

Hospital Quarterly

Performance Profiles

Emergency Department

South Western Sydney Local Health District

January to March 2016

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 13,482 patients
 Emergency attendances:² 13,364 patients

Same period last year	Change since one year ago
13,057	3%
13,006	3%

Bankstown / Lidcombe Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,549 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,691 patients

Median time to start treatment⁴ 17 minutes
 95th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,464 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 554 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
2,456	
11 minutes	8 minutes
49 minutes	35 minutes
4,934	
22 minutes	20 minutes
105 minutes	99 minutes
4,949	
22 minutes	26 minutes
102 minutes	137 minutes
581	
20 minutes	23 minutes
108 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 13,482 patients

Percentage of patients who left the ED within four hours 78%

Same period last year	Change since one year ago
13,057	3%
79%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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.

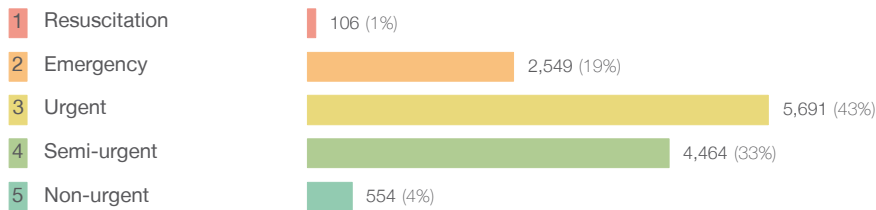
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Bankstown / Lidcombe Hospital: Patients attending the emergency department

January to March 2016

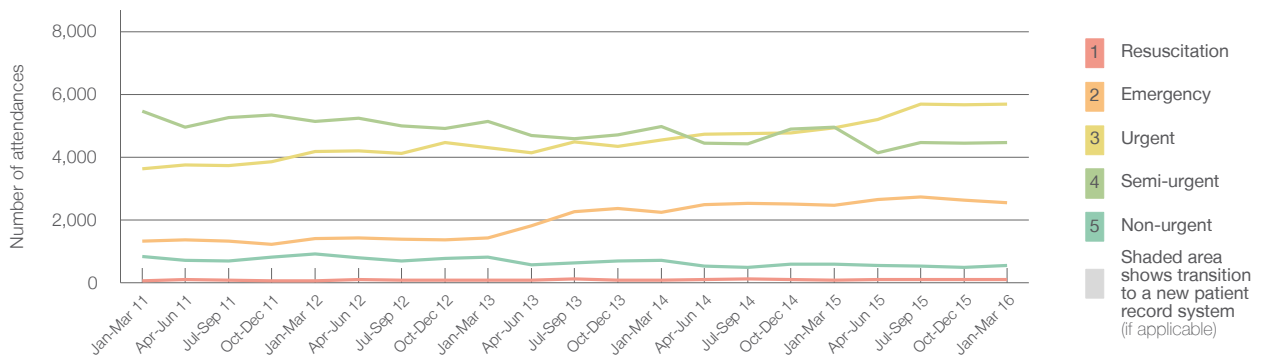
All attendances:¹ 13,482 patients

Emergency attendances² by triage category: 13,364 patients



Same period last year	Change since one year ago
13,057	3%
13,006	3%
86	23%
2,456	4%
4,934	15%
4,949	-10%
581	-5%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	61	65	73	83	86	106
Emergency	1,325	1,401	1,430	2,242	2,456	2,549
Urgent	3,620	4,184	4,295	4,556	4,934	5,691
Semi-urgent	5,455	5,130	5,145	4,984	4,949	4,464
Non-urgent	842	913	814	711	581	554
All emergency attendances	11,303	11,693	11,757	12,576	13,006	13,364

Bankstown / Lidcombe Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 3,645 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
3,703	
15 minutes	-2 minutes
50 minutes	-13 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 2,549

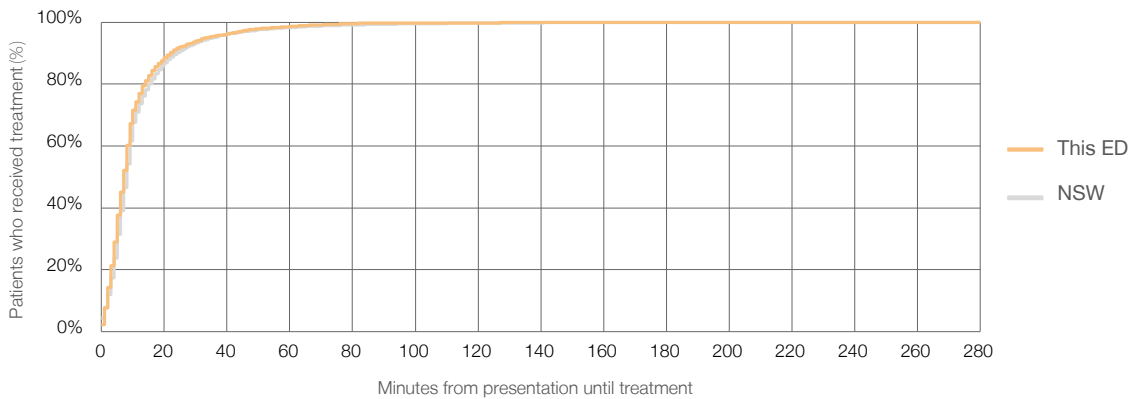
Number of triage 2 patients used to calculate waiting time:³ 2,540

Median time to start treatment⁴ 7 minutes

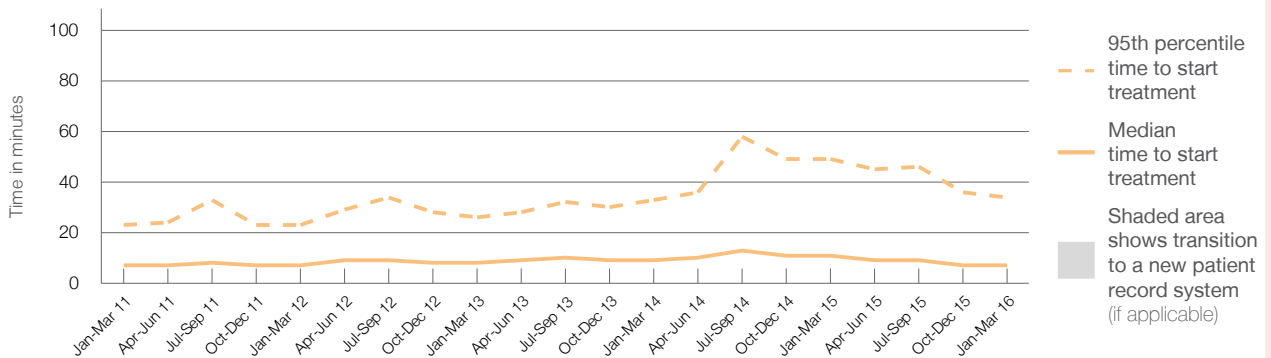
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
2,456	2,450
11 minutes	8 minutes
49 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	7	7	8	9	11	7
95th percentile time to start treatment ⁵ (minutes)	23	23	26	33	49	34

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

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

Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 5,691

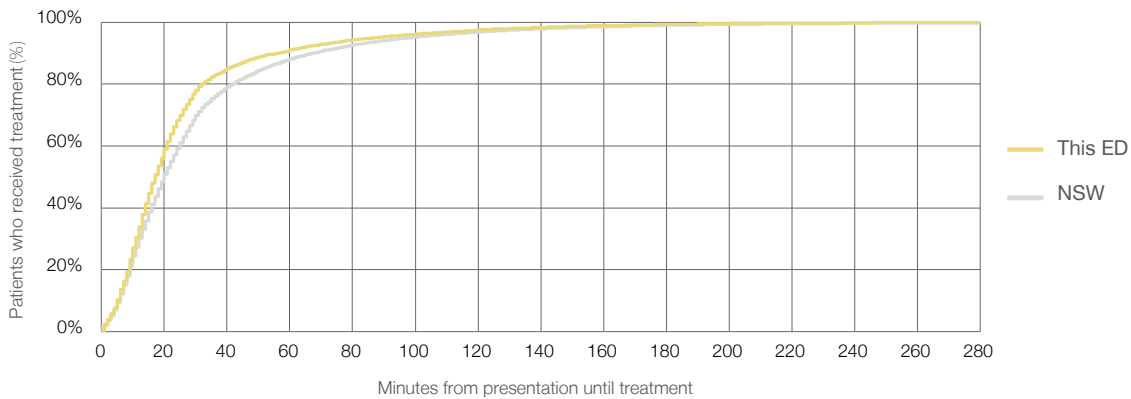
Number of triage 3 patients used to calculate waiting time:³ 5,594

Median time to start treatment⁴ 17 minutes

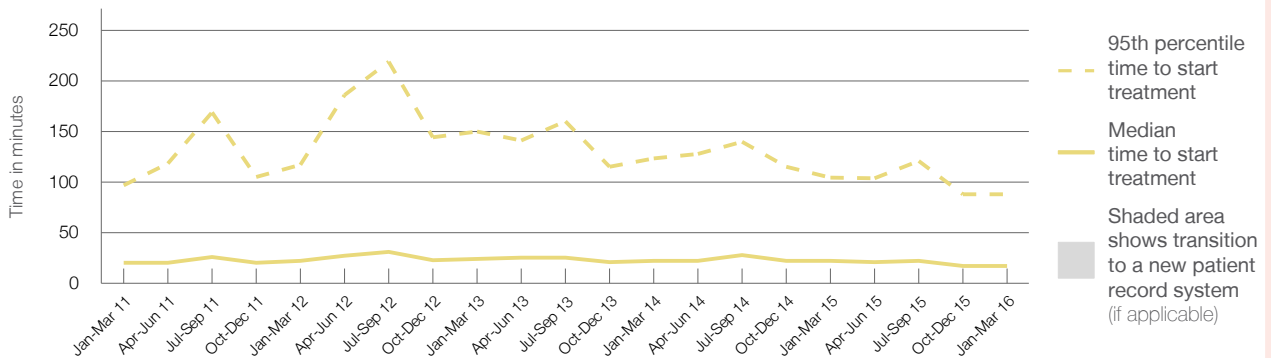
95th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
4,934	4,860
22 minutes	20 minutes
105 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	20	22	24	22	22	17
95th percentile time to start treatment ⁵ (minutes)	97	117	150	123	105	88

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

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

Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 4,464

Number of triage 4 patients used to calculate waiting time:³ 4,318

Median time to start treatment⁴

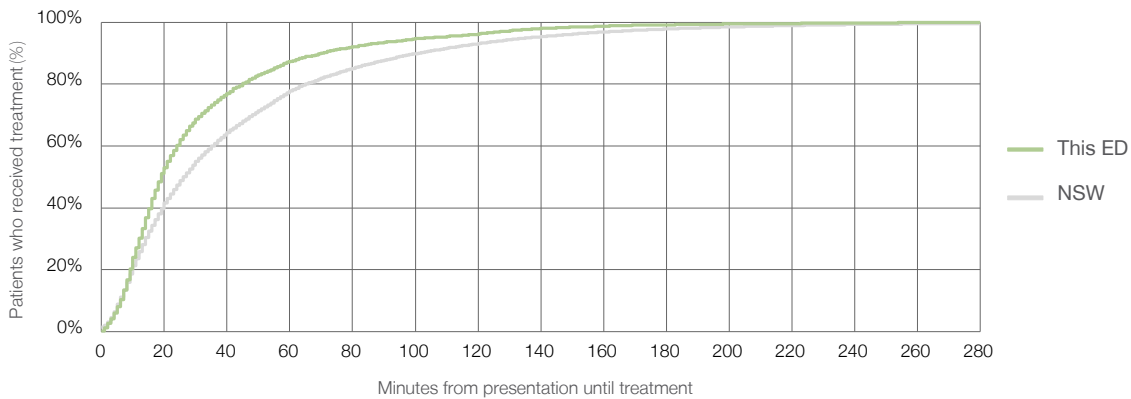
19 minutes

95th percentile time to start treatment⁵

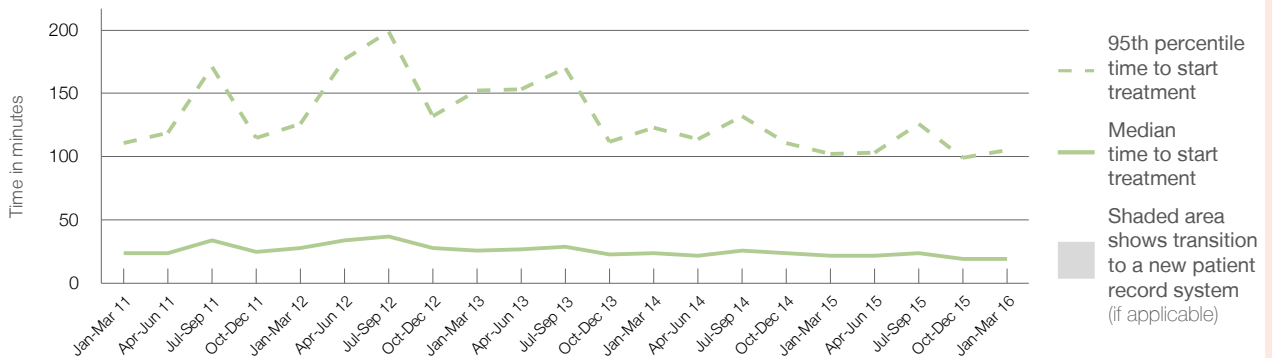
105 minutes

Same period last year	NSW (this period)
4,949	4,835
22 minutes	26 minutes
102 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	24	28	26	24	22	19
95th percentile time to start treatment ⁵ (minutes)	111	126	152	123	102	105

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

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

Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 554

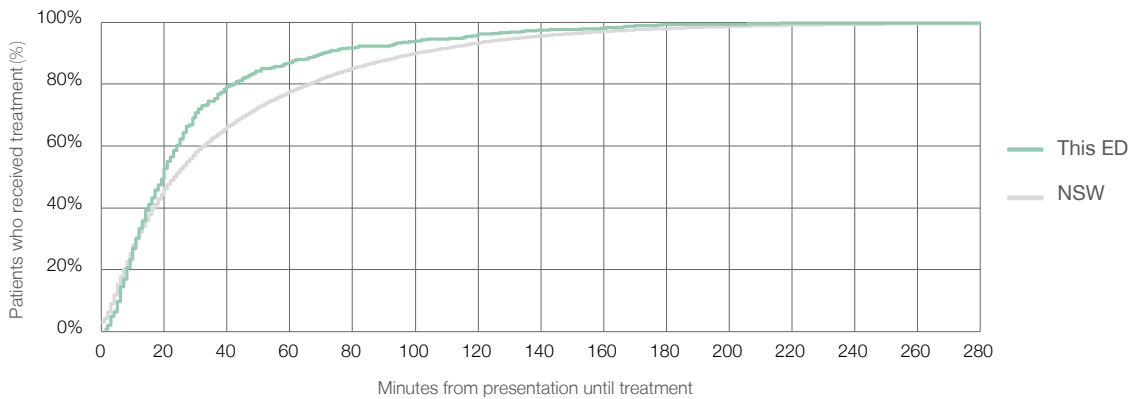
Number of triage 5 patients used to calculate waiting time:³ 475

Median time to start treatment⁴ 20 minutes

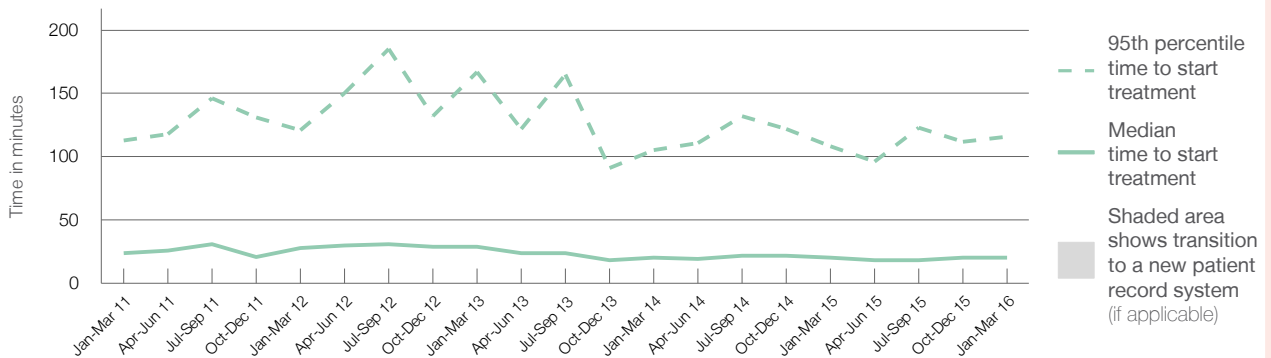
95th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
581	519
20 minutes	23 minutes
108 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	24	28	29	20	20	20
95th percentile time to start treatment ⁵ (minutes)	113	121	167	105	108	116

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

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

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:¹ 13,482 patients

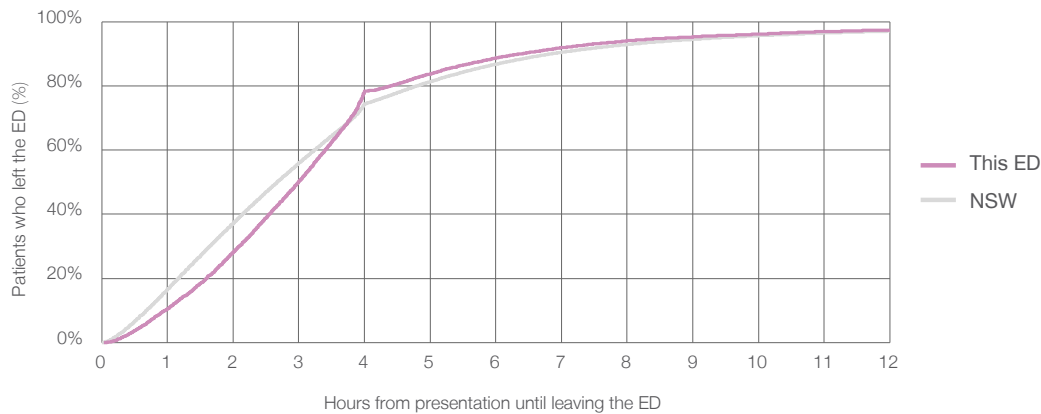
Attendances used to calculate time to leaving the ED:⁶ 13,482 patients

