



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Sydney Local Health District

January to March 2016

## Canterbury Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 11,044 patients  
 Emergency attendances:<sup>2</sup> 10,968 patients

Same period last year	Change since one year ago
10,452	6%
10,381	6%

## Canterbury Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,037 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,662 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 95th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,148 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 95th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,083 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 95th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
1,243	
8 minutes	8 minutes
21 minutes	35 minutes
3,629	
18 minutes	20 minutes
77 minutes	99 minutes
4,731	
24 minutes	26 minutes
122 minutes	137 minutes
759	
23 minutes	23 minutes
115 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,035 patients

Percentage of patients who left the ED within four hours 84%

Same period last year	Change since one year ago
10,451	6%
80%	

\* 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.

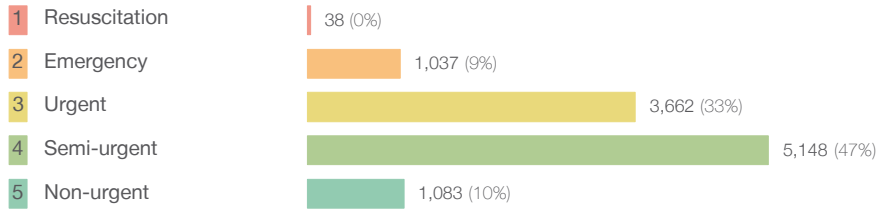
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Canterbury Hospital: Patients attending the emergency department January to March 2016

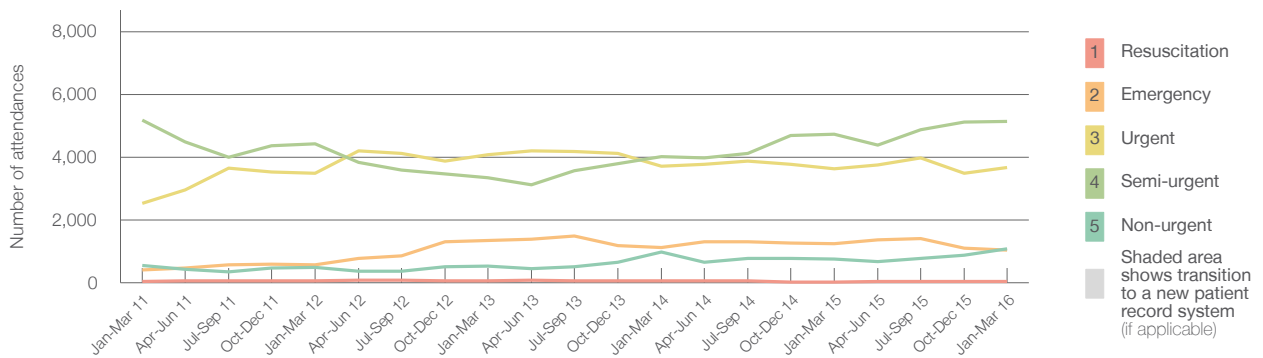
All attendances:<sup>1</sup> 11,044 patients

Emergency attendances<sup>2</sup> by triage category: 10,968 patients



Same period last year	Change since one year ago
10,452	6%
10,381	6%
19	100%
1,243	-17%
3,629	1%
4,731	9%
759	43%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	47	50	59	50	19	38
Emergency	412	566	1,348	1,118	1,243	1,037
Urgent	2,532	3,485	4,087	3,714	3,629	3,662
Semi-urgent	5,182	4,419	3,351	4,025	4,731	5,148
Non-urgent	557	488	522	968	759	1,083
All emergency attendances	8,730	9,008	9,367	9,875	10,381	10,968

## Canterbury Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,652 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,786	
11 minutes	-1 minute
38 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.

## Canterbury 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: 1,037

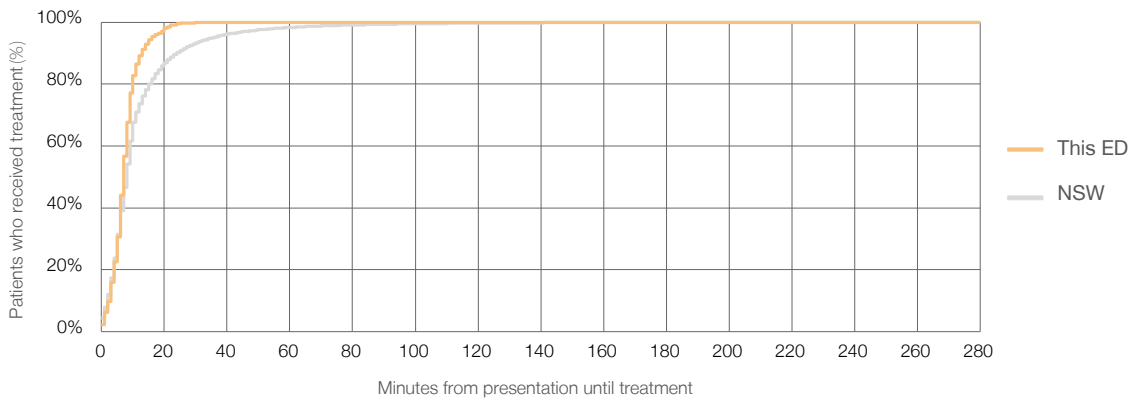
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,035

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

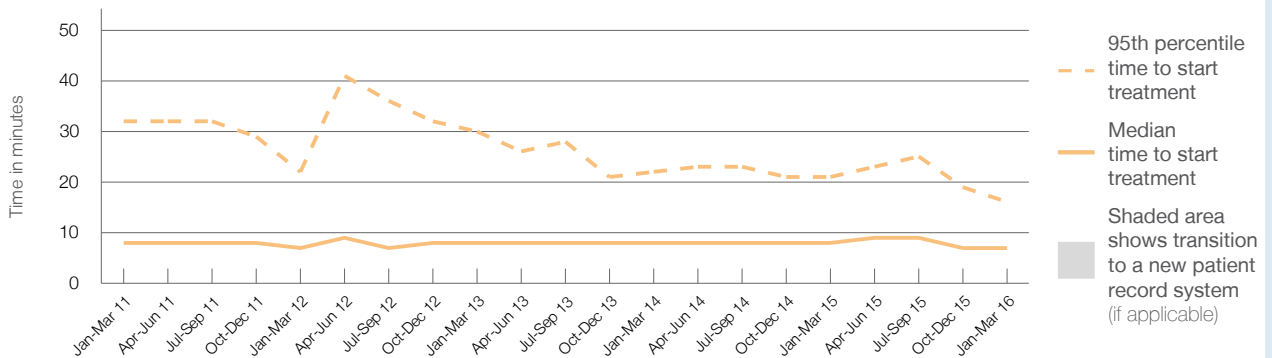
95th percentile time to start treatment<sup>5</sup> ■ 16 minutes

Same period last year	NSW (this period)
1,243	
1,242	
8 minutes	8 minutes
21 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	8	7	8	8	8	7
95th percentile time to start treatment <sup>5</sup> (minutes)	32	22	30	22	21	16

(†) 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.

## Canterbury 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: 3,662

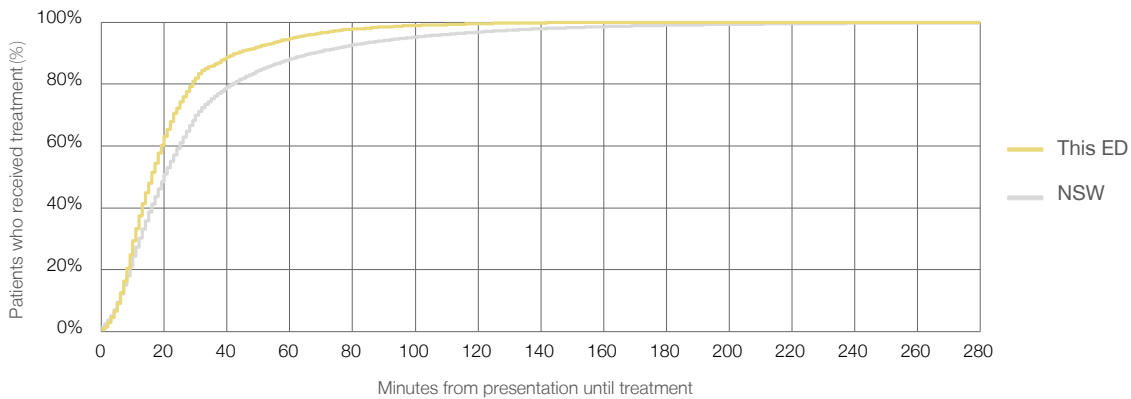
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,616

