

Healthcare Quarterly

Performance Profiles

Emergency Department

Sydney Local Health District

January to March 2018

Canterbury Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 11,223 patients

Emergency presentations:² 11,169 patients

Same period last year	Change since one year ago
11,740	-4%
11,694	-4%

Canterbury Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,127 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,161 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,743 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,105 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
1,087	
8 minutes	8 minutes
17 minutes	23 minutes
3,984	
19 minutes	20 minutes
61 minutes	65 minutes
5,405	
26 minutes	25 minutes
103 minutes	98 minutes
1,200	
26 minutes	22 minutes
114 minutes	97 minutes

Canterbury Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 11,220 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
11,739	-4%
77%	

* 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 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

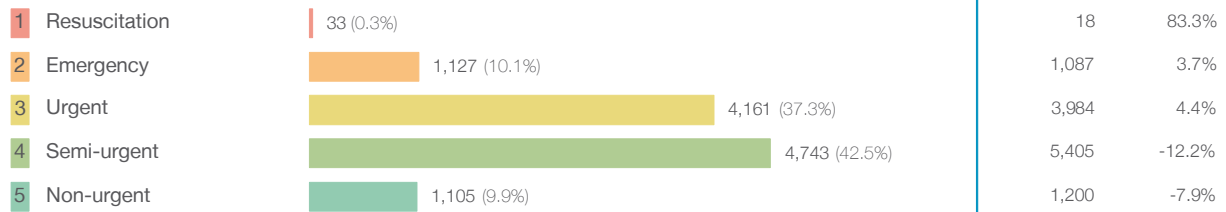
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Canterbury Hospital: Patients presenting to the emergency department

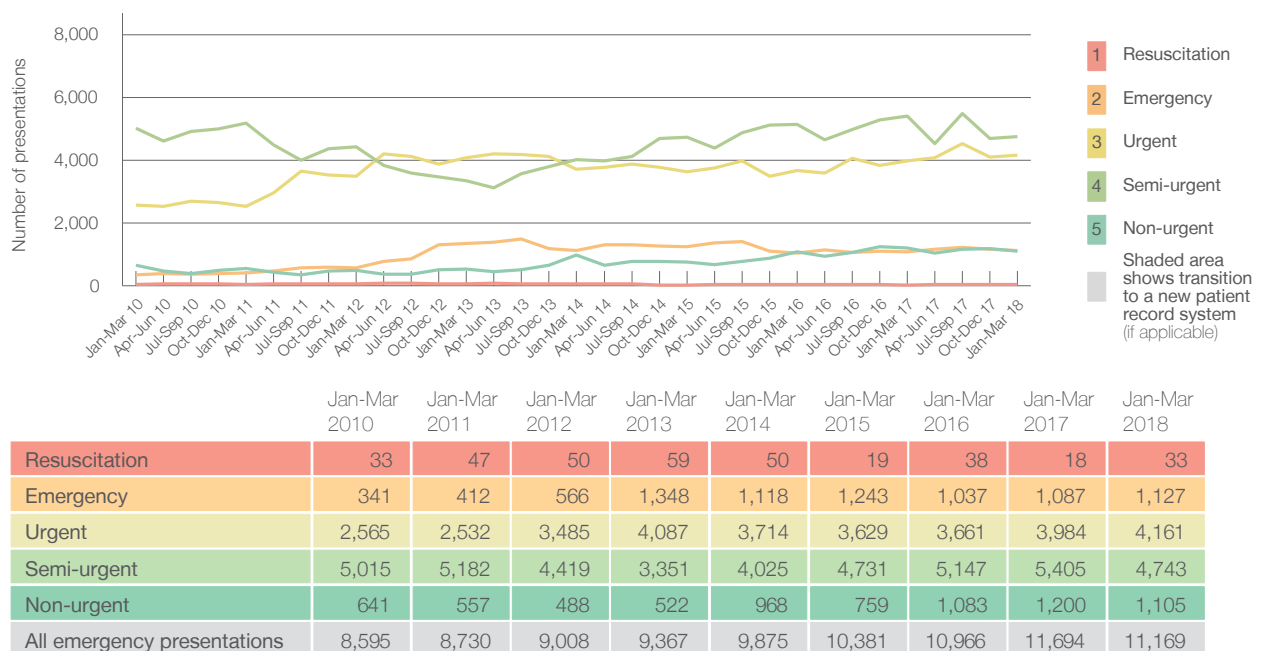
January to March 2018

All presentations:¹ 11,223 patients

Emergency presentations² by triage category: 11,169 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Canterbury Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,895 patients

ED Transfer of care time



(†) 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.

Canterbury Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,127

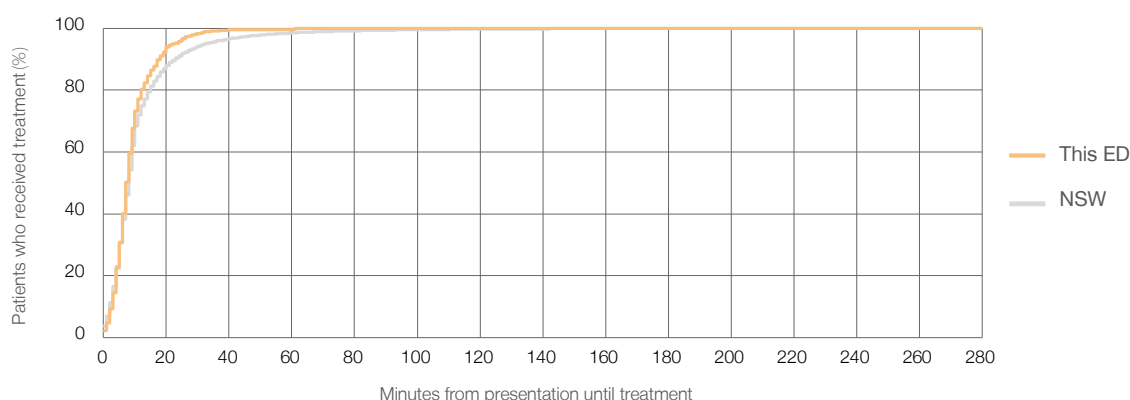
Number of triage 2 patients used to calculate waiting time:³ 1,126

Median time to start treatment⁴ 7 minutes

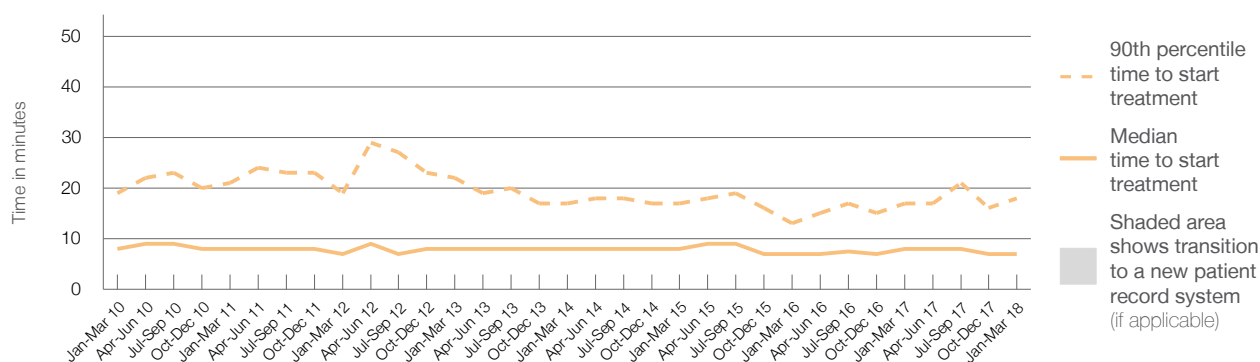
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,087	
1,081	
8 minutes	8 minutes
17 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	8	7	8	8	8	7	8	7
90th percentile time to start treatment ⁵ (minutes)	19	21	19	22	17	17	13	17	18

(†) 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.

Canterbury Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 4,161

Number of triage 3 patients used to calculate waiting time:³ 4,072

Median time to start treatment⁴

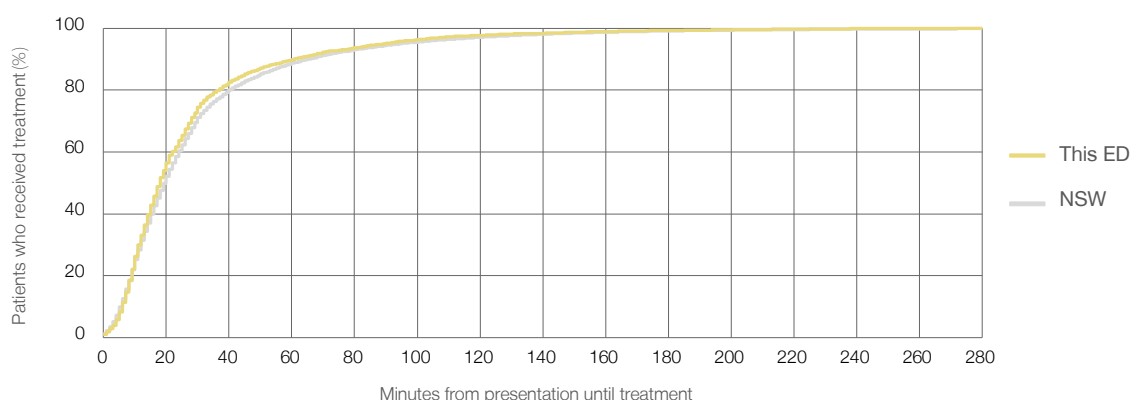
18 minutes

90th percentile time to start treatment⁵

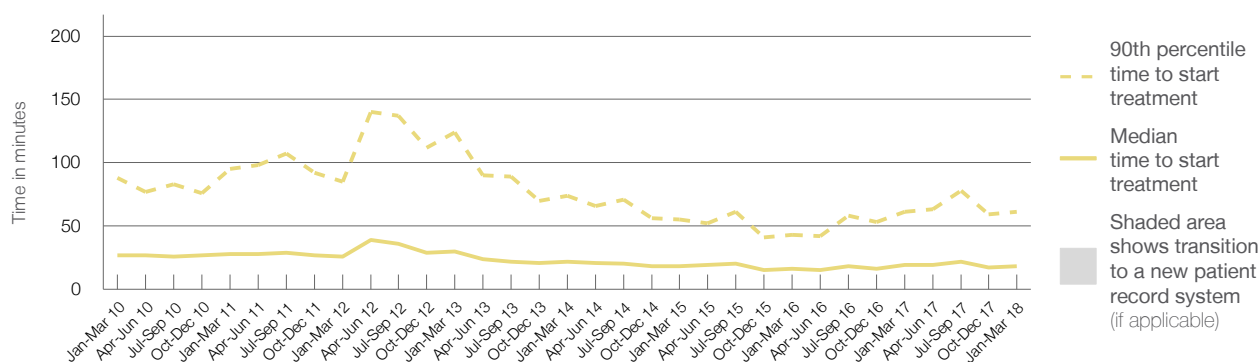
61 minutes

Same period last year	NSW (this period)
3,984	
3,889	
19 minutes	20 minutes
61 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	27	28	26	30	22	18	16	19	18
90th percentile time to start treatment ⁵ (minutes)	88	95	85	124	74	55	43	61	61

