



Hospital Quarterly

Performance Profiles

Emergency Department

Northern Sydney Local Health District

January to March 2016

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 9,650 patients
Emergency attendances:² 9,596 patients

Same period last year	Change since one year ago
9,386	3%
9,303	3%

Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,333 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,121 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,280 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,830 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,241	
5 minutes	8 minutes
10 minutes	35 minutes
1,930	
12 minutes	20 minutes
51 minutes	99 minutes
4,375	
15 minutes	26 minutes
86 minutes	137 minutes
1,736	
14 minutes	23 minutes
113 minutes	135 minutes

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 9,650 patients

Percentage of patients who left the ED within four hours 71%

Same period last year	Change since one year ago
9,386	3%
80%	

* 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.

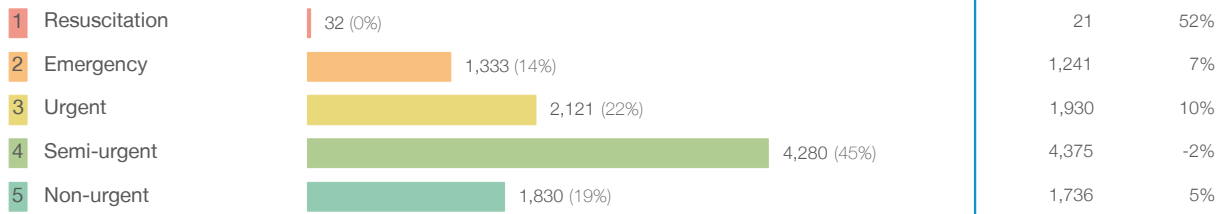
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Hornsby and Ku-Ring-Gai Hospital: Patients attending the emergency department January to March 2016

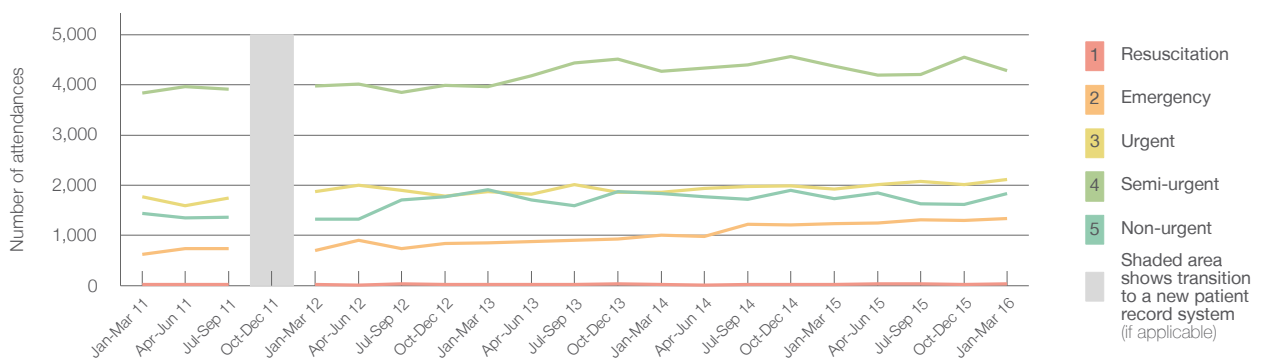
All attendances:¹ 9,650 patients

Emergency attendances² by triage category: 9,596 patients



Same period last year	Change since one year ago
9,386	3%
9,303	3%
21	52%
1,241	7%
1,930	10%
4,375	-2%
1,736	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	23	23	25	24	21	32
Emergency	621	695	854	1,003	1,241	1,333
Urgent	1,775	1,868	1,872	1,865	1,930	2,121
Semi-urgent	3,834	3,973	3,965	4,274	4,375	4,280
Non-urgent	1,445	1,323	1,908	1,839	1,736	1,830
All emergency attendances	7,698	7,882	8,624	9,005	9,303	9,596

Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,832 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,863	
12 minutes	0 minutes
41 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.

(§) 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.

Hornsby and Ku-Ring-Gai 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: 1,333

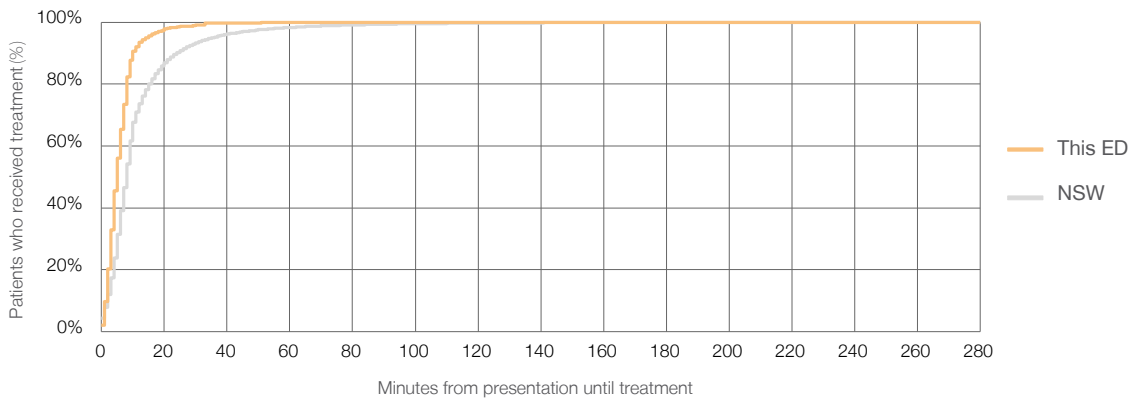
Number of triage 2 patients used to calculate waiting time:³ 1,331

Median time to start treatment⁴ 5 minutes

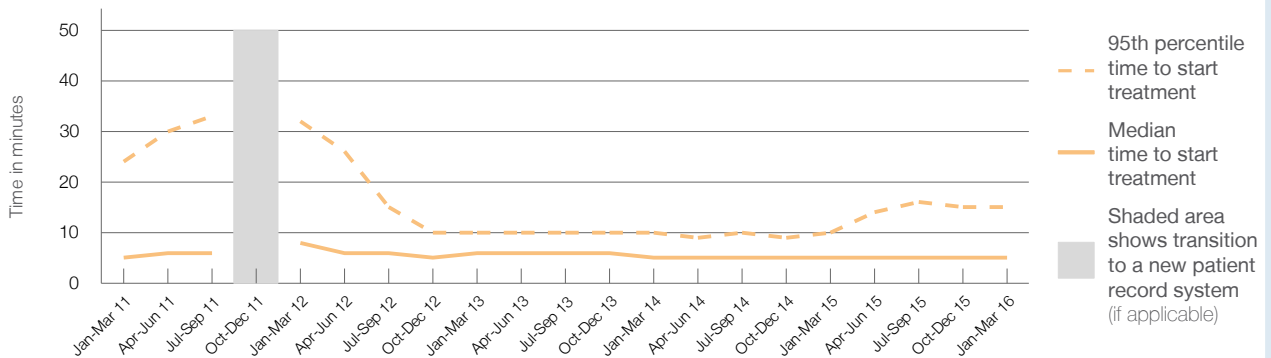
95th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,241	1,240
5 minutes	8 minutes
10 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)	5	8	6	5	5	5
95th percentile time to start treatment ⁵ (minutes)	24	32	10	10	10	15

(†) 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.

Hornsby and Ku-Ring-Gai 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: 2,121

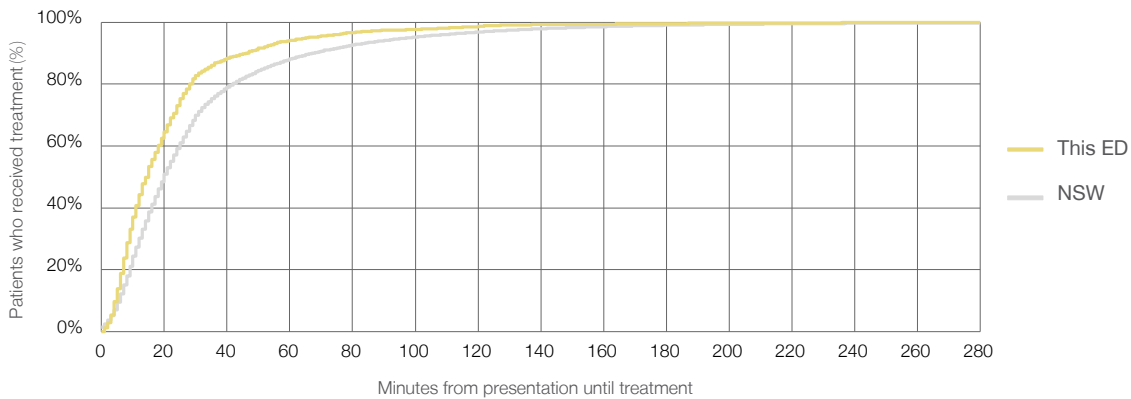
Number of triage 3 patients used to calculate waiting time:³ 2,108

Median time to start treatment⁴ 15 minutes

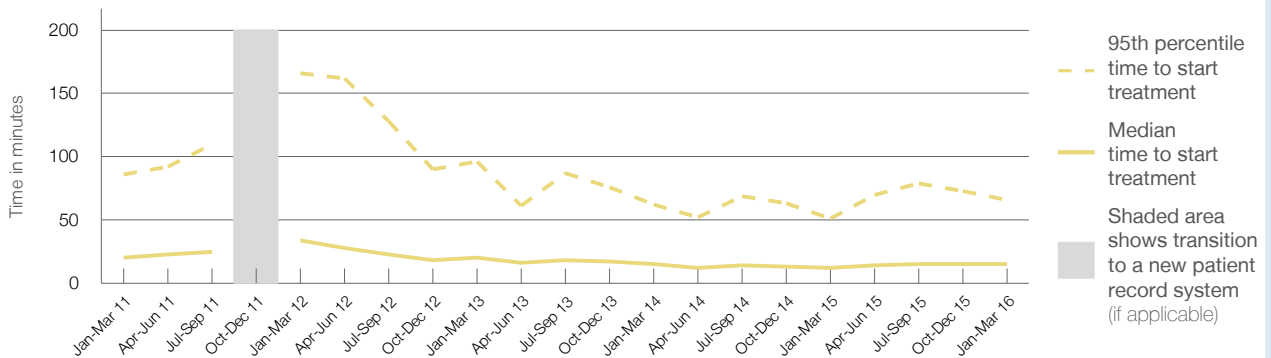
95th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,930	1,923
12 minutes	20 minutes
51 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	34	20	15	12	15
95th percentile time to start treatment ⁵ (minutes)	86	166	96	62	51	66

(†) 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.

Hornsby and Ku-Ring-Gai 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: 4,280

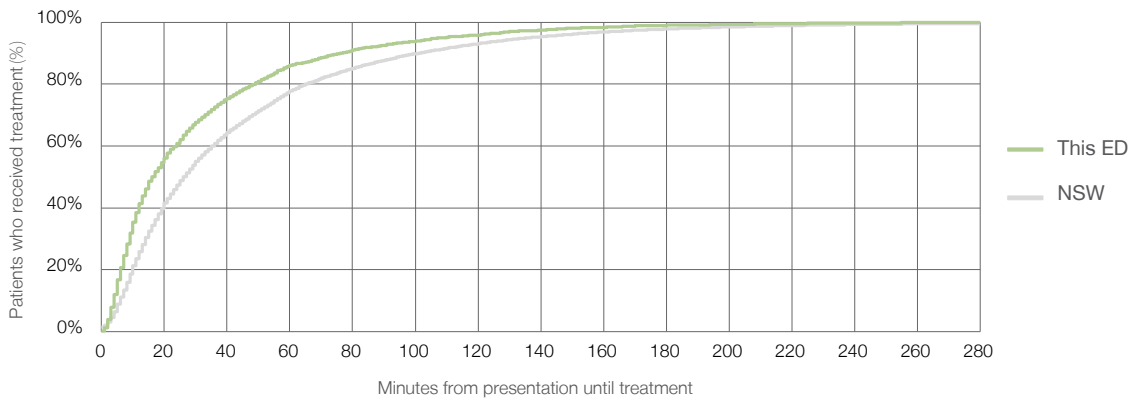
Number of triage 4 patients used to calculate waiting time:³ 4,126

Median time to start treatment⁴ 16 minutes

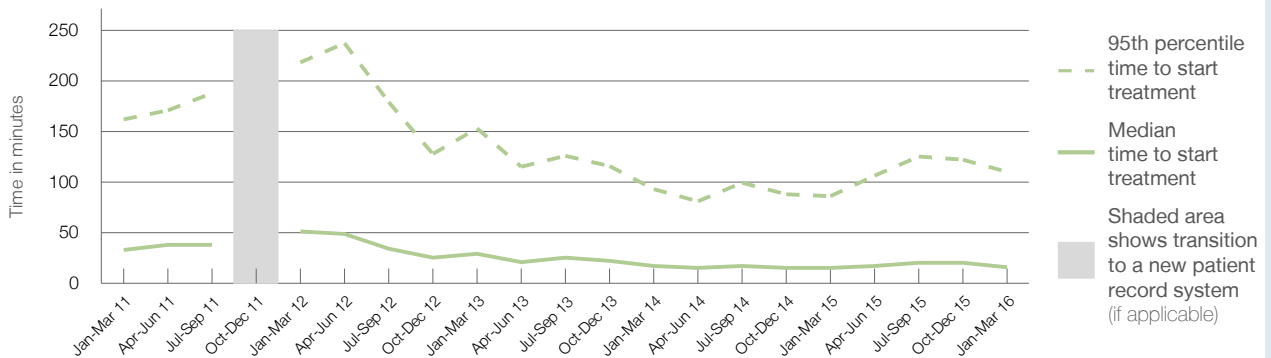
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
4,375	4,308
15 minutes	26 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)	33	51	29	17	15	16
95th percentile time to start treatment ⁵ (minutes)	162	218	153	93	86	110

(†) 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.