Median time to start treatment<sup>4</sup> 16 minutes

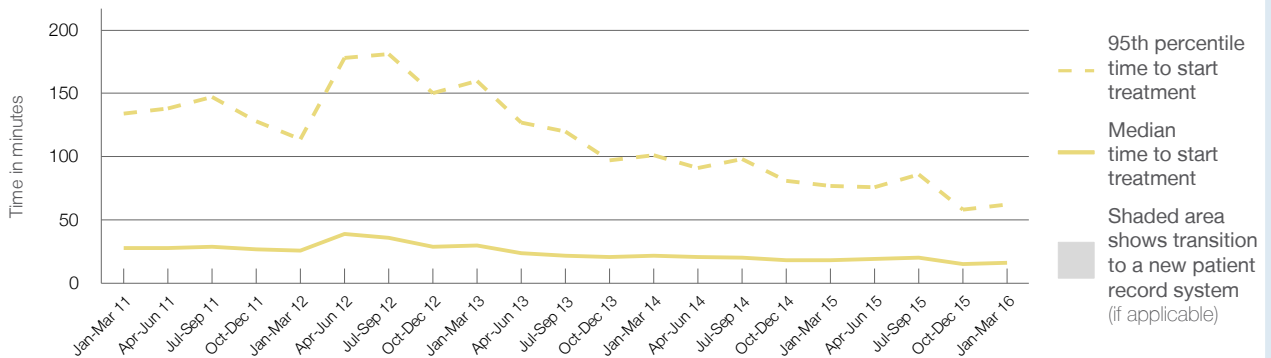
95th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
3,629	
3,584	
18 minutes	20 minutes
77 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	28	26	30	22	18	16
95th percentile time to start treatment <sup>5</sup> (minutes)	134	114	160	101	77	62

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

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## Canterbury 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: 5,148

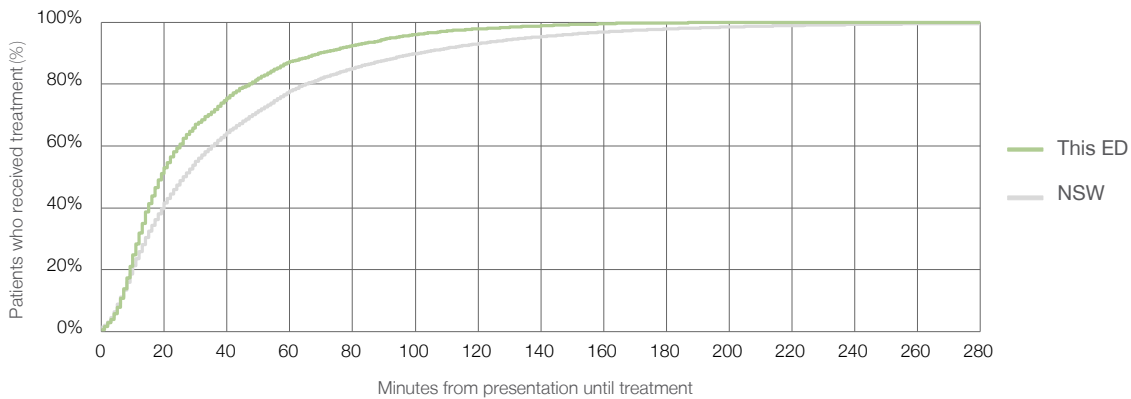
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,873

Median time to start treatment<sup>4</sup>  19 minutes

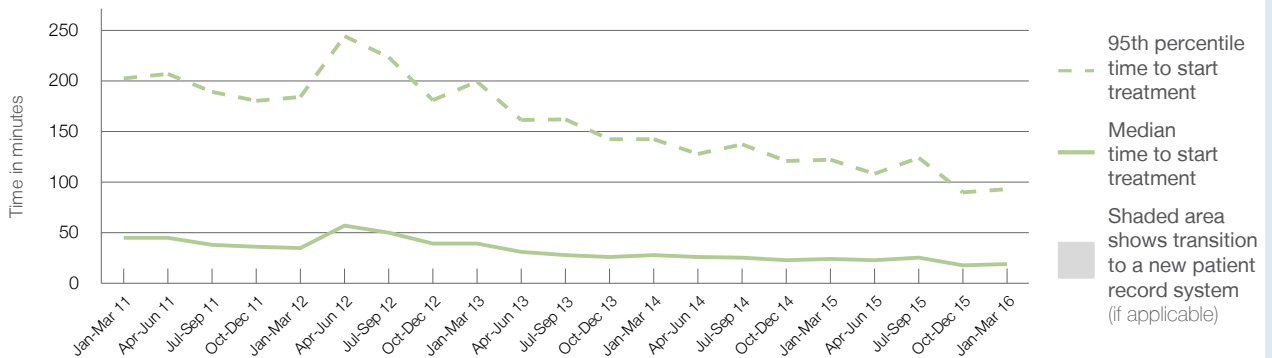
95th percentile time to start treatment<sup>5</sup>  93 minutes

Same period last year	NSW (this period)
4,731	
4,478	
24 minutes	26 minutes
122 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	45	35	39	28	24	19
95th percentile time to start treatment <sup>5</sup> (minutes)	202	184	199	142	122	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.

## Canterbury 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: 1,083

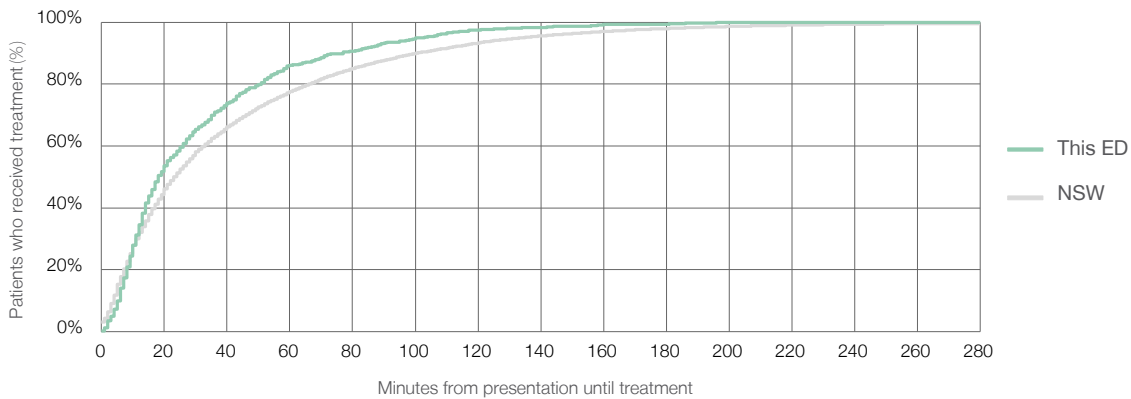
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 889

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

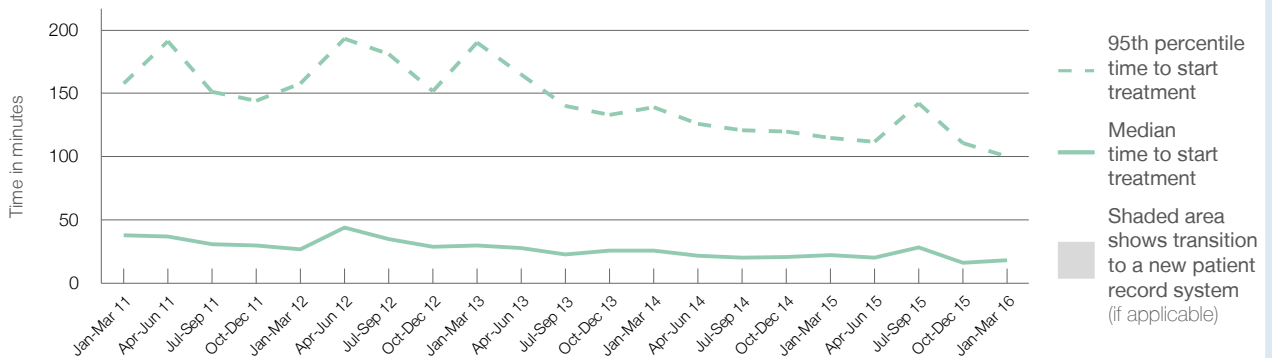
95th percentile time to start treatment<sup>5</sup>  100 minutes

Same period last year	NSW (this period)
759	588
23 minutes	23 minutes
115 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	38	27	30	26	23	18
95th percentile time to start treatment <sup>5</sup> (minutes)	158	158	190	139	115	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.

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

January to March 2016

All attendances:<sup>1</sup> 11,044 patients

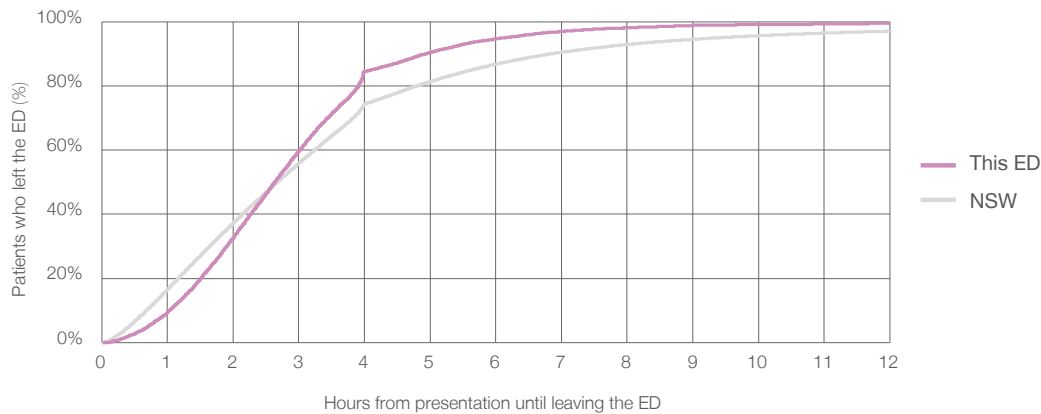
Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,035 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 38 minutes

95th percentile time to leaving the ED<sup>9</sup> 6 hours and 9 minutes

Same period last year	NSW (this period)
10,452	10,451
2 hours and 50 minutes	2 hours and 40 minutes
6 hours and 28 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 46m	3h 40m	3h 36m	2h 57m	2h 50m	2h 38m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 53m	10h 13m	8h 49m	7h 3m	6h 28m	6h 9m

(†) 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.



