

Healthcare Quarterly

Performance Profiles

Emergency Department

South Eastern Sydney Local Health District

January to March 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).

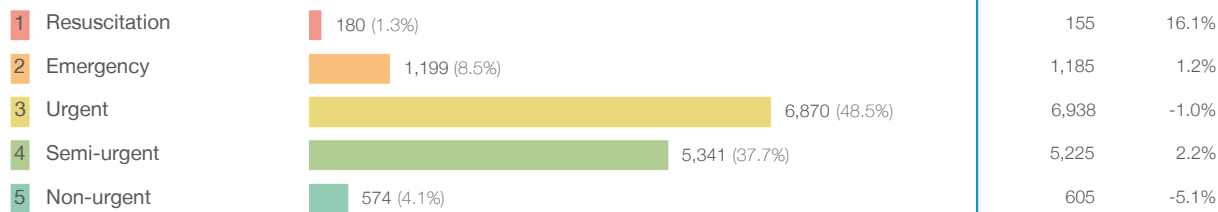
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Patients presenting to the emergency department

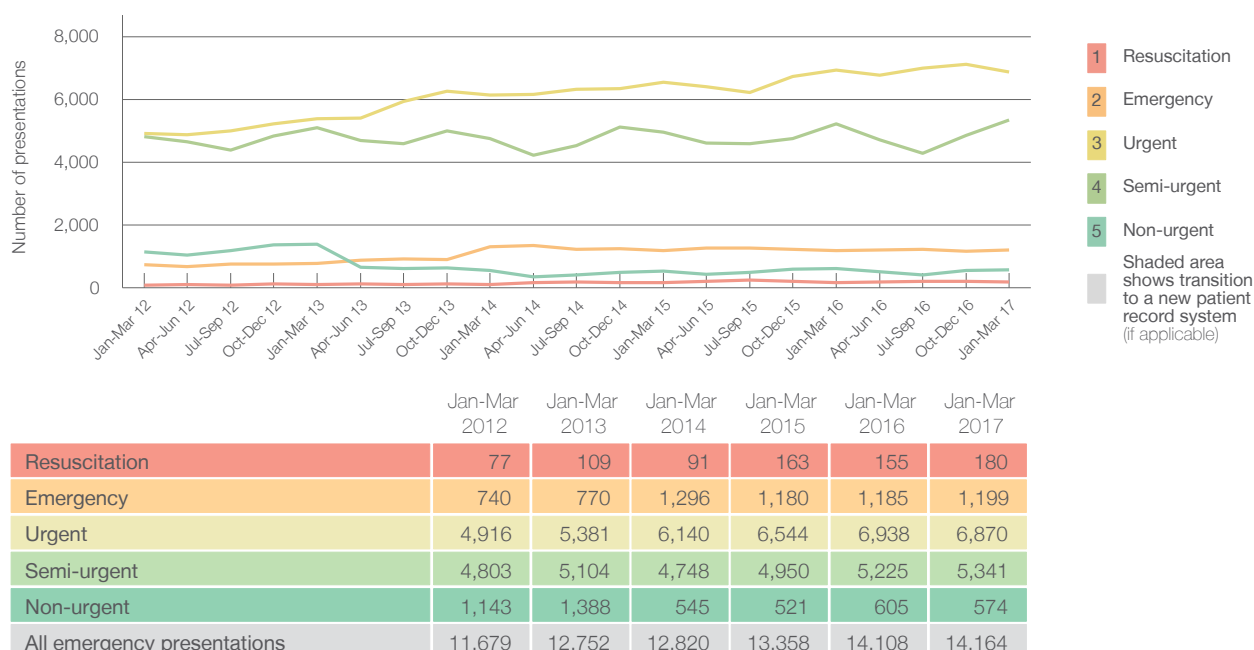
January to March 2017

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



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

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

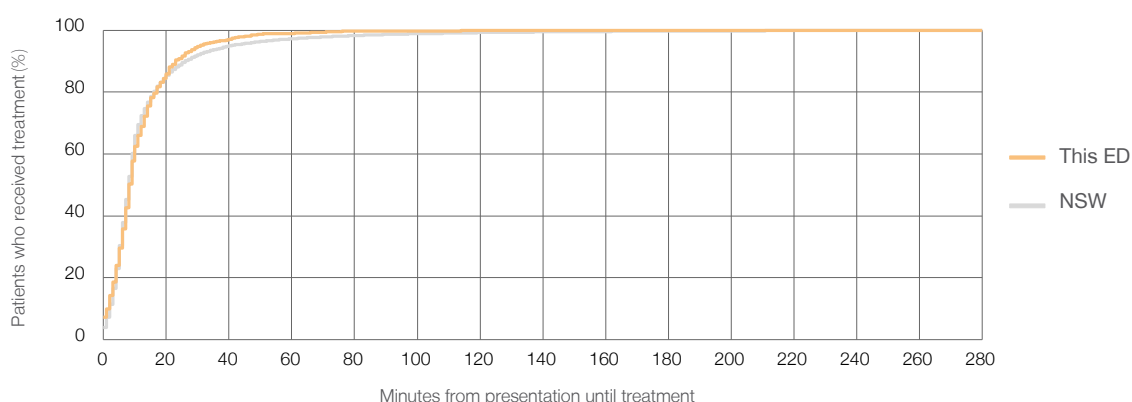
8 minutes

90th percentile time to start treatment⁵

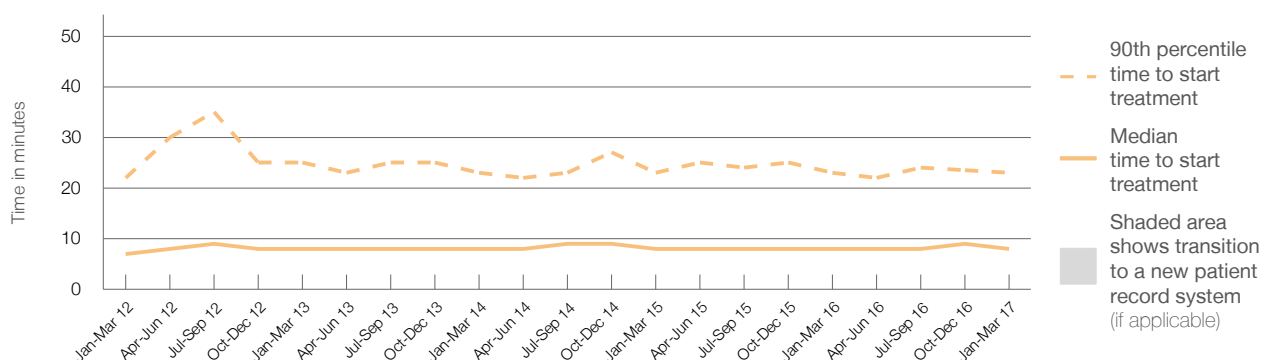
23 minutes

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.

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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

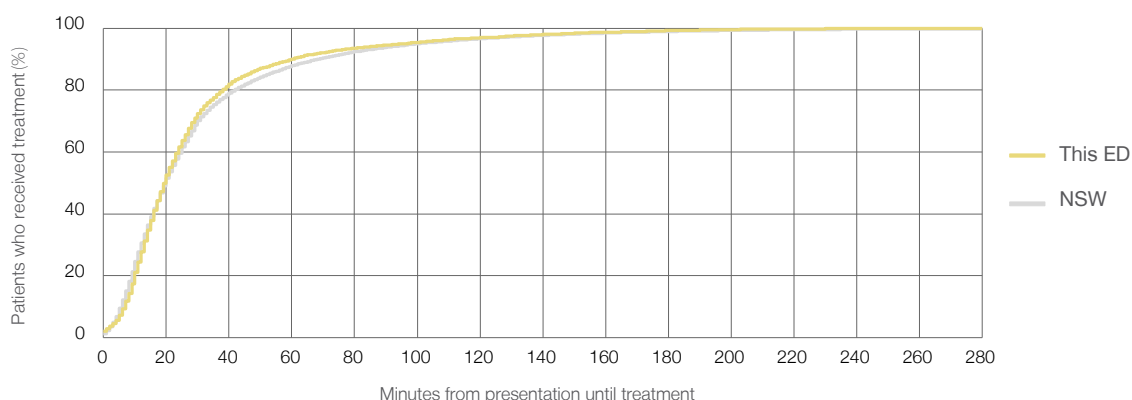
20 minutes

90th percentile time to start treatment⁵

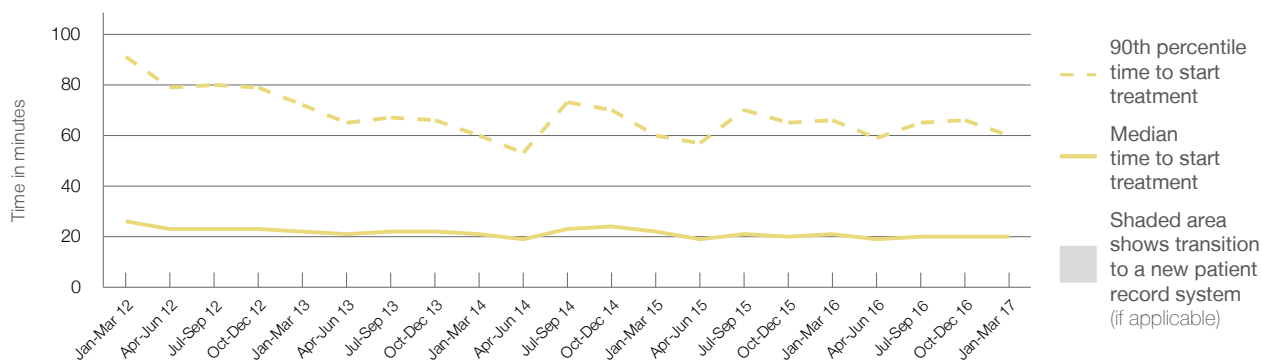
60 minutes

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

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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 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

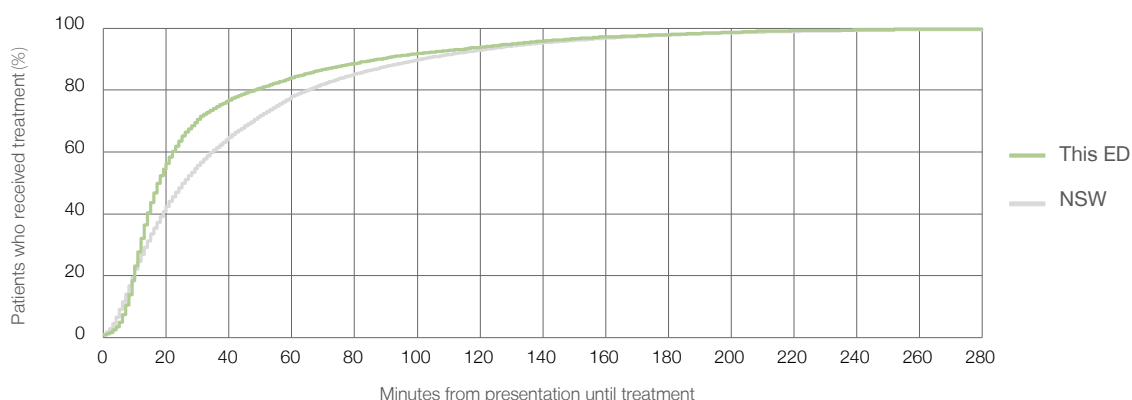
18 minutes

90th percentile time to start treatment⁵

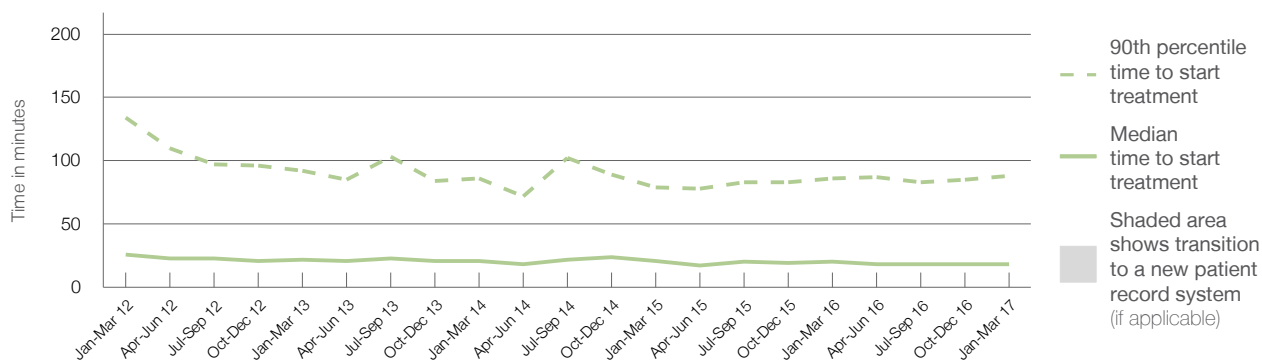
88 minutes

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

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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 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