Median time to leaving the ED⁸ 3 hours and 0 minutes

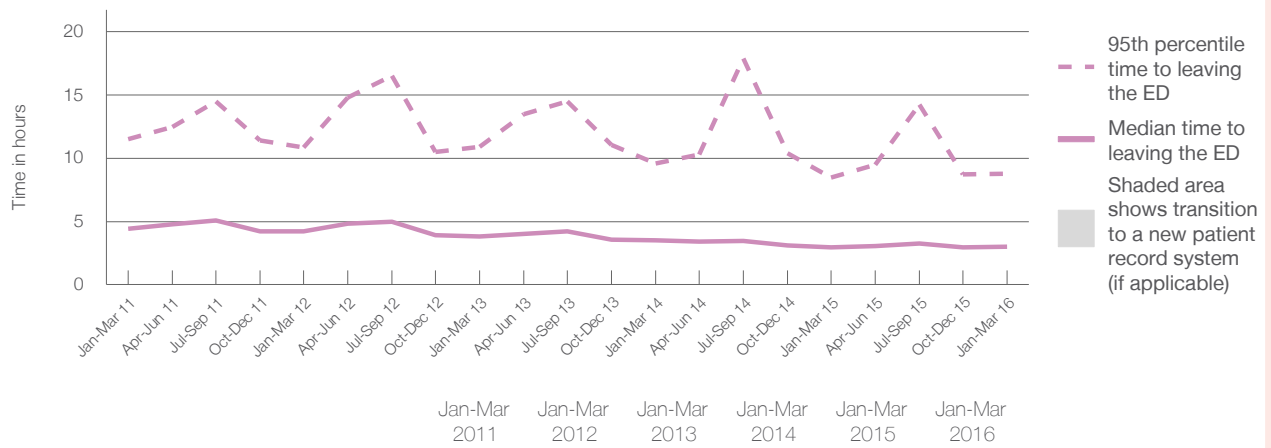
95th percentile time to leaving the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
13,057	13,057
2 hours and 56 minutes	2 hours and 40 minutes
8 hours and 29 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 25m	4h 13m	3h 48m	3h 31m	2h 56m	3h 0m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 31m	10h 51m	10h 55m	9h 35m	8h 29m	8h 45m

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

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

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

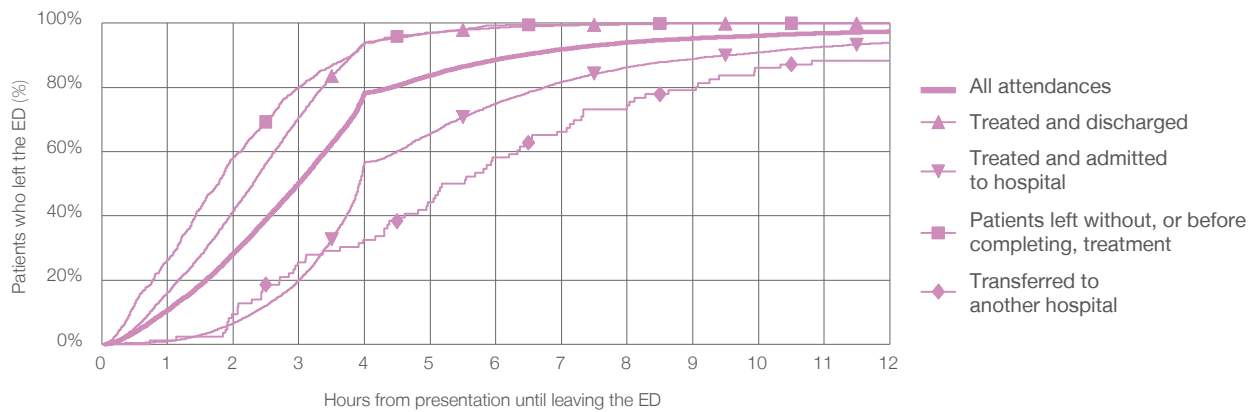
All attendances:¹ 13,482 patients

Attendances used to calculate time to leaving the ED:⁶ 13,482 patients

Treated and discharged	6,925 (51%)
Treated and admitted to hospital	5,532 (41%)
Patient left without, or before completing, treatment	882 (7%)
Transferred to another hospital	86 (1%)
Other	57 (0%)

Same period last year	Change since one year ago
13,057	3%
6,914	0%
5,179	7%
789	12%
100	-14%
75	-24%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16%	42%	71%	94%	99%	100%	100%	100%
Treated and admitted to hospital	1%	7%	20%	57%	75%	86%	91%	94%
Patient left without, or before completing, treatment	26%	58%	80%	94%	99%	100%	100%	100%
Transferred to another hospital	1%	9%	26%	33%	58%	74%	86%	88%
All attendances	11%	28%	50%	78%	89%	94%	96%	97%

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

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

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances:¹ 13,482 patients

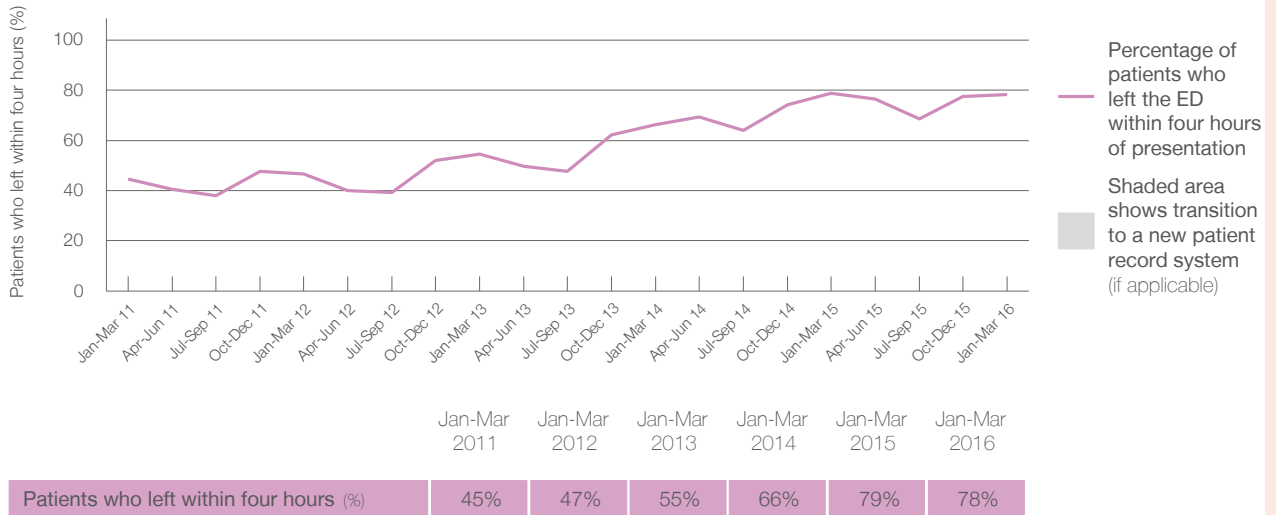
Attendances used to calculate time to leaving the ED:⁶ 13,482 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	13,057	3%
Attendances used to calculate time to leaving the ED	13,057	3%
Percentage of patients who left the ED within four hours	79%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



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

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

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Bowral and District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,624 patients
Emergency attendances:² 4,465 patients

Same period last year	Change since one year ago
4,335	7%
4,207	6%

Bowral and District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 322 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,402 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,161 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 570 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
306	
10 minutes	8 minutes
32 minutes	35 minutes
1,320	
23 minutes	20 minutes
103 minutes	99 minutes
2,087	
26 minutes	26 minutes
142 minutes	137 minutes
475	
25 minutes	23 minutes
127 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,624 patients

Percentage of patients who left the ED within four hours 88%

Same period last year	Change since one year ago
4,335	7%
83%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

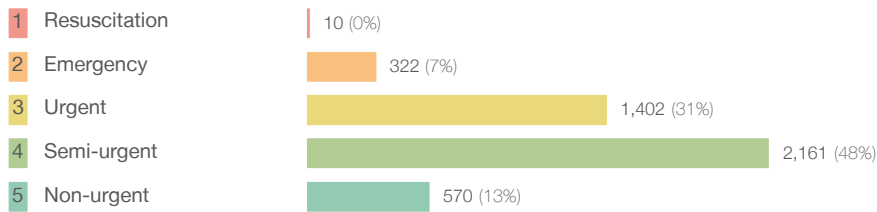
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Bowral and District Hospital: Patients attending the emergency department January to March 2016

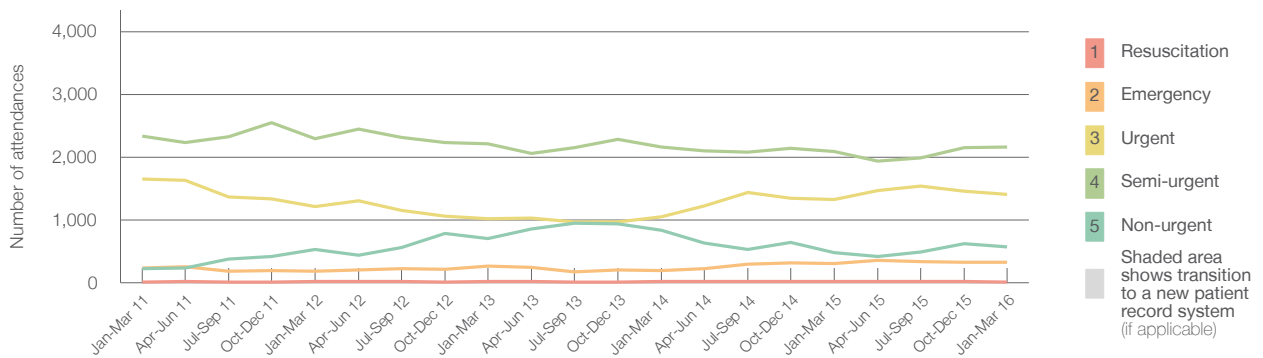
All attendances:¹ 4,624 patients

Emergency attendances² by triage category: 4,465 patients



Same period last year	Change since one year ago
4,335	7%
4,207	6%
19	-47%
306	5%
1,320	6%
2,087	4%
475	20%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	12	20	16	14	19	10
Emergency	236	180	259	191	306	322
Urgent	1,648	1,216	1,022	1,050	1,320	1,402
Semi-urgent	2,335	2,299	2,209	2,158	2,087	2,161
Non-urgent	221	534	698	837	475	570
All emergency attendances	4,452	4,249	4,204	4,250	4,207	4,465

Bowral and District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 700 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
834	
14 minutes	-3 minutes
40 minutes	-15 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.
- (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Bowral and District Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 322

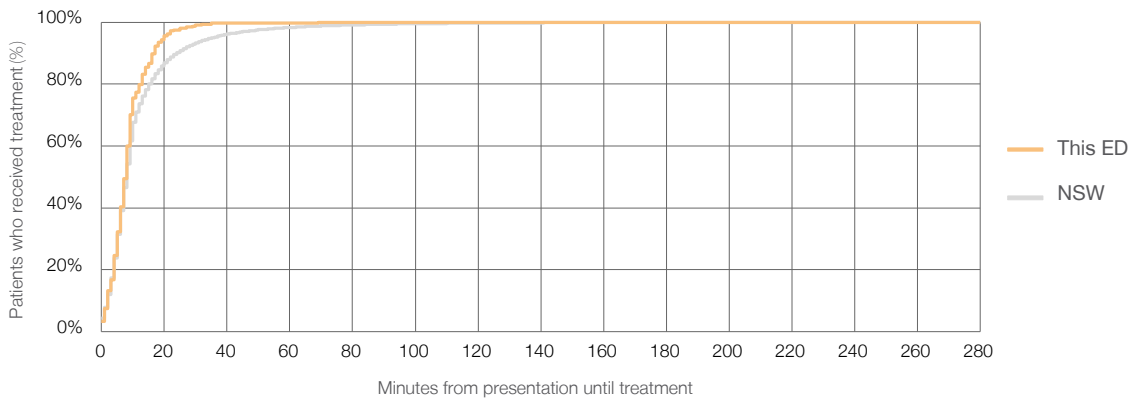
Number of triage 2 patients used to calculate waiting time:³ 322

Median time to start treatment⁴ 8 minutes

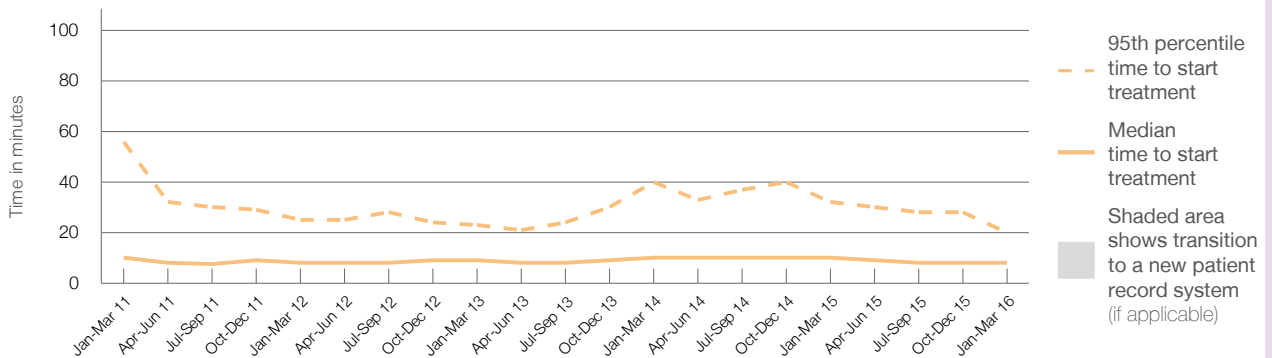
95th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
306	306
10 minutes	8 minutes
32 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	8	9	10	10	8
95th percentile time to start treatment ⁵ (minutes)	56	25	23	40	32	20

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

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

Bowral and District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,402

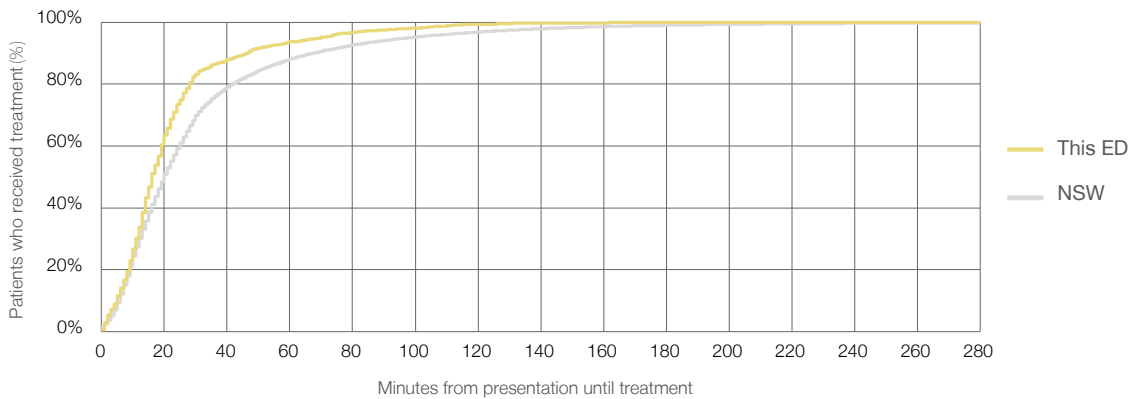
Number of triage 3 patients used to calculate waiting time:³ 1,385

Median time to start treatment⁴ 16 minutes

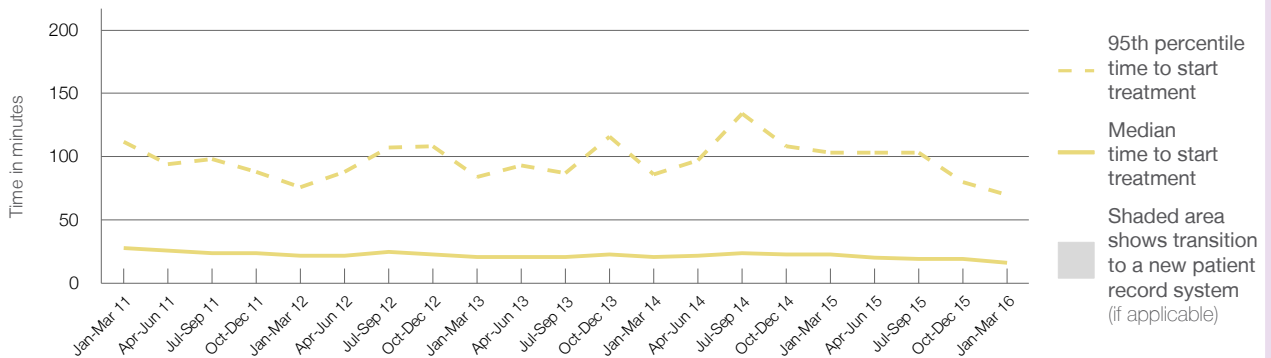
95th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
1,320	1,293
23 minutes	20 minutes
103 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	28	22	21	21	23	16
95th percentile time to start treatment ⁵ (minutes)	112	76	84	86	103	70

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

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

Bowral and District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,161

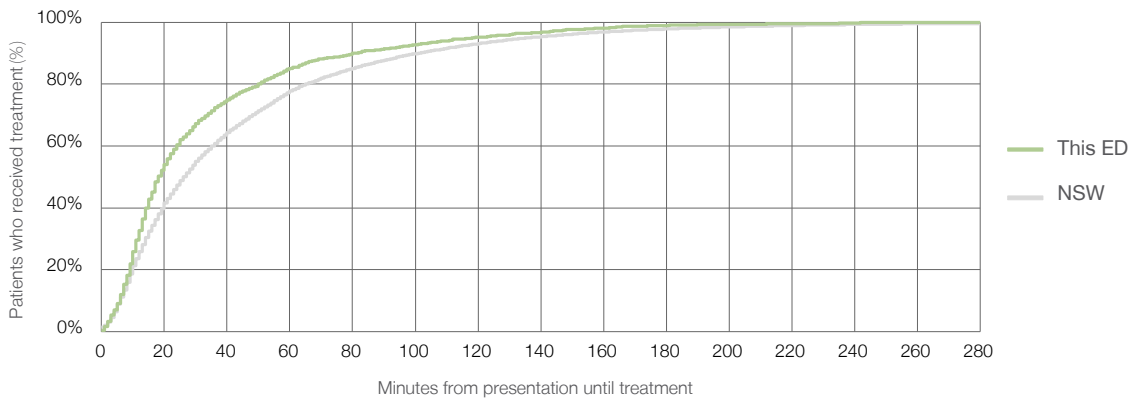
Number of triage 4 patients used to calculate waiting time:³ 2,088

