

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

Sydney/Sydney Eye Hospital: Emergency department (ED) overview

January to March 2017

	Same period last year	Change since one year ago
All presentations: ¹ 8,078 patients	10,501	-23.1%
Emergency presentations: ² 7,772 patients	8,043	-3.4%

Sydney/Sydney Eye Hospital: Time patients waited to start treatment³

January to March 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 120 patients	126	
Median time to start treatment ⁴ 7 minutes	8 minutes	8 minutes
90th percentile time to start treatment ⁵ 20 minutes	18 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 933 patients	1,033	
Median time to start treatment ⁴ 21 minutes	21 minutes	20 minutes
90th percentile time to start treatment ⁵ 48 minutes	45 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,499 patients	4,497	
Median time to start treatment ⁴ 27 minutes	28 minutes	26 minutes
90th percentile time to start treatment ⁵ 78 minutes	75 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,220 patients	2,387	
Median time to start treatment ⁴ 31 minutes	29 minutes	23 minutes
90th percentile time to start treatment ⁵ 88 minutes	86 minutes	104 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

January to March 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 8,078 patients	10,500	-23.1%
Percentage of patients who spent four hours or less in the ED 88.2%	88.5%	

* 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.

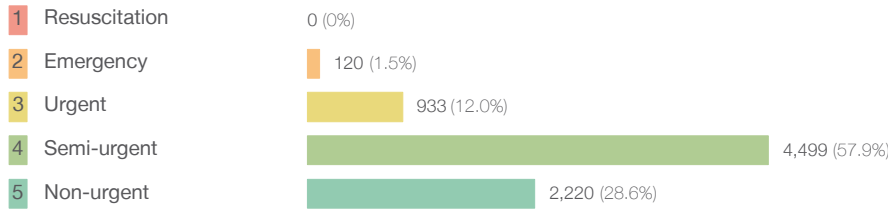
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department January to March 2017

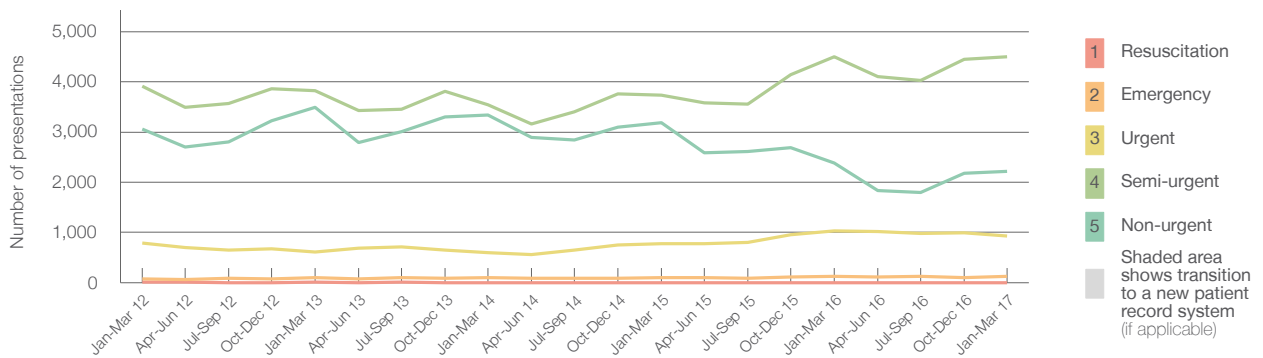
All presentations:¹ 8,078 patients

Emergency presentations² by triage category: 7,772 patients



	Same period last year	Change since one year ago
All presentations	10,501	-23.1%
Emergency presentations	8,043	-3.4%
Resuscitation	< 5	*
Emergency	126	-1.6%
Urgent	1,033	-9.7%
Semi-urgent	4,497	0.0%
Non-urgent	2,387	-7.0%

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	6	9	0	< 5	< 5	0
Emergency	78	98	98	104	126	120
Urgent	791	609	595	772	1,033	933
Semi-urgent	3,910	3,821	3,543	3,740	4,497	4,499
Non-urgent	3,058	3,490	3,334	3,187	2,387	2,220
All emergency presentations	7,843	8,027	7,570	7,803	8,043	7,772

Sydney/Sydney Eye Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 742 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	759	
Median time	8 minutes	0 minutes
90th percentile time	17 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.

