

## Appendix 2: ED time performance measures by peer group

Appendix table 2a: Waiting times to treatment (minutes) for NSW emergency departments, by peer group, October to December 2013

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
<b>New South Wales</b>								
Total New South Wales	8	31	20	98	27	142	25	141
<b>A1 peer group: Principal referral</b>								
Bankstown / Lidcombe Hospital	9	30	21	115	22	112	18	91
Concord Hospital	8	18	21	113	27	143	26	120
Gosford Hospital	6	32	22	100	39	166	38	184
John Hunter Hospital	7	27	20	95	28	132	34	144
Liverpool Hospital	8	30	17	93	27	122	25	115
Nepean Hospital	6	38	18	107	18	100	19	133
Prince of Wales Hospital	8	37	21	93	21	121	23	153
Royal North Shore Hospital	8	23	19	71	26	104	30	128
Royal Prince Alfred Hospital	13	48	32	143	42	172	38	175
St George Hospital	10	36	27	96	34	130	30	154
St Vincent's Hospital, Darlinghurst	4	25	14	87	16	133	10	119
Westmead Hospital	7	41	25	157	34	157	31	151
Wollongong Hospital	10	33	27	116	35	179	30	161
Total A1 peer group	8	34	22	109	28	141	27	141
<b>A2 peer group: Paediatric specialist</b>								
Sydney Children's Hospital	8	25	20	62	36	156	32	139
The Children's Hospital at Westmead	6	22	22	85	33	204	52	191
Total A2 peer group	7	24	21	78	35	181	40	167
<b>A3 peer group: ungrouped acute - tertiary referral</b>								
Calvary Mater Newcastle	7	30	20	86	29	135	28	152
Sydney Eye Hospital	4	*	9	27	17	50	21	75
Sydney Hospital	8	*	19	52	24	87	30	141
Total A3 peer group	7	27	19	77	24	106	24	119
<b>B peer group: Major</b>								
Auburn Hospital	8	29	24	93	44	194	22	152
Blacktown Hospital	6	10	17	80	22	91	22	108
Campbelltown Hospital	7	28	17	116	28	166	26	148
Canterbury Hospital	8	21	21	97	26	142	26	133
Coffs Harbour Base Hospital	7	13	16	59	21	116	20	126
Dubbo Base Hospital	9	32	18	79	17	113	13	81
Fairfield Hospital	9	27	20	66	25	132	21	123

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
Hornsby and Ku-Ring-Gai Hospital	6	10	17	75	22	116	19	120
Lismore Base Hospital	6	25	23	116	43	180	48	195
Maitland Hospital	8	38	25	124	46	179	55	185
Manly District Hospital	7	21	14	58	18	112	18	133
Manning Base Hospital	7	11	20	124	31	172	29	165
Mona Vale and District Hospital	6	18	16	62	20	118	16	127
Orange Health Service	5	25	17	86	25	144	20	152
Port Macquarie Base Hospital	9	32	18	71	20	106	21	123
Shoalhaven and District Memorial Hospital	11	41	29	149	38	210	30	181
Sutherland Hospital	12	35	27	80	29	100	28	98
Tamworth Base Hospital	7	32	20	95	32	166	37	166
The Tweed Hospital	5	16	15	54	14	74	12	69
Wagga Wagga Base Hospital	6	17	15	75	16	119	9	95
Wyong Hospital	8	54	22	118	33	151	33	150
<b>Total B peer group</b>	<b>7</b>	<b>27</b>	<b>19</b>	<b>91</b>	<b>27</b>	<b>145</b>	<b>25</b>	<b>146</b>

