



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

South Western Sydney Local Health District

April to June 2017

## Bankstown / Lidcombe Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 13,221 patients

Emergency presentations:<sup>2</sup> 13,042 patients

Same period last year	Change since one year ago
13,037	1.4%
12,929	0.9%

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,445 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,883 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,097 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 91 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 507 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
2,635	
9 minutes	8 minutes
32 minutes	26 minutes
5,815	
19 minutes	20 minutes
62 minutes	67 minutes
3,922	
20 minutes	25 minutes
70 minutes	99 minutes
447	
21 minutes	23 minutes
57 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,221 patients

Percentage of patients who spent four hours or less in the ED 72.8%

Same period last year	Change since one year ago
13,037	1.4%
77.7%	

\* 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.

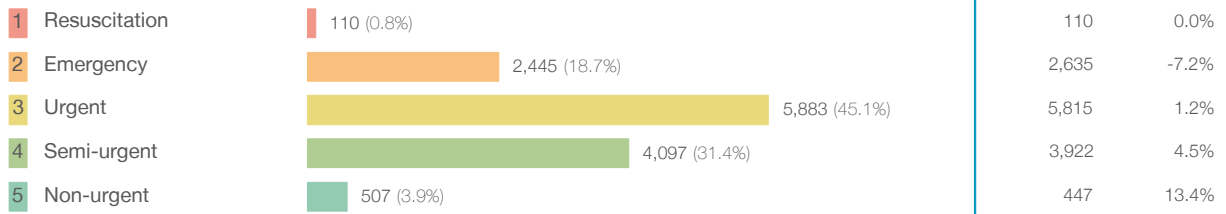
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

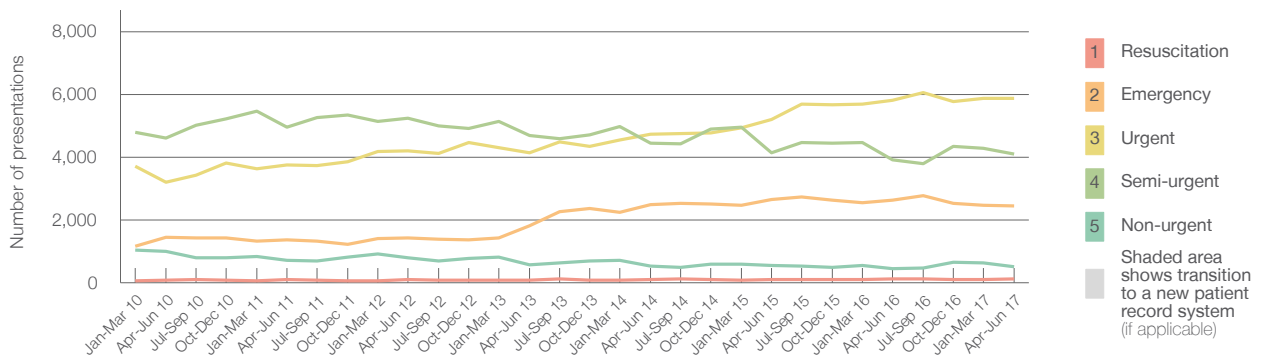
April to June 2017

All presentations:<sup>1</sup> 13,221 patients

Emergency presentations<sup>2</sup> by triage category: 13,042 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	86	89	96	83	96	92	110	110
Emergency	1,445	1,364	1,417	1,816	2,482	2,643	2,635	2,445
Urgent	3,196	3,757	4,208	4,145	4,728	5,193	5,815	5,883
Semi-urgent	4,605	4,953	5,242	4,694	4,438	4,144	3,922	4,097
Non-urgent	991	709	794	575	534	549	447	507
All emergency presentations	10,323	10,872	11,757	11,313	12,278	12,621	12,929	13,042

## Bankstown / Lidcombe Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,764 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.

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

April to June 2017

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

Number of triage 2 patients: 2,445

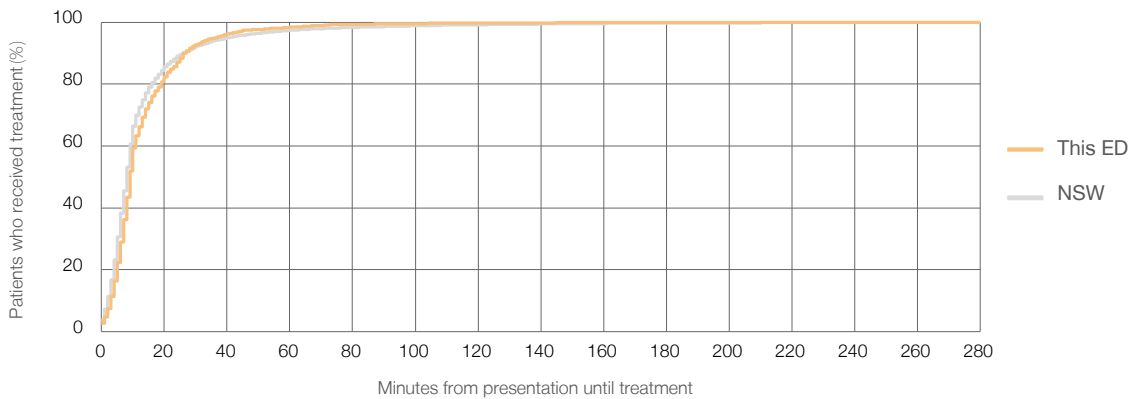
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,441

Median time to start treatment<sup>4</sup>  9 minutes

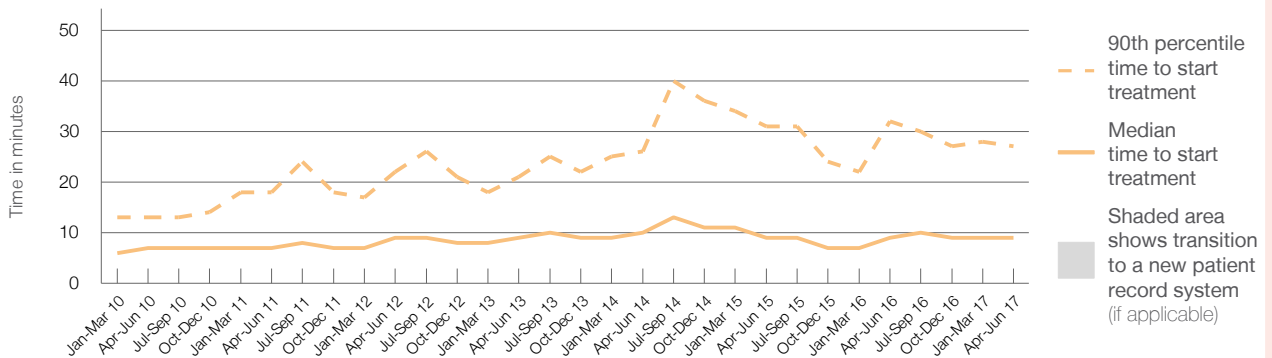
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
2,635	
2,627	
9 minutes	8 minutes
32 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	9	9	10	9	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	13	18	22	21	26	31	32	27

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

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

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

April to June 2017

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

Number of triage 3 patients: 5,883

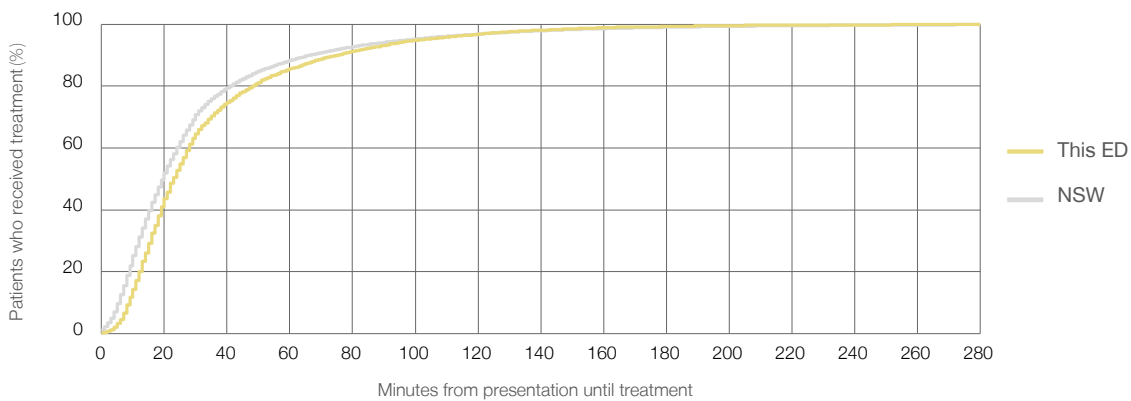
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,801

Median time to start treatment<sup>4</sup> 23 minutes

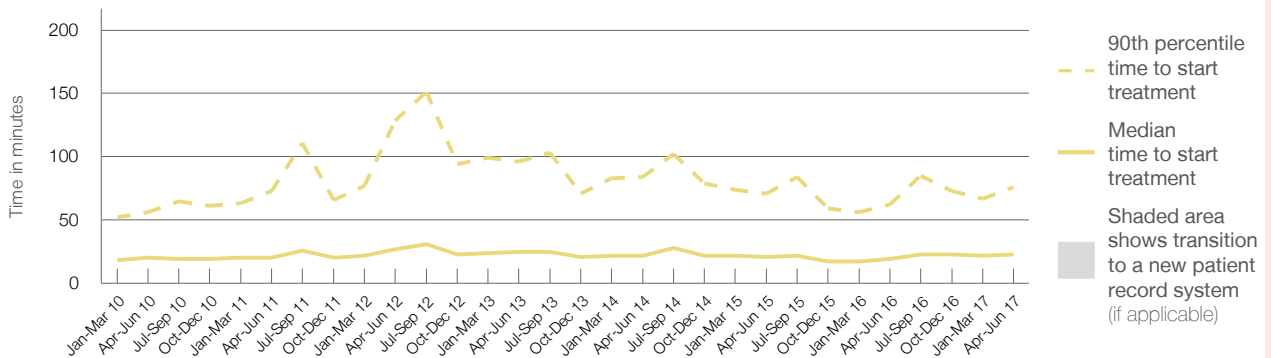
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
5,815	5,713
19 minutes	20 minutes
62 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	20	20	27	25	22	21	19	23
90th percentile time to start treatment <sup>5</sup> (minutes)	56	73	129	96	84	71	62	76

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

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

April to June 2017

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

Number of triage 4 patients: 4,097

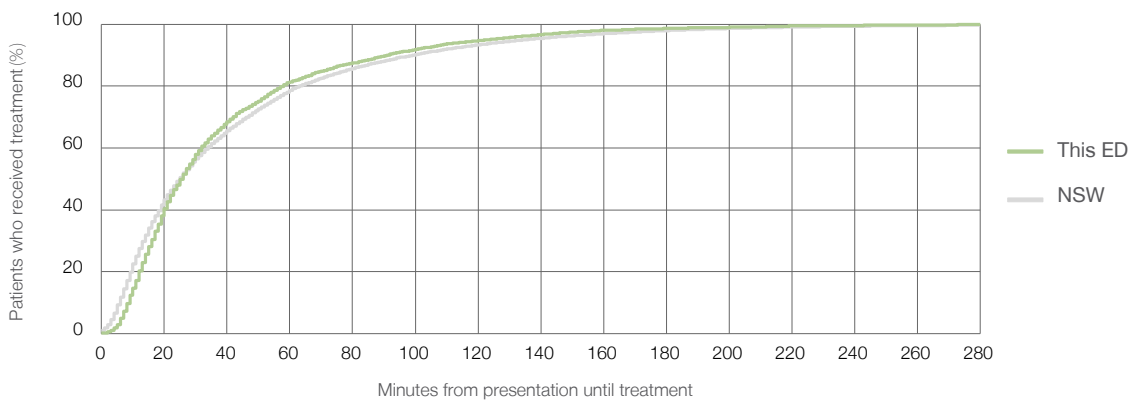
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,956

Median time to start treatment<sup>4</sup>  26 minutes

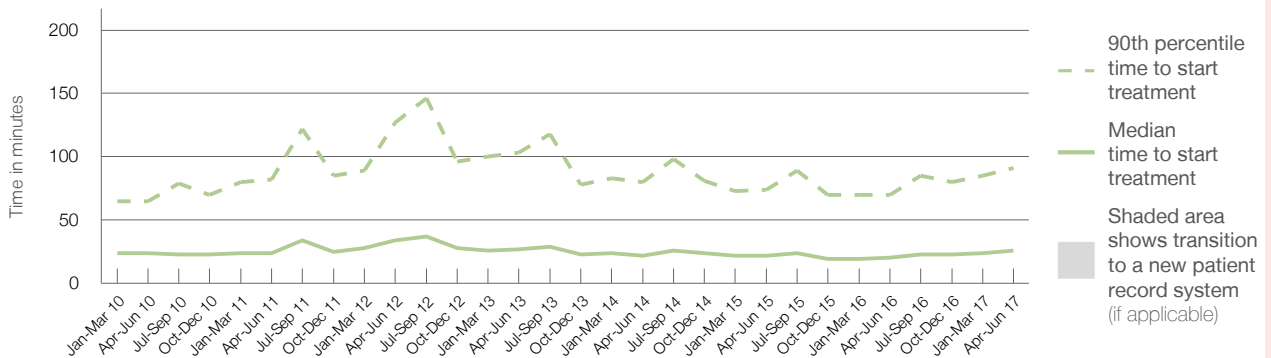
90th percentile time to start treatment<sup>5</sup>  91 minutes

Same period last year	NSW (this period)
3,922	3,781
20 minutes	25 minutes
70 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	24	24	34	27	22	22	20	26
90th percentile time to start treatment <sup>5</sup> (minutes)	65	82	127	103	80	74	70	91

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

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

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

April to June 2017

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

Number of triage 5 patients: 507

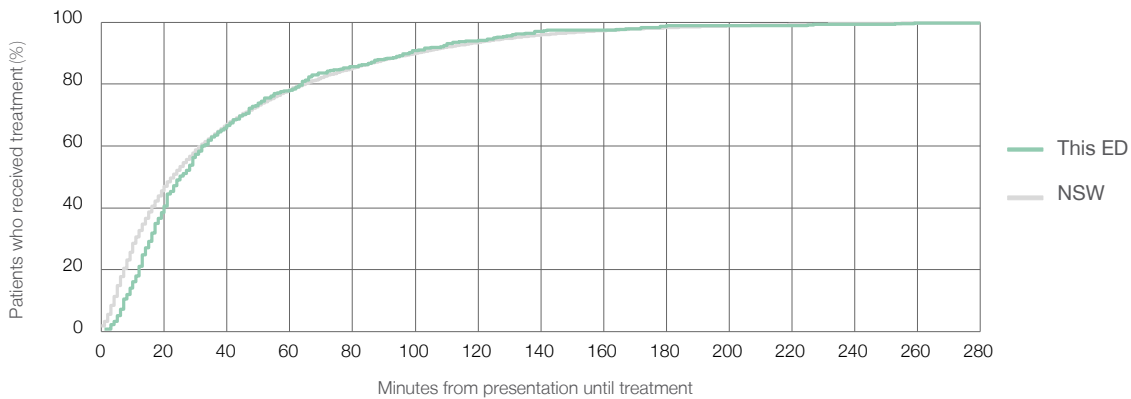
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 428

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

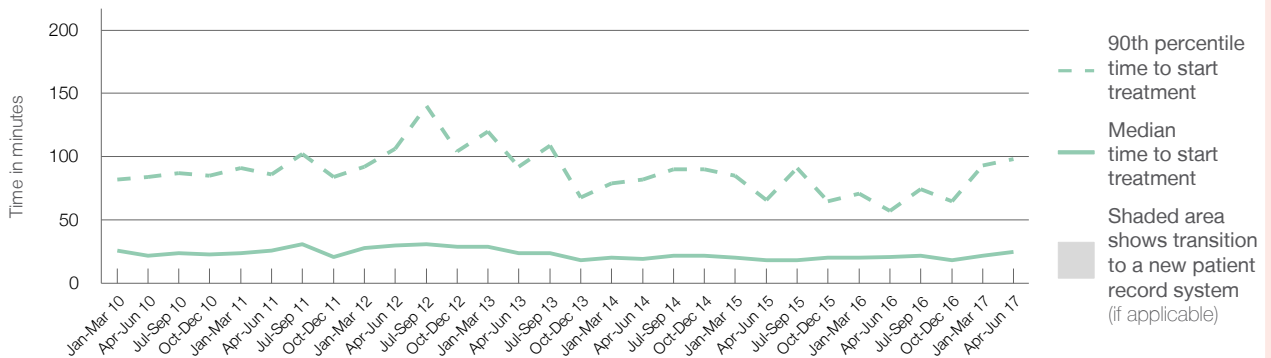
90th percentile time to start treatment<sup>5</sup>  98 minutes

