

Hospital Quarterly

Performance Profiles

Emergency Department

Principal referral hospitals
(A1) peer group

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.

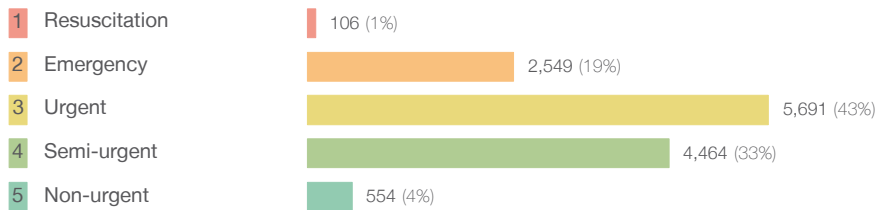
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Bankstown / Lidcombe Hospital: Patients attending the emergency department January to March 2016

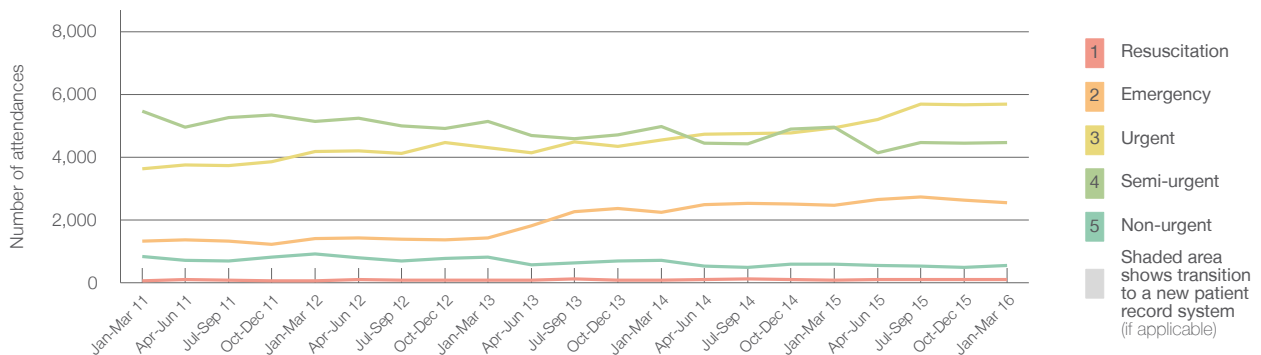
All attendances:¹ 13,482 patients

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

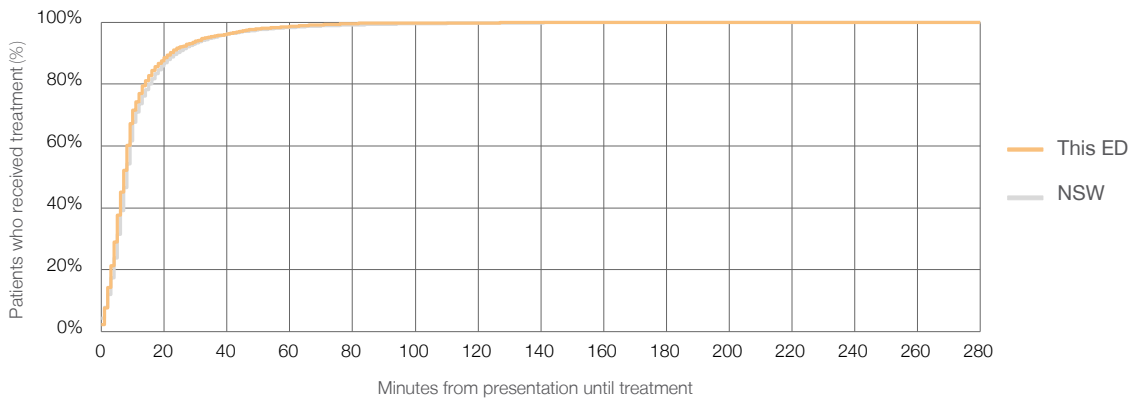
Number of triage 2 patients used to calculate waiting time:³ 2,540

Median time to start treatment⁴ 7 minutes

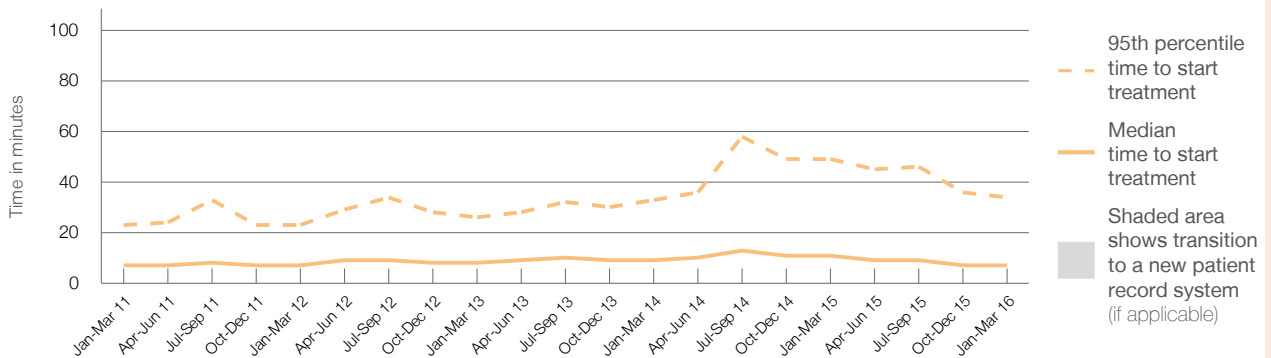
95th percentile time to start treatment⁵ 34 minutes

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.

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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

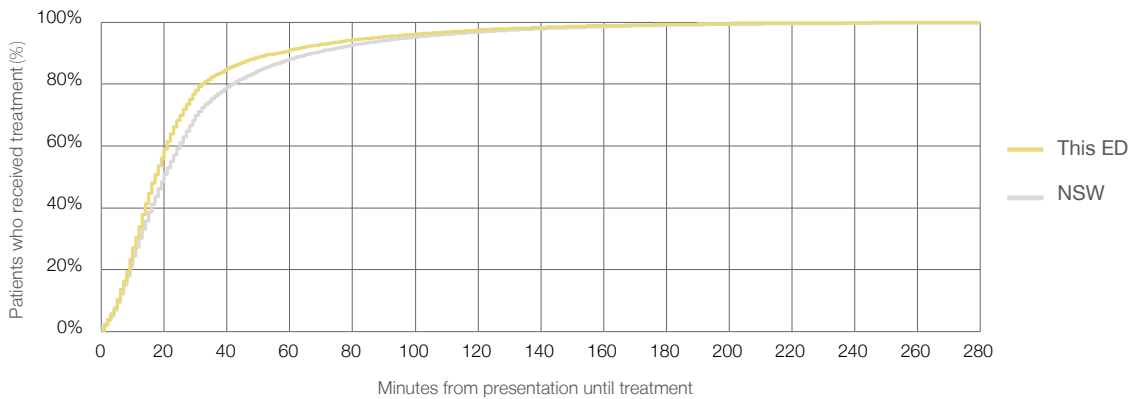
Number of triage 3 patients used to calculate waiting time:³ 5,594

Median time to start treatment⁴ 17 minutes

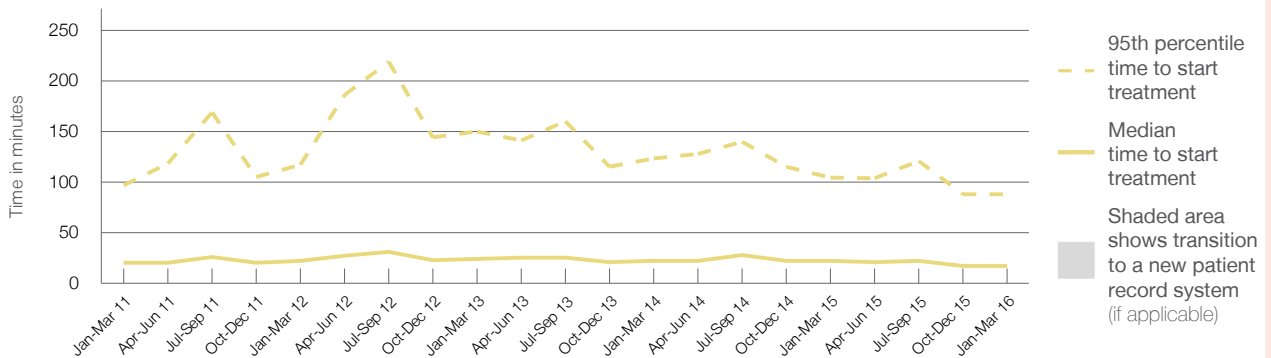
95th percentile time to start treatment⁵ 88 minutes

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

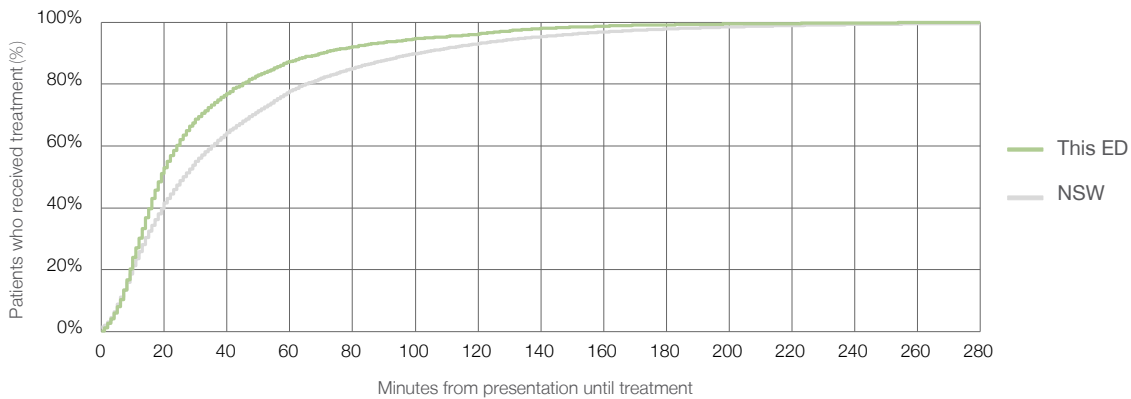
Number of triage 4 patients used to calculate waiting time:³ 4,318

Median time to start treatment⁴ 19 minutes

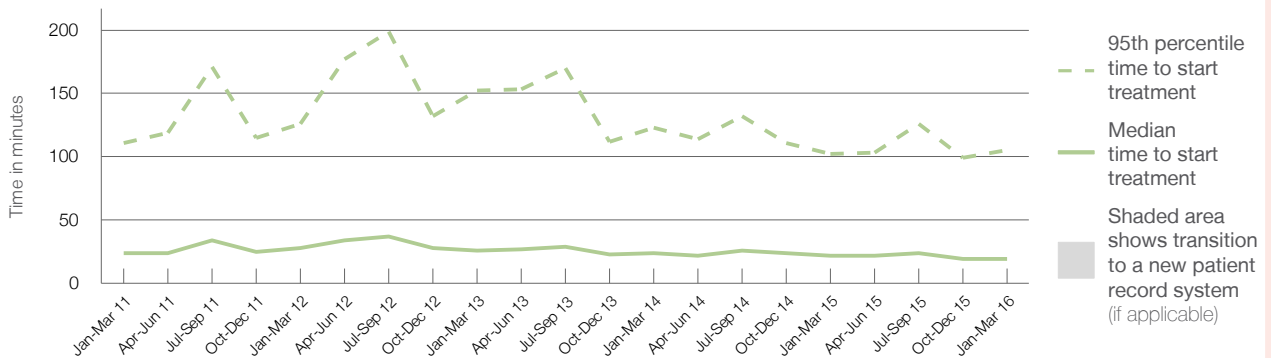
95th percentile time to start treatment⁵ 105 minutes

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

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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

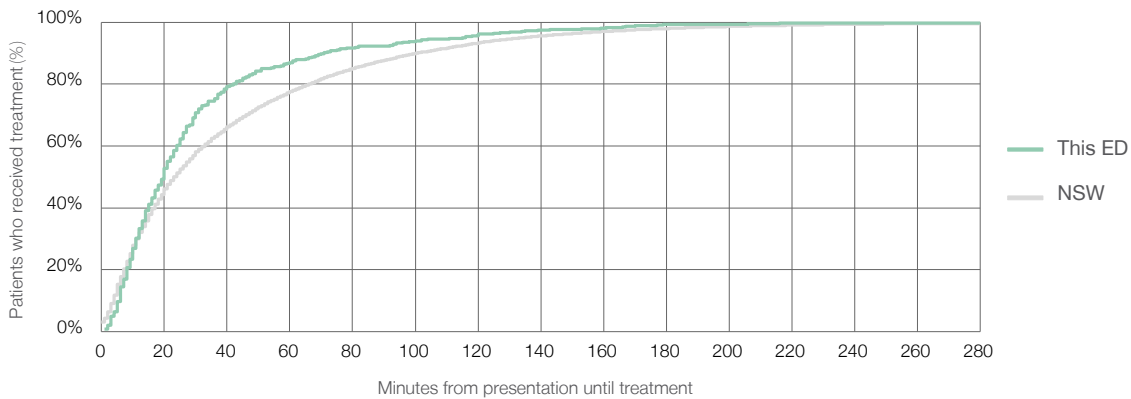
Number of triage 5 patients used to calculate waiting time:³ 475

Median time to start treatment⁴ 20 minutes

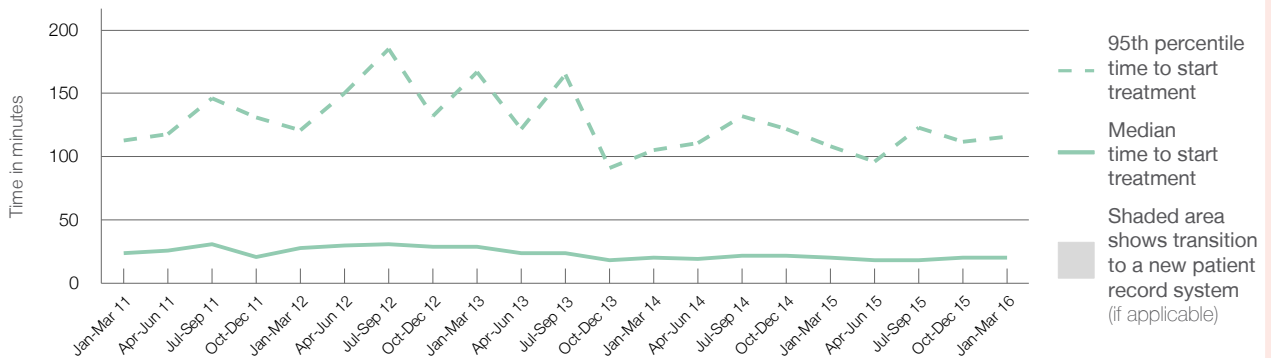
95th percentile time to start treatment⁵ 116 minutes

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

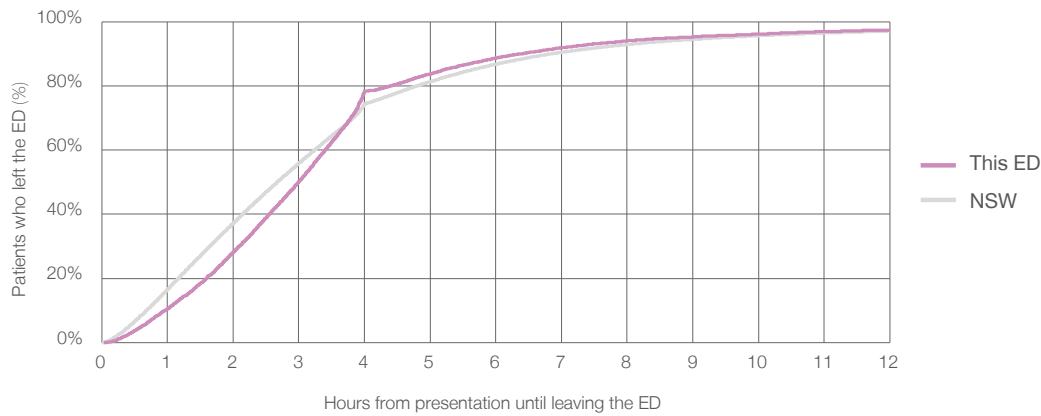
Attendances used to calculate time to leaving the ED:⁶ 13,482 patients

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

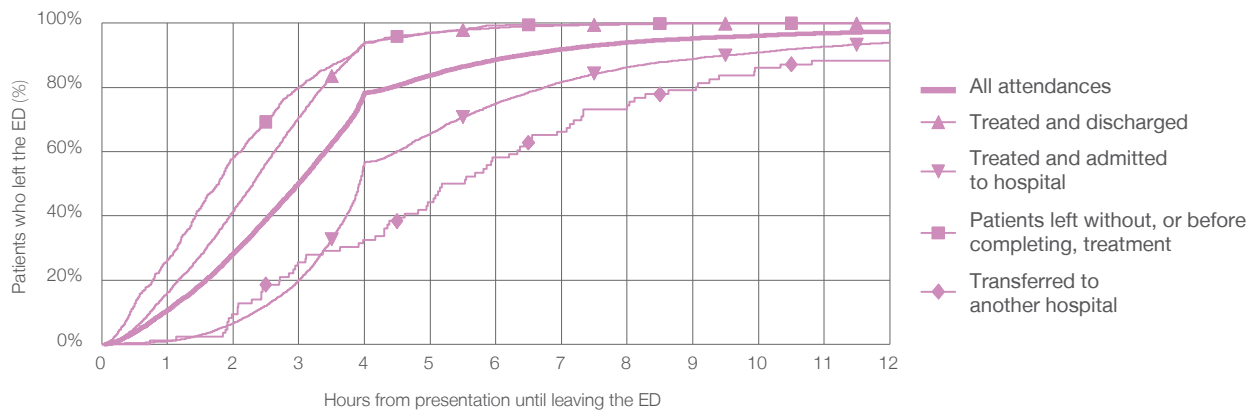
All attendances:¹ 13,482 patients

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

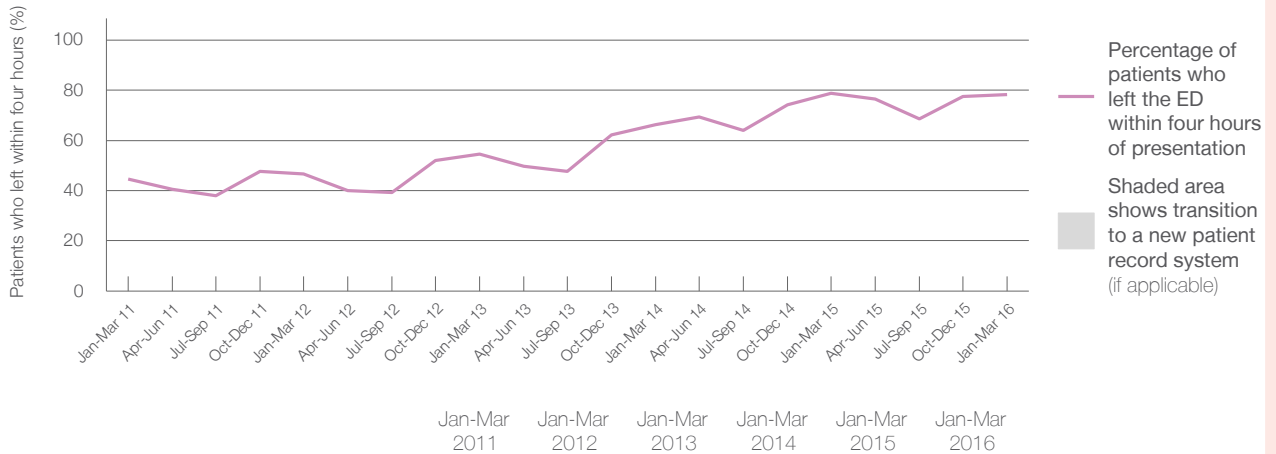
Attendances used to calculate time to leaving the ED: ⁶ 13,482 patients

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^{†‡}



Patients who left within four hours (%)	45%	47%	55%	66%	79%	78%
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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).

Concord Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 9,758 patients
 Emergency attendances:² 9,736 patients

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

Concord Hospital: Time from presentation to treatment³

January to March 2016

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

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 18 minutes

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

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 92 minutes

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

Median time to start treatment⁴ 34 minutes
 95th percentile time to start treatment⁵ 144 minutes

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

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 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:⁶ 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.

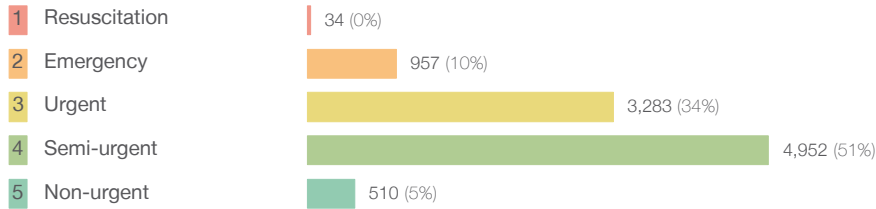
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

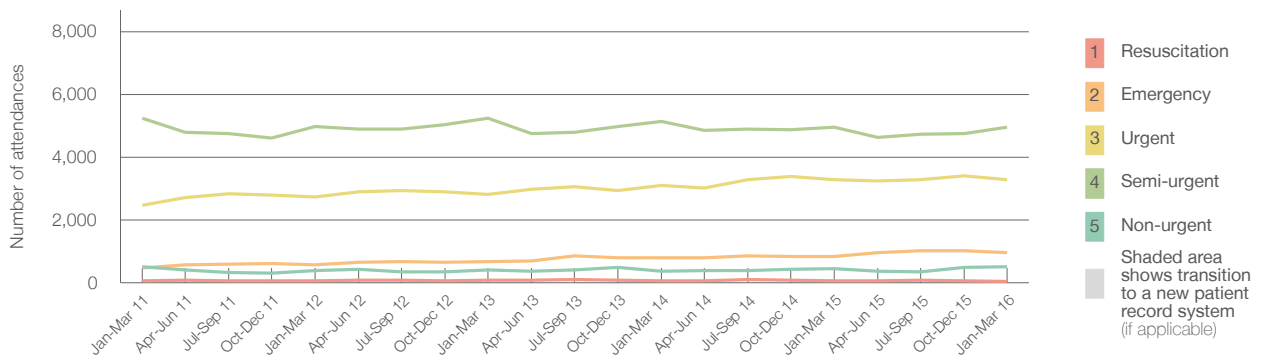
All attendances:¹ 9,758 patients

Emergency attendances² 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 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	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:⁷ 2,087 patients

ED Transfer of care time[§]



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

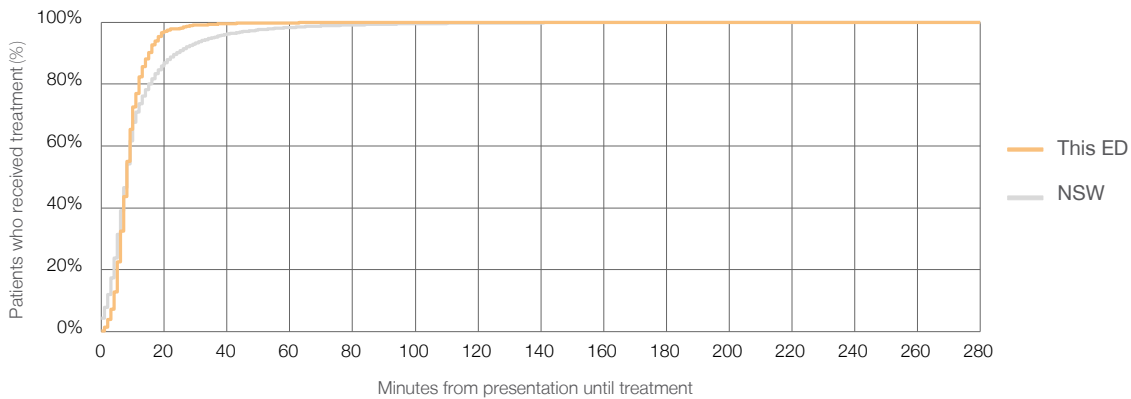
Number of triage 2 patients used to calculate waiting time:³ 955

Median time to start treatment⁴ 8 minutes

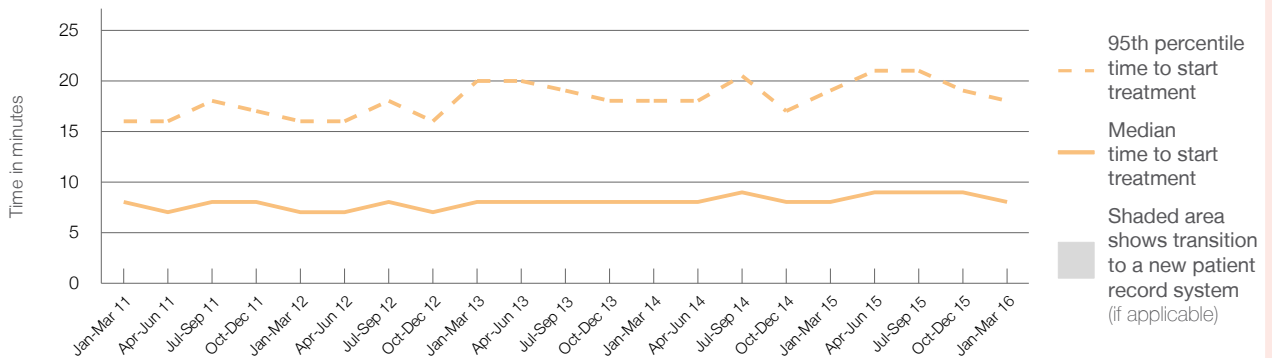
95th percentile time to start treatment⁵ 18 minutes

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^{†‡}



	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	7	8	8	8	8
95th percentile time to start treatment ⁵ (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

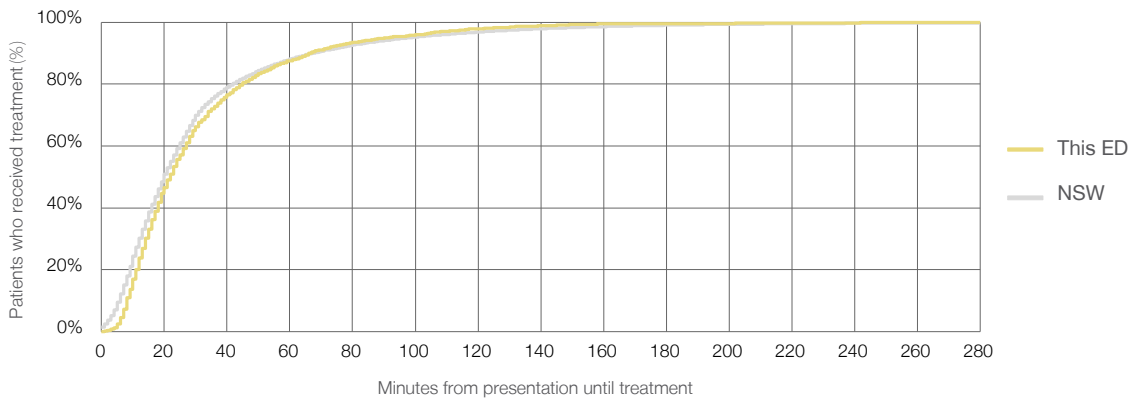
Number of triage 3 patients used to calculate waiting time:³ 3,220

Median time to start treatment⁴ 22 minutes

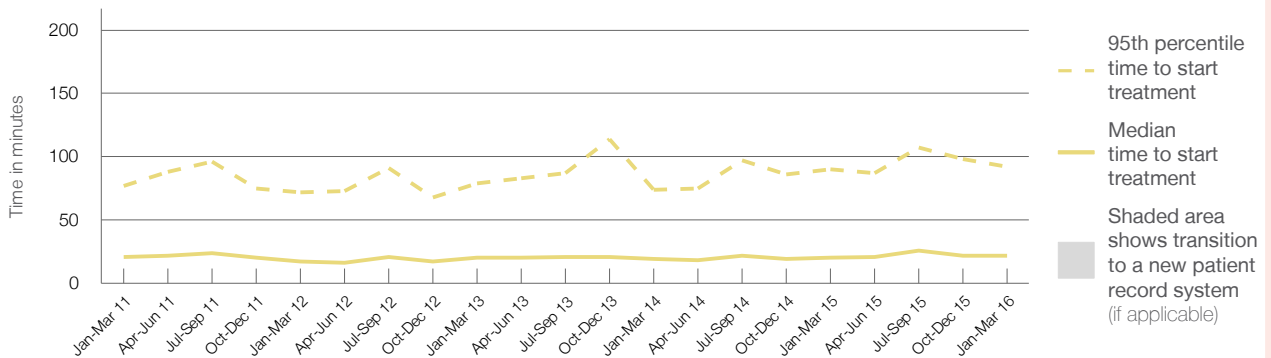
95th percentile time to start treatment⁵ 92 minutes

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^{†‡}



	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	17	20	19	20	22
95th percentile time to start treatment ⁵ (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

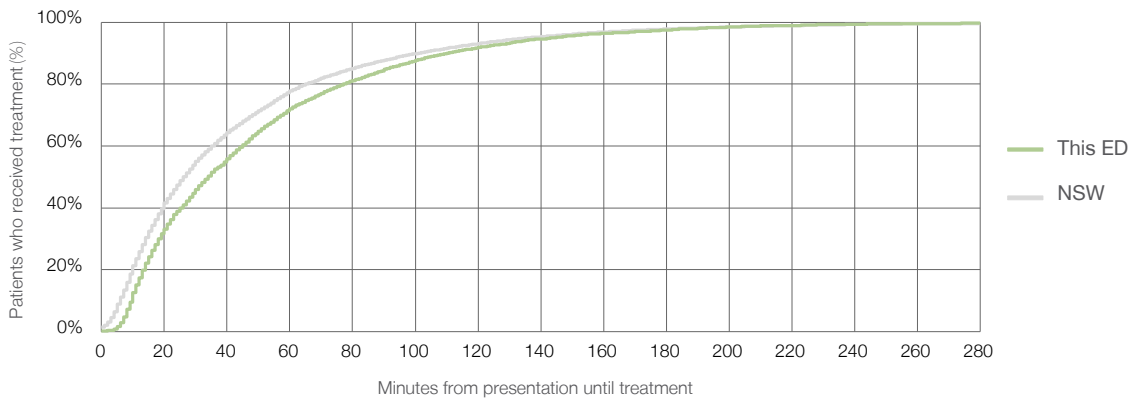
Number of triage 4 patients used to calculate waiting time:³ 4,730

Median time to start treatment⁴ 34 minutes

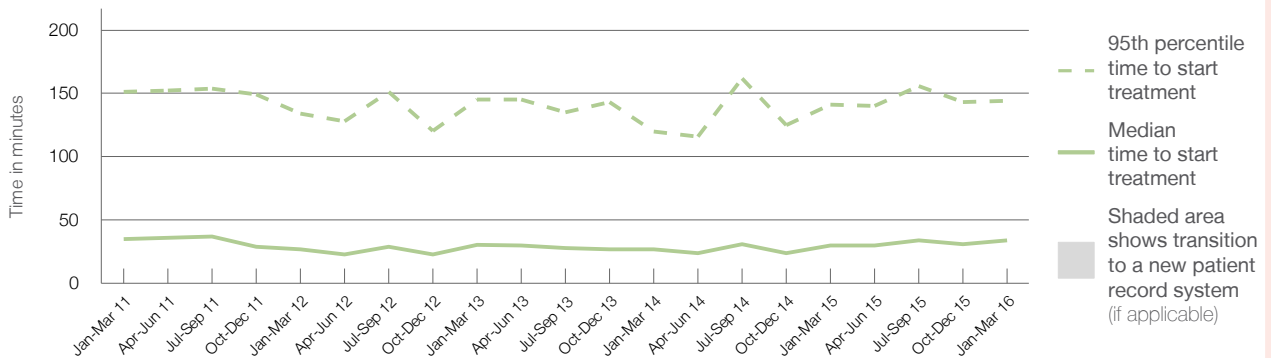
95th percentile time to start treatment⁵ 144 minutes

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^{†‡}



	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	27	31	27	30	34
95th percentile time to start treatment ⁵ (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

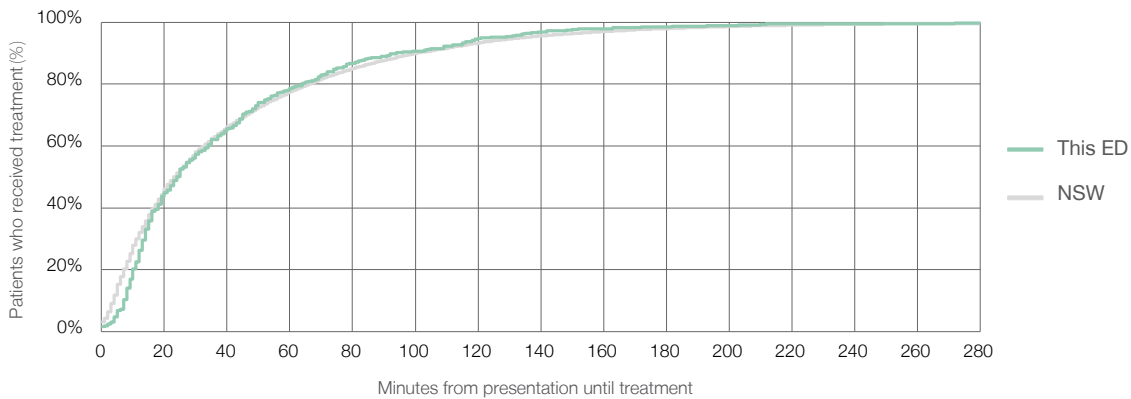
Number of triage 5 patients used to calculate waiting time:³ 435

Median time to start treatment⁴ 24 minutes

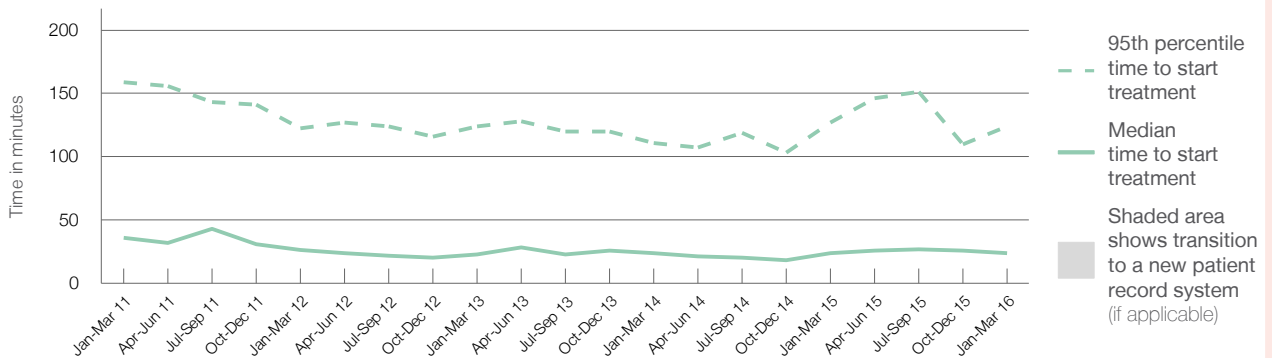
95th percentile time to start treatment⁵ 124 minutes

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^{†‡}



	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)	36	27	23	24	24	24
95th percentile time to start treatment ⁵ (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:¹ 9,758 patients

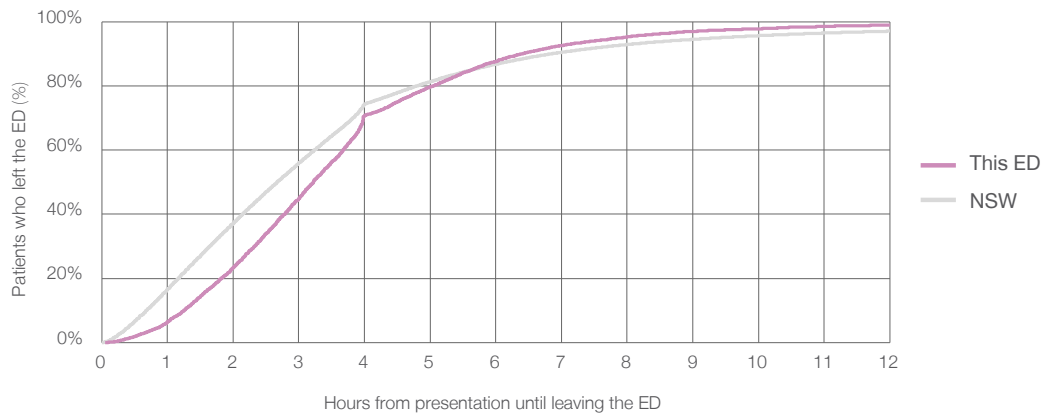
Attendances used to calculate time to leaving the ED:⁶ 9,758 patients

Median time to leaving the ED⁸ 3 hours and 13 minutes

95th percentile time to leaving the ED⁹ 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^{†‡}



	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)	3h 43m	3h 27m	3h 12m	3h 4m	3h 11m	3h 13m
95th percentile time to leaving the ED ⁹ (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

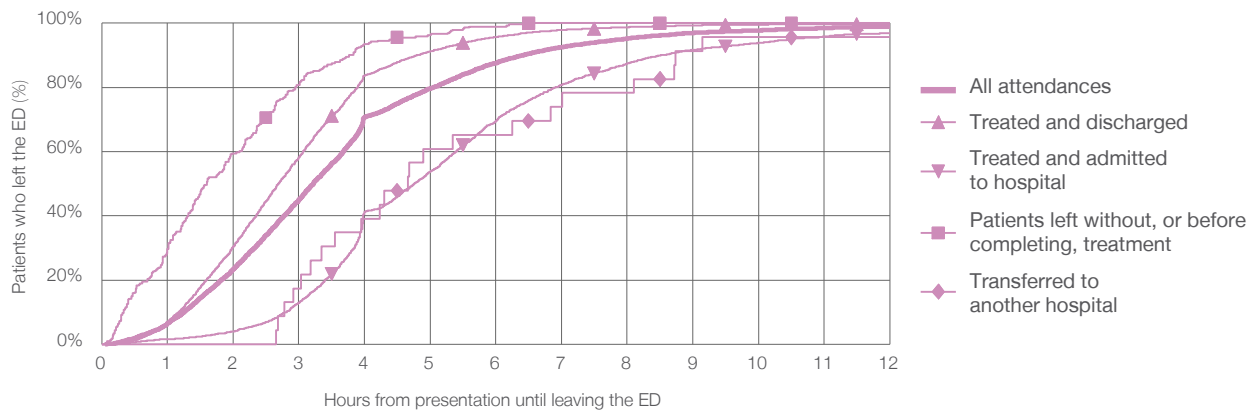
All attendances:¹ 9,758 patients

Attendances used to calculate time to leaving the ED:⁶ 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^{††}



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: ¹ 9,758 patients

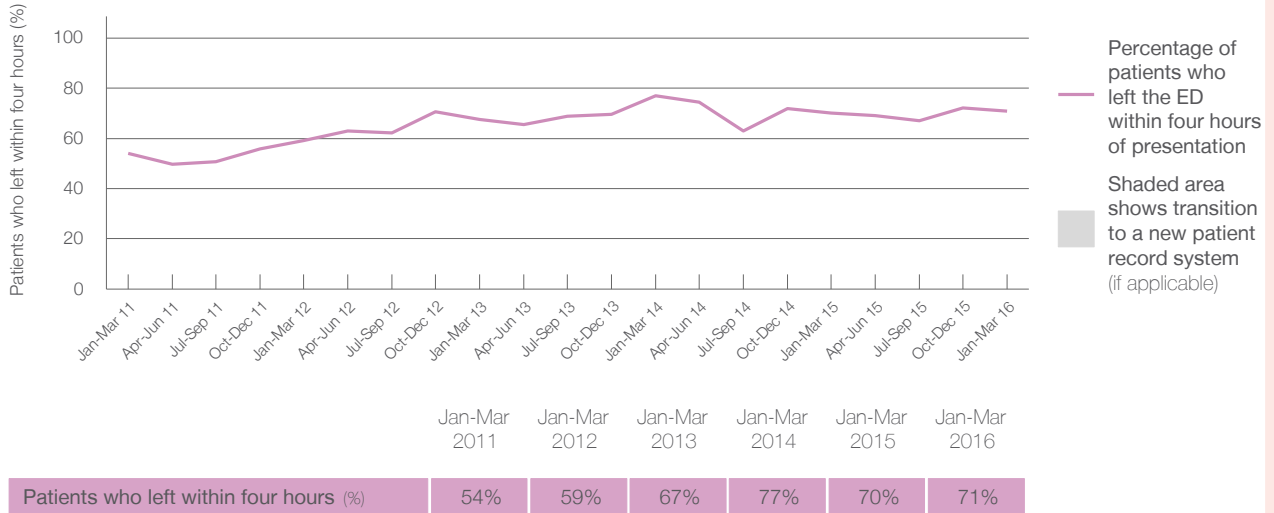
Attendances used to calculate time to leaving the ED: ⁶ 9,758 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
9,586	2%
9,585	2%
70%	

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).

