



Healthcare Quarterly

Performance Profiles

Emergency Department

Northern Sydney Local Health District

July to September 2017

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

July to September 2017

All presentations:¹ 10,645 patients

Emergency presentations:² 10,595 patients

Same period last year	Change since one year ago
9,574	11.2%
9,520	11.3%

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,489 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,365 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,975 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,714 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,373	
5 minutes	9 minutes
10 minutes	29 minutes
2,239	
15 minutes	23 minutes
50 minutes	83 minutes
4,285	
17 minutes	30 minutes
75 minutes	121 minutes
1,588	
14 minutes	26 minutes
81 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,645 patients

Percentage of patients who spent four hours or less in the ED 70.9%

Same period last year	Change since one year ago
9,574	11.2%
75.5%	

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

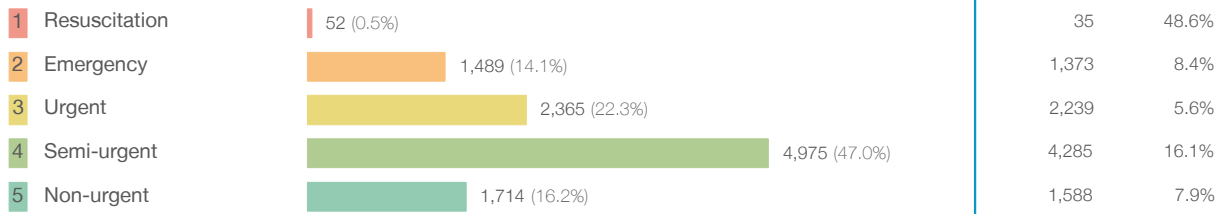
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department July to September 2017

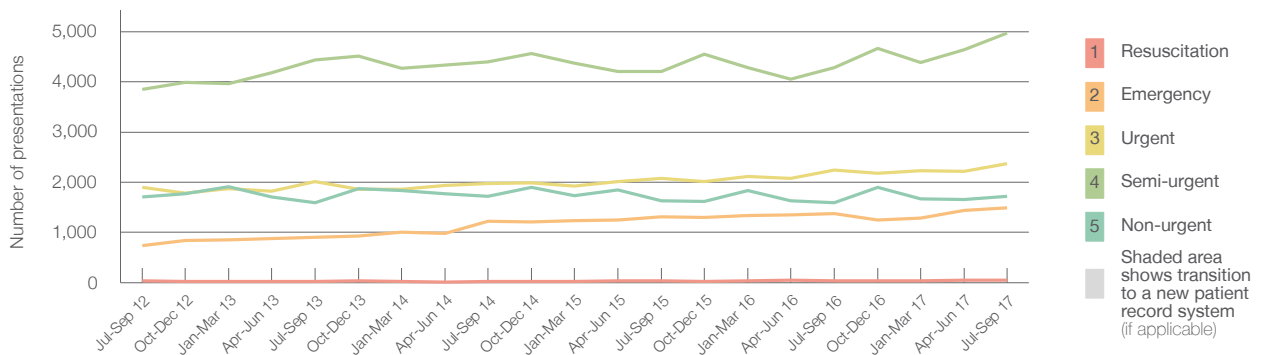
All presentations:¹ 10,645 patients

Emergency presentations² by triage category: 10,595 patients



Same period last year	Change since one year ago
9,574	11.2%
9,520	11.3%
35	48.6%
1,373	8.4%
2,239	5.6%
4,285	16.1%
1,588	7.9%

Emergency presentations² by quarter, July 2012 to September 2017 †

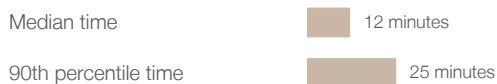


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	31	25	24	34	35	52
Emergency	732	898	1,221	1,311	1,373	1,489
Urgent	1,893	2,007	1,969	2,072	2,239	2,365
Semi-urgent	3,852	4,439	4,397	4,200	4,285	4,975
Non-urgent	1,710	1,589	1,714	1,633	1,588	1,714
All emergency presentations	8,218	8,958	9,325	9,250	9,520	10,595

Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,253 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,094	
12 minutes	0 minutes
25 minutes	0 minutes

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,489

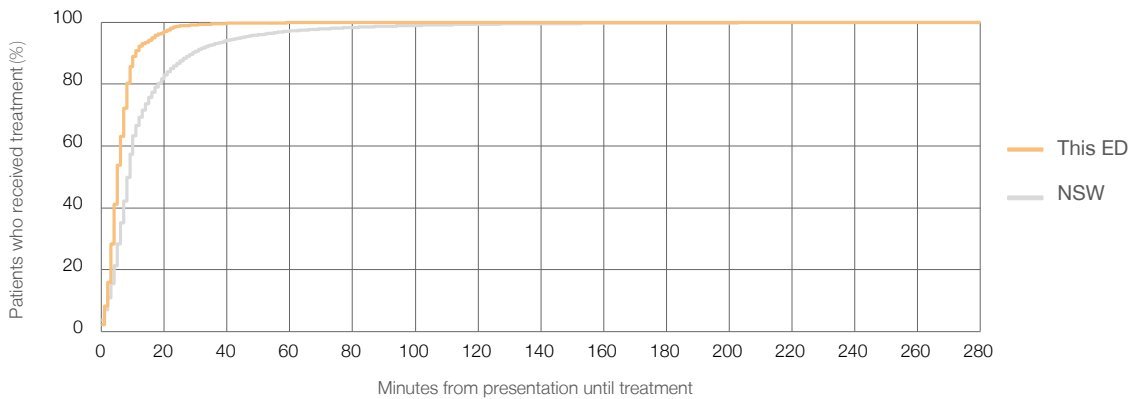
Number of triage 2 patients used to calculate waiting time:³ 1,489

Median time to start treatment⁴ 5 minutes

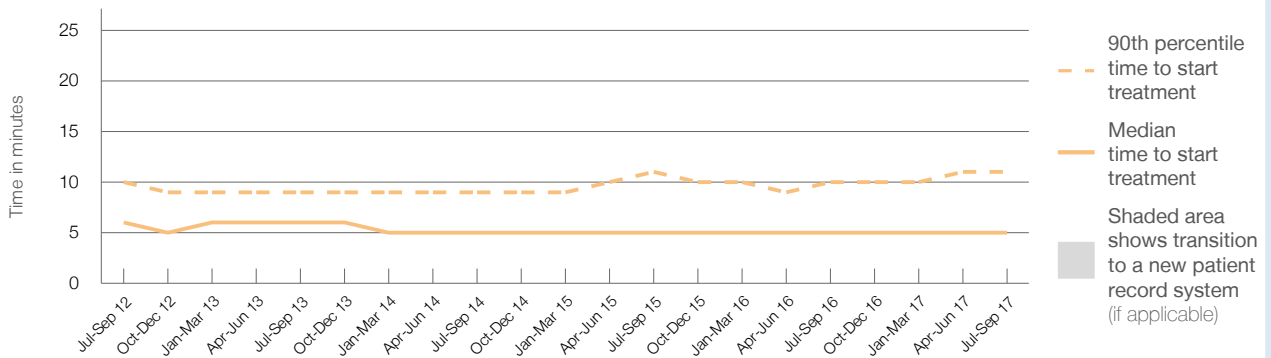
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,373	
1,372	
5 minutes	9 minutes
10 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	10	9	9	11	10	11

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,365

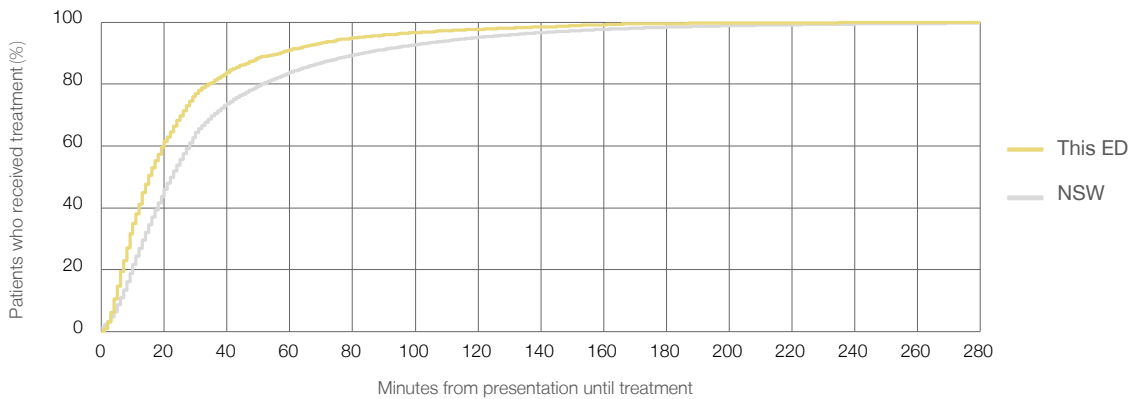
Number of triage 3 patients used to calculate waiting time:³ 2,338

Median time to start treatment⁴ 15 minutes

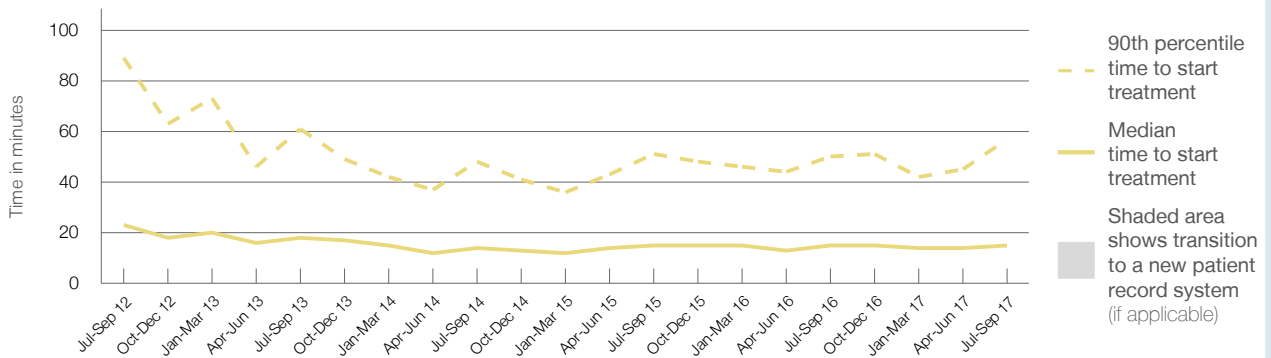
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
2,239	
2,217	
15 minutes	23 minutes
50 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	18	14	15	15	15
90th percentile time to start treatment ⁵ (minutes)	89	61	48	51	50	57

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Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,975

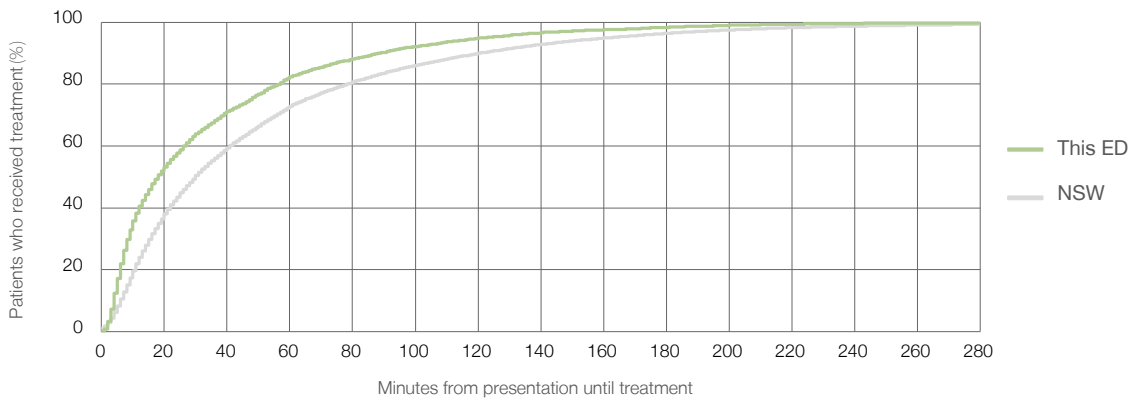
Number of triage 4 patients used to calculate waiting time:³ 4,796

Median time to start treatment⁴ 18 minutes

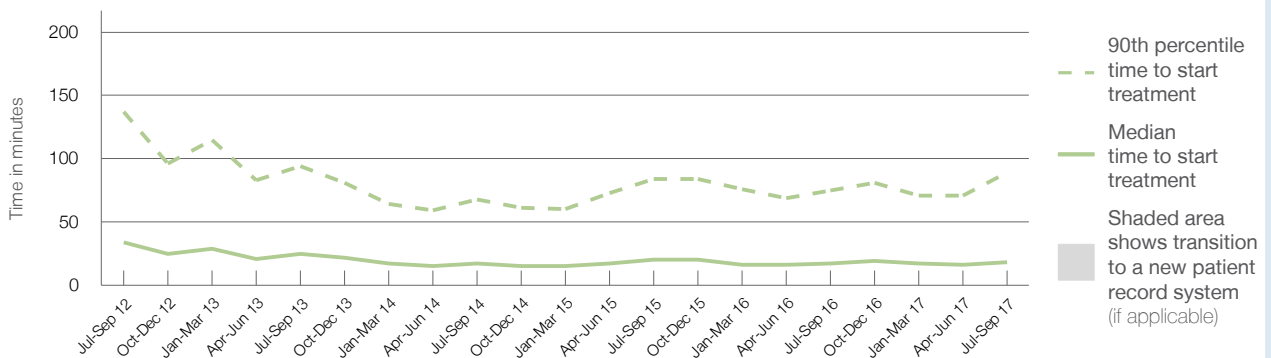
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
4,285	4,174
17 minutes	30 minutes
75 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	25	17	20	17	18
90th percentile time to start treatment ⁵ (minutes)	137	94	68	84	75	89

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Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,714

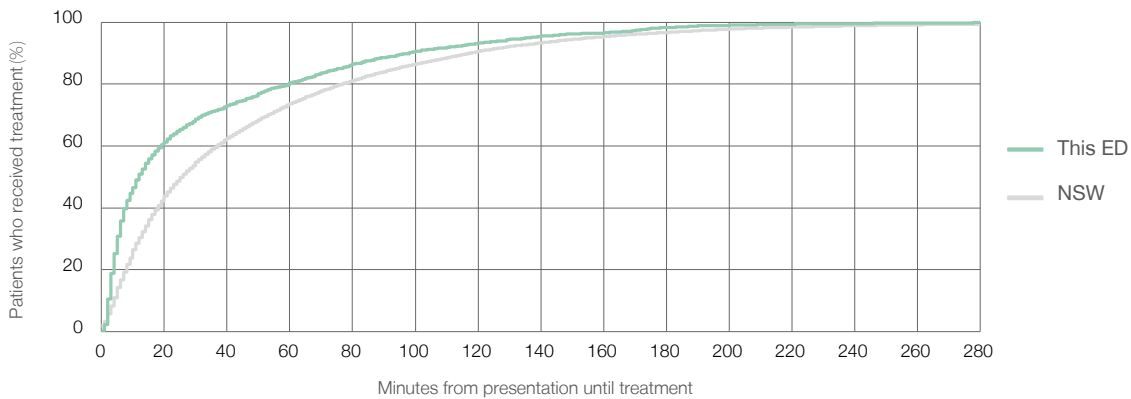
Number of triage 5 patients used to calculate waiting time:³ 1,580