Same period last year	NSW (this period)
447	371
21 minutes	23 minutes
57 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	22	26	30	24	19	18	21	25
90th percentile time to start treatment <sup>5</sup> (minutes)	84	86	106	92	82	66	57	98

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

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

## Bankstown / Lidcombe Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 13,221 patients

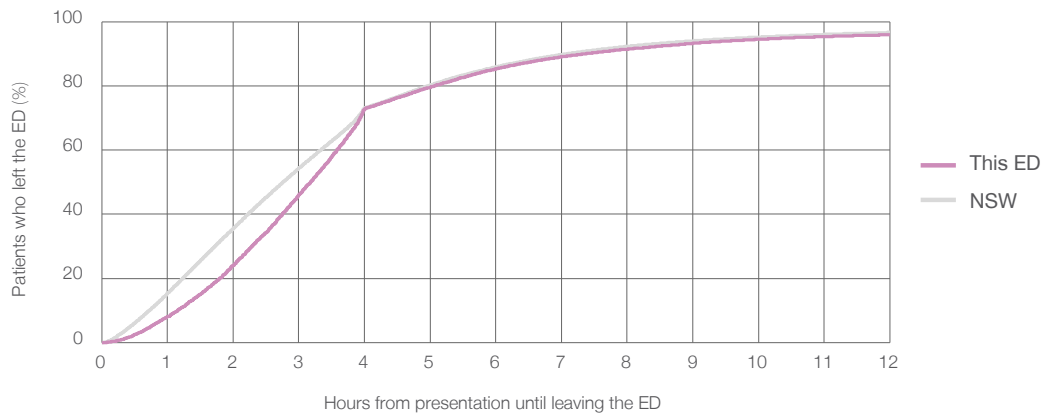
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,221 patients

Median time spent in the ED<sup>8</sup> 3 hours and 11 minutes

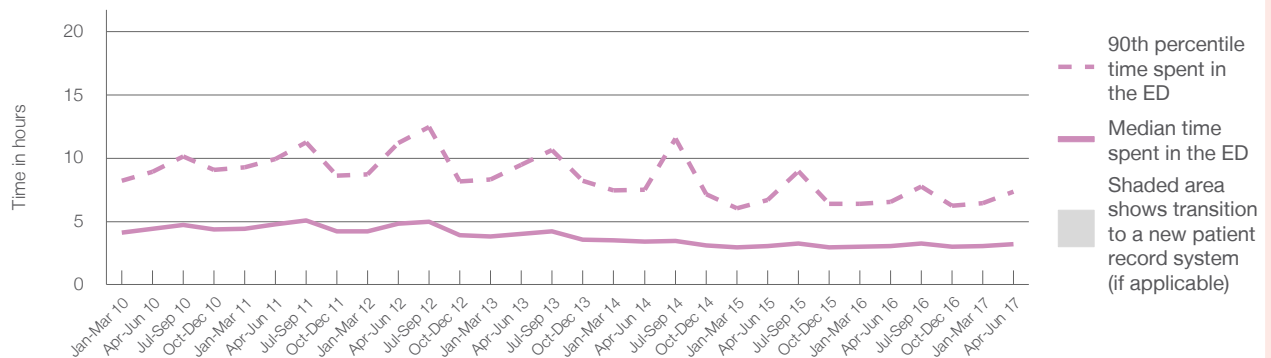
90th percentile time spent in the ED<sup>9</sup> 7 hours and 22 minutes

Same period last year	NSW (this period)
13,037	13,037
3 hours and 2 minutes	2 hours and 46 minutes
6 hours and 34 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 24m	4h 48m	4h 51m	4h 2m	3h 24m	3h 3m	3h 2m	3h 11m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 54m	9h 57m	11h 13m	9h 29m	7h 30m	6h 42m	6h 34m	7h 22m

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**Bankstown / Lidcombe Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2017

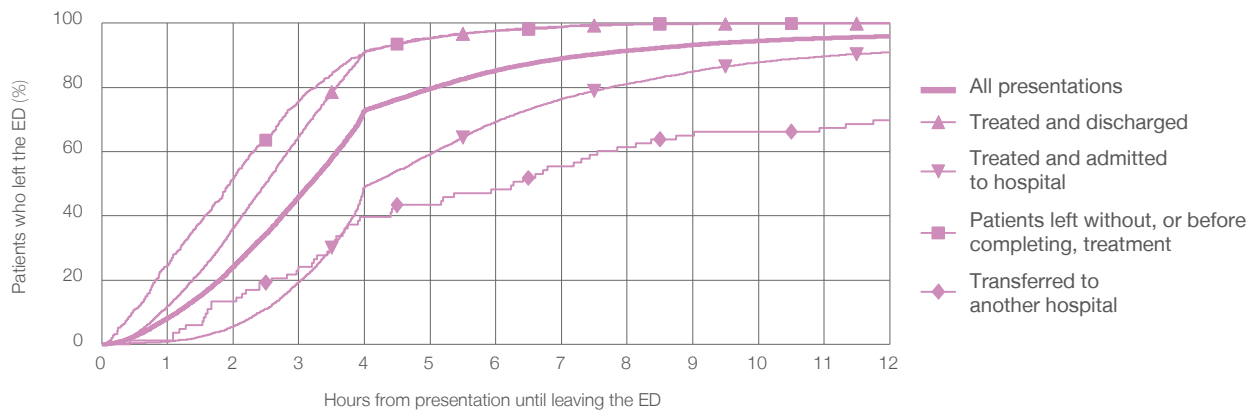
All presentations:<sup>1</sup> 13,221 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,221 patients

Treated and discharged	6,556 (49.6%)
Treated and admitted to hospital	5,638 (42.6%)
Patient left without, or before completing, treatment	907 (6.9%)
Transferred to another hospital	83 (0.6%)
Other	37 (0.3%)

Same period last year	Change since one year ago
13,037	1.4%
6,551	0.1%
5,538	1.8%
844	7.5%
66	25.8%
38	-2.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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

Treated and discharged	11.9%	36.2%	64.7%	91.0%	97.7%	99.5%	99.8%	99.9%
Treated and admitted to hospital	0.8%	5.6%	19.4%	49.0%	69.4%	81.1%	87.8%	91.0%
Patient left without, or before completing, treatment	24.6%	51.6%	75.7%	91.2%	97.7%	99.8%	99.9%	100%
Transferred to another hospital	1.2%	13.3%	24.1%	39.8%	48.2%	61.4%	66.3%	69.9%
All presentations	8.1%	24.2%	46.0%	72.8%	85.3%	91.4%	94.5%	95.9%

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## Bankstown / Lidcombe Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2017

All presentations at the emergency department:<sup>1</sup> 13,221 patients

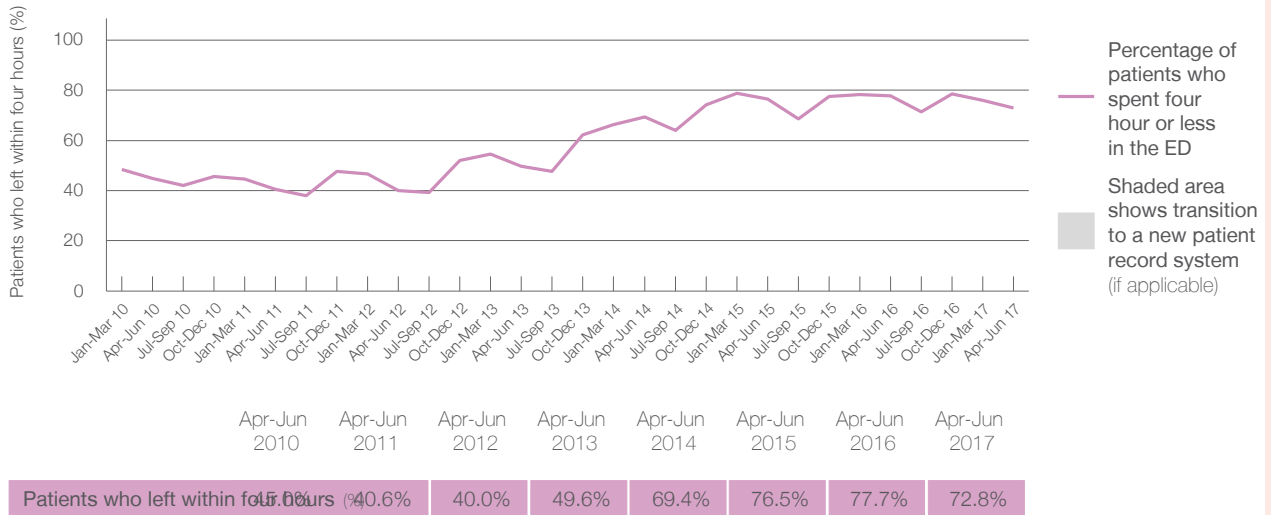
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,221 patients

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



Same period last year	Change since one year ago
13,037	1.4%
13,037	1.4%
77.7%	

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Bowral and District Hospital: Emergency department (ED) overview

April to June 2017



All presentations:<sup>1</sup> 4,775 patients  
Emergency presentations:<sup>2</sup> 4,656 patients

Same period last year	Change since one year ago
4,423	8.0%
4,307	8.1%


## Bowral and District Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 356 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,504 patients

Median time to start treatment<sup>4</sup>  18 minutes  
90th percentile time to start treatment<sup>5</sup>  59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,081 patients

Median time to start treatment<sup>4</sup>  20 minutes  
90th percentile time to start treatment<sup>5</sup>  113 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 696 patients

Median time to start treatment<sup>4</sup>  17 minutes  
90th percentile time to start treatment<sup>5</sup>  95 minutes

Same period last year	NSW (this period)
382	
8 minutes	8 minutes
17 minutes	26 minutes
1,343	
19 minutes	20 minutes
60 minutes	67 minutes
1,907	
19 minutes	25 minutes
93 minutes	99 minutes
662	
19 minutes	23 minutes
113 minutes	101 minutes

## Bowral and District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,775 patients

Percentage of patients who spent four hours or less in the ED  82.6%

Same period last year	Change since one year ago
4,423	8.0%
83.3%	

\* 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.

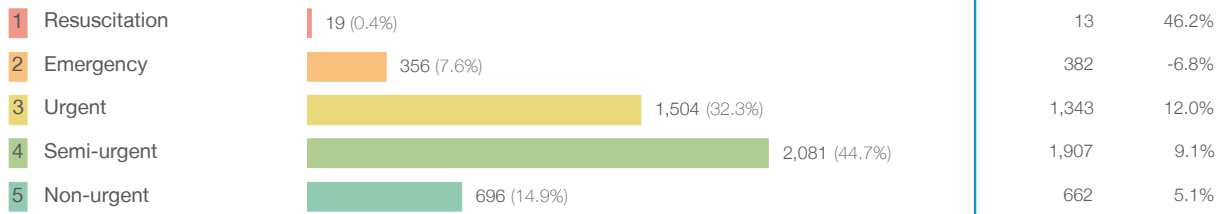
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Bowral and District Hospital: Patients presenting to the emergency department

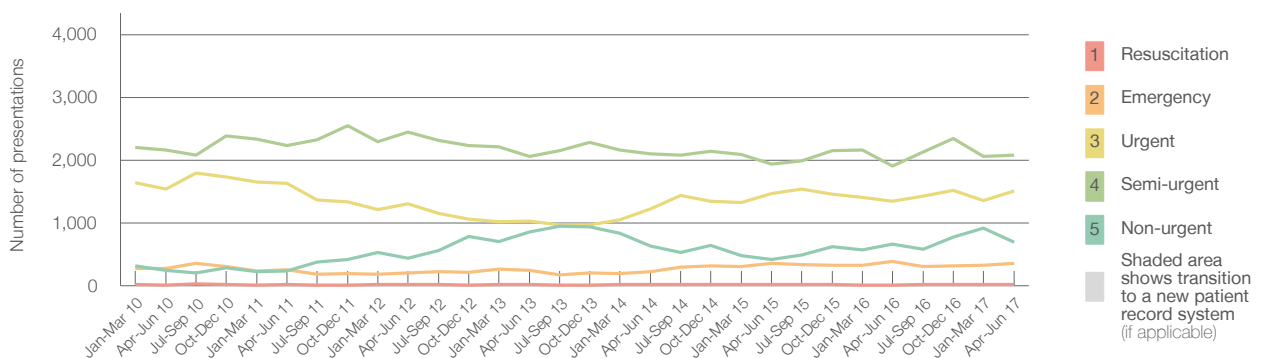
April to June 2017

All presentations:<sup>1</sup> 4,775 patients

Emergency presentations<sup>2</sup> by triage category: 4,656 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	10	15	15	17	14	23	13	19
Emergency	270	251	202	245	227	358	382	356
Urgent	1,537	1,626	1,301	1,029	1,227	1,464	1,343	1,504
Semi-urgent	2,158	2,233	2,445	2,063	2,101	1,940	1,907	2,081
Non-urgent	242	235	442	851	632	421	662	696
All emergency presentations	4,217	4,360	4,405	4,205	4,201	4,206	4,307	4,656

## Bowral and District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 875 patients

ED Transfer of care time



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

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## Bowral and District Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 356

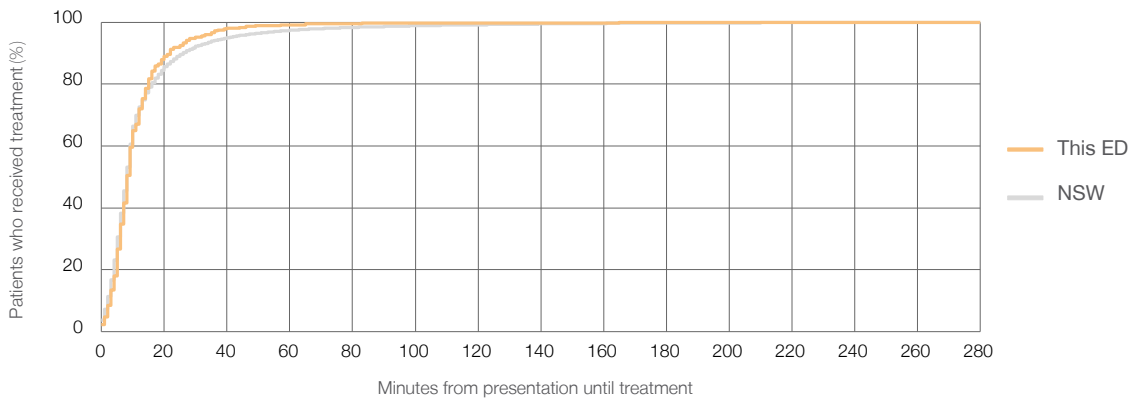
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 356

Median time to start treatment<sup>4</sup> 8 minutes

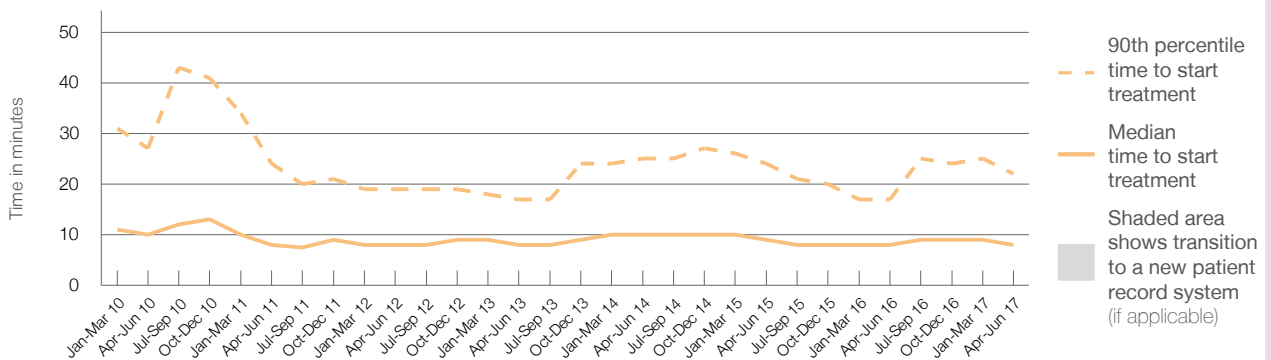
90th percentile time to start treatment<sup>5</sup> 22 minutes