Sydney/Sydney Eye 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: 120

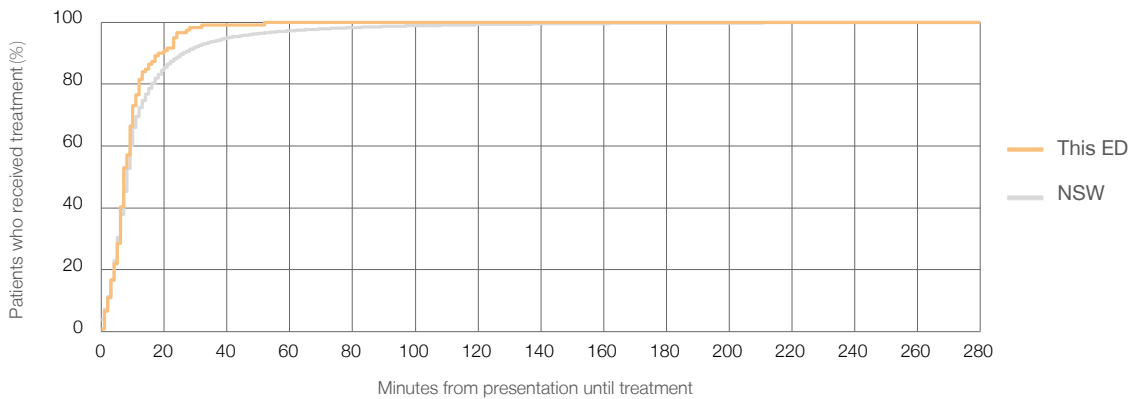
Number of triage 2 patients used to calculate waiting time:³ 119

Median time to start treatment⁴ 7 minutes

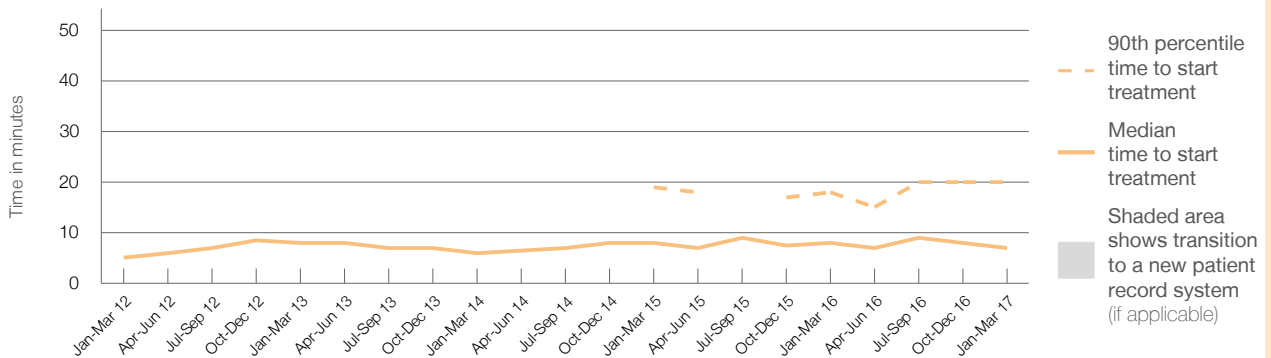
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
126	
122	
8 minutes	8 minutes
18 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)	5	8	6	8	8	7
90th percentile time to start treatment ⁵ (minutes)	*	*	*	19	18	20