Median time to start treatment⁴ 12 minutes

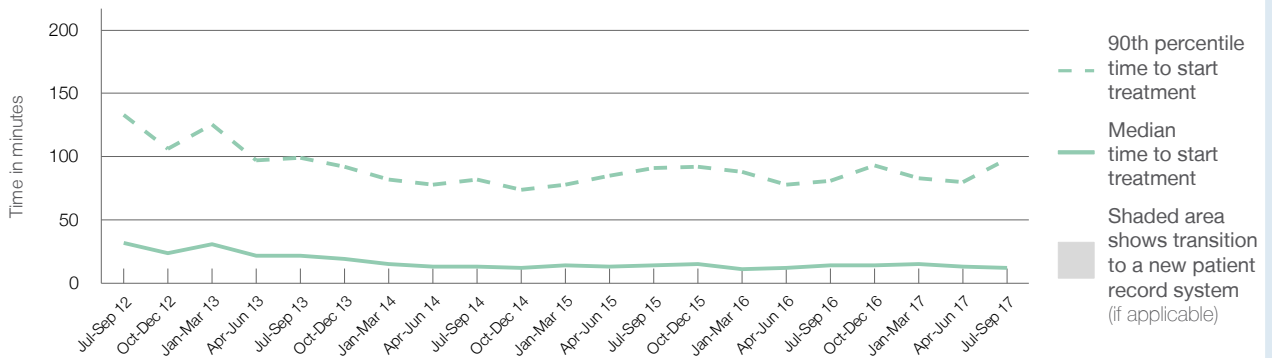
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,588	1,509
14 minutes	26 minutes
81 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	22	13	14	14	12
90th percentile time to start treatment ⁵ (minutes)	133	99	82	91	81	98

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

July to September 2017

All presentations:¹ 10,645 patients

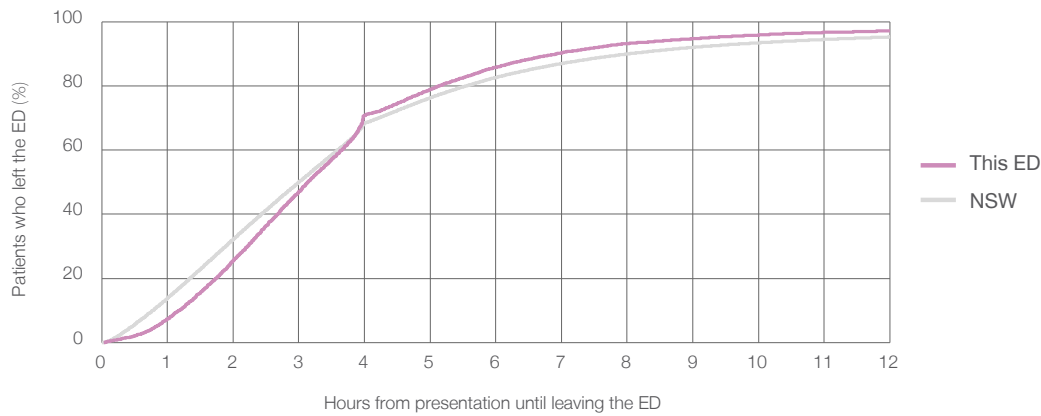
Presentations used to calculate time to leaving the ED:⁶ 10,645 patients

Median time spent in the ED⁸ 3 hours and 8 minutes

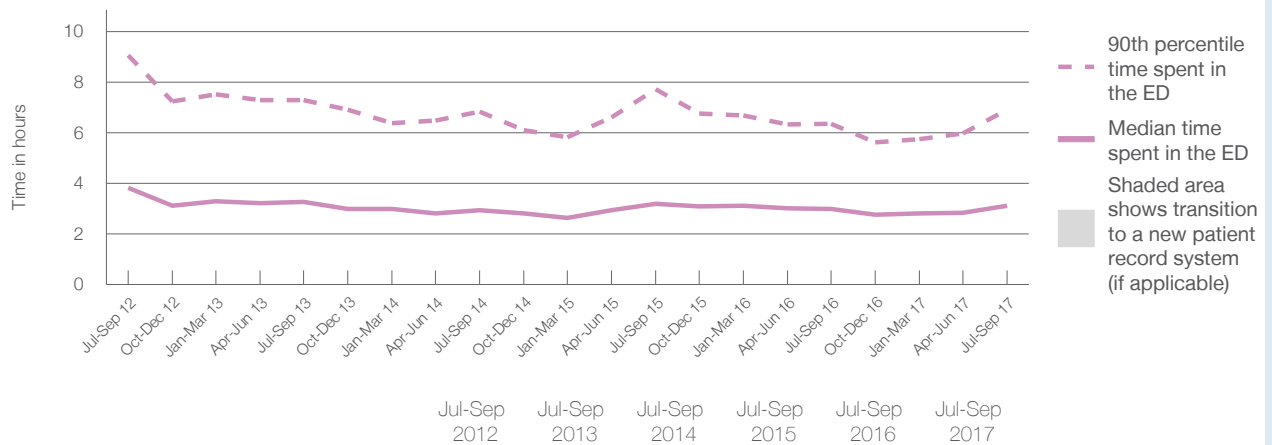
90th percentile time spent in the ED⁹ 6 hours and 55 minutes

Same period last year	NSW (this period)
9,574	9,574
3 hours and 0 minutes	3 hours and 0 minutes
6 hours and 21 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 49m	3h 16m	2h 56m	3h 12m	3h 0m	3h 8m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 4m	7h 18m	6h 51m	7h 44m	6h 21m	6h 55m

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

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

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

By mode of separation

July to September 2017

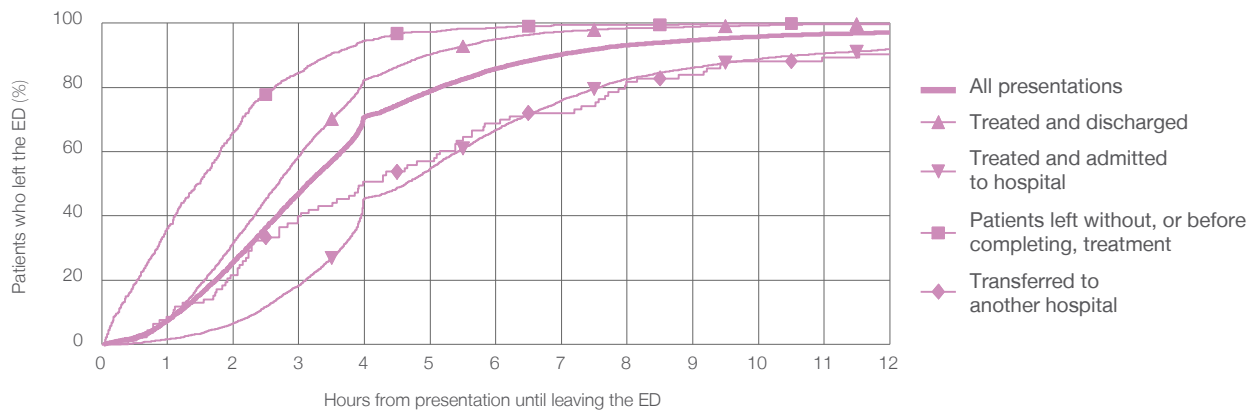
All presentations:¹ 10,645 patients

Presentations used to calculate time to leaving the ED:⁶ 10,645 patients

Treated and discharged	6,397 (60.1%)
Treated and admitted to hospital	3,465 (32.6%)
Patient left without, or before completing, treatment	687 (6.5%)
Transferred to another hospital	93 (0.9%)
Other	3 (0%)

Same period last year	Change since one year ago
9,574	11.2%
5,637	13.5%
3,428	1.1%
424	62.0%
82	13.4%
3	0.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.5%	31.7%	58.5%	82.4%	95.0%	98.4%	99.3%	99.8%
Treated and admitted to hospital	1.6%	6.5%	18.3%	45.4%	66.8%	82.6%	88.8%	91.9%
Patient left without, or before completing, treatment	36.1%	65.9%	84.6%	94.5%	98.7%	99.6%	99.9%	99.9%
Transferred to another hospital	8.6%	21.5%	39.8%	50.5%	68.8%	81.7%	88.2%	90.3%
All presentations	7.4%	25.6%	47.0%	70.9%	85.8%	93.2%	95.8%	97.2%

(†) 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.

Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 10,645 patients

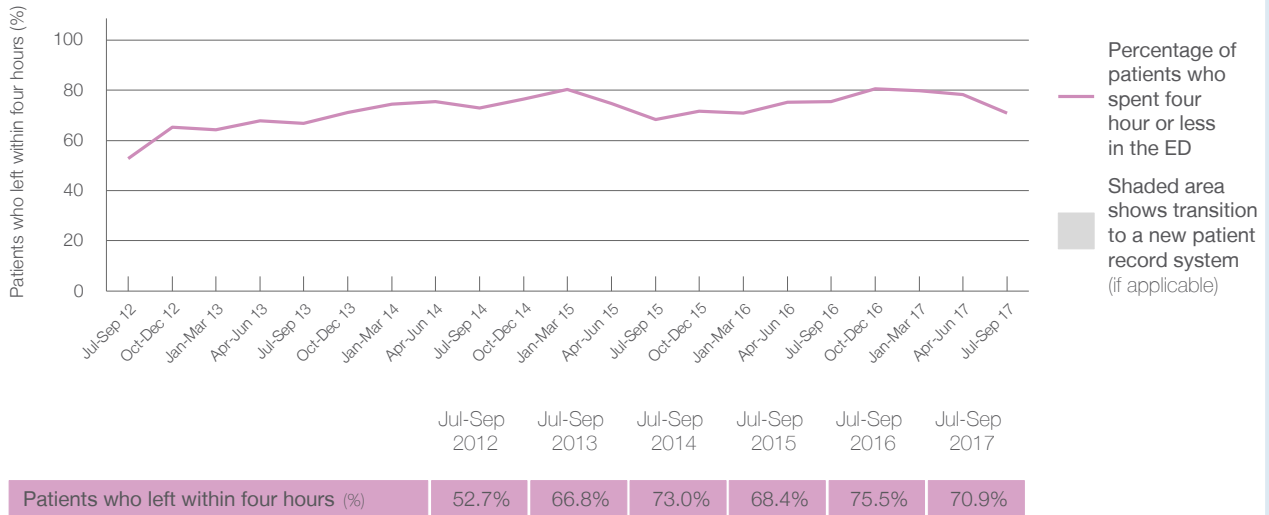
Presentations used to calculate time to leaving the ED:⁶ 10,645 patients

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: ¹	9,574	11.2%
Presentations used to calculate time to leaving the ED: ⁶	9,574	11.2%
Percentage of patients who spent four hours or less in the ED	75.5%	

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



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

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

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

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

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

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

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

Manly District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,369 patients
Emergency presentations:² 6,323 patients

Same period last year	Change since one year ago
5,800	9.8%
5,720	10.5%

Manly District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 957 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,510 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,503 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 309 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
973	
6 minutes	9 minutes
10 minutes	29 minutes
2,262	
12 minutes	23 minutes
37 minutes	83 minutes
2,202	
13 minutes	30 minutes
69 minutes	121 minutes
248	
12 minutes	26 minutes
84 minutes	118 minutes

Manly District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,362 patients

Percentage of patients who spent four hours or less in the ED 81.6%

Same period last year	Change since one year ago
5,800	9.7%
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.

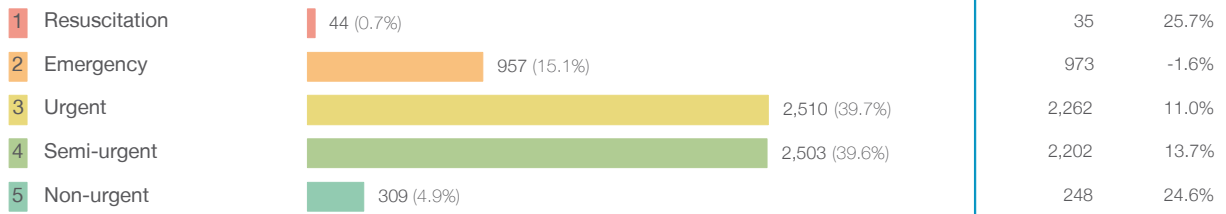
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Manly District Hospital: Patients presenting to the emergency department July to September 2017

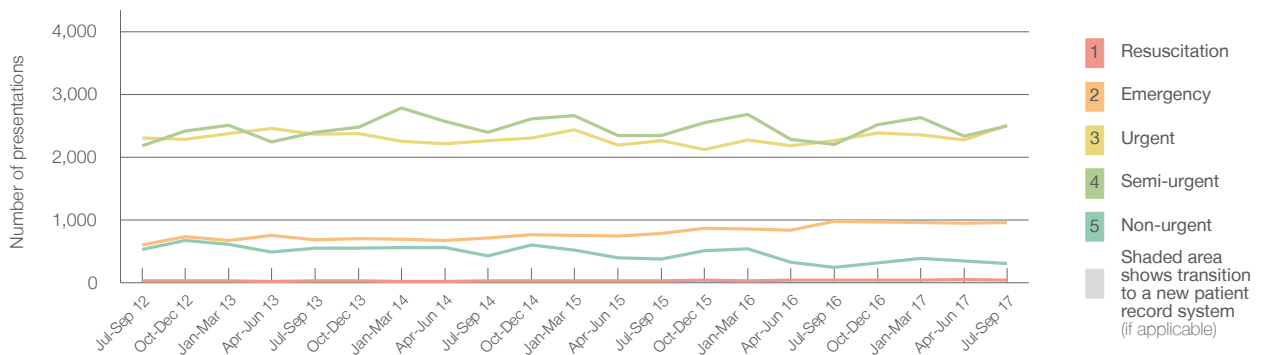
All presentations:¹ 6,369 patients

Emergency presentations² by triage category: 6,323 patients



Same period last year	Change since one year ago
5,800	9.8%
5,720	10.5%
35	25.7%
973	-1.6%
2,262	11.0%
2,202	13.7%
248	24.6%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	26	28	28	26	35	44
Emergency	598	687	712	789	973	957
Urgent	2,300	2,370	2,264	2,259	2,262	2,510
Semi-urgent	2,184	2,397	2,394	2,340	2,202	2,503
Non-urgent	526	553	430	379	248	309
All emergency presentations	5,634	6,035	5,828	5,793	5,720	6,323

Manly District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,480 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,376	
11 minutes	1 minute
21 minutes	0 minutes

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

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

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

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

Number of triage 2 patients: 957

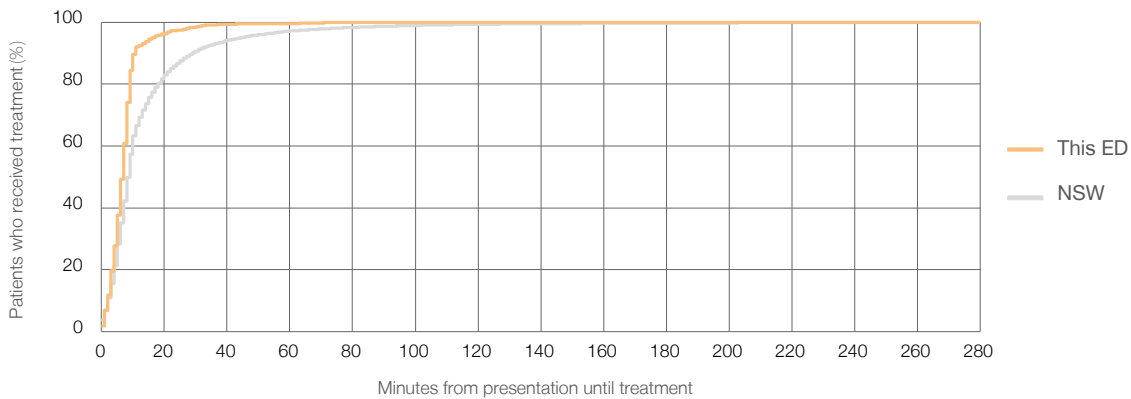
Number of triage 2 patients used to calculate waiting time:³ 957