Median time to start treatment⁴ 18 minutes

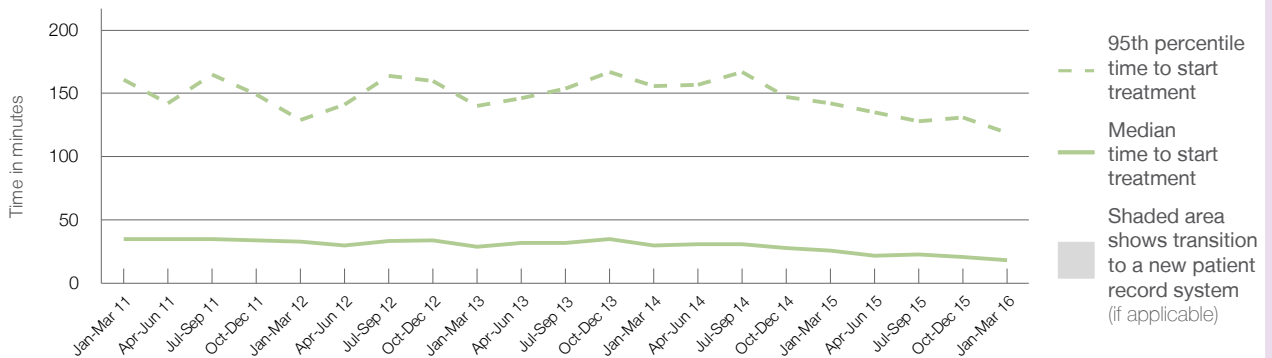
95th percentile time to start treatment⁵ 119 minutes

	Same period last year	NSW (this period)
	2,087	1,948
	26 minutes	26 minutes
	142 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	35	33	29	30	26	18
95th percentile time to start treatment ⁵ (minutes)	161	129	140	156	142	119

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

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

Bowral and District Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 570

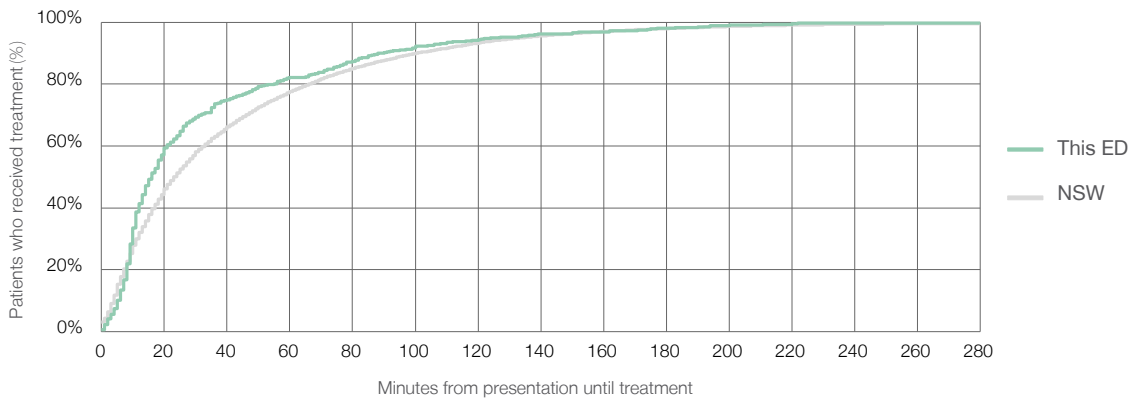
Number of triage 5 patients used to calculate waiting time:³ 523

Median time to start treatment⁴ 16 minutes

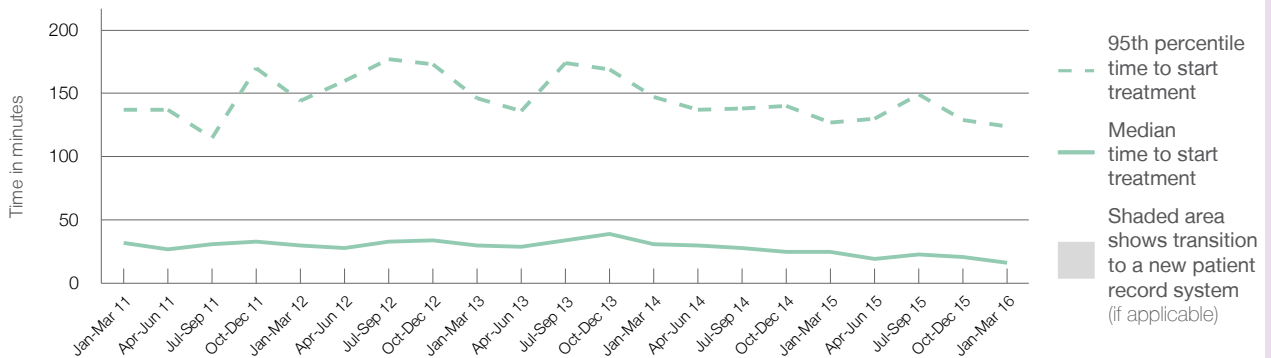
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
475	
415	
25 minutes	23 minutes
127 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	32	30	30	31	25	16
95th percentile time to start treatment ⁵ (minutes)	137	144	146	147	127	124

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

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

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

January to March 2016

All attendances:¹ 4,624 patients

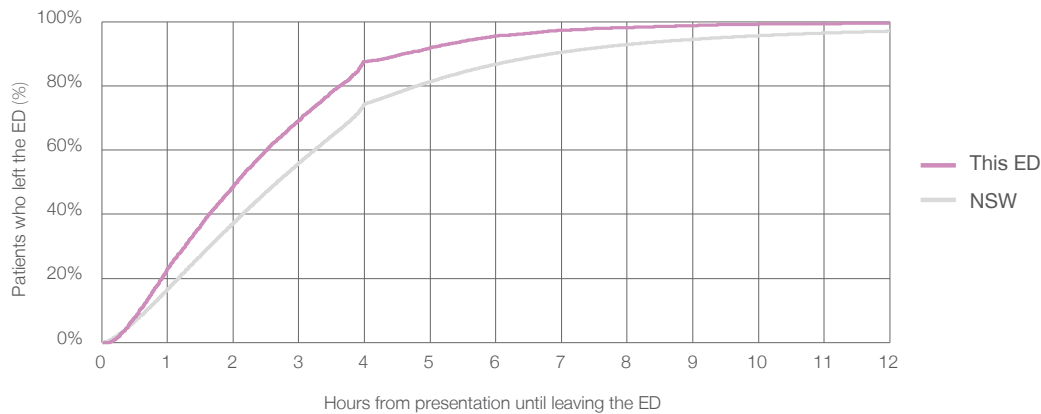
Attendances used to calculate time to leaving the ED:⁶ 4,624 patients

Median time to leaving the ED⁸ 2 hours and 4 minutes

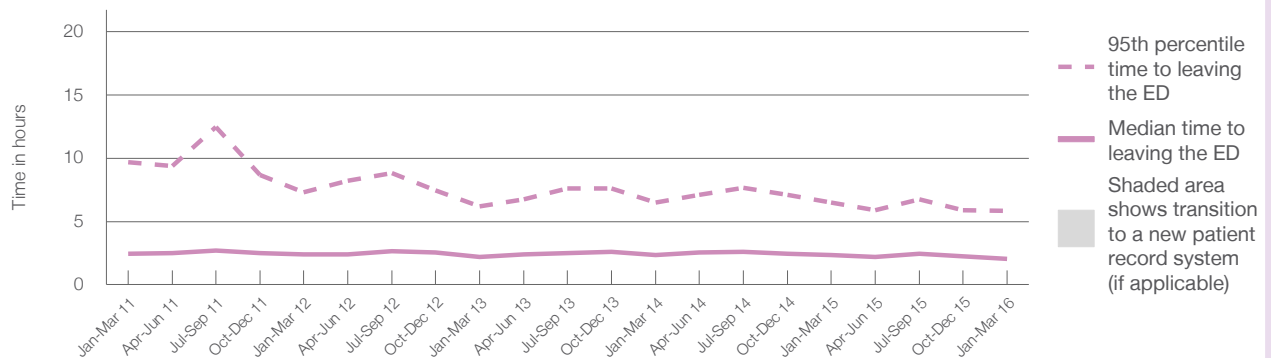
95th percentile time to leaving the ED⁹ 5 hours and 51 minutes

Same period last year	NSW (this period)
4,335	4,335
2 hours and 22 minutes	2 hours and 40 minutes
6 hours and 31 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{††}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 26m	2h 24m	2h 12m	2h 21m	2h 22m	2h 4m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 42m	7h 19m	6h 11m	6h 31m	6h 31m	5h 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.

Bowral and District Hospital: Time from presentation until leaving the ED
 By mode of separation
 January to March 2016

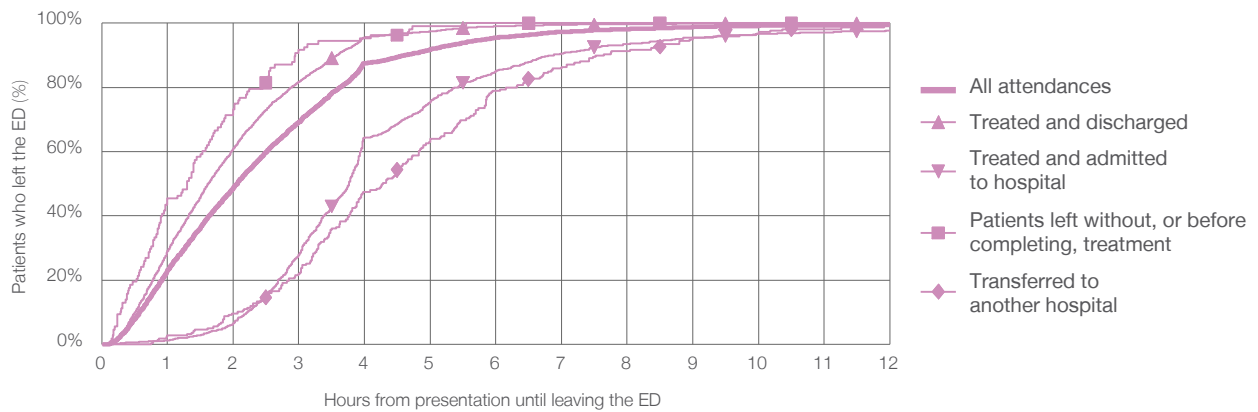
All attendances:¹ 4,624 patients

Attendances used to calculate time to leaving the ED:⁶ 4,624 patients

Treated and discharged	3,439 (74%)
Treated and admitted to hospital	852 (18%)
Patient left without, or before completing, treatment	108 (2%)
Transferred to another hospital	219 (5%)
Other	6 (0%)

Same period last year	Change since one year ago
4,335	7%
3,172	8%
748	14%
180	-40%
227	-4%
8	-25%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29%	61%	82%	96%	99%	100%	100%	100%
Treated and admitted to hospital	1%	7%	28%	64%	85%	93%	97%	98%
Patient left without, or before completing, treatment	45%	73%	92%	95%	100%	100%	100%	100%
Transferred to another hospital	3%	10%	22%	47%	79%	91%	97%	99%
All attendances	23%	49%	69%	88%	96%	98%	99%	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.

Bowral and District Hospital: Time from presentation until leaving the ED
 Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances: ¹ 4,624 patients

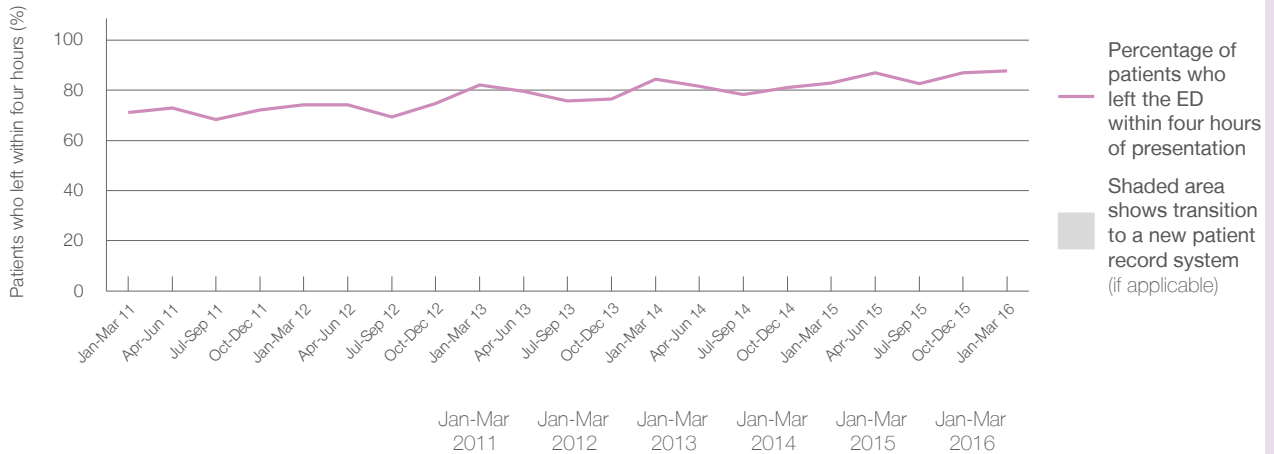
Attendances used to calculate time to leaving the ED: ⁶ 4,624 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	4,335	7%
Attendances used to calculate time to leaving the ED	4,335	7%
Percentage of patients who left the ED within four hours	83%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	71%	74%	82%	84%	83%	88%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Camden Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 3,463 patients
 Emergency attendances:² 3,387 patients

Same period last year	Change since one year ago
3,367	3%
3,297	3%

Camden Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 201 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 816 patients

Median time to start treatment⁴ 12 minutes
 95th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,536 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 834 patients

Median time to start treatment⁴ 12 minutes
 95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
222	
5 minutes	8 minutes
18 minutes	35 minutes
747	
12 minutes	20 minutes
63 minutes	99 minutes
1,517	
15 minutes	26 minutes
93 minutes	137 minutes
804	
14 minutes	23 minutes
105 minutes	135 minutes

Camden Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 3,462 patients

Percentage of patients who left the ED within four hours 91%

Same period last year	Change since one year ago
3,366	3%
92%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

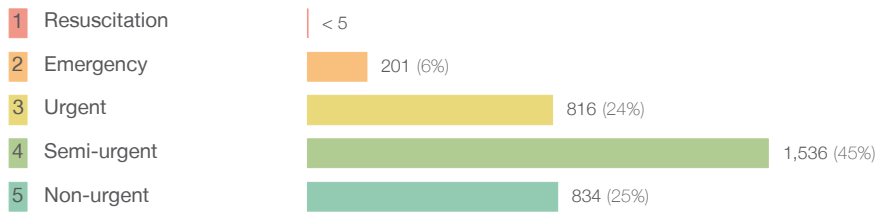
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Camden Hospital: Patients attending the emergency department January to March 2016

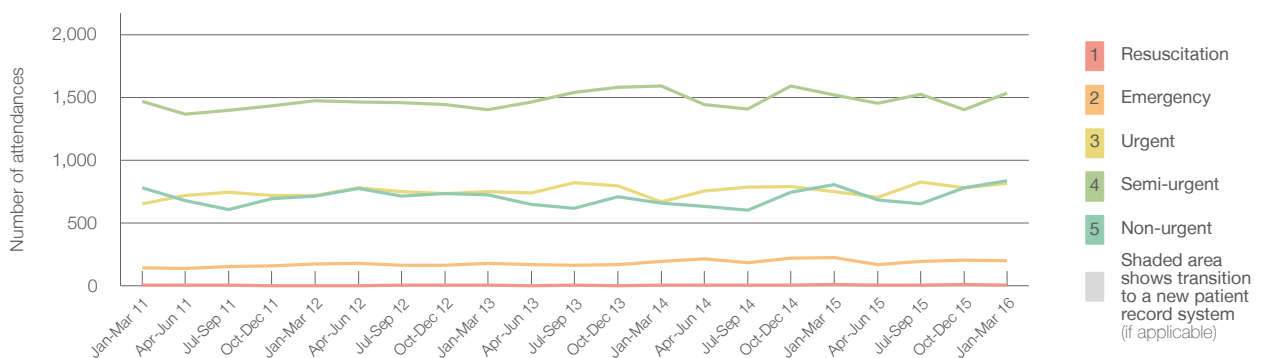
All attendances:¹ 3,463 patients

Emergency attendances² by triage category: 3,387 patients



Same period last year	Change since one year ago
3,367	3%
3,297	3%
7	*
222	-10%
747	9%
1,517	1%
804	4%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	< 5	< 5	< 5	< 5	7	< 5
Emergency	142	176	184	197	222	201
Urgent	652	720	748	668	747	816
Semi-urgent	1,468	1,473	1,400	1,593	1,517	1,536
Non-urgent	781	711	723	658	804	834
All emergency attendances	3,043	3,080	3,055	3,116	3,297	3,387

Camden Hospital: Patients arriving by ambulance January to March 2016

ED Transfer of care time is not currently available for this hospital.⁷

(†) 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.

Camden Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 201

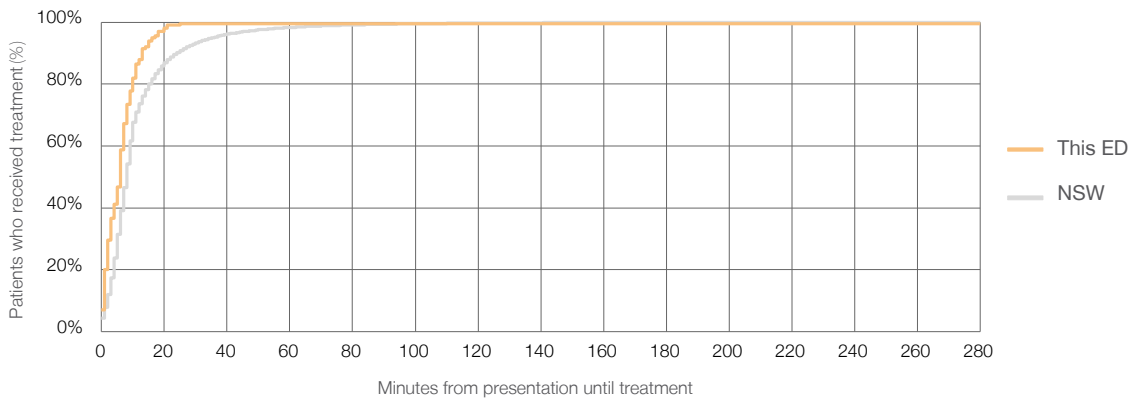
Number of triage 2 patients used to calculate waiting time:³ 199

Median time to start treatment⁴ 6 minutes

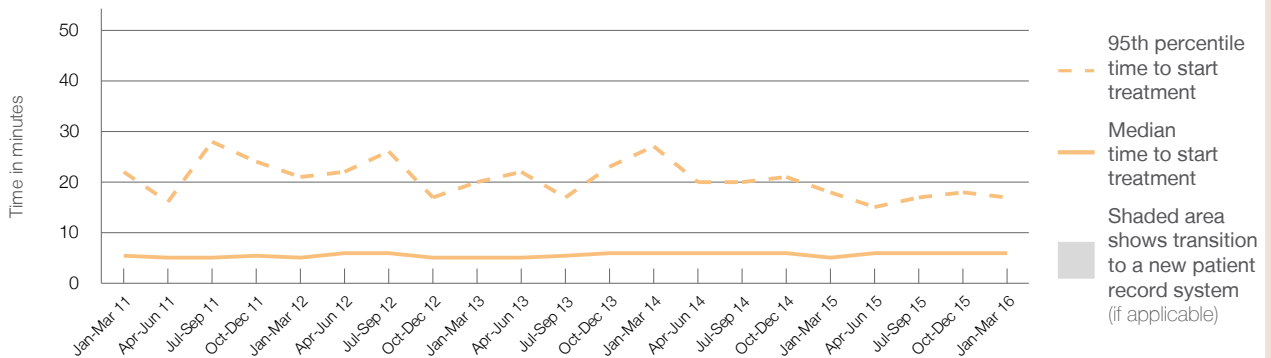
95th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
222	
216	
5 minutes	8 minutes
18 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	6	5	5	6	5	6
95th percentile time to start treatment ⁵ (minutes)	22	21	20	27	18	17

(†) 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.

