

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 12,689 patients



Emergency presentations:² 12,567 patients

Same period last year	Change since one year ago
13,002	-2.4%
12,910	-2.7%

Sutherland Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,696 patients

Median time to start treatment⁴  13 minutes
90th percentile time to start treatment⁵  31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,220 patients

Median time to start treatment⁴  28 minutes
90th percentile time to start treatment⁵  68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,706 patients

Median time to start treatment⁴  31 minutes
90th percentile time to start treatment⁵  82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 907 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  93 minutes

Same period last year	NSW (this period)
1,587	
14 minutes	8 minutes
33 minutes	26 minutes
5,063	
28 minutes	20 minutes
62 minutes	69 minutes
5,079	
31 minutes	26 minutes
73 minutes	101 minutes
1,140	
29 minutes	23 minutes
80 minutes	104 minutes

Sutherland Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 12,686 patients

Percentage of patients who spent four hours or less in the ED  68.8%

Same period last year	Change since one year ago
13,002	-2.4%
74.1%	

* 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

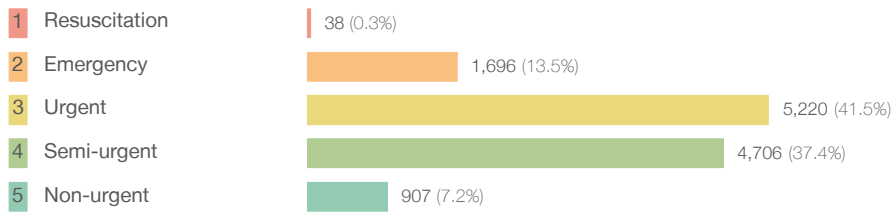
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Patients presenting to the emergency department January to March 2017

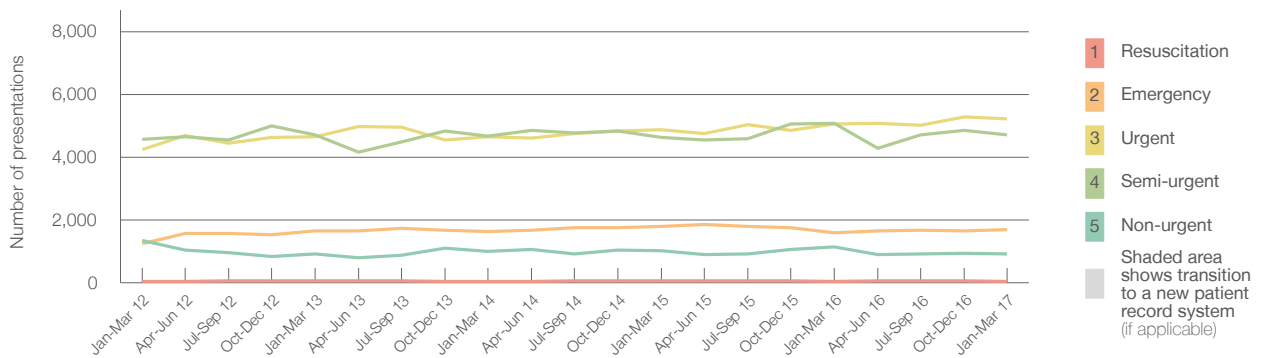
All presentations:¹ 12,689 patients

Emergency presentations² by triage category: 12,567 patients



Same period last year	Change since one year ago
13,002	-2.4%
12,910	-2.7%
41	-7.3%
1,587	6.9%
5,063	3.1%
5,079	-7.3%
1,140	-20.4%

Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	41	49	36	65	41	38
Emergency	1,246	1,653	1,636	1,802	1,587	1,696
Urgent	4,240	4,652	4,652	4,871	5,063	5,220
Semi-urgent	4,561	4,717	4,663	4,629	5,079	4,706
Non-urgent	1,337	907	999	1,008	1,140	907
All emergency presentations	11,425	11,978	11,986	12,375	12,910	12,567

Sutherland Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,402 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,205	
13 minutes	0 minutes
27 minutes	1 minute