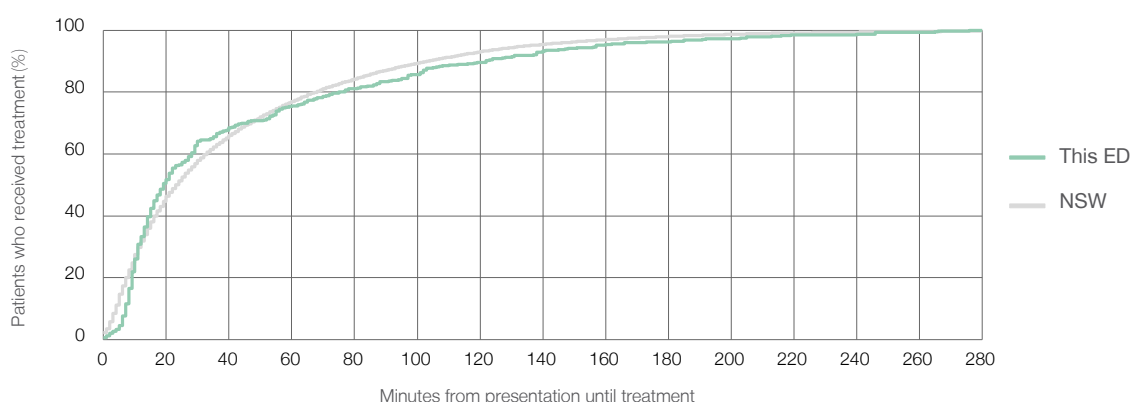
19 minutes

90th percentile time to start treatment⁵

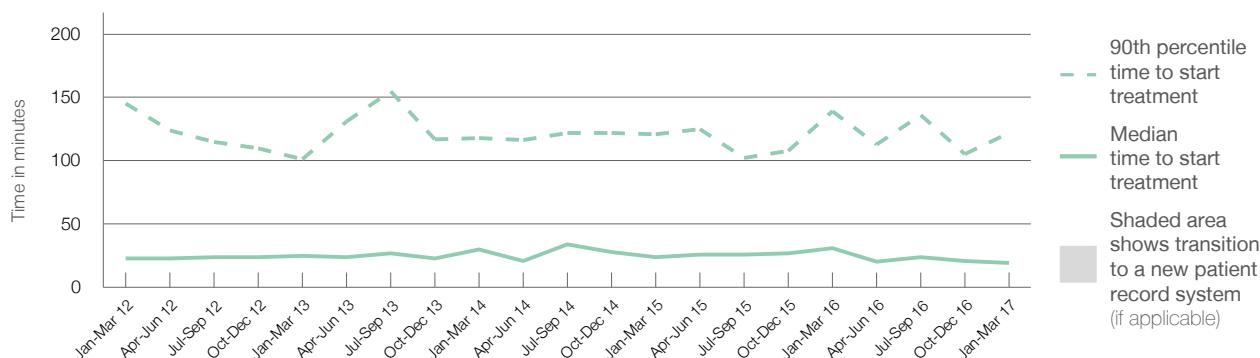
122 minutes

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

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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

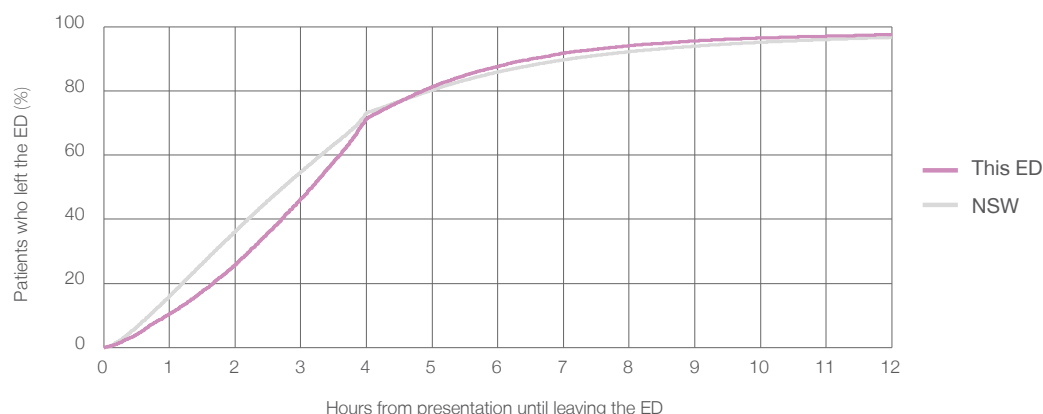
3 hours and 10 minutes

90th percentile time spent in the ED⁹

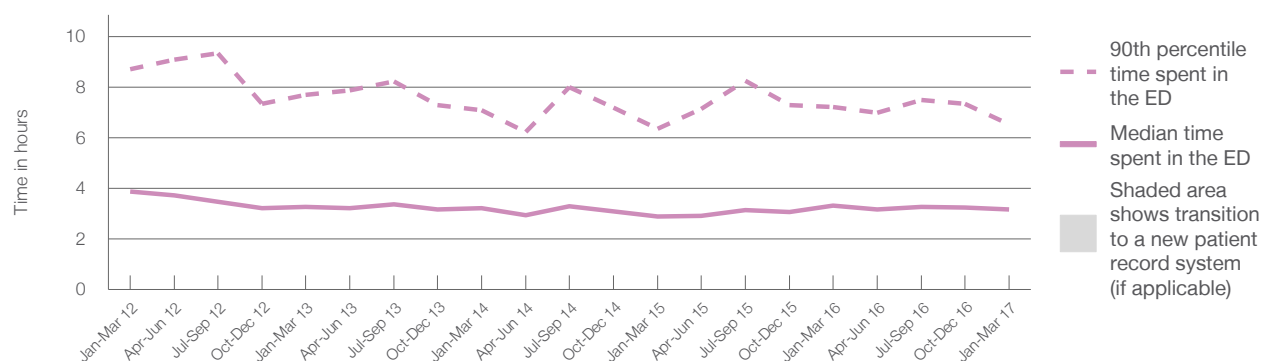
6 hours and 32 minutes

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

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Prince of Wales Hospital: Time patients spent in the ED

By mode of separation

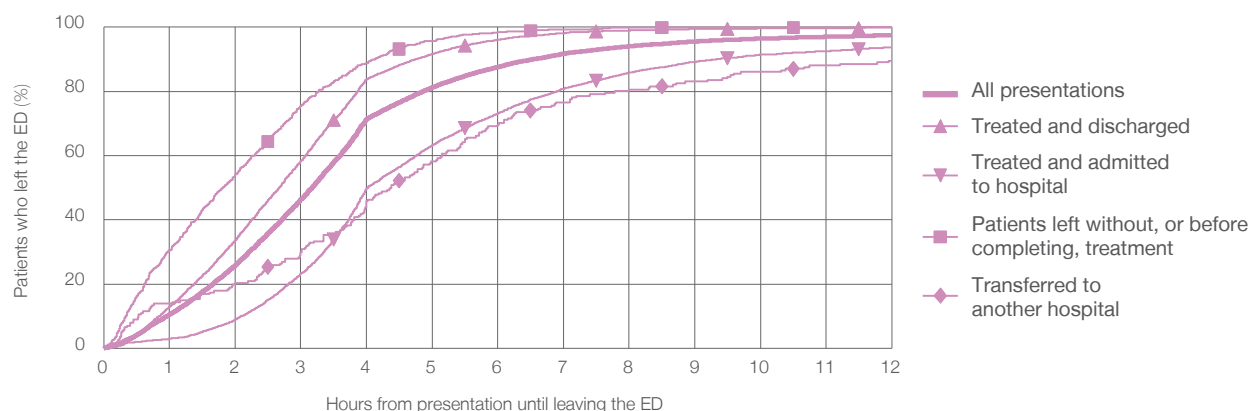
January to March 2017

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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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 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

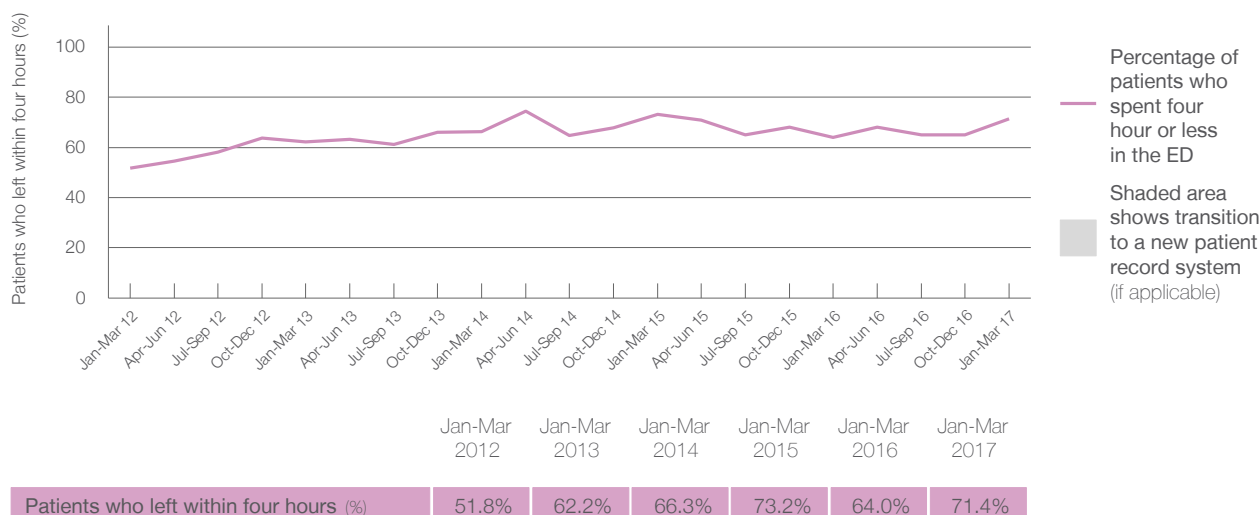
Presentations used to calculate time to leaving the ED:⁶ 15,057 patients

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).

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).