Hornsby and Ku-Ring-Gai 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: 1,830

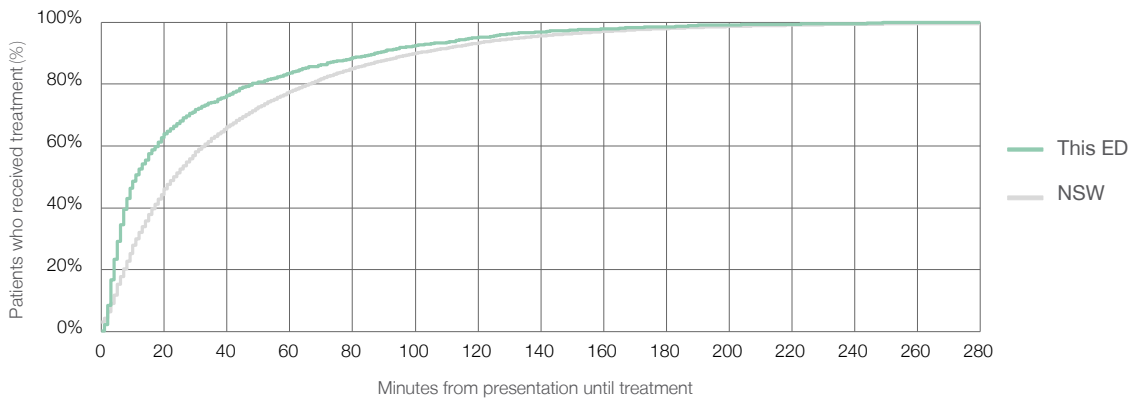
Number of triage 5 patients used to calculate waiting time:³ 1,712

Median time to start treatment⁴ 11 minutes

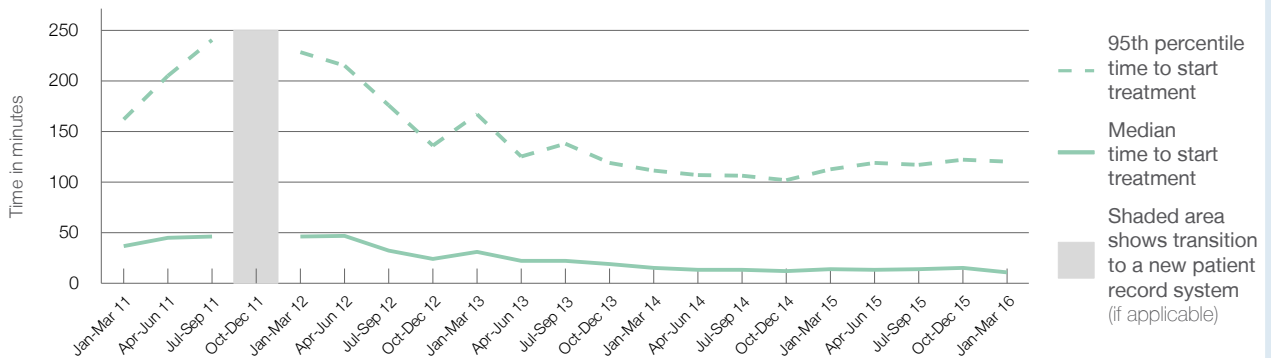
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,736	1,660
14 minutes	23 minutes
113 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)	37	46	31	15	14	11
95th percentile time to start treatment ⁵ (minutes)	162	228	167	111	113	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.

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 9,650 patients

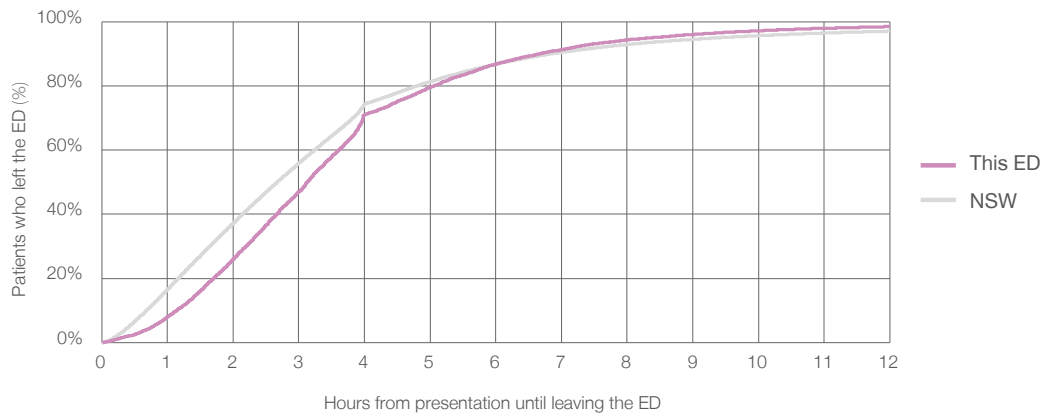
Attendances used to calculate time to leaving the ED:⁶ 9,650 patients

Median time to leaving the ED⁸ 3 hours and 8 minutes

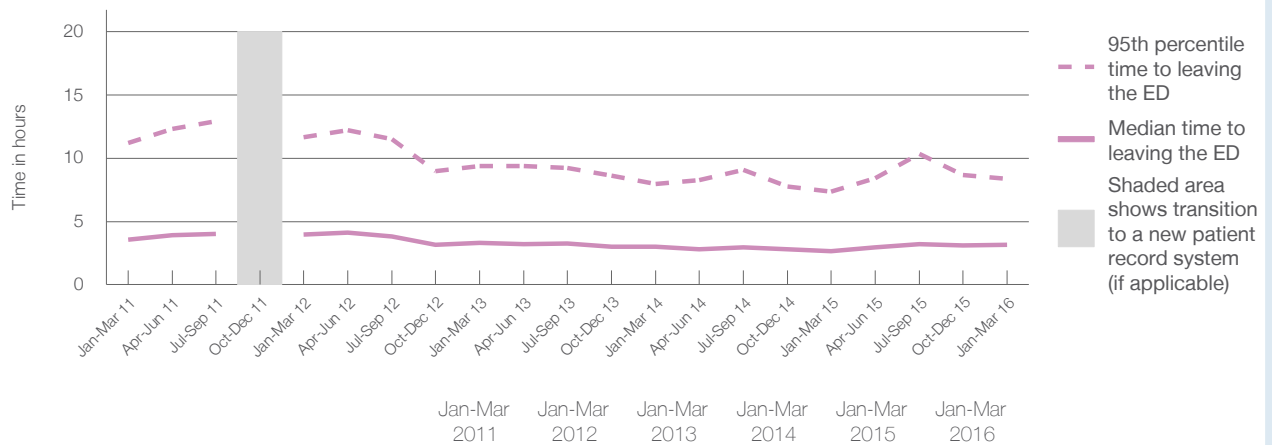
95th percentile time to leaving the ED⁹ 8 hours and 23 minutes

Same period last year	NSW (this period)
9,386	
9,386	
2 hours and 39 minutes	2 hours and 40 minutes
7 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)	3h 34m	3h 57m	3h 18m	2h 59m	2h 39m	3h 8m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 11m	11h 39m	9h 24m	7h 57m	7h 22m	8h 23m

(†) 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.

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

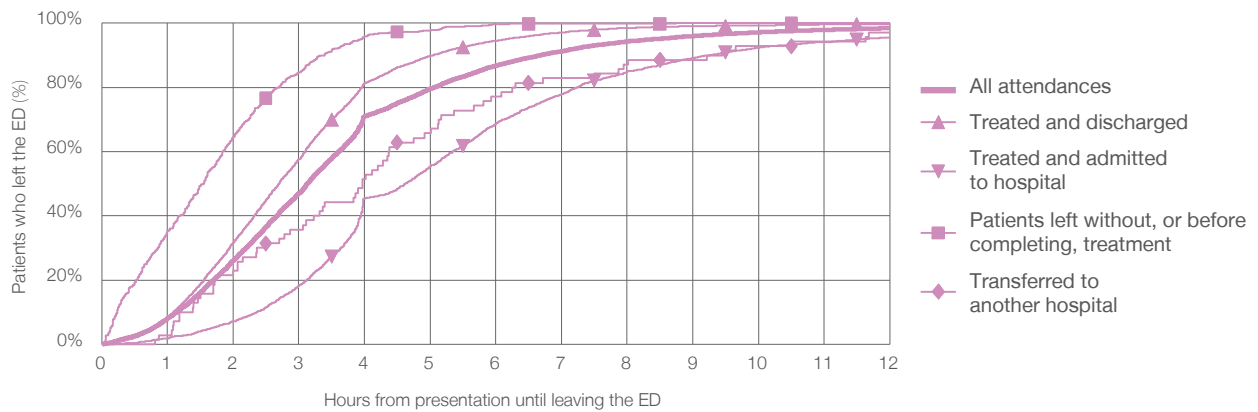
All attendances:¹ 9,650 patients

Attendances used to calculate time to leaving the ED:⁶ 9,650 patients

Treated and discharged	6,017 (62%)
Treated and admitted to hospital	2,960 (31%)
Patient left without, or before completing, treatment	600 (6%)
Transferred to another hospital	70 (1%)
Other	3 (0%)

Same period last year	Change since one year ago
9,386	3%
6,261	-4%
2,705	9%
379	58%
31	126%
10	-70%

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	9%	32%	58%	81%	95%	99%	99%	100%
Treated and admitted to hospital	2%	7%	18%	45%	69%	85%	92%	96%
Patient left without, or before completing, treatment	35%	65%	85%	96%	100%	100%	100%	100%
Transferred to another hospital	3%	23%	36%	51%	77%	87%	93%	97%
All attendances	8%	26%	47%	71%	87%	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.

Hornsby and Ku-Ring-Gai 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 9,650 patients

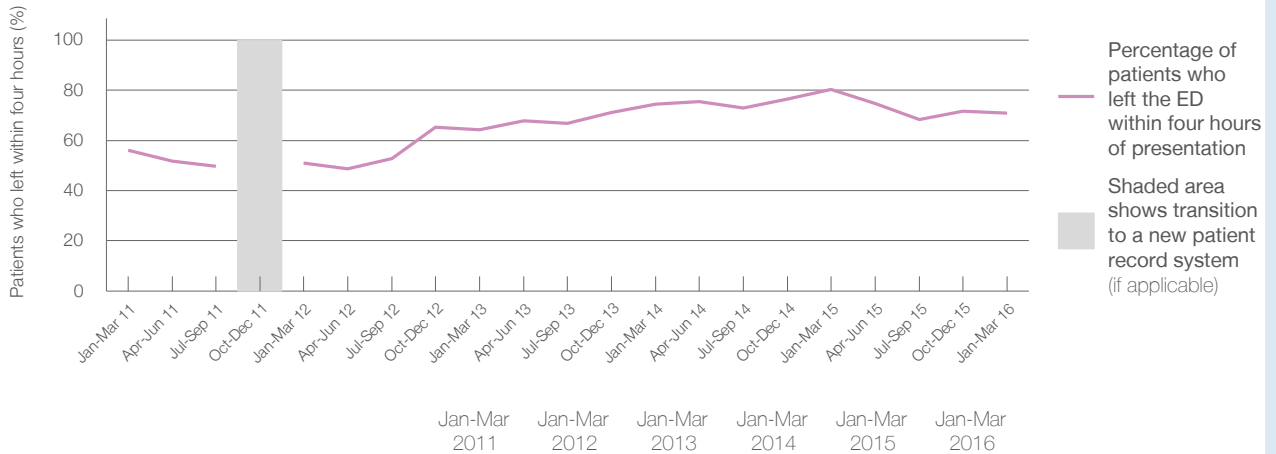
Attendances used to calculate time to leaving the ED: ⁶ 9,650 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	9,386	3%
Attendances used to calculate time to leaving the ED	9,386	3%
Percentage of patients who left the ED within four hours	80%	

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 (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	56%	51%	64%	75%	80%	71%

* 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).

Manly District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,435 patients
Emergency attendances:² 6,374 patients

Same period last year	Change since one year ago
6,492	-1%
6,409	-1%

Manly District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 851 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,273 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,684 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 538 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
754	
7 minutes	8 minutes
20 minutes	35 minutes
2,439	
14 minutes	20 minutes
57 minutes	99 minutes
2,665	
15 minutes	26 minutes
101 minutes	137 minutes
518	
14 minutes	23 minutes
112 minutes	135 minutes

Manly District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,435 patients

Percentage of patients who left the ED within four hours 86%

Same period last year	Change since one year ago
6,492	-1%
87%	

* 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.

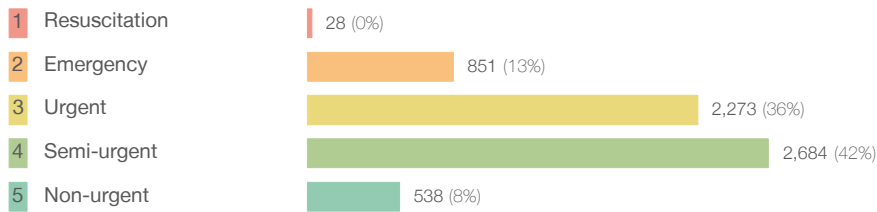
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Manly District Hospital: Patients attending the emergency department January to March 2016

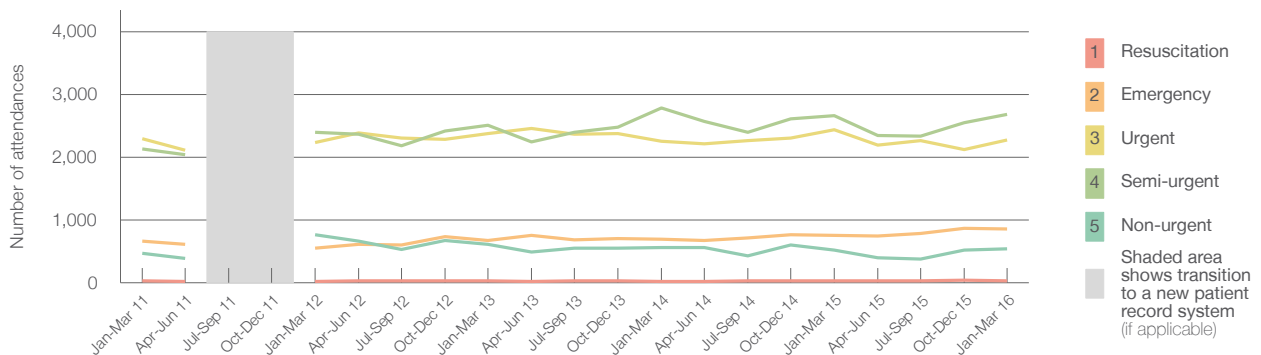
All attendances:¹ 6,435 patients

Emergency attendances² by triage category: 6,374 patients



Same period last year	Change since one year ago
6,492	-1%
6,409	-1%
33	-15%
754	13%
2,439	-7%
2,665	1%
518	4%

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	26	22	29	22	33	28
Emergency	666	549	674	691	754	851
Urgent	2,299	2,236	2,376	2,255	2,439	2,273
Semi-urgent	2,134	2,398	2,506	2,785	2,665	2,684
Non-urgent	466	763	614	562	518	538
All emergency attendances	5,591	5,968	6,199	6,315	6,409	6,374

Manly District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,221 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,346	
11 minutes	-1 minute
23 minutes	0 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.