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

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Canterbury Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 4,743

Number of triage 4 patients used to calculate waiting time:³ 4,451

Median time to start treatment⁴

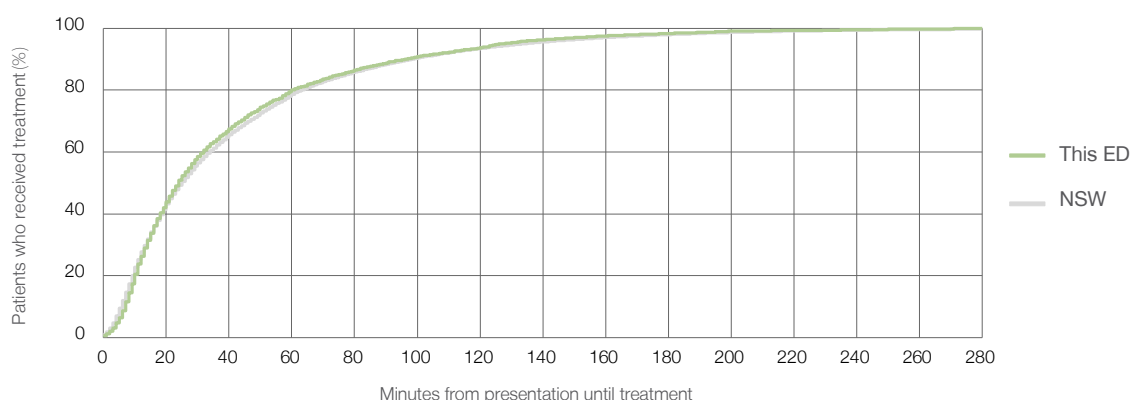
24 minutes

90th percentile time to start treatment⁵

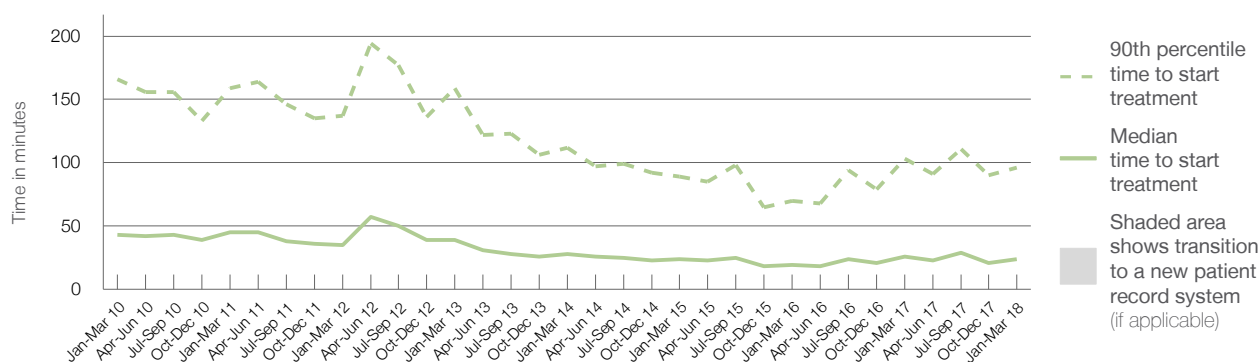
96 minutes

Same period last year	NSW (this period)
5,405	
4,949	
26 minutes	25 minutes
103 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	43	45	35	39	28	24	19	26	24
90th percentile time to start treatment ⁵ (minutes)	166	159	137	159	112	89	70	103	96

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

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Canterbury Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,105

Number of triage 5 patients used to calculate waiting time:³ 889

Median time to start treatment⁴

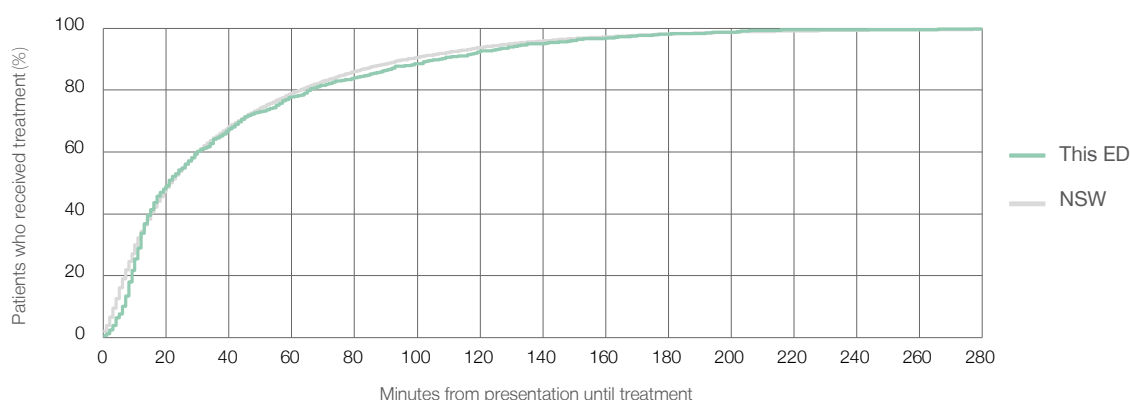
21 minutes

90th percentile time to start treatment⁵

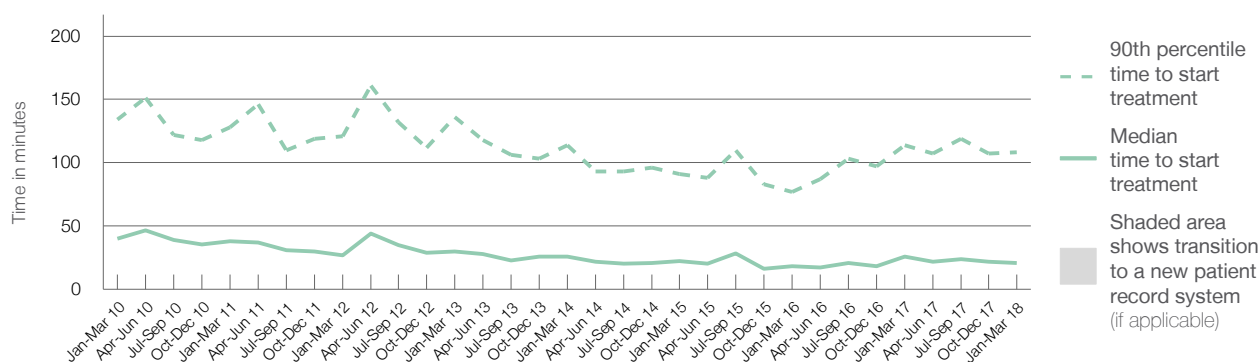
108 minutes

Same period last year	NSW (this period)
1,200	907
26 minutes	22 minutes
114 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	40	38	27	30	26	23	18	26	21
90th percentile time to start treatment ⁵ (minutes)	134	128	121	136	114	91	77	114	108

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

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Canterbury Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 11,223 patients

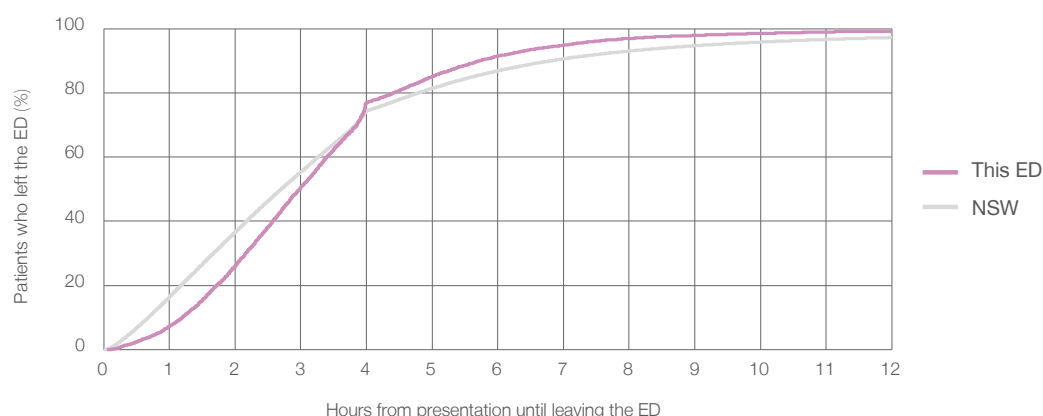
Presentations used to calculate time to leaving the ED:⁶ 11,220 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

