bureau of health information

Hospital Quarterly

Performance Profiles

Emergency Department

Ungrouped acute – tertiary referral hospitals (A3) peer group

January to March 2016

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Calvary Mater Newcastle: Emergency department (ED) overview

January to March 2016

	Same period last year	Change since one year ago
All attendances:[1] 9,180 patients	8,684	6%
Emergency attendances:[2] 9,133 patients	8,603	6%

Calvary Mater Newcastle: Time from presentation to treatment[3]

January to March 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,214 patients	1,213	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	45 minutes	38 minutes	35 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,294 patients	2,027	
Median time to start treatment[4]	21 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	75 minutes	88 minutes	99 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,423 patients	3,999	
Median time to start treatment[4]	28 minutes	28 minutes	26 minutes
95th percentile time to start treatment[5]	128 minutes	133 minutes	137 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,157 patients	1,329	
Median time to start treatment[4]	28 minutes	30 minutes	23 minutes
95th percentile time to start treatment[5]	153 minutes	139 minutes	135 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

January to March 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 9,180 patients		8,684	6%
Percentage of patients who left the ED within four hours	75%	71%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.*
4. 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.
5. 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.
6. 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.

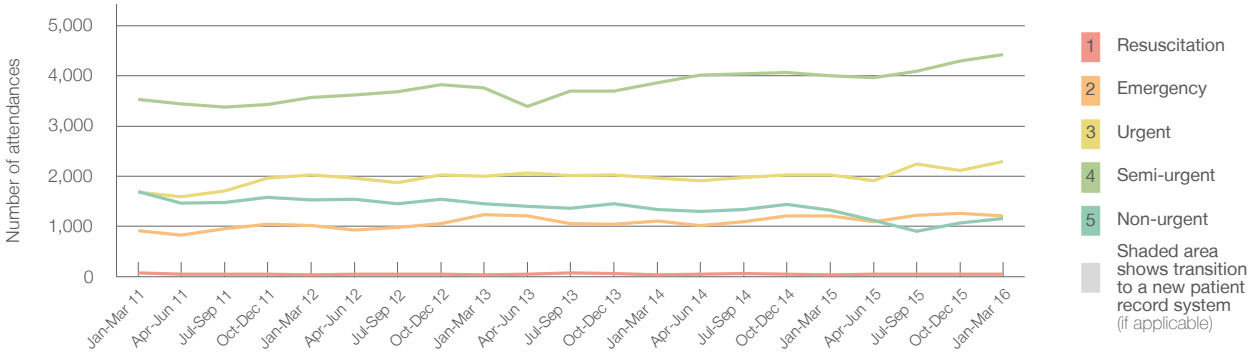
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Calvary Mater Newcastle: Patients attending the emergency department

January to March 2016

		Same period last year	Change since one year ago
All attendances:[1]	9,180 patients	8,684	6%
Emergency attendances[2] by triage category:	9,133 patients	8,603	6%
1 Resuscitation	45 (0%)	35	29%
2 Emergency	1,214 (13%)	1,213	0%
3 Urgent	2,294 (25%)	2,027	13%
4 Semi-urgent	4,423 (48%)	3,999	11%
5 Non-urgent	1,157 (13%)	1,329	-13%

Emergency attendances[2] 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	80	41	39	40	35	45
Emergency	913	1,014	1,231	1,112	1,213	1,214
Urgent	1,686	2,020	1,999	1,964	2,027	2,294
Semi-urgent	3,527	3,566	3,759	3,864	3,999	4,423
Non-urgent	1,693	1,531	1,453	1,343	1,329	1,157
All emergency attendances	7,899	8,172	8,481	8,323	8,603	9,133

Calvary Mater Newcastle: Patients arriving by ambulance

January to March 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	2,490 patients	2,399	
ED Transfer of care time§			
Median time	5 minutes	6 minutes	-1 minute
95th percentile time	41 minutes	64 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.

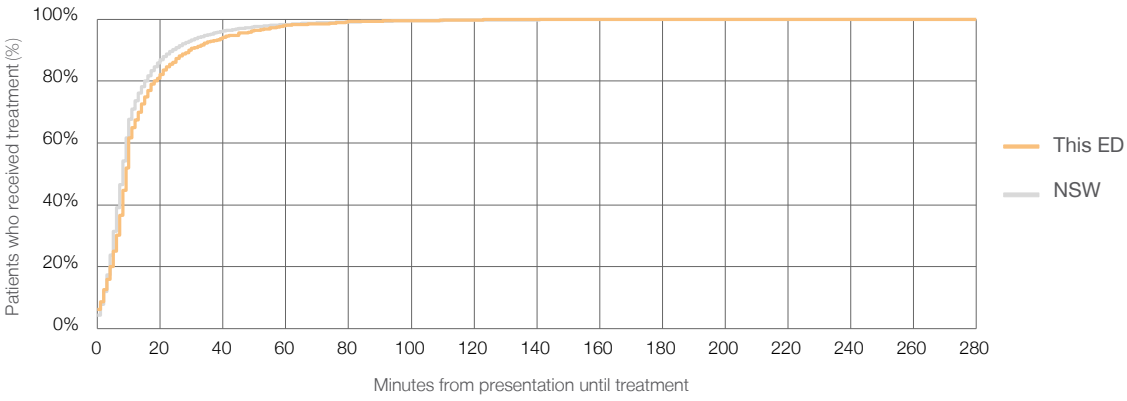
(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Calvary Mater Newcastle: Time from presentation to treatment, triage 2

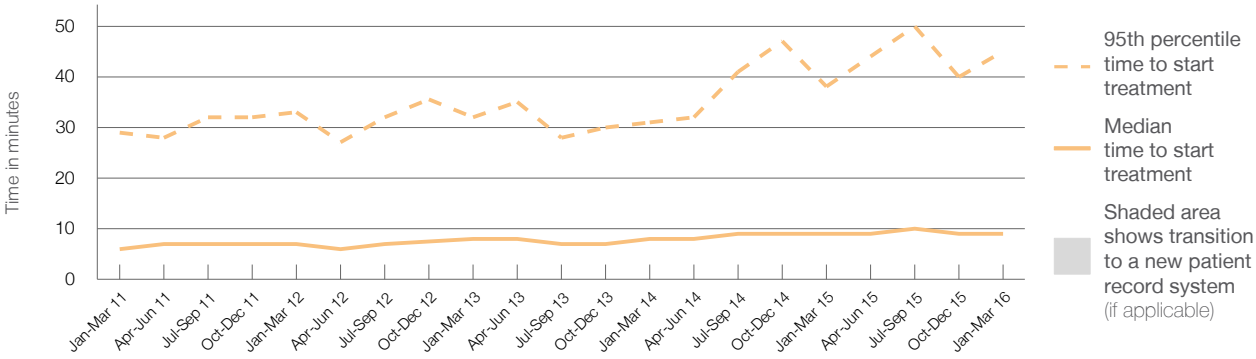
January to March 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,214		1,213	
Number of triage 2 patients used to calculate waiting time:[3] 950		940	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	45 minutes	38 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)	6	7	8	8	9	9
95th percentile time to start treatment[5] (minutes)	29	33	32	31	38	45

