



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

South Eastern Sydney Local Health District

October to December 2016

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

## Prince of Wales Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 14,878 patients

Emergency presentations:<sup>2</sup> 13,863 patients

Same period last year	Change since one year ago
14,696	1.2%
13,509	2.6%

## Prince of Wales Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,157 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,113 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,851 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 548 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
1,222	
8 minutes	8 minutes
25 minutes	26 minutes
6,736	
20 minutes	20 minutes
65 minutes	67 minutes
4,759	
19 minutes	25 minutes
83 minutes	97 minutes
595	
27 minutes	24 minutes
108 minutes	103 minutes

## Prince of Wales Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 14,864 patients

Percentage of patients who spent four hours or less in the ED 65.1%

Same period last year	Change since one year ago
14,695	1.2%
68.1%	

\* 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 waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

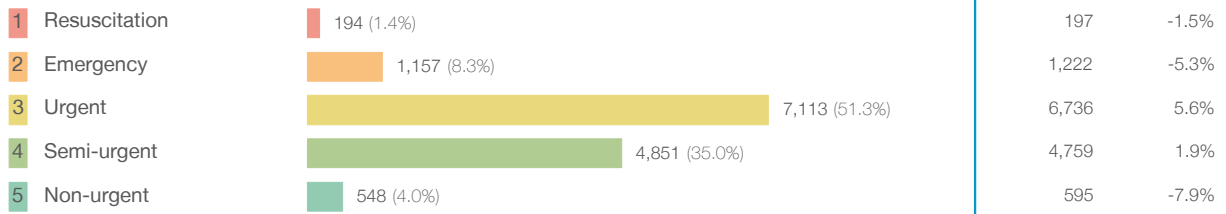
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Prince of Wales Hospital: Patients presenting to the emergency department October to December 2016

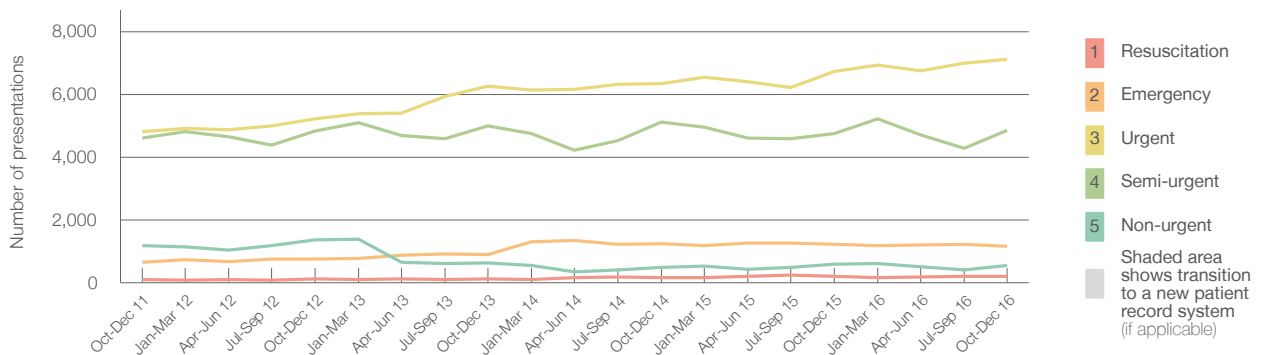
All presentations:<sup>1</sup> 14,878 patients

Emergency presentations<sup>2</sup> by triage category: 13,863 patients



Same period last year	Change since one year ago
14,696	1.2%
13,509	2.6%
197	-1.5%
1,222	-5.3%
6,736	5.6%
4,759	1.9%
595	-7.9%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †

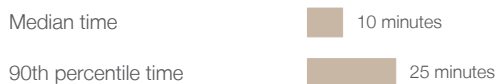


	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	92	111	110	163	197	194
Emergency	642	754	900	1,249	1,222	1,157
Urgent	4,821	5,229	6,253	6,343	6,736	7,113
Semi-urgent	4,605	4,824	5,006	5,110	4,759	4,851
Non-urgent	1,174	1,360	627	495	595	548
All emergency presentations	11,334	12,278	12,896	13,360	13,509	13,863

## Prince of Wales Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,422 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,305	
11 minutes	-1 minute
26 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Prince of Wales Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,157

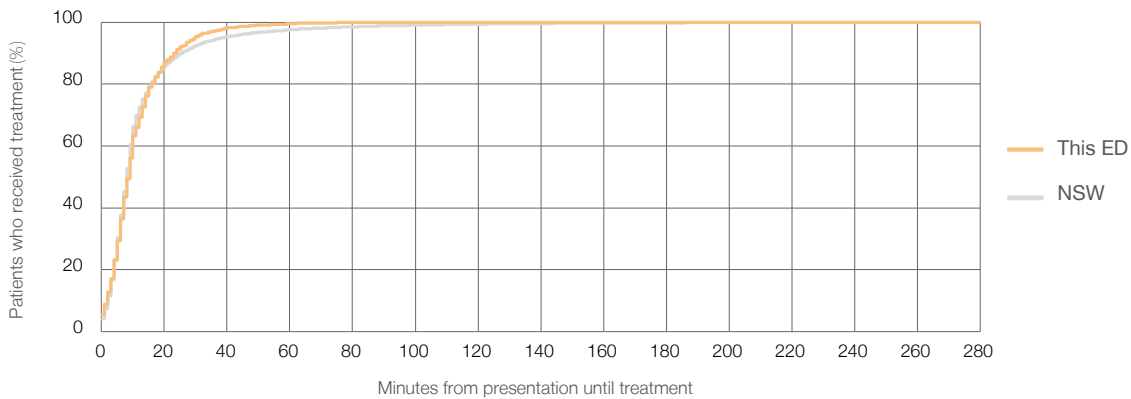
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,140

Median time to start treatment<sup>4</sup> 9 minutes

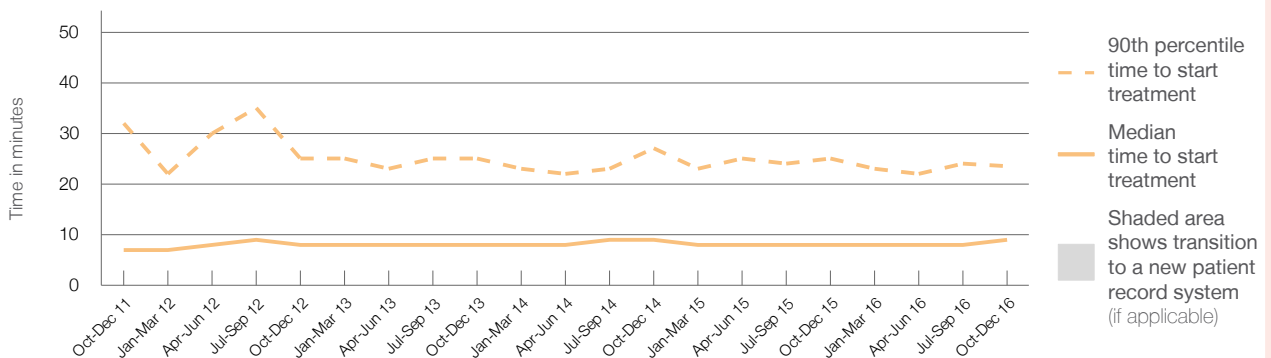
90th percentile time to start treatment<sup>5</sup> 24 minutes

Same period last year	NSW (this period)
1,222	
1,216	
8 minutes	8 minutes
25 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	7	8	8	9	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	32	25	25	27	25	24

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

### Prince of Wales Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 7,113

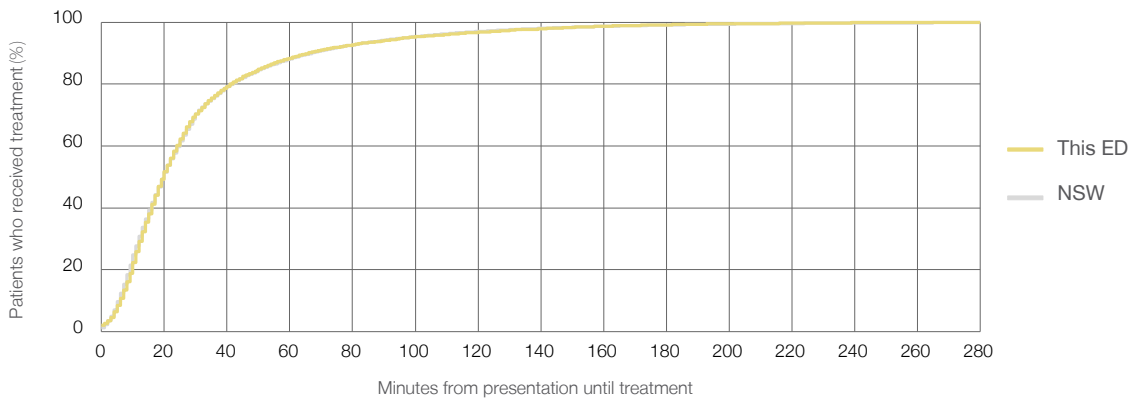
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,996

Median time to start treatment<sup>4</sup> 20 minutes

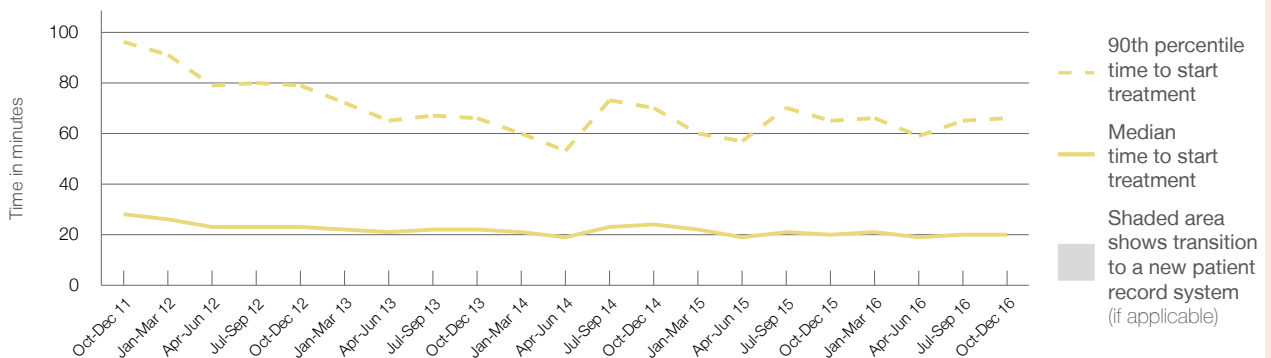
90th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
6,736	
6,623	
20 minutes	20 minutes
65 minutes	67 minutes

#### Percentage of triage 3 patients who received treatment by time, October to December 2016



#### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	28	23	22	24	20	20
90th percentile time to start treatment <sup>5</sup> (minutes)	96	79	66	70	65	66

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

## Prince of Wales Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,851

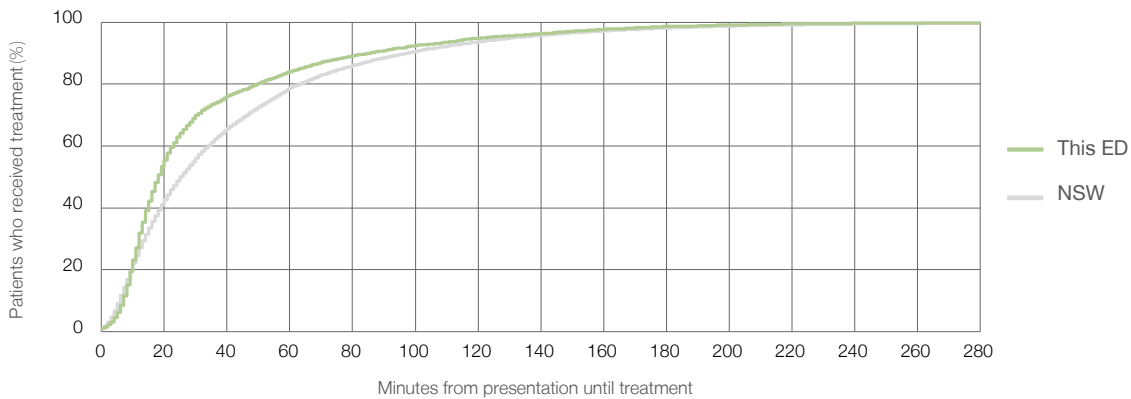
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,674