Camden Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 816

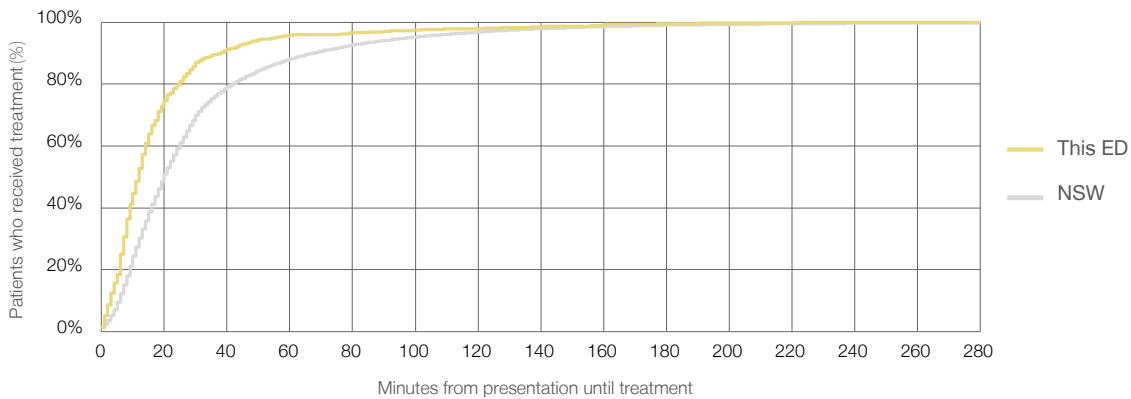
Number of triage 3 patients used to calculate waiting time:³ 778

Median time to start treatment⁴ 12 minutes

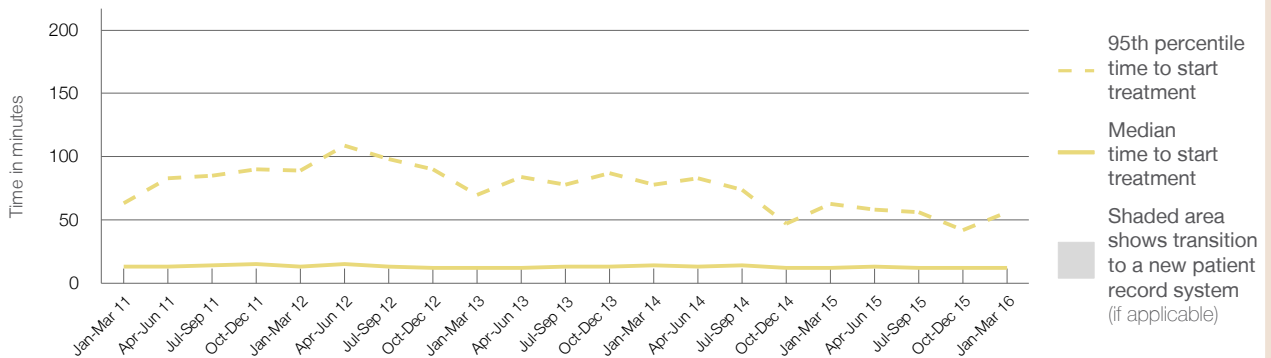
95th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
747	720
12 minutes	20 minutes
63 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	13	13	12	14	12	12
95th percentile time to start treatment ⁵ (minutes)	63	89	70	78	63	56

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

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

Camden Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 1,536

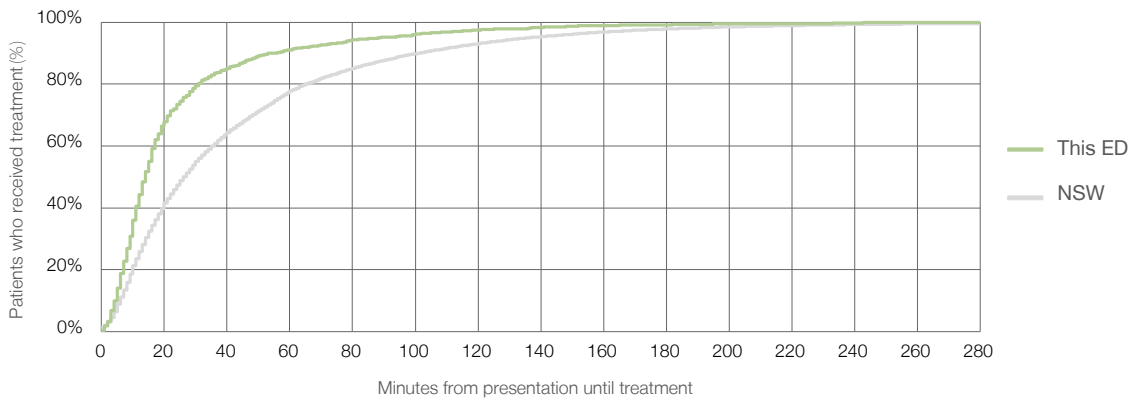
Number of triage 4 patients used to calculate waiting time:³ 1,452

Median time to start treatment⁴ 14 minutes

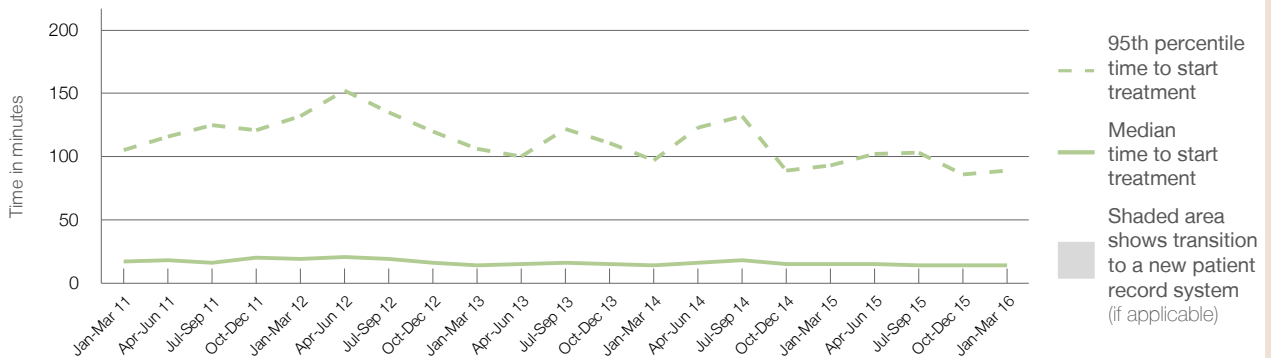
95th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,517	1,445
15 minutes	26 minutes
93 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	17	19	14	14	15	14
95th percentile time to start treatment ⁵ (minutes)	105	132	106	97	93	89

(†) 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.

Camden Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 834

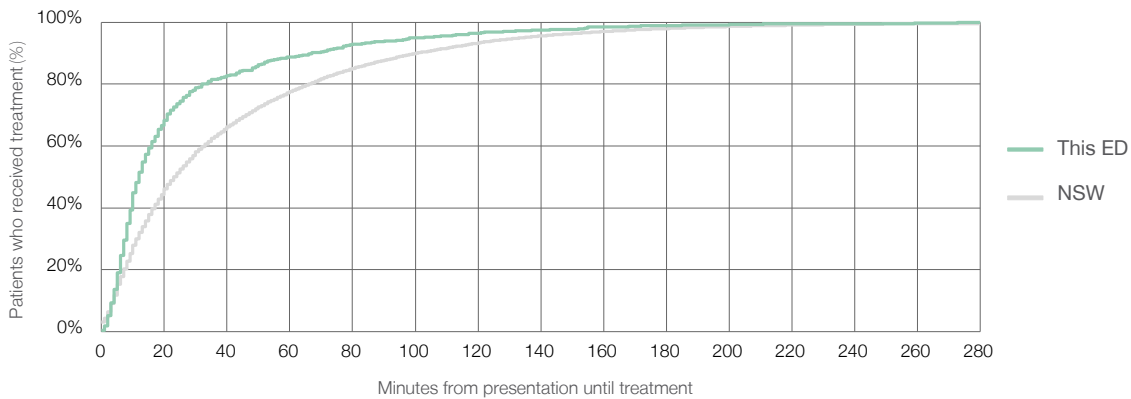
Number of triage 5 patients used to calculate waiting time:³ 741

Median time to start treatment⁴ 12 minutes

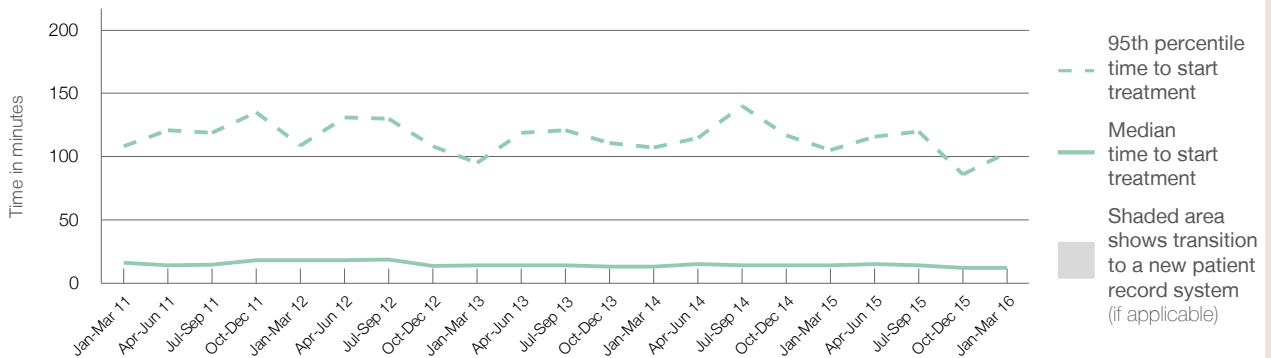
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
804	742
14 minutes	23 minutes
105 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	16	18	14	13	14	12
95th percentile time to start treatment ⁵ (minutes)	108	109	95	107	105	103

(†) 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.

Camden Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 3,463 patients

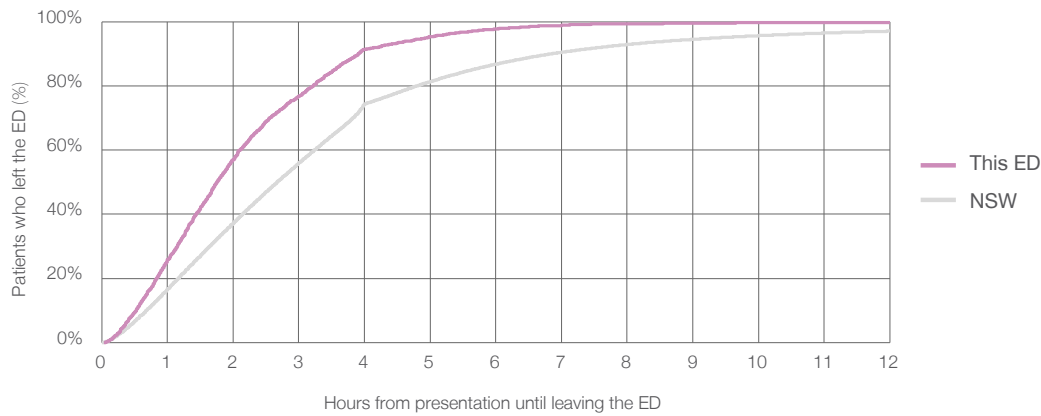
Attendances used to calculate time to leaving the ED:⁶ 3,462 patients

Median time to leaving the ED⁸ 1 hours and 45 minutes

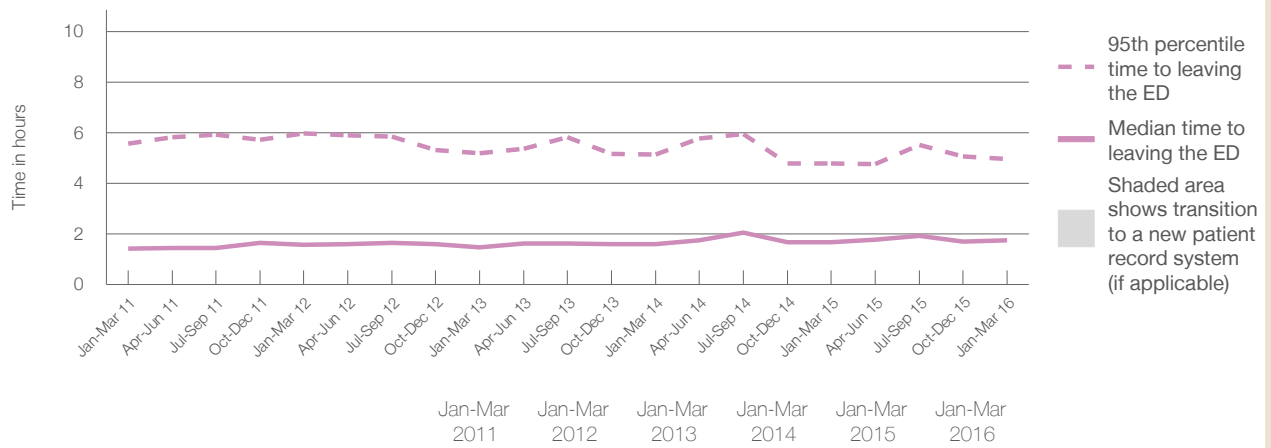
95th percentile time to leaving the ED⁹ 4 hours and 58 minutes

Same period last year	NSW (this period)
3,367	
3,366	
1 hours and 41 minutes	2 hours and 40 minutes
4 hours and 48 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	1h 35m	1h 29m	1h 37m	1h 41m	1h 45m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 35m	5h 58m	5h 11m	5h 9m	4h 48m	4h 58m

(†) 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.

Camden Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

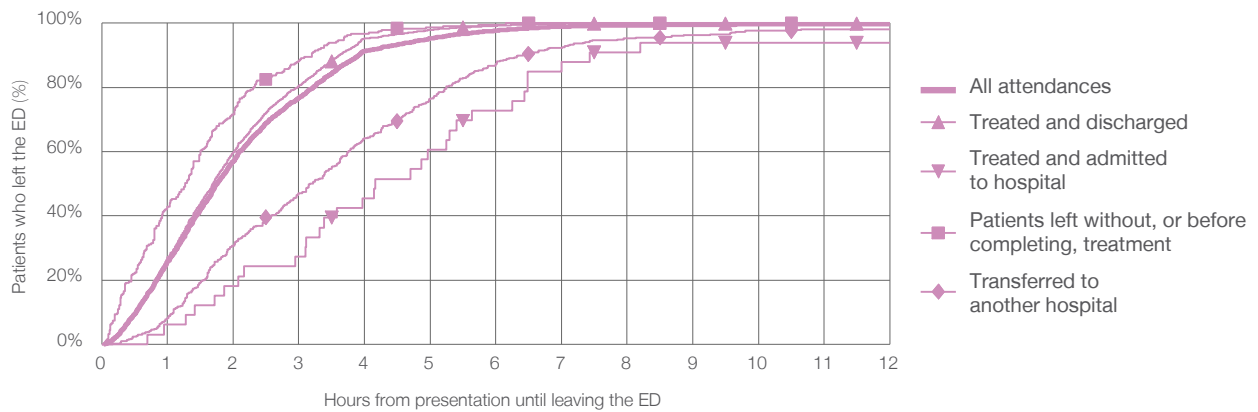
All attendances:¹ 3,463 patients

Attendances used to calculate time to leaving the ED:⁶ 3,462 patients

Treated and discharged	2,747 (79%)
Treated and admitted to hospital	33 (1%)
Patient left without, or before completing, treatment	247 (7%)
Transferred to another hospital	377 (11%)
Other	59 (2%)

Same period last year	Change since one year ago
3,366	3%
2,859	-4%
6	450%
163	52%
273	38%
66	-11%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

Treated and discharged	27%	60%	80%	95%	99%	100%	100%	100%
Treated and admitted to hospital	6%	18%	27%	45%	73%	91%	94%	94%
Patient left without, or before completing, treatment	43%	72%	88%	97%	100%	100%	100%	100%
Transferred to another hospital	8%	31%	47%	64%	87%	95%	98%	98%
All attendances	26%	57%	77%	91%	98%	99%	100%	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.

