

Appendix 2: ED time performance measures by peer group

Appendix table 2a: Waiting times to treatment (minutes) for NSW emergency departments, by peer group, January to March 2014

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
New South Wales								
Total New South Wales	8	31	20	94	26	138	23	133
A1 peer group: Principal referral								
Bankstown / Lidcombe Hospital	9	33	22	123	24	123	20	105
Concord Hospital	8	18	19	74	27	120	24	111
Gosford Hospital	6	30	22	103	41	170	38	178
John Hunter Hospital	7	32	20	103	27	137	30	157
Liverpool Hospital	9	38	18	98	28	121	27	113
Nepean Hospital	6	28	18	92	19	102	19	119
Prince of Wales Hospital	8	29	21	87	20	124	30	151
Royal North Shore Hospital	8	21	18	69	27	107	30	129
Royal Prince Alfred Hospital	13	54	30	146	41	166	41	166
St George Hospital	10	38	26	92	31	127	28	129
St Vincent's Hospital, Darlinghurst	4	20	13	85	16	130	10	110
Westmead Hospital	8	44	25	148	35	152	33	143
Wollongong Hospital	10	31	27	125	38	188	33	177
Total A1 peer group	8	34	22	107	28	140	27	138
A2 peer group: Paediatric specialist								
Sydney Children's Hospital	8	23	19	62	32	146	31	117
The Children's Hospital at Westmead	7	20	20	79	30	186	74	177
Total A2 peer group	7	23	20	73	31	171	37	158
A3 peer group: ungrouped acute - tertiary referral								
Calvary Mater Newcastle	8	31	18	75	26	123	26	131
Sydney Eye Hospital	3	*	12	28	18	50	22	77
Sydney Hospital	8	*	18	44	23	89	28	137
Total A3 peer group	8	30	18	66	22	100	24	113
B peer group: Major								
Auburn Hospital	8	24	23	82	37	170	19	124
Blacktown Hospital	6	11	19	91	24	116	25	139
Campbelltown Hospital	8	32	18	130	32	171	26	154
Canterbury Hospital	8	22	23	101	28	143	26	139
Coffs Harbour Base Hospital	7	13	15	53	20	101	17	103
Dubbo Base Hospital	9	23	21	88	23	134	18	119
Fairfield Hospital	9	26	21	73	25	134	21	127

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
Hornsby and Ku-Ring-Gai Hospital	5	10	15	62	17	93	15	112
Lismore Base Hospital	6	22	22	109	43	183	53	199
Maitland Hospital	8	37	24	111	42	168	54	168
Manly District Hospital	7	21	13	62	17	125	17	157
Manning Base Hospital	7	10	23	152	40	191	34	183
Mona Vale and District Hospital	6	17	16	69	21	115	16	120
Orange Health Service	5	15	16	60	20	118	15	120
Port Macquarie Base Hospital	9	29	18	70	19	91	25	*
Shoalhaven and District Memorial Hospital	10	40	28	150	36	190	29	165
Sutherland Hospital	12	36	28	80	31	97	27	94
Tamworth Base Hospital	7	32	20	85	31	144	31	150
The Tweed Hospital	6	18	15	53	15	80	11	85
Wagga Wagga Base Hospital	6	22	17	79	21	139	11	111
Wyong Hospital	8	40	19	90	30	125	31	130
Total B peer group	7	26	20	89	27	141	24	139

C1 peer group: District group 1								
Armidale and New England Hospital	8	37	19	76	29	121	19	141
Bathurst Base Hospital	7	22	13	59	14	112	8	62
Bega District Hospital	7	43	19	83	29	138	39	169
Belmont Hospital	8	23	17	73	23	122	27	127
Bowral and District Hospital	10	40	21	86	30	156	31	147
Broken Hill Base Hospital	10	34	22	80	35	123	38	151
Goulburn Base Hospital	8	28	19	85	23	123	17	93
Grafton Base Hospital	8	33	20	90	31	125	36	139
Griffith Base Hospital	6	19	14	73	23	123	19	120
Hawkesbury District Health Service	11	29	18	46	19	67	20	127
Mount Druitt Hospital	9	32	30	121	43	136	40	132
Murwillumbah District Hospital	5	13	13	43	19	87	20	112
Ryde Hospital	7	15	14	55	15	118	18	155
Shellharbour Hospital	10	24	23	92	27	138	21	147
Total C1 peer group	8	29	19	84	24	122	26	135