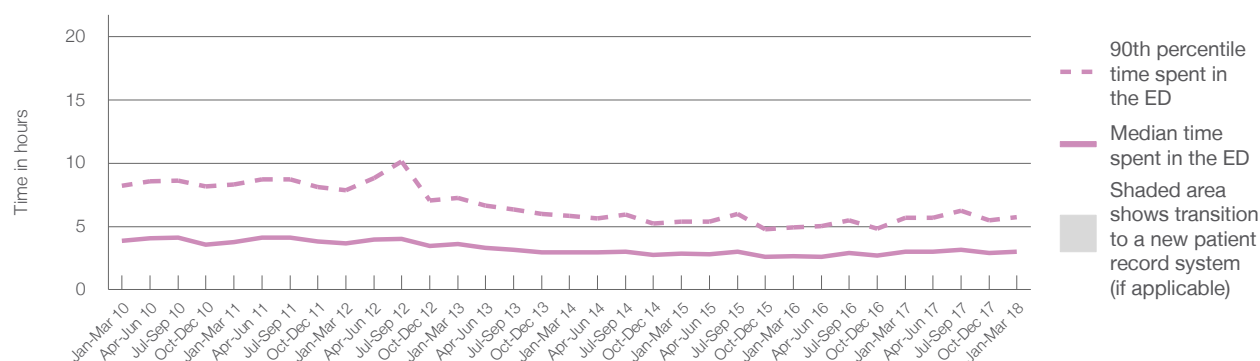
90th percentile time spent in the ED⁹ 5 hours and 43 minutes

Same period last year	NSW (this period)
11,740	
11,739	
2 hours and 59 minutes	2 hours and 42 minutes
5 hours and 41 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 51m	3h 46m	3h 40m	3h 36m	2h 57m	2h 50m	2h 38m	2h 59m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 14m	8h 20m	7h 51m	7h 15m	5h 51m	5h 22m	4h 57m	5h 41m	5h 43m

(†) 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.

Canterbury Hospital: Time patients spent in the ED

By mode of separation

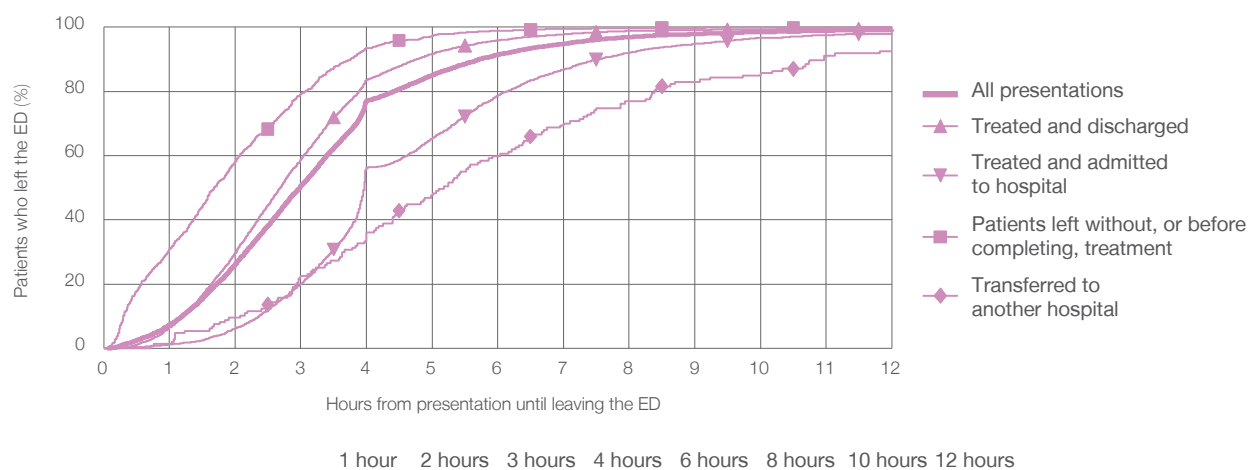
January to March 2018

All presentations:[†] 11,223 patients

Presentations used to calculate time to leaving the ED:[‡] 11,220 patients

		Same period last year	Change since one year ago
Treated and discharged	7,299 (65.0%)	11,739	-4%
Treated and admitted to hospital	2,788 (24.8%)	7,552	-3.4%
Patient left without, or before completing, treatment	968 (8.6%)	2,815	-1.0%
Transferred to another hospital	147 (1.3%)	1,220	-20.7%
Other	21 (0.2%)	115	27.8%
		38	-44.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.5%	29.8%	58.9%	83.6%	95.9%	98.8%	99.4%	99.7%
Treated and admitted to hospital	1.1%	6.2%	20.0%	56.3%	78.7%	92.0%	96.7%	98.1%
Patient left without, or before completing, treatment	30.9%	58.2%	79.2%	93.5%	99.0%	99.8%	99.9%	100%
Transferred to another hospital	1.4%	9.5%	22.4%	36.1%	59.9%	76.9%	85.7%	92.5%
All presentations	7.3%	26.2%	50.6%	77.1%	91.5%	96.9%	98.6%	99.2%

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

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

Canterbury Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 11,223 patients

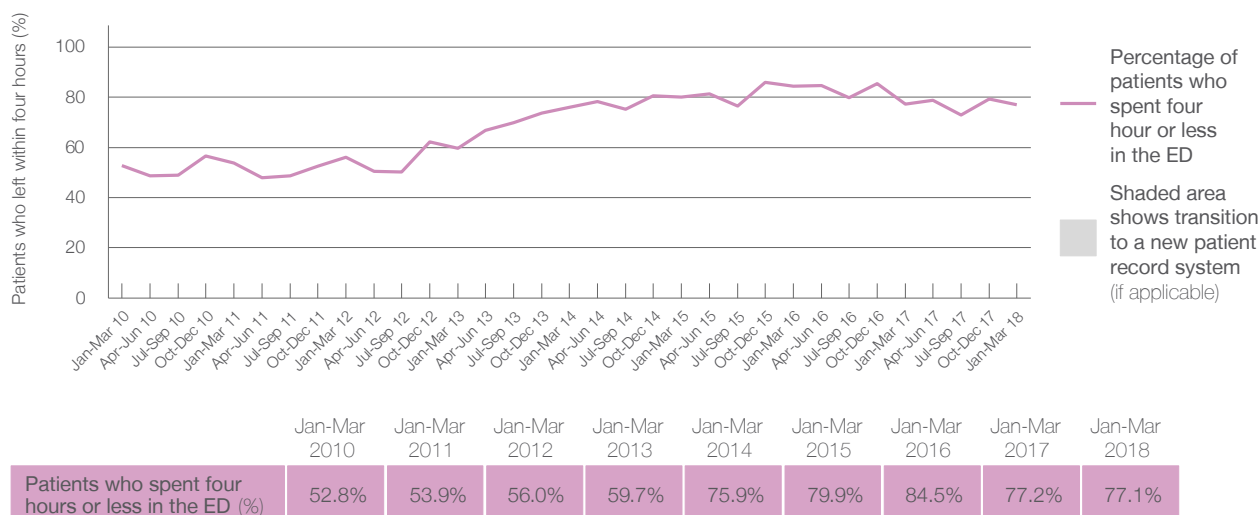
Presentations used to calculate time to leaving the ED: ⁶ 11,220 patients

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



Same period last year	Change since one year ago
11,740	-4%
11,739	-4%
77.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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 presentations at the emergency department (ED).
 2. All presentations 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 2018*.
 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Concord Repatriation General Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 9,906 patients

Emergency presentations:² 9,890 patients

Same period last year	Change since one year ago
9,757	2%
9,732	2%

Concord Repatriation General Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,088 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,479 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,804 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 468 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
995	
8 minutes	8 minutes
14 minutes	23 minutes
3,727	
16 minutes	20 minutes
39 minutes	65 minutes
4,433	
19 minutes	25 minutes
68 minutes	98 minutes
535	
19 minutes	22 minutes
76 minutes	97 minutes

Concord Repatriation General Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 9,902 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
9,757	1%
77%	

* 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 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

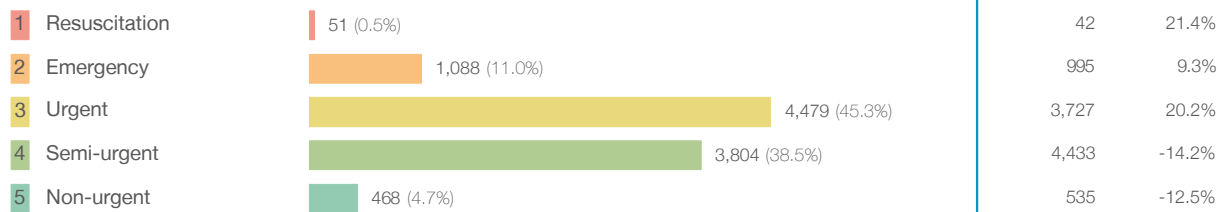
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Concord Repatriation General Hospital: Patients presenting to the emergency department

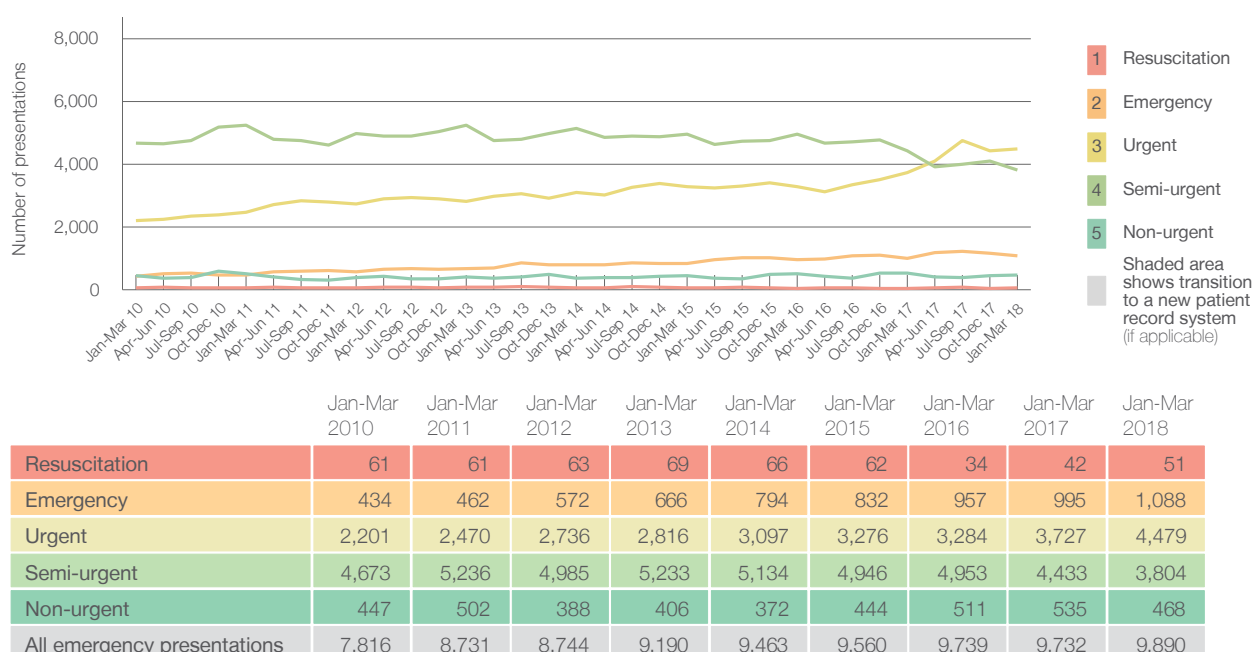
January to March 2018

All presentations:¹ 9,906 patients

Emergency presentations² by triage category: 9,890 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Concord Repatriation General Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 2,162 patients

