

Healthcare Quarterly

Performance Profiles

Emergency Department

Northern Sydney Local Health District

January to March 2018

Hornsby Ku-ring-gai Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 9,969 patients

Emergency presentations:² 9,907 patients

Same period last year	Change since one year ago
9,655	3%
9,594	3%

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,463 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,227 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,552 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,630 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
1,282	
5 minutes	8 minutes
10 minutes	23 minutes
2,224	
14 minutes	20 minutes
42 minutes	65 minutes
4,380	
17 minutes	25 minutes
71 minutes	98 minutes
1,672	
15 minutes	22 minutes
83 minutes	97 minutes

Hornsby Ku-ring-gai Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 9,969 patients

Percentage of patients who spent four hours or less in the ED 79%

Same period last year	Change since one year ago
9,655	3%
80%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Hornsby Ku-ring-gai Hospital: Patients presenting to the emergency department

January to March 2018

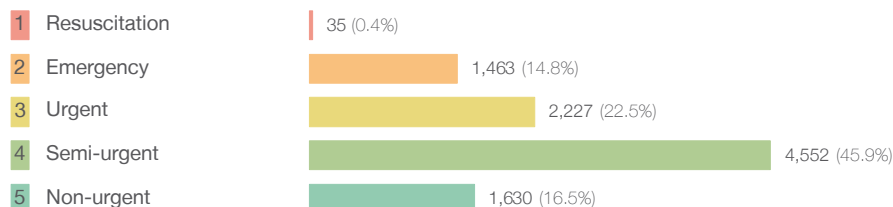
All presentations:¹ 9,969 patients

Same period last year
Change since one year ago

9,655 3%

Emergency presentations² by triage category: 9,907 patients

9,594 3%



36 -2.8%

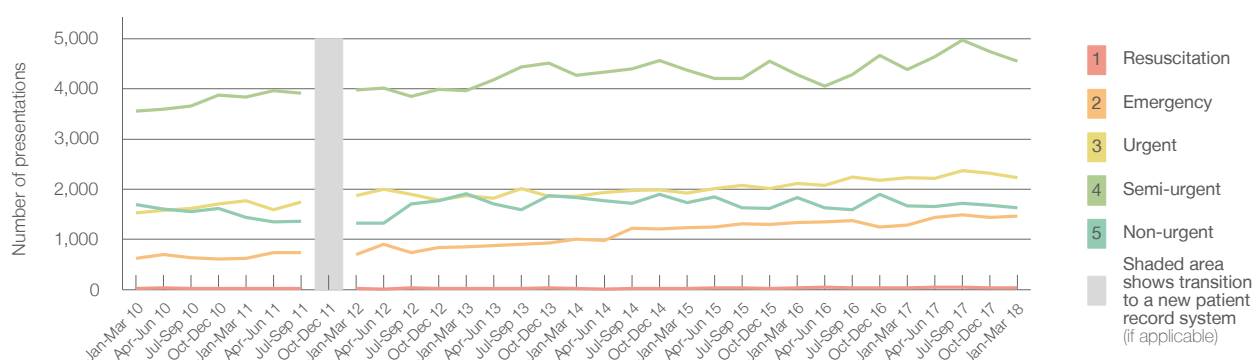
1,282 14.1%

2,224 0.1%

4,380 3.9%

1,672 -2.5%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	30	23	23	25	24	21	32	36	35
Emergency	628	621	695	854	1,003	1,241	1,332	1,282	1,463
Urgent	1,524	1,775	1,868	1,872	1,865	1,930	2,121	2,224	2,227
Semi-urgent	3,551	3,834	3,973	3,965	4,274	4,375	4,280	4,380	4,552
Non-urgent	1,689	1,445	1,323	1,908	1,839	1,736	1,830	1,672	1,630
All emergency presentations	7,422	7,698	7,882	8,624	9,005	9,303	9,595	9,594	9,907

Hornsby Ku-ring-gai Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: [‡] 1,966 patients

Same period last year
Change since one year ago

1,904

ED Transfer of care time

Median time 11 minutes

11 minutes 0 minutes

90th percentile time 22 minutes

21 minutes 1 minute

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

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

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,463

Number of triage 2 patients used to calculate waiting time: ³ 1,463

Median time to start treatment ⁴

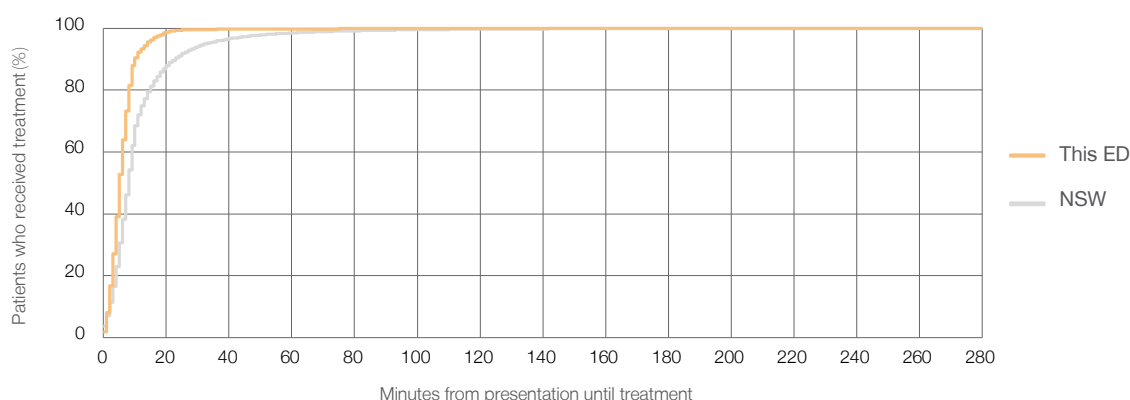
5 minutes

90th percentile time to start treatment ⁵

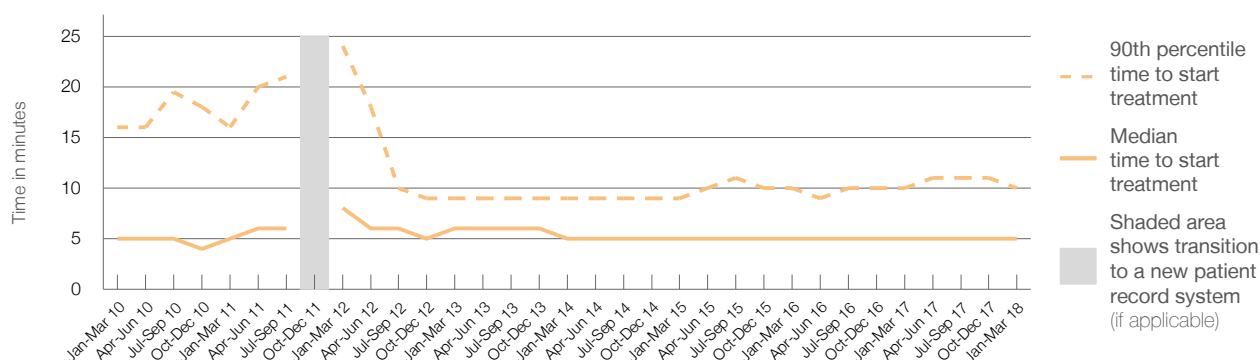
10 minutes

Same period last year	NSW (this period)
1,282	
1,279	
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	5	8	6	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	16	16	24	9	9	9	10	10	10

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

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

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 2,227

Number of triage 3 patients used to calculate waiting time:³ 2,217

Median time to start treatment⁴

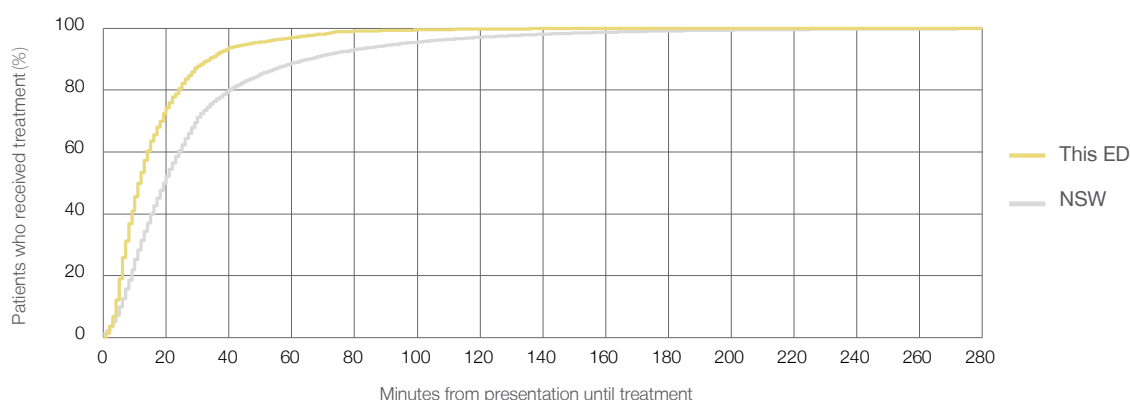
12 minutes

90th percentile time to start treatment⁵

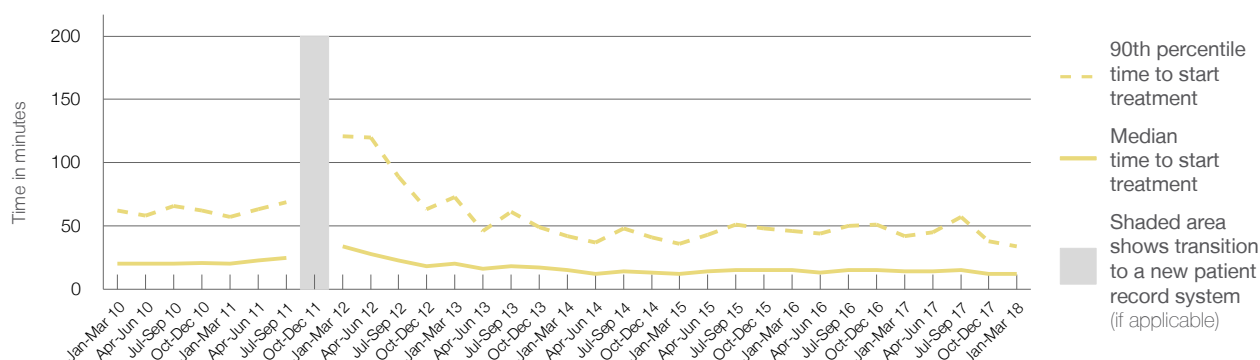
34 minutes

Same period last year	NSW (this period)
2,224	
2,209	
14 minutes	20 minutes
42 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	20	20	34	20	15	12	15	14	12
90th percentile time to start treatment ⁵ (minutes)	62	57	121	73	42	36	46	42	34

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Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 4,552

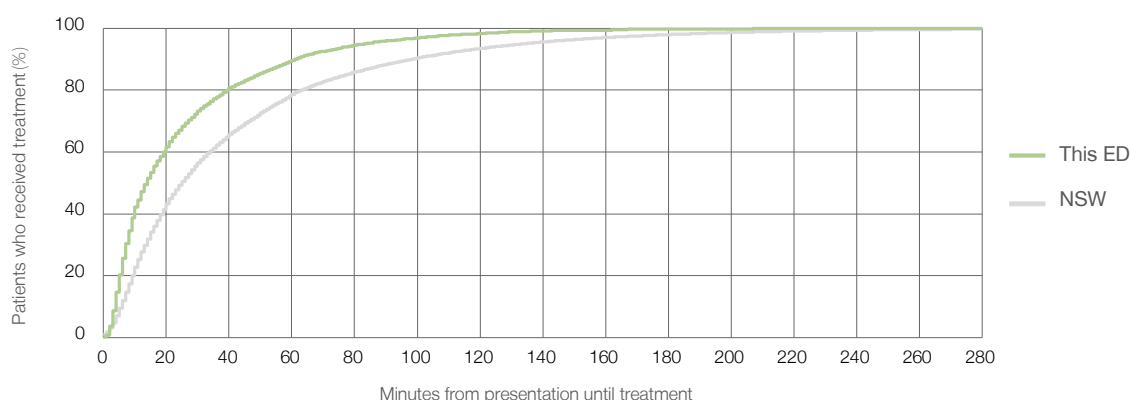
Number of triage 4 patients used to calculate waiting time:³ 4,444

Median time to start treatment⁴ 14 minutes

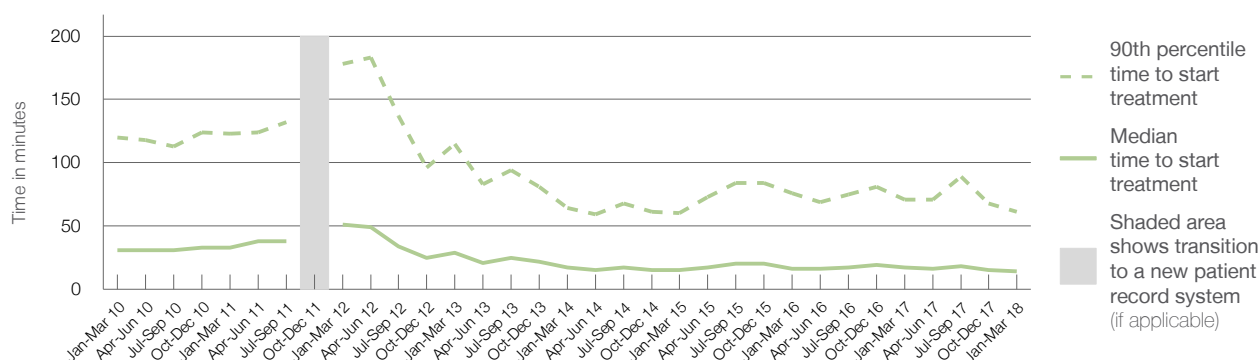
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
4,380	
4,257	
17 minutes	25 minutes
71 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	31	33	51	29	17	15	16	17	14
90th percentile time to start treatment ⁵ (minutes)	120	123	178	115	64	60	76	71	61

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

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,630

Number of triage 5 patients used to calculate waiting time: ³ 1,546

Median time to start treatment ⁴

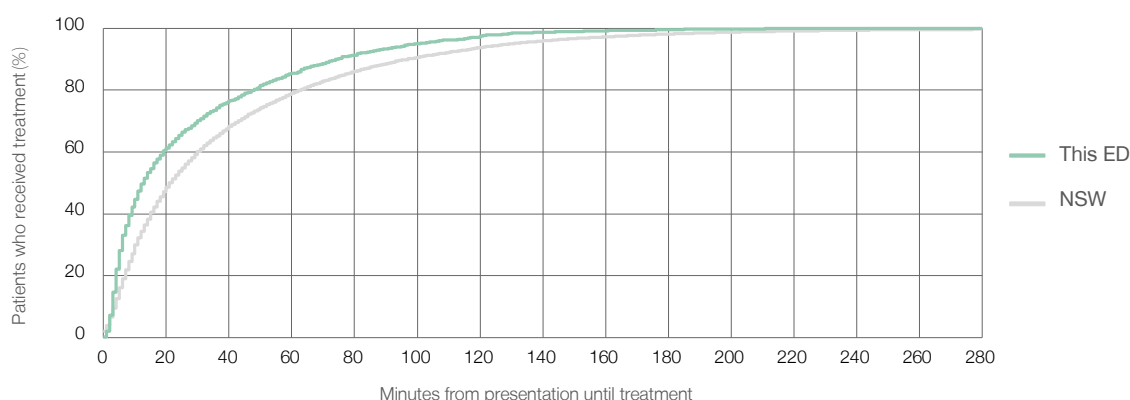
13 minutes

90th percentile time to start treatment ⁵

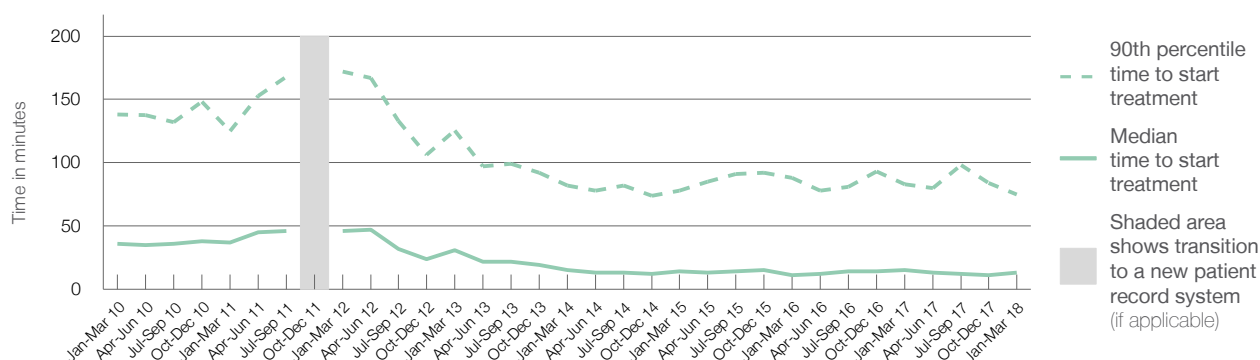
75 minutes

Same period last year	NSW (this period)
1,672	
1,587	
15 minutes	22 minutes
83 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	36	37	46	31	15	14	11	15	13
90th percentile time to start treatment ⁵ (minutes)	138	125	172	126	82	78	88	83	75