Same period last year	NSW (this period)
382	382
8 minutes	8 minutes
17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	10	8	8	8	10	9	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	27	24	19	17	25	24	17	22

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

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

## Bowral and District Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 1,504

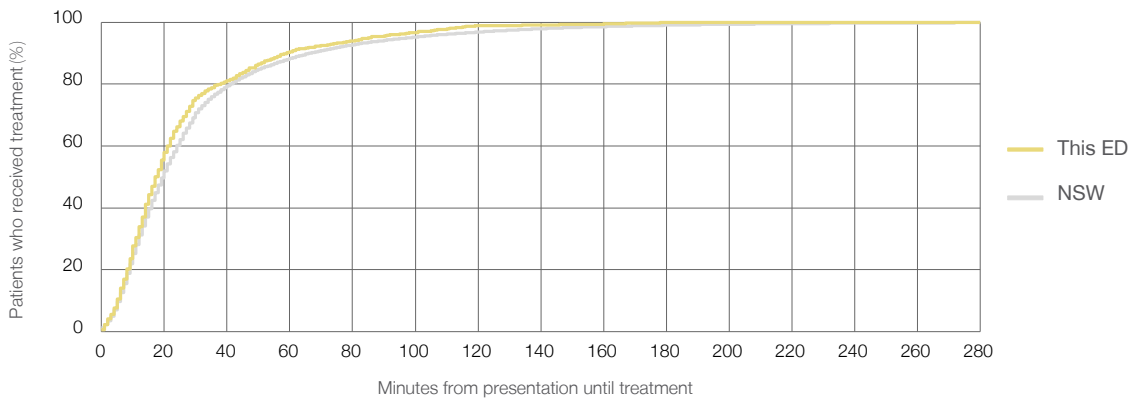
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,494

Median time to start treatment<sup>4</sup>  18 minutes

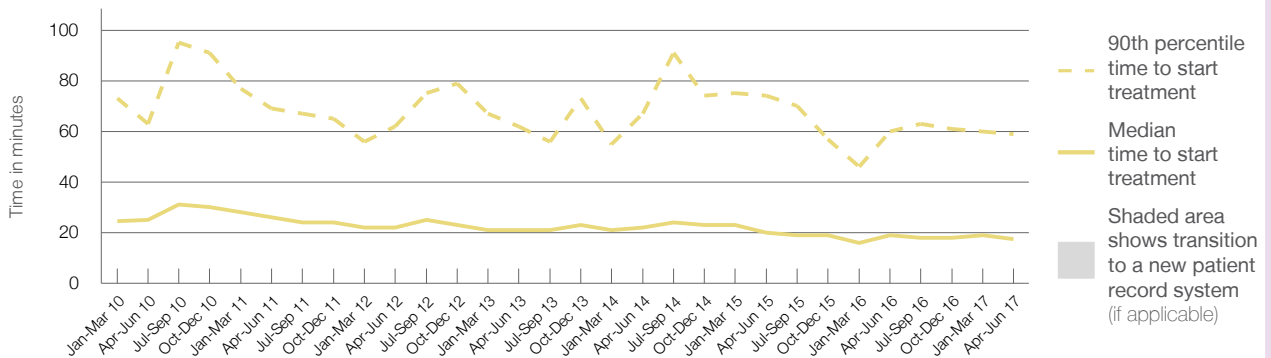
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
1,343	1,324
19 minutes	20 minutes
60 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	25	26	22	21	22	20	19	18
90th percentile time to start treatment <sup>5</sup> (minutes)	63	69	62	62	67	74	60	59

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

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

## Bowral and District Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 2,081

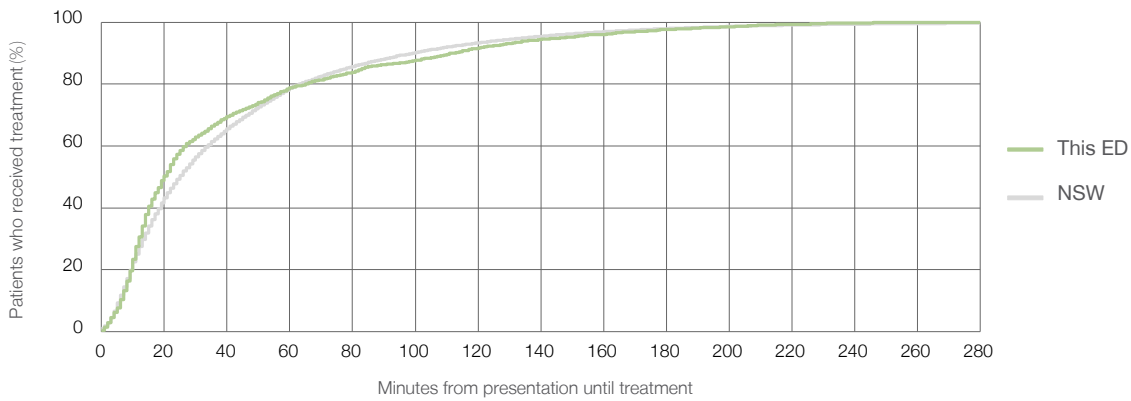
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,017

Median time to start treatment<sup>4</sup>  20 minutes

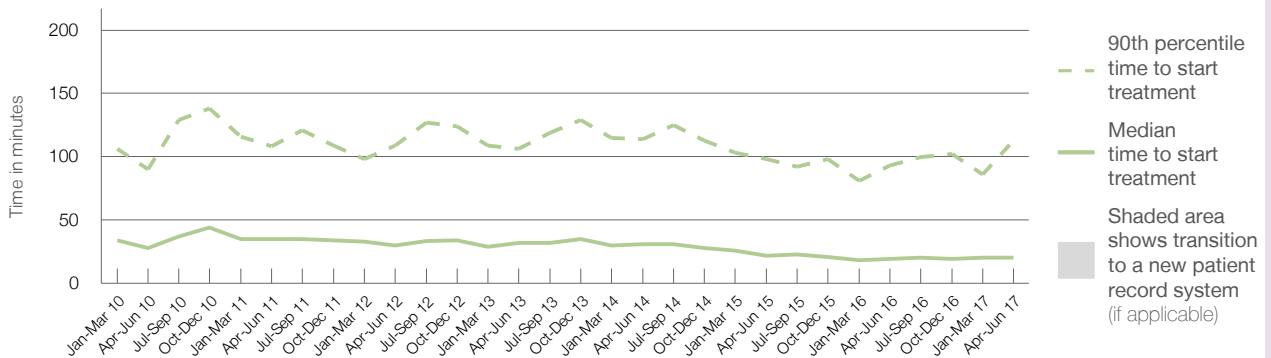
90th percentile time to start treatment<sup>5</sup>  113 minutes

Same period last year	NSW (this period)
1,907	1,817
19 minutes	25 minutes
93 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	28	35	30	32	31	22	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)	90	108	109	106	114	98	93	113

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

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

## Bowral and District Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 696

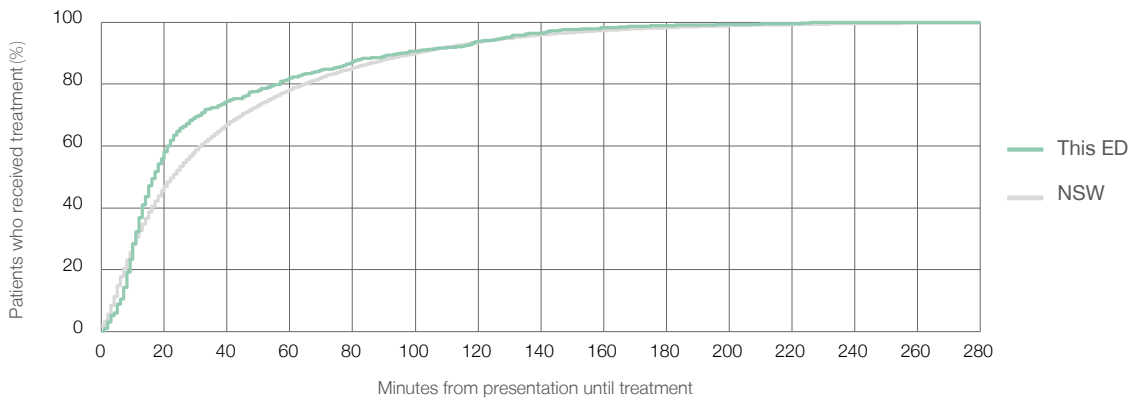
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 654

Median time to start treatment<sup>4</sup> 17 minutes

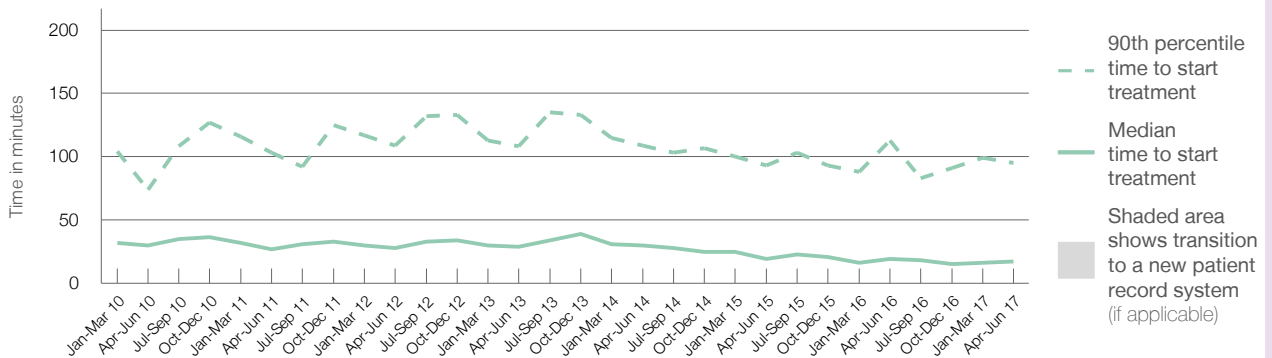
90th percentile time to start treatment<sup>5</sup> 95 minutes

Same period last year	NSW (this period)
662	
594	
19 minutes	23 minutes
113 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	30	27	28	29	30	19	19	17
90th percentile time to start treatment <sup>5</sup> (minutes)	74	103	109	108	109	93	113	95

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

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



## Bowral and District Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 4,775 patients

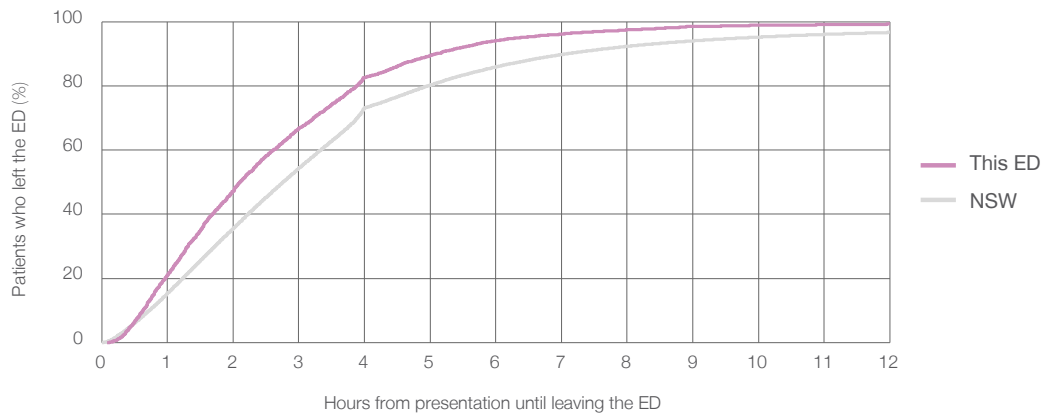
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,775 patients

Median time spent in the ED<sup>8</sup> 2 hours and 7 minutes

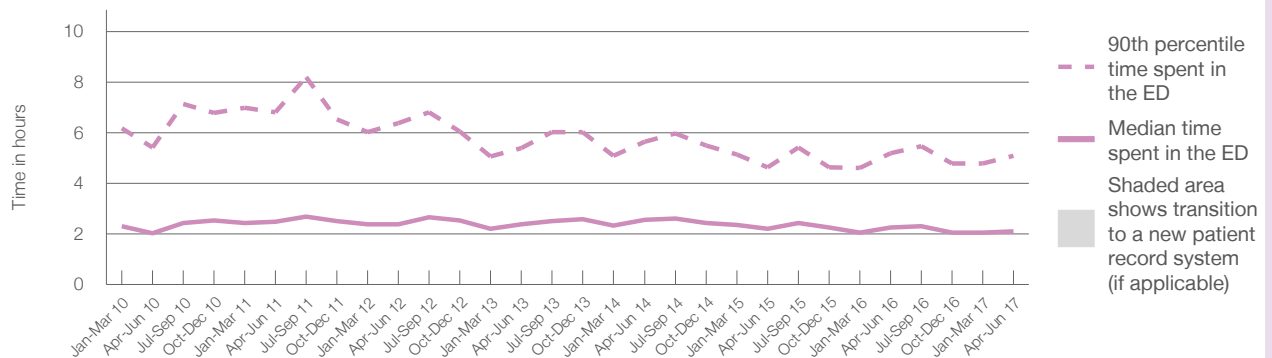
90th percentile time spent in the ED<sup>9</sup> 5 hours and 6 minutes

Same period last year	NSW (this period)
4,423	4,423
2 hours and 15 minutes	2 hours and 46 minutes
5 hours and 12 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 2m	2h 30m	2h 23m	2h 23m	2h 34m	2h 12m	2h 15m	2h 7m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 26m	6h 49m	6h 23m	5h 24m	5h 39m	4h 39m	5h 12m	5h 6m

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

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

**Bowral and District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

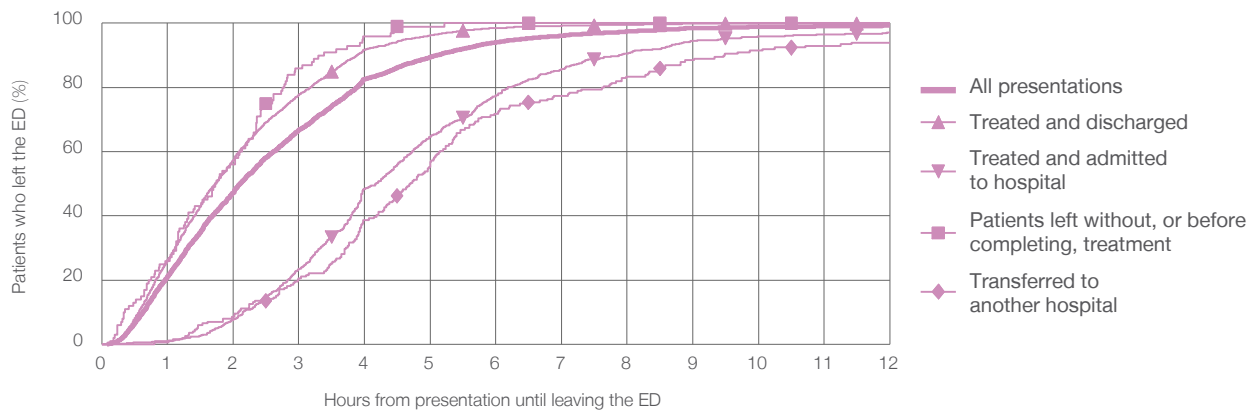
All presentations:<sup>1</sup> 4,775 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,775 patients

Treated and discharged	3,689 (77.3%)
Treated and admitted to hospital	776 (16.3%)
Patient left without, or before completing, treatment	100 (2.1%)
Transferred to another hospital	199 (4.2%)
Other	11 (0.2%)