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

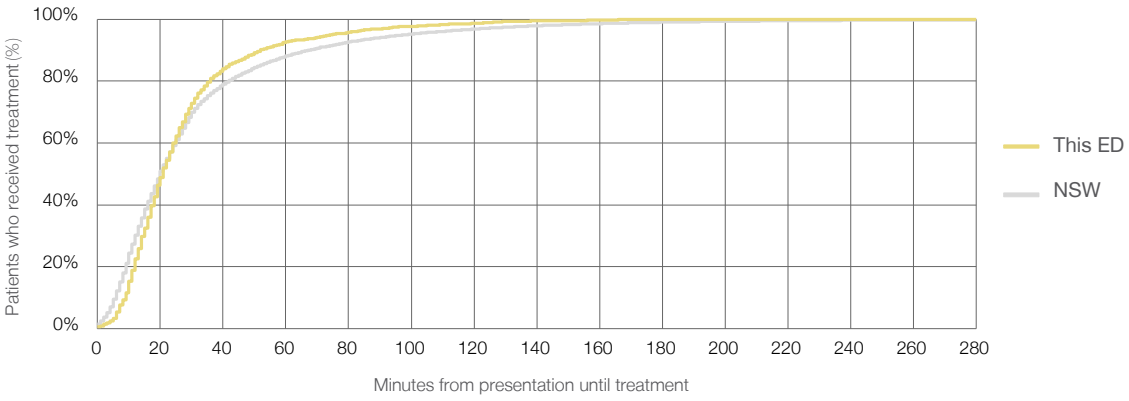
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Calvary Mater Newcastle: Time from presentation to treatment, triage 3

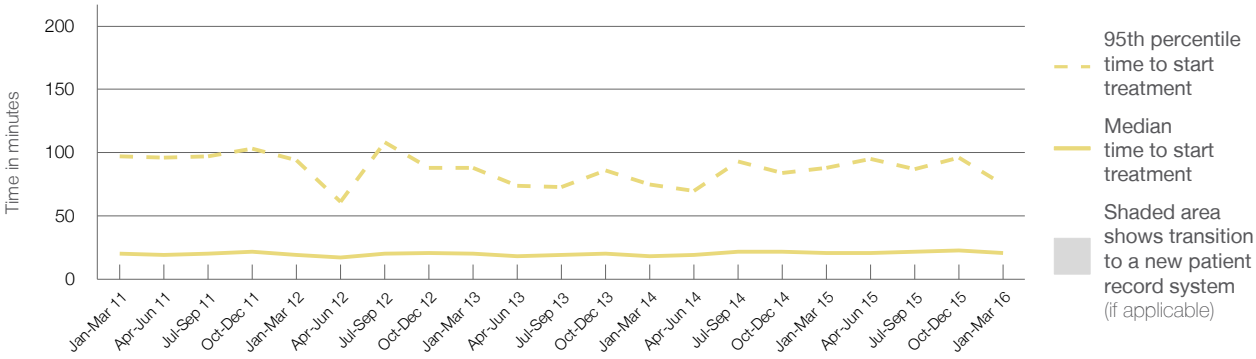
January to March 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	2,294	2,027	
Number of triage 3 patients used to calculate waiting time:[3]	1,934	1,766	
Median time to start treatment[4]	21 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	75 minutes	88 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	19	20	18	21	21
95th percentile time to start treatment[5] (minutes)	97	94	88	75	88	75

(†) 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.

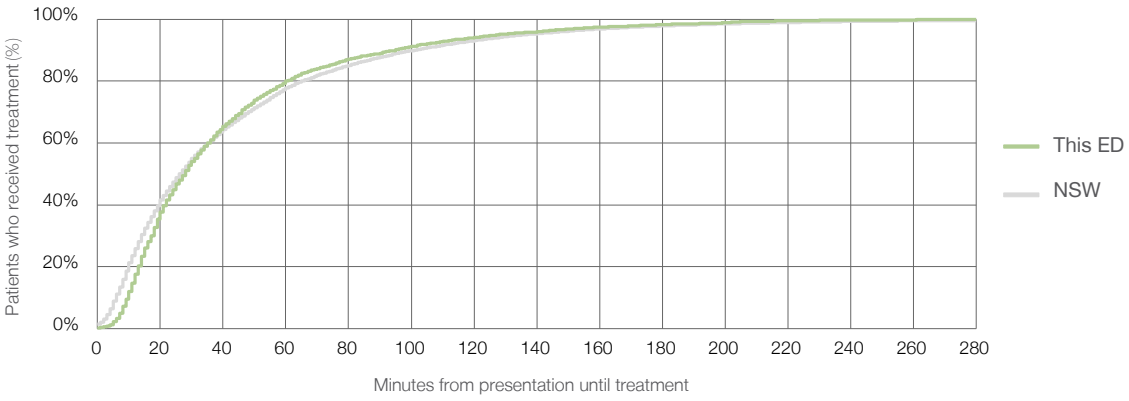
Calvary Mater Newcastle: Time from presentation to treatment, triage 4