Camden Hospital: Time from presentation until leaving the ED
 Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances: ¹ 3,463 patients

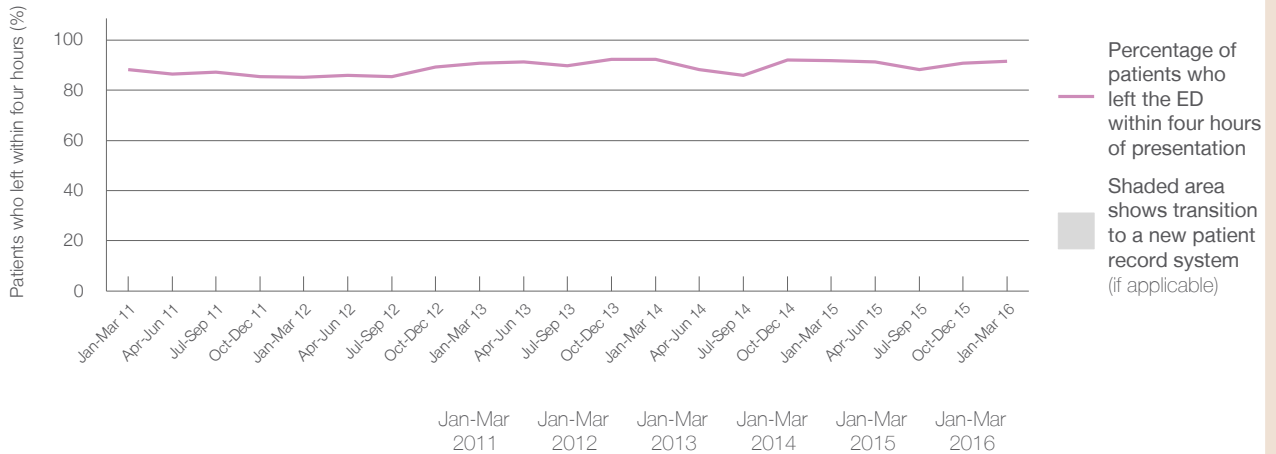
Attendances used to calculate time to leaving the ED: ⁶ 3,462 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
3,367	3%
3,366	3%
92%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	88%	85%	91%	92%	92%	91%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Campbelltown Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 16,722 patients
 Emergency attendances:² 16,510 patients

Same period last year	Change since one year ago
16,038	4%
15,818	4%

Campbelltown Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,735 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,928 patients

Median time to start treatment⁴ 16 minutes
 95th percentile time to start treatment⁵ 129 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,029 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 179 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,733 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 173 minutes

Same period last year	NSW (this period)
1,738	
7 minutes	8 minutes
29 minutes	35 minutes
6,297	
18 minutes	20 minutes
133 minutes	99 minutes
5,979	
26 minutes	26 minutes
158 minutes	137 minutes
1,723	
26 minutes	23 minutes
160 minutes	135 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 16,720 patients

Percentage of patients who left the ED within four hours 65%

Same period last year	Change since one year ago
16,038	4%
64%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

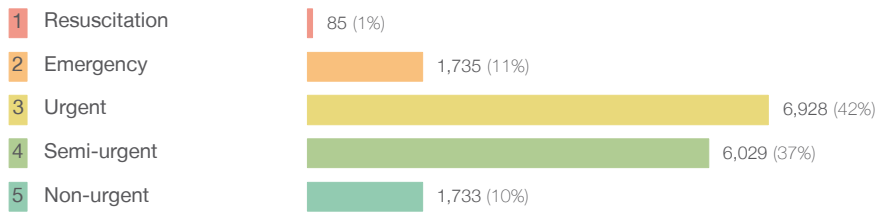
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Campbelltown Hospital: Patients attending the emergency department January to March 2016

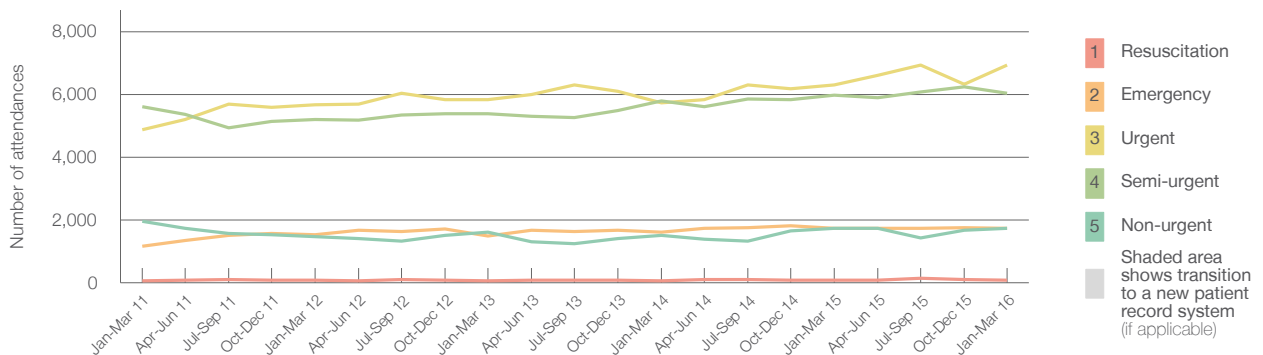
All attendances:¹ 16,722 patients

Emergency attendances² by triage category: 16,510 patients



Same period last year	Change since one year ago
16,038	4%
15,818	4%
81	5%
1,738	0%
6,297	10%
5,979	1%
1,723	1%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	59	72	63	63	81	85
Emergency	1,150	1,531	1,495	1,603	1,738	1,735
Urgent	4,878	5,670	5,841	5,736	6,297	6,928
Semi-urgent	5,598	5,196	5,390	5,797	5,979	6,029
Non-urgent	1,948	1,469	1,605	1,508	1,723	1,733
All emergency attendances	13,633	13,938	14,394	14,707	15,818	16,510

Campbelltown Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 3,976 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
3,903	
14 minutes	-1 minute
43 minutes	-10 minutes

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

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

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Campbelltown Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,735

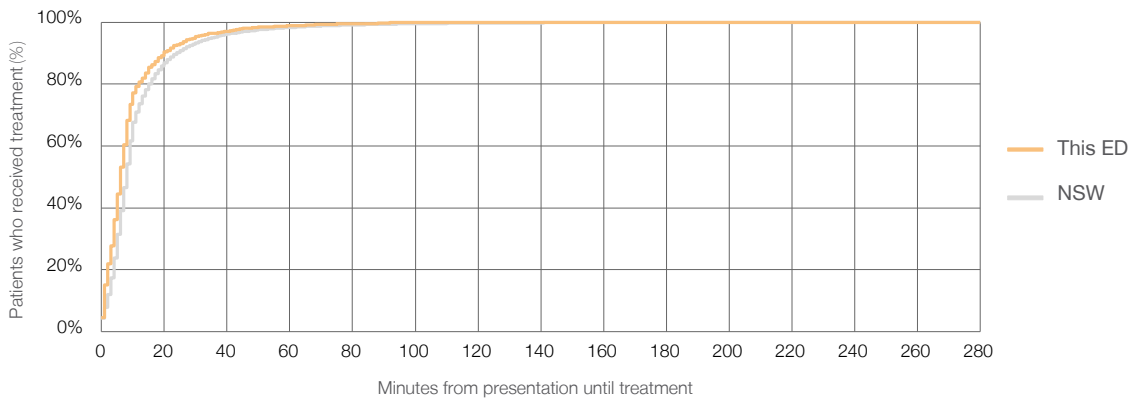
Number of triage 2 patients used to calculate waiting time:³ 1,732

Median time to start treatment⁴ 6 minutes

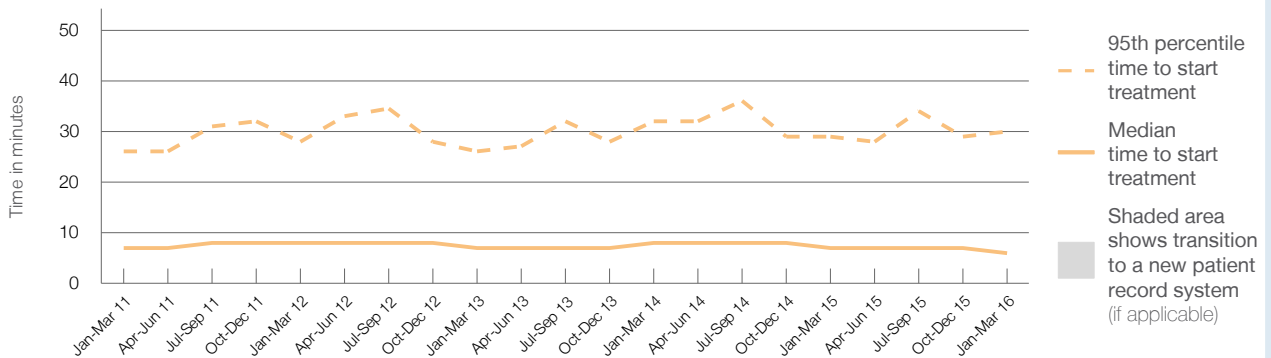
95th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
1,738	
1,726	
7 minutes	8 minutes
29 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	7	8	7	8	7	6
95th percentile time to start treatment ⁵ (minutes)	26	28	26	32	29	30

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

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

Campbelltown Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 6,928

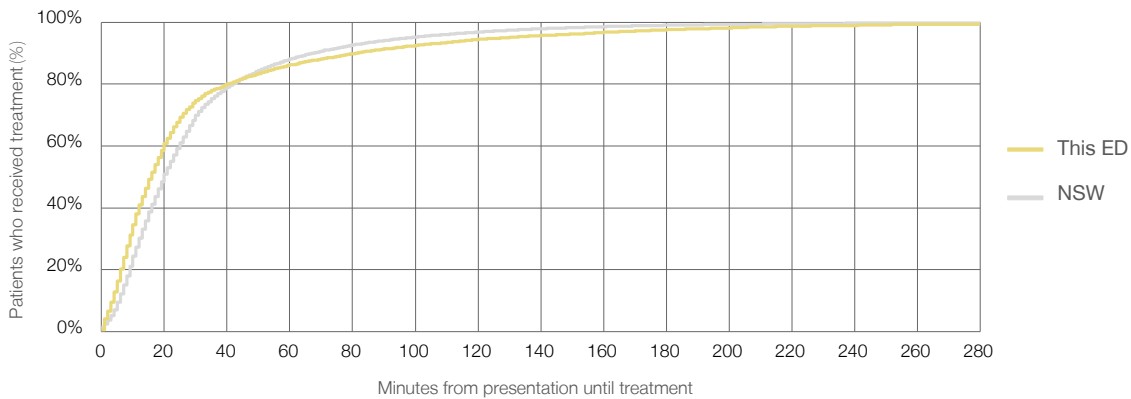
Number of triage 3 patients used to calculate waiting time:³ 6,712

Median time to start treatment⁴ 16 minutes

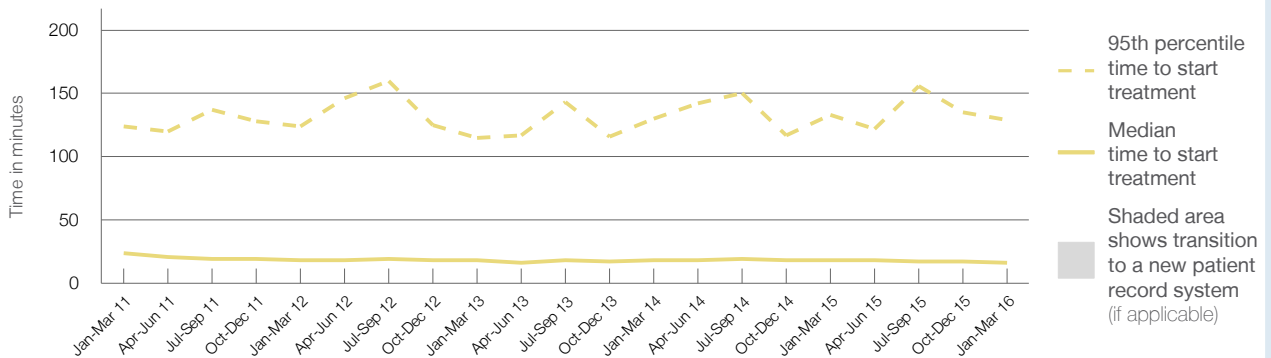
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
6,297	
6,067	
18 minutes	20 minutes
133 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	24	18	18	18	18	16
95th percentile time to start treatment ⁵ (minutes)	124	124	115	130	133	129

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

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

Campbelltown Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 6,029

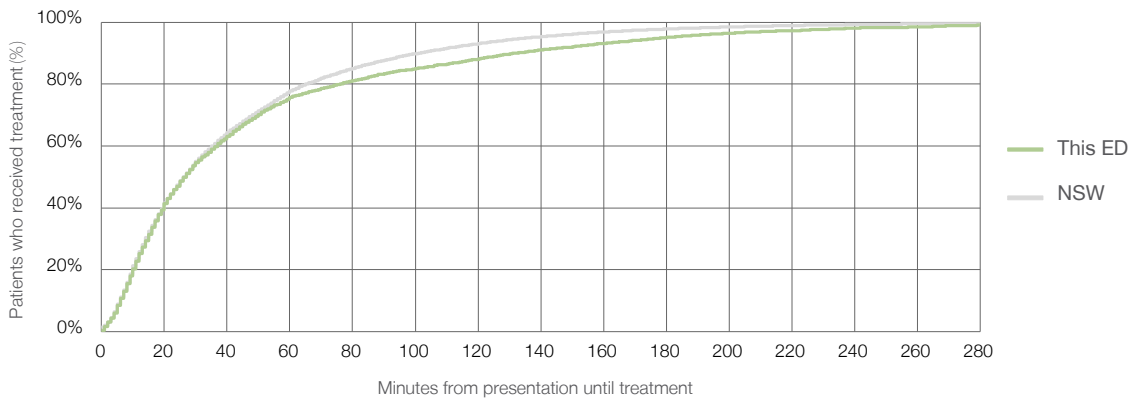
Number of triage 4 patients used to calculate waiting time:³ 5,591

Median time to start treatment⁴ 27 minutes

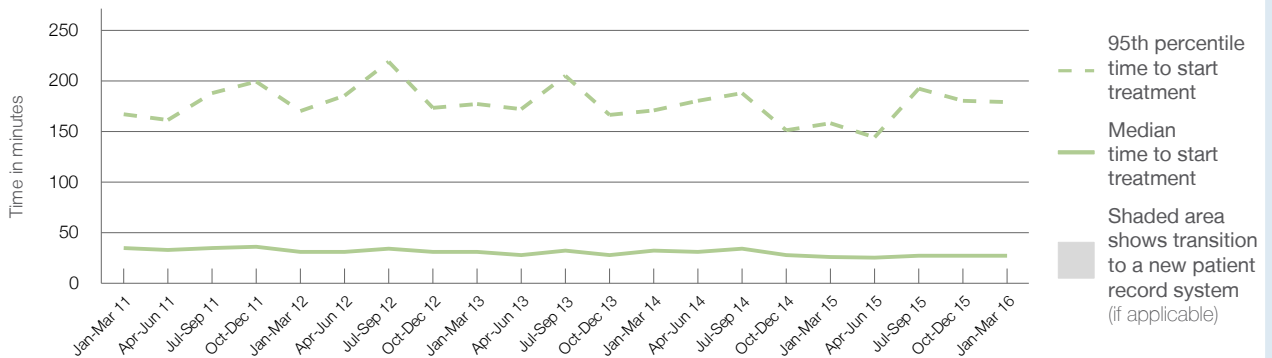
95th percentile time to start treatment⁵ 179 minutes

Same period last year	NSW (this period)
5,979	
5,561	
26 minutes	26 minutes
158 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	35	31	31	32	26	27
95th percentile time to start treatment ⁵ (minutes)	167	170	177	171	158	179

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

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

Campbelltown Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 1,733

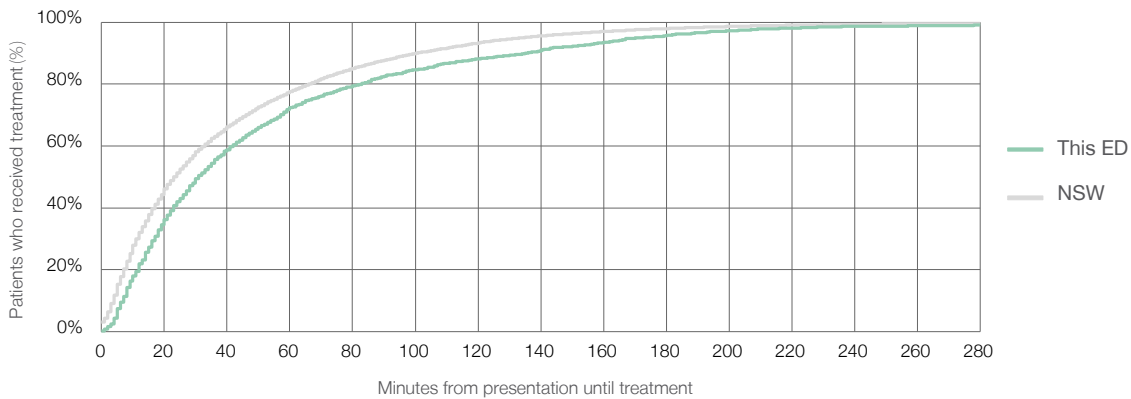
Number of triage 5 patients used to calculate waiting time:³ 1,517

Median time to start treatment⁴ 31 minutes

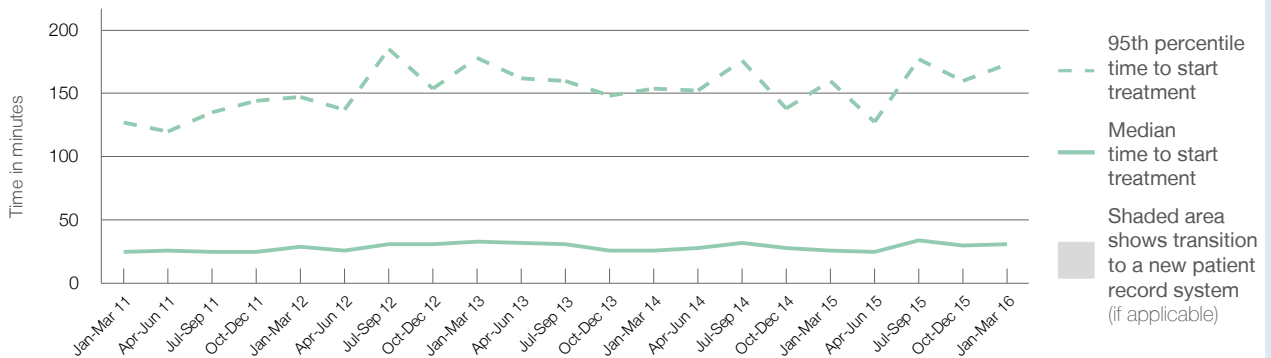
95th percentile time to start treatment⁵ 173 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,723	1,506
Median time to start treatment ⁴	26 minutes	23 minutes
95th percentile time to start treatment ⁵	160 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	25	29	33	26	26	31
95th percentile time to start treatment ⁵ (minutes)	127	147	178	154	160	173

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

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

Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 16,722 patients

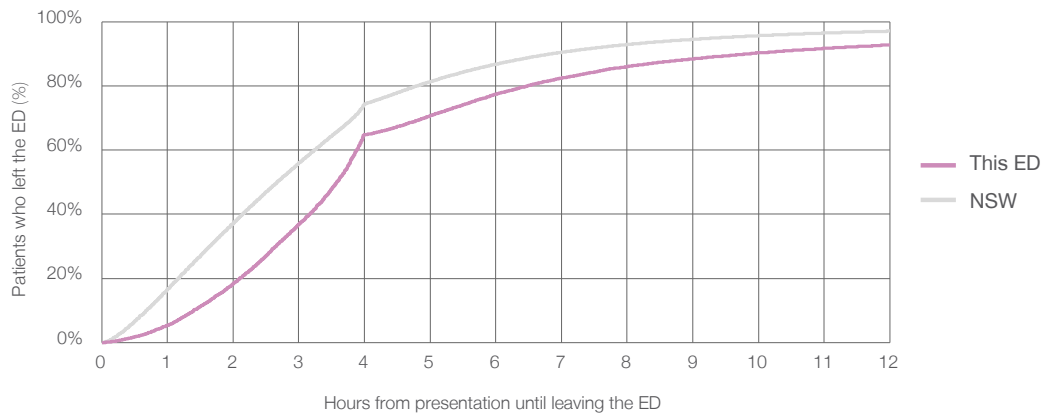
Attendances used to calculate time to leaving the ED:⁶ 16,720 patients