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

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

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

Sydney/Sydney Eye 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: 933

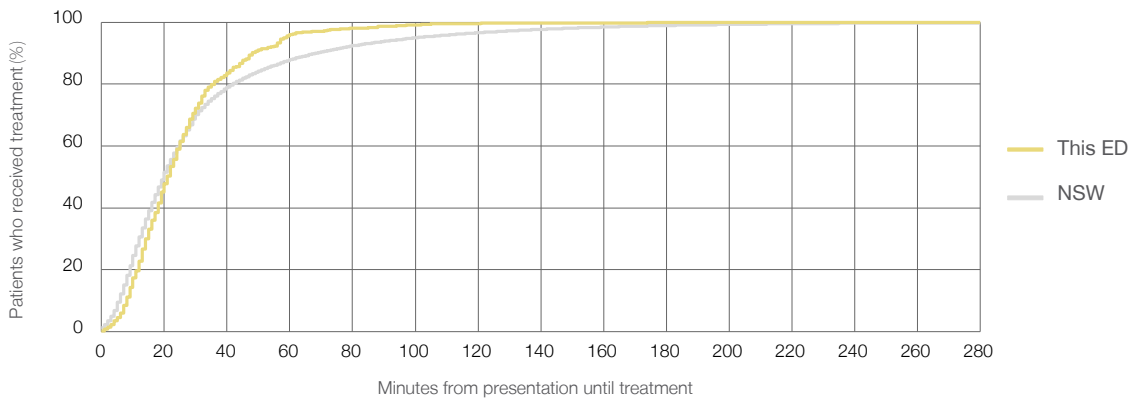
Number of triage 3 patients used to calculate waiting time:³ 917

Median time to start treatment⁴ 21 minutes

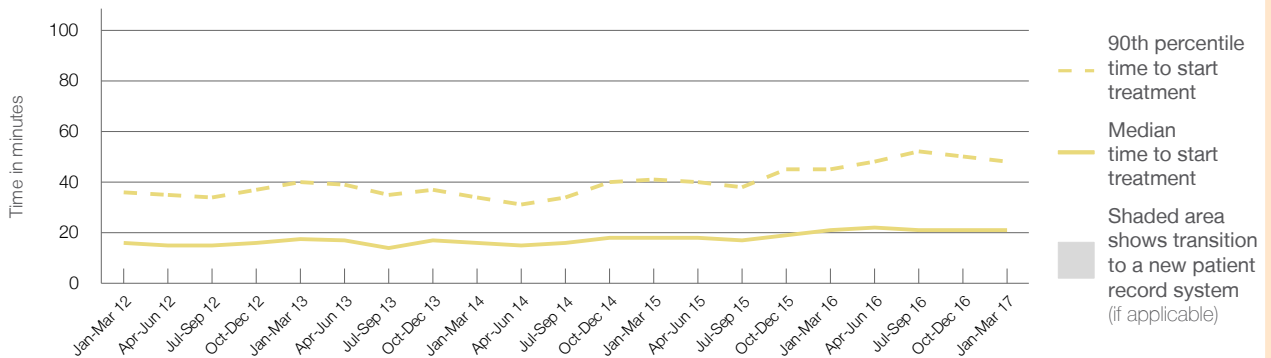
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
1,033	1,021
21 minutes	20 minutes
45 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)	16	18	16	18	21	21
90th percentile time to start treatment ⁵ (minutes)	36	40	34	41	45	48

(†) 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.