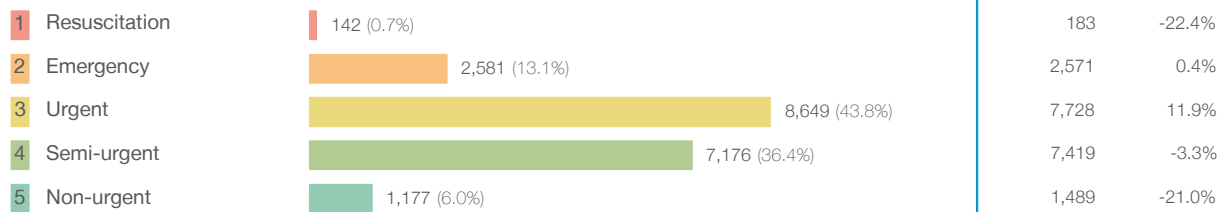
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Patients presenting to the emergency department

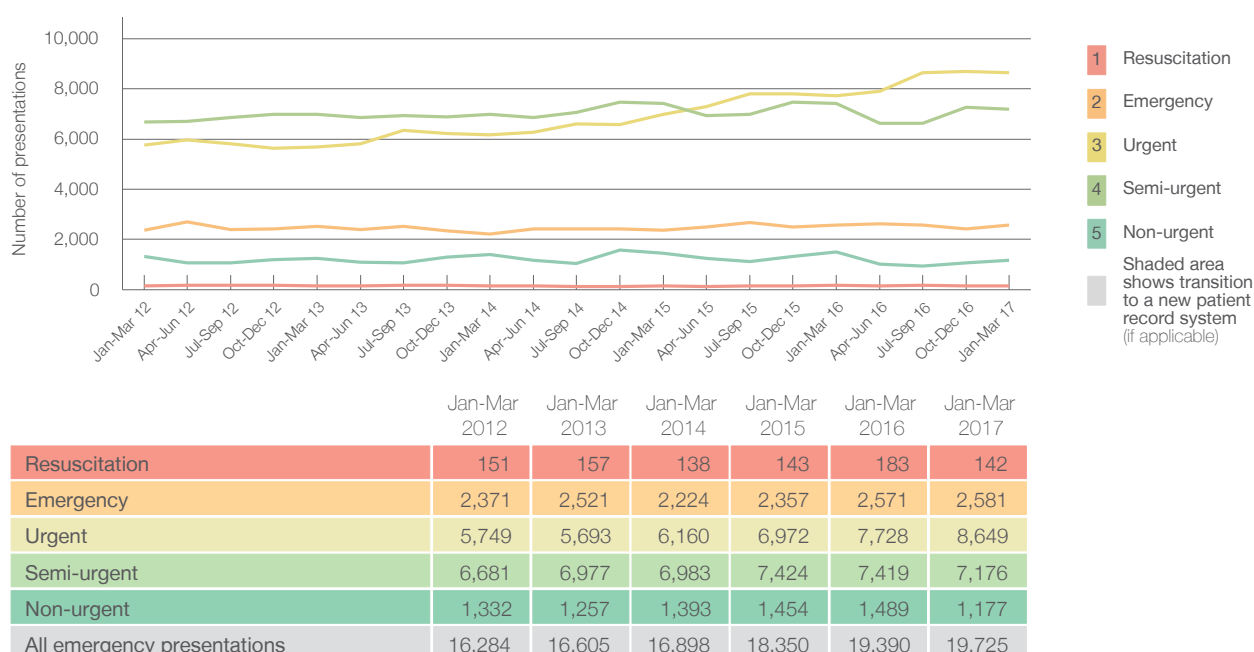
January to March 2017

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



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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

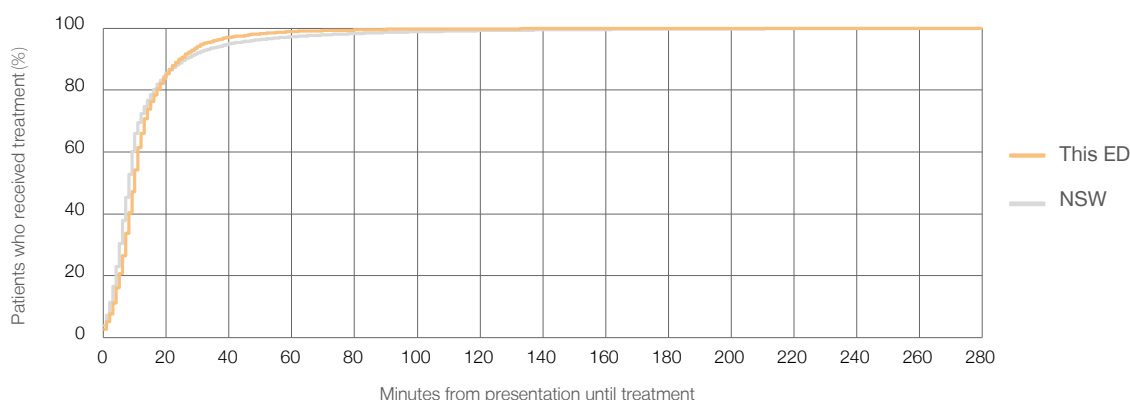
10 minutes

90th percentile time to start treatment⁵

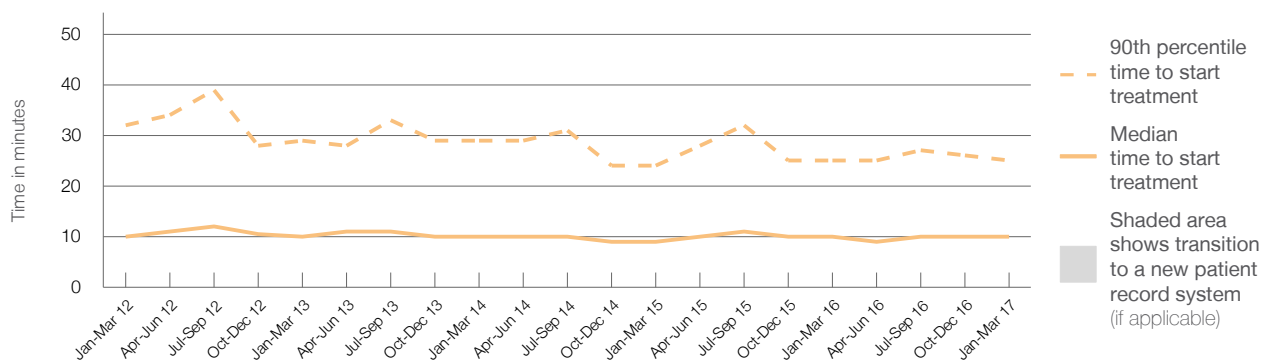
25 minutes

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.

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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 3

January to March 2017

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

Number of triage 3 patients: 8,649

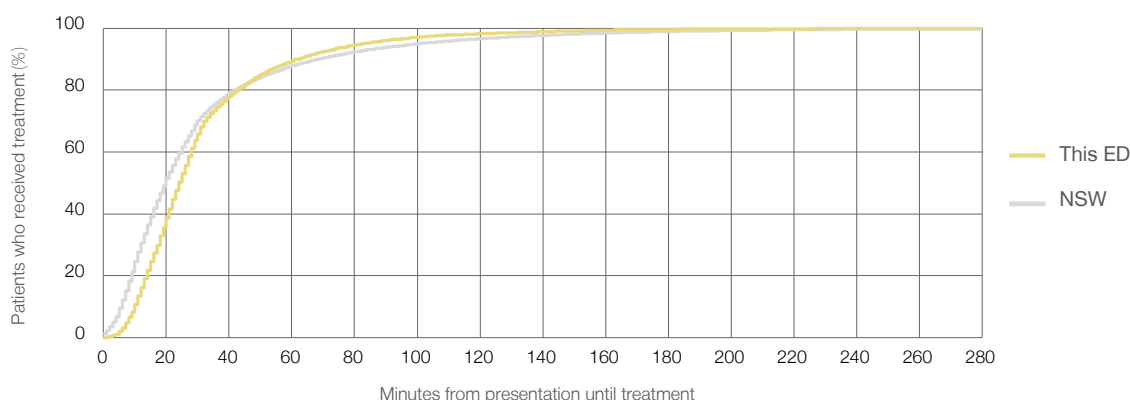
Number of triage 3 patients used to calculate waiting time:³ 8,526

Median time to start treatment⁴ 24 minutes

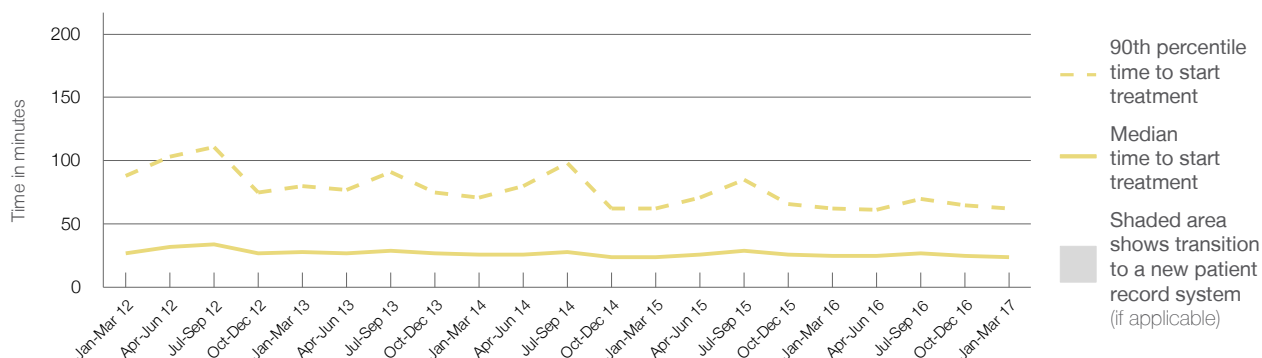
90th percentile time to start treatment⁵ 62 minutes

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

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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 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

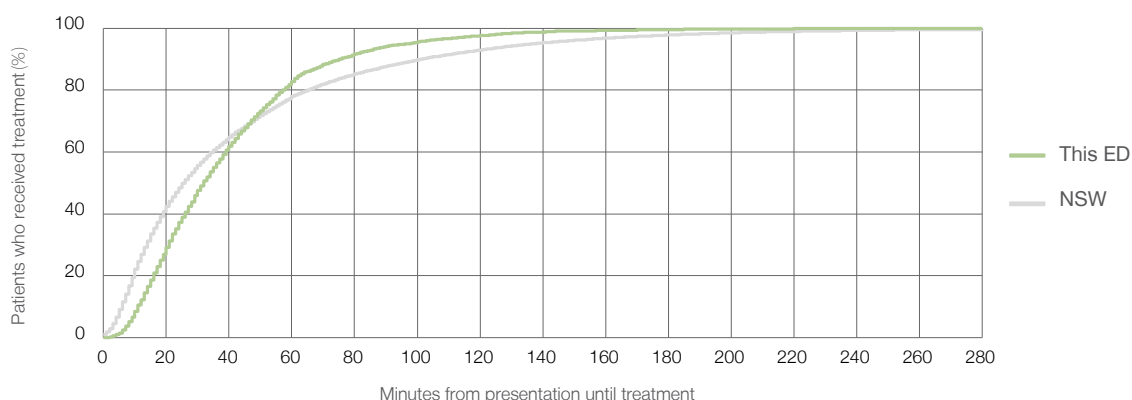
32 minutes

90th percentile time to start treatment⁵

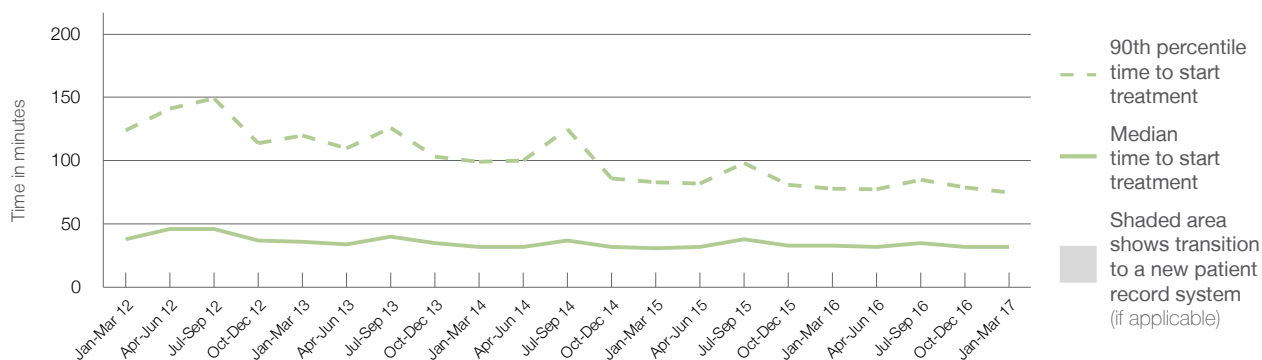
75 minutes

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

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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 5