Median time to start treatment<sup>4</sup>  18 minutes

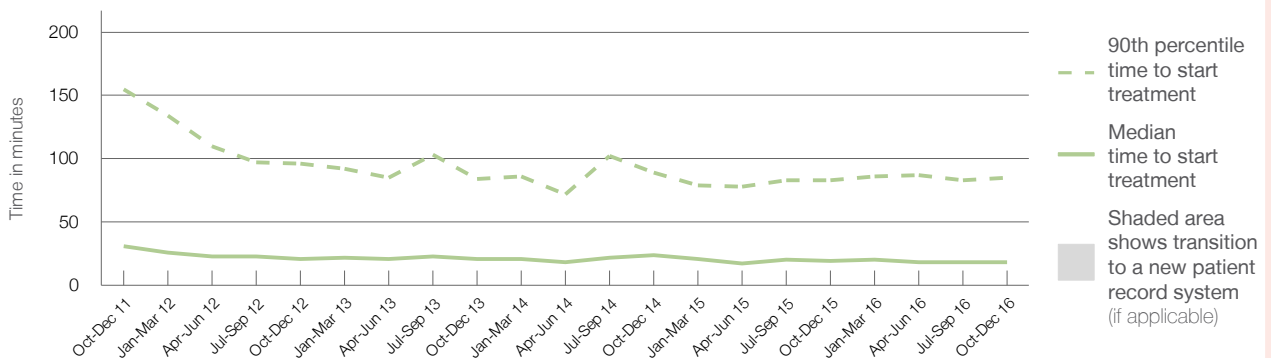
90th percentile time to start treatment<sup>5</sup>  85 minutes

Same period last year	NSW (this period)
4,759	4,592
19 minutes	25 minutes
83 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	31	21	21	24	19	18
90th percentile time to start treatment <sup>5</sup> (minutes)	155	96	84	89	83	85

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

## Prince of Wales Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 548

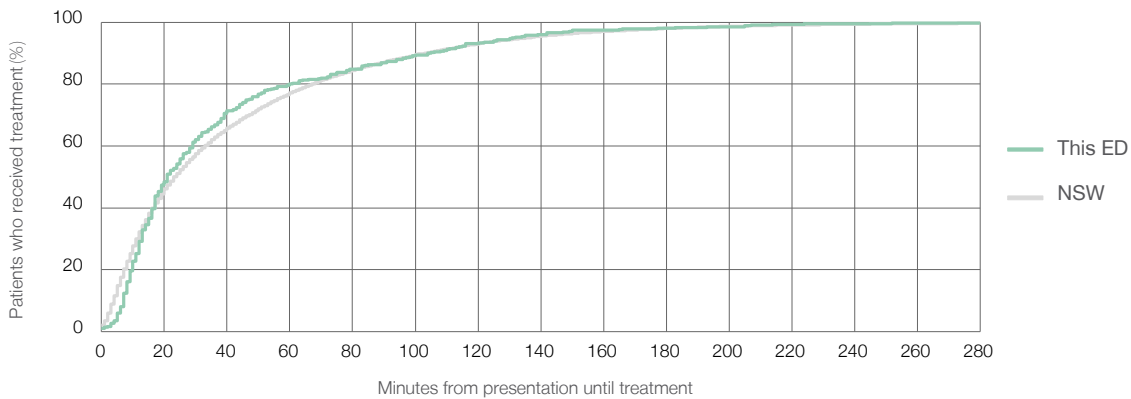
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 417

Median time to start treatment<sup>4</sup> 21 minutes

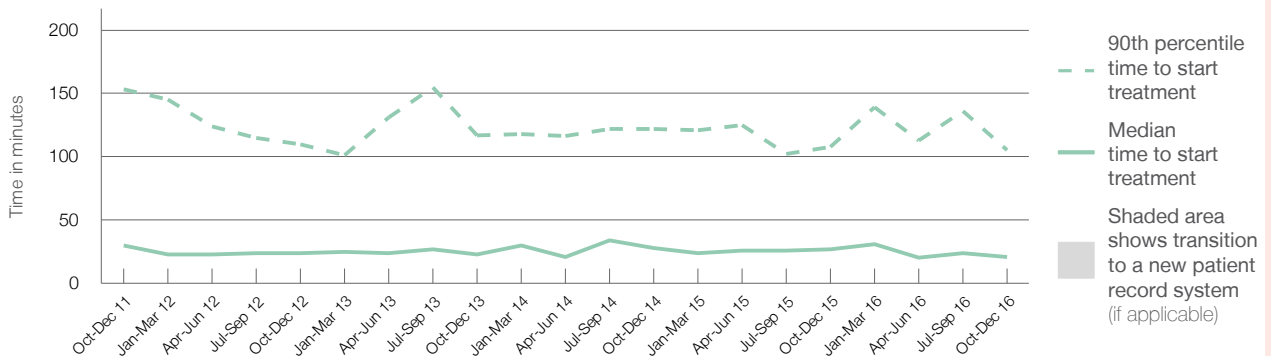
90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
595	460
27 minutes	24 minutes
108 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	30	24	23	28	27	21
90th percentile time to start treatment <sup>5</sup> (minutes)	153	110	117	122	108	105

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

## Prince of Wales Hospital: Time patients spent in the ED October to December 2016

All presentations:<sup>1</sup> 14,878 patients

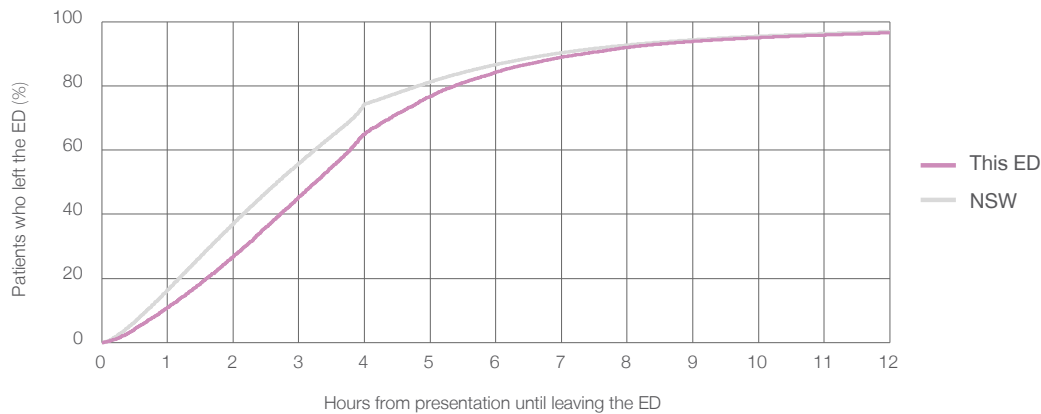
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,864 patients

Median time spent in the ED<sup>8</sup> 3 hours and 15 minutes

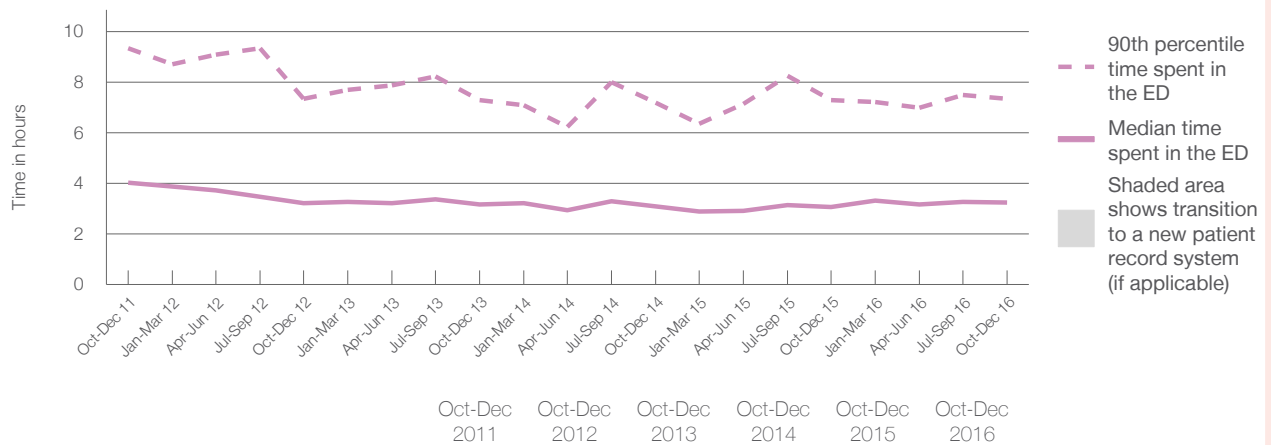
90th percentile time spent in the ED<sup>9</sup> 7 hours and 20 minutes

Same period last year	NSW (this period)
14,696	14,695
3 hours and 4 minutes	2 hours and 41 minutes
7 hours and 17 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 2m	3h 13m	3h 10m	3h 6m	3h 4m	3h 15m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 20m	7h 21m	7h 18m	7h 11m	7h 17m	7h 20m

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

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

## Prince of Wales Hospital: Time patients spent in the ED

### By mode of separation

October to December 2016

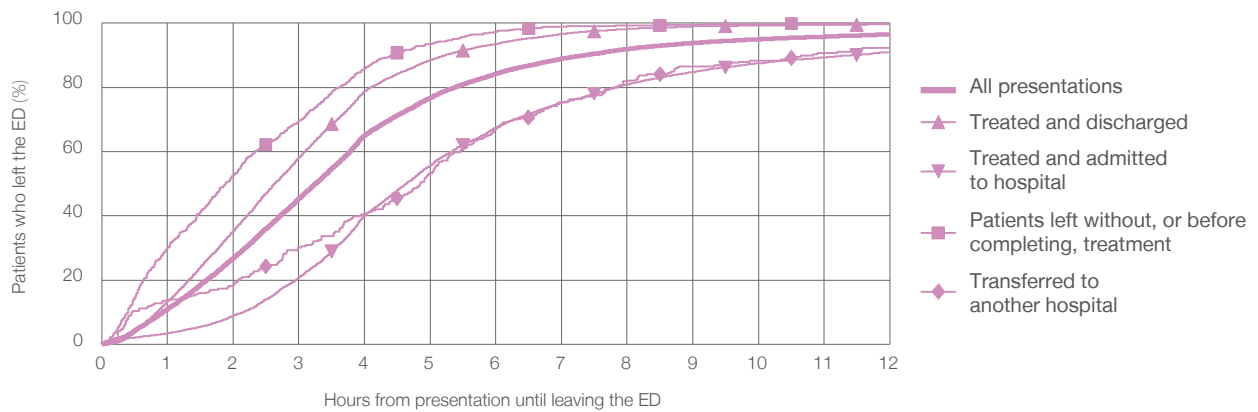
All presentations:<sup>1</sup> 14,878 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,864 patients

Treated and discharged	8,616 (57.9%)
Treated and admitted to hospital	5,189 (34.9%)
Patient left without, or before completing, treatment	765 (5.1%)
Transferred to another hospital	259 (1.7%)
Other	49 (0.3%)

Same period last year	Change since one year ago
14,695	1.2%
8,778	-1.8%
4,998	3.8%
658	16.3%
190	36.3%
72	-31.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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	13.4%	35.2%	58.2%	78.8%	93.6%	98.2%	99.2%	99.6%
Treated and admitted to hospital	3.4%	8.9%	20.8%	40.1%	67.6%	80.9%	87.5%	91.0%
Patient left without, or before completing, treatment	30.1%	52.5%	69.7%	85.8%	97.4%	99.2%	99.7%	99.9%
Transferred to another hospital	13.9%	18.5%	30.1%	40.5%	67.2%	81.9%	88.4%	92.3%
All presentations	11.0%	26.9%	45.4%	65.1%	84.3%	92.0%	95.0%	96.5%

