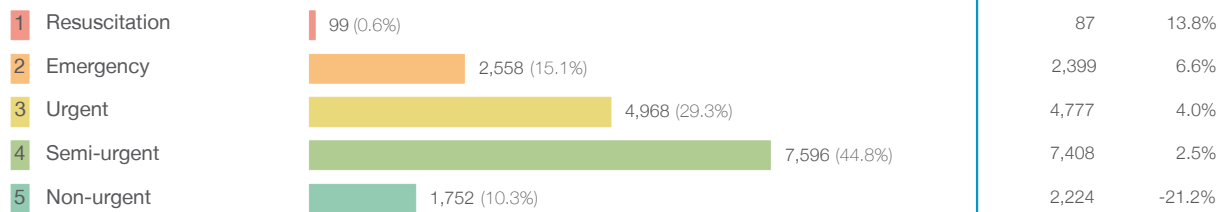
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Patients presenting to the emergency department

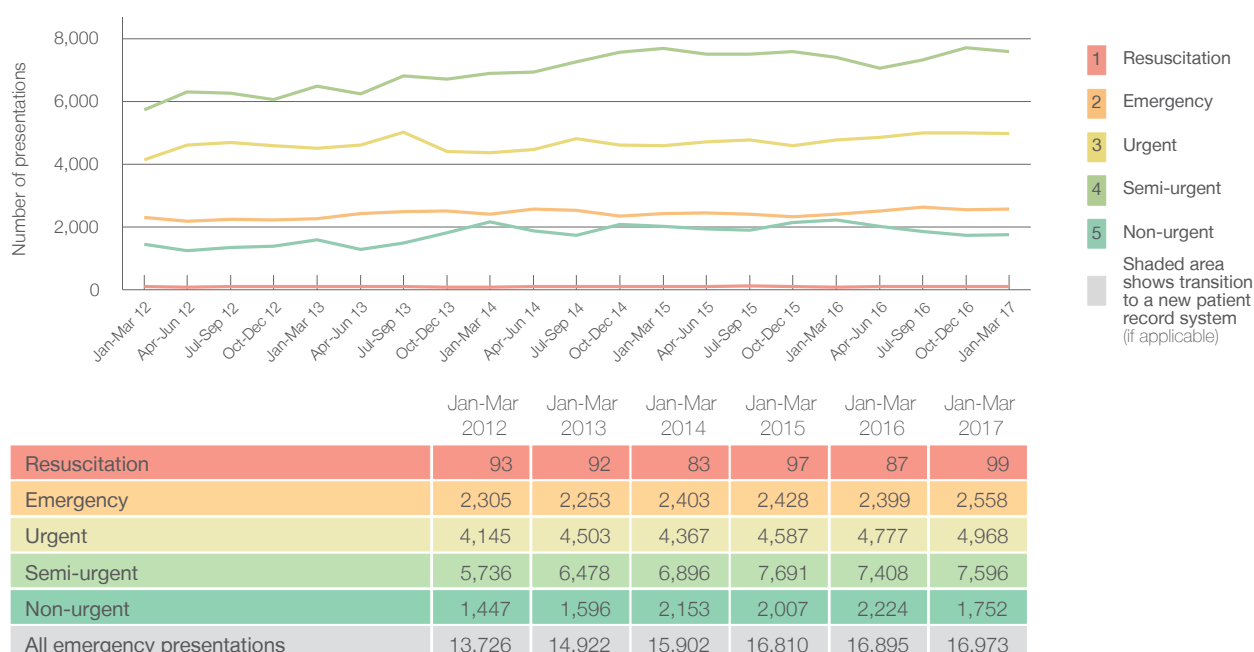
January to March 2017

All presentations:¹ 17,075 patients

Emergency presentations² by triage category: 16,973 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Nepean Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,833 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.

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

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

January to March 2017

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

Number of triage 2 patients: 2,558

Number of triage 2 patients used to calculate waiting time:³ 2,541

Median time to start treatment⁴

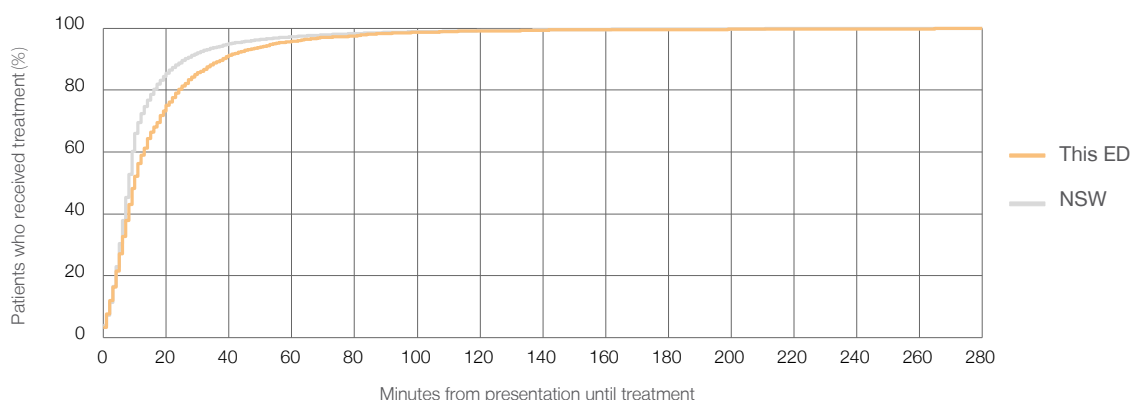
10 minutes

90th percentile time to start treatment⁵

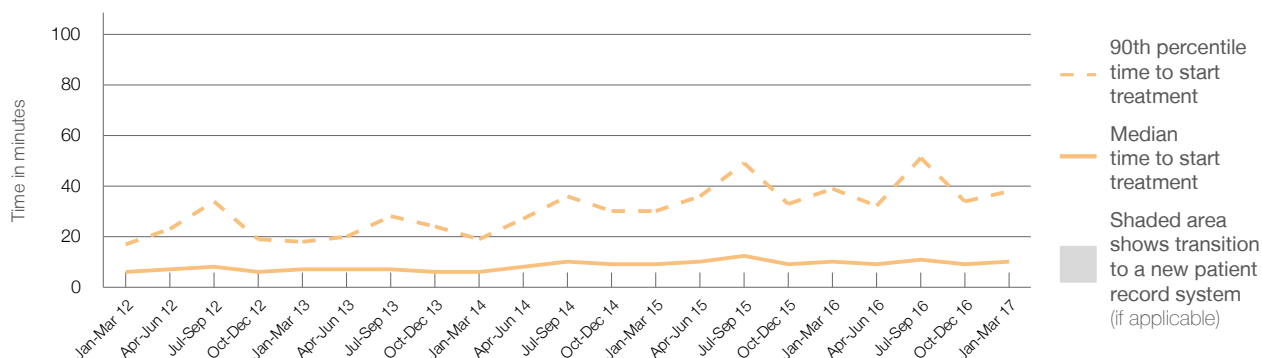
38 minutes

Same period last year	NSW (this period)
2,399	
2,335	
10 minutes	8 minutes
39 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	7	6	9	10	10
90th percentile time to start treatment ⁵ (minutes)	17	18	19	30	39	38

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

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

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

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

January to March 2017

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

Number of triage 3 patients: 4,968

Number of triage 3 patients used to calculate waiting time:³ 4,686

Median time to start treatment⁴

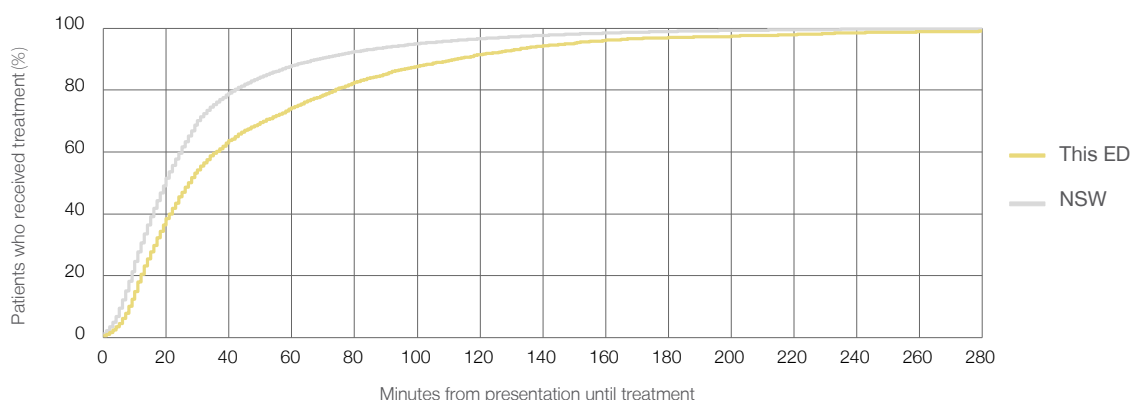
28 minutes

90th percentile time to start treatment⁵

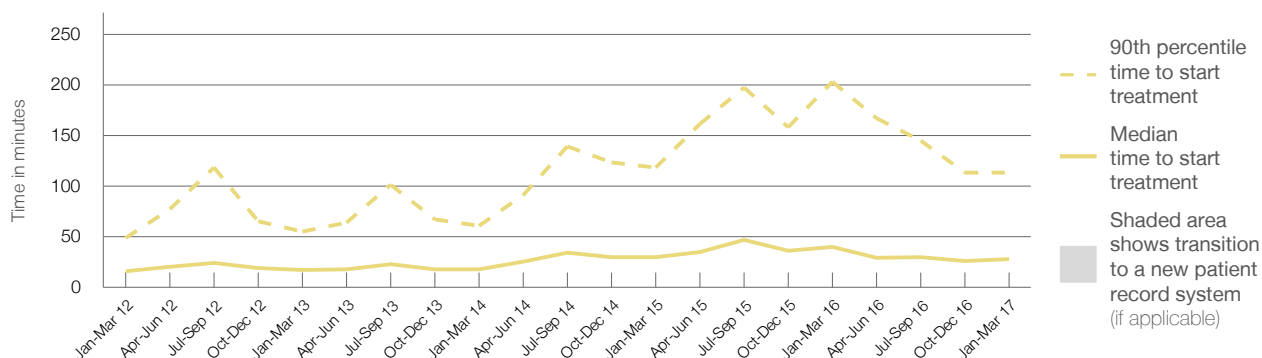
113 minutes

Same period last year	NSW (this period)
4,777	
4,244	
40 minutes	20 minutes
203 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	17	18	30	40	28
90th percentile time to start treatment ⁵ (minutes)	49	55	61	118	203	113

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 7,596

Number of triage 4 patients used to calculate waiting time:³ 7,006

Median time to start treatment⁴

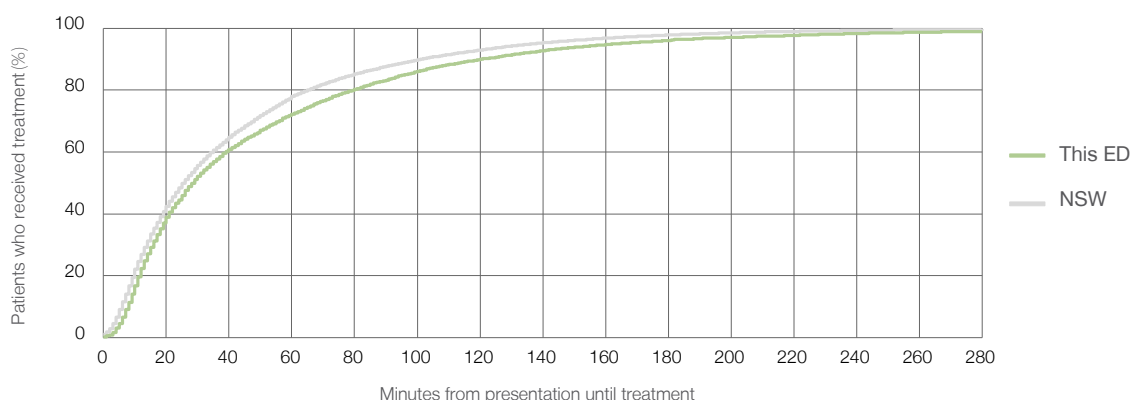
29 minutes

90th percentile time to start treatment⁵

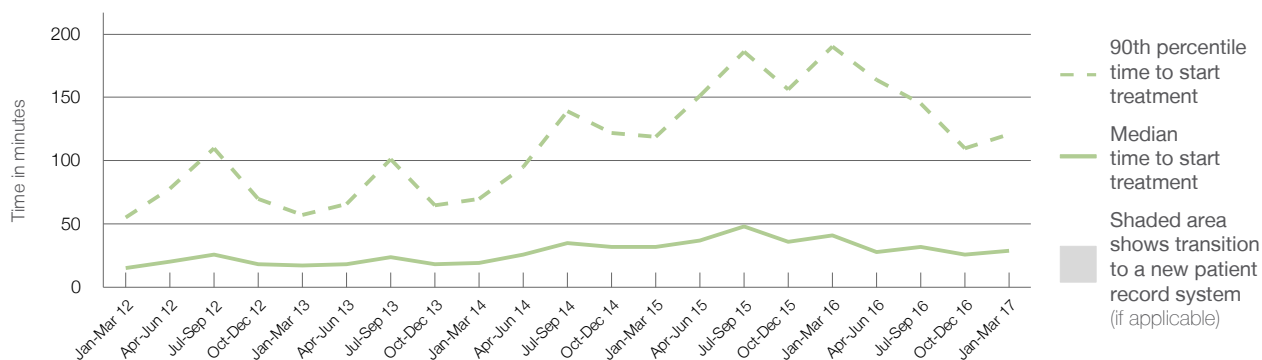
121 minutes

Same period last year	NSW (this period)
7,408	
6,405	
41 minutes	26 minutes
190 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	15	17	19	32	41	29
90th percentile time to start treatment ⁵ (minutes)	55	57	70	119	190	121

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 1,752

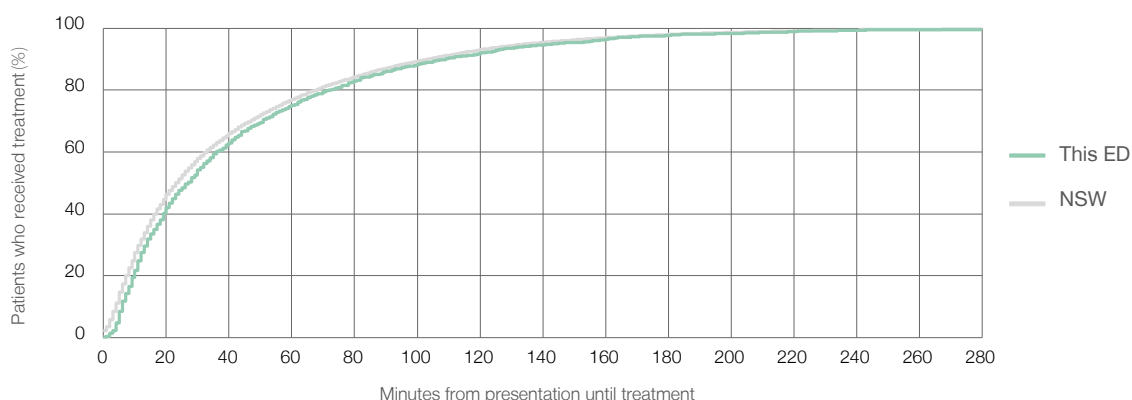
Number of triage 5 patients used to calculate waiting time:³ 1,499

Median time to start treatment⁴ 27 minutes

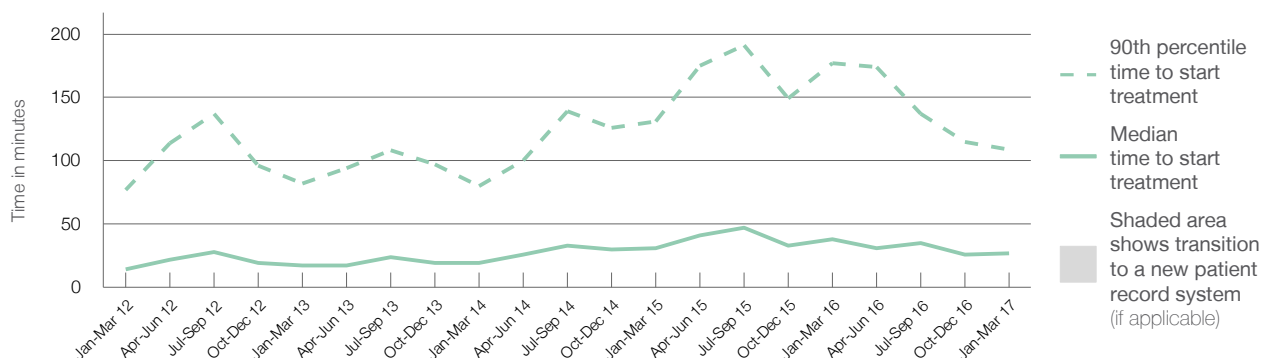
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,224	
1,755	
38 minutes	23 minutes
177 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	14	17	19	31	38	27
90th percentile time to start treatment ⁵ (minutes)	77	82	80	131	177	109

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

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

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

Nepean Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 17,075 patients

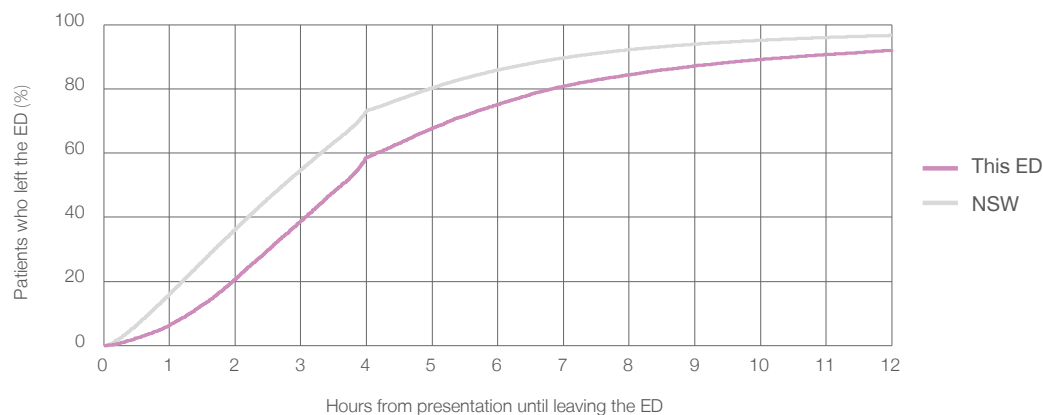
Presentations used to calculate time to leaving the ED:⁶ 17,063 patients

Median time spent in the ED⁸ 3 hours and 37 minutes

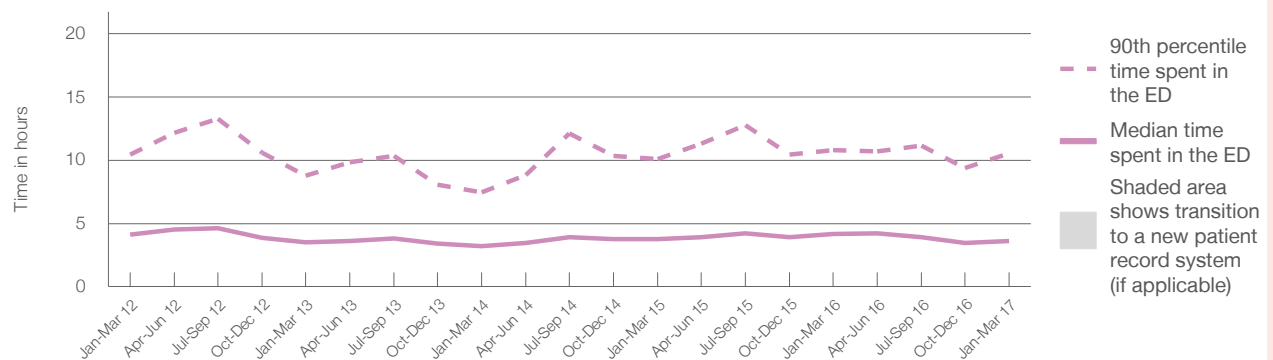
90th percentile time spent in the ED⁹ 10 hours and 33 minutes

Same period last year	NSW (this period)
17,011	17,011
4 hours and 10 minutes	2 hours and 44 minutes
10 hours and 47 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 7m	3h 30m	3h 14m	3h 46m	4h 10m	3h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 25m	8h 45m	7h 27m	10h 5m	10h 47m	10h 33m

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

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

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

Nepean Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:[†] 17,075 patients

Presentations used to calculate time to leaving the ED:[‡] 17,063 patients

Treated and discharged 8,293 (48.6%)

Treated and admitted to hospital 7,212 (42.2%)

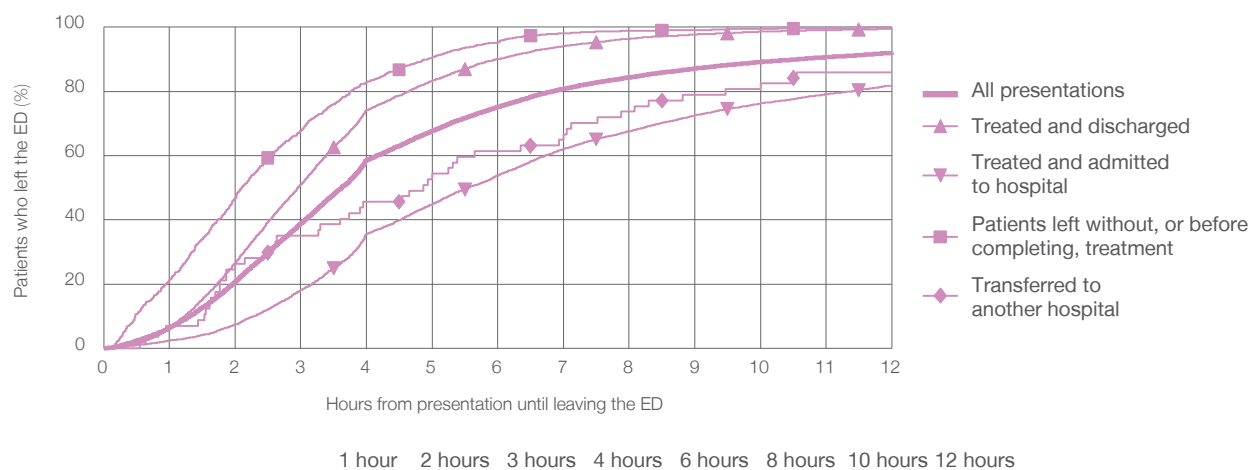
Patient left without, or before completing, treatment 1,309 (7.7%)

Transferred to another hospital 57 (0.3%)

Other 204 (1.2%)

Same period last year	Change since one year ago
17,011	0.3%
8,191	1.2%
6,456	11.7%
2,244	-41.7%
53	7.5%
67	204.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	6.3%	26.7%	51.1%	74.1%	90.1%	96.4%	98.6%	99.5%
Treated and admitted to hospital	2.4%	7.5%	18.0%	35.6%	53.9%	67.6%	76.3%	81.9%
Patient left without, or before completing, treatment	21.3%	46.8%	67.8%	82.9%	95.4%	98.8%	99.5%	99.8%
Transferred to another hospital	7.0%	26.3%	35.1%	45.6%	61.4%	73.7%	82.5%	86.0%
All presentations	6.4%	20.7%	38.8%	58.6%	75.2%	84.4%	89.2%	92.0%

(†) 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.

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

Nepean Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 17,075 patients

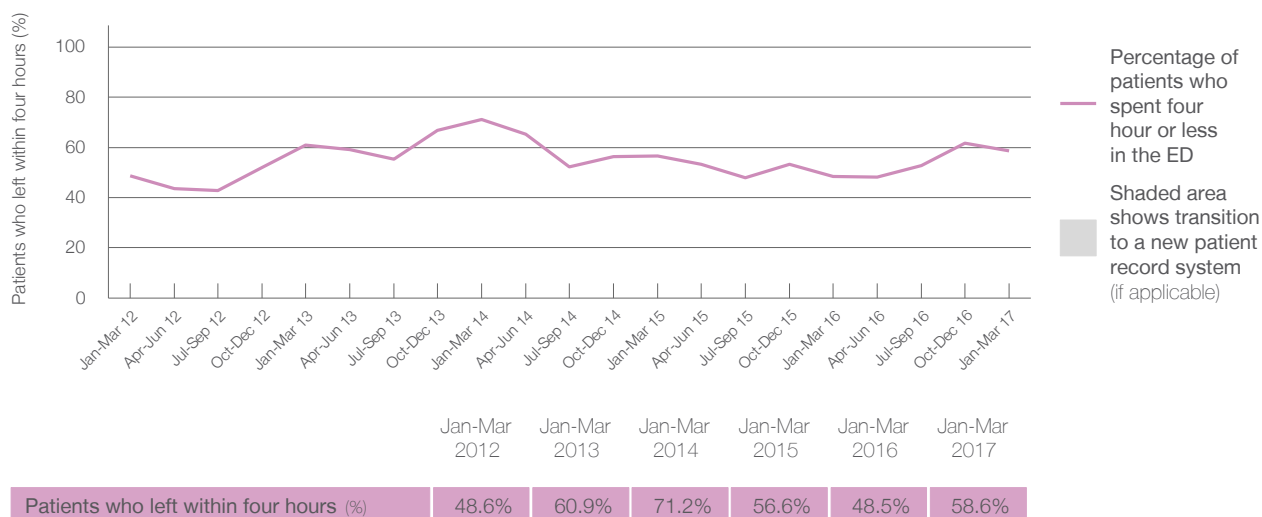
Presentations used to calculate time to leaving the ED:⁶ 17,063 patients

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



Same period last year	Change since one year ago
17,011	0.4%
17,011	0.3%
48.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Prince of Wales Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 15,061 patients

Emergency presentations:² 14,164 patients

Same period last year	Change since one year ago
15,320	-1.7%
14,108	0.4%

Prince of Wales Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,199 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,870 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,341 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 574 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,185	
8 minutes	8 minutes
23 minutes	26 minutes
6,938	
21 minutes	20 minutes
66 minutes	69 minutes
5,225	
20 minutes	26 minutes
86 minutes	101 minutes
605	
31 minutes	23 minutes
139 minutes	104 minutes

Prince of Wales Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 15,057 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
15,306	-1.6%
64.0%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

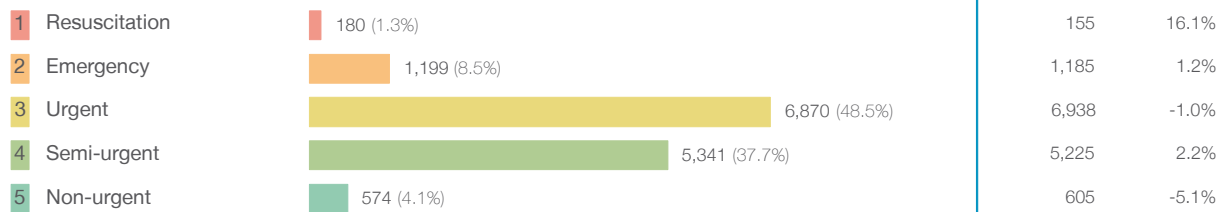
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Patients presenting to the emergency department

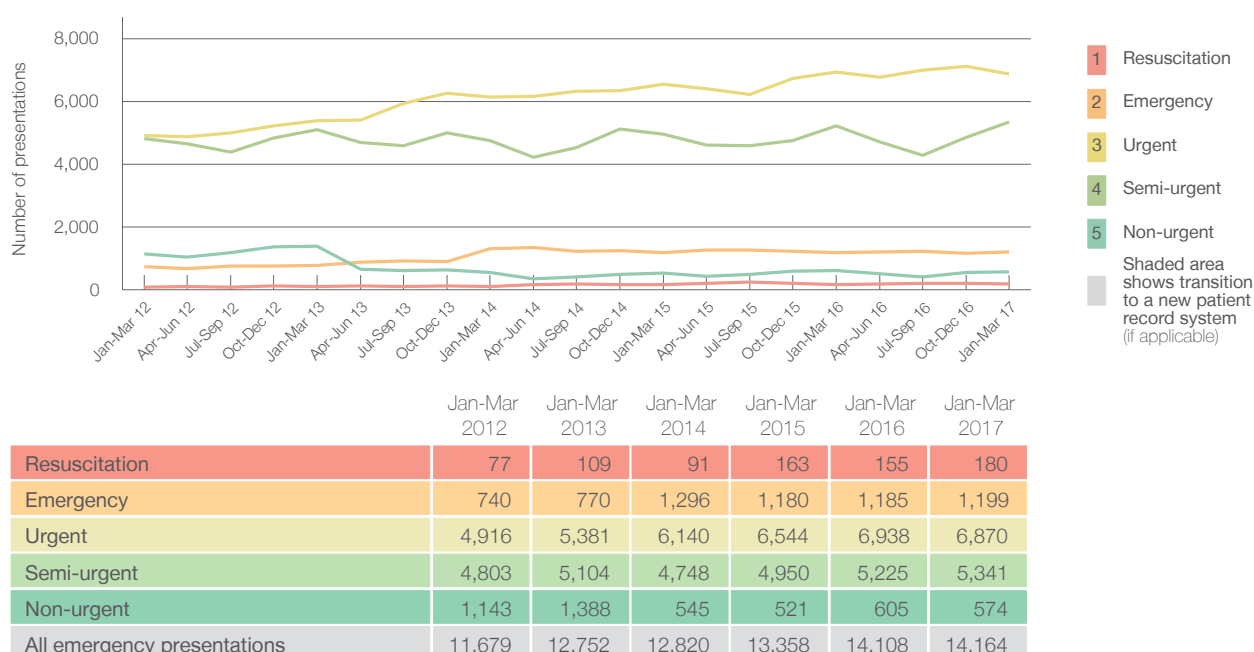
January to March 2017

All presentations:¹ 15,061 patients

Emergency presentations² by triage category: 14,164 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Prince of Wales Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,469 patients

ED Transfer of care time



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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.

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 1,199

Number of triage 2 patients used to calculate waiting time:³ 1,176

Median time to start treatment⁴

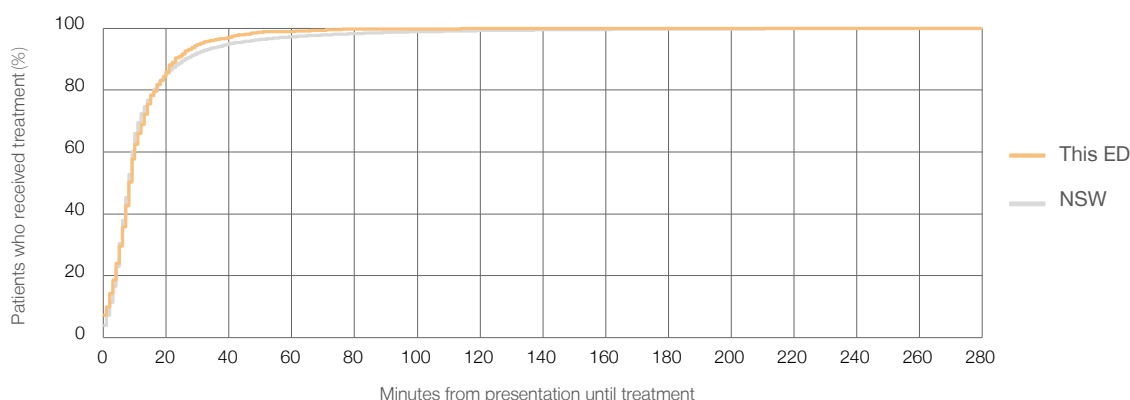
8 minutes

90th percentile time to start treatment⁵

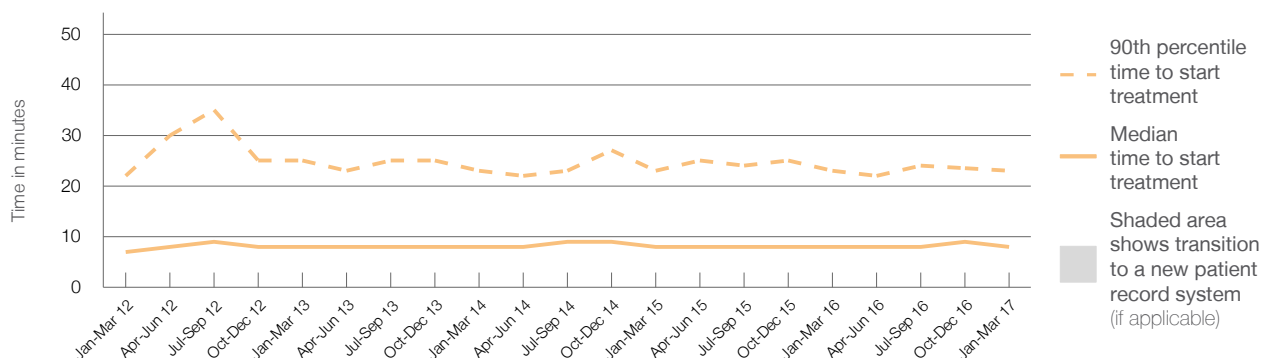
23 minutes

Same period last year	NSW (this period)
1,185	
1,177	
8 minutes	8 minutes
23 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	22	25	23	23	23	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.

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 6,870

Number of triage 3 patients used to calculate waiting time:³ 6,762

Median time to start treatment⁴

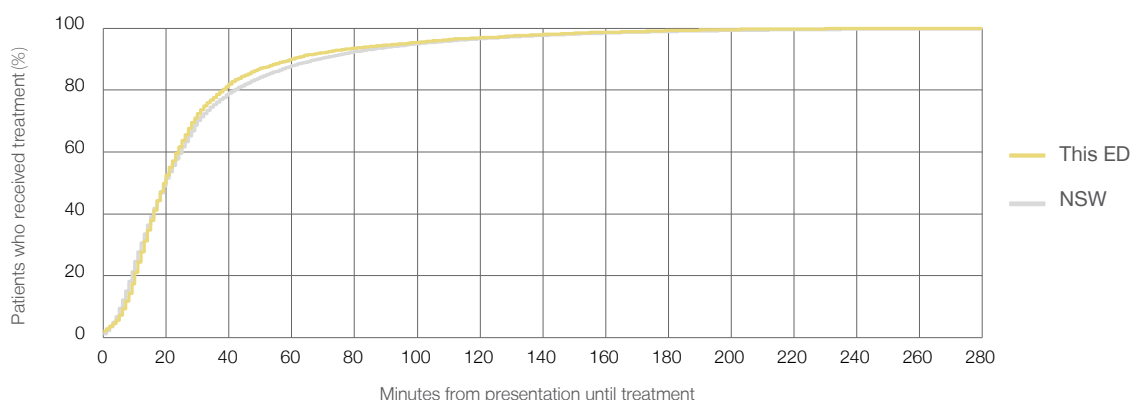
20 minutes

90th percentile time to start treatment⁵

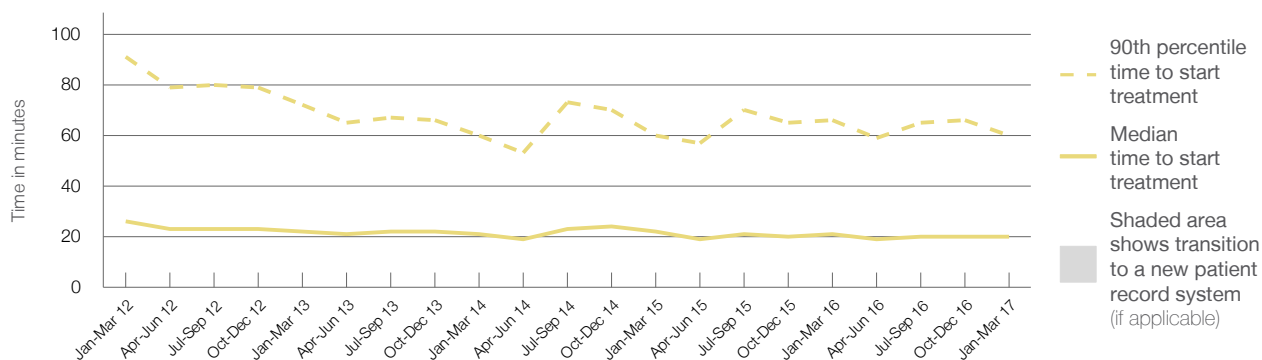
60 minutes

Same period last year	NSW (this period)
6,938	
6,830	
21 minutes	20 minutes
66 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	22	21	22	21	20
90th percentile time to start treatment ⁵ (minutes)	91	72	60	60	66	60

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

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 5,341

Number of triage 4 patients used to calculate waiting time:³ 5,183

Median time to start treatment⁴

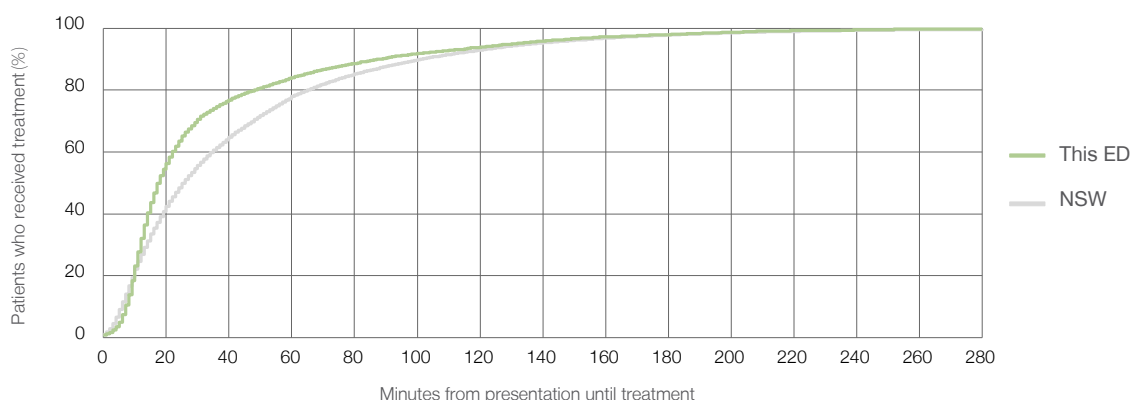
18 minutes

90th percentile time to start treatment⁵

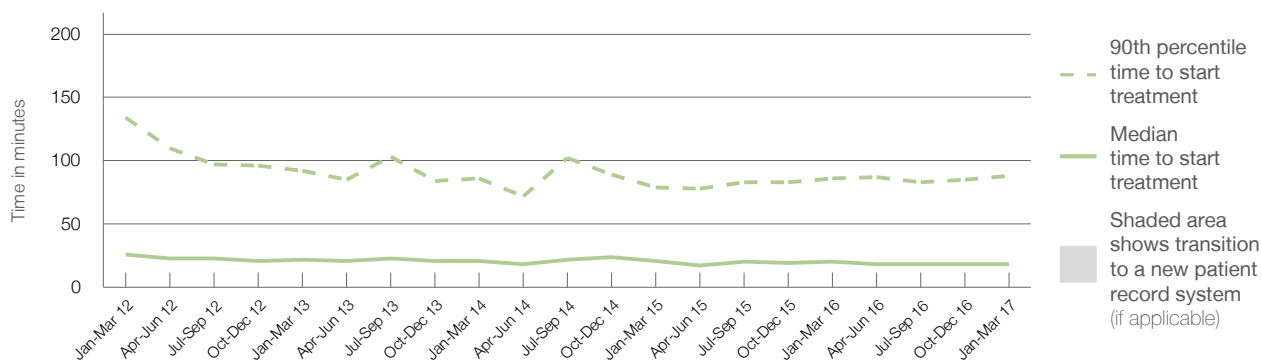
88 minutes

Same period last year	NSW (this period)
5,225	
5,024	
20 minutes	26 minutes
86 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	22	21	21	20	18
90th percentile time to start treatment ⁵ (minutes)	134	92	86	79	86	88

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

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 574

Number of triage 5 patients used to calculate waiting time:³ 445

Median time to start treatment⁴

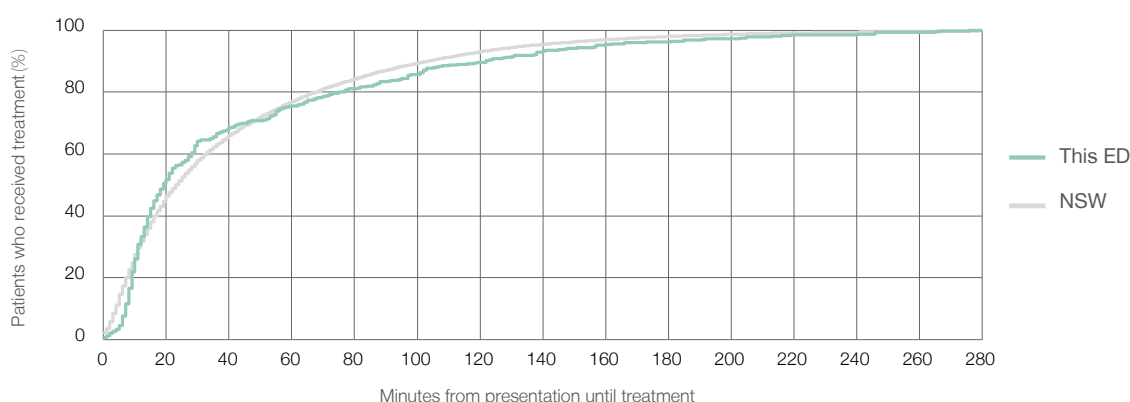
19 minutes

90th percentile time to start treatment⁵

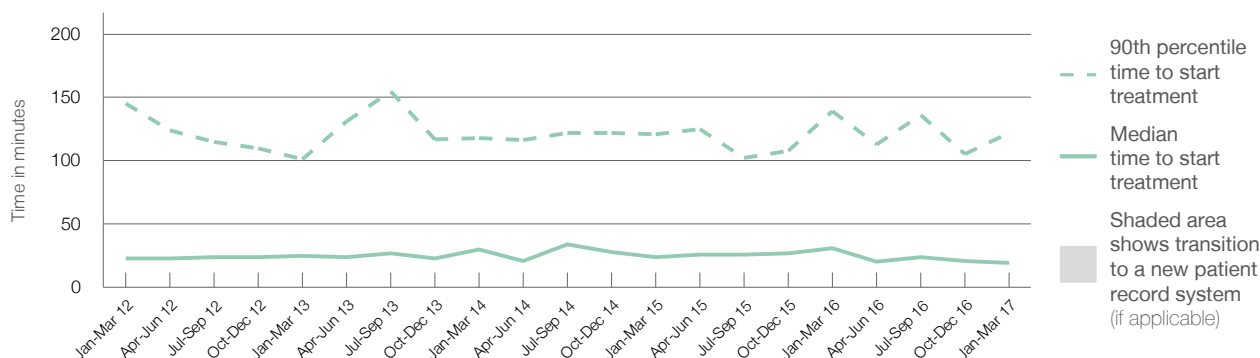
122 minutes

Same period last year	NSW (this period)
605	
465	
31 minutes	23 minutes
139 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	23	25	30	24	31	19
90th percentile time to start treatment ⁵ (minutes)	145	101	118	121	139	122

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

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

Prince of Wales Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 15,061 patients

Presentations used to calculate time to leaving the ED:⁶ 15,057 patients

Median time spent in the ED⁸

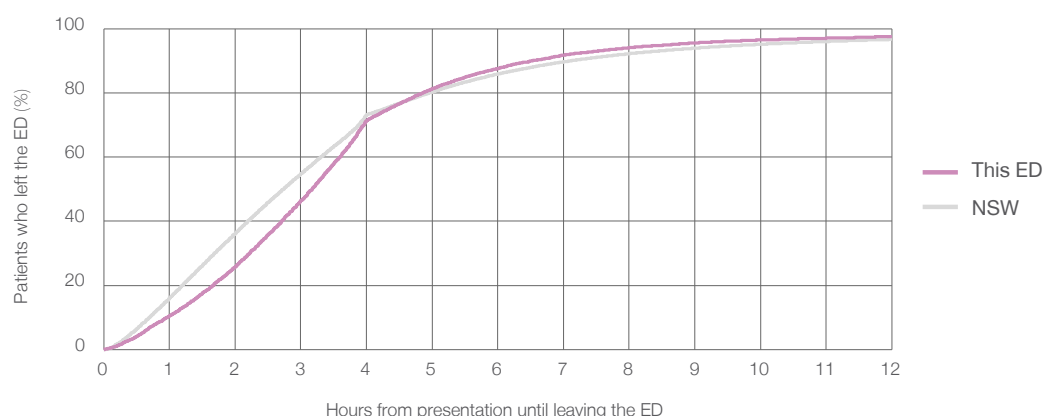
3 hours and 10 minutes

90th percentile time spent in the ED⁹

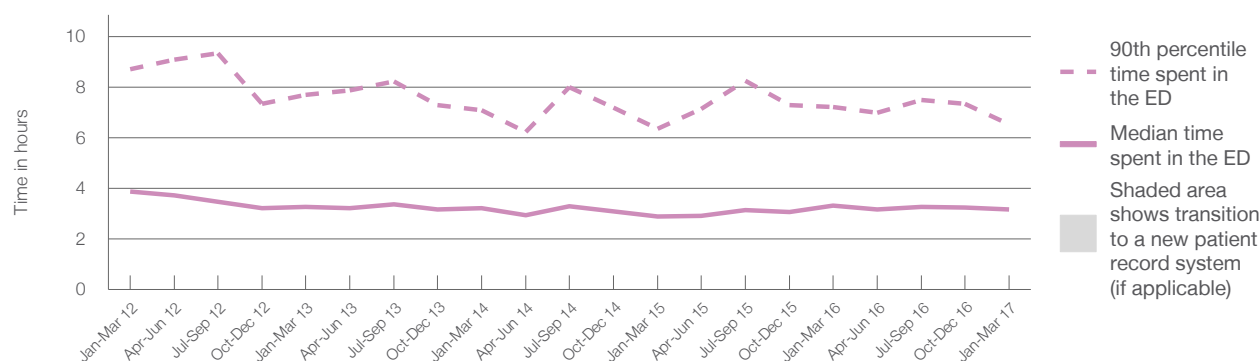
6 hours and 32 minutes

Same period last year	NSW (this period)
15,320	
15,306	
3 hours and 19 minutes	2 hours and 44 minutes
7 hours and 13 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 53m	3h 17m	3h 14m	2h 54m	3h 19m	3h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 43m	7h 42m	7h 5m	6h 21m	7h 13m	6h 32m

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

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

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

Prince of Wales Hospital: Time patients spent in the ED

By mode of separation

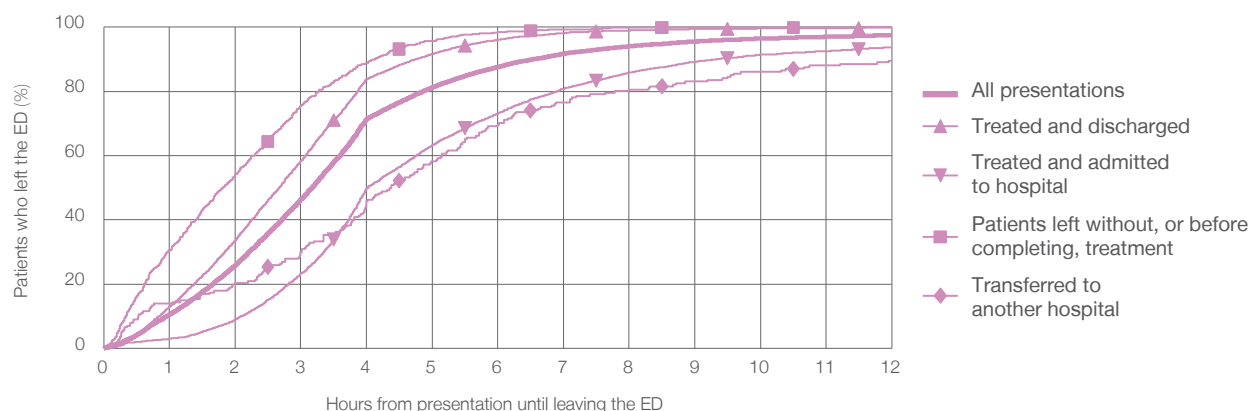
January to March 2017

All presentations:[†] 15,061 patients

Presentations used to calculate time to leaving the ED:[‡] 15,057 patients

		Same period last year	Change since one year ago
Treated and discharged	8,635 (57.3%)	15,306	-1.6%
Treated and admitted to hospital	5,419 (36.0%)	9,029	-4.4%
Patient left without, or before completing, treatment	739 (4.9%)	5,034	7.6%
Transferred to another hospital	201 (1.3%)	950	-22.2%
Other	67 (0.4%)	223	-9.9%
		84	-20.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	13.0%	33.6%	58.3%	83.8%	96.1%	99.0%	99.6%	99.9%
Treated and admitted to hospital	3.0%	9.0%	23.3%	49.8%	73.1%	85.9%	91.5%	93.8%
Patient left without, or before completing, treatment	30.4%	54.3%	75.5%	88.8%	98.5%	99.9%	99.9%	100%
Transferred to another hospital	13.9%	20.4%	29.9%	45.8%	69.7%	80.6%	86.1%	89.6%
All presentations	10.6%	25.9%	46.4%	71.4%	87.6%	94.1%	96.5%	97.5%

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Prince of Wales Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 15,061 patients

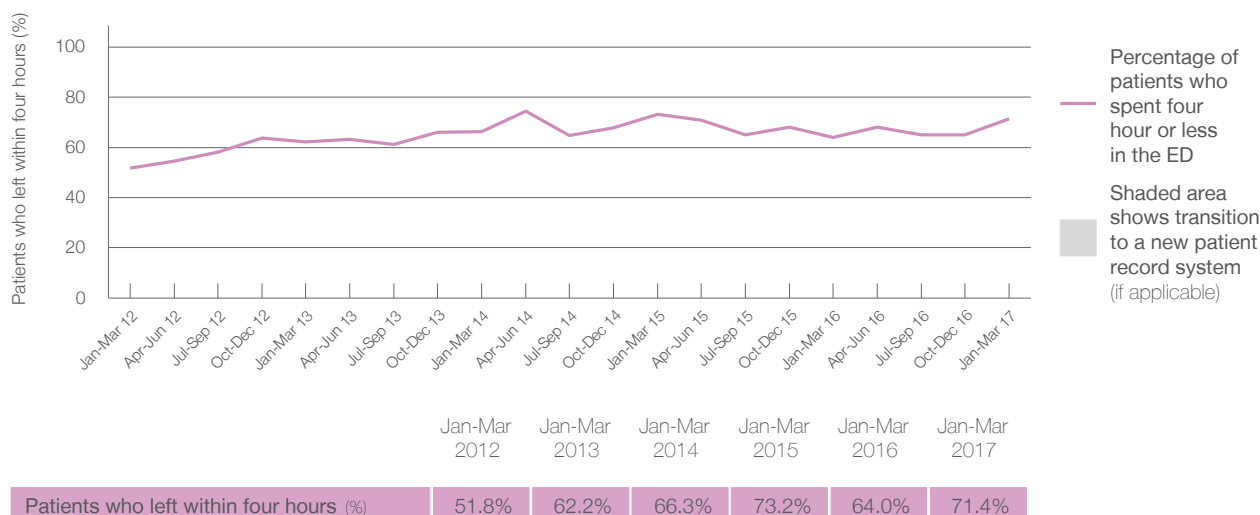
Presentations used to calculate time to leaving the ED:⁶ 15,057 patients

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



Same period last year	Change since one year ago
15,320	-1.7%
15,306	-1.6%
64.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Royal North Shore Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 21,227 patients

Emergency presentations:² 21,151 patients

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

Royal North Shore Hospital: Time patients waited to start treatment³

January to March 2017

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

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 18 minutes

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

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 51 minutes

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

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 75 minutes

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

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 103 minutes

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

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

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 21,227 patients

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

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

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

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

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

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

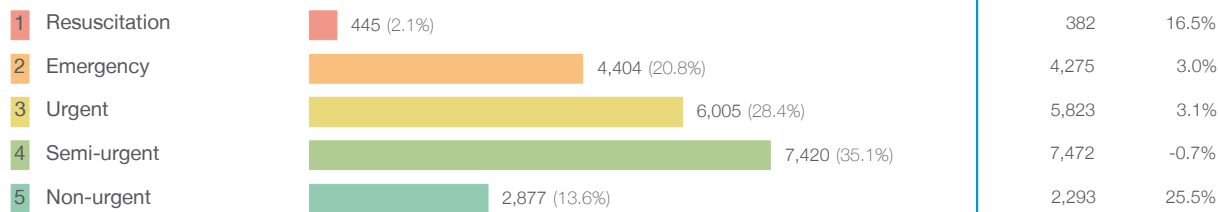
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal North Shore Hospital: Patients presenting to the emergency department

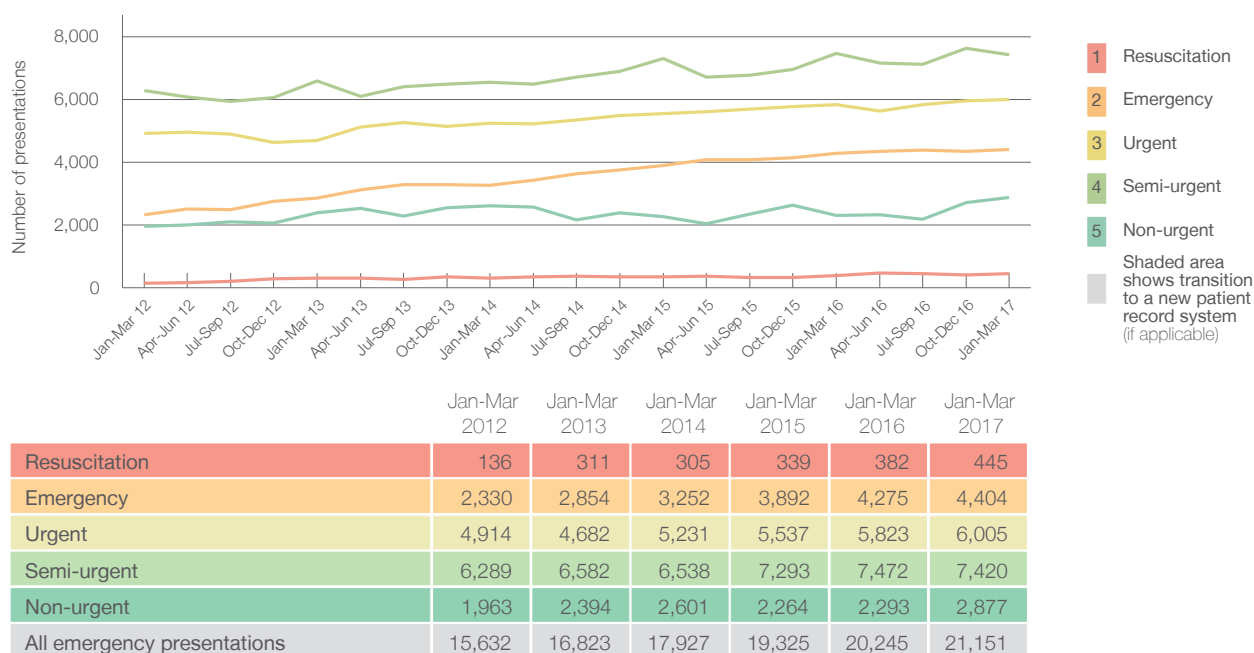
January to March 2017

All presentations:¹ 21,227 patients

Emergency presentations² by triage category: 21,151 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Royal North Shore Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,618 patients

ED Transfer of care time



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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 4,404

Number of triage 2 patients used to calculate waiting time:³ 4,386

Median time to start treatment⁴

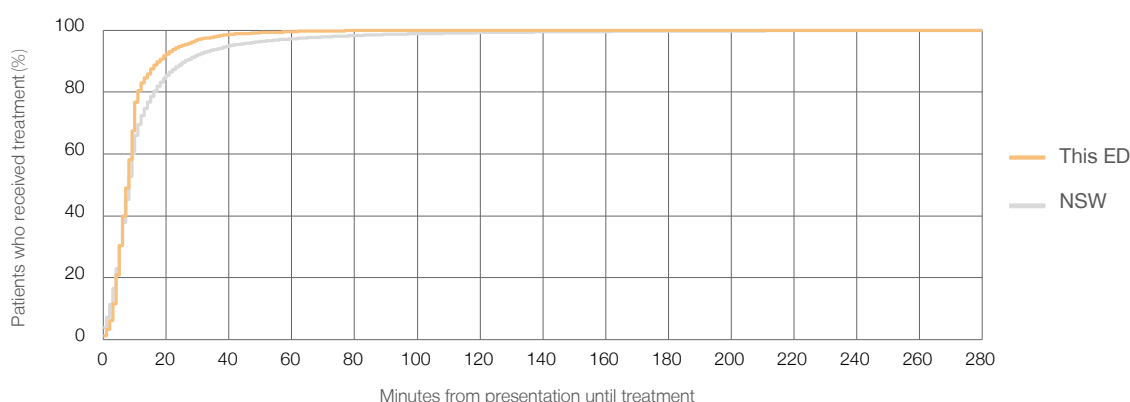
8 minutes

90th percentile time to start treatment⁵

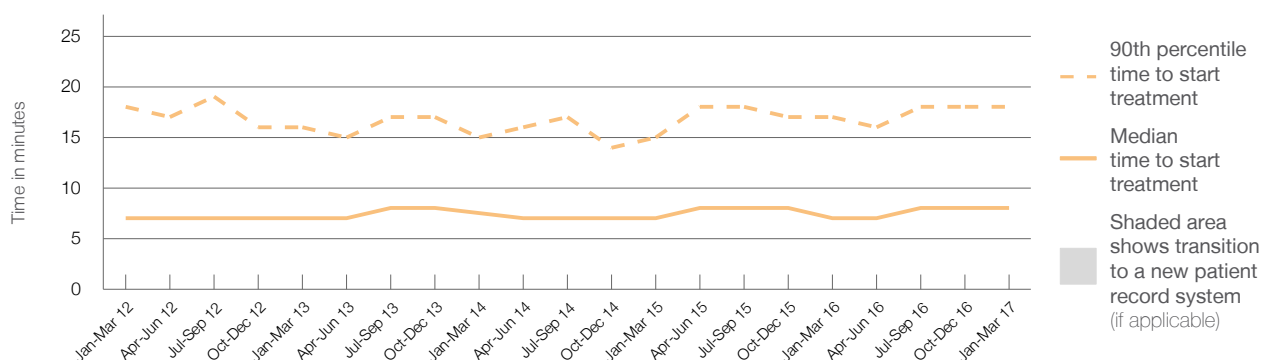
18 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



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

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

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 6,005

Number of triage 3 patients used to calculate waiting time:³ 5,931

Median time to start treatment⁴

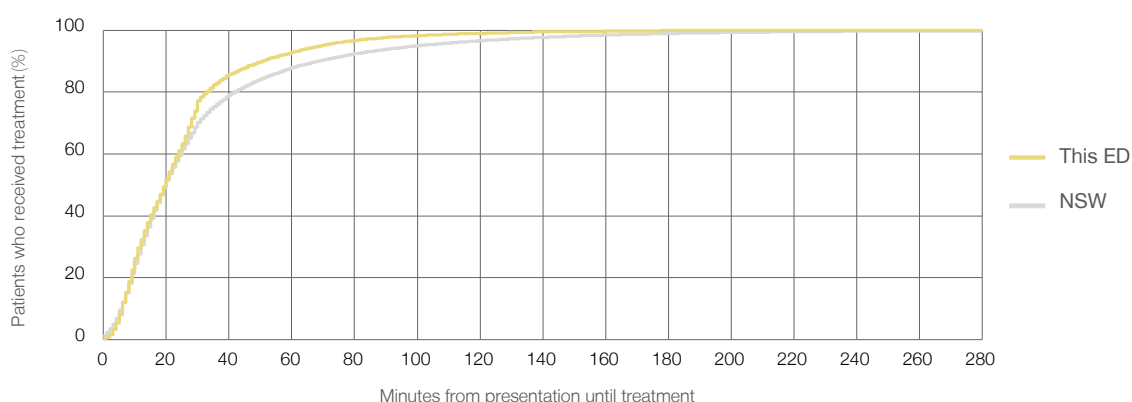
20 minutes

90th percentile time to start treatment⁵

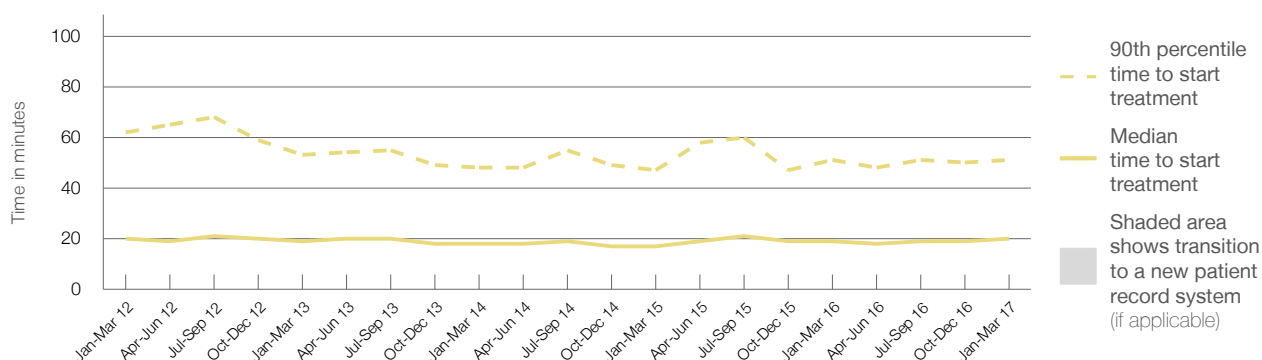
51 minutes

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

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



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

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

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 7,420

Number of triage 4 patients used to calculate waiting time:³ 7,144

Median time to start treatment⁴

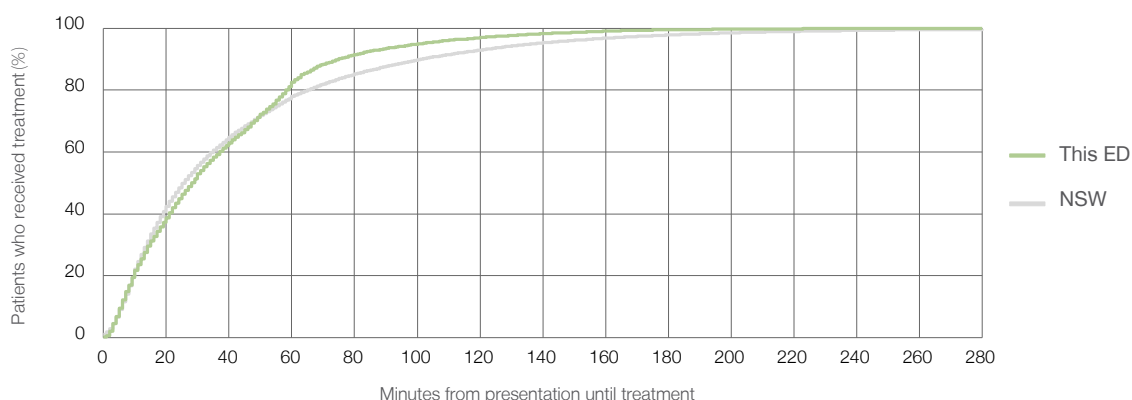
28 minutes

90th percentile time to start treatment⁵

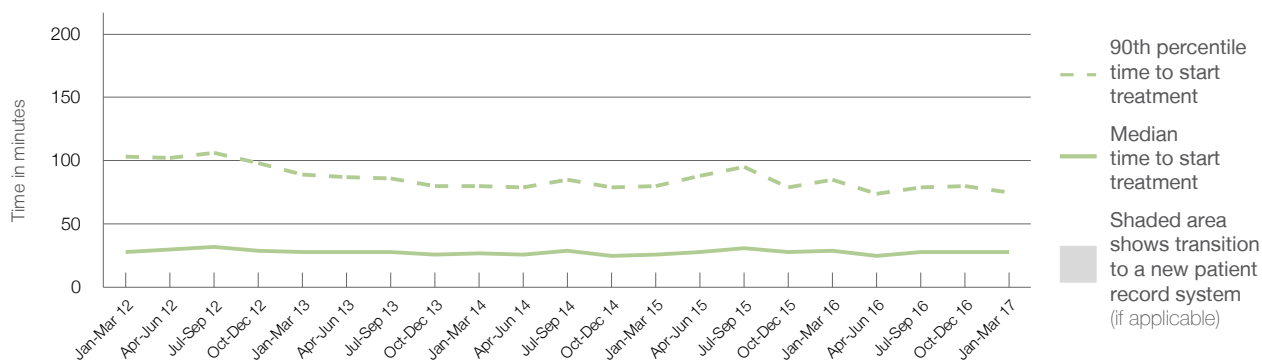
75 minutes

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

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



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

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

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 2,877

Number of triage 5 patients used to calculate waiting time:³ 2,606

Median time to start treatment⁴

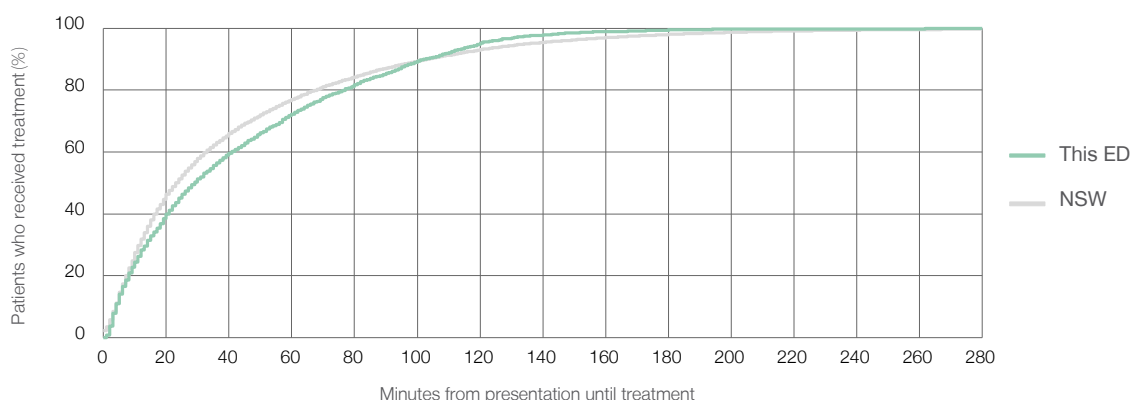
29 minutes

90th percentile time to start treatment⁵

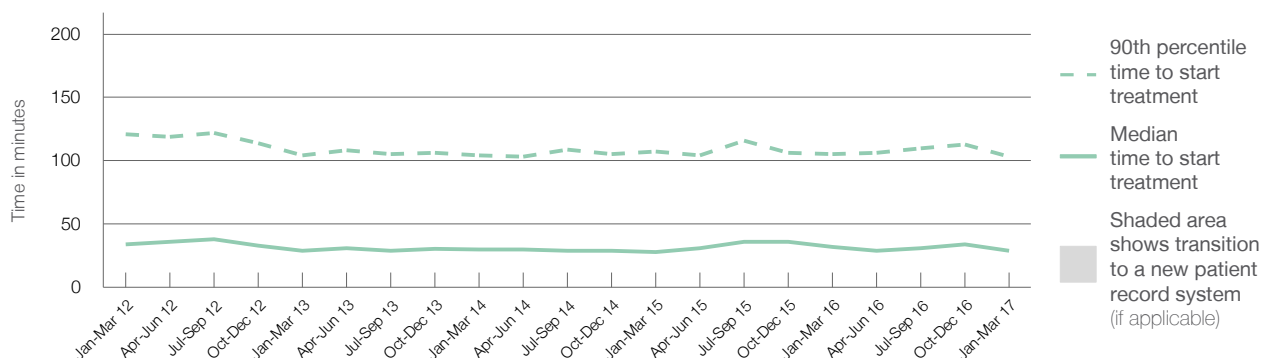
103 minutes

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

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



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

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

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

Royal North Shore Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 21,227 patients

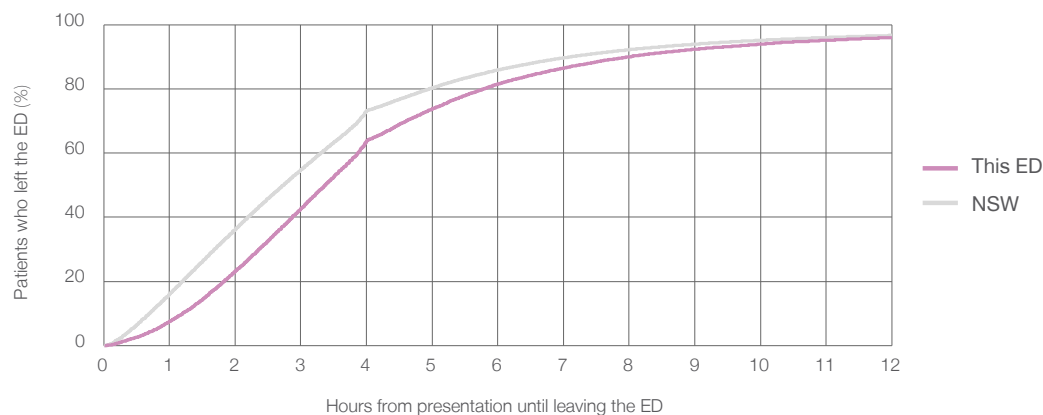
Presentations used to calculate time to leaving the ED:⁶ 21,227 patients

Median time spent in the ED⁸ 3 hours and 22 minutes

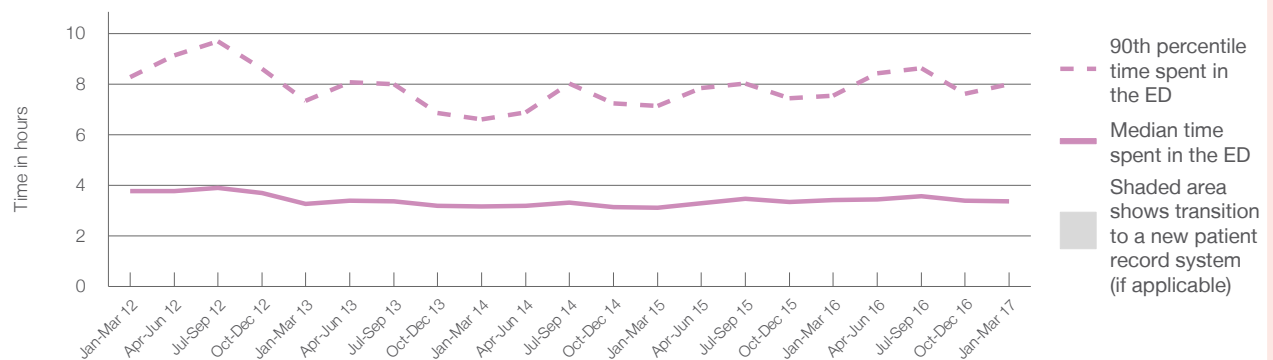
90th percentile time spent in the ED⁹ 8 hours and 0 minutes

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

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



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

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

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Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

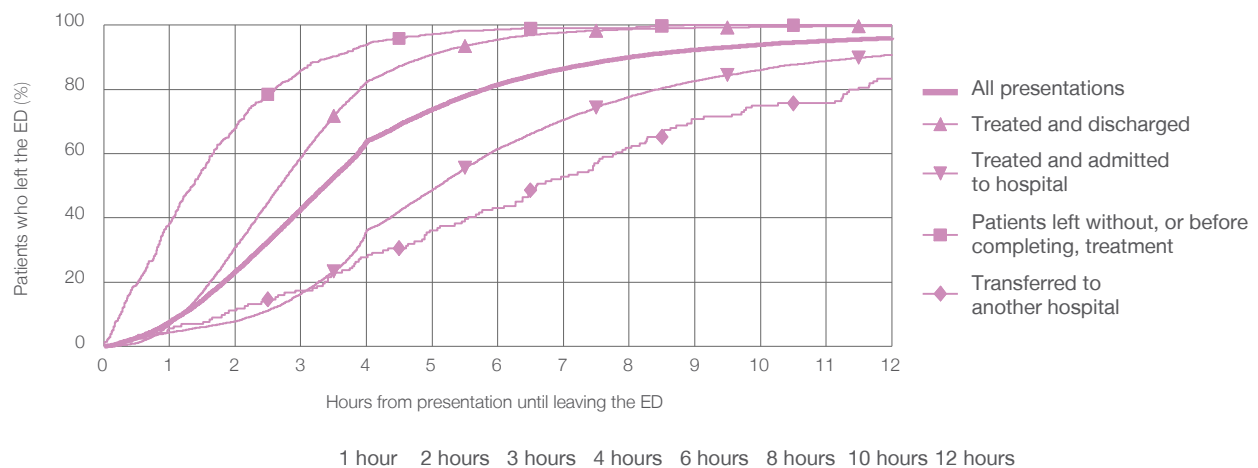
January to March 2017

All presentations:[†] 21,227 patients

Presentations used to calculate time to leaving the ED:[‡] 21,227 patients

		Same period last year	Change since one year ago
		20,329	4.4%
Treated and discharged	11,567 (54.5%)	11,575	-0.1%
Treated and admitted to hospital	8,588 (40.5%)	7,825	9.8%
Patient left without, or before completing, treatment	614 (2.9%)	532	15.4%
Transferred to another hospital	144 (0.7%)	156	-7.7%
Other	314 (1.5%)	241	30.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.8%	30.9%	58.9%	82.3%	95.5%	98.8%	99.5%	99.7%
Treated and admitted to hospital	4.3%	7.8%	16.4%	36.0%	61.5%	77.7%	86.1%	90.8%
Patient left without, or before completing, treatment	38.3%	68.1%	86.0%	94.0%	98.7%	99.2%	100%	100%
Transferred to another hospital	5.6%	11.1%	17.4%	27.8%	43.1%	61.8%	75.0%	83.3%
All presentations	7.6%	23.3%	42.7%	63.8%	81.5%	90.0%	93.9%	96.0%

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

Royal North Shore Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 21,227 patients

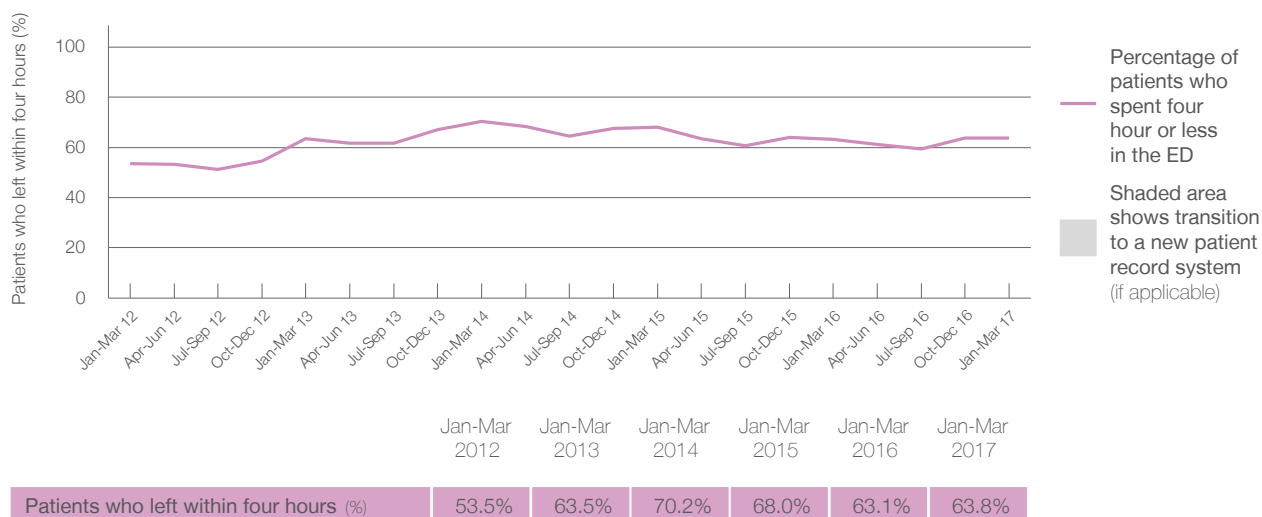
Presentations used to calculate time to leaving the ED:⁶ 21,227 patients

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



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

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Royal Prince Alfred Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 19,405 patients

Emergency presentations:² 18,809 patients

Same period last year	Change since one year ago
19,219	1.0%
18,777	0.2%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,918 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,100 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,145 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 542 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
2,585	
10 minutes	8 minutes
24 minutes	26 minutes
9,284	
24 minutes	20 minutes
74 minutes	69 minutes
5,983	
30 minutes	26 minutes
113 minutes	101 minutes
821	
43 minutes	23 minutes
163 minutes	104 minutes

Royal Prince Alfred Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 19,405 patients

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

Same period last year	Change since one year ago
19,219	1.0%
61.9%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

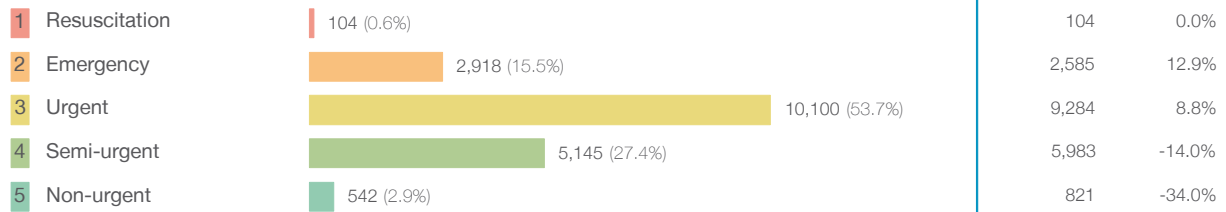
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal Prince Alfred Hospital: Patients presenting to the emergency department

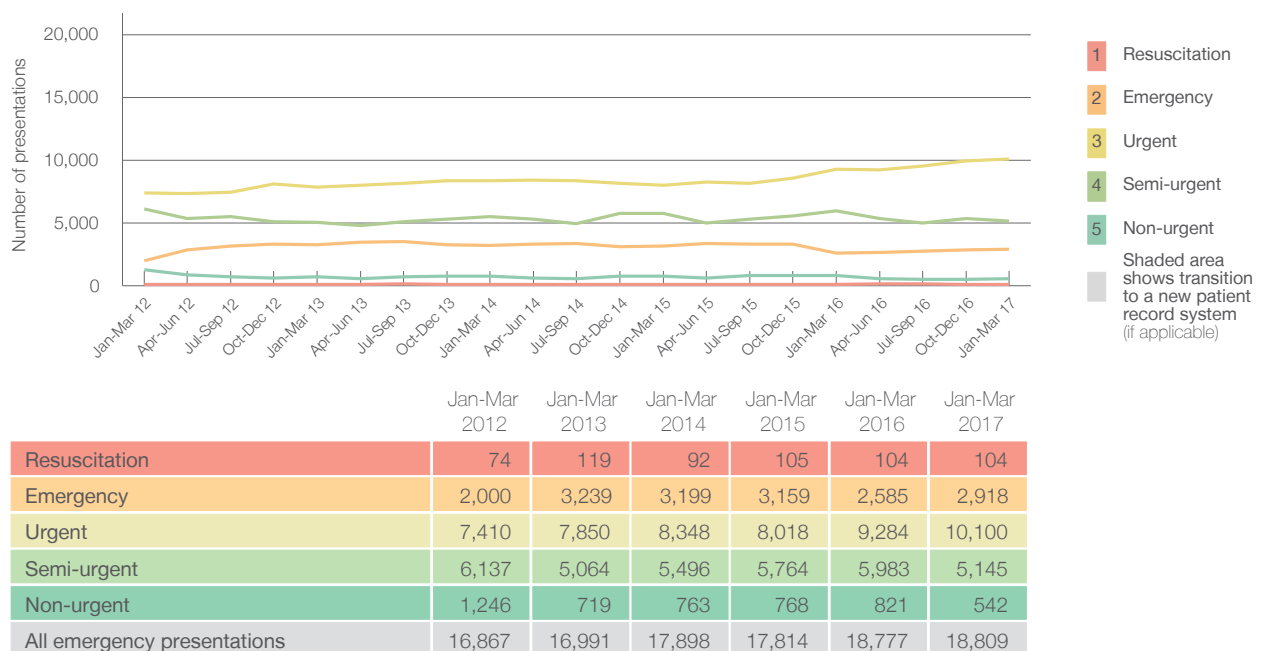
January to March 2017

All presentations:¹ 19,405 patients

Emergency presentations² by triage category: 18,809 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Royal Prince Alfred Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 5,191 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.

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 2,918

Number of triage 2 patients used to calculate waiting time:³ 2,913

Median time to start treatment⁴

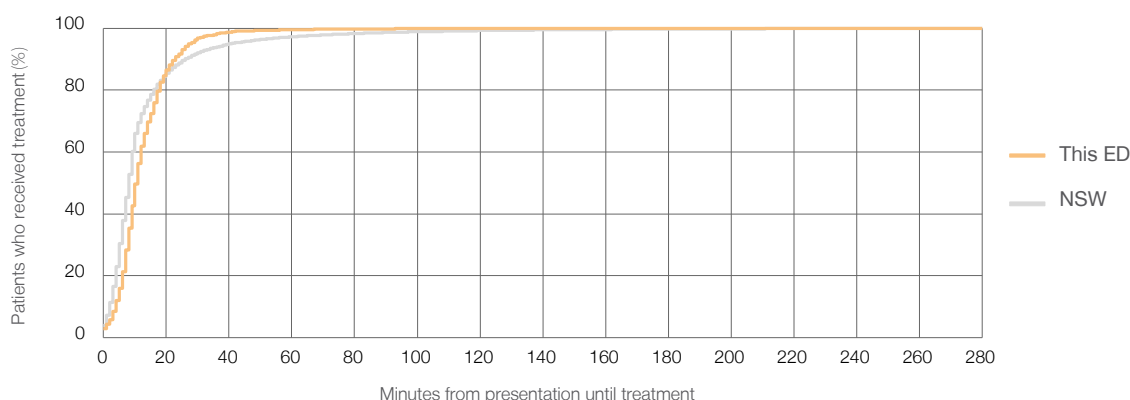
11 minutes

90th percentile time to start treatment⁵

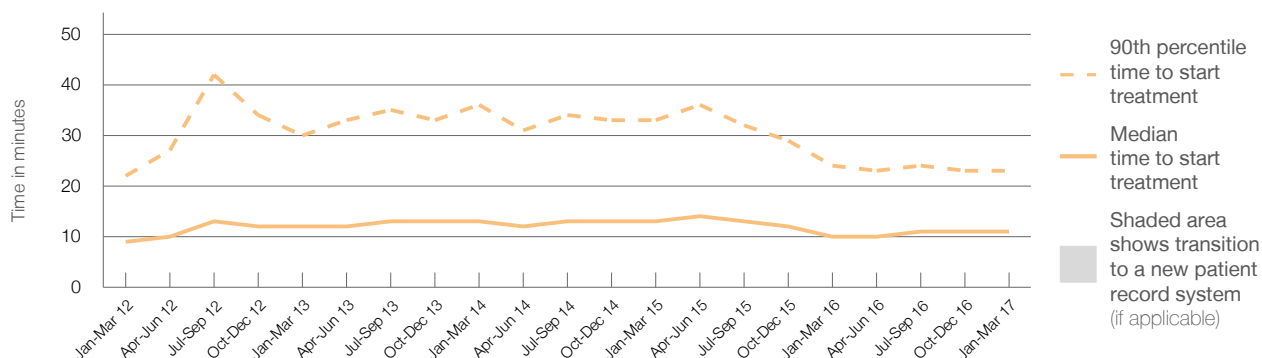
23 minutes

Same period last year	NSW (this period)
2,585	
2,579	
10 minutes	8 minutes
24 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	12	13	13	10	11
90th percentile time to start treatment ⁵ (minutes)	22	30	36	33	24	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.

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 10,100

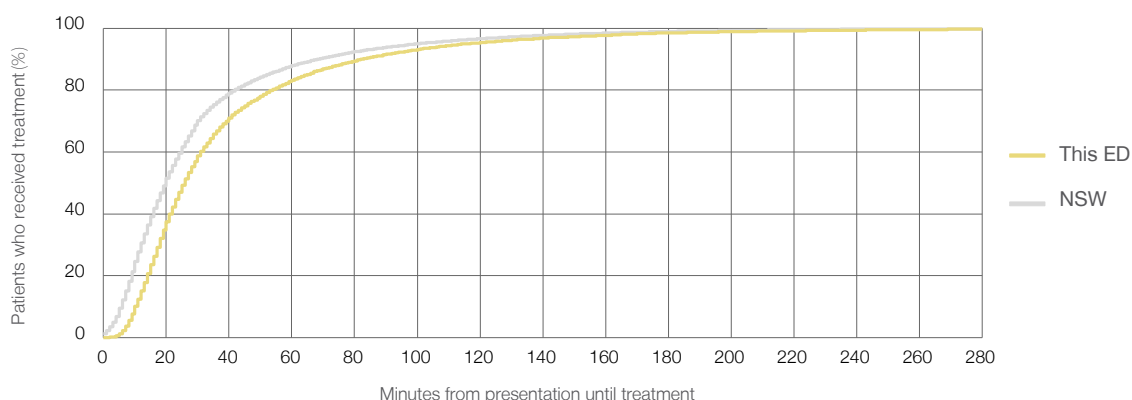
Number of triage 3 patients used to calculate waiting time:³ 9,857

Median time to start treatment⁴ 26 minutes

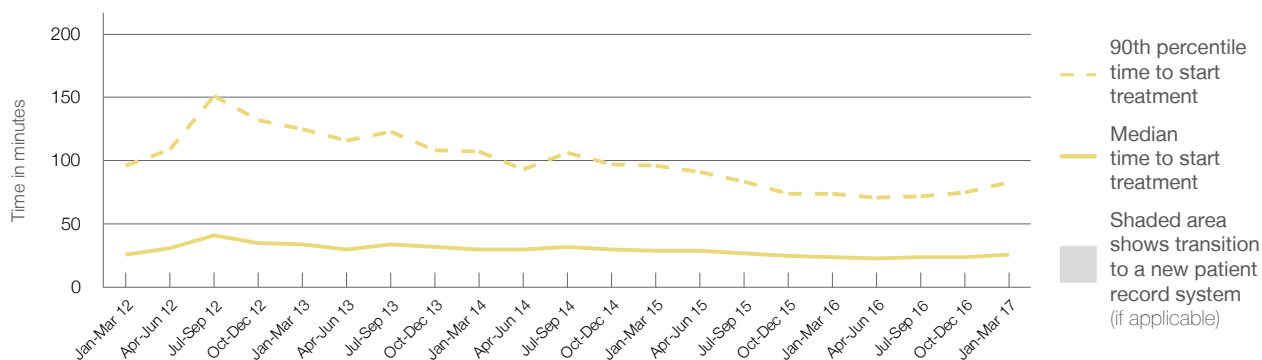
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
9,284	
9,109	
24 minutes	20 minutes
74 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	34	30	29	24	26
90th percentile time to start treatment ⁵ (minutes)	96	125	107	96	74	83

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

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 5,145

Number of triage 4 patients used to calculate waiting time:³ 4,779

Median time to start treatment⁴

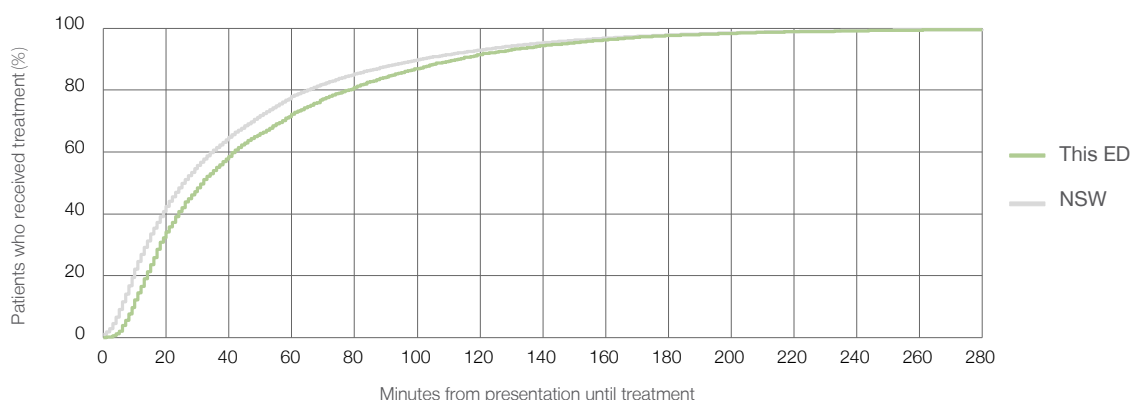
32 minutes

90th percentile time to start treatment⁵

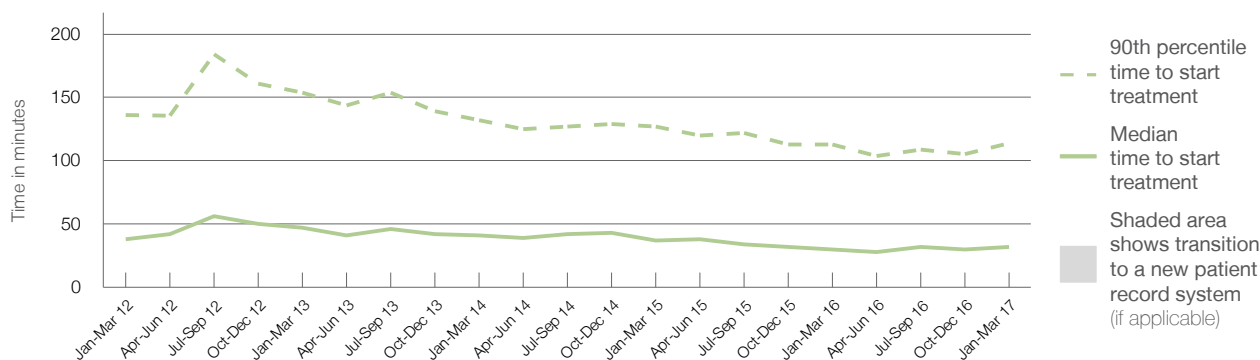
114 minutes

Same period last year	NSW (this period)
5,983	
5,596	
30 minutes	26 minutes
113 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	47	41	37	30	32
90th percentile time to start treatment ⁵ (minutes)	136	154	132	127	113	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.

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 542

Number of triage 5 patients used to calculate waiting time:³ 347

Median time to start treatment⁴

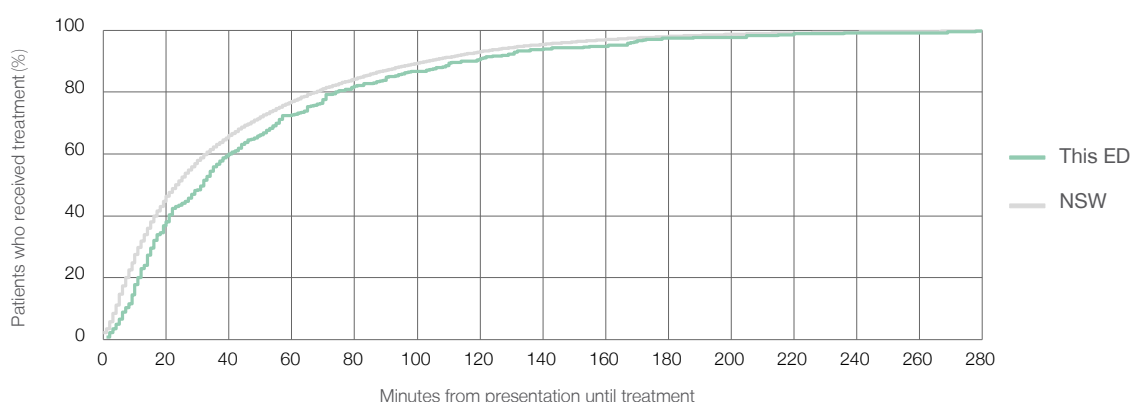
32 minutes

90th percentile time to start treatment⁵

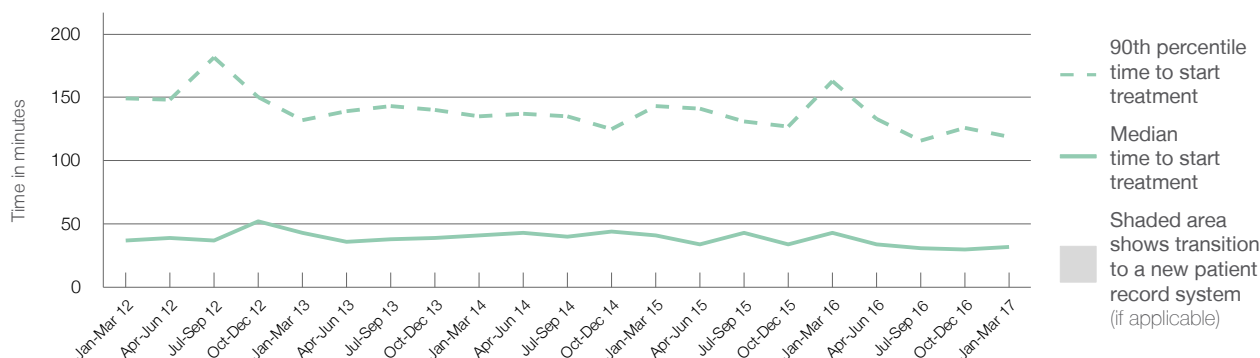
119 minutes

Same period last year	NSW (this period)
821	
566	
43 minutes	23 minutes
163 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	37	43	41	41	43	32
90th percentile time to start treatment ⁵ (minutes)	149	132	135	143	163	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.

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

Royal Prince Alfred Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 19,405 patients

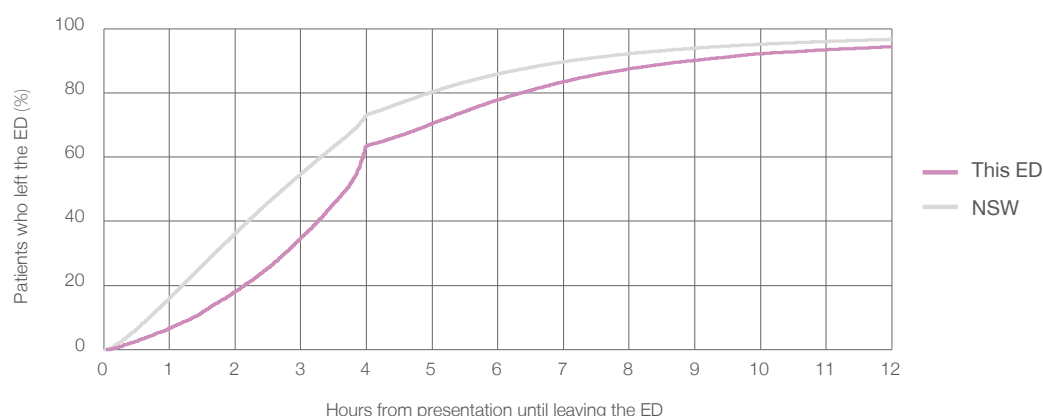
Presentations used to calculate time to leaving the ED:⁶ 19,405 patients

Median time spent in the ED⁸ 3 hours and 42 minutes

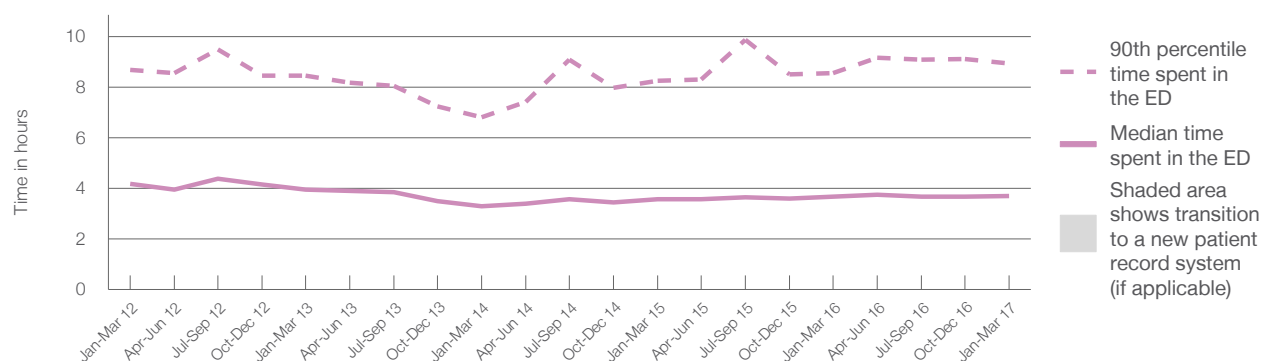
90th percentile time spent in the ED⁹ 8 hours and 56 minutes

Same period last year	NSW (this period)
19,219	19,219
3 hours and 41 minutes	2 hours and 44 minutes
8 hours and 34 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 11m	3h 58m	3h 18m	3h 34m	3h 41m	3h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 41m	8h 27m	6h 49m	8h 16m	8h 34m	8h 56m

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

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

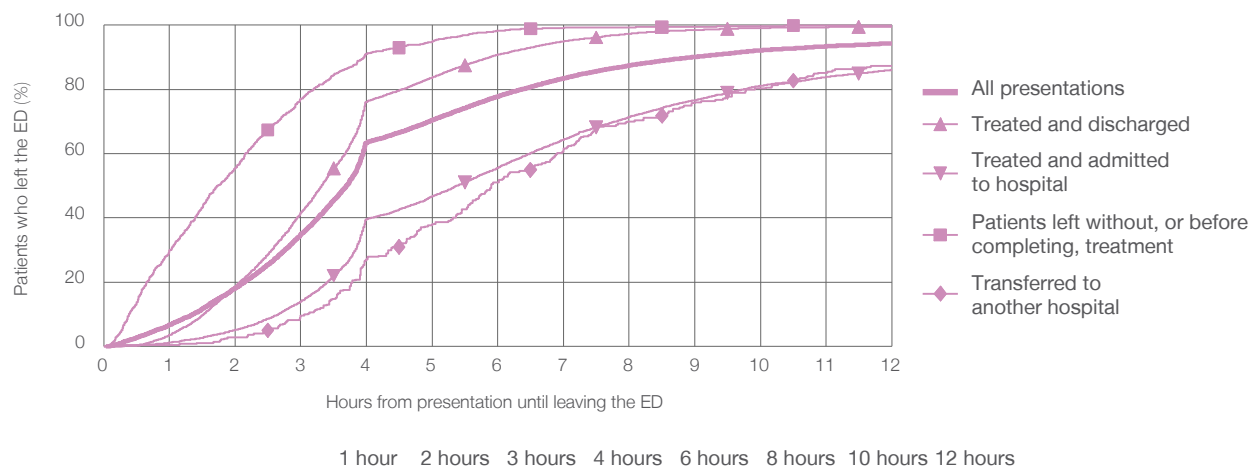
January to March 2017

All presentations:[†] 19,405 patients

Presentations used to calculate time to leaving the ED:[‡] 19,405 patients

		Same period last year	Change since one year ago
		19,219	1.0%
Treated and discharged	9,919 (51.1%)	10,103	-1.8%
Treated and admitted to hospital	7,266 (37.4%)	6,886	5.5%
Patient left without, or before completing, treatment	1,453 (7.5%)	1,551	-6.3%
Transferred to another hospital	284 (1.5%)	328	-13.4%
Other	483 (2.5%)	351	37.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	3.5%	18.7%	41.6%	76.2%	90.8%	97.3%	99.2%	99.6%
Treated and admitted to hospital	1.2%	5.1%	14.0%	39.6%	55.6%	71.4%	81.1%	86.1%
Patient left without, or before completing, treatment	29.9%	55.6%	77.2%	91.1%	98.2%	99.4%	99.8%	99.9%
Transferred to another hospital	0.4%	2.8%	9.5%	27.1%	51.1%	70.1%	80.3%	87.3%
All presentations	6.7%	18.1%	34.9%	63.5%	77.9%	87.5%	92.2%	94.4%

(†) 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.

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

Royal Prince Alfred Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 19,405 patients

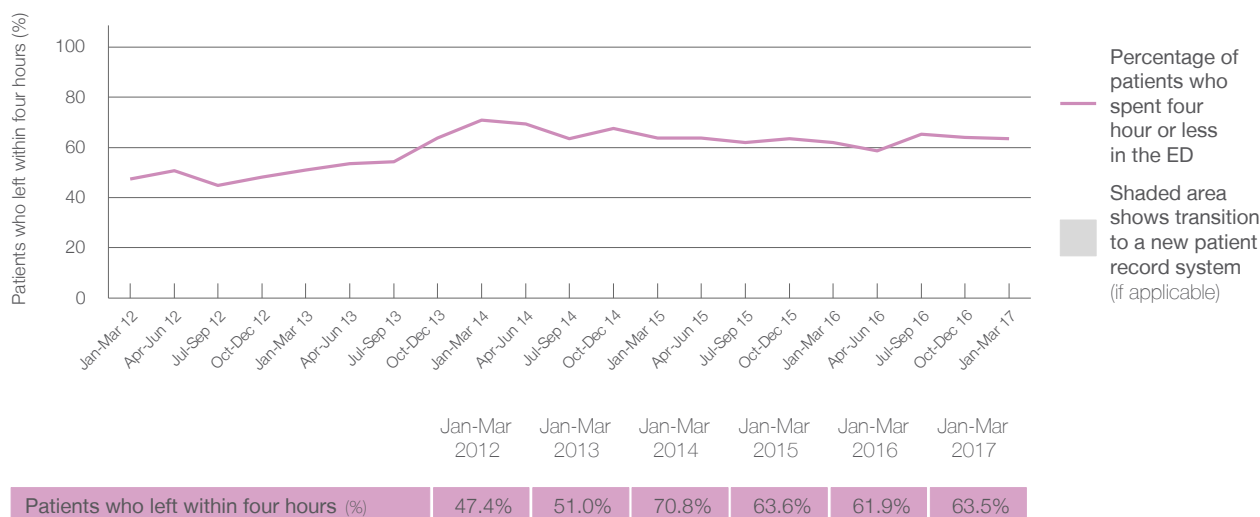
Presentations used to calculate time to leaving the ED:⁶ 19,405 patients

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



Same period last year	Change since one year ago
19,219	1.0%
19,219	1.0%
61.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

St George Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 19,828 patients

Emergency presentations:² 19,725 patients

Same period last year	Change since one year ago
19,524	1.6%
19,390	1.7%

St George Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,581 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,649 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,176 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,177 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
2,571	
10 minutes	8 minutes
25 minutes	26 minutes
7,728	
25 minutes	20 minutes
62 minutes	69 minutes
7,419	
33 minutes	26 minutes
78 minutes	101 minutes
1,489	
35 minutes	23 minutes
93 minutes	104 minutes

St George Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 19,822 patients

Percentage of patients who spent four hours or less in the ED 66.4%

Same period last year	Change since one year ago
19,524	1.5%
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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

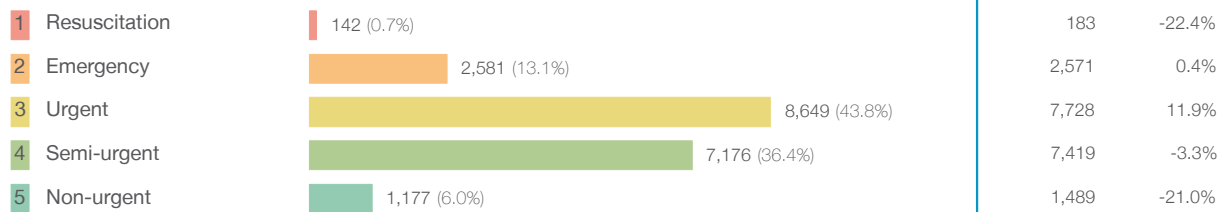
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Patients presenting to the emergency department

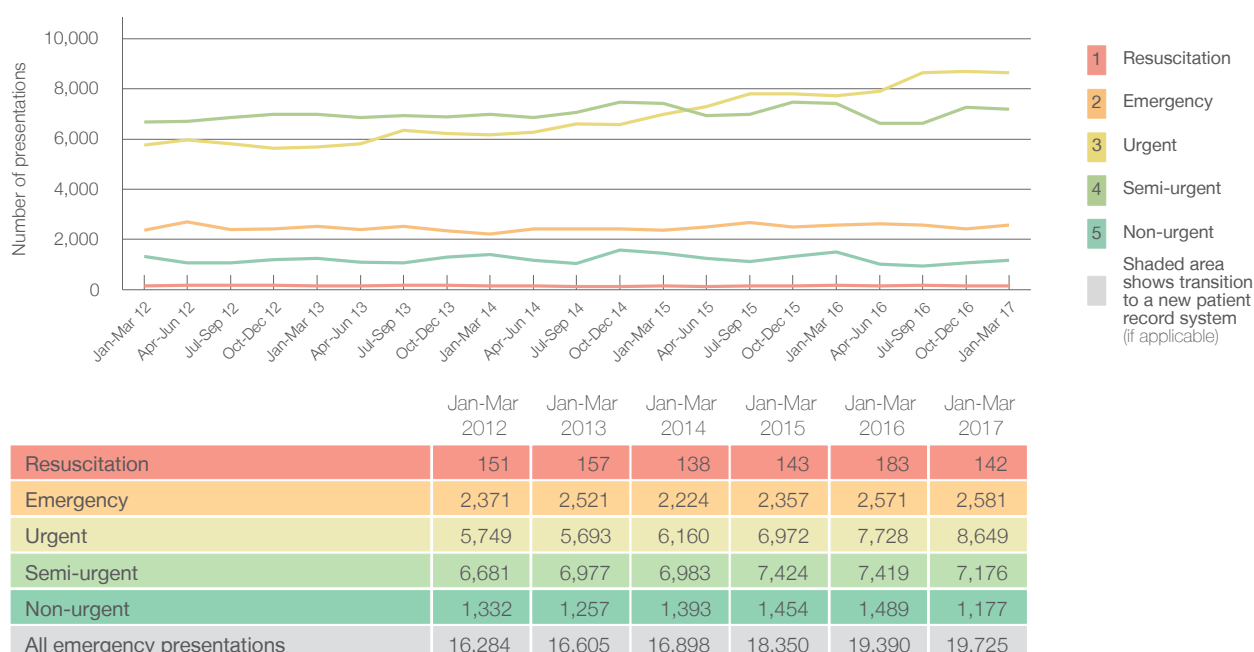
January to March 2017

All presentations:¹ 19,828 patients

Emergency presentations² by triage category: 19,725 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



St George Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 5,031 patients

ED Transfer of care time



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

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

St George Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 2,581

Number of triage 2 patients used to calculate waiting time:³ 2,566

Median time to start treatment⁴

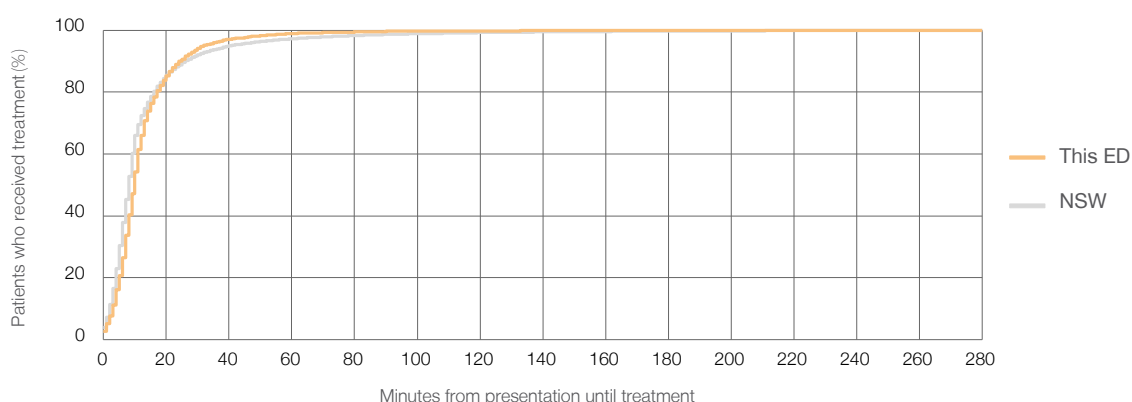
10 minutes

90th percentile time to start treatment⁵

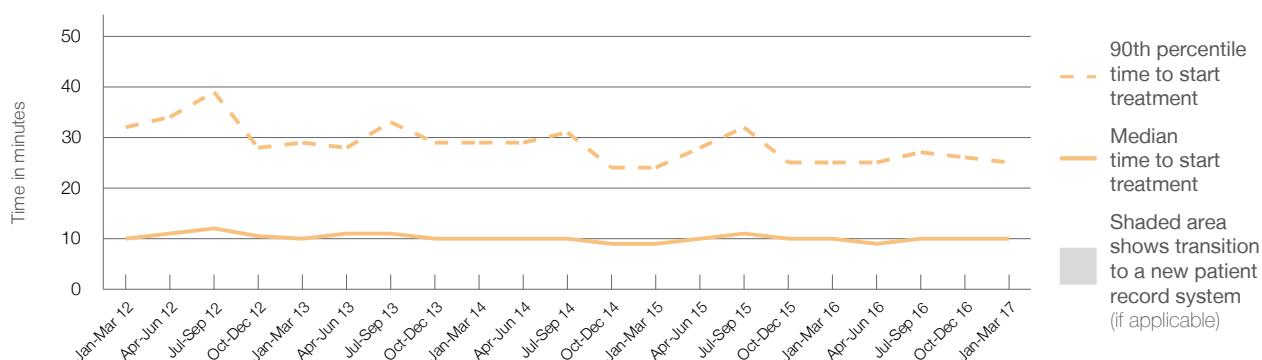
25 minutes

Same period last year	NSW (this period)
2,571	
2,566	
10 minutes	8 minutes
25 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	10	10	10	9	10	10
90th percentile time to start treatment ⁵ (minutes)	32	29	29	24	25	25

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

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

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

St George Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 8,649

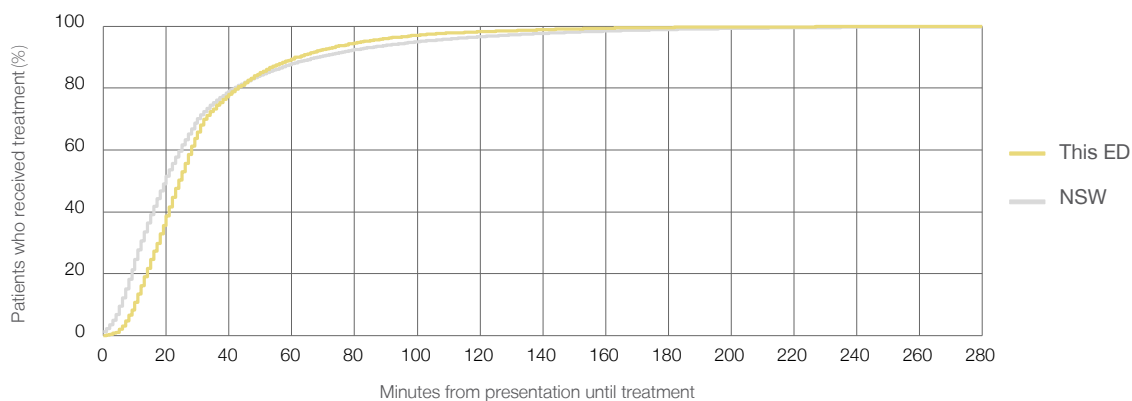
Number of triage 3 patients used to calculate waiting time:³ 8,526

Median time to start treatment⁴ 24 minutes

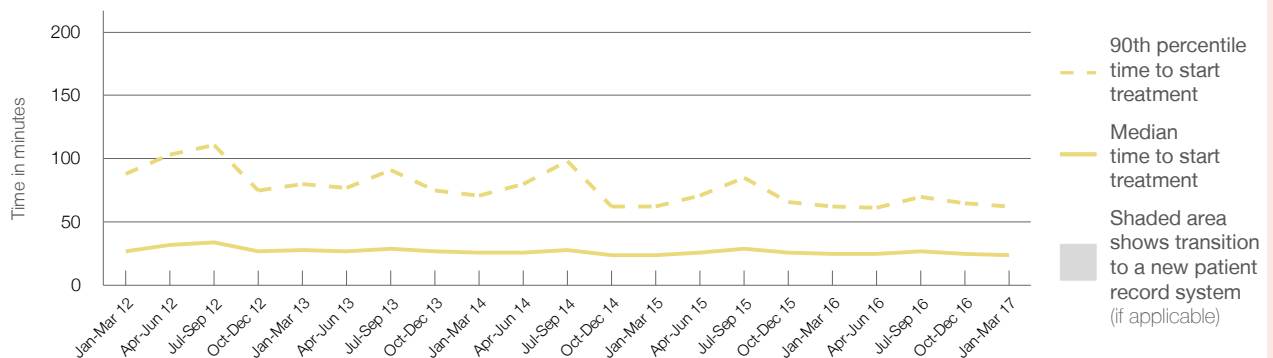
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
7,728	
7,660	
25 minutes	20 minutes
62 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	28	26	24	25	24
90th percentile time to start treatment ⁵ (minutes)	88	80	71	62	62	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.

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

St George Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 7,176

Number of triage 4 patients used to calculate waiting time:³ 6,945

Median time to start treatment⁴

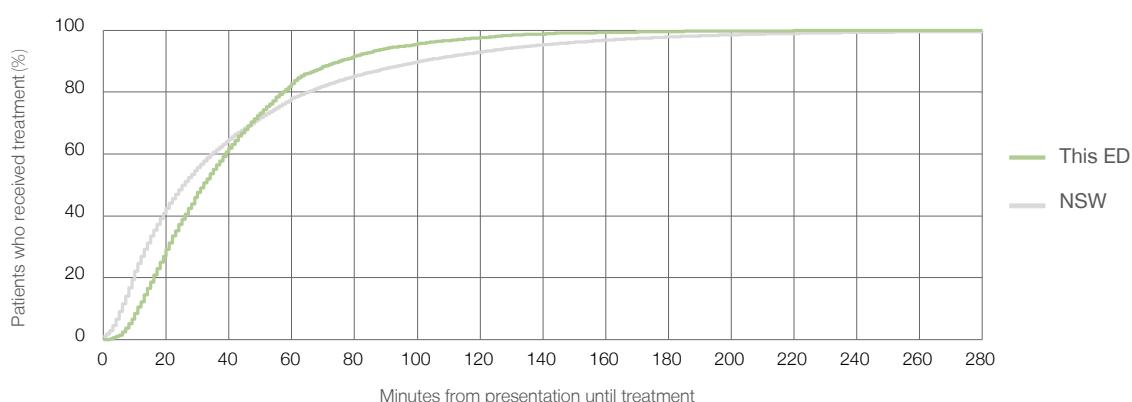
32 minutes

90th percentile time to start treatment⁵

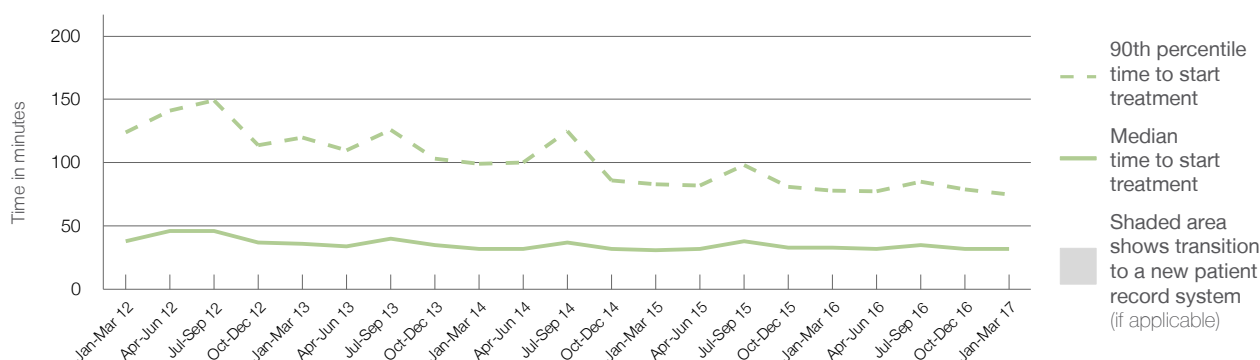
75 minutes

Same period last year	NSW (this period)
7,419	
7,254	
33 minutes	26 minutes
78 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	36	32	31	33	32
90th percentile time to start treatment ⁵ (minutes)	124	120	99	83	78	75

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

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

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

St George Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 1,177

Number of triage 5 patients used to calculate waiting time:³ 992

Median time to start treatment⁴

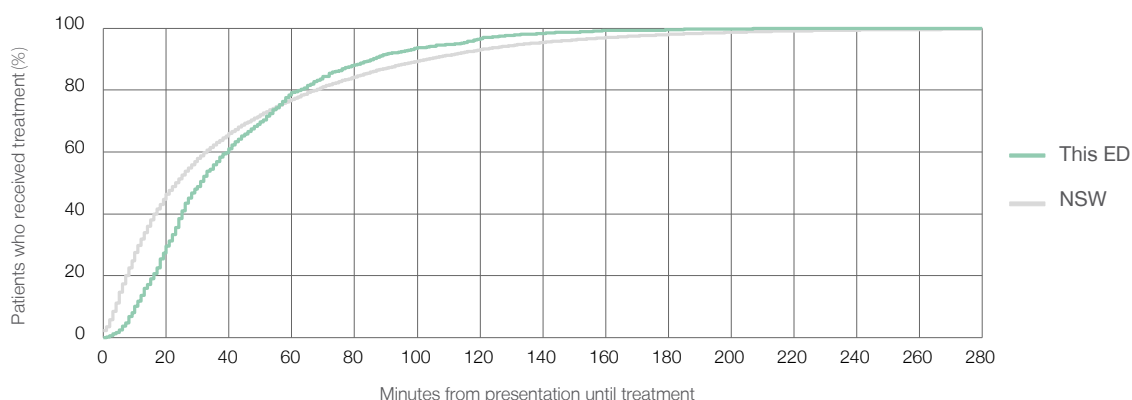
31 minutes

90th percentile time to start treatment⁵

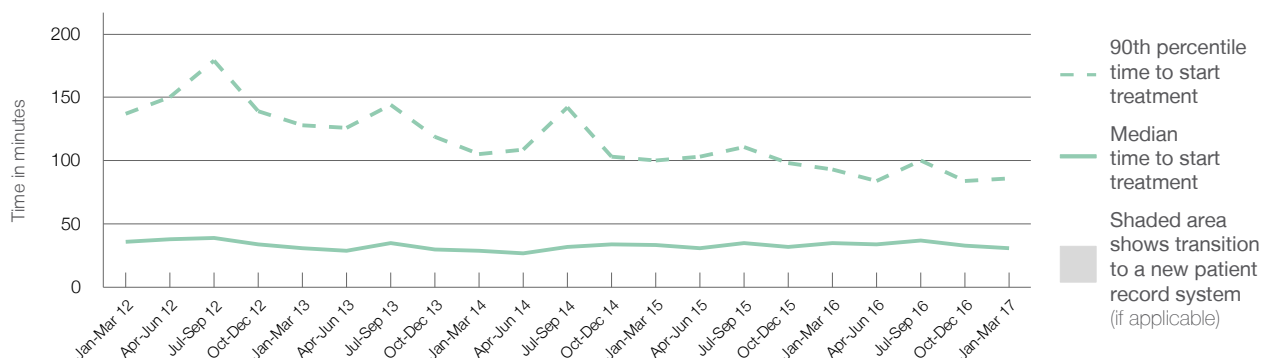
86 minutes

Same period last year	NSW (this period)
1,489	
1,365	
35 minutes	23 minutes
93 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	36	31	29	34	35	31
90th percentile time to start treatment ⁵ (minutes)	137	128	105	100	93	86

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

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

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

St George Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 19,828 patients

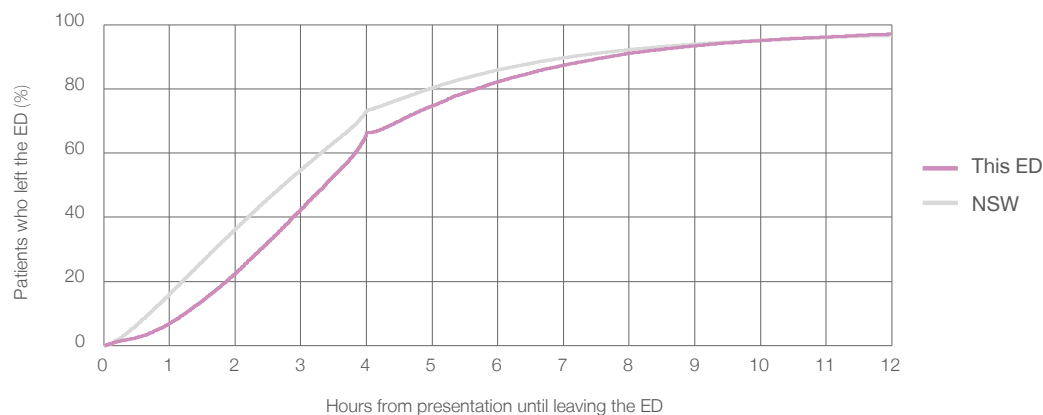
Presentations used to calculate time to leaving the ED:⁶ 19,822 patients

Median time spent in the ED⁸ 3 hours and 22 minutes

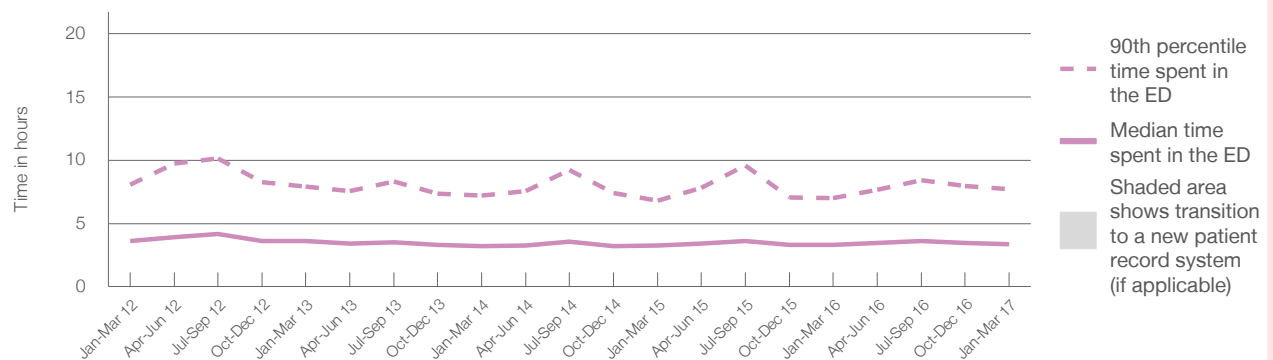
90th percentile time spent in the ED⁹ 7 hours and 42 minutes

Same period last year	NSW (this period)
19,524	
19,524	
3 hours and 19 minutes	2 hours and 44 minutes
6 hours and 59 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 37m	3h 37m	3h 14m	3h 15m	3h 19m	3h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 4m	7h 55m	7h 12m	6h 49m	6h 59m	7h 42m

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

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

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

St George Hospital: Time patients spent in the ED

By mode of separation

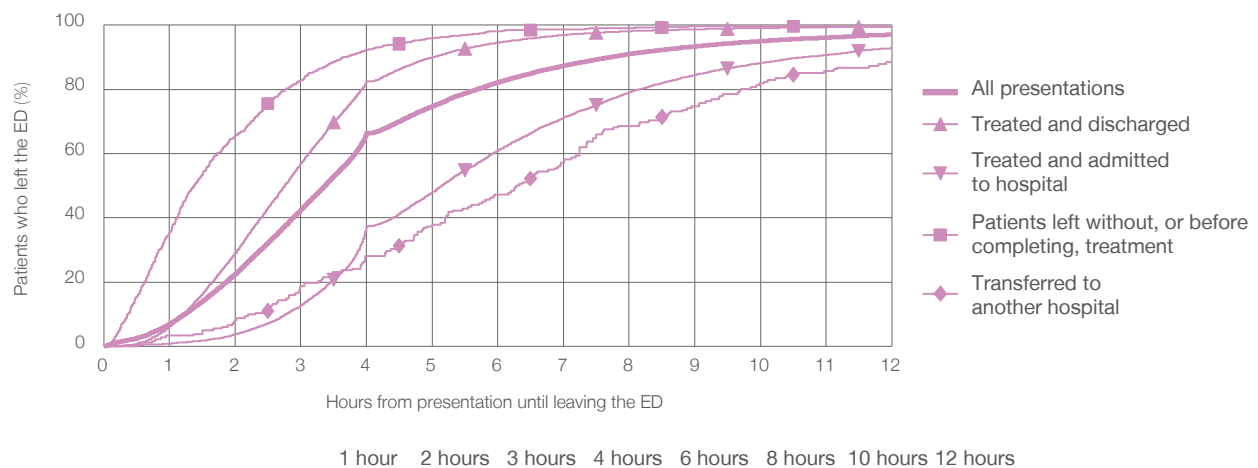
January to March 2017

All presentations:[†] 19,828 patients

Presentations used to calculate time to leaving the ED:[‡] 19,822 patients

		Same period last year	Change since one year ago
Treated and discharged	11,124 (56.1%)	11,638	-4.4%
Treated and admitted to hospital	7,187 (36.2%)	6,577	9.3%
Patient left without, or before completing, treatment	1,076 (5.4%)	1,120	-3.9%
Transferred to another hospital	182 (0.9%)	144	26.4%
Other	259 (1.3%)	45	475.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.1%	29.0%	56.9%	82.5%	94.6%	98.2%	99.1%	99.6%
Treated and admitted to hospital	0.8%	3.7%	12.7%	37.3%	61.0%	79.1%	88.2%	92.9%
Patient left without, or before completing, treatment	35.5%	65.6%	82.8%	92.4%	98.1%	99.2%	99.7%	99.7%
Transferred to another hospital	3.3%	8.2%	18.7%	28.0%	47.3%	68.7%	81.9%	88.5%
All presentations	6.9%	22.5%	42.5%	66.4%	82.2%	91.1%	95.1%	97.1%

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

St George Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 19,828 patients

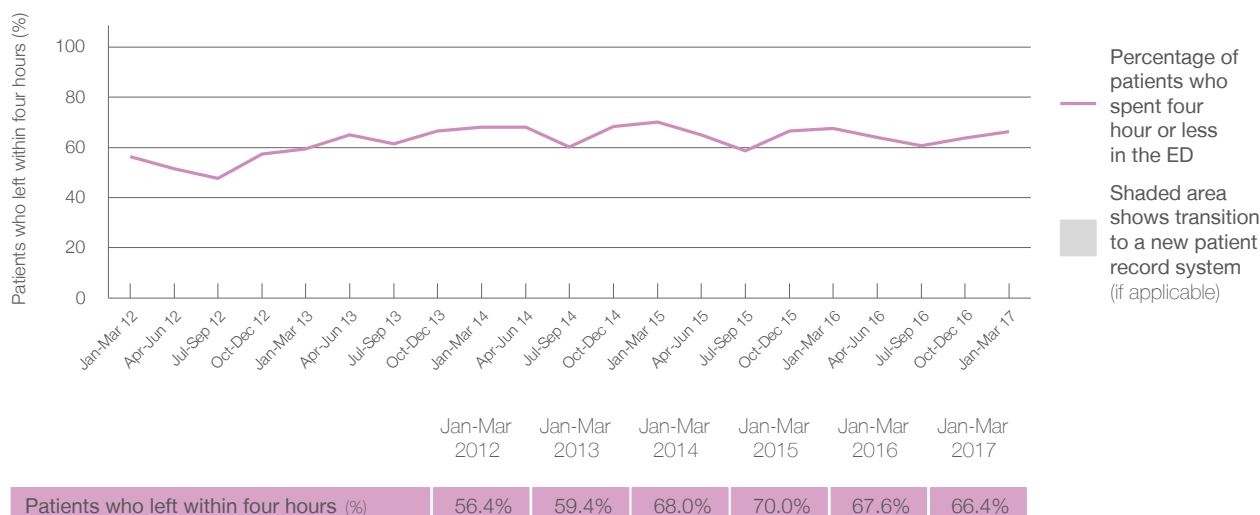
Presentations used to calculate time to leaving the ED:⁶ 19,822 patients

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



Same period last year	Change since one year ago
19,524	1.6%
19,524	1.5%
67.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview

January to March 2017

All presentations:¹ 12,377 patients

Emergency presentations:² 12,246 patients

Same period last year	Change since one year ago
12,812	-3.4%
12,686	-3.5%

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,430 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,792 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,272 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 467 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,423	
4 minutes	8 minutes
14 minutes	26 minutes
5,659	
14 minutes	20 minutes
56 minutes	69 minutes
4,712	
19 minutes	26 minutes
97 minutes	101 minutes
616	
12 minutes	23 minutes
102 minutes	104 minutes

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 12,377 patients

Percentage of patients who spent four hours or less in the ED 64.8%

Same period last year	Change since one year ago
12,812	-3.4%
66.1%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

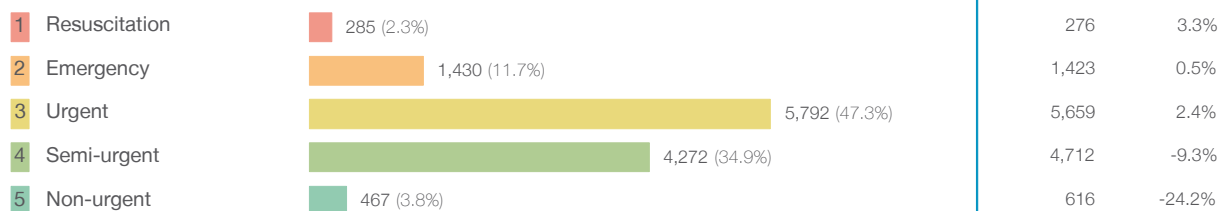
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department

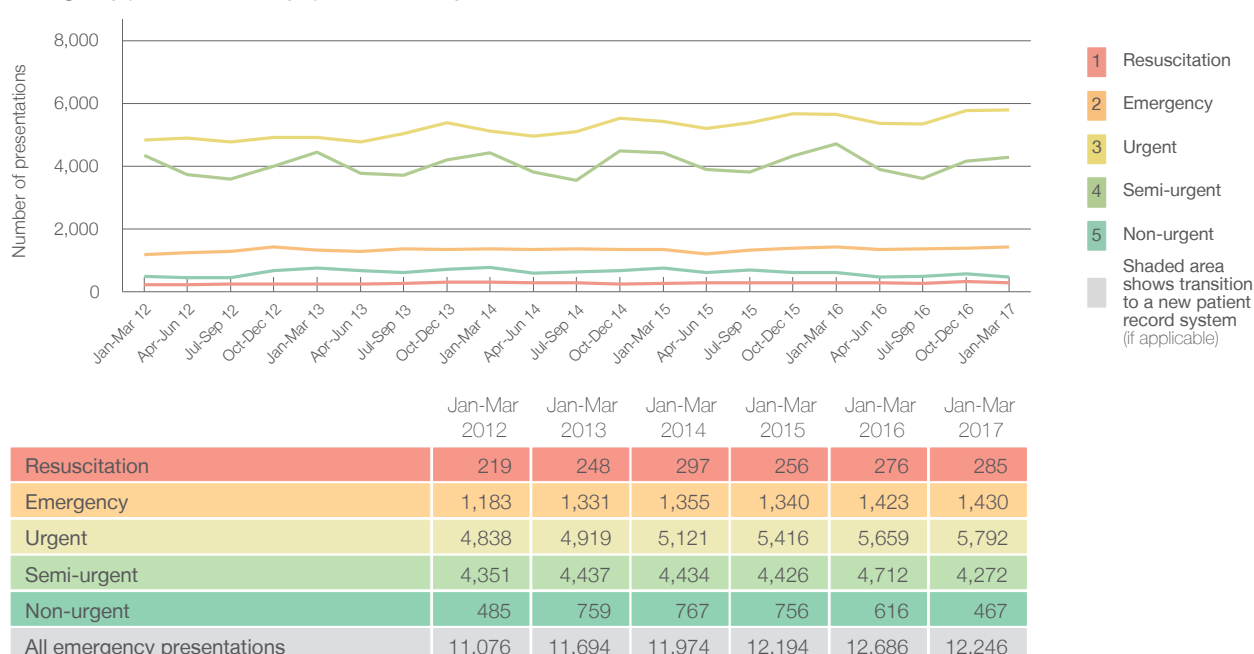
January to March 2017

All presentations:¹ 12,377 patients

Emergency presentations² by triage category: 12,246 patients



Emergency presentations² by quarter, January 2012 to March 2017 ^{† §}



St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,606 patients

ED Transfer of care time



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

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 1,430

Number of triage 2 patients used to calculate waiting time:³ 1,427

Median time to start treatment⁴

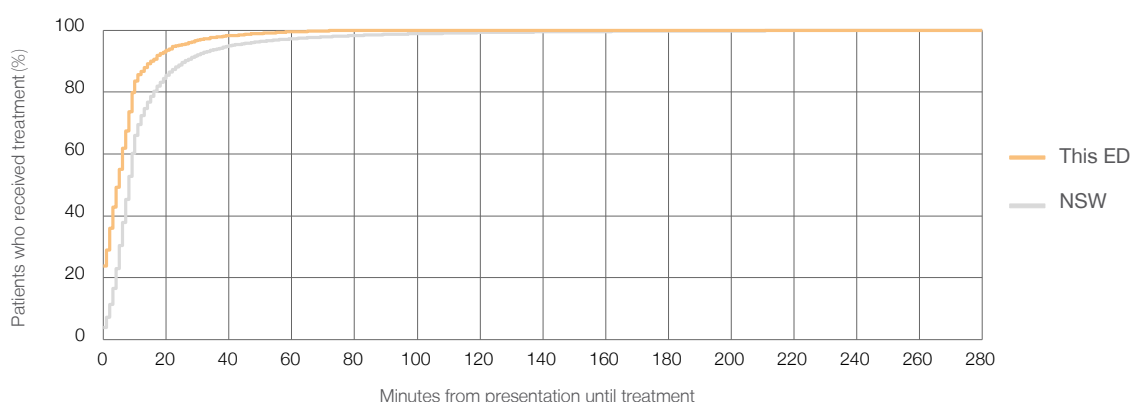
5 minutes

90th percentile time to start treatment⁵

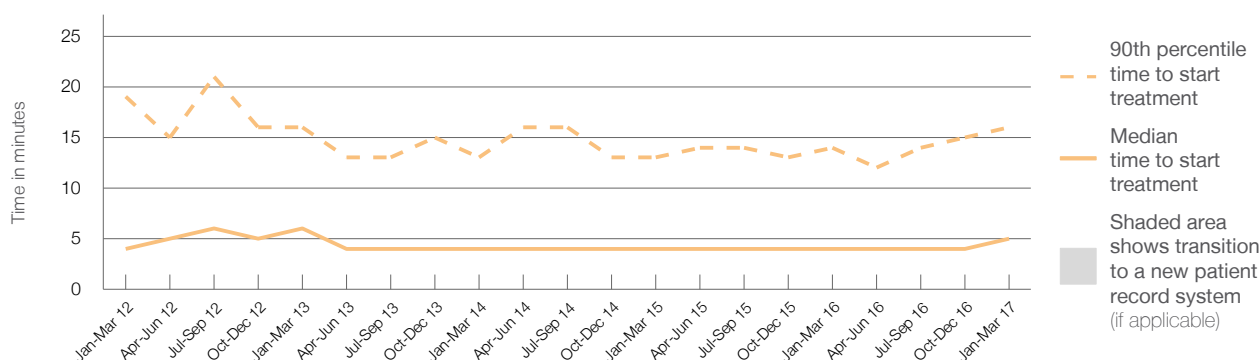
16 minutes

Same period last year	NSW (this period)
1,423	
1,420	
4 minutes	8 minutes
14 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	4	6	4	4	4	5
90th percentile time to start treatment ⁵ (minutes)	19	16	13	13	14	16

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

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 5,792

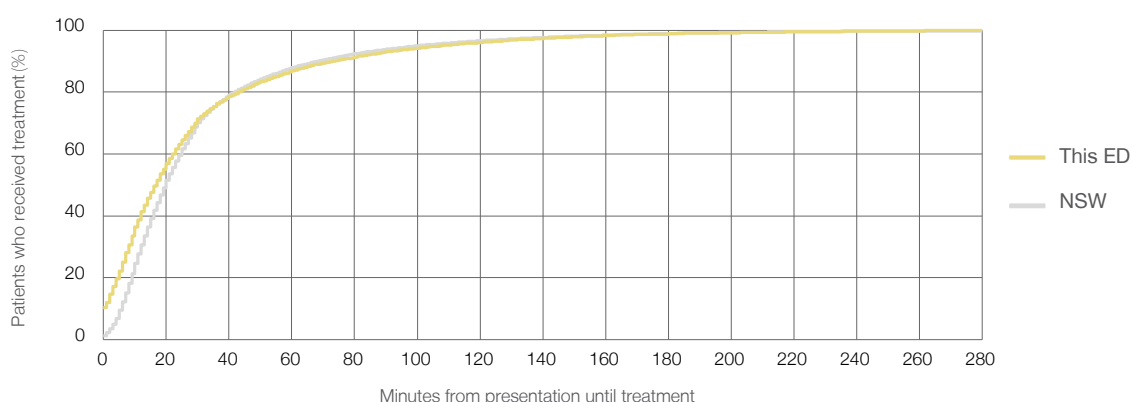
Number of triage 3 patients used to calculate waiting time:³ 5,559

Median time to start treatment⁴ 17 minutes

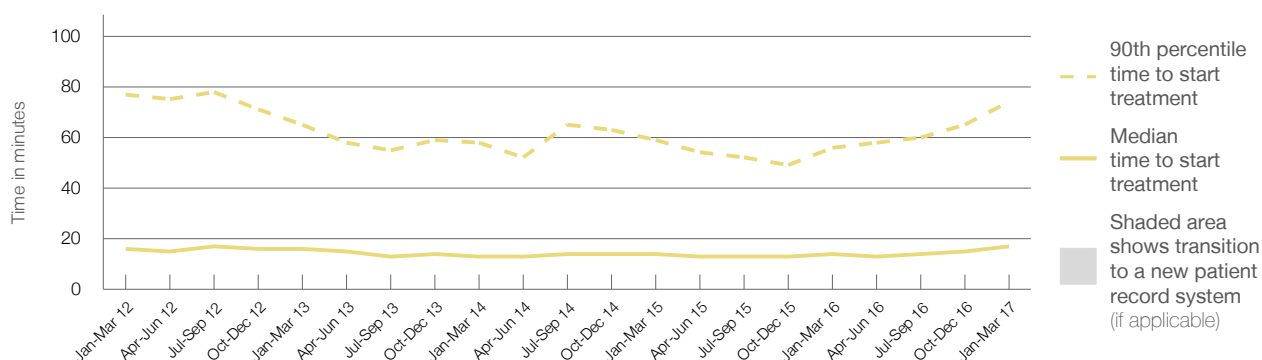
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
5,659	
5,519	
14 minutes	20 minutes
56 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	16	13	14	14	17
90th percentile time to start treatment ⁵ (minutes)	77	65	58	59	56	74

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

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 4,272

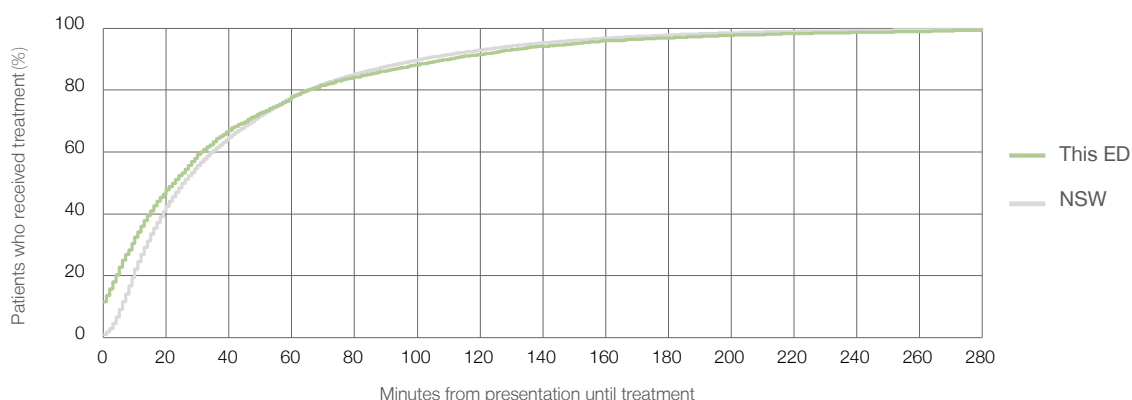
Number of triage 4 patients used to calculate waiting time:³ 3,636

Median time to start treatment⁴ 23 minutes

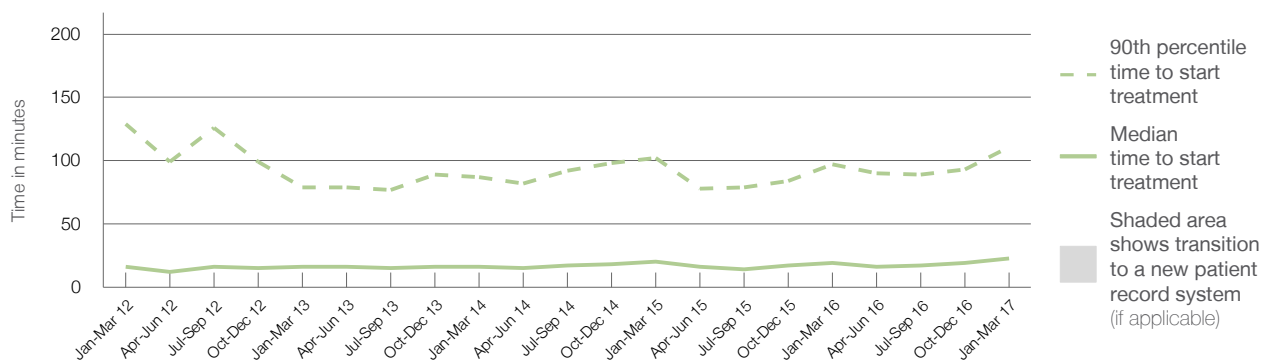
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
4,712	
4,237	
19 minutes	26 minutes
97 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	16	16	20	19	23
90th percentile time to start treatment ⁵ (minutes)	129	79	87	102	97	111

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 467

Number of triage 5 patients used to calculate waiting time:³ 350

Median time to start treatment⁴

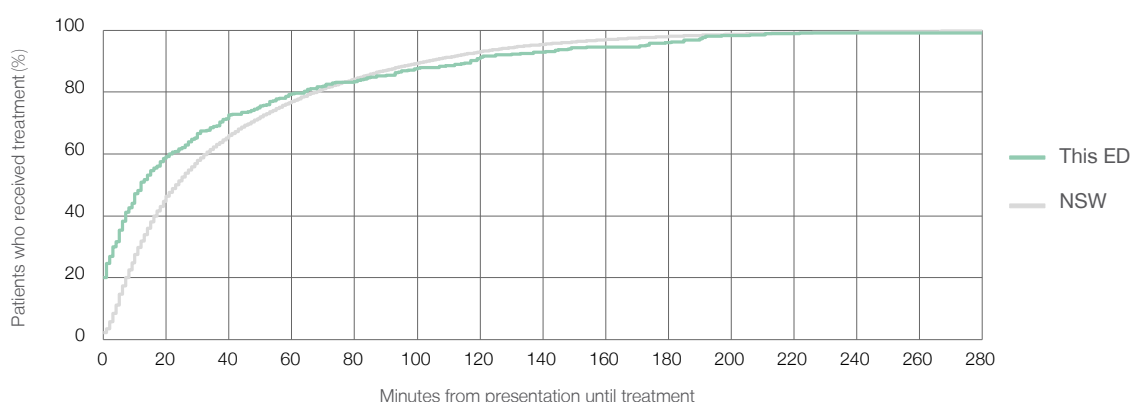
12 minutes

90th percentile time to start treatment⁵

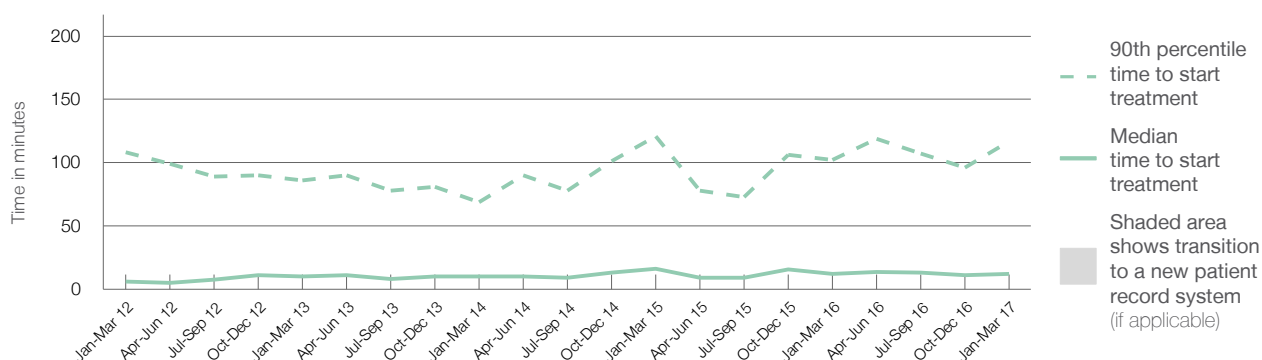
117 minutes

Same period last year	NSW (this period)
616	
487	
12 minutes	23 minutes
102 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	10	10	16	12	12
90th percentile time to start treatment ⁵ (minutes)	108	86	69	121	102	117

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

St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

January to March 2017

All presentations:¹ 12,377 patients

Presentations used to calculate time to leaving the ED:⁶ 12,377 patients

Median time spent in the ED⁸

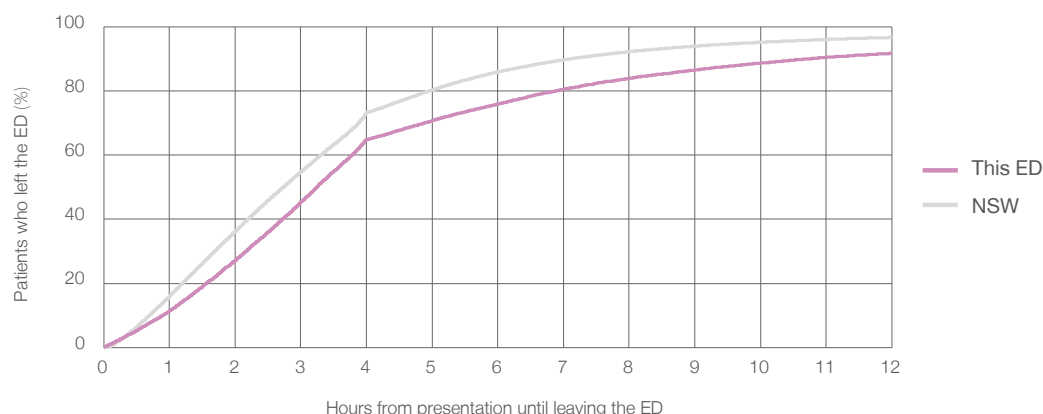
3 hours and 15 minutes

90th percentile time spent in the ED⁹

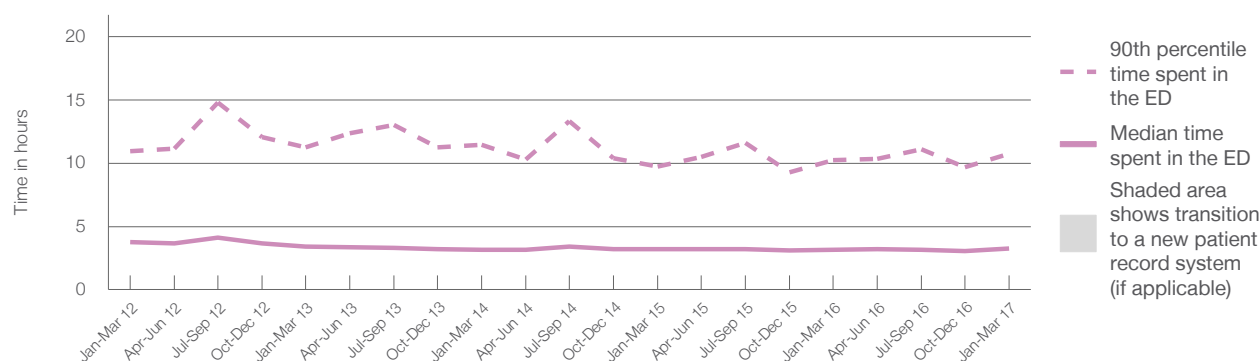
10 hours and 45 minutes

Same period last year	NSW (this period)
12,812	12,812
3 hours and 8 minutes	2 hours and 44 minutes
10 hours and 13 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 46m	3h 26m	3h 10m	3h 13m	3h 8m	3h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 58m	11h 16m	11h 27m	9h 44m	10h 13m	10h 45m

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St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

By mode of separation

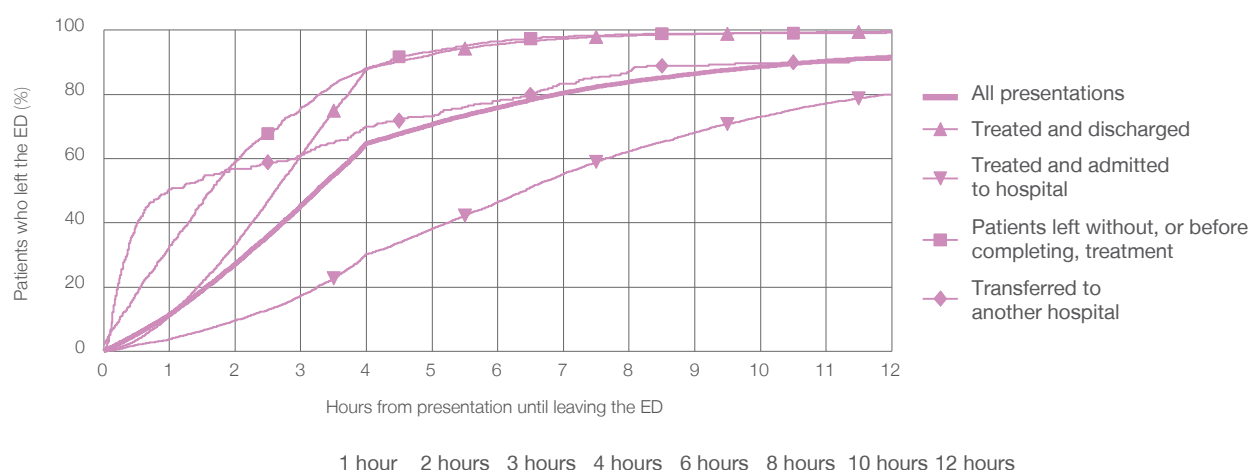
January to March 2017

All presentations:[†] 12,377 patients

Presentations used to calculate time to leaving the ED:[‡] 12,377 patients

		Same period last year	Change since one year ago
Treated and discharged	5,919 (47.8%)	12,812	-3.4%
Treated and admitted to hospital	4,881 (39.4%)	6,212	-4.7%
Patient left without, or before completing, treatment	1,237 (10.0%)	5,084	-4.0%
Transferred to another hospital	299 (2.4%)	1,159	6.7%
Other	41 (0.3%)	235	27.2%
		122	-66.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.9%	33.2%	61.0%	87.8%	95.6%	98.4%	99.2%	99.6%
Treated and admitted to hospital	3.9%	9.6%	17.4%	30.3%	46.5%	62.3%	73.1%	80.0%
Patient left without, or before completing, treatment	32.8%	59.1%	75.8%	88.2%	96.6%	98.6%	99.1%	99.3%
Transferred to another hospital	50.5%	56.9%	61.2%	69.9%	77.9%	87.3%	89.6%	91.0%
All presentations	11.5%	27.2%	45.4%	64.8%	75.9%	83.9%	88.7%	91.7%

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

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

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

St Vincent's Hospital, Darlinghurst: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 12,377 patients

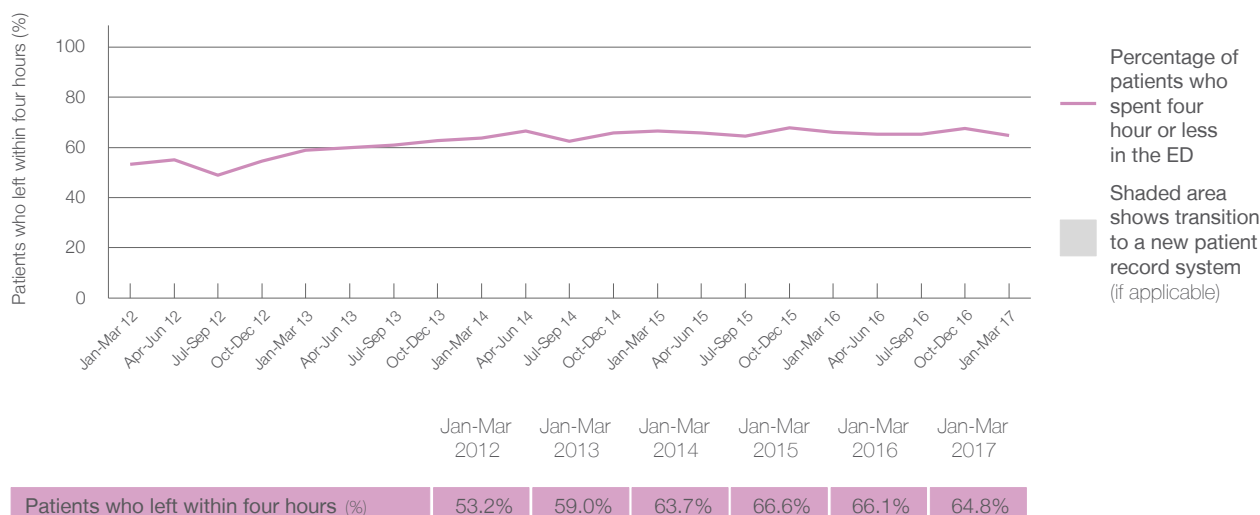
Presentations used to calculate time to leaving the ED:⁶ 12,377 patients

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



Same period last year	Change since one year ago
12,812	-3.4%
12,812	-3.4%
66.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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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 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*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Westmead Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 19,206 patients

Emergency presentations:² 19,031 patients

Same period last year	Change since one year ago
18,853	1.9%
18,622	2.2%

Westmead Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 5,847 patients



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,859 patients



Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,534 patients



Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,324 patients



Same period last year	NSW (this period)
5,209	
10 minutes	8 minutes
43 minutes	26 minutes
6,588	
31 minutes	20 minutes
121 minutes	69 minutes
4,706	
40 minutes	26 minutes
120 minutes	101 minutes
1,641	
30 minutes	23 minutes
113 minutes	104 minutes

Westmead Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 19,199 patients



Same period last year	Change since one year ago
18,853	1.8%
65.0%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

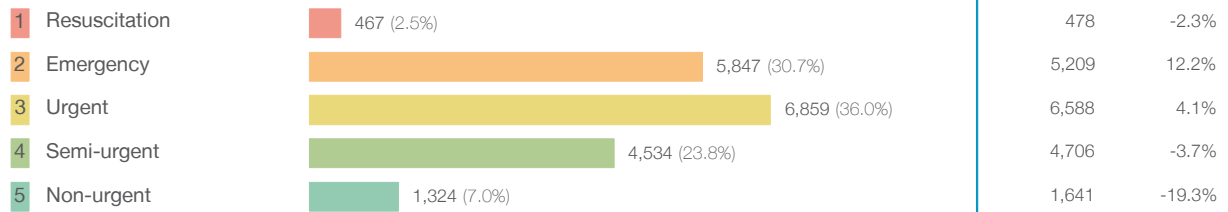
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Westmead Hospital: Patients presenting to the emergency department

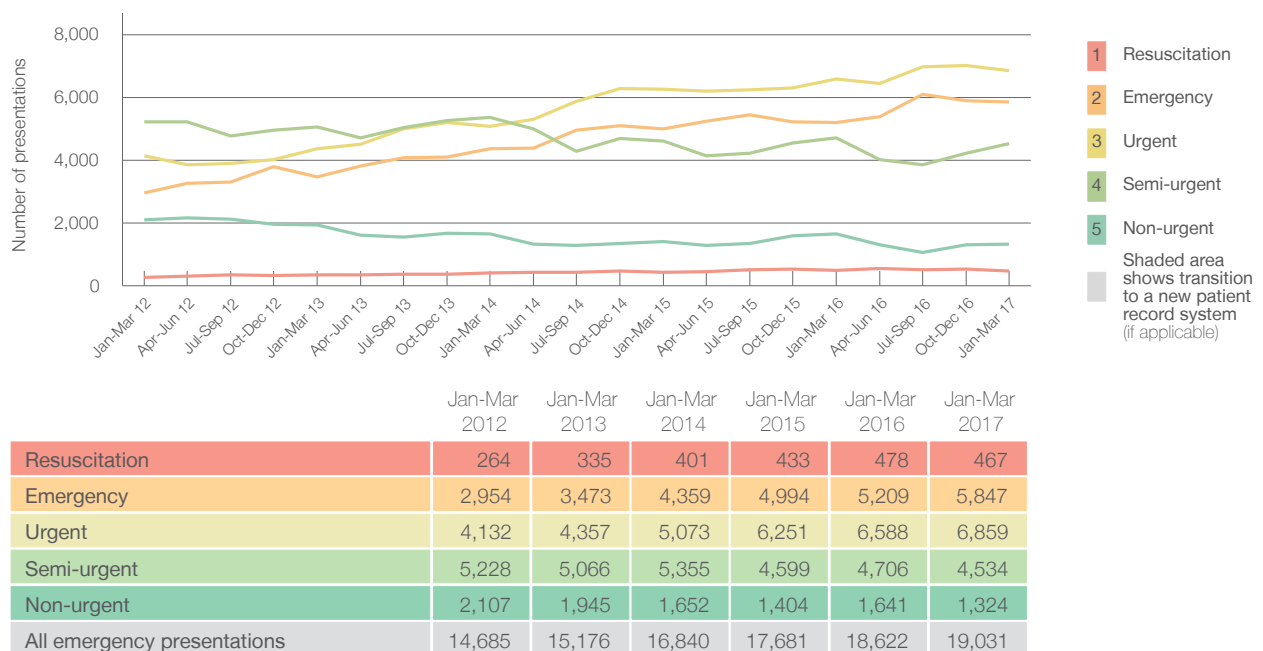
January to March 2017

All presentations:¹ 19,206 patients

Emergency presentations² by triage category: 19,031 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Westmead Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 5,885 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.

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

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

January to March 2017

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

Number of triage 2 patients: 5,847

Number of triage 2 patients used to calculate waiting time:³ 5,655

Median time to start treatment⁴

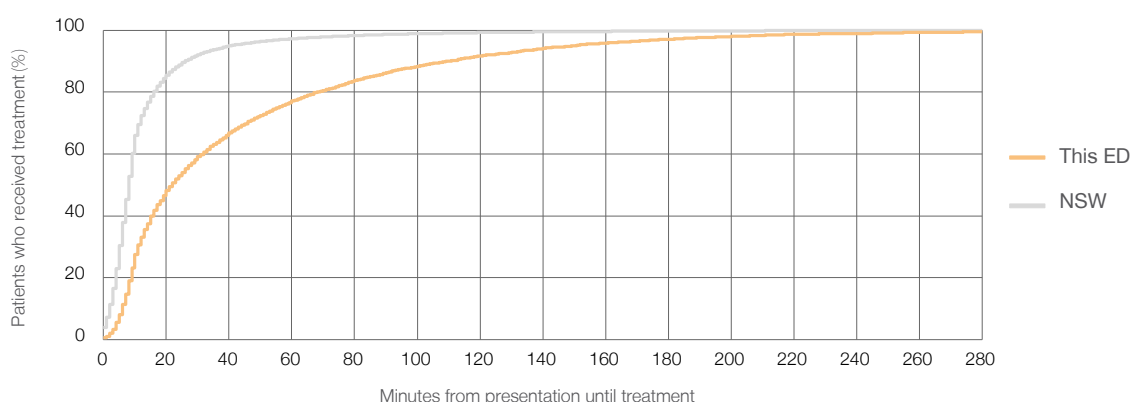
22 minutes

90th percentile time to start treatment⁵

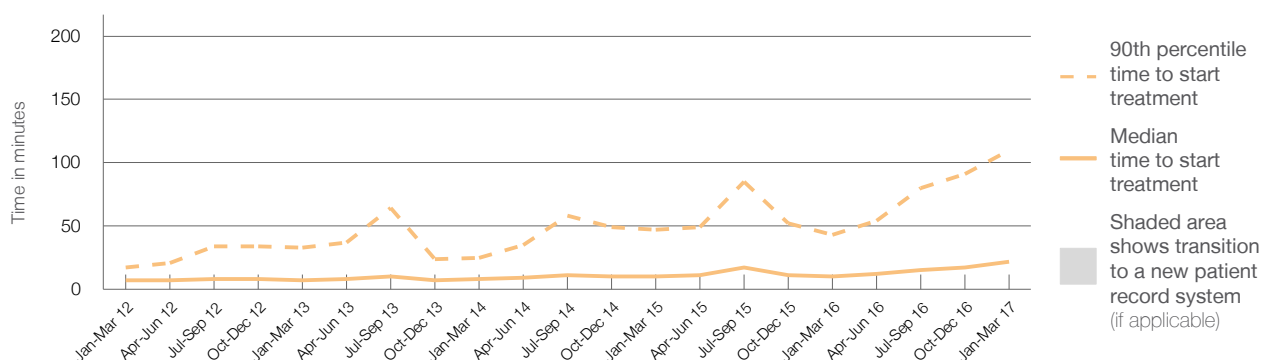
110 minutes

Same period last year	NSW (this period)
5,209	
5,131	
10 minutes	8 minutes
43 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	8	10	10	22
90th percentile time to start treatment ⁵ (minutes)	17	33	25	47	43	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.

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

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

January to March 2017

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

Number of triage 3 patients: 6,859

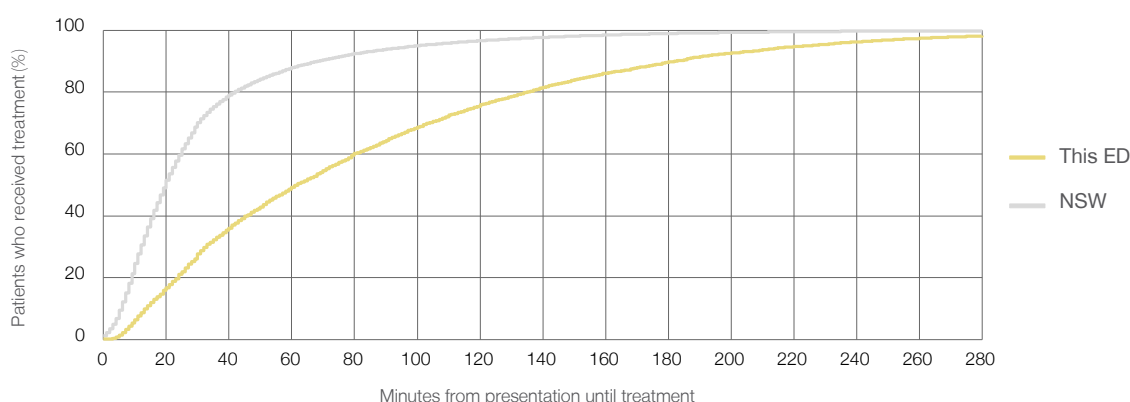
Number of triage 3 patients used to calculate waiting time:³ 6,077

Median time to start treatment⁴ 62 minutes

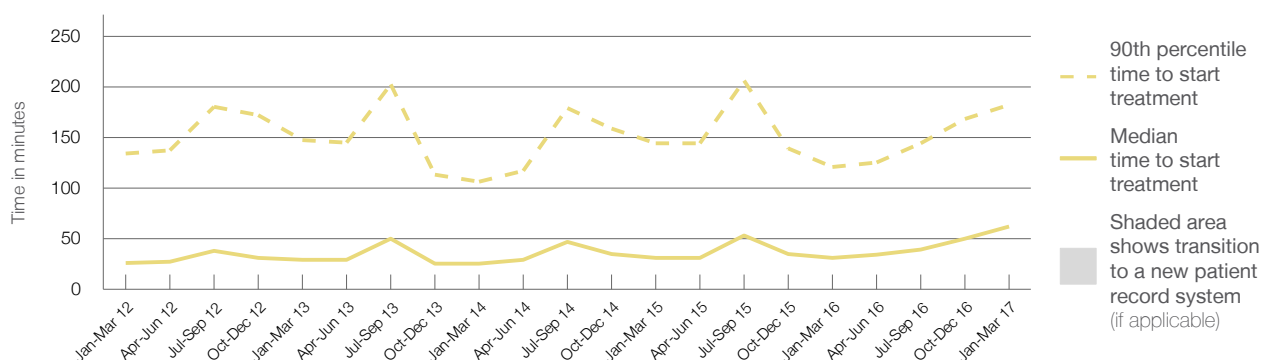
90th percentile time to start treatment⁵ 182 minutes

Same period last year	NSW (this period)
6,588	
6,127	
31 minutes	20 minutes
121 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	29	25	31	31	62
90th percentile time to start treatment ⁵ (minutes)	134	147	106	144	121	182

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 4,534

Number of triage 4 patients used to calculate waiting time:³ 3,939

Median time to start treatment⁴

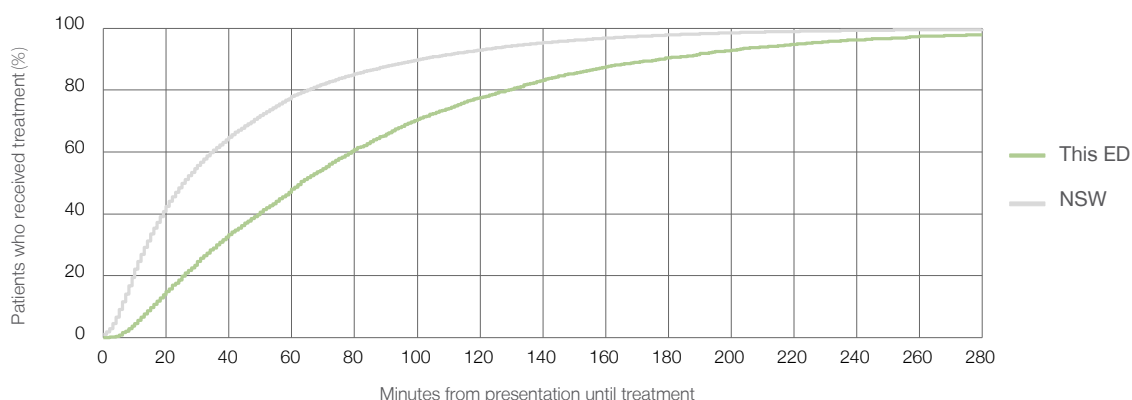
63 minutes

90th percentile time to start treatment⁵

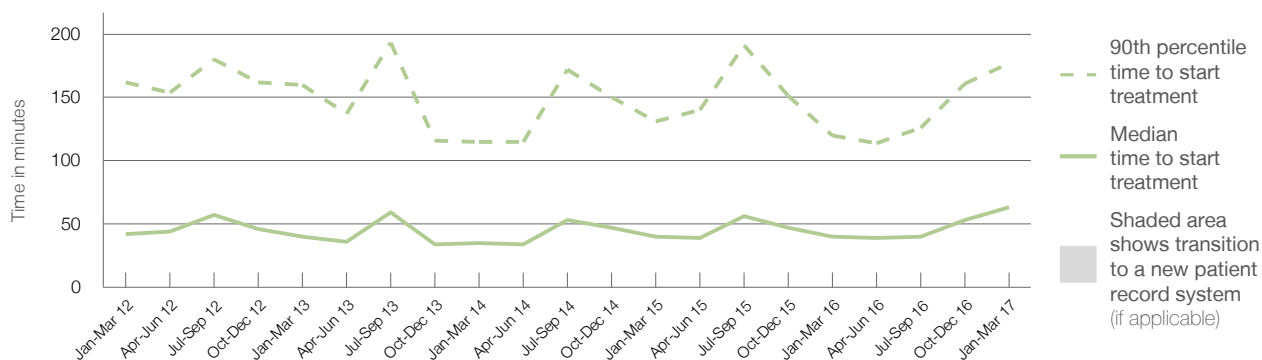
177 minutes

Same period last year	NSW (this period)
4,706	
4,239	
40 minutes	26 minutes
120 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	42	40	35	40	40	63
90th percentile time to start treatment ⁵ (minutes)	162	160	115	131	120	177

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 1,324

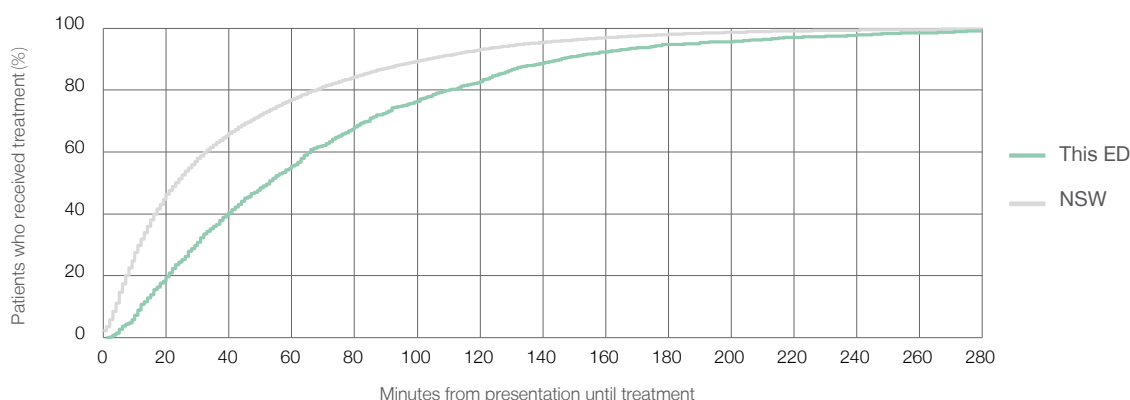
Number of triage 5 patients used to calculate waiting time:³ 1,046

Median time to start treatment⁴ 53 minutes

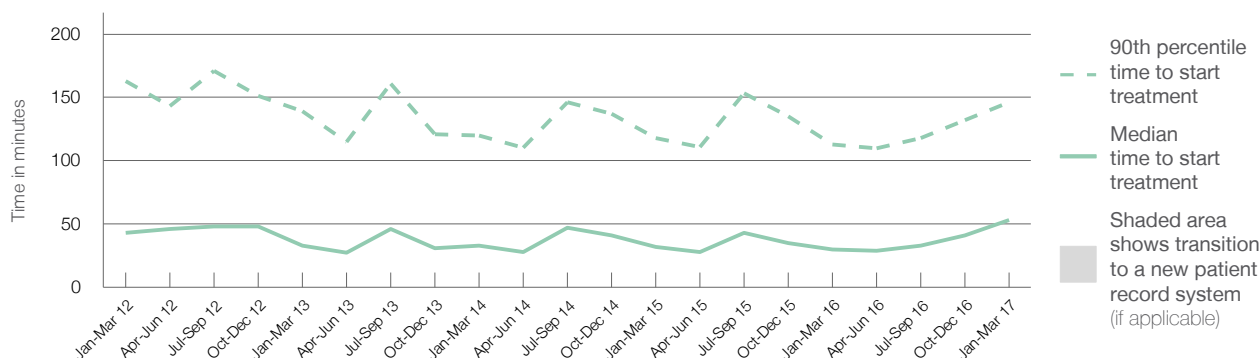
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
1,641	
1,406	
30 minutes	23 minutes
113 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	43	33	33	32	30	53
90th percentile time to start treatment ⁵ (minutes)	163	139	120	118	113	146

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

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

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

Westmead Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 19,206 patients

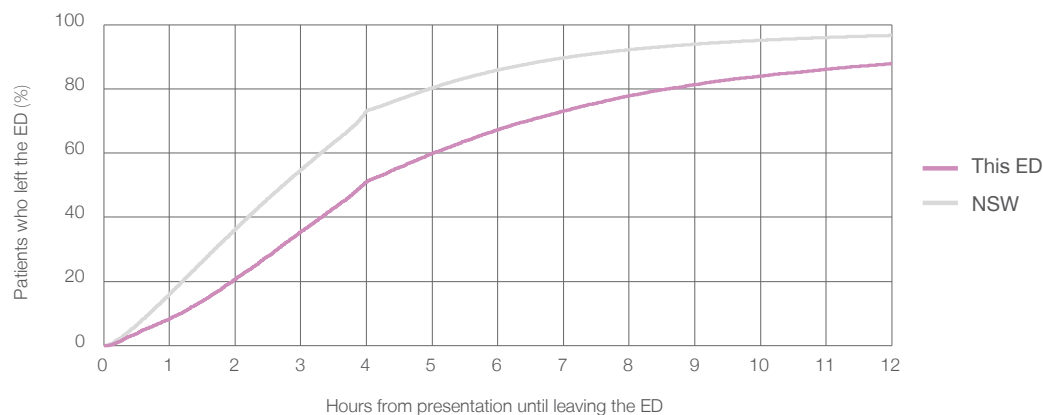
Presentations used to calculate time to leaving the ED:⁶ 19,199 patients

Median time spent in the ED⁸ 3 hours and 57 minutes

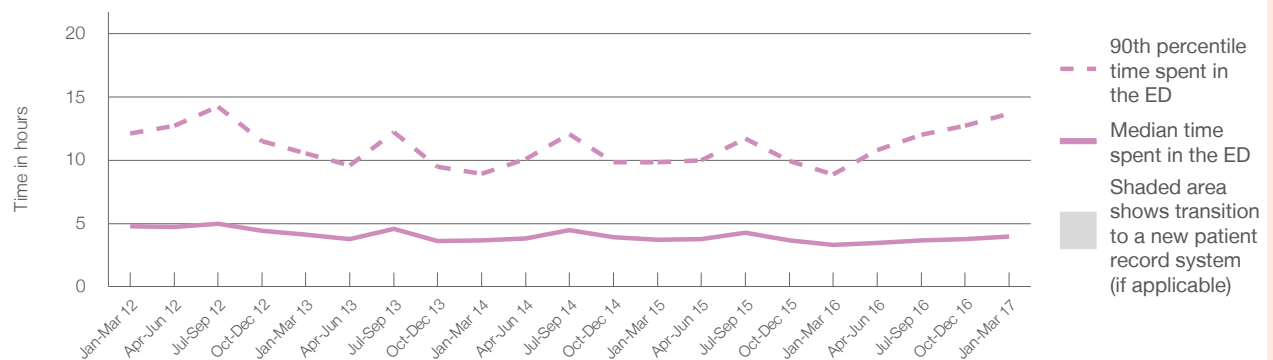
90th percentile time spent in the ED⁹ 13 hours and 41 minutes

Same period last year	NSW (this period)
18,853	18,853
3 hours and 19 minutes	2 hours and 44 minutes
8 hours and 52 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 48m	4h 6m	3h 39m	3h 43m	3h 19m	3h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 6m	10h 32m	8h 55m	9h 51m	8h 52m	13h 41m

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

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

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

Westmead Hospital: Time patients spent in the ED

By mode of separation

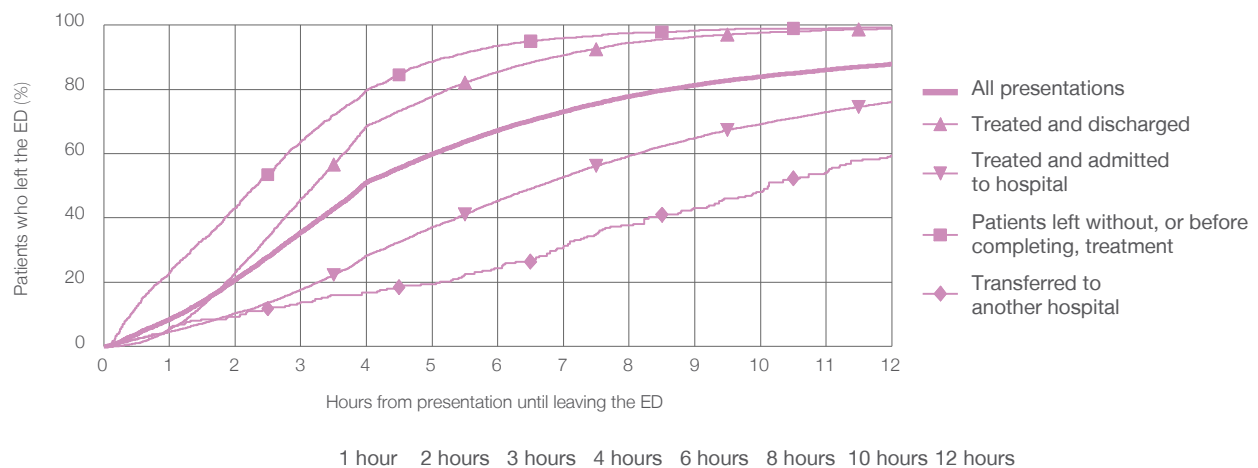
January to March 2017

All presentations:[†] 19,206 patients

Presentations used to calculate time to leaving the ED:[‡] 19,199 patients

		Same period last year	Change since one year ago
Treated and discharged	7,347 (38.3%)	7,910	-7.1%
Treated and admitted to hospital	8,957 (46.6%)	9,235	-3.0%
Patient left without, or before completing, treatment	2,090 (10.9%)	1,083	93.0%
Transferred to another hospital	239 (1.2%)	189	26.5%
Other	573 (3.0%)	436	31.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.4%	23.0%	45.8%	68.5%	85.5%	94.5%	97.6%	98.9%
Treated and admitted to hospital	4.5%	10.3%	17.6%	28.2%	45.3%	59.3%	69.2%	76.1%
Patient left without, or before completing, treatment	23.0%	43.0%	63.7%	79.7%	93.6%	97.6%	98.9%	99.4%
Transferred to another hospital	5.9%	9.2%	13.8%	16.7%	24.3%	37.7%	48.1%	59.4%
All presentations	8.4%	20.8%	35.5%	51.1%	67.3%	77.9%	83.9%	87.9%

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

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

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

Westmead Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 19,206 patients

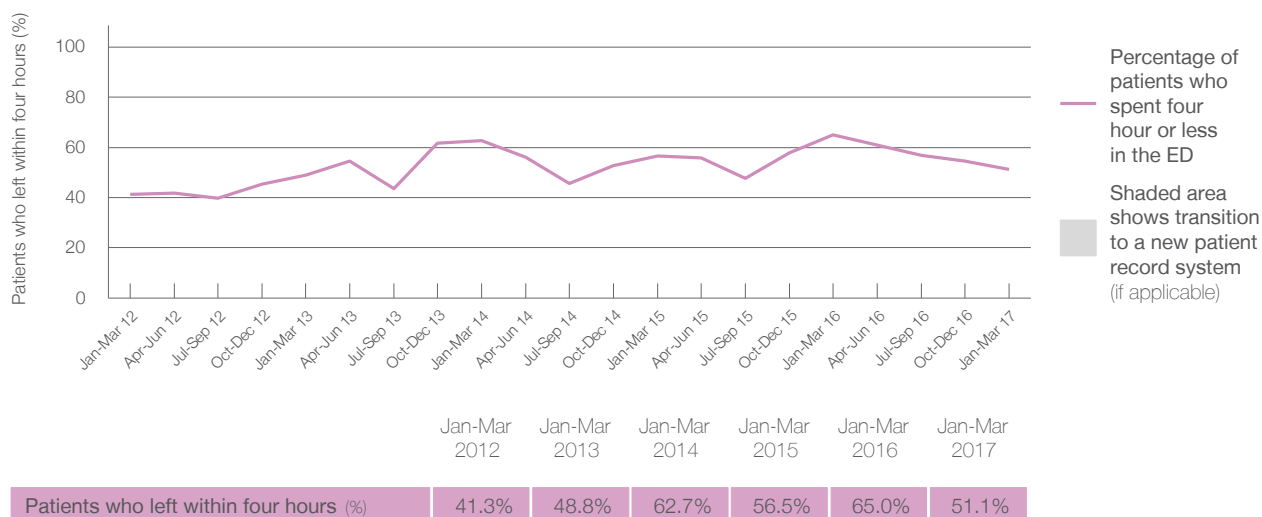
Presentations used to calculate time to leaving the ED:⁶ 19,199 patients

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



Same period last year	Change since one year ago
18,853	1.9%
18,853	1.8%
65.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Wollongong Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 16,008 patients

Emergency presentations:² 15,716 patients

Same period last year	Change since one year ago
15,986	0.1%
15,617	0.6%

Wollongong Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,089 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,631 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,186 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 646 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,845	
10 minutes	8 minutes
27 minutes	26 minutes
6,484	
27 minutes	20 minutes
83 minutes	69 minutes
6,586	
34 minutes	26 minutes
119 minutes	101 minutes
576	
32 minutes	23 minutes
122 minutes	104 minutes

Wollongong Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 16,008 patients

Percentage of patients who spent four hours or less in the ED 63.9%

Same period last year	Change since one year ago
15,986	0.1%
64.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

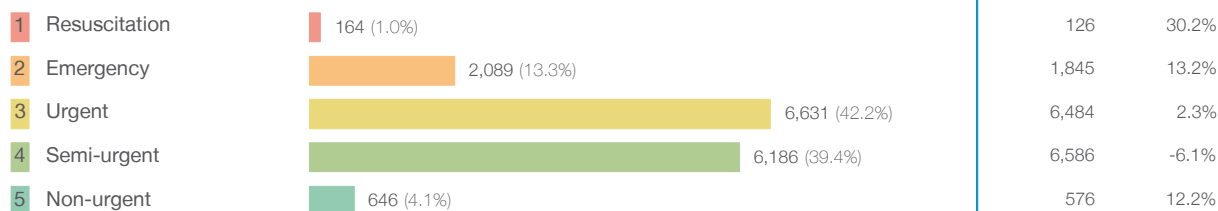
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Patients presenting to the emergency department

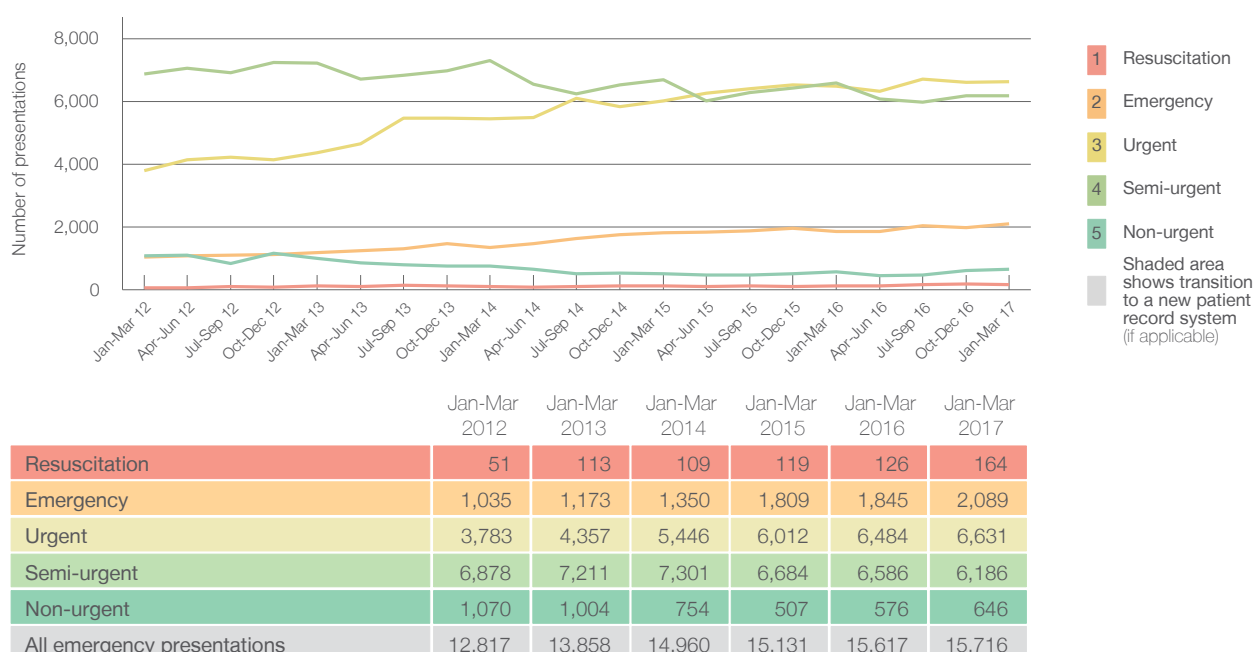
January to March 2017

All presentations:¹ 16,008 patients

Emergency presentations² by triage category: 15,716 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Wollongong Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 5,343 patients

ED Transfer of care time



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

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

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

January to March 2017

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

Number of triage 2 patients: 2,089

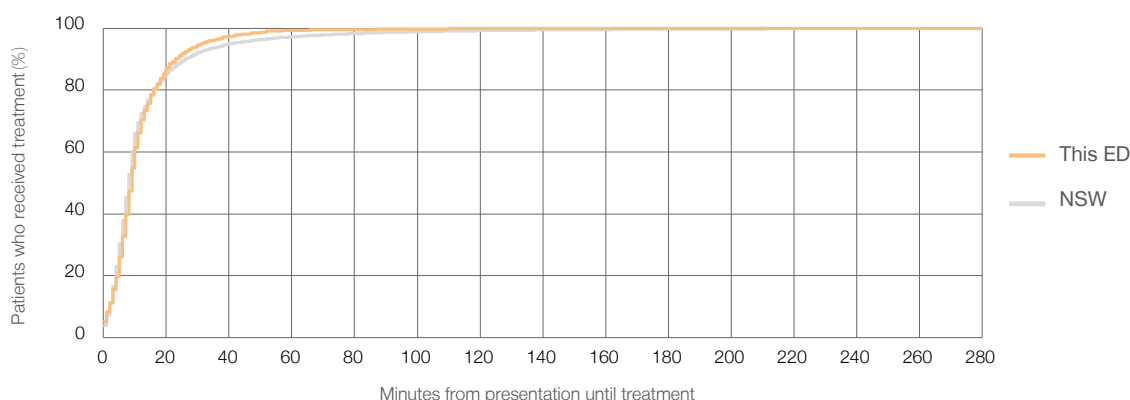
Number of triage 2 patients used to calculate waiting time:³ 2,084

Median time to start treatment⁴ 9 minutes

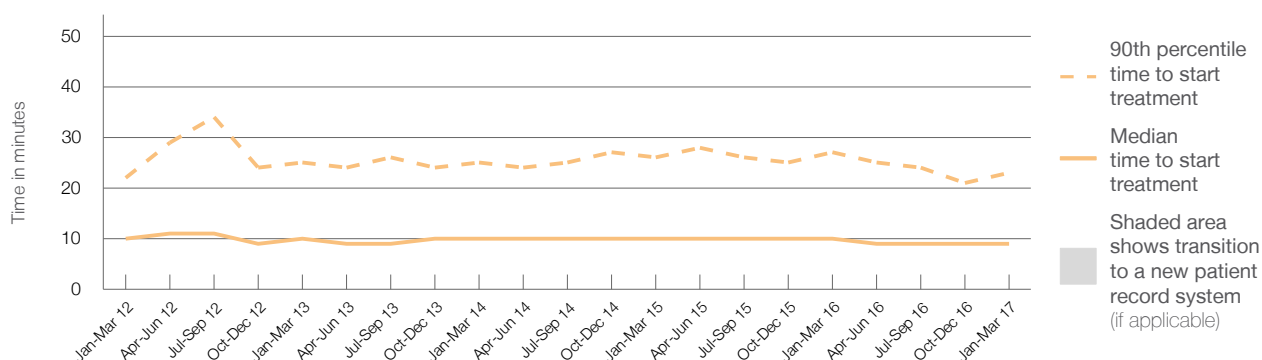
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
1,845	
1,845	
10 minutes	8 minutes
27 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	10	10	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)	22	25	25	26	27	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.

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

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

January to March 2017

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

Number of triage 3 patients: 6,631

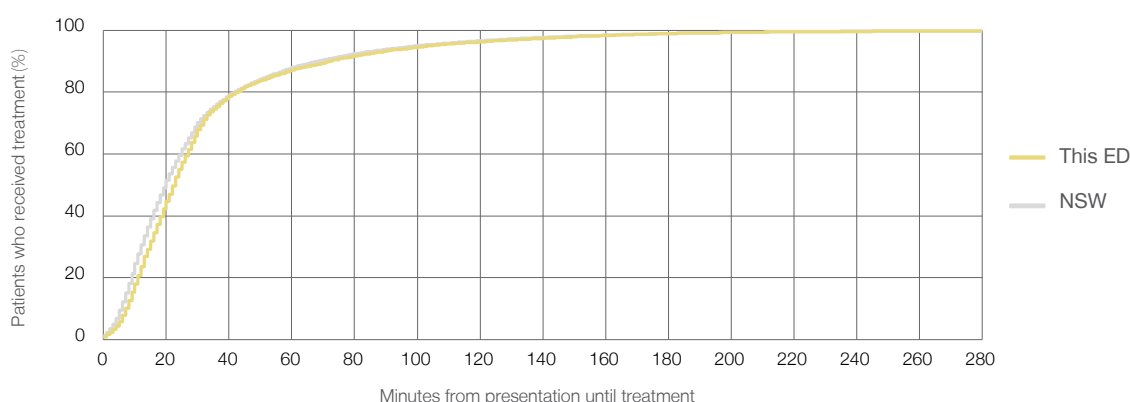
Number of triage 3 patients used to calculate waiting time:³ 6,508

Median time to start treatment⁴ 23 minutes

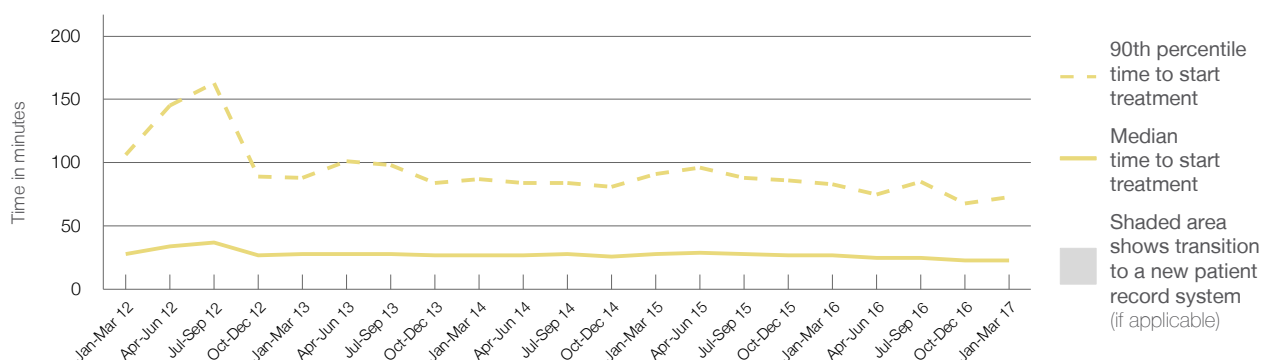
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
6,484	
6,364	
27 minutes	20 minutes
83 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	28	27	28	27	23
90th percentile time to start treatment ⁵ (minutes)	106	88	87	91	83	73

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 6,186

Number of triage 4 patients used to calculate waiting time:³ 5,891

Median time to start treatment⁴

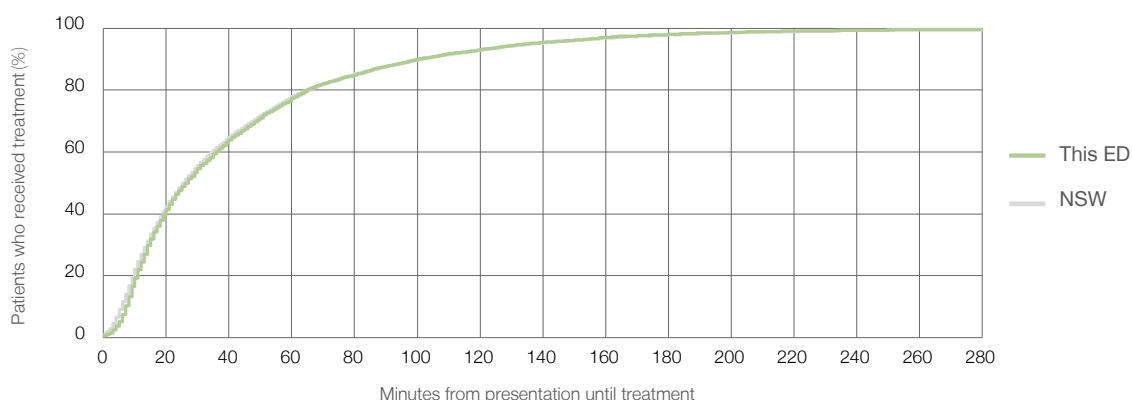
27 minutes

90th percentile time to start treatment⁵

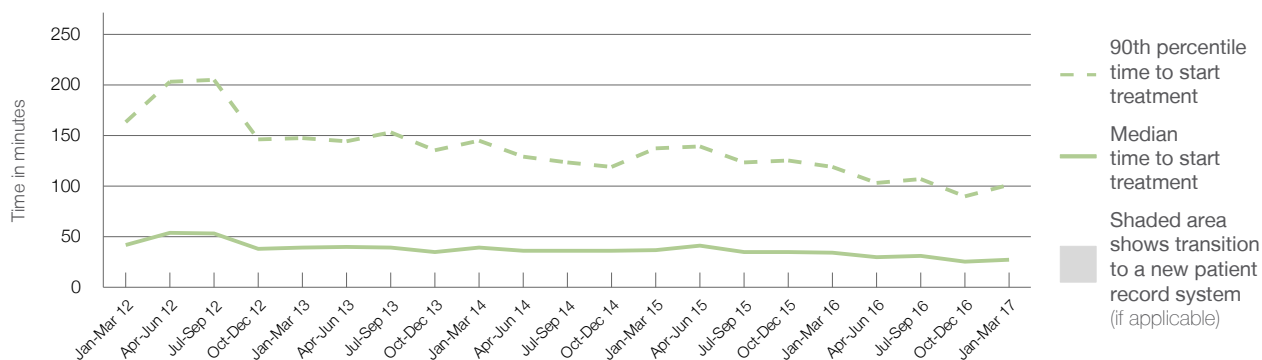
101 minutes

Same period last year	NSW (this period)
6,586	
6,205	
34 minutes	26 minutes
119 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	42	39	39	37	34	27
90th percentile time to start treatment ⁵ (minutes)	163	147	145	137	119	101

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 646

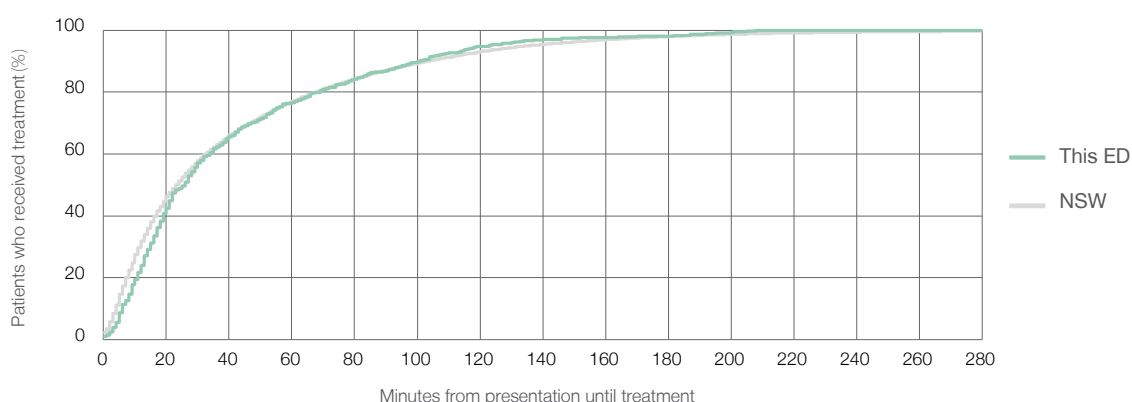
Number of triage 5 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 26 minutes

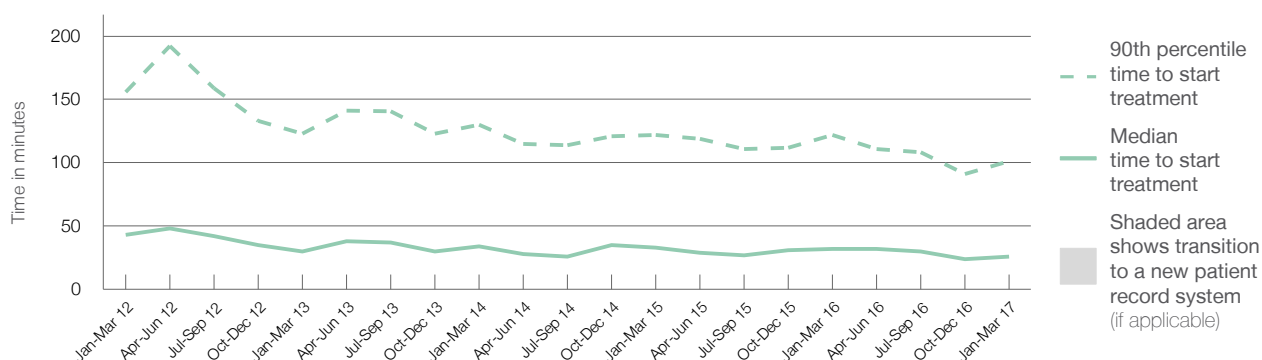
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
576	
503	
32 minutes	23 minutes
122 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	43	30	34	33	32	26
90th percentile time to start treatment ⁵ (minutes)	156	123	130	122	122	101

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

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

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

Wollongong Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 16,008 patients

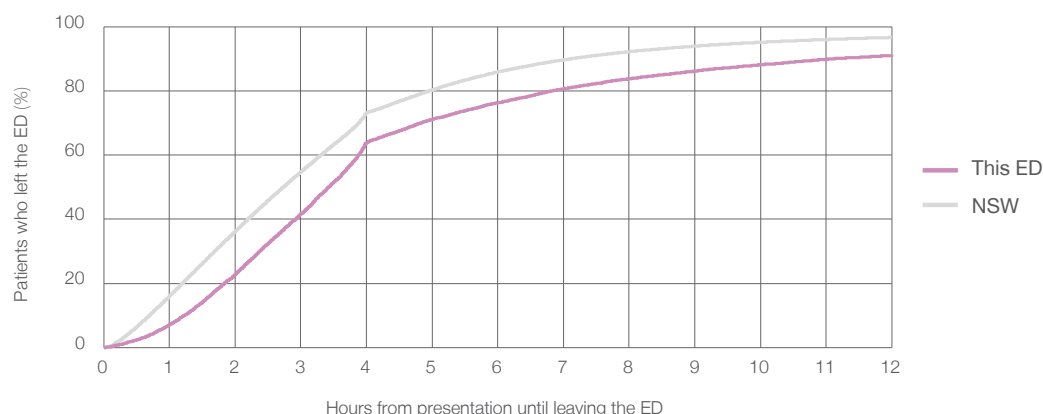
Presentations used to calculate time to leaving the ED:⁶ 16,008 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

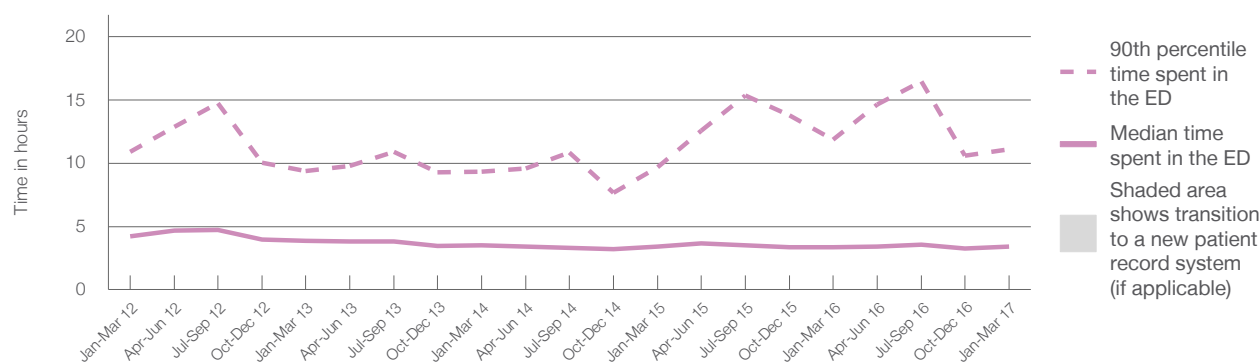
90th percentile time spent in the ED⁹ 11 hours and 7 minutes

Same period last year	NSW (this period)
15,986	
15,986	
3 hours and 22 minutes	2 hours and 44 minutes
11 hours and 52 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 12m	3h 53m	3h 31m	3h 24m	3h 22m	3h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 54m	9h 24m	9h 21m	9h 42m	11h 52m	11h 7m

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

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

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

Wollongong Hospital: Time patients spent in the ED

By mode of separation

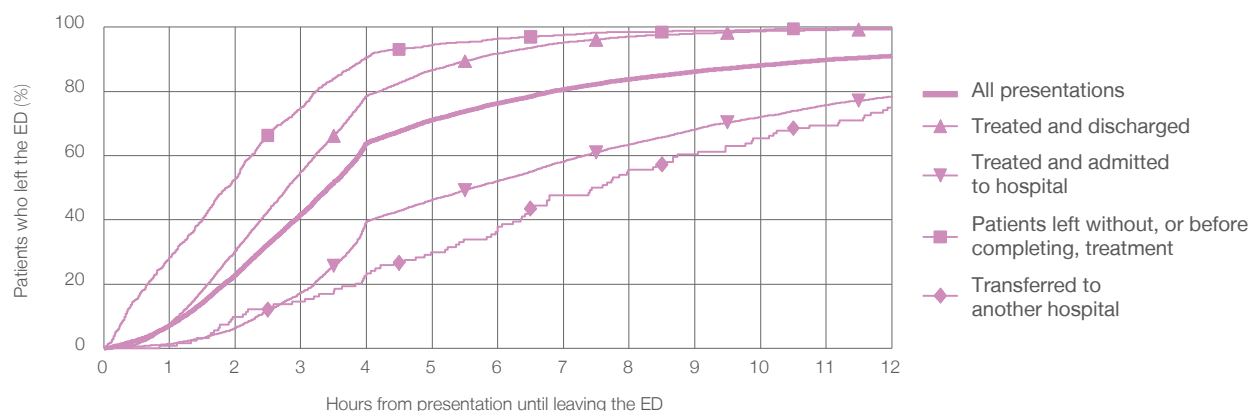
January to March 2017

All presentations:[†] 16,008 patients

Presentations used to calculate time to leaving the ED:[‡] 16,008 patients

		Same period last year	Change since one year ago
		15,986	0.1%
Treated and discharged	8,381 (52.4%)	8,841	-5.2%
Treated and admitted to hospital	6,239 (39.0%)	5,809	7.4%
Patient left without, or before completing, treatment	1,170 (7.3%)	1,135	3.1%
Transferred to another hospital	124 (0.8%)	94	31.9%
Other	94 (0.6%)	107	-12.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	7.6%	30.3%	54.9%	78.5%	91.8%	97.1%	98.7%	99.3%
Treated and admitted to hospital	1.4%	6.3%	17.3%	39.4%	52.1%	63.4%	72.1%	78.5%
Patient left without, or before completing, treatment	28.3%	52.7%	75.0%	90.5%	96.4%	98.5%	99.1%	99.7%
Transferred to another hospital	0.8%	9.7%	14.5%	23.4%	37.9%	55.6%	65.3%	75.0%
All presentations	7.1%	22.8%	41.7%	63.9%	76.3%	83.8%	88.1%	91.1%

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

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

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

Wollongong Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 16,008 patients

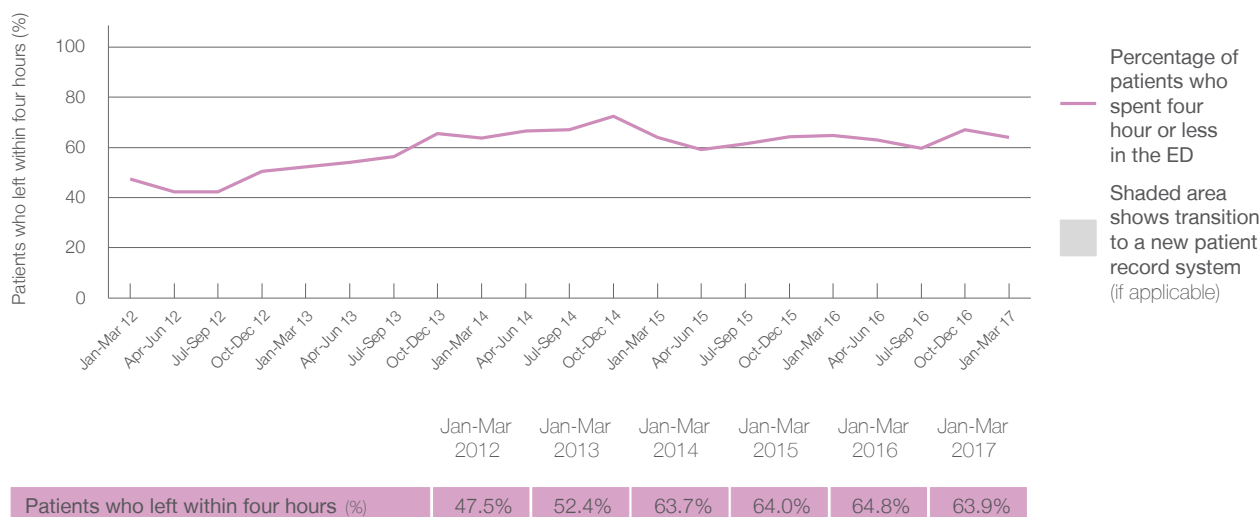
Presentations used to calculate time to leaving the ED:⁶ 16,008 patients

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



Same period last year	Change since one year ago
15,986	0.1%
15,986	0.1%
64.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Sydney Children's Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,099 patients

Emergency presentations:² 9,027 patients

Same period last year	Change since one year ago
9,460	-3.8%
9,282	-2.7%

Sydney Children's Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 402 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,709 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,711 patients

Median time to start treatment⁴ 40 minutes

90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 159 patients

Median time to start treatment⁴ 38 minutes

90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
394	
8 minutes	8 minutes
21 minutes	26 minutes
1,609	
18 minutes	20 minutes
48 minutes	69 minutes
6,919	
40 minutes	26 minutes
141 minutes	101 minutes
294	
50 minutes	23 minutes
143 minutes	104 minutes

Sydney Children's Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,098 patients

Percentage of patients who spent four hours or less in the ED 74.5%

Same period last year	Change since one year ago
9,459	-3.8%
74.4%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

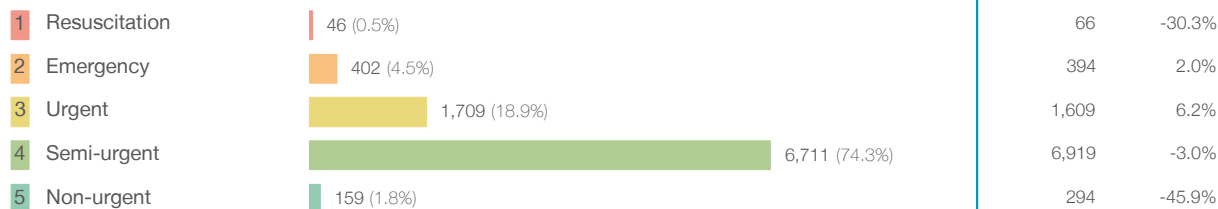
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sydney Children's Hospital: Patients presenting to the emergency department

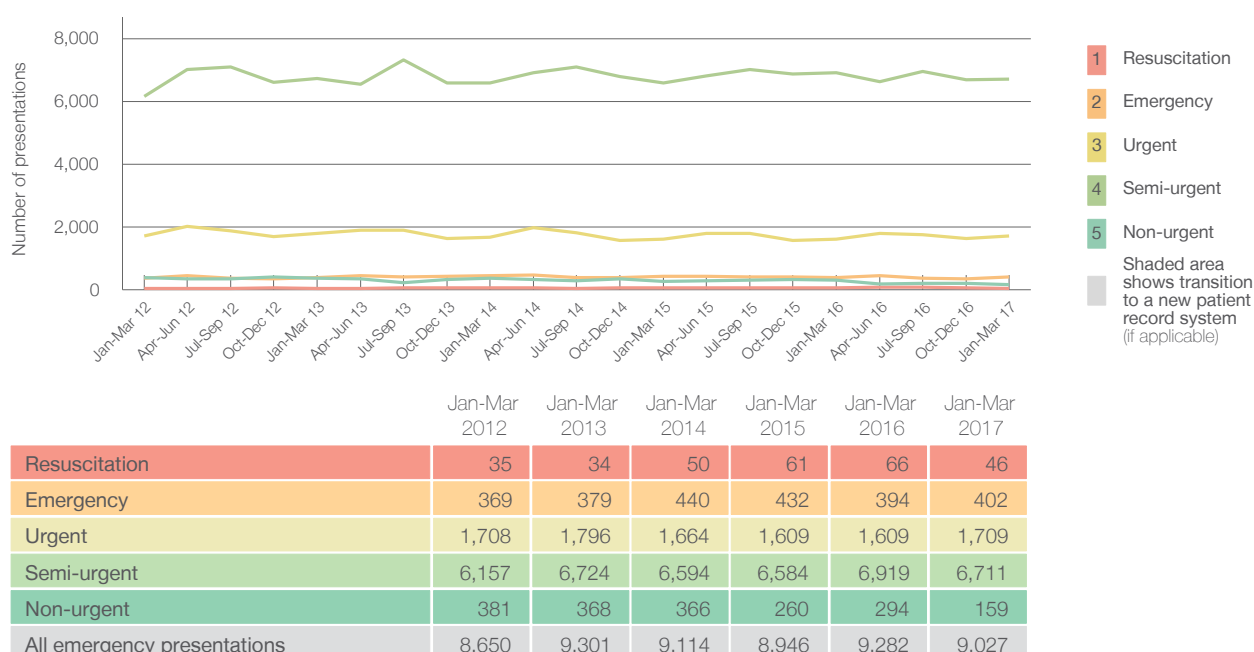
January to March 2017

All presentations:¹ 9,099 patients

Emergency presentations² by triage category: 9,027 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Sydney Children's Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 592 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.

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

Sydney Children's Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 402

Number of triage 2 patients used to calculate waiting time:³ 401

Median time to start treatment⁴

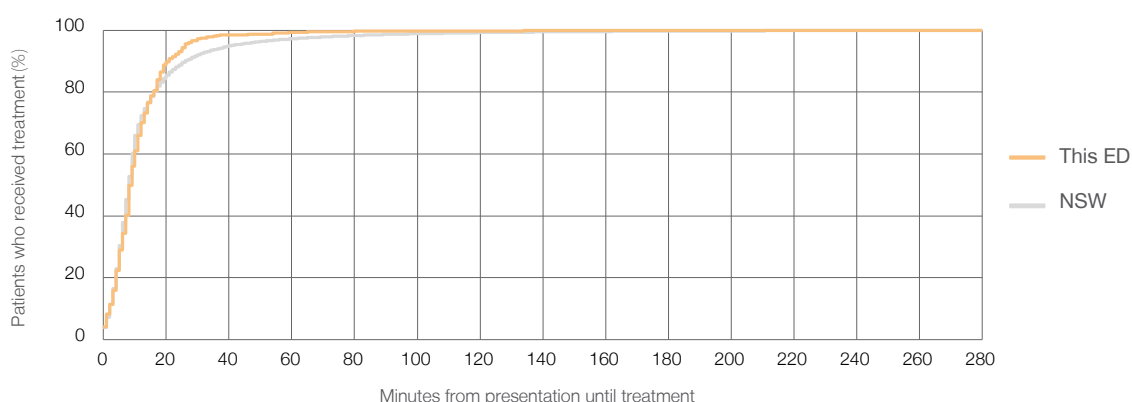
9 minutes

90th percentile time to start treatment⁵

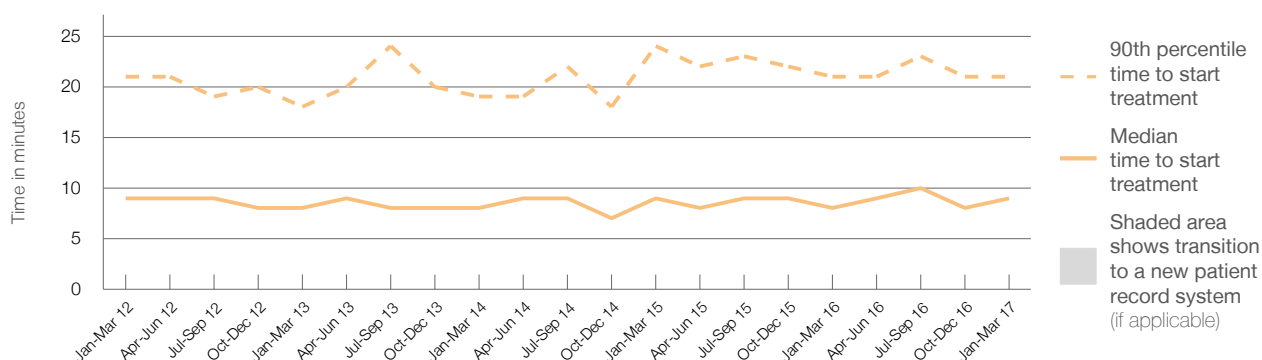
21 minutes

Same period last year	NSW (this period)
394	
393	
8 minutes	8 minutes
21 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	8	8	9	8	9
90th percentile time to start treatment ⁵ (minutes)	21	18	19	24	21	21

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

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

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

Sydney Children's Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 1,709

Number of triage 3 patients used to calculate waiting time:³ 1,707

Median time to start treatment⁴

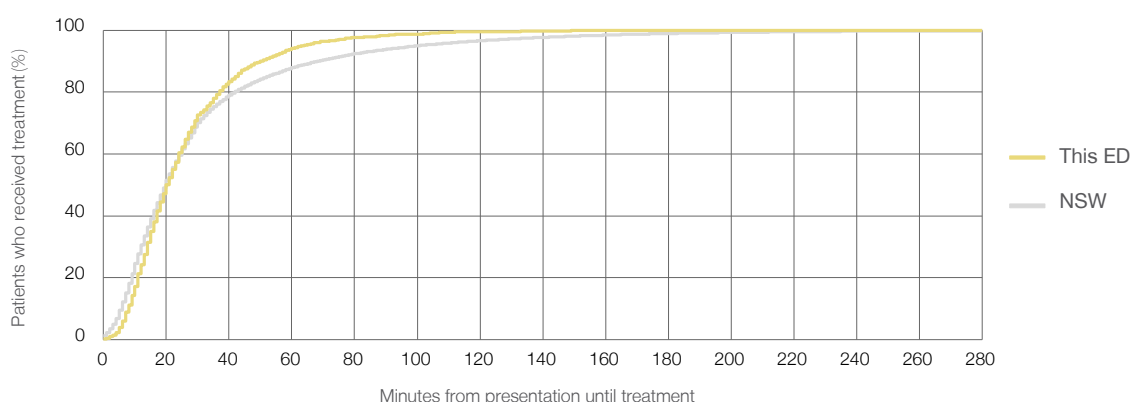
21 minutes

90th percentile time to start treatment⁵

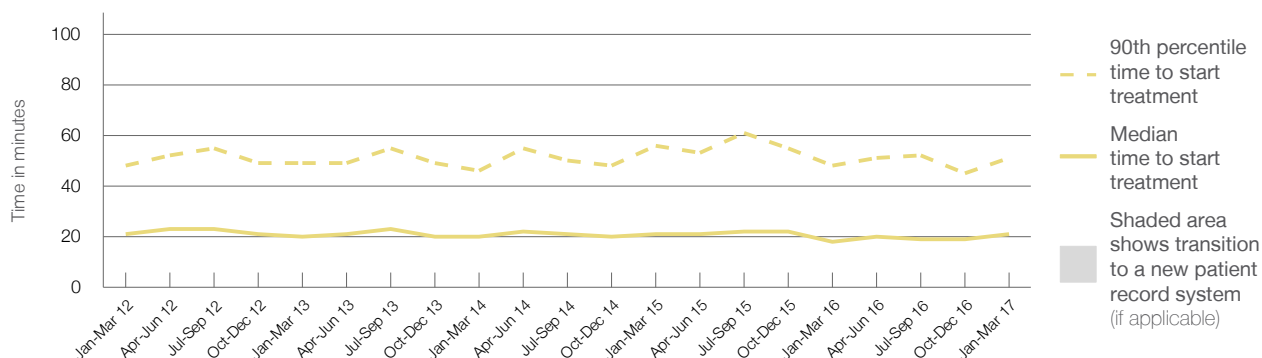
51 minutes

Same period last year	NSW (this period)
1,609	
1,608	
18 minutes	20 minutes
48 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	21	20	20	21	18	21
90th percentile time to start treatment ⁵ (minutes)	48	49	46	56	48	51

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

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

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

Sydney Children's Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 6,711

Number of triage 4 patients used to calculate waiting time:³ 6,411

Median time to start treatment⁴

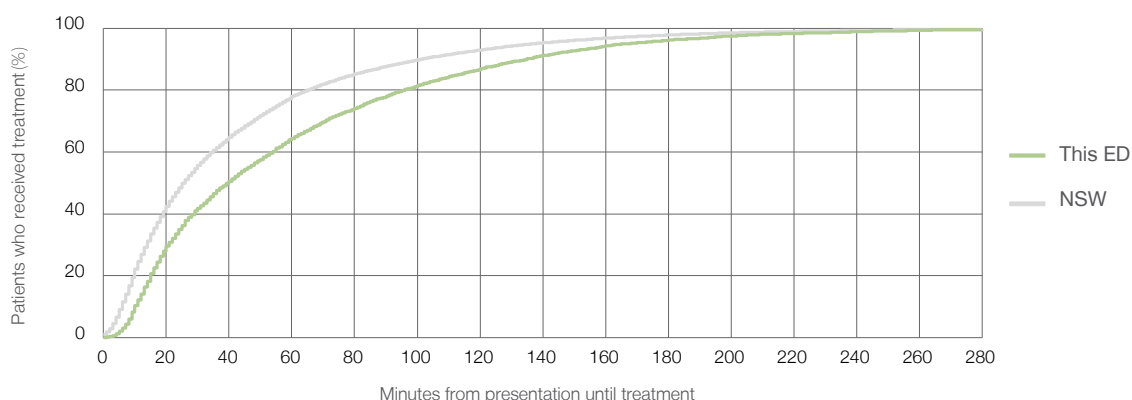
40 minutes

90th percentile time to start treatment⁵

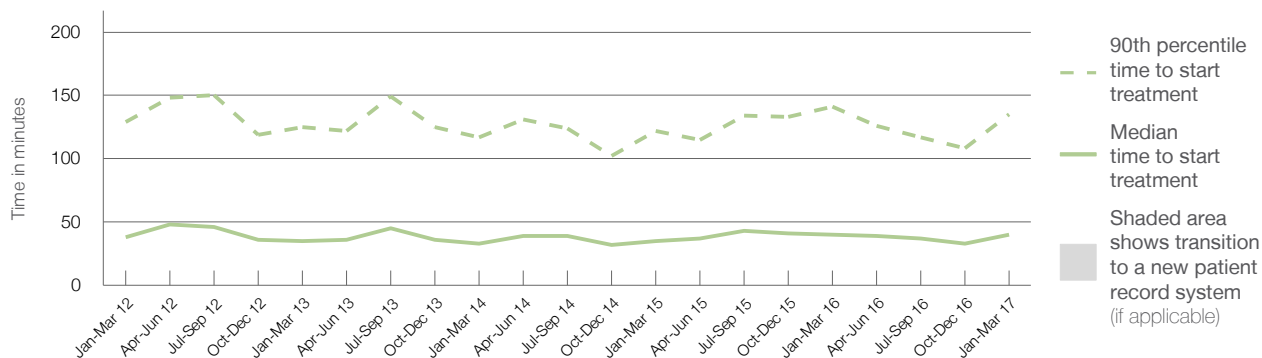
135 minutes

Same period last year	NSW (this period)
6,919	
6,565	
40 minutes	26 minutes
141 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	35	33	35	40	40
90th percentile time to start treatment ⁵ (minutes)	129	125	117	122	141	135

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

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

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

Sydney Children's Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 159

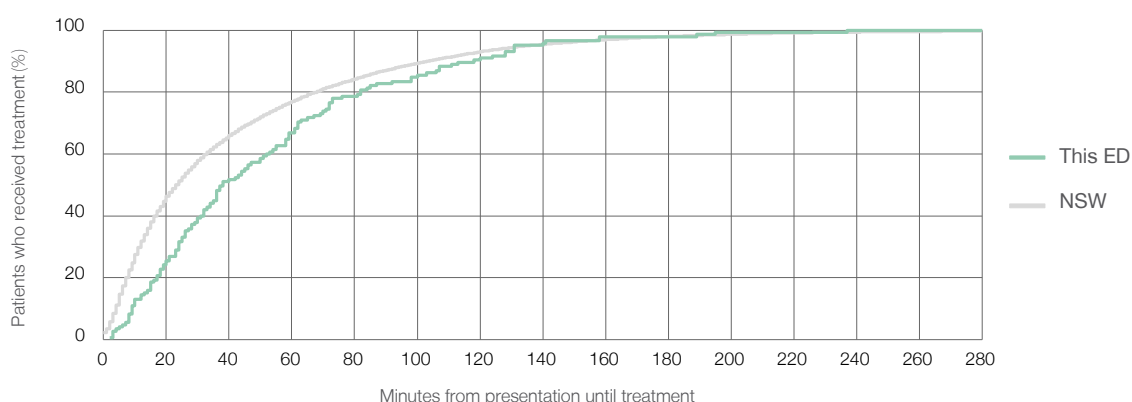
Number of triage 5 patients used to calculate waiting time:³ 145

Median time to start treatment⁴ 38 minutes

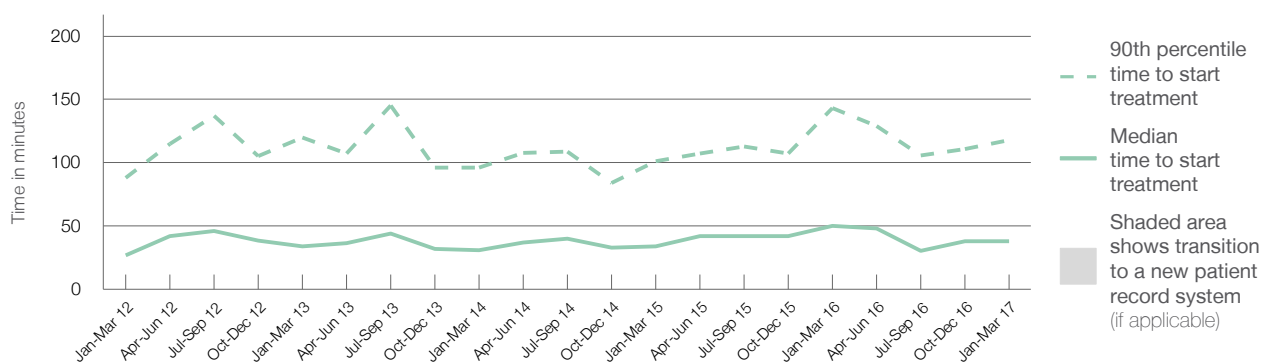
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
294	
273	
50 minutes	23 minutes
143 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	34	31	34	50	38
90th percentile time to start treatment ⁵ (minutes)	88	120	96	101	143	118

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

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

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

Sydney Children's Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,099 patients

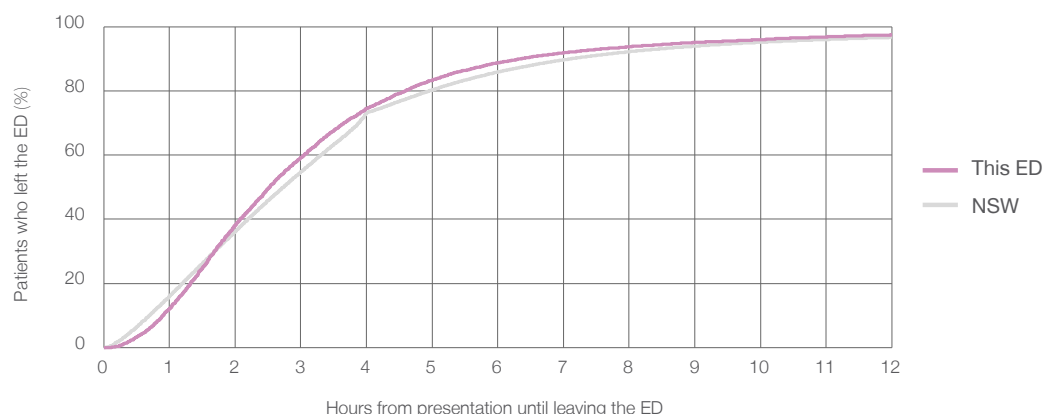
Presentations used to calculate time to leaving the ED:⁶ 9,098 patients

Median time spent in the ED⁸ 2 hours and 31 minutes

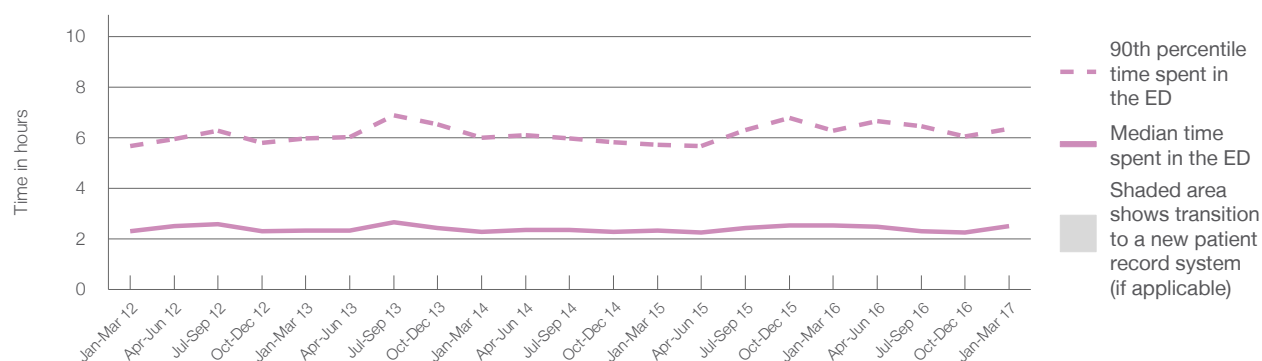
90th percentile time spent in the ED⁹ 6 hours and 21 minutes

Same period last year	NSW (this period)
9,460	
9,459	
2 hours and 32 minutes	2 hours and 44 minutes
6 hours and 17 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 19m	2h 21m	2h 17m	2h 21m	2h 32m	2h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 40m	5h 59m	6h 0m	5h 44m	6h 17m	6h 21m

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

Sydney Children's Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

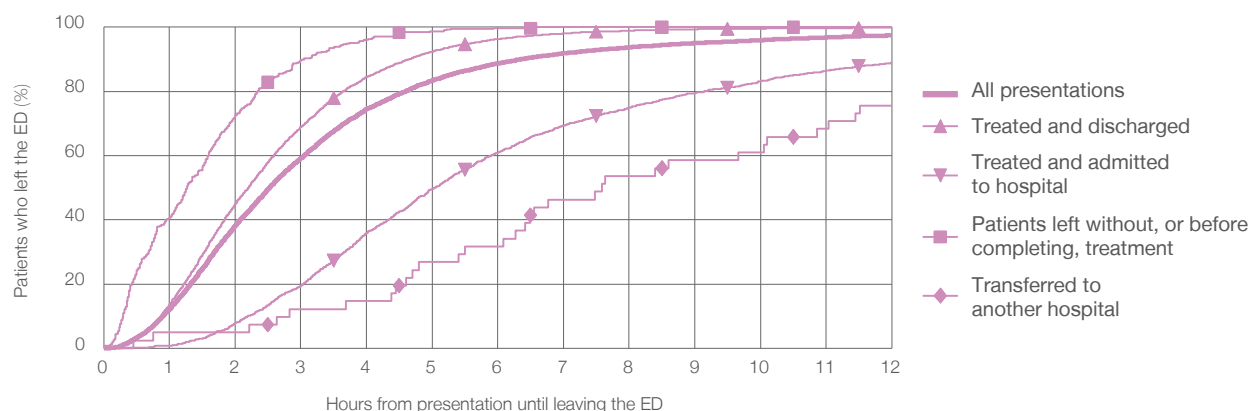
All presentations:[†] 9,099 patients

Presentations used to calculate time to leaving the ED:[‡] 9,098 patients

Treated and discharged	6,715 (73.8%)
Treated and admitted to hospital	1,918 (21.1%)
Patient left without, or before completing, treatment	415 (4.6%)
Transferred to another hospital	41 (0.5%)
Other	10 (0.1%)

Same period last year	Change since one year ago
9,459	-3.8%
6,933	-3.1%
1,996	-3.9%
481	-13.7%
35	17.1%
15	-33.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	13.7%	45.0%	68.9%	84.5%	96.2%	98.9%	99.6%	99.9%
Treated and admitted to hospital	0.8%	7.9%	19.5%	35.8%	61.0%	75.1%	83.2%	88.9%
Patient left without, or before completing, treatment	40.7%	72.5%	89.6%	96.1%	99.8%	100%	100%	100%
Transferred to another hospital	4.9%	4.9%	12.2%	14.6%	31.7%	53.7%	61.0%	75.6%
All presentations	12.2%	38.3%	59.2%	74.5%	88.7%	93.7%	96.0%	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.