January to March 2016

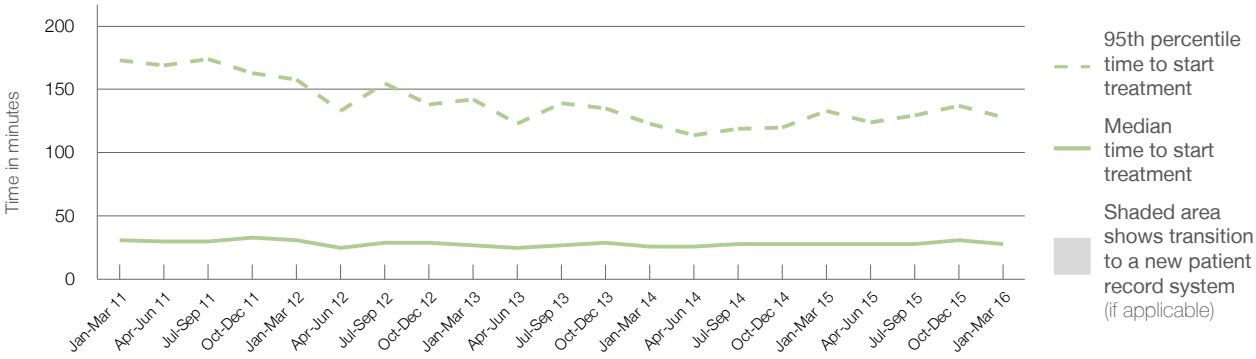
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	4,423	3,999	
Number of triage 4 patients used to calculate waiting time:[3]	3,982	3,596	
Median time to start treatment[4]	28 minutes	28 minutes	26 minutes
95th percentile time to start treatment[5]	128 minutes	133 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	31	27	26	28	28
95th percentile time to start treatment[5] (minutes)	173	158	142	123	133	128

(†) 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.

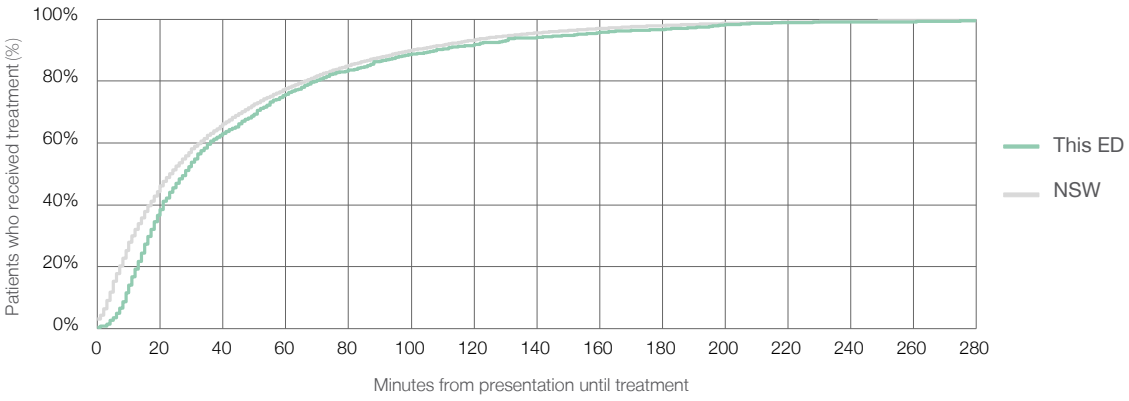
Calvary Mater Newcastle: Time from presentation to treatment, triage 5

January to March 2016

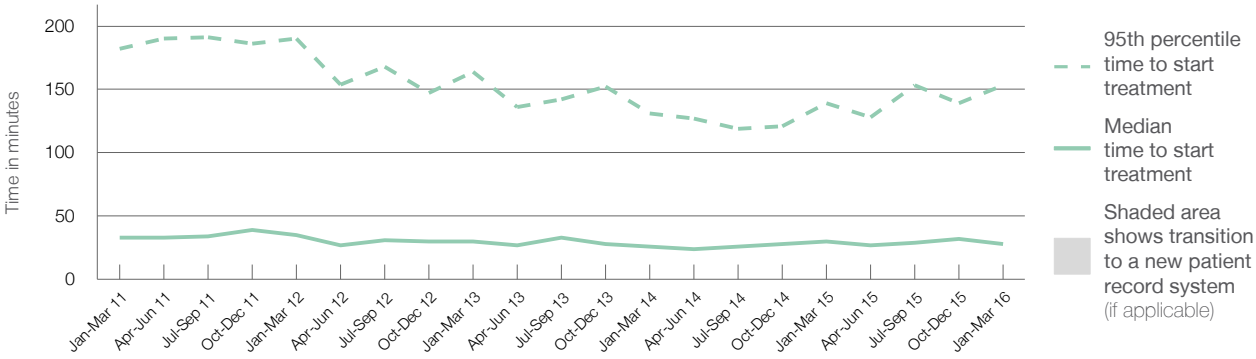
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,157	1,329	
Number of triage 5 patients used to calculate waiting time:[3]	955	1,096	
Median time to start treatment[4]	28 minutes	30 minutes	23 minutes
95th percentile time to start treatment[5]	153 minutes	139 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)	33	35	30	26	30	28
95th percentile time to start treatment[5] (minutes)	182	190	164	131	139	153

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

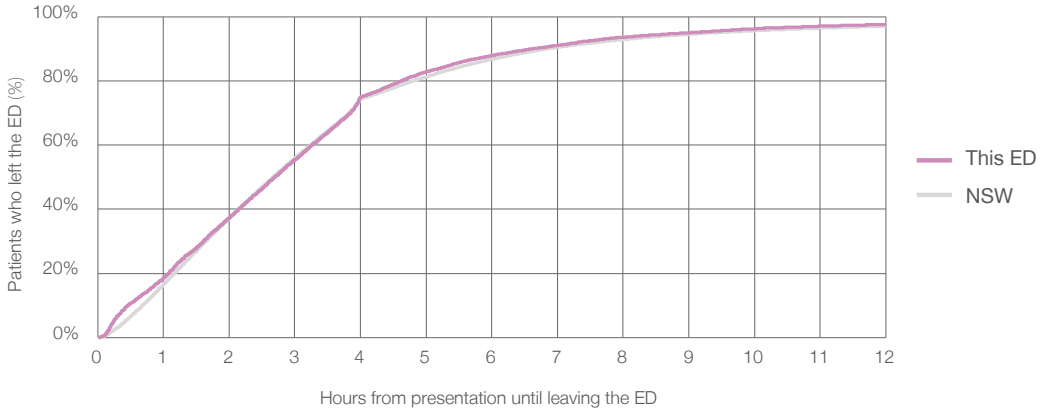
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Calvary Mater Newcastle: Time from presentation until leaving the ED