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

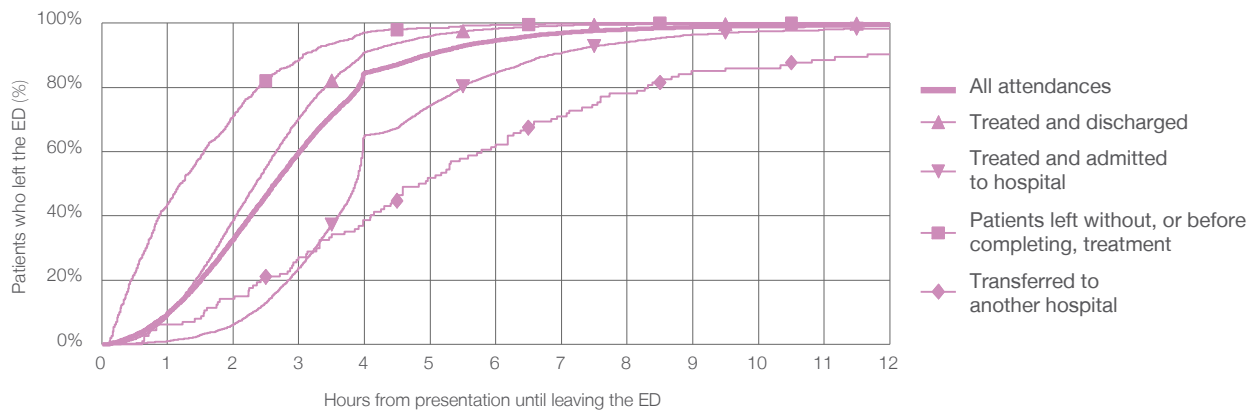
All attendances:<sup>1</sup> 11,044 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,035 patients

Treated and discharged	7,418 (67%)
Treated and admitted to hospital	2,717 (25%)
Patient left without, or before completing, treatment	770 (7%)
Transferred to another hospital	114 (1%)
Other	25 (0%)

Same period last year	Change since one year ago
10,451	6%
7,487	-1%
2,104	29%
730	5%
119	-4%
12	108%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9%	39%	70%	91%	98%	100%	100%	100%
Treated and admitted to hospital	1%	6%	24%	65%	85%	94%	97%	98%
Patient left without, or before completing, treatment	44%	71%	89%	97%	99%	100%	100%	100%
Transferred to another hospital	6%	14%	27%	39%	62%	78%	86%	90%
All attendances	10%	33%	60%	84%	95%	98%	99%	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.

**Canterbury 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:<sup>1</sup> 11,044 patients

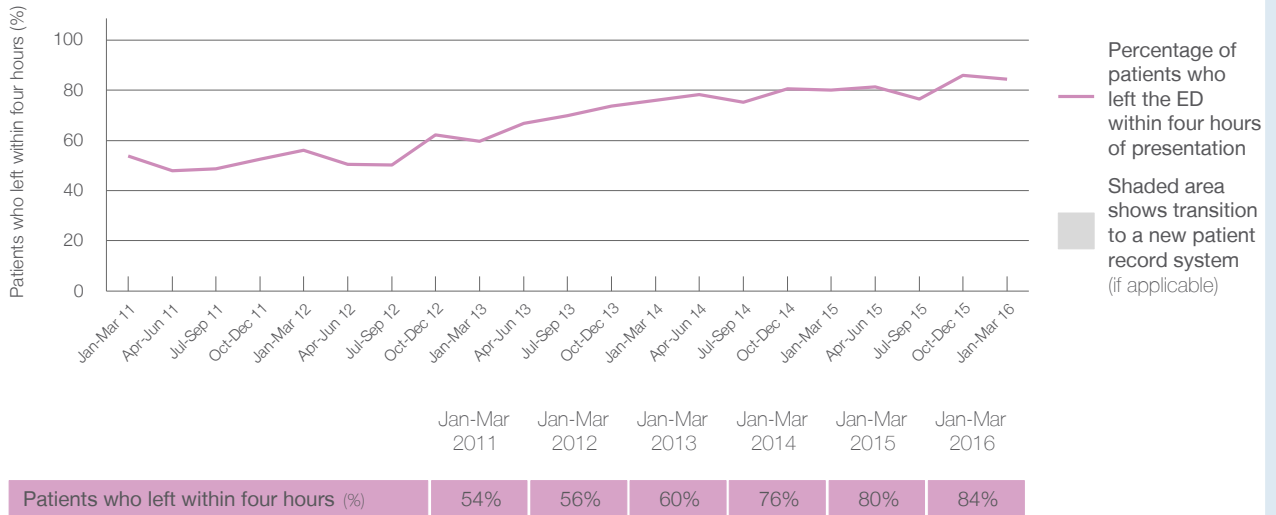
Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,035 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
10,452	6%
10,451	6%
80%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



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

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

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

- All emergency and non-emergency 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).

## Concord Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 9,758 patients  
Emergency attendances:<sup>2</sup> 9,736 patients

Same period last year	Change since one year ago
9,586	2%
9,565	2%

## Concord Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

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

Median time to start treatment<sup>4</sup> 8 minutes  
95th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,283 patients

Median time to start treatment<sup>4</sup> 22 minutes  
95th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,952 patients

Median time to start treatment<sup>4</sup> 34 minutes  
95th percentile time to start treatment<sup>5</sup> 144 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 510 patients

Median time to start treatment<sup>4</sup> 24 minutes  
95th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
832	
8 minutes	8 minutes
19 minutes	35 minutes
3,279	
20 minutes	20 minutes
90 minutes	99 minutes
4,948	
30 minutes	26 minutes
141 minutes	137 minutes
444	
24 minutes	23 minutes
127 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,758 patients

Percentage of patients who left the ED within four hours 71%

Same period last year	Change since one year ago
9,585	2%
70%	

\* 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.

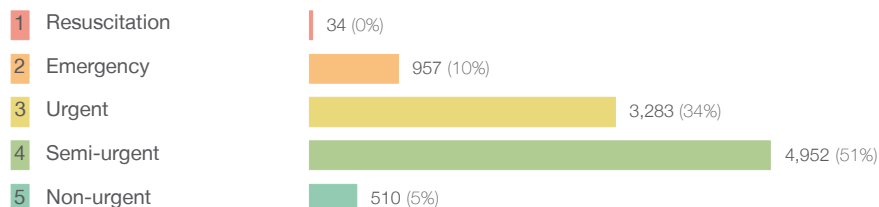
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Concord Hospital: Patients attending the emergency department

January to March 2016

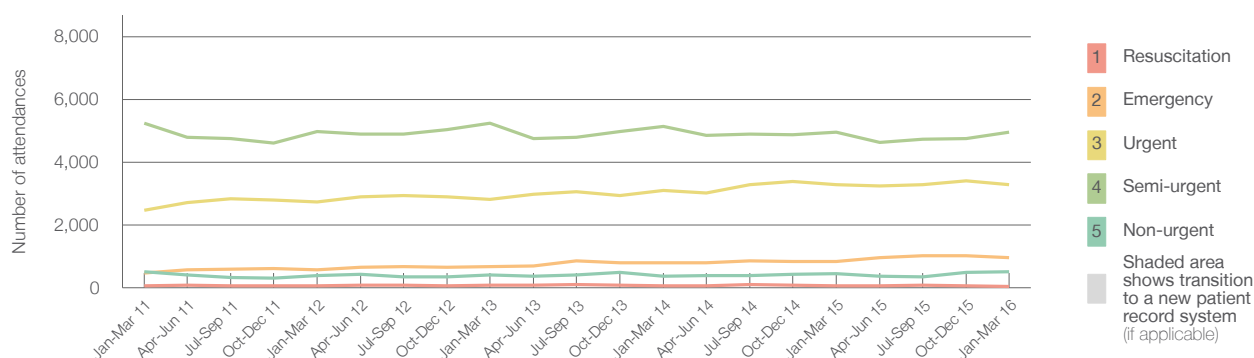
All attendances:<sup>1</sup> 9,758 patients

Emergency attendances<sup>2</sup> by triage category: 9,736 patients



Same period last year	Change since one year ago
9,586	2%
9,565	2%
62	-45%
832	15%
3,279	0%
4,948	0%
444	15%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	61	63	69	66	62	34
Emergency	462	572	666	795	832	957
Urgent	2,470	2,736	2,816	3,097	3,279	3,283
Semi-urgent	5,236	4,985	5,233	5,135	4,948	4,952
Non-urgent	502	388	406	372	444	510
All emergency attendances	8,731	8,744	9,190	9,465	9,565	9,736

## Concord Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,087 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
2,158	
13 minutes	-1 minute
35 minutes	-11 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.