Manly District 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: 851

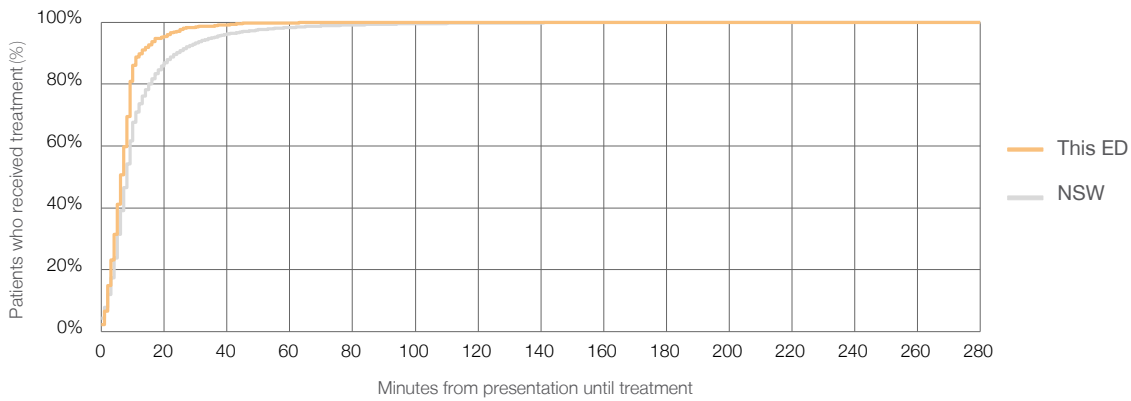
Number of triage 2 patients used to calculate waiting time:³ 850

Median time to start treatment⁴ 6 minutes

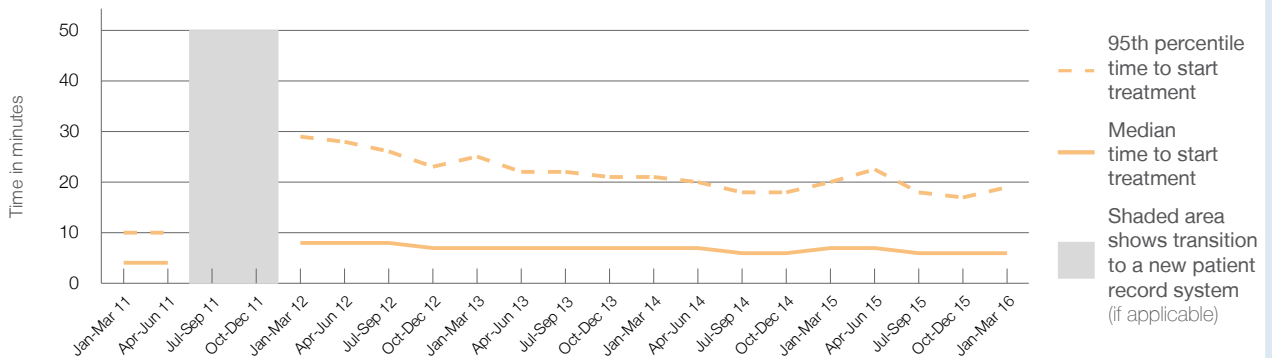
95th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
754	754
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	8	7	7	7	6
95th percentile time to start treatment ⁵ (minutes)	10	29	25	21	20	19

(†) 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.

Manly District 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: 2,273

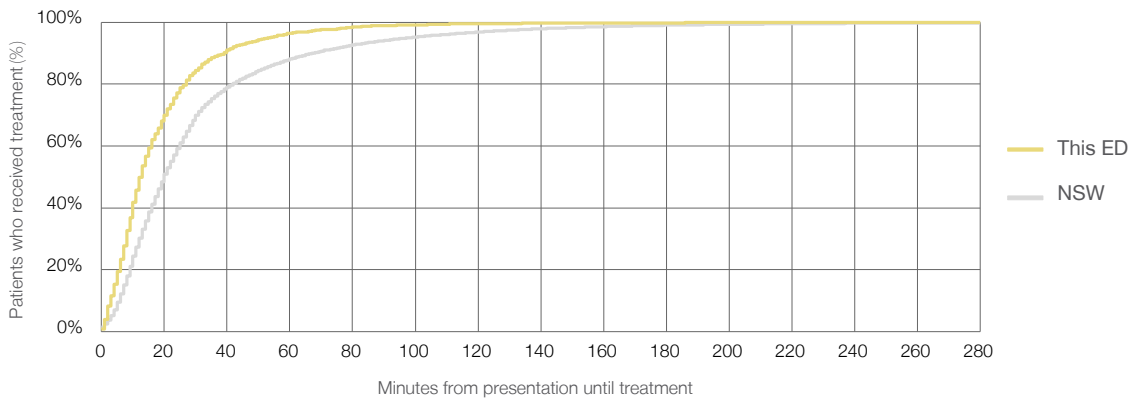
Number of triage 3 patients used to calculate waiting time:³ 2,256

Median time to start treatment⁴ 13 minutes

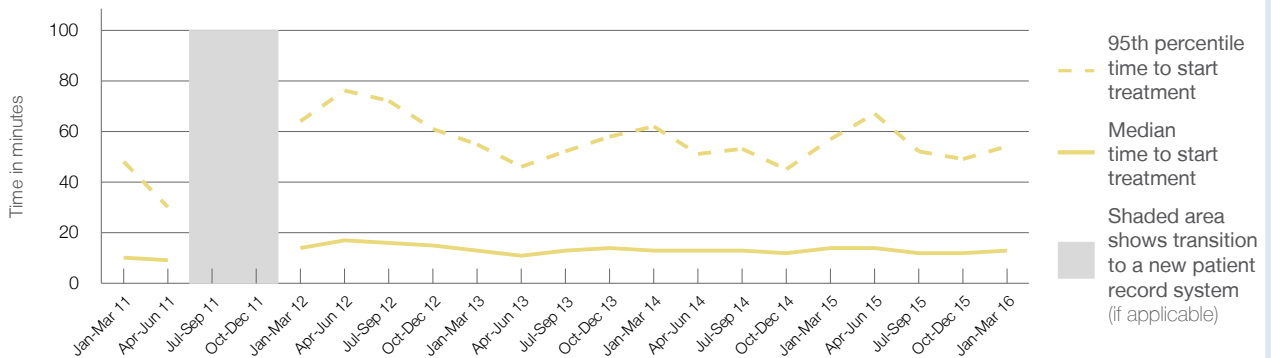
95th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
2,439	
2,406	
14 minutes	20 minutes
57 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)	10	14	13	13	14	13
95th percentile time to start treatment ⁵ (minutes)	48	64	55	62	57	54

(†) 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.

Manly District 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: 2,684

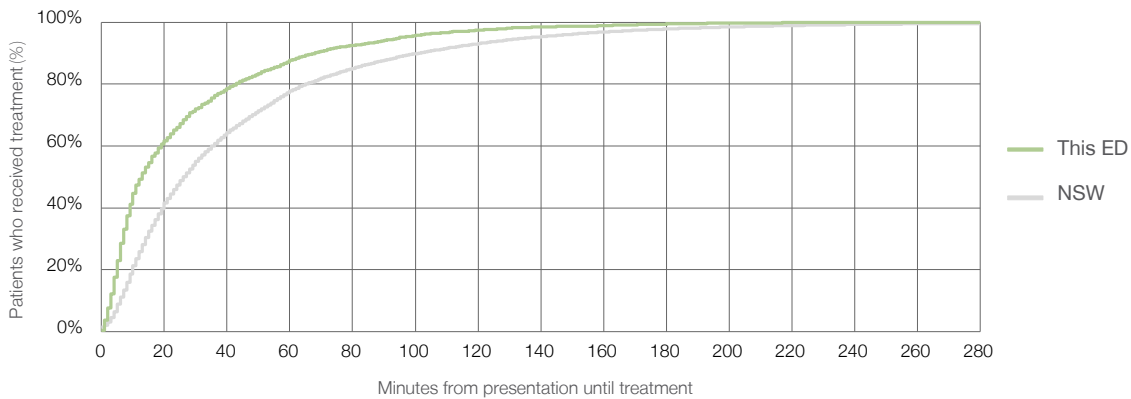
Number of triage 4 patients used to calculate waiting time:³ 2,617

Median time to start treatment⁴ 13 minutes

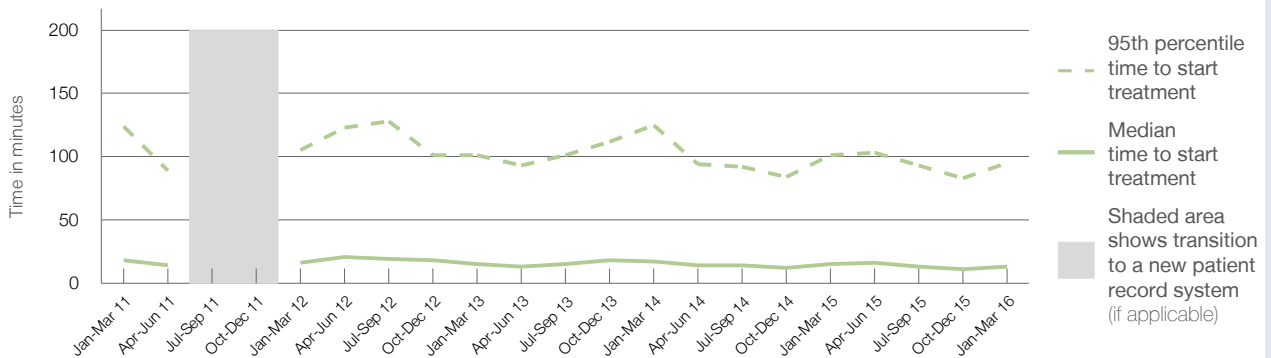
95th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
2,665	
2,566	
15 minutes	26 minutes
101 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)	18	16	15	17	15	13
95th percentile time to start treatment ⁵ (minutes)	124	105	101	125	101	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.

Manly District 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: 538

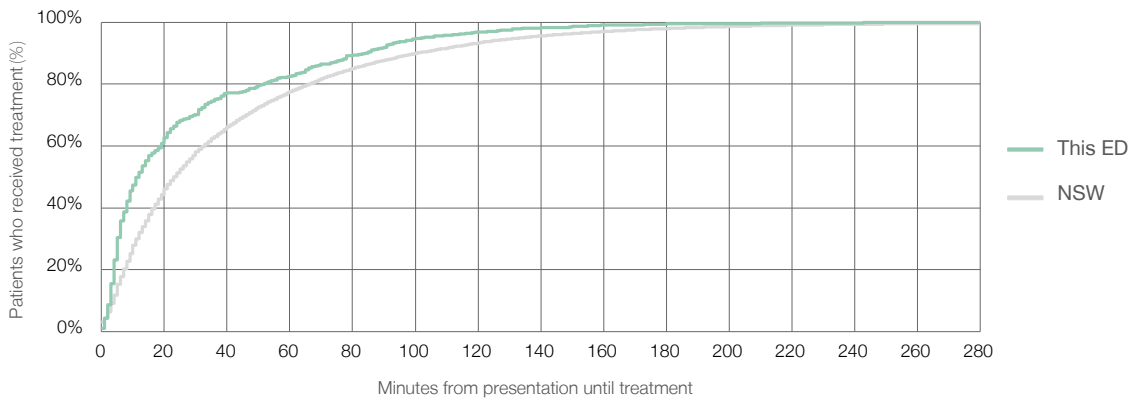
Number of triage 5 patients used to calculate waiting time:³ 512

Median time to start treatment⁴ 12 minutes

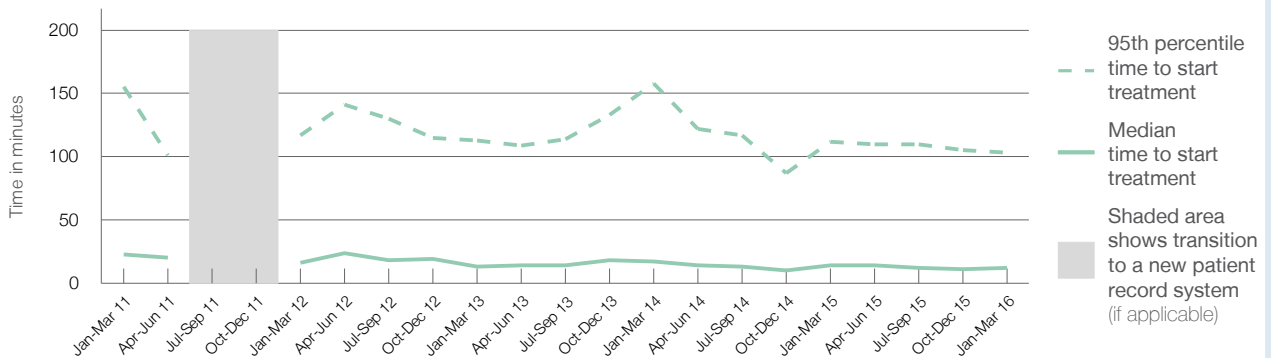
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
518	
476	
14 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)	23	16	13	17	14	12
95th percentile time to start treatment ⁵ (minutes)	156	117	113	158	112	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.

Manly District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,435 patients

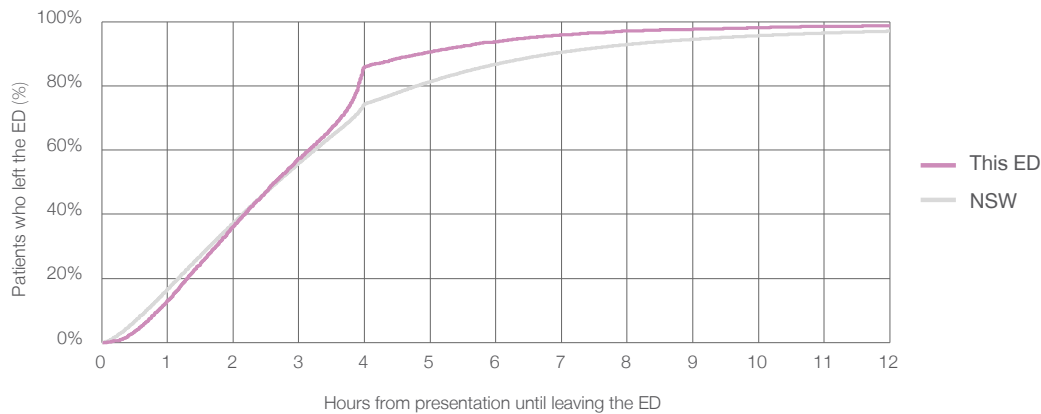
Attendances used to calculate time to leaving the ED:⁶ 6,435 patients

Median time to leaving the ED⁸ 2 hours and 38 minutes

95th percentile time to leaving the ED⁹ 6 hours and 30 minutes

Same period last year	NSW (this period)
6,492	6,492
2 hours and 35 minutes	2 hours and 40 minutes
6 hours and 36 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)	2h 38m	2h 44m	2h 23m	2h 35m	2h 35m	2h 38m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 28m	7h 42m	7h 11m	6h 17m	6h 36m	6h 30m

(†) 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.