Gosford Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 16,617 patients
 Emergency attendances:² 16,473 patients

Same period last year	Change since one year ago
15,372	8%
15,239	8%

Gosford Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,093 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,462 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,182 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 532 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
2,004	
6 minutes	8 minutes
33 minutes	35 minutes
6,096	
22 minutes	20 minutes
105 minutes	99 minutes
6,490	
36 minutes	26 minutes
155 minutes	137 minutes
450	
28 minutes	23 minutes
149 minutes	135 minutes

Gosford Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 16,617 patients

Percentage of patients who left the ED within four hours 70%

Same period last year	Change since one year ago
15,372	8%
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.

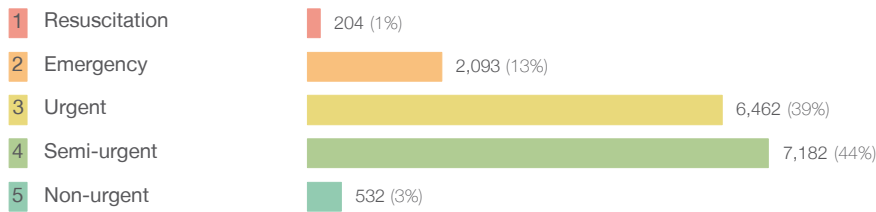
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

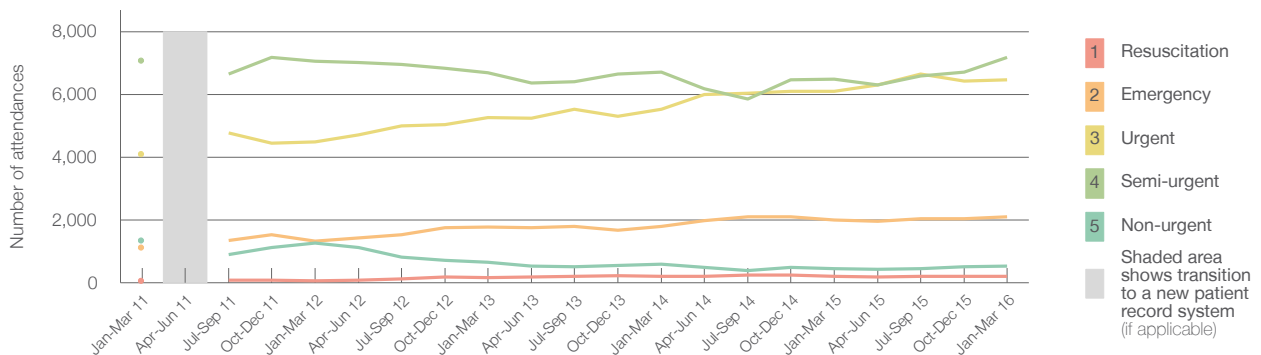
All attendances:¹ 16,617 patients

Emergency attendances² by triage category: 16,473 patients



Same period last year	Change since one year ago
15,372	8%
15,239	8%
199	3%
2,004	4%
6,096	6%
6,490	11%
450	18%

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	64	59	159	200	199	204
Emergency	1,125	1,314	1,779	1,783	2,004	2,093
Urgent	4,104	4,485	5,257	5,528	6,096	6,462
Semi-urgent	7,080	7,064	6,680	6,716	6,490	7,182
Non-urgent	1,349	1,262	660	589	450	532
All emergency attendances	13,722	14,184	14,535	14,816	15,239	16,473

Gosford Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 4,624 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
4,473	
12 minutes	-2 minutes
132 minutes	-43 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.

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

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

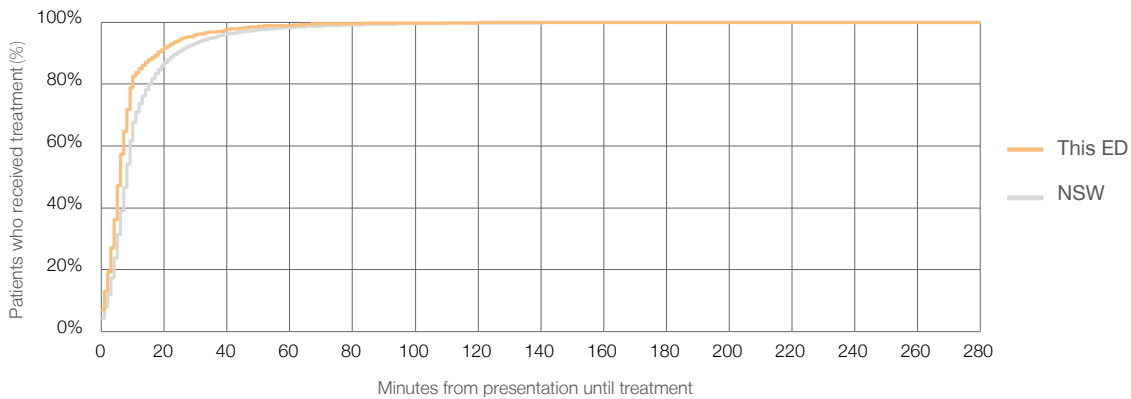
Number of triage 2 patients: 2,093

Number of triage 2 patients used to calculate waiting time:³ 2,085

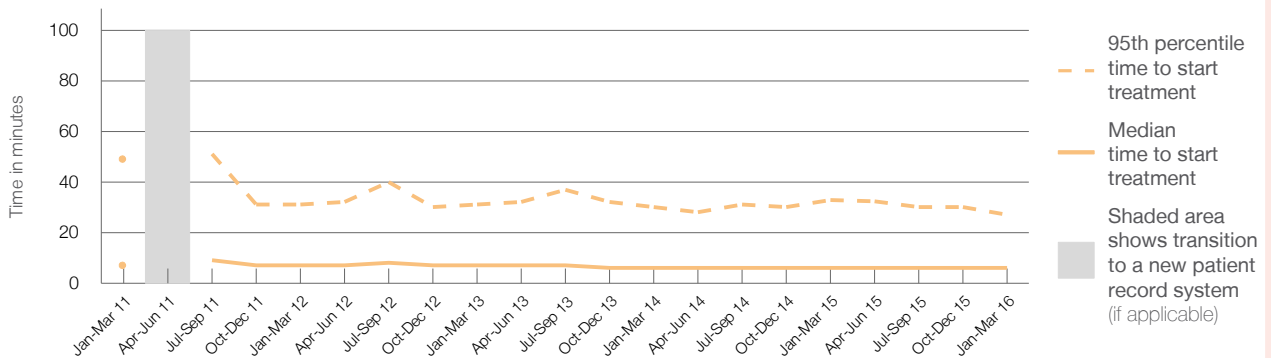
Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
2,004	
1,996	
6 minutes	8 minutes
33 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	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)	49	31	31	30	33	27

(†) 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.

Gosford 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: 6,462

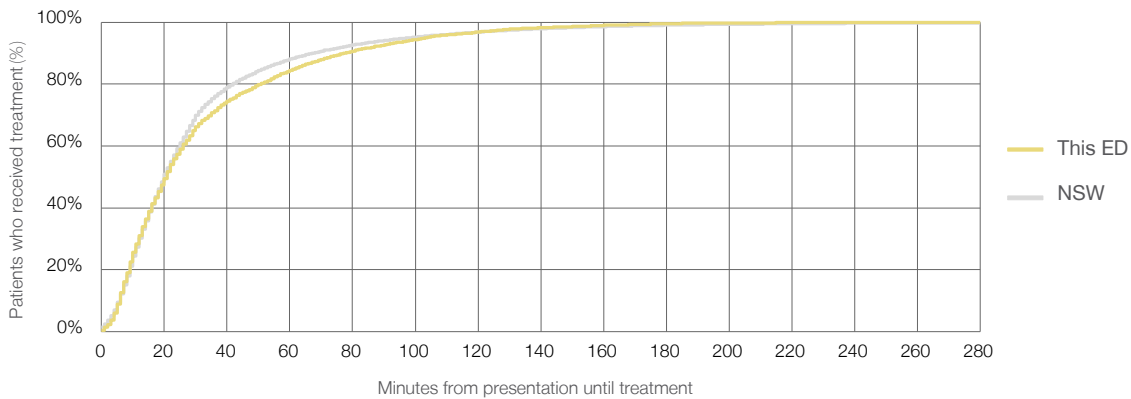
Number of triage 3 patients used to calculate waiting time:³ 6,341

Median time to start treatment⁴ 21 minutes

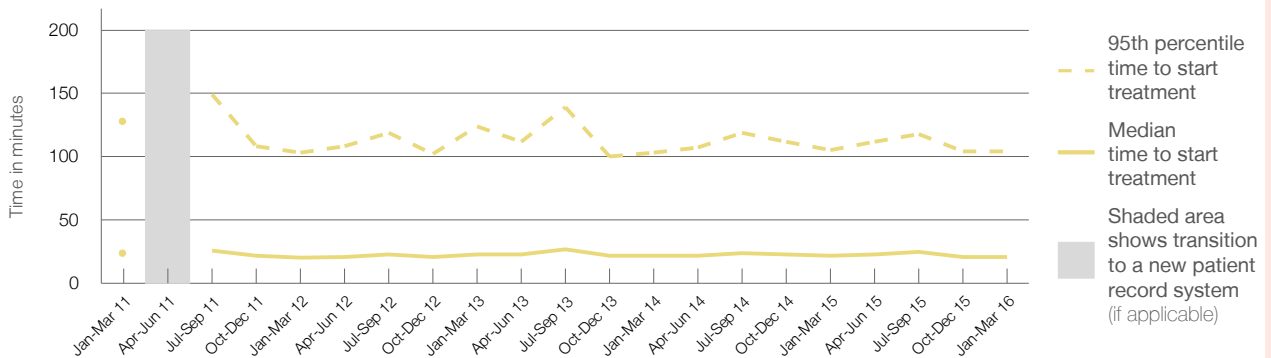
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
6,096	
5,944	
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)	24	20	23	22	22	21
95th percentile time to start treatment ⁵ (minutes)	128	103	124	103	105	104

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

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

Gosford 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: 7,182

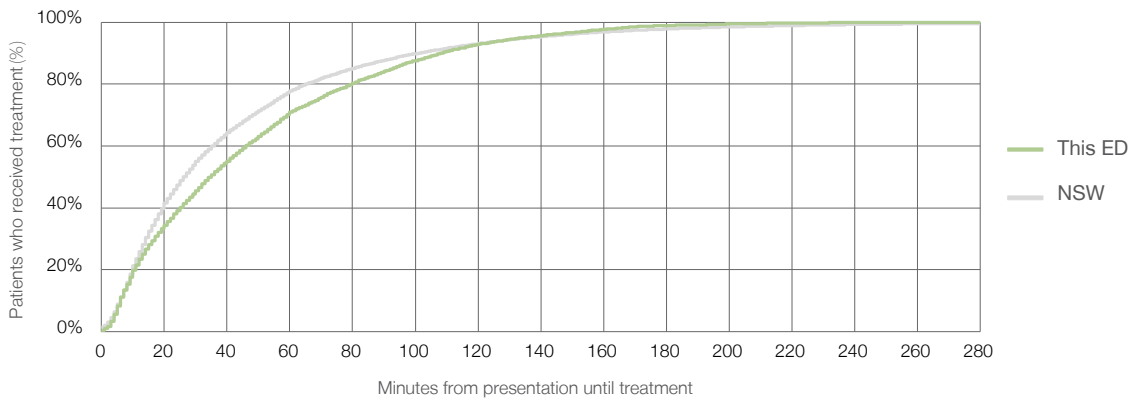
Number of triage 4 patients used to calculate waiting time:³ 6,799

Median time to start treatment⁴ 35 minutes

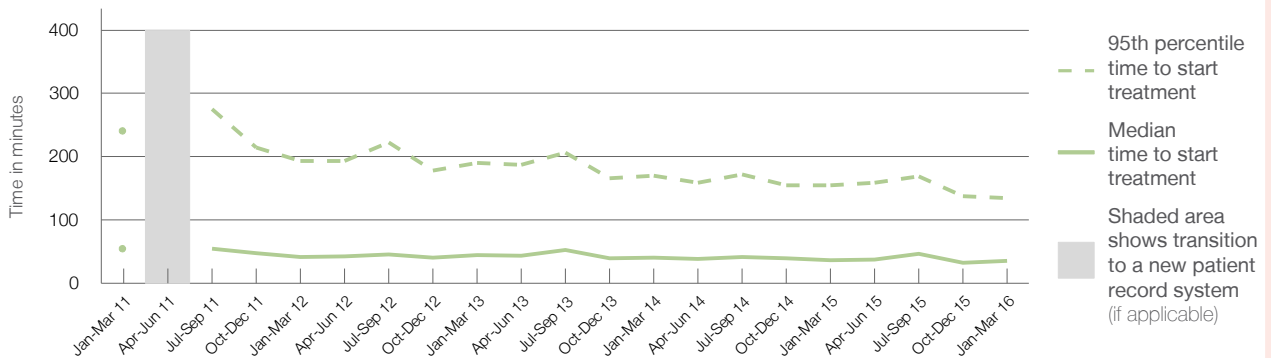
95th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
6,490	6,116
36 minutes	26 minutes
155 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)	55	42	45	41	36	35
95th percentile time to start treatment ⁵ (minutes)	241	193	190	170	155	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.

Gosford 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: 532

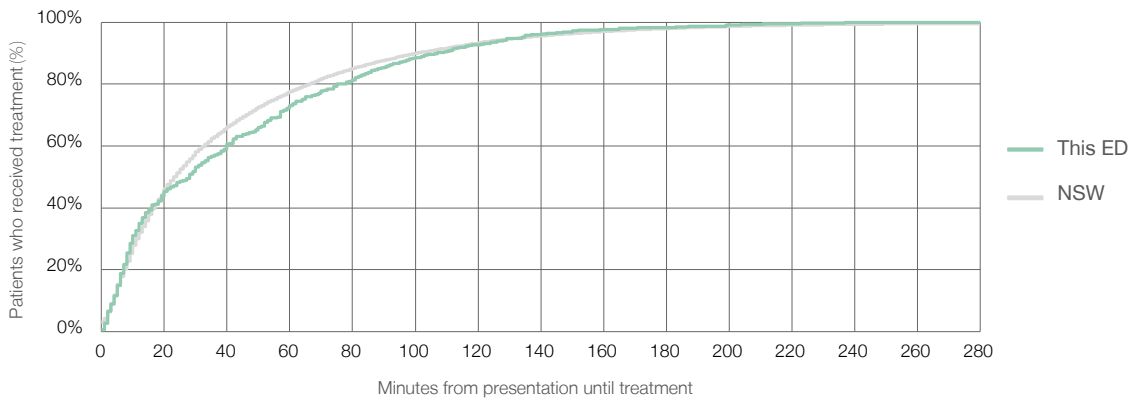
Number of triage 5 patients used to calculate waiting time:³ 440

Median time to start treatment⁴ 28 minutes

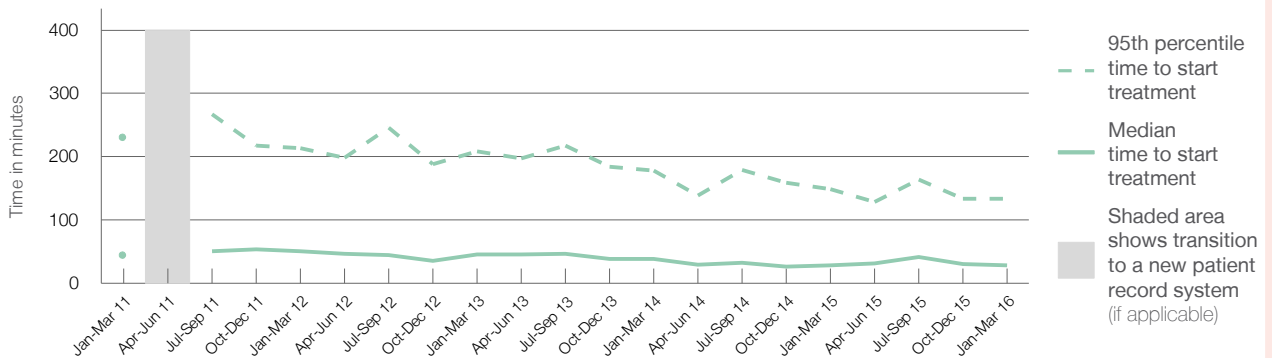
95th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
450	
369	
28 minutes	23 minutes
149 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)	45	51	46	38	28	28
95th percentile time to start treatment ⁵ (minutes)	231	213	208	178	149	134

(†) 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.

Gosford Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 16,617 patients

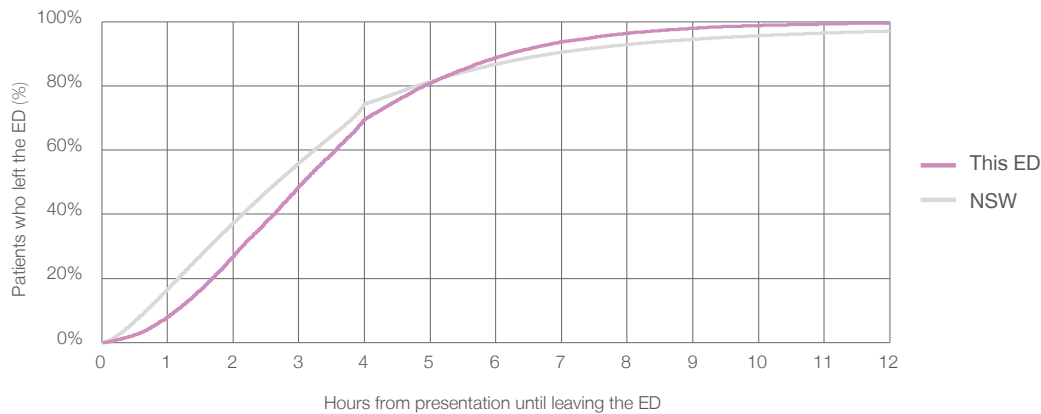
Attendances used to calculate time to leaving the ED:⁶ 16,617 patients

Median time to leaving the ED⁸ 3 hours and 4 minutes

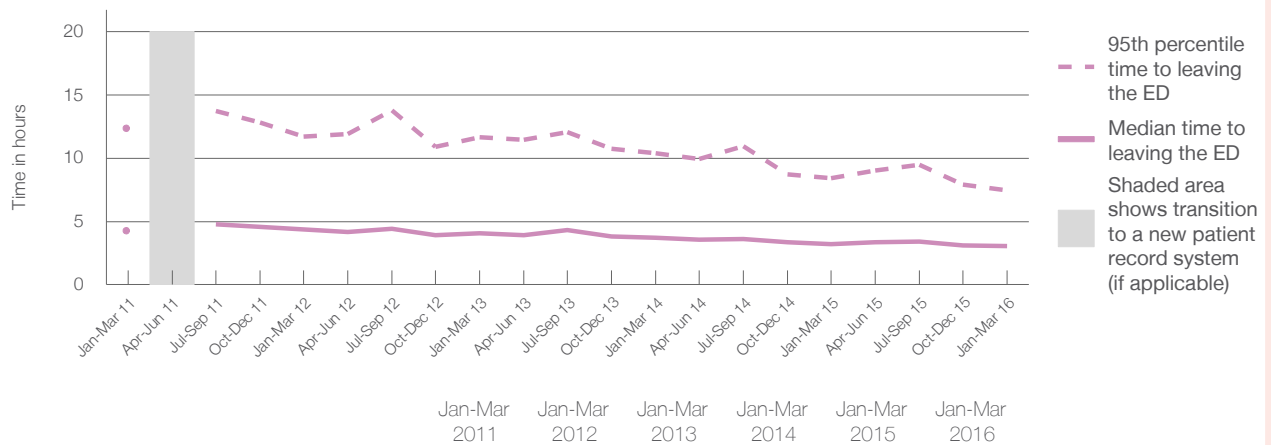
95th percentile time to leaving the ED⁹ 7 hours and 28 minutes

Same period last year	NSW (this period)
15,372	15,372
3 hours and 14 minutes	2 hours and 40 minutes
8 hours and 25 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 17m	4h 22m	4h 5m	3h 44m	3h 14m	3h 4m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 22m	11h 43m	11h 38m	10h 22m	8h 25m	7h 28m

(†) 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.

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

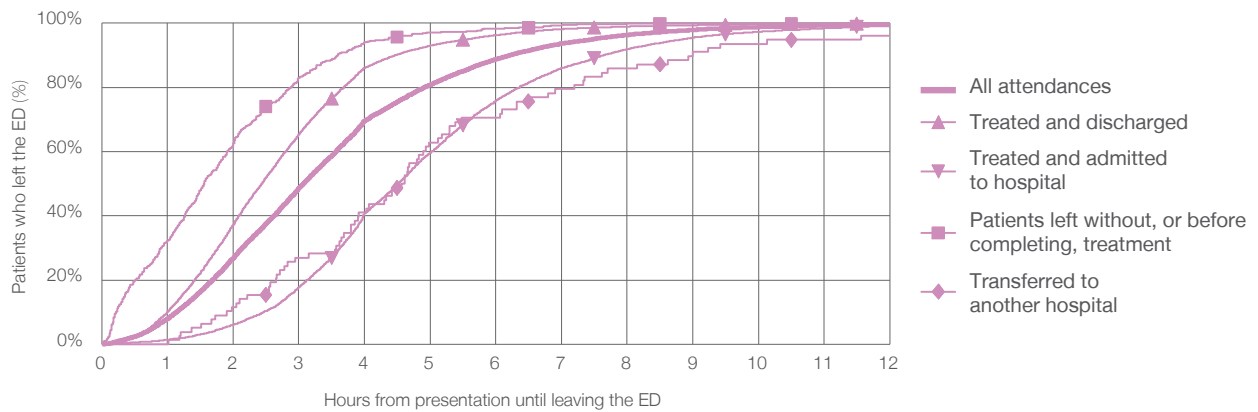
All attendances:¹ 16,617 patients

Attendances used to calculate time to leaving the ED:⁶ 16,617 patients

Treated and discharged	9,747 (59%)
Treated and admitted to hospital	6,079 (37%)
Patient left without, or before completing, treatment	655 (4%)
Transferred to another hospital	78 (0%)
Other	58 (0%)

Same period last year	Change since one year ago
15,372	8%
8,562	14%
5,937	2%
671	-2%
106	-26%
96	-40%

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	10%	37%	65%	86%	96%	99%	100%	100%
Treated and admitted to hospital	1%	6%	18%	41%	76%	92%	97%	99%
Patient left without, or before completing, treatment	32%	63%	83%	94%	98%	100%	100%	100%
Transferred to another hospital	0%	12%	27%	41%	71%	86%	94%	96%
All attendances	8%	27%	49%	70%	89%	96%	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.

Gosford 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 16,617 patients

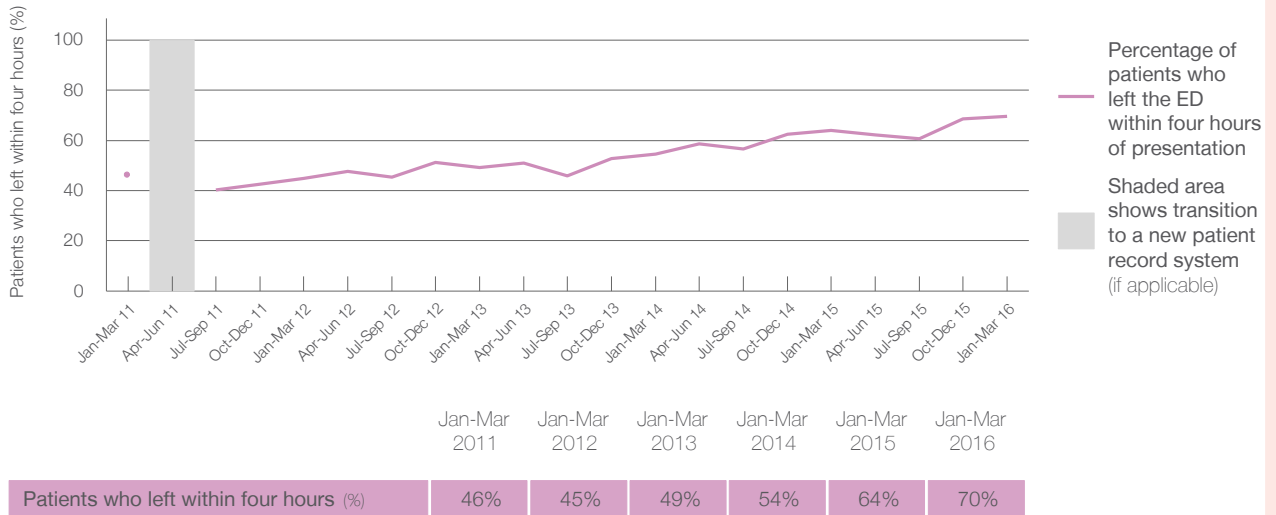
Attendances used to calculate time to leaving the ED:⁶ 16,617 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	15,372	8%
Attendances used to calculate time to leaving the ED	15,372	8%
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^{†‡}



* 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).

John Hunter Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 19,359 patients
 Emergency attendances:² 19,350 patients

Same period last year	Change since one year ago
18,902	2%
18,893	2%

John Hunter Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,906 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,978 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,755 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 141 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,597 patients

Median time to start treatment⁴ 36 minutes
 95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
1,826	
7 minutes	8 minutes
28 minutes	35 minutes
5,137	
22 minutes	20 minutes
105 minutes	99 minutes
9,709	
33 minutes	26 minutes
156 minutes	137 minutes
2,089	
38 minutes	23 minutes
170 minutes	135 minutes

John Hunter Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 19,359 patients

Percentage of patients who left the ED within four hours 69%

Same period last year	Change since one year ago
18,901	2%
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.

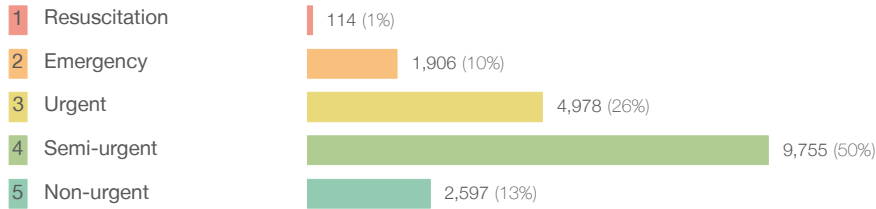
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

John Hunter Hospital: Patients attending the emergency department January to March 2016

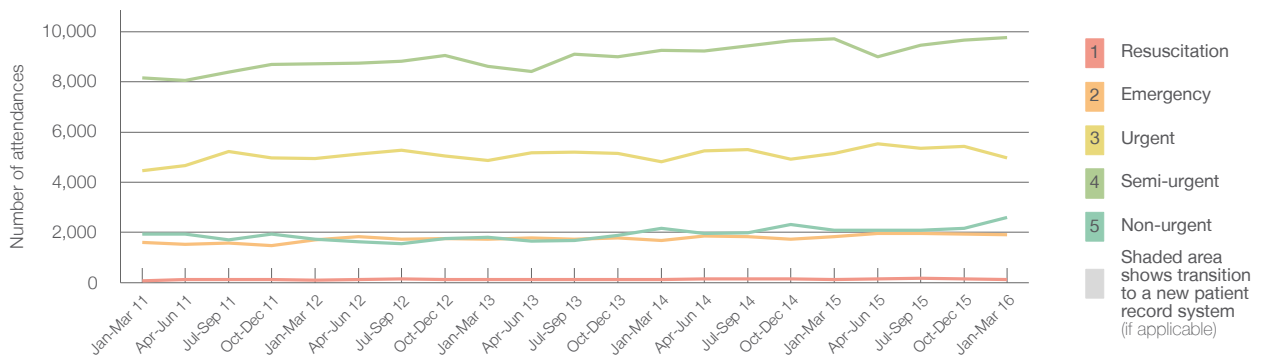
All attendances:¹ 19,359 patients

Emergency attendances² by triage category: 19,350 patients



Same period last year	Change since one year ago
18,902	2%
18,893	2%
132	-14%
1,826	4%
5,137	-3%
9,709	0%
2,089	24%

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	83	96	122	114	132	114
Emergency	1,599	1,711	1,742	1,669	1,826	1,906
Urgent	4,460	4,952	4,880	4,813	5,137	4,978
Semi-urgent	8,169	8,728	8,614	9,255	9,709	9,755
Non-urgent	1,928	1,734	1,815	2,167	2,089	2,597
All emergency attendances	16,239	17,221	17,173	18,018	18,893	19,350

John Hunter Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 4,940 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
5,140	
11 minutes	0 minutes
32 minutes	-4 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.

John Hunter 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: 1,906

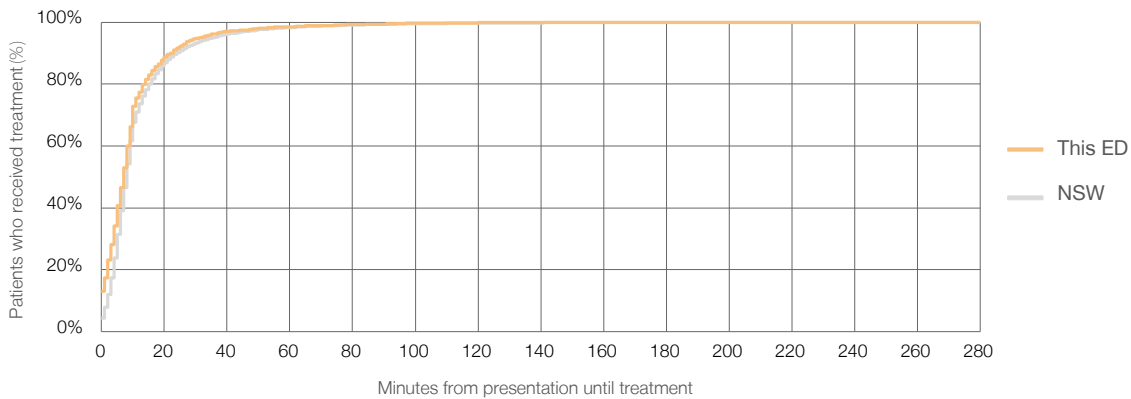
Number of triage 2 patients used to calculate waiting time:³ 1,890

Median time to start treatment⁴ 7 minutes

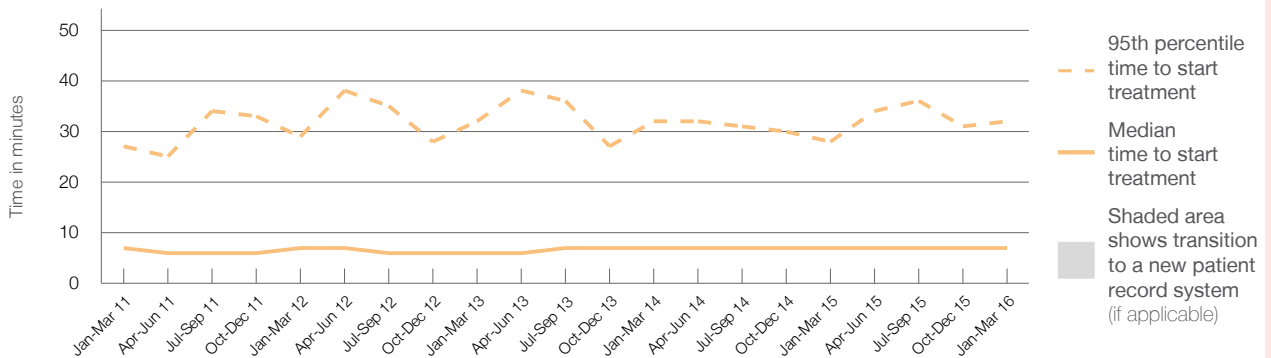
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,826	1,812
7 minutes	8 minutes
28 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	6	7	7	7
95th percentile time to start treatment ⁵ (minutes)	27	29	32	32	28	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.

John Hunter 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: 4,978

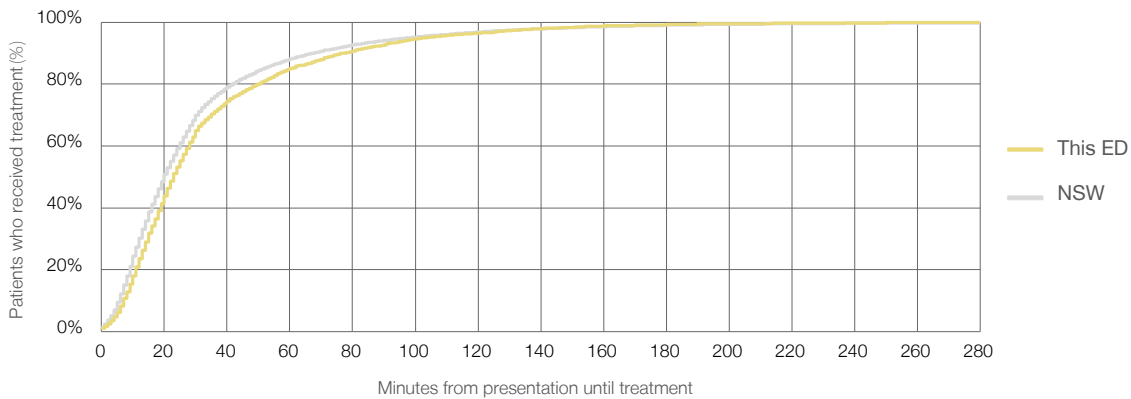
Number of triage 3 patients used to calculate waiting time:³ 4,874

Median time to start treatment⁴ 23 minutes

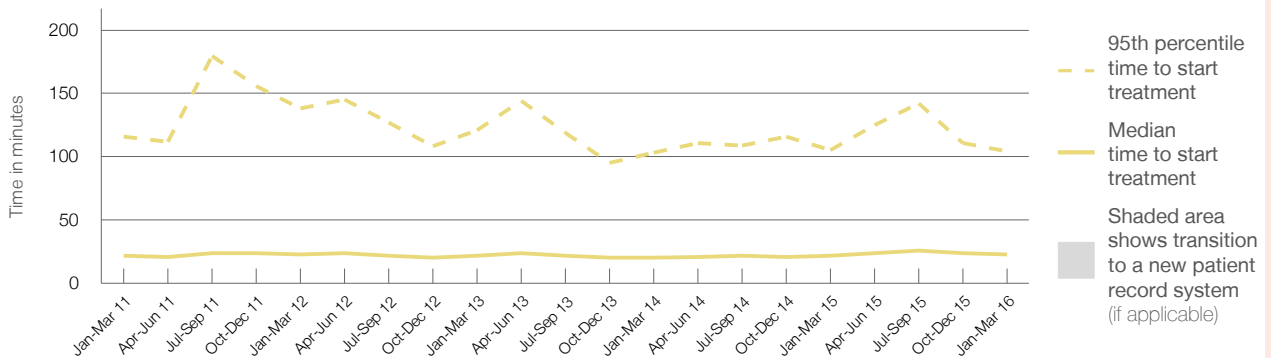
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
5,137	
5,031	
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)	22	23	22	20	22	23
95th percentile time to start treatment ⁵ (minutes)	116	138	121	103	105	104

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

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

John Hunter 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: 9,755

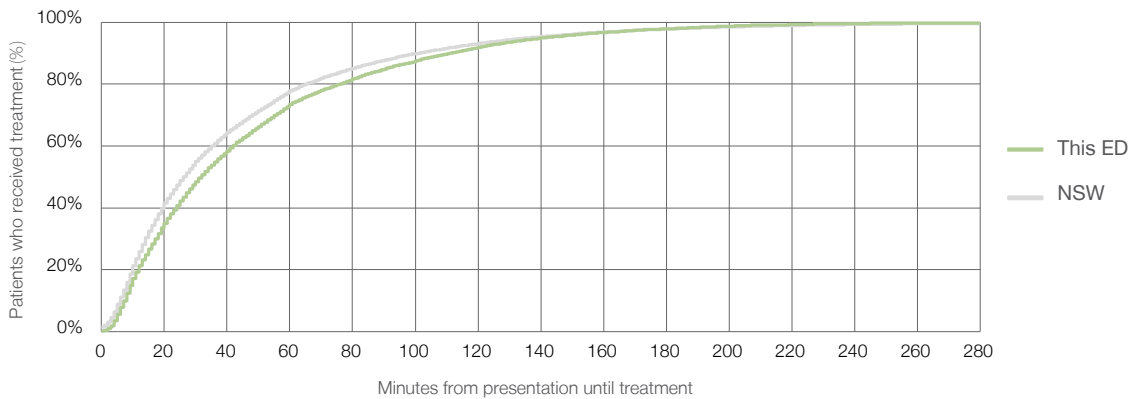
Number of triage 4 patients used to calculate waiting time:³ 9,093

Median time to start treatment⁴ 32 minutes

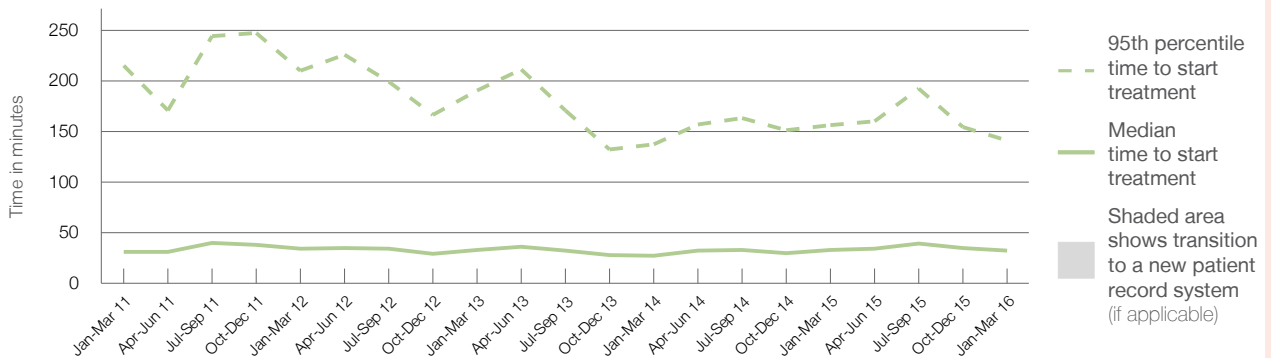
95th percentile time to start treatment⁵ 141 minutes

Same period last year	NSW (this period)
9,709	8,895
33 minutes	26 minutes
156 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)	31	34	33	27	33	32
95th percentile time to start treatment ⁵ (minutes)	215	210	190	137	156	141

(†) 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.