C2 peer group: District group 2								
Ballina District Hospital	6	33	19	89	27	155	27	199
Bateman's Bay District Hospital	8	34	20	106	32	171	32	157
Blue Mountains District Anzac Memorial Hospital	7	20	16	91	33	168	28	161
Bulli District Hospital	10	*	17	62	16	75	17	87
Camden Hospital	6	27	14	78	14	97	13	107
Casino and District Memorial Hospital	6	27	19	90	33	133	24	122

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
Cessnock District Hospital	6	30	22	79	37	138	48	134
Deniliquin Health Service	0	*	1	15	11	122	3	67
Gunnedah District Hospital	4	*	9	60	27	135	29	160
Inverell District Hospital	5	28	10	73	30	122	27	125
Kempsey Hospital	9	32	16	59	17	80	14	70
Kurri Kurri District Hospital	4	48	12	87	19	115	11	85
Lithgow Health Service	4	21	11	55	12	78	9	90
Macksville District Hospital	10	55	26	117	30	160	26	130
Macleay District Hospital	8	34	24	99	36	171	34	147
Milton and Ulladulla Hospital	6	44	17	70	28	110	26	111
Moree District Hospital	2	*	2	32	3	63	3	*
Moruya District Hospital	8	39	20	107	35	132	41	158
Muswellbrook District Hospital	5	62	17	105	23	119	15	108
Narrabri District Hospital	2	*	6	40	15	60	10	66
Queanbeyan Health Service	13	56	25	119	36	180	33	183
Singleton District Hospital	8	39	24	83	35	112	26	98
Tumut Health Service	2	*	1	75	2	47	4	*
Young Health Service	0	10	5	60	15	80	10	80
Total C2 peer group	7	35	17	84	25	131	22	129
Other								
Total Other	5	42	9	69	14	106	10	100

(*) Values suppressed due to small numbers and to protect privacy.

Source: NSW Health, *Health Information Exchange*. Data extracted on 17 April 2014.

Appendix table 2b: Activity, ambulance arrivals and presentation to leaving the ED performance for NSW emergency departments, by peer group, January to March 2014