## Concord 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: 957

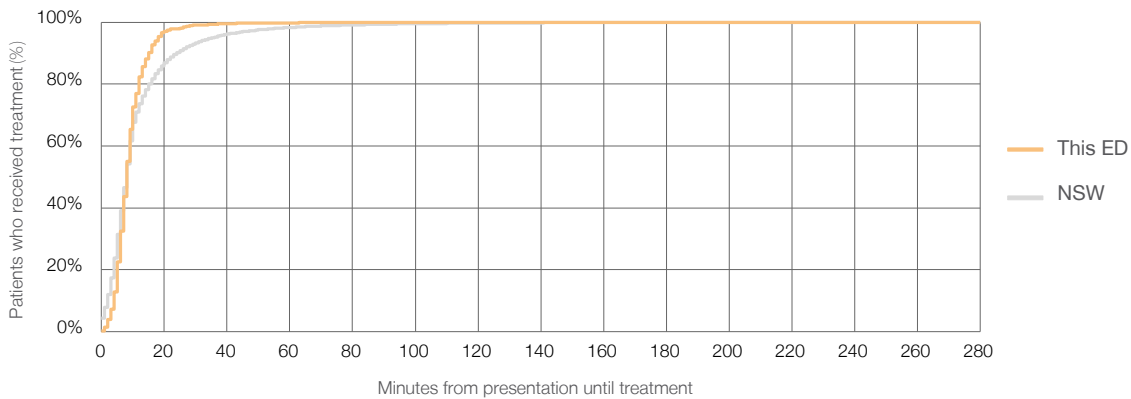
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 955

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

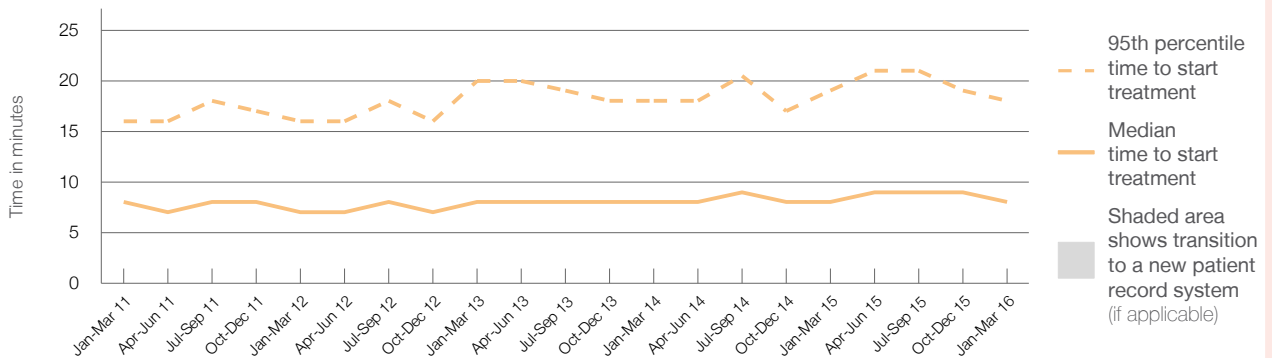
95th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
832	
829	
8 minutes	8 minutes
19 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	8	7	8	8	8	8
95th percentile time to start treatment <sup>5</sup> (minutes)	16	16	20	18	19	18

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

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

## Concord 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: 3,283

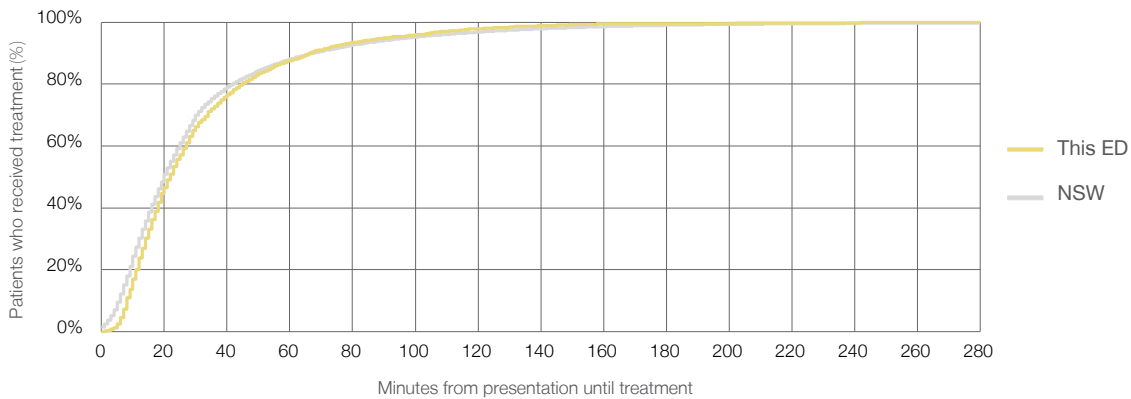
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,220

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

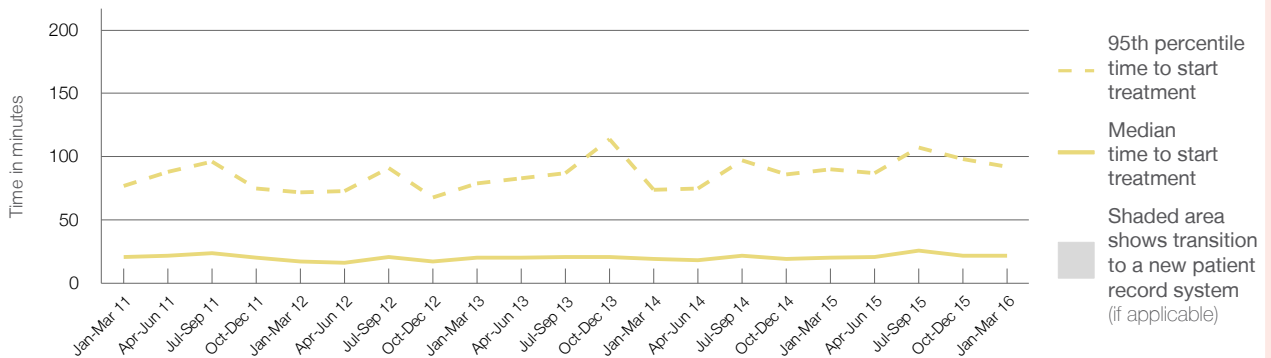
95th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
3,279	3,232
20 minutes	20 minutes
90 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	21	17	20	19	20	22
95th percentile time to start treatment <sup>5</sup> (minutes)	77	72	79	74	90	92

(†) 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.

## Concord 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: 4,952

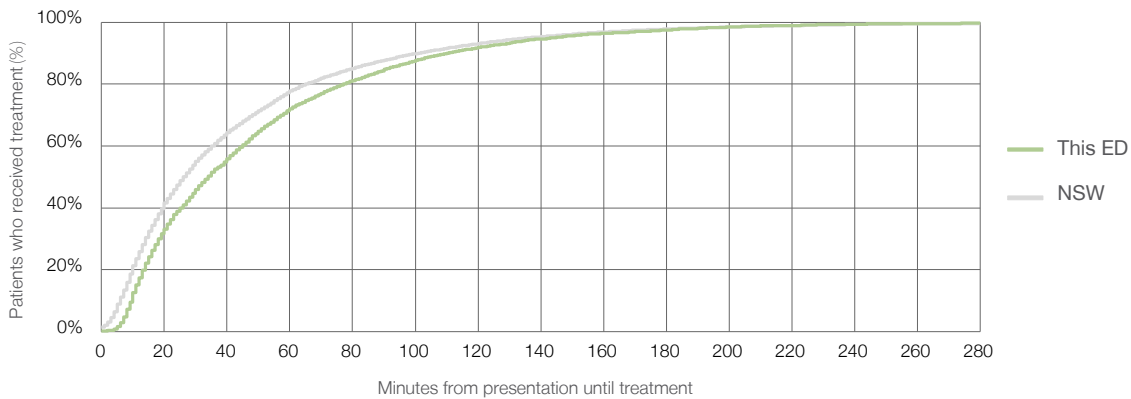
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,730

Median time to start treatment<sup>4</sup> 34 minutes

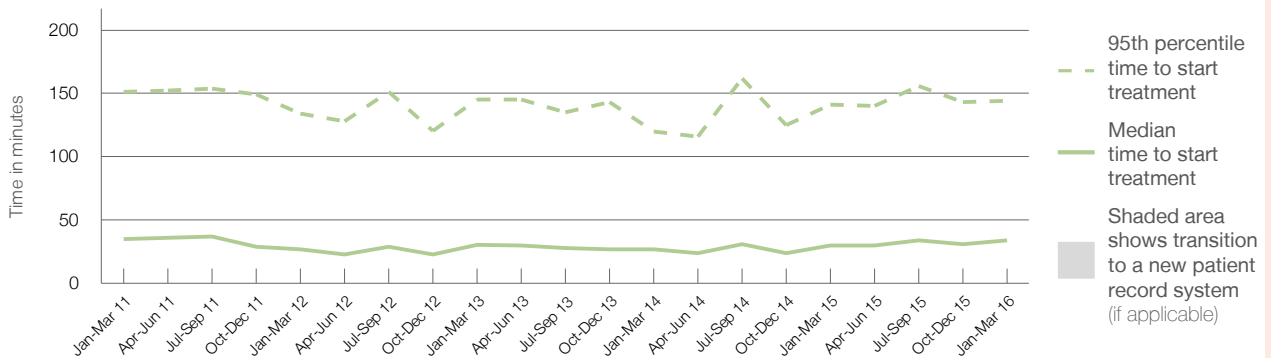
95th percentile time to start treatment<sup>5</sup> 144 minutes

Same period last year	NSW (this period)
4,948	4,712
30 minutes	26 minutes
141 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	35	27	31	27	30	34
95th percentile time to start treatment <sup>5</sup> (minutes)	151	134	145	120	141	144

(†) 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.