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

Sydney Children's Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 9,099 patients

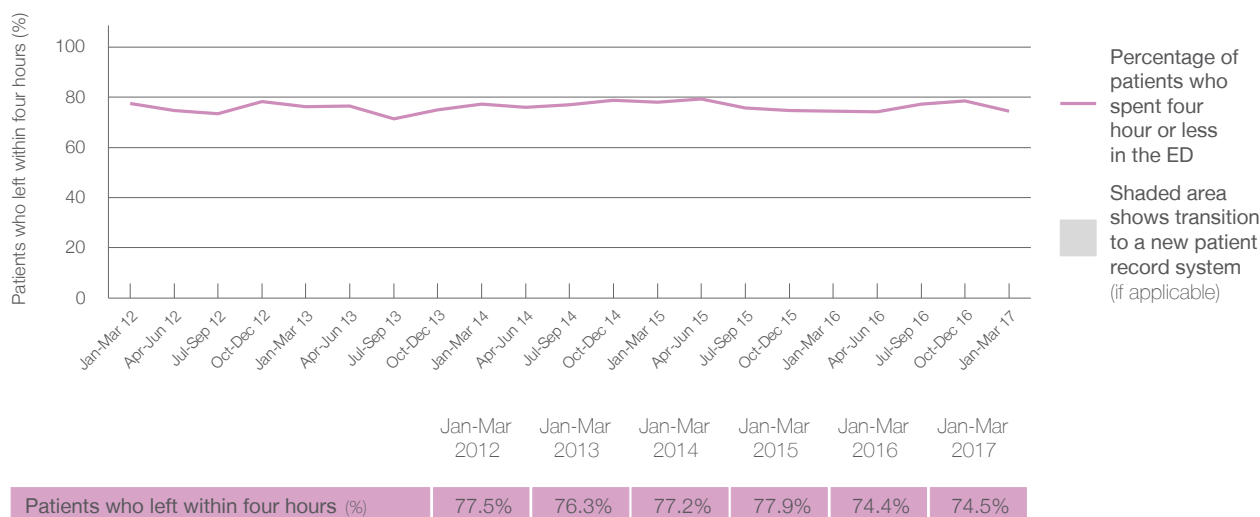
Presentations used to calculate time to leaving the ED:⁶ 9,098 patients

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



Same period last year	Change since one year ago
9,460	-3.8%
9,459	-3.8%
74.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 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*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

The Children's Hospital at Westmead: Emergency department (ED) overview

January to March 2017

All presentations:¹ 13,971 patients

Emergency presentations:² 13,775 patients

Same period last year	Change since one year ago
13,955	0.1%
13,752	0.2%

The Children's Hospital at Westmead: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 525 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,513 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,507 patients

Median time to start treatment⁴ 43 minutes
90th percentile time to start treatment⁵ 163 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 110 patients

Median time to start treatment⁴ 65 minutes
90th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
428	
7 minutes	8 minutes
10 minutes	26 minutes
3,391	
21 minutes	20 minutes
54 minutes	69 minutes
9,699	
43 minutes	26 minutes
156 minutes	101 minutes
116	
52 minutes	23 minutes
161 minutes	104 minutes

The Children's Hospital at Westmead: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 13,971 patients

Percentage of patients who spent four hours or less in the ED 67.7%

Same period last year	Change since one year ago
13,955	0.1%
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*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

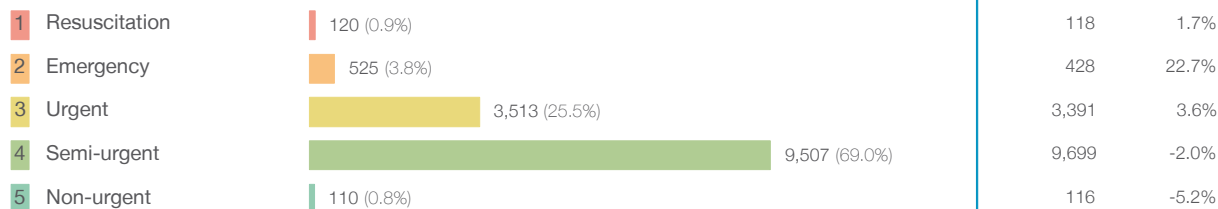
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Children's Hospital at Westmead: Patients presenting to the emergency department

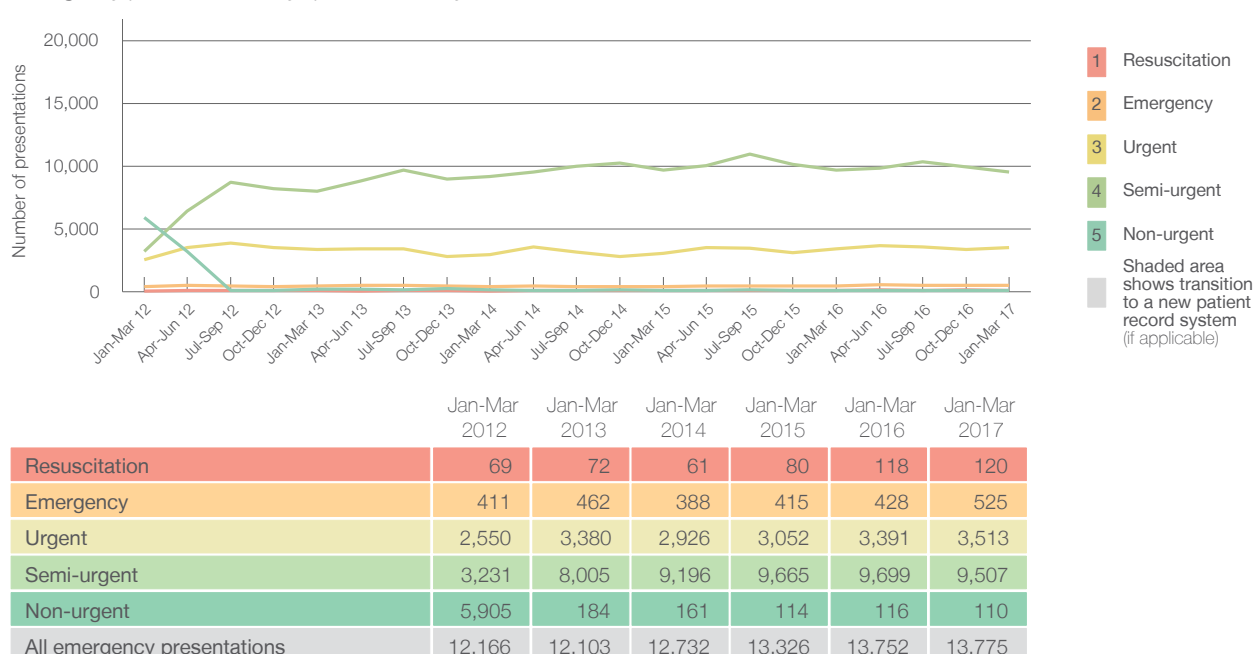
January to March 2017

All presentations:¹ 13,971 patients

Emergency presentations² by triage category: 13,775 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†‡Ω}



The Children's Hospital at Westmead: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,085 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.

(Ω) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 525

Number of triage 2 patients used to calculate waiting time:³ 525

Median time to start treatment⁴

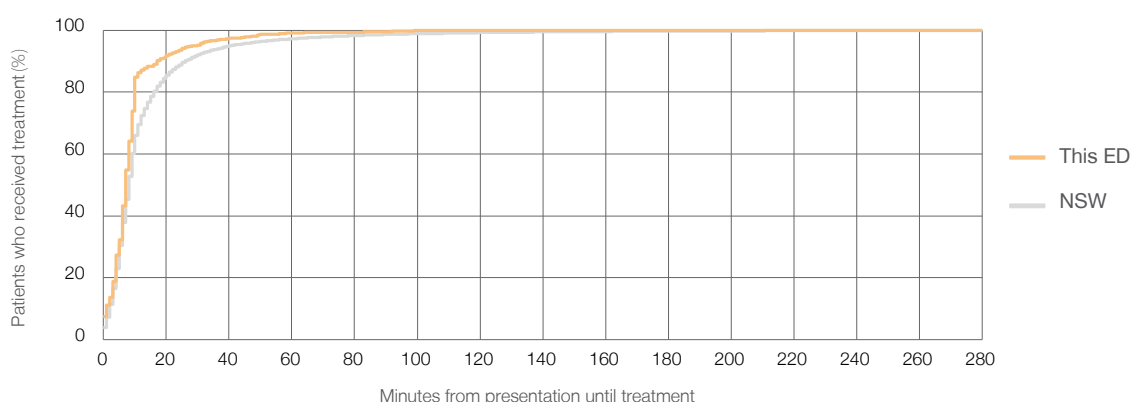
7 minutes

90th percentile time to start treatment⁵

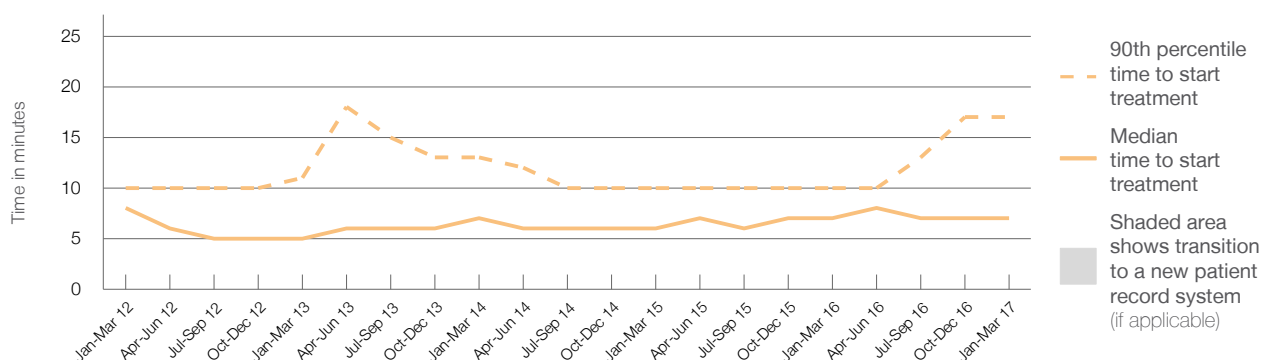
17 minutes

Same period last year	NSW (this period)
428	
428	
7 minutes	8 minutes
10 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	5	7	6	7	7
90th percentile time to start treatment ⁵ (minutes)	10	11	13	10	10	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 3,513

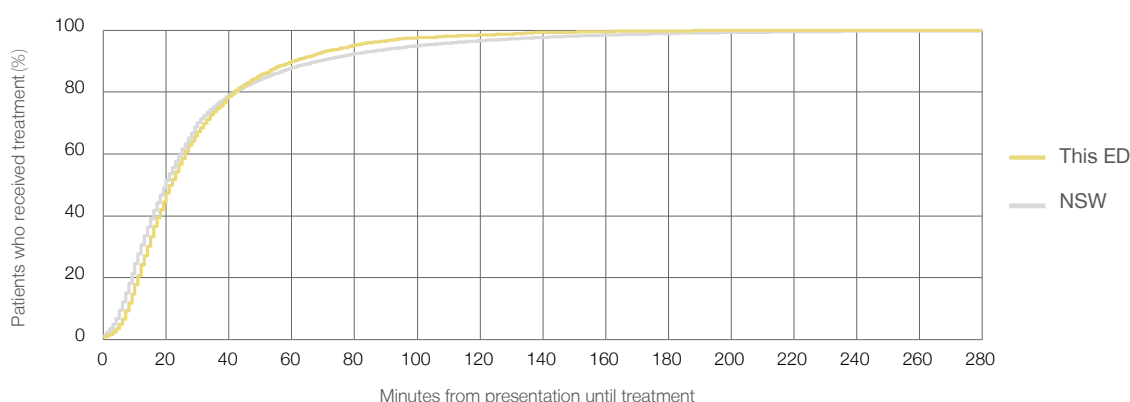
Number of triage 3 patients used to calculate waiting time:³ 3,502

Median time to start treatment⁴ 22 minutes

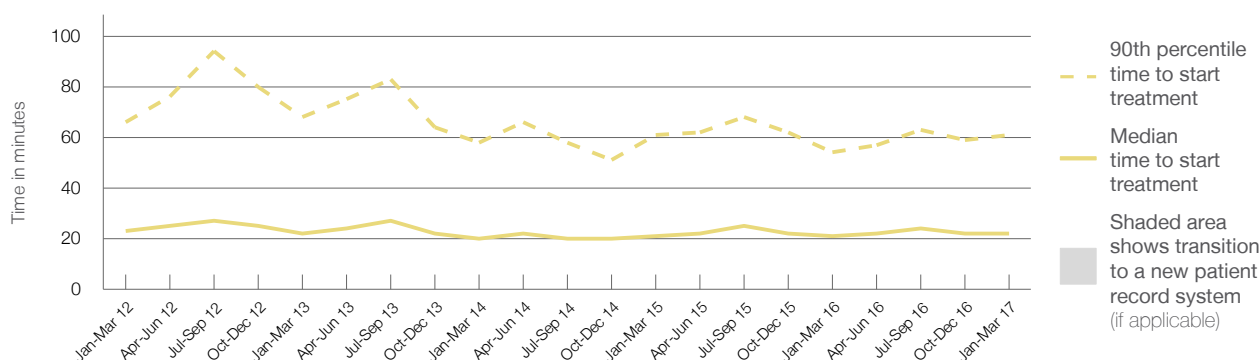
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
3,391	
3,385	
21 minutes	20 minutes
54 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	23	22	20	21	21	22
90th percentile time to start treatment ⁵ (minutes)	66	68	58	61	54	61

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 9,507

Number of triage 4 patients used to calculate waiting time:³ 7,993

Median time to start treatment⁴

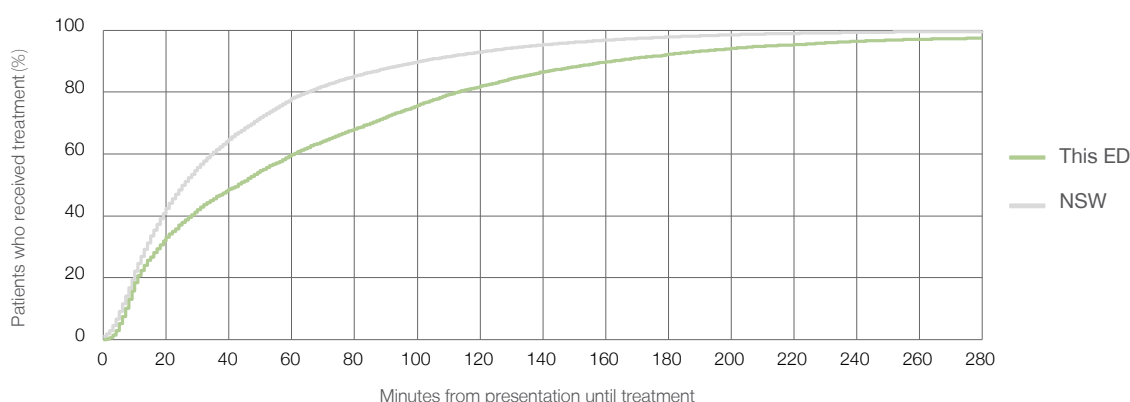
43 minutes

90th percentile time to start treatment⁵

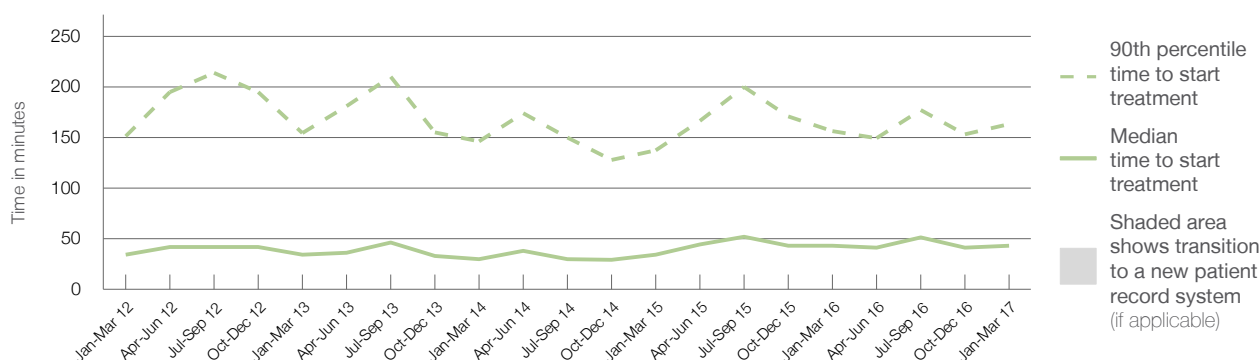
163 minutes

Same period last year	NSW (this period)
9,699	
8,350	
43 minutes	26 minutes
156 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	34	30	34	43	43
90th percentile time to start treatment ⁵ (minutes)	151	154	146	137	156	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 110

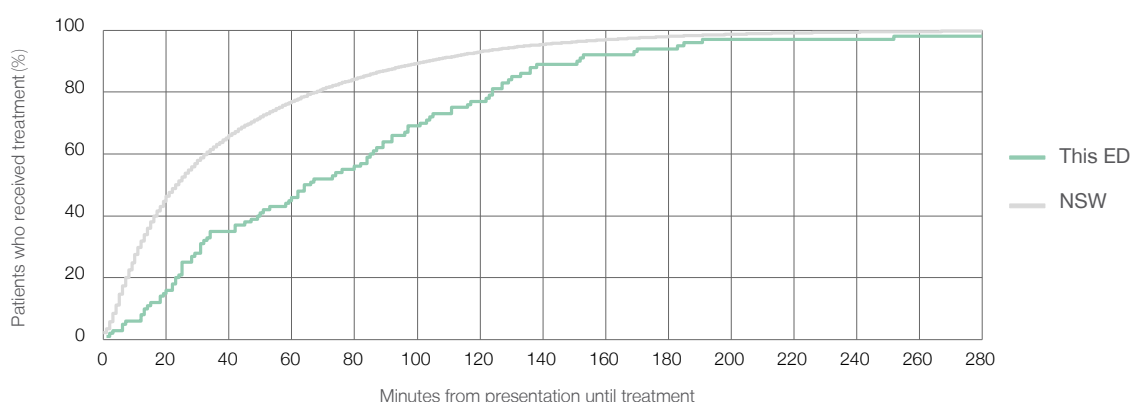
Number of triage 5 patients used to calculate waiting time:³ 100

Median time to start treatment⁴ 65 minutes

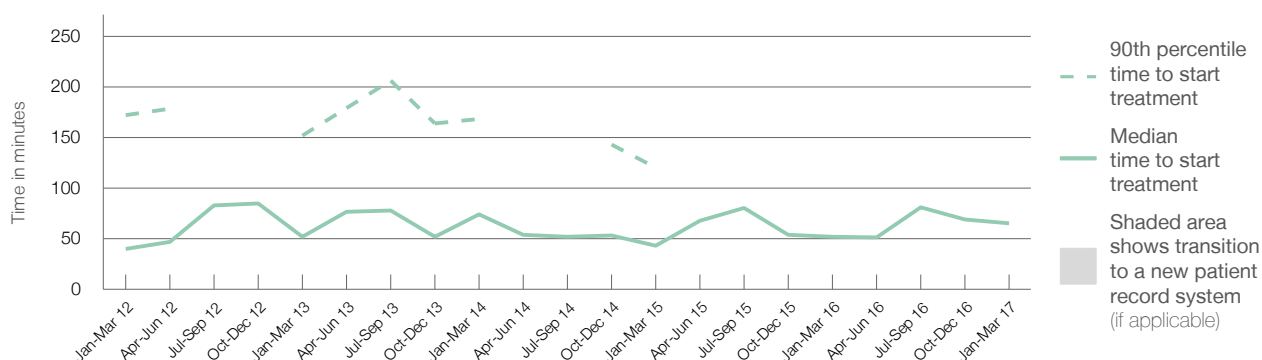
90th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
116	
102	
52 minutes	23 minutes
161 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	40	52	74	43	52	65
90th percentile time to start treatment ⁵ (minutes)	172	152	168	120	161	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time patients spent in the ED

January to March 2017

All presentations:¹ 13,971 patients

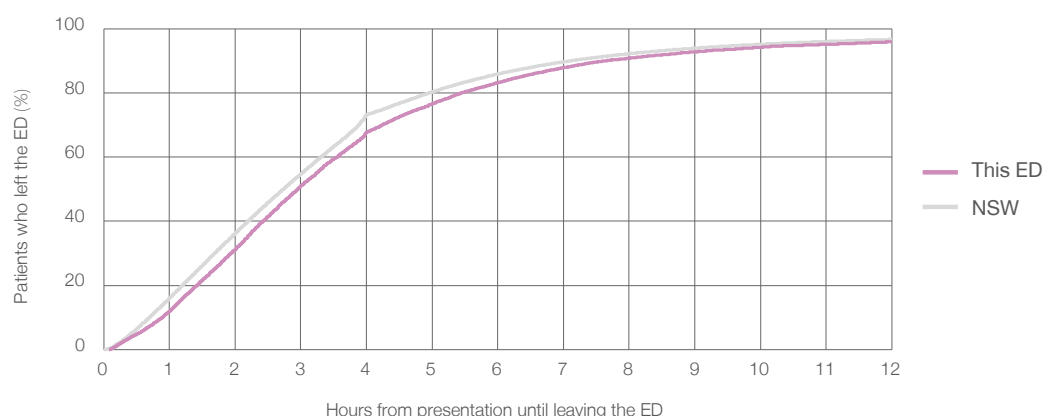
Presentations used to calculate time to leaving the ED:⁶ 13,971 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

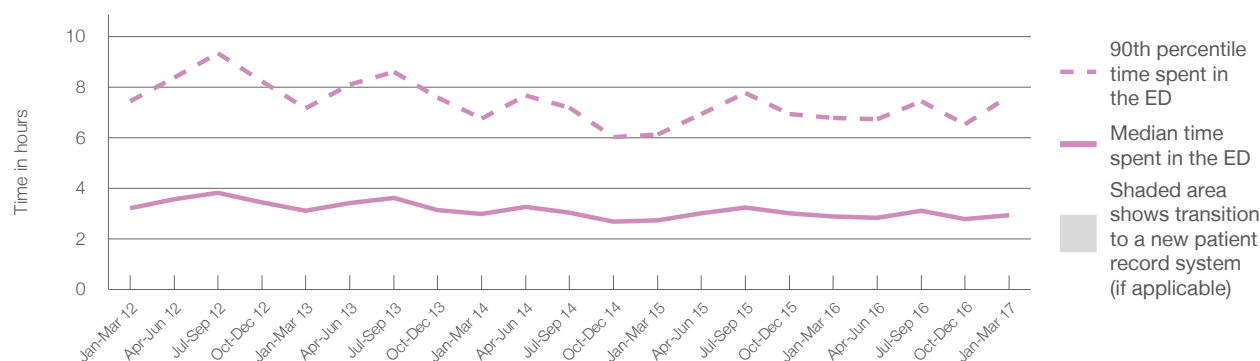
90th percentile time spent in the ED⁹ 7 hours and 39 minutes

Same period last year	NSW (this period)
13,955	
13,955	
2 hours and 54 minutes	2 hours and 44 minutes
6 hours and 47 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 14m	3h 8m	2h 59m	2h 45m	2h 54m	2h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 26m	7h 10m	6h 46m	6h 8m	6h 47m	7h 39m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time patients spent in the ED

By mode of separation

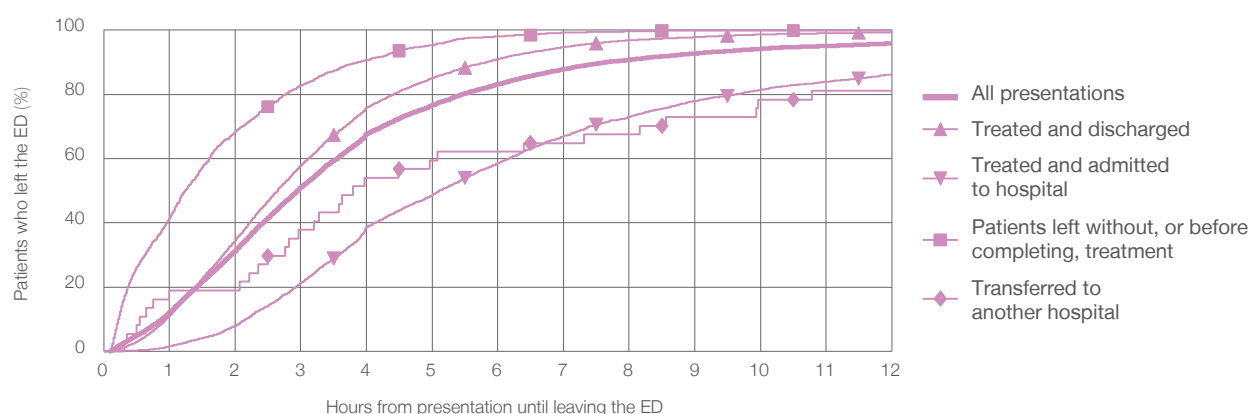
January to March 2017

All presentations:[†] 13,971 patients

Presentations used to calculate time to leaving the ED:[‡] 13,971 patients

		Same period last year	Change since one year ago
Treated and discharged	8,660 (62.0%)	8,924	-3.0%
Treated and admitted to hospital	3,684 (26.4%)	3,596	2.4%
Patient left without, or before completing, treatment	1,590 (11.4%)	1,397	13.8%
Transferred to another hospital	37 (0.3%)	38	-2.6%
Other	0 (0%)	0	

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



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

Treated and discharged	11.1%	34.6%	57.9%	75.9%	91.0%	96.8%	98.6%	99.3%
Treated and admitted to hospital	1.5%	7.9%	21.3%	38.7%	58.6%	73.0%	81.4%	86.2%
Patient left without, or before completing, treatment	41.5%	68.4%	82.8%	90.8%	98.1%	99.7%	99.9%	99.9%
Transferred to another hospital	18.9%	18.9%	37.8%	54.1%	62.2%	67.6%	78.4%	81.1%
All presentations	12.0%	31.4%	51.0%	67.7%	83.2%	90.8%	94.2%	95.9%

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 13,971 patients

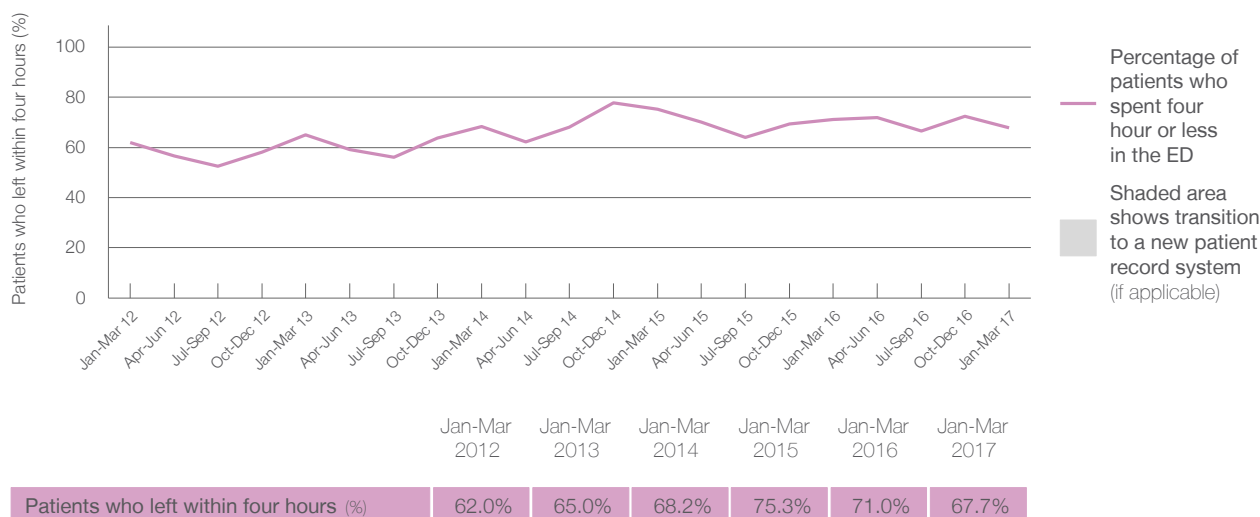
Presentations used to calculate time to leaving the ED:⁶ 13,971 patients

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



Same period last year	Change since one year ago
13,955	0.1%
13,955	0.1%
71.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Calvary Mater Newcastle: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,400 patients

Emergency presentations:² 9,399 patients

Same period last year	Change since one year ago
9,180	2.4%
9,133	2.9%

Calvary Mater Newcastle: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,390 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,345 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,500 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,123 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,214	
9 minutes	8 minutes
30 minutes	26 minutes
2,294	
21 minutes	20 minutes
52 minutes	69 minutes
4,423	
28 minutes	26 minutes
95 minutes	101 minutes
1,157	
28 minutes	23 minutes
108 minutes	104 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,400 patients

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

Same period last year	Change since one year ago
9,180	2.4%
74.9%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

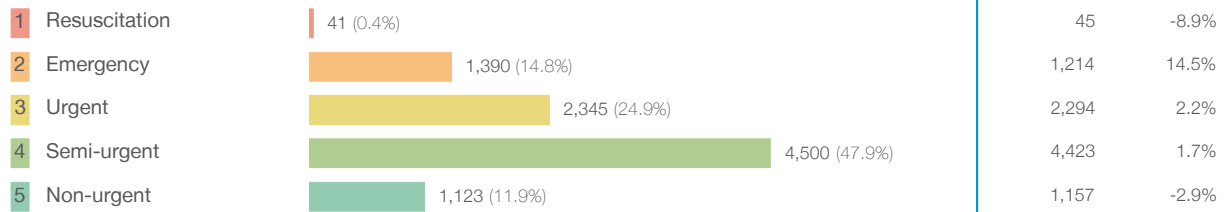
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Patients presenting to the emergency department

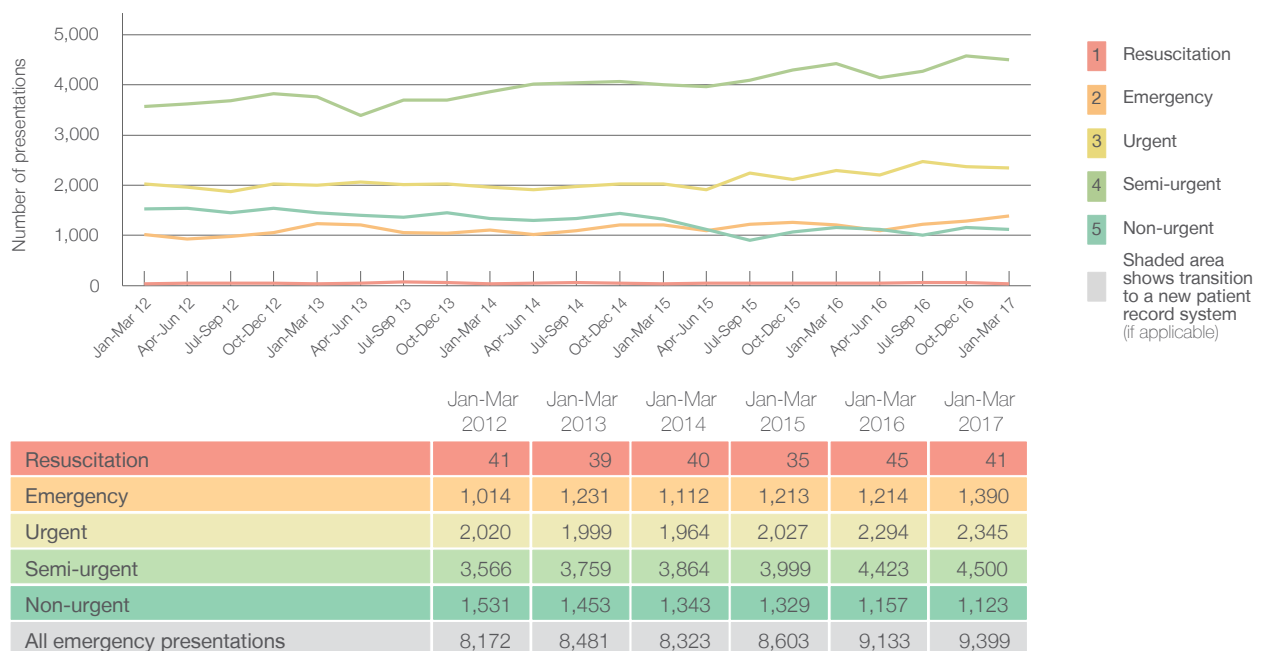
January to March 2017

All presentations:¹ 9,400 patients

Emergency presentations² by triage category: 9,399 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Calvary Mater Newcastle: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,794 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.

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 1,390

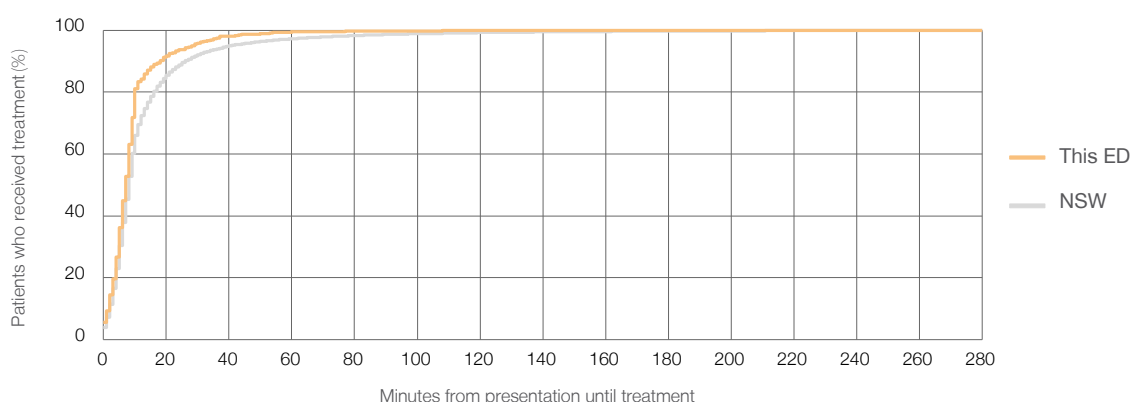
Number of triage 2 patients used to calculate waiting time:³ 1,019

Median time to start treatment⁴ 7 minutes

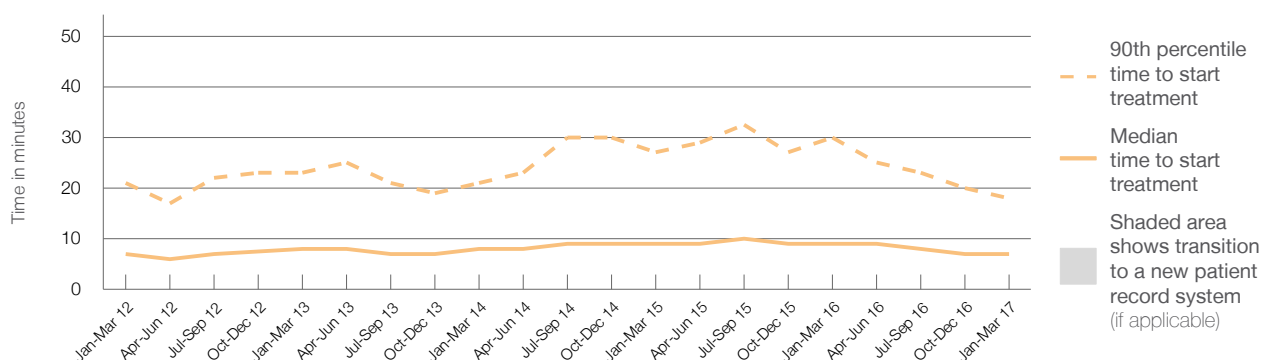
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,214	
950	
9 minutes	8 minutes
30 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	8	8	9	9	7
90th percentile time to start treatment ⁵ (minutes)	21	23	21	27	30	18

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

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 2,345

Number of triage 3 patients used to calculate waiting time:³ 2,026

Median time to start treatment⁴

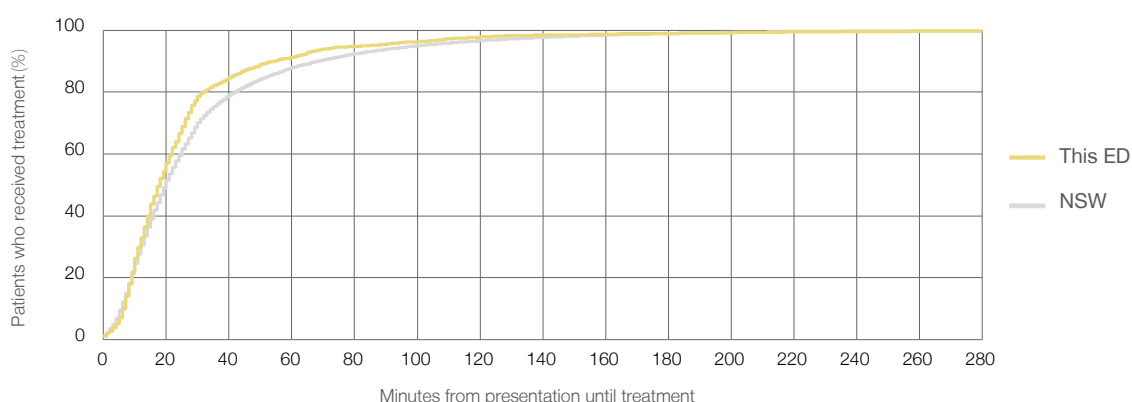
18 minutes

90th percentile time to start treatment⁵

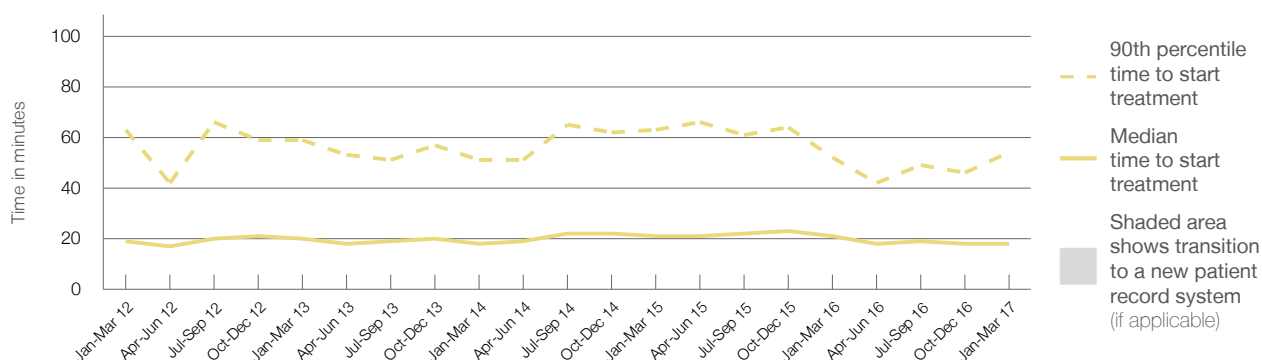
54 minutes

Same period last year	NSW (this period)
2,294	
1,934	
21 minutes	20 minutes
52 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	19	20	18	21	21	18
90th percentile time to start treatment ⁵ (minutes)	63	59	51	63	52	54

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

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 4,500

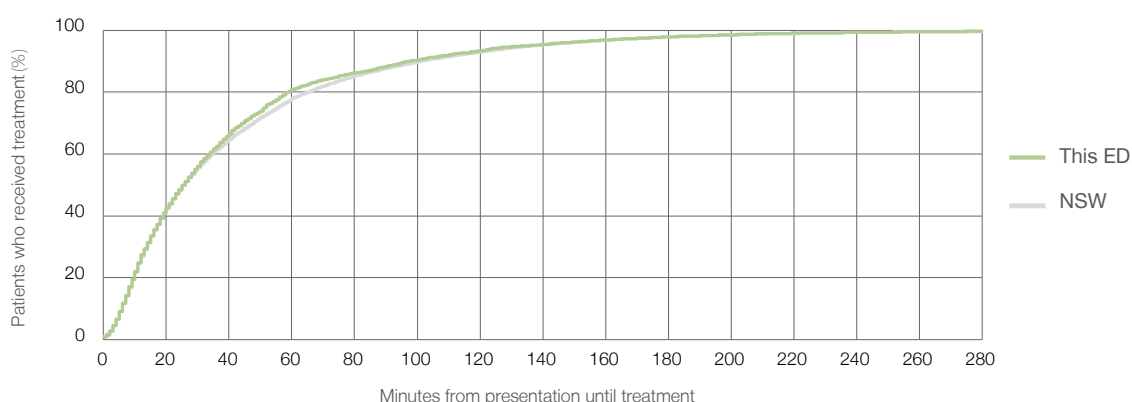
Number of triage 4 patients used to calculate waiting time:³ 4,070

Median time to start treatment⁴ 26 minutes

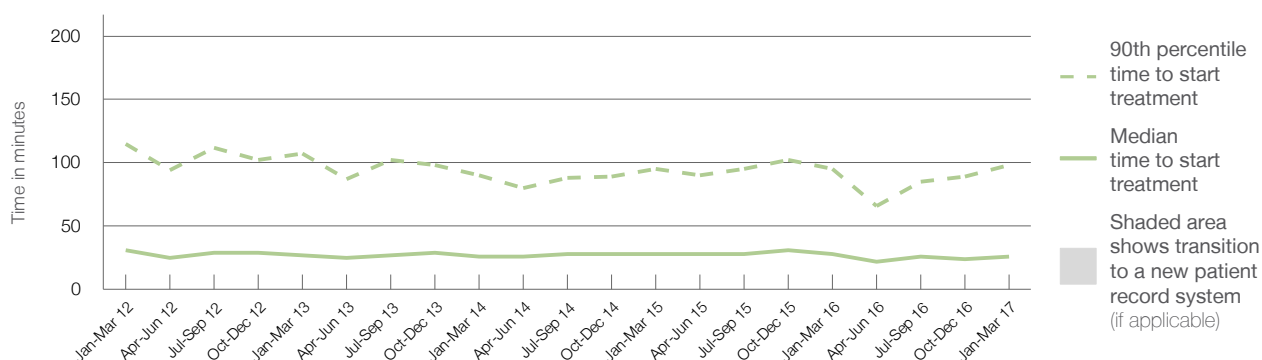
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
4,423	
3,982	
28 minutes	26 minutes
95 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	31	27	26	28	28	26
90th percentile time to start treatment ⁵ (minutes)	115	107	90	95	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.

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 1,123

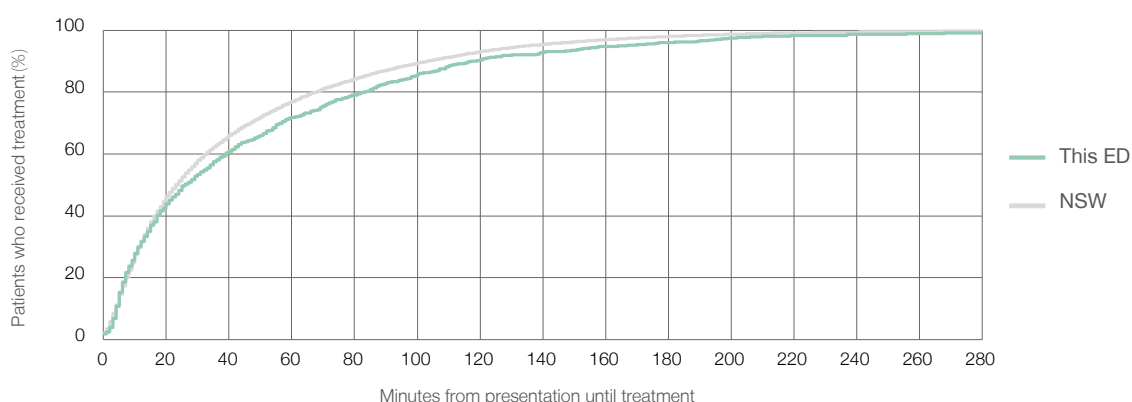
Number of triage 5 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ 26 minutes

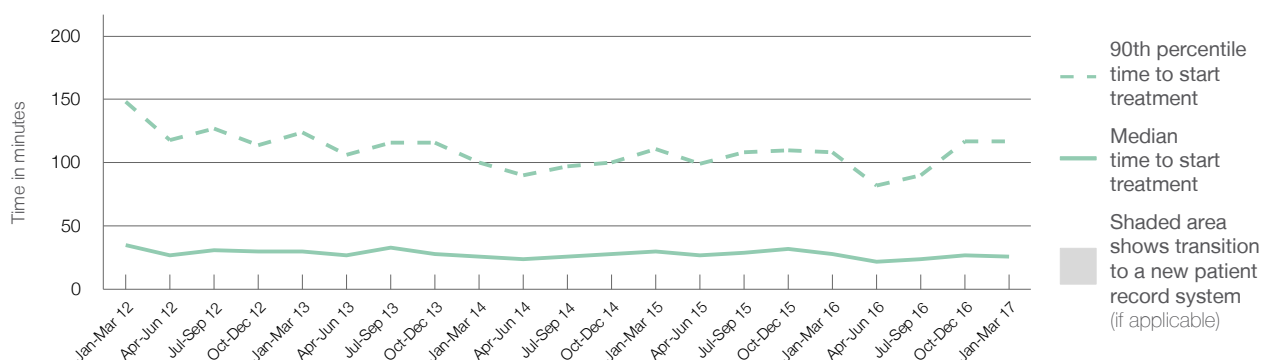
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,157	
955	
28 minutes	23 minutes
108 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	30	26	30	28	26
90th percentile time to start treatment ⁵ (minutes)	148	124	100	111	108	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.

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

Calvary Mater Newcastle: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,400 patients

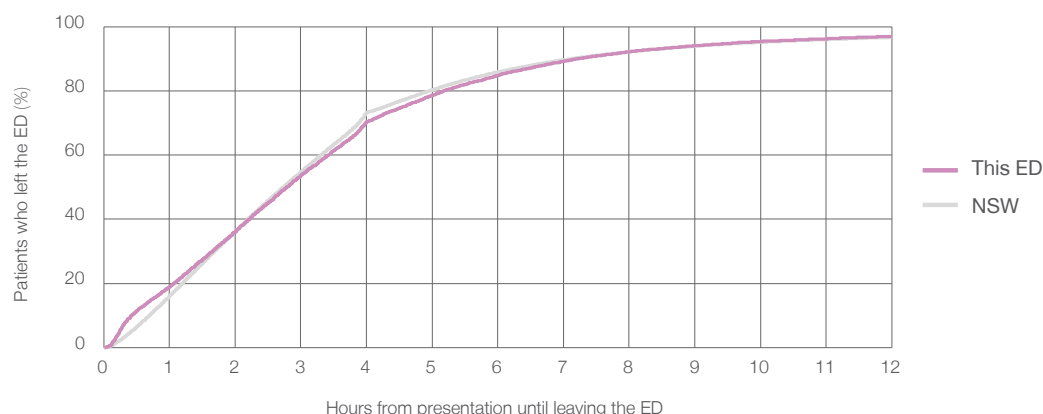
Presentations used to calculate time to leaving the ED:⁶ 9,400 patients

Median time spent in the ED⁸ 2 hours and 47 minutes

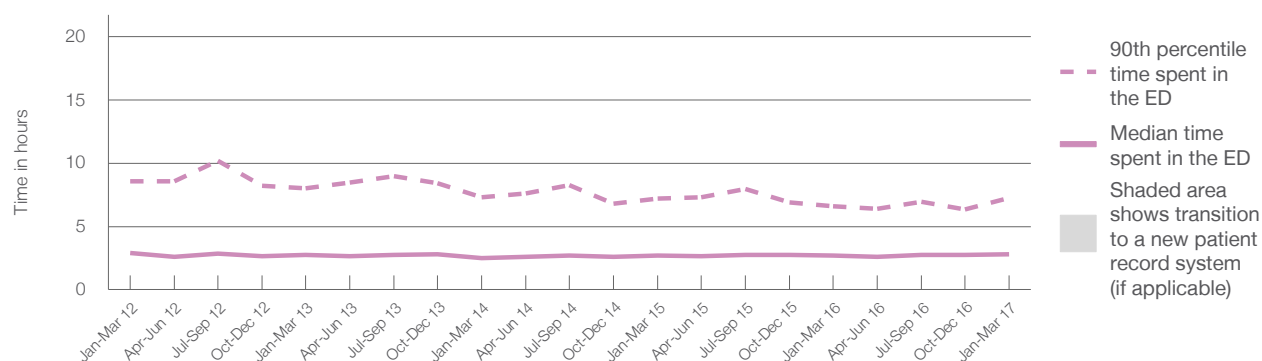
90th percentile time spent in the ED⁹ 7 hours and 14 minutes

Same period last year	NSW (this period)
9,180	
9,180	
2 hours and 42 minutes	2 hours and 44 minutes
6 hours and 37 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 55m	2h 44m	2h 30m	2h 41m	2h 42m	2h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 35m	8h 1m	7h 19m	7h 11m	6h 37m	7h 14m

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

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

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

Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

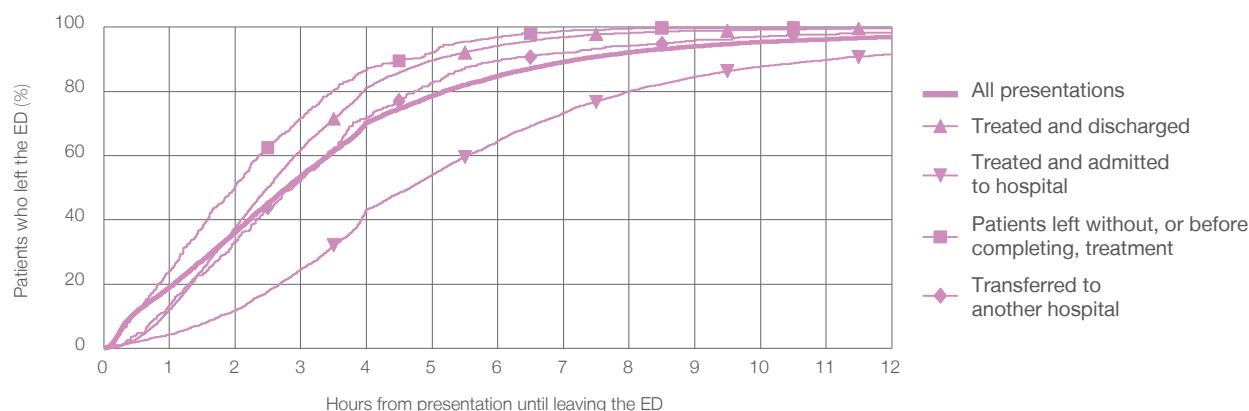
January to March 2017

All presentations:[†] 9,400 patients

Presentations used to calculate time to leaving the ED:[‡] 9,400 patients

		Same period last year	Change since one year ago
Treated and discharged	4,269 (45.4%)	4,319	-1.2%
Treated and admitted to hospital	3,162 (33.6%)	2,996	5.5%
Patient left without, or before completing, treatment	467 (5.0%)	387	20.7%
Transferred to another hospital	422 (4.5%)	432	-2.3%
Other	1,080 (11.5%)	1,046	3.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	12.0%	37.5%	61.8%	81.1%	94.2%	98.2%	99.2%	99.6%
Treated and admitted to hospital	4.3%	11.8%	24.6%	43.2%	64.6%	80.0%	87.7%	91.6%
Patient left without, or before completing, treatment	24.0%	50.5%	71.7%	86.7%	97.0%	99.6%	99.8%	99.8%
Transferred to another hospital	13.5%	33.2%	52.1%	71.8%	89.6%	94.1%	97.2%	98.3%
All presentations	19.0%	36.2%	53.6%	70.3%	84.8%	92.2%	95.4%	96.9%

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

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

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

Calvary Mater Newcastle: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 9,400 patients

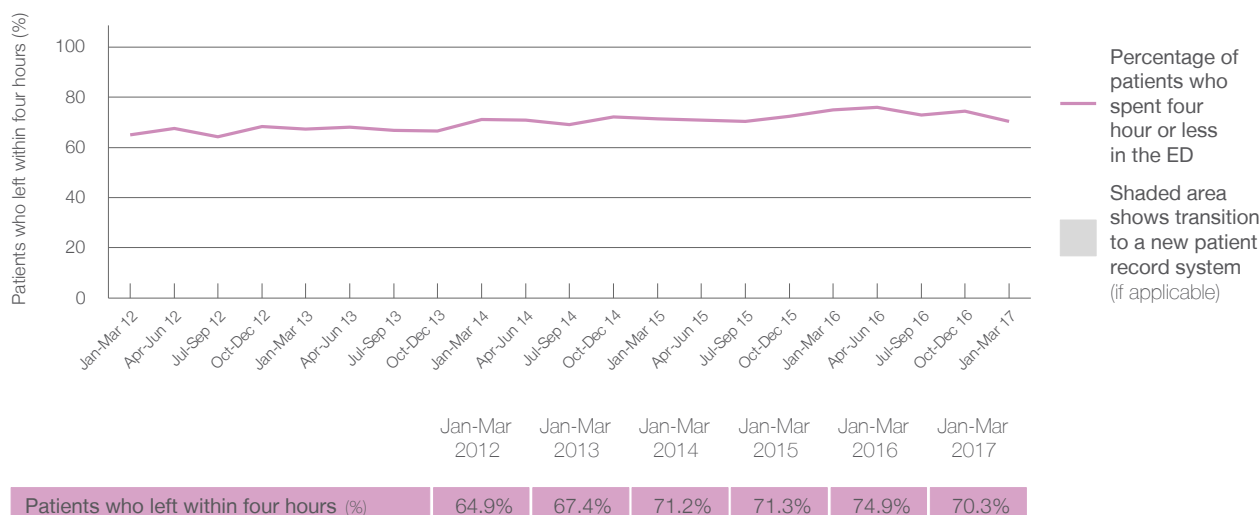
Presentations used to calculate time to leaving the ED:⁶ 9,400 patients

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



Same period last year	Change since one year ago
9,180	2.4%
9,180	2.4%
74.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Sydney/Sydney Eye Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,078 patients

Emergency presentations:² 7,772 patients

Same period last year	Change since one year ago
10,501	-23.1%
8,043	-3.4%

Sydney/Sydney Eye Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 120 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 933 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,499 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,220 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
126	
8 minutes	8 minutes
18 minutes	26 minutes
1,033	
21 minutes	20 minutes
45 minutes	69 minutes
4,497	
28 minutes	26 minutes
75 minutes	101 minutes
2,387	
29 minutes	23 minutes
86 minutes	104 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,078 patients

Percentage of patients who spent four hours or less in the ED 88.2%

Same period last year	Change since one year ago
10,500	-23.1%
88.5%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

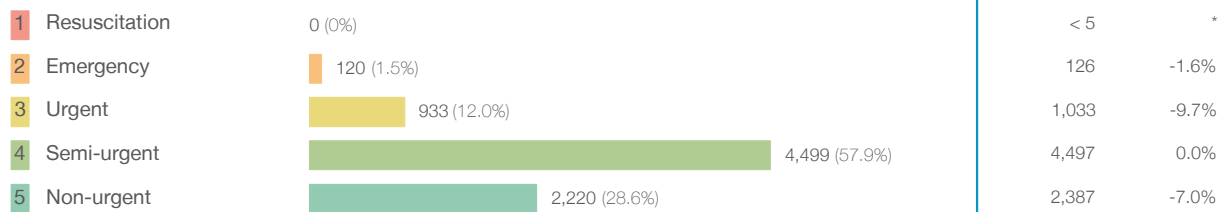
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department

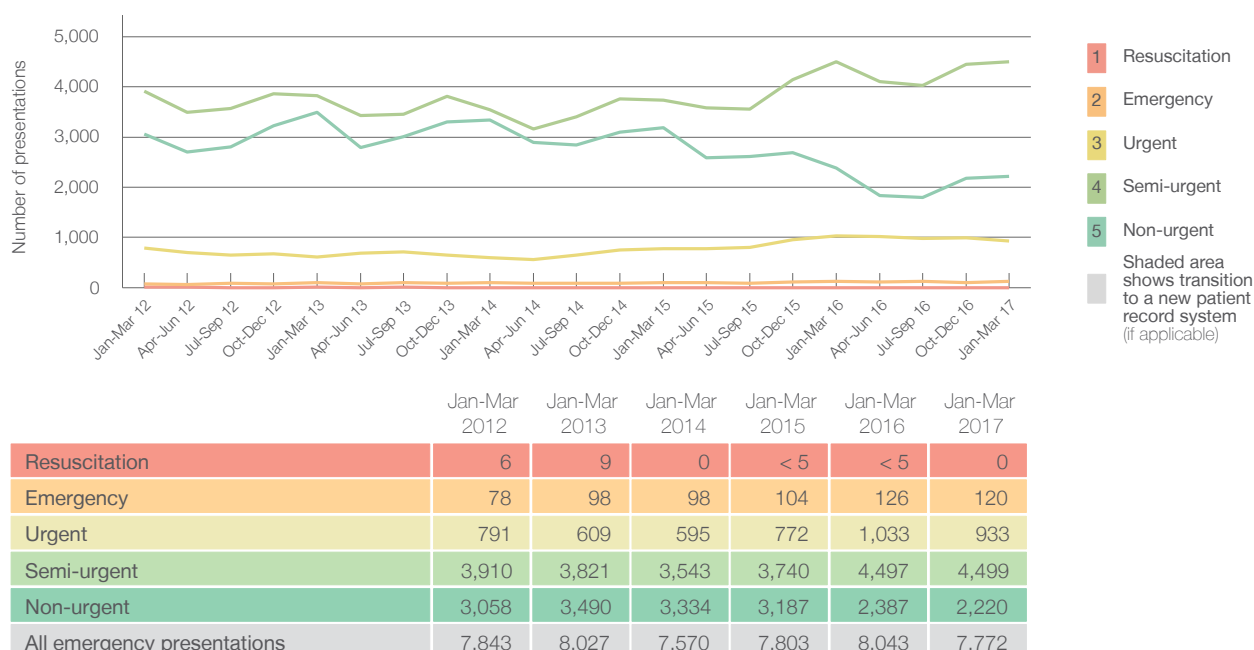
January to March 2017

All presentations:¹ 8,078 patients

Emergency presentations² by triage category: 7,772 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Sydney/Sydney Eye Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 742 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.

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

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

January to March 2017

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

Number of triage 2 patients: 120

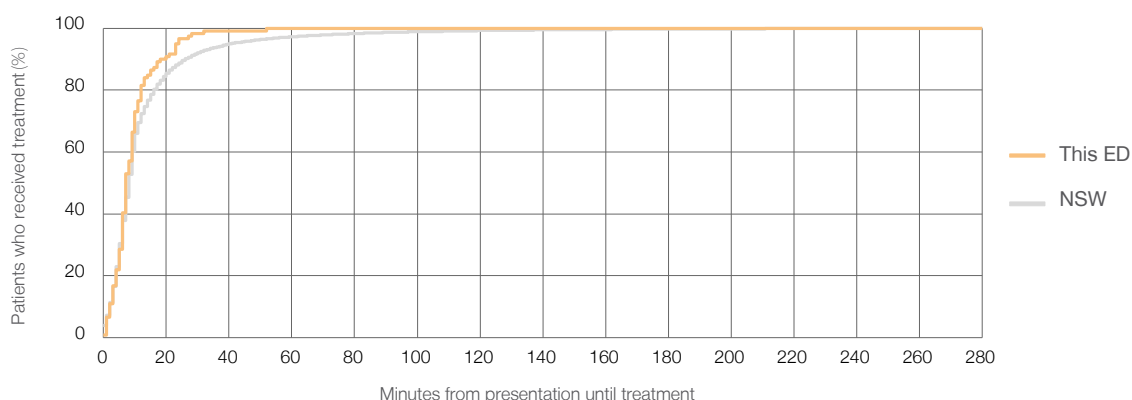
Number of triage 2 patients used to calculate waiting time:³ 119

Median time to start treatment⁴ 7 minutes

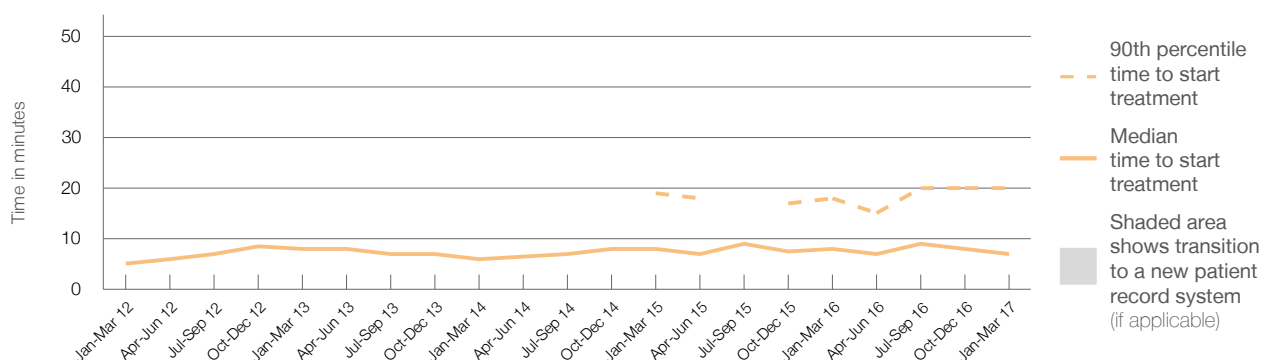
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
126	
122	
8 minutes	8 minutes
18 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	8	6	8	8	7
90th percentile time to start treatment ⁵ (minutes)	*	*	*	19	18	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.

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

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

January to March 2017

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

Number of triage 3 patients: 933

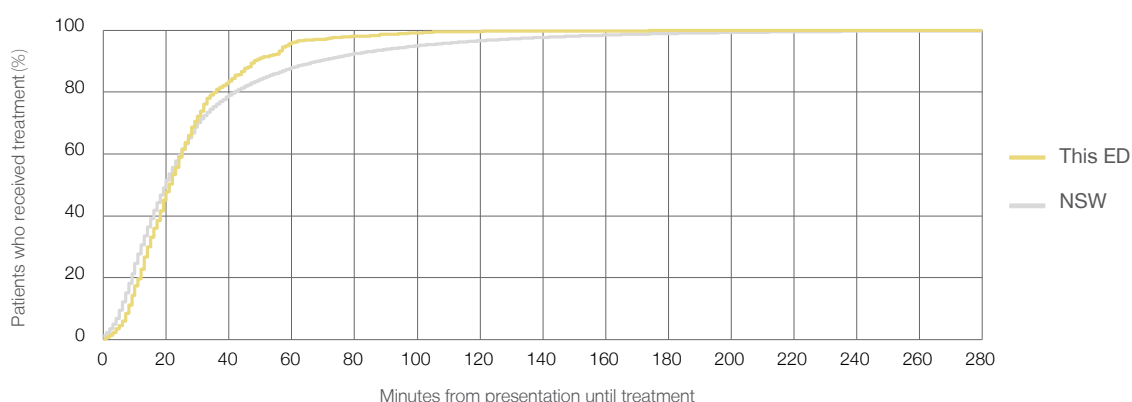
Number of triage 3 patients used to calculate waiting time:³ 917

Median time to start treatment⁴ 21 minutes

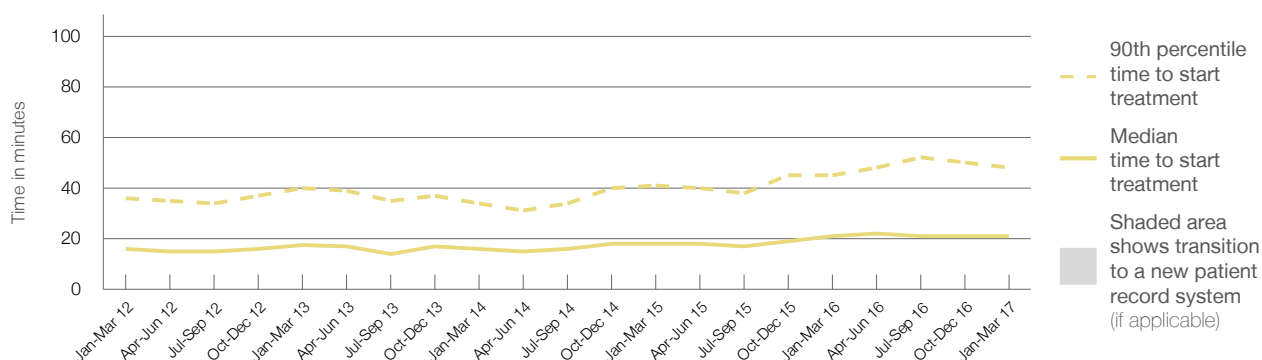
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
1,033	
1,021	
21 minutes	20 minutes
45 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	18	16	18	21	21
90th percentile time to start treatment ⁵ (minutes)	36	40	34	41	45	48

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 4,499

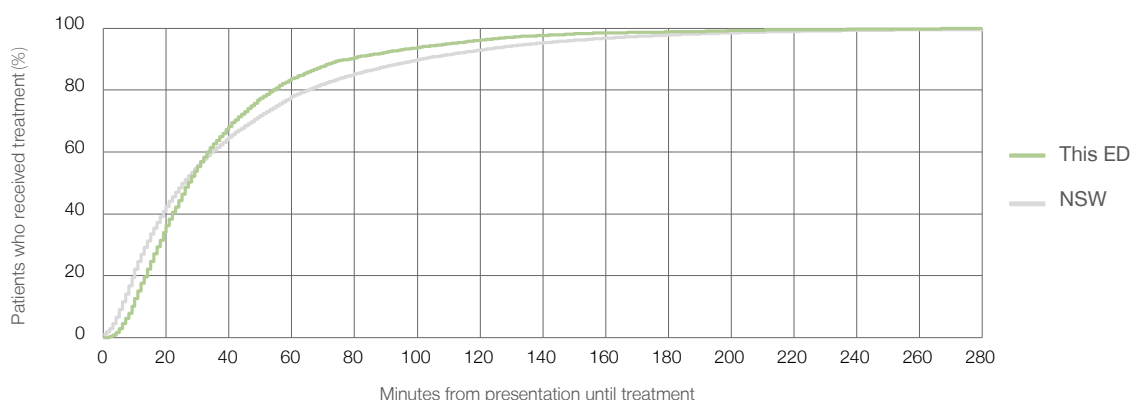
Number of triage 4 patients used to calculate waiting time:³ 4,401

Median time to start treatment⁴ 27 minutes

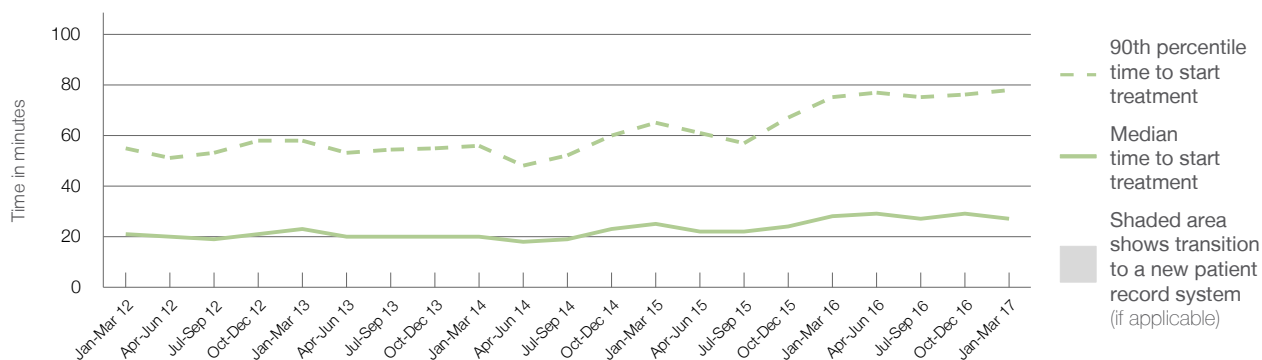
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
4,497	
4,401	
28 minutes	26 minutes
75 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	21	23	20	25	28	27
90th percentile time to start treatment ⁵ (minutes)	55	58	56	65	75	78

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 2,220

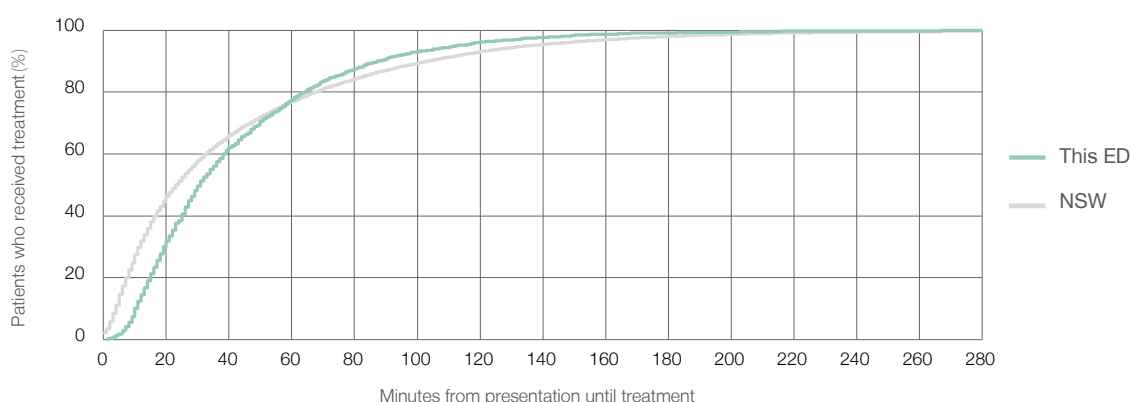
Number of triage 5 patients used to calculate waiting time:³ 2,044

Median time to start treatment⁴ 31 minutes

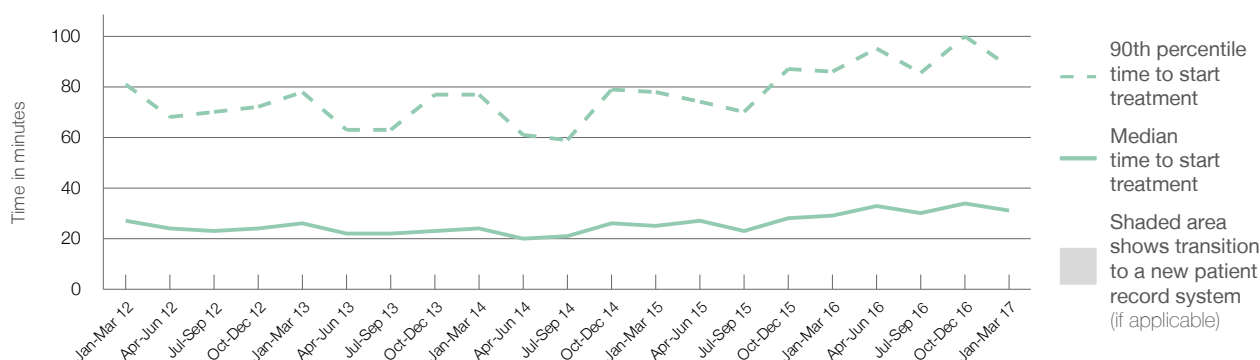
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
2,387	
2,146	
29 minutes	23 minutes
86 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	26	24	25	29	31
90th percentile time to start treatment ⁵ (minutes)	81	78	77	78	86	88

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

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

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

Sydney/Sydney Eye Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,078 patients

Presentations used to calculate time to leaving the ED:⁶ 8,078 patients

Median time spent in the ED⁸

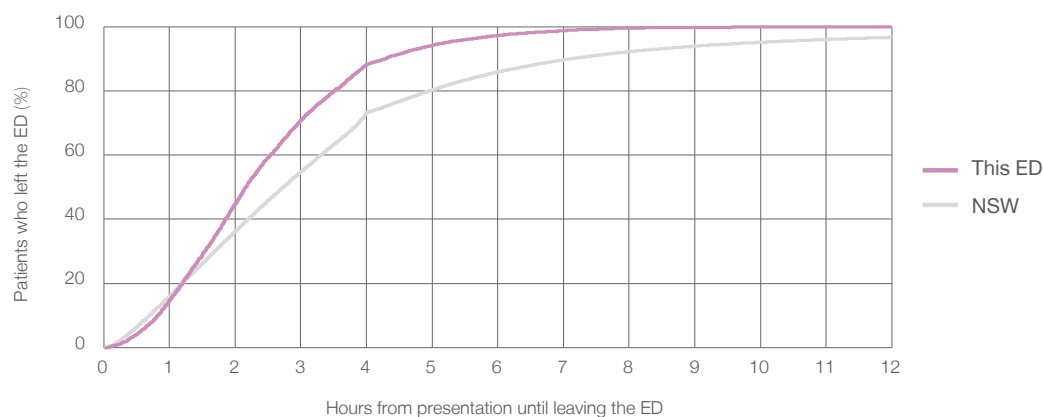
2 hours and 10 minutes

90th percentile time spent in the ED⁹

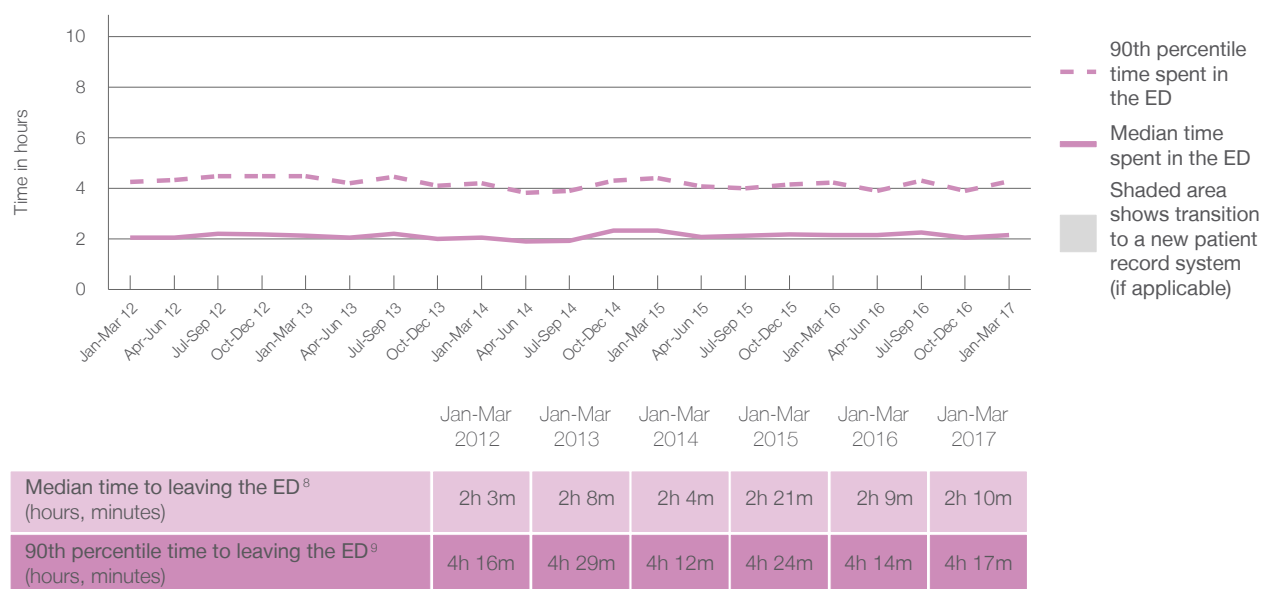
4 hours and 17 minutes

Same period last year	NSW (this period)
10,501	
10,500	
2 hours and 9 minutes	2 hours and 44 minutes
4 hours and 14 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



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

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

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

Sydney/Sydney Eye Hospital: Time patients spent in the ED

By mode of separation

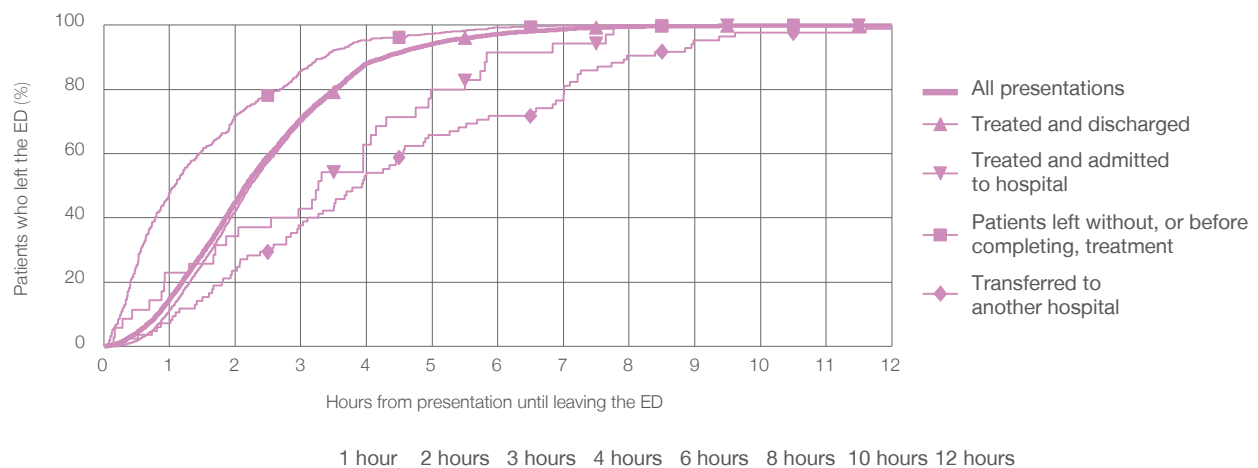
January to March 2017

All presentations:[†] 8,078 patients

Presentations used to calculate time to leaving the ED:[‡] 8,078 patients

		Same period last year	Change since one year ago
Treated and discharged	7,230 (89.5%)	8,698	-16.9%
Treated and admitted to hospital	35 (0.4%)	541	-93.5%
Patient left without, or before completing, treatment	632 (7.8%)	893	-29.2%
Transferred to another hospital	85 (1.1%)	77	10.4%
Other	96 (1.2%)	292	-67.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.3%	42.2%	69.8%	87.9%	97.4%	99.6%	99.9%	100%
Treated and admitted to hospital	22.9%	34.3%	42.9%	62.9%	91.4%	100%	100%	100%
Patient left without, or before completing, treatment	47.8%	71.7%	85.8%	95.3%	99.2%	99.8%	100%	100%
Transferred to another hospital	7.1%	23.5%	37.6%	54.1%	71.8%	90.6%	97.6%	98.8%
All presentations	14.8%	44.8%	70.9%	88.2%	97.3%	99.6%	99.9%	100%

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

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

Sydney/Sydney Eye Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 8,078 patients

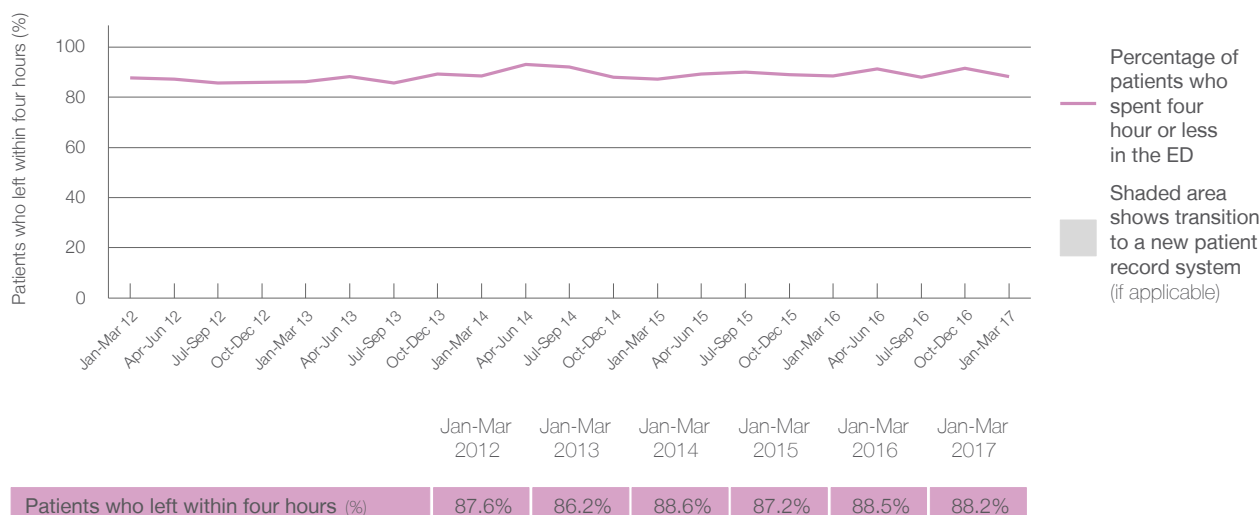
Presentations used to calculate time to leaving the ED:⁶ 8,078 patients

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

88.2%

Same period last year	Change since one year ago
10,501	-23.1%
10,500	-23.1%
88.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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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 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 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*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Auburn Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,719 patients

Emergency presentations:² 6,500 patients

Same period last year	Change since one year ago
6,792	-1.1%
6,594	-1.4%

Auburn Hospital: Time patients waited to start treatment³

January to March 2017

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

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,186 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,845 patients

Median time to start treatment⁴ 33 minutes

90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
943	
9 minutes	8 minutes
26 minutes	26 minutes
2,346	
22 minutes	20 minutes
68 minutes	69 minutes
2,841	
32 minutes	26 minutes
125 minutes	101 minutes
430	
22 minutes	23 minutes
104 minutes	104 minutes

Auburn Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,717 patients

Percentage of patients who spent four hours or less in the ED 80.4%

Same period last year	Change since one year ago
6,792	-1.1%
81.6%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

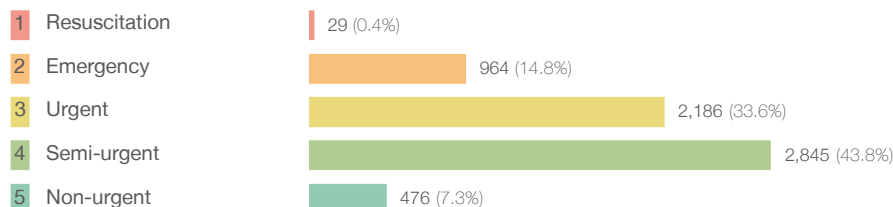
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Auburn Hospital: Patients presenting to the emergency department

January to March 2017

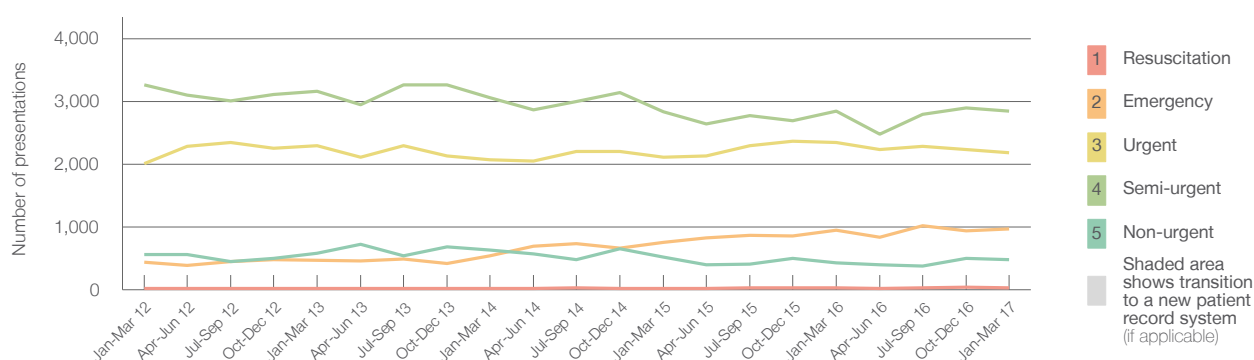
All presentations:¹ 6,719 patients

Emergency presentations² by triage category: 6,500 patients



Same period last year	Change since one year ago
6,792	-1.1%
6,594	-1.4%
34	-14.7%
943	2.2%
2,346	-6.8%
2,841	0.1%
430	10.7%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



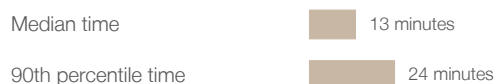
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	18	17	20	16	34	29
Emergency	441	471	541	753	943	964
Urgent	2,010	2,291	2,067	2,109	2,346	2,186
Semi-urgent	3,267	3,157	3,059	2,835	2,841	2,845
Non-urgent	557	575	636	518	430	476
All emergency presentations	6,293	6,511	6,323	6,231	6,594	6,500

Auburn Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 823 patients

ED Transfer of care time



Same period last year	Change since one year ago
795	
13 minutes	0 minutes
23 minutes	1 minute

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

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

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

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

January to March 2017

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

Number of triage 2 patients: 964

Number of triage 2 patients used to calculate waiting time:³ 963

Median time to start treatment⁴

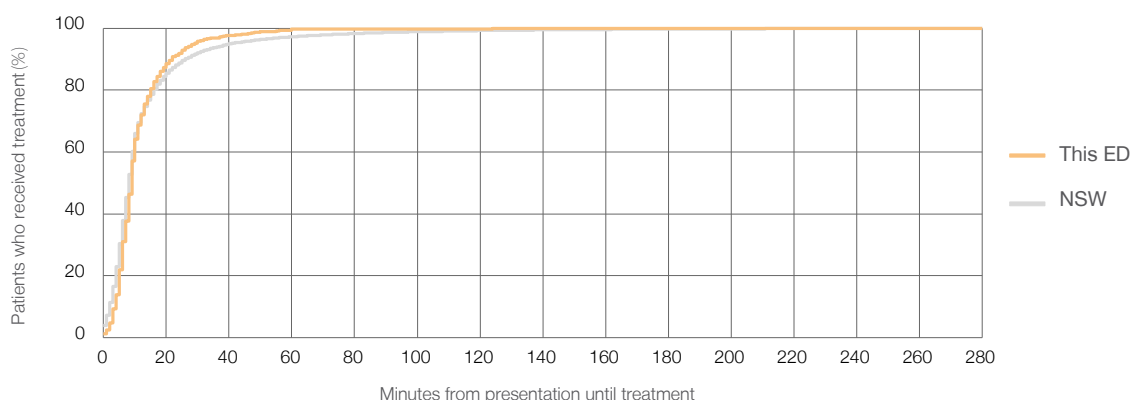
9 minutes

90th percentile time to start treatment⁵

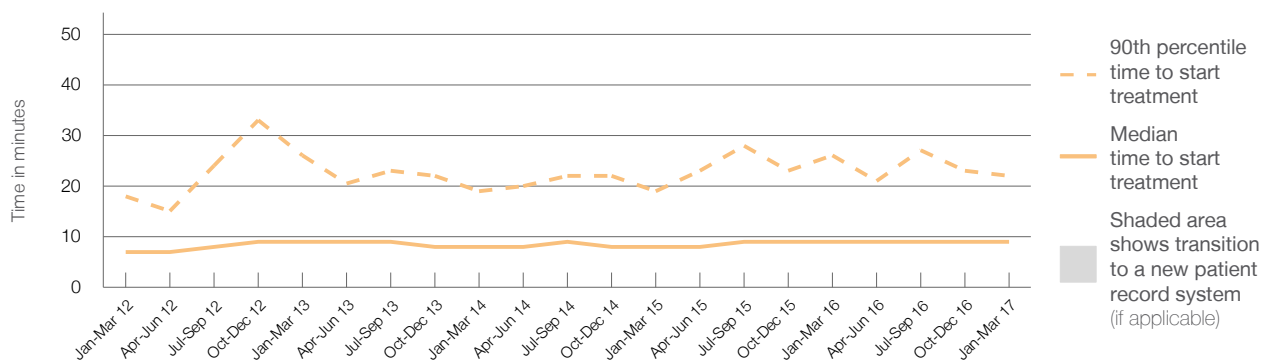
22 minutes

Same period last year	NSW (this period)
943	
930	
9 minutes	8 minutes
26 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	9	8	8	9	9
90th percentile time to start treatment ⁵ (minutes)	18	26	19	19	26	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.

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

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

January to March 2017

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

Number of triage 3 patients: 2,186

Number of triage 3 patients used to calculate waiting time:³ 2,141

Median time to start treatment⁴

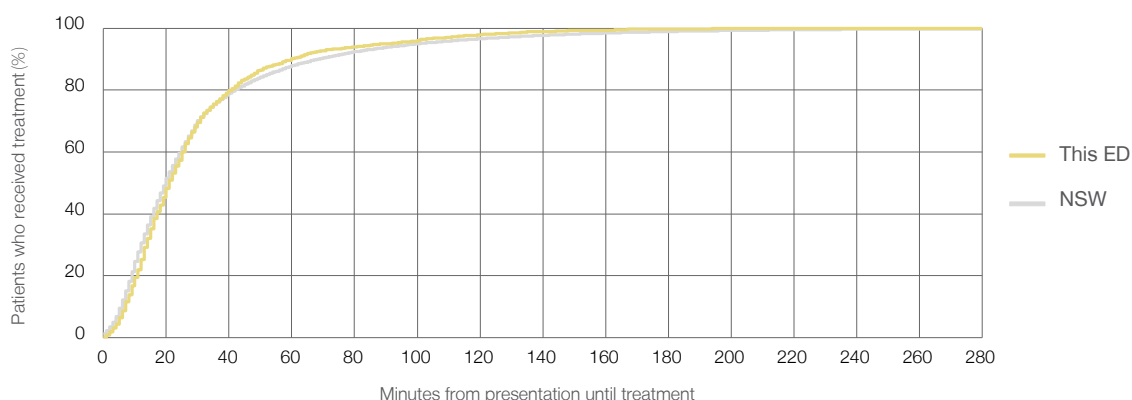
21 minutes

90th percentile time to start treatment⁵

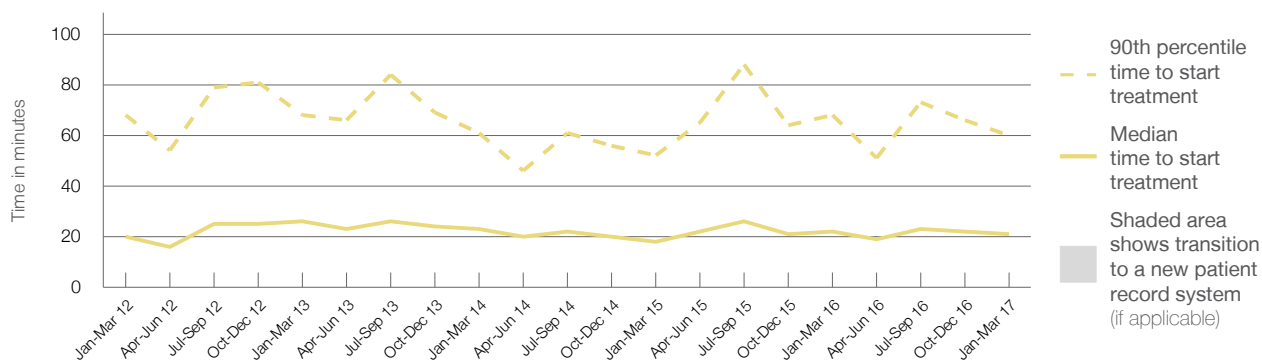
60 minutes

Same period last year	NSW (this period)
2,346	
2,224	
22 minutes	20 minutes
68 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	26	23	18	22	21
90th percentile time to start treatment ⁵ (minutes)	68	68	61	52	68	60

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 2,845

Number of triage 4 patients used to calculate waiting time:³ 2,561

Median time to start treatment⁴

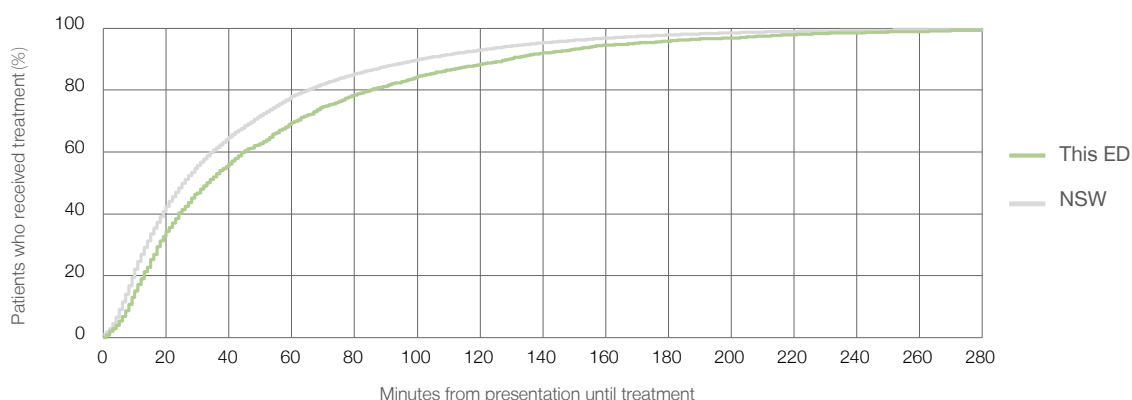
33 minutes

90th percentile time to start treatment⁵

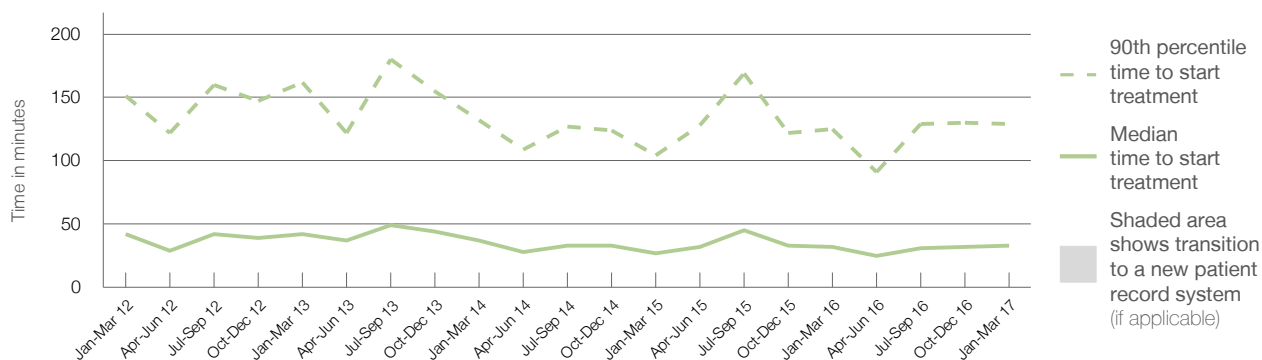
129 minutes

Same period last year	NSW (this period)
2,841	
2,476	
32 minutes	26 minutes
125 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	42	42	37	27	32	33
90th percentile time to start treatment ⁵ (minutes)	151	162	132	104	125	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.

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

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

January to March 2017

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

Number of triage 5 patients: 476

Number of triage 5 patients used to calculate waiting time:³ 358

Median time to start treatment⁴

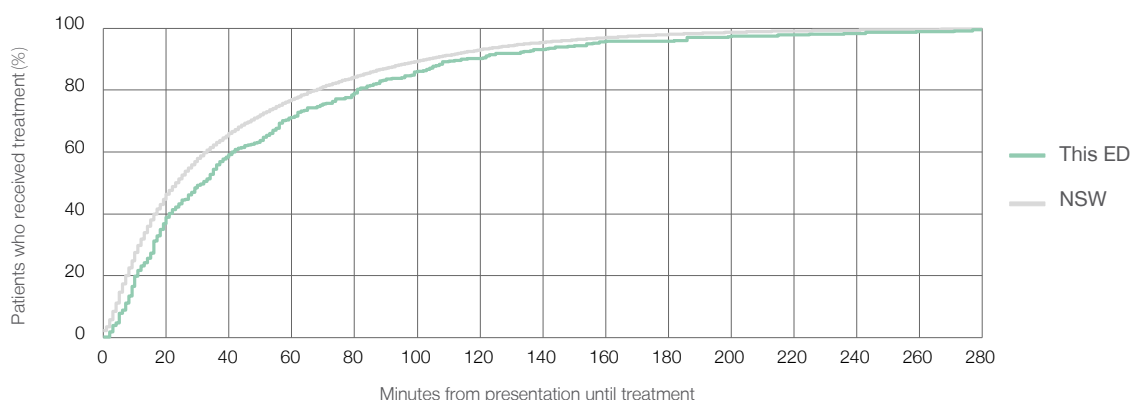
32 minutes

90th percentile time to start treatment⁵

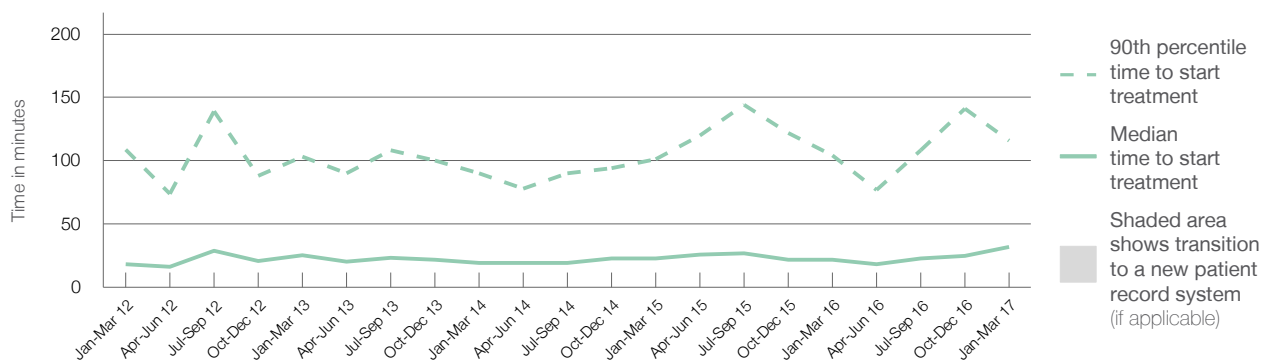
116 minutes

Same period last year	NSW (this period)
430	
312	
22 minutes	23 minutes
104 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	26	19	23	22	32
90th percentile time to start treatment ⁵ (minutes)	109	103	90	101	104	116

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

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

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

Auburn Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,719 patients

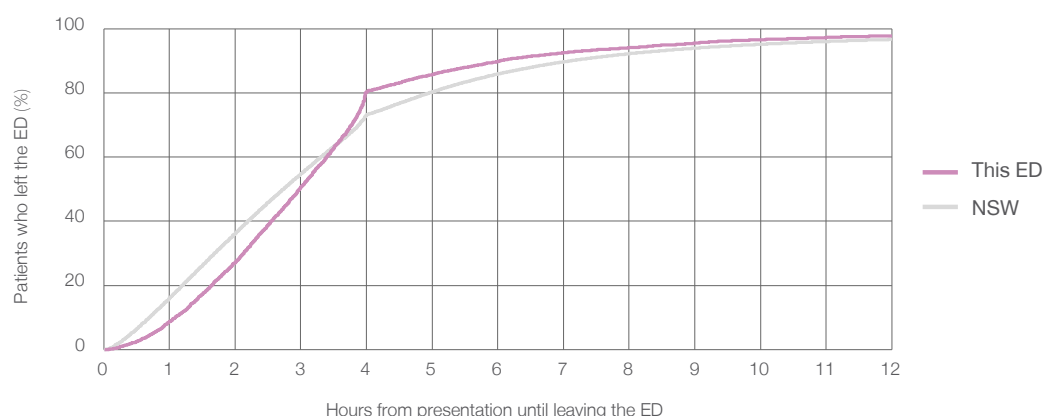
Presentations used to calculate time to leaving the ED:⁶ 6,717 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

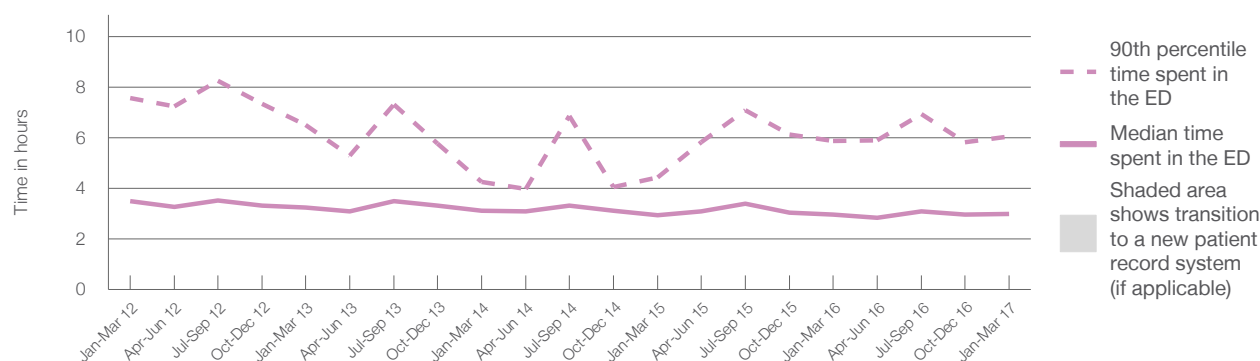
90th percentile time spent in the ED⁹ 6 hours and 3 minutes

Same period last year	NSW (this period)
6,792	
6,792	
2 hours and 58 minutes	2 hours and 44 minutes
5 hours and 53 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 30m	3h 15m	3h 8m	2h 56m	2h 58m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 35m	6h 30m	4h 15m	4h 26m	5h 53m	6h 3m

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

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

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

Auburn Hospital: Time patients spent in the ED

By mode of separation

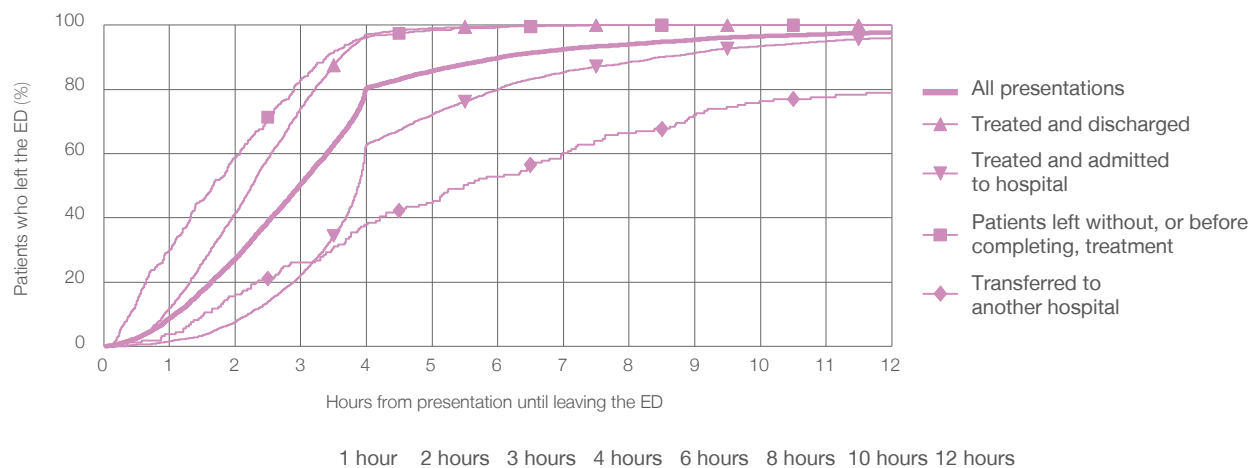
January to March 2017

All presentations:[†] 6,719 patients

Presentations used to calculate time to leaving the ED:[‡] 6,717 patients

		Same period last year	Change since one year ago
Treated and discharged	3,025 (45.0%)	3,317	-8.8%
Treated and admitted to hospital	2,990 (44.5%)	2,825	5.8%
Patient left without, or before completing, treatment	514 (7.6%)	489	5.1%
Transferred to another hospital	161 (2.4%)	130	23.8%
Other	29 (0.4%)	31	-6.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.9%	41.6%	74.2%	97.2%	99.7%	100%	100%	100%
Treated and admitted to hospital	1.5%	7.6%	22.2%	62.9%	80.0%	88.6%	93.5%	96.1%
Patient left without, or before completing, treatment	30.0%	58.8%	82.9%	96.1%	99.2%	100%	100%	100%
Transferred to another hospital	3.7%	16.1%	26.1%	37.9%	52.8%	66.5%	76.4%	78.9%
All presentations	8.7%	27.3%	50.7%	80.4%	89.8%	94.1%	96.6%	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.

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

Auburn Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 6,719 patients

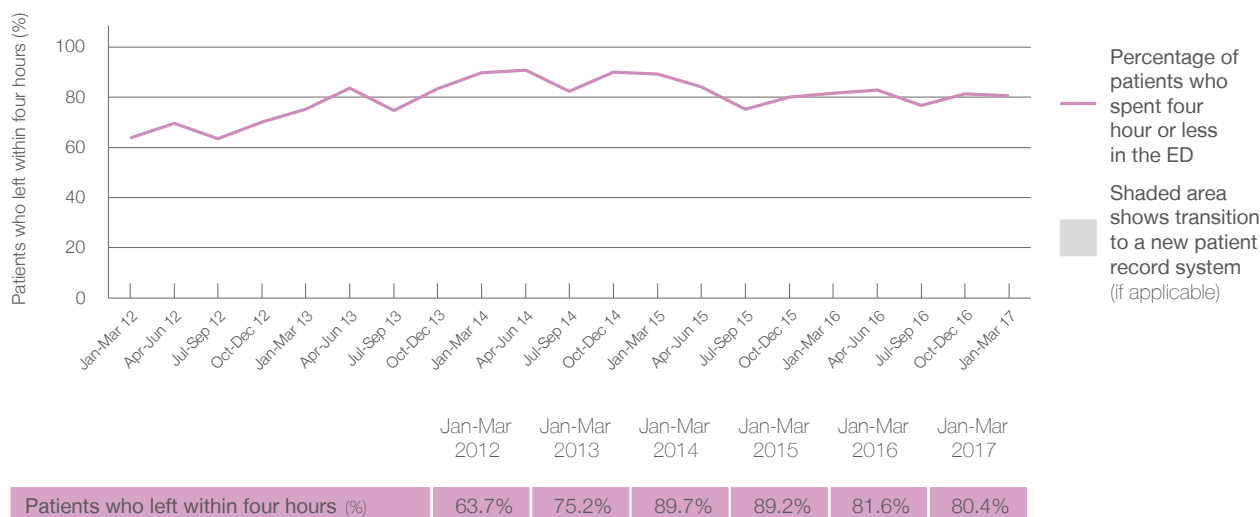
Presentations used to calculate time to leaving the ED:⁶ 6,717 patients

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



Same period last year	Change since one year ago
6,792	-1.1%
6,792	-1.1%
81.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Blacktown Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 11,968 patients

Emergency presentations:² 11,884 patients

Same period last year	Change since one year ago
11,183	7.0%
11,079	7.3%

Blacktown Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,342 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,201 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 133 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,538 patients

Median time to start treatment⁴ 46 minutes
90th percentile time to start treatment⁵ 144 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 700 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
3,089	
11 minutes	8 minutes
30 minutes	26 minutes
3,781	
27 minutes	20 minutes
85 minutes	69 minutes
3,359	
35 minutes	26 minutes
103 minutes	101 minutes
738	
35 minutes	23 minutes
109 minutes	104 minutes

Blacktown Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 11,955 patients

Percentage of patients who spent four hours or less in the ED 53.7%

Same period last year	Change since one year ago
11,182	6.9%
63.4%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

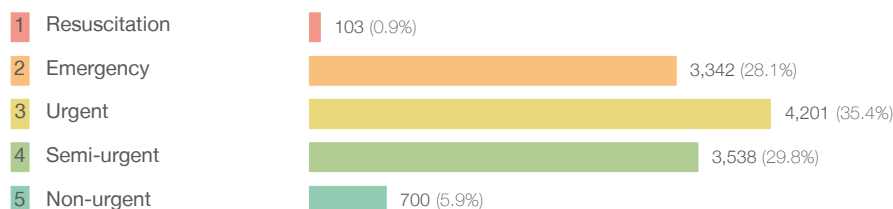
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Patients presenting to the emergency department

January to March 2017

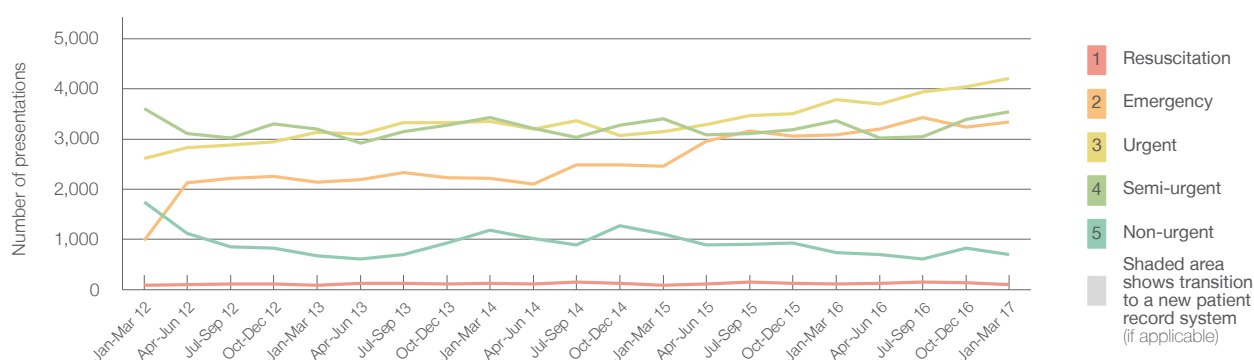
All presentations:¹ 11,968 patients

Emergency presentations² by triage category: 11,884 patients



Same period last year	Change since one year ago
11,183	7.0%
11,079	7.3%
112	-8.0%
3,089	8.2%
3,781	11.1%
3,359	5.3%
738	-5.1%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	92	93	121	91	112	103
Emergency	976	2,138	2,218	2,457	3,089	3,342
Urgent	2,618	3,130	3,347	3,142	3,781	4,201
Semi-urgent	3,602	3,199	3,433	3,405	3,359	3,538
Non-urgent	1,741	677	1,185	1,103	738	700
All emergency presentations	9,029	9,237	10,304	10,198	11,079	11,884

Blacktown Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,585 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,287	
16 minutes	-1 minute
34 minutes	-2 minutes

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

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

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

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

January to March 2017

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

Number of triage 2 patients: 3,342

Number of triage 2 patients used to calculate waiting time:³ 3,306

Median time to start treatment⁴

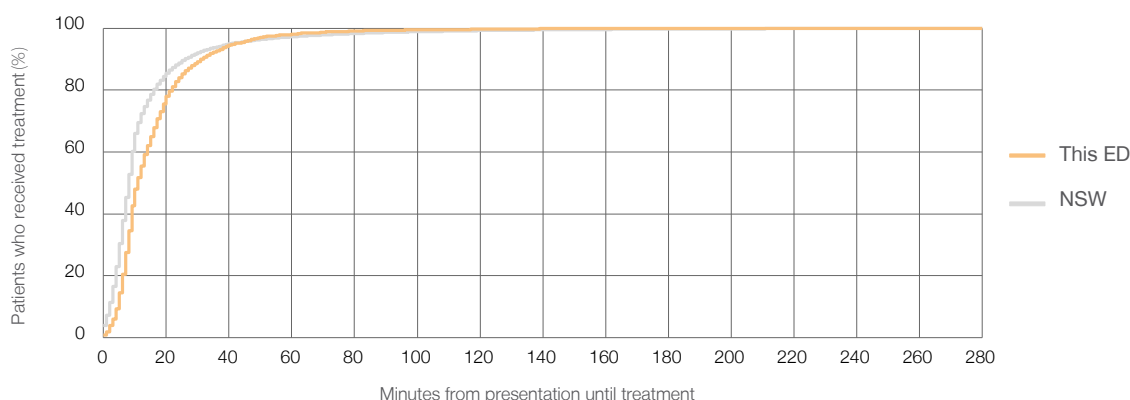
11 minutes

90th percentile time to start treatment⁵

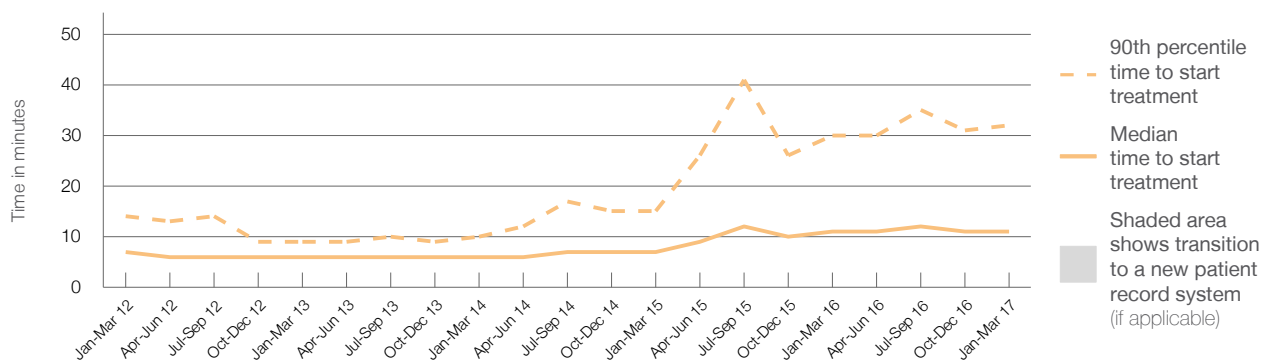
32 minutes

Same period last year	NSW (this period)
3,089	
3,041	
11 minutes	8 minutes
30 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	6	6	7	11	11
90th percentile time to start treatment ⁵ (minutes)	14	9	10	15	30	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.

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

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

January to March 2017

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

Number of triage 3 patients: 4,201

Number of triage 3 patients used to calculate waiting time:³ 3,956

Median time to start treatment⁴

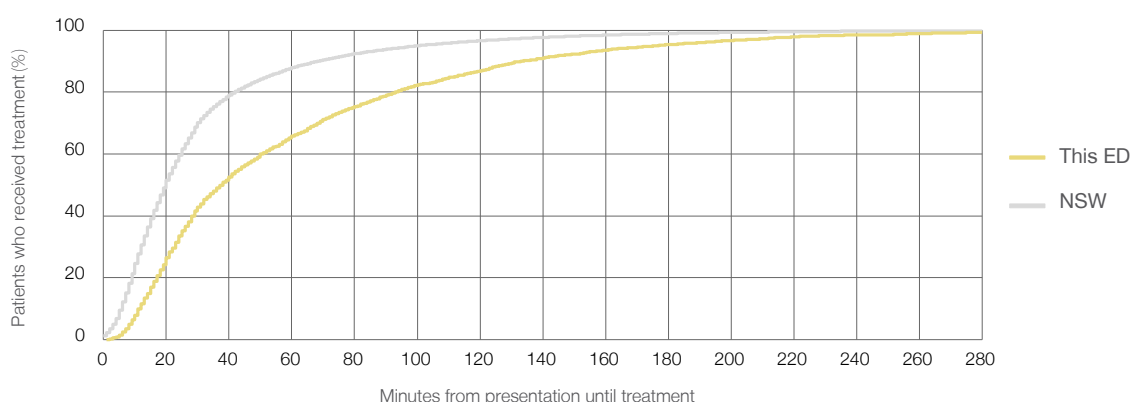
38 minutes

90th percentile time to start treatment⁵

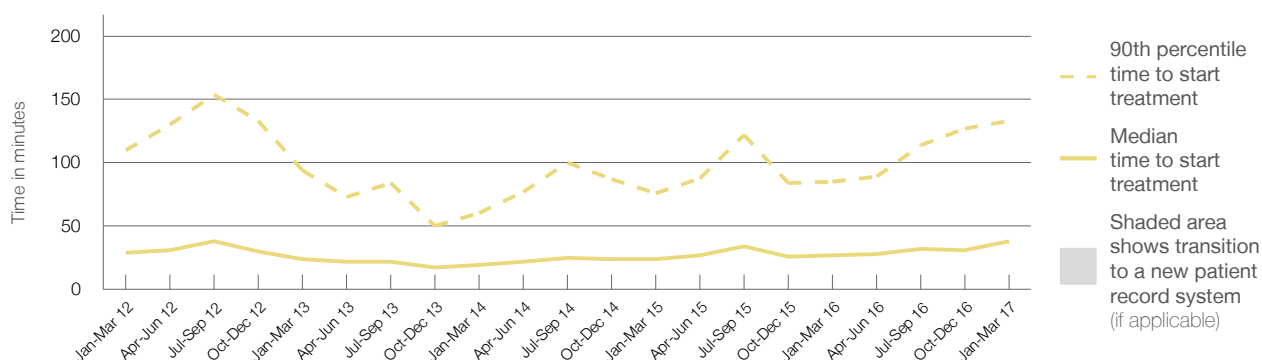
133 minutes

Same period last year	NSW (this period)
3,781	
3,596	
27 minutes	20 minutes
85 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	24	19	24	27	38
90th percentile time to start treatment ⁵ (minutes)	110	94	60	76	85	133

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 3,538

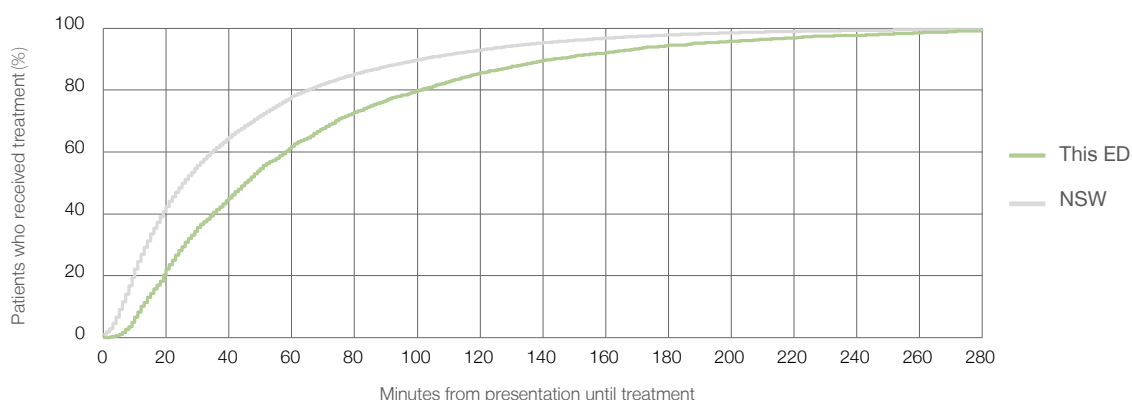
Number of triage 4 patients used to calculate waiting time:³ 3,266

Median time to start treatment⁴ 46 minutes

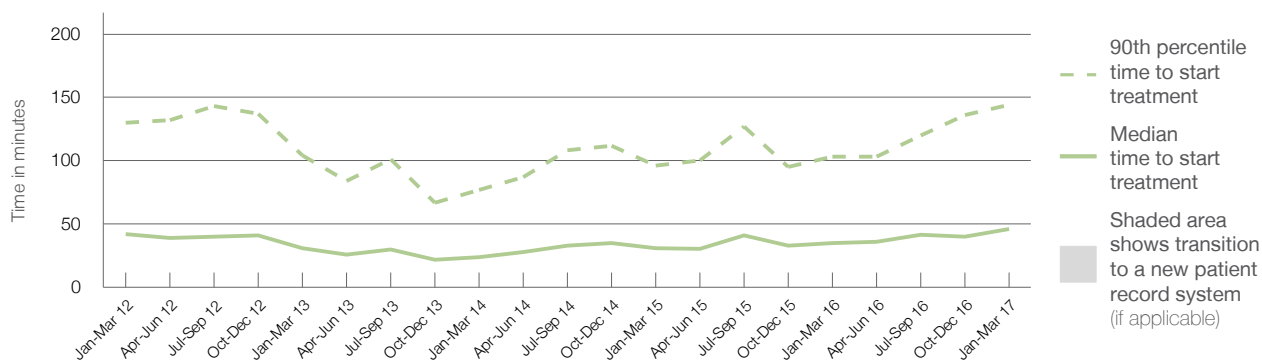
90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
3,359	
3,135	
35 minutes	26 minutes
103 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	42	31	24	31	35	46
90th percentile time to start treatment ⁵ (minutes)	130	104	77	96	103	144

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 700

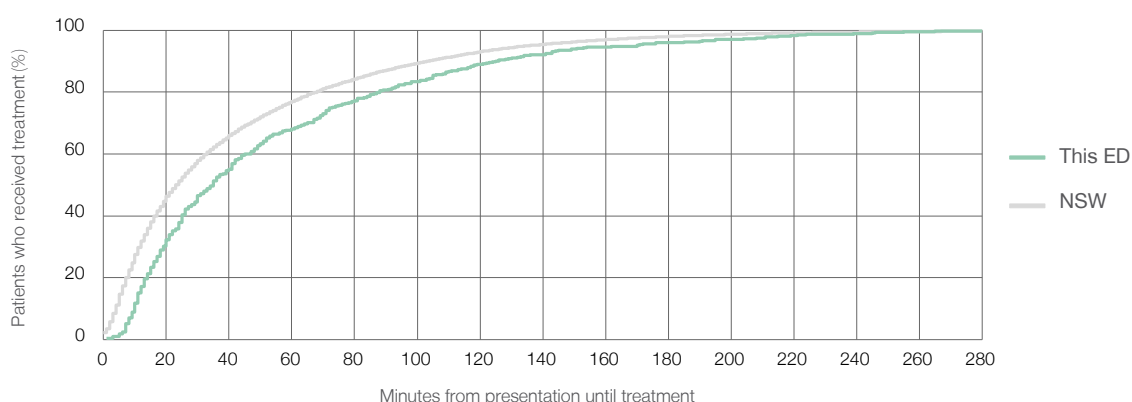
Number of triage 5 patients used to calculate waiting time:³ 561

Median time to start treatment⁴ 35 minutes

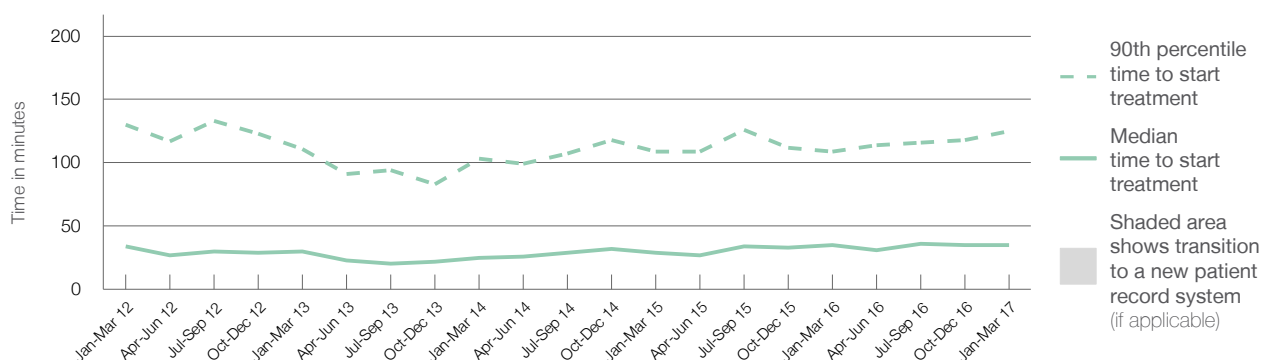
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
738	
626	
35 minutes	23 minutes
109 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	30	25	29	35	35
90th percentile time to start treatment ⁵ (minutes)	130	111	103	109	109	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.

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

Blacktown Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 11,968 patients

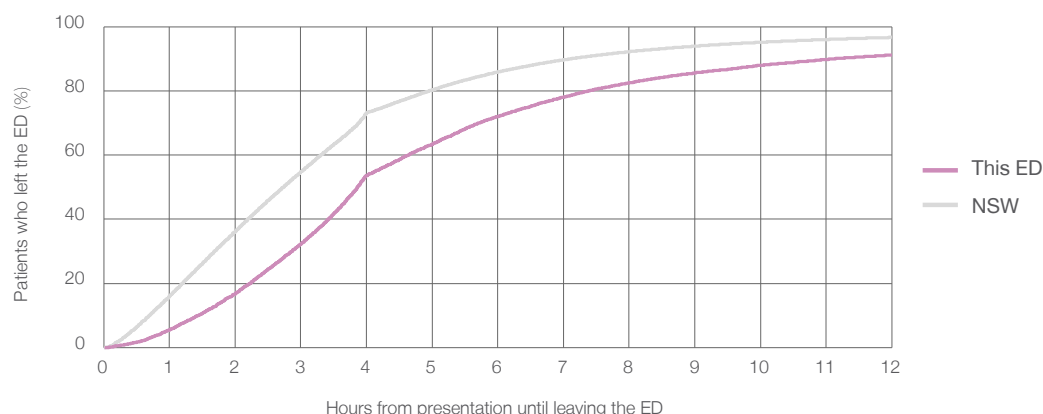
Presentations used to calculate time to leaving the ED:⁶ 11,955 patients

Median time spent in the ED⁸ 3 hours and 52 minutes

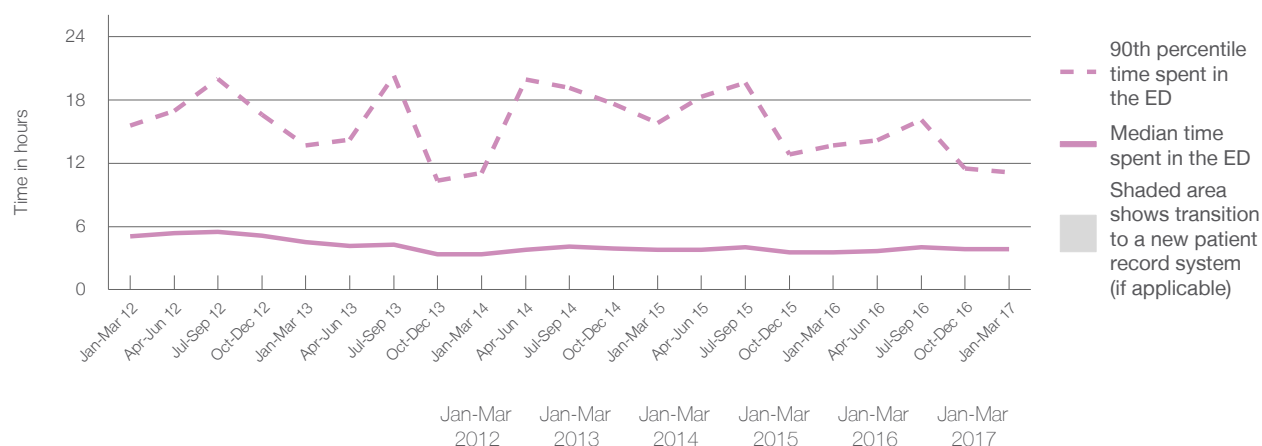
90th percentile time spent in the ED⁹ 11 hours and 7 minutes

Same period last year	NSW (this period)
11,183	
11,182	
3 hours and 31 minutes	2 hours and 44 minutes
13 hours and 40 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	5h 3m	4h 31m	3h 21m	3h 47m	3h 31m	3h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	15h 33m	13h 41m	11h 5m	15h 50m	13h 40m	11h 7m

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

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

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

Blacktown Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

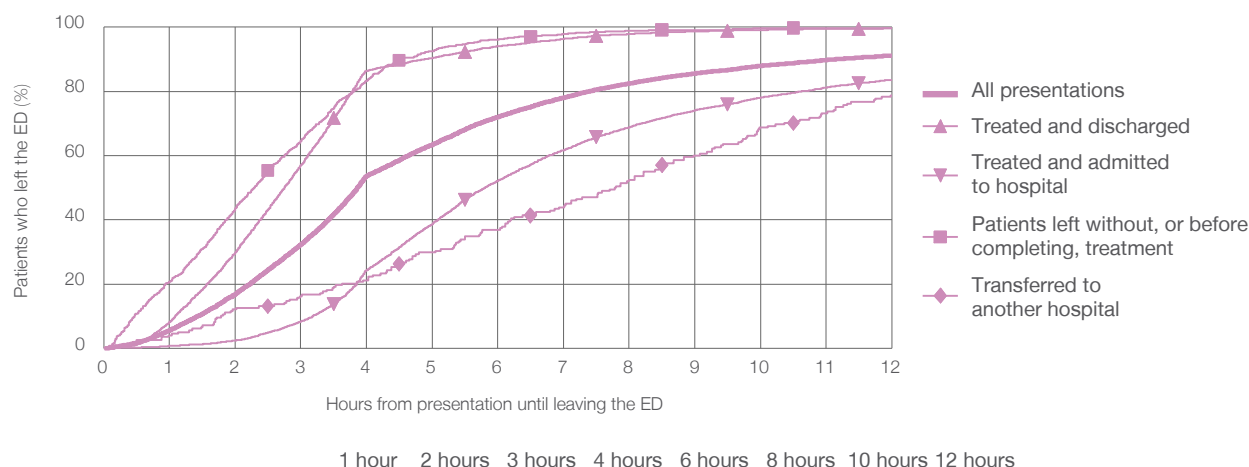
All presentations:[†] 11,968 patients

Presentations used to calculate time to leaving the ED:[‡] 11,955 patients

Treated and discharged	4,762 (39.8%)
Treated and admitted to hospital	6,069 (50.7%)
Patient left without, or before completing, treatment	868 (7.3%)
Transferred to another hospital	198 (1.7%)
Other	71 (0.6%)

Same period last year	Change since one year ago
11,182	6.9%
5,042	-5.6%
5,224	16.2%
635	36.7%
226	-12.4%
56	26.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.2%	29.8%	57.0%	86.4%	94.1%	97.9%	99.1%	99.6%
Treated and admitted to hospital	0.7%	2.5%	8.4%	24.4%	52.1%	68.9%	78.1%	83.6%
Patient left without, or before completing, treatment	20.8%	43.6%	64.5%	83.4%	96.2%	98.8%	99.7%	99.8%
Transferred to another hospital	4.0%	12.1%	16.2%	21.2%	36.9%	52.5%	68.7%	78.8%
All presentations	5.6%	16.9%	32.4%	53.7%	72.0%	82.5%	88.0%	91.2%

(†) 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.

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

Blacktown Hospital: Time spent in the ED

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

January to March 2017

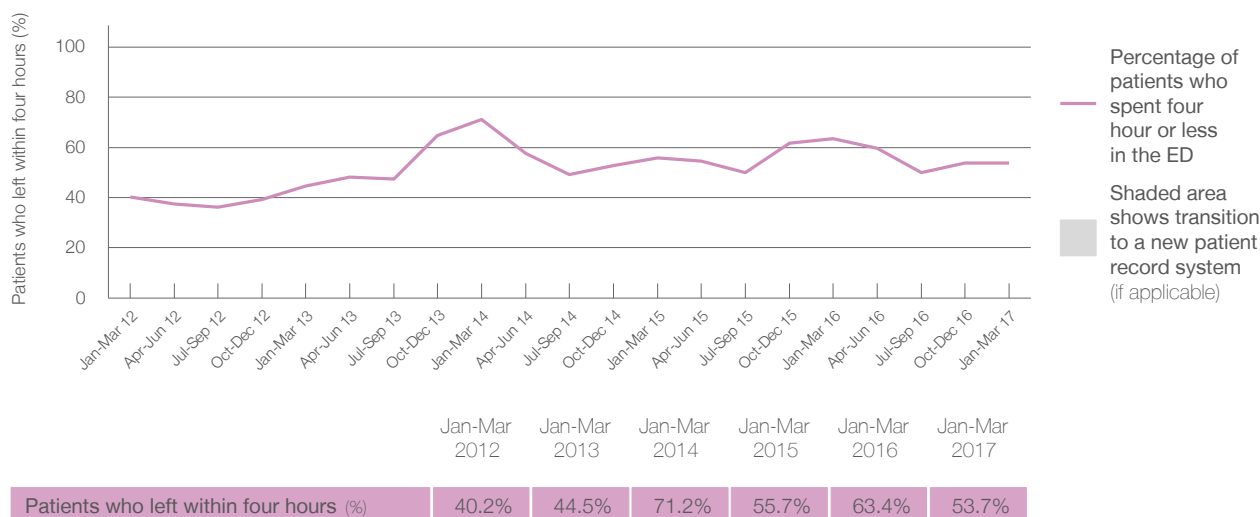
All presentations at the emergency department:¹ 11,968 patients

Presentations used to calculate time to leaving the ED:⁶ 11,955 patients

Percentage of patients who spent four hours or less in the ED 53.7%

Same period last year	Change since one year ago
11,183	7.0%
11,182	6.9%
63.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Campbelltown Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 16,911 patients

Emergency presentations:² 16,738 patients

Same period last year	Change since one year ago
16,737	1.0%
16,524	1.3%

Campbelltown Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,671 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,531 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,539 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,912 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,735	
6 minutes	8 minutes
20 minutes	26 minutes
6,936	
16 minutes	20 minutes
82 minutes	69 minutes
6,034	
27 minutes	26 minutes
132 minutes	101 minutes
1,734	
31 minutes	23 minutes
136 minutes	104 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 16,910 patients

Percentage of patients who spent four hours or less in the ED 55.9%

Same period last year	Change since one year ago
16,737	1.0%
64.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

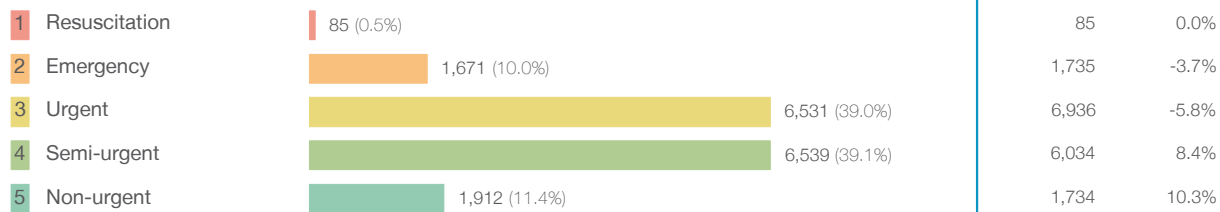
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Patients presenting to the emergency department

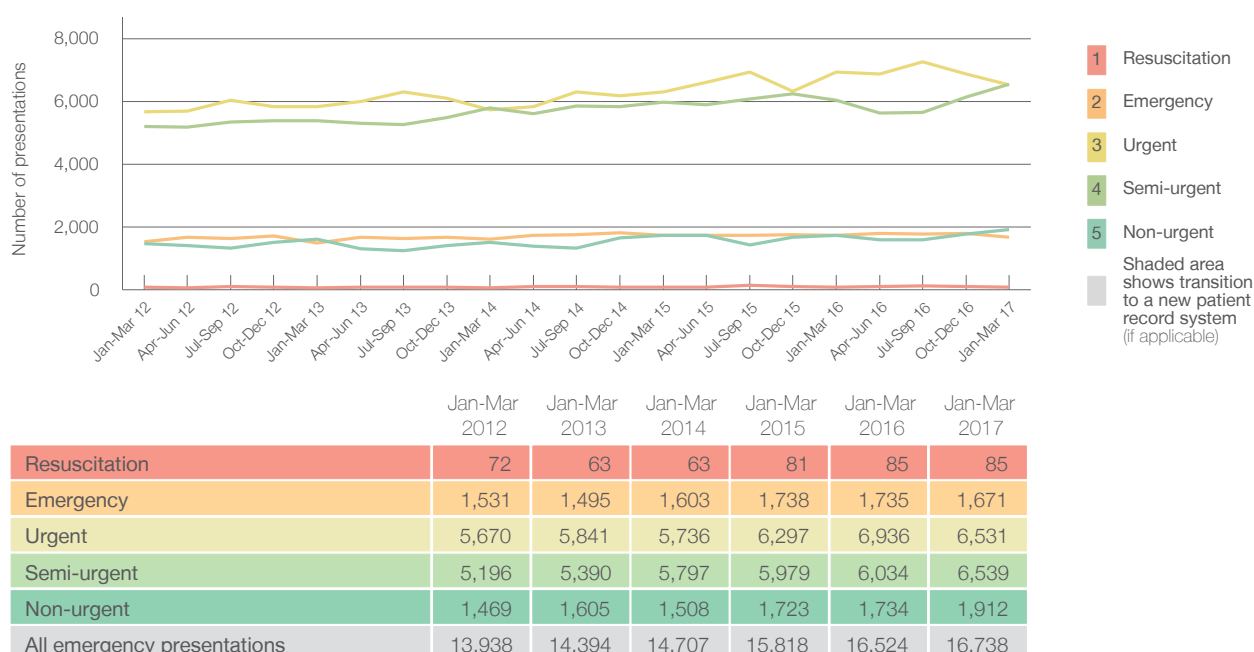
January to March 2017

All presentations:¹ 16,911 patients

Emergency presentations² by triage category: 16,738 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Campbelltown Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,126 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.

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

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

January to March 2017

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

Number of triage 2 patients: 1,671

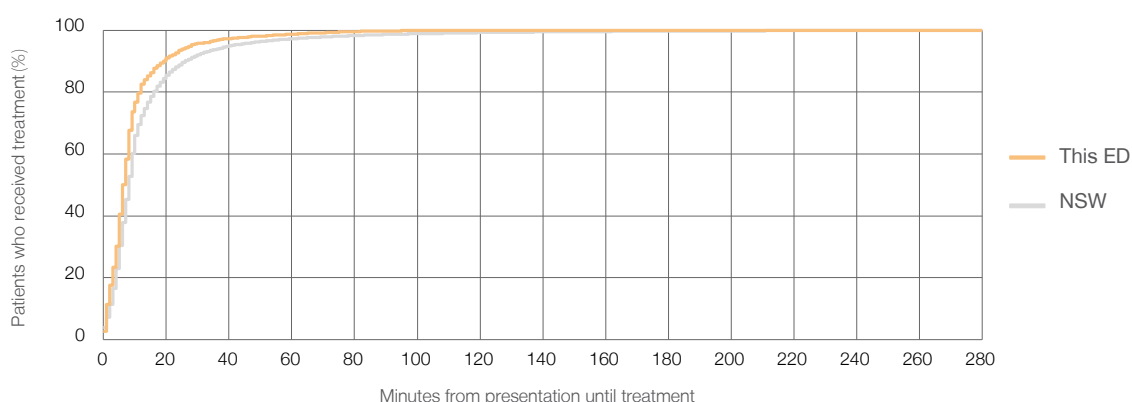
Number of triage 2 patients used to calculate waiting time:³ 1,671

Median time to start treatment⁴ 6 minutes

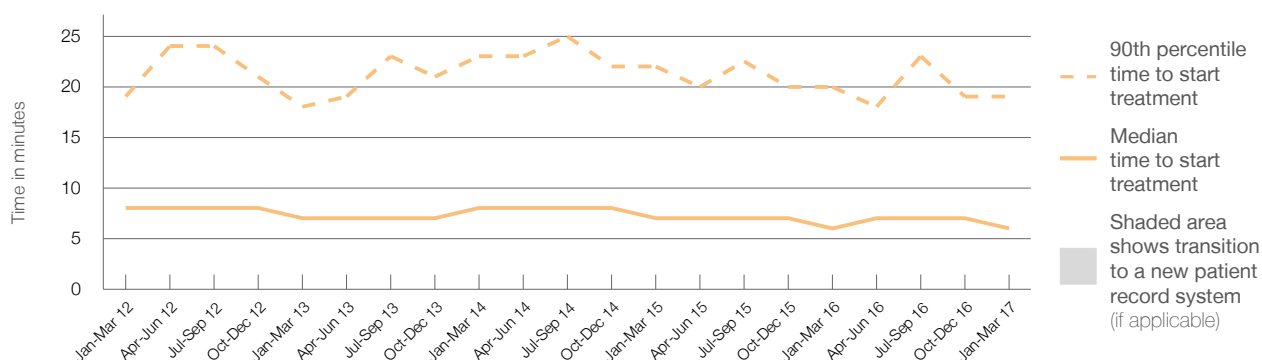
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
1,735	
1,733	
6 minutes	8 minutes
20 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	7	8	7	6	6
90th percentile time to start treatment ⁵ (minutes)	19	18	23	22	20	19

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

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

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

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

January to March 2017

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

Number of triage 3 patients: 6,531

Number of triage 3 patients used to calculate waiting time:³ 6,363

Median time to start treatment⁴

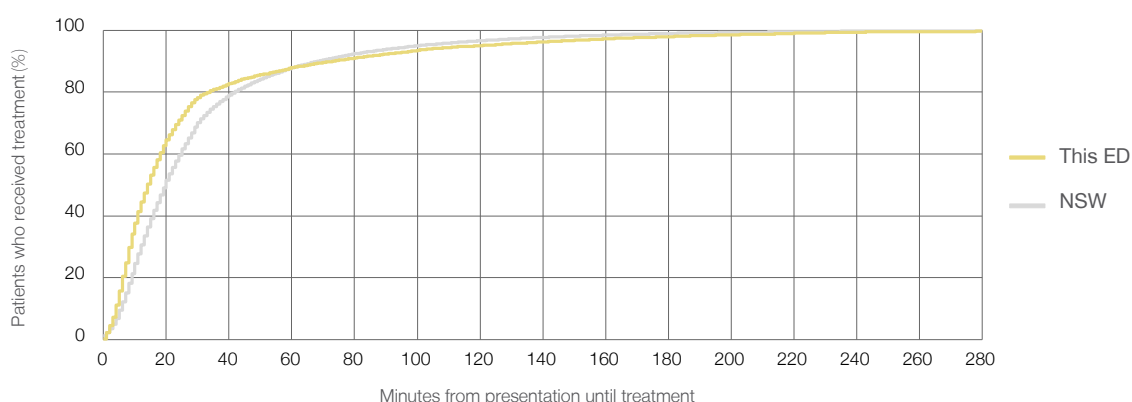
14 minutes

90th percentile time to start treatment⁵

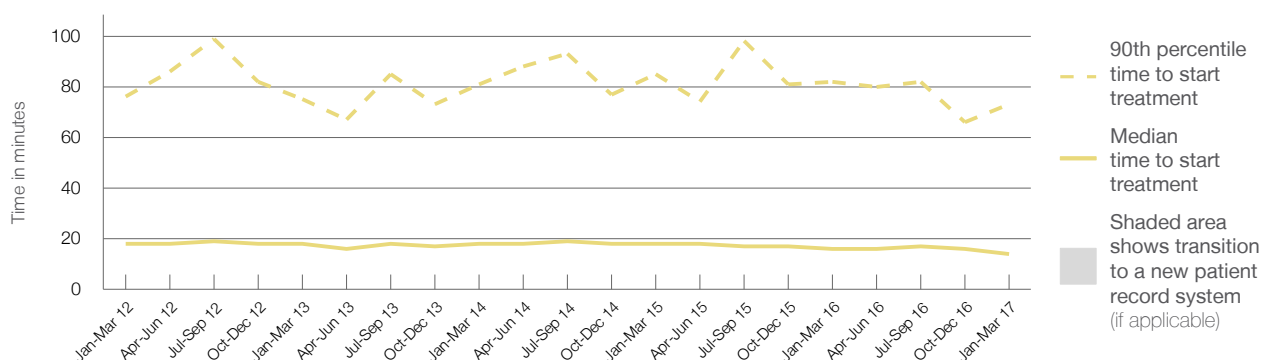
73 minutes

Same period last year	NSW (this period)
6,936	
6,735	
16 minutes	20 minutes
82 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	18	18	18	16	14
90th percentile time to start treatment ⁵ (minutes)	76	75	81	85	82	73

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 6,539

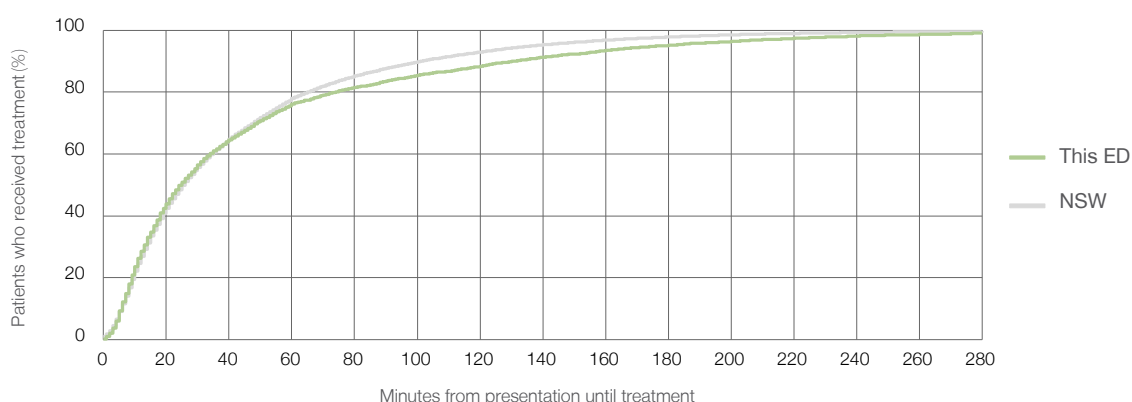
Number of triage 4 patients used to calculate waiting time:³ 6,021

Median time to start treatment⁴ 25 minutes

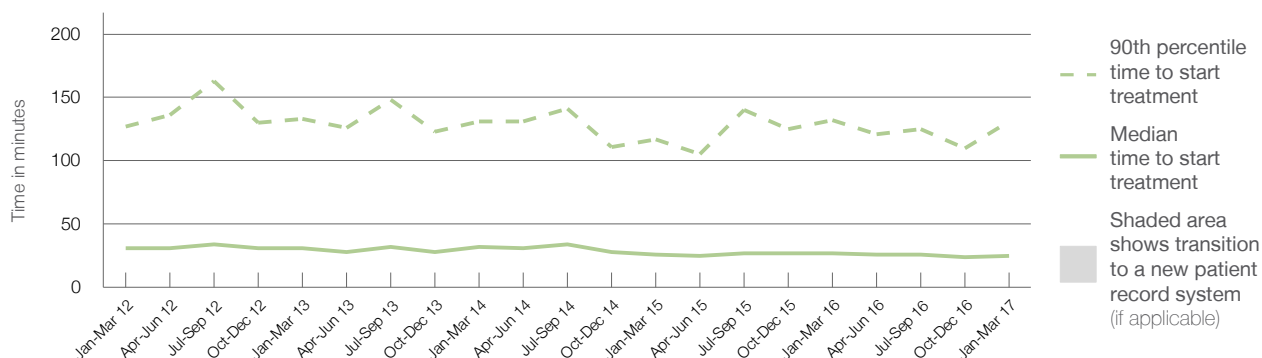
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
6,034	
5,606	
27 minutes	26 minutes
132 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	31	31	32	26	27	25
90th percentile time to start treatment ⁵ (minutes)	127	133	131	117	132	131

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 1,912

Number of triage 5 patients used to calculate waiting time:³ 1,628

Median time to start treatment⁴

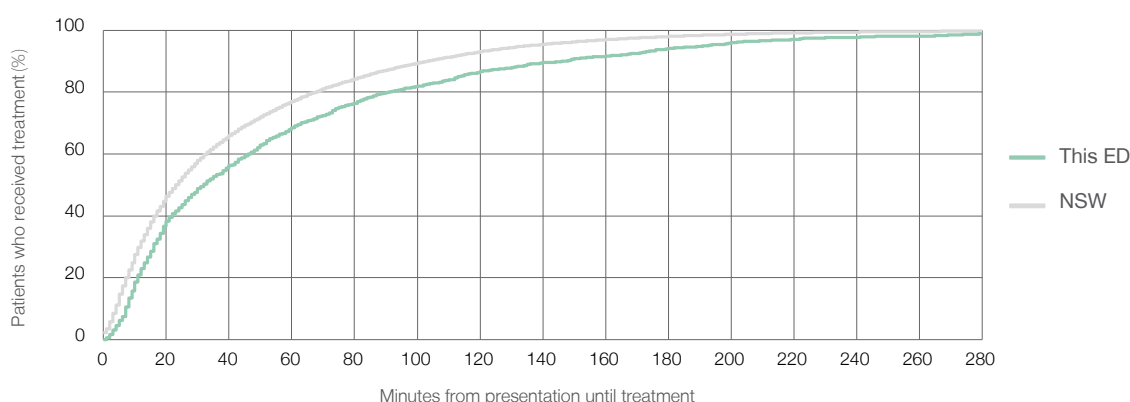
32 minutes

90th percentile time to start treatment⁵

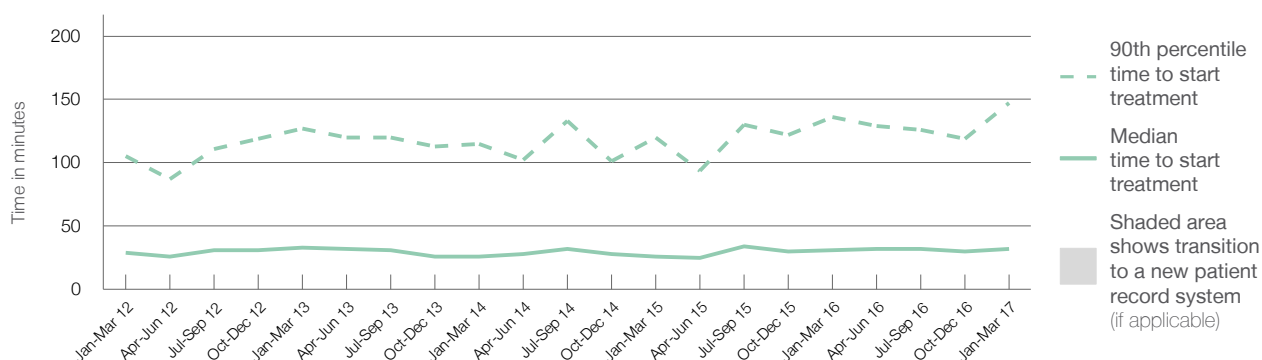
147 minutes

Same period last year	NSW (this period)
1,734	
1,525	
31 minutes	23 minutes
136 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	33	26	26	31	32
90th percentile time to start treatment ⁵ (minutes)	105	127	115	120	136	147

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

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

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

Campbelltown Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 16,911 patients

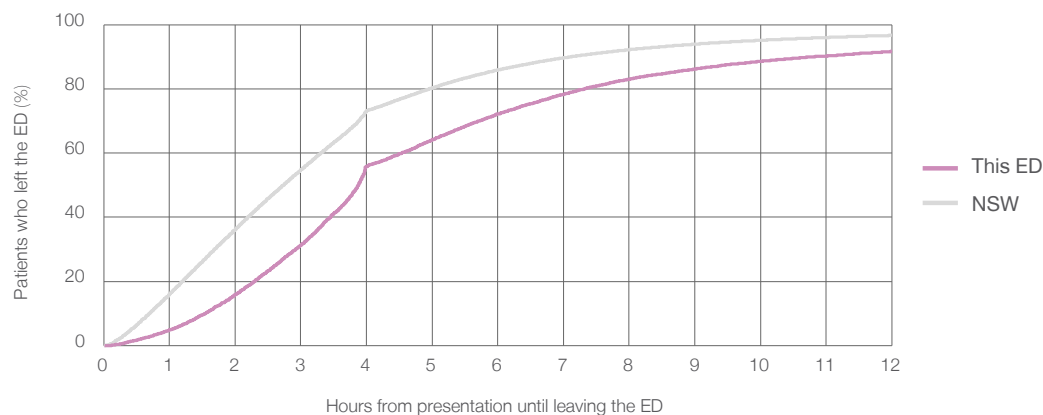
Presentations used to calculate time to leaving the ED:⁶ 16,910 patients

Median time spent in the ED⁸ 3 hours and 53 minutes

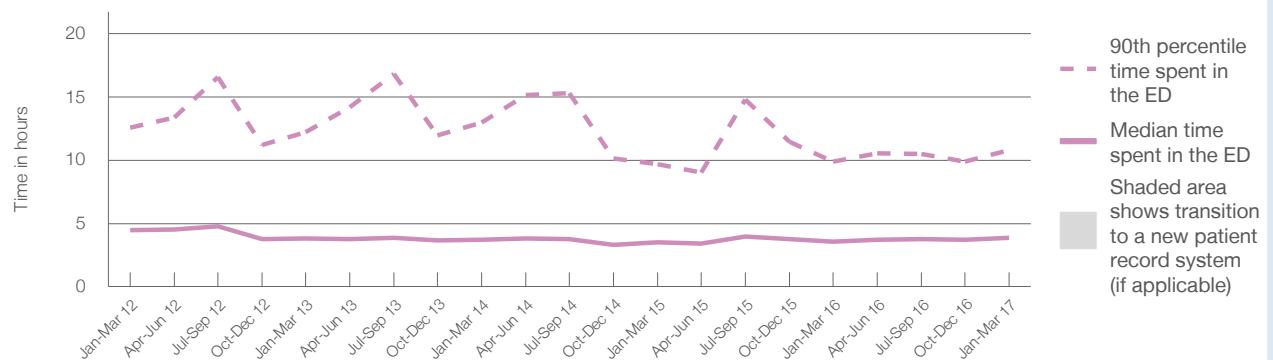
90th percentile time spent in the ED⁹ 10 hours and 48 minutes

Same period last year	NSW (this period)
16,737	16,737
3 hours and 35 minutes	2 hours and 44 minutes
9 hours and 52 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 27m	3h 50m	3h 43m	3h 30m	3h 35m	3h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 33m	12h 13m	12h 58m	9h 41m	9h 52m	10h 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.

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

Campbelltown Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

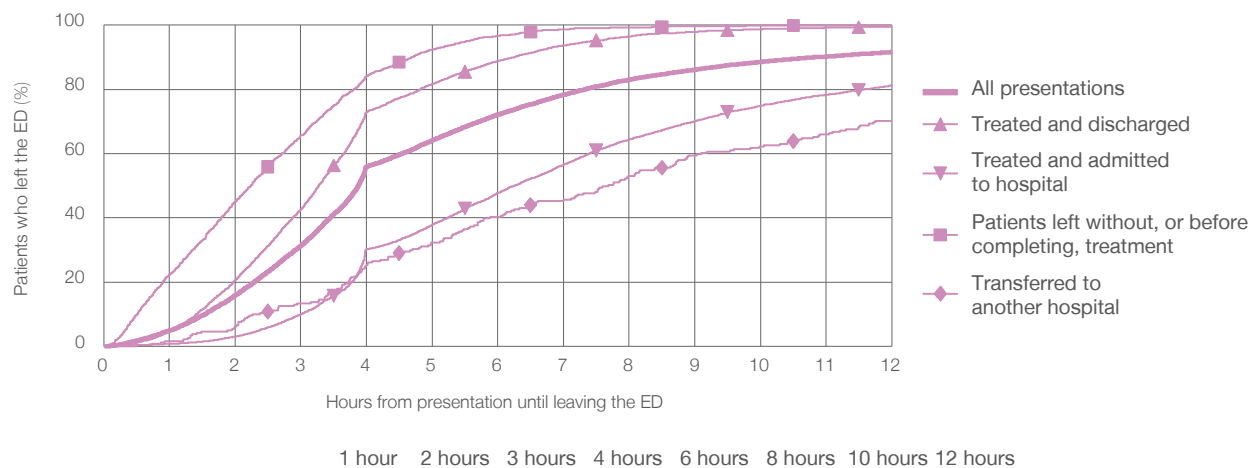
All presentations:[†] 16,911 patients

Presentations used to calculate time to leaving the ED:[‡] 16,910 patients

Treated and discharged	7,906 (46.8%)
Treated and admitted to hospital	6,929 (41.0%)
Patient left without, or before completing, treatment	1,825 (10.8%)
Transferred to another hospital	241 (1.4%)
Other	10 (0.1%)

Same period last year	Change since one year ago
16,737	1.0%
8,466	-6.6%
6,546	5.9%
1,499	21.7%
217	11.1%
9	11.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.7%	20.6%	42.7%	72.9%	88.9%	96.5%	98.8%	99.5%
Treated and admitted to hospital	0.7%	3.0%	9.9%	30.2%	47.8%	64.4%	74.9%	81.3%
Patient left without, or before completing, treatment	22.4%	45.1%	65.7%	84.1%	96.7%	99.3%	99.9%	99.9%
Transferred to another hospital	1.7%	6.2%	13.3%	25.3%	40.2%	53.1%	62.2%	70.1%
All presentations	4.9%	15.9%	31.3%	55.9%	72.2%	83.0%	88.6%	91.7%

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

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

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

Campbelltown Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 16,911 patients

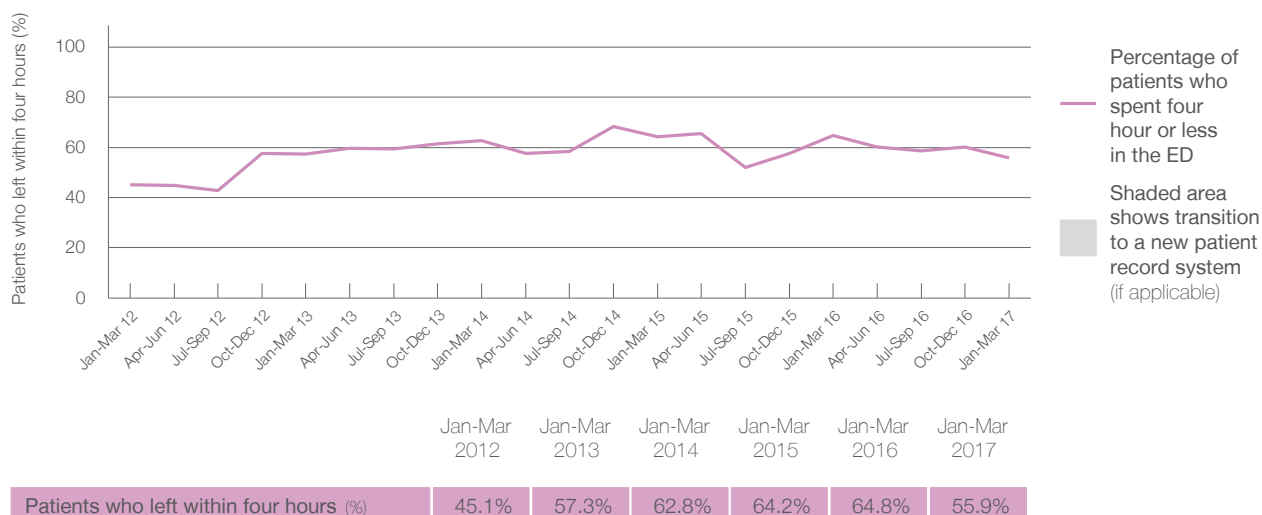
Presentations used to calculate time to leaving the ED:⁶ 16,910 patients

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



Same period last year	Change since one year ago
16,737	1.0%
16,737	1.0%
64.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Canterbury Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 11,740 patients

Emergency presentations:² 11,693 patients

Same period last year	Change since one year ago
11,041	6.3%
10,966	6.6%

Canterbury Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,087 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,984 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,405 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,199 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
1,037	
7 minutes	8 minutes
13 minutes	26 minutes
3,661	
16 minutes	20 minutes
43 minutes	69 minutes
5,147	
19 minutes	26 minutes
70 minutes	101 minutes
1,083	
18 minutes	23 minutes
77 minutes	104 minutes

Canterbury Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 11,738 patients

Percentage of patients who spent four hours or less in the ED 77.2%

Same period last year	Change since one year ago
11,038	6.3%
84.5%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

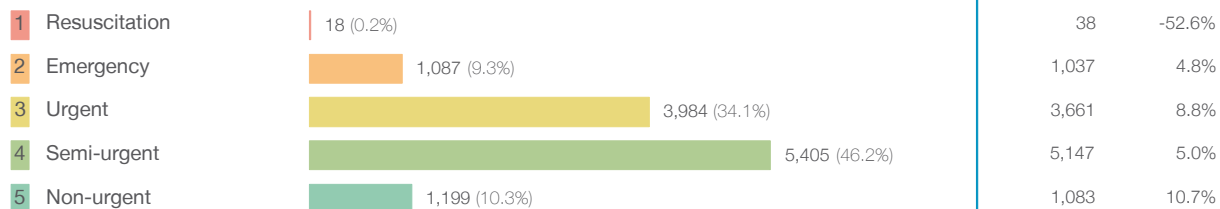
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Patients presenting to the emergency department

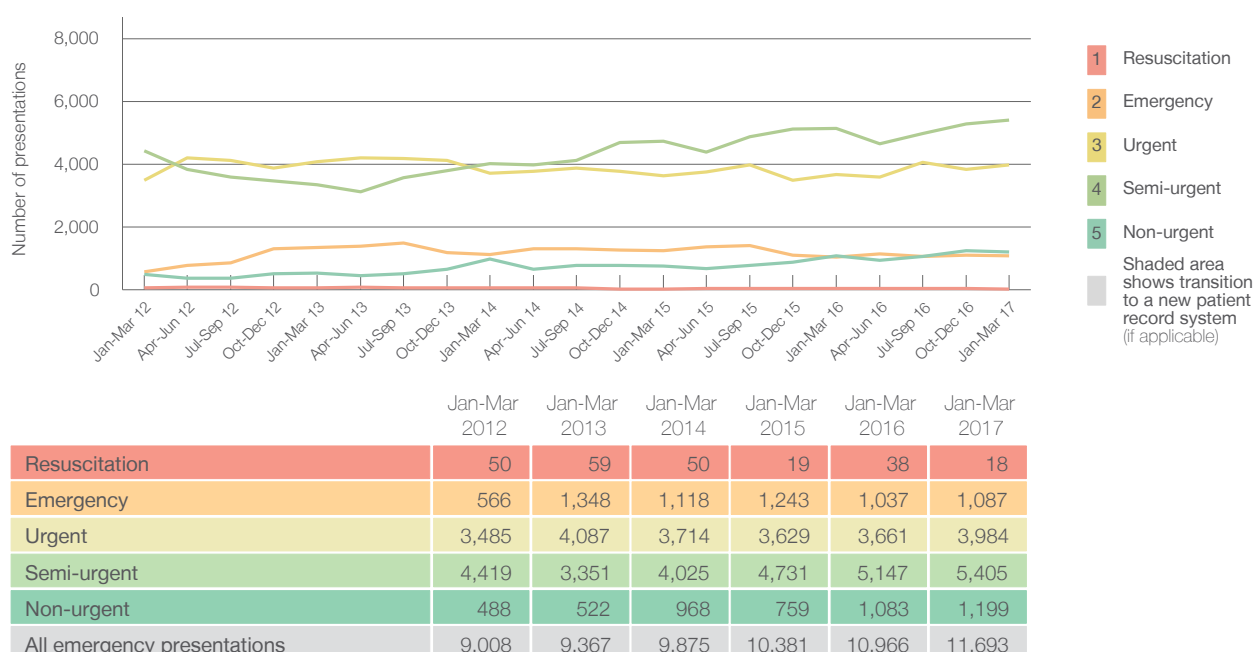
January to March 2017

All presentations:¹ 11,740 patients

Emergency presentations² by triage category: 11,693 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Canterbury Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,874 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.

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

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

January to March 2017

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

Number of triage 2 patients: 1,087

Number of triage 2 patients used to calculate waiting time:³ 1,081

Median time to start treatment⁴

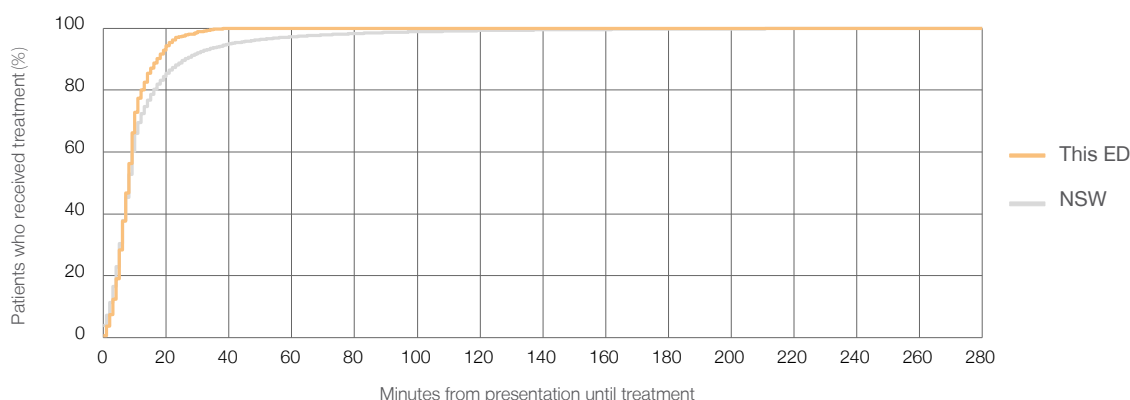
8 minutes

90th percentile time to start treatment⁵

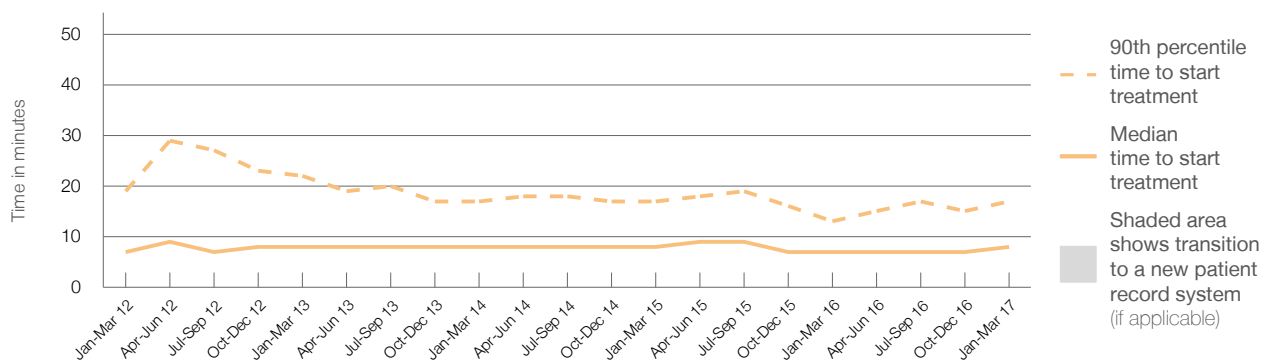
17 minutes

Same period last year	NSW (this period)
1,037	
1,035	
7 minutes	8 minutes
13 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	8	8	8	7	8
90th percentile time to start treatment ⁵ (minutes)	19	22	17	17	13	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.

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

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

January to March 2017

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

Number of triage 3 patients: 3,984

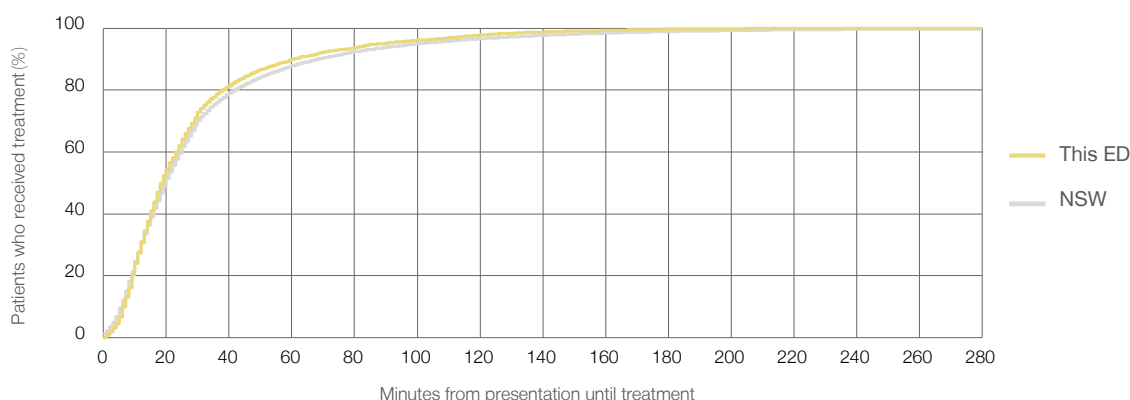
Number of triage 3 patients used to calculate waiting time:³ 3,888

Median time to start treatment⁴ 19 minutes

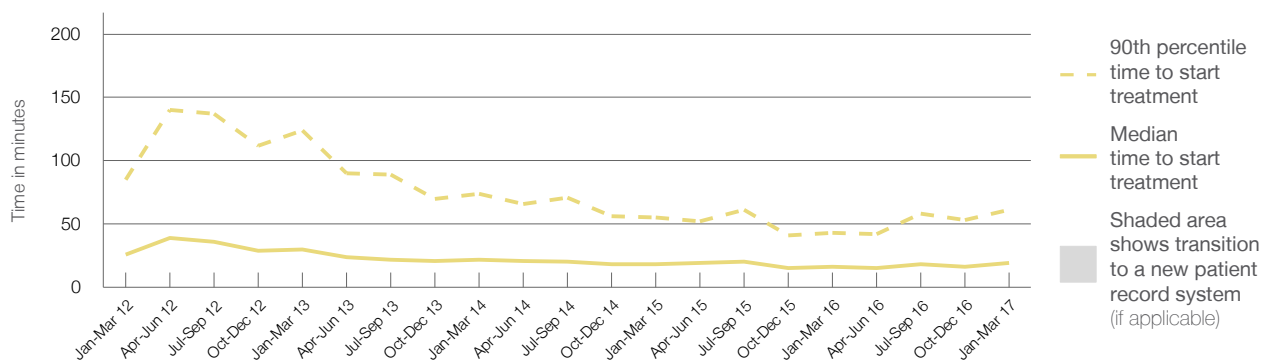
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
3,661	
3,616	
16 minutes	20 minutes
43 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	30	22	18	16	19
90th percentile time to start treatment ⁵ (minutes)	85	124	74	55	43	61

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 5,405

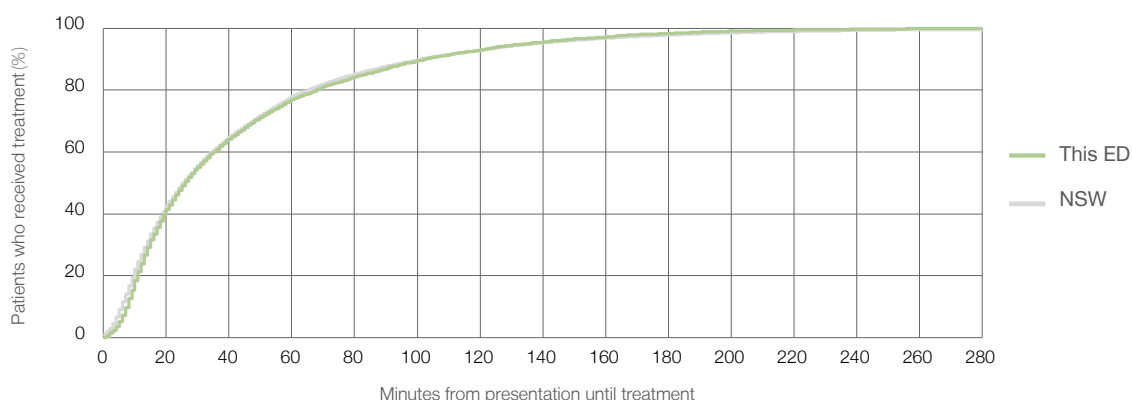
Number of triage 4 patients used to calculate waiting time:³ 4,941

Median time to start treatment⁴ 26 minutes

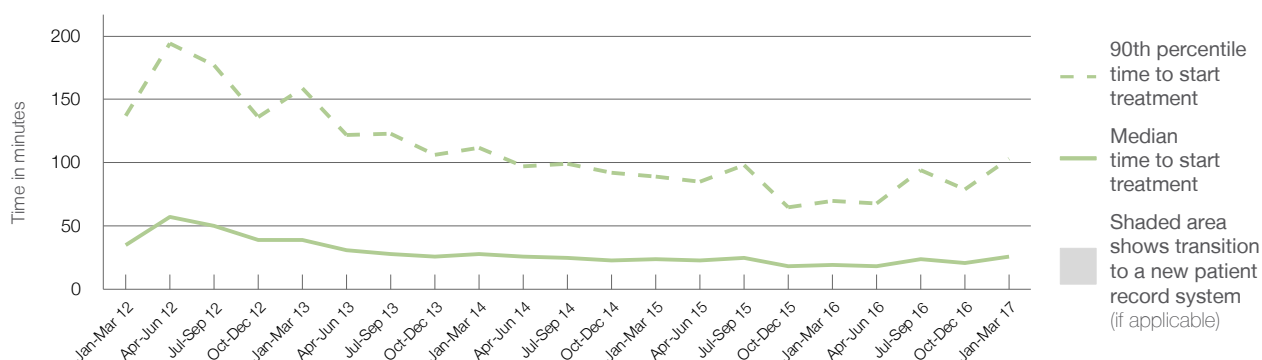
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
5,147	
4,874	
19 minutes	26 minutes
70 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	39	28	24	19	26
90th percentile time to start treatment ⁵ (minutes)	137	159	112	89	70	103

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 1,199

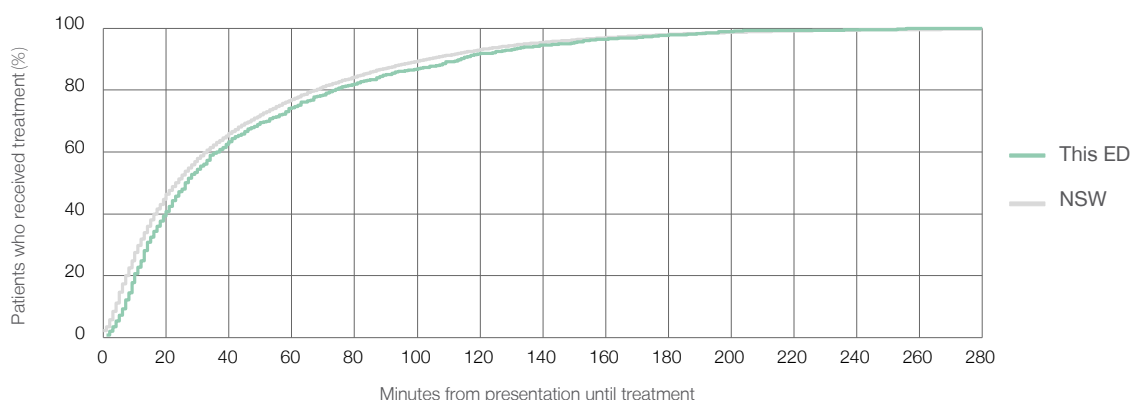
Number of triage 5 patients used to calculate waiting time:³ 907

Median time to start treatment⁴ 26 minutes

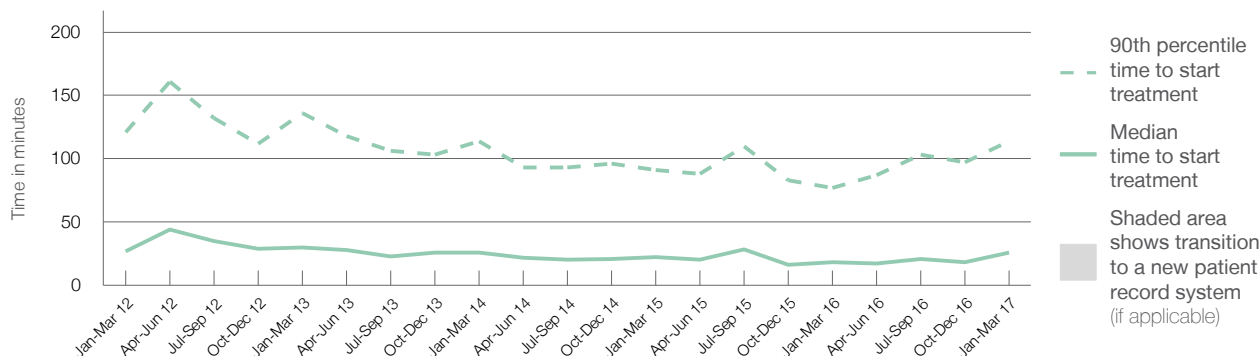
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
1,083	
891	
18 minutes	23 minutes
77 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	30	26	23	18	26
90th percentile time to start treatment ⁵ (minutes)	121	136	114	91	77	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.

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

Canterbury Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 11,740 patients

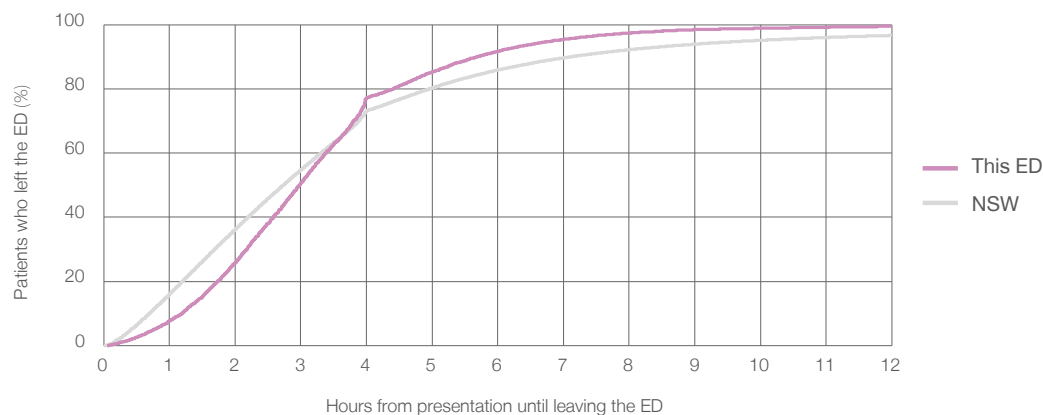
Presentations used to calculate time to leaving the ED:⁶ 11,738 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

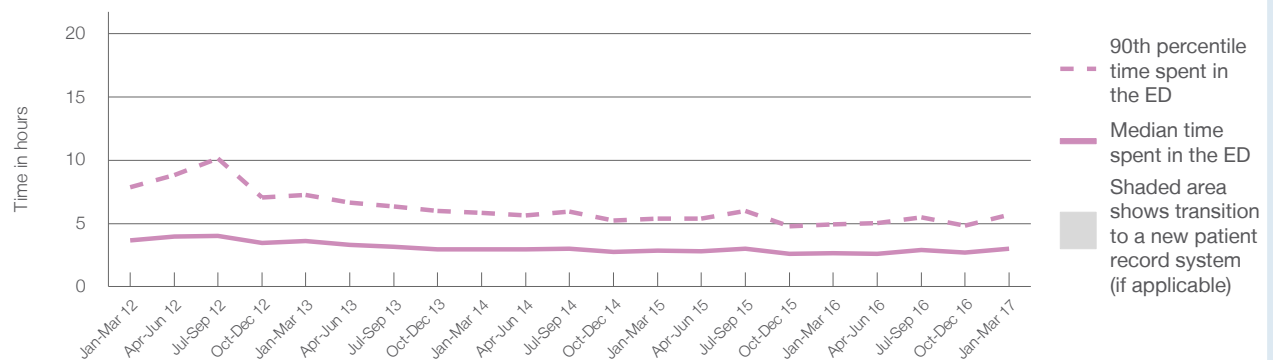
90th percentile time spent in the ED⁹ 5 hours and 41 minutes

Same period last year	NSW (this period)
11,041	
11,038	
2 hours and 38 minutes	2 hours and 44 minutes
4 hours and 57 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 40m	3h 36m	2h 57m	2h 50m	2h 38m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 51m	7h 15m	5h 51m	5h 22m	4h 57m	5h 41m

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

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

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

Canterbury Hospital: Time patients spent in the ED

By mode of separation

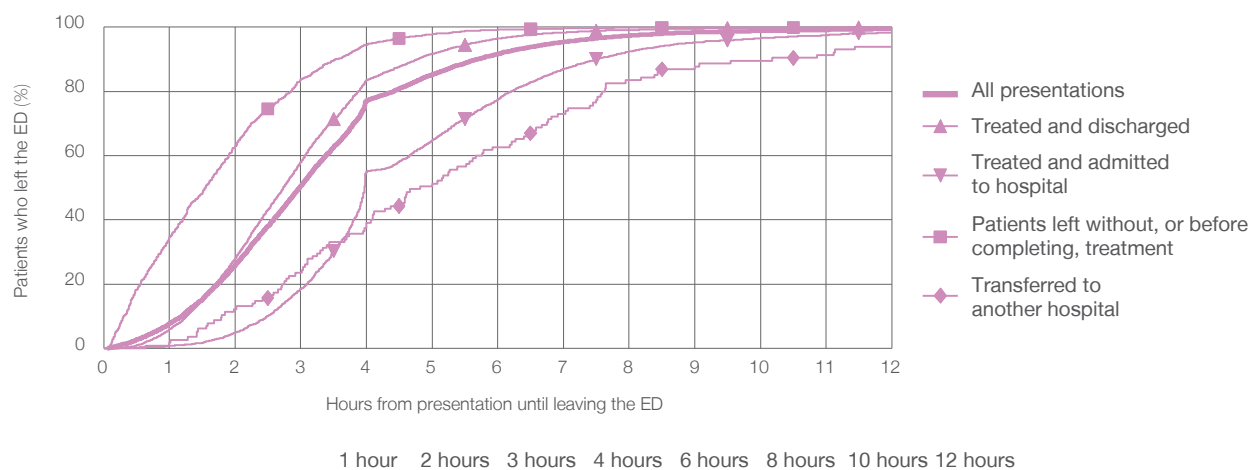
January to March 2017

All presentations:[†] 11,740 patients

Presentations used to calculate time to leaving the ED:[‡] 11,738 patients

		Same period last year	Change since one year ago
		11,038	6.3%
Treated and discharged	7,447 (63.4%)	7,417	0.4%
Treated and admitted to hospital	2,918 (24.9%)	2,717	7.4%
Patient left without, or before completing, treatment	1,221 (10.4%)	771	58.4%
Transferred to another hospital	115 (1.0%)	114	0.9%
Other	39 (0.3%)	22	77.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	28.1%	58.1%	83.5%	96.4%	99.1%	99.7%	99.9%
Treated and admitted to hospital	0.7%	4.9%	18.5%	55.1%	77.5%	92.5%	96.6%	98.3%
Patient left without, or before completing, treatment	34.7%	63.1%	83.7%	94.6%	99.3%	99.8%	99.9%	99.9%
Transferred to another hospital	1.7%	12.2%	23.5%	39.1%	62.6%	83.5%	89.6%	93.9%
All presentations	7.8%	26.0%	50.7%	77.2%	91.7%	97.4%	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.

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

Canterbury Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 11,740 patients

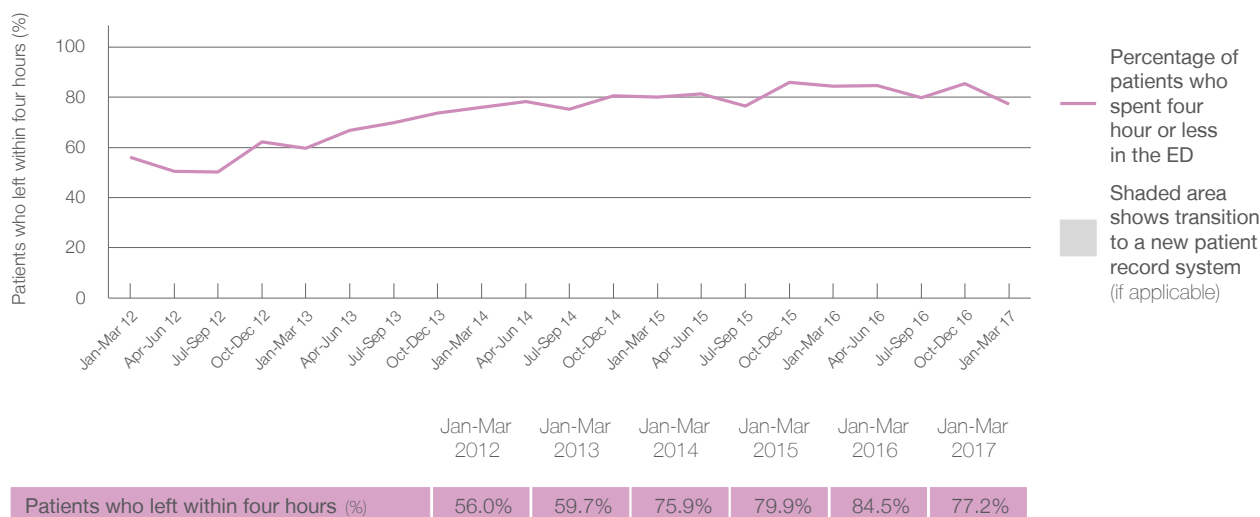
Presentations used to calculate time to leaving the ED:⁶ 11,738 patients

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



Same period last year	Change since one year ago
11,041	6.3%
11,038	6.3%
84.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Coffs Harbour Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,818 patients

Emergency presentations:² 9,511 patients

Same period last year	Change since one year ago
9,463	3.8%
9,150	3.9%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,028 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,107 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,833 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,488 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,010	
6 minutes	8 minutes
11 minutes	26 minutes
2,804	
16 minutes	20 minutes
42 minutes	69 minutes
3,714	
25 minutes	26 minutes
106 minutes	101 minutes
1,564	
34 minutes	23 minutes
117 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,818 patients

Percentage of patients who spent four hours or less in the ED 74.8%

Same period last year	Change since one year ago
9,461	3.8%
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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

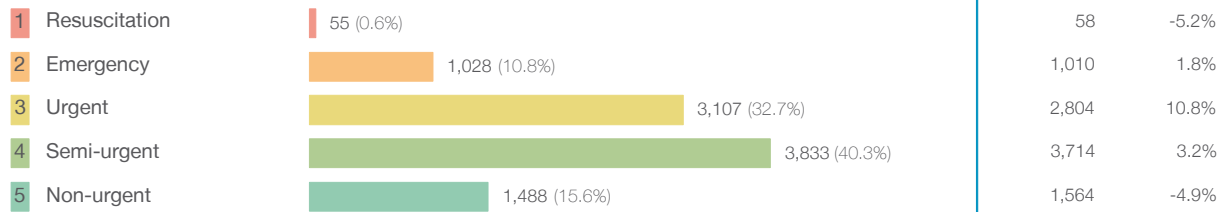
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Patients presenting to the emergency department

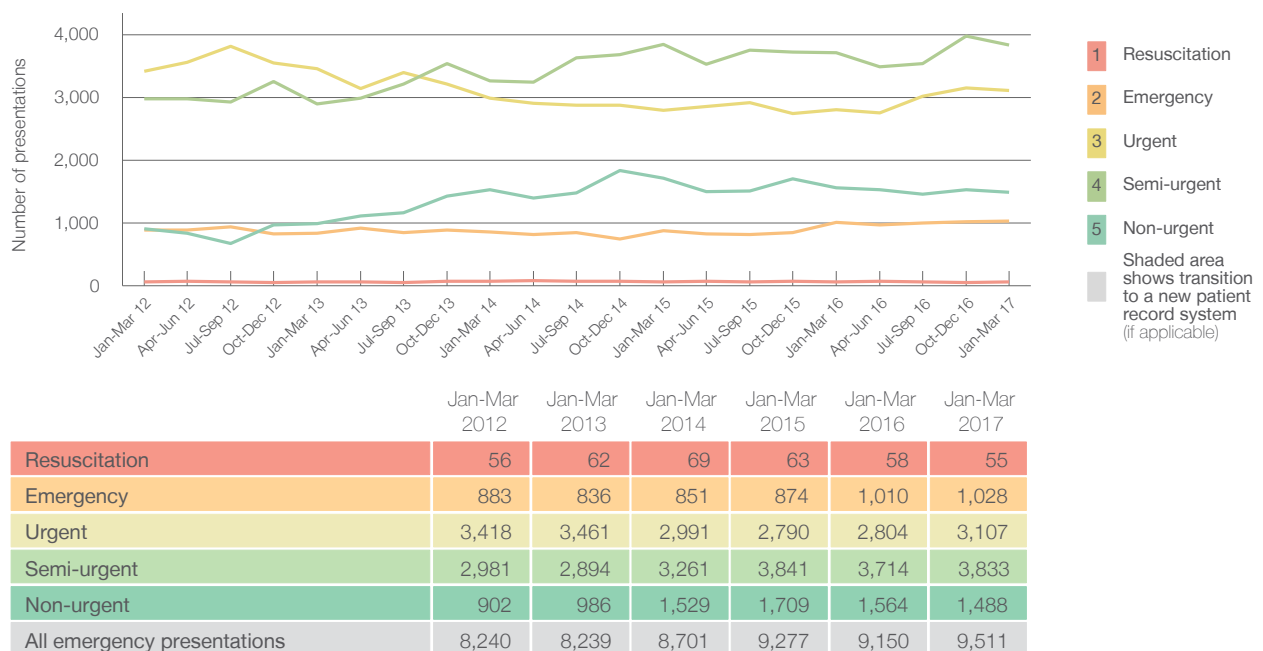
January to March 2017

All presentations:¹ 9,818 patients

Emergency presentations² by triage category: 9,511 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]

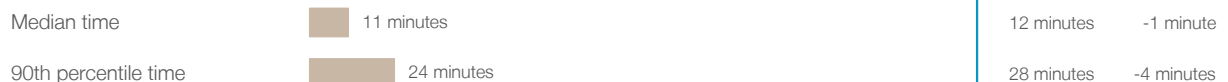


Coffs Harbour Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,202 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.

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

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

January to March 2017

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

Number of triage 2 patients: 1,028

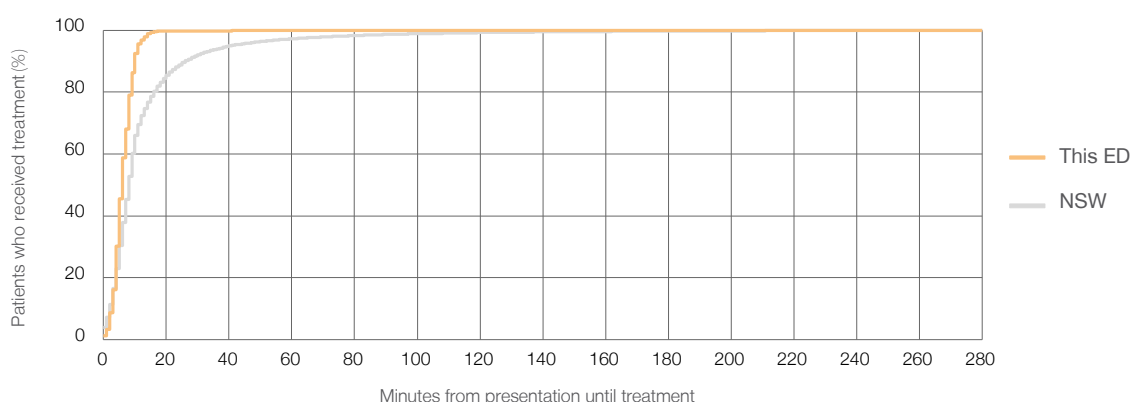
Number of triage 2 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ 6 minutes

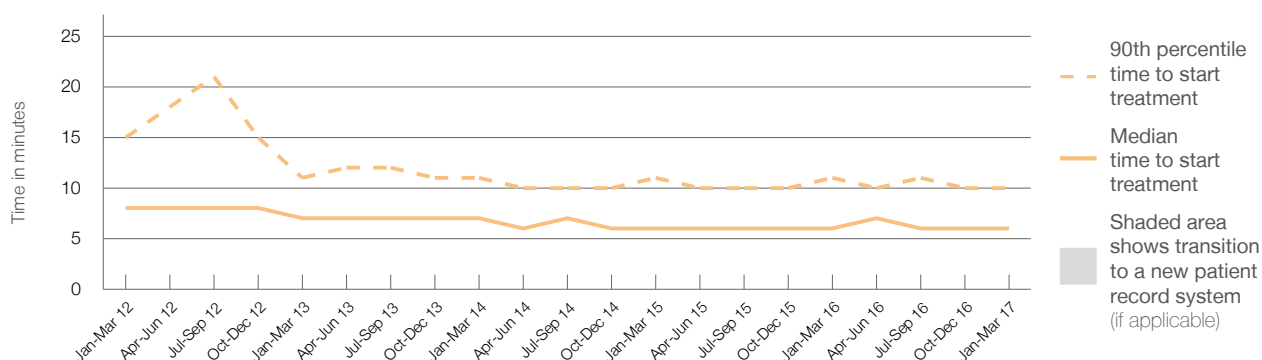
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,010	
1,008	
6 minutes	8 minutes
11 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	7	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	15	11	11	11	11	10

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

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

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

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

January to March 2017

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

Number of triage 3 patients: 3,107

Number of triage 3 patients used to calculate waiting time:³ 3,067

Median time to start treatment⁴

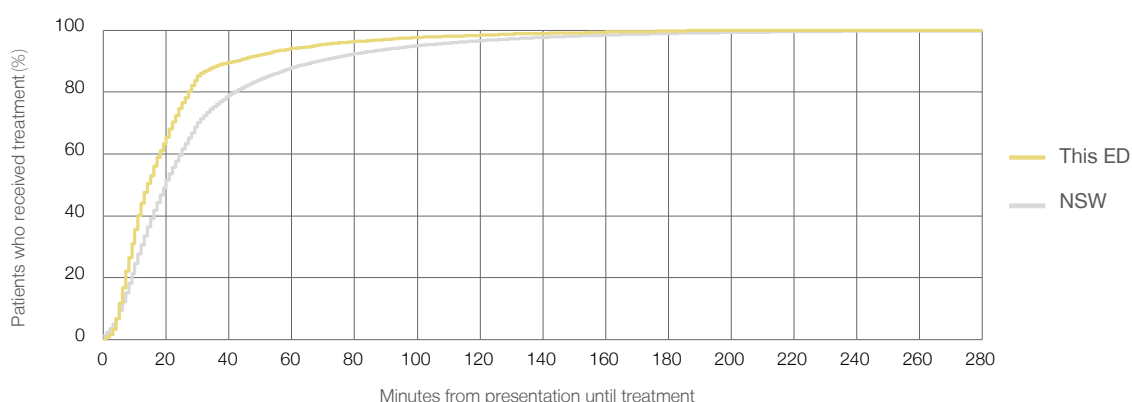
14 minutes

90th percentile time to start treatment⁵

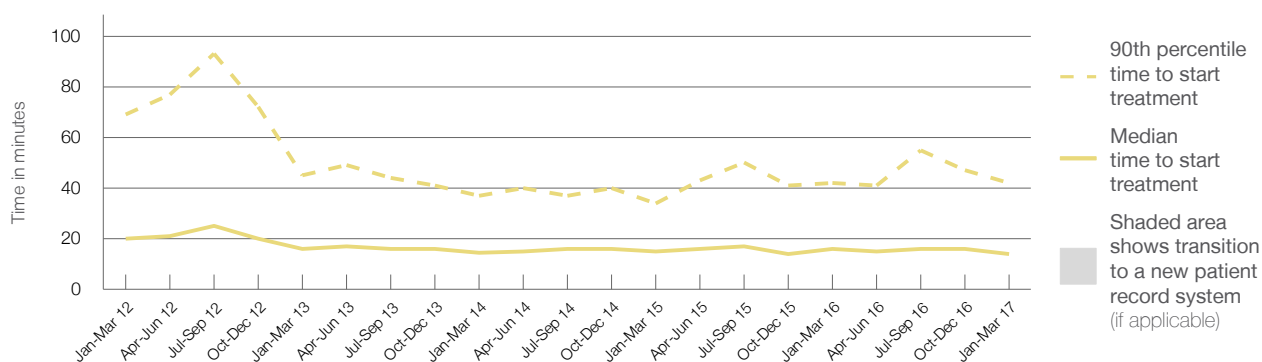
42 minutes

Same period last year	NSW (this period)
2,804	
2,759	
16 minutes	20 minutes
42 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	16	15	15	16	14
90th percentile time to start treatment ⁵ (minutes)	69	45	37	34	42	42

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 3,833

Number of triage 4 patients used to calculate waiting time:³ 3,550

Median time to start treatment⁴

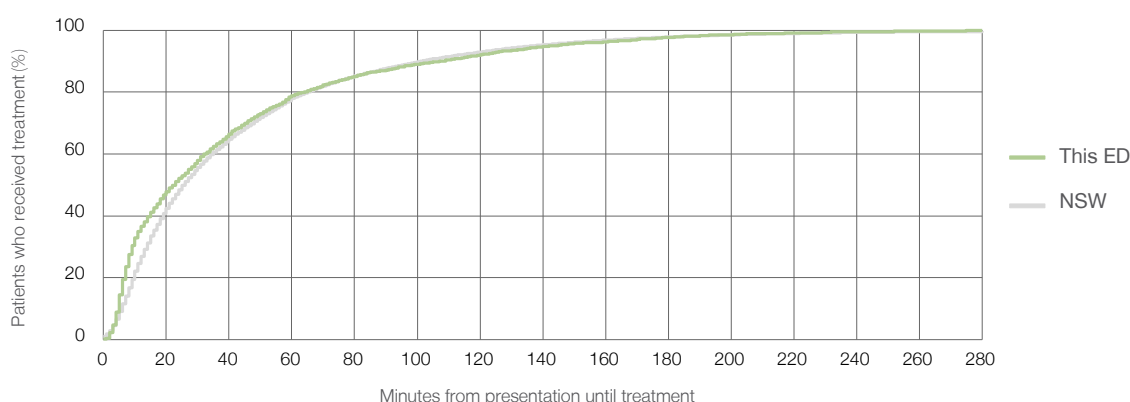
23 minutes

90th percentile time to start treatment⁵

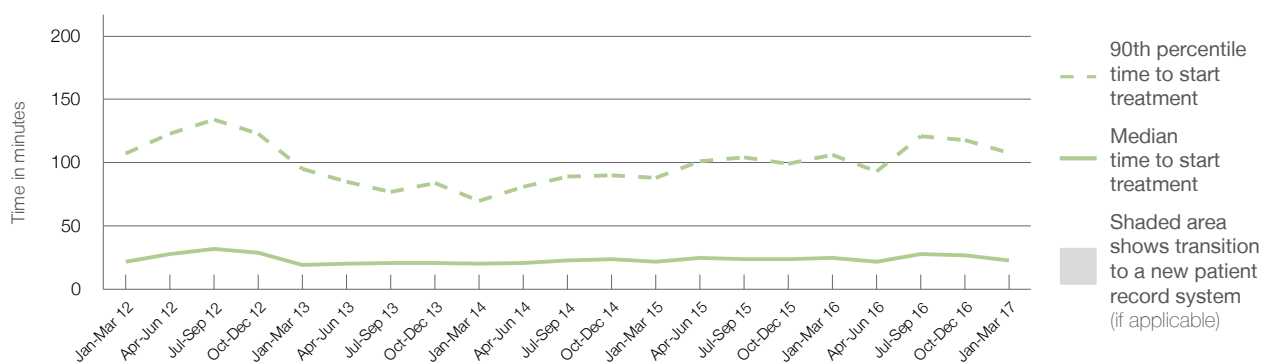
108 minutes

Same period last year	NSW (this period)
3,714	
3,462	
25 minutes	26 minutes
106 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	19	20	22	25	23
90th percentile time to start treatment ⁵ (minutes)	107	95	70	88	106	108

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 1,488

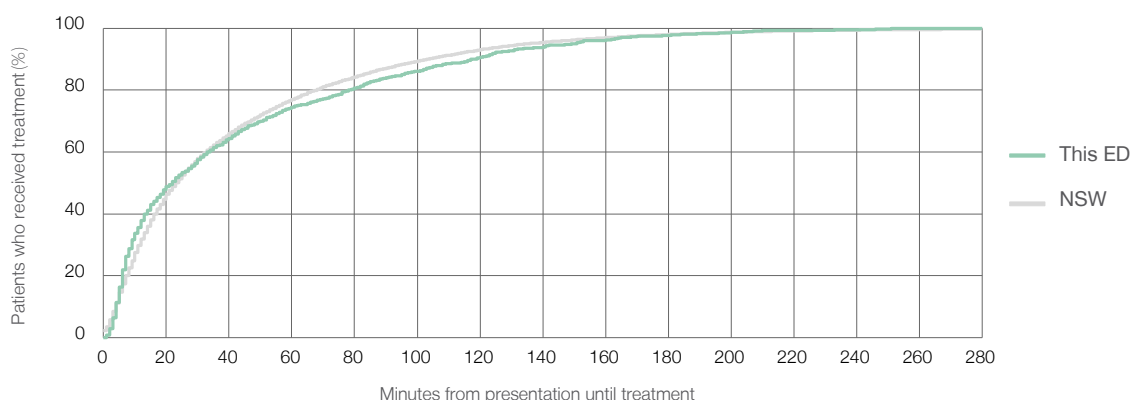
Number of triage 5 patients used to calculate waiting time:³ 1,370

Median time to start treatment⁴ 22 minutes

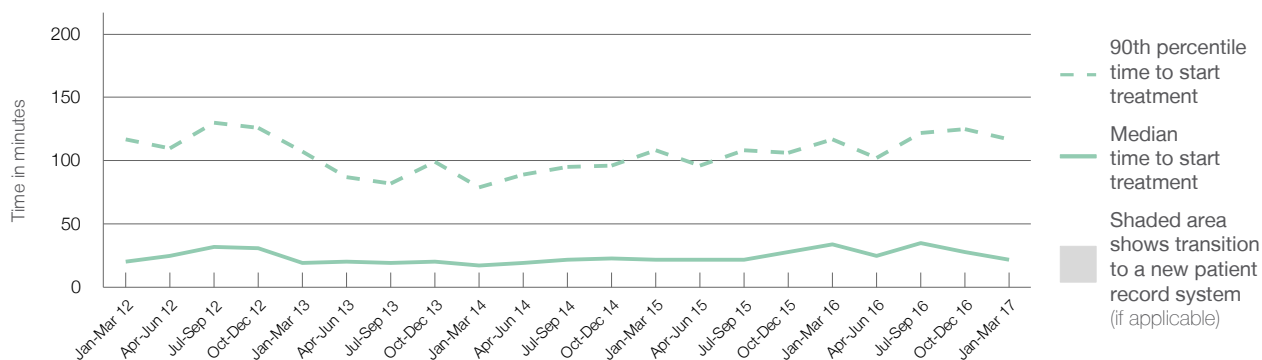
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,564	
1,421	
34 minutes	23 minutes
117 minutes	104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	19	17	22	34	22
90th percentile time to start treatment ⁵ (minutes)	117	107	79	108	117	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.

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

Coffs Harbour Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,818 patients

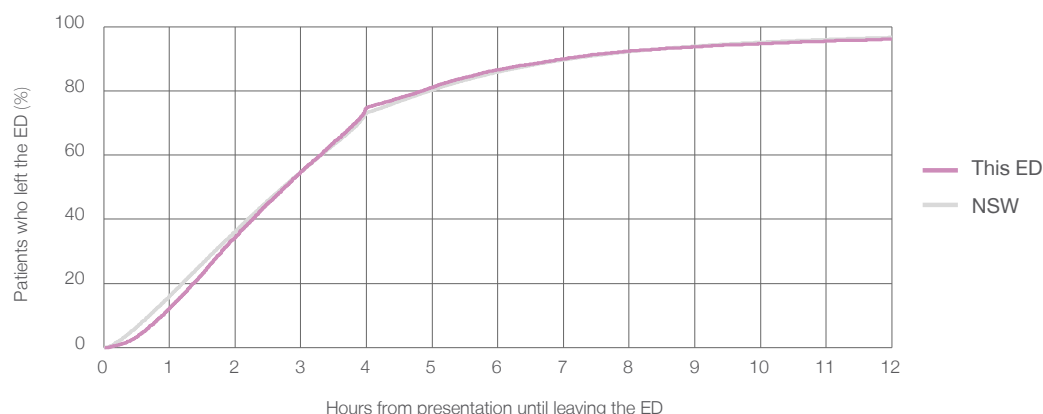
Presentations used to calculate time to leaving the ED:⁶ 9,818 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

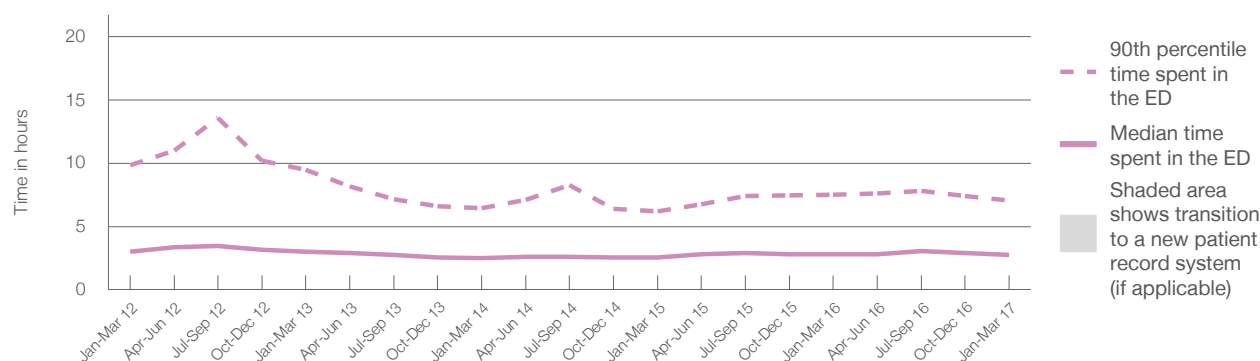
90th percentile time spent in the ED⁹ 7 hours and 2 minutes

Same period last year	NSW (this period)
9,463	
9,461	
2 hours and 48 minutes	2 hours and 44 minutes
7 hours and 31 minutes	7 hours and 7 minutes

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 0m	2h 59m	2h 29m	2h 34m	2h 48m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 50m	9h 29m	6h 27m	6h 11m	7h 31m	7h 2m

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

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

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

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:[†] 9,818 patients

Presentations used to calculate time to leaving the ED:[‡] 9,818 patients

Treated and discharged 5,812 (59.2%)

Treated and admitted to hospital 3,497 (35.6%)

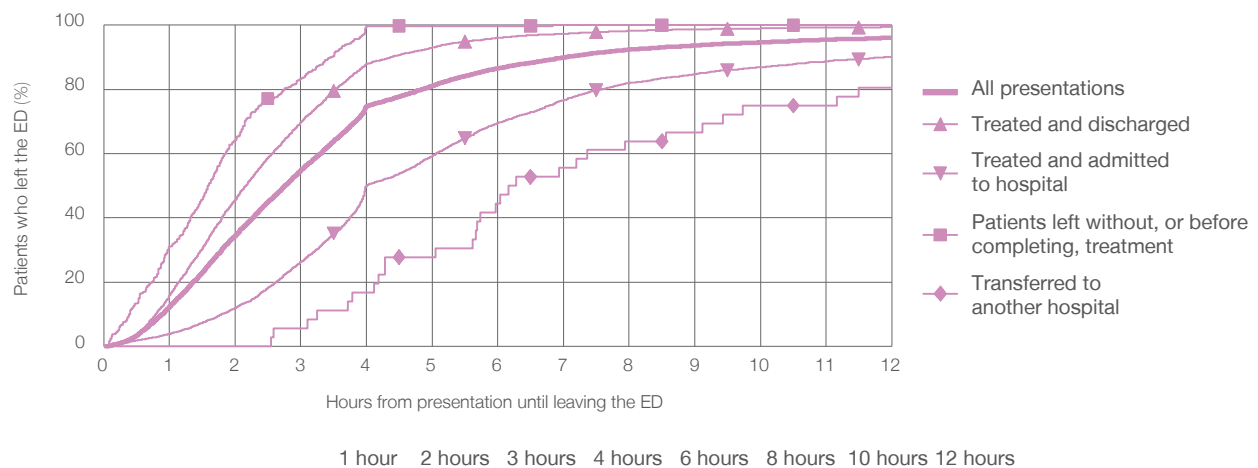
Patient left without, or before completing, treatment 456 (4.6%)

Transferred to another hospital 36 (0.4%)

Other 17 (0.2%)

Same period last year	Change since one year ago
9,461	3.8%
5,725	1.5%
3,216	8.7%
437	4.3%
37	-2.7%
48	-64.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.8%	45.7%	69.8%	88.0%	96.0%	98.2%	99.0%	99.4%
Treated and admitted to hospital	3.8%	11.9%	26.4%	50.1%	69.5%	82.0%	86.9%	90.2%
Patient left without, or before completing, treatment	31.1%	64.3%	83.3%	99.8%	99.8%	100%	100%	100%
Transferred to another hospital	0%	0%	5.6%	16.7%	44.4%	63.9%	75.0%	80.6%
All presentations	12.4%	34.4%	54.8%	74.8%	86.6%	92.4%	94.7%	96.1%

(†) 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.

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Coffs Harbour Base Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 9,818 patients

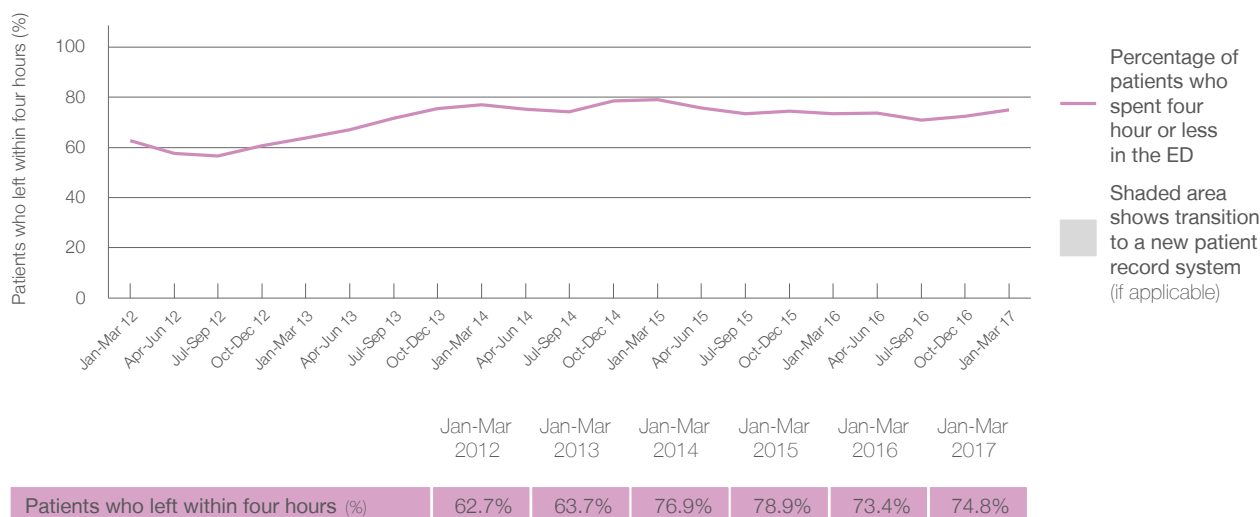
Presentations used to calculate time to leaving the ED:⁶ 9,818 patients

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



Same period last year	Change since one year ago
9,463	3.8%
9,461	3.8%
73.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Dubbo Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,178 patients

Emergency presentations:² 7,794 patients

Same period last year	Change since one year ago
7,621	7.3%
7,424	5.0%

Dubbo Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 931 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,754 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,064 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,012 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
878	
9 minutes	8 minutes
21 minutes	26 minutes
2,670	
24 minutes	20 minutes
67 minutes	69 minutes
3,275	
28 minutes	26 minutes
105 minutes	101 minutes
562	
23 minutes	23 minutes
122 minutes	104 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,177 patients

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

Same period last year	Change since one year ago
7,618	7.3%
70.4%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

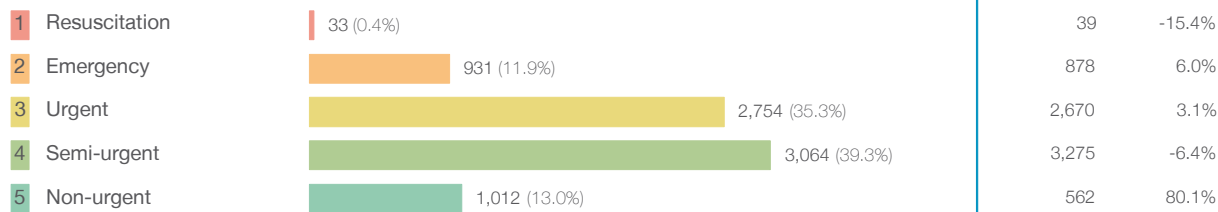
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Patients presenting to the emergency department

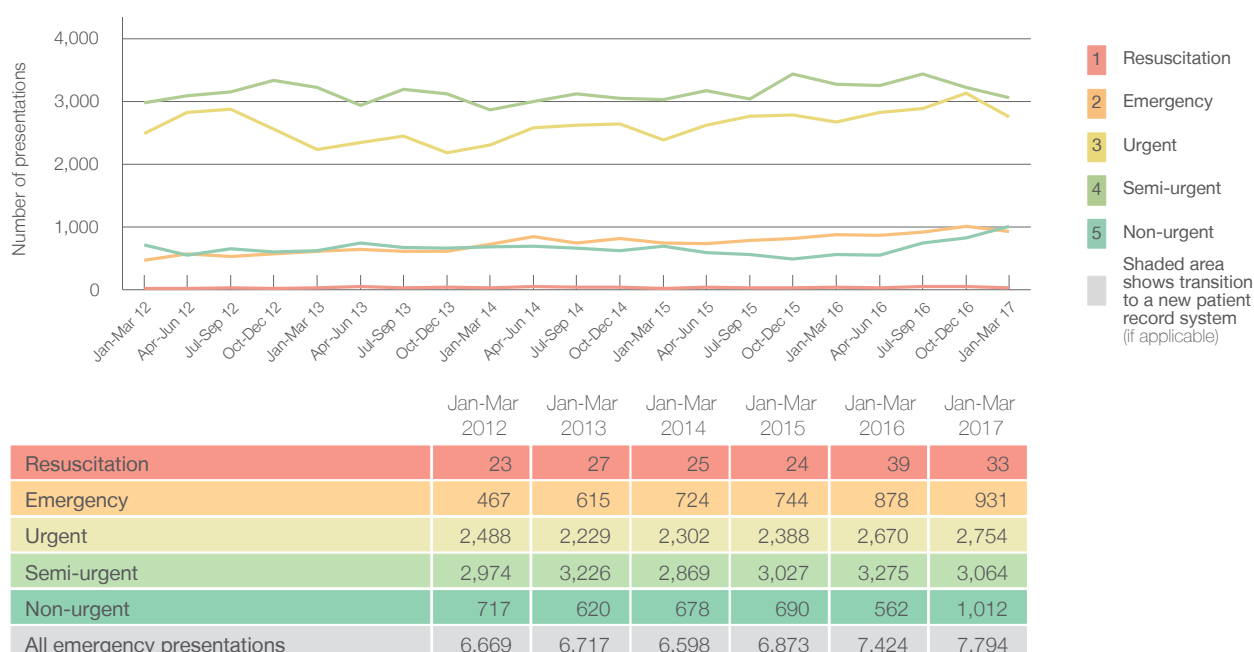
January to March 2017

All presentations:¹ 8,178 patients

Emergency presentations² by triage category: 7,794 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Dubbo Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,653 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.

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

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

January to March 2017

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

Number of triage 2 patients: 931

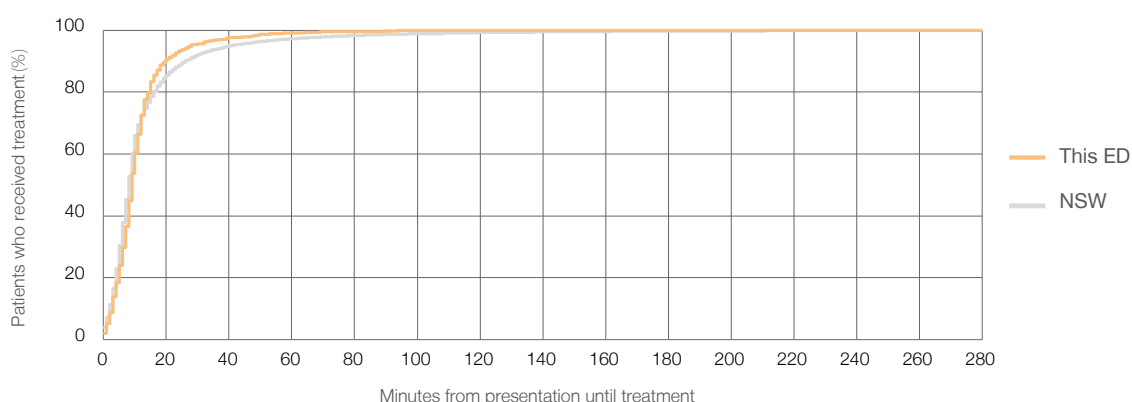
Number of triage 2 patients used to calculate waiting time:³ 925

Median time to start treatment⁴ 9 minutes

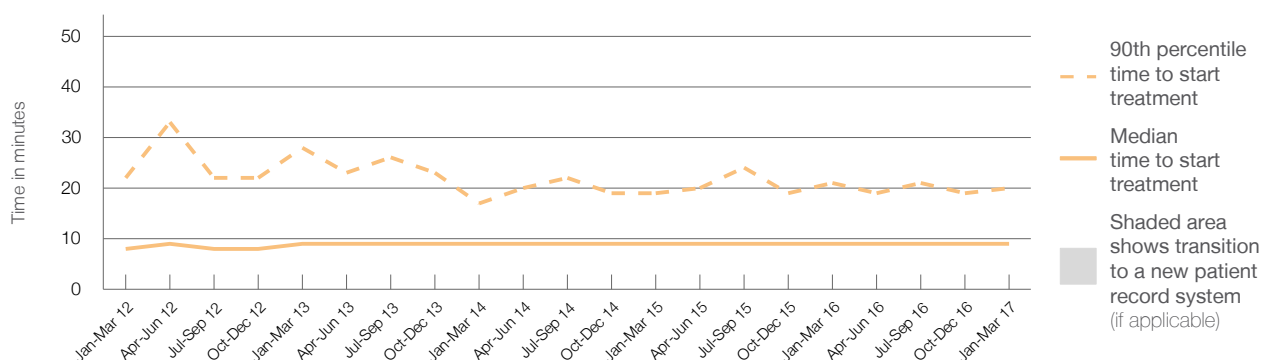
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
878	
874	
9 minutes	8 minutes
21 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	9	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	22	28	17	19	21	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.