John Hunter 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: 2,597

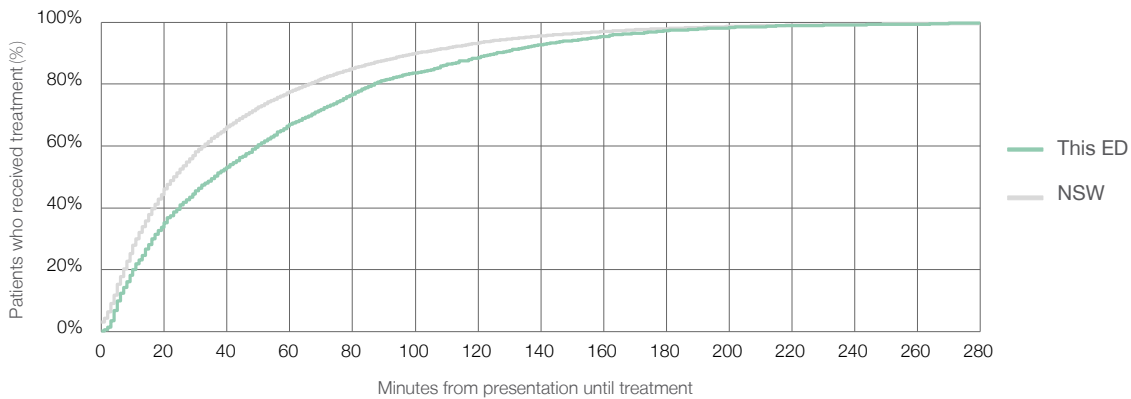
Number of triage 5 patients used to calculate waiting time:³ 2,163

Median time to start treatment⁴ 36 minutes

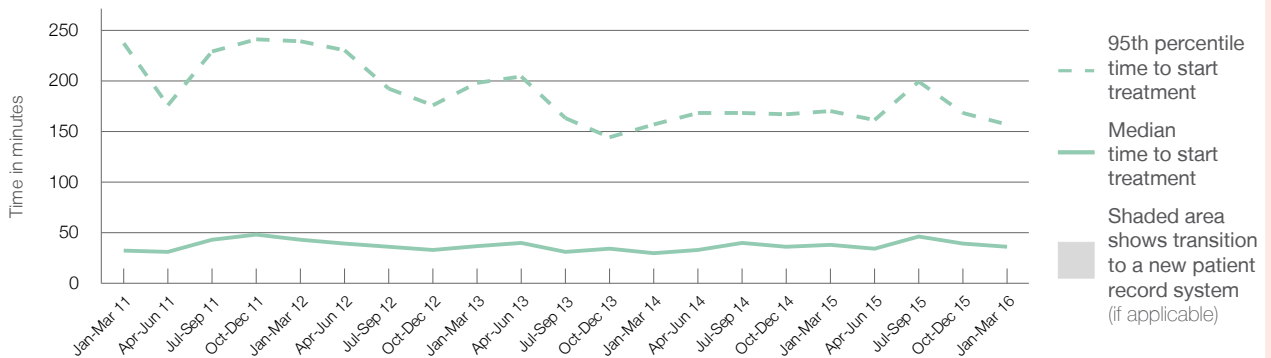
95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
2,089	1,700
38 minutes	23 minutes
170 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	43	37	30	38	36
95th percentile time to start treatment ⁵ (minutes)	237	239	198	157	170	157

(†) 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.

John Hunter Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 19,359 patients

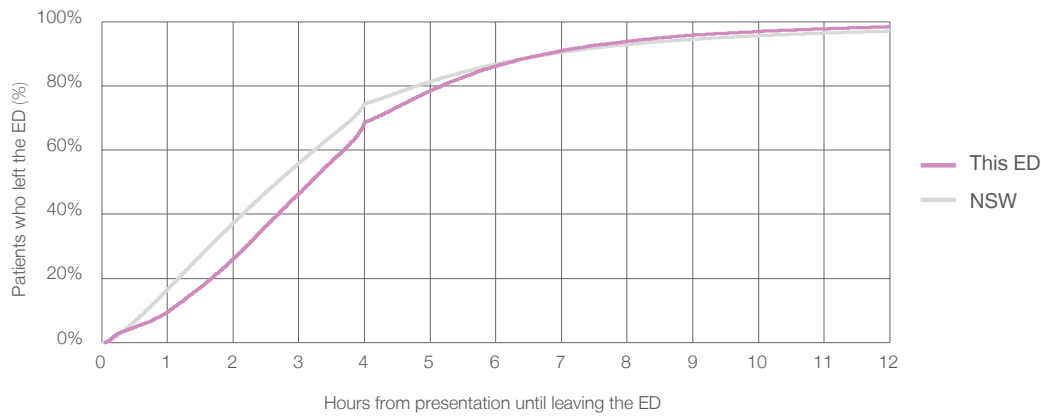
Attendances used to calculate time to leaving the ED:⁶ 19,359 patients

Median time to leaving the ED⁸ 3 hours and 11 minutes

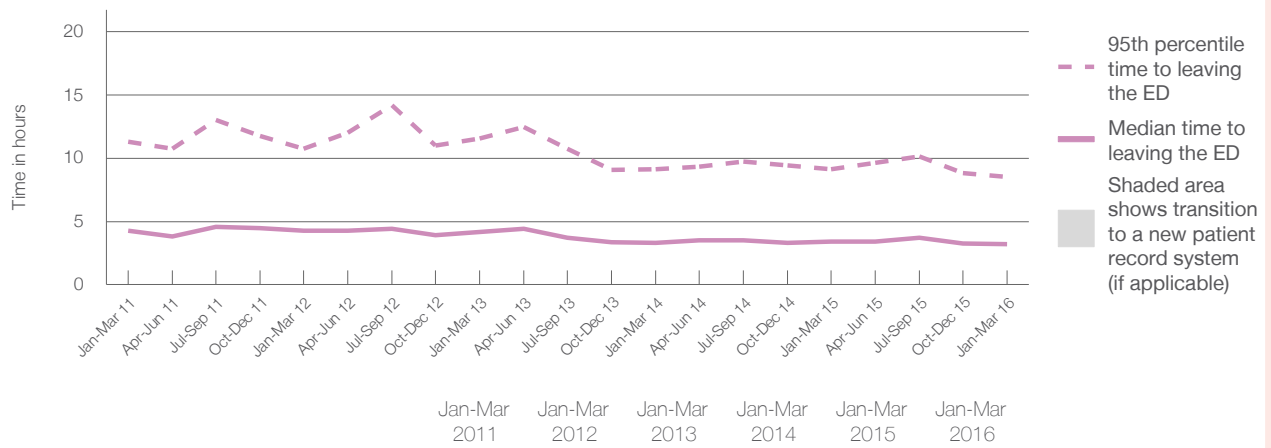
95th percentile time to leaving the ED⁹ 8 hours and 31 minutes

Same period last year	NSW (this period)
18,902	
18,901	
3 hours and 26 minutes	2 hours and 40 minutes
9 hours and 9 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 15m	4h 16m	4h 10m	3h 19m	3h 26m	3h 11m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 17m	10h 45m	11h 33m	9h 9m	9h 9m	8h 31m

(†) 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.

John Hunter Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

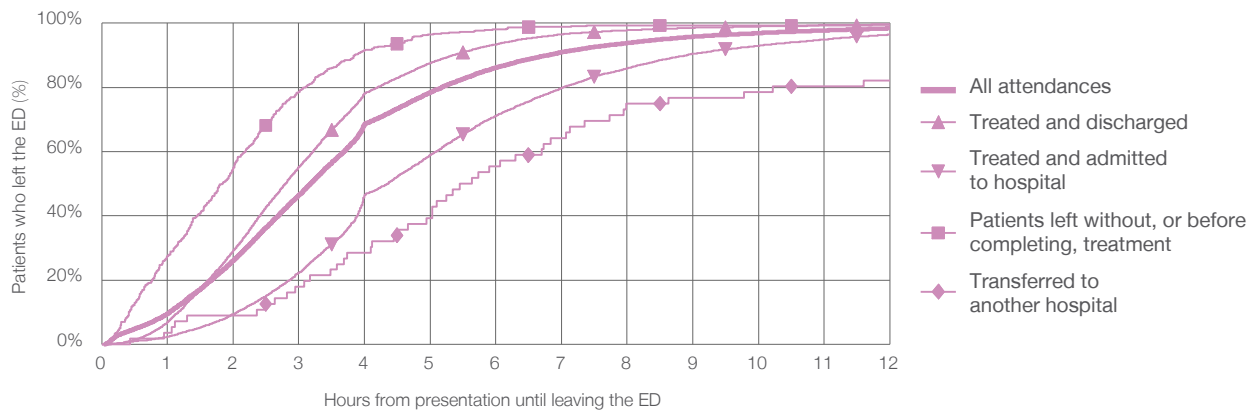
All attendances:¹ 19,359 patients

Attendances used to calculate time to leaving the ED:⁶ 19,359 patients

Treated and discharged	11,203 (58%)
Treated and admitted to hospital	6,595 (34%)
Patient left without, or before completing, treatment	597 (3%)
Transferred to another hospital	56 (0%)
Other	908 (5%)

Same period last year	Change since one year ago
18,901	2%
10,440	7%
6,765	-3%
642	-7%
78	-28%
977	-7%

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	7%	29%	55%	78%	93%	98%	99%	100%
Treated and admitted to hospital	2%	9%	22%	47%	71%	86%	93%	96%
Patient left without, or before completing, treatment	27%	55%	79%	92%	98%	99%	99%	100%
Transferred to another hospital	4%	9%	18%	29%	55%	75%	79%	82%
All attendances	10%	26%	46%	69%	86%	94%	97%	98%

(†) 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.

John Hunter 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 19,359 patients

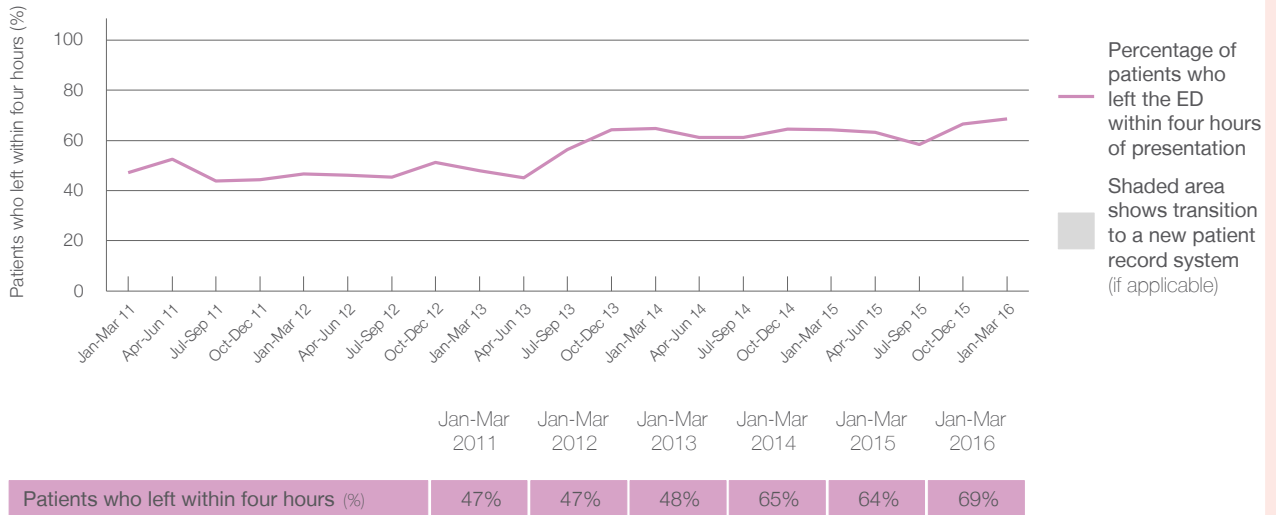
Attendances used to calculate time to leaving the ED:⁶ 19,359 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
18,902	2%
18,901	2%
64%	

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.

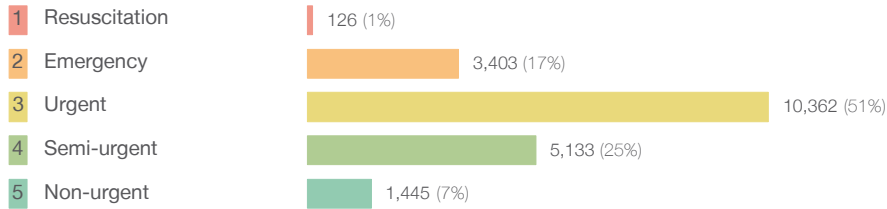
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

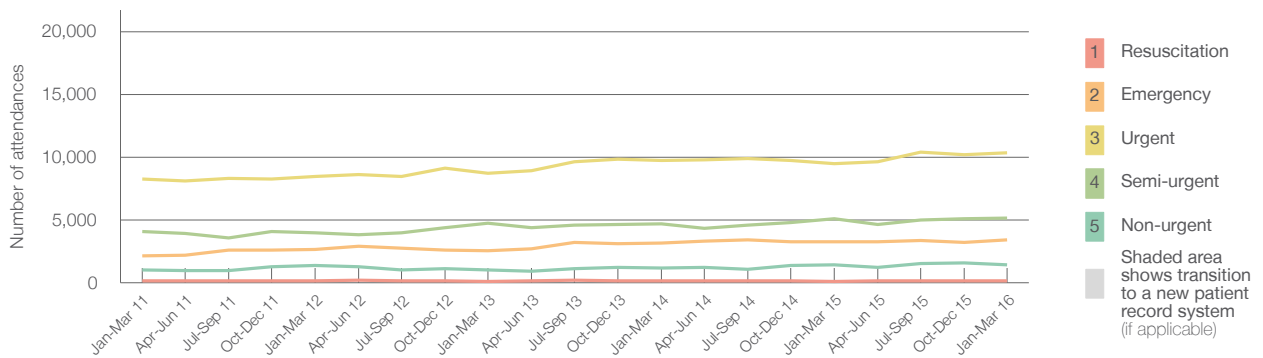
All attendances:¹ 20,777 patients

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

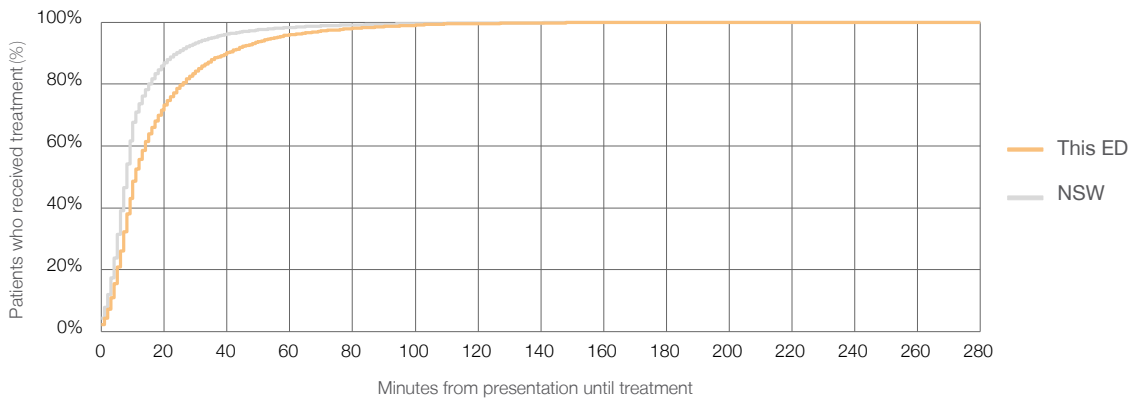
Number of triage 2 patients used to calculate waiting time:³ 3,385

Median time to start treatment⁴ 11 minutes

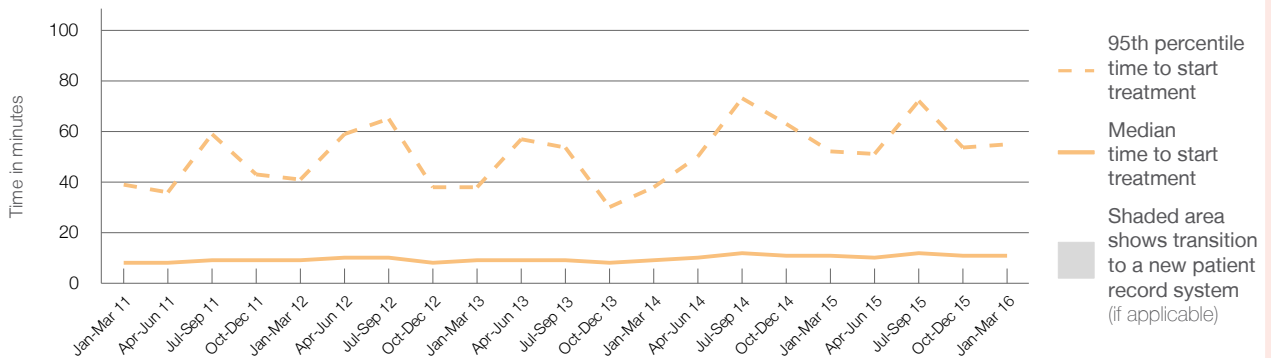
95th percentile time to start treatment⁵ 55 minutes

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

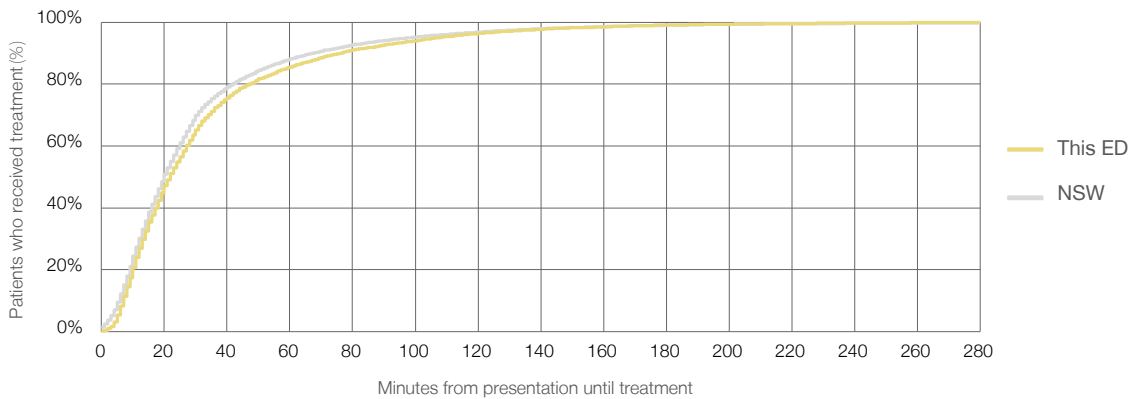
Number of triage 3 patients used to calculate waiting time:³ 10,008

Median time to start treatment⁴ 22 minutes

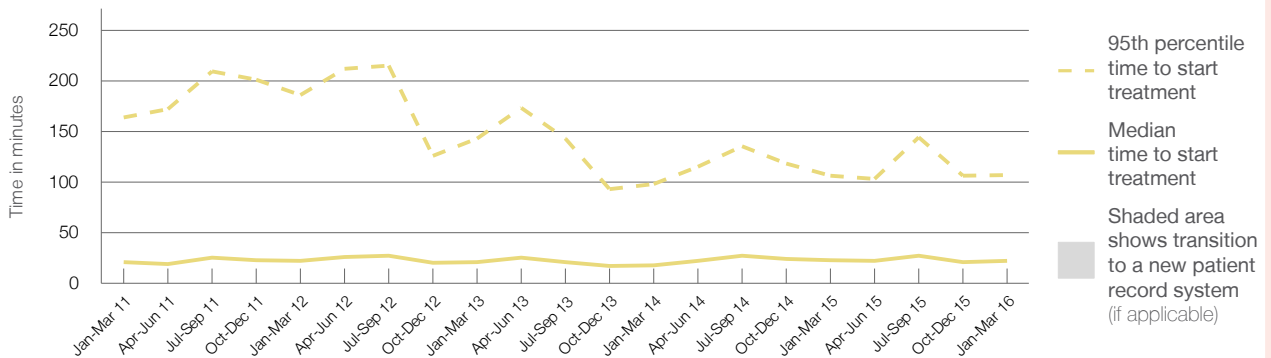
95th percentile time to start treatment⁵ 107 minutes

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

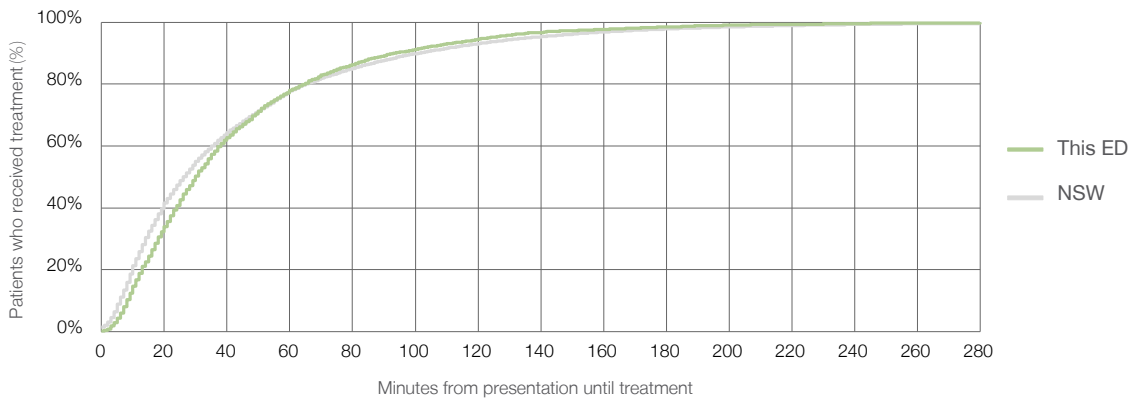
Number of triage 4 patients used to calculate waiting time:³ 4,596

Median time to start treatment⁴ 30 minutes

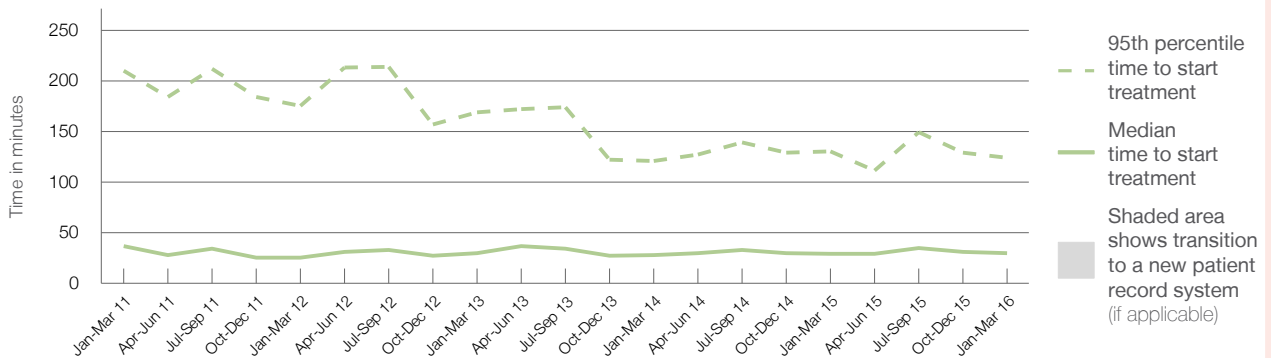
95th percentile time to start treatment⁵ 124 minutes

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

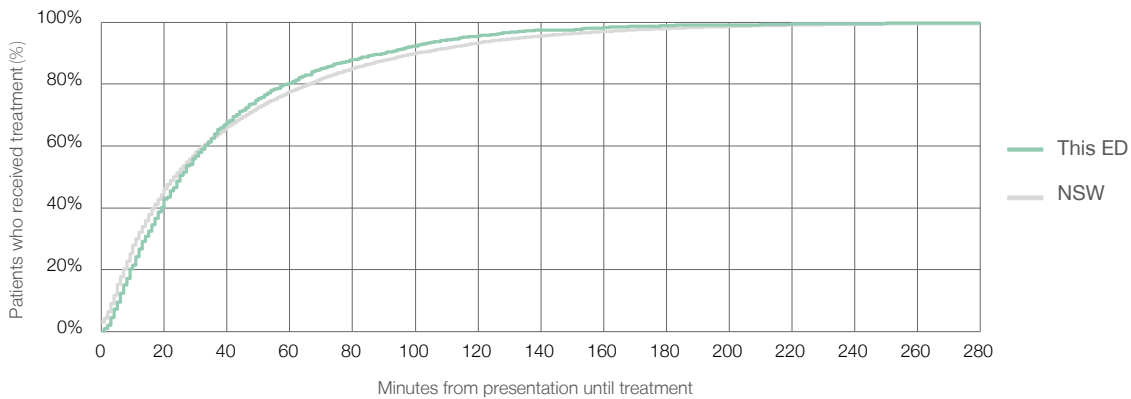
Number of triage 5 patients used to calculate waiting time:³ 988

Median time to start treatment⁴ 25 minutes

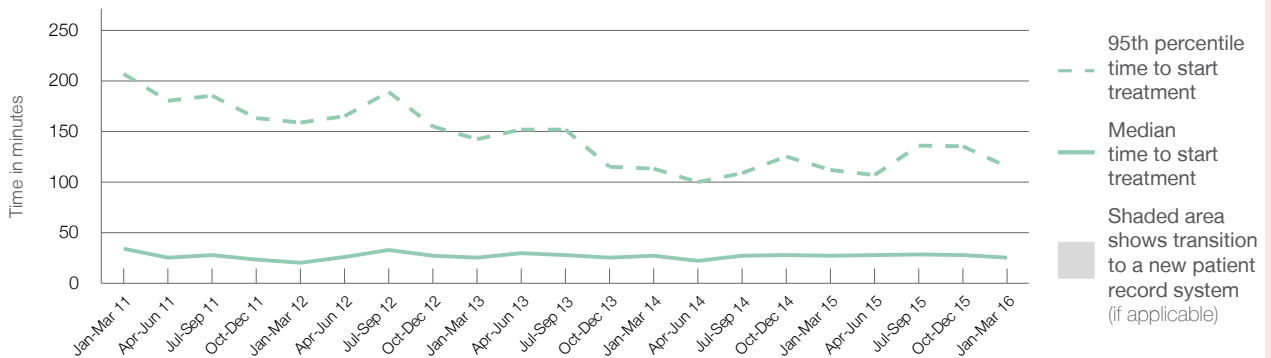
95th percentile time to start treatment⁵ 115 minutes

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.

(‡) 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

January to March 2016

All attendances:¹ 20,777 patients

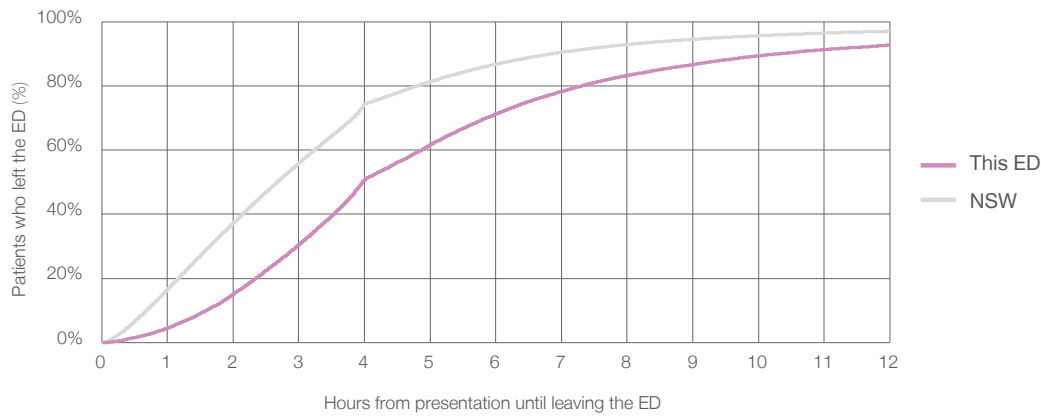
Attendances used to calculate time to leaving the ED:⁶ 20,777 patients

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^{†‡}



	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)	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

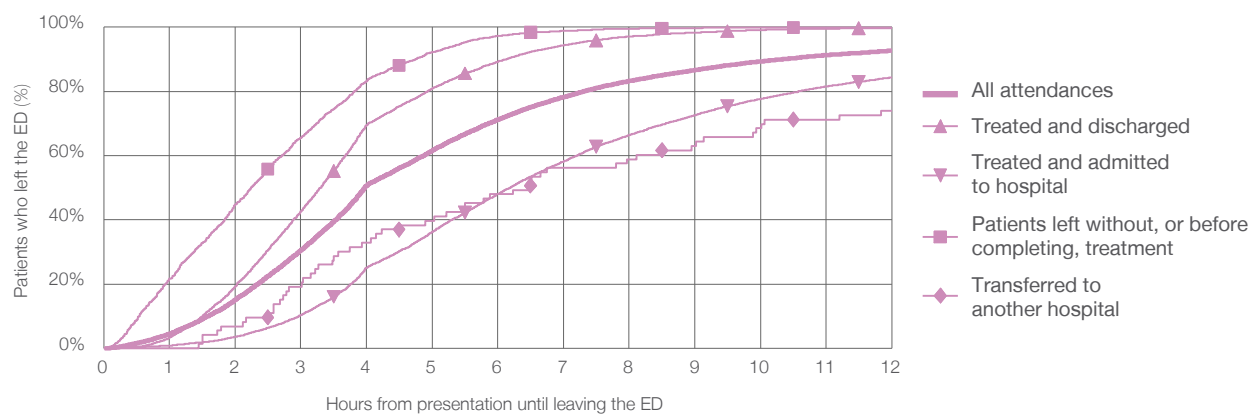
All attendances:¹ 20,777 patients

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

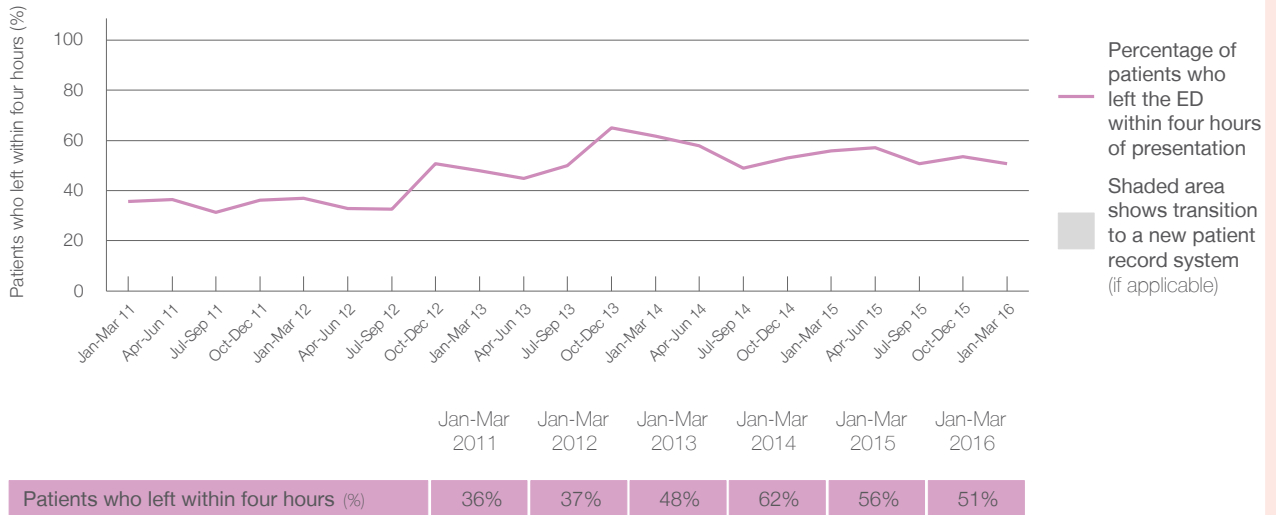
Attendances used to calculate time to leaving the ED: ⁶ 20,777 patients

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.

† 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).

Nepean Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 17,004 patients
 Emergency attendances:² 16,888 patients

Same period last year	Change since one year ago
16,851	1%
16,810	0%

Nepean Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,398 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 60 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,774 patients

Median time to start treatment⁴ 40 minutes
 95th percentile time to start treatment⁵ 265 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,405 patients

Median time to start treatment⁴ 41 minutes
 95th percentile time to start treatment⁵ 257 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,224 patients

Median time to start treatment⁴ 37 minutes
 95th percentile time to start treatment⁵ 232 minutes

Same period last year	NSW (this period)
2,428	
9 minutes	8 minutes
43 minutes	35 minutes
4,587	
30 minutes	20 minutes
162 minutes	99 minutes
7,691	
32 minutes	26 minutes
167 minutes	137 minutes
2,007	
31 minutes	23 minutes
186 minutes	135 minutes

Nepean Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 17,004 patients

Percentage of patients who left the ED within four hours 49%

Same period last year	Change since one year ago
16,851	1%
57%	

* 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.

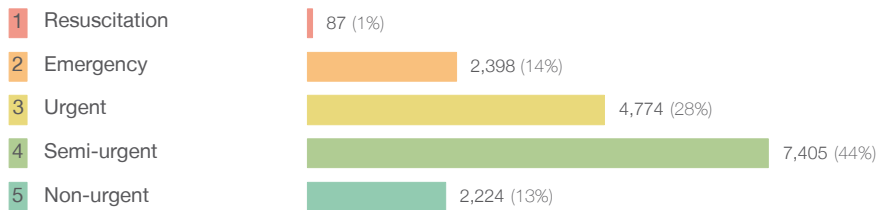
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

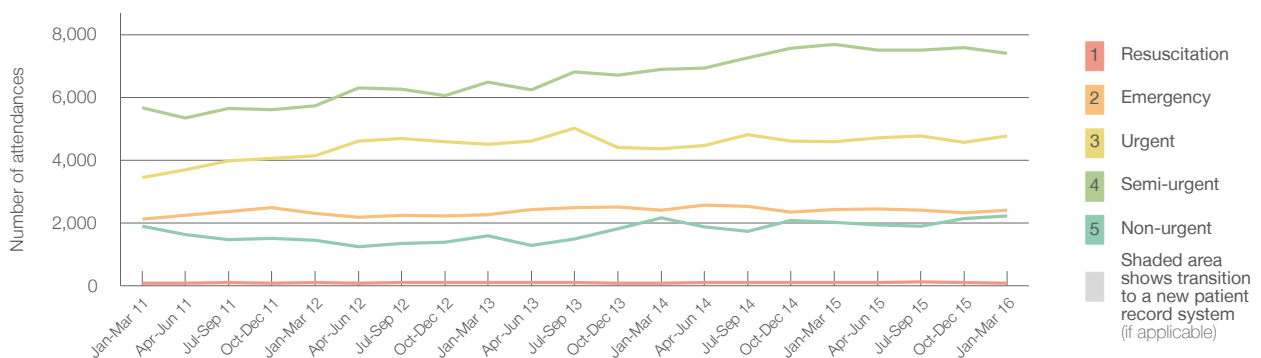
All attendances:¹ 17,004 patients

Emergency attendances² by triage category: 16,888 patients



Same period last year	Change since one year ago
16,851	1%
16,810	0%
97	-10%
2,428	-1%
4,587	4%
7,691	-4%
2,007	11%

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	69	93	92	83	97	87
Emergency	2,124	2,304	2,253	2,403	2,428	2,398
Urgent	3,445	4,146	4,503	4,367	4,587	4,774
Semi-urgent	5,664	5,736	6,478	6,896	7,691	7,405
Non-urgent	1,887	1,447	1,596	2,153	2,007	2,224
All emergency attendances	13,189	13,726	14,922	15,902	16,810	16,888

Nepean Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 4,739 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
4,745	
11 minutes	0 minutes
68 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.