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

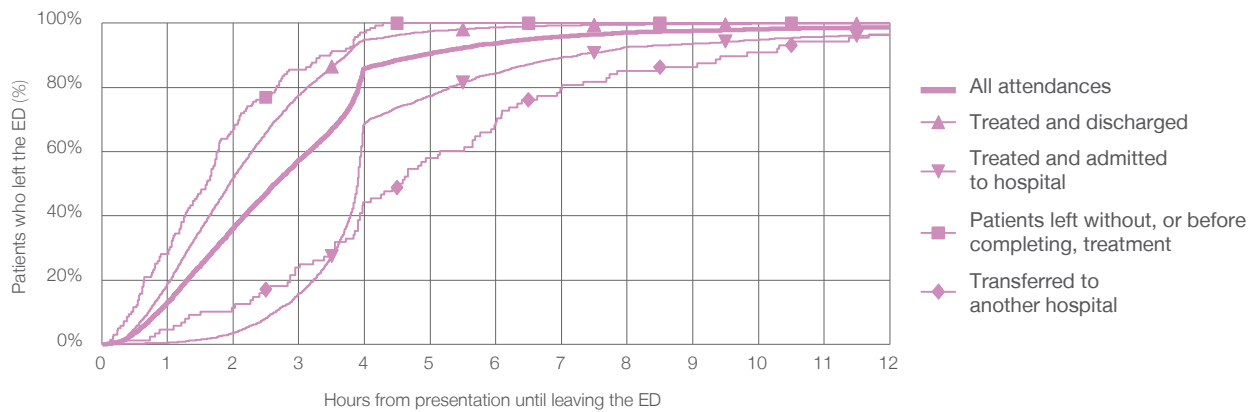
All attendances:¹ 6,435 patients

Attendances used to calculate time to leaving the ED:⁶ 6,435 patients

Treated and discharged	4,152 (65%)
Treated and admitted to hospital	2,053 (32%)
Patient left without, or before completing, treatment	139 (2%)
Transferred to another hospital	88 (1%)
Other	3 (0%)

Same period last year	Change since one year ago
6,492	-1%
4,186	-1%
1,987	3%
197	-29%
114	-23%
8	-63%

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	19%	52%	78%	95%	99%	100%	100%	100%
Treated and admitted to hospital	0%	4%	16%	69%	84%	93%	95%	96%
Patient left without, or before completing, treatment	28%	67%	86%	97%	100%	100%	100%	100%
Transferred to another hospital	5%	11%	24%	44%	69%	85%	91%	97%
All attendances	13%	36%	57%	86%	94%	97%	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.

Manly District 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 6,435 patients

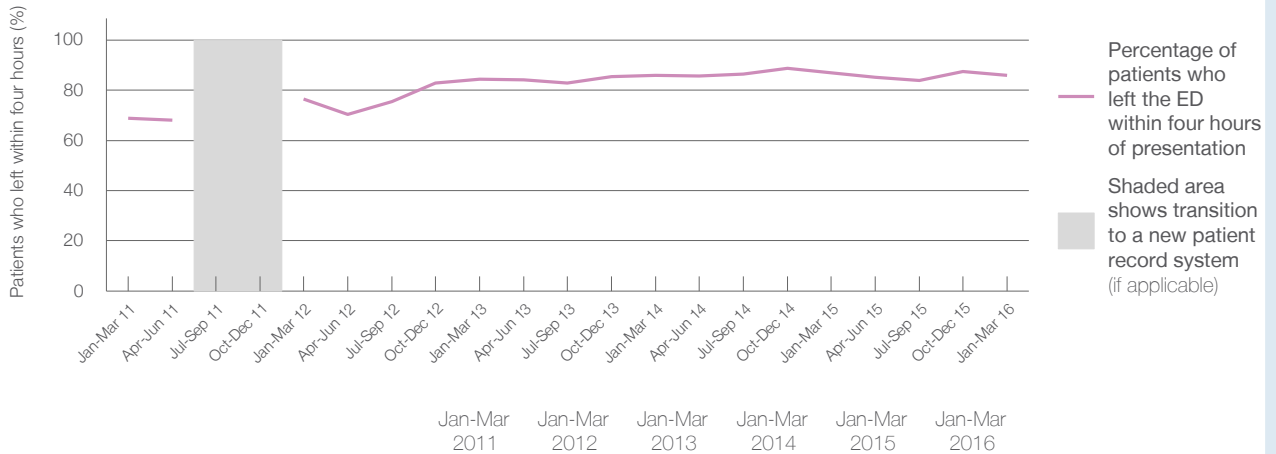
Attendances used to calculate time to leaving the ED: ⁶ 6,435 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
6,492	-1%
6,492	-1%
87%	

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 (%)	69%	77%	84%	86%	87%	86%
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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).

Mona Vale and District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 8,898 patients
Emergency attendances:² 8,816 patients

Same period last year	Change since one year ago
8,576	4%
8,480	4%

Mona Vale and District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,087 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,178 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,646 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 871 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
829	
6 minutes	8 minutes
20 minutes	35 minutes
2,829	
17 minutes	20 minutes
67 minutes	99 minutes
3,955	
22 minutes	26 minutes
124 minutes	137 minutes
840	
16 minutes	23 minutes
120 minutes	135 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 8,898 patients

Percentage of patients who left the ED within four hours 87%

Same period last year	Change since one year ago
8,576	4%
86%	

* 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).

Mona Vale and District Hospital: Patients attending the emergency department January to March 2016

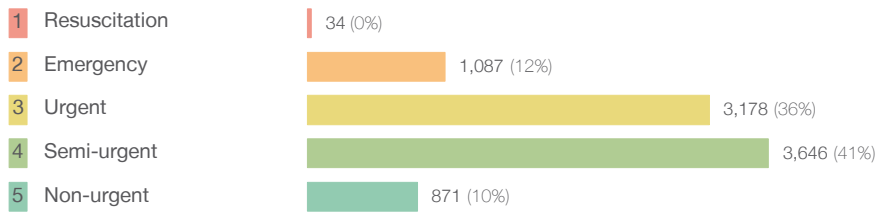
All attendances:¹ 8,898 patients

Same period last year
Change since one year ago

8,576 4%

Emergency attendances² by triage category: 8,816 patients

8,480 4%



27 26%

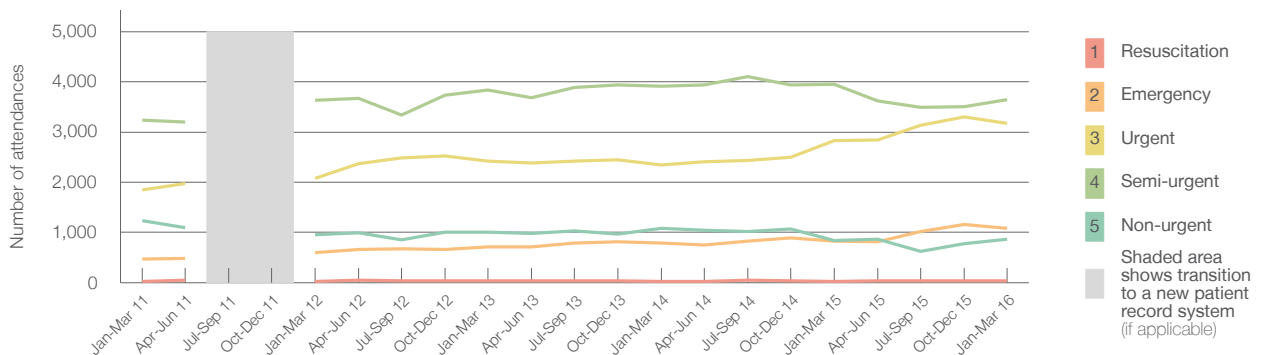
829 31%

2,829 12%

3,955 -8%

840 4%

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	27	27	38	29	27	34
Emergency	476	595	717	787	829	1,087
Urgent	1,849	2,077	2,420	2,349	2,829	3,178
Semi-urgent	3,243	3,635	3,840	3,910	3,955	3,646
Non-urgent	1,234	953	1,007	1,085	840	871
All emergency attendances	6,829	7,287	8,022	8,160	8,480	8,816

Mona Vale and District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,667 patients

Same period last year
Change since one year ago

1,532

ED Transfer of care time[§]



11 minutes -1 minute

28 minutes -6 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.

Mona Vale and District 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: 1,087

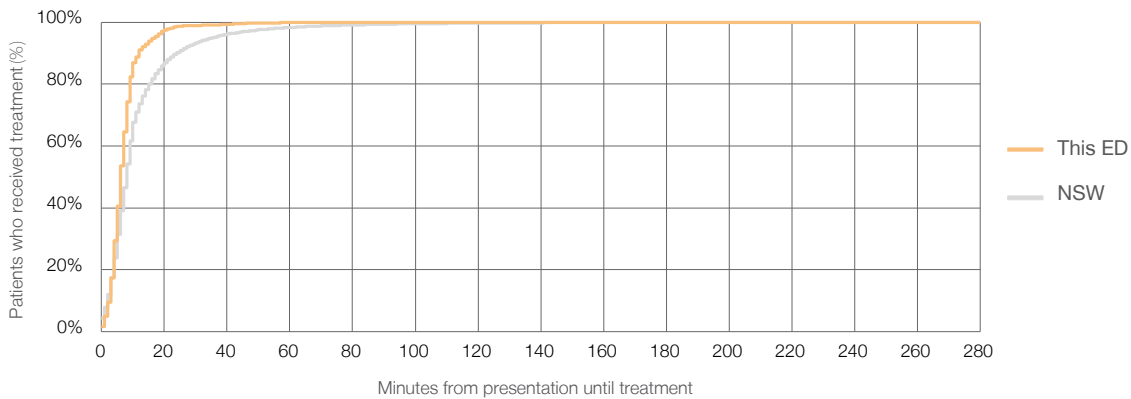
Number of triage 2 patients used to calculate waiting time:³ 1,084

Median time to start treatment⁴ 6 minutes

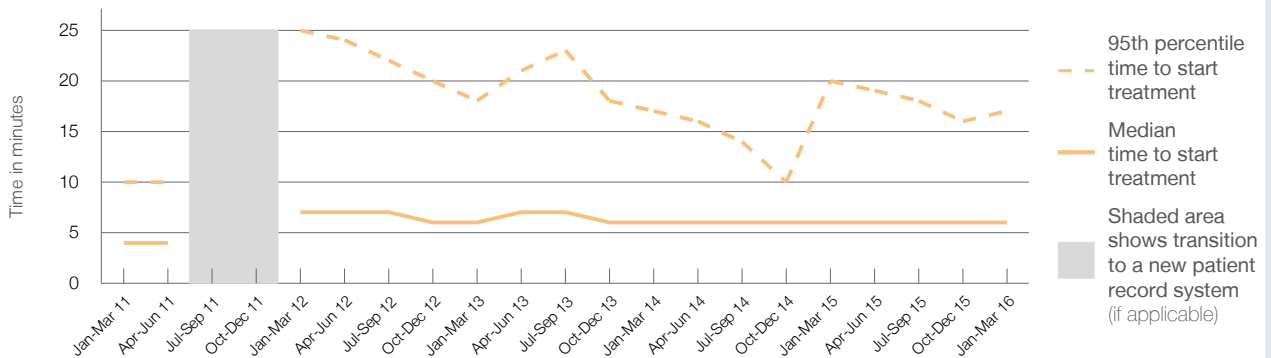
95th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
829	827
6 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	6	6	6	6
95th percentile time to start treatment ⁵ (minutes)	10	25	18	17	20	17

(†) 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.

Mona Vale and District 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: 3,178

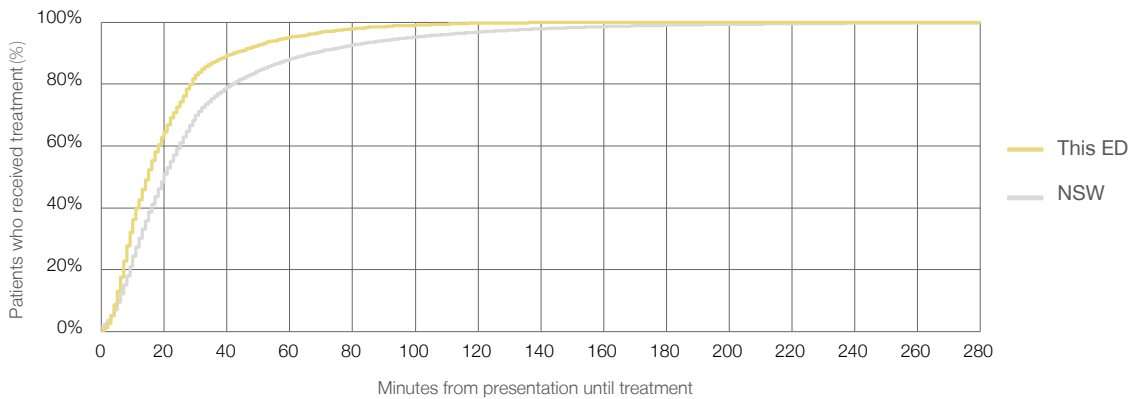
Number of triage 3 patients used to calculate waiting time:³ 3,154

Median time to start treatment⁴ 15 minutes

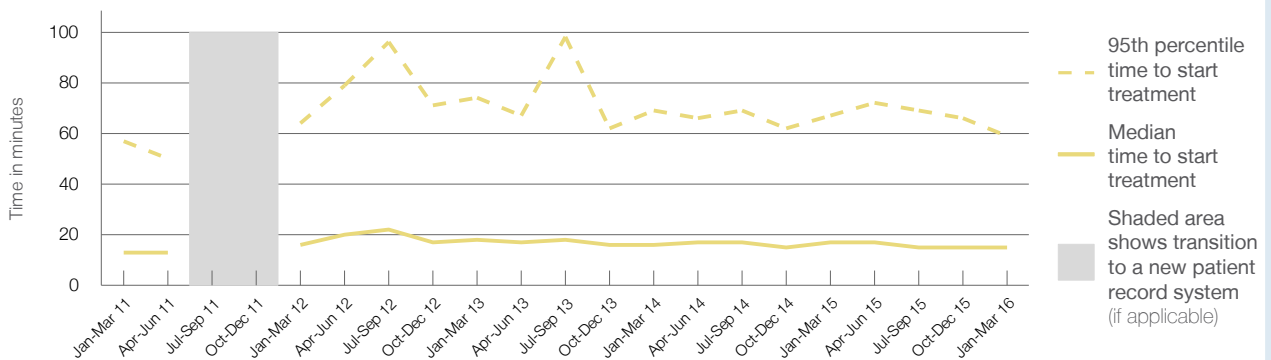
95th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
2,829	
2,807	
17 minutes	20 minutes
67 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)	13	16	18	16	17	15
95th percentile time to start treatment ⁵ (minutes)	57	64	74	69	67	59

(†) 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.