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

## Prince of Wales Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 14,878 patients

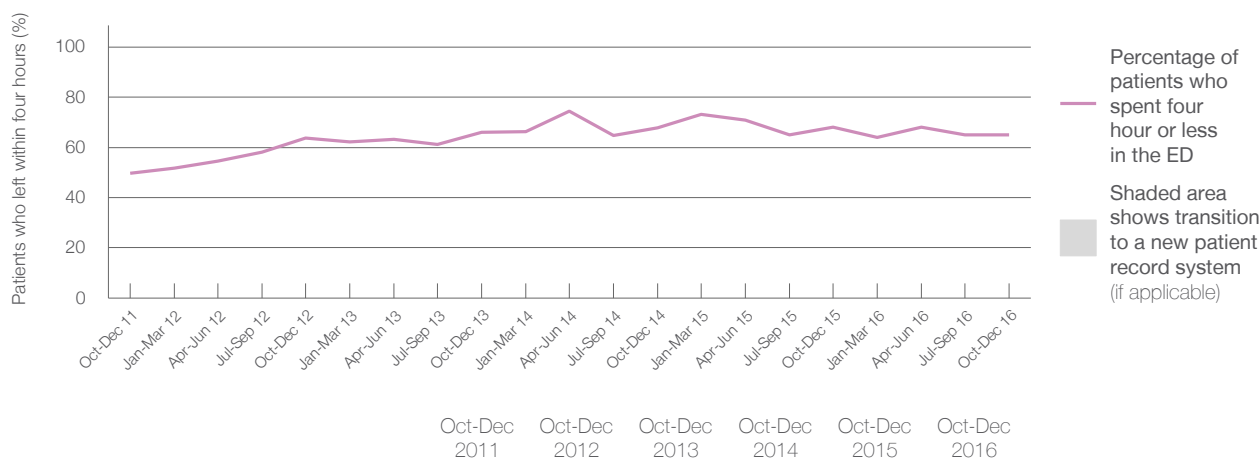
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,864 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 14,878 patients	14,696	1.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 14,864 patients	14,695	1.2%
Percentage of patients who spent four hours or less in the ED	68.1%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	49.6%	63.8%	65.9%	67.7%	68.1%	65.1%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 24 January 2017). Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

## St George Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 19,721 patients

Emergency presentations:<sup>2</sup> 19,592 patients

Same period last year	Change since one year ago
19,396	1.7%
19,269	1.7%

## St George Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,431 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 8,702 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,254 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 79 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,056 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
2,504	
10 minutes	8 minutes
25 minutes	26 minutes
7,804	
26 minutes	20 minutes
66 minutes	67 minutes
7,478	
33 minutes	25 minutes
81 minutes	97 minutes
1,330	
32 minutes	24 minutes
98 minutes	103 minutes

## St George Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,714 patients

Percentage of patients who spent four hours or less in the ED 63.6%

Same period last year	Change since one year ago
19,396	1.6%
66.6%	

\* 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 waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

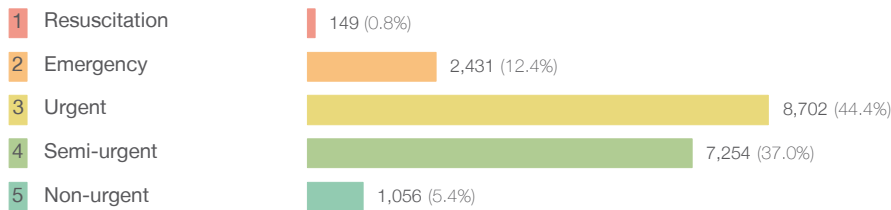
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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## St George Hospital: Patients presenting to the emergency department October to December 2016

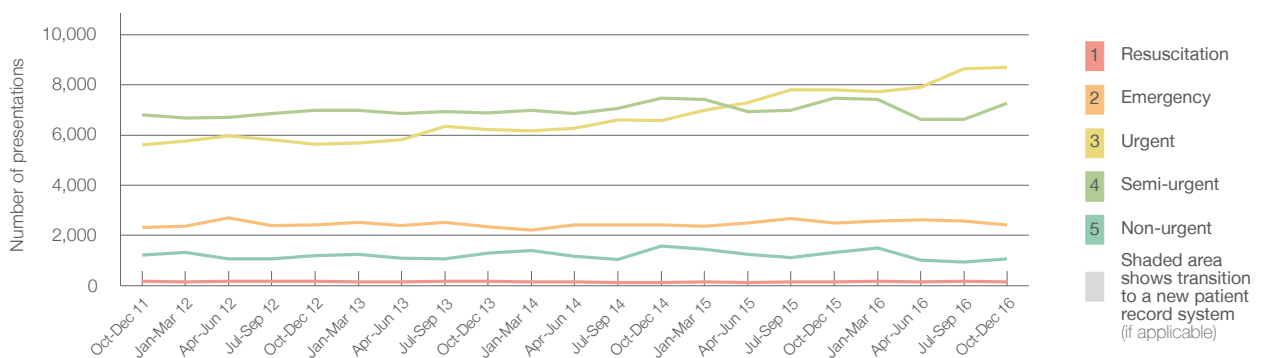
All presentations:<sup>1</sup> 19,721 patients

Emergency presentations<sup>2</sup> by triage category: 19,592 patients



	Same period last year	Change since one year ago
All presentations	19,396	1.7%
Emergency presentations	19,269	1.7%
Resuscitation	153	-2.6%
Emergency	2,504	-2.9%
Urgent	7,804	11.5%
Semi-urgent	7,478	-3.0%
Non-urgent	1,330	-20.6%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	164	174	171	128	153	149
Emergency	2,307	2,422	2,337	2,420	2,504	2,431
Urgent	5,603	5,642	6,223	6,587	7,804	8,702
Semi-urgent	6,802	6,997	6,872	7,462	7,478	7,254
Non-urgent	1,233	1,191	1,293	1,567	1,330	1,056
All emergency presentations	16,109	16,426	16,896	18,164	19,269	19,592

## St George Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,053 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,733	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	20 minutes	1 minute

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

## St George Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

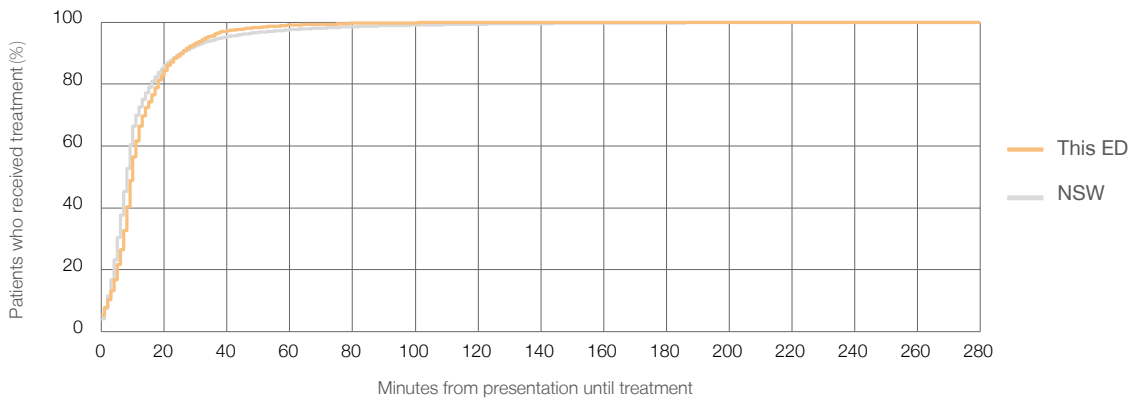
Number of triage 2 patients: 2,431

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,425

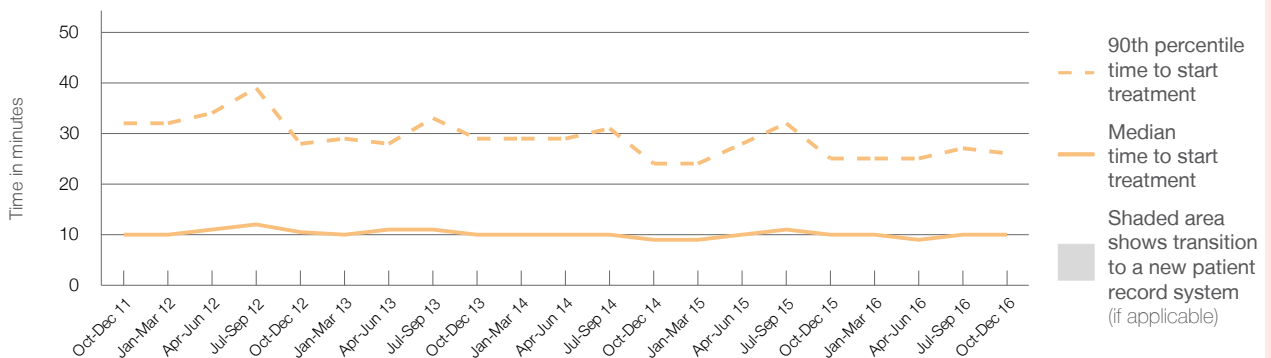
Median time to start treatment<sup>4</sup> ■ 10 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 26 minutes

Same period last year	NSW (this period)
2,504	2,500
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	10	11	10	9	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	32	28	29	24	25	26

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## St George Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 8,702

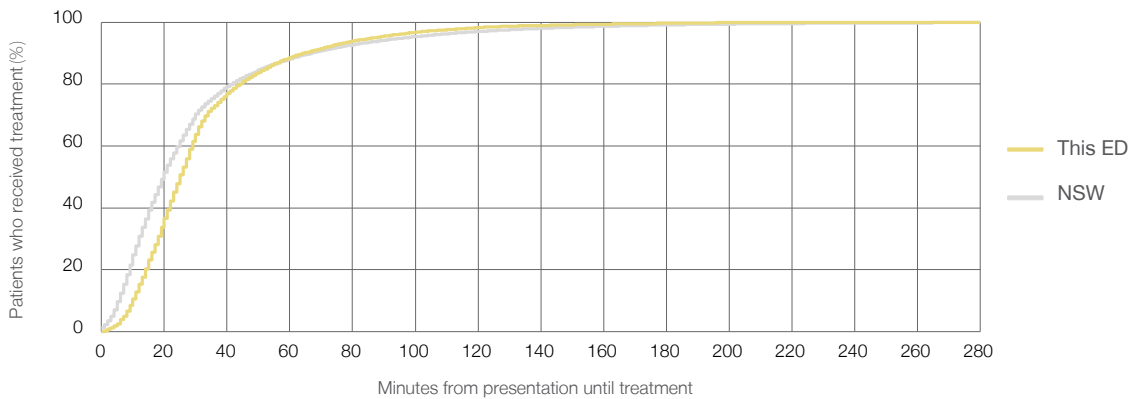
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 8,578

Median time to start treatment<sup>4</sup> 25 minutes

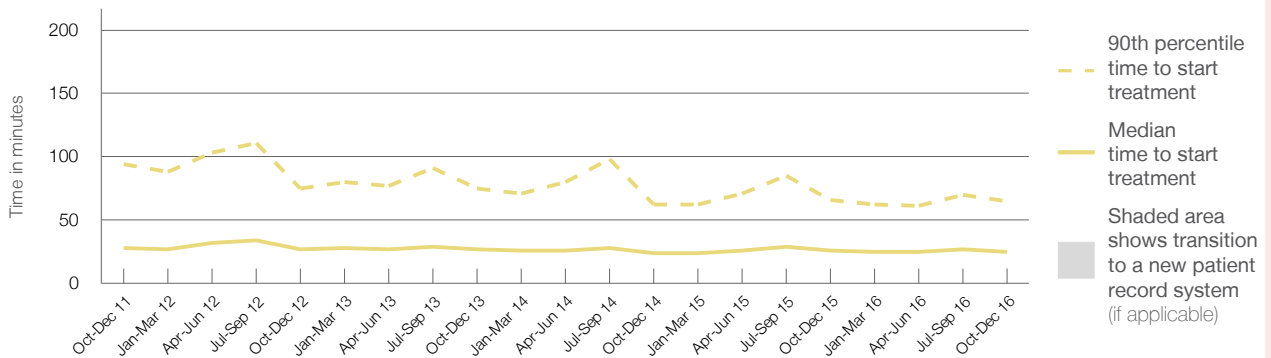
90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
7,804	
7,732	
26 minutes	20 minutes
66 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	28	27	27	24	26	25
90th percentile time to start treatment <sup>5</sup> (minutes)	94	75	75	62	66	65

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## St George Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 7,254