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

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

January to March 2017

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

Number of triage 3 patients: 2,754

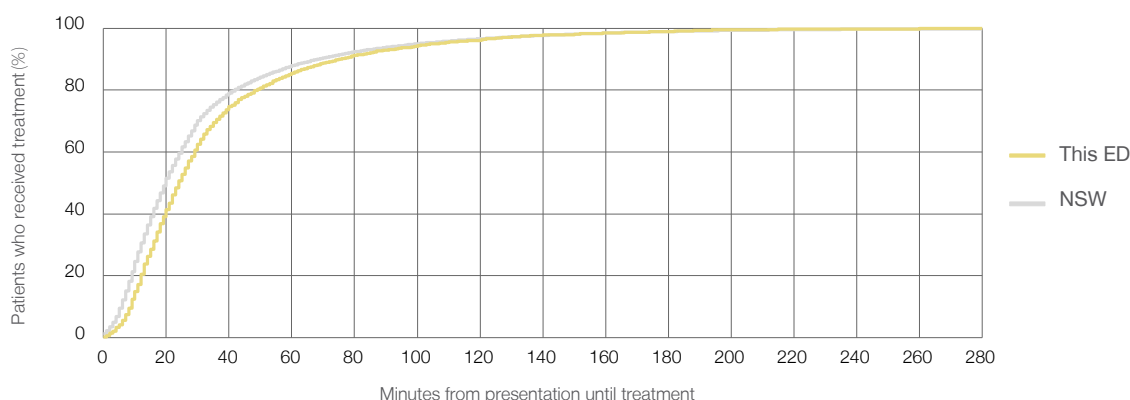
Number of triage 3 patients used to calculate waiting time:³ 2,684

Median time to start treatment⁴ 24 minutes

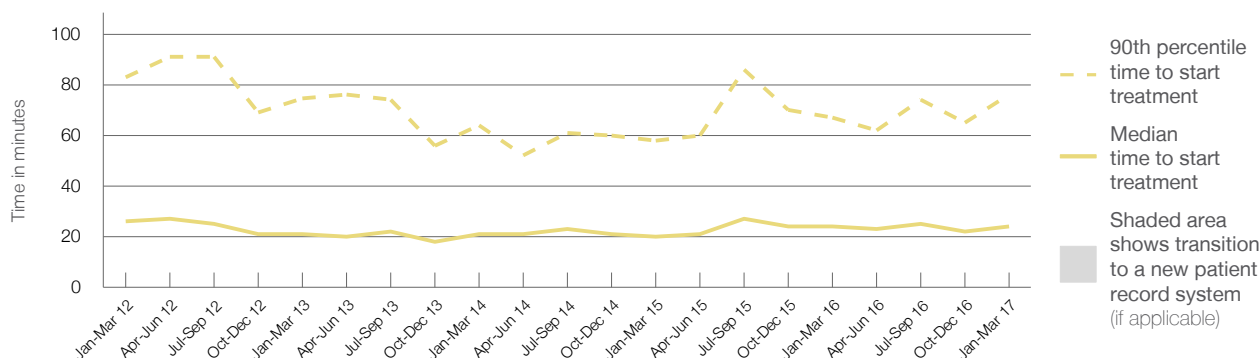
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
2,670	
2,604	
24 minutes	20 minutes
67 minutes	69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	21	21	20	24	24
90th percentile time to start treatment ⁵ (minutes)	83	75	64	58	67	76

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

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

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

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

January to March 2017

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

Number of triage 4 patients: 3,064

Number of triage 4 patients used to calculate waiting time:³ 2,834

Median time to start treatment⁴

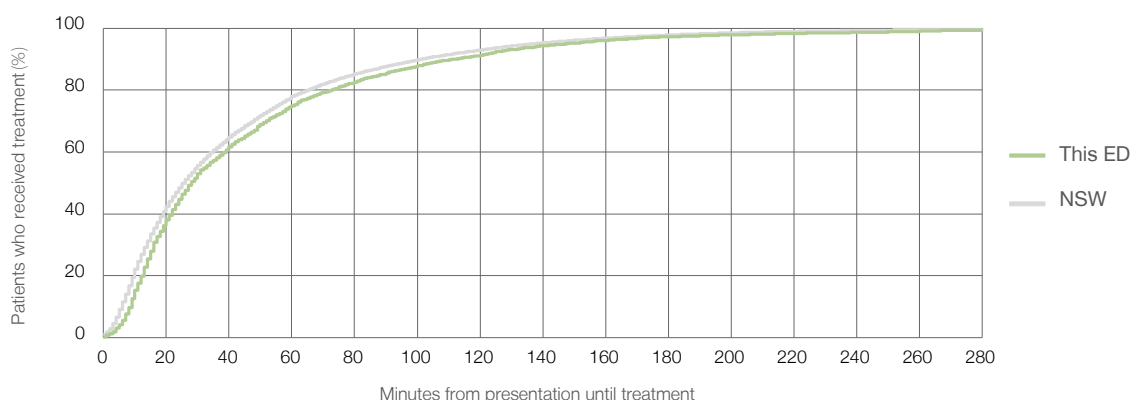
28 minutes

90th percentile time to start treatment⁵

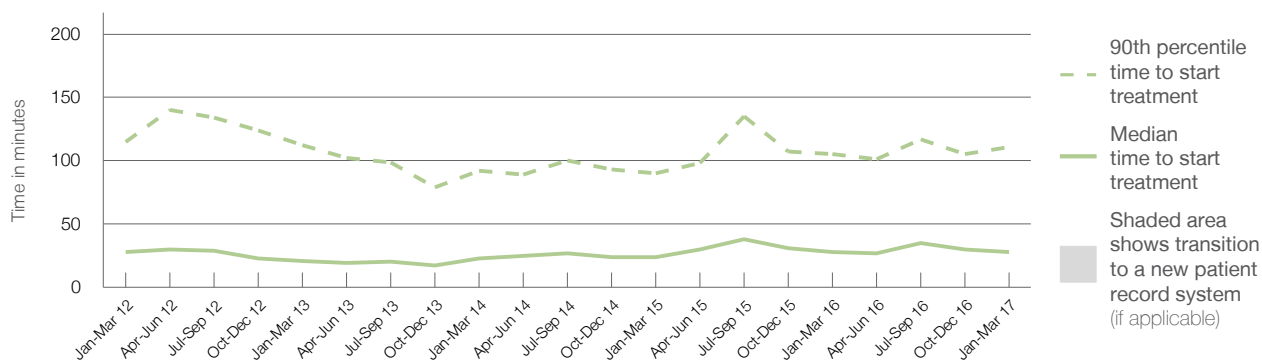
111 minutes

Same period last year	NSW (this period)
3,275	
3,002	
28 minutes	26 minutes
105 minutes	101 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	21	23	24	28	28
90th percentile time to start treatment ⁵ (minutes)	115	113	92	90	105	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.

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

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

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,012

Number of triage 5 patients used to calculate waiting time:³ 848

Median time to start treatment⁴

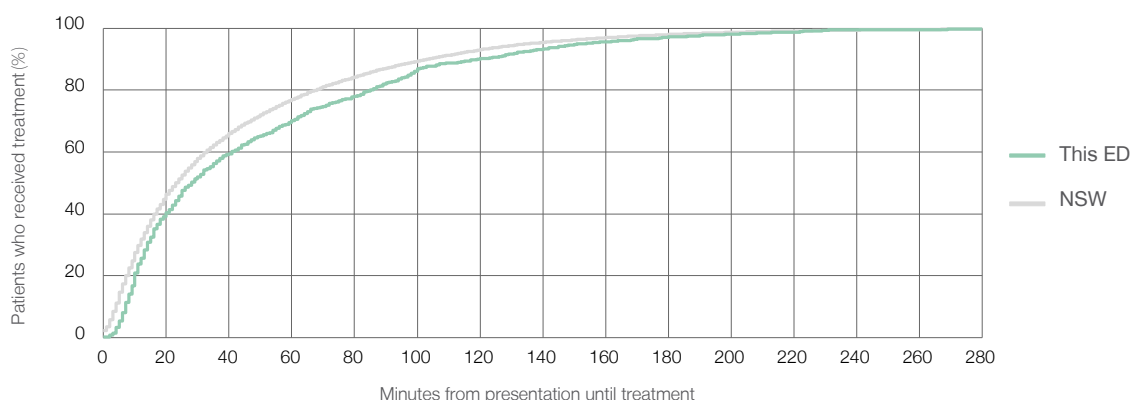
28 minutes

90th percentile time to start treatment⁵

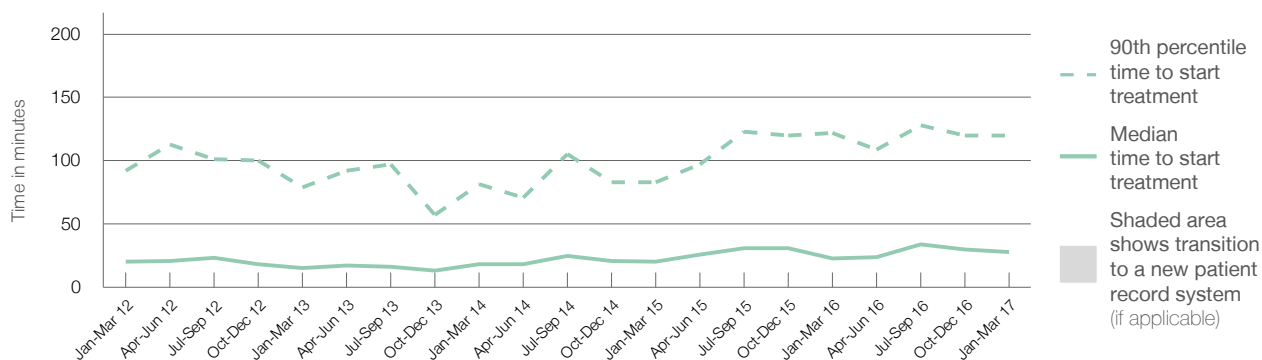
120 minutes

Same period last year	NSW (this period)
562	
445	
23 minutes	23 minutes
122 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	15	18	20	23	28
90th percentile time to start treatment ⁵ (minutes)	92	79	82	83	122	120

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,178 patients

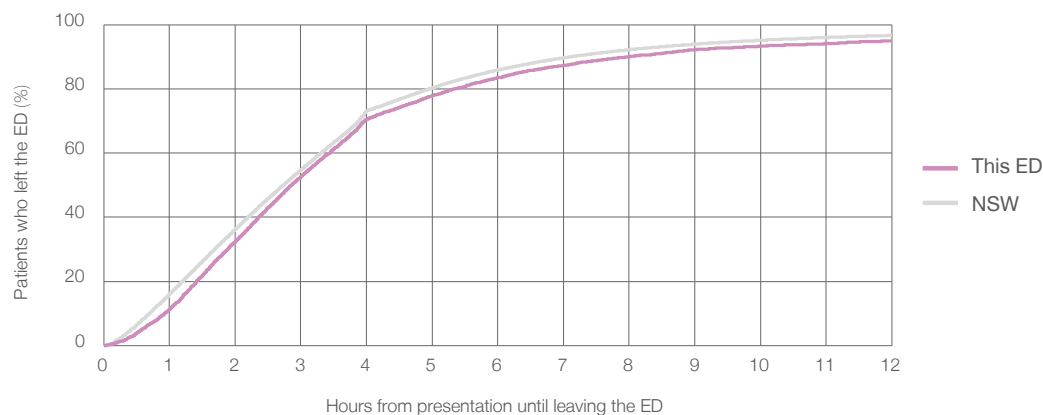
Presentations used to calculate time to leaving the ED:⁶ 8,177 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

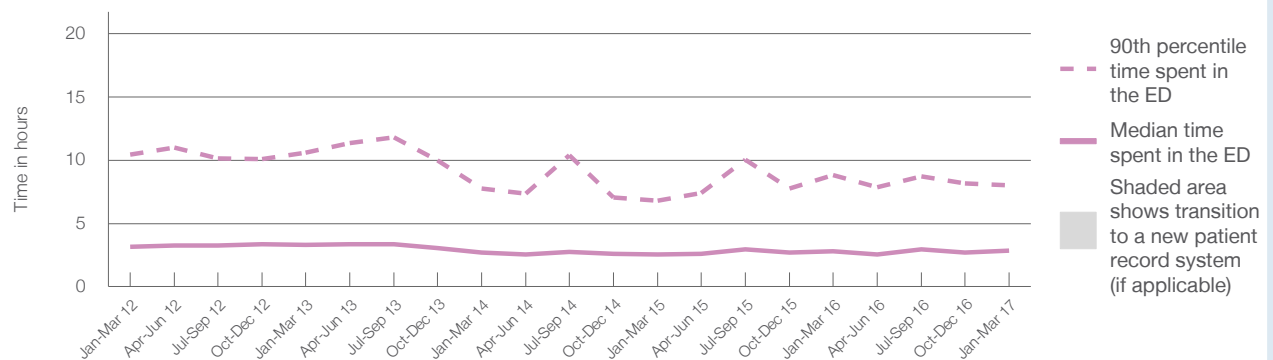
90th percentile time spent in the ED⁹ 8 hours and 0 minutes

Same period last year	NSW (this period)
7,621	
7,618	
2 hours and 48 minutes	2 hours and 44 minutes
8 hours and 48 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 8m	3h 18m	2h 43m	2h 33m	2h 48m	2h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 27m	10h 36m	7h 46m	6h 49m	8h 48m	8h 0m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

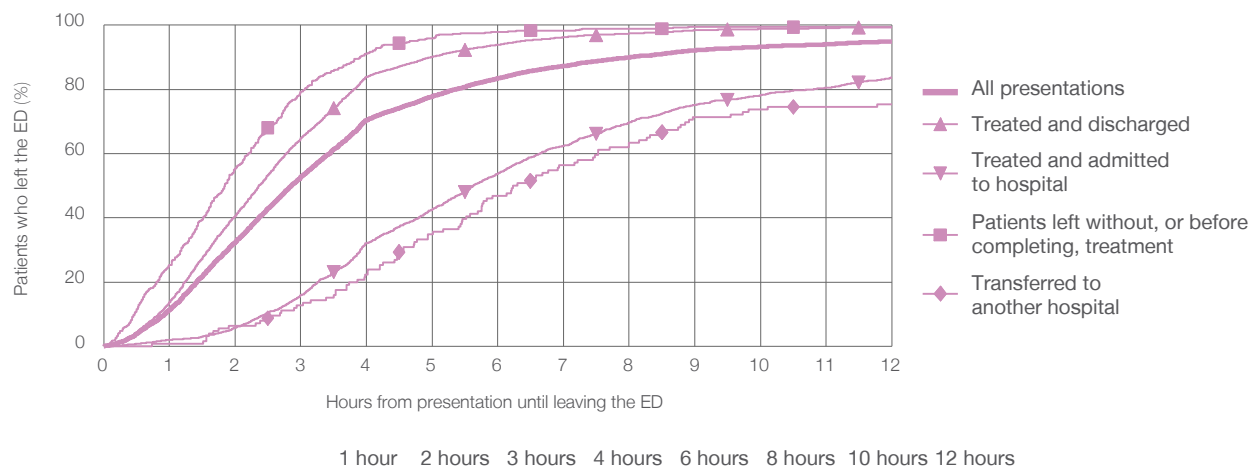
January to March 2017

All presentations:[†] 8,178 patients

Presentations used to calculate time to leaving the ED:[‡] 8,177 patients

		Same period last year	Change since one year ago
Treated and discharged	5,459 (66.8%)	5,242	4.1%
Treated and admitted to hospital	2,027 (24.8%)	1,739	16.6%
Patient left without, or before completing, treatment	536 (6.6%)	478	12.1%
Transferred to another hospital	126 (1.5%)	138	-8.7%
Other	30 (0.4%)	24	25.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	13.8%	40.7%	64.7%	83.9%	94.0%	97.4%	98.8%	99.3%
Treated and admitted to hospital	1.9%	5.8%	15.9%	32.2%	53.9%	69.7%	78.2%	83.7%
Patient left without, or before completing, treatment	25.4%	55.4%	79.3%	91.0%	97.9%	98.9%	99.4%	99.4%
Transferred to another hospital	0.8%	6.3%	12.7%	22.2%	46.8%	63.5%	73.8%	75.4%
All presentations	11.4%	32.5%	52.7%	70.5%	83.5%	90.0%	93.3%	95.0%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 8,178 patients

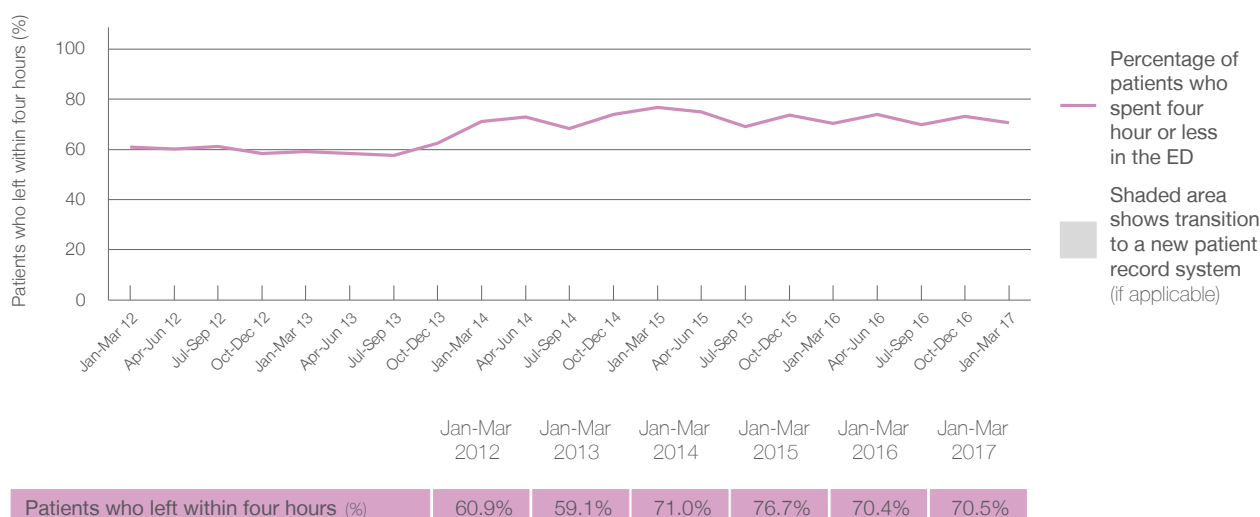
Presentations used to calculate time to leaving the ED:⁶ 8,177 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,621	7.3%
7,618	7.3%
70.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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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 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 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*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,782 patients
Emergency presentations:² 8,759 patients

Same period last year	Change since one year ago
8,752	0.3%
8,731	0.3%

Fairfield Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 824 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,230 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,044 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 641 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
652	
9 minutes	8 minutes
21 minutes	26 minutes
2,855	
17 minutes	20 minutes
60 minutes	69 minutes
4,537	
19 minutes	26 minutes
99 minutes	101 minutes
674	
18 minutes	23 minutes
109 minutes	104 minutes

Fairfield Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,782 patients

Percentage of patients who spent four hours or less in the ED 78.6%

Same period last year	Change since one year ago
8,752	0.3%
82.1%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

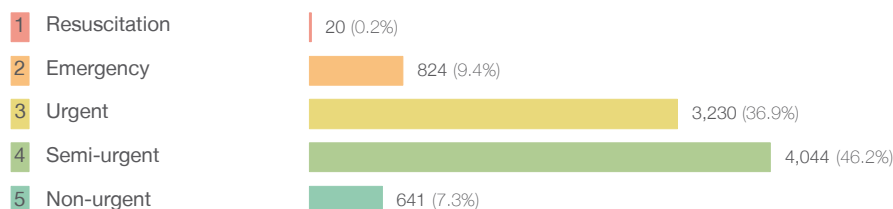
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Patients presenting to the emergency department

January to March 2017

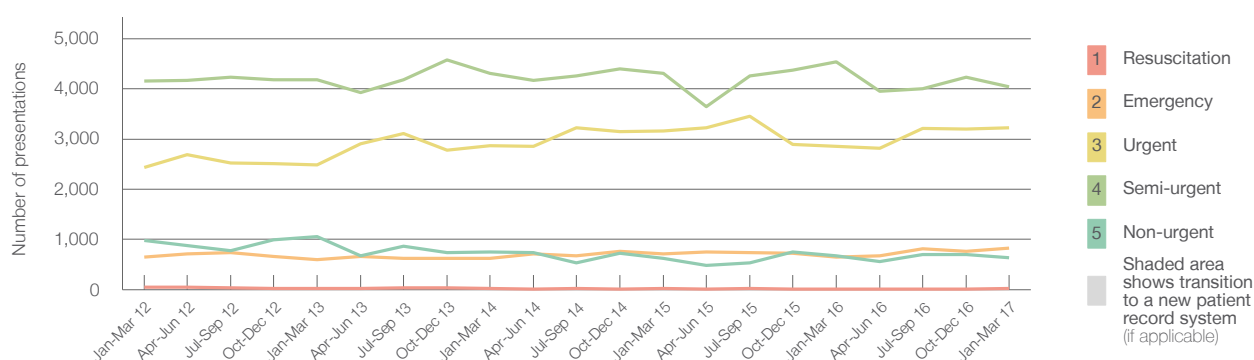
All presentations:¹ 8,782 patients

Emergency presentations² by triage category: 8,759 patients



Same period last year	Change since one year ago
8,752	0.3%
8,731	0.3%
13	53.8%
652	26.4%
2,855	13.1%
4,537	-10.9%
674	-4.9%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	46	25	26	19	13	20
Emergency	652	596	621	707	652	824
Urgent	2,437	2,482	2,869	3,160	2,855	3,230
Semi-urgent	4,160	4,177	4,314	4,305	4,537	4,044
Non-urgent	977	1,051	751	623	674	641
All emergency presentations	8,272	8,331	8,581	8,814	8,731	8,759

Fairfield Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,335 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,210	
11 minutes	0 minutes
27 minutes	0 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 824

Number of triage 2 patients used to calculate waiting time:³ 817

Median time to start treatment⁴

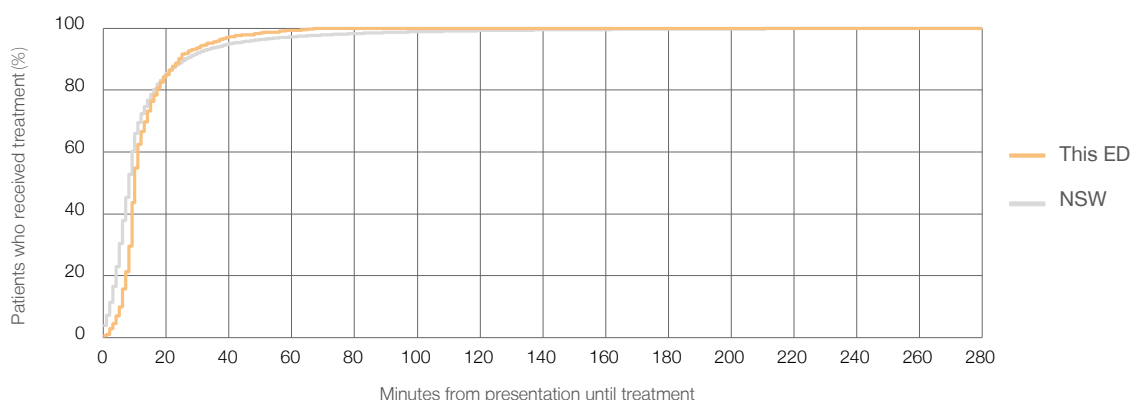
10 minutes

90th percentile time to start treatment⁵

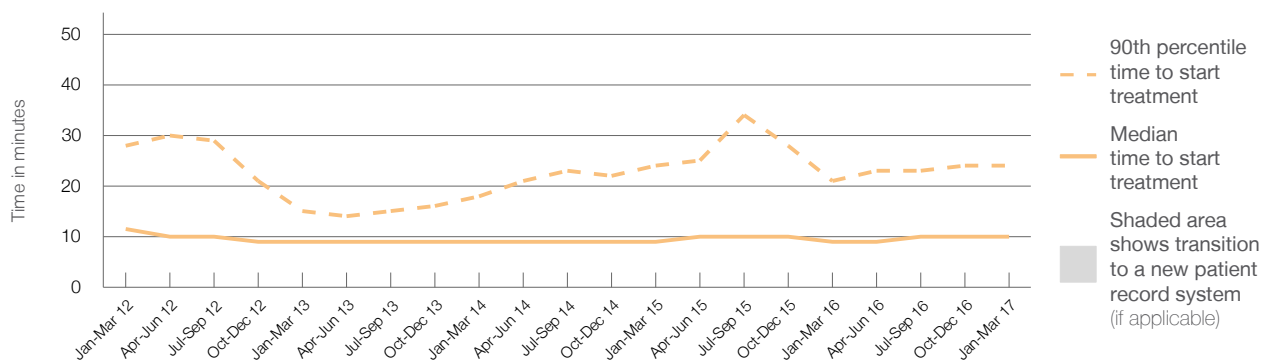
24 minutes

Same period last year	NSW (this period)
652	
651	
9 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	12	9	9	9	9	10
90th percentile time to start treatment ⁵ (minutes)	28	15	18	24	21	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,230

Number of triage 3 patients used to calculate waiting time:³ 3,156

Median time to start treatment⁴

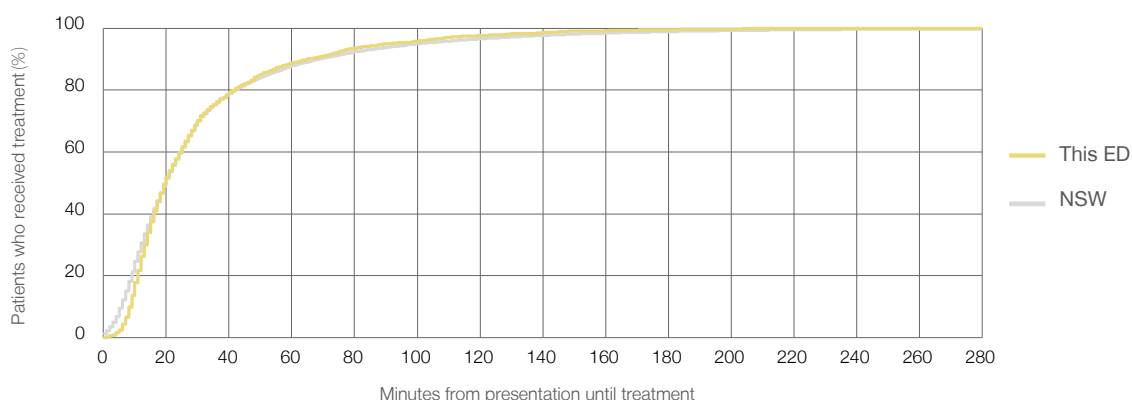
20 minutes

90th percentile time to start treatment⁵

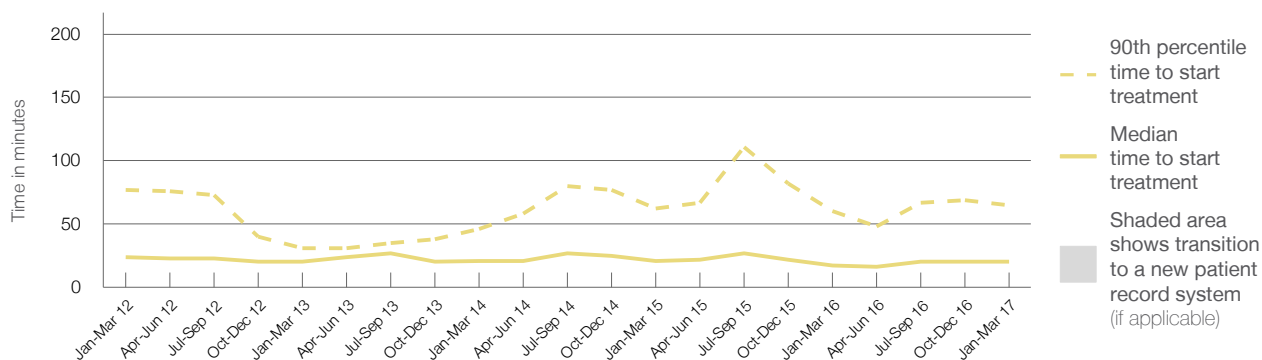
65 minutes

Same period last year	NSW (this period)
2,855	
2,799	
17 minutes	20 minutes
60 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	24	20	21	21	17	20
90th percentile time to start treatment ⁵ (minutes)	77	31	46	62	60	65

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,044

Number of triage 4 patients used to calculate waiting time:³ 3,779

Median time to start treatment⁴

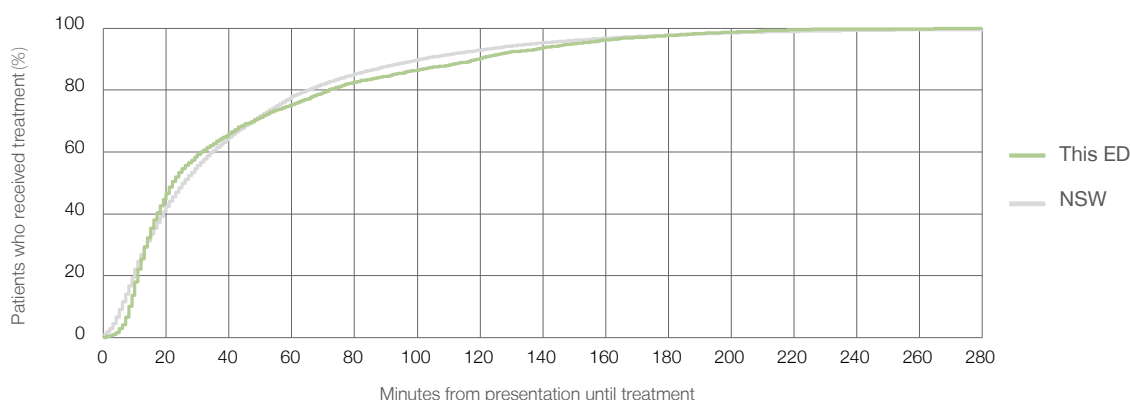
22 minutes

90th percentile time to start treatment⁵

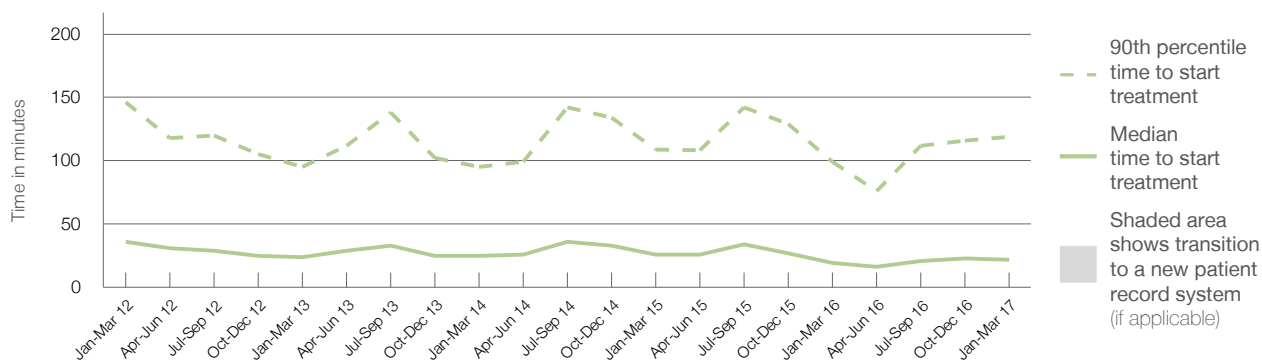
119 minutes

Same period last year	NSW (this period)
4,537	
4,118	
19 minutes	26 minutes
99 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	36	24	25	26	19	22
90th percentile time to start treatment ⁵ (minutes)	146	95	95	109	99	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 641

Number of triage 5 patients used to calculate waiting time:³ 492

Median time to start treatment⁴

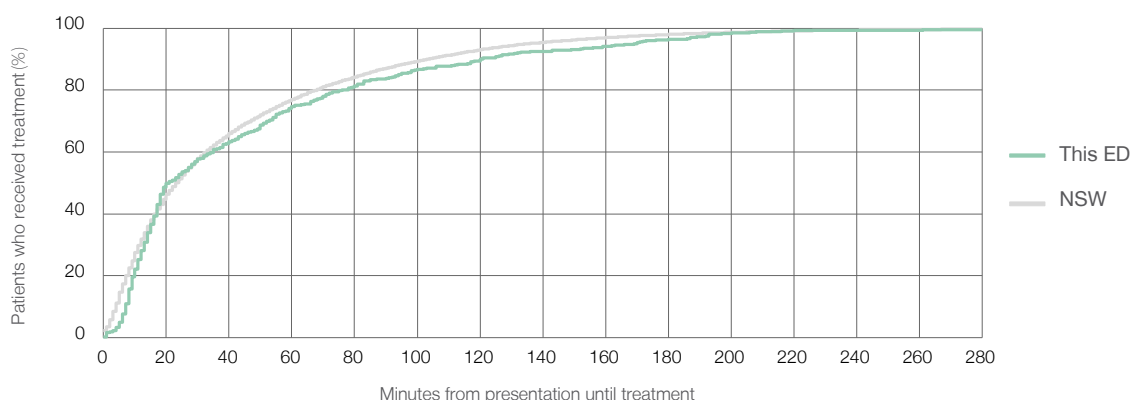
21 minutes

90th percentile time to start treatment⁵

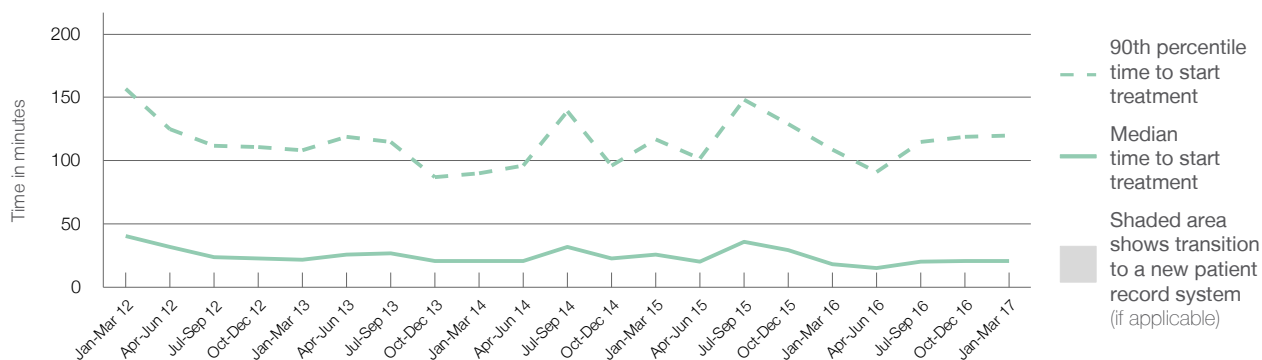
120 minutes

Same period last year	NSW (this period)
674	
497	
18 minutes	23 minutes
109 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	41	22	21	26	18	21
90th percentile time to start treatment ⁵ (minutes)	157	108	90	117	109	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,782 patients

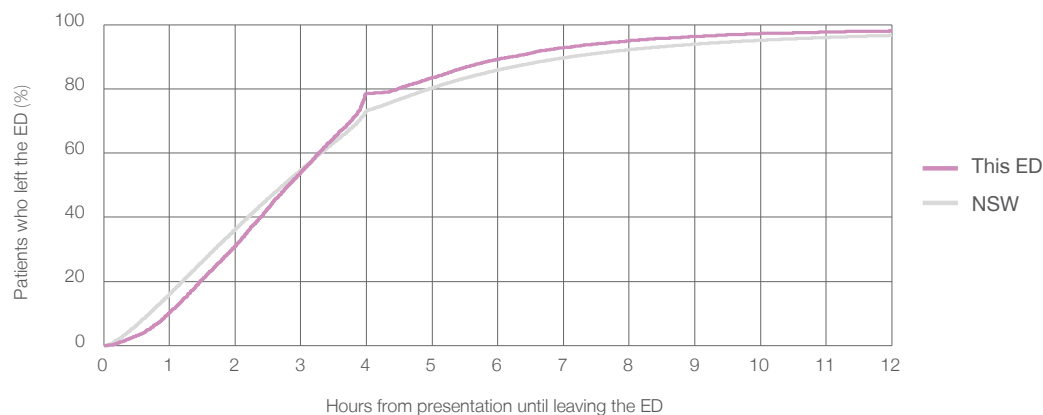
Presentations used to calculate time to leaving the ED:⁶ 8,782 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

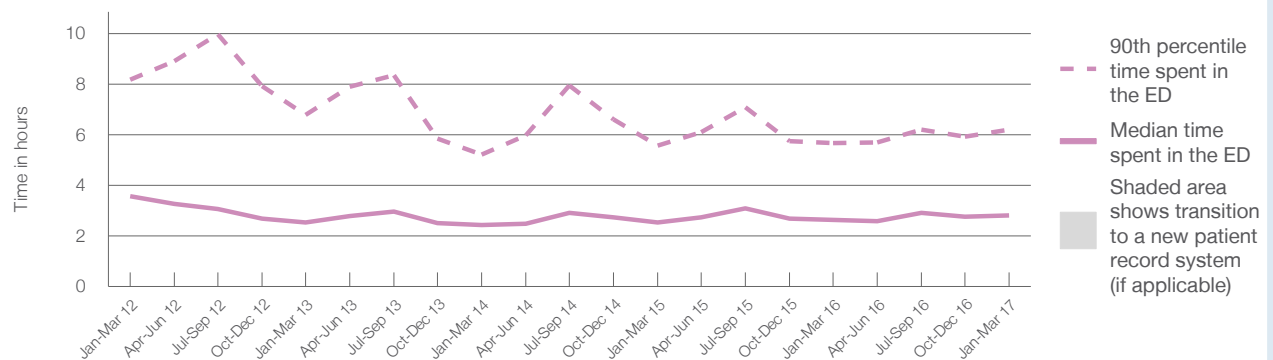
90th percentile time spent in the ED⁹ 6 hours and 13 minutes

Same period last year	NSW (this period)
8,752	8,752
2 hours and 39 minutes	2 hours and 44 minutes
5 hours and 40 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 34m	2h 32m	2h 26m	2h 33m	2h 39m	2h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 11m	6h 47m	5h 13m	5h 34m	5h 40m	6h 13m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

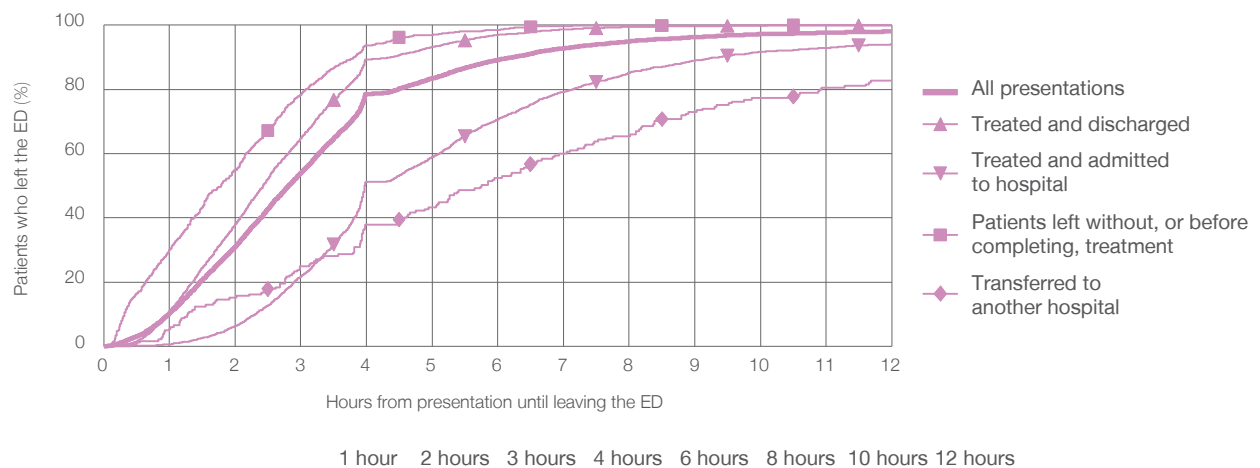
All presentations:[†] 8,782 patients

Presentations used to calculate time to leaving the ED:[‡] 8,782 patients

Treated and discharged	5,368 (61.1%)
Treated and admitted to hospital	2,335 (26.6%)
Patient left without, or before completing, treatment	815 (9.3%)
Transferred to another hospital	185 (2.1%)
Other	79 (0.9%)

Same period last year	Change since one year ago
8,752	0.3%
5,505	-2.5%
2,171	7.6%
861	-5.3%
135	37.0%
80	-1.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	11.0%	38.0%	64.9%	89.3%	97.0%	99.4%	99.9%	100%
Treated and admitted to hospital	0.6%	6.3%	21.8%	51.2%	70.7%	85.1%	91.8%	94.1%
Patient left without, or before completing, treatment	30.2%	54.8%	78.3%	93.6%	98.5%	99.9%	99.9%	100%
Transferred to another hospital	5.4%	15.1%	24.9%	37.8%	52.4%	65.4%	77.3%	82.7%
All presentations	10.4%	31.2%	54.1%	78.6%	89.2%	95.0%	97.2%	98.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 8,782 patients

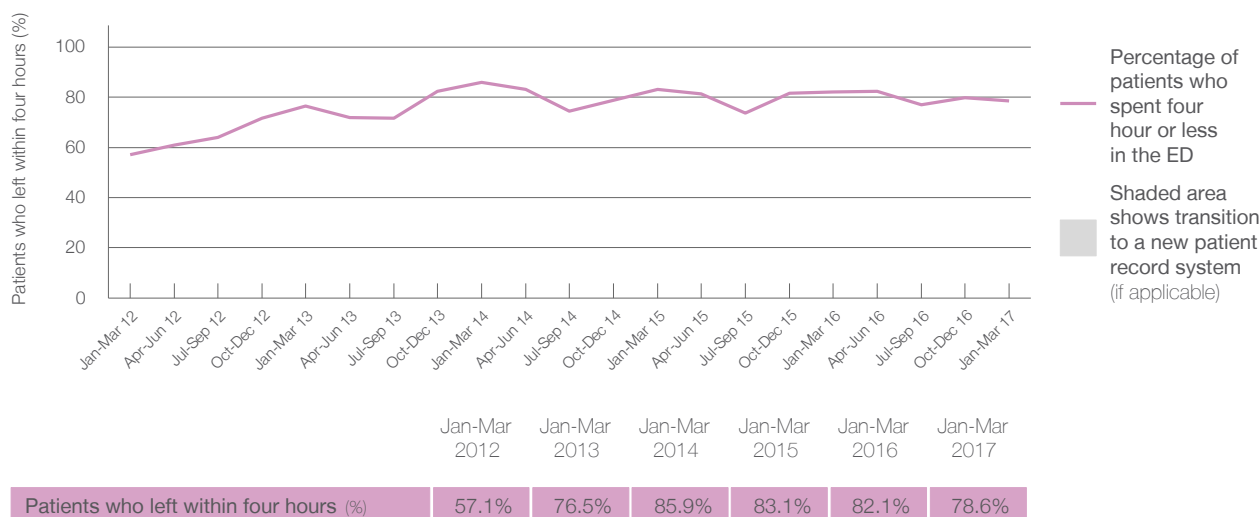
Presentations used to calculate time to leaving the ED:⁶ 8,782 patients

Percentage of patients who spent four hours or less in the ED

78.6%

Same period last year	Change since one year ago
8,752	0.3%
8,752	0.3%
82.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,656 patients

Emergency presentations:² 9,594 patients

Same period last year	Change since one year ago
9,644	0.1%
9,595	-0.0%

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,282 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,224 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,380 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,672 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
1,332	
5 minutes	8 minutes
10 minutes	26 minutes
2,121	
15 minutes	20 minutes
46 minutes	69 minutes
4,280	
16 minutes	26 minutes
76 minutes	101 minutes
1,830	
11 minutes	23 minutes
88 minutes	104 minutes

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,656 patients

Percentage of patients who spent four hours or less in the ED 79.8%

Same period last year	Change since one year ago
9,644	0.1%
71.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

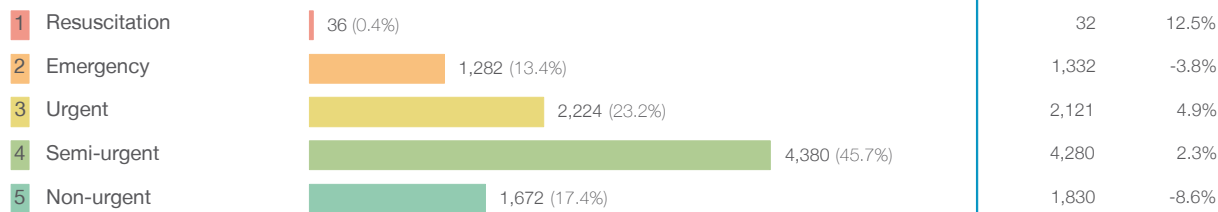
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department

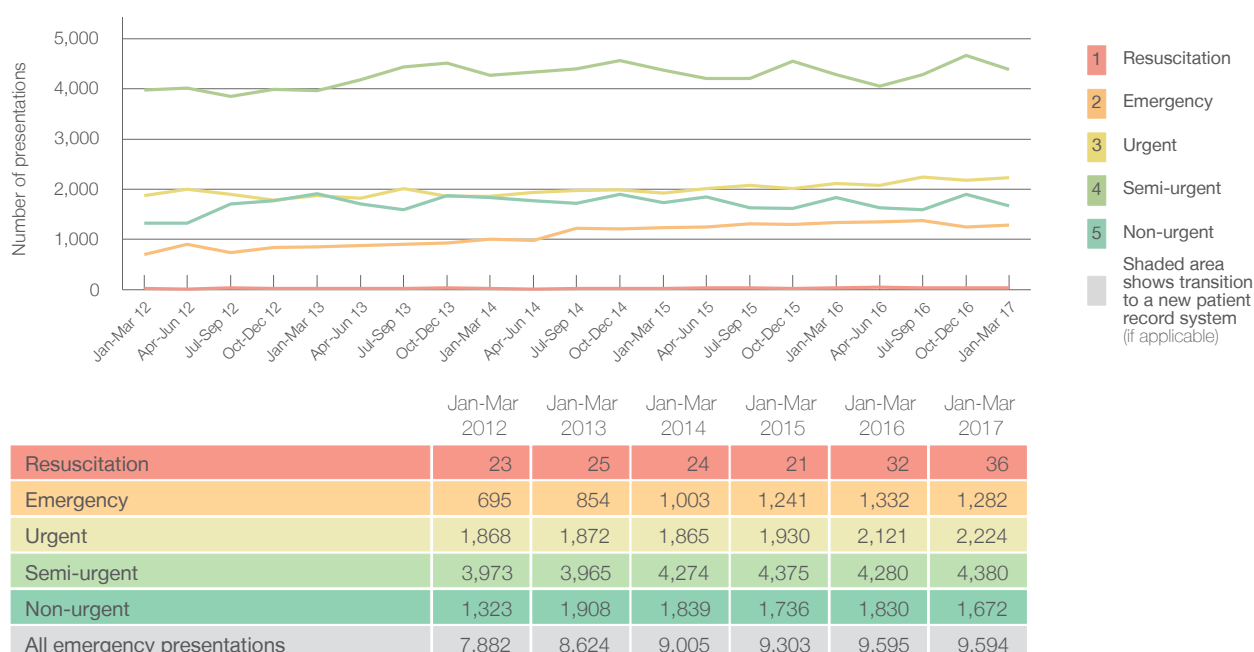
January to March 2017

All presentations:¹ 9,656 patients

Emergency presentations² by triage category: 9,594 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,972 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,282

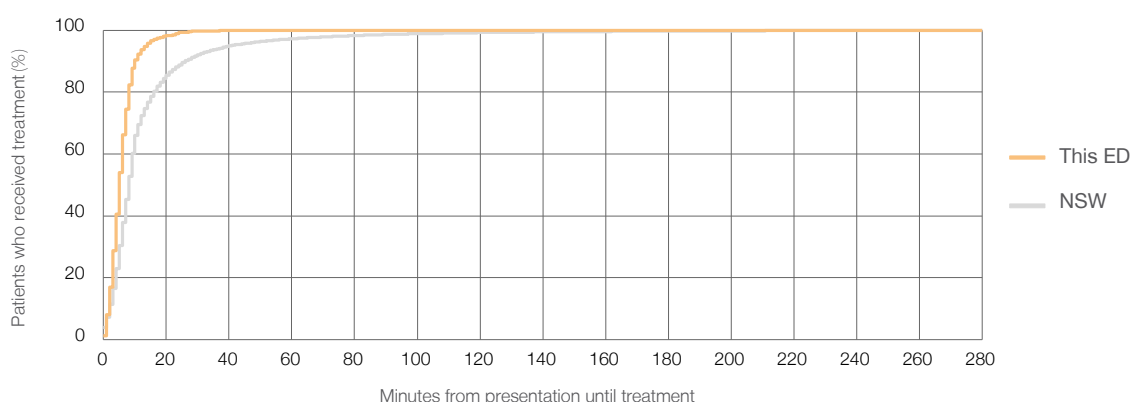
Number of triage 2 patients used to calculate waiting time:³ 1,279

Median time to start treatment⁴ 5 minutes

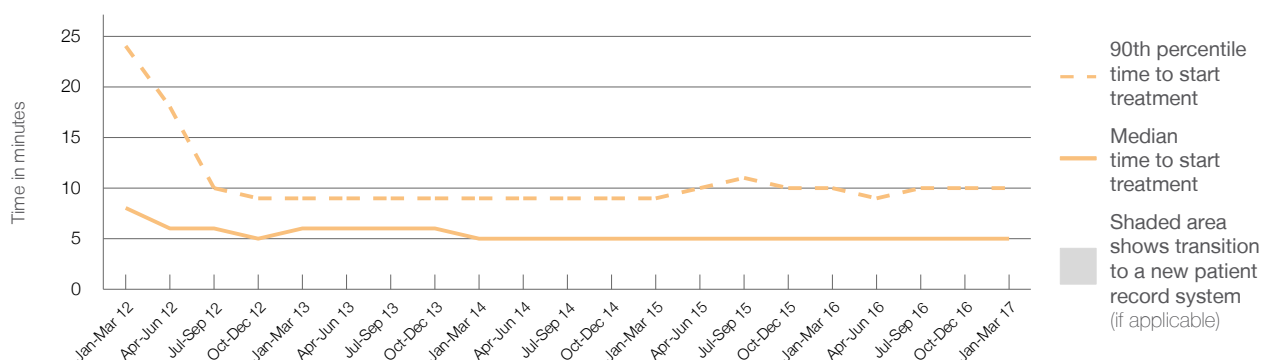
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,332	
1,331	
5 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	24	9	9	9	10	10

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,224

Number of triage 3 patients used to calculate waiting time:³ 2,209

Median time to start treatment⁴

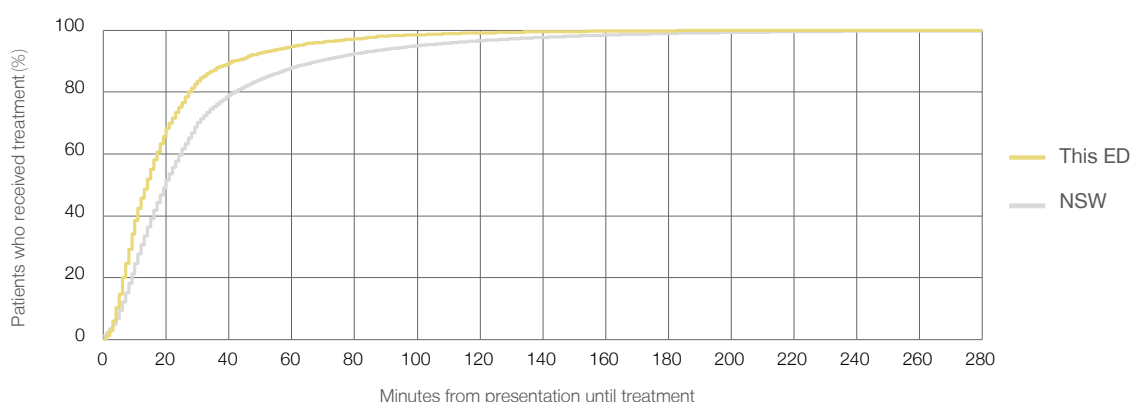
14 minutes

90th percentile time to start treatment⁵

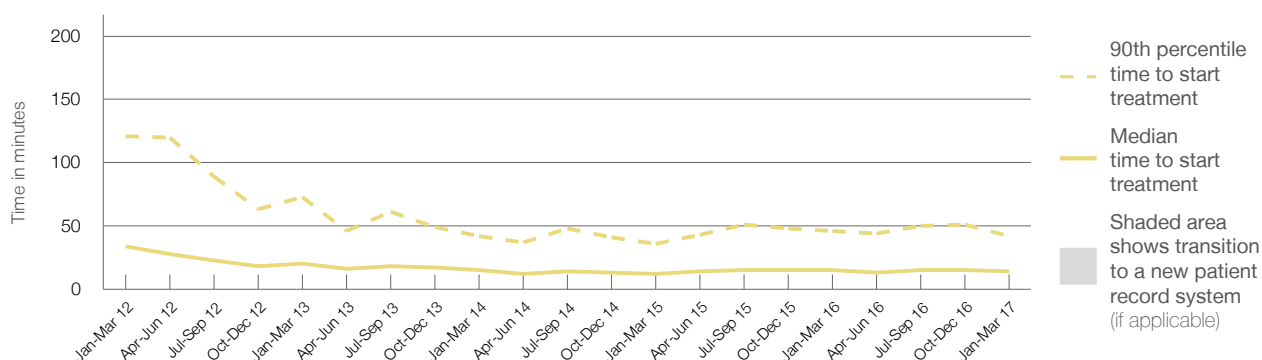
42 minutes

Same period last year	NSW (this period)
2,121	
2,109	
15 minutes	20 minutes
46 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	20	15	12	15	14
90th percentile time to start treatment ⁵ (minutes)	121	73	42	36	46	42

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,380

Number of triage 4 patients used to calculate waiting time:³ 4,257

Median time to start treatment⁴

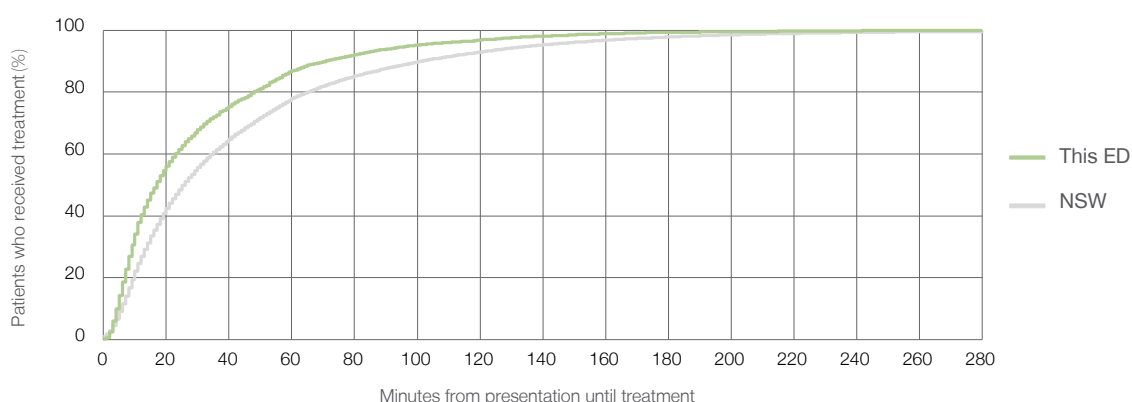
17 minutes

90th percentile time to start treatment⁵

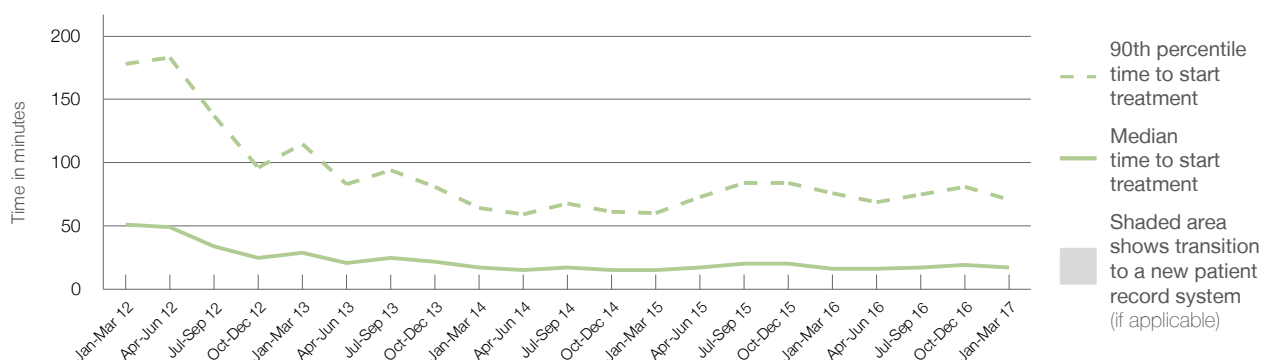
71 minutes

Same period last year	NSW (this period)
4,280	
4,126	
16 minutes	26 minutes
76 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	51	29	17	15	16	17
90th percentile time to start treatment ⁵ (minutes)	178	115	64	60	76	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,672

Number of triage 5 patients used to calculate waiting time:³ 1,587

Median time to start treatment⁴

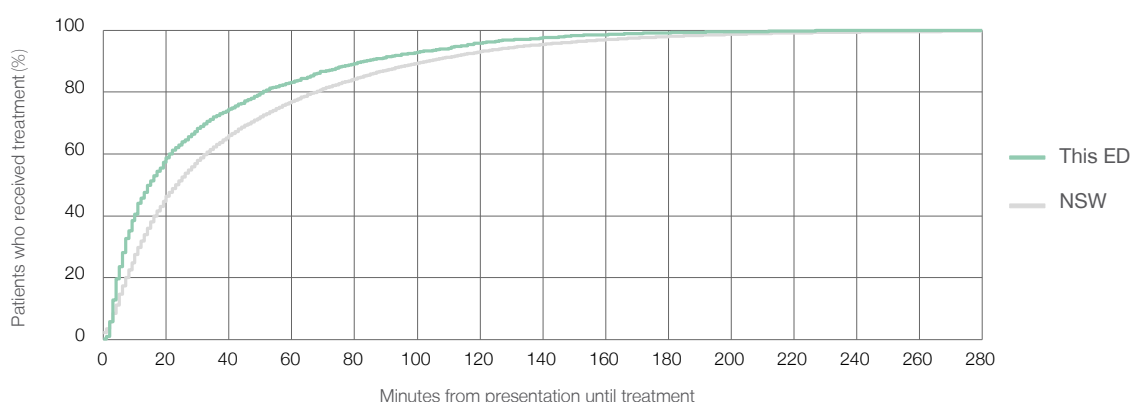
15 minutes

90th percentile time to start treatment⁵

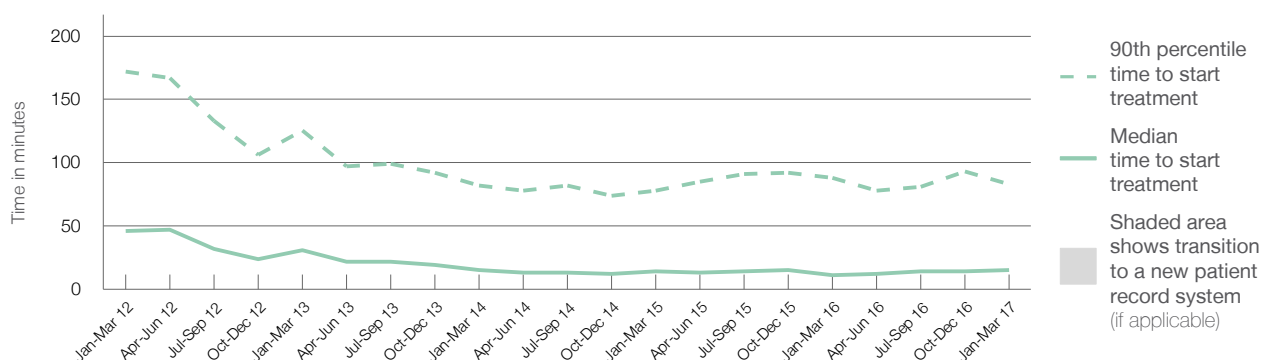
83 minutes

Same period last year	NSW (this period)
1,830	
1,712	
11 minutes	23 minutes
88 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	46	31	15	14	11	15
90th percentile time to start treatment ⁵ (minutes)	172	126	82	78	88	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,656 patients

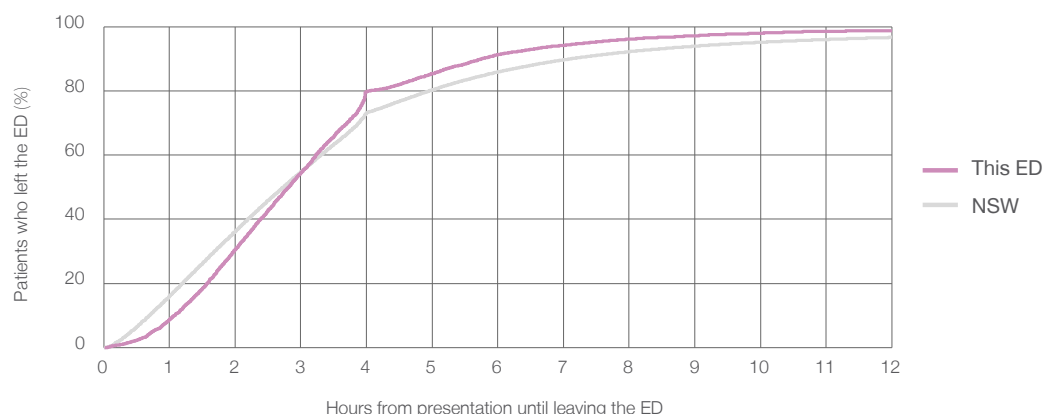
Presentations used to calculate time to leaving the ED:⁶ 9,656 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

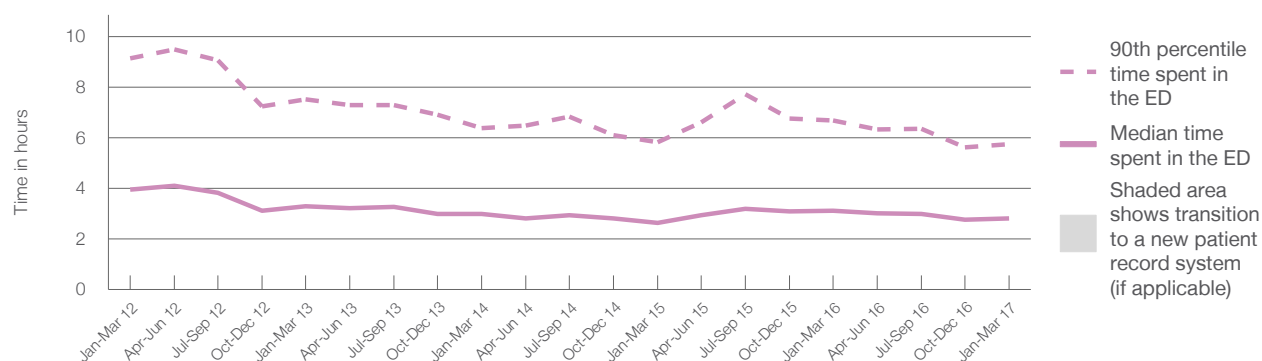
90th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
9,644	
9,644	
3 hours and 8 minutes	2 hours and 44 minutes
6 hours and 41 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 57m	3h 18m	2h 59m	2h 39m	3h 8m	2h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 8m	7h 32m	6h 23m	5h 49m	6h 41m	5h 45m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

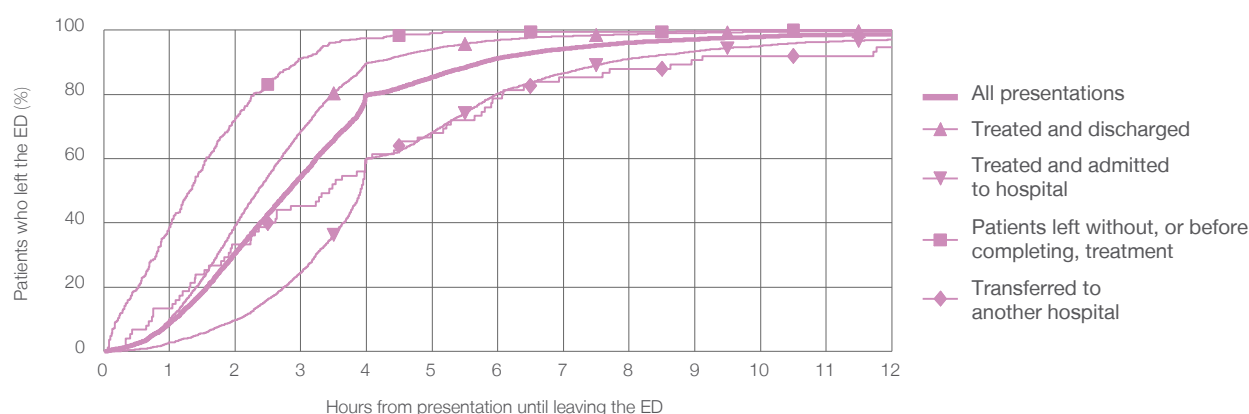
All presentations:[†] 9,656 patients

Presentations used to calculate time to leaving the ED:[‡] 9,656 patients

Treated and discharged	5,897 (61.1%)
Treated and admitted to hospital	3,260 (33.8%)
Patient left without, or before completing, treatment	416 (4.3%)
Transferred to another hospital	75 (0.8%)
Other	8 (0.1%)

Same period last year	Change since one year ago
9,644	0.1%
6,017	-2.0%
2,962	10.1%
594	-30.0%
69	8.7%
2	300.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	10.0%	39.2%	68.5%	89.7%	96.9%	98.8%	99.5%	99.7%
Treated and admitted to hospital	2.8%	9.7%	24.5%	60.0%	80.3%	91.0%	95.1%	97.0%
Patient left without, or before completing, treatment	38.7%	72.6%	91.1%	97.6%	99.5%	99.5%	100%	100%
Transferred to another hospital	13.3%	33.3%	45.3%	60.0%	78.7%	88.0%	92.0%	94.7%
All presentations	8.8%	30.7%	54.4%	79.8%	91.3%	96.1%	97.9%	98.8%

(†) 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.

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Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 9,656 patients

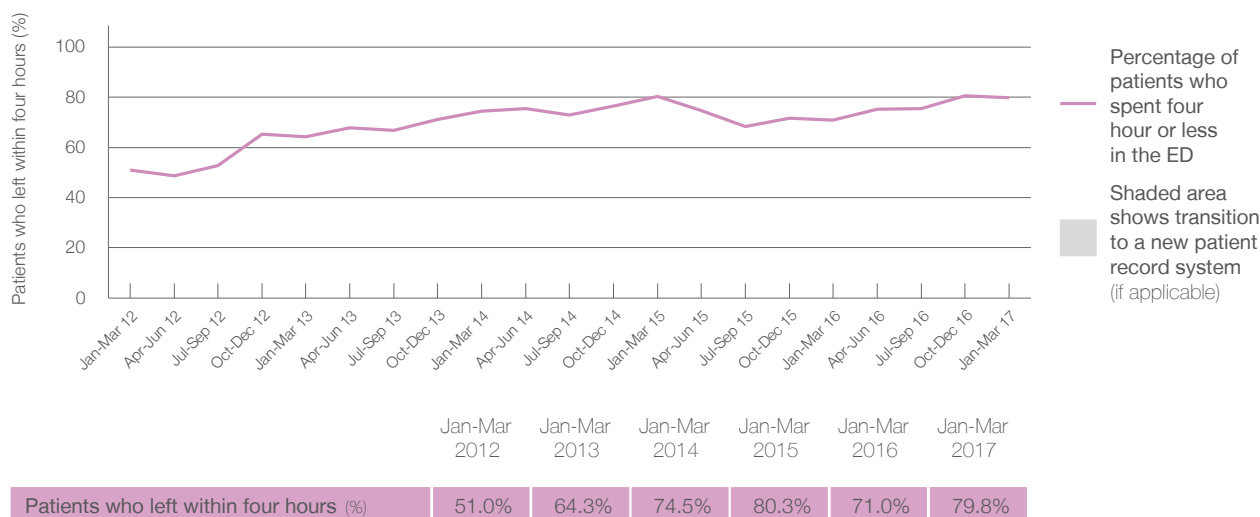
Presentations used to calculate time to leaving the ED:⁶ 9,656 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
9,644	0.1%
9,644	0.1%
71.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,418 patients

Emergency presentations:² 8,146 patients

Same period last year	Change since one year ago
7,803	7.9%
7,496	8.7%

Lismore Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 848 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,893 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,391 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 965 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
854	
6 minutes	8 minutes
14 minutes	26 minutes
2,635	
24 minutes	20 minutes
82 minutes	69 minutes
3,126	
40 minutes	26 minutes
132 minutes	101 minutes
829	
42 minutes	23 minutes
136 minutes	104 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,418 patients

Percentage of patients who spent four hours or less in the ED 66.9%

Same period last year	Change since one year ago
7,791	8.0%
63.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

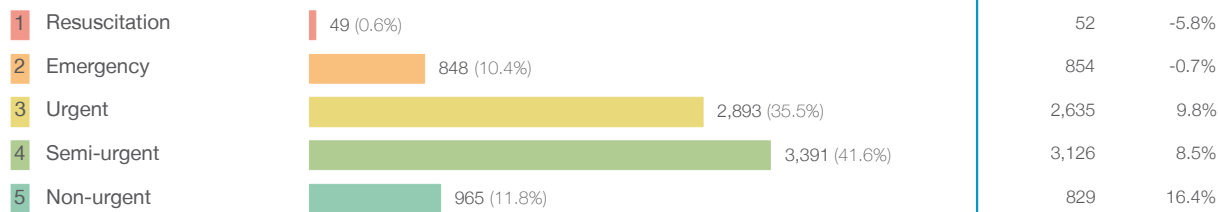
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Patients presenting to the emergency department

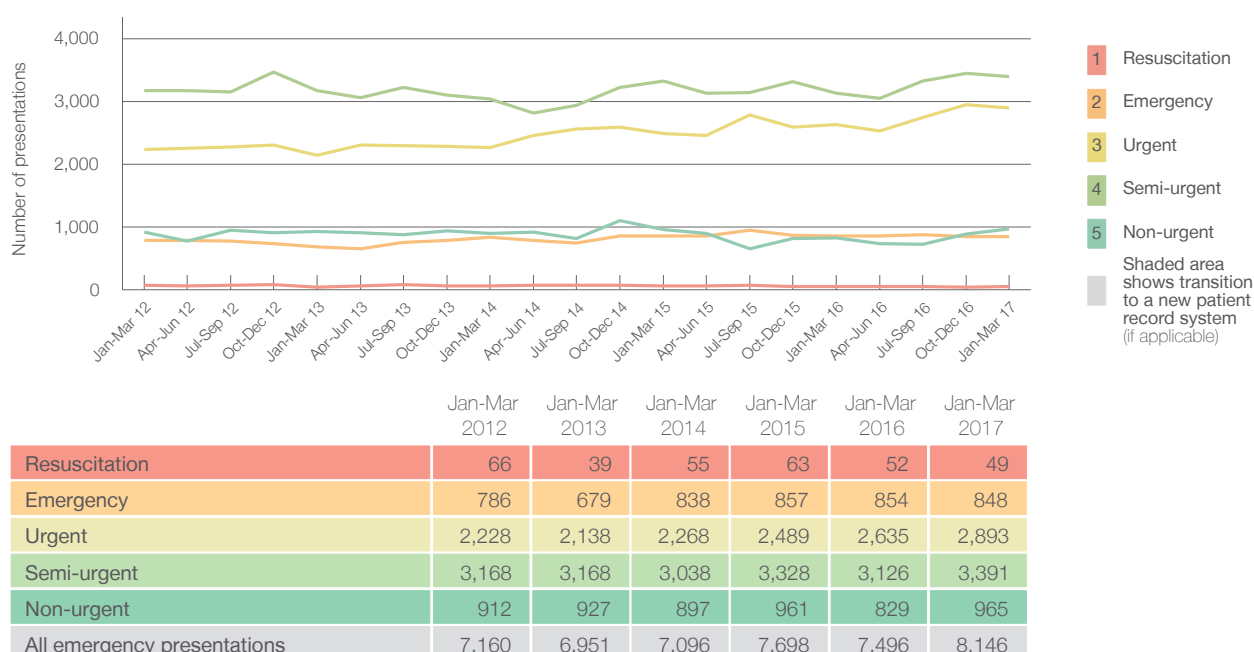
January to March 2017

All presentations:¹ 8,418 patients

Emergency presentations² by triage category: 8,146 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Lismore Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,720 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 848

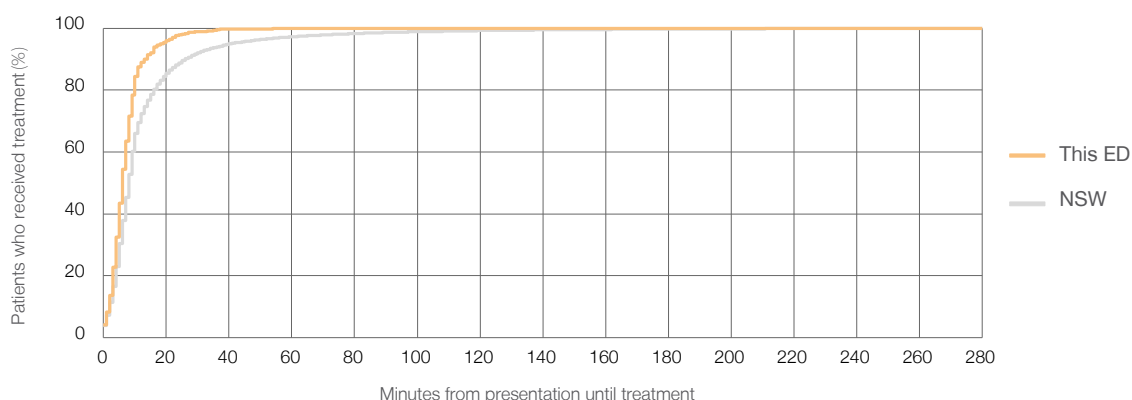
Number of triage 2 patients used to calculate waiting time:³ 844

Median time to start treatment⁴ 6 minutes

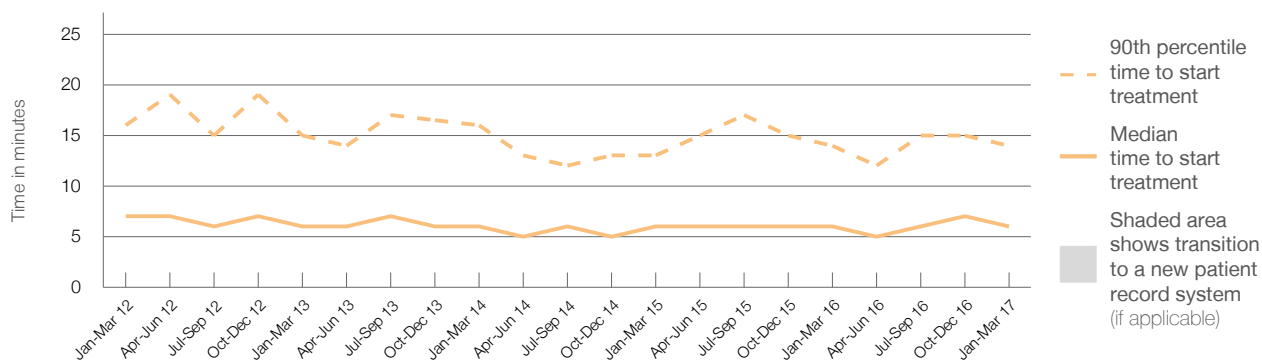
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
854	
851	
6 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	6	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	16	15	16	13	14	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,893

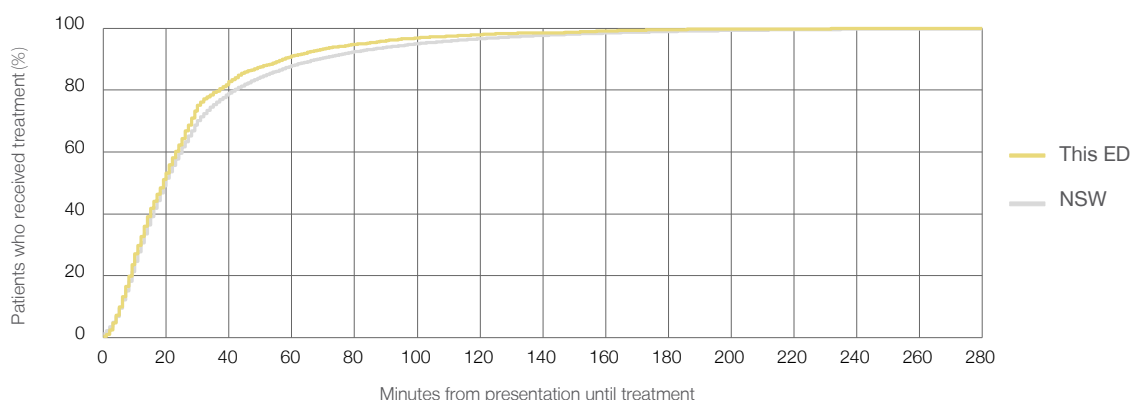
Number of triage 3 patients used to calculate waiting time:³ 2,842

Median time to start treatment⁴ 19 minutes

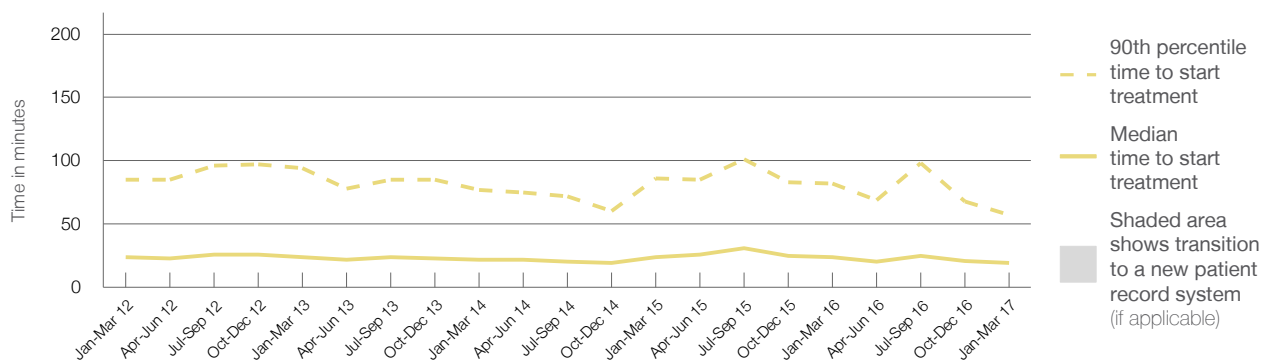
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
2,635	
2,557	
24 minutes	20 minutes
82 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	24	24	22	24	24	19
90th percentile time to start treatment ⁵ (minutes)	85	94	77	86	82	57

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,391

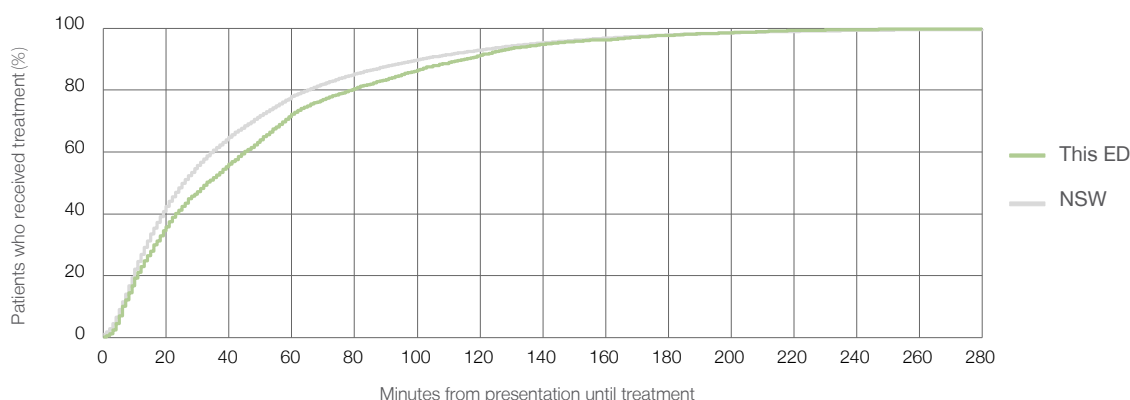
Number of triage 4 patients used to calculate waiting time:³ 3,178

Median time to start treatment⁴ 33 minutes

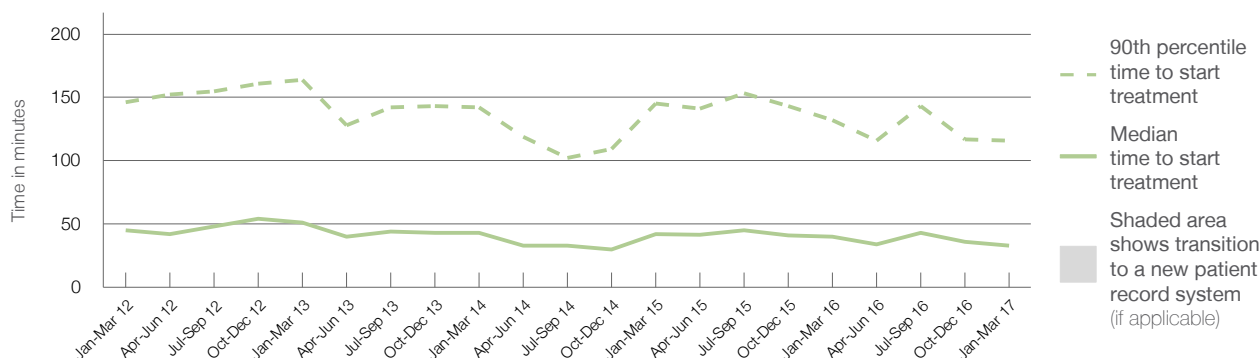
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
3,126	
2,847	
40 minutes	26 minutes
132 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	45	51	43	42	40	33
90th percentile time to start treatment ⁵ (minutes)	146	164	142	145	132	116

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 965

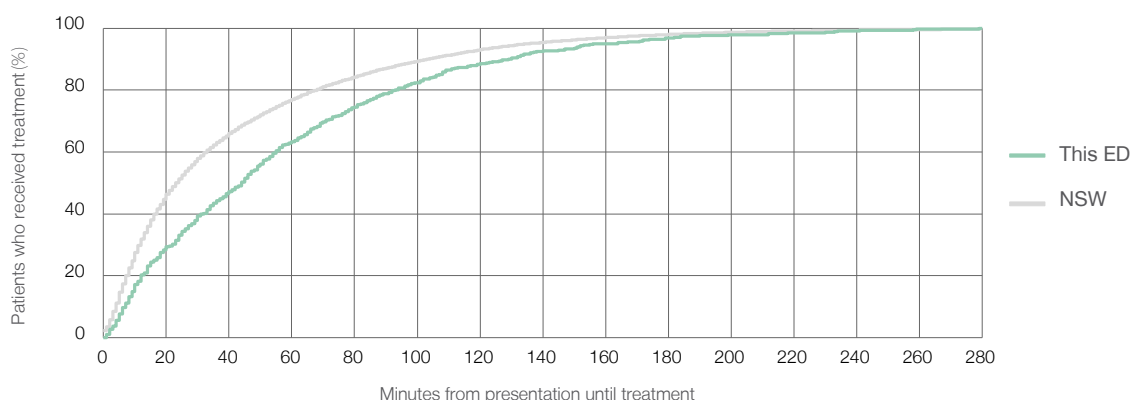
Number of triage 5 patients used to calculate waiting time:³ 825

Median time to start treatment⁴ 44 minutes

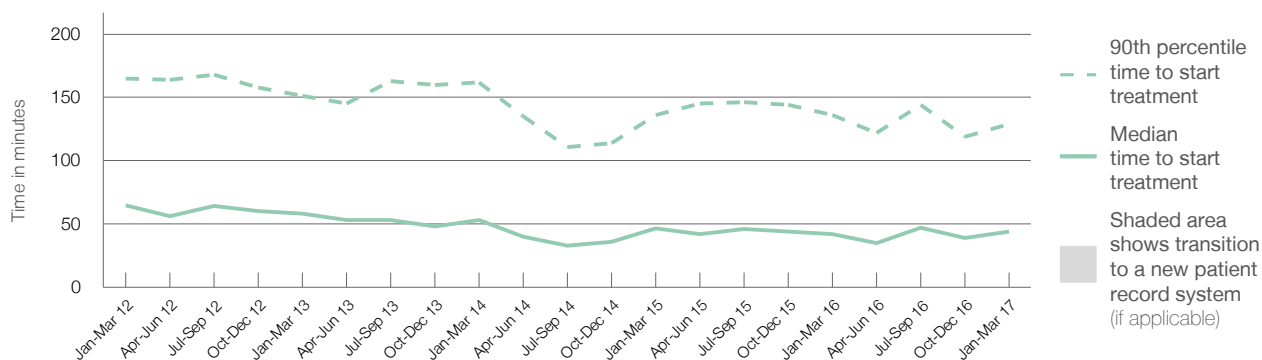
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
829	
657	
42 minutes	23 minutes
136 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	65	58	53	47	42	44
90th percentile time to start treatment ⁵ (minutes)	165	151	162	136	136	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,418 patients

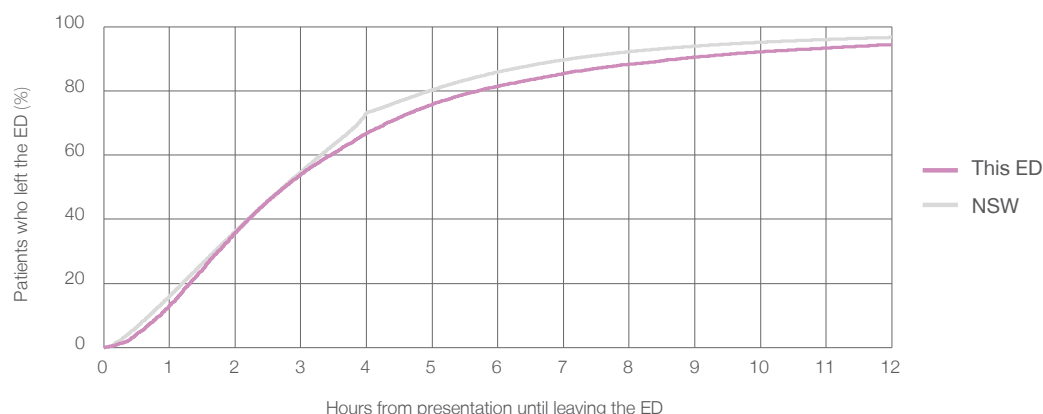
Presentations used to calculate time to leaving the ED:⁶ 8,418 patients

Median time spent in the ED⁸ 2 hours and 45 minutes

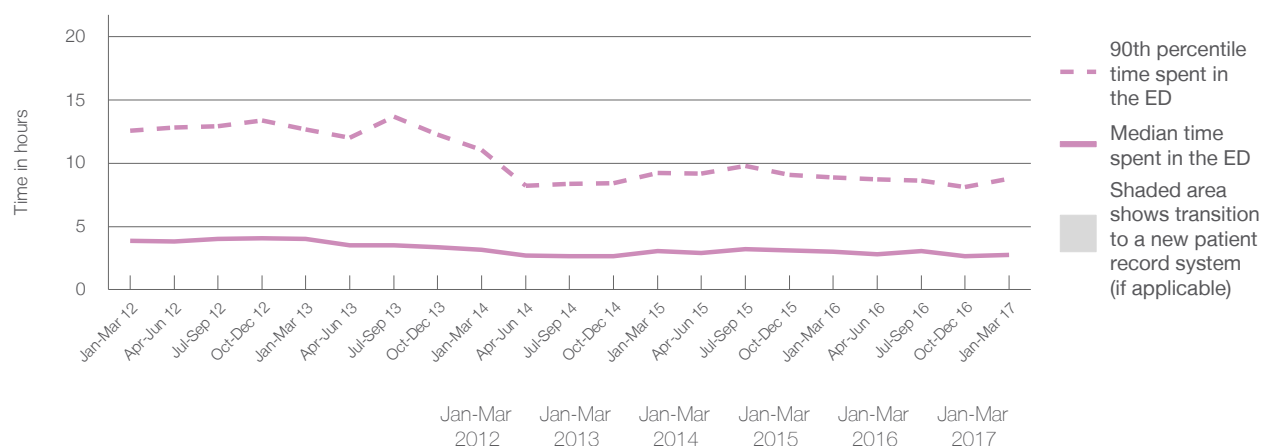
90th percentile time spent in the ED⁹ 8 hours and 46 minutes

Same period last year	NSW (this period)
7,803	
7,791	
3 hours and 1 minutes	2 hours and 44 minutes
8 hours and 53 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 51m	4h 2m	3h 8m	3h 4m	3h 1m	2h 45m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 35m	12h 41m	11h 4m	9h 15m	8h 53m	8h 46m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

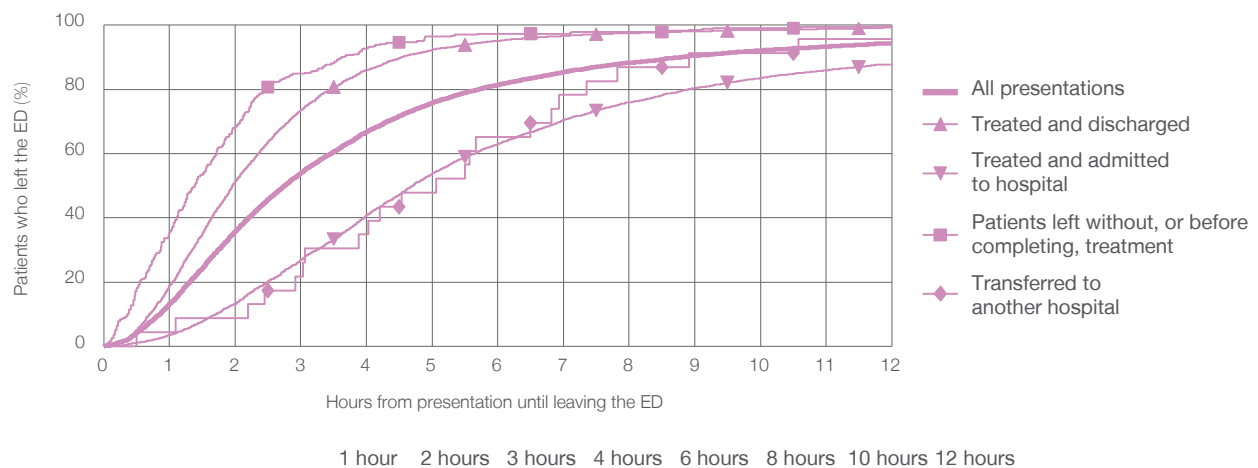
January to March 2017

All presentations:¹ 8,418 patients

Presentations used to calculate time to leaving the ED:⁶ 8,418 patients

		Same period last year	Change since one year ago
Treated and discharged	4,393 (52.2%)	7,791	8.0%
Treated and admitted to hospital	3,607 (42.8%)	3,974	10.5%
Patient left without, or before completing, treatment	344 (4.1%)	435	-20.9%
Transferred to another hospital	23 (0.3%)	23	0.0%
Other	51 (0.6%)	83	-38.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.8%	51.4%	73.6%	86.1%	95.2%	97.5%	98.5%	99.2%
Treated and admitted to hospital	3.5%	13.2%	26.9%	40.8%	63.0%	76.0%	83.5%	87.9%
Patient left without, or before completing, treatment	35.5%	68.3%	84.9%	92.7%	97.4%	98.0%	99.1%	99.7%
Transferred to another hospital	4.3%	8.7%	21.7%	34.8%	65.2%	87.0%	91.3%	95.7%
All presentations	13.2%	35.8%	54.0%	66.9%	81.4%	88.3%	92.1%	94.4%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 8,418 patients

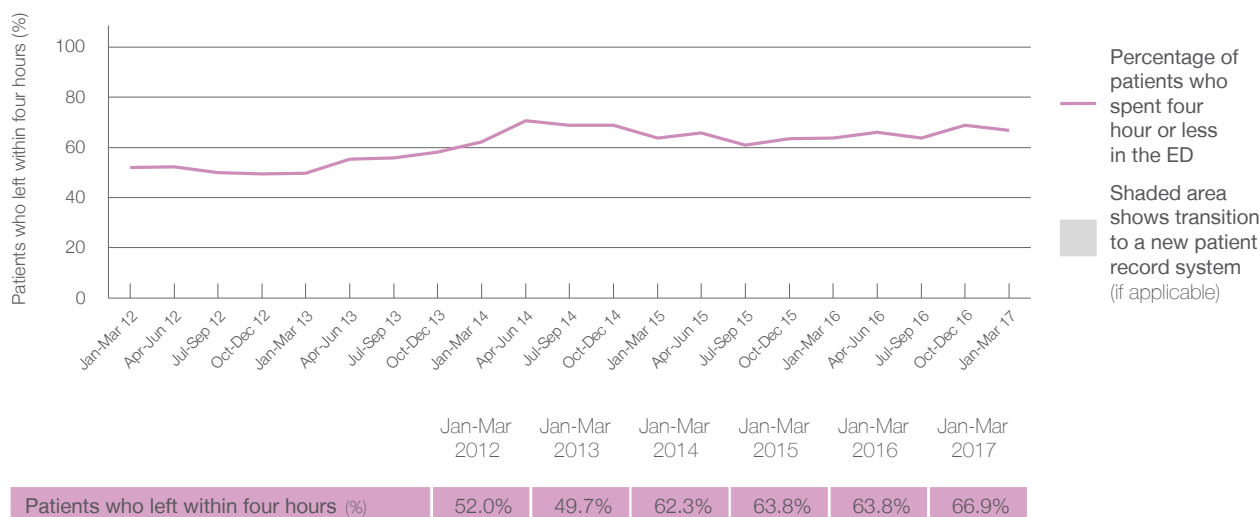
Presentations used to calculate time to leaving the ED:⁶ 8,418 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,803	7.9%
7,791	8.0%
63.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 12,006 patients

Emergency presentations:² 11,920 patients

Same period last year	Change since one year ago
12,242	-1.9%
12,091	-1.4%

Maitland Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,969 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,062 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 91 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,425 patients

Median time to start treatment⁴ 44 minutes

90th percentile time to start treatment⁵ 138 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,445 patients

Median time to start treatment⁴ 58 minutes

90th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
1,491	
8 minutes	8 minutes
19 minutes	26 minutes
2,830	
23 minutes	20 minutes
65 minutes	69 minutes
6,177	
39 minutes	26 minutes
109 minutes	101 minutes
1,575	
44 minutes	23 minutes
118 minutes	104 minutes

Maitland Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 12,006 patients

Percentage of patients who spent four hours or less in the ED 69.8%

Same period last year	Change since one year ago
12,242	-1.9%
75.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

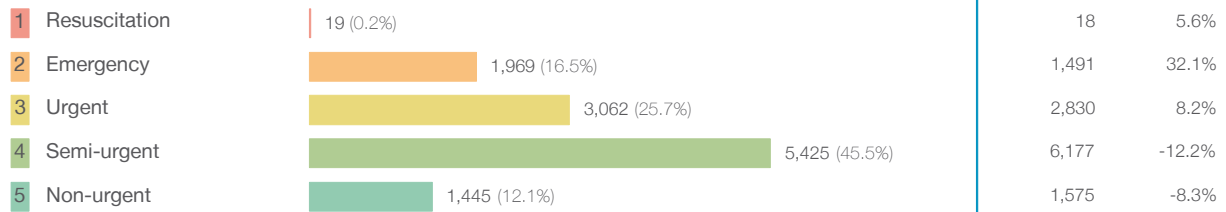
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Patients presenting to the emergency department

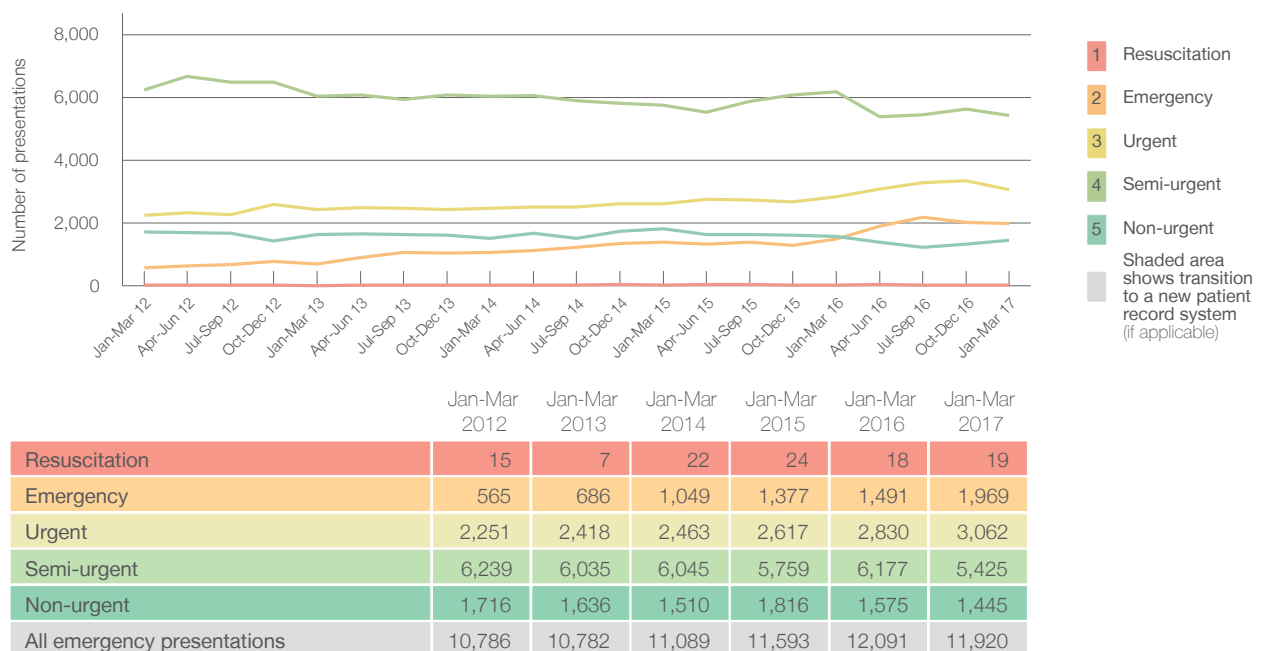
January to March 2017

All presentations:¹ 12,006 patients

Emergency presentations² by triage category: 11,920 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Maitland Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,104 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,969

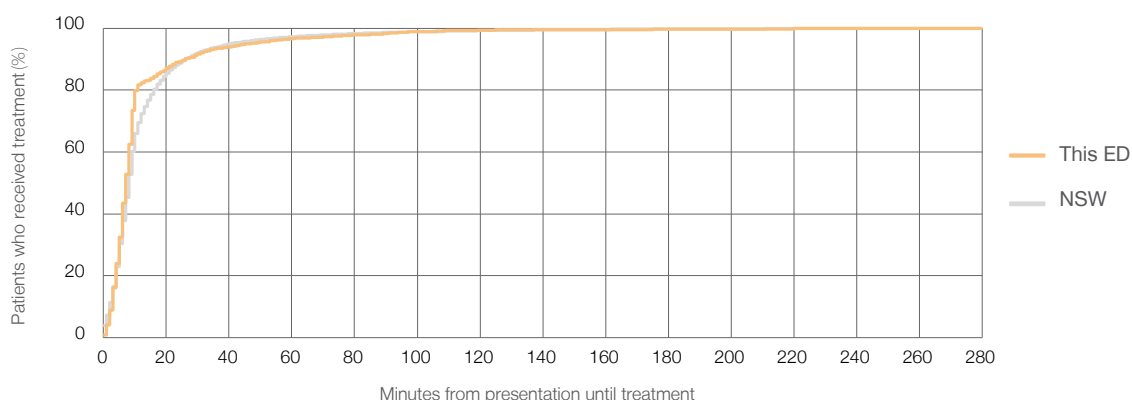
Number of triage 2 patients used to calculate waiting time:³ 1,926

Median time to start treatment⁴ 7 minutes

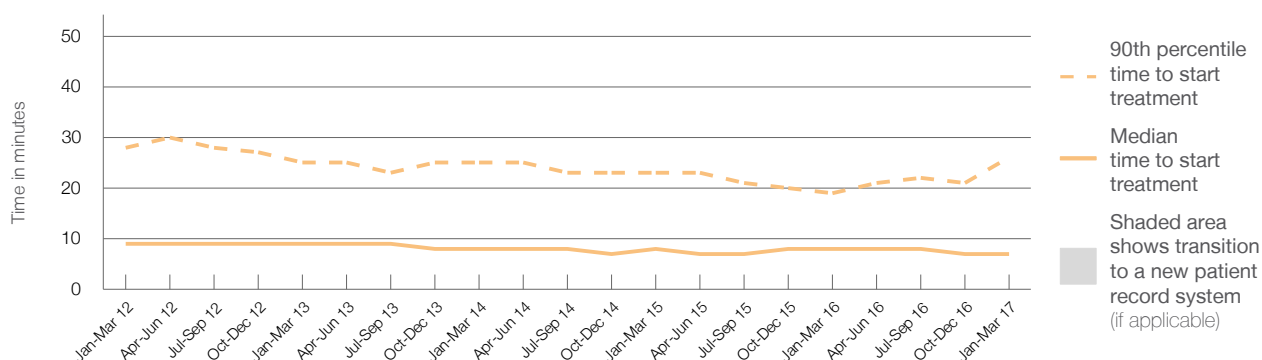
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
1,491	
1,475	
8 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	9	8	8	8	7
90th percentile time to start treatment ⁵ (minutes)	28	25	25	23	19	26

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,062

Number of triage 3 patients used to calculate waiting time:³ 2,912

Median time to start treatment⁴

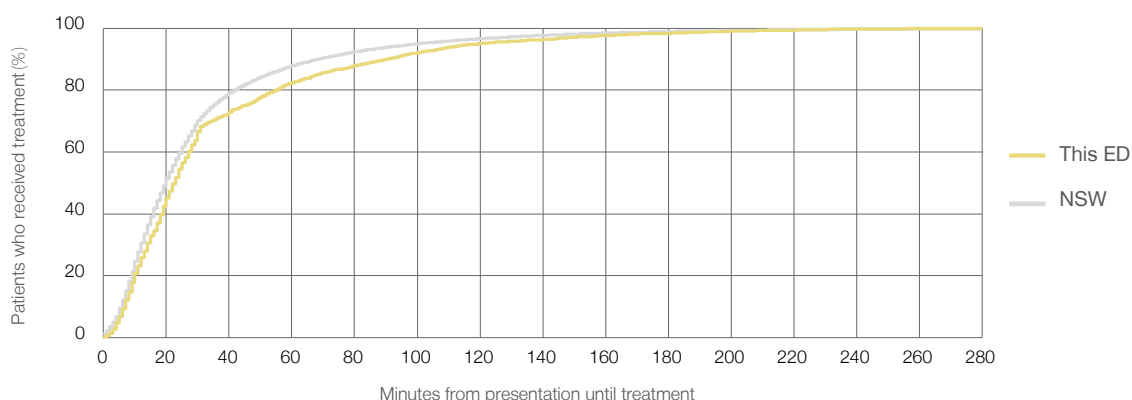
23 minutes

90th percentile time to start treatment⁵

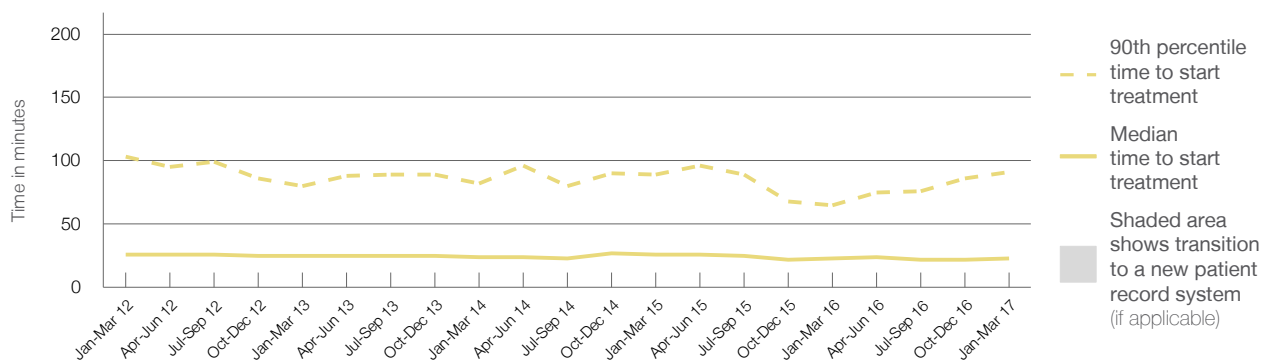
91 minutes

Same period last year	NSW (this period)
2,830	
2,751	
23 minutes	20 minutes
65 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	25	24	26	23	23
90th percentile time to start treatment ⁵ (minutes)	103	80	82	89	65	91

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 5,425

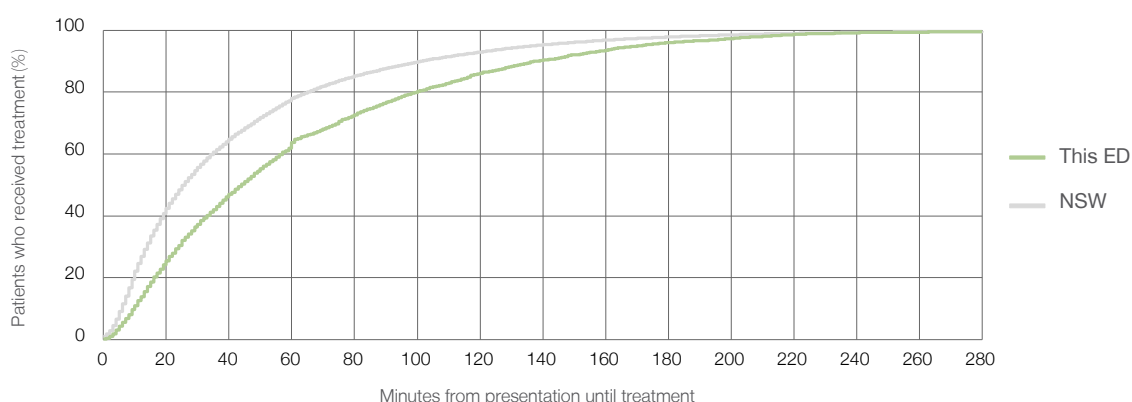
Number of triage 4 patients used to calculate waiting time:³ 4,529

Median time to start treatment⁴ 44 minutes

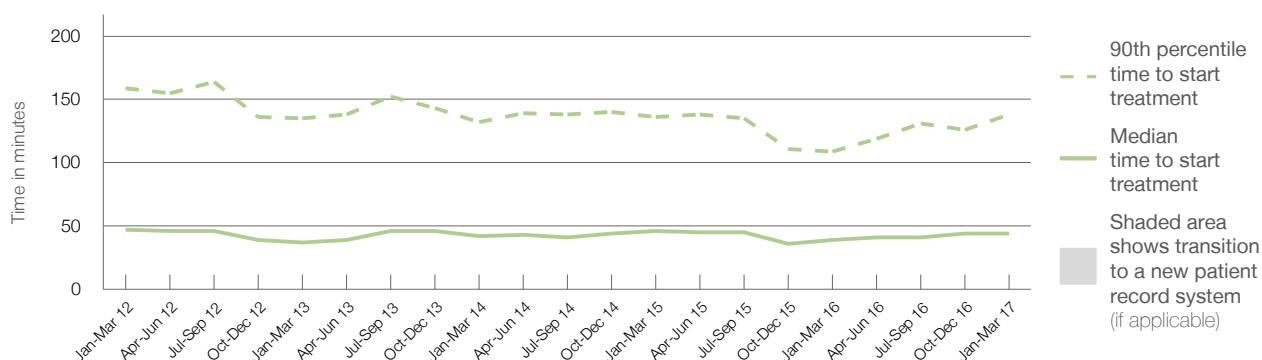
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
6,177	
5,357	
39 minutes	26 minutes
109 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	47	37	42	46	39	44
90th percentile time to start treatment ⁵ (minutes)	159	135	132	136	109	138

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,445

Number of triage 5 patients used to calculate waiting time:³ 1,017

Median time to start treatment⁴

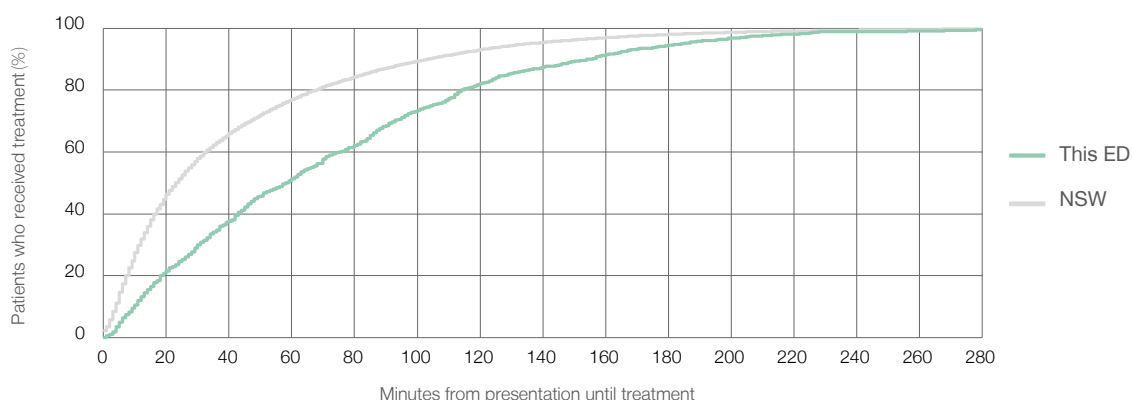
58 minutes

90th percentile time to start treatment⁵

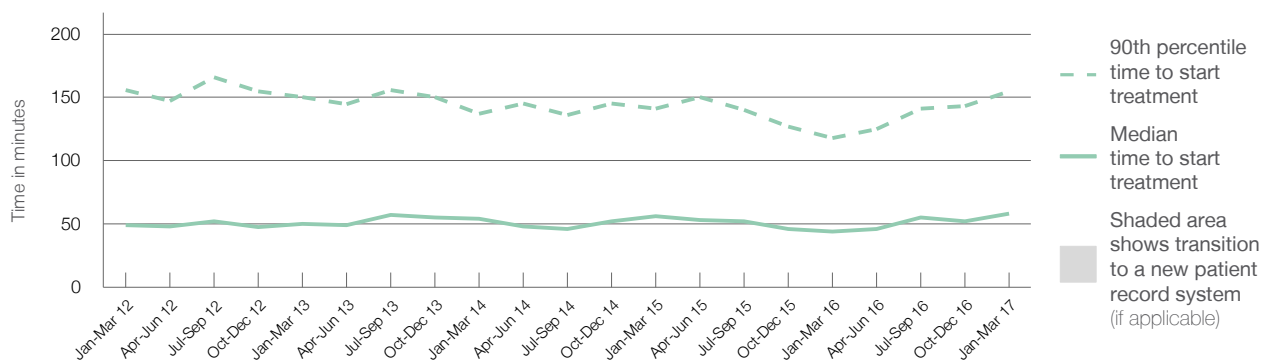
155 minutes

Same period last year	NSW (this period)
1,575	
1,179	
44 minutes	23 minutes
118 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	49	50	54	56	44	58
90th percentile time to start treatment ⁵ (minutes)	156	150	137	141	118	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 12,006 patients

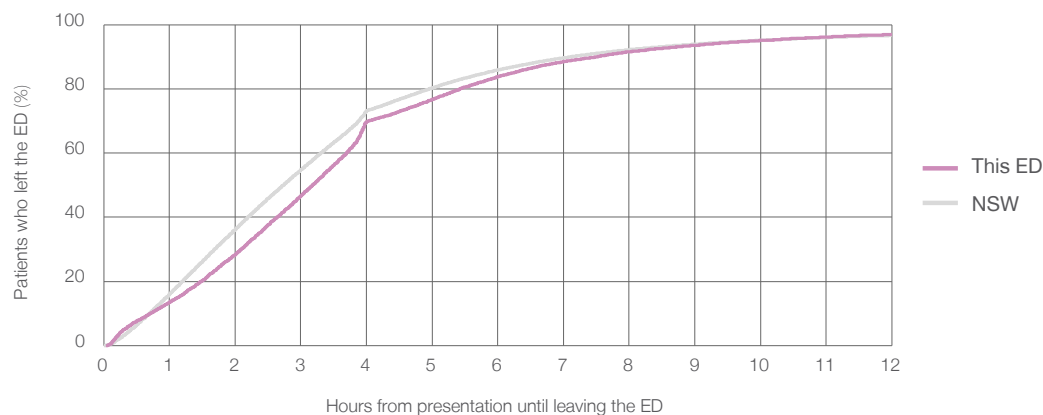
Presentations used to calculate time to leaving the ED:⁶ 12,006 patients

Median time spent in the ED⁸ 3 hours and 11 minutes

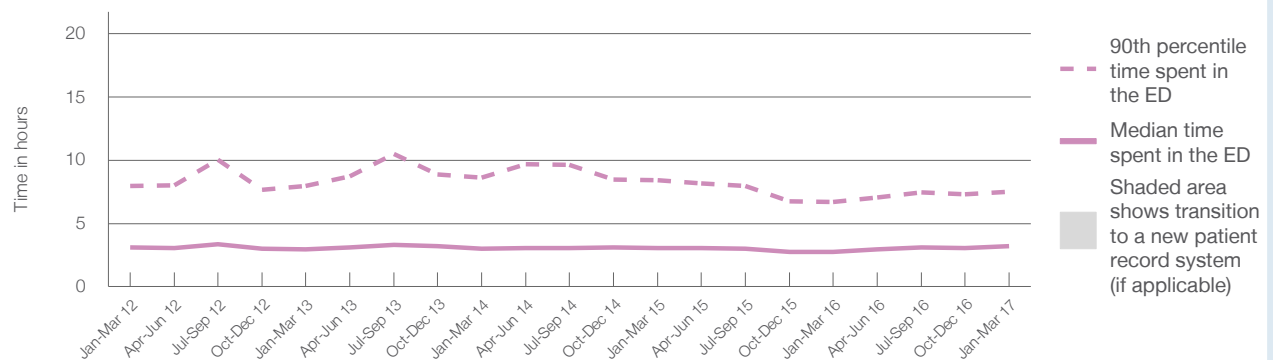
90th percentile time spent in the ED⁹ 7 hours and 31 minutes

Same period last year	NSW (this period)
12,242	12,242
2 hours and 45 minutes	2 hours and 44 minutes
6 hours and 42 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 6m	2h 58m	3h 1m	3h 3m	2h 45m	3h 11m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 57m	7h 58m	8h 37m	8h 26m	6h 42m	7h 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients spent in the ED

By mode of separation

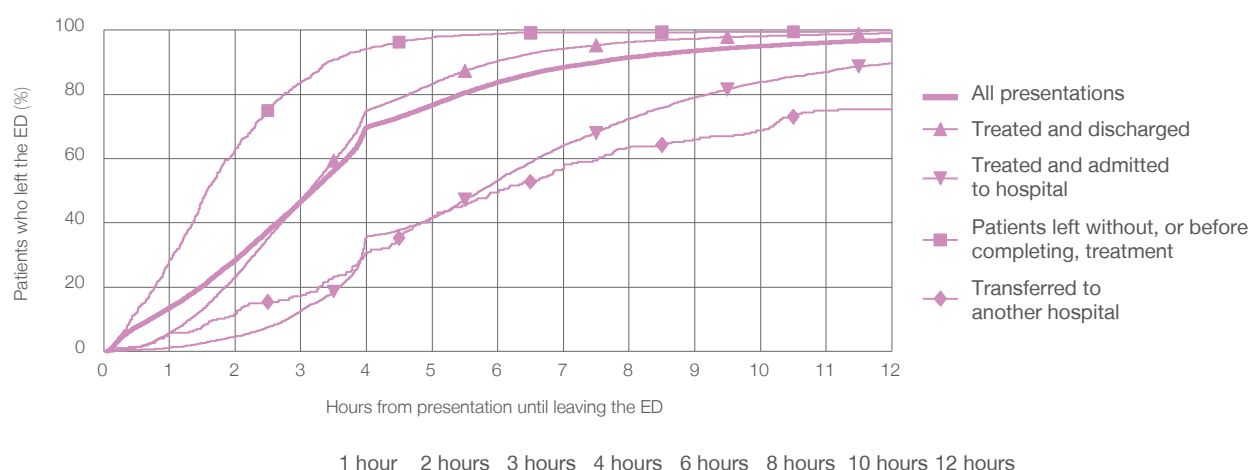
January to March 2017

All presentations:[†] 12,006 patients

Presentations used to calculate time to leaving the ED:[‡] 12,006 patients

		Same period last year	Change since one year ago
		12,242	-1.9%
Treated and discharged	7,641 (63.6%)	8,146	-6.2%
Treated and admitted to hospital	2,334 (19.4%)	2,383	-2.1%
Patient left without, or before completing, treatment	660 (5.5%)	409	61.4%
Transferred to another hospital	227 (1.9%)	209	8.6%
Other	1,144 (9.5%)	1,095	4.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	5.7%	23.2%	47.1%	74.9%	90.5%	96.3%	98.1%	99.1%
Treated and admitted to hospital	1.2%	4.5%	12.6%	35.6%	53.2%	72.3%	83.9%	89.8%
Patient left without, or before completing, treatment	28.5%	63.2%	83.8%	94.2%	98.9%	99.2%	99.5%	99.8%
Transferred to another hospital	5.7%	11.5%	17.2%	30.4%	49.3%	63.4%	68.7%	75.3%
All presentations	13.6%	28.5%	46.7%	69.8%	83.8%	91.5%	95.1%	96.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 12,006 patients

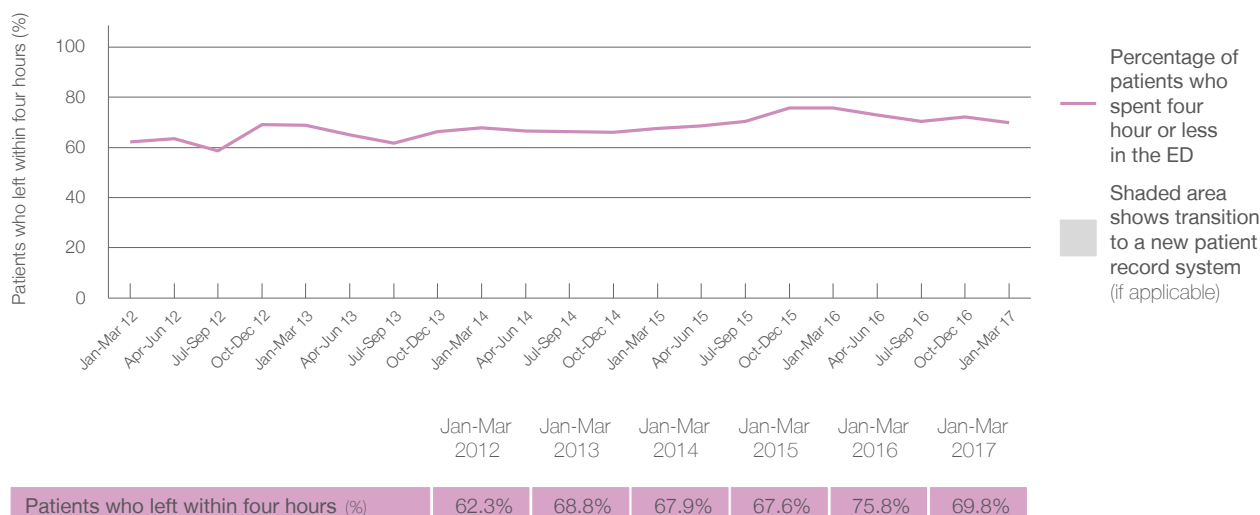
Presentations used to calculate time to leaving the ED:⁶ 12,006 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
12,242	-1.9%
12,242	-1.9%
75.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,462 patients

Emergency presentations:² 6,376 patients

Same period last year	Change since one year ago
6,433	0.5%
6,374	0.0%

Manly District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 954 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,356 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,633 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 389 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
851	
6 minutes	8 minutes
13 minutes	26 minutes
2,272	
13 minutes	20 minutes
39 minutes	69 minutes
2,684	
13 minutes	26 minutes
69 minutes	101 minutes
539	
12 minutes	23 minutes
84 minutes	104 minutes

Manly District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,462 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
6,433	0.5%
85.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

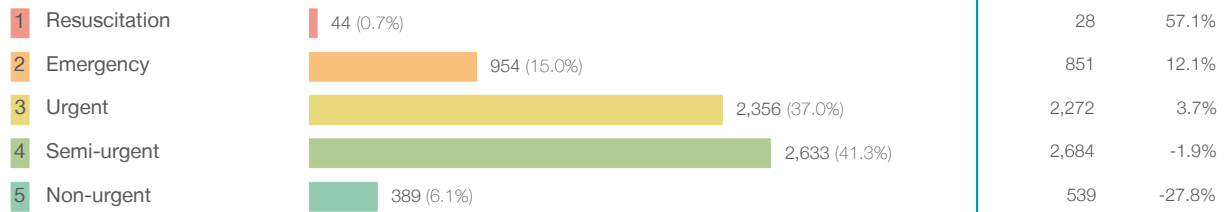
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Patients presenting to the emergency department

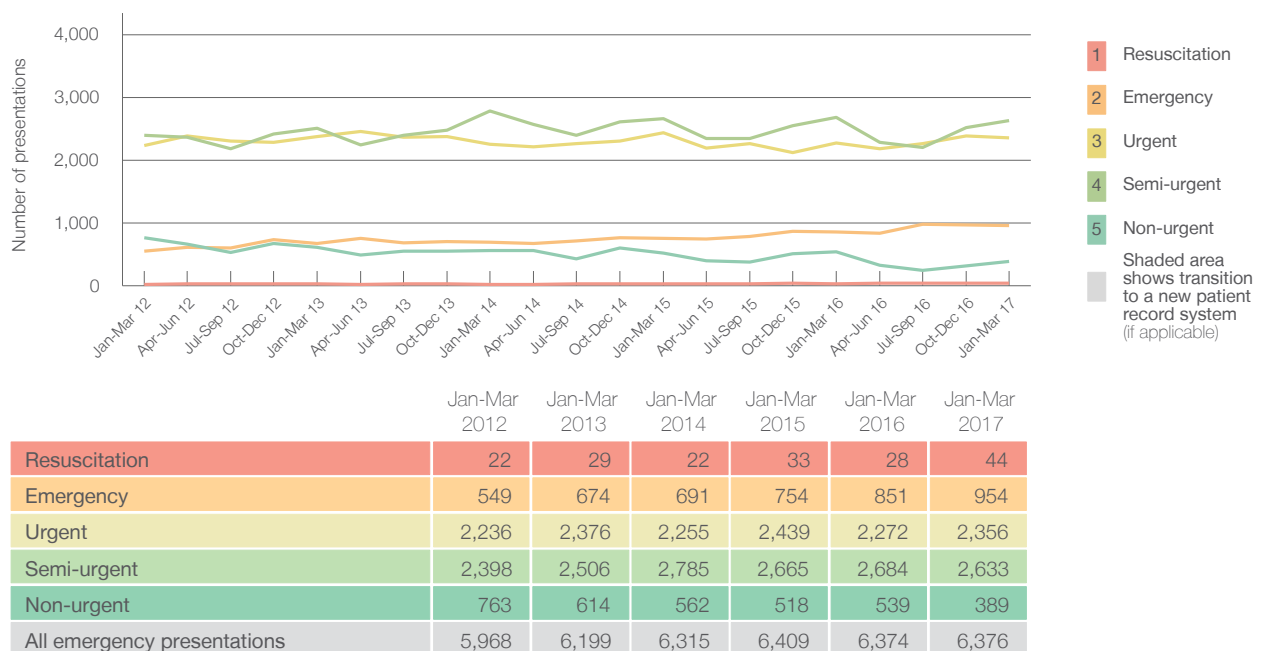
January to March 2017

All presentations:¹ 6,462 patients

Emergency presentations² by triage category: 6,376 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Manly District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,349 patients

ED Transfer of care time



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Manly District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 954

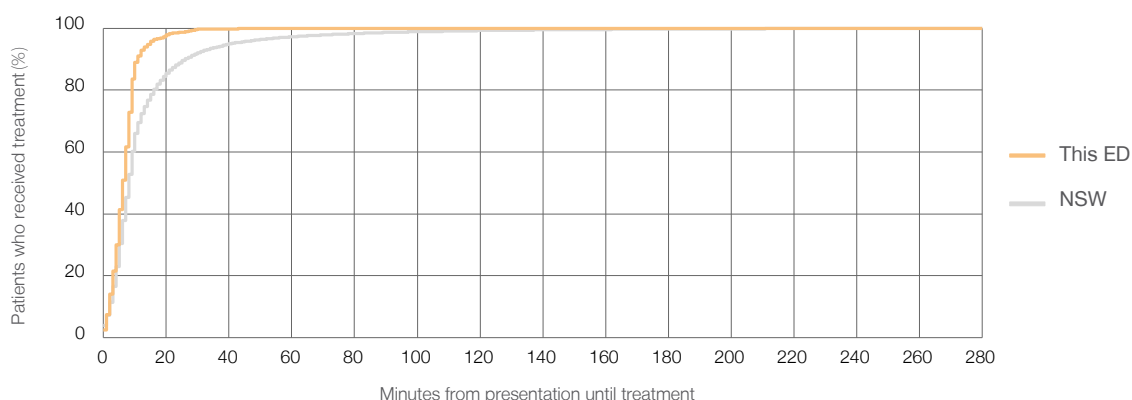
Number of triage 2 patients used to calculate waiting time:³ 954

Median time to start treatment⁴ 6 minutes

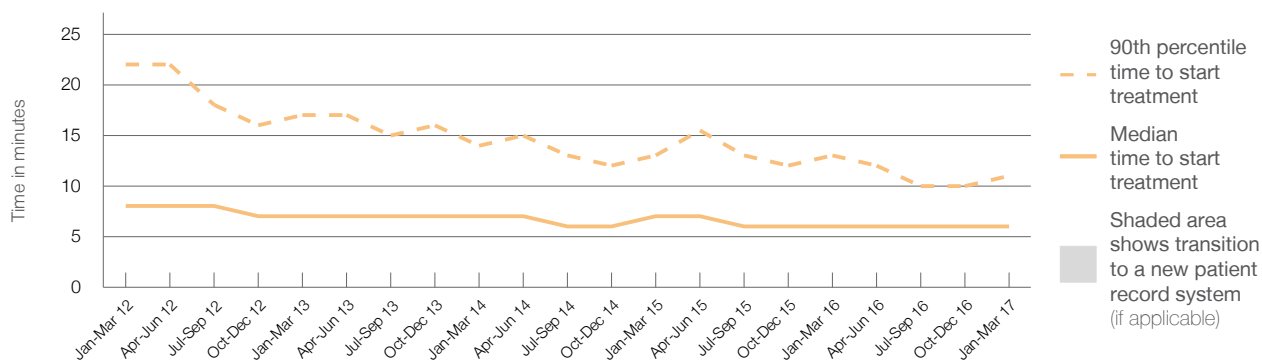
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
851	
851	
6 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	7	7	7	6	6
90th percentile time to start treatment ⁵ (minutes)	22	17	14	13	13	11

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,356

Number of triage 3 patients used to calculate waiting time:³ 2,345

Median time to start treatment⁴

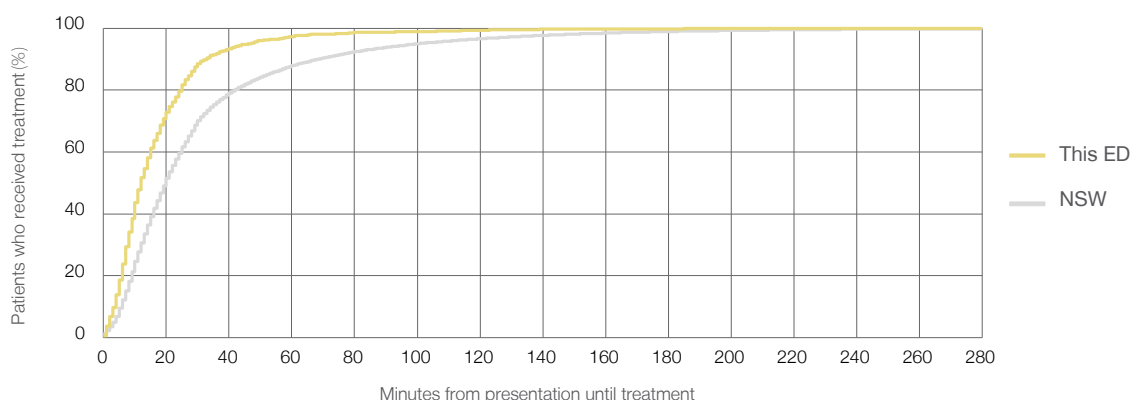
12 minutes

90th percentile time to start treatment⁵

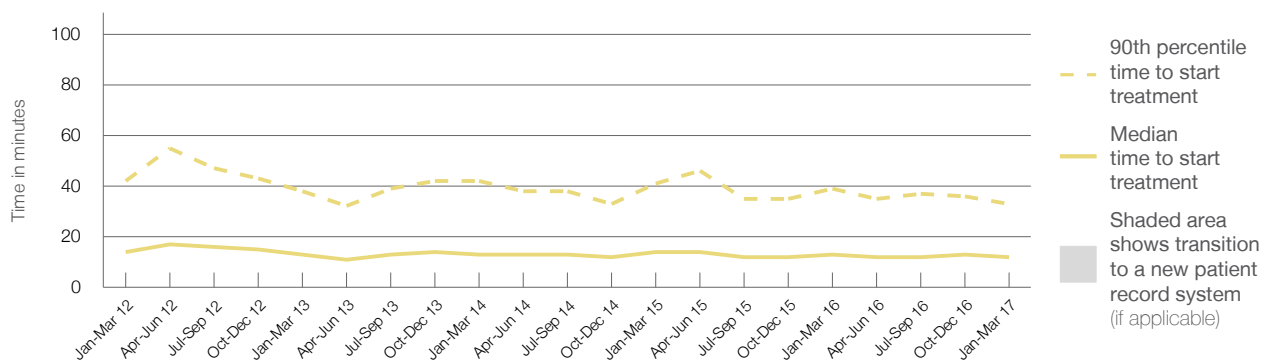
33 minutes

Same period last year	NSW (this period)
2,272	
2,258	
13 minutes	20 minutes
39 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	14	13	13	14	13	12
90th percentile time to start treatment ⁵ (minutes)	42	38	42	41	39	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,633

Number of triage 4 patients used to calculate waiting time:³ 2,570

Median time to start treatment⁴

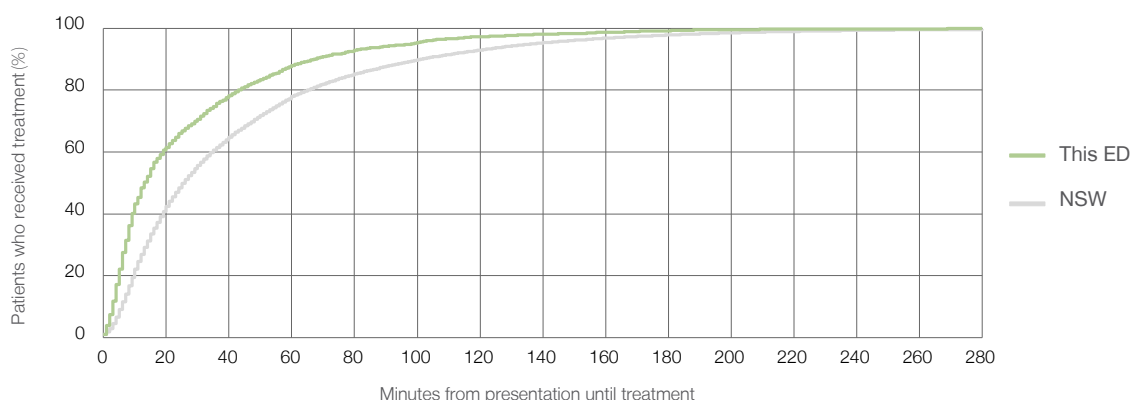
13 minutes

90th percentile time to start treatment⁵

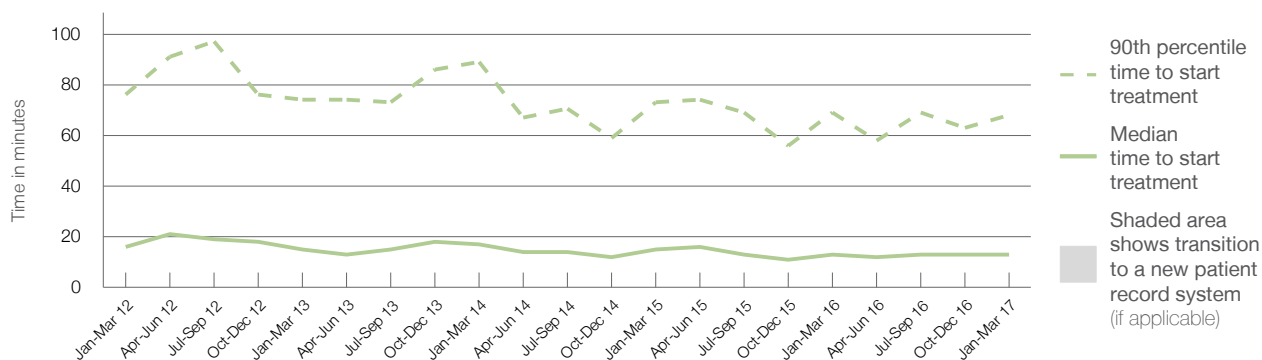
68 minutes

Same period last year	NSW (this period)
2,684	
2,627	
13 minutes	26 minutes
69 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	15	17	15	13	13
90th percentile time to start treatment ⁵ (minutes)	76	74	89	73	69	68

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 389

Number of triage 5 patients used to calculate waiting time:³ 370

Median time to start treatment⁴

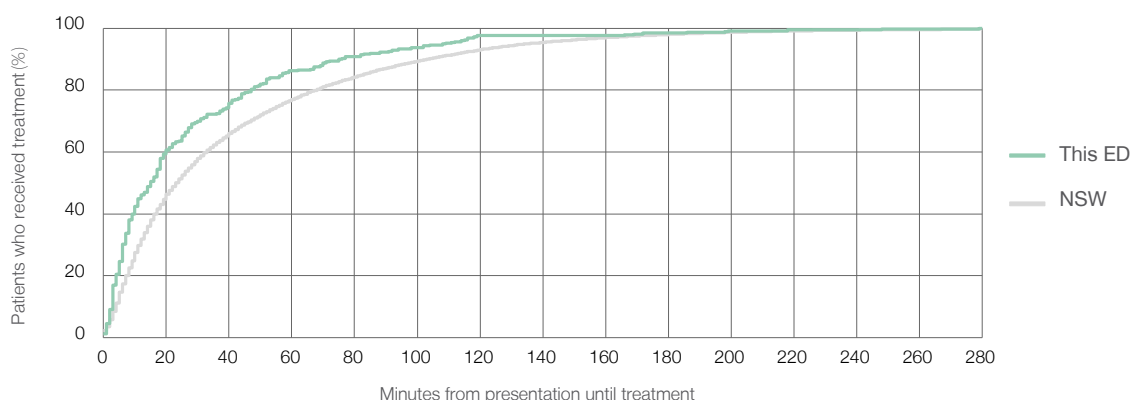
15 minutes

90th percentile time to start treatment⁵

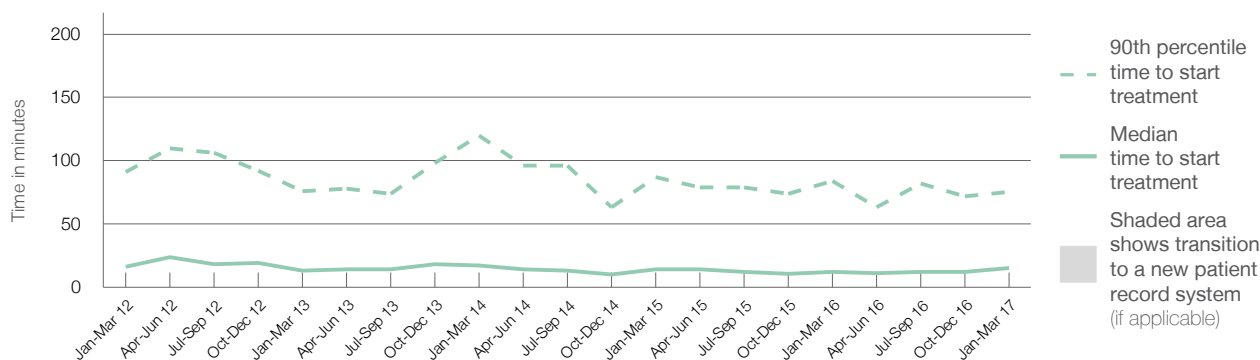
76 minutes

Same period last year	NSW (this period)
539	
514	
12 minutes	23 minutes
84 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	13	17	14	12	15
90th percentile time to start treatment ⁵ (minutes)	91	76	120	87	84	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,462 patients

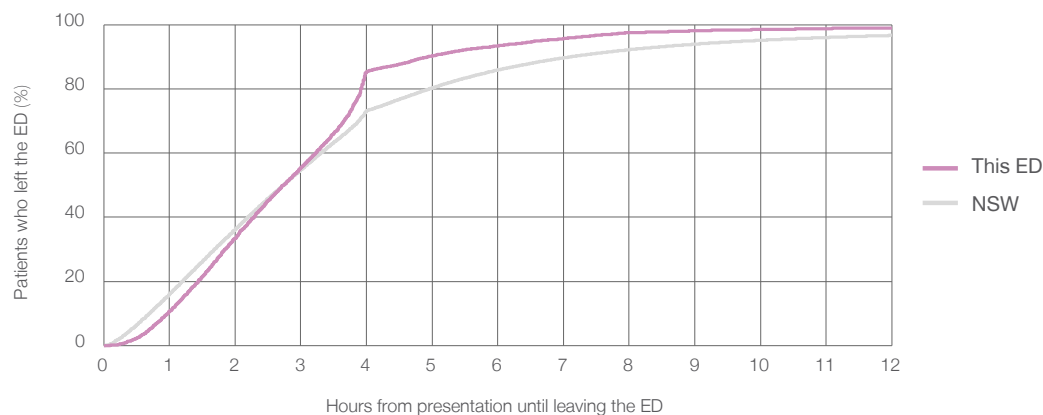
Presentations used to calculate time to leaving the ED:⁶ 6,462 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

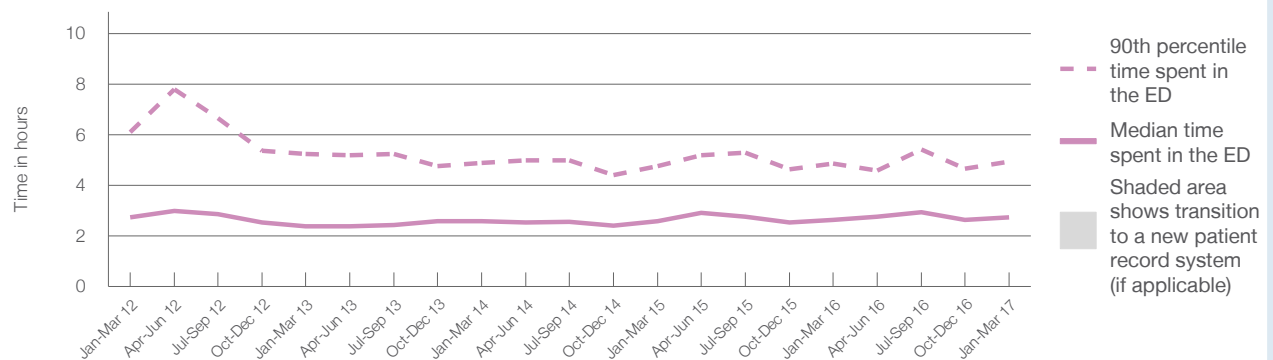
90th percentile time spent in the ED⁹ 4 hours and 57 minutes

Same period last year	NSW (this period)
6,433	6,433
2 hours and 38 minutes	2 hours and 44 minutes
4 hours and 52 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 44m	2h 23m	2h 35m	2h 35m	2h 38m	2h 44m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 6m	5h 15m	4h 54m	4h 46m	4h 52m	4h 57m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients spent in the ED

By mode of separation

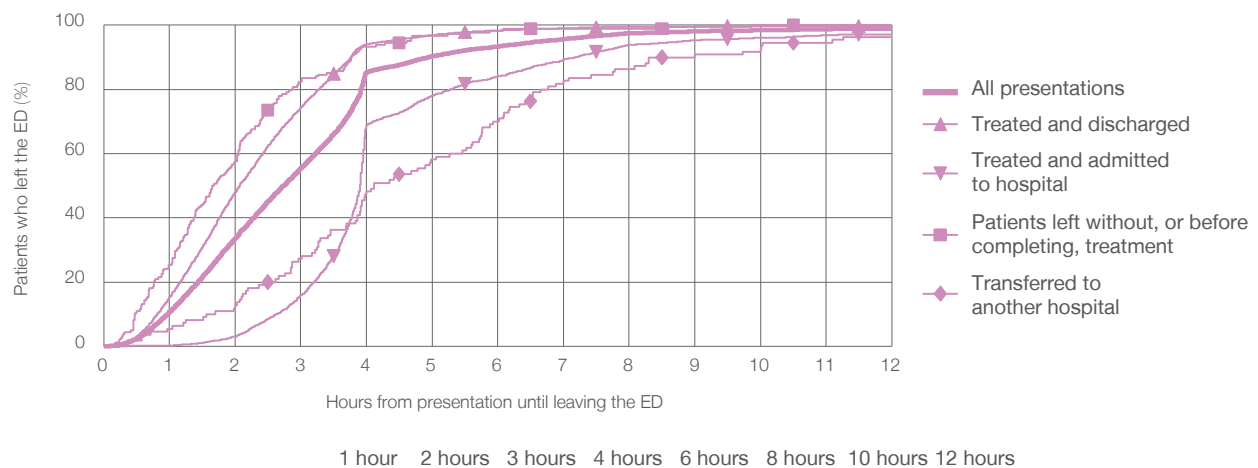
January to March 2017

All presentations:[†] 6,462 patients

Presentations used to calculate time to leaving the ED:[‡] 6,462 patients

		Same period last year	Change since one year ago
Treated and discharged	4,141 (64.1%)	4,150	-0.2%
Treated and admitted to hospital	2,027 (31.4%)	2,052	-1.2%
Patient left without, or before completing, treatment	182 (2.8%)	140	30.0%
Transferred to another hospital	110 (1.7%)	88	25.0%
Other	2 (0%)	3	-33.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.3%	48.0%	74.4%	94.1%	98.3%	99.5%	99.7%	99.8%
Treated and admitted to hospital	0.2%	3.1%	15.9%	68.9%	84.1%	93.9%	96.2%	97.1%
Patient left without, or before completing, treatment	25.3%	57.7%	82.4%	93.4%	98.4%	98.9%	100%	100%
Transferred to another hospital	5.5%	12.7%	27.3%	48.2%	70.0%	86.4%	92.7%	96.4%
All presentations	10.7%	33.6%	55.5%	85.4%	93.4%	97.5%	98.5%	98.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 6,462 patients

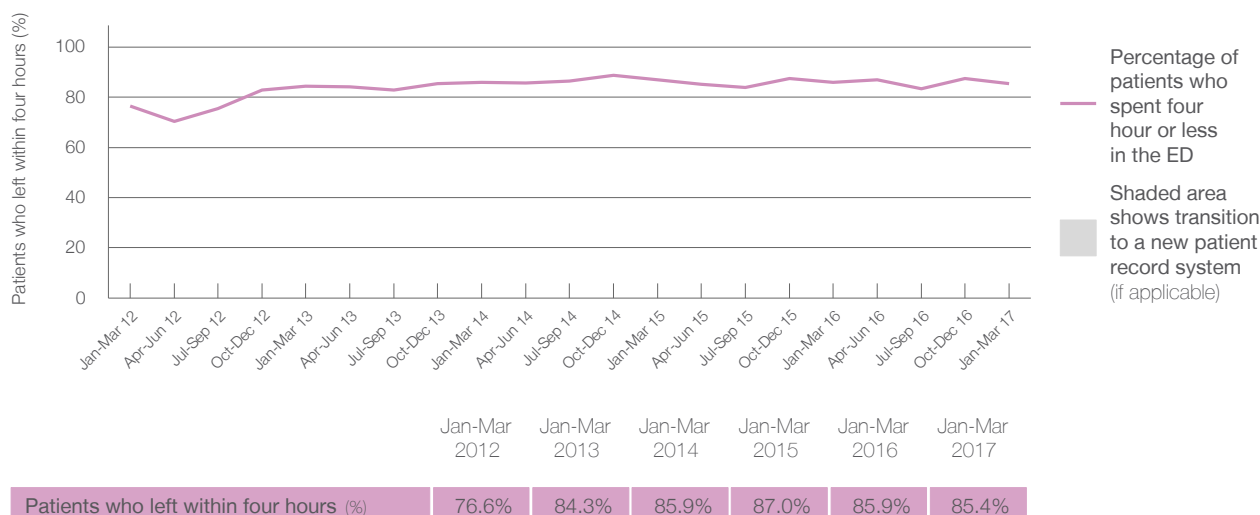
Presentations used to calculate time to leaving the ED:⁶ 6,462 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,433	0.5%
6,433	0.5%
85.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,791 patients

Emergency presentations:² 7,599 patients

Same period last year	Change since one year ago
7,445	4.6%
7,343	3.5%

Manning Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,265 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,049 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 84 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,721 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 126 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,529 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,293	
7 minutes	8 minutes
10 minutes	26 minutes
2,106	
21 minutes	20 minutes
107 minutes	69 minutes
2,469	
30 minutes	26 minutes
150 minutes	101 minutes
1,444	
26 minutes	23 minutes
114 minutes	104 minutes

Manning Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,791 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
7,444	4.7%
71.1%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

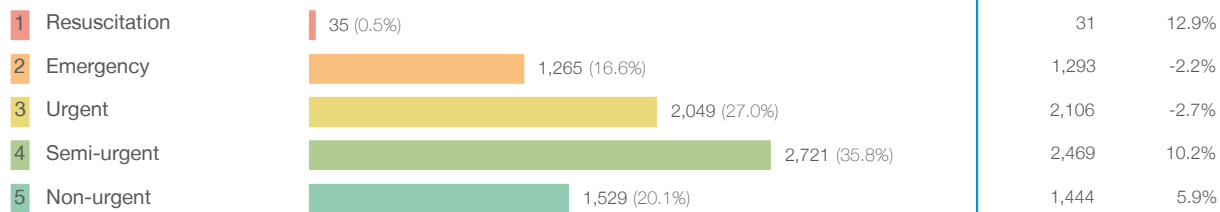
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Patients presenting to the emergency department

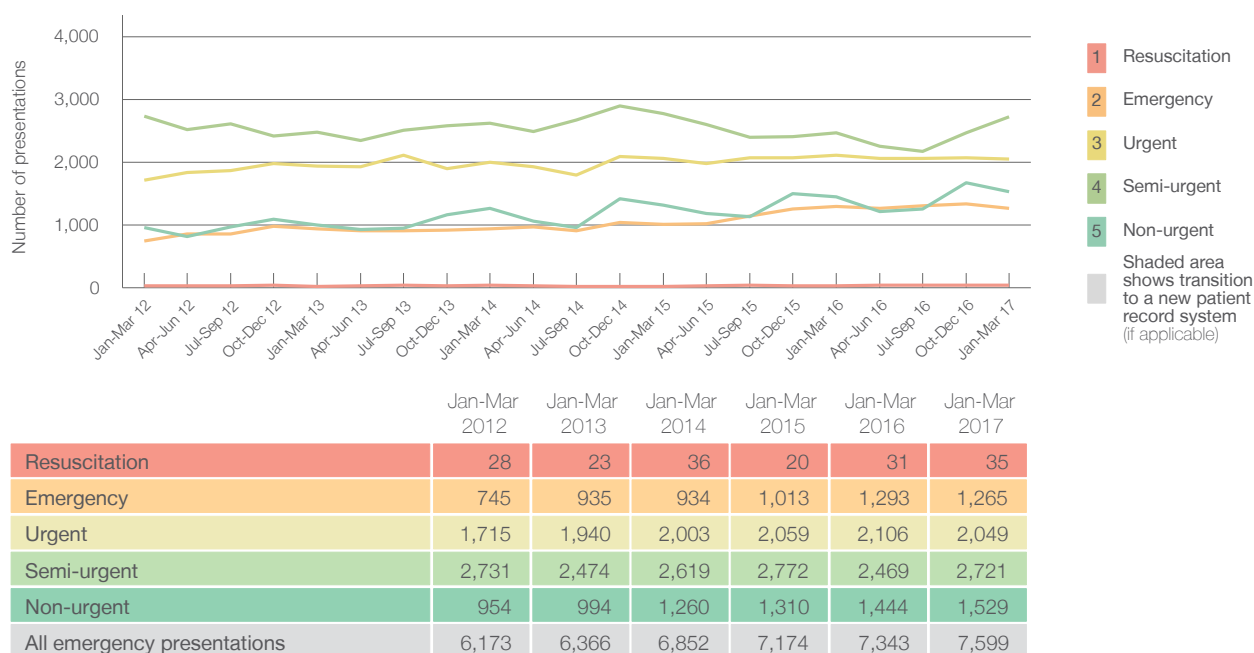
January to March 2017

All presentations:¹ 7,791 patients

Emergency presentations² by triage category: 7,599 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Manning Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,990 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,265

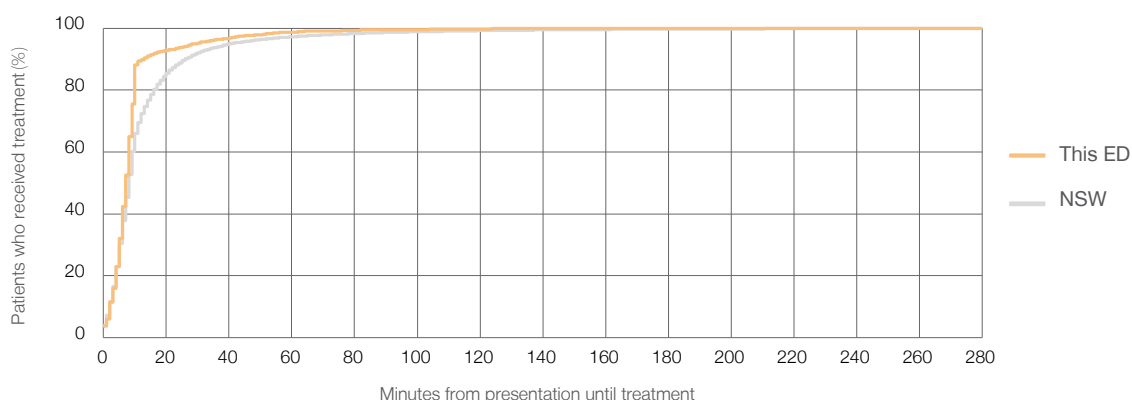
Number of triage 2 patients used to calculate waiting time:³ 1,263

Median time to start treatment⁴ 7 minutes

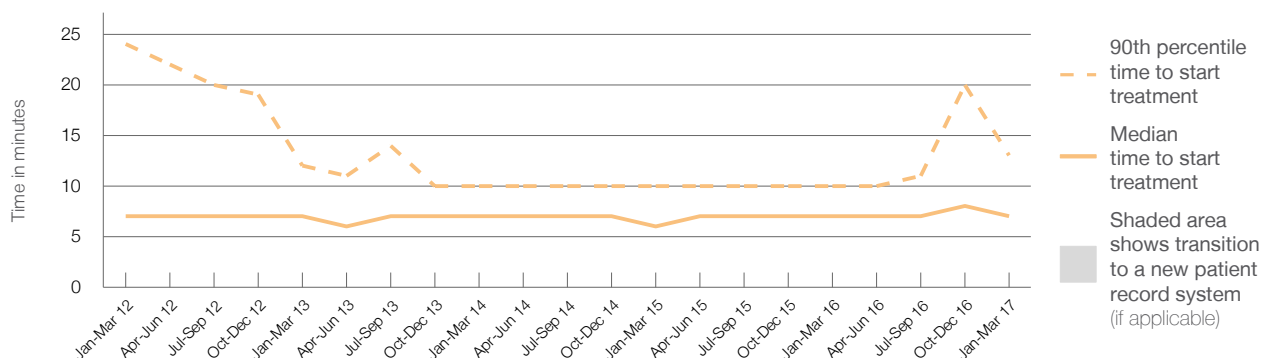
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
1,293	
1,286	
7 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	7	6	7	7
90th percentile time to start treatment ⁵ (minutes)	24	12	10	10	10	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,049

Number of triage 3 patients used to calculate waiting time:³ 2,008

Median time to start treatment⁴

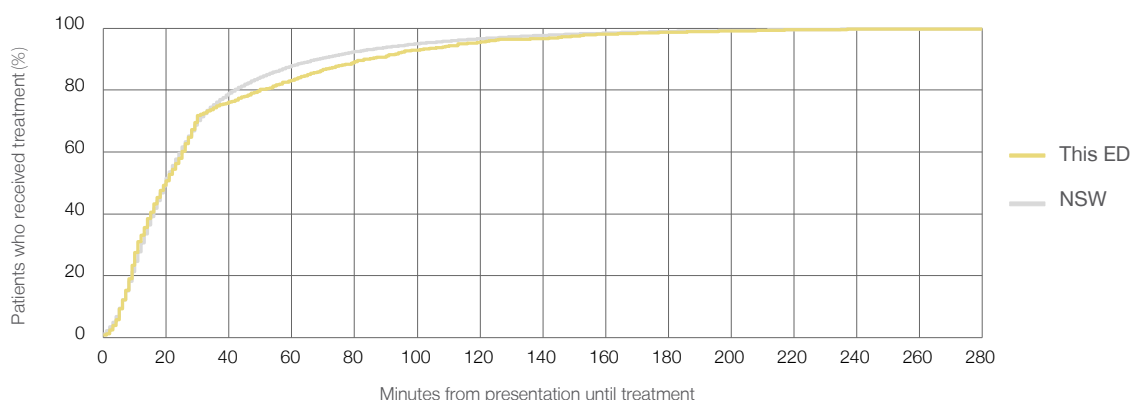
20 minutes

90th percentile time to start treatment⁵

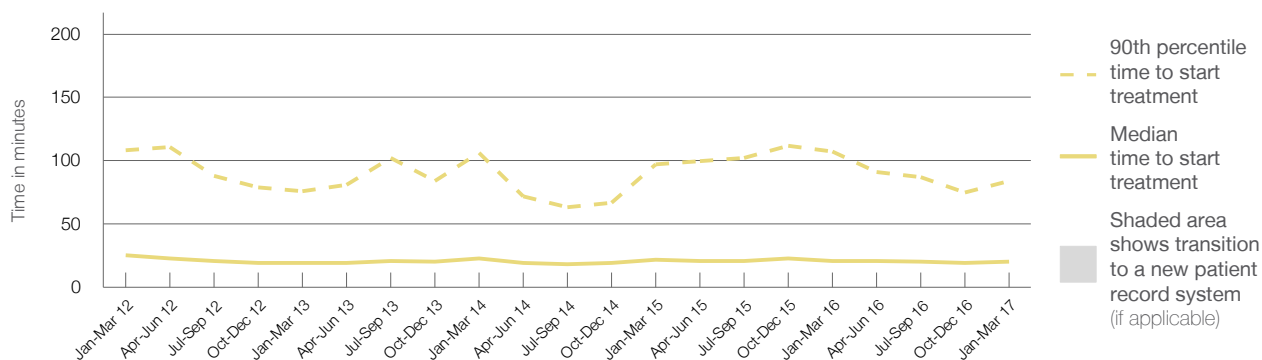
84 minutes

Same period last year	NSW (this period)
2,106	
2,030	
21 minutes	20 minutes
107 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	19	23	22	21	20
90th percentile time to start treatment ⁵ (minutes)	108	76	106	97	107	84

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,721

Number of triage 4 patients used to calculate waiting time:³ 2,572

Median time to start treatment⁴

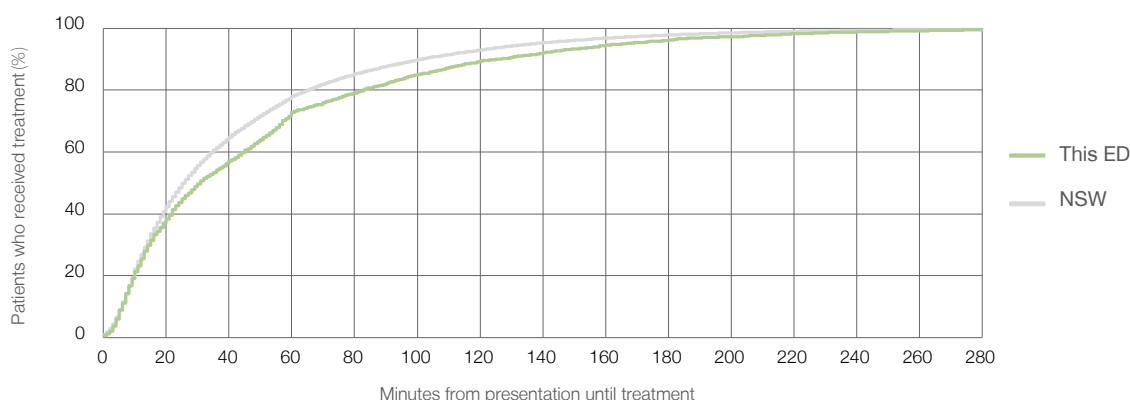
31 minutes

90th percentile time to start treatment⁵

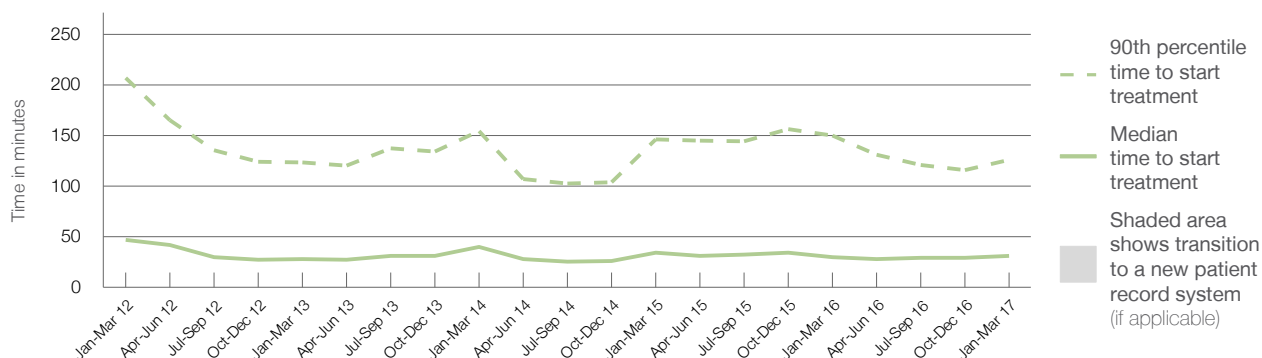
126 minutes

Same period last year	NSW (this period)
2,469	
2,270	
30 minutes	26 minutes
150 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	47	28	40	34	30	31
90th percentile time to start treatment ⁵ (minutes)	207	123	154	146	150	126

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,529

Number of triage 5 patients used to calculate waiting time:³ 1,389

Median time to start treatment⁴

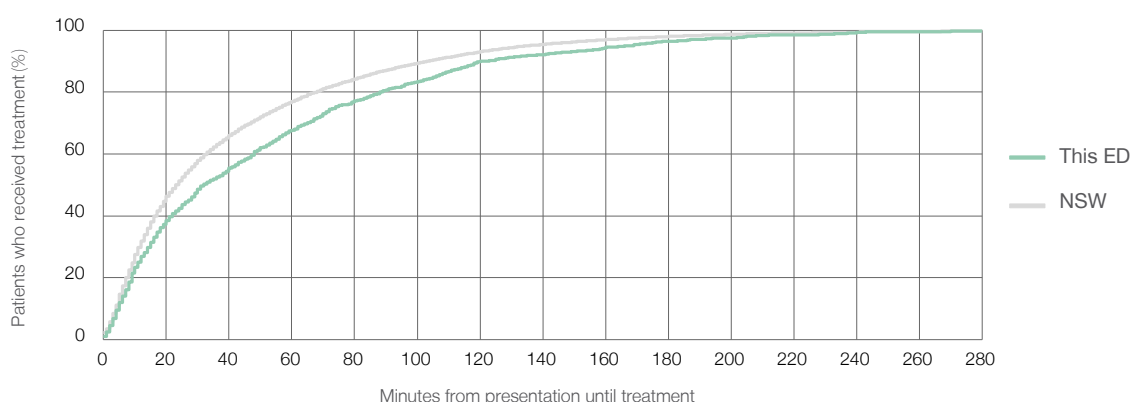
32 minutes

90th percentile time to start treatment⁵

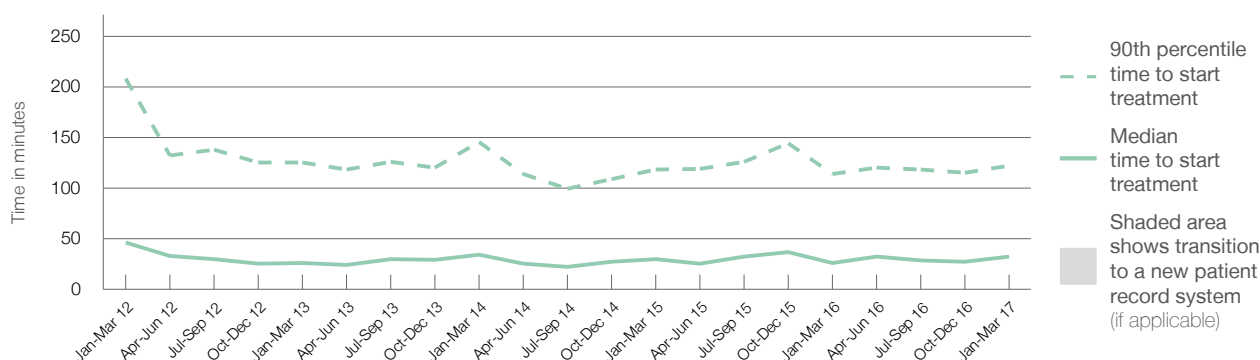
122 minutes

Same period last year	NSW (this period)
1,444	
1,272	
26 minutes	23 minutes
114 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	46	26	34	30	26	32
90th percentile time to start treatment ⁵ (minutes)	208	125	146	119	114	122

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,791 patients

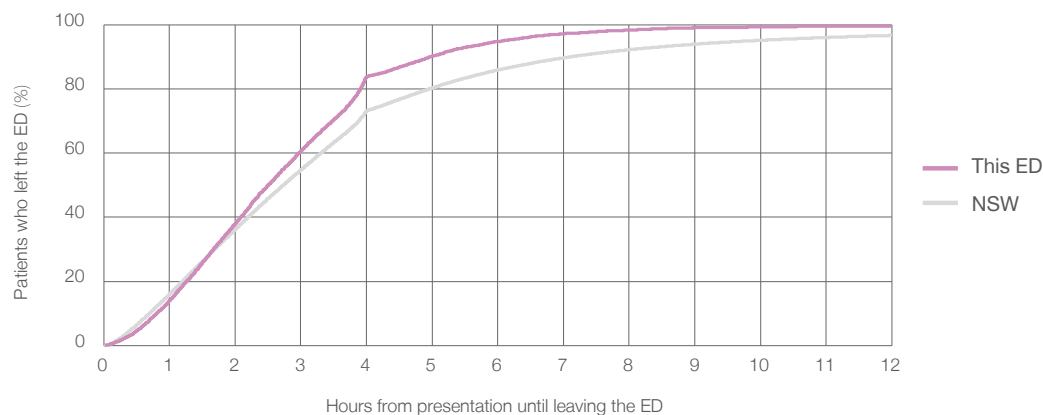
Presentations used to calculate time to leaving the ED:⁶ 7,791 patients

Median time spent in the ED⁸ 2 hours and 31 minutes

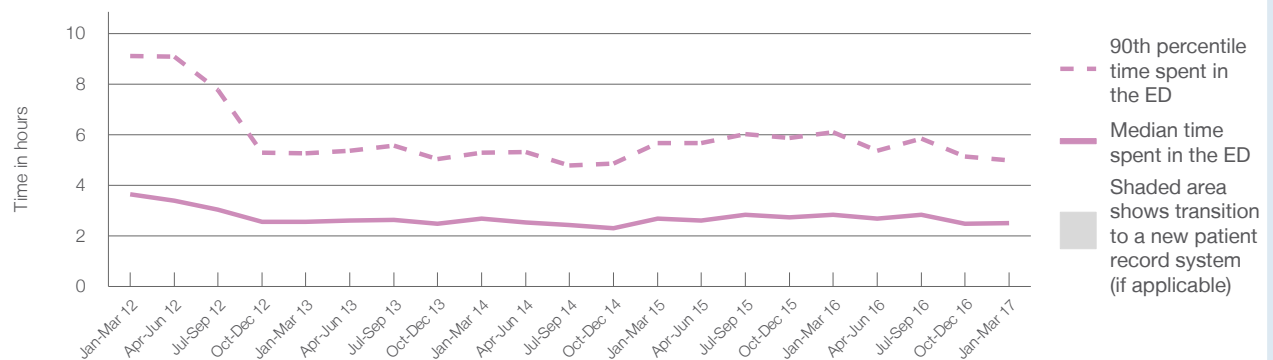
90th percentile time spent in the ED⁹ 4 hours and 59 minutes

Same period last year	NSW (this period)
7,445	
7,444	
2 hours and 50 minutes	2 hours and 44 minutes
6 hours and 6 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 39m	2h 34m	2h 42m	2h 41m	2h 50m	2h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 7m	5h 16m	5h 17m	5h 41m	6h 6m	4h 59m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients spent in the ED

By mode of separation

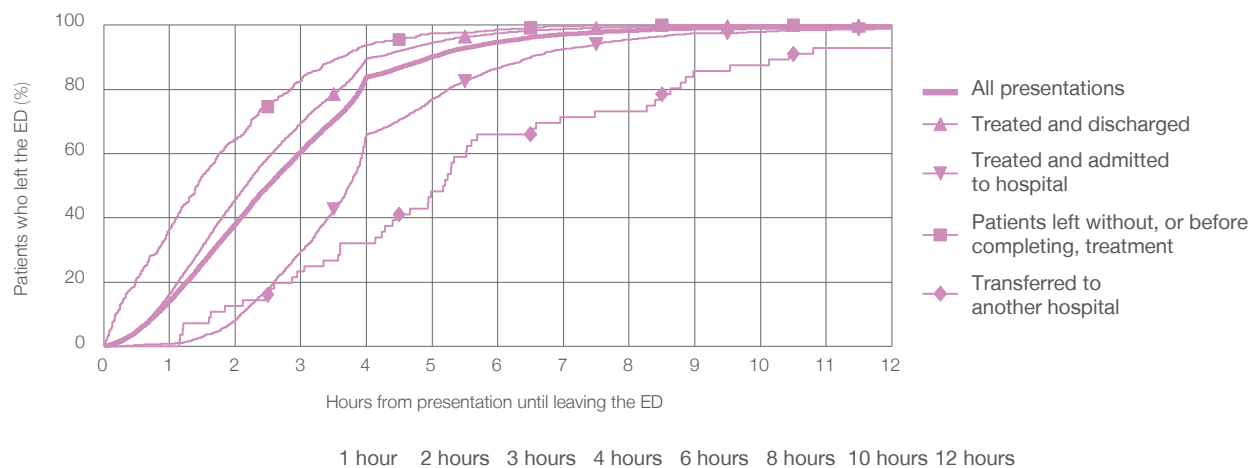
January to March 2017

All presentations:[†] 7,791 patients

Presentations used to calculate time to leaving the ED:[‡] 7,791 patients

		Same period last year	Change since one year ago
Treated and discharged	5,329 (68.4%)	7,444	4.7%
Treated and admitted to hospital	1,852 (23.8%)	4,766	11.8%
Patient left without, or before completing, treatment	514 (6.6%)	1,898	-2.4%
Transferred to another hospital	56 (0.7%)	677	-24.1%
Other	40 (0.5%)	65	-13.8%
		39	2.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.3%	45.8%	69.6%	89.6%	97.5%	99.4%	99.7%	99.8%
Treated and admitted to hospital	0.9%	8.2%	29.6%	65.9%	86.6%	95.5%	97.9%	98.9%
Patient left without, or before completing, treatment	36.4%	64.4%	82.5%	94.0%	98.6%	99.8%	100%	100%
Transferred to another hospital	0%	12.5%	23.2%	32.1%	66.1%	73.2%	87.5%	92.9%
All presentations	14.1%	38.0%	60.7%	83.9%	94.7%	98.3%	99.2%	99.6%

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 7,791 patients

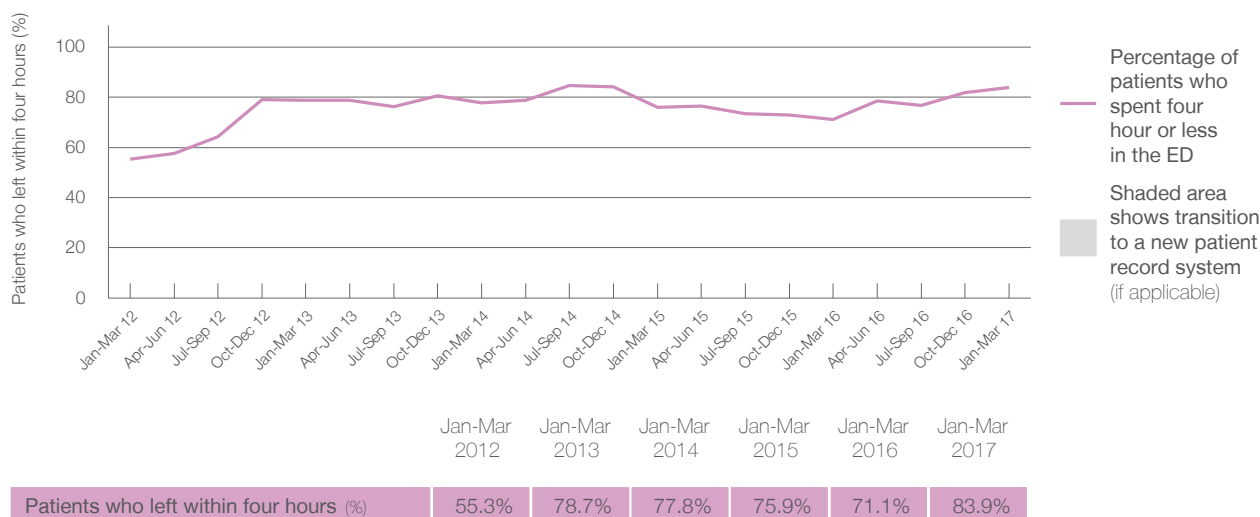
Presentations used to calculate time to leaving the ED:⁶ 7,791 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,445	4.6%
7,444	4.7%
71.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% 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*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,765 patients

Emergency presentations:² 8,688 patients

Same period last year	Change since one year ago
8,898	-1.5%
8,815	-1.4%

Mona Vale and District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,184 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,188 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,315 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 961 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,087	
6 minutes	8 minutes
12 minutes	26 minutes
3,178	
15 minutes	20 minutes
42 minutes	69 minutes
3,646	
15 minutes	26 minutes
77 minutes	101 minutes
870	
13 minutes	23 minutes
95 minutes	104 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,764 patients

Percentage of patients who spent four hours or less in the ED 83.7%

Same period last year	Change since one year ago
8,898	-1.5%
86.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

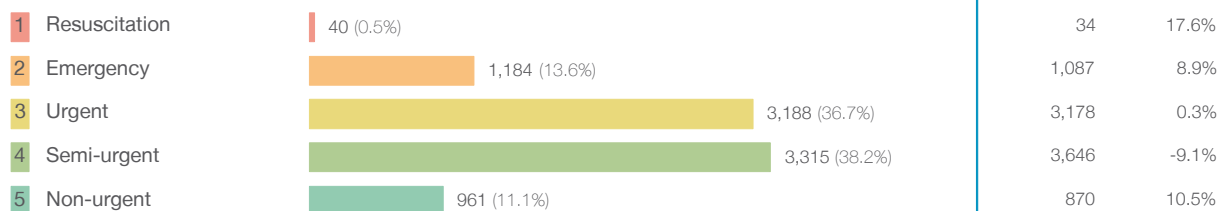
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Patients presenting to the emergency department

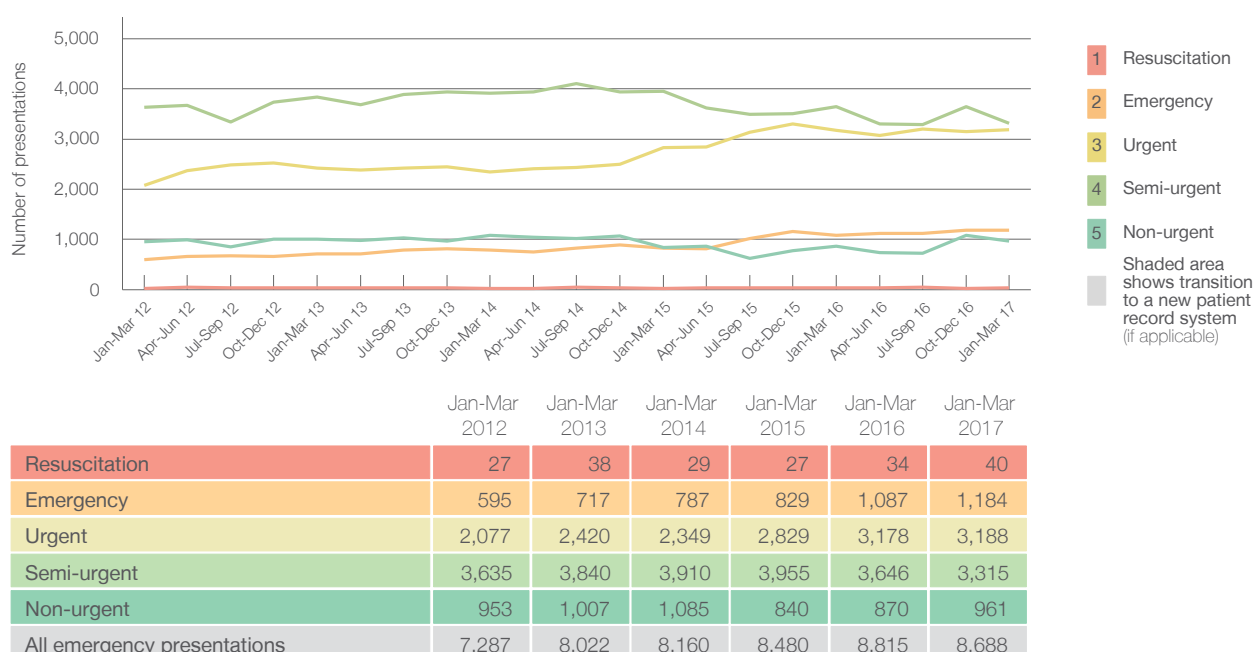
January to March 2017

All presentations:¹ 8,765 patients

Emergency presentations² by triage category: 8,688 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Mona Vale and District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,630 patients

ED Transfer of care time



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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,184

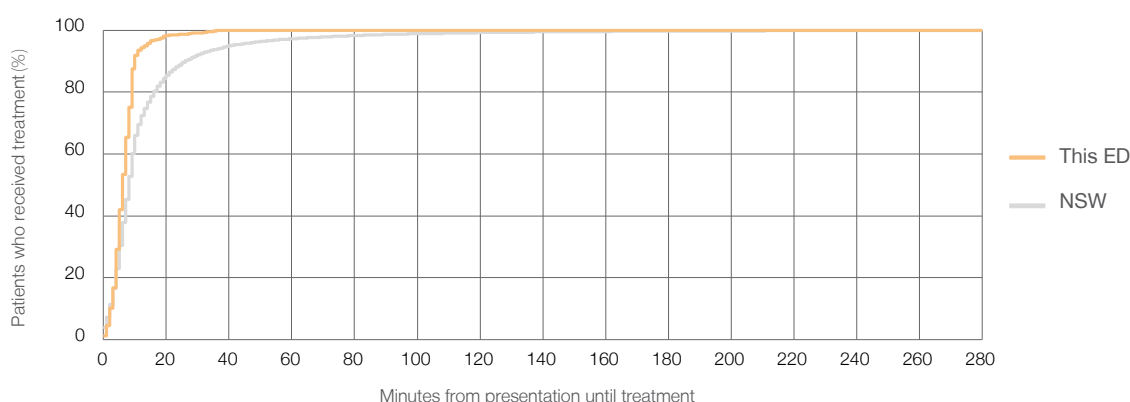
Number of triage 2 patients used to calculate waiting time:³ 1,183

Median time to start treatment⁴ 6 minutes

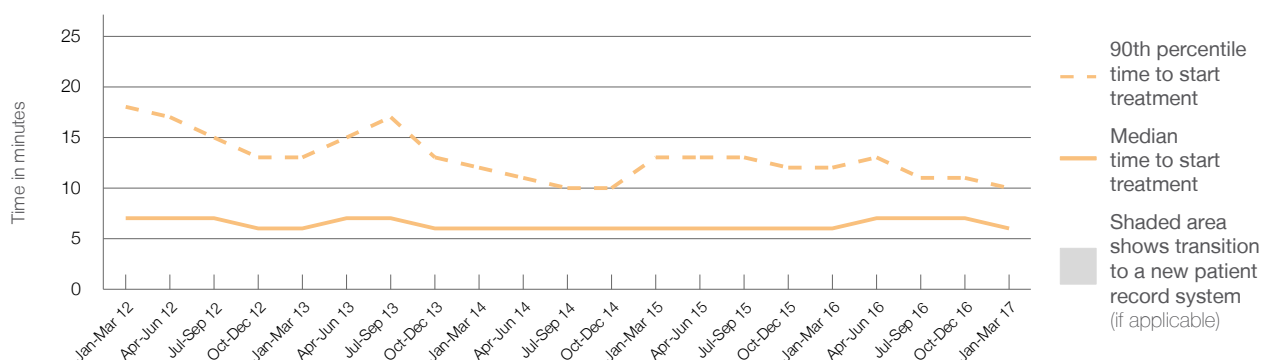
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,087	
1,085	
6 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	6	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	18	13	12	13	12	10

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,188

Number of triage 3 patients used to calculate waiting time:³ 3,141

Median time to start treatment⁴

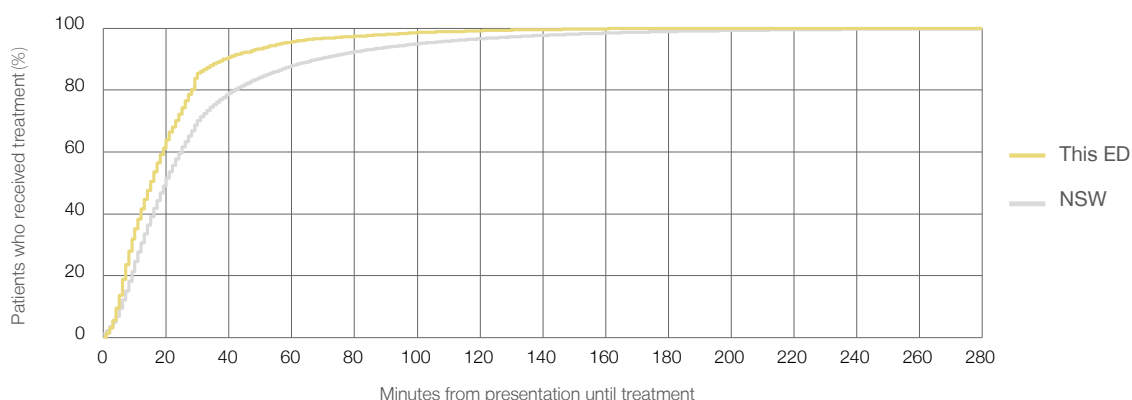
15 minutes

90th percentile time to start treatment⁵

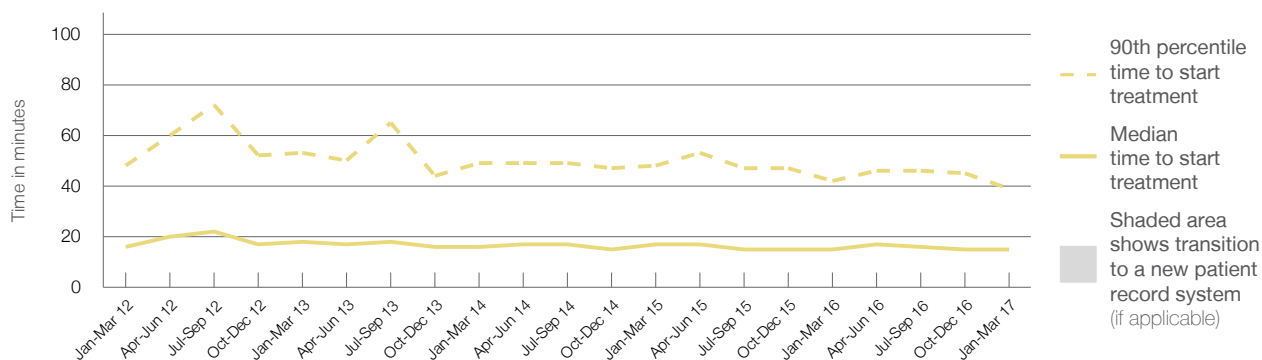
39 minutes

Same period last year	NSW (this period)
3,178	
3,155	
15 minutes	20 minutes
42 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	18	16	17	15	15
90th percentile time to start treatment ⁵ (minutes)	48	53	49	48	42	39

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,315

Number of triage 4 patients used to calculate waiting time:³ 3,141

Median time to start treatment⁴

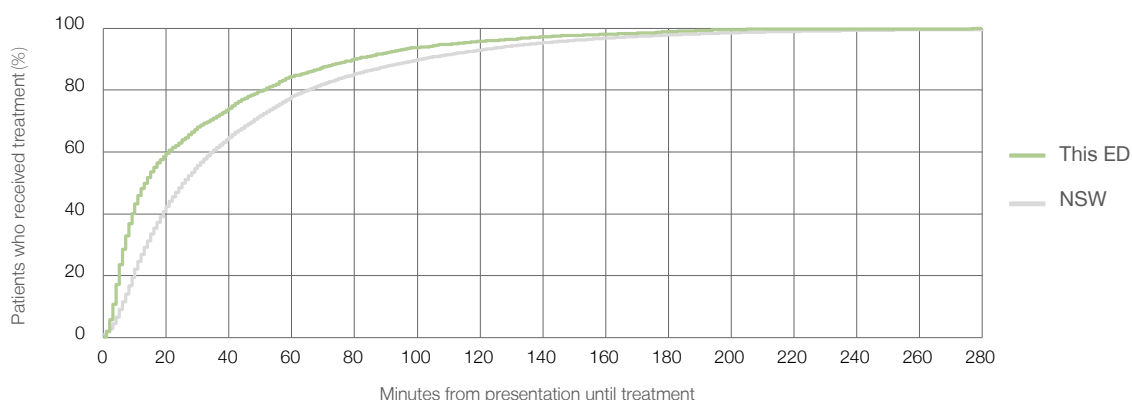
14 minutes

90th percentile time to start treatment⁵

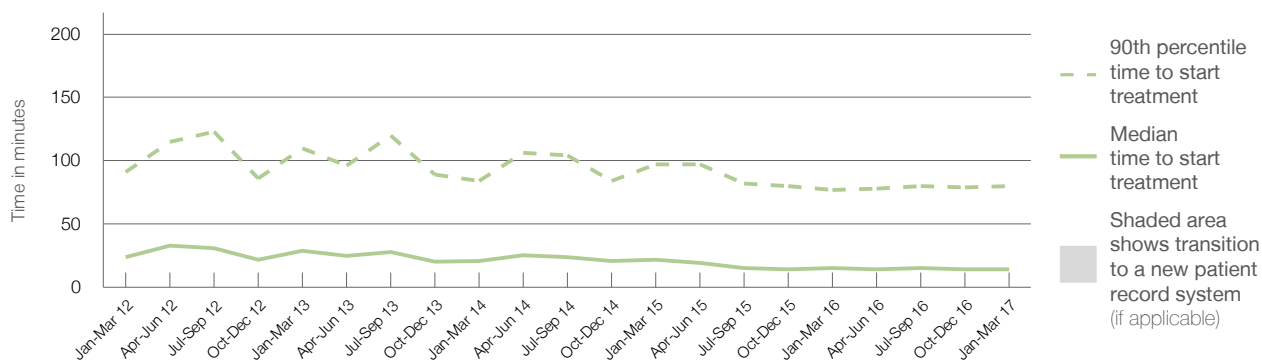
80 minutes

Same period last year	NSW (this period)
3,646	
3,536	
15 minutes	26 minutes
77 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	24	29	21	22	15	14
90th percentile time to start treatment ⁵ (minutes)	91	110	84	97	77	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 961

Number of triage 5 patients used to calculate waiting time:³ 882

Median time to start treatment⁴

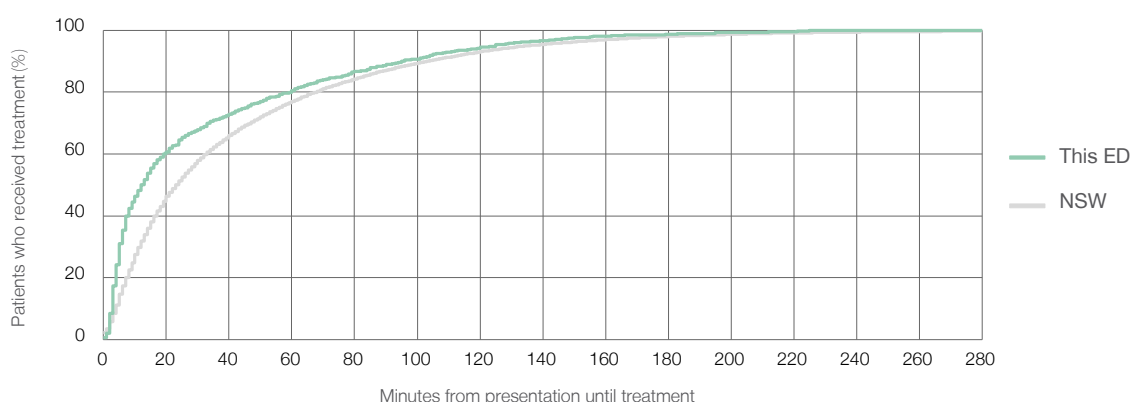
13 minutes

90th percentile time to start treatment⁵

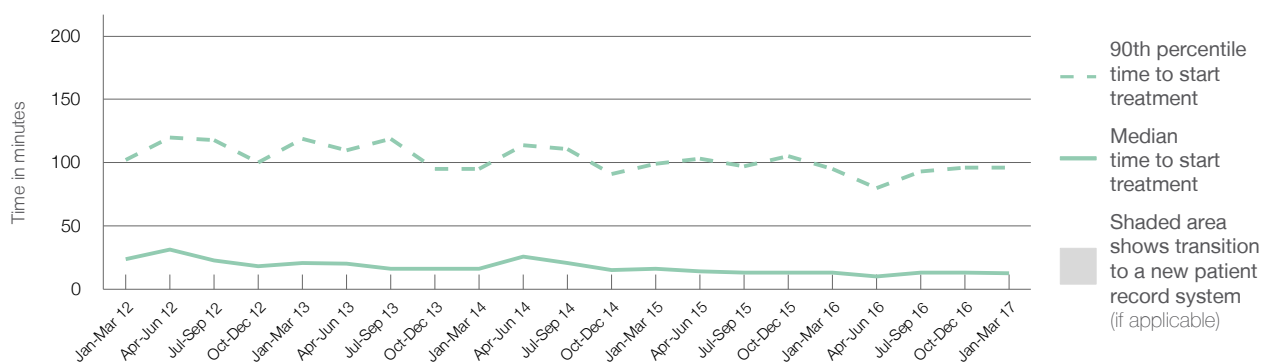
96 minutes

Same period last year	NSW (this period)
870	
821	
13 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	24	21	16	16	13	13
90th percentile time to start treatment ⁵ (minutes)	102	119	95	99	95	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,765 patients

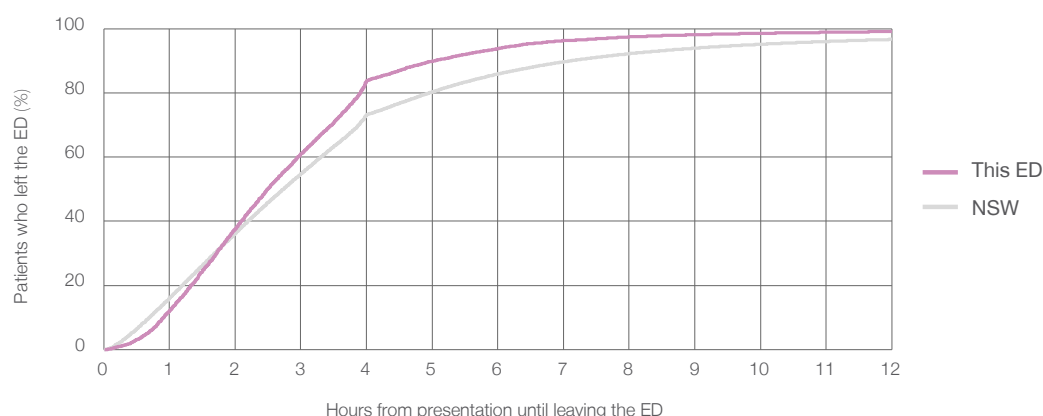
Presentations used to calculate time to leaving the ED:⁶ 8,764 patients

Median time spent in the ED⁸ 2 hours and 30 minutes

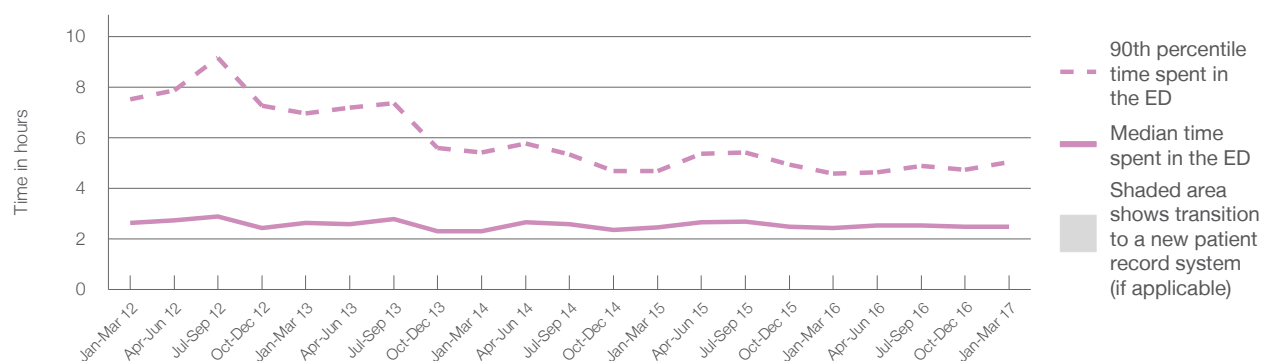
90th percentile time spent in the ED⁹ 5 hours and 3 minutes

Same period last year	NSW (this period)
8,898	
8,898	
2 hours and 26 minutes	2 hours and 44 minutes
4 hours and 36 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 38m	2h 39m	2h 18m	2h 28m	2h 26m	2h 30m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 31m	6h 58m	5h 25m	4h 41m	4h 36m	5h 3m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients spent in the ED

By mode of separation

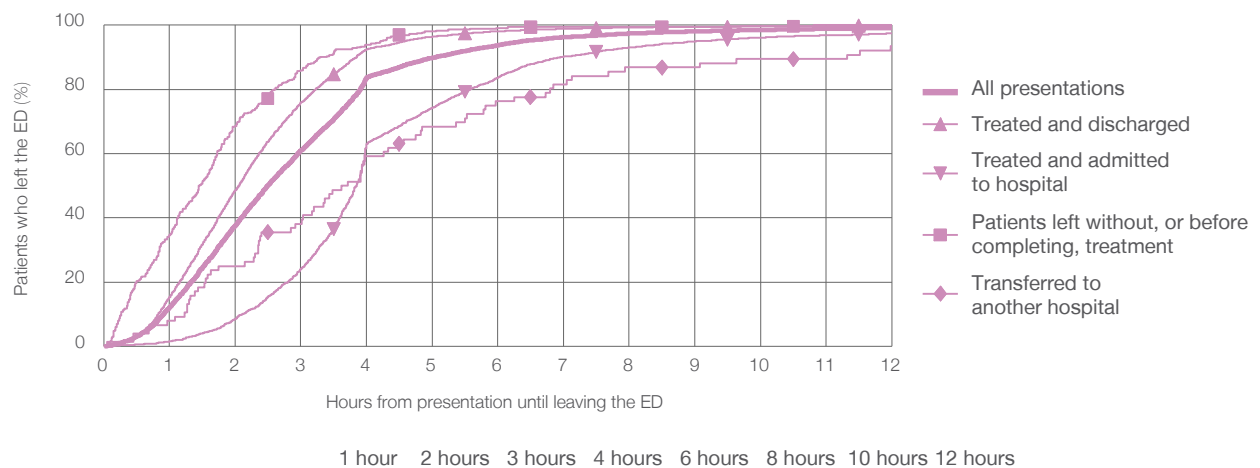
January to March 2017

All presentations:[†] 8,765 patients

Presentations used to calculate time to leaving the ED:[‡] 8,764 patients

		Same period last year	Change since one year ago
Treated and discharged	5,785 (66.0%)	5,758	0.5%
Treated and admitted to hospital	2,534 (28.9%)	2,737	-7.4%
Patient left without, or before completing, treatment	364 (4.2%)	305	19.3%
Transferred to another hospital	76 (0.9%)	76	0.0%
Other	6 (0.1%)	22	-72.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.3%	48.6%	75.9%	92.5%	98.1%	99.3%	99.6%	99.8%
Treated and admitted to hospital	1.5%	8.5%	24.1%	62.9%	83.7%	93.1%	96.2%	97.5%
Patient left without, or before completing, treatment	34.6%	68.7%	86.0%	94.0%	99.2%	99.5%	99.7%	100%
Transferred to another hospital	7.9%	25.0%	38.2%	59.2%	76.3%	86.8%	89.5%	93.4%
All presentations	12.1%	37.7%	61.0%	83.7%	93.8%	97.4%	98.5%	99.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 8,765 patients

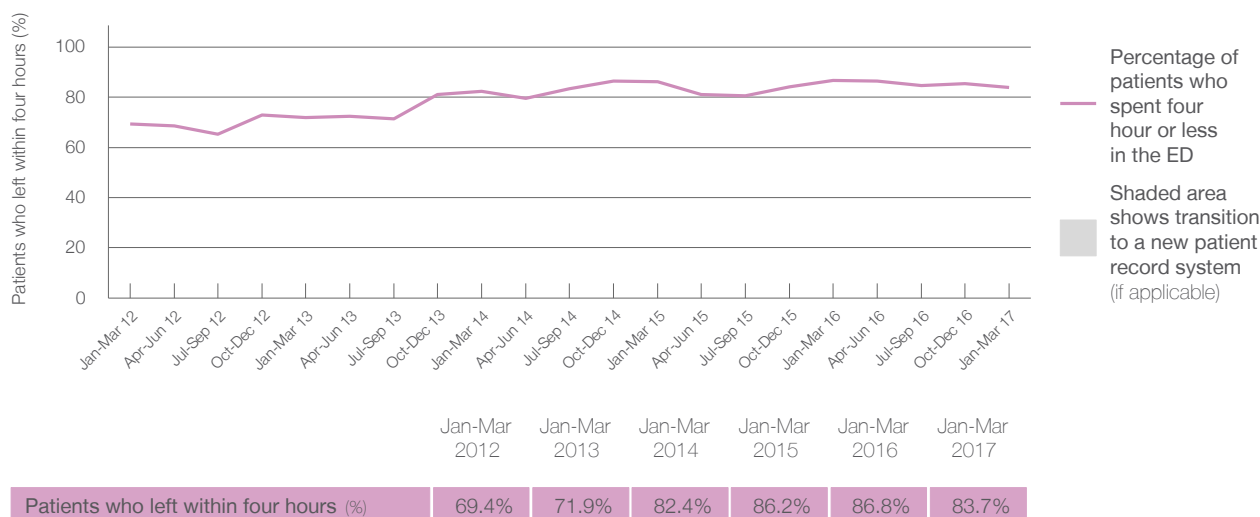
Presentations used to calculate time to leaving the ED:⁶ 8,764 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
8,898	-1.5%
8,898	-1.5%
86.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,310 patients

Emergency presentations:² 7,200 patients

Same period last year	Change since one year ago
7,127	2.6%
6,991	3.0%

Orange Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 976 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,482 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,757 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 69 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,918 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
930	
5 minutes	8 minutes
10 minutes	26 minutes
1,469	
15 minutes	20 minutes
40 minutes	69 minutes
2,676	
20 minutes	26 minutes
75 minutes	101 minutes
1,872	
16 minutes	23 minutes
102 minutes	104 minutes

Orange Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,309 patients

Percentage of patients who spent four hours or less in the ED 74.0%

Same period last year	Change since one year ago
7,126	2.6%
76.0%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

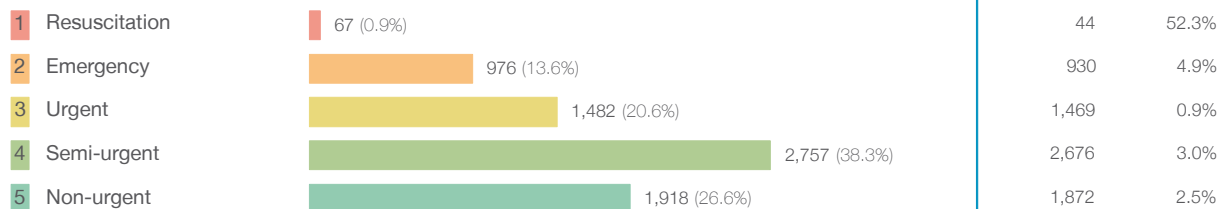
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Patients presenting to the emergency department

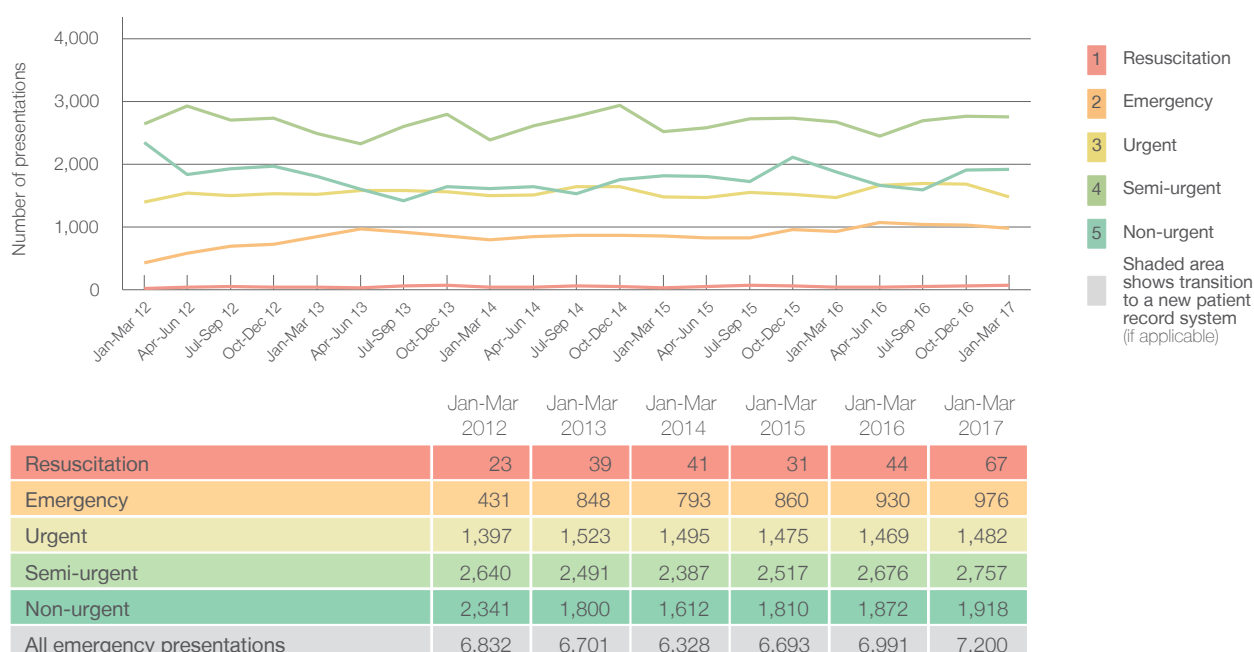
January to March 2017

All presentations:¹ 7,310 patients

Emergency presentations² by triage category: 7,200 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Orange Health Service: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,311 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 976

Number of triage 2 patients used to calculate waiting time:³ 974

Median time to start treatment⁴

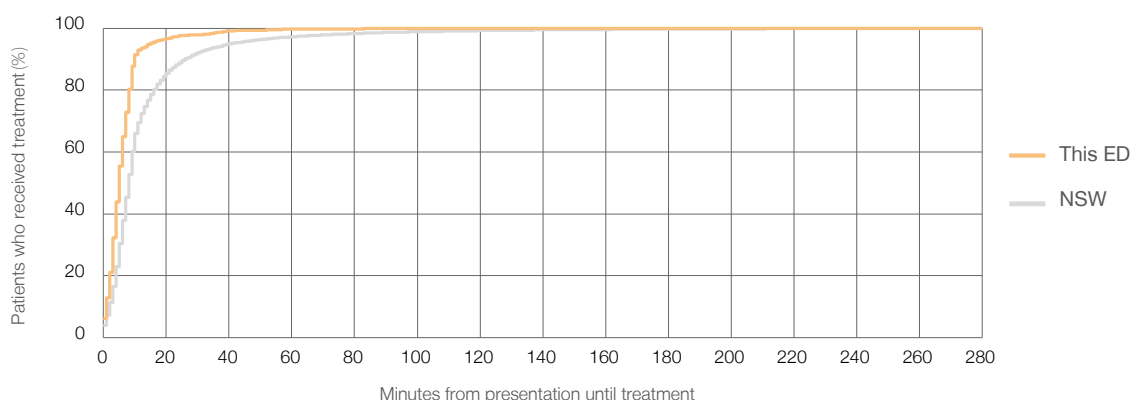
5 minutes

90th percentile time to start treatment⁵

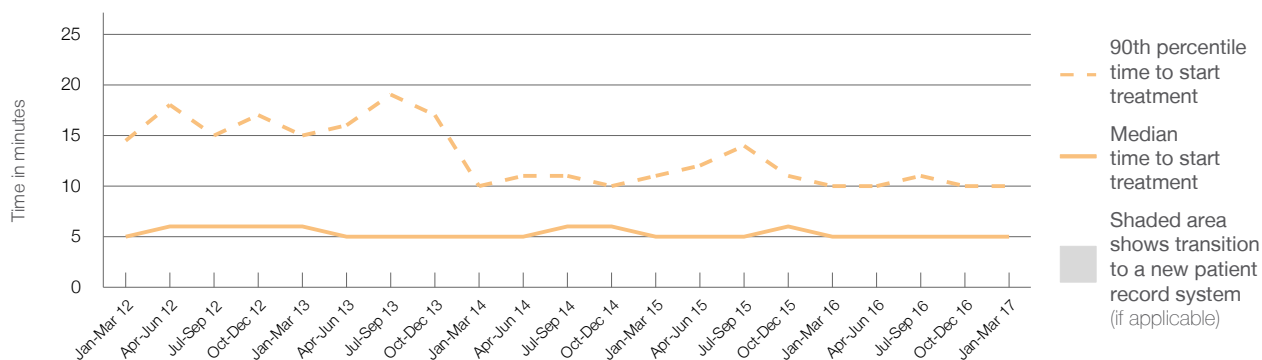
10 minutes

Same period last year	NSW (this period)
930	
923	
5 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	15	15	10	11	10	10

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,482

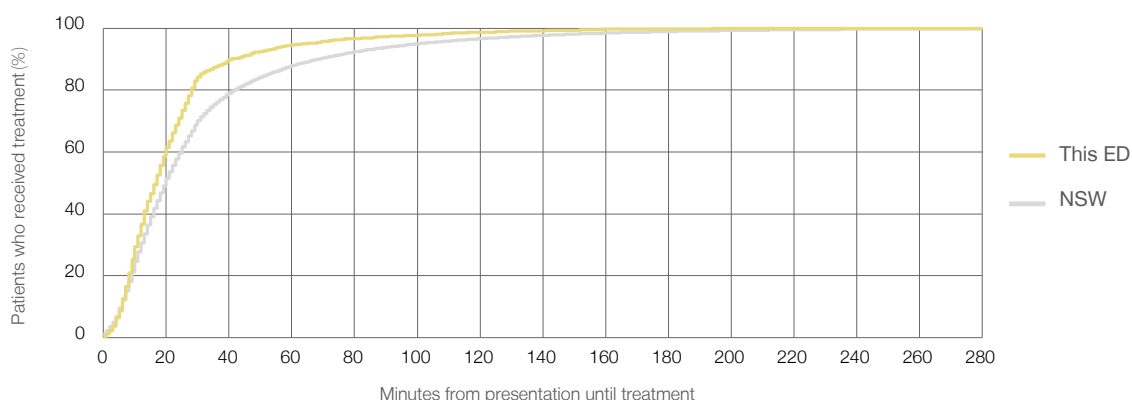
Number of triage 3 patients used to calculate waiting time:³ 1,465

Median time to start treatment⁴ 17 minutes

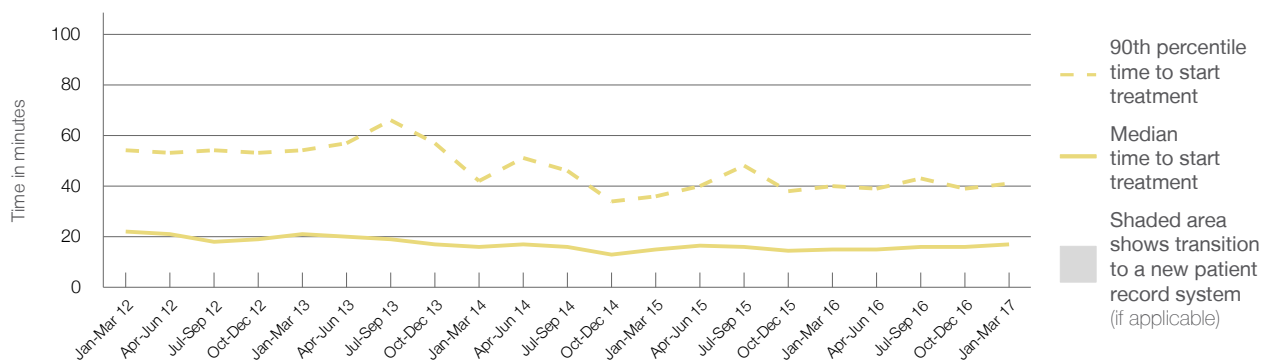
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,469	
1,463	
15 minutes	20 minutes
40 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	21	16	15	15	17
90th percentile time to start treatment ⁵ (minutes)	54	54	42	36	40	41

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,757

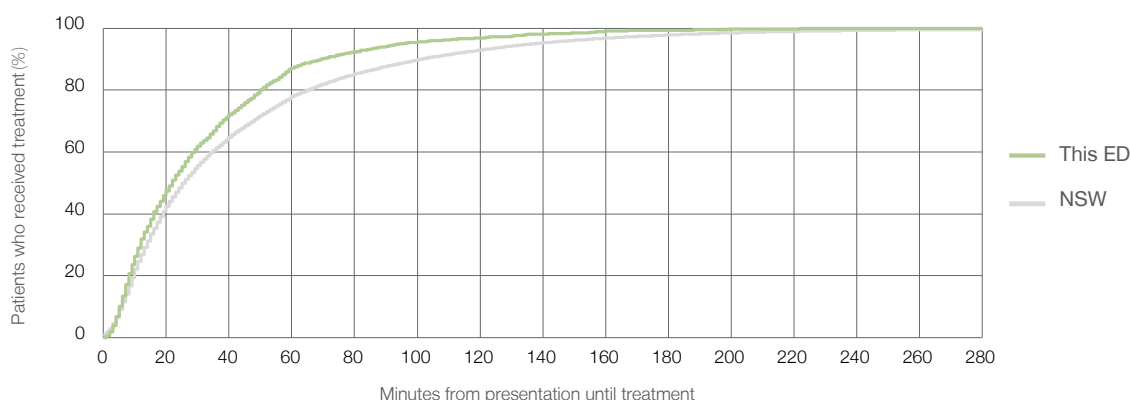
Number of triage 4 patients used to calculate waiting time:³ 2,653

Median time to start treatment⁴ 22 minutes

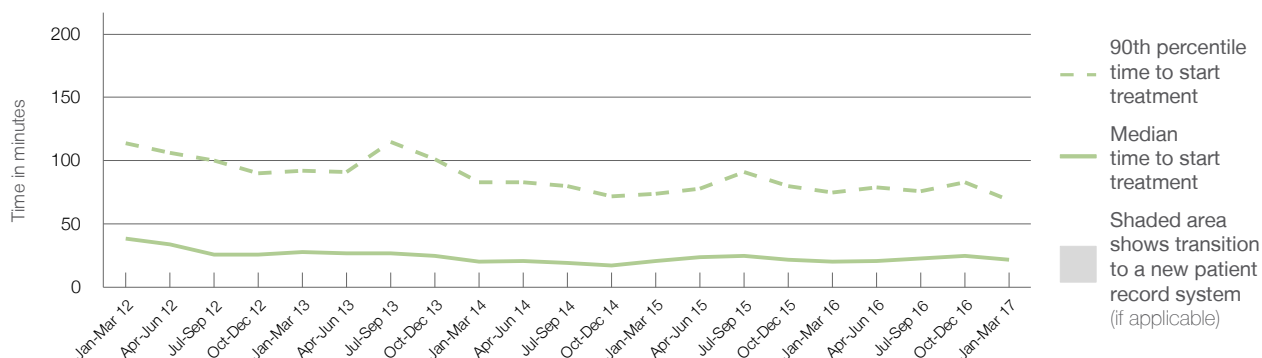
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
2,676	
2,576	
20 minutes	26 minutes
75 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	39	28	20	21	20	22
90th percentile time to start treatment ⁵ (minutes)	114	92	83	74	75	69

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,918

Number of triage 5 patients used to calculate waiting time:³ 1,791

Median time to start treatment⁴

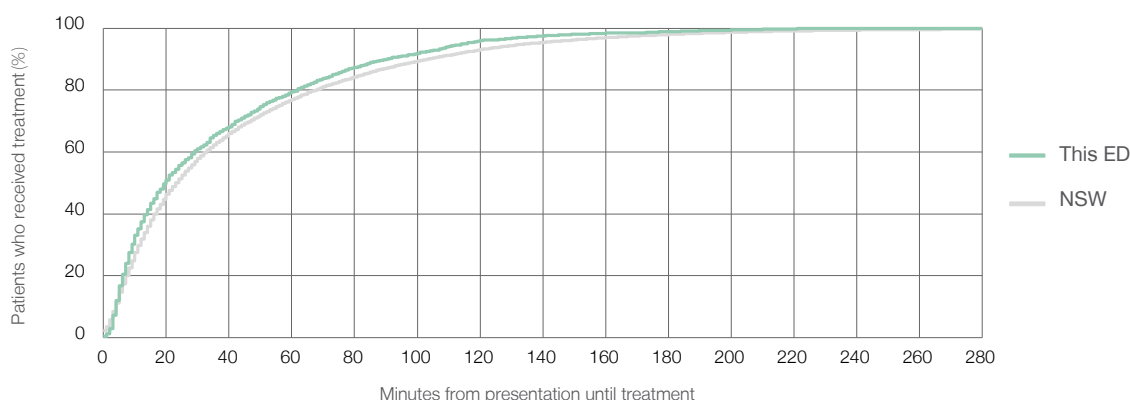
20 minutes

90th percentile time to start treatment⁵

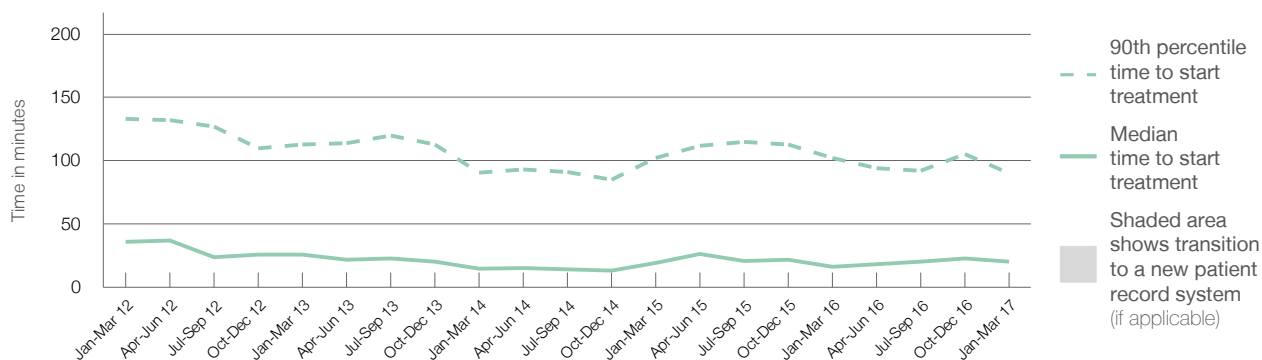
90 minutes

Same period last year	NSW (this period)
1,872	
1,715	
16 minutes	23 minutes
102 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	36	26	15	19	16	20
90th percentile time to start treatment ⁵ (minutes)	133	113	91	102	102	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,310 patients

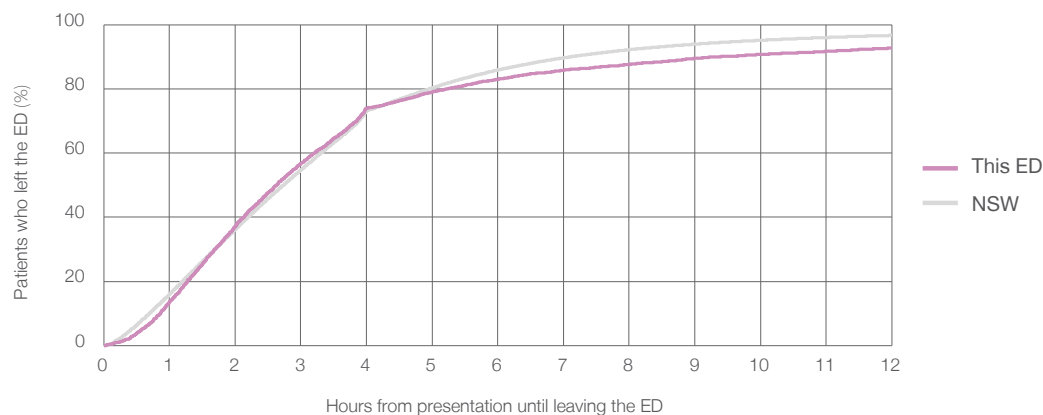
Presentations used to calculate time to leaving the ED:⁶ 7,309 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

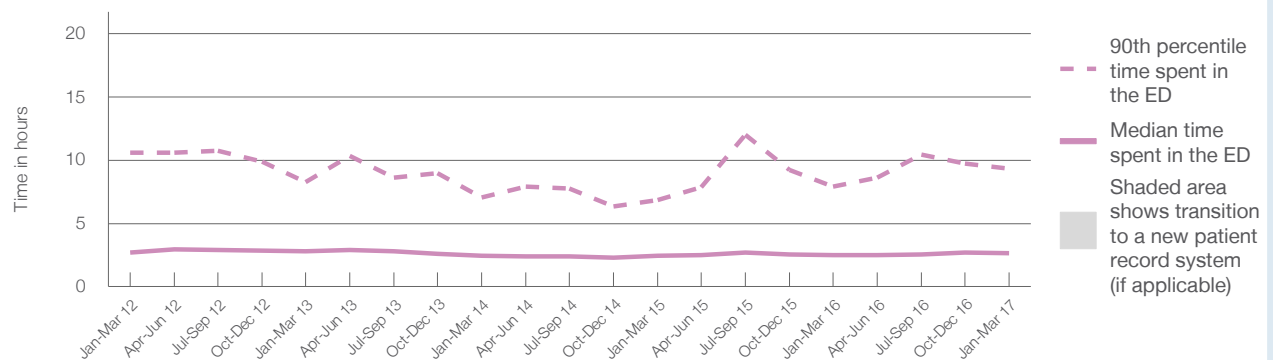
90th percentile time spent in the ED⁹ 9 hours and 20 minutes

Same period last year	NSW (this period)
7,127	
7,126	
2 hours and 31 minutes	2 hours and 44 minutes
7 hours and 55 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 43m	2h 47m	2h 28m	2h 27m	2h 31m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 37m	8h 15m	7h 3m	6h 50m	7h 55m	9h 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients spent in the ED

By mode of separation

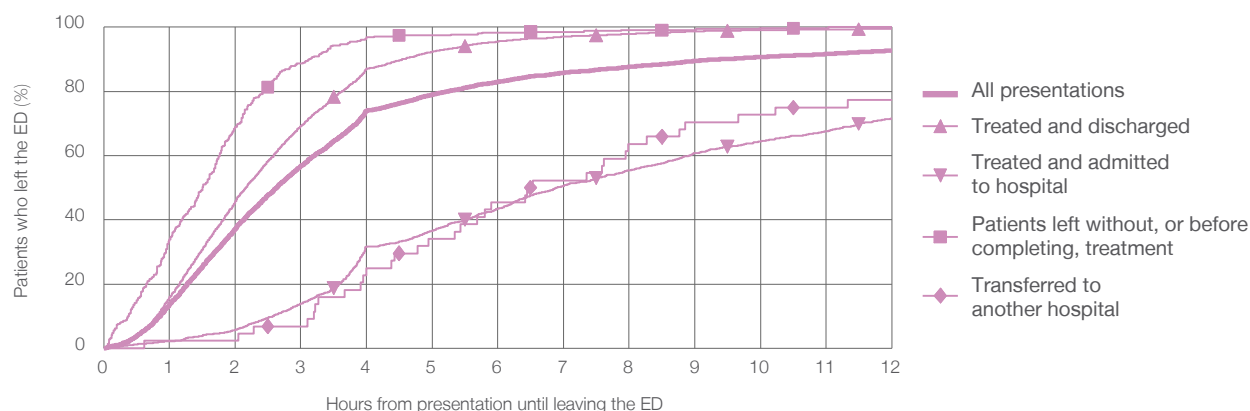
January to March 2017

All presentations:[†] 7,310 patients

Presentations used to calculate time to leaving the ED:[‡] 7,309 patients

		Same period last year	Change since one year ago
Treated and discharged	5,119 (70.0%)	4,938	3.7%
Treated and admitted to hospital	1,741 (23.8%)	1,785	-2.5%
Patient left without, or before completing, treatment	354 (4.8%)	346	2.3%
Transferred to another hospital	44 (0.6%)	30	46.7%
Other	52 (0.7%)	28	85.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	15.9%	45.8%	69.3%	87.0%	95.5%	97.9%	99.1%	99.5%
Treated and admitted to hospital	2.2%	5.7%	13.9%	31.7%	43.5%	55.4%	64.4%	71.6%
Patient left without, or before completing, treatment	33.9%	68.9%	88.7%	96.9%	98.3%	99.2%	99.7%	100%
Transferred to another hospital	2.3%	2.3%	6.8%	25.0%	45.5%	63.6%	72.7%	77.3%
All presentations	13.7%	37.3%	56.8%	74.0%	83.0%	87.6%	90.7%	92.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 7,310 patients

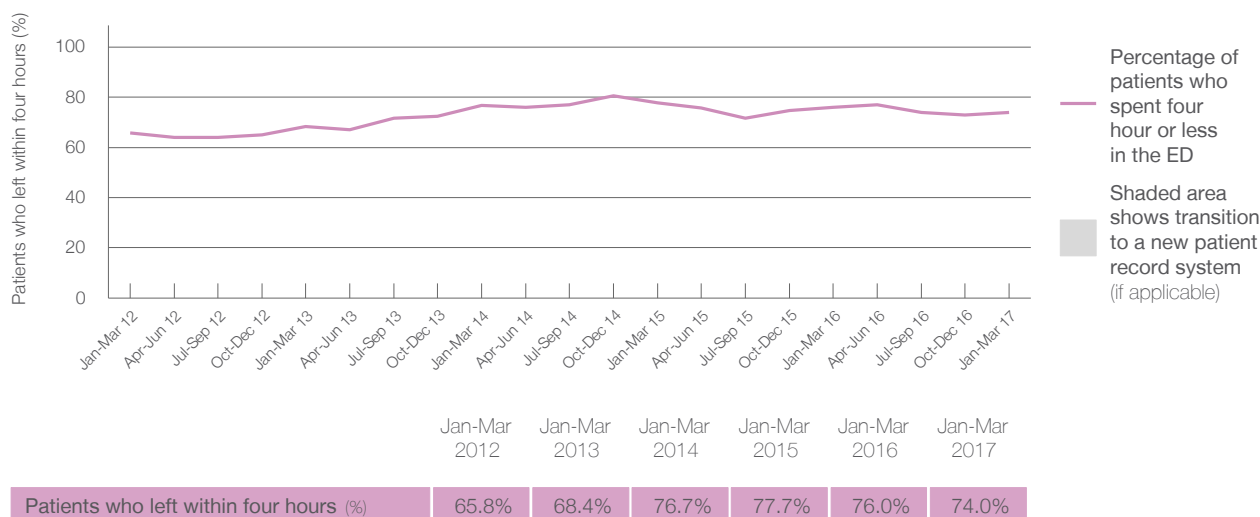
Presentations used to calculate time to leaving the ED:⁶ 7,309 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,127	2.6%
7,126	2.6%
76.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,901 patients
Emergency presentations:² 8,658 patients

Same period last year	Change since one year ago
8,185	8.7%
7,876	9.9%

Port Macquarie Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,181 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,469 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,527 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,206	
10 minutes	8 minutes
25 minutes	26 minutes
3,047	
18 minutes	20 minutes
48 minutes	69 minutes
3,241	
21 minutes	26 minutes
71 minutes	101 minutes
336	
19 minutes	23 minutes
86 minutes	104 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,901 patients

Percentage of patients who spent four hours or less in the ED 76.2%

Same period last year	Change since one year ago
8,183	8.8%
74.7%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

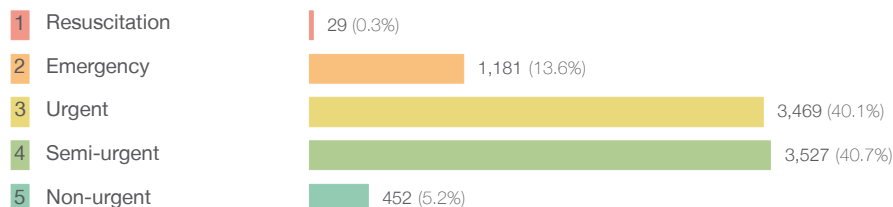
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Patients presenting to the emergency department