Nepean 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: 2,398

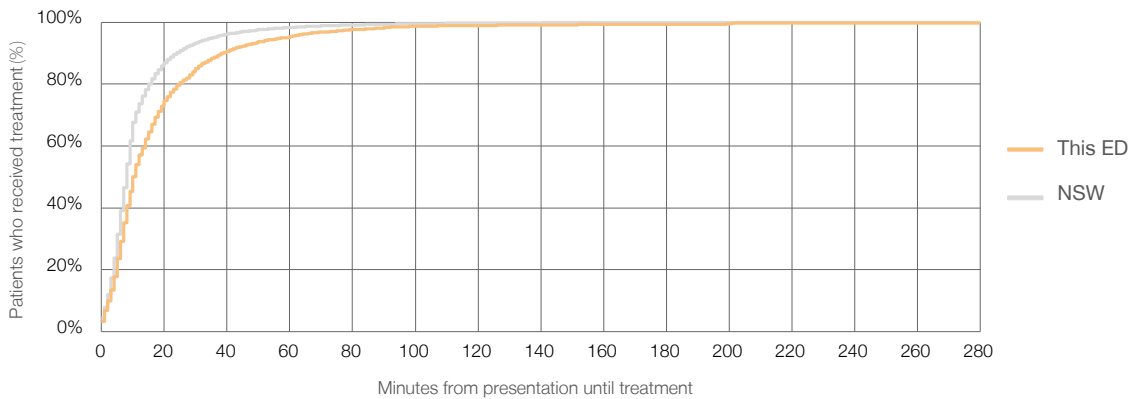
Number of triage 2 patients used to calculate waiting time:³ 2,330

Median time to start treatment⁴ 10 minutes

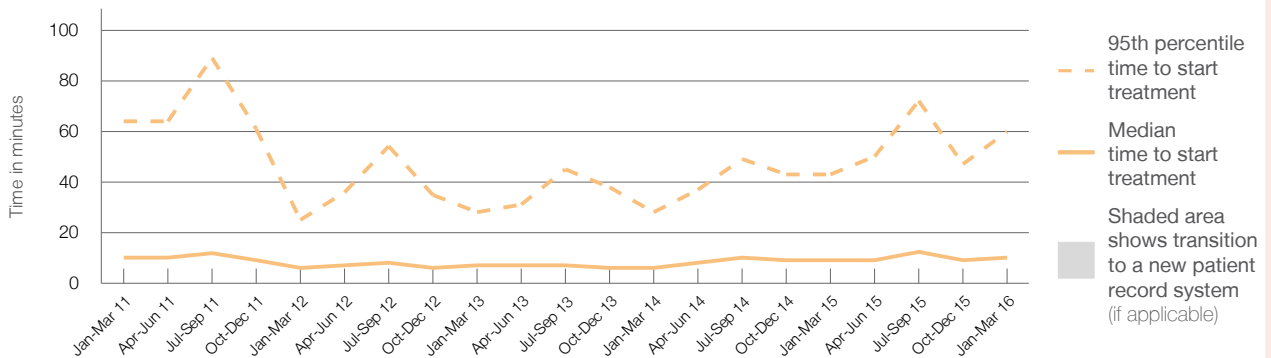
95th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
2,428	
2,325	
9 minutes	8 minutes
43 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	6	7	6	9	10
95th percentile time to start treatment ⁵ (minutes)	64	25	28	28	43	60

(†) 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.

Nepean 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: 4,774

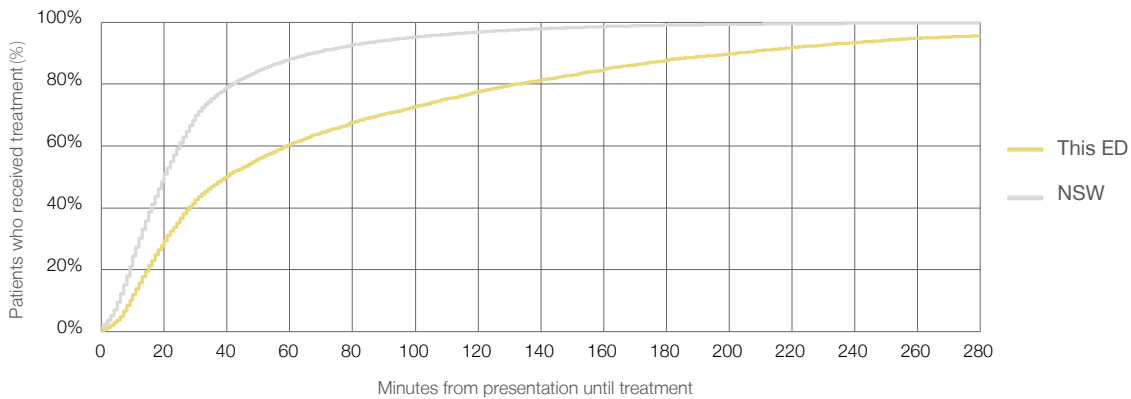
Number of triage 3 patients used to calculate waiting time:³ 4,226

Median time to start treatment⁴ 40 minutes

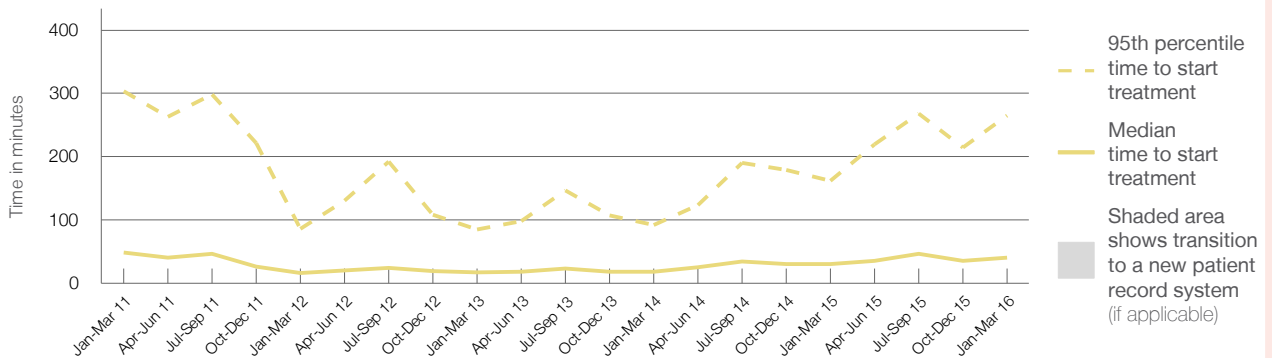
95th percentile time to start treatment⁵ 265 minutes

Same period last year	NSW (this period)
4,587	
4,186	
30 minutes	20 minutes
162 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)	49	16	17	18	30	40
95th percentile time to start treatment ⁵ (minutes)	303	86	85	92	162	265

(†) 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.

Nepean 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: 7,405

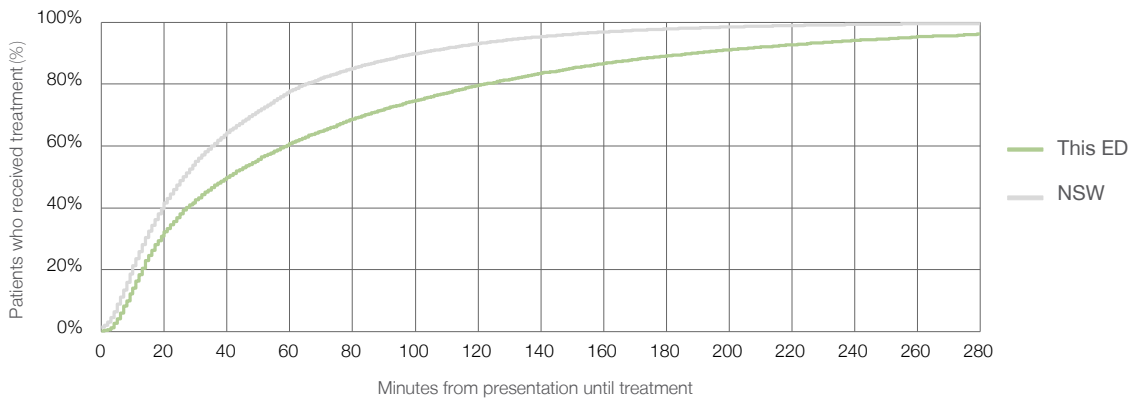
Number of triage 4 patients used to calculate waiting time:³ 6,378

Median time to start treatment⁴ 41 minutes

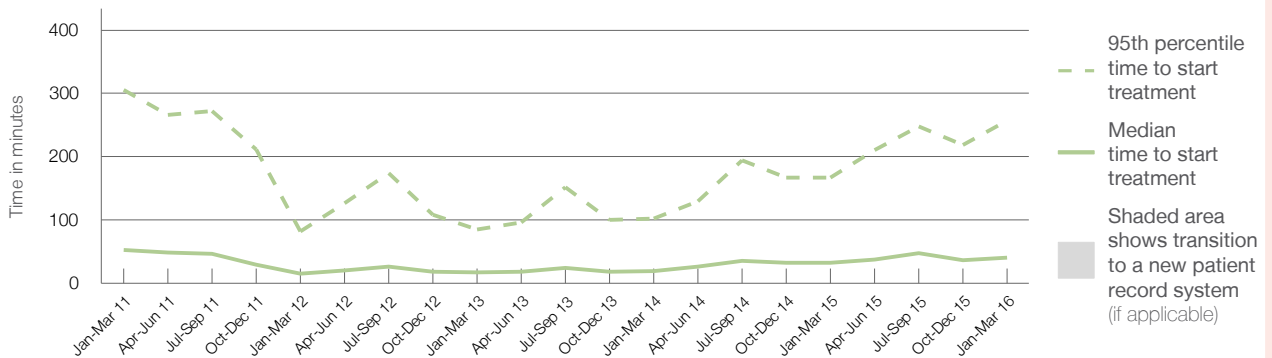
95th percentile time to start treatment⁵ 257 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	7,691	
Number of triage 4 patients used to calculate waiting time ³	6,916	
Median time to start treatment ⁴	32 minutes	26 minutes
95th percentile time to start treatment ⁵	167 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)	53	15	17	19	32	41
95th percentile time to start treatment ⁵ (minutes)	306	82	85	102	167	257

(†) 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.

Nepean 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: 2,224

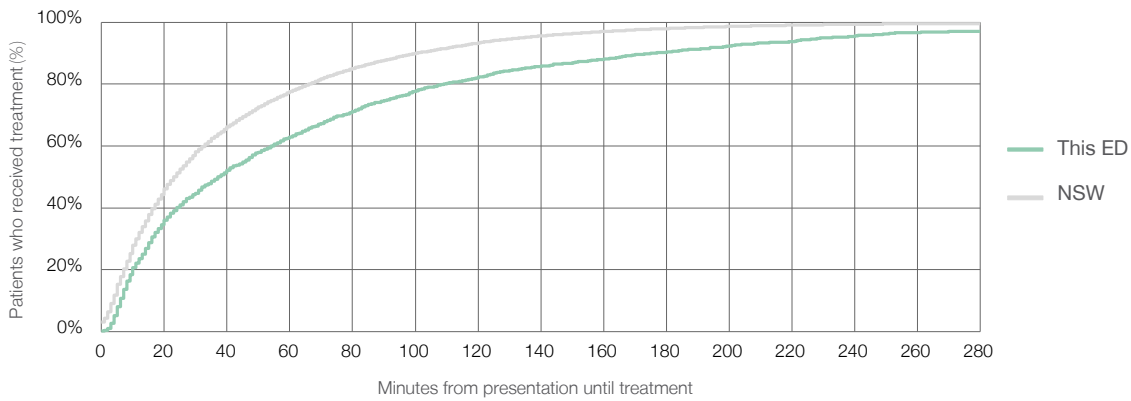
Number of triage 5 patients used to calculate waiting time:³ 1,751

Median time to start treatment⁴ 37 minutes

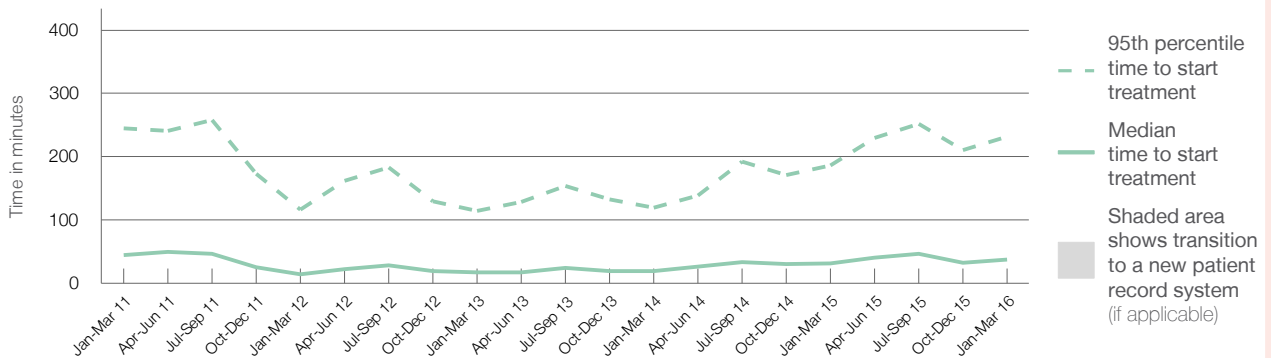
95th percentile time to start treatment⁵ 232 minutes

Same period last year	NSW (this period)
2,007	
1,625	
31 minutes	23 minutes
186 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)	45	14	17	19	31	37
95th percentile time to start treatment ⁵ (minutes)	245	116	114	119	186	232

(†) 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.

Nepean Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 17,004 patients

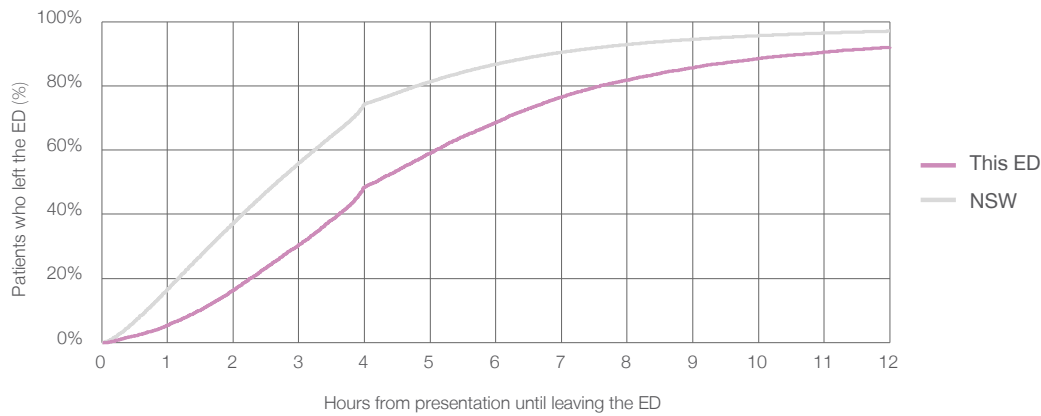
Attendances used to calculate time to leaving the ED:⁶ 17,004 patients

Median time to leaving the ED⁸ 4 hours and 10 minutes

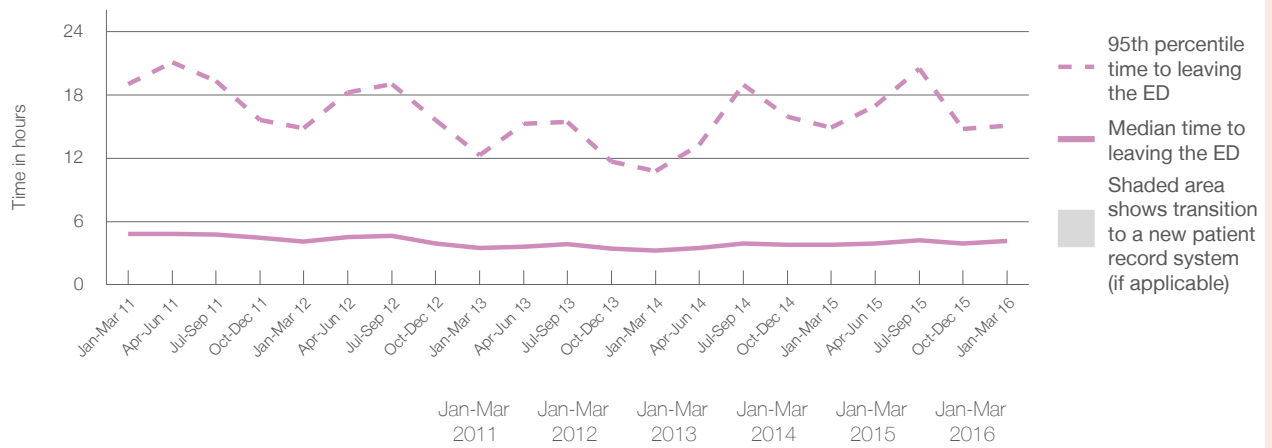
95th percentile time to leaving the ED⁹ 15 hours and 6 minutes

Same period last year	NSW (this period)
16,851	16,851
3 hours and 46 minutes	2 hours and 40 minutes
14 hours and 55 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 50m	4h 7m	3h 30m	3h 14m	3h 46m	4h 10m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 1m	14h 51m	12h 17m	10h 45m	14h 55m	15h 6m

(†) 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.

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

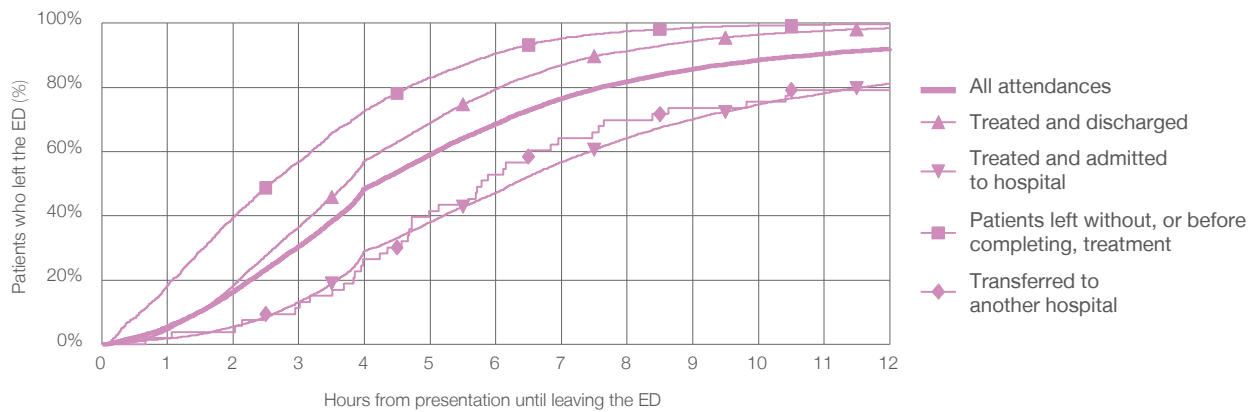
All attendances:¹ 17,004 patients

Attendances used to calculate time to leaving the ED:⁶ 17,004 patients

Treated and discharged	8,187 (48%)
Treated and admitted to hospital	6,454 (38%)
Patient left without, or before completing, treatment	2,243 (13%)
Transferred to another hospital	53 (0%)
Other	67 (0%)

Same period last year	Change since one year ago
16,851	1%
8,795	-7%
6,296	3%
1,605	40%
47	13%
108	-38%

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	4%	18%	37%	57%	79%	91%	96%	98%
Treated and admitted to hospital	2%	5%	13%	29%	47%	64%	75%	81%
Patient left without, or before completing, treatment	18%	40%	57%	73%	91%	98%	99%	100%
Transferred to another hospital	2%	4%	11%	26%	53%	70%	75%	79%
All attendances	5%	16%	30%	49%	69%	82%	89%	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.

Nepean 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 17,004 patients

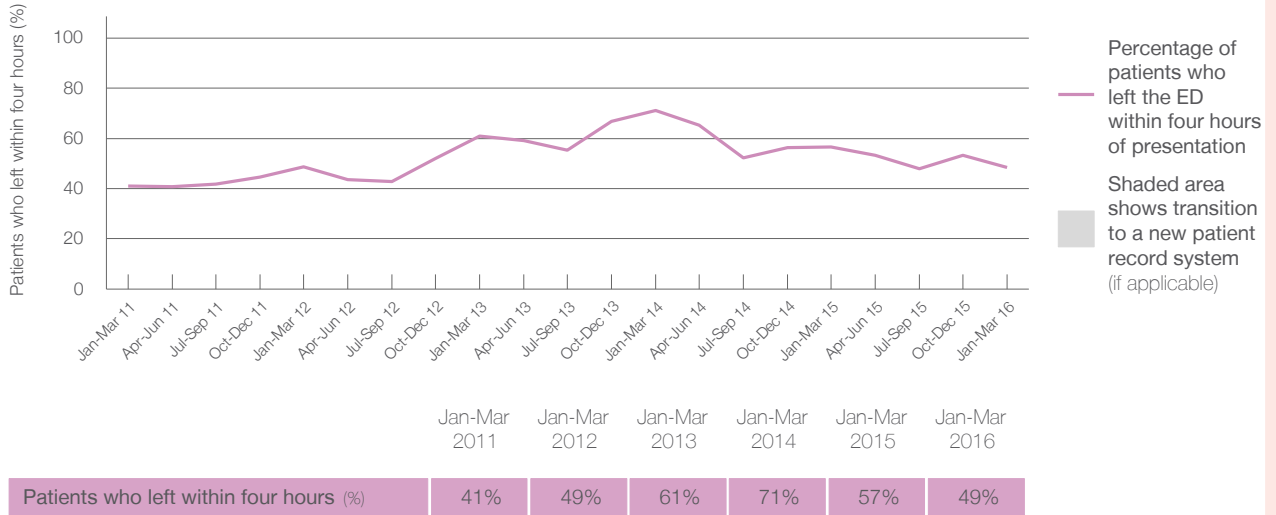
Attendances used to calculate time to leaving the ED: ⁶ 17,004 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	16,851	1%
Attendances used to calculate time to leaving the ED	16,851	1%
Percentage of patients who left the ED within four hours	57%	

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*.

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- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
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- 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).

Prince of Wales Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 15,350 patients
Emergency attendances:² 14,118 patients

Same period last year	Change since one year ago
14,356	7%
13,358	6%

Prince of Wales Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,187 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,942 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,227 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 605 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 175 minutes

Same period last year	NSW (this period)
1,180	
8 minutes	8 minutes
29 minutes	35 minutes
6,544	
22 minutes	20 minutes
82 minutes	99 minutes
4,950	
21 minutes	26 minutes
108 minutes	137 minutes
521	
24 minutes	23 minutes
159 minutes	135 minutes

Prince of Wales Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 15,323 patients

Percentage of patients who left the ED within four hours 64%

Same period last year	Change since one year ago
14,355	7%
73%	

* 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.

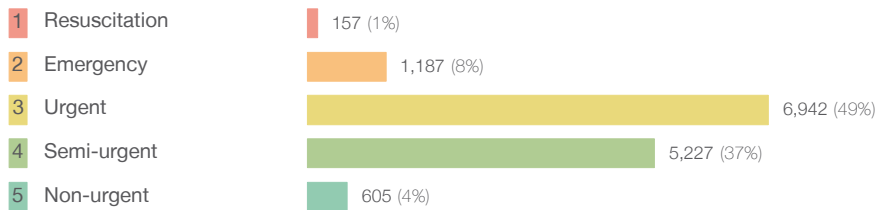
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Prince of Wales Hospital: Patients attending the emergency department January to March 2016

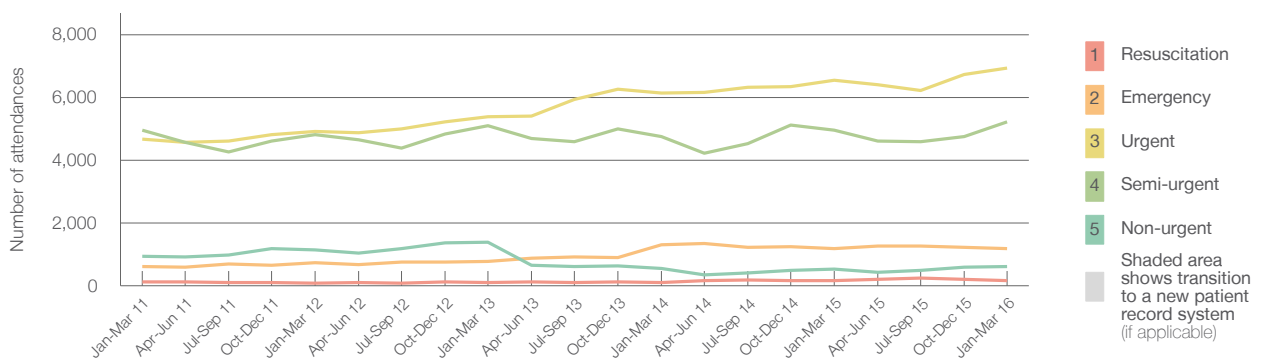
All attendances:¹ 15,350 patients

Emergency attendances² by triage category: 14,118 patients



Same period last year	Change since one year ago
14,356	7%
13,358	6%
163	-4%
1,180	1%
6,544	6%
4,950	6%
521	16%

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	113	77	109	91	163	157
Emergency	619	740	770	1,296	1,180	1,187
Urgent	4,669	4,916	5,381	6,140	6,544	6,942
Semi-urgent	4,956	4,803	5,104	4,748	4,950	5,227
Non-urgent	940	1,143	1,388	545	521	605
All emergency attendances	11,297	11,679	12,752	12,820	13,358	14,118

Prince of Wales Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 3,262 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
3,124	
12 minutes	-2 minutes
46 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.

Prince of Wales 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: 1,187

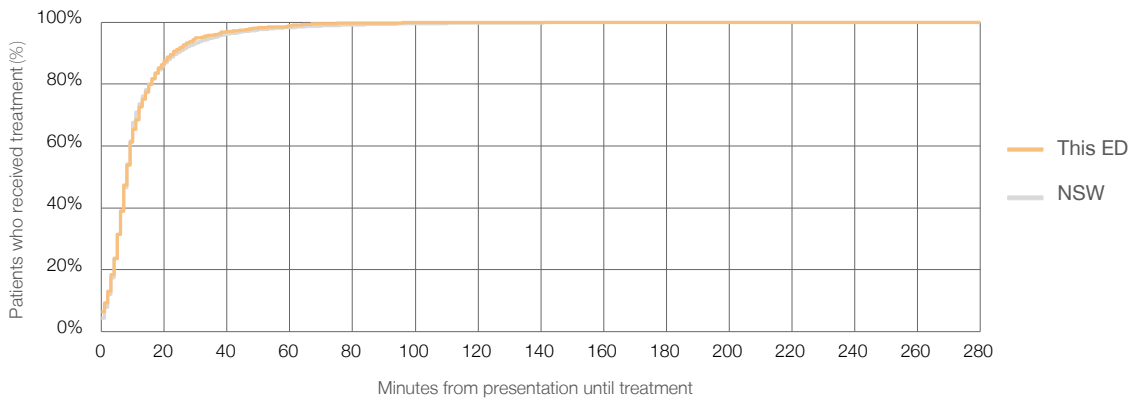
Number of triage 2 patients used to calculate waiting time:³ 1,161

Median time to start treatment⁴ 8 minutes

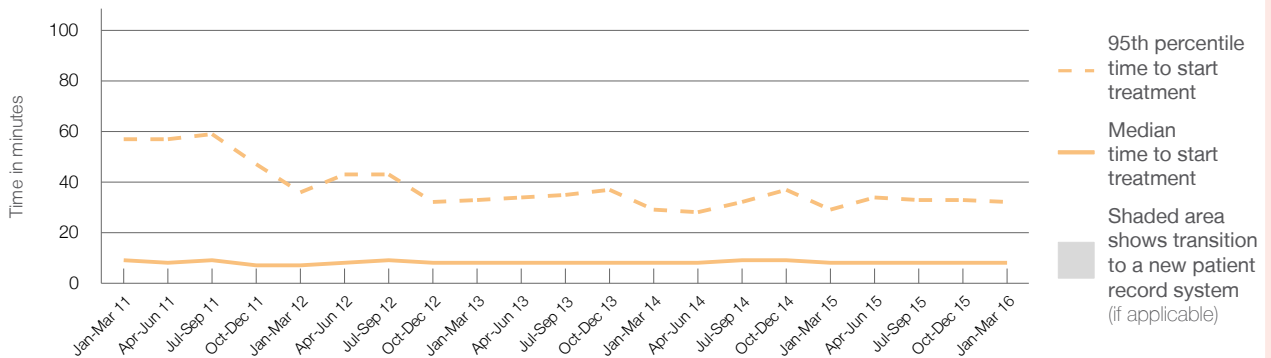
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,180	1,173
8 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)	9	7	8	8	8	8
95th percentile time to start treatment ⁵ (minutes)	57	36	33	29	29	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.

Prince of Wales 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: 6,942

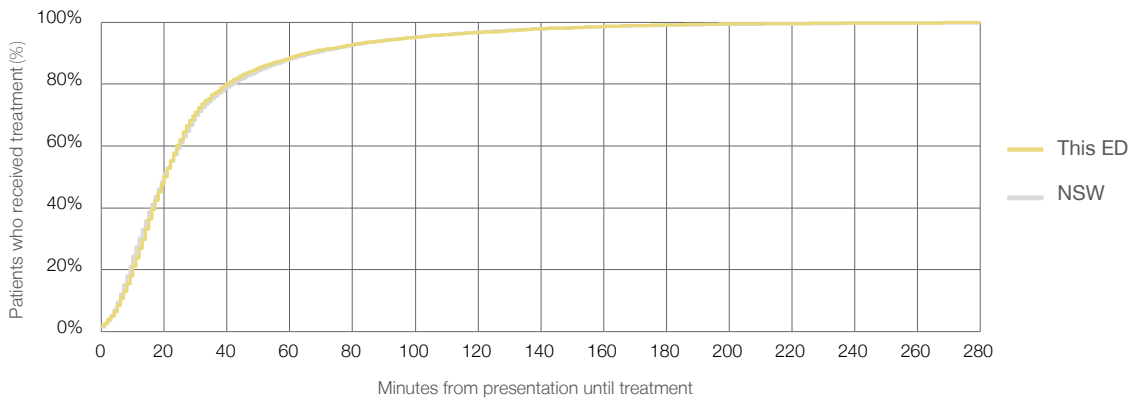
Number of triage 3 patients used to calculate waiting time:³ 6,780

Median time to start treatment⁴ 20 minutes

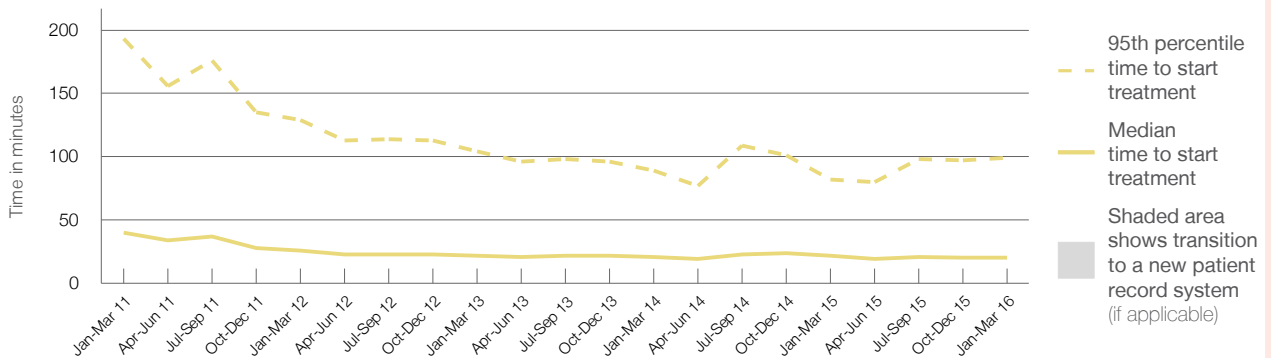
95th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
6,544	
6,433	
22 minutes	20 minutes
82 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)	40	26	22	21	22	20
95th percentile time to start treatment ⁵ (minutes)	193	129	104	89	82	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.

Prince of Wales 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: 5,227

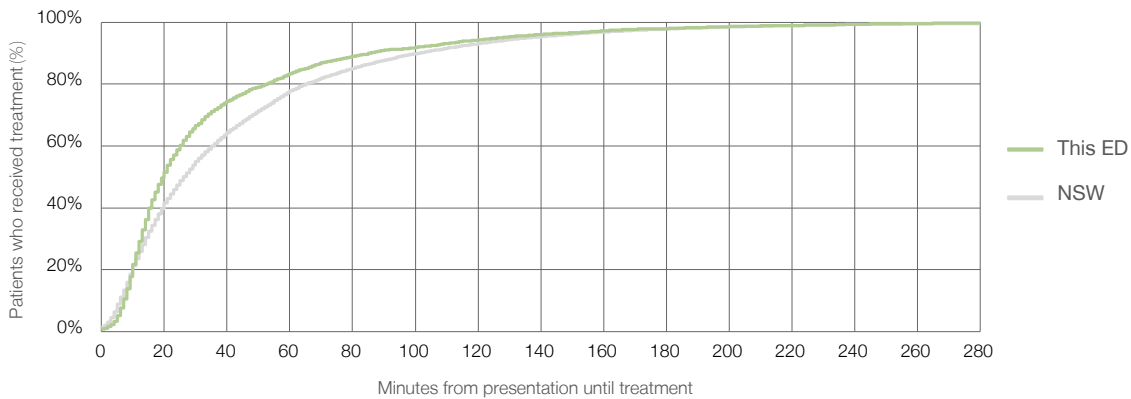
Number of triage 4 patients used to calculate waiting time:³ 5,016

Median time to start treatment⁴ 20 minutes

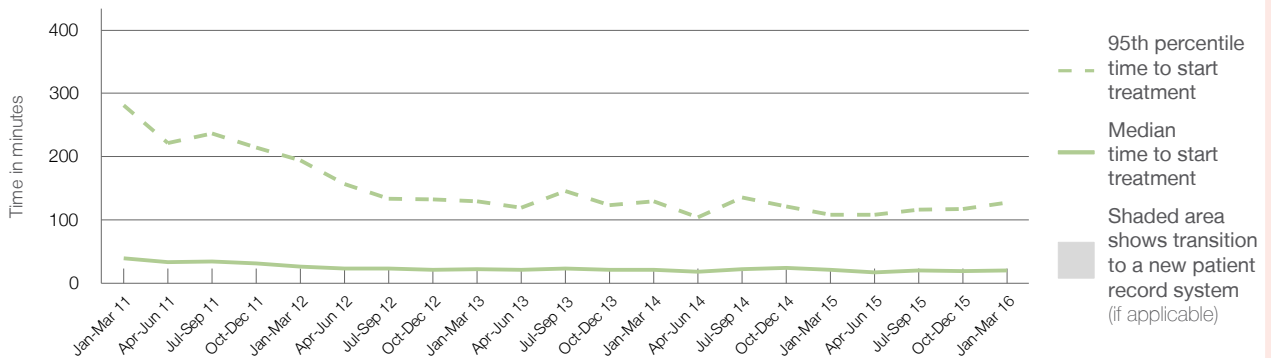
95th percentile time to start treatment⁵ 127 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,950	4,802
Median time to start treatment ⁴	21 minutes	26 minutes
95th percentile time to start treatment ⁵	108 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)	39	26	22	21	21	20
95th percentile time to start treatment ⁵ (minutes)	281	194	129	129	108	127

(†) 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.

Prince of Wales 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: 605

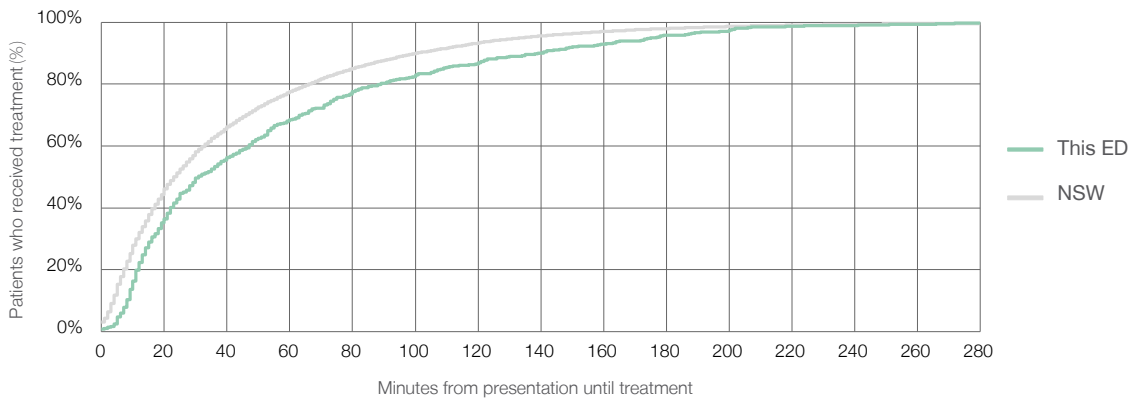
Number of triage 5 patients used to calculate waiting time:³ 464

Median time to start treatment⁴ 31 minutes

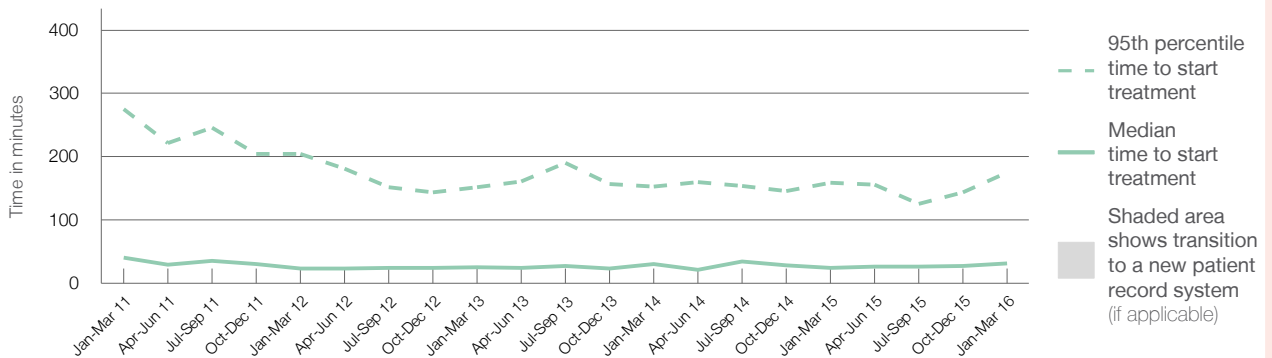
95th percentile time to start treatment⁵ 175 minutes

Same period last year	NSW (this period)
521	
420	
24 minutes	23 minutes
159 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)	41	23	25	30	24	31
95th percentile time to start treatment ⁵ (minutes)	275	204	152	153	159	175

(†) 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.