Same period last year	Change since one year ago
4,423	8.0%
3,213	14.8%
817	-5.0%
132	-24.2%
238	-16.4%
23	-52.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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

Treated and discharged	26.2%	57.4%	77.7%	91.7%	98.5%	99.6%	99.8%	99.9%
Treated and admitted to hospital	1.0%	7.7%	23.5%	48.5%	77.6%	90.6%	95.9%	97.0%
Patient left without, or before completing, treatment	26.0%	56.0%	86.0%	96.0%	100%	100%	100%	100%
Transferred to another hospital	0.5%	8.5%	20.6%	38.7%	71.9%	83.4%	91.5%	94.0%
All presentations	21.2%	47.3%	66.8%	82.6%	94.0%	97.4%	98.8%	99.2%

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

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

**Bowral and District Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2017

All presentations at the emergency department:<sup>1</sup> 4,775 patients

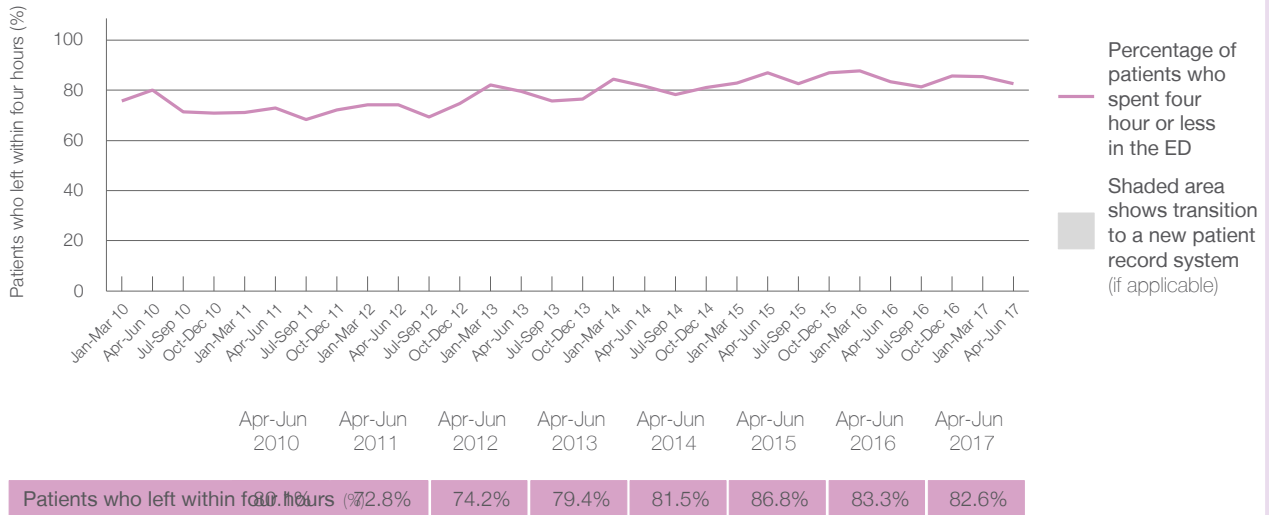
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,775 patients

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: <sup>1</sup>	4,423	8.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	4,423	8.0%
Percentage of patients who spent four hours or less in the ED	83.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



Patients who left within four hours (%)	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
	72.8%	74.2%	79.4%	81.5%	86.8%	83.3%	82.6%	

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were too small.  
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Campbelltown Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 16,978 patients

Emergency presentations:<sup>2</sup> 16,787 patients

Same period last year	Change since one year ago
16,151	5.1%
15,981	5.0%

## Campbelltown Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,823 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,066 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,077 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 121 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,741 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,788	
7 minutes	8 minutes
18 minutes	26 minutes
6,873	
16 minutes	20 minutes
80 minutes	67 minutes
5,629	
26 minutes	25 minutes
121 minutes	99 minutes
1,598	
32 minutes	23 minutes
129 minutes	101 minutes

## Campbelltown Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,977 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
16,151	5.1%
60.1%	

\* 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.

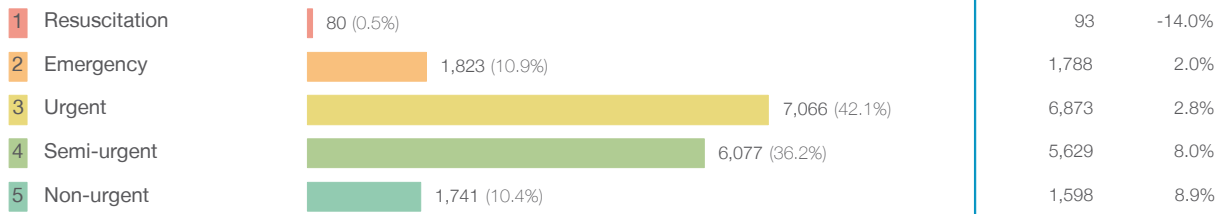
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Campbelltown Hospital: Patients presenting to the emergency department

April to June 2017

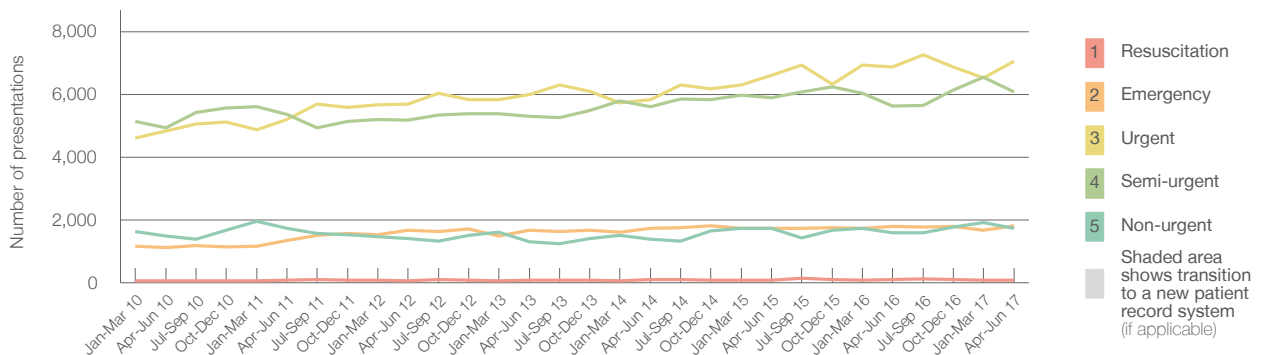
All presentations:<sup>1</sup> 16,978 patients

Emergency presentations<sup>2</sup> by triage category: 16,787 patients



Same period last year	Change since one year ago
16,151	5.1%
15,981	5.0%
93	-14.0%
1,788	2.0%
6,873	2.8%
5,629	8.0%
1,598	8.9%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	62	76	68	75	89	73	93	80
Emergency	1,125	1,346	1,661	1,678	1,722	1,729	1,788	1,823
Urgent	4,840	5,203	5,694	6,004	5,838	6,603	6,873	7,066
Semi-urgent	4,940	5,355	5,180	5,300	5,601	5,901	5,629	6,077
Non-urgent	1,489	1,725	1,397	1,297	1,378	1,732	1,598	1,741
All emergency presentations	12,456	13,705	14,000	14,354	14,628	16,038	15,981	16,787

## Campbelltown Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,939 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,867	
13 minutes	0 minutes
27 minutes	-5 minutes

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

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

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

April to June 2017

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

Number of triage 2 patients: 1,823

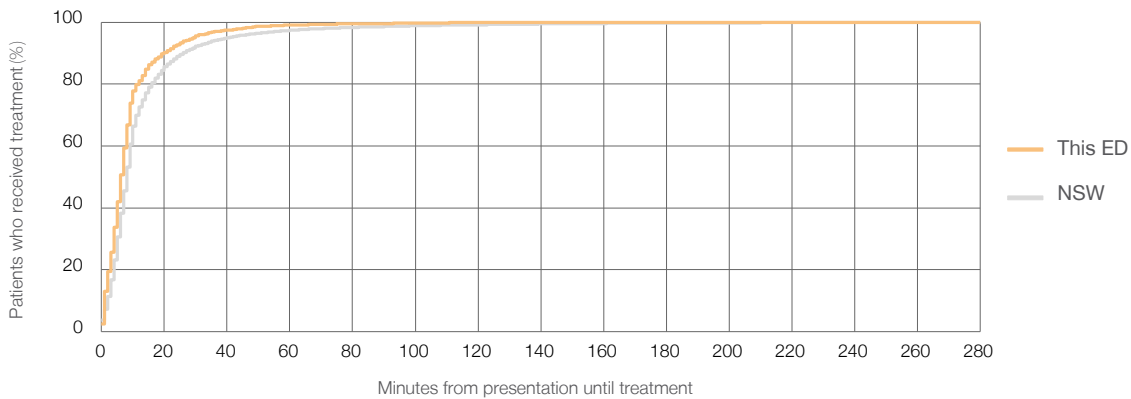
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,818

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

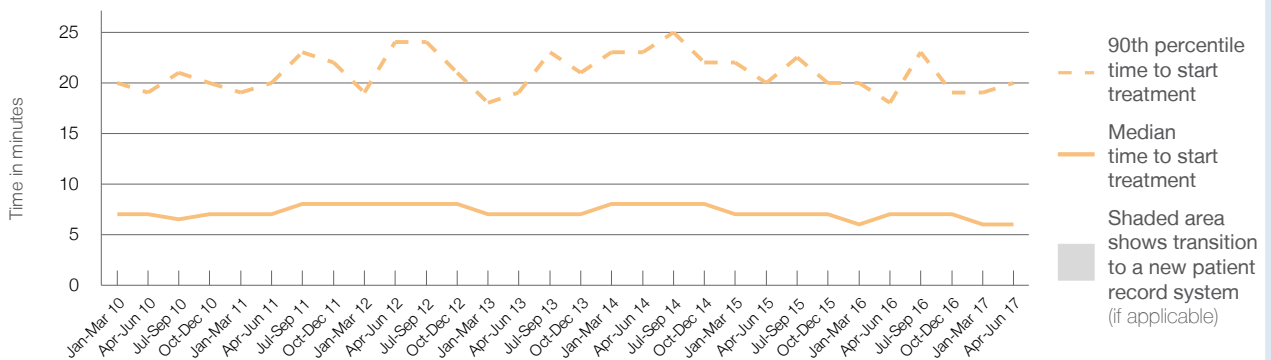
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
1,788	1,787
7 minutes	8 minutes
18 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	7	8	7	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	19	20	24	19	23	20	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.

## Campbelltown Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 7,066

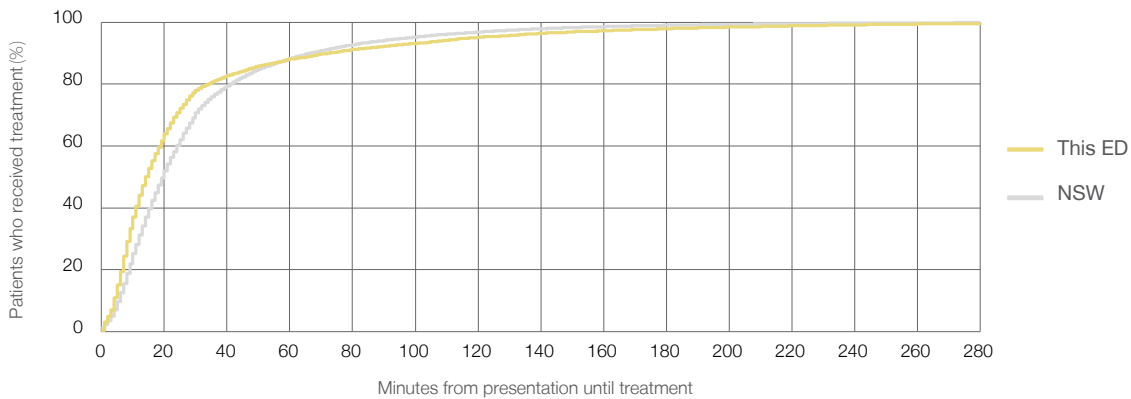
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,895

Median time to start treatment<sup>4</sup> 14 minutes

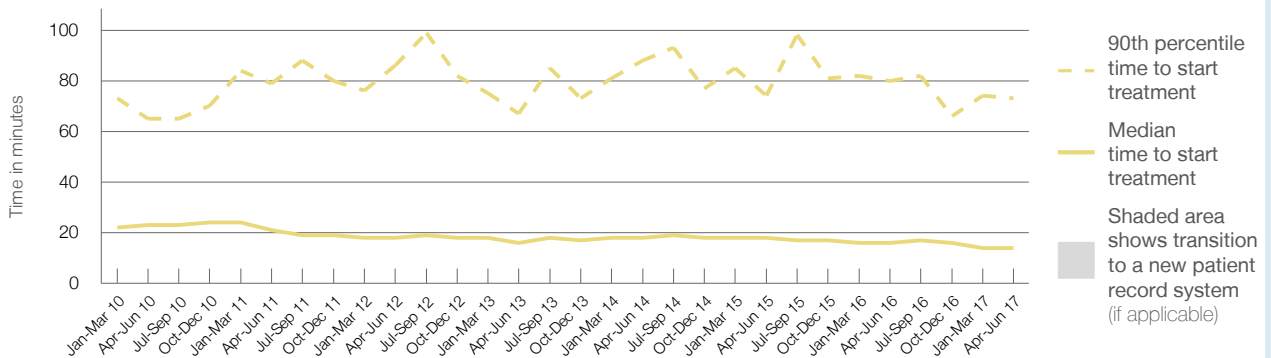
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
6,873	
6,728	
16 minutes	20 minutes
80 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	23	21	18	16	18	18	16	14
90th percentile time to start treatment <sup>5</sup> (minutes)	65	79	86	67	88	74	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.

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

April to June 2017

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

Number of triage 4 patients: 6,077

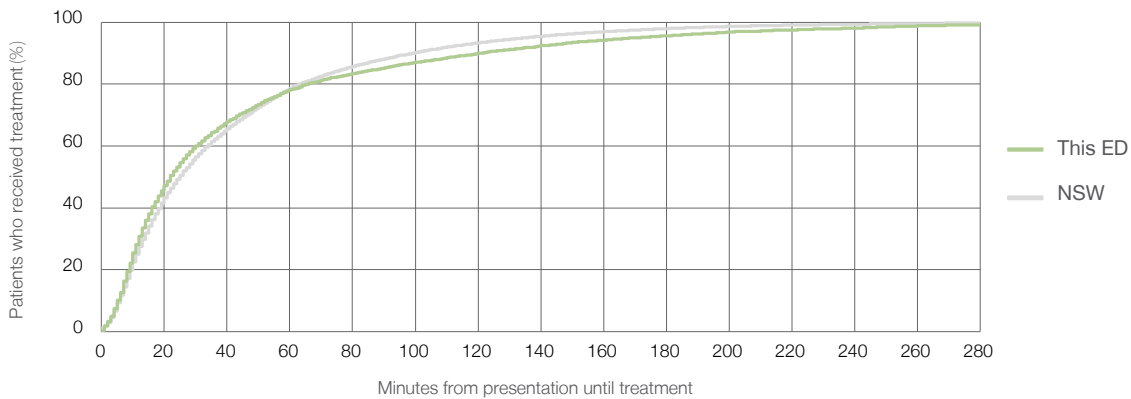
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,660

Median time to start treatment<sup>4</sup>  22 minutes

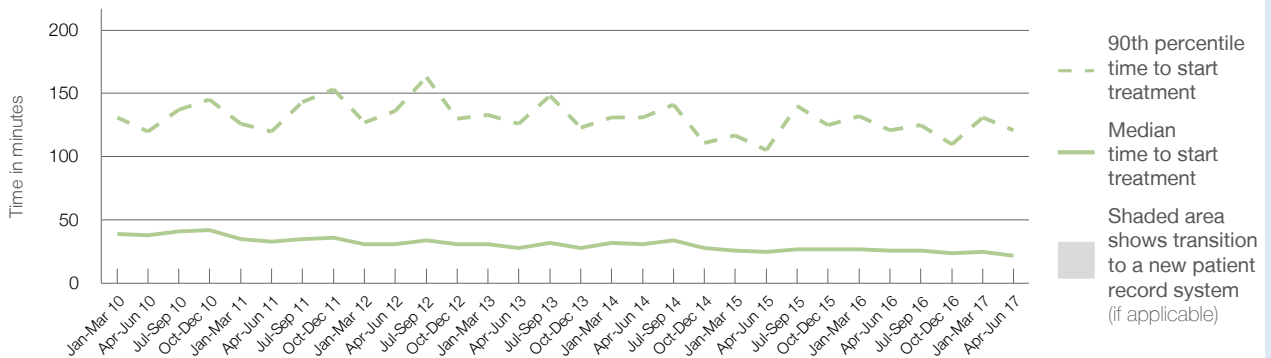
90th percentile time to start treatment<sup>5</sup>  121 minutes

Same period last year	NSW (this period)
5,629	5,326
26 minutes	25 minutes
121 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	38	33	31	28	31	25	26	22
90th percentile time to start treatment <sup>5</sup> (minutes)	120	120	136	126	131	105	121	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.