Attendances	Ambulance		Leaving the ED				
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours	
New South Wales							
Total New South Wales	614,438	12	26	614,388	2h 45m	9h 29m	73%
A1 peer group: Principal referral							
Bankstown / Lidcombe Hospital	12,608	16	31	12,607	3h 33m	9h 36m	66%
Concord Hospital	9,490	13	31	9,487	3h 10m	7h 20m	75%
Gosford Hospital	14,986	12	30	14,986	3h 56m	10h 43m	51%
John Hunter Hospital	18,037	11	29	18,037	3h 20m	9h 10m	64%
Liverpool Hospital	18,978	12	29	18,978	3h 41m	12h 17m	61%
Nepean Hospital	16,004	9	24	16,004	3h 15m	10h 52m	71%
Prince of Wales Hospital	13,897	13	27	13,897	3h 22m	9h 13m	65%
Royal North Shore Hospital	18,085	16	29	18,085	3h 19m	8h 24m	69%
Royal Prince Alfred Hospital	18,469	17	32	18,469	3h 19m	8h 49m	71%
St George Hospital	17,125	13	31	17,125	3h 24m	9h 23m	66%
St Vincent's Hospital, Darlinghurst	12,122	§	§	12,122	3h 11m	16h 35m	63%
Westmead Hospital	17,143	12	29	17,143	3h 41m	12h 10m	62%
Wollongong Hospital	15,446	12	23	15,446	3h 35m	13h 37m	63%
Total A1 peer group	202,390	13	29	202,386	3h 27m	10h 30m	65%
A2 peer group: Paediatric specialist							
Sydney Children's Hospital	9,311	10	19	9,311	2h 24m	8h 3m	76%
The Children's Hospital at Westmead	13,048	§	§	13,048	2h 59m	8h 29m	68%
Total A2 peer group	22,359	10	19	22,359	2h 43m	8h 19m	72%
A3 peer group: ungrouped acute - tertiary referral							
Calvary Mater Newcastle	8,363	6	29	8,363	2h 30m	10h 50m	71%
Sydney Eye Hospital	5,344	*	*	5,344	2h 16m	5h 6m	87%
Sydney Hospital	4,153	9	21	4,153	1h 51m	5h 7m	90%
Total A3 peer group	17,860	7	27	17,860	2h 14m	7h 22m	80%
B peer group: Major							
Auburn Hospital	6,377	13	28	6,377	3h 10m	6h 54m	90%
Blacktown Hospital	10,374	16	29	10,373	3h 24m	18h 3m	71%
Campbelltown Hospital	14,924	16	30	14,924	3h 47m	20h 20m	62%
Canterbury Hospital	9,927	12	29	9,927	3h 0m	7h 7m	75%
Coffs Harbour Base Hospital	9,002	10	23	9,000	2h 28m	8h 38m	77%
Dubbo Base Hospital	6,765	12**	22**	6,765	2h 52m	11h 14m	69%
Fairfield Hospital	8,619	12	26	8,619	2h 28m	7h 12m	86%
Hornsby and Ku-Ring-Gai Hospital	9,119	12	19	9,119	3h 9m	8h 13m	73%
Lismore Base Hospital	7,397	17**	28**	7,396	3h 12m	16h 58m	61%
Maitland Hospital	11,233	11	29	11,233	3h 1m	12h 34m	68%

Attendances	Ambulance		Leaving the ED			
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours

Manly District Hospital	6,437	11	20	6,437	2h 47m	6h 22m	85%
Manning Base Hospital	6,977	6	25	6,977	2h 43m	6h 25m	77%
Mona Vale and District Hospital	8,276	11	21	8,276	2h 28m	7h 31m	81%
Orange Health Service	6,502	9	22	6,501	2h 34m	11h 6m	76%
Port Macquarie Base Hospital	7,349	12	28	7,348	2h 51m	9h 52m	68%
Shoalhaven and District Memorial Hospital	9,166	13	22	9,166	3h 7m	12h 56m	64%
Sutherland Hospital	12,109	15	29	12,109	3h 22m	9h 46m	67%
Tamworth Base Hospital	10,102	7	20	10,102	2h 30m	8h 49m	73%
The Tweed Hospital	11,620	8	20	11,620	2h 4m	7h 59m	80%
Wagga Wagga Base Hospital	8,638	14**	29**	8,638	3h 9m	14h 12m	61%
Wyong Hospital	14,539	10	27	14,539	3h 12m	9h 54m	62%
Total B peer group	195,452	12	26	195,446	2h 58m	10h 41m	72%