January to March 2017

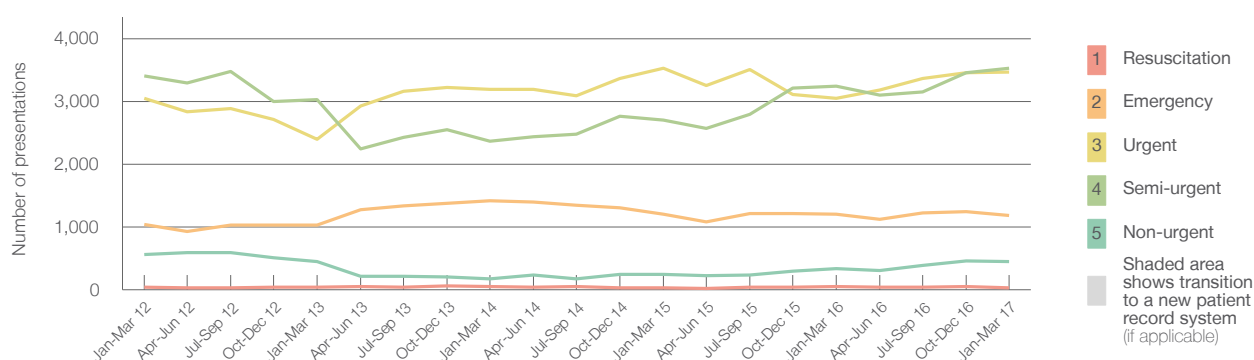
All presentations:¹ 8,901 patients

Emergency presentations² by triage category: 8,658 patients



Same period last year	Change since one year ago
8,185	8.7%
7,876	9.9%
46	-37.0%
1,206	-2.1%
3,047	13.8%
3,241	8.8%
336	34.5%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	44	39	45	31	46	29
Emergency	1,035	1,032	1,413	1,207	1,206	1,181
Urgent	3,046	2,392	3,190	3,527	3,047	3,469
Semi-urgent	3,403	3,031	2,367	2,707	3,241	3,527
Non-urgent	559	449	174	245	336	452
All emergency presentations	8,087	6,943	7,189	7,717	7,876	8,658

Port Macquarie Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,084 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,834	
11 minutes	0 minutes
31 minutes	-6 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,181

Number of triage 2 patients used to calculate waiting time:³ 1,177

Median time to start treatment⁴

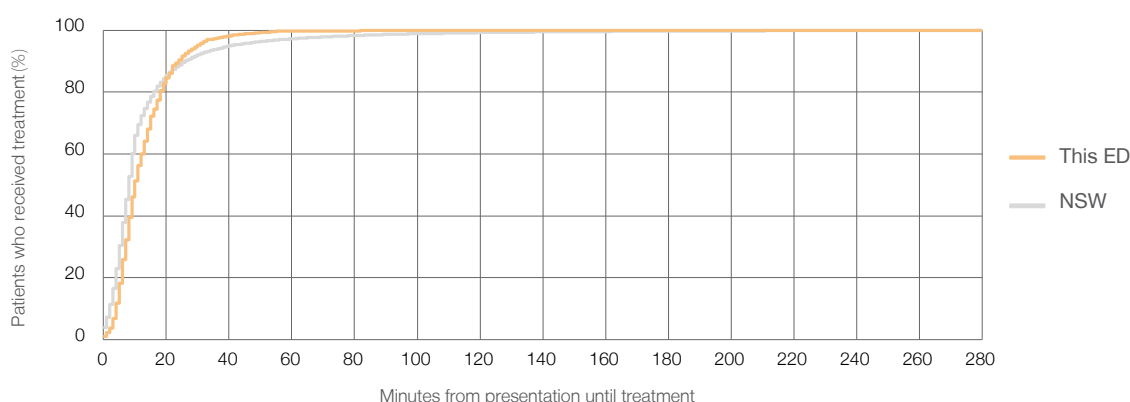
10 minutes

90th percentile time to start treatment⁵

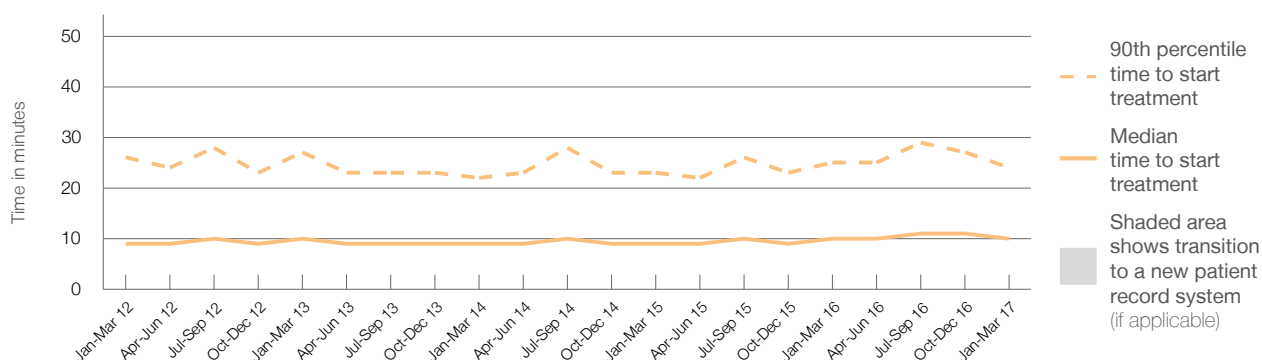
24 minutes

Same period last year	NSW (this period)
1,206	
1,202	
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	10	9	9	10	10
90th percentile time to start treatment ⁵ (minutes)	26	27	22	23	25	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,469

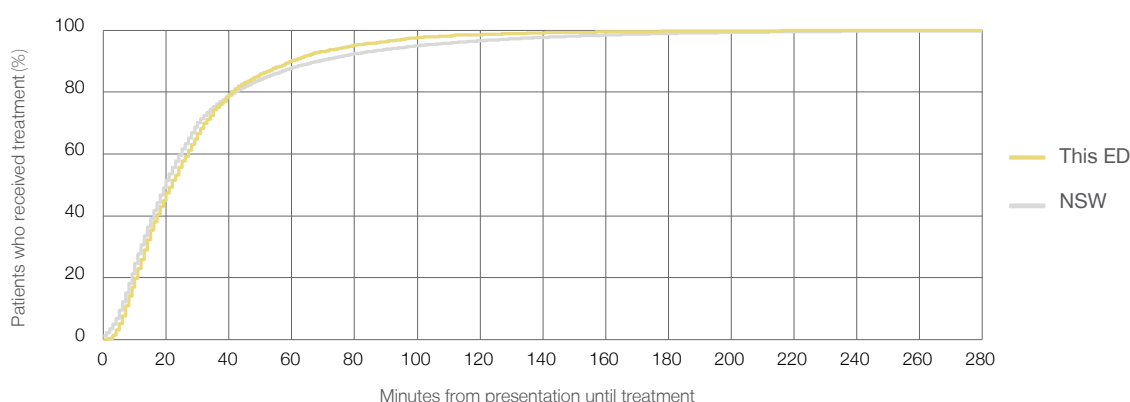
Number of triage 3 patients used to calculate waiting time:³ 3,400

Median time to start treatment⁴ 22 minutes

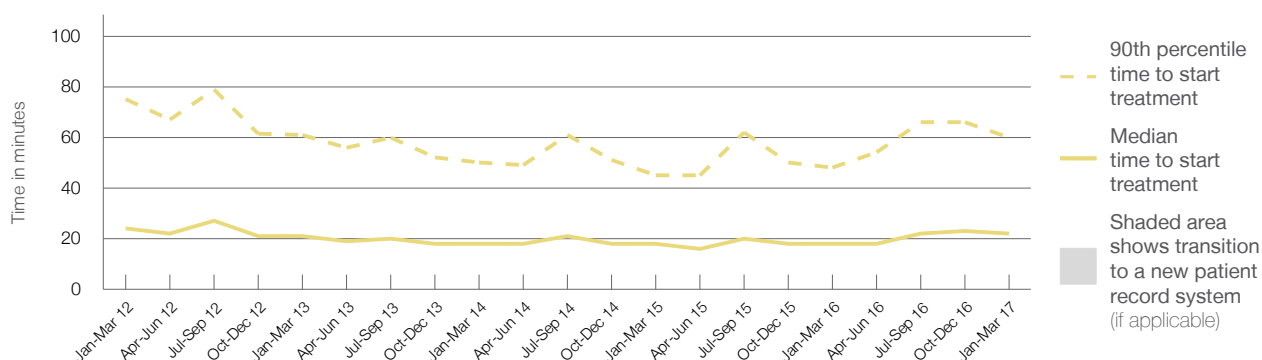
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
3,047	
2,980	
18 minutes	20 minutes
48 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	24	21	18	18	18	22
90th percentile time to start treatment ⁵ (minutes)	75	61	50	45	48	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,527

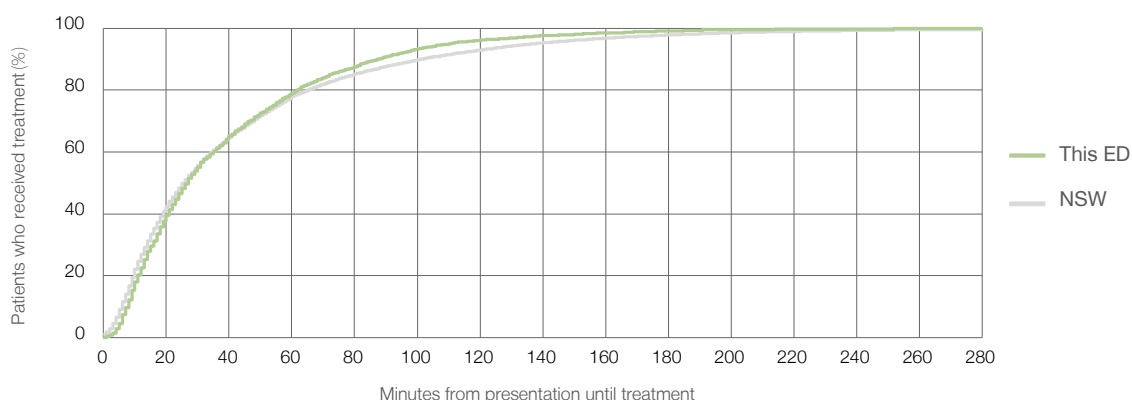
Number of triage 4 patients used to calculate waiting time:³ 2,938

Median time to start treatment⁴ 27 minutes

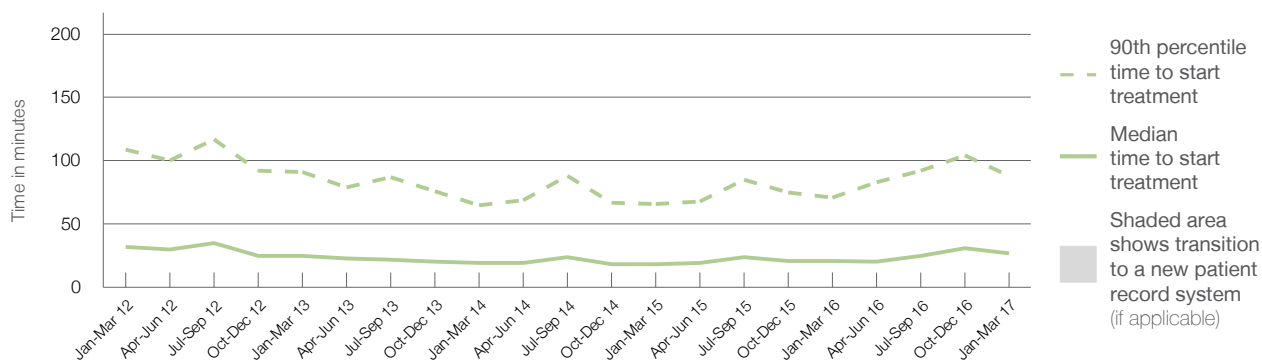
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
3,241	
2,766	
21 minutes	26 minutes
71 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	32	25	19	18	21	27
90th percentile time to start treatment ⁵ (minutes)	109	91	65	66	71	88

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 452

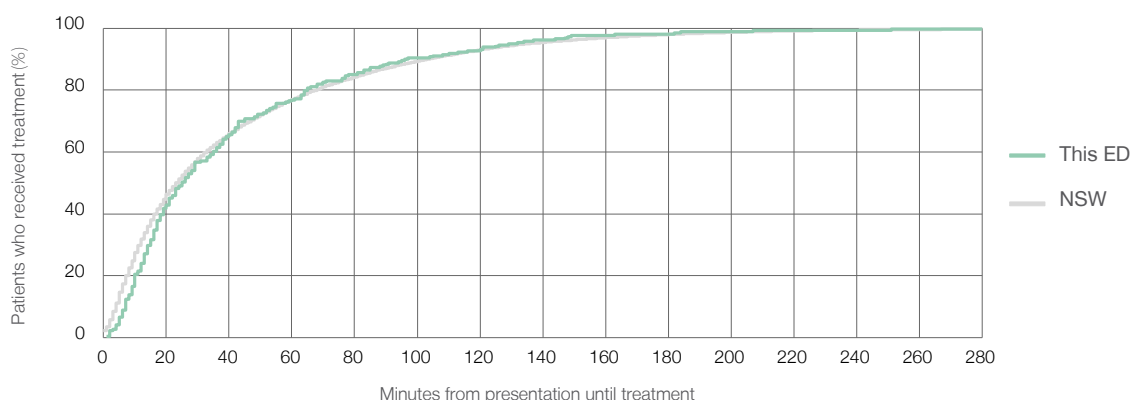
Number of triage 5 patients used to calculate waiting time:³ 259

Median time to start treatment⁴ 25 minutes

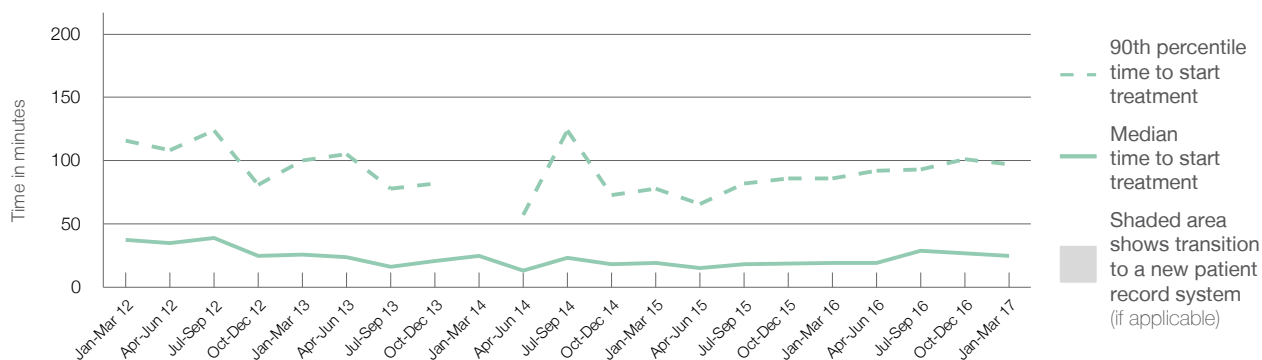
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
336	
220	
19 minutes	23 minutes
86 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	26	25	19	19	25
90th percentile time to start treatment ⁵ (minutes)	116	100	*	78	86	97

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,901 patients

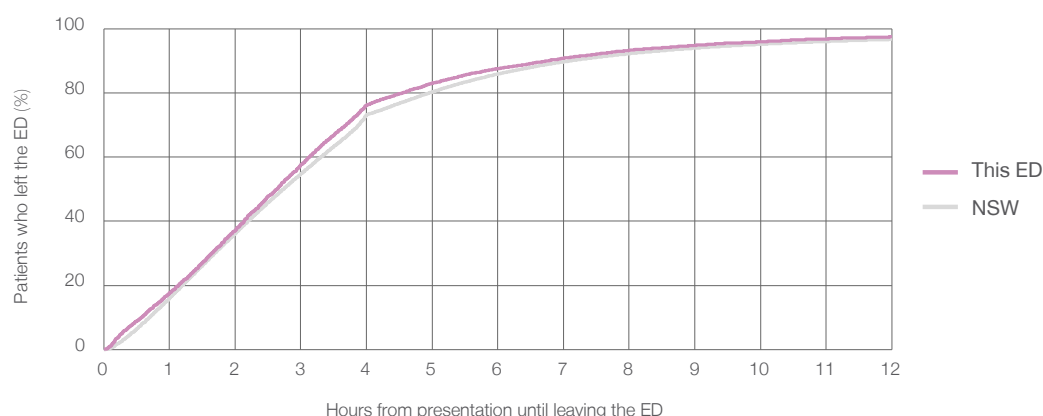
Presentations used to calculate time to leaving the ED:⁶ 8,901 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

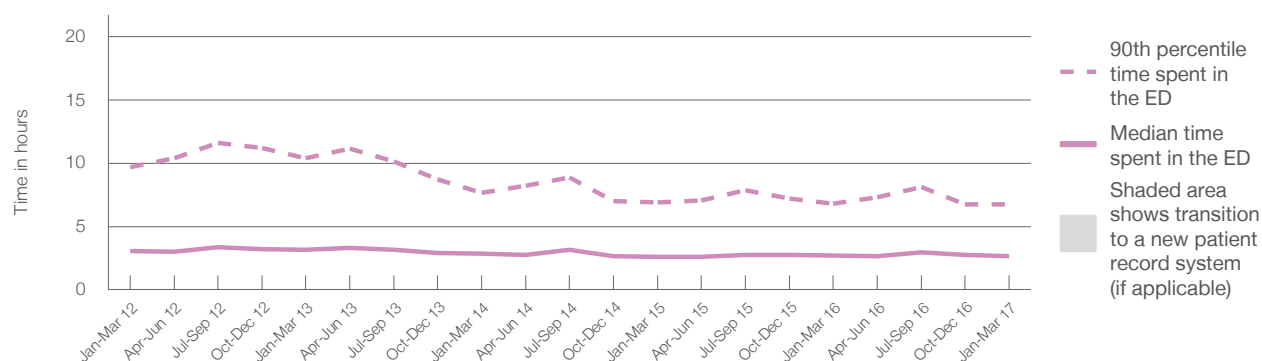
90th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
8,185	
8,183	
2 hours and 42 minutes	2 hours and 44 minutes
6 hours and 48 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	3h 9m	2h 50m	2h 35m	2h 42m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 40m	10h 23m	7h 40m	6h 55m	6h 48m	6h 45m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

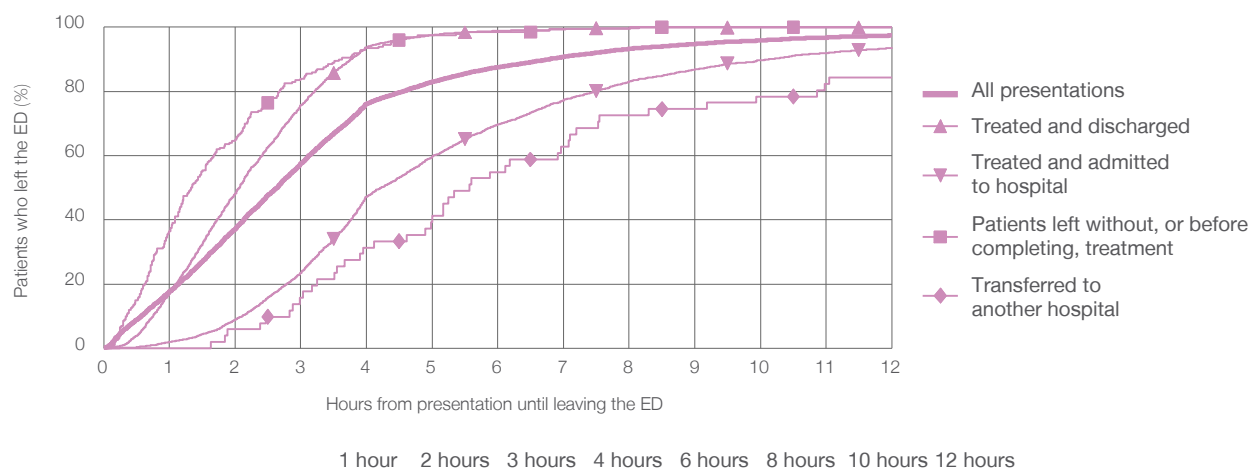
January to March 2017

All presentations:[†] 8,901 patients

Presentations used to calculate time to leaving the ED:[‡] 8,901 patients

		Same period last year	Change since one year ago
		8,183	8.8%
Treated and discharged	4,589 (51.6%)	4,455	3.0%
Treated and admitted to hospital	3,386 (38.0%)	2,961	14.4%
Patient left without, or before completing, treatment	200 (2.2%)	160	25.0%
Transferred to another hospital	51 (0.6%)	48	6.3%
Other	675 (7.6%)	561	20.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.3%	48.3%	75.7%	93.8%	98.8%	99.8%	100%	100%
Treated and admitted to hospital	1.9%	8.9%	23.6%	47.2%	69.7%	83.1%	89.8%	93.7%
Patient left without, or before completing, treatment	36.5%	65.0%	84.0%	93.5%	98.5%	99.5%	100%	100%
Transferred to another hospital	0%	5.9%	15.7%	31.4%	54.9%	72.5%	78.4%	84.3%
All presentations	17.7%	37.2%	57.5%	76.2%	87.6%	93.3%	95.9%	97.5%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 8,901 patients

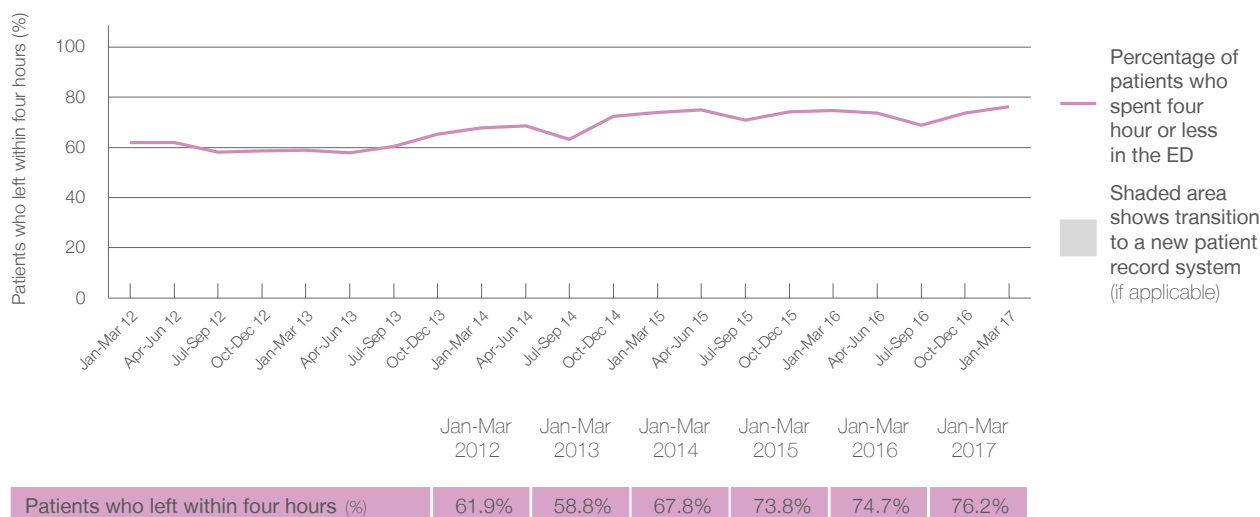
Presentations used to calculate time to leaving the ED:⁶ 8,901 patients

Percentage of patients who spent four hours or less in the ED

76.2%

Same period last year	Change since one year ago
8,185	8.7%
8,183	8.8%
74.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



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- † Data points are not shown in graphs for quarters when patient numbers were too small.
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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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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,800 patients

Emergency presentations:² 9,686 patients

Same period last year	Change since one year ago
10,154	-3.5%
10,022	-3.4%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 913 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,278 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,465 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 121 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 988 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
763	
11 minutes	8 minutes
34 minutes	26 minutes
3,019	
30 minutes	20 minutes
116 minutes	69 minutes
4,898	
38 minutes	26 minutes
148 minutes	101 minutes
1,302	
28 minutes	23 minutes
114 minutes	104 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,795 patients

Percentage of patients who spent four hours or less in the ED 68.1%

Same period last year	Change since one year ago
10,152	-3.5%
66.7%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

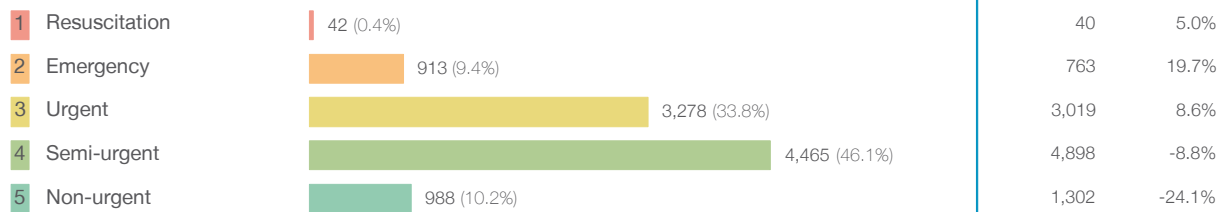
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

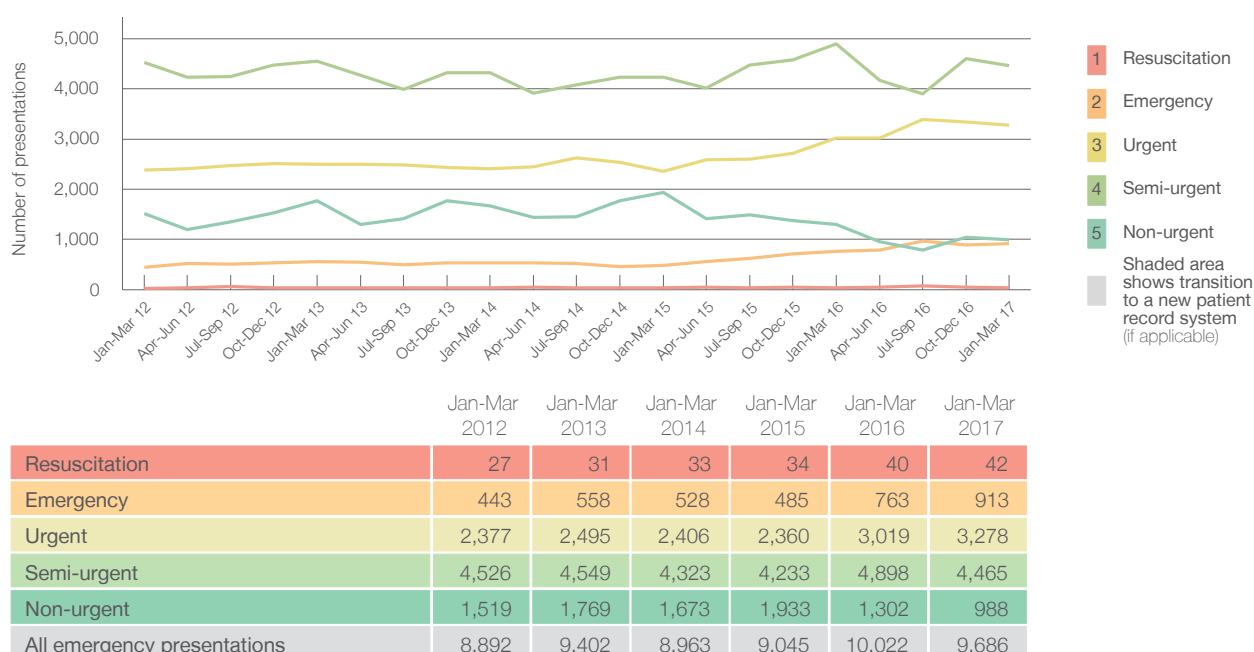
January to March 2017

All presentations:¹ 9,800 patients

Emergency presentations² by triage category: 9,686 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Shoalhaven District Memorial Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,223 patients

ED Transfer of care time



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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 913

Number of triage 2 patients used to calculate waiting time:³ 913

Median time to start treatment⁴

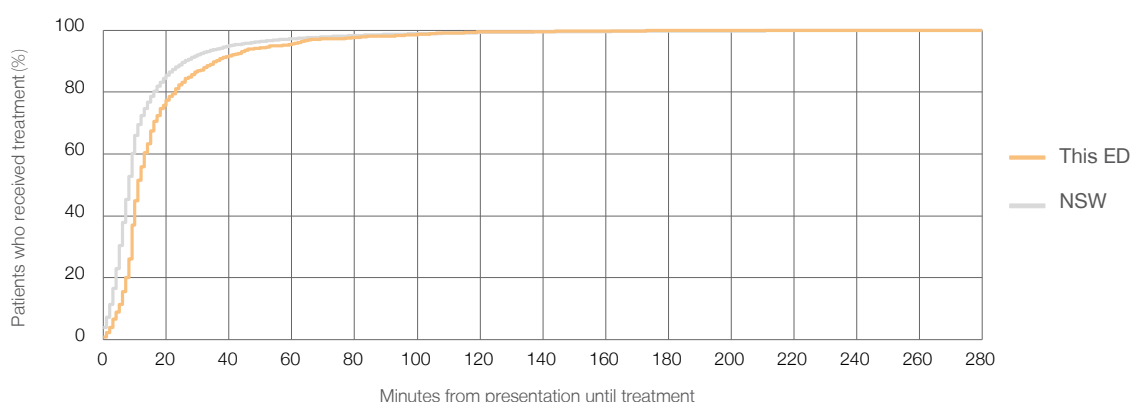
11 minutes

90th percentile time to start treatment⁵

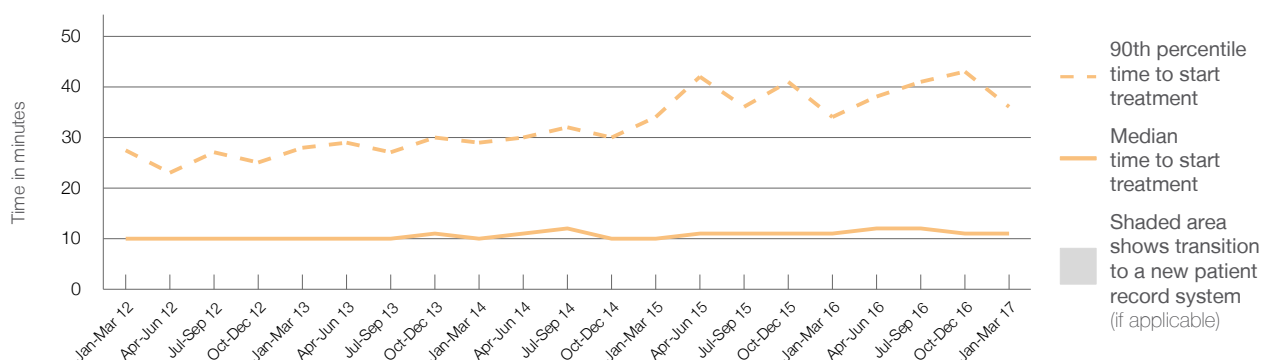
36 minutes

Same period last year	NSW (this period)
763	
763	
11 minutes	8 minutes
34 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	10	10	10	10	11	11
90th percentile time to start treatment ⁵ (minutes)	28	28	29	34	34	36

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,278

Number of triage 3 patients used to calculate waiting time:³ 3,210

Median time to start treatment⁴

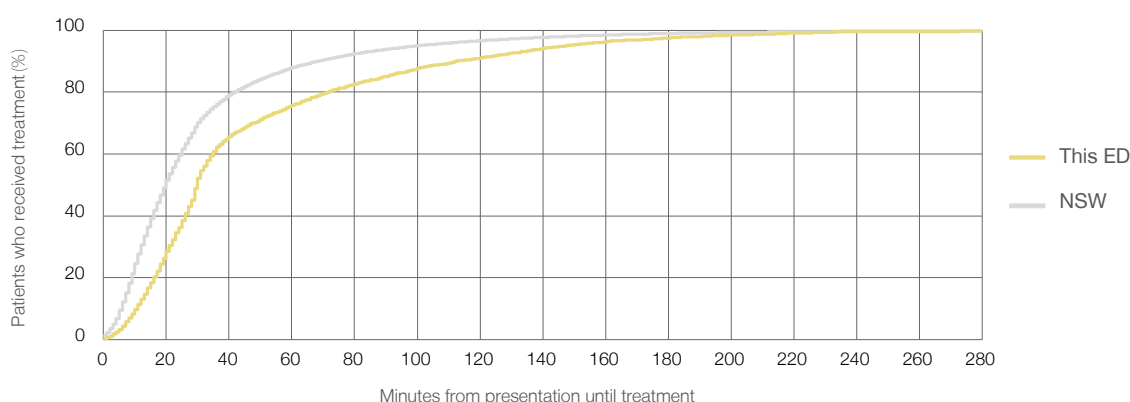
30 minutes

90th percentile time to start treatment⁵

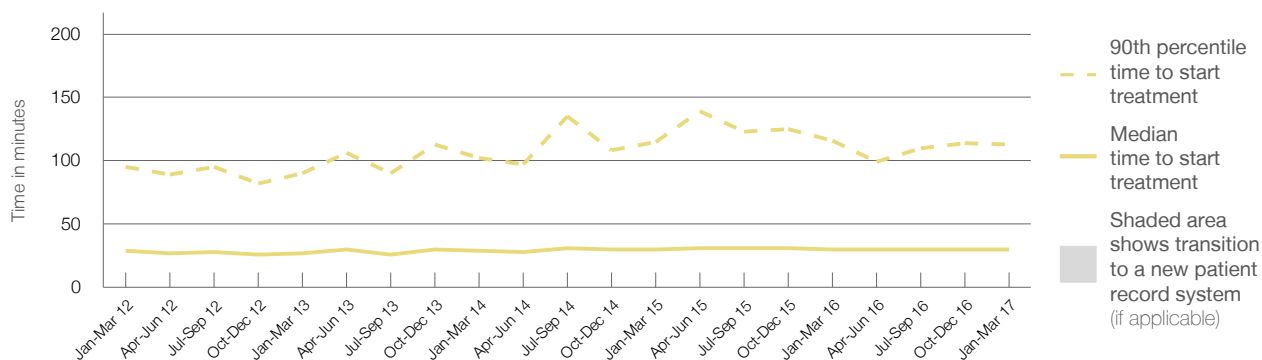
113 minutes

Same period last year	NSW (this period)
3,019	
2,959	
30 minutes	20 minutes
116 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	27	29	30	30	30
90th percentile time to start treatment ⁵ (minutes)	95	90	102	115	116	113

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,465

Number of triage 4 patients used to calculate waiting time:³ 4,161

Median time to start treatment⁴

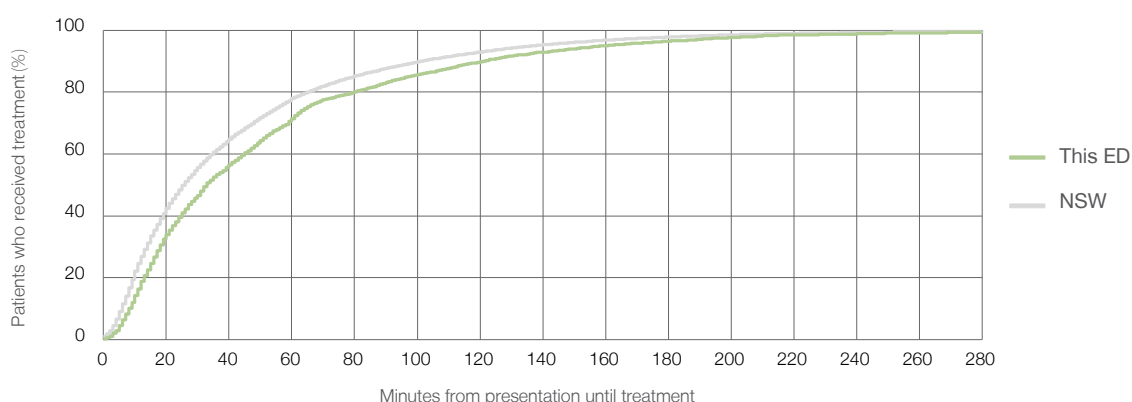
33 minutes

90th percentile time to start treatment⁵

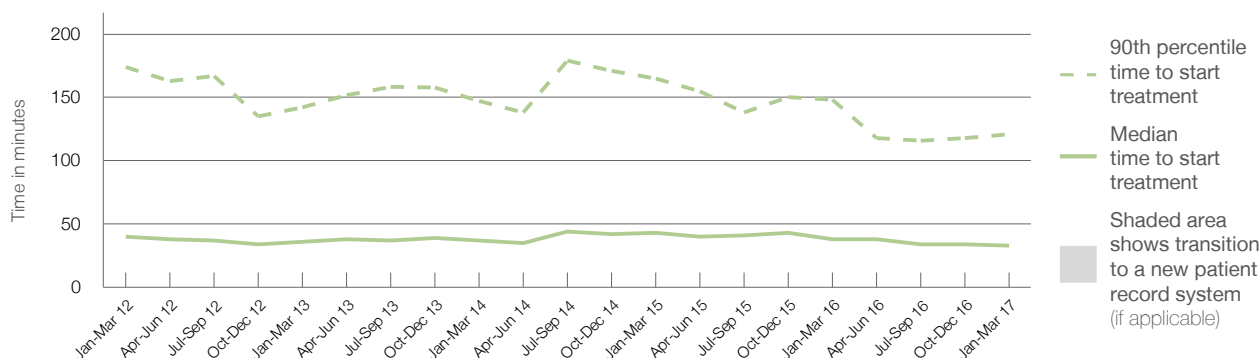
121 minutes

Same period last year	NSW (this period)
4,898	
4,521	
38 minutes	26 minutes
148 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	40	36	37	43	38	33
90th percentile time to start treatment ⁵ (minutes)	174	142	147	165	148	121

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 988

Number of triage 5 patients used to calculate waiting time:³ 897

Median time to start treatment⁴

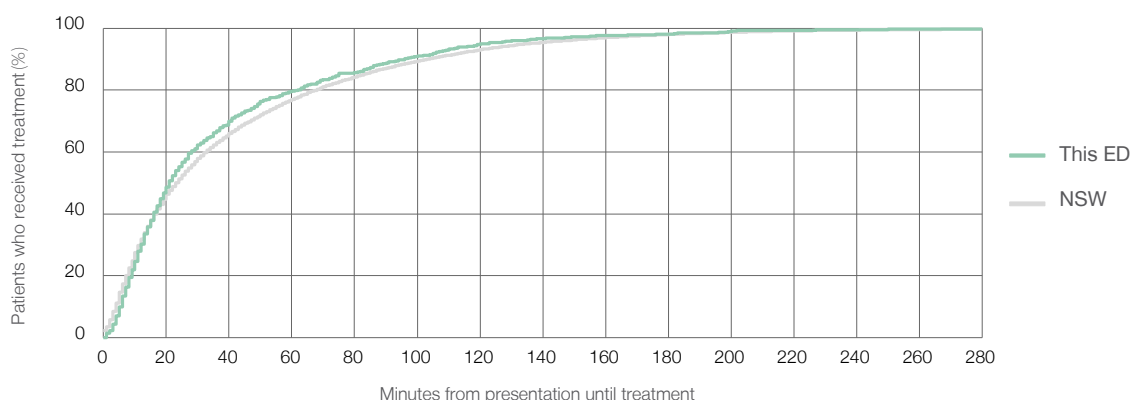
21 minutes

90th percentile time to start treatment⁵

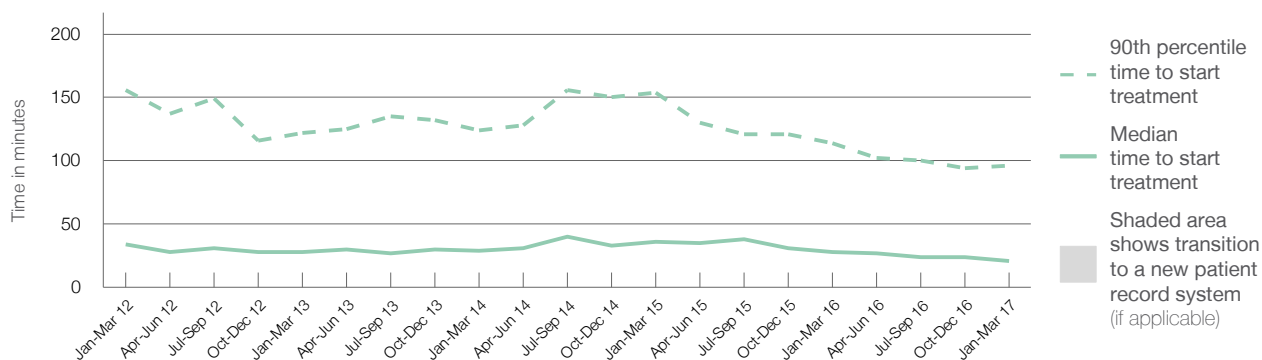
96 minutes

Same period last year	NSW (this period)
1,302	
1,154	
28 minutes	23 minutes
114 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	28	29	36	28	21
90th percentile time to start treatment ⁵ (minutes)	156	122	124	154	114	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,800 patients

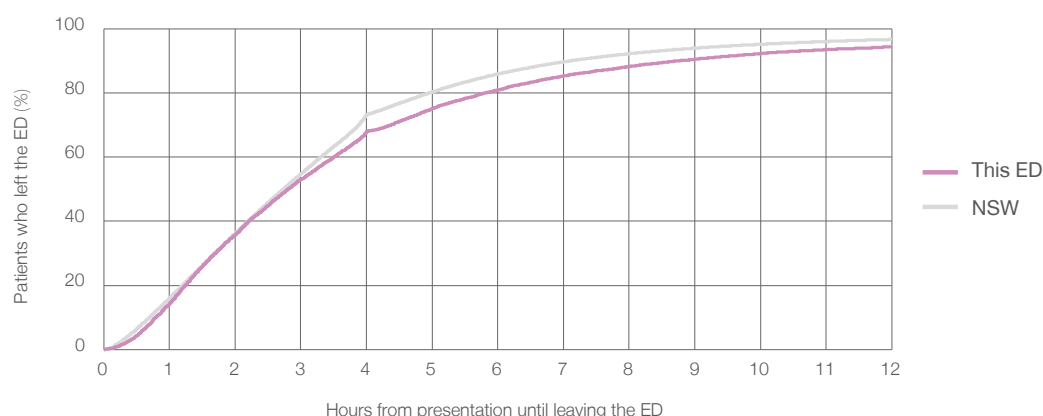
Presentations used to calculate time to leaving the ED:⁶ 9,795 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

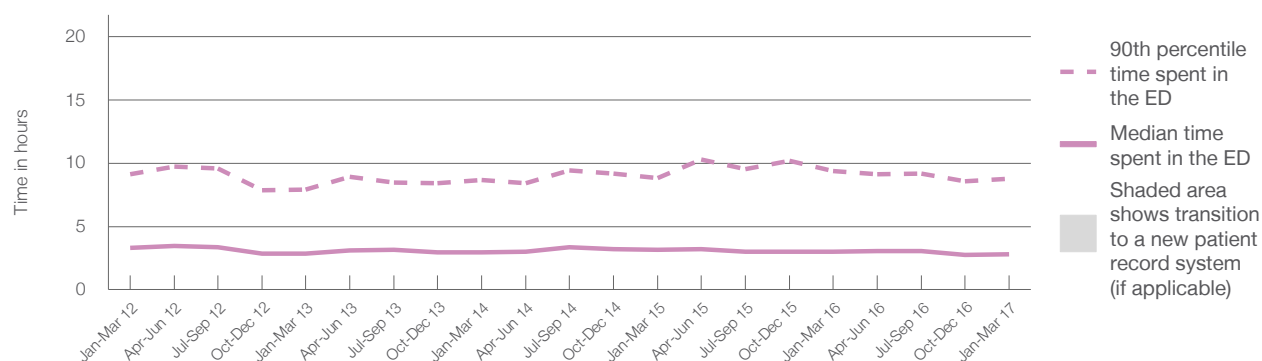
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
10,154	
10,152	
3 hours and 0 minutes	2 hours and 44 minutes
9 hours and 23 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 19m	2h 50m	2h 57m	3h 8m	3h 0m	2h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 6m	7h 54m	8h 39m	8h 50m	9h 23m	8h 45m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

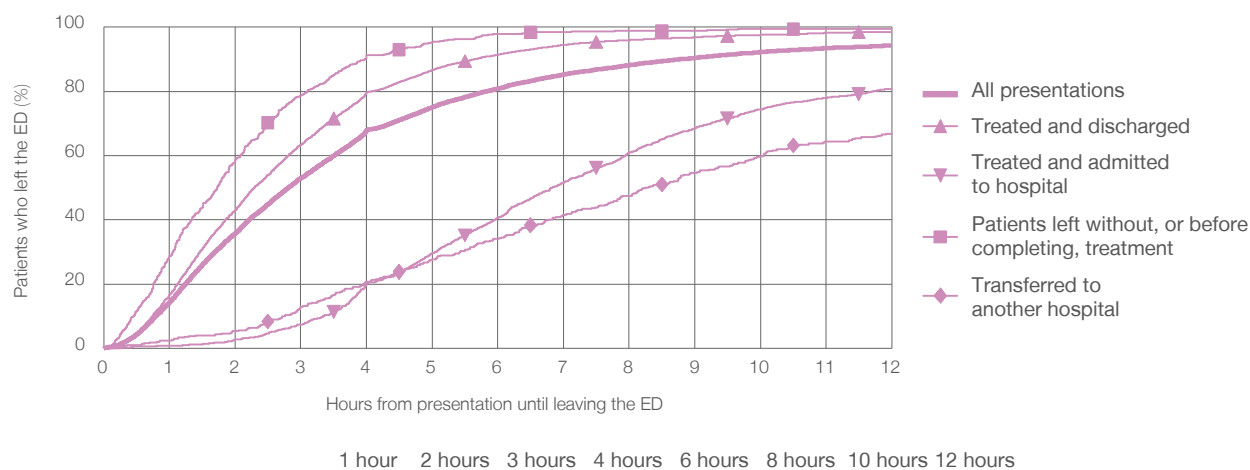
January to March 2017

All presentations:[†] 9,800 patients

Presentations used to calculate time to leaving the ED:[‡] 9,795 patients

		Same period last year	Change since one year ago
Treated and discharged	7,005 (71.5%)	10,152	-3.5%
Treated and admitted to hospital	1,680 (17.1%)	7,291	-3.9%
Patient left without, or before completing, treatment	676 (6.9%)	1,537	9.3%
Transferred to another hospital	394 (4.0%)	963	-29.8%
Other	45 (0.5%)	324	21.6%
		39	15.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	16.6%	43.1%	63.4%	79.8%	91.5%	96.0%	97.6%	98.6%
Treated and admitted to hospital	0.7%	2.7%	7.4%	20.3%	40.7%	60.9%	74.4%	80.9%
Patient left without, or before completing, treatment	28.7%	58.7%	78.8%	91.3%	97.9%	98.8%	99.4%	99.6%
Transferred to another hospital	2.3%	5.3%	12.9%	20.8%	34.0%	47.5%	59.9%	67.0%
All presentations	14.4%	35.9%	53.0%	68.1%	80.9%	88.2%	92.3%	94.3%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 9,800 patients

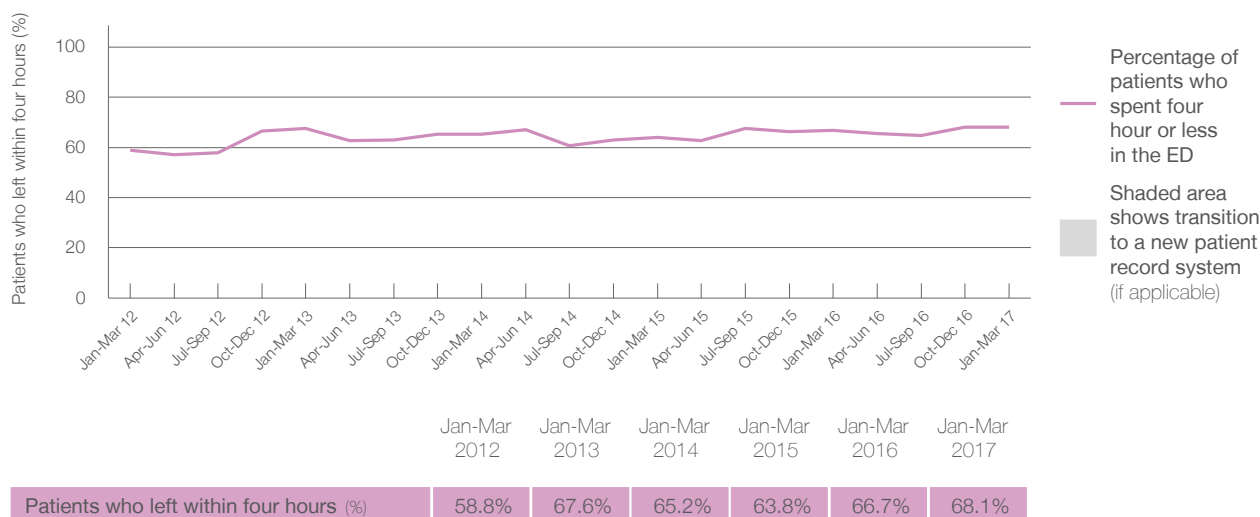
Presentations used to calculate time to leaving the ED:⁶ 9,795 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
10,154	-3.5%
10,152	-3.5%
66.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 12,689 patients

Emergency presentations:² 12,567 patients

Same period last year	Change since one year ago
13,002	-2.4%
12,910	-2.7%

Sutherland Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,696 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,220 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,706 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 907 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,587	
14 minutes	8 minutes
33 minutes	26 minutes
5,063	
28 minutes	20 minutes
62 minutes	69 minutes
5,079	
31 minutes	26 minutes
73 minutes	101 minutes
1,140	
29 minutes	23 minutes
80 minutes	104 minutes

Sutherland Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 12,686 patients

Percentage of patients who spent four hours or less in the ED 68.8%

Same period last year	Change since one year ago
13,002	-2.4%
74.1%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

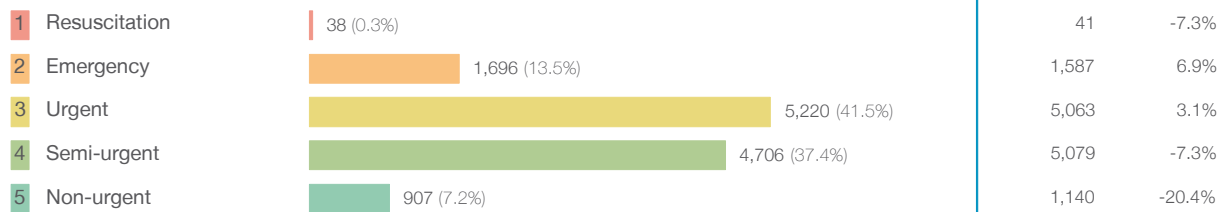
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Patients presenting to the emergency department

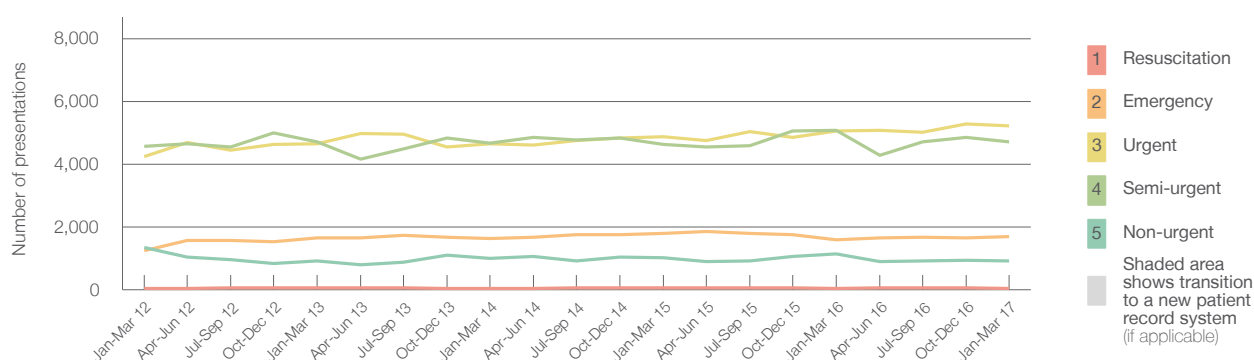
January to March 2017

All presentations:¹ 12,689 patients

Emergency presentations² by triage category: 12,567 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	41	49	36	65	41	38
Emergency	1,246	1,653	1,636	1,802	1,587	1,696
Urgent	4,240	4,652	4,652	4,871	5,063	5,220
Semi-urgent	4,561	4,717	4,663	4,629	5,079	4,706
Non-urgent	1,337	907	999	1,008	1,140	907
All emergency presentations	11,425	11,978	11,986	12,375	12,910	12,567

Sutherland Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,402 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,696

Number of triage 2 patients used to calculate waiting time:³ 1,685

Median time to start treatment⁴

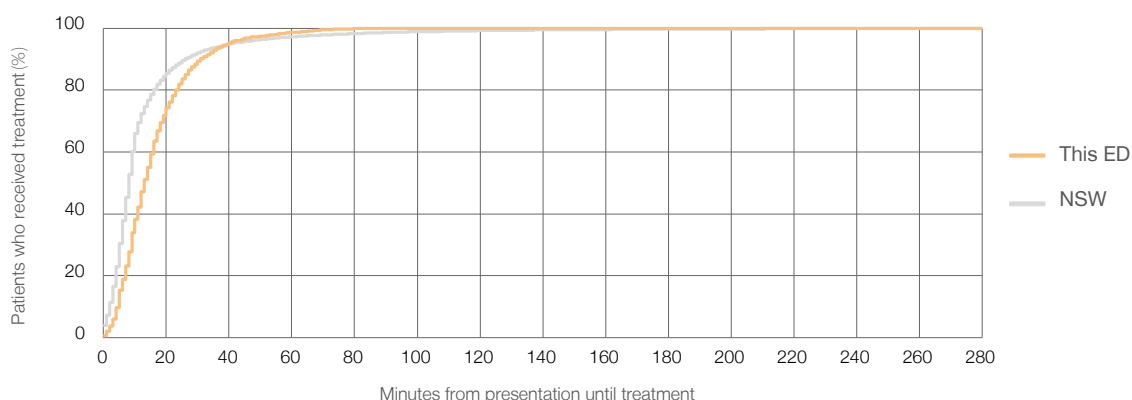
13 minutes

90th percentile time to start treatment⁵

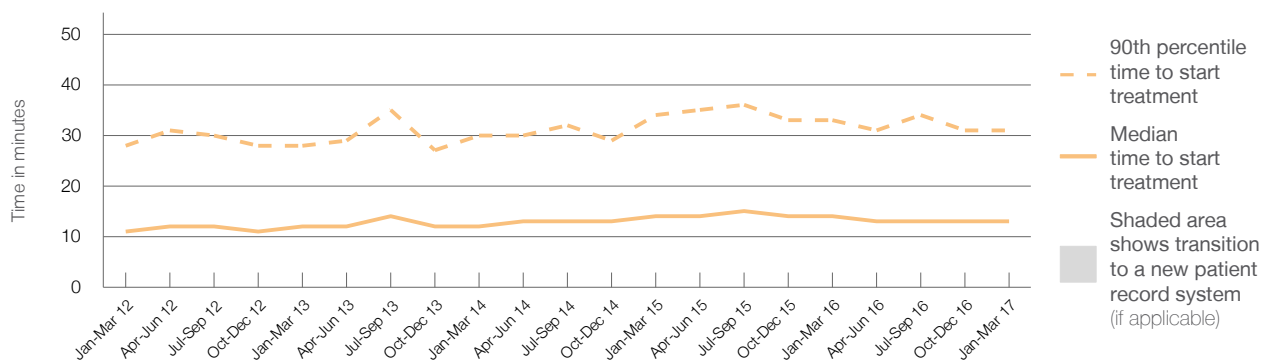
31 minutes

Same period last year	NSW (this period)
1,587	
1,581	
14 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	12	12	14	14	13
90th percentile time to start treatment ⁵ (minutes)	28	28	30	34	33	31

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 5,220

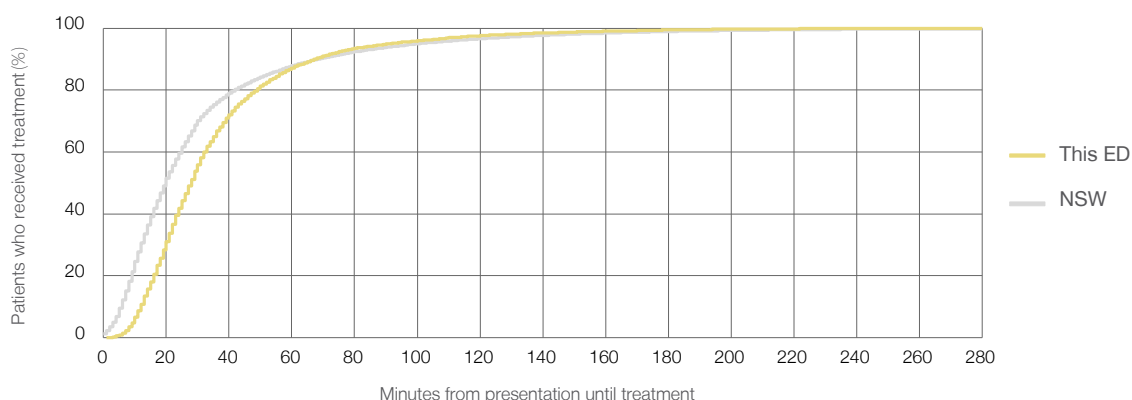
Number of triage 3 patients used to calculate waiting time:³ 5,131

Median time to start treatment⁴ 28 minutes

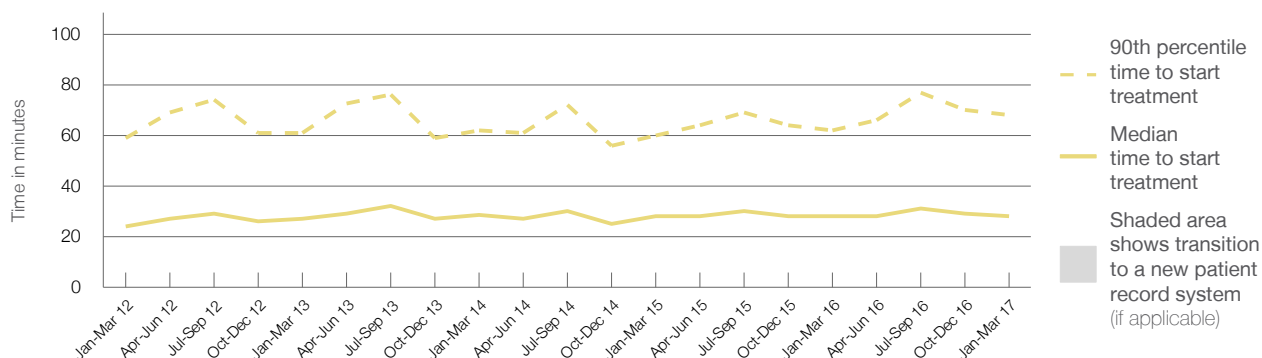
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
5,063	
5,004	
28 minutes	20 minutes
62 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	24	27	29	28	28	28
90th percentile time to start treatment ⁵ (minutes)	59	61	62	60	62	68

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,706

Number of triage 4 patients used to calculate waiting time:³ 4,523

Median time to start treatment⁴

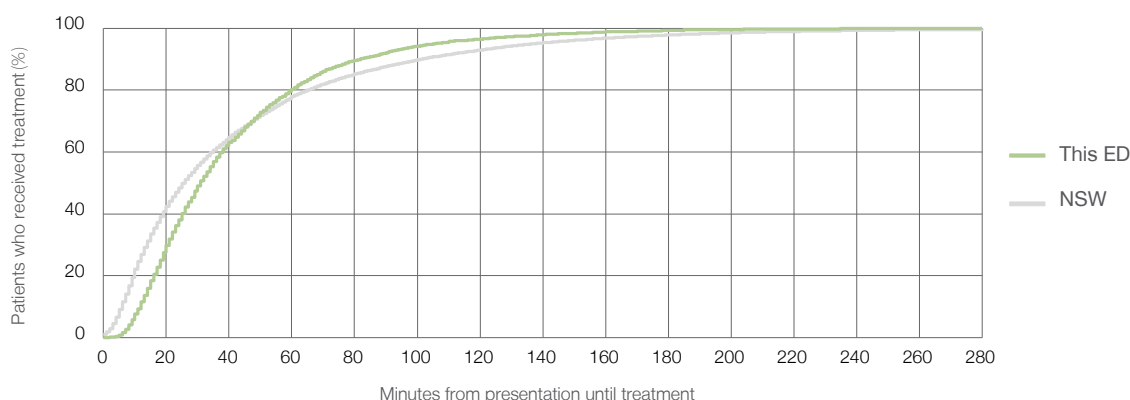
31 minutes

90th percentile time to start treatment⁵

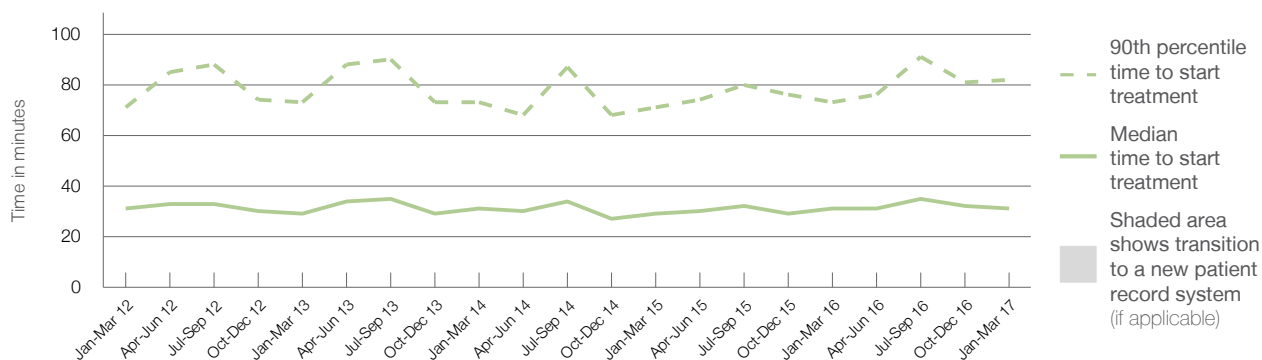
82 minutes

Same period last year	NSW (this period)
5,079	
4,967	
31 minutes	26 minutes
73 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	31	29	31	29	31	31
90th percentile time to start treatment ⁵ (minutes)	71	73	73	71	73	82

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 907

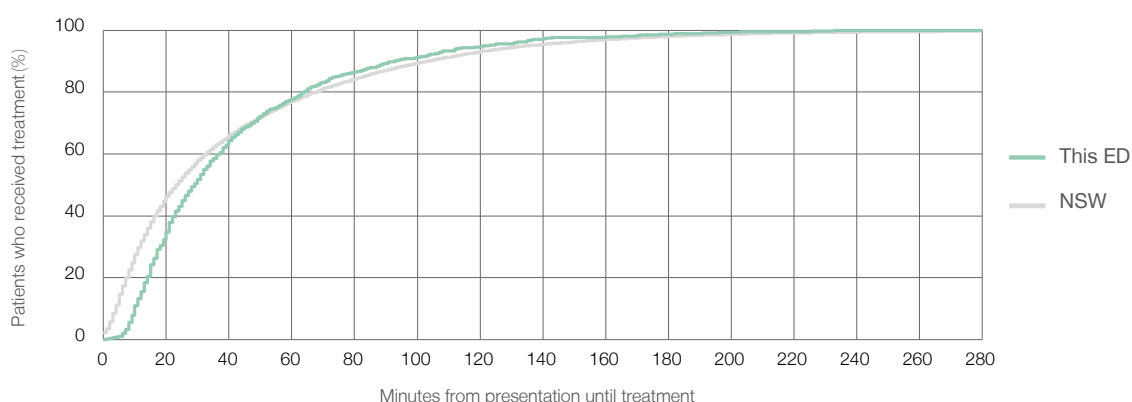
Number of triage 5 patients used to calculate waiting time:³ 797

Median time to start treatment⁴ 29 minutes

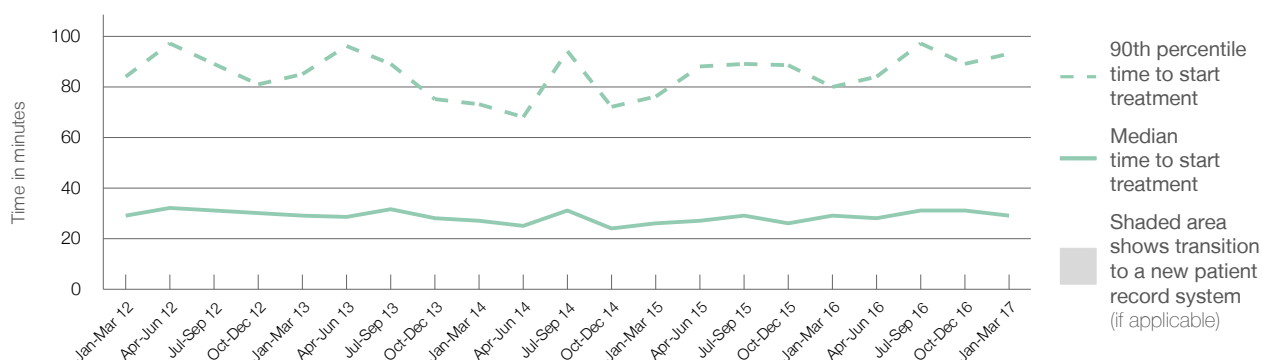
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,140	
1,070	
29 minutes	23 minutes
80 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	29	27	26	29	29
90th percentile time to start treatment ⁵ (minutes)	84	85	73	76	80	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 12,689 patients

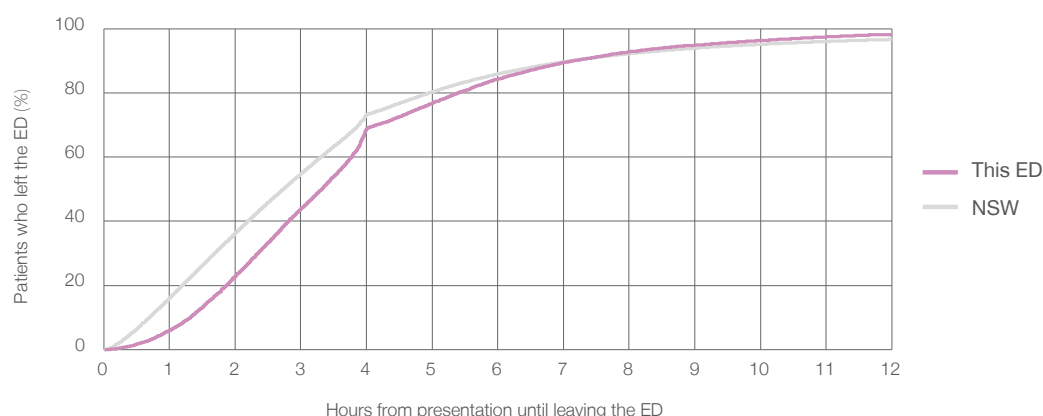
Presentations used to calculate time to leaving the ED:⁶ 12,686 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

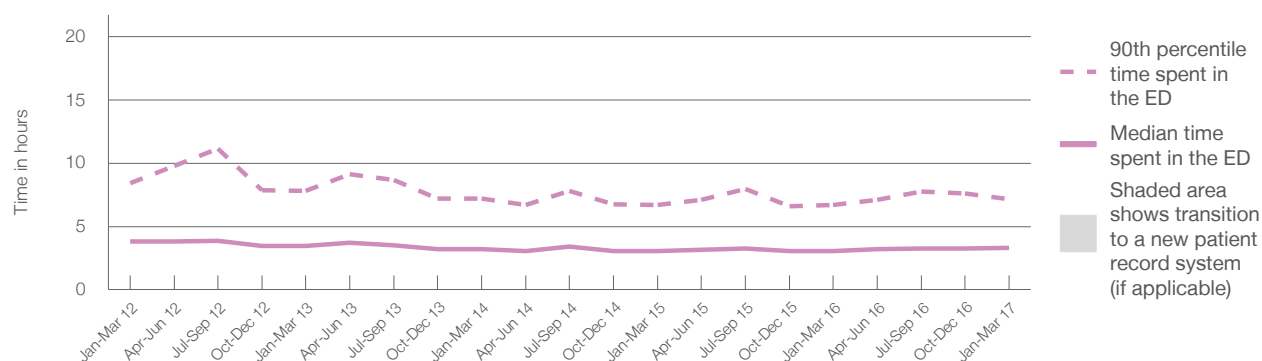
90th percentile time spent in the ED⁹ 7 hours and 9 minutes

Same period last year	NSW (this period)
13,002	13,002
3 hours and 3 minutes	2 hours and 44 minutes
6 hours and 41 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 48m	3h 27m	3h 12m	3h 4m	3h 3m	3h 19m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 24m	7h 49m	7h 11m	6h 43m	6h 41m	7h 9m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients spent in the ED

By mode of separation

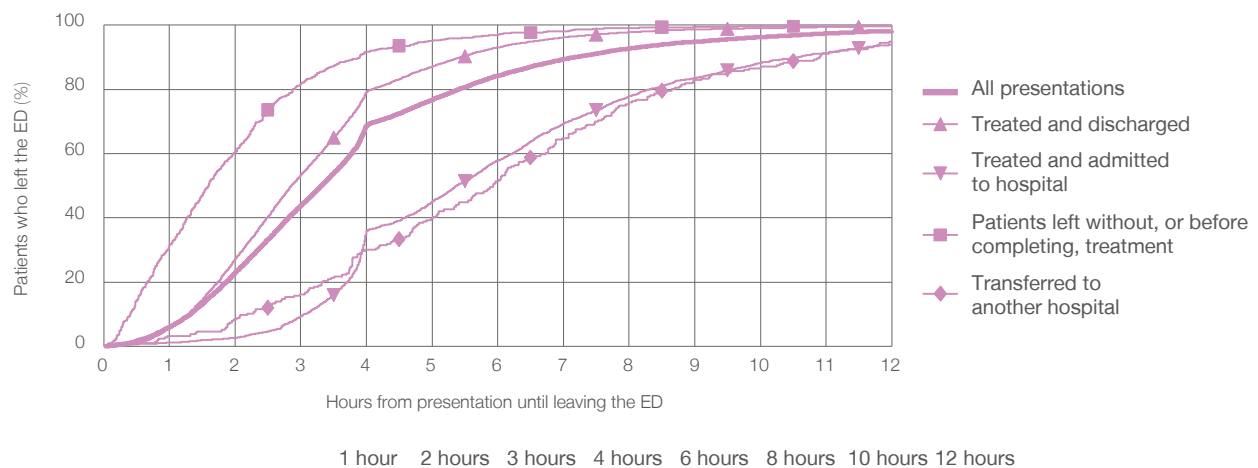
January to March 2017

All presentations:[†] 12,689 patients

Presentations used to calculate time to leaving the ED:[‡] 12,686 patients

		Same period last year	Change since one year ago
Treated and discharged	8,775 (69.2%)	9,365	-6.3%
Treated and admitted to hospital	2,995 (23.6%)	2,892	3.6%
Patient left without, or before completing, treatment	657 (5.2%)	507	29.6%
Transferred to another hospital	216 (1.7%)	189	14.3%
Other	46 (0.4%)	49	-6.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.6%	27.3%	53.3%	79.2%	93.1%	97.8%	99.1%	99.7%
Treated and admitted to hospital	1.1%	2.6%	9.4%	36.0%	57.8%	77.9%	88.3%	93.9%
Patient left without, or before completing, treatment	31.5%	60.6%	81.7%	91.6%	97.1%	99.1%	99.7%	99.7%
Transferred to another hospital	3.2%	8.3%	16.2%	30.1%	51.4%	75.9%	87.0%	94.9%
All presentations	6.0%	23.0%	43.9%	68.8%	84.3%	92.8%	96.3%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 12,689 patients

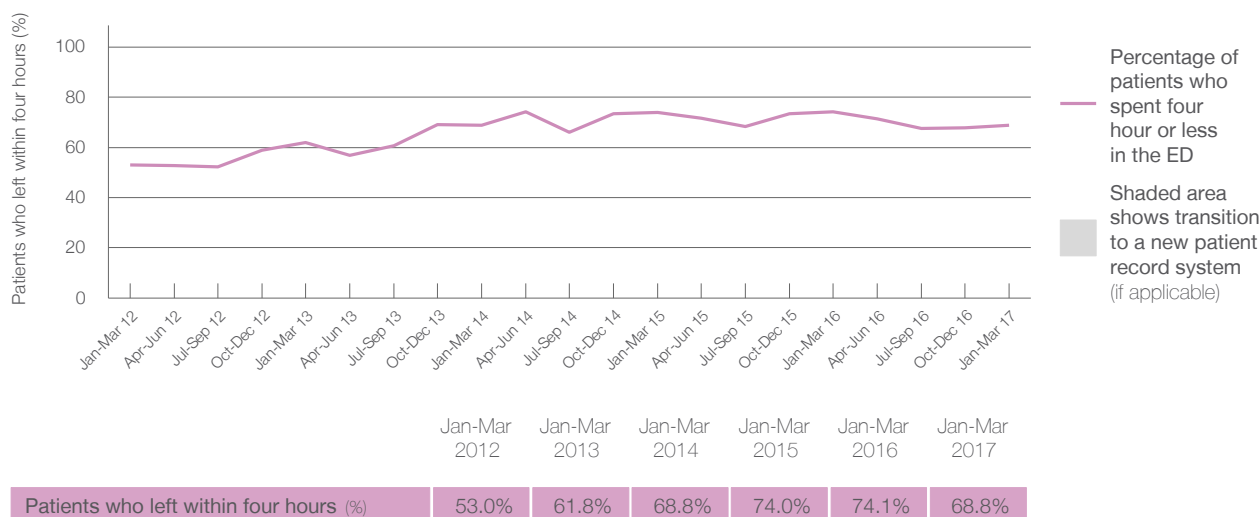
Presentations used to calculate time to leaving the ED:⁶ 12,686 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
13,002	-2.4%
13,002	-2.4%
74.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 11,787 patients

Emergency presentations:² 11,172 patients

Same period last year	Change since one year ago
10,756	9.6%
9,953	12.2%

Tamworth Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 944 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,818 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,284 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,087 patients

Median time to start treatment⁴ 49 minutes
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
863	
9 minutes	8 minutes
33 minutes	26 minutes
2,486	
24 minutes	20 minutes
83 minutes	69 minutes
4,634	
39 minutes	26 minutes
111 minutes	101 minutes
1,926	
40 minutes	23 minutes
107 minutes	104 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 11,787 patients

Percentage of patients who spent four hours or less in the ED 75.3%

Same period last year	Change since one year ago
10,756	9.6%
72.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

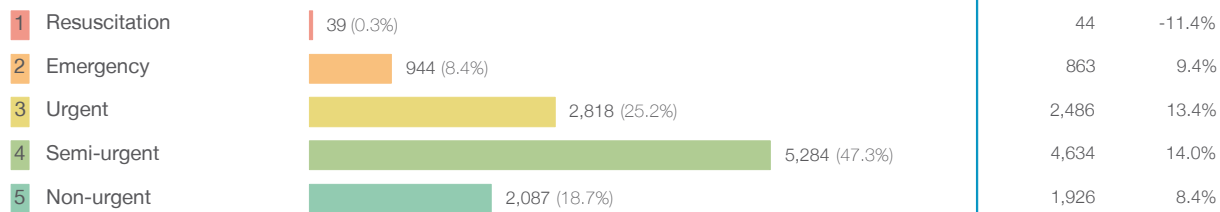
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Patients presenting to the emergency department

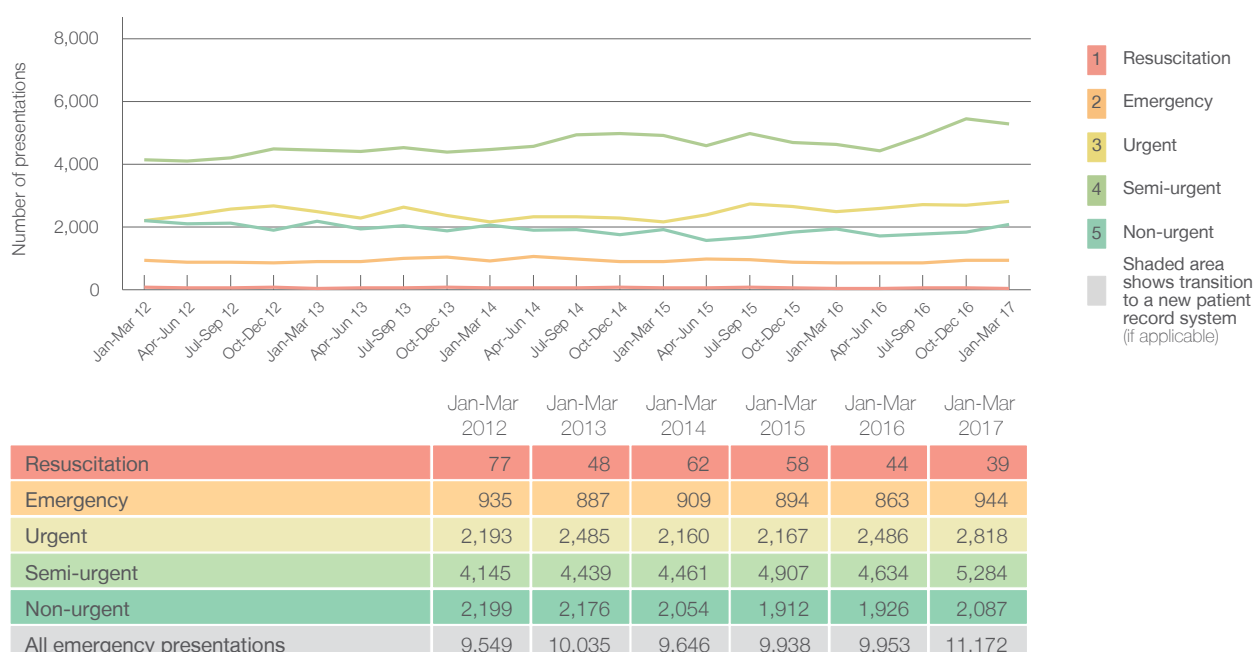
January to March 2017

All presentations:¹ 11,787 patients

Emergency presentations² by triage category: 11,172 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Tamworth Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,726 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 944

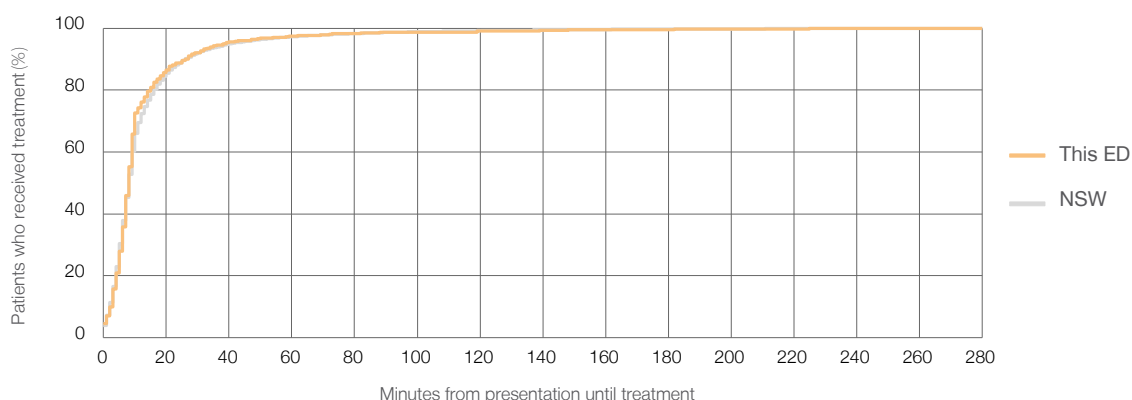
Number of triage 2 patients used to calculate waiting time:³ 938

Median time to start treatment⁴ 8 minutes

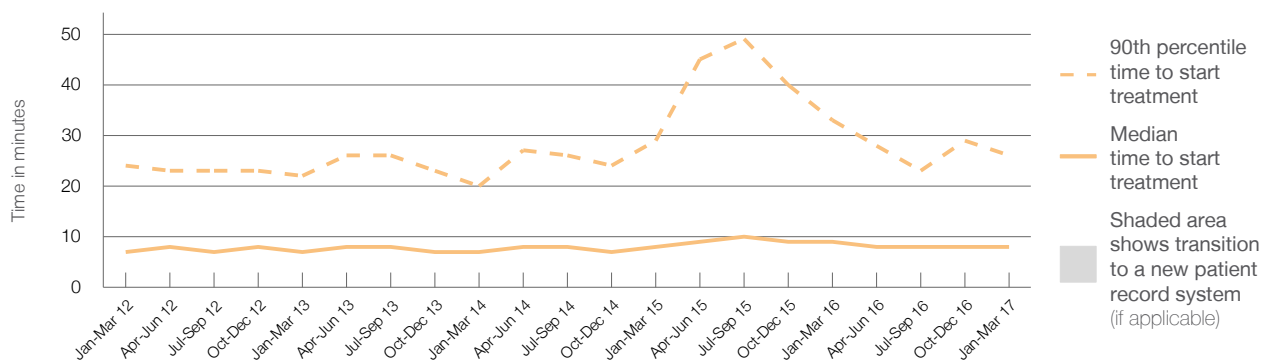
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
863	
854	
9 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)	24	22	20	29	33	26

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,818

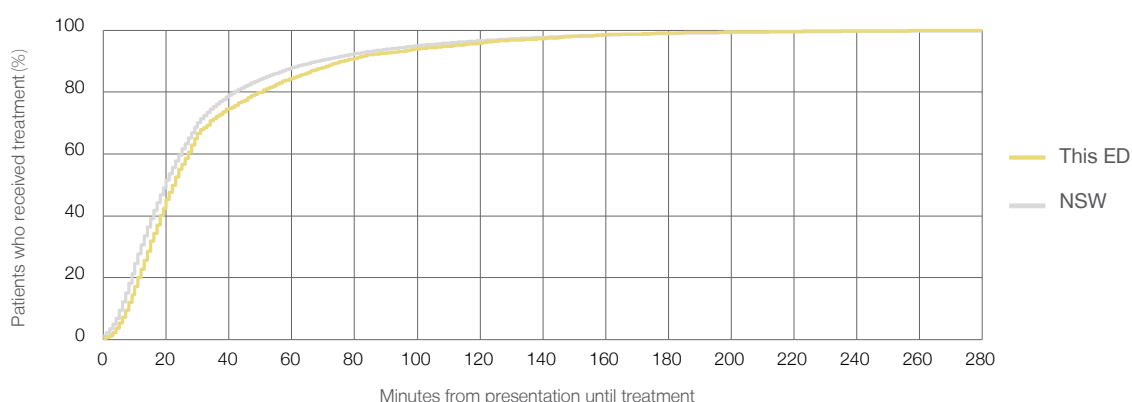
Number of triage 3 patients used to calculate waiting time:³ 2,761

Median time to start treatment⁴ 23 minutes

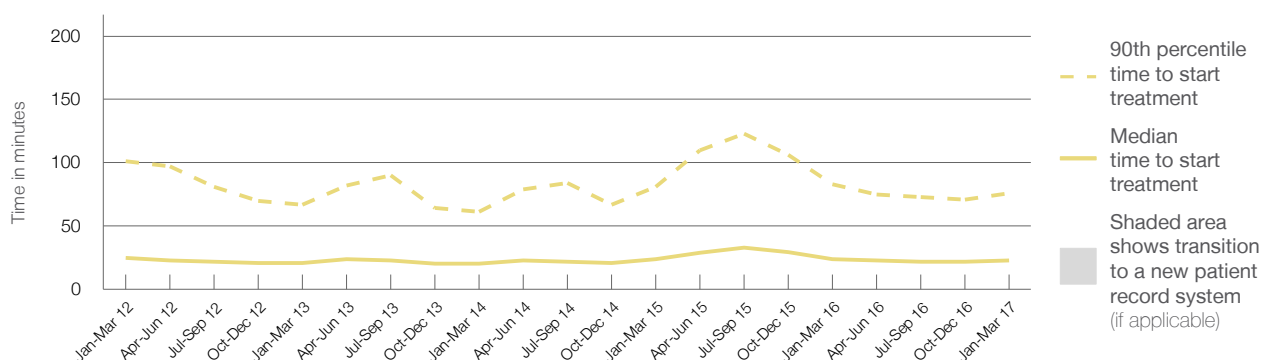
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
2,486	
2,437	
24 minutes	20 minutes
83 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	21	20	24	24	23
90th percentile time to start treatment ⁵ (minutes)	101	67	61	81	83	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 5,284

Number of triage 4 patients used to calculate waiting time:³ 5,056

Median time to start treatment⁴

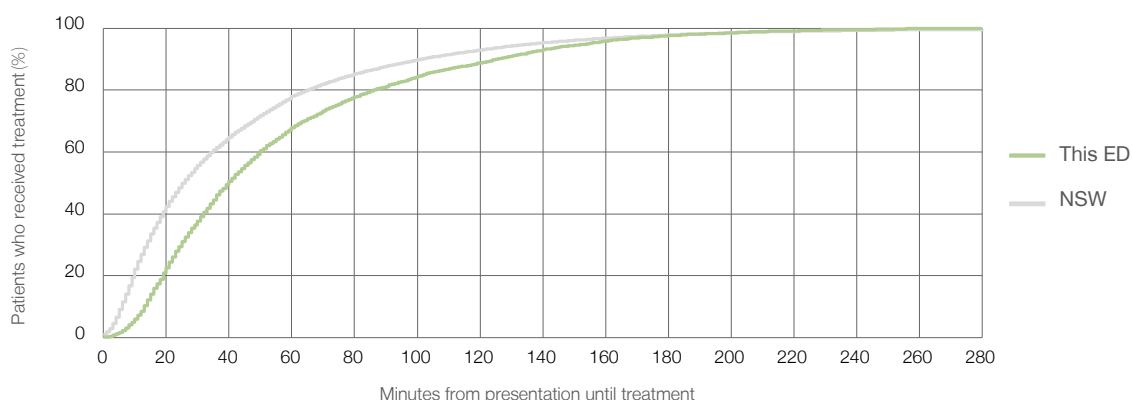
40 minutes

90th percentile time to start treatment⁵

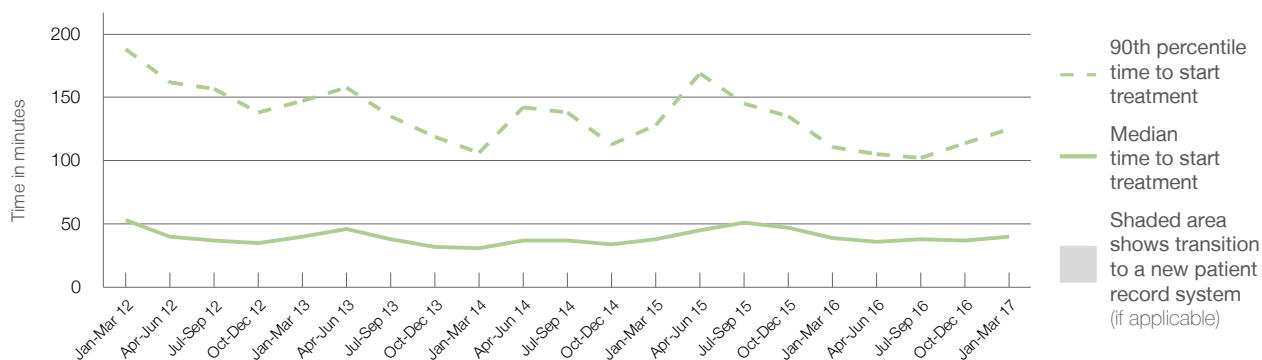
125 minutes

Same period last year	NSW (this period)
4,634	
4,444	
39 minutes	26 minutes
111 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	53	40	31	38	39	40
90th percentile time to start treatment ⁵ (minutes)	188	147	106	128	111	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 2,087

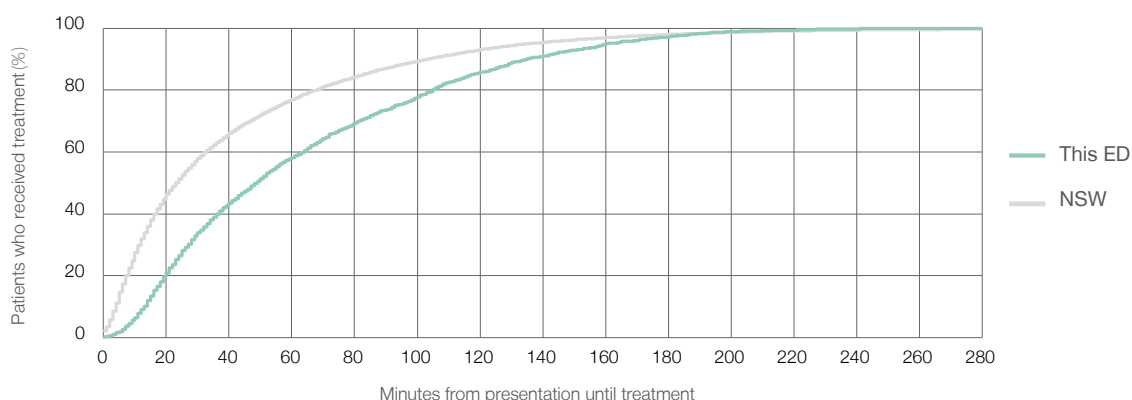
Number of triage 5 patients used to calculate waiting time:³ 1,942

Median time to start treatment⁴ 49 minutes

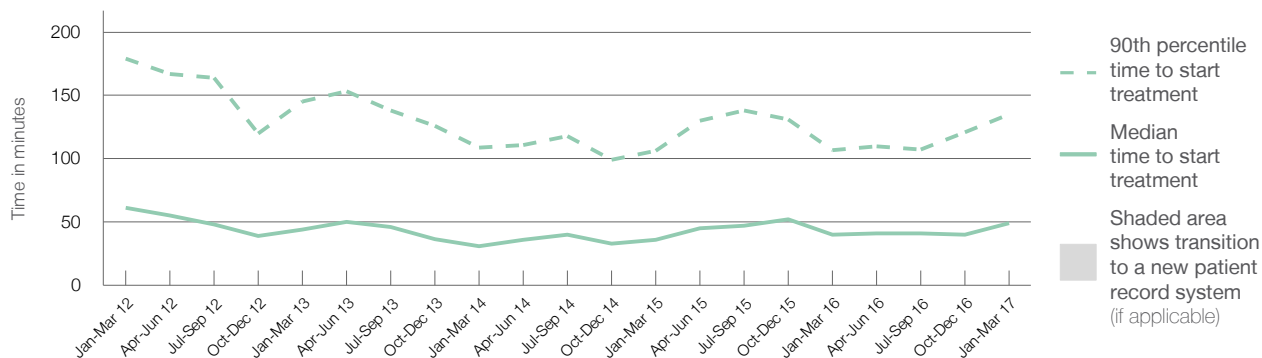
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,926	
1,820	
40 minutes	23 minutes
107 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	61	44	31	36	40	49
90th percentile time to start treatment ⁵ (minutes)	179	145	109	106	107	135

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 11,787 patients

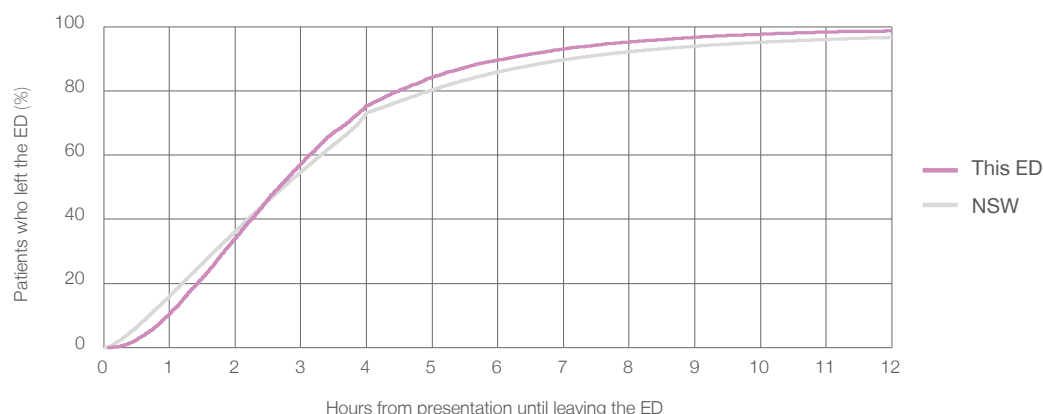
Presentations used to calculate time to leaving the ED:⁶ 11,787 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

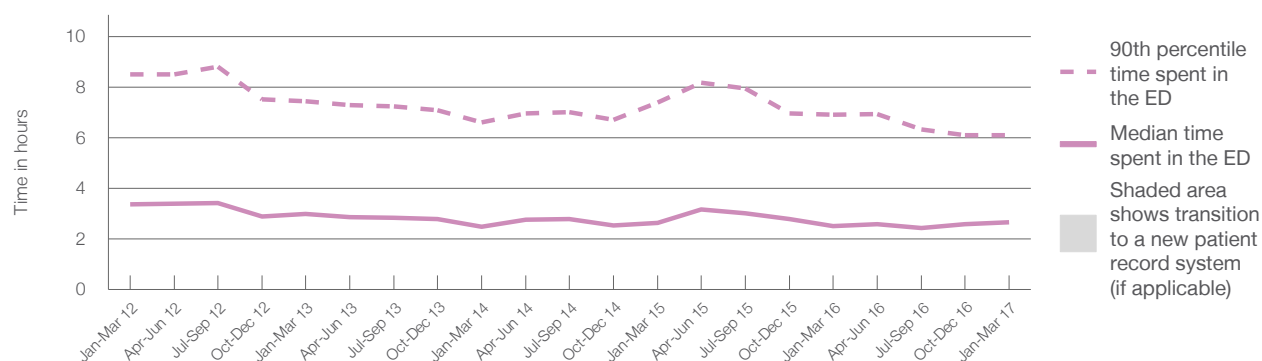
90th percentile time spent in the ED⁹ 6 hours and 7 minutes

Same period last year	NSW (this period)
10,756	
10,756	
2 hours and 31 minutes	2 hours and 44 minutes
6 hours and 55 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 23m	2h 59m	2h 30m	2h 38m	2h 31m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 30m	7h 27m	6h 36m	7h 23m	6h 55m	6h 7m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

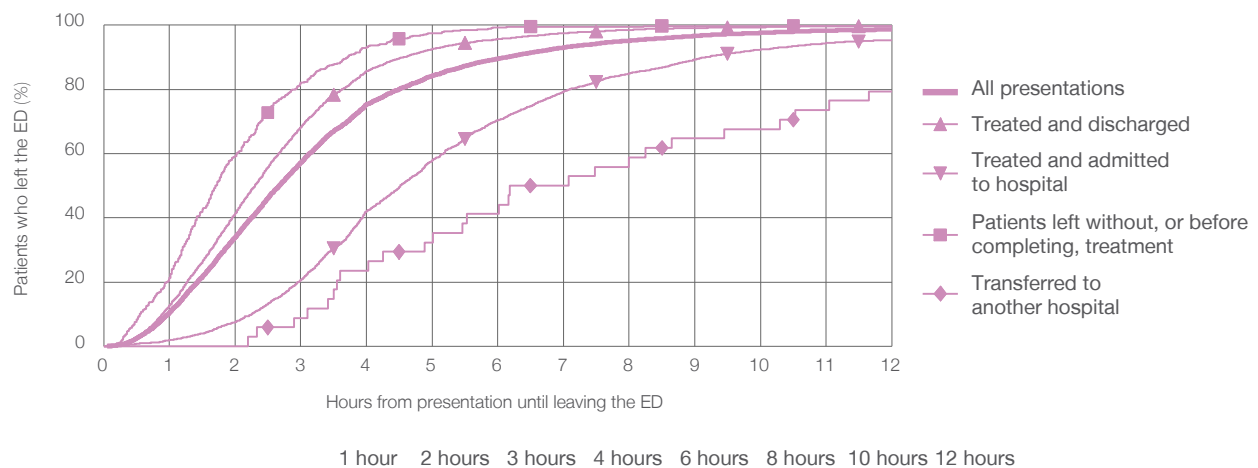
January to March 2017

All presentations:[†] 11,787 patients

Presentations used to calculate time to leaving the ED:[‡] 11,787 patients

		Same period last year	Change since one year ago
Treated and discharged	8,352 (70.9%)	10,756	9.6%
Treated and admitted to hospital	2,842 (24.1%)	7,874	6.1%
Patient left without, or before completing, treatment	474 (4.0%)	2,464	15.3%
Transferred to another hospital	34 (0.3%)	277	71.1%
Other	85 (0.7%)	49	-30.6%
		92	-7.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.8%	41.4%	68.3%	85.7%	95.7%	98.6%	99.4%	99.7%
Treated and admitted to hospital	1.9%	7.5%	20.7%	42.2%	70.3%	84.9%	92.4%	95.4%
Patient left without, or before completing, treatment	21.3%	59.3%	82.1%	93.0%	99.4%	99.6%	99.8%	99.8%
Transferred to another hospital	0%	0%	8.8%	23.5%	41.2%	58.8%	67.6%	79.4%
All presentations	10.6%	34.0%	57.3%	75.3%	89.6%	95.2%	97.6%	98.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 11,787 patients

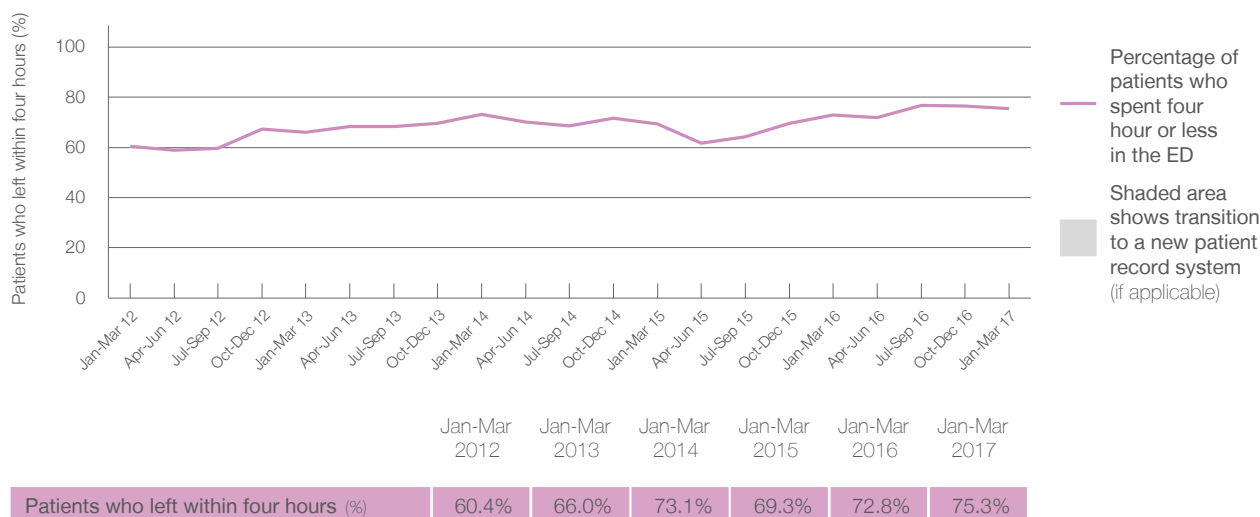
Presentations used to calculate time to leaving the ED:⁶ 11,787 patients

Percentage of patients who spent four hours or less in the ED

75.3%

Same period last year	Change since one year ago
10,756	9.6%
10,756	9.6%
72.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 13,346 patients

Emergency presentations:² 12,906 patients

Same period last year	Change since one year ago
13,378	-0.2%
12,944	-0.3%

The Tweed Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,496 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,751 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,428 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,172 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
1,541	
5 minutes	8 minutes
14 minutes	26 minutes
5,932	
12 minutes	20 minutes
36 minutes	69 minutes
4,347	
13 minutes	26 minutes
59 minutes	101 minutes
1,063	
10 minutes	23 minutes
53 minutes	104 minutes

The Tweed Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 13,345 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
13,374	-0.2%
84.4%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

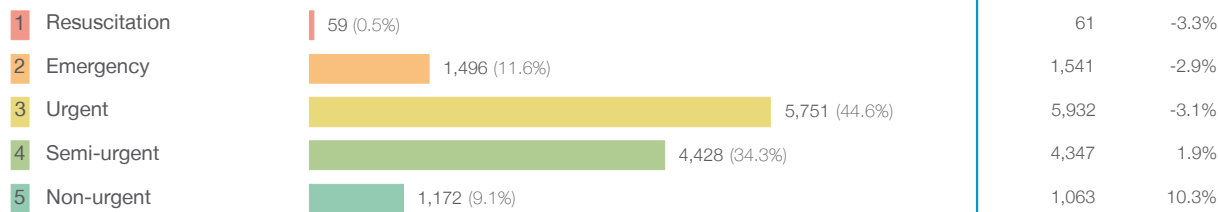
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Patients presenting to the emergency department

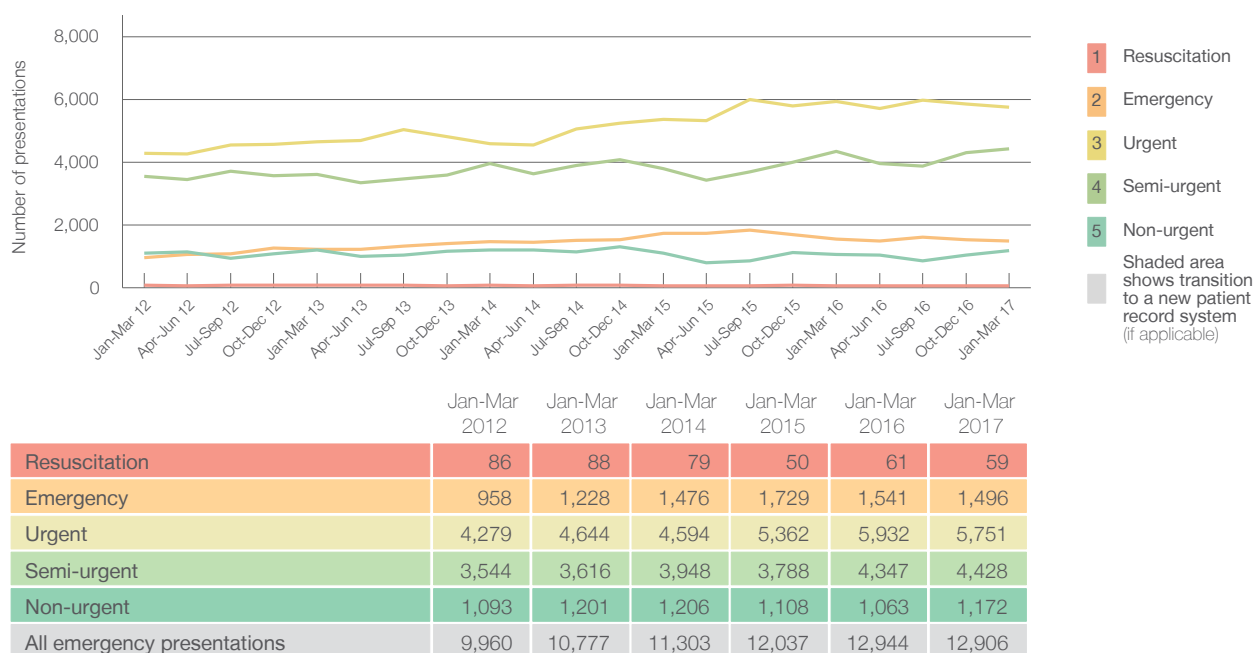
January to March 2017

All presentations:¹ 13,346 patients

Emergency presentations² by triage category: 12,906 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



The Tweed Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,889 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,496

Number of triage 2 patients used to calculate waiting time:³ 1,490

Median time to start treatment⁴

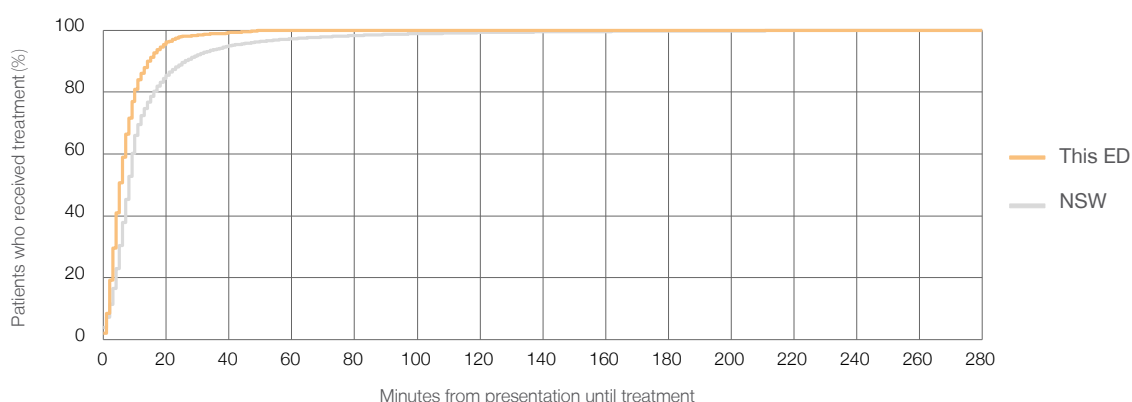
5 minutes

90th percentile time to start treatment⁵

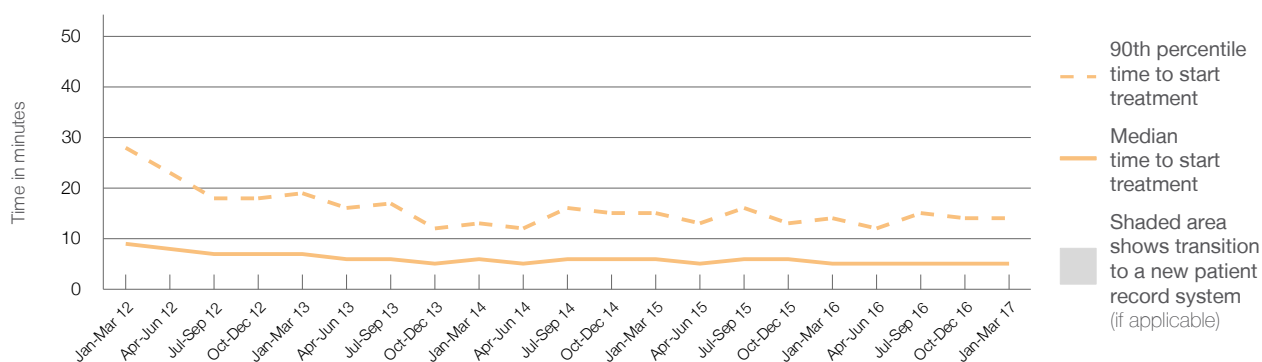
14 minutes

Same period last year	NSW (this period)
1,541	
1,539	
5 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	7	6	6	5	5
90th percentile time to start treatment ⁵ (minutes)	28	19	13	15	14	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 5,751

Number of triage 3 patients used to calculate waiting time:³ 5,682

Median time to start treatment⁴

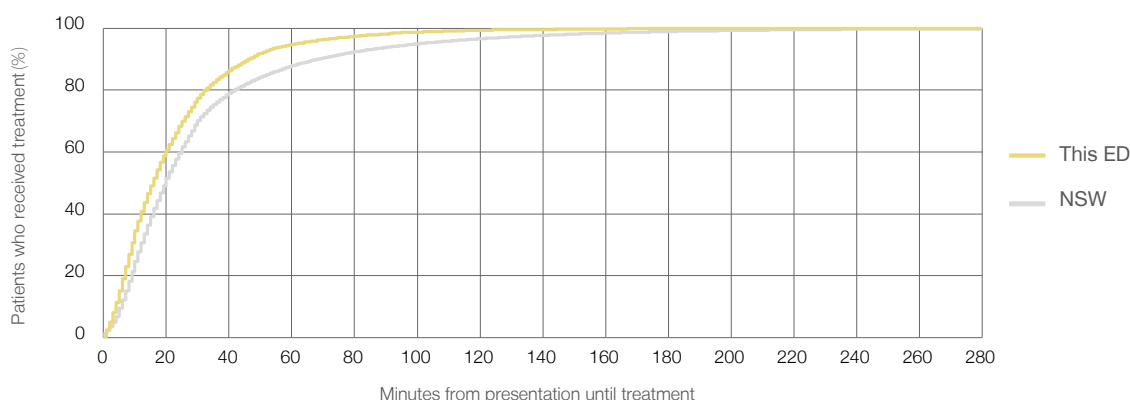
16 minutes

90th percentile time to start treatment⁵

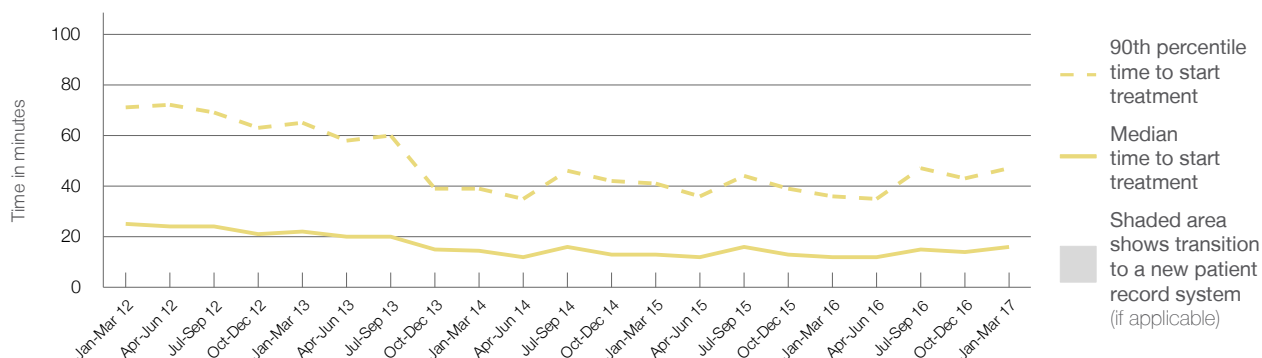
47 minutes

Same period last year	NSW (this period)
5,932	
5,895	
12 minutes	20 minutes
36 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	22	15	13	12	16
90th percentile time to start treatment ⁵ (minutes)	71	65	39	41	36	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,428

Number of triage 4 patients used to calculate waiting time:³ 4,269

Median time to start treatment⁴

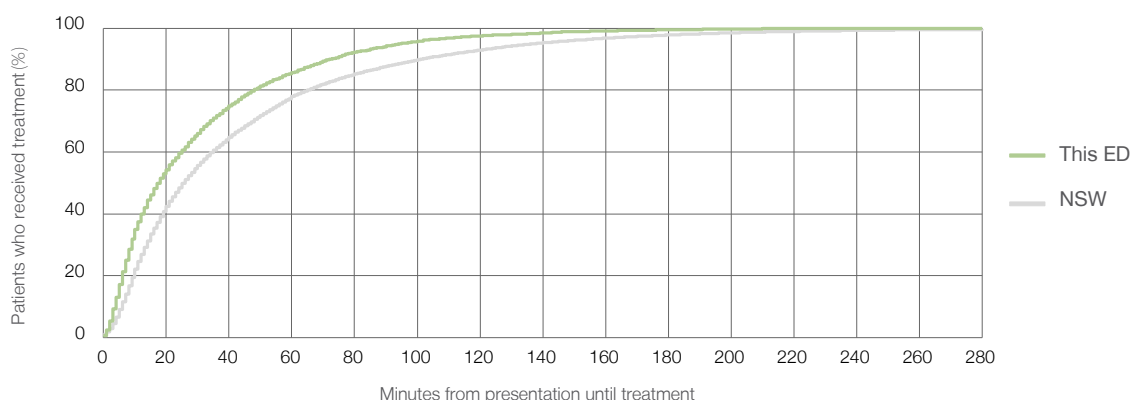
18 minutes

90th percentile time to start treatment⁵

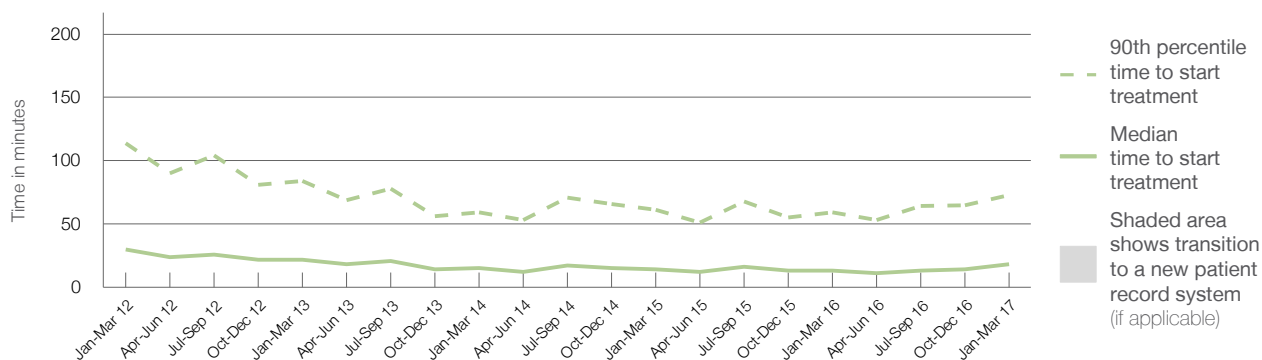
73 minutes

Same period last year	NSW (this period)
4,347	
4,251	
13 minutes	26 minutes
59 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	22	15	14	13	18
90th percentile time to start treatment ⁵ (minutes)	114	84	59	61	59	73

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,172

Number of triage 5 patients used to calculate waiting time:³ 1,103

Median time to start treatment⁴

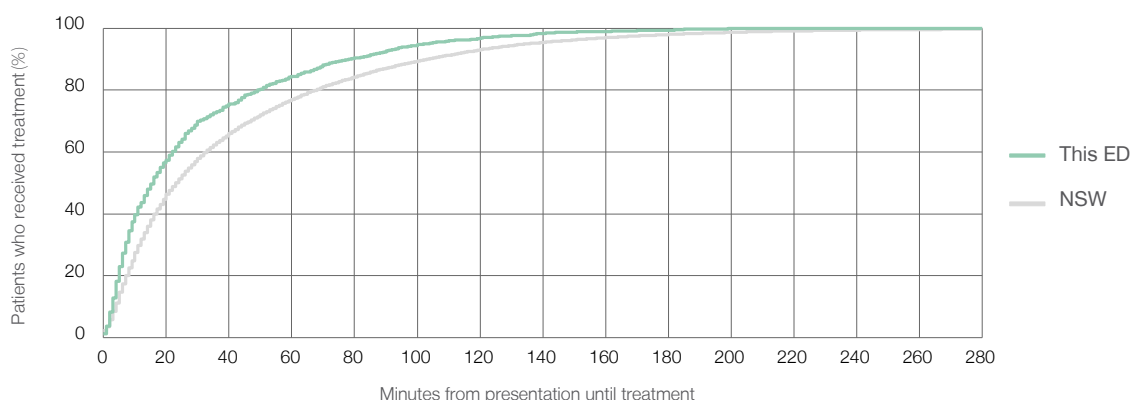
16 minutes

90th percentile time to start treatment⁵

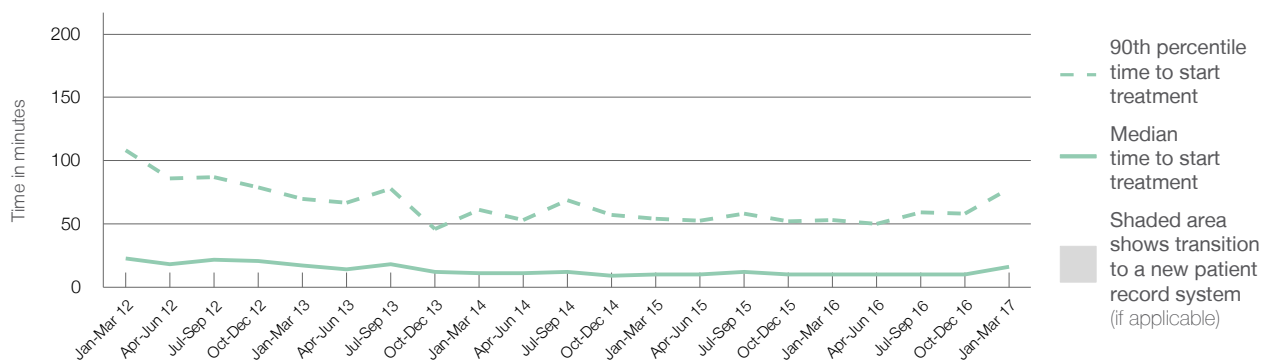
78 minutes

Same period last year	NSW (this period)
1,063	
1,025	
10 minutes	23 minutes
53 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	23	17	11	10	10	16
90th percentile time to start treatment ⁵ (minutes)	108	70	61	54	53	78

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 13,346 patients

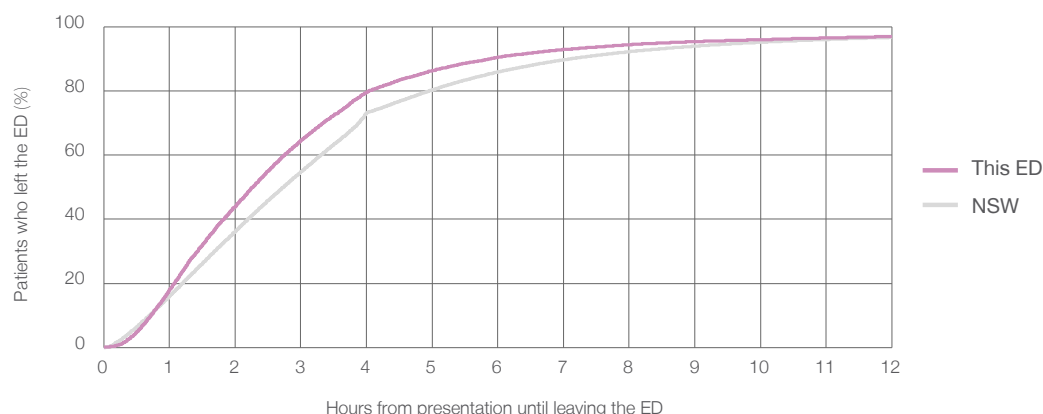
Presentations used to calculate time to leaving the ED:⁶ 13,345 patients

Median time spent in the ED⁸ 2 hours and 16 minutes

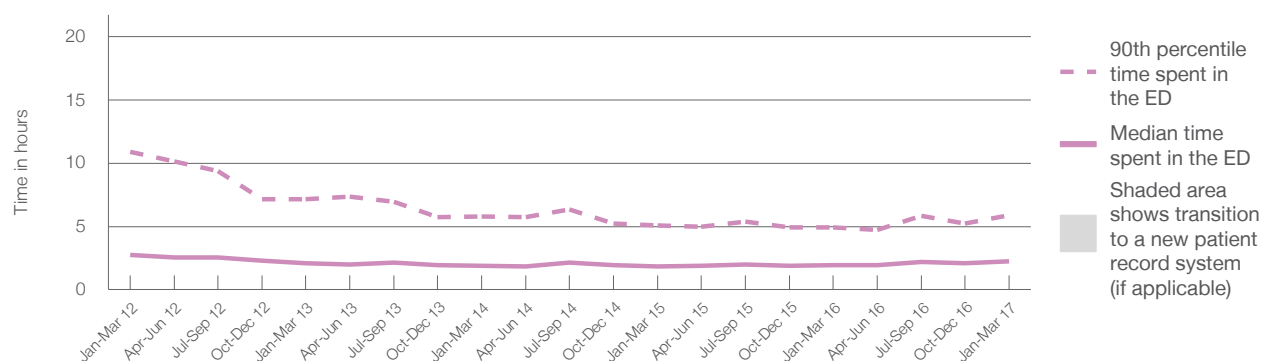
90th percentile time spent in the ED⁹ 5 hours and 54 minutes

Same period last year	NSW (this period)
13,378	
13,374	
1 hours and 56 minutes	2 hours and 44 minutes
4 hours and 57 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 46m	2h 7m	1h 55m	1h 51m	1h 56m	2h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 54m	7h 9m	5h 48m	5h 5m	4h 57m	5h 54m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients spent in the ED

By mode of separation

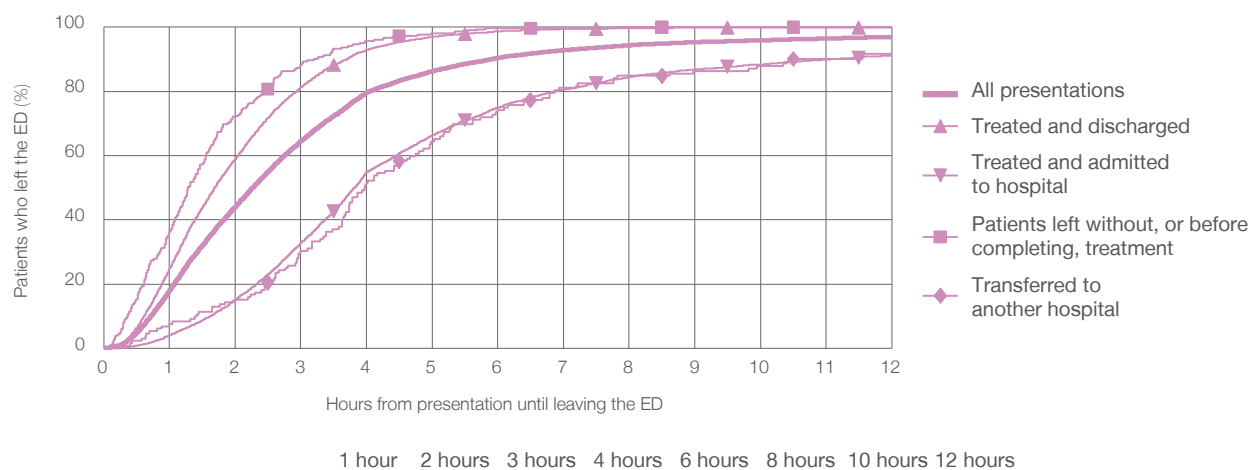
January to March 2017

All presentations:[†] 13,346 patients

Presentations used to calculate time to leaving the ED:[‡] 13,345 patients

		Same period last year	Change since one year ago
Treated and discharged	8,365 (62.7%)	8,644	-3.2%
Treated and admitted to hospital	4,519 (33.9%)	4,386	3.0%
Patient left without, or before completing, treatment	301 (2.3%)	171	76.0%
Transferred to another hospital	132 (1.0%)	142	-7.0%
Other	29 (0.2%)	35	-17.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	24.8%	58.9%	81.3%	92.9%	98.7%	99.7%	100%	100%
Treated and admitted to hospital	4.1%	15.2%	32.9%	54.8%	75.0%	84.5%	88.4%	91.2%
Patient left without, or before completing, treatment	36.2%	72.1%	88.4%	95.7%	99.7%	100%	100%	100%
Transferred to another hospital	7.6%	15.2%	30.3%	51.5%	74.2%	84.8%	87.9%	91.7%
All presentations	18.1%	44.1%	64.6%	79.7%	90.5%	94.4%	95.9%	96.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 13,346 patients

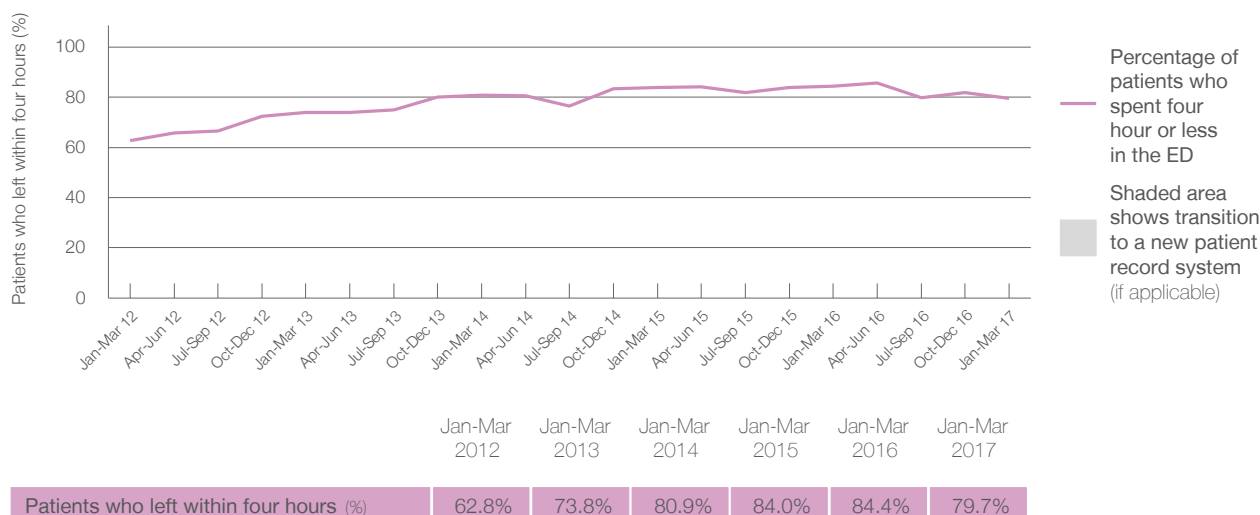
Presentations used to calculate time to leaving the ED:⁶ 13,345 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
13,378	-0.2%
13,374	-0.2%
84.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,682 patients

Emergency presentations:² 9,182 patients

Same period last year	Change since one year ago
9,795	-1.2%
9,554	-3.9%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 680 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,843 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,728 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 884 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
799	
7 minutes	8 minutes
21 minutes	26 minutes
3,870	
21 minutes	20 minutes
71 minutes	69 minutes
4,025	
26 minutes	26 minutes
92 minutes	101 minutes
823	
18 minutes	23 minutes
83 minutes	104 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,682 patients

Percentage of patients who spent four hours or less in the ED 69.9%

Same period last year	Change since one year ago
9,794	-1.1%
69.1%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

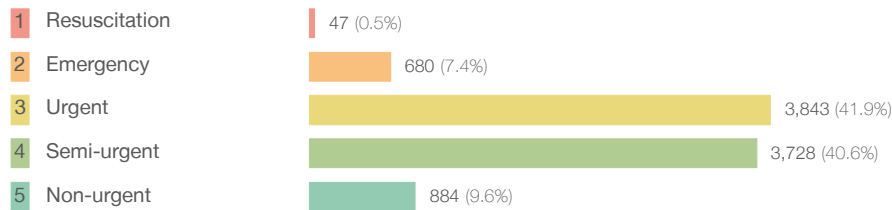
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

January to March 2017

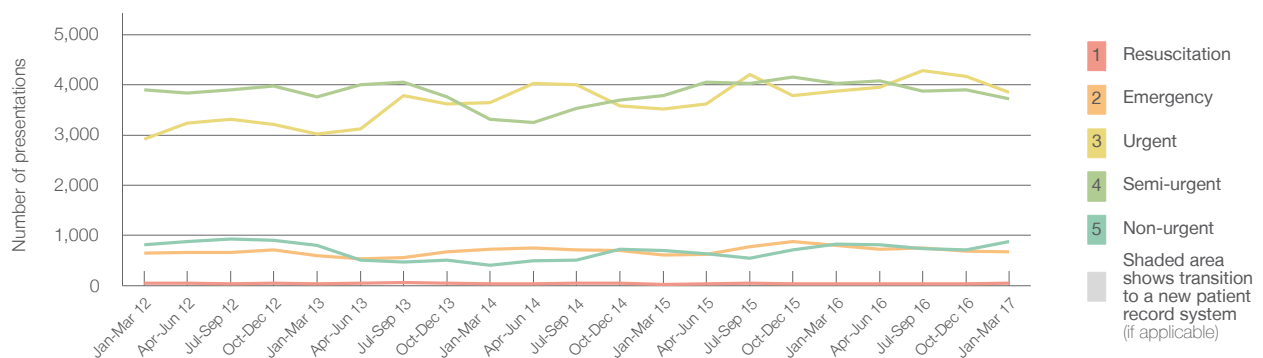
All presentations:¹ 9,682 patients

Emergency presentations² by triage category: 9,182 patients



Same period last year	Change since one year ago
9,795	-1.2%
9,554	-3.9%
37	27.0%
799	-14.9%
3,870	-0.7%
4,025	-7.4%
823	7.4%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	50	40	33	23	37	47
Emergency	651	592	724	612	799	680
Urgent	2,915	3,015	3,645	3,516	3,870	3,843
Semi-urgent	3,895	3,764	3,313	3,788	4,025	3,728
Non-urgent	820	799	411	703	823	884
All emergency presentations	8,331	8,210	8,126	8,642	9,554	9,182

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,030 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,903	
16 minutes	-7 minutes
76 minutes	-57 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 680

Number of triage 2 patients used to calculate waiting time:³ 679

Median time to start treatment⁴

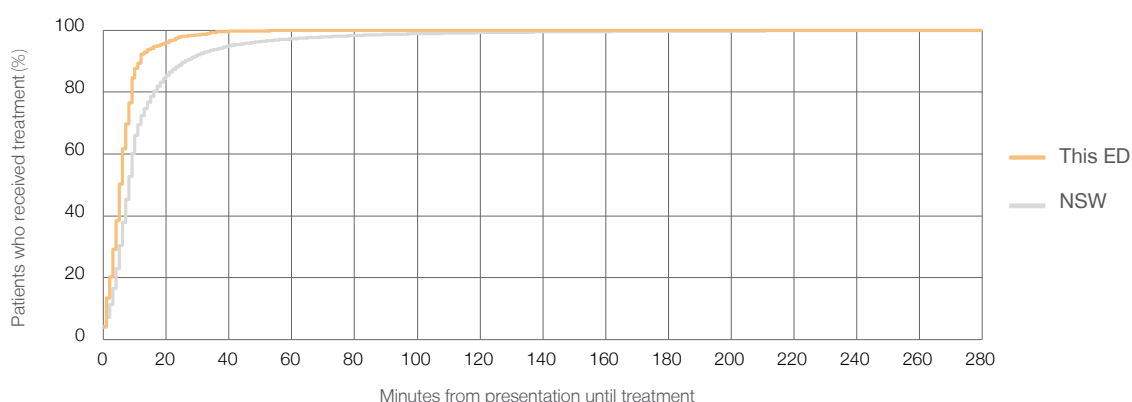
5 minutes

90th percentile time to start treatment⁵

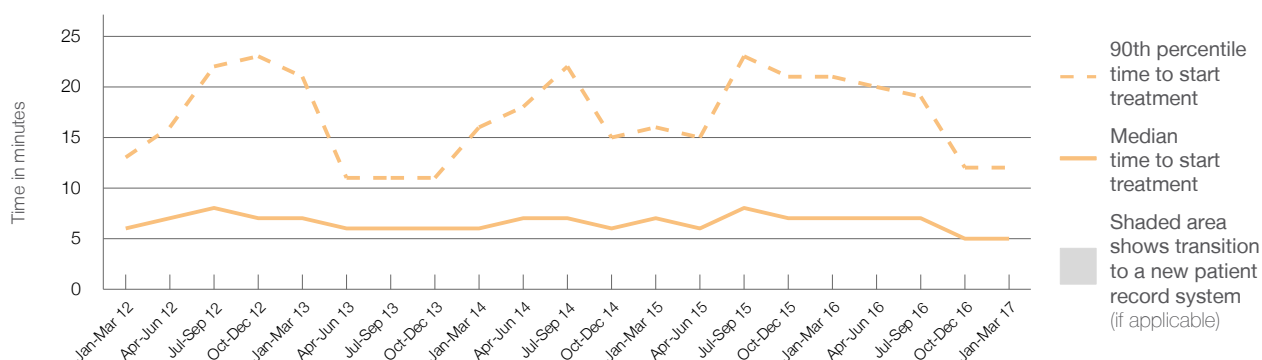
12 minutes

Same period last year	NSW (this period)
799	
796	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	7	6	7	7	5
90th percentile time to start treatment ⁵ (minutes)	13	21	16	16	21	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,843

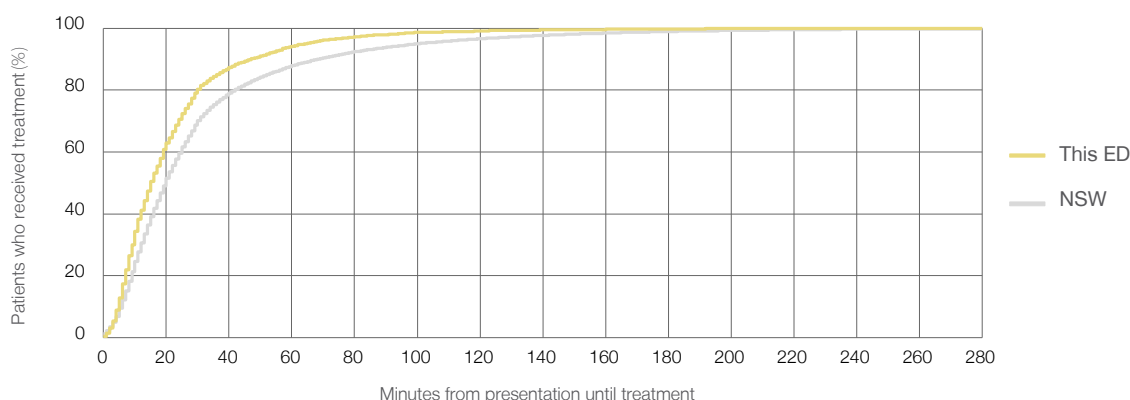
Number of triage 3 patients used to calculate waiting time:³ 3,799

Median time to start treatment⁴ 15 minutes

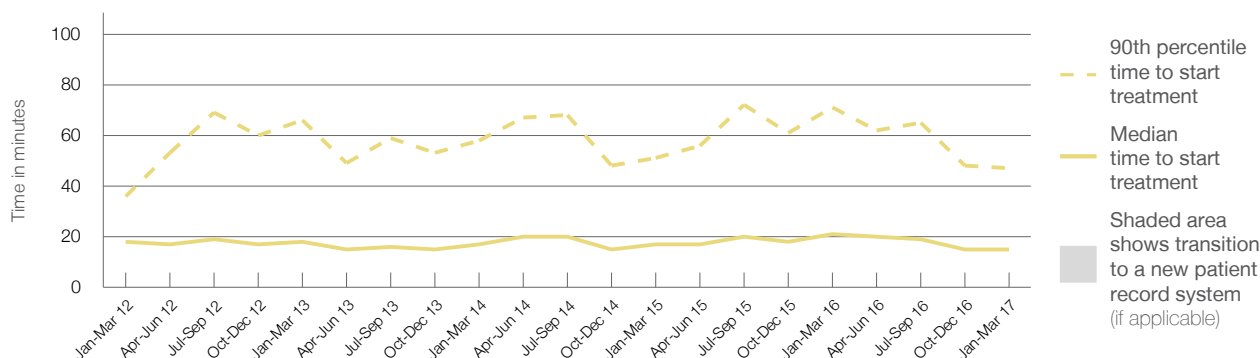
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
3,870	
3,758	
21 minutes	20 minutes
71 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	18	17	17	21	15
90th percentile time to start treatment ⁵ (minutes)	36	66	58	51	71	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,728

Number of triage 4 patients used to calculate waiting time:³ 3,608

Median time to start treatment⁴

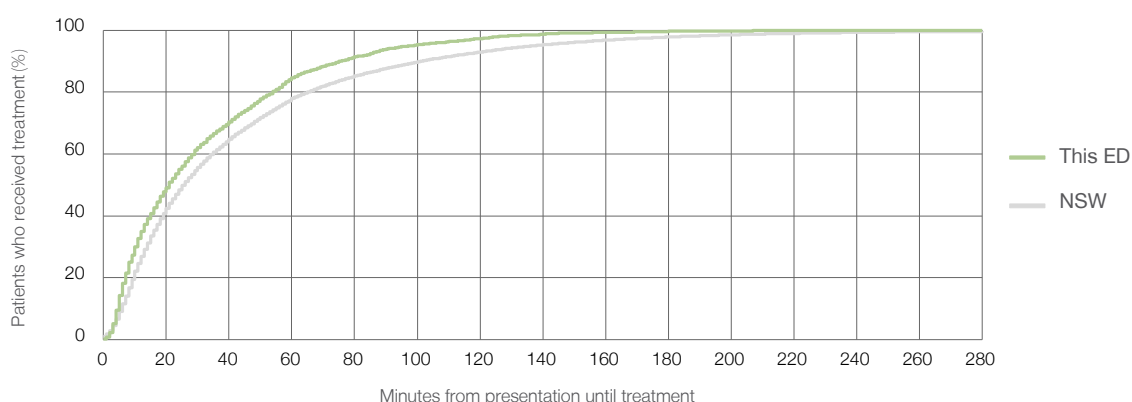
21 minutes

90th percentile time to start treatment⁵

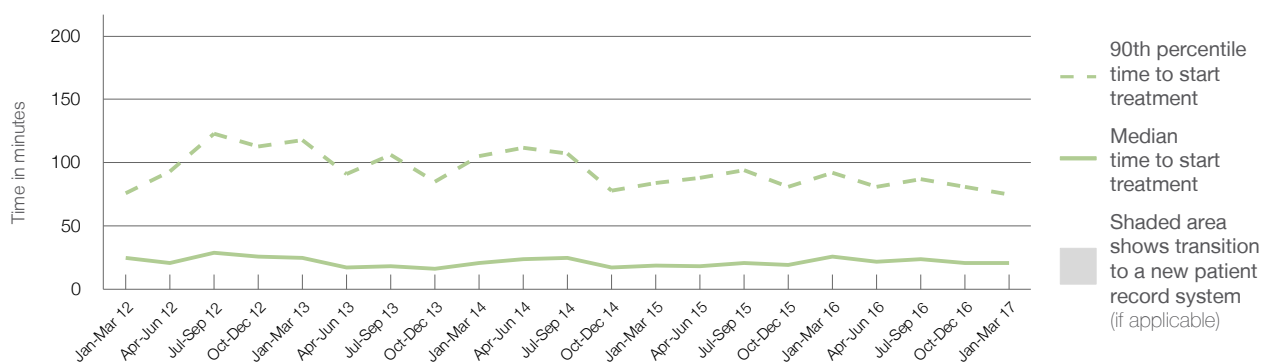
75 minutes

Same period last year	NSW (this period)
4,025	
3,799	
26 minutes	26 minutes
92 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	25	21	19	26	21
90th percentile time to start treatment ⁵ (minutes)	76	118	105	84	92	75

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 884

Number of triage 5 patients used to calculate waiting time:³ 823

Median time to start treatment⁴

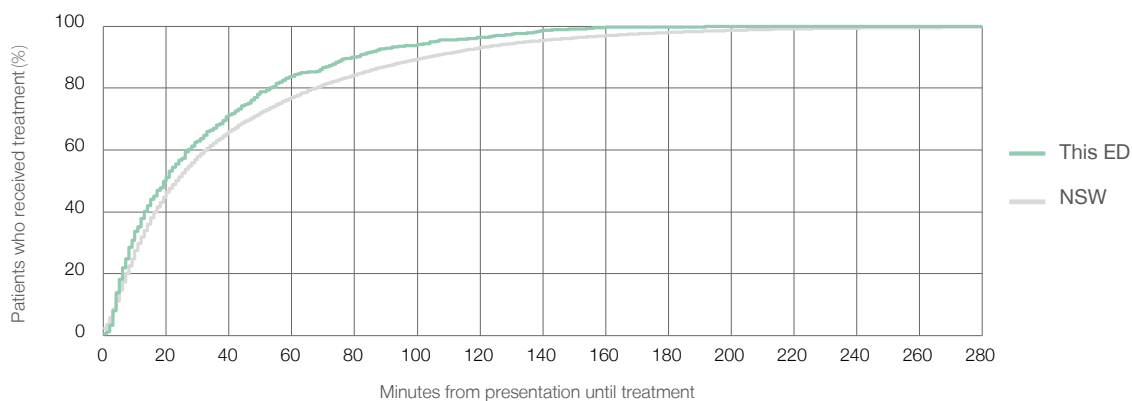
20 minutes

90th percentile time to start treatment⁵

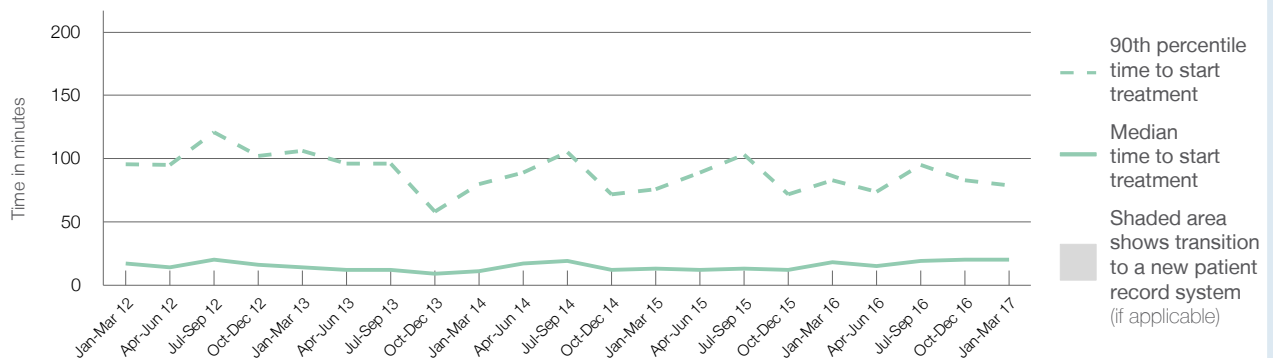
79 minutes

Same period last year	NSW (this period)
823	
747	
18 minutes	23 minutes
83 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	17	14	11	13	18	20
90th percentile time to start treatment ⁵ (minutes)	96	106	80	76	83	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,682 patients

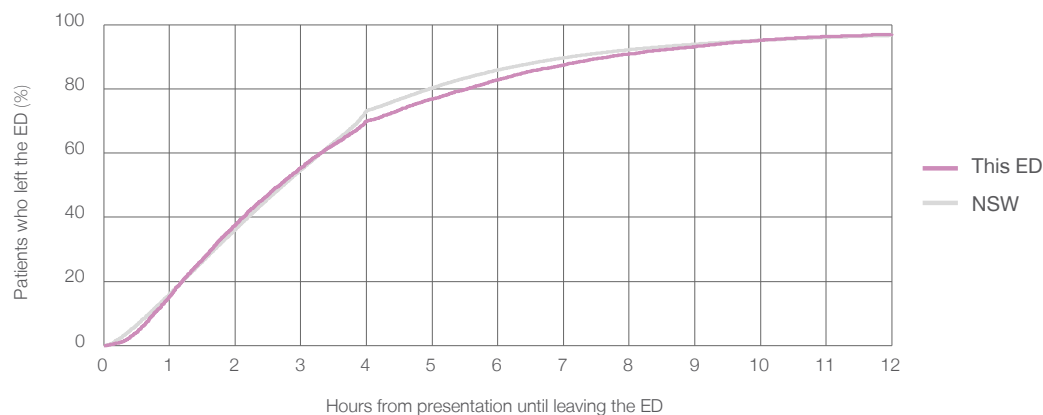
Presentations used to calculate time to leaving the ED:⁶ 9,682 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

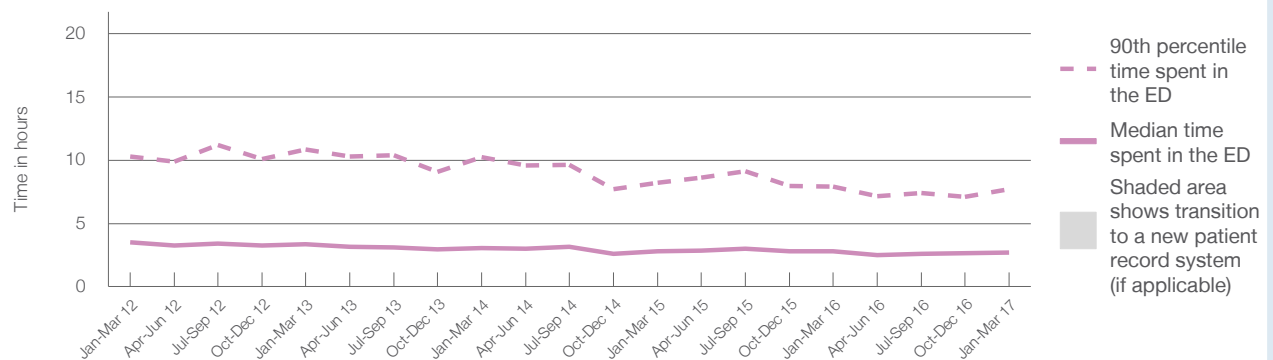
90th percentile time spent in the ED⁹ 7 hours and 42 minutes

Same period last year	NSW (this period)
9,795	
9,794	
2 hours and 48 minutes	2 hours and 44 minutes
7 hours and 56 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 32m	3h 22m	3h 2m	2h 47m	2h 48m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 16m	10h 50m	10h 14m	8h 13m	7h 56m	7h 42m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

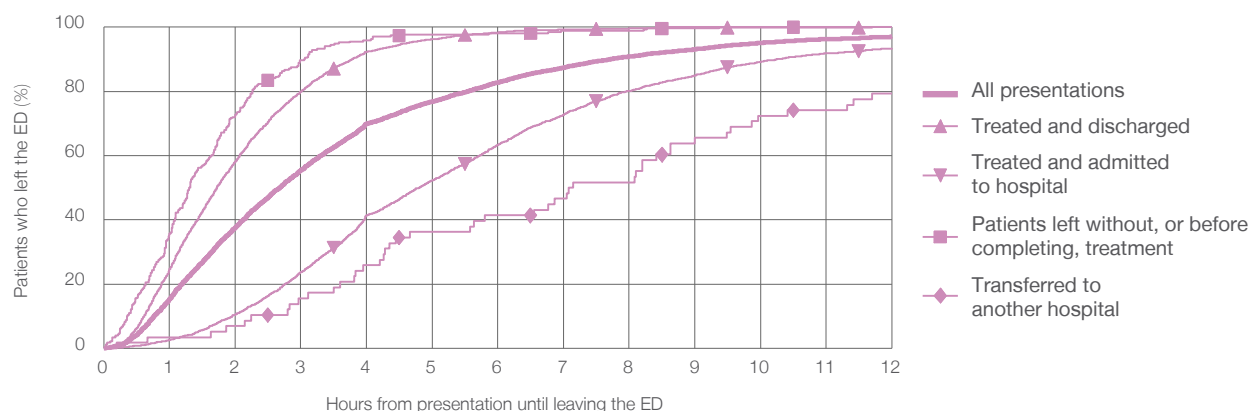
January to March 2017

All presentations:[†] 9,682 patients

Presentations used to calculate time to leaving the ED:[‡] 9,682 patients

		Same period last year	Change since one year ago
Treated and discharged	5,134 (53.0%)	9,794	-1.1%
Treated and admitted to hospital	4,203 (43.4%)	5,821	-11.8%
Patient left without, or before completing, treatment	272 (2.8%)	3,404	23.5%
Transferred to another hospital	58 (0.6%)	416	-34.6%
Other	15 (0.2%)	133	-56.4%
		21	-28.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.7%	58.2%	79.9%	92.4%	98.4%	99.6%	99.9%	100%
Treated and admitted to hospital	2.5%	10.6%	23.7%	41.4%	63.3%	80.2%	89.3%	93.4%
Patient left without, or before completing, treatment	35.7%	72.8%	89.7%	96.0%	98.2%	98.9%	100%	100%
Transferred to another hospital	3.4%	6.9%	15.5%	25.9%	41.4%	51.7%	72.4%	79.3%
All presentations	15.4%	37.7%	55.4%	69.9%	82.8%	90.9%	95.1%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 9,682 patients

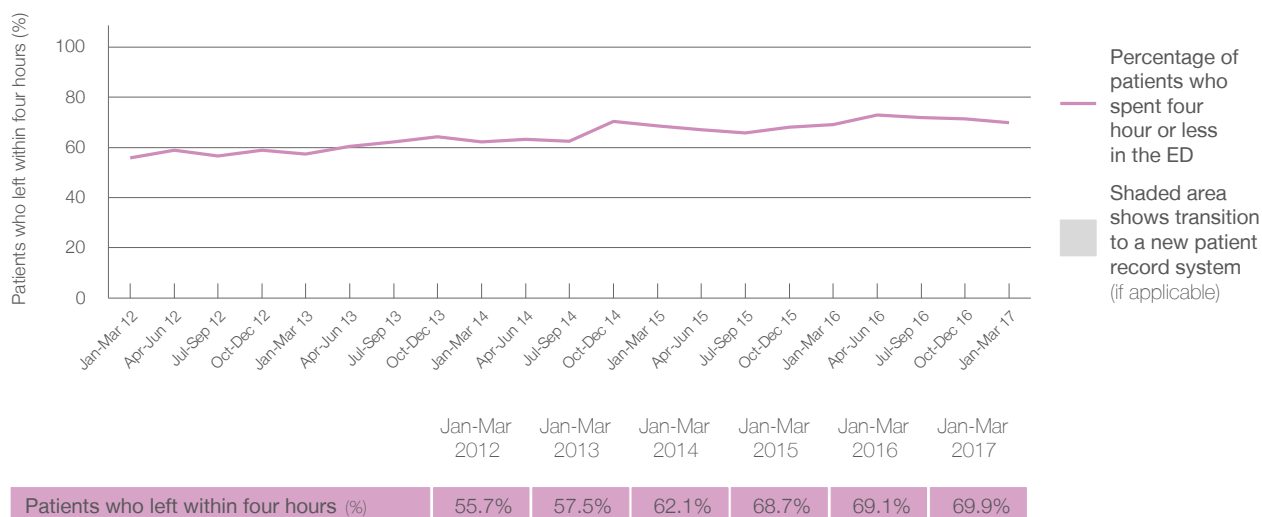
Presentations used to calculate time to leaving the ED:⁶ 9,682 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
9,795	-1.2%
9,794	-1.1%
69.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 16,457 patients

Emergency presentations:² 16,309 patients

Same period last year	Change since one year ago
16,199	1.6%
15,986	2.0%

Wyong Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,520 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,823 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,653 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,218 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,748	
7 minutes	8 minutes
27 minutes	26 minutes
4,679	
21 minutes	20 minutes
67 minutes	69 minutes
8,340	
27 minutes	26 minutes
87 minutes	101 minutes
1,151	
20 minutes	23 minutes
71 minutes	104 minutes

Wyong Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 16,457 patients

Percentage of patients who spent four hours or less in the ED 72.5%

Same period last year	Change since one year ago
16,199	1.6%
73.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

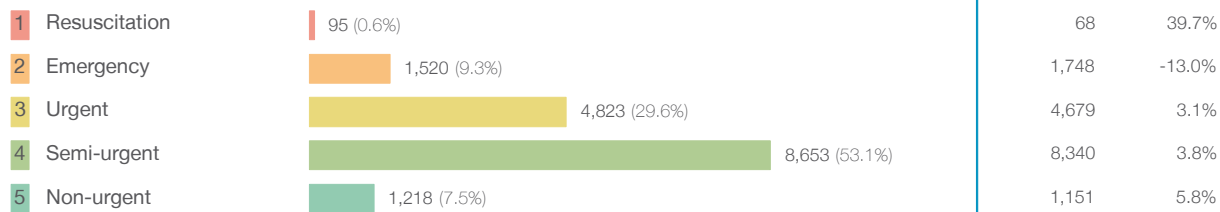
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Patients presenting to the emergency department

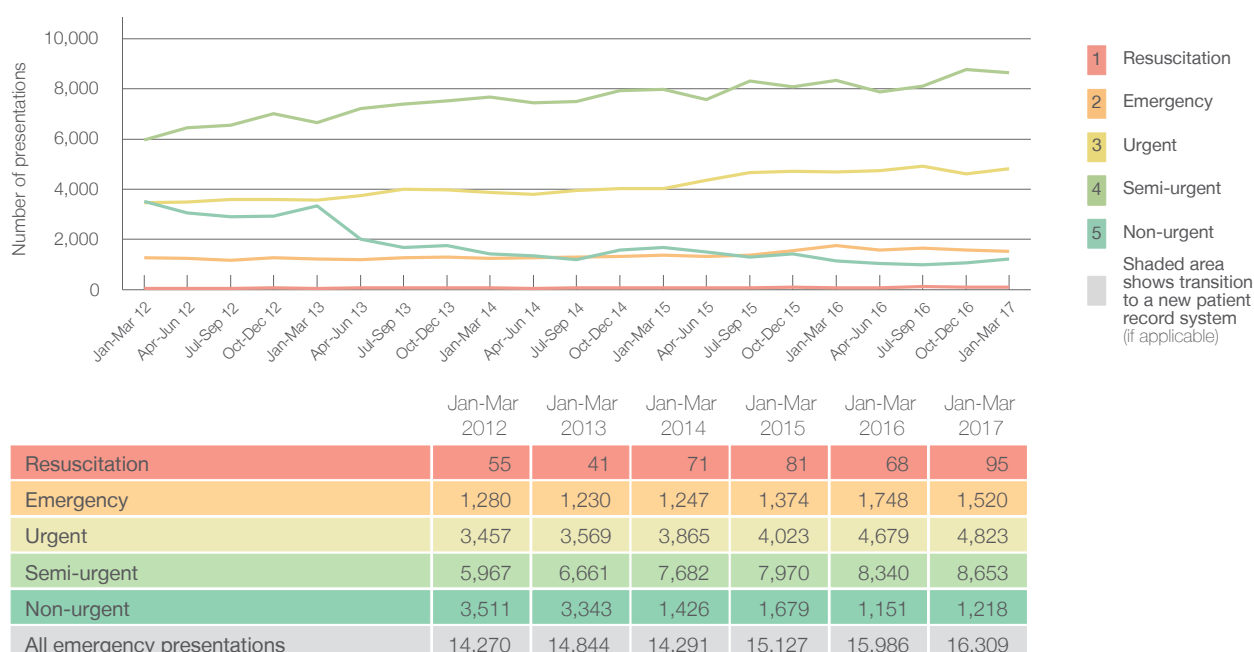
January to March 2017

All presentations:¹ 16,457 patients

Emergency presentations² by triage category: 16,309 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Wyong Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,912 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,520

Number of triage 2 patients used to calculate waiting time:³ 1,510

Median time to start treatment⁴

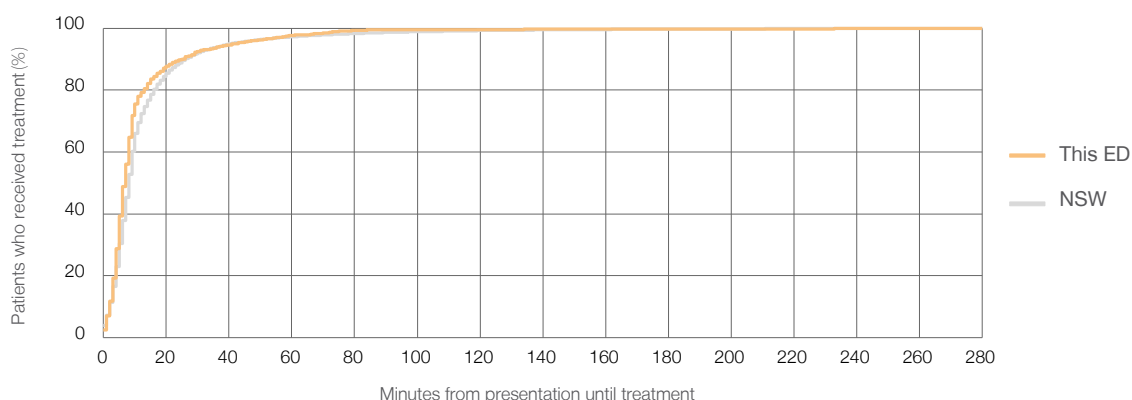
7 minutes

90th percentile time to start treatment⁵

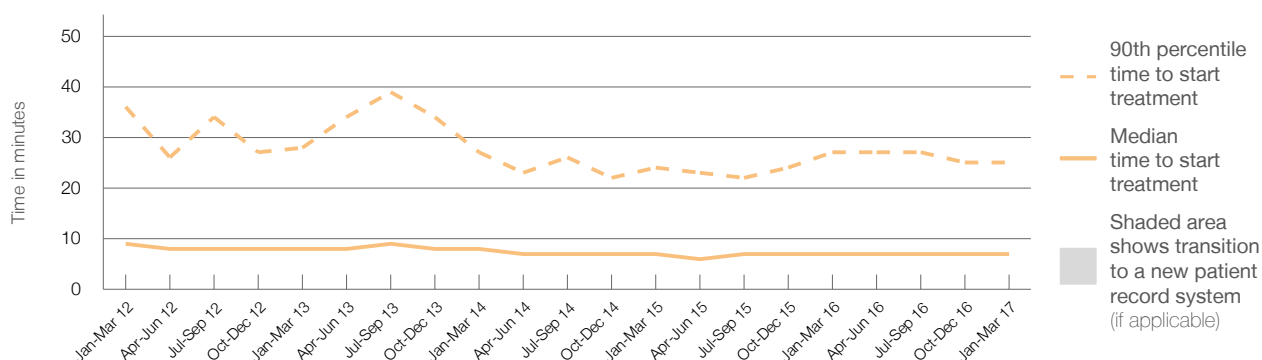
25 minutes

Same period last year	NSW (this period)
1,748	
1,733	
7 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	8	8	7	7	7
90th percentile time to start treatment ⁵ (minutes)	36	28	27	24	27	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 4,823

Number of triage 3 patients used to calculate waiting time:³ 4,778

Median time to start treatment⁴

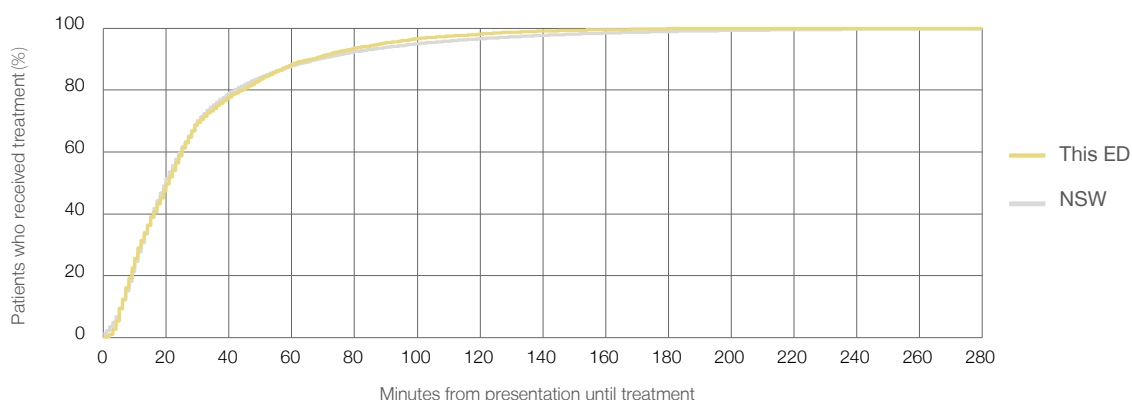
21 minutes

90th percentile time to start treatment⁵

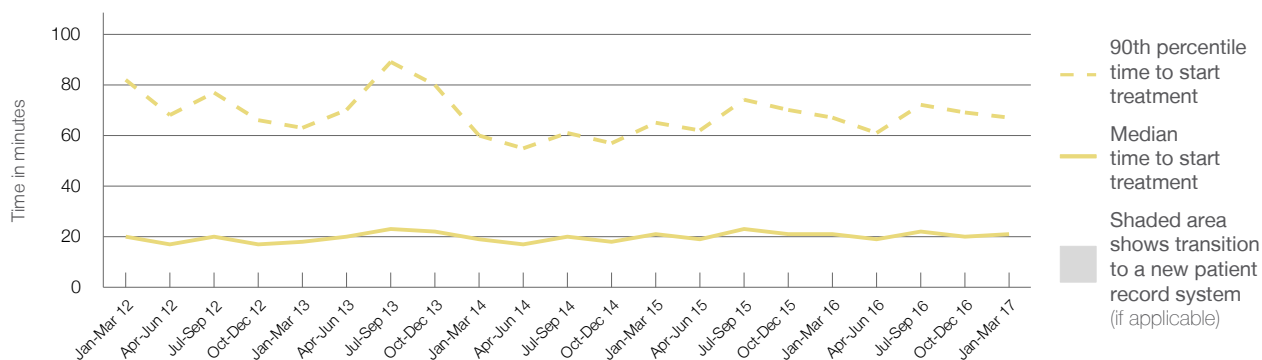
67 minutes

Same period last year	NSW (this period)
4,679	
4,634	
21 minutes	20 minutes
67 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	18	19	21	21	21
90th percentile time to start treatment ⁵ (minutes)	82	63	60	65	67	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 8,653

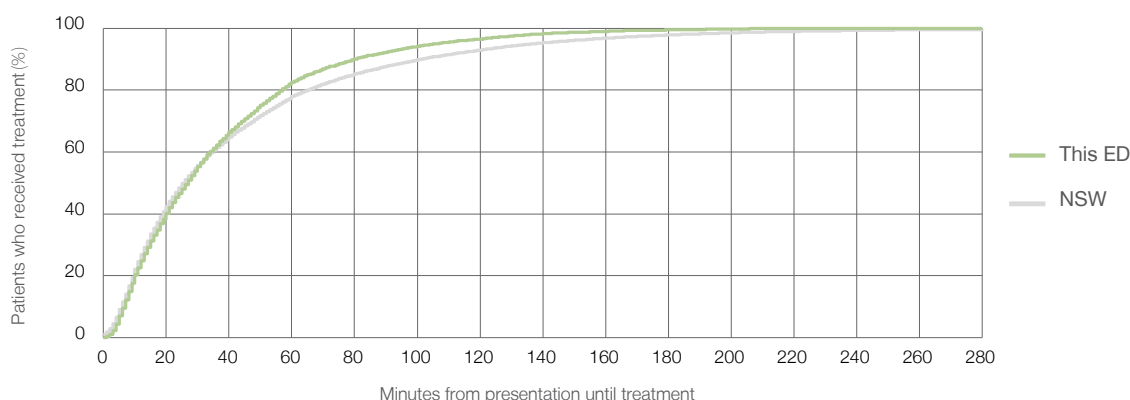
Number of triage 4 patients used to calculate waiting time:³ 8,417

Median time to start treatment⁴ 27 minutes

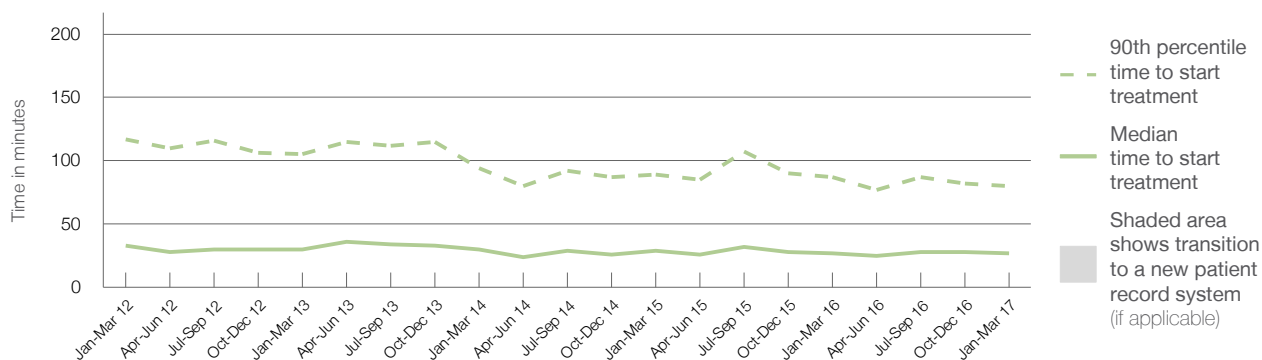
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
8,340	
8,085	
27 minutes	26 minutes
87 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	33	30	30	29	27	27
90th percentile time to start treatment ⁵ (minutes)	117	105	94	89	87	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,218

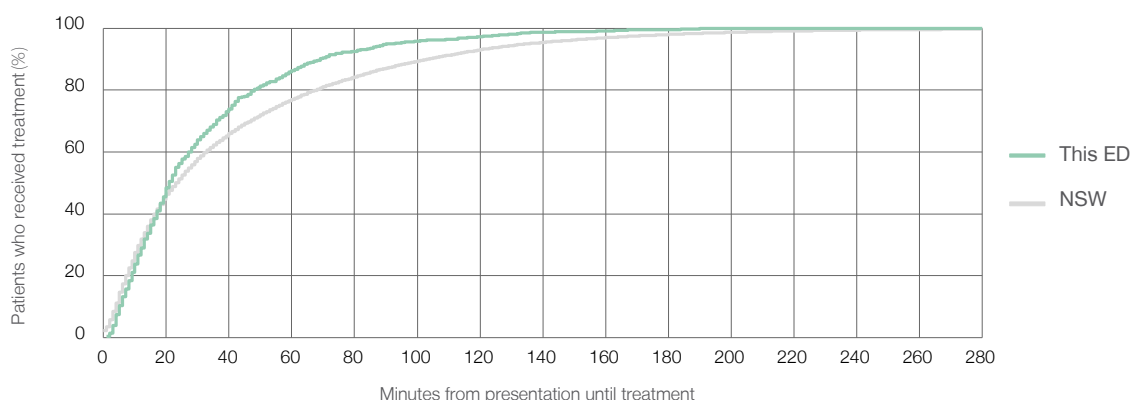
Number of triage 5 patients used to calculate waiting time:³ 1,166

Median time to start treatment⁴ 21 minutes

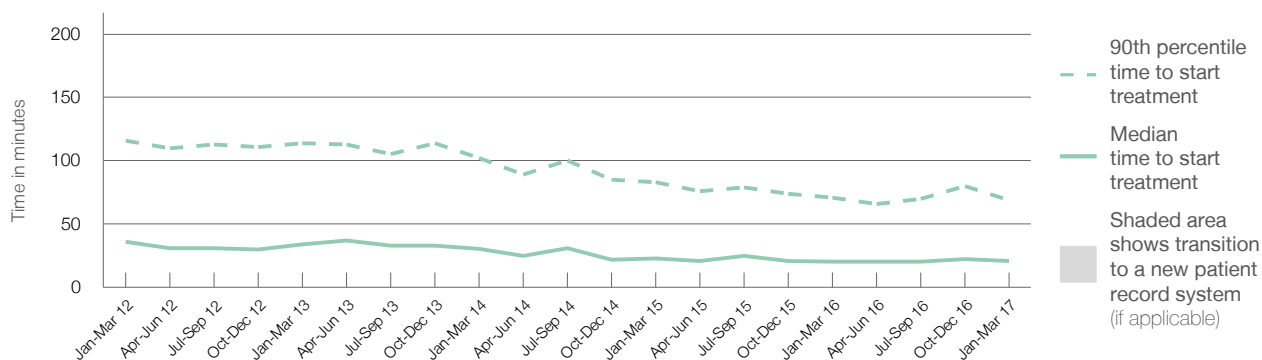
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,151	
1,113	
20 minutes	23 minutes
71 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	36	34	31	23	20	21
90th percentile time to start treatment ⁵ (minutes)	116	114	102	83	71	69

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 16,457 patients

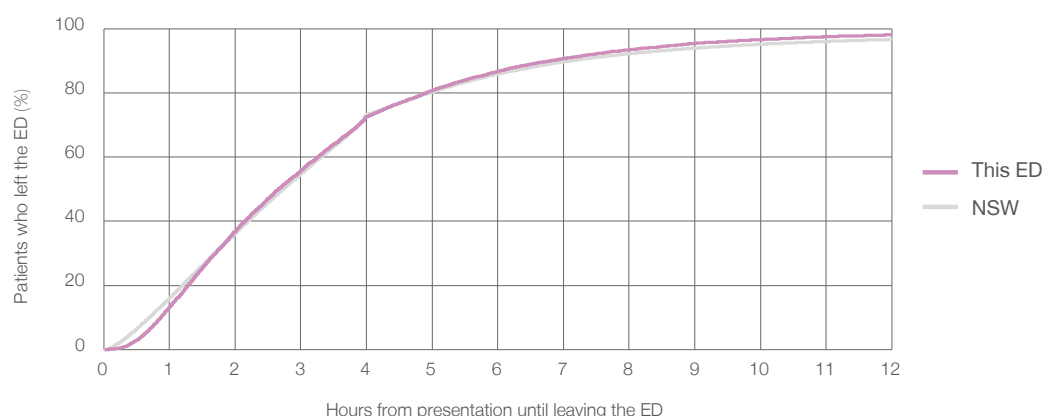
Presentations used to calculate time to leaving the ED:⁶ 16,457 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

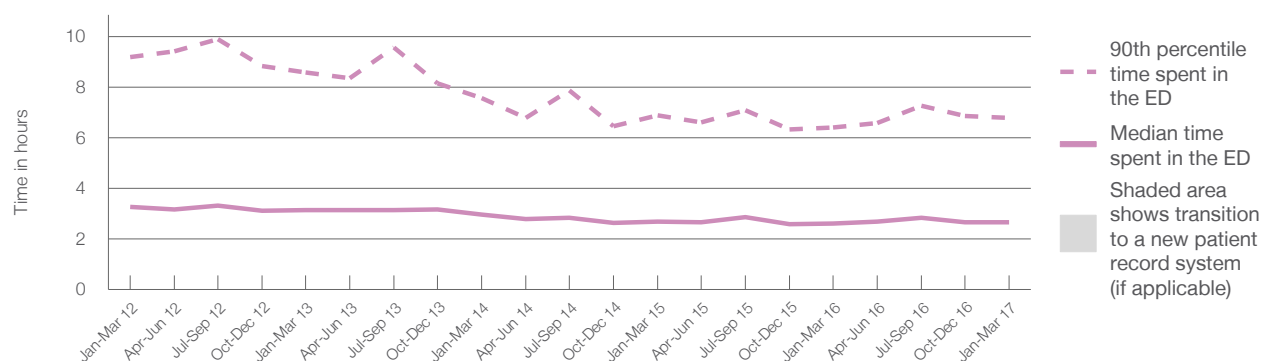
90th percentile time spent in the ED⁹ 6 hours and 48 minutes

Same period last year	NSW (this period)
16,199	16,199
2 hours and 37 minutes	2 hours and 44 minutes
6 hours and 24 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 16m	3h 9m	2h 58m	2h 42m	2h 37m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 12m	8h 35m	7h 35m	6h 53m	6h 24m	6h 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients spent in the ED

By mode of separation

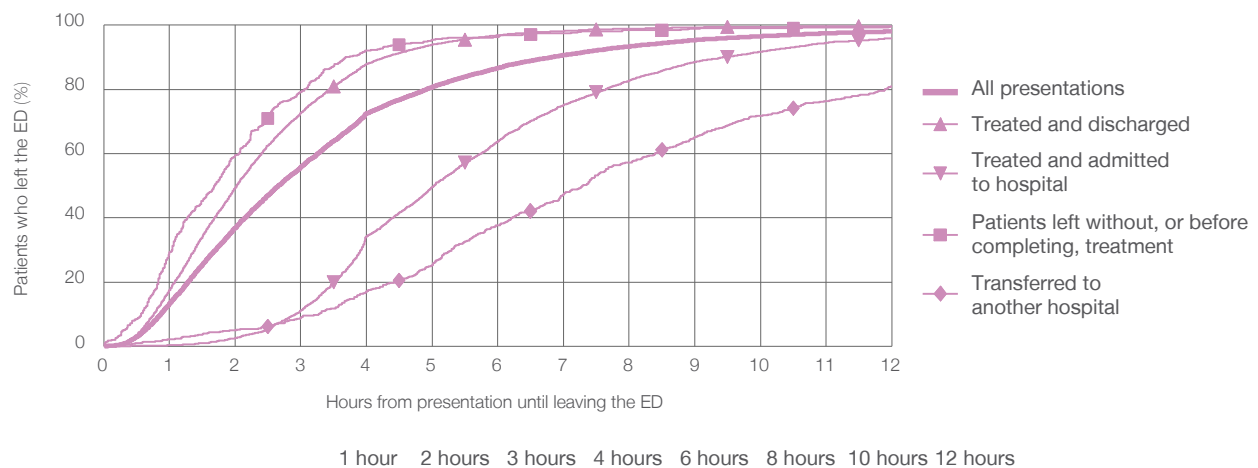
January to March 2017

All presentations:[†] 16,457 patients

Presentations used to calculate time to leaving the ED:[‡] 16,457 patients

		Same period last year	Change since one year ago
Treated and discharged	11,442 (69.5%)	11,322	1.1%
Treated and admitted to hospital	3,883 (23.6%)	3,605	7.7%
Patient left without, or before completing, treatment	445 (2.7%)	430	3.5%
Transferred to another hospital	662 (4.0%)	791	-16.3%
Other	25 (0.2%)	51	-51.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	17.6%	49.5%	72.7%	87.9%	96.9%	98.9%	99.5%	99.8%
Treated and admitted to hospital	0.3%	2.5%	11.2%	34.2%	63.9%	82.8%	91.8%	95.9%
Patient left without, or before completing, treatment	29.2%	59.6%	79.1%	92.1%	96.4%	98.4%	99.1%	99.6%
Transferred to another hospital	2.3%	5.0%	8.9%	17.1%	37.8%	57.3%	71.8%	81.0%
All presentations	13.3%	37.0%	55.8%	72.5%	86.7%	93.4%	96.6%	98.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 16,457 patients

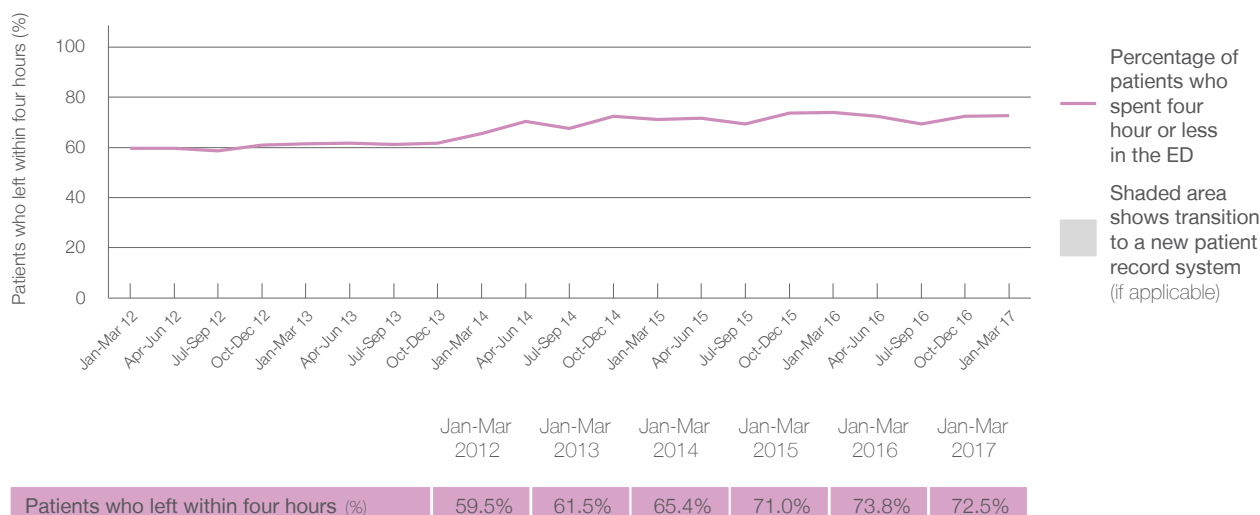
Presentations used to calculate time to leaving the ED:⁶ 16,457 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
16,199	1.6%
16,199	1.6%
73.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidaire and New England Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,165 patients

Emergency presentations:² 4,016 patients

Same period last year	Change since one year ago
4,265	-2.3%
4,049	-0.8%

Armidaire and New England Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 262 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,070 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,346 patients

Median time to start treatment⁴ 37 minutes

90th percentile time to start treatment⁵ 145 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 328 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
255	
8 minutes	8 minutes
35 minutes	26 minutes
1,232	
26 minutes	20 minutes
78 minutes	69 minutes
2,201	
36 minutes	26 minutes
141 minutes	101 minutes
354	
19 minutes	23 minutes
118 minutes	104 minutes

Armidaire and New England Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,165 patients

Percentage of patients who spent four hours or less in the ED

78.2%

Same period last year	Change since one year ago
4,265	-2.3%
82.1%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

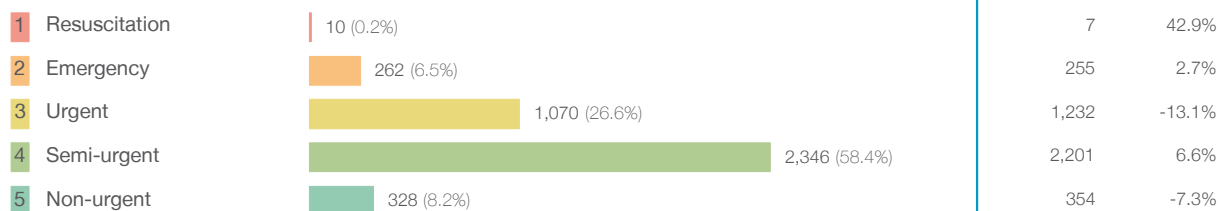
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidaire and New England Hospital: Patients presenting to the emergency department

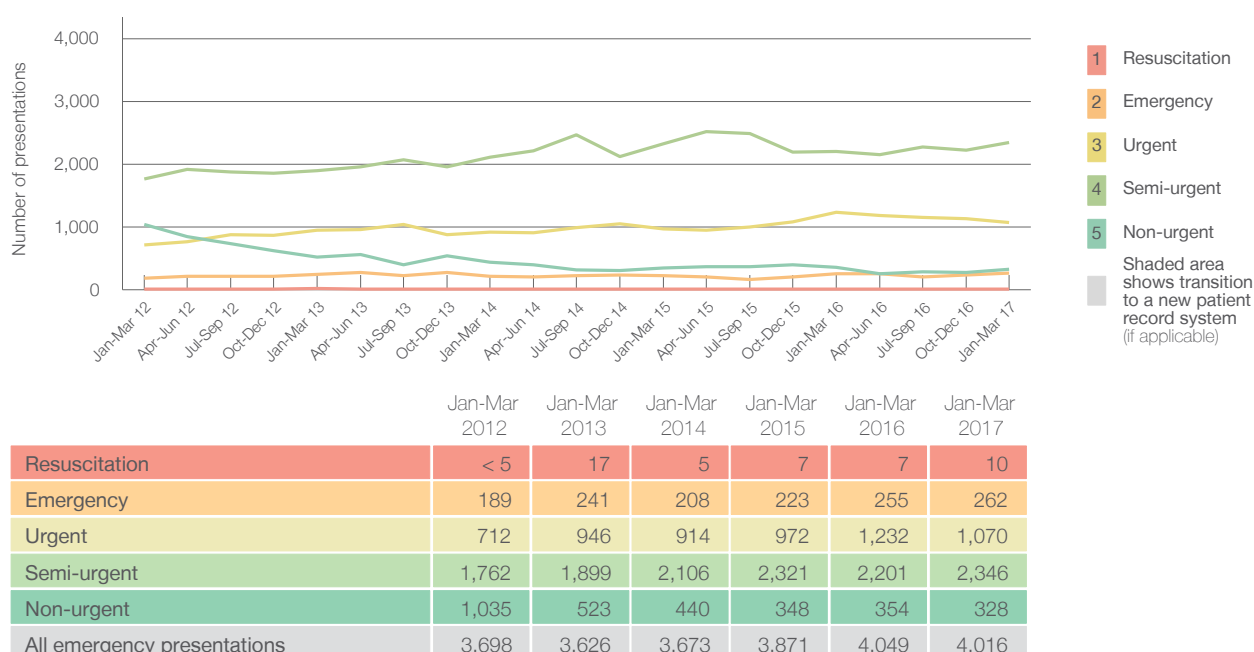
January to March 2017

All presentations:¹ 4,165 patients

Emergency presentations² by triage category: 4,016 patients



Emergency presentations² by quarter, January 2012 to March 2017[†]



Armidaire and New England Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 570 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 262

Number of triage 2 patients used to calculate waiting time:³ 258

Median time to start treatment⁴

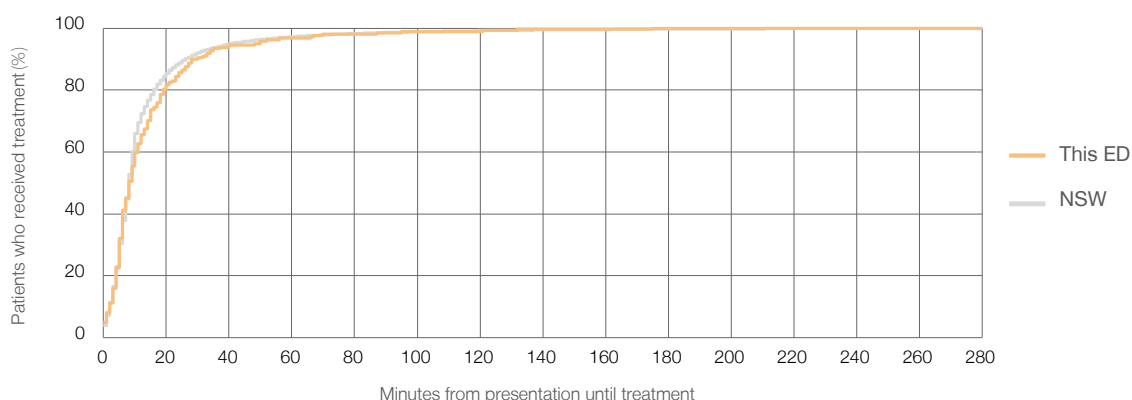
8 minutes

90th percentile time to start treatment⁵

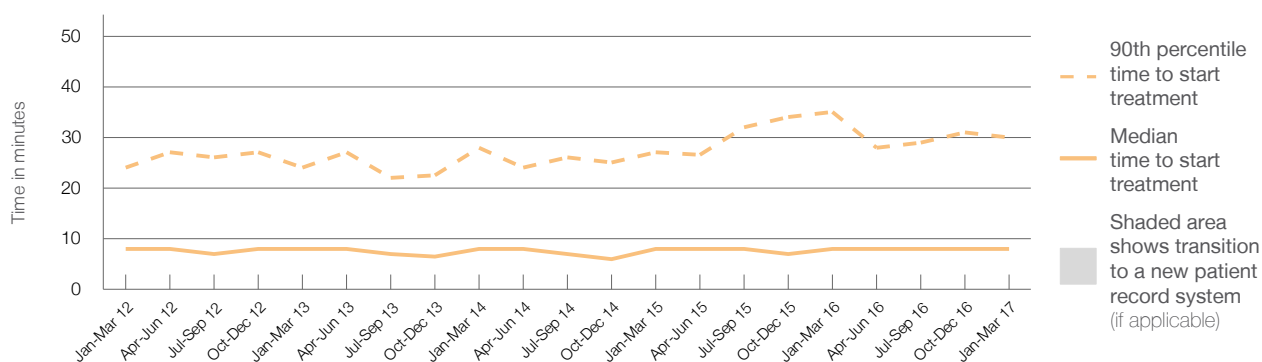
30 minutes

Same period last year	NSW (this period)
255	
255	
8 minutes	8 minutes
35 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	24	24	28	27	35	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidaire and New England Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,070

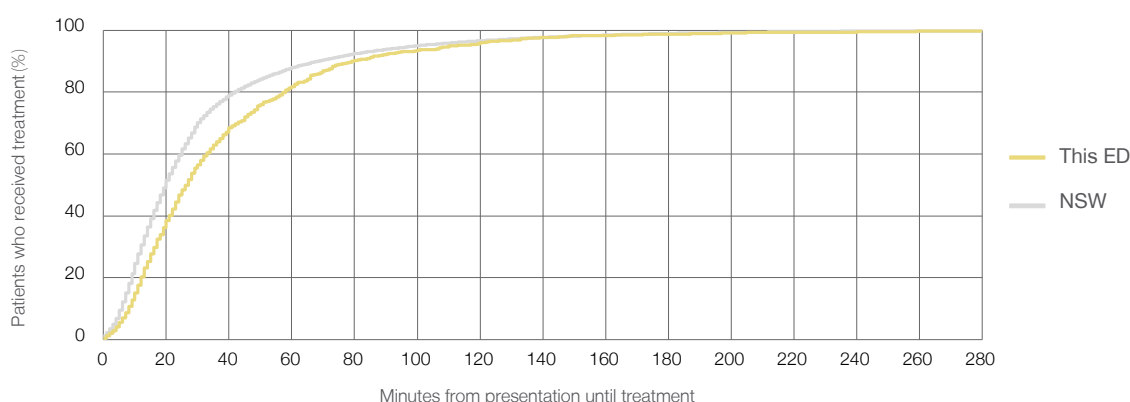
Number of triage 3 patients used to calculate waiting time:³ 1,034

Median time to start treatment⁴ 27 minutes

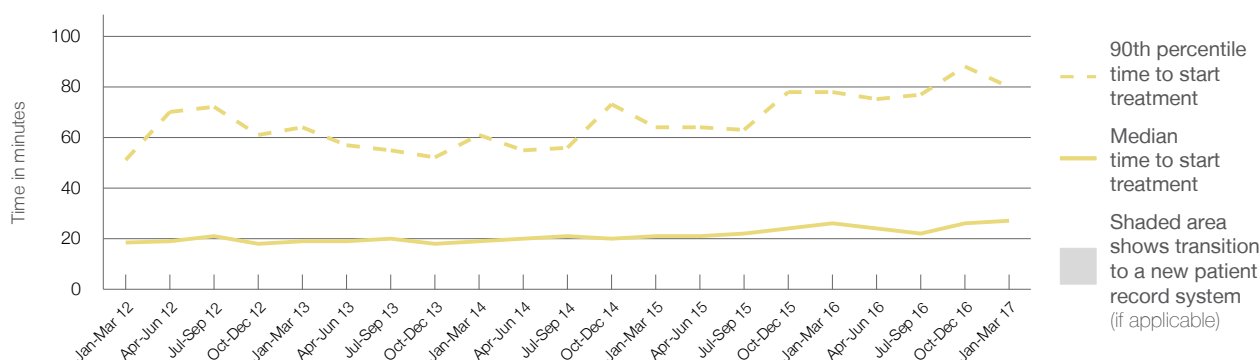
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,232	
1,195	
26 minutes	20 minutes
78 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	19	19	19	21	26	27
90th percentile time to start treatment ⁵ (minutes)	51	64	61	64	78	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients waited to start treatment, triage 4 January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,346

Number of triage 4 patients used to calculate waiting time:³ 2,094

Median time to start treatment⁴

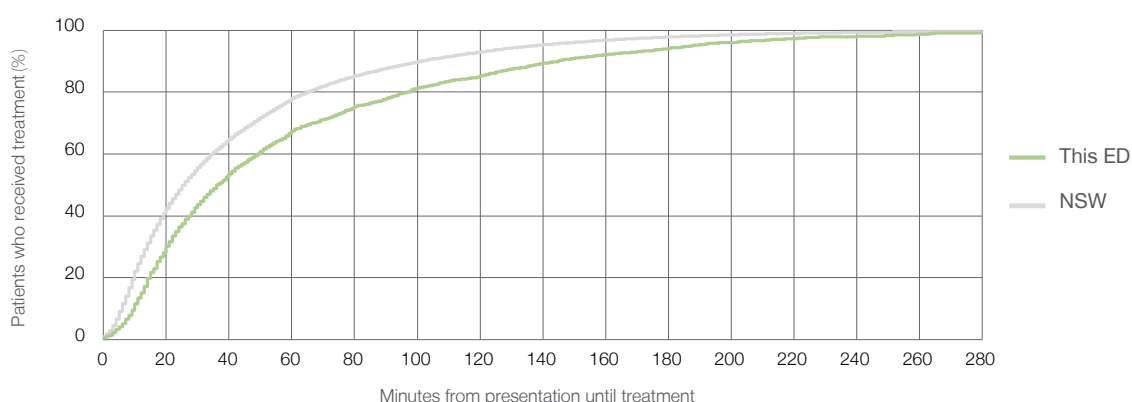
37 minutes

90th percentile time to start treatment⁵

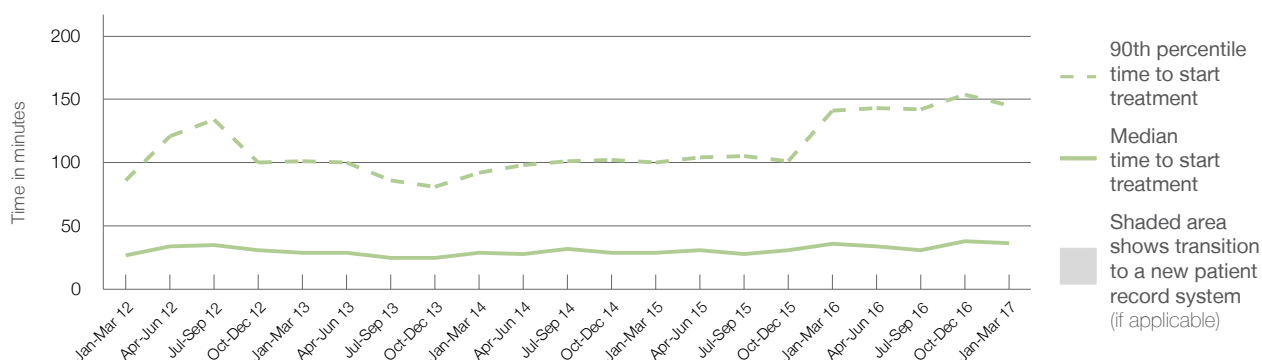
145 minutes

Same period last year	NSW (this period)
2,201	
2,004	
36 minutes	26 minutes
141 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	29	29	29	36	37
90th percentile time to start treatment ⁵ (minutes)	86	101	92	100	141	145

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 328

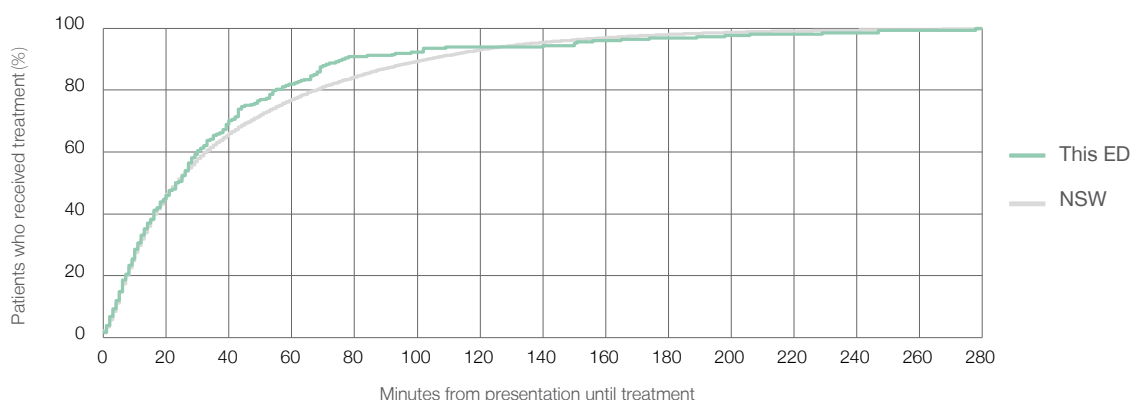
Number of triage 5 patients used to calculate waiting time:³ 248

Median time to start treatment⁴ 24 minutes

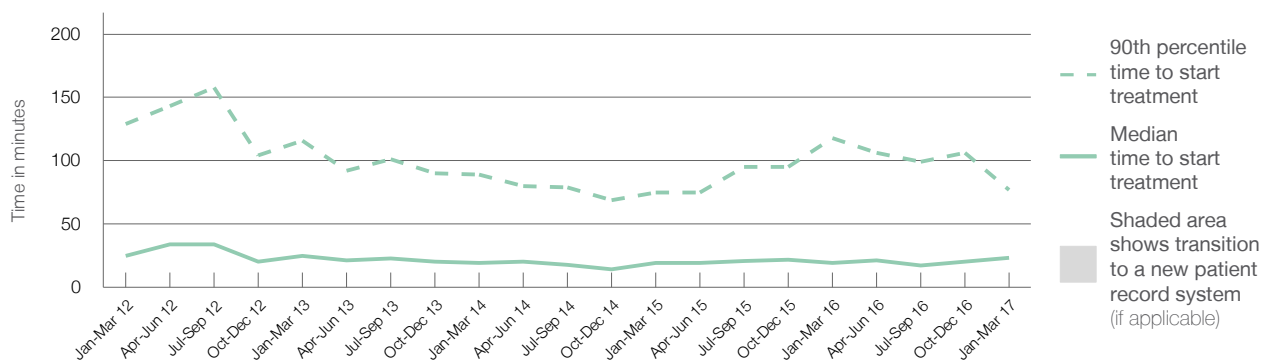
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
354	
295	
19 minutes	23 minutes
118 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	25	19	19	19	24
90th percentile time to start treatment ⁵ (minutes)	129	116	89	75	118	77

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,165 patients

Presentations used to calculate time to leaving the ED:⁶ 4,165 patients

Median time spent in the ED⁸

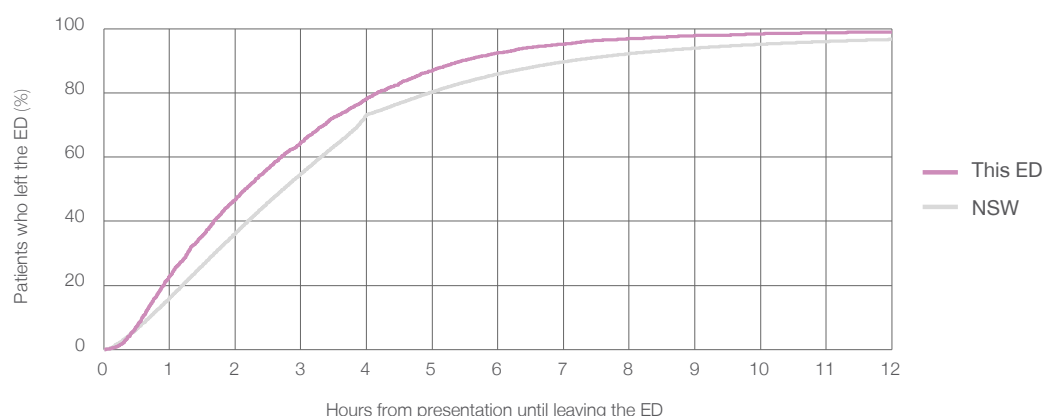
2 hours and 10 minutes

90th percentile time spent in the ED⁹

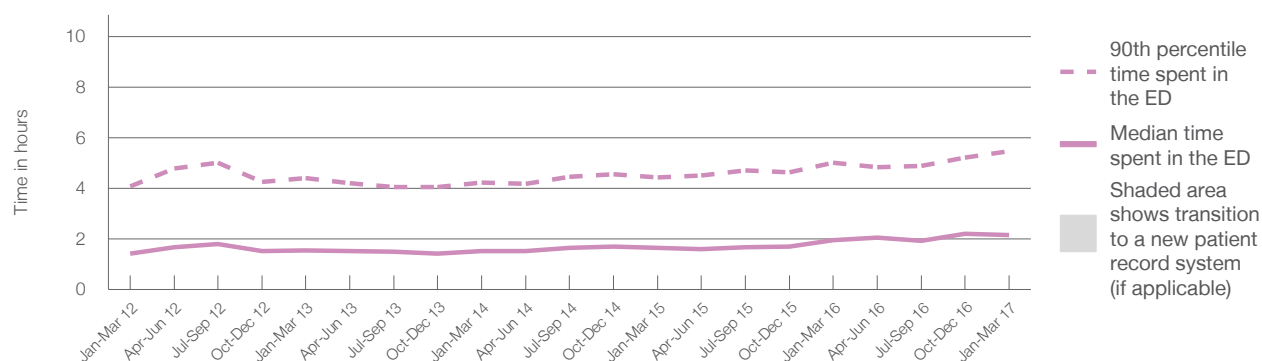
5 hours and 28 minutes

Same period last year	NSW (this period)
4,265	4,265
1 hours and 58 minutes	2 hours and 44 minutes
5 hours and 1 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	1h 33m	1h 31m	1h 39m	1h 58m	2h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 5m	4h 25m	4h 14m	4h 26m	5h 1m	5h 28m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidaire and New England Hospital: Time patients spent in the ED

By mode of separation

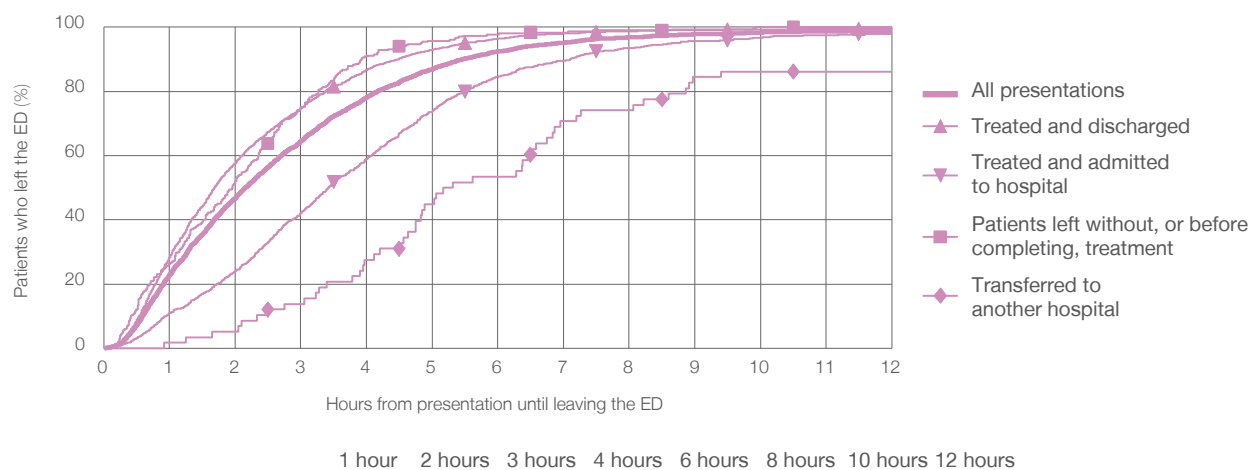
January to March 2017

All presentations:[†] 4,165 patients

Presentations used to calculate time to leaving the ED:[‡] 4,165 patients

		Same period last year	Change since one year ago
		4,265	-2.3%
Treated and discharged	2,586 (62.1%)	3,069	-15.7%
Treated and admitted to hospital	1,188 (28.5%)	855	38.9%
Patient left without, or before completing, treatment	307 (7.4%)	266	15.4%
Transferred to another hospital	58 (1.4%)	61	-4.9%
Other	26 (0.6%)	14	85.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	28.3%	57.6%	74.8%	86.7%	96.4%	98.8%	99.3%	99.7%
Treated and admitted to hospital	10.9%	24.2%	42.1%	58.9%	84.6%	93.5%	96.7%	97.8%
Patient left without, or before completing, treatment	26.4%	52.1%	75.2%	90.9%	97.7%	99.0%	100%	100%
Transferred to another hospital	1.7%	5.2%	13.8%	27.6%	53.4%	74.1%	86.2%	86.2%
All presentations	22.9%	46.9%	64.5%	78.2%	92.5%	96.8%	98.4%	98.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,165 patients

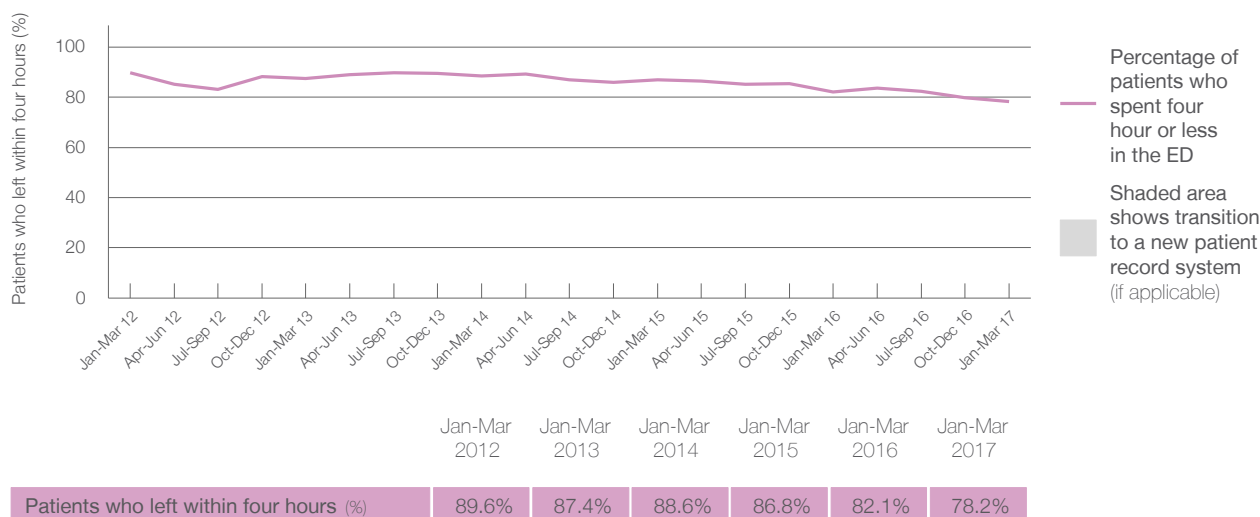
Presentations used to calculate time to leaving the ED:⁶ 4,165 patients

Percentage of patients who spent four hours or less in the ED

78.2%

Same period last year	Change since one year ago
4,265	-2.3%
4,265	-2.3%
82.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,185 patients

Emergency presentations:² 6,096 patients

Same period last year	Change since one year ago
6,130	0.9%
6,059	0.6%

Bathurst Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 683 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,997 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,745 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 642 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
645	
6 minutes	8 minutes
13 minutes	26 minutes
1,700	
13 minutes	20 minutes
39 minutes	69 minutes
2,719	
15 minutes	26 minutes
72 minutes	101 minutes
978	
12 minutes	23 minutes
81 minutes	104 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,185 patients

Percentage of patients who spent four hours or less in the ED 77.0%

Same period last year	Change since one year ago
6,130	0.9%
76.2%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

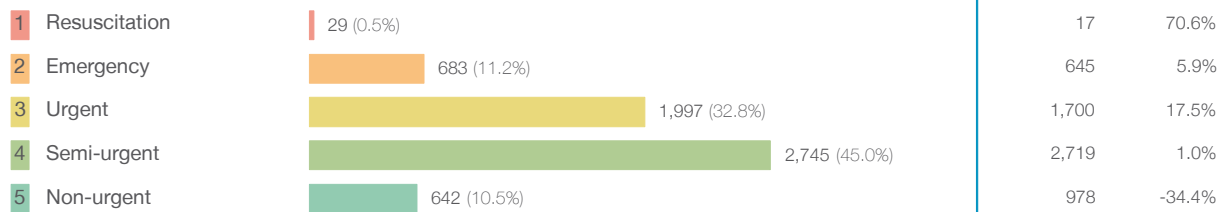
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Patients presenting to the emergency department

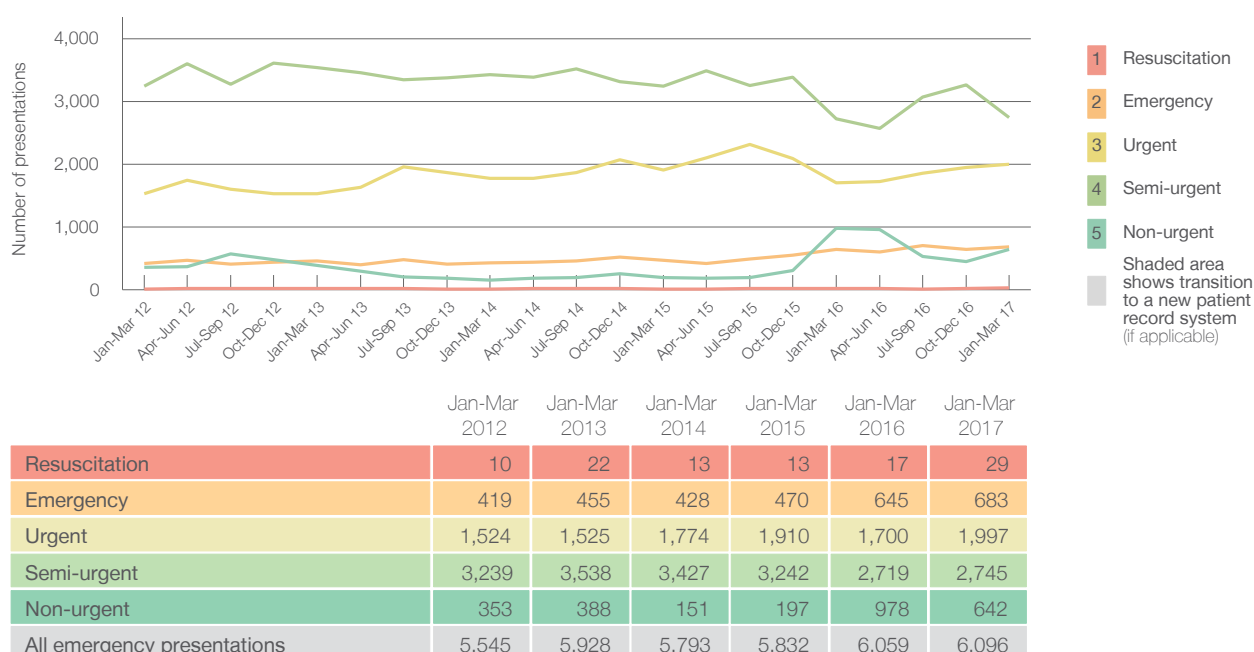
January to March 2017

All presentations:¹ 6,185 patients

Emergency presentations² by triage category: 6,096 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Bathurst Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 887 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 683

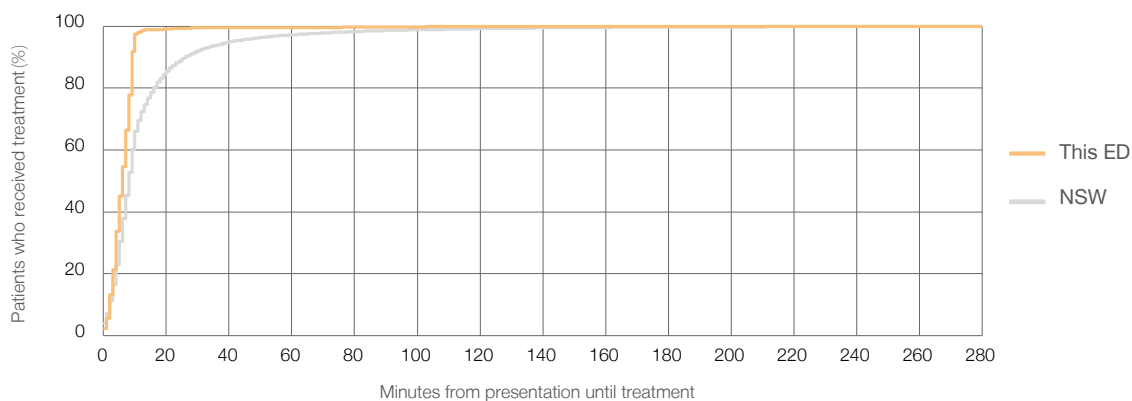
Number of triage 2 patients used to calculate waiting time:³ 682

Median time to start treatment⁴ 6 minutes

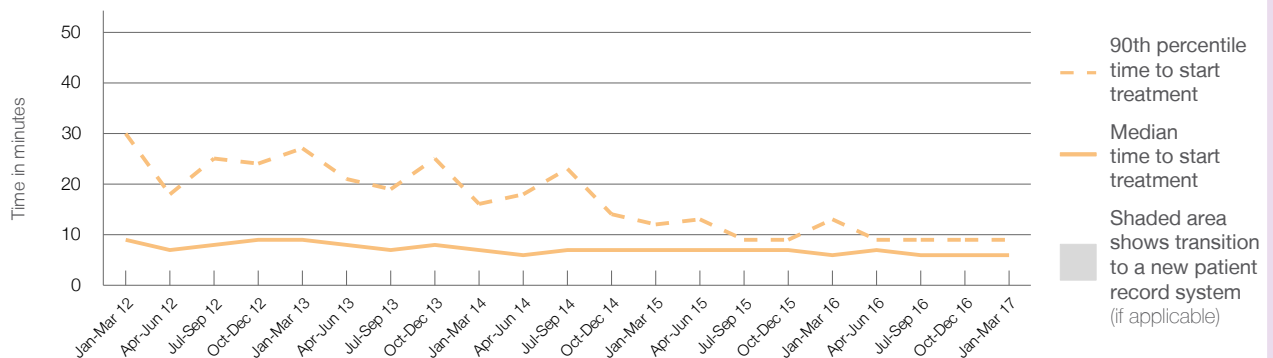
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
645	
643	
6 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	9	7	7	6	6
90th percentile time to start treatment ⁵ (minutes)	30	27	16	12	13	9

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,997

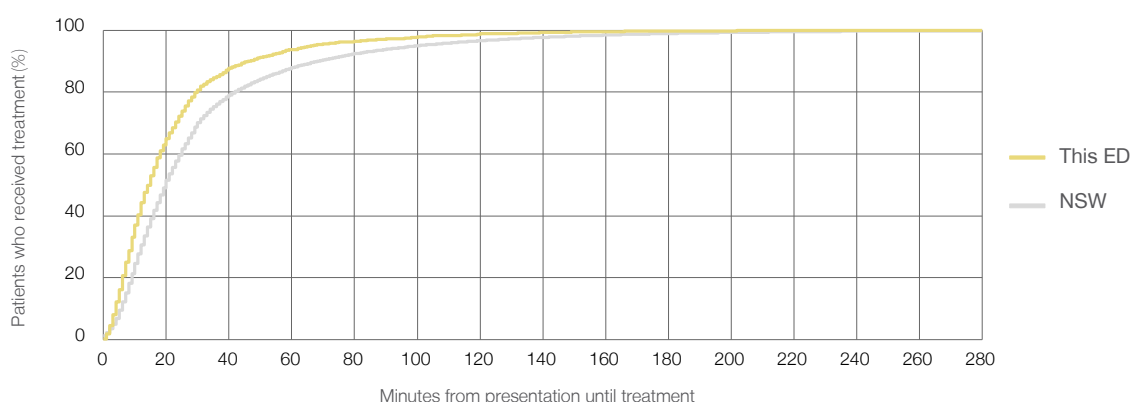
Number of triage 3 patients used to calculate waiting time:³ 1,972

Median time to start treatment⁴ 15 minutes

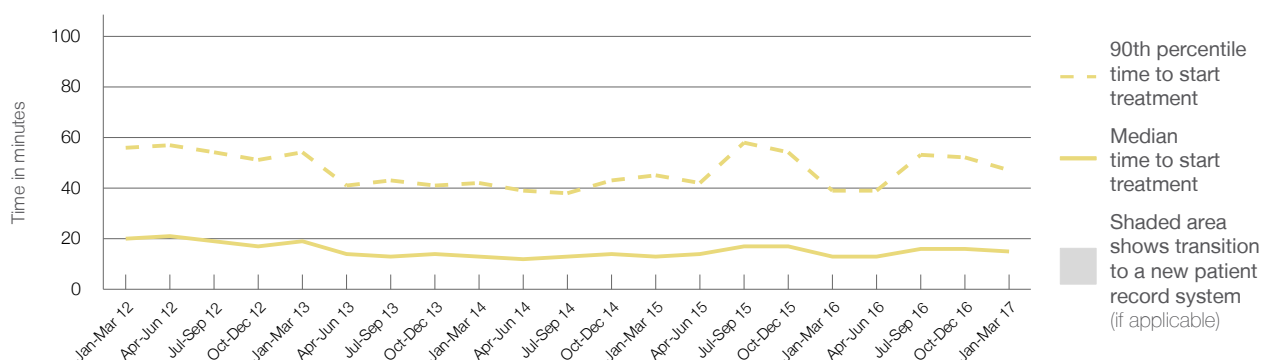
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,700	
1,682	
13 minutes	20 minutes
39 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	19	13	13	13	15
90th percentile time to start treatment ⁵ (minutes)	56	54	42	45	39	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,745

Number of triage 4 patients used to calculate waiting time:³ 2,630

Median time to start treatment⁴

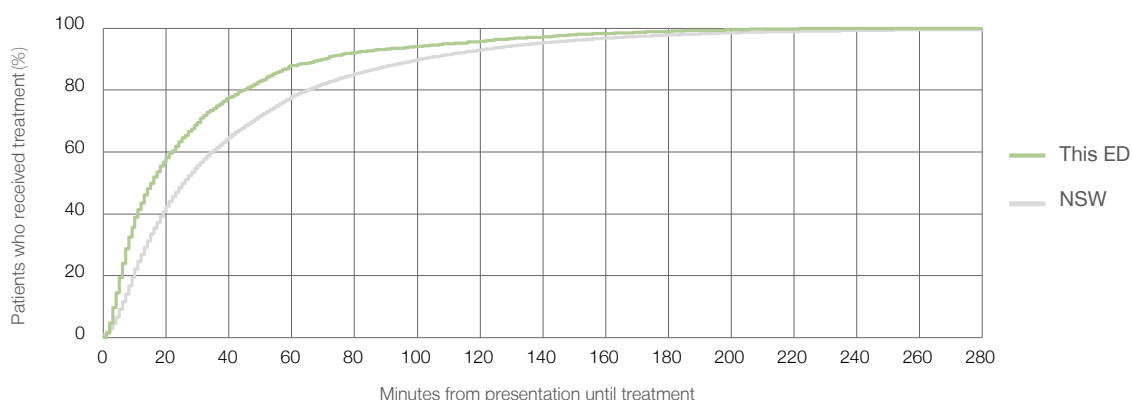
16 minutes

90th percentile time to start treatment⁵

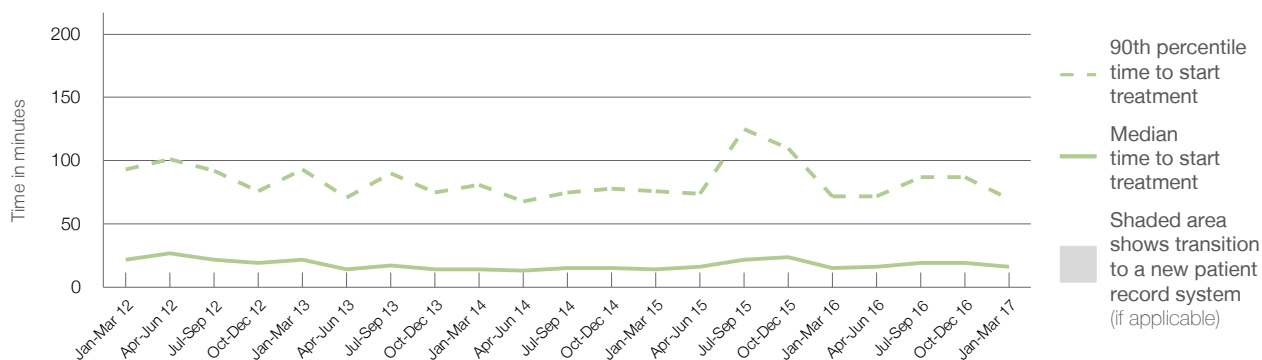
70 minutes

Same period last year	NSW (this period)
2,719	
2,608	
15 minutes	26 minutes
72 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	22	14	14	15	16
90th percentile time to start treatment ⁵ (minutes)	93	93	81	76	72	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 642

Number of triage 5 patients used to calculate waiting time:³ 570

Median time to start treatment⁴

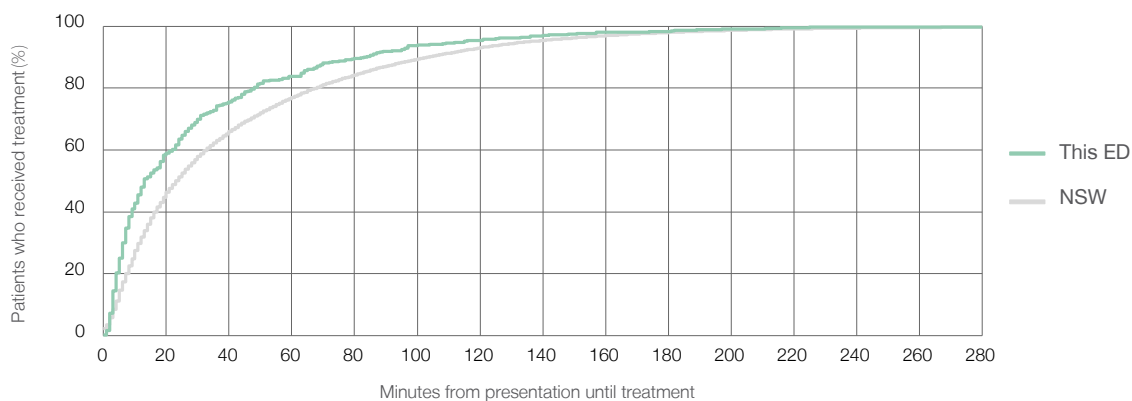
13 minutes

90th percentile time to start treatment⁵

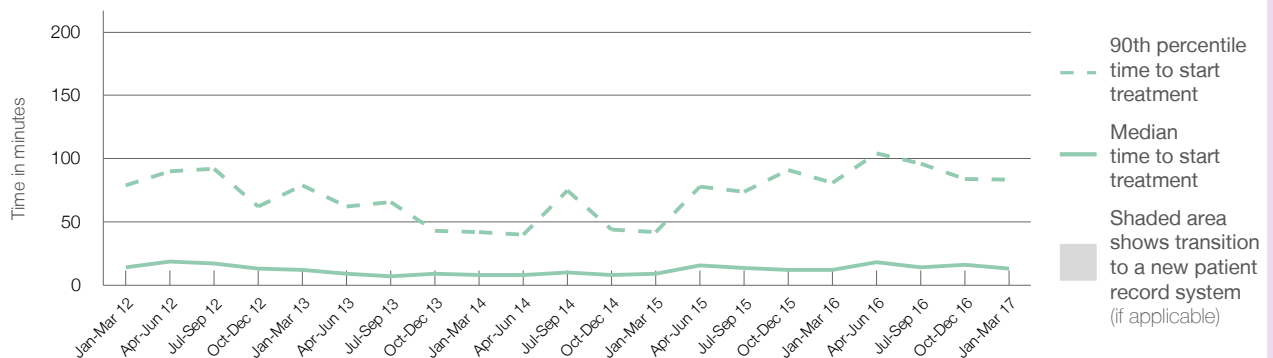
84 minutes

Same period last year	NSW (this period)
978	
903	
12 minutes	23 minutes
81 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	14	12	8	9	12	13
90th percentile time to start treatment ⁵ (minutes)	79	79	42	42	81	84

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,185 patients

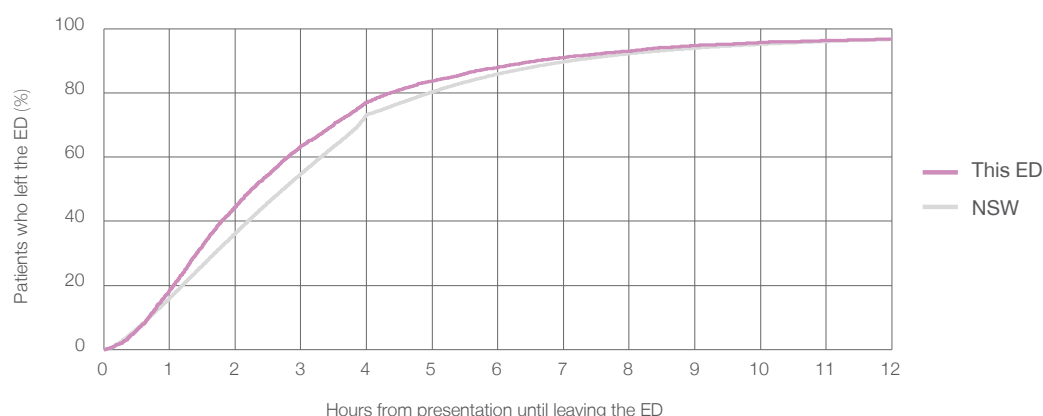
Presentations used to calculate time to leaving the ED:⁶ 6,185 patients

Median time spent in the ED⁸ 2 hours and 16 minutes

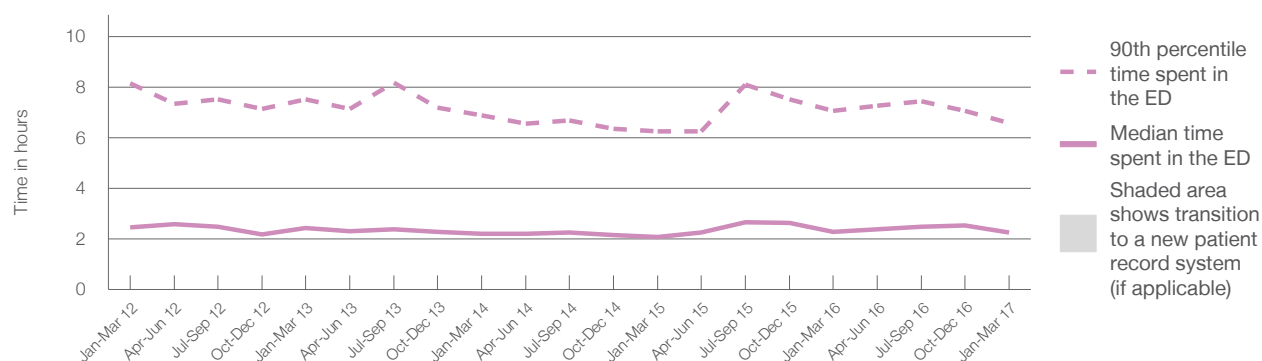
90th percentile time spent in the ED⁹ 6 hours and 35 minutes

Same period last year	NSW (this period)
6,130	6,130
2 hours and 17 minutes	2 hours and 44 minutes
7 hours and 5 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 29m	2h 27m	2h 12m	2h 5m	2h 17m	2h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 9m	7h 31m	6h 54m	6h 16m	7h 5m	6h 35m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients spent in the ED

By mode of separation

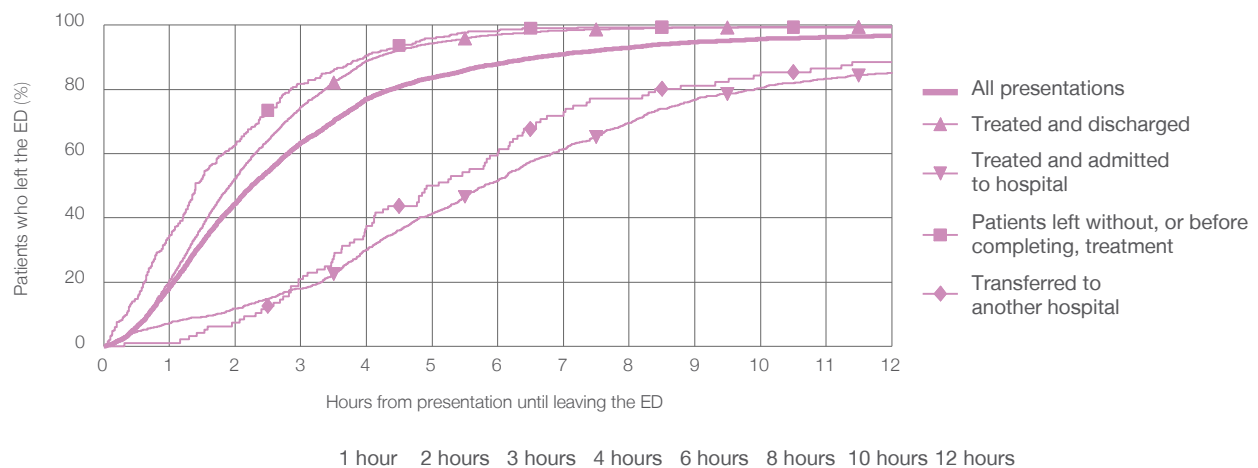
January to March 2017

All presentations:[†] 6,185 patients

Presentations used to calculate time to leaving the ED:[‡] 6,185 patients

		Same period last year	Change since one year ago
Treated and discharged	4,583 (74.1%)	6,130	0.9%
Treated and admitted to hospital	1,175 (19.0%)	4,672	-1.9%
Patient left without, or before completing, treatment	317 (5.1%)	1,095	7.3%
Transferred to another hospital	96 (1.6%)	245	29.4%
Other	14 (0.2%)	97	-1.0%
		21	-33.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.5%	52.2%	74.6%	88.9%	97.1%	98.9%	99.5%	99.7%
Treated and admitted to hospital	7.1%	11.7%	18.0%	30.0%	51.7%	69.5%	80.5%	85.3%
Patient left without, or before completing, treatment	34.4%	62.8%	81.7%	90.5%	98.1%	99.4%	99.4%	99.4%
Transferred to another hospital	1.0%	7.3%	20.8%	37.5%	60.4%	77.1%	85.4%	88.5%
All presentations	18.5%	44.4%	63.4%	77.0%	87.9%	93.0%	95.7%	96.8%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 6,185 patients

