



Healthcare Quarterly

Performance Profiles

Emergency Department

Western Sydney Local Health District

July to September 2017

Auburn Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,766 patients
 Emergency presentations:² 7,453 patients

Same period last year	Change since one year ago
6,654	16.7%
6,502	14.6%

Auburn Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,077 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,555 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,203 patients

Median time to start treatment⁴ 45 minutes
 90th percentile time to start treatment⁵ 166 minutes

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

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,020	
9 minutes	9 minutes
27 minutes	29 minutes
2,280	
23 minutes	23 minutes
73 minutes	83 minutes
2,794	
31 minutes	30 minutes
129 minutes	121 minutes
380	
23 minutes	26 minutes
108 minutes	118 minutes

Auburn Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,763 patients

Percentage of patients who spent four hours or less in the ED 71.9%

Same period last year	Change since one year ago
6,651	16.7%
76.8%	

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

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

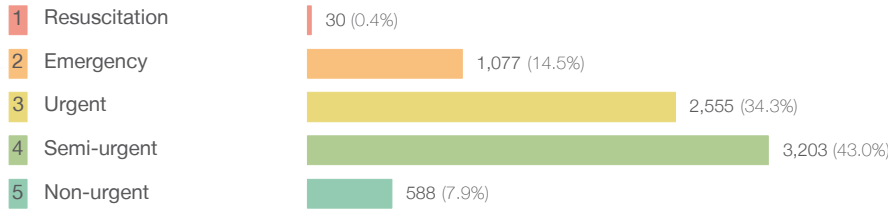
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Auburn Hospital: Patients presenting to the emergency department July to September 2017

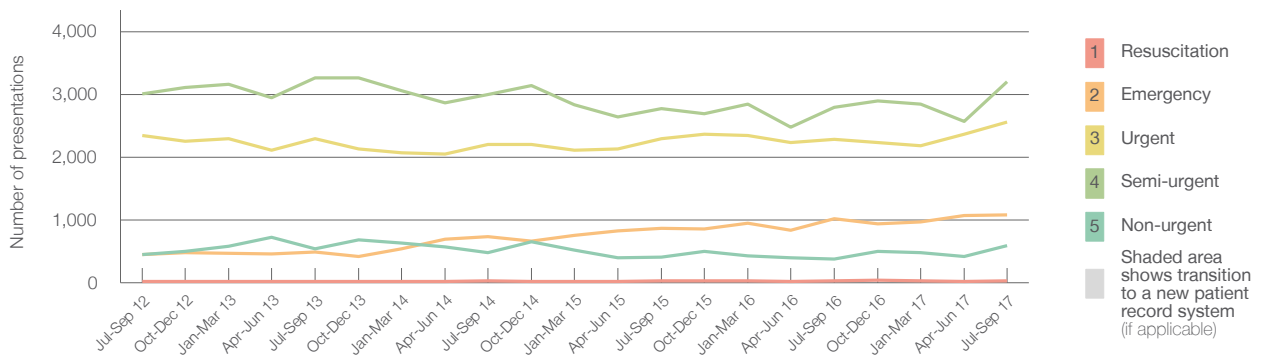
All presentations:¹ 7,766 patients

Emergency presentations² by triage category: 7,453 patients



Same period last year	Change since one year ago
6,654	16.7%
6,502	14.6%
28	7.1%
1,020	5.6%
2,280	12.1%
2,794	14.6%
380	54.7%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	19	22	26	30	28	30
Emergency	451	486	733	863	1,020	1,077
Urgent	2,342	2,295	2,200	2,295	2,280	2,555
Semi-urgent	3,006	3,259	3,001	2,772	2,794	3,203
Non-urgent	447	544	482	402	380	588
All emergency presentations	6,265	6,606	6,442	6,362	6,502	7,453

Auburn Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,189 patients

ED Transfer of care time



Same period last year	Change since one year ago
876	
14 minutes	0 minutes
26 minutes	3 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.

Auburn Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,077

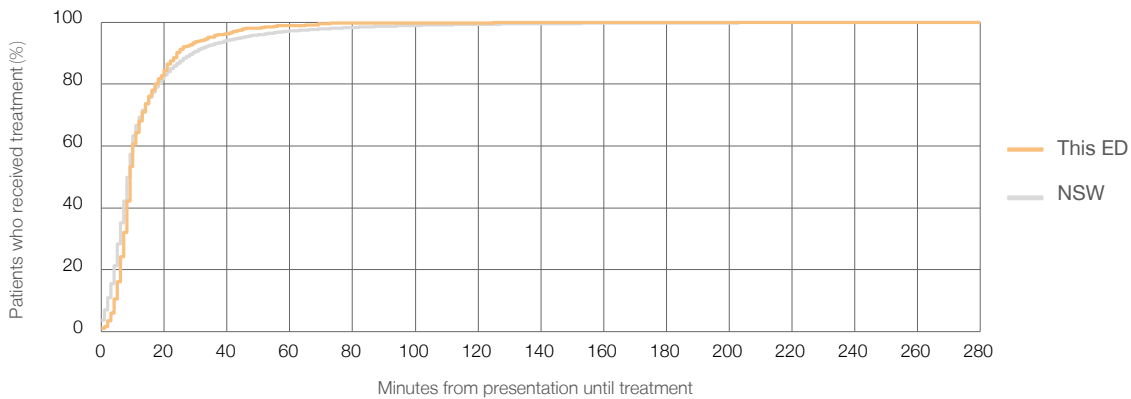
Number of triage 2 patients used to calculate waiting time:³ 1,073

Median time to start treatment⁴ 9 minutes

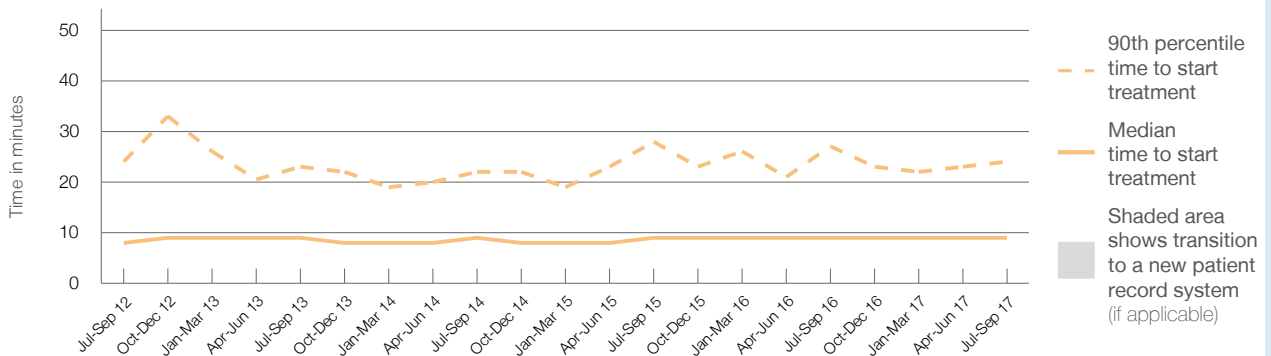
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,020	
1,016	
9 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	24	23	22	28	27	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.

Auburn Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,555

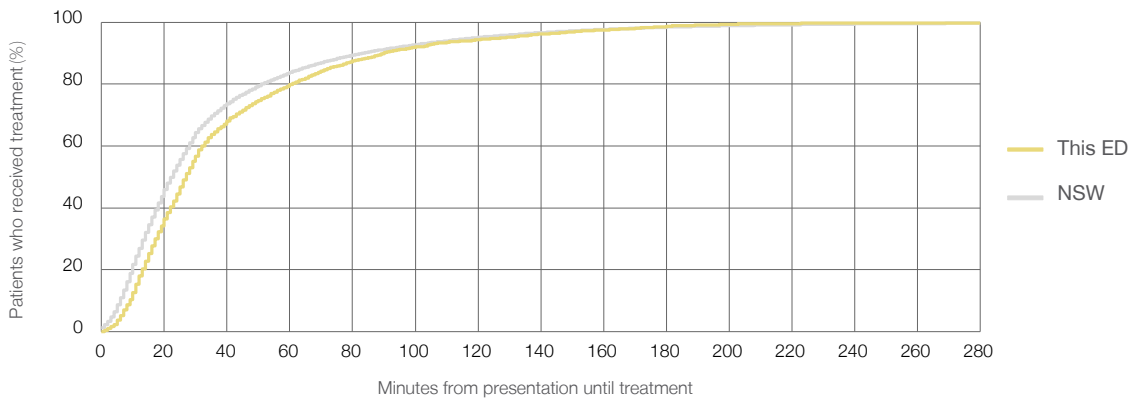
Number of triage 3 patients used to calculate waiting time:³ 2,433

Median time to start treatment⁴ 27 minutes

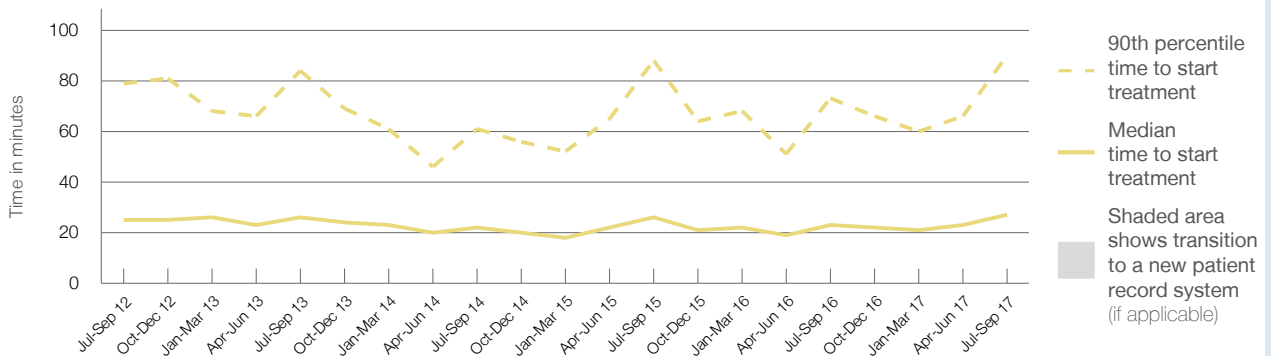
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,280	2,221
23 minutes	23 minutes
73 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	26	22	26	23	27
90th percentile time to start treatment ⁵ (minutes)	79	84	61	88	73	90

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

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Auburn Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,203

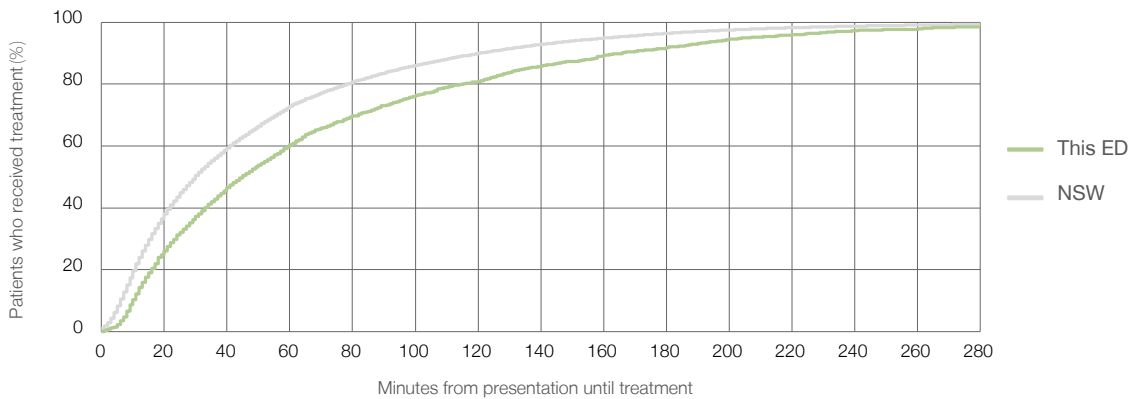
Number of triage 4 patients used to calculate waiting time:³ 2,704

Median time to start treatment⁴ 45 minutes

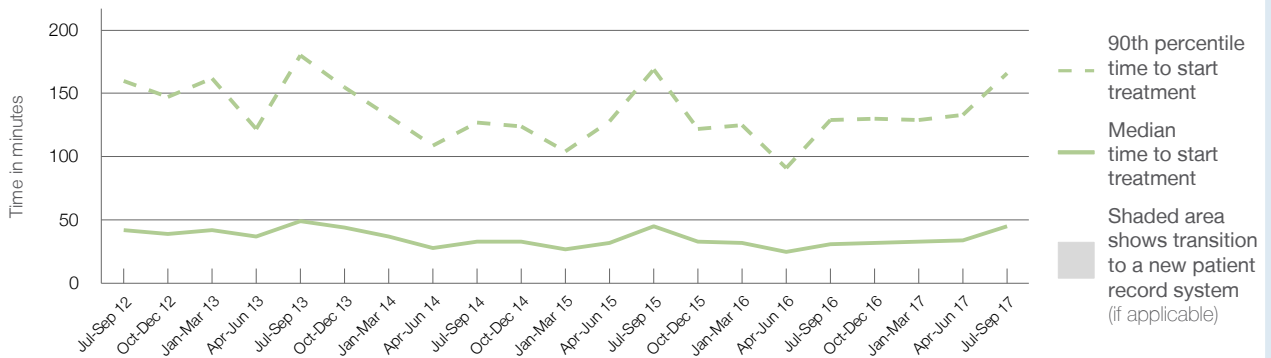
90th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
2,794	2,504
31 minutes	30 minutes
129 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	42	49	33	45	31	45
90th percentile time to start treatment ⁵ (minutes)	160	180	127	169	129	166