Prince of Wales Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 15,350 patients

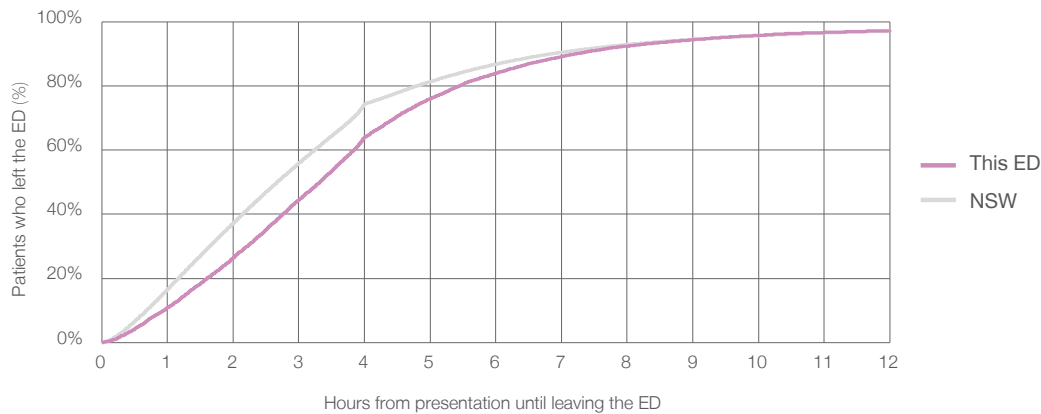
Attendances used to calculate time to leaving the ED:⁶ 15,323 patients

Median time to leaving the ED⁸ 3 hours and 19 minutes

95th percentile time to leaving the ED⁹ 9 hours and 24 minutes

Same period last year	NSW (this period)
14,356	
14,355	
2 hours and 54 minutes	2 hours and 40 minutes
8 hours and 22 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 42m	3h 53m	3h 17m	3h 14m	2h 54m	3h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 34m	11h 14m	10h 1m	9h 7m	8h 22m	9h 24m

(†) 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.

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

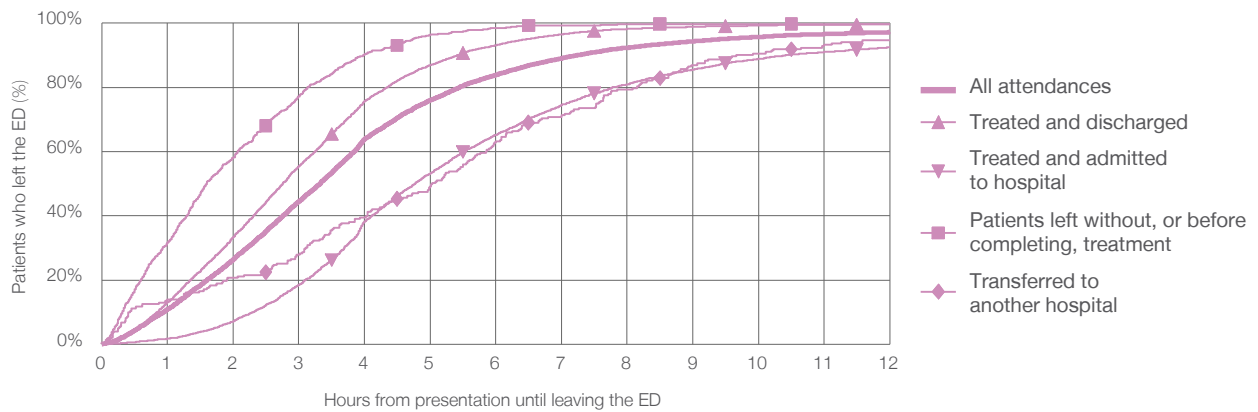
All attendances:¹ 15,350 patients

Attendances used to calculate time to leaving the ED:⁶ 15,323 patients

Treated and discharged	9,028 (59%)
Treated and admitted to hospital	4,978 (32%)
Patient left without, or before completing, treatment	949 (6%)
Transferred to another hospital	224 (1%)
Other	171 (1%)

Same period last year	Change since one year ago
14,355	7%
8,446	7%
4,995	0%
682	39%
169	33%
64	167%

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	13%	33%	56%	76%	93%	98%	99%	100%
Treated and admitted to hospital	2%	7%	19%	38%	65%	81%	89%	93%
Patient left without, or before completing, treatment	32%	58%	77%	90%	98%	100%	100%	100%
Transferred to another hospital	14%	21%	28%	39%	63%	79%	91%	95%
All attendances	11%	26%	45%	64%	84%	92%	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.

Prince of Wales 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 15,350 patients

Attendances used to calculate time to leaving the ED:⁶ 15,323 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
14,356	7%
14,355	7%
73%	

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 (%)	41%	52%	62%	66%	73%	64%
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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).

Royal North Shore Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 20,329 patients
Emergency attendances:² 20,245 patients

Same period last year	Change since one year ago
19,393	5%
19,325	5%

Royal North Shore Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 4,275 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,823 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,472 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,293 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
3,892	
7 minutes	8 minutes
20 minutes	35 minutes
5,537	
17 minutes	20 minutes
68 minutes	99 minutes
7,293	
26 minutes	26 minutes
106 minutes	137 minutes
2,264	
28 minutes	23 minutes
129 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 20,329 patients

Percentage of patients who left the ED within four hours 63%

Same period last year	Change since one year ago
19,393	5%
68%	

* 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.

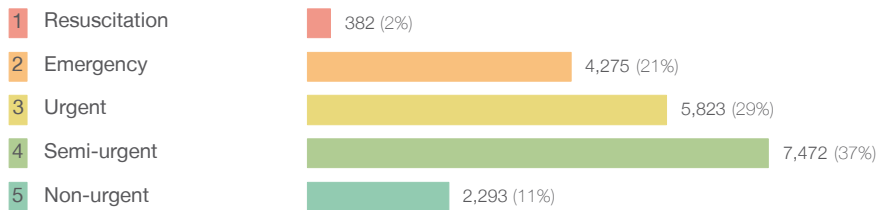
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Royal North Shore Hospital: Patients attending the emergency department January to March 2016

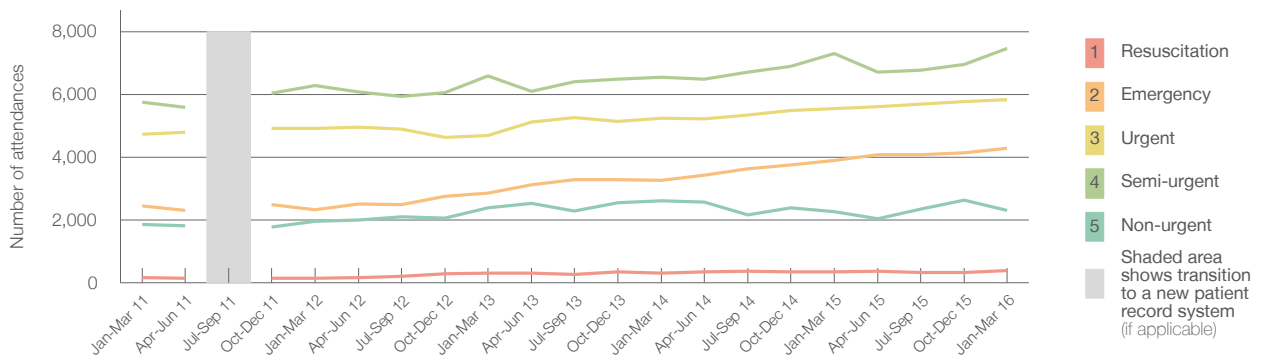
All attendances:¹ 20,329 patients

Emergency attendances² by triage category: 20,245 patients



Same period last year	Change since one year ago
19,393	5%
19,325	5%
339	13%
3,892	10%
5,537	5%
7,293	2%
2,264	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	156	136	311	305	339	382
Emergency	2,444	2,330	2,854	3,252	3,892	4,275
Urgent	4,733	4,914	4,682	5,231	5,537	5,823
Semi-urgent	5,746	6,289	6,582	6,538	7,293	7,472
Non-urgent	1,846	1,963	2,394	2,601	2,264	2,293
All emergency attendances	14,925	15,632	16,823	17,927	19,325	20,245

Royal North Shore Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 4,260 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
4,005	
17 minutes	-2 minutes
71 minutes	-23 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 North Shore 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: 4,275

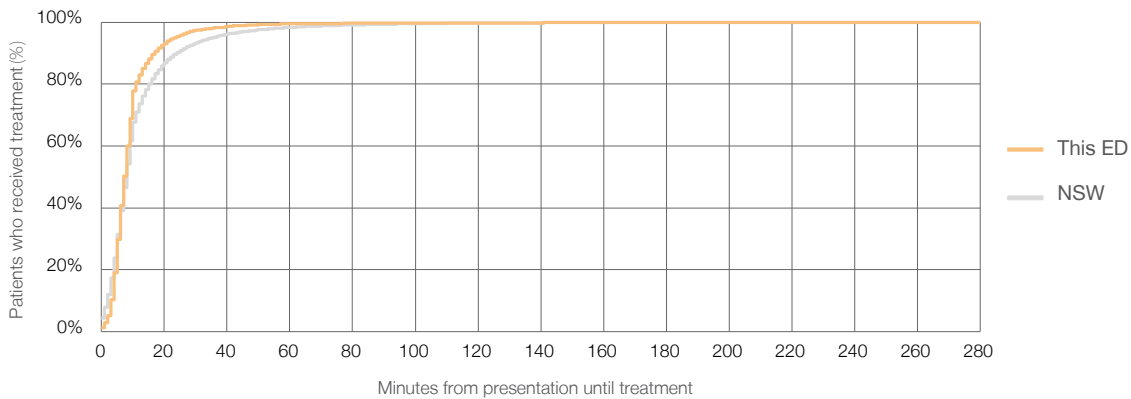
Number of triage 2 patients used to calculate waiting time:³ 4,259

Median time to start treatment⁴ 7 minutes

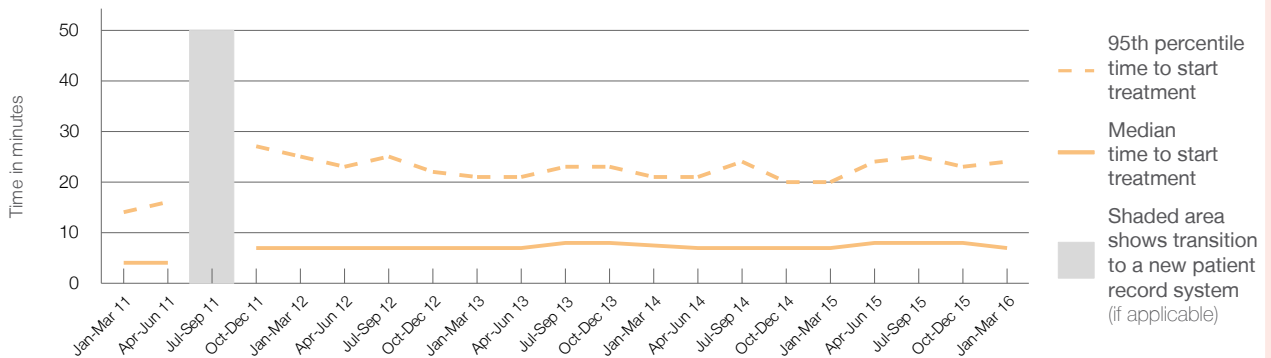
95th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
3,892	3,881
7 minutes	8 minutes
20 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)	4	7	7	8	7	7
95th percentile time to start treatment ⁵ (minutes)	14	25	21	21	20	24

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

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

Royal North Shore Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 5,823

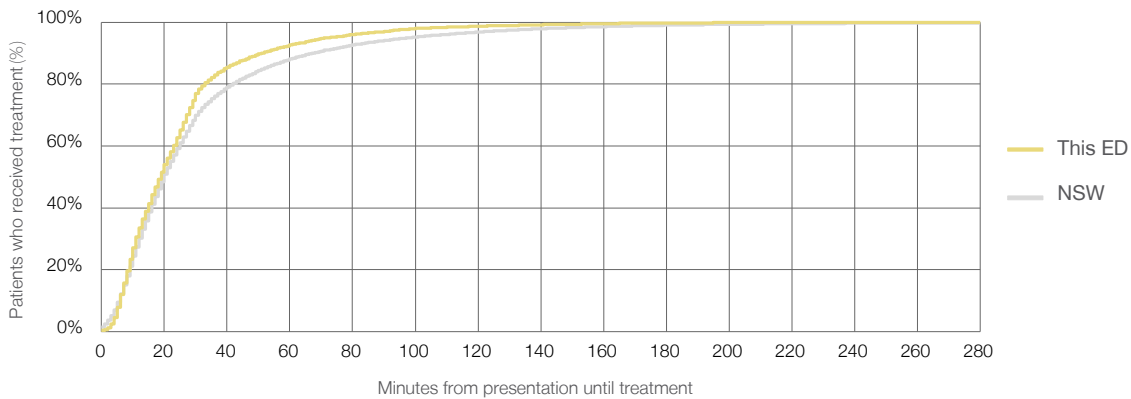
Number of triage 3 patients used to calculate waiting time:³ 5,708

Median time to start treatment⁴ 19 minutes

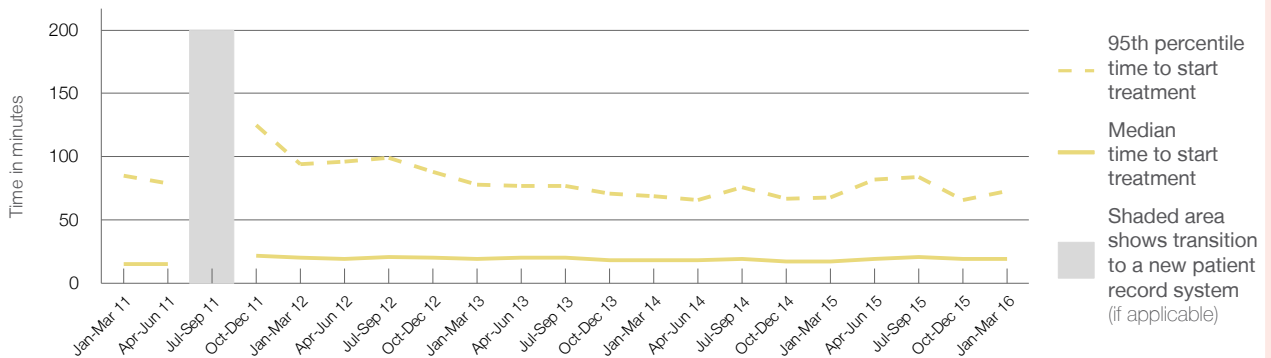
95th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
5,537	5,418
17 minutes	20 minutes
68 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)	15	20	19	18	17	19
95th percentile time to start treatment ⁵ (minutes)	85	94	78	69	68	73

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

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

Royal North Shore 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: 7,472

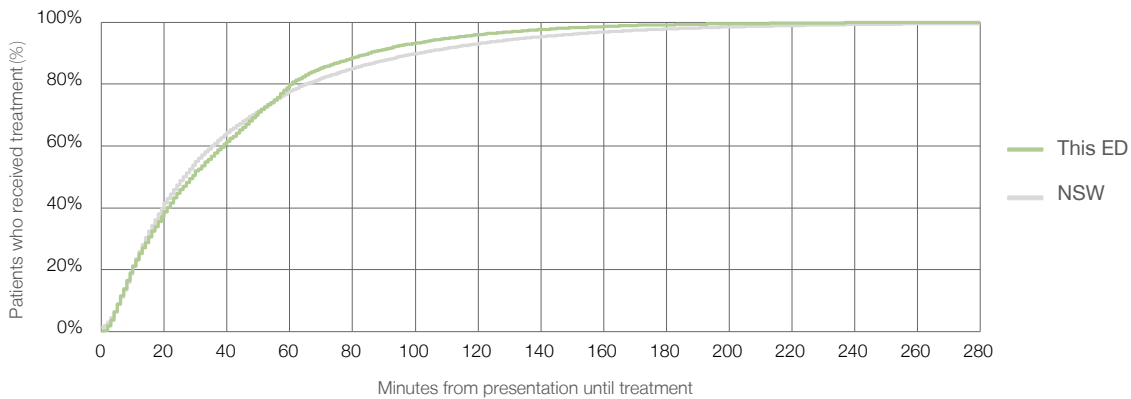
Number of triage 4 patients used to calculate waiting time:³ 7,134

Median time to start treatment⁴ 29 minutes

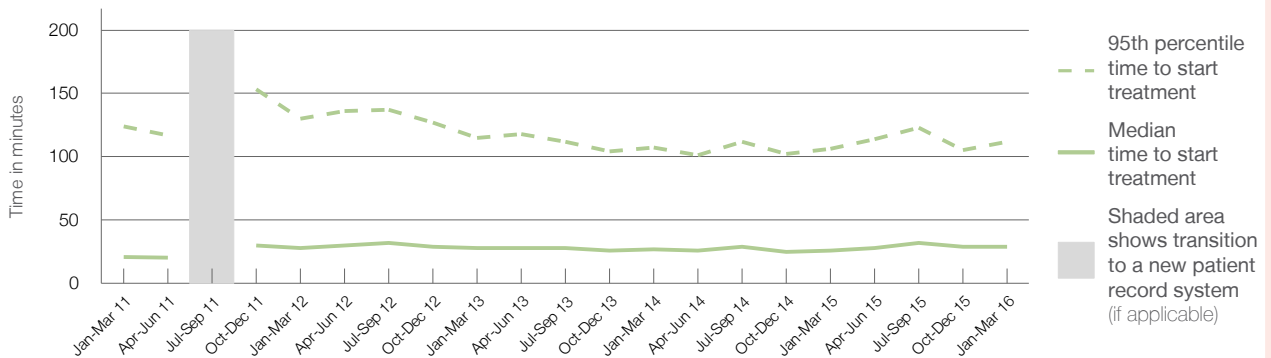
95th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
7,293	
6,907	
26 minutes	26 minutes
106 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)	21	28	28	27	26	29
95th percentile time to start treatment ⁵ (minutes)	124	130	115	107	106	112

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

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

Royal North Shore Hospital: Time 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: 2,293

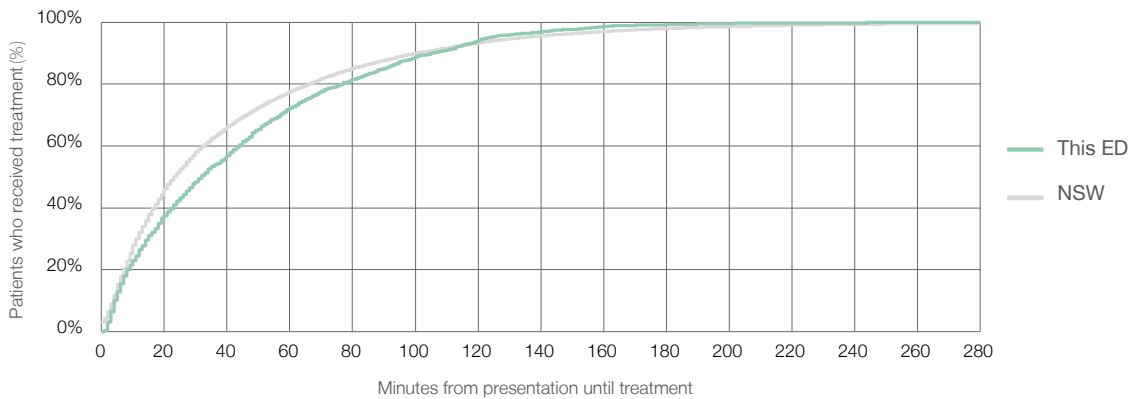
Number of triage 5 patients used to calculate waiting time:³ 2,044

Median time to start treatment⁴ 32 minutes

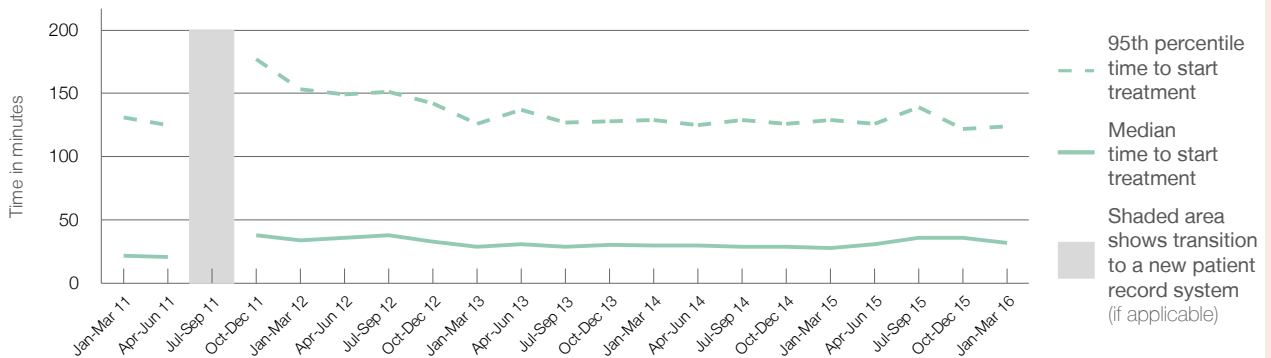
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
2,264	2,041
28 minutes	23 minutes
129 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)	22	34	29	30	28	32
95th percentile time to start treatment ⁵ (minutes)	131	153	126	129	129	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.

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

January to March 2016

All attendances:¹ 20,329 patients

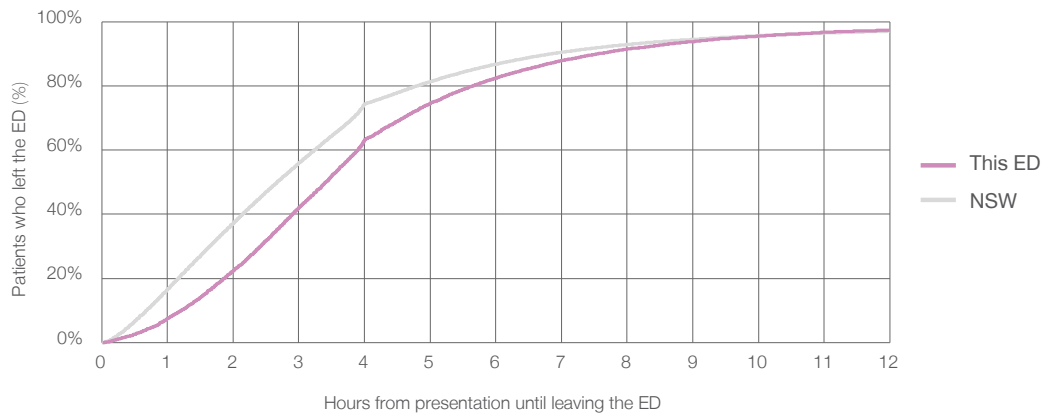
Attendances used to calculate time to leaving the ED:⁶ 20,329 patients

Median time to leaving the ED⁸ 3 hours and 25 minutes

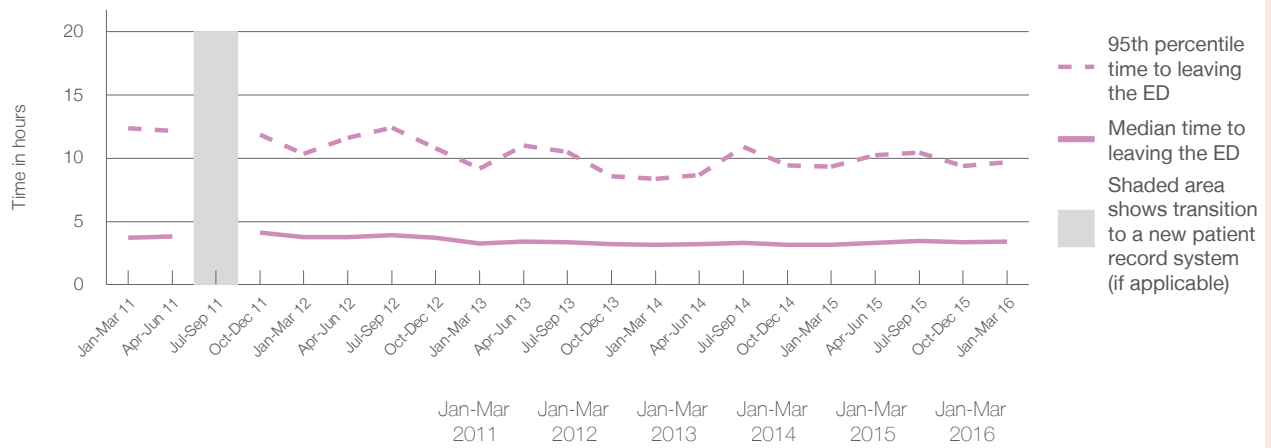
95th percentile time to leaving the ED⁹ 9 hours and 41 minutes

Same period last year	NSW (this period)
19,393	19,393
3 hours and 8 minutes	2 hours and 40 minutes
9 hours and 19 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)	3h 44m	3h 46m	3h 16m	3h 10m	3h 8m	3h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 22m	10h 20m	9h 12m	8h 21m	9h 19m	9h 41m

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

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

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

By mode of separation

January to March 2016

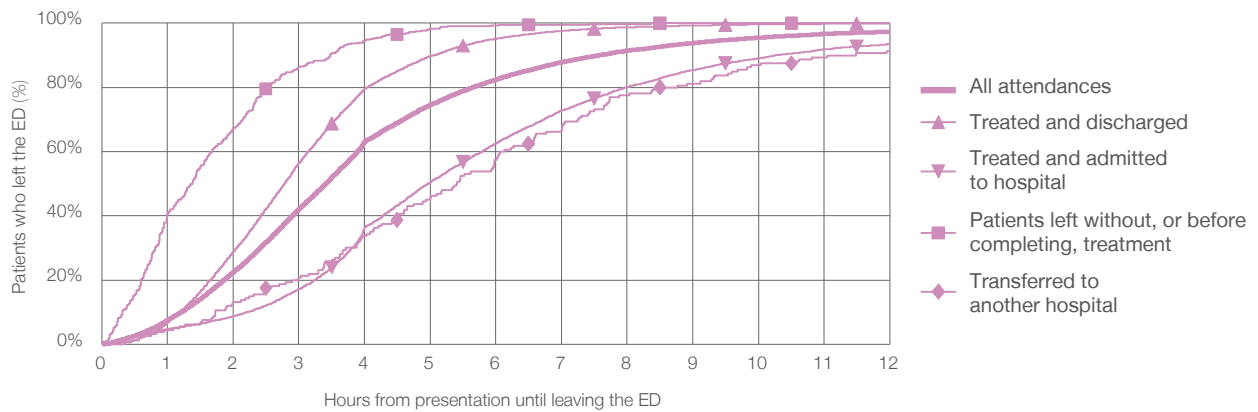
All attendances:¹ 20,329 patients

Attendances used to calculate time to leaving the ED:⁶ 20,329 patients

Treated and discharged	11,670 (57%)
Treated and admitted to hospital	7,828 (39%)
Patient left without, or before completing, treatment	430 (2%)
Transferred to another hospital	160 (1%)
Other	241 (1%)

Same period last year	Change since one year ago
19,393	5%
10,934	7%
7,828	0%
361	19%
55	191%
215	12%

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	7%	29%	56%	80%	95%	99%	100%	100%
Treated and admitted to hospital	5%	9%	17%	36%	63%	80%	89%	94%
Patient left without, or before completing, treatment	41%	67%	86%	94%	99%	100%	100%	100%
Transferred to another hospital	4%	13%	21%	34%	58%	78%	87%	91%
All attendances	8%	23%	42%	63%	82%	91%	95%	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.

Royal North Shore 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 20,329 patients

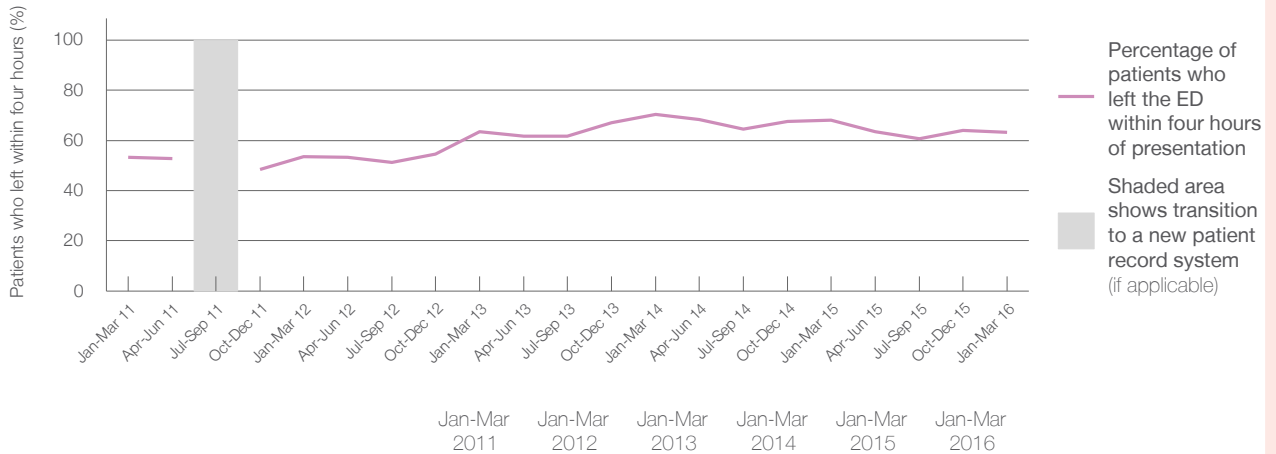
Attendances used to calculate time to leaving the ED: ⁶ 20,329 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
19,393	5%
19,393	5%
68%	

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 (%)	53%	53%	63%	70%	68%	63%
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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).

Royal Prince Alfred Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 19,219 patients
Emergency attendances:² 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 treatment³

January to March 2016

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

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 30 minutes

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

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 105 minutes

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

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 147 minutes

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

Median time to start treatment⁴ 43 minutes
95th percentile time to start treatment⁵ 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:⁶ 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.

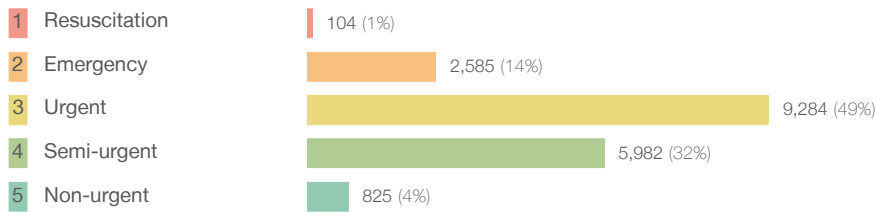
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

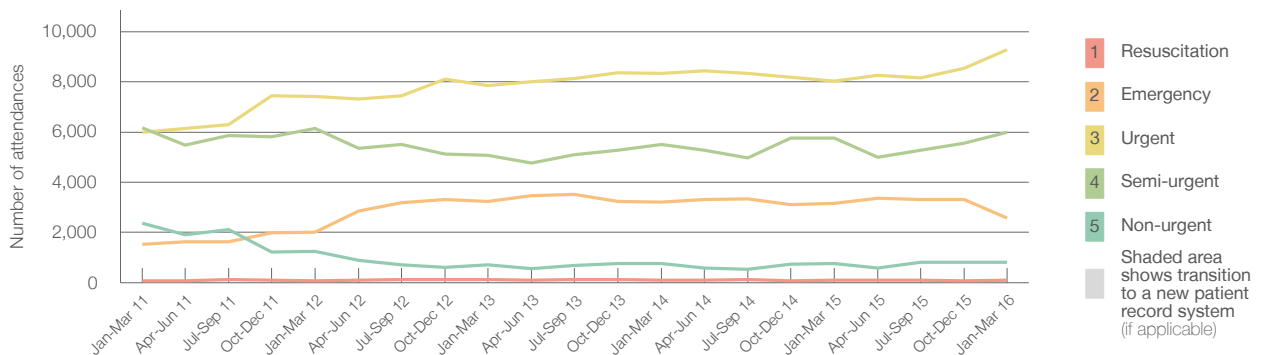
All attendances:¹ 19,219 patients

Emergency attendances² 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 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	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:⁷ 5,123 patients

ED Transfer of care time[§]



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

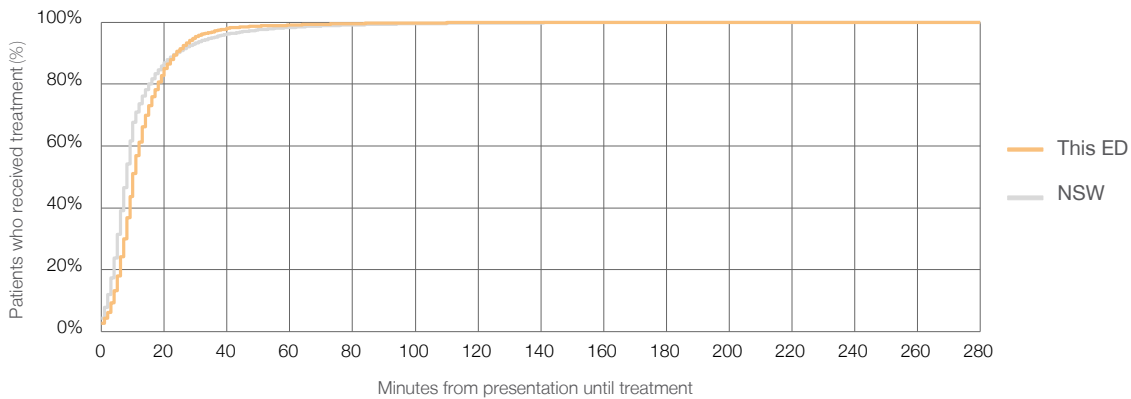
Number of triage 2 patients used to calculate waiting time:³ 2,579

Median time to start treatment⁴ 10 minutes

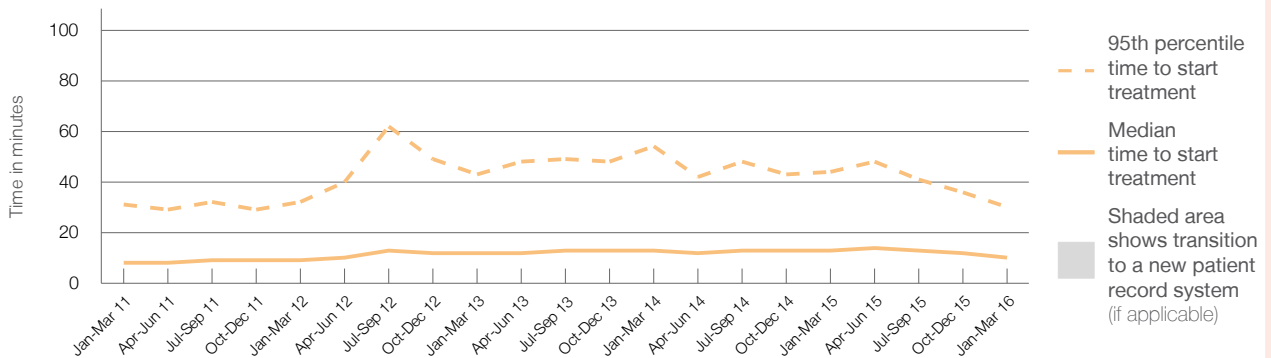
95th percentile time to start treatment⁵ 30 minutes

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^{†‡}



	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	12	13	13	10
95th percentile time to start treatment ⁵ (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

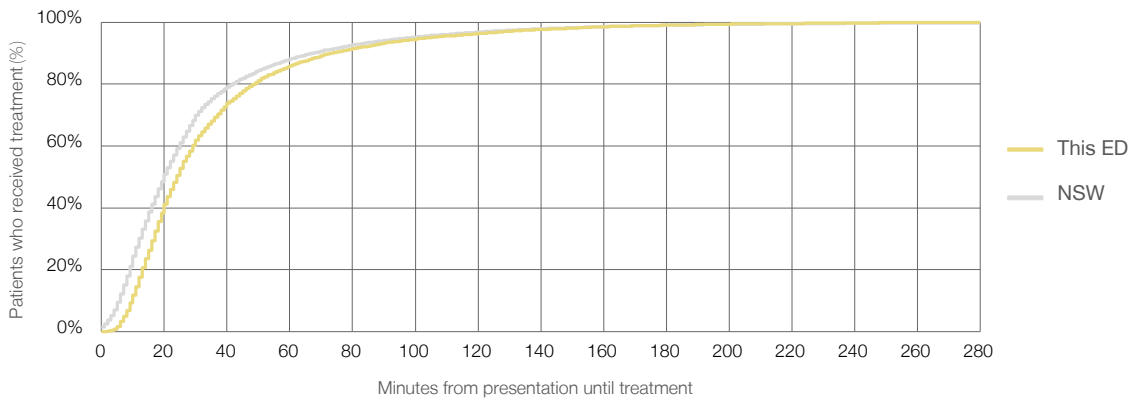
Number of triage 3 patients used to calculate waiting time:³ 9,109

Median time to start treatment⁴ 24 minutes

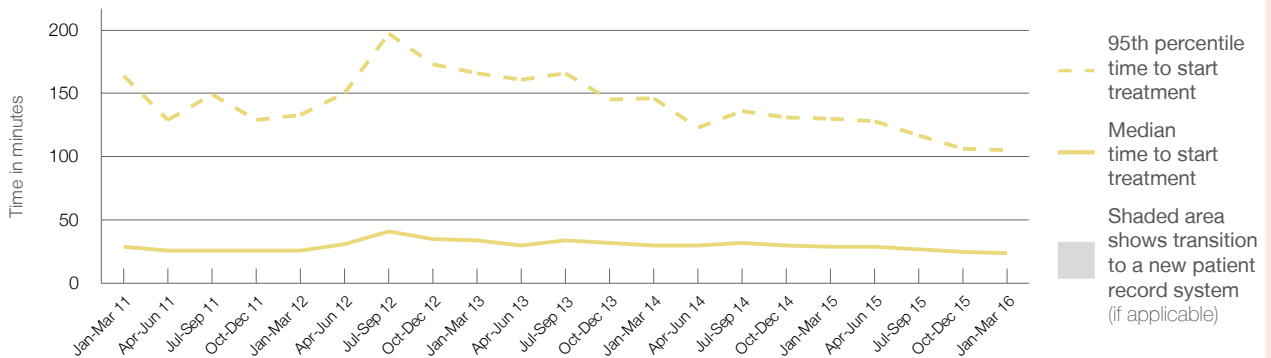
95th percentile time to start treatment⁵ 105 minutes