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

April to June 2017

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

Number of triage 5 patients: 1,741

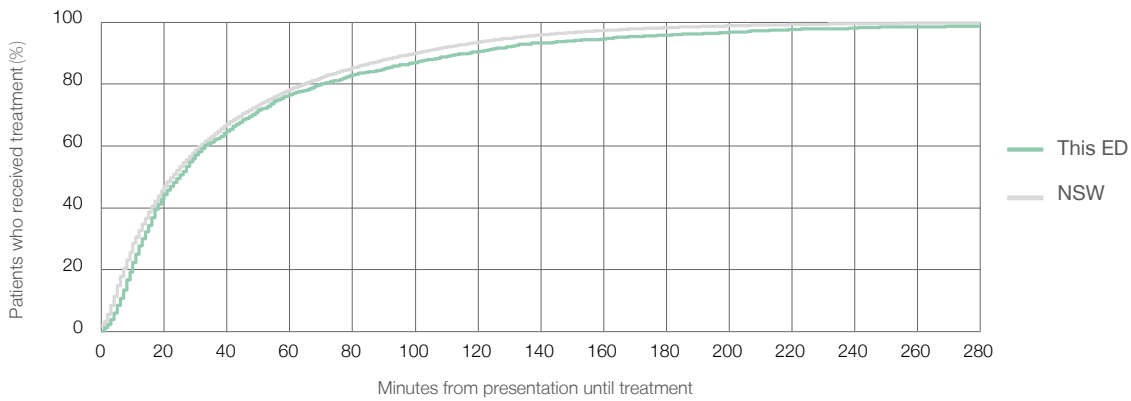
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,511

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

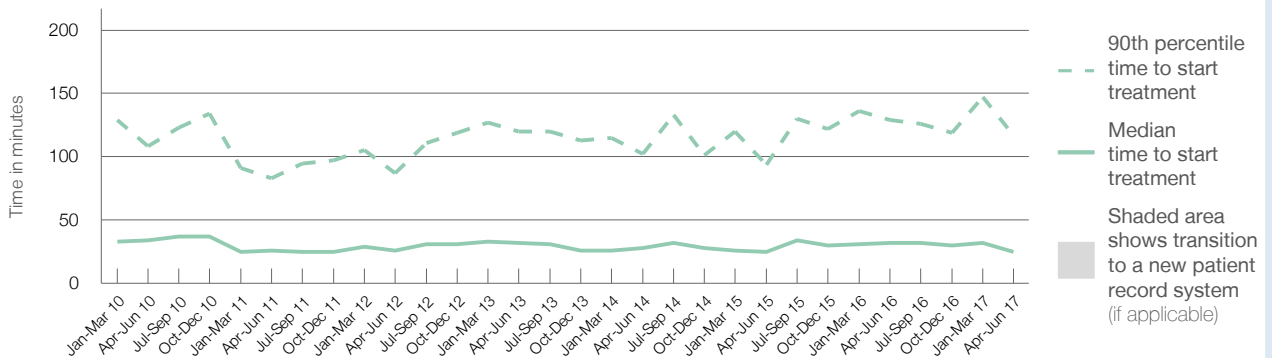
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,598	1,431
32 minutes	23 minutes
129 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	34	26	26	32	28	25	32	25
90th percentile time to start treatment <sup>5</sup> (minutes)	108	83	87	120	102	94	129	117

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

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

## Campbelltown Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 16,978 patients

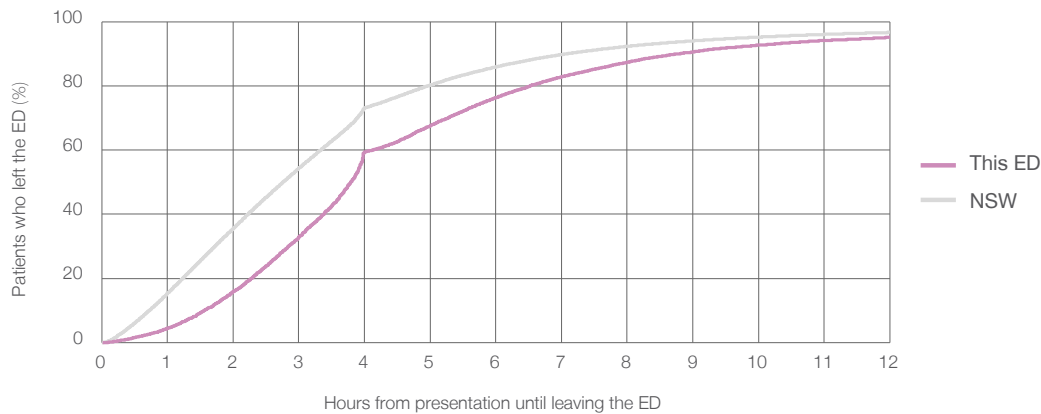
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,977 patients

Median time spent in the ED<sup>8</sup> 3 hours and 48 minutes

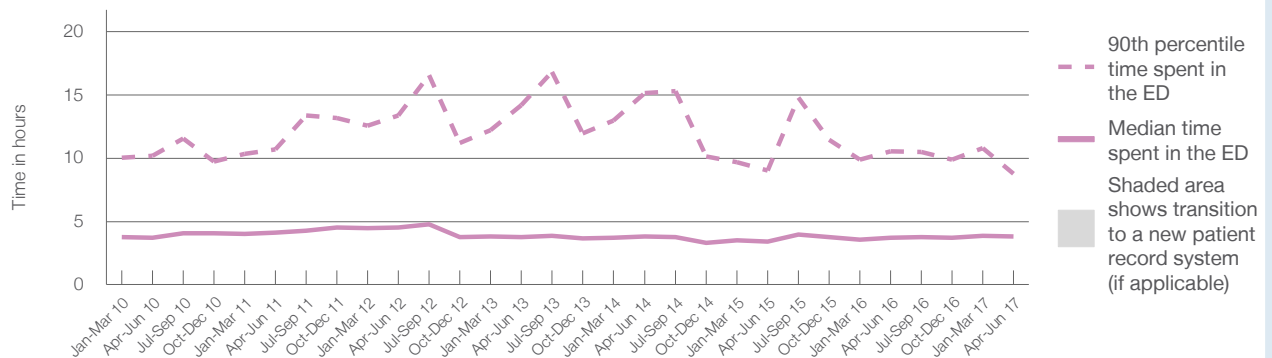
90th percentile time spent in the ED<sup>9</sup> 8 hours and 47 minutes

Same period last year	NSW (this period)
16,151	16,151
3 hours and 44 minutes	2 hours and 46 minutes
10 hours and 31 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



### Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 42m	4h 6m	4h 30m	3h 47m	3h 49m	3h 26m	3h 44m	3h 48m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 12m	10h 43m	13h 22m	14h 11m	15h 9m	9h 1m	10h 31m	8h 47m

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

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

**Campbelltown Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2017

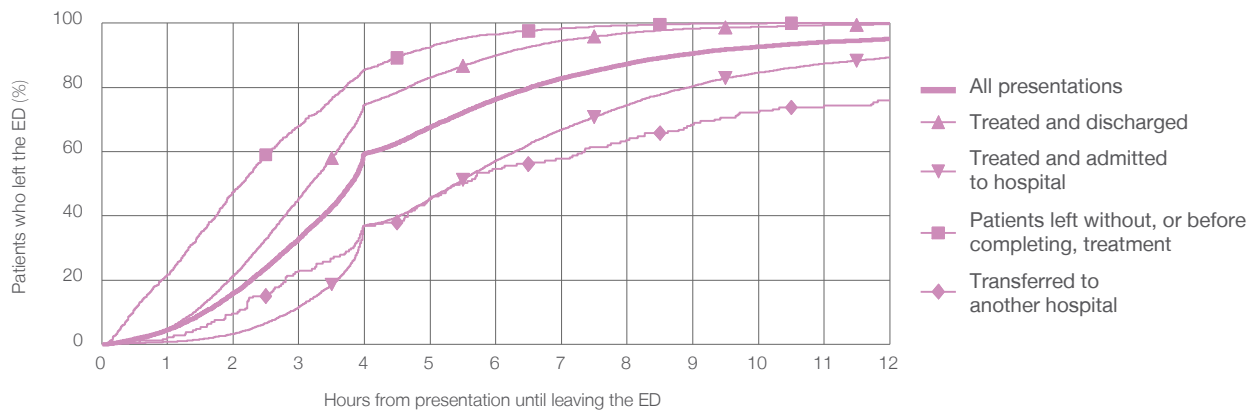
All presentations:<sup>1</sup> 16,978 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,977 patients

Treated and discharged	8,213 (48.4%)
Treated and admitted to hospital	7,132 (42.0%)
Patient left without, or before completing, treatment	1,436 (8.5%)
Transferred to another hospital	187 (1.1%)
Other	10 (0.1%)

Same period last year	Change since one year ago
16,151	5.1%
7,994	2.7%
6,562	8.7%
1,391	3.2%
199	-6.0%
5	100.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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

Treated and discharged	4.8%	21.4%	45.4%	74.6%	90.0%	96.9%	98.9%	99.6%
Treated and admitted to hospital	0.7%	3.2%	11.6%	37.0%	57.1%	74.6%	84.7%	89.3%
Patient left without, or before completing, treatment	21.7%	47.5%	68.0%	85.5%	96.6%	99.4%	99.9%	100%
Transferred to another hospital	2.1%	9.6%	23.0%	36.9%	54.5%	63.6%	72.2%	75.9%
All presentations	4.5%	15.9%	32.9%	59.3%	76.3%	87.4%	92.7%	95.1%

(†) 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.

**Campbelltown Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

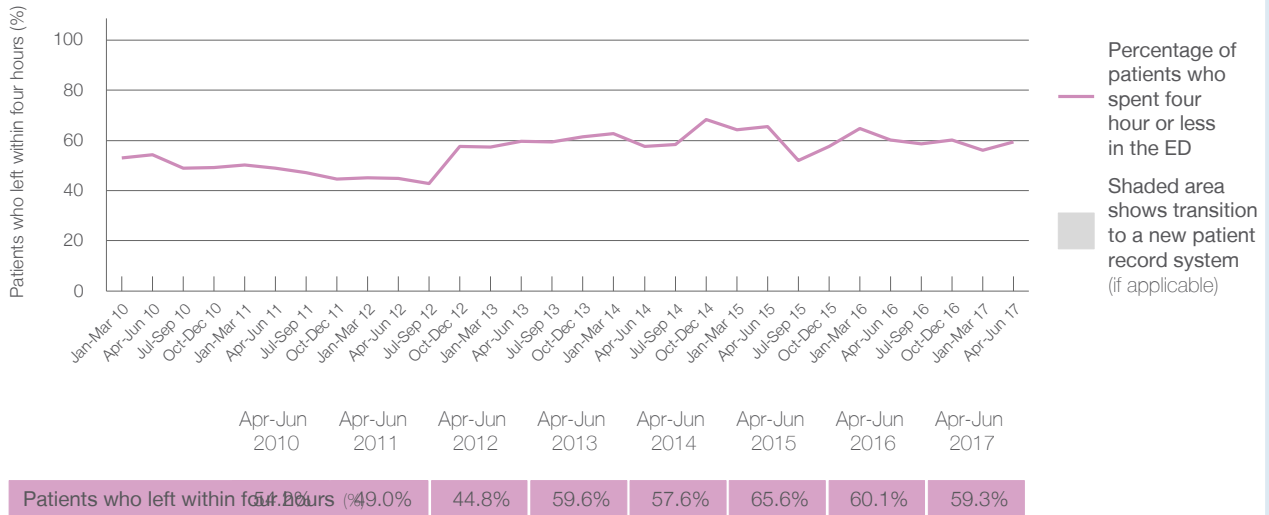
All presentations at the emergency department:<sup>1</sup> 16,978 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,977 patients

Percentage of patients who spent four hours or less in the ED  59.3%

Same period last year	Change since one year ago
16,151	5.1%
16,151	5.1%
60.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



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

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

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

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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Fairfield Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 8,904 patients  
Emergency presentations:<sup>2</sup> 8,877 patients

Same period last year	Change since one year ago
8,024	11.0%
8,001	10.9%

## Fairfield Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 919 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,237 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,093 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 123 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 597 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 129 minutes

Same period last year	NSW (this period)
675	
9 minutes	8 minutes
23 minutes	26 minutes
2,811	
16 minutes	20 minutes
48 minutes	67 minutes
3,947	
16 minutes	25 minutes
76 minutes	99 minutes
554	
15 minutes	23 minutes
91 minutes	101 minutes

## Fairfield Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,903 patients

Percentage of patients who spent four hours or less in the ED 72.6%

Same period last year	Change since one year ago
8,024	11.0%
82.3%	

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

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

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

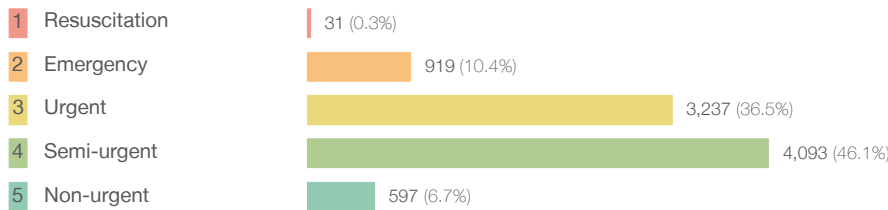
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Fairfield Hospital: Patients presenting to the emergency department

April to June 2017

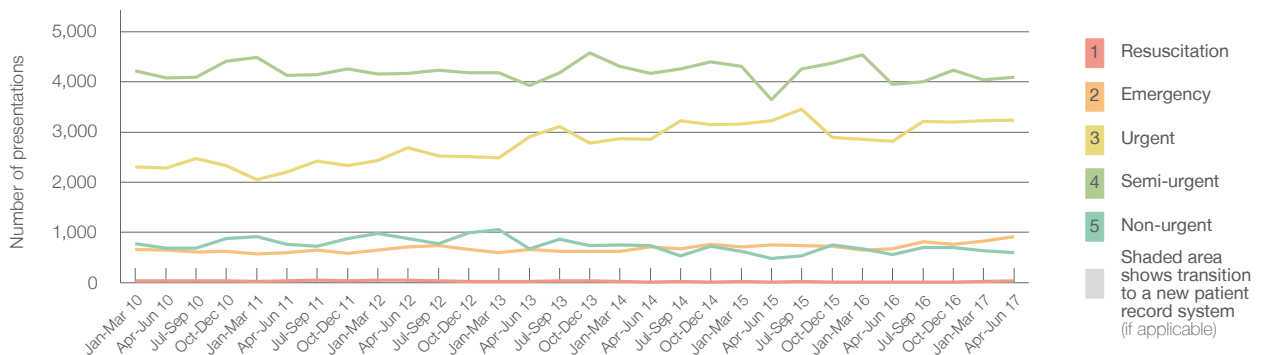
All presentations:<sup>1</sup> 8,904 patients