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Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 9,969 patients

Presentations used to calculate time to leaving the ED:⁶ 9,969 patients

Median time spent in the ED⁸

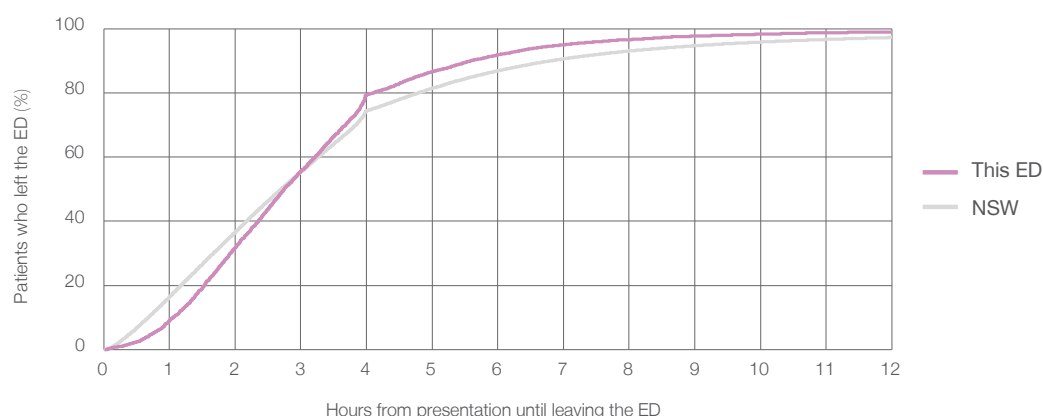
2 hours and 45 minutes

90th percentile time spent in the ED⁹

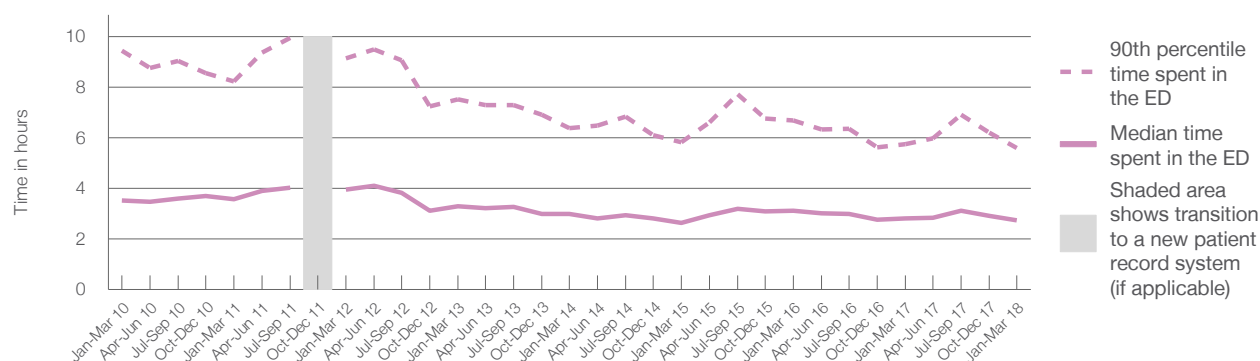
5 hours and 36 minutes

Same period last year	NSW (this period)
9,655	
9,655	
2 hours and 49 minutes	2 hours and 42 minutes
5 hours and 45 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 32m	3h 34m	3h 57m	3h 18m	2h 59m	2h 39m	3h 8m	2h 49m	2h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 26m	8h 14m	9h 8m	7h 32m	6h 23m	5h 49m	6h 41m	5h 45m	5h 36m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Ku-ring-gai Hospital: Time patients spent in the ED

By mode of separation

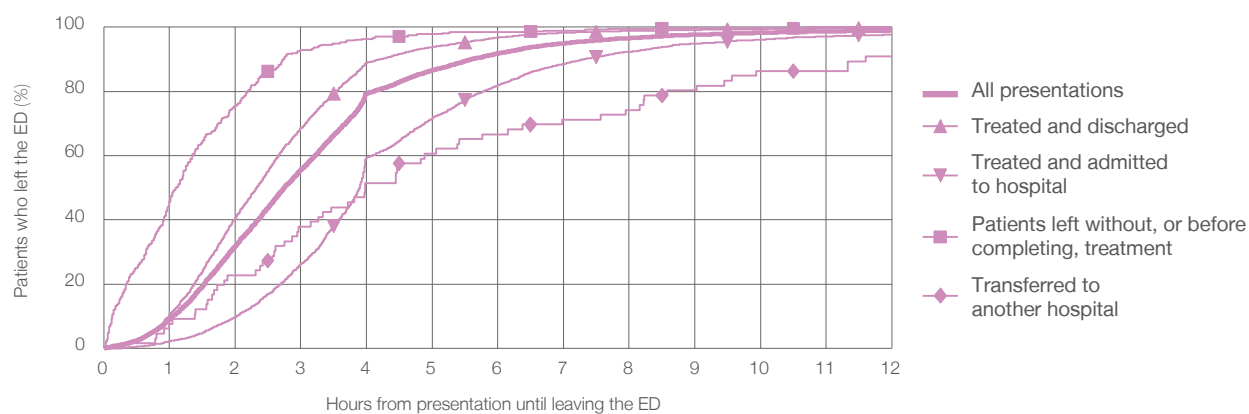
January to March 2018

All presentations:[†] 9,969 patients

Presentations used to calculate time to leaving the ED:[‡] 9,969 patients

		Same period last year	Change since one year ago
Treated and discharged	6,304 (63.2%)	9,655	3%
Treated and admitted to hospital	3,207 (32.2%)	6,036	4.4%
Patient left without, or before completing, treatment	386 (3.9%)	3,120	2.8%
Transferred to another hospital	66 (0.7%)	416	-7.2%
Other	6 (0.1%)	75	-12.0%
		8	-25.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.5%	40.6%	68.5%	88.9%	96.8%	98.8%	99.4%	99.7%
Treated and admitted to hospital	2.2%	9.8%	26.3%	59.3%	81.9%	92.4%	96.1%	97.8%
Patient left without, or before completing, treatment	45.6%	75.6%	93.0%	96.4%	98.4%	99.5%	99.7%	100%
Transferred to another hospital	7.6%	22.7%	37.9%	51.5%	66.7%	74.2%	86.4%	90.9%
All presentations	9.2%	31.9%	55.6%	79.4%	91.8%	96.6%	98.3%	99.0%

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

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

Hornsby Ku-ring-gai Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 9,969 patients

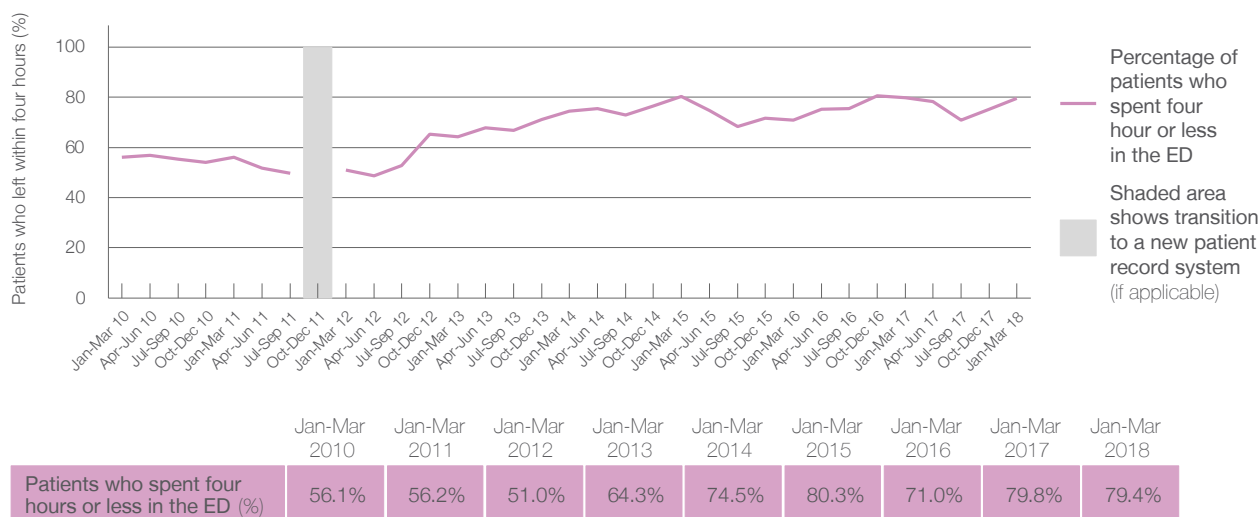
Presentations used to calculate time to leaving the ED: ⁶ 9,969 patients

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



Same period last year	Change since one year ago
9,655	3%
9,655	3%
79.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Manly Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 6,589 patients

Emergency presentations:² 6,523 patients

Same period last year	Change since one year ago
6,461	2%
6,377	2%

Manly Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 943 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,450 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,701 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 394 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
955	
6 minutes	8 minutes
11 minutes	23 minutes
2,355	
12 minutes	20 minutes
33 minutes	65 minutes
2,634	
13 minutes	25 minutes
68 minutes	98 minutes
389	
15 minutes	22 minutes
76 minutes	97 minutes

Manly Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 6,589 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
6,461	2%
85%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

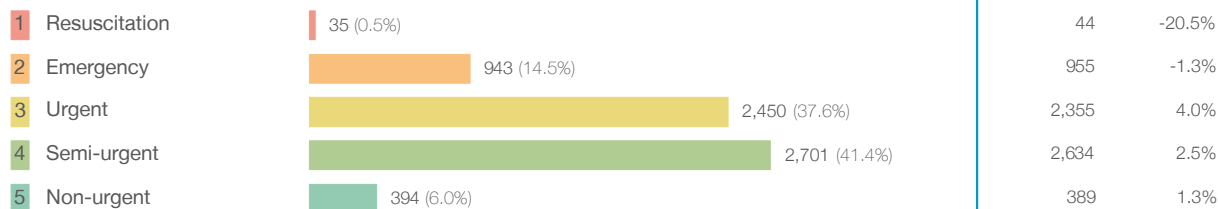
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Manly Hospital: Patients presenting to the emergency department

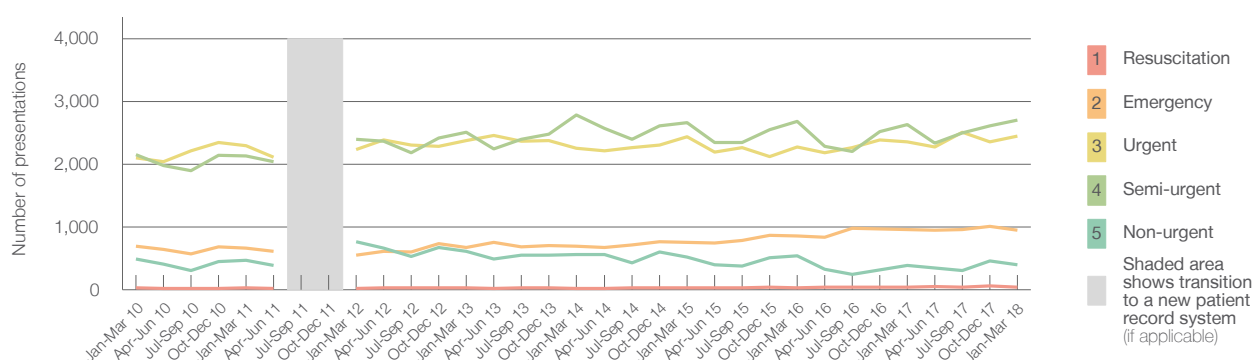
January to March 2018

All presentations:¹ 6,589 patients

Emergency presentations² by triage category: 6,523 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	32	26	22	29	22	33	28	44	35
Emergency	694	666	549	674	691	754	851	955	943
Urgent	2,102	2,299	2,236	2,376	2,255	2,439	2,272	2,355	2,450
Semi-urgent	2,151	2,134	2,398	2,506	2,785	2,665	2,684	2,634	2,701
Non-urgent	486	466	763	614	562	518	539	389	394
All emergency presentations	5,465	5,591	5,968	6,199	6,315	6,409	6,374	6,377	6,523

Manly Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,353 patients

ED Transfer of care time



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

January to March 2018

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

Number of triage 2 patients: 943

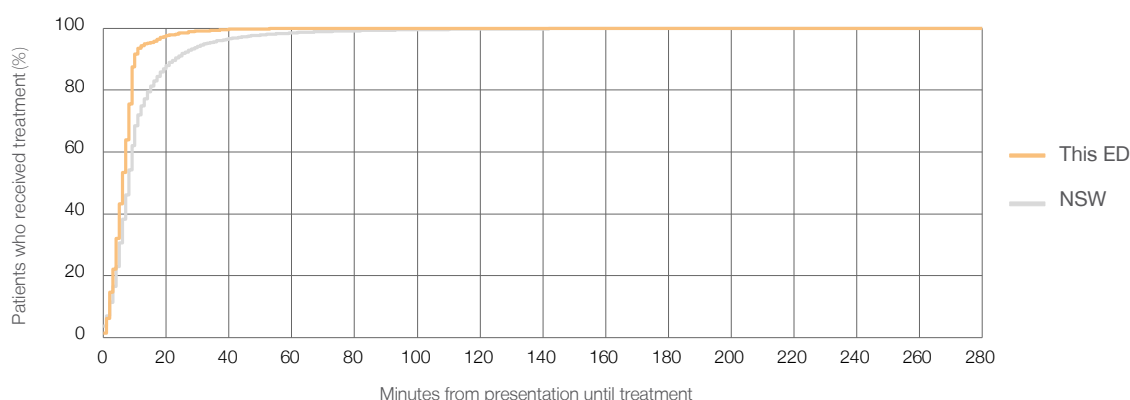
Number of triage 2 patients used to calculate waiting time:³ 941

Median time to start treatment⁴ 6 minutes

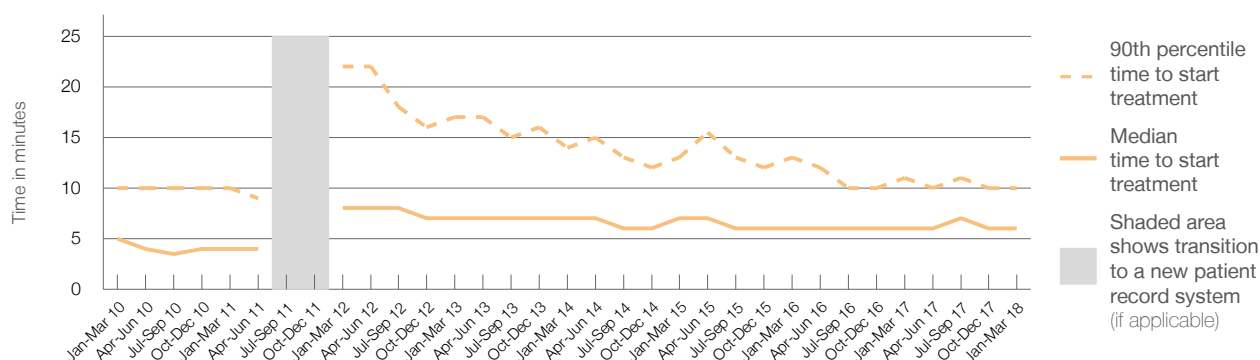
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
955	955
6 minutes	8 minutes
11 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	4	8	7	7	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	10	10	22	17	14	13	13	11	10