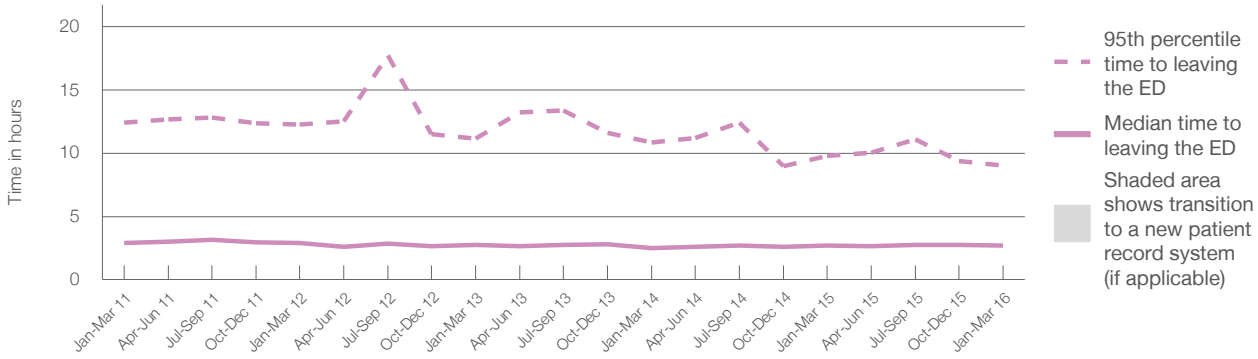
January to March 2016

	Same period last year	NSW (this period)
All attendances:[1] 9,180 patients	8,684	
Attendances used to calculate time to leaving the ED:[6] 9,180 patients	8,684	
Median time to leaving the ED[8] 2 hours and 42 minutes	2 hours and 41 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED[9] 9 hours and 2 minutes	9 hours and 47 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)	2h 55m	2h 55m	2h 44m	2h 30m	2h 41m	2h 42m
95th percentile time to leaving the ED[9] (hours, minutes)	12h 25m	12h 15m	11h 9m	10h 50m	9h 47m	9h 2m

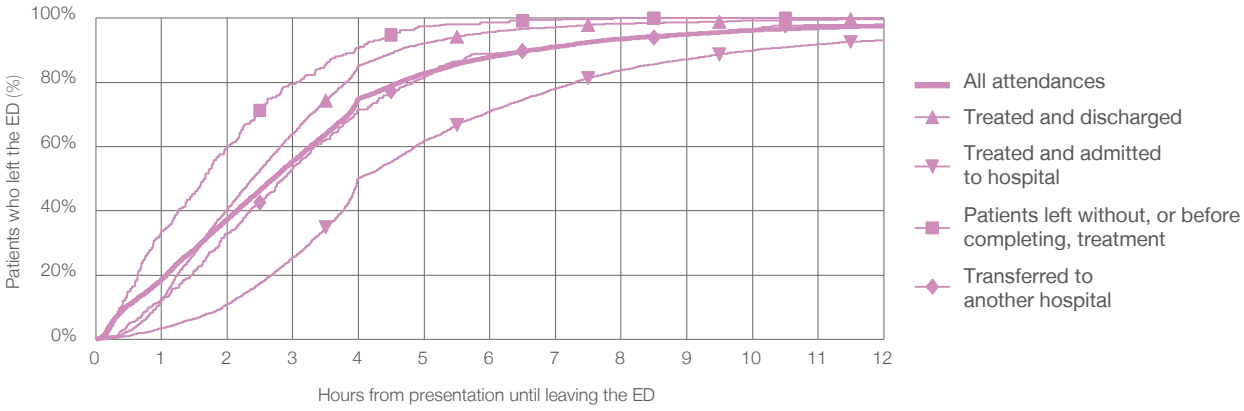
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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.

Calvary Mater Newcastle: Time from presentation until leaving the ED
By mode of separation
January to March 2016

		Same period last year	Change since one year ago
All attendances:[1] 9,180 patients			
Attendances used to calculate time to leaving the ED:[6] 9,180 patients		8,684	6%
Treated and discharged	4,319 (47%)	4,175	3%
Treated and admitted to hospital	2,996 (33%)	2,796	7%
Patient left without, or before completing, treatment	387 (4%)	375	3%
Transferred to another hospital	432 (5%)	469	-8%
Other	1,046 (11%)	869	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
Treated and discharged	12%	41%	64%	85%	96%	98%	99%	100%
Treated and admitted to hospital	4%	11%	25%	50%	71%	84%	90%	93%
Patient left without, or before completing, treatment	34%	60%	80%	91%	99%	100%	100%	100%
Transferred to another hospital	13%	33%	53%	72%	89%	93%	97%	98%
All attendances	19%	37%	55%	75%	88%	94%	96%	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.

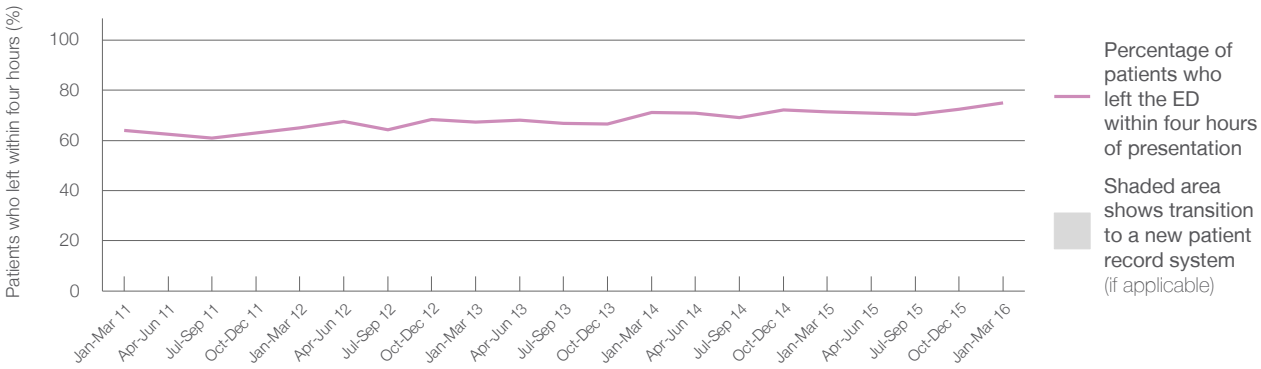
Calvary Mater Newcastle: Time from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation

January to March 2016

		Same period last year	Change since one year ago
All attendances: [1]	9,180 patients	8,684	6%
Attendances used to calculate time to leaving the ED: [6]	9,180 patients	8,684	6%
Percentage of patients who left the ED within four hours	75%	71%	

Percentage of patients who left the ED within four hours of presentation, 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
Patients who left within four hours (%)	64%	65%	67%	71%	71%	75%

* 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.*

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.*
4. 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.
5. 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.
6. All attendances that have a departure time.
7. 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.*
8. 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.
9. 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).