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Auburn Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 588

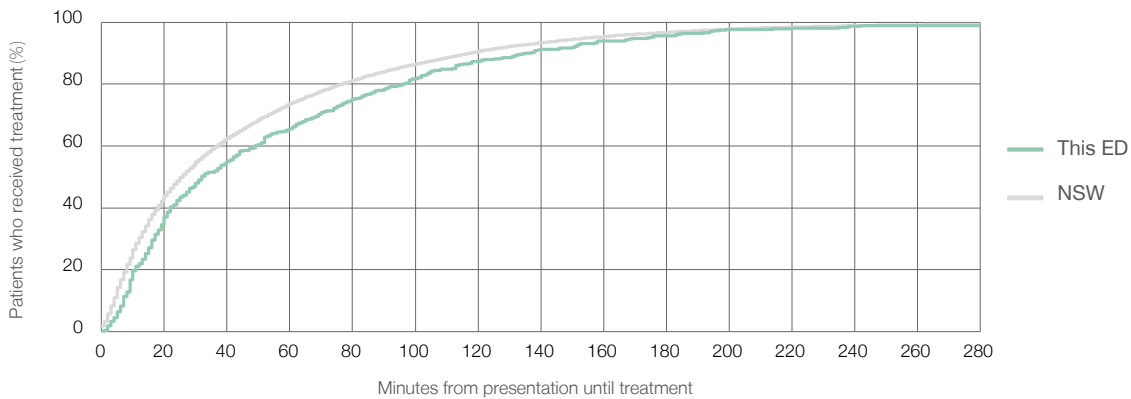
Number of triage 5 patients used to calculate waiting time:³ 422

Median time to start treatment⁴ 32 minutes

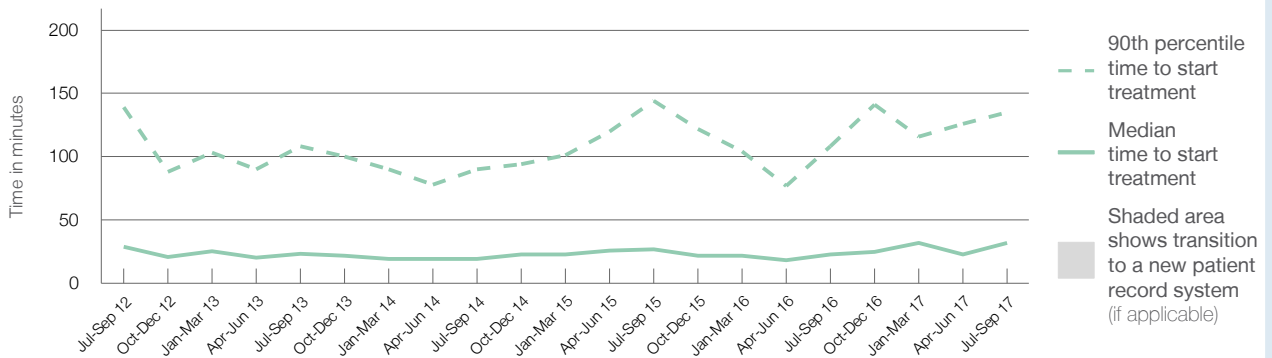
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
380	295
23 minutes	26 minutes
108 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	24	19	27	23	32
90th percentile time to start treatment ⁵ (minutes)	139	108	90	144	108	135

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Auburn Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,766 patients

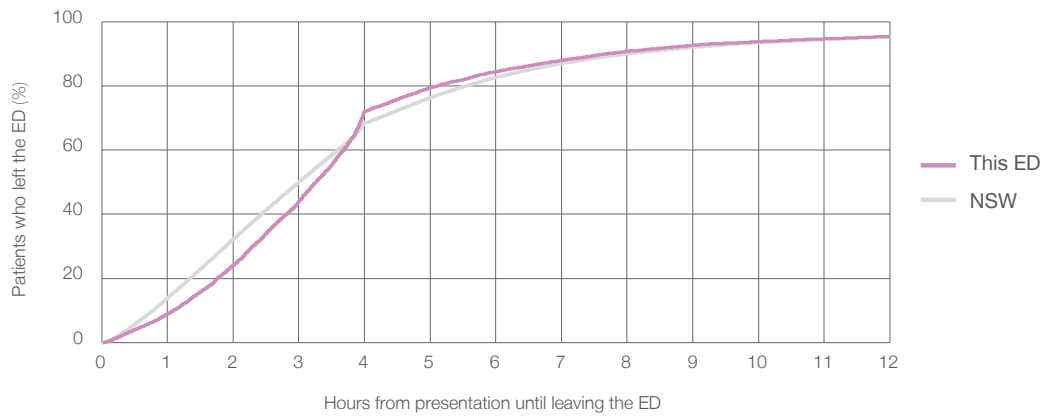
Presentations used to calculate time to leaving the ED:⁶ 7,763 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

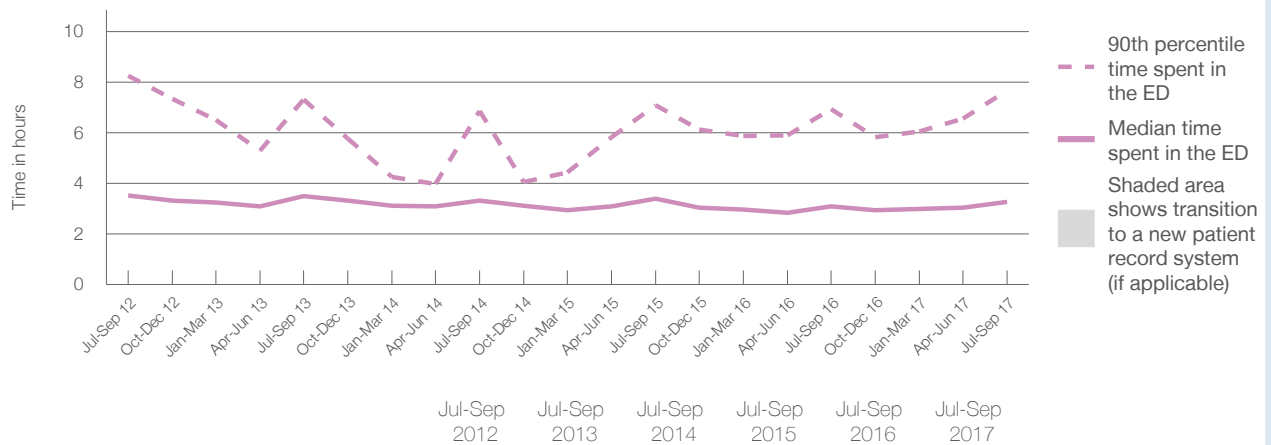
90th percentile time spent in the ED⁹ 7 hours and 41 minutes

Same period last year	NSW (this period)
6,654	6,651
3 hours and 5 minutes	3 hours and 0 minutes
6 hours and 57 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 32m	3h 30m	3h 19m	3h 24m	3h 5m	3h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 16m	7h 19m	6h 52m	7h 6m	6h 57m	7h 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.

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

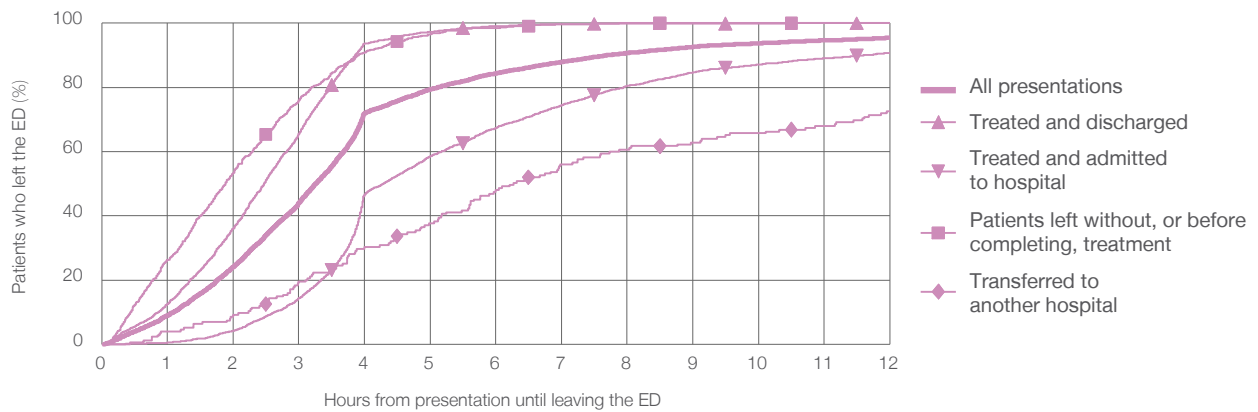
All presentations:¹ 7,766 patients

Presentations used to calculate time to leaving the ED:⁶ 7,763 patients

Treated and discharged	3,379 (43.5%)
Treated and admitted to hospital	3,298 (42.5%)
Patient left without, or before completing, treatment	880 (11.3%)
Transferred to another hospital	175 (2.3%)
Other	34 (0.4%)

Same period last year	Change since one year ago
6,651	16.7%
2,836	19.1%
3,221	2.4%
402	118.9%
159	10.1%
36	-5.6%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.5%	36.2%	65.6%	93.7%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	0.5%	4.2%	14.3%	46.6%	67.4%	80.5%	87.1%	90.7%
Patient left without, or before completing, treatment	26.3%	53.4%	76.0%	91.0%	98.5%	100%	100%	100%
Transferred to another hospital	4.0%	9.1%	19.4%	30.3%	48.0%	60.6%	65.7%	72.6%
All presentations	9.0%	24.2%	44.1%	71.9%	84.4%	90.8%	93.7%	95.4%

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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.

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

All presentations at the emergency department:¹ 7,766 patients

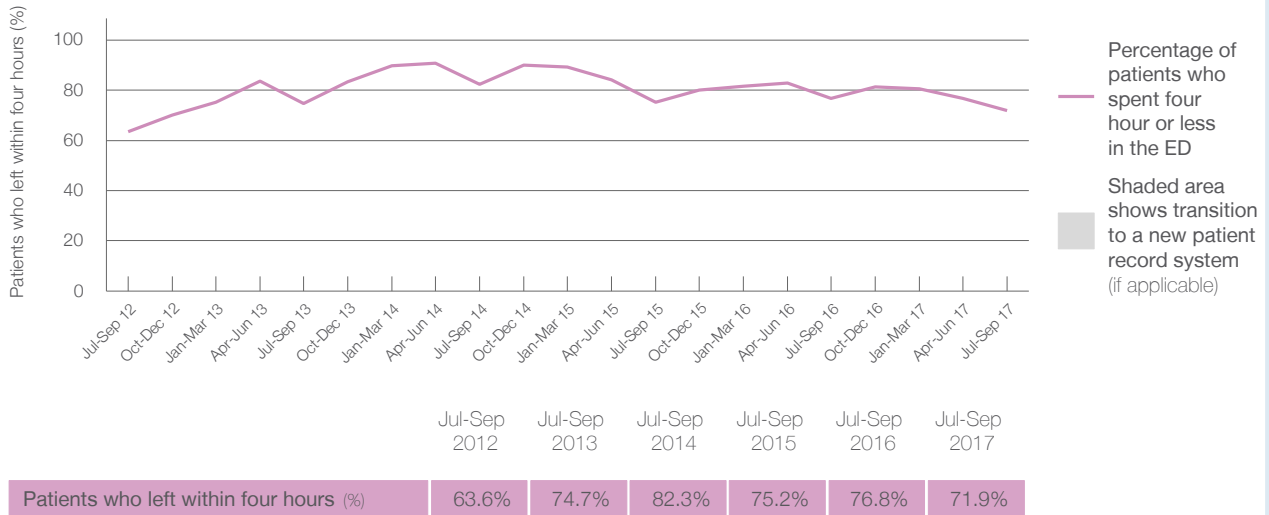
Presentations used to calculate time to leaving the ED:⁶ 7,763 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,654	16.7%
Presentations used to calculate time to leaving the ED	6,651	16.7%
Percentage of patients who spent four hours or less in the ED	76.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Blacktown Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,900 patients

Emergency presentations:² 12,821 patients

Same period last year	Change since one year ago
11,261	14.6%
11,169	14.8%

Blacktown Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,819 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 44 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,783 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 143 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,383 patients