Median time to leaving the ED⁸ 3 hours and 35 minutes

95th percentile time to leaving the ED⁹ 15 hours and 5 minutes

Same period last year	NSW (this period)
16,038	16,038
3 hours and 30 minutes	2 hours and 40 minutes
14 hours and 46 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 0m	4h 27m	3h 50m	3h 43m	3h 30m	3h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 4m	17h 45m	19h 19m	20h 19m	14h 46m	15h 5m

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

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

Campbelltown Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

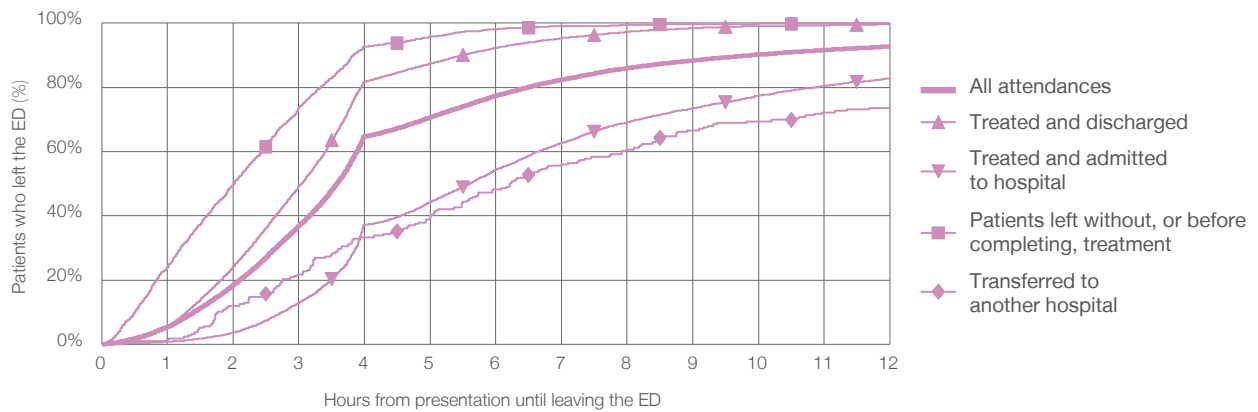
All attendances:¹ 16,722 patients

Attendances used to calculate time to leaving the ED:⁶ 16,720 patients

Treated and discharged	8,410 (50%)
Treated and admitted to hospital	6,544 (39%)
Patient left without, or before completing, treatment	1,499 (9%)
Transferred to another hospital	216 (1%)
Other	53 (0%)

Same period last year	Change since one year ago
16,038	4%
9,742	-14%
4,741	38%
1,251	20%
235	-8%
69	-23%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6%	24%	49%	82%	92%	97%	99%	100%
Treated and admitted to hospital	1%	4%	13%	37%	54%	69%	77%	83%
Patient left without, or before completing, treatment	24%	50%	74%	93%	98%	99%	100%	100%
Transferred to another hospital	1%	12%	22%	33%	48%	61%	69%	74%
All attendances	5%	18%	37%	65%	77%	86%	90%	93%

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

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

Campbelltown Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 16,722 patients

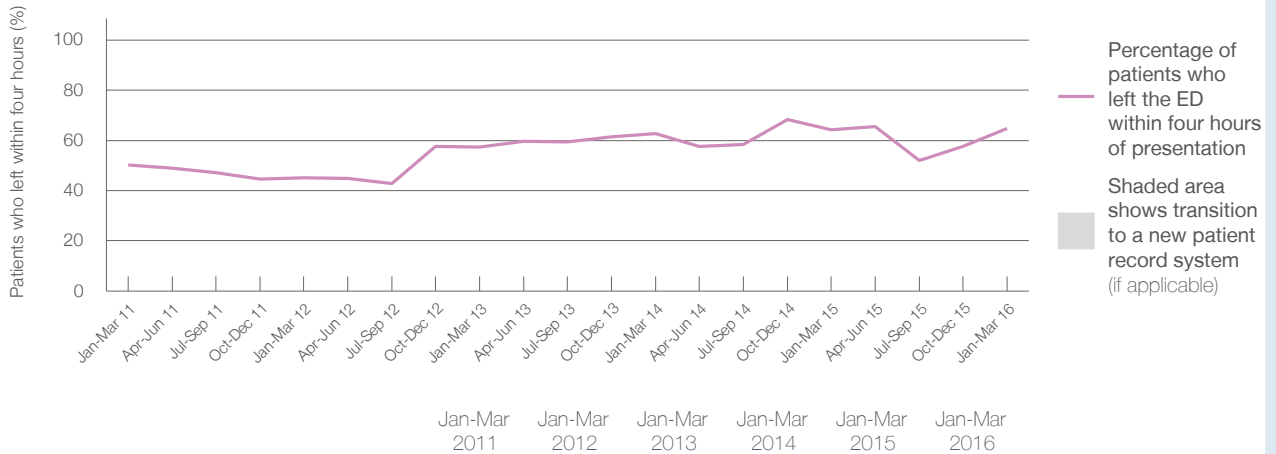
Attendances used to calculate time to leaving the ED: ⁶ 16,720 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	16,038	4%
Attendances used to calculate time to leaving the ED	16,038	4%
Percentage of patients who left the ED within four hours	64%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	50%	45%	57%	63%	64%	65%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Fairfield Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 8,752 patients
Emergency attendances:² 8,730 patients

Same period last year	Change since one year ago
8,858	-1%
8,814	-1%

Fairfield Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 652 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,855 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,536 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 674 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
707	
9 minutes	8 minutes
32 minutes	35 minutes
3,160	
21 minutes	20 minutes
87 minutes	99 minutes
4,305	
26 minutes	26 minutes
148 minutes	137 minutes
623	
26 minutes	23 minutes
155 minutes	135 minutes

Fairfield Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 8,752 patients

Percentage of patients who left the ED within four hours 82%

Same period last year	Change since one year ago
8,858	-1%
83%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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.

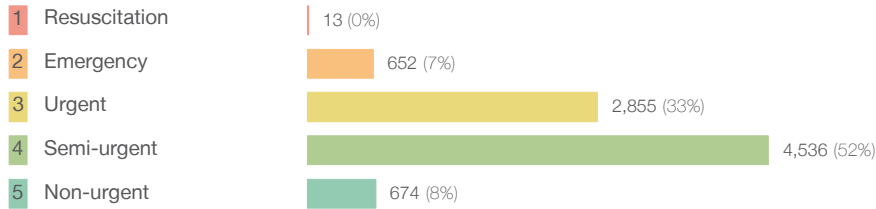
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Fairfield Hospital: Patients attending the emergency department

January to March 2016

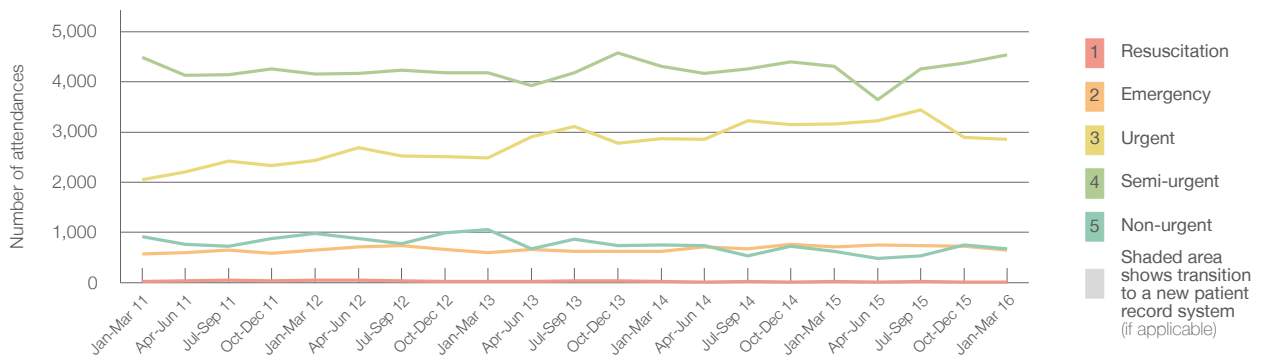
All attendances:¹ 8,752 patients

Emergency attendances² by triage category: 8,730 patients



Same period last year	Change since one year ago
8,858	-1%
8,814	-1%
19	-32%
707	-8%
3,160	-10%
4,305	5%
623	8%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	26	46	25	26	19	13
Emergency	566	652	596	621	707	652
Urgent	2,054	2,437	2,482	2,869	3,160	2,855
Semi-urgent	4,490	4,160	4,177	4,314	4,305	4,536
Non-urgent	922	977	1,051	751	623	674
All emergency attendances	8,058	8,272	8,331	8,581	8,814	8,730

Fairfield Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,210 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,270	
13 minutes	-2 minutes
43 minutes	-7 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Fairfield Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 652

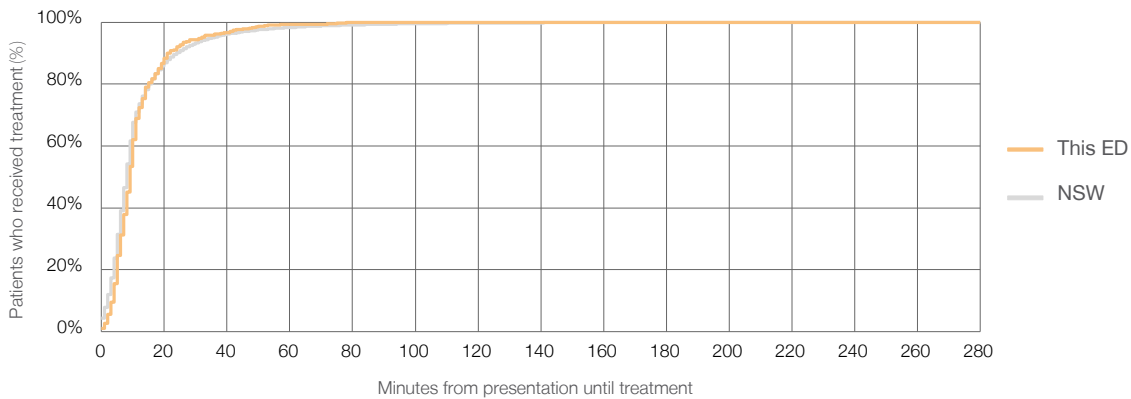
Number of triage 2 patients used to calculate waiting time:³ 651

Median time to start treatment⁴ 9 minutes

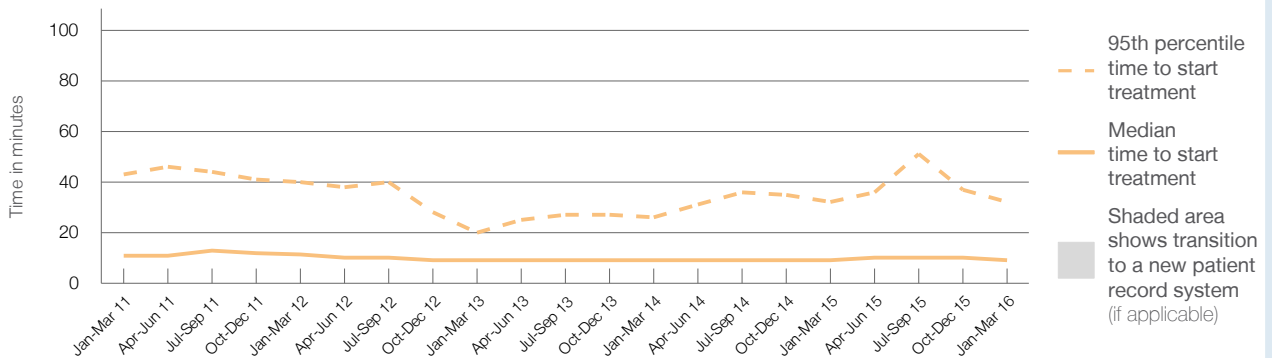
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
707	
705	
9 minutes	8 minutes
32 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	11	12	9	9	9	9
95th percentile time to start treatment ⁵ (minutes)	43	40	20	26	32	32

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

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

Fairfield Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 2,855

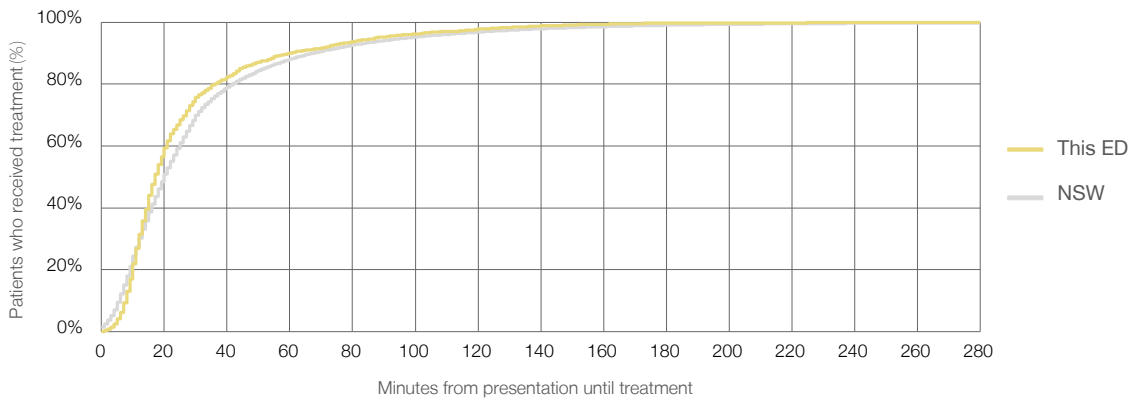
Number of triage 3 patients used to calculate waiting time:³ 2,798

Median time to start treatment⁴ 17 minutes

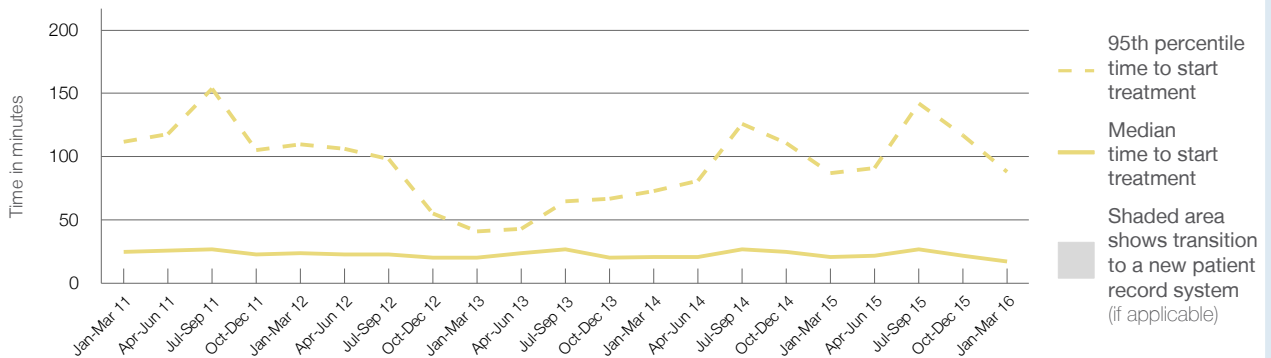
95th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
3,160	
3,080	
21 minutes	20 minutes
87 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	25	24	20	21	21	17
95th percentile time to start treatment ⁵ (minutes)	112	110	41	73	87	88

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

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

Fairfield Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 4,536

Number of triage 4 patients used to calculate waiting time:³ 4,112

Median time to start treatment⁴

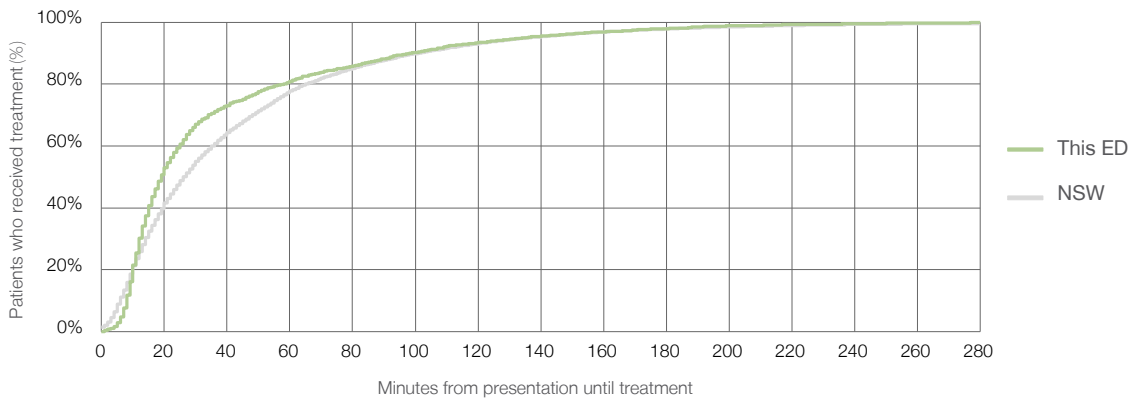
19 minutes

95th percentile time to start treatment⁵

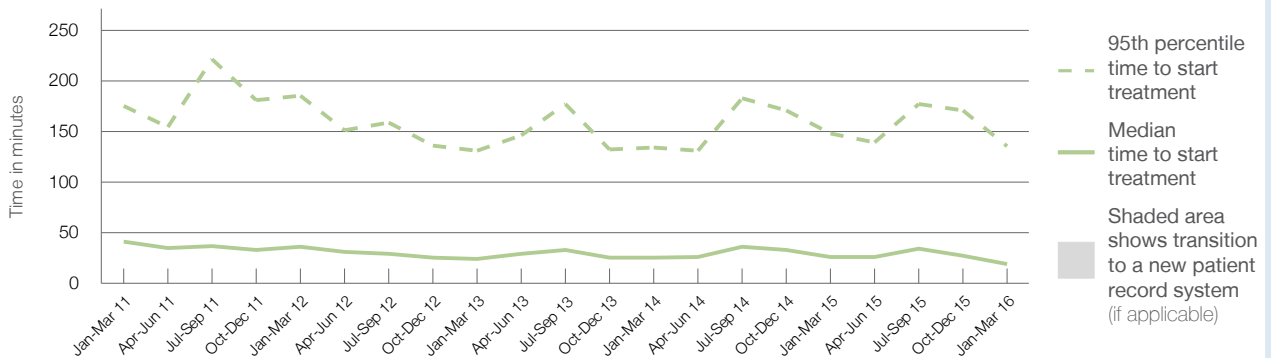
135 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,305	3,995
Median time to start treatment ⁴	26 minutes	26 minutes
95th percentile time to start treatment ⁵	148 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	41	36	24	25	26	19
95th percentile time to start treatment ⁵ (minutes)	175	185	131	134	148	135