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

January to March 2016

		Same period last year	Change since one year ago
All attendances:[1]	10,504 patients	9,908	6%
Emergency attendances:[2]	8,043 patients	7,803	3%

Sydney/Sydney Eye Hospital: Time from presentation to treatment[3]

January to March 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	126 patients	104	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	25 minutes	22 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,033 patients	772	
Median time to start treatment[4]	21 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	56 minutes	55 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	4,497 patients	3,740	
Median time to start treatment[4]	28 minutes	25 minutes	26 minutes
95th percentile time to start treatment[5]	103 minutes	86 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	2,387 patients	3,187	
Median time to start treatment[4]	29 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]	120 minutes	102 minutes	135 minutes

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

January to March 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	10,502 patients	9,908	6%
Percentage of patients who left the ED within four hours	89%	87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.*
4. 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.
5. 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.
6. 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.

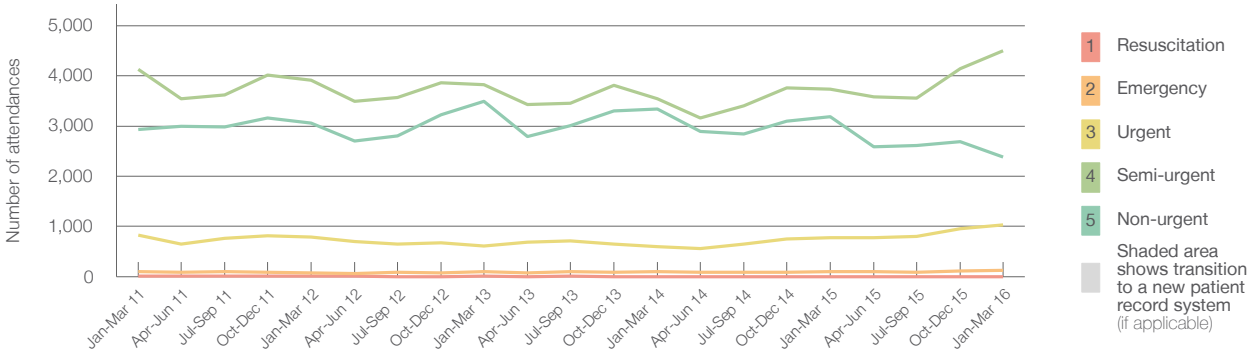
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Sydney/Sydney Eye Hospital: Patients attending the emergency department

January to March 2016

		Same period last year	Change since one year ago
All attendances:[1]	10,504 patients	9,908	6%
Emergency attendances[2] by triage category:	8,043 patients	7,803	3%
1 Resuscitation	< 5	< 5	*
2 Emergency	126 (2%)	104	20%
3 Urgent	1,033 (13%)	772	34%
4 Semi-urgent	4,497 (56%)	3,740	20%
5 Non-urgent	2,387 (30%)	3,187	-25%

Emergency attendances[2] 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	5	6	9	0	< 5	< 5
Emergency	94	78	98	98	104	126
Urgent	823	791	609	595	772	1,033
Semi-urgent	4,126	3,910	3,821	3,543	3,740	4,497
Non-urgent	2,929	3,058	3,490	3,334	3,187	2,387
All emergency attendances	7,977	7,843	8,027	7,570	7,803	8,043

Sydney/Sydney Eye Hospital: Patients arriving by ambulance

January to March 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	759 patients	736	
ED Transfer of care time§			
Median time	8 minutes	10 minutes	-2 minutes
95th percentile time	21 minutes	26 minutes	-5 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.

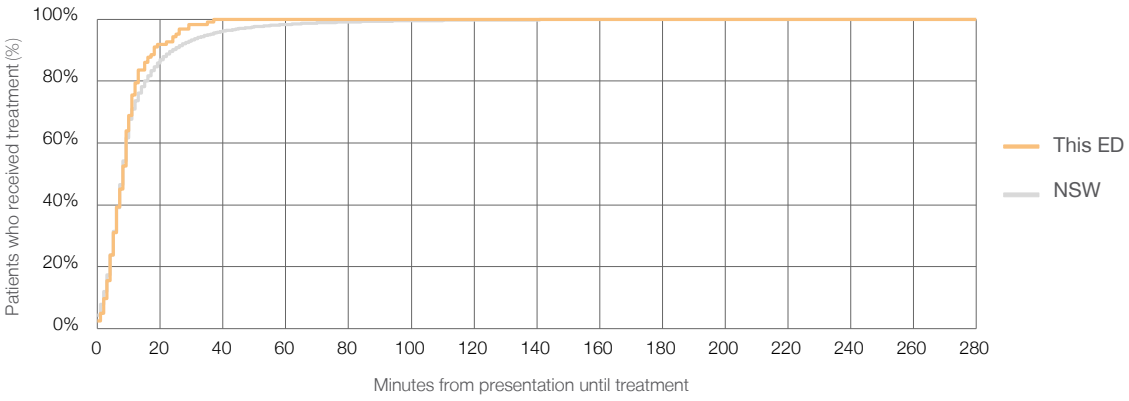
(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 2

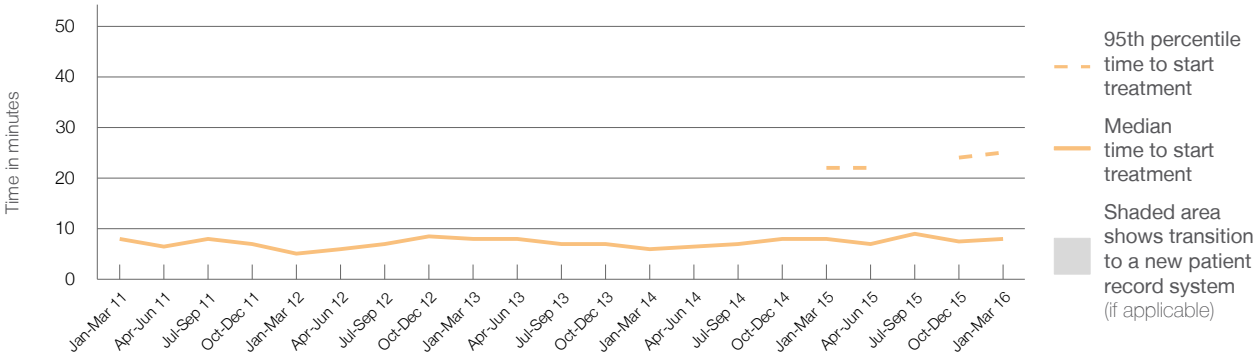
January to March 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 126		104	
Number of triage 2 patients used to calculate waiting time:[3] 122		102	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	25 minutes	22 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	5	8	6	8	8
95th percentile time to start treatment[5] (minutes)	*	*	*	*	22	25