### C1 peer group: District group 1

Armidale and New England Hospital	7	40	18	69	25	107	20	123
Bathurst Base Hospital	8	35	14	56	14	111	9	84
Bega District Hospital	7	37	20	90	31	150	28	136
Belmont Hospital	9	29	20	88	26	130	29	135
Bowral and District Hospital	9	30	23	116	35	167	39	169
Broken Hill Base Hospital	10	36	24	90	35	122	38	150
Goulburn Base Hospital	10	43	26	108	37	183	26	207
Grafton Base Hospital	9	45	20	91	31	126	34	167
Griffith Base Hospital	4	30	14	91	20	147	19	153
Hawkesbury District Health Service	11	27	17	58	20	108	22	144
Mount Druitt Hospital	9	34	29	121	41	147	39	144
Murwillumbah District Hospital	6	18	14	54	19	90	20	107
Ryde Hospital	6	15	14	50	14	103	14	123
Shellharbour Hospital	9	33	25	120	31	178	26	157
<b>Total C1 peer group</b>	<b>8</b>	<b>33</b>	<b>20</b>	<b>94</b>	<b>25</b>	<b>137</b>	<b>28</b>	<b>144</b>

### C2 peer group: District group 2

Ballina District Hospital	7	46	20	94	24	165	25	178
Bateman's Bay District Hospital	8	36	21	100	38	163	49	189
Blue Mountains District Anzac Memorial Hospital	6	25	16	97	30	182	36	192
Bulli District Hospital	9	*	15	64	18	77	18	78
Camden Hospital	6	23	13	87	15	111	13	111
Casino and District Memorial Hospital	5	26	20	109	37	162	28	133

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
Cessnock District Hospital	8	30	23	83	36	135	39	132
Gunnedah District Hospital	5	*	13	70	30	128	20	128
Inverell District Hospital	3	35	10	65	30	118	30	125
Kempsey Hospital	9	37	20	80	22	108	20	95
Kurri Kurri District Hospital	3	*	19	99	20	118	13	115
Lithgow Health Service	5	38	14	73	14	83	12	107
Maclean District Hospital	9	47	25	95	32	153	35	198
Milton and Ulladulla Hospital	6	31	18	74	29	108	32	118
Moree District Hospital	0	10	3	33	4	46	5	*
Moruya District Hospital	6	30	22	97	35	151	46	199
Muswellbrook District Hospital	5	50	15	98	23	103	20	100
Narrabri District Hospital	5	*	7	40	15	60	14	71
Singleton District Hospital	9	24	23	88	33	119	34	112
<b>Total C2 peer group</b>	<b>6</b>	<b>35</b>	<b>18</b>	<b>86</b>	<b>25</b>	<b>130</b>	<b>25</b>	<b>138</b>
<b>Other</b>								
<b>Total Other</b>	<b>5</b>	<b>35</b>	<b>12</b>	<b>64</b>	<b>16</b>	<b>101</b>	<b>13</b>	<b>112</b>

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

Source: NSW Health, *Health Information Exchange*. Data extracted on 28 January 2014.

Appendix table 2b: Activity, ambulance arrivals and presentation to leaving the ED performance for NSW emergency departments, by peer group, October to December 2013