ED Transfer of care time



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

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Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,088

Number of triage 2 patients used to calculate waiting time: ³ 1,076

Median time to start treatment ⁴

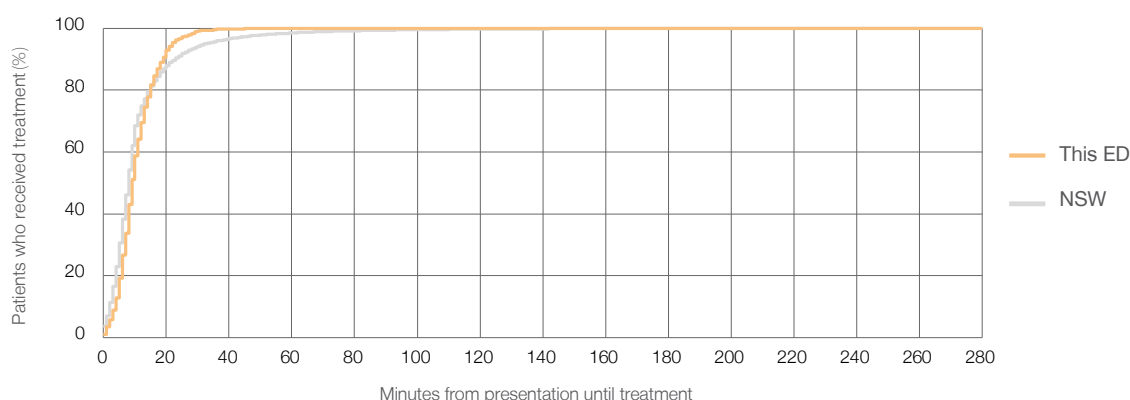
9 minutes

90th percentile time to start treatment ⁵

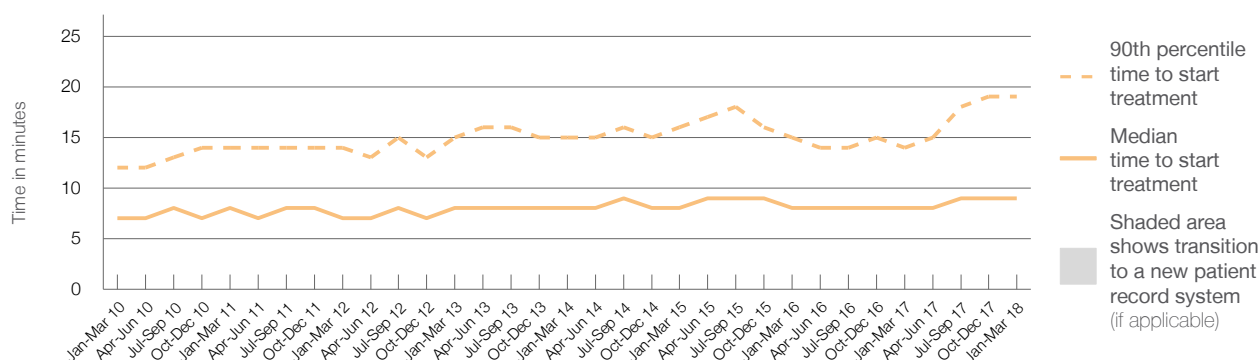
19 minutes

Same period last year	NSW (this period)
995	
993	
8 minutes	8 minutes
14 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	7	8	7	8	8	8	8	8	9
90th percentile time to start treatment ⁵ (minutes)	12	14	14	15	15	16	15	14	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.

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 4,479

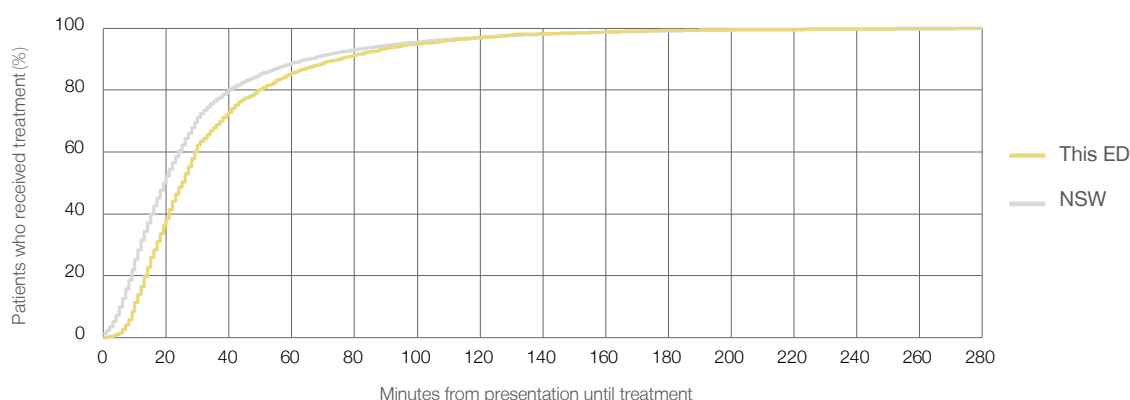
Number of triage 3 patients used to calculate waiting time:³ 4,345

Median time to start treatment⁴ 25 minutes

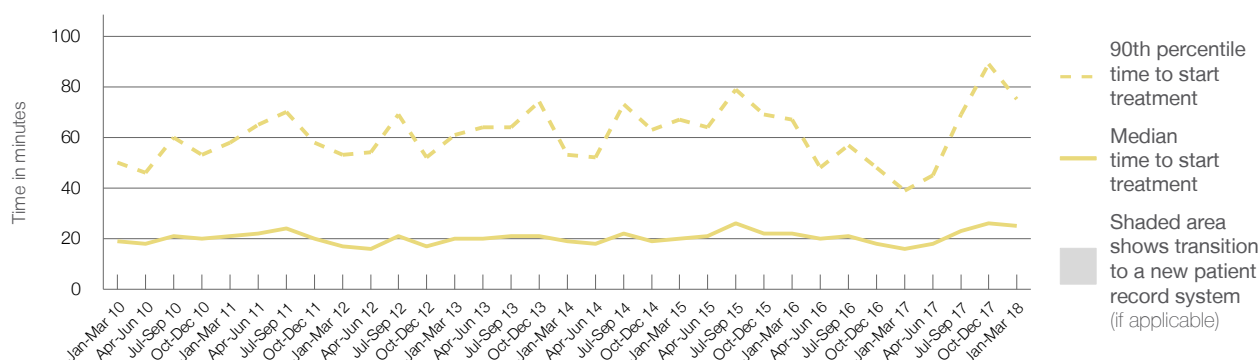
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
3,727	
3,659	
16 minutes	20 minutes
39 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	19	21	17	20	19	20	22	16	25
90th percentile time to start treatment ⁵ (minutes)	50	58	53	61	53	67	67	39	75

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Concord Repatriation General Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,804

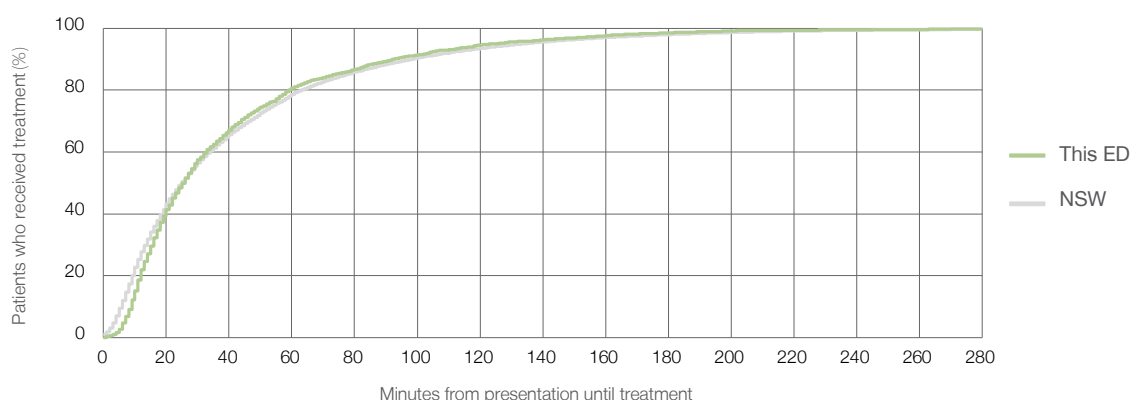
Number of triage 4 patients used to calculate waiting time:³ 3,549