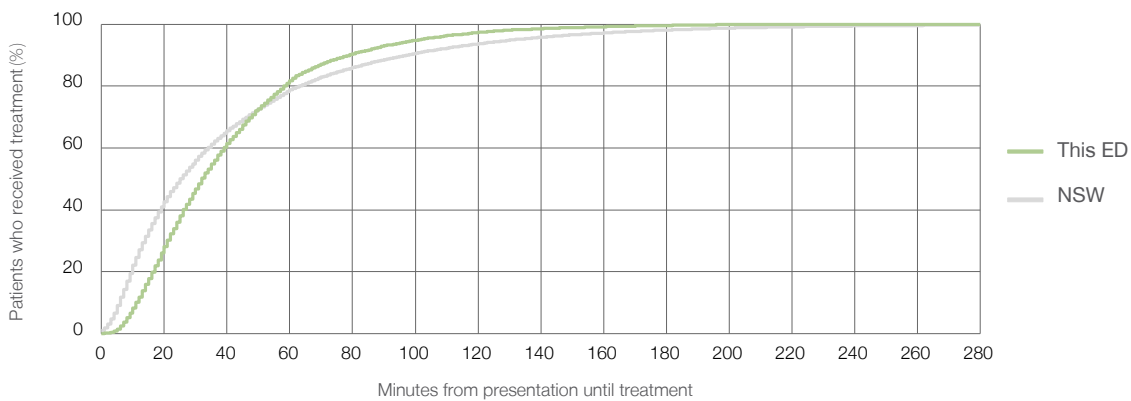
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,065

Median time to start treatment<sup>4</sup> 32 minutes

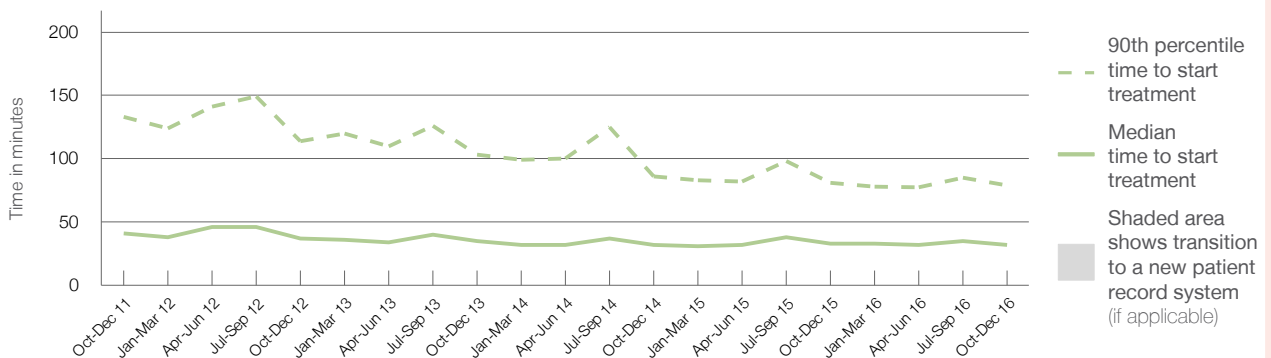
90th percentile time to start treatment<sup>5</sup> 79 minutes

Same period last year	NSW (this period)
7,478	
7,270	
33 minutes	25 minutes
81 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	41	37	35	32	33	32
90th percentile time to start treatment <sup>5</sup> (minutes)	133	114	103	86	81	79

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## St George Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,056

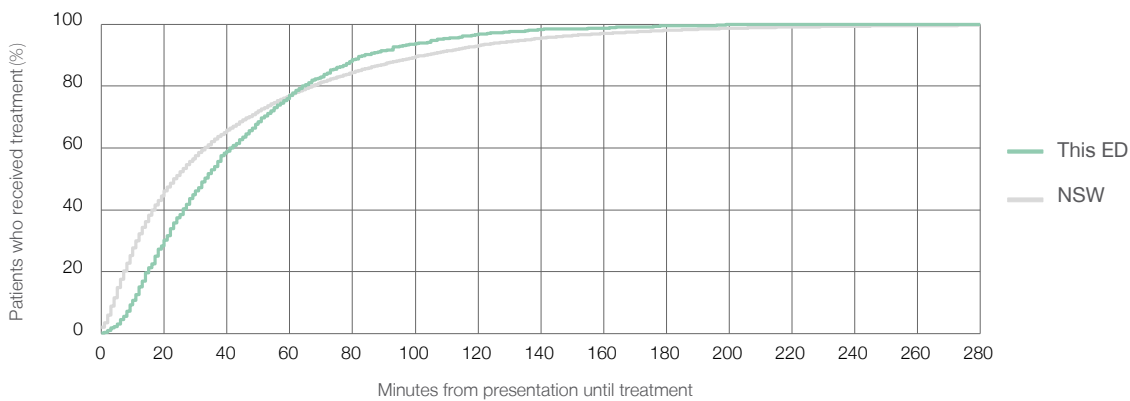
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 950

Median time to start treatment<sup>4</sup> 33 minutes

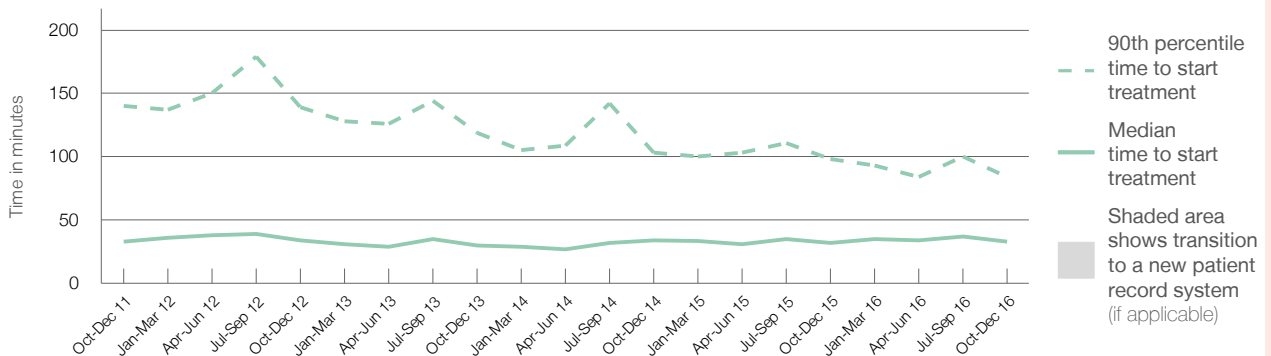
90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
1,330	
1,220	
32 minutes	24 minutes
98 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	33	34	30	34	32	33
90th percentile time to start treatment <sup>5</sup> (minutes)	140	139	119	103	98	84

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



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

## St George Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 19,721 patients

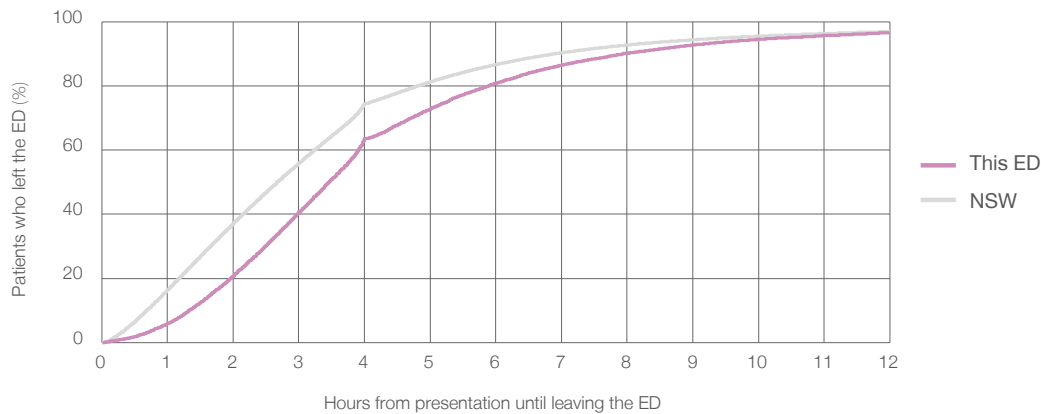
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,714 patients

Median time spent in the ED<sup>8</sup> 3 hours and 28 minutes

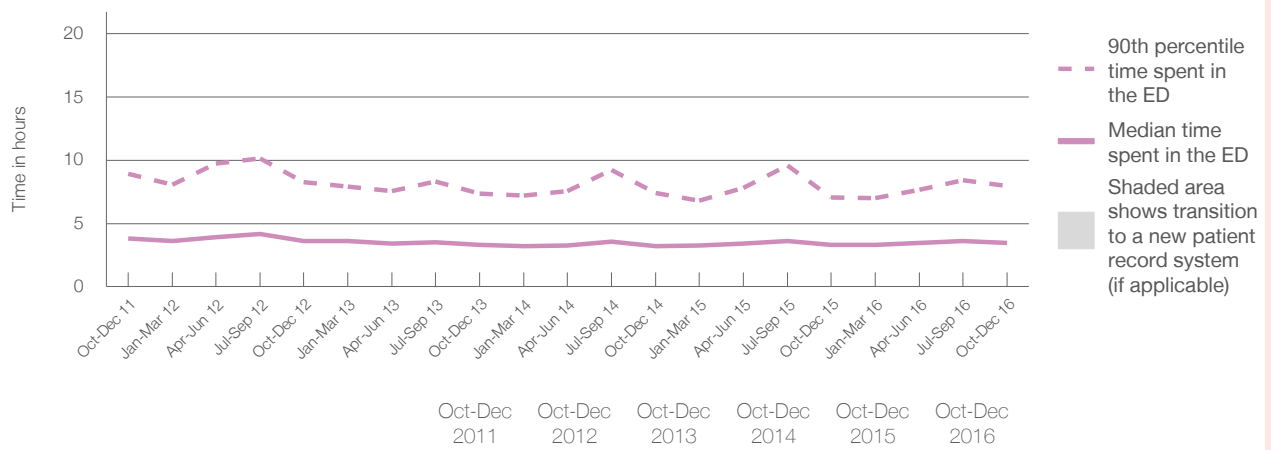
90th percentile time spent in the ED<sup>9</sup> 7 hours and 57 minutes

Same period last year	NSW (this period)
19,396	19,396
3 hours and 18 minutes	2 hours and 41 minutes
7 hours and 4 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 48m	3h 37m	3h 19m	3h 14m	3h 18m	3h 28m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 55m	8h 16m	7h 22m	7h 23m	7h 4m	7h 57m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## St George Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

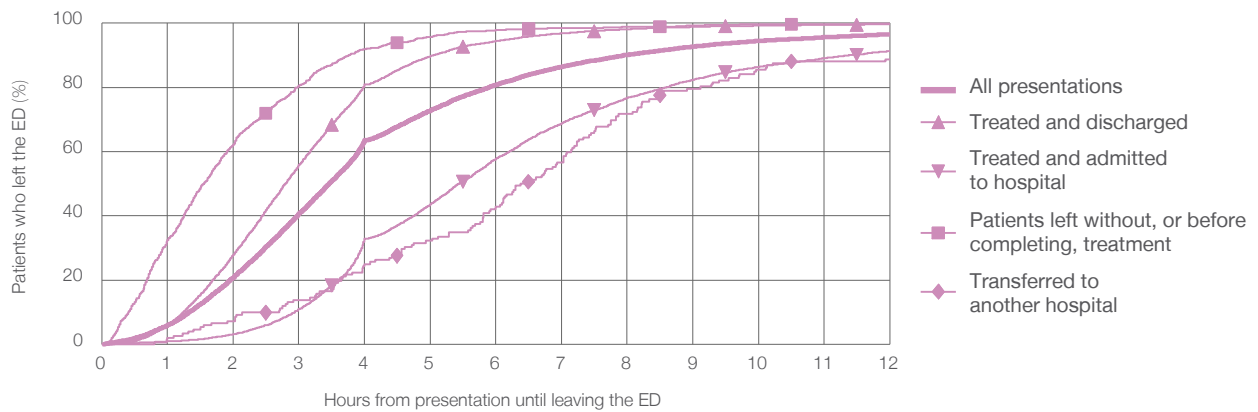
All presentations:<sup>1</sup> 19,721 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,714 patients

Treated and discharged	11,234 (57.0%)
Treated and admitted to hospital	7,199 (36.5%)
Patient left without, or before completing, treatment	1,016 (5.2%)
Transferred to another hospital	152 (0.8%)
Other	120 (0.6%)

Same period last year	Change since one year ago
19,396	1.6%
11,421	-1.6%
6,609	8.9%
1,171	-13.2%
142	7.0%
53	126.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	6.1%	27.8%	55.8%	80.9%	94.4%	98.1%	99.3%	99.7%
Treated and admitted to hospital	0.9%	3.1%	10.9%	32.8%	57.7%	76.7%	86.4%	91.4%
Patient left without, or before completing, treatment	32.5%	62.3%	80.5%	91.9%	97.8%	98.8%	99.7%	99.8%
Transferred to another hospital	2.0%	7.2%	13.8%	25.0%	42.8%	71.7%	85.5%	88.8%
All presentations	6.0%	20.8%	40.6%	63.6%	80.8%	90.2%	94.5%	96.6%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## St George Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 19,721 patients