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

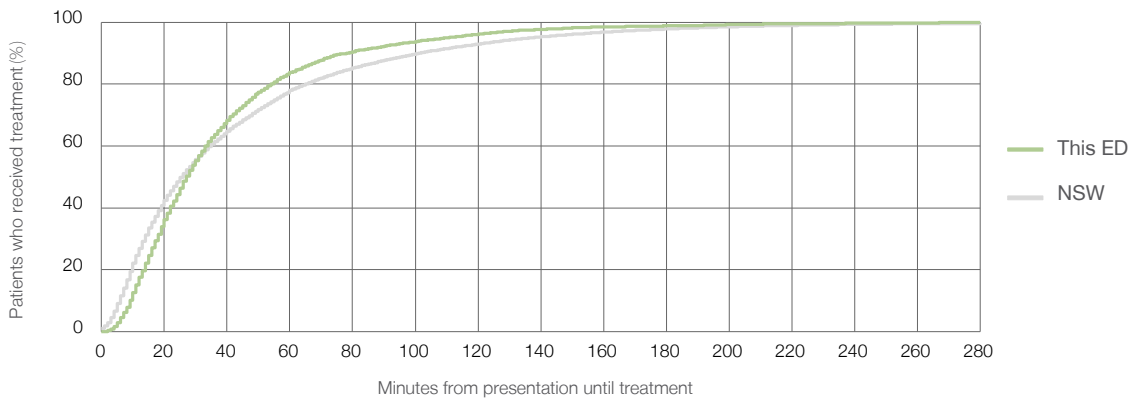
Number of triage 4 patients: 4,499

Number of triage 4 patients used to calculate waiting time:³ 4,401

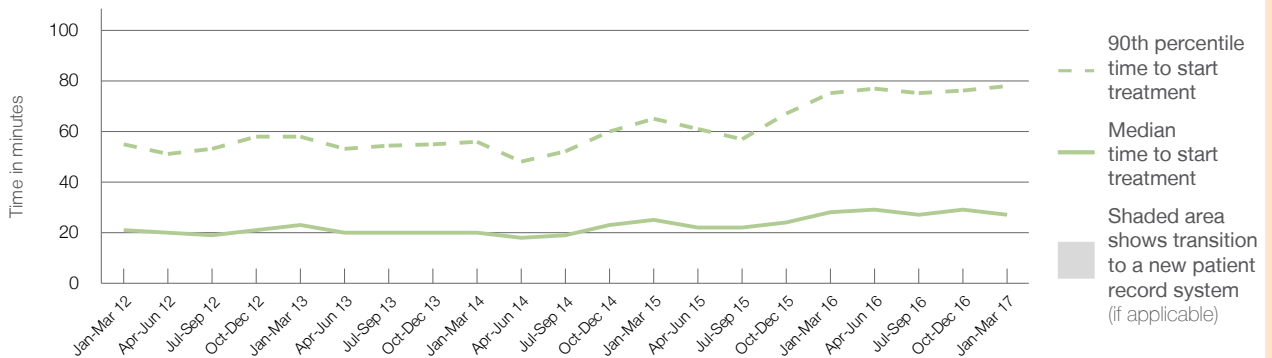
Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
4,497	4,401
28 minutes	26 minutes
75 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)	21	23	20	25	28	27
90th percentile time to start treatment ⁵ (minutes)	55	58	56	65	75	78

(†) 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.

Sydney/Sydney Eye 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: 2,220

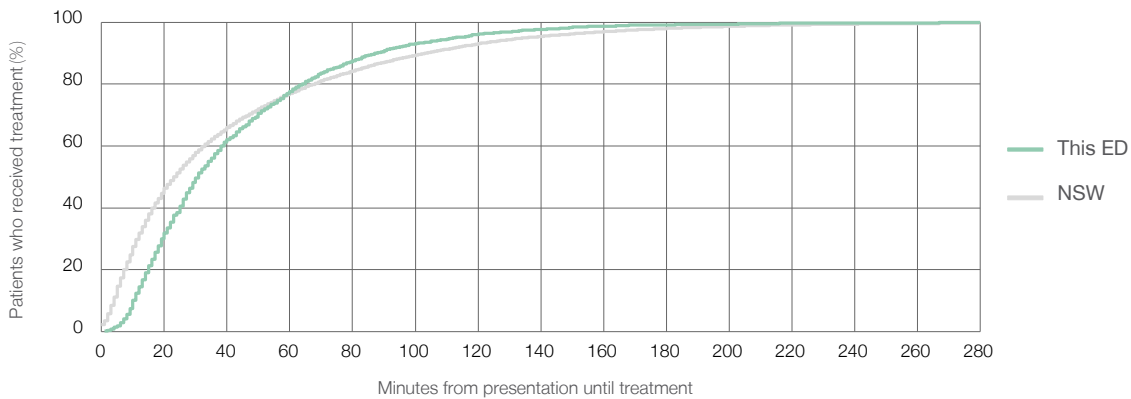
Number of triage 5 patients used to calculate waiting time:³ 2,044