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

January to March 2018

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

Number of triage 3 patients: 2,450

Number of triage 3 patients used to calculate waiting time: ³ 2,435

Median time to start treatment ⁴

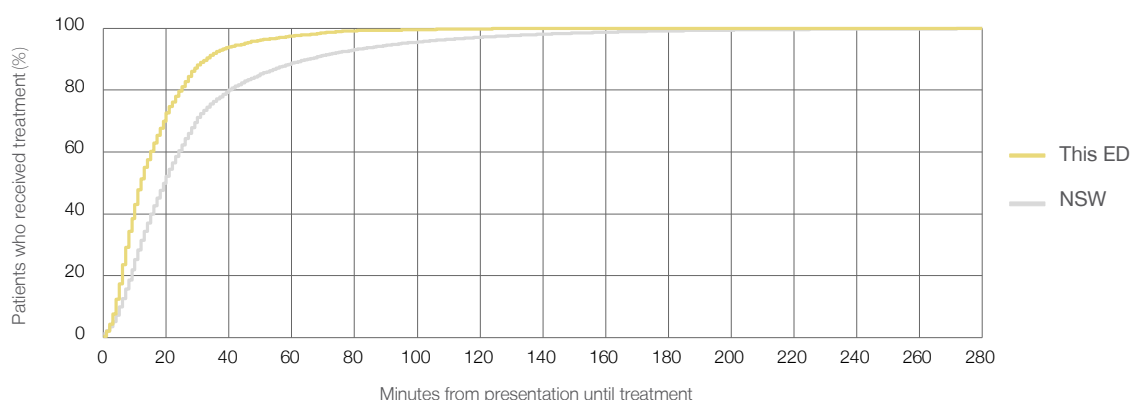
12 minutes

90th percentile time to start treatment ⁵

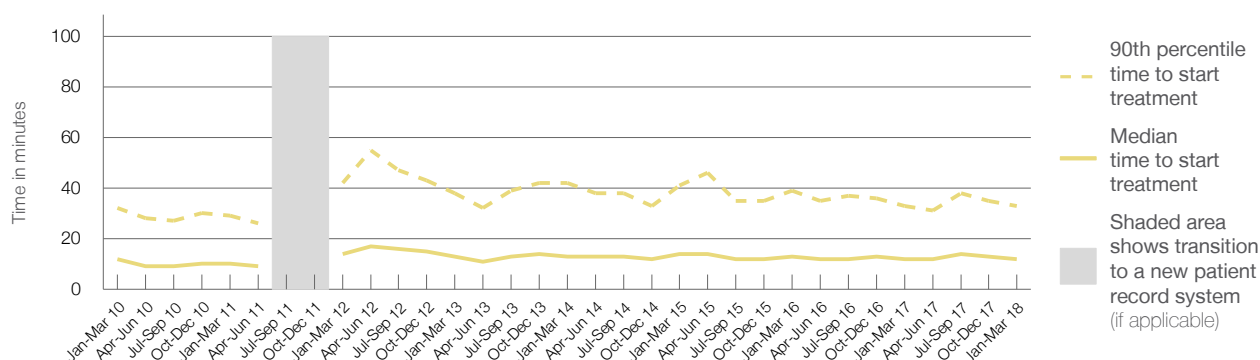
33 minutes

Same period last year	NSW (this period)
2,355	
2,347	
12 minutes	20 minutes
33 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	12	10	14	13	13	14	13	12	12
90th percentile time to start treatment ⁵ (minutes)	32	29	42	38	42	41	39	33	33

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

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

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

January to March 2018

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

Number of triage 4 patients: 2,701

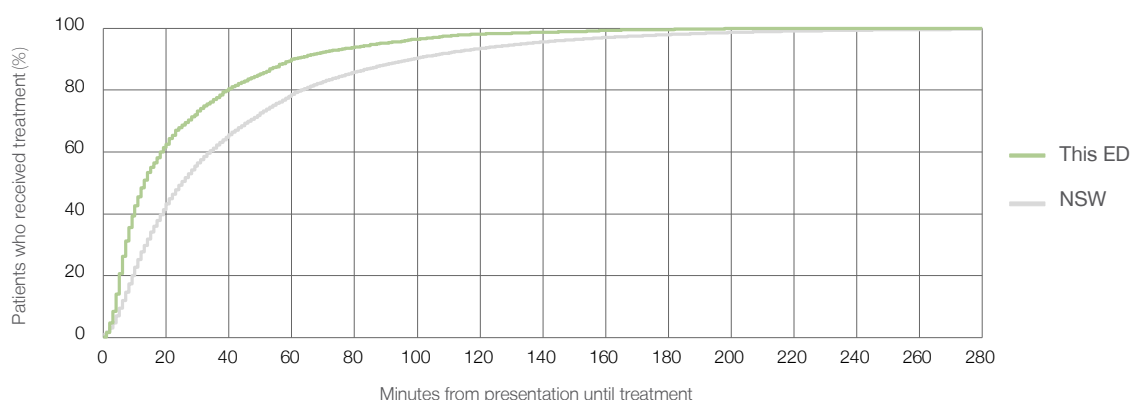
Number of triage 4 patients used to calculate waiting time:³ 2,650

Median time to start treatment⁴ 13 minutes

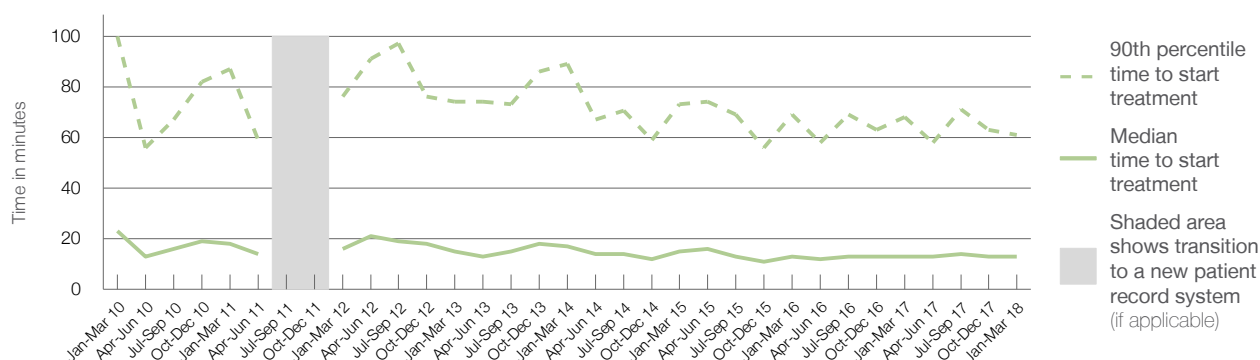
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
2,634	
2,578	
13 minutes	25 minutes
68 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	18	16	15	17	15	13	13	13
90th percentile time to start treatment ⁵ (minutes)	100	87	76	74	89	73	69	68	61

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

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

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

January to March 2018

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

Number of triage 5 patients: 394

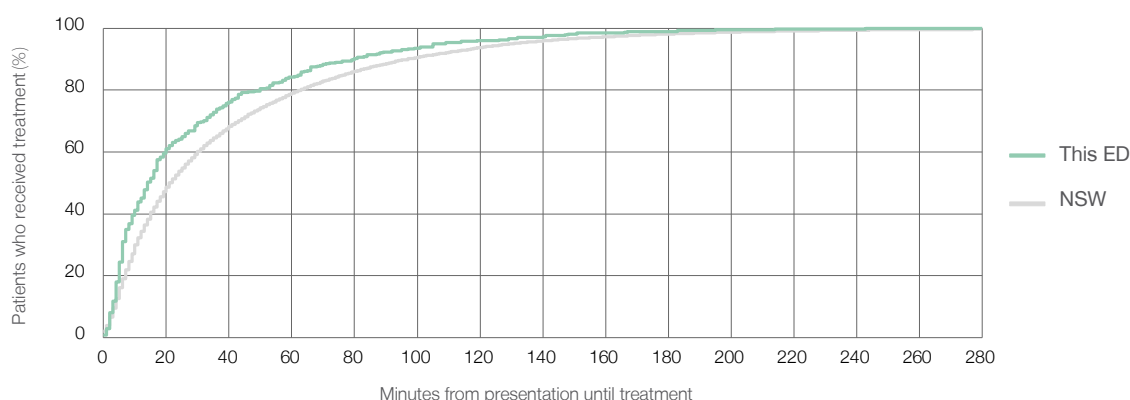
Number of triage 5 patients used to calculate waiting time:³ 374

Median time to start treatment⁴ 14 minutes

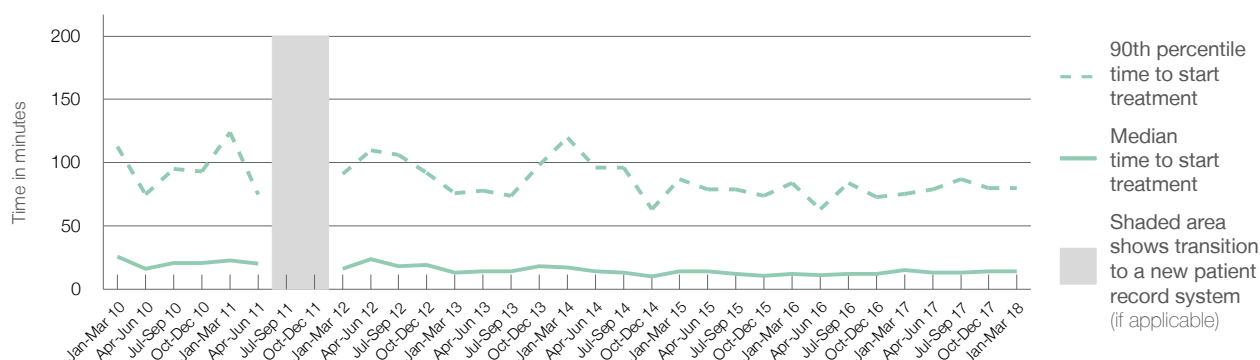
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
389	370
15 minutes	22 minutes
76 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	26	23	16	13	17	14	12	15	14
90th percentile time to start treatment ⁵ (minutes)	113	124	91	76	120	87	84	76	80

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

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

Manly Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 6,589 patients

Presentations used to calculate time to leaving the ED:⁶ 6,589 patients

Median time spent in the ED⁸

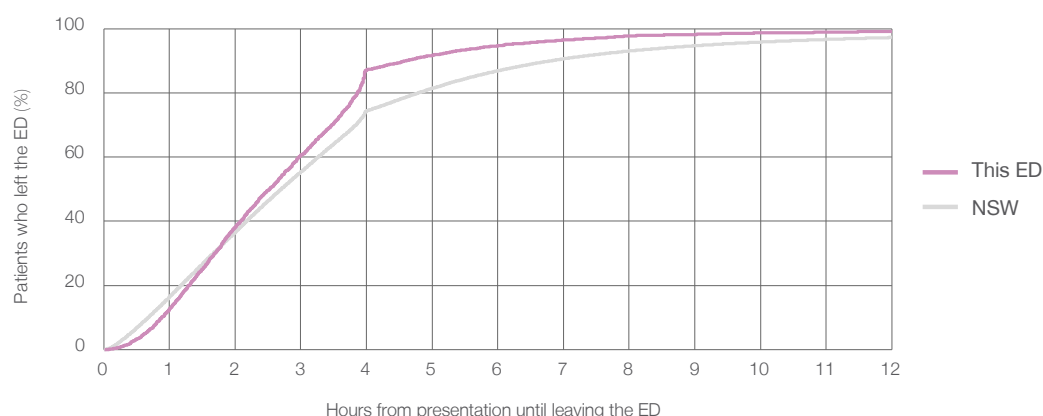
2 hours and 31 minutes

90th percentile time spent in the ED⁹

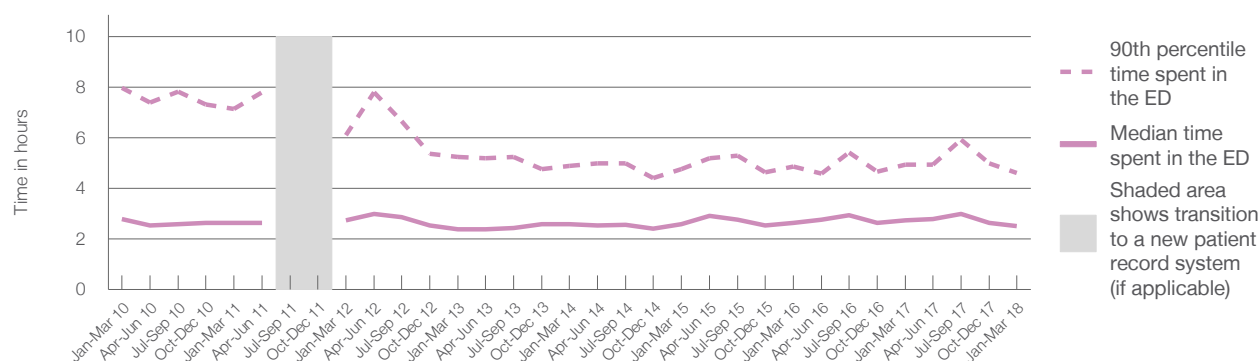
4 hours and 37 minutes

Same period last year	NSW (this period)
6,461	
6,461	
2 hours and 44 minutes	2 hours and 42 minutes
4 hours and 56 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 47m	2h 38m	2h 44m	2h 23m	2h 35m	2h 35m	2h 38m	2h 44m	2h 31m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 59m	7h 9m	6h 6m	5h 15m	4h 54m	4h 46m	4h 52m	4h 56m	4h 37m

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

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

Manly Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

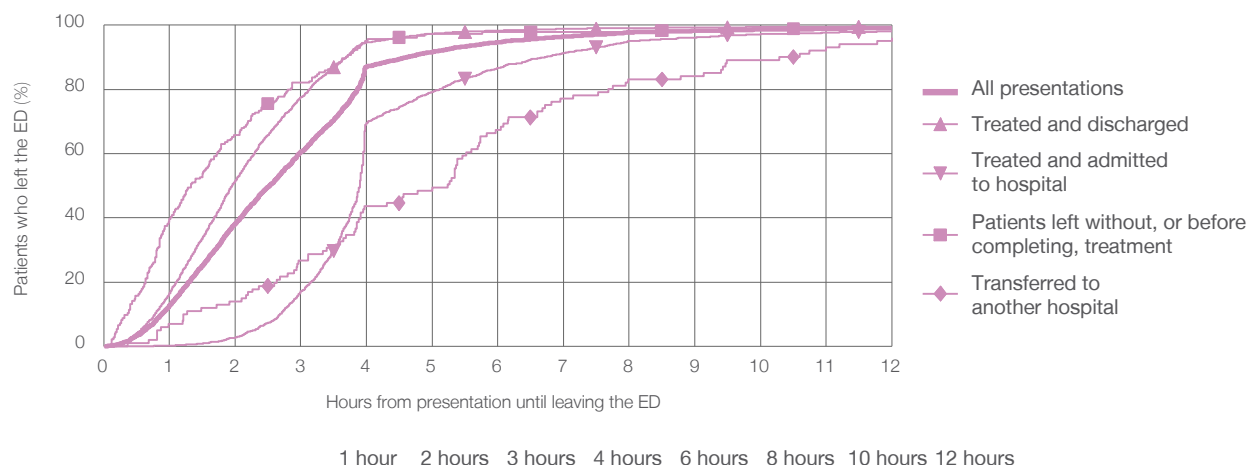
All presentations:[†] 6,589 patients

Presentations used to calculate time to leaving the ED:[‡] 6,589 patients

Treated and discharged	4,515 (68.5%)
Treated and admitted to hospital	1,782 (27.0%)
Patient left without, or before completing, treatment	184 (2.8%)
Transferred to another hospital	101 (1.5%)
Other	7 (0.1%)