## Concord 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: 510

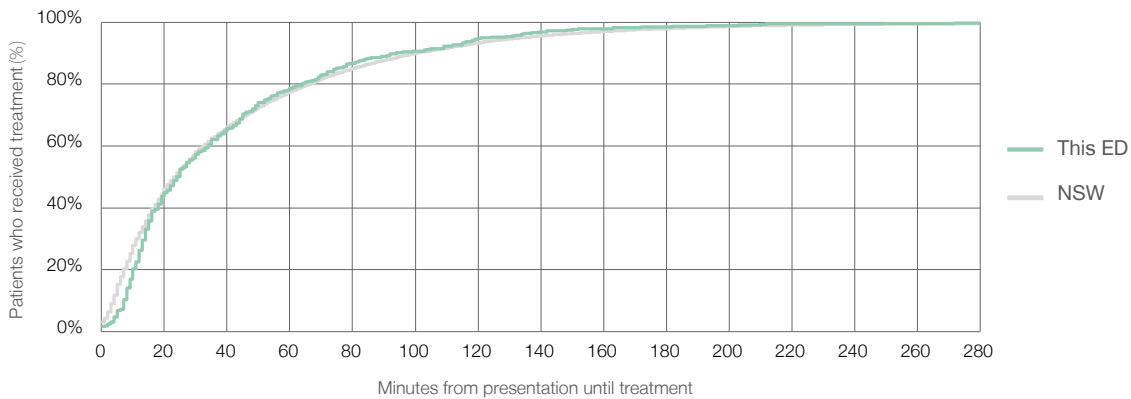
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 435

Median time to start treatment<sup>4</sup> 24 minutes

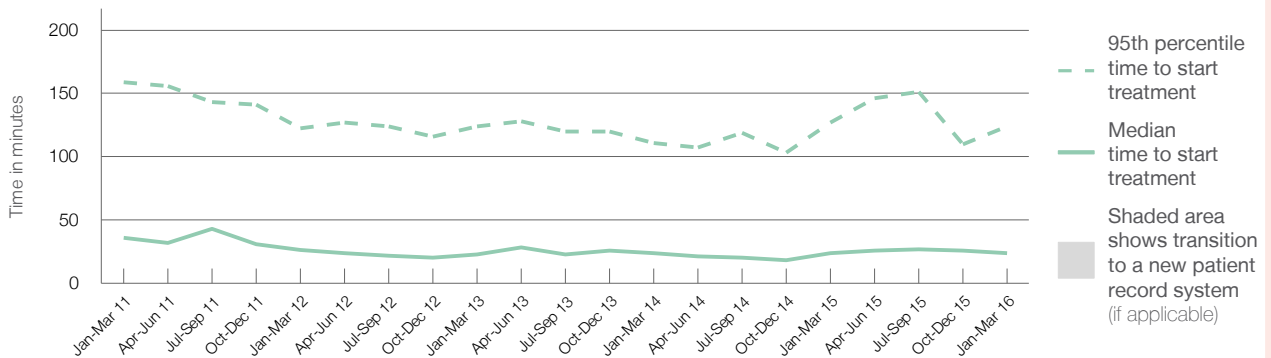
95th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
444	
387	
24 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	36	27	23	24	24	24
95th percentile time to start treatment <sup>5</sup> (minutes)	159	123	124	111	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.



## Concord Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:<sup>1</sup> 9,758 patients

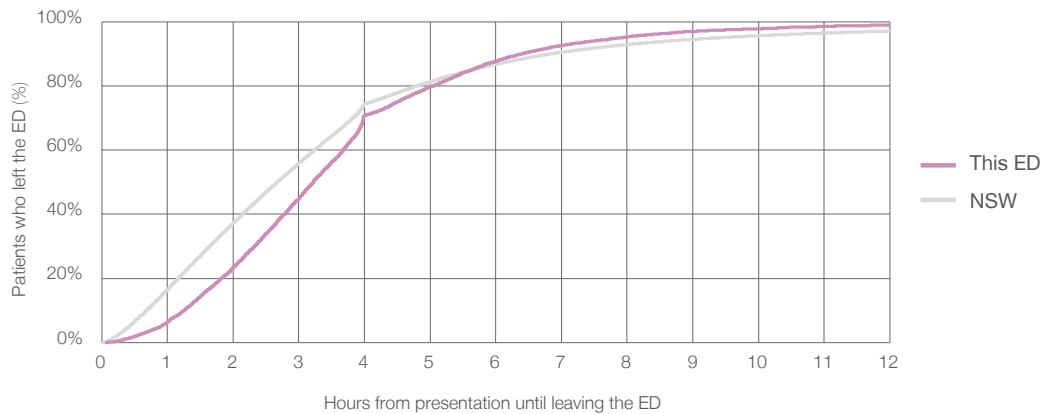
Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,758 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 13 minutes

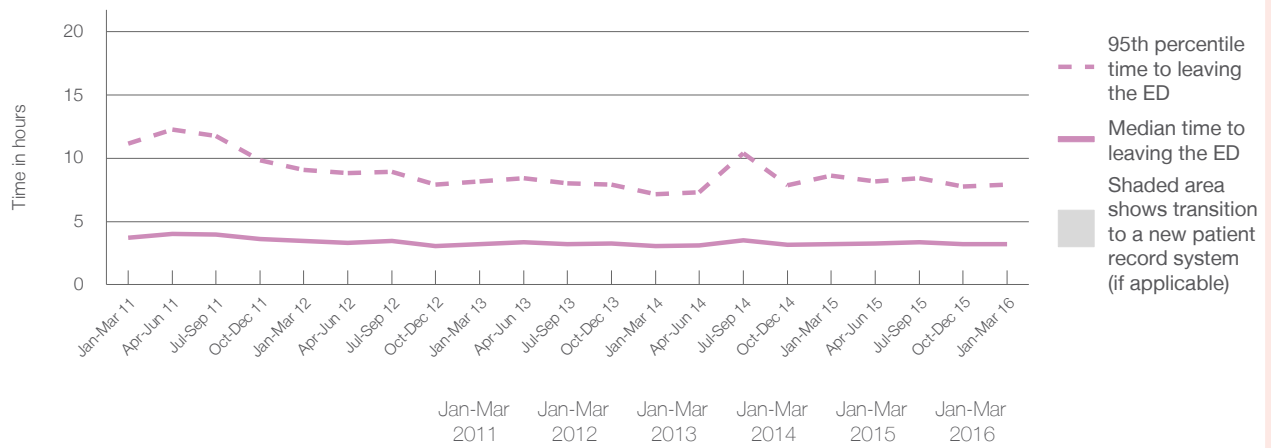
95th percentile time to leaving the ED<sup>9</sup> 7 hours and 55 minutes

Same period last year	NSW (this period)
9,586	
9,585	
3 hours and 11 minutes	2 hours and 40 minutes
8 hours and 38 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<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 43m	3h 27m	3h 12m	3h 4m	3h 11m	3h 13m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 8m	9h 5m	8h 10m	7h 9m	8h 38m	7h 55m

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

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

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

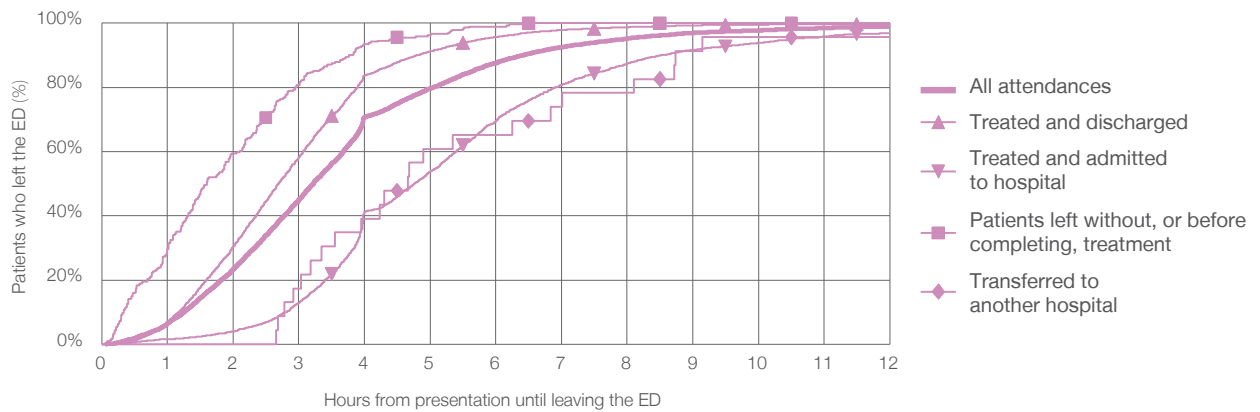
All attendances:<sup>1</sup> 9,758 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,758 patients

Treated and discharged	6,305 (65%)
Treated and admitted to hospital	3,043 (31%)
Patient left without, or before completing, treatment	296 (3%)
Transferred to another hospital	23 (0%)
Other	91 (1%)

Same period last year	Change since one year ago
9,585	2%
5,990	5%
3,202	-5%
303	-2%
22	5%
69	32%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7%	31%	58%	84%	96%	99%	100%	100%
Treated and admitted to hospital	2%	4%	13%	41%	70%	88%	94%	97%
Patient left without, or before completing, treatment	30%	59%	81%	94%	99%	100%	100%	100%
Transferred to another hospital	0%	0%	17%	39%	65%	78%	96%	96%
All attendances	6%	24%	45%	71%	88%	95%	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.