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^{†‡}



	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)	29	26	34	30	29	24
95th percentile time to start treatment ⁵ (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:³ 5,595

Median time to start treatment⁴

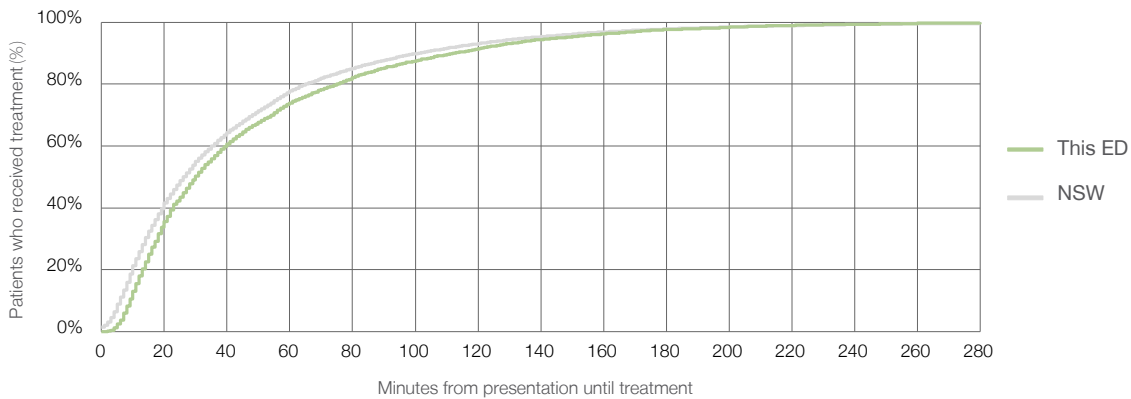
30 minutes

95th percentile time to start treatment⁵

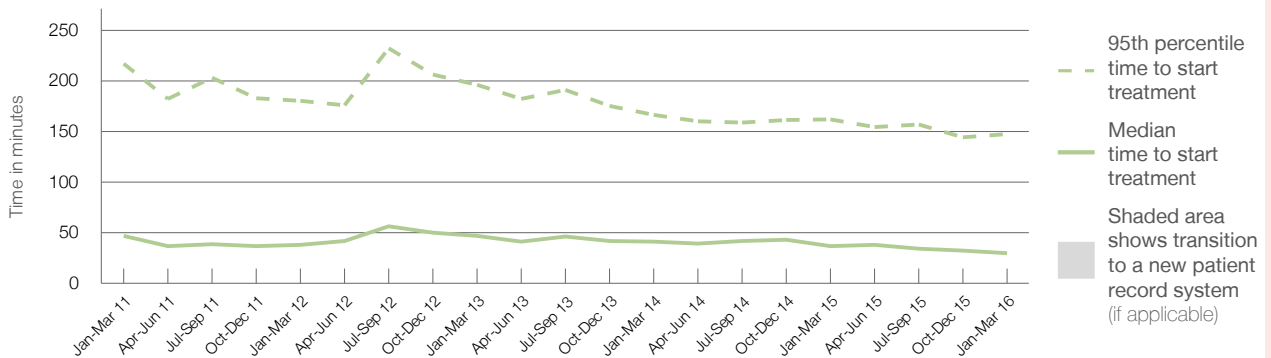
147 minutes

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^{†‡}



	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)	47	38	47	41	37	30
95th percentile time to start treatment ⁵ (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

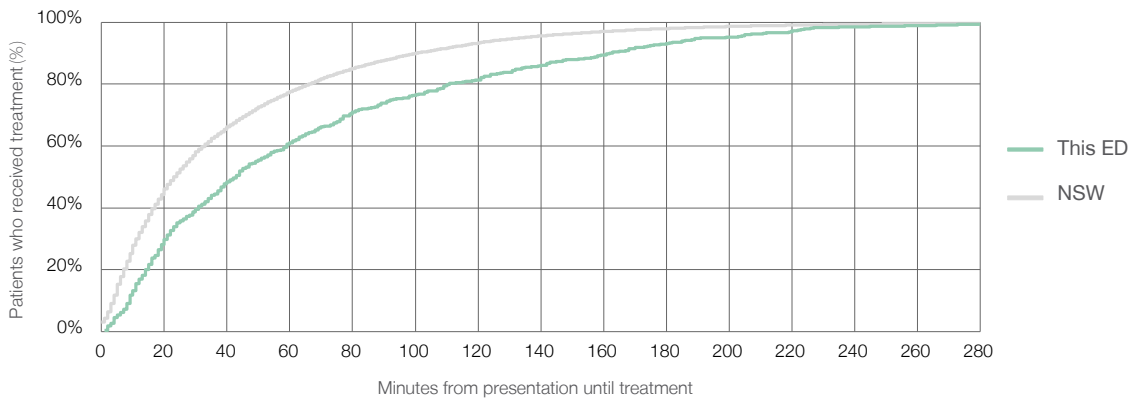
Number of triage 5 patients used to calculate waiting time:³ 570

Median time to start treatment⁴ 43 minutes

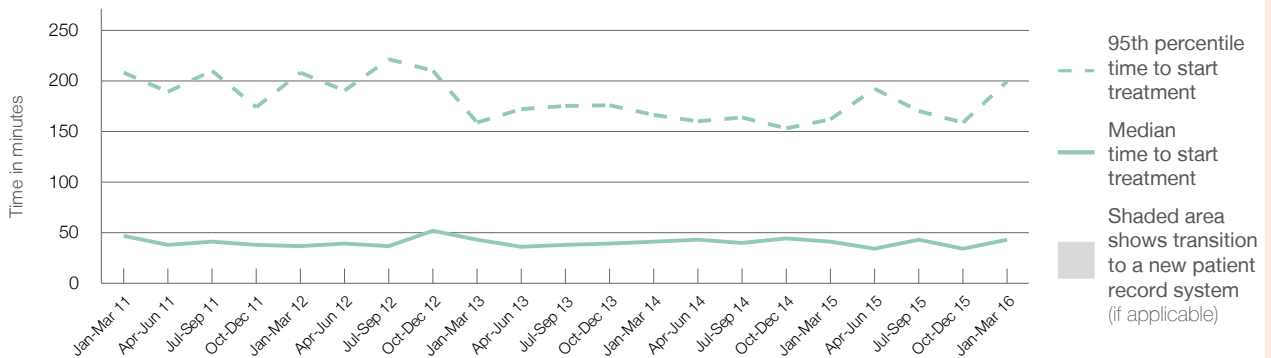
95th percentile time to start treatment⁵ 199 minutes

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^{†‡}



	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)	47	37	43	41	41	43
95th percentile time to start treatment ⁵ (minutes)	208	208	159	166	162	199

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

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

January to March 2016

All attendances:¹ 19,219 patients

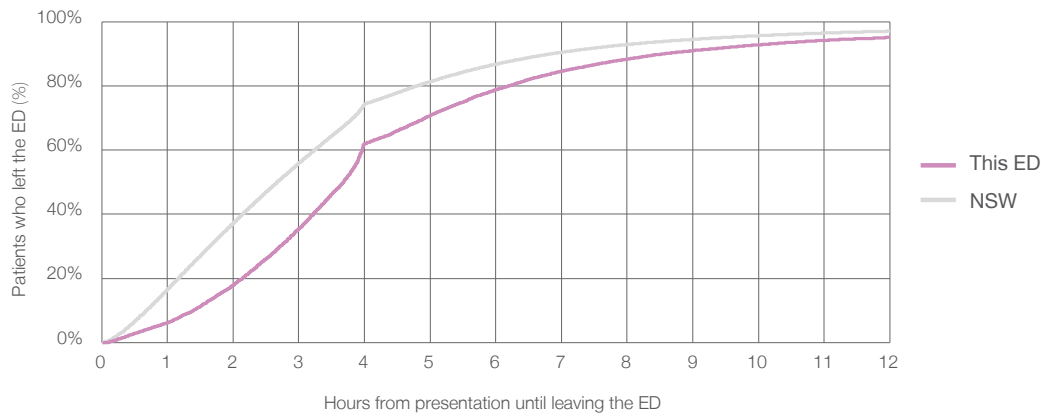
Attendances used to calculate time to leaving the ED:⁶ 19,219 patients

Median time to leaving the ED⁸ 3 hours and 41 minutes

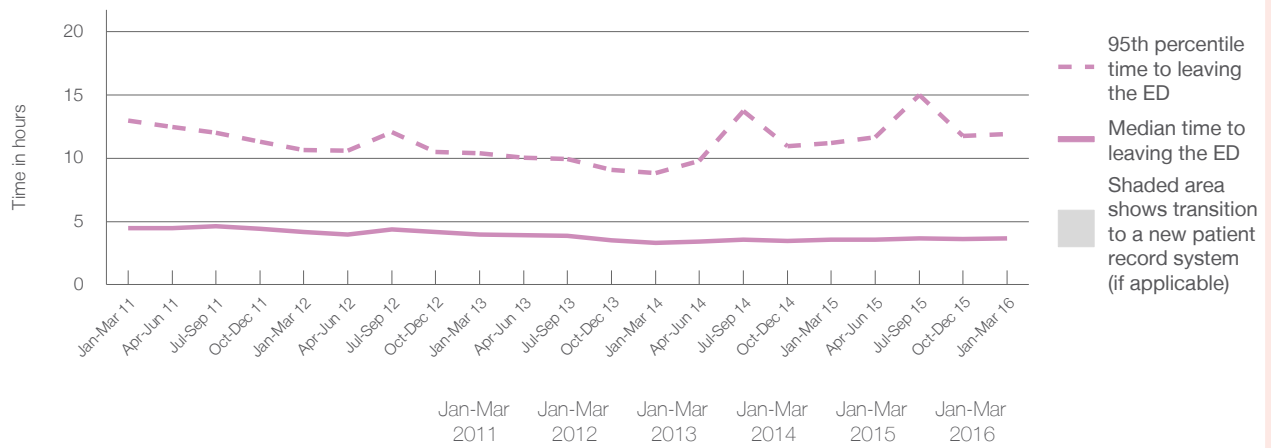
95th percentile time to leaving the ED⁹ 11 hours and 55 minutes

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^{†‡}



	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 27m	4h 11m	3h 58m	3h 18m	3h 34m	3h 41m
95th percentile time to leaving the ED ⁹ (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

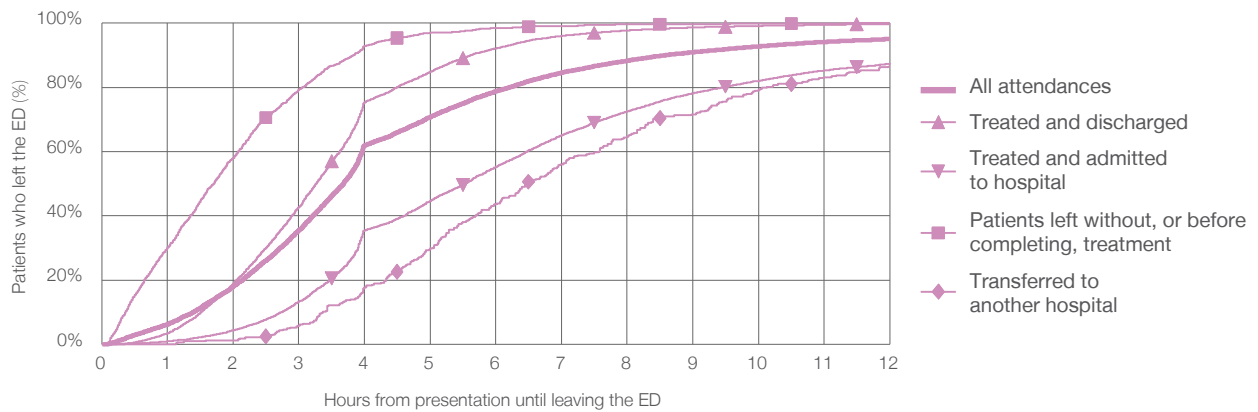
All attendances:¹ 19,219 patients

Attendances used to calculate time to leaving the ED:⁶ 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^{††}



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%

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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.

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:¹ 19,219 patients

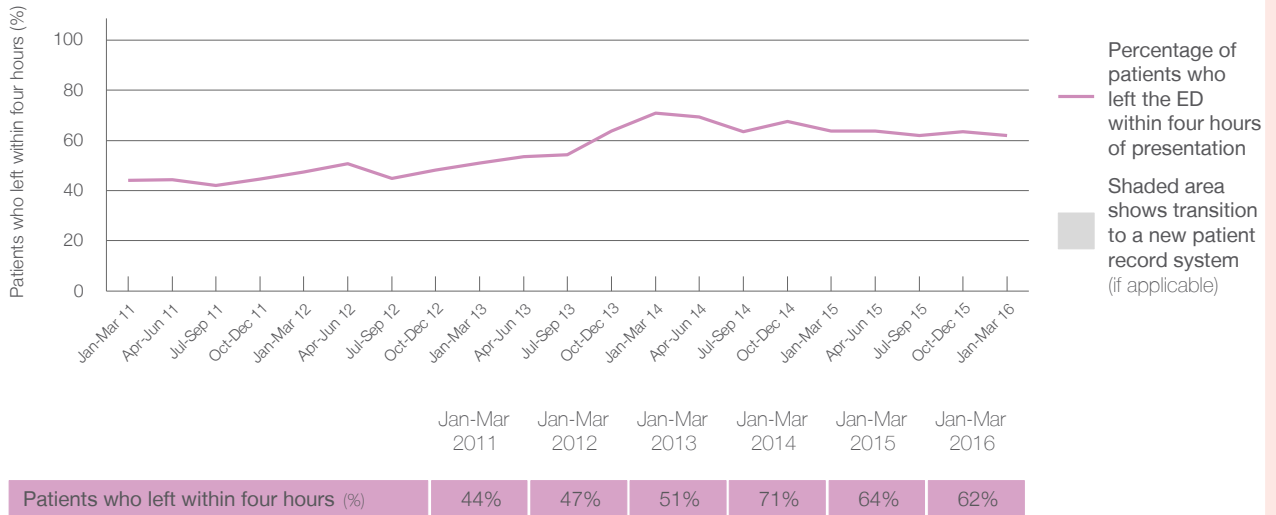
Attendances used to calculate time to leaving the ED:⁶ 19,219 patients

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^{†‡}



* 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).
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- 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).

St George Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 19,537 patients
 Emergency attendances:² 19,389 patients

Same period last year	Change since one year ago
18,493	6%
18,350	6%

St George Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,571 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,728 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,419 patients

Median time to start treatment⁴ 33 minutes
 95th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,488 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
2,357	
9 minutes	8 minutes
30 minutes	35 minutes
6,972	
24 minutes	20 minutes
86 minutes	99 minutes
7,424	
31 minutes	26 minutes
106 minutes	137 minutes
1,454	
34 minutes	23 minutes
123 minutes	135 minutes

St George Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Percentage of patients who left the ED within four hours 68%

Same period last year	Change since one year ago
18,493	6%
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.

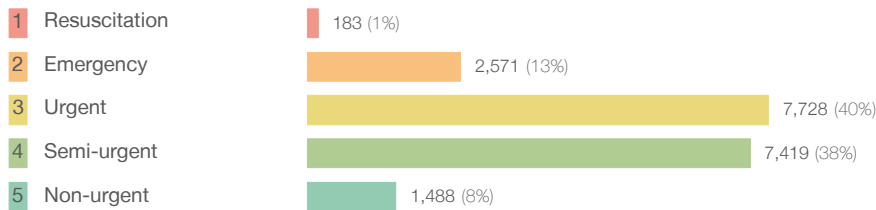
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

St George Hospital: Patients attending the emergency department January to March 2016

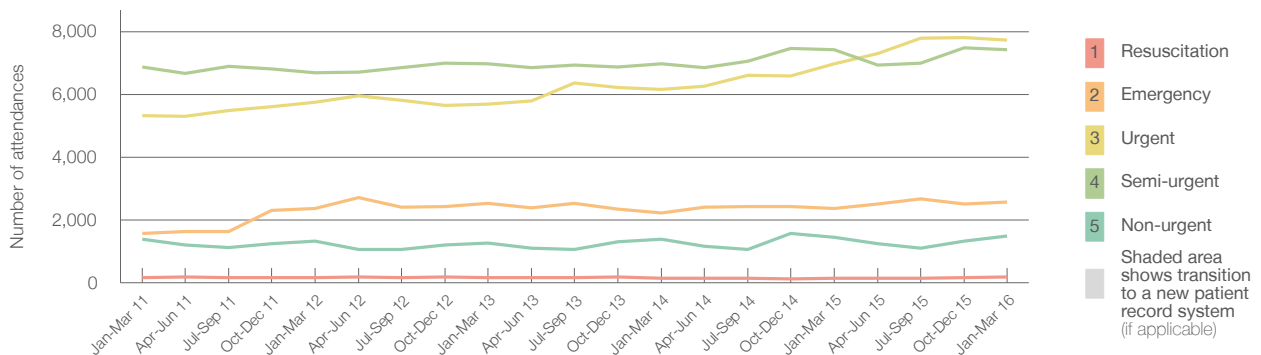
All attendances:¹ 19,537 patients

Emergency attendances² by triage category: 19,389 patients



Same period last year	Change since one year ago
18,493	6%
18,350	6%
143	28%
2,357	9%
6,972	11%
7,424	0%
1,454	2%

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

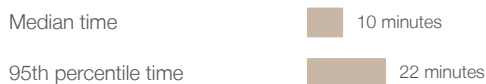


	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	161	151	157	138	143	183
Emergency	1,565	2,371	2,521	2,224	2,357	2,571
Urgent	5,314	5,749	5,693	6,160	6,972	7,728
Semi-urgent	6,872	6,681	6,977	6,983	7,424	7,419
Non-urgent	1,381	1,332	1,257	1,393	1,454	1,488
All emergency attendances	15,293	16,284	16,605	16,898	18,350	19,389

St George Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 4,816 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
4,860	
11 minutes	-1 minute
24 minutes	-2 minutes

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

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

(§) 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.

St George 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: 2,571

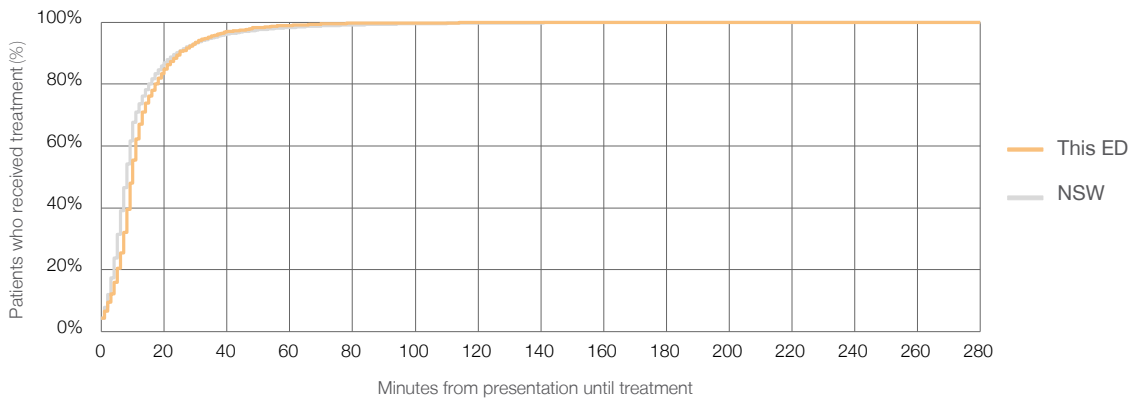
Number of triage 2 patients used to calculate waiting time:³ 2,547

Median time to start treatment⁴ 10 minutes

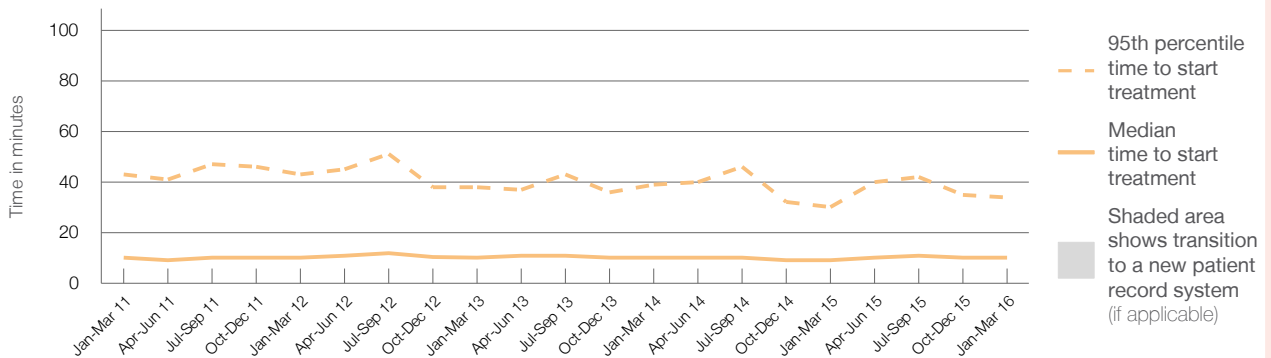
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
2,357	
2,352	
9 minutes	8 minutes
30 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	10	10	10	9	10
95th percentile time to start treatment ⁵ (minutes)	43	43	38	39	30	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.

St George 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: 7,728

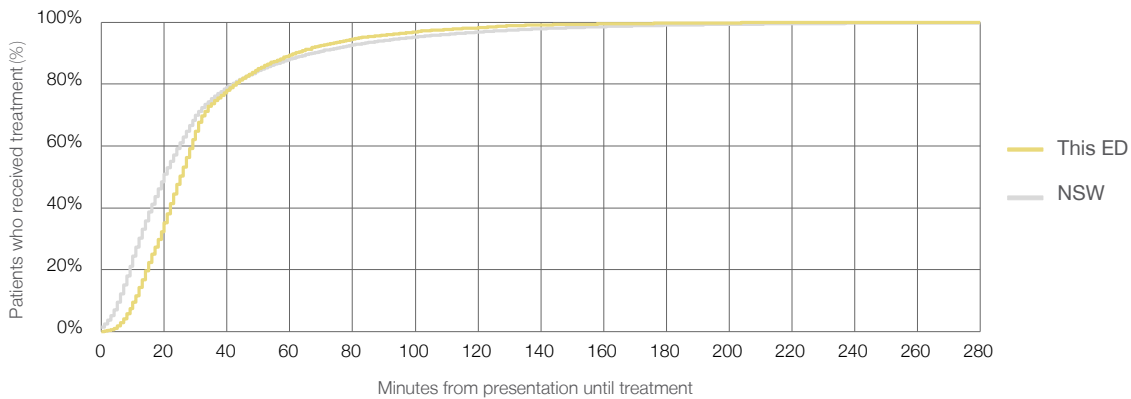
Number of triage 3 patients used to calculate waiting time:³ 7,614

Median time to start treatment⁴ 25 minutes

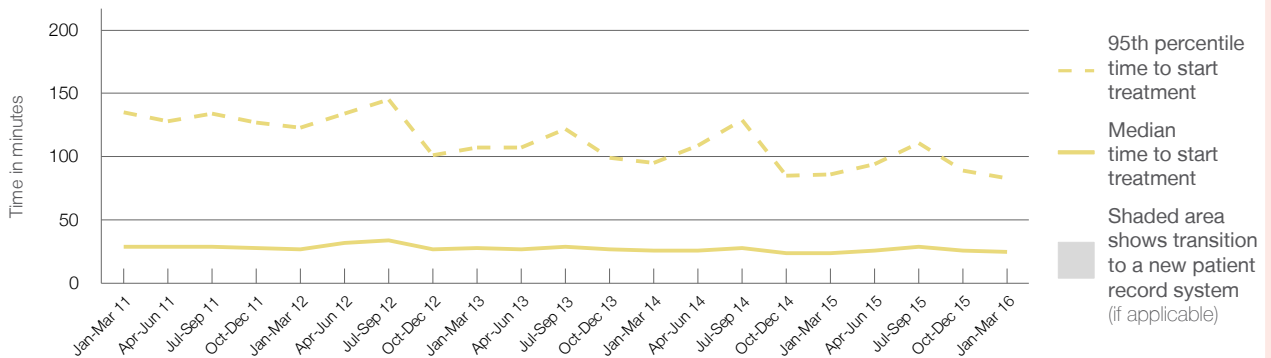
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
6,972	
6,918	
24 minutes	20 minutes
86 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)	29	27	28	26	24	25
95th percentile time to start treatment ⁵ (minutes)	135	123	107	95	86	83

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

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

St George 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: 7,419

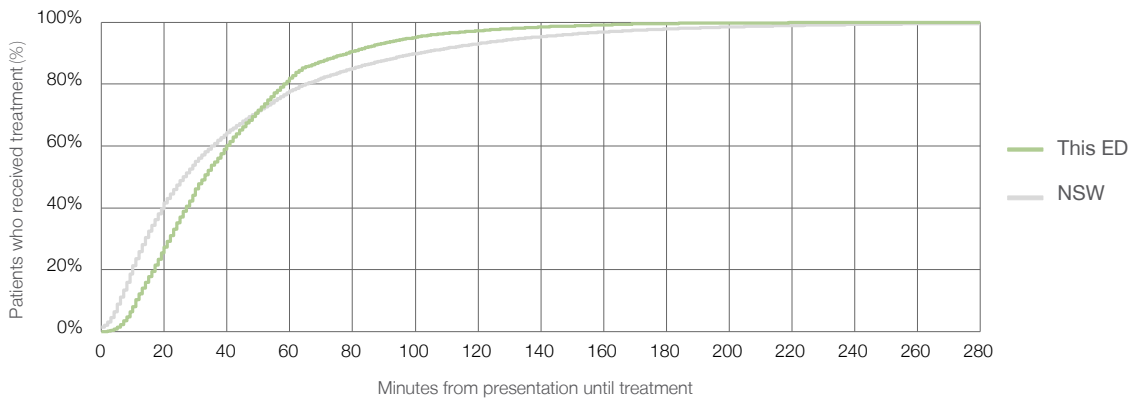
Number of triage 4 patients used to calculate waiting time:³ 7,225

Median time to start treatment⁴ 33 minutes

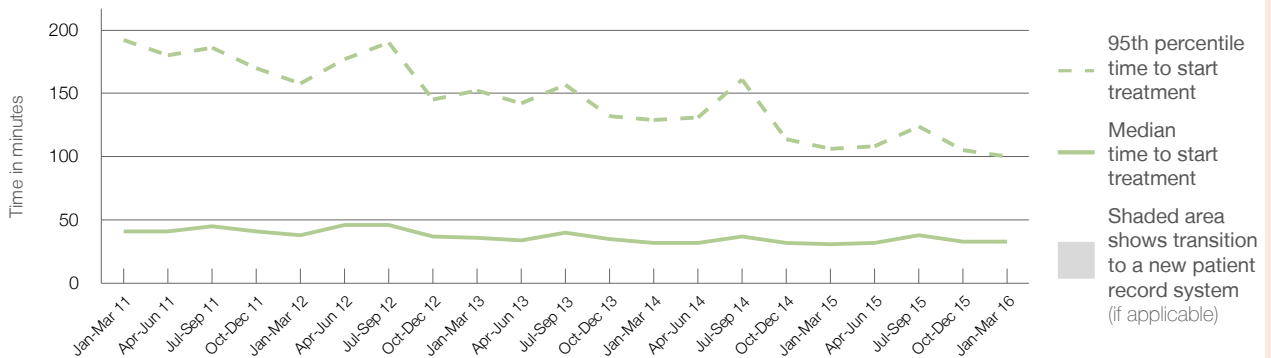
95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
7,424	7,248
31 minutes	26 minutes
106 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	38	36	32	31	33
95th percentile time to start treatment ⁵ (minutes)	192	158	152	129	106	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.

St George 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: 1,488

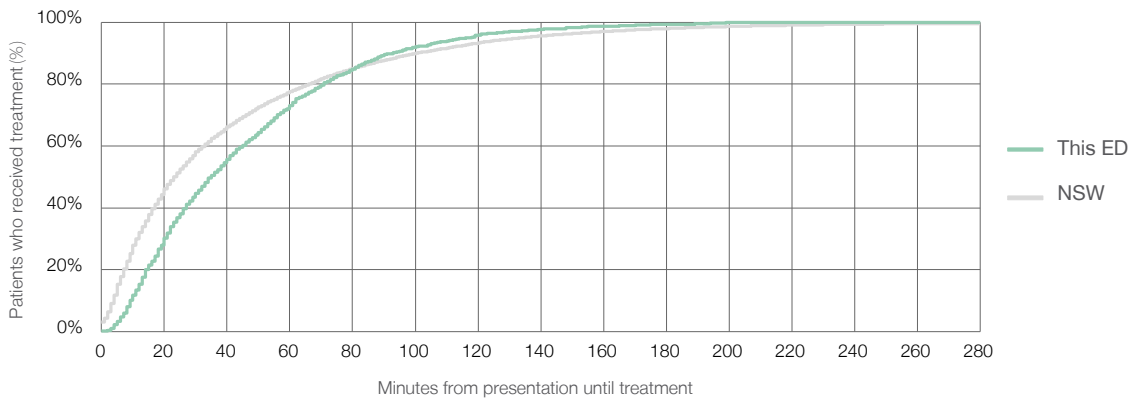
Number of triage 5 patients used to calculate waiting time:³ 1,365

Median time to start treatment⁴ 35 minutes

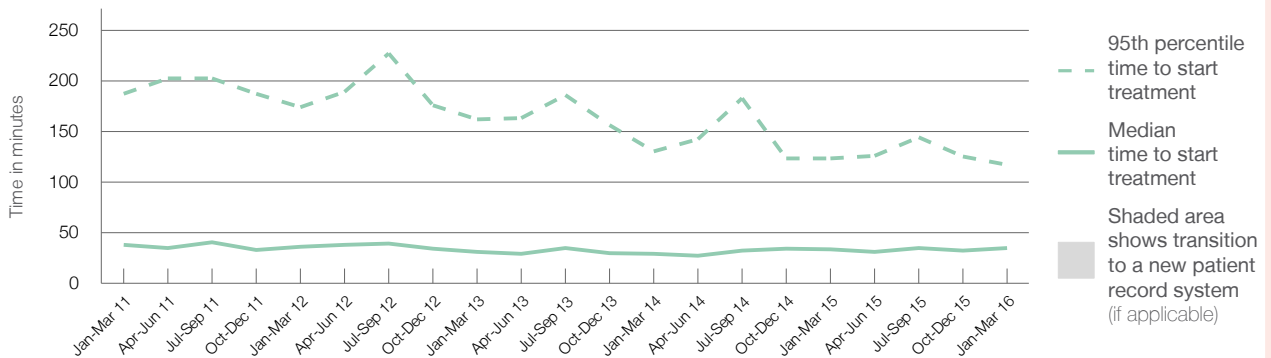
95th percentile time to start treatment⁵ 117 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,454	
Number of triage 5 patients used to calculate waiting time ³	1,372	
Median time to start treatment ⁴	34 minutes	23 minutes
95th percentile time to start treatment ⁵	123 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)	38	36	31	29	34	35
95th percentile time to start treatment ⁵ (minutes)	187	174	162	130	123	117

(†) 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.

St George Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 19,537 patients

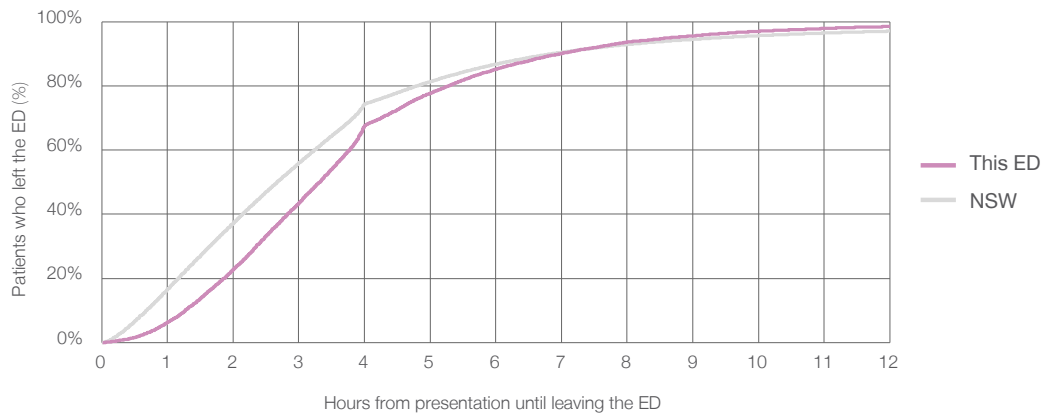
Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Median time to leaving the ED⁸ 3 hours and 19 minutes

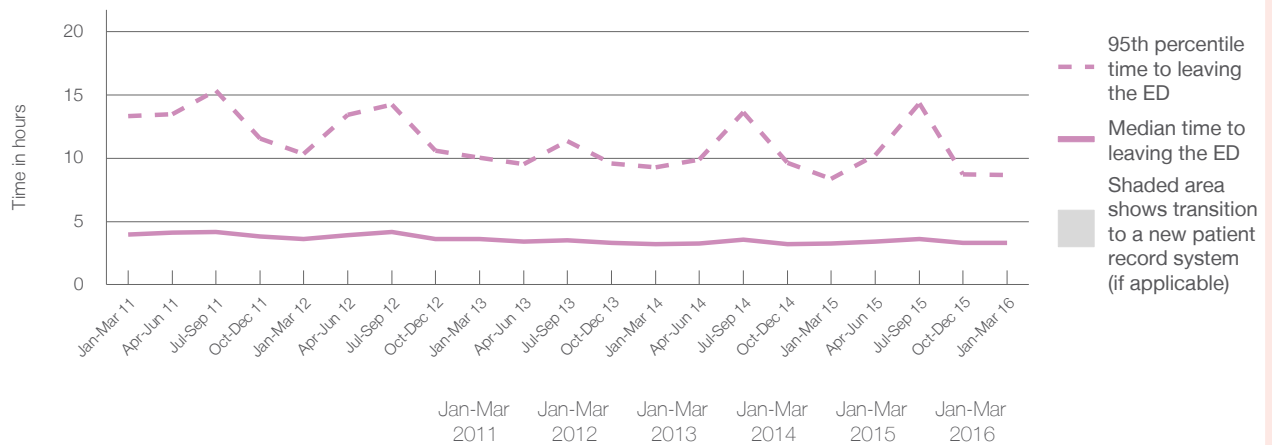
95th percentile time to leaving the ED⁹ 8 hours and 39 minutes

Same period last year	NSW (this period)
18,493	18,493
3 hours and 15 minutes	2 hours and 40 minutes
8 hours and 23 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)	3h 58m	3h 37m	3h 37m	3h 14m	3h 15m	3h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 18m	10h 19m	10h 3m	9h 16m	8h 23m	8h 39m

(†) 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.

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

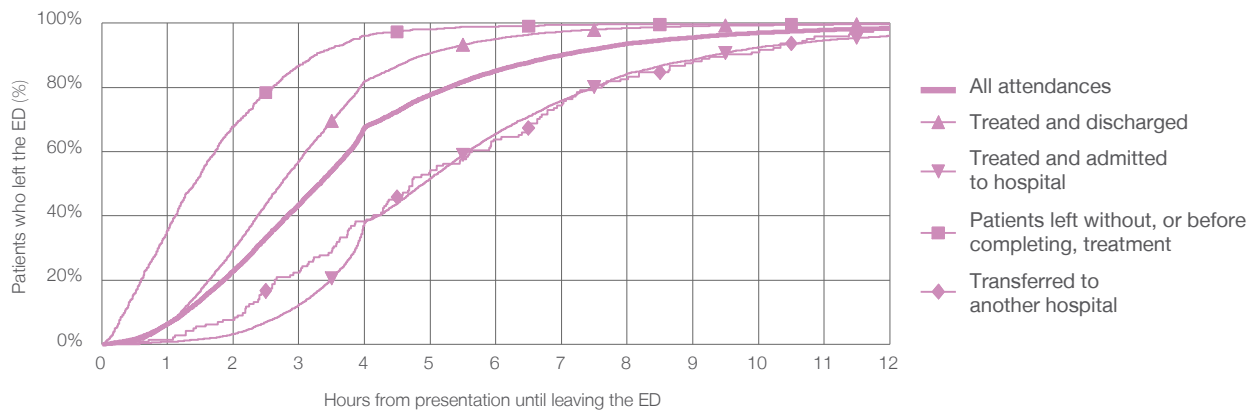
All attendances:¹ 19,537 patients

Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Treated and discharged	11,623 (59%)
Treated and admitted to hospital	6,513 (33%)
Patient left without, or before completing, treatment	1,103 (6%)
Transferred to another hospital	144 (1%)
Other	154 (1%)

Same period last year	Change since one year ago
18,493	6%
11,094	5%
6,217	5%
950	16%
158	-9%
74	108%

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%	30%	57%	82%	95%	98%	99%	100%
Treated and admitted to hospital	1%	3%	12%	38%	66%	84%	92%	96%
Patient left without, or before completing, treatment	36%	68%	87%	96%	99%	100%	100%	100%
Transferred to another hospital	1%	8%	22%	38%	64%	83%	91%	98%
All attendances	6%	23%	44%	68%	85%	94%	97%	98%

(†) 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.