Same period last year	Change since one year ago
6,461	2%
4,236	6.6%
1,931	-7.7%
182	1.1%
110	-8.2%
2	250.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.5%	51.6%	77.5%	94.7%	98.3%	99.2%	99.4%	99.6%
Treated and admitted to hospital	0.2%	2.8%	17.1%	69.6%	86.6%	95.1%	97.3%	98.1%
Patient left without, or before completing, treatment	39.7%	65.8%	82.1%	95.1%	97.8%	98.4%	98.9%	99.5%
Transferred to another hospital	6.9%	13.9%	26.7%	43.6%	67.3%	83.2%	89.1%	96.0%
All presentations	12.7%	38.3%	60.6%	87.1%	94.7%	97.8%	98.7%	99.1%

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

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

Manly Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 6,589 patients

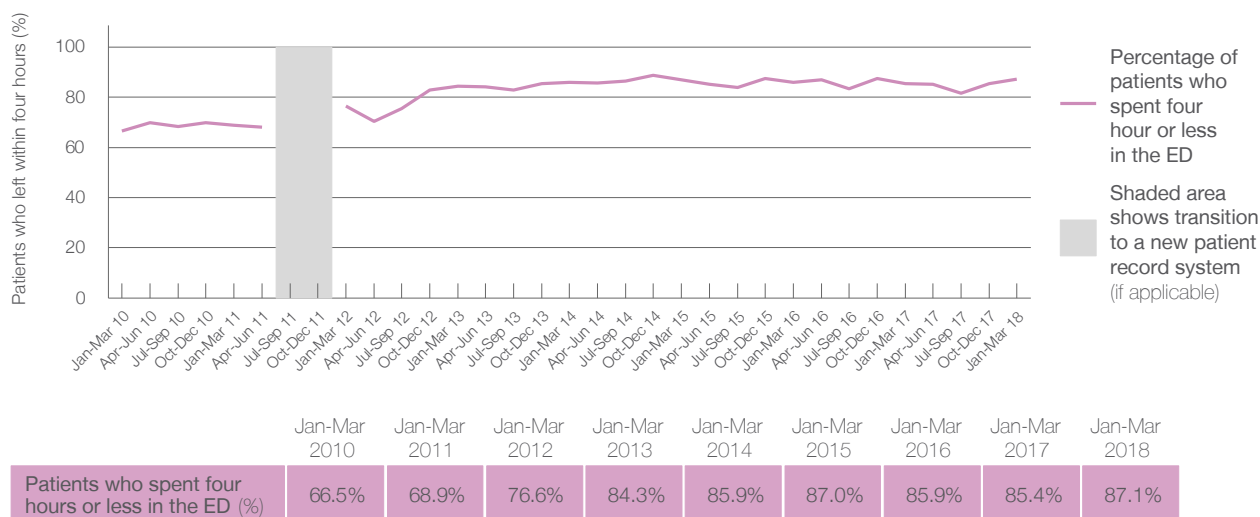
Presentations used to calculate time to leaving the ED: ⁶ 6,589 patients

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



Same period last year	Change since one year ago
6,461	2%
6,461	2%
85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Mona Vale Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 8,753 patients

Emergency presentations:² 8,700 patients

Same period last year	Change since one year ago
8,762	0%
8,687	0%

Mona Vale Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,191 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): 2,991 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,513 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 966 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,184	
6 minutes	8 minutes
10 minutes	23 minutes
3,188	
15 minutes	20 minutes
39 minutes	65 minutes
3,315	
14 minutes	25 minutes
80 minutes	98 minutes
960	
12 minutes	22 minutes
96 minutes	97 minutes

Mona Vale Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 8,753 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
8,762	0%
84%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

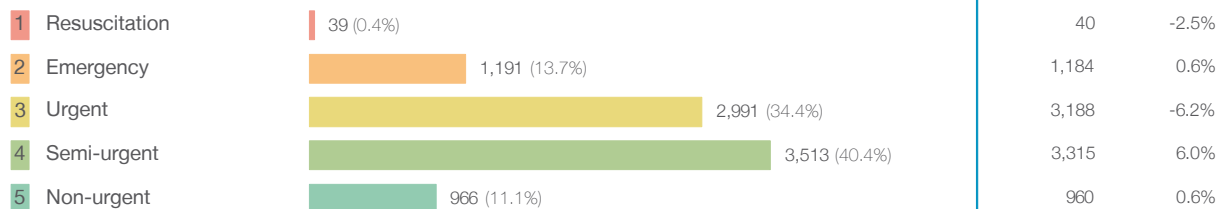
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Mona Vale Hospital: Patients presenting to the emergency department

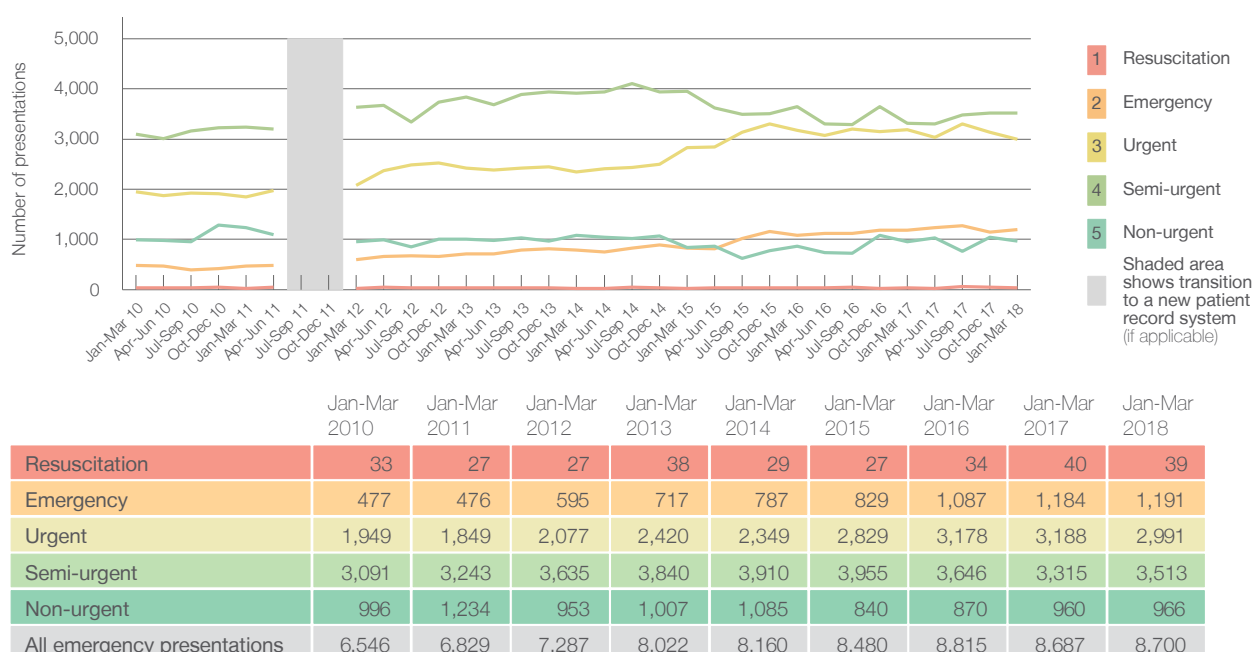
January to March 2018

All presentations:¹ 8,753 patients

Emergency presentations² by triage category: 8,700 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Mona Vale Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,685 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.

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

January to March 2018

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

Number of triage 2 patients: 1,191

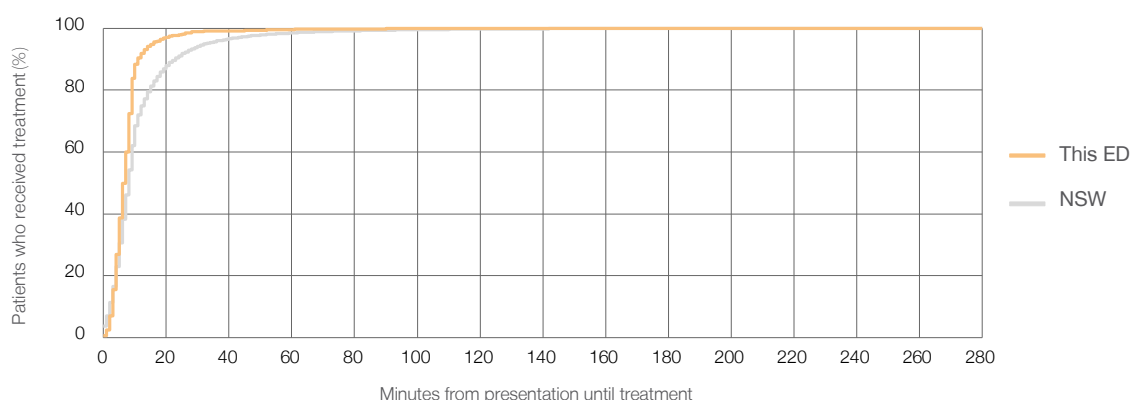
Number of triage 2 patients used to calculate waiting time: ³ 1,189

Median time to start treatment ⁴ 7 minutes

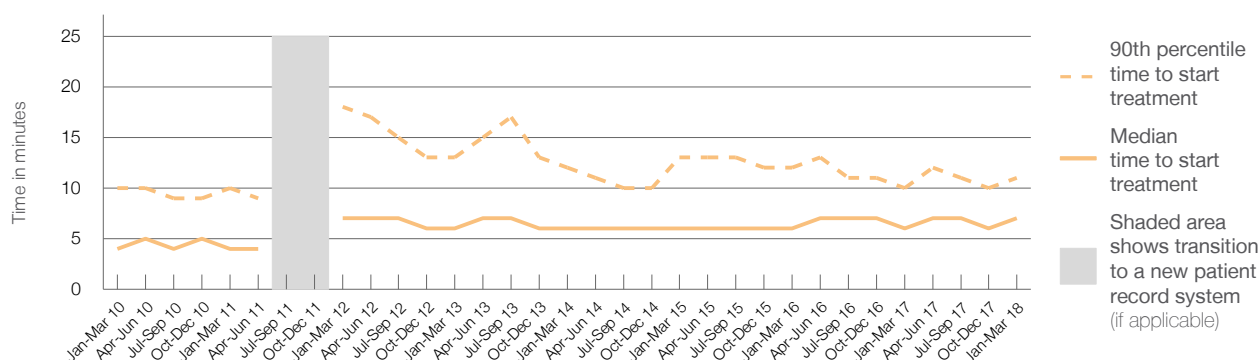
90th percentile time to start treatment ⁵ 11 minutes

Same period last year	NSW (this period)
1,184	
1,181	
6 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	4	7	6	6	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	10	10	18	13	12	13	12	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.

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

January to March 2018

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

Number of triage 3 patients: 2,991

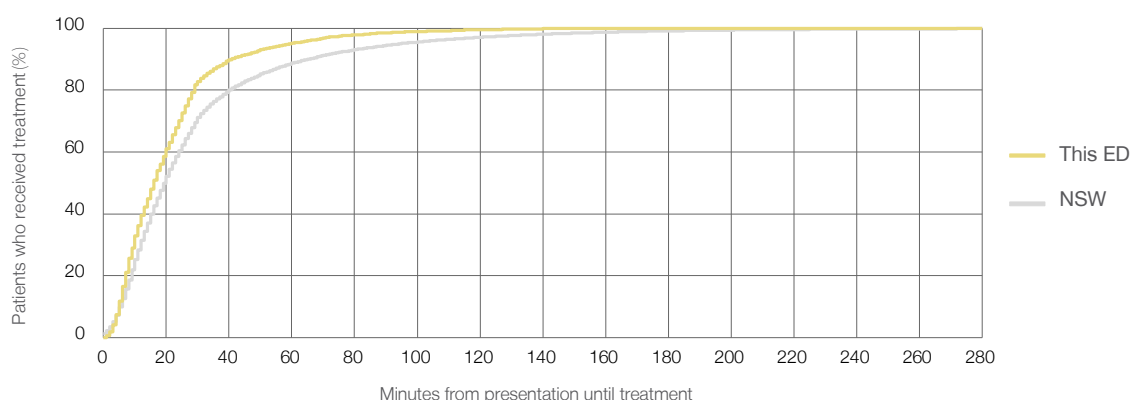
Number of triage 3 patients used to calculate waiting time:³ 2,963

Median time to start treatment⁴ 16 minutes

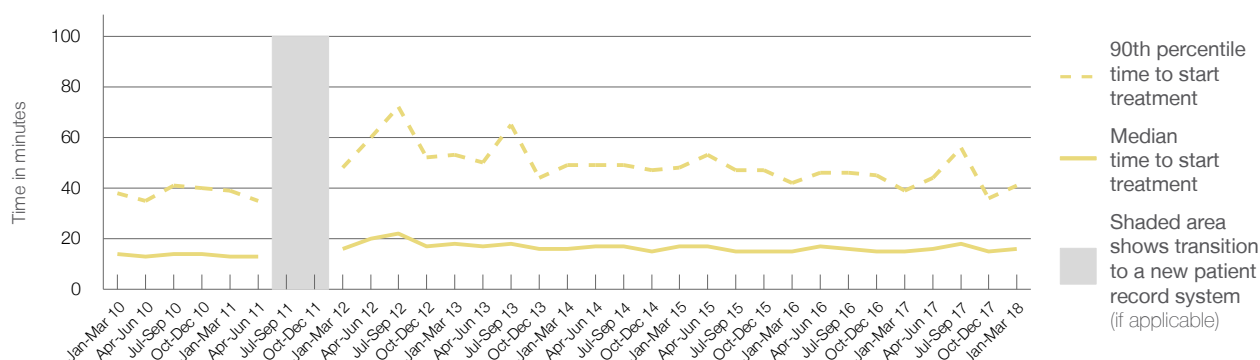
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
3,188	
3,135	
15 minutes	20 minutes
39 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	14	13	16	18	16	17	15	15	16
90th percentile time to start treatment ⁵ (minutes)	38	39	48	53	49	48	42	39	41

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

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

Mona Vale Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,513

Number of triage 4 patients used to calculate waiting time: ³ 3,358

Median time to start treatment ⁴

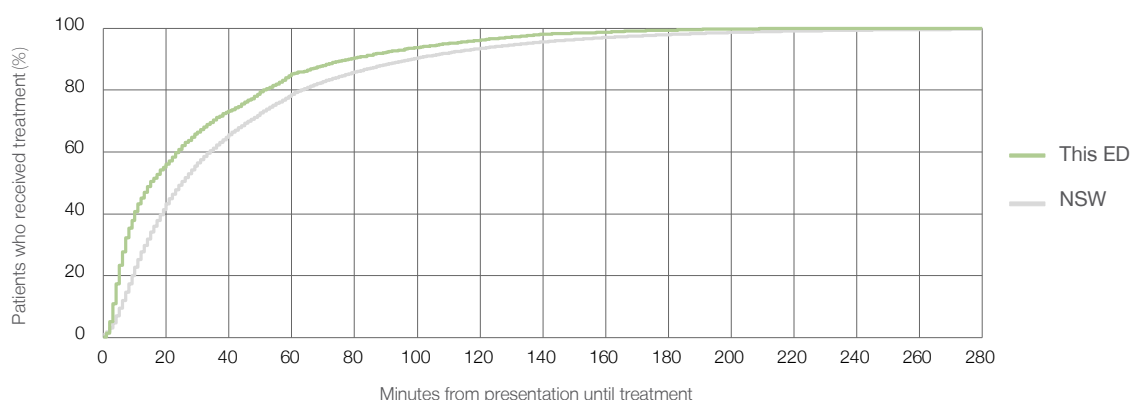
15 minutes

90th percentile time to start treatment ⁵

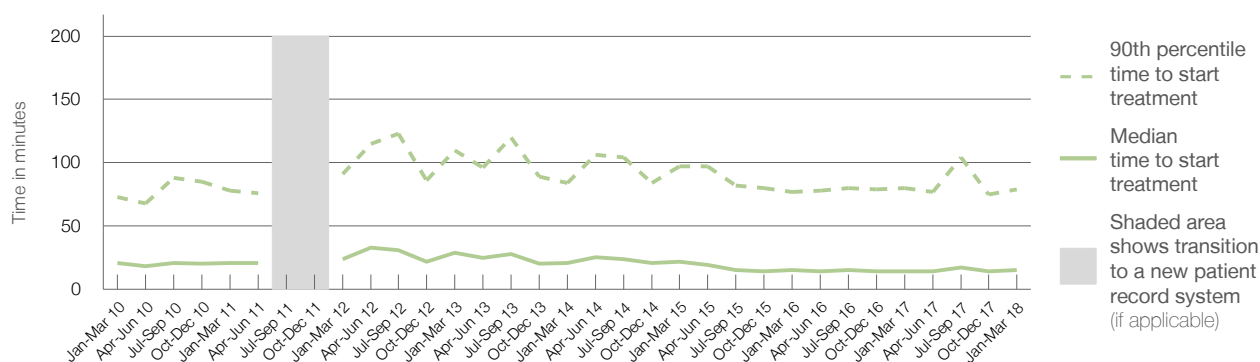
79 minutes

Same period last year	NSW (this period)
3,315	
3,133	
14 minutes	25 minutes
80 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	21	21	24	29	21	22	15	14	15
90th percentile time to start treatment ⁵ (minutes)	73	78	91	110	84	97	77	80	79