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,696

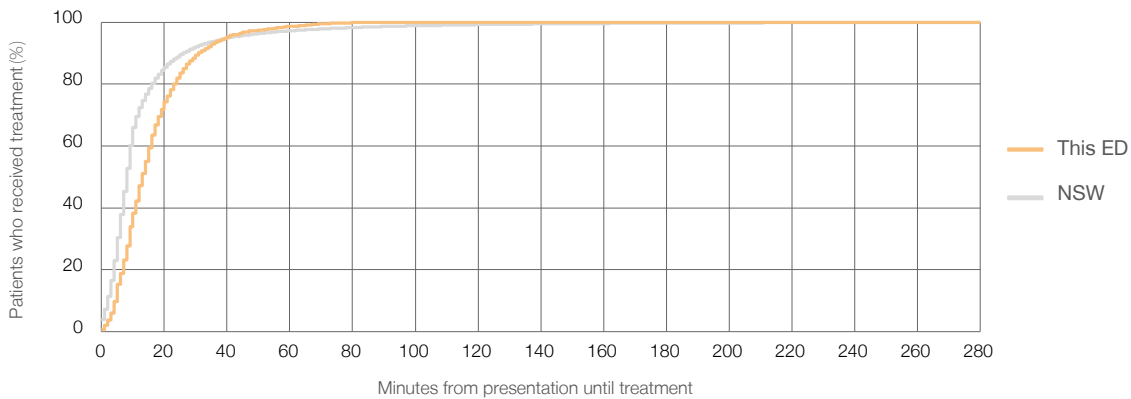
Number of triage 2 patients used to calculate waiting time:³ 1,685

Median time to start treatment⁴ 13 minutes

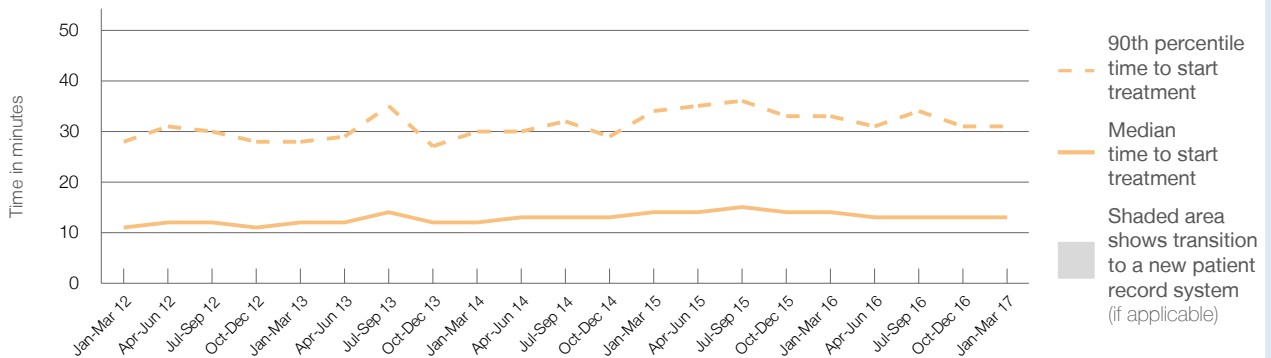
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
1,587	
1,581	
14 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	12	12	14	14	13
90th percentile time to start treatment ⁵ (minutes)	28	28	30	34	33	31

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 5,220

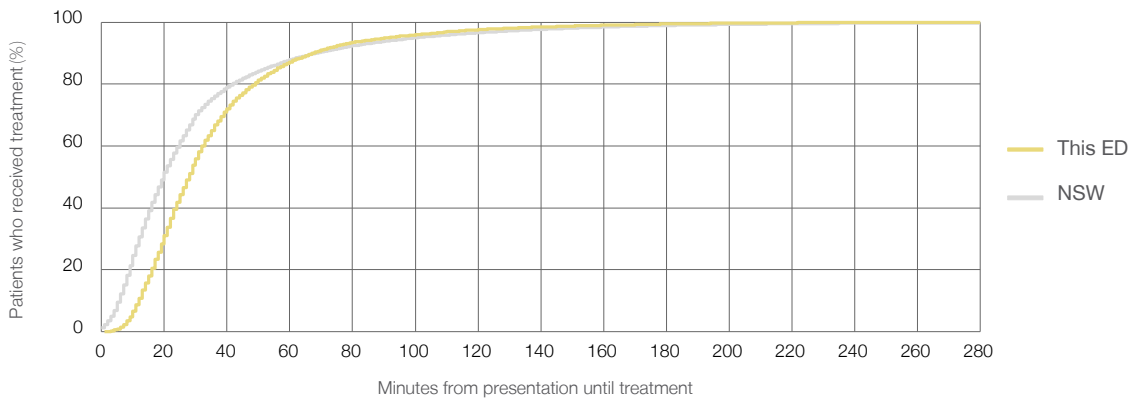
Number of triage 3 patients used to calculate waiting time:³ 5,131