## Concord 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: <sup>1</sup> 9,758 patients

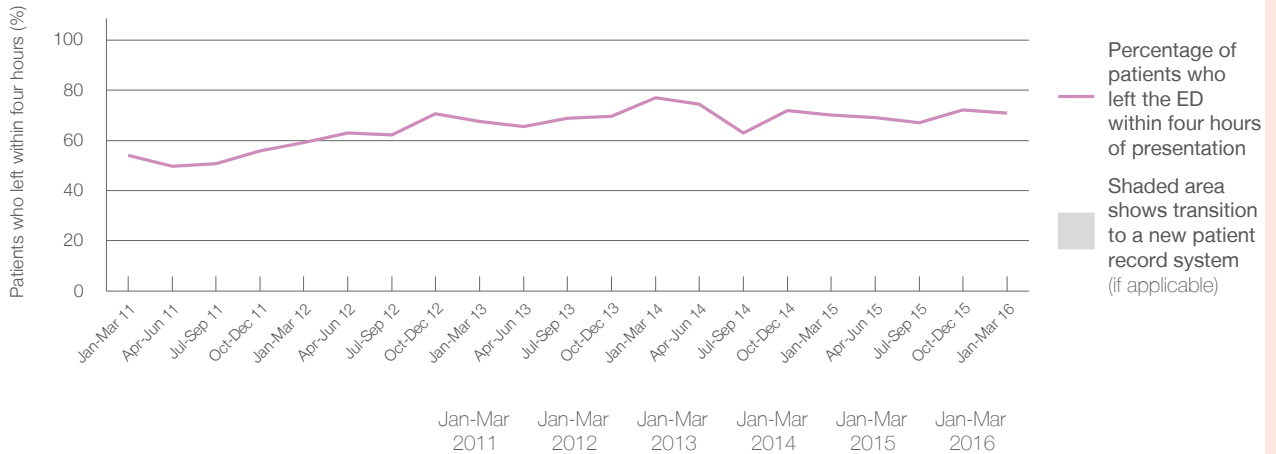
Attendances used to calculate time to leaving the ED: <sup>6</sup> 9,758 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	9,586	2%
Attendances used to calculate time to leaving the ED	9,585	2%
Percentage of patients who left the ED within four hours	70%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	54%	59%	67%	77%	70%	71%

\* 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).

## Royal Prince Alfred Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 19,219 patients  
 Emergency attendances:<sup>2</sup> 18,780 patients

Same period last year	Change since one year ago
18,235	5%
17,814	5%

## Royal Prince Alfred Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,585 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 95th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 9,284 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 95th percentile time to start treatment<sup>5</sup> 105 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,982 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 95th percentile time to start treatment<sup>5</sup> 147 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 825 patients

Median time to start treatment<sup>4</sup> 43 minutes  
 95th percentile time to start treatment<sup>5</sup> 199 minutes

Same period last year	NSW (this period)
3,159	
13 minutes	8 minutes
44 minutes	35 minutes
8,018	
29 minutes	20 minutes
130 minutes	99 minutes
5,764	
37 minutes	26 minutes
162 minutes	137 minutes
768	
41 minutes	23 minutes
162 minutes	135 minutes

## Royal Prince Alfred Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,219 patients

Percentage of patients who left the ED within four hours 62%

Same period last year	Change since one year ago
18,235	5%
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.

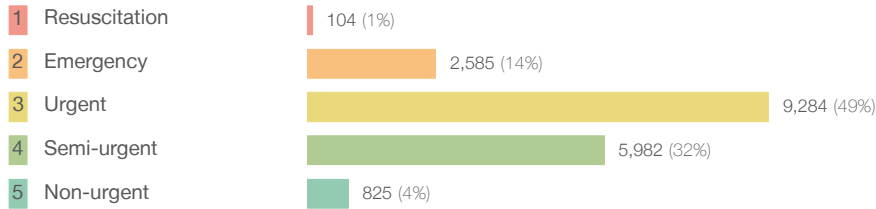
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Royal Prince Alfred Hospital: Patients attending the emergency department January to March 2016

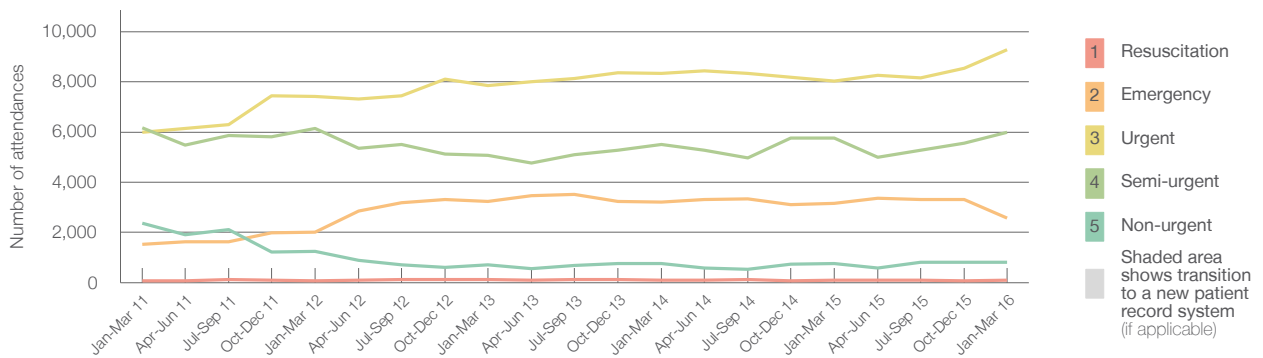
All attendances:<sup>1</sup> 19,219 patients

Emergency attendances<sup>2</sup> by triage category: 18,780 patients



Same period last year	Change since one year ago
18,235	5%
17,814	5%
105	-1%
3,159	-18%
8,018	16%
5,764	4%
768	7%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>†</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	78	74	119	92	105	104
Emergency	1,517	2,000	3,239	3,199	3,159	2,585
Urgent	5,988	7,410	7,850	8,348	8,018	9,284
Semi-urgent	6,156	6,137	5,064	5,496	5,764	5,982
Non-urgent	2,363	1,246	719	763	768	825
All emergency attendances	16,102	16,867	16,991	17,898	17,814	18,780

## Royal Prince Alfred Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,123 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
4,756	
19 minutes	-5 minutes
91 minutes	-59 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.

## Royal Prince Alfred 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: 2,585

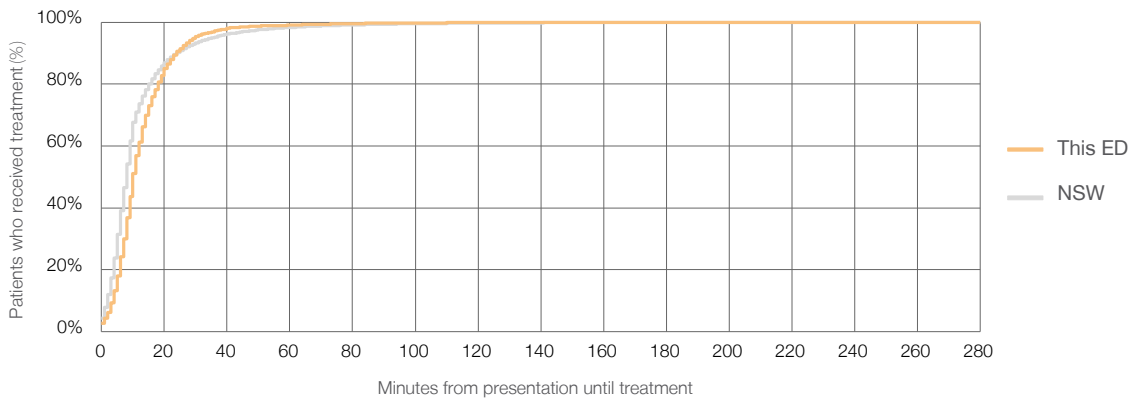
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,579

Median time to start treatment<sup>4</sup>  10 minutes

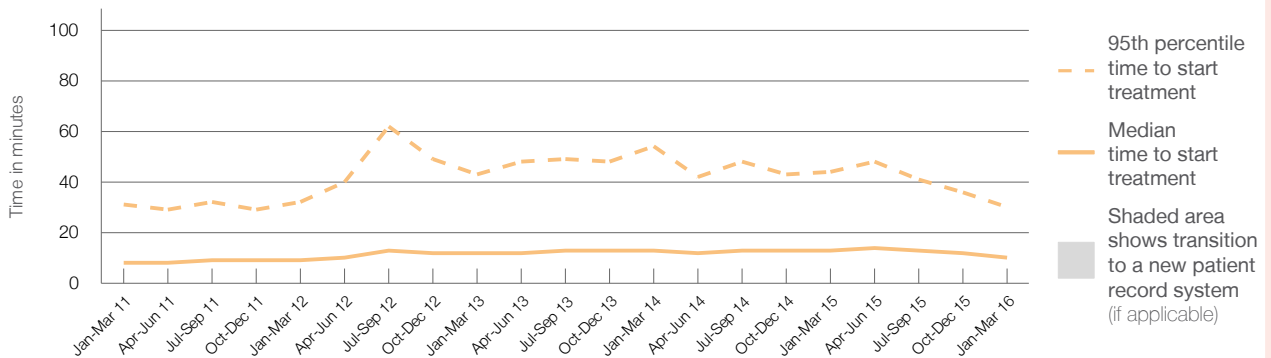
95th percentile time to start treatment<sup>5</sup>  30 minutes

Same period last year	NSW (this period)
3,159	
3,152	
13 minutes	8 minutes
44 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	8	9	12	13	13	10
95th percentile time to start treatment <sup>5</sup> (minutes)	31	32	43	54	44	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.