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

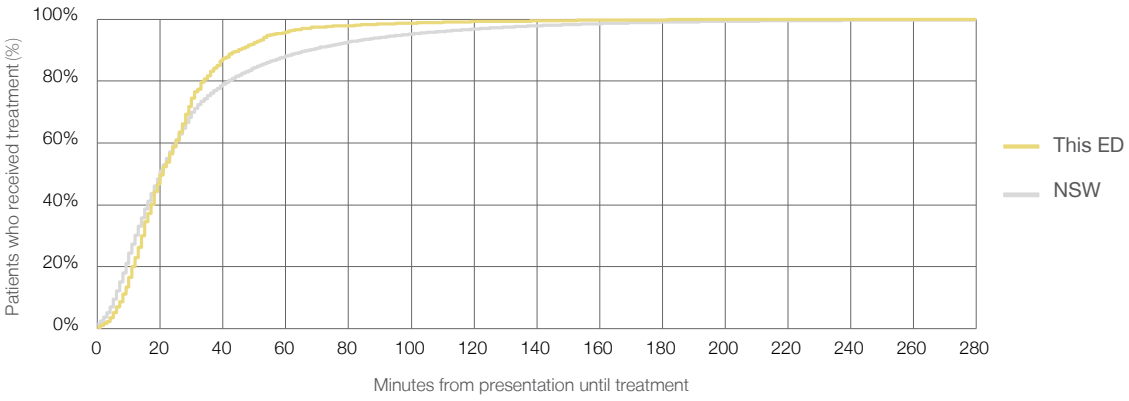
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 3

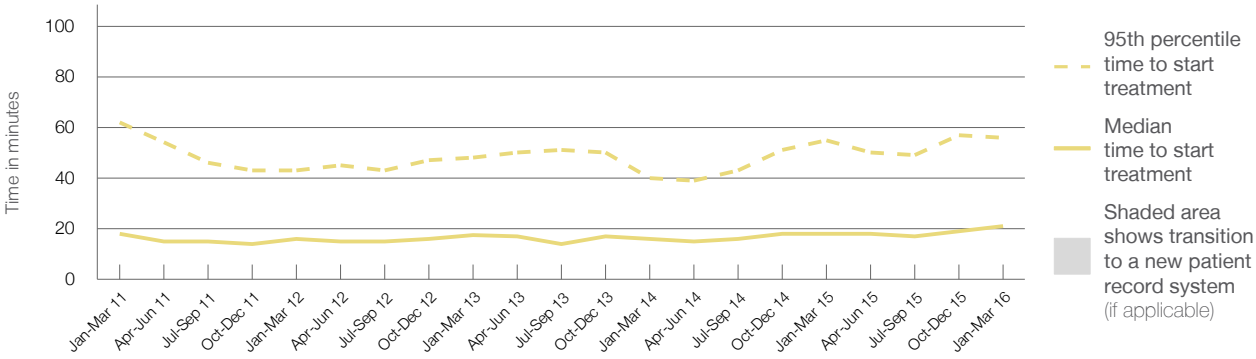
January to March 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	1,033	772	
Number of triage 3 patients used to calculate waiting time:[3]	1,020	751	
Median time to start treatment[4]	21 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	56 minutes	55 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)	18	16	18	16	18	21
95th percentile time to start treatment[5] (minutes)	62	43	48	40	55	56

(†) 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.

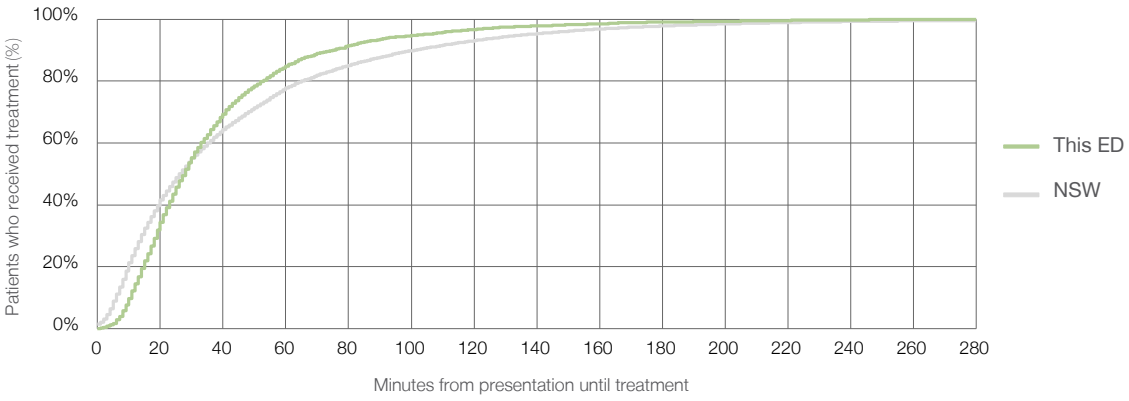
Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 4