Median time to start treatment⁴ 28 minutes

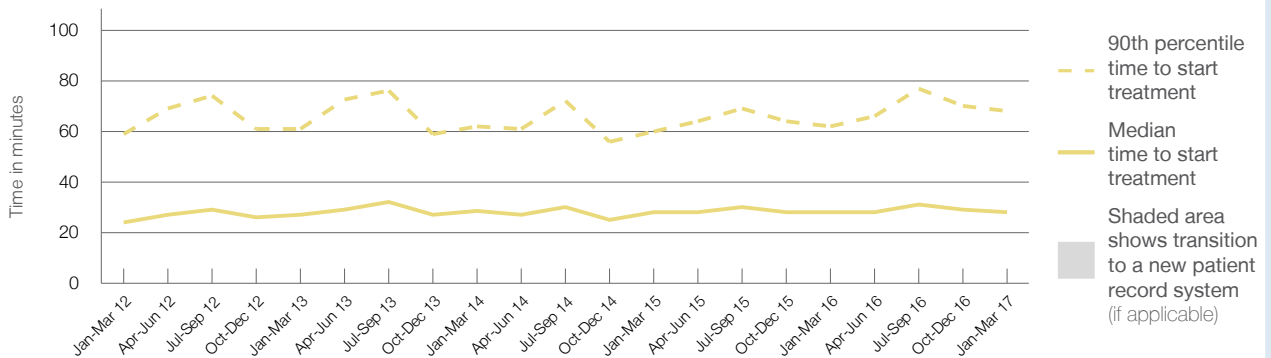
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
5,063	
5,004	
28 minutes	20 minutes
62 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	24	27	29	28	28	28
90th percentile time to start treatment ⁵ (minutes)	59	61	62	60	62	68

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,706

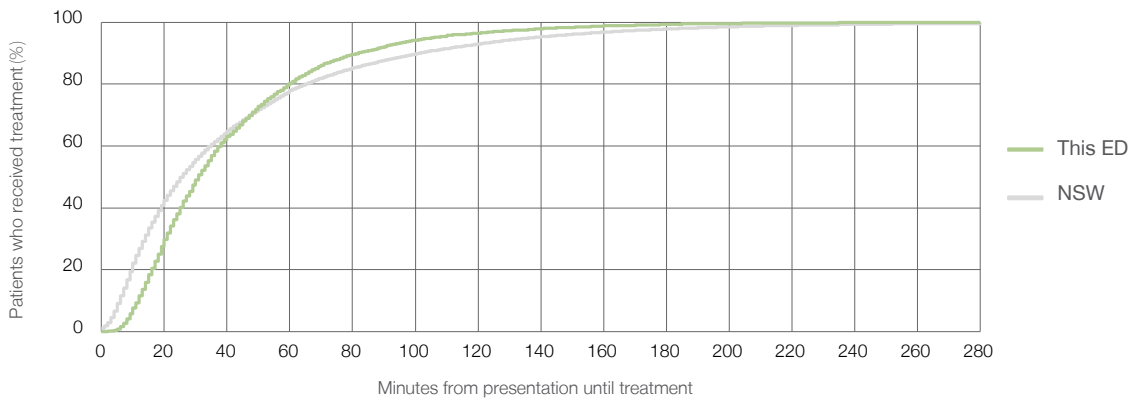
Number of triage 4 patients used to calculate waiting time:³ 4,523