Median time to start treatment⁴ 26 minutes

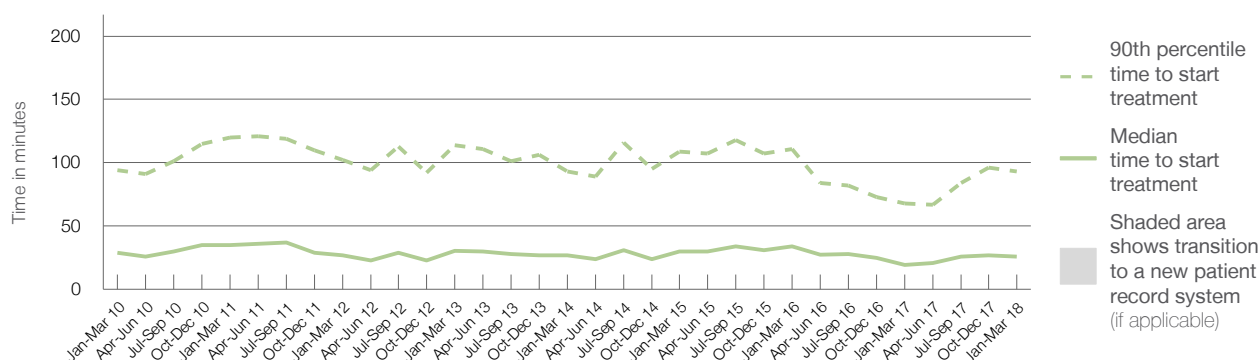
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
4,433	
4,208	
19 minutes	25 minutes
68 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	29	35	27	31	27	30	34	19	26
90th percentile time to start treatment ⁵ (minutes)	94	120	102	114	93	109	111	68	93

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

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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 468

Number of triage 5 patients used to calculate waiting time:³ 405

Median time to start treatment⁴

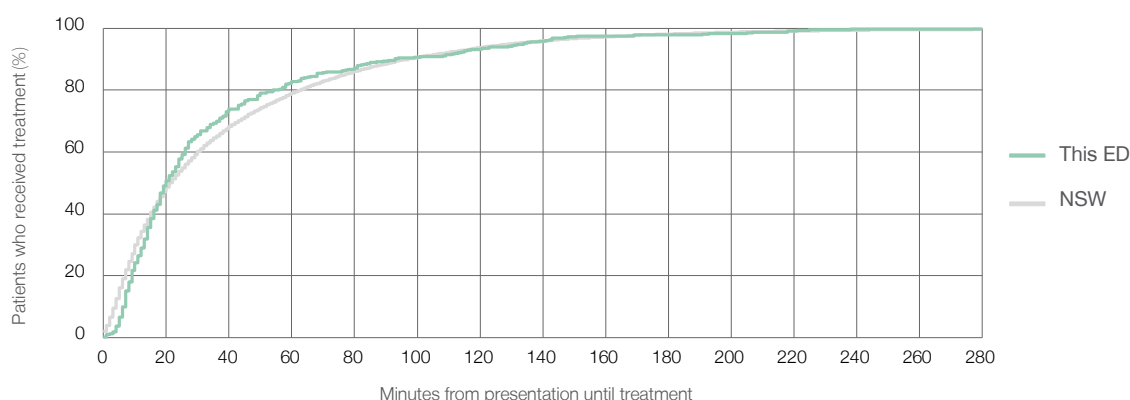
20 minutes

90th percentile time to start treatment⁵

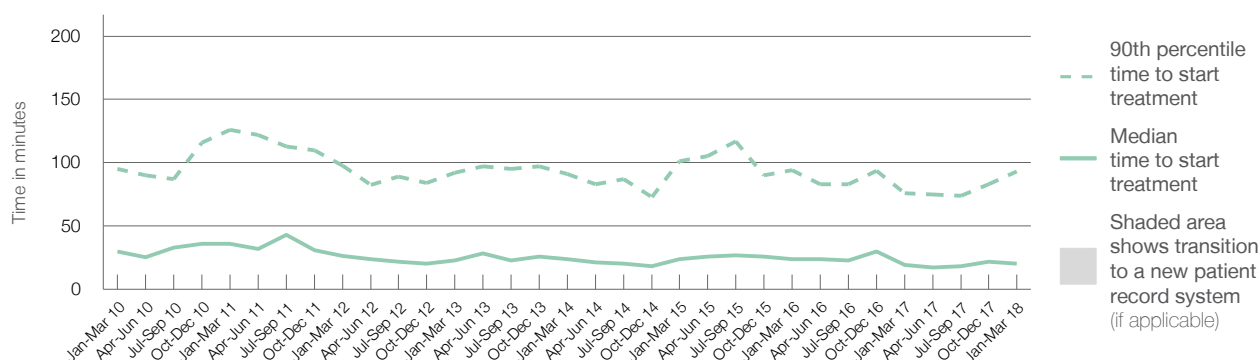
93 minutes

Same period last year	NSW (this period)
535	
458	
19 minutes	22 minutes
76 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	30	36	27	23	24	24	24	19	20
90th percentile time to start treatment ⁵ (minutes)	95	126	98	92	91	101	94	76	93

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

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

Concord Repatriation General Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 9,906 patients

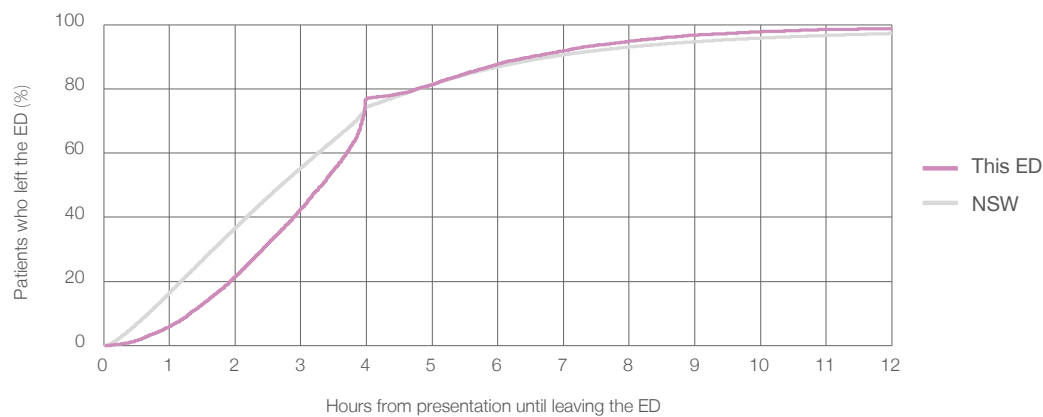
Presentations used to calculate time to leaving the ED:⁶ 9,902 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

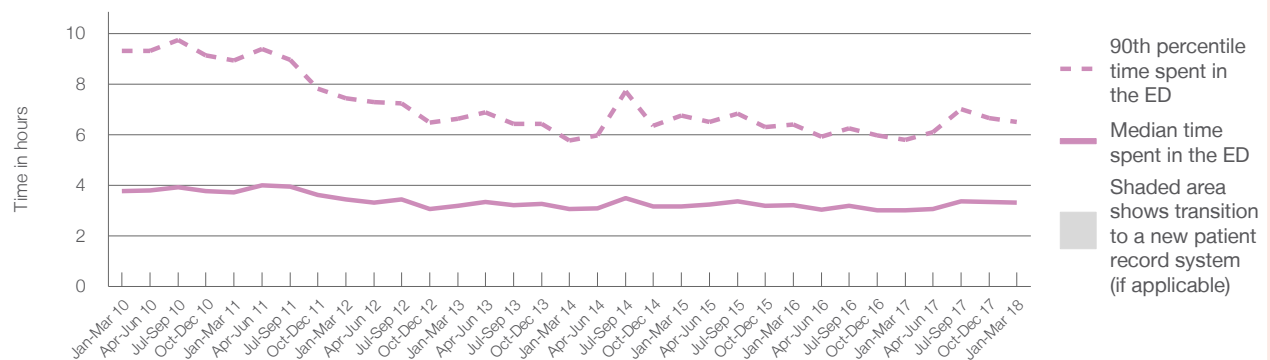
90th percentile time spent in the ED⁹ 6 hours and 31 minutes

Same period last year	NSW (this period)
9,757	
9,757	
3 hours and 1 minutes	2 hours and 42 minutes
5 hours and 48 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 46m	3h 43m	3h 27m	3h 12m	3h 4m	3h 11m	3h 13m	3h 1m	3h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 19m	8h 56m	7h 26m	6h 38m	5h 46m	6h 46m	6h 25m	5h 48m	6h 31m

(†) 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.

Concord Repatriation General Hospital: Time patients spent in the ED

By mode of separation

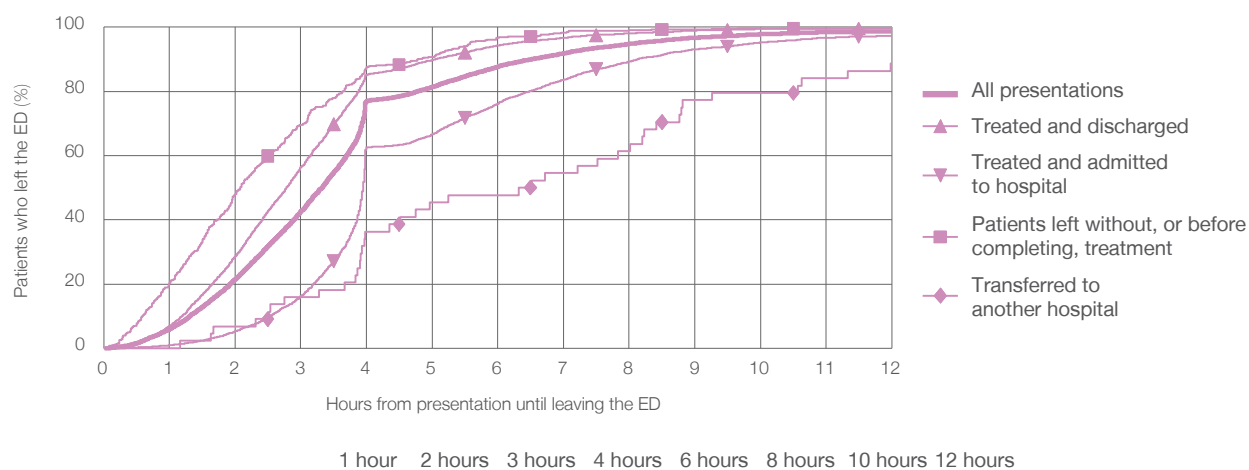
January to March 2018

All presentations:[†] 9,906 patients

Presentations used to calculate time to leaving the ED:[‡] 9,902 patients

		Same period last year	Change since one year ago
Treated and discharged	5,735 (57.9%)	9,757	1%
Treated and admitted to hospital	3,574 (36.1%)	6,566	-12.7%
Patient left without, or before completing, treatment	422 (4.3%)	2,757	29.6%
Transferred to another hospital	44 (0.4%)	294	43.5%
Other	131 (1.3%)	21	109.5%
		119	10.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



Treated and discharged	6.9%	28.6%	56.3%	85.1%	94.3%	98.1%	99.4%	99.7%
Treated and admitted to hospital	1.0%	5.3%	16.2%	62.6%	76.1%	89.4%	95.2%	97.4%
Patient left without, or before completing, treatment	20.4%	48.1%	69.7%	87.4%	96.7%	99.1%	99.8%	99.8%
Transferred to another hospital	0%	6.8%	15.9%	36.4%	47.7%	61.4%	79.5%	88.6%
All presentations	6.0%	21.5%	42.6%	77.0%	87.7%	94.8%	97.8%	98.8%

(†) 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.