Median time to start treatment⁴ 31 minutes

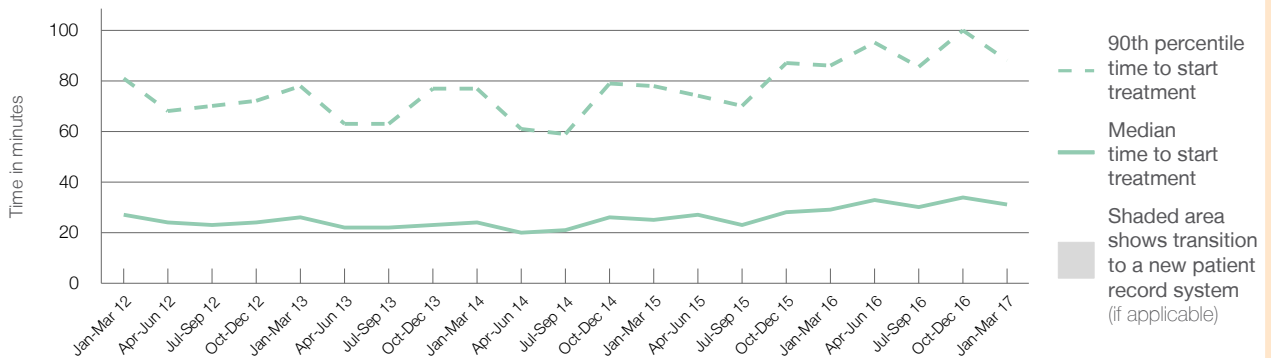
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
2,387	
2,146	
29 minutes	23 minutes
86 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)	27	26	24	25	29	31
90th percentile time to start treatment ⁵ (minutes)	81	78	77	78	86	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.

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

Sydney/Sydney Eye Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,078 patients

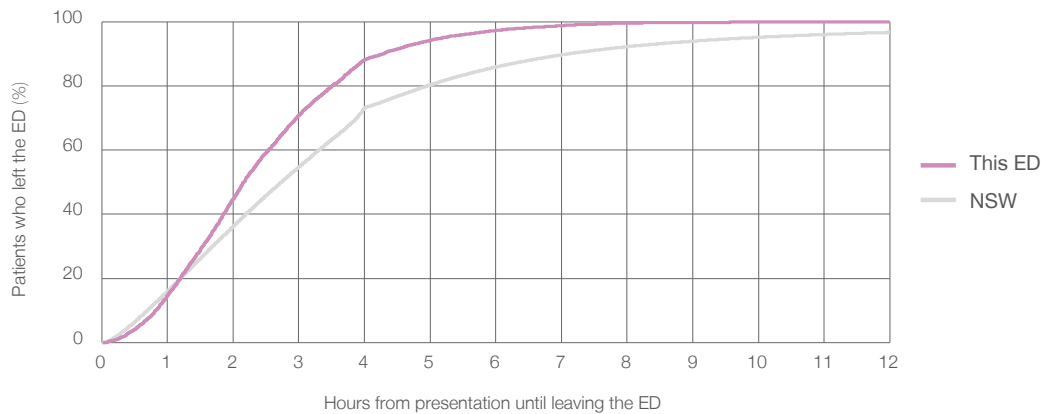
Presentations used to calculate time to leaving the ED:⁶ 8,078 patients