Median time to start treatment⁴ 7 minutes

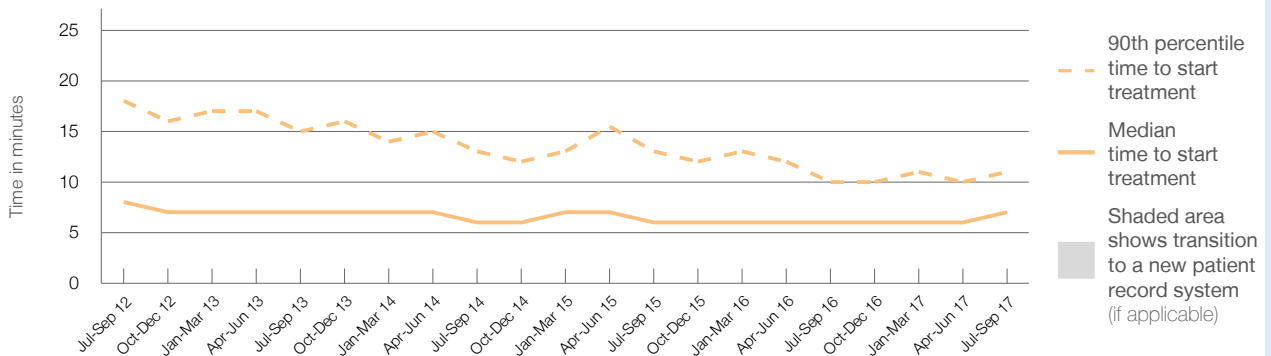
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
973	
972	
6 minutes	9 minutes
10 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	18	15	13	13	10	11

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

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

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

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

Number of triage 3 patients: 2,510

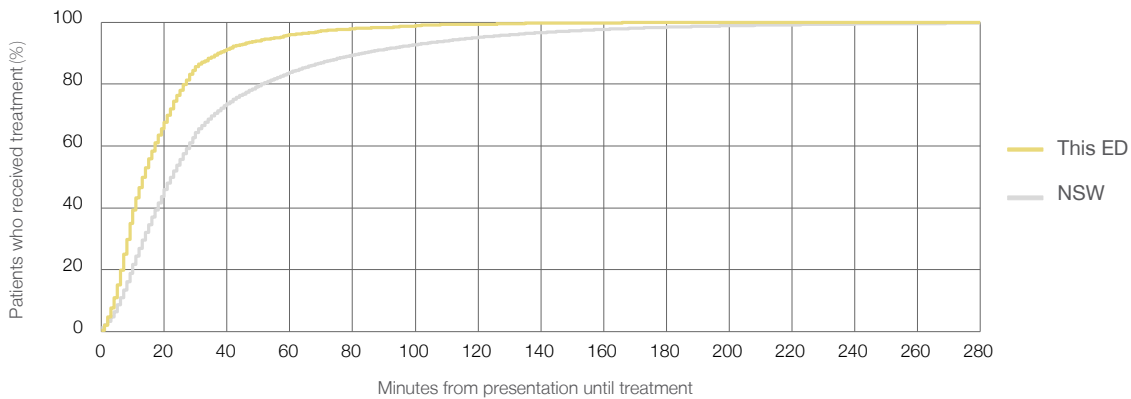
Number of triage 3 patients used to calculate waiting time:³ 2,483

Median time to start treatment⁴ 14 minutes

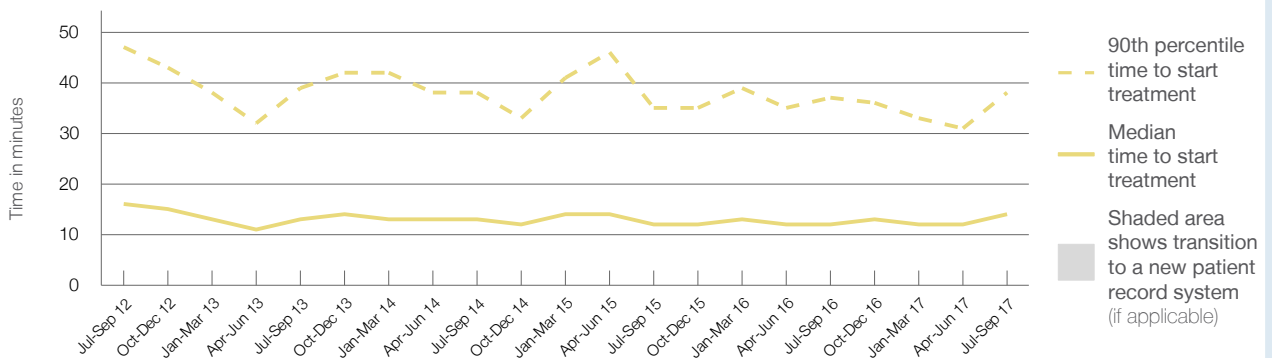
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
2,262	
2,251	
12 minutes	23 minutes
37 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	16	13	13	12	12	14
90th percentile time to start treatment ⁵ (minutes)	47	39	38	35	37	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.

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

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

Number of triage 4 patients: 2,503

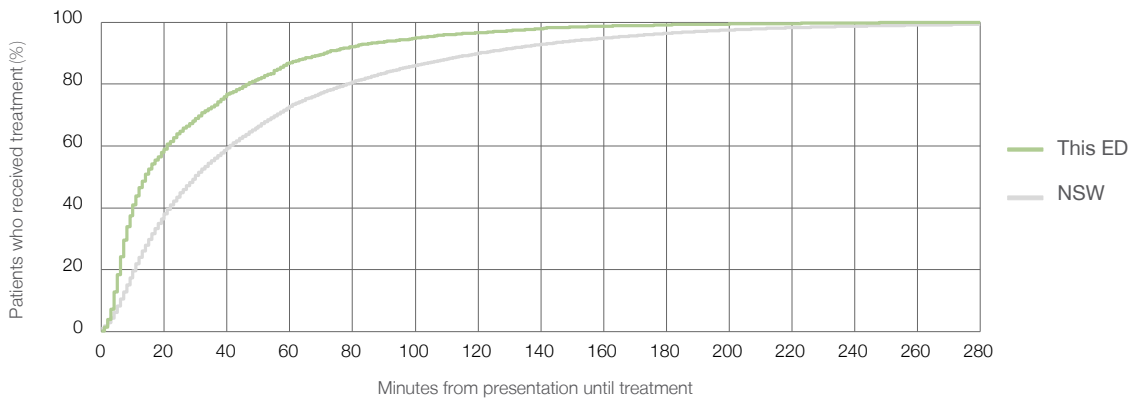
Number of triage 4 patients used to calculate waiting time:³ 2,416

Median time to start treatment⁴ 14 minutes

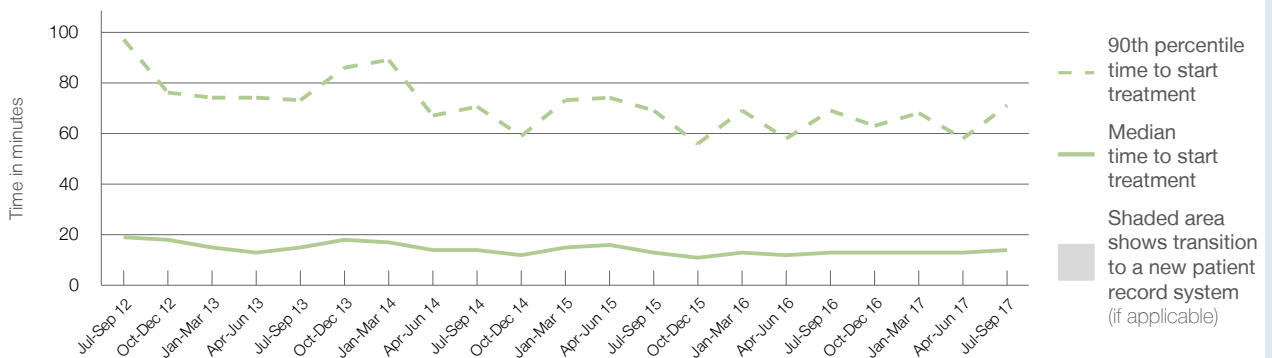
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
2,202	2,139
13 minutes	30 minutes
69 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	15	14	13	13	14
90th percentile time to start treatment ⁵ (minutes)	97	73	71	69	69	71

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

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

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

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

Number of triage 5 patients: 309

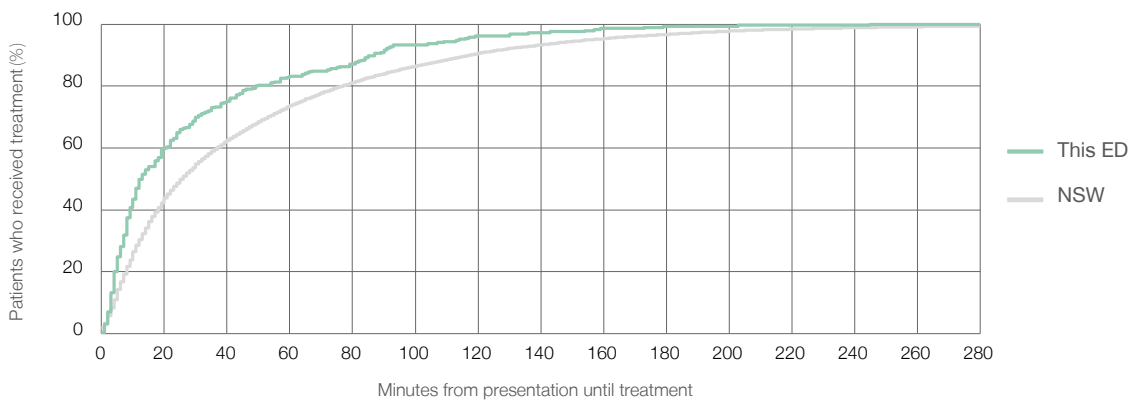
Number of triage 5 patients used to calculate waiting time:³ 285

Median time to start treatment⁴ 13 minutes

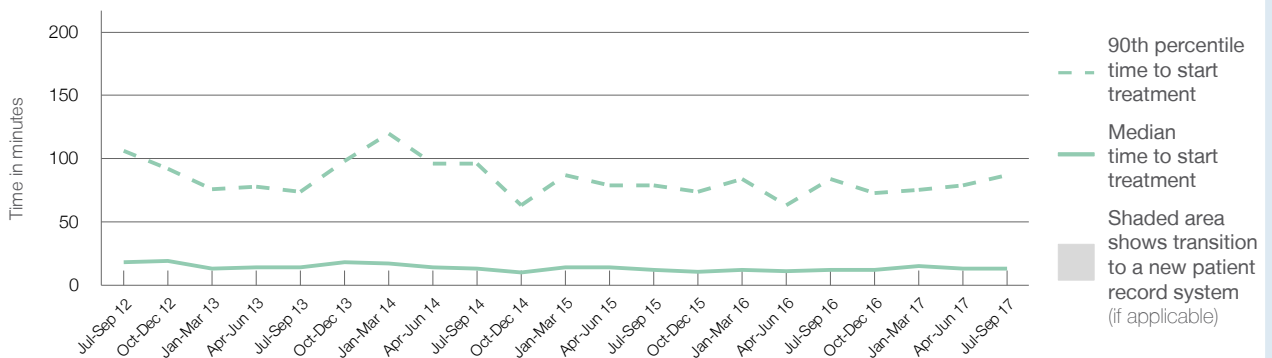
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
248	
229	
12 minutes	26 minutes
84 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	14	13	12	12	13
90th percentile time to start treatment ⁵ (minutes)	106	74	96	79	84	87

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

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

Manly District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,369 patients

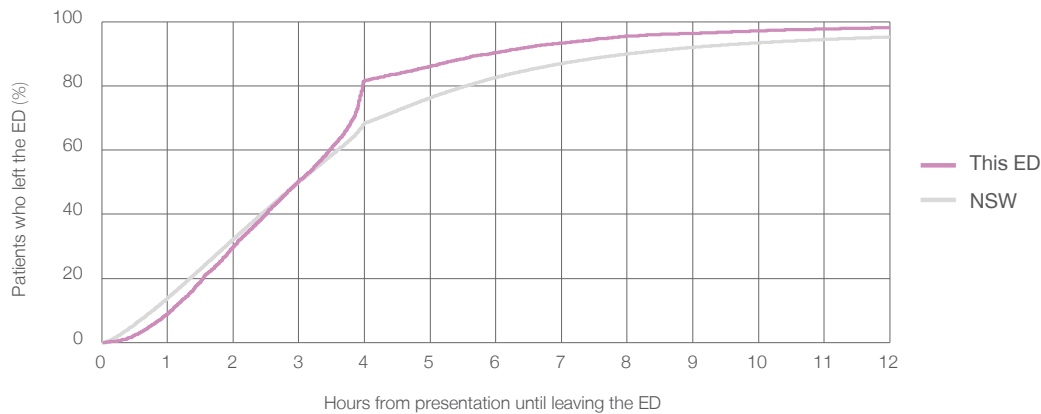
Presentations used to calculate time to leaving the ED:⁶ 6,362 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

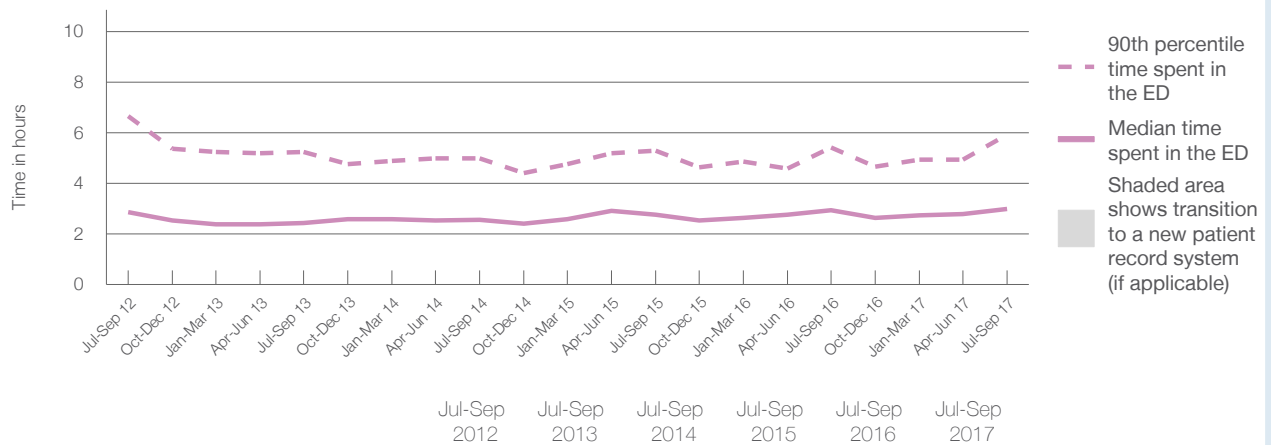
90th percentile time spent in the ED⁹ 5 hours and 55 minutes

Same period last year	NSW (this period)
5,800	5,800
2 hours and 57 minutes	3 hours and 0 minutes
5 hours and 26 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 52m	2h 26m	2h 34m	2h 46m	2h 57m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 40m	5h 14m	5h 0m	5h 17m	5h 26m	5h 55m