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

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

Fairfield Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 674

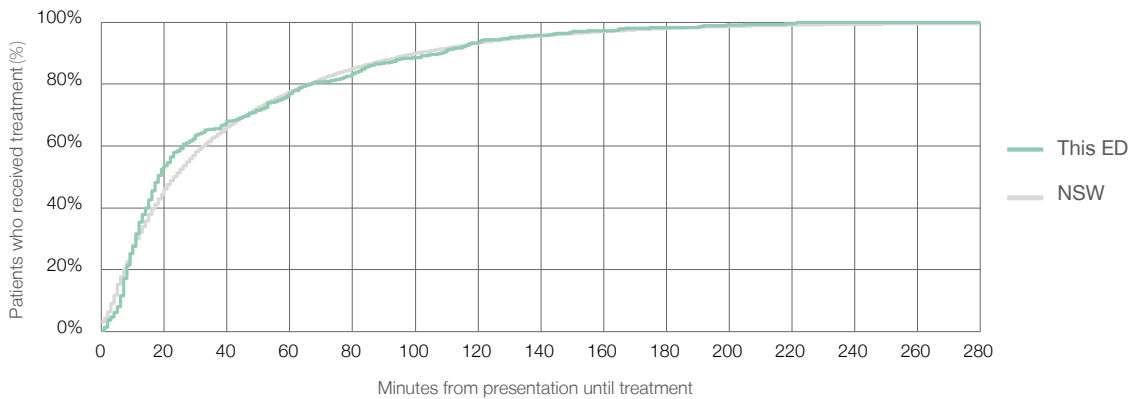
Number of triage 5 patients used to calculate waiting time:³ 497

Median time to start treatment⁴ 18 minutes

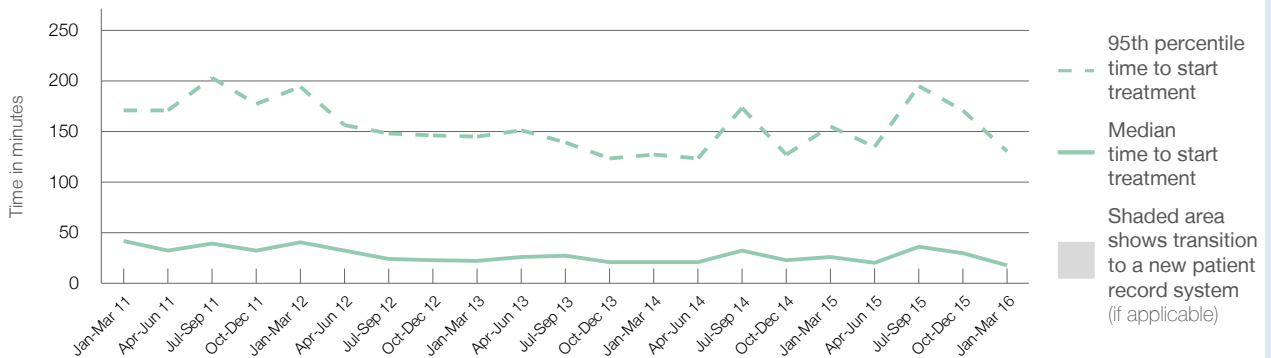
95th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
623	
462	
26 minutes	23 minutes
155 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	42	41	22	21	26	18
95th percentile time to start treatment ⁵ (minutes)	171	194	145	127	155	130

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

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

Fairfield Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 8,752 patients

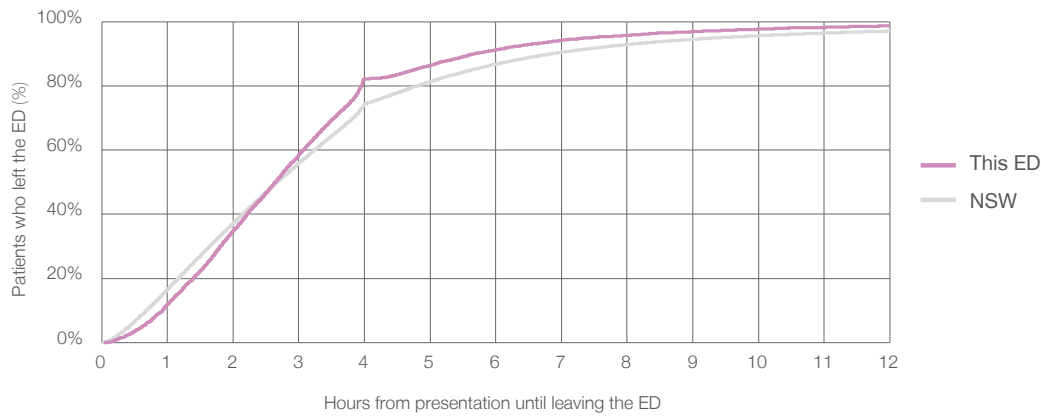
Attendances used to calculate time to leaving the ED:⁶ 8,752 patients

Median time to leaving the ED⁸ 2 hours and 39 minutes

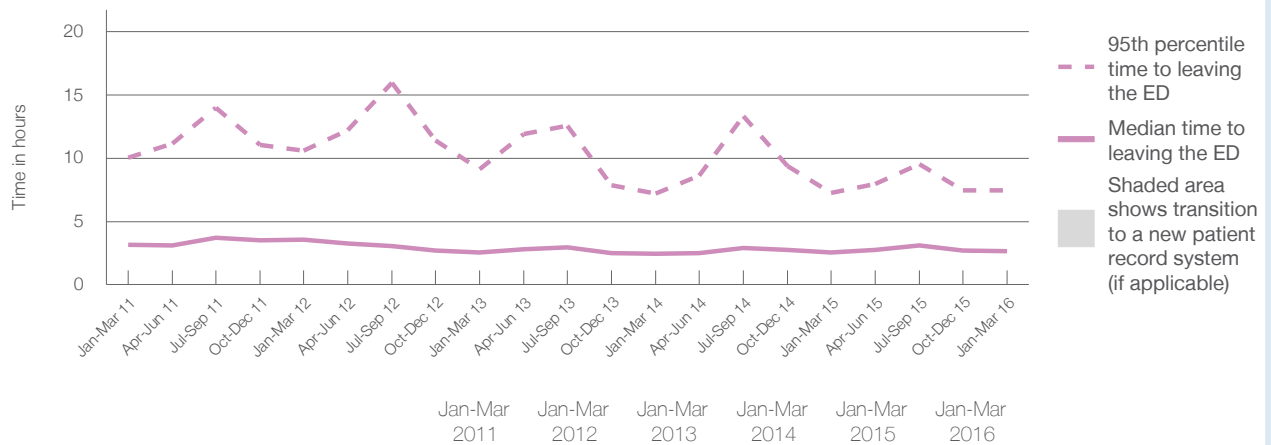
95th percentile time to leaving the ED⁹ 7 hours and 27 minutes

Same period last year	NSW (this period)
8,858	8,858
2 hours and 33 minutes	2 hours and 40 minutes
7 hours and 14 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	3h 8m	3h 34m	2h 32m	2h 26m	2h 33m	2h 39m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 2m	10h 34m	9h 9m	7h 11m	7h 14m	7h 27m

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

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

Fairfield Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

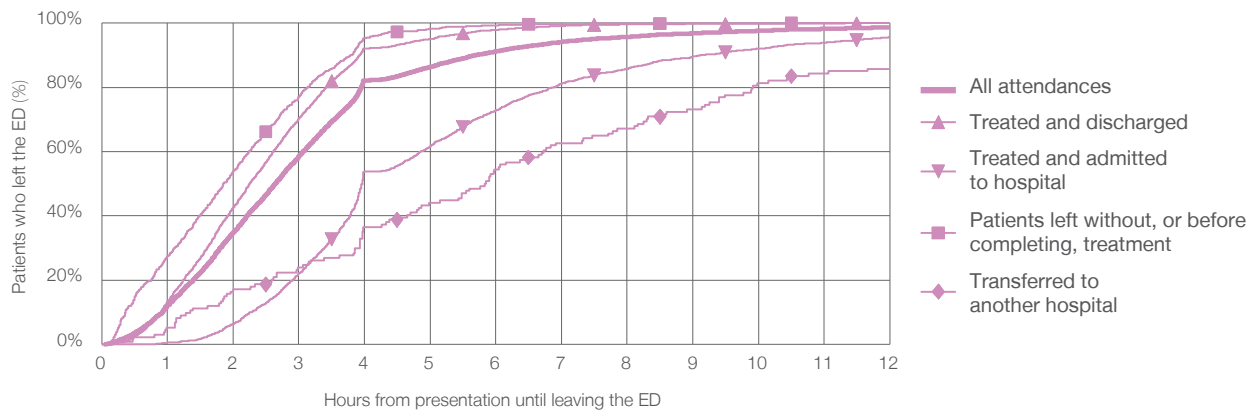
All attendances:¹ 8,752 patients

Attendances used to calculate time to leaving the ED:⁶ 8,752 patients

Treated and discharged	5,502 (63%)
Treated and admitted to hospital	2,170 (25%)
Patient left without, or before completing, treatment	864 (10%)
Transferred to another hospital	134 (2%)
Other	82 (1%)

Same period last year	Change since one year ago
8,858	-1%
5,614	-2%
2,331	-7%
684	26%
164	-18%
65	26%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13%	43%	70%	92%	98%	100%	100%	100%
Treated and admitted to hospital	1%	6%	22%	54%	73%	86%	92%	96%
Patient left without, or before completing, treatment	27%	54%	77%	95%	99%	100%	100%	100%
Transferred to another hospital	5%	17%	24%	37%	54%	67%	81%	86%
All attendances	12%	35%	59%	82%	91%	96%	98%	99%

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

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

Fairfield Hospital: Time from presentation until leaving the ED
 Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances:¹ 8,752 patients

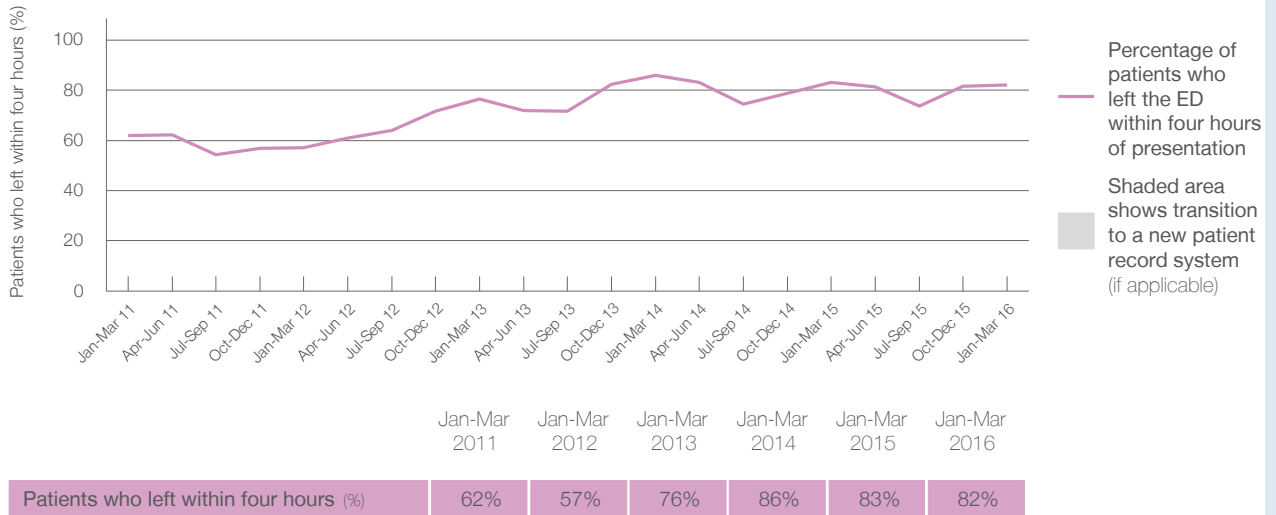
Attendances used to calculate time to leaving the ED:⁶ 8,752 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	8,858	-1%
Attendances used to calculate time to leaving the ED	8,858	-1%
Percentage of patients who left the ED within four hours	83%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



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

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

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Liverpool Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 20,777 patients
Emergency attendances:² 20,469 patients

Same period last year	Change since one year ago
19,750	5%
19,392	6%

Liverpool Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,403 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 55 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,362 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 107 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,133 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,445 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
3,278	
11 minutes	8 minutes
52 minutes	35 minutes
9,490	
23 minutes	20 minutes
106 minutes	99 minutes
5,098	
29 minutes	26 minutes
130 minutes	137 minutes
1,422	
27 minutes	23 minutes
112 minutes	135 minutes

Liverpool Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 20,777 patients

Percentage of patients who left the ED within four hours 51%

Same period last year	Change since one year ago
19,750	5%
56%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

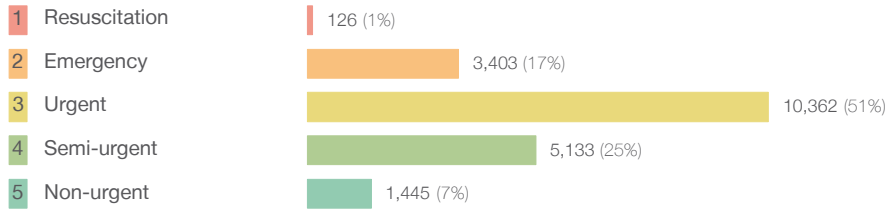
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Liverpool Hospital: Patients attending the emergency department January to March 2016

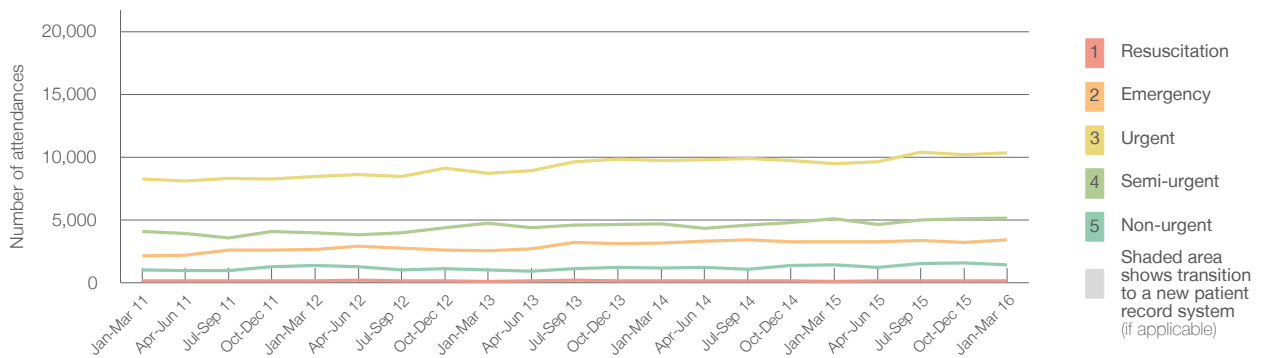
All attendances:¹ 20,777 patients

Emergency attendances² by triage category: 20,469 patients



Same period last year	Change since one year ago
19,750	5%
19,392	6%
104	21%
3,278	4%
9,490	9%
5,098	1%
1,422	2%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	122	145	101	153	104	126
Emergency	2,160	2,649	2,545	3,138	3,278	3,403
Urgent	8,237	8,438	8,726	9,722	9,490	10,362
Semi-urgent	4,080	3,996	4,740	4,662	5,098	5,133
Non-urgent	1,011	1,393	999	1,144	1,422	1,445
All emergency attendances	15,610	16,621	17,111	18,819	19,392	20,469

Liverpool Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 6,765 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
6,604	
14 minutes	-1 minute
62 minutes	-18 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Liverpool Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 3,403

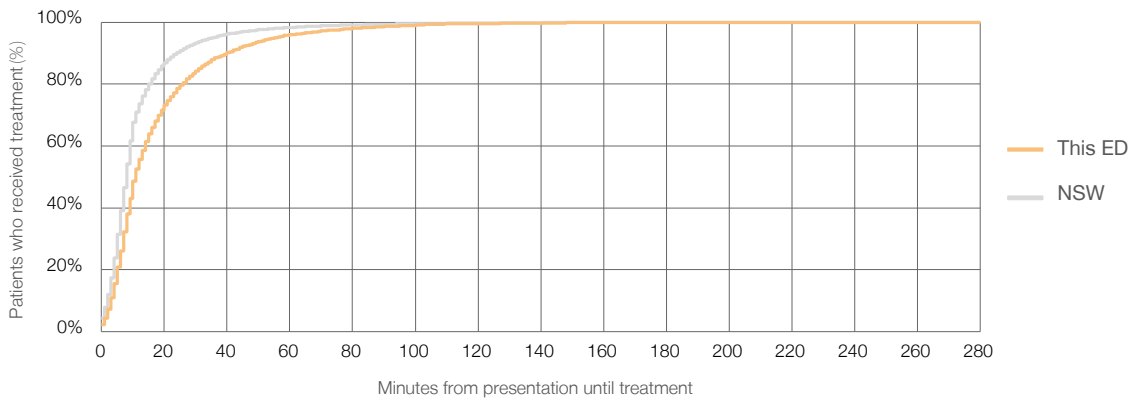
Number of triage 2 patients used to calculate waiting time:³ 3,385

Median time to start treatment⁴ 11 minutes

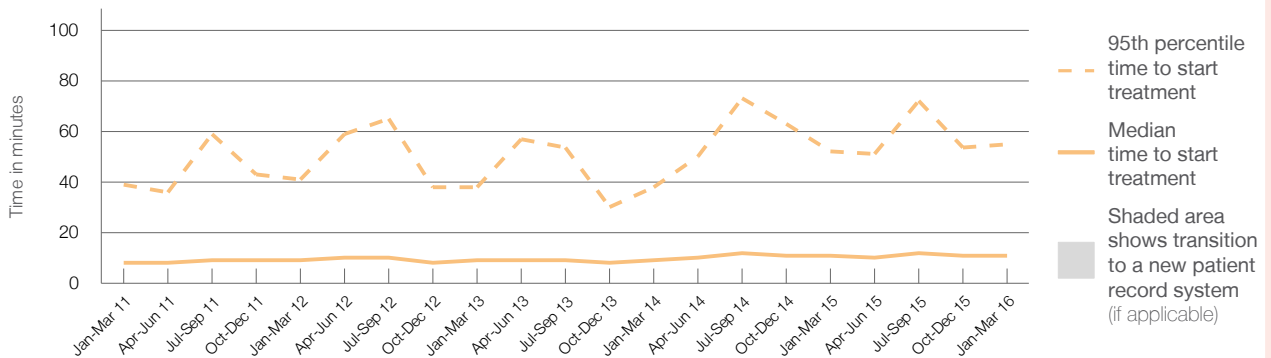
95th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
3,278	
3,269	
11 minutes	8 minutes
52 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	8	9	9	9	11	11
95th percentile time to start treatment ⁵ (minutes)	39	41	38	38	52	55