Median time to start treatment⁴ 45 minutes
 90th percentile time to start treatment⁵ 140 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 665 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
3,434	
12 minutes	9 minutes
35 minutes	29 minutes
3,936	
32 minutes	23 minutes
114 minutes	83 minutes
3,042	
42 minutes	30 minutes
120 minutes	121 minutes
610	
36 minutes	26 minutes
116 minutes	118 minutes

Blacktown Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,894 patients

Percentage of patients who spent four hours or less in the ED 55.7%

Same period last year	Change since one year ago
11,244	14.7%
49.9%	

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

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

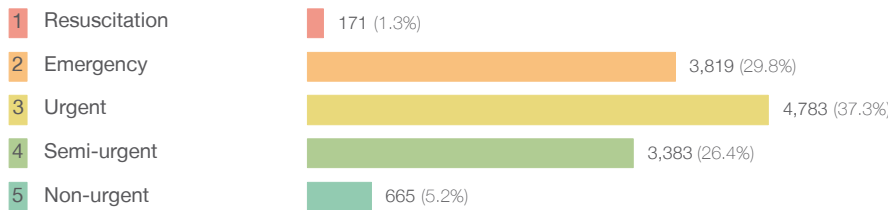
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Blacktown Hospital: Patients presenting to the emergency department July to September 2017

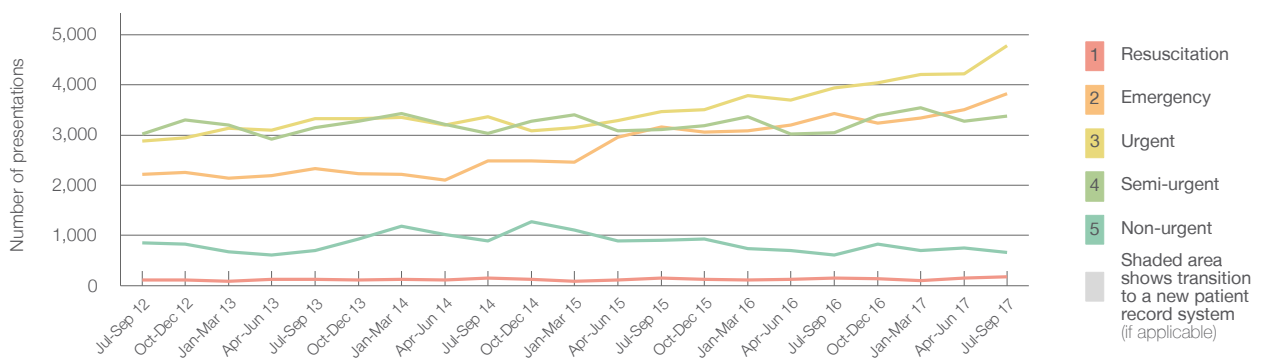
All presentations:¹ 12,900 patients

Emergency presentations² by triage category: 12,821 patients



Same period last year	Change since one year ago
11,261	14.6%
11,169	14.8%
147	16.3%
3,434	11.2%
3,936	21.5%
3,042	11.2%
610	9.0%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	111	131	145	147	147	171
Emergency	2,216	2,327	2,487	3,155	3,434	3,819
Urgent	2,878	3,327	3,365	3,465	3,936	4,783
Semi-urgent	3,024	3,154	3,029	3,108	3,042	3,383
Non-urgent	850	700	896	902	610	665
All emergency presentations	9,079	9,639	9,922	10,777	11,169	12,821

Blacktown Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,064 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,381	
18 minutes	-1 minute
55 minutes	-10 minutes

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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.

Blacktown Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 3,819

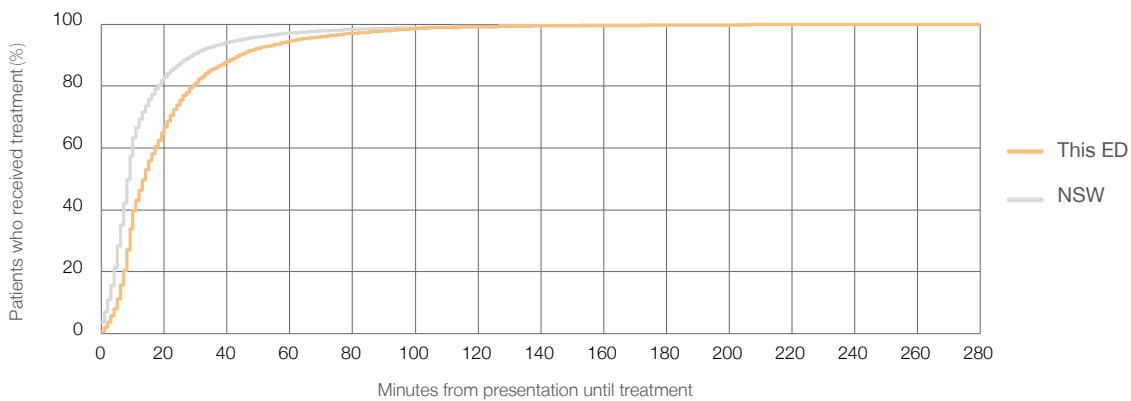
Number of triage 2 patients used to calculate waiting time:³ 3,785

Median time to start treatment⁴ 14 minutes

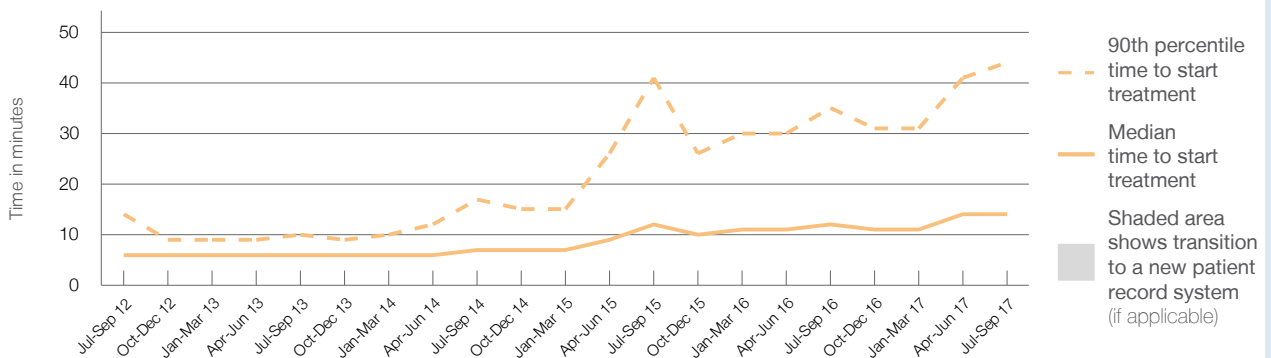
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
3,434	3,410
12 minutes	9 minutes
35 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	6	7	12	12	14
90th percentile time to start treatment ⁵ (minutes)	14	10	17	41	35	44

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

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

Blacktown Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,783

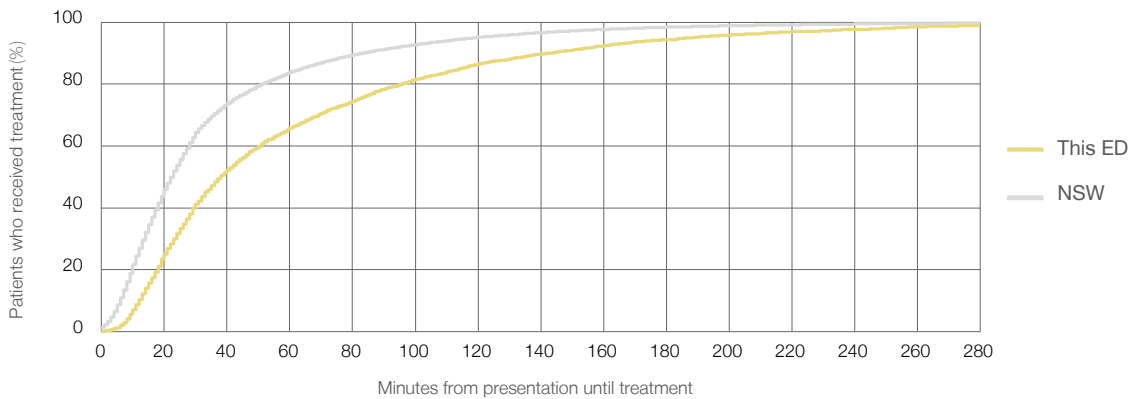
Number of triage 3 patients used to calculate waiting time:³ 4,505

Median time to start treatment⁴ 38 minutes

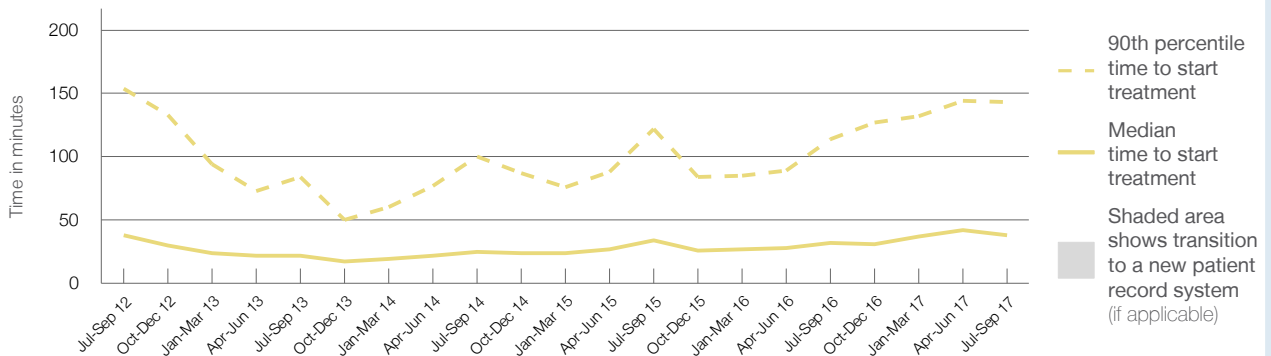
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
3,936	3,768
32 minutes	23 minutes
114 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	38	22	25	34	32	38
90th percentile time to start treatment ⁵ (minutes)	154	84	100	122	114	143

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

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

Blacktown Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,383

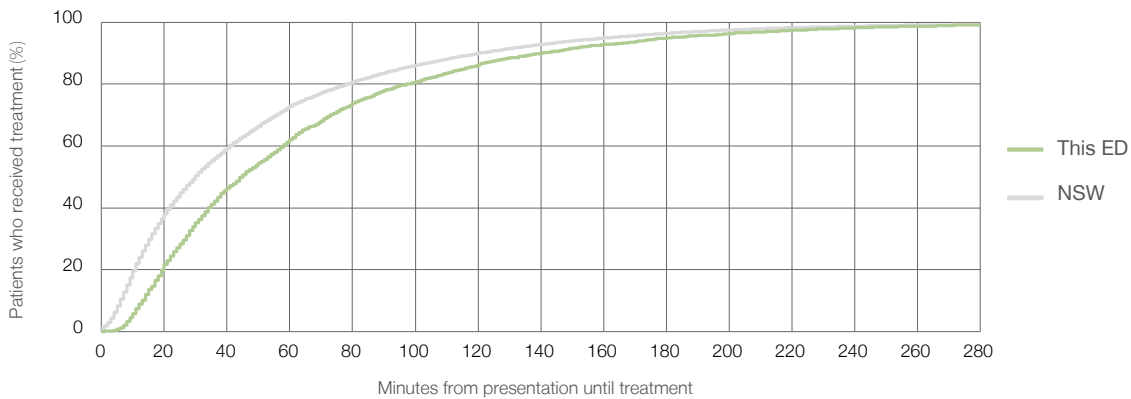
Number of triage 4 patients used to calculate waiting time:³ 3,174

Median time to start treatment⁴ 45 minutes

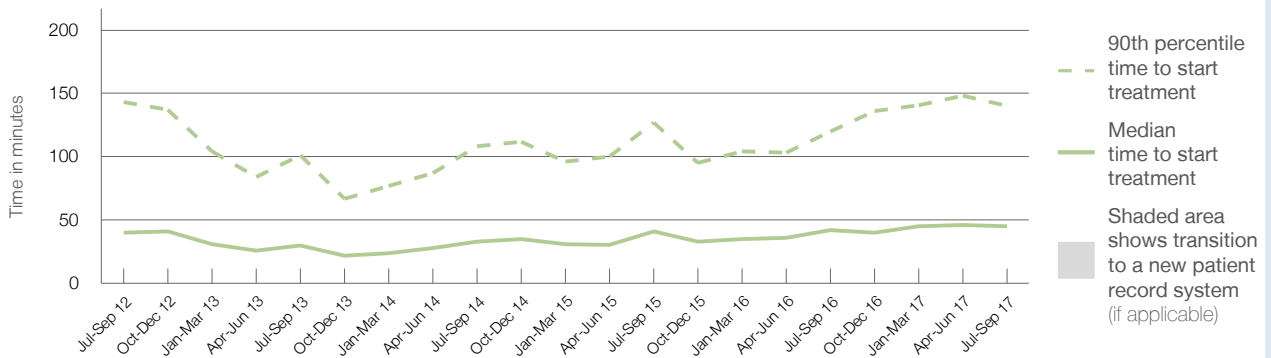
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
3,042	
2,864	
42 minutes	30 minutes
120 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	40	30	33	41	42	45
90th percentile time to start treatment ⁵ (minutes)	143	101	108	127	120	140