C1 peer group: District group 1

Armidale and New England Hospital	3,826	9**	12**	3,825	1h 31m	5h 21m	89%
Bathurst Base Hospital	5,873	15	20	5,873	2h 20m	10h 5m	74%
Bega District Hospital	2,900	12	15	2,900	2h 5m	6h 39m	80%
Belmont Hospital	6,435	10	27	6,435	2h 23m	9h 17m	73%
Bowral and District Hospital	4,435	12	20	4,435	2h 23m	6h 33m	84%
Broken Hill Base Hospital	5,421	13	18	5,418	1h 58m	6h 0m	86%
Goulburn Base Hospital	4,021	13	20	4,021	2h 8m	6h 13m	82%
Grafton Base Hospital	5,717	19**	16**	5,717	2h 18m	9h 15m	72%
Griffith Base Hospital	4,448	11	18	4,448	2h 8m	6h 14m	82%
Hawkesbury District Health Service	5,590	16	27	5,590	2h 32m	7h 7m	83%
Mount Druitt Hospital	8,188	14	27	8,188	3h 15m	10h 26m	78%
Murwillumbah District Hospital	4,350	12	15	4,348	1h 26m	5h 13m	90%
Ryde Hospital	6,554	10	21	6,554	2h 53m	7h 59m	74%
Shellharbour Hospital	6,997	11	24	6,997	3h 0m	11h 5m	67%
Total C1 peer group	74,755	12	22	74,749	2h 24m	8h 7m	78%

C2 peer group: District group 2

Ballina District Hospital	4,180	12**	21**	4,176	2h 3m	8h 21m	78%
Bateman's Bay District Hospital	4,074	11	13	4,074	1h 57m	6h 49m	80%
Blue Mountains District Anzac Memorial Hospital	4,087	12**	18**	4,087	2h 30m	7h 28m	81%
Bulli District Hospital	1,669	§	§	1,669	0h 42m	2h 32m	99%
Camden Hospital	3,206	§	§	3,206	1h 41m	5h 16m	92%
Casino and District Memorial Hospital	3,615	16	22	3,615	1h 15m	4h 53m	92%
Cessnock District Hospital	4,171	11	29	4,171	1h 28m	6h 46m	87%
Deniliquin Health Service	2,100	*	*	2,099	0h 54m	6h 4m	88%
Gunnedah District Hospital	2,172	9**	9**	2,172	1h 15m	5h 45m	89%
Inverell District Hospital	2,521	10**	11**	2,521	1h 15m	4h 30m	93%

Attendances	Ambulance			Leaving the ED			
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours	
Kempsey Hospital	5,191	13	23	5,191	1h 44m	7h 22m	82%
Kurri Kurri District Hospital	1,856	*	*	1,856	1h 6m	5h 23m	90%
Lithgow Health Service	3,108	9	15	3,108	1h 29m	5h 50m	87%
Macksville District Hospital	3,135	13	23	3,135	1h 51m	7h 39m	81%
Maclean District Hospital	2,959	15	17	2,959	2h 9m	7h 47m	77%
Milton and Ulladulla Hospital	4,030	13	21	4,030	1h 28m	6h 9m	88%
Moree District Hospital	1,984	4	9	1,984	0h 54m	4h 34m	93%
Moruya District Hospital	2,850	16	14	2,850	2h 23m	8h 34m	73%
Muswellbrook District Hospital	1,884	15**	21**	1,884	1h 14m	5h 39m	90%
Narrabri District Hospital	1,335	5**	14**	1,335	1h 7m	4h 4m	95%
Queanbeyan Health Service	4,254	13**	23**	4,254	2h 13m	7h 34m	78%
Singleton District Hospital	2,641	6	14	2,641	1h 18m	4h 42m	93%
Tumut Health Service	1,564	*	*	1,564	0h 25m	2h 58m	98%
Young Health Service	1,913	*	*	1,912	1h 10m	4h 20m	94%
C2 Total	70,499	12	18	70,493	1h 33m	6h 29m	86%
Other							
Total Other	28,004	6	15	27,996	0h 55m	4h 40m	93%

(*) Values suppressed due to small numbers and to protect privacy. Suppressed data have been excluded from LHD totals.

(**) Use caution when interpreting these results - more than 30% of total records where transfer of care cannot be calculated.

(§) Data not reportable for this hospital.

Note: Emergency department activity includes 121 facilities for which electronic data are reported. These facilities account for approximately 89% of NSW emergency department activity.

Source: NSW Health, *Health Information Exchange*. Data extracted on 17 April 2014. Ambulance data from Ambulance Service of NSW provided 17 April 2014.