## Royal Prince Alfred 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: 9,284

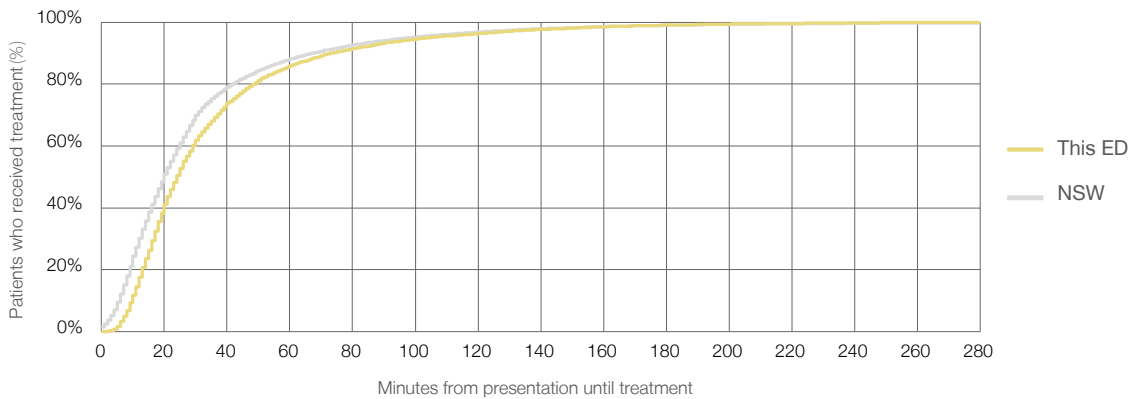
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,109

Median time to start treatment<sup>4</sup> 24 minutes

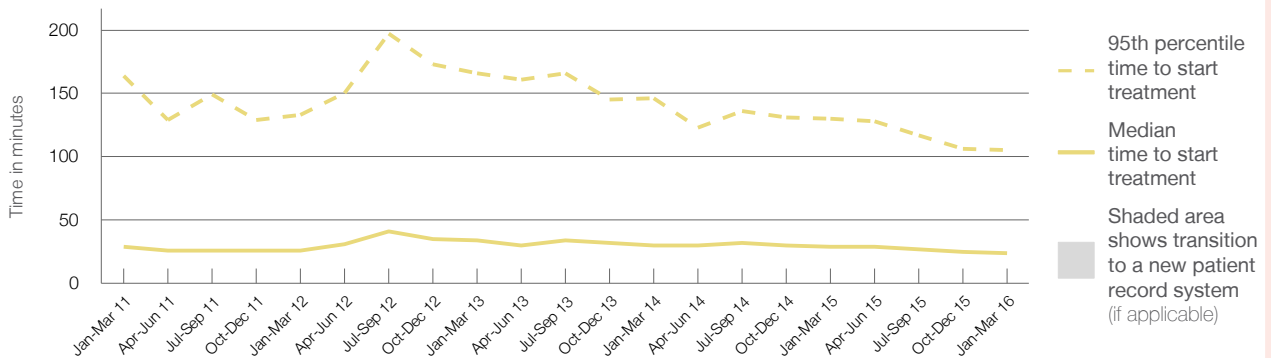
95th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
8,018	
7,857	
29 minutes	20 minutes
130 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	29	26	34	30	29	24
95th percentile time to start treatment <sup>5</sup> (minutes)	164	133	166	146	130	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.

## Royal Prince Alfred 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: 5,982

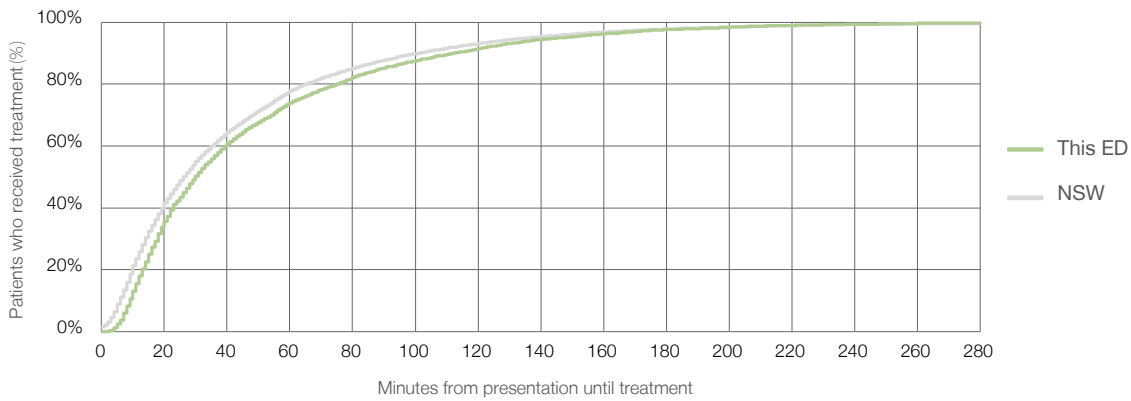
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,595

Median time to start treatment<sup>4</sup>  30 minutes

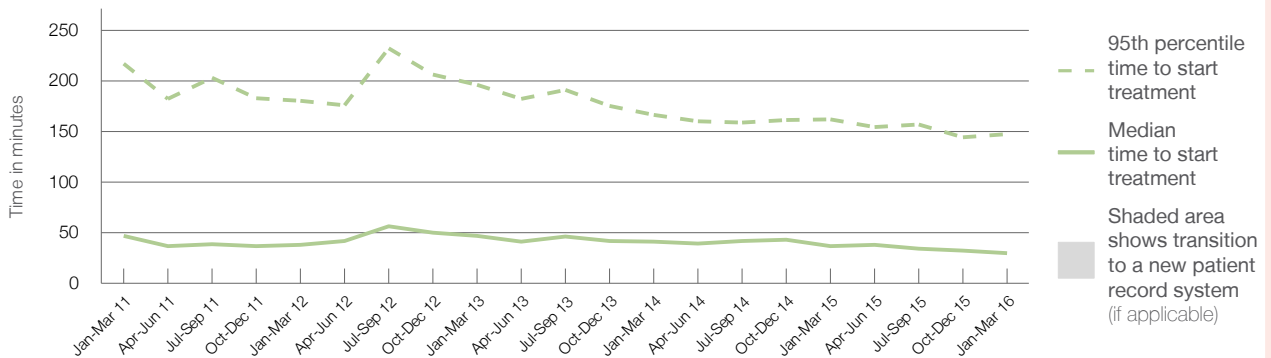
95th percentile time to start treatment<sup>5</sup>  147 minutes

Same period last year	NSW (this period)
5,764	5,428
37 minutes	26 minutes
162 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	47	38	47	41	37	30
95th percentile time to start treatment <sup>5</sup> (minutes)	217	180	196	166	162	147

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

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



## Royal Prince Alfred 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: 825

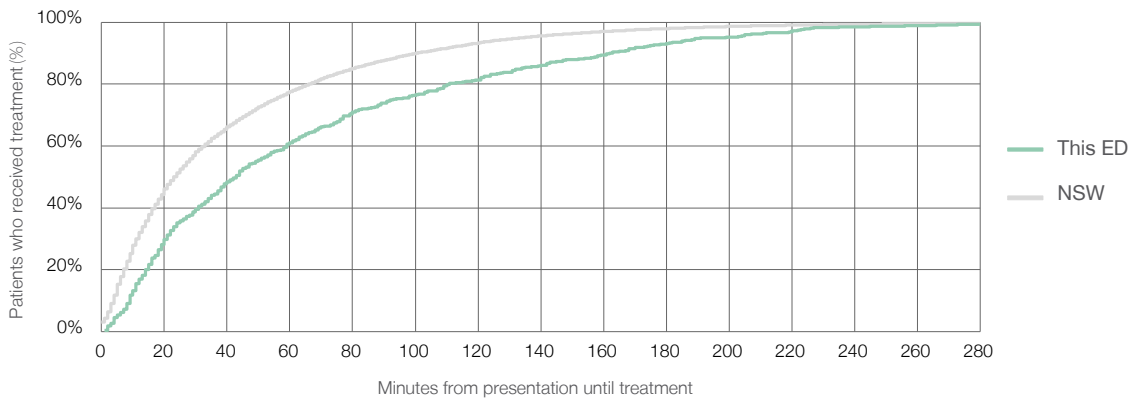
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 570

Median time to start treatment<sup>4</sup> 43 minutes

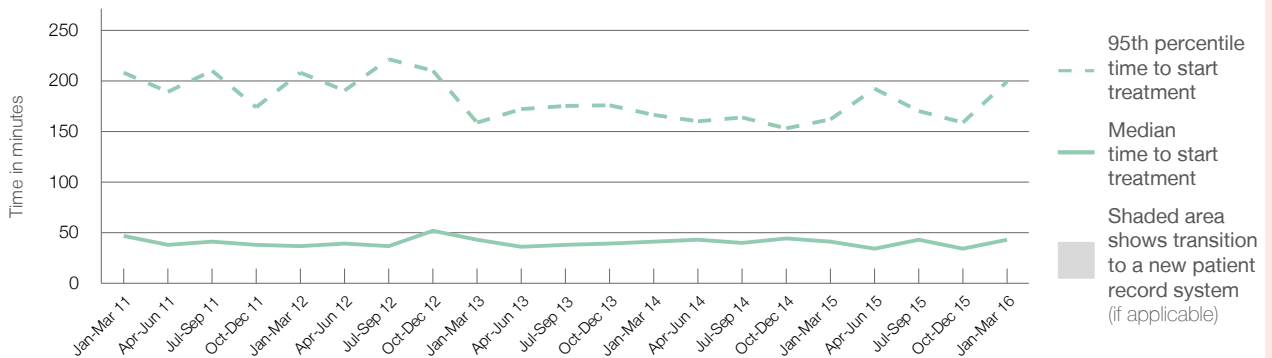
95th percentile time to start treatment<sup>5</sup> 199 minutes