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

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

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

July to September 2017

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

Number of triage 5 patients: 665

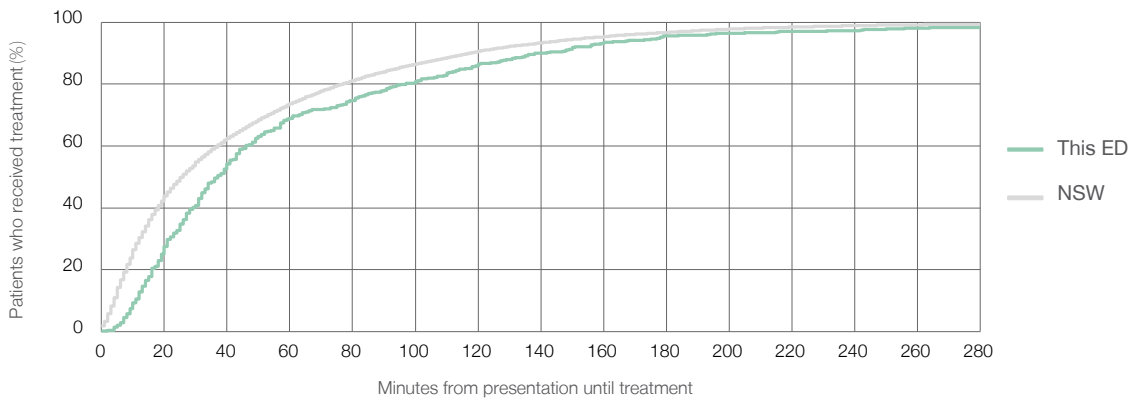
Number of triage 5 patients used to calculate waiting time:³ 483

Median time to start treatment⁴ 37 minutes

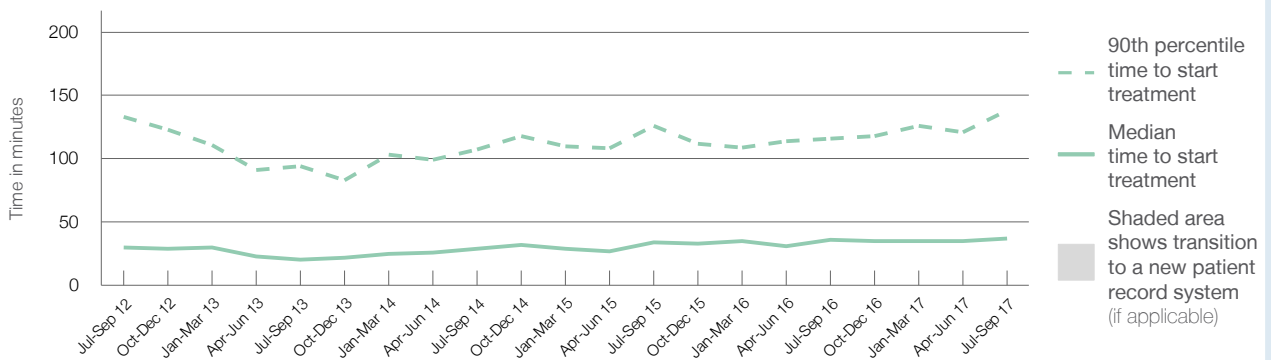
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
610	
514	
36 minutes	26 minutes
116 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	20	29	34	36	37
90th percentile time to start treatment ⁵ (minutes)	133	94	107	126	116	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.

Blacktown Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,900 patients

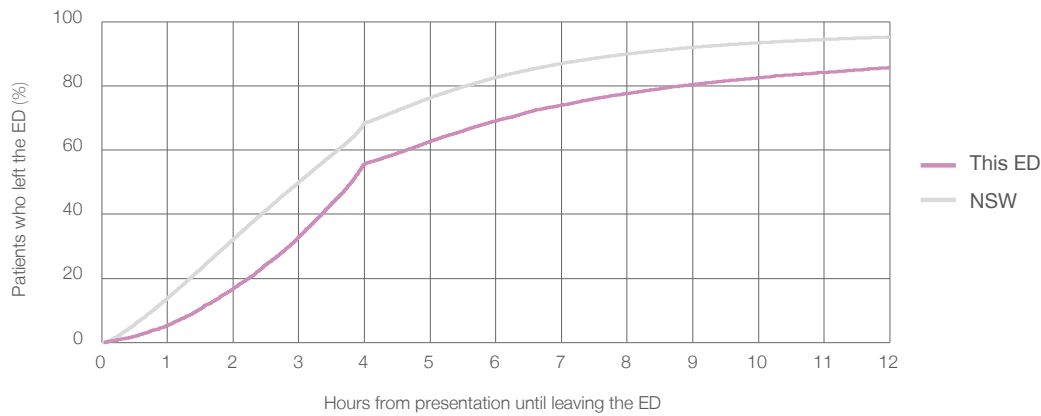
Presentations used to calculate time to leaving the ED:⁶ 12,894 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

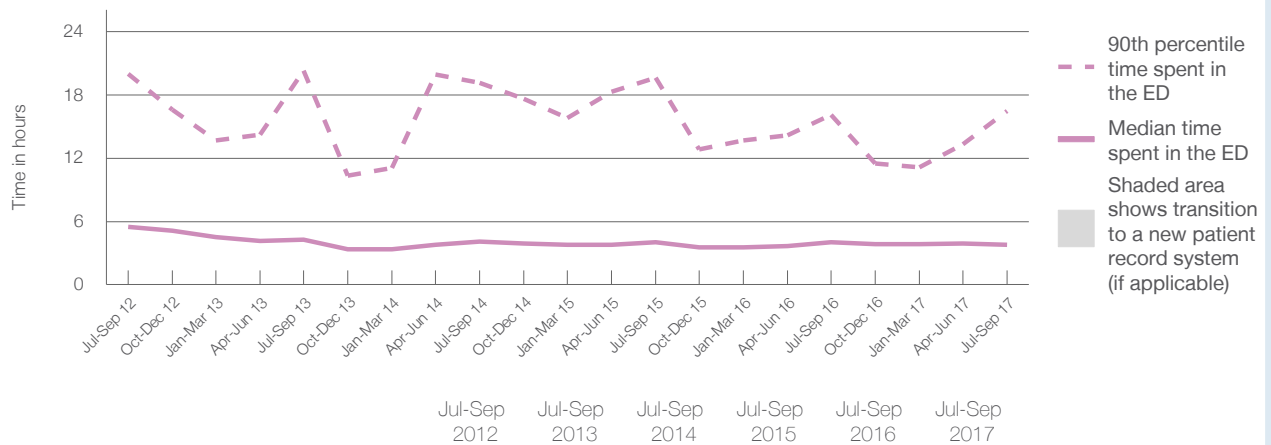
90th percentile time spent in the ED⁹ 16 hours and 28 minutes

Same period last year	NSW (this period)
11,261	11,244
4 hours and 1 minutes	3 hours and 0 minutes
16 hours and 6 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



Median time to leaving the ED ⁸ (hours, minutes)	5h 29m	4h 16m	4h 5m	4h 2m	4h 1m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	20h 1m	20h 18m	19h 10m	19h 38m	16h 6m	16h 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.

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

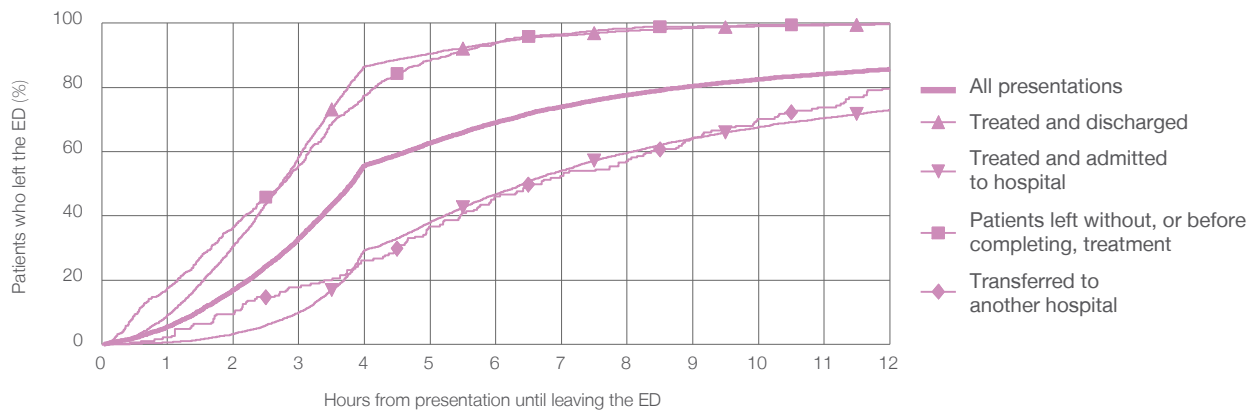
All presentations:¹ 12,900 patients

Presentations used to calculate time to leaving the ED:⁶ 12,894 patients

Treated and discharged	5,170 (40.1%)
Treated and admitted to hospital	6,596 (51.1%)
Patient left without, or before completing, treatment	875 (6.8%)
Transferred to another hospital	192 (1.5%)
Other	67 (0.5%)

Same period last year	Change since one year ago
11,244	14.7%
4,627	11.7%
5,693	15.9%
689	27.0%
202	-5.0%
50	34.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.1%	30.6%	58.5%	86.5%	94.0%	97.6%	99.0%	99.7%
Treated and admitted to hospital	0.6%	3.2%	10.0%	29.2%	46.7%	59.6%	67.7%	72.9%
Patient left without, or before completing, treatment	17.4%	36.5%	55.7%	77.5%	93.9%	98.4%	99.5%	99.9%
Transferred to another hospital	2.1%	9.4%	17.8%	26.2%	46.1%	57.1%	70.2%	79.6%
All presentations	5.5%	16.9%	33.0%	55.7%	69.1%	77.6%	82.6%	85.7%

(†) 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.

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

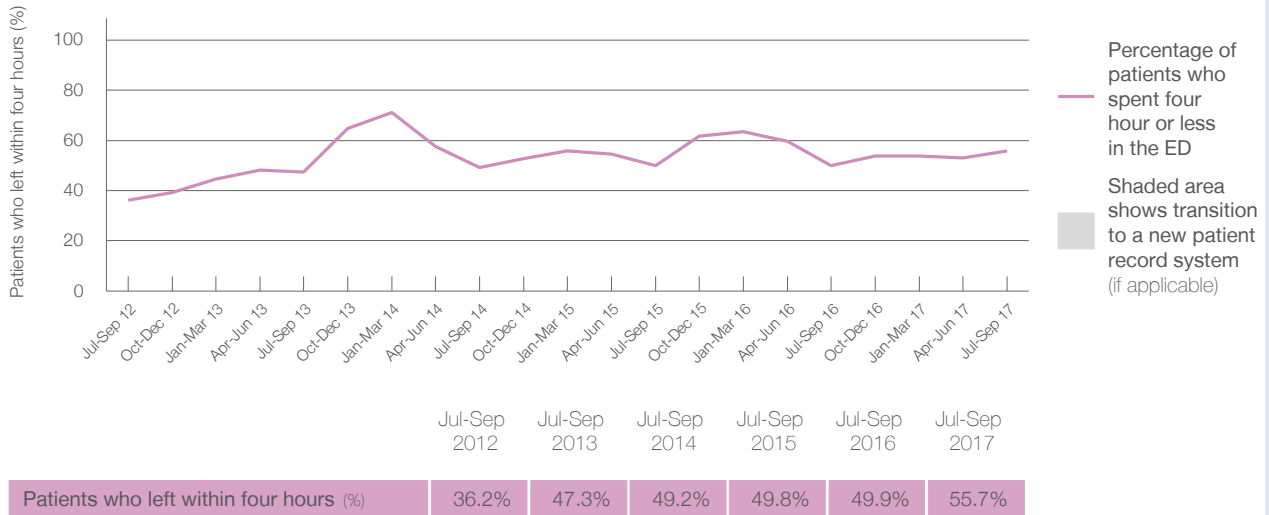
All presentations at the emergency department:¹ 12,900 patients

Presentations used to calculate time to leaving the ED:⁶ 12,894 patients

Percentage of patients who spent four hours or less in the ED 55.7%

Same period last year	Change since one year ago
11,261	14.6%
11,244	14.7%
49.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Mount Druiitt Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,352 patients
 Emergency presentations:² 9,252 patients

Same period last year	Change since one year ago
8,131	15.0%
8,023	15.3%

Mount Druiitt Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,577 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,621 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 115 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,080 patients

Median time to start treatment⁴ 43 minutes
 90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 930 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,262	
11 minutes	9 minutes
27 minutes	29 minutes
3,300	
32 minutes	23 minutes
115 minutes	83 minutes
2,552	
45 minutes	30 minutes
131 minutes	121 minutes
880	
39 minutes	26 minutes
127 minutes	118 minutes

Mount Druiitt Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,349 patients

Percentage of patients who spent four hours or less in the ED 66.8%

Same period last year	Change since one year ago
8,122	15.1%
68.1%	

* 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.