Mona Vale and District 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: 3,646

Number of triage 4 patients used to calculate waiting time:³ 3,543

Median time to start treatment⁴

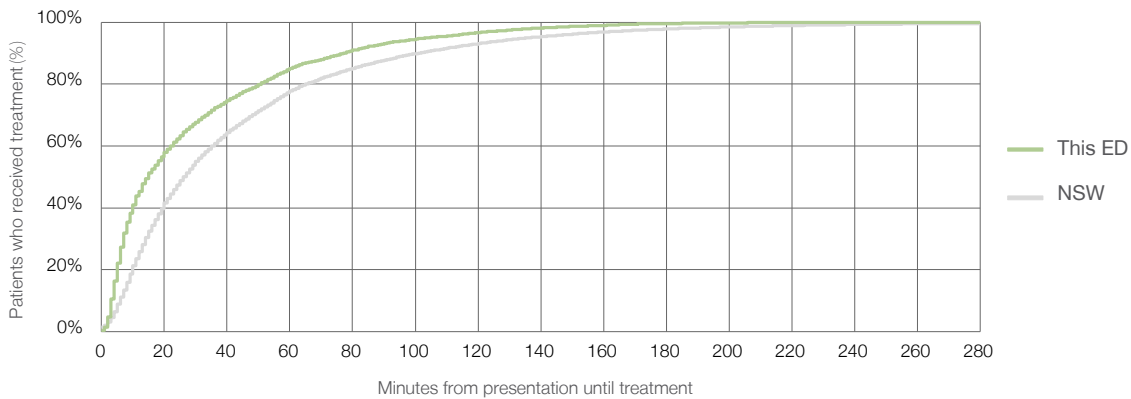
15 minutes

95th percentile time to start treatment⁵

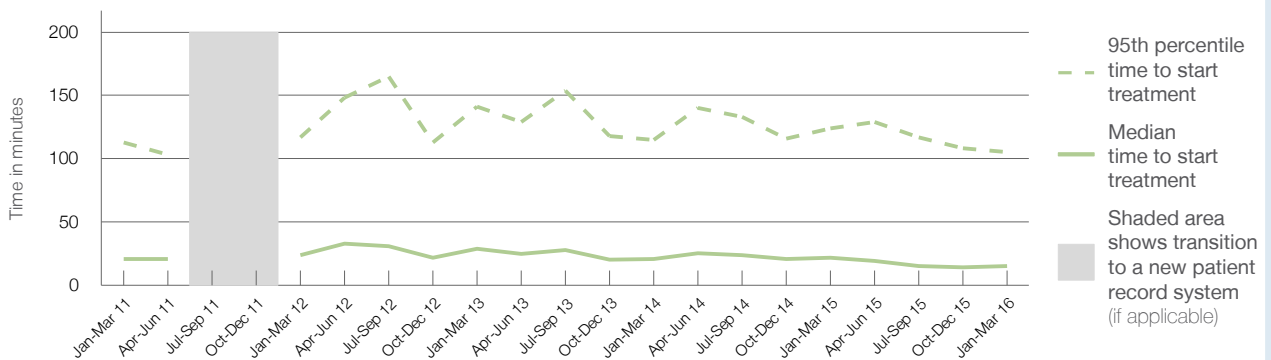
105 minutes

Same period last year	NSW (this period)
3,955	3,744
22 minutes	26 minutes
124 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	24	29	21	22	15
95th percentile time to start treatment ⁵ (minutes)	113	117	141	115	124	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.

Mona Vale and District 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: 871

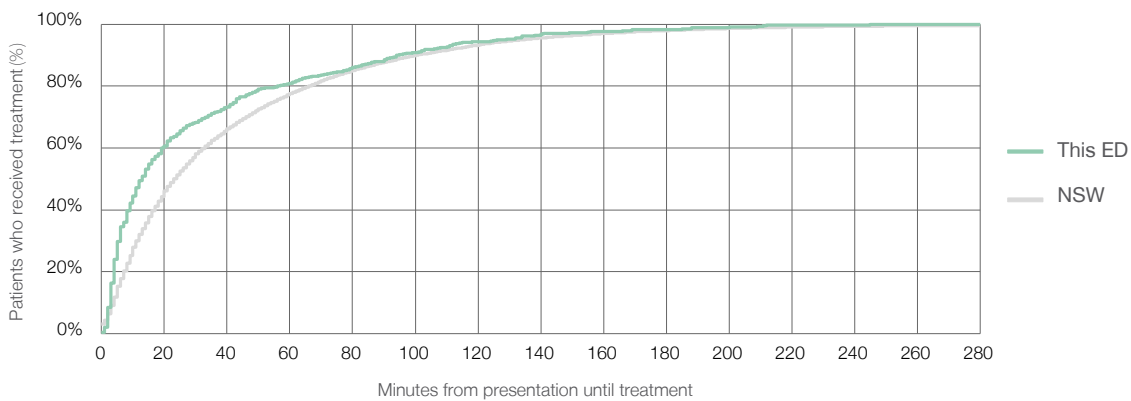
Number of triage 5 patients used to calculate waiting time:³ 824

Median time to start treatment⁴ 13 minutes

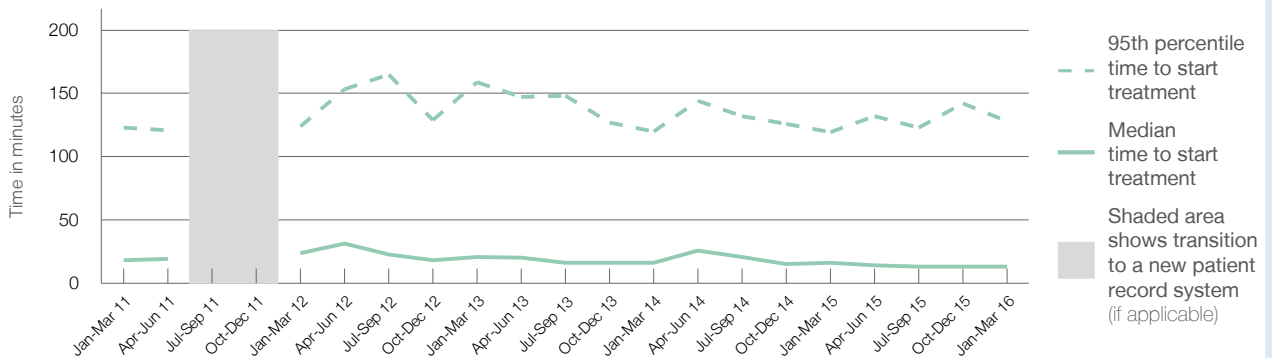
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
840	
740	
16 minutes	23 minutes
120 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)	18	24	21	16	16	13
95th percentile time to start treatment ⁵ (minutes)	123	124	159	120	120	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.

Mona Vale and District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 8,898 patients

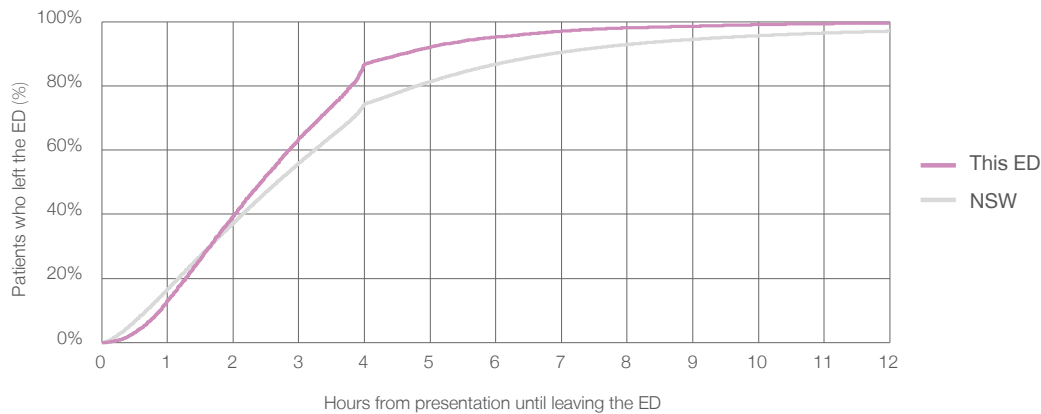
Attendances used to calculate time to leaving the ED:⁶ 8,898 patients

Median time to leaving the ED⁸ 2 hours and 26 minutes

95th percentile time to leaving the ED⁹ 5 hours and 55 minutes

Same period last year	NSW (this period)
8,576	8,576
2 hours and 28 minutes	2 hours and 40 minutes
6 hours and 2 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 29m	2h 38m	2h 39m	2h 18m	2h 28m	2h 26m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 19m	10h 30m	9h 23m	7h 12m	6h 2m	5h 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.

Mona Vale and District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

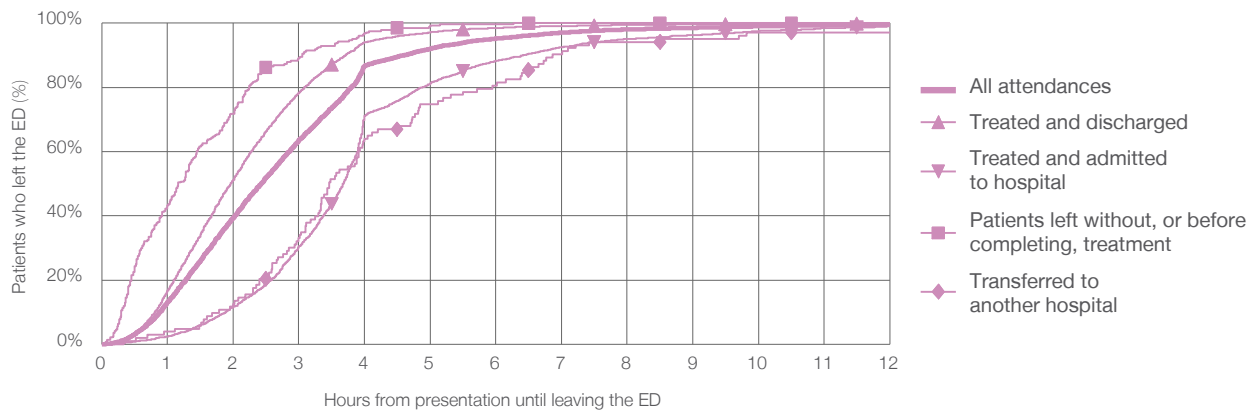
All attendances:¹ 8,898 patients

Attendances used to calculate time to leaving the ED:⁶ 8,898 patients

Treated and discharged	5,768 (65%)
Treated and admitted to hospital	2,721 (31%)
Patient left without, or before completing, treatment	284 (3%)
Transferred to another hospital	103 (1%)
Other	22 (0%)

Same period last year	Change since one year ago
8,576	4%
5,514	5%
2,615	4%
328	-13%
111	-7%
8	175%

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	17%	51%	78%	94%	99%	99%	100%	100%
Treated and admitted to hospital	2%	12%	31%	71%	88%	95%	98%	99%
Patient left without, or before completing, treatment	43%	72%	89%	97%	100%	100%	100%	100%
Transferred to another hospital	4%	13%	33%	64%	81%	94%	97%	97%
All attendances	13%	39%	64%	87%	95%	98%	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.

Mona Vale and District 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 8,898 patients

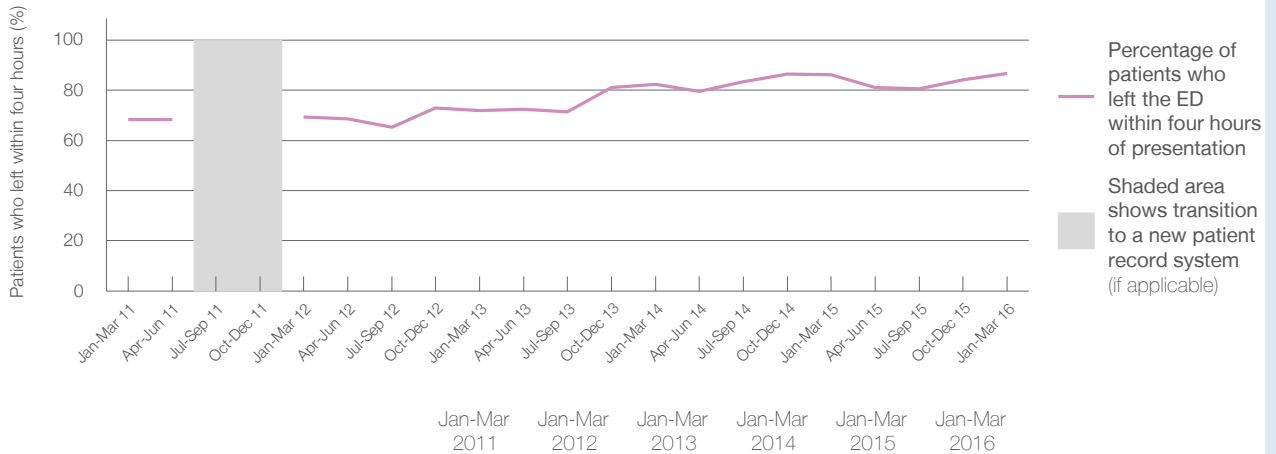
Attendances used to calculate time to leaving the ED: ⁶ 8,898 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	8,576	4%
Attendances used to calculate time to leaving the ED	8,576	4%
Percentage of patients who left the ED within four hours	86%	

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 (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	68%	69%	72%	82%	86%	87%

* 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.