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

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

Liverpool Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 10,362

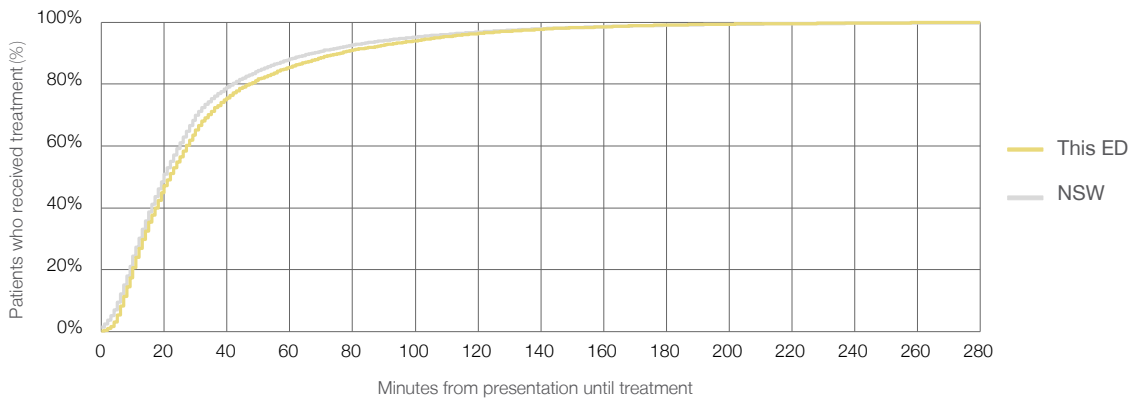
Number of triage 3 patients used to calculate waiting time:³ 10,008

Median time to start treatment⁴ 22 minutes

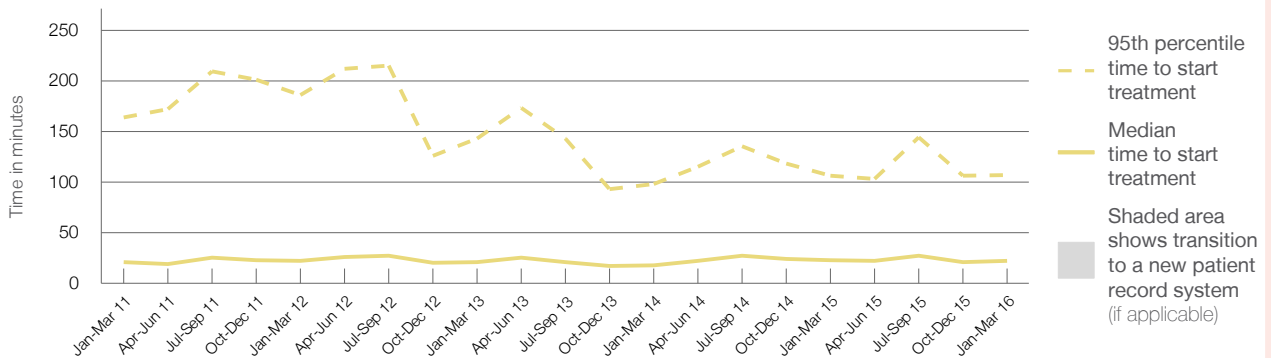
95th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
9,490	
9,141	
23 minutes	20 minutes
106 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	21	22	21	18	23	22
95th percentile time to start treatment ⁵ (minutes)	164	186	143	98	106	107

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

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

Liverpool Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 5,133

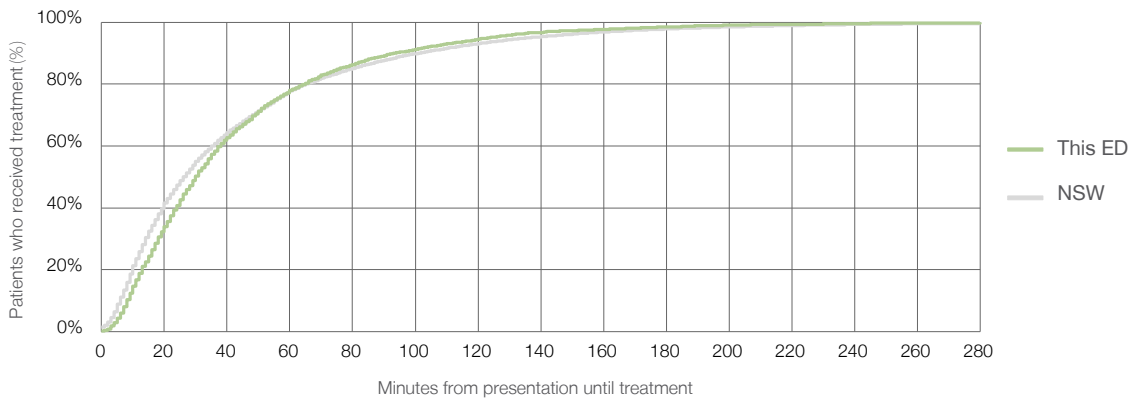
Number of triage 4 patients used to calculate waiting time:³ 4,596

Median time to start treatment⁴ 30 minutes

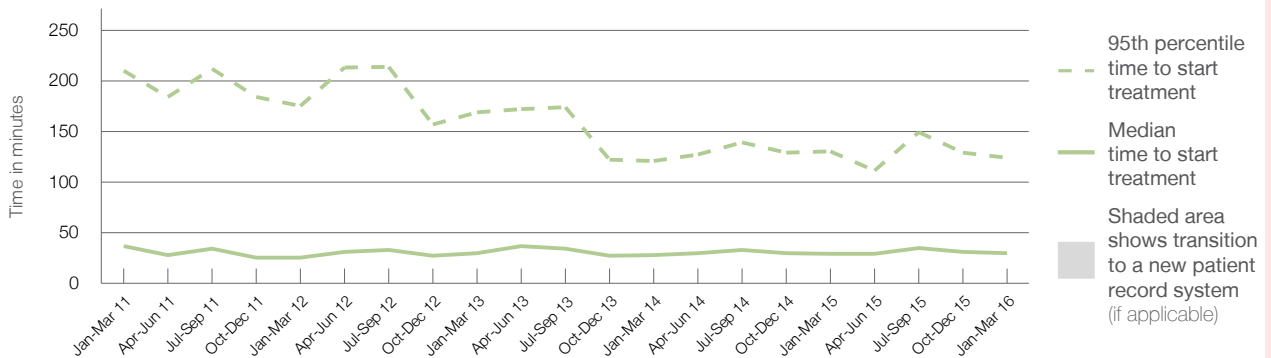
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
5,098	
4,610	
29 minutes	26 minutes
130 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	37	25	30	28	29	30
95th percentile time to start treatment ⁵ (minutes)	210	175	169	121	130	124

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

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

Liverpool Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 1,445

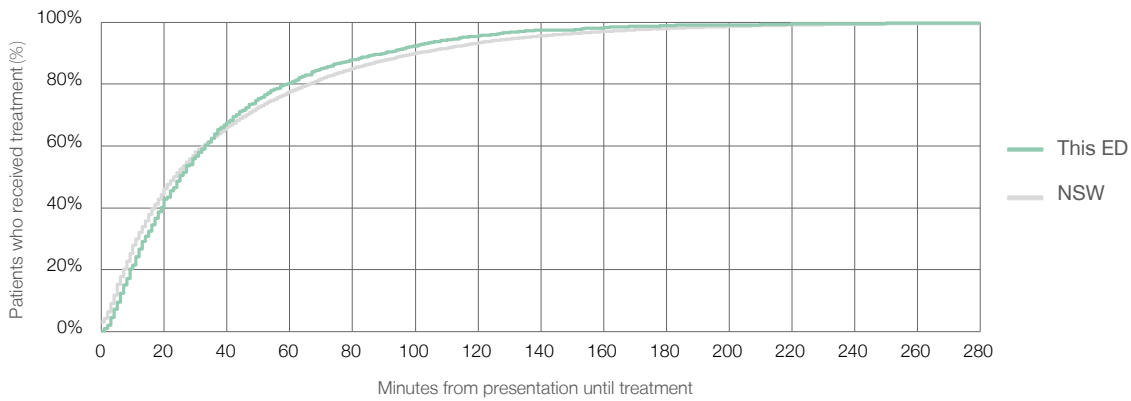
Number of triage 5 patients used to calculate waiting time:³ 988

Median time to start treatment⁴ 25 minutes

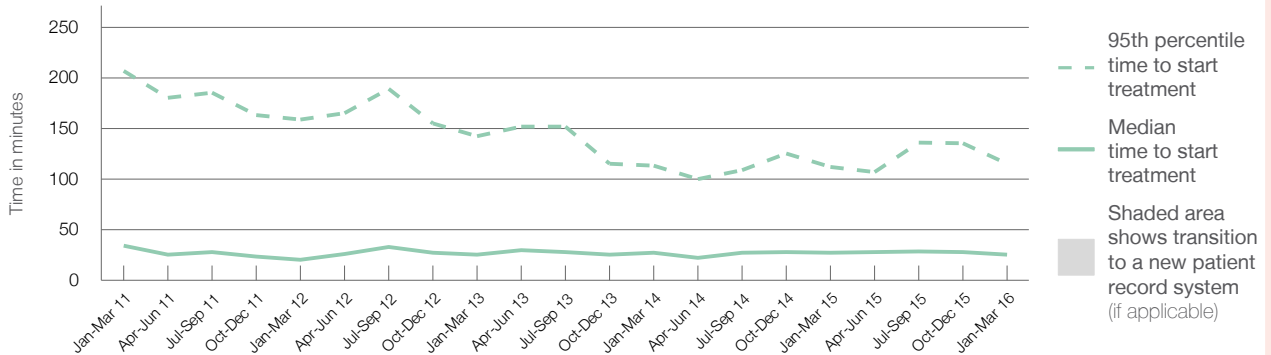
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,422	1,033
27 minutes	23 minutes
112 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	34	20	25	27	27	25
95th percentile time to start treatment ⁵ (minutes)	207	159	142	113	112	115

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

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Liverpool Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 20,777 patients

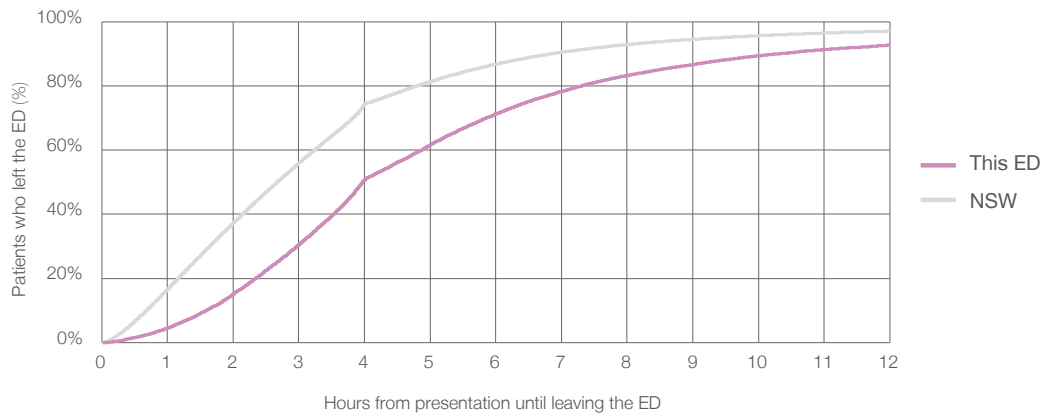
Attendances used to calculate time to leaving the ED:⁶ 20,777 patients

Median time to leaving the ED⁸ 3 hours and 59 minutes

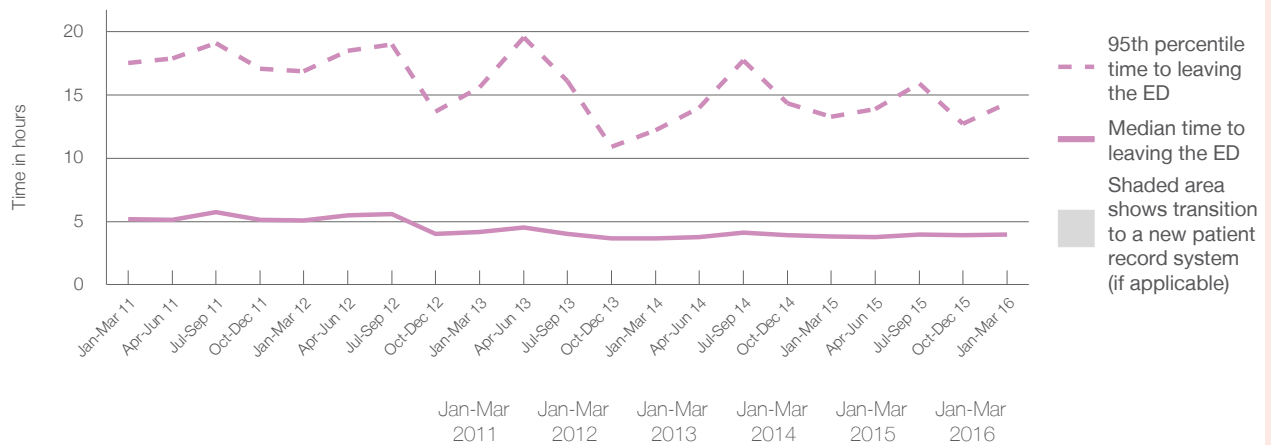
95th percentile time to leaving the ED⁹ 14 hours and 21 minutes

Same period last year	NSW (this period)
19,750	19,750
3 hours and 50 minutes	2 hours and 40 minutes
13 hours and 17 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	5h 12m	5h 5m	4h 11m	3h 40m	3h 50m	3h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 31m	16h 53m	15h 35m	12h 14m	13h 17m	14h 21m

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

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

Liverpool Hospital: Time from presentation until leaving the ED
 By mode of separation
 January to March 2016

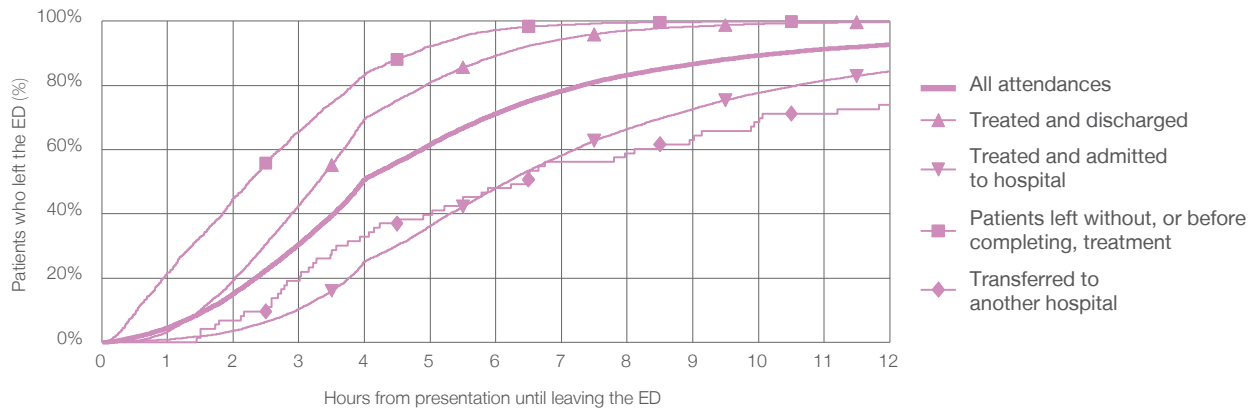
All attendances:¹ 20,777 patients

Attendances used to calculate time to leaving the ED:⁶ 20,777 patients

Treated and discharged	8,998 (43%)
Treated and admitted to hospital	9,468 (46%)
Patient left without, or before completing, treatment	2,028 (10%)
Transferred to another hospital	73 (0%)
Other	210 (1%)

Same period last year	Change since one year ago
19,750	5%
8,823	2%
8,993	5%
1,597	27%
60	22%
277	-24%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3%	19%	43%	70%	89%	97%	99%	100%
Treated and admitted to hospital	1%	4%	10%	25%	48%	66%	78%	84%
Patient left without, or before completing, treatment	22%	45%	66%	83%	97%	100%	100%	100%
Transferred to another hospital	0%	7%	19%	33%	48%	59%	68%	74%
All attendances	5%	15%	31%	51%	71%	83%	89%	93%

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

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

Liverpool Hospital: Time from presentation until leaving the ED
 Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances: ¹ 20,777 patients

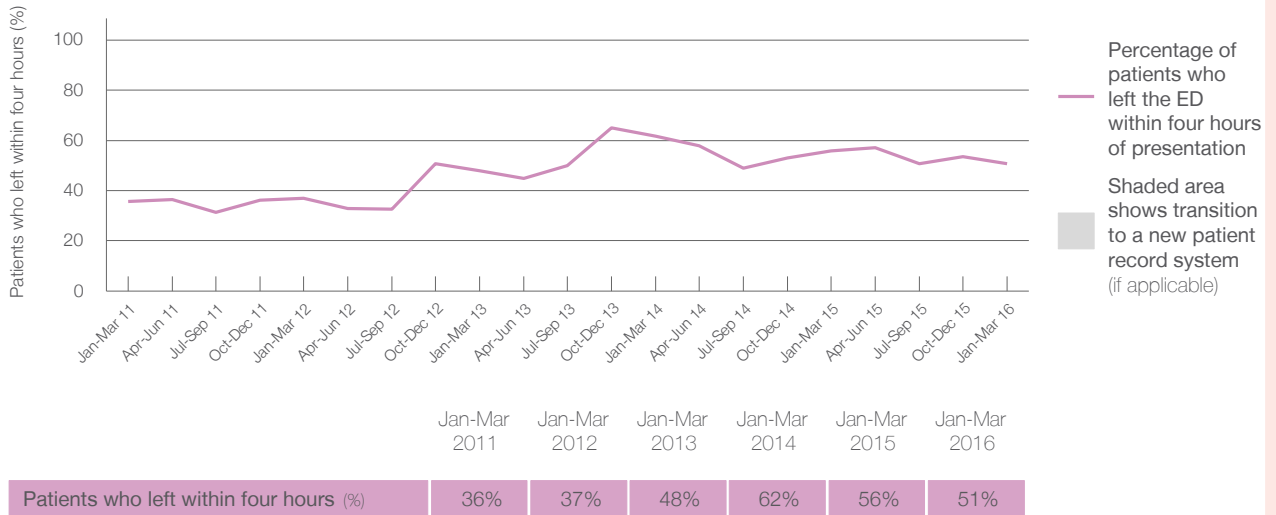
Attendances used to calculate time to leaving the ED: ⁶ 20,777 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	19,750	5%
Attendances used to calculate time to leaving the ED	19,750	5%
Percentage of patients who left the ED within four hours	56%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



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

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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*.

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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).