Median time spent in the ED⁸ 2 hours and 10 minutes

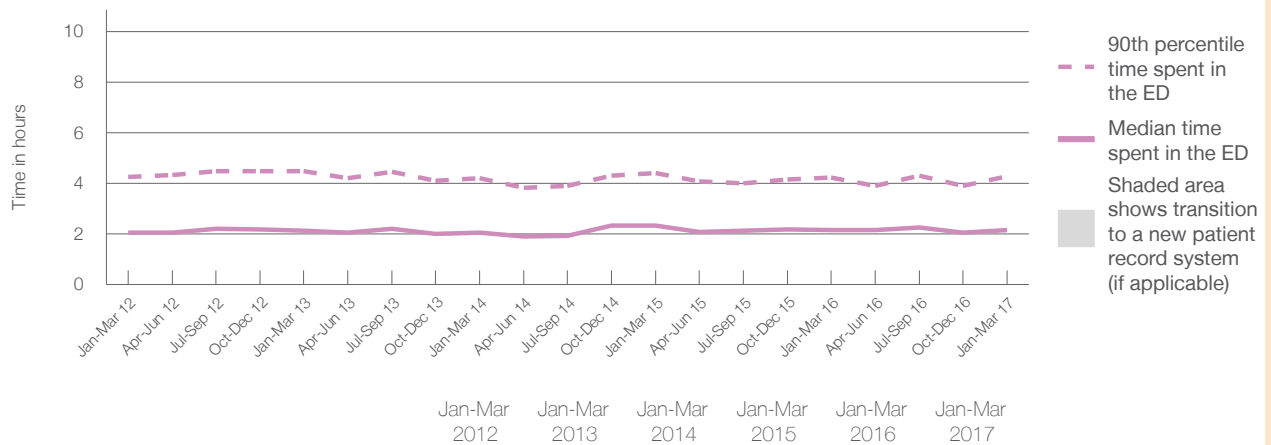
90th percentile time spent in the ED⁹ 4 hours and 17 minutes

Same period last year	NSW (this period)
10,501	10,500
2 hours and 9 minutes	2 hours and 44 minutes
4 hours and 14 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)	2h 3m	2h 8m	2h 4m	2h 21m	2h 9m	2h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 16m	4h 29m	4h 12m	4h 24m	4h 14m	4h 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.