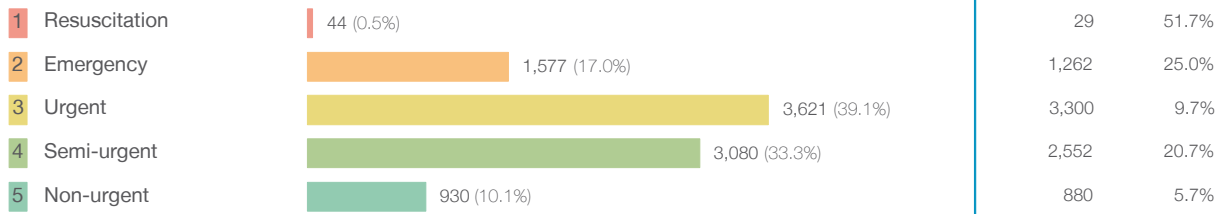
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

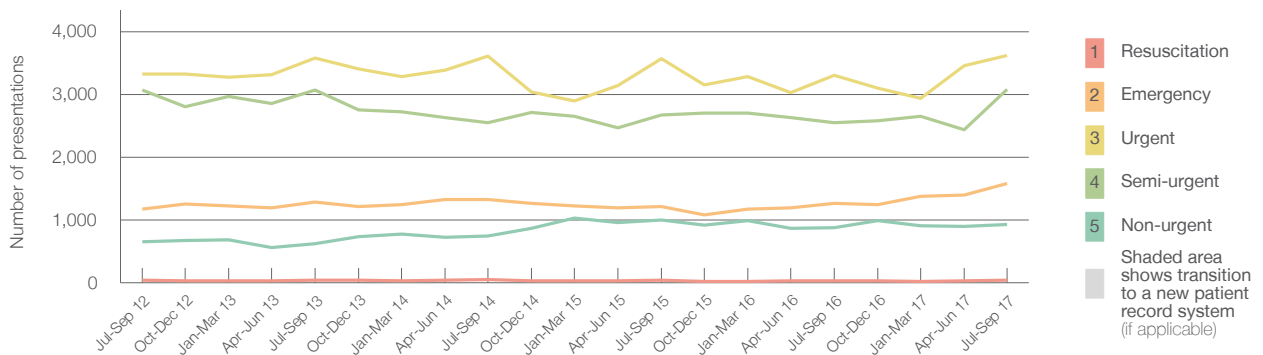
Mount Druiitt Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 9,352 patients

Emergency presentations² by triage category: 9,252 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	44	39	45	38	29	44
Emergency	1,167	1,286	1,328	1,208	1,262	1,577
Urgent	3,325	3,581	3,606	3,568	3,300	3,621
Semi-urgent	3,071	3,073	2,548	2,667	2,552	3,080
Non-urgent	648	624	745	1,002	880	930
All emergency presentations	8,255	8,603	8,272	8,483	8,023	9,252

Mount Druiitt Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,081 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.

Mount Druiitt Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

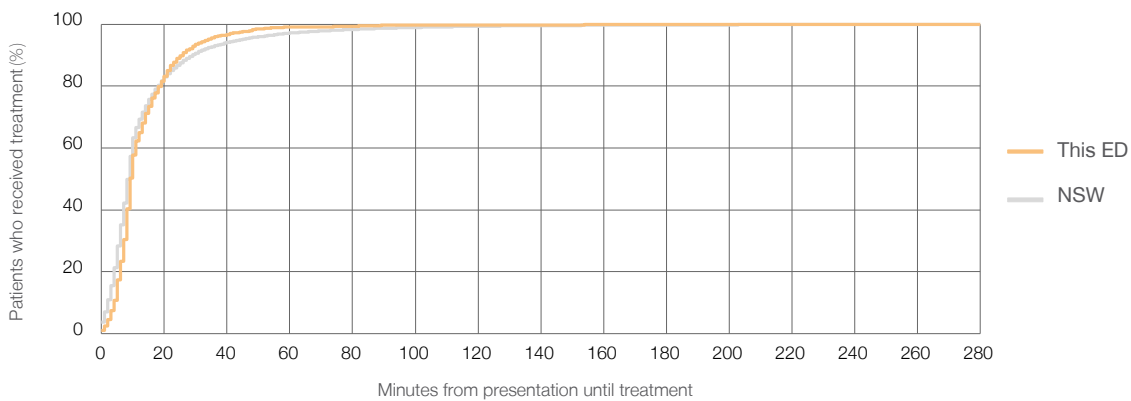
Number of triage 2 patients: 1,577

Number of triage 2 patients used to calculate waiting time:³ 1,561

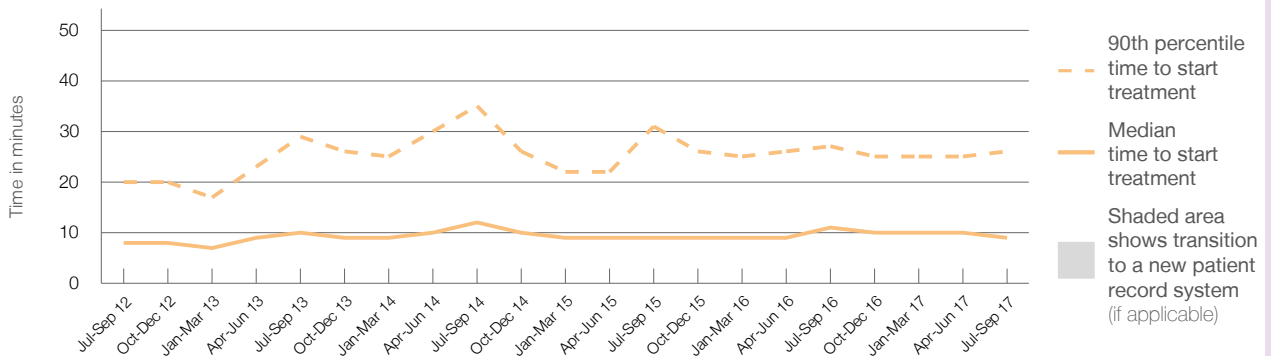
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 26 minutes

Same period last year	NSW (this period)
1,262	
1,256	
11 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	10	12	9	11	9
90th percentile time to start treatment ⁵ (minutes)	20	29	35	31	27	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.

Mount Druiitt Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 3,621

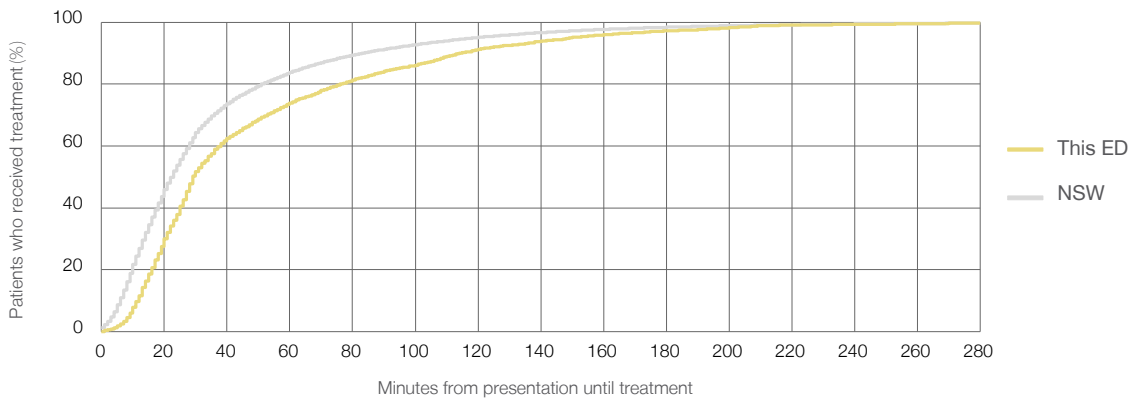
Number of triage 3 patients used to calculate waiting time:³ 3,396

Median time to start treatment⁴ 29 minutes

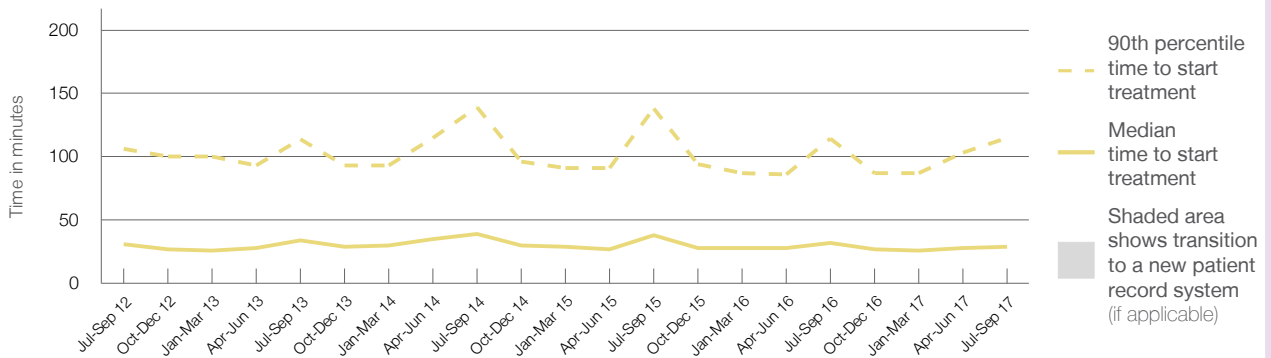
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
3,300	
3,190	
32 minutes	23 minutes
115 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	34	39	38	32	29
90th percentile time to start treatment ⁵ (minutes)	106	114	139	138	115	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.

Mount Druiitt Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,080

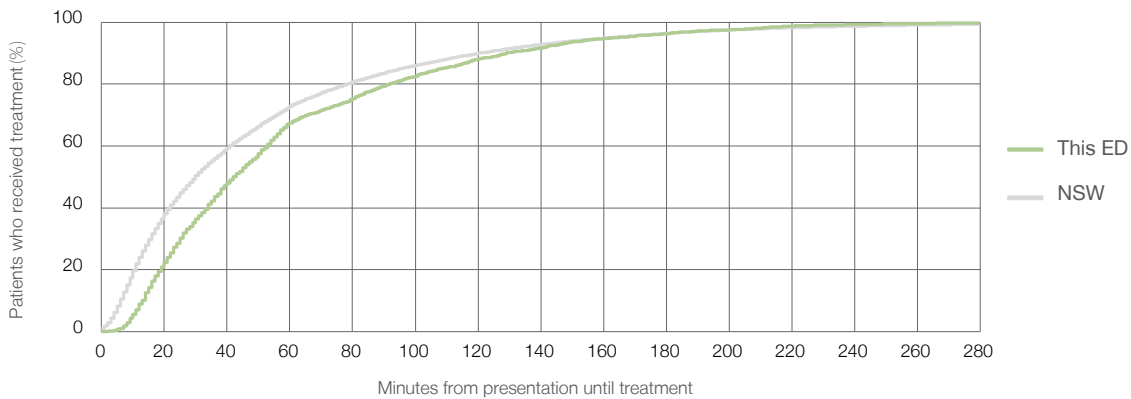
Number of triage 4 patients used to calculate waiting time:³ 2,806

Median time to start treatment⁴ 43 minutes

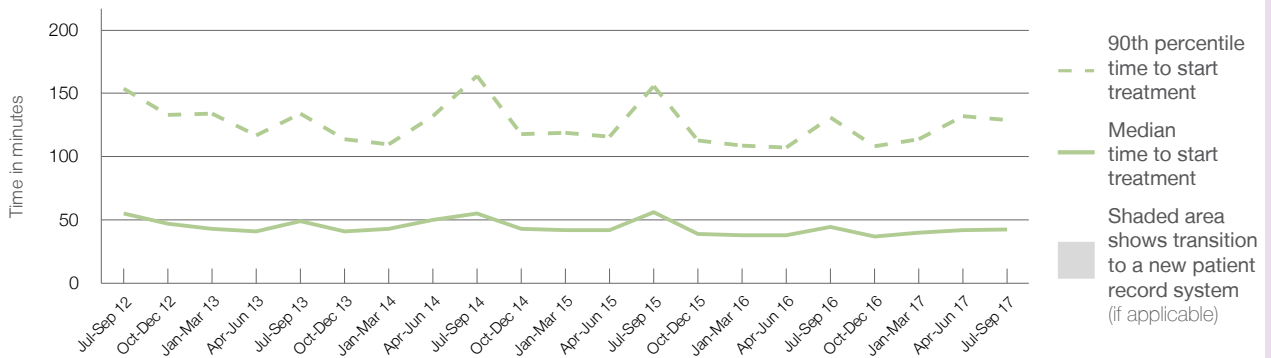
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
2,552	2,404
45 minutes	30 minutes
131 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	55	49	55	56	45	43
90th percentile time to start treatment ⁵ (minutes)	154	134	164	156	131	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.