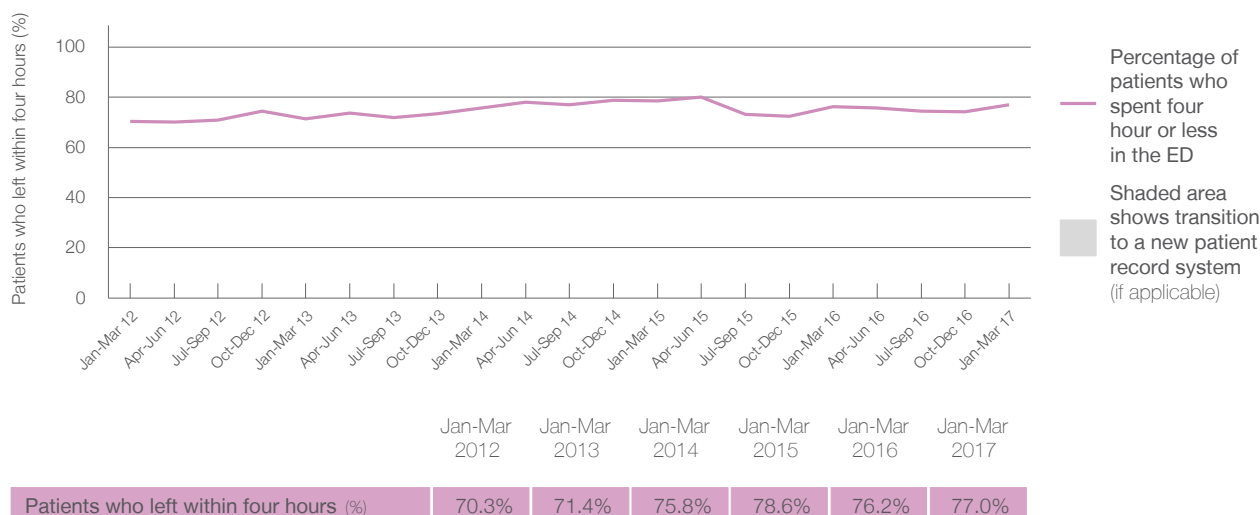
Presentations used to calculate time to leaving the ED:⁶ 6,185 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,130	0.9%
6,130	0.9%
76.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,263 patients

Emergency presentations:² 6,237 patients

Same period last year	Change since one year ago
6,091	2.8%
6,007	3.8%

Belmont Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 519 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,193 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,288 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,222 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
489	
7 minutes	8 minutes
12 minutes	26 minutes
1,334	
15 minutes	20 minutes
33 minutes	69 minutes
2,915	
19 minutes	26 minutes
66 minutes	101 minutes
1,264	
19 minutes	23 minutes
80 minutes	104 minutes

Belmont Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,263 patients

Percentage of patients who spent four hours or less in the ED 77.7%

Same period last year	Change since one year ago
6,091	2.8%
76.3%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

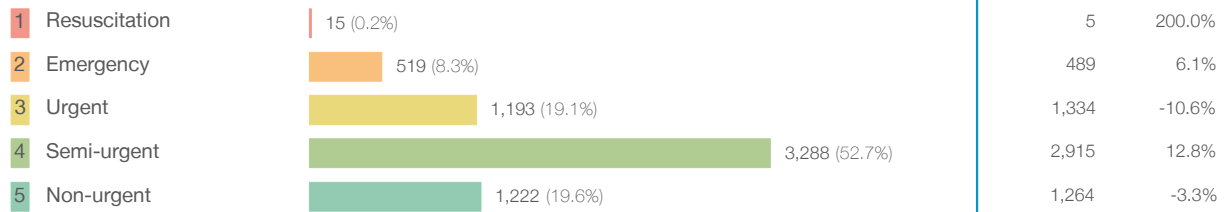
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Patients presenting to the emergency department

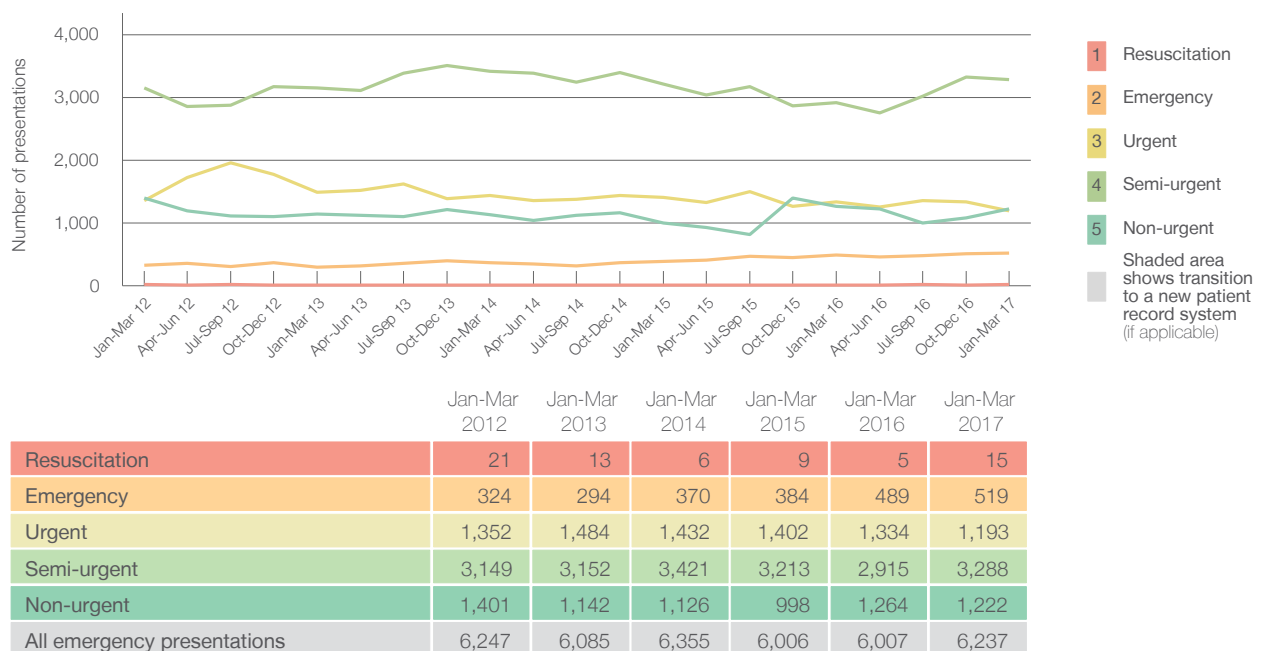
January to March 2017

All presentations:¹ 6,263 patients

Emergency presentations² by triage category: 6,237 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Belmont Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,276 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 519

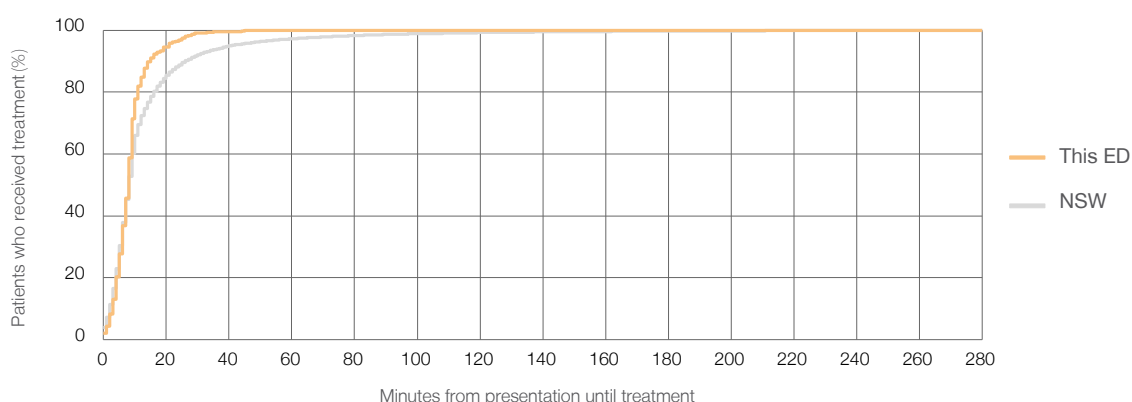
Number of triage 2 patients used to calculate waiting time:³ 509

Median time to start treatment⁴ 8 minutes

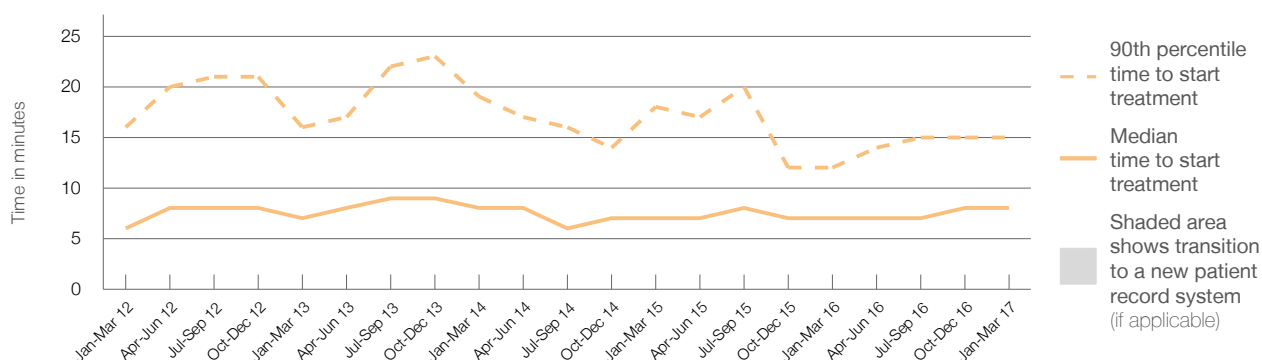
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
489	
486	
7 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	7	8	7	7	8
90th percentile time to start treatment ⁵ (minutes)	16	16	19	18	12	15

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,193

Number of triage 3 patients used to calculate waiting time:³ 1,148

Median time to start treatment⁴

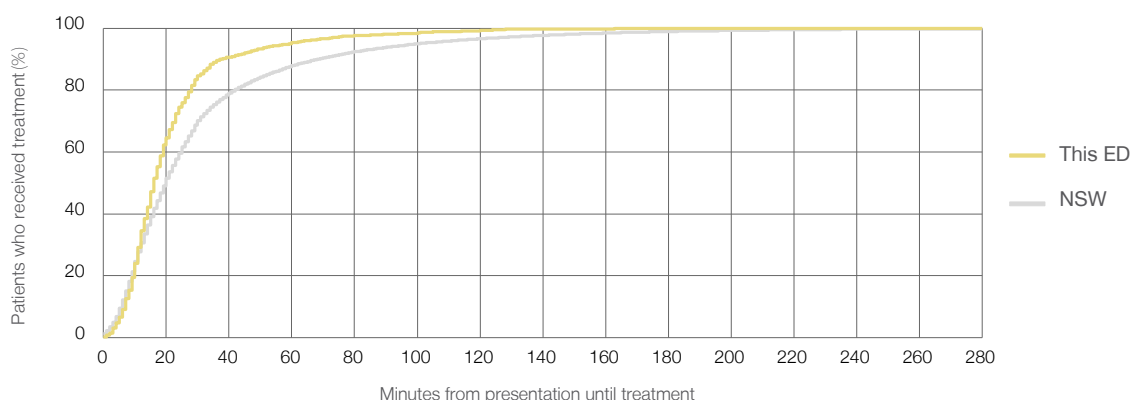
16 minutes

90th percentile time to start treatment⁵

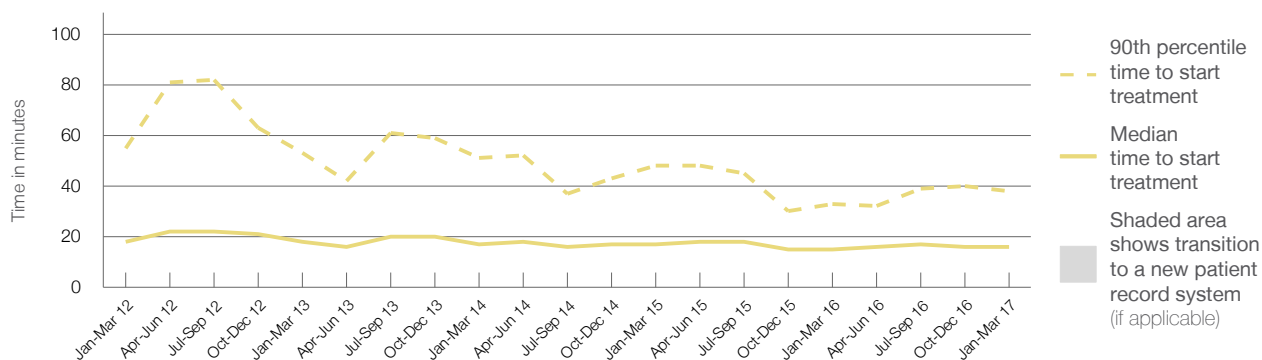
38 minutes

Same period last year	NSW (this period)
1,334	
1,309	
15 minutes	20 minutes
33 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	18	17	17	15	16
90th percentile time to start treatment ⁵ (minutes)	55	53	51	48	33	38

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,288

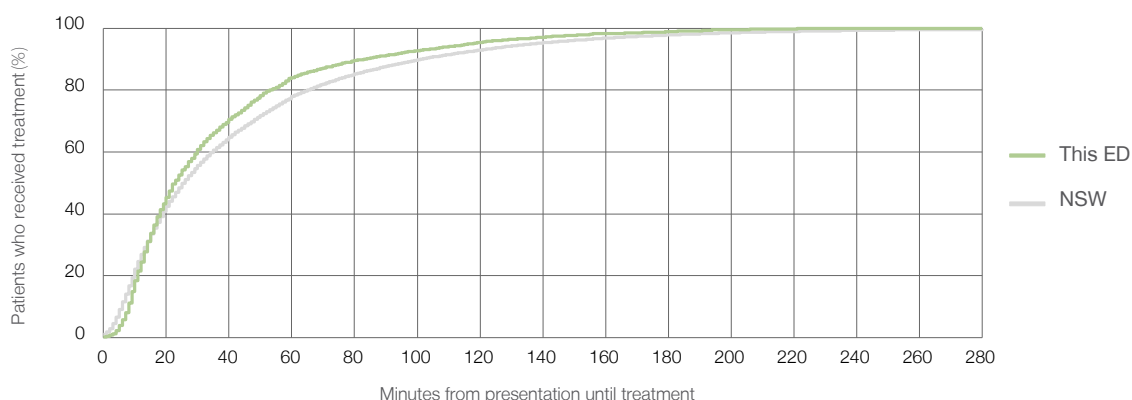
Number of triage 4 patients used to calculate waiting time:³ 2,816

Median time to start treatment⁴ 23 minutes

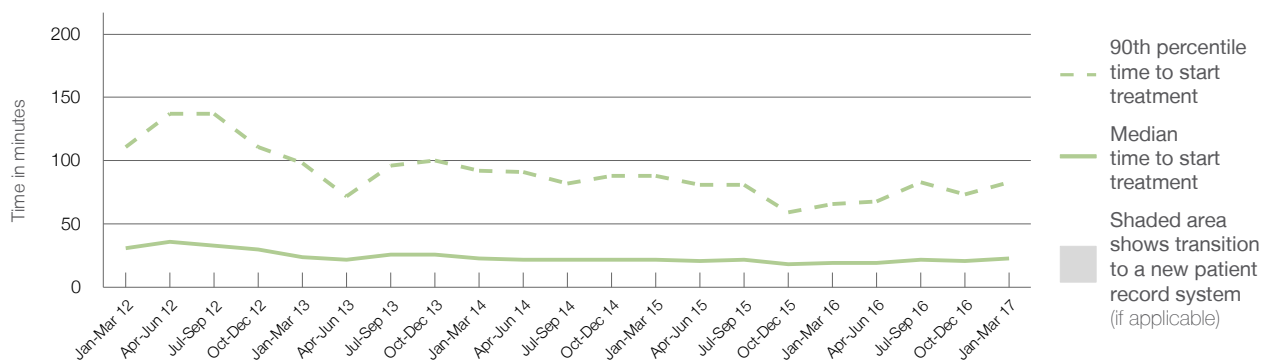
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,915	
2,516	
19 minutes	26 minutes
66 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	31	24	23	22	19	23
90th percentile time to start treatment ⁵ (minutes)	111	98	92	88	66	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,222

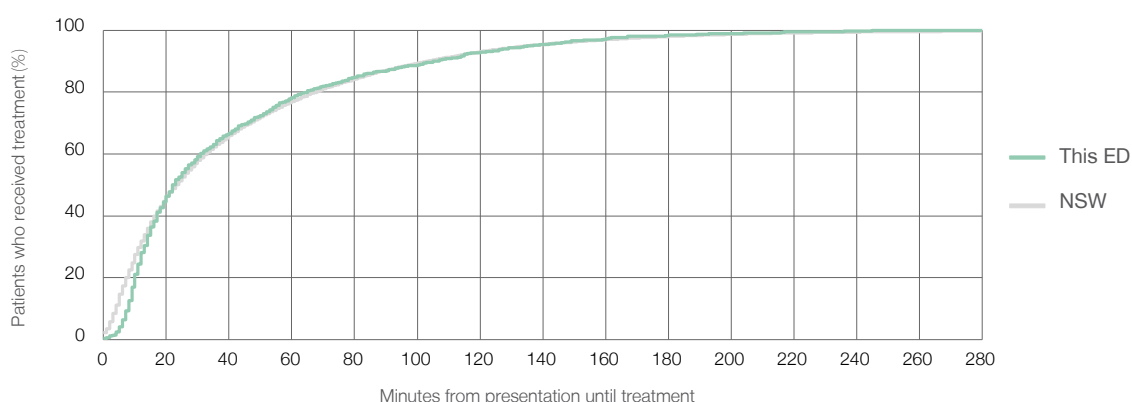
Number of triage 5 patients used to calculate waiting time:³ 920

Median time to start treatment⁴ 23 minutes

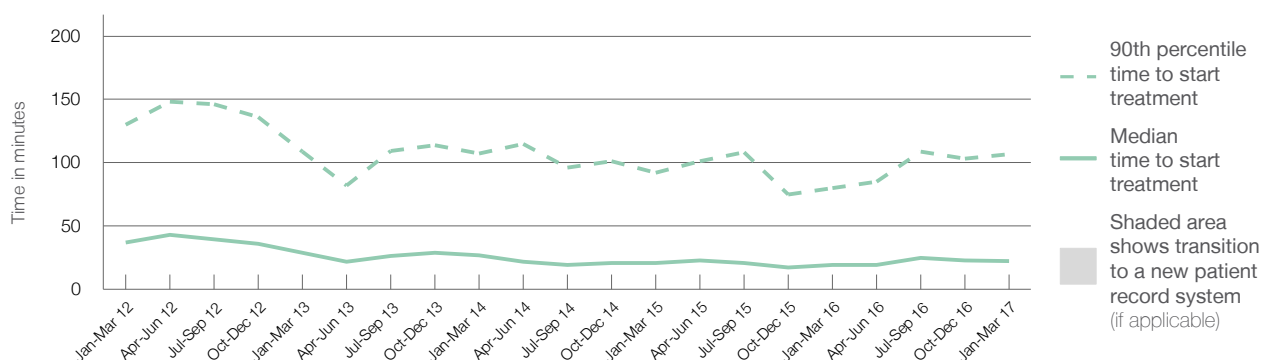
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
1,264	
976	
19 minutes	23 minutes
80 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	37	29	27	21	19	23
90th percentile time to start treatment ⁵ (minutes)	130	109	107	92	80	107

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,263 patients

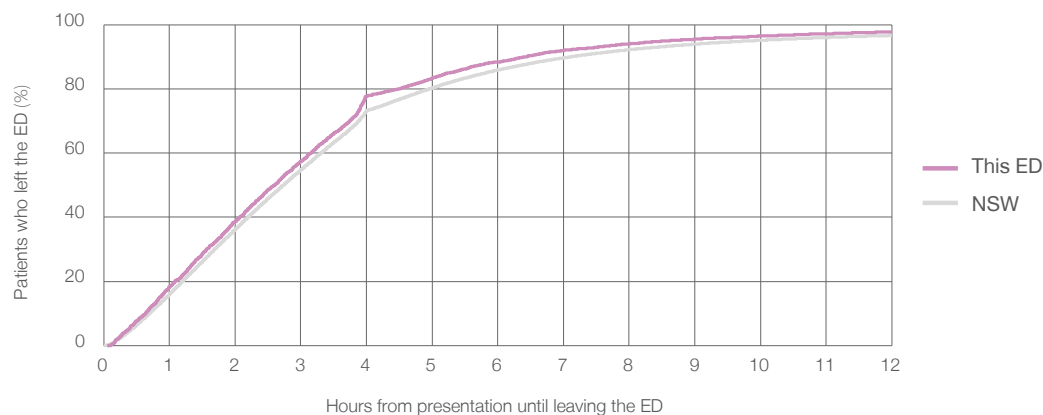
Presentations used to calculate time to leaving the ED:⁶ 6,263 patients

Median time spent in the ED⁸ 2 hours and 36 minutes

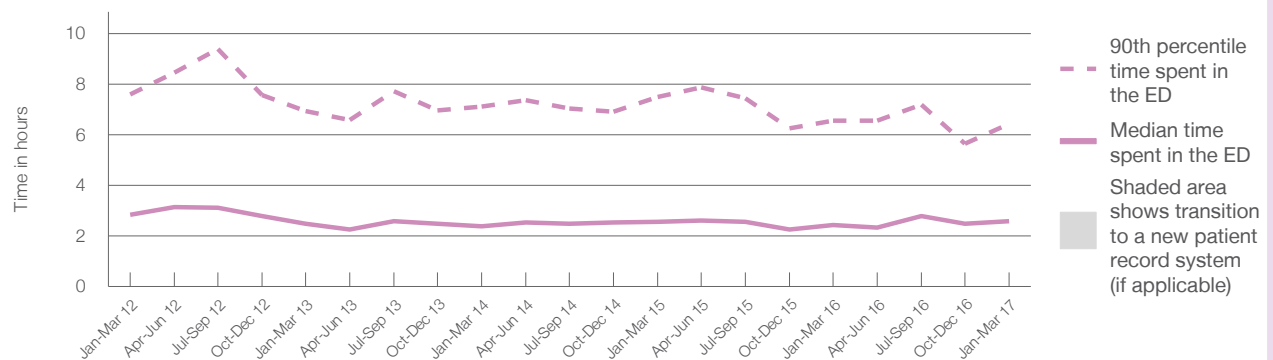
90th percentile time spent in the ED⁹ 6 hours and 26 minutes

Same period last year	NSW (this period)
6,091	6,091
2 hours and 26 minutes	2 hours and 44 minutes
6 hours and 33 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 51m	2h 29m	2h 23m	2h 34m	2h 26m	2h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 36m	6h 56m	7h 7m	7h 29m	6h 33m	6h 26m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

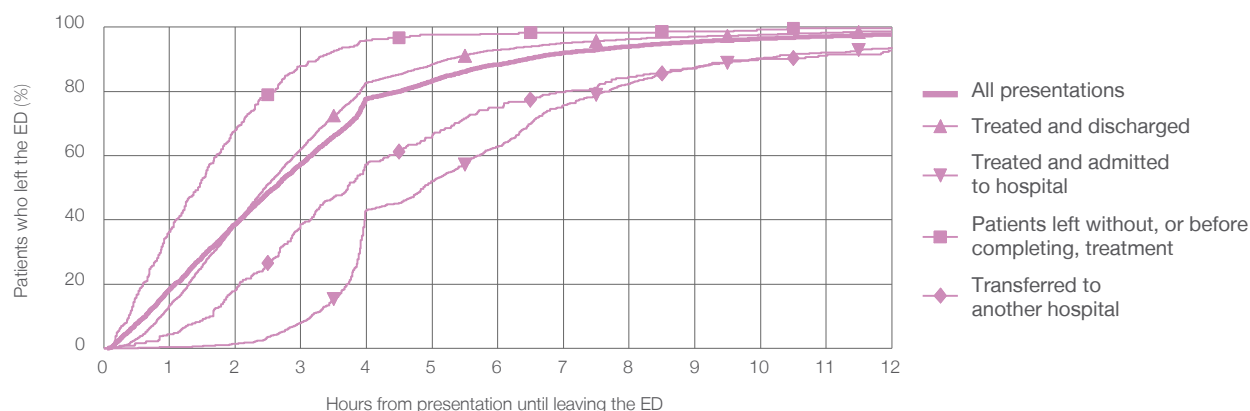
All presentations:[†] 6,263 patients

Presentations used to calculate time to leaving the ED:[‡] 6,263 patients

Treated and discharged	4,156 (66.4%)
Treated and admitted to hospital	944 (15.1%)
Patient left without, or before completing, treatment	300 (4.8%)
Transferred to another hospital	271 (4.3%)
Other	592 (9.5%)

Same period last year	Change since one year ago
6,091	2.8%
4,129	0.7%
919	2.7%
200	50.0%
233	16.3%
610	-3.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	13.3%	38.5%	62.1%	82.7%	92.9%	96.3%	97.7%	98.7%
Treated and admitted to hospital	0.3%	1.4%	7.9%	43.0%	62.8%	82.3%	90.4%	93.6%
Patient left without, or before completing, treatment	36.3%	68.0%	88.0%	96.0%	98.0%	98.3%	99.3%	99.7%
Transferred to another hospital	4.4%	18.1%	38.7%	57.2%	74.9%	84.5%	90.0%	92.6%
All presentations	18.3%	38.7%	57.4%	77.7%	88.4%	94.0%	96.5%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 6,263 patients

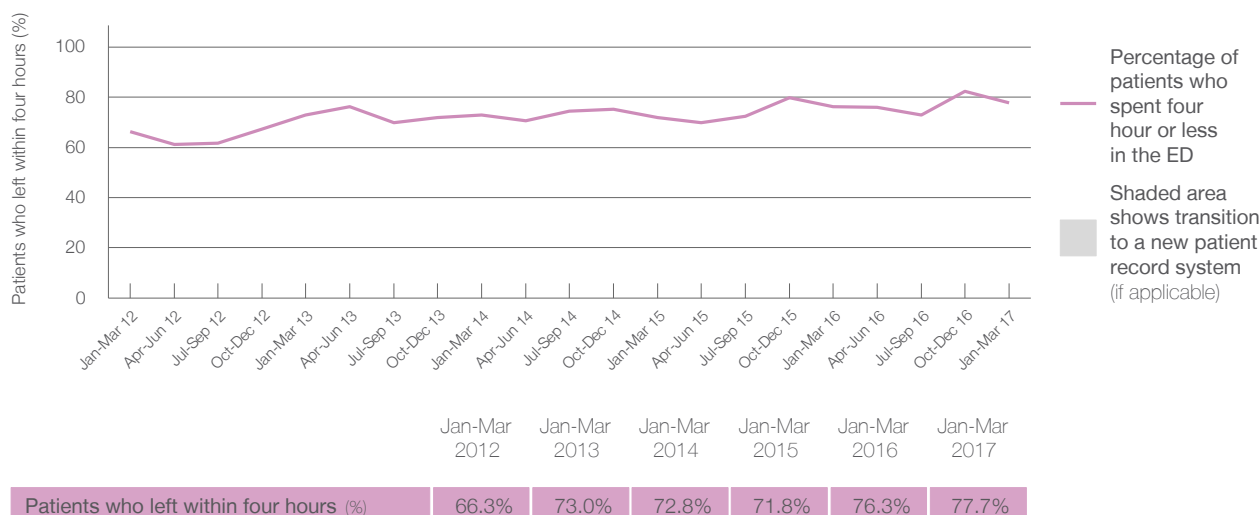
Presentations used to calculate time to leaving the ED:⁶ 6,263 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,091	2.8%
6,091	2.8%
76.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,801 patients

Emergency presentations:² 4,670 patients

Same period last year	Change since one year ago
4,624	3.8%
4,465	4.6%

Bowral and District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,351 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,057 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 916 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
322	
8 minutes	8 minutes
17 minutes	26 minutes
1,402	
16 minutes	20 minutes
46 minutes	69 minutes
2,161	
18 minutes	26 minutes
81 minutes	101 minutes
570	
16 minutes	23 minutes
88 minutes	104 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,801 patients

Percentage of patients who spent four hours or less in the ED 85.3%

Same period last year	Change since one year ago
4,624	3.8%
87.6%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

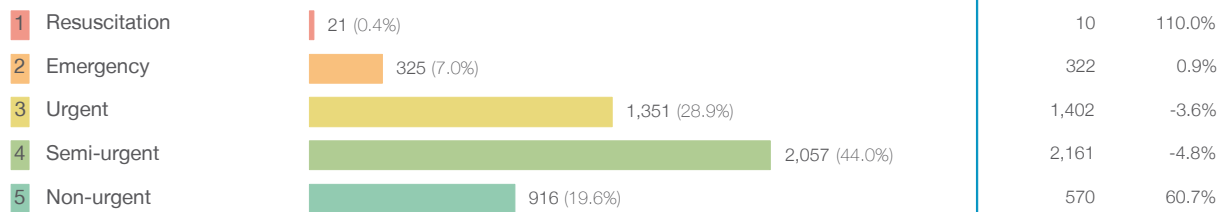
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Patients presenting to the emergency department

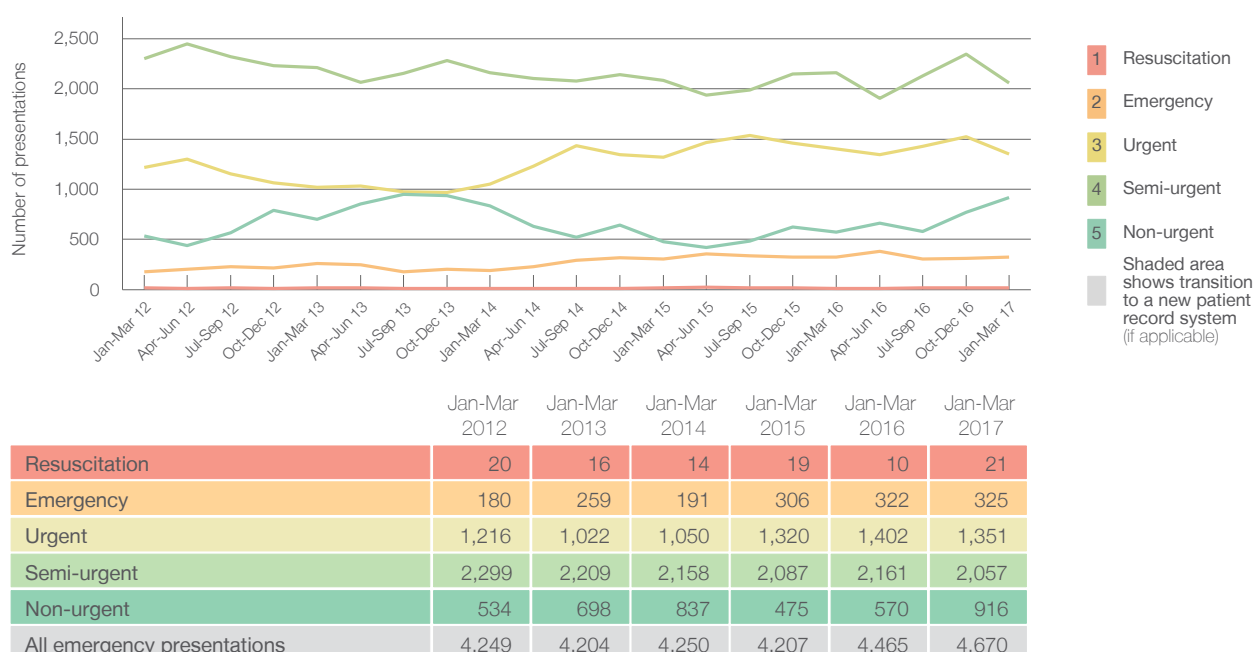
January to March 2017

All presentations:¹ 4,801 patients

Emergency presentations² by triage category: 4,670 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Bowral and District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 835 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 325

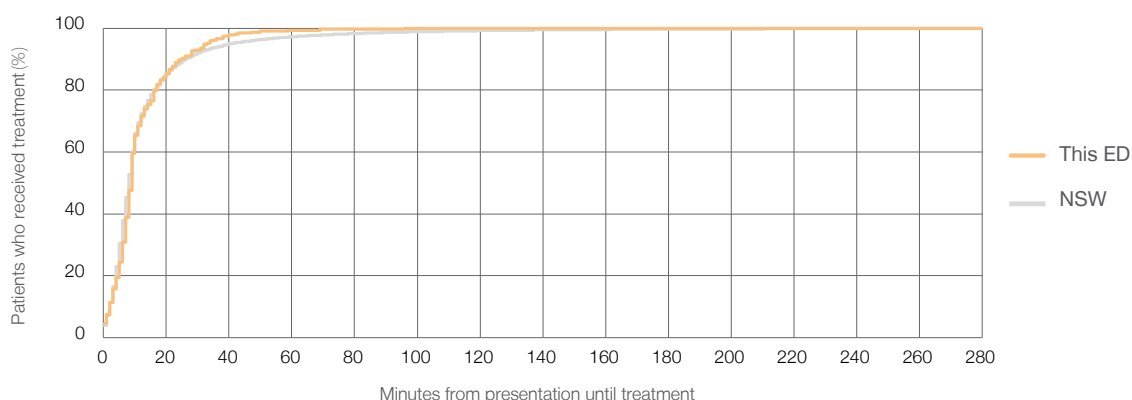
Number of triage 2 patients used to calculate waiting time:³ 324

Median time to start treatment⁴ 9 minutes

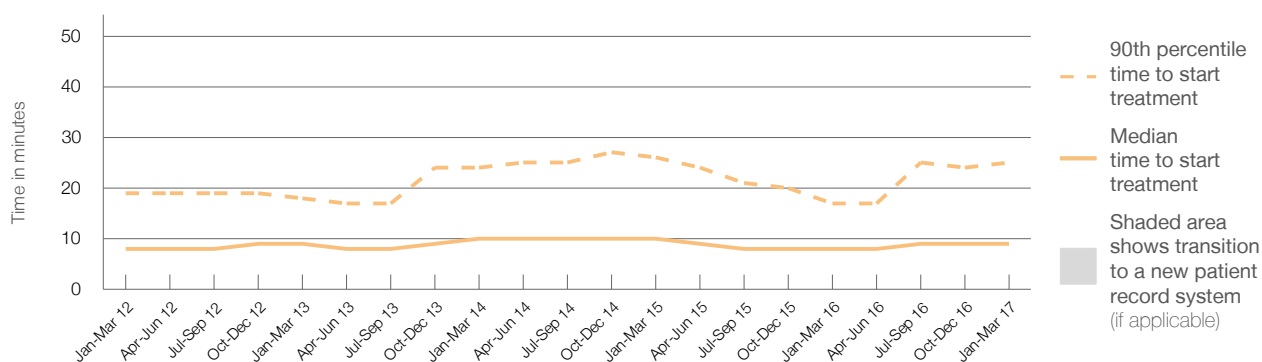
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
322	
322	
8 minutes	8 minutes
17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	9	10	10	8	9
90th percentile time to start treatment ⁵ (minutes)	19	18	24	26	17	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,351

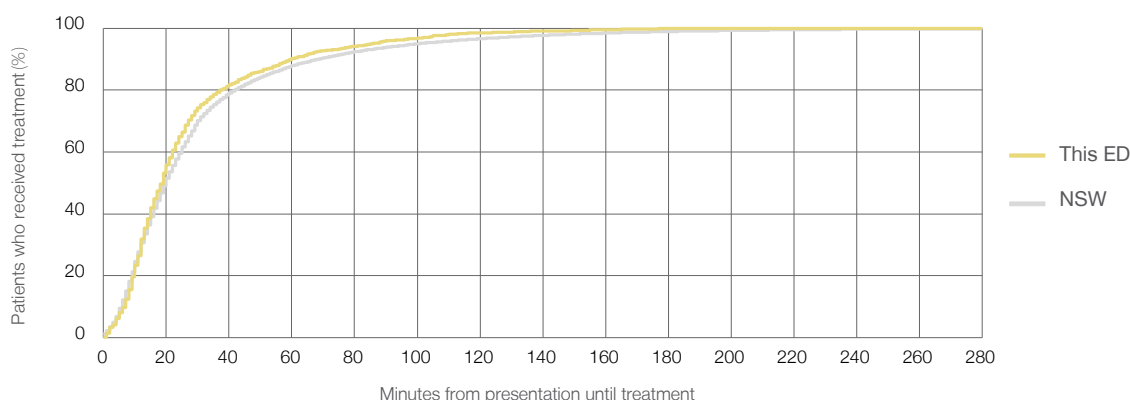
Number of triage 3 patients used to calculate waiting time:³ 1,343

Median time to start treatment⁴ 19 minutes

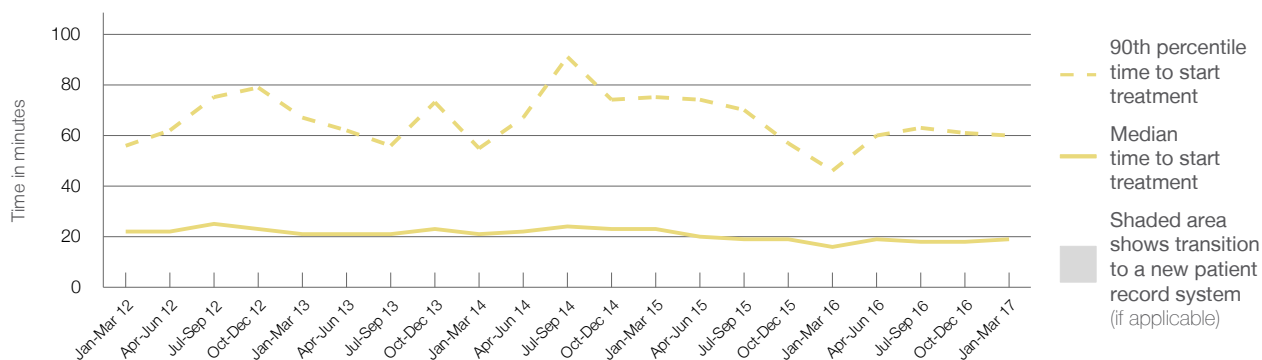
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,402	
1,385	
16 minutes	20 minutes
46 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	21	21	23	16	19
90th percentile time to start treatment ⁵ (minutes)	56	67	55	75	46	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,057

Number of triage 4 patients used to calculate waiting time:³ 2,001

Median time to start treatment⁴

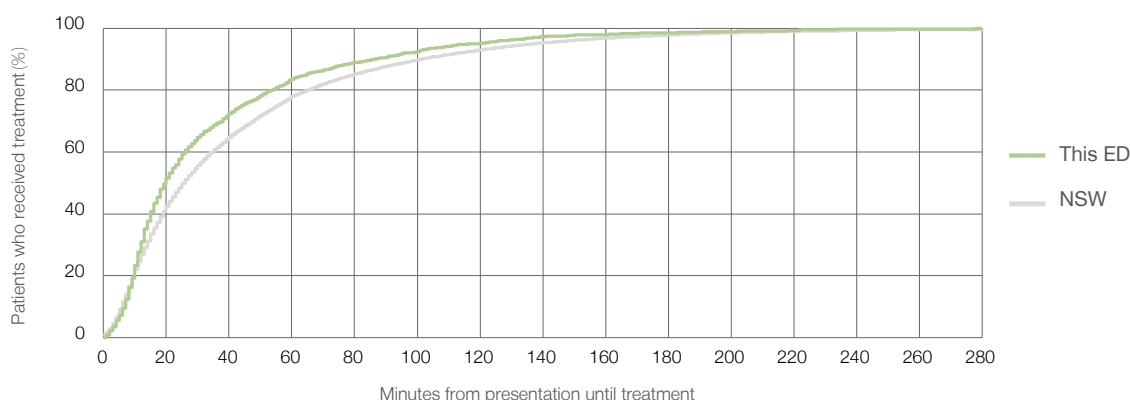
20 minutes

90th percentile time to start treatment⁵

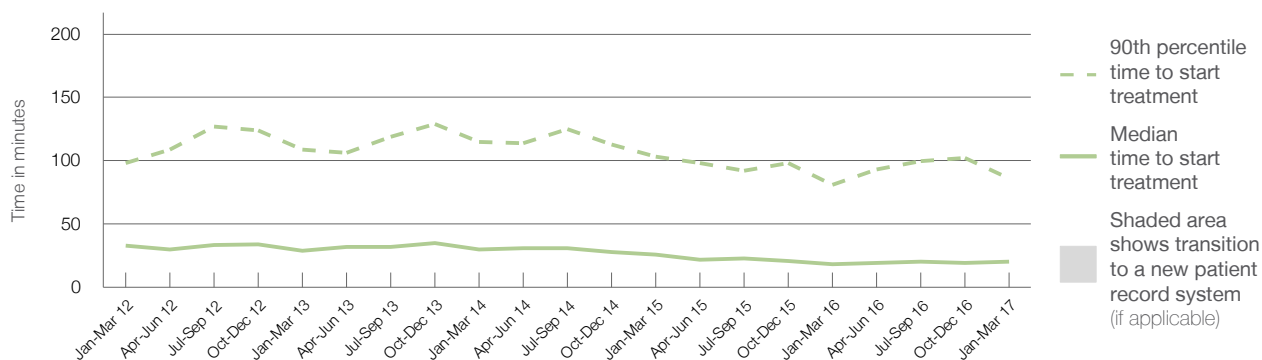
86 minutes

Same period last year	NSW (this period)
2,161	
2,088	
18 minutes	26 minutes
81 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	33	29	30	26	18	20
90th percentile time to start treatment ⁵ (minutes)	98	109	115	103	81	86

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 916

Number of triage 5 patients used to calculate waiting time:³ 856

Median time to start treatment⁴

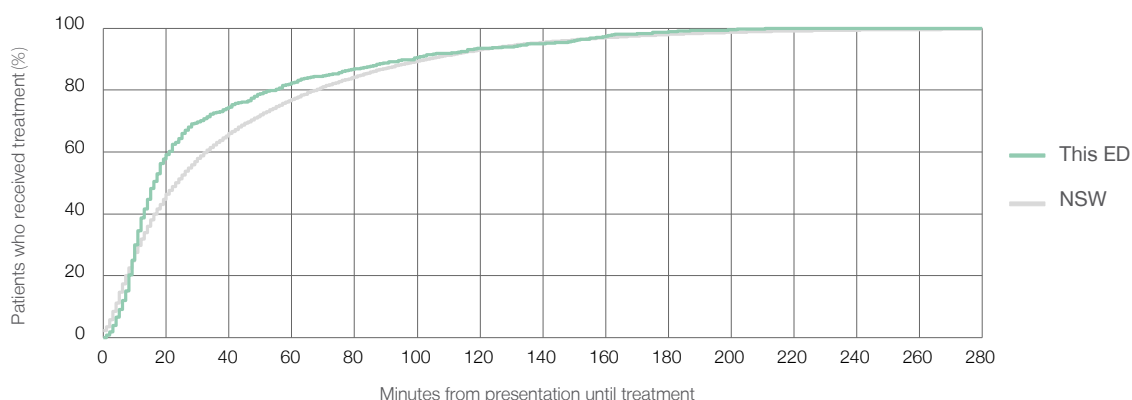
16 minutes

90th percentile time to start treatment⁵

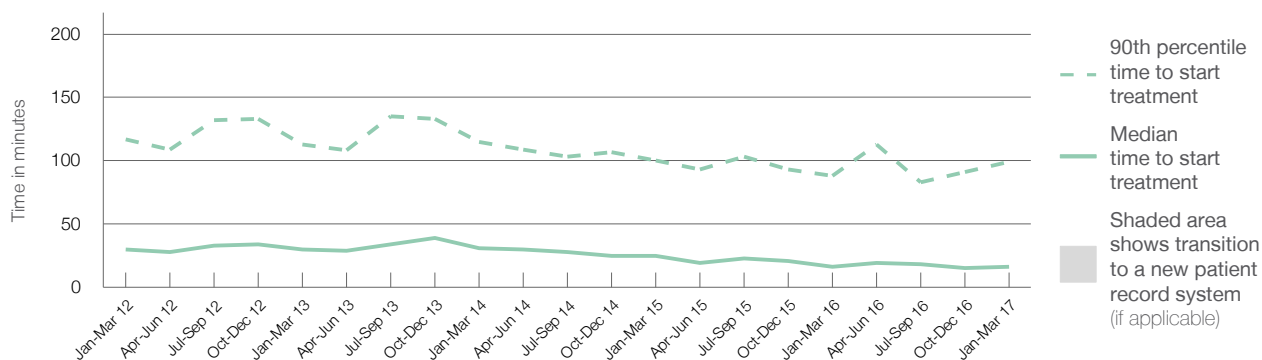
99 minutes

Same period last year	NSW (this period)
570	
523	
16 minutes	23 minutes
88 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	30	31	25	16	16
90th percentile time to start treatment ⁵ (minutes)	117	113	115	100	88	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,801 patients

Presentations used to calculate time to leaving the ED:⁶ 4,801 patients

Median time spent in the ED⁸

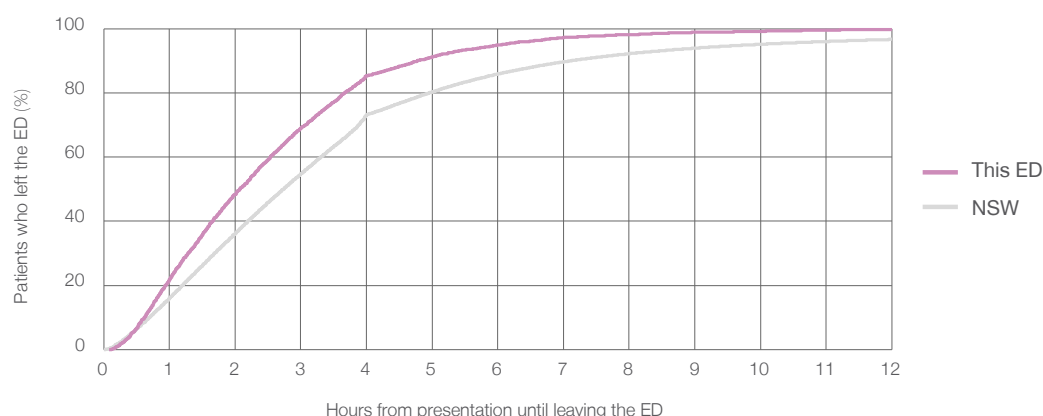
2 hours and 4 minutes

90th percentile time spent in the ED⁹

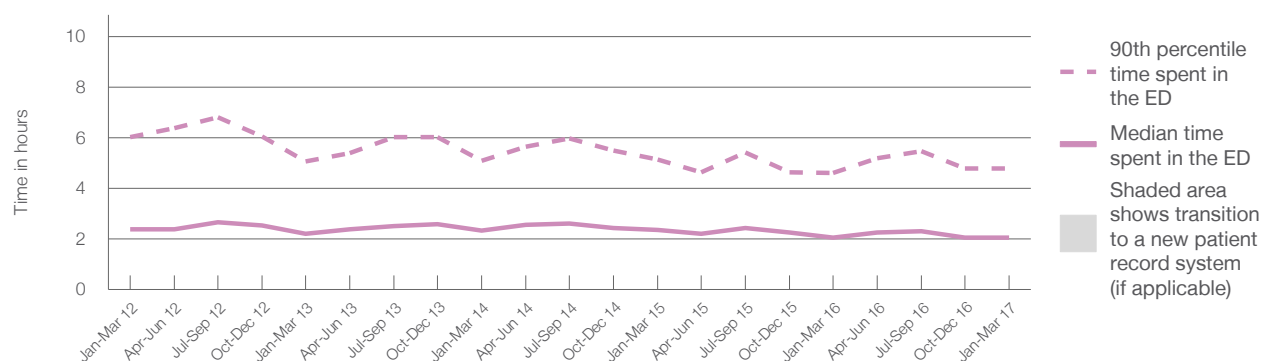
4 hours and 47 minutes

Same period last year	NSW (this period)
4,624	4,624
2 hours and 4 minutes	2 hours and 44 minutes
4 hours and 37 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 24m	2h 12m	2h 21m	2h 22m	2h 4m	2h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 2m	5h 4m	5h 6m	5h 9m	4h 37m	4h 47m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients spent in the ED

By mode of separation

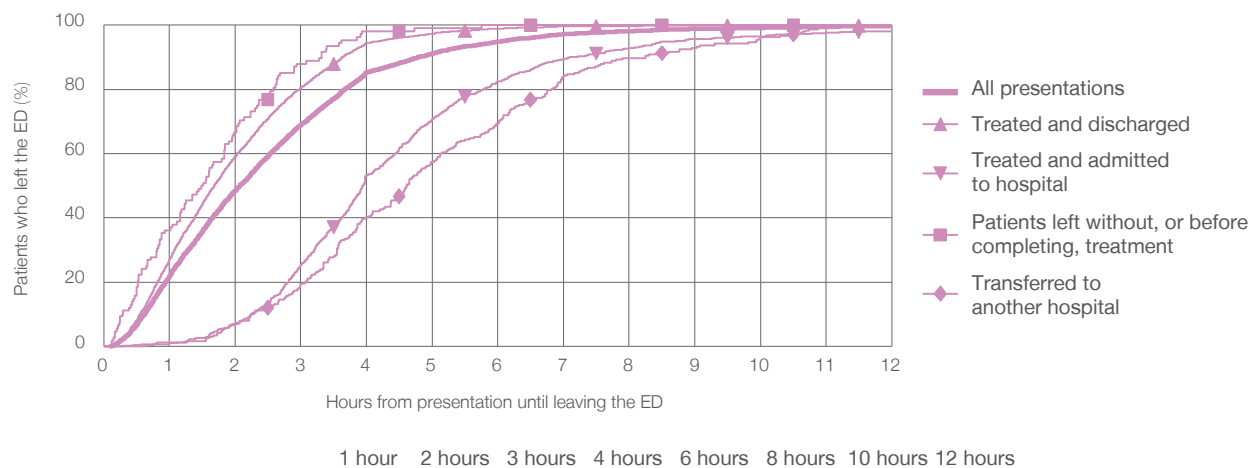
January to March 2017

All presentations:[†] 4,801 patients

Presentations used to calculate time to leaving the ED:[‡] 4,801 patients

		Same period last year	Change since one year ago
Treated and discharged	3,688 (76.8%)	4,624	3.8%
Treated and admitted to hospital	753 (15.7%)	3,439	7.2%
Patient left without, or before completing, treatment	108 (2.2%)	852	-11.6%
Transferred to another hospital	242 (5.0%)	108	0.0%
Other	10 (0.2%)	219	10.5%
		6	66.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.0%	59.1%	80.6%	94.4%	98.9%	99.8%	99.9%	100%
Treated and admitted to hospital	0.9%	6.9%	25.2%	53.3%	82.5%	92.8%	96.5%	98.0%
Patient left without, or before completing, treatment	36.1%	66.7%	88.0%	98.1%	100%	100%	100%	100%
Transferred to another hospital	1.2%	7.0%	19.4%	40.1%	69.4%	89.7%	96.3%	100%
All presentations	21.9%	48.5%	69.0%	85.3%	94.9%	98.2%	99.2%	99.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,801 patients

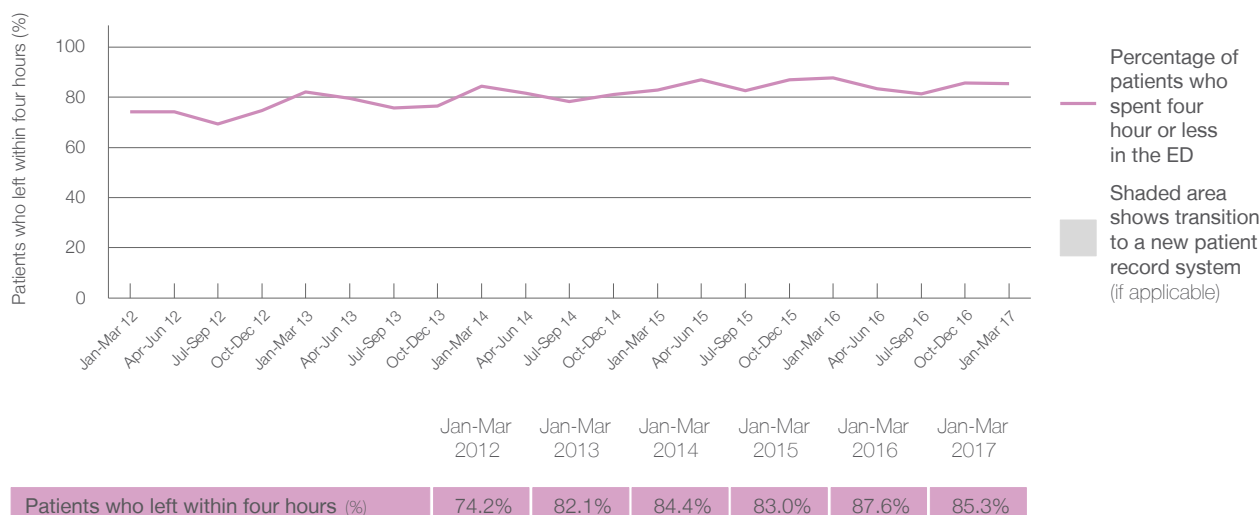
Presentations used to calculate time to leaving the ED:⁶ 4,801 patients

Percentage of patients who spent four hours or less in the ED

85.3%

Same period last year	Change since one year ago
4,624	3.8%
4,624	3.8%
87.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 5,348 patients

Emergency presentations:² 4,830 patients

Same period last year	Change since one year ago
4,980	7.4%
4,359	10.8%

Broken Hill Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 321 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 894 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,893 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,710 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
349	
5 minutes	8 minutes
16 minutes	26 minutes
1,074	
13 minutes	20 minutes
36 minutes	69 minutes
1,597	
15 minutes	26 minutes
58 minutes	101 minutes
1,330	
15 minutes	23 minutes
63 minutes	104 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 5,348 patients

Percentage of patients who spent four hours or less in the ED 89.4%

Same period last year	Change since one year ago
4,980	7.4%
90.1%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

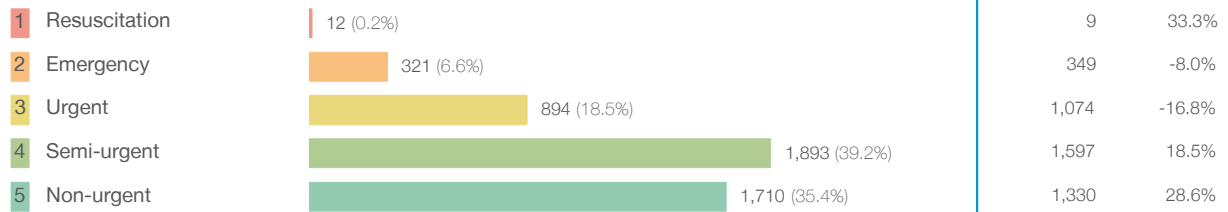
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Patients presenting to the emergency department

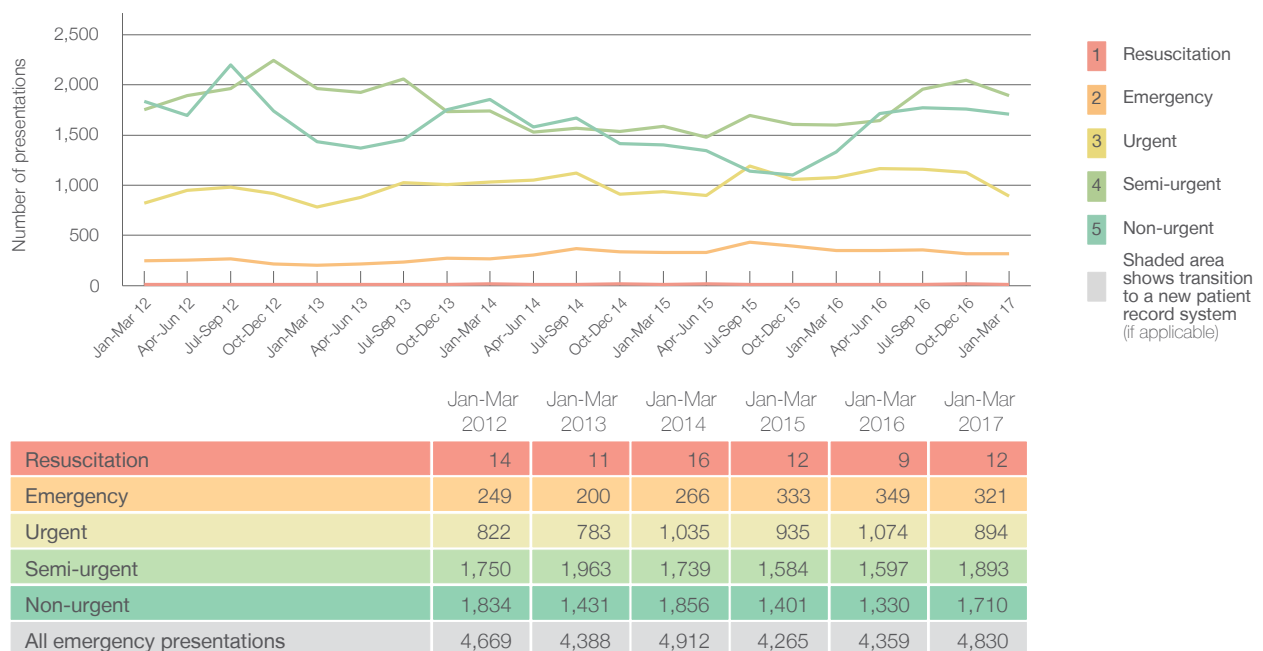
January to March 2017

All presentations:¹ 5,348 patients

Emergency presentations² by triage category: 4,830 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Broken Hill Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 628 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 321

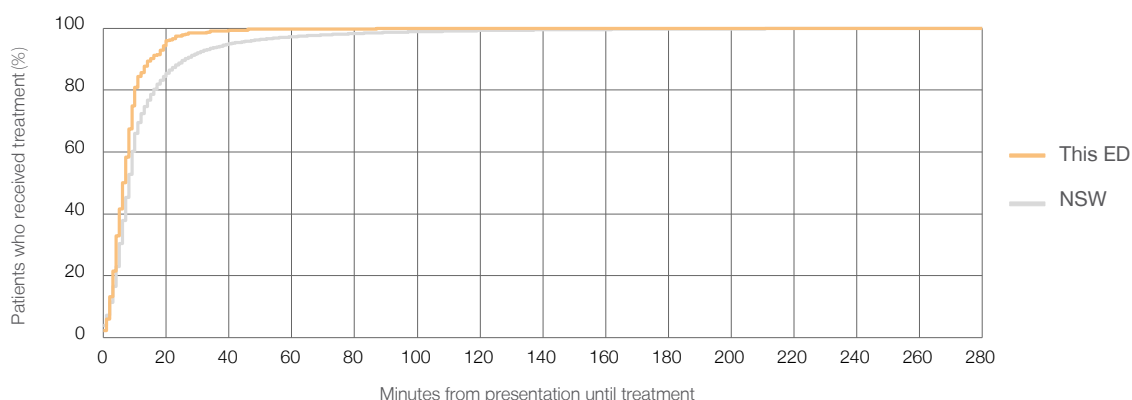
Number of triage 2 patients used to calculate waiting time:³ 319

Median time to start treatment⁴ 6 minutes

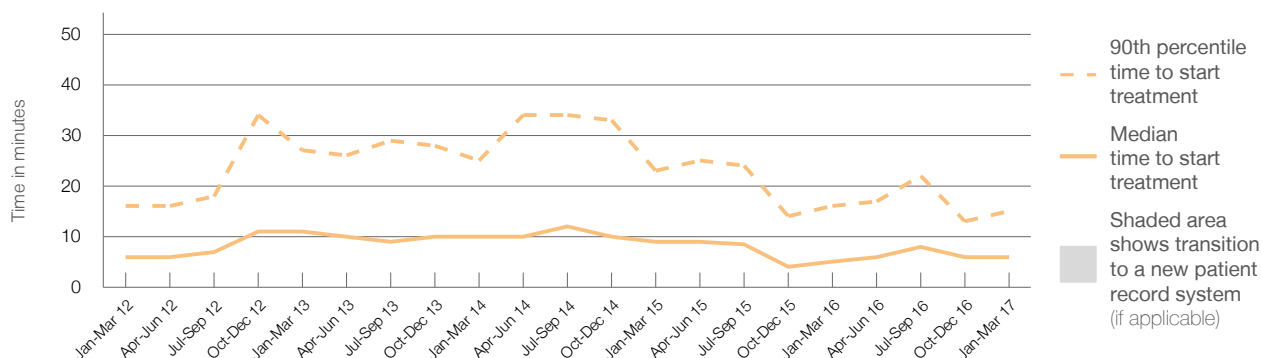
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
349	
338	
5 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	11	10	9	5	6
90th percentile time to start treatment ⁵ (minutes)	16	27	25	23	16	15

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 894

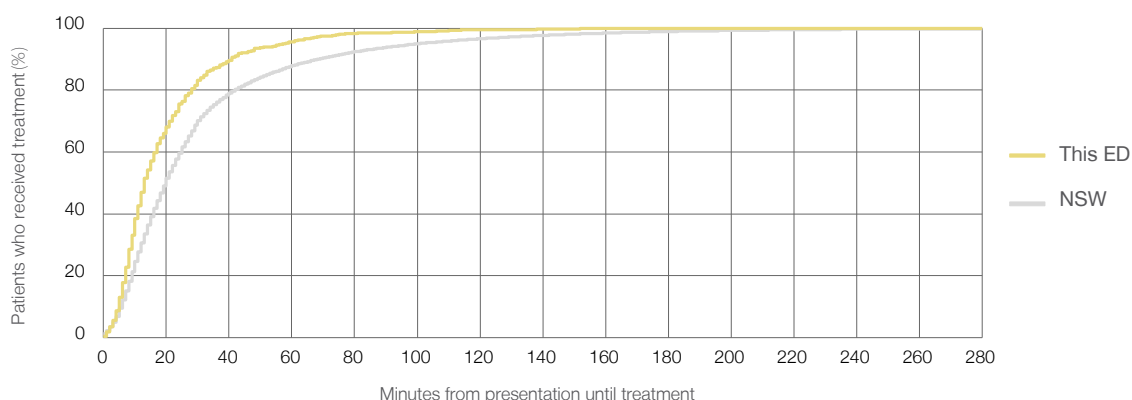
Number of triage 3 patients used to calculate waiting time:³ 864

Median time to start treatment⁴ 13 minutes

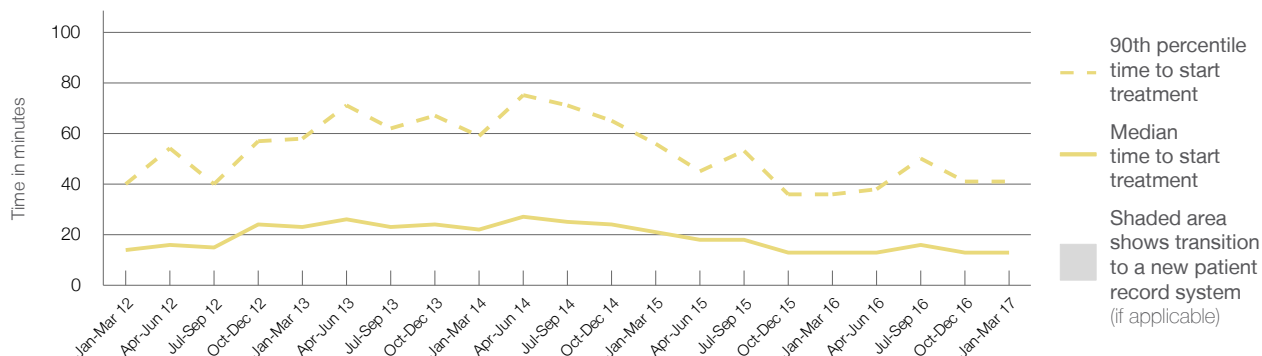
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,074	
955	
13 minutes	20 minutes
36 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	14	23	22	21	13	13
90th percentile time to start treatment ⁵ (minutes)	40	58	59	56	36	41

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,893

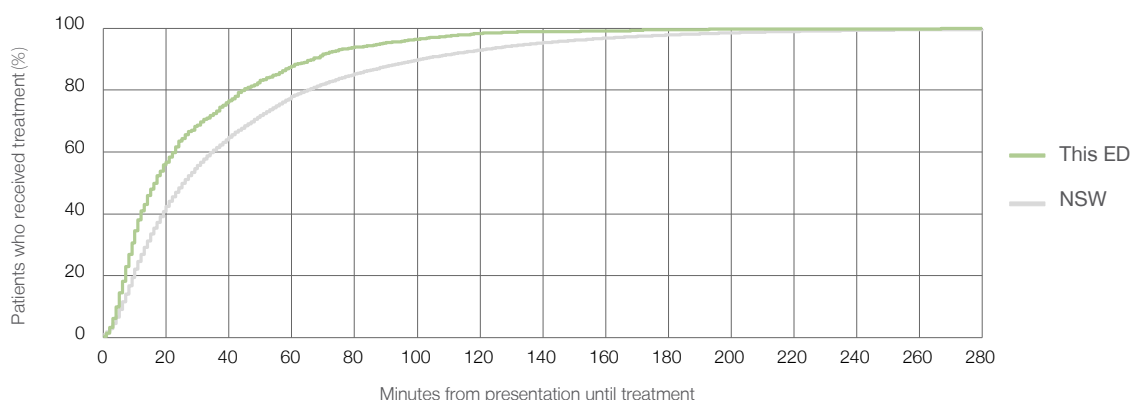
Number of triage 4 patients used to calculate waiting time:³ 1,451

Median time to start treatment⁴ 17 minutes

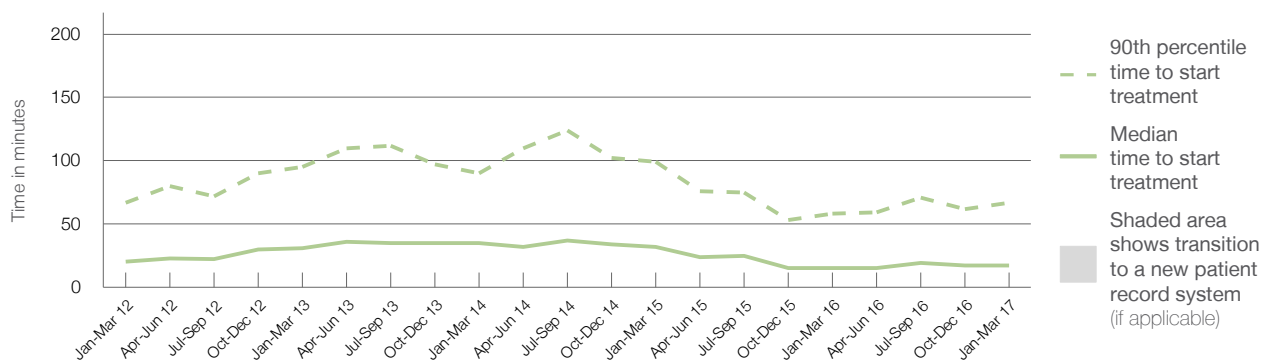
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
1,597	
909	
15 minutes	26 minutes
58 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	31	35	32	15	17
90th percentile time to start treatment ⁵ (minutes)	67	95	90	99	58	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,710

Number of triage 5 patients used to calculate waiting time:³ 813

Median time to start treatment⁴

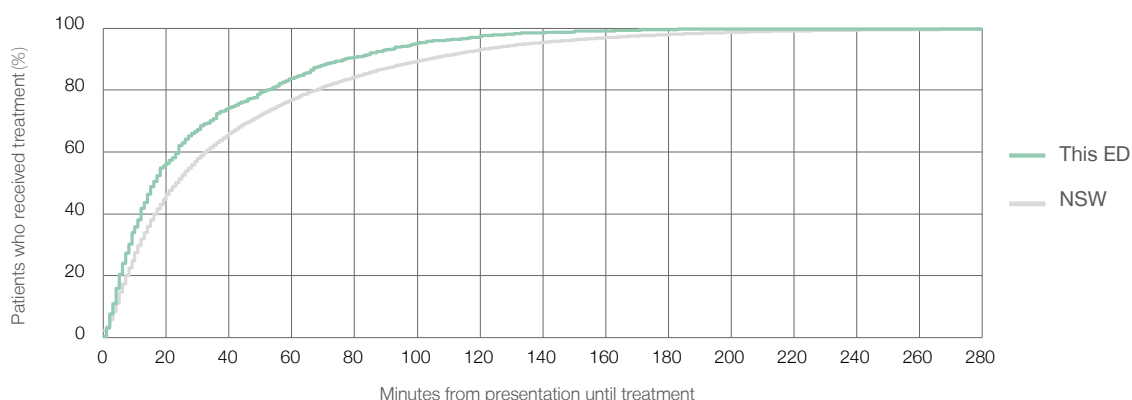
16 minutes

90th percentile time to start treatment⁵

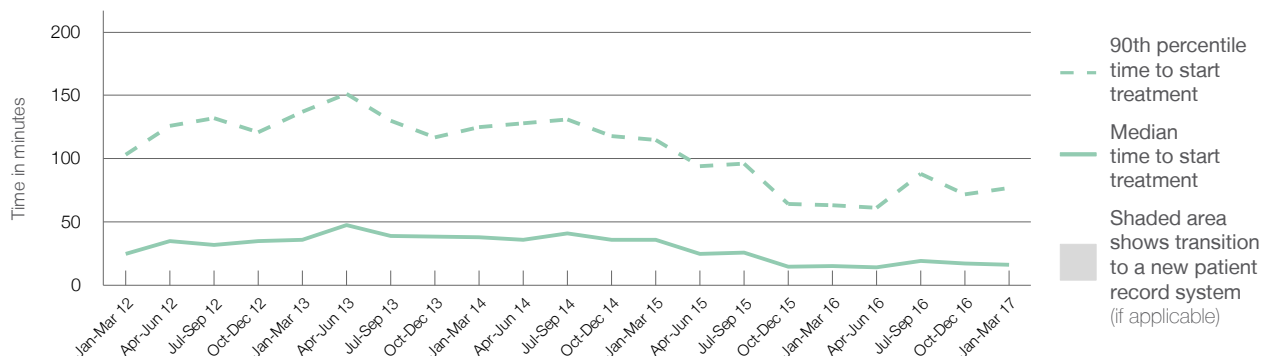
77 minutes

Same period last year	NSW (this period)
1,330	
501	
15 minutes	23 minutes
63 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	36	38	36	15	16
90th percentile time to start treatment ⁵ (minutes)	103	137	125	115	63	77

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 5,348 patients

Presentations used to calculate time to leaving the ED:⁶ 5,348 patients

Median time spent in the ED⁸

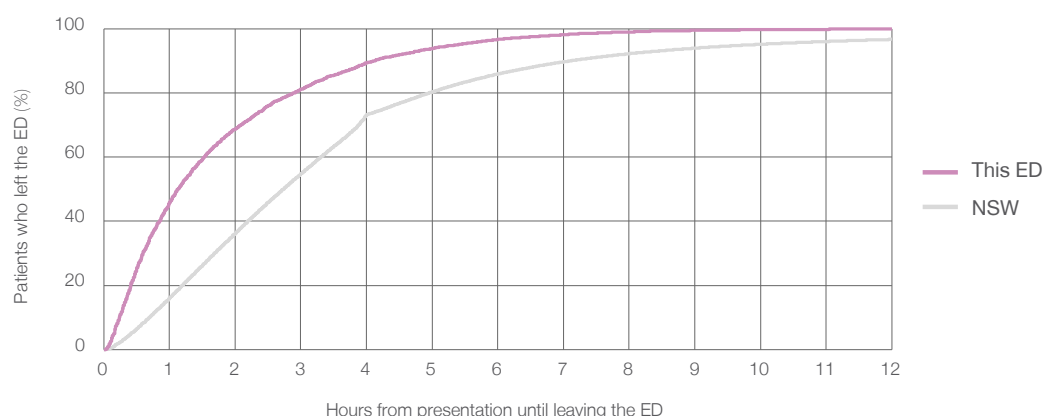
1 hours and 8 minutes

90th percentile time spent in the ED⁹

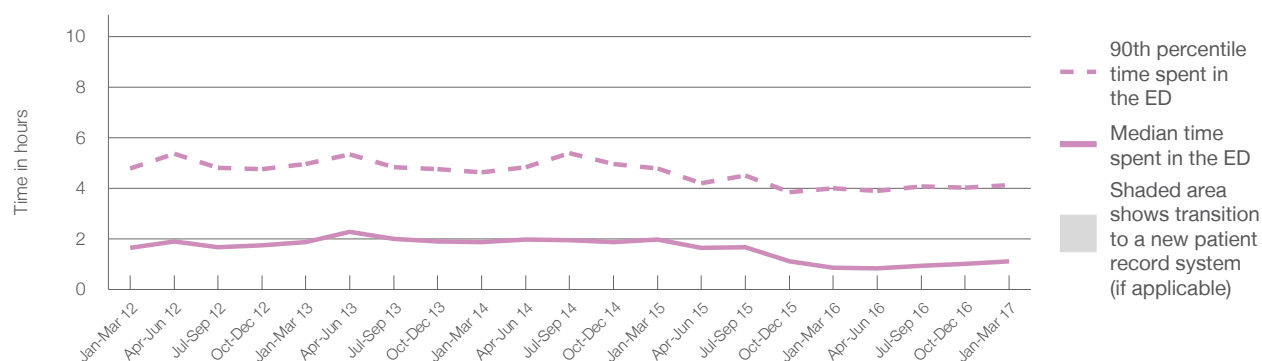
4 hours and 8 minutes

Same period last year	NSW (this period)
4,980	
4,980	
0 hours and 52 minutes	2 hours and 44 minutes
4 hours and 0 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 39m	1h 53m	1h 53m	1h 60m	0h 52m	1h 8m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 48m	4h 58m	4h 38m	4h 48m	4h 0m	4h 8m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients spent in the ED

By mode of separation

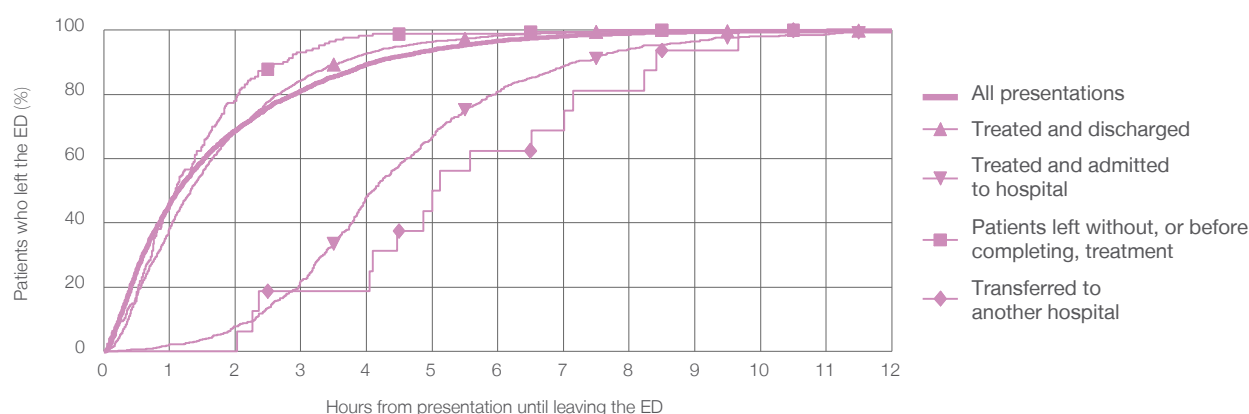
January to March 2017

All presentations:[†] 5,348 patients

Presentations used to calculate time to leaving the ED:[‡] 5,348 patients

		Same period last year	Change since one year ago
		4,980	7.4%
Treated and discharged	3,129 (58.5%)	2,419	29.4%
Treated and admitted to hospital	627 (11.7%)	626	0.2%
Patient left without, or before completing, treatment	173 (3.2%)	100	73.0%
Transferred to another hospital	16 (0.3%)	17	-5.9%
Other	1,403 (26.2%)	1,818	-22.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	38.4%	68.2%	84.4%	92.7%	98.4%	99.6%	99.8%	99.9%
Treated and admitted to hospital	2.1%	7.7%	22.0%	48.3%	80.9%	94.1%	98.1%	99.2%
Patient left without, or before completing, treatment	46.2%	78.0%	93.1%	98.3%	98.8%	100%	100%	100%
Transferred to another hospital	0%	0%	18.8%	18.8%	62.5%	81.3%	100%	100%
All presentations	45.9%	68.8%	81.2%	89.4%	96.7%	99.0%	99.7%	99.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 5,348 patients

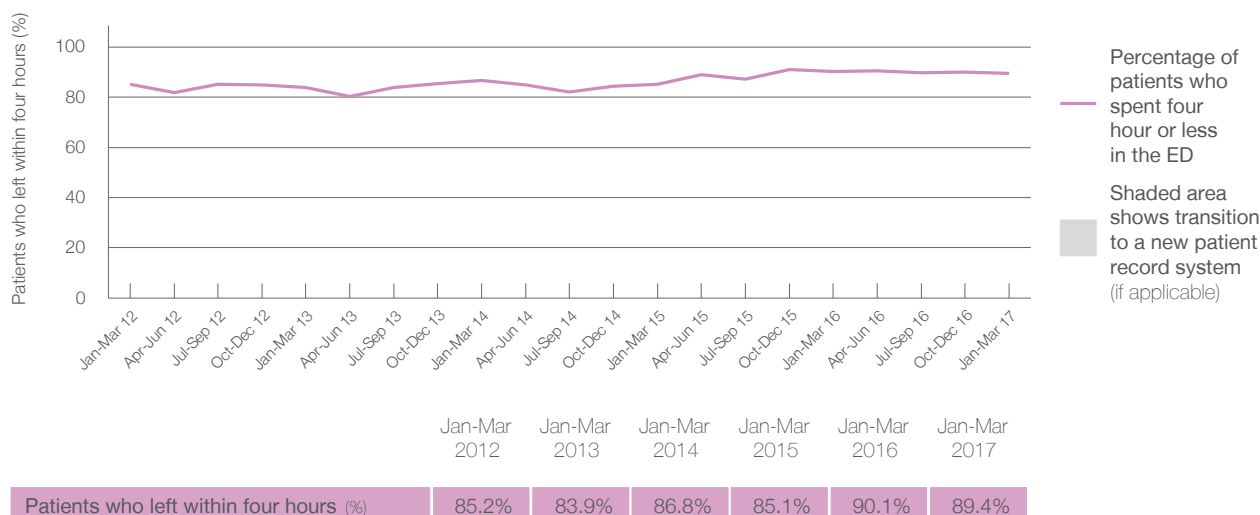
Presentations used to calculate time to leaving the ED:⁶ 5,348 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,980	7.4%
4,980	7.4%
90.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,367 patients

Emergency presentations:² 4,106 patients

Same period last year	Change since one year ago
4,277	2.1%
4,025	2.0%

Goulburn Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 463 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,570 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,780 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 275 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
515	
10 minutes	8 minutes
28 minutes	26 minutes
1,590	
28 minutes	20 minutes
106 minutes	69 minutes
1,641	
39 minutes	26 minutes
143 minutes	101 minutes
255	
32 minutes	23 minutes
122 minutes	104 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,367 patients

Percentage of patients who spent four hours or less in the ED 81.4%

Same period last year	Change since one year ago
4,277	2.1%
77.9%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

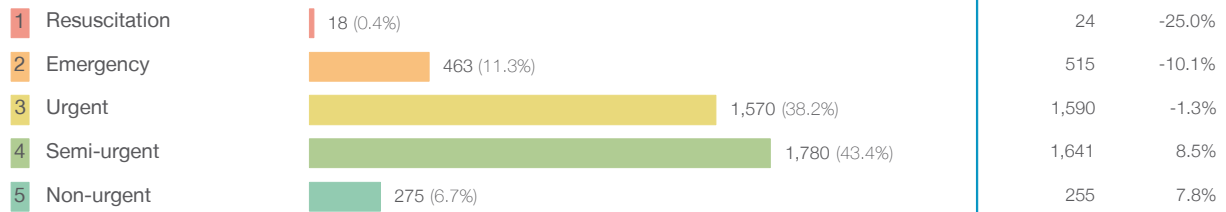
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Patients presenting to the emergency department

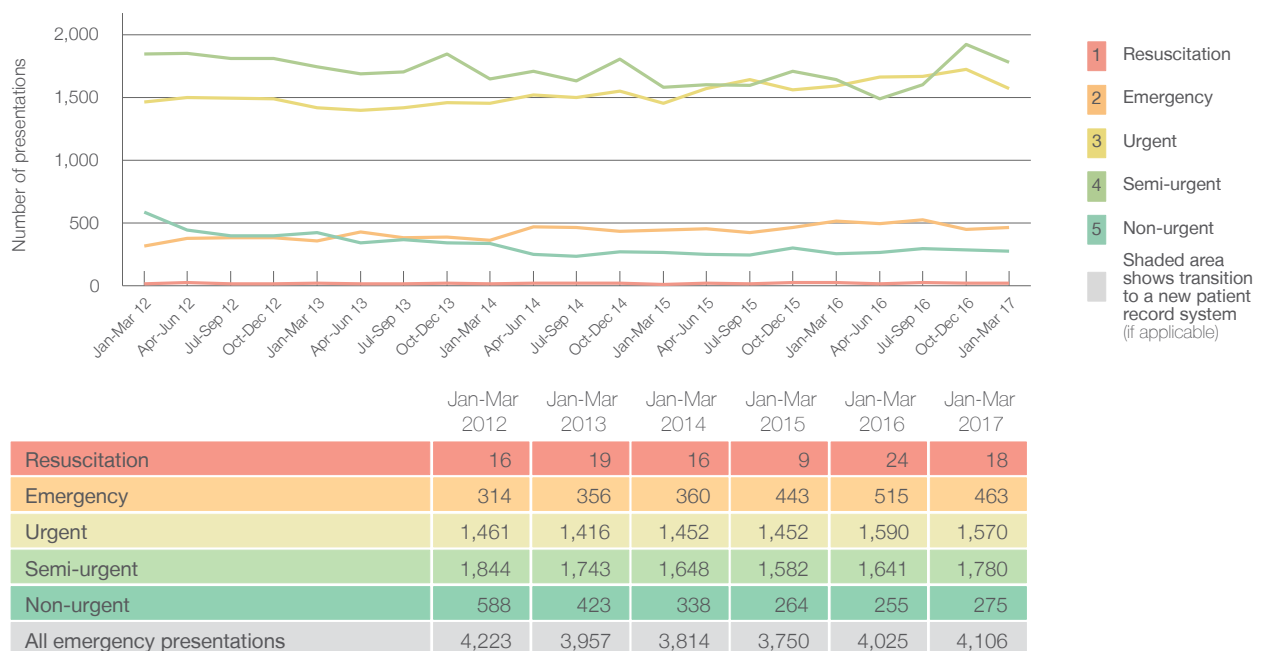
January to March 2017

All presentations:¹ 4,367 patients

Emergency presentations² by triage category: 4,106 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Goulburn Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 810 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 463

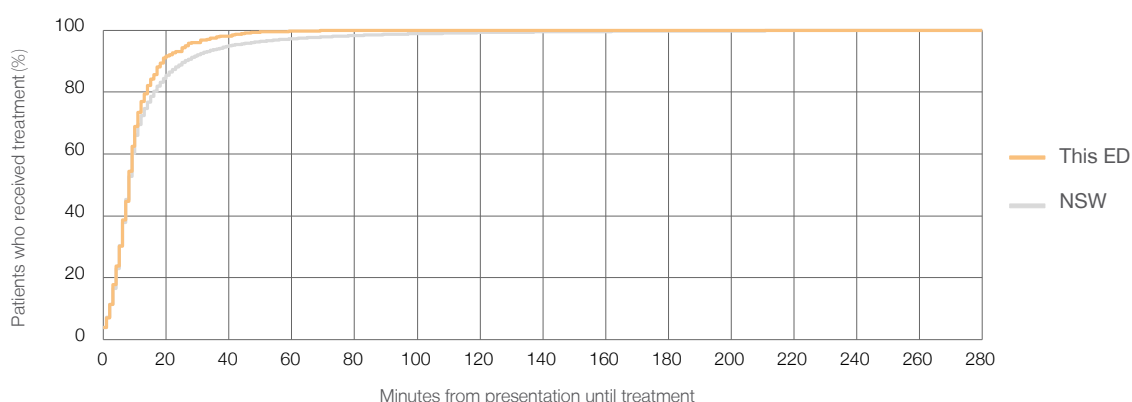
Number of triage 2 patients used to calculate waiting time:³ 463

Median time to start treatment⁴ 8 minutes

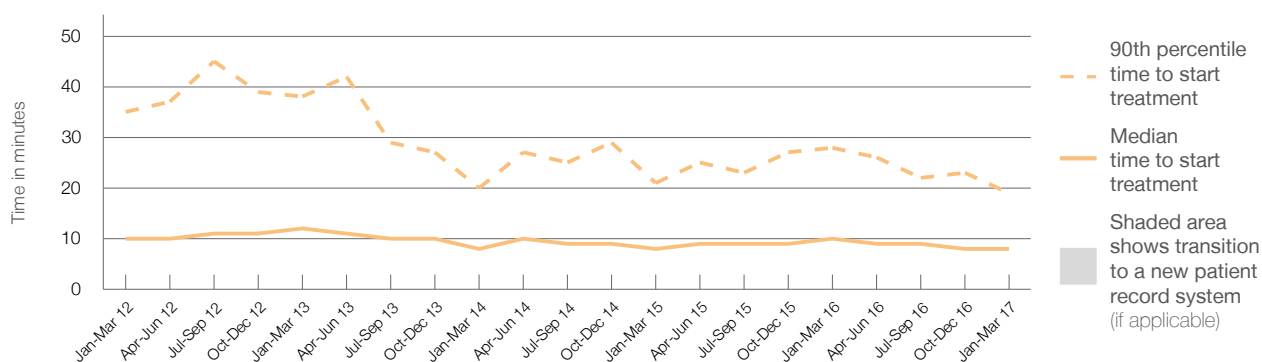
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
515	
515	
10 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	10	12	8	8	10	8
90th percentile time to start treatment ⁵ (minutes)	35	38	20	21	28	19

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,570

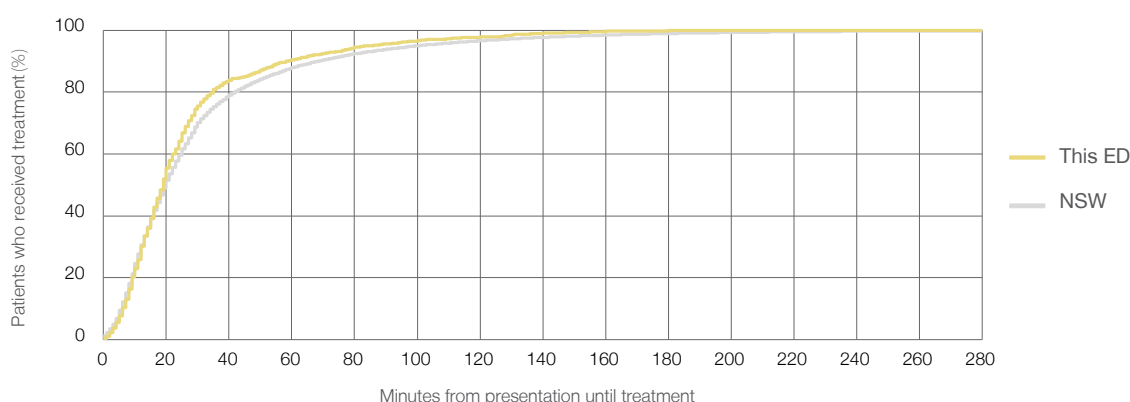
Number of triage 3 patients used to calculate waiting time:³ 1,554

Median time to start treatment⁴ 19 minutes

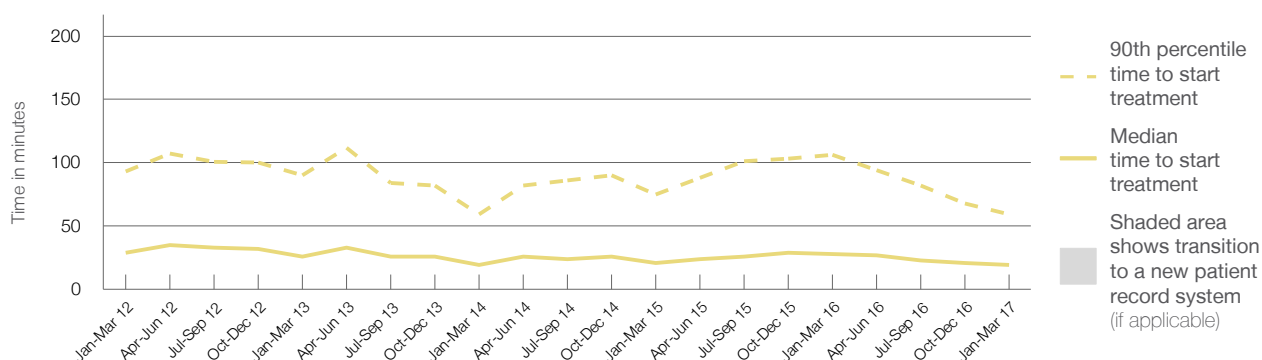
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,590	
1,542	
28 minutes	20 minutes
106 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	26	19	21	28	19
90th percentile time to start treatment ⁵ (minutes)	93	90	59	75	106	59

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,780

Number of triage 4 patients used to calculate waiting time:³ 1,686

Median time to start treatment⁴

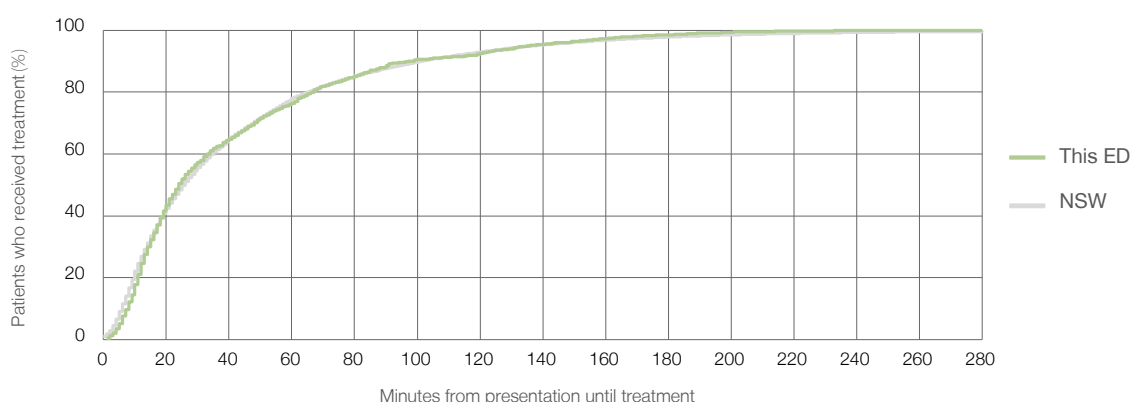
24 minutes

90th percentile time to start treatment⁵

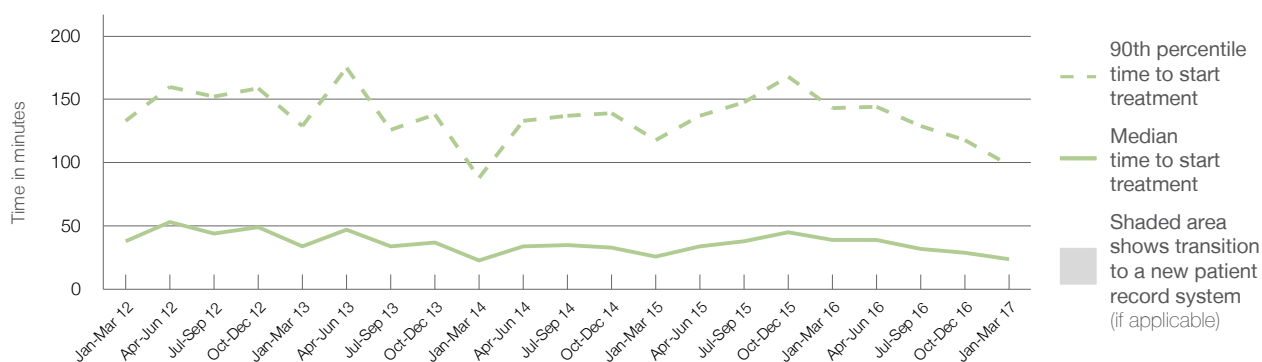
98 minutes

Same period last year	NSW (this period)
1,641	
1,482	
39 minutes	26 minutes
143 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	34	23	26	39	24
90th percentile time to start treatment ⁵ (minutes)	133	129	88	118	143	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 275

Number of triage 5 patients used to calculate waiting time:³ 241

Median time to start treatment⁴

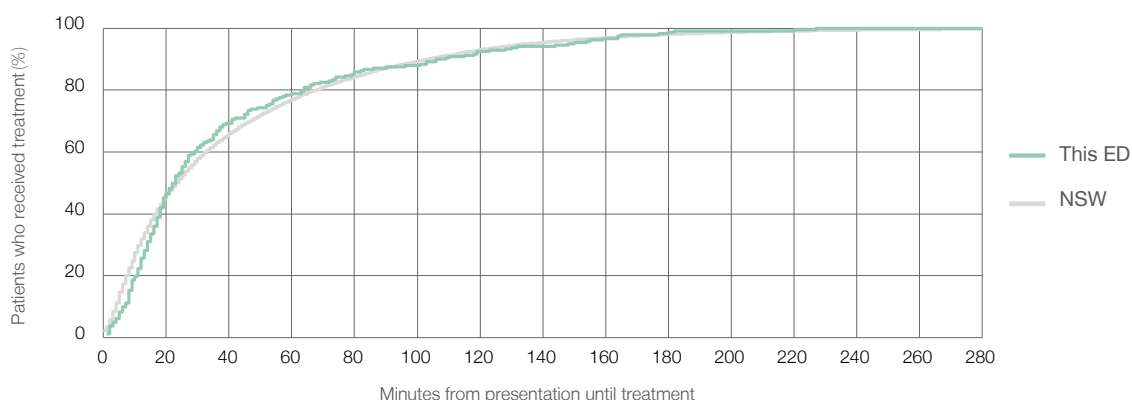
23 minutes

90th percentile time to start treatment⁵

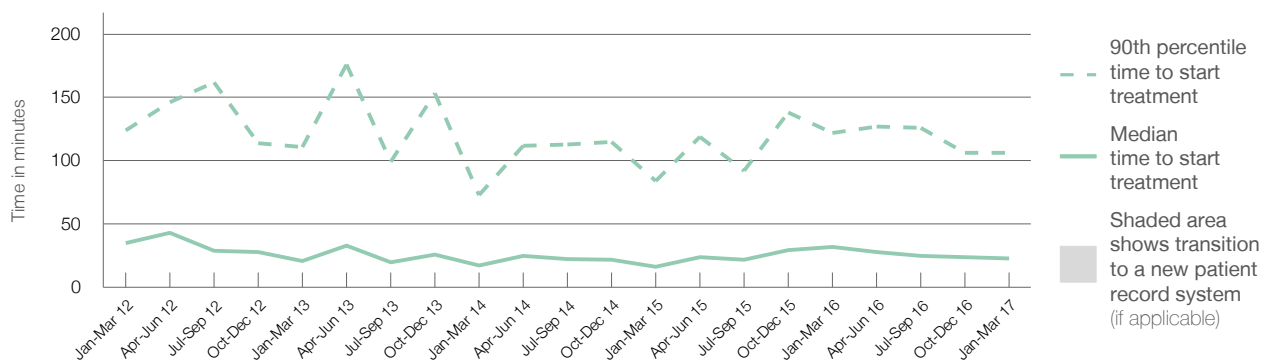
106 minutes

Same period last year	NSW (this period)
255	
205	
32 minutes	23 minutes
122 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	21	17	16	32	23
90th percentile time to start treatment ⁵ (minutes)	124	111	73	84	122	106

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,367 patients

Presentations used to calculate time to leaving the ED:⁶ 4,367 patients

Median time spent in the ED⁸

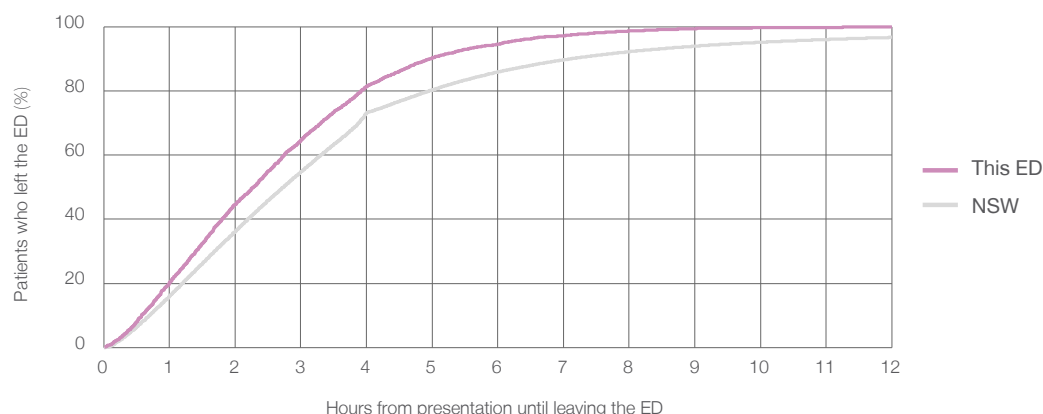
2 hours and 17 minutes

90th percentile time spent in the ED⁹

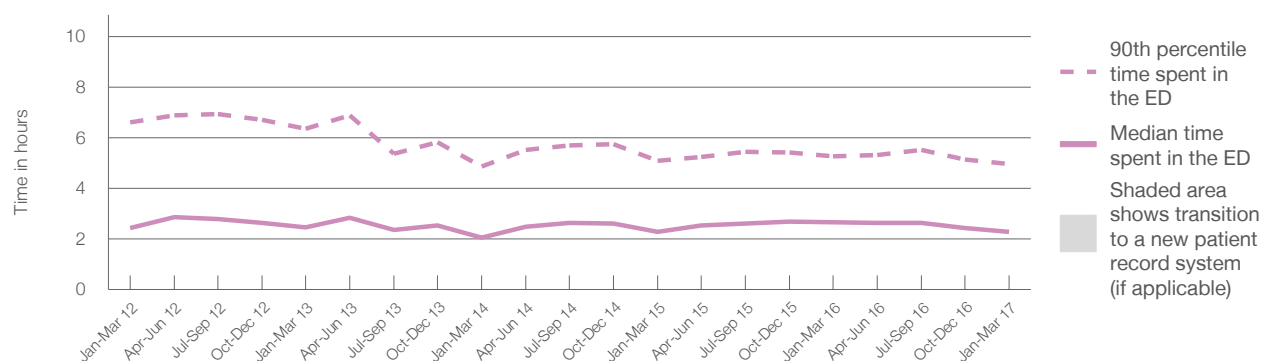
4 hours and 58 minutes

Same period last year	NSW (this period)
4,277	4,277
2 hours and 40 minutes	2 hours and 44 minutes
5 hours and 16 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 26m	2h 28m	2h 4m	2h 17m	2h 40m	2h 17m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 36m	6h 21m	4h 52m	5h 5m	5h 16m	4h 58m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

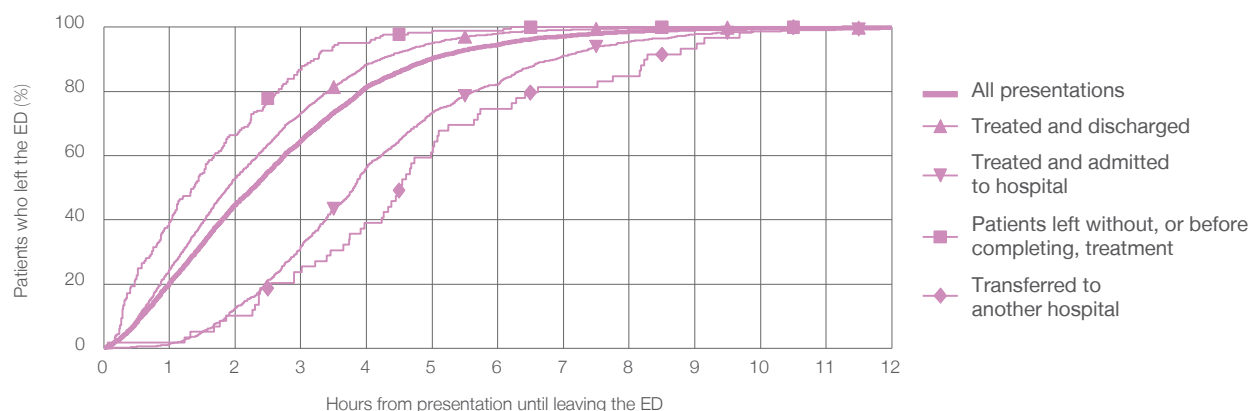
January to March 2017

All presentations:[†] 4,367 patients

Presentations used to calculate time to leaving the ED:[‡] 4,367 patients

		Same period last year	Change since one year ago
Treated and discharged	3,202 (73.3%)	4,277	2.1%
Treated and admitted to hospital	904 (20.7%)	3,025	5.9%
Patient left without, or before completing, treatment	181 (4.1%)	885	2.1%
Transferred to another hospital	59 (1.4%)	283	-36.0%
Other	21 (0.5%)	62	-4.8%
		22	-4.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	24.5%	52.9%	73.2%	88.4%	98.1%	99.7%	99.9%	100%
Treated and admitted to hospital	1.3%	12.5%	31.6%	56.4%	82.2%	95.6%	98.7%	99.6%
Patient left without, or before completing, treatment	39.2%	66.3%	86.7%	95.0%	98.9%	100%	100%	100%
Transferred to another hospital	1.7%	10.2%	23.7%	39.0%	74.6%	84.7%	100%	100%
All presentations	20.3%	44.7%	64.6%	81.4%	94.5%	98.6%	99.7%	99.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,367 patients

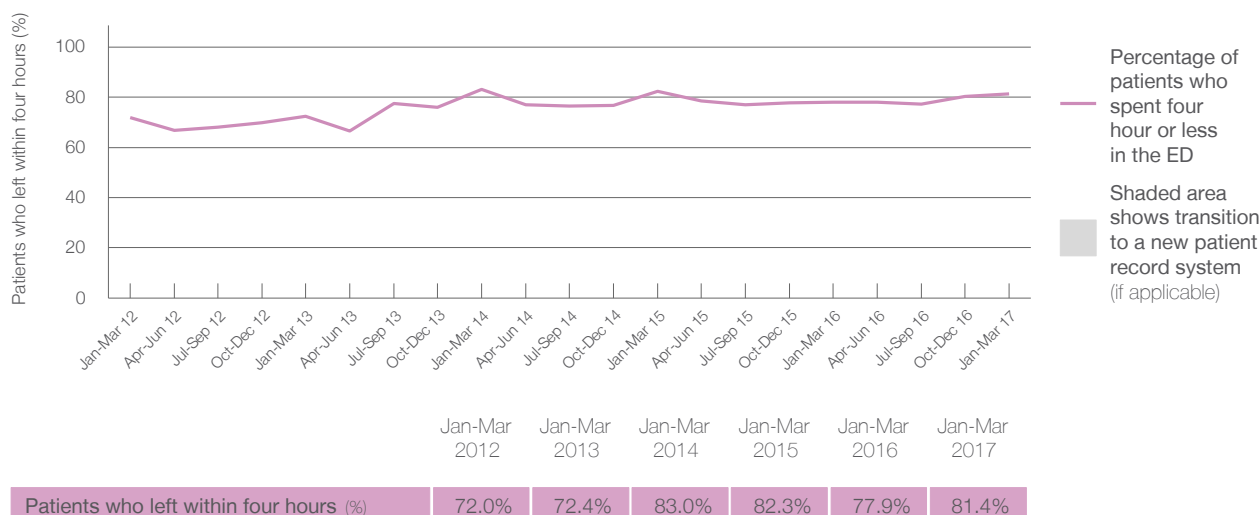
Presentations used to calculate time to leaving the ED:⁶ 4,367 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,277	2.1%
4,277	2.1%
77.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,301 patients
Emergency presentations:² 5,809 patients

Same period last year	Change since one year ago
6,020	4.7%
5,499	5.6%

Grafton Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 605 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,699 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,662 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 830 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
496	
9 minutes	8 minutes
34 minutes	26 minutes
1,832	
22 minutes	20 minutes
66 minutes	69 minutes
2,514	
33 minutes	26 minutes
88 minutes	101 minutes
646	
37 minutes	23 minutes
110 minutes	104 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,300 patients

Percentage of patients who spent four hours or less in the ED 77.6%

Same period last year	Change since one year ago
6,018	4.7%
75.4%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

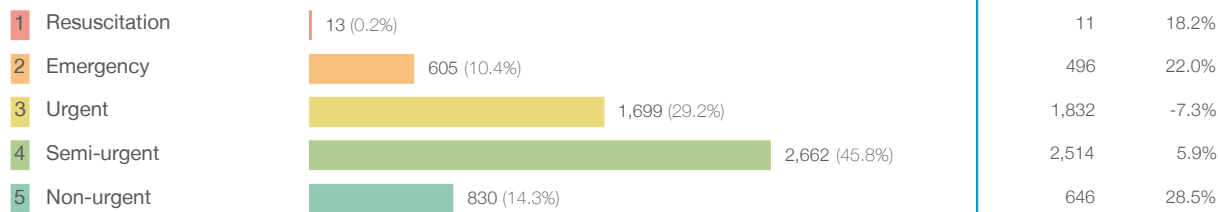
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Patients presenting to the emergency department

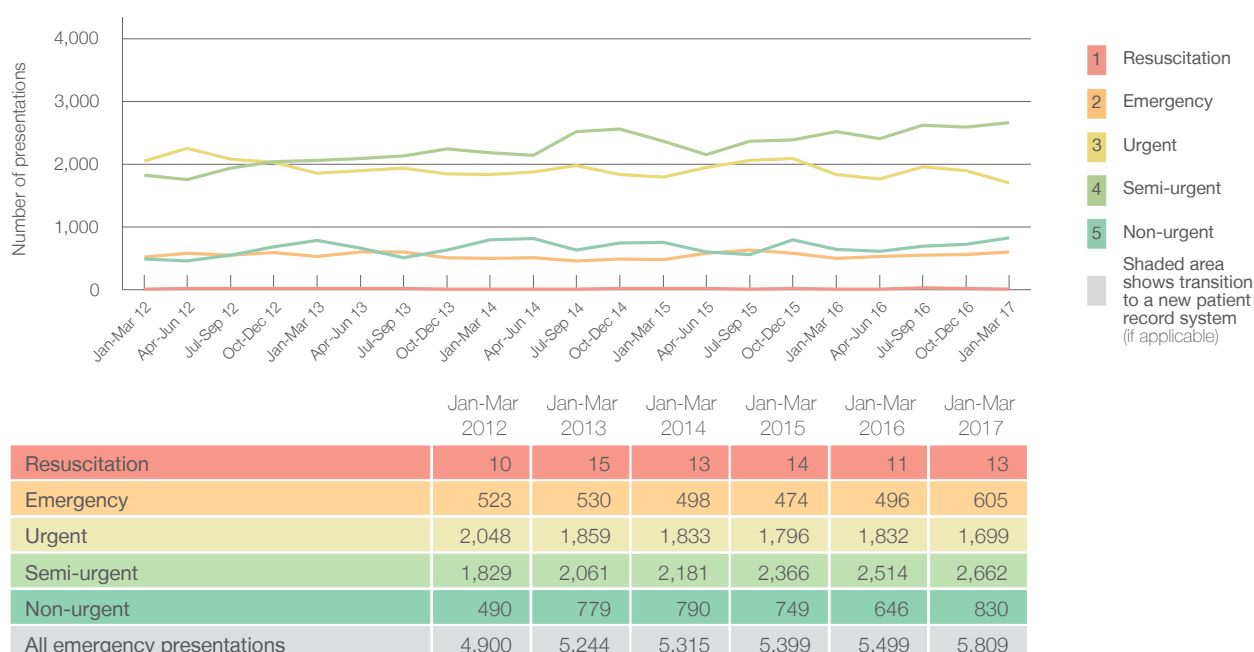
January to March 2017

All presentations:¹ 6,301 patients

Emergency presentations² by triage category: 5,809 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Grafton Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 556 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 605

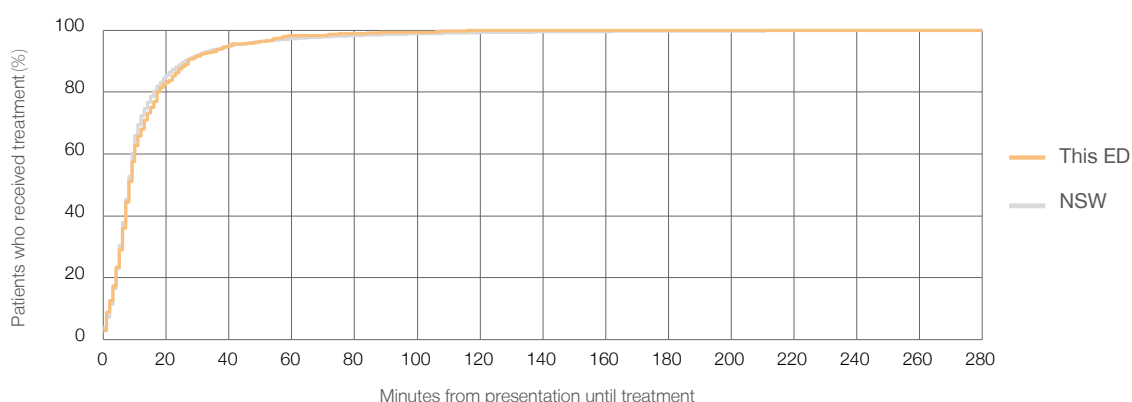
Number of triage 2 patients used to calculate waiting time:³ 601

Median time to start treatment⁴ 8 minutes

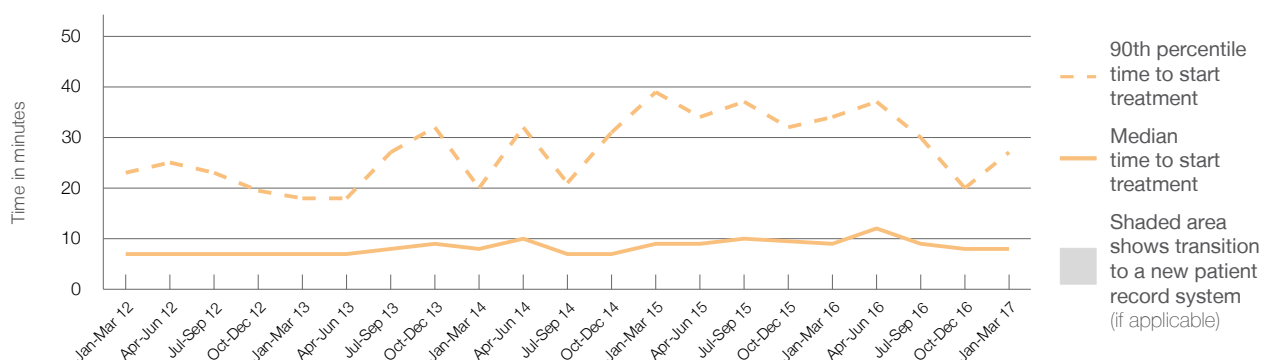
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
496	
494	
9 minutes	8 minutes
34 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	8	9	9	8
90th percentile time to start treatment ⁵ (minutes)	23	18	20	39	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,699

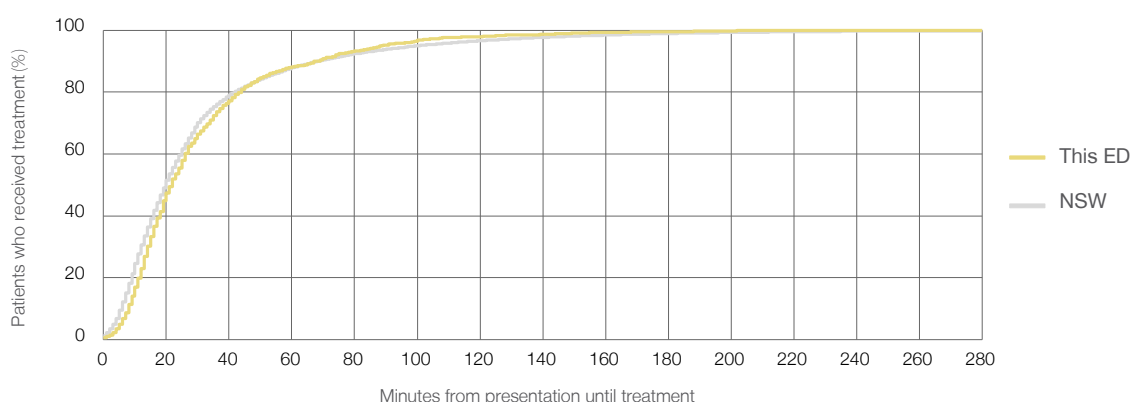
Number of triage 3 patients used to calculate waiting time:³ 1,681

Median time to start treatment⁴ 22 minutes

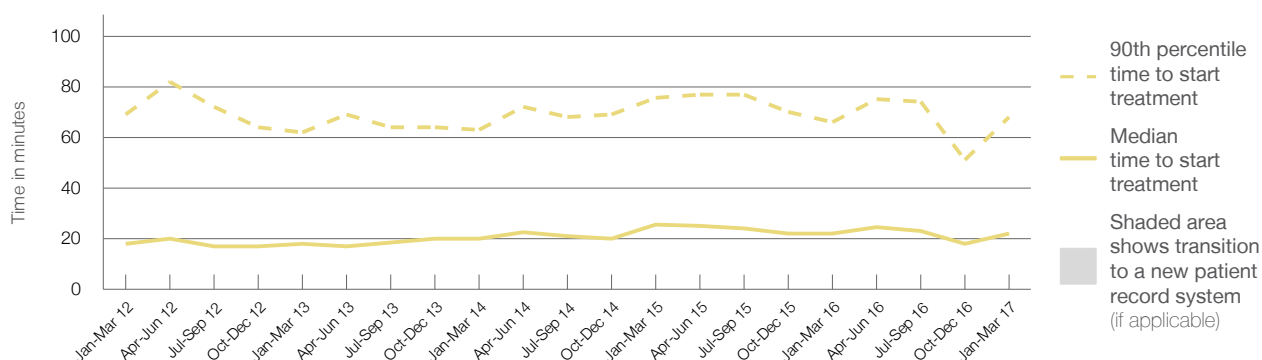
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,832	
1,809	
22 minutes	20 minutes
66 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	18	20	26	22	22
90th percentile time to start treatment ⁵ (minutes)	69	62	63	76	66	68

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,662

Number of triage 4 patients used to calculate waiting time:³ 2,534

Median time to start treatment⁴

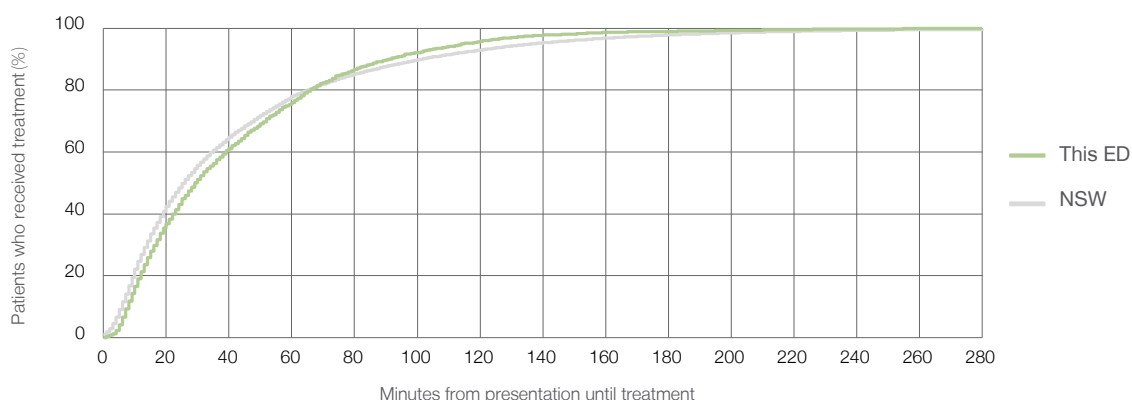
30 minutes

90th percentile time to start treatment⁵

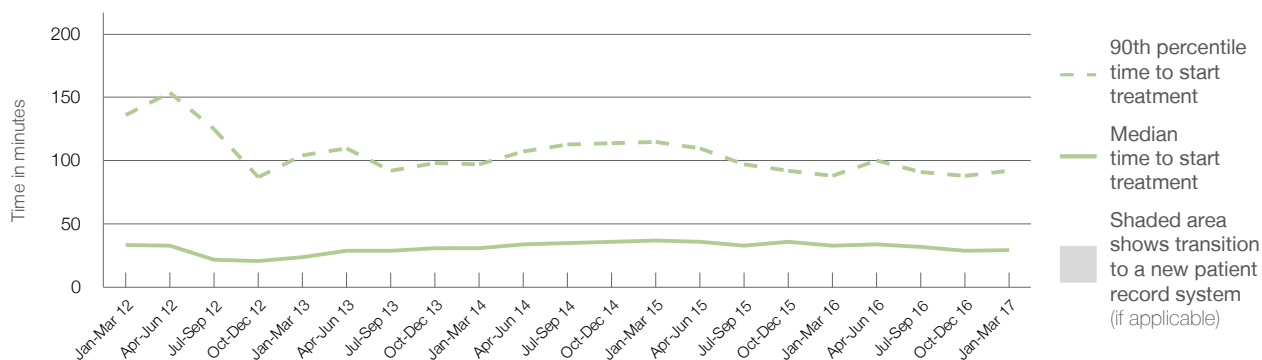
92 minutes

Same period last year	NSW (this period)
2,514	
2,396	
33 minutes	26 minutes
88 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	24	31	37	33	30
90th percentile time to start treatment ⁵ (minutes)	136	104	97	115	88	92

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 830

Number of triage 5 patients used to calculate waiting time:³ 739

Median time to start treatment⁴

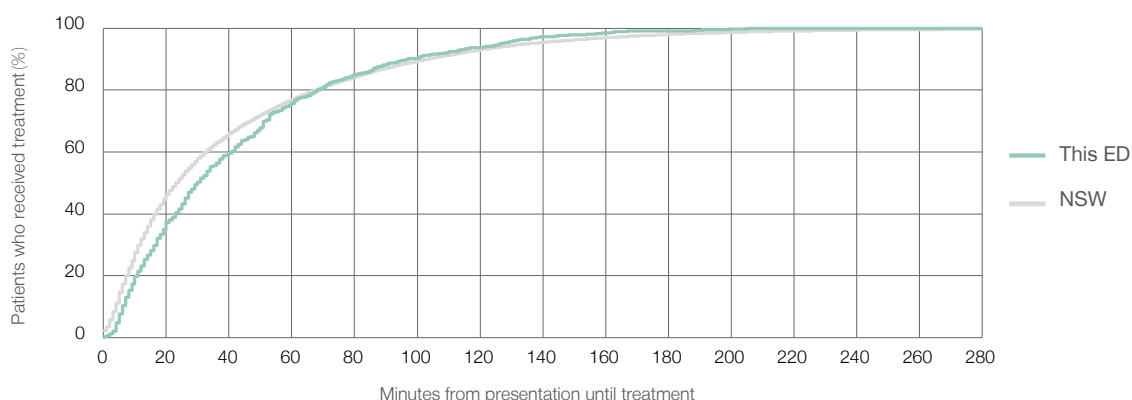
30 minutes

90th percentile time to start treatment⁵

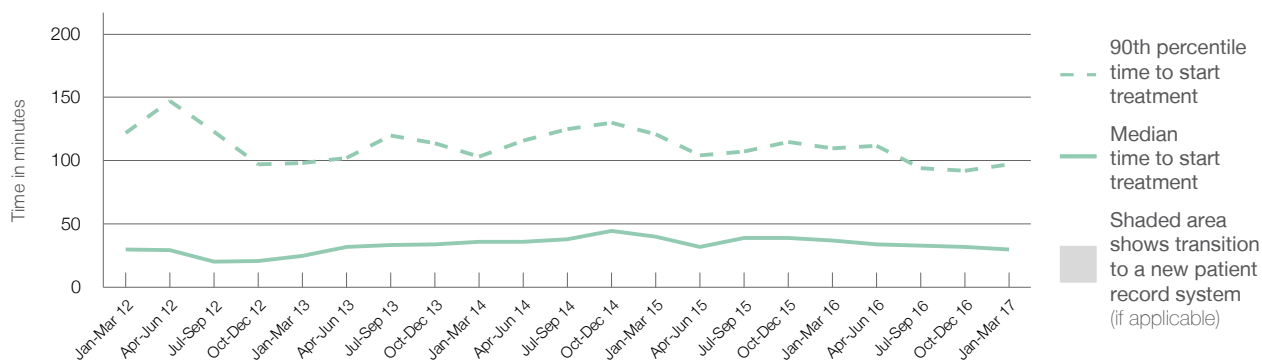
97 minutes

Same period last year	NSW (this period)
646	
569	
37 minutes	23 minutes
110 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	25	36	40	37	30
90th percentile time to start treatment ⁵ (minutes)	122	98	103	121	110	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,301 patients

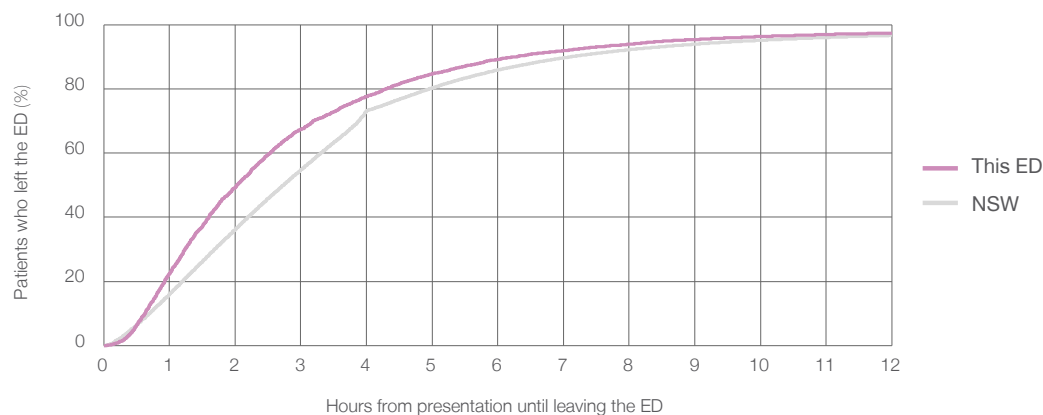
Presentations used to calculate time to leaving the ED:⁶ 6,300 patients

Median time spent in the ED⁸ 2 hours and 2 minutes

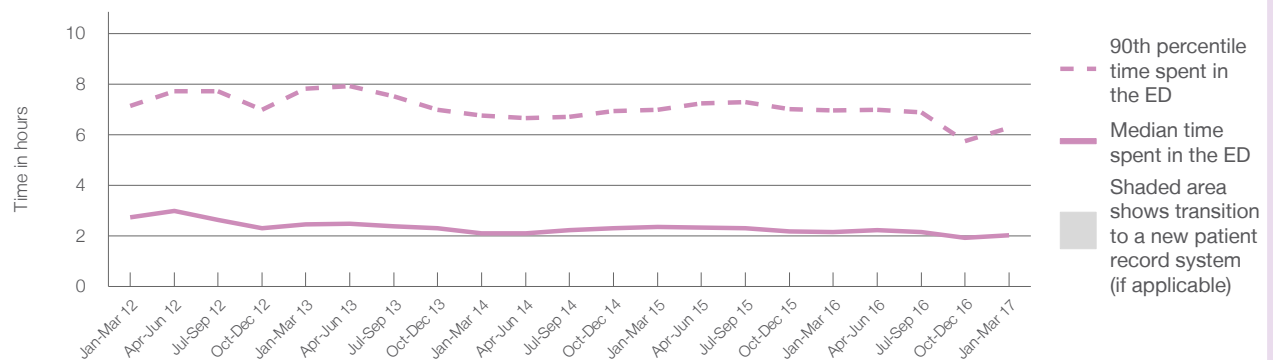
90th percentile time spent in the ED⁹ 6 hours and 17 minutes

Same period last year	NSW (this period)
6,020	
6,018	
2 hours and 9 minutes	2 hours and 44 minutes
6 hours and 58 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 44m	2h 28m	2h 7m	2h 22m	2h 9m	2h 2m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 8m	7h 49m	6h 46m	6h 59m	6h 58m	6h 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients spent in the ED

By mode of separation

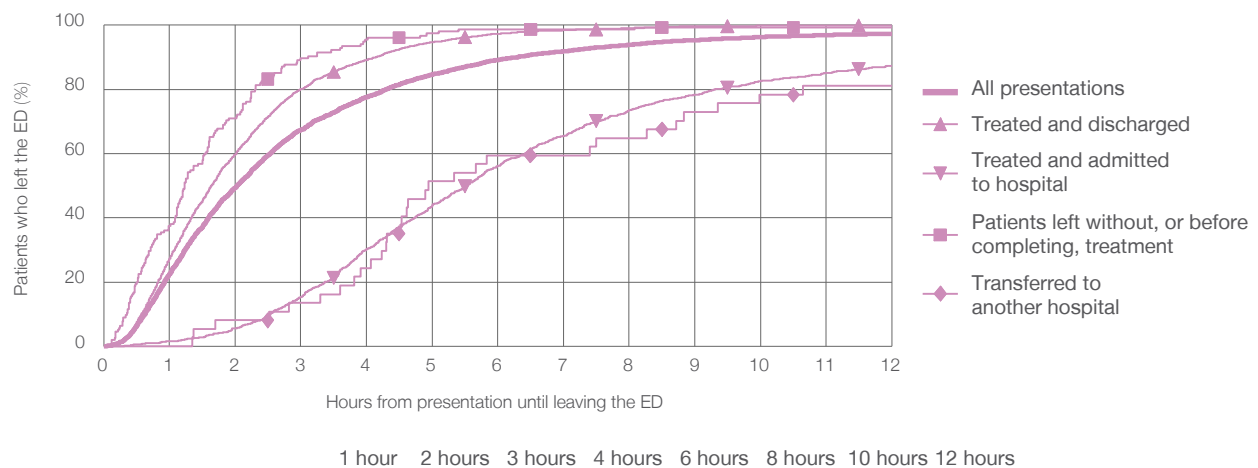
January to March 2017

All presentations:[†] 6,301 patients

Presentations used to calculate time to leaving the ED:[‡] 6,300 patients

		Same period last year	Change since one year ago
Treated and discharged	4,878 (77.4%)	4,676	4.3%
Treated and admitted to hospital	1,217 (19.3%)	1,109	9.7%
Patient left without, or before completing, treatment	155 (2.5%)	153	1.3%
Transferred to another hospital	37 (0.6%)	64	-42.2%
Other	14 (0.2%)	18	-22.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.3%	59.9%	80.1%	89.2%	97.3%	99.1%	99.8%	99.9%
Treated and admitted to hospital	1.6%	5.5%	15.3%	30.3%	56.1%	73.5%	82.6%	87.3%
Patient left without, or before completing, treatment	37.4%	71.0%	89.7%	95.5%	98.7%	98.7%	99.4%	99.4%
Transferred to another hospital	0%	8.1%	13.5%	24.3%	59.5%	64.9%	78.4%	81.1%
All presentations	22.6%	49.4%	67.4%	77.6%	89.2%	93.9%	96.3%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 6,301 patients

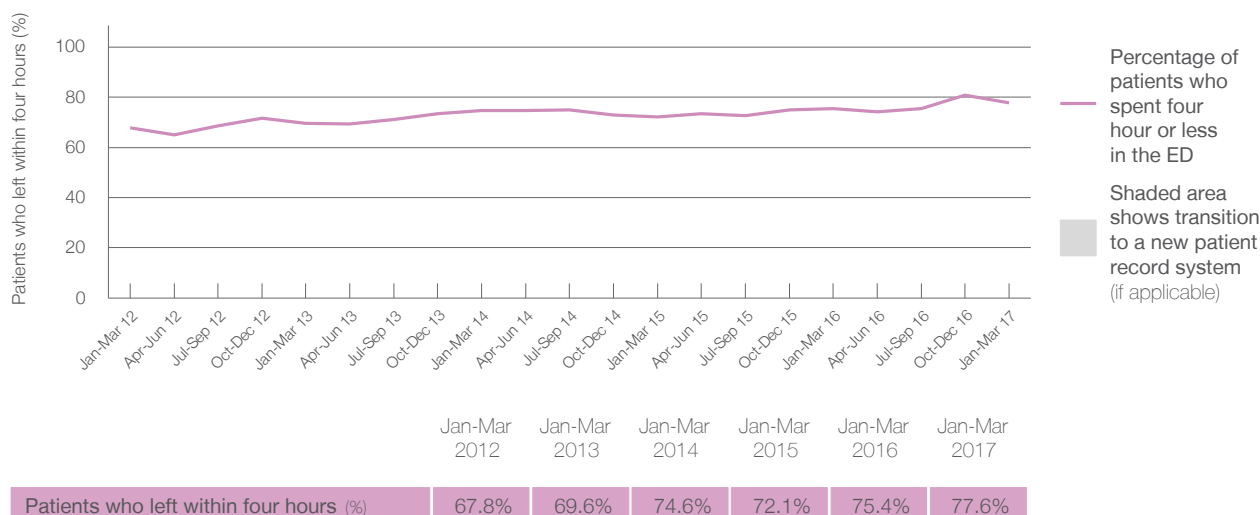
Presentations used to calculate time to leaving the ED:⁶ 6,300 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,020	4.7%
6,018	4.7%
75.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 5,099 patients

Emergency presentations:² 4,895 patients

Same period last year	Change since one year ago
5,035	1.3%
4,895	-0.7%

Griffith Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 490 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,981 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,948 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 416 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
351	
6 minutes	8 minutes
16 minutes	26 minutes
1,731	
17 minutes	20 minutes
52 minutes	69 minutes
2,412	
24 minutes	26 minutes
81 minutes	101 minutes
383	
21 minutes	23 minutes
77 minutes	104 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 5,099 patients

Percentage of patients who spent four hours or less in the ED 82.9%

Same period last year	Change since one year ago
5,035	1.3%
88.5%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

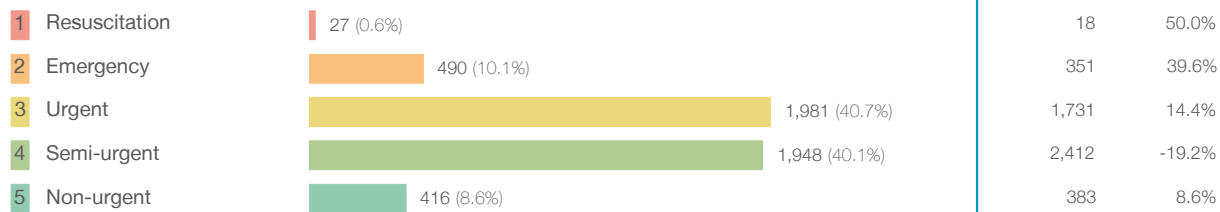
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Patients presenting to the emergency department

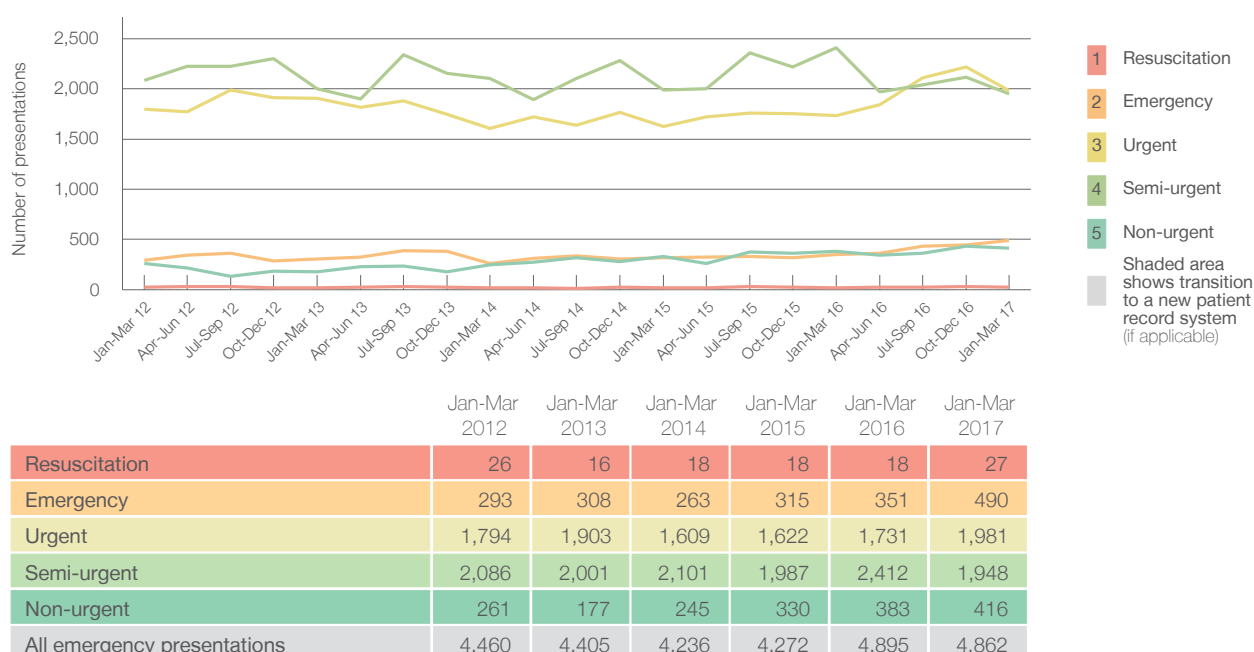
January to March 2017

All presentations:¹ 5,099 patients

Emergency presentations² by triage category: 4,862 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Griffith Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 688 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 490

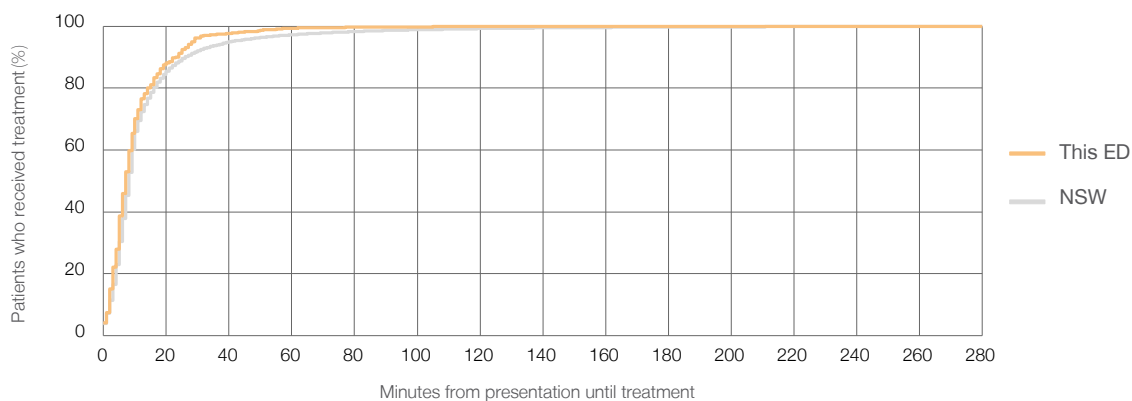
Number of triage 2 patients used to calculate waiting time:³ 487

Median time to start treatment⁴ 7 minutes

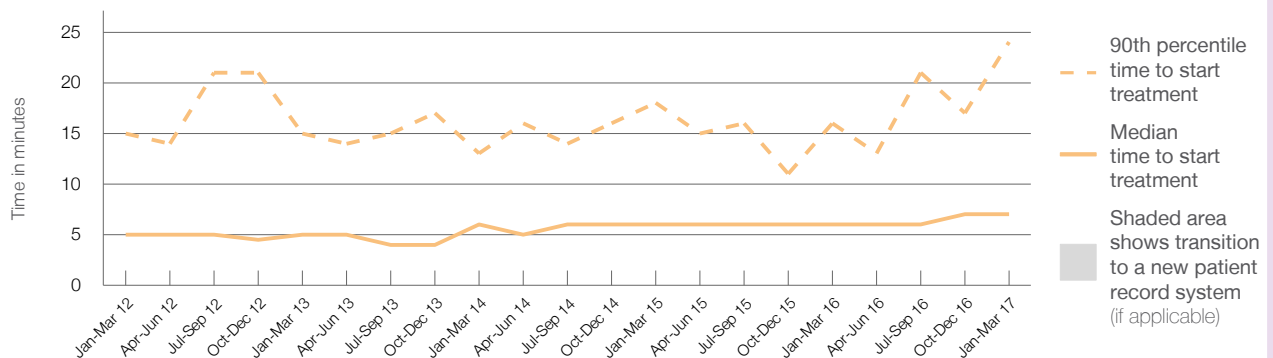
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
351	
348	
6 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	5	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	15	15	13	18	16	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,981

Number of triage 3 patients used to calculate waiting time:³ 1,957

Median time to start treatment⁴

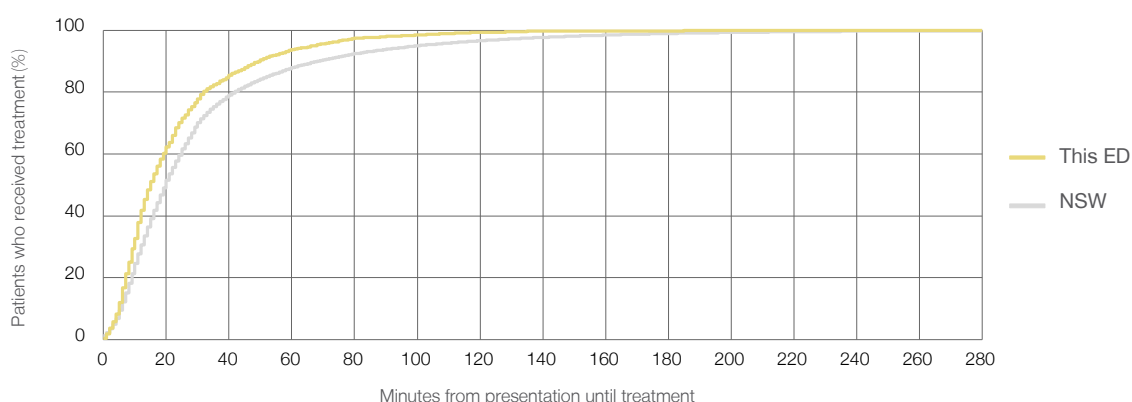
15 minutes

90th percentile time to start treatment⁵

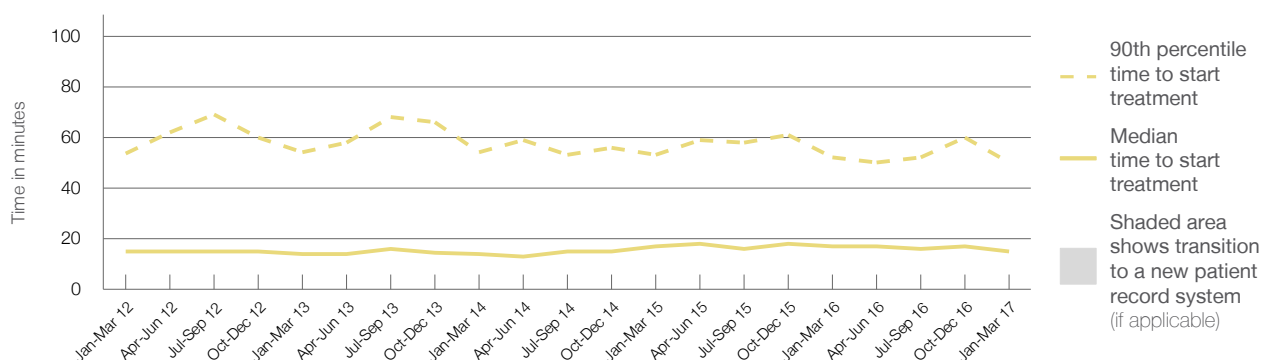
50 minutes

Same period last year	NSW (this period)
1,731	
1,708	
17 minutes	20 minutes
52 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	15	14	14	17	17	15
90th percentile time to start treatment ⁵ (minutes)	54	54	54	53	52	50

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,948

Number of triage 4 patients used to calculate waiting time:³ 1,895

Median time to start treatment⁴

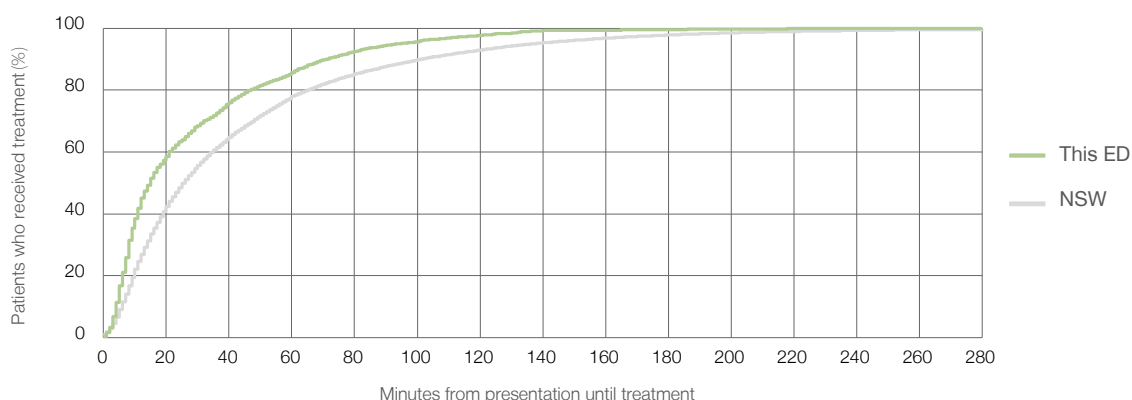
15 minutes

90th percentile time to start treatment⁵

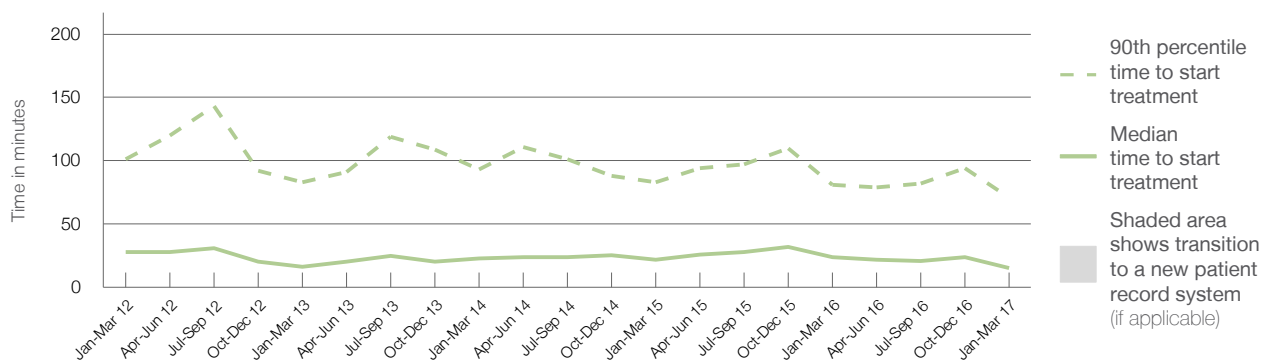
71 minutes

Same period last year	NSW (this period)
2,412	
2,314	
24 minutes	26 minutes
81 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	16	23	22	24	15
90th percentile time to start treatment ⁵ (minutes)	101	83	93	83	81	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 416

Number of triage 5 patients used to calculate waiting time:³ 386

Median time to start treatment⁴

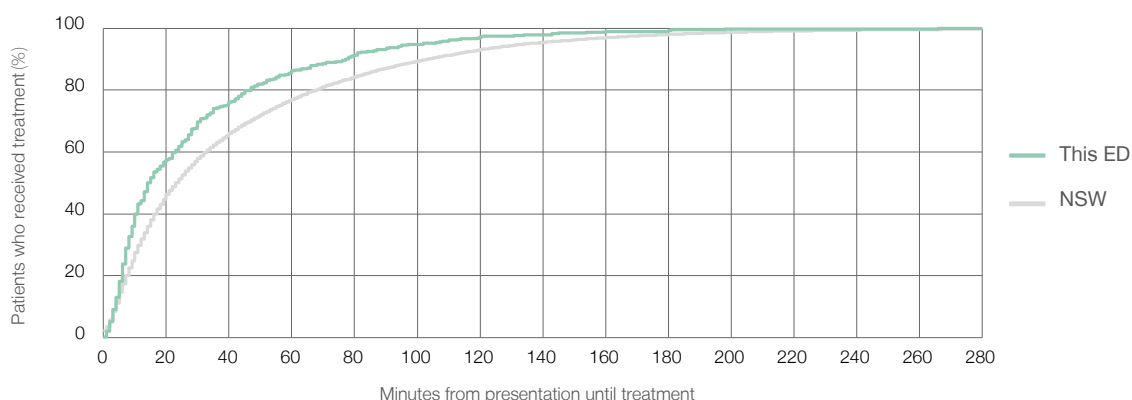
15 minutes

90th percentile time to start treatment⁵

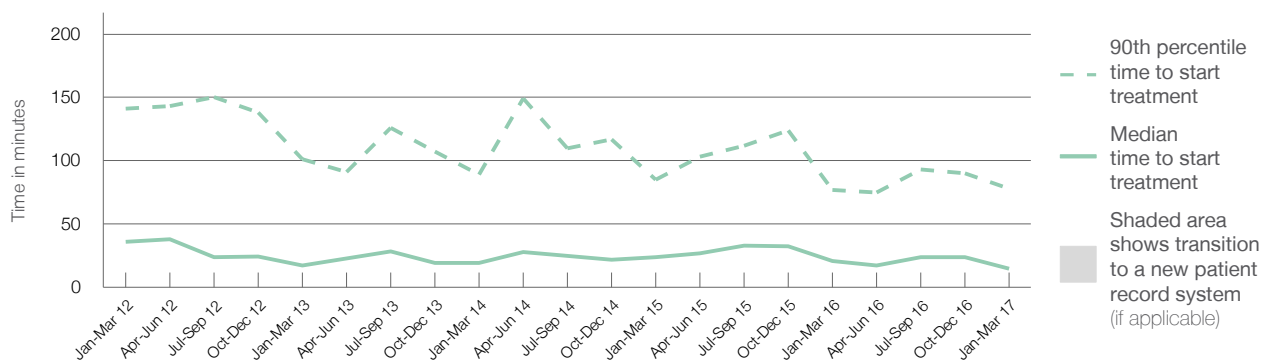
78 minutes

Same period last year	NSW (this period)
383	
348	
21 minutes	23 minutes
77 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	36	17	19	24	21	15
90th percentile time to start treatment ⁵ (minutes)	141	101	89	85	77	78

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Griffith Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 5,099 patients

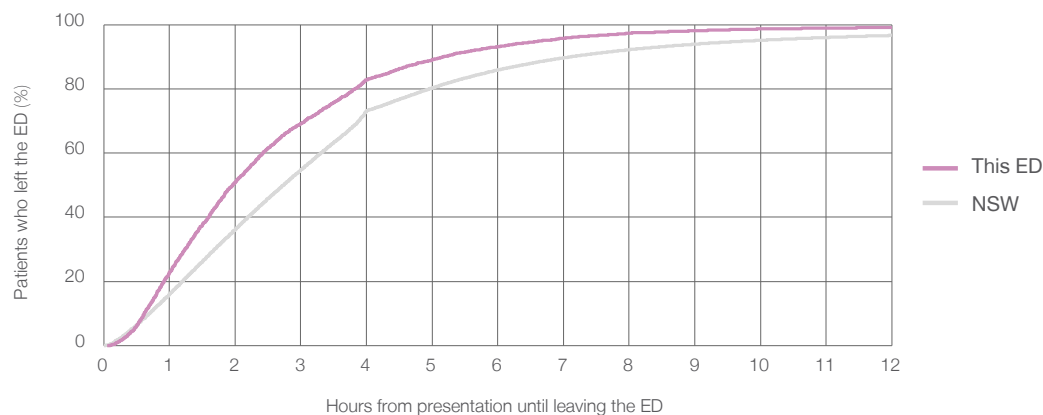
Presentations used to calculate time to leaving the ED:⁶ 5,099 patients

Median time spent in the ED⁸ 1 hours and 58 minutes

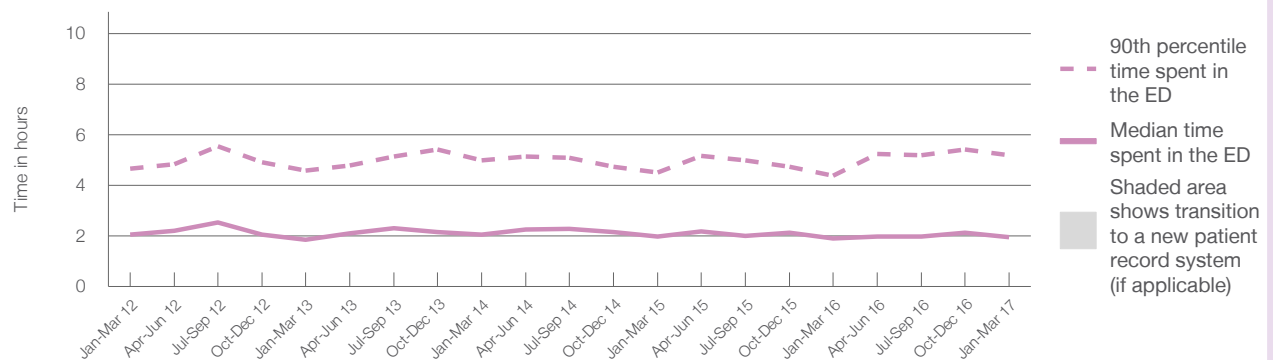
90th percentile time spent in the ED⁹ 5 hours and 11 minutes

Same period last year	NSW (this period)
5,035	
5,035	
1 hours and 54 minutes	2 hours and 44 minutes
4 hours and 23 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 4m	1h 51m	2h 3m	1h 59m	1h 54m	1h 58m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 40m	4h 35m	5h 0m	4h 30m	4h 23m	5h 11m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

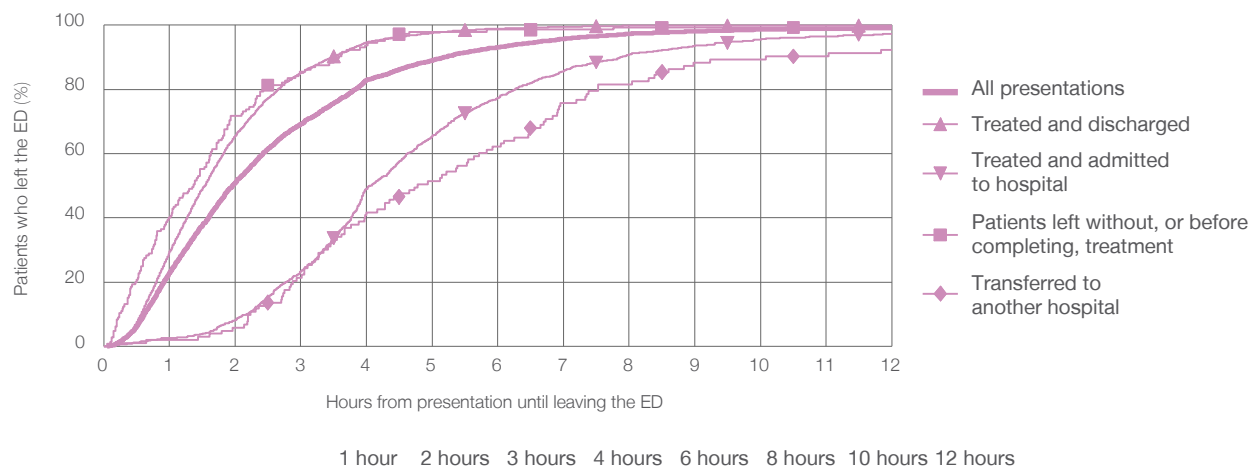
January to March 2017

All presentations:[†] 5,099 patients

Presentations used to calculate time to leaving the ED:[‡] 5,099 patients

		Same period last year	Change since one year ago
Treated and discharged	3,637 (71.3%)	5,035	1.3%
Treated and admitted to hospital	1,201 (23.6%)	3,756	-3.2%
Patient left without, or before completing, treatment	145 (2.8%)	1,045	14.9%
Transferred to another hospital	103 (2.0%)	177	-18.1%
Other	13 (0.3%)	54	90.7%
		3	333.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.4%	65.6%	85.0%	94.7%	98.9%	99.8%	99.9%	99.9%
Treated and admitted to hospital	2.5%	8.1%	23.3%	49.1%	77.4%	90.8%	95.6%	97.3%
Patient left without, or before completing, treatment	40.0%	71.7%	85.5%	93.8%	98.6%	99.3%	99.3%	99.3%
Transferred to another hospital	1.9%	5.8%	21.4%	41.7%	62.1%	81.6%	89.3%	92.2%
All presentations	22.9%	51.1%	69.2%	82.9%	93.1%	97.3%	98.6%	99.1%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 5,099 patients

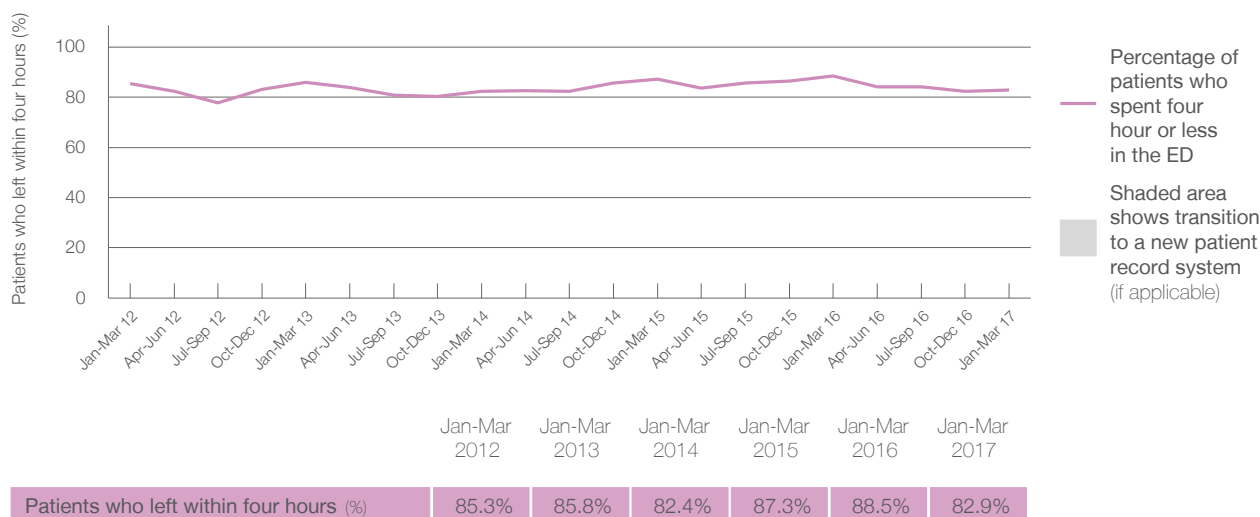
Presentations used to calculate time to leaving the ED:⁶ 5,099 patients

Percentage of patients who spent four hours or less in the ED

82.9%

Same period last year	Change since one year ago
5,035	1.3%
5,035	1.3%
88.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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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 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,085 patients

Emergency presentations:² 5,757 patients

Same period last year	Change since one year ago
6,138	-0.9%
5,705	0.9%

Hawkesbury District Health Services: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 644 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,677 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,118 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 63 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 297 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
554	
12 minutes	8 minutes
27 minutes	26 minutes
1,514	
20 minutes	20 minutes
39 minutes	69 minutes
3,011	
21 minutes	26 minutes
57 minutes	101 minutes
618	
20 minutes	23 minutes
71 minutes	104 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,085 patients

Percentage of patients who spent four hours or less in the ED 74.8%

Same period last year	Change since one year ago
6,138	-0.9%
82.4%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

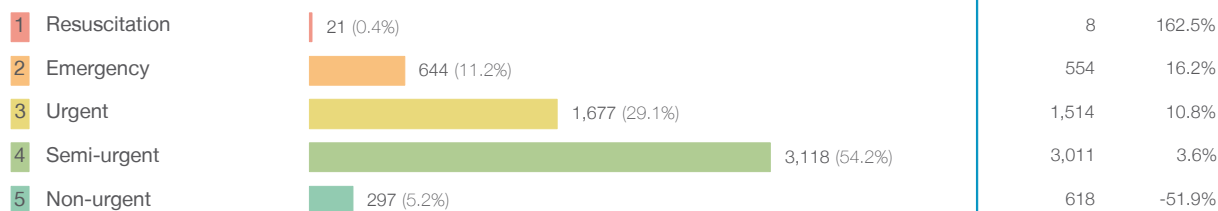
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Patients presenting to the emergency department

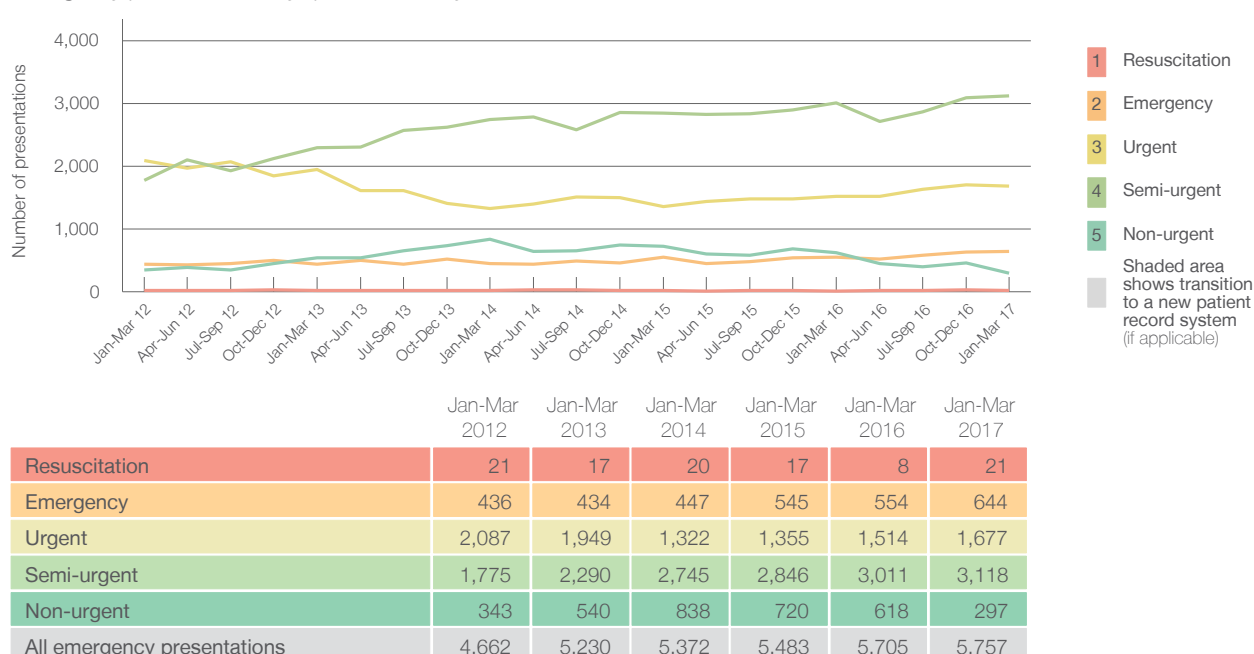
January to March 2017

All presentations:¹ 6,085 patients

Emergency presentations² by triage category: 5,757 patients



Emergency presentations² by quarter, January 2012 to March 2017 ^{† §}



Hawkesbury District Health Services: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 917 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 644

Number of triage 2 patients used to calculate waiting time:³ 644

Median time to start treatment⁴

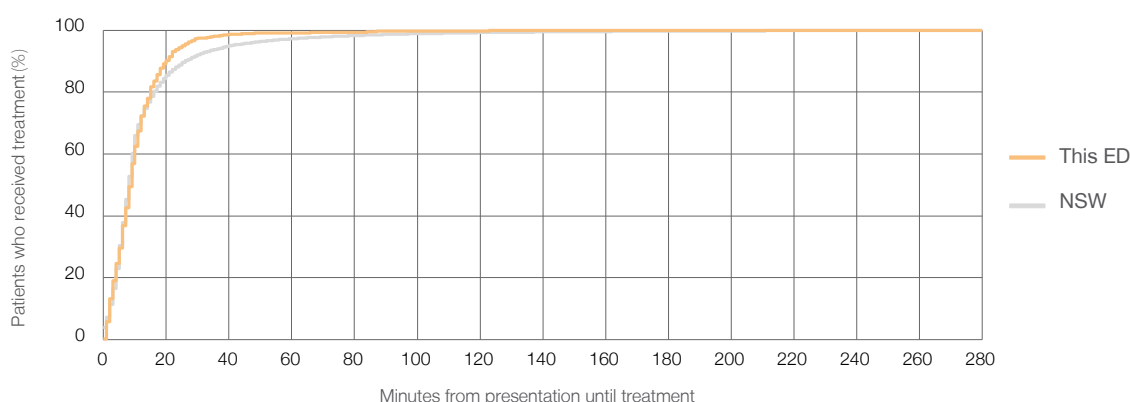
9 minutes

90th percentile time to start treatment⁵

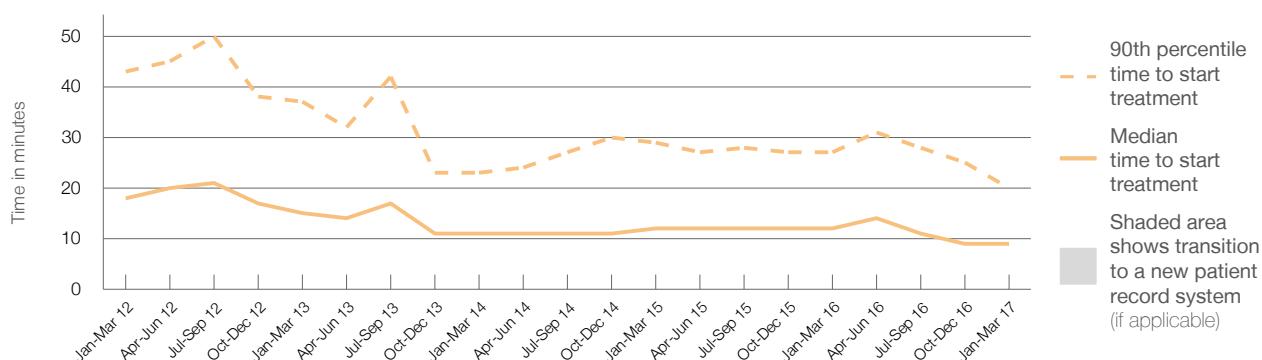
20 minutes

Same period last year	NSW (this period)
554	
554	
12 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	15	11	12	12	9
90th percentile time to start treatment ⁵ (minutes)	43	37	23	29	27	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,677

Number of triage 3 patients used to calculate waiting time:³ 1,676

Median time to start treatment⁴

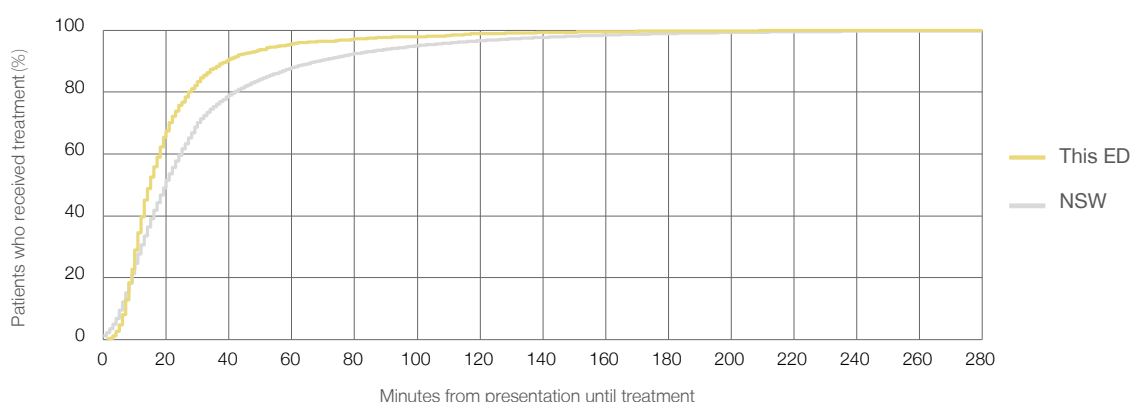
15 minutes

90th percentile time to start treatment⁵

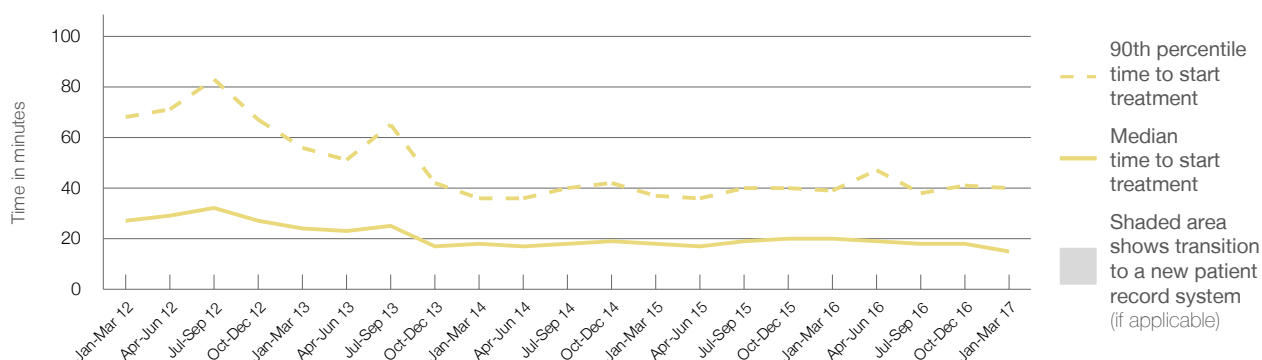
40 minutes

Same period last year	NSW (this period)
1,514	
1,513	
20 minutes	20 minutes
39 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	24	18	18	20	15
90th percentile time to start treatment ⁵ (minutes)	68	56	36	37	39	40

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,118

Number of triage 4 patients used to calculate waiting time:³ 3,113

Median time to start treatment⁴

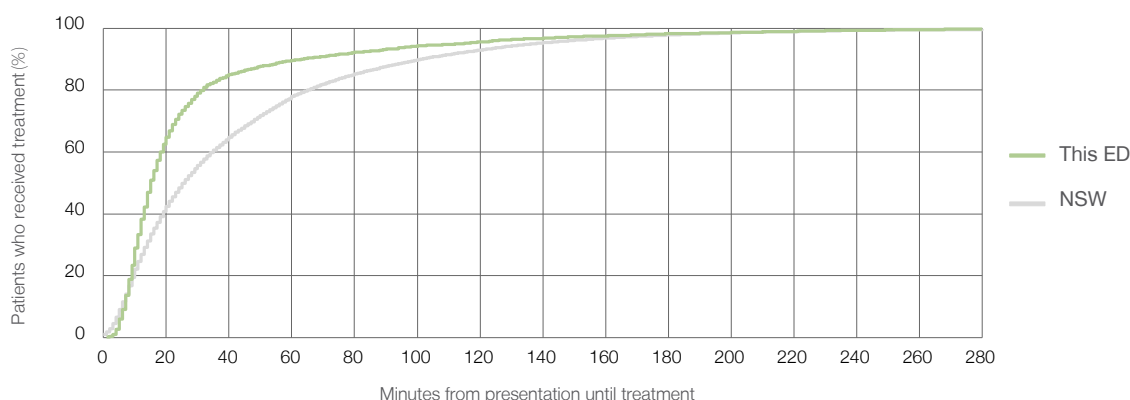
15 minutes

90th percentile time to start treatment⁵

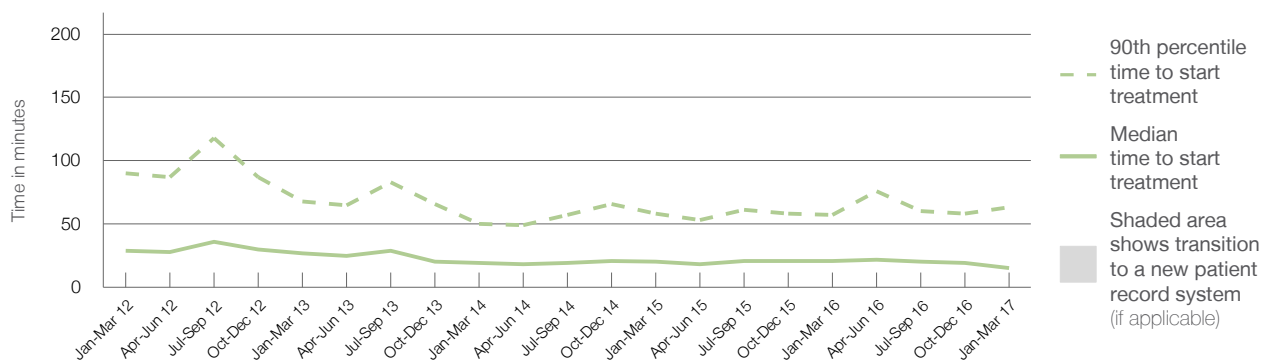
63 minutes

Same period last year	NSW (this period)
3,011	
2,995	
21 minutes	26 minutes
57 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	27	19	20	21	15
90th percentile time to start treatment ⁵ (minutes)	90	68	50	58	57	63

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 297

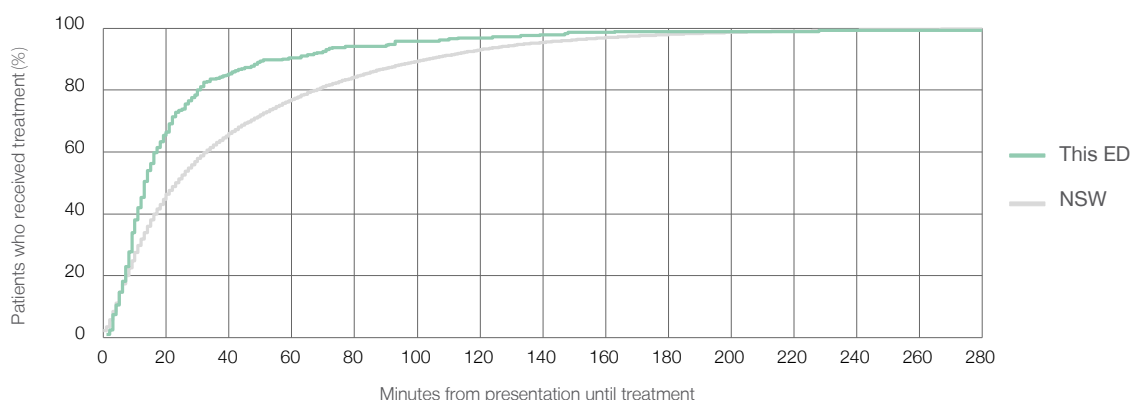
Number of triage 5 patients used to calculate waiting time:³ 291

Median time to start treatment⁴ 13 minutes

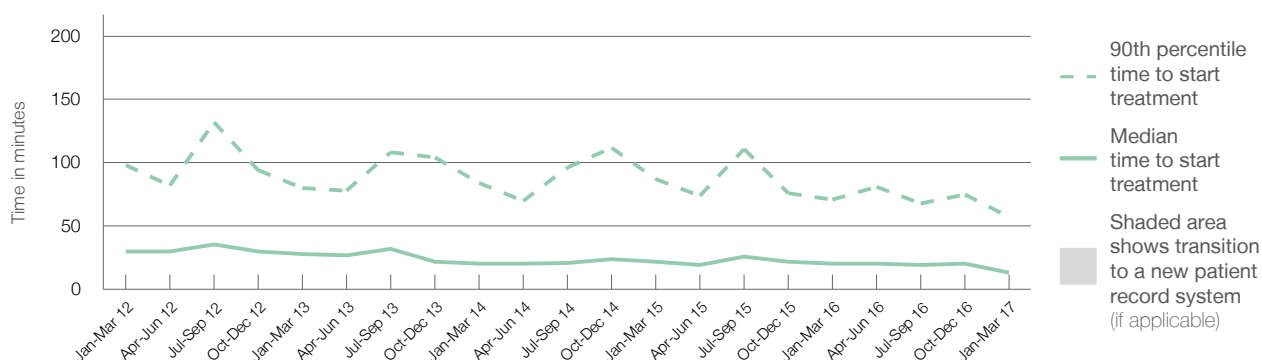
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
618	
600	
20 minutes	23 minutes
71 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	28	20	22	20	13
90th percentile time to start treatment ⁵ (minutes)	98	80	84	87	71	57

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,085 patients

Presentations used to calculate time to leaving the ED:⁶ 6,085 patients

Median time spent in the ED⁸

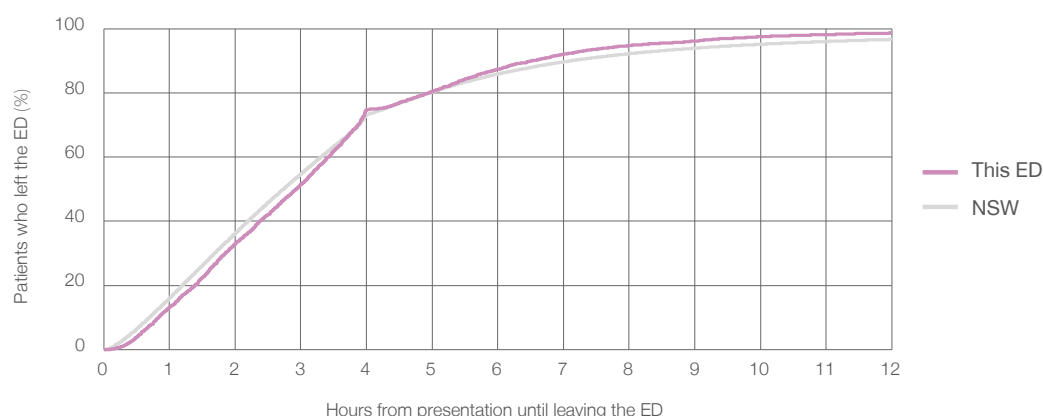
2 hours and 56 minutes

90th percentile time spent in the ED⁹

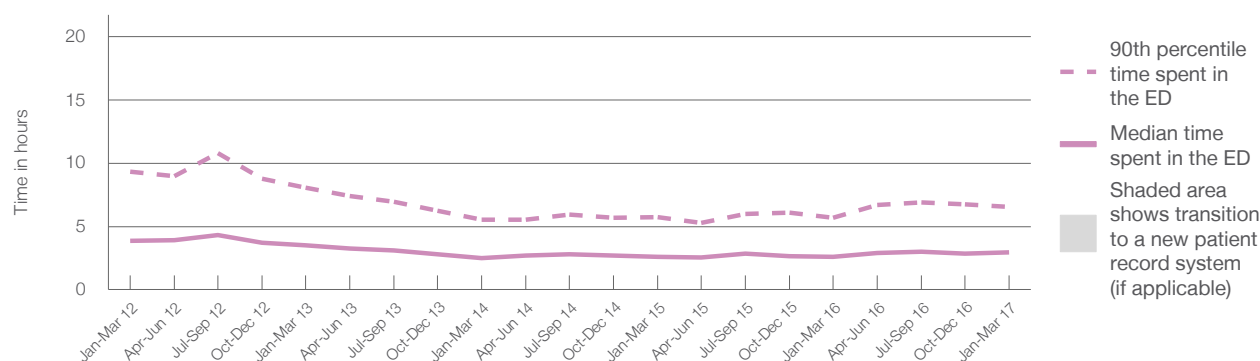
6 hours and 32 minutes

Same period last year	NSW (this period)
6,138	
6,138	
2 hours and 36 minutes	2 hours and 44 minutes
5 hours and 41 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 53m	3h 32m	2h 31m	2h 37m	2h 36m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 19m	8h 3m	5h 31m	5h 45m	5h 41m	6h 32m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

January to March 2017

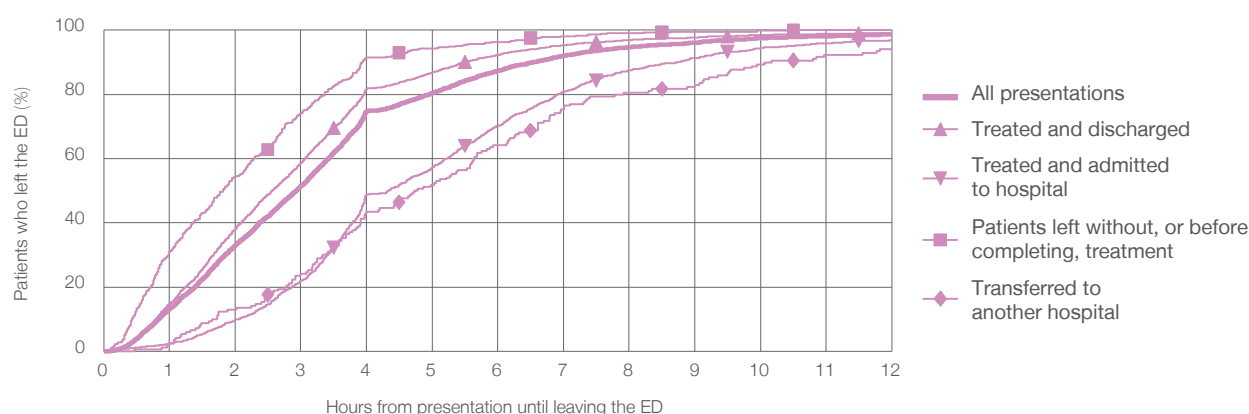
All presentations:[†] 6,085 patients

Presentations used to calculate time to leaving the ED:[‡] 6,085 patients

Treated and discharged	4,162 (68.4%)
Treated and admitted to hospital	1,245 (20.5%)
Patient left without, or before completing, treatment	500 (8.2%)
Transferred to another hospital	170 (2.8%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,138	-0.9%
4,281	-2.8%
1,169	6.5%
496	0.8%
182	-6.6%
10	-20.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	14.8%	38.1%	58.6%	81.8%	92.4%	97.0%	98.5%	99.2%
Treated and admitted to hospital	2.5%	9.9%	22.0%	48.9%	70.2%	87.6%	94.5%	96.9%
Patient left without, or before completing, treatment	31.0%	54.4%	74.0%	91.6%	96.4%	99.2%	99.8%	100%
Transferred to another hospital	2.4%	12.9%	24.1%	43.5%	64.1%	80.6%	89.4%	94.1%
All presentations	13.3%	33.0%	51.5%	74.8%	87.4%	94.8%	97.5%	98.6%

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 6,085 patients

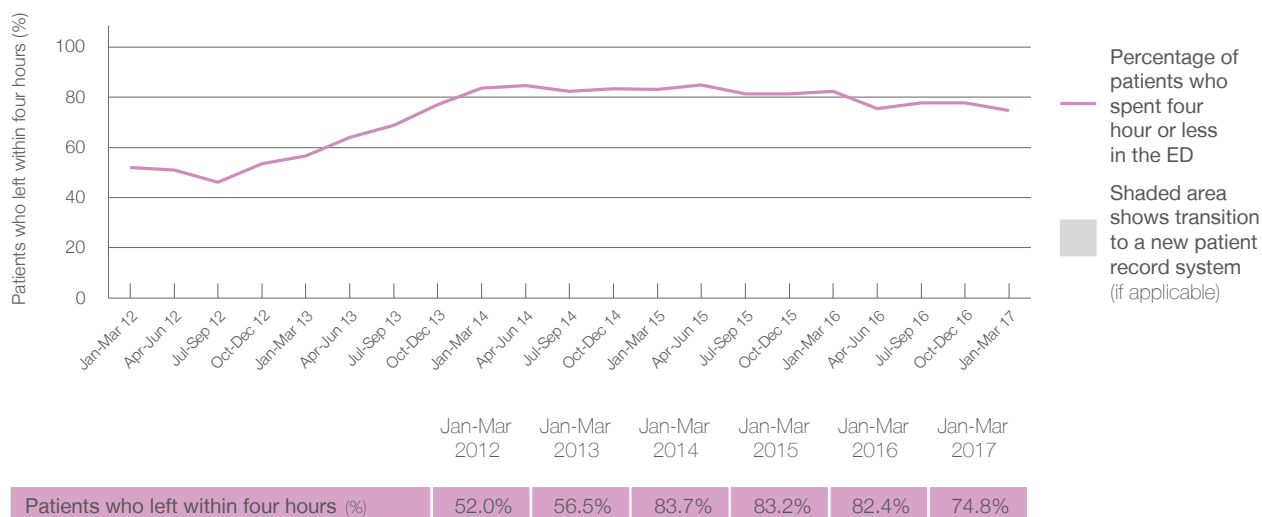
Presentations used to calculate time to leaving the ED:⁶ 6,085 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,138	-0.9%
6,138	-0.9%
82.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,963 patients

Emergency presentations:² 7,888 patients

Same period last year	Change since one year ago
8,224	-3.2%
8,171	-3.5%

Mount Druitt Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,373 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,938 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 87 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,649 patients

Median time to start treatment⁴ 40 minutes

90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 910 patients

Median time to start treatment⁴ 41 minutes

90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,176	
9 minutes	8 minutes
25 minutes	26 minutes
3,283	
28 minutes	20 minutes
87 minutes	69 minutes
2,698	
38 minutes	26 minutes
109 minutes	101 minutes
992	
38 minutes	23 minutes
113 minutes	104 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,960 patients

Percentage of patients who spent four hours or less in the ED 67.9%

Same period last year	Change since one year ago
8,224	-3.2%
74.0%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

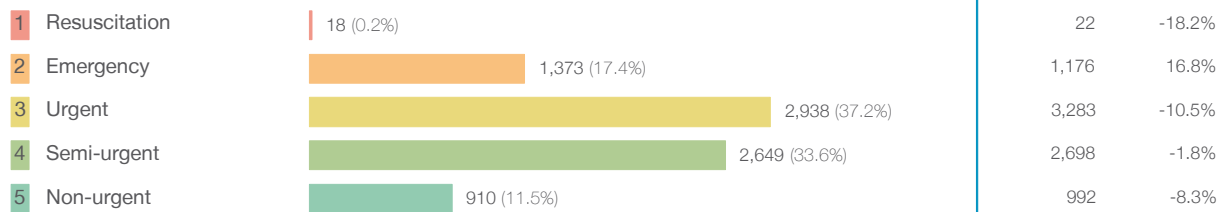
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Patients presenting to the emergency department

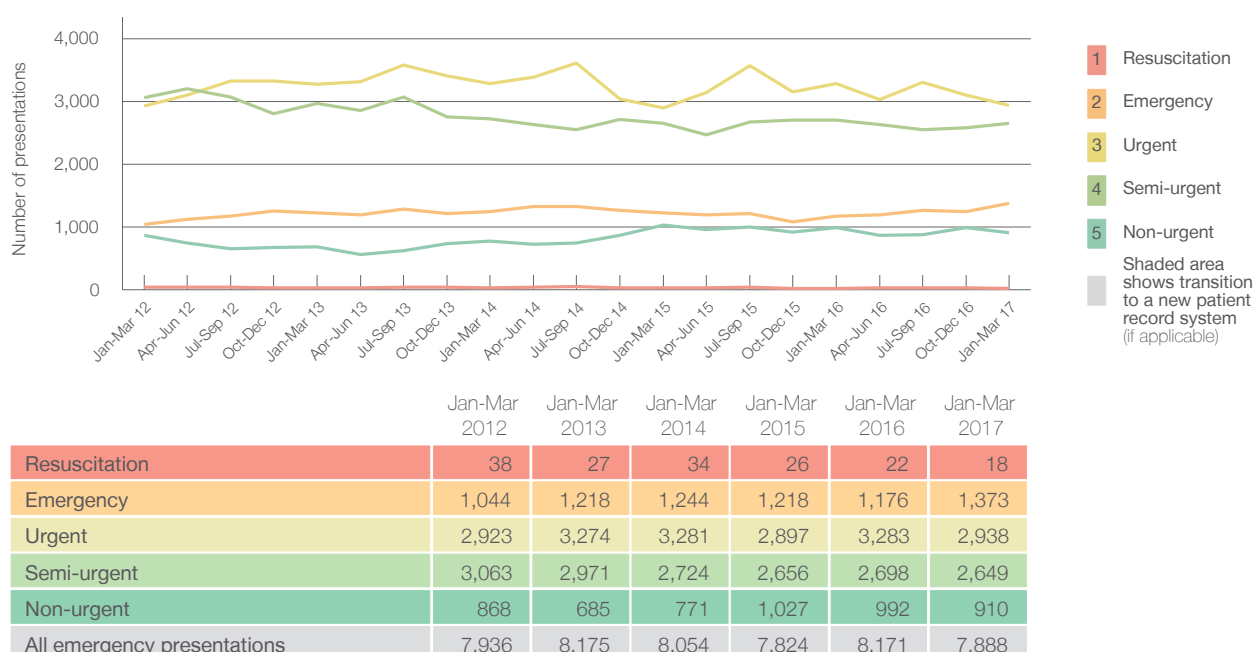
January to March 2017

All presentations:¹ 7,963 patients

Emergency presentations² by triage category: 7,888 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Mount Druitt Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 783 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,373

Number of triage 2 patients used to calculate waiting time:³ 1,367

Median time to start treatment⁴

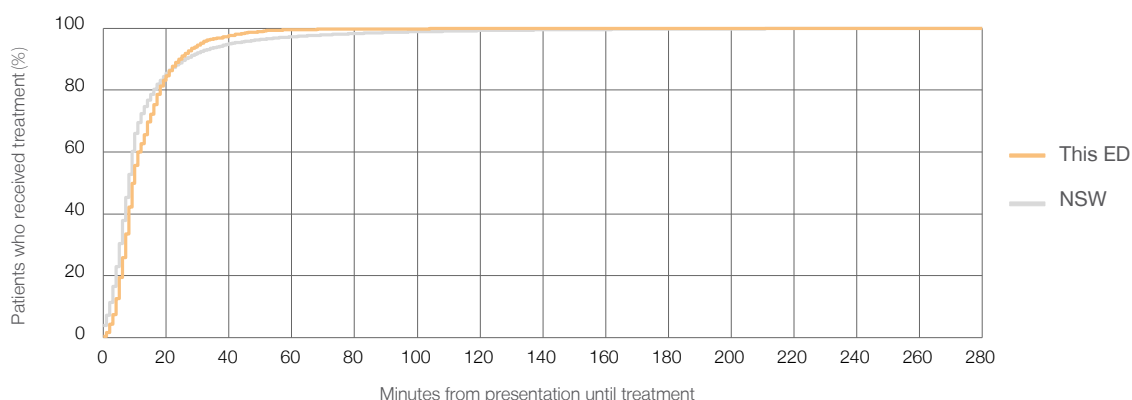
10 minutes

90th percentile time to start treatment⁵

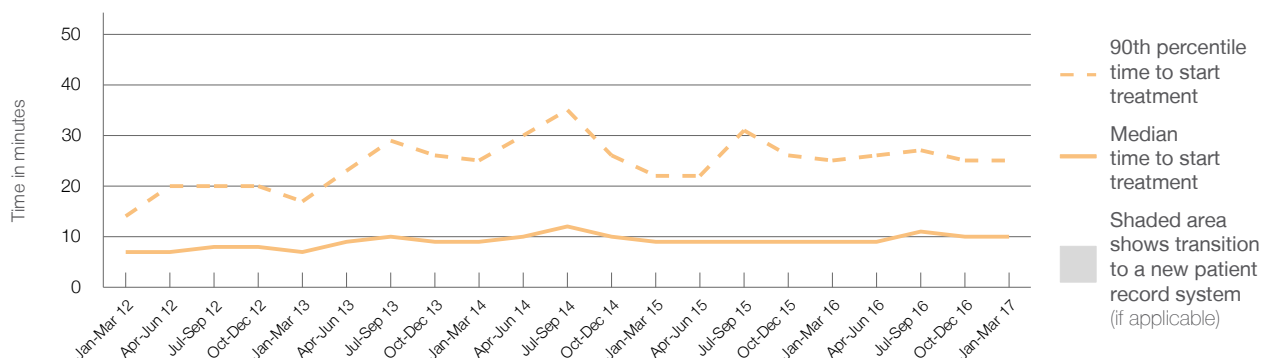
25 minutes

Same period last year	NSW (this period)
1,176	
1,168	
9 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	9	9	9	10
90th percentile time to start treatment ⁵ (minutes)	14	17	25	22	25	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,938

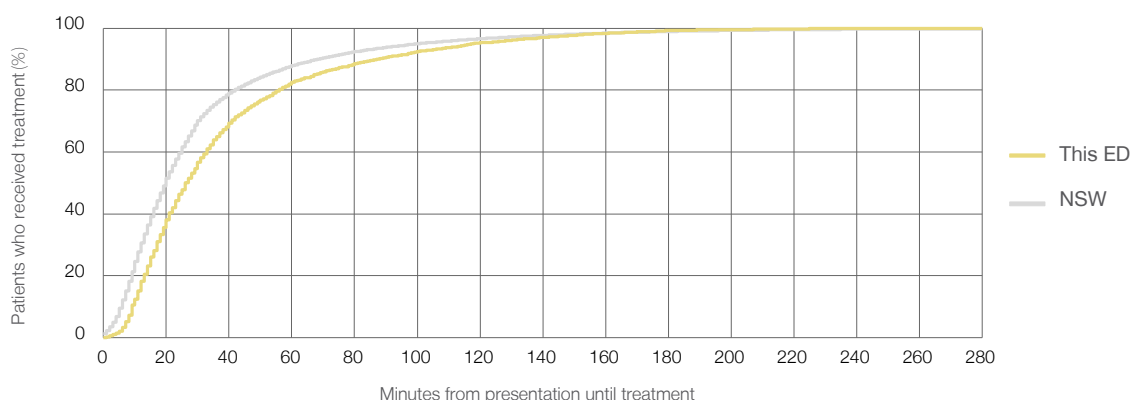
Number of triage 3 patients used to calculate waiting time:³ 2,833

Median time to start treatment⁴ 26 minutes

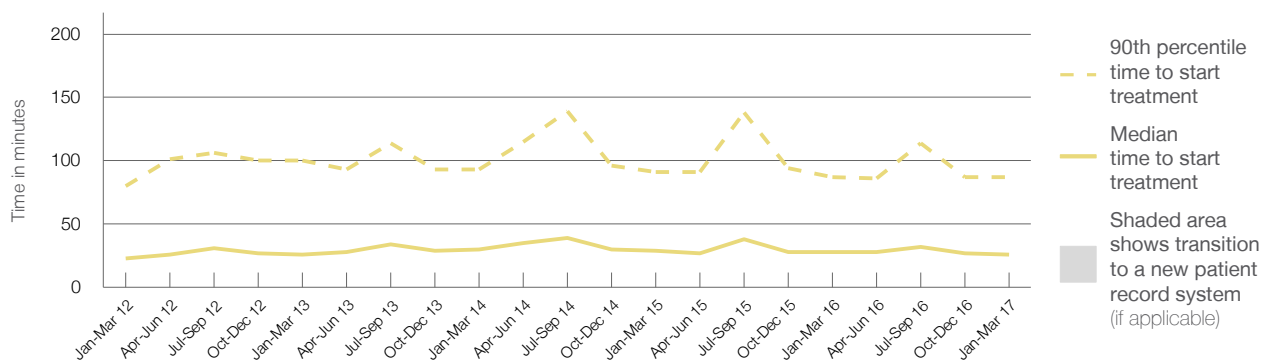
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,283	
3,137	
28 minutes	20 minutes
87 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	23	26	30	29	28	26
90th percentile time to start treatment ⁵ (minutes)	80	100	93	91	87	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,649

Number of triage 4 patients used to calculate waiting time:³ 2,464

Median time to start treatment⁴

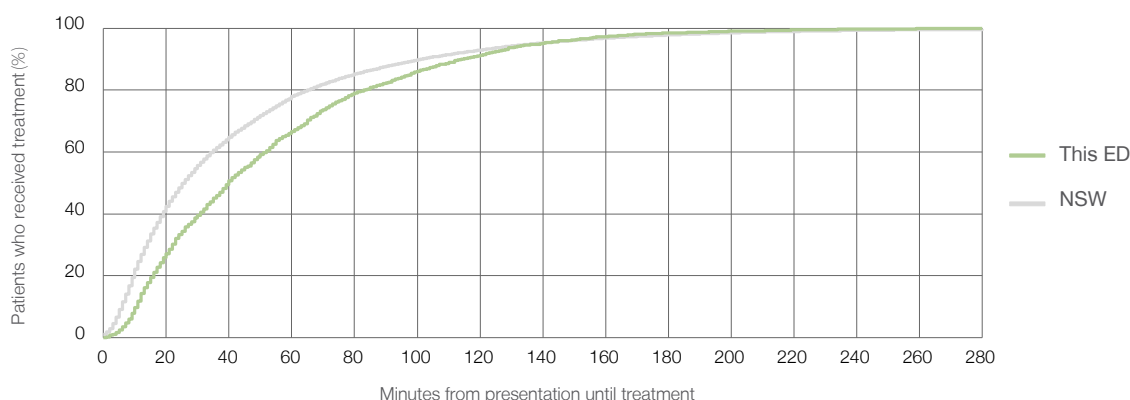
40 minutes

90th percentile time to start treatment⁵

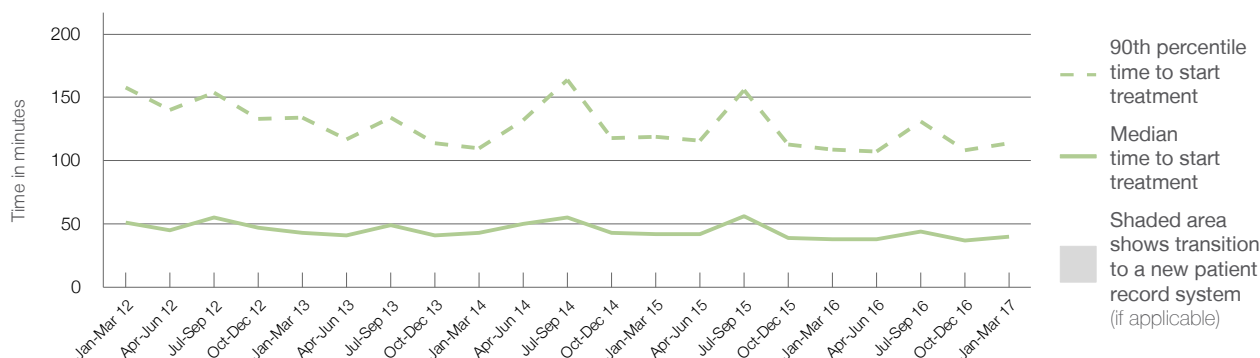
114 minutes

Same period last year	NSW (this period)
2,698	
2,502	
38 minutes	26 minutes
109 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	51	43	43	42	38	40
90th percentile time to start treatment ⁵ (minutes)	158	134	110	119	109	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 910

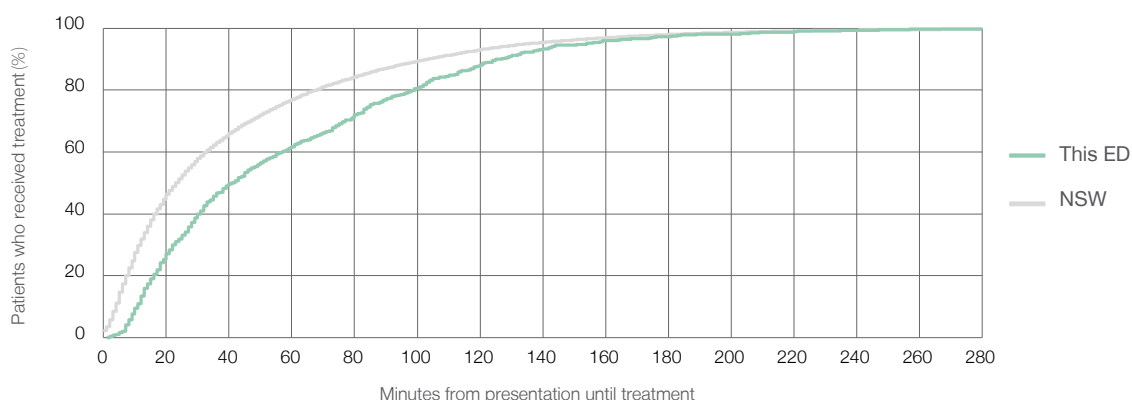
Number of triage 5 patients used to calculate waiting time:³ 812

Median time to start treatment⁴ 41 minutes

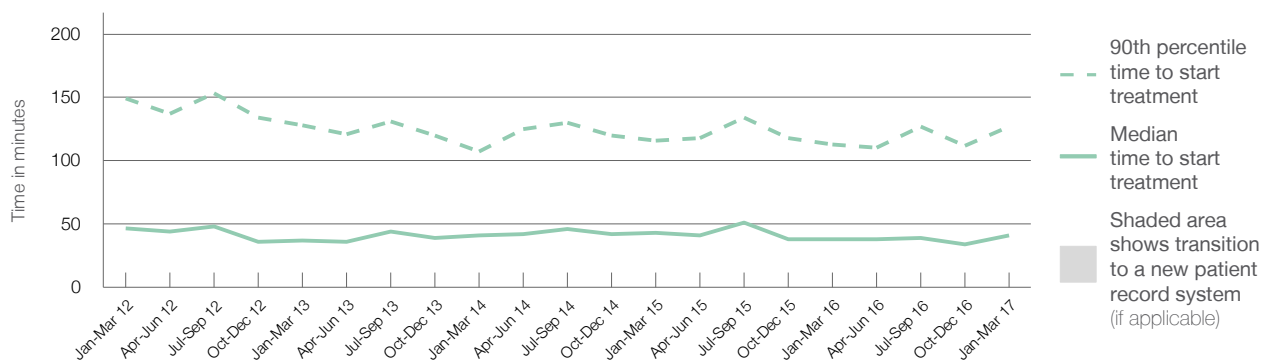
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
992	
862	
38 minutes	23 minutes
113 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	47	37	41	43	38	41
90th percentile time to start treatment ⁵ (minutes)	149	128	107	116	113	127

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,963 patients

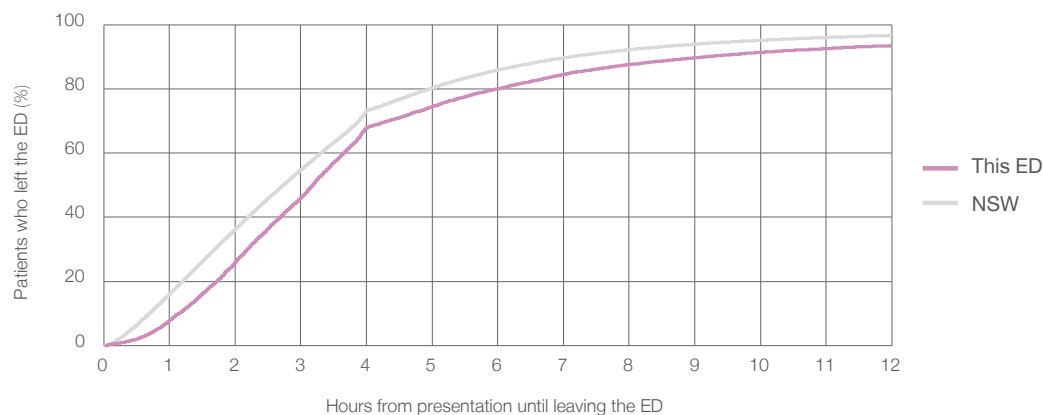
Presentations used to calculate time to leaving the ED:⁶ 7,960 patients

Median time spent in the ED⁸ 3 hours and 11 minutes

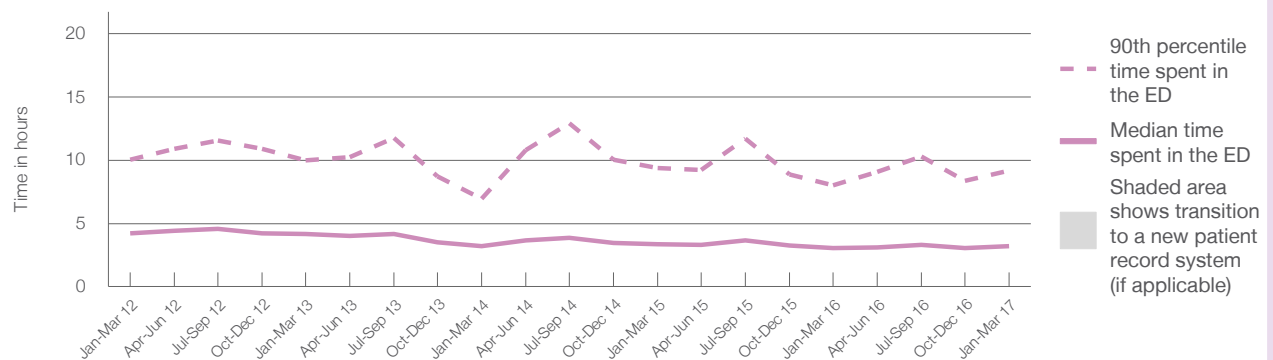
90th percentile time spent in the ED⁹ 9 hours and 11 minutes

Same period last year	NSW (this period)
8,224	
8,224	
3 hours and 5 minutes	2 hours and 44 minutes
8 hours and 0 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 13m	4h 11m	3h 11m	3h 23m	3h 5m	3h 11m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 2m	9h 58m	6h 57m	9h 23m	8h 0m	9h 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients spent in the ED

By mode of separation

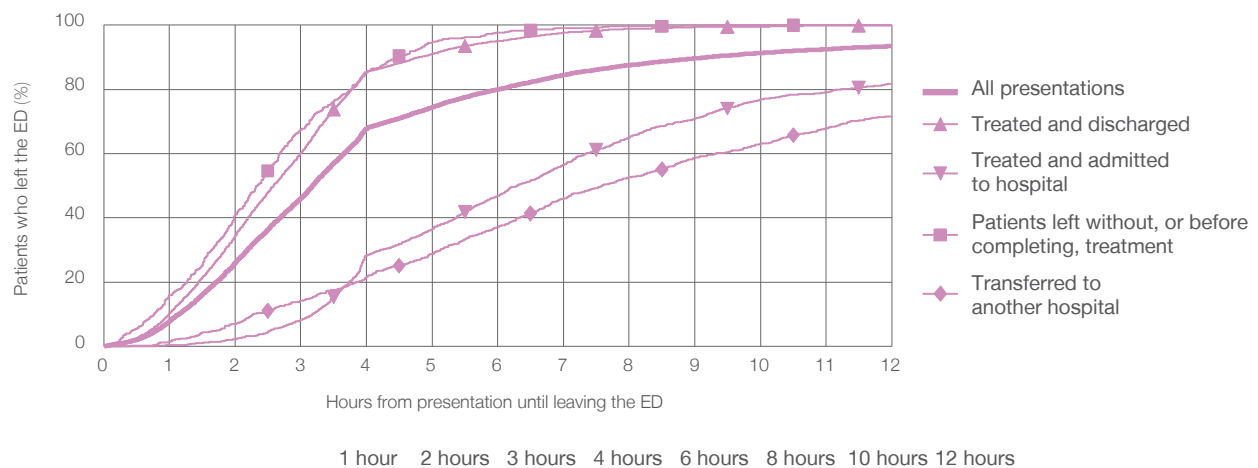
January to March 2017

All presentations:[†] 7,963 patients

Presentations used to calculate time to leaving the ED:[‡] 7,960 patients

		Same period last year	Change since one year ago
Treated and discharged	5,047 (63.4%)	5,443	-7.3%
Treated and admitted to hospital	1,432 (18.0%)	1,437	-0.3%
Patient left without, or before completing, treatment	578 (7.3%)	457	26.5%
Transferred to another hospital	904 (11.4%)	885	2.1%
Other	2 (0%)	2	0.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.3%	34.5%	60.2%	85.4%	95.0%	98.8%	99.6%	99.9%
Treated and admitted to hospital	0.3%	2.2%	8.1%	28.3%	46.9%	65.1%	76.8%	81.8%
Patient left without, or before completing, treatment	16.0%	41.1%	67.4%	85.4%	97.7%	99.7%	100%	100%
Transferred to another hospital	1.3%	7.0%	14.2%	21.6%	37.2%	52.5%	63.1%	71.6%
All presentations	7.9%	26.0%	46.1%	67.9%	80.0%	87.6%	91.4%	93.4%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 7,963 patients

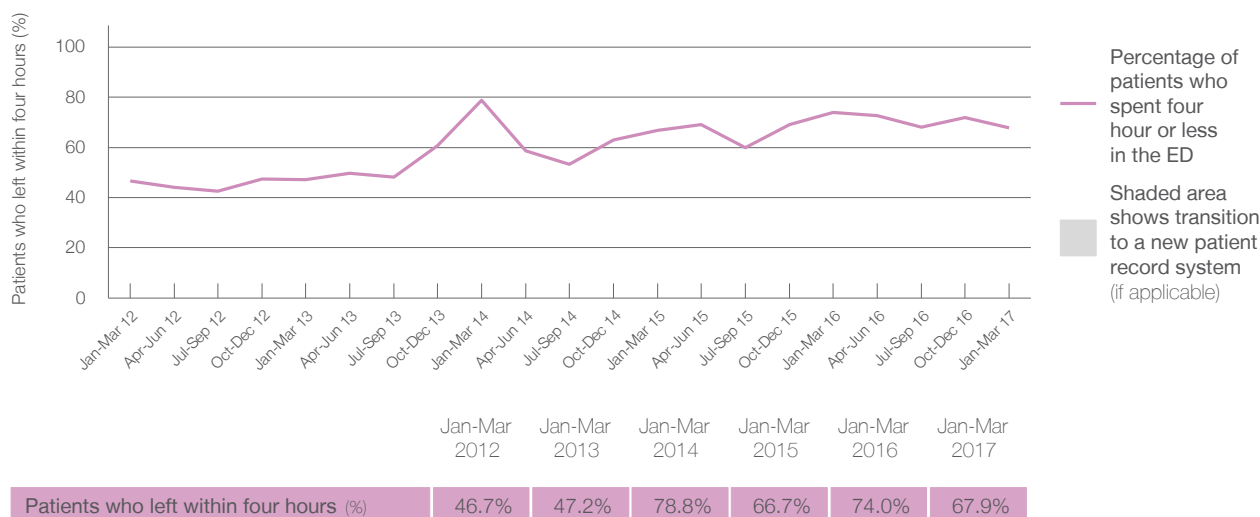
Presentations used to calculate time to leaving the ED:⁶ 7,960 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
8,224	-3.2%
8,224	-3.2%
74.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,564 patients
Emergency presentations:² 4,121 patients

Same period last year	Change since one year ago
4,506	1.3%
4,015	2.6%

Murwillumbah District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 280 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,242 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,216 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 374 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
281	
5 minutes	8 minutes
13 minutes	26 minutes
1,200	
13 minutes	20 minutes
38 minutes	69 minutes
2,167	
18 minutes	26 minutes
70 minutes	101 minutes
367	
24 minutes	23 minutes
84 minutes	104 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,559 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
4,495	1.4%
89.2%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

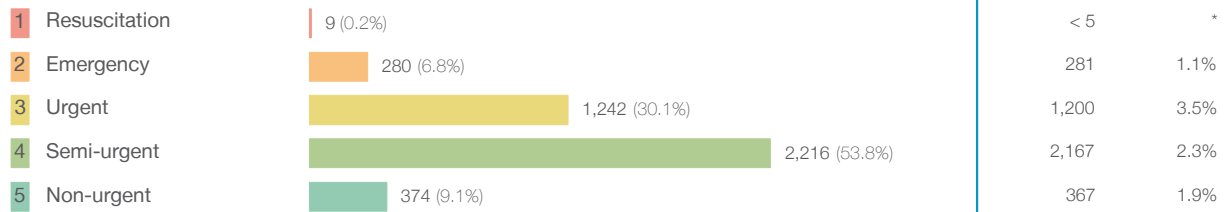
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Patients presenting to the emergency department

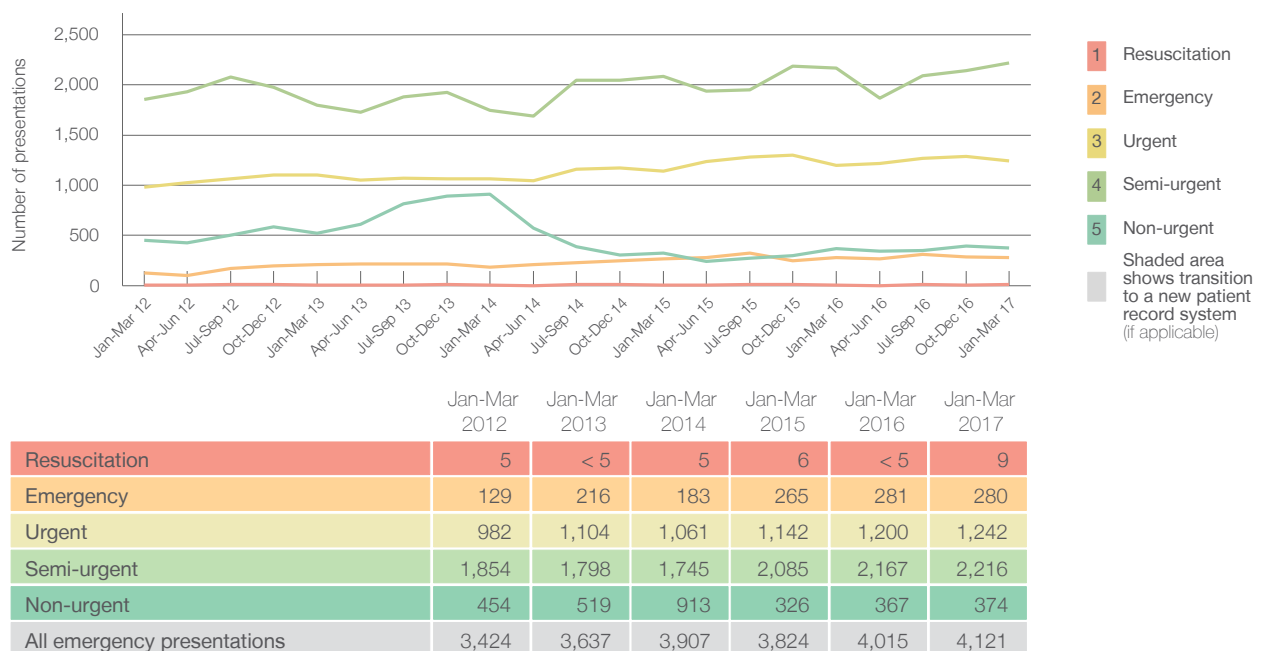
January to March 2017

All presentations:¹ 4,564 patients

Emergency presentations² by triage category: 4,121 patients



Emergency presentations² by quarter, January 2012 to March 2017[†]



Murwillumbah District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 240 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

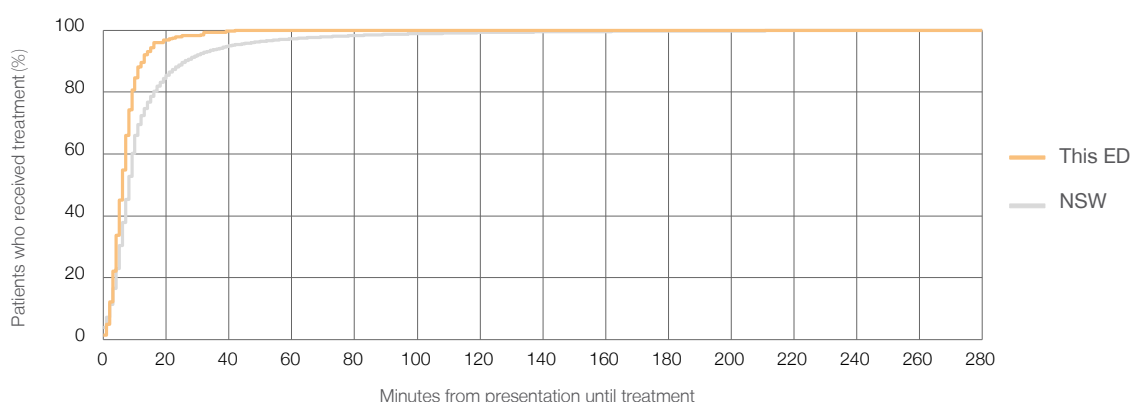
Number of triage 2 patients: 280

Number of triage 2 patients used to calculate waiting time:³ 279

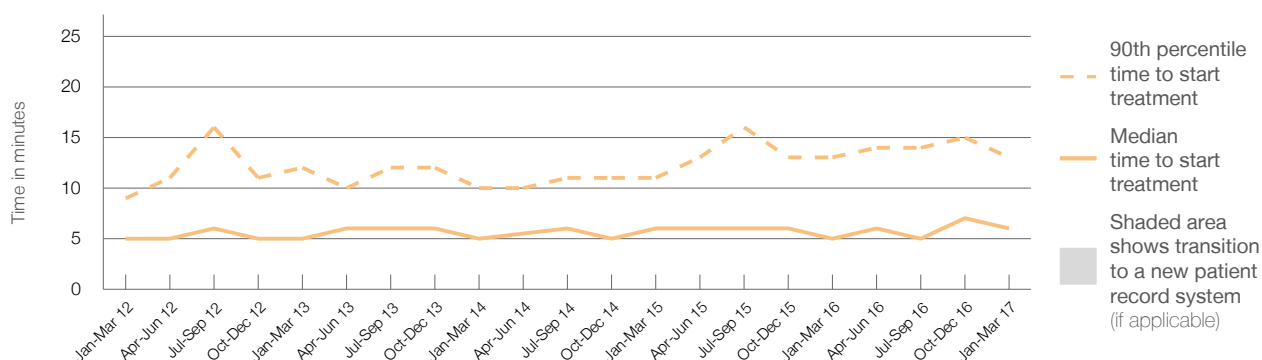
Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
281	
275	
5 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	5	5	6	5	6
90th percentile time to start treatment ⁵ (minutes)	9	12	10	11	13	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,242

Number of triage 3 patients used to calculate waiting time:³ 1,232

Median time to start treatment⁴

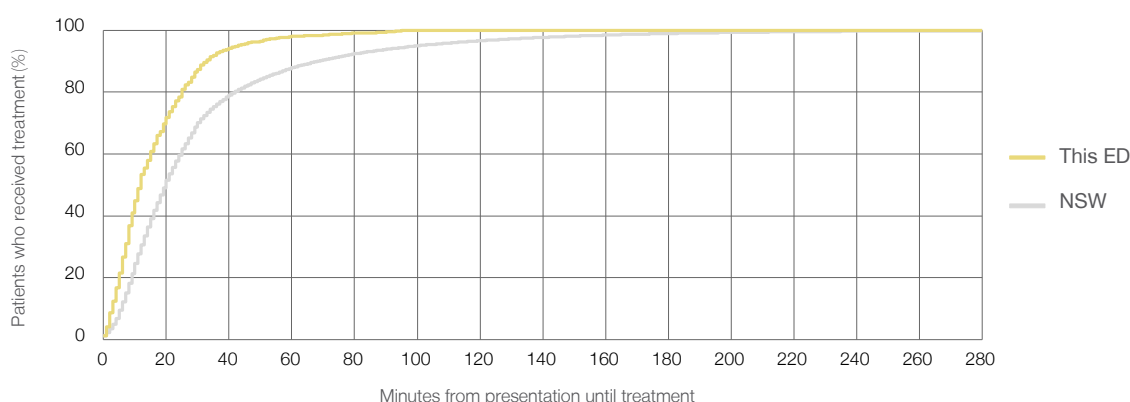
12 minutes

90th percentile time to start treatment⁵

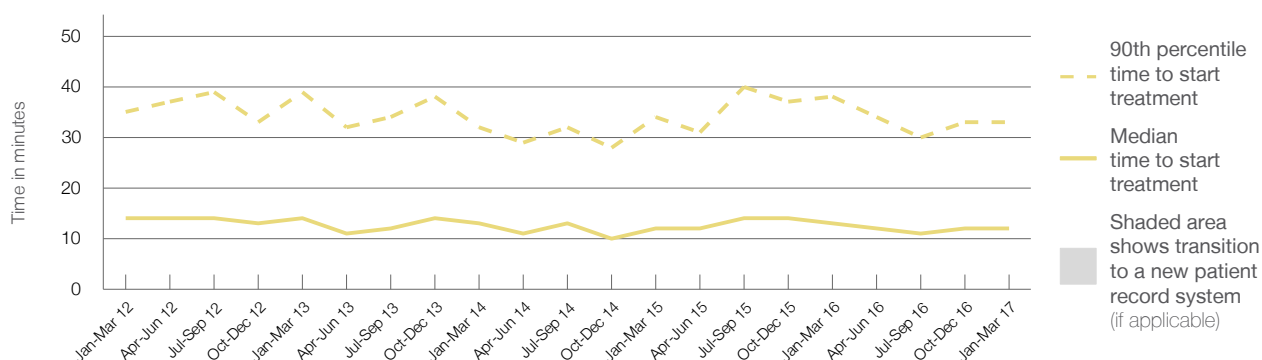
33 minutes

Same period last year	NSW (this period)
1,200	
1,182	
13 minutes	20 minutes
38 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	14	14	13	12	13	12
90th percentile time to start treatment ⁵ (minutes)	35	39	32	34	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,216

Number of triage 4 patients used to calculate waiting time:³ 2,169

Median time to start treatment⁴

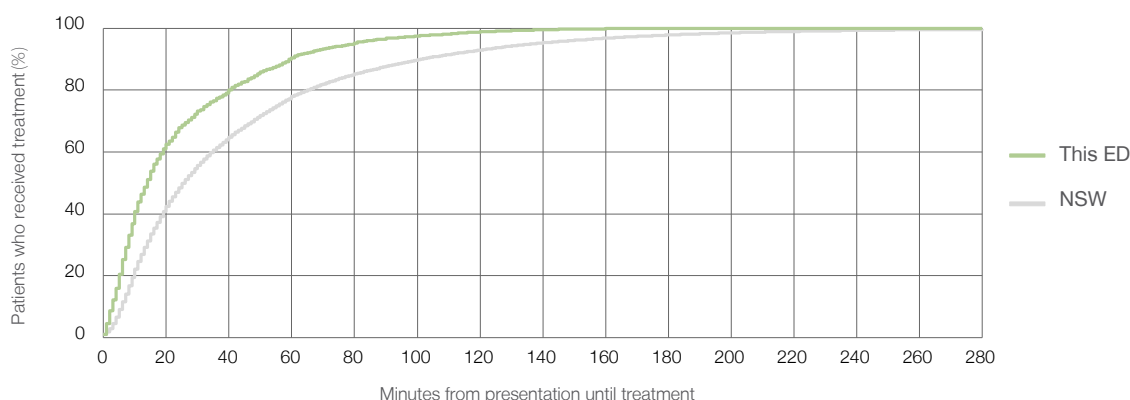
14 minutes

90th percentile time to start treatment⁵

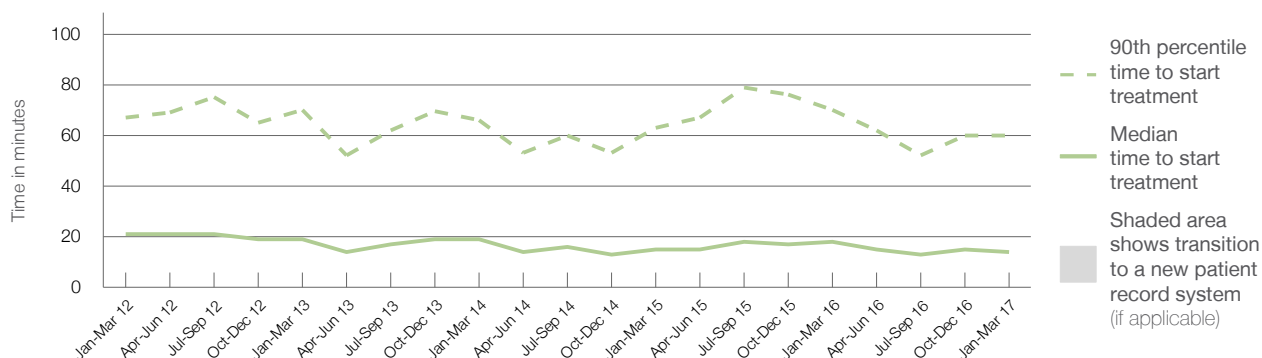
60 minutes

Same period last year	NSW (this period)
2,167	
2,088	
18 minutes	26 minutes
70 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	21	19	19	15	18	14
90th percentile time to start treatment ⁵ (minutes)	67	70	66	63	70	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 374

Number of triage 5 patients used to calculate waiting time:³ 356

Median time to start treatment⁴

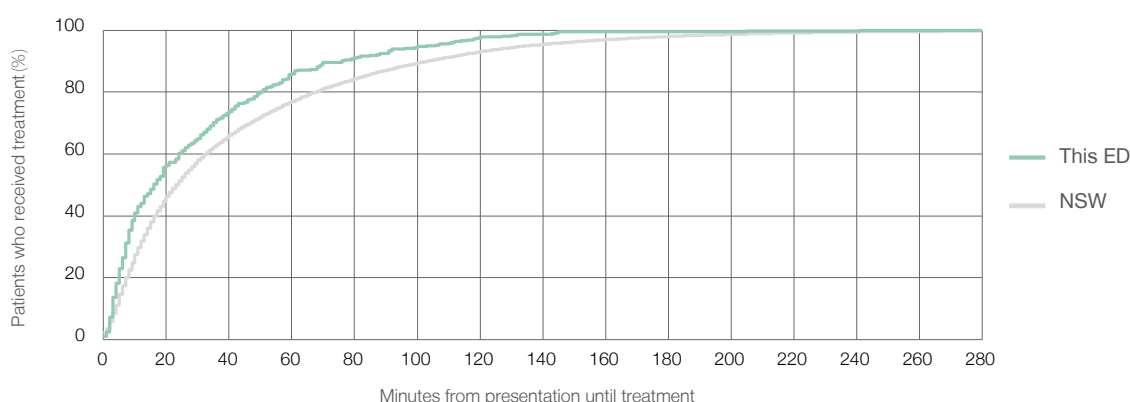
16 minutes

90th percentile time to start treatment⁵

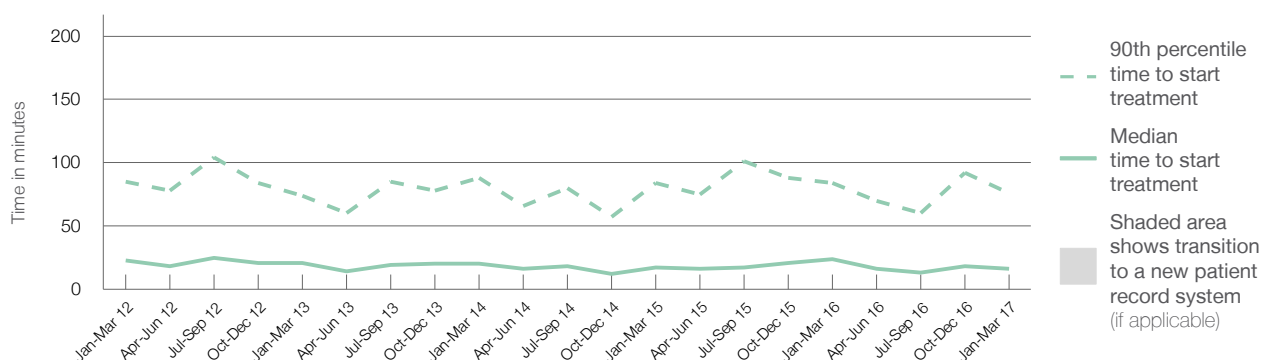
76 minutes

Same period last year	NSW (this period)
367	
346	
24 minutes	23 minutes
84 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	23	21	20	17	24	16
90th percentile time to start treatment ⁵ (minutes)	85	74	88	84	84	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,564 patients