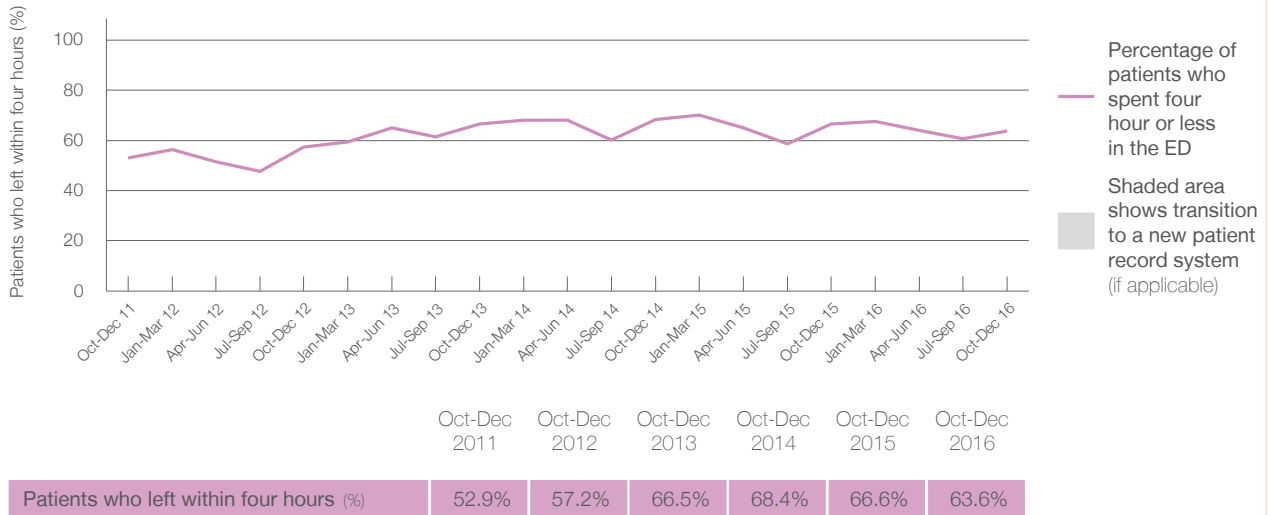
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,714 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	19,396	1.7%
Presentations used to calculate time to leaving the ED	19,396	1.6%
Percentage of patients who spent four hours or less in the ED	66.6%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

## Sutherland Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 12,936 patients

Emergency presentations:<sup>2</sup> 12,789 patients

Same period last year	Change since one year ago
12,915	0.2%
12,778	0.1%

## Sutherland Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,646 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,286 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,858 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 81 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 940 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
1,745	
14 minutes	8 minutes
33 minutes	26 minutes
4,853	
28 minutes	20 minutes
64 minutes	67 minutes
5,052	
29 minutes	25 minutes
76 minutes	97 minutes
1,065	
26 minutes	24 minutes
89 minutes	103 minutes

## Sutherland Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,932 patients

Percentage of patients who spent four hours or less in the ED 67.9%

Same period last year	Change since one year ago
12,915	0.1%
73.3%	

\* 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 waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

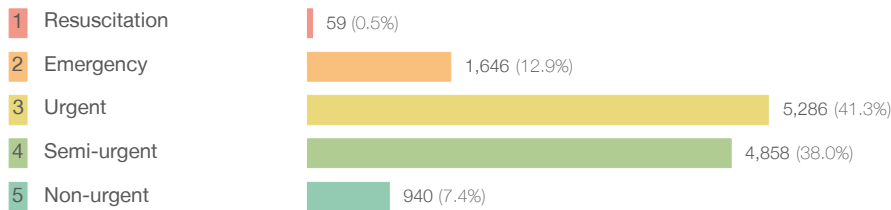
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Sutherland Hospital: Patients presenting to the emergency department October to December 2016

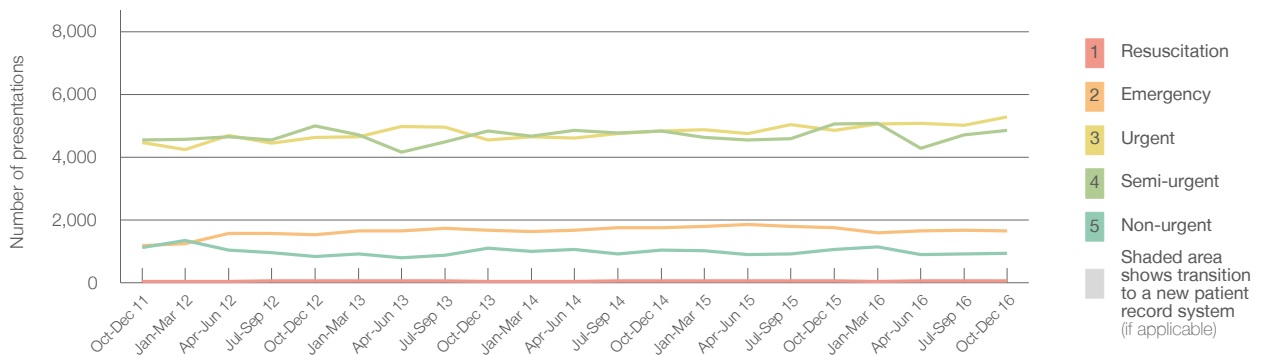
All presentations:<sup>1</sup> 12,936 patients

Emergency presentations<sup>2</sup> by triage category: 12,789 patients



Same period last year	Change since one year ago
12,915	0.2%
12,778	0.1%
63	-6.3%
1,745	-5.7%
4,853	8.9%
5,052	-3.8%
1,065	-11.7%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	40	60	37	56	63	59
Emergency	1,188	1,528	1,664	1,760	1,745	1,646
Urgent	4,463	4,635	4,552	4,827	4,853	5,286
Semi-urgent	4,538	5,003	4,834	4,829	5,052	4,858
Non-urgent	1,114	837	1,106	1,040	1,065	940
All emergency presentations	11,343	12,063	12,193	12,512	12,778	12,789

## Sutherland Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,418 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,274	
13 minutes	0 minutes
25 minutes	3 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Sutherland Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,646

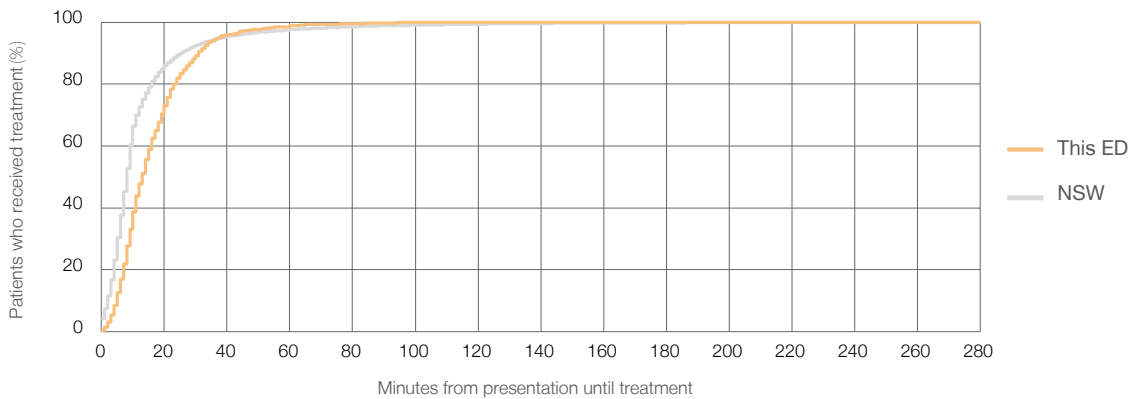
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,640

Median time to start treatment<sup>4</sup> 13 minutes

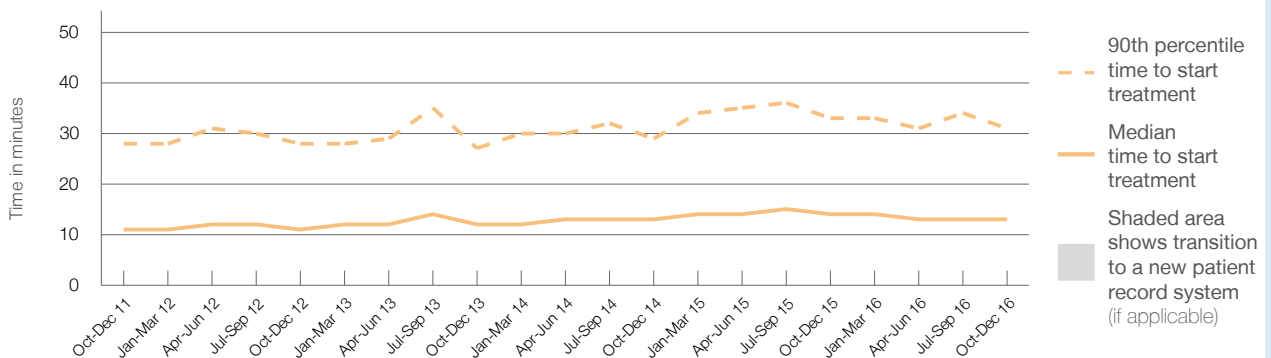
90th percentile time to start treatment<sup>5</sup> 31 minutes

Same period last year	NSW (this period)
1,745	1,740
14 minutes	8 minutes
33 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	11	11	12	13	14	13
90th percentile time to start treatment <sup>5</sup> (minutes)	28	28	27	29	33	31

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Sutherland Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 5,286

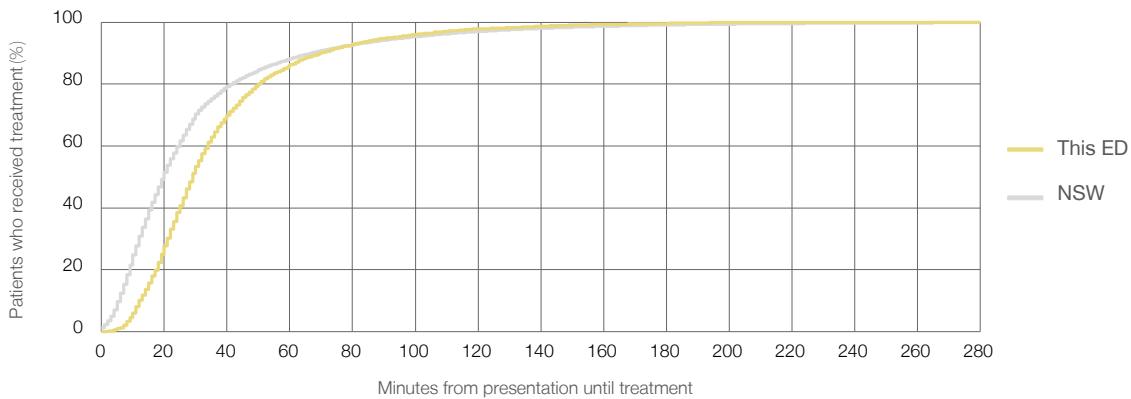
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,191

Median time to start treatment<sup>4</sup> 29 minutes

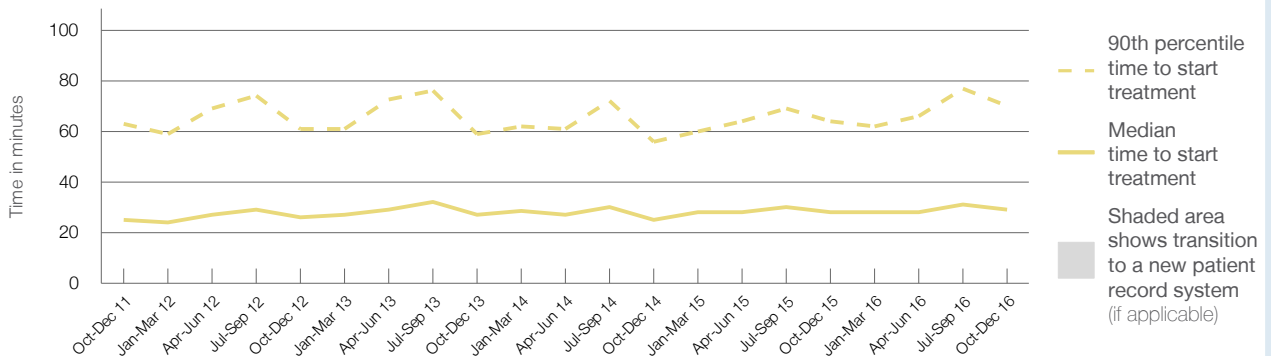
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
4,853	
4,783	
28 minutes	20 minutes
64 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	25	26	27	25	28	29
90th percentile time to start treatment <sup>5</sup> (minutes)	63	61	59	56	64	70