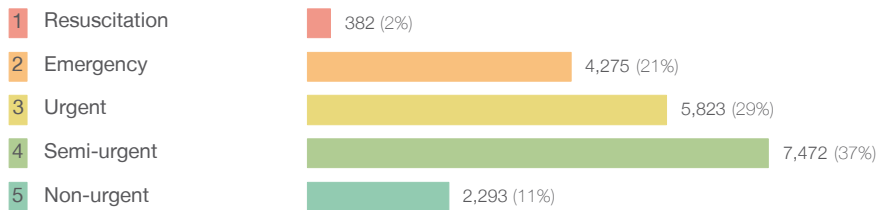
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Royal North Shore Hospital: Patients attending the emergency department

January to March 2016

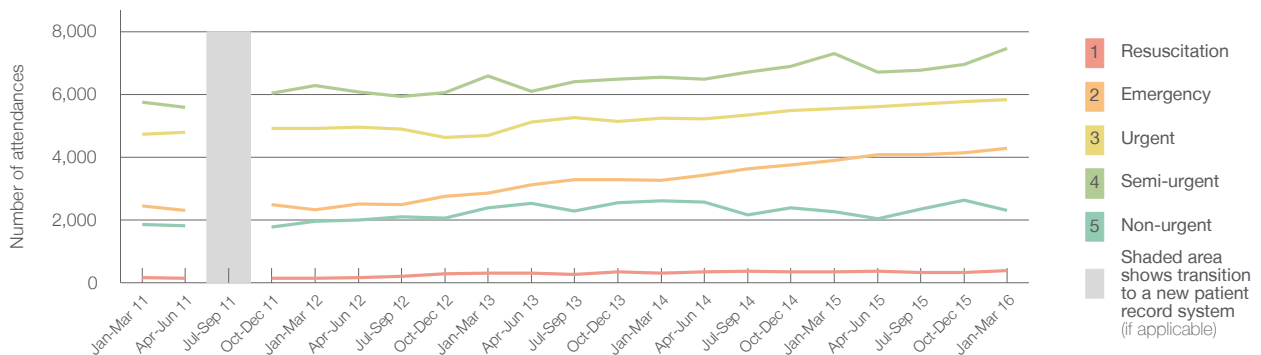
All attendances:¹ 20,329 patients

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

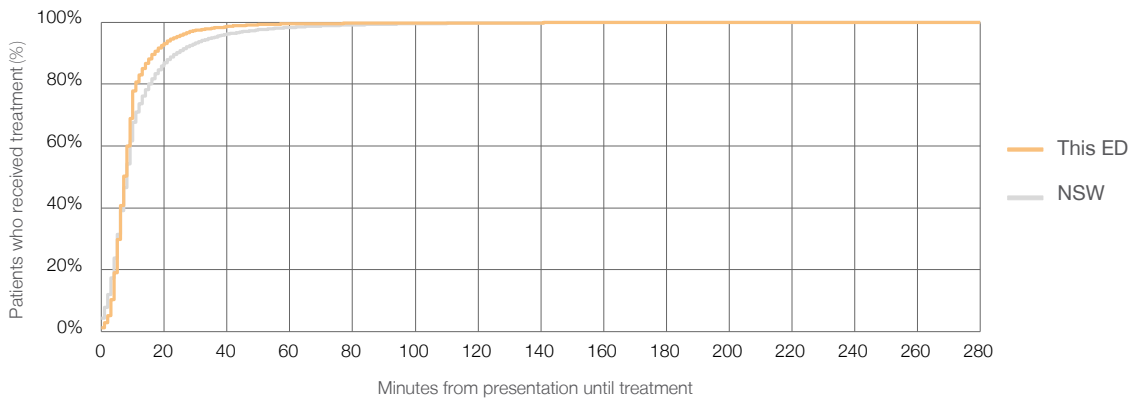
Number of triage 2 patients used to calculate waiting time:³ 4,259

Median time to start treatment⁴ 7 minutes

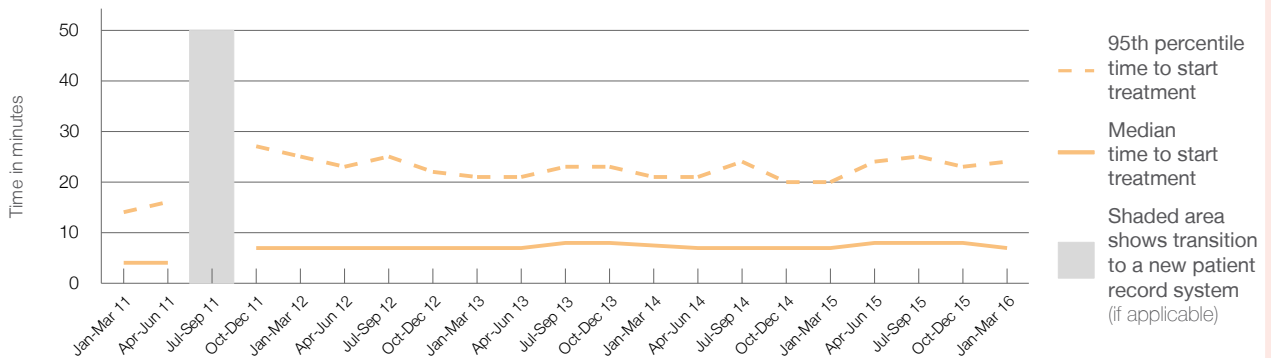
95th percentile time to start treatment⁵ 24 minutes

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

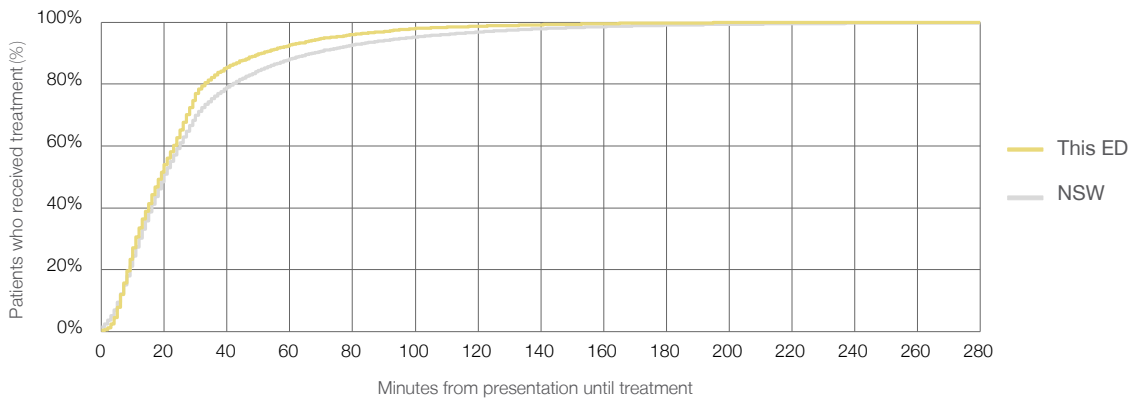
Number of triage 3 patients used to calculate waiting time:³ 5,708

Median time to start treatment⁴ 19 minutes

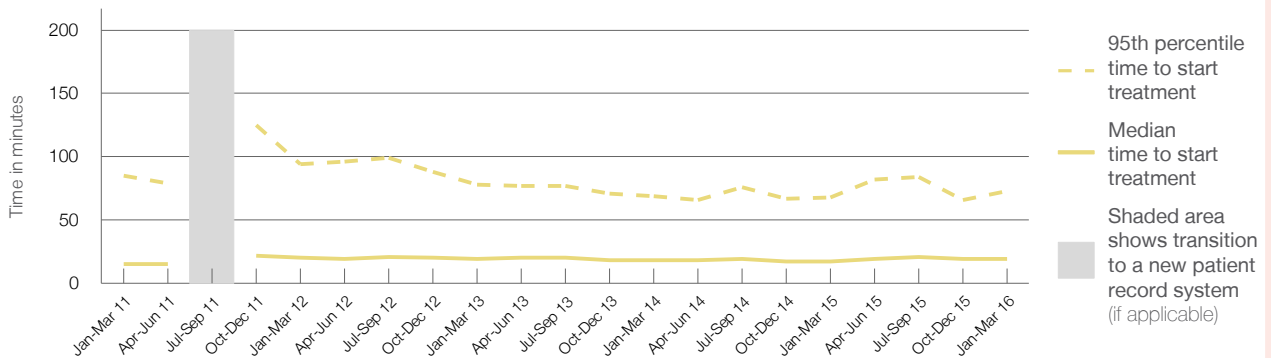
95th percentile time to start treatment⁵ 73 minutes

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

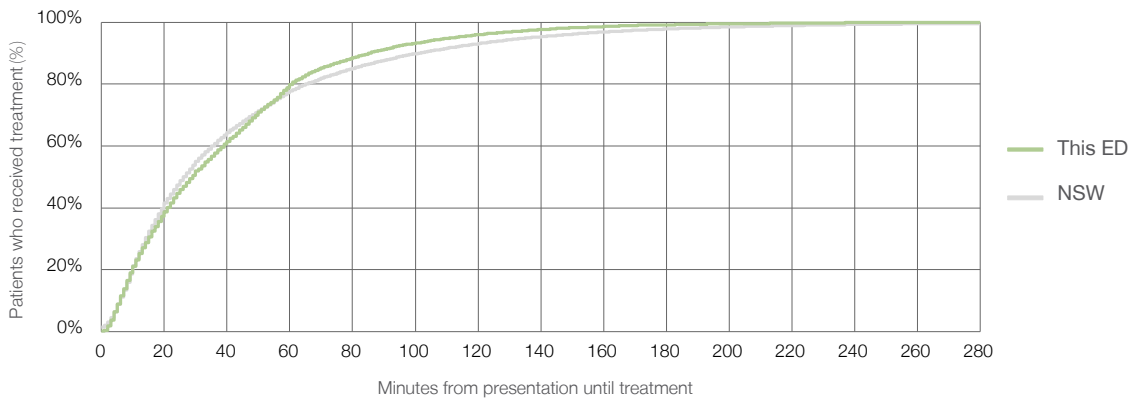
Number of triage 4 patients used to calculate waiting time:³ 7,134

Median time to start treatment⁴ 29 minutes

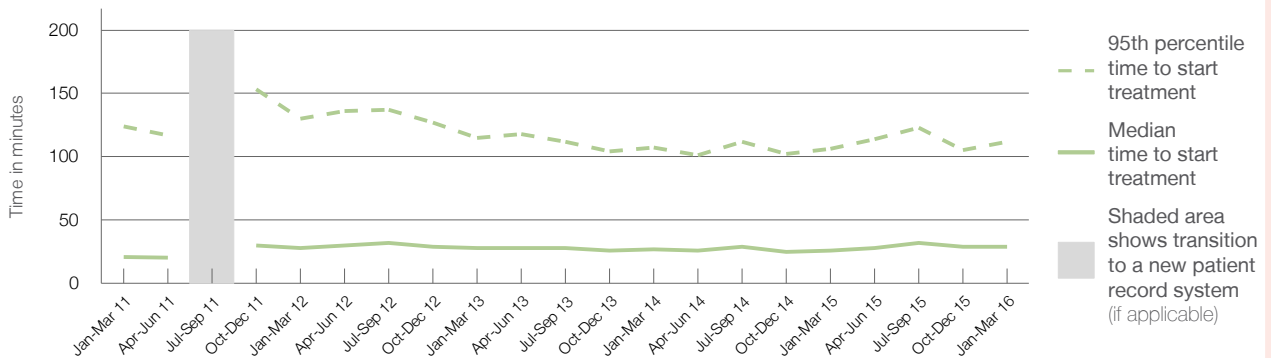
95th percentile time to start treatment⁵ 112 minutes

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

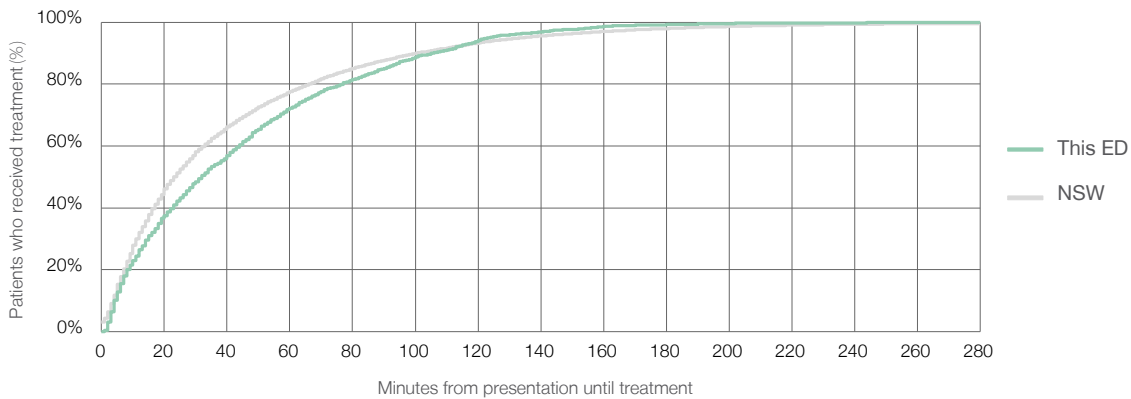
Number of triage 5 patients used to calculate waiting time:³ 2,044

Median time to start treatment⁴ 32 minutes

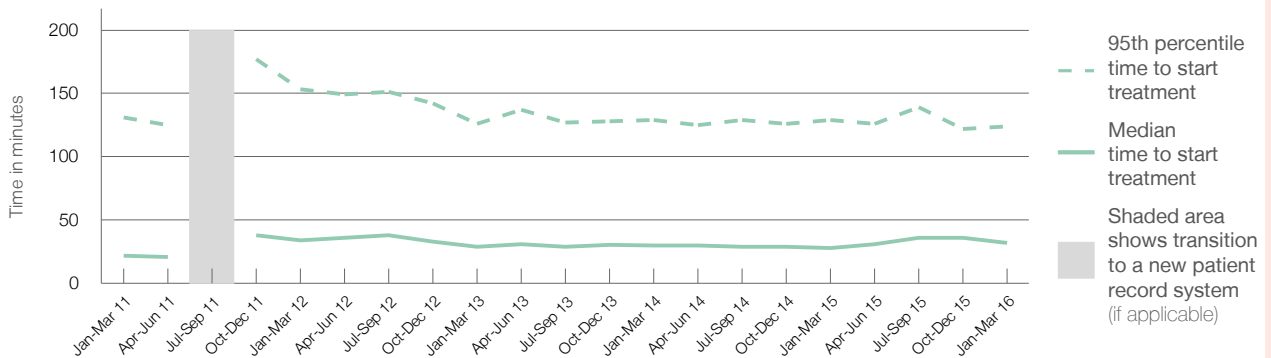
95th percentile time to start treatment⁵ 124 minutes