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

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

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

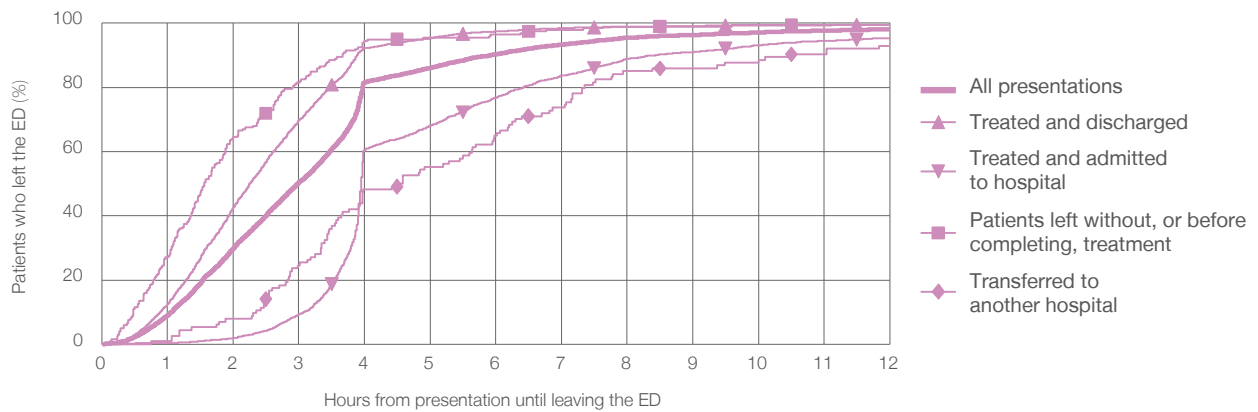
All presentations:¹ 6,369 patients

Presentations used to calculate time to leaving the ED:⁶ 6,362 patients

Treated and discharged	4,047 (63.5%)
Treated and admitted to hospital	1,992 (31.3%)
Patient left without, or before completing, treatment	200 (3.1%)
Transferred to another hospital	114 (1.8%)
Other	16 (0.3%)

Same period last year	Change since one year ago
5,800	9.7%
3,486	16.1%
2,027	-1.7%
161	24.2%
122	-6.6%
4	300.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.5%	42.6%	69.8%	92.2%	97.4%	98.9%	99.3%	99.5%
Treated and admitted to hospital	0.4%	1.9%	9.4%	60.6%	76.8%	88.8%	93.1%	95.3%
Patient left without, or before completing, treatment	27.0%	64.5%	81.5%	94.5%	96.5%	99.0%	99.5%	99.5%
Transferred to another hospital	0.9%	7.9%	24.6%	48.2%	64.9%	85.1%	88.6%	93.0%
All presentations	9.0%	29.9%	50.5%	81.6%	90.4%	95.5%	97.1%	98.1%

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

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

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

All presentations at the emergency department:¹ 6,369 patients

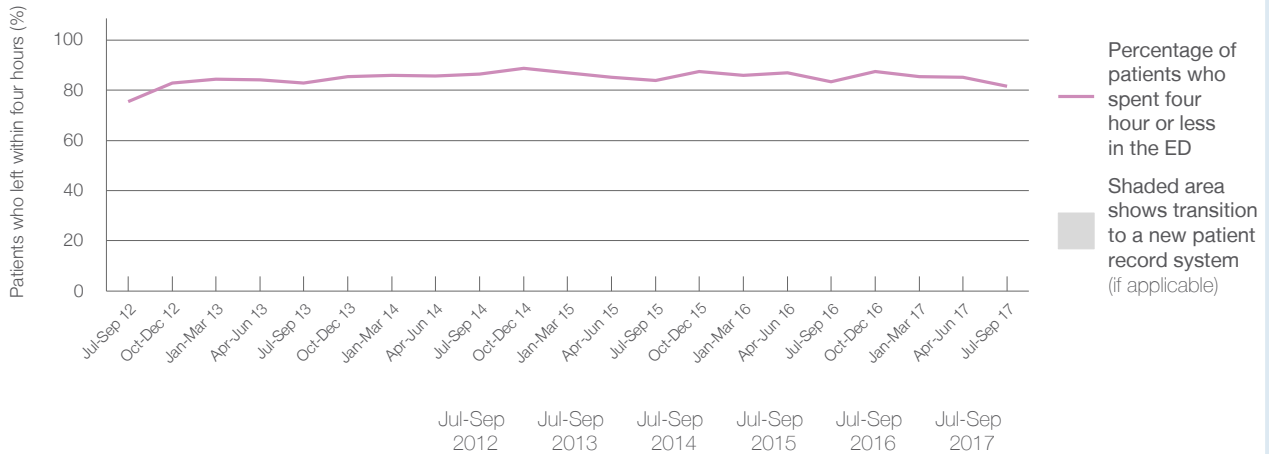
Presentations used to calculate time to leaving the ED:⁶ 6,362 patients

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: ¹ 6,369 patients	5,800	9.8%
Presentations used to calculate time to leaving the ED: ⁶ 6,362 patients	5,800	9.7%
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, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	75.4%	82.9%	86.4%	84.0%	83.3%	81.6%

* 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Mona Vale and District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 8,916 patients
 Emergency presentations:² 8,872 patients

Same period last year	Change since one year ago
8,422	5.9%
8,382	5.8%

Mona Vale and District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,270 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,299 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,484 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 763 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
1,123	
7 minutes	9 minutes
11 minutes	29 minutes
3,202	
16 minutes	23 minutes
46 minutes	83 minutes
3,286	
15 minutes	30 minutes
80 minutes	121 minutes
726	
13 minutes	26 minutes
93 minutes	118 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,904 patients

Percentage of patients who spent four hours or less in the ED 82.1%

Same period last year	Change since one year ago
8,422	5.7%
84.5%	

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

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

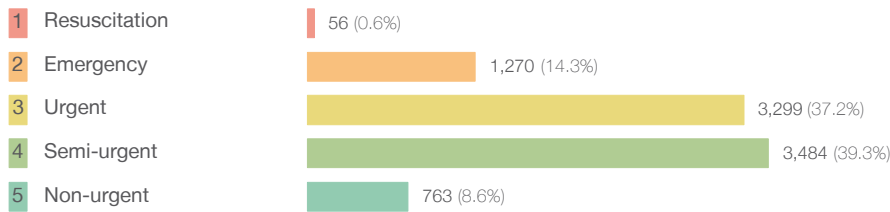
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Mona Vale and District Hospital: Patients presenting to the emergency department

July to September 2017

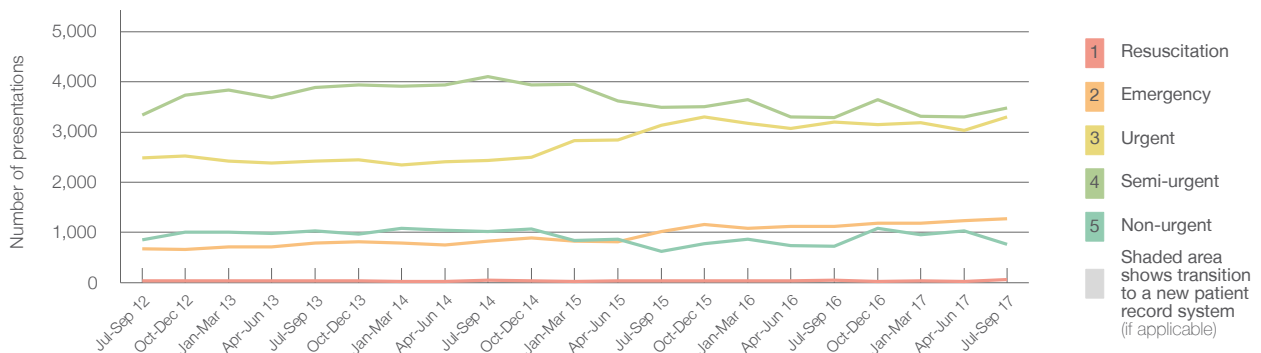
All presentations:¹ 8,916 patients

Emergency presentations² by triage category: 8,872 patients



Same period last year	Change since one year ago
8,422	5.9%
8,382	5.8%
45	24.4%
1,123	13.1%
3,202	3.0%
3,286	6.0%
726	5.1%

Emergency presentations² by quarter, July 2012 to September 2017 †



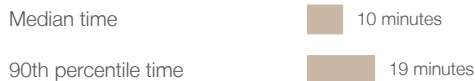
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	38	40	43	35	45	56
Emergency	678	783	822	1,016	1,123	1,270
Urgent	2,481	2,422	2,430	3,134	3,202	3,299
Semi-urgent	3,334	3,884	4,106	3,494	3,286	3,484
Non-urgent	851	1,036	1,013	618	726	763
All emergency presentations	7,382	8,165	8,414	8,297	8,382	8,872

Mona Vale and District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,955 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,662	
10 minutes	0 minutes
19 minutes	0 minutes

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,270

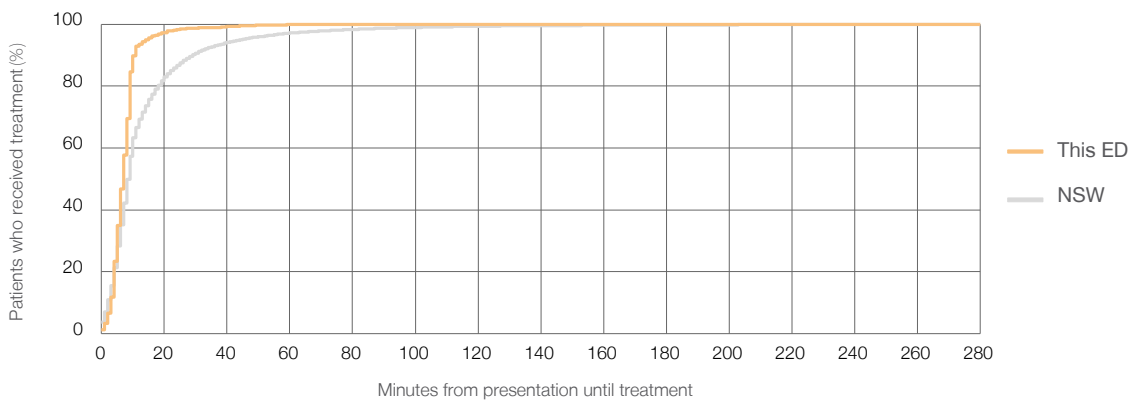
Number of triage 2 patients used to calculate waiting time:³ 1,261

Median time to start treatment⁴ 7 minutes

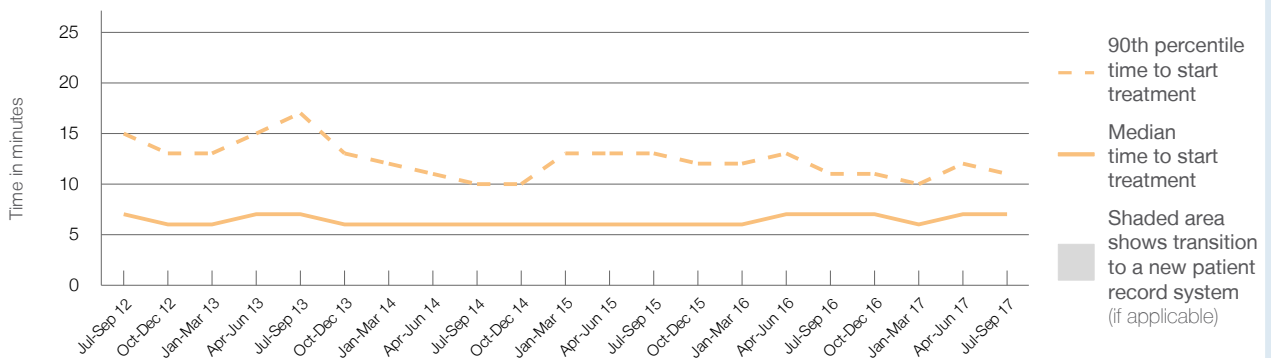
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,123	
1,120	
7 minutes	9 minutes
11 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	15	17	10	13	11	11

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 3,299

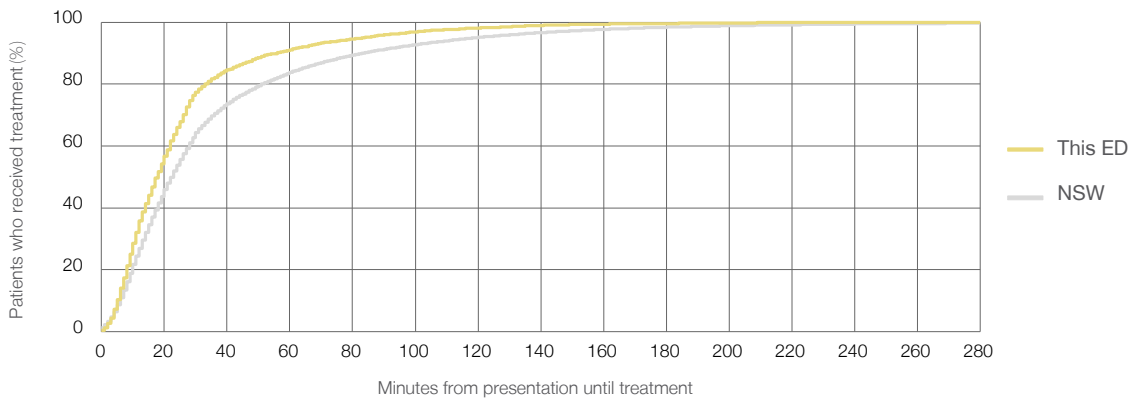
Number of triage 3 patients used to calculate waiting time:³ 3,249

Median time to start treatment⁴ 18 minutes

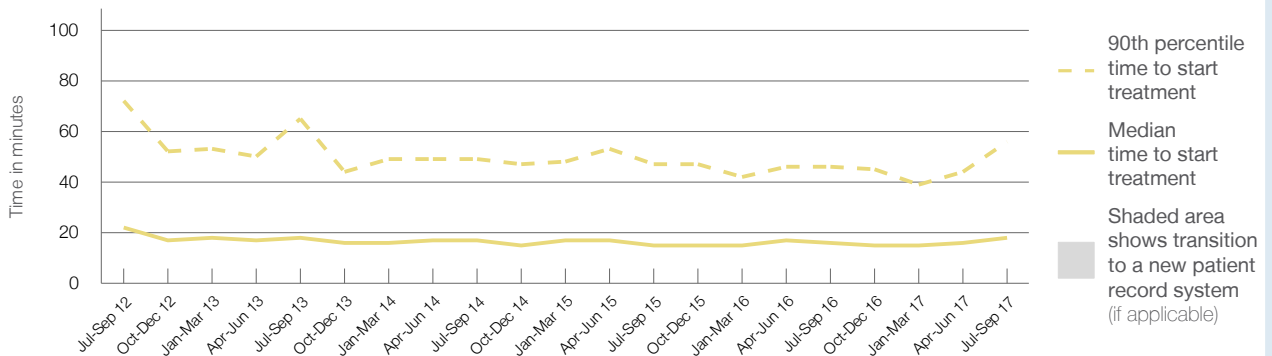
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
3,202	3,167
16 minutes	23 minutes
46 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	18	17	15	16	18
90th percentile time to start treatment ⁵ (minutes)	72	65	49	47	46	56

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,484

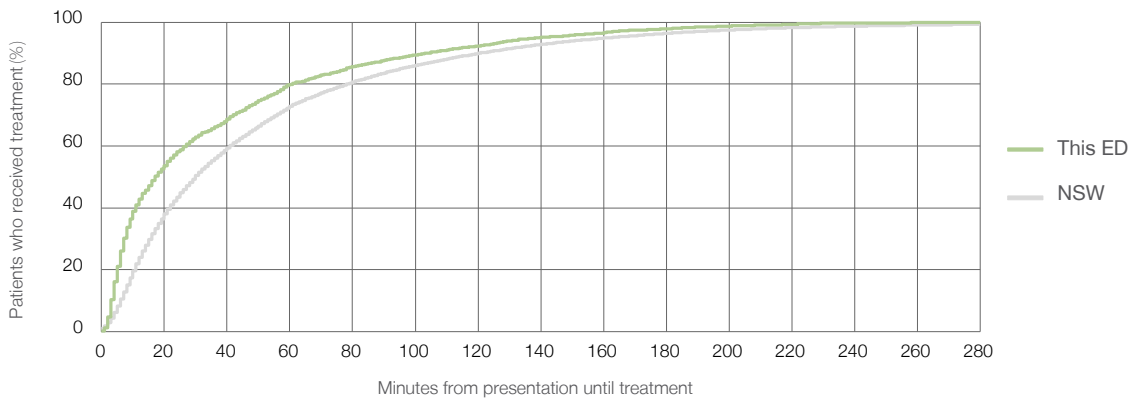
Number of triage 4 patients used to calculate waiting time:³ 3,199