January to March 2017

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

Number of triage 5 patients: 1,177

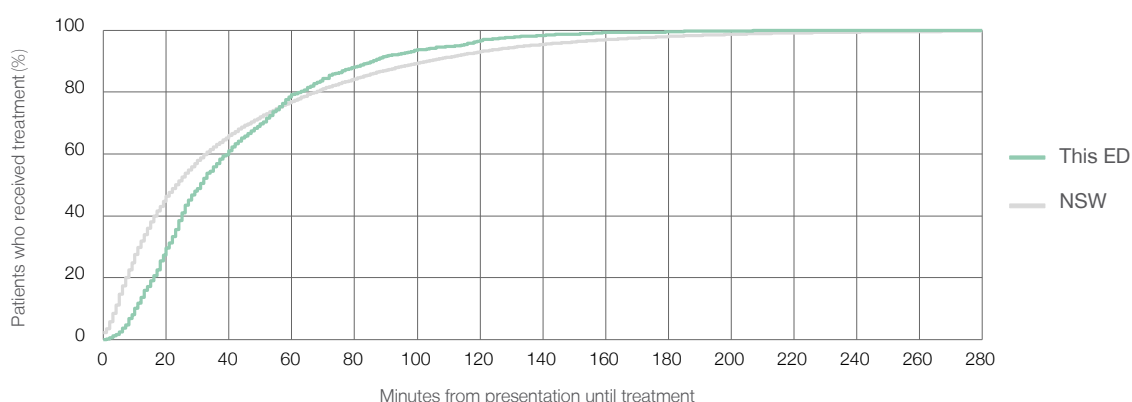
Number of triage 5 patients used to calculate waiting time:³ 992

Median time to start treatment⁴ 31 minutes

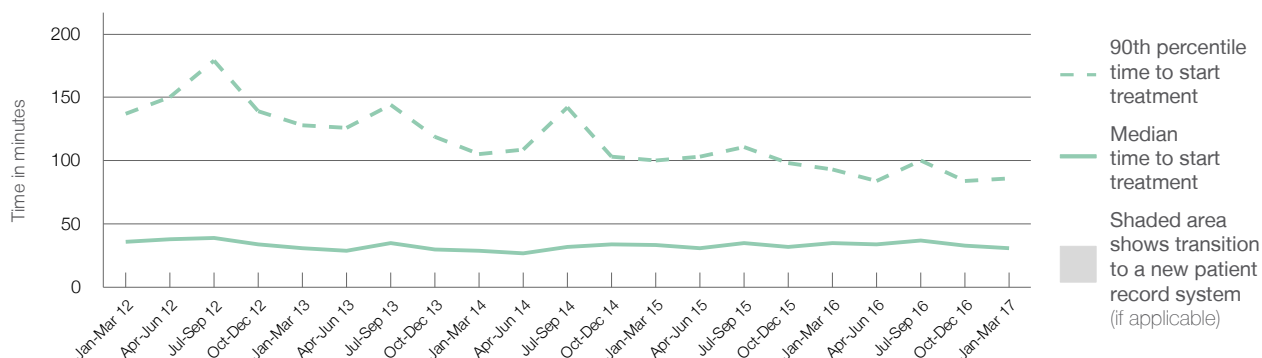
90th percentile time to start treatment⁵ 86 minutes

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

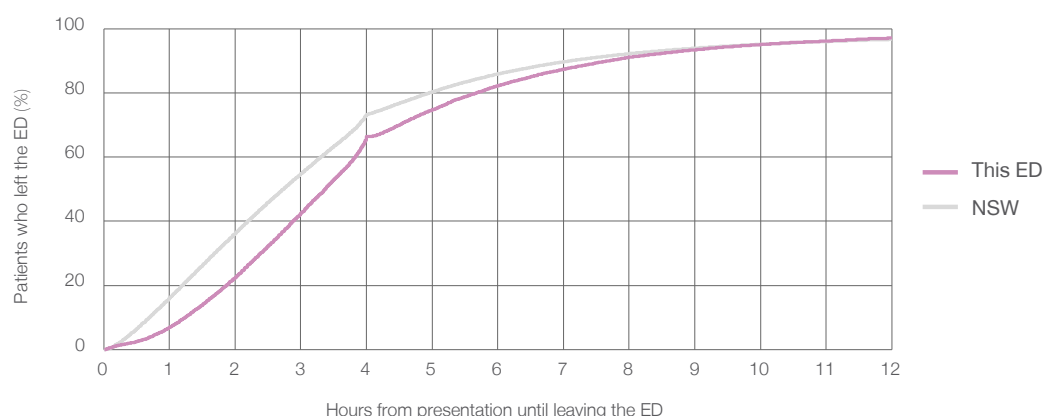
Presentations used to calculate time to leaving the ED:⁶ 19,822 patients

Median time spent in the ED⁸ 3 hours and 22 minutes

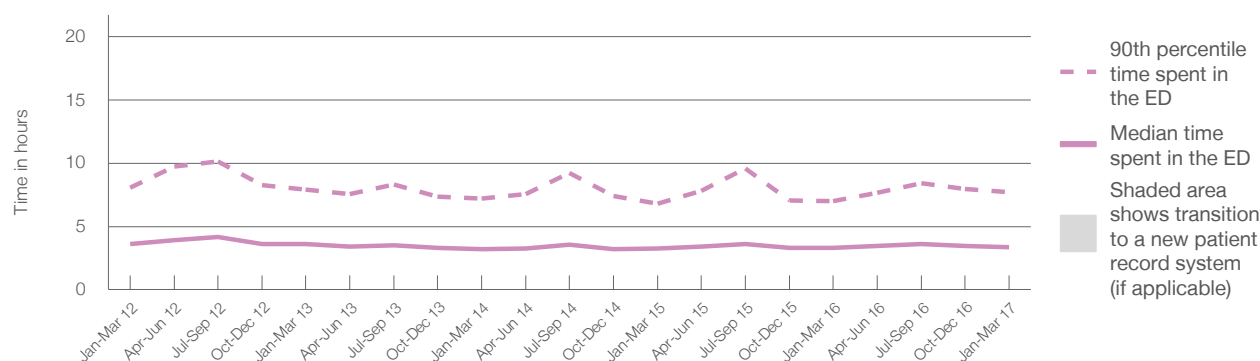
90th percentile time spent in the ED⁹ 7 hours and 42 minutes

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

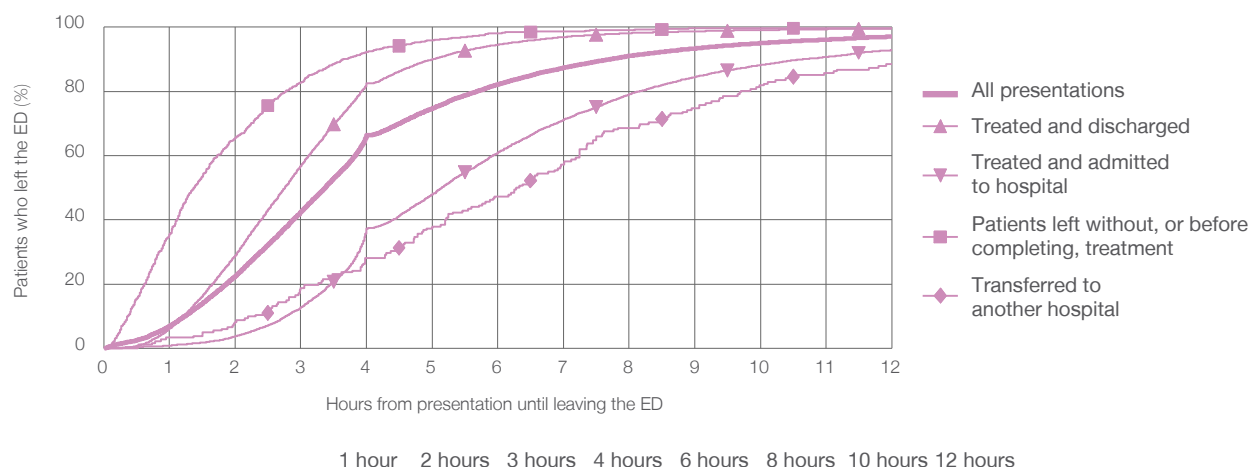
January to March 2017

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^{†‡}



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%

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

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

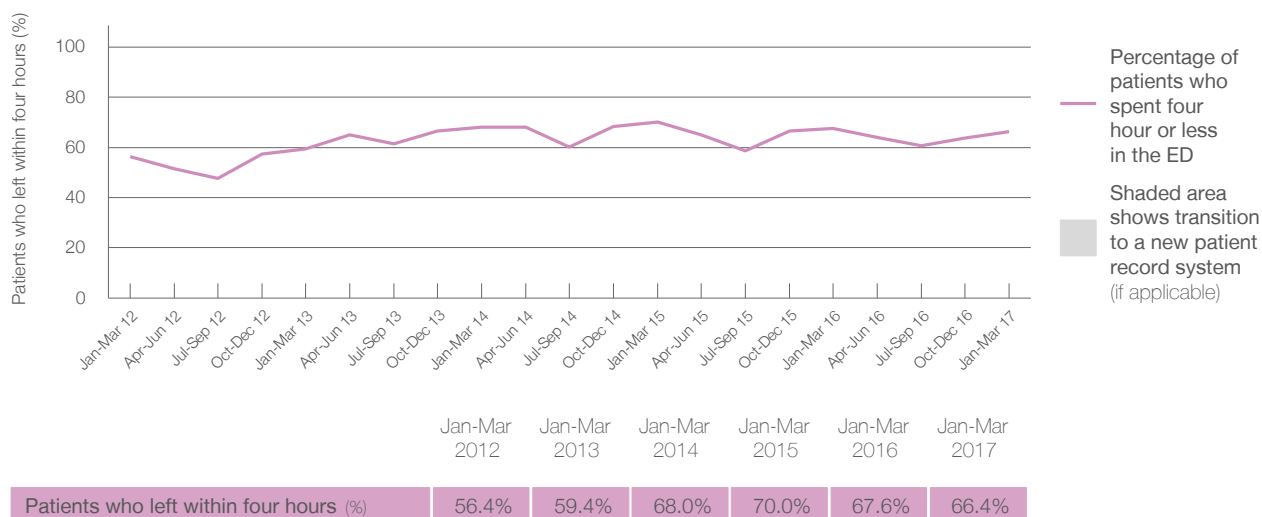
Presentations used to calculate time to leaving the ED:⁶ 19,822 patients

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).

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).