January to March 2016

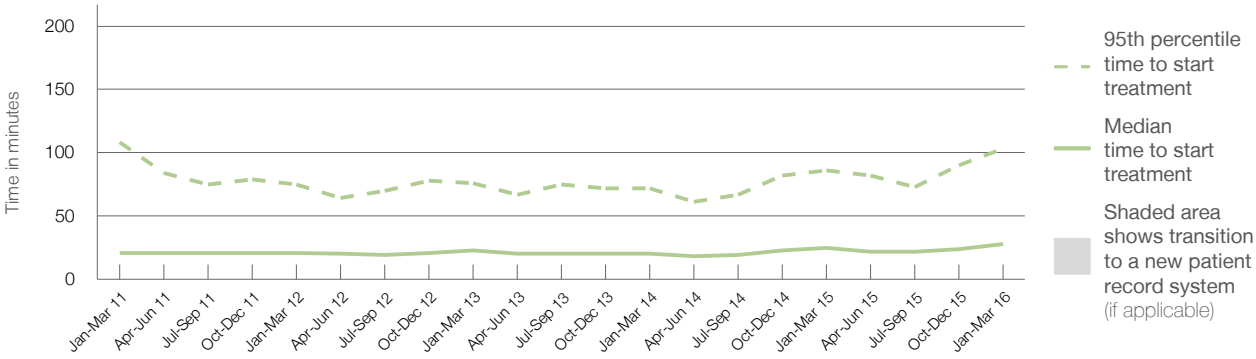
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	4,497	3,740	
Number of triage 4 patients used to calculate waiting time:[3]	4,400	3,606	
Median time to start treatment[4]	28 minutes	25 minutes	26 minutes
95th percentile time to start treatment[5]	103 minutes	86 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	21	23	20	25	28
95th percentile time to start treatment[5] (minutes)	108	75	76	72	86	103

(†) 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.

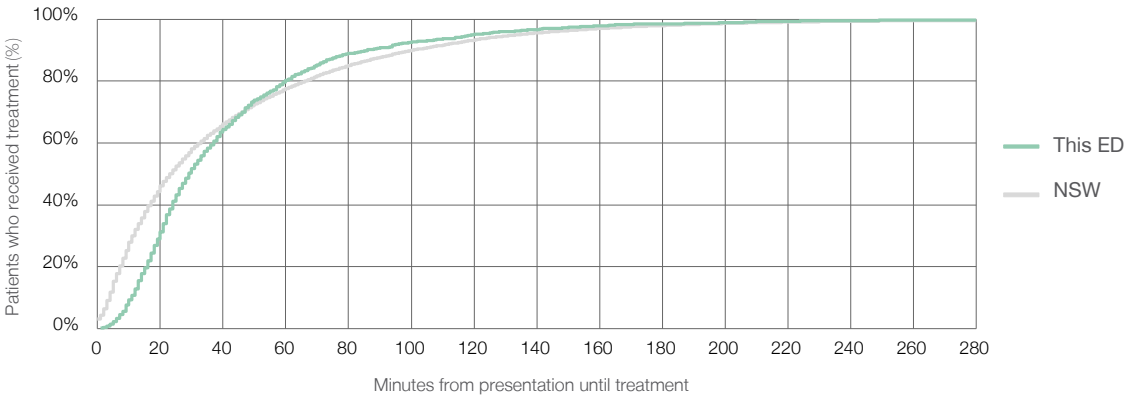
Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 5

January to March 2016

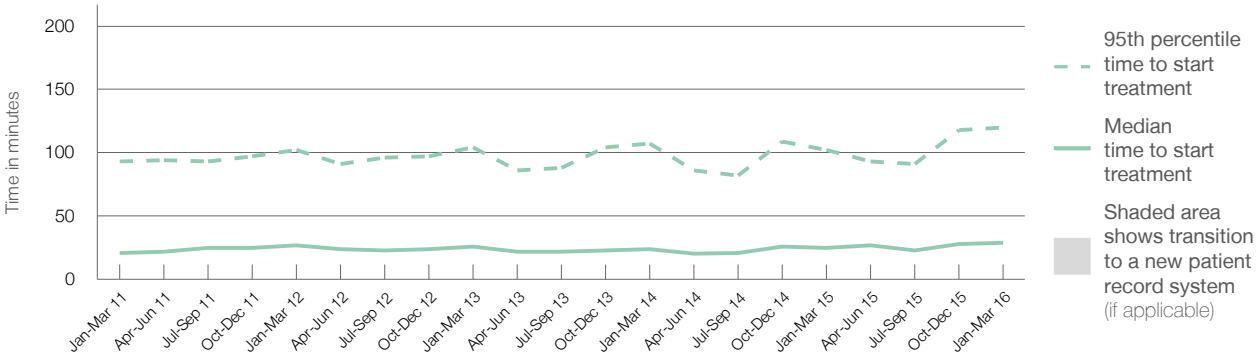
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	2,387	3,187	
Number of triage 5 patients used to calculate waiting time:[3]	2,146	2,957	
Median time to start treatment[4]	29 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]	120 minutes	102 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)	21	27	26	24	25	29
95th percentile time to start treatment[5] (minutes)	93	102	104	107	102	120

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

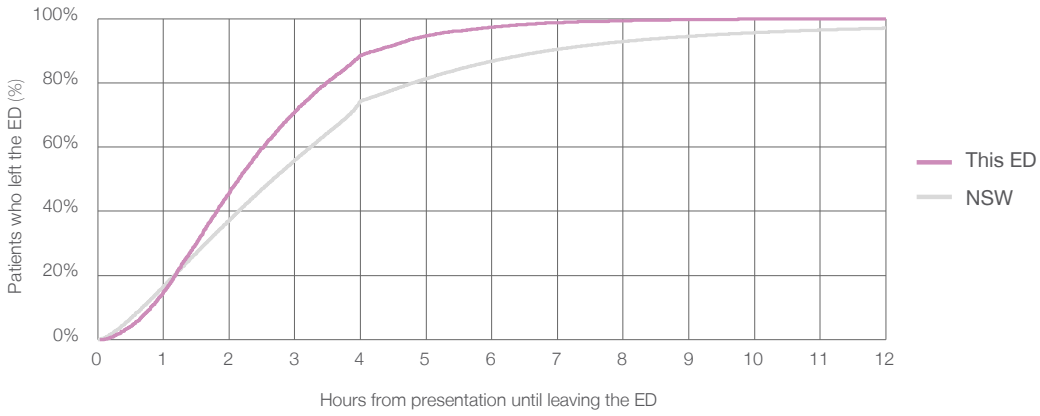
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