Median time to start treatment⁴ 17 minutes

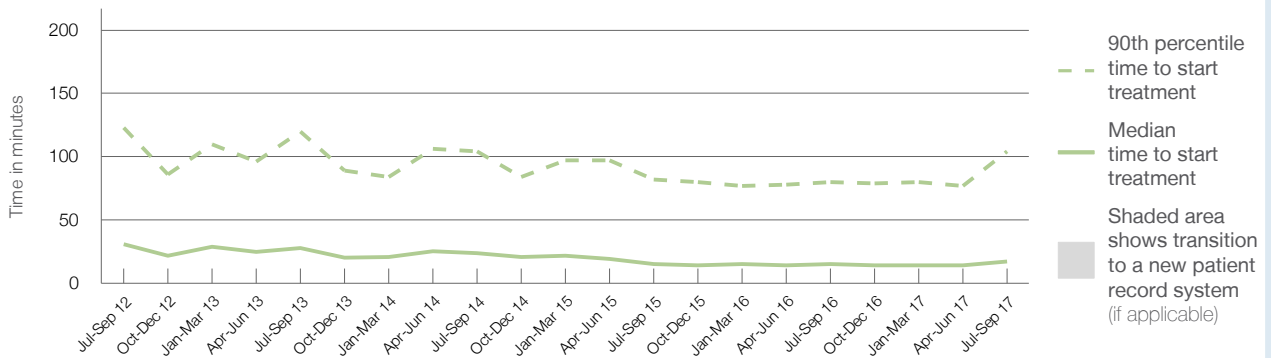
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
3,286	3,124
15 minutes	30 minutes
80 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	28	24	15	15	17
90th percentile time to start treatment ⁵ (minutes)	123	120	104	82	80	104

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 763

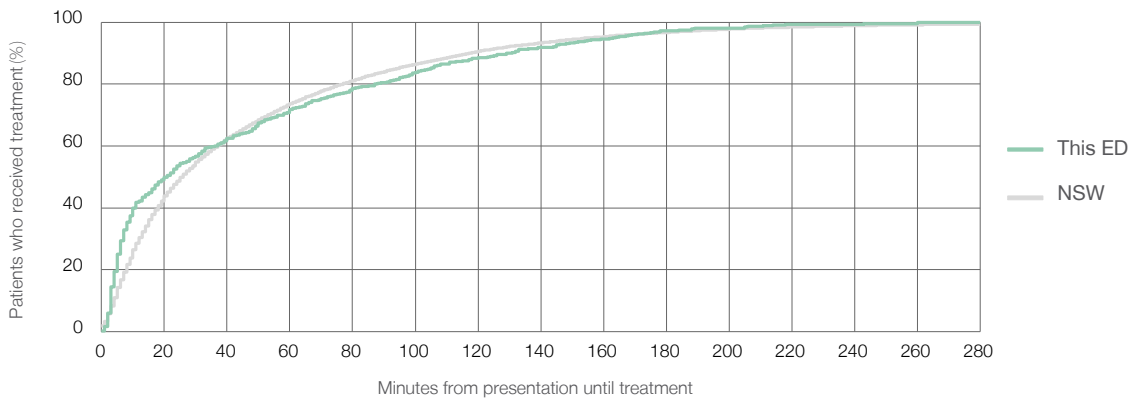
Number of triage 5 patients used to calculate waiting time:³ 633

Median time to start treatment⁴ 21 minutes

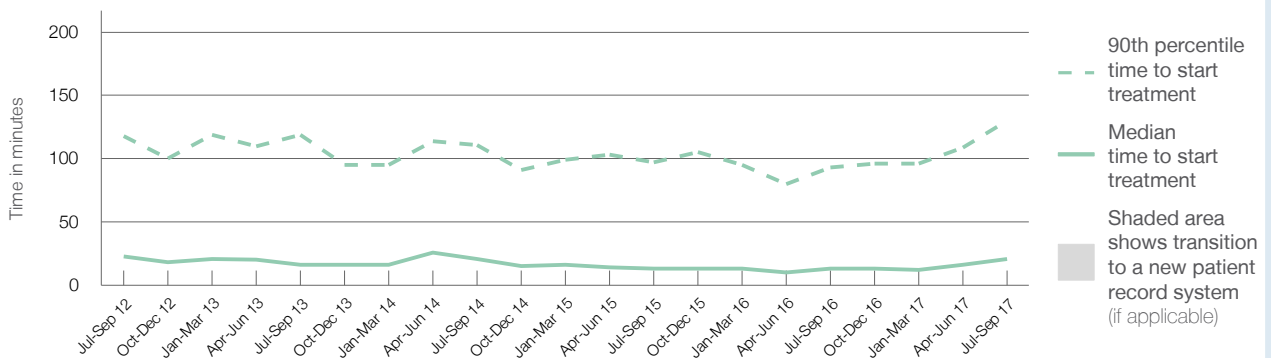
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
726	676
13 minutes	26 minutes
93 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	16	21	13	13	21
90th percentile time to start treatment ⁵ (minutes)	118	119	111	97	93	130

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

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

Mona Vale and District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 8,916 patients

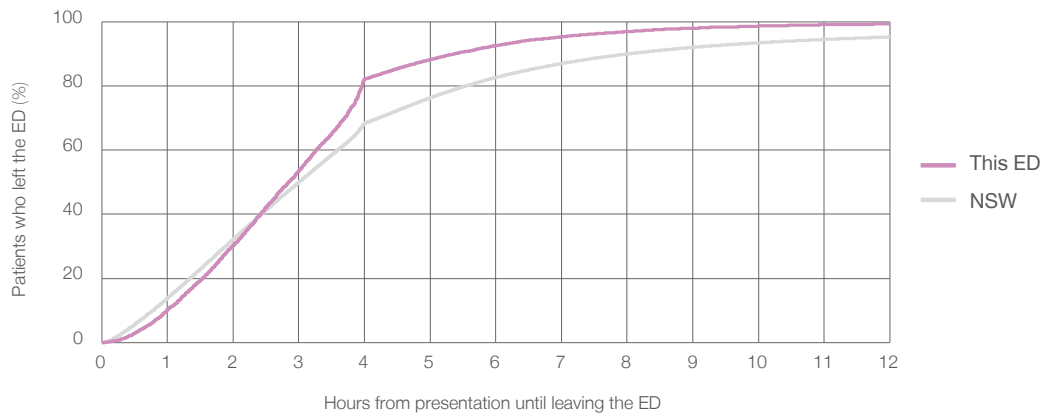
Presentations used to calculate time to leaving the ED:⁶ 8,904 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

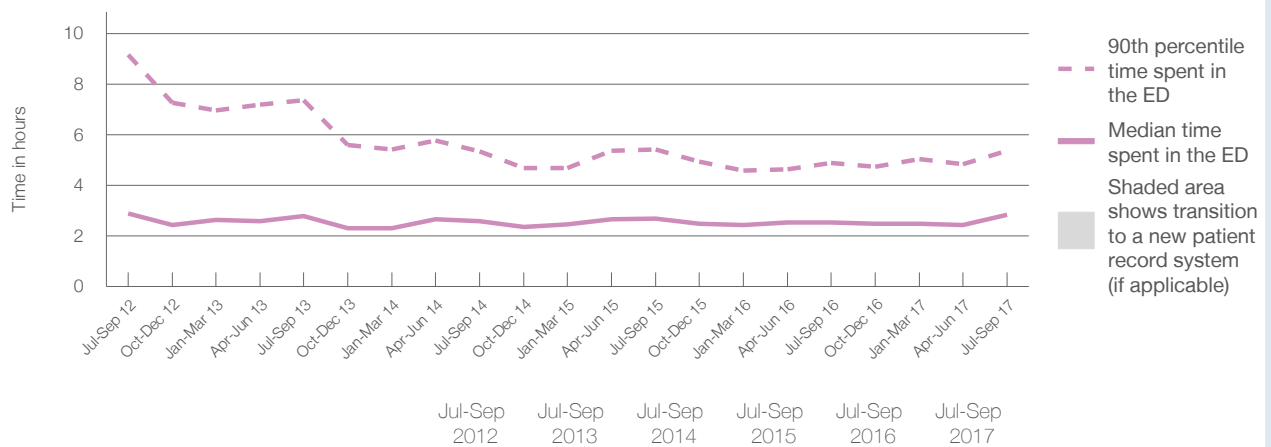
90th percentile time spent in the ED⁹ 5 hours and 22 minutes

Same period last year	NSW (this period)
8,422	8,422
2 hours and 32 minutes	3 hours and 0 minutes
4 hours and 54 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 54m	2h 47m	2h 36m	2h 41m	2h 32m	2h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 10m	7h 22m	5h 21m	5h 26m	4h 54m	5h 22m

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

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

Mona Vale and District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

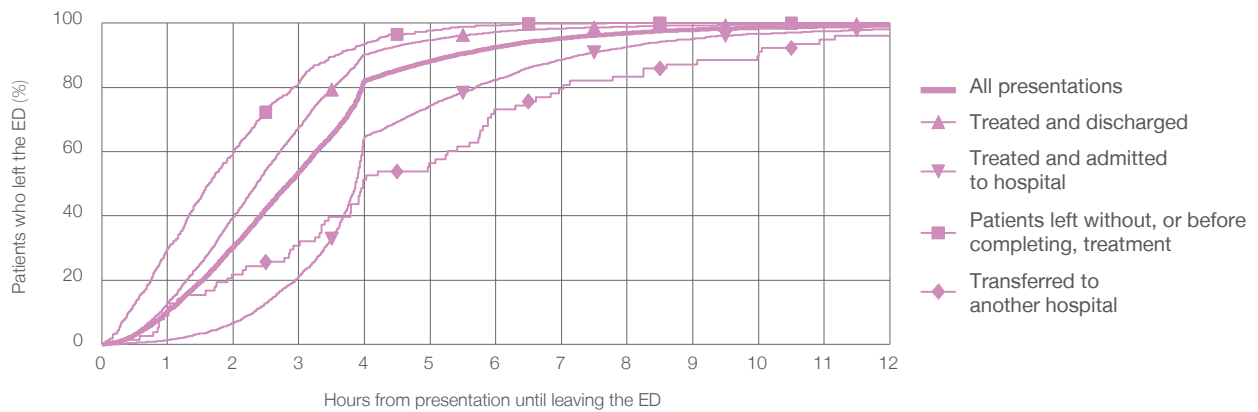
All presentations:¹ 8,916 patients

Presentations used to calculate time to leaving the ED:⁶ 8,904 patients

Treated and discharged	5,502 (61.7%)
Treated and admitted to hospital	2,783 (31.2%)
Patient left without, or before completing, treatment	537 (6.0%)
Transferred to another hospital	78 (0.9%)
Other	16 (0.2%)

Same period last year	Change since one year ago
8,422	5.7%
5,428	1.4%
2,558	8.8%
337	59.3%
81	-3.7%
18	-11.1%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.9%	39.6%	67.6%	90.2%	97.3%	98.9%	99.5%	99.8%
Treated and admitted to hospital	1.3%	6.6%	21.1%	64.7%	82.4%	92.7%	96.7%	98.1%
Patient left without, or before completing, treatment	29.6%	59.8%	81.4%	93.5%	99.3%	100%	100%	100%
Transferred to another hospital	9.0%	21.8%	30.8%	51.3%	73.1%	83.3%	91.0%	96.2%
All presentations	10.3%	30.4%	53.6%	82.1%	92.6%	96.9%	98.6%	99.3%

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

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

Mona Vale and District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 8,916 patients

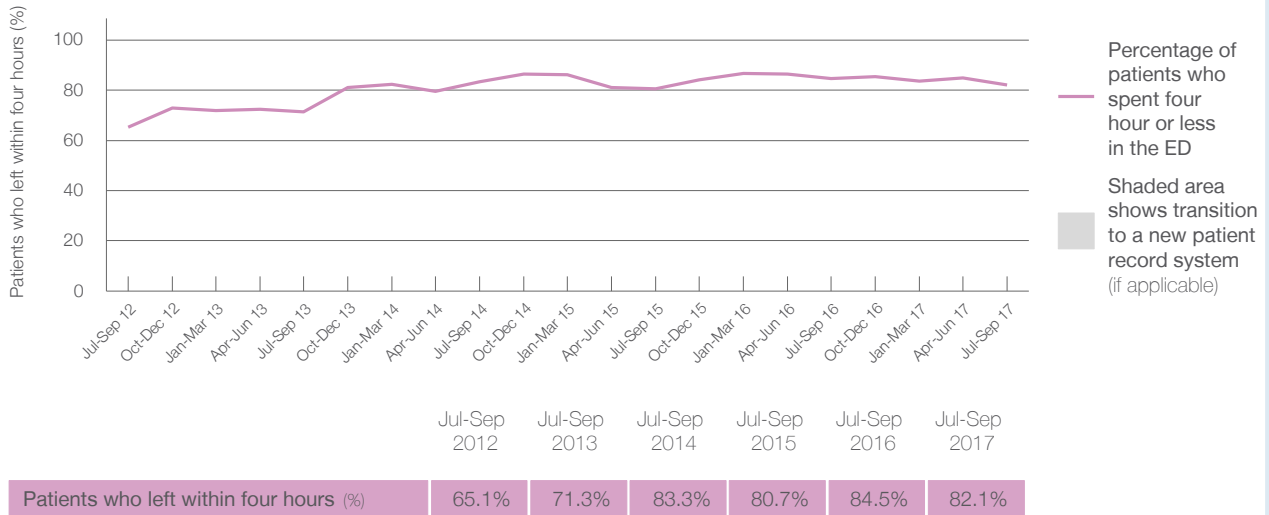
Presentations used to calculate time to leaving the ED:⁶ 8,904 patients

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	8,422	5.9%
Presentations used to calculate time to leaving the ED	8,422	5.7%
Percentage of patients who spent four hours or less in the ED	84.5%	

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



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

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

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

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

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

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

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

Royal North Shore Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 22,438 patients



Emergency presentations:² 22,350 patients

Same period last year	Change since one year ago
20,111	11.6%
19,944	12.1%



Royal North Shore Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 4,547 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,426 patients

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,199 patients

Median time to start treatment⁴  30 minutes
90th percentile time to start treatment⁵  83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,701 patients

Median time to start treatment⁴  32 minutes
90th percentile time to start treatment⁵  106 minutes

Same period last year	NSW (this period)
4,377	
8 minutes	9 minutes
18 minutes	29 minutes
5,824	
19 minutes	23 minutes
51 minutes	83 minutes
7,125	
28 minutes	30 minutes
79 minutes	121 minutes
2,180	
31 minutes	26 minutes
110 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 22,432 patients

Percentage of patients who spent four hours or less in the ED  60.3%

Same period last year	Change since one year ago
20,111	11.5%
59.3%	

* 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.