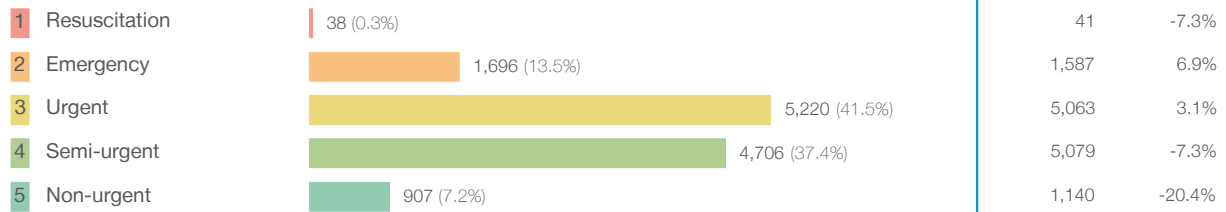
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Patients presenting to the emergency department

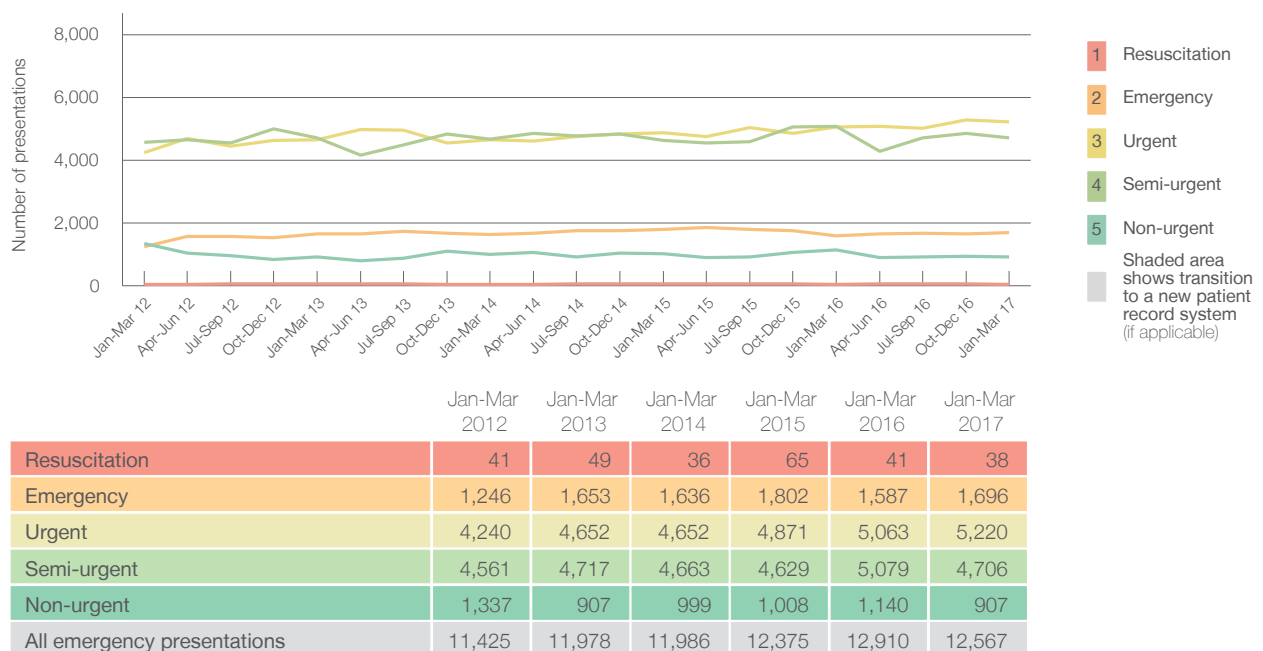
January to March 2017

All presentations:¹ 12,689 patients

Emergency presentations² by triage category: 12,567 patients



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



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

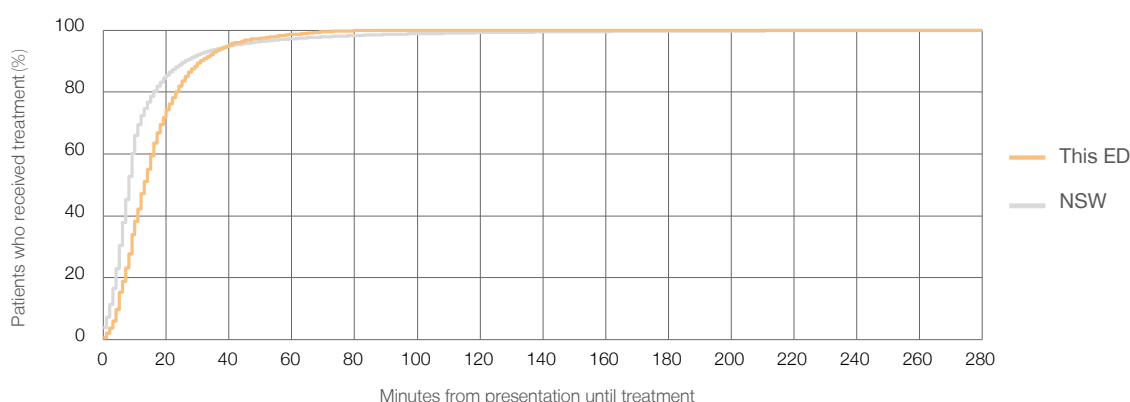
Number of triage 2 patients used to calculate waiting time:³ 1,685

Median time to start treatment⁴ 13 minutes

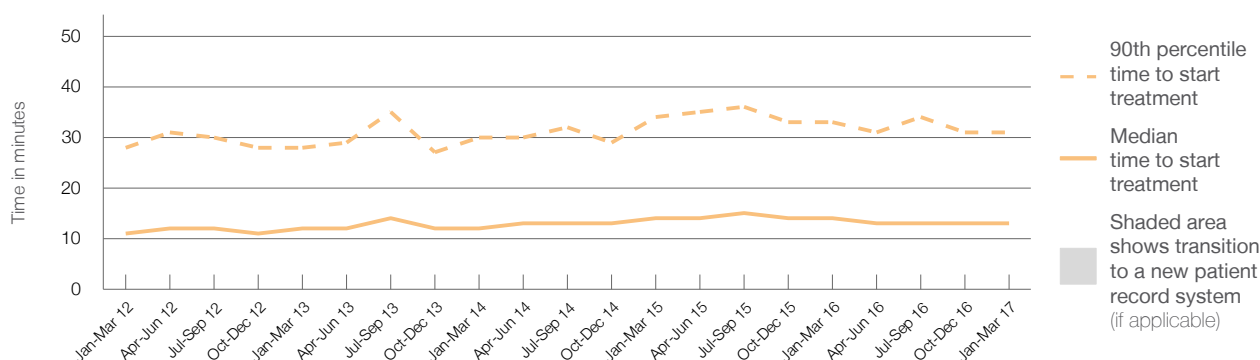
90th percentile time to start treatment⁵ 31 minutes

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

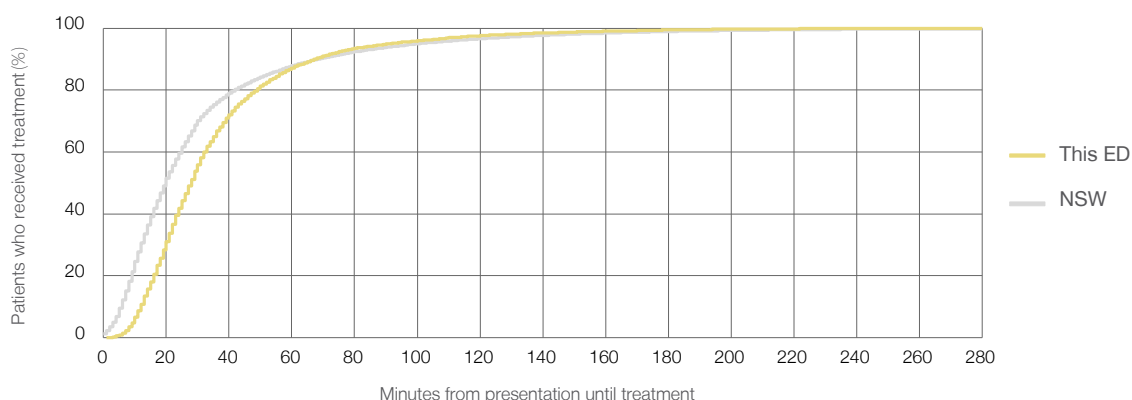
Number of triage 3 patients used to calculate waiting time:³ 5,131

Median time to start treatment⁴ 28 minutes

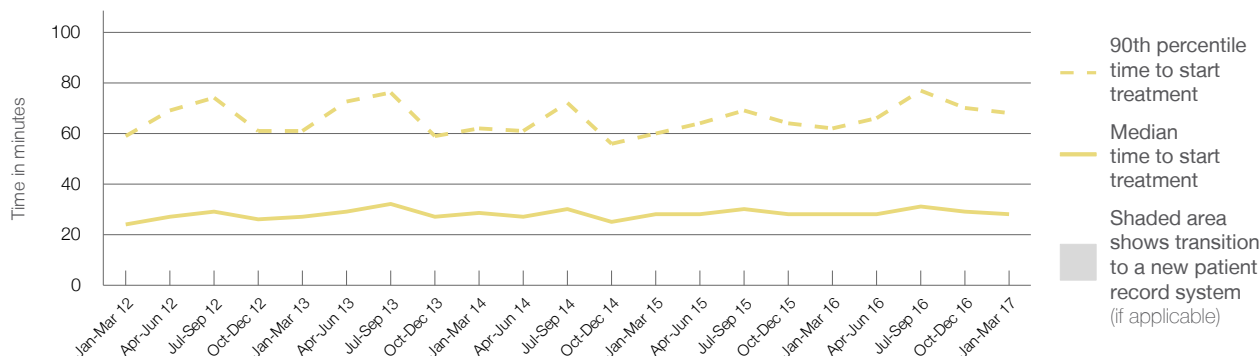
90th percentile time to start treatment⁵ 68 minutes