Emergency presentations<sup>2</sup> by triage category: 8,877 patients



Same period last year	Change since one year ago
8,024	11.0%
8,001	10.9%
14	121.4%
675	36.1%
2,811	15.2%
3,947	3.7%
554	7.8%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	33	33	55	29	14	17	14	31
Emergency	645	602	706	658	709	748	675	919
Urgent	2,280	2,206	2,685	2,907	2,860	3,219	2,811	3,237
Semi-urgent	4,078	4,131	4,173	3,924	4,166	3,649	3,947	4,093
Non-urgent	690	758	878	671	733	488	554	597
All emergency presentations	7,726	7,730	8,497	8,189	8,482	8,121	8,001	8,877

## Fairfield Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,676 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,215	
10 minutes	3 minutes
21 minutes	10 minutes

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

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

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

April to June 2017

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

Number of triage 2 patients: 919

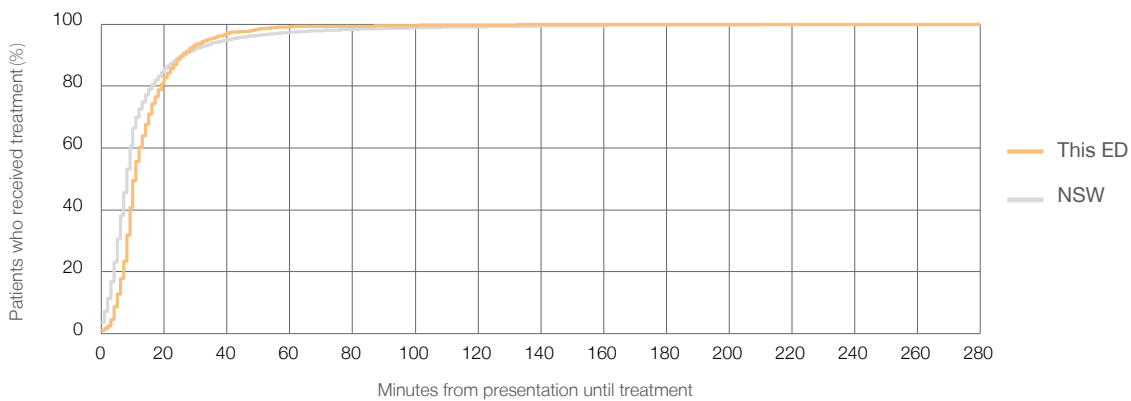
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 917

Median time to start treatment<sup>4</sup>  11 minutes

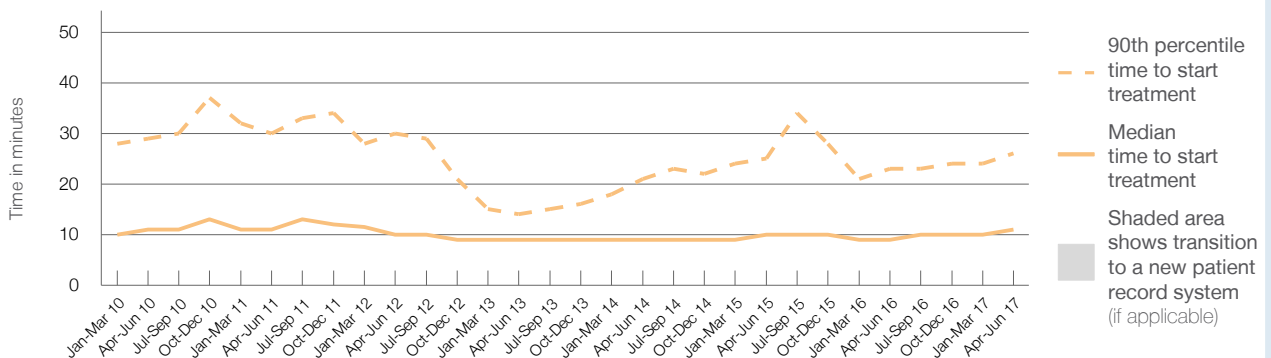
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
675	
670	
9 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	11	11	10	9	9	10	9	11
90th percentile time to start treatment <sup>5</sup> (minutes)	29	30	30	14	21	25	23	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.

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

April to June 2017

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

Number of triage 3 patients: 3,237

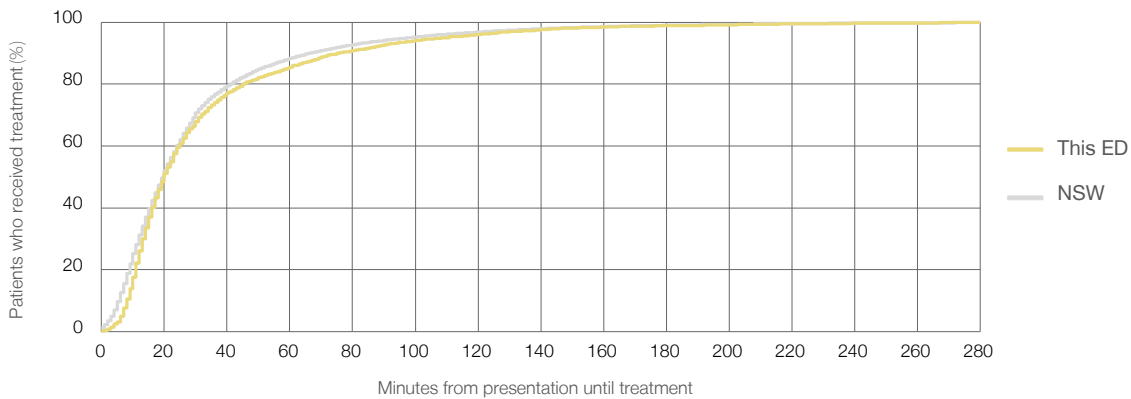
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,149

Median time to start treatment<sup>4</sup>  20 minutes

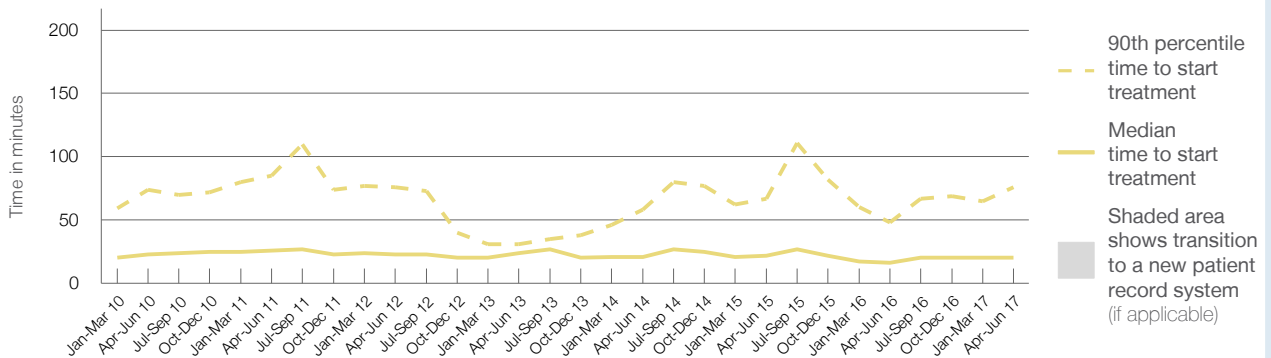
90th percentile time to start treatment<sup>5</sup>  76 minutes

Same period last year	NSW (this period)
2,811	
2,761	
16 minutes	20 minutes
48 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	23	26	23	24	21	22	16	20
90th percentile time to start treatment <sup>5</sup> (minutes)	74	85	76	31	58	67	48	76

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

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



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

April to June 2017

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

Number of triage 4 patients: 4,093

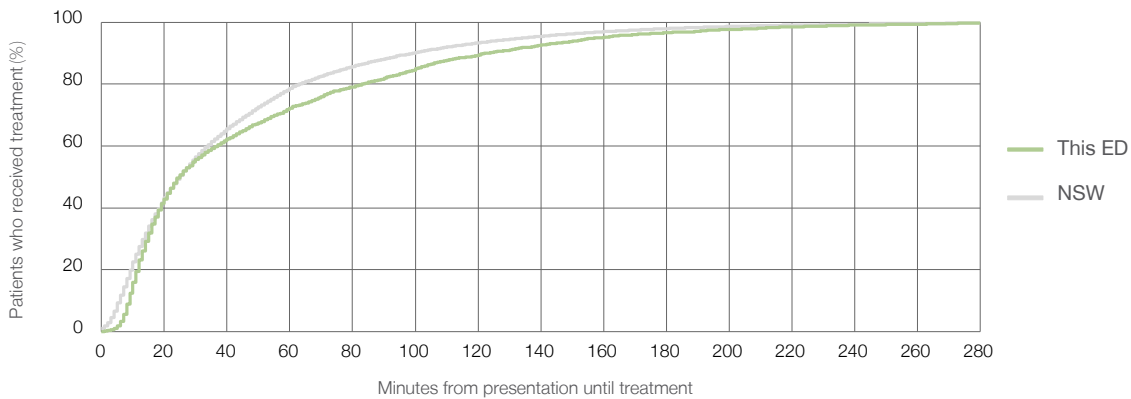
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,702

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

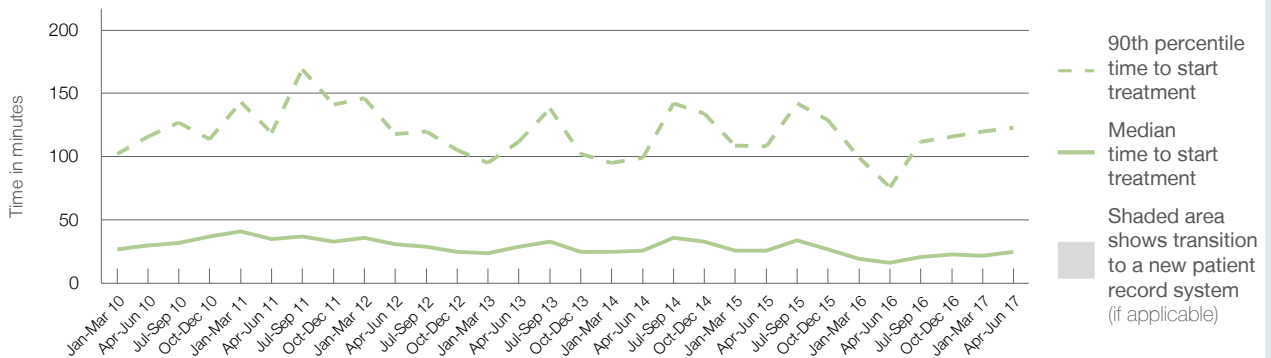
90th percentile time to start treatment<sup>5</sup>  123 minutes

Same period last year	NSW (this period)
3,947	
3,711	
16 minutes	25 minutes
76 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	30	35	31	29	26	26	16	25
90th percentile time to start treatment <sup>5</sup> (minutes)	116	119	118	112	99	108	76	123

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

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

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

April to June 2017

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

Number of triage 5 patients: 597

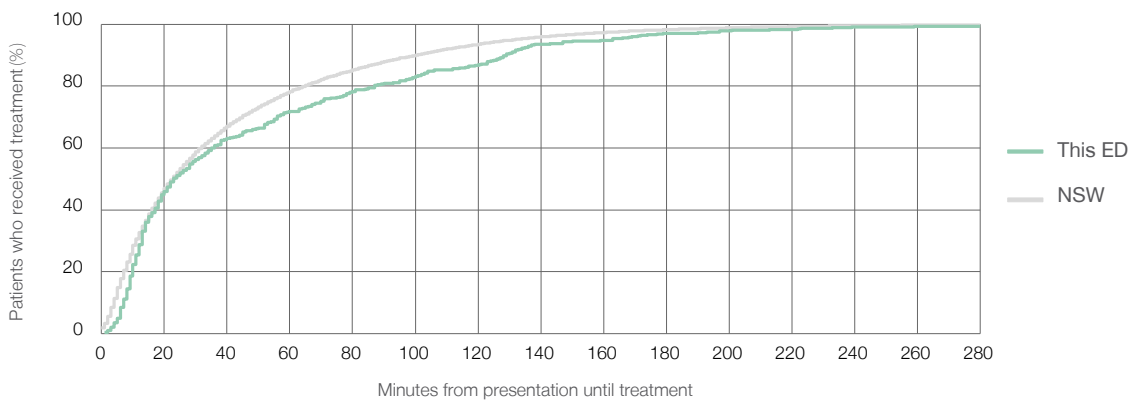
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 444

Median time to start treatment<sup>4</sup> 23 minutes

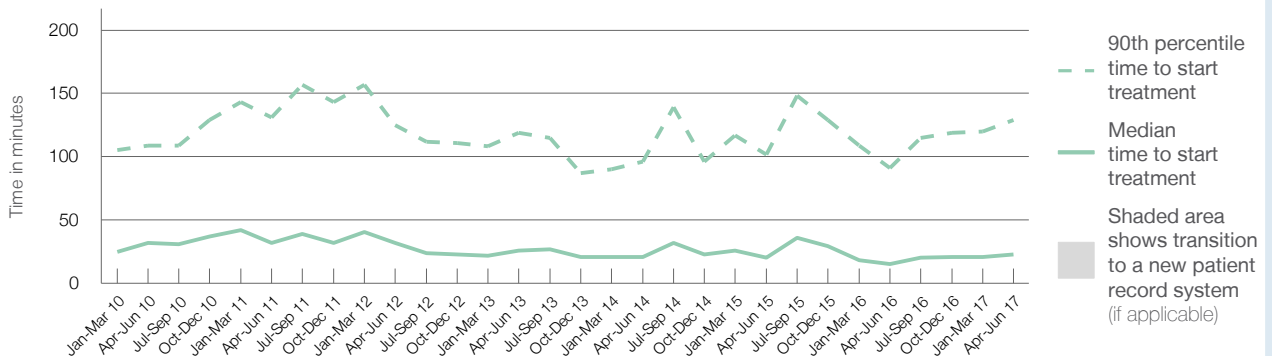
90th percentile time to start treatment<sup>5</sup> 129 minutes

Same period last year	NSW (this period)
554	
453	
15 minutes	23 minutes
91 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	32	32	32	26	21	20	15	23
90th percentile time to start treatment <sup>5</sup> (minutes)	109	131	125	119	96	102	91	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.