Median time to start treatment⁴ 31 minutes

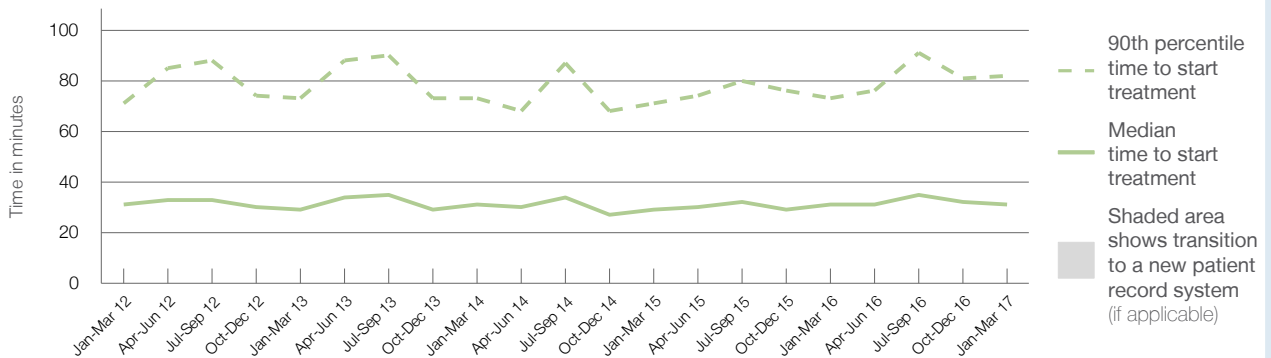
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
5,079	4,967
31 minutes	26 minutes
73 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	31	29	31	29	31	31
90th percentile time to start treatment ⁵ (minutes)	71	73	73	71	73	82

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 907

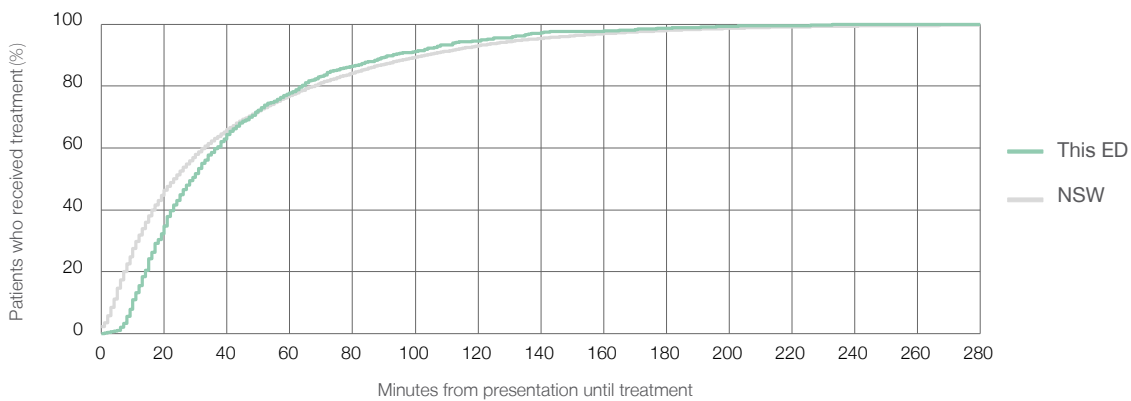
Number of triage 5 patients used to calculate waiting time:³ 797

Median time to start treatment⁴ 29 minutes

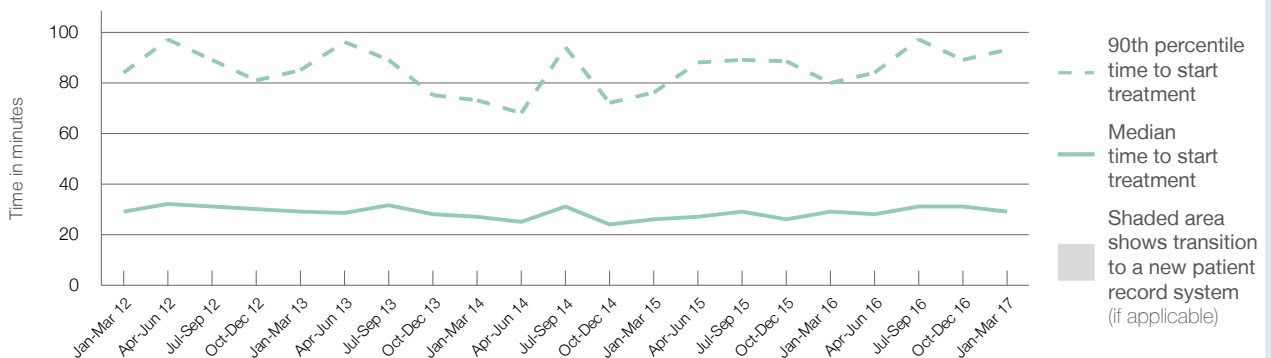
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,140	1,070
29 minutes	23 minutes
80 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	29	27	26	29	29
90th percentile time to start treatment ⁵ (minutes)	84	85	73	76	80	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 12,689 patients