Mount Druiitt Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 930

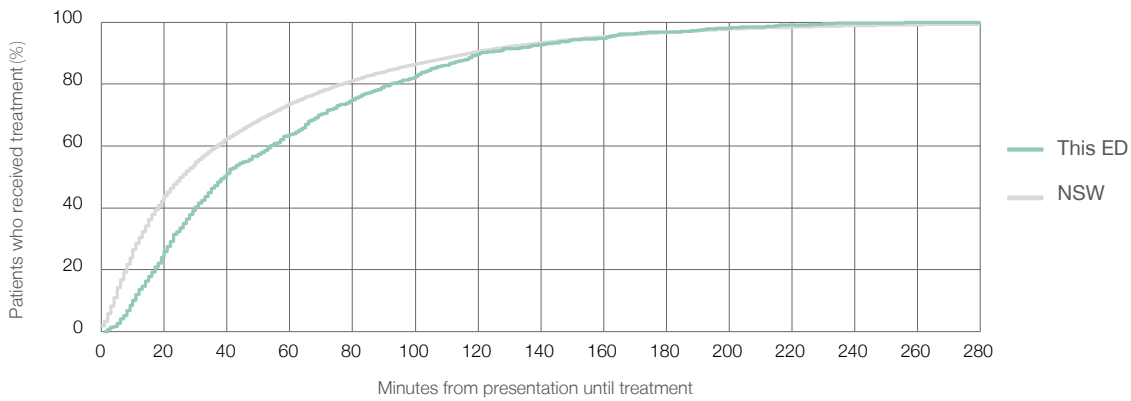
Number of triage 5 patients used to calculate waiting time:³ 800

Median time to start treatment⁴ 40 minutes

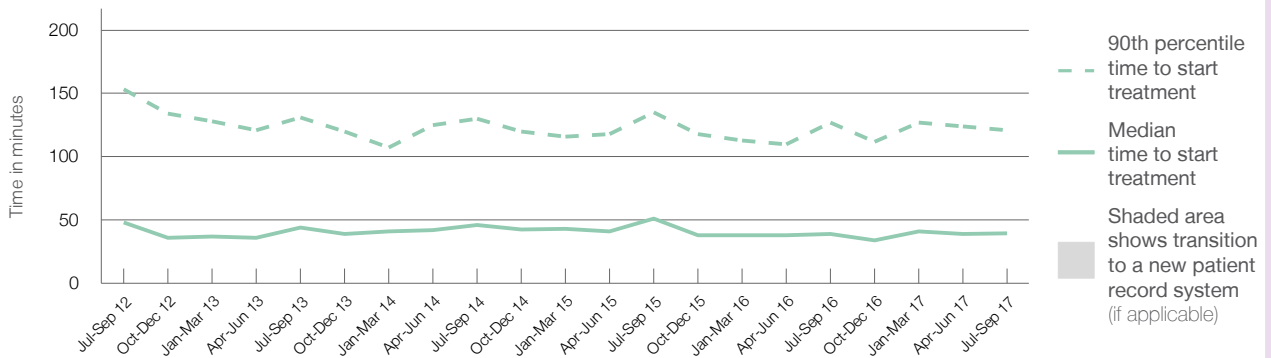
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
880	785
39 minutes	26 minutes
127 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	48	44	46	51	39	40
90th percentile time to start treatment ⁵ (minutes)	153	131	130	135	127	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.

Mount Druitt Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,352 patients

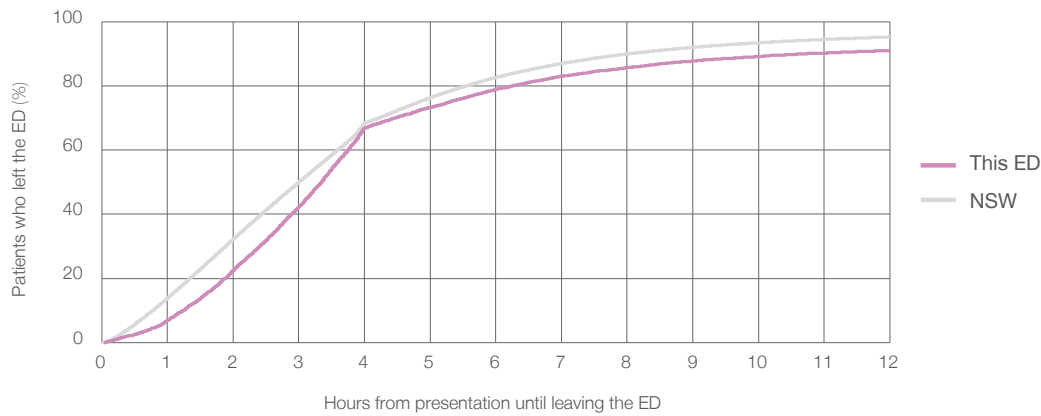
Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

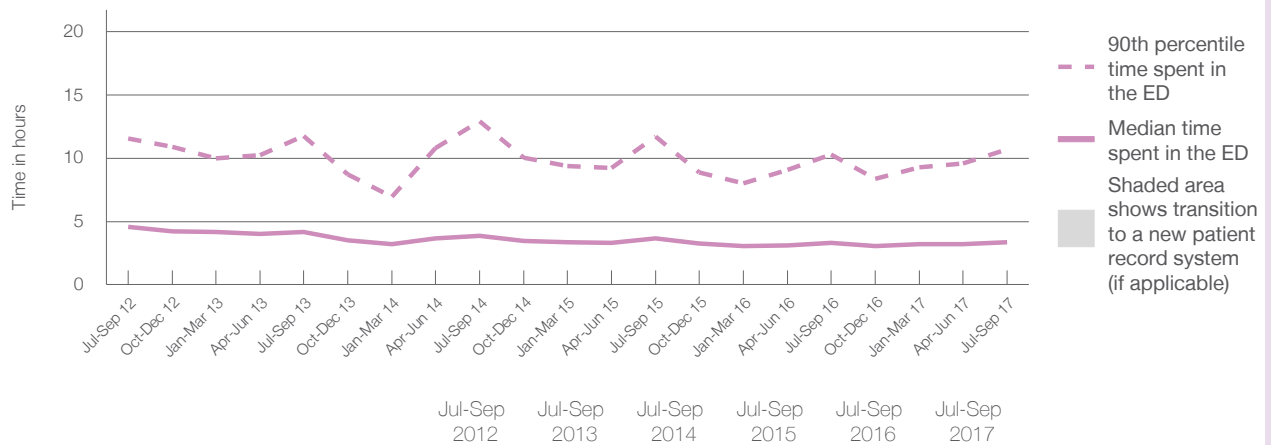
90th percentile time spent in the ED⁹ 10 hours and 43 minutes

Same period last year	NSW (this period)
8,131	
8,122	
3 hours and 18 minutes	3 hours and 0 minutes
10 hours and 16 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 33m	4h 10m	3h 51m	3h 40m	3h 18m	3h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 34m	11h 46m	12h 54m	11h 41m	10h 16m	10h 43m

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

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

Mount Druiitt Hospital: Time patients spent in the ED By mode of separation July to September 2017

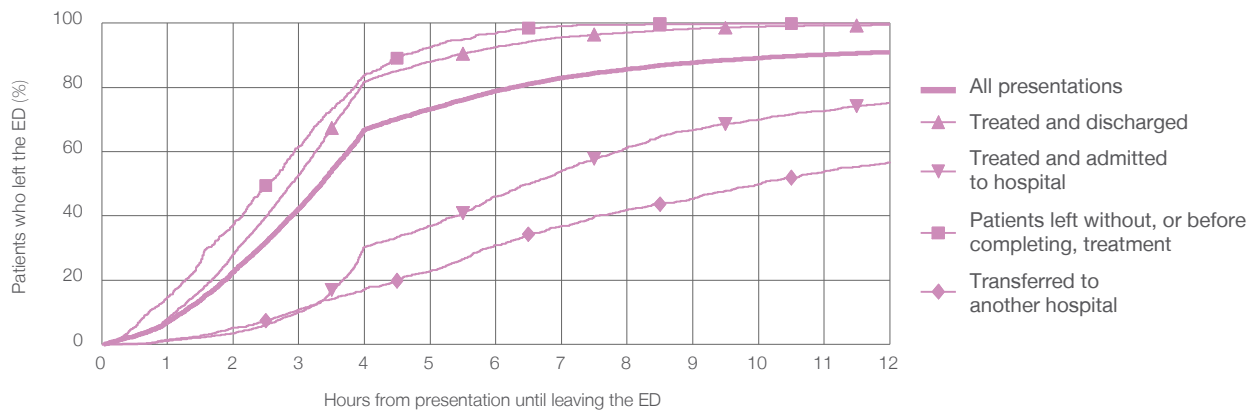
All presentations:¹ 9,352 patients

Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

Treated and discharged	5,962 (63.8%)
Treated and admitted to hospital	1,525 (16.3%)
Patient left without, or before completing, treatment	867 (9.3%)
Transferred to another hospital	975 (10.4%)
Other	23 (0.2%)

Same period last year	Change since one year ago
8,122	15.1%
5,218	14.3%
1,541	-1.0%
490	76.9%
882	10.5%
0	

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.0%	28.0%	52.8%	81.8%	92.6%	97.1%	98.9%	99.4%
Treated and admitted to hospital	1.0%	3.3%	10.1%	30.2%	46.0%	61.2%	70.0%	75.1%
Patient left without, or before completing, treatment	14.8%	37.3%	61.6%	83.9%	97.0%	99.5%	99.9%	99.9%
Transferred to another hospital	1.4%	5.1%	10.8%	17.1%	31.0%	41.9%	49.8%	56.7%
All presentations	6.9%	22.5%	42.3%	66.8%	78.9%	85.7%	89.1%	91.0%

(†) 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.

Mount Druiitt Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 9,352 patients

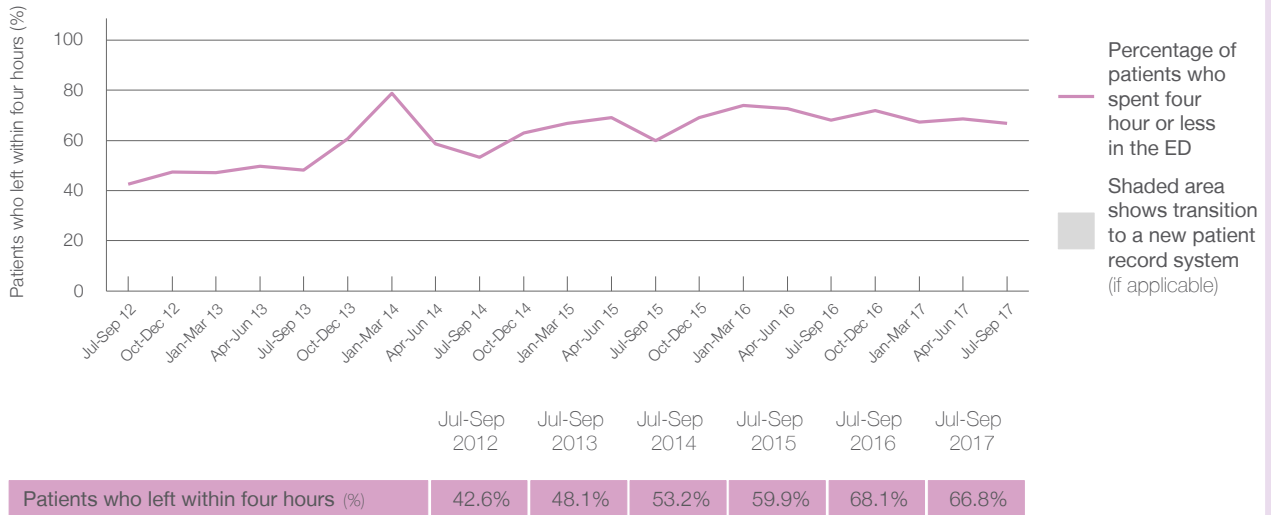
Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,131	15.0%
Presentations used to calculate time to leaving the ED	8,122	15.1%
Percentage of patients who spent four hours or less in the ED	68.1%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	42.6%	48.1%	53.2%	59.9%	68.1%	66.8%

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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Westmead Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 19,292 patients

Emergency presentations:² 19,093 patients

Same period last year	Change since one year ago
18,660	3.4%
18,511	3.1%

Westmead Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 6,299 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,960 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 138 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,200 patients

Median time to start treatment⁴ 47 minutes
 90th percentile time to start treatment⁵ 145 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,118 patients

Median time to start treatment⁴ 41 minutes
 90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
6,106	
15 minutes	9 minutes
80 minutes	29 minutes
6,982	
39 minutes	23 minutes
144 minutes	83 minutes
3,846	
40 minutes	30 minutes
126 minutes	121 minutes
1,067	
33 minutes	26 minutes
118 minutes	118 minutes

Westmead Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 19,288 patients

Percentage of patients who spent four hours or less in the ED 50.9%

Same period last year	Change since one year ago
18,647	3.4%
56.8%	

* 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.