Presentations used to calculate time to leaving the ED:⁶ 4,559 patients

Median time spent in the ED⁸

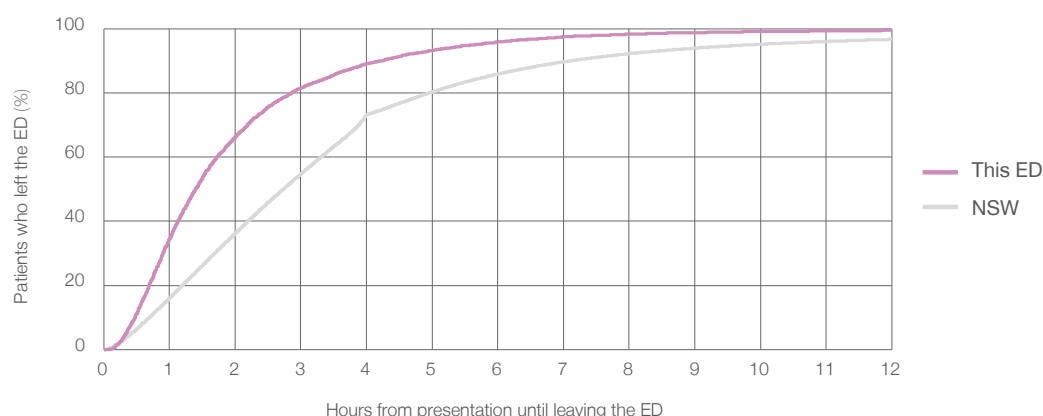
1 hours and 24 minutes

90th percentile time spent in the ED⁹

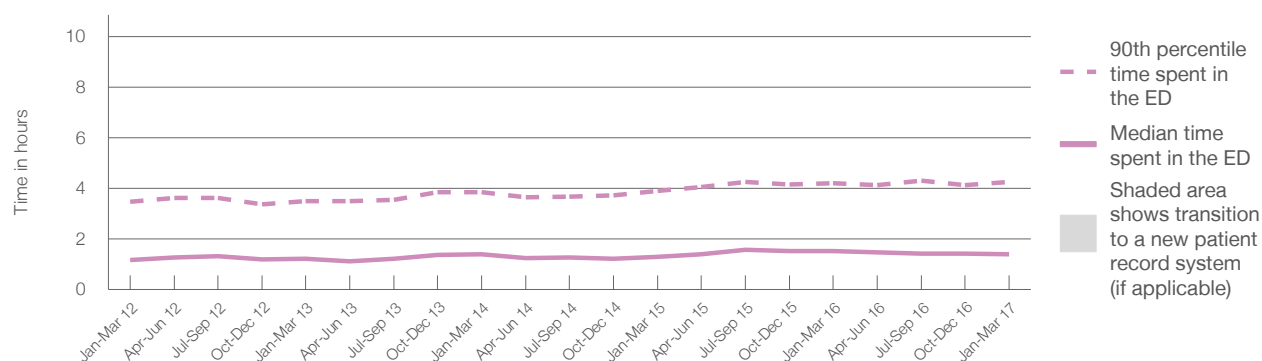
4 hours and 15 minutes

Same period last year	NSW (this period)
4,506	
4,495	
1 hours and 32 minutes	2 hours and 44 minutes
4 hours and 12 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 10m	1h 13m	1h 24m	1h 18m	1h 32m	1h 24m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 28m	3h 30m	3h 52m	3h 54m	4h 12m	4h 15m

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

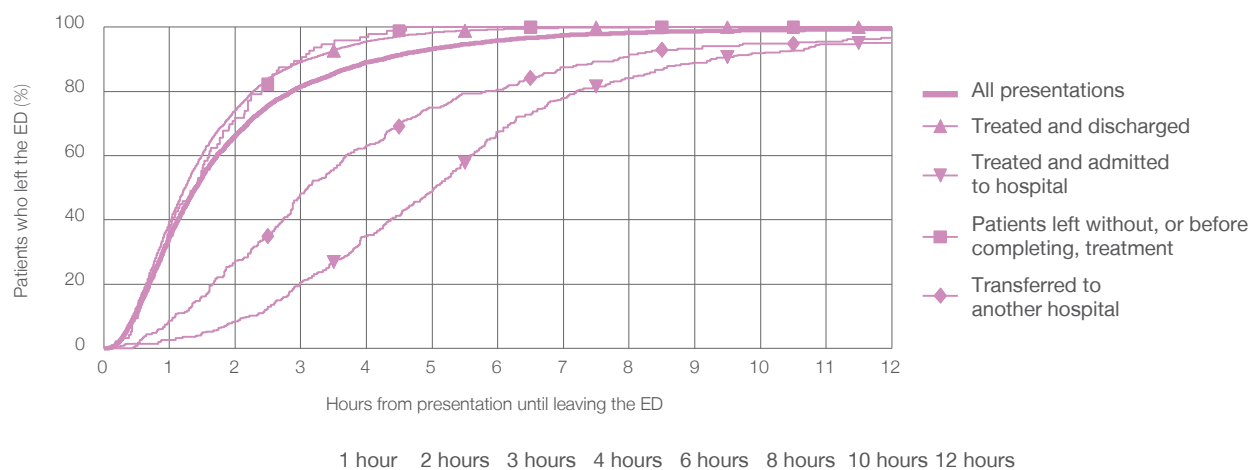
All presentations:[†] 4,564 patients

Presentations used to calculate time to leaving the ED:[‡] 4,559 patients

Treated and discharged	3,843 (84.2%)
Treated and admitted to hospital	347 (7.6%)
Patient left without, or before completing, treatment	96 (2.1%)
Transferred to another hospital	272 (6.0%)
Other	6 (0.1%)

Same period last year	Change since one year ago
4,495	1.4%
3,697	3.9%
412	-15.8%
124	-22.6%
251	8.4%
22	-72.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	39.4%	74.2%	89.1%	95.6%	99.4%	100%	100%	100%
Treated and admitted to hospital	2.6%	8.4%	20.5%	35.0%	67.3%	84.1%	91.9%	95.1%
Patient left without, or before completing, treatment	37.5%	71.9%	89.6%	96.9%	100%	100%	100%	100%
Transferred to another hospital	8.5%	27.2%	48.2%	63.2%	80.5%	91.5%	94.9%	96.7%
All presentations	34.8%	66.4%	81.5%	89.1%	95.8%	98.3%	99.1%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,564 patients

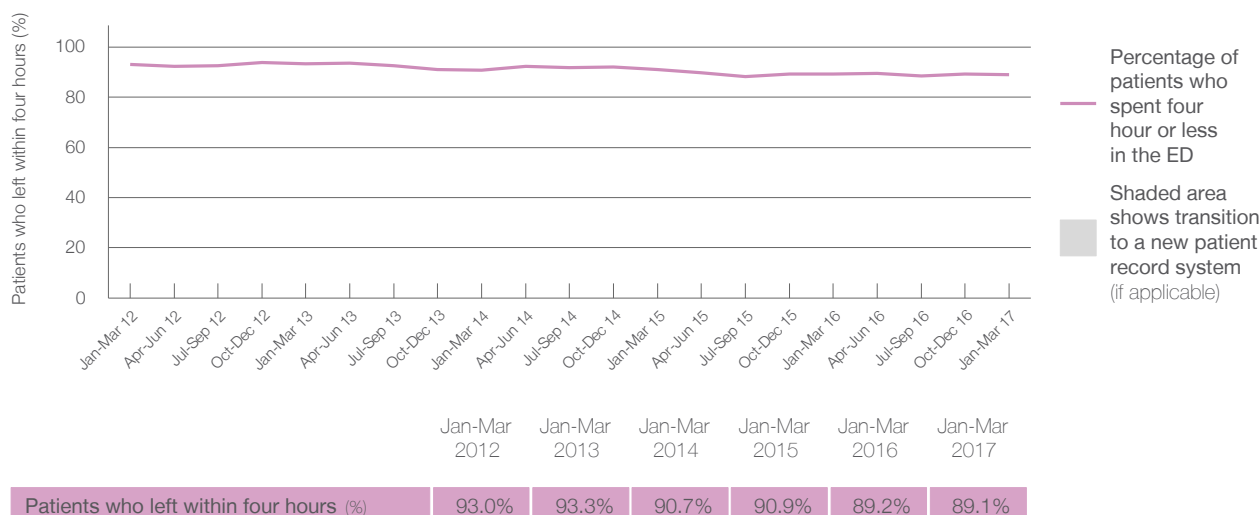
Presentations used to calculate time to leaving the ED:⁶ 4,559 patients

Percentage of patients who spent four hours or less in the ED

89.1%

Same period last year	Change since one year ago
4,506	1.3%
4,495	1.4%
89.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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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 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,737 patients

Emergency presentations:² 6,667 patients

Same period last year	Change since one year ago
6,931	-2.8%
6,814	-2.2%

Ryde Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 896 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,495 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,929 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 306 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
877	
6 minutes	8 minutes
11 minutes	26 minutes
2,688	
12 minutes	20 minutes
35 minutes	69 minutes
2,964	
14 minutes	26 minutes
83 minutes	101 minutes
260	
18 minutes	23 minutes
102 minutes	104 minutes

Ryde Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,737 patients

Percentage of patients who spent four hours or less in the ED 84.0%

Same period last year	Change since one year ago
6,931	-2.8%
81.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

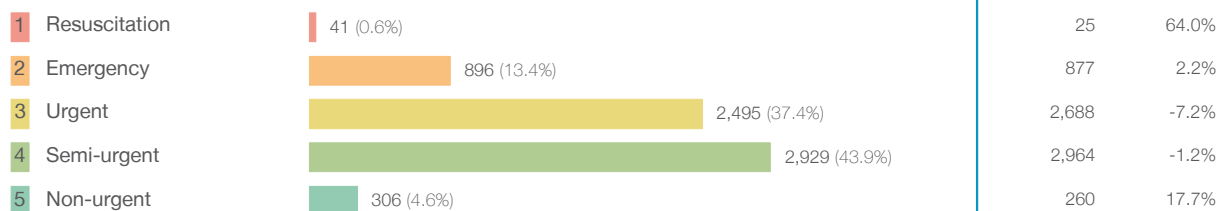
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Patients presenting to the emergency department

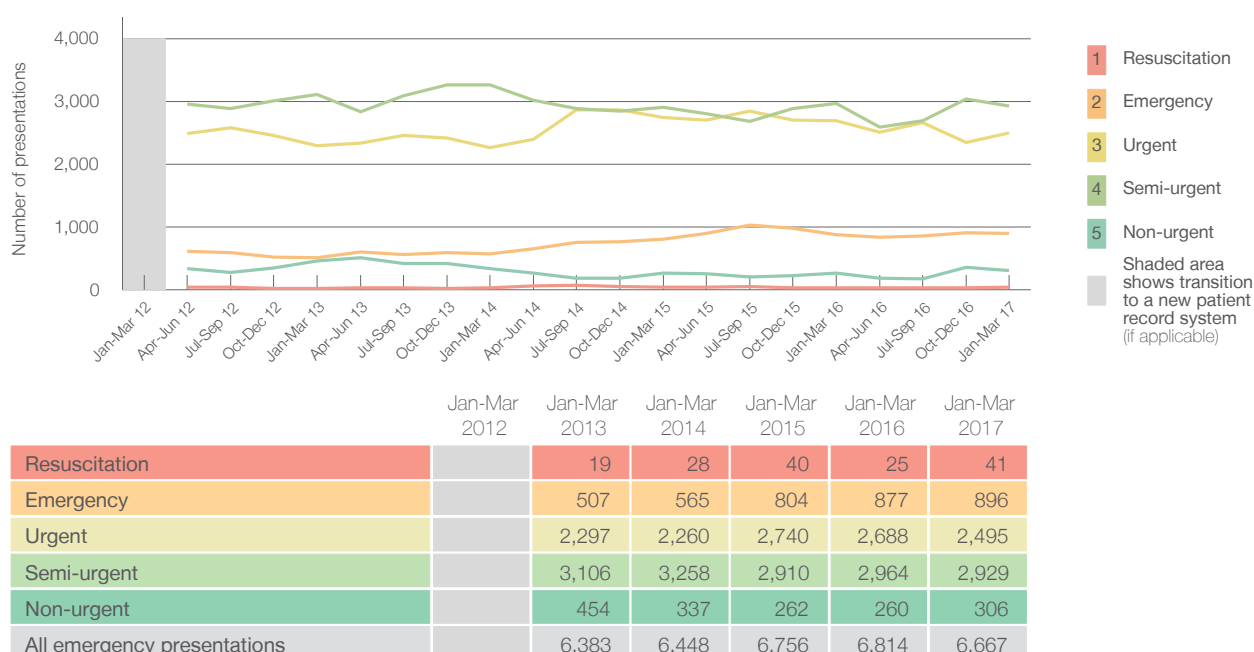
January to March 2017

All presentations:¹ 6,737 patients

Emergency presentations² by triage category: 6,667 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Ryde Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,446 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 896

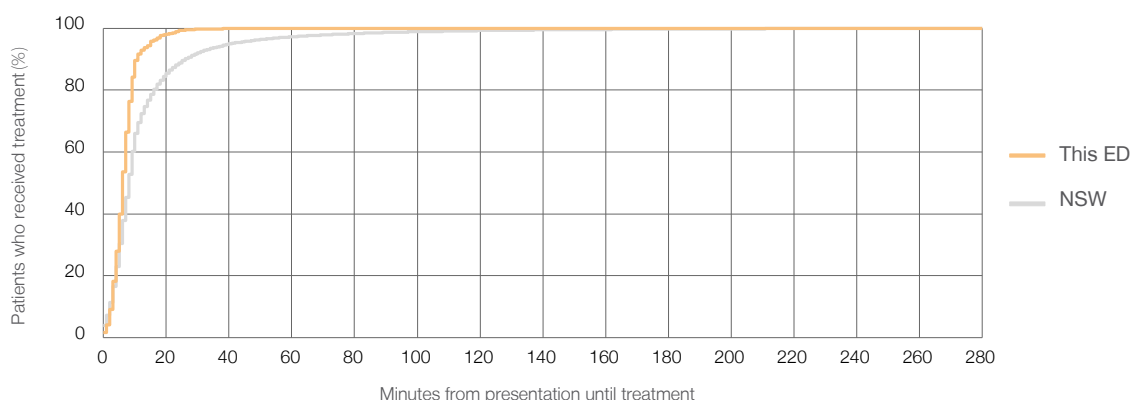
Number of triage 2 patients used to calculate waiting time:³ 896

Median time to start treatment⁴ 6 minutes

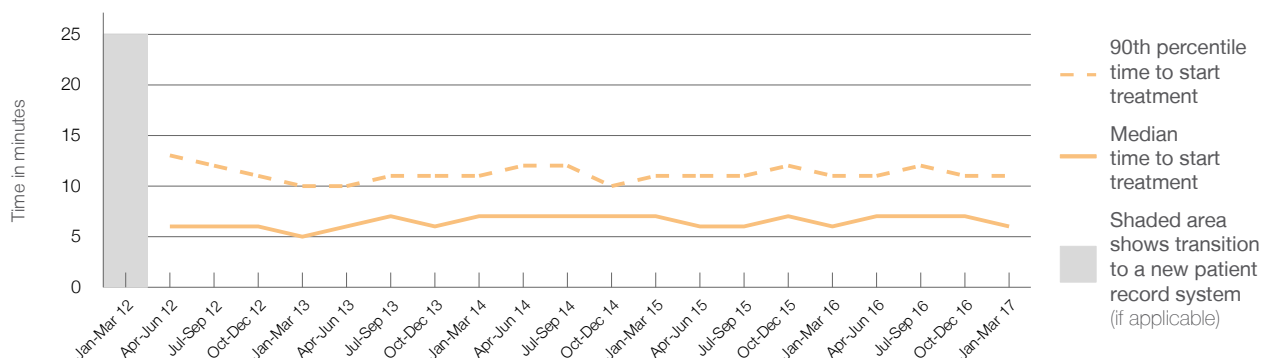
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
877	
877	
6 minutes	8 minutes
11 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		5	7	7	6	6
90th percentile time to start treatment ⁵ (minutes)		10	11	11	11	11

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,495

Number of triage 3 patients used to calculate waiting time:³ 2,477

Median time to start treatment⁴

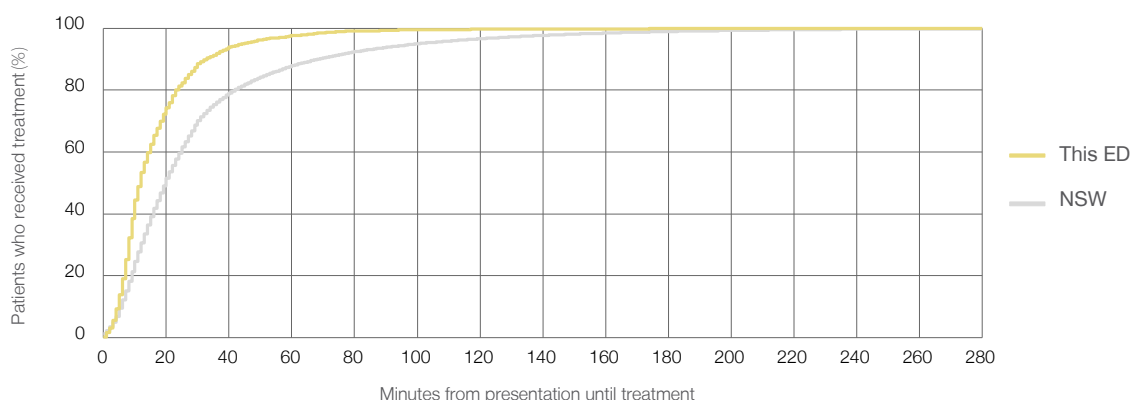
12 minutes

90th percentile time to start treatment⁵

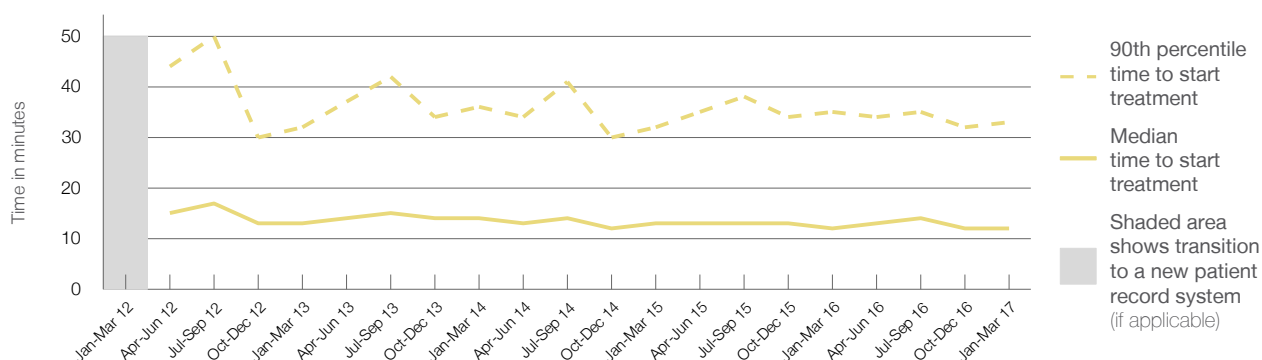
33 minutes

Same period last year	NSW (this period)
2,688	
2,656	
12 minutes	20 minutes
35 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		13	14	13	12	12
90th percentile time to start treatment ⁵ (minutes)		32	36	32	35	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,929

Number of triage 4 patients used to calculate waiting time:³ 2,852

Median time to start treatment⁴

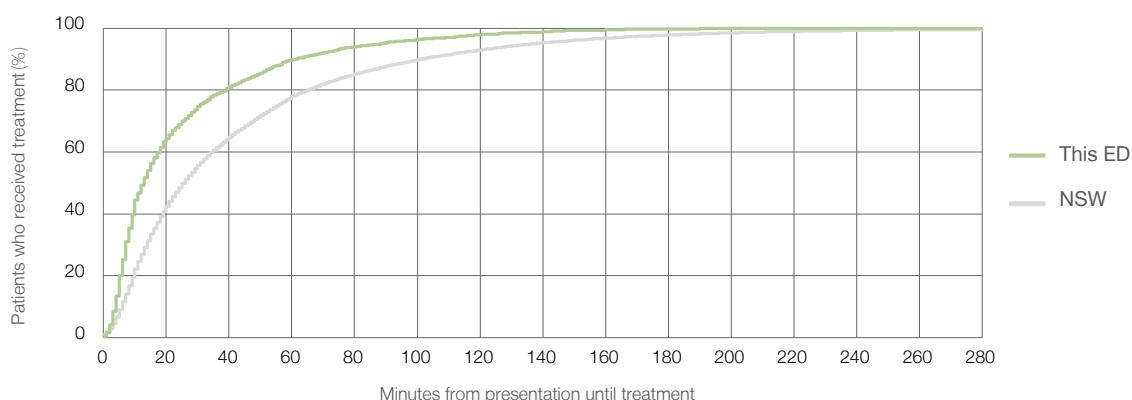
13 minutes

90th percentile time to start treatment⁵

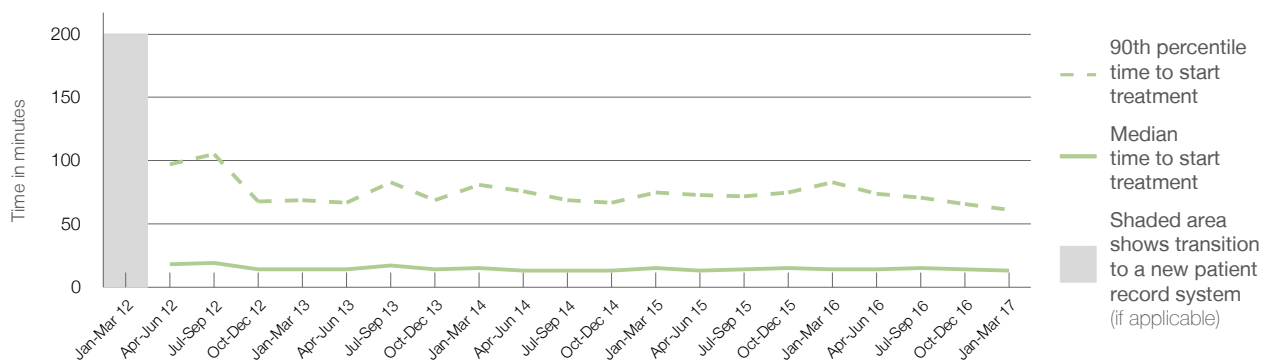
61 minutes

Same period last year	NSW (this period)
2,964	
2,850	
14 minutes	26 minutes
83 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		14	15	15	14	13
90th percentile time to start treatment ⁵ (minutes)		69	81	75	83	61

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 306

Number of triage 5 patients used to calculate waiting time:³ 286

Median time to start treatment⁴

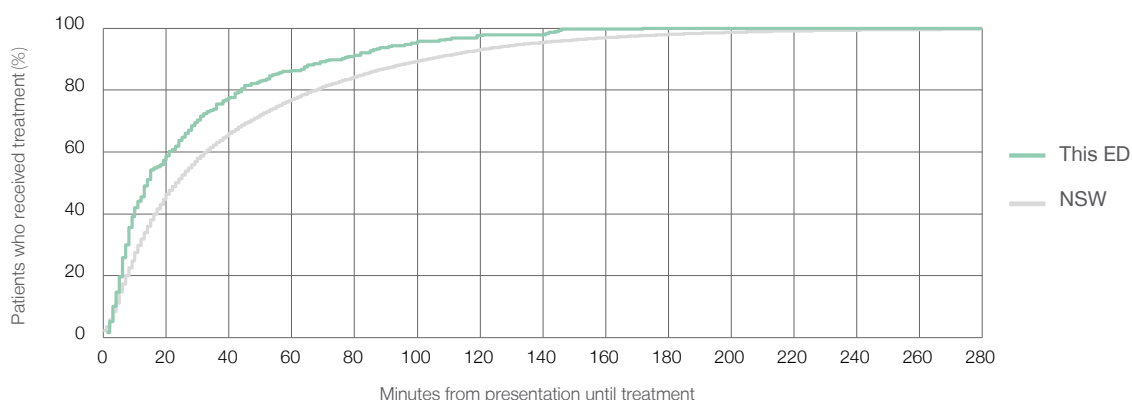
14 minutes

90th percentile time to start treatment⁵

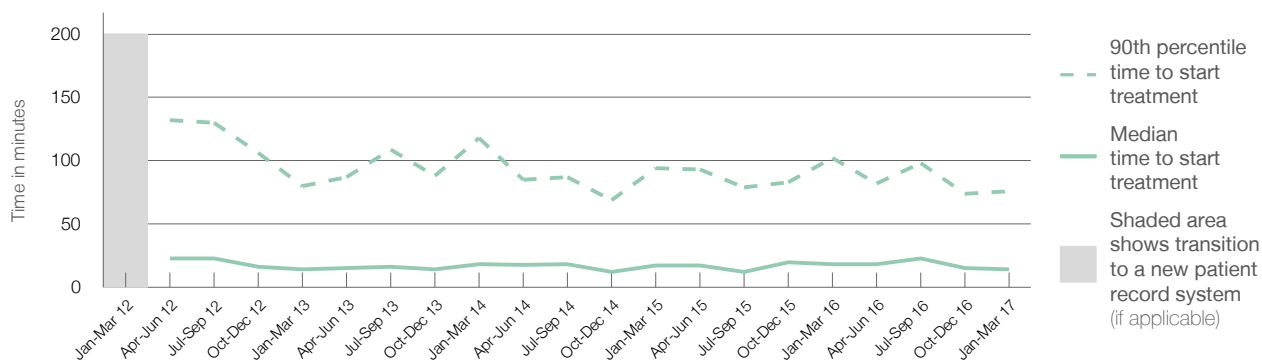
76 minutes

Same period last year	NSW (this period)
260	
229	
18 minutes	23 minutes
102 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		14	18	17	18	14
90th percentile time to start treatment ⁵ (minutes)		80	118	94	102	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,737 patients

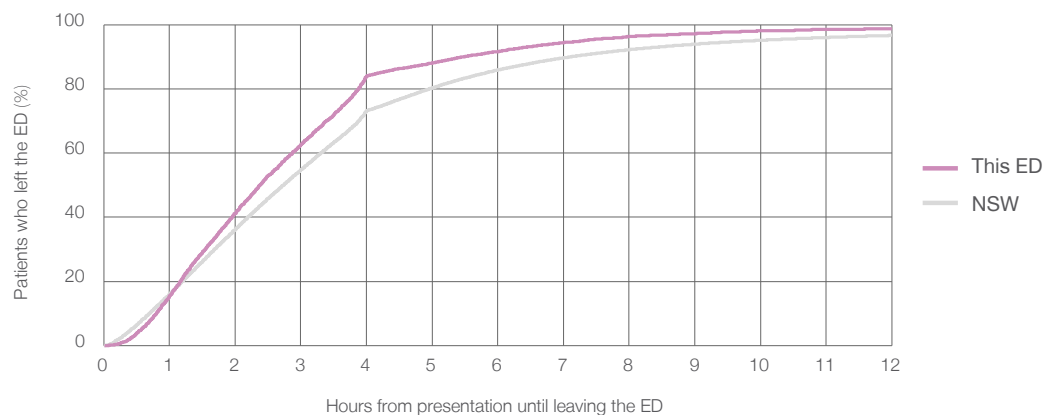
Presentations used to calculate time to leaving the ED:⁶ 6,737 patients

Median time spent in the ED⁸ 2 hours and 23 minutes

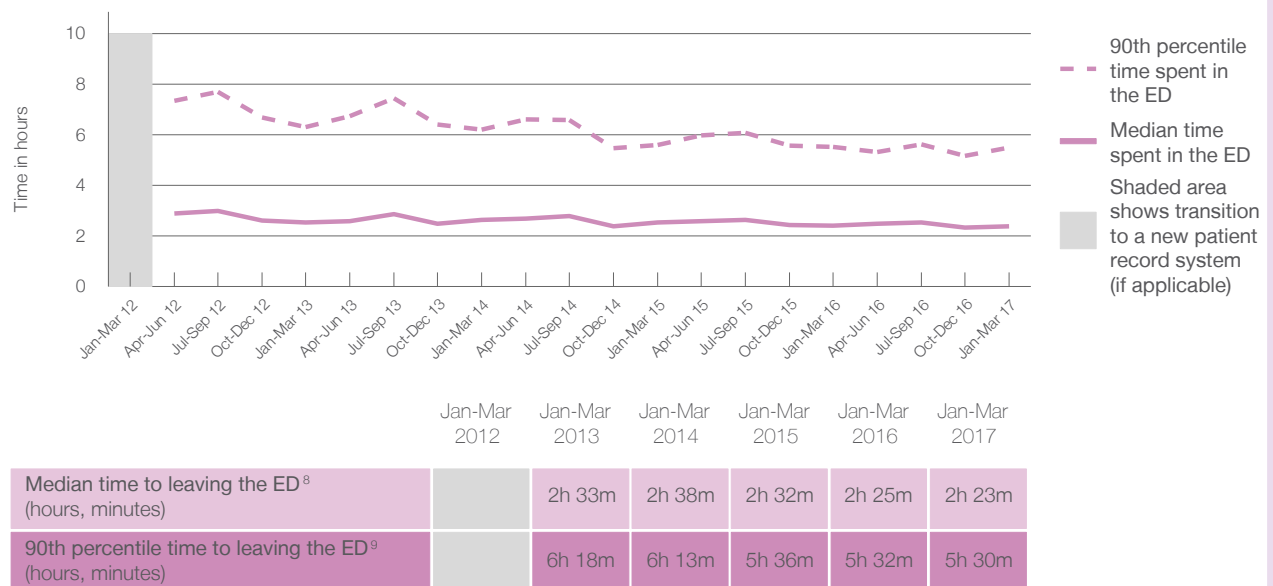
90th percentile time spent in the ED⁹ 5 hours and 30 minutes

Same period last year	NSW (this period)
6,931	
6,931	
2 hours and 25 minutes	2 hours and 44 minutes
5 hours and 32 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients spent in the ED

By mode of separation

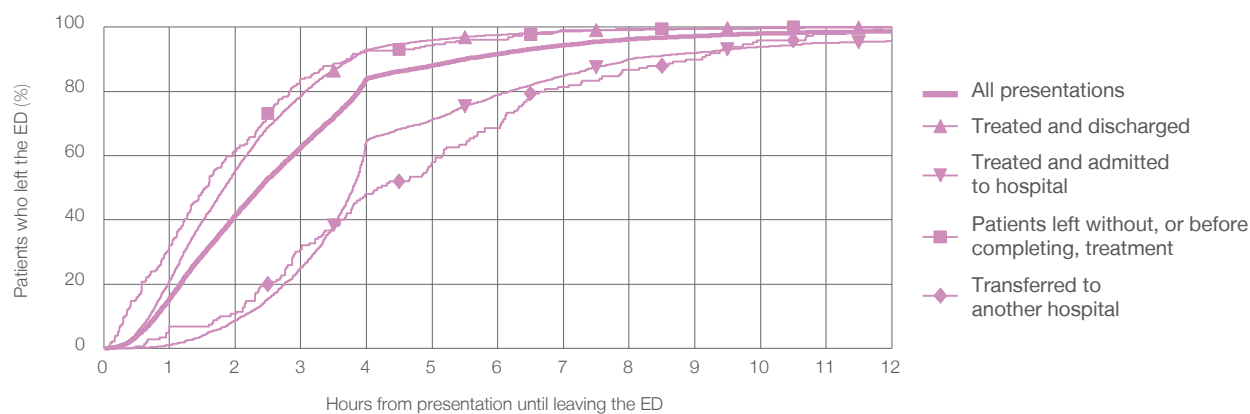
January to March 2017

All presentations:[†] 6,737 patients

Presentations used to calculate time to leaving the ED:[‡] 6,737 patients

		Same period last year	Change since one year ago
Treated and discharged	4,447 (66.0%)	4,496	-1.1%
Treated and admitted to hospital	1,903 (28.2%)	1,900	0.2%
Patient left without, or before completing, treatment	231 (3.4%)	328	-29.6%
Transferred to another hospital	150 (2.2%)	197	-23.9%
Other	6 (0.1%)	10	-40.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	21.0%	55.4%	78.5%	93.0%	97.6%	99.1%	99.8%	99.9%
Treated and admitted to hospital	1.1%	8.6%	25.1%	64.5%	79.0%	90.2%	93.9%	95.7%
Patient left without, or before completing, treatment	32.0%	61.5%	84.0%	92.6%	96.1%	99.6%	100%	100%
Transferred to another hospital	6.7%	10.7%	30.7%	48.0%	68.7%	86.7%	96.0%	100%
All presentations	15.5%	41.4%	62.6%	84.0%	91.6%	96.3%	98.0%	98.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 6,737 patients

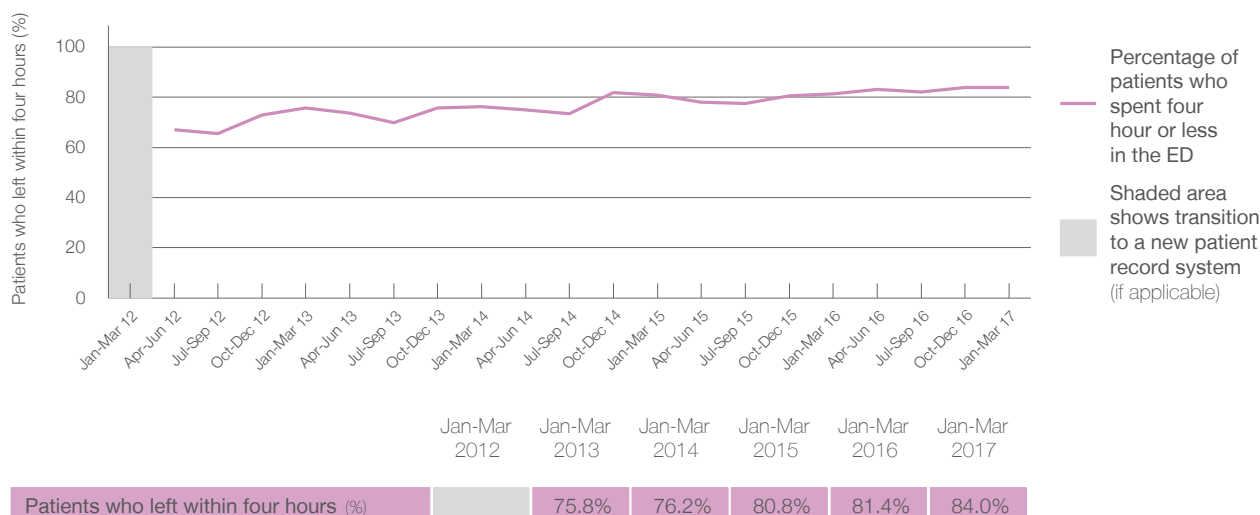
Presentations used to calculate time to leaving the ED:⁶ 6,737 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,931	-2.8%
6,931	-2.8%
81.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,631 patients

Emergency presentations:² 7,452 patients

Same period last year	Change since one year ago
8,109	-5.9%
7,733	-3.6%

Shellharbour Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 836 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,616 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,707 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 268 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
826	
6 minutes	8 minutes
12 minutes	26 minutes
2,623	
21 minutes	20 minutes
80 minutes	69 minutes
3,998	
24 minutes	26 minutes
124 minutes	101 minutes
257	
22 minutes	23 minutes
90 minutes	104 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,624 patients

Percentage of patients who spent four hours or less in the ED 66.7%

Same period last year	Change since one year ago
8,109	-6.0%
68.2%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

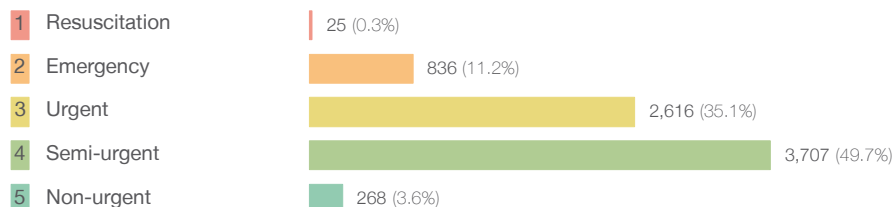
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Patients presenting to the emergency department

January to March 2017

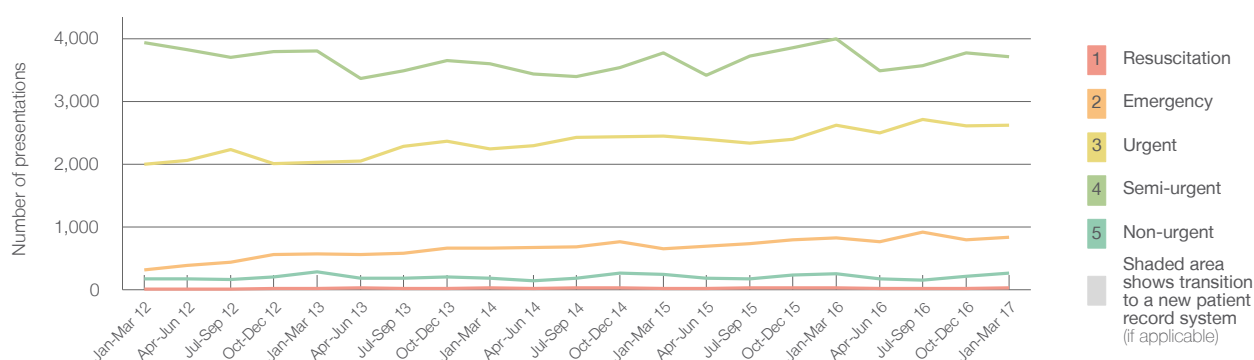
All presentations:¹ 7,631 patients

Emergency presentations² by triage category: 7,452 patients



Same period last year	Change since one year ago
8,109	-5.9%
7,733	-3.6%
29	-13.8%
826	1.2%
2,623	-0.3%
3,998	-7.3%
257	4.3%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	12	16	30	14	29	25
Emergency	319	569	662	654	826	836
Urgent	1,998	2,029	2,248	2,446	2,623	2,616
Semi-urgent	3,933	3,808	3,597	3,775	3,998	3,707
Non-urgent	172	287	186	242	257	268
All emergency presentations	6,434	6,709	6,723	7,131	7,733	7,452

Shellharbour Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,670 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,600	
11 minutes	-1 minute
24 minutes	0 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 836

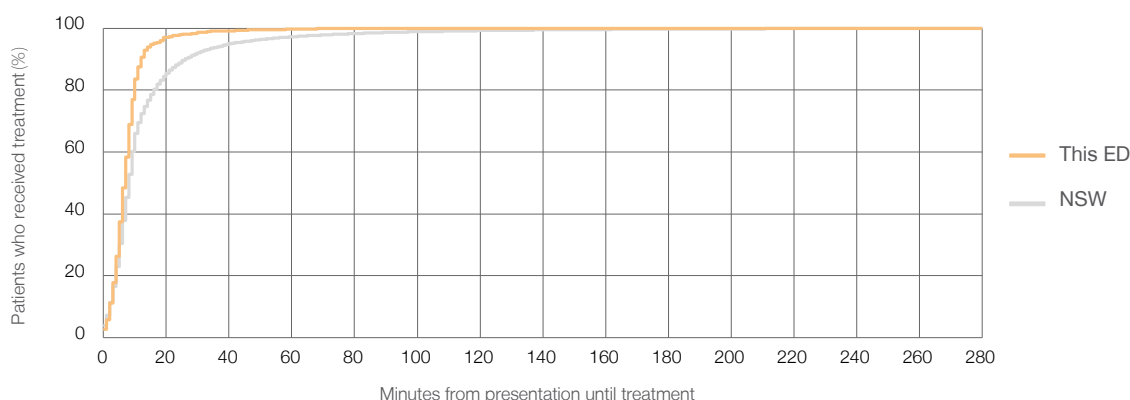
Number of triage 2 patients used to calculate waiting time:³ 834

Median time to start treatment⁴ 7 minutes

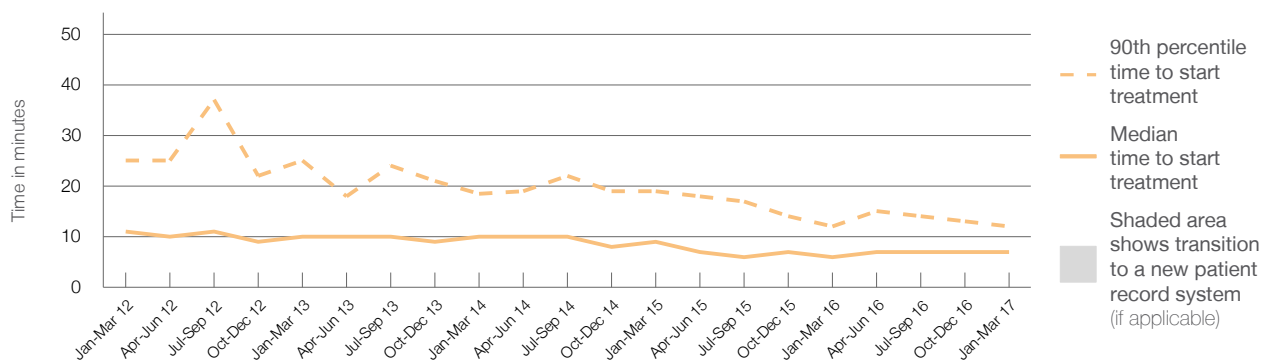
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
826	
824	
6 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	10	10	9	6	7
90th percentile time to start treatment ⁵ (minutes)	25	25	19	19	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,616

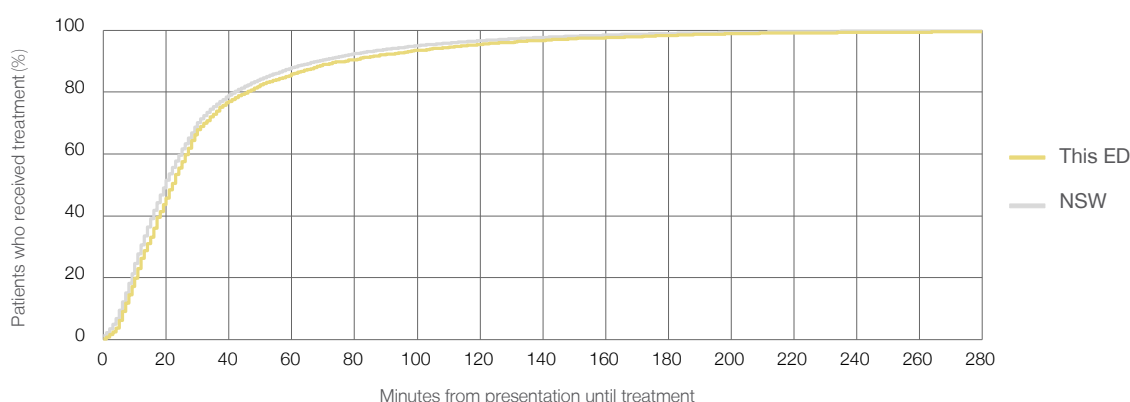
Number of triage 3 patients used to calculate waiting time:³ 2,569

Median time to start treatment⁴ 22 minutes

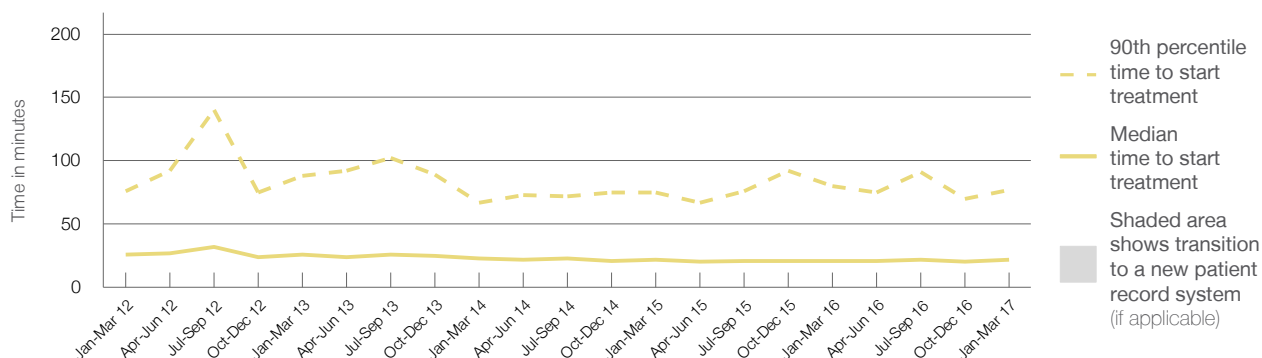
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
2,623	
2,571	
21 minutes	20 minutes
80 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	26	23	22	21	22
90th percentile time to start treatment ⁵ (minutes)	76	88	67	75	80	77

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,707

Number of triage 4 patients used to calculate waiting time:³ 3,435

Median time to start treatment⁴

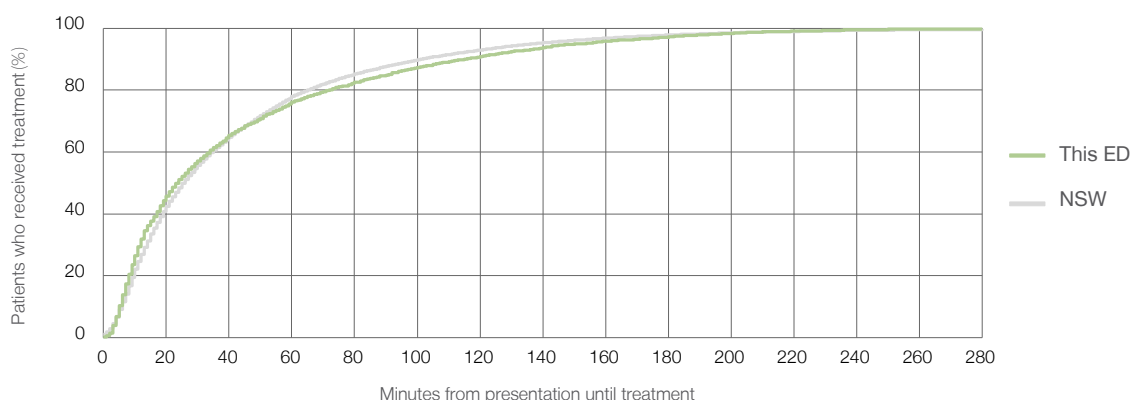
24 minutes

90th percentile time to start treatment⁵

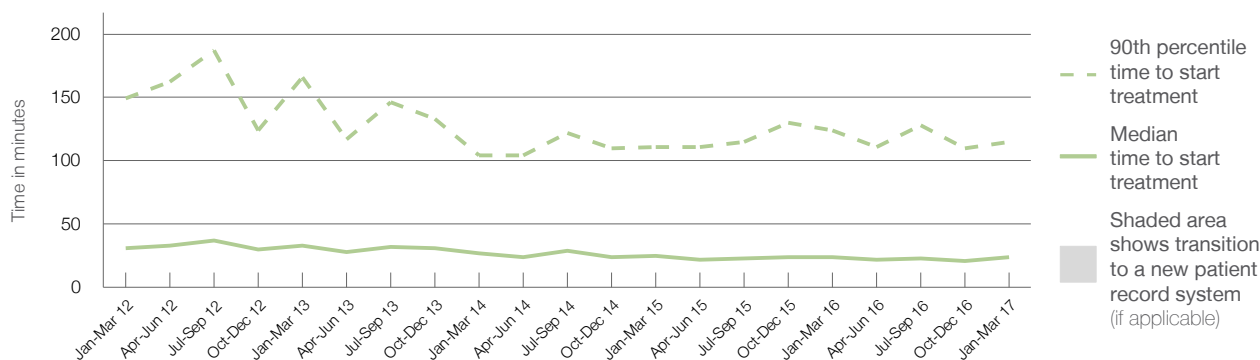
115 minutes

Same period last year	NSW (this period)
3,998	
3,657	
24 minutes	26 minutes
124 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	31	33	27	25	24	24
90th percentile time to start treatment ⁵ (minutes)	149	166	104	111	124	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 268

Number of triage 5 patients used to calculate waiting time:³ 219

Median time to start treatment⁴

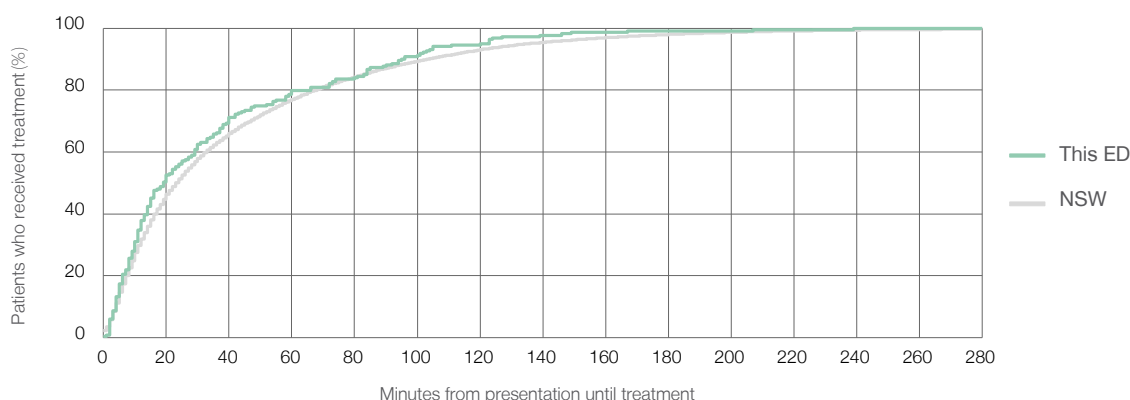
19 minutes

90th percentile time to start treatment⁵

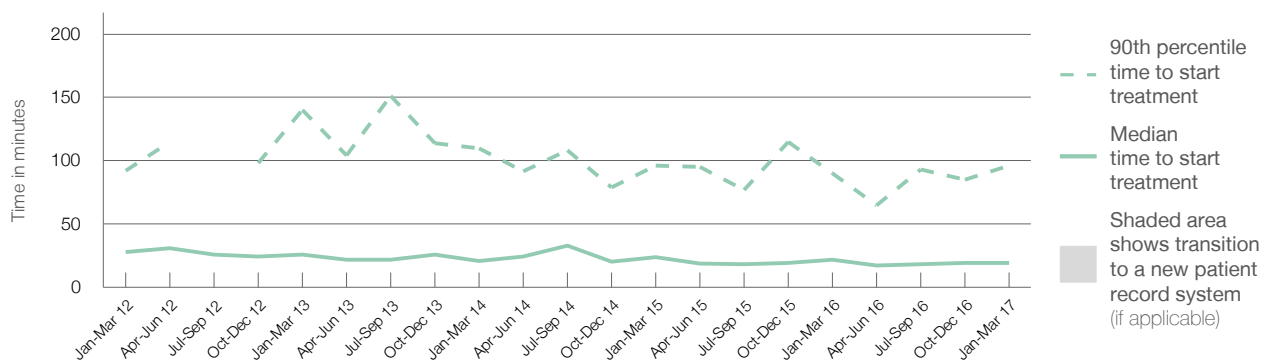
96 minutes

Same period last year	NSW (this period)
257	
214	
22 minutes	23 minutes
90 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	26	21	24	22	19
90th percentile time to start treatment ⁵ (minutes)	92	140	110	96	90	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,631 patients

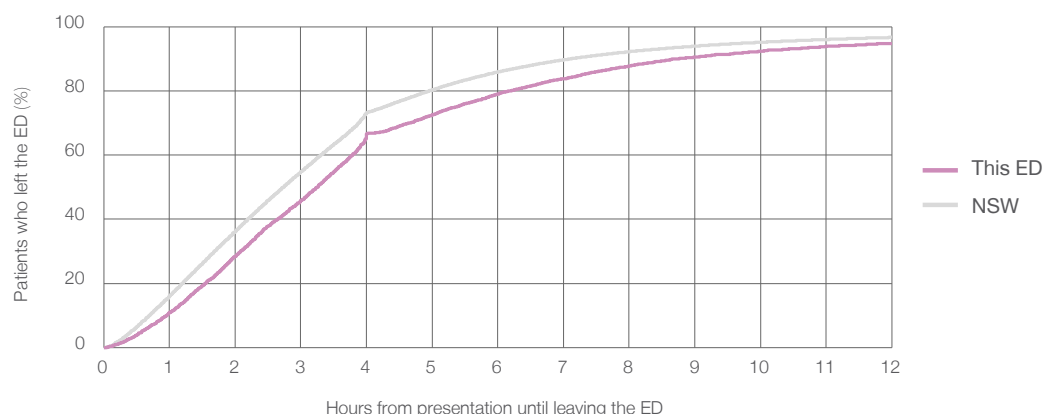
Presentations used to calculate time to leaving the ED:⁶ 7,624 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

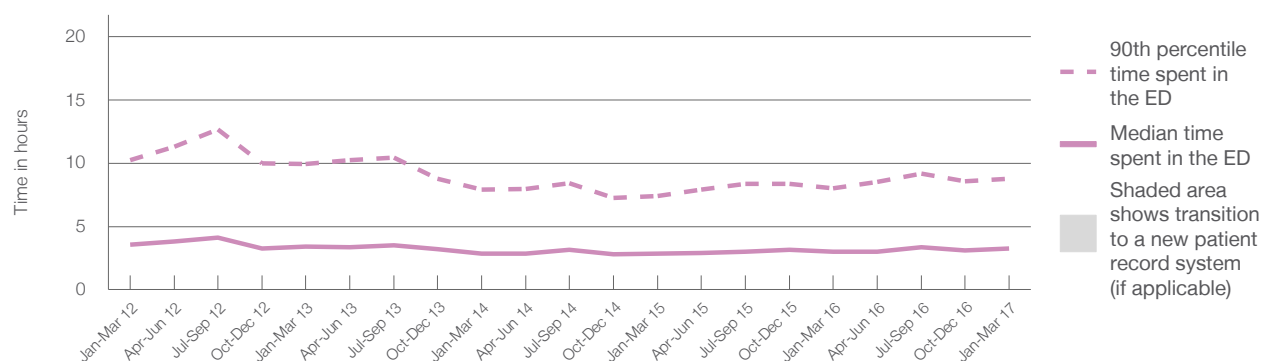
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
8,109	
8,109	
3 hours and 1 minutes	2 hours and 44 minutes
8 hours and 1 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 34m	3h 25m	2h 51m	2h 50m	3h 1m	3h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 14m	9h 57m	7h 55m	7h 24m	8h 1m	8h 45m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients spent in the ED

By mode of separation

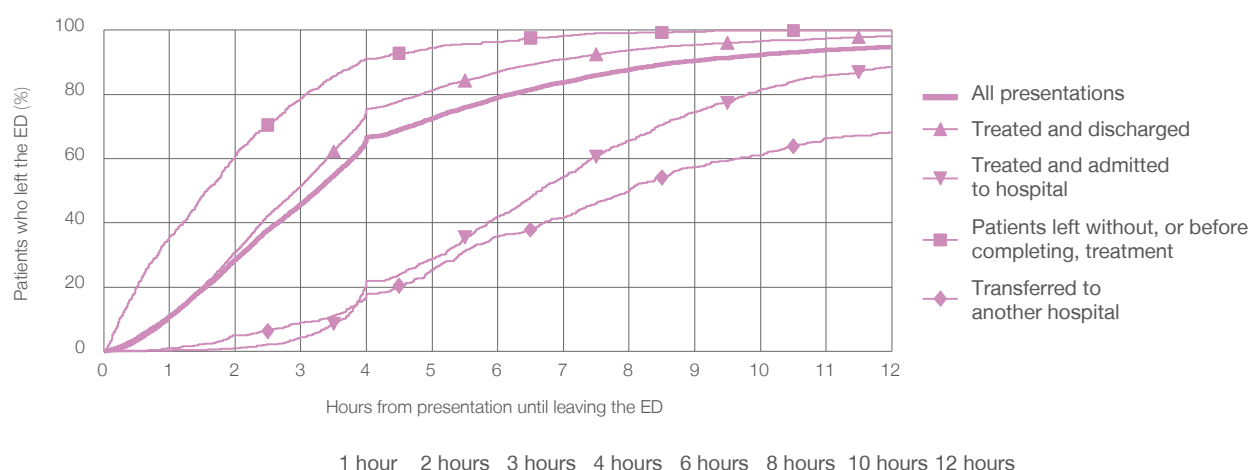
January to March 2017

All presentations:[†] 7,631 patients

Presentations used to calculate time to leaving the ED:[‡] 7,624 patients

		Same period last year	Change since one year ago
Treated and discharged	5,488 (71.9%)	8,109	-6.0%
Treated and admitted to hospital	763 (10.0%)	6,007	-8.6%
Patient left without, or before completing, treatment	714 (9.4%)	782	-2.4%
Transferred to another hospital	653 (8.6%)	749	-4.7%
Other	13 (0.2%)	561	16.4%
		10	30.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	10.3%	30.8%	51.5%	75.5%	87.0%	93.8%	96.6%	98.1%
Treated and admitted to hospital	0.3%	0.9%	4.3%	21.9%	42.1%	65.7%	81.5%	88.6%
Patient left without, or before completing, treatment	35.7%	60.9%	78.7%	91.0%	96.4%	99.0%	99.9%	99.9%
Transferred to another hospital	0.9%	4.9%	8.9%	17.7%	35.7%	50.0%	61.1%	68.3%
All presentations	10.9%	28.5%	45.8%	66.7%	79.0%	87.7%	92.3%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 7,631 patients

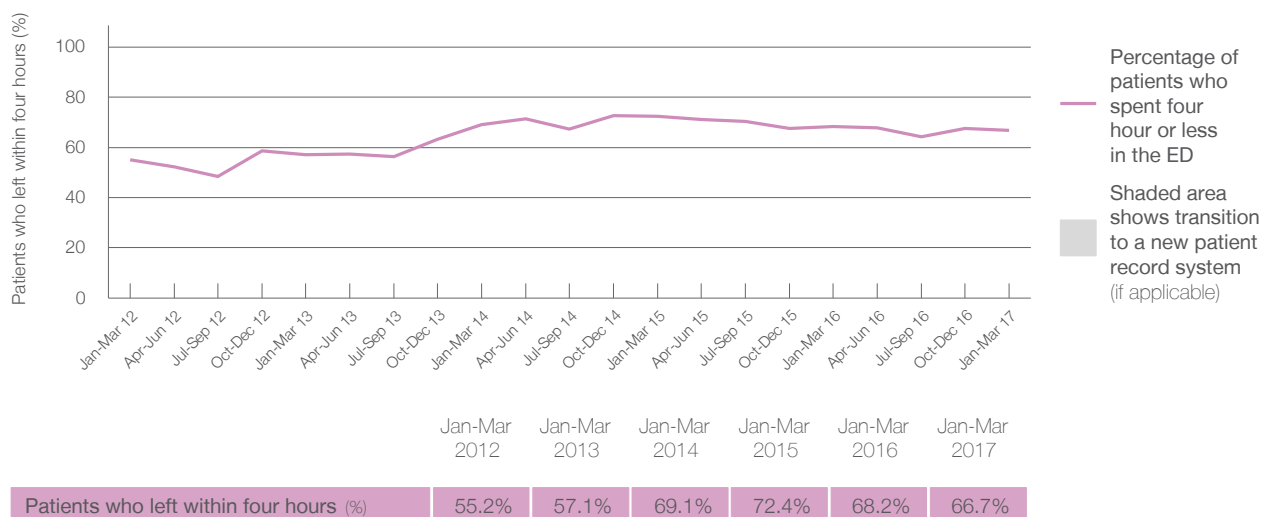
Presentations used to calculate time to leaving the ED:⁶ 7,624 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
8,109	-5.9%
8,109	-6.0%
68.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,231 patients
Emergency presentations:² 3,985 patients

Same period last year	Change since one year ago
3,718	13.8%
3,467	14.9%

South East Regional Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 436 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,291 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,703 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 149 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 535 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
268	
7 minutes	8 minutes
30 minutes	26 minutes
856	
21 minutes	20 minutes
69 minutes	69 minutes
1,637	
39 minutes	26 minutes
122 minutes	101 minutes
694	
43 minutes	23 minutes
138 minutes	104 minutes

South East Regional Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,231 patients

Percentage of patients who spent four hours or less in the ED 69.2%

Same period last year	Change since one year ago
3,718	13.8%
80.6%	

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

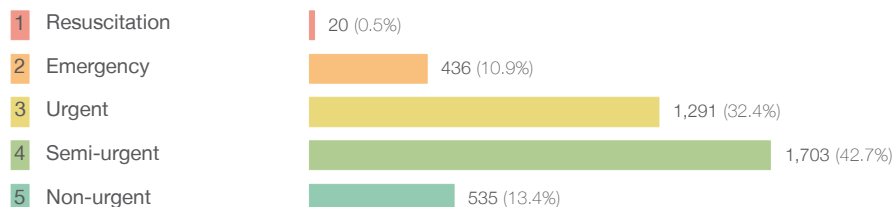
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Patients presenting to the emergency department

January to March 2017

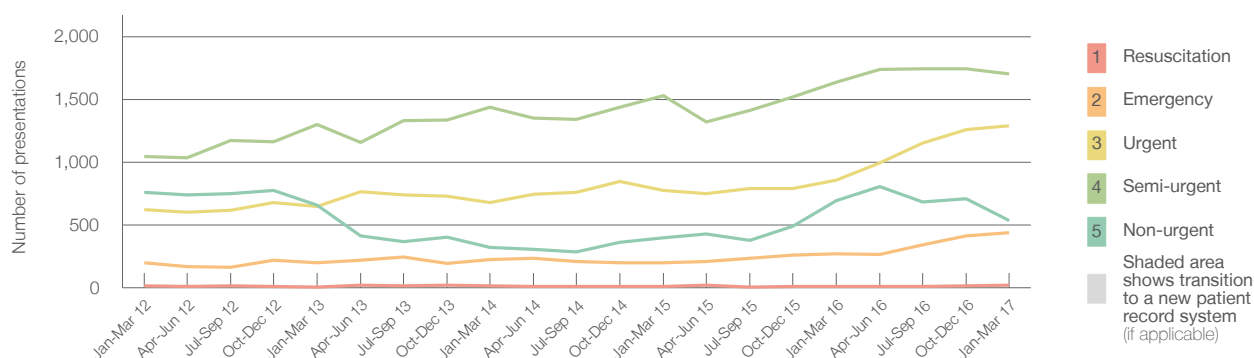
All presentations:¹ 4,231 patients

Emergency presentations² by triage category: 3,985 patients



Same period last year	Change since one year ago
3,718	13.8%
3,467	14.9%
12	66.7%
268	62.7%
856	50.8%
1,637	4.0%
694	-22.9%

Emergency presentations² by quarter, January 2012 to March 2017[†]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	14	5	15	11	12	20
Emergency	198	197	226	200	268	436
Urgent	622	646	676	774	856	1,291
Semi-urgent	1,046	1,302	1,436	1,527	1,637	1,703
Non-urgent	758	658	320	399	694	535
All emergency presentations	2,638	2,808	2,673	2,911	3,467	3,985

South East Regional Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 881 patients

ED Transfer of care time



Same period last year	Change since one year ago
643	
12 minutes	0 minutes
30 minutes	-8 minutes

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 436

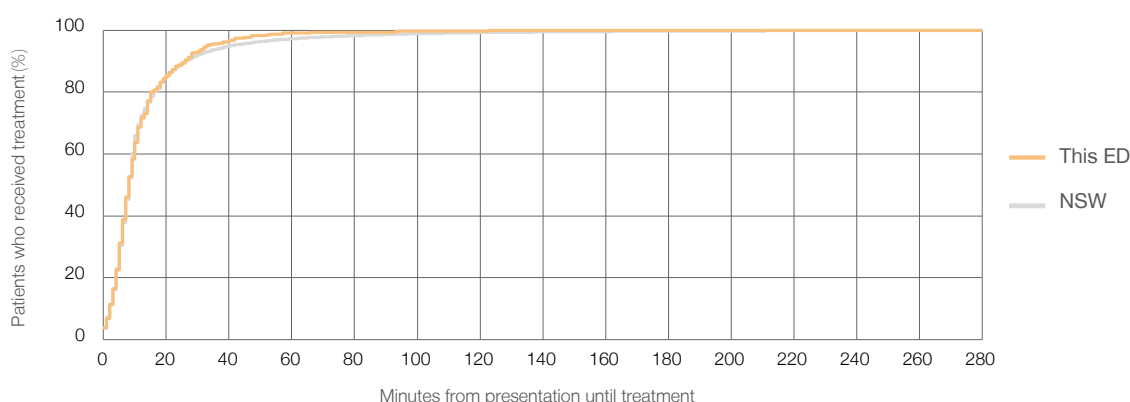
Number of triage 2 patients used to calculate waiting time:³ 435

Median time to start treatment⁴ 8 minutes

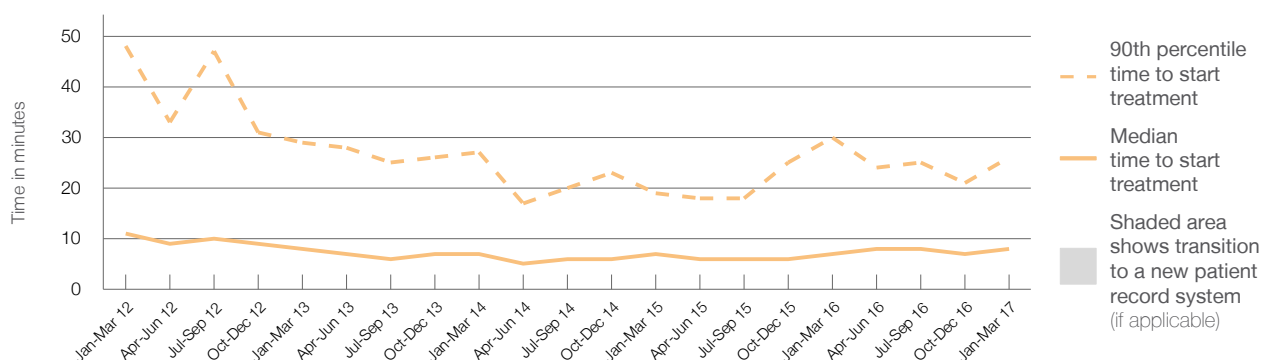
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
268	
268	
7 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	8	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	48	29	27	19	30	26

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,291

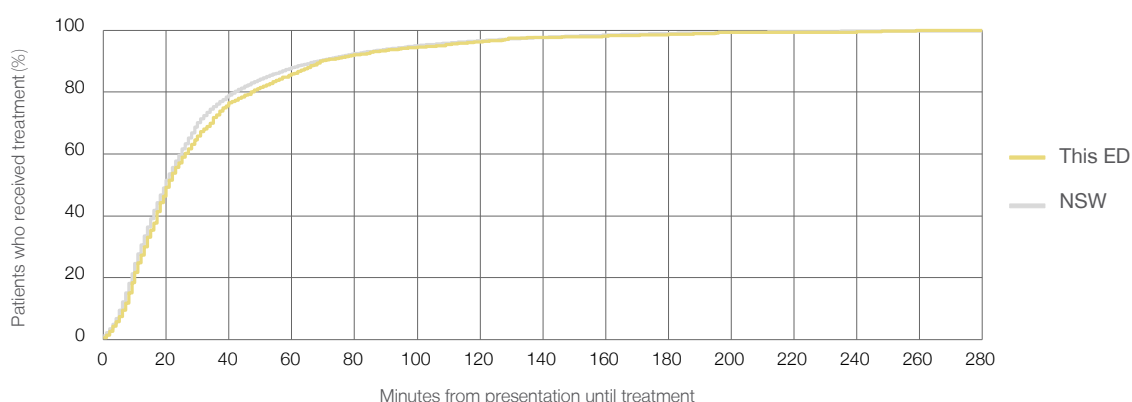
Number of triage 3 patients used to calculate waiting time:³ 1,259

Median time to start treatment⁴ 21 minutes

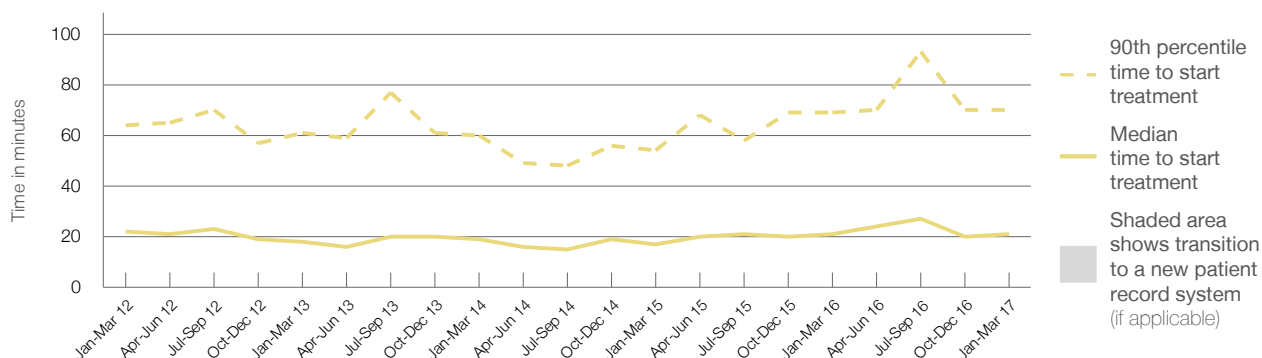
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
856	
843	
21 minutes	20 minutes
69 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	18	19	17	21	21
90th percentile time to start treatment ⁵ (minutes)	64	61	60	54	69	70

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,703

Number of triage 4 patients used to calculate waiting time:³ 1,571

Median time to start treatment⁴

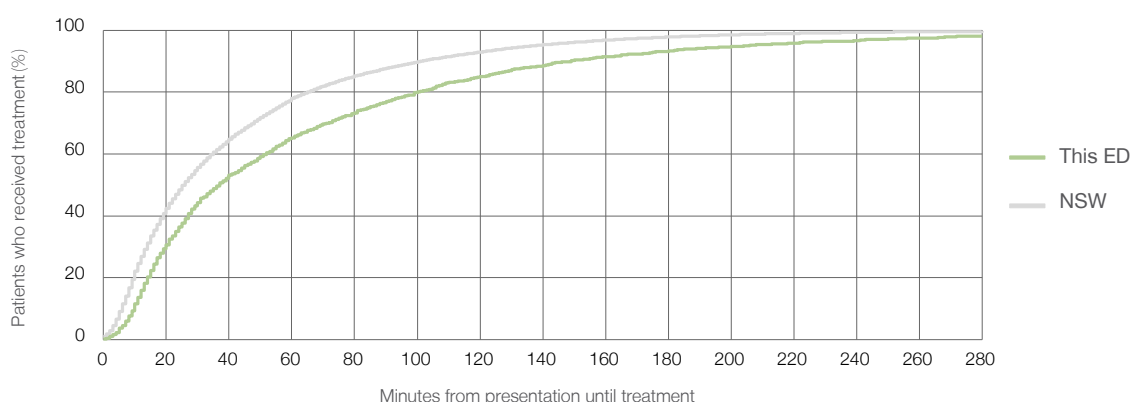
37 minutes

90th percentile time to start treatment⁵

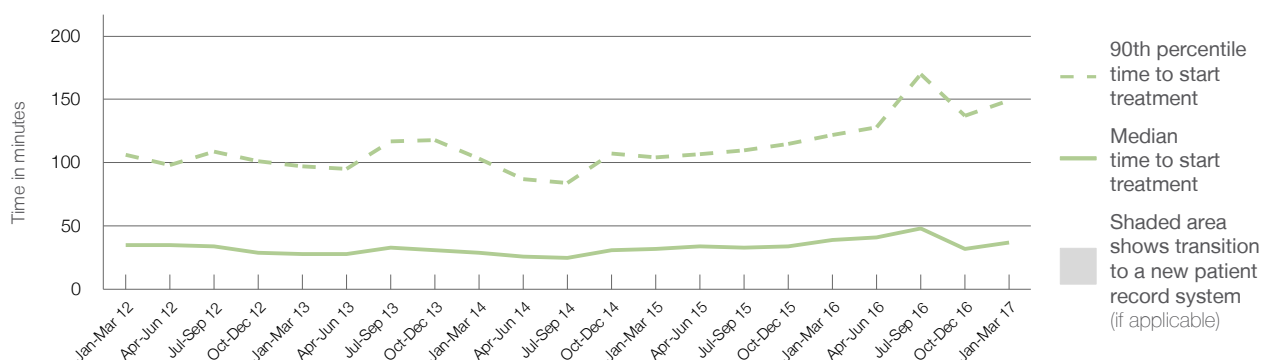
149 minutes

Same period last year	NSW (this period)
1,637	
1,522	
39 minutes	26 minutes
122 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	28	29	32	39	37
90th percentile time to start treatment ⁵ (minutes)	106	97	103	104	122	149

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 535

Number of triage 5 patients used to calculate waiting time:³ 395

Median time to start treatment⁴

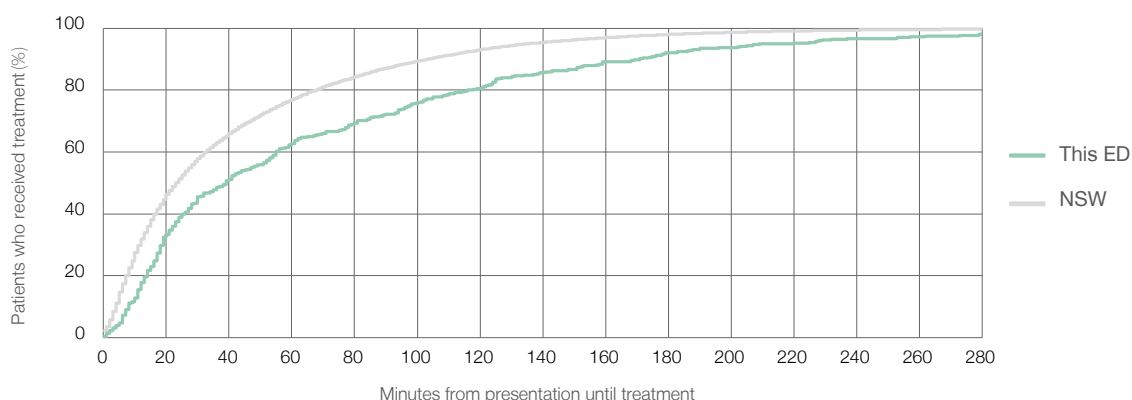
39 minutes

90th percentile time to start treatment⁵

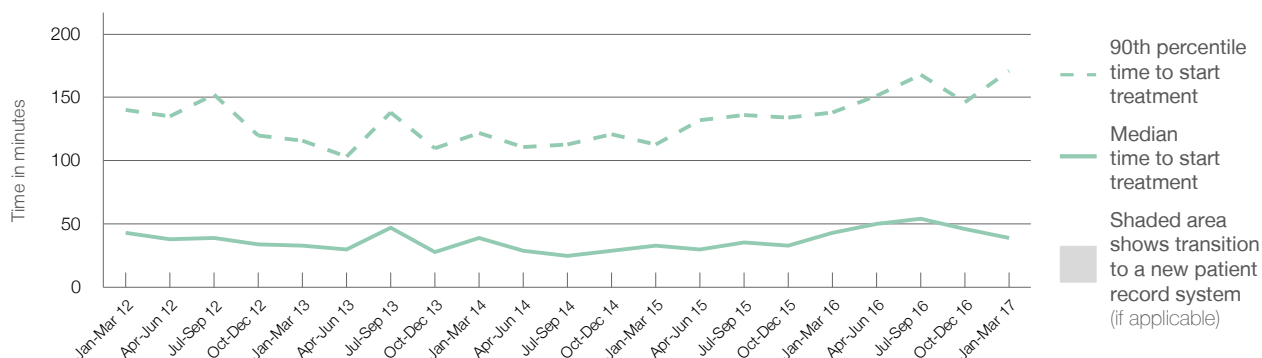
171 minutes

Same period last year	NSW (this period)
694	
592	
43 minutes	23 minutes
138 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	43	33	39	33	43	39
90th percentile time to start treatment ⁵ (minutes)	140	116	122	113	138	171

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,231 patients

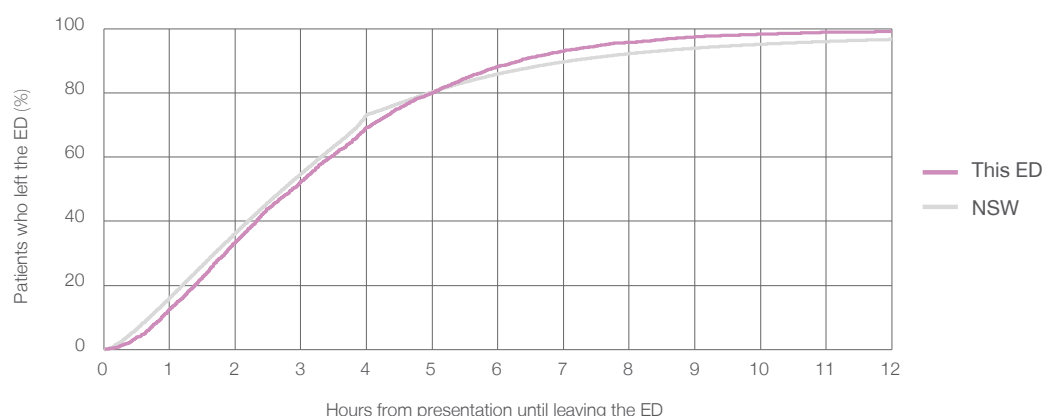
Presentations used to calculate time to leaving the ED:⁶ 4,231 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

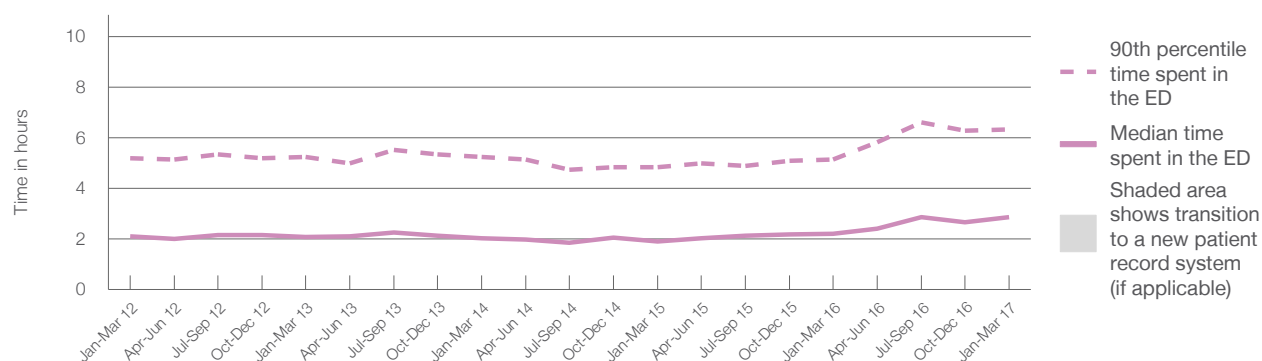
90th percentile time spent in the ED⁹ 6 hours and 20 minutes

Same period last year	NSW (this period)
3,718	
3,718	
2 hours and 12 minutes	2 hours and 44 minutes
5 hours and 9 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 7m	2h 5m	2h 2m	1h 55m	2h 12m	2h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 11m	5h 14m	5h 15m	4h 50m	5h 9m	6h 20m

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients spent in the ED

By mode of separation

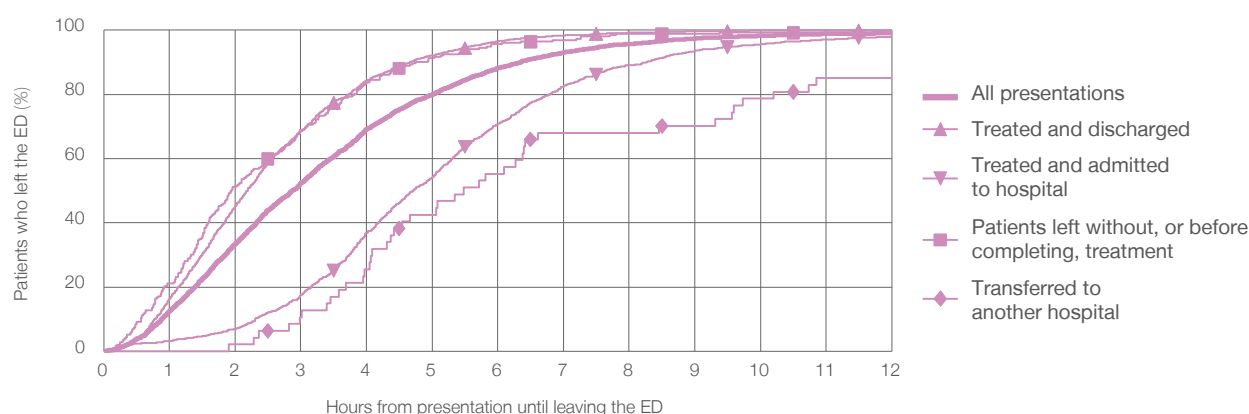
January to March 2017

All presentations:[†] 4,231 patients

Presentations used to calculate time to leaving the ED:[‡] 4,231 patients

		Same period last year	Change since one year ago
Treated and discharged	2,631 (62.2%)	3,718	13.8%
Treated and admitted to hospital	1,295 (30.6%)	2,428	8.4%
Patient left without, or before completing, treatment	252 (6.0%)	1,021	26.8%
Transferred to another hospital	47 (1.1%)	223	13.0%
Other	6 (0.1%)	42	11.9%
		4	50.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	16.4%	45.3%	68.6%	84.4%	96.5%	99.2%	99.8%	99.9%
Treated and admitted to hospital	3.2%	7.0%	17.5%	36.9%	71.0%	89.1%	95.7%	97.8%
Patient left without, or before completing, treatment	21.0%	51.2%	69.0%	83.7%	95.6%	98.8%	99.2%	99.2%
Transferred to another hospital	0%	2.1%	10.6%	25.5%	55.3%	68.1%	78.7%	85.1%
All presentations	12.6%	33.5%	52.4%	69.2%	88.2%	95.8%	98.3%	99.1%

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,231 patients

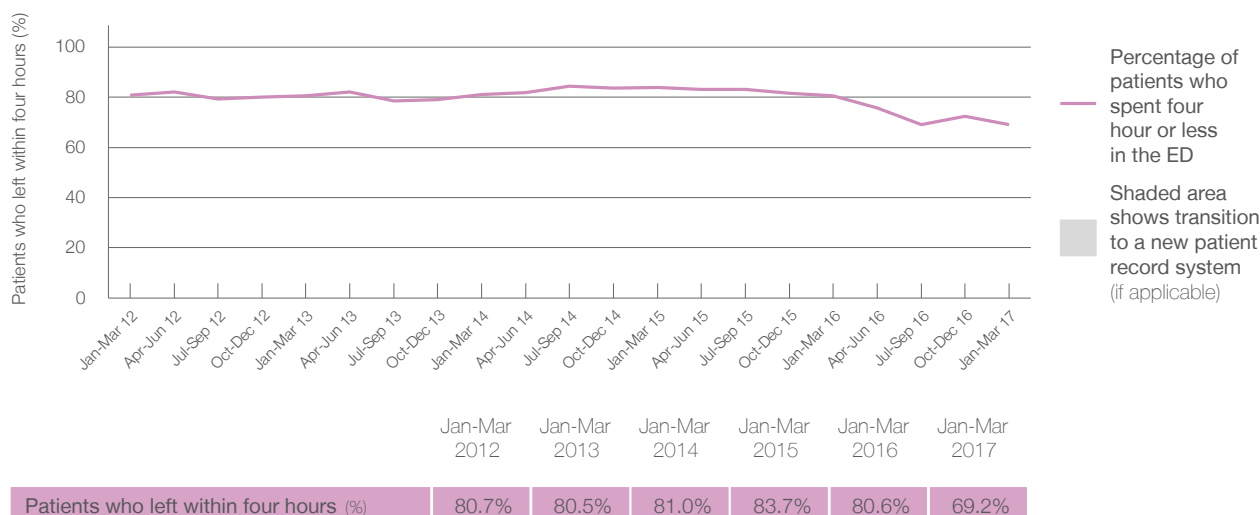
Presentations used to calculate time to leaving the ED:⁶ 4,231 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,718	13.8%
3,718	13.8%
80.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,988 patients

Emergency presentations:² 3,746 patients

Same period last year	Change since one year ago
4,484	-11.1%
4,213	-11.1%

Ballina District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,164 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,943 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
331	
8 minutes	8 minutes
22 minutes	26 minutes
1,247	
18 minutes	20 minutes
47 minutes	69 minutes
2,280	
24 minutes	26 minutes
104 minutes	101 minutes
338	
22 minutes	23 minutes
114 minutes	104 minutes

Ballina District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,988 patients

Percentage of patients who spent four hours or less in the ED 79.2%

Same period last year	Change since one year ago
4,484	-11.1%
79.7%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

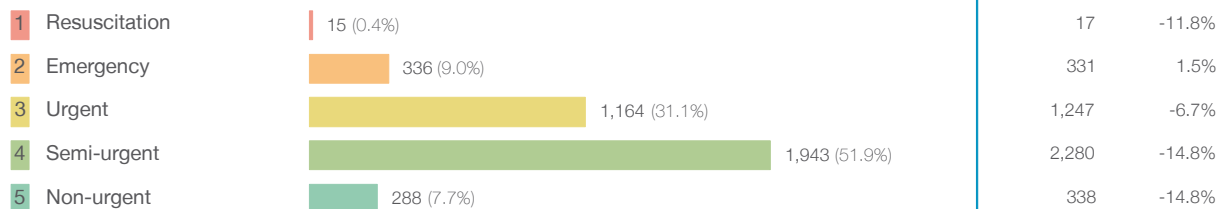
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Patients presenting to the emergency department

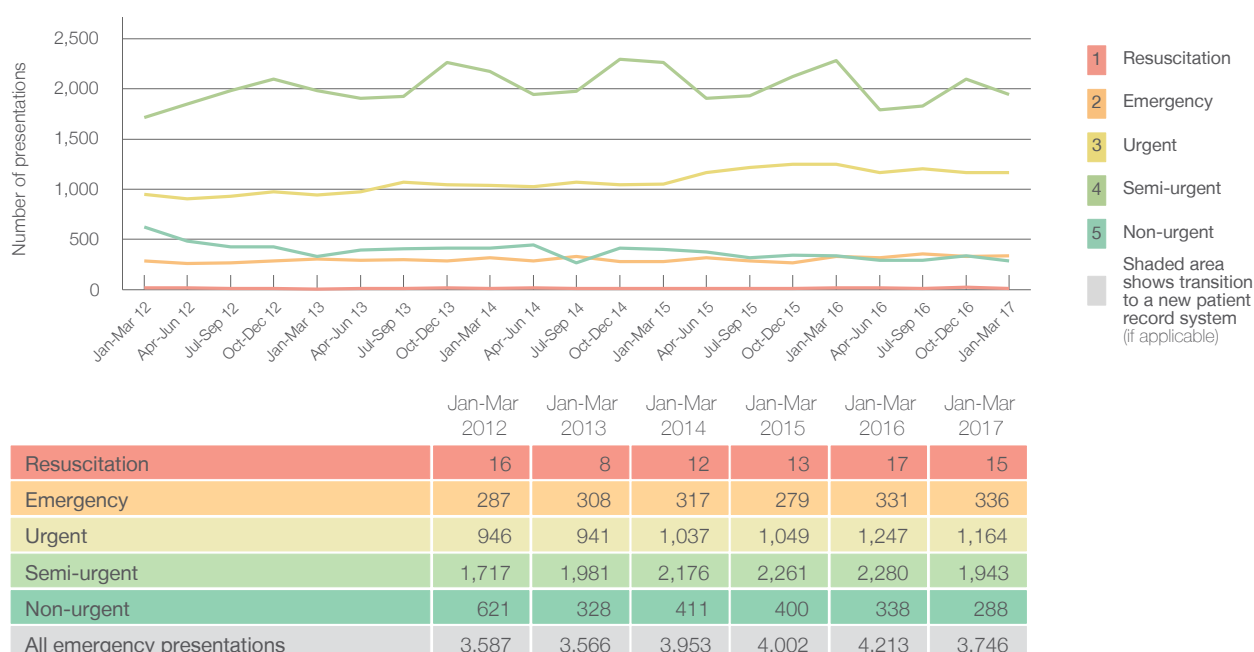
January to March 2017

All presentations:¹ 3,988 patients

Emergency presentations² by triage category: 3,746 patients



Emergency presentations² by quarter, January 2012 to March 2017[†]



Ballina District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 275 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 336

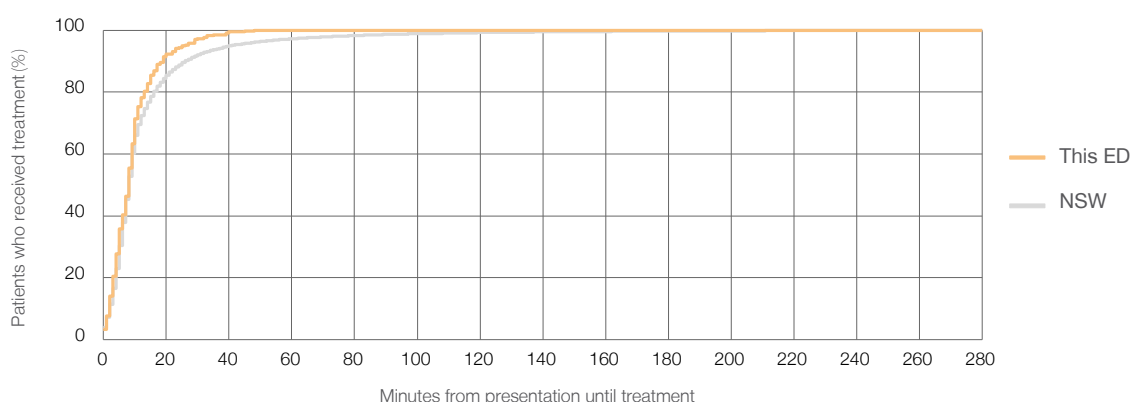
Number of triage 2 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 8 minutes

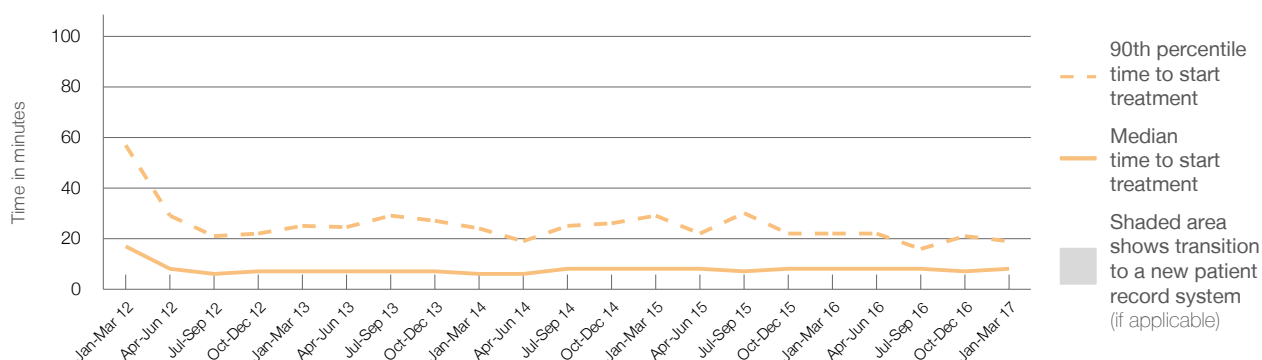
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
331	
330	
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	17	7	6	8	8	8
90th percentile time to start treatment ⁵ (minutes)	57	25	24	29	22	19

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,164

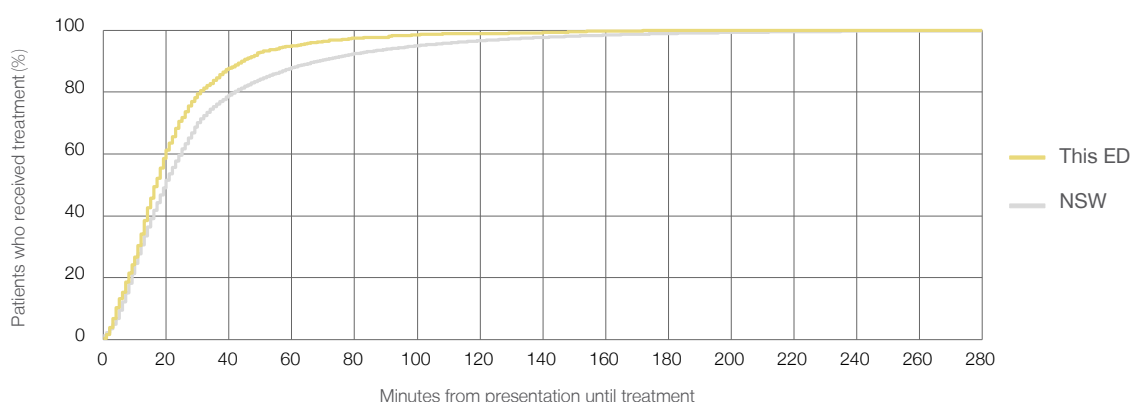
Number of triage 3 patients used to calculate waiting time:³ 1,147

Median time to start treatment⁴ 17 minutes

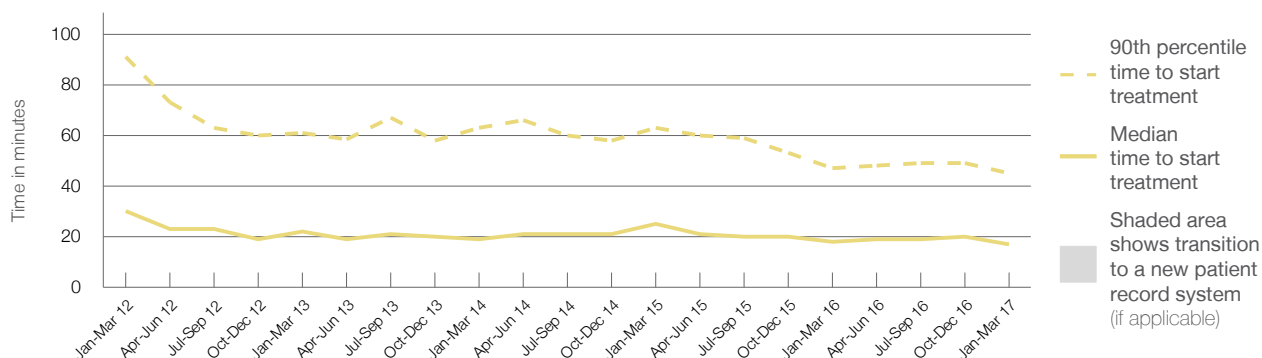
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
1,247	
1,221	
18 minutes	20 minutes
47 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	22	19	25	18	17
90th percentile time to start treatment ⁵ (minutes)	91	61	63	63	47	45

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,943

Number of triage 4 patients used to calculate waiting time:³ 1,817

Median time to start treatment⁴

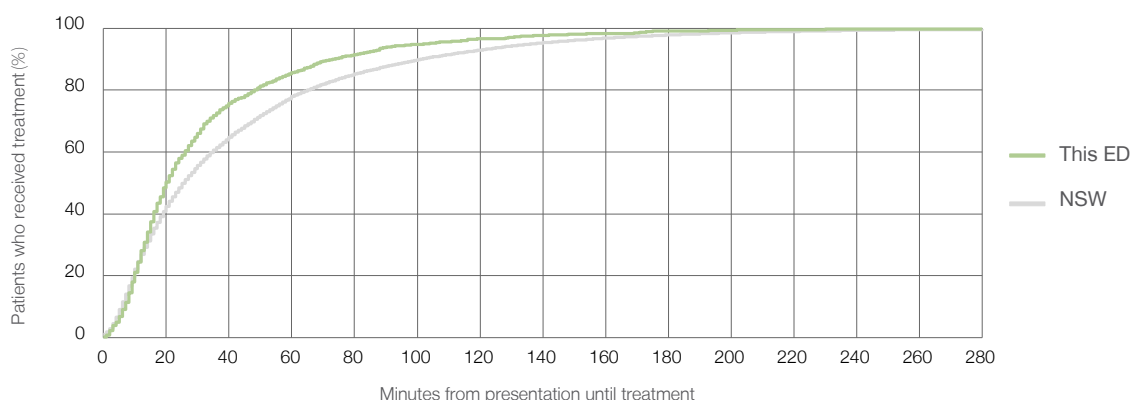
20 minutes

90th percentile time to start treatment⁵

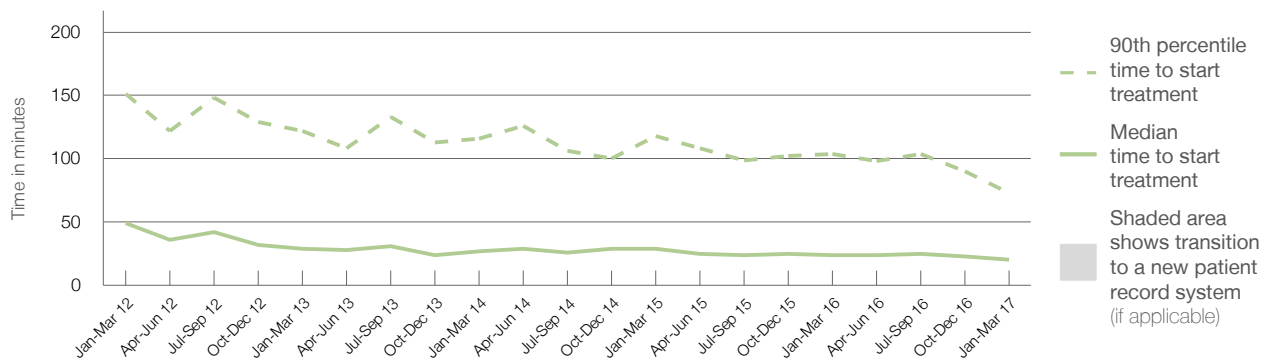
73 minutes

Same period last year	NSW (this period)
2,280	
2,060	
24 minutes	26 minutes
104 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	49	29	27	29	24	20
90th percentile time to start treatment ⁵ (minutes)	151	122	116	118	104	73

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 288

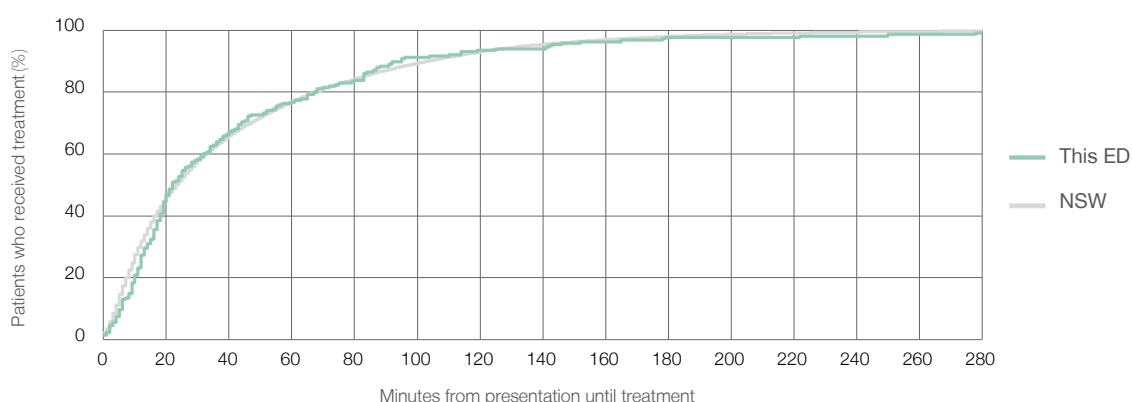
Number of triage 5 patients used to calculate waiting time:³ 216

Median time to start treatment⁴ 22 minutes

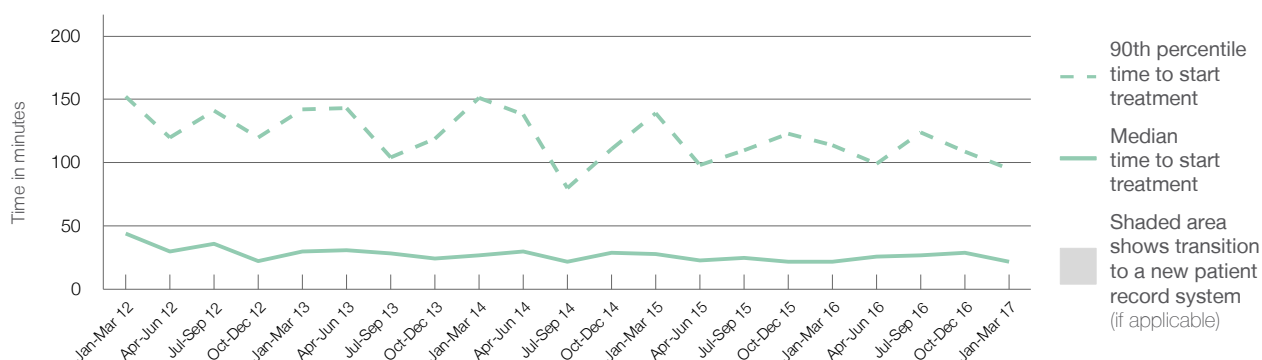
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
338	
265	
22 minutes	23 minutes
114 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	44	30	27	28	22	22
90th percentile time to start treatment ⁵ (minutes)	152	142	151	139	114	95

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,988 patients

Presentations used to calculate time to leaving the ED:⁶ 3,988 patients

Median time spent in the ED⁸

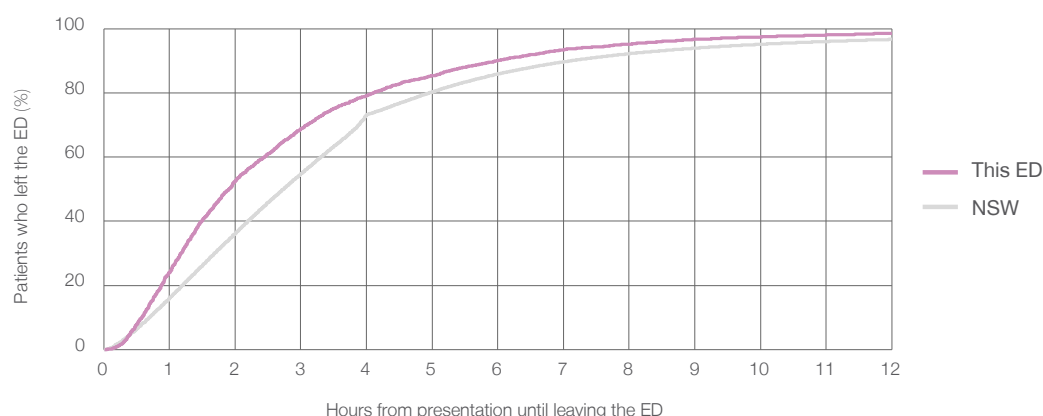
1 hours and 55 minutes

90th percentile time spent in the ED⁹

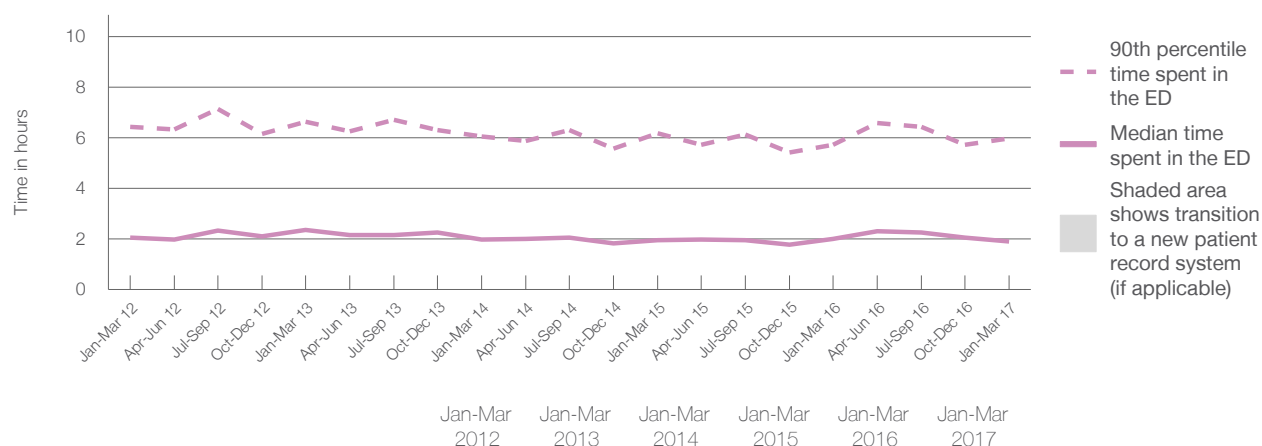
5 hours and 59 minutes

Same period last year	NSW (this period)
4,484	
4,484	
2 hours and 1 minutes	2 hours and 44 minutes
5 hours and 43 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 3m	2h 22m	1h 59m	1h 58m	2h 1m	1h 55m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 26m	6h 38m	6h 3m	6h 11m	5h 43m	5h 59m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

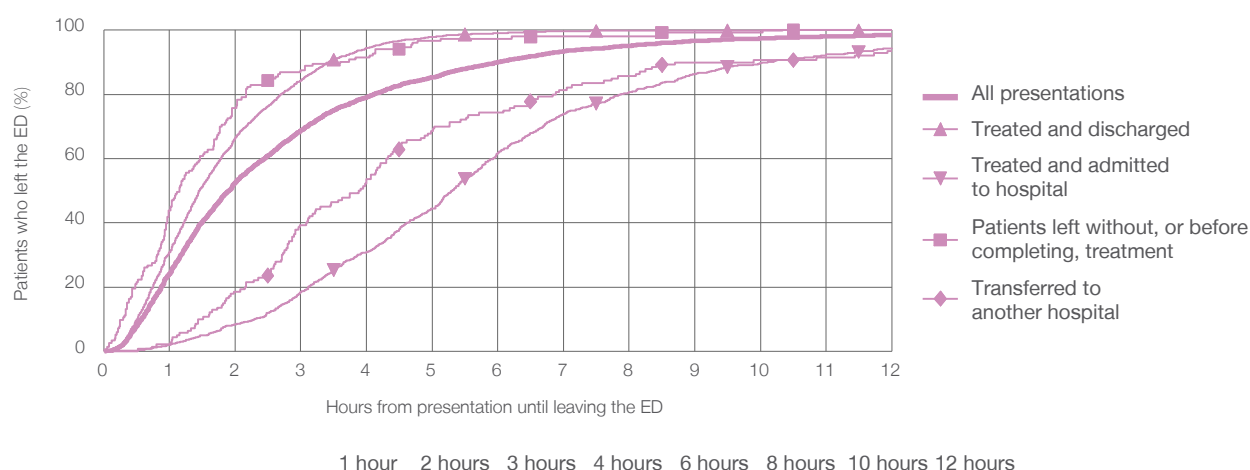
All presentations:[†] 3,988 patients

Presentations used to calculate time to leaving the ED:[‡] 3,988 patients

Treated and discharged	2,826 (70.9%)
Treated and admitted to hospital	858 (21.5%)
Patient left without, or before completing, treatment	153 (3.8%)
Transferred to another hospital	140 (3.5%)
Other	11 (0.3%)

Same period last year	Change since one year ago
4,484	-11.1%
3,208	-11.9%
883	-2.8%
231	-33.8%
143	-2.1%
19	-42.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	30.9%	66.5%	84.4%	94.4%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	2.0%	8.3%	18.5%	30.9%	61.9%	80.7%	89.7%	94.5%
Patient left without, or before completing, treatment	43.8%	75.8%	87.6%	91.5%	97.4%	98.0%	99.3%	100%
Transferred to another hospital	2.1%	18.6%	39.3%	53.6%	74.3%	85.7%	90.7%	93.6%
All presentations	24.2%	52.7%	68.8%	79.2%	90.1%	95.2%	97.4%	98.6%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 3,988 patients

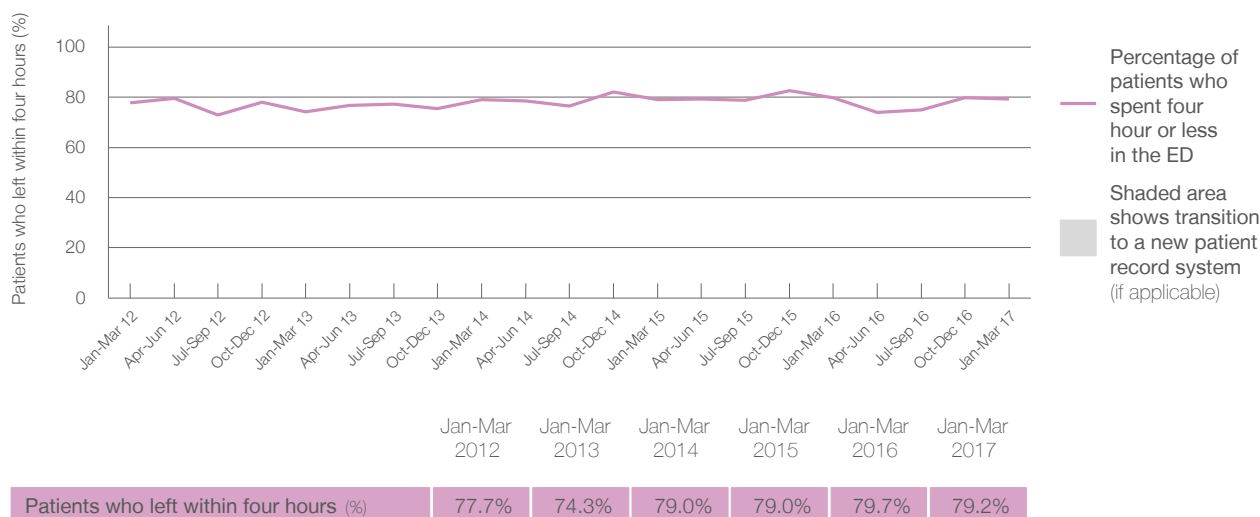
Presentations used to calculate time to leaving the ED:⁶ 3,988 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,484	-11.1%
4,484	-11.1%
79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,270 patients

Emergency presentations:² 4,064 patients

Same period last year	Change since one year ago
3,713	15.0%
3,582	13.5%

Bateman's Bay District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 330 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,139 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,039 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 539 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
326	
6 minutes	8 minutes
19 minutes	26 minutes
1,069	
18 minutes	20 minutes
62 minutes	69 minutes
1,772	
33 minutes	26 minutes
127 minutes	101 minutes
403	
34 minutes	23 minutes
129 minutes	104 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,270 patients

Percentage of patients who spent four hours or less in the ED 86.8%

Same period last year	Change since one year ago
3,713	15.0%
79.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

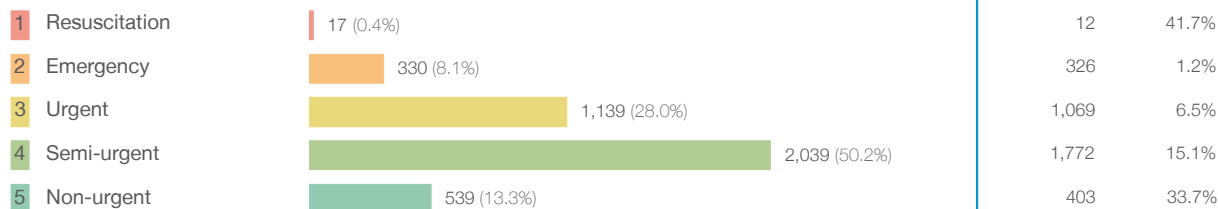
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Patients presenting to the emergency department

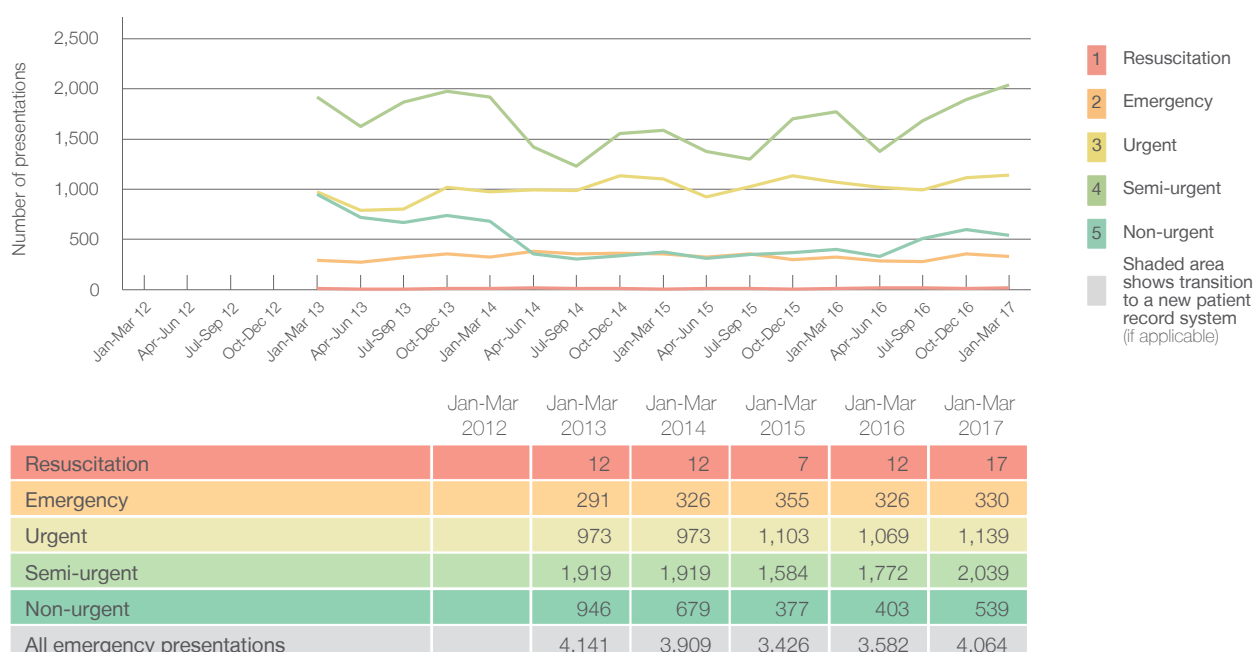
January to March 2017

All presentations:¹ 4,270 patients

Emergency presentations² by triage category: 4,064 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†§}



Bateman's Bay District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 483 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 330

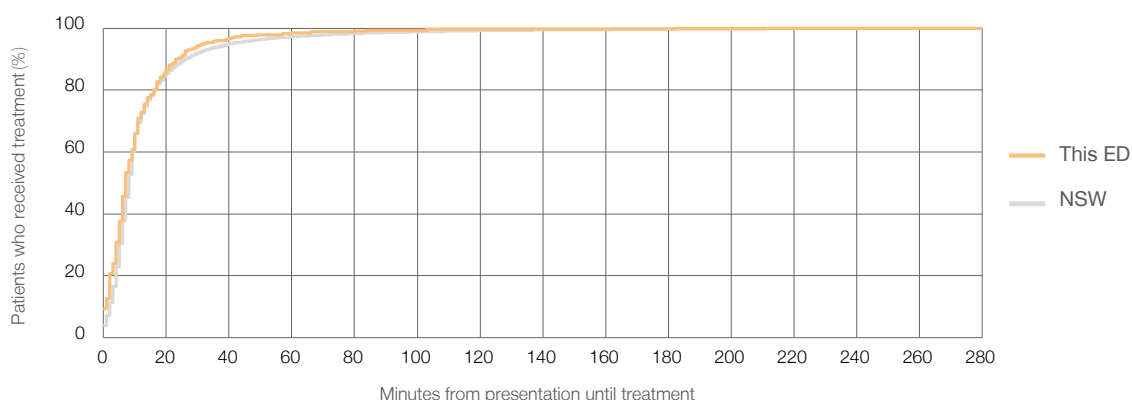
Number of triage 2 patients used to calculate waiting time:³ 330

Median time to start treatment⁴ 7 minutes

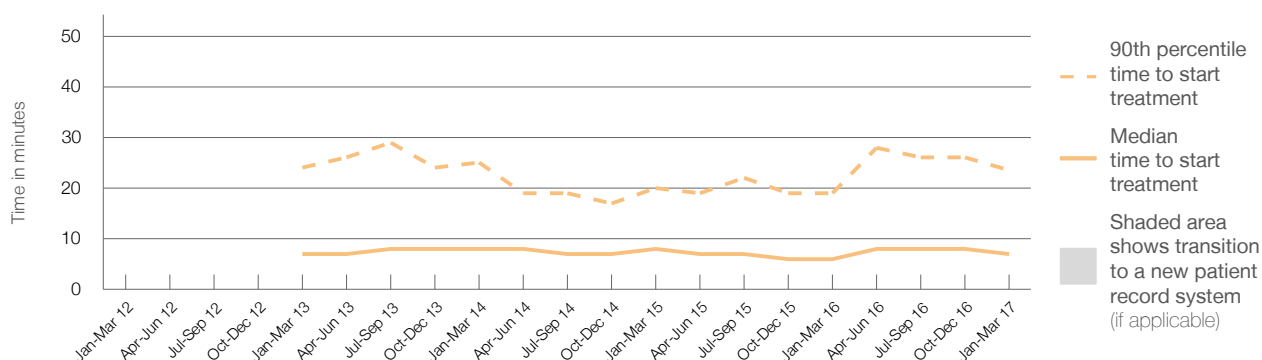
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
326	
326	
6 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		7	8	8	6	7
90th percentile time to start treatment ⁵ (minutes)		24	25	20	19	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,139

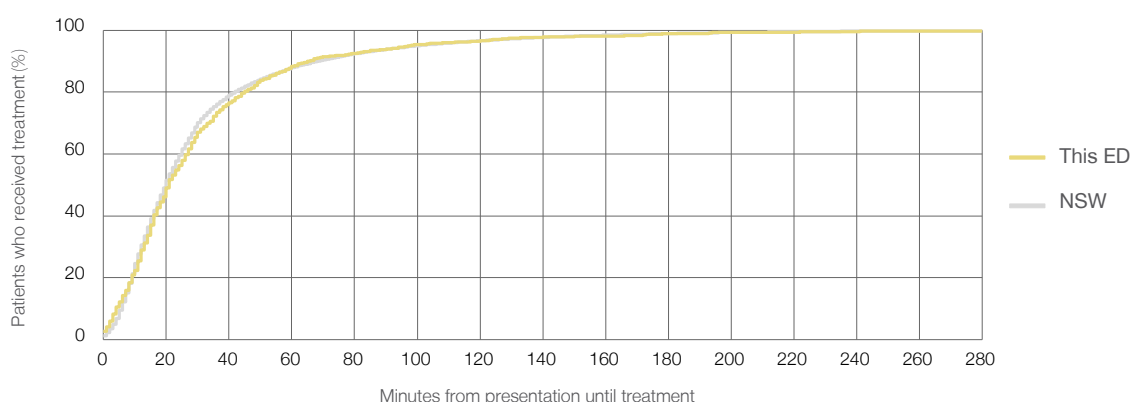
Number of triage 3 patients used to calculate waiting time:³ 1,080

Median time to start treatment⁴ 21 minutes

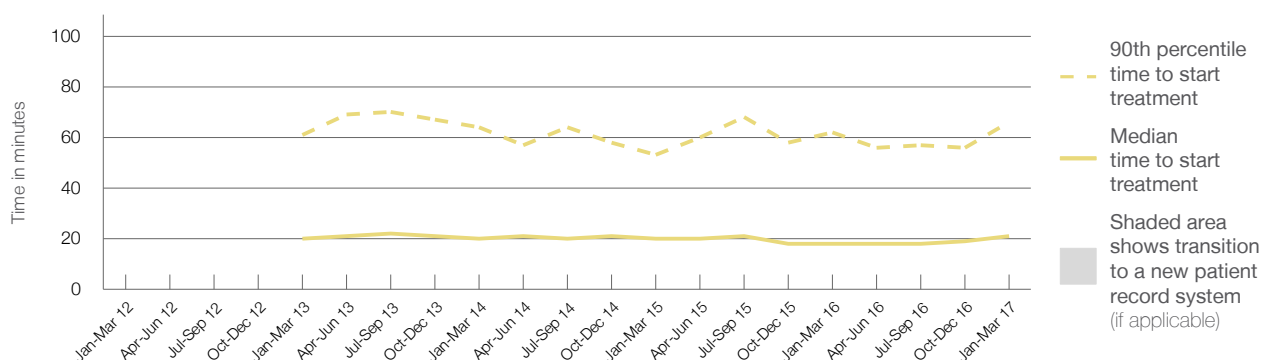
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,069	
1,042	
18 minutes	20 minutes
62 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		20	20	20	18	21
90th percentile time to start treatment ⁵ (minutes)		61	64	53	62	66

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,039

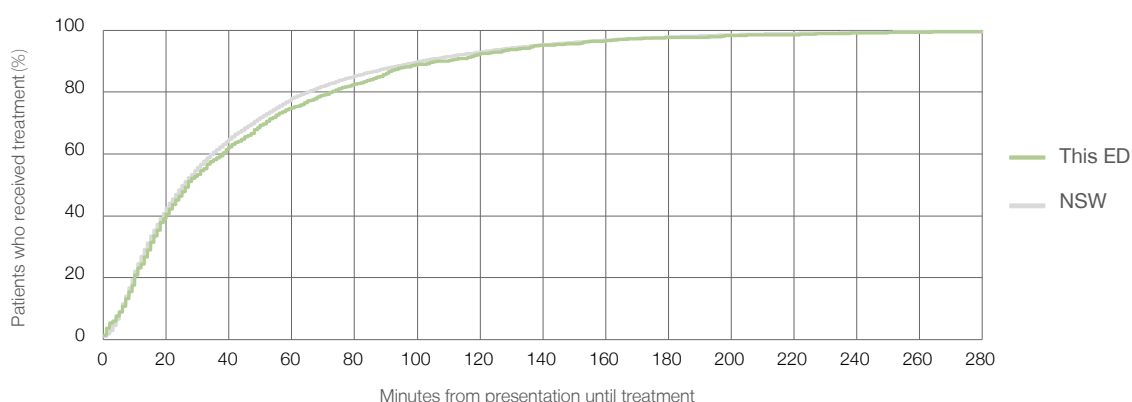
Number of triage 4 patients used to calculate waiting time:³ 933

Median time to start treatment⁴ 27 minutes

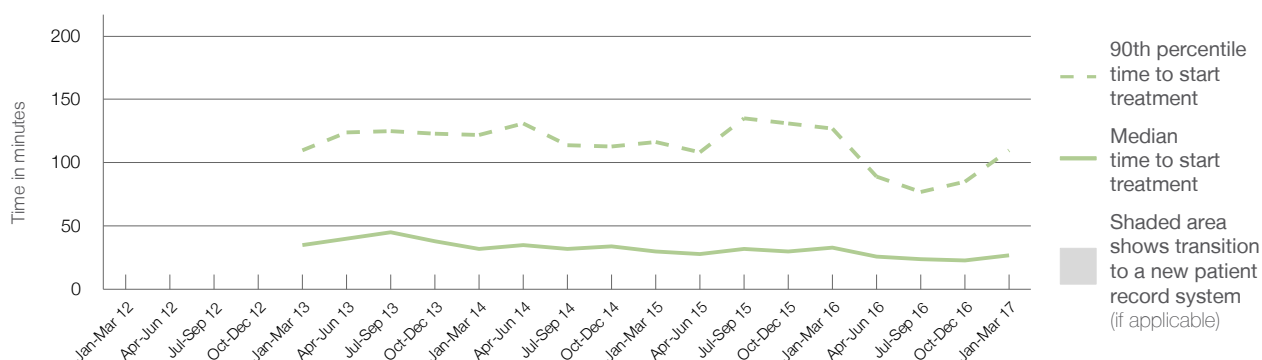
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,772	
1,600	
33 minutes	26 minutes
127 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		35	32	30	33	27
90th percentile time to start treatment ⁵ (minutes)		110	122	117	127	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 539

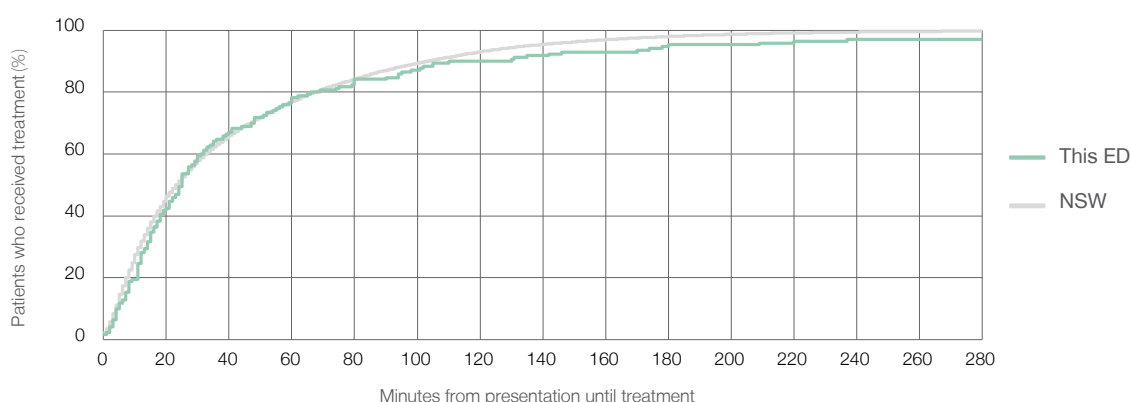
Number of triage 5 patients used to calculate waiting time:³ 170

Median time to start treatment⁴ 25 minutes

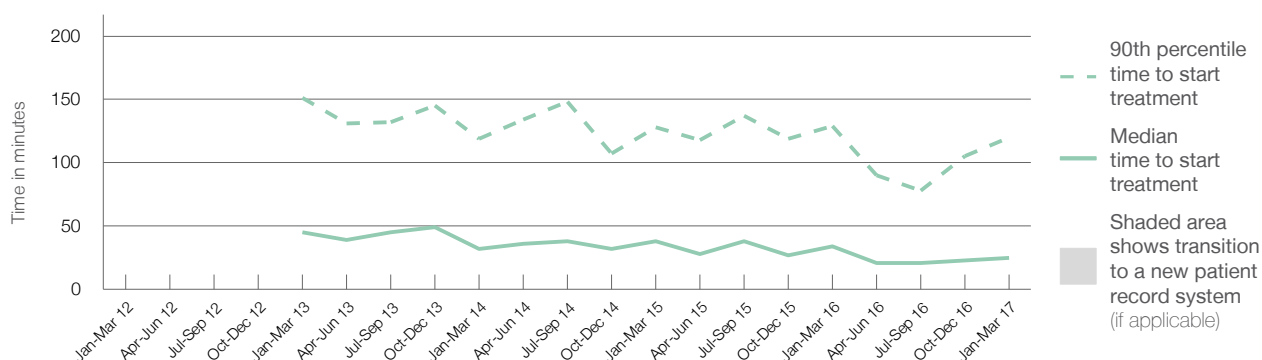
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
403	
317	
34 minutes	23 minutes
129 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		45	32	38	34	25
90th percentile time to start treatment ⁵ (minutes)		151	119	128	129	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,270 patients

Presentations used to calculate time to leaving the ED:⁶ 4,270 patients

Median time spent in the ED⁸

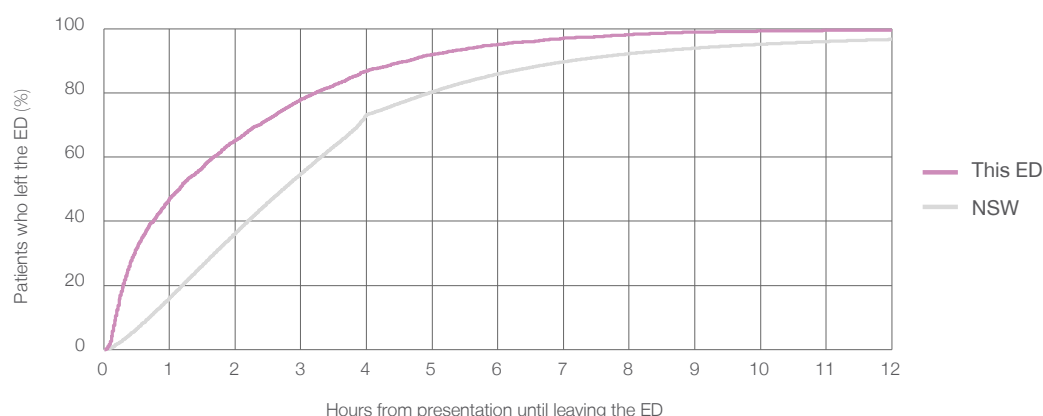
1 hours and 9 minutes

90th percentile time spent in the ED⁹

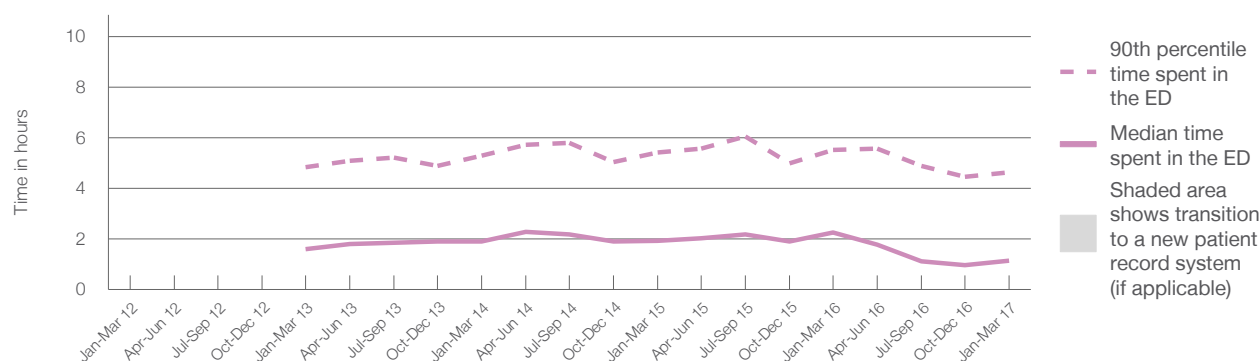
4 hours and 38 minutes

Same period last year	NSW (this period)
3,713	
3,713	
2 hours and 15 minutes	2 hours and 44 minutes
5 hours and 32 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 37m	1h 54m	1h 56m	2h 15m	1h 9m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 51m	5h 18m	5h 26m	5h 32m	4h 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

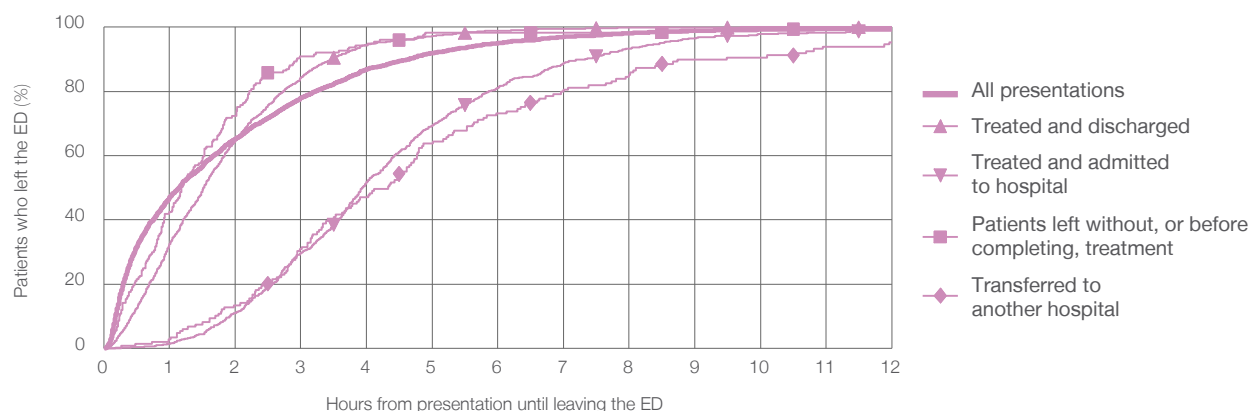
All presentations:[†] 4,270 patients

Presentations used to calculate time to leaving the ED:[‡] 4,270 patients

Treated and discharged	1,674 (39.2%)
Treated and admitted to hospital	788 (18.5%)
Patient left without, or before completing, treatment	177 (4.1%)
Transferred to another hospital	149 (3.5%)
Other	1,482 (34.7%)

Same period last year	Change since one year ago
3,713	15.0%
2,565	-34.7%
706	11.6%
298	-40.6%
137	8.8%
7	1071.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	32.4%	64.8%	84.3%	94.6%	98.9%	99.8%	100%	100%
Treated and admitted to hospital	1.4%	11.0%	29.7%	51.8%	81.2%	93.4%	97.8%	98.9%
Patient left without, or before completing, treatment	42.4%	72.3%	91.0%	94.4%	98.3%	98.3%	99.4%	99.4%
Transferred to another hospital	2.7%	13.4%	30.9%	47.0%	73.2%	85.2%	90.6%	95.3%
All presentations	47.0%	65.2%	77.9%	86.8%	95.1%	98.1%	99.3%	99.6%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,270 patients

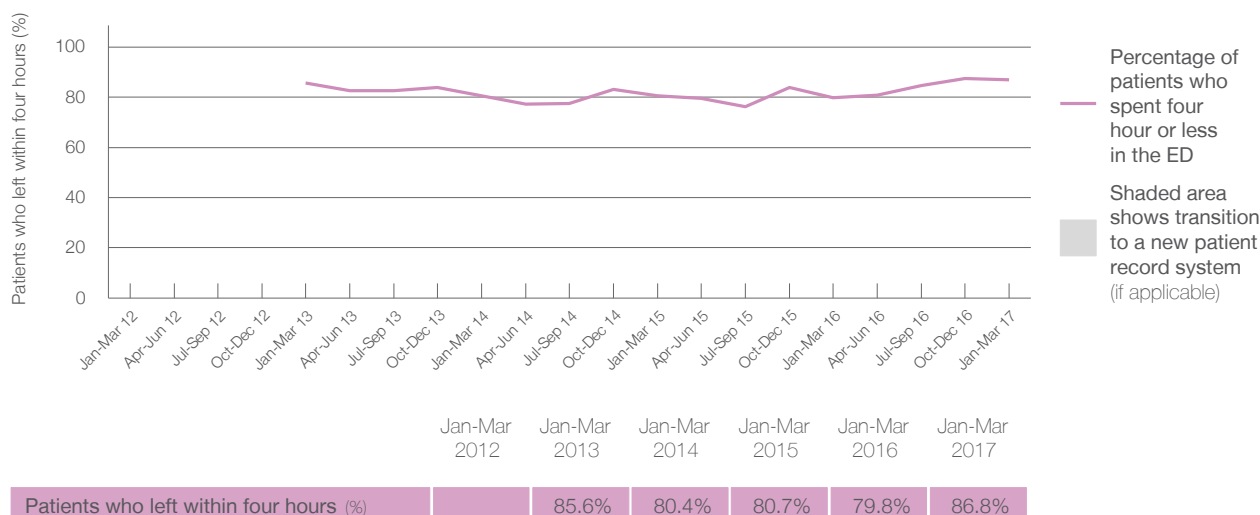
Presentations used to calculate time to leaving the ED:⁶ 4,270 patients

Percentage of patients who spent four hours or less in the ED

86.8%

Same period last year	Change since one year ago
3,713	15.0%
3,713	15.0%
79.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,328 patients

Emergency presentations:² 4,275 patients

Same period last year	Change since one year ago
4,296	0.7%
4,201	1.8%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 609 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 996 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,198 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 450 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
591	
7 minutes	8 minutes
21 minutes	26 minutes
1,007	
17 minutes	20 minutes
73 minutes	69 minutes
1,962	
28 minutes	26 minutes
114 minutes	101 minutes
619	
29 minutes	23 minutes
114 minutes	104 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,317 patients

Percentage of patients who spent four hours or less in the ED

77.7%

Same period last year	Change since one year ago
4,296	0.5%
82.6%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

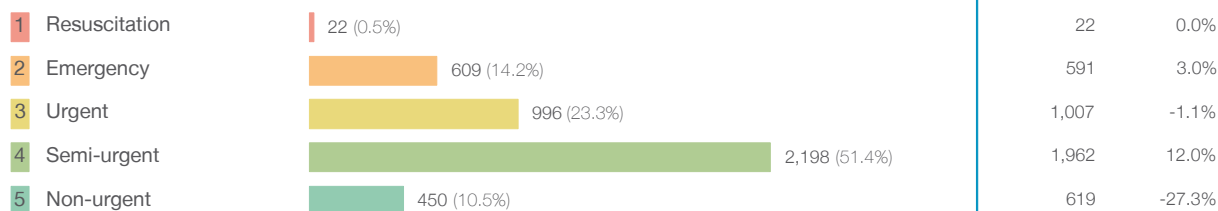
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

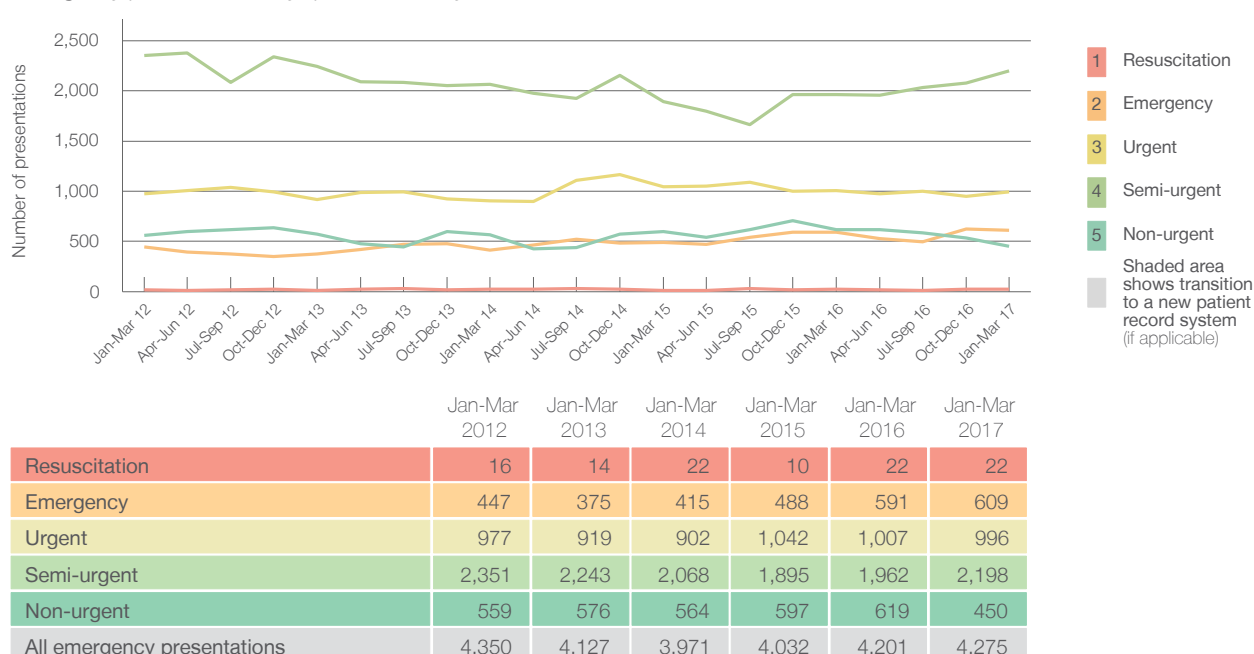
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department January to March 2017

All presentations:¹ 4,328 patients

Emergency presentations² by triage category: 4,275 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 832 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 609

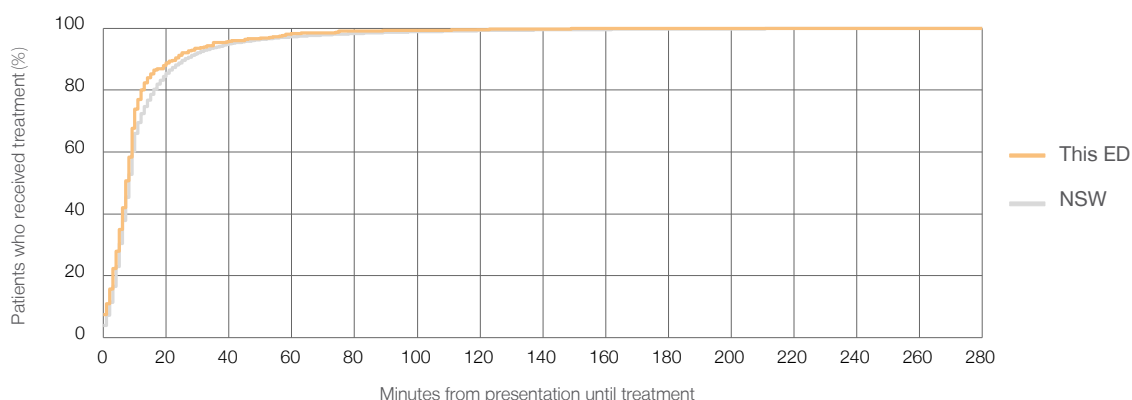
Number of triage 2 patients used to calculate waiting time:³ 560

Median time to start treatment⁴ 7 minutes

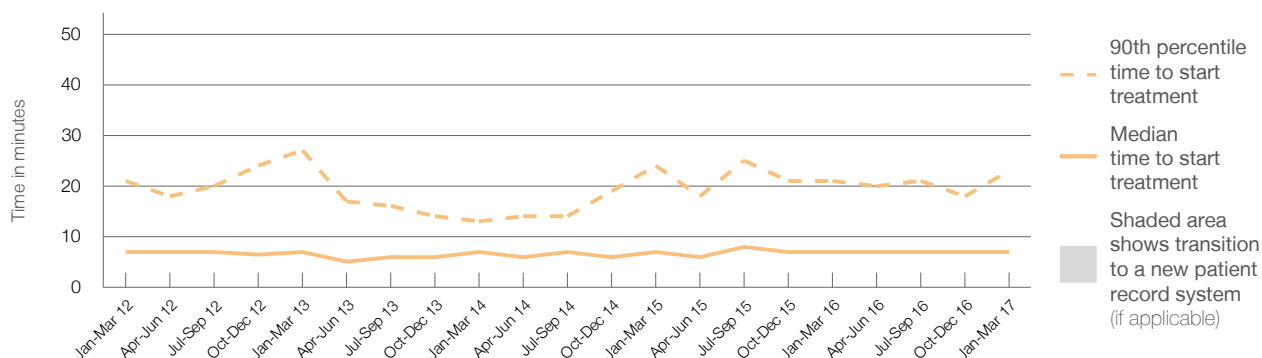
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
591	
586	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	27	13	24	21	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 996

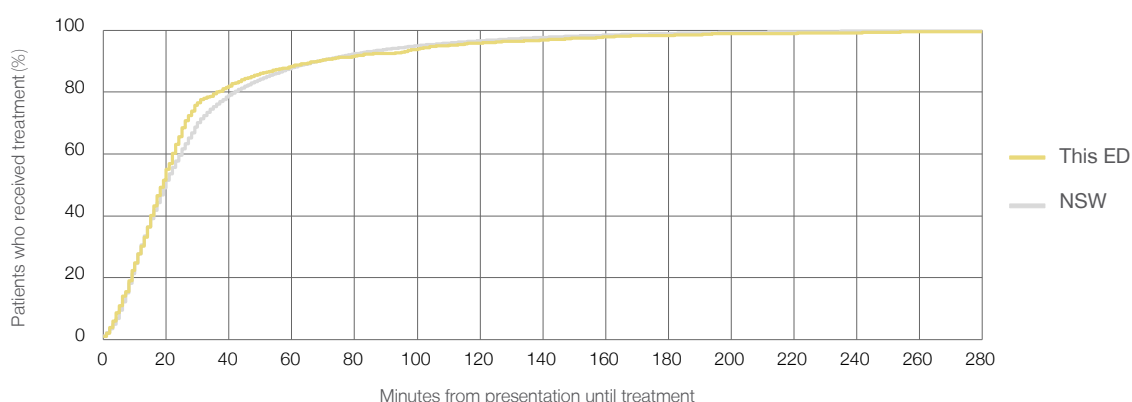
Number of triage 3 patients used to calculate waiting time:³ 940

Median time to start treatment⁴ 19 minutes

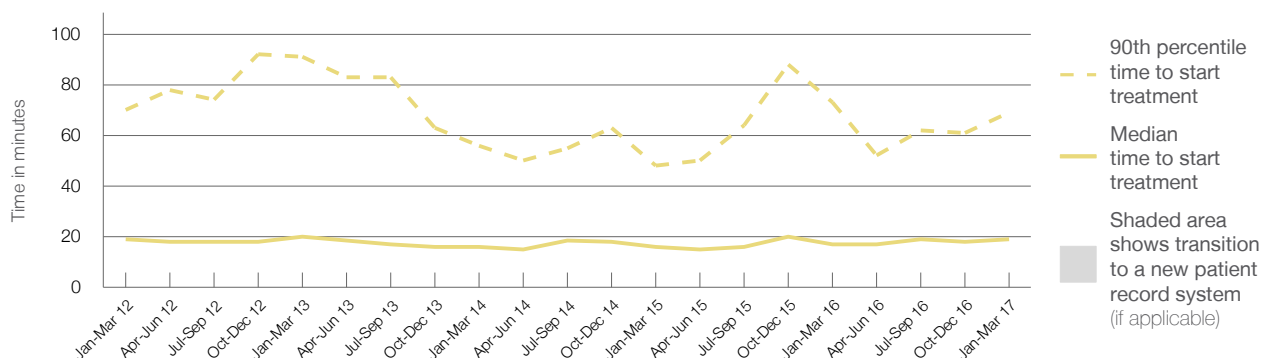
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,007	
958	
17 minutes	20 minutes
73 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	19	20	16	16	17	19
90th percentile time to start treatment ⁵ (minutes)	70	91	56	48	73	69

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,198

Number of triage 4 patients used to calculate waiting time:³ 1,973

Median time to start treatment⁴

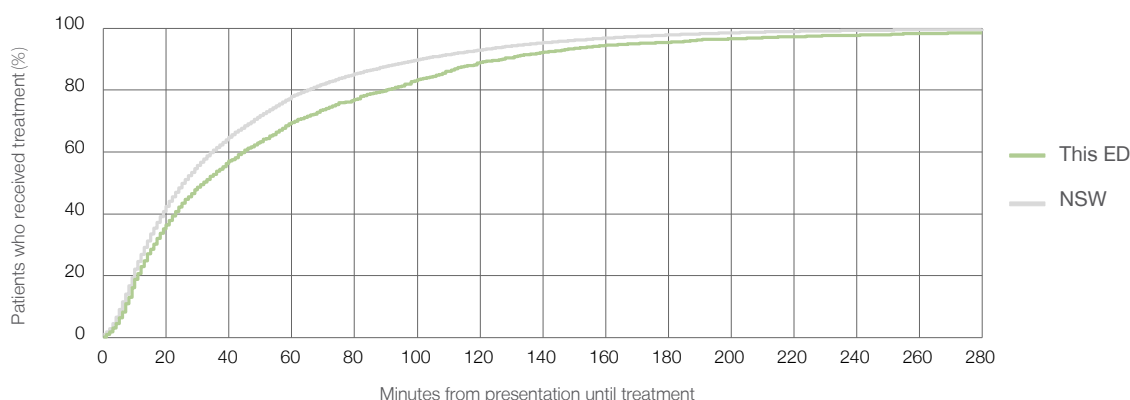
32 minutes

90th percentile time to start treatment⁵

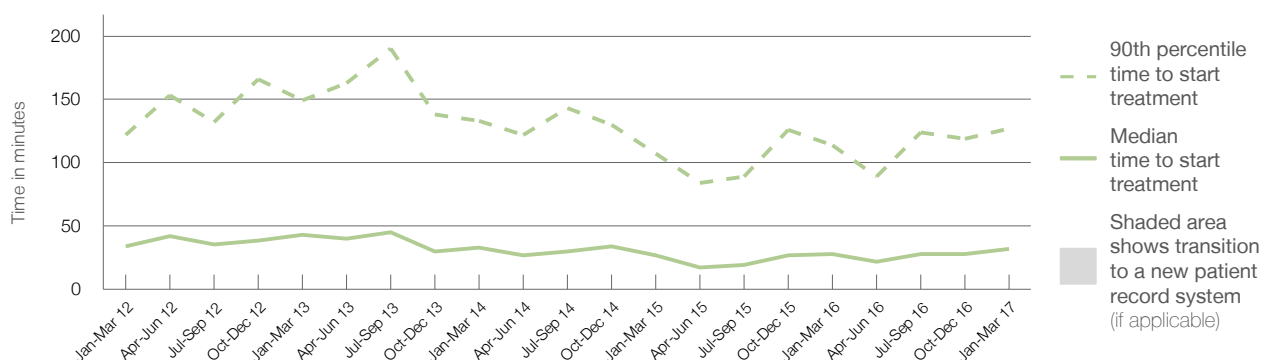
127 minutes

Same period last year	NSW (this period)
1,962	
1,812	
28 minutes	26 minutes
114 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	43	33	27	28	32
90th percentile time to start treatment ⁵ (minutes)	122	149	133	107	114	127

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 450

Number of triage 5 patients used to calculate waiting time:³ 359

Median time to start treatment⁴

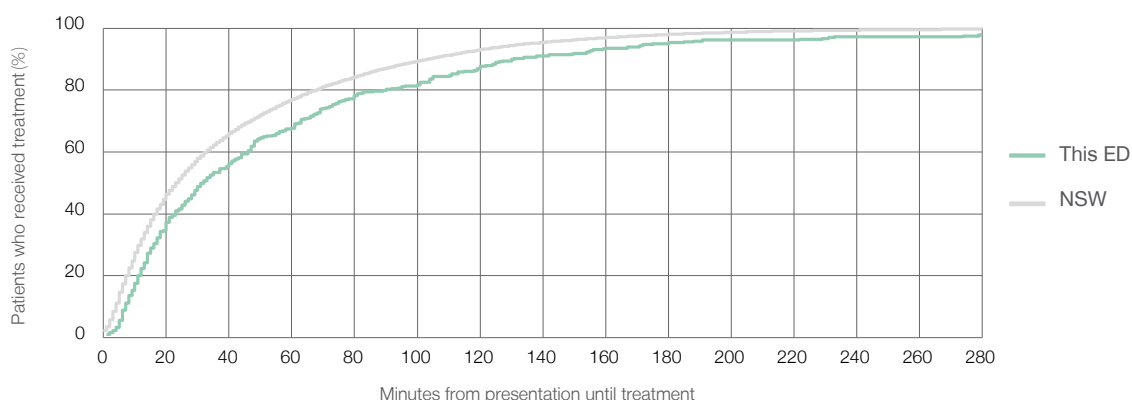
32 minutes

90th percentile time to start treatment⁵

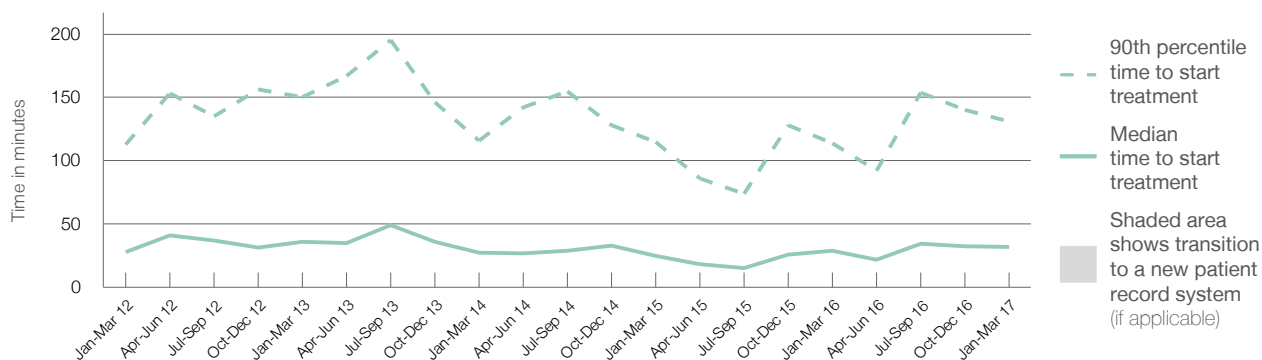
131 minutes

Same period last year	NSW (this period)
619	
532	
29 minutes	23 minutes
114 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	36	28	25	29	32
90th percentile time to start treatment ⁵ (minutes)	113	150	116	115	114	131

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,328 patients

Presentations used to calculate time to leaving the ED:⁶ 4,317 patients

Median time spent in the ED⁸

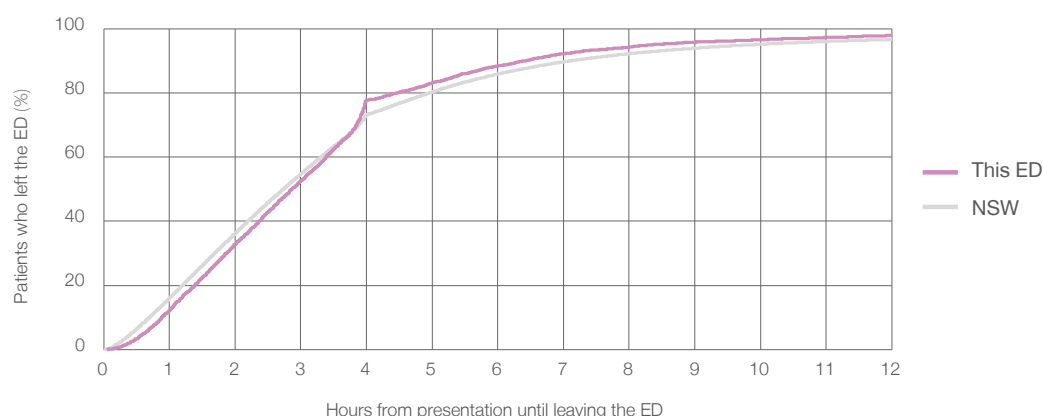
2 hours and 52 minutes

90th percentile time spent in the ED⁹

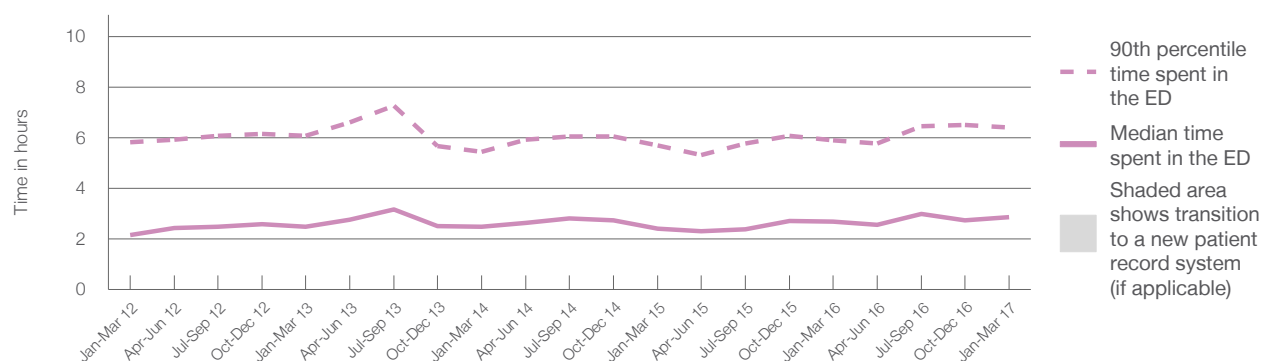
6 hours and 25 minutes

Same period last year	NSW (this period)
4,296	
4,296	
2 hours and 41 minutes	2 hours and 44 minutes
5 hours and 54 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 10m	2h 30m	2h 29m	2h 25m	2h 41m	2h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 50m	6h 5m	5h 27m	5h 42m	5h 54m	6h 25m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

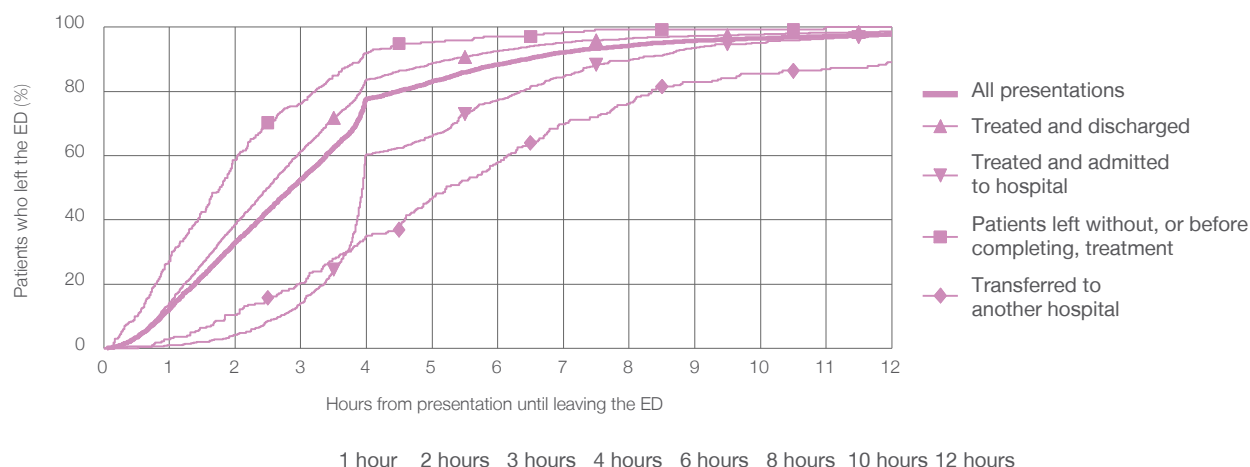
January to March 2017

All presentations:[†] 4,328 patients

Presentations used to calculate time to leaving the ED:[‡] 4,317 patients

		Same period last year	Change since one year ago
Treated and discharged	3,065 (70.8%)	3,155	-2.9%
Treated and admitted to hospital	597 (13.8%)	687	-13.1%
Patient left without, or before completing, treatment	281 (6.5%)	243	15.6%
Transferred to another hospital	224 (5.2%)	207	8.2%
Other	161 (3.7%)	4	3925.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.1%	38.8%	61.4%	83.7%	92.6%	96.5%	97.7%	98.7%
Treated and admitted to hospital	1.0%	4.2%	14.1%	60.5%	77.4%	89.8%	95.1%	97.3%
Patient left without, or before completing, treatment	27.1%	58.6%	76.2%	91.9%	97.1%	99.3%	99.3%	100%
Transferred to another hospital	2.7%	10.4%	20.3%	35.1%	58.1%	76.1%	85.6%	89.2%
All presentations	12.3%	33.0%	52.6%	77.7%	88.4%	94.2%	96.5%	97.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,328 patients

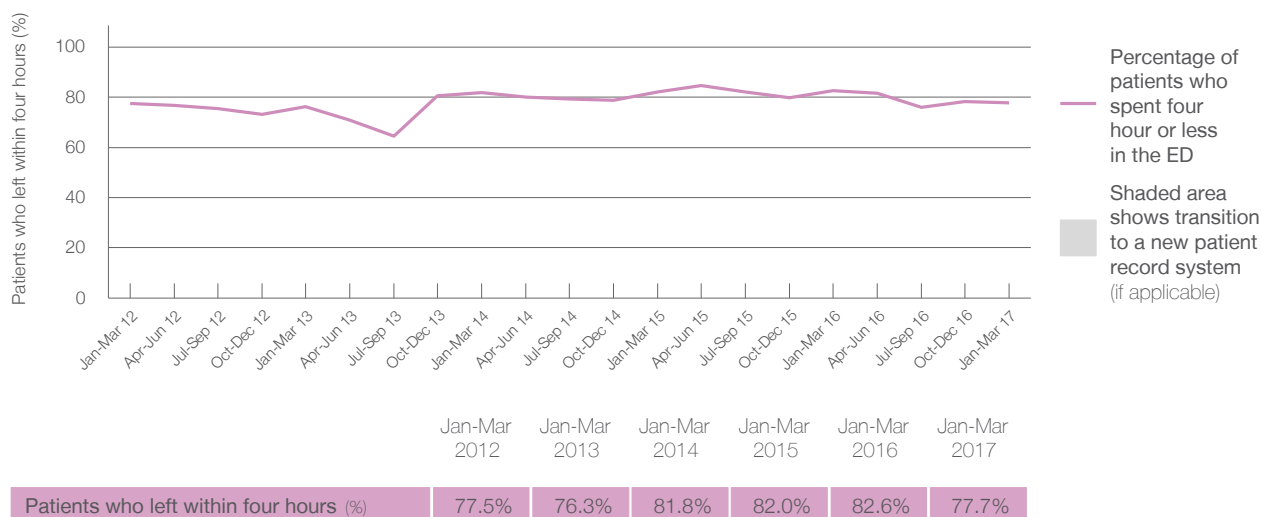
Presentations used to calculate time to leaving the ED:⁶ 4,317 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,296	0.7%
4,296	0.5%
82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,496 patients

Emergency presentations:² 3,307 patients

Same period last year	Change since one year ago
3,338	4.7%
3,177	4.1%

Casino and District Memorial Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 273 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,077 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 64 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,551 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 400 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
193	
9 minutes	8 minutes
32 minutes	26 minutes
908	
21 minutes	20 minutes
71 minutes	69 minutes
1,703	
34 minutes	26 minutes
111 minutes	101 minutes
368	
28 minutes	23 minutes
111 minutes	104 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,493 patients

Percentage of patients who spent four hours or less in the ED

88.6%

Same period last year	Change since one year ago
3,336	4.7%
90.9%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

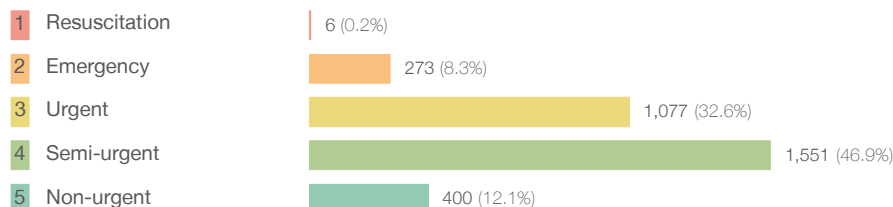
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Patients presenting to the emergency department

January to March 2017

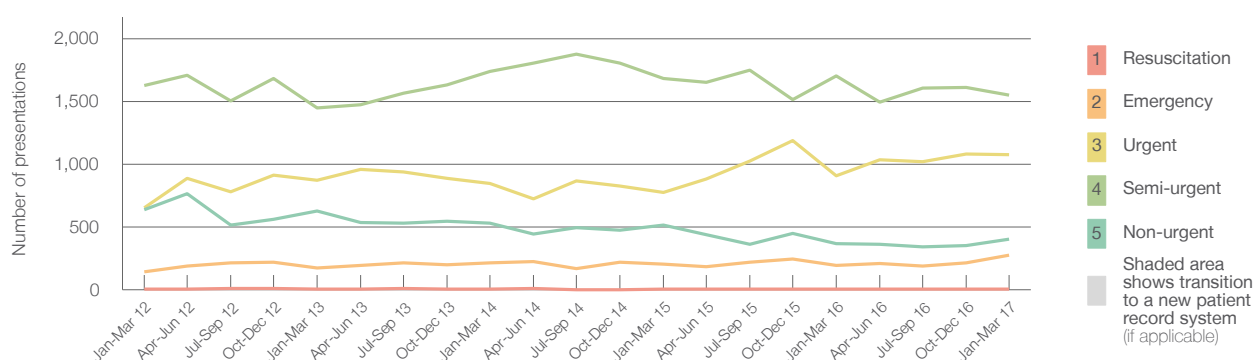
All presentations:¹ 3,496 patients

Emergency presentations² by triage category: 3,307 patients



Same period last year	Change since one year ago
3,338	4.7%
3,177	4.1%
5	20.0%
193	41.5%
908	18.6%
1,703	-8.9%
368	8.7%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	< 5	6	6	5	5	6
Emergency	145	175	215	202	193	273
Urgent	651	871	844	776	908	1,077
Semi-urgent	1,626	1,448	1,741	1,680	1,703	1,551
Non-urgent	637	627	528	517	368	400
All emergency presentations	3,059	3,127	3,334	3,180	3,177	3,307

Casino and District Memorial Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 325 patients

ED Transfer of care time



Same period last year	Change since one year ago
245	
17 minutes	0 minutes
43 minutes	-7 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 273

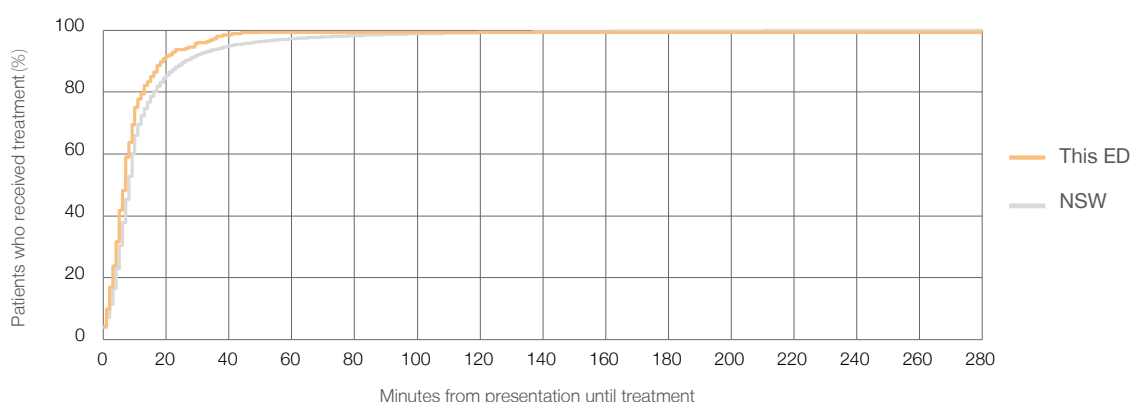
Number of triage 2 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 7 minutes

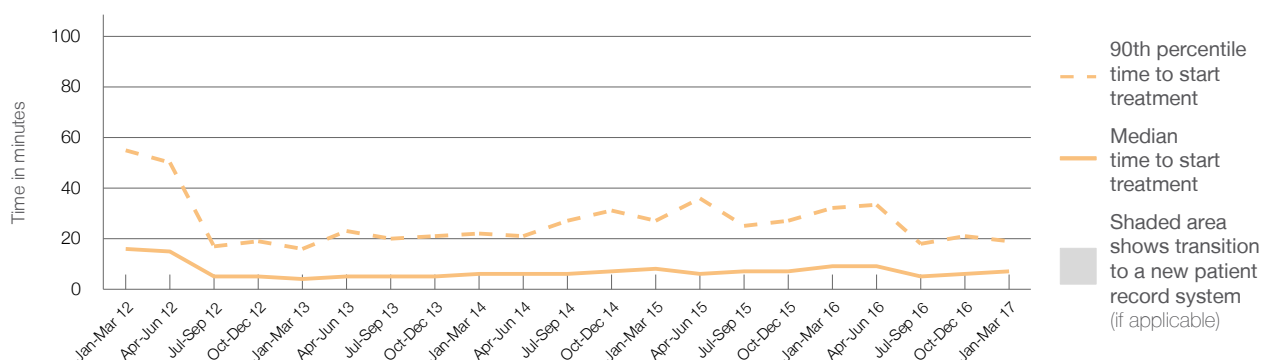
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
193	
186	
9 minutes	8 minutes
32 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	4	6	8	9	7
90th percentile time to start treatment ⁵ (minutes)	55	16	22	27	32	19

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,077

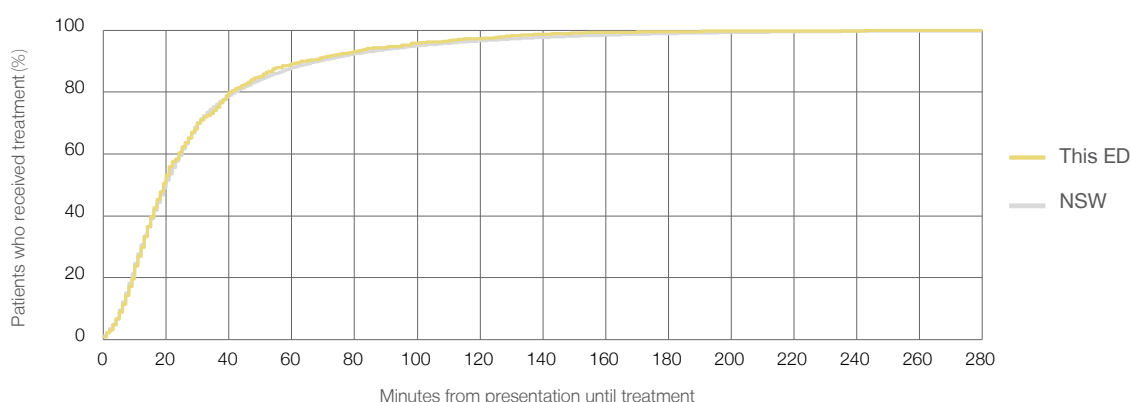
Number of triage 3 patients used to calculate waiting time:³ 1,022

Median time to start treatment⁴ 19 minutes

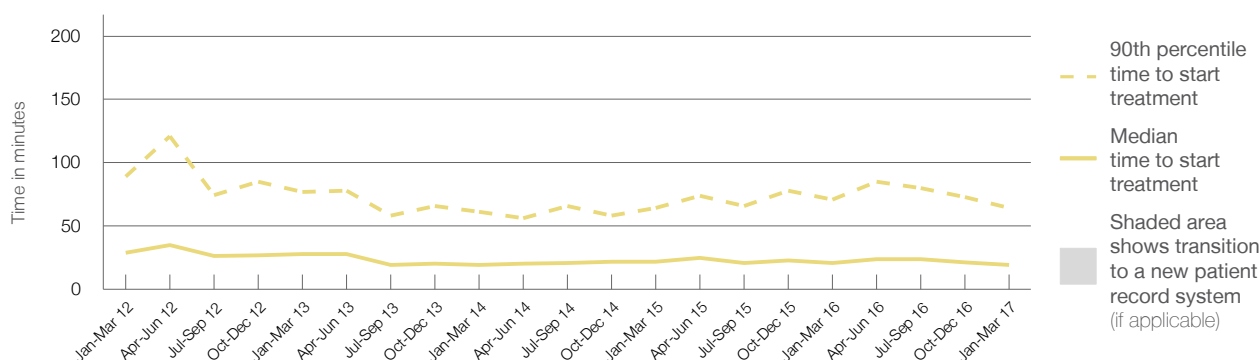
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
908	
861	
21 minutes	20 minutes
71 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	28	19	22	21	19
90th percentile time to start treatment ⁵ (minutes)	89	77	61	64	71	64

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,551

Number of triage 4 patients used to calculate waiting time:³ 1,417

Median time to start treatment⁴

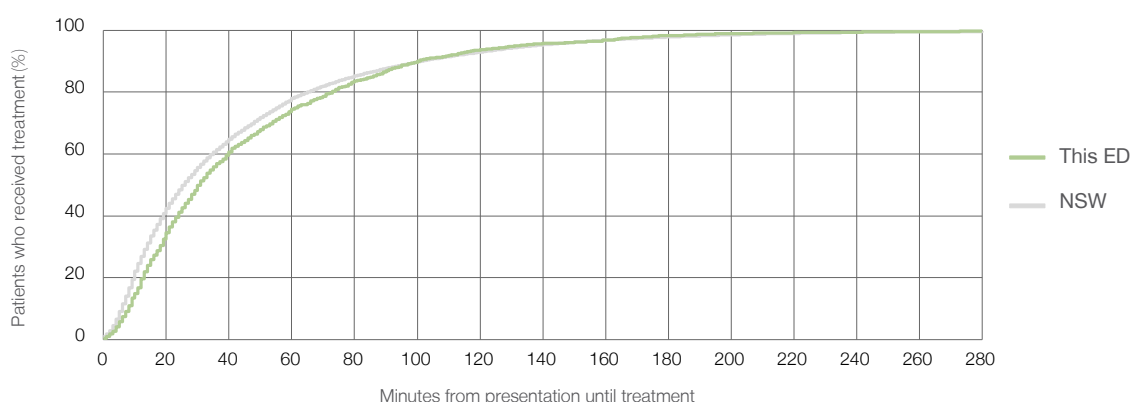
31 minutes

90th percentile time to start treatment⁵

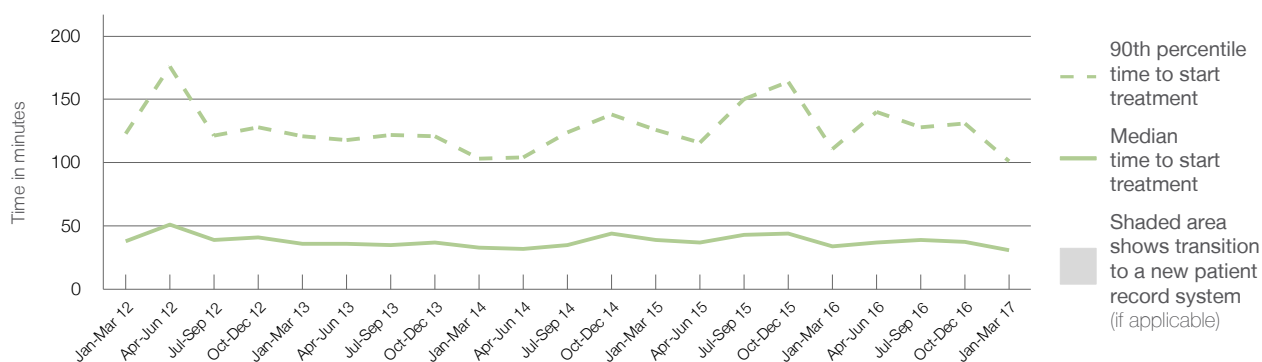
101 minutes

Same period last year	NSW (this period)
1,703	
1,568	
34 minutes	26 minutes
111 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	36	33	39	34	31
90th percentile time to start treatment ⁵ (minutes)	123	121	103	126	111	101

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 400

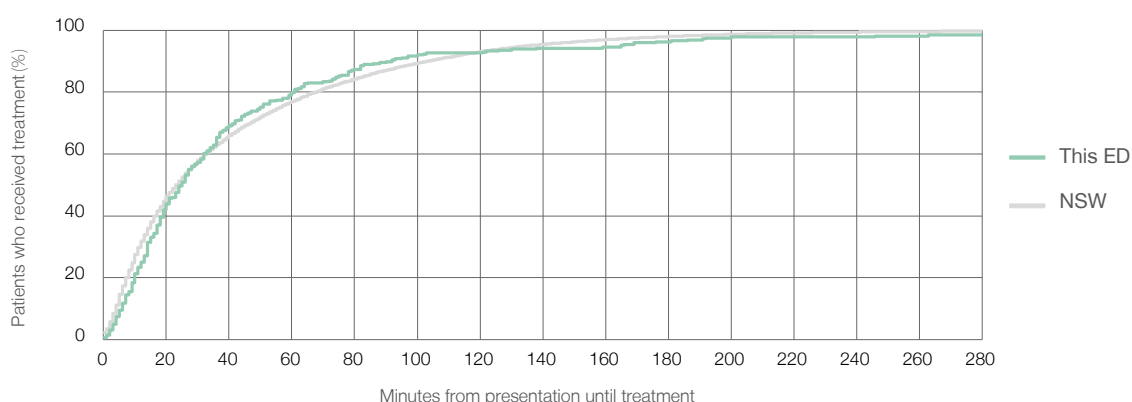
Number of triage 5 patients used to calculate waiting time:³ 324

Median time to start treatment⁴ 25 minutes

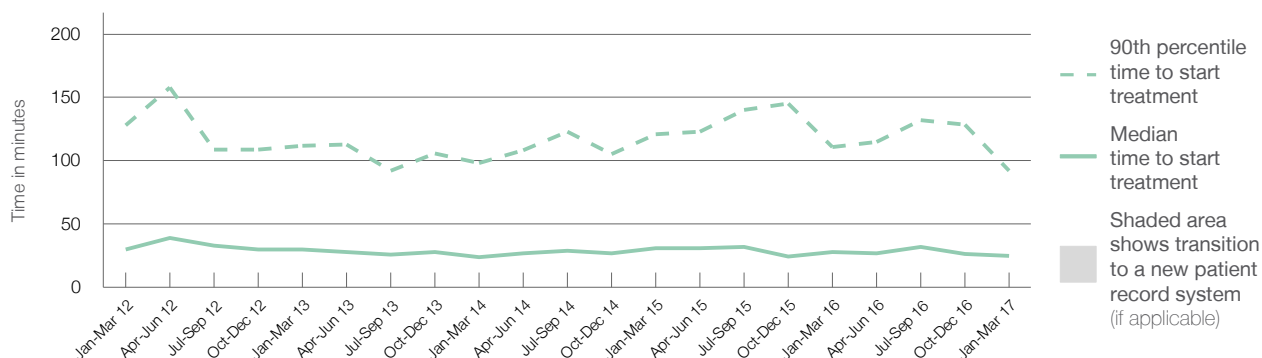
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
368	
312	
28 minutes	23 minutes
111 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	30	24	31	28	25
90th percentile time to start treatment ⁵ (minutes)	128	112	98	121	111	92

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,496 patients

Presentations used to calculate time to leaving the ED:⁶ 3,493 patients

Median time spent in the ED⁸

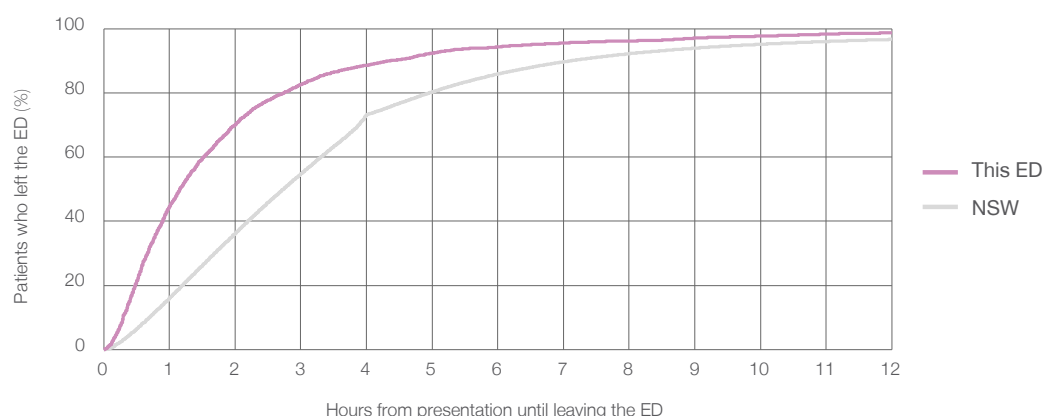
1 hours and 10 minutes

90th percentile time spent in the ED⁹

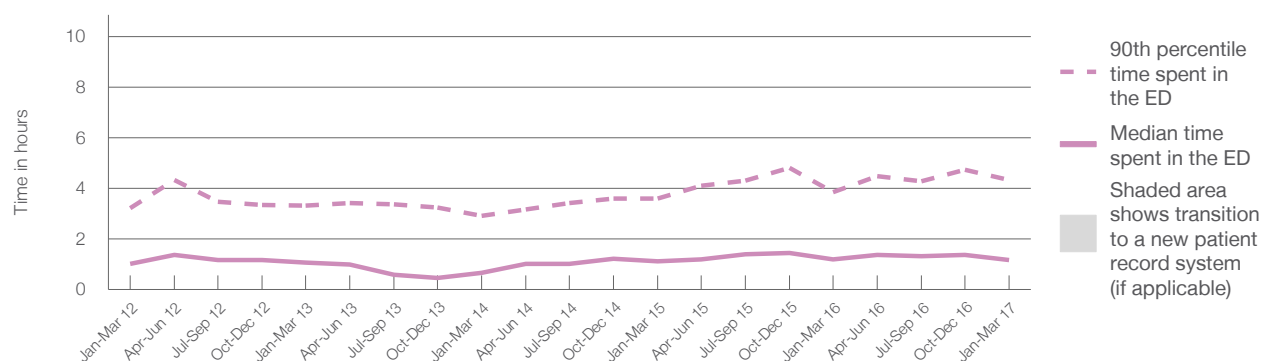
4 hours and 20 minutes

Same period last year	NSW (this period)
3,338	
3,336	
1 hours and 12 minutes	2 hours and 44 minutes
3 hours and 52 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 2m	1h 5m	0h 40m	1h 8m	1h 12m	1h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 13m	3h 20m	2h 55m	3h 37m	3h 52m	4h 20m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

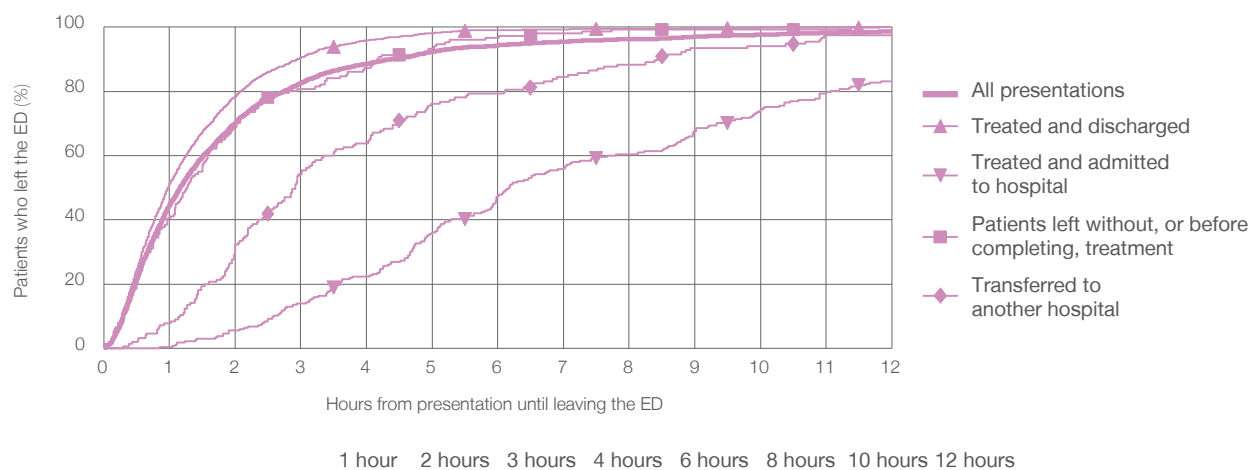
January to March 2017

All presentations:[†] 3,496 patients

Presentations used to calculate time to leaving the ED:[‡] 3,493 patients

		Same period last year	Change since one year ago
Treated and discharged	2,884 (82.5%)	2,783	3.6%
Treated and admitted to hospital	238 (6.8%)	199	19.6%
Patient left without, or before completing, treatment	151 (4.3%)	179	-15.6%
Transferred to another hospital	155 (4.4%)	142	9.2%
Other	68 (1.9%)	35	94.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	51.2%	78.4%	90.5%	95.9%	99.1%	99.5%	99.8%	100%
Treated and admitted to hospital	0.4%	5.5%	13.9%	22.3%	47.5%	60.5%	74.4%	83.2%
Patient left without, or before completing, treatment	40.4%	68.9%	80.8%	87.4%	96.7%	99.3%	99.3%	100%
Transferred to another hospital	7.7%	32.3%	54.2%	63.9%	79.4%	88.4%	94.2%	97.4%
All presentations	44.7%	70.1%	82.6%	88.6%	94.4%	96.2%	97.7%	98.7%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 3,496 patients

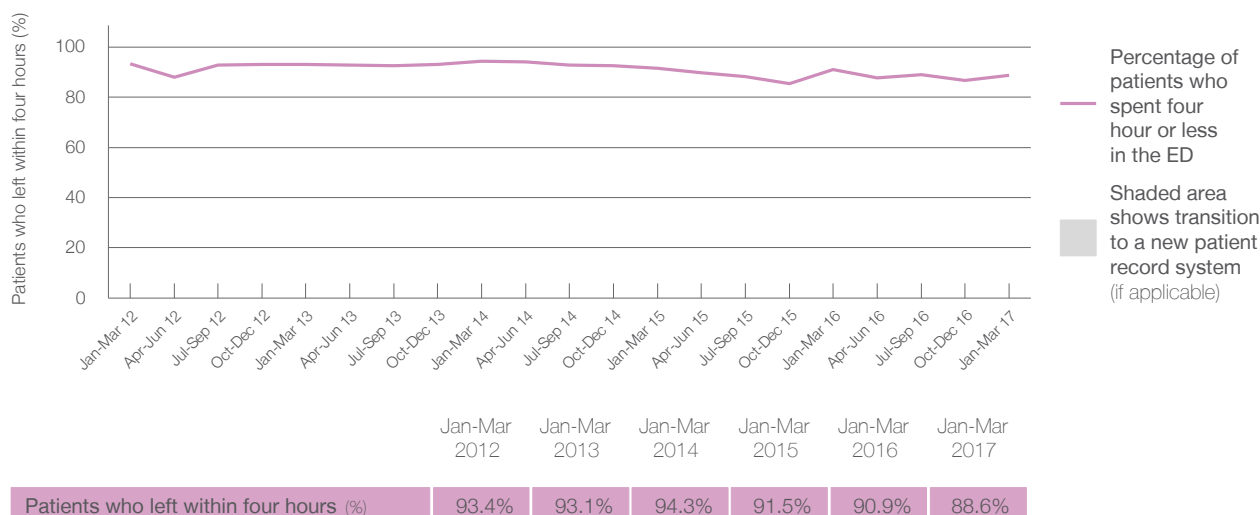
Presentations used to calculate time to leaving the ED:⁶ 3,493 patients

Percentage of patients who spent four hours or less in the ED

88.6%

Same period last year	Change since one year ago
3,338	4.7%
3,336	4.7%
90.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



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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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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 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*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,268 patients

Emergency presentations:² 4,221 patients

Same period last year	Change since one year ago
4,283	-0.4%
4,209	0.3%

Cessnock District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 279 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 997 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,183 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 757 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
267	
6 minutes	8 minutes
17 minutes	26 minutes
1,094	
19 minutes	20 minutes
46 minutes	69 minutes
2,138	
33 minutes	26 minutes
93 minutes	101 minutes
703	
34 minutes	23 minutes
95 minutes	104 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,268 patients

Percentage of patients who spent four hours or less in the ED 88.8%

Same period last year	Change since one year ago
4,283	-0.4%
89.4%	

* 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*.
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5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

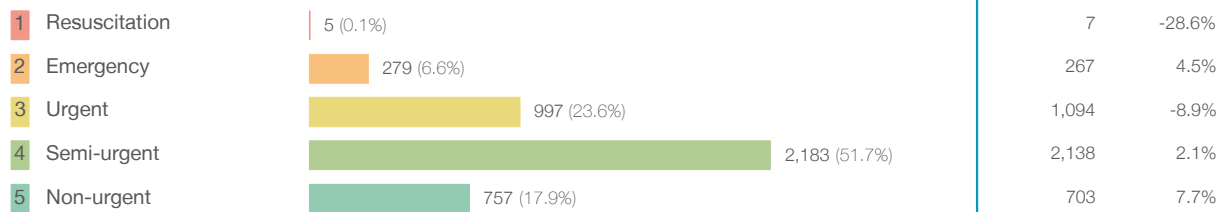
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Patients presenting to the emergency department

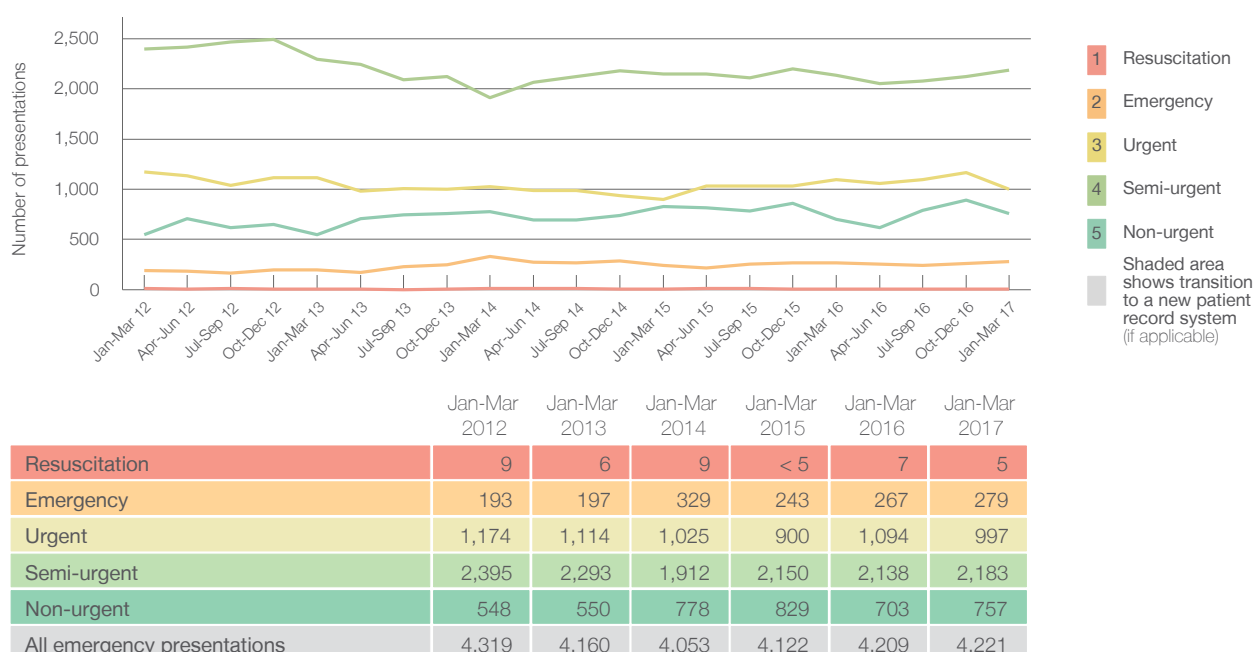
January to March 2017

All presentations:¹ 4,268 patients

Emergency presentations² by triage category: 4,221 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Cessnock District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 408 patients

ED Transfer of care time



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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 279

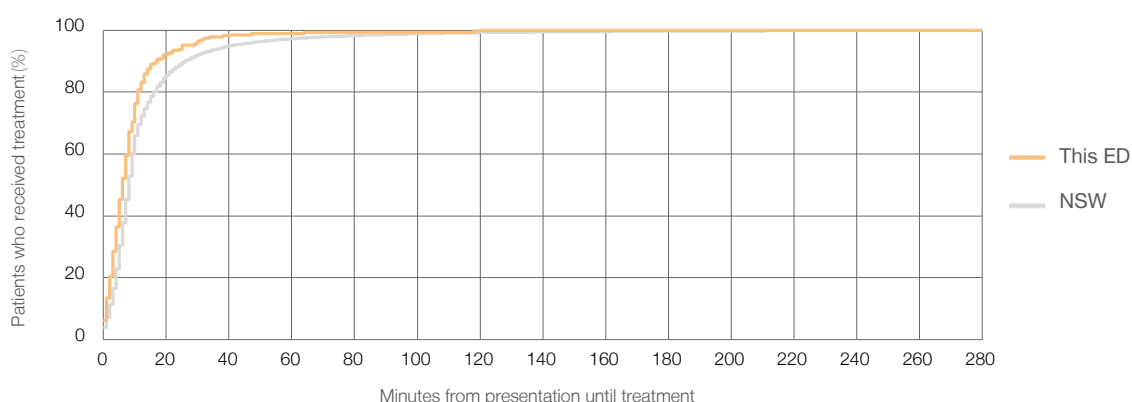
Number of triage 2 patients used to calculate waiting time:³ 274

Median time to start treatment⁴ 6 minutes

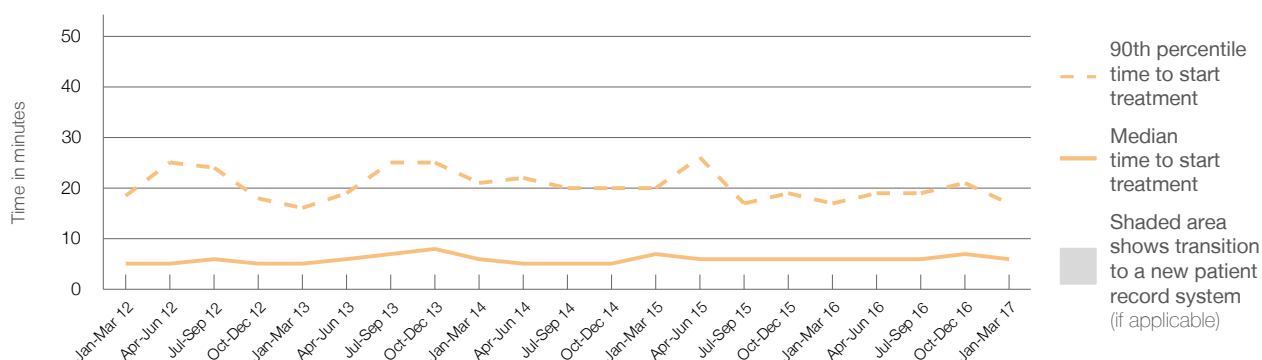
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
267	
266	
6 minutes	8 minutes
17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	5	6	7	6	6
90th percentile time to start treatment ⁵ (minutes)	19	16	21	20	17	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 997

Number of triage 3 patients used to calculate waiting time:³ 965

Median time to start treatment⁴

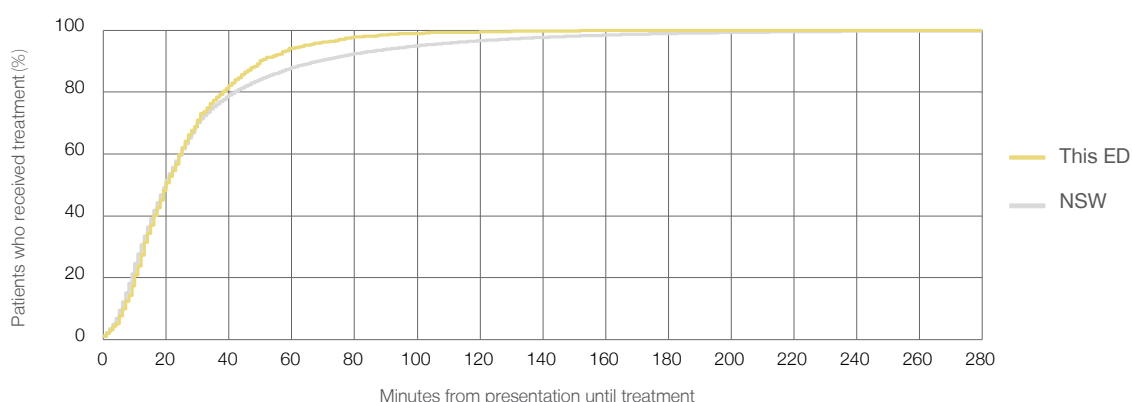
20 minutes

90th percentile time to start treatment⁵

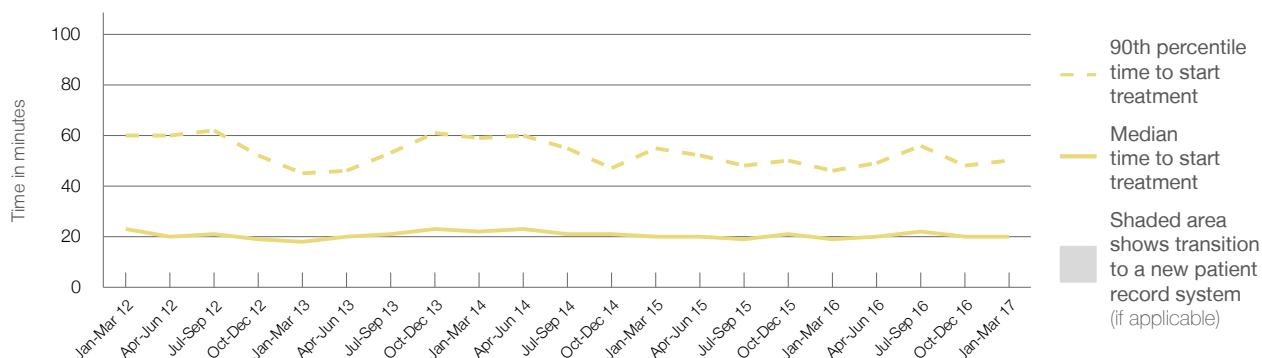
50 minutes

Same period last year	NSW (this period)
1,094	
1,062	
19 minutes	20 minutes
46 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	23	18	22	20	19	20
90th percentile time to start treatment ⁵ (minutes)	60	45	59	55	46	50

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,138

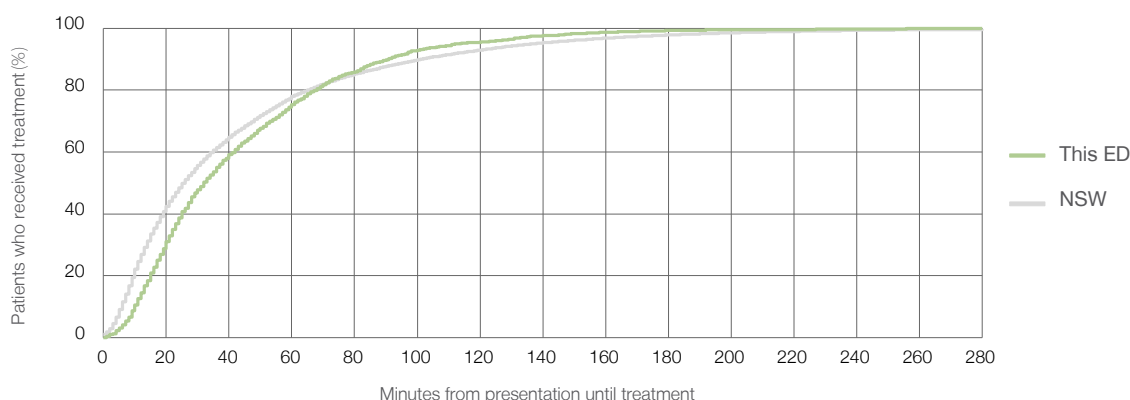
Number of triage 4 patients used to calculate waiting time:³ 2,008

Median time to start treatment⁴ 32 minutes

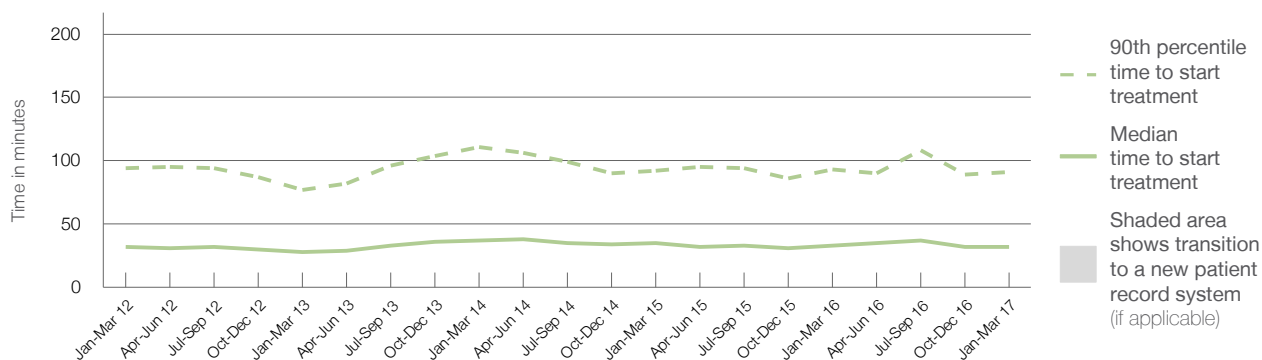
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
2,138	
1,961	
33 minutes	26 minutes
93 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	32	28	37	35	33	32
90th percentile time to start treatment ⁵ (minutes)	94	77	111	92	93	91

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 757

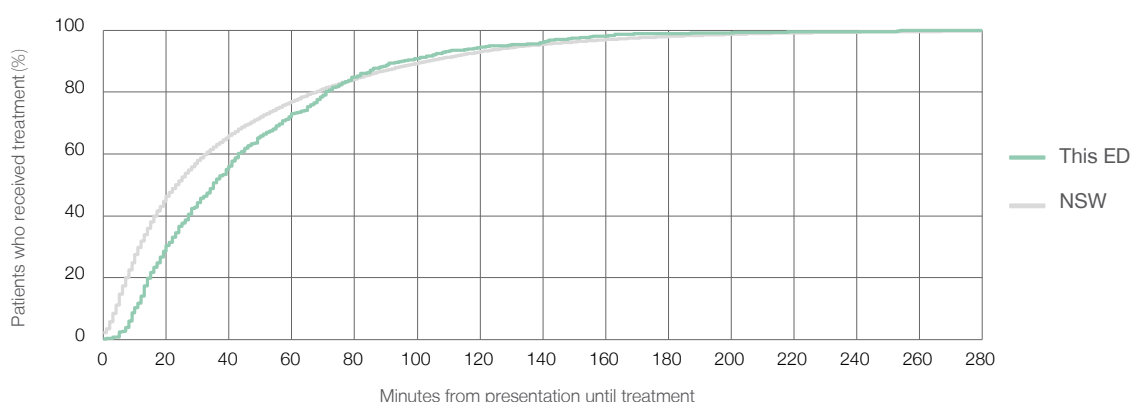
Number of triage 5 patients used to calculate waiting time:³ 642

Median time to start treatment⁴ 35 minutes

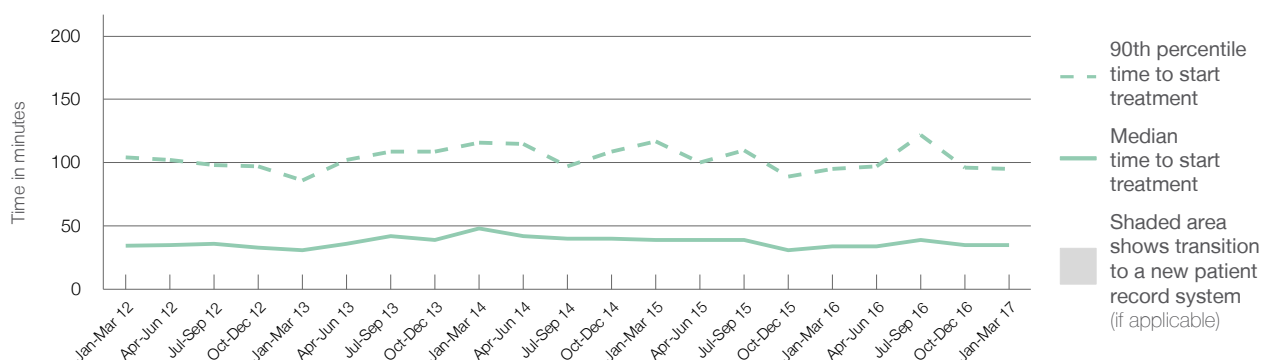
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
703	
604	
34 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	31	48	39	34	35
90th percentile time to start treatment ⁵ (minutes)	104	86	116	117	95	95

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,268 patients

Presentations used to calculate time to leaving the ED:⁶ 4,268 patients

Median time spent in the ED⁸

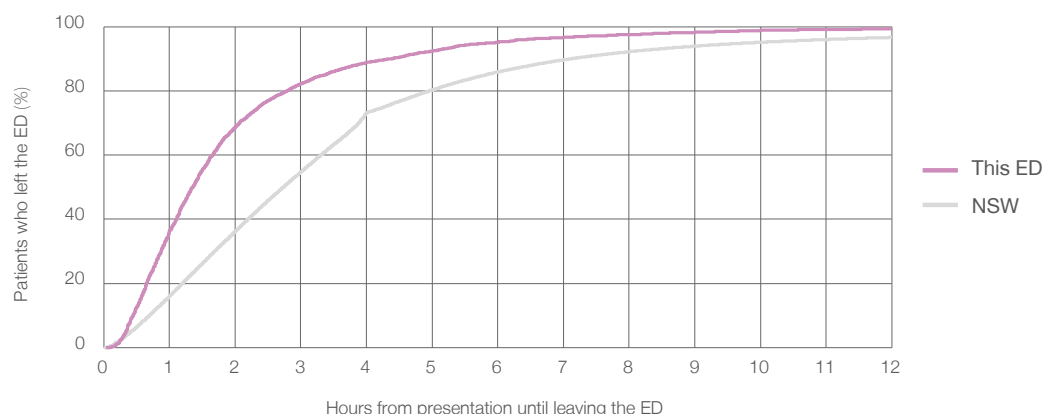
1 hours and 21 minutes

90th percentile time spent in the ED⁹

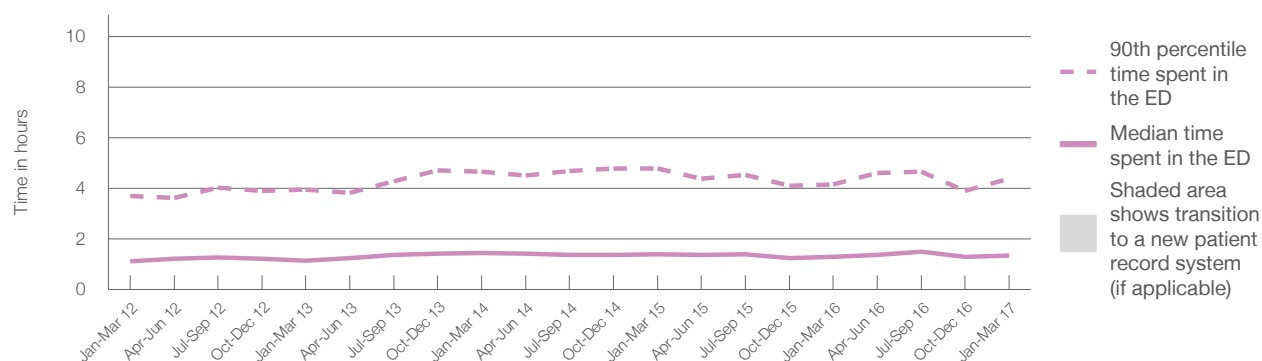
4 hours and 23 minutes

Same period last year	NSW (this period)
4,283	
4,283	
1 hours and 18 minutes	2 hours and 44 minutes
4 hours and 10 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 8m	1h 9m	1h 27m	1h 24m	1h 18m	1h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 42m	3h 58m	4h 40m	4h 47m	4h 10m	4h 23m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients spent in the ED

By mode of separation

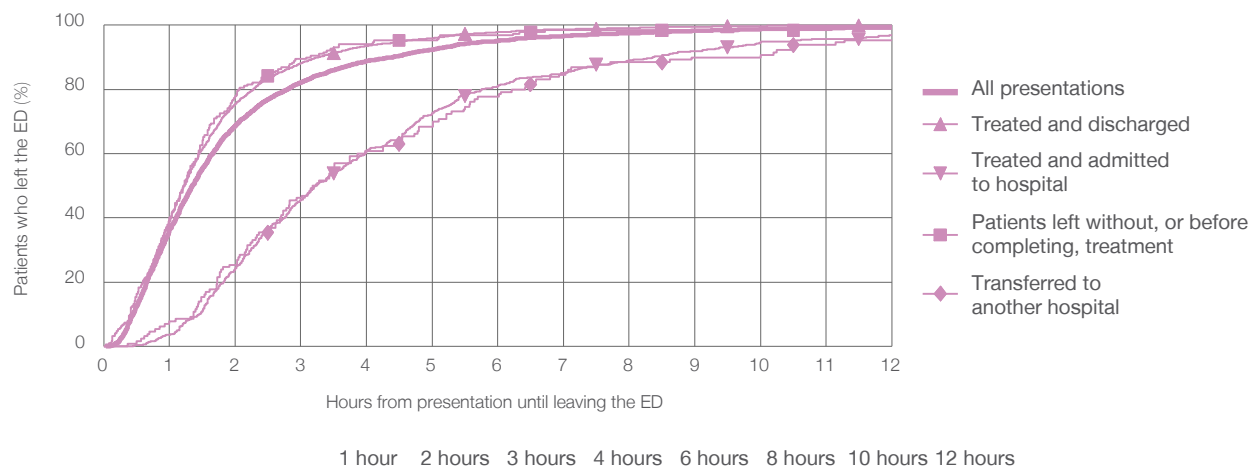
January to March 2017

All presentations:[†] 4,268 patients

Presentations used to calculate time to leaving the ED:[‡] 4,268 patients

		Same period last year	Change since one year ago
Treated and discharged	3,223 (75.5%)	4,283	-0.4%
Treated and admitted to hospital	504 (11.8%)	3,282	-1.8%
Patient left without, or before completing, treatment	190 (4.5%)	466	8.2%
Transferred to another hospital	130 (3.0%)	185	2.7%
Other	221 (5.2%)	127	2.4%
		223	-0.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.1%	75.5%	88.2%	93.5%	97.9%	99.2%	99.8%	99.9%
Treated and admitted to hospital	3.6%	24.2%	45.6%	60.9%	81.2%	89.1%	94.8%	96.8%
Patient left without, or before completing, treatment	38.9%	77.9%	89.5%	94.2%	96.8%	98.4%	98.4%	98.9%
Transferred to another hospital	7.7%	25.4%	46.2%	60.8%	77.7%	88.5%	90.8%	95.4%
All presentations	36.4%	68.8%	82.2%	88.8%	95.2%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,268 patients

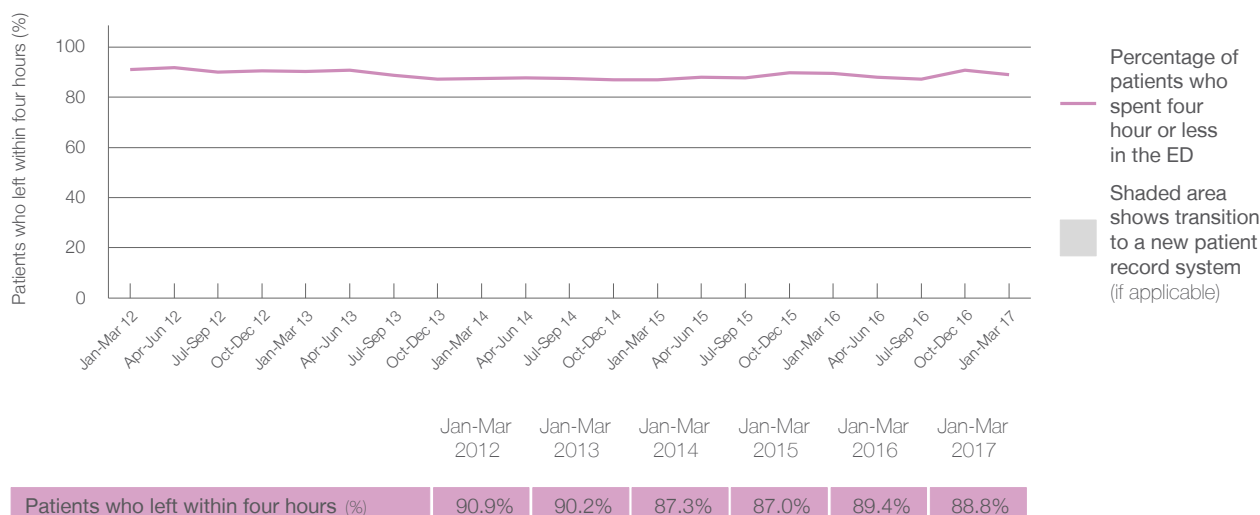
Presentations used to calculate time to leaving the ED:⁶ 4,268 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,283	-0.4%
4,283	-0.4%
89.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,433 patients
Emergency presentations:² 1,958 patients

Same period last year	Change since one year ago
2,037	19.4%
1,704	14.9%

Deniliquin Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 89 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 615 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 24 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 871 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 24 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
88	
4 minutes	8 minutes
*	26 minutes
501	
8 minutes	20 minutes
26 minutes	69 minutes
785	
7 minutes	26 minutes
26 minutes	101 minutes
330	
7 minutes	23 minutes
32 minutes	104 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,433 patients

Percentage of patients who spent four hours or less in the ED 89.8%

Same period last year	Change since one year ago
2,037	19.4%
89.3%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

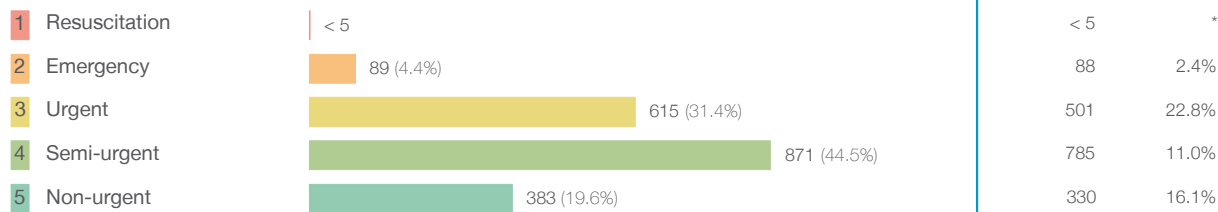
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Patients presenting to the emergency department

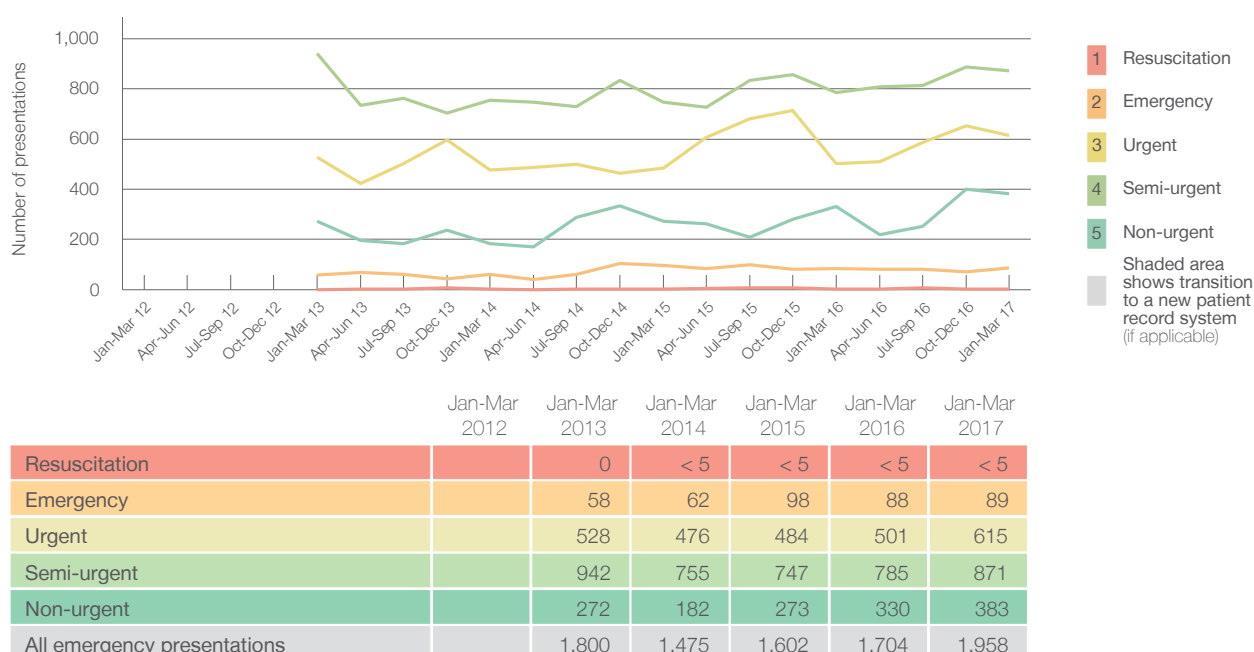
January to March 2017

All presentations:¹ 2,433 patients

Emergency presentations² by triage category: 1,958 patients



Emergency presentations² by quarter, January 2012 to March 2017 ^{† §}



Deniliquin Health Service: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 137 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 89

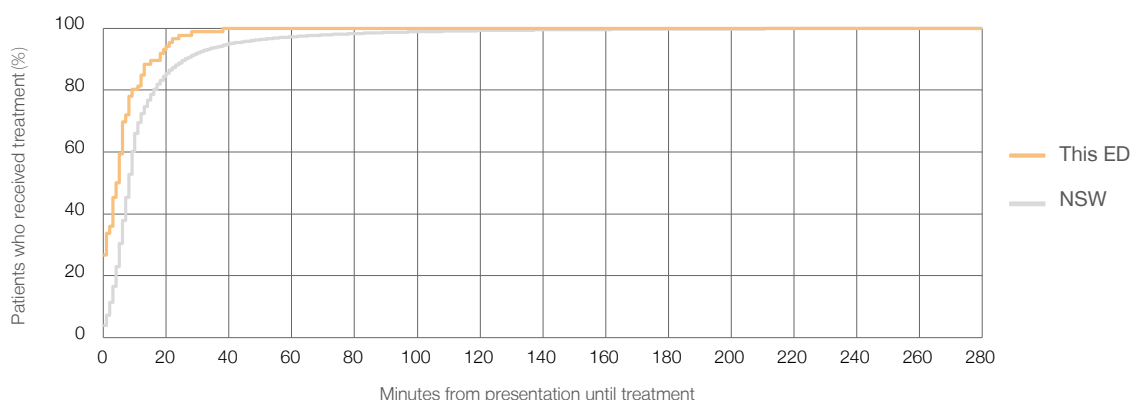
Number of triage 2 patients used to calculate waiting time:³ 86

Median time to start treatment⁴ 5 minutes

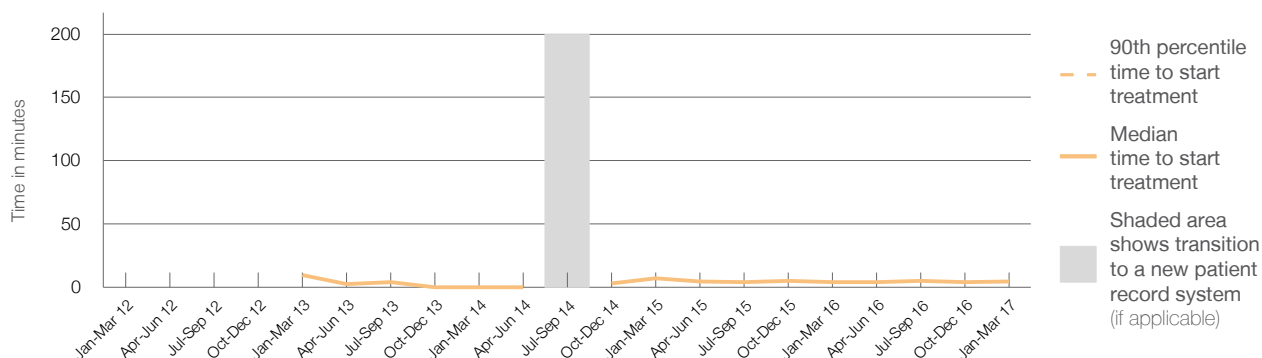
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
88	
85	
4 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		10	0	7	4	5
90th percentile time to start treatment ⁵ (minutes)		*	*	*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 615

Number of triage 3 patients used to calculate waiting time:³ 603

Median time to start treatment⁴

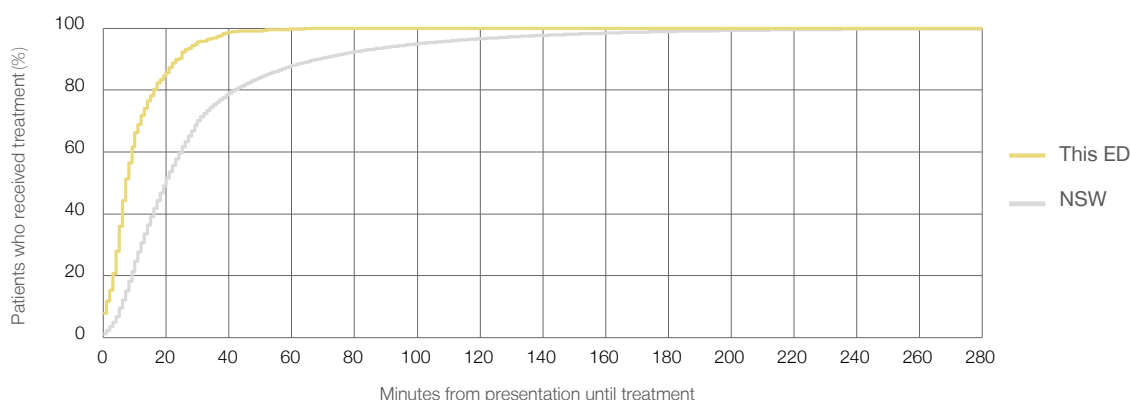
7 minutes

90th percentile time to start treatment⁵

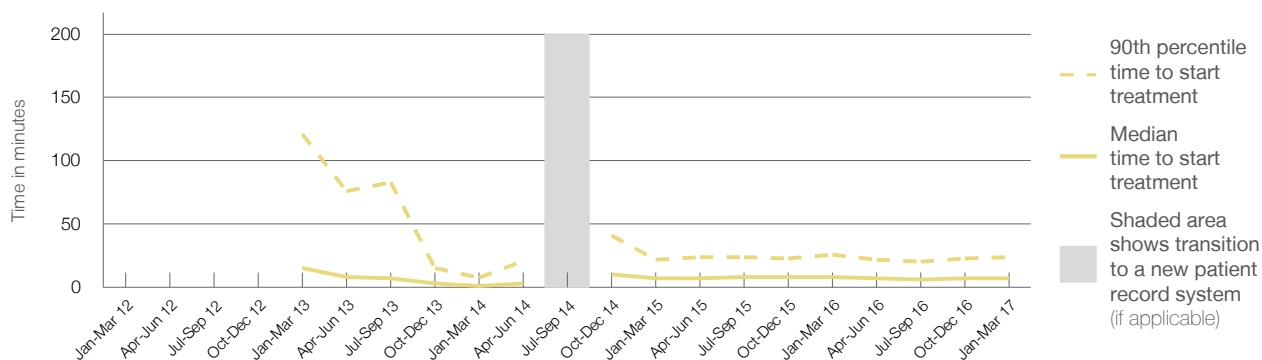
24 minutes

Same period last year	NSW (this period)
501	
497	
8 minutes	20 minutes
26 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		15	1	7	8	7
90th percentile time to start treatment ⁵ (minutes)		121	8	22	26	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 871