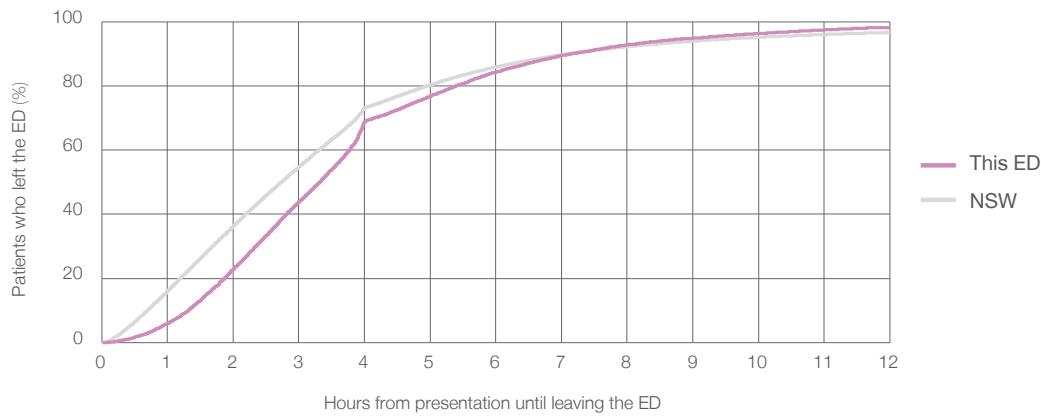
Presentations used to calculate time to leaving the ED:⁶ 12,686 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

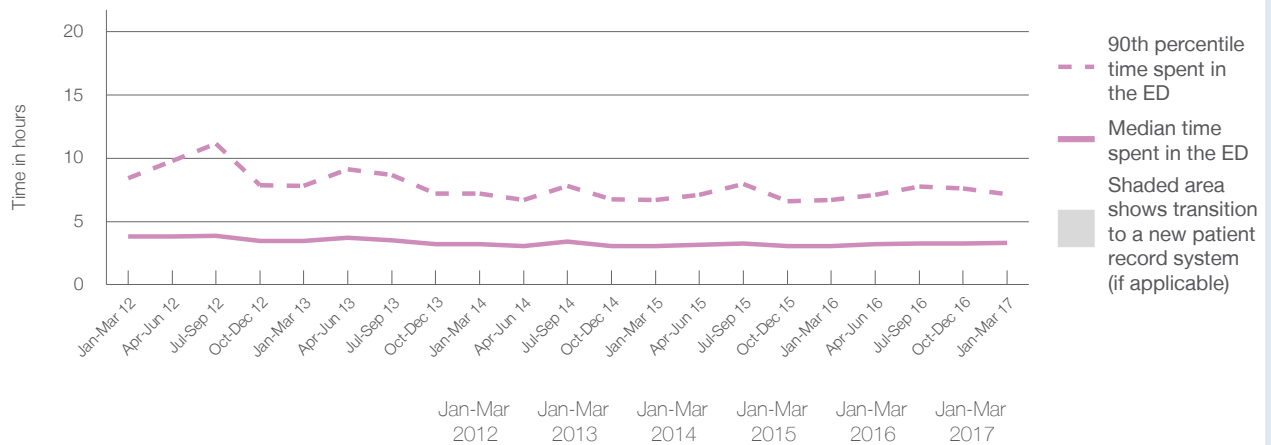
90th percentile time spent in the ED⁹ 7 hours and 9 minutes

Same period last year	NSW (this period)
13,002	13,002
3 hours and 3 minutes	2 hours and 44 minutes
6 hours and 41 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 48m	3h 27m	3h 12m	3h 4m	3h 3m	3h 19m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 24m	7h 49m	7h 11m	6h 43m	6h 41m	7h 9m