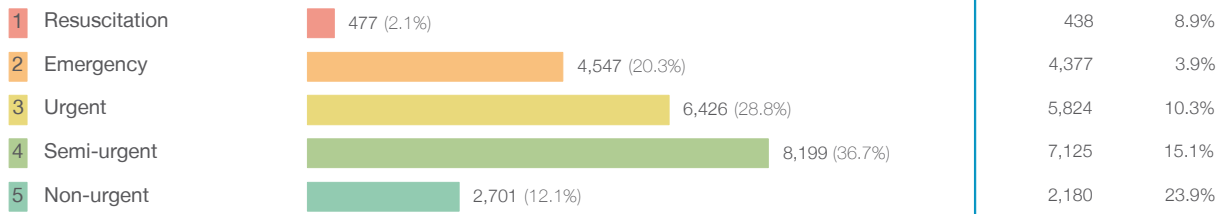
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

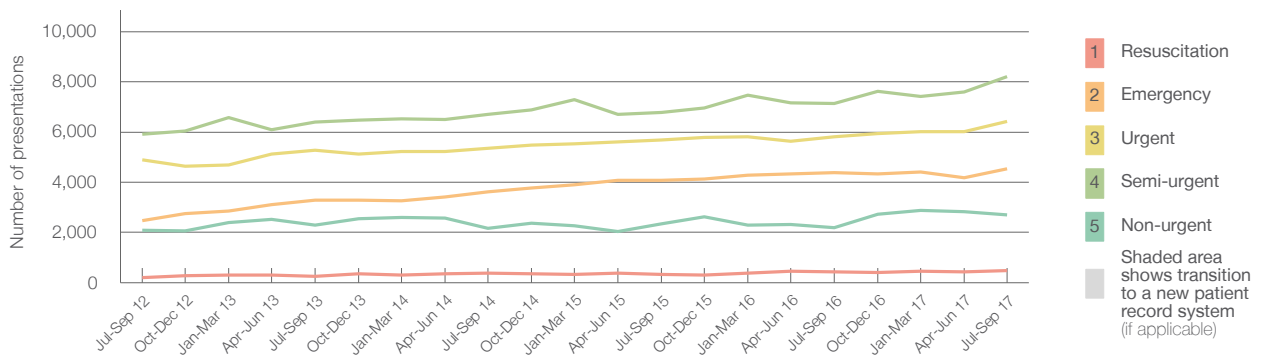
Royal North Shore Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 22,438 patients

Emergency presentations² by triage category: 22,350 patients



Emergency presentations² by quarter, July 2012 to September 2017 †

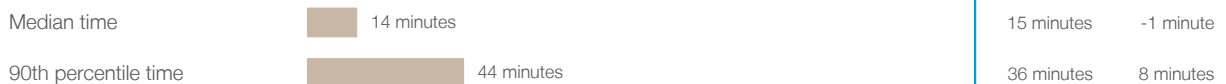


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	209	253	368	320	438	477
Emergency	2,480	3,287	3,625	4,069	4,377	4,547
Urgent	4,897	5,268	5,343	5,689	5,824	6,426
Semi-urgent	5,925	6,404	6,700	6,779	7,125	8,199
Non-urgent	2,099	2,291	2,168	2,333	2,180	2,701
All emergency presentations	15,610	17,503	18,204	19,190	19,944	22,350

Royal North Shore Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,978 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 4,547

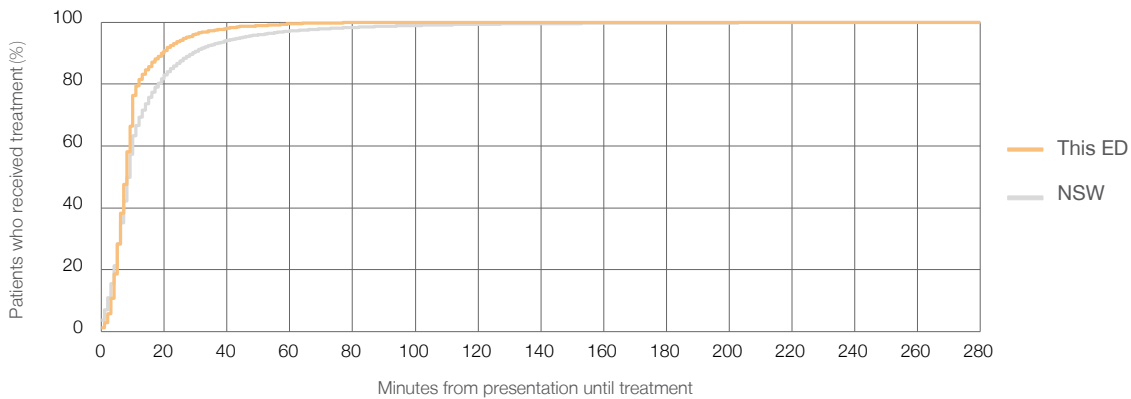
Number of triage 2 patients used to calculate waiting time:³ 4,525

Median time to start treatment⁴ 8 minutes

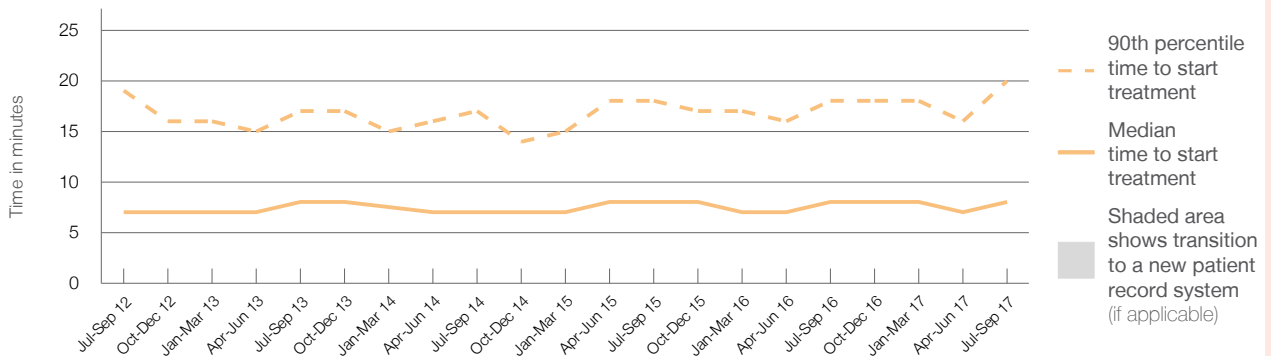
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
4,377	4,362
8 minutes	9 minutes
18 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	8	7	8	8	8
90th percentile time to start treatment ⁵ (minutes)	19	17	17	18	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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 6,426

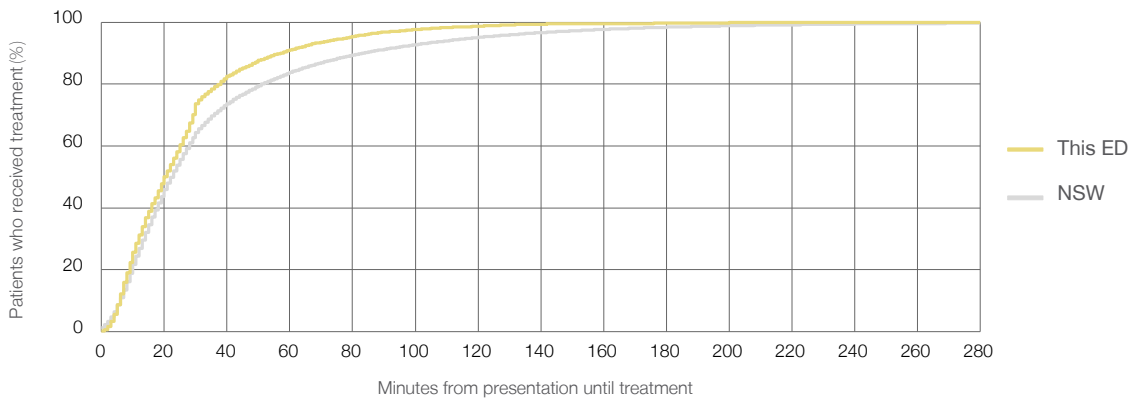
Number of triage 3 patients used to calculate waiting time:³ 6,328

Median time to start treatment⁴ 20 minutes

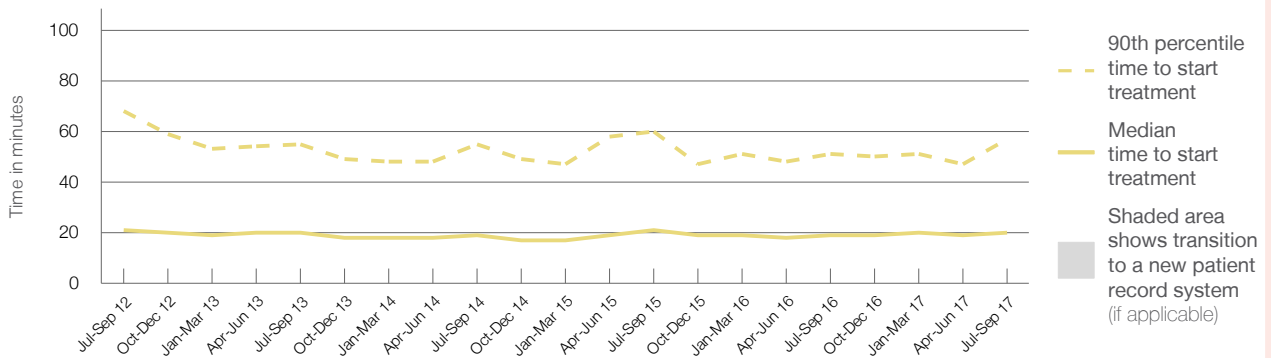
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
5,824	
5,749	
19 minutes	23 minutes
51 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	20	19	21	19	20
90th percentile time to start treatment ⁵ (minutes)	68	55	55	60	51	57

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 8,199

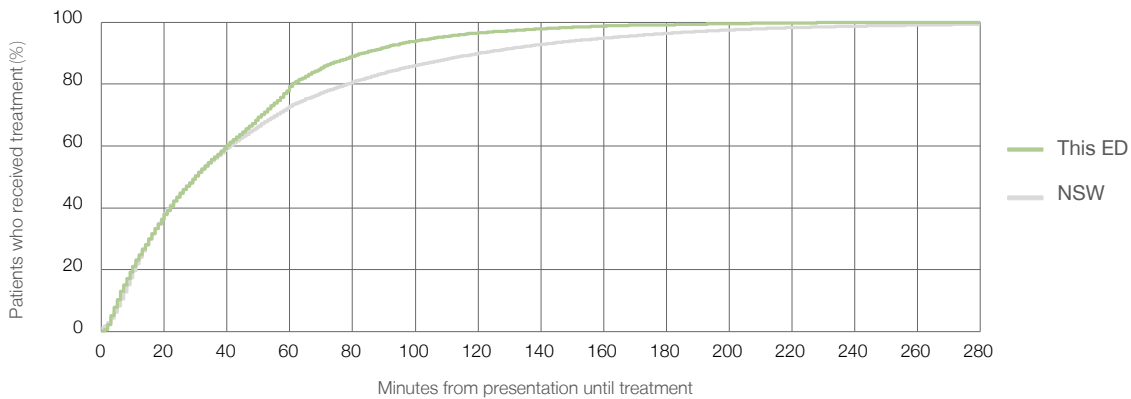
Number of triage 4 patients used to calculate waiting time:³ 7,924

Median time to start treatment⁴ 30 minutes

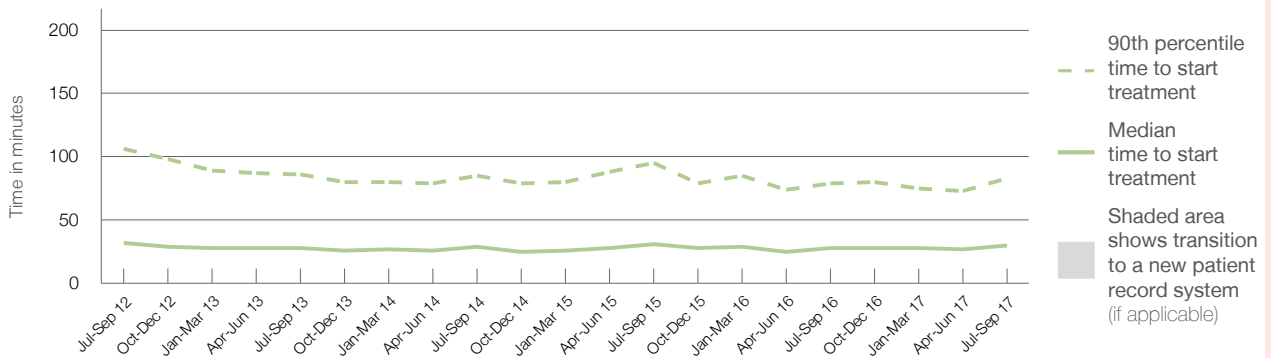
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
7,125	6,888
28 minutes	30 minutes
79 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	28	29	31	28	30
90th percentile time to start treatment ⁵ (minutes)	106	86	85	95	79	83

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 2,701

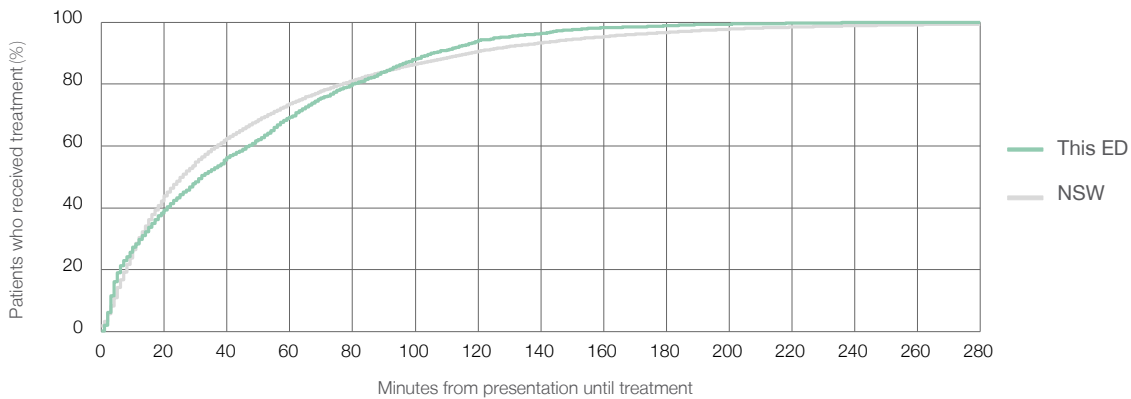
Number of triage 5 patients used to calculate waiting time:³ 2,413

Median time to start treatment⁴ 32 minutes

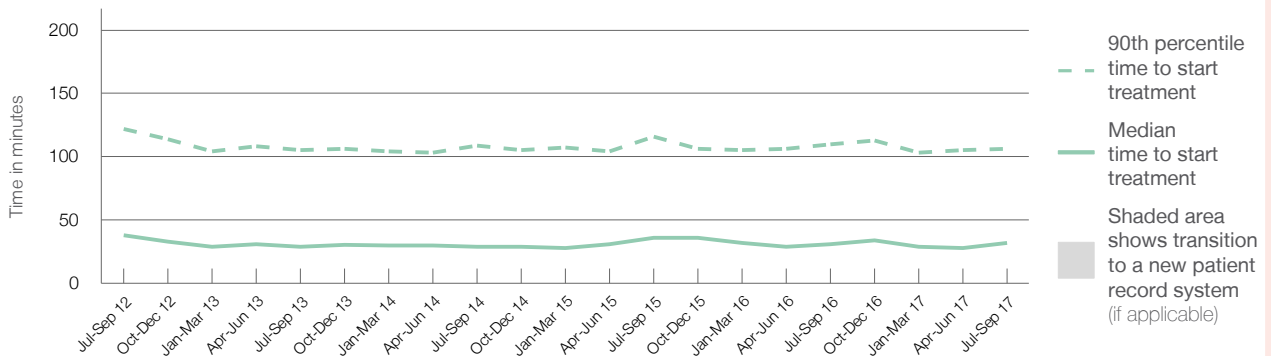
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
2,180	1,951
31 minutes	26 minutes
110 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	38	29	29	36	31	32
90th percentile time to start treatment ⁵ (minutes)	122	105	109	116	110	106

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

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

Royal North Shore Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 22,438 patients