Number of triage 4 patients used to calculate waiting time:³ 834

Median time to start treatment⁴

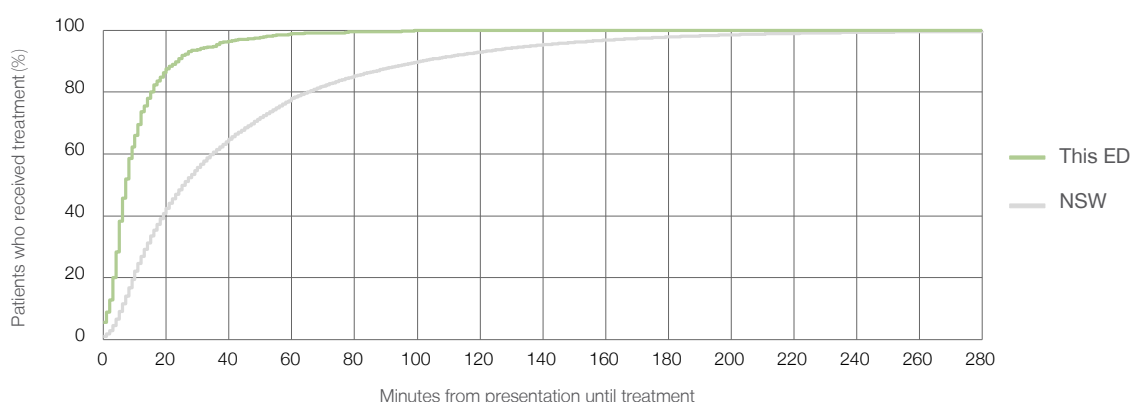
7 minutes

90th percentile time to start treatment⁵

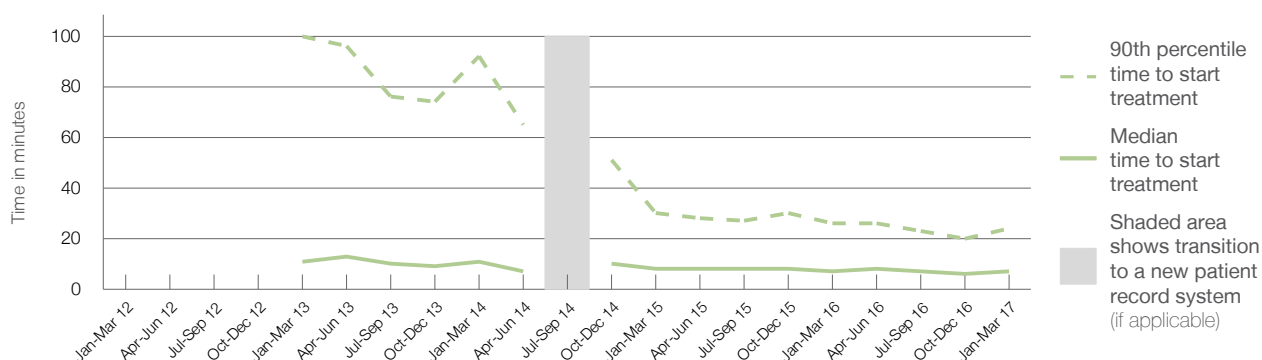
24 minutes

Same period last year	NSW (this period)
785	
767	
7 minutes	26 minutes
26 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		11	11	8	7	7
90th percentile time to start treatment ⁵ (minutes)		100	92	30	26	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 383

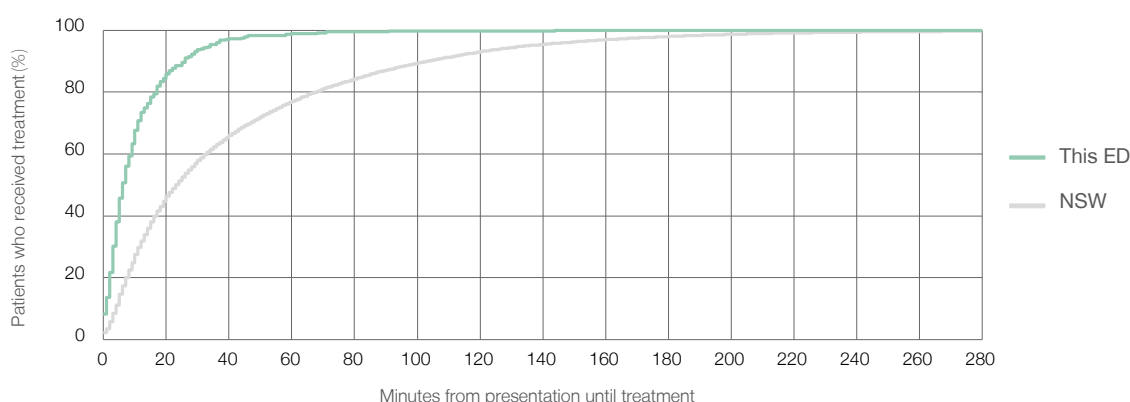
Number of triage 5 patients used to calculate waiting time:³ 365

Median time to start treatment⁴ 6 minutes

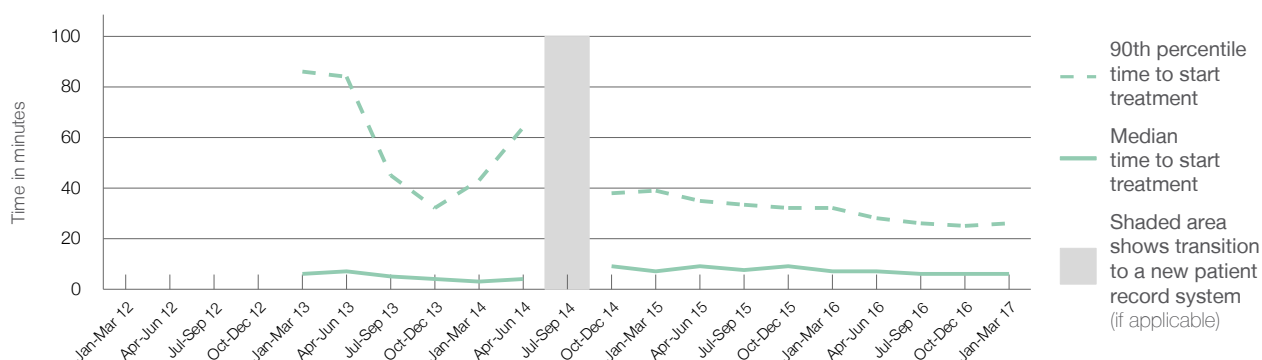
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
330	
321	
7 minutes	23 minutes
32 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		6	3	7	7	6
90th percentile time to start treatment ⁵ (minutes)		86	43	39	32	26

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,433 patients

Presentations used to calculate time to leaving the ED:⁶ 2,433 patients

Median time spent in the ED⁸

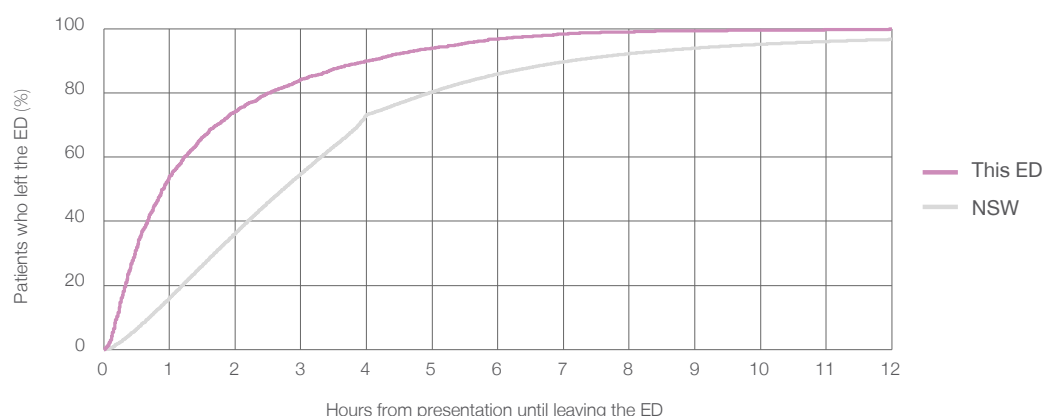
0 hours and 54 minutes

90th percentile time spent in the ED⁹

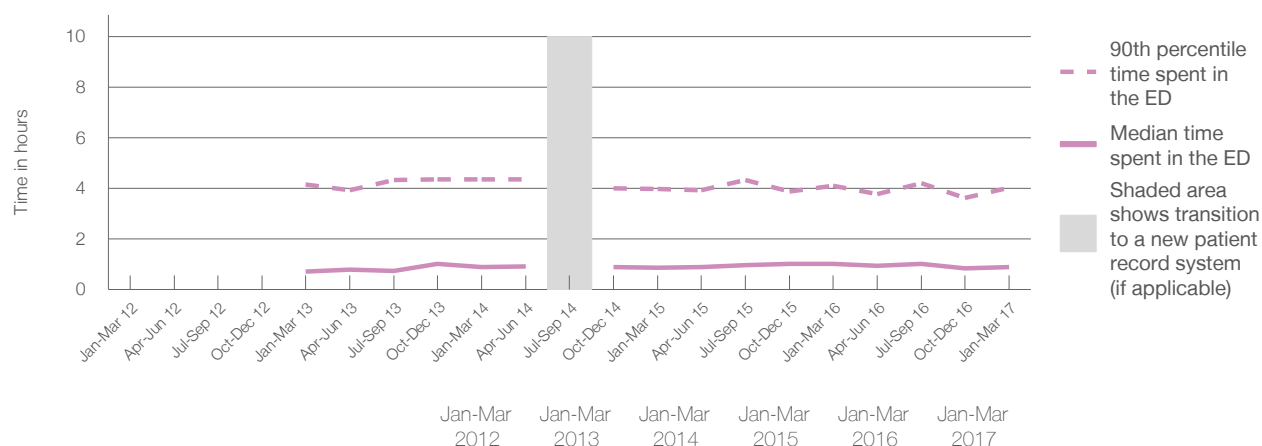
4 hours and 2 minutes

Same period last year	NSW (this period)
2,037	2,037
1 hours and 2 minutes	2 hours and 44 minutes
4 hours and 6 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		0h 43m	0h 54m	0h 53m	1h 2m	0h 54m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 9m	4h 21m	3h 59m	4h 6m	4h 2m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients spent in the ED

By mode of separation

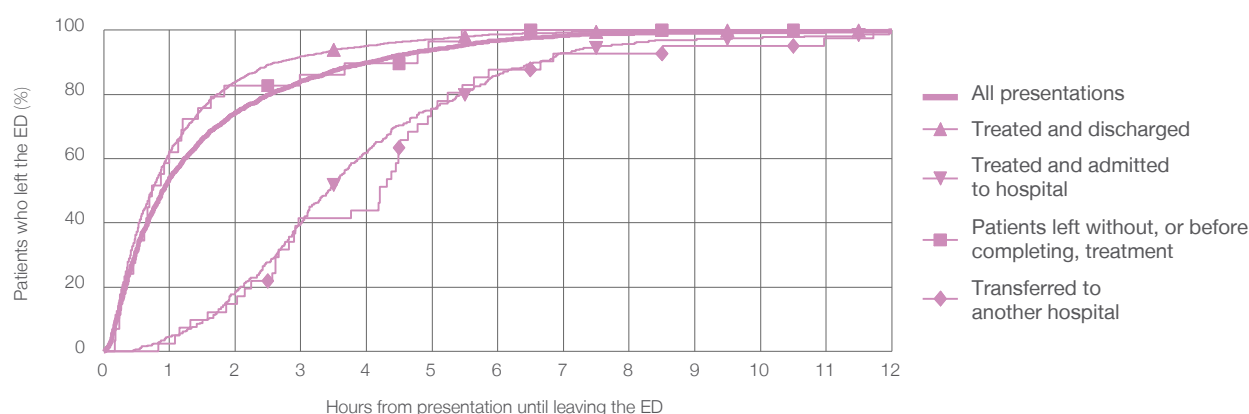
January to March 2017

All presentations:[†] 2,433 patients

Presentations used to calculate time to leaving the ED:[‡] 2,433 patients

		Same period last year	Change since one year ago
Treated and discharged	1,965 (80.8%)	1,587	23.8%
Treated and admitted to hospital	328 (13.5%)	361	-9.1%
Patient left without, or before completing, treatment	29 (1.2%)	20	45.0%
Transferred to another hospital	41 (1.7%)	39	5.1%
Other	70 (2.9%)	30	133.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	62.2%	83.9%	91.9%	95.2%	98.6%	99.6%	99.8%	99.9%
Treated and admitted to hospital	4.6%	18.6%	39.9%	61.9%	86.0%	95.7%	97.6%	99.1%
Patient left without, or before completing, treatment	62.1%	82.8%	86.2%	89.7%	100%	100%	100%	100%
Transferred to another hospital	2.4%	14.6%	41.5%	43.9%	87.8%	92.7%	95.1%	100%
All presentations	54.0%	74.3%	84.1%	89.8%	96.8%	99.0%	99.5%	99.8%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 2,433 patients

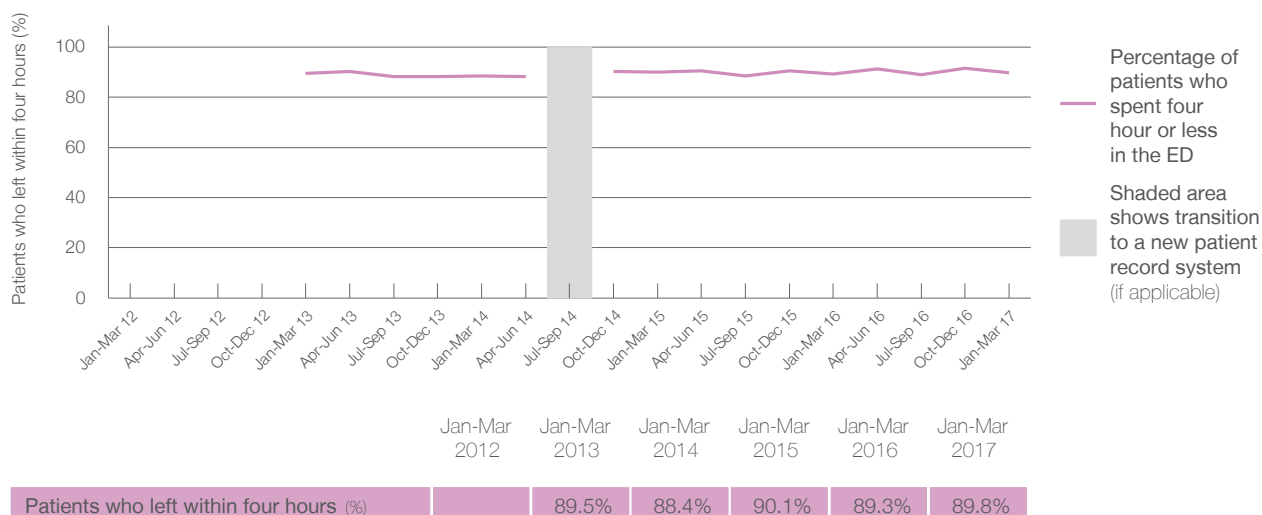
Presentations used to calculate time to leaving the ED:⁶ 2,433 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,037	19.4%
2,037	19.4%
89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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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 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 1,789 patients

Emergency presentations:² 1,615 patients

Same period last year	Change since one year ago
2,357	-24.1%
1,831	-11.8%

Forbes District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 81 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 223 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 507 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 804 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
93	
4 minutes	8 minutes
*	26 minutes
291	
15 minutes	20 minutes
37 minutes	69 minutes
636	
25 minutes	26 minutes
81 minutes	101 minutes
811	
22 minutes	23 minutes
104 minutes	104 minutes

Forbes District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 1,788 patients

Percentage of patients who spent four hours or less in the ED

88.3%

Same period last year	Change since one year ago
2,356	-24.1%
94.4%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

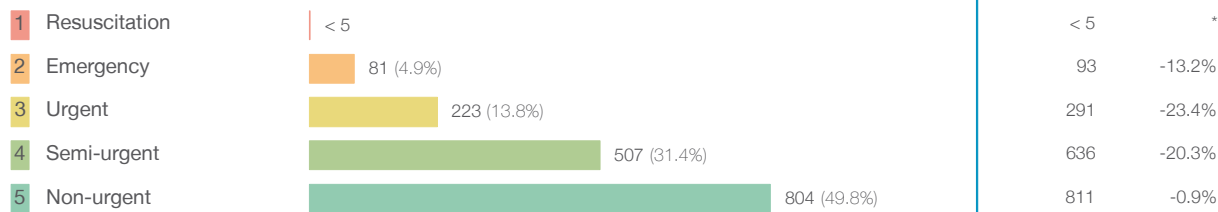
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Patients presenting to the emergency department

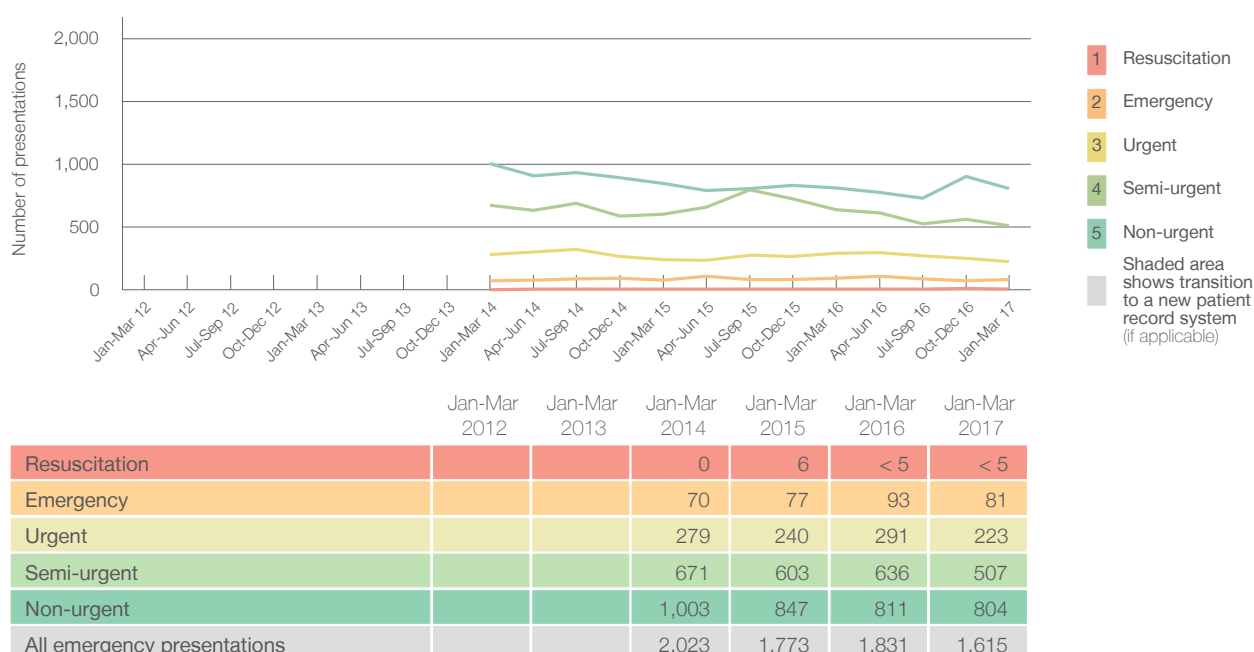
January to March 2017

All presentations:¹ 1,789 patients

Emergency presentations² by triage category: 1,615 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†§}



Forbes District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 140 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 81

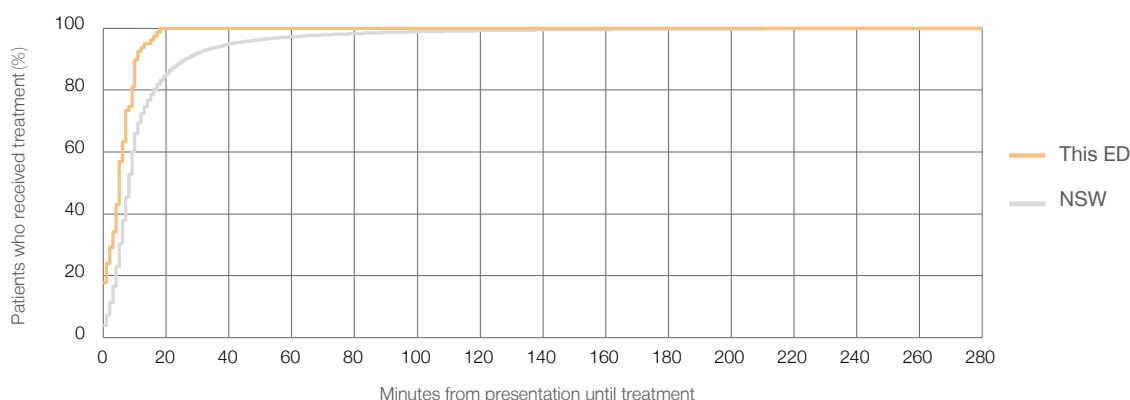
Number of triage 2 patients used to calculate waiting time:³ 79

Median time to start treatment⁴ 5 minutes

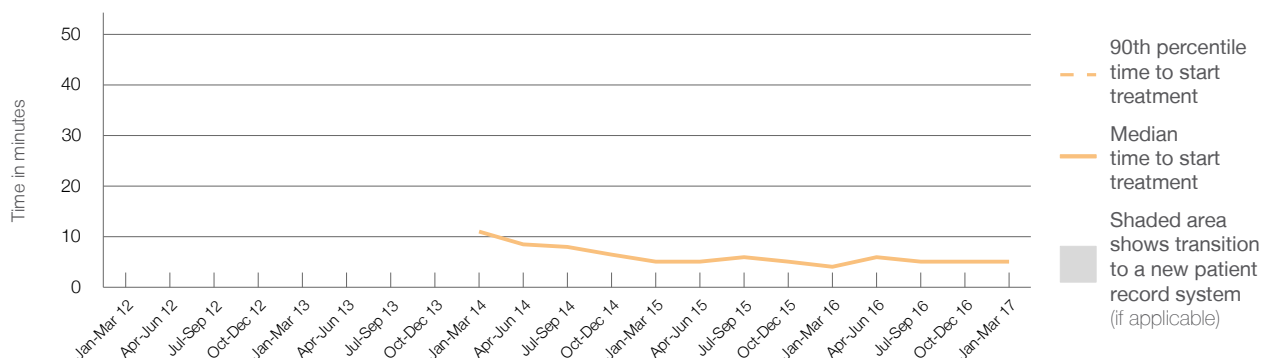
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
93	
91	
4 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			11	5	4	5
90th percentile time to start treatment ⁵ (minutes)			*	*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 223

Number of triage 3 patients used to calculate waiting time:³ 221

Median time to start treatment⁴

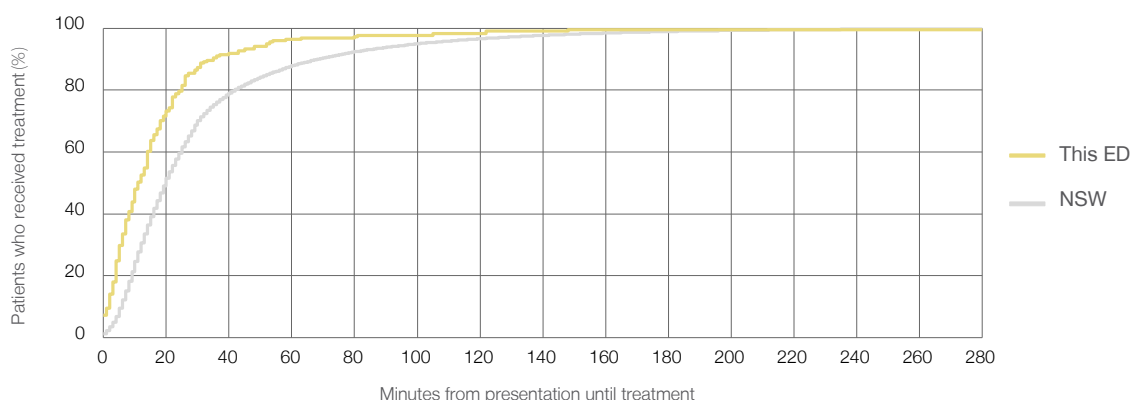
11 minutes

90th percentile time to start treatment⁵

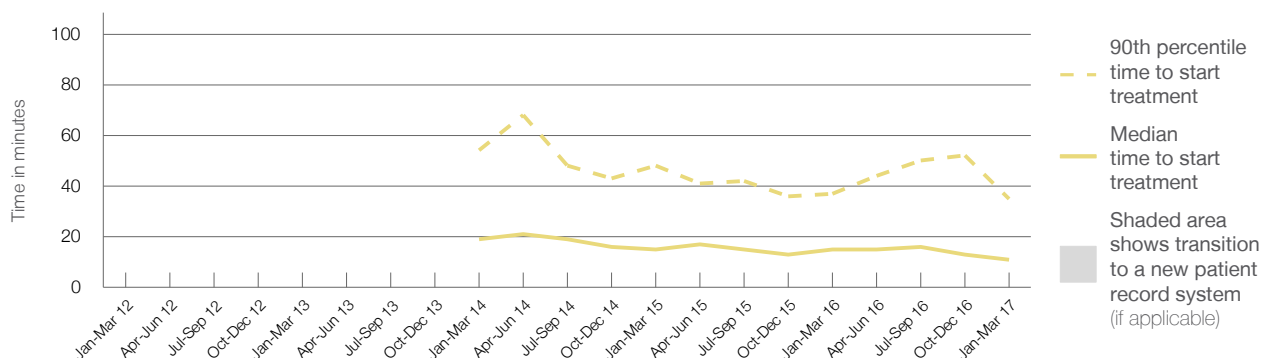
35 minutes

Same period last year	NSW (this period)
291	
289	
15 minutes	20 minutes
37 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			19	15	15	11
90th percentile time to start treatment ⁵ (minutes)			54	48	37	35

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 507

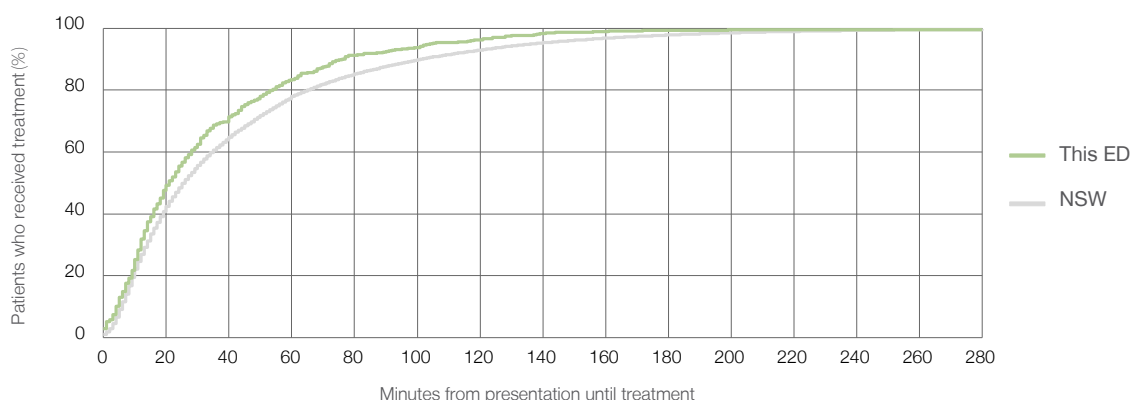
Number of triage 4 patients used to calculate waiting time:³ 491

Median time to start treatment⁴ 21 minutes

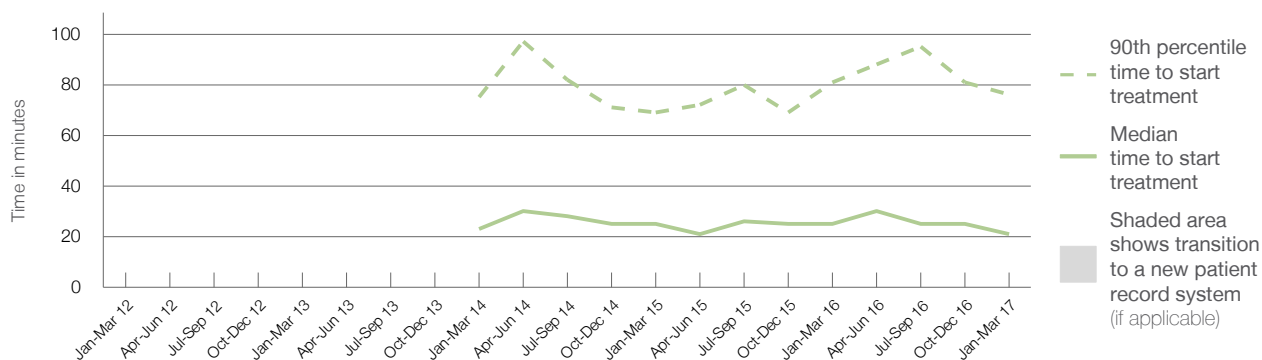
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
636	
617	
25 minutes	26 minutes
81 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			23	25	25	21
90th percentile time to start treatment ⁵ (minutes)			75	69	81	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 804

Number of triage 5 patients used to calculate waiting time:³ 773

Median time to start treatment⁴

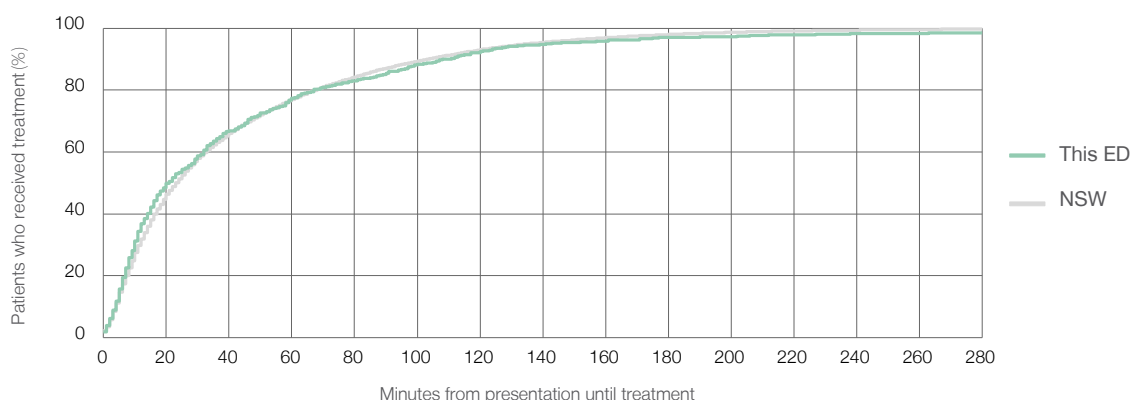
21 minutes

90th percentile time to start treatment⁵

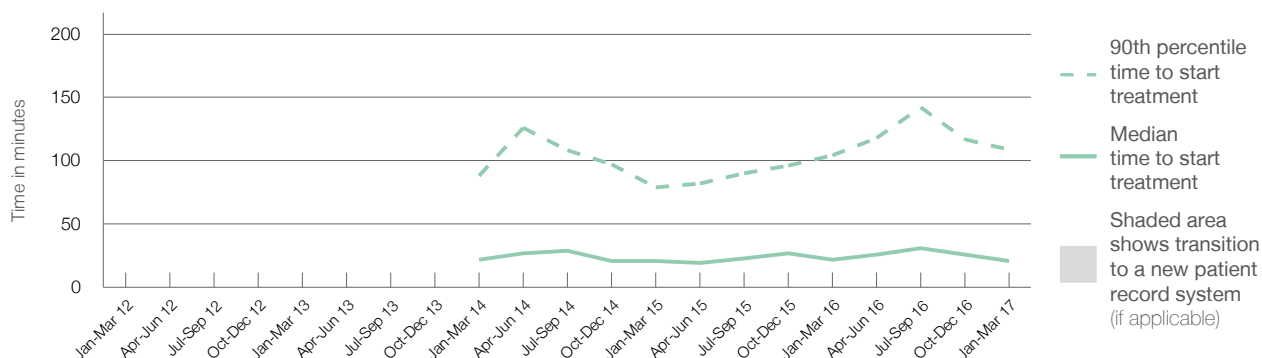
109 minutes

Same period last year	NSW (this period)
811	
762	
22 minutes	23 minutes
104 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			22	21	22	21
90th percentile time to start treatment ⁵ (minutes)			88	79	104	109

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 1,789 patients

Presentations used to calculate time to leaving the ED:⁶ 1,788 patients

Median time spent in the ED⁸

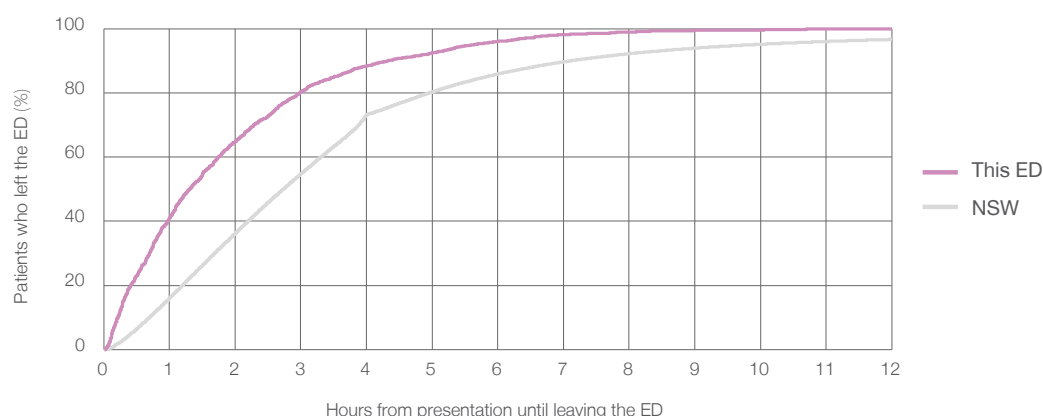
1 hours and 18 minutes

90th percentile time spent in the ED⁹

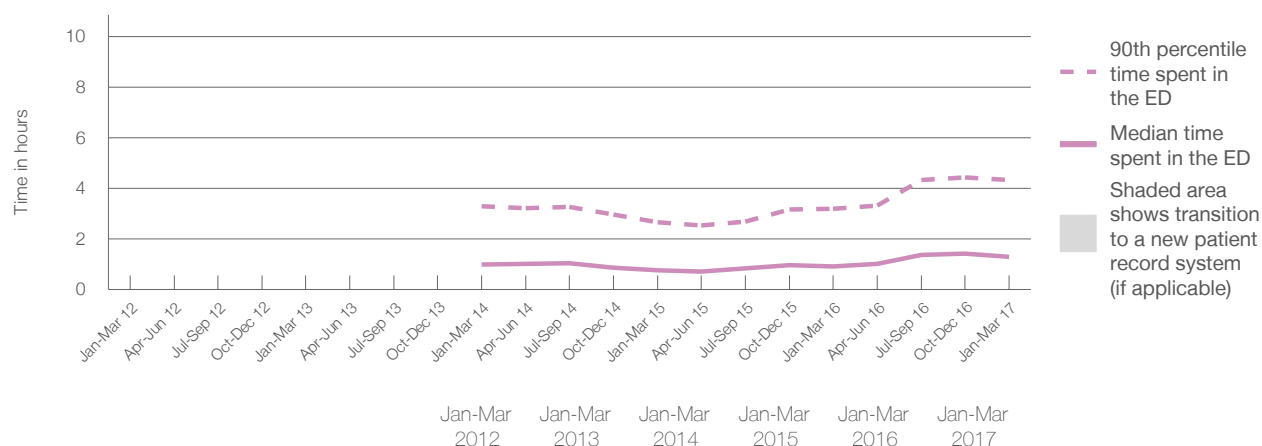
4 hours and 20 minutes

Same period last year	NSW (this period)
2,357	
2,356	
0 hours and 56 minutes	2 hours and 44 minutes
3 hours and 12 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)			1h 0m	0h 46m	0h 56m	1h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)			3h 18m	2h 40m	3h 12m	4h 20m

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Forbes District Hospital: Time patients spent in the ED

By mode of separation

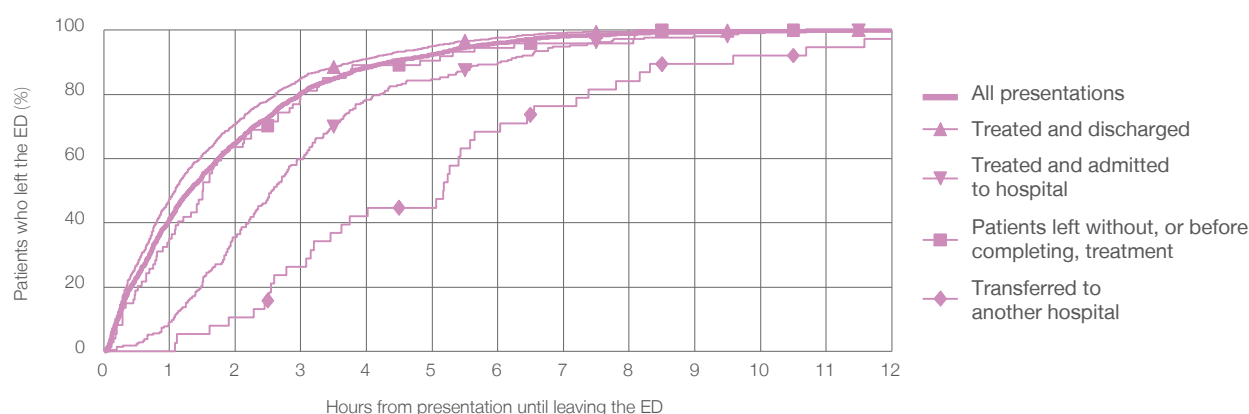
January to March 2017

All presentations:[†] 1,789 patients

Presentations used to calculate time to leaving the ED:[‡] 1,788 patients

		Same period last year	Change since one year ago
Treated and discharged	1,449 (81.0%)	1,990	-27.2%
Treated and admitted to hospital	217 (12.1%)	253	-14.2%
Patient left without, or before completing, treatment	74 (4.1%)	56	32.1%
Transferred to another hospital	38 (2.1%)	54	-29.6%
Other	11 (0.6%)	4	175.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	47.4%	70.9%	85.0%	91.0%	97.7%	99.6%	99.9%	100%
Treated and admitted to hospital	9.2%	35.5%	59.9%	78.3%	89.9%	97.2%	99.1%	100%
Patient left without, or before completing, treatment	35.1%	63.5%	79.7%	89.2%	94.6%	95.9%	100%	100%
Transferred to another hospital	0%	10.5%	26.3%	42.1%	68.4%	84.2%	92.1%	97.4%
All presentations	41.2%	64.9%	80.3%	88.3%	96.0%	98.8%	99.6%	99.9%

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Forbes District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 1,789 patients

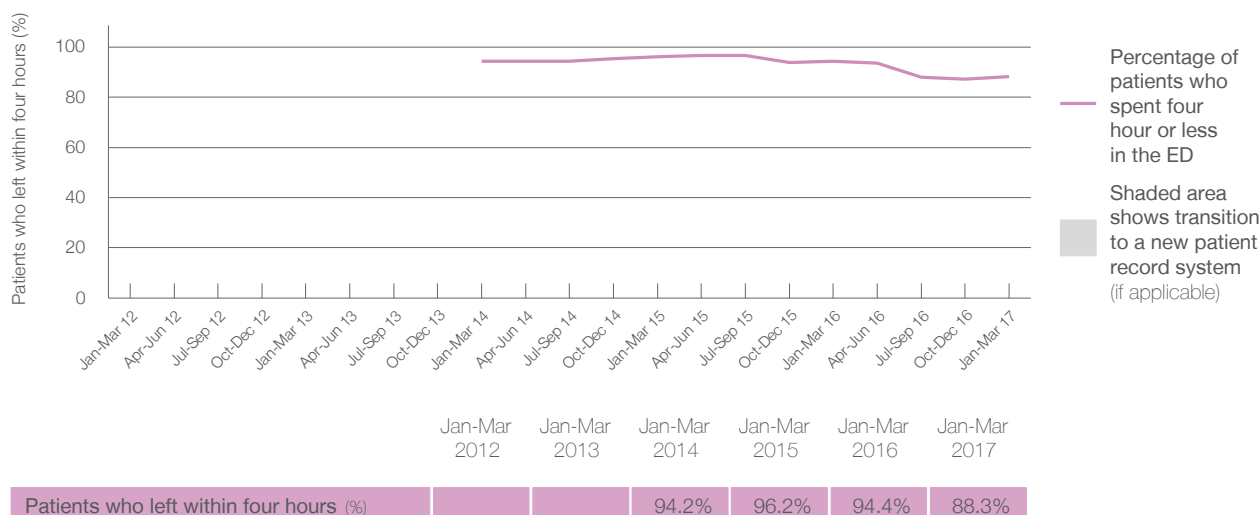
Presentations used to calculate time to leaving the ED:⁶ 1,788 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,357	-24.1%
2,356	-24.1%
94.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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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 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 1,906 patients

Emergency presentations:² 1,823 patients

Same period last year	Change since one year ago
2,094	-9.0%
1,922	-5.2%

Gunnedah District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 99 patients

Median time to start treatment⁴ 3 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 441 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 990 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 293 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
134	
5 minutes	8 minutes
26 minutes	26 minutes
430	
22 minutes	20 minutes
67 minutes	69 minutes
1,138	
30 minutes	26 minutes
84 minutes	101 minutes
220	
21 minutes	23 minutes
99 minutes	104 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 1,906 patients

Percentage of patients who spent four hours or less in the ED 89.0%

Same period last year	Change since one year ago
2,094	-9.0%
90.9%	

* 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*.
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5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

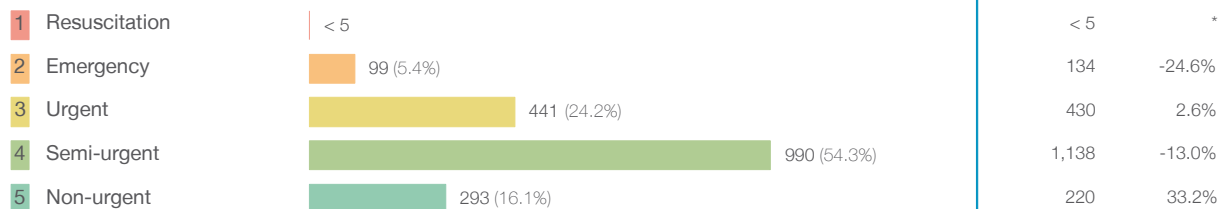
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Patients presenting to the emergency department

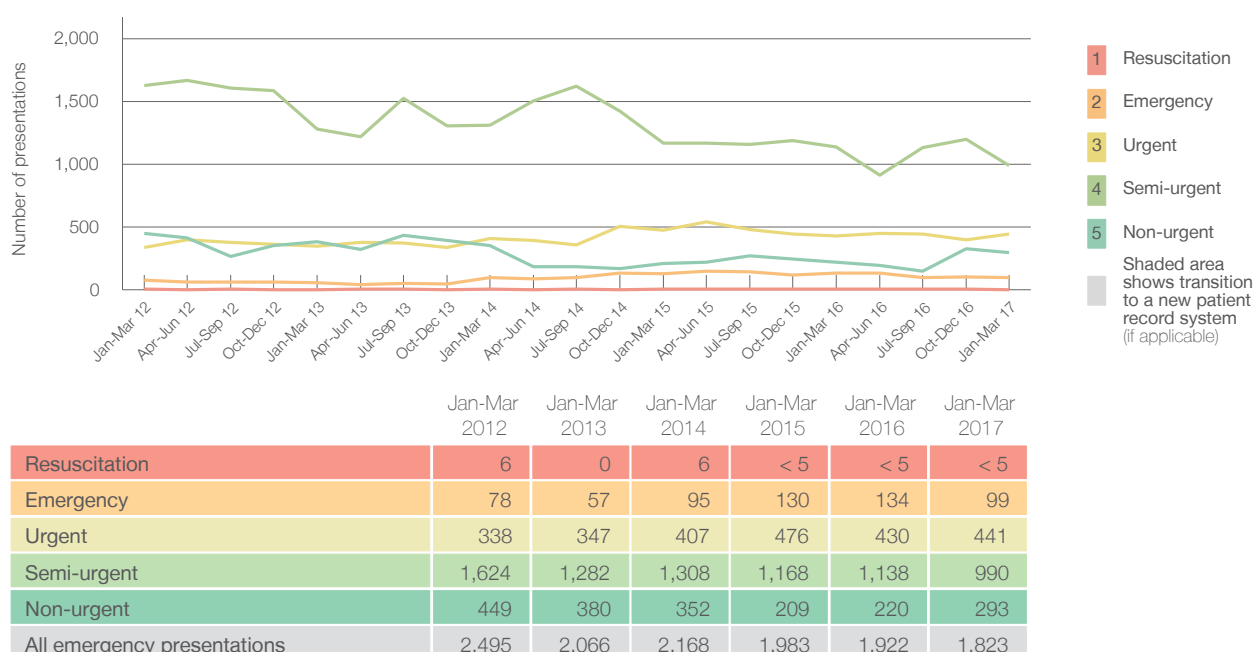
January to March 2017

All presentations:¹ 1,906 patients

Emergency presentations² by triage category: 1,823 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Gunnedah District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 143 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 99

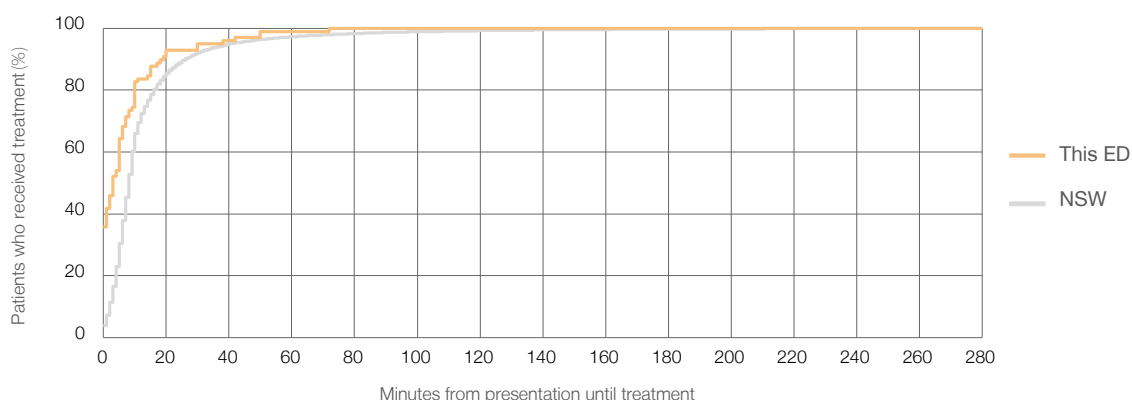
Number of triage 2 patients used to calculate waiting time:³ 98

Median time to start treatment⁴ 3 minutes

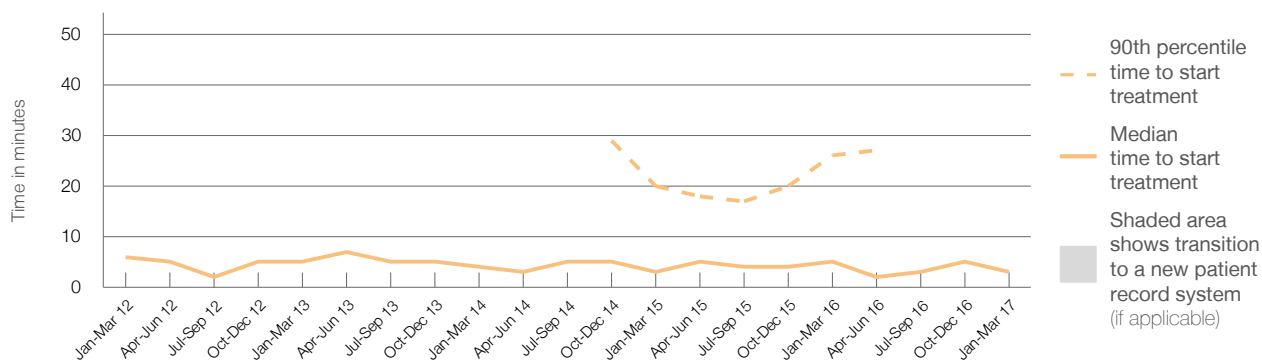
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
134	
128	
5 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	5	4	3	5	3
90th percentile time to start treatment ⁵ (minutes)	*	*	*	20	26	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 441

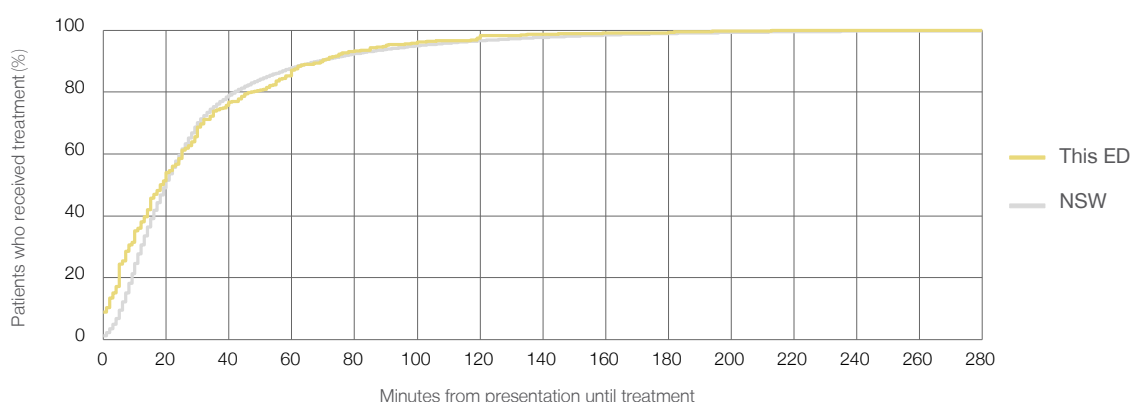
Number of triage 3 patients used to calculate waiting time:³ 435

Median time to start treatment⁴ 18 minutes

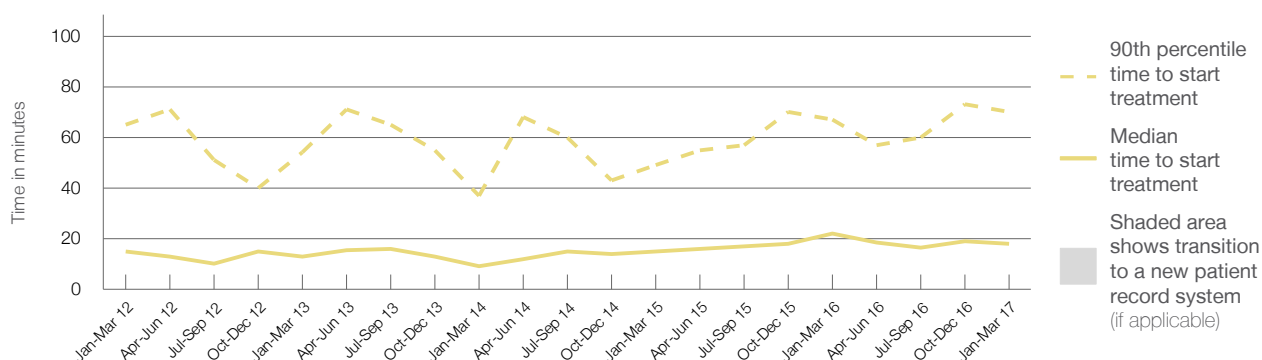
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
430	
419	
22 minutes	20 minutes
67 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	15	13	9	15	22	18
90th percentile time to start treatment ⁵ (minutes)	65	54	37	49	67	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 990

Number of triage 4 patients used to calculate waiting time:³ 940

Median time to start treatment⁴

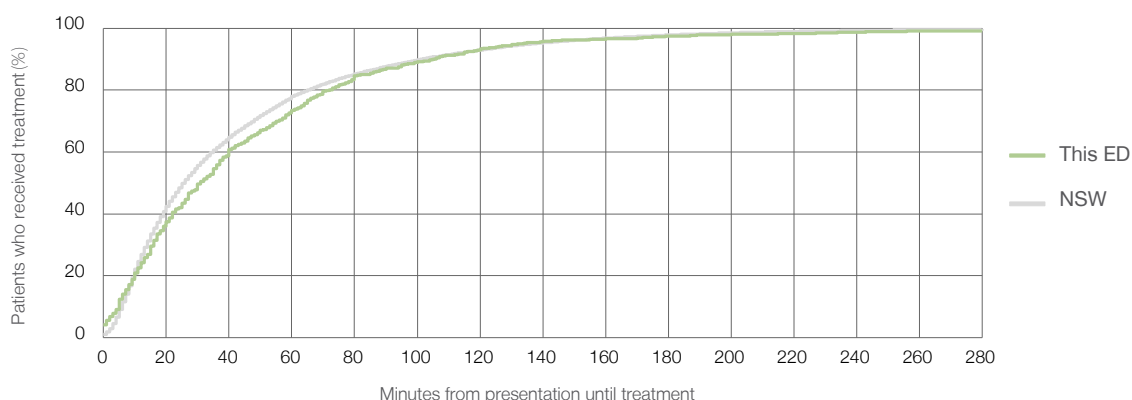
31 minutes

90th percentile time to start treatment⁵

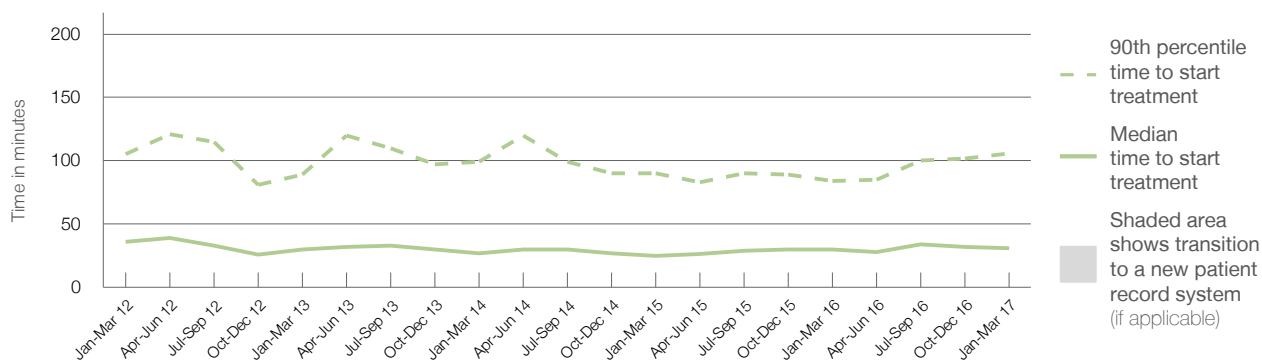
106 minutes

Same period last year	NSW (this period)
1,138	
1,068	
30 minutes	26 minutes
84 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	36	30	27	25	30	31
90th percentile time to start treatment ⁵ (minutes)	105	89	99	90	84	106

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 293

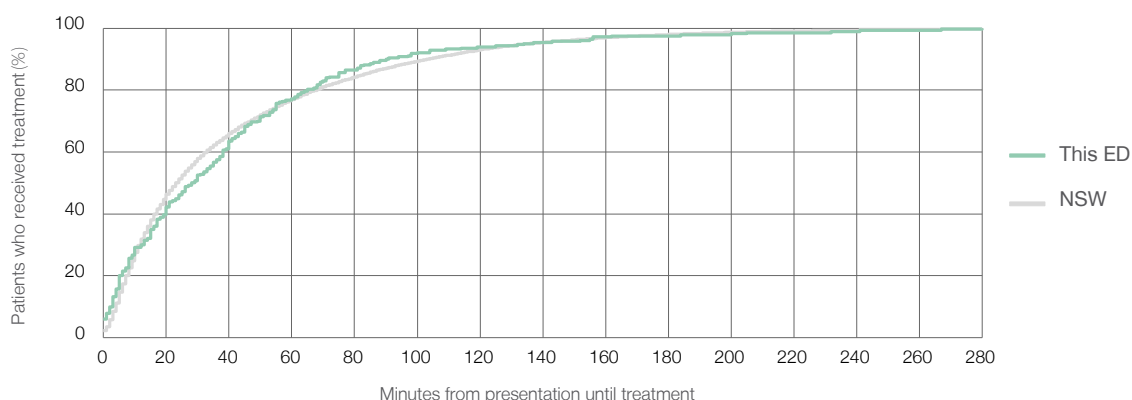
Number of triage 5 patients used to calculate waiting time:³ 280

Median time to start treatment⁴ 29 minutes

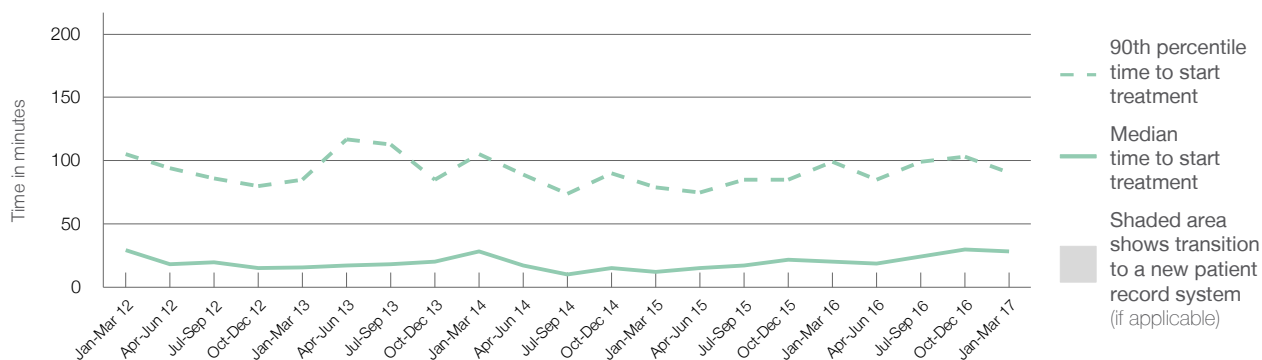
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
220	
200	
21 minutes	23 minutes
99 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	16	29	12	21	29
90th percentile time to start treatment ⁵ (minutes)	105	85	105	79	99	91

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 1,906 patients

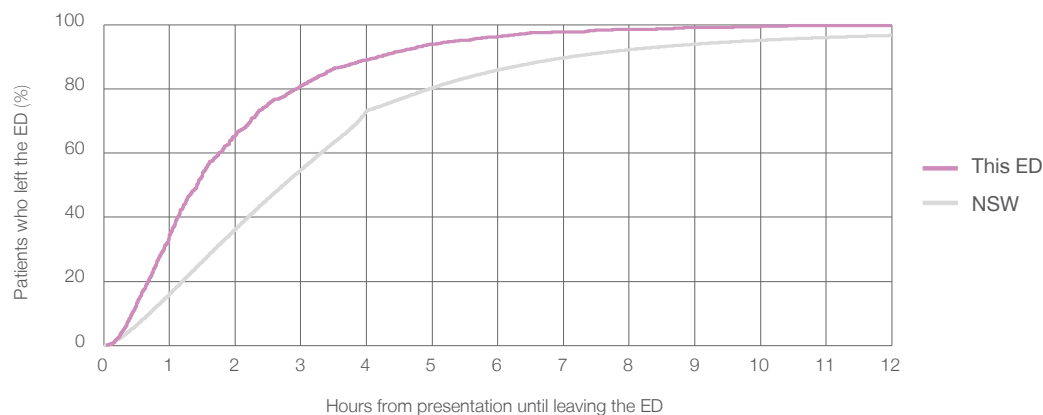
Presentations used to calculate time to leaving the ED:⁶ 1,906 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

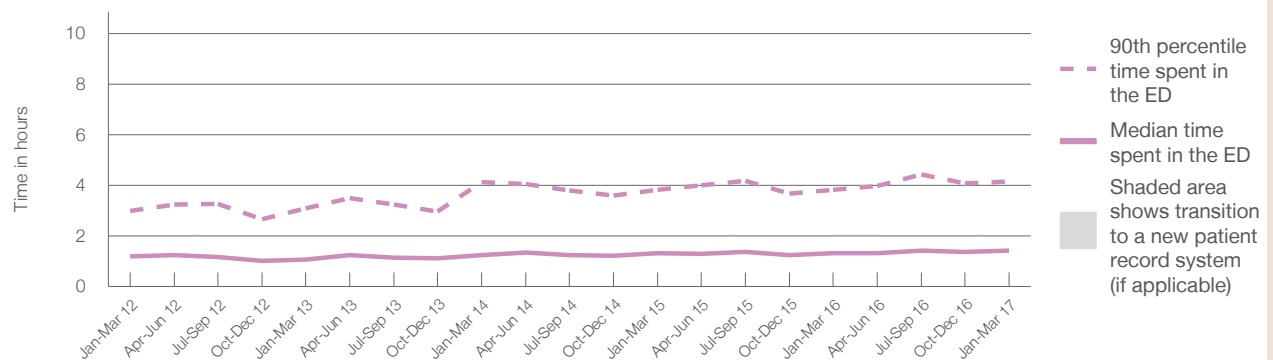
90th percentile time spent in the ED⁹ 4 hours and 10 minutes

Same period last year	NSW (this period)
2,094	
2,094	
1 hours and 19 minutes	2 hours and 44 minutes
3 hours and 50 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 12m	1h 4m	1h 15m	1h 20m	1h 19m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 0m	3h 5m	4h 8m	3h 50m	3h 50m	4h 10m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

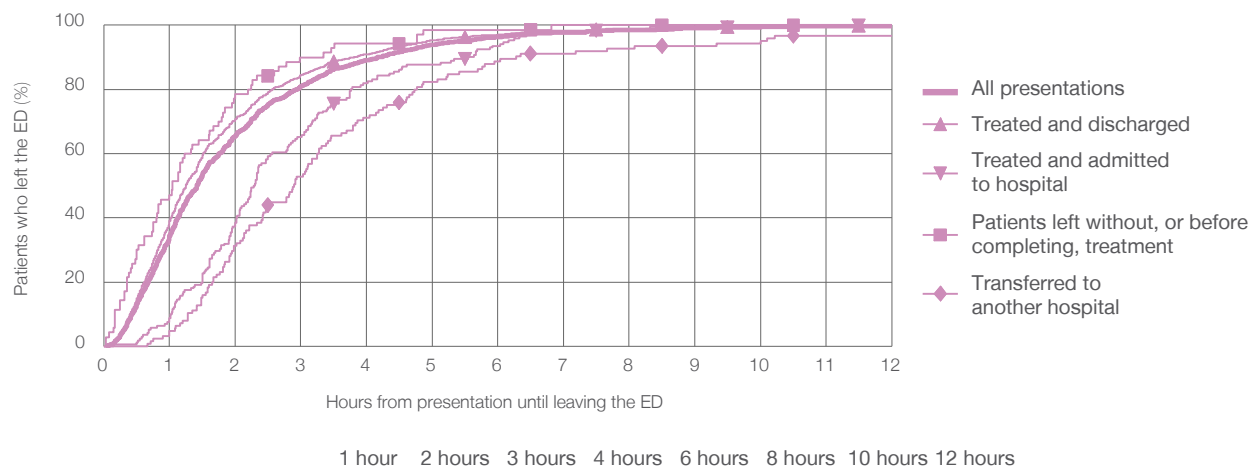
January to March 2017

All presentations:[†] 1,906 patients

Presentations used to calculate time to leaving the ED:[‡] 1,906 patients

		Same period last year	Change since one year ago
Treated and discharged	1,525 (80.0%)	1,673	-8.8%
Treated and admitted to hospital	172 (9.0%)	186	-7.5%
Patient left without, or before completing, treatment	70 (3.7%)	85	-17.6%
Transferred to another hospital	125 (6.6%)	121	3.3%
Other	14 (0.7%)	29	-51.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	39.1%	70.7%	84.5%	91.0%	97.0%	98.8%	99.8%	99.9%
Treated and admitted to hospital	8.7%	38.4%	65.1%	82.0%	93.6%	98.8%	99.4%	100%
Patient left without, or before completing, treatment	47.1%	78.6%	90.0%	94.3%	98.6%	100%	100%	100%
Transferred to another hospital	4.8%	31.2%	52.8%	71.2%	88.8%	92.8%	95.2%	96.8%
All presentations	34.4%	65.7%	81.0%	89.0%	96.3%	98.4%	99.5%	99.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 1,906 patients

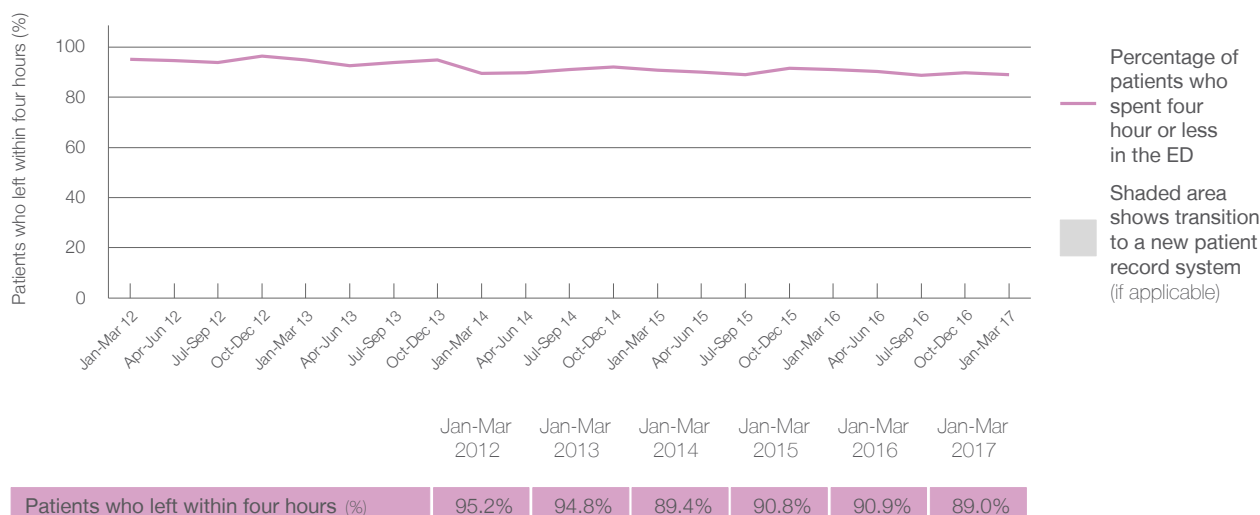
Presentations used to calculate time to leaving the ED:⁶ 1,906 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,094	-9.0%
2,094	-9.0%
90.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,131 patients

Emergency presentations:² 2,057 patients

Same period last year	Change since one year ago
2,115	0.8%
1,994	3.2%

Inverell District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 263 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 607 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 908 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 279 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
253	
5 minutes	8 minutes
19 minutes	26 minutes
639	
10 minutes	20 minutes
50 minutes	69 minutes
895	
20 minutes	26 minutes
70 minutes	101 minutes
207	
15 minutes	23 minutes
69 minutes	104 minutes

Inverell District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,131 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
2,115	0.8%
89.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

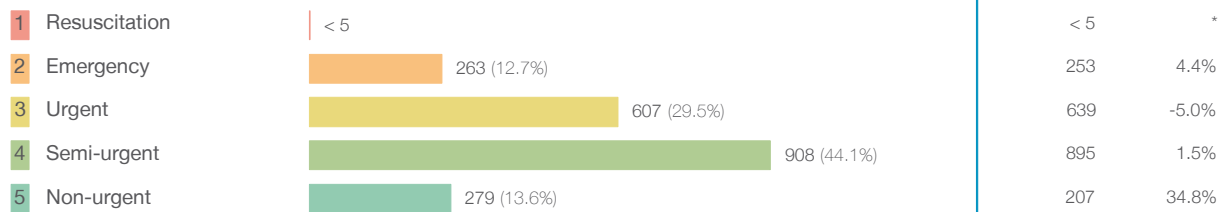
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Patients presenting to the emergency department

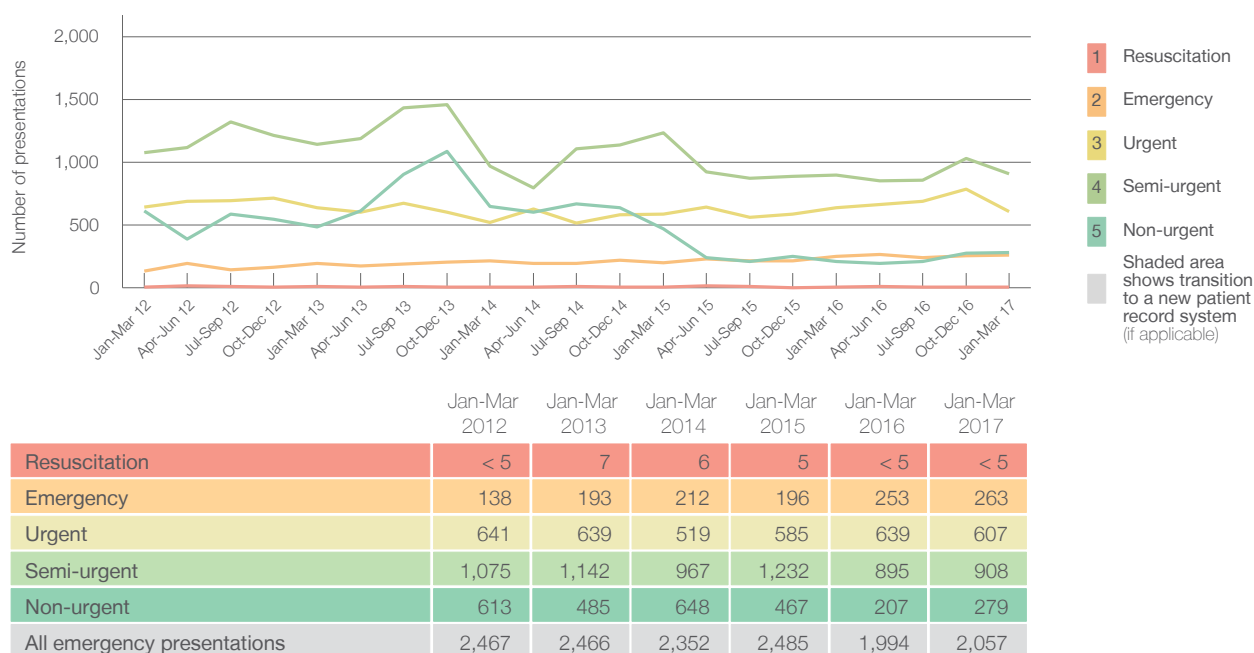
January to March 2017

All presentations:¹ 2,131 patients

Emergency presentations² by triage category: 2,057 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]

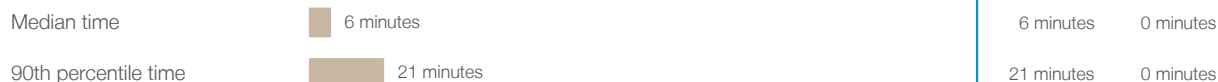


Inverell District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 274 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 263

Number of triage 2 patients used to calculate waiting time:³ 255

Median time to start treatment⁴

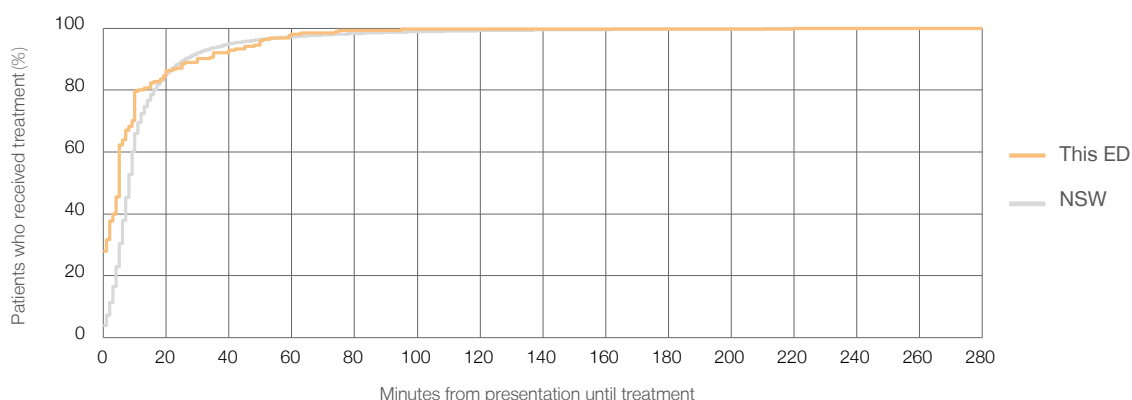
5 minutes

90th percentile time to start treatment⁵

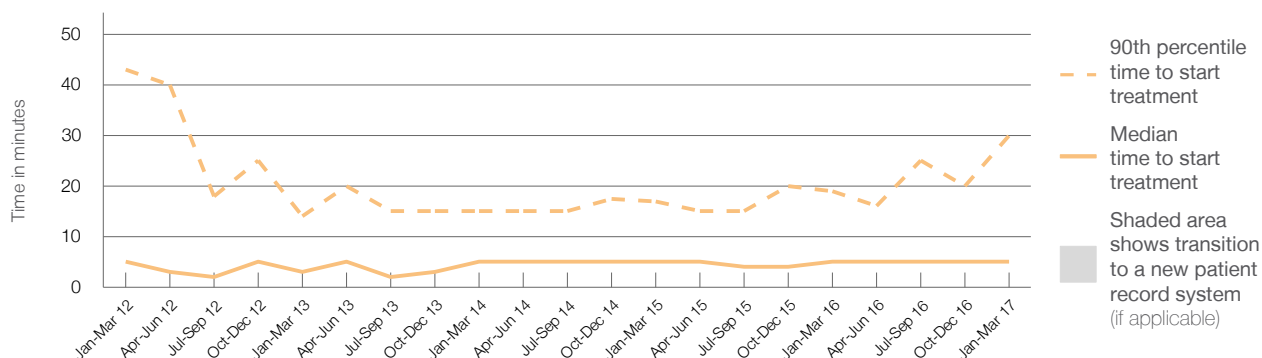
30 minutes

Same period last year	NSW (this period)
253	
244	
5 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	3	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	43	14	15	17	19	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 607

Number of triage 3 patients used to calculate waiting time:³ 592

Median time to start treatment⁴

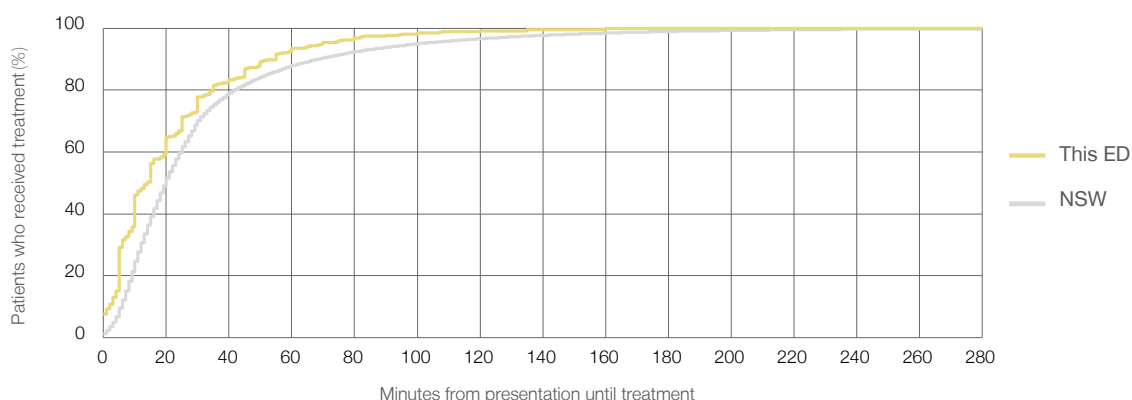
14 minutes

90th percentile time to start treatment⁵

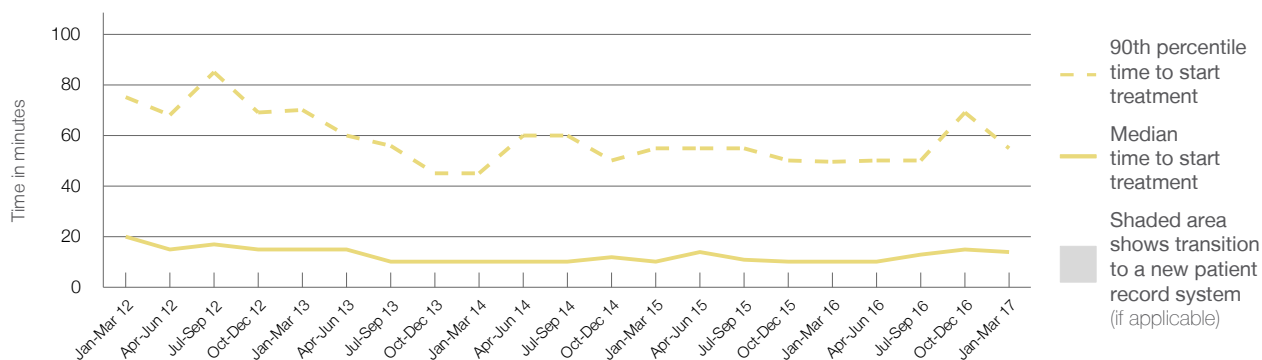
55 minutes

Same period last year	NSW (this period)
639	
620	
10 minutes	20 minutes
50 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	15	10	10	10	14
90th percentile time to start treatment ⁵ (minutes)	75	70	45	55	50	55

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 908

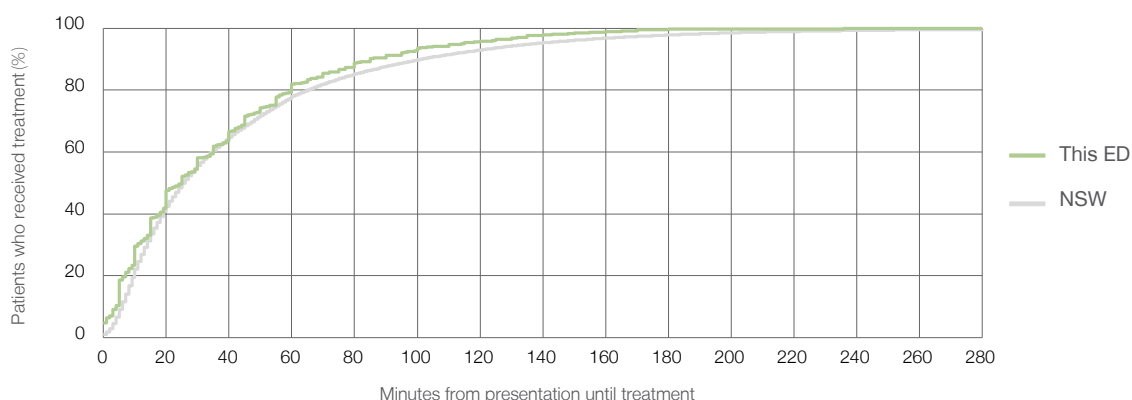
Number of triage 4 patients used to calculate waiting time:³ 846

Median time to start treatment⁴ 25 minutes

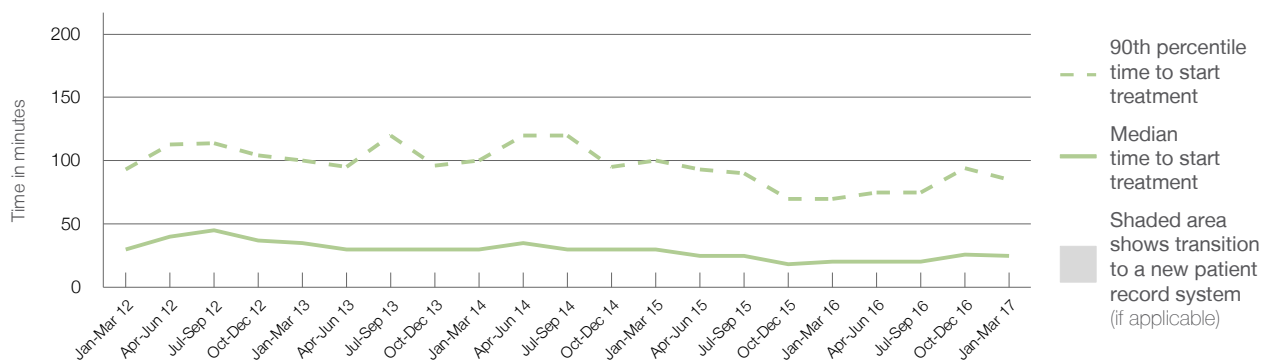
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
895	
816	
20 minutes	26 minutes
70 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	35	30	30	20	25
90th percentile time to start treatment ⁵ (minutes)	93	100	100	100	70	85

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 279

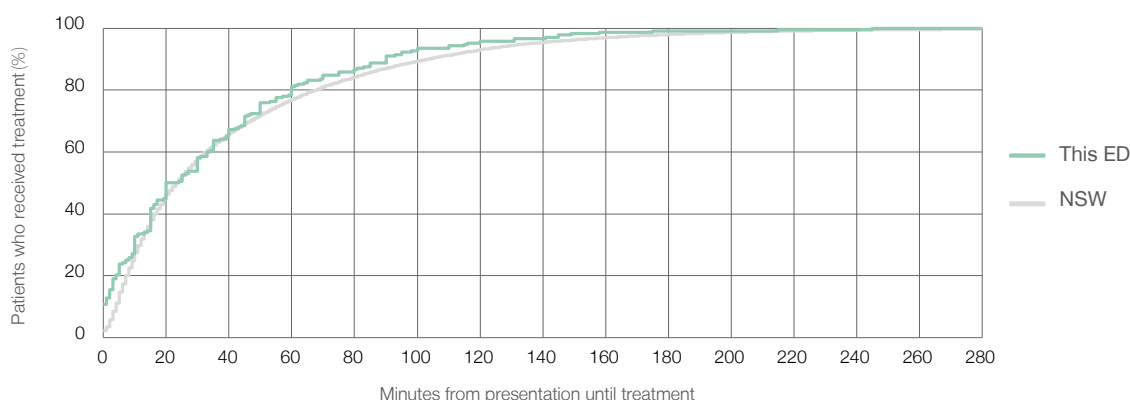
Number of triage 5 patients used to calculate waiting time:³ 232

Median time to start treatment⁴ 22 minutes

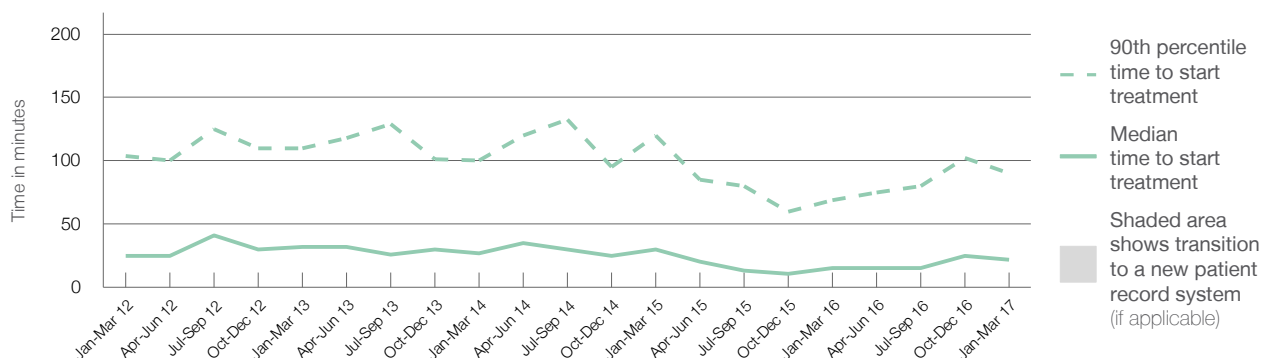
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
207	
190	
15 minutes	23 minutes
69 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	32	27	30	15	22
90th percentile time to start treatment ⁵ (minutes)	104	110	100	120	69	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,131 patients

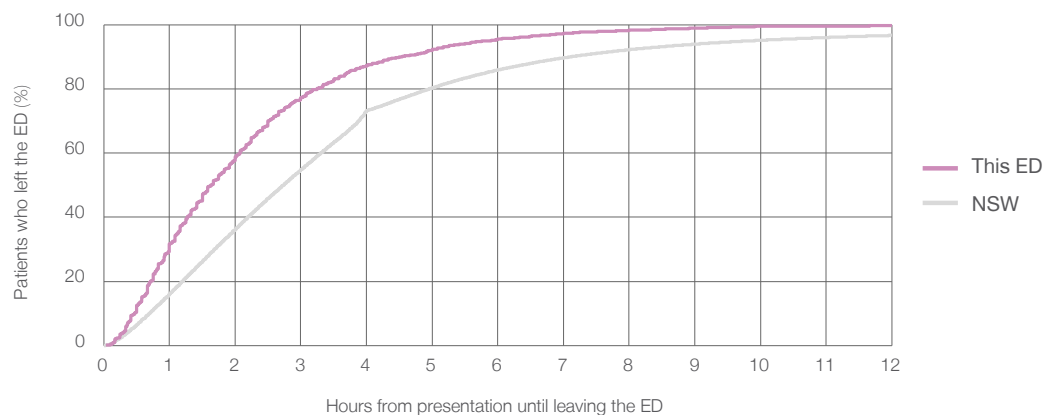
Presentations used to calculate time to leaving the ED:⁶ 2,131 patients

Median time spent in the ED⁸ 1 hours and 39 minutes

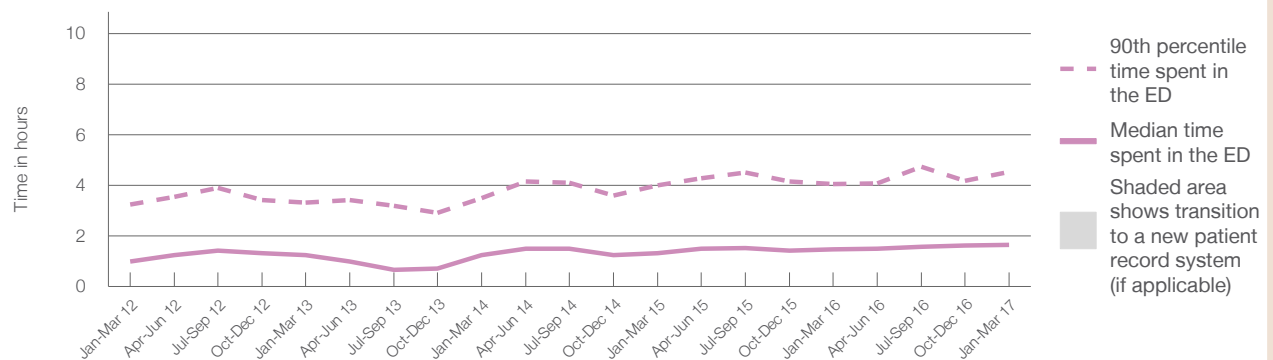
90th percentile time spent in the ED⁹ 4 hours and 32 minutes

Same period last year	NSW (this period)
2,115	
2,115	
1 hours and 29 minutes	2 hours and 44 minutes
4 hours and 3 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 0m	1h 15m	1h 15m	1h 20m	1h 29m	1h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 15m	3h 19m	3h 30m	4h 0m	4h 3m	4h 32m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients spent in the ED

By mode of separation

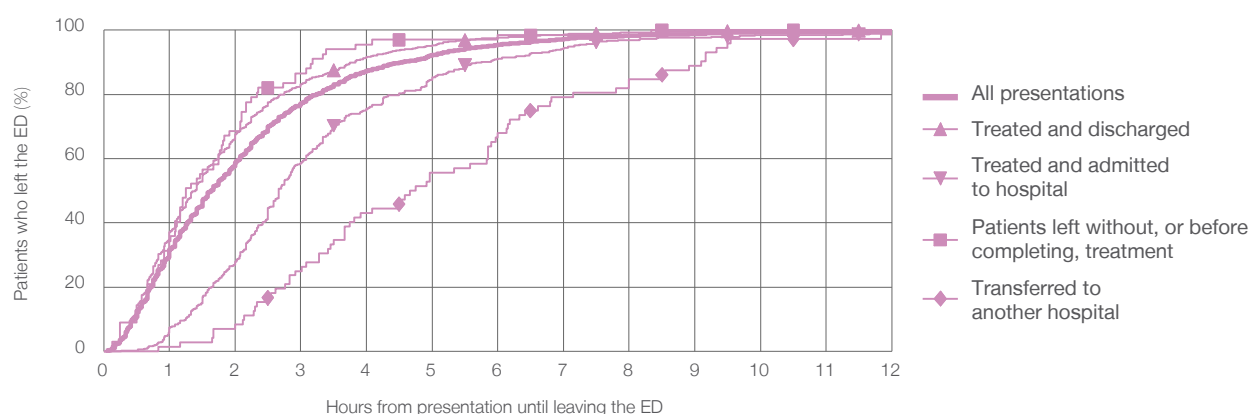
January to March 2017

All presentations:[†] 2,131 patients

Presentations used to calculate time to leaving the ED:[‡] 2,131 patients

		Same period last year	Change since one year ago
Treated and discharged	1,532 (71.9%)	1,557	-1.6%
Treated and admitted to hospital	397 (18.6%)	399	-0.5%
Patient left without, or before completing, treatment	67 (3.1%)	69	-2.9%
Transferred to another hospital	72 (3.4%)	54	33.3%
Other	63 (3.0%)	36	75.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	37.1%	67.6%	83.2%	91.8%	97.8%	99.3%	99.8%	99.9%
Treated and admitted to hospital	7.3%	28.0%	58.7%	75.6%	91.2%	97.0%	98.5%	99.0%
Patient left without, or before completing, treatment	34.3%	68.7%	86.6%	95.5%	98.5%	98.5%	100%	100%
Transferred to another hospital	1.4%	8.3%	25.0%	43.1%	68.1%	84.7%	97.2%	98.6%
All presentations	31.6%	58.9%	77.2%	87.4%	95.6%	98.3%	99.4%	99.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 2,131 patients

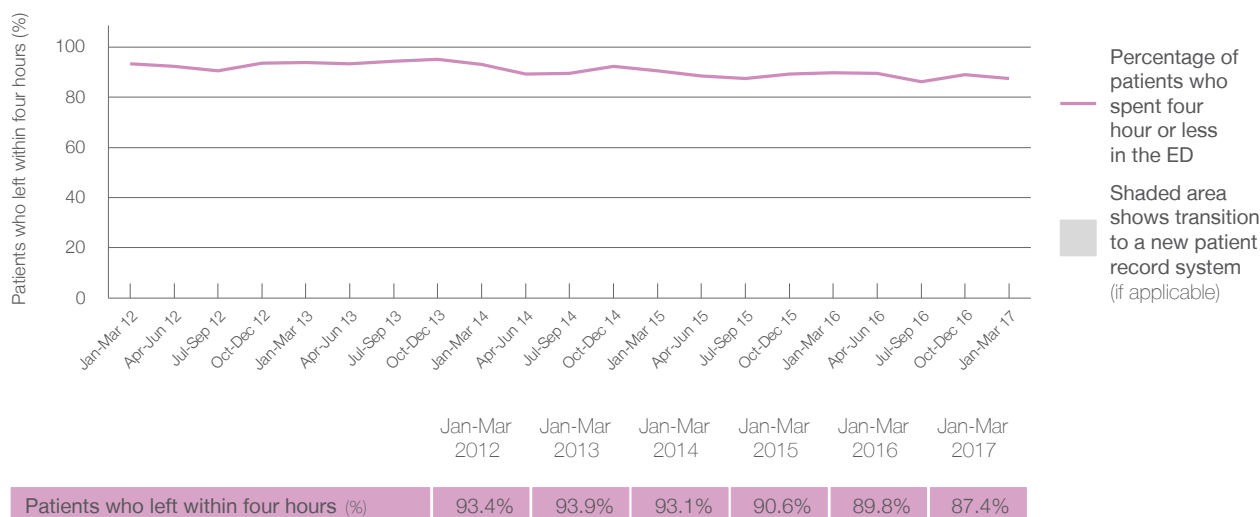
Presentations used to calculate time to leaving the ED:⁶ 2,131 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,115	0.8%
2,115	0.8%
89.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,382 patients

Emergency presentations:² 7,241 patients

Same period last year	Change since one year ago
6,641	11.2%
6,479	11.8%

Kempsey Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 729 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,390 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,253 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 842 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
637	
10 minutes	8 minutes
25 minutes	26 minutes
2,206	
21 minutes	20 minutes
55 minutes	69 minutes
2,838	
24 minutes	26 minutes
81 minutes	101 minutes
780	
25 minutes	23 minutes
94 minutes	104 minutes

Kempsey Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,380 patients

Percentage of patients who spent four hours or less in the ED 84.3%

Same period last year	Change since one year ago
6,639	11.2%
83.5%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

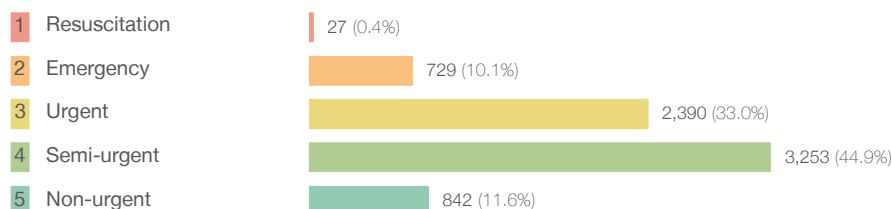
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Patients presenting to the emergency department

January to March 2017

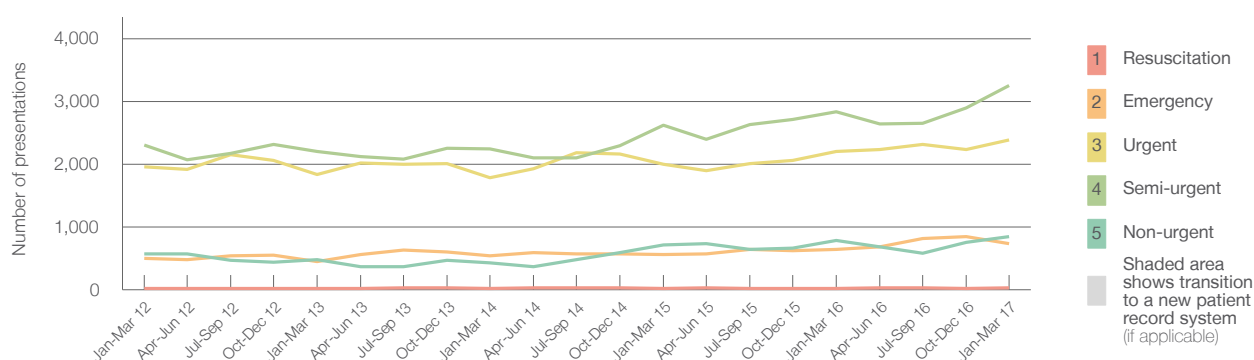
All presentations:¹ 7,382 patients

Emergency presentations² by triage category: 7,241 patients



Same period last year	Change since one year ago
6,641	11.2%
6,479	11.8%
18	50.0%
637	14.4%
2,206	8.3%
2,838	14.6%
780	7.9%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	20	15	18	16	18	27
Emergency	499	451	535	557	637	729
Urgent	1,956	1,830	1,780	1,998	2,206	2,390
Semi-urgent	2,305	2,203	2,241	2,617	2,838	3,253
Non-urgent	571	475	423	708	780	842
All emergency presentations	5,351	4,974	4,997	5,896	6,479	7,241

Kempsey Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 872 patients

ED Transfer of care time



Same period last year	Change since one year ago
829	
15 minutes	-3 minutes
41 minutes	-17 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 729

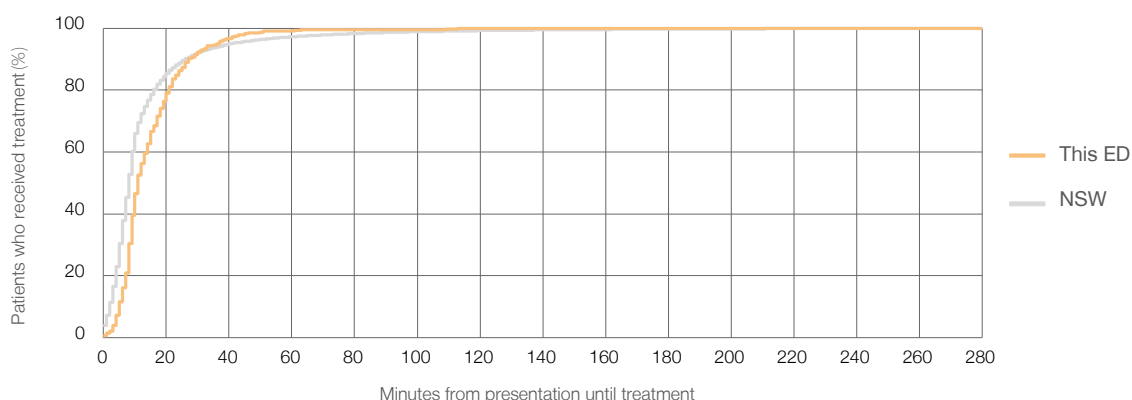
Number of triage 2 patients used to calculate waiting time:³ 728

Median time to start treatment⁴ 11 minutes

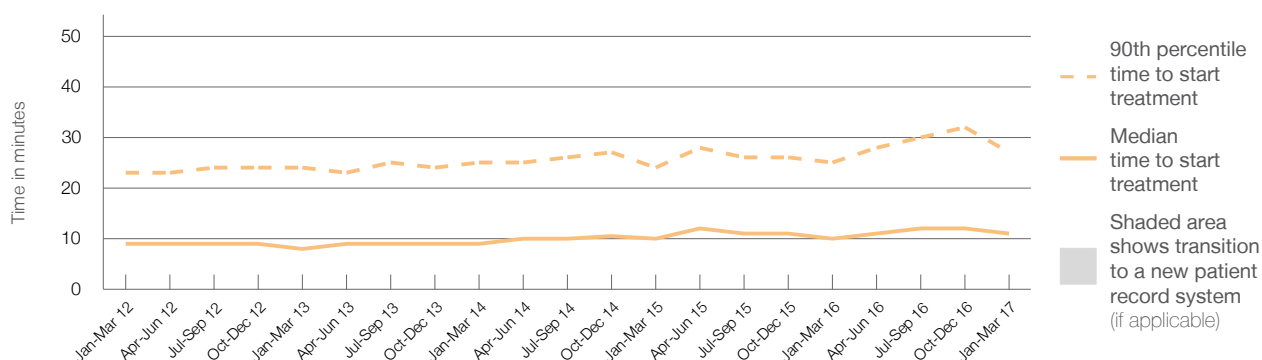
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
637	
635	
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	8	9	10	10	11
90th percentile time to start treatment ⁵ (minutes)	23	24	25	24	25	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,390

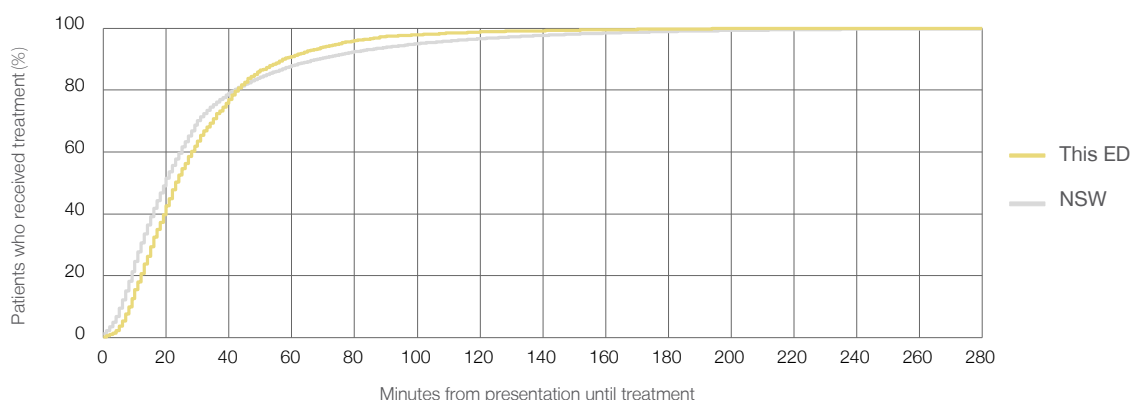
Number of triage 3 patients used to calculate waiting time:³ 2,368

Median time to start treatment⁴ 23 minutes

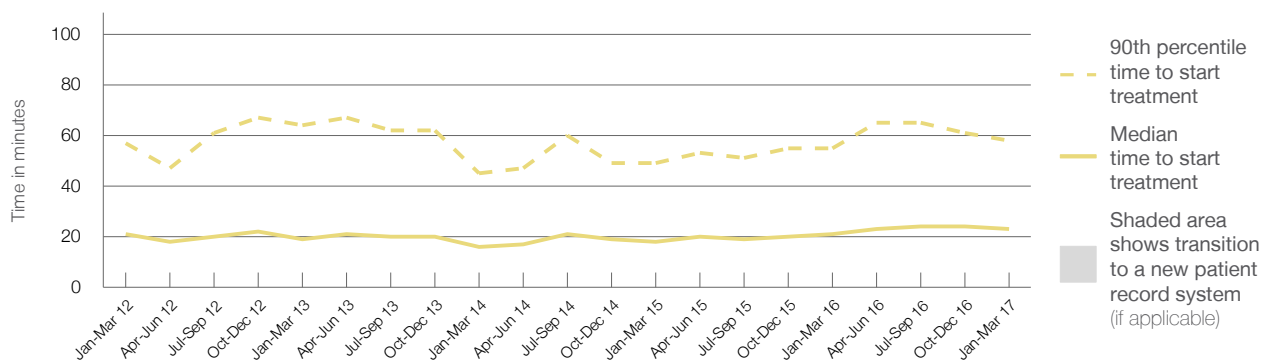
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
2,206	
2,169	
21 minutes	20 minutes
55 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	21	19	16	18	21	23
90th percentile time to start treatment ⁵ (minutes)	57	64	45	49	55	58

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,253

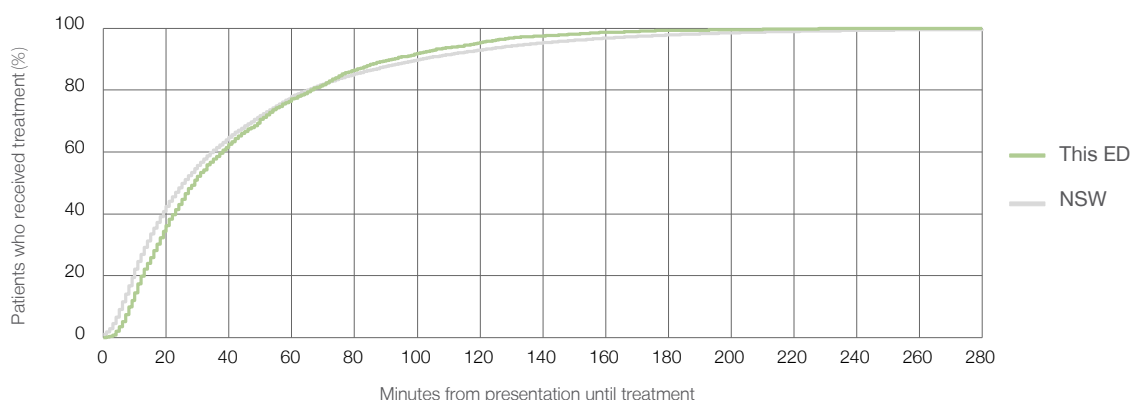
Number of triage 4 patients used to calculate waiting time:³ 3,116

Median time to start treatment⁴ 29 minutes

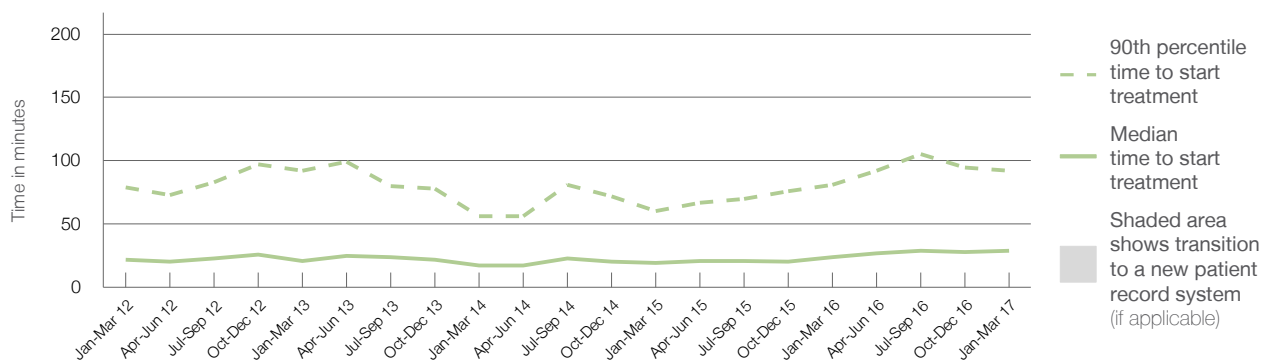
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
2,838	
2,743	
24 minutes	26 minutes
81 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	21	17	19	24	29
90th percentile time to start treatment ⁵ (minutes)	79	92	56	60	81	92

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 842

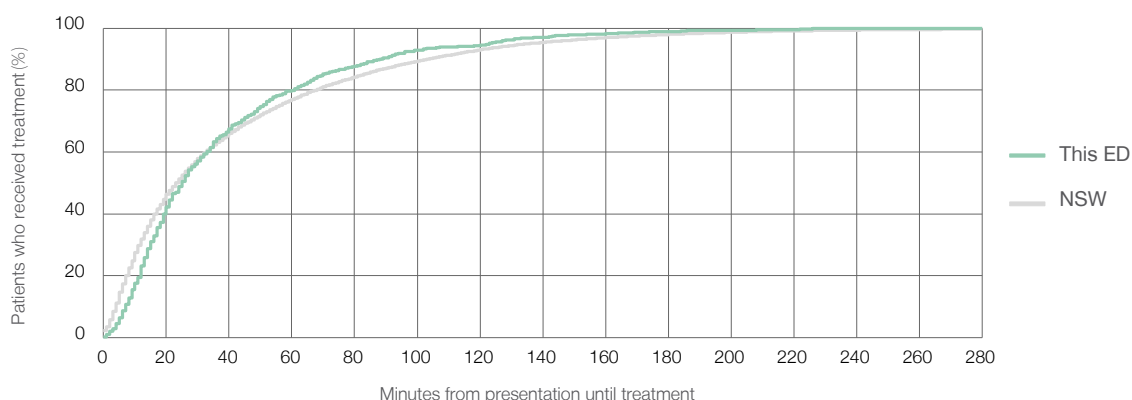
Number of triage 5 patients used to calculate waiting time:³ 753

Median time to start treatment⁴ 25 minutes

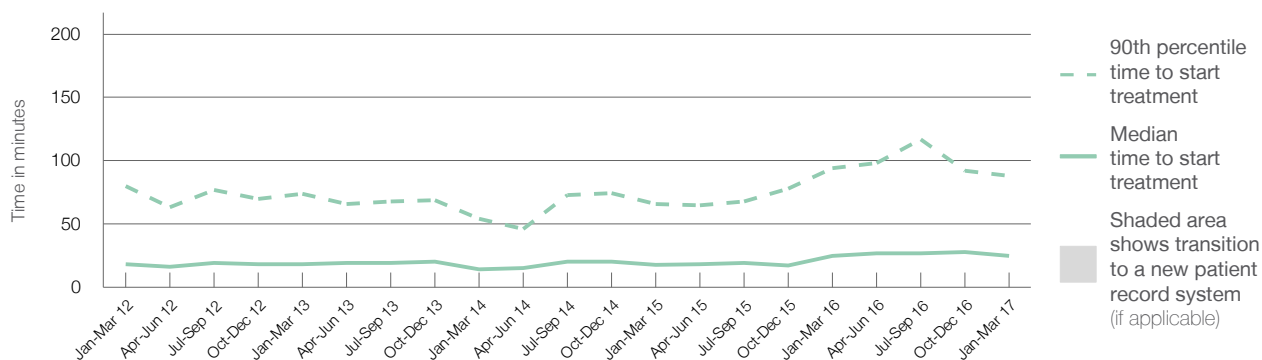
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
780	
716	
25 minutes	23 minutes
94 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	18	14	18	25	25
90th percentile time to start treatment ⁵ (minutes)	80	74	54	66	94	88

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,382 patients

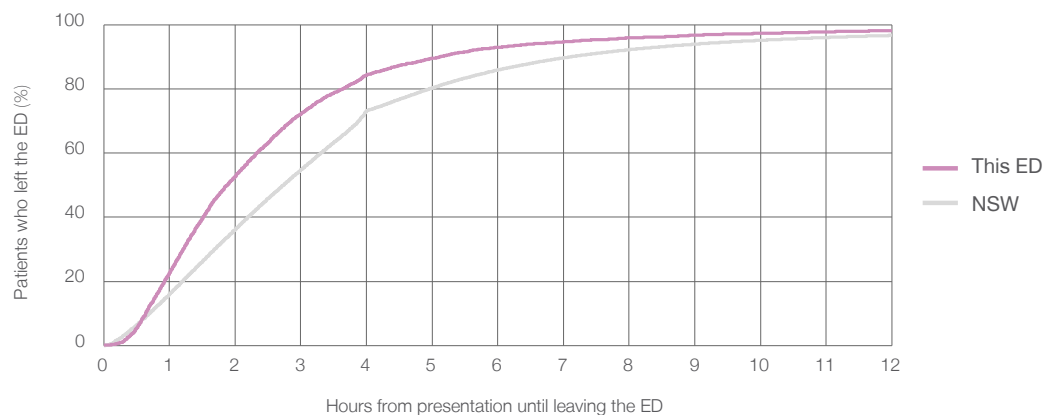
Presentations used to calculate time to leaving the ED:⁶ 7,380 patients

Median time spent in the ED⁸ 1 hours and 53 minutes

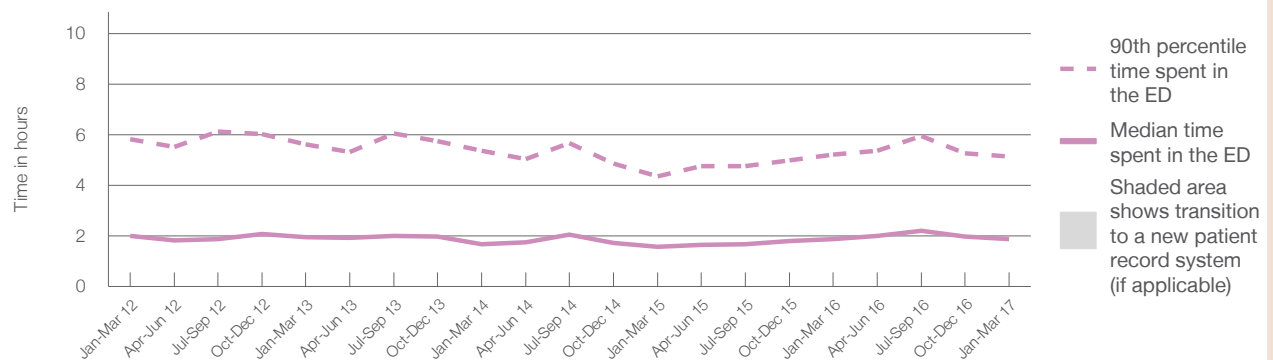
90th percentile time spent in the ED⁹ 5 hours and 8 minutes

Same period last year	NSW (this period)
6,641	
6,639	
1 hours and 53 minutes	2 hours and 44 minutes
5 hours and 13 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 0m	1h 57m	1h 41m	1h 34m	1h 53m	1h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 49m	5h 37m	5h 22m	4h 21m	5h 13m	5h 8m

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Kempsey Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

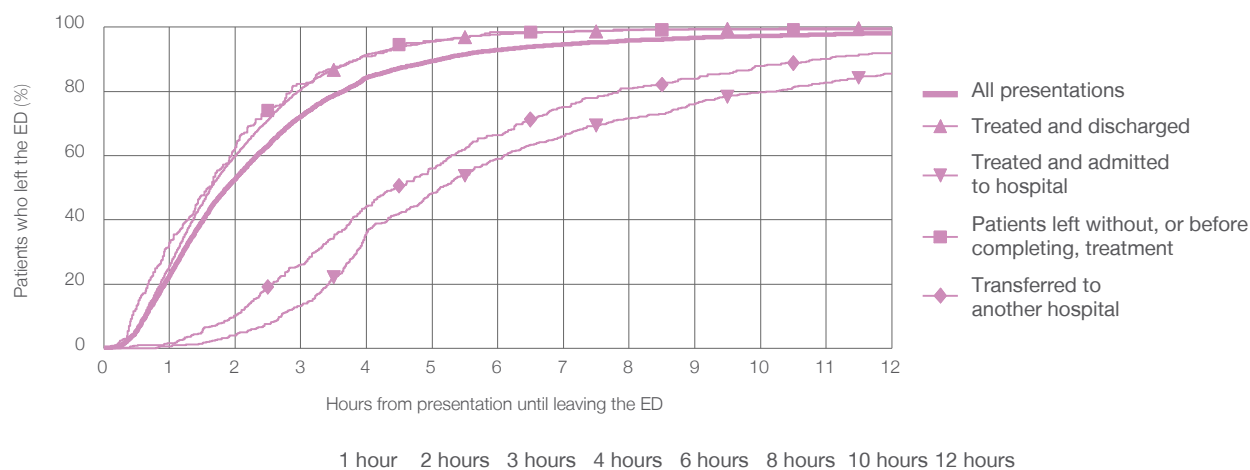
All presentations:[†] 7,382 patients

Presentations used to calculate time to leaving the ED:[‡] 7,380 patients

Treated and discharged	6,107 (82.7%)
Treated and admitted to hospital	616 (8.3%)
Patient left without, or before completing, treatment	262 (3.5%)
Transferred to another hospital	387 (5.2%)
Other	10 (0.1%)

Same period last year	Change since one year ago
6,639	11.2%
5,428	12.5%
643	-4.2%
197	33.0%
357	8.4%
16	-37.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	25.7%	60.0%	80.6%	91.4%	97.8%	99.1%	99.6%	99.8%
Treated and admitted to hospital	0.6%	4.1%	13.1%	36.0%	58.9%	71.6%	79.7%	85.6%
Patient left without, or before completing, treatment	32.8%	62.6%	82.4%	90.8%	98.5%	99.2%	99.2%	99.2%
Transferred to another hospital	1.6%	10.1%	26.1%	44.2%	66.4%	80.9%	87.9%	92.0%
All presentations	22.7%	52.8%	72.2%	84.3%	92.9%	95.9%	97.3%	98.1%

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Kempsey Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 7,382 patients

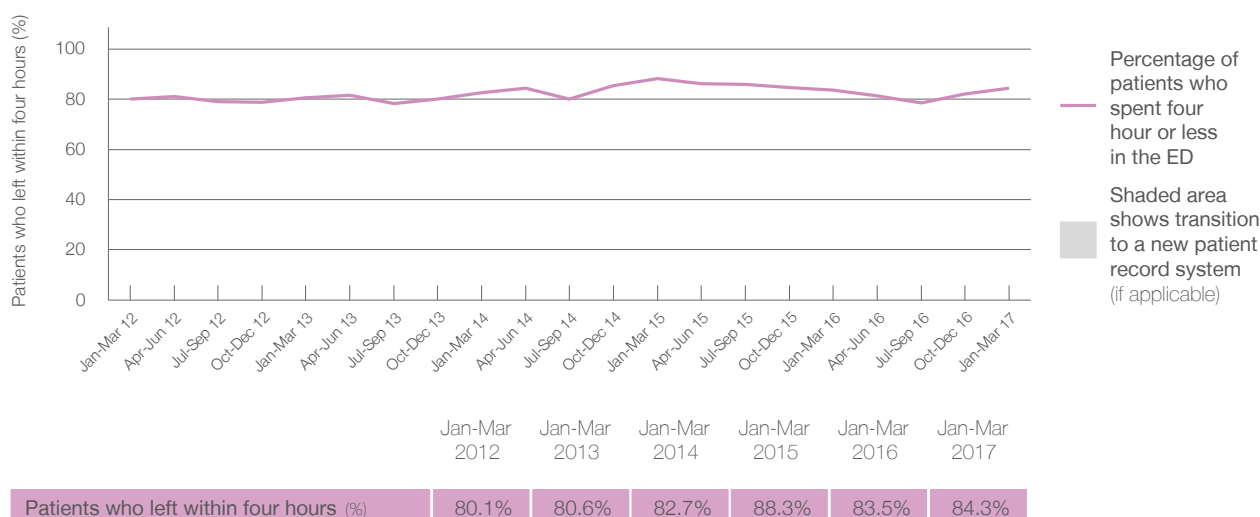
Presentations used to calculate time to leaving the ED:⁶ 7,380 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,641	11.2%
6,639	11.2%
83.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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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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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 892 patients

Emergency presentations:² 829 patients

Same period last year	Change since one year ago
1,257	-29.0%
1,224	-32.3%

Kurri Kurri District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 76 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 239 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 21 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 410 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 104 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
83	
3 minutes	8 minutes
*	26 minutes
336	
10 minutes	20 minutes
27 minutes	69 minutes
583	
16 minutes	26 minutes
64 minutes	101 minutes
222	
15 minutes	23 minutes
82 minutes	104 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 892 patients

Percentage of patients who spent four hours or less in the ED

95.0%

Same period last year	Change since one year ago
1,257	-29.0%
93.1%	

* 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).
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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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

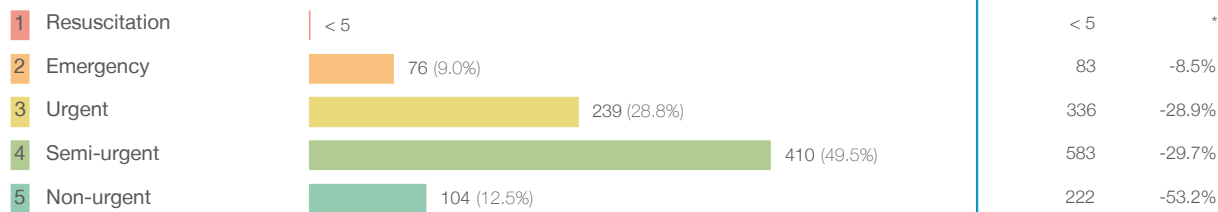
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Patients presenting to the emergency department

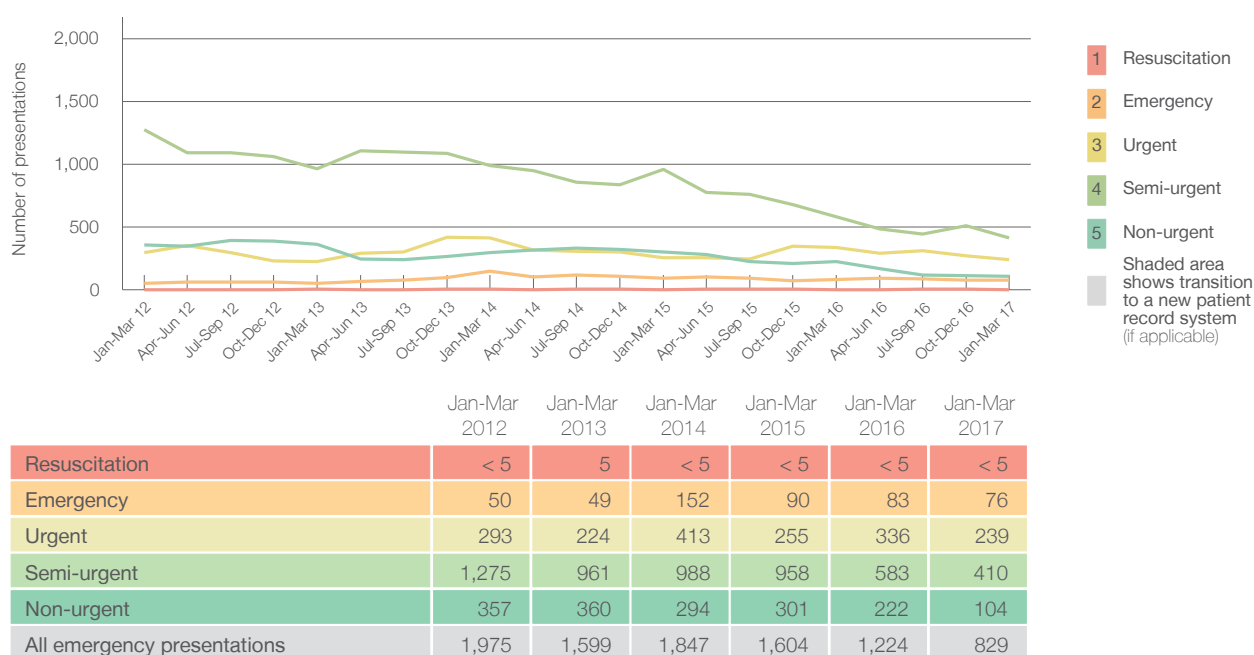
January to March 2017

All presentations¹ 892 patients

Emergency presentations² by triage category: 829 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Kurri Kurri District Hospital: Patients arriving by ambulance

January to March 2017

ED Transfer of care time is not currently available for this hospital.⁷

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 76

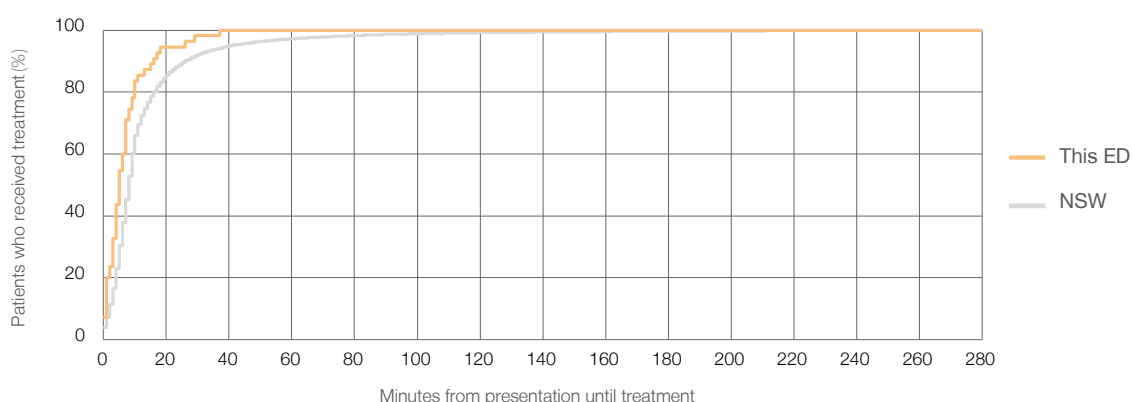
Number of triage 2 patients used to calculate waiting time:³ 55

Median time to start treatment⁴ 5 minutes

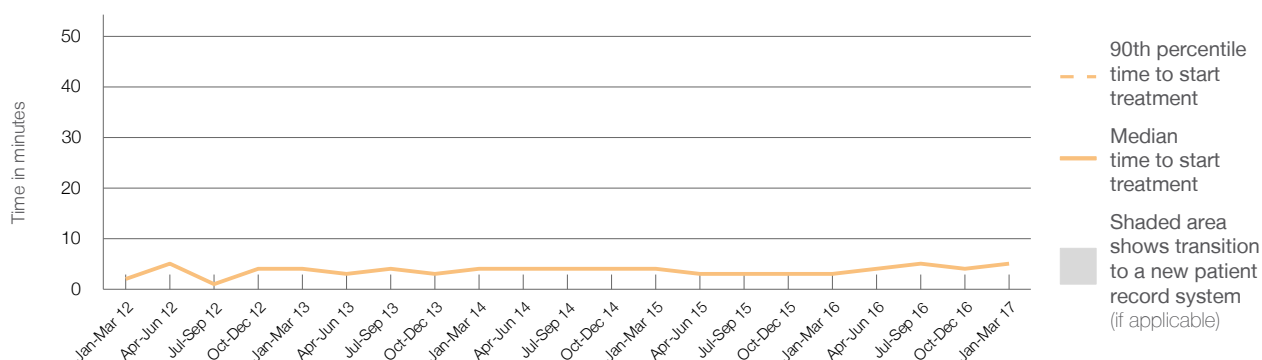
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
83	
69	
3 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	2	4	4	4	3	5
90th percentile time to start treatment ⁵ (minutes)	*	*	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 239

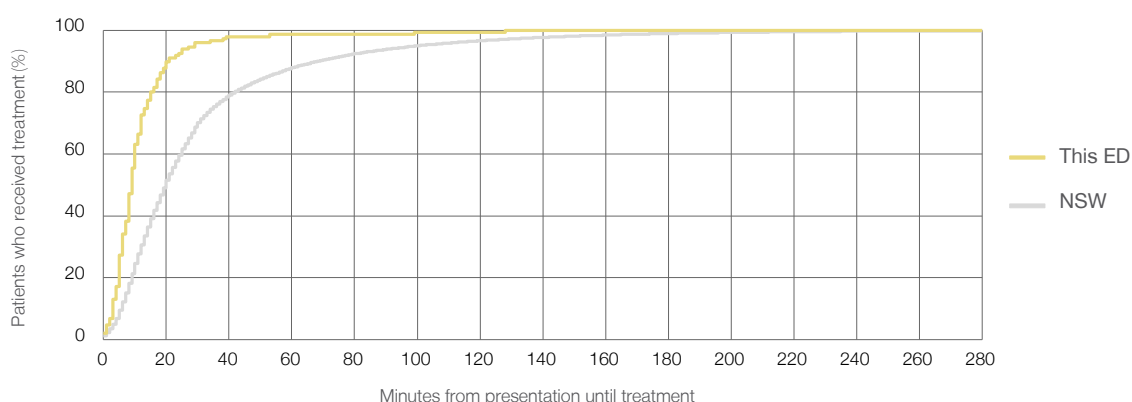
Number of triage 3 patients used to calculate waiting time:³ 146

Median time to start treatment⁴ 9 minutes

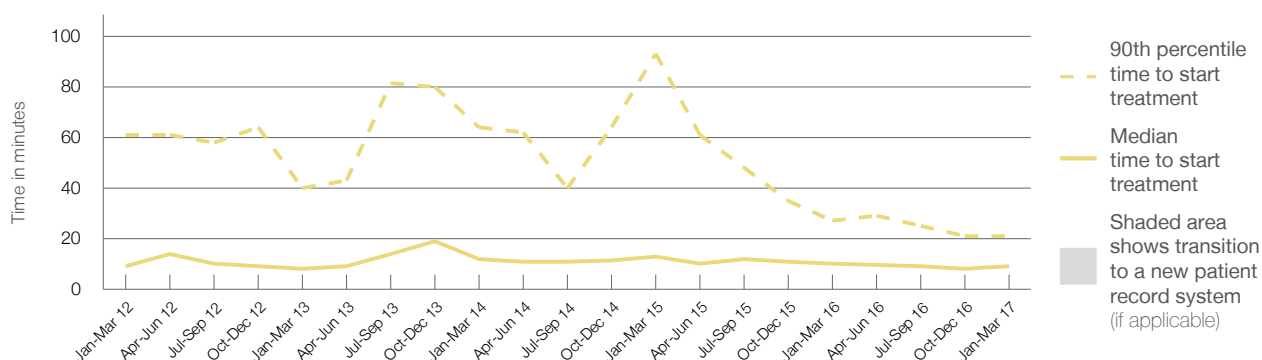
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
336	
253	
10 minutes	20 minutes
27 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	8	12	13	10	9
90th percentile time to start treatment ⁵ (minutes)	61	40	64	93	27	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 410

Number of triage 4 patients used to calculate waiting time:³ 226

Median time to start treatment⁴

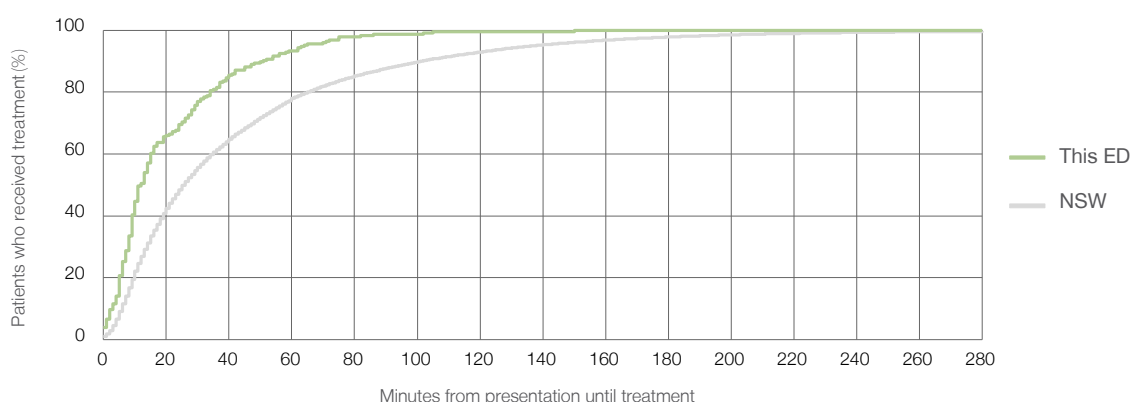
12 minutes

90th percentile time to start treatment⁵

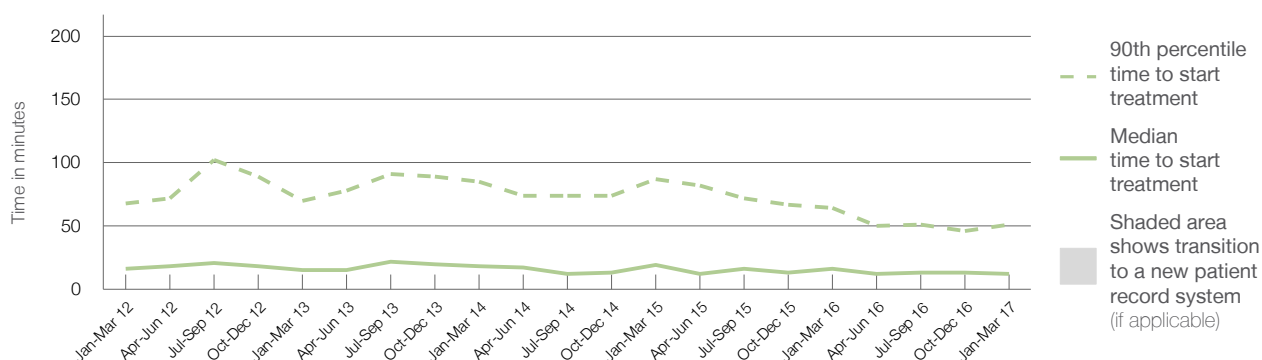
51 minutes

Same period last year	NSW (this period)
583	
399	
16 minutes	26 minutes
64 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	15	18	19	16	12
90th percentile time to start treatment ⁵ (minutes)	68	70	85	87	64	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 104

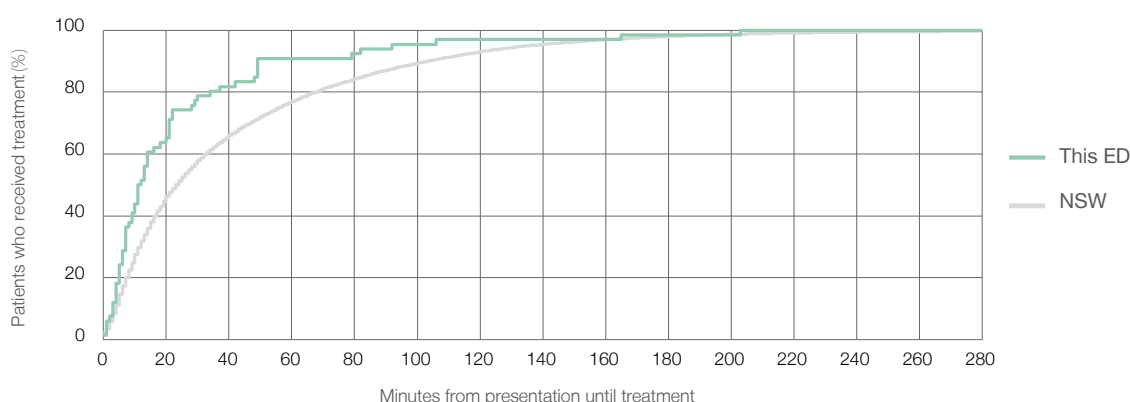
Number of triage 5 patients used to calculate waiting time:³ 66

Median time to start treatment⁴ 12 minutes

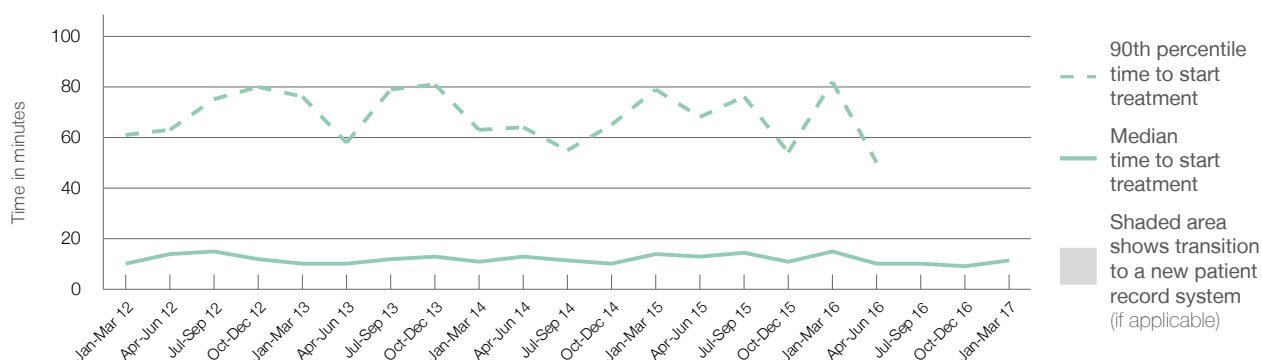
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
222	
183	
15 minutes	23 minutes
82 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	10	10	11	14	15	12
90th percentile time to start treatment ⁵ (minutes)	61	76	63	79	82	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 892 patients

Presentations used to calculate time to leaving the ED:⁶ 892 patients

Median time spent in the ED⁸

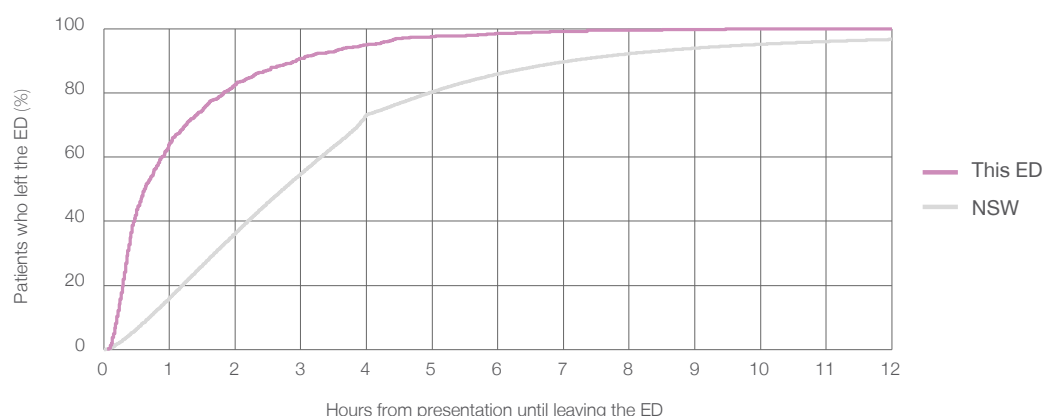
0 hours and 37 minutes

90th percentile time spent in the ED⁹

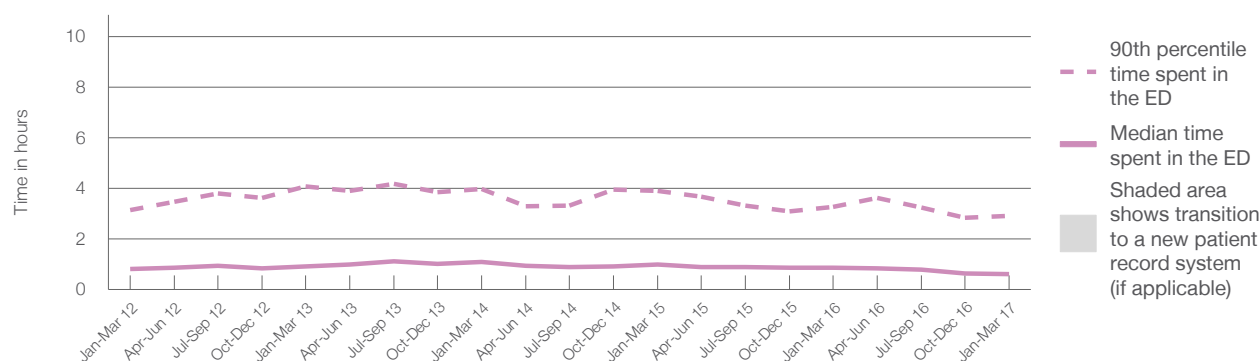
2 hours and 55 minutes

Same period last year	NSW (this period)
1,257	
1,257	
0 hours and 53 minutes	2 hours and 44 minutes
3 hours and 17 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	0h 49m	0h 55m	1h 6m	1h 0m	0h 53m	0h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 9m	4h 5m	3h 59m	3h 55m	3h 17m	2h 55m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:[†] 892 patients

Presentations used to calculate time to leaving the ED:[‡] 892 patients

Treated and discharged 459 (51.5%)

Treated and admitted to hospital 19 (2.1%)

Patient left without, or before completing, treatment 53 (5.9%)

Transferred to another hospital 40 (4.5%)

Other 321 (36.0%)

Same period last year Change since one year ago

1,257 -29.0%

815 -43.7%

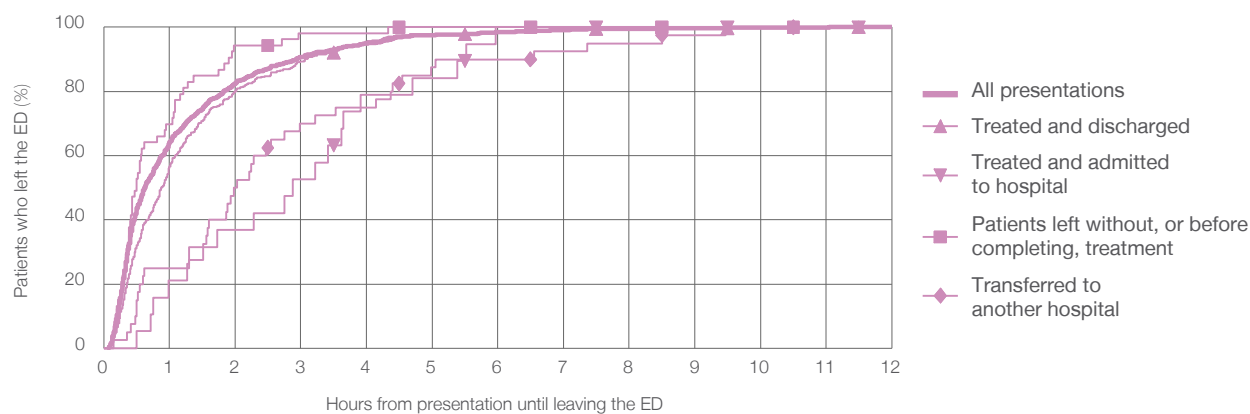
29 -34.5%

63 -15.9%

61 -34.4%

289 11.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	56.6%	80.2%	89.3%	95.4%	98.7%	99.6%	99.8%	100%
Treated and admitted to hospital	21.1%	36.8%	52.6%	78.9%	100%	100%	100%	100%
Patient left without, or before completing, treatment	69.8%	94.3%	98.1%	98.1%	100%	100%	100%	100%
Transferred to another hospital	25.0%	50.0%	70.0%	75.0%	90.0%	95.0%	100%	100%
All presentations	64.1%	82.6%	90.7%	95.0%	98.5%	99.4%	99.9%	100%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 892 patients

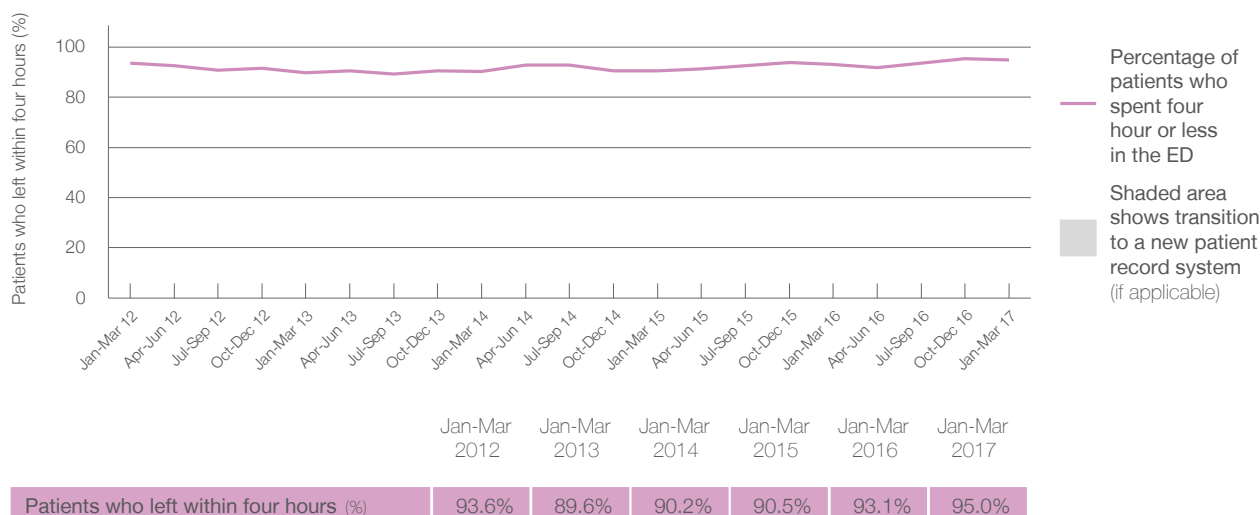
Presentations used to calculate time to leaving the ED:⁶ 892 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,257	-29.0%
1,257	-29.0%
93.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,955 patients

Emergency presentations:² 2,851 patients

Same period last year	Change since one year ago
3,176	-7.0%
3,028	-5.8%

Lithgow Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 306 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 892 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,206 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 435 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
324	
4 minutes	8 minutes
11 minutes	26 minutes
906	
10 minutes	20 minutes
37 minutes	69 minutes
1,303	
10 minutes	26 minutes
50 minutes	101 minutes
477	
8 minutes	23 minutes
42 minutes	104 minutes

Lithgow Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,955 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
3,175	-6.9%
88.4%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

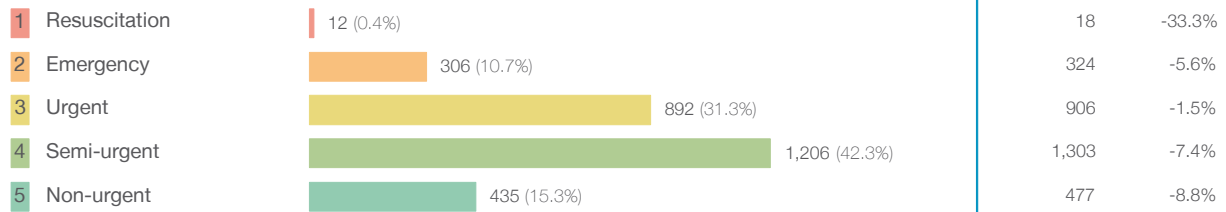
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Patients presenting to the emergency department

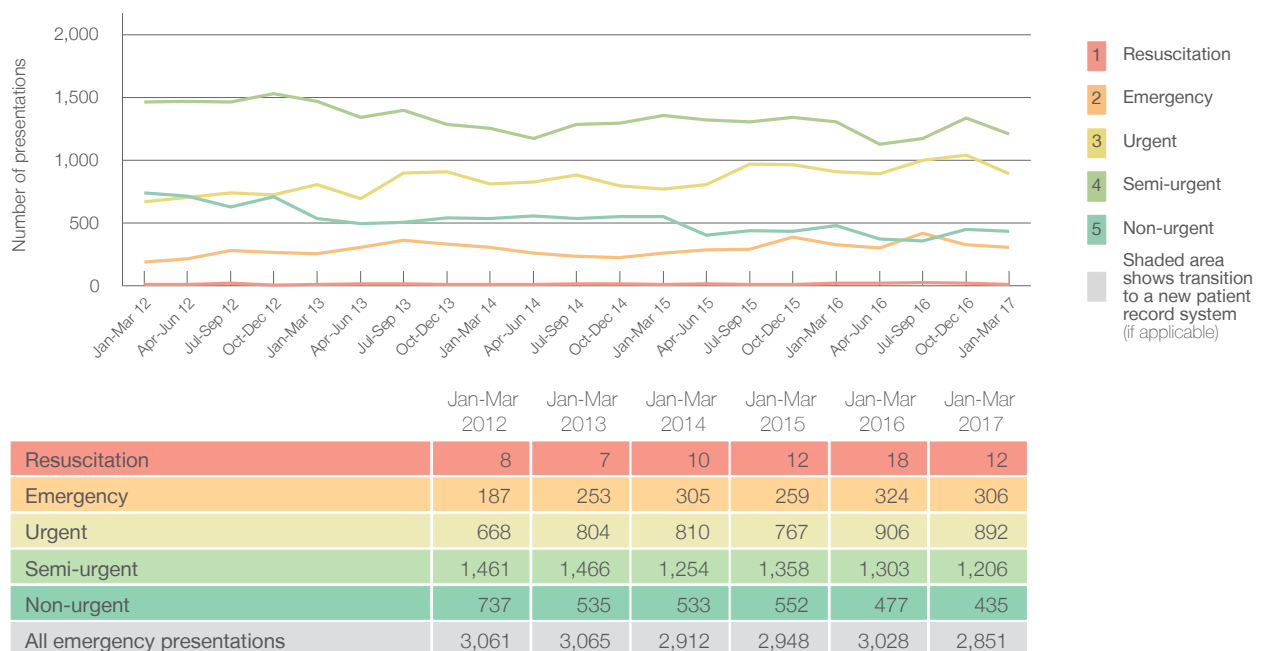
January to March 2017

All presentations:¹ 2,955 patients

Emergency presentations² by triage category: 2,851 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Lithgow Health Service: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 576 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 306

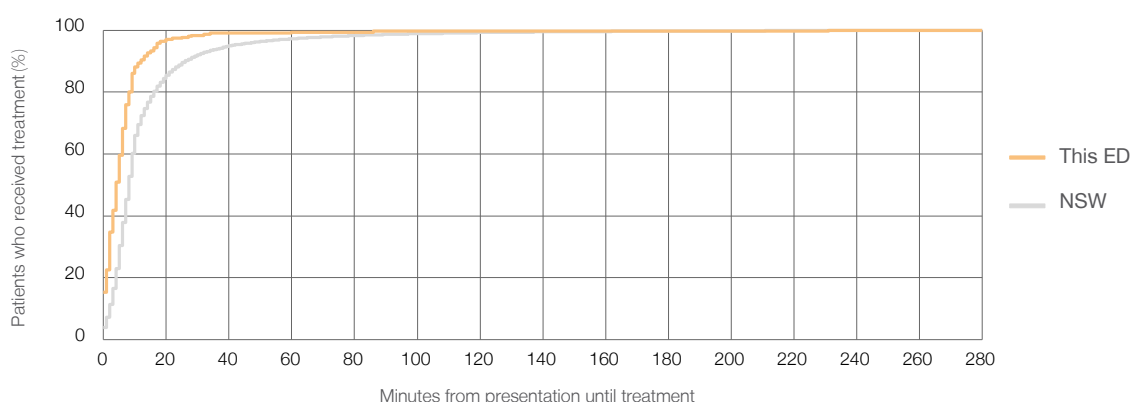
Number of triage 2 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 4 minutes

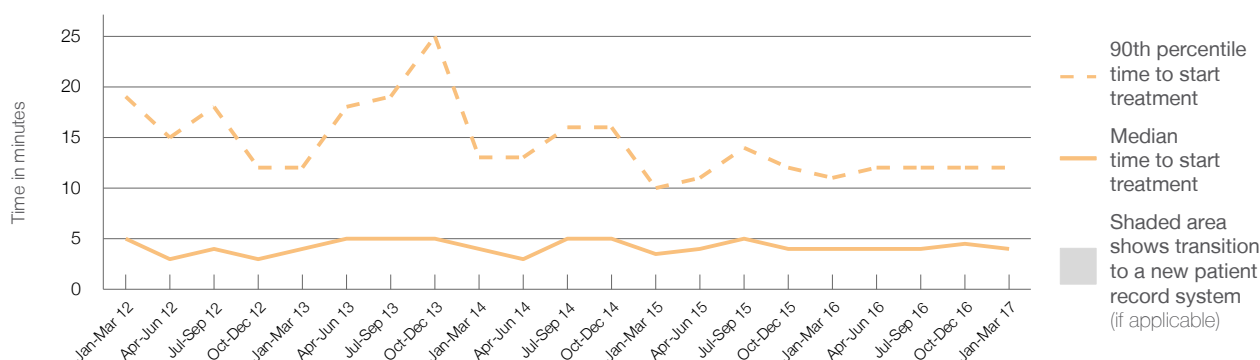
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
324	
321	
4 minutes	8 minutes
11 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	4	4	4	4	4
90th percentile time to start treatment ⁵ (minutes)	19	12	13	10	11	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 892

Number of triage 3 patients used to calculate waiting time:³ 875

Median time to start treatment⁴

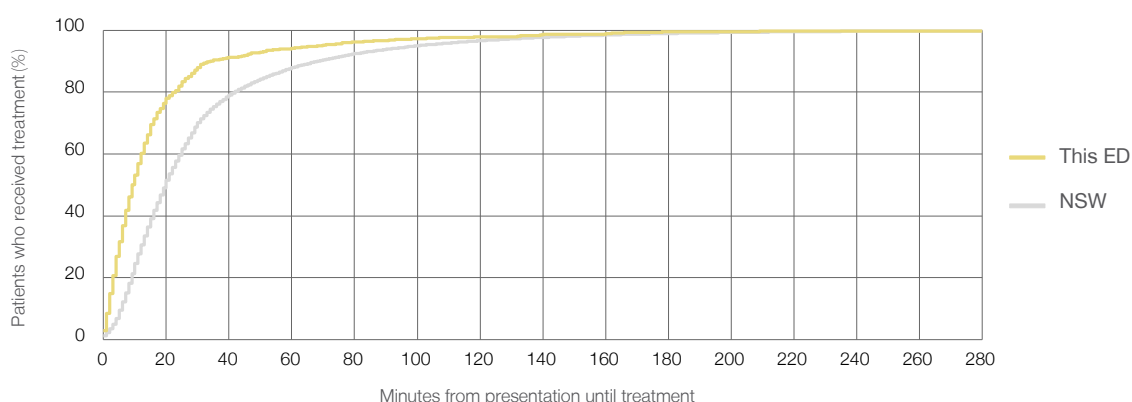
9 minutes

90th percentile time to start treatment⁵

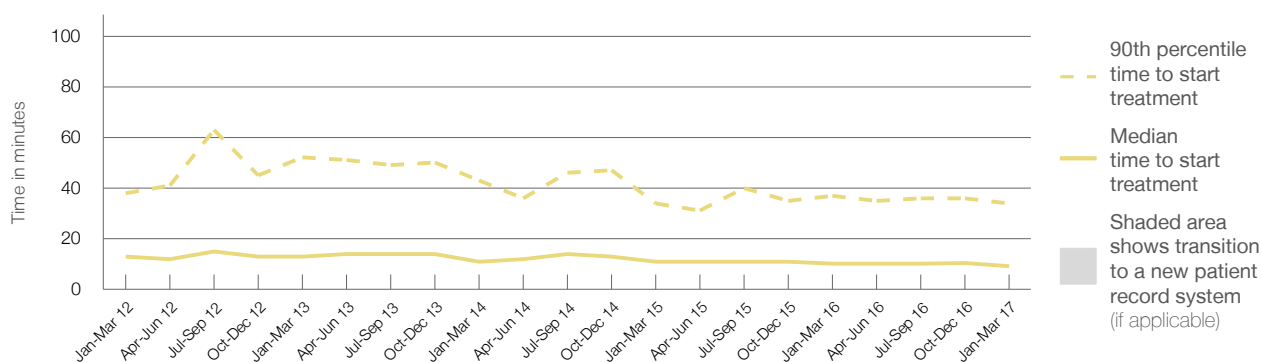
34 minutes

Same period last year	NSW (this period)
906	
877	
10 minutes	20 minutes
37 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	13	13	11	11	10	9
90th percentile time to start treatment ⁵ (minutes)	38	52	43	34	37	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,206

Number of triage 4 patients used to calculate waiting time:³ 1,160

Median time to start treatment⁴

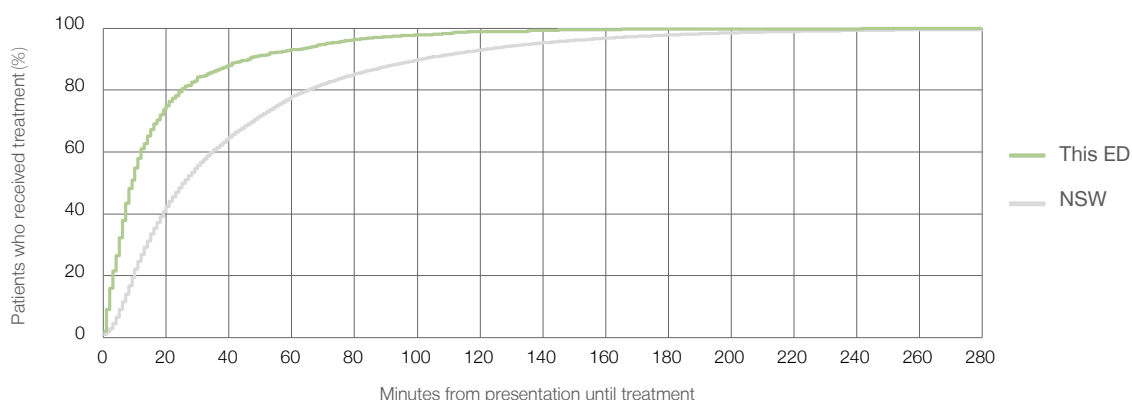
9 minutes

90th percentile time to start treatment⁵

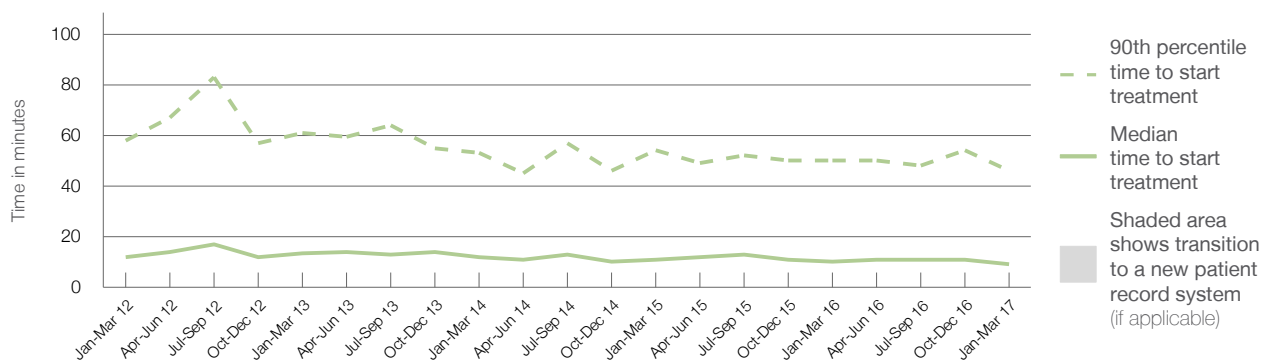
46 minutes

Same period last year	NSW (this period)
1,303	
1,241	
10 minutes	26 minutes
50 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	12	14	12	11	10	9
90th percentile time to start treatment ⁵ (minutes)	58	61	53	54	50	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 435

Number of triage 5 patients used to calculate waiting time:³ 406

Median time to start treatment⁴

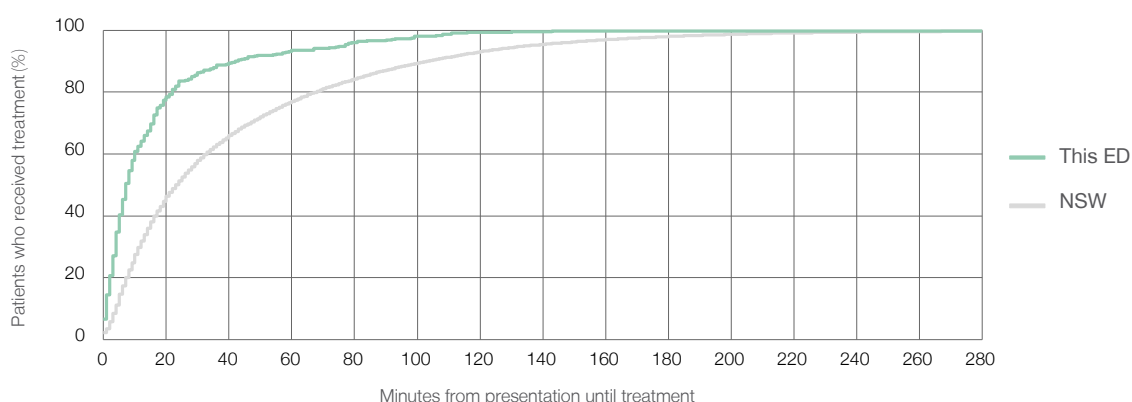
7 minutes

90th percentile time to start treatment⁵

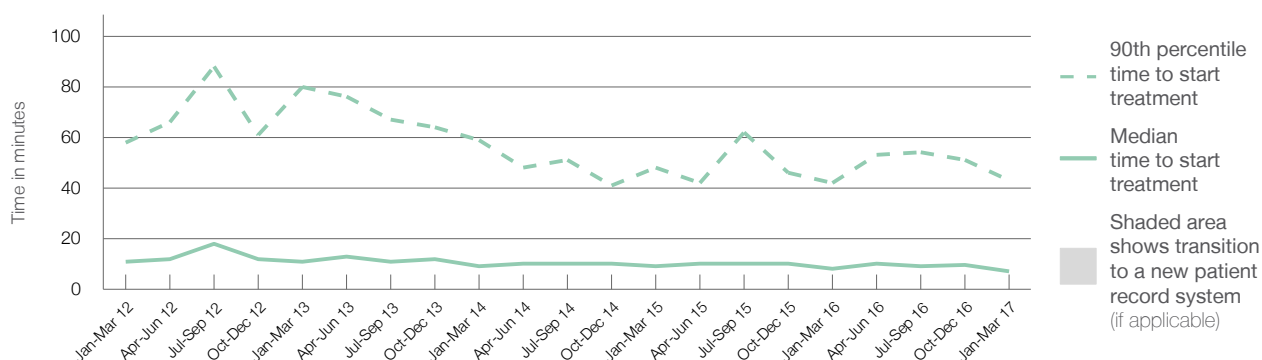
43 minutes

Same period last year	NSW (this period)
477	
435	
8 minutes	23 minutes
42 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	11	9	9	8	7
90th percentile time to start treatment ⁵ (minutes)	58	80	59	48	42	43

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,955 patients

Presentations used to calculate time to leaving the ED:⁶ 2,955 patients

Median time spent in the ED⁸

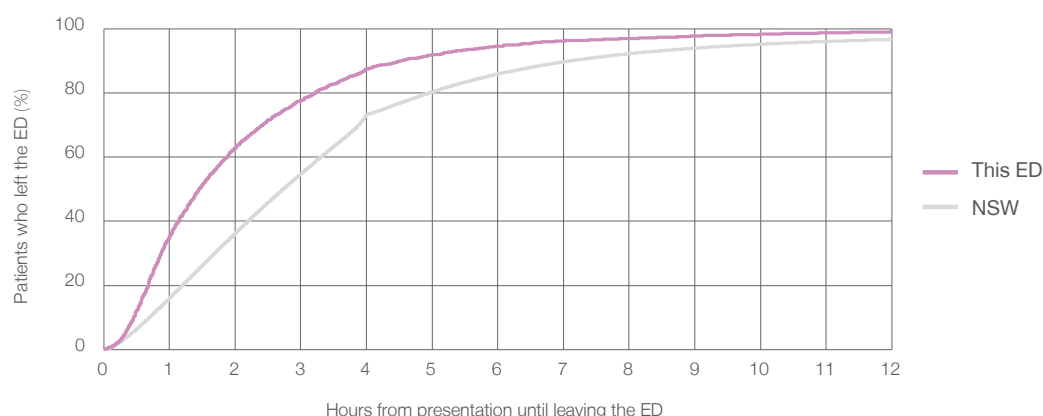
1 hours and 27 minutes

90th percentile time spent in the ED⁹

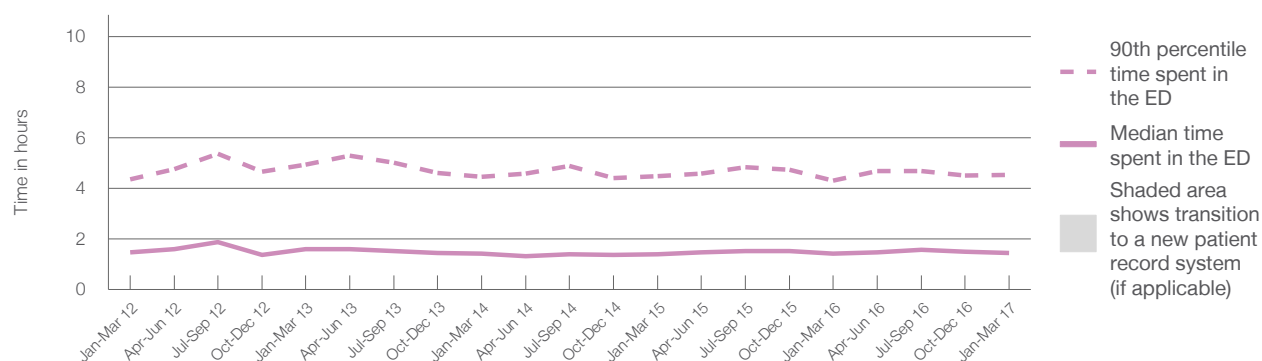
4 hours and 32 minutes

Same period last year	NSW (this period)
3,176	
3,175	
1 hours and 25 minutes	2 hours and 44 minutes
4 hours and 18 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 29m	1h 37m	1h 25m	1h 24m	1h 25m	1h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 21m	4h 57m	4h 27m	4h 29m	4h 18m	4h 32m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients spent in the ED

By mode of separation

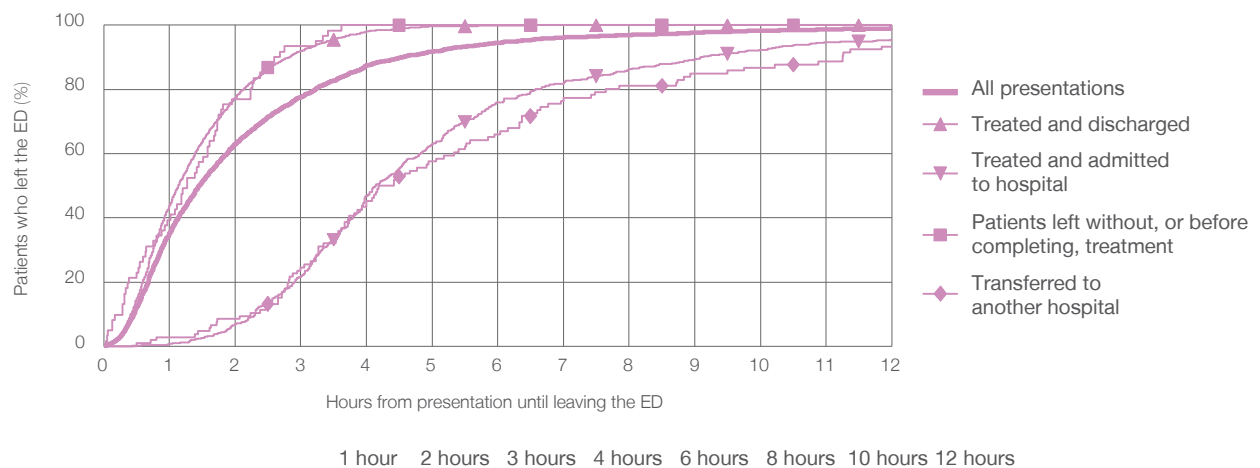
January to March 2017

All presentations:[†] 2,955 patients

Presentations used to calculate time to leaving the ED:[‡] 2,955 patients

		Same period last year	Change since one year ago
Treated and discharged	2,273 (76.9%)	3,175	-6.9%
Treated and admitted to hospital	488 (16.5%)	2,536	-10.4%
Patient left without, or before completing, treatment	61 (2.1%)	440	10.9%
Transferred to another hospital	106 (3.6%)	74	-17.6%
Other	27 (0.9%)	115	-7.8%
		11	145.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	44.0%	77.3%	92.0%	98.1%	99.9%	100%	100%	100%
Treated and admitted to hospital	0.8%	7.0%	21.7%	46.9%	76.0%	86.3%	92.4%	95.5%
Patient left without, or before completing, treatment	39.3%	77.0%	93.4%	100%	100%	100%	100%	100%
Transferred to another hospital	2.8%	8.5%	24.5%	45.3%	66.0%	81.1%	86.8%	93.4%
All presentations	35.3%	62.9%	77.6%	87.4%	94.6%	97.0%	98.2%	99.0%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 2,955 patients

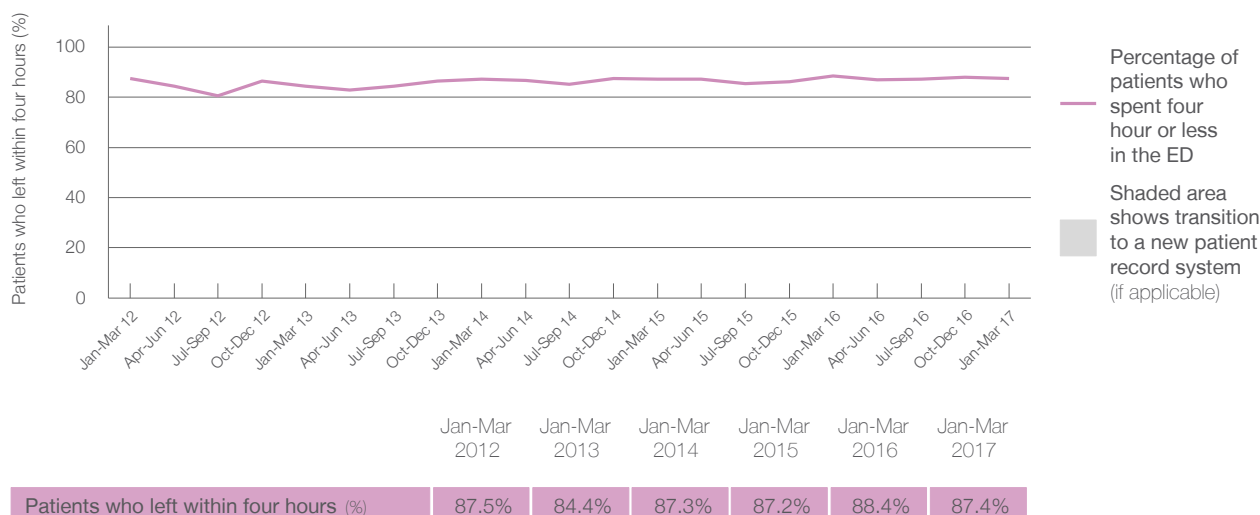
Presentations used to calculate time to leaving the ED:⁶ 2,955 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,176	-7.0%
3,175	-6.9%
88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,863 patients

Emergency presentations:² 3,545 patients

Same period last year	Change since one year ago
3,663	5.5%
3,369	5.2%

Macksville District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,106 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,580 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 527 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
357	
10 minutes	8 minutes
26 minutes	26 minutes
1,142	
24 minutes	20 minutes
63 minutes	69 minutes
1,519	
29 minutes	26 minutes
105 minutes	101 minutes
334	
27 minutes	23 minutes
106 minutes	104 minutes

Macksville District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,860 patients

Percentage of patients who spent four hours or less in the ED 91.1%

Same period last year	Change since one year ago
3,660	5.5%
86.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

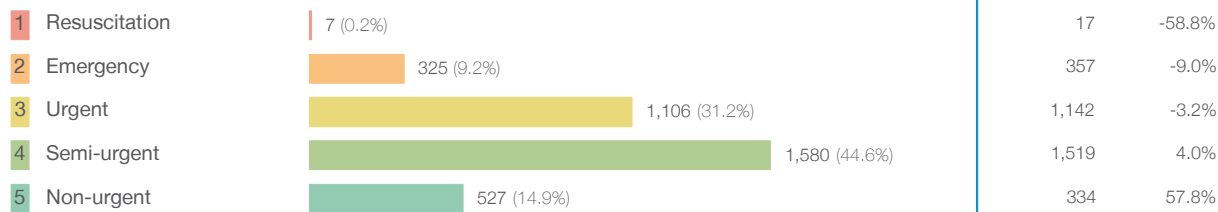
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Patients presenting to the emergency department

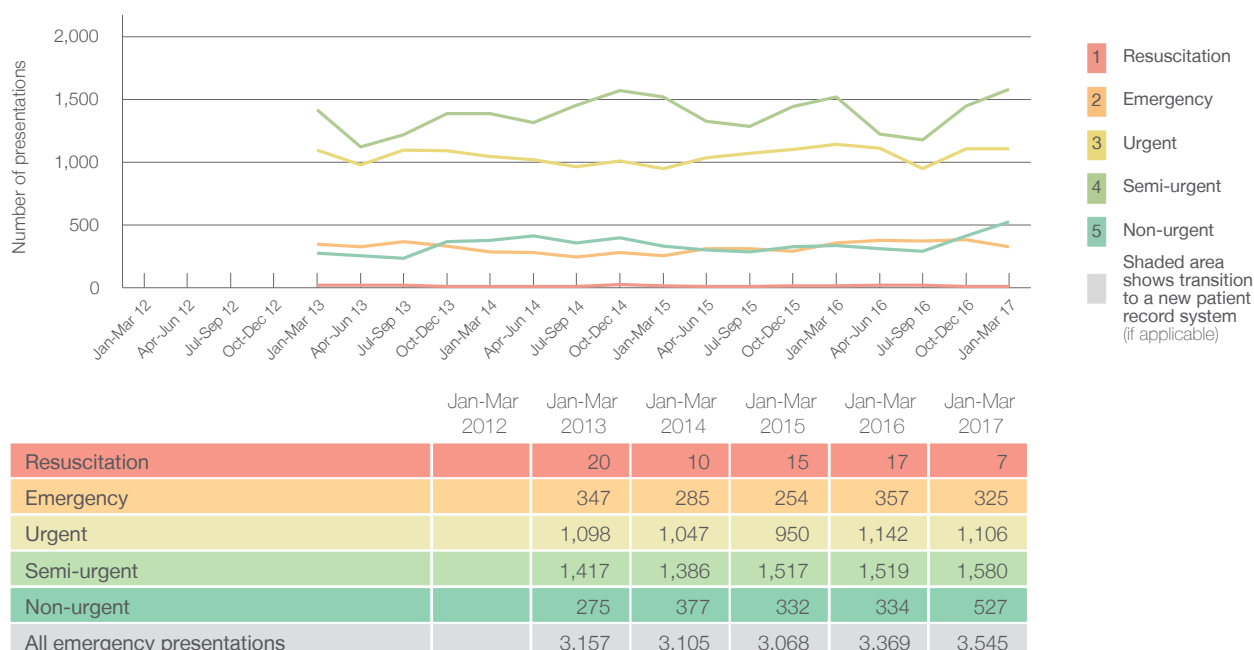
January to March 2017

All presentations:¹ 3,863 patients

Emergency presentations² by triage category: 3,545 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†§}



Macksville District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 467 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 325

Number of triage 2 patients used to calculate waiting time:³ 318

Median time to start treatment⁴

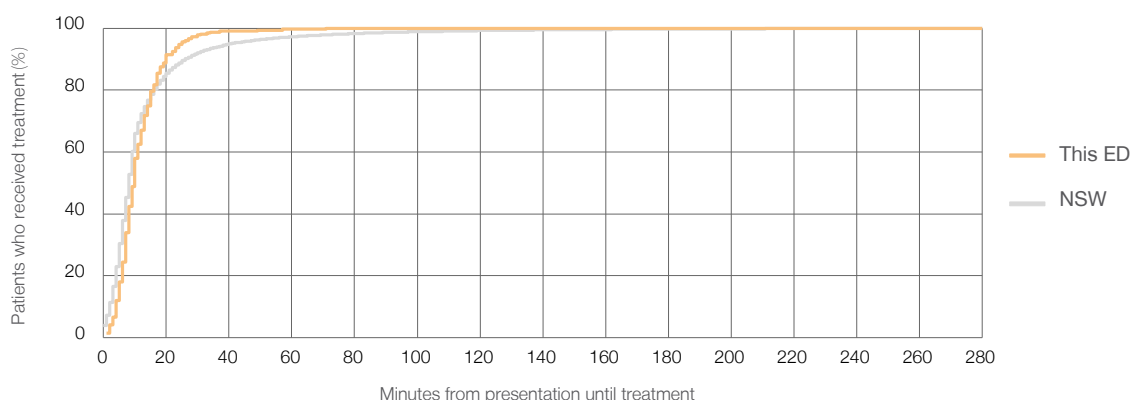
10 minutes

90th percentile time to start treatment⁵

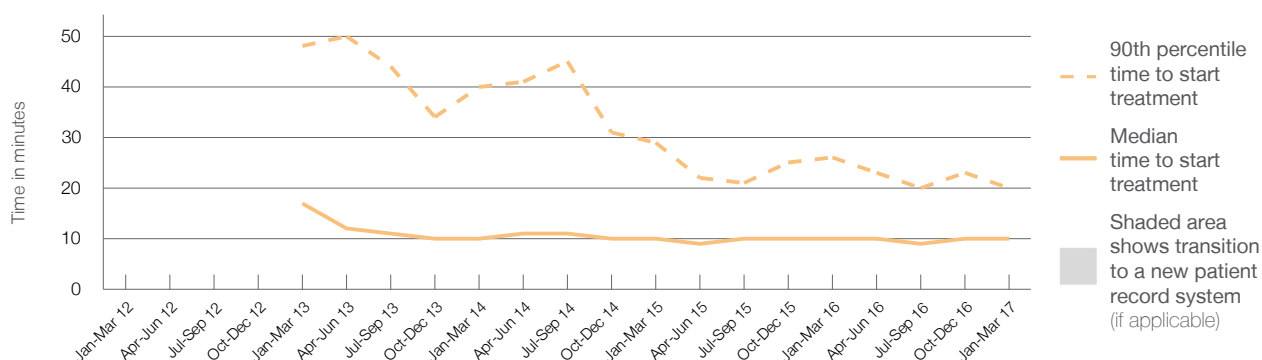
20 minutes

Same period last year	NSW (this period)
357	
349	
10 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		17	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)		48	40	29	26	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,106

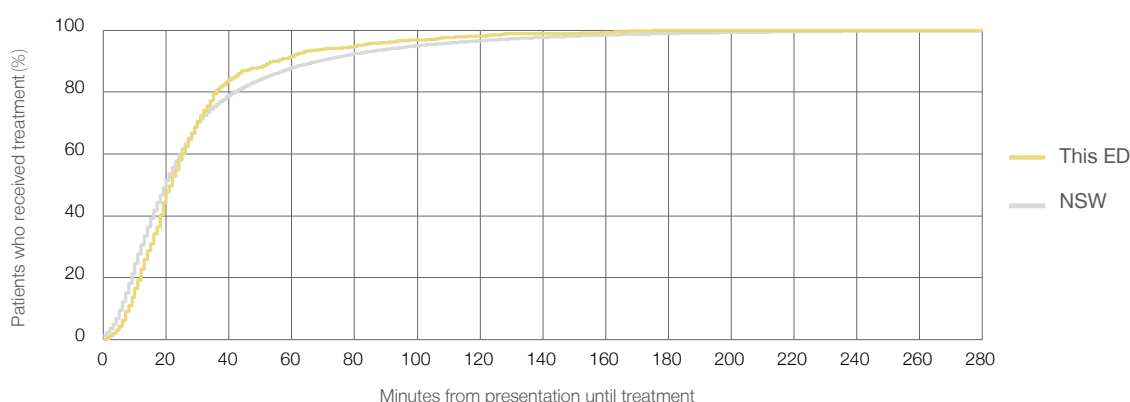
Number of triage 3 patients used to calculate waiting time:³ 1,076

Median time to start treatment⁴ 22 minutes

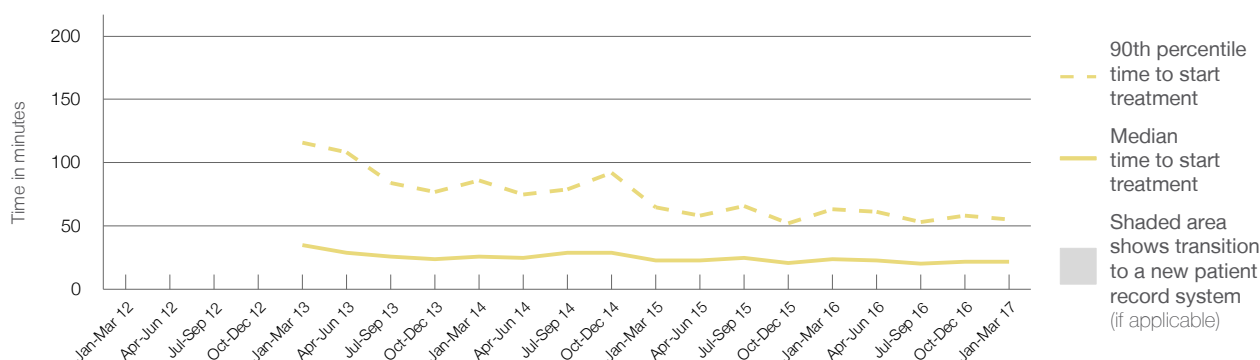
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
1,142	
1,097	
24 minutes	20 minutes
63 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		35	26	23	24	22
90th percentile time to start treatment ⁵ (minutes)		116	86	65	63	55

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,580

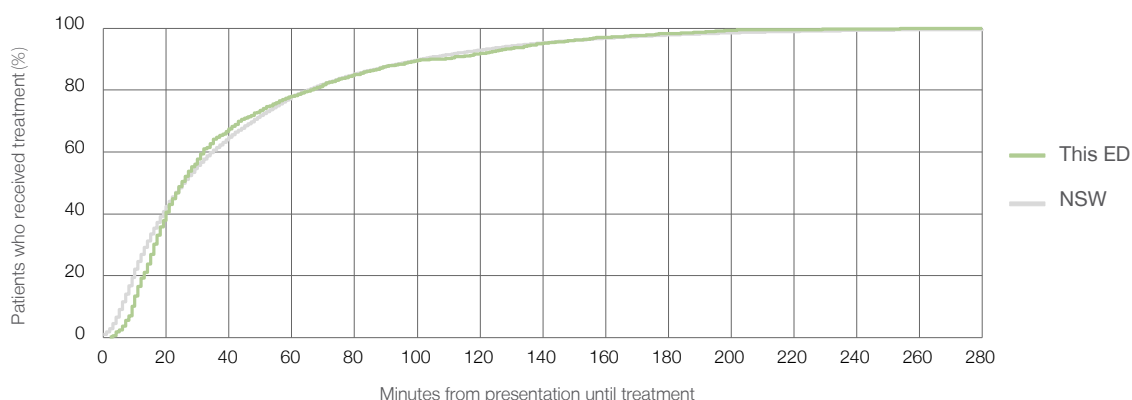
Number of triage 4 patients used to calculate waiting time:³ 1,503

Median time to start treatment⁴ 25 minutes

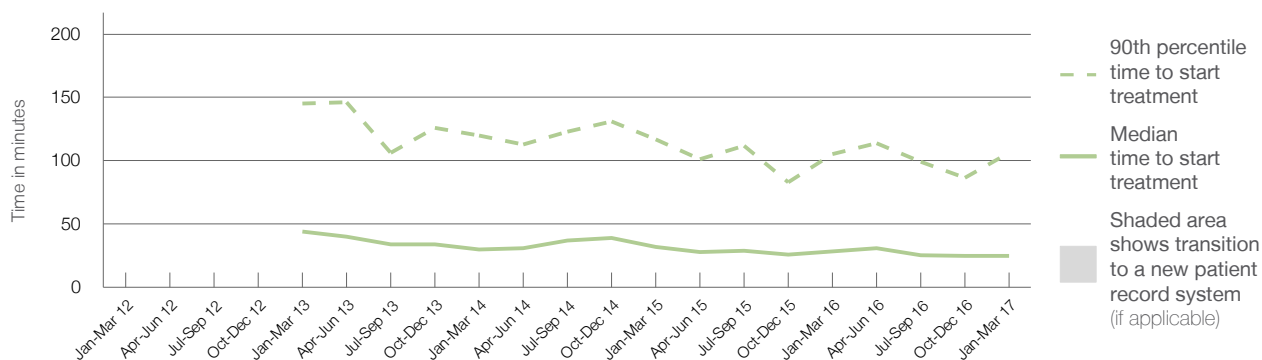
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
1,519	
1,444	
29 minutes	26 minutes
105 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		44	30	32	29	25
90th percentile time to start treatment ⁵ (minutes)		145	120	117	105	106

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 527

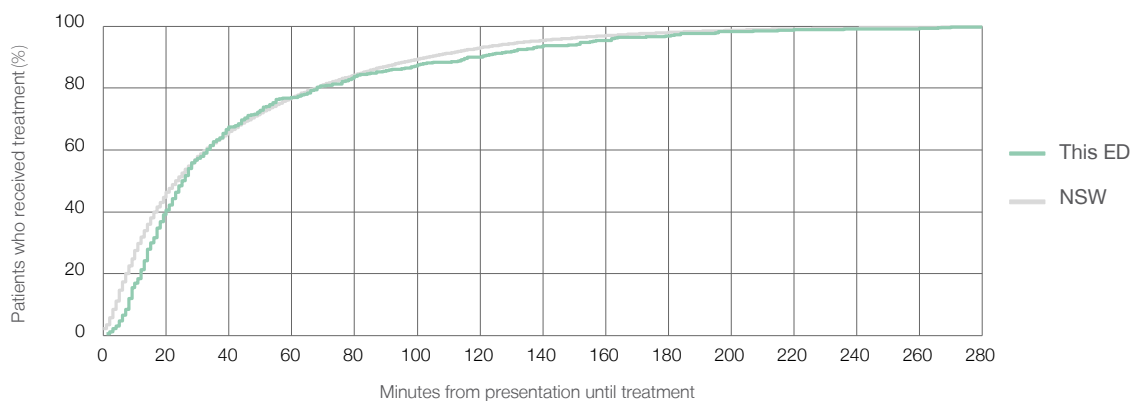
Number of triage 5 patients used to calculate waiting time:³ 492

Median time to start treatment⁴ 26 minutes

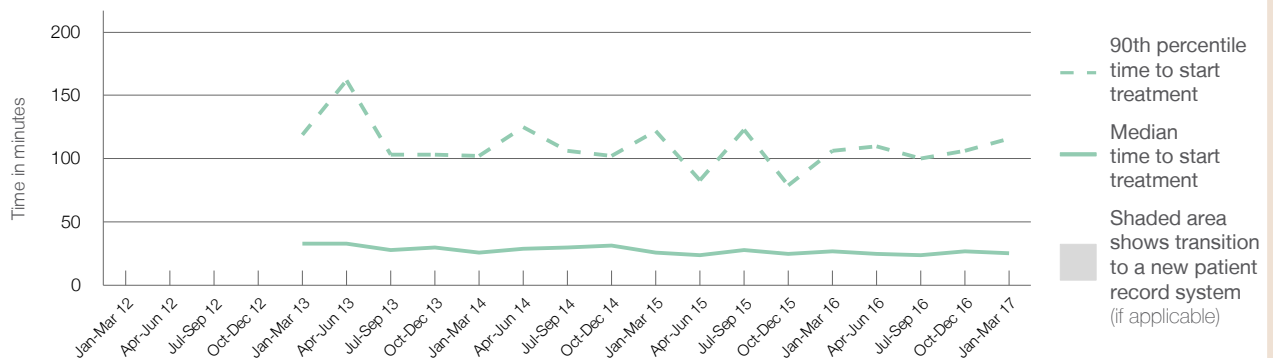
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
334	
309	
27 minutes	23 minutes
106 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		33	26	26	27	26
90th percentile time to start treatment ⁵ (minutes)		119	102	122	106	116

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,863 patients

Presentations used to calculate time to leaving the ED:⁶ 3,860 patients

Median time spent in the ED⁸

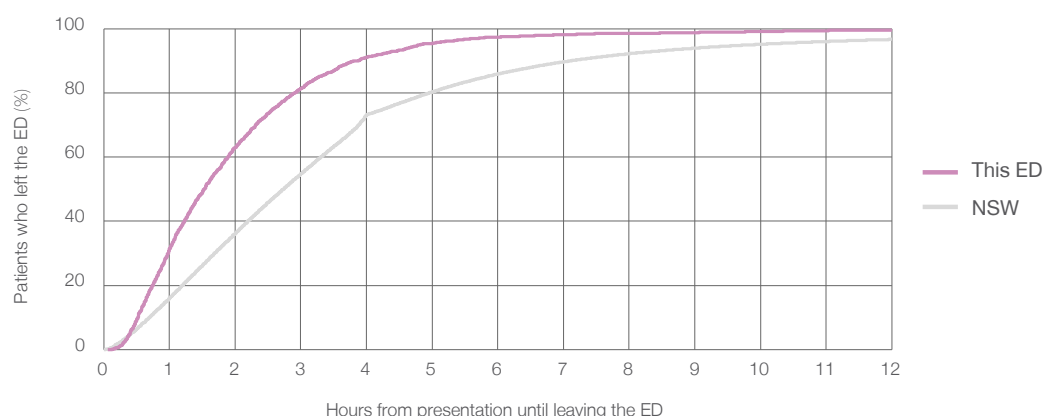
1 hours and 32 minutes

90th percentile time spent in the ED⁹

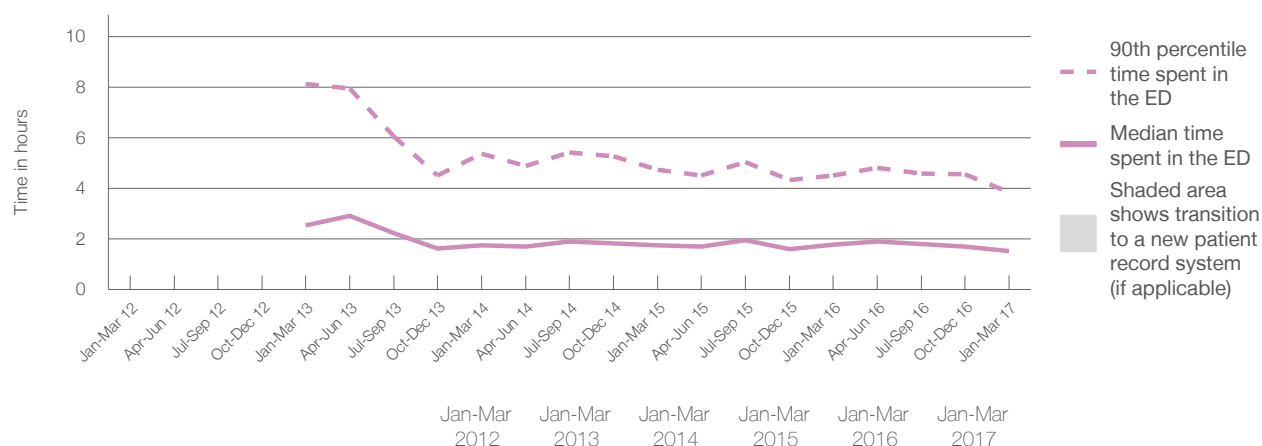
3 hours and 52 minutes

Same period last year	NSW (this period)
3,663	
3,660	
1 hours and 48 minutes	2 hours and 44 minutes
4 hours and 31 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 33m	1h 46m	1h 45m	1h 48m	1h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)		8h 7m	5h 22m	4h 44m	4h 31m	3h 52m

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Macksville District Hospital: Time patients spent in the ED

By mode of separation

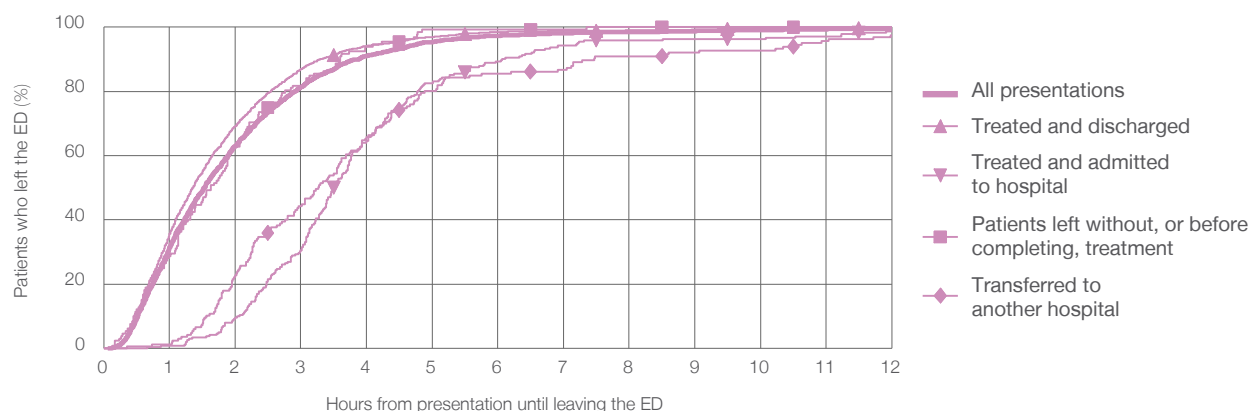
January to March 2017

All presentations:[†] 3,863 patients

Presentations used to calculate time to leaving the ED:[‡] 3,860 patients

		Same period last year	Change since one year ago
Treated and discharged	3,250 (84.1%)	2,987	8.8%
Treated and admitted to hospital	242 (6.3%)	256	-5.5%
Patient left without, or before completing, treatment	132 (3.4%)	161	-18.0%
Transferred to another hospital	167 (4.3%)	188	-11.2%
Other	72 (1.9%)	71	1.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	35.6%	69.2%	86.9%	94.2%	98.4%	99.0%	99.6%	99.8%
Treated and admitted to hospital	0.8%	9.5%	30.6%	65.7%	89.3%	95.9%	96.3%	98.8%
Patient left without, or before completing, treatment	28.8%	62.9%	81.8%	93.9%	99.2%	100%	100%	100%
Transferred to another hospital	1.2%	22.8%	44.3%	64.7%	85.6%	91.0%	92.8%	97.6%
All presentations	31.5%	63.0%	81.3%	91.1%	97.3%	98.5%	99.1%	99.6%

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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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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 3,863 patients

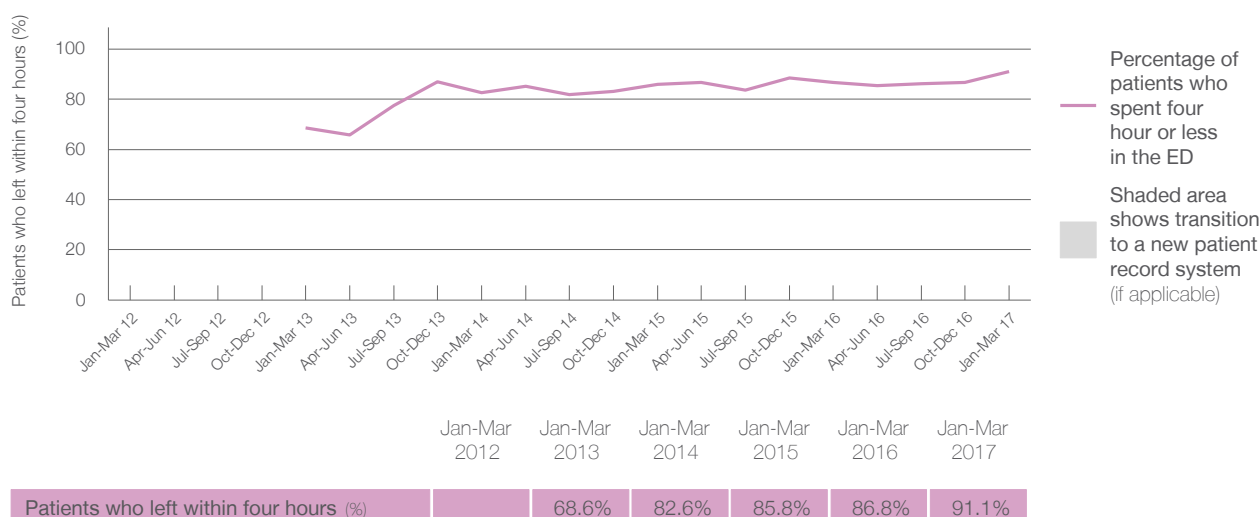
Presentations used to calculate time to leaving the ED:⁶ 3,860 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,663	5.5%
3,660	5.5%
86.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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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 - 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,135 patients

Emergency presentations:² 2,918 patients

Same period last year	Change since one year ago
3,134	0.0%
2,971	-1.8%

Maclean District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 363 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,006 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,345 patients

Median time to start treatment⁴ 36 minutes

90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 198 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
351	
14 minutes	8 minutes
39 minutes	26 minutes
1,179	
26 minutes	20 minutes
77 minutes	69 minutes
1,250	
32 minutes	26 minutes
105 minutes	101 minutes
181	
27 minutes	23 minutes
115 minutes	104 minutes

Maclean District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,134 patients

Percentage of patients who spent four hours or less in the ED 81.2%

Same period last year	Change since one year ago
3,131	0.1%
82.2%	

* 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*.
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5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

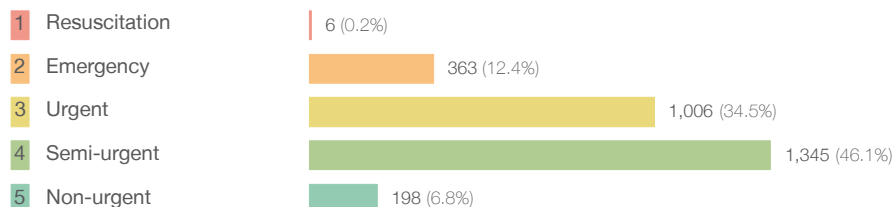
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Patients presenting to the emergency department

January to March 2017

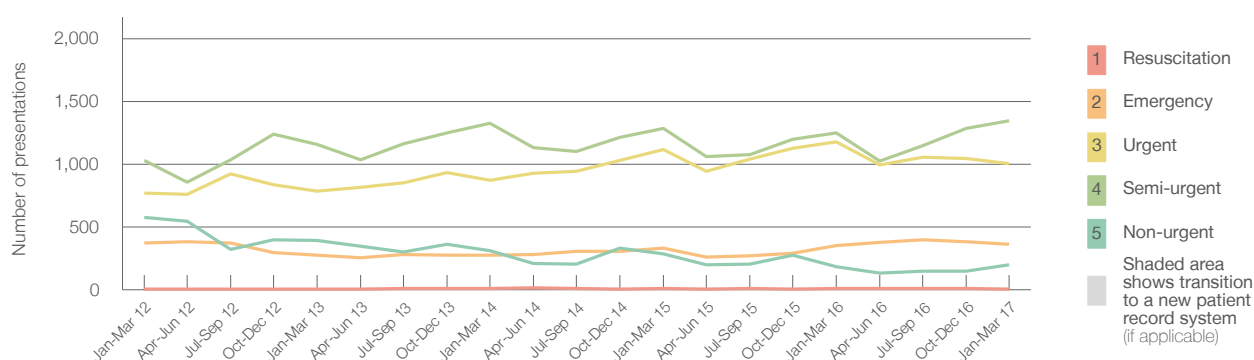
All presentations:¹ 3,135 patients

Emergency presentations² by triage category: 2,918 patients



Same period last year	Change since one year ago
3,134	0.0%
2,971	-1.8%
10	-40.0%
351	3.4%
1,179	-14.7%
1,250	7.6%
181	9.4%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	5	< 5	12	12	10	6
Emergency	374	278	275	329	351	363
Urgent	769	787	870	1,117	1,179	1,006
Semi-urgent	1,030	1,157	1,323	1,283	1,250	1,345
Non-urgent	578	392	312	287	181	198
All emergency presentations	2,756	2,614	2,792	3,028	2,971	2,918

Maclean District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 383 patients

ED Transfer of care time



Same period last year	Change since one year ago
373	
13 minutes	-2 minutes
36 minutes	-8 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 363

Number of triage 2 patients used to calculate waiting time:³ 363

Median time to start treatment⁴

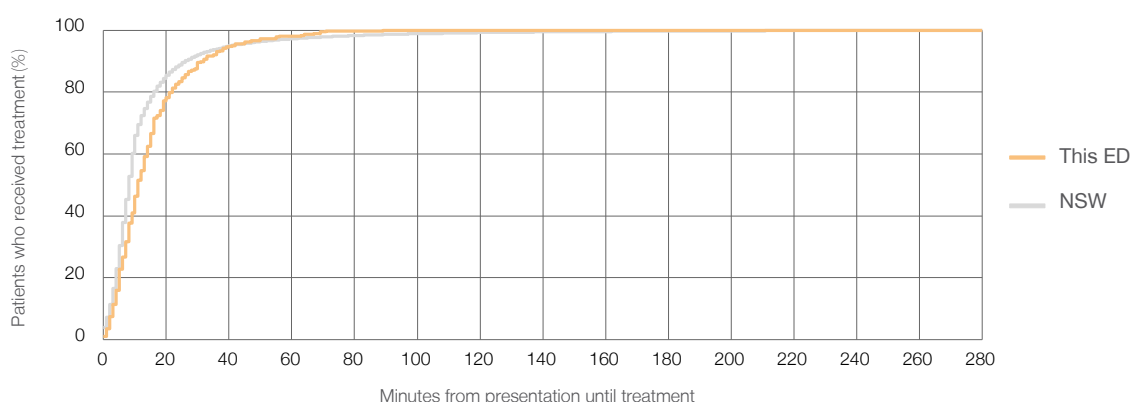
11 minutes

90th percentile time to start treatment⁵

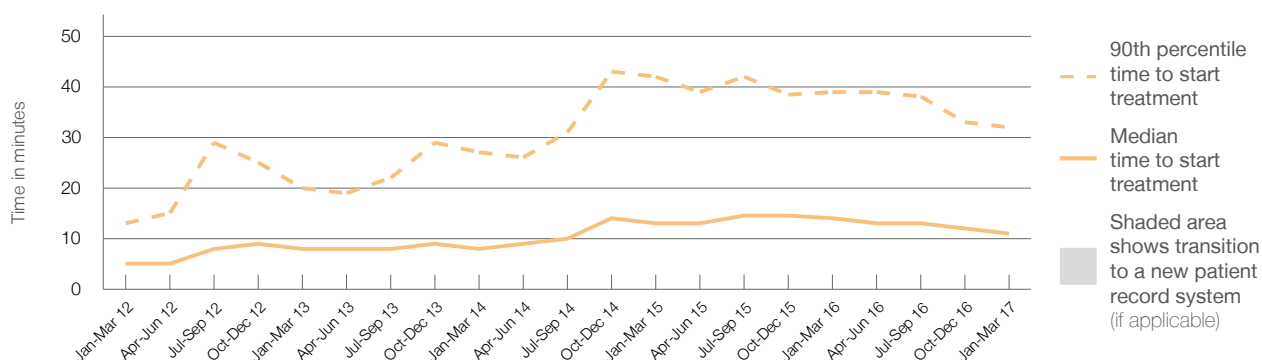
32 minutes

Same period last year	NSW (this period)
351	
351	
14 minutes	8 minutes
39 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	8	8	13	14	11
90th percentile time to start treatment ⁵ (minutes)	13	20	27	42	39	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,006

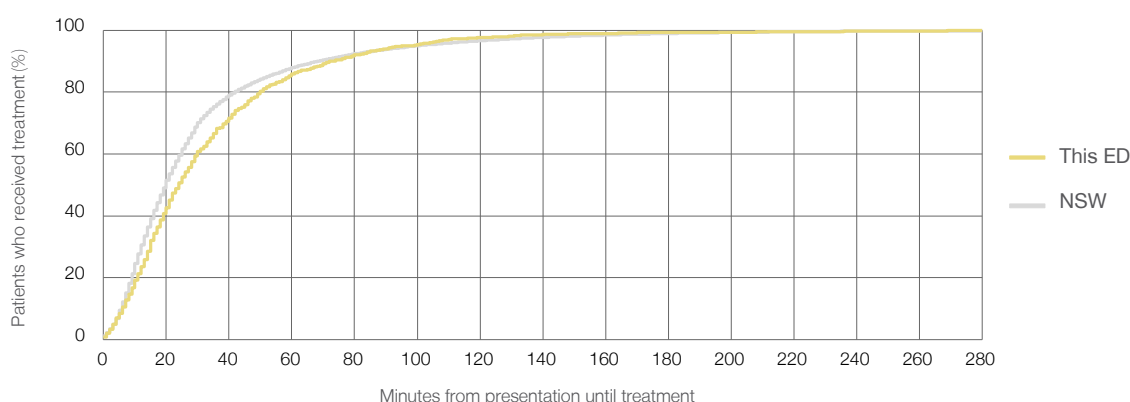
Number of triage 3 patients used to calculate waiting time:³ 991

Median time to start treatment⁴ 24 minutes

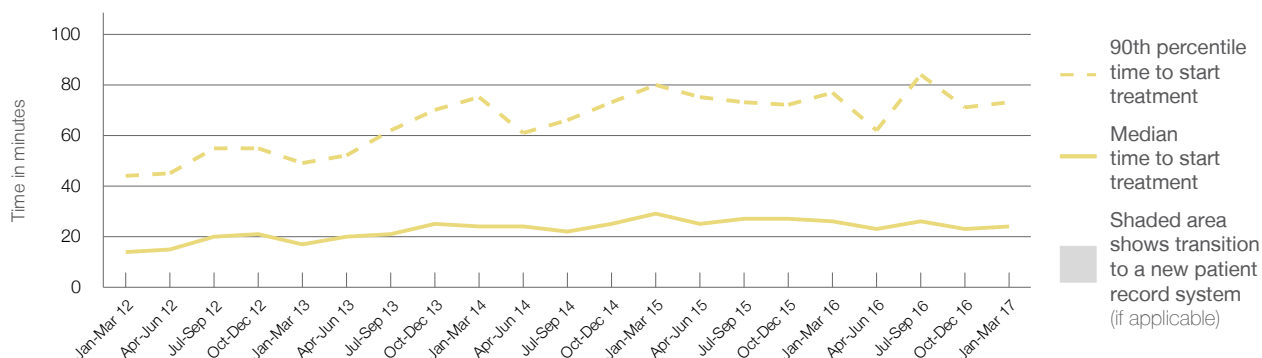
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
1,179	
1,140	
26 minutes	20 minutes
77 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	14	17	24	29	26	24
90th percentile time to start treatment ⁵ (minutes)	44	49	75	80	77	73

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,345

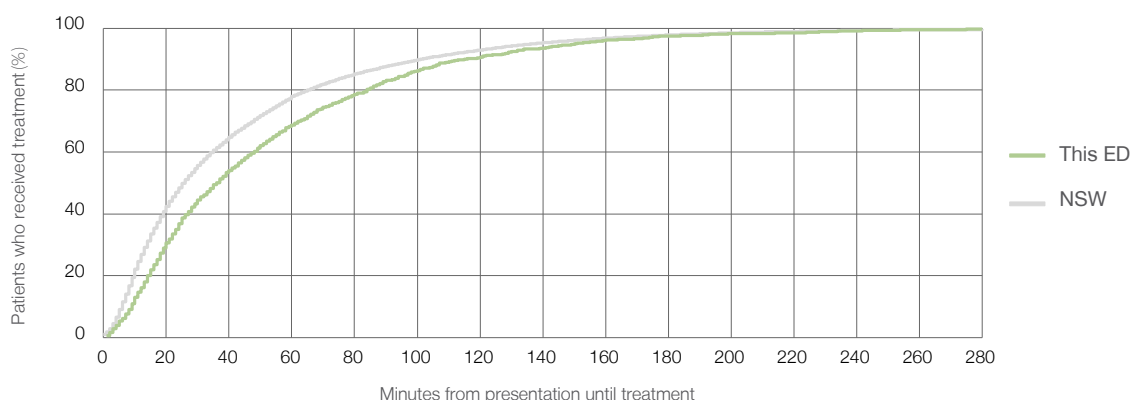
Number of triage 4 patients used to calculate waiting time:³ 1,238

Median time to start treatment⁴ 36 minutes

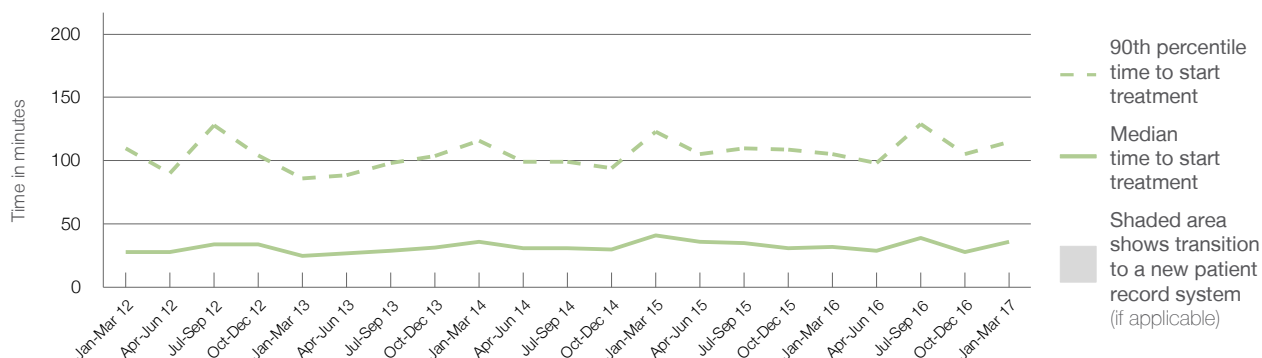
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,250	
1,131	
32 minutes	26 minutes
105 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	25	36	41	32	36
90th percentile time to start treatment ⁵ (minutes)	110	86	116	123	105	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 198

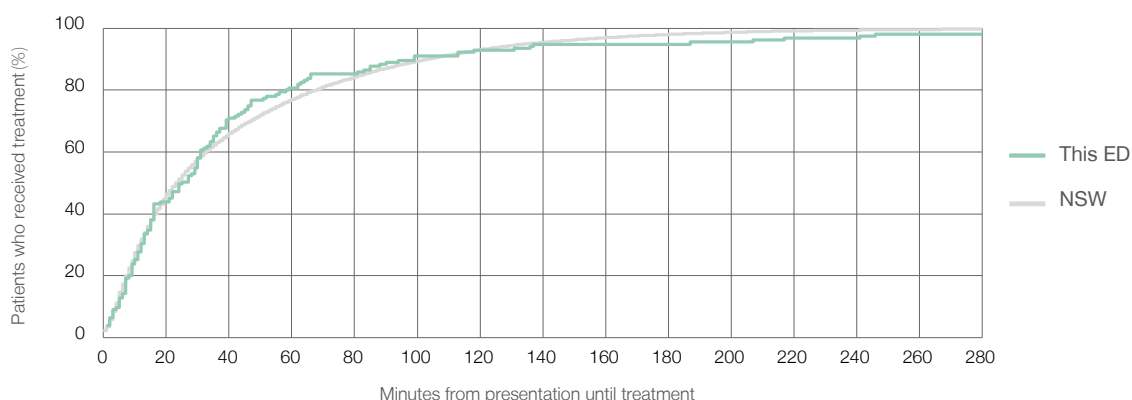
Number of triage 5 patients used to calculate waiting time:³ 155

Median time to start treatment⁴ 25 minutes

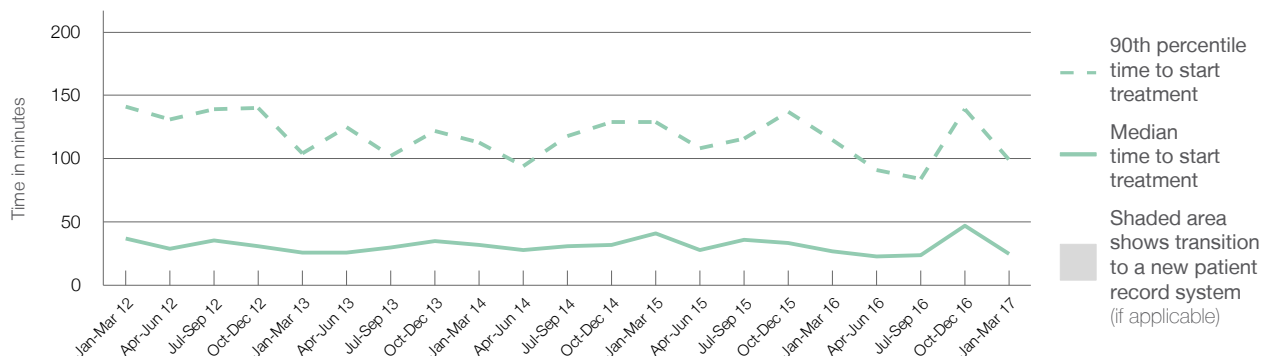
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
181	
146	
27 minutes	23 minutes
115 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	37	26	32	41	27	25
90th percentile time to start treatment ⁵ (minutes)	141	104	113	129	115	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,135 patients

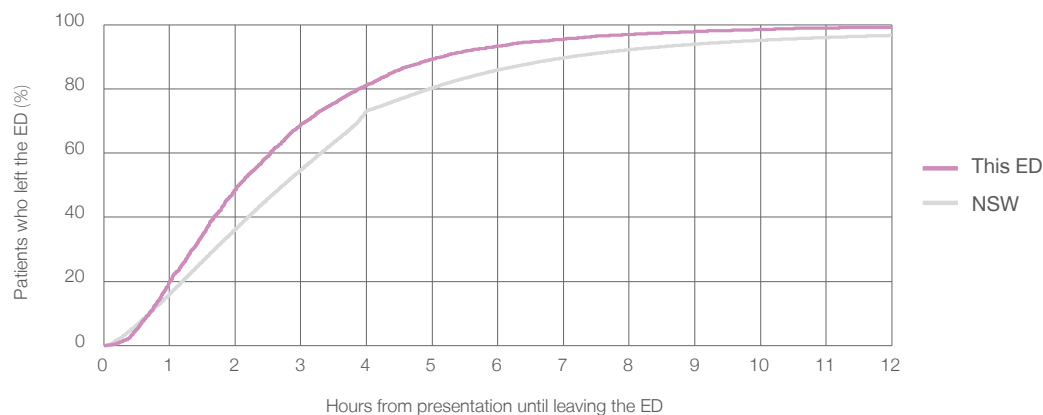
Presentations used to calculate time to leaving the ED:⁶ 3,134 patients

Median time spent in the ED⁸ 2 hours and 4 minutes

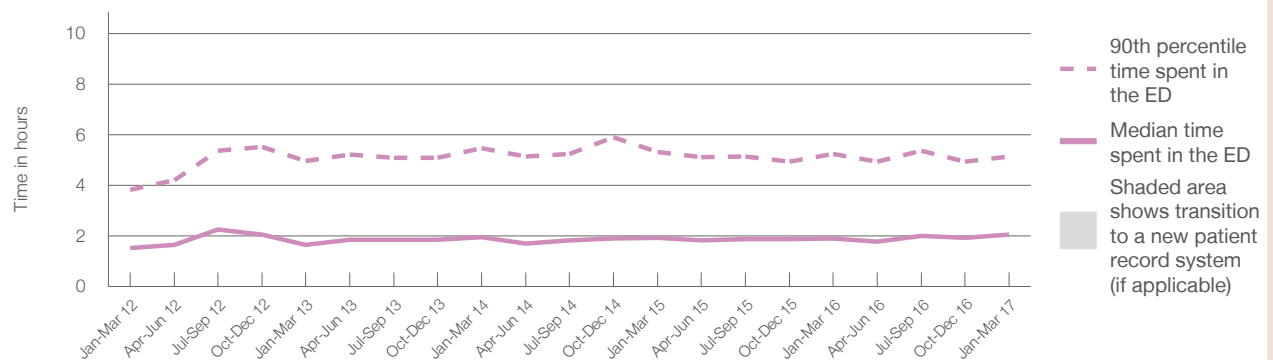
90th percentile time spent in the ED⁹ 5 hours and 9 minutes

Same period last year	NSW (this period)
3,134	
3,131	
1 hours and 54 minutes	2 hours and 44 minutes
5 hours and 15 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 31m	1h 40m	1h 57m	1h 56m	1h 54m	2h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 50m	4h 58m	5h 28m	5h 19m	5h 15m	5h 9m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients spent in the ED

By mode of separation

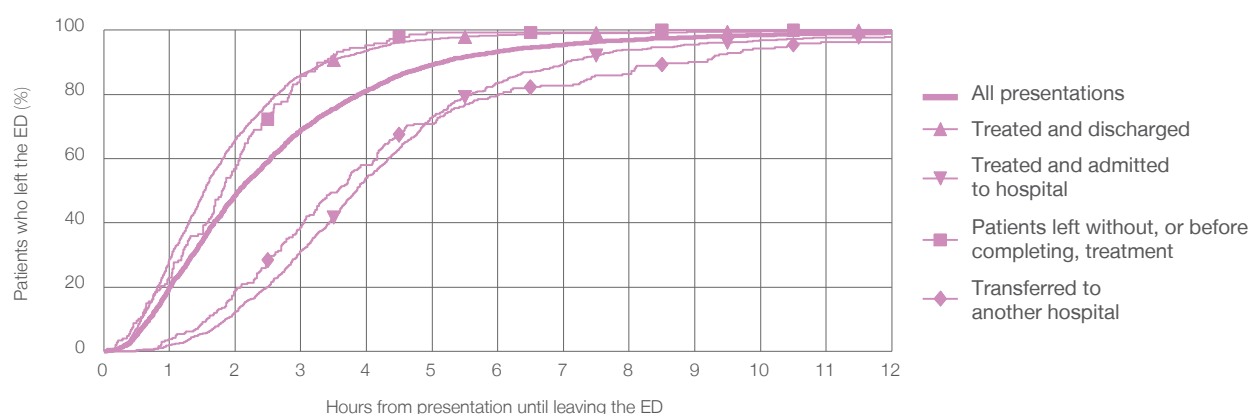
January to March 2017

All presentations:¹ 3,135 patients

Presentations used to calculate time to leaving the ED:⁶ 3,134 patients

		Same period last year	Change since one year ago
		3,131	0.1%
Treated and discharged	1,972 (62.9%)	1,989	-0.9%
Treated and admitted to hospital	768 (24.5%)	750	2.4%
Patient left without, or before completing, treatment	148 (4.7%)	174	-14.9%
Transferred to another hospital	243 (7.8%)	210	15.7%
Other	4 (0.1%)	11	-63.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	28.7%	65.9%	86.1%	93.6%	98.4%	99.2%	99.6%	100%
Treated and admitted to hospital	2.0%	12.2%	31.3%	54.0%	83.6%	93.9%	97.0%	97.9%
Patient left without, or before completing, treatment	23.0%	56.8%	85.8%	95.3%	99.3%	99.3%	100%	100%
Transferred to another hospital	3.7%	18.9%	38.7%	58.0%	79.8%	86.4%	94.2%	96.3%
All presentations	19.9%	48.7%	68.9%	81.2%	93.4%	96.9%	98.6%	99.2%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 3,135 patients

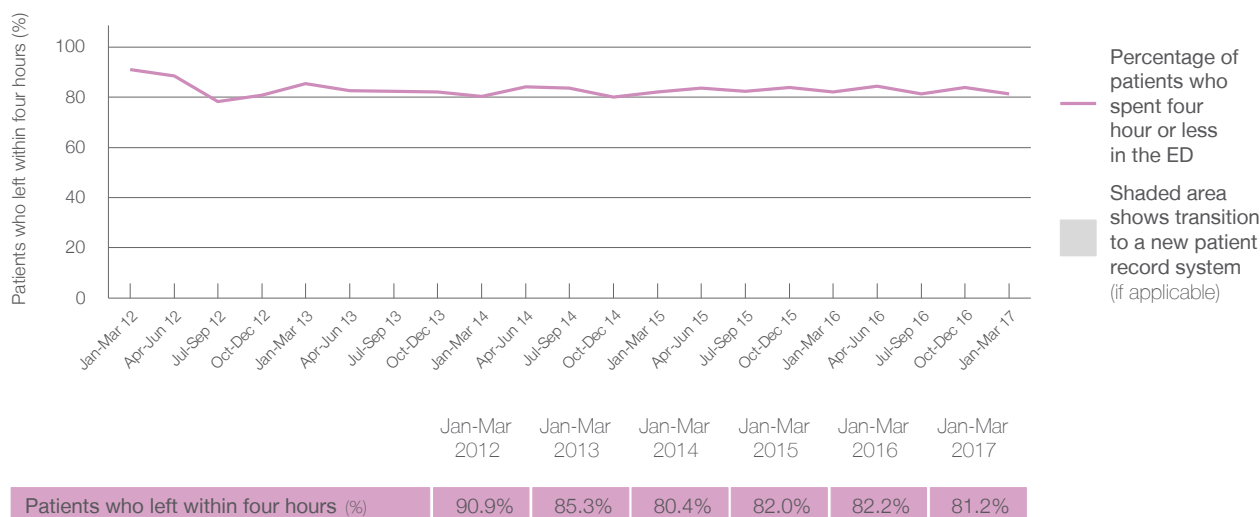
Presentations used to calculate time to leaving the ED:⁶ 3,134 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,134	0.0%
3,131	0.1%
82.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,978 patients

Emergency presentations:² 3,853 patients

Same period last year	Change since one year ago
4,292	-7.3%
4,170	-7.6%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 246 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,245 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,039 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 306 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
205	
9 minutes	8 minutes
25 minutes	26 minutes
1,215	
22 minutes	20 minutes
61 minutes	69 minutes
2,398	
27 minutes	26 minutes
74 minutes	101 minutes
339	
28 minutes	23 minutes
82 minutes	104 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,978 patients

Percentage of patients who spent four hours or less in the ED 85.6%

Same period last year	Change since one year ago
4,292	-7.3%
89.5%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

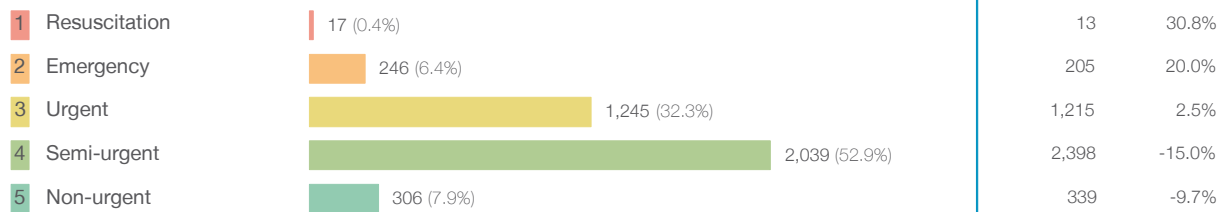
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Patients presenting to the emergency department

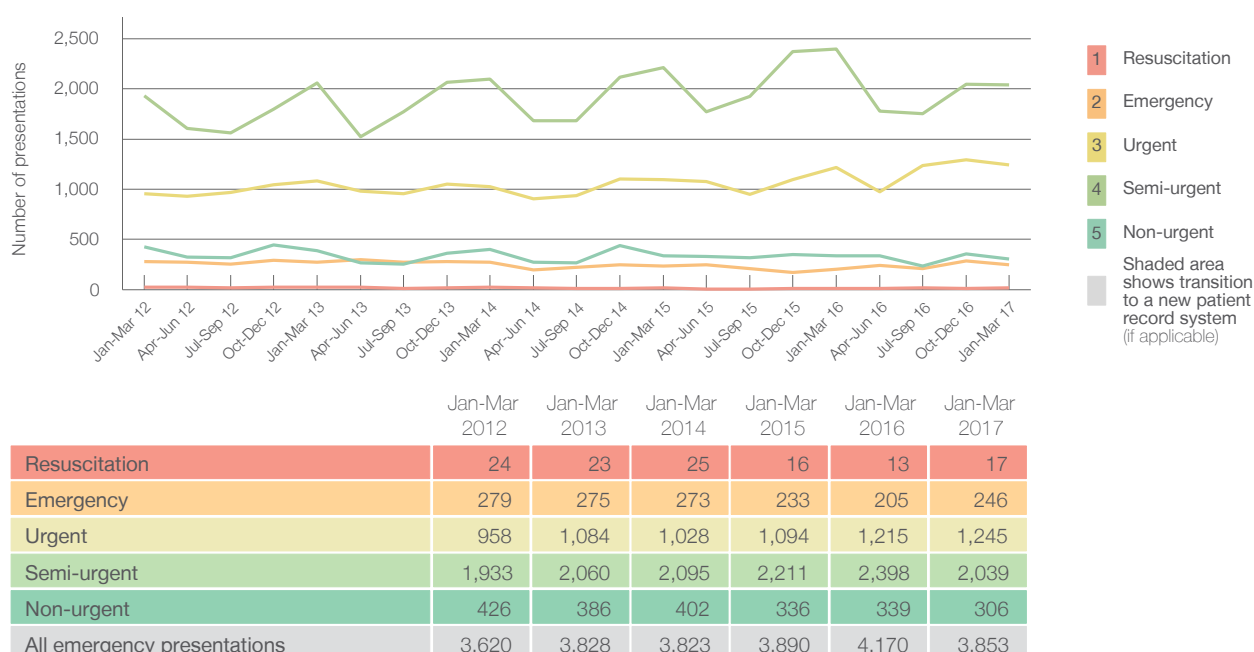
January to March 2017

All presentations:¹ 3,978 patients

Emergency presentations² by triage category: 3,853 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Milton and Ulladulla Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 408 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 246

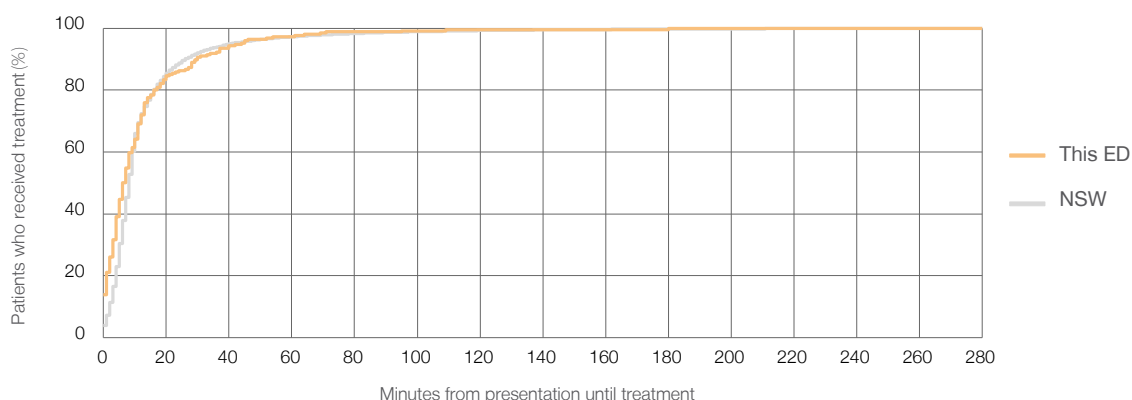
Number of triage 2 patients used to calculate waiting time:³ 246

Median time to start treatment⁴ 7 minutes

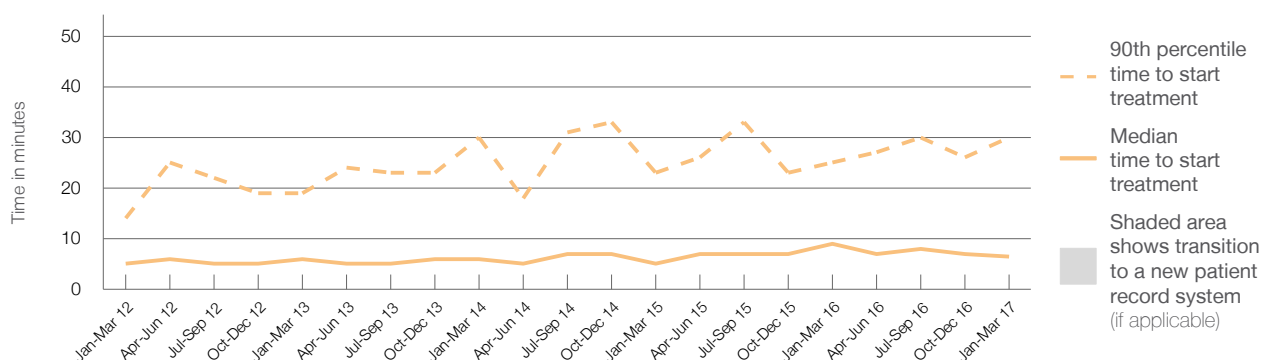
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
205	
205	
9 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	6	6	5	9	7
90th percentile time to start treatment ⁵ (minutes)	14	19	30	23	25	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,245