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

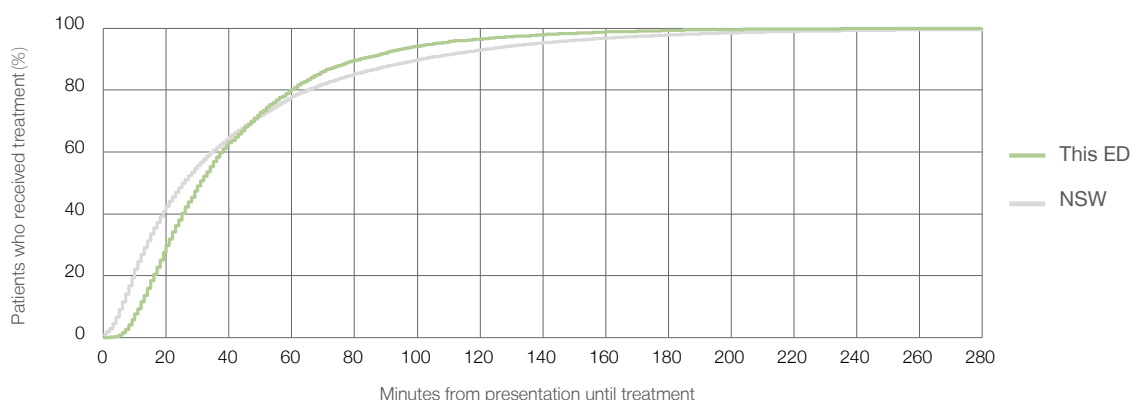
31 minutes

90th percentile time to start treatment⁵

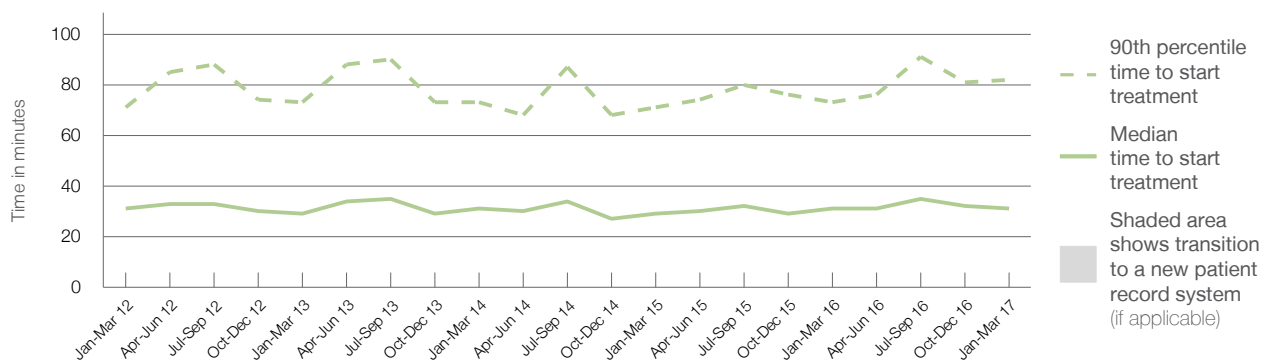
82 minutes

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

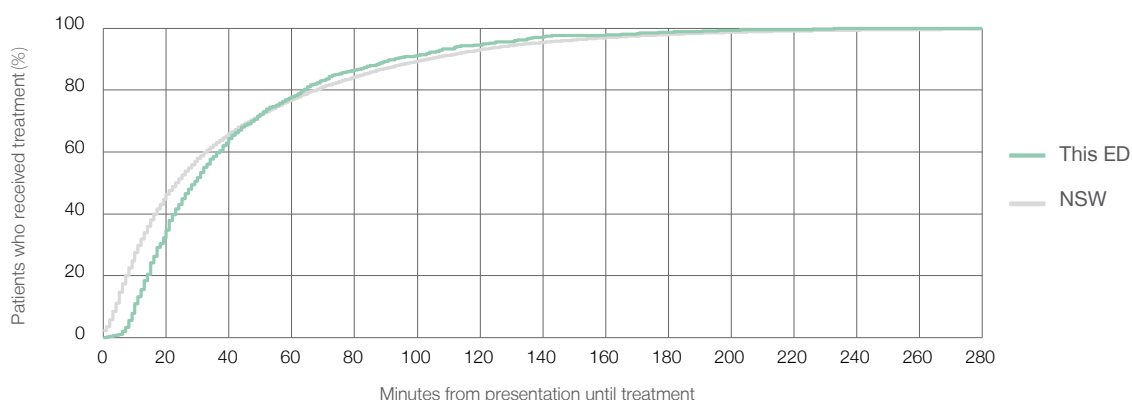
Number of triage 5 patients used to calculate waiting time:³ 797

Median time to start treatment⁴ 29 minutes

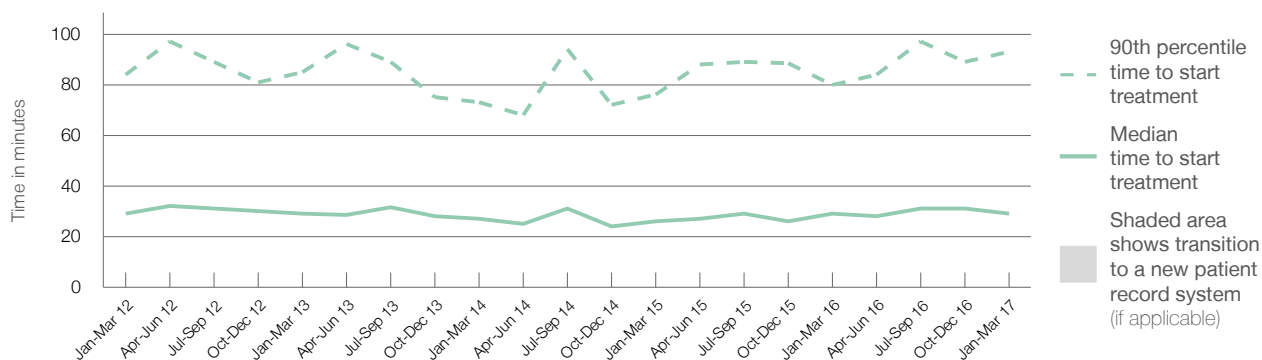
90th percentile time to start treatment⁵ 93 minutes

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

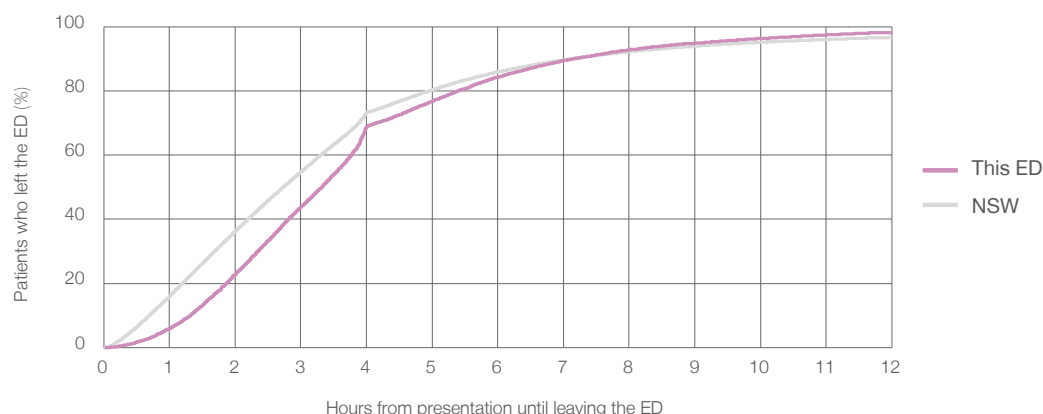
Presentations used to calculate time to leaving the ED:⁶ 12,686 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

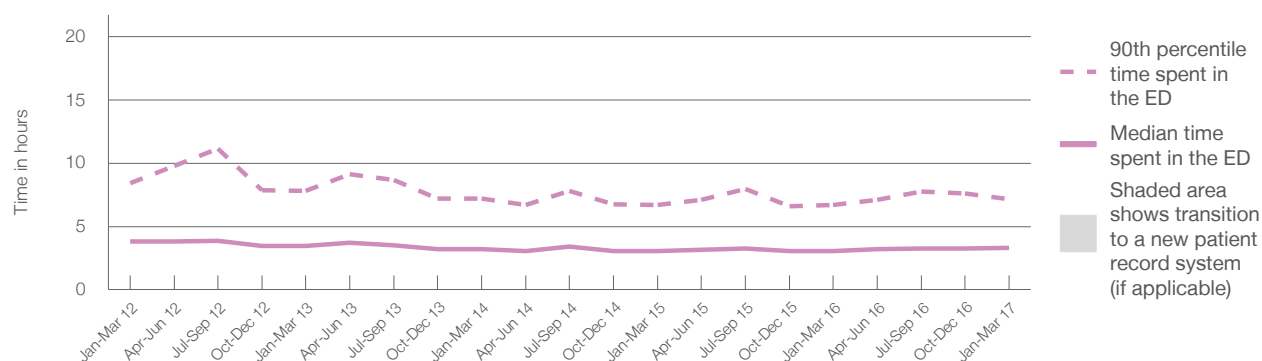
90th percentile time spent in the ED⁹ 7 hours and 9 minutes

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

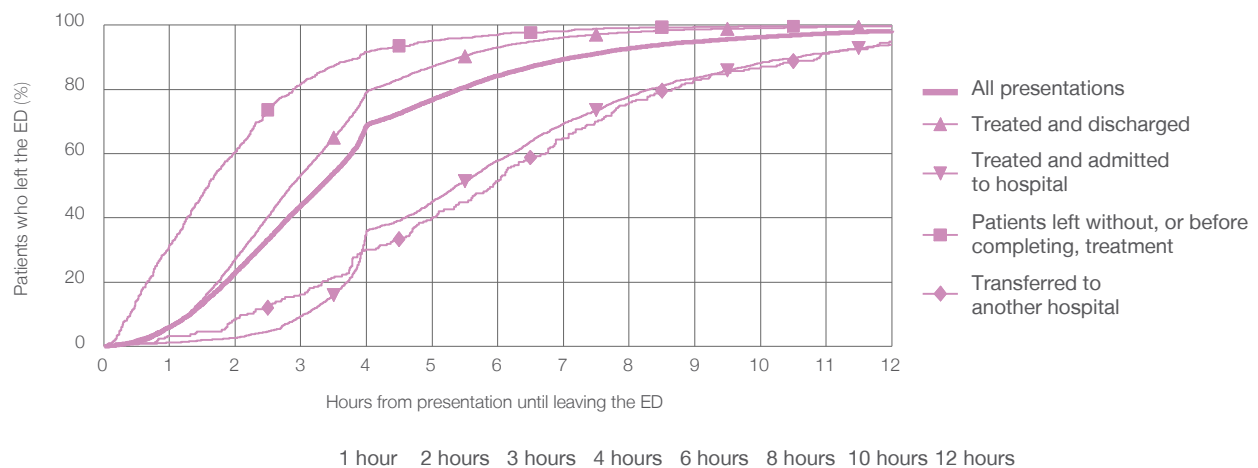
January to March 2017

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

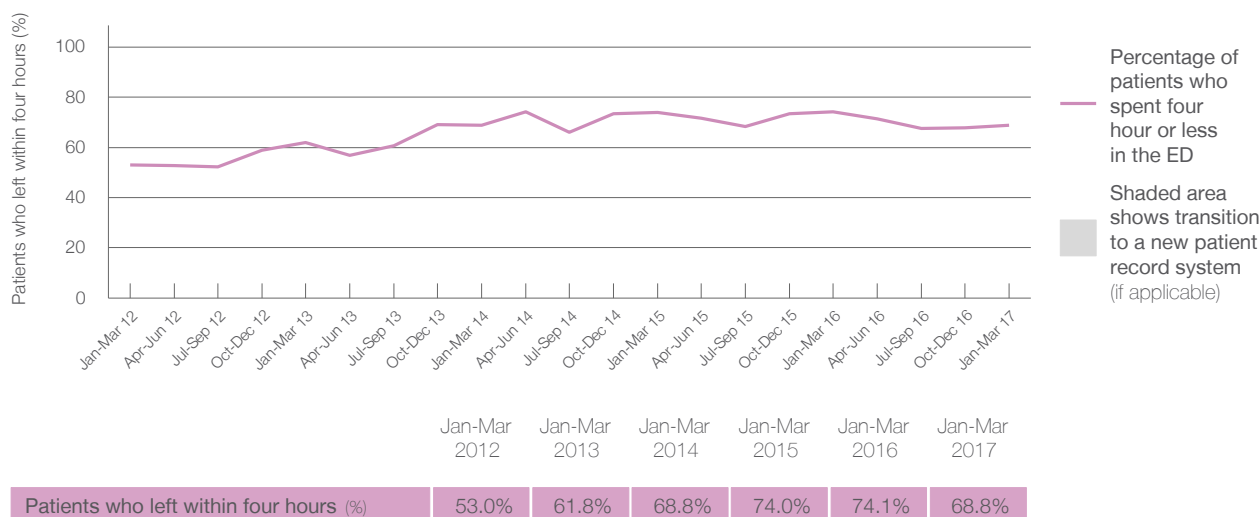
Presentations used to calculate time to leaving the ED:⁶ 12,686 patients

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.

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).