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

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

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

January to March 2018

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

Number of triage 5 patients: 966

Number of triage 5 patients used to calculate waiting time:³ 876

Median time to start treatment⁴

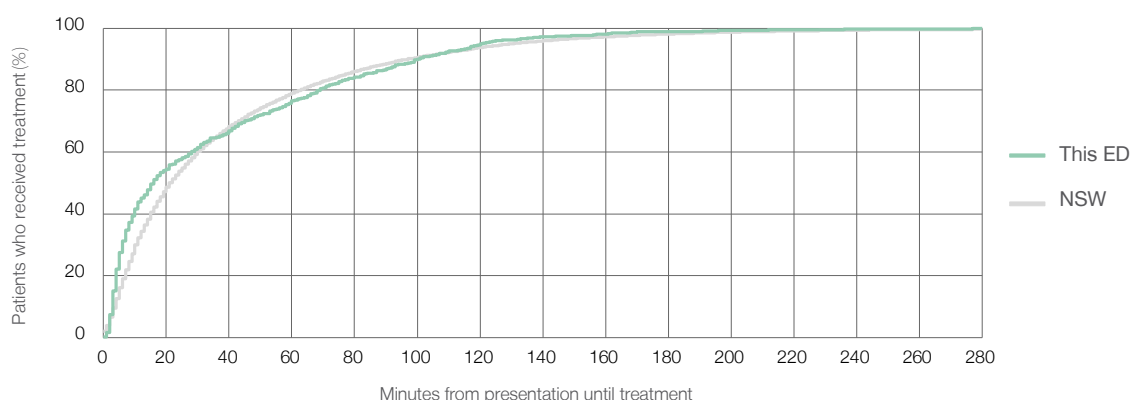
16 minutes

90th percentile time to start treatment⁵

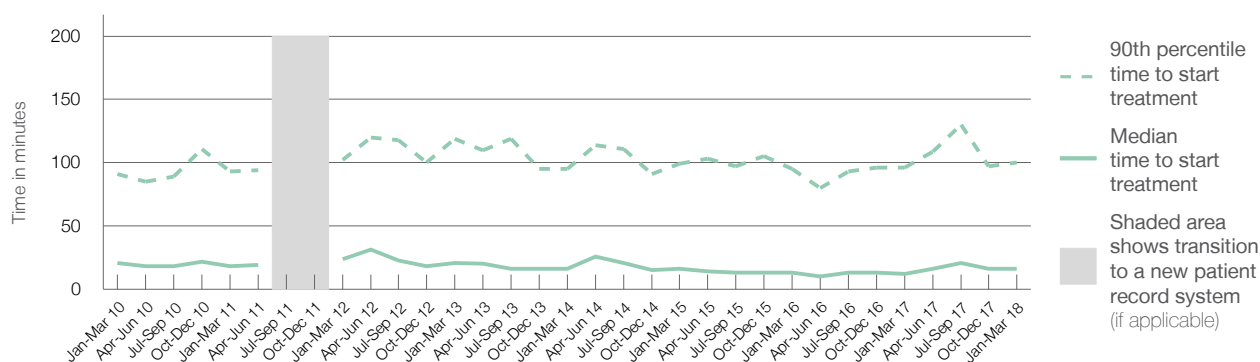
100 minutes

Same period last year	NSW (this period)
960	879
12 minutes	22 minutes
96 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	21	18	24	21	16	16	13	12	16
90th percentile time to start treatment ⁵ (minutes)	91	93	102	119	95	99	95	96	100

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

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

Mona Vale Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 8,753 patients

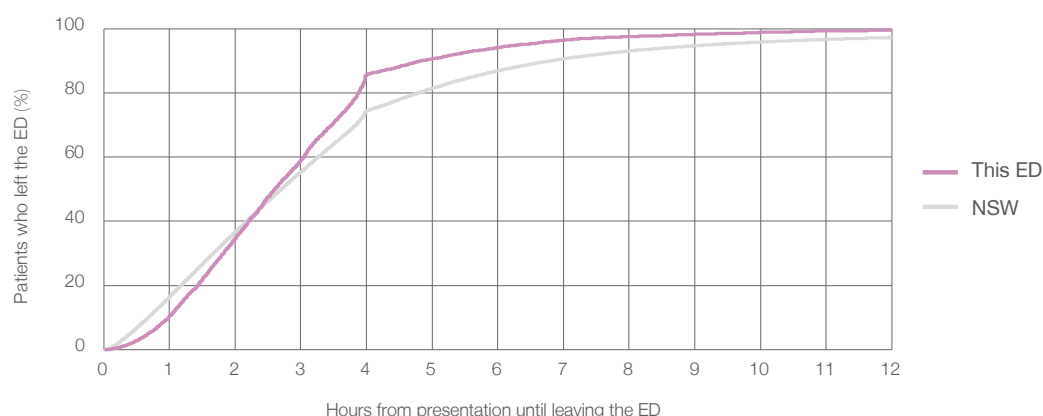
Presentations used to calculate time to leaving the ED:⁶ 8,753 patients

Median time spent in the ED⁸ 2 hours and 36 minutes

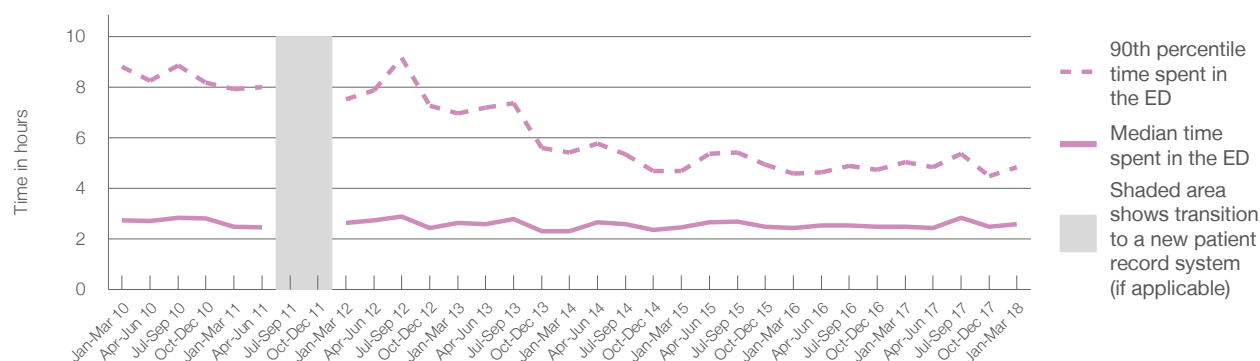
90th percentile time spent in the ED⁹ 4 hours and 51 minutes

Same period last year	NSW (this period)
8,762	
8,762	
2 hours and 30 minutes	2 hours and 42 minutes
5 hours and 3 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 44m	2h 29m	2h 38m	2h 39m	2h 18m	2h 28m	2h 26m	2h 30m	2h 36m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 48m	7h 55m	7h 31m	6h 58m	5h 25m	4h 41m	4h 36m	5h 3m	4h 51m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

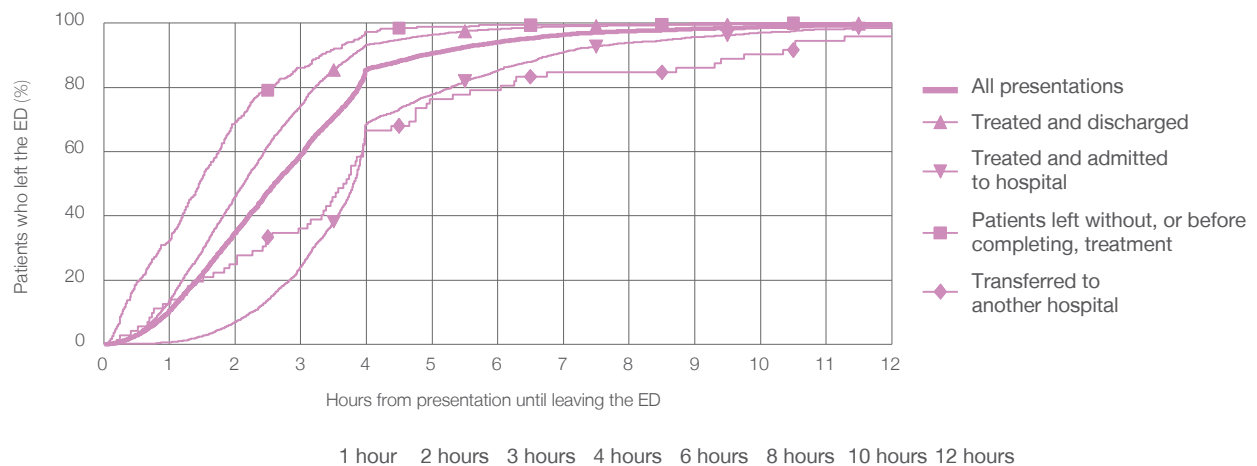
All presentations:[†] 8,753 patients

Presentations used to calculate time to leaving the ED:[‡] 8,753 patients

Treated and discharged	5,639 (64.4%)
Treated and admitted to hospital	2,696 (30.8%)
Patient left without, or before completing, treatment	340 (3.9%)
Transferred to another hospital	72 (0.8%)
Other	6 (0.1%)

Same period last year	Change since one year ago
8,762	0%
5,863	-3.8%
2,451	10.0%
366	-7.1%
75	-4.0%
7	-14.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



Treated and discharged	13.8%	46.1%	74.3%	93.3%	98.1%	99.3%	99.7%	99.9%
Treated and admitted to hospital	0.7%	7.0%	24.1%	68.6%	85.3%	94.0%	97.1%	98.6%
Patient left without, or before completing, treatment	32.4%	69.1%	86.2%	97.4%	99.4%	99.7%	100%	100%
Transferred to another hospital	12.5%	25.0%	36.1%	66.7%	79.2%	84.7%	90.3%	95.8%
All presentations	10.5%	34.8%	59.0%	85.6%	94.1%	97.5%	98.8%	99.5%

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

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

Mona Vale Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 8,753 patients

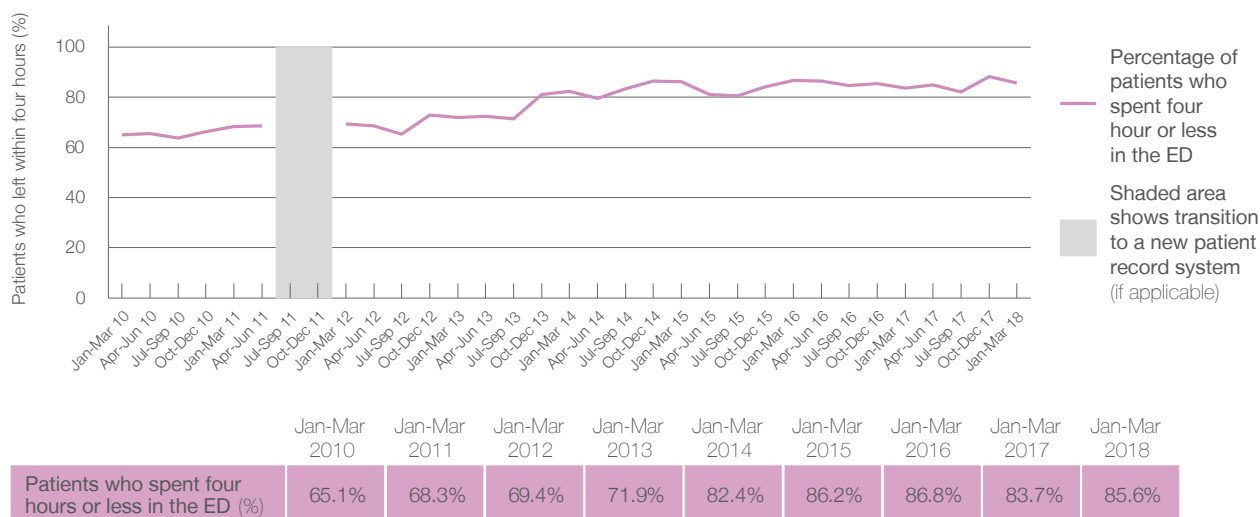
Presentations used to calculate time to leaving the ED: ⁶ 8,753 patients

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

85.6%

Same period last year	Change since one year ago
8,762	0%
8,762	0%
83.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
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3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
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5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Royal North Shore Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 22,119 patients

Emergency presentations:² 22,073 patients

Same period last year	Change since one year ago
21,223	4%
21,149	4%

Royal North Shore Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,386 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,323 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,167 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,897 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
4,404	
8 minutes	8 minutes
18 minutes	23 minutes
6,004	
20 minutes	20 minutes
51 minutes	65 minutes
7,420	
28 minutes	25 minutes
75 minutes	98 minutes
2,876	
29 minutes	22 minutes
103 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 22,119 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
21,223	4%
64%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Royal North Shore Hospital: Patients presenting to the emergency department

January to March 2018

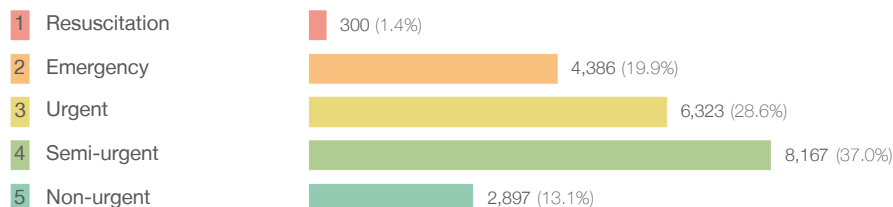
All presentations:¹ 22,119 patients

Same period last year Change since one year ago

21,223 4%

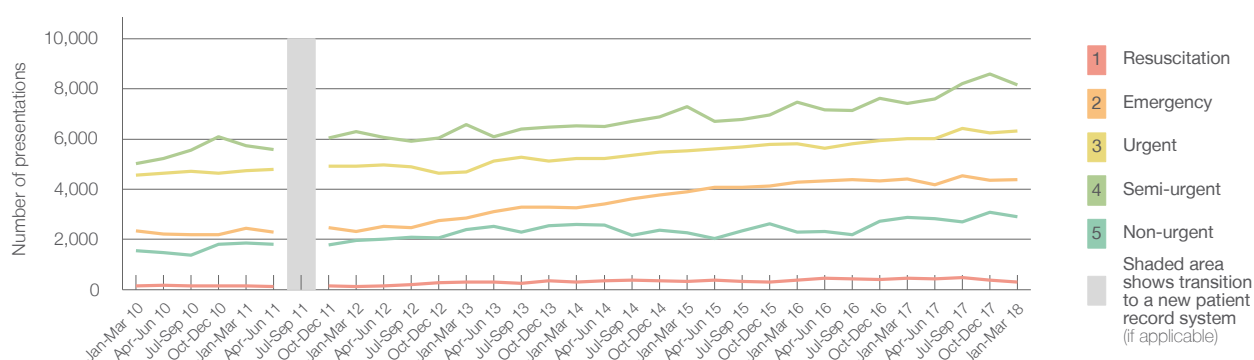
Emergency presentations² by triage category: 22,073 patients