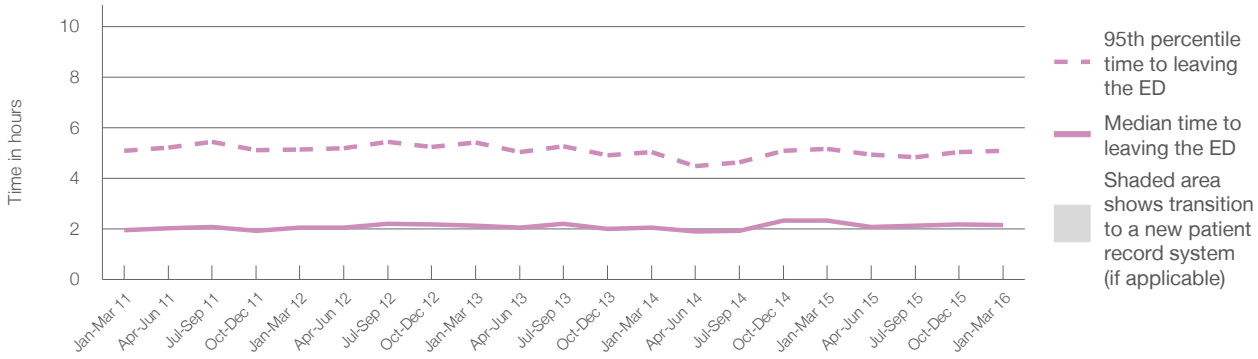
January to March 2016

		Same period last year	NSW (this period)
All attendances:[1]	10,504 patients	9,908	
Attendances used to calculate time to leaving the ED:[6]	10,502 patients	9,908	
Median time to leaving the ED[8]	2 hours and 9 minutes	2 hours and 21 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED[9]	5 hours and 6 minutes	5 hours and 10 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)	1h 58m	2h 3m	2h 8m	2h 4m	2h 21m	2h 9m
95th percentile time to leaving the ED[9] (hours, minutes)	5h 5m	5h 8m	5h 26m	5h 3m	5h 10m	5h 6m

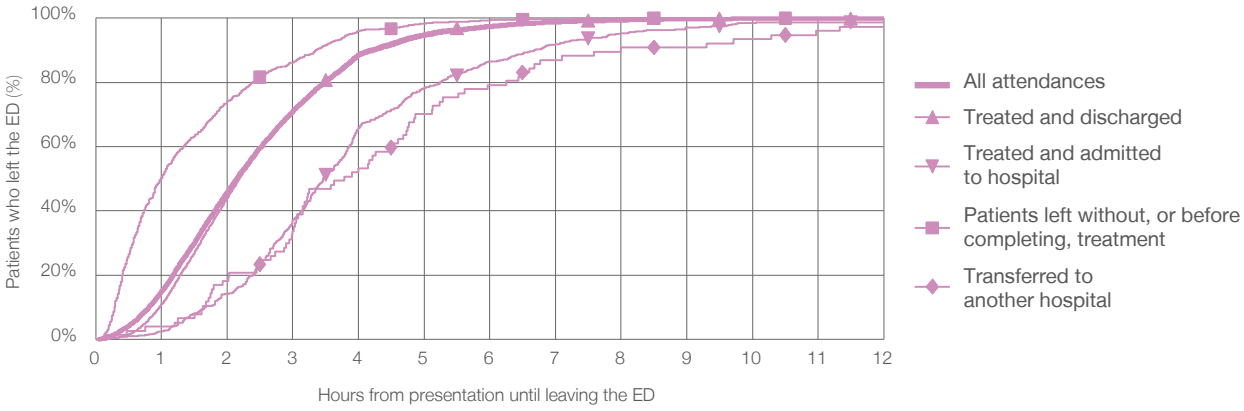
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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.

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

		Same period last year	Change since one year ago
All attendances:[1] 10,504 patients			
Attendances used to calculate time to leaving the ED:[6] 10,502 patients		9,908	6%
Treated and discharged	8,699 (83%)	8,319	5%
Treated and admitted to hospital	540 (5%)	595	-9%
Patient left without, or before completing, treatment	893 (9%)	599	49%
Transferred to another hospital	77 (1%)	77	0%
Other	295 (3%)	318	-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
Treated and discharged	11%	44%	71%	89%	98%	100%	100%	100%
Treated and admitted to hospital	2%	14%	37%	66%	86%	95%	99%	99%
Patient left without, or before completing, treatment	50%	74%	86%	96%	99%	100%	100%	100%
Transferred to another hospital	4%	18%	34%	53%	79%	91%	94%	97%
All attendances	15%	46%	71%	89%	97%	99%	100%	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.

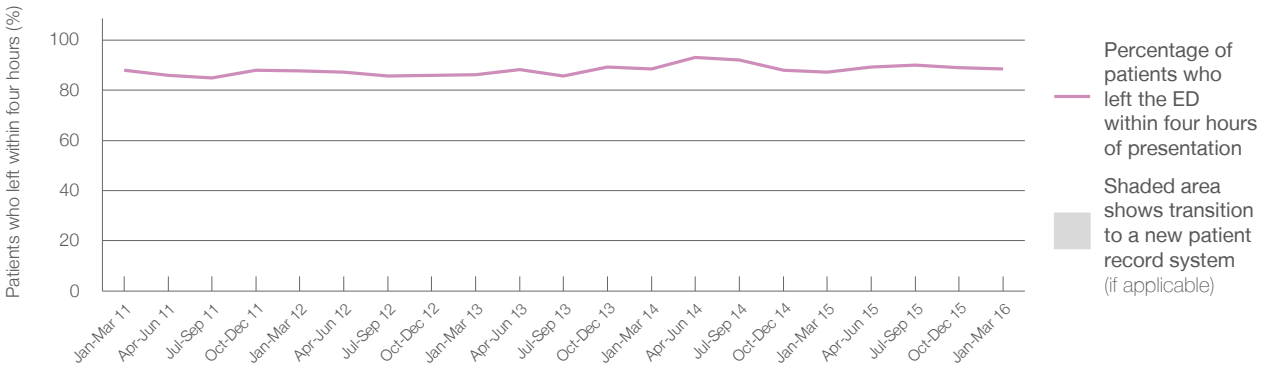
Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation

January to March 2016

		Same period last year	Change since one year ago
All attendances: [1]	10,504 patients	9,908	6%
Attendances used to calculate time to leaving the ED: [6]	10,502 patients	9,908	6%
Percentage of patients who left the ED within four hours	89%	87%	

Percentage of patients who left the ED within four hours of presentation, 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
Patients who left within four hours (%)	88%	88%	86%	89%	87%	89%

* 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.*

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.*
4. 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.
5. 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.
6. All attendances that have a departure time.
7. 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.*
8. 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.
9. 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).