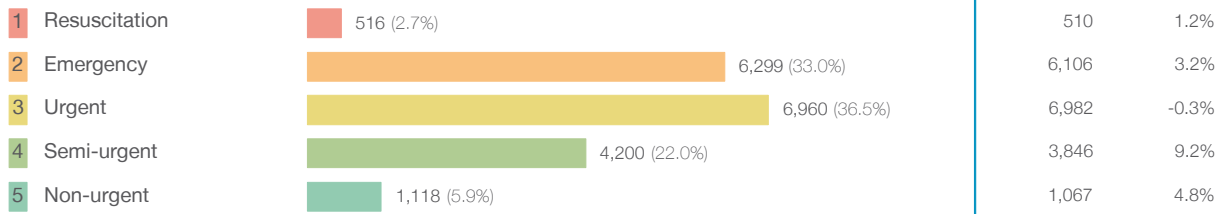
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

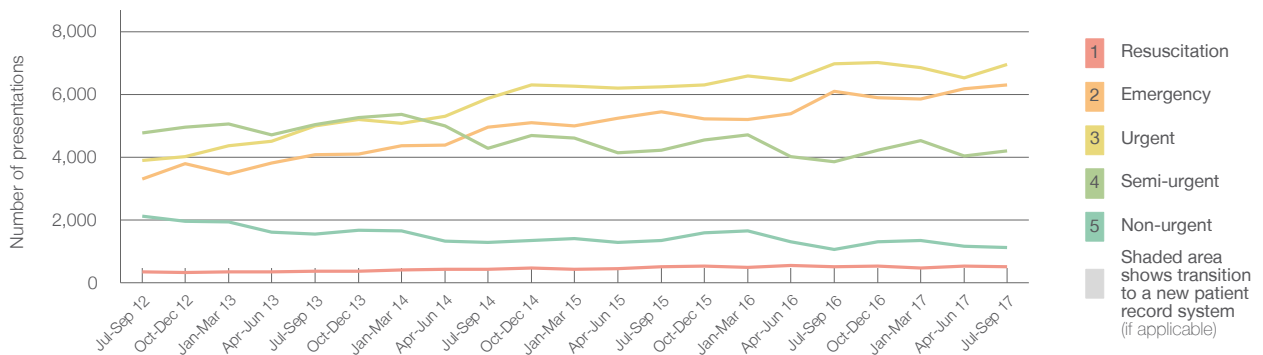
Westmead Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 19,292 patients

Emergency presentations² by triage category: 19,093 patients



Emergency presentations² by quarter, July 2012 to September 2017 †

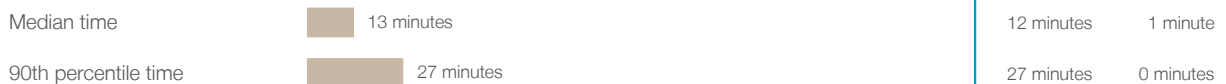


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	337	367	424	506	510	516
Emergency	3,304	4,075	4,949	5,450	6,106	6,299
Urgent	3,895	5,000	5,882	6,233	6,982	6,960
Semi-urgent	4,770	5,041	4,284	4,230	3,846	4,200
Non-urgent	2,112	1,551	1,288	1,343	1,067	1,118
All emergency presentations	14,418	16,034	16,827	17,762	18,511	19,093

Westmead Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,941 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.

Westmead Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 6,299

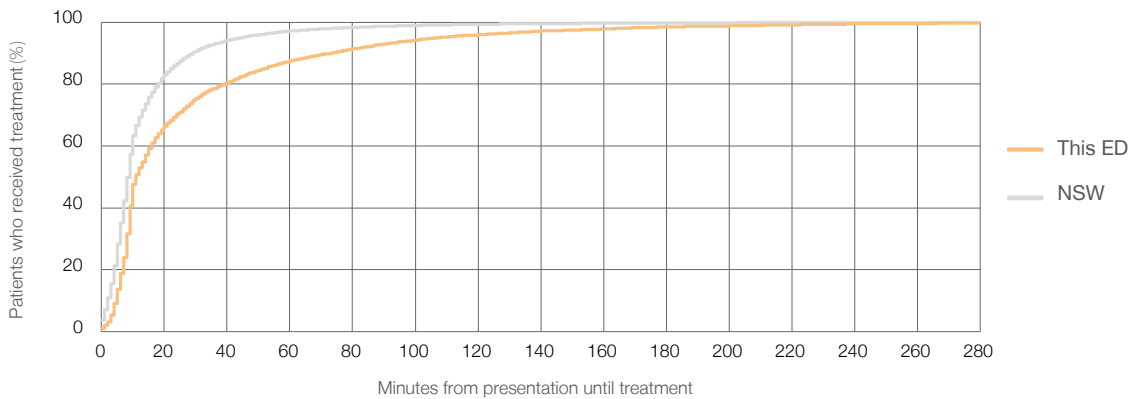
Number of triage 2 patients used to calculate waiting time:³ 6,135

Median time to start treatment⁴ 11 minutes

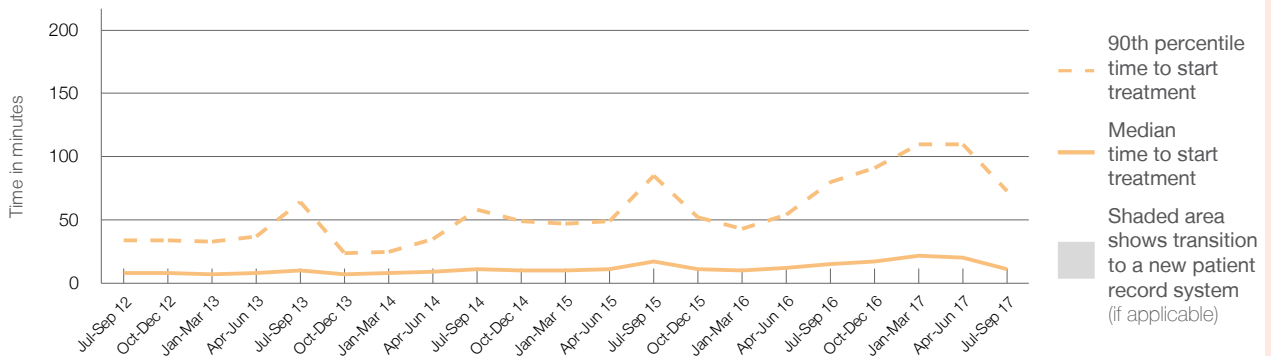
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
6,106	5,971
15 minutes	9 minutes
80 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	10	11	17	15	11
90th percentile time to start treatment ⁵ (minutes)	34	64	58	85	80	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.

Westmead Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 6,960

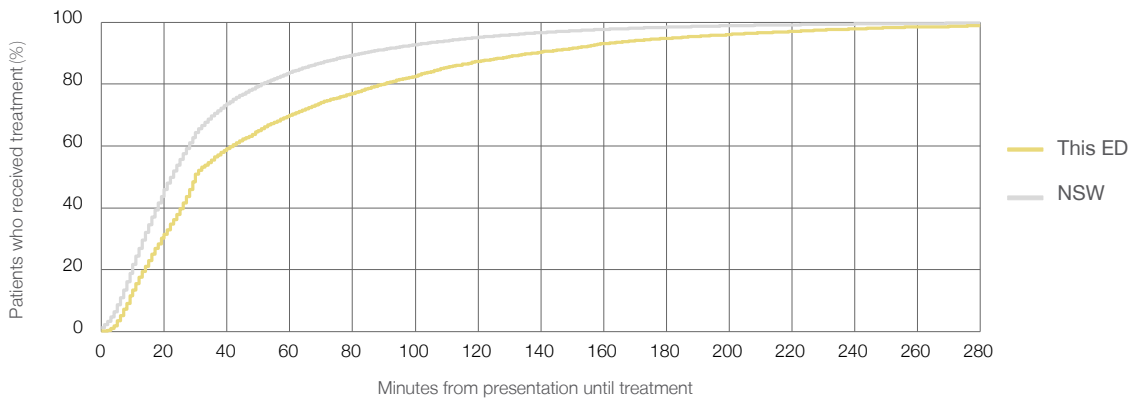
Number of triage 3 patients used to calculate waiting time:³ 6,435

Median time to start treatment⁴ 30 minutes

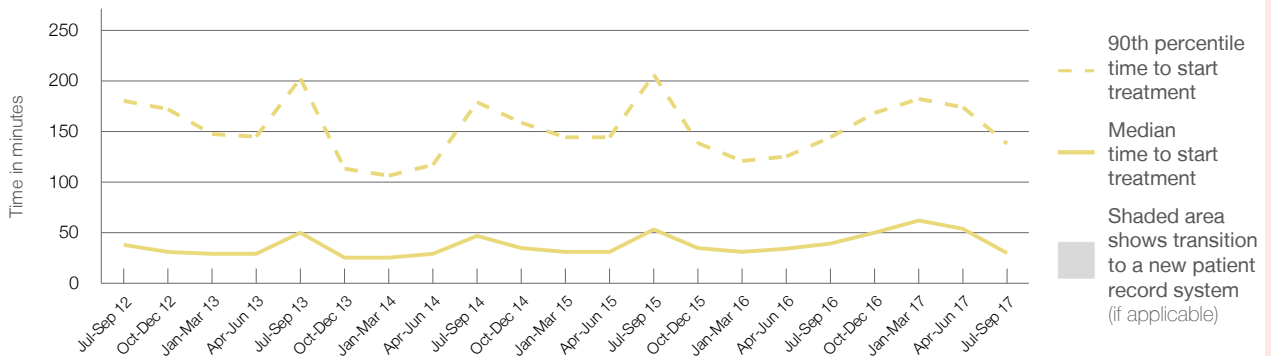
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
6,982	
6,404	
39 minutes	23 minutes
144 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	38	50	47	53	39	30
90th percentile time to start treatment ⁵ (minutes)	180	202	179	206	144	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.

Westmead Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,200

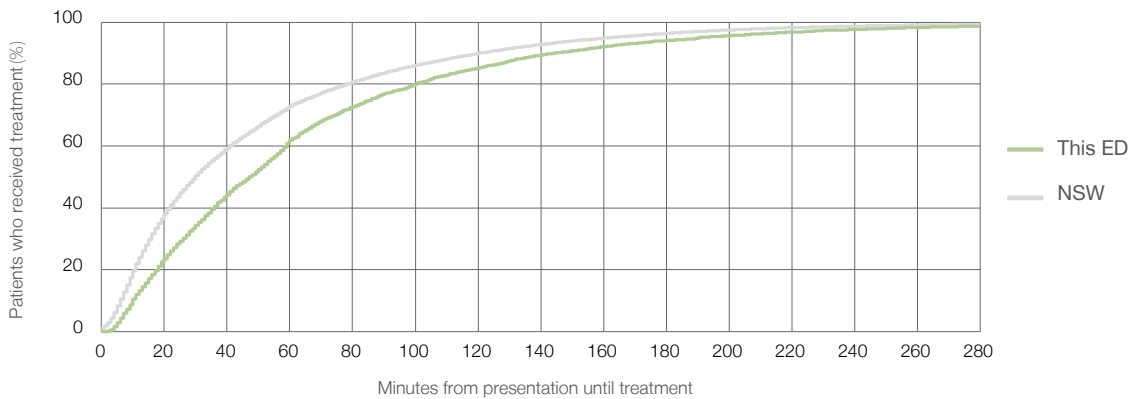
Number of triage 4 patients used to calculate waiting time:³ 3,729

Median time to start treatment⁴ 47 minutes

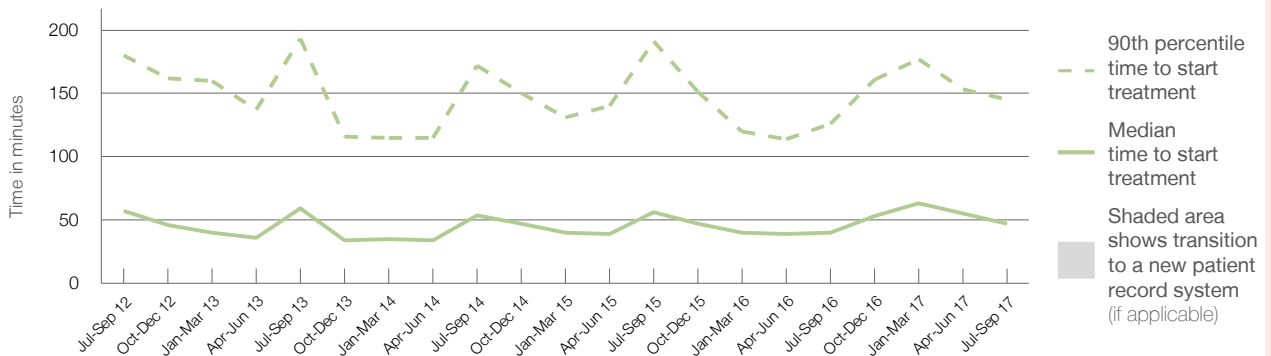
90th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
3,846	3,453
40 minutes	30 minutes
126 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	57	59	54	56	40	47
90th percentile time to start treatment ⁵ (minutes)	180	193	172	191	126	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.