Concord Repatriation General Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 9,906 patients

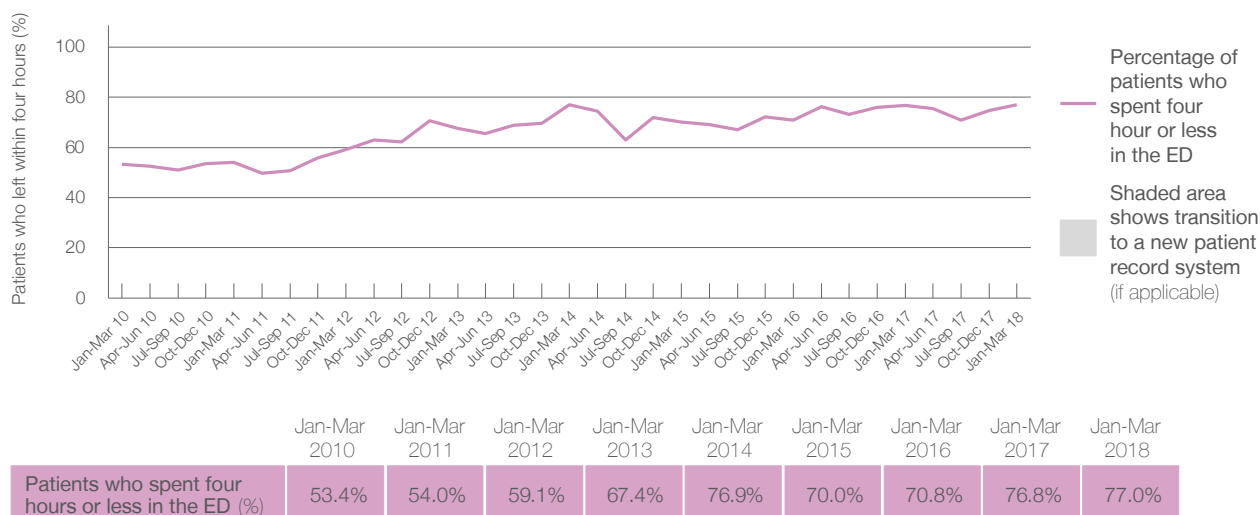
Presentations used to calculate time to leaving the ED: ⁶ 9,902 patients

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



Same period last year	Change since one year ago
9,757	2%
9,757	1%
76.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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 presentations at the emergency department (ED).
 2. All presentations 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 2018*.
 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Royal Prince Alfred Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 19,715 patients

Emergency presentations:² 19,298 patients

Same period last year	Change since one year ago
19,406	2%
18,809	3%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,172 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,790 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,258 patients

Median time to start treatment⁴ 33 minutes

90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 904 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
2,918	
11 minutes	8 minutes
23 minutes	23 minutes
10,100	
26 minutes	20 minutes
83 minutes	65 minutes
5,146	
32 minutes	25 minutes
114 minutes	98 minutes
541	
32 minutes	22 minutes
119 minutes	97 minutes

Royal Prince Alfred Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 19,715 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
19,406	2%
63%	

* 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 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

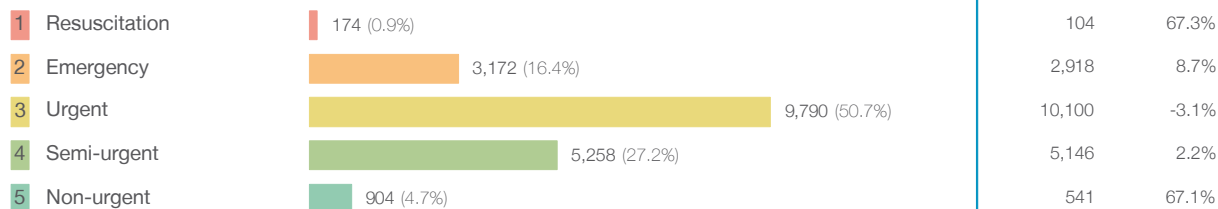
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Royal Prince Alfred Hospital: Patients presenting to the emergency department

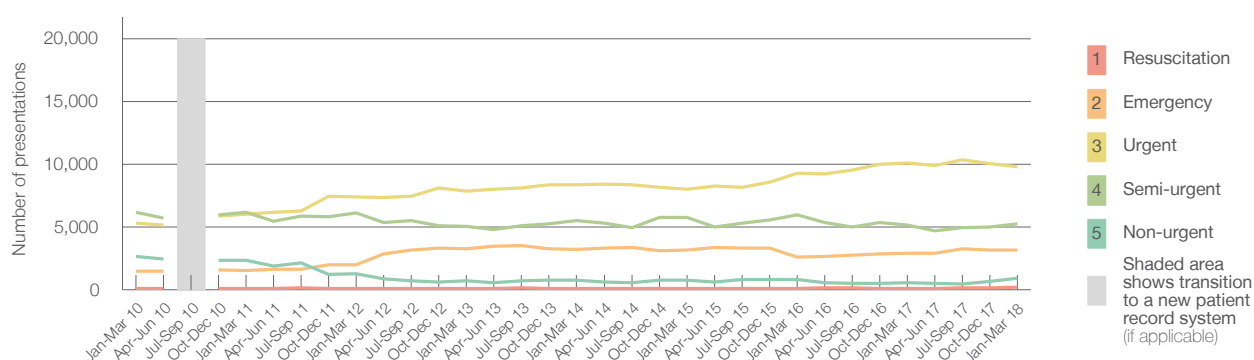
January to March 2018

All presentations:¹ 19,715 patients

Emergency presentations² by triage category: 19,298 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	90	78	74	119	91	105	104	104	174
Emergency	1,469	1,517	2,000	3,239	3,197	3,159	2,585	2,918	3,172
Urgent	5,274	5,988	7,410	7,850	8,346	8,018	9,284	10,100	9,790
Semi-urgent	6,144	6,156	6,137	5,064	5,494	5,764	5,983	5,146	5,258
Non-urgent	2,654	2,363	1,246	719	763	768	821	541	904
All emergency presentations	15,631	16,102	16,867	16,991	17,891	17,814	18,777	18,809	19,298

Royal Prince Alfred Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 5,263 patients

ED Transfer of care time



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

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Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 3,172

Number of triage 2 patients used to calculate waiting time: ³ 3,166

Median time to start treatment ⁴

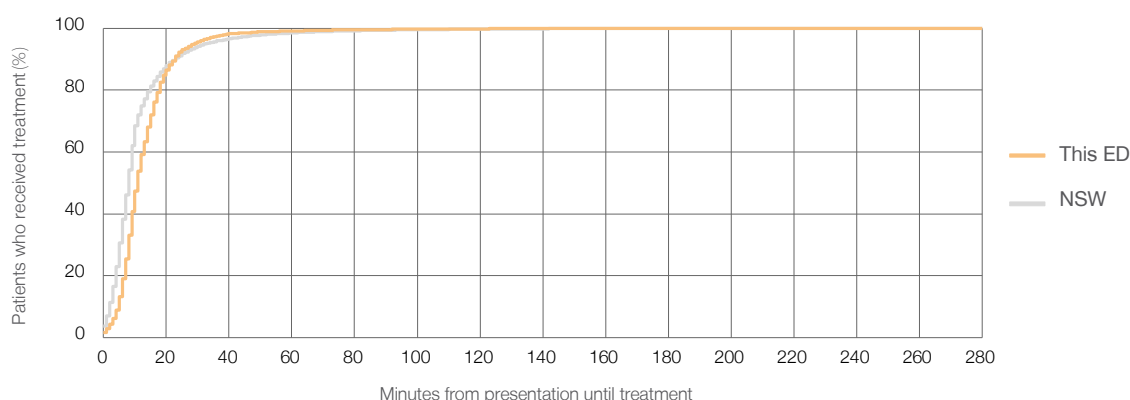
11 minutes

90th percentile time to start treatment ⁵

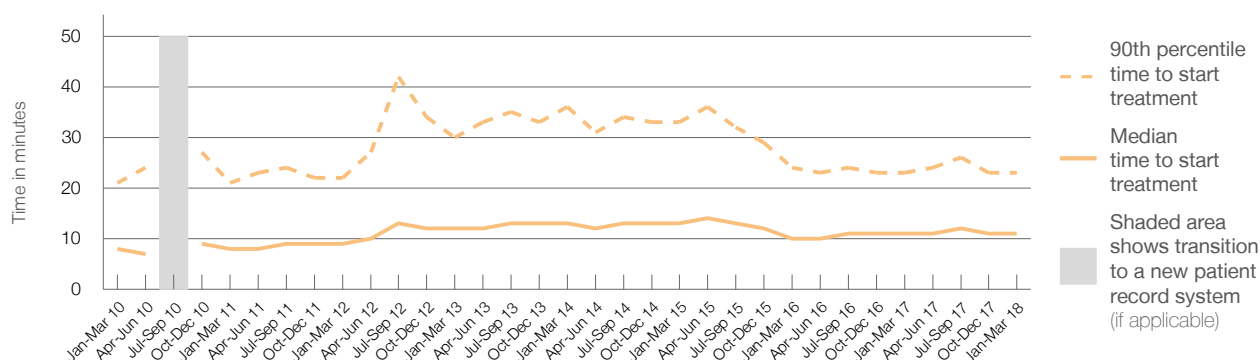
23 minutes

Same period last year	NSW (this period)
2,918	
2,913	
11 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	8	9	12	13	13	10	11	11
90th percentile time to start treatment ⁵ (minutes)	21	21	22	30	36	33	24	23	23