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Sutherland Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,858

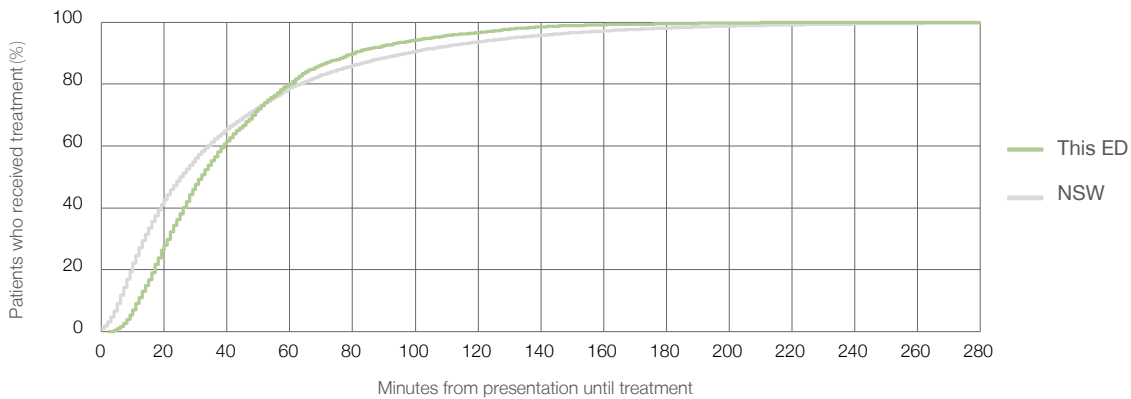
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,693

Median time to start treatment<sup>4</sup>  32 minutes

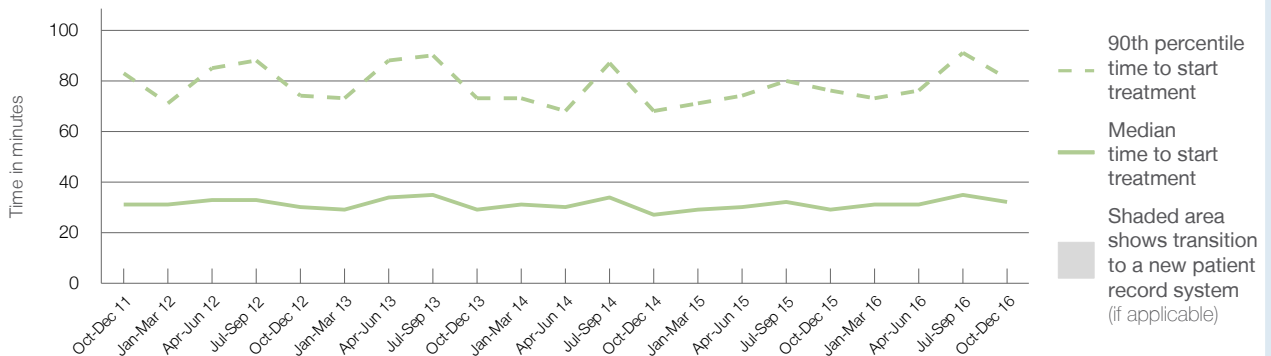
90th percentile time to start treatment<sup>5</sup>  81 minutes

Same period last year	NSW (this period)
5,052	4,914
29 minutes	25 minutes
76 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	31	30	29	27	29	32
90th percentile time to start treatment <sup>5</sup> (minutes)	83	74	73	68	76	81

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



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

## Sutherland Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 940

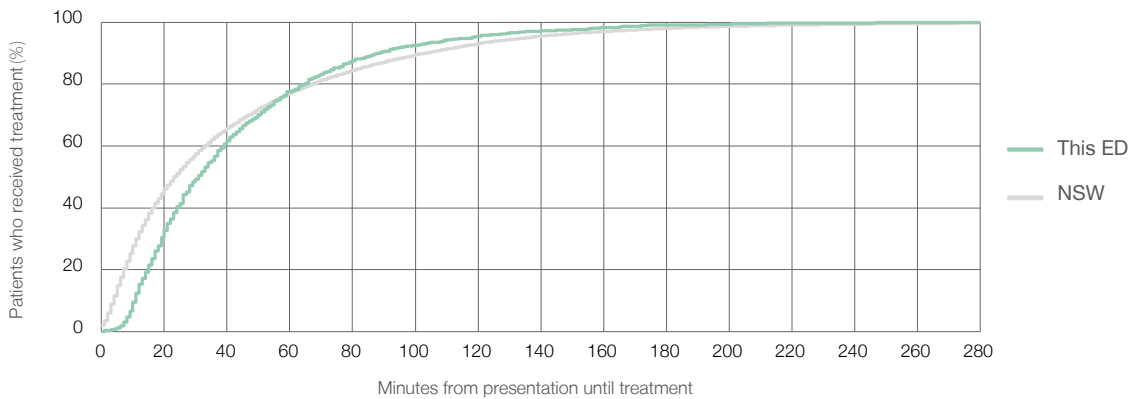
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 834

Median time to start treatment<sup>4</sup>  31 minutes

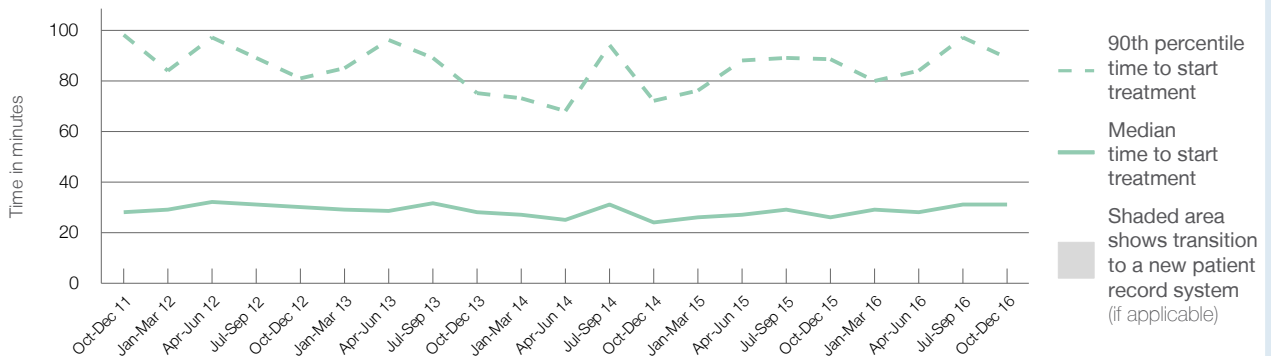
90th percentile time to start treatment<sup>5</sup>  89 minutes

Same period last year	NSW (this period)
1,065	970
26 minutes	24 minutes
89 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	28	30	28	24	26	31
90th percentile time to start treatment <sup>5</sup> (minutes)	98	81	75	72	89	89

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Sutherland Hospital: Time patients spent in the ED October to December 2016

All presentations:<sup>1</sup> 12,936 patients

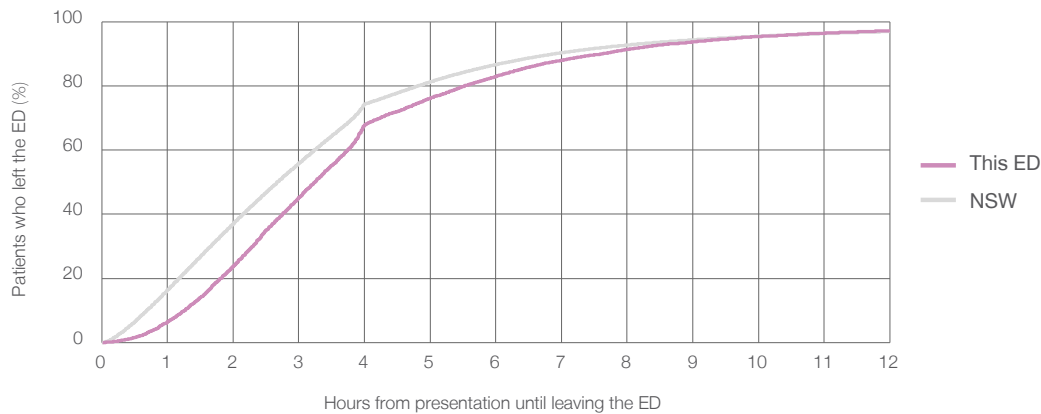
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,932 patients

Median time spent in the ED<sup>8</sup> 3 hours and 15 minutes

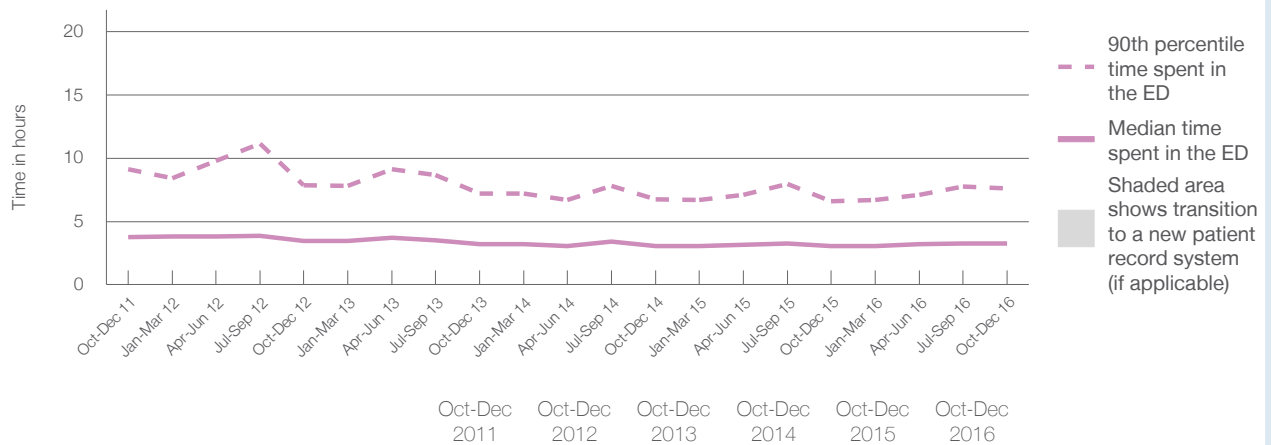
90th percentile time spent in the ED<sup>9</sup> 7 hours and 37 minutes

Same period last year	NSW (this period)
12,915	12,915
3 hours and 3 minutes	2 hours and 41 minutes
6 hours and 36 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>††</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 45m	3h 29m	3h 14m	3h 4m	3h 3m	3h 15m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Sutherland Hospital: Time patients spent in the ED

### By mode of separation

#### October to December 2016

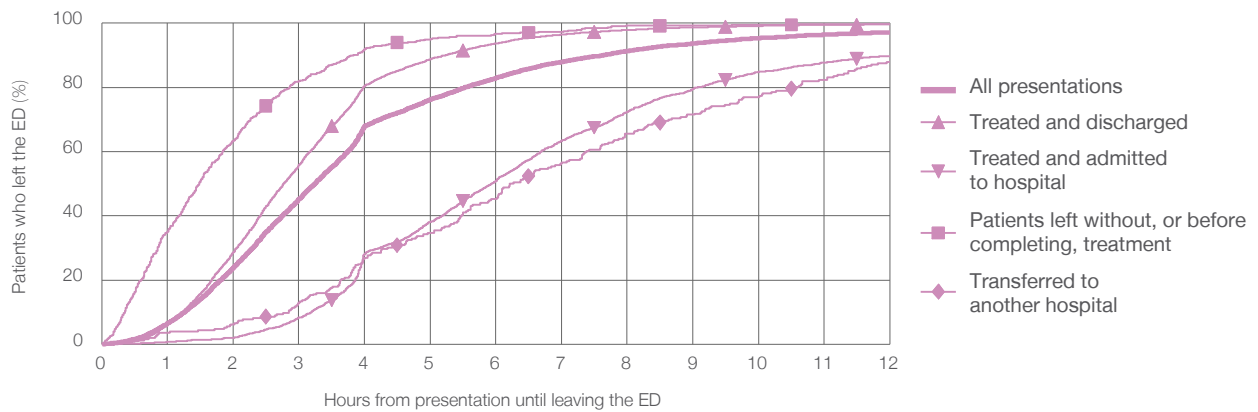
All presentations:<sup>1</sup> 12,936 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,932 patients