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

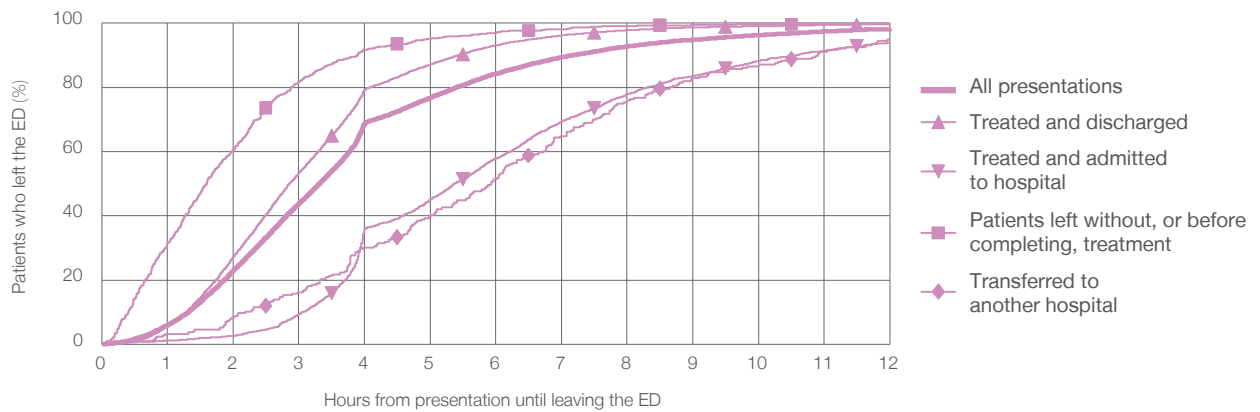
All presentations:¹ 12,689 patients

Presentations used to calculate time to leaving the ED:⁶ 12,686 patients

Treated and discharged	8,775 (69.2%)
Treated and admitted to hospital	2,995 (23.6%)
Patient left without, or before completing, treatment	657 (5.2%)
Transferred to another hospital	216 (1.7%)
Other	46 (0.4%)

Same period last year	Change since one year ago
13,002	-2.4%
9,365	-6.3%
2,892	3.6%
507	29.6%
189	14.3%
49	-6.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	5.6%	27.3%	53.3%	79.2%	93.1%	97.8%	99.1%	99.7%
Treated and admitted to hospital	1.1%	2.6%	9.4%	36.0%	57.8%	77.9%	88.3%	93.9%
Patient left without, or before completing, treatment	31.5%	60.6%	81.7%	91.6%	97.1%	99.1%	99.7%	99.7%
Transferred to another hospital	3.2%	8.3%	16.2%	30.1%	51.4%	75.9%	87.0%	94.9%
All presentations	6.0%	23.0%	43.9%	68.8%	84.3%	92.8%	96.3%	98.2%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 12,689 patients

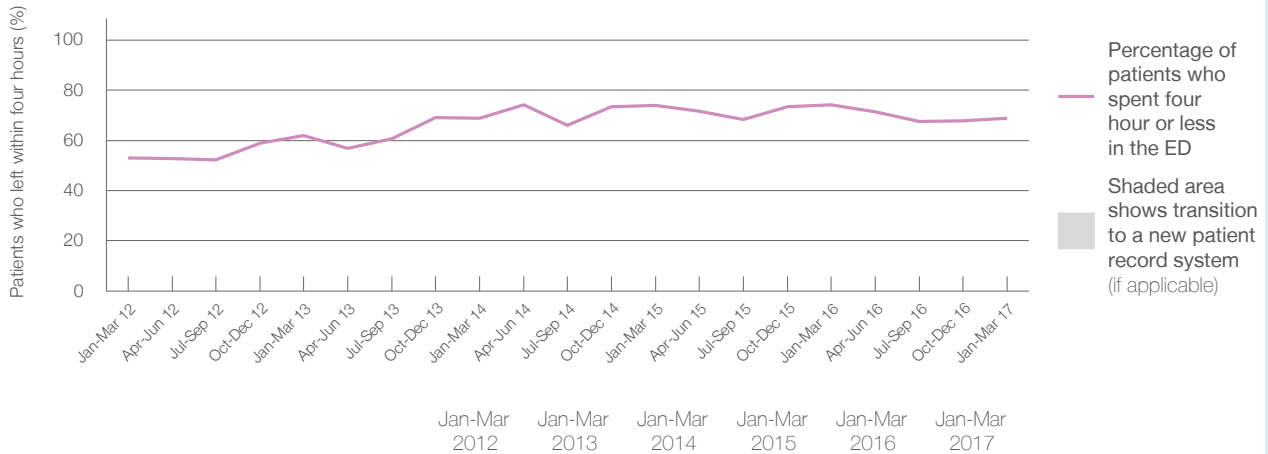
Presentations used to calculate time to leaving the ED:⁶ 12,686 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	13,002	-2.4%
Presentations used to calculate time to leaving the ED	13,002	-2.4%
Percentage of patients who spent four hours or less in the ED	74.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	53.0%	61.8%	68.8%	74.0%	74.1%	68.8%
---	-------	-------	-------	-------	-------	-------

* 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 presentations at the emergency department (ED).
- All presentations 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).