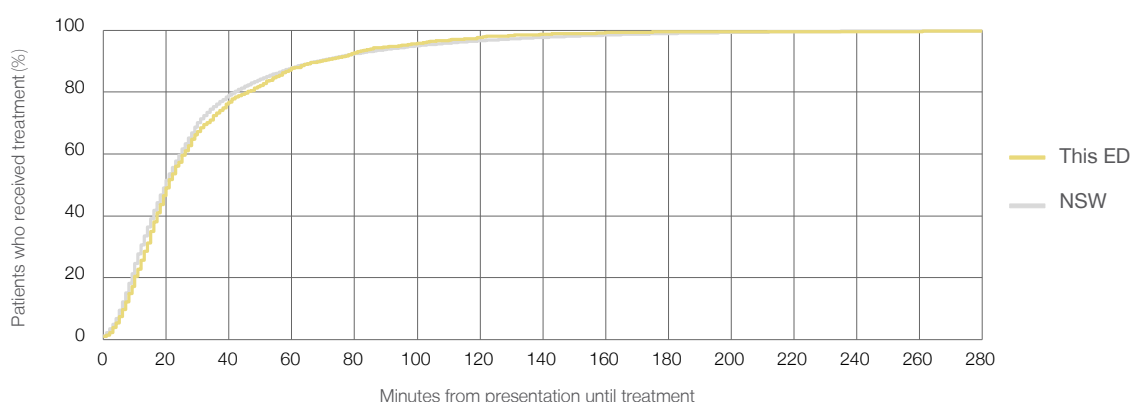
Number of triage 3 patients used to calculate waiting time:³ 1,235

Median time to start treatment⁴ 21 minutes

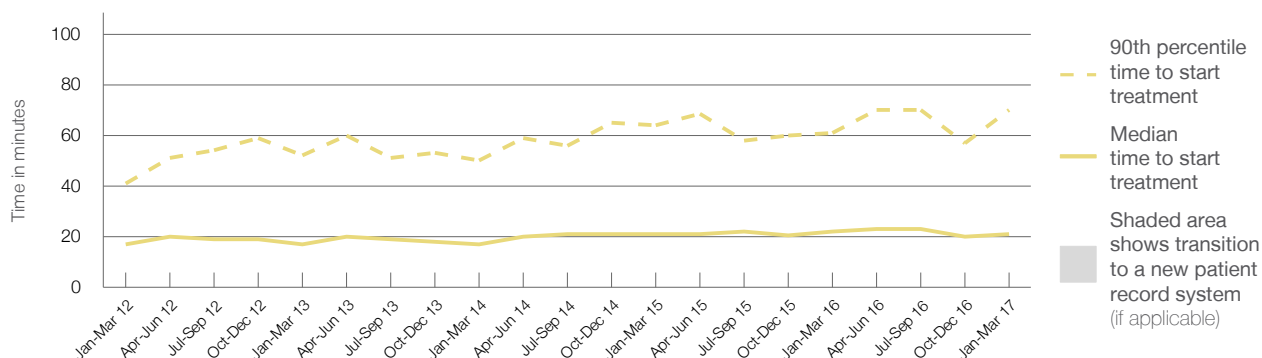
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
1,215	
1,208	
22 minutes	20 minutes
61 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	17	17	17	21	22	21
90th percentile time to start treatment ⁵ (minutes)	41	52	50	64	61	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,039

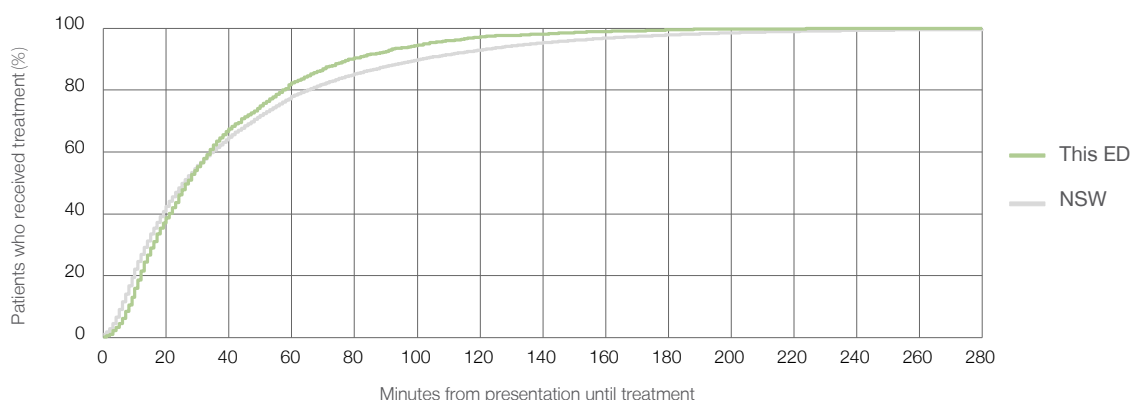
Number of triage 4 patients used to calculate waiting time:³ 1,994

Median time to start treatment⁴ 27 minutes

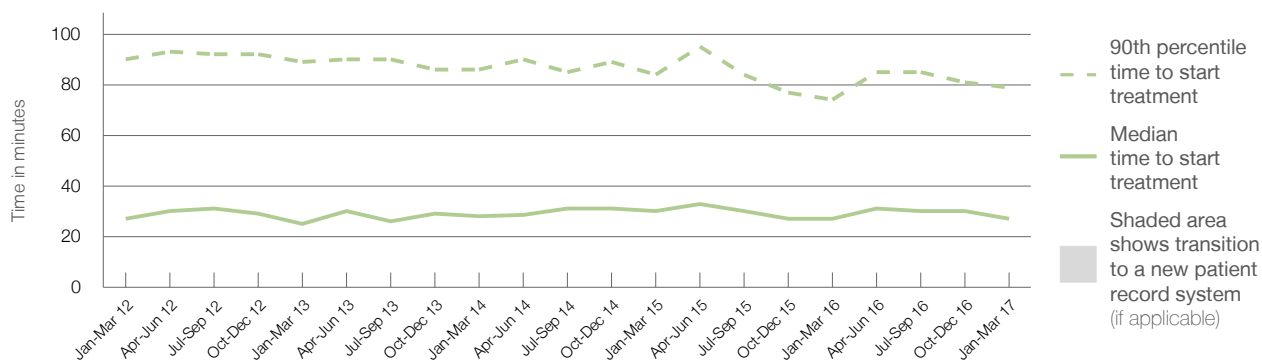
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
2,398	
2,361	
27 minutes	26 minutes
74 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	25	28	30	27	27
90th percentile time to start treatment ⁵ (minutes)	90	89	86	84	74	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 306

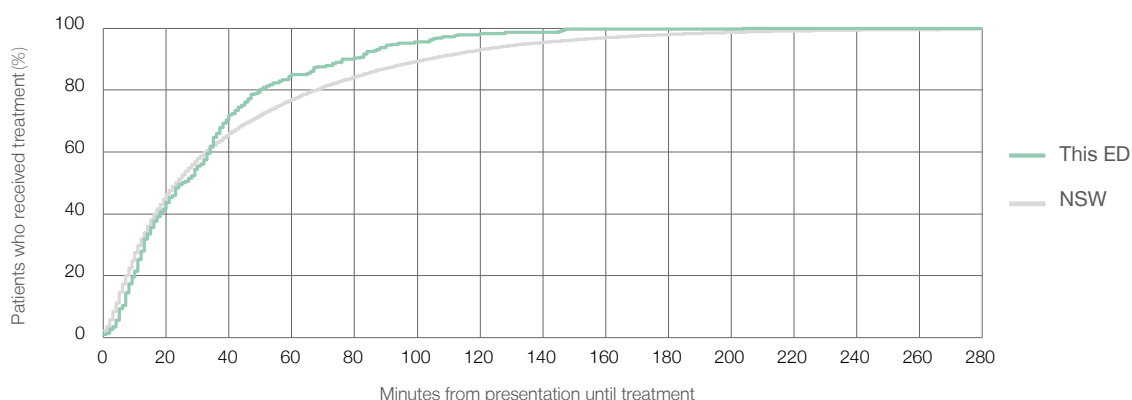
Number of triage 5 patients used to calculate waiting time:³ 289

Median time to start treatment⁴ 25 minutes

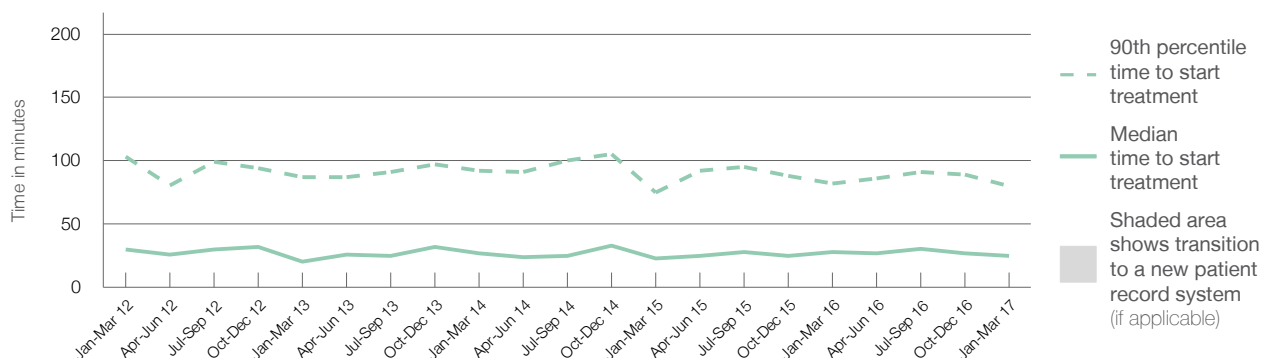
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
339	
322	
28 minutes	23 minutes
82 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	20	27	23	28	25
90th percentile time to start treatment ⁵ (minutes)	103	87	92	75	82	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,978 patients

Presentations used to calculate time to leaving the ED:⁶ 3,978 patients

Median time spent in the ED⁸

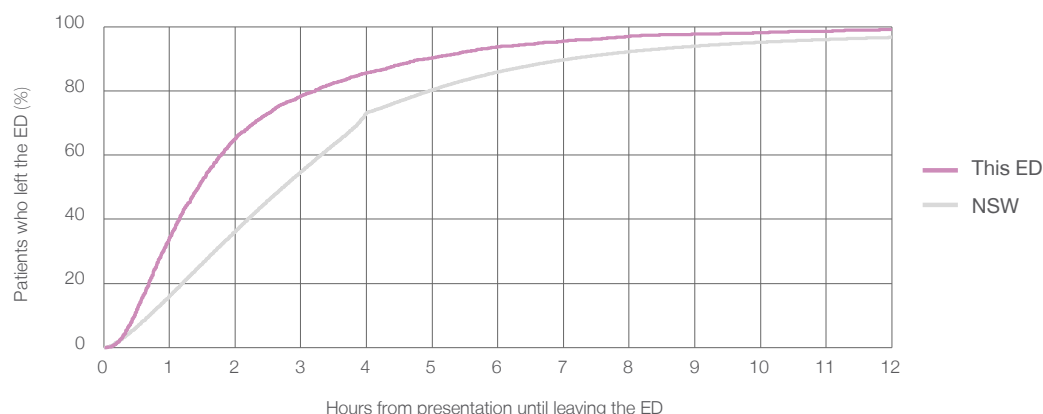
1 hours and 27 minutes

90th percentile time spent in the ED⁹

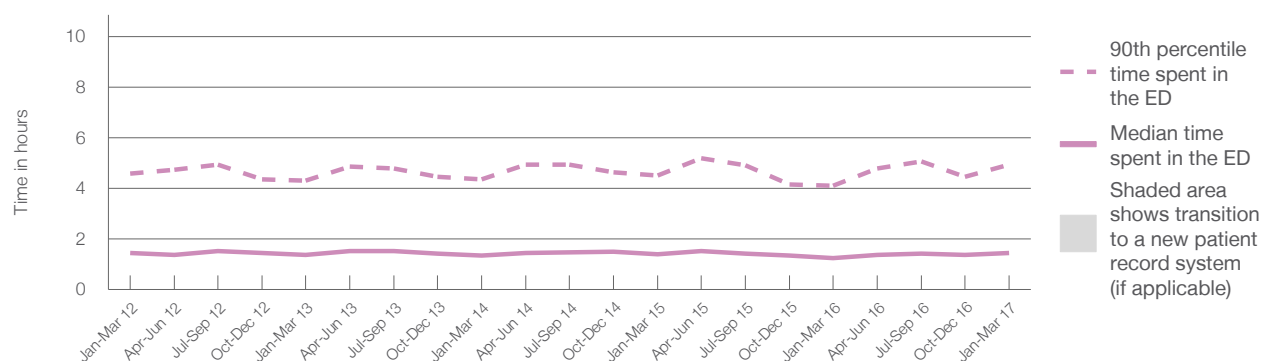
4 hours and 56 minutes

Same period last year	NSW (this period)
4,292	
4,292	
1 hours and 15 minutes	2 hours and 44 minutes
4 hours and 7 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 27m	1h 23m	1h 21m	1h 24m	1h 15m	1h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 35m	4h 19m	4h 21m	4h 30m	4h 7m	4h 56m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

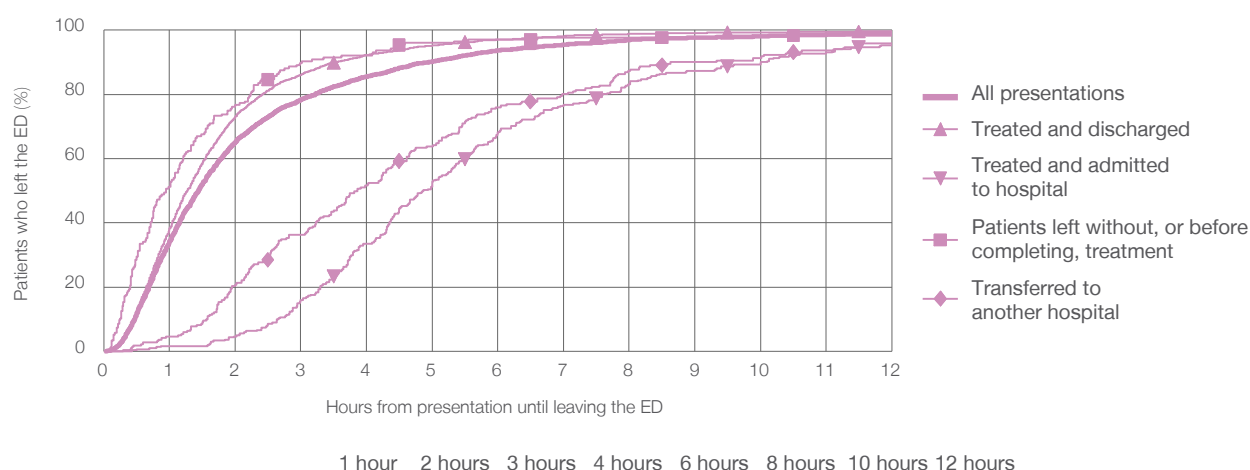
January to March 2017

All presentations:[†] 3,978 patients

Presentations used to calculate time to leaving the ED:[‡] 3,978 patients

		Same period last year	Change since one year ago
Treated and discharged	3,270 (82.2%)	4,292	-7.3%
Treated and admitted to hospital	301 (7.6%)	315	-4.4%
Patient left without, or before completing, treatment	176 (4.4%)	182	-3.3%
Transferred to another hospital	221 (5.6%)	184	20.1%
Other	10 (0.3%)	4	150.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	38.2%	73.1%	86.2%	92.3%	97.0%	98.8%	99.3%	99.6%
Treated and admitted to hospital	1.7%	4.7%	15.9%	33.6%	68.1%	83.1%	90.0%	95.3%
Patient left without, or before completing, treatment	51.1%	76.7%	89.8%	92.0%	97.2%	97.7%	98.3%	98.3%
Transferred to another hospital	4.5%	20.8%	36.2%	51.6%	76.0%	87.3%	91.4%	95.9%
All presentations	34.2%	65.2%	78.3%	85.6%	93.7%	96.9%	98.1%	99.0%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 3,978 patients

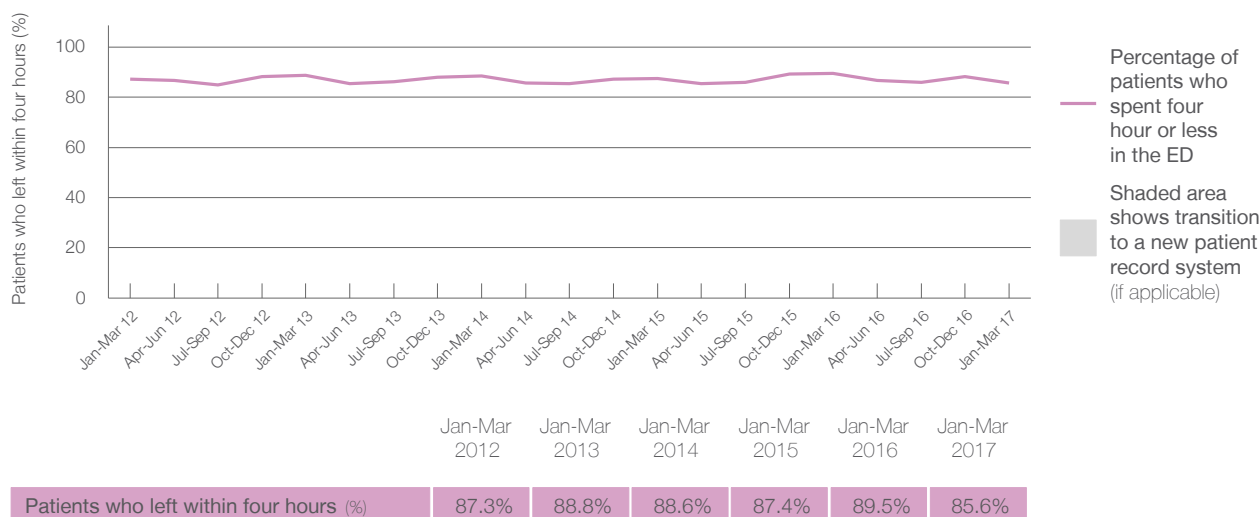
Presentations used to calculate time to leaving the ED:⁶ 3,978 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,292	-7.3%
4,292	-7.3%
89.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 1,968 patients

Emergency presentations:² 1,807 patients

Same period last year	Change since one year ago
1,999	-1.6%
1,785	1.2%

Moree District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 172 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 612 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 897 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 126 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
167	
3 minutes	8 minutes
21 minutes	26 minutes
477	
7 minutes	20 minutes
36 minutes	69 minutes
1,049	
7 minutes	26 minutes
50 minutes	101 minutes
84	
9 minutes	23 minutes
*	104 minutes

Moree District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 1,968 patients

Percentage of patients who spent four hours or less in the ED 86.2%

Same period last year	Change since one year ago
1,999	-1.6%
88.2%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

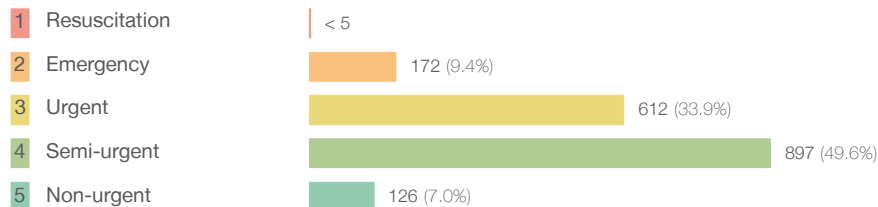
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Patients presenting to the emergency department

January to March 2017

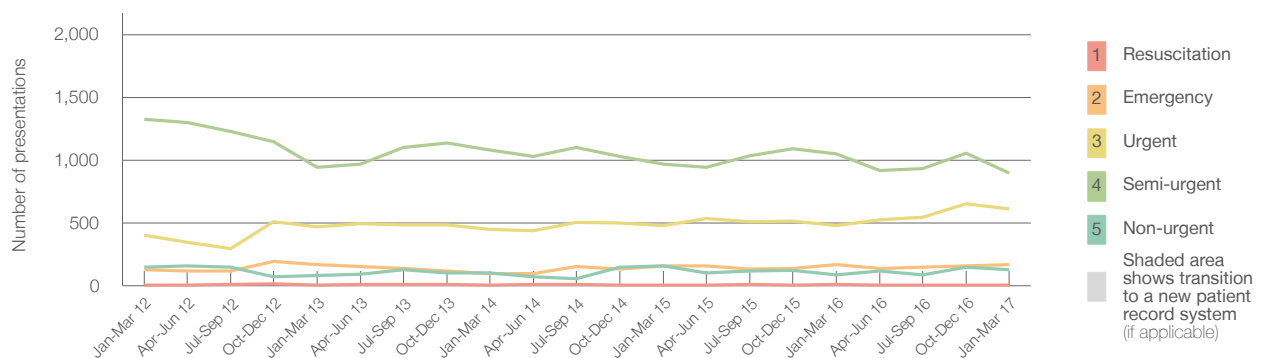
All presentations:¹ 1,968 patients

Emergency presentations² by triage category: 1,807 patients



Same period last year	Change since one year ago
1,999	-1.6%
1,785	1.2%
8	*
167	1.2%
477	28.3%
1,049	-14.5%
84	50.0%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	< 5	6	< 5	< 5	8	< 5
Emergency	131	166	100	159	167	172
Urgent	400	471	448	480	477	612
Semi-urgent	1,326	941	1,080	966	1,049	897
Non-urgent	147	83	100	155	84	126
All emergency presentations	2,004	1,667	1,728	1,760	1,785	1,807

Moree District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 182 patients

ED Transfer of care time

Median time: 2 minutes

90th percentile time: 13 minutes

Same period last year	Change since one year ago
222	
4 minutes	-2 minutes
17 minutes	-4 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 172

Number of triage 2 patients used to calculate waiting time:³ 168

Median time to start treatment⁴

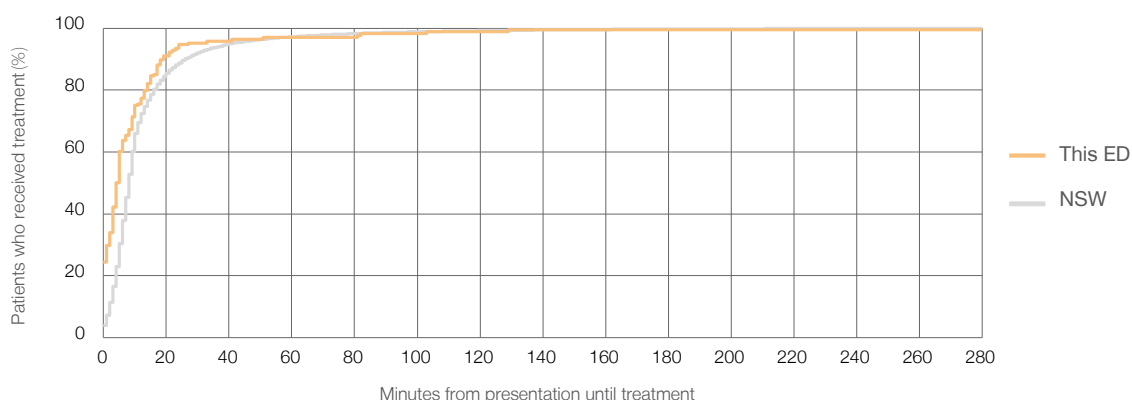
5 minutes

90th percentile time to start treatment⁵

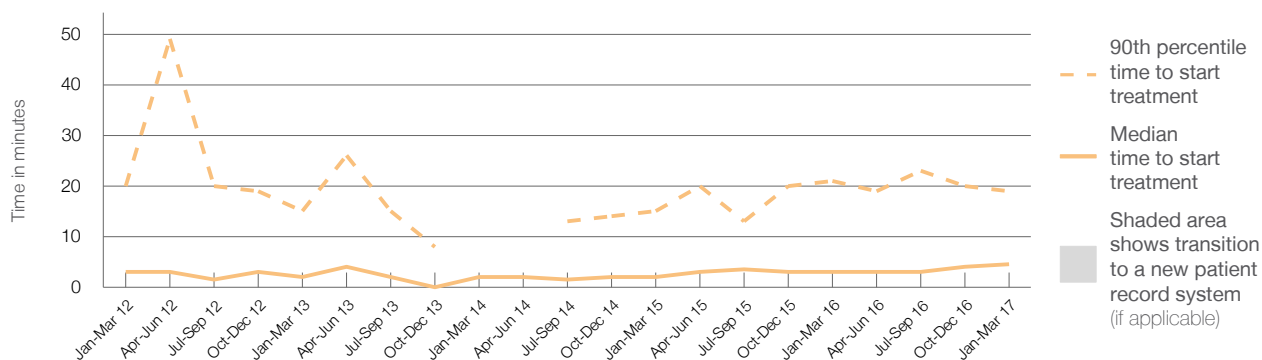
19 minutes

Same period last year	NSW (this period)
167	
165	
3 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	3	2	2	2	3	5
90th percentile time to start treatment ⁵ (minutes)	20	15	*	15	21	19

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 612

Number of triage 3 patients used to calculate waiting time:³ 591

Median time to start treatment⁴

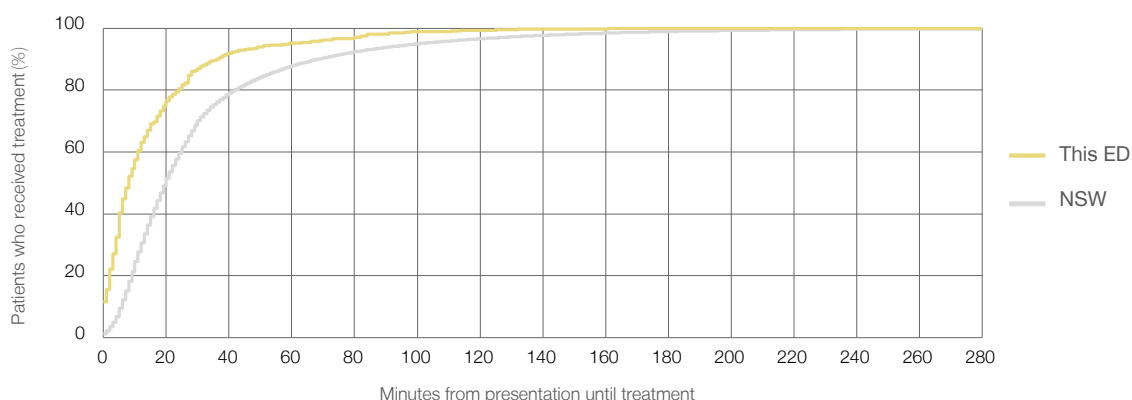
8 minutes

90th percentile time to start treatment⁵

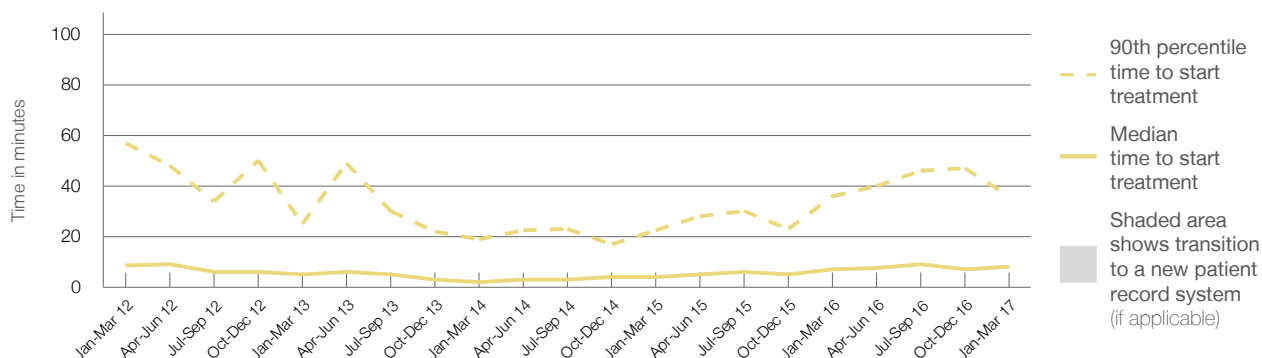
36 minutes

Same period last year	NSW (this period)
477	
458	
7 minutes	20 minutes
36 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	5	2	4	7	8
90th percentile time to start treatment ⁵ (minutes)	57	25	19	23	36	36

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 897

Number of triage 4 patients used to calculate waiting time:³ 838

Median time to start treatment⁴

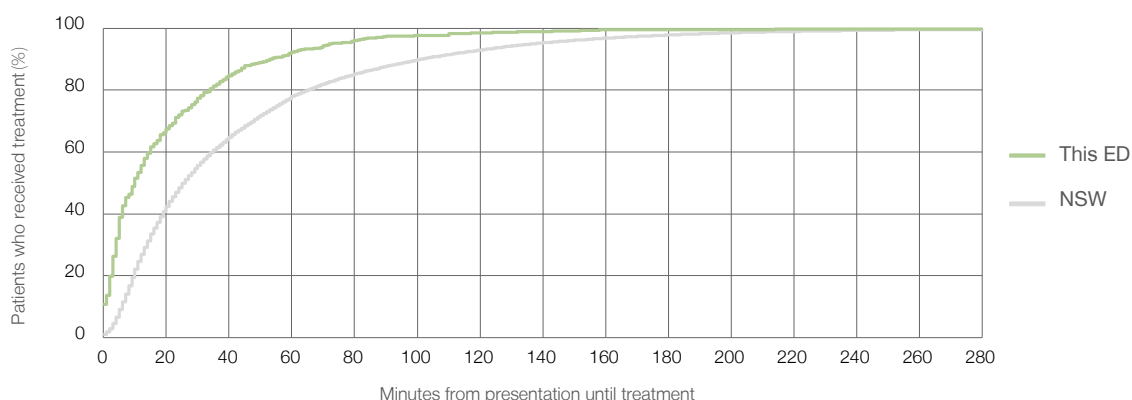
10 minutes

90th percentile time to start treatment⁵

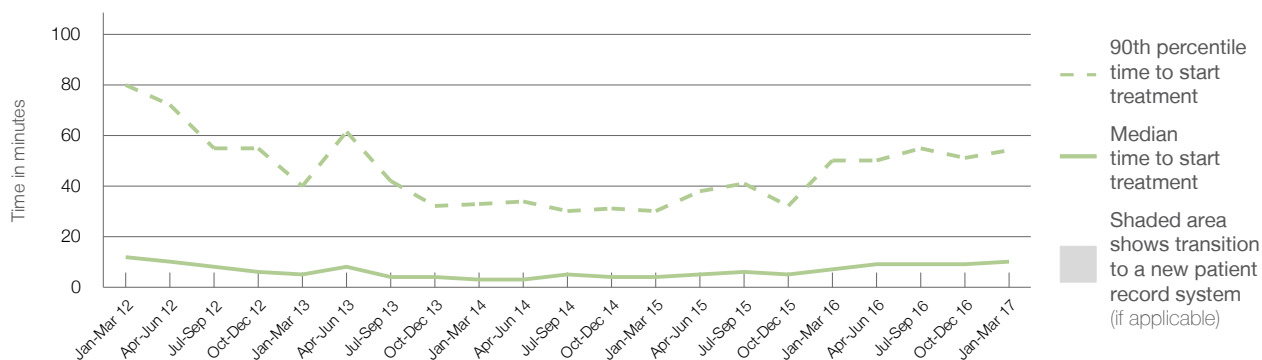
54 minutes

Same period last year	NSW (this period)
1,049	
944	
7 minutes	26 minutes
50 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	12	5	3	4	7	10
90th percentile time to start treatment ⁵ (minutes)	80	40	33	30	50	54

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 126

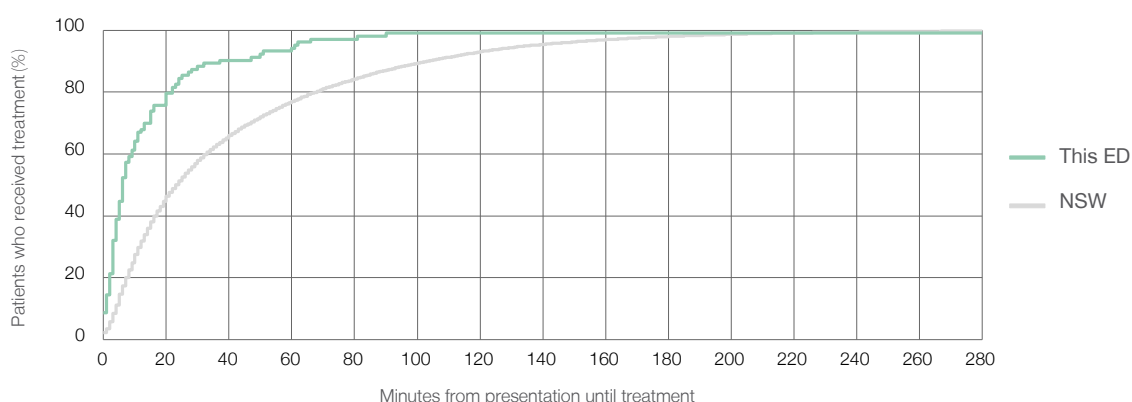
Number of triage 5 patients used to calculate waiting time:³ 103

Median time to start treatment⁴ 6 minutes

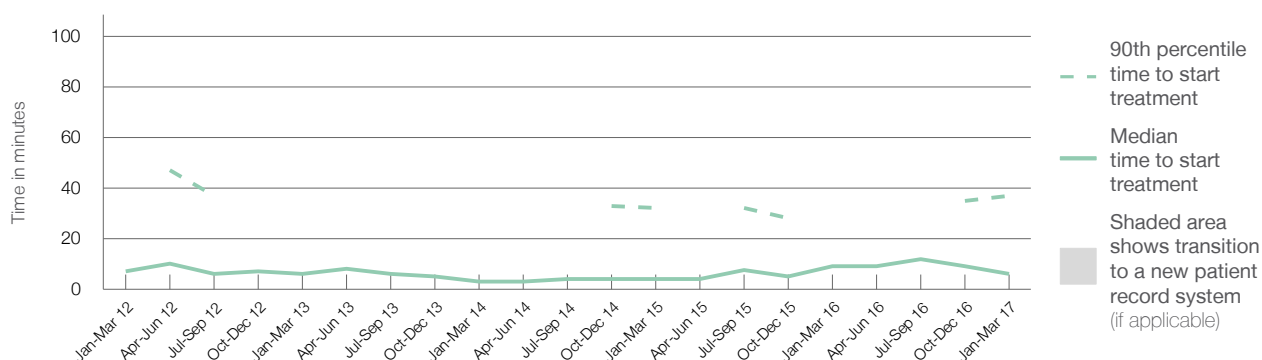
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
84	
71	
9 minutes	23 minutes
*	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	6	3	4	9	6
90th percentile time to start treatment ⁵ (minutes)	*	*	*	32	*	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 1,968 patients

Presentations used to calculate time to leaving the ED:⁶ 1,968 patients

Median time spent in the ED⁸

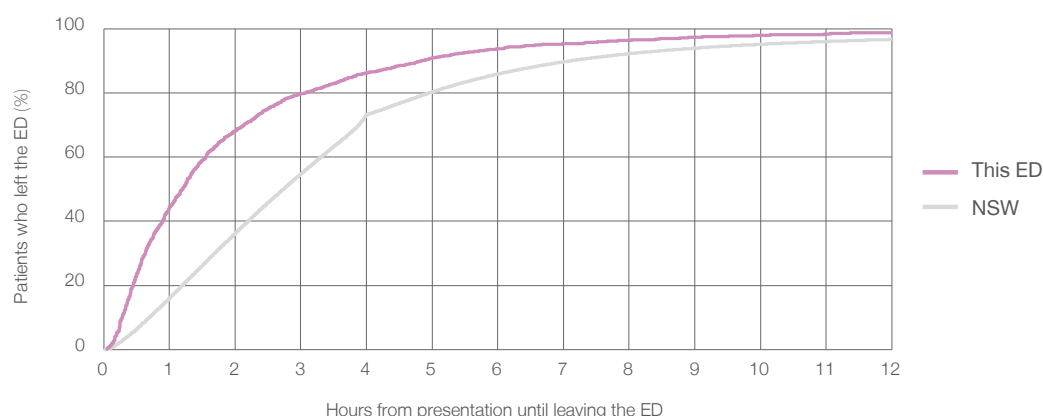
1 hours and 12 minutes

90th percentile time spent in the ED⁹

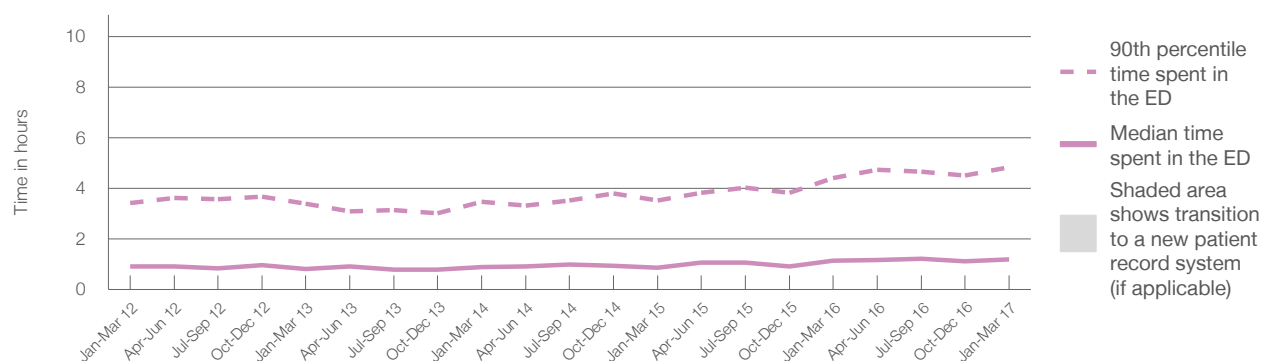
4 hours and 51 minutes

Same period last year	NSW (this period)
1,999	
1,999	
1 hours and 9 minutes	2 hours and 44 minutes
4 hours and 24 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	0h 55m	0h 49m	0h 54m	0h 53m	1h 9m	1h 12m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 26m	3h 24m	3h 29m	3h 32m	4h 24m	4h 51m

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Moree District Hospital: Time patients spent in the ED

By mode of separation

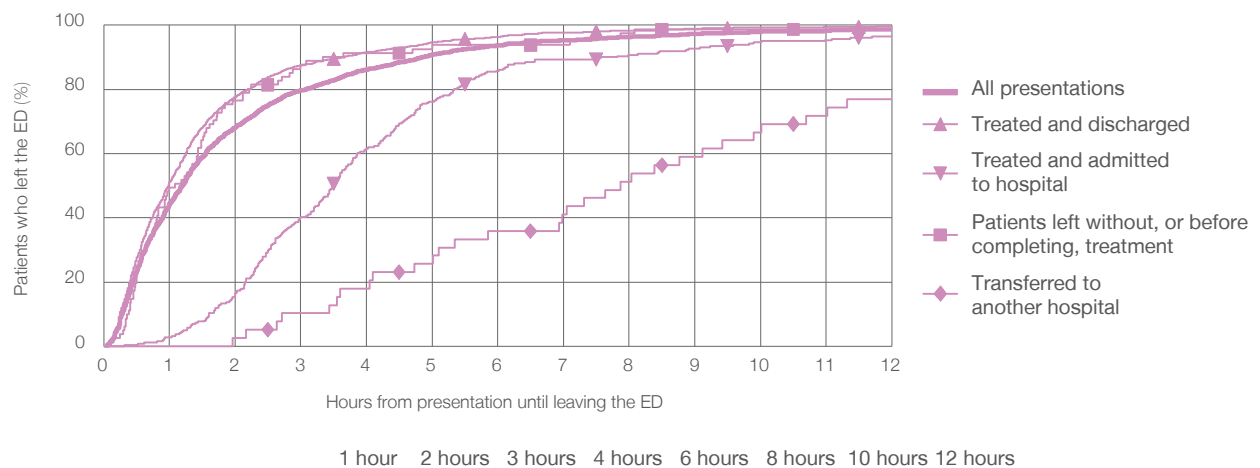
January to March 2017

All presentations:[†] 1,968 patients

Presentations used to calculate time to leaving the ED:[‡] 1,968 patients

		Same period last year	Change since one year ago
Treated and discharged	1,524 (77.4%)	1,551	-1.7%
Treated and admitted to hospital	261 (13.3%)	256	2.0%
Patient left without, or before completing, treatment	81 (4.1%)	86	-5.8%
Transferred to another hospital	39 (2.0%)	34	14.7%
Other	63 (3.2%)	72	-12.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	51.3%	77.6%	87.5%	91.6%	96.4%	98.4%	99.2%	99.6%
Treated and admitted to hospital	2.7%	16.5%	40.2%	61.7%	85.8%	90.8%	94.6%	96.6%
Patient left without, or before completing, treatment	49.4%	76.5%	87.7%	91.4%	93.8%	97.5%	98.8%	98.8%
Transferred to another hospital	0%	2.6%	10.3%	17.9%	35.9%	51.3%	66.7%	76.9%
All presentations	44.5%	68.2%	79.8%	86.2%	93.6%	96.4%	97.9%	98.7%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 1,968 patients

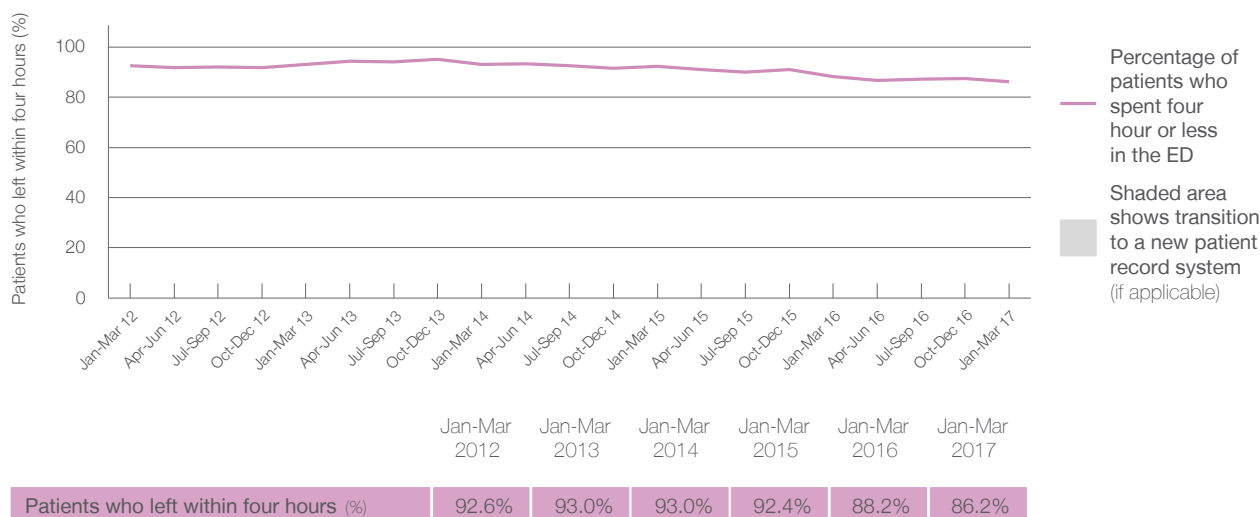
Presentations used to calculate time to leaving the ED:⁶ 1,968 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,999	-1.6%
1,999	-1.6%
88.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
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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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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,793 patients

Emergency presentations:² 2,573 patients

Same period last year	Change since one year ago
2,795	-0.1%
2,610	-1.4%

Moruya District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 304 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 858 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 958 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 432 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
260	
5 minutes	8 minutes
19 minutes	26 minutes
785	
18 minutes	20 minutes
54 minutes	69 minutes
1,107	
27 minutes	26 minutes
98 minutes	101 minutes
437	
29 minutes	23 minutes
104 minutes	104 minutes

Moruya District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,793 patients

Percentage of patients who spent four hours or less in the ED 80.2%

Same period last year	Change since one year ago
2,795	-0.1%
76.8%	

* 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.
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5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

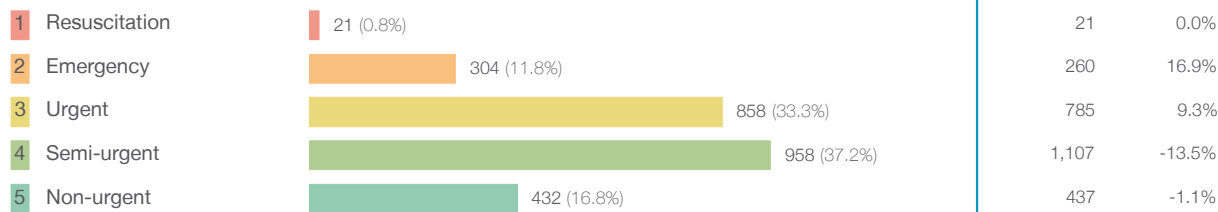
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Patients presenting to the emergency department

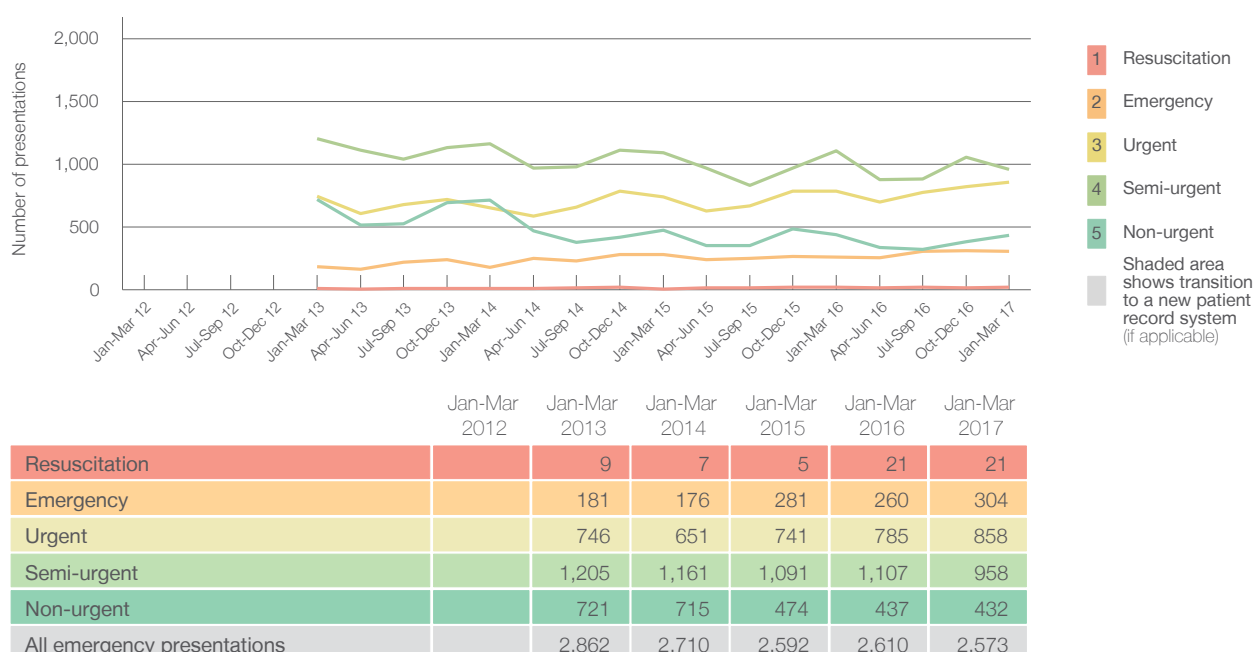
January to March 2017

All presentations:¹ 2,793 patients

Emergency presentations² by triage category: 2,573 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†§}



Moruya District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 576 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Moruya District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 304

Number of triage 2 patients used to calculate waiting time:³ 302

Median time to start treatment⁴

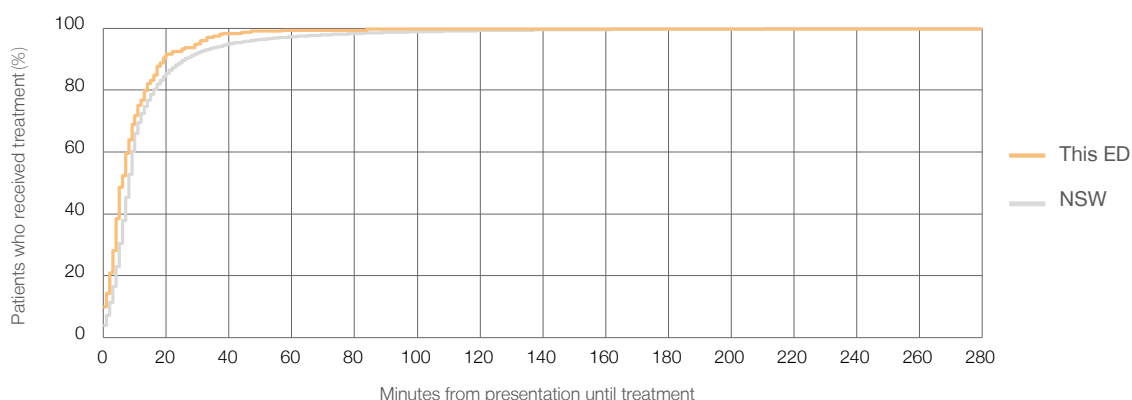
6 minutes

90th percentile time to start treatment⁵

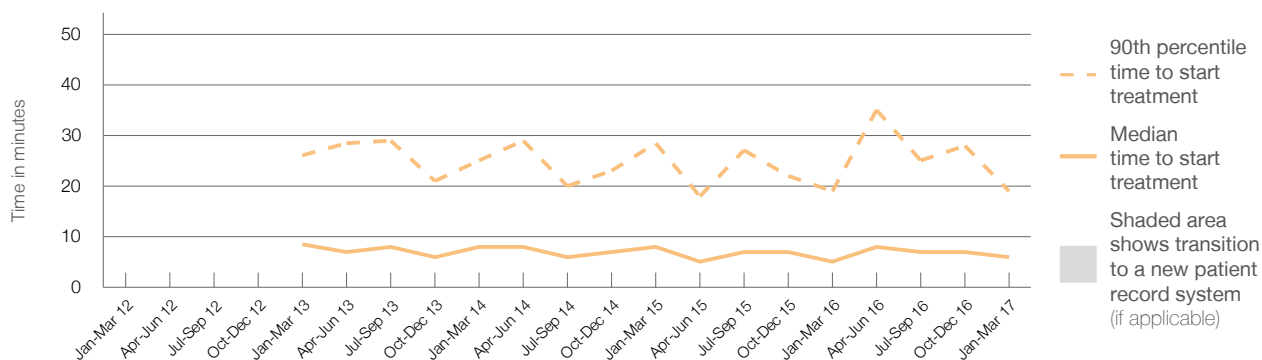
19 minutes

Same period last year	NSW (this period)
260	
259	
5 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		9	8	8	5	6
90th percentile time to start treatment ⁵ (minutes)		26	25	29	19	19

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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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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 858

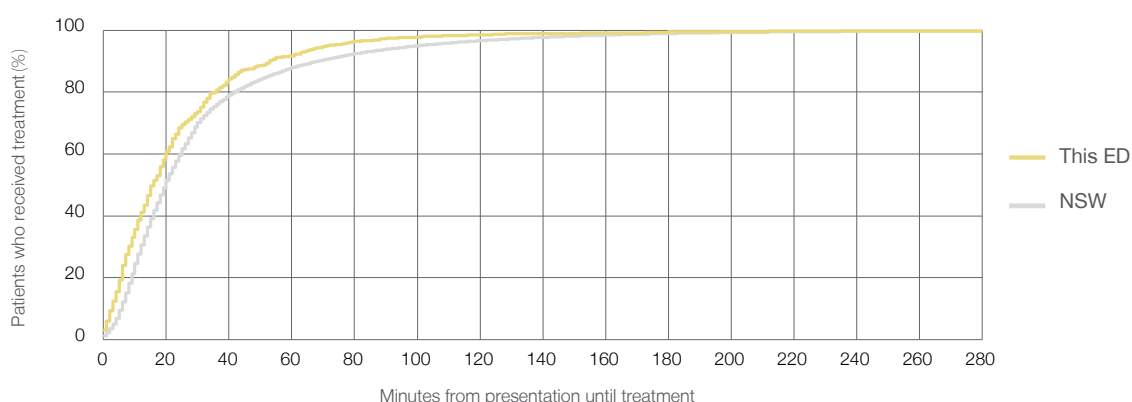
Number of triage 3 patients used to calculate waiting time:³ 838

Median time to start treatment⁴ 16 minutes

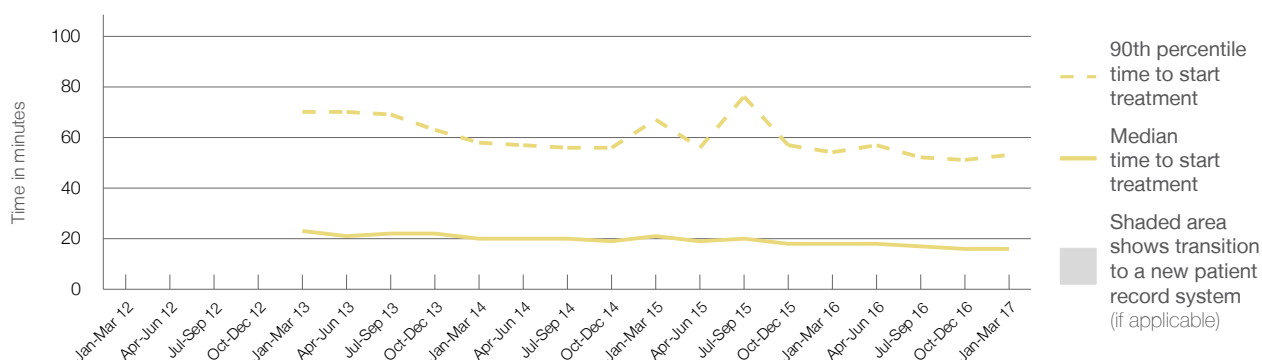
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
785	
761	
18 minutes	20 minutes
54 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		23	20	21	18	16
90th percentile time to start treatment ⁵ (minutes)		70	58	67	54	53

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 958

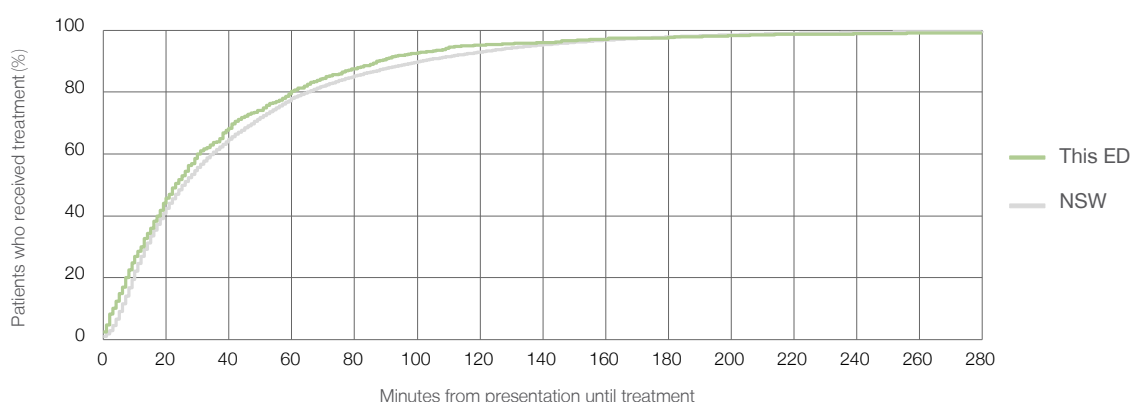
Number of triage 4 patients used to calculate waiting time:³ 863

Median time to start treatment⁴ 23 minutes

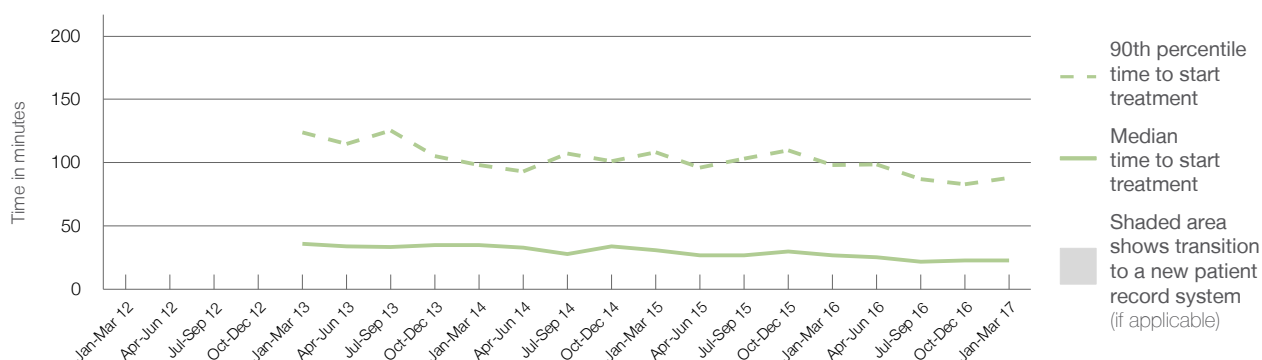
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,107	
1,021	
27 minutes	26 minutes
98 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		36	35	31	27	23
90th percentile time to start treatment ⁵ (minutes)		124	98	108	98	88

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 432

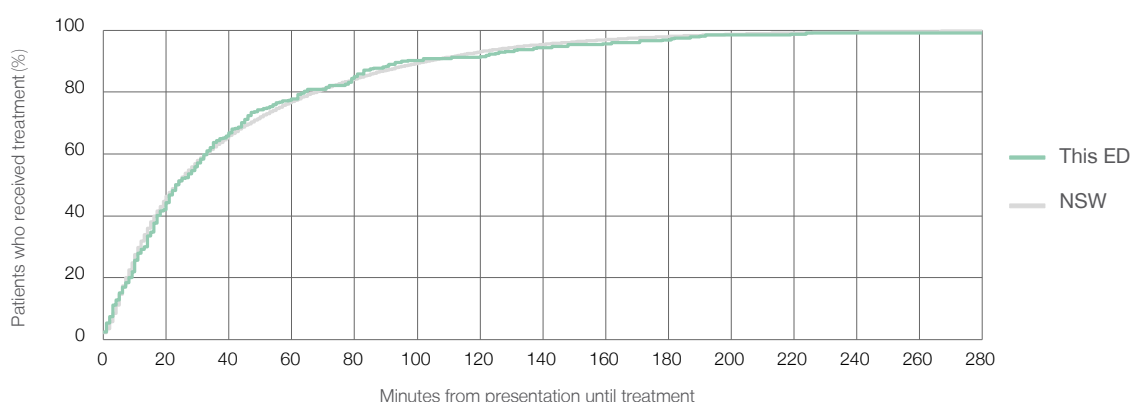
Number of triage 5 patients used to calculate waiting time:³ 319

Median time to start treatment⁴ 23 minutes

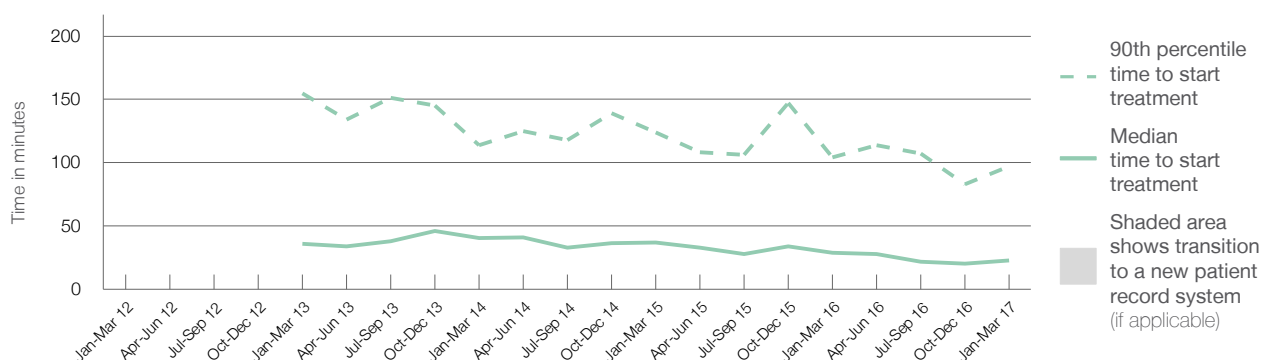
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
437	
367	
29 minutes	23 minutes
104 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		36	41	37	29	23
90th percentile time to start treatment ⁵ (minutes)		155	114	124	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,793 patients

Presentations used to calculate time to leaving the ED:⁶ 2,793 patients

Median time spent in the ED⁸

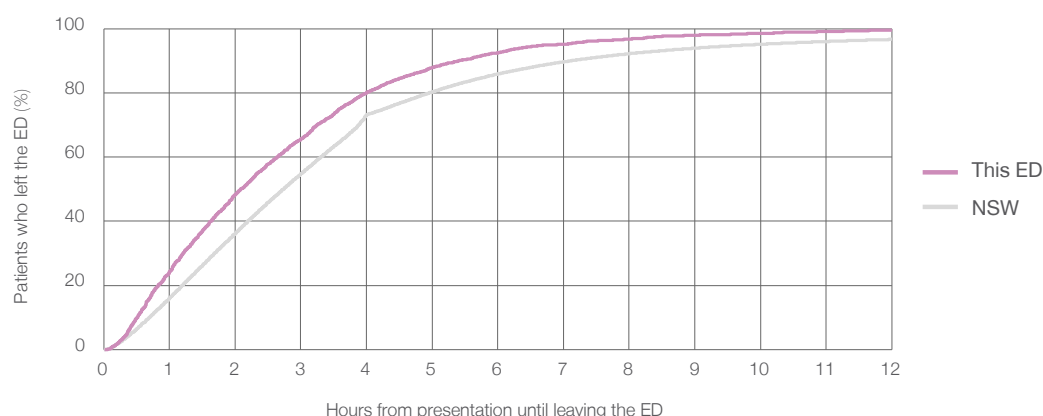
2 hours and 5 minutes

90th percentile time spent in the ED⁹

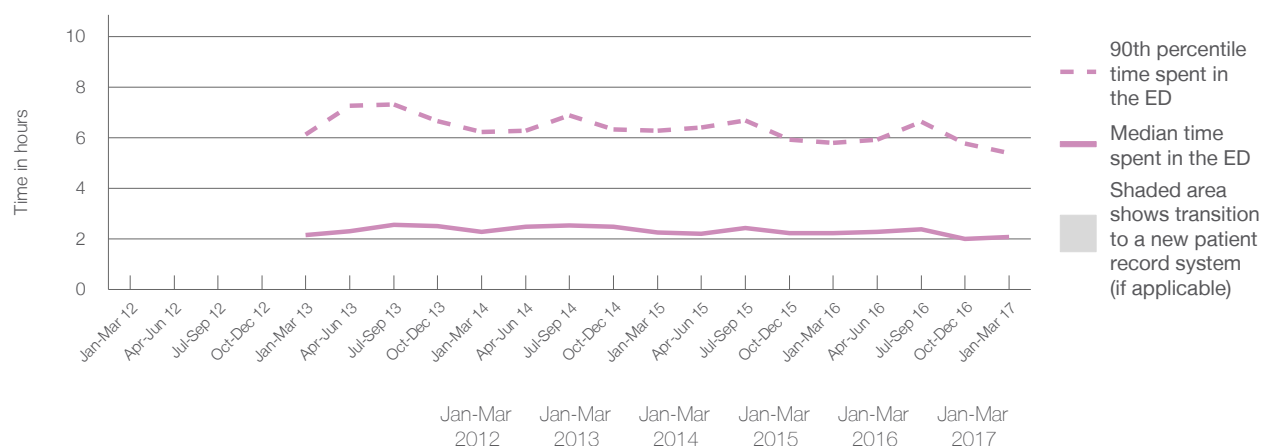
5 hours and 24 minutes

Same period last year	NSW (this period)
2,795	2,795
2 hours and 14 minutes	2 hours and 44 minutes
5 hours and 48 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
		2h 10m	2h 17m	2h 15m	2h 14m	2h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 8m	6h 14m	6h 17m	5h 48m	5h 24m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients spent in the ED

By mode of separation

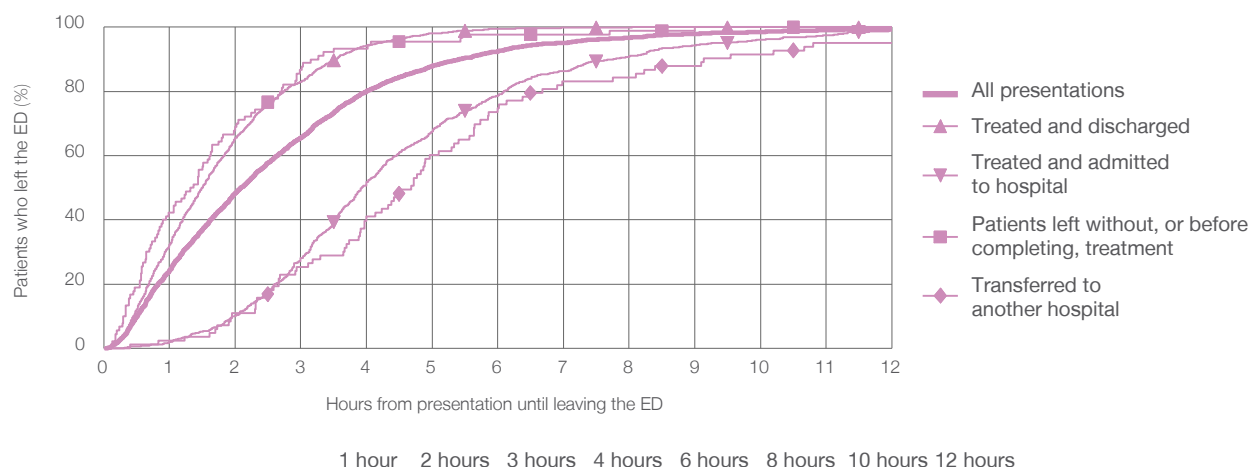
January to March 2017

All presentations:¹ 2,793 patients

Presentations used to calculate time to leaving the ED:⁶ 2,793 patients

		Same period last year	Change since one year ago
Treated and discharged	1,691 (60.5%)	1,840	-8.1%
Treated and admitted to hospital	829 (29.7%)	783	5.9%
Patient left without, or before completing, treatment	90 (3.2%)	104	-13.5%
Transferred to another hospital	83 (3.0%)	66	25.8%
Other	100 (3.6%)	2	4900.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	32.3%	65.5%	83.0%	94.3%	99.4%	99.9%	100%	100%
Treated and admitted to hospital	1.9%	10.1%	28.1%	51.7%	78.8%	90.8%	96.0%	98.9%
Patient left without, or before completing, treatment	42.2%	68.9%	86.7%	93.3%	97.8%	98.9%	100%	100%
Transferred to another hospital	2.4%	10.8%	25.3%	41.0%	74.7%	84.3%	91.6%	95.2%
All presentations	24.2%	48.5%	65.6%	80.2%	92.5%	96.7%	98.5%	99.5%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 2,793 patients

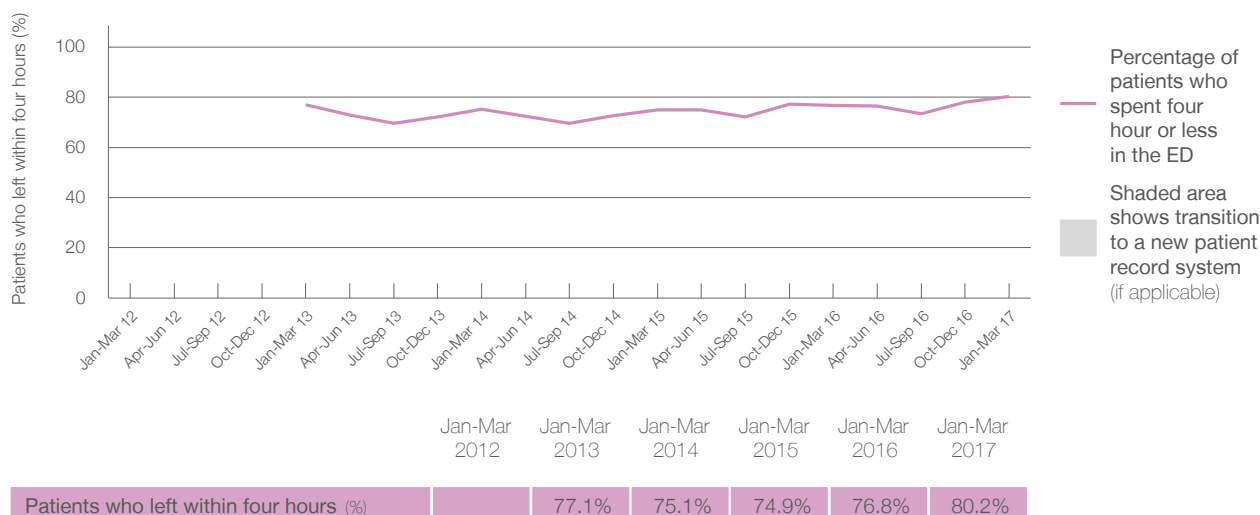
Presentations used to calculate time to leaving the ED:⁶ 2,793 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,795	-0.1%
2,795	-0.1%
76.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,706 patients

Emergency presentations:² 2,566 patients

Same period last year	Change since one year ago
3,307	-18.2%
2,896	-11.4%

Mudgee District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 181 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 644 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,325 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 411 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
223	
6 minutes	8 minutes
24 minutes	26 minutes
616	
20 minutes	20 minutes
54 minutes	69 minutes
1,366	
33 minutes	26 minutes
110 minutes	101 minutes
679	
37 minutes	23 minutes
133 minutes	104 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,706 patients

Percentage of patients who spent four hours or less in the ED 89.2%

Same period last year	Change since one year ago
3,305	-18.1%
89.6%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

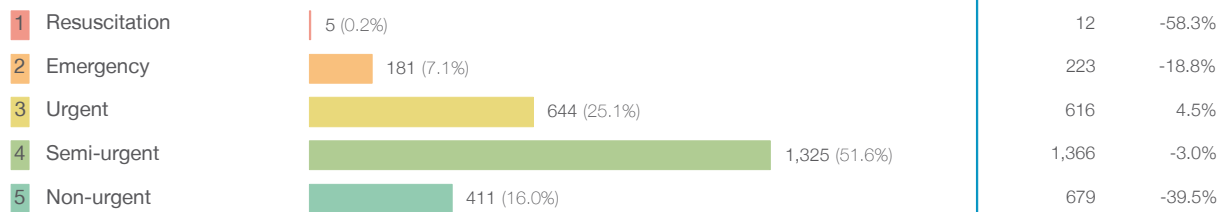
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Patients presenting to the emergency department

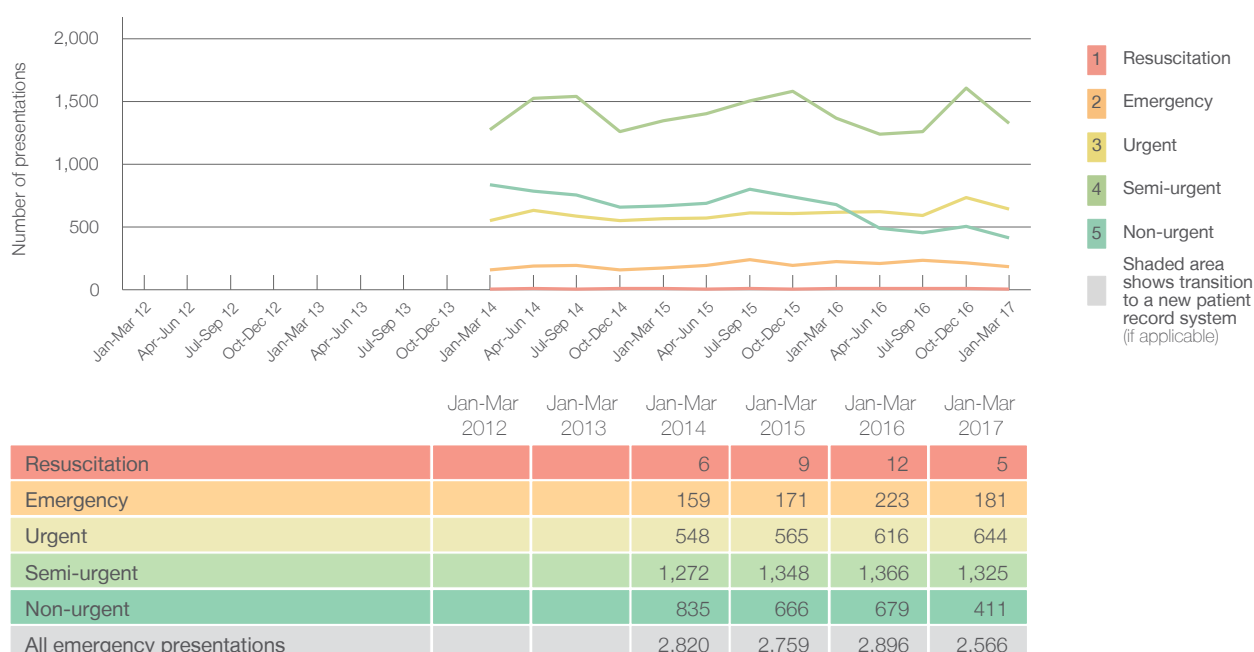
January to March 2017

All presentations:¹ 2,706 patients

Emergency presentations² by triage category: 2,566 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†§}



Mudgee District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 216 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 181

Number of triage 2 patients used to calculate waiting time:³ 181

Median time to start treatment⁴

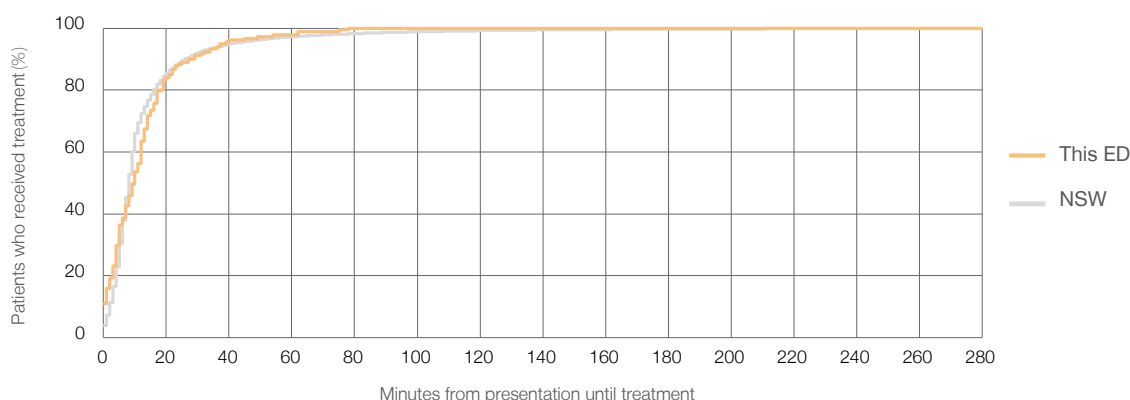
10 minutes

90th percentile time to start treatment⁵

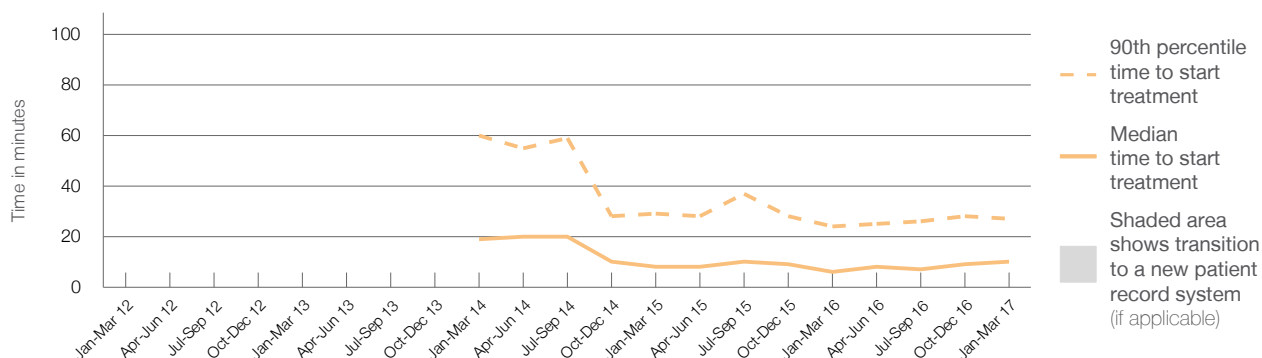
27 minutes

Same period last year	NSW (this period)
223	
221	
6 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			19	8	6	10
90th percentile time to start treatment ⁵ (minutes)			60	29	24	27

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 644

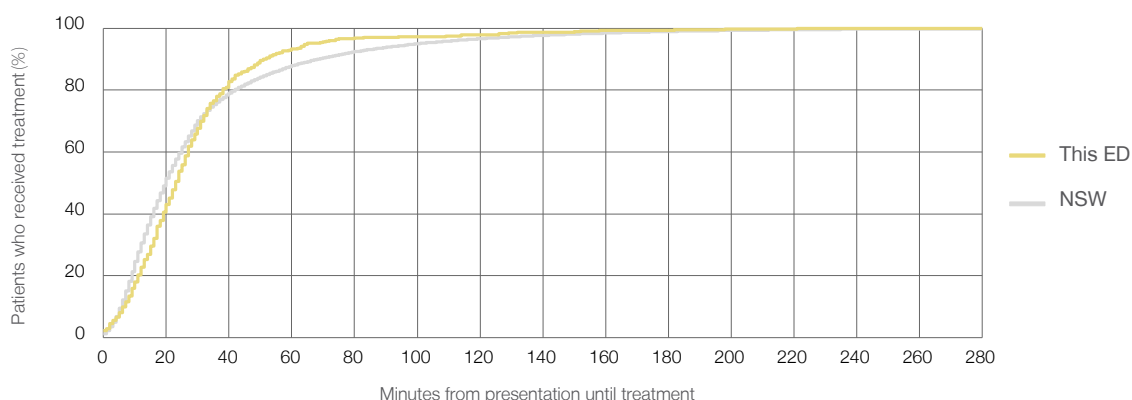
Number of triage 3 patients used to calculate waiting time:³ 635

Median time to start treatment⁴ 23 minutes

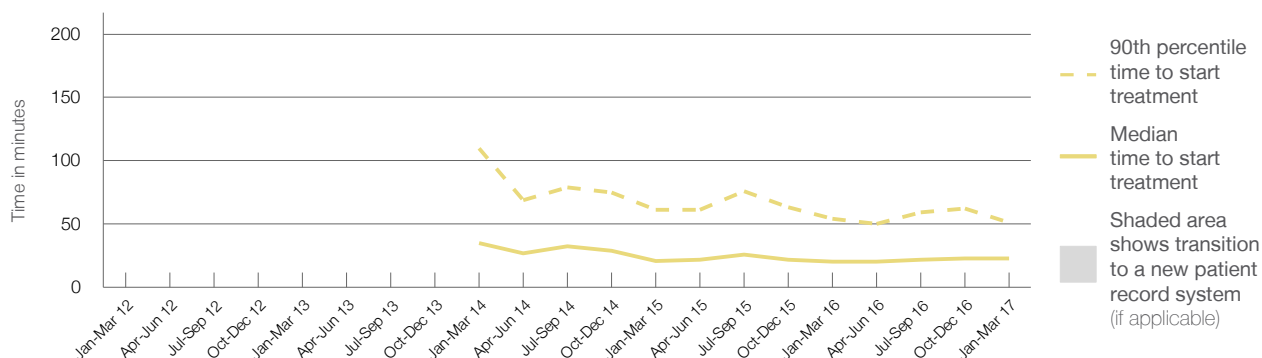
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
616	
601	
20 minutes	20 minutes
54 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			35	21	20	23
90th percentile time to start treatment ⁵ (minutes)			110	61	54	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,325

Number of triage 4 patients used to calculate waiting time:³ 1,247

Median time to start treatment⁴

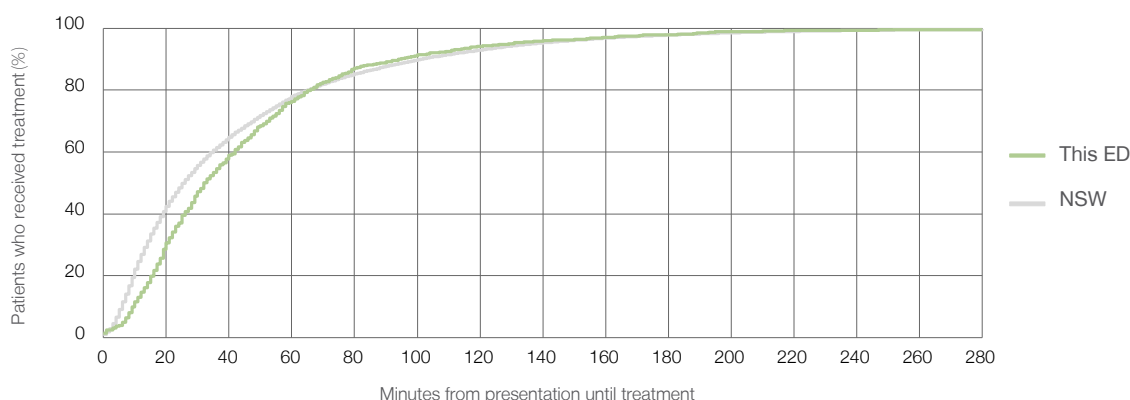
32 minutes

90th percentile time to start treatment⁵

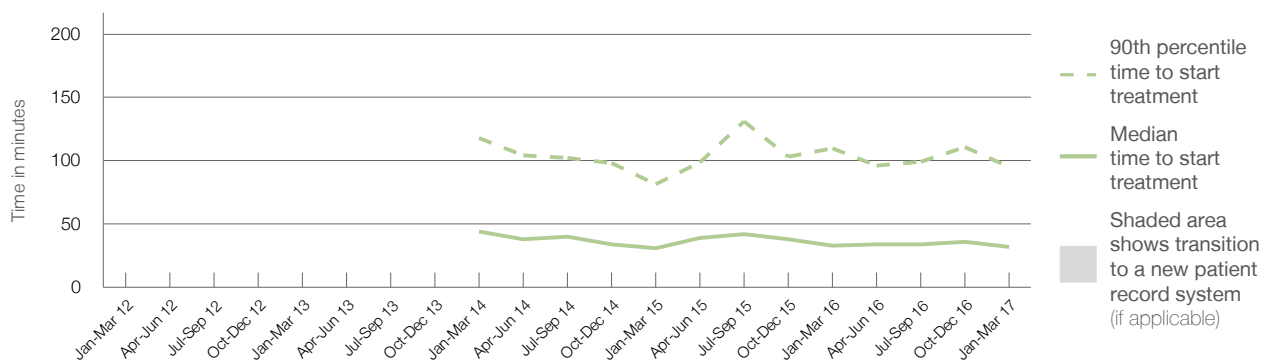
95 minutes

Same period last year	NSW (this period)
1,366	
1,253	
33 minutes	26 minutes
110 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			44	31	33	32
90th percentile time to start treatment ⁵ (minutes)			118	82	110	95

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 411

Number of triage 5 patients used to calculate waiting time:³ 362

Median time to start treatment⁴

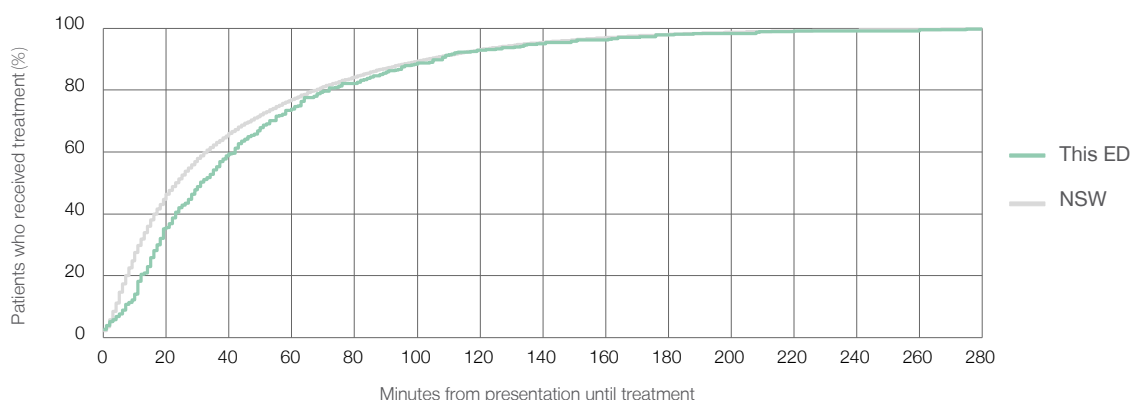
31 minutes

90th percentile time to start treatment⁵

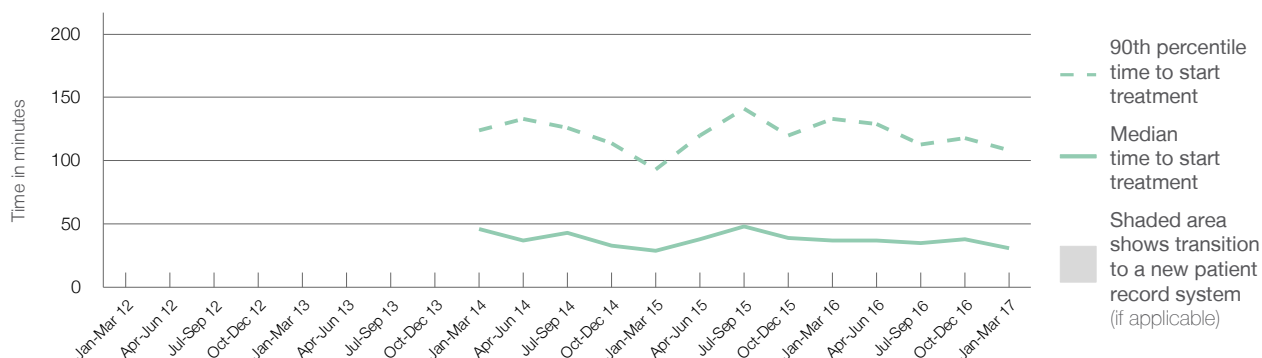
108 minutes

Same period last year	NSW (this period)
679	
548	
37 minutes	23 minutes
133 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			46	29	37	31
90th percentile time to start treatment ⁵ (minutes)			124	93	133	108

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,706 patients

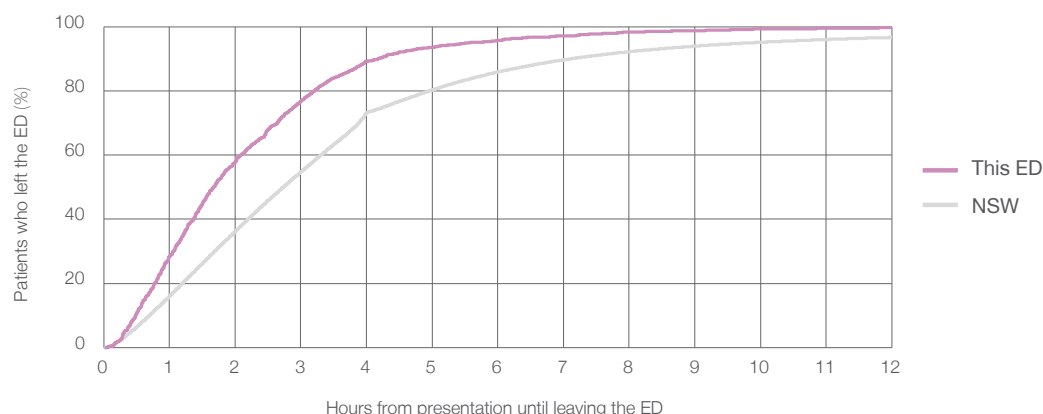
Presentations used to calculate time to leaving the ED:⁶ 2,706 patients

Median time spent in the ED⁸ 1 hours and 41 minutes

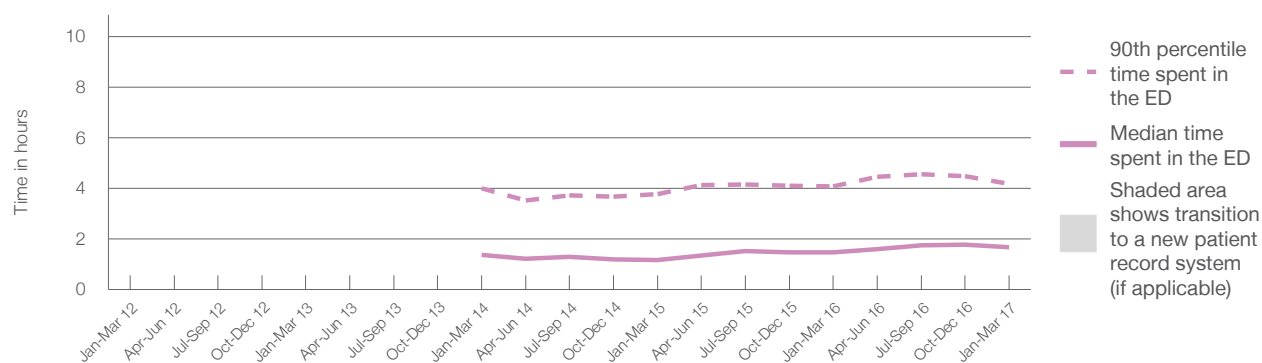
90th percentile time spent in the ED⁹ 4 hours and 11 minutes

Same period last year	NSW (this period)
3,307	
3,305	
1 hours and 29 minutes	2 hours and 44 minutes
4 hours and 5 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)			1h 22m	1h 10m	1h 29m	1h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 1m	3h 47m	4h 5m	4h 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients spent in the ED

By mode of separation

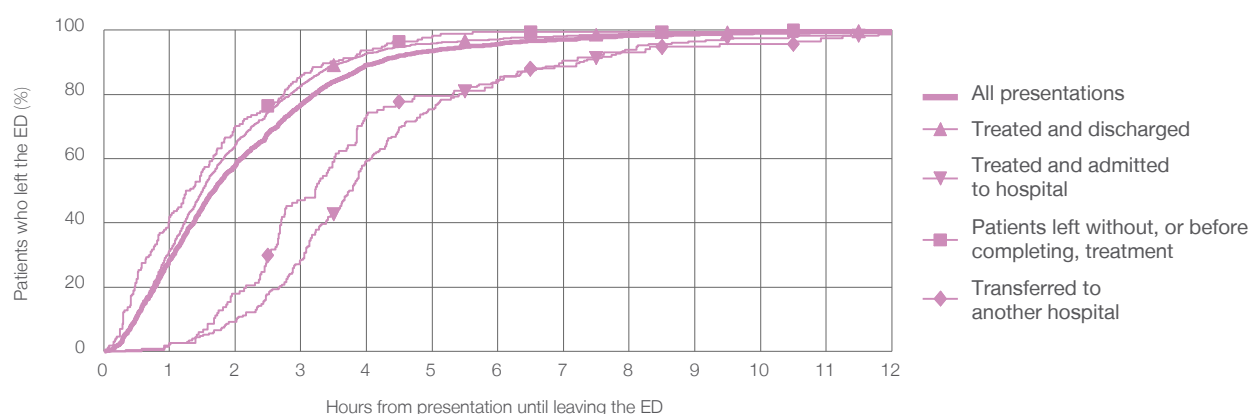
January to March 2017

All presentations:[†] 2,706 patients

Presentations used to calculate time to leaving the ED:[‡] 2,706 patients

		Same period last year	Change since one year ago
Treated and discharged	2,166 (80.0%)	3,305	-18.1%
Treated and admitted to hospital	232 (8.6%)	228	1.8%
Patient left without, or before completing, treatment	174 (6.4%)	211	-17.5%
Transferred to another hospital	117 (4.3%)	117	0.0%
Other	17 (0.6%)	38	-55.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	31.3%	64.4%	82.6%	92.8%	97.2%	98.9%	99.5%	99.7%
Treated and admitted to hospital	2.2%	9.1%	28.4%	59.5%	84.1%	94.0%	97.4%	98.7%
Patient left without, or before completing, treatment	42.0%	70.1%	85.6%	93.7%	99.4%	99.4%	100%	100%
Transferred to another hospital	2.6%	17.9%	47.0%	73.5%	84.6%	93.2%	95.7%	99.1%
All presentations	28.5%	58.1%	76.7%	89.2%	95.7%	98.3%	99.2%	99.6%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 2,706 patients

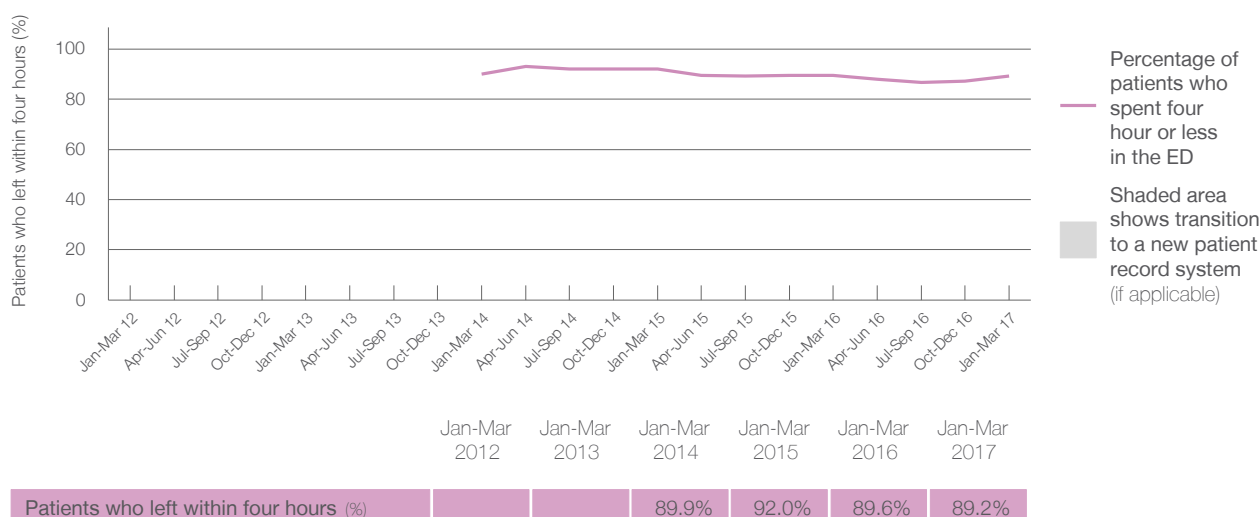
Presentations used to calculate time to leaving the ED:⁶ 2,706 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,307	-18.2%
3,305	-18.1%
89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,519 patients

Emergency presentations:² 2,364 patients

Same period last year	Change since one year ago
2,465	2.2%
2,329	1.5%

Muswellbrook District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 139 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 540 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,187 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 498 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
130	
6 minutes	8 minutes
24 minutes	26 minutes
527	
18 minutes	20 minutes
63 minutes	69 minutes
1,255	
34 minutes	26 minutes
94 minutes	101 minutes
417	
32 minutes	23 minutes
112 minutes	104 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,519 patients

Percentage of patients who spent four hours or less in the ED 90.5%

Same period last year	Change since one year ago
2,465	2.2%
89.1%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

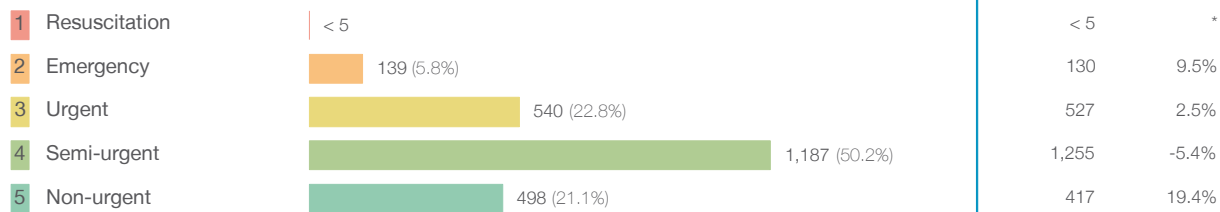
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Patients presenting to the emergency department

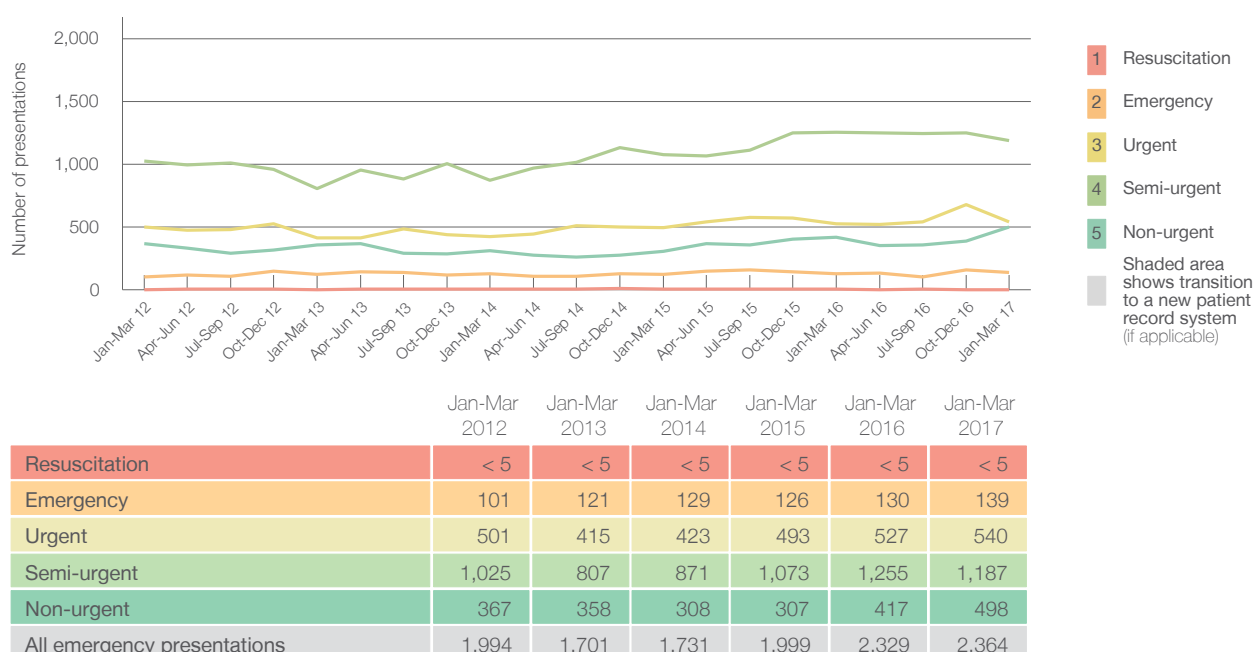
January to March 2017

All presentations:¹ 2,519 patients

Emergency presentations² by triage category: 2,364 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Muswellbrook District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 378 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 139

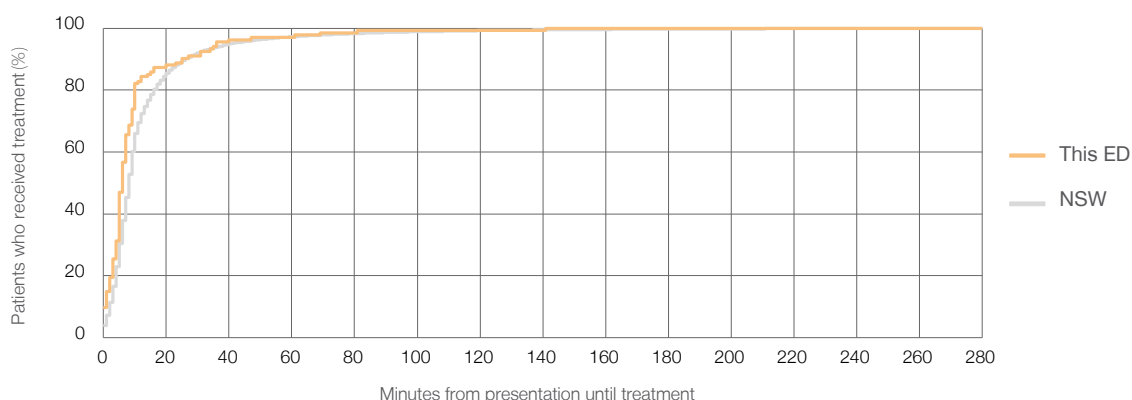
Number of triage 2 patients used to calculate waiting time:³ 134

Median time to start treatment⁴ 6 minutes

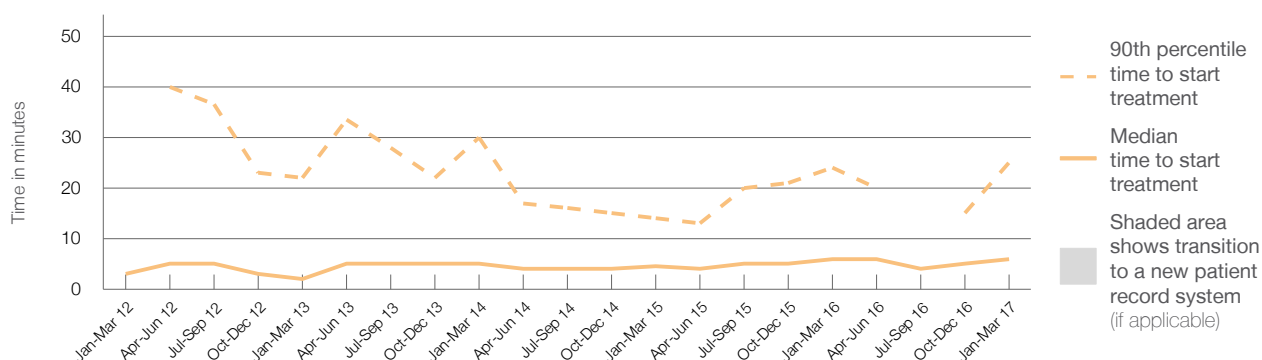
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
130	
123	
6 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	3	2	5	5	6	6
90th percentile time to start treatment ⁵ (minutes)	*	22	30	14	24	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 540

Number of triage 3 patients used to calculate waiting time:³ 500

Median time to start treatment⁴

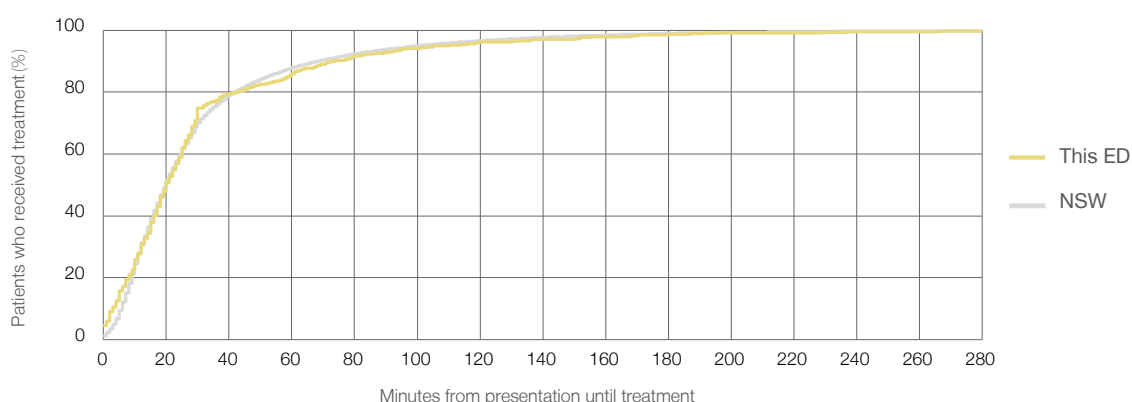
20 minutes

90th percentile time to start treatment⁵

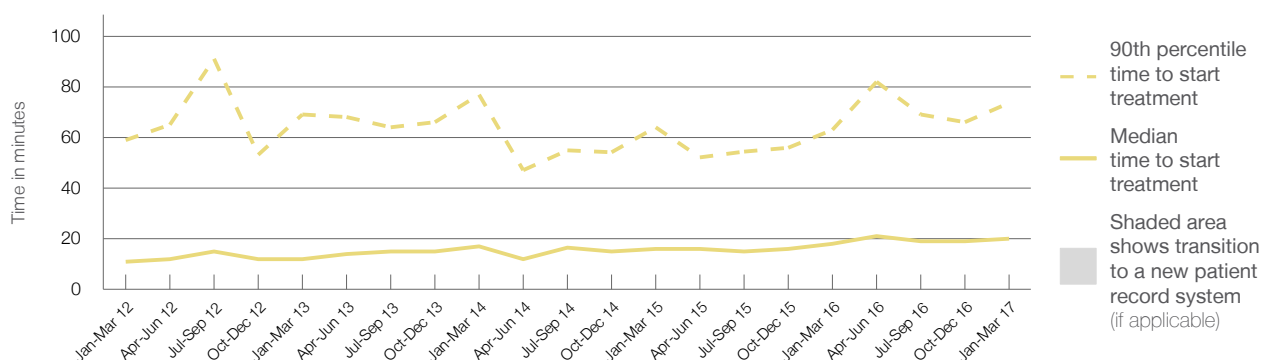
74 minutes

Same period last year	NSW (this period)
527	
493	
18 minutes	20 minutes
63 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	12	17	16	18	20
90th percentile time to start treatment ⁵ (minutes)	59	69	77	64	63	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,187

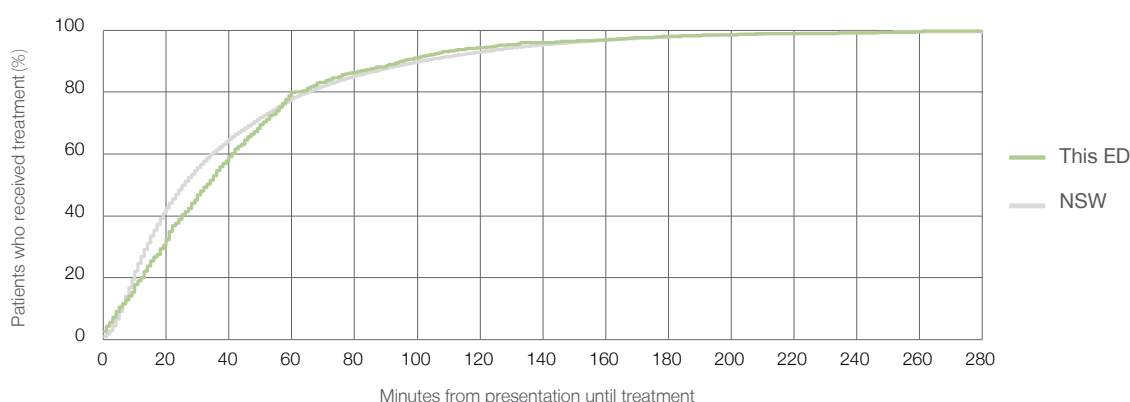
Number of triage 4 patients used to calculate waiting time:³ 1,078

Median time to start treatment⁴ 33 minutes

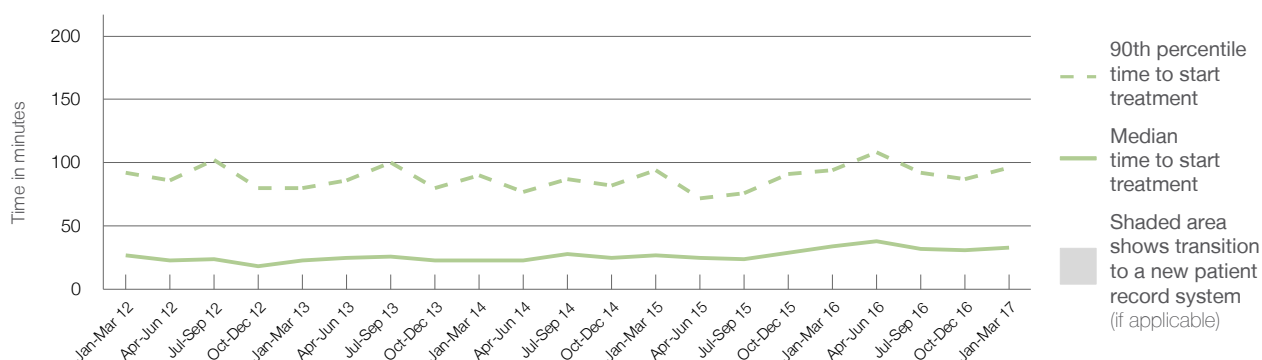
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,255	
1,149	
34 minutes	26 minutes
94 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	23	23	27	34	33
90th percentile time to start treatment ⁵ (minutes)	92	80	90	94	94	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 498

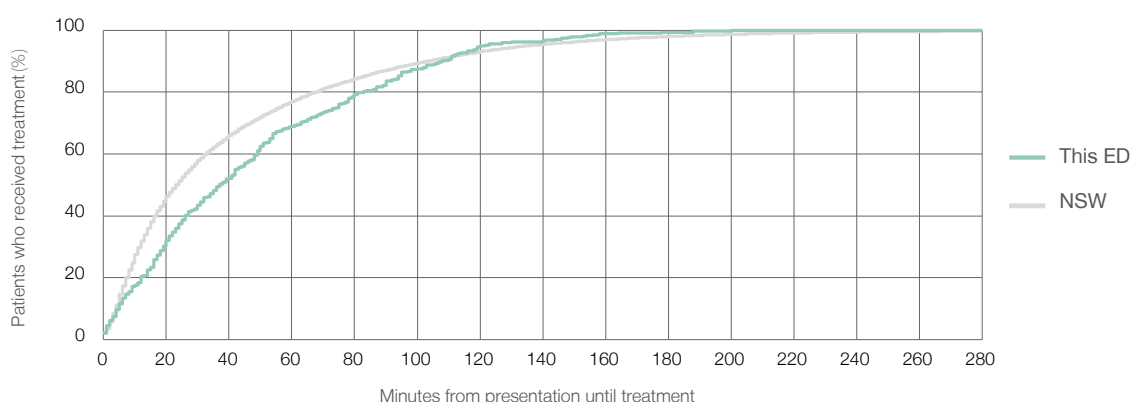
Number of triage 5 patients used to calculate waiting time:³ 414

Median time to start treatment⁴ 37 minutes

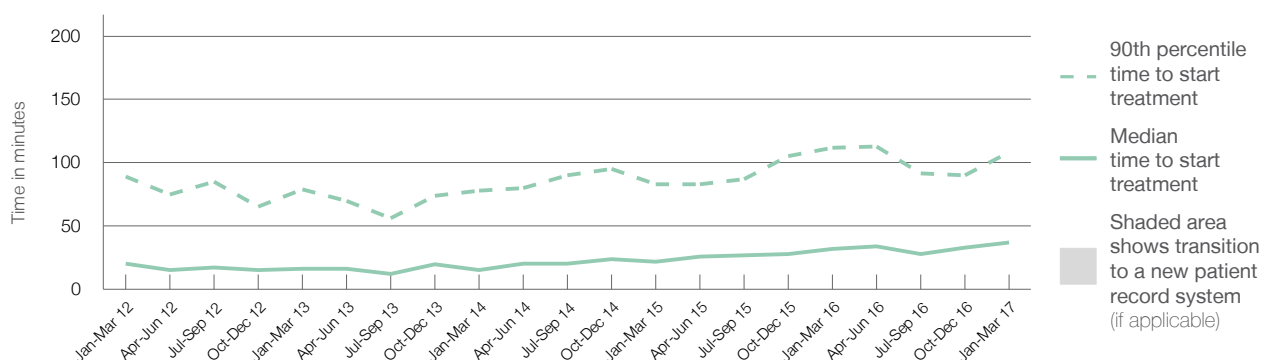
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
417	
364	
32 minutes	23 minutes
112 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	16	15	22	32	37
90th percentile time to start treatment ⁵ (minutes)	89	79	78	83	112	108

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,519 patients

Presentations used to calculate time to leaving the ED:⁶ 2,519 patients

Median time spent in the ED⁸

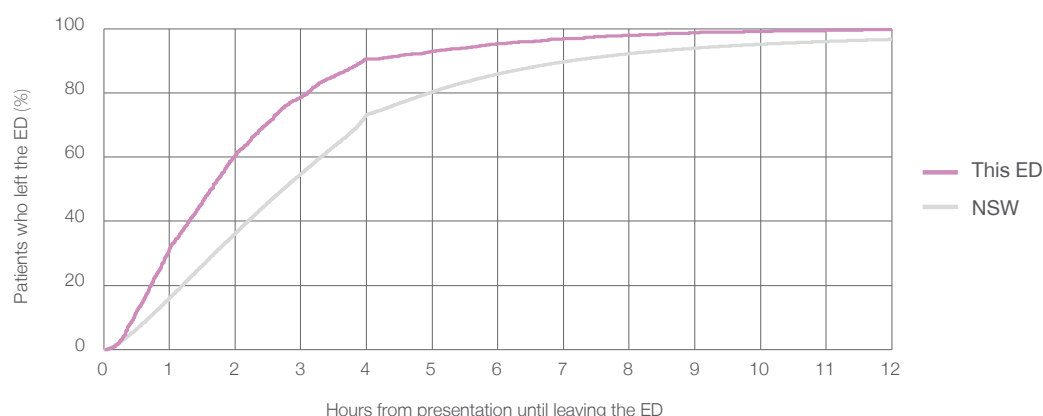
1 hours and 39 minutes

90th percentile time spent in the ED⁹

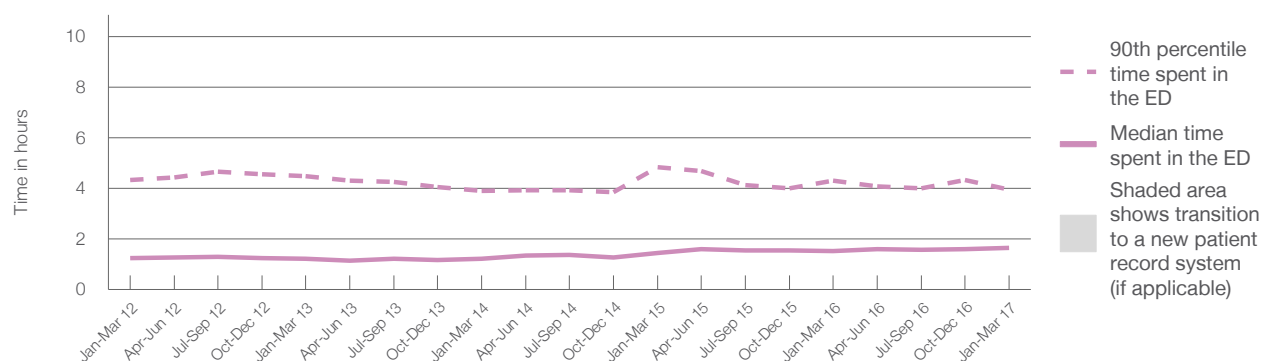
3 hours and 57 minutes

Same period last year	NSW (this period)
2,465	2,465
1 hours and 31 minutes	2 hours and 44 minutes
4 hours and 18 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 15m	1h 13m	1h 13m	1h 27m	1h 31m	1h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 20m	4h 29m	3h 55m	4h 50m	4h 18m	3h 57m

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

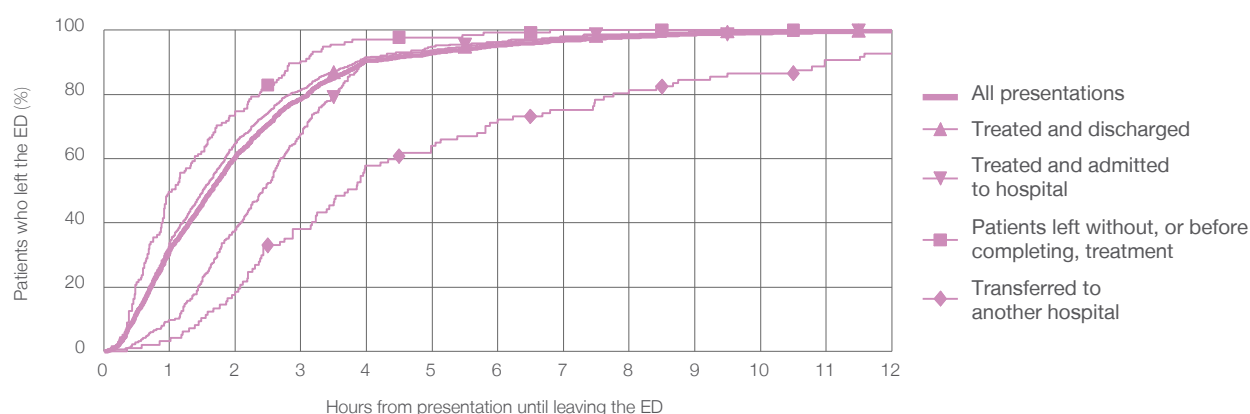
January to March 2017

All presentations:[†] 2,519 patients

Presentations used to calculate time to leaving the ED:[‡] 2,519 patients

		Same period last year	Change since one year ago
Treated and discharged	1,864 (74.0%)	1,880	-0.9%
Treated and admitted to hospital	317 (12.6%)	286	10.8%
Patient left without, or before completing, treatment	135 (5.4%)	87	55.2%
Transferred to another hospital	97 (3.9%)	91	6.6%
Other	106 (4.2%)	121	-12.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	33.7%	64.9%	81.4%	91.5%	96.2%	98.7%	99.8%	100%
Treated and admitted to hospital	9.8%	37.9%	67.8%	91.5%	96.2%	98.7%	99.1%	100%
Patient left without, or before completing, treatment	49.6%	74.8%	90.4%	97.0%	99.3%	100%	100%	100%
Transferred to another hospital	3.1%	18.6%	38.1%	57.7%	72.2%	81.4%	86.6%	92.8%
All presentations	31.5%	60.7%	78.6%	90.5%	95.3%	98.0%	99.2%	99.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 2,519 patients

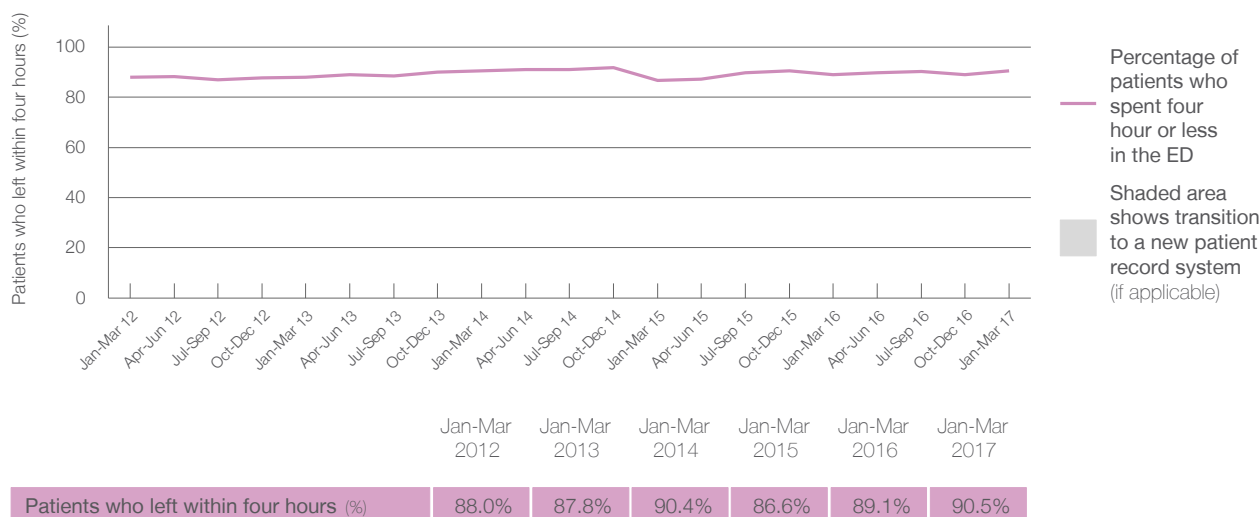
Presentations used to calculate time to leaving the ED:⁶ 2,519 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,465	2.2%
2,465	2.2%
89.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 1,405 patients

Emergency presentations:² 1,391 patients

Same period last year	Change since one year ago
1,411	-0.4%
1,390	0.1%

Narrabri District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 99 patients

Median time to start treatment⁴ 3 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 359 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 638 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 52 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 290 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
110	
4 minutes	8 minutes
9 minutes	26 minutes
417	
14 minutes	20 minutes
40 minutes	69 minutes
560	
20 minutes	26 minutes
57 minutes	101 minutes
303	
12 minutes	23 minutes
57 minutes	104 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 1,405 patients

Percentage of patients who spent four hours or less in the ED

90.9%

Same period last year	Change since one year ago
1,411	-0.4%
91.6%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

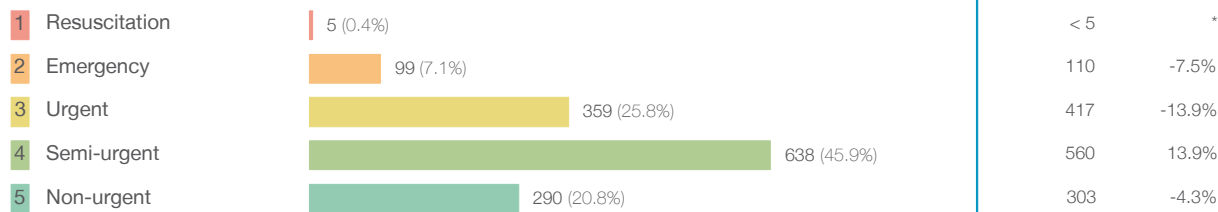
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Patients presenting to the emergency department

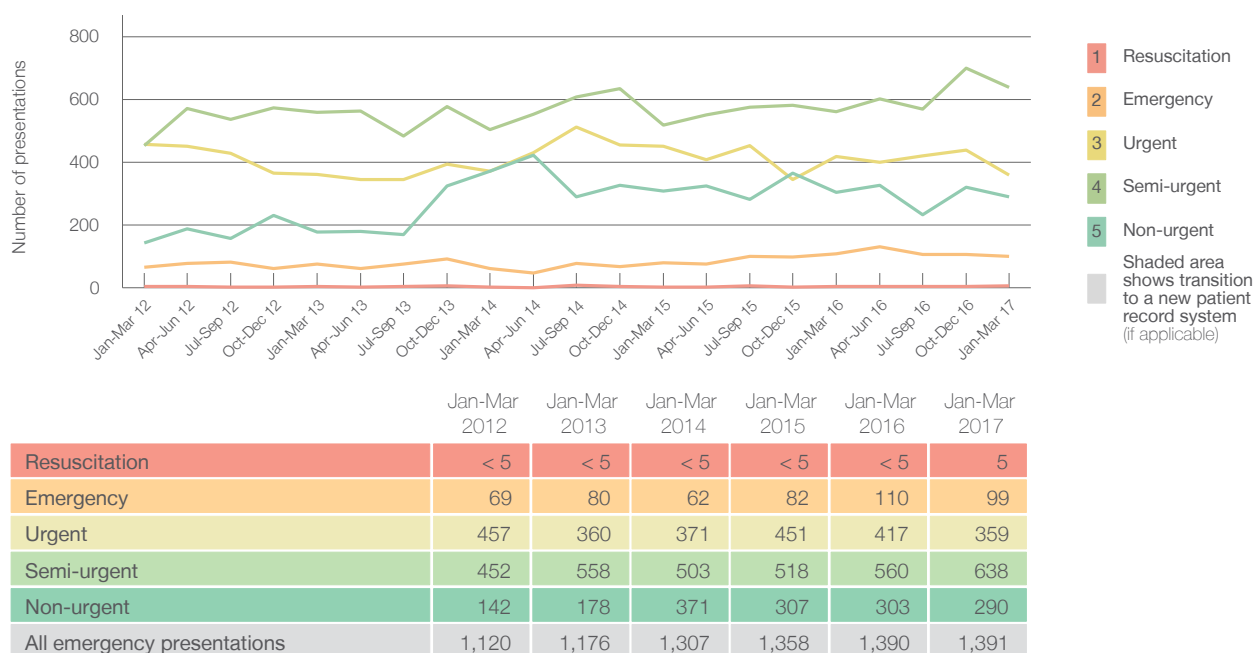
January to March 2017

All presentations:¹ 1,405 patients

Emergency presentations² by triage category: 1,391 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Narrabri District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 112 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 99

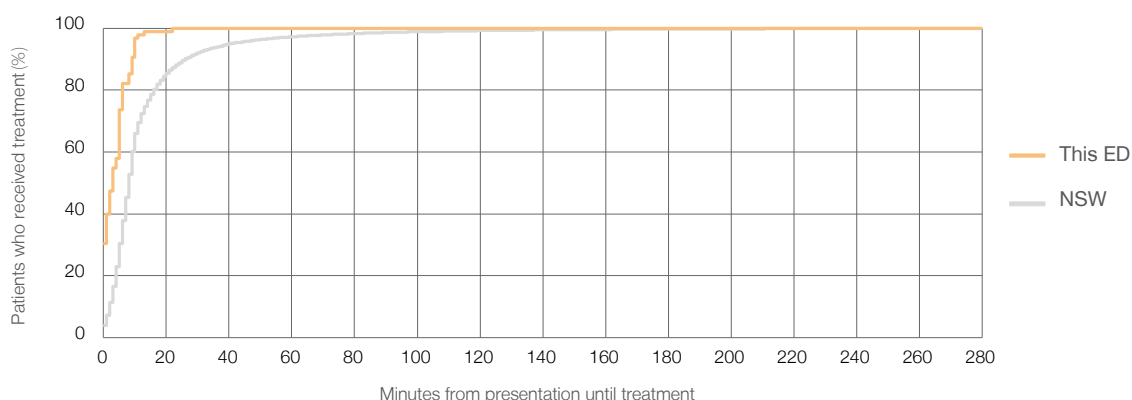
Number of triage 2 patients used to calculate waiting time:³ 95

Median time to start treatment⁴ 3 minutes

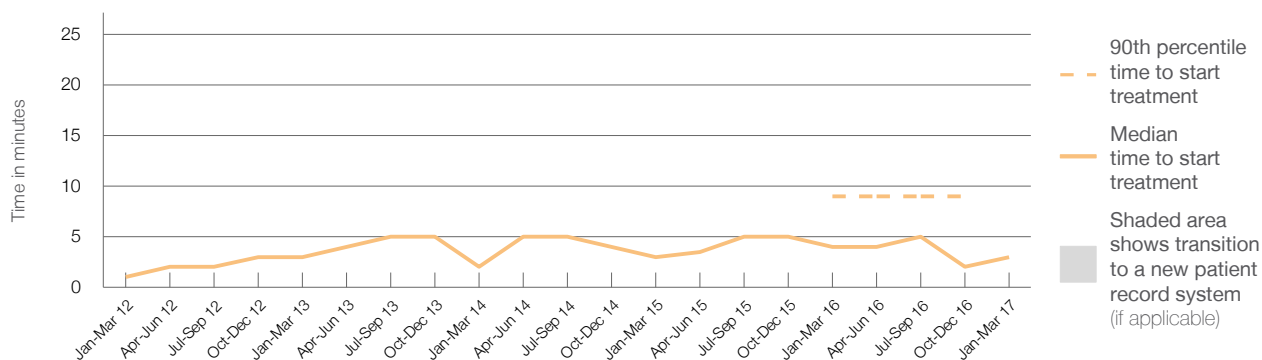
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
110	
107	
4 minutes	8 minutes
9 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	1	3	2	3	4	3
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	9	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 359

Number of triage 3 patients used to calculate waiting time:³ 352

Median time to start treatment⁴

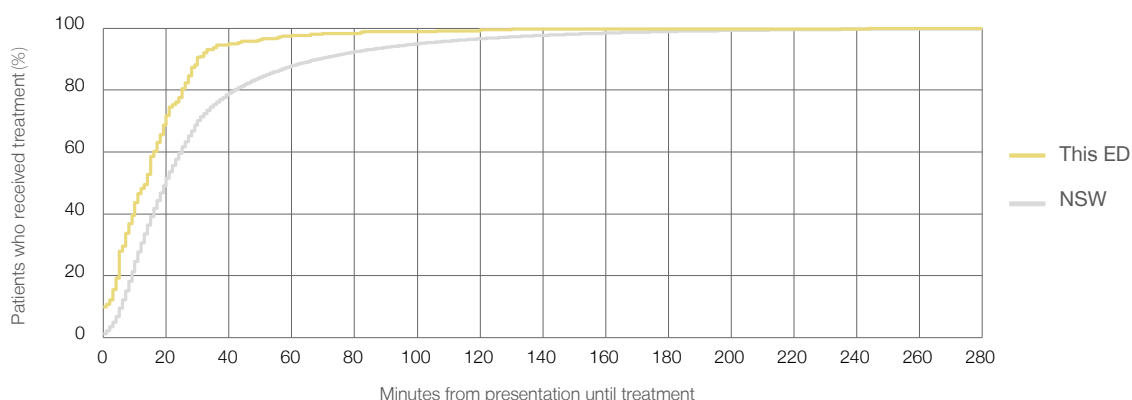
14 minutes

90th percentile time to start treatment⁵

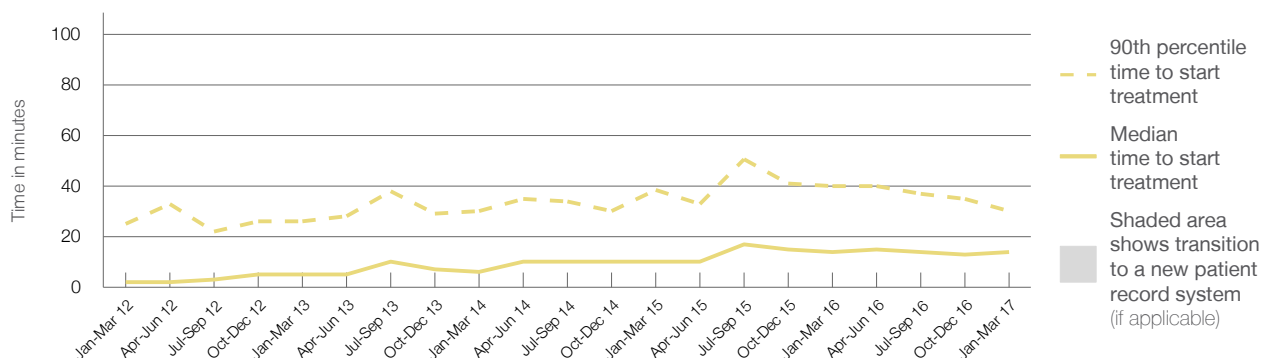
30 minutes

Same period last year	NSW (this period)
417	
417	
14 minutes	20 minutes
40 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	2	5	6	10	14	14
90th percentile time to start treatment ⁵ (minutes)	25	26	30	39	40	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 638

Number of triage 4 patients used to calculate waiting time:³ 622

Median time to start treatment⁴

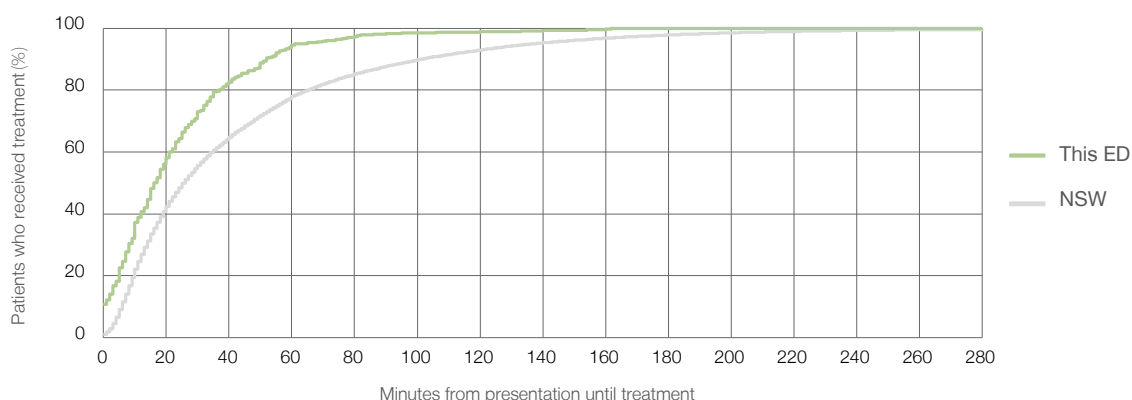
16 minutes

90th percentile time to start treatment⁵

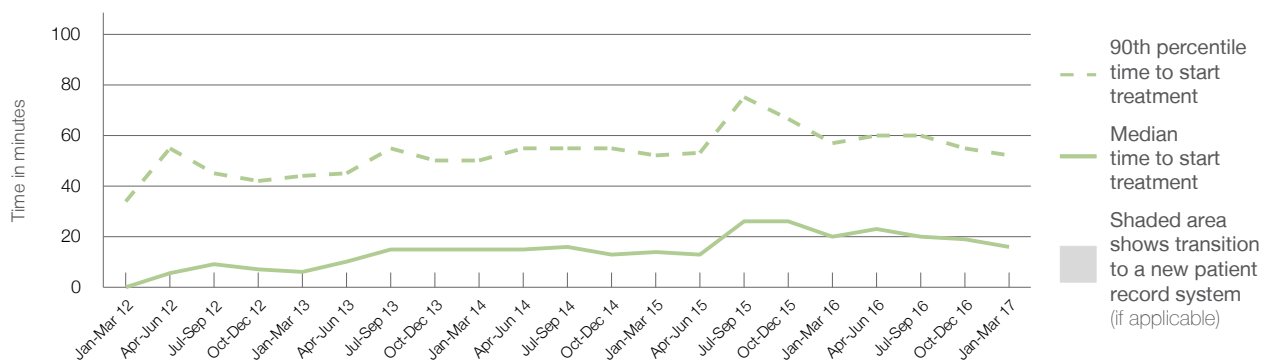
52 minutes

Same period last year	NSW (this period)
560	
551	
20 minutes	26 minutes
57 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	0	6	15	14	20	16
90th percentile time to start treatment ⁵ (minutes)	34	44	50	52	57	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 290

Number of triage 5 patients used to calculate waiting time:³ 274

Median time to start treatment⁴

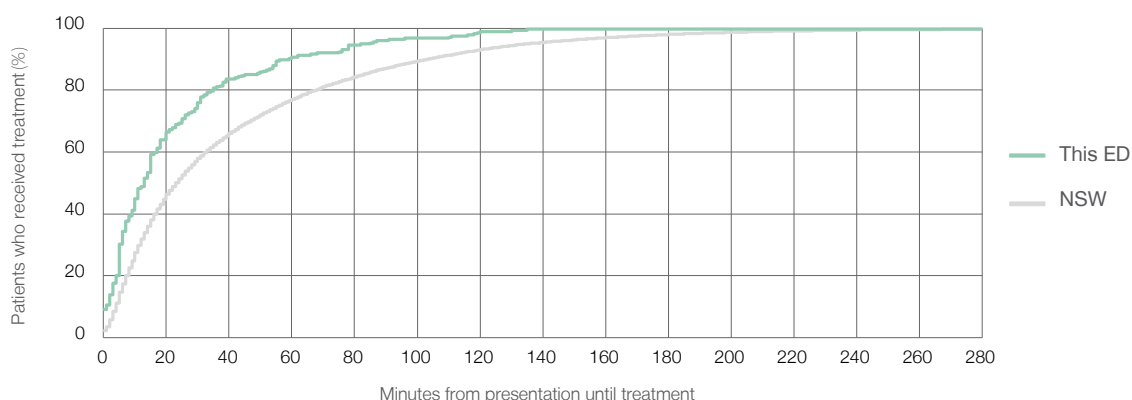
13 minutes

90th percentile time to start treatment⁵

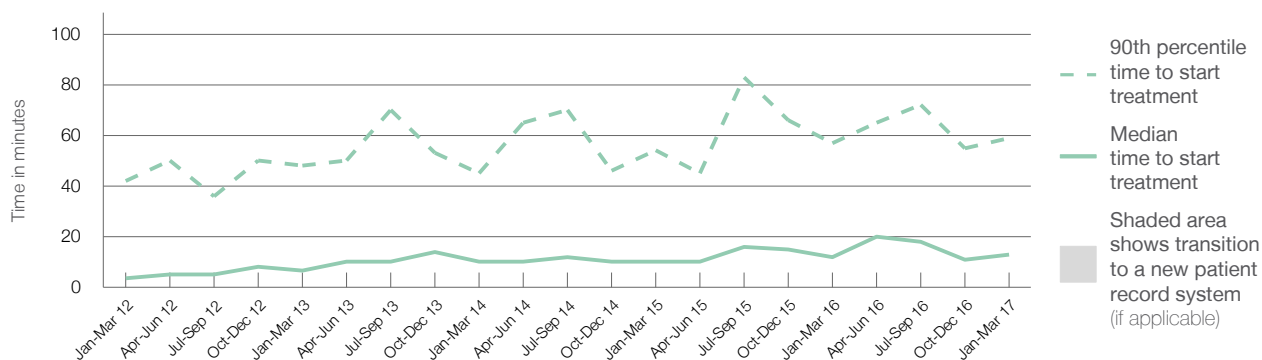
59 minutes

Same period last year	NSW (this period)
303	
298	
12 minutes	23 minutes
57 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	4	7	10	10	12	13
90th percentile time to start treatment ⁵ (minutes)	42	48	45	54	57	59

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 1,405 patients

Presentations used to calculate time to leaving the ED:⁶ 1,405 patients

Median time spent in the ED⁸

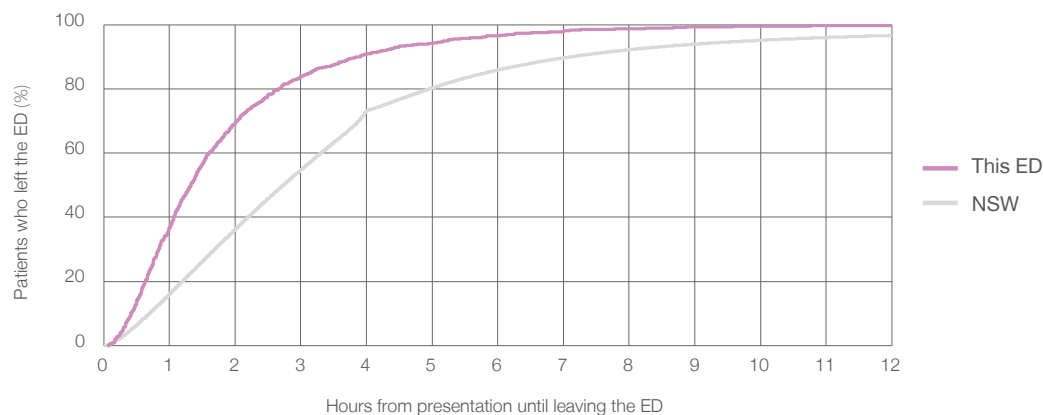
1 hours and 20 minutes

90th percentile time spent in the ED⁹

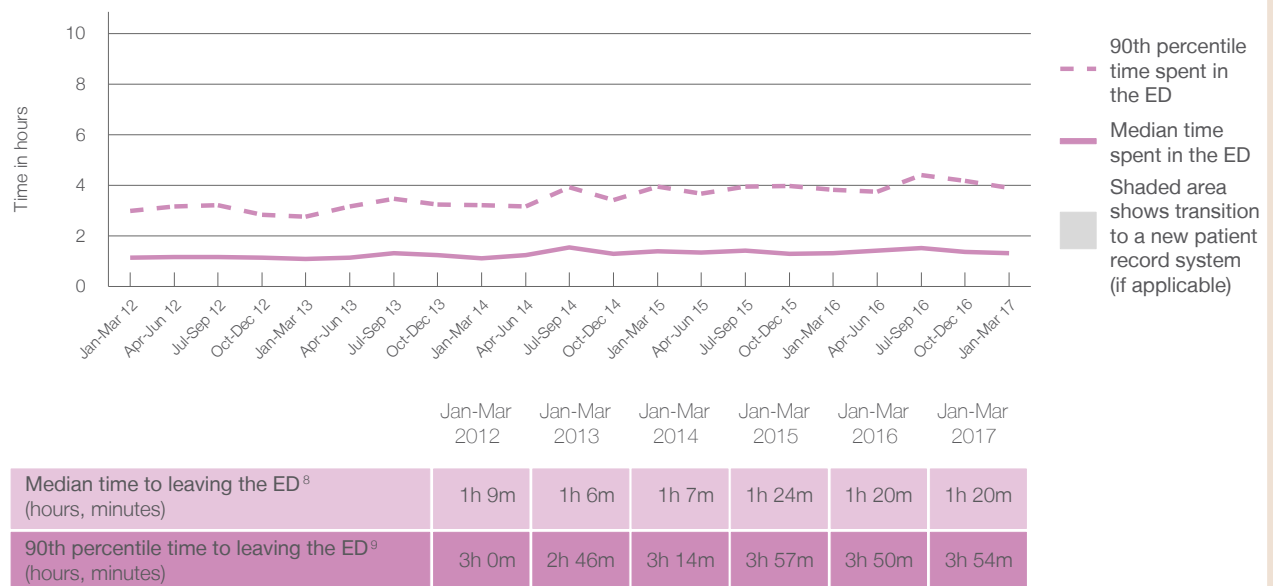
3 hours and 54 minutes

Same period last year	NSW (this period)
1,411	1,411
1 hours and 20 minutes	2 hours and 44 minutes
3 hours and 50 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients spent in the ED

By mode of separation

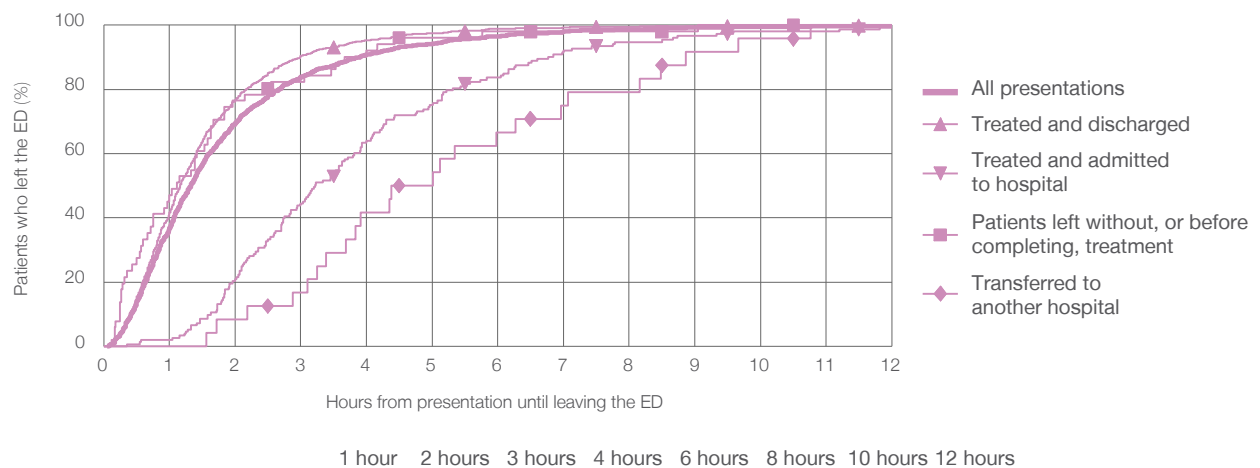
January to March 2017

All presentations:[†] 1,405 patients

Presentations used to calculate time to leaving the ED:[‡] 1,405 patients

		Same period last year	Change since one year ago
Treated and discharged	1,175 (83.6%)	1,148	2.4%
Treated and admitted to hospital	153 (10.9%)	191	-19.9%
Patient left without, or before completing, treatment	51 (3.6%)	35	45.7%
Transferred to another hospital	24 (1.7%)	37	-35.1%
Other	2 (0.1%)	0	

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.7%	76.9%	90.6%	95.3%	98.8%	99.6%	99.7%	99.8%
Treated and admitted to hospital	2.0%	20.9%	44.4%	64.1%	83.7%	94.8%	98.0%	99.3%
Patient left without, or before completing, treatment	47.1%	76.5%	82.4%	92.2%	98.0%	98.0%	100%	100%
Transferred to another hospital	0%	8.3%	16.7%	41.7%	66.7%	79.2%	95.8%	100%
All presentations	36.9%	69.6%	84.0%	90.9%	96.6%	98.6%	99.5%	99.8%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 1,405 patients

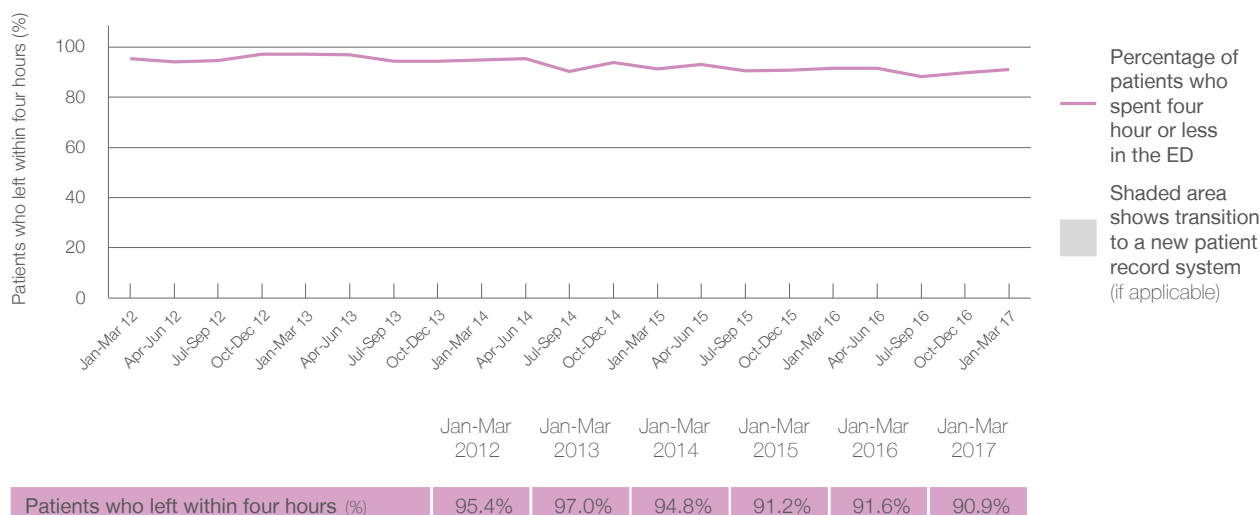
Presentations used to calculate time to leaving the ED:⁶ 1,405 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,411	-0.4%
1,411	-0.4%
91.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,728 patients
Emergency presentations:² 4,589 patients

Same period last year	Change since one year ago
4,621	2.3%
4,476	2.5%

Queanbeyan Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 240 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,255 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,129 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 954 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
255	
8 minutes	8 minutes
23 minutes	26 minutes
1,154	
22 minutes	20 minutes
65 minutes	69 minutes
2,236	
30 minutes	26 minutes
105 minutes	101 minutes
831	
30 minutes	23 minutes
113 minutes	104 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,728 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
4,621	2.3%
82.6%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

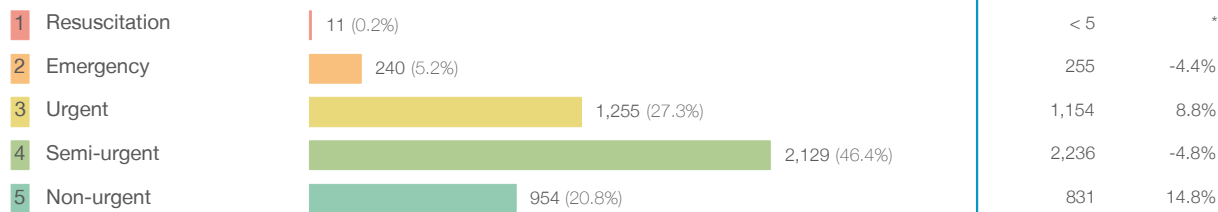
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Patients presenting to the emergency department

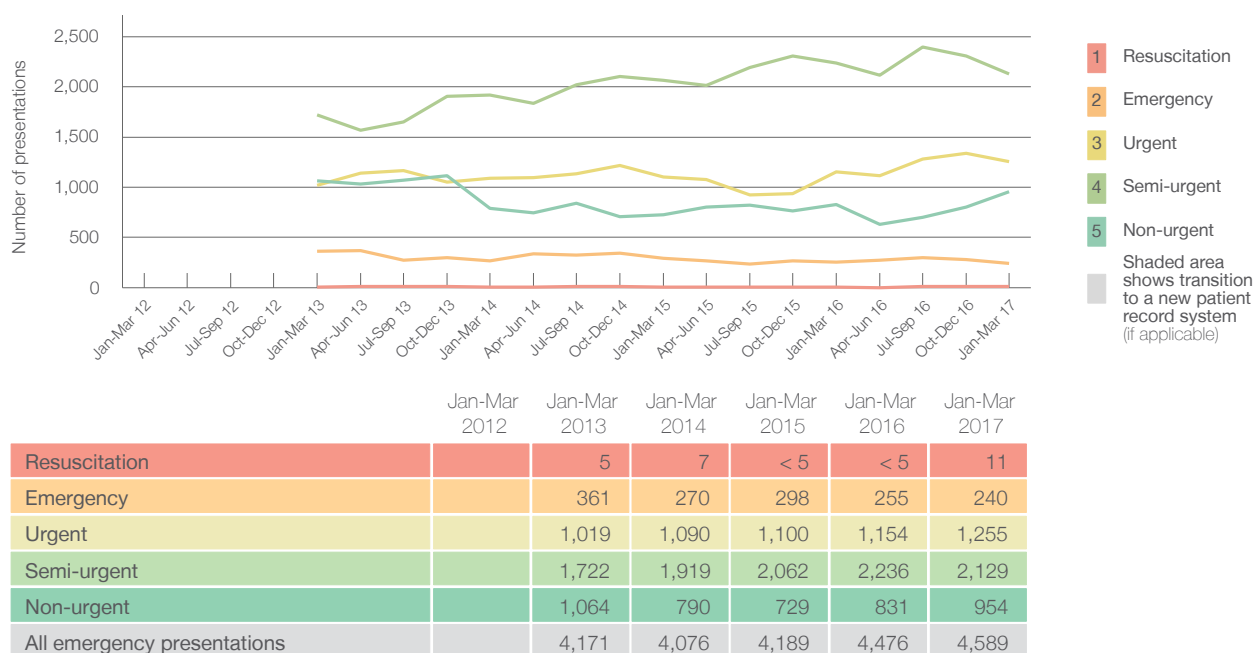
January to March 2017

All presentations:¹ 4,728 patients

Emergency presentations² by triage category: 4,589 patients



Emergency presentations² by quarter, January 2012 to March 2017 ^{† §}

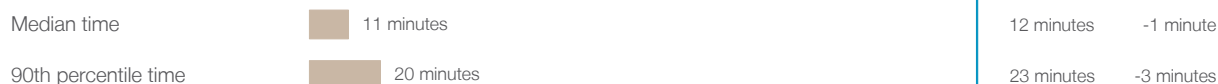


Queanbeyan Health Service: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 418 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 240

Number of triage 2 patients used to calculate waiting time:³ 240

Median time to start treatment⁴

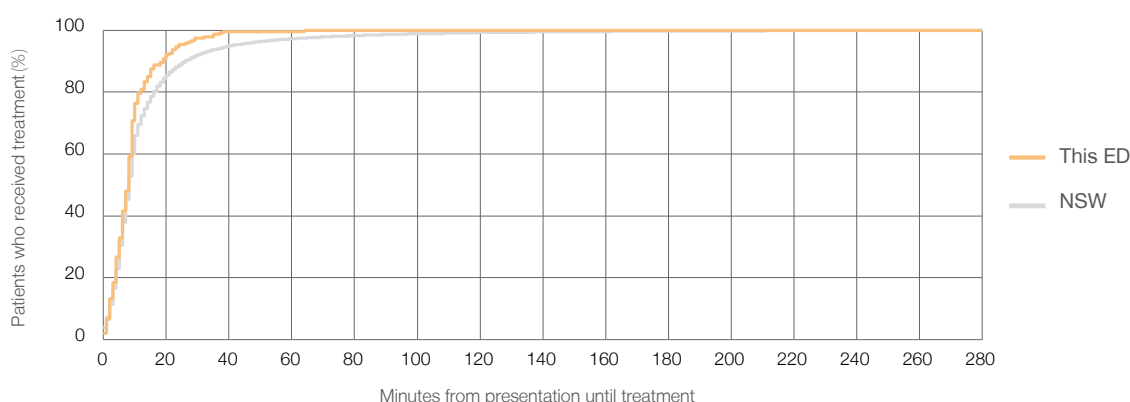
8 minutes

90th percentile time to start treatment⁵

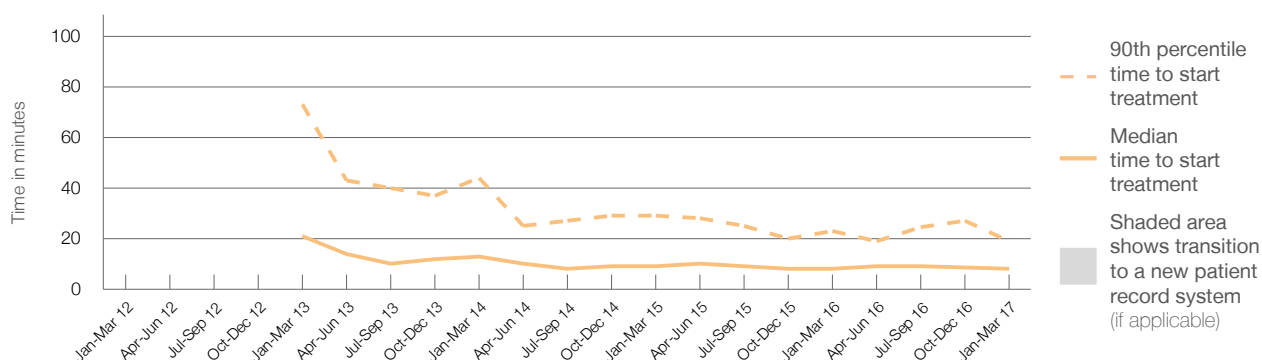
19 minutes

Same period last year	NSW (this period)
255	
249	
8 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		21	13	9	8	8
90th percentile time to start treatment ⁵ (minutes)		73	44	29	23	19

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,255

Number of triage 3 patients used to calculate waiting time:³ 1,231

Median time to start treatment⁴

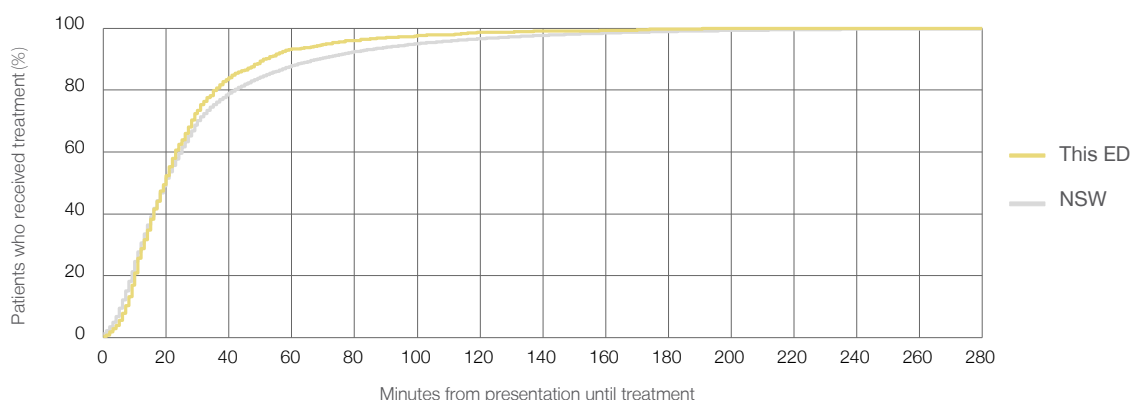
20 minutes

90th percentile time to start treatment⁵

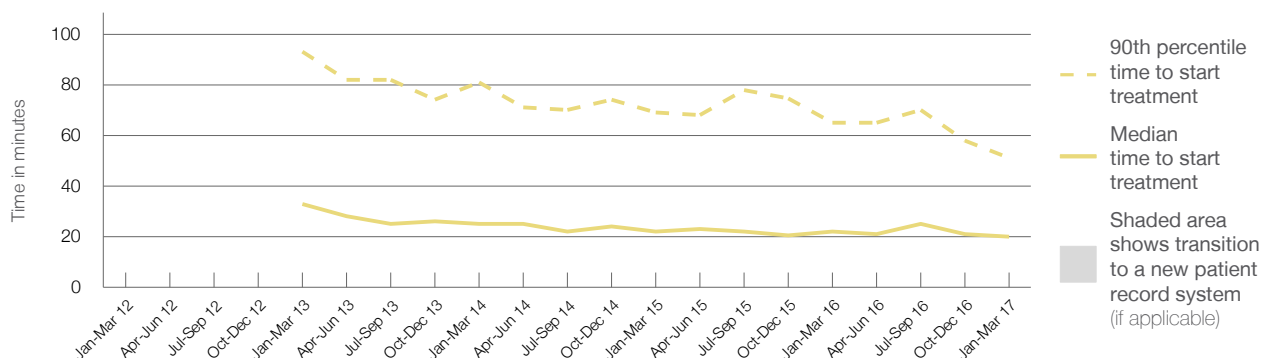
51 minutes

Same period last year	NSW (this period)
1,154	
1,107	
22 minutes	20 minutes
65 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		33	25	22	22	20
90th percentile time to start treatment ⁵ (minutes)		93	81	69	65	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,129

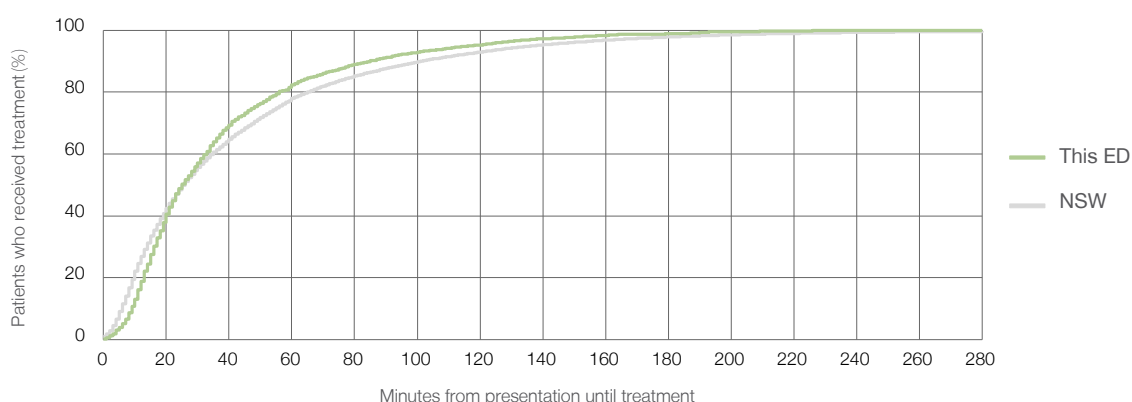
Number of triage 4 patients used to calculate waiting time:³ 1,983

Median time to start treatment⁴ 25 minutes

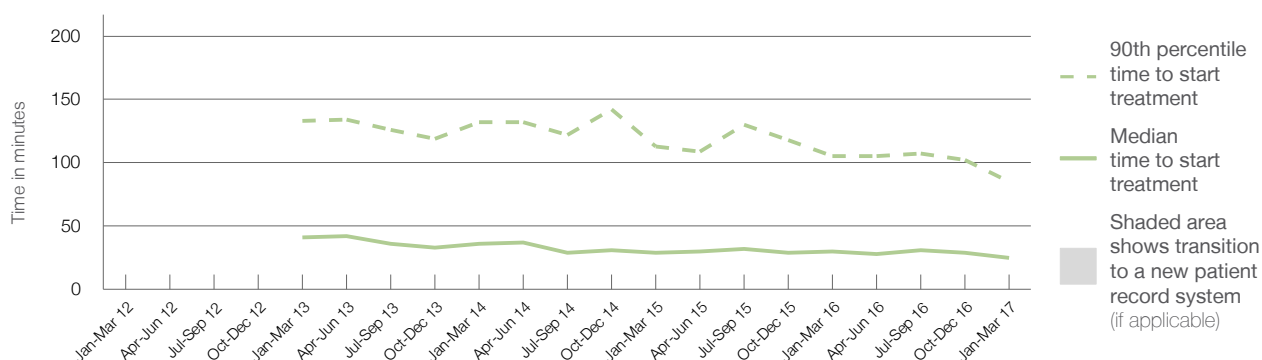
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
2,236	
2,022	
30 minutes	26 minutes
105 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		41	36	29	30	25
90th percentile time to start treatment ⁵ (minutes)		133	132	113	105	85

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 954

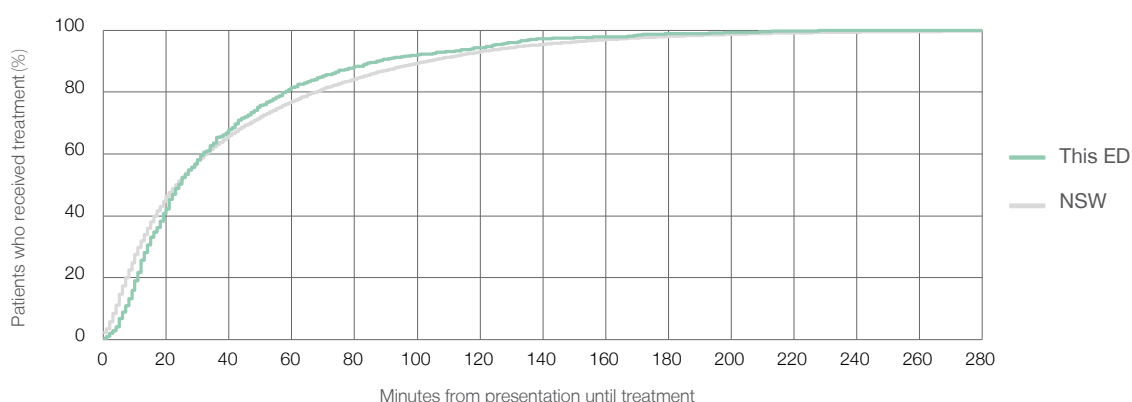
Number of triage 5 patients used to calculate waiting time:³ 804

Median time to start treatment⁴ 24 minutes

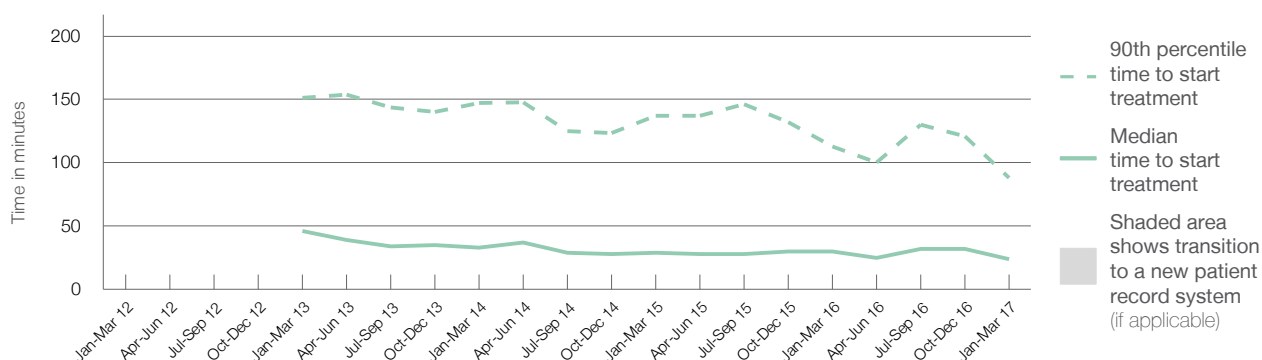
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
831	
667	
30 minutes	23 minutes
113 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		46	33	29	30	24
90th percentile time to start treatment ⁵ (minutes)		151	147	137	113	88

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,728 patients

Presentations used to calculate time to leaving the ED:⁶ 4,728 patients

Median time spent in the ED⁸

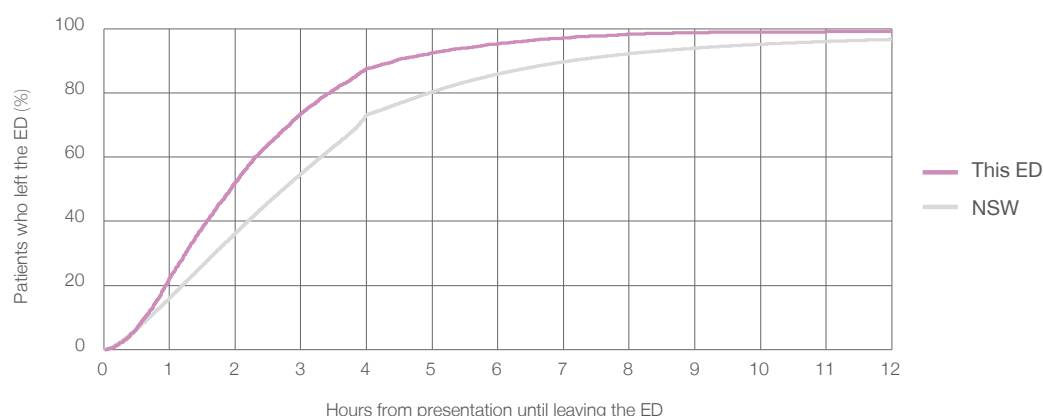
1 hours and 56 minutes

90th percentile time spent in the ED⁹

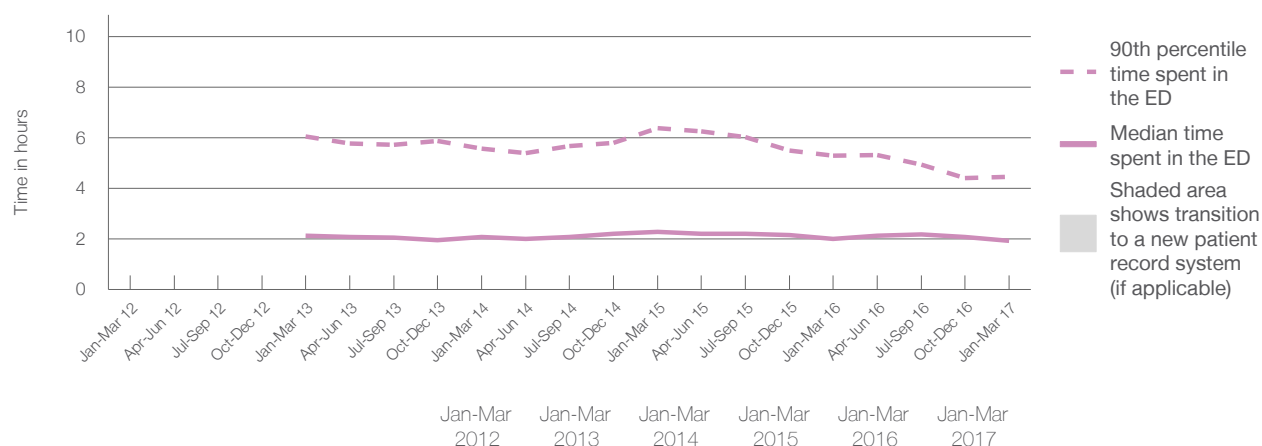
4 hours and 27 minutes

Same period last year	NSW (this period)
4,621	4,621
2 hours and 1 minutes	2 hours and 44 minutes
5 hours and 17 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 8m	2h 6m	2h 17m	2h 1m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 3m	5h 35m	6h 23m	5h 17m	4h 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

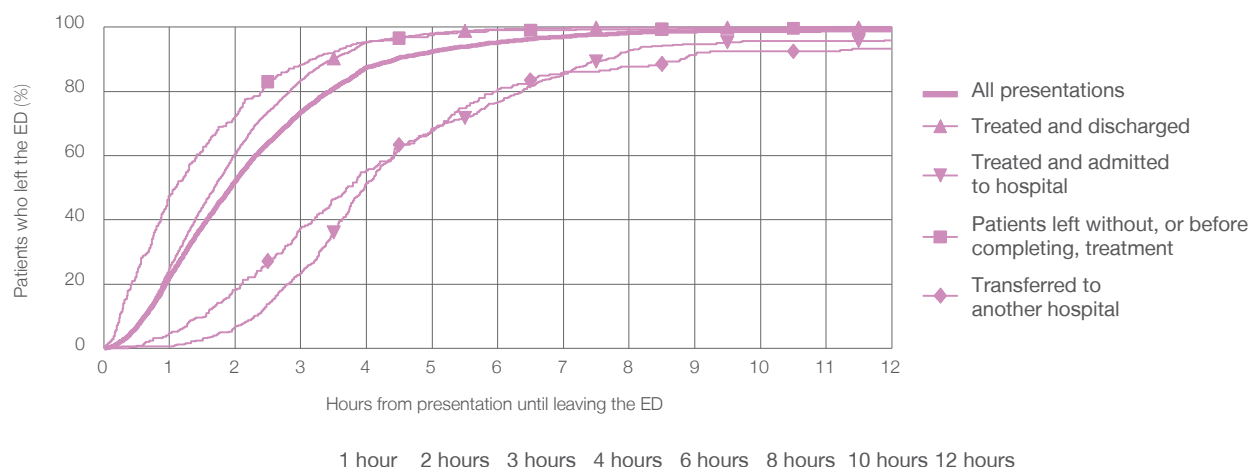
January to March 2017

All presentations:[†] 4,728 patients

Presentations used to calculate time to leaving the ED:[‡] 4,728 patients

		Same period last year	Change since one year ago
		4,621	2.3%
Treated and discharged	3,520 (74.5%)	3,405	3.4%
Treated and admitted to hospital	616 (13.0%)	513	20.1%
Patient left without, or before completing, treatment	325 (6.9%)	436	-25.5%
Transferred to another hospital	254 (5.4%)	224	13.4%
Other	13 (0.3%)	43	-69.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	25.0%	60.6%	83.5%	95.4%	99.2%	99.9%	100%	100%
Treated and admitted to hospital	0.6%	6.8%	23.4%	51.5%	76.8%	92.7%	95.6%	95.9%
Patient left without, or before completing, treatment	47.4%	72.3%	88.3%	95.4%	99.1%	99.4%	99.7%	100%
Transferred to another hospital	4.7%	18.1%	37.4%	55.5%	80.7%	87.8%	92.5%	93.3%
All presentations	22.3%	52.2%	73.5%	87.5%	95.3%	98.3%	99.0%	99.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,728 patients

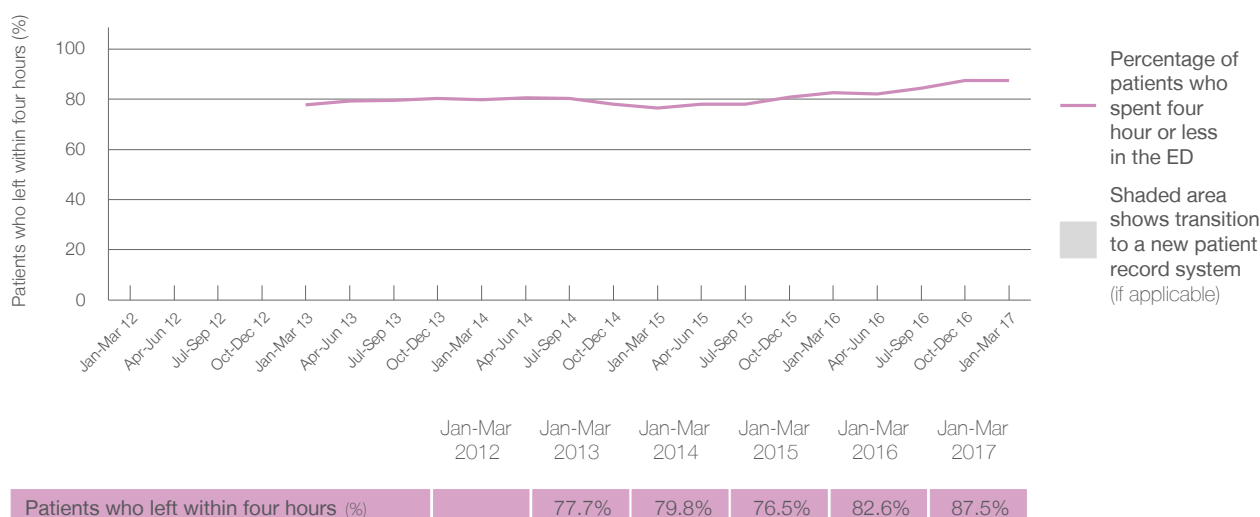
Presentations used to calculate time to leaving the ED:⁶ 4,728 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,621	2.3%
4,621	2.3%
82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,894 patients

Emergency presentations:² 2,814 patients

Same period last year	Change since one year ago
2,879	0.5%
2,811	0.1%

Singleton District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 190 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 682 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,749 patients

Median time to start treatment⁴ 41 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 186 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
214	
8 minutes	8 minutes
31 minutes	26 minutes
758	
26 minutes	20 minutes
81 minutes	69 minutes
1,566	
41 minutes	26 minutes
113 minutes	101 minutes
273	
32 minutes	23 minutes
103 minutes	104 minutes

Singleton District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,894 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
2,879	0.5%
90.7%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

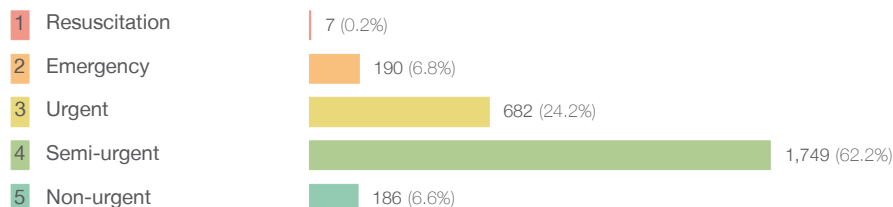
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Patients presenting to the emergency department

January to March 2017

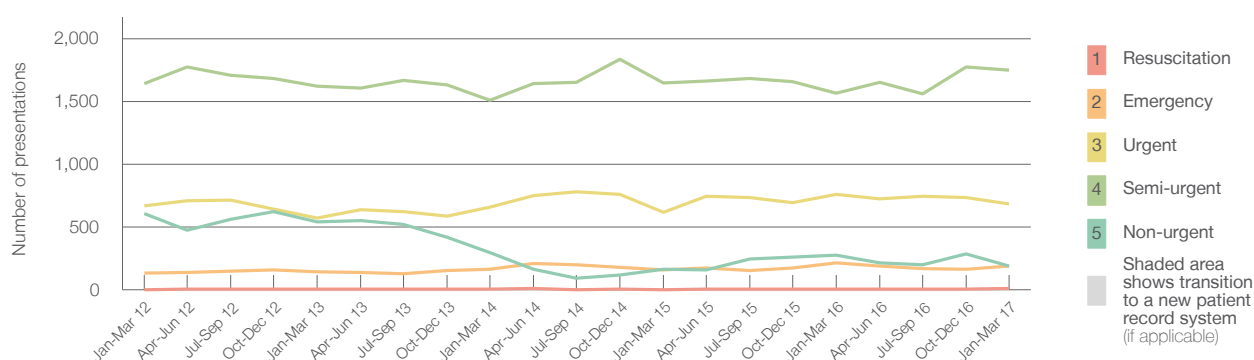
All presentations:¹ 2,894 patients

Emergency presentations² by triage category: 2,814 patients



Same period last year	Change since one year ago
2,879	0.5%
2,811	0.1%
< 5	*
214	-10.4%
758	-10.0%
1,566	11.7%
273	-31.9%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	0	< 5	< 5	< 5	< 5	7
Emergency	130	144	162	160	214	190
Urgent	665	572	659	619	758	682
Semi-urgent	1,643	1,621	1,511	1,646	1,566	1,749
Non-urgent	606	541	293	164	273	186
All emergency presentations	3,044	2,878	2,625	2,589	2,811	2,814

Singleton District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 272 patients

ED Transfer of care time



Same period last year	Change since one year ago
239	
7 minutes	-2 minutes
15 minutes	2 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 190

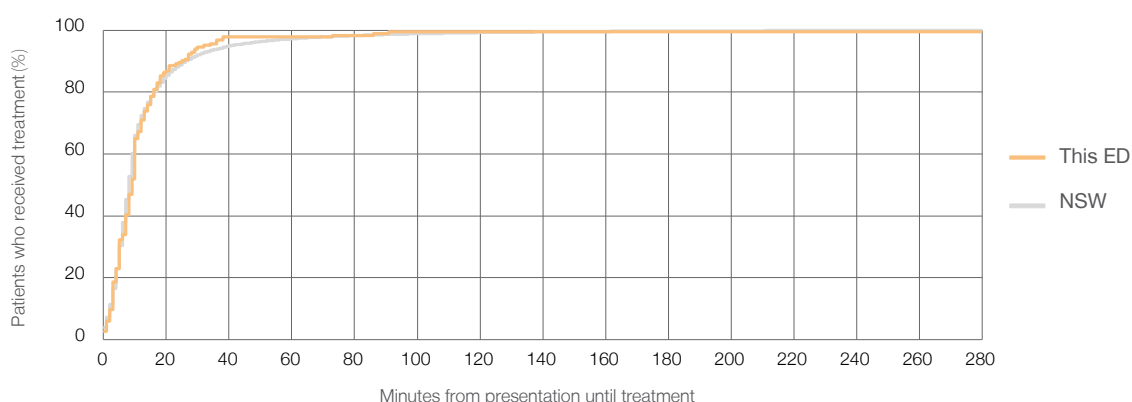
Number of triage 2 patients used to calculate waiting time:³ 183

Median time to start treatment⁴ 9 minutes

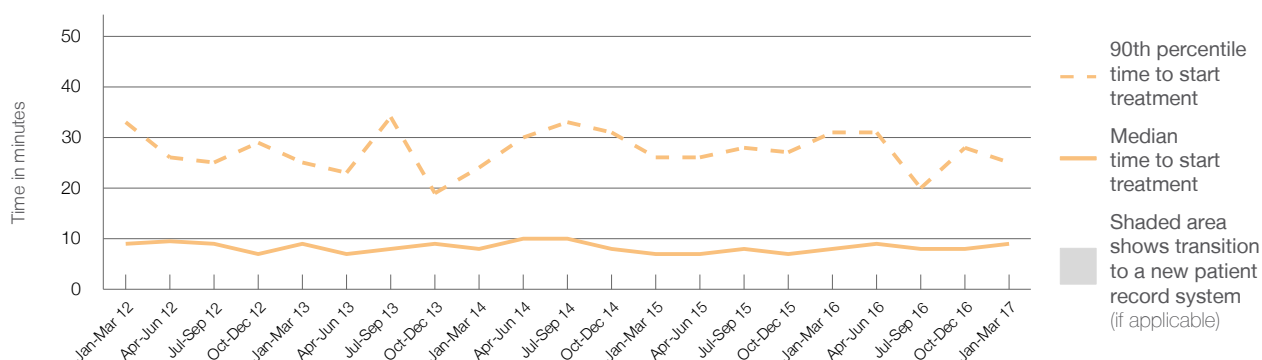
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
214	
202	
8 minutes	8 minutes
31 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	9	8	7	8	9
90th percentile time to start treatment ⁵ (minutes)	33	25	24	26	31	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 682

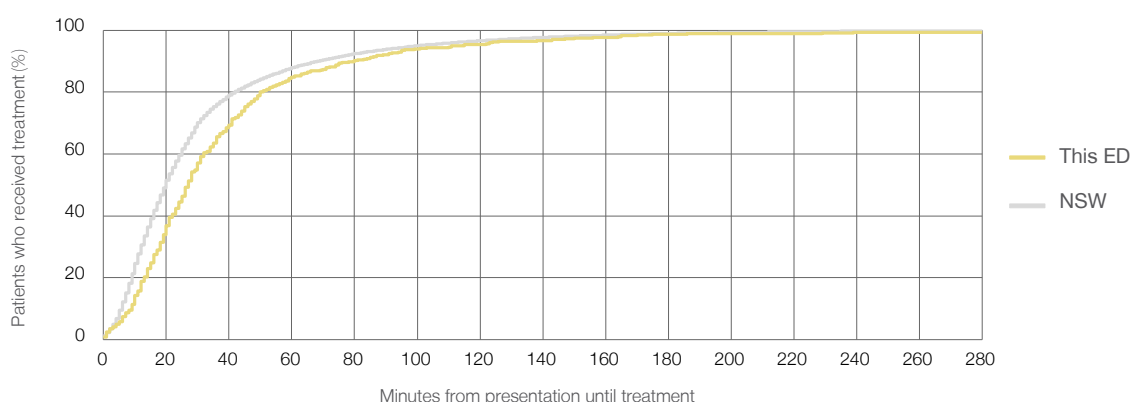
Number of triage 3 patients used to calculate waiting time:³ 661

Median time to start treatment⁴ 27 minutes

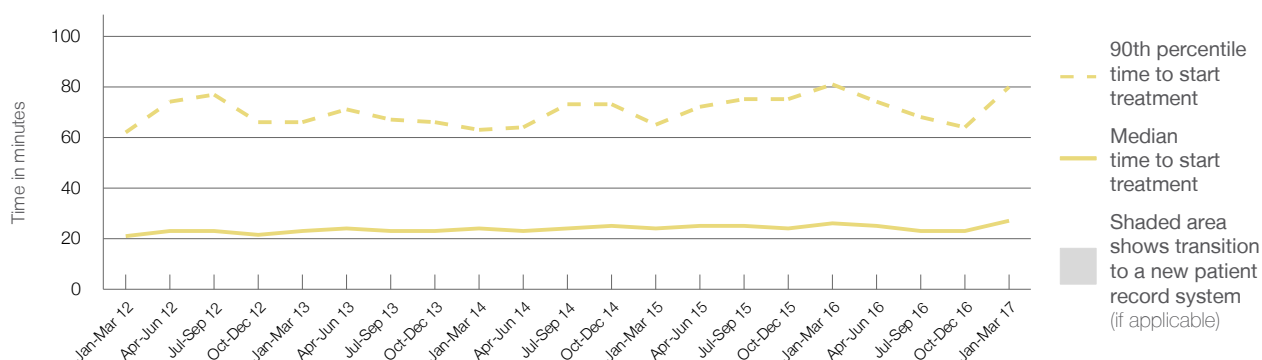
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
758	
724	
26 minutes	20 minutes
81 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	21	23	24	24	26	27
90th percentile time to start treatment ⁵ (minutes)	62	66	63	65	81	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,749

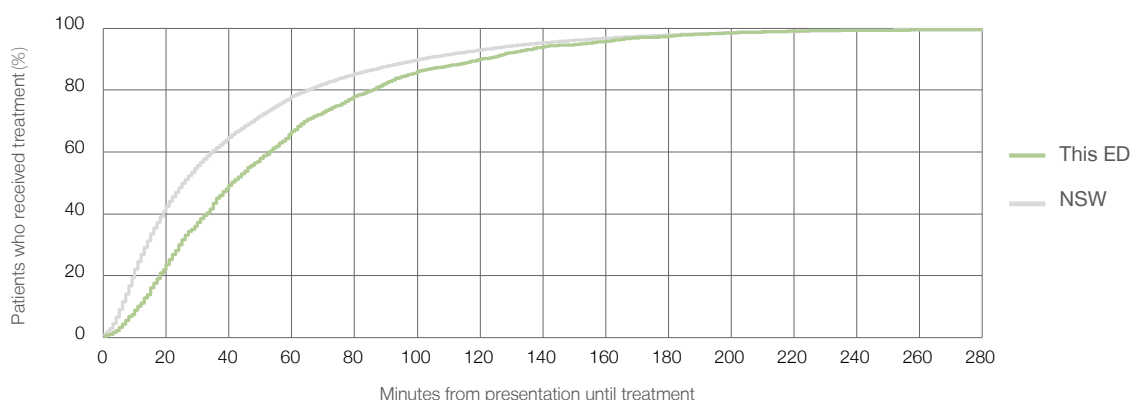
Number of triage 4 patients used to calculate waiting time:³ 1,662

Median time to start treatment⁴ 41 minutes

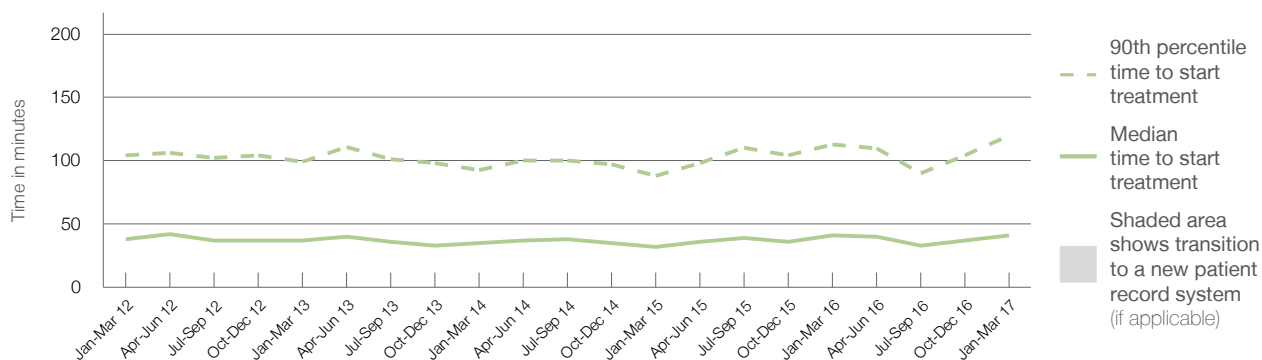
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,566	
1,485	
41 minutes	26 minutes
113 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	37	35	32	41	41
90th percentile time to start treatment ⁵ (minutes)	104	99	93	88	113	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 186

Number of triage 5 patients used to calculate waiting time:³ 168

Median time to start treatment⁴

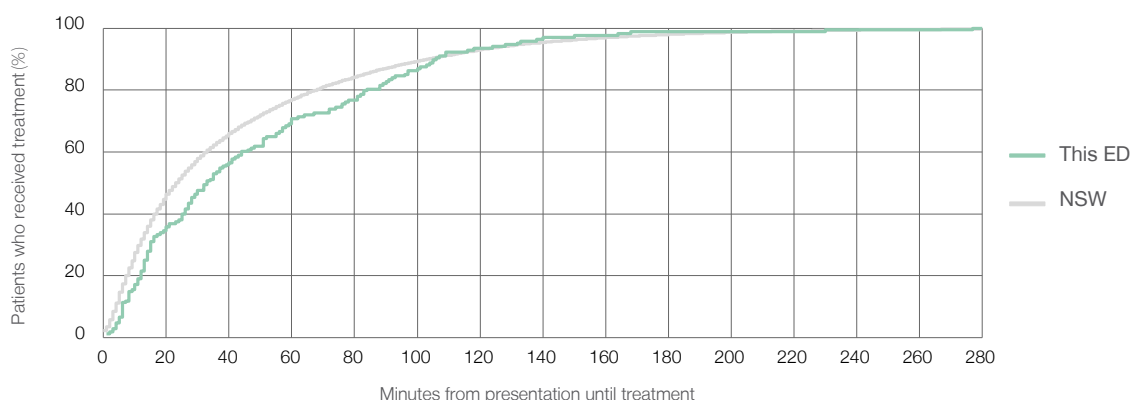
33 minutes

90th percentile time to start treatment⁵

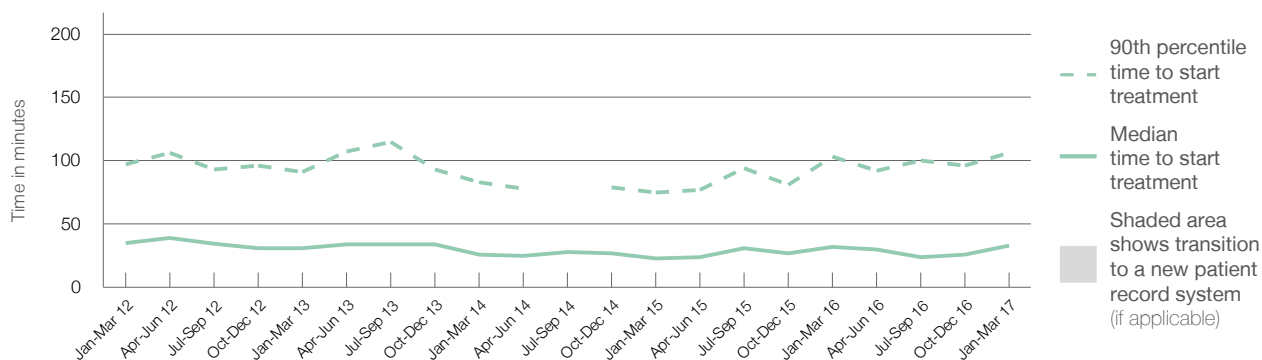
106 minutes

Same period last year	NSW (this period)
273	
235	
32 minutes	23 minutes
103 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	31	26	23	32	33
90th percentile time to start treatment ⁵ (minutes)	97	91	83	75	103	106

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,894 patients

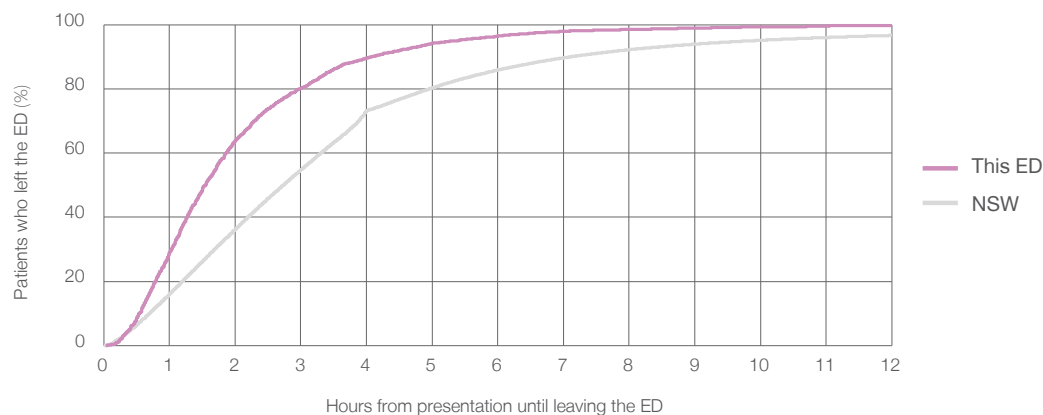
Presentations used to calculate time to leaving the ED:⁶ 2,894 patients

Median time spent in the ED⁸ 1 hours and 33 minutes

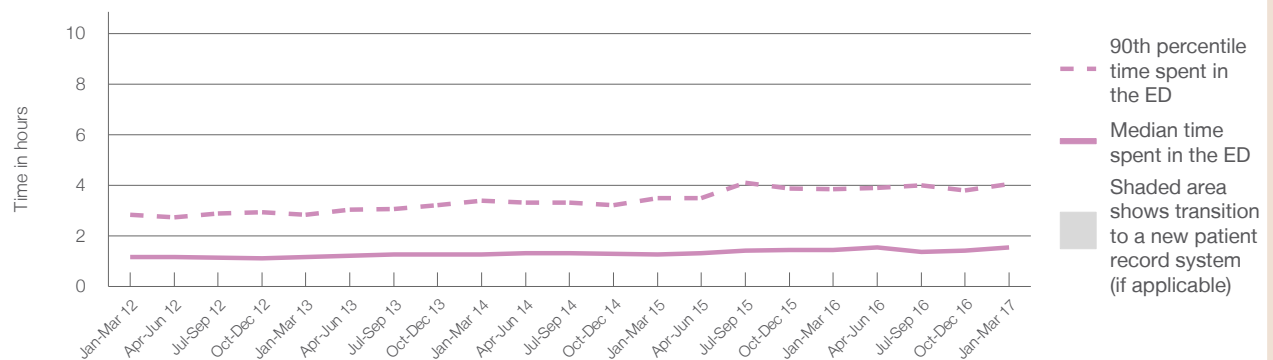
90th percentile time spent in the ED⁹ 4 hours and 4 minutes

Same period last year	NSW (this period)
2,879	2,879
1 hours and 27 minutes	2 hours and 44 minutes
3 hours and 51 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	1h 11m	1h 17m	1h 17m	1h 27m	1h 33m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 50m	2h 50m	3h 24m	3h 30m	3h 51m	4h 4m

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

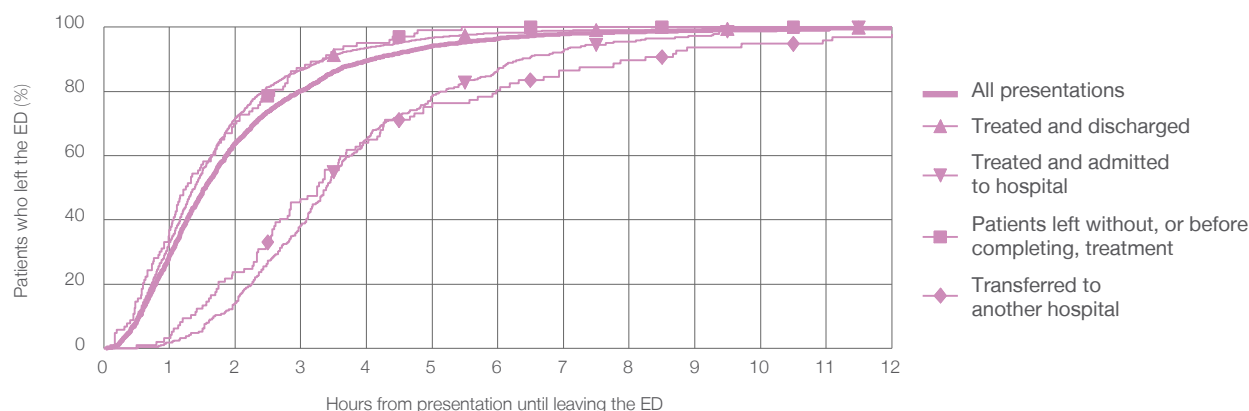
All presentations:[†] 2,894 patients

Presentations used to calculate time to leaving the ED:[‡] 2,894 patients

Treated and discharged	2,365 (81.7%)
Treated and admitted to hospital	290 (10.0%)
Patient left without, or before completing, treatment	103 (3.6%)
Transferred to another hospital	97 (3.4%)
Other	39 (1.3%)

Same period last year	Change since one year ago
2,879	0.5%
2,343	0.9%
310	-6.5%
95	8.4%
69	40.6%
62	-37.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	33.1%	71.8%	86.6%	93.6%	98.2%	99.2%	99.6%	99.9%
Treated and admitted to hospital	1.7%	14.1%	38.3%	65.2%	86.9%	95.5%	98.6%	100%
Patient left without, or before completing, treatment	36.9%	69.9%	87.4%	95.1%	100%	100%	100%	100%
Transferred to another hospital	3.1%	23.7%	46.4%	63.9%	80.4%	89.7%	94.8%	97.9%
All presentations	29.0%	64.0%	80.2%	89.6%	96.5%	98.4%	99.3%	99.8%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 2,894 patients

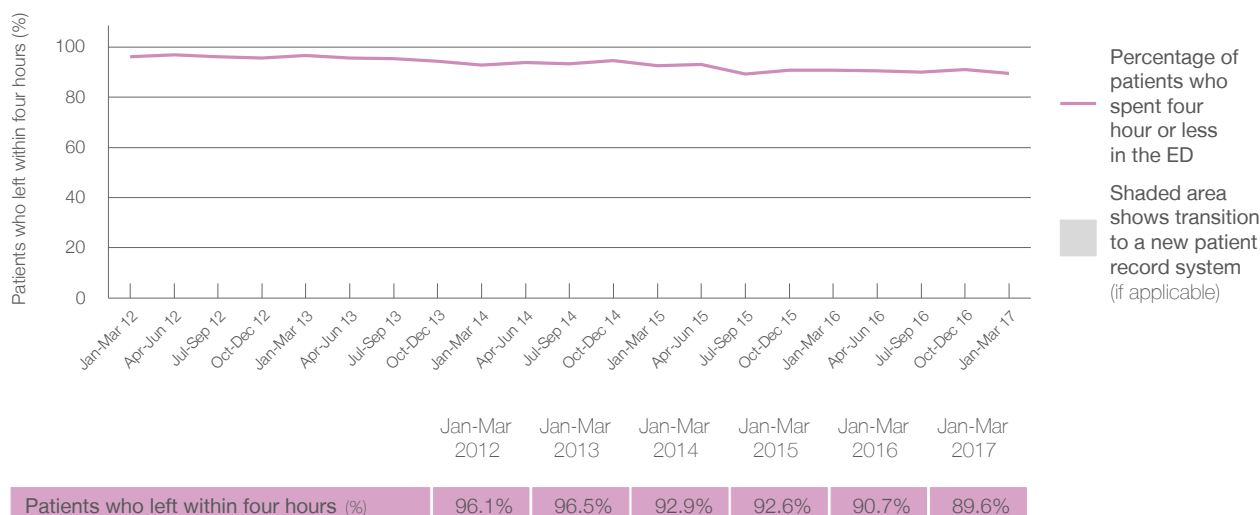
Presentations used to calculate time to leaving the ED:⁶ 2,894 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,879	0.5%
2,879	0.5%
90.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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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 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,410 patients

Emergency presentations:² 2,256 patients

Same period last year	Change since one year ago
2,253	7.0%
1,969	14.6%

Young Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 111 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 788 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,082 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 267 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
130	
6 minutes	8 minutes
24 minutes	26 minutes
717	
10 minutes	20 minutes
33 minutes	69 minutes
897	
11 minutes	26 minutes
44 minutes	101 minutes
225	
9 minutes	23 minutes
48 minutes	104 minutes

Young Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,409 patients

Percentage of patients who spent four hours or less in the ED 96.5%

Same period last year	Change since one year ago
2,253	6.9%
96.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

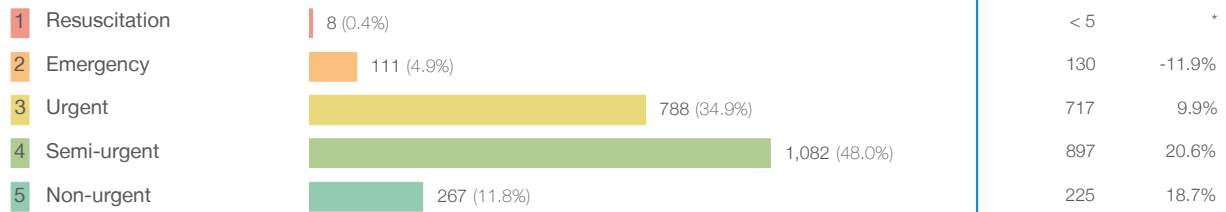
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Patients presenting to the emergency department

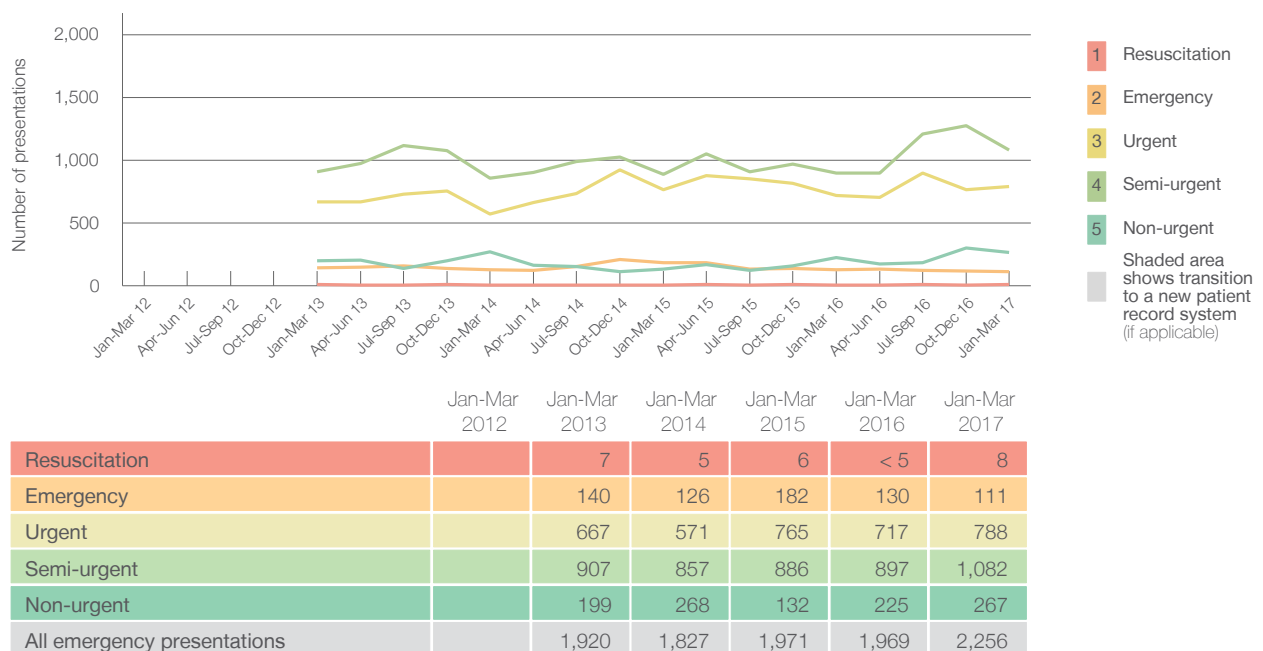
January to March 2017

All presentations:¹ 2,410 patients

Emergency presentations² by triage category: 2,256 patients



Emergency presentations² by quarter, January 2012 to March 2017 ^{† §}



Young Health Service: Patients arriving by ambulance

January to March 2017

ED Transfer of care time is not currently available for this hospital.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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients waited to start treatment, triage 2

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 111

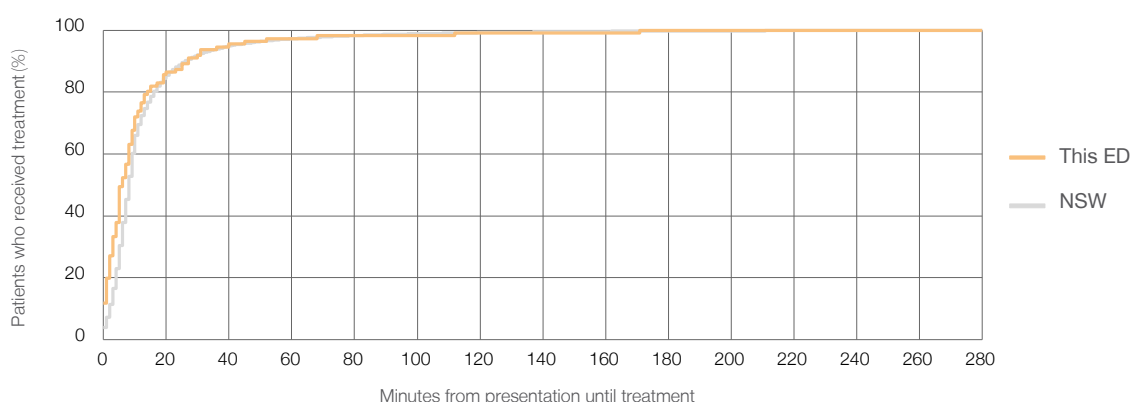
Number of triage 2 patients used to calculate waiting time:³ 111

Median time to start treatment⁴ 6 minutes

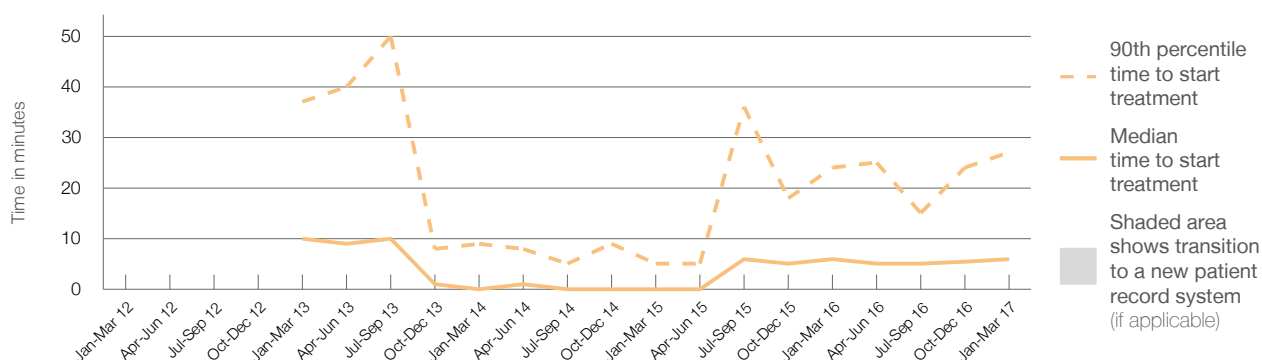
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
130	
125	
6 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		10	0	0	6	6
90th percentile time to start treatment ⁵ (minutes)		37	9	5	24	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients waited to start treatment, triage 3

January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 788

Number of triage 3 patients used to calculate waiting time:³ 787

Median time to start treatment⁴

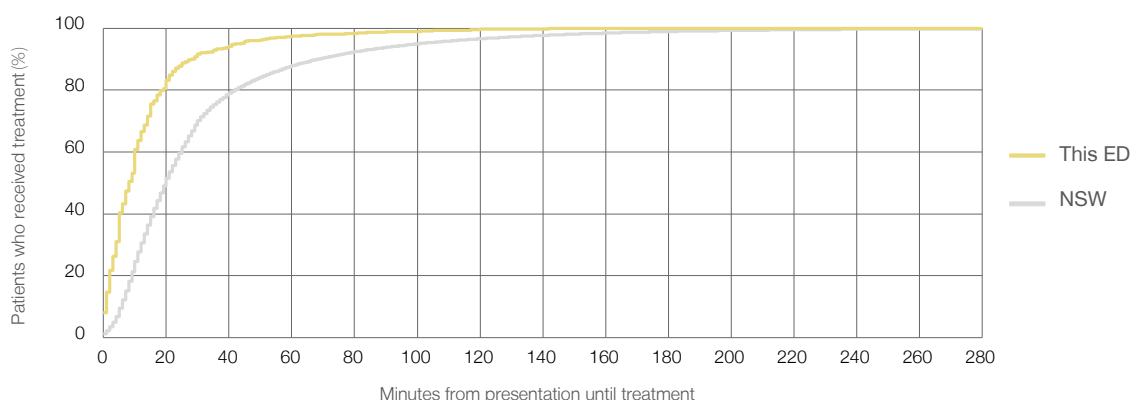
8 minutes

90th percentile time to start treatment⁵

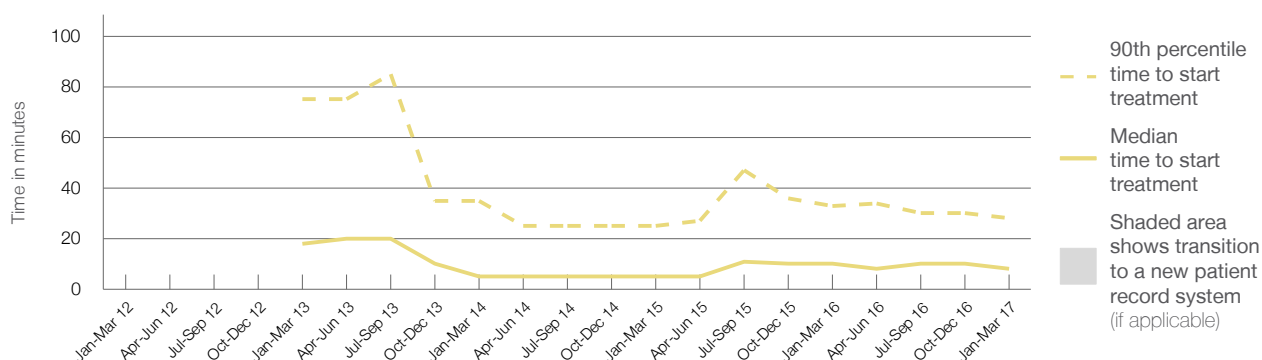
28 minutes

Same period last year	NSW (this period)
717	
686	
10 minutes	20 minutes
33 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		18	5	5	10	8
90th percentile time to start treatment ⁵ (minutes)		75	35	25	33	28

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Young Health Service: Time patients waited to start treatment, triage 4

January to March 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,082

Number of triage 4 patients used to calculate waiting time:³ 1,074

Median time to start treatment⁴

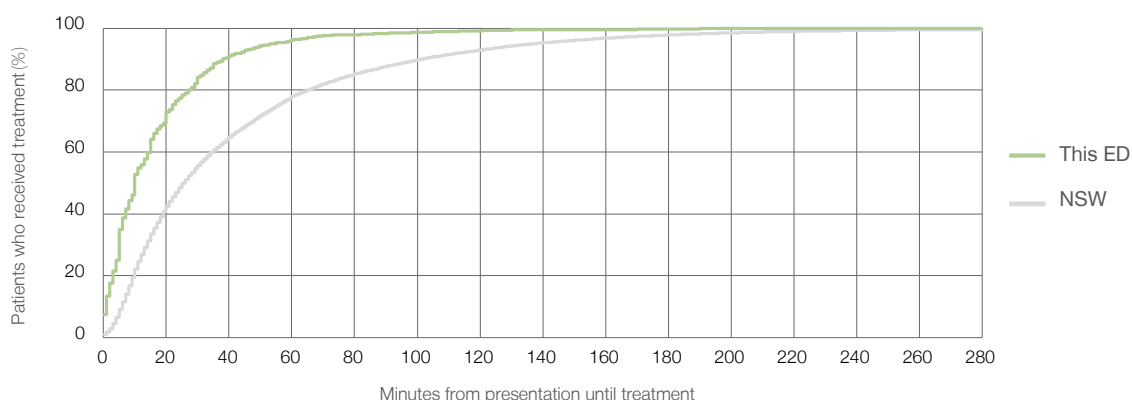
10 minutes

90th percentile time to start treatment⁵

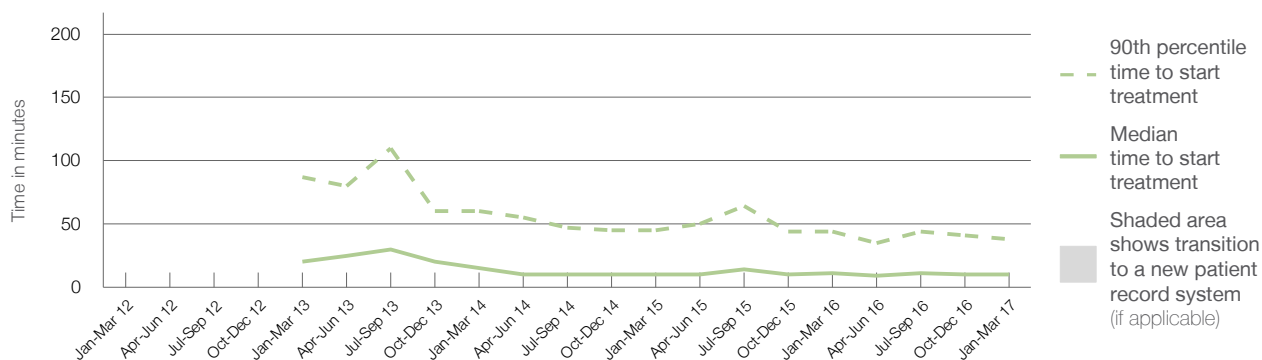
38 minutes

Same period last year	NSW (this period)
897	
836	
11 minutes	26 minutes
44 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		20	15	10	11	10
90th percentile time to start treatment ⁵ (minutes)		87	60	45	44	38

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients waited to start treatment, triage 5

January to March 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 267

Number of triage 5 patients used to calculate waiting time:³ 265

Median time to start treatment⁴

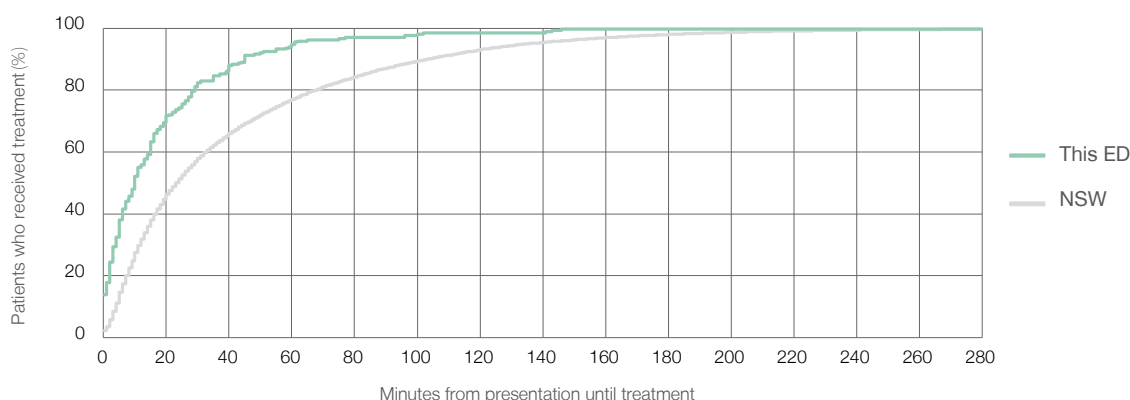
10 minutes

90th percentile time to start treatment⁵

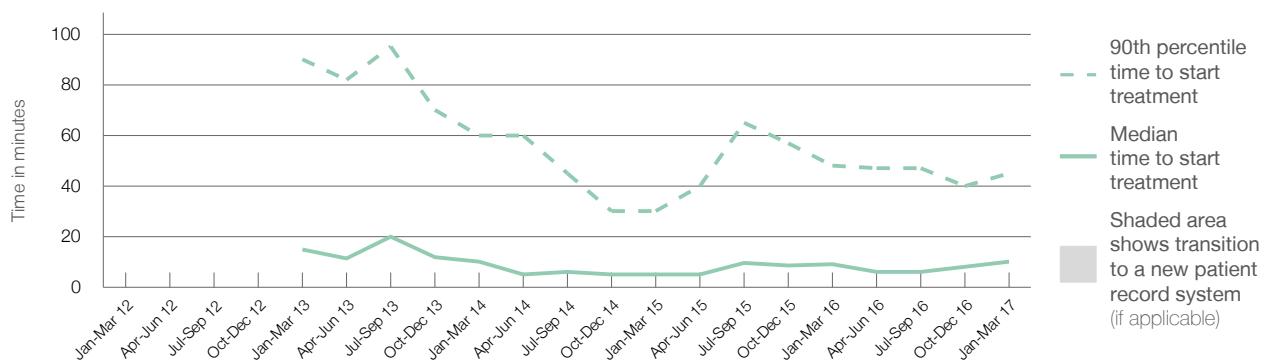
45 minutes

Same period last year	NSW (this period)
225	
209	
9 minutes	23 minutes
48 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		15	10	5	9	10
90th percentile time to start treatment ⁵ (minutes)		90	60	30	48	45

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,410 patients

Presentations used to calculate time to leaving the ED:⁶ 2,409 patients

Median time spent in the ED⁸

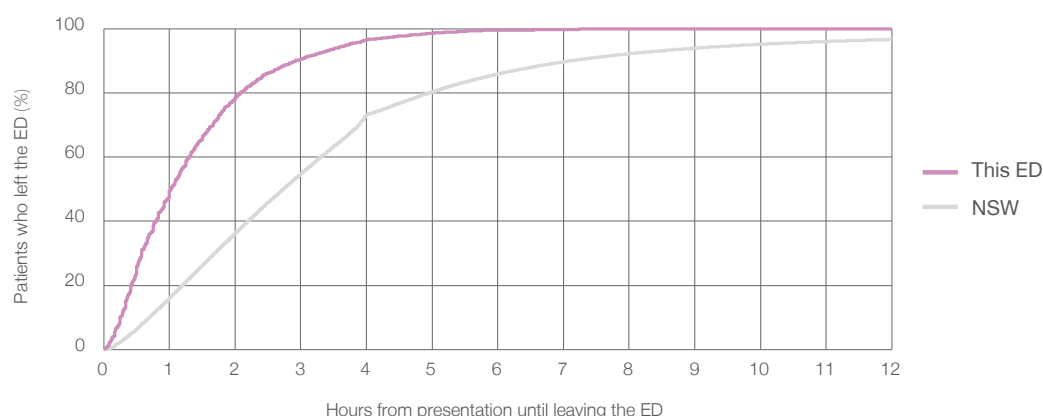
1 hours and 1 minutes

90th percentile time spent in the ED⁹

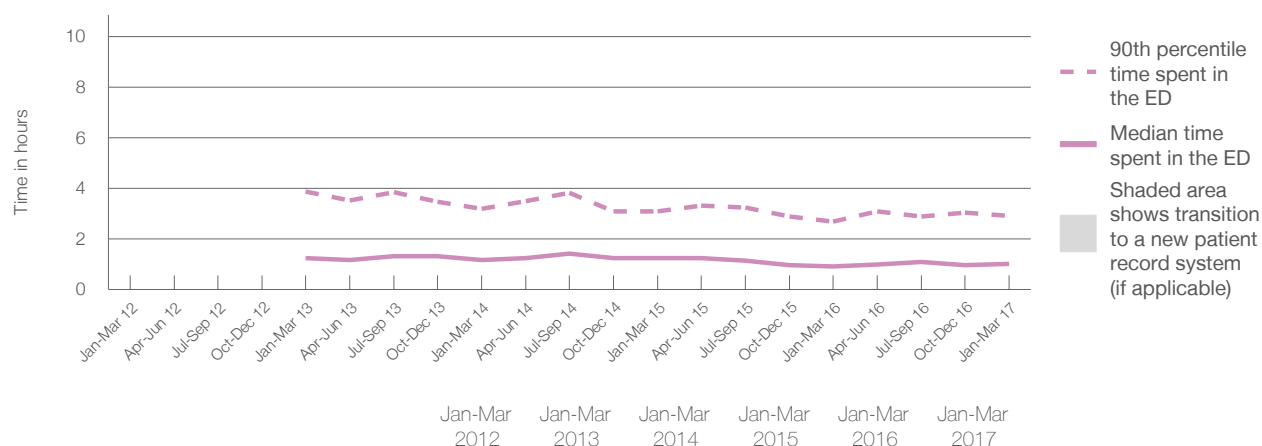
2 hours and 55 minutes

Same period last year	NSW (this period)
2,253	2,253
0 hours and 56 minutes	2 hours and 44 minutes
2 hours and 42 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 15m	1h 10m	1h 15m	0h 56m	1h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)		3h 53m	3h 12m	3h 5m	2h 42m	2h 55m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients spent in the ED

By mode of separation

January to March 2017

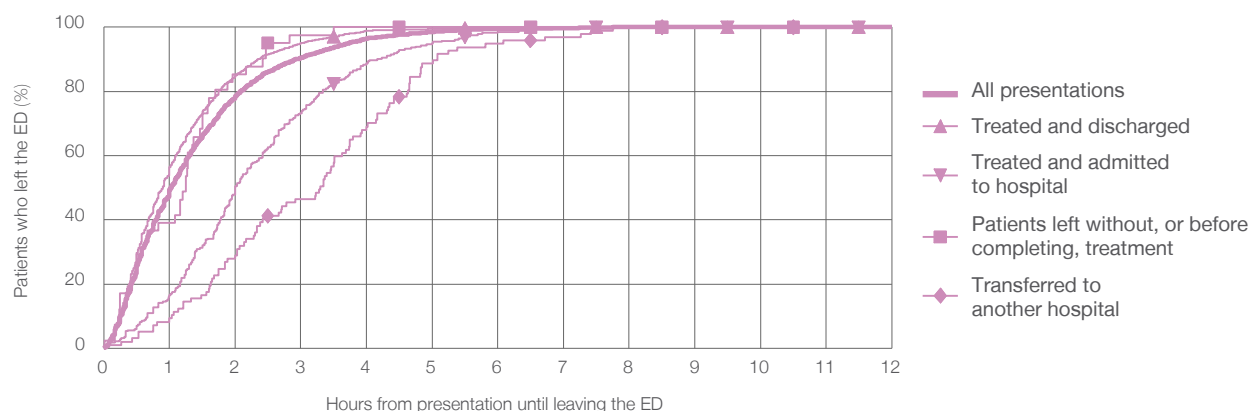
All presentations:[†] 2,410 patients

Presentations used to calculate time to leaving the ED:[‡] 2,409 patients

Treated and discharged	1,988 (82.5%)
Treated and admitted to hospital	284 (11.8%)
Patient left without, or before completing, treatment	41 (1.7%)
Transferred to another hospital	97 (4.0%)
Other	0 (0%)

Same period last year	Change since one year ago
2,253	6.9%
1,830	8.6%
286	-0.7%
54	-24.1%
82	18.3%
1	-100.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	56.4%	85.0%	95.0%	98.9%	99.8%	100%	100%	100%
Treated and admitted to hospital	16.5%	50.4%	73.2%	88.7%	98.6%	100%	100%	100%
Patient left without, or before completing, treatment	39.0%	85.4%	97.6%	100%	100%	100%	100%	100%
Transferred to another hospital	9.3%	28.9%	46.4%	69.1%	94.8%	100%	100%	100%
All presentations	49.5%	78.6%	90.5%	96.5%	99.5%	100%	100%	100%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 2,410 patients

Presentations used to calculate time to leaving the ED:⁶ 2,409 patients

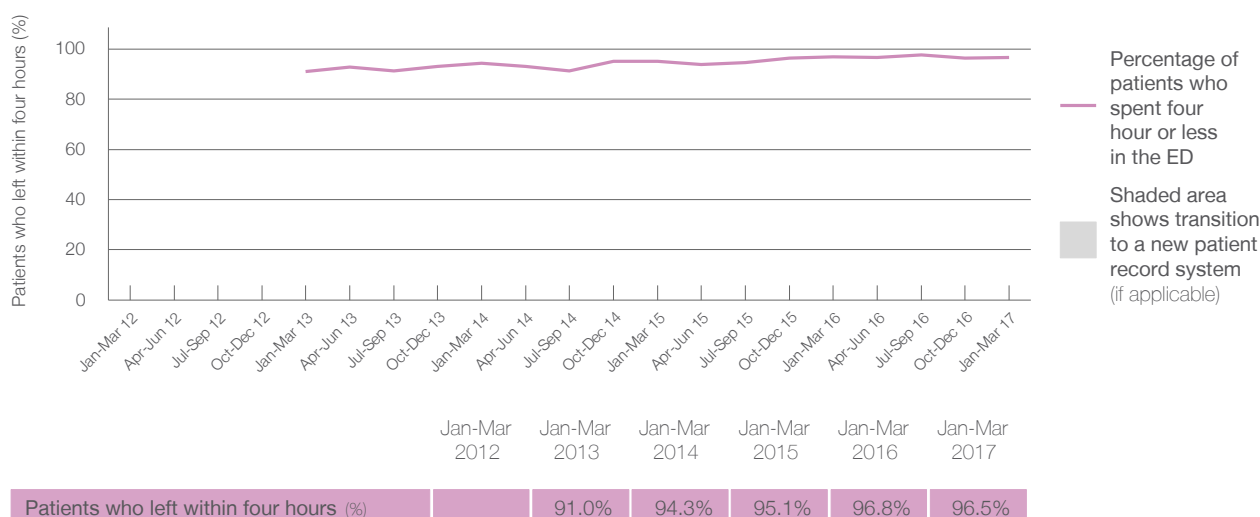
Percentage of patients who spent four hours or less in the ED



96.5%

Same period last year	Change since one year ago
2,253	7.0%
2,253	6.9%
96.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



* 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).