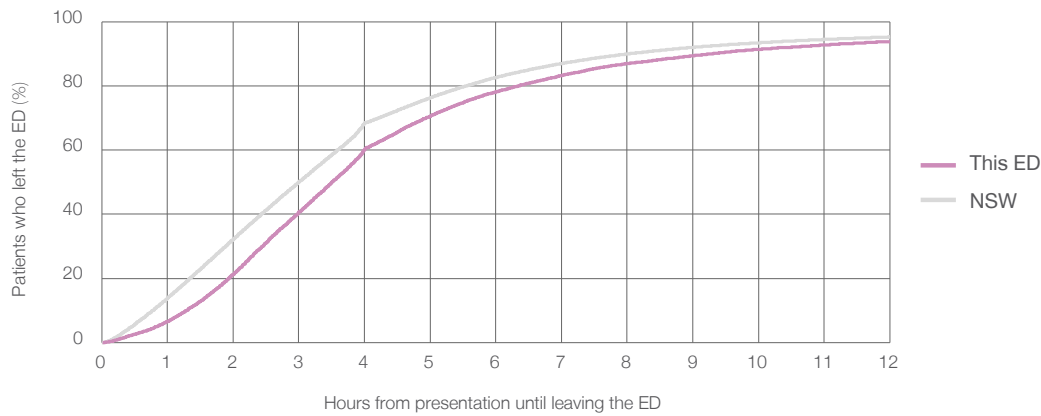
Presentations used to calculate time to leaving the ED:⁶ 22,432 patients

Median time spent in the ED⁸ 3 hours and 31 minutes

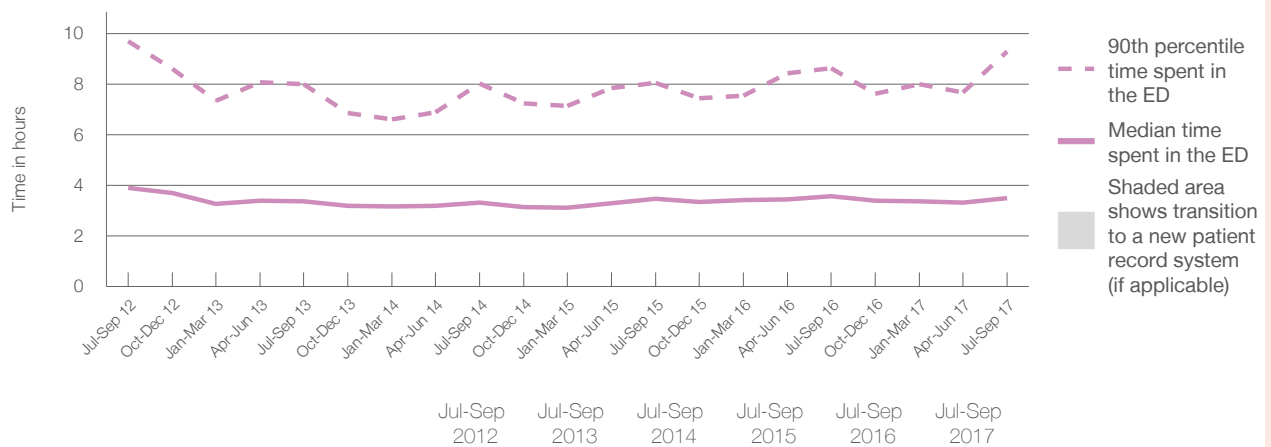
90th percentile time spent in the ED⁹ 9 hours and 18 minutes

Same period last year	NSW (this period)
20,111	20,111
3 hours and 34 minutes	3 hours and 0 minutes
8 hours and 38 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 55m	3h 22m	3h 20m	3h 29m	3h 34m	3h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 41m	8h 0m	8h 2m	8h 3m	8h 38m	9h 18m

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

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

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

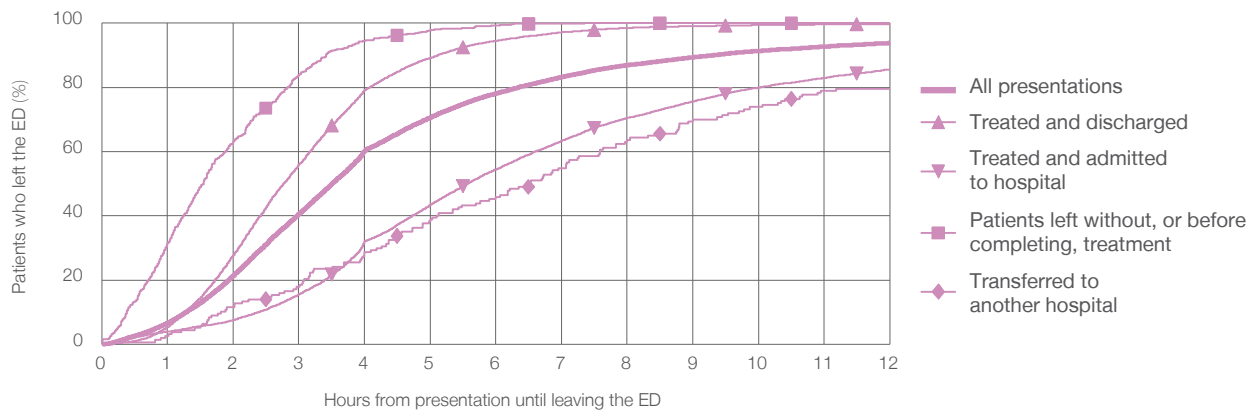
All presentations:¹ 22,438 patients

Presentations used to calculate time to leaving the ED:⁶ 22,432 patients

Treated and discharged	12,155 (54.2%)
Treated and admitted to hospital	9,121 (40.6%)
Patient left without, or before completing, treatment	613 (2.7%)
Transferred to another hospital	157 (0.7%)
Other	392 (1.7%)

Same period last year	Change since one year ago
20,111	11.5%
10,786	12.7%
8,368	9.0%
478	28.2%
138	13.8%
341	15.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.4%	27.8%	56.0%	79.1%	94.6%	98.5%	99.4%	99.7%
Treated and admitted to hospital	4.0%	7.5%	15.6%	32.0%	54.5%	70.5%	80.0%	85.6%
Patient left without, or before completing, treatment	31.5%	63.3%	84.0%	94.5%	99.3%	100%	100%	100%
Transferred to another hospital	2.5%	11.5%	17.8%	28.7%	45.9%	63.7%	73.9%	79.6%
All presentations	6.6%	21.4%	40.7%	60.3%	78.1%	87.0%	91.4%	93.8%

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

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

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

All presentations at the emergency department:¹ 22,438 patients

Presentations used to calculate time to leaving the ED:⁶ 22,432 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: ¹	20,111	11.6%
Presentations used to calculate time to leaving the ED: ⁶	20,111	11.5%
Percentage of patients who spent four hours or less in the ED	59.3%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	51.3%	61.6%	64.4%	60.7%	59.3%	60.3%

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

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

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

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

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

Ryde Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,454 patients
Emergency presentations:² 7,361 patients

Same period last year	Change since one year ago
6,480	15.0%
6,423	14.6%

Ryde Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,027 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,782 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,177 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 330 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
857	
7 minutes	9 minutes
12 minutes	29 minutes
2,666	
14 minutes	23 minutes
35 minutes	83 minutes
2,694	
15 minutes	30 minutes
71 minutes	121 minutes
172	
23 minutes	26 minutes
98 minutes	118 minutes

Ryde Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,451 patients

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

Same period last year	Change since one year ago
6,479	15.0%
82.1%	

* 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.

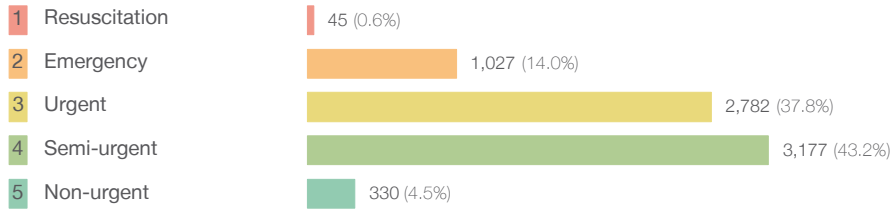
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

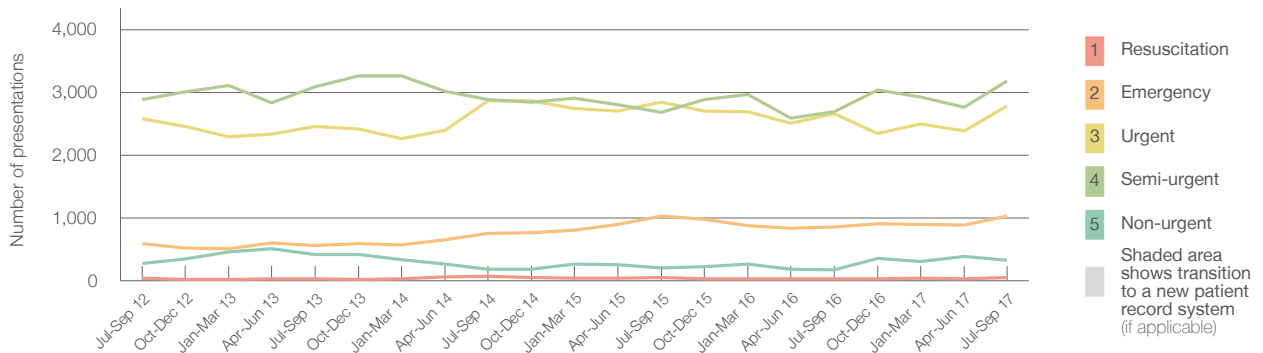
All presentations:¹ 7,454 patients

Emergency presentations² by triage category: 7,361 patients



Same period last year	Change since one year ago
6,480	15.0%
6,423	14.6%
34	32.4%
857	19.8%
2,666	4.4%
2,694	17.9%
172	91.9%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	43	30	68	48	34	45
Emergency	592	558	750	1,034	857	1,027
Urgent	2,579	2,457	2,868	2,844	2,666	2,782
Semi-urgent	2,889	3,091	2,886	2,686	2,694	3,177
Non-urgent	276	417	180	201	172	330
All emergency presentations	6,379	6,553	6,752	6,813	6,423	7,361

Ryde Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,775 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,615	
10 minutes	0 minutes
20 minutes	2 minutes

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

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

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

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

Number of triage 2 patients: 1,027

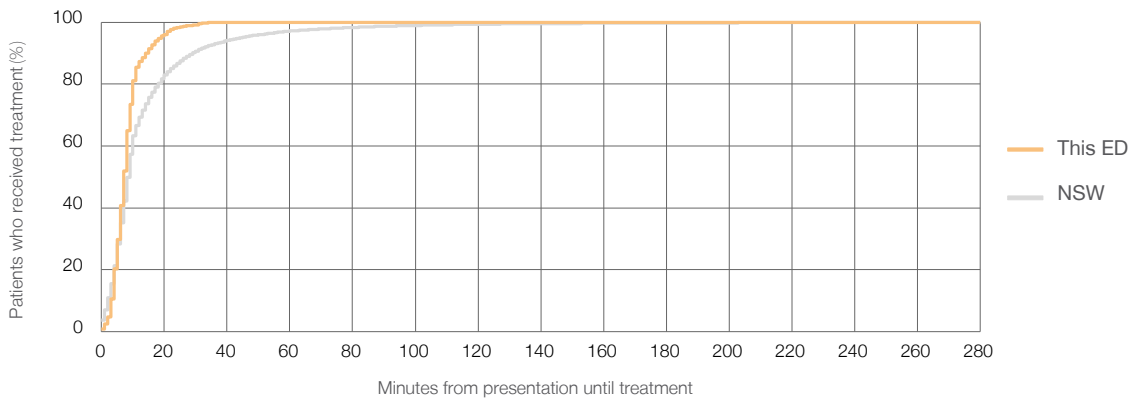
Number of triage 2 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ ■ 7 minutes

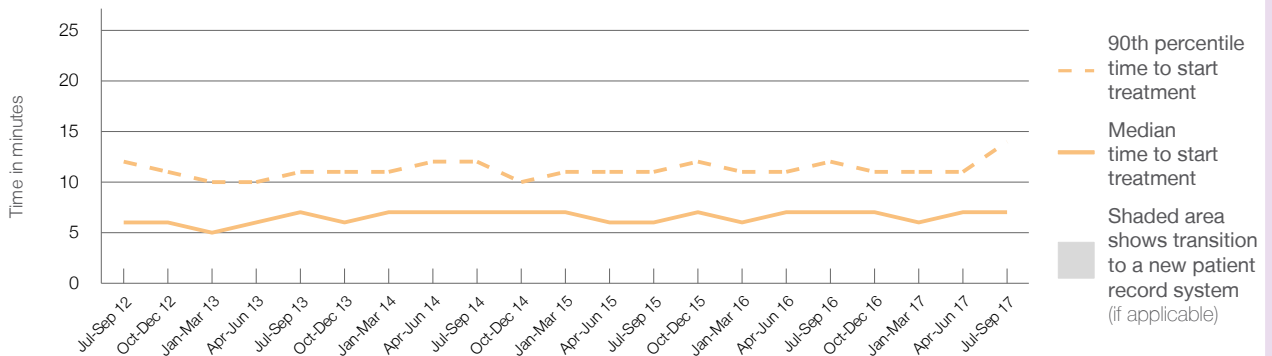
90th percentile time to start treatment⁵ ■ 14 minutes

Same period last year	NSW (this period)
857	
853	
7 minutes	9 minutes
12 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	7	7	6	7	7
90th percentile time to start treatment ⁵ (minutes)	12	11	12	11	12	14

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

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

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

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

Number of triage 3 patients: 2,782

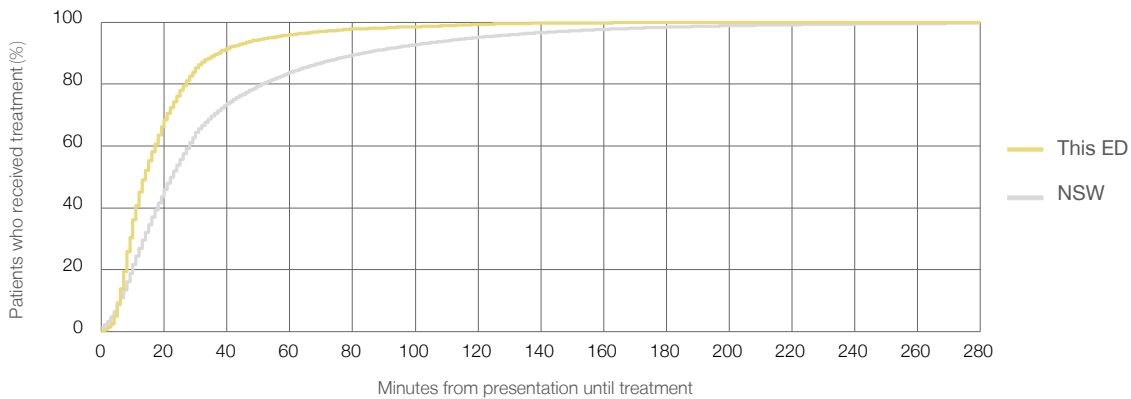
Number of triage 3 patients used to calculate waiting time:³ 2,759

Median time to start treatment⁴ 14 minutes

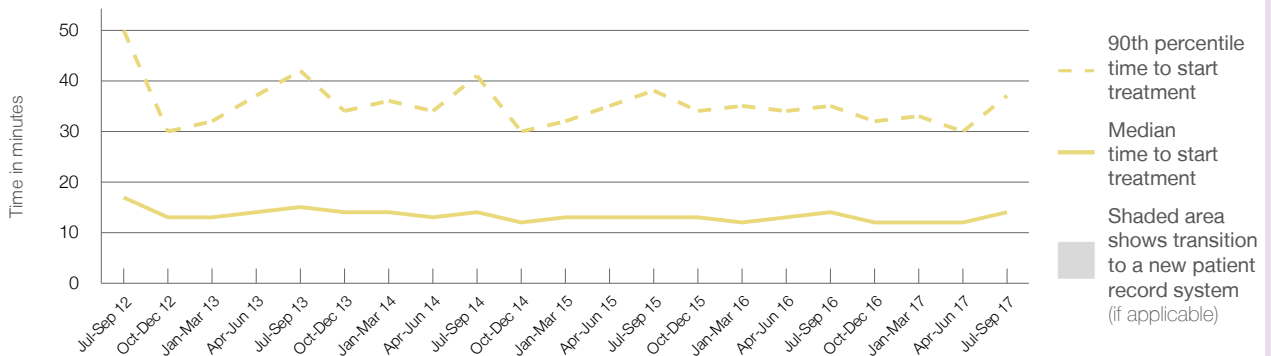
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
2,666	
2,646	
14 minutes	23 minutes
35 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	15	14	13	14	14
90th percentile time to start treatment ⁵ (minutes)	50	42	41	38	35	37