21,149 4%



445	-32.6%
4,404	-0.4%
6,004	5.3%
7,420	10.1%
2,876	0.7%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	150	156	136	311	305	339	382	445	300
Emergency	2,348	2,444	2,330	2,854	3,252	3,892	4,275	4,404	4,386
Urgent	4,558	4,733	4,914	4,682	5,231	5,537	5,823	6,004	6,323
Semi-urgent	5,010	5,746	6,289	6,582	6,538	7,293	7,471	7,420	8,167
Non-urgent	1,558	1,846	1,963	2,394	2,601	2,264	2,292	2,876	2,897
All emergency presentations	13,624	14,925	15,632	16,823	17,927	19,325	20,243	21,149	22,073

Royal North Shore Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,516 patients

Same period last year Change since one year ago

4,507

ED Transfer of care time



14 minutes	-1 minute
38 minutes	-8 minutes

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

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

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

January to March 2018

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

Number of triage 2 patients: 4,386

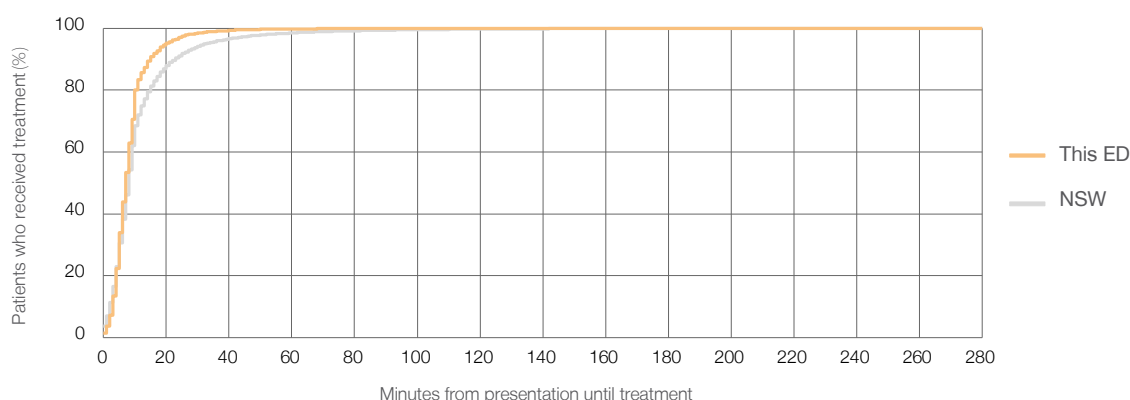
Number of triage 2 patients used to calculate waiting time:³ 4,368

Median time to start treatment⁴ 7 minutes

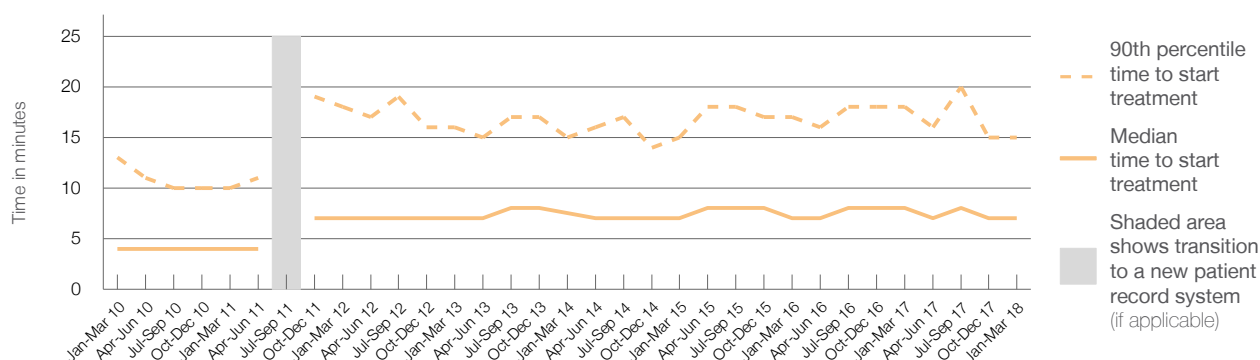
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
4,404	
4,386	
8 minutes	8 minutes
18 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	4	7	7	8	7	7	8	7
90th percentile time to start treatment ⁵ (minutes)	13	10	18	16	15	15	17	18	15

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

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

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

January to March 2018

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

Number of triage 3 patients: 6,323

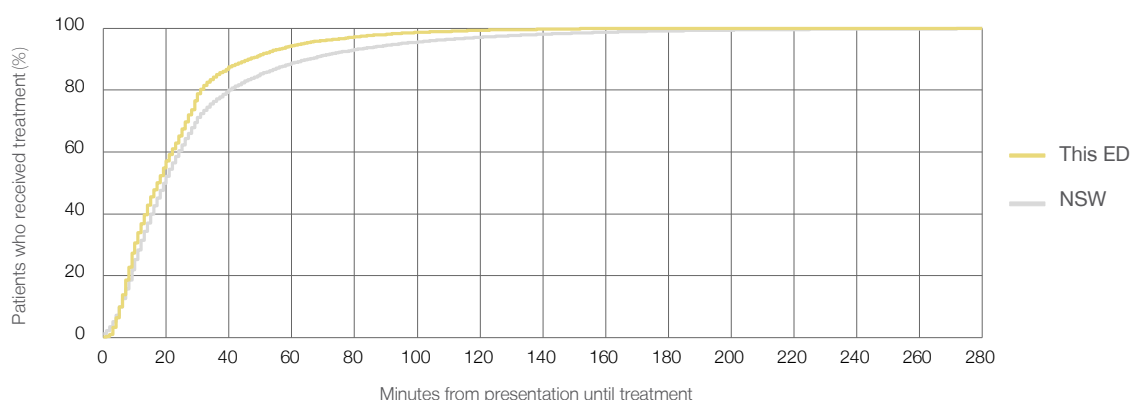
Number of triage 3 patients used to calculate waiting time:³ 6,233

Median time to start treatment⁴ 18 minutes

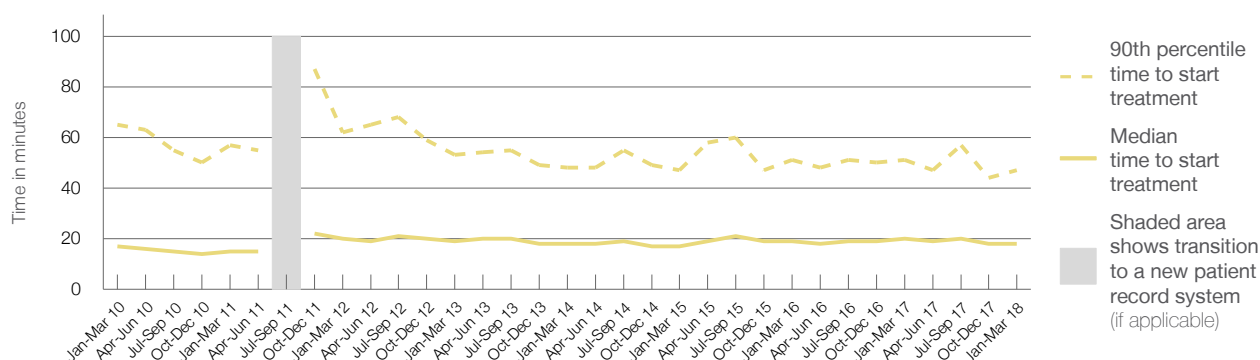
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
6,004	
5,930	
20 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	17	15	20	19	18	17	19	20	18
90th percentile time to start treatment ⁵ (minutes)	65	57	62	53	48	47	51	51	47

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

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

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

January to March 2018

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

Number of triage 4 patients: 8,167

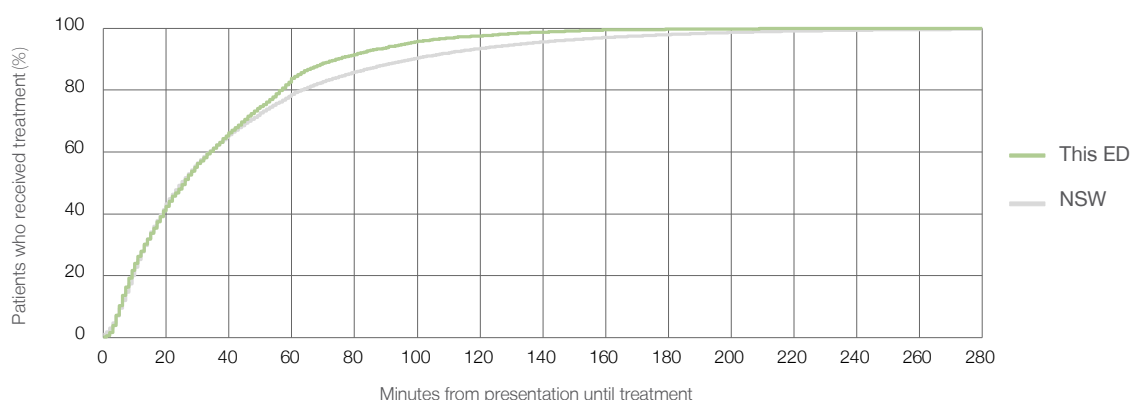
Number of triage 4 patients used to calculate waiting time:³ 7,916

Median time to start treatment⁴ 26 minutes

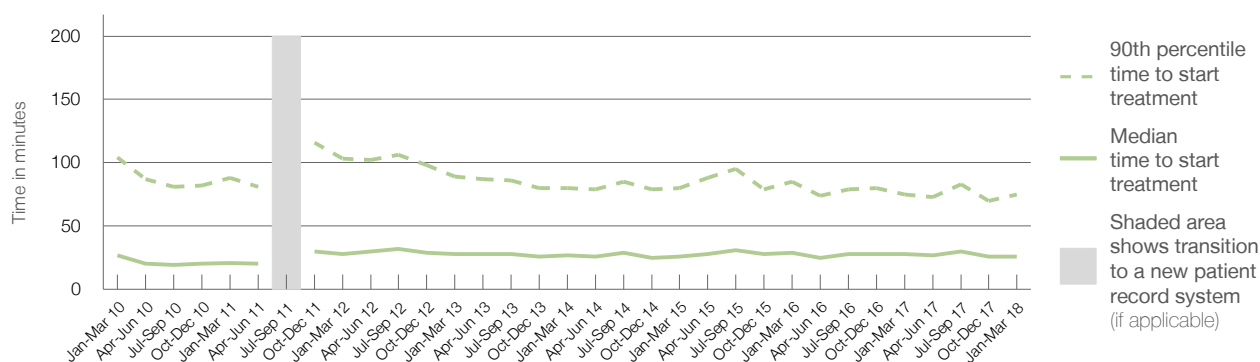
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
7,420	
7,144	
28 minutes	25 minutes
75 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	27	21	28	28	27	26	29	28	26
90th percentile time to start treatment ⁵ (minutes)	104	88	103	89	80	80	85	75	75

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

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

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

January to March 2018

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

Number of triage 5 patients: 2,897

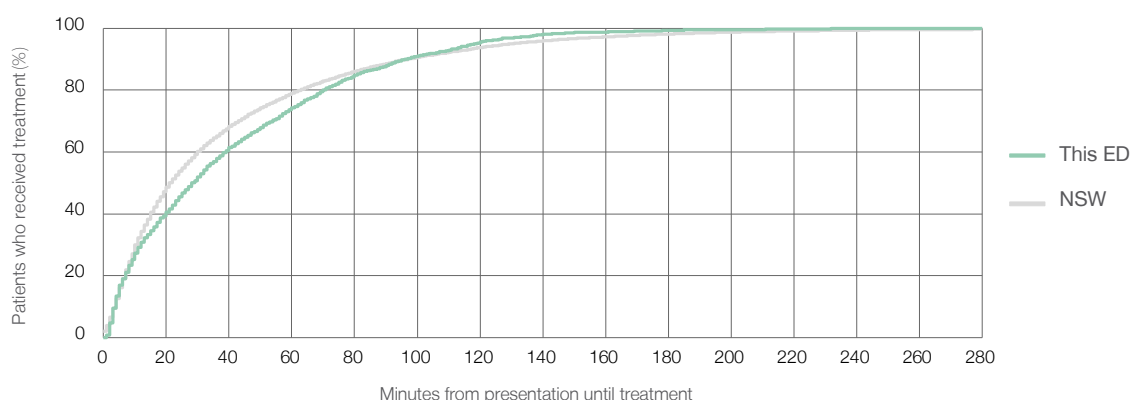
Number of triage 5 patients used to calculate waiting time:³ 2,618

Median time to start treatment⁴ 28 minutes

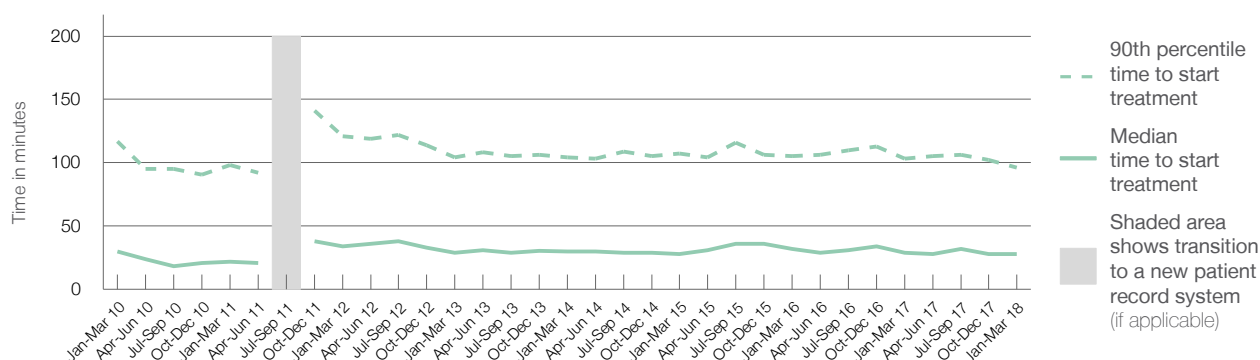
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
2,876	
2,605	
29 minutes	22 minutes
103 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	30	22	34	29	30	28	32	29	28
90th percentile time to start treatment ⁵ (minutes)	117	98	121	104	104	107	105	103	96

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

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

Royal North Shore Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 22,119 patients

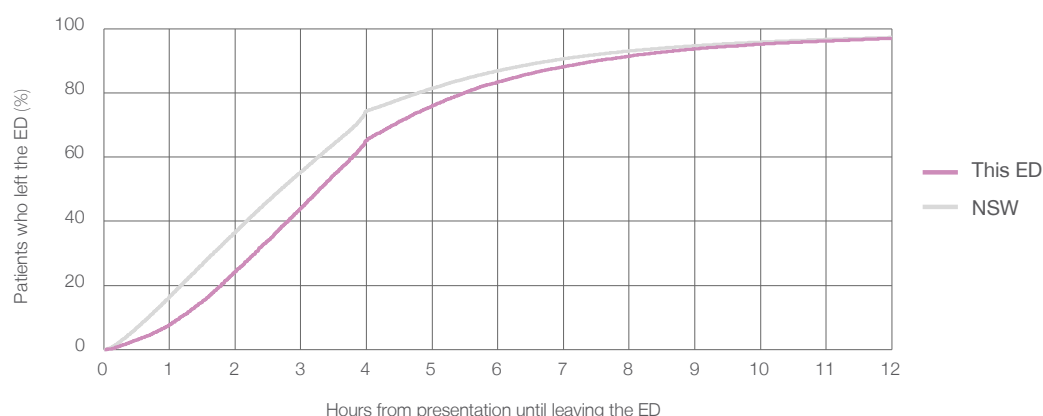
Presentations used to calculate time to leaving the ED:⁶ 22,119 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

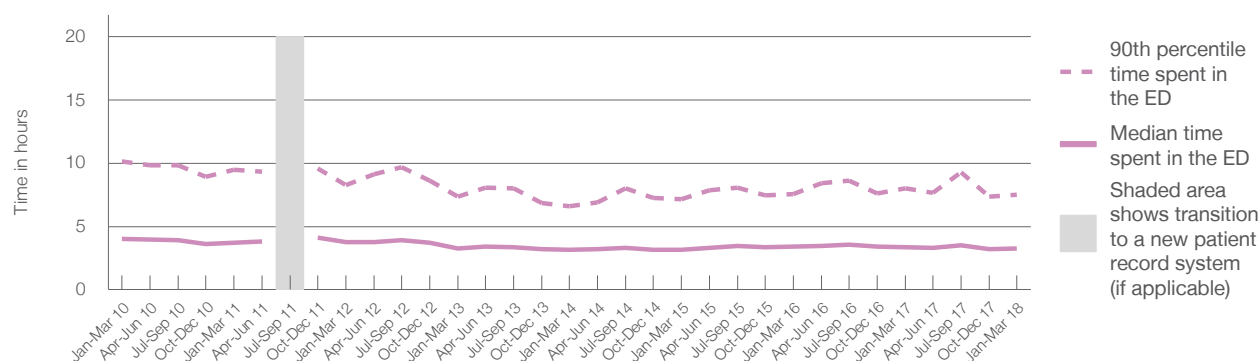
90th percentile time spent in the ED⁹ 7 hours and 30 minutes