Treated and discharged	8,971 (69.3%)
Treated and admitted to hospital	3,026 (23.4%)
Patient left without, or before completing, treatment	633 (4.9%)
Transferred to another hospital	256 (2.0%)
Other	50 (0.4%)

Same period last year	Change since one year ago
12,915	0.1%
9,176	-2.2%
2,977	1.6%
522	21.3%
192	33.3%
48	4.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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	6.2%	28.7%	55.8%	80.6%	93.7%	97.9%	99.2%	99.7%
Treated and admitted to hospital	0.7%	2.1%	8.3%	28.2%	50.9%	72.4%	84.8%	89.8%
Patient left without, or before completing, treatment	35.1%	63.3%	82.0%	91.9%	96.7%	99.2%	99.5%	99.7%
Transferred to another hospital	3.5%	6.3%	12.9%	27.0%	45.3%	65.6%	77.0%	87.9%
All presentations	6.5%	23.9%	45.2%	67.9%	82.9%	91.4%	95.4%	97.1%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Sutherland Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 12,936 patients

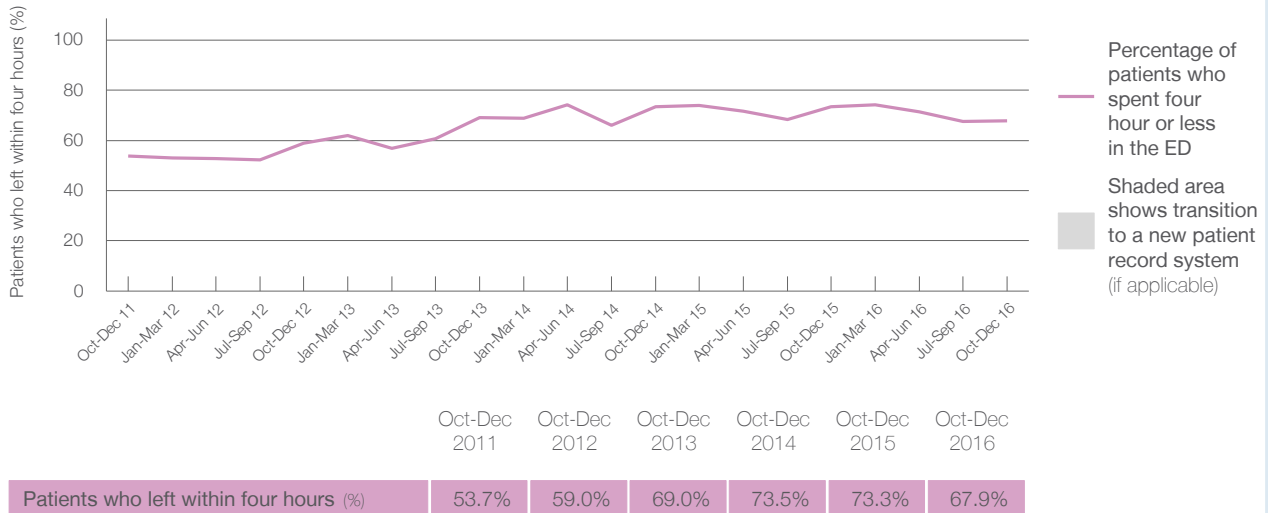
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,932 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	12,915	0.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	12,915	0.1%
Percentage of patients who spent four hours or less in the ED	73.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 24 January 2017). Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

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

October to December 2016

All presentations:<sup>1</sup> 8,036 patients  
Emergency presentations:<sup>2</sup> 7,720 patients

Same period last year	Change since one year ago
9,894	-18.8%
7,893	-2.2%

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 104 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 994 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,448 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,174 patients

Median time to start treatment<sup>4</sup> 34 minutes  
90th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
115	
8 minutes	8 minutes
17 minutes	26 minutes
950	
19 minutes	20 minutes
45 minutes	67 minutes
4,137	
24 minutes	25 minutes
67 minutes	97 minutes
2,691	
28 minutes	24 minutes
87 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,032 patients

Percentage of patients who spent four hours or less in the ED 91.5%

Same period last year	Change since one year ago
9,894	-18.8%
89.0%	

\* 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 waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

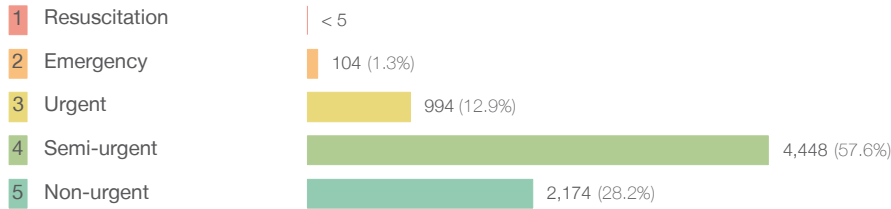
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Sydney/Sydney Eye Hospital: Patients presenting to the emergency department October to December 2016

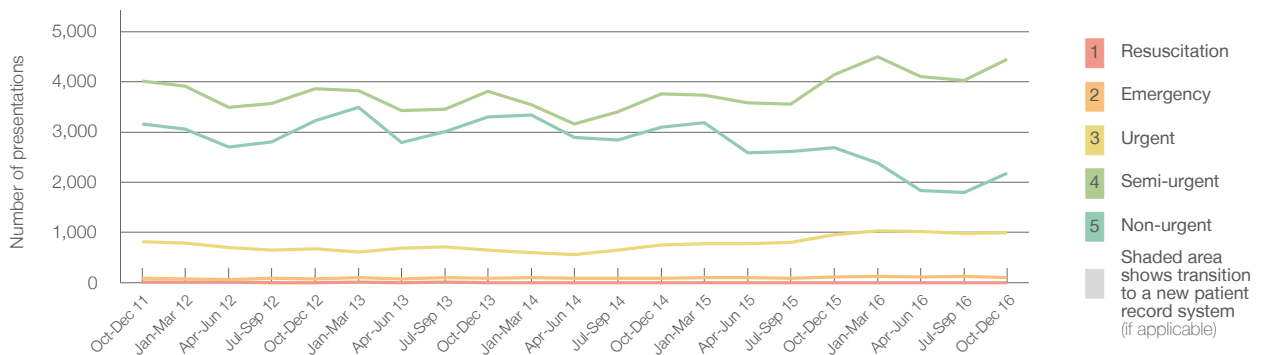
All presentations:<sup>1</sup> 8,036 patients

Emergency presentations<sup>2</sup> by triage category: 7,720 patients



	Same period last year	Change since one year ago
All presentations	9,894	-18.8%
Emergency presentations	7,893	-2.2%
Resuscitation	< 5	*
Emergency	115	-10.5%
Urgent	950	4.6%
Semi-urgent	4,137	7.5%
Non-urgent	2,691	-19.2%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	6	< 5	< 5	< 5	< 5	< 5
Emergency	87	77	94	87	115	104
Urgent	809	669	645	748	950	994
Semi-urgent	4,014	3,865	3,812	3,756	4,137	4,448
Non-urgent	3,159	3,229	3,305	3,093	2,691	2,174
All emergency presentations	8,075	7,840	7,856	7,684	7,893	7,720

## Sydney/Sydney Eye Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 733 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	734	
Median time	9 minutes	-1 minute
90th percentile time	16 minutes	2 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 104

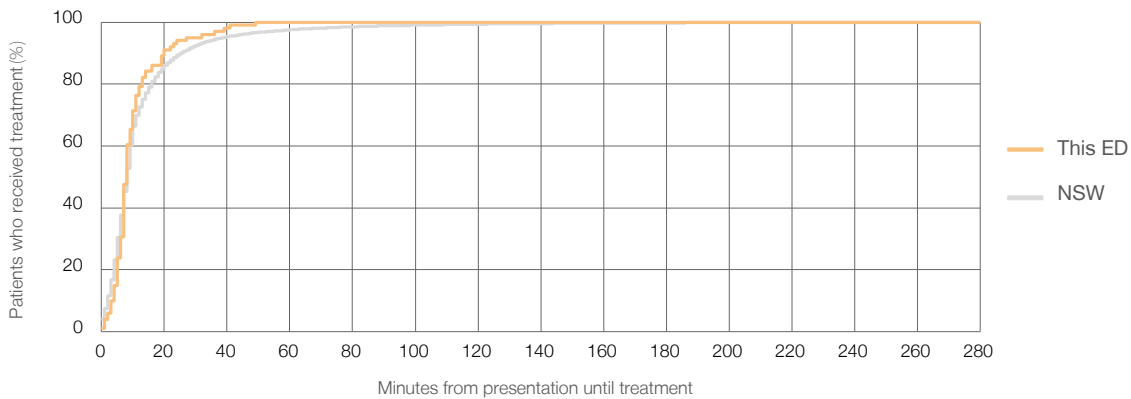
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 101

Median time to start treatment<sup>4</sup> 8 minutes

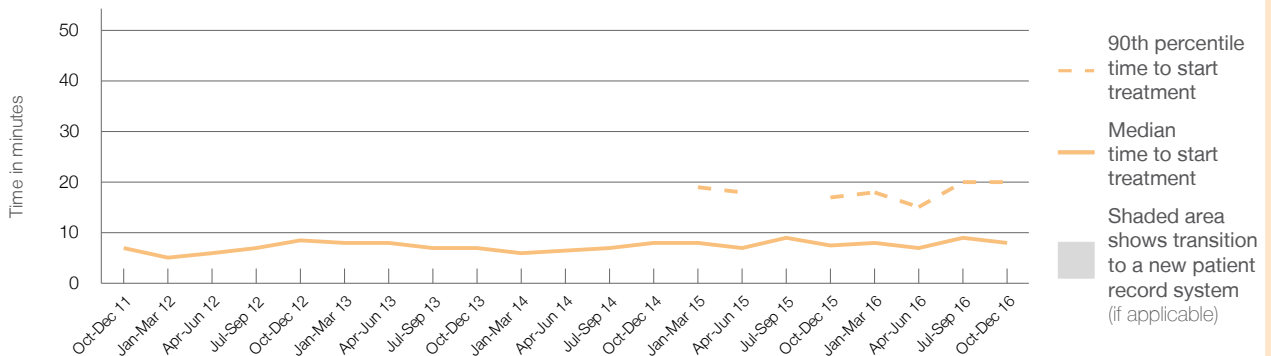
90th percentile time to start treatment<sup>5</sup> 20 minutes

Same period last year	NSW (this period)
115	
114	
8 minutes	8 minutes
17 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	7	9	7	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	*	17	20

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 994

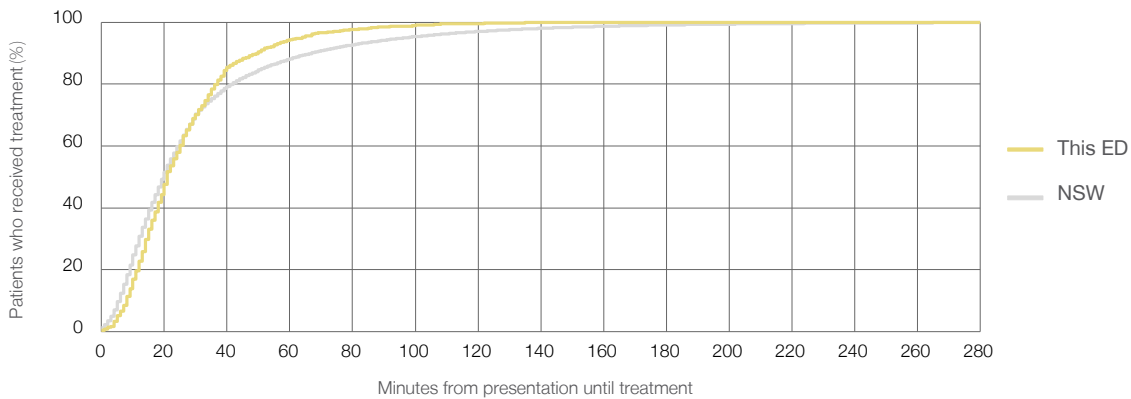
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 976