(†) 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 Prince Alfred Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 9,790

Number of triage 3 patients used to calculate waiting time: ³ 9,605

Median time to start treatment ⁴

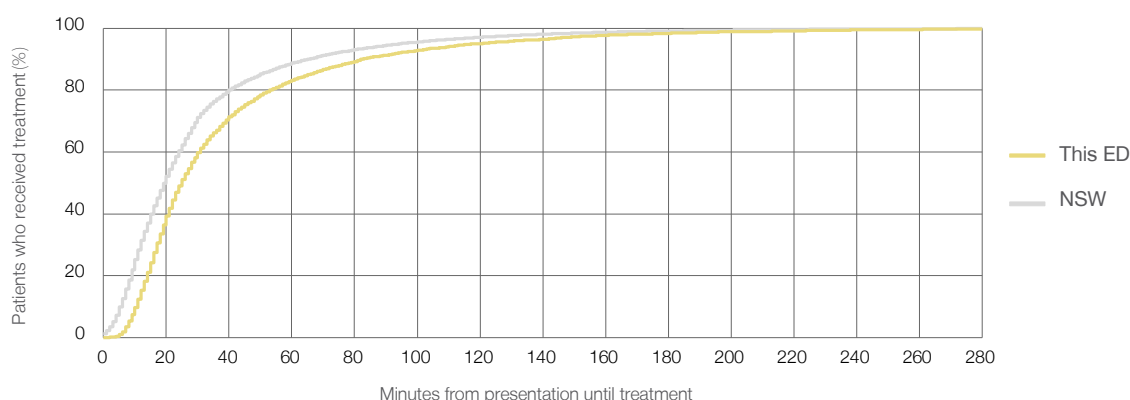
25 minutes

90th percentile time to start treatment ⁵

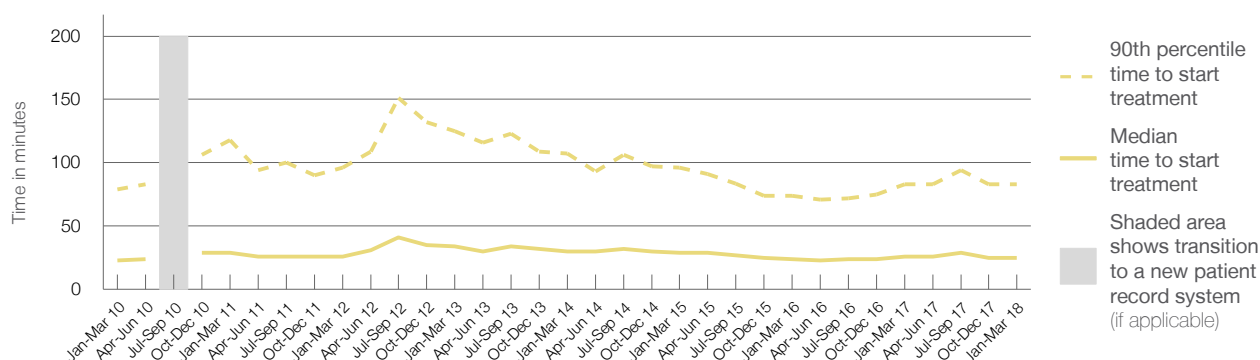
83 minutes

Same period last year	NSW (this period)
10,100	
9,857	
26 minutes	20 minutes
83 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	29	26	34	30	29	24	26	25
90th percentile time to start treatment ⁵ (minutes)	79	118	96	125	107	96	74	83	83

(†) 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 Prince Alfred Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 5,258

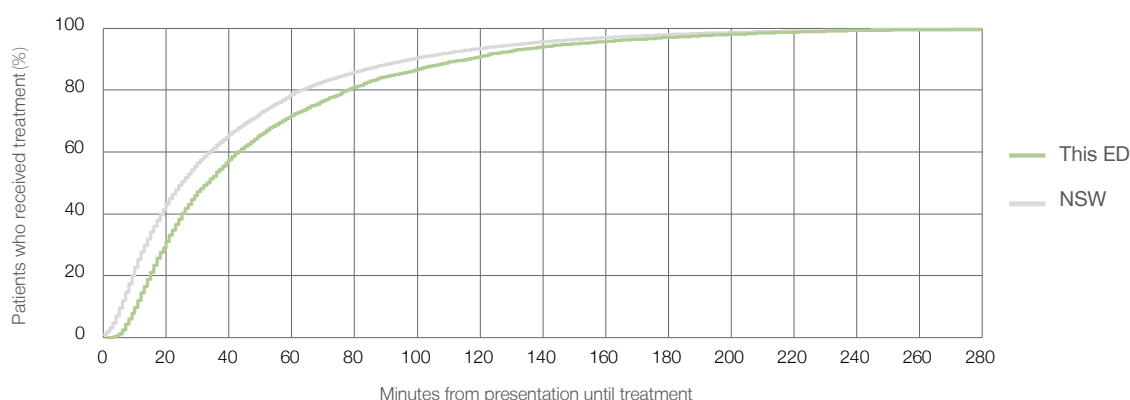
Number of triage 4 patients used to calculate waiting time:³ 5,002

Median time to start treatment⁴ 33 minutes

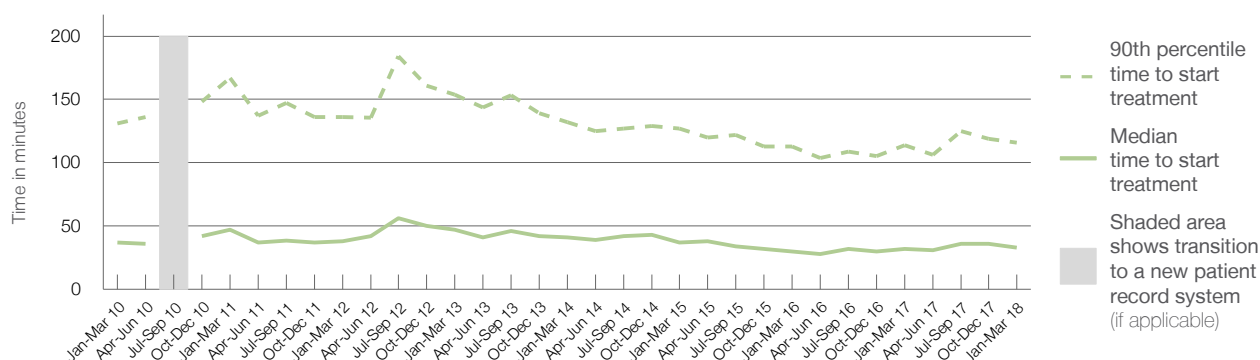
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
5,146	
4,781	
32 minutes	25 minutes
114 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	37	47	38	47	41	37	30	32	33
90th percentile time to start treatment ⁵ (minutes)	131	167	136	154	132	127	113	114	116

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

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Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 904

Number of triage 5 patients used to calculate waiting time:³ 725

Median time to start treatment⁴

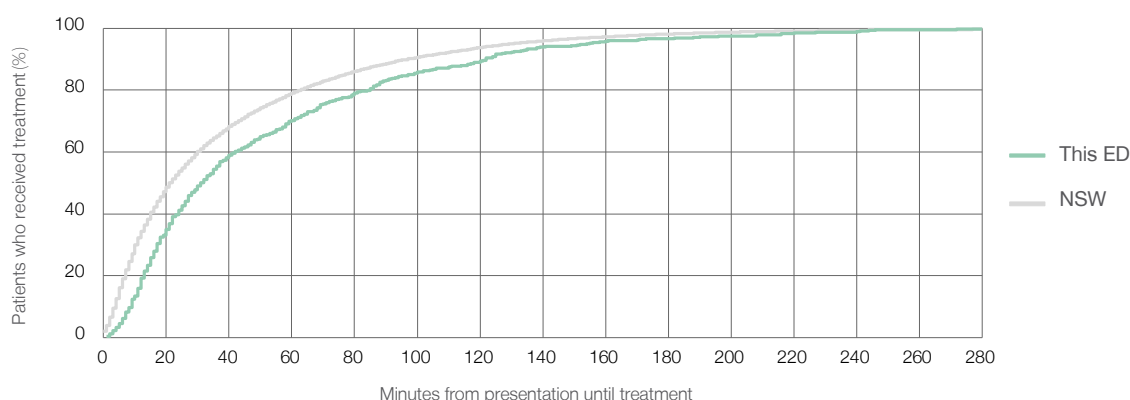
31 minutes

90th percentile time to start treatment⁵

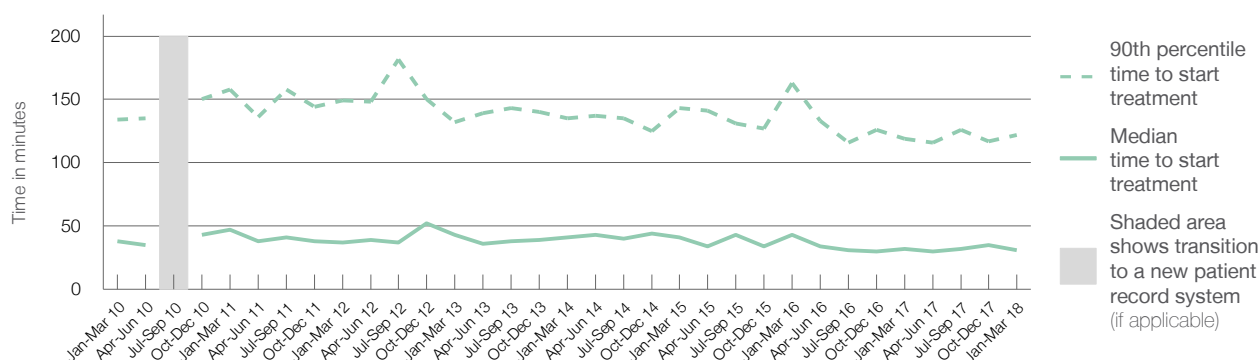
122 minutes

Same period last year	NSW (this period)
541	
346	
32 minutes	22 minutes
119 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	38	47	37	43	41	41	43	32	31
90th percentile time to start treatment ⁵ (minutes)	134	158	149	132	135	143	163	119	122