Same period last year	NSW (this period)
21,223	21,223
3 hours and 22 minutes	2 hours and 42 minutes
8 hours and 0 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 2m	3h 44m	3h 46m	3h 16m	3h 10m	3h 8m	3h 25m	3h 22m	3h 17m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 8m	9h 29m	8h 17m	7h 20m	6h 36m	7h 9m	7h 33m	8h 0m	7h 30m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

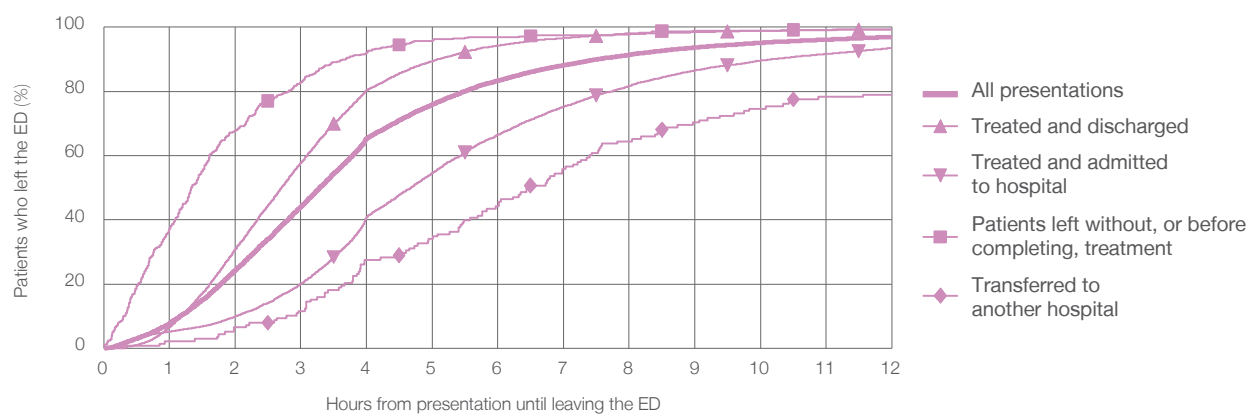
January to March 2018

All presentations:¹ 22,119 patients

Presentations used to calculate time to leaving the ED:⁶ 22,119 patients

		Same period last year	Change since one year ago
		21,223	4%
Treated and discharged	12,563 (56.8%)	11,985	4.8%
Treated and admitted to hospital	8,547 (38.6%)	8,167	4.7%
Patient left without, or before completing, treatment	493 (2.2%)	614	-19.7%
Transferred to another hospital	138 (0.6%)	143	-3.5%
Other	378 (1.7%)	314	20.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	30.9%	57.8%	80.3%	94.3%	97.8%	98.9%	99.4%
Treated and admitted to hospital	5.2%	9.9%	20.1%	40.9%	66.5%	81.7%	89.6%	93.5%
Patient left without, or before completing, treatment	37.3%	67.7%	82.8%	92.1%	97.0%	98.2%	99.0%	99.4%
Transferred to another hospital	2.2%	6.5%	11.6%	27.5%	44.2%	64.5%	74.6%	79.0%
All presentations	7.8%	24.4%	44.1%	65.3%	83.4%	91.4%	95.2%	97.0%

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

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

Royal North Shore Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 22,119 patients

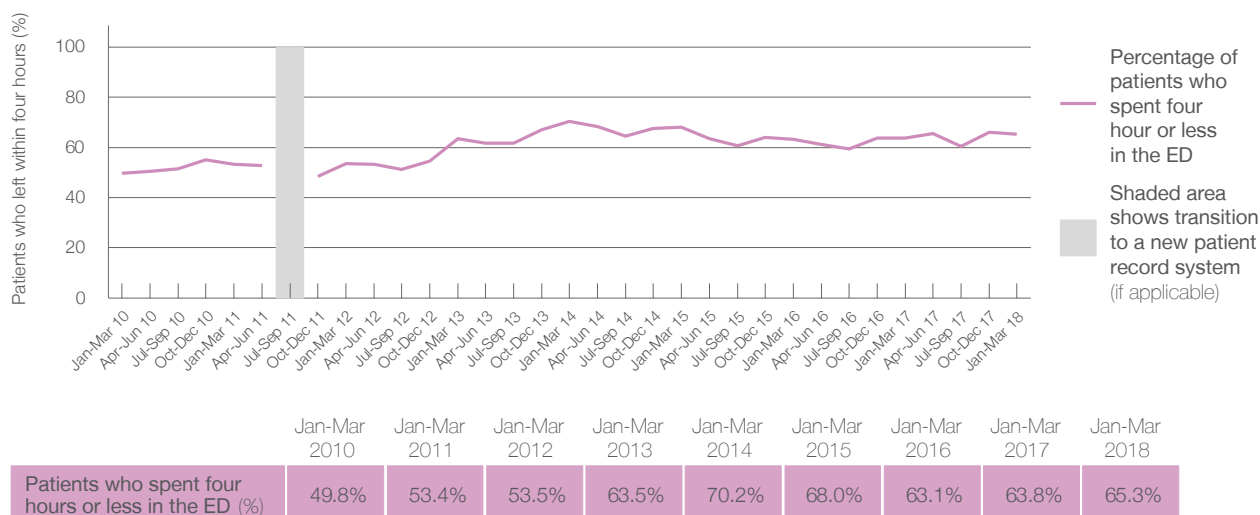
Presentations used to calculate time to leaving the ED: ⁶ 22,119 patients

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



Same period last year	Change since one year ago
21,223	4%
21,223	4%
63.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Ryde Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 6,744 patients

Emergency presentations:² 6,709 patients

Same period last year	Change since one year ago
6,737	0%
6,667	1%

Ryde Hospital: Time patients waited to start treatment³

January to March 2018

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

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,392 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,844 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 567 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
896	
6 minutes	8 minutes
11 minutes	23 minutes
2,495	
12 minutes	20 minutes
33 minutes	65 minutes
2,929	
13 minutes	25 minutes
61 minutes	98 minutes
306	
14 minutes	22 minutes
76 minutes	97 minutes

Ryde Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 6,744 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
6,737	0%
84%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

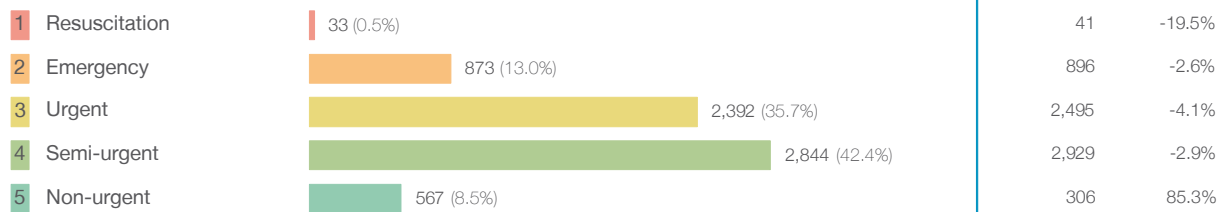
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Ryde Hospital: Patients presenting to the emergency department

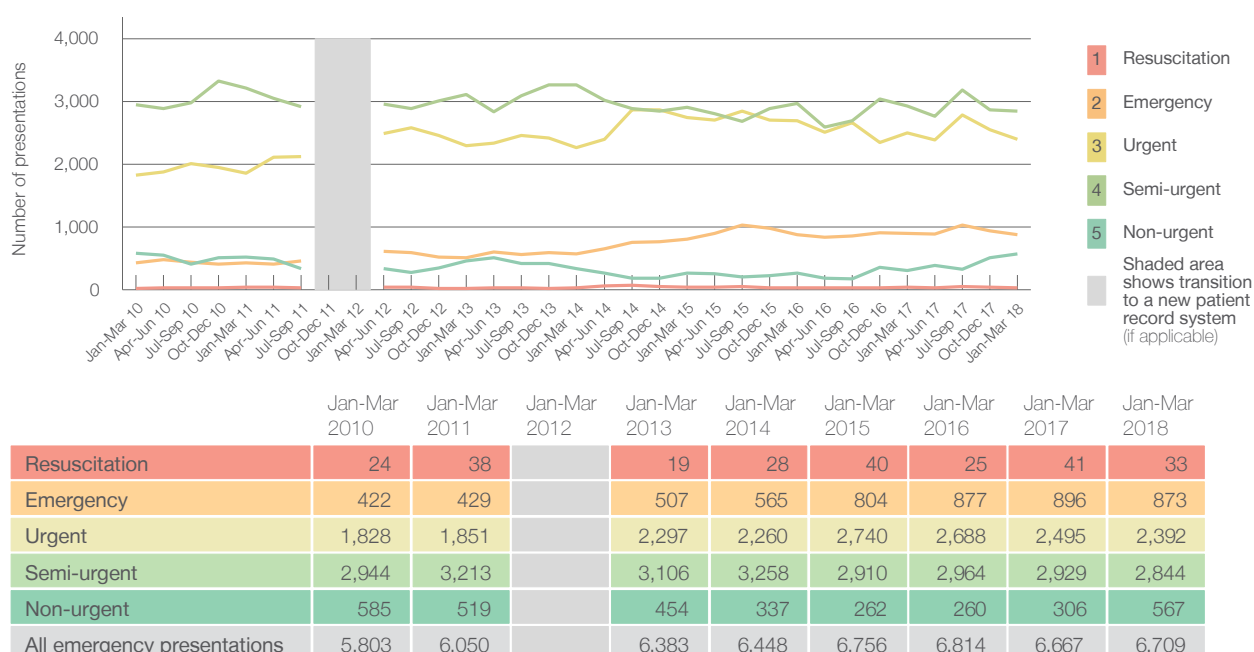
January to March 2018

All presentations:¹ 6,744 patients

Emergency presentations² by triage category: 6,709 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Ryde Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,395 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.

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

January to March 2018

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

Number of triage 2 patients: 873

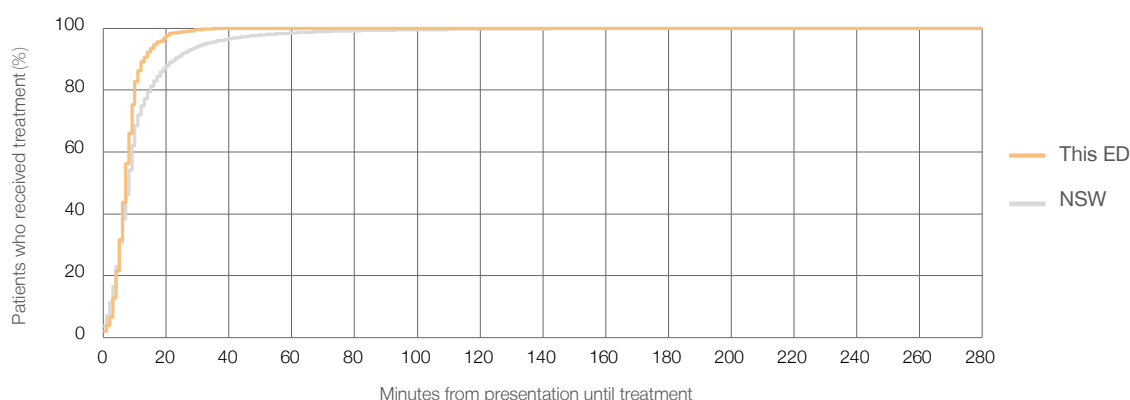
Number of triage 2 patients used to calculate waiting time:³ 872

Median time to start treatment⁴ 7 minutes

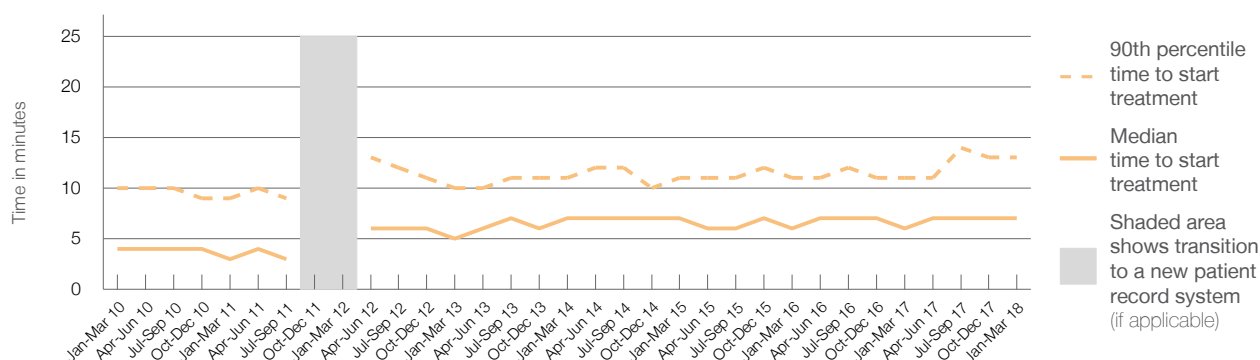
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
896	
896	
6 minutes	8 minutes
11 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	3		5	7	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	10	9		10	11	11	11	11	13

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

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

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

January to March 2018

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

Number of triage 3 patients: 2,392

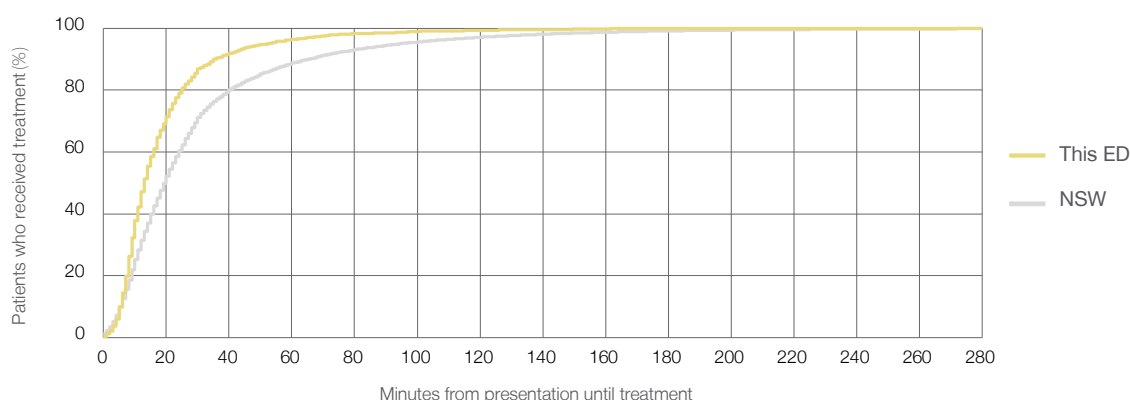
Number of triage 3 patients used to calculate waiting time: ³ 2,372

Median time to start treatment ⁴ 13 minutes

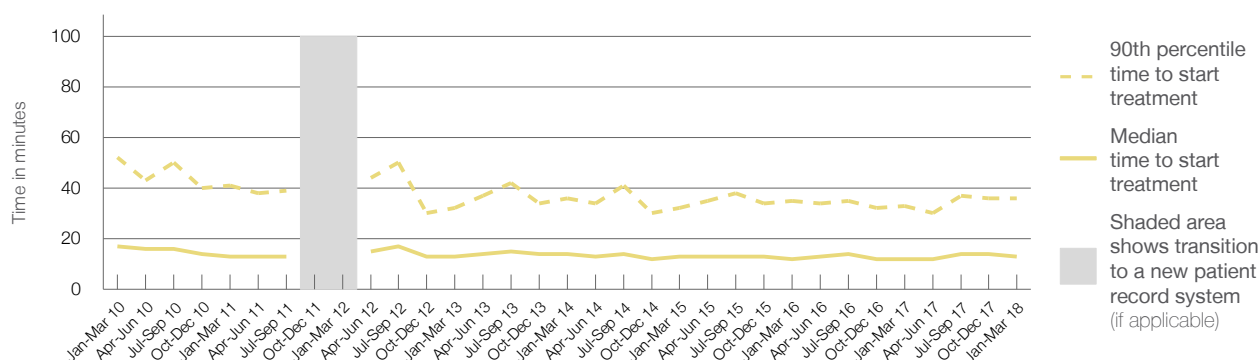
90th percentile time to start treatment ⁵ 36 minutes