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

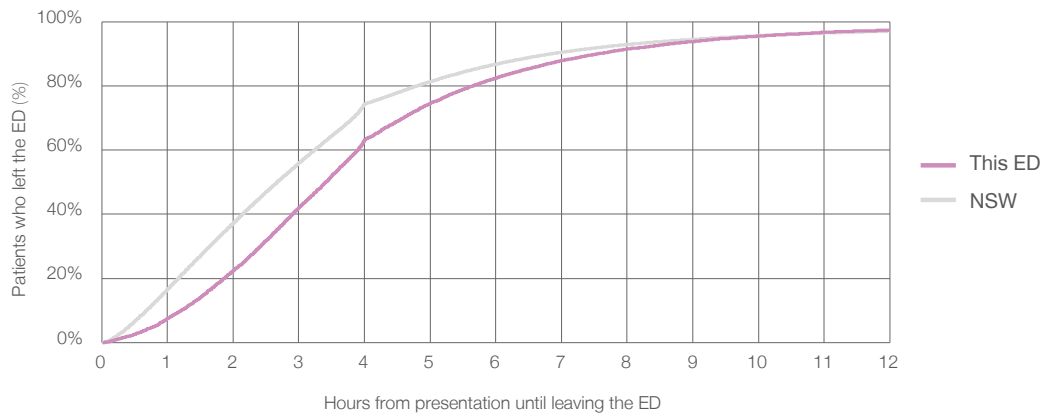
Attendances used to calculate time to leaving the ED:⁶ 20,329 patients

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

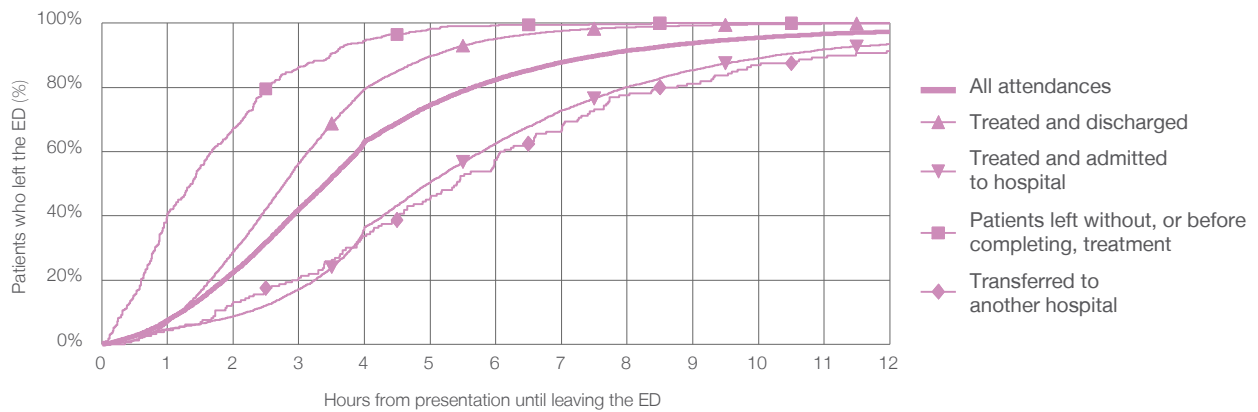
All attendances:¹ 20,329 patients

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

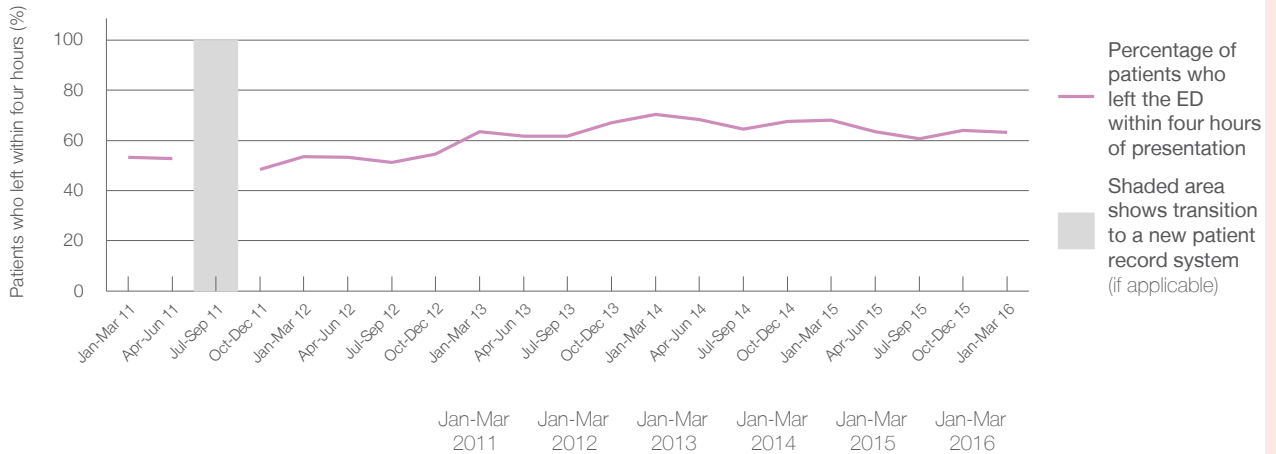
Attendances used to calculate time to leaving the ED: ⁶ 20,329 patients

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).

Ryde Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,931 patients
Emergency attendances:² 6,814 patients

Same period last year	Change since one year ago
6,811	2%
6,756	1%

Ryde Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 877 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,688 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,964 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 260 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
804	
7 minutes	8 minutes
16 minutes	35 minutes
2,740	
13 minutes	20 minutes
52 minutes	99 minutes
2,910	
15 minutes	26 minutes
102 minutes	137 minutes
262	
17 minutes	23 minutes
121 minutes	135 minutes

Ryde Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Percentage of patients who left the ED within four hours 81%

Same period last year	Change since one year ago
6,810	2%
81%	

* 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.

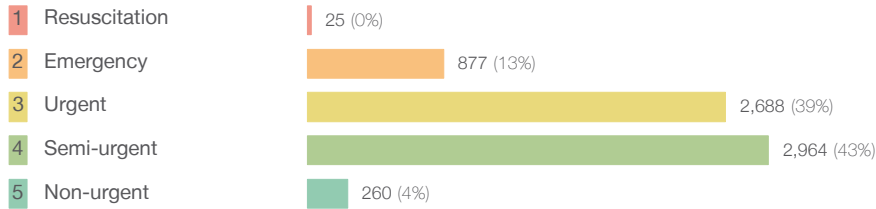
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

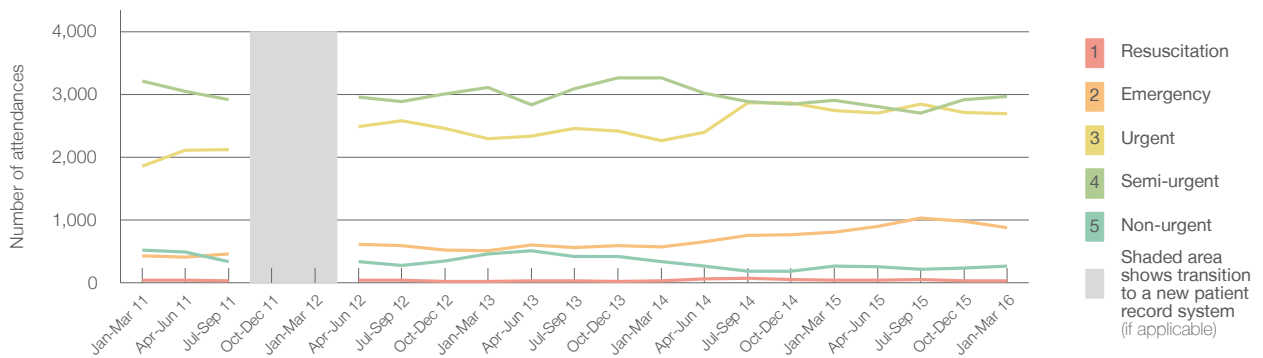
All attendances:¹ 6,931 patients

Emergency attendances² by triage category: 6,814 patients



Same period last year	Change since one year ago
6,811	2%
6,756	1%
40	-38%
804	9%
2,740	-2%
2,910	2%
262	-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	38		19	28	40	25
Emergency	429		507	565	804	877
Urgent	1,851		2,297	2,260	2,740	2,688
Semi-urgent	3,213		3,106	3,258	2,910	2,964
Non-urgent	519		454	337	262	260
All emergency attendances	6,050		6,383	6,448	6,756	6,814

Ryde Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,536 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,604	
10 minutes	0 minutes
22 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.
 (§) 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.

Ryde 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: 877

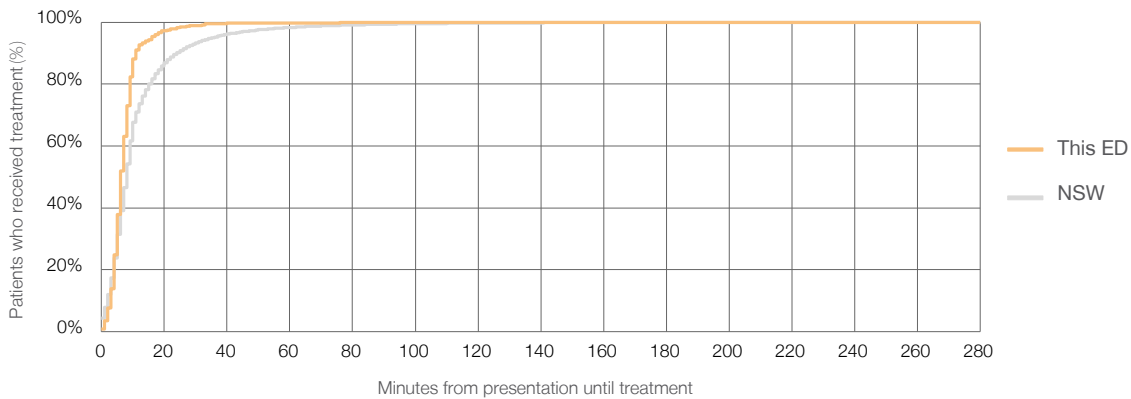
Number of triage 2 patients used to calculate waiting time:³ 877

Median time to start treatment⁴ 6 minutes

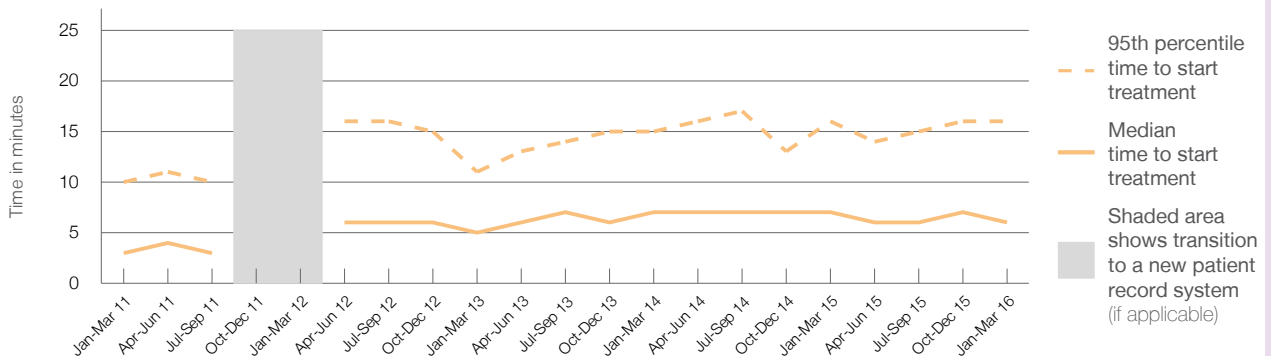
95th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
804	
802	
7 minutes	8 minutes
16 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)	3		5	7	7	6
95th percentile time to start treatment ⁵ (minutes)	10		11	15	16	16

(†) 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.

Ryde 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: 2,688

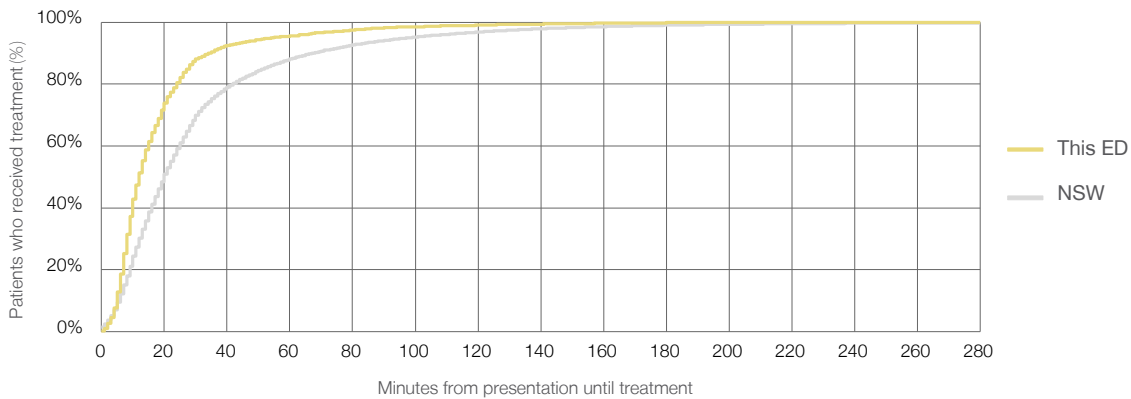
Number of triage 3 patients used to calculate waiting time:³ 2,656

Median time to start treatment⁴ 12 minutes

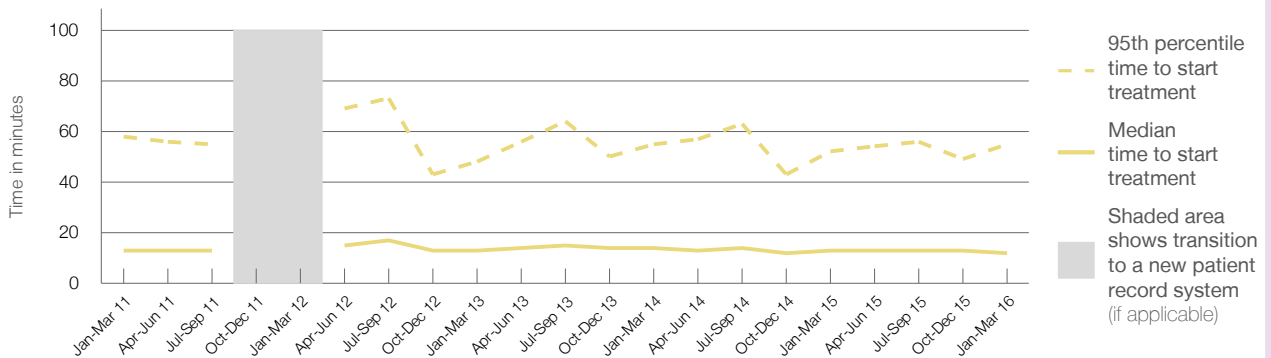
95th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,740	2,717
13 minutes	20 minutes
52 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)	13		13	14	13	12
95th percentile time to start treatment ⁵ (minutes)	58		48	55	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.