Attendances	Ambulance		Leaving the ED				
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours	
<b>New South Wales</b>							
Total New South Wales	594,607	12	26	594,573	2h 54m	9h 57m	70%
<b>A1 peer group: Principal referral</b>							
Bankstown / Lidcombe Hospital	12,208	16	32	12,208	3h 36m	11h 6m	62%
Concord Hospital	9,317	13	31	9,311	3h 24m	8h 8m	68%
Gosford Hospital	14,534	13	30	14,534	4h 4m	11h 3m	49%
John Hunter Hospital	17,986	12	30	17,984	3h 23m	9h 6m	64%
Liverpool Hospital	19,008	11	27	19,008	3h 40m	10h 54m	65%
Nepean Hospital	15,567	9	24	15,567	3h 28m	11h 48m	66%
Prince of Wales Hospital	13,948	14	27	13,948	3h 20m	9h 37m	63%
Royal North Shore Hospital	18,004	17	30	18,004	3h 21m	8h 38m	66%
Royal Prince Alfred Hospital	18,347	17	33	18,347	3h 30m	9h 3m	64%
St George Hospital	17,111	14	30	17,111	3h 27m	9h 47m	65%
St Vincent's Hospital, Darlinghurst	12,121	n/a	n/a	12,121	3h 13m	16h 56m	62%
Westmead Hospital	16,954	13	29	16,954	3h 39m	12h 57m	61%
Wollongong Hospital	15,199	12	23	15,199	3h 32m	13h 23m	64%
Total A1 peer group	200,304	13	29	200,296	3h 31m	10h 45m	63%
<b>A2 peer group: Paediatric specialist</b>							
Sydney Children's Hospital	9,234	10	17	9,234	2h 33m	9h 8m	74%
The Children's Hospital at Westmead	12,786	n/a	n/a	12,786	3h 9m	10h 8m	64%
Total A2 peer group	22,020	10	17	22,020	2h 54m	9h 44m	68%
<b>A3 peer group: ungrouped acute - tertiary referral</b>							
Calvary Mater Newcastle	8,304	7	30	8,304	2h 50m	11h 38m	66%
Sydney Eye Hospital	5,769	*	*	5,769	2h 8m	4h 48m	89%
Sydney Hospital	4,234	10	22	4,234	1h 57m	5h 22m	88%
Total A3 peer group	18,307	8	27	18,307	2h 18m	8h 9m	78%
<b>B peer group: Major</b>							
Auburn Hospital	6,551	14	28	6,551	3h 22m	8h 0m	83%
Blacktown Hospital	9,956	15	29	9,955	3h 26m	15h 47m	64%
Campbelltown Hospital	14,972	15	28	14,972	3h 48m	18h 57m	60%
Canterbury Hospital	9,839	12	28	9,838	3h 4m	7h 25m	72%
Coffs Harbour Base Hospital	9,457	11	25	9,457	2h 35m	8h 44m	75%
Dubbo Base Hospital	6,969	14**	23**	6,969	3h 17m	15h 3m	59%
Fairfield Hospital	8,821	11	26	8,821	2h 33m	7h 56m	82%
Hornsby and Ku-Ring-Gai Hospital	9,314	13	20	9,314	3h 10m	8h 48m	70%
Lismore Base Hospital	7,457	16**	28**	7,456	3h 25m	17h 57m	58%
Maitland Hospital	11,317	12	29	11,317	3h 11m	12h 36m	66%

Attendances	Ambulance		Leaving the ED				
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours	
Manly District Hospital	6,260	11	19	6,260	2h 49m	6h 27m	85%
Manning Base Hospital	6,700	6	25	6,699	2h 31m	6h 10m	80%
Mona Vale and District Hospital	8,350	11	21	8,345	2h 30m	7h 47m	79%
Orange Health Service	7,107	10	22	7,106	2h 43m	16h 17m	71%
Port Macquarie Base Hospital	7,602	13	30	7,602	2h 55m	11h 33m	65%
Shoalhaven and District Memorial Hospital	9,297	15	23	9,297	3h 8m	12h 11m	63%
Sutherland Hospital	12,343	15	29	12,343	3h 24m	9h 38m	67%
Tamworth Base Hospital	10,159	8	21	10,157	2h 48m	9h 10m	69%
The Tweed Hospital	11,247	8	20	11,247	2h 4m	7h 46m	79%
Wagga Wagga Base Hospital	8,981	14	28	8,981	3h 0m	12h 51m	64%
Wyong Hospital	14,885	11	28	14,884	3h 23m	10h 30m	59%
<b>Total B peer group</b>	<b>197,584</b>	<b>12</b>	<b>26</b>	<b>197,571</b>	<b>3h 2m</b>	<b>11h 1m</b>	<b>69%</b>