## Fairfield Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 8,904 patients

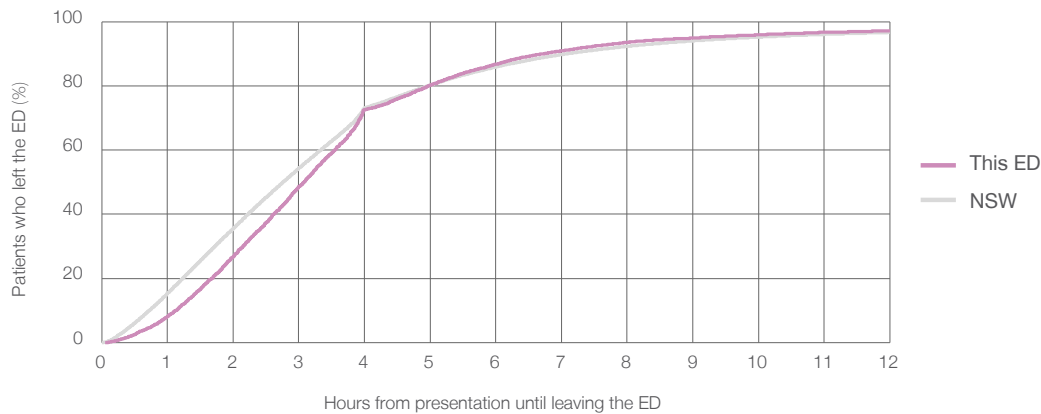
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,903 patients

Median time spent in the ED<sup>8</sup> 3 hours and 5 minutes

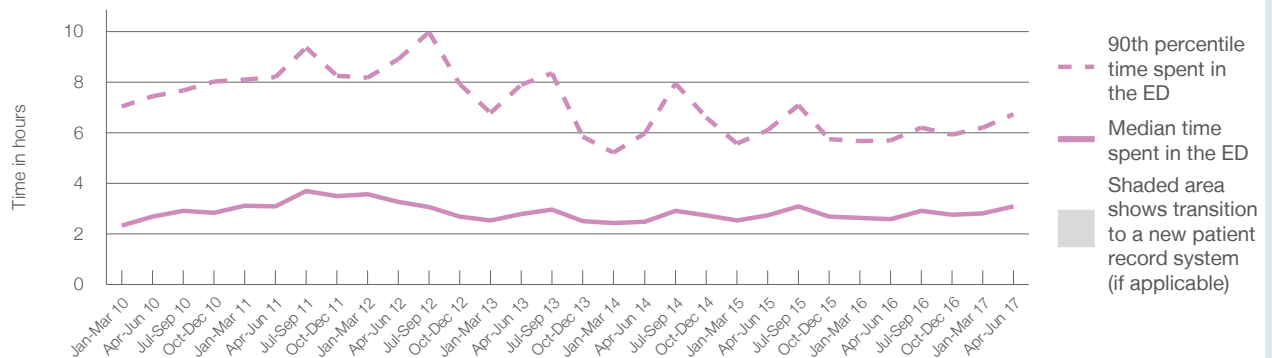
90th percentile time spent in the ED<sup>9</sup> 6 hours and 44 minutes

Same period last year	NSW (this period)
8,024	8,024
2 hours and 35 minutes	2 hours and 46 minutes
5 hours and 42 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



### Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 41m	3h 5m	3h 17m	2h 48m	2h 29m	2h 44m	2h 35m	3h 5m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 27m	8h 12m	8h 54m	7h 54m	5h 59m	6h 6m	5h 42m	6h 44m

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

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

**Fairfield Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

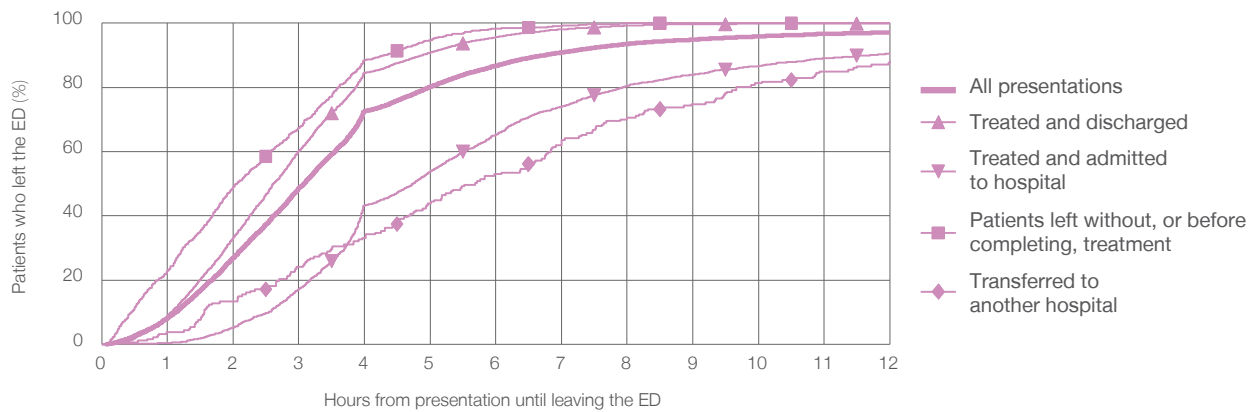
All presentations:<sup>1</sup> 8,904 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,903 patients

Treated and discharged	5,331 (59.9%)
Treated and admitted to hospital	2,434 (27.3%)
Patient left without, or before completing, treatment	895 (10.1%)
Transferred to another hospital	187 (2.1%)
Other	57 (0.6%)

Same period last year	Change since one year ago
8,024	11.0%
5,148	3.6%
2,163	12.5%
478	87.2%
159	17.6%
76	-25.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.9%	33.2%	60.2%	84.5%	95.6%	99.2%	99.9%	100%
Treated and admitted to hospital	0.4%	5.2%	17.2%	43.3%	65.4%	80.4%	86.7%	90.5%
Patient left without, or before completing, treatment	22.9%	48.9%	67.5%	88.5%	98.3%	100%	100%	100%
Transferred to another hospital	3.7%	13.4%	24.1%	33.2%	52.9%	70.6%	81.3%	88.2%
All presentations	8.2%	27.0%	48.6%	72.6%	86.8%	93.6%	95.9%	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.

## Fairfield Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 8,904 patients

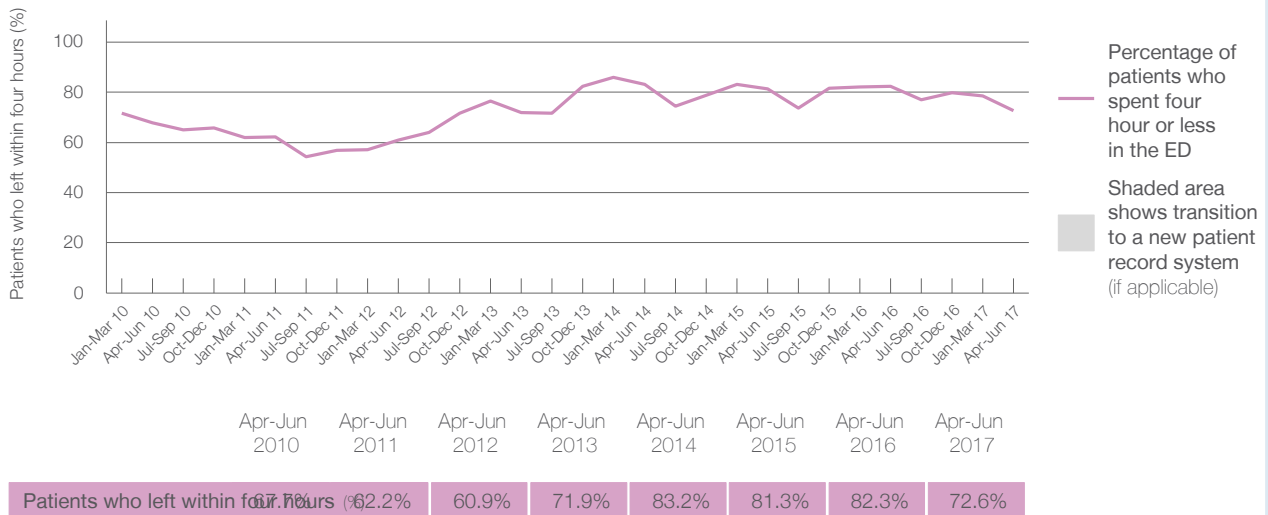
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,903 patients

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	8,024	11.0%
Presentations used to calculate time to leaving the ED	8,024	11.0%
Percentage of patients who spent four hours or less in the ED	82.3%	

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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- 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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Liverpool Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 20,492 patients

Emergency presentations:<sup>2</sup> 20,307 patients

Same period last year	Change since one year ago
19,974	2.6%
19,716	3.0%

## Liverpool Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,994 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,420 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,644 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 48 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,099 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 90th percentile time to start treatment<sup>5</sup> 44 minutes

Same period last year	NSW (this period)
3,409	
10 minutes	8 minutes
31 minutes	26 minutes
10,139	
17 minutes	20 minutes
52 minutes	67 minutes
4,702	
22 minutes	25 minutes
65 minutes	99 minutes
1,320	
20 minutes	23 minutes
59 minutes	101 minutes

## Liverpool Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 20,492 patients

Percentage of patients who spent four hours or less in the ED 59.1%

Same period last year	Change since one year ago
19,974	2.6%
59.5%	

\* 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.
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- 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.

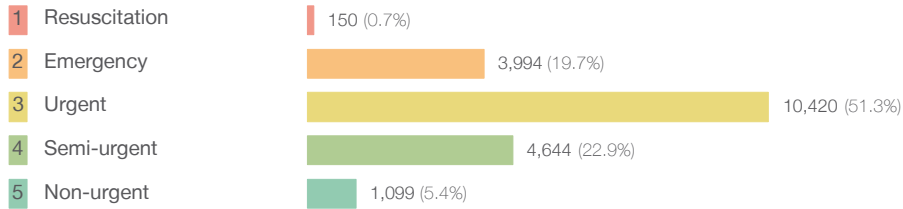
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Liverpool Hospital: Patients presenting to the emergency department

April to June 2017

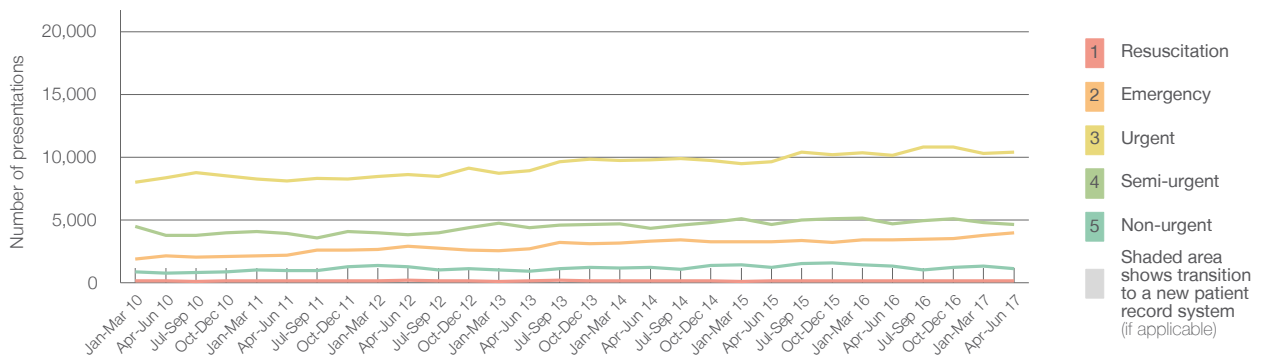
All presentations:<sup>1</sup> 20,492 patients

Emergency presentations<sup>2</sup> by triage category: 20,307 patients



Same period last year	Change since one year ago
19,974	2.6%
19,716	3.0%
146	2.7%
3,409	17.2%
10,139	2.8%
4,702	-1.2%
1,320	-16.7%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	135	147	185	164	137	148	146	150
Emergency	2,115	2,184	2,902	2,709	3,320	3,277	3,409	3,994
Urgent	8,363	8,107	8,614	8,933	9,806	9,622	10,139	10,420
Semi-urgent	3,783	3,907	3,811	4,376	4,345	4,623	4,702	4,644
Non-urgent	778	965	1,256	889	1,205	1,212	1,320	1,099
All emergency presentations	15,174	15,310	16,768	17,071	18,813	18,882	19,716	20,307

## Liverpool Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,234 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,689	
11 minutes	1 minute
22 minutes	8 minutes

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

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

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

April to June 2017

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

Number of triage 2 patients: 3,994

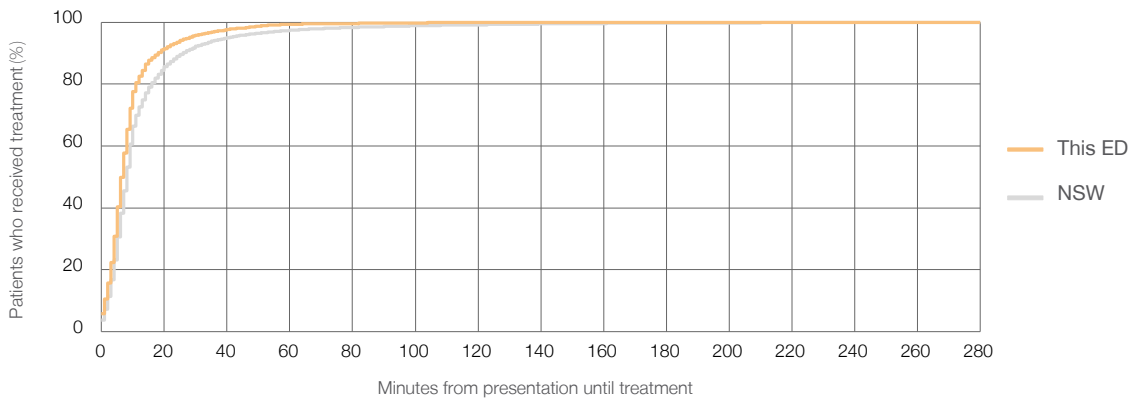
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,968

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

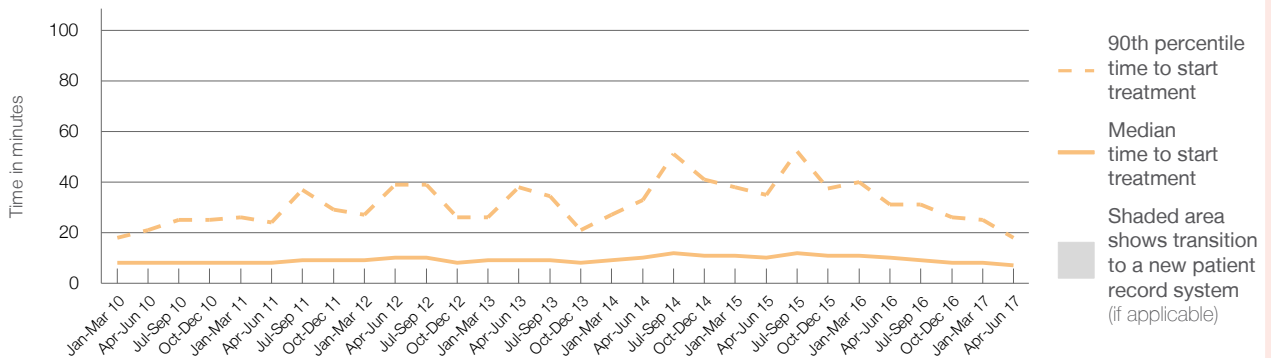
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
3,409	3,389
10 minutes	8 minutes
31 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	8	8	10	9	10	10	10	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	24	39	38	33	35	31	18

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

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



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

April to June 2017

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

Number of triage 3 patients: 10,420

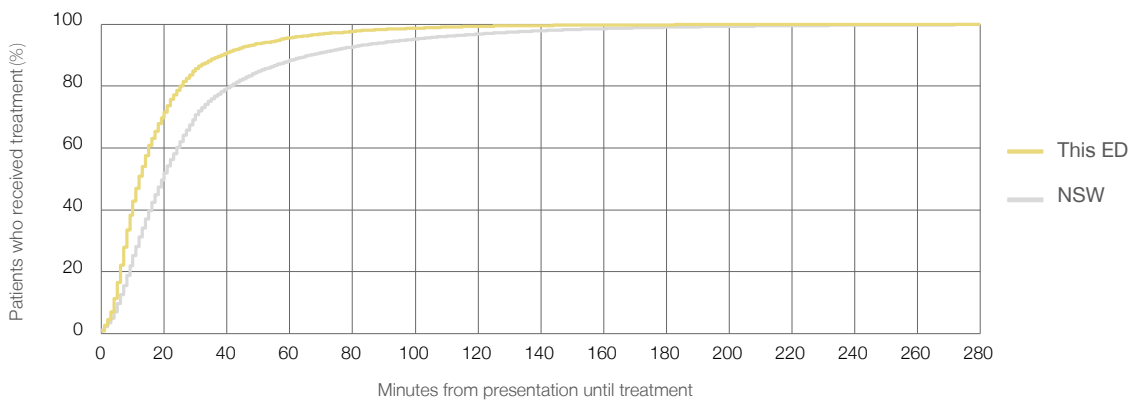
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 10,189

Median time to start treatment<sup>4</sup> 12 minutes

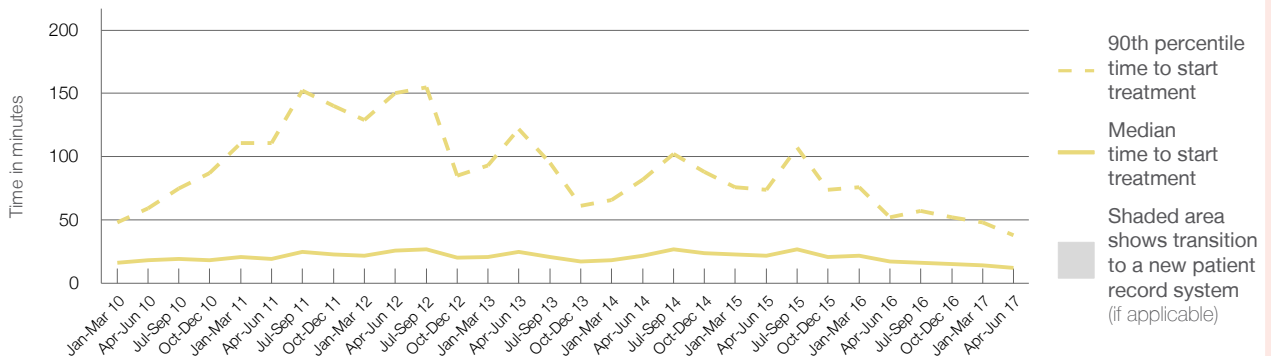
90th percentile time to start treatment<sup>5</sup> 38 minutes