St George 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 19,537 patients

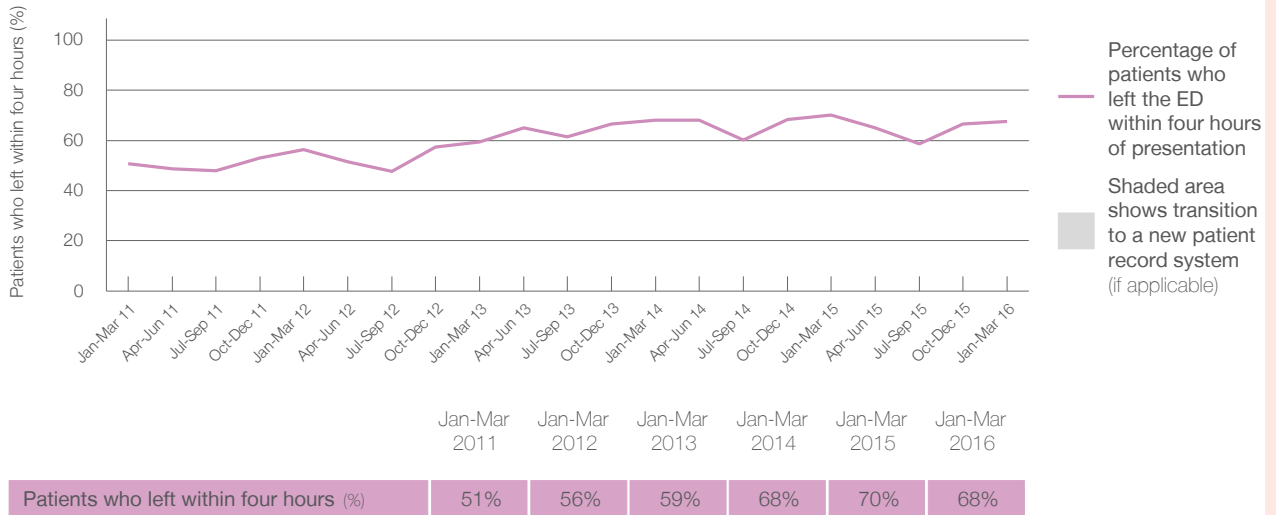
Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	18,493	6%
Attendances used to calculate time to leaving the ED	18,493	6%
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^{†‡}



* 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).

St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview

January to March 2016

All attendances:¹ 12,812 patients
 Emergency attendances:² 12,686 patients

Same period last year	Change since one year ago
12,367	4%
12,194	4%

St Vincent's Hospital, Darlinghurst: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,423 patients

Median time to start treatment⁴ 4 minutes
 95th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,659 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,712 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 132 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 616 patients

Median time to start treatment⁴ 12 minutes
 95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
1,340	
4 minutes	8 minutes
20 minutes	35 minutes
5,416	
14 minutes	20 minutes
89 minutes	99 minutes
4,426	
20 minutes	26 minutes
141 minutes	137 minutes
756	
16 minutes	23 minutes
199 minutes	135 minutes

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 12,812 patients

Percentage of patients who left the ED within four hours 66%

Same period last year	Change since one year ago
12,367	4%
67%	

* 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.

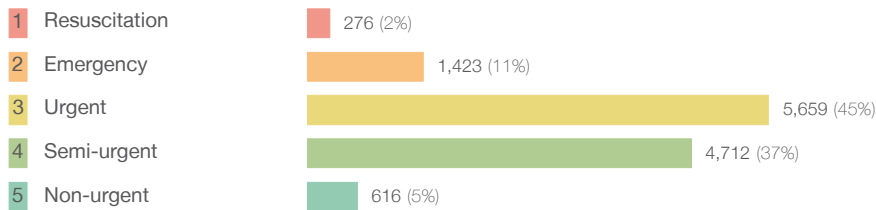
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

St Vincent's Hospital, Darlinghurst: Patients attending the emergency department

January to March 2016

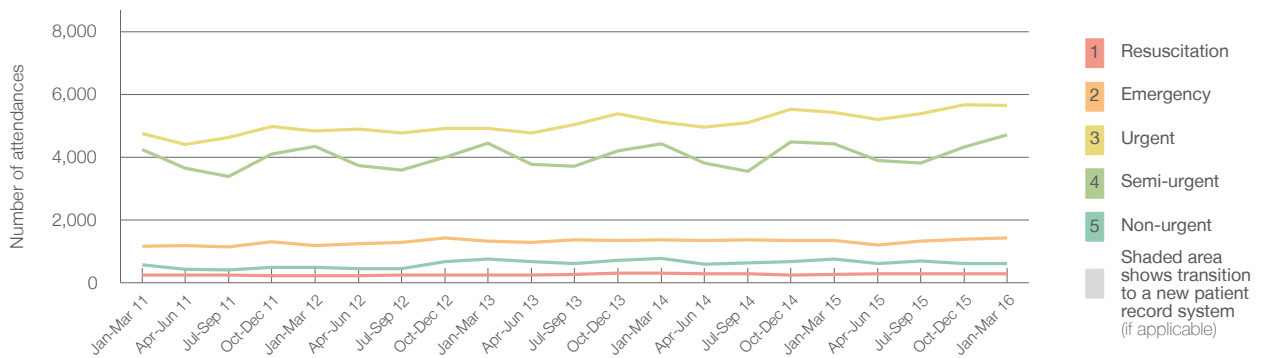
All attendances:¹ 12,812 patients

Emergency attendances² by triage category: 12,686 patients



Same period last year	Change since one year ago
12,367	4%
12,194	4%
256	8%
1,340	6%
5,416	4%
4,426	6%
756	-19%

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	248	219	248	297	256	276
Emergency	1,168	1,183	1,331	1,355	1,340	1,423
Urgent	4,749	4,838	4,919	5,121	5,416	5,659
Semi-urgent	4,248	4,351	4,437	4,434	4,426	4,712
Non-urgent	571	485	759	767	756	616
All emergency attendances	10,984	11,076	11,694	11,974	12,194	12,686

St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 3,741 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
3,801	
14 minutes	-1 minute
66 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. 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.

St Vincent's Hospital, Darlinghurst: 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: 1,423

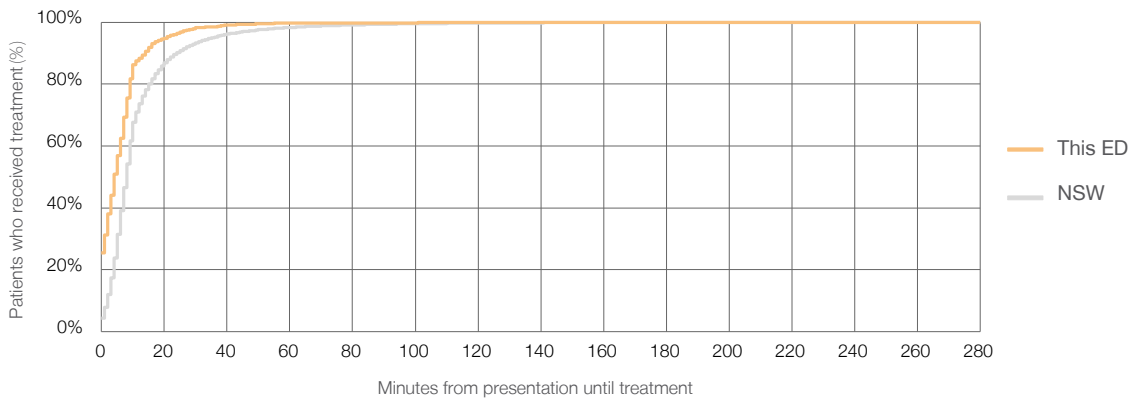
Number of triage 2 patients used to calculate waiting time:³ 1,420

Median time to start treatment⁴ 4 minutes

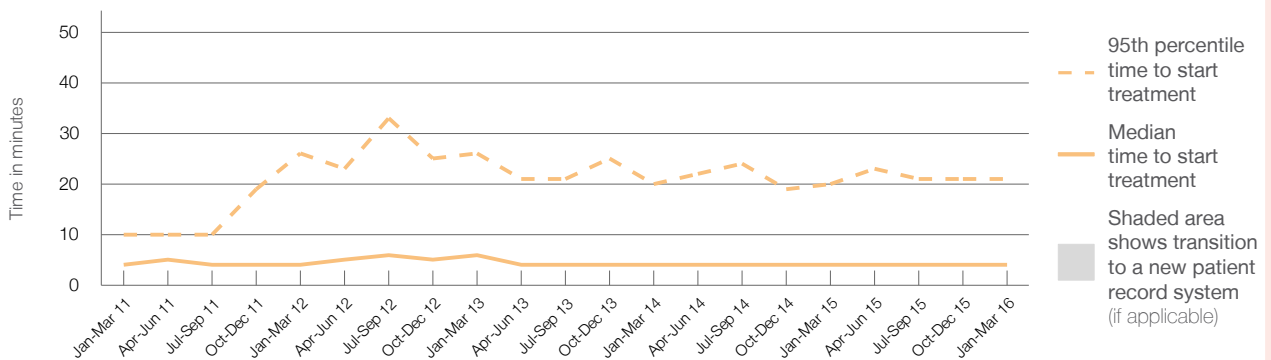
95th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,340	1,339
4 minutes	8 minutes
20 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)	4	4	6	4	4	4
95th percentile time to start treatment ⁵ (minutes)	10	26	26	20	20	21

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: 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: 5,659

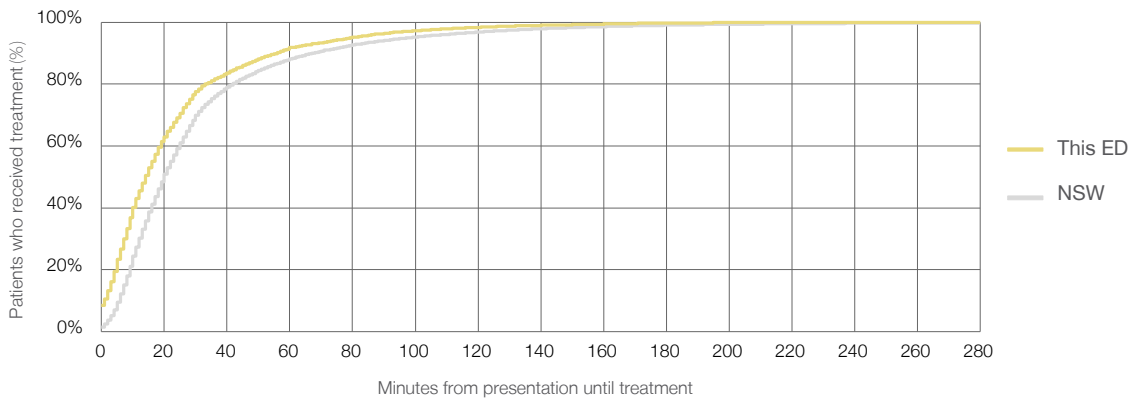
Number of triage 3 patients used to calculate waiting time:³ 5,519

Median time to start treatment⁴ 14 minutes

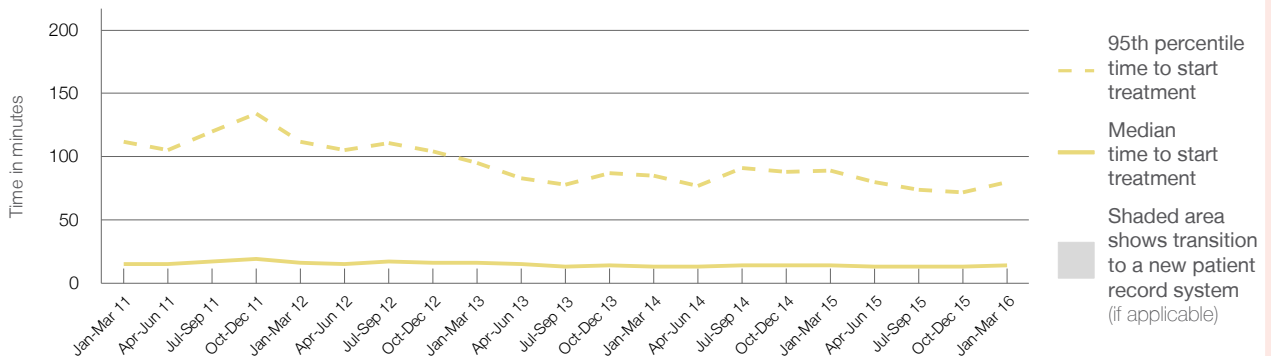
95th percentile time to start treatment⁵ 80 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	5,416	5,316
Median time to start treatment ⁴	14 minutes	20 minutes
95th percentile time to start treatment ⁵	89 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)	15	16	16	13	14	14
95th percentile time to start treatment ⁵ (minutes)	112	112	95	85	89	80

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: 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: 4,712

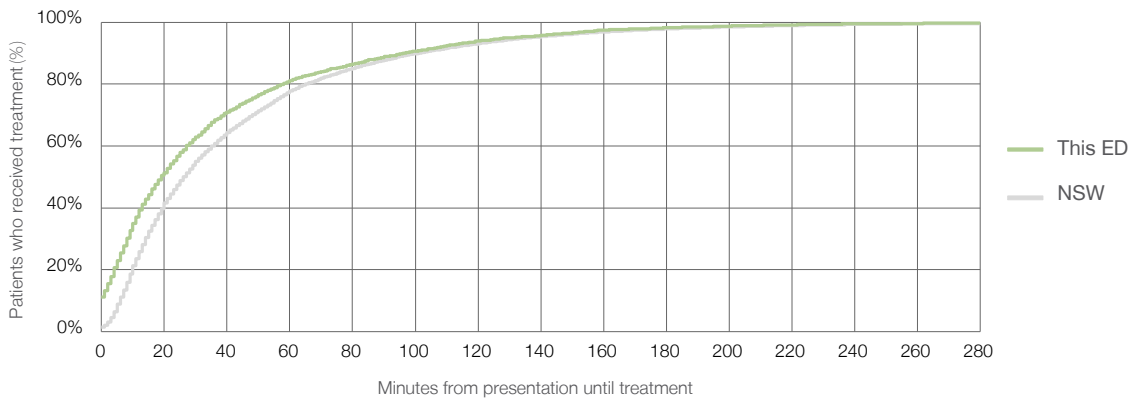
Number of triage 4 patients used to calculate waiting time:³ 4,237

Median time to start treatment⁴ 19 minutes

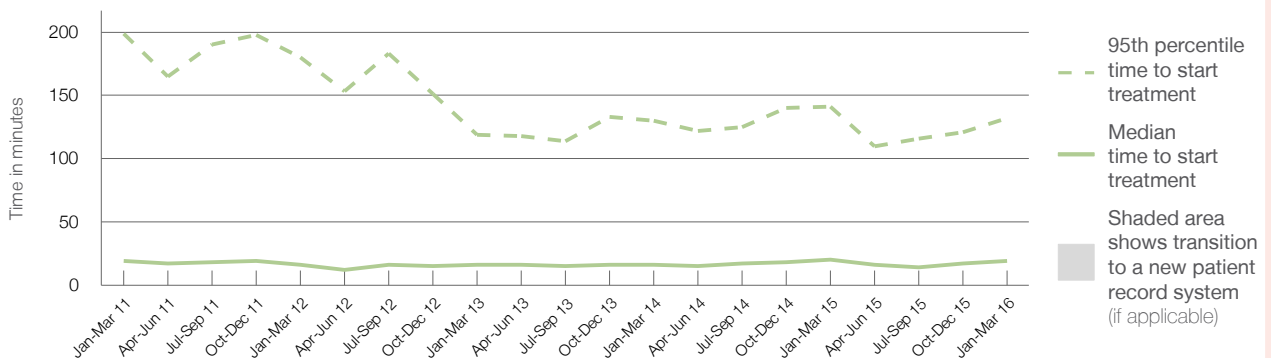
95th percentile time to start treatment⁵ 132 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,426	4,712
Number of triage 4 patients used to calculate waiting time ³	4,042	4,237
Median time to start treatment ⁴	20 minutes	26 minutes
95th percentile time to start treatment ⁵	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^{†§}



	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)	19	16	16	16	20	19
95th percentile time to start treatment ⁵ (minutes)	199	180	119	130	141	132

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: 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: 616

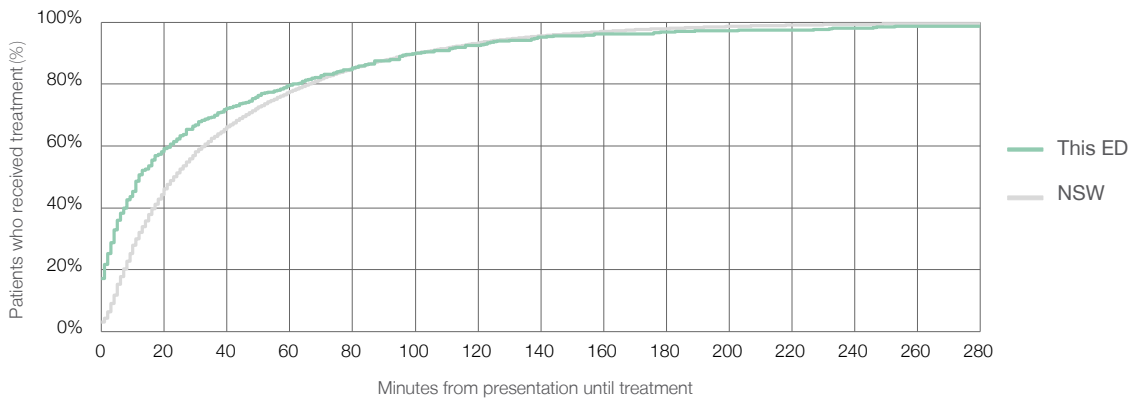
Number of triage 5 patients used to calculate waiting time:³ 487

Median time to start treatment⁴ 12 minutes

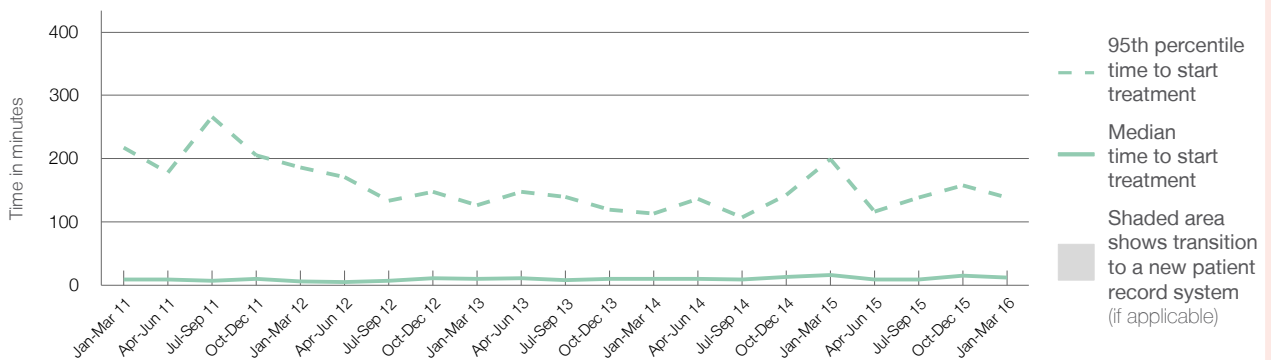
95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
756	651
16 minutes	23 minutes
199 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)	9	6	10	10	16	12
95th percentile time to start treatment ⁵ (minutes)	218	186	127	113	199	139

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 12,812 patients

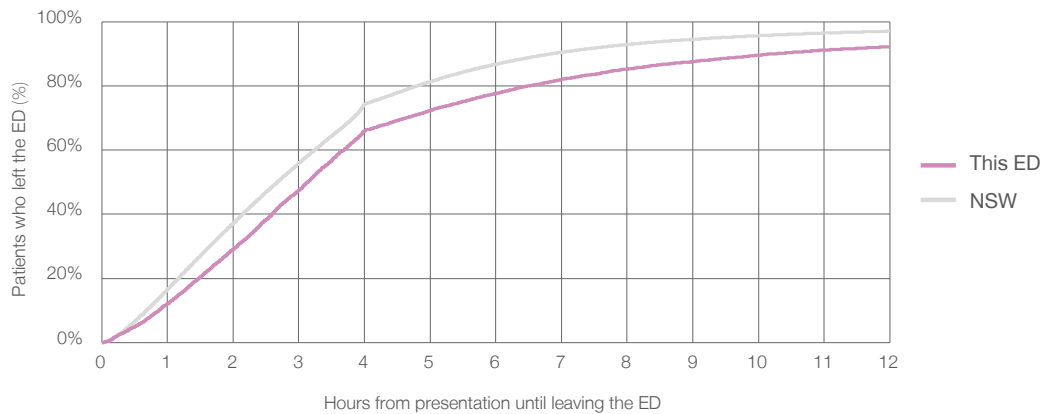
Attendances used to calculate time to leaving the ED:⁶ 12,812 patients

Median time to leaving the ED⁸ 3 hours and 8 minutes

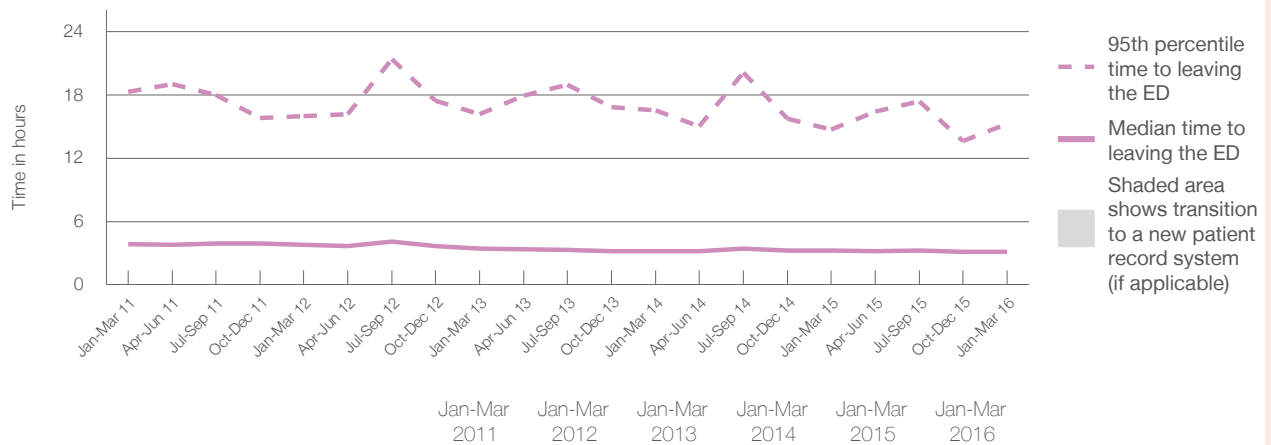
95th percentile time to leaving the ED⁹ 15 hours and 17 minutes

Same period last year	NSW (this period)
12,367	12,367
3 hours and 13 minutes	2 hours and 40 minutes
14 hours and 42 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 52m	3h 46m	3h 26m	3h 10m	3h 13m	3h 8m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 17m	16h 00m	16h 11m	16h 32m	14h 42m	15h 17m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED
 By mode of separation
 January to March 2016

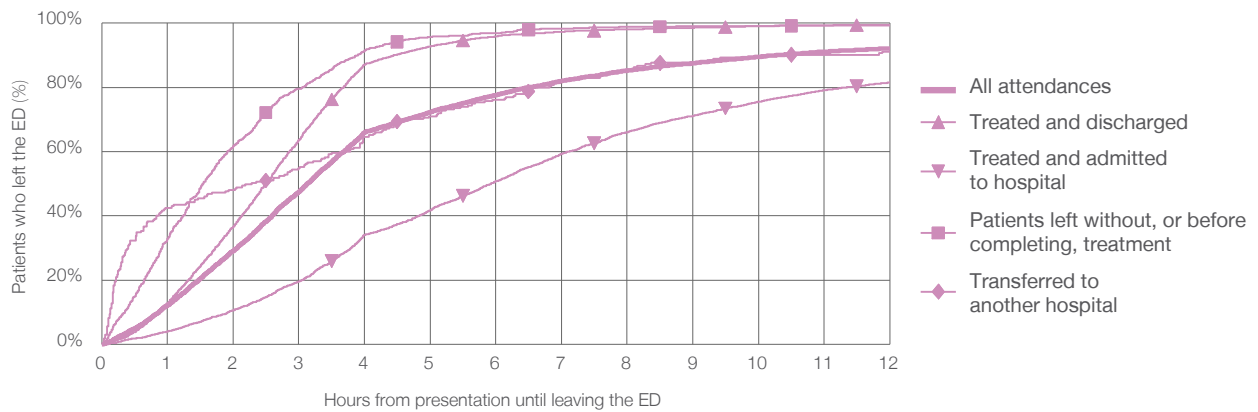
All attendances:¹ 12,812 patients

Attendances used to calculate time to leaving the ED:⁶ 12,812 patients

Treated and discharged	6,212 (48%)
Treated and admitted to hospital	5,084 (40%)
Patient left without, or before completing, treatment	1,159 (9%)
Transferred to another hospital	235 (2%)
Other	122 (1%)

Same period last year	Change since one year ago
12,367	4%
5,758	8%
5,186	-2%
1,119	4%
203	16%
101	21%

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%	37%	64%	87%	96%	98%	99%	99%
Treated and admitted to hospital	4%	11%	20%	34%	51%	66%	76%	82%
Patient left without, or before completing, treatment	33%	62%	80%	91%	97%	99%	99%	99%
Transferred to another hospital	43%	48%	55%	65%	76%	86%	89%	91%
All attendances	12%	29%	48%	66%	78%	85%	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: 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 12,812 patients

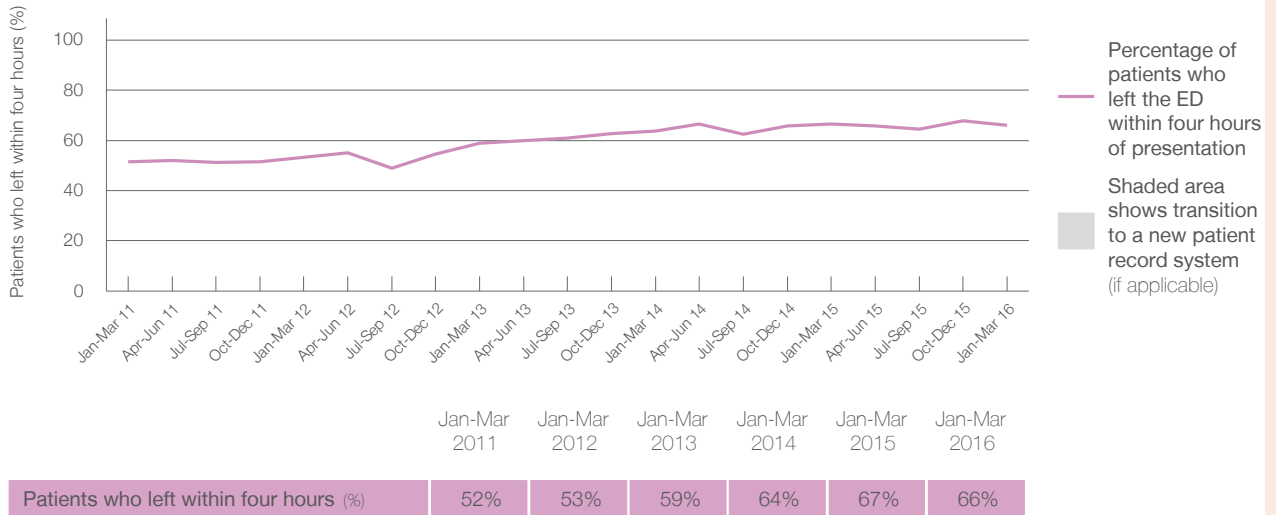
Attendances used to calculate time to leaving the ED:⁶ 12,812 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	12,367	4%
Attendances used to calculate time to leaving the ED	12,367	4%
Percentage of patients who left the ED within four hours	67%	

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).

Westmead Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 18,845 patients
 Emergency attendances:² 18,614 patients

Same period last year	Change since one year ago
17,981	5%
17,681	5%

Westmead Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 5,208 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 70 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,585 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 158 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,702 patients

Median time to start treatment⁴ 40 minutes
 95th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,641 patients

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
4,994	
10 minutes	8 minutes
74 minutes	35 minutes
6,251	
31 minutes	20 minutes
197 minutes	99 minutes
4,599	
40 minutes	26 minutes
181 minutes	137 minutes
1,404	
32 minutes	23 minutes
141 minutes	135 minutes

Westmead Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 18,845 patients

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

Same period last year	Change since one year ago
17,981	5%
57%	

* 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.

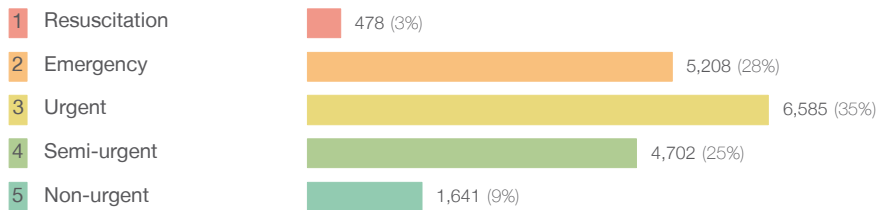
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

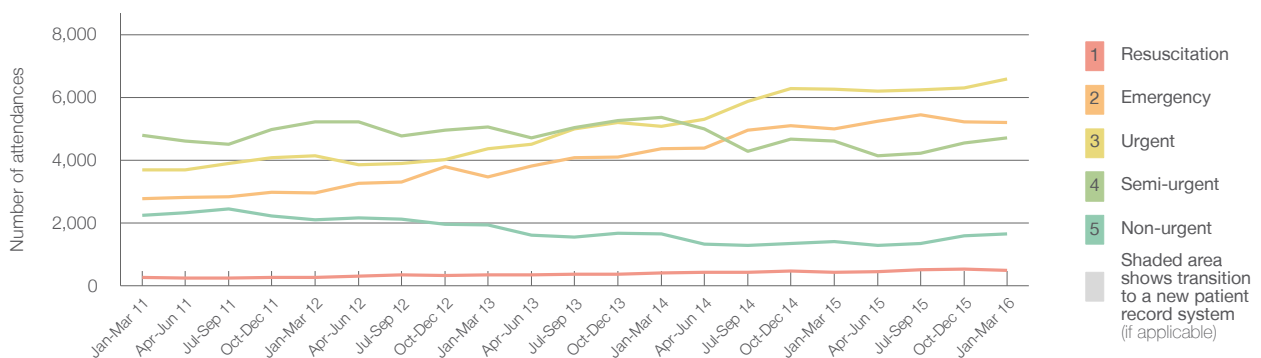
All attendances:¹ 18,845 patients

Emergency attendances² by triage category: 18,614 patients



Same period last year	Change since one year ago
17,981	5%
17,681	5%
433	10%
4,994	4%
6,251	5%
4,599	2%
1,404	17%

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	253	264	335	401	433	478
Emergency	2,774	2,954	3,473	4,359	4,994	5,208
Urgent	3,684	4,133	4,357	5,073	6,251	6,585
Semi-urgent	4,797	5,227	5,066	5,355	4,599	4,702
Non-urgent	2,243	2,107	1,945	1,652	1,404	1,641
All emergency attendances	13,751	14,685	15,176	16,840	17,681	18,614

Westmead Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 5,629 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
5,583	
13 minutes	-2 minutes
51 minutes	-20 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.

Westmead 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: 5,208

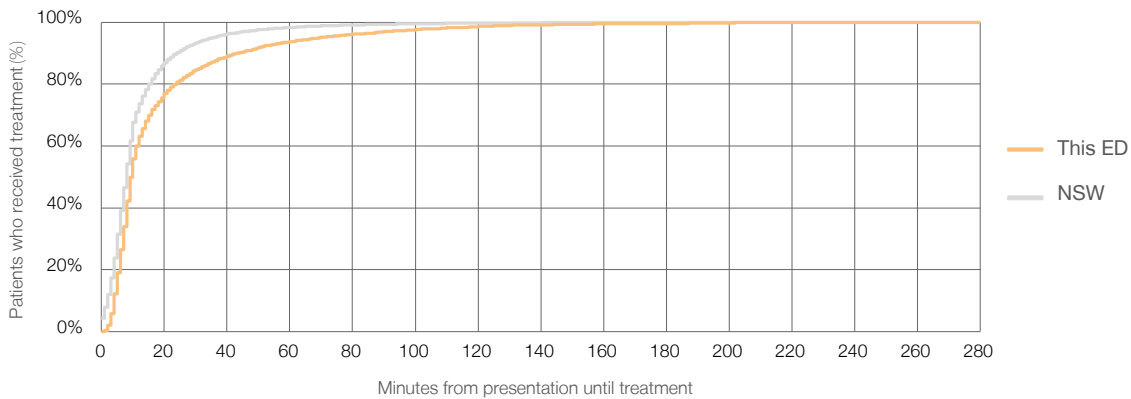
Number of triage 2 patients used to calculate waiting time:³ 5,130

Median time to start treatment⁴ 10 minutes

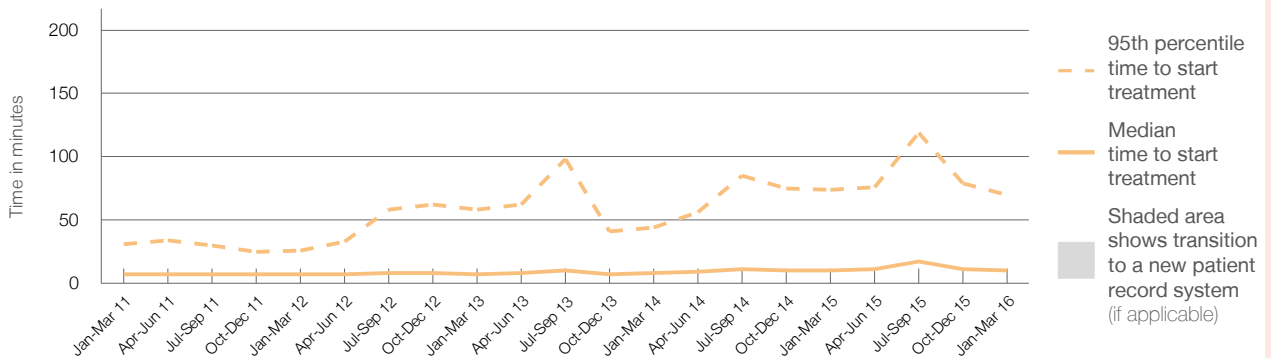
95th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
4,994	4,929
10 minutes	8 minutes
74 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	7	8	10	10
95th percentile time to start treatment ⁵ (minutes)	31	26	58	44	74	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.

Westmead 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: 6,585

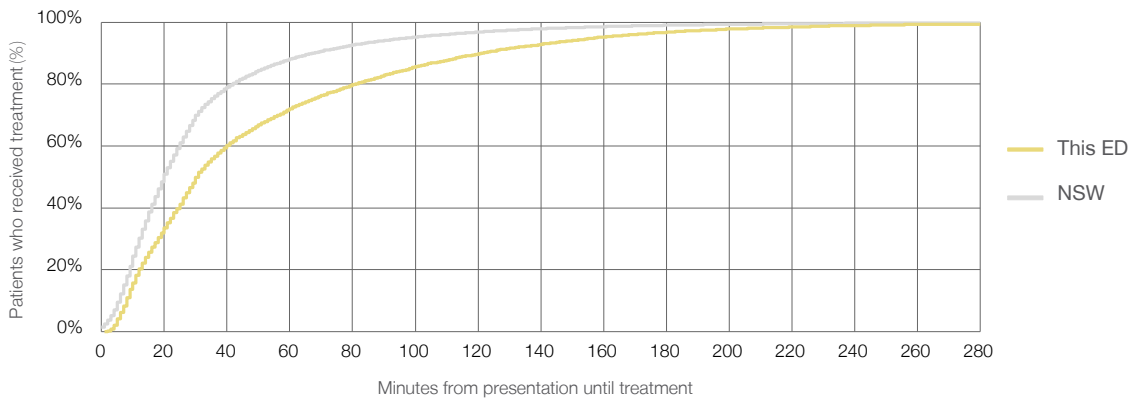
Number of triage 3 patients used to calculate waiting time:³ 6,121

Median time to start treatment⁴ 31 minutes

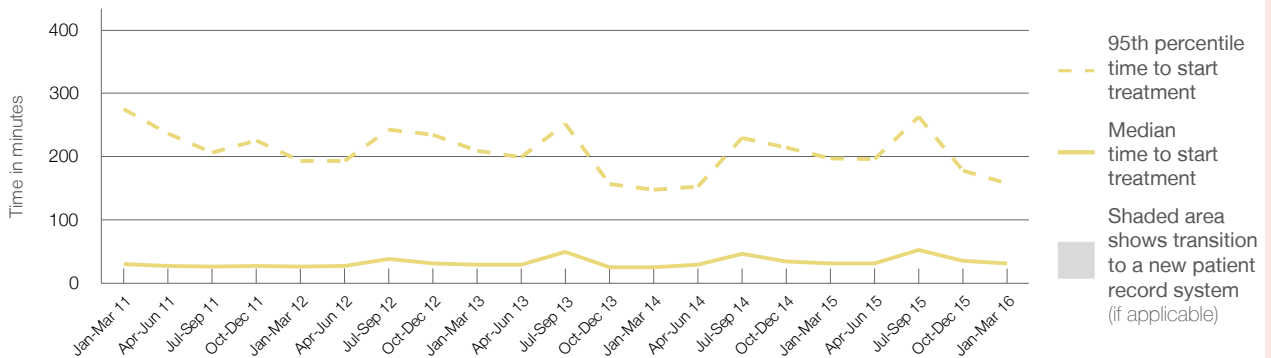
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
6,251	
5,761	
31 minutes	20 minutes
197 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)	30	26	29	25	31	31
95th percentile time to start treatment ⁵ (minutes)	275	193	209	148	197	158

(†) 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.