C1 peer group: District group 1							
Armidale and New England Hospital	3,803	7	12	3,803	1h 26m	5h 15m	90%
Bathurst Base Hospital	5,943	16	20	5,943	2h 26m	10h 5m	71%
Bega District Hospital	2,947	14	16	2,947	2h 13m	6h 57m	78%
Belmont Hospital	6,577	10	28	6,577	2h 31m	9h 7m	72%
Bowral and District Hospital	4,577	12	21	4,577	2h 39m	7h 39m	76%
Broken Hill Base Hospital	5,563	16	20	5,563	1h 58m	6h 17m	84%
Goulburn Base Hospital	4,279	15	21	4,279	2h 35m	7h 10m	76%
Grafton Base Hospital	5,660	19**	16**	5,659	2h 43m	10h 3m	68%
Griffith Base Hospital	4,695	12	19	4,695	2h 13m	6h 49m	79%
Hawkesbury District Health Service	5,501	15	27	5,501	2h 49m	8h 6m	77%
Mount Druitt Hospital	8,248	14	28	8,248	3h 36m	12h 4m	59%
Murwillumbah District Hospital	4,594	14	15	4,590	1h 25m	5h 2m	91%
Ryde Hospital	6,799	11	23	6,799	2h 43m	8h 4m	74%
Shellharbour Hospital	7,196	11	25	7,196	3h 22m	12h 6m	61%
<b>Total C1 peer group</b>	<b>76,382</b>	<b>13</b>	<b>23</b>	<b>76,377</b>	<b>2h 32m</b>	<b>8h 48m</b>	<b>74%</b>

C2 peer group: District group 2							
Ballina District Hospital	4,287	12	21	4,286	2h 19m	8h 25m	75%
Bateman's Bay District Hospital	4,299	10	14	4,299	1h 59m	6h 29m	83%
Blue Mountains District Anzac Memorial Hospital	4,176	12**	19**	4,176	2h 33m	7h 30m	80%
Bulli District Hospital	1,595	n/a	n/a	1,595	0h 42m	2h 34m	99%
Camden Hospital	3,343	n/a	n/a	3,343	1h 43m	5h 23m	91%
Casino and District Memorial Hospital	3,567	16	21	3,567	1h 22m	5h 21m	90%
Cessnock District Hospital	4,222	12	27	4,222	1h 25m	7h 10m	87%
Gunnedah District Hospital	2,077	11**	7**	2,077	1h 7m	4h 4m	95%
Inverell District Hospital	3,546	6**	11**	3,546	0h 43m	4h 0m	95%
Kempsey Hospital	5,584	14	25	5,582	2h 1m	7h 53m	80%

Attendances	Ambulance			Leaving the ED			
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours	
Kurri Kurri District Hospital	1,888	*	*	1,888	1h 2m	5h 22m	91%
Lithgow Health Service	3,314	10	15	3,314	1h 31m	6h 17m	86%
Macleay District Hospital	2,969	15	18	2,968	2h 7m	6h 50m	79%
Milton and Ulladulla Hospital	3,964	14	21	3,964	1h 34m	6h 18m	87%
Moree District Hospital	2,222	5	10	2,222	0h 48m	3h 59m	95%
Moruya District Hospital	2,913	13	14	2,913	2h 38m	8h 37m	70%
Muswellbrook District Hospital	2,058	15**	19**	2,058	1h 11m	6h 1m	89%
Narrabri District Hospital	1,502	3	11	1,502	1h 15m	4h 12m	94%
Singleton District Hospital	2,799	7	14	2,799	1h 18m	4h 11m	94%
<b>Total C2 peer group</b>	<b>60,325</b>	<b>12</b>	<b>18</b>	<b>60,321</b>	<b>1h 34m</b>	<b>6h 27m</b>	<b>86%</b>
<b>Other</b>							
<b>Total Other</b>	<b>19,685</b>	<b>6</b>	<b>15</b>	<b>19,681</b>	<b>0h 59m</b>	<b>5h 5m</b>	<b>92%</b>

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

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

(§) Data not reportable for this hospital.

**Note:** Emergency department activity includes 96 facilities for which electronic data are reported. These facilities account for approximately 87% of NSW emergency department activity.

**Source:** NSW Health, *Health Information Exchange*. Data extracted on 28 January 2014. Ambulance data from Ambulance Service of NSW provided 28 January 2014.