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

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Royal Prince Alfred Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 19,715 patients

Presentations used to calculate time to leaving the ED:⁶ 19,715 patients

Median time spent in the ED⁸

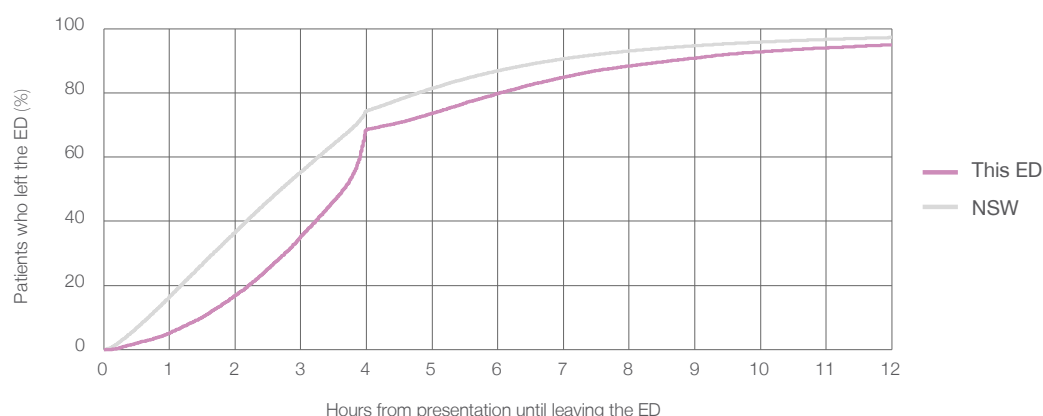
3 hours and 39 minutes

90th percentile time spent in the ED⁹

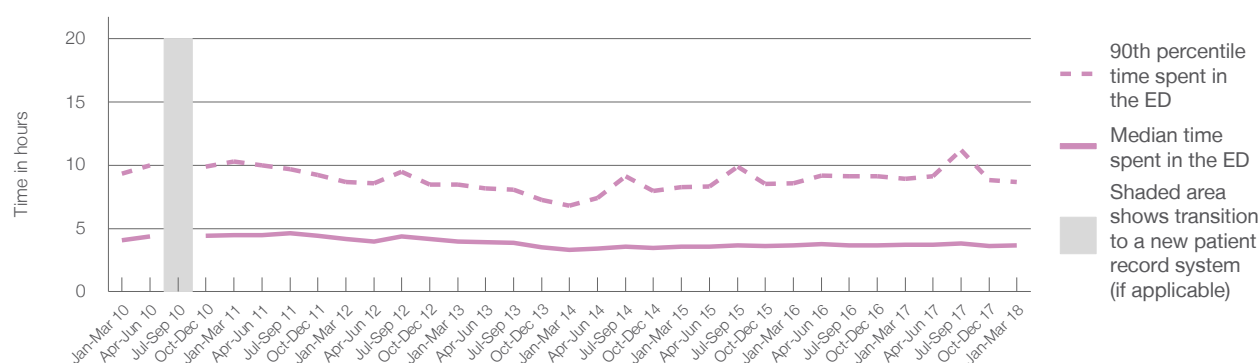
8 hours and 39 minutes

Same period last year	NSW (this period)
19,406	19,406
3 hours and 42 minutes	2 hours and 42 minutes
8 hours and 56 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 5m	4h 27m	4h 11m	3h 58m	3h 18m	3h 34m	3h 41m	3h 42m	3h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 21m	10h 16m	8h 41m	8h 27m	6h 49m	8h 16m	8h 34m	8h 56m	8h 39m

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Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

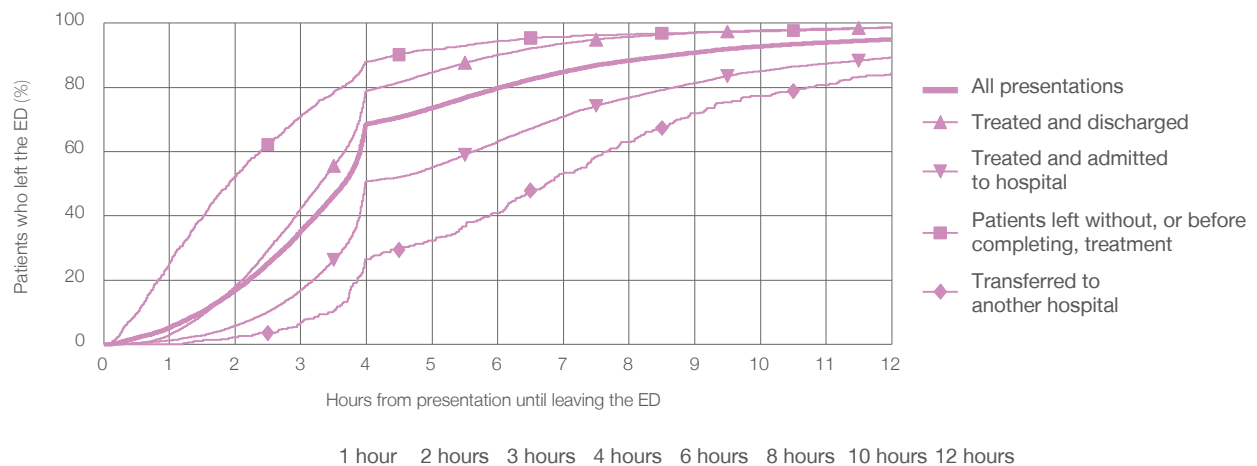
All presentations:[†] 19,715 patients

Presentations used to calculate time to leaving the ED:[‡] 19,715 patients

Treated and discharged	10,428 (52.9%)
Treated and admitted to hospital	7,312 (37.1%)
Patient left without, or before completing, treatment	1,325 (6.7%)
Transferred to another hospital	313 (1.6%)
Other	337 (1.7%)

Same period last year	Change since one year ago
19,406	2%
10,438	-0.1%
6,746	8.4%
1,452	-8.7%
284	10.2%
486	-30.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



Treated and discharged	3.0%	18.0%	42.4%	79.0%	90.2%	95.8%	97.8%	98.7%
Treated and admitted to hospital	1.2%	5.7%	16.9%	50.8%	63.2%	76.8%	85.1%	89.3%
Patient left without, or before completing, treatment	25.3%	52.3%	70.9%	88.0%	94.4%	96.5%	97.6%	98.6%
Transferred to another hospital	0%	2.2%	6.7%	26.5%	40.9%	62.9%	77.3%	84.3%
All presentations	5.2%	16.9%	35.3%	68.6%	79.8%	88.3%	92.8%	95.0%

(†) 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 Prince Alfred Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 19,715 patients

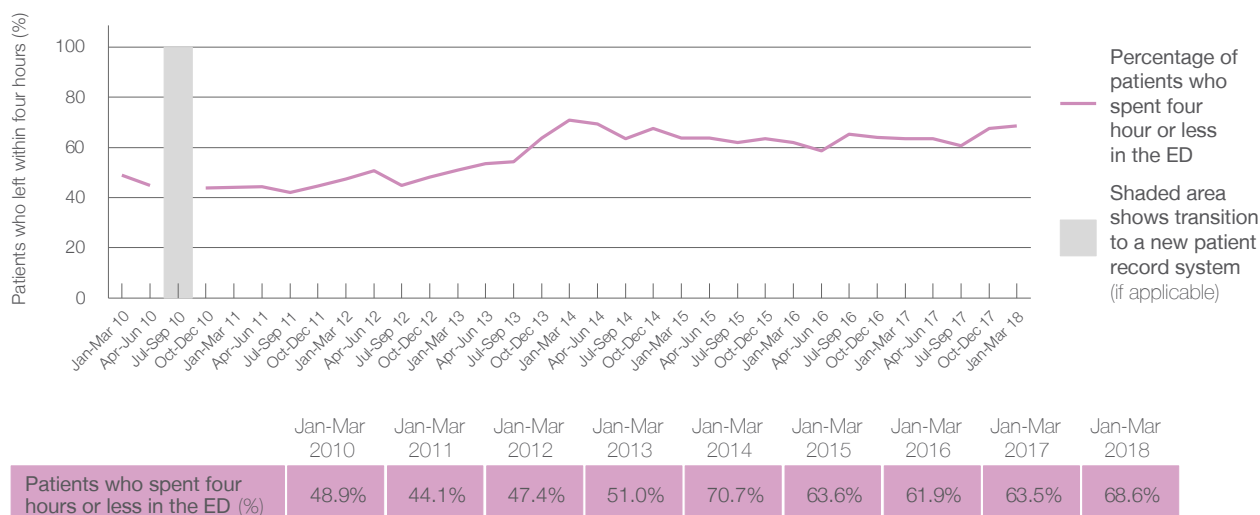
Presentations used to calculate time to leaving the ED: ⁶ 19,715 patients

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



Same period last year	Change since one year ago
19,406	2%
19,406	2%
63.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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- ‡ 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*.
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- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).