Westmead Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,118

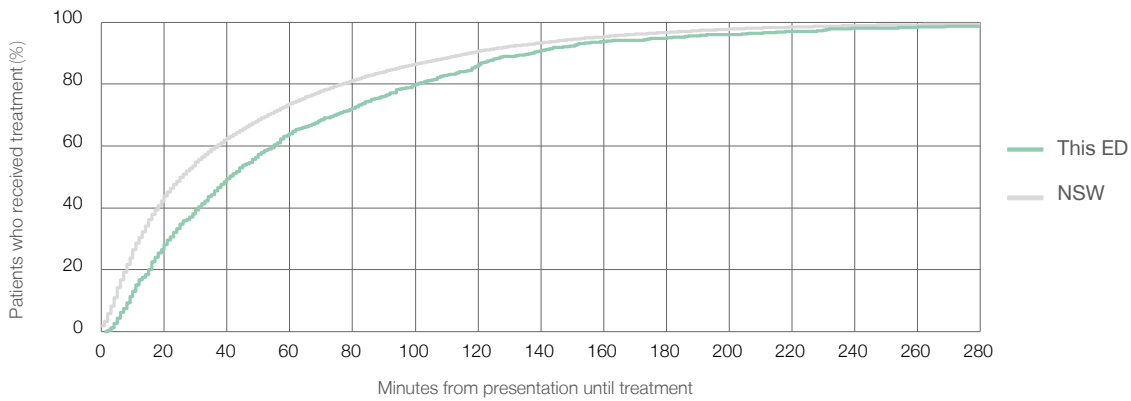
Number of triage 5 patients used to calculate waiting time:³ 934

Median time to start treatment⁴ 41 minutes

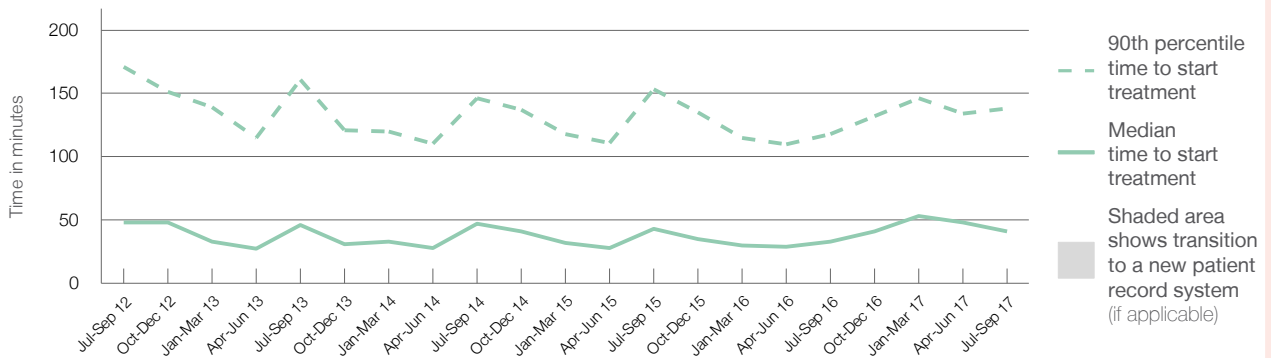
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
1,067	926
33 minutes	26 minutes
118 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	48	46	47	43	33	41
90th percentile time to start treatment ⁵ (minutes)	171	161	146	153	118	138

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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.

Westmead Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 19,292 patients

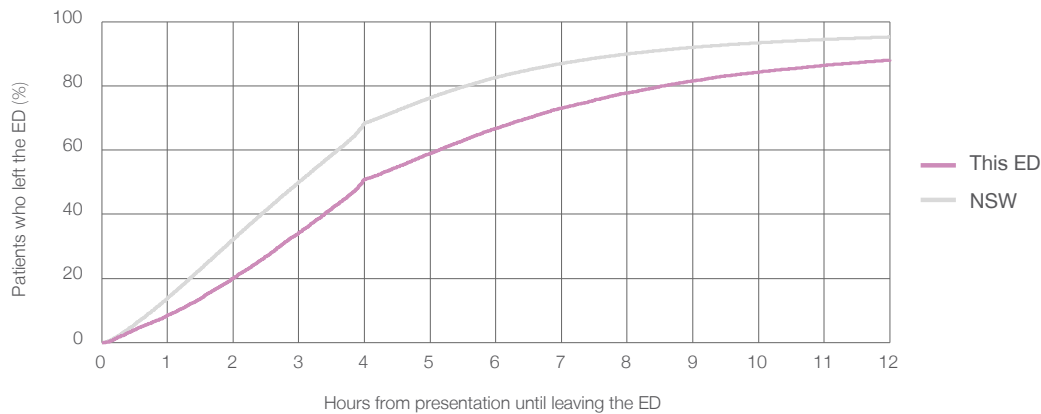
Presentations used to calculate time to leaving the ED:⁶ 19,288 patients

Median time spent in the ED⁸ 3 hours and 58 minutes

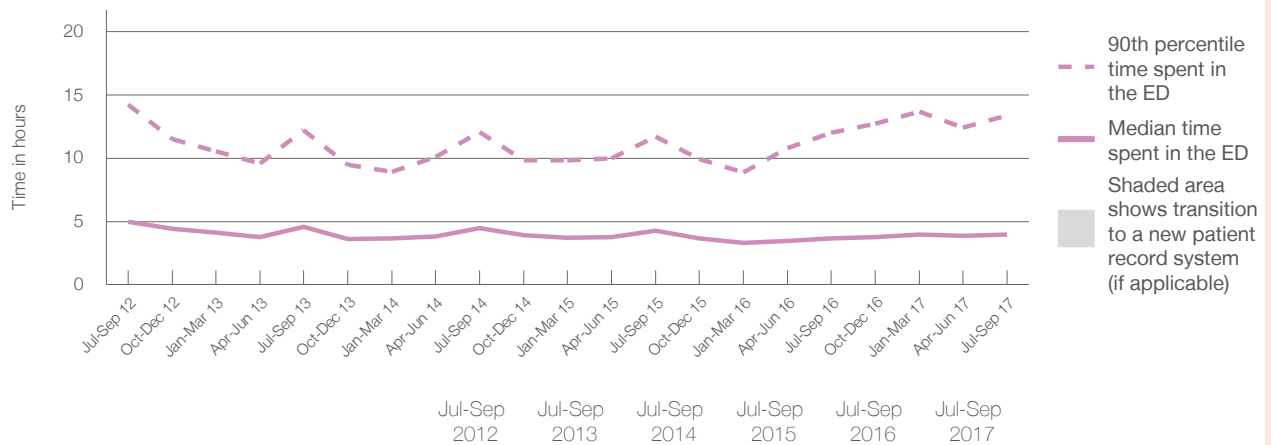
90th percentile time spent in the ED⁹ 13 hours and 23 minutes

Same period last year	NSW (this period)
18,660	18,647
3 hours and 40 minutes	3 hours and 0 minutes
12 hours and 0 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 59m	4h 35m	4h 27m	4h 15m	3h 40m	3h 58m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 13m	12h 13m	12h 2m	11h 41m	12h 0m	13h 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.

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

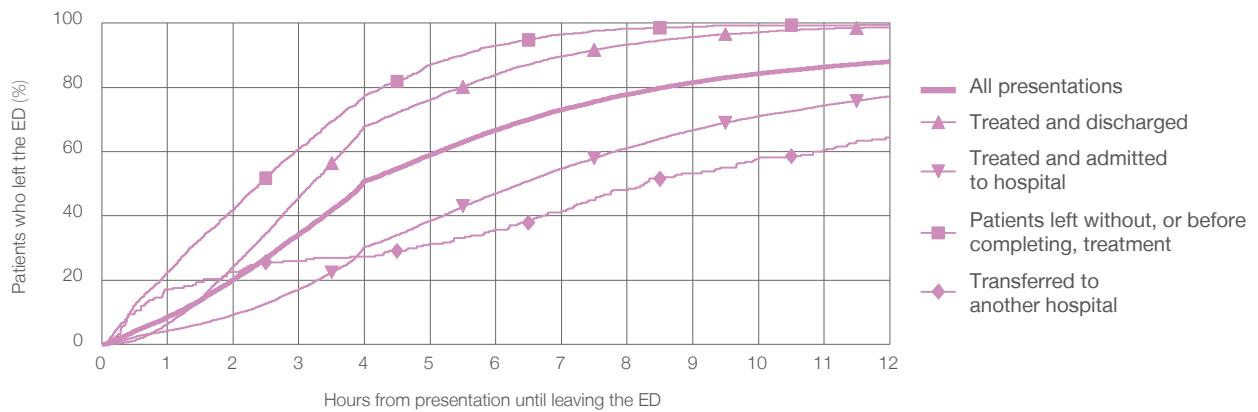
All presentations:¹ 19,292 patients

Presentations used to calculate time to leaving the ED:⁶ 19,288 patients

Treated and discharged	7,203 (37.3%)
Treated and admitted to hospital	9,364 (48.5%)
Patient left without, or before completing, treatment	1,980 (10.3%)
Transferred to another hospital	227 (1.2%)
Other	518 (2.7%)

Same period last year	Change since one year ago
18,647	3.4%
7,090	1.6%
9,653	-3.0%
1,245	59.0%
150	51.3%
522	-0.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.4%	24.3%	45.7%	67.9%	84.0%	93.3%	97.2%	98.8%
Treated and admitted to hospital	4.2%	9.2%	17.2%	30.3%	47.0%	61.2%	71.0%	77.3%
Patient left without, or before completing, treatment	22.5%	41.9%	60.9%	77.5%	93.1%	98.2%	99.3%	99.6%
Transferred to another hospital	17.2%	22.5%	26.0%	27.3%	35.7%	48.0%	58.1%	64.3%
All presentations	8.5%	20.1%	34.3%	50.9%	66.7%	77.8%	84.3%	88.0%

(†) 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.

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

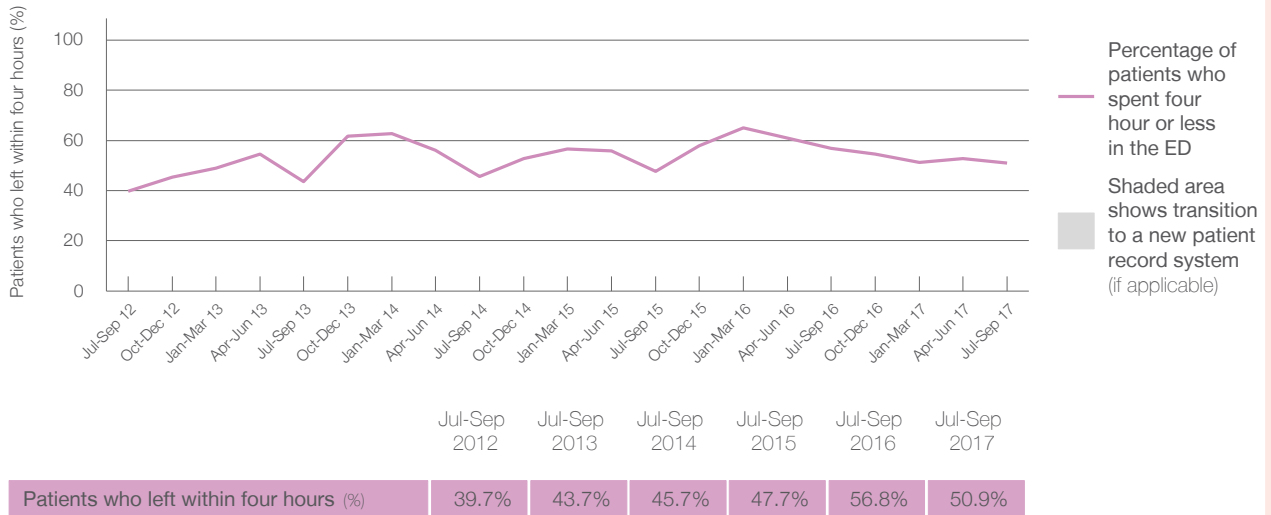
All presentations at the emergency department:¹ 19,292 patients

Presentations used to calculate time to leaving the ED:⁶ 19,288 patients

Percentage of patients who spent four hours or less in the ED 50.9%

Same period last year	Change since one year ago
18,660	3.4%
18,647	3.4%
56.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).