Same period last year	NSW (this period)
2,495	
2,477	
12 minutes	20 minutes
33 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	17	13		13	14	13	12	12	13
90th percentile time to start treatment ⁵ (minutes)	52	41		32	36	32	35	33	36

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

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

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

January to March 2018

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

Number of triage 4 patients: 2,844

Number of triage 4 patients used to calculate waiting time:³ 2,773

Median time to start treatment⁴

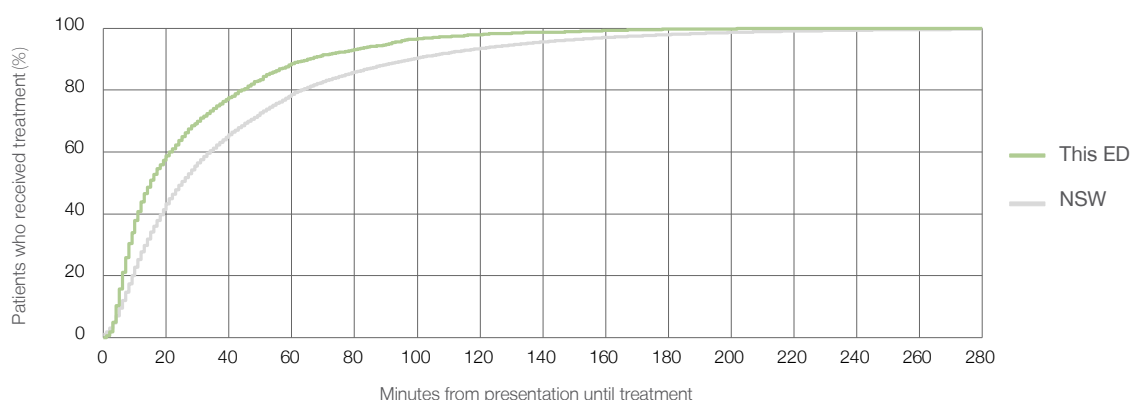
15 minutes

90th percentile time to start treatment⁵

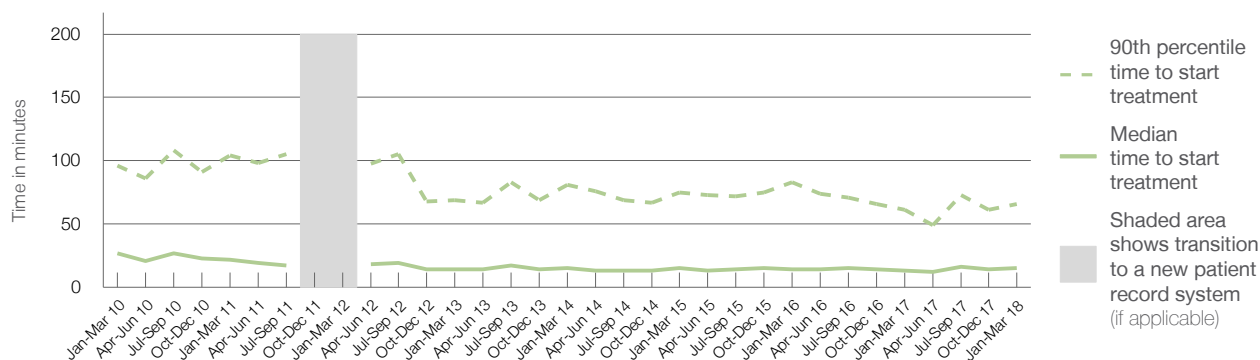
66 minutes

Same period last year	NSW (this period)
2,929	
2,852	
13 minutes	25 minutes
61 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	27	22		14	15	15	14	13	15
90th percentile time to start treatment ⁵ (minutes)	96	104		69	81	75	83	61	66

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

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

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

January to March 2018

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

Number of triage 5 patients: 567

Number of triage 5 patients used to calculate waiting time: ³ 512

Median time to start treatment ⁴

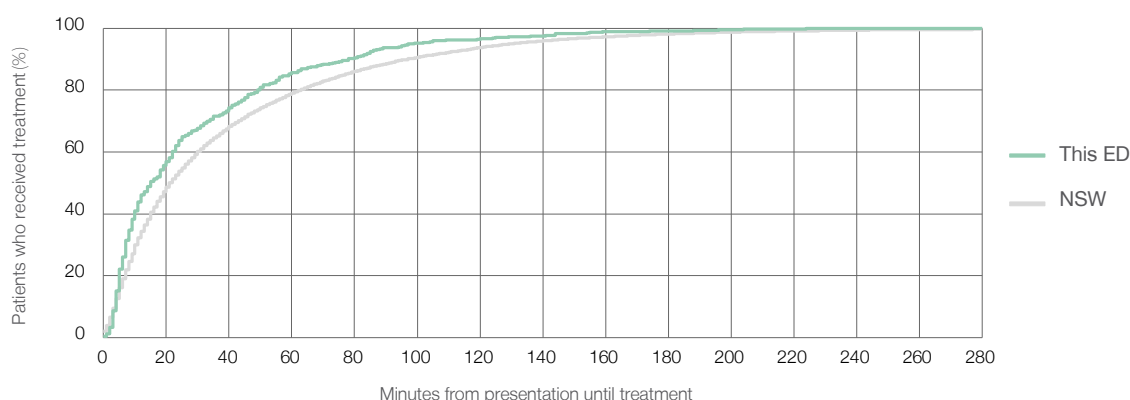
15 minutes

90th percentile time to start treatment ⁵

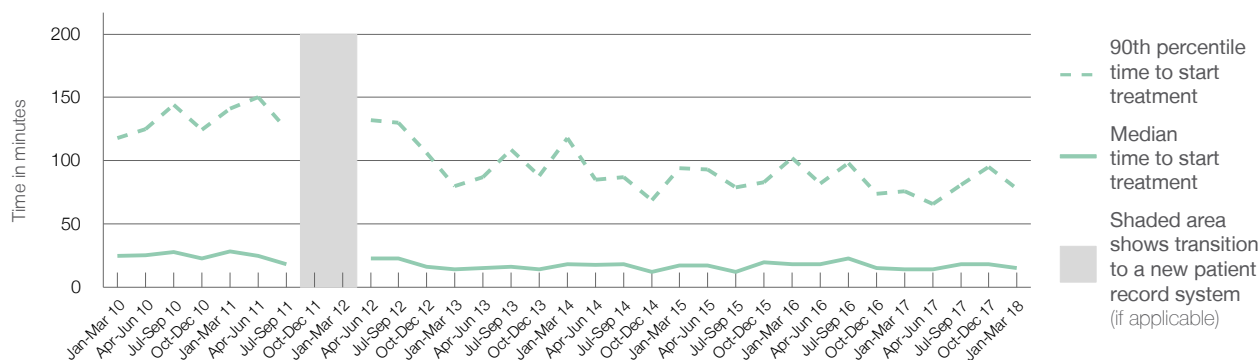
78 minutes

Same period last year	NSW (this period)
306	
286	
14 minutes	22 minutes
76 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	25	29		14	18	17	18	14	15
90th percentile time to start treatment ⁵ (minutes)	118	141		80	118	94	102	76	78

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

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

Ryde Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 6,744 patients

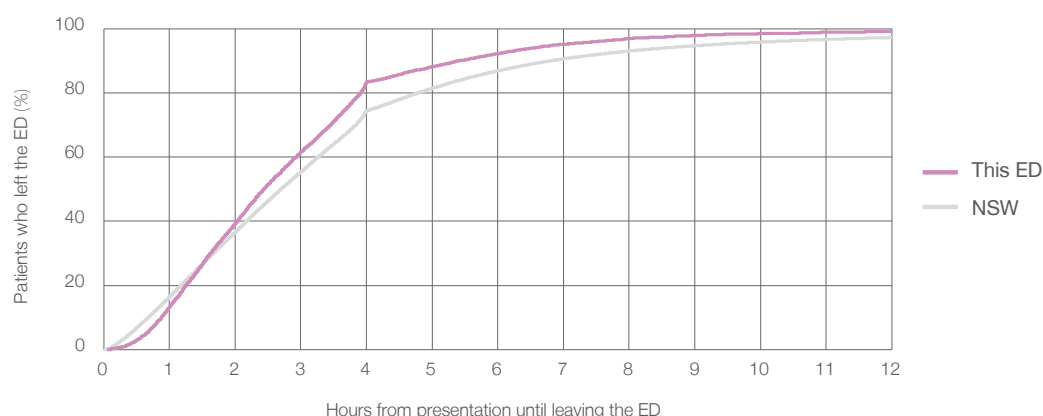
Presentations used to calculate time to leaving the ED:⁶ 6,744 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

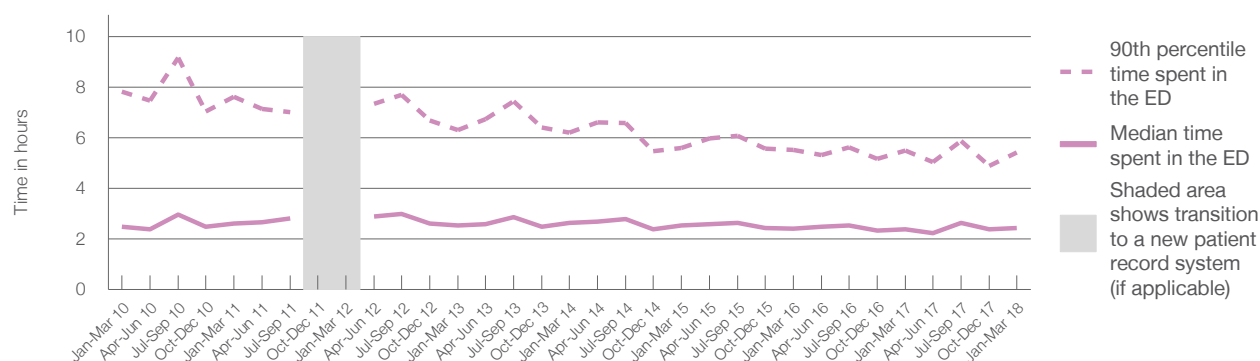
90th percentile time spent in the ED⁹ 5 hours and 25 minutes

Same period last year	NSW (this period)
6,737	
6,737	
2 hours and 23 minutes	2 hours and 42 minutes
5 hours and 30 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 30m	2h 37m		2h 33m	2h 38m	2h 32m	2h 25m	2h 23m	2h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 50m	7h 38m		6h 18m	6h 13m	5h 36m	5h 32m	5h 30m	5h 25m

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

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

Ryde Hospital: Time patients spent in the ED

By mode of separation

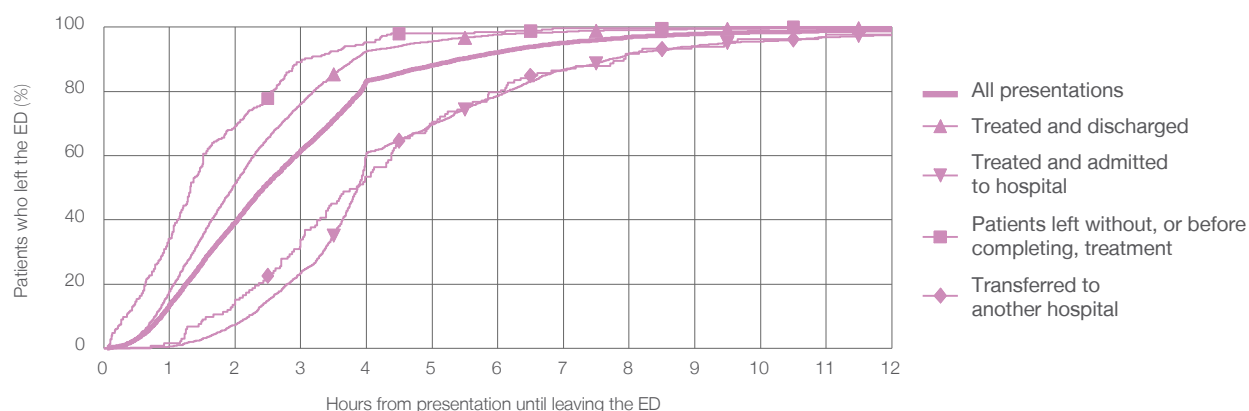
January to March 2018

All presentations:[†] 6,744 patients

Presentations used to calculate time to leaving the ED:[‡] 6,744 patients

		Same period last year	Change since one year ago
Treated and discharged	4,509 (66.9%)	4,462	1.1%
Treated and admitted to hospital	1,831 (27.2%)	1,888	-3.0%
Patient left without, or before completing, treatment	256 (3.8%)	231	10.8%
Transferred to another hospital	133 (2.0%)	150	-11.3%
Other	15 (0.2%)	6	150.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	17.8%	51.4%	76.2%	92.5%	97.7%	99.1%	99.6%	99.7%
Treated and admitted to hospital	0.7%	7.3%	23.5%	60.9%	78.6%	91.9%	95.6%	97.6%
Patient left without, or before completing, treatment	34.0%	69.1%	89.1%	95.3%	98.4%	99.6%	100%	100%
Transferred to another hospital	1.5%	15.0%	33.8%	53.4%	79.7%	91.7%	96.2%	97.7%
All presentations	13.4%	39.4%	61.6%	83.3%	92.2%	97.0%	98.4%	99.1%

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

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

Ryde Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 6,744 patients

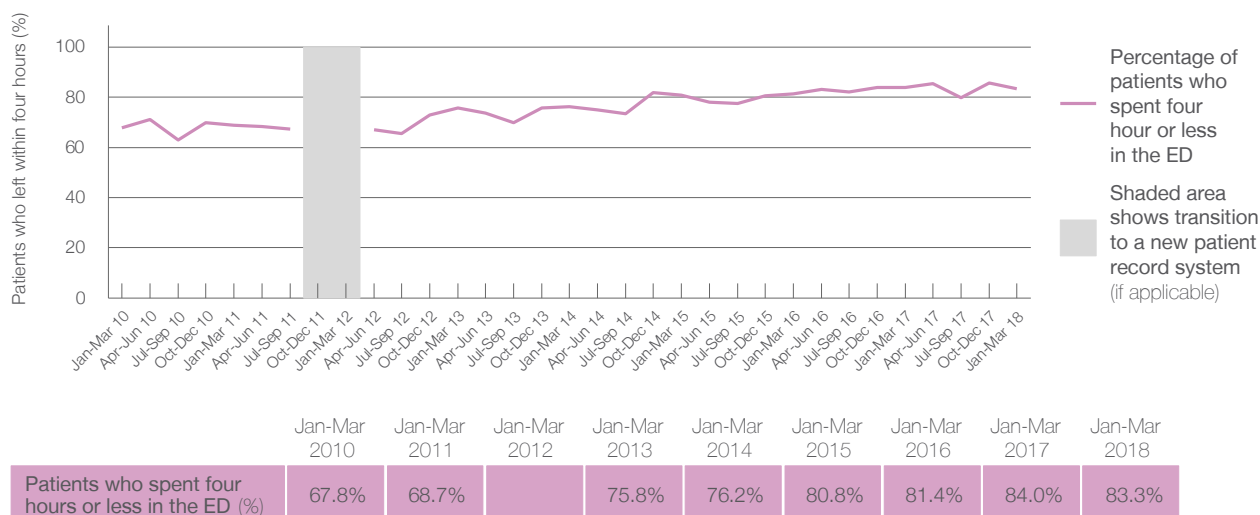
Presentations used to calculate time to leaving the ED: ⁶ 6,744 patients

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



Same period last year	Change since one year ago
6,737	0%
6,737	0%
84.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).