Westmead 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: 4,702

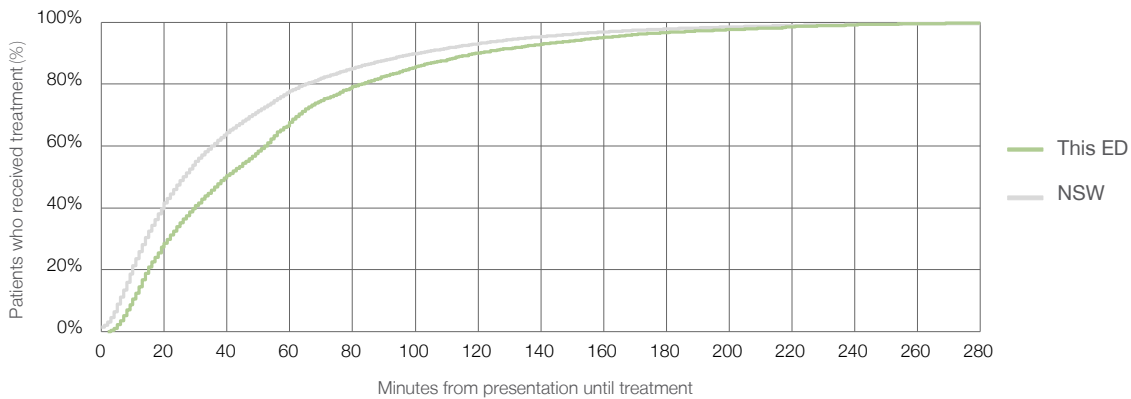
Number of triage 4 patients used to calculate waiting time:³ 4,232

Median time to start treatment⁴ 40 minutes

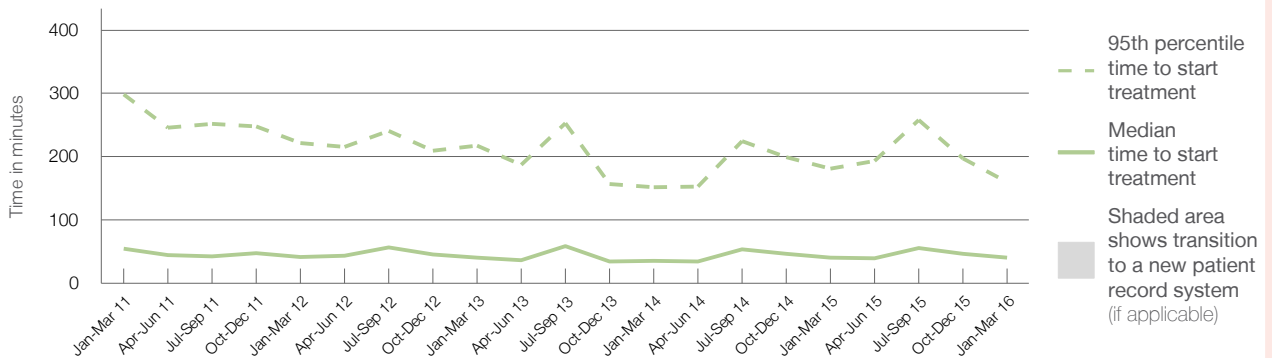
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
4,599	4,088
40 minutes	26 minutes
181 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)	55	42	40	35	40	40
95th percentile time to start treatment ⁵ (minutes)	298	222	218	152	181	160

(†) 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.

Westmead 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: 1,641

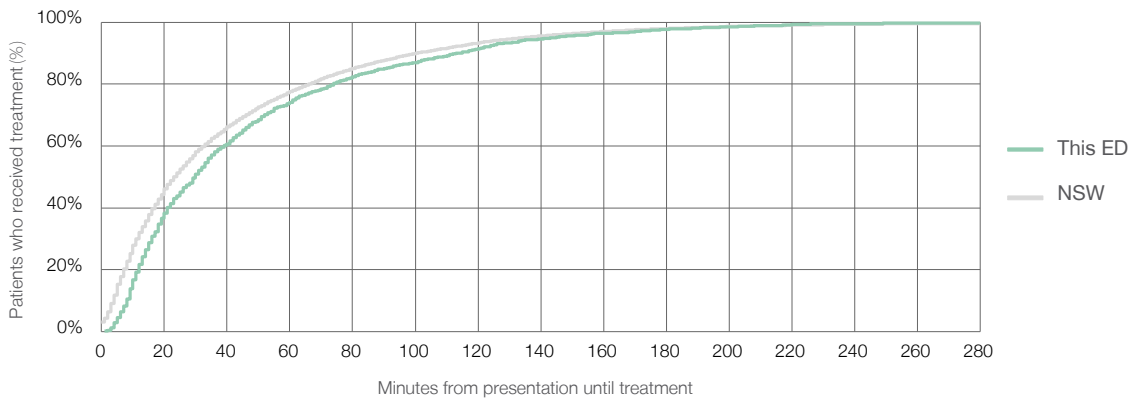
Number of triage 5 patients used to calculate waiting time:³ 1,406

Median time to start treatment⁴ 30 minutes

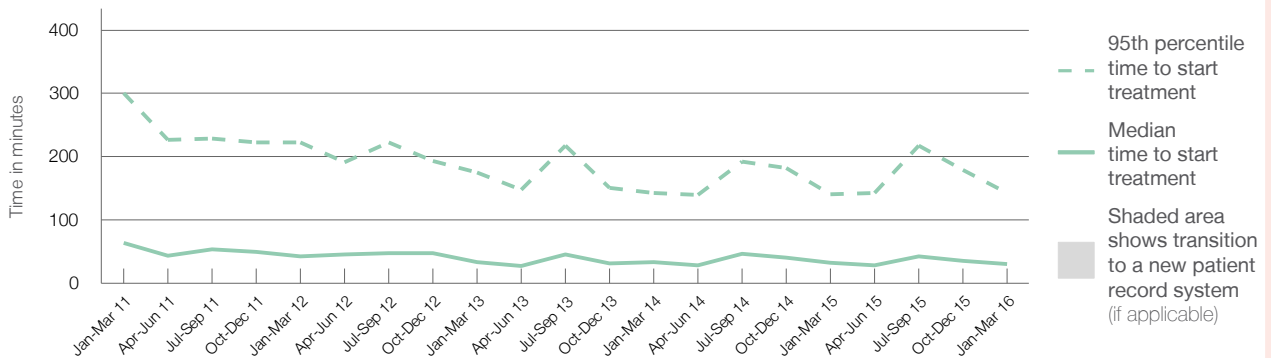
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,404	1,155
32 minutes	23 minutes
141 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)	64	43	33	33	32	30
95th percentile time to start treatment ⁵ (minutes)	300	223	175	143	141	143

(†) 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.

Westmead Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 18,845 patients

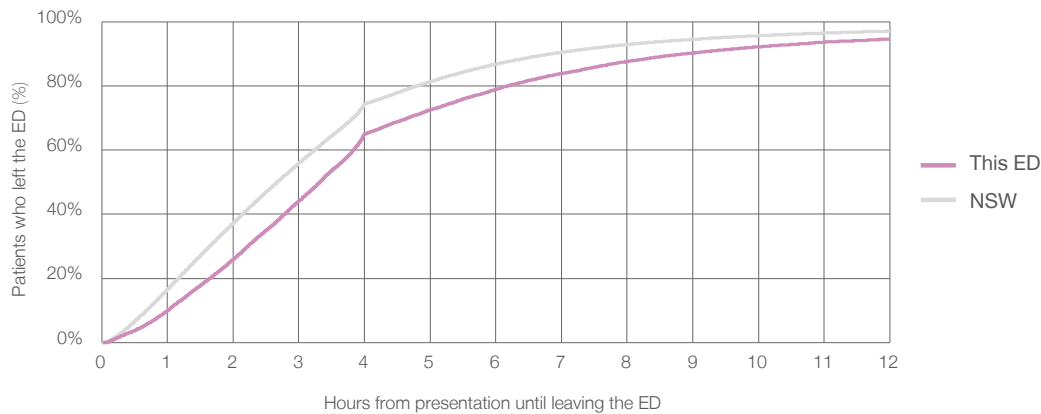
Attendances used to calculate time to leaving the ED:⁶ 18,845 patients

Median time to leaving the ED⁸ 3 hours and 19 minutes

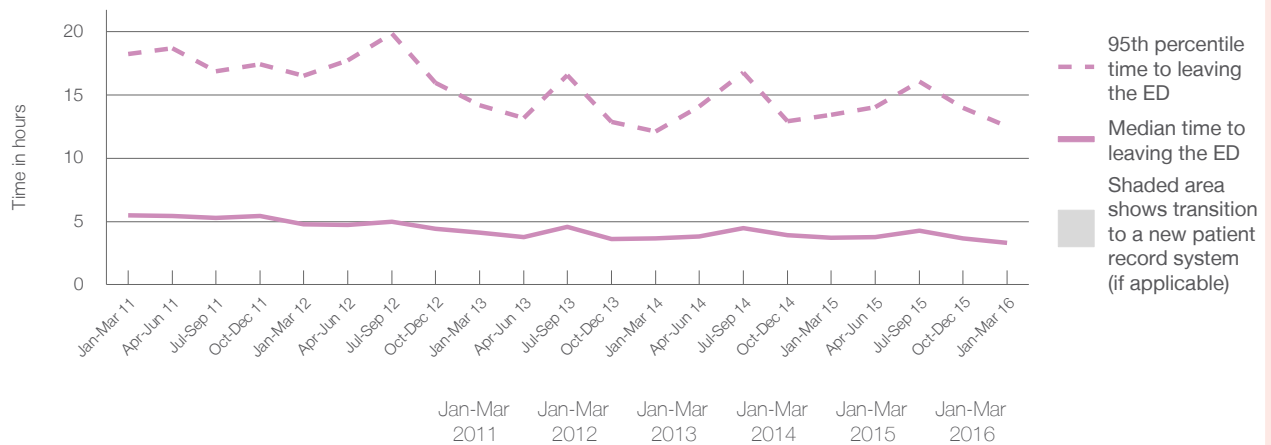
95th percentile time to leaving the ED⁹ 12 hours and 31 minutes

Same period last year	NSW (this period)
17,981	17,981
3 hours and 43 minutes	2 hours and 40 minutes
13 hours and 25 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 28m	4h 48m	4h 6m	3h 39m	3h 43m	3h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 13m	16h 29m	14h 11m	12h 8m	13h 25m	12h 31m

(†) 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.

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

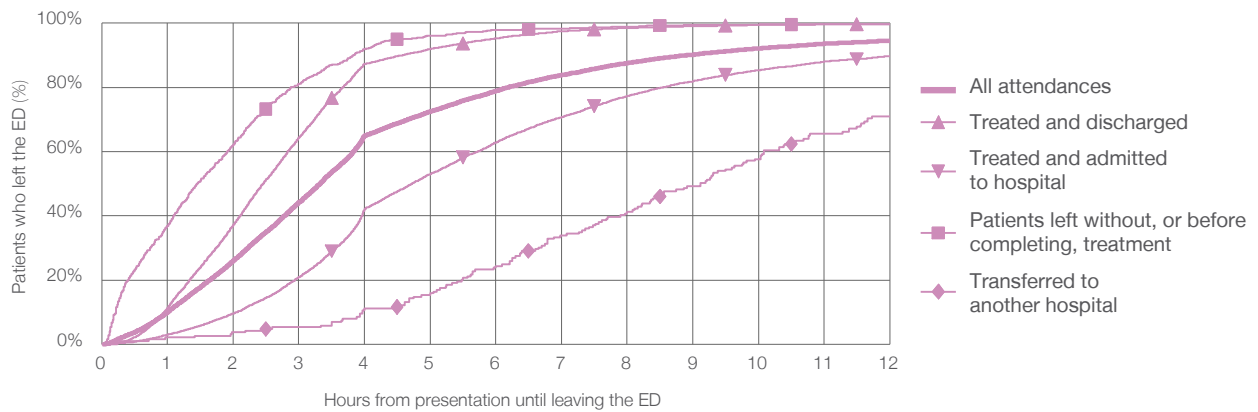
All attendances:¹ 18,845 patients

Attendances used to calculate time to leaving the ED:⁶ 18,845 patients

Treated and discharged	7,909 (42%)
Treated and admitted to hospital	9,231 (49%)
Patient left without, or before completing, treatment	1,080 (6%)
Transferred to another hospital	189 (1%)
Other	436 (2%)

Same period last year	Change since one year ago
17,981	5%
7,547	5%
8,519	8%
1,250	-14%
177	7%
488	-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	11%	37%	64%	87%	95%	98%	99%	100%
Treated and admitted to hospital	3%	10%	21%	42%	63%	77%	85%	90%
Patient left without, or before completing, treatment	37%	62%	81%	92%	98%	99%	100%	100%
Transferred to another hospital	2%	4%	5%	11%	24%	41%	58%	71%
All attendances	10%	26%	44%	65%	79%	88%	92%	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.

Westmead 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 18,845 patients

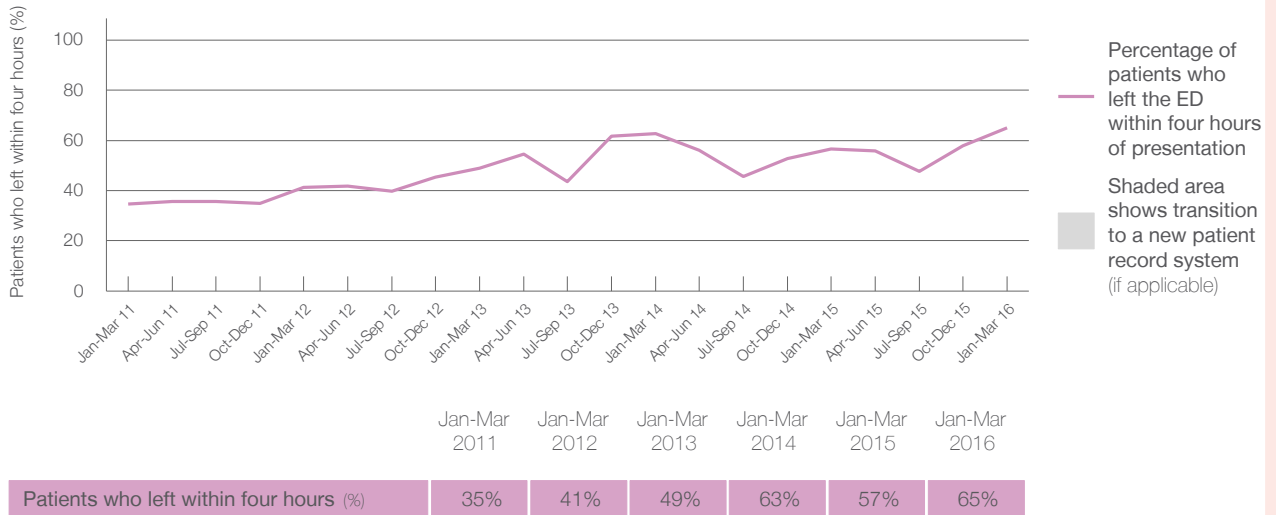
Attendances used to calculate time to leaving the ED:⁶ 18,845 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
17,981	5%
17,981	5%
57%	

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*.
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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).

Wollongong Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 15,983 patients
Emergency attendances:² 15,617 patients

Same period last year	Change since one year ago
15,661	2%
15,131	3%

Wollongong Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,845 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,483 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 118 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,585 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 578 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
1,809	
10 minutes	8 minutes
34 minutes	35 minutes
6,012	
28 minutes	20 minutes
126 minutes	99 minutes
6,684	
37 minutes	26 minutes
180 minutes	137 minutes
507	
33 minutes	23 minutes
165 minutes	135 minutes

Wollongong Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

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

Same period last year	Change since one year ago
15,661	2%
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.

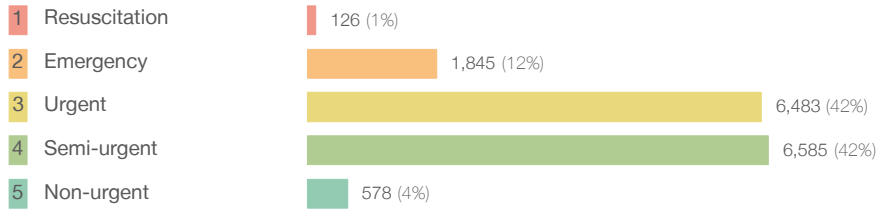
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

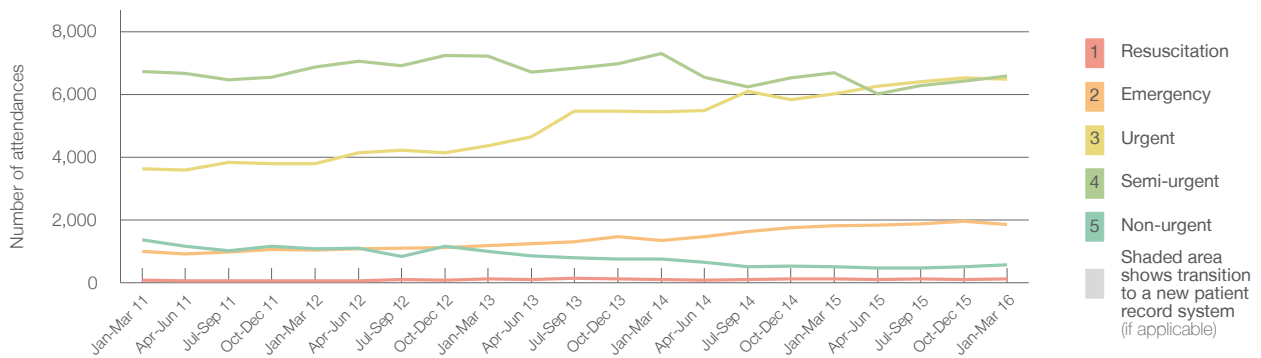
All attendances:¹ 15,983 patients

Emergency attendances² by triage category: 15,617 patients



Same period last year	Change since one year ago
15,661	2%
15,131	3%
119	6%
1,809	2%
6,012	8%
6,684	-1%
507	14%

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	70	51	113	109	119	126
Emergency	1,000	1,035	1,173	1,350	1,809	1,845
Urgent	3,632	3,783	4,357	5,446	6,012	6,483
Semi-urgent	6,730	6,878	7,211	7,301	6,684	6,585
Non-urgent	1,356	1,070	1,004	754	507	578
All emergency attendances	12,788	12,817	13,858	14,960	15,131	15,617

Wollongong Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 5,301 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
5,205	
12 minutes	0 minutes
37 minutes	2 minutes

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

Wollongong 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: 1,845

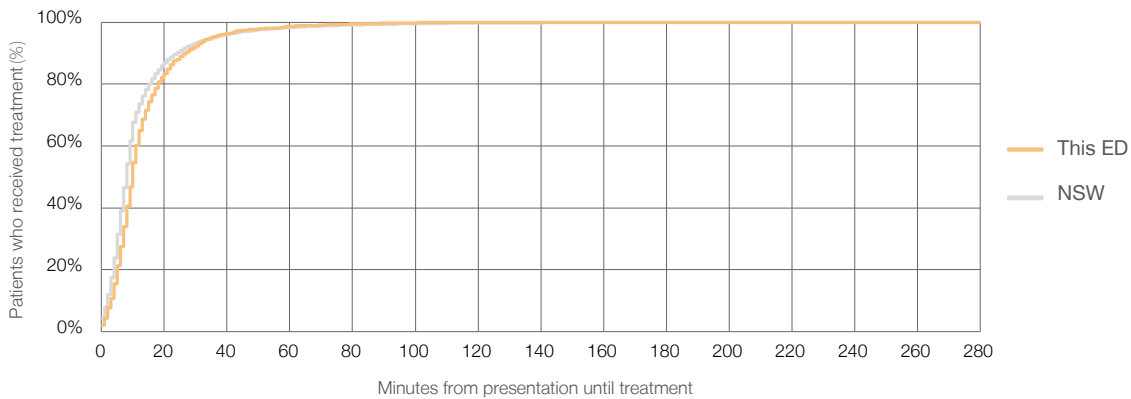
Number of triage 2 patients used to calculate waiting time:³ 1,845

Median time to start treatment⁴ 10 minutes

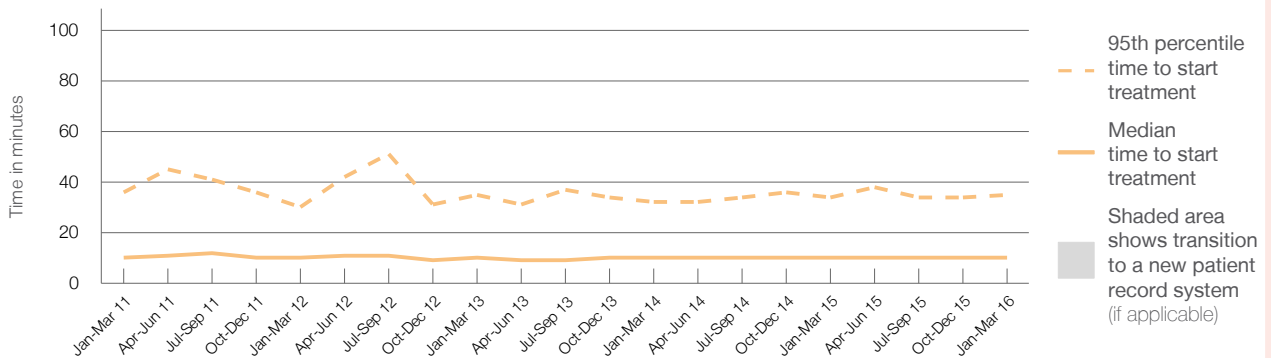
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
1,809	1,806
10 minutes	8 minutes
34 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	10	10	10	10	10
95th percentile time to start treatment ⁵ (minutes)	36	30	35	32	34	35

(†) 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.

Wollongong 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: 6,483

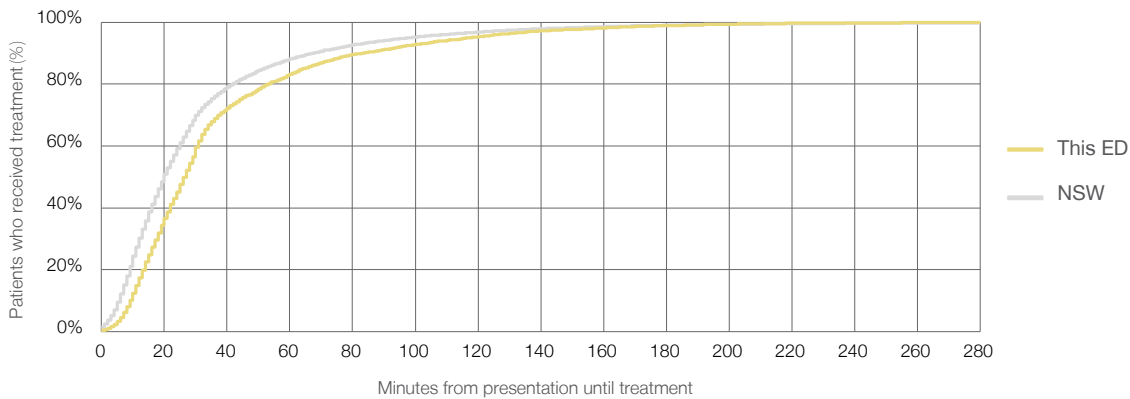
Number of triage 3 patients used to calculate waiting time:³ 6,361

Median time to start treatment⁴ 27 minutes

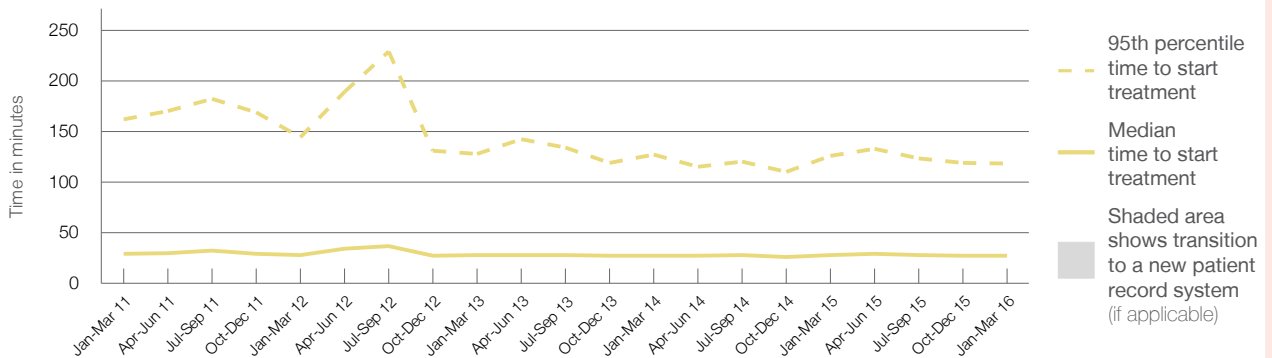
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
6,012	
5,858	
28 minutes	20 minutes
126 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)	29	28	28	27	28	27
95th percentile time to start treatment ⁵ (minutes)	162	144	128	127	126	118

(†) 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.

Wollongong 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: 6,585

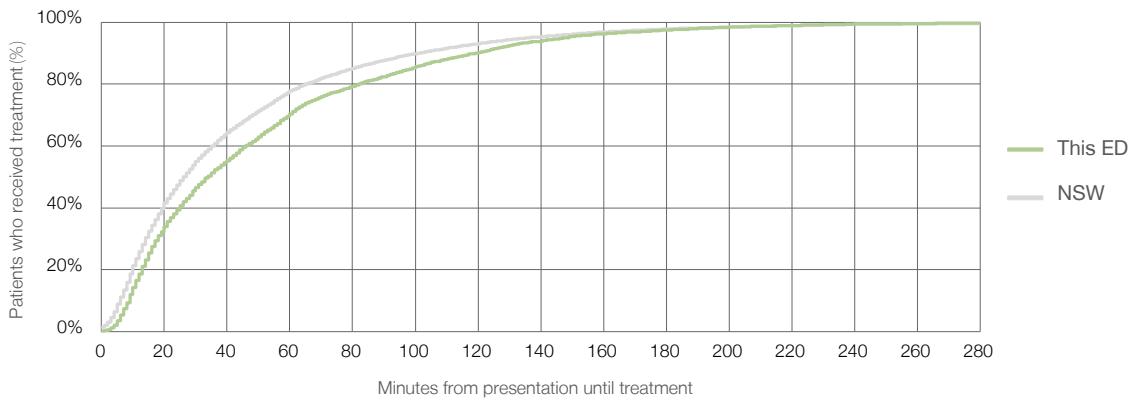
Number of triage 4 patients used to calculate waiting time:³ 6,203

Median time to start treatment⁴ 34 minutes

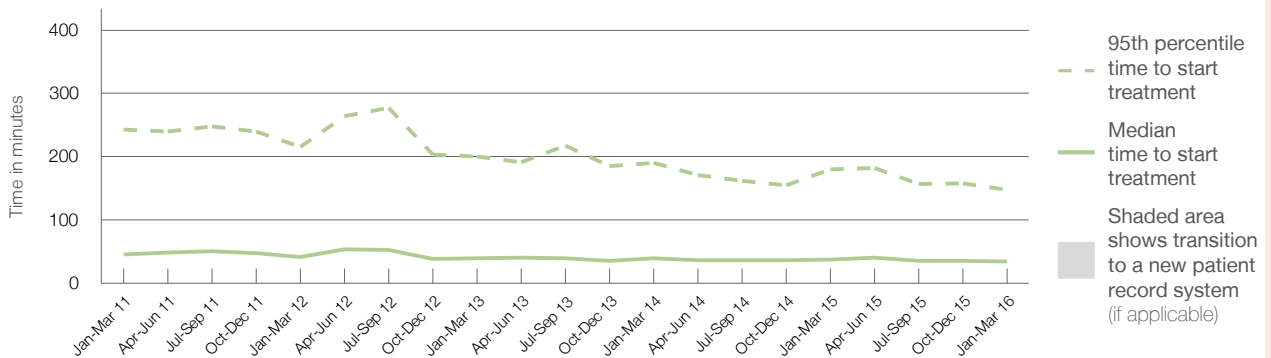
95th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
6,684	
6,192	
37 minutes	26 minutes
180 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)	46	42	39	39	37	34
95th percentile time to start treatment ⁵ (minutes)	243	215	200	190	180	148

(†) 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.

Wollongong 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: 578

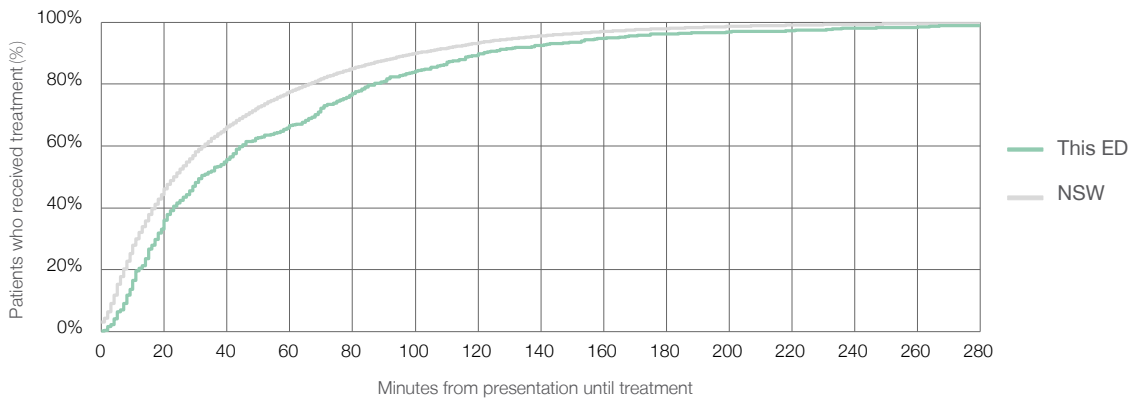
Number of triage 5 patients used to calculate waiting time:³ 503

Median time to start treatment⁴ 32 minutes

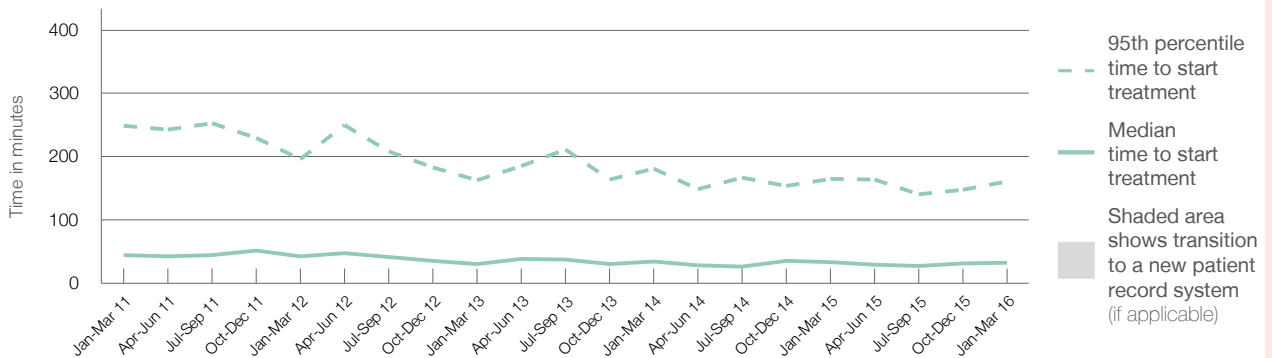
95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
507	
418	
33 minutes	23 minutes
165 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)	45	43	30	34	33	32
95th percentile time to start treatment ⁵ (minutes)	249	196	163	181	165	161

(†) 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.

Wollongong Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 15,983 patients

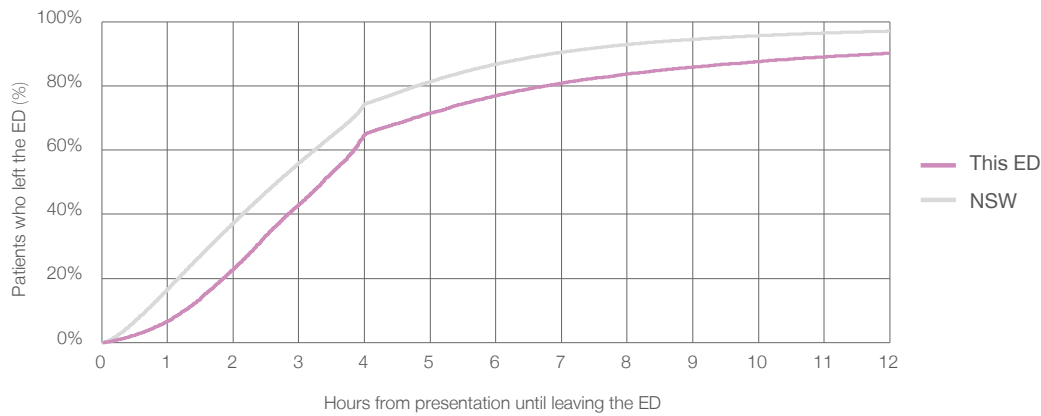
Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Median time to leaving the ED⁸ 3 hours and 22 minutes

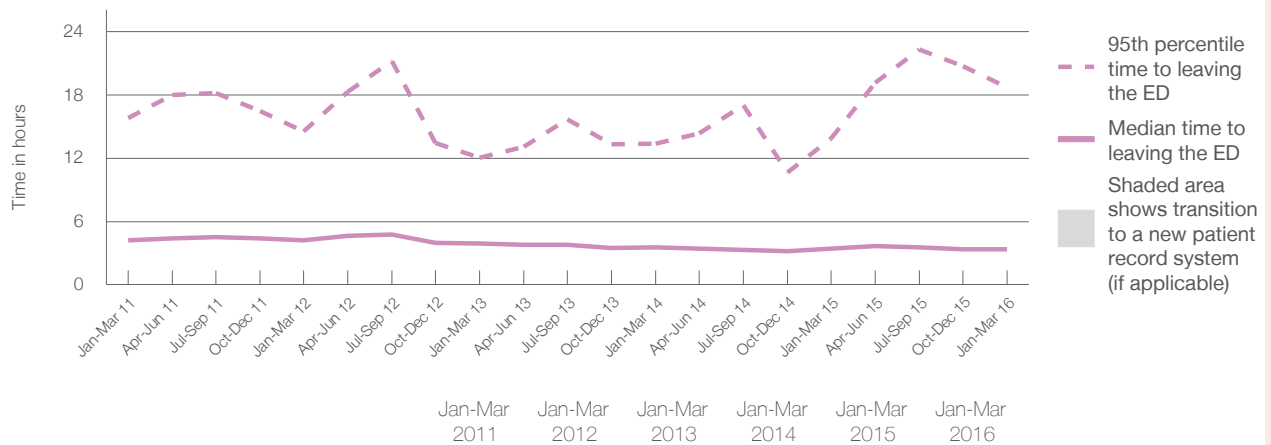
95th percentile time to leaving the ED⁹ 18 hours and 42 minutes

Same period last year	NSW (this period)
15,661	15,661
3 hours and 24 minutes	2 hours and 40 minutes
13 hours and 52 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)	4h 13m	4h 12m	3h 53m	3h 31m	3h 24m	3h 22m
95th percentile time to leaving the ED ⁹ (hours, minutes)	15h 50m	14h 32m	12h 2m	13h 23m	13h 52m	18h 42m

(†) 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.

Wollongong Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

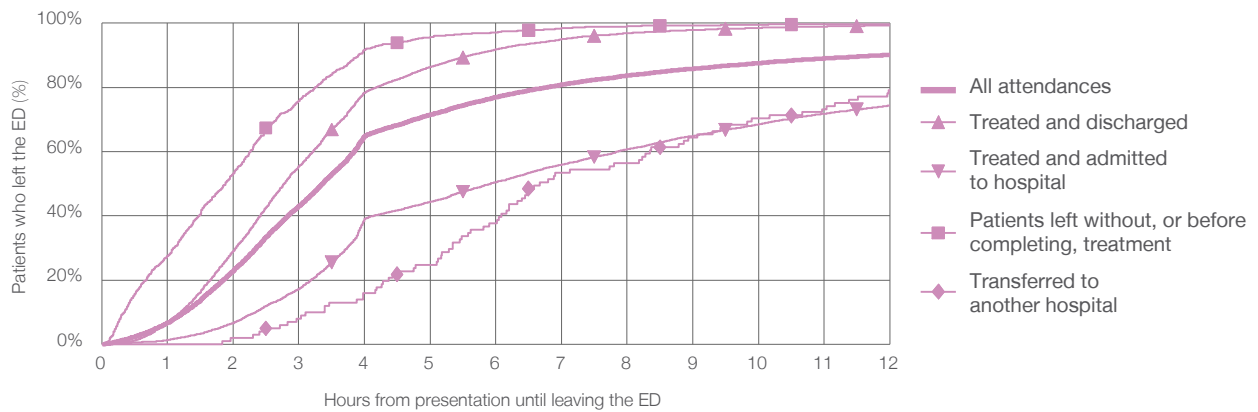
All attendances:¹ 15,983 patients

Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Treated and discharged	8,845 (55%)
Treated and admitted to hospital	5,795 (36%)
Patient left without, or before completing, treatment	1,135 (7%)
Transferred to another hospital	101 (1%)
Other	107 (1%)

Same period last year	Change since one year ago
15,661	2%
7,983	11%
6,188	-6%
1,303	-13%
72	40%
115	-7%

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	7%	29%	55%	78%	92%	97%	99%	99%
Treated and admitted to hospital	1%	7%	17%	39%	51%	61%	68%	74%
Patient left without, or before completing, treatment	28%	53%	76%	92%	97%	99%	100%	100%
Transferred to another hospital	0%	2%	8%	16%	38%	56%	70%	79%
All attendances	7%	23%	43%	65%	77%	84%	88%	90%

(†) 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.

Wollongong 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 15,983 patients

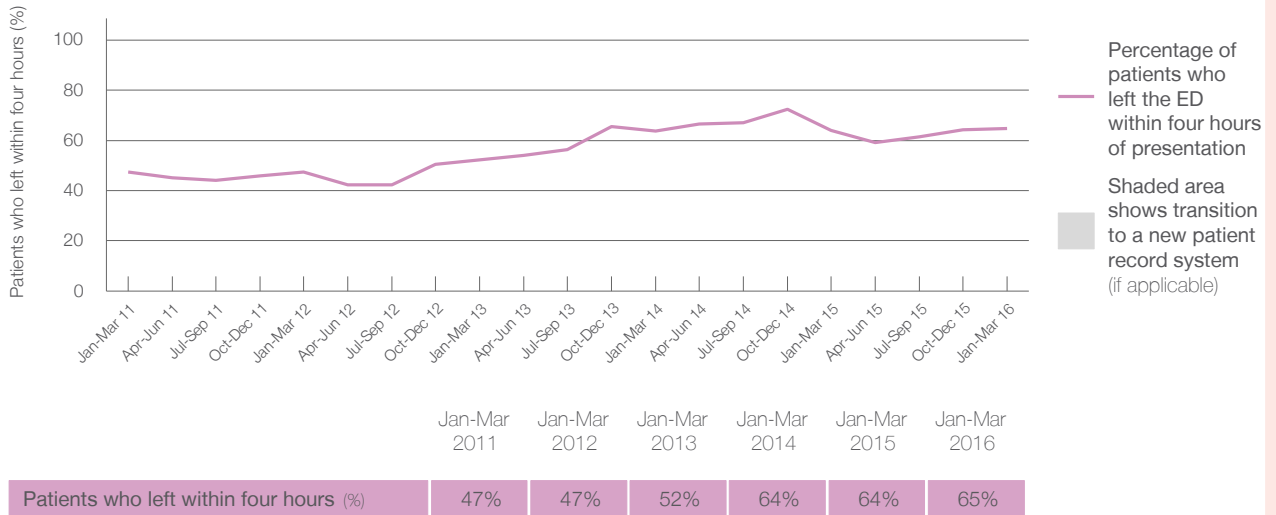
Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	15,661	2%
Attendances used to calculate time to leaving the ED	15,661	2%
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^{†‡}



* 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).