Same period last year	NSW (this period)
768	572
41 minutes	23 minutes
162 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	47	37	43	41	41	43
95th percentile time to start treatment <sup>5</sup> (minutes)	208	208	159	166	162	199

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

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

## Royal Prince Alfred Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 19,219 patients

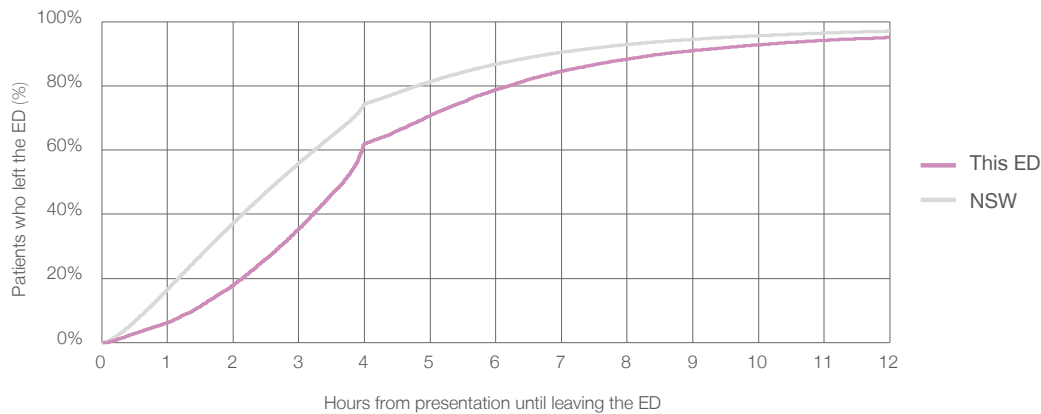
Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,219 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 41 minutes

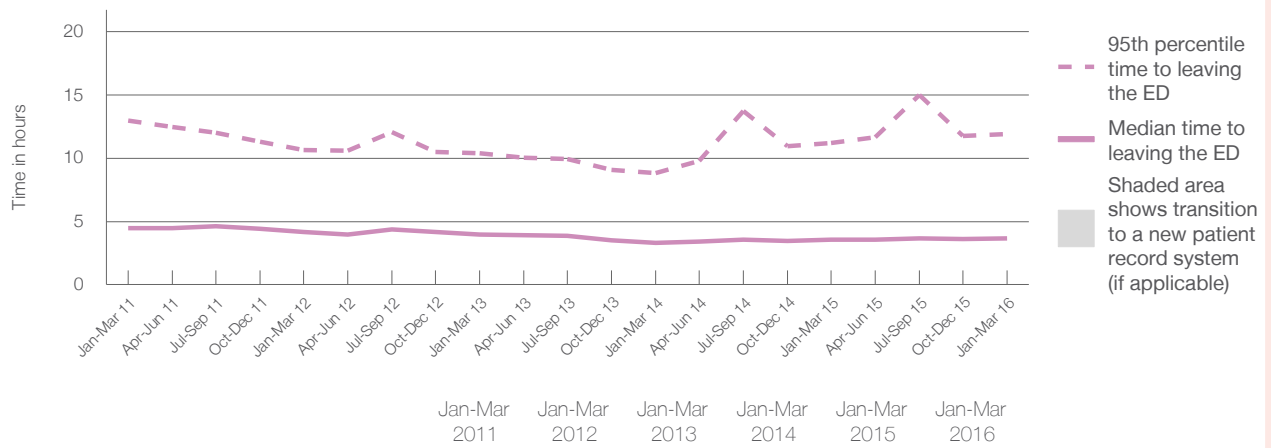
95th percentile time to leaving the ED<sup>9</sup> 11 hours and 55 minutes

Same period last year	NSW (this period)
18,235	18,235
3 hours and 34 minutes	2 hours and 40 minutes
11 hours and 11 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 27m	4h 11m	3h 58m	3h 18m	3h 34m	3h 41m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 58m	10h 39m	10h 23m	8h 48m	11h 11m	11h 55m

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

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

## Royal Prince Alfred Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

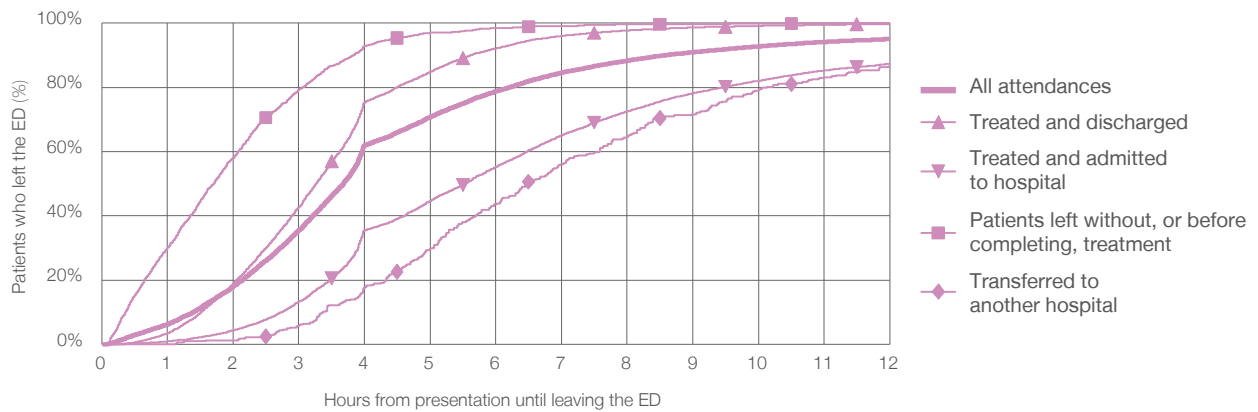
All attendances:<sup>1</sup> 19,219 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,219 patients

Treated and discharged	10,107 (53%)
Treated and admitted to hospital	6,887 (36%)
Patient left without, or before completing, treatment	1,548 (8%)
Transferred to another hospital	328 (2%)
Other	349 (2%)

Same period last year	Change since one year ago
18,235	5%
9,877	2%
6,655	3%
1,234	25%
178	84%
291	20%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3%	19%	43%	75%	92%	98%	99%	100%
Treated and admitted to hospital	1%	4%	13%	35%	55%	73%	82%	87%
Patient left without, or before completing, treatment	30%	58%	79%	93%	98%	100%	100%	100%
Transferred to another hospital	0%	1%	6%	18%	44%	65%	79%	87%
All attendances	6%	18%	36%	62%	79%	88%	93%	95%

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

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

**Royal Prince Alfred 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:<sup>1</sup> 19,219 patients

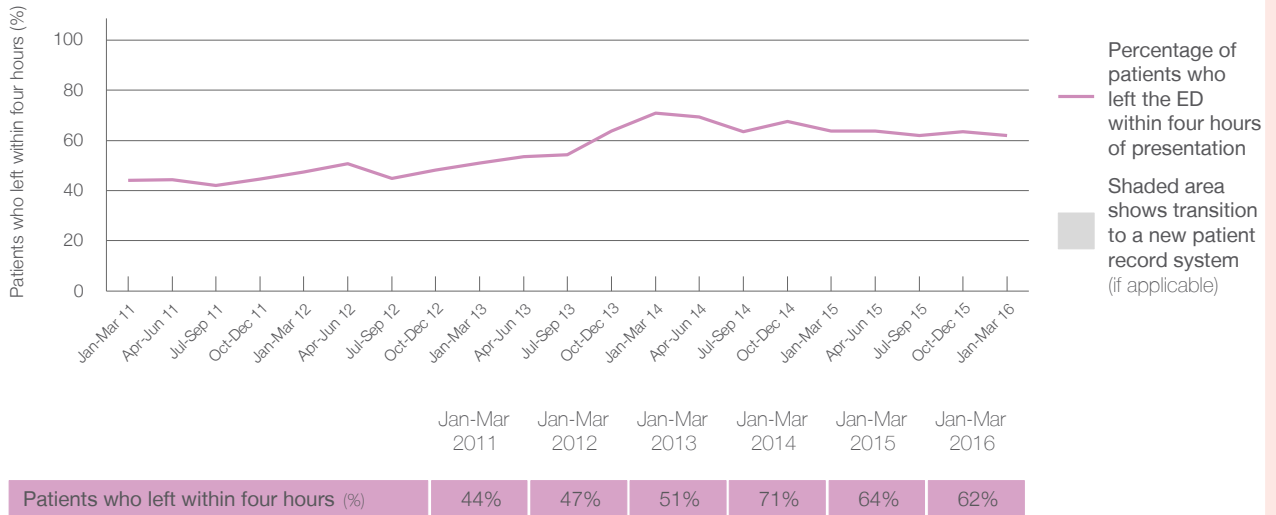
Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,219 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	18,235	5%
Attendances used to calculate time to leaving the ED	18,235	5%
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<sup>†‡</sup>



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

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

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

- All emergency and non-emergency 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).