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

Sydney/Sydney Eye Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

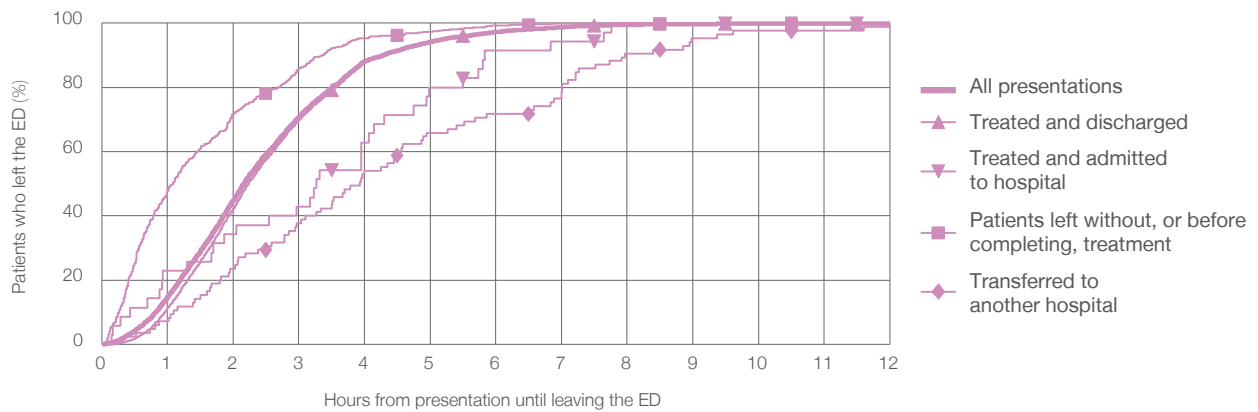
All presentations:¹ 8,078 patients

Presentations used to calculate time to leaving the ED:⁶ 8,078 patients

Treated and discharged	7,230 (89.5%)
Treated and admitted to hospital	35 (0.4%)
Patient left without, or before completing, treatment	632 (7.8%)
Transferred to another hospital	85 (1.1%)
Other	96 (1.2%)

Same period last year	Change since one year ago
10,500	-23.1%
8,698	-16.9%
541	-93.5%
893	-29.2%
77	10.4%
292	-67.1%

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	11.3%	42.2%	69.8%	87.9%	97.4%	99.6%	99.9%	100%
Treated and admitted to hospital	22.9%	34.3%	42.9%	62.9%	91.4%	100%	100%	100%
Patient left without, or before completing, treatment	47.8%	71.7%	85.8%	95.3%	99.2%	99.8%	100%	100%
Transferred to another hospital	7.1%	23.5%	37.6%	54.1%	71.8%	90.6%	97.6%	98.8%
All presentations	14.8%	44.8%	70.9%	88.2%	97.3%	99.6%	99.9%	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.

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

Sydney/Sydney Eye 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 8,078 patients

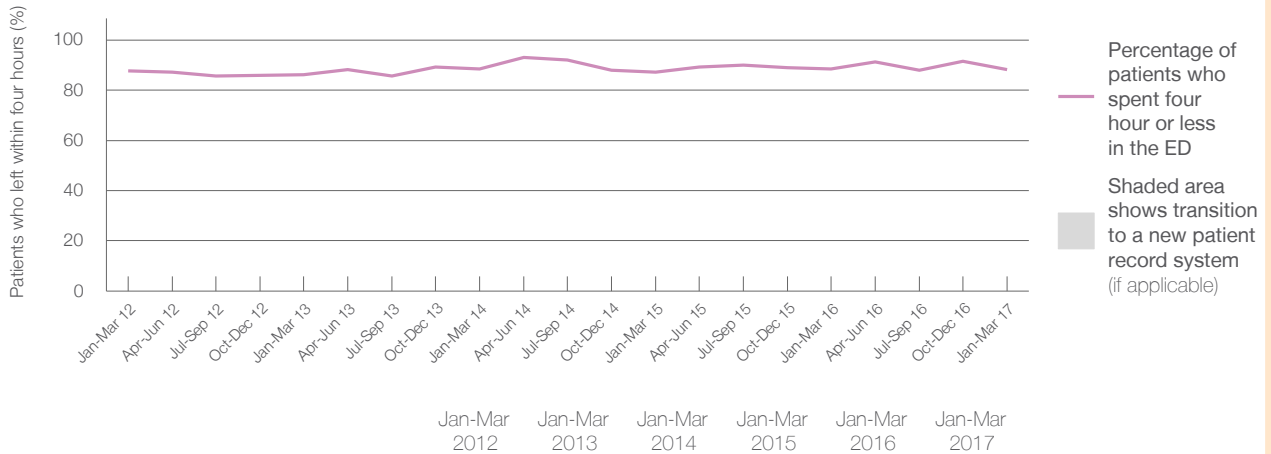
Presentations used to calculate time to leaving the ED:⁶ 8,078 patients

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	10,501	-23.1%
Presentations used to calculate time to leaving the ED	10,500	-23.1%
Percentage of patients who spent four hours or less in the ED	88.5%	

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 (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	87.6%	86.2%	88.6%	87.2%	88.5%	88.2%

* 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).