Ryde 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: 2,964

Number of triage 4 patients used to calculate waiting time:³ 2,850

Median time to start treatment⁴

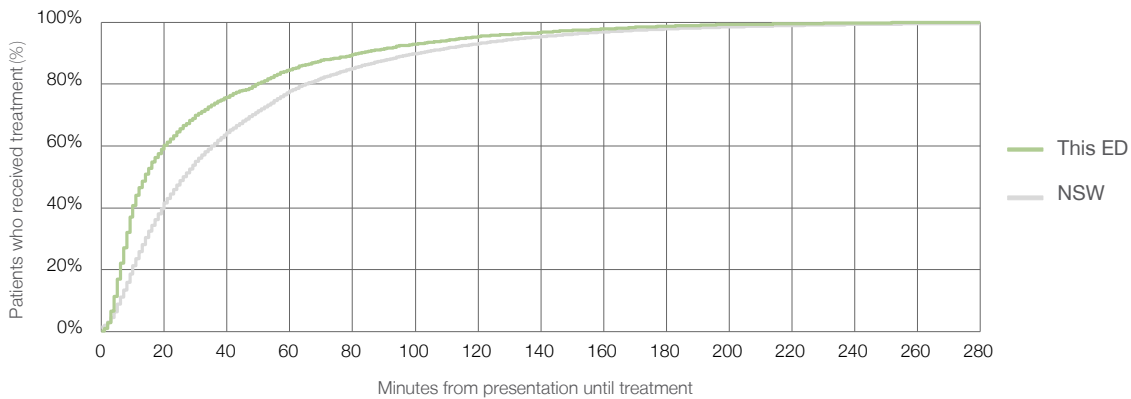
14 minutes

95th percentile time to start treatment⁵

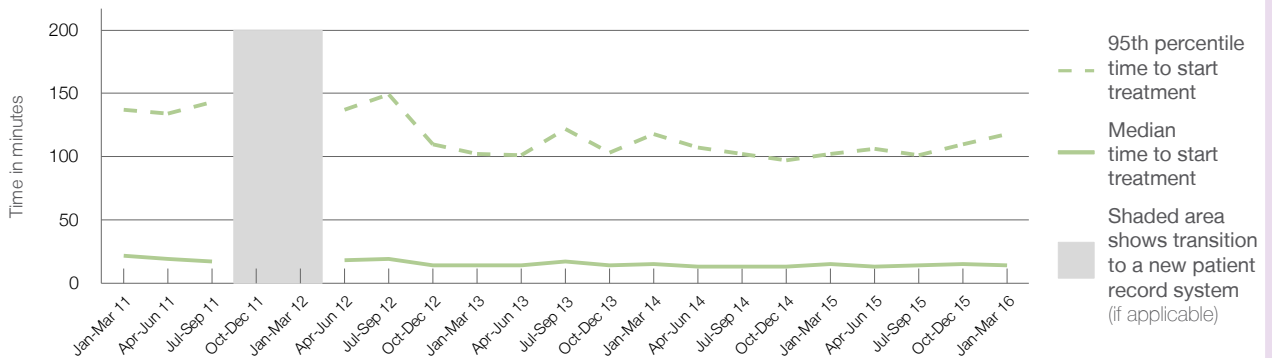
118 minutes

Same period last year	NSW (this period)
2,910	
2,817	
15 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)	22		14	15	15	14
95th percentile time to start treatment ⁵ (minutes)	137		102	118	102	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.

Ryde 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: 260

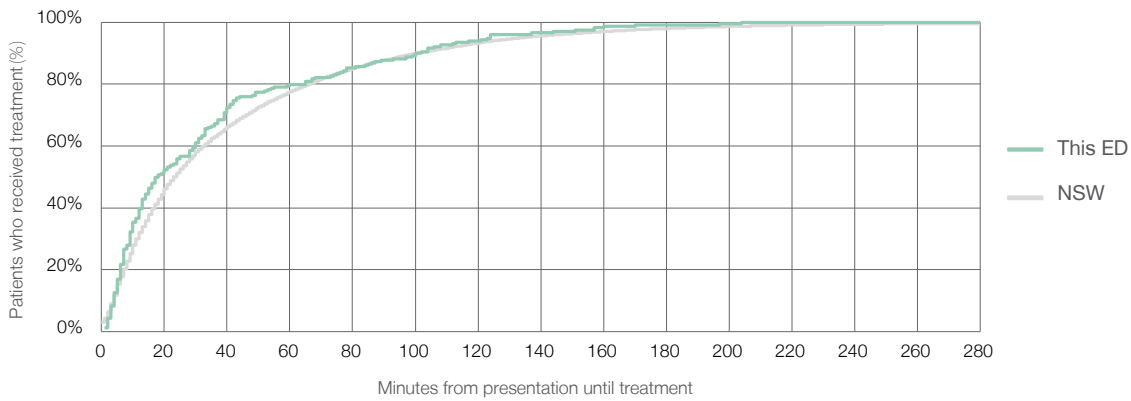
Number of triage 5 patients used to calculate waiting time:³ 229

Median time to start treatment⁴ 18 minutes

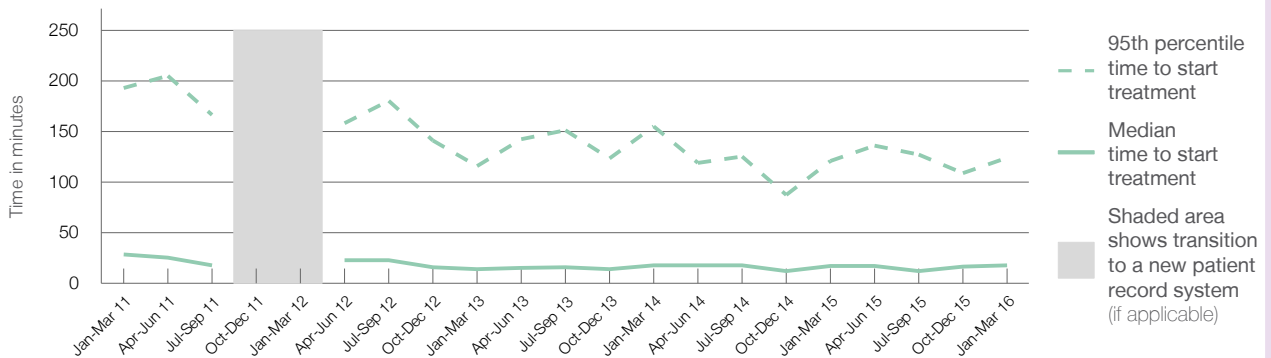
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
262	
234	
17 minutes	23 minutes
121 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)	29		14	18	17	18
95th percentile time to start treatment ⁵ (minutes)	193		116	155	121	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.

Ryde Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,931 patients

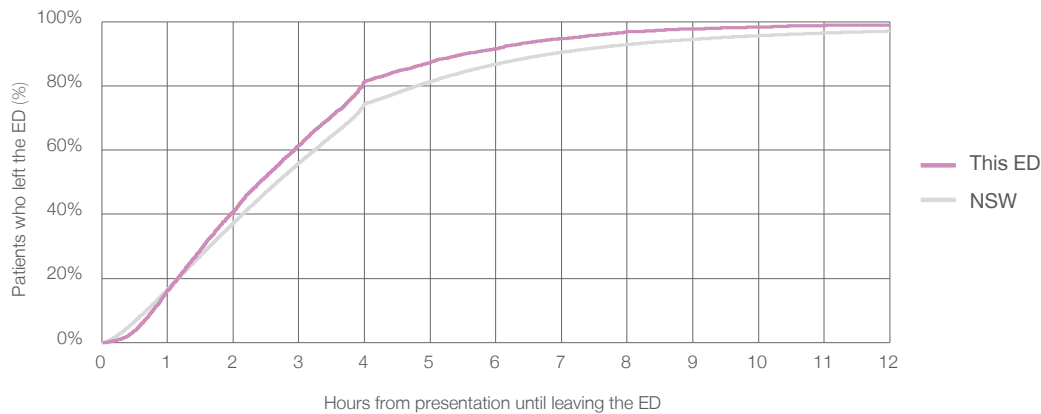
Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Median time to leaving the ED⁸ 2 hours and 25 minutes

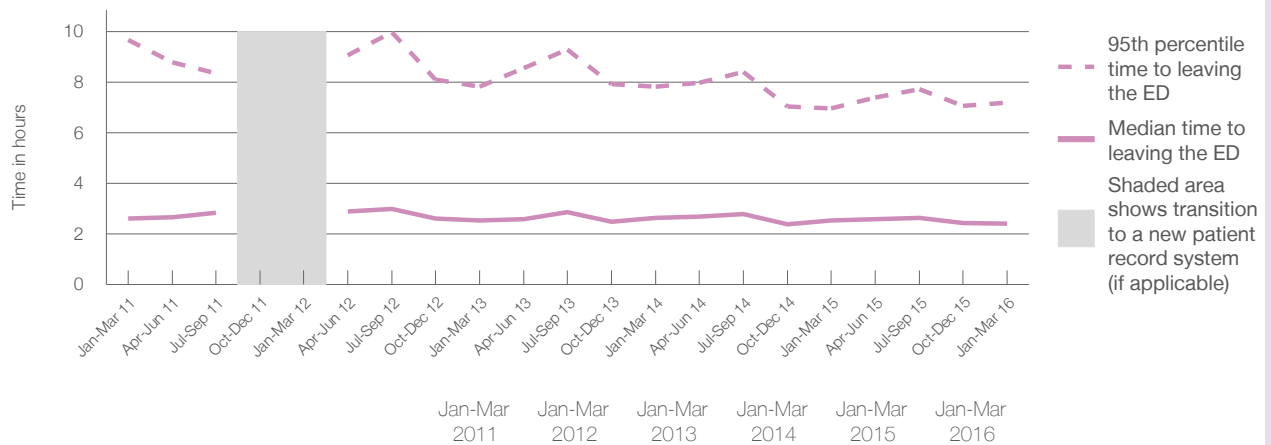
95th percentile time to leaving the ED⁹ 7 hours and 11 minutes

Same period last year	NSW (this period)
6,811	
6,810	
2 hours and 32 minutes	2 hours and 40 minutes
6 hours and 58 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 37m		2h 33m	2h 38m	2h 32m	2h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 40m		7h 50m	7h 50m	6h 58m	7h 11m

(†) 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.

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

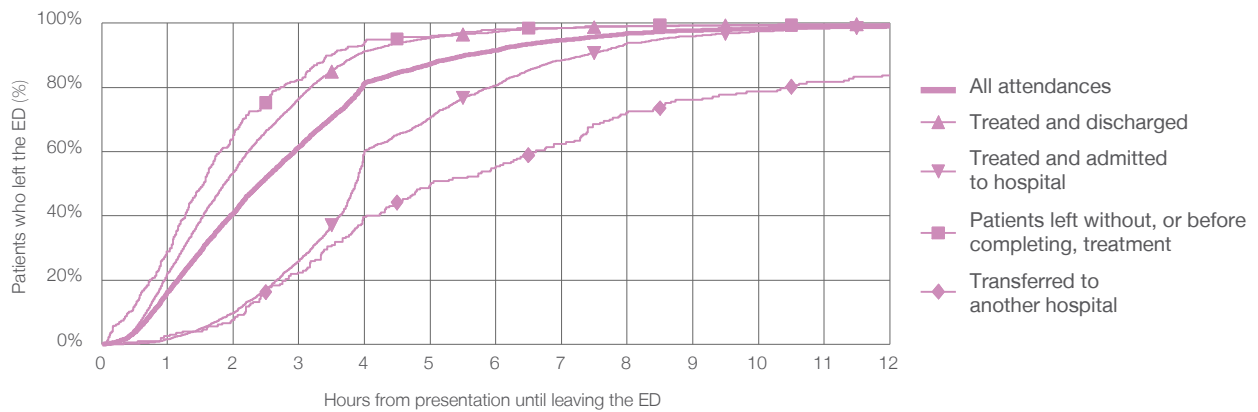
All attendances:¹ 6,931 patients

Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Treated and discharged	4,495 (65%)
Treated and admitted to hospital	1,901 (27%)
Patient left without, or before completing, treatment	328 (5%)
Transferred to another hospital	197 (3%)
Other	10 (0%)

Same period last year	Change since one year ago
6,810	2%
4,490	0%
1,846	3%
277	18%
184	7%
14	-29%

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	22%	54%	77%	91%	97%	99%	100%	100%
Treated and admitted to hospital	2%	10%	26%	60%	81%	94%	97%	99%
Patient left without, or before completing, treatment	29%	65%	82%	94%	98%	99%	99%	100%
Transferred to another hospital	3%	8%	22%	40%	55%	72%	79%	84%
All attendances	16%	41%	61%	81%	92%	97%	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.

Ryde 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 6,931 patients

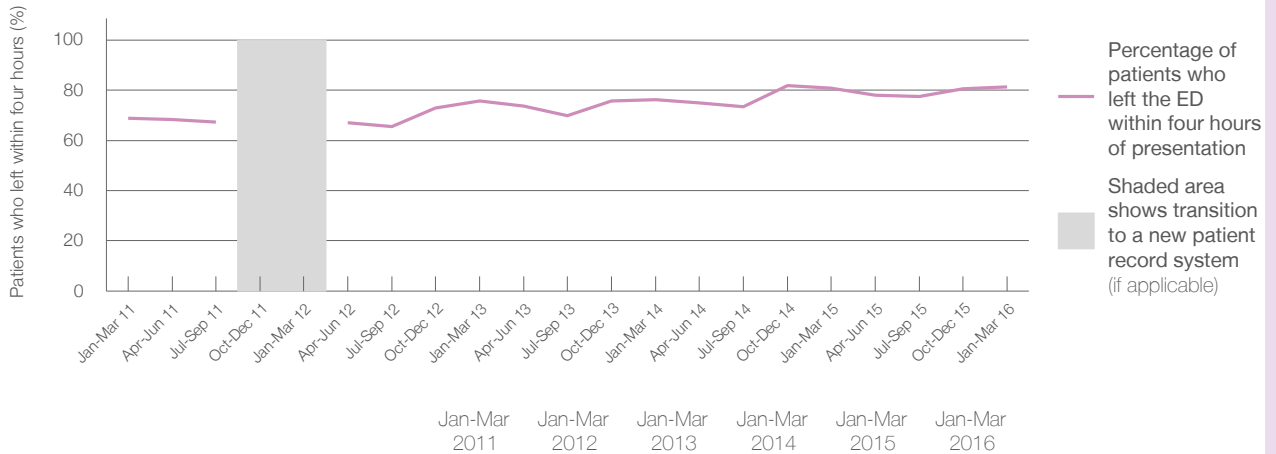
Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	6,811	2%
Attendances used to calculate time to leaving the ED	6,810	2%
Percentage of patients who left the ED within four hours	81%	

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 (%)	69%	76%	76%	81%	81%
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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).