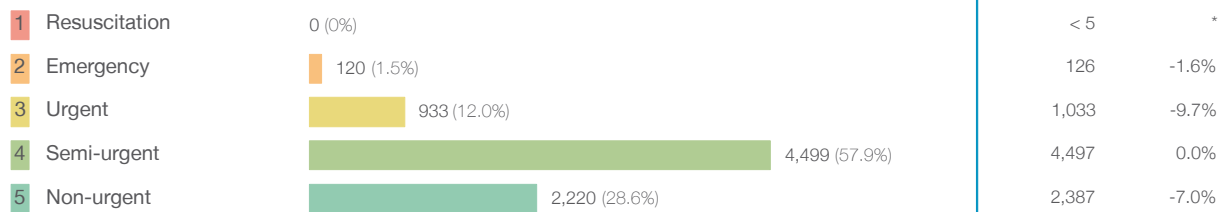
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department

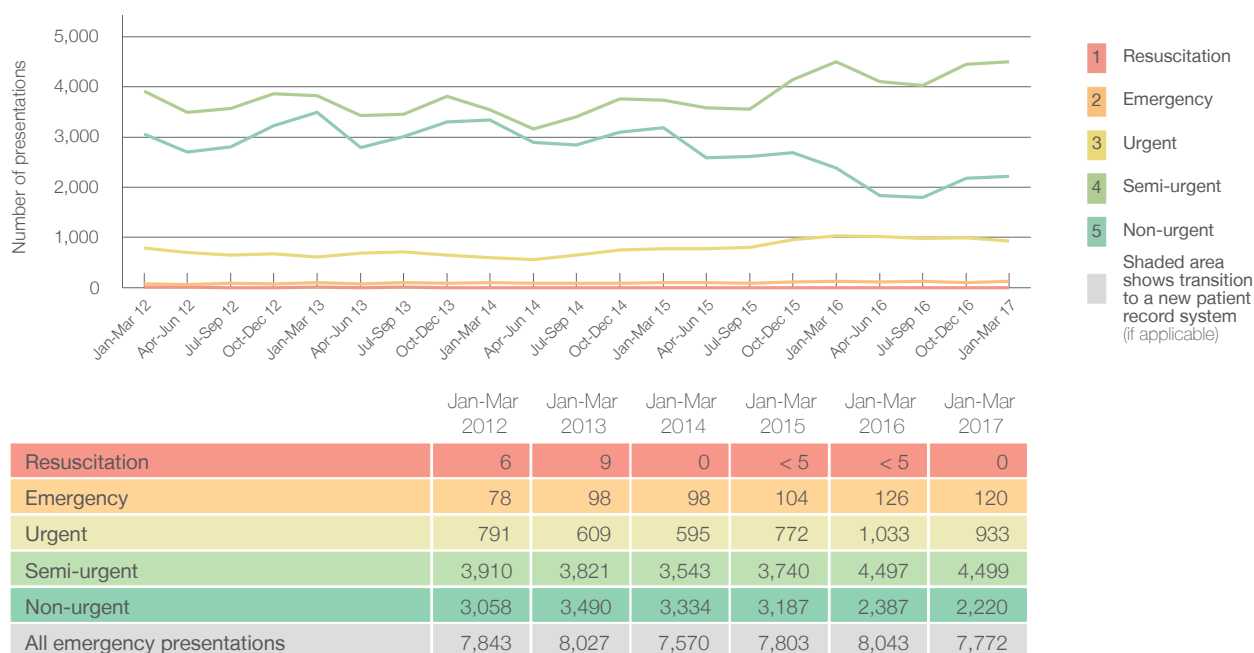
January to March 2017

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

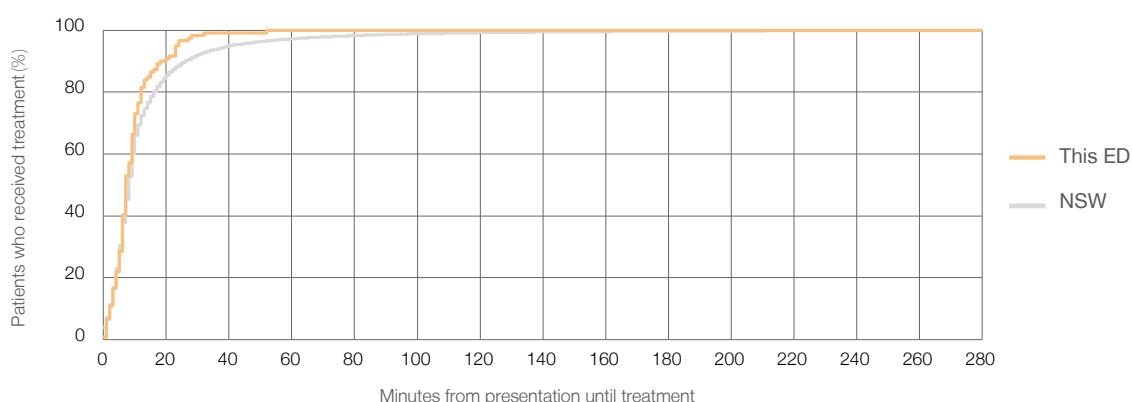
Number of triage 2 patients used to calculate waiting time:³ 119

Median time to start treatment⁴ 7 minutes

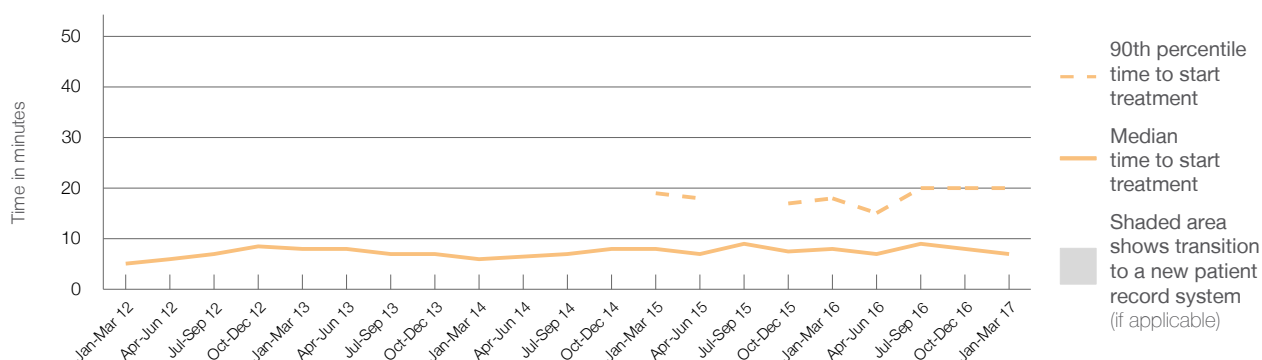
90th percentile time to start treatment⁵ 20 minutes

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

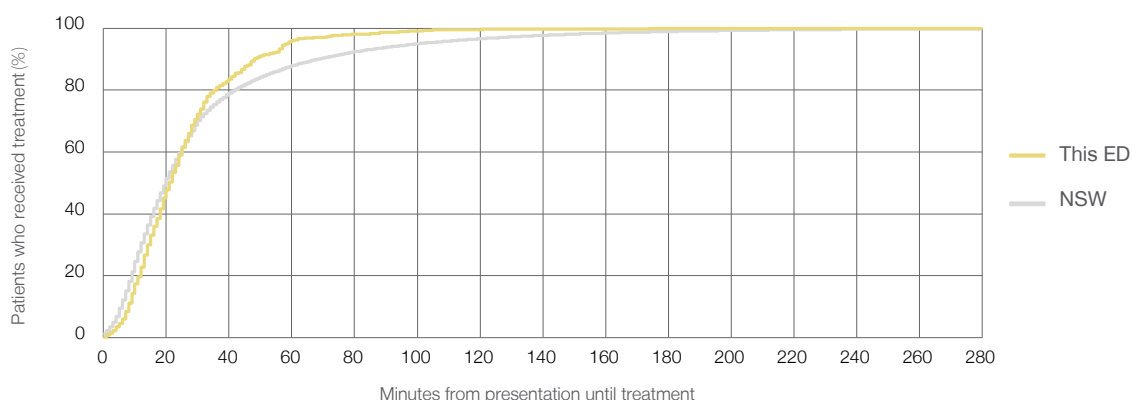
Number of triage 3 patients used to calculate waiting time:³ 917

Median time to start treatment⁴ 21 minutes

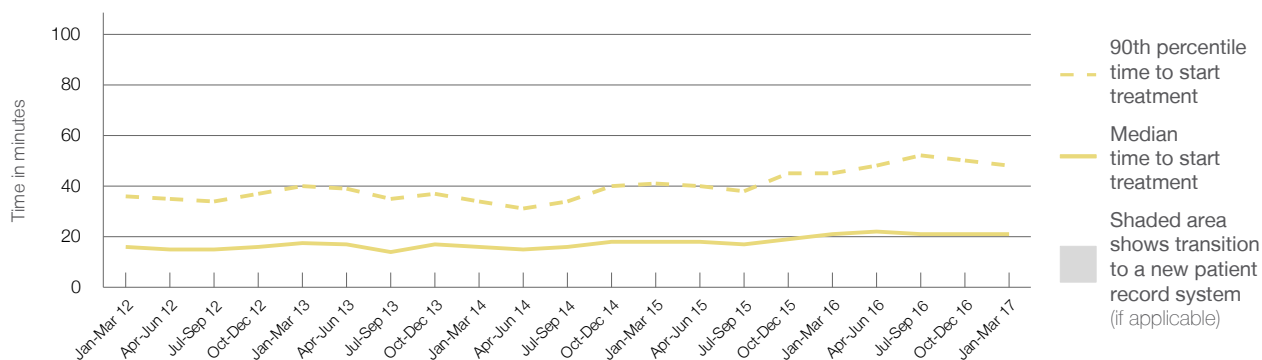
90th percentile time to start treatment⁵ 48 minutes

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

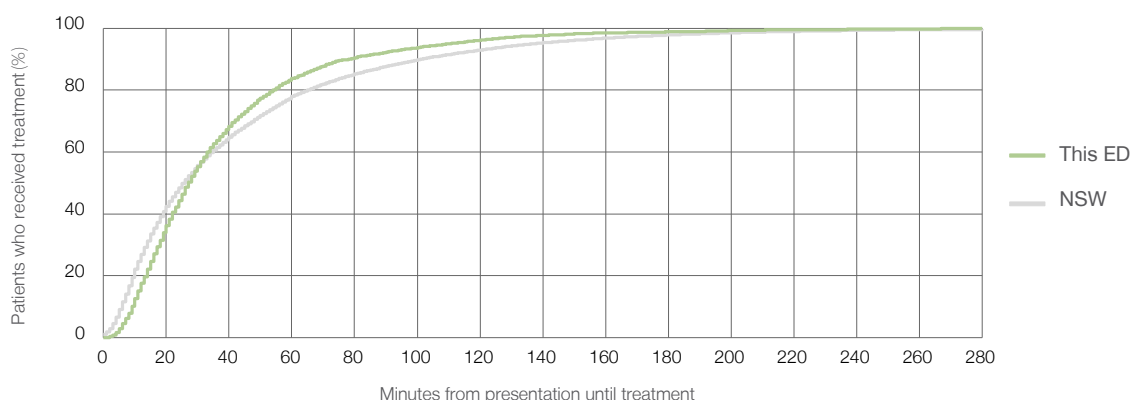
Number of triage 4 patients used to calculate waiting time:³ 4,401

Median time to start treatment⁴ 27 minutes

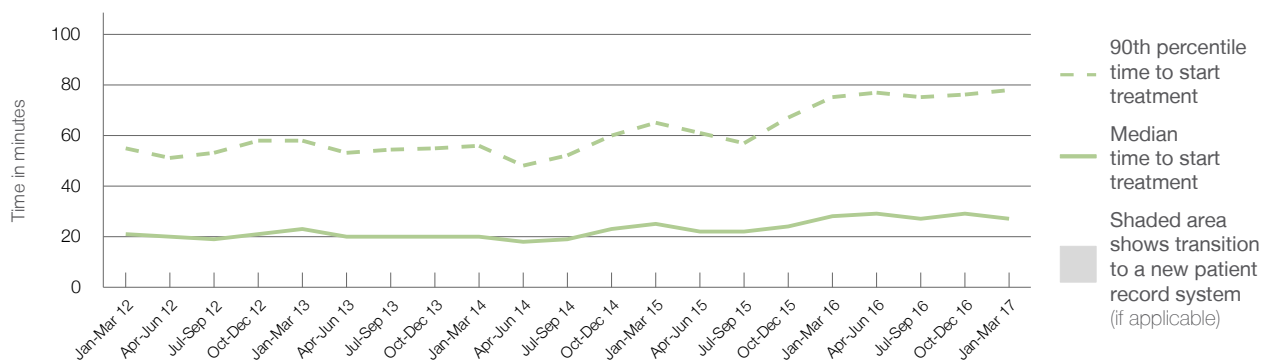
90th percentile time to start treatment⁵ 78 minutes

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.