Same period last year	NSW (this period)
10,139	
9,849	
17 minutes	20 minutes
52 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	18	19	26	25	22	22	17	12
90th percentile time to start treatment <sup>5</sup> (minutes)	59	111	150	122	82	74	52	38

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

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

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

April to June 2017

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

Number of triage 4 patients: 4,644

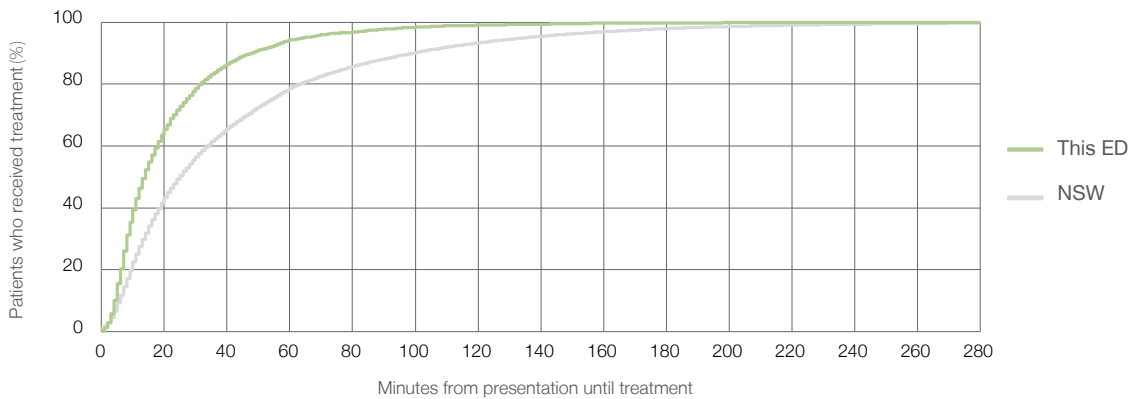
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,374

Median time to start treatment<sup>4</sup> 14 minutes

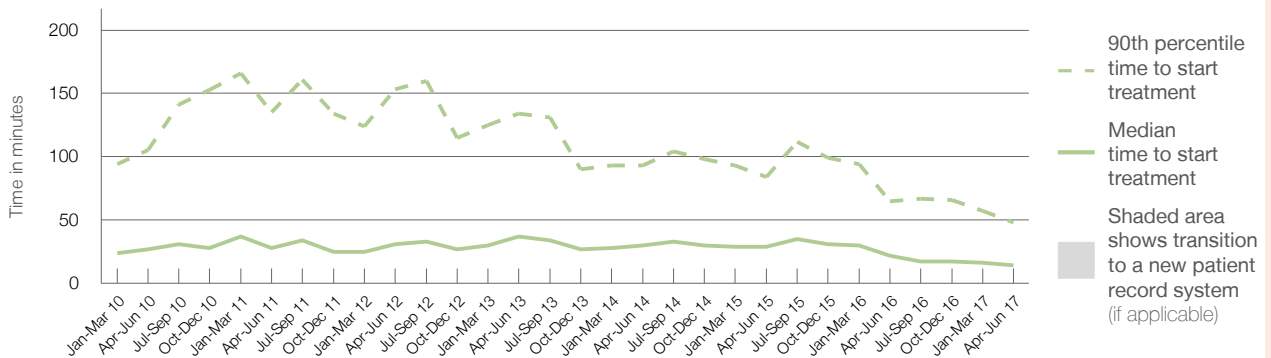
90th percentile time to start treatment<sup>5</sup> 48 minutes

Same period last year	NSW (this period)
4,702	4,329
22 minutes	25 minutes
65 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	27	28	31	37	30	29	22	14
90th percentile time to start treatment <sup>5</sup> (minutes)	105	135	153	134	93	84	65	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.

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

April to June 2017

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

Number of triage 5 patients: 1,099

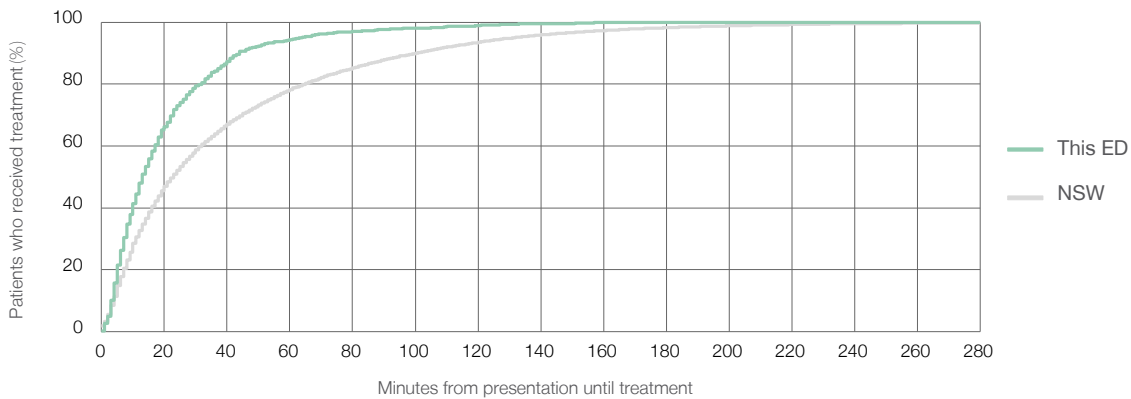
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 914

Median time to start treatment<sup>4</sup>  13 minutes

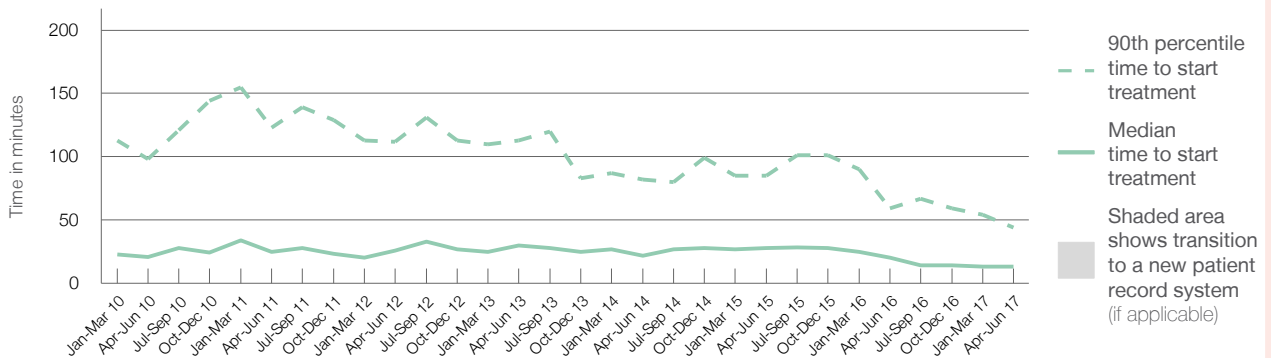
90th percentile time to start treatment<sup>5</sup>  44 minutes

Same period last year	NSW (this period)
1,320	1,032
20 minutes	23 minutes
59 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	21	25	26	30	22	28	20	13
90th percentile time to start treatment <sup>5</sup> (minutes)	98	123	112	113	82	85	59	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.

## Liverpool Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 20,492 patients

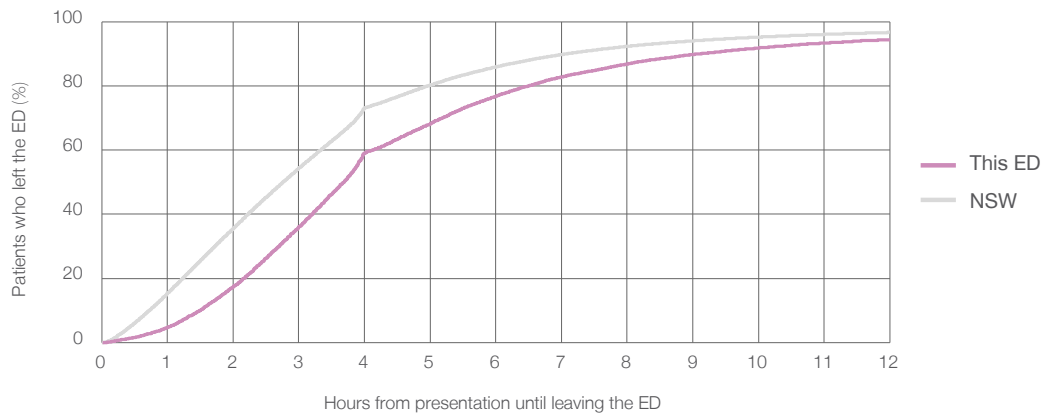
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,492 patients

Median time spent in the ED<sup>8</sup> 3 hours and 41 minutes

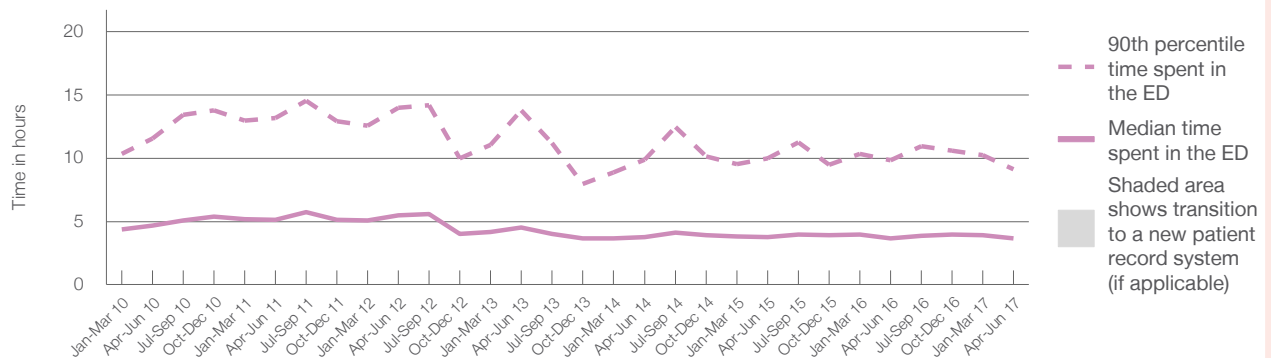
90th percentile time spent in the ED<sup>9</sup> 9 hours and 7 minutes

Same period last year	NSW (this period)
19,974	19,974
3 hours and 39 minutes	2 hours and 46 minutes
9 hours and 51 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



### Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 41m	5h 9m	5h 30m	4h 30m	3h 47m	3h 46m	3h 39m	3h 41m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 33m	13h 9m	13h 59m	13h 46m	9h 53m	9h 58m	9h 51m	9h 7m

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

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

## Liverpool Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

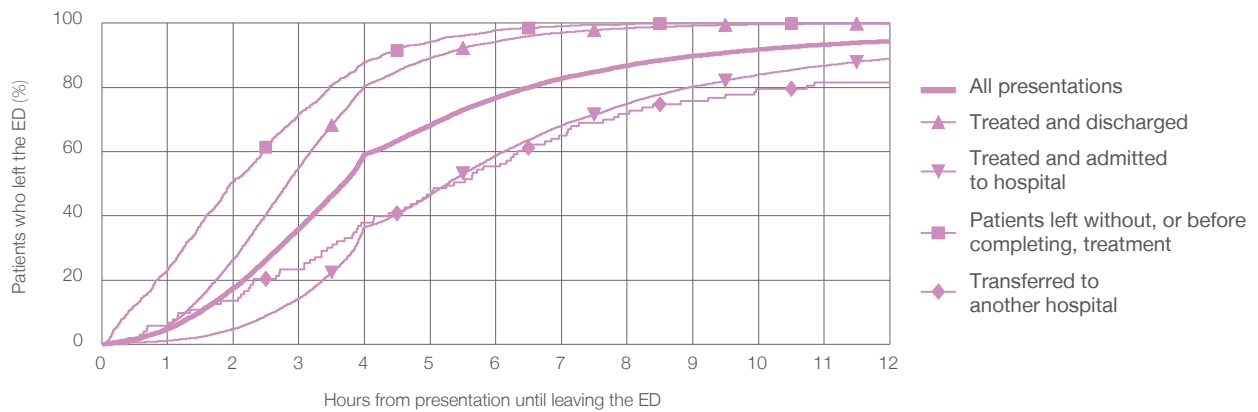
All presentations:<sup>1</sup> 20,492 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,492 patients

Treated and discharged	8,952 (43.7%)
Treated and admitted to hospital	10,091 (49.2%)
Patient left without, or before completing, treatment	1,187 (5.8%)
Transferred to another hospital	103 (0.5%)
Other	159 (0.8%)

Same period last year	Change since one year ago
19,974	2.6%
8,734	2.5%
9,490	6.3%
1,479	-19.7%
85	21.2%
186	-14.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>†‡</sup>



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

Treated and discharged	5.5%	26.5%	55.0%	80.5%	94.2%	98.5%	99.6%	99.9%
Treated and admitted to hospital	1.1%	4.8%	14.3%	36.5%	58.8%	74.9%	84.0%	89.0%
Patient left without, or before completing, treatment	23.2%	50.7%	71.7%	87.8%	97.8%	99.7%	99.9%	99.9%
Transferred to another hospital	5.8%	13.6%	23.3%	37.9%	55.3%	71.8%	79.6%	81.6%
All presentations	4.7%	17.5%	36.0%	59.1%	76.8%	86.8%	91.8%	94.4%

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

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

**Liverpool Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

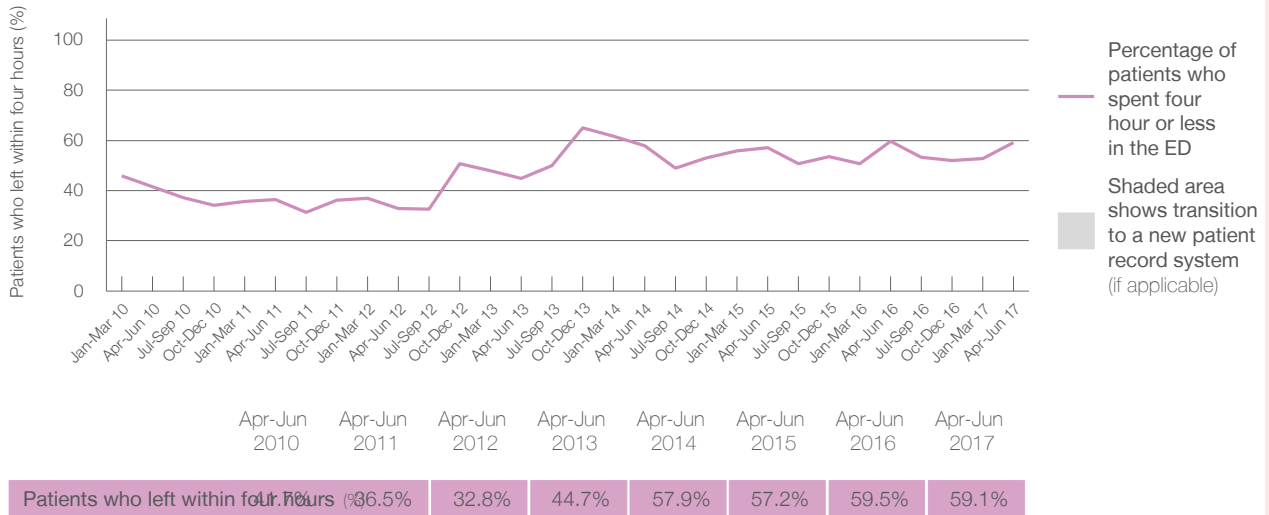
All presentations at the emergency department:<sup>1</sup> 20,492 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,492 patients

Percentage of patients who spent four hours or less in the ED  59.1%

Same period last year	Change since one year ago
19,974	2.6%
19,974	2.6%
59.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).