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

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

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

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

Number of triage 4 patients: 3,177

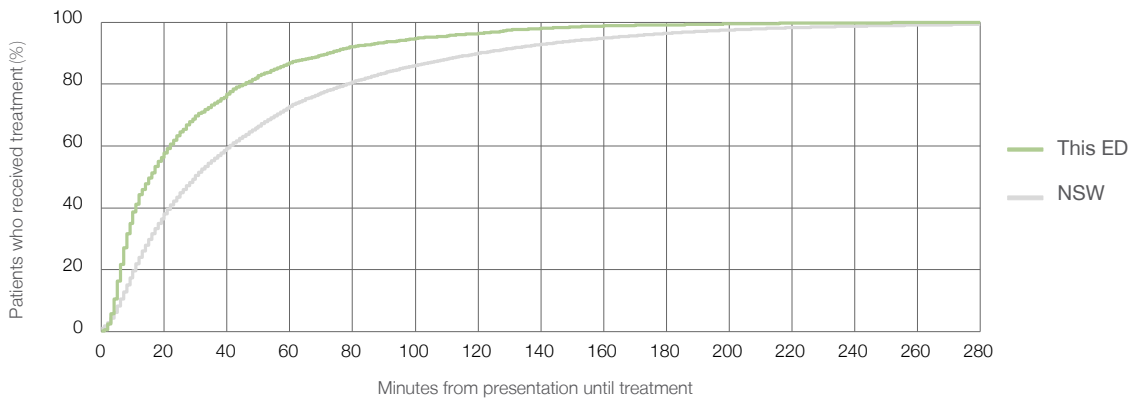
Number of triage 4 patients used to calculate waiting time:³ 3,078

Median time to start treatment⁴ 16 minutes

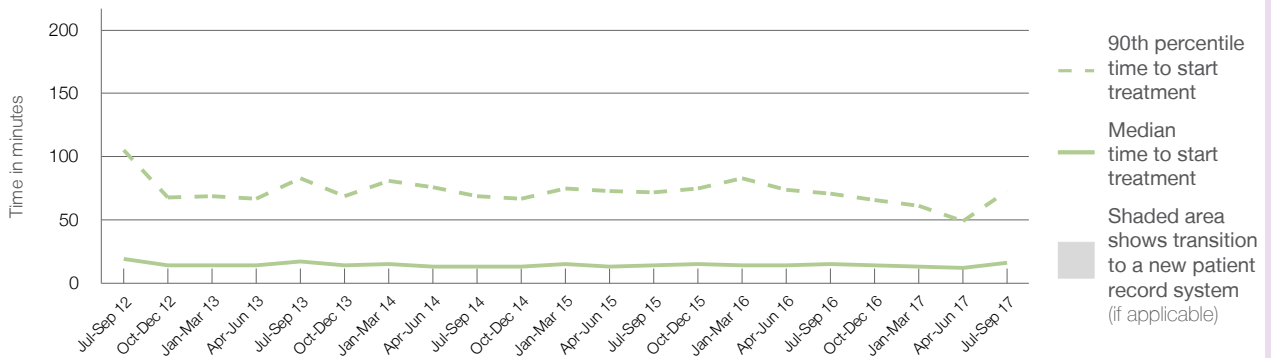
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
2,694	
2,606	
15 minutes	30 minutes
71 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	17	13	14	15	16
90th percentile time to start treatment ⁵ (minutes)	105	83	69	72	71	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.

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

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

Number of triage 5 patients: 330

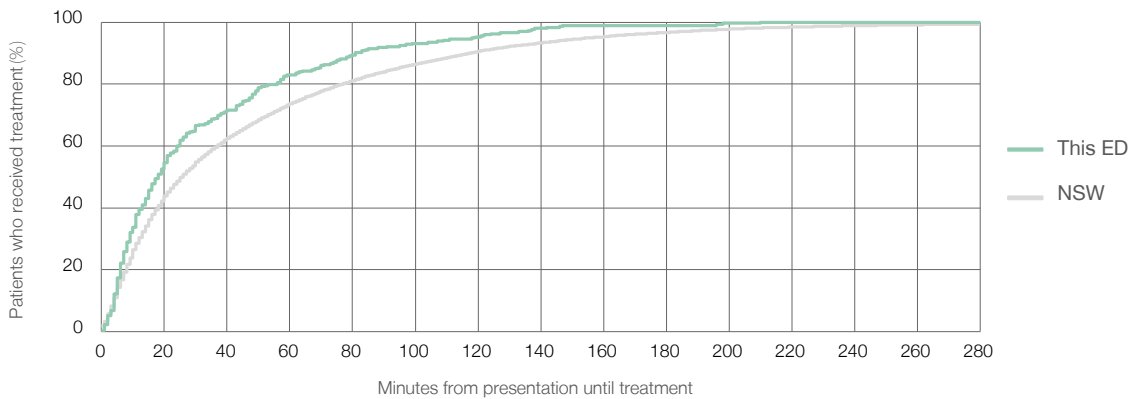
Number of triage 5 patients used to calculate waiting time:³ 293

Median time to start treatment⁴ 18 minutes

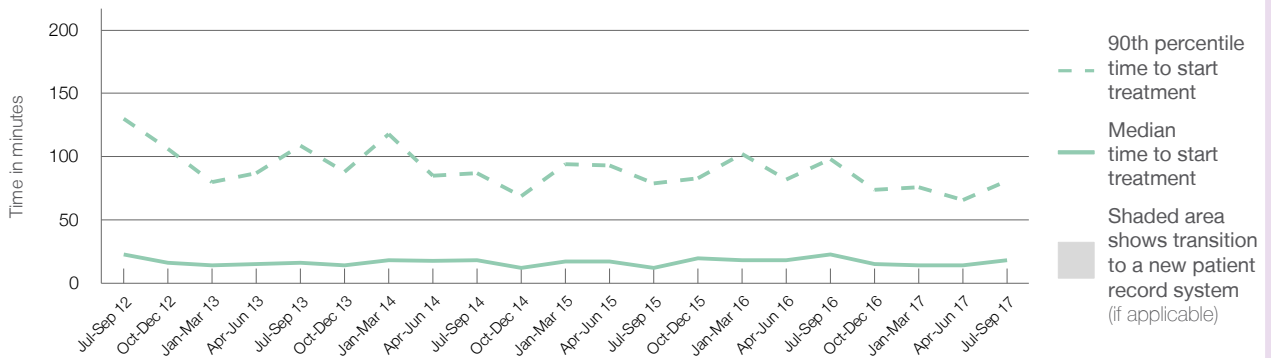
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
172	
153	
23 minutes	26 minutes
98 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	16	18	12	23	18
90th percentile time to start treatment ⁵ (minutes)	130	109	87	79	98	81

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

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

Ryde Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,454 patients

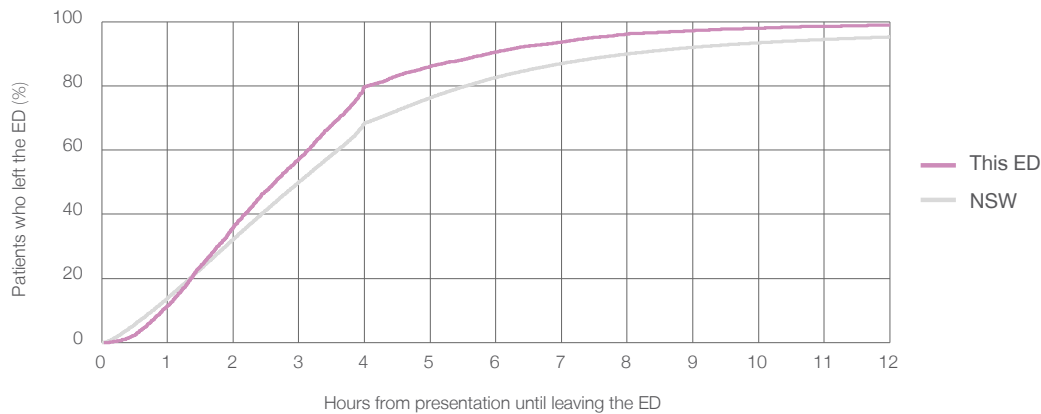
Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

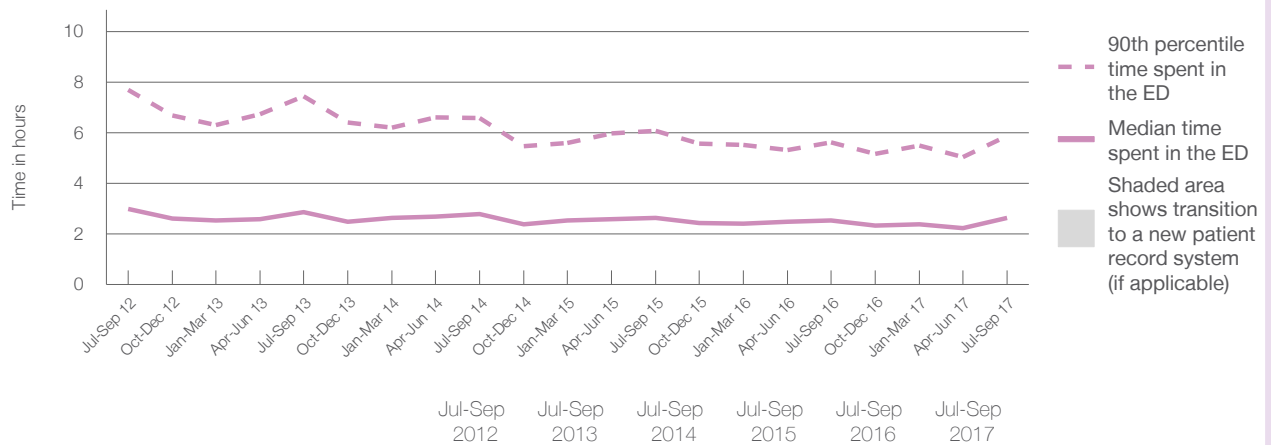
90th percentile time spent in the ED⁹ 5 hours and 53 minutes

Same period last year	NSW (this period)
6,480	
6,479	
2 hours and 33 minutes	3 hours and 0 minutes
5 hours and 38 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 42m	7h 27m	6h 35m	6h 5m	5h 38m	5h 53m

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

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

Ryde Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

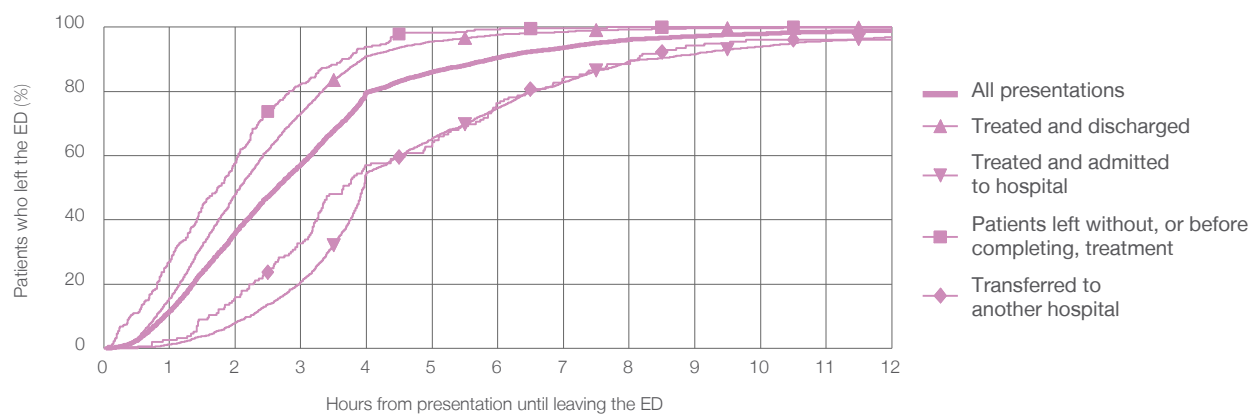
All presentations:¹ 7,454 patients

Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

Treated and discharged	4,804 (64.4%)
Treated and admitted to hospital	2,196 (29.5%)
Patient left without, or before completing, treatment	282 (3.8%)
Transferred to another hospital	156 (2.1%)
Other	16 (0.2%)

Same period last year	Change since one year ago
6,479	15.0%
4,025	19.4%
2,065	6.3%
238	18.5%
147	6.1%
5	220.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.6%	48.1%	73.2%	91.0%	97.6%	99.3%	99.7%	99.9%
Treated and admitted to hospital	1.1%	8.0%	20.6%	54.7%	74.9%	89.4%	93.9%	96.8%
Patient left without, or before completing, treatment	27.0%	57.8%	82.3%	94.0%	99.3%	100%	100%	100%
Transferred to another hospital	2.6%	16.0%	32.7%	57.1%	76.3%	88.5%	96.2%	96.2%
All presentations	11.6%	36.0%	57.2%	79.7%	90.6%	96.2%	98.0%	98.9%

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

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

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

All presentations at the emergency department:¹ 7,454 patients

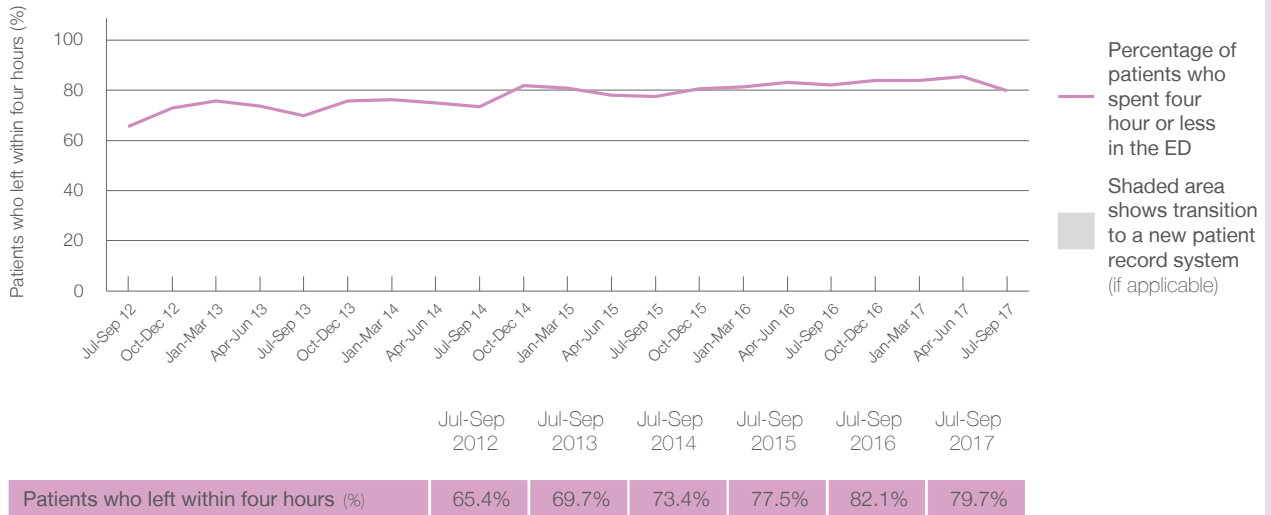
Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,480	15.0%
Presentations used to calculate time to leaving the ED	6,479	15.0%
Percentage of patients who spent four hours or less in the ED	82.1%	

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



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

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

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

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

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

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

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