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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

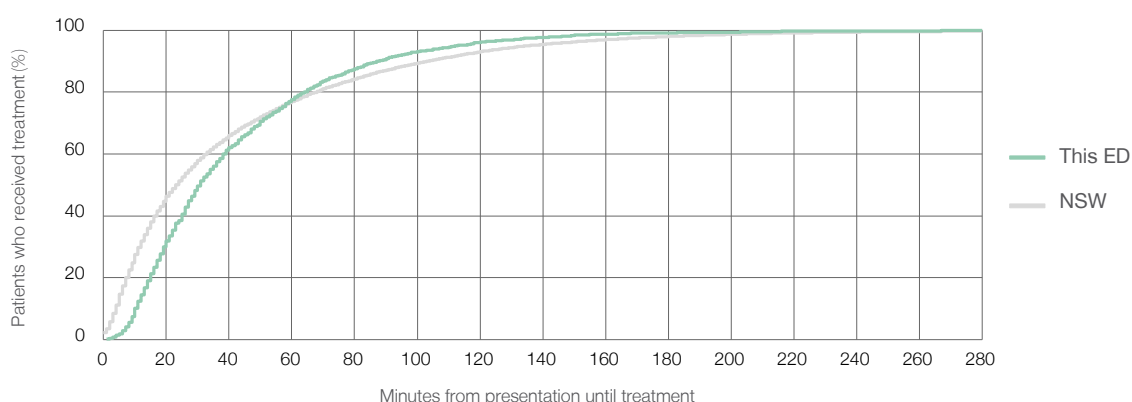
Number of triage 5 patients used to calculate waiting time:³ 2,044

Median time to start treatment⁴ 31 minutes

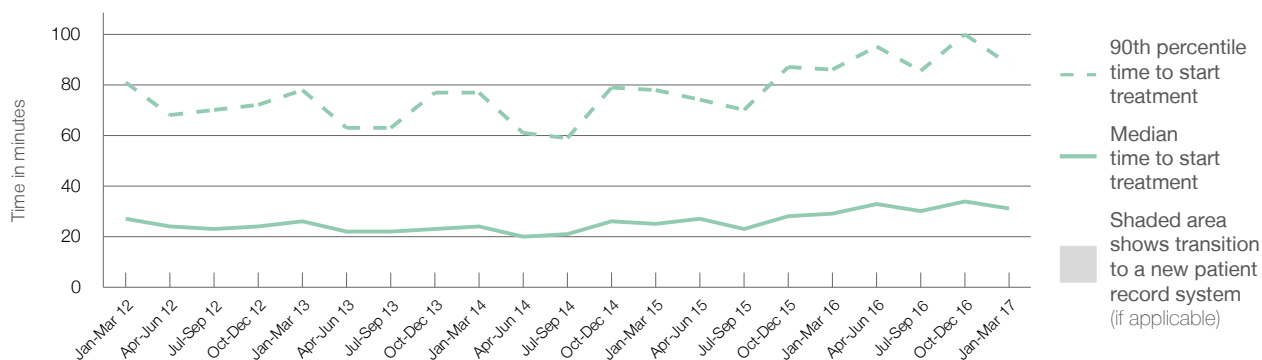
90th percentile time to start treatment⁵ 88 minutes

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.

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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 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

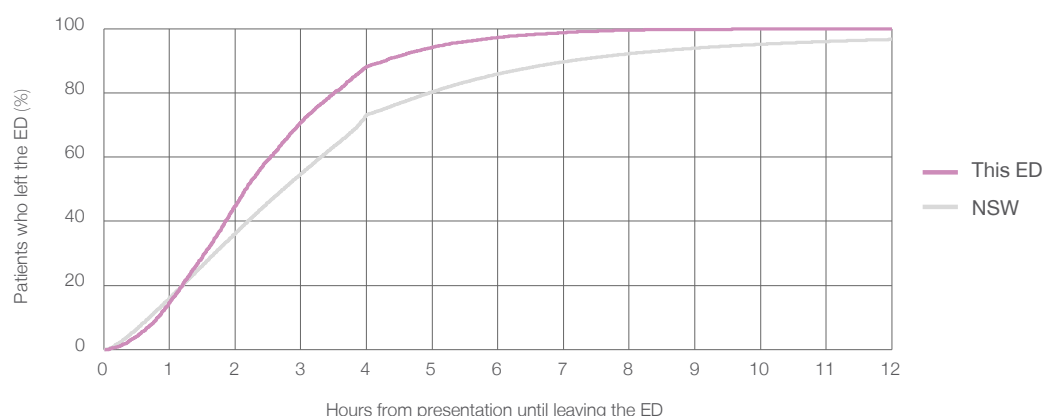
2 hours and 10 minutes

90th percentile time spent in the ED⁹

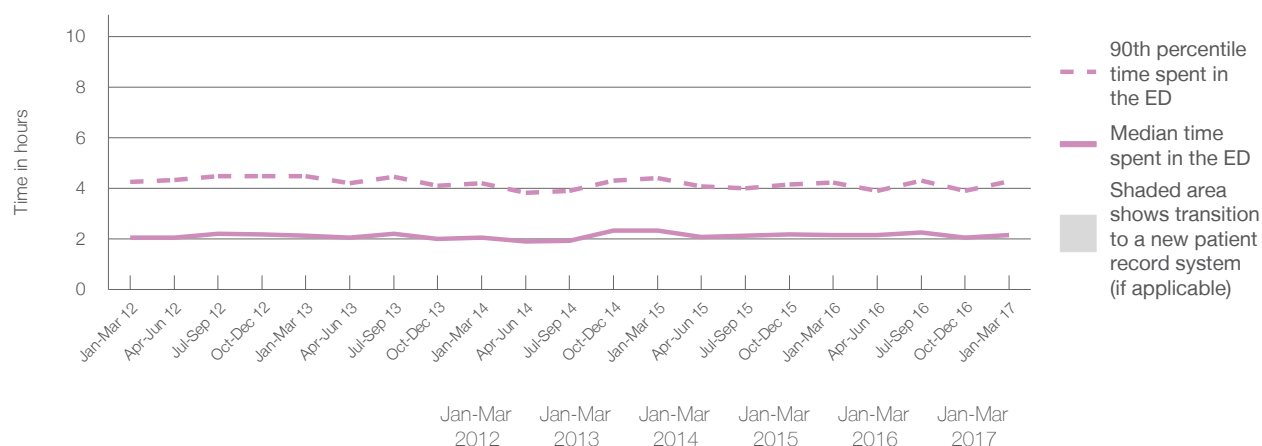
4 hours and 17 minutes

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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 3m	2h 8m	2h 4m	2h 21m	2h 9m	2h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 16m	4h 29m	4h 12m	4h 24m	4h 14m	4h 17m

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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 patients spent in the ED

By mode of separation

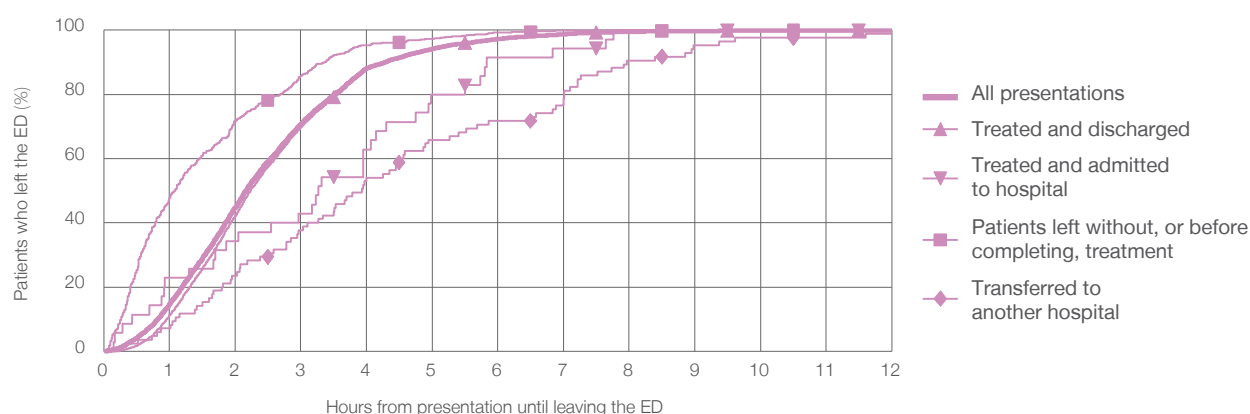
January to March 2017

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.

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

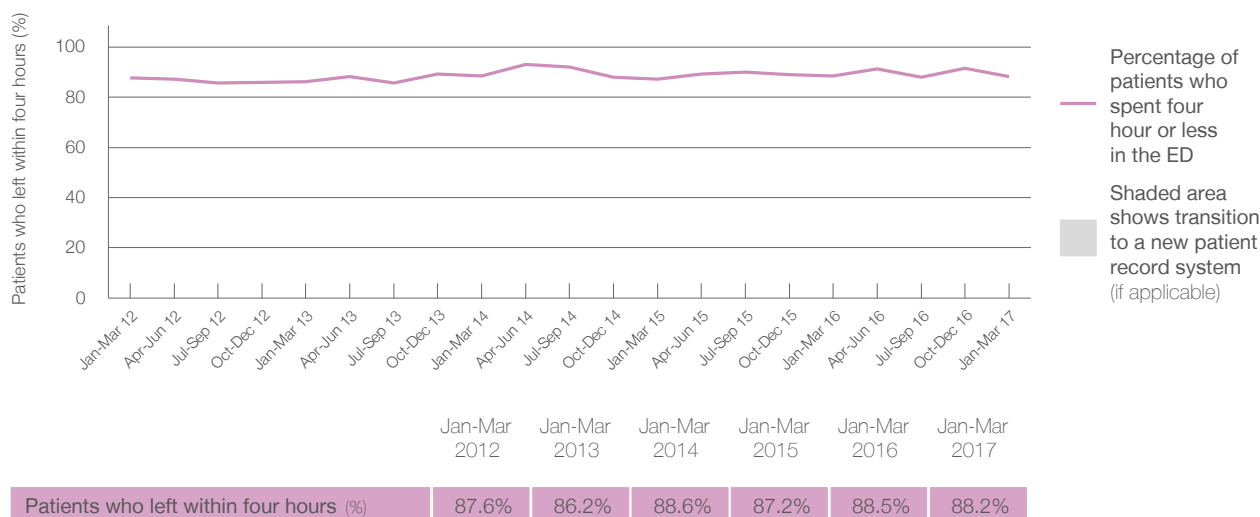
Presentations used to calculate time to leaving the ED:⁶ 8,078 patients

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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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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).