Median time to start treatment<sup>4</sup>  21 minutes

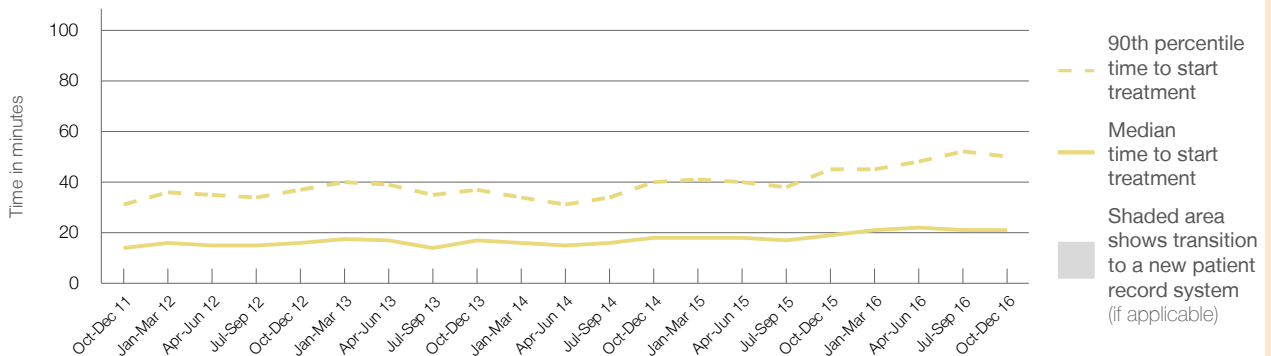
90th percentile time to start treatment<sup>5</sup>  50 minutes

Same period last year	NSW (this period)
950	
928	
19 minutes	20 minutes
45 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	14	16	17	18	19	21
90th percentile time to start treatment <sup>5</sup> (minutes)	31	37	37	40	45	50

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,448

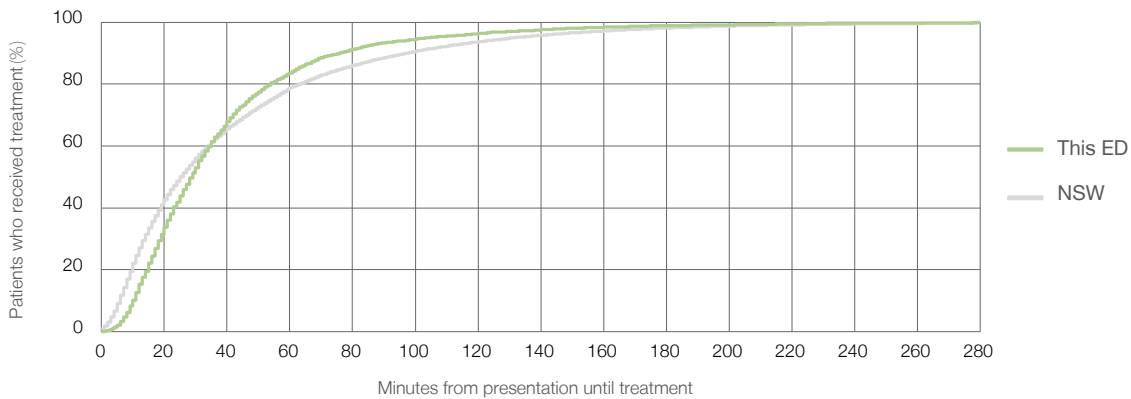
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,318

Median time to start treatment<sup>4</sup> 29 minutes

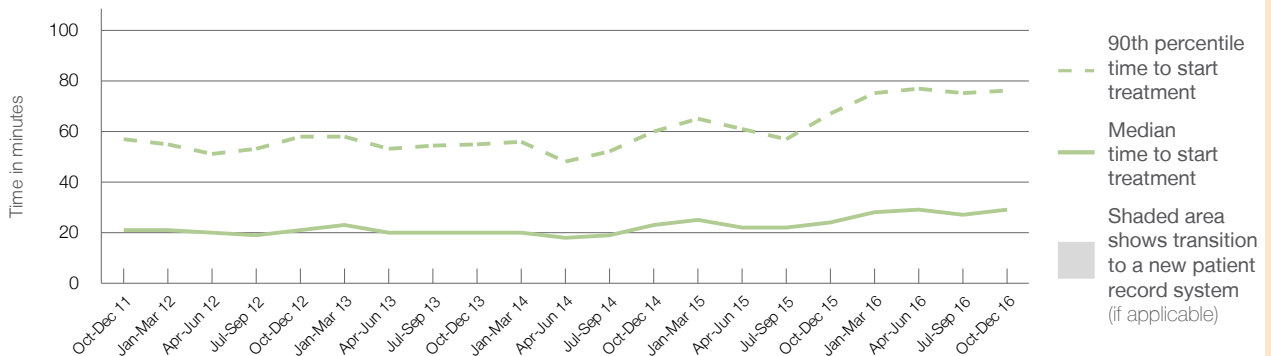
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
4,137	4,011
24 minutes	25 minutes
67 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	21	21	20	23	24	29
90th percentile time to start treatment <sup>5</sup> (minutes)	57	58	55	60	67	76

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 2,174

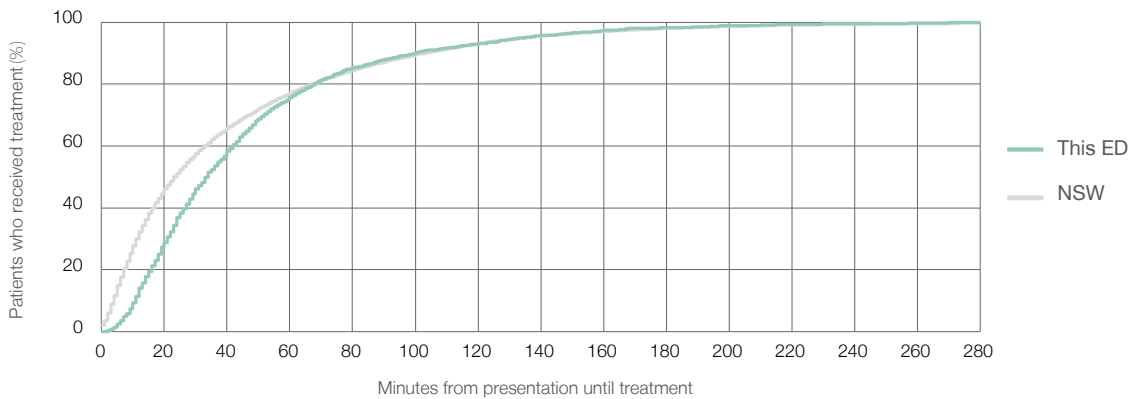
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,002

Median time to start treatment<sup>4</sup> 34 minutes

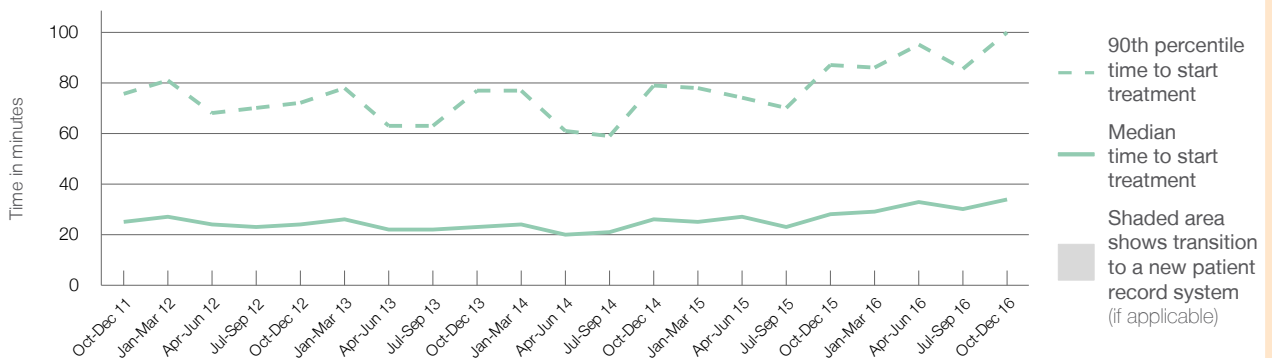
90th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
2,691	2,503
28 minutes	24 minutes
87 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	25	24	23	26	28	34
90th percentile time to start treatment <sup>5</sup> (minutes)	76	72	77	79	87	100

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

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

October to December 2016

All presentations:<sup>1</sup> 8,036 patients

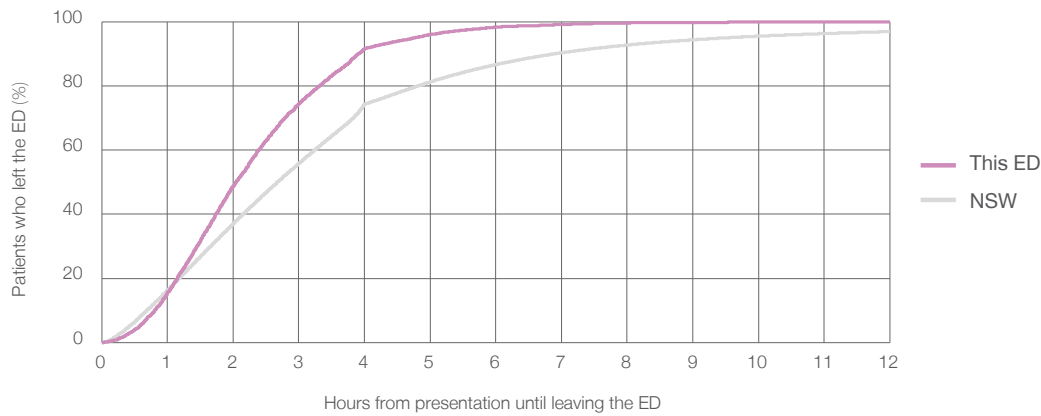
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,032 patients

Median time spent in the ED<sup>8</sup> ■ 2 hours and 3 minutes

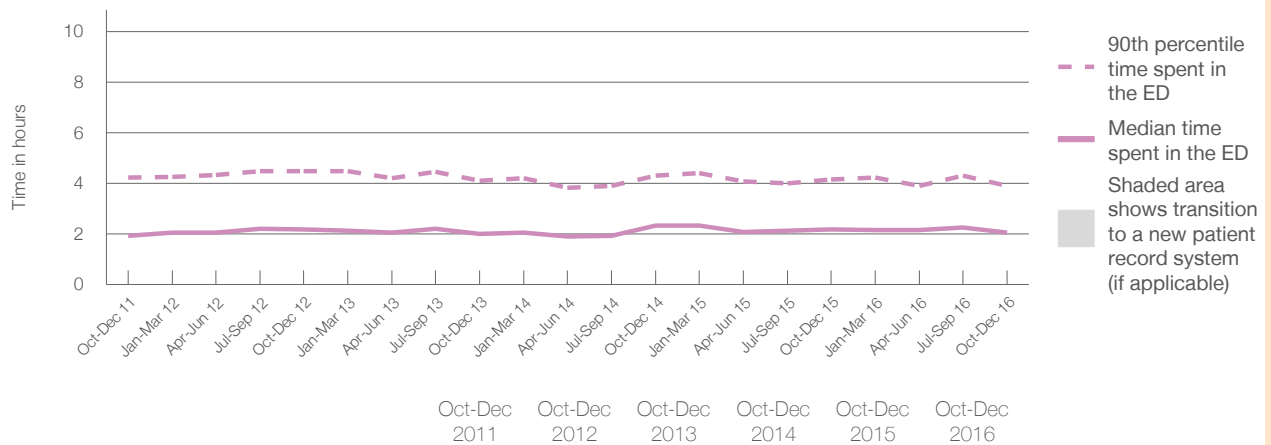
90th percentile time spent in the ED<sup>9</sup> ■ 3 hours and 55 minutes

Same period last year	NSW (this period)
9,894	9,894
2 hours and 11 minutes	2 hours and 41 minutes
4 hours and 10 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>††</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 56m	2h 11m	2h 1m	2h 20m	2h 11m	2h 3m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 14m	4h 29m	4h 6m	4h 18m	4h 10m	3h 55m

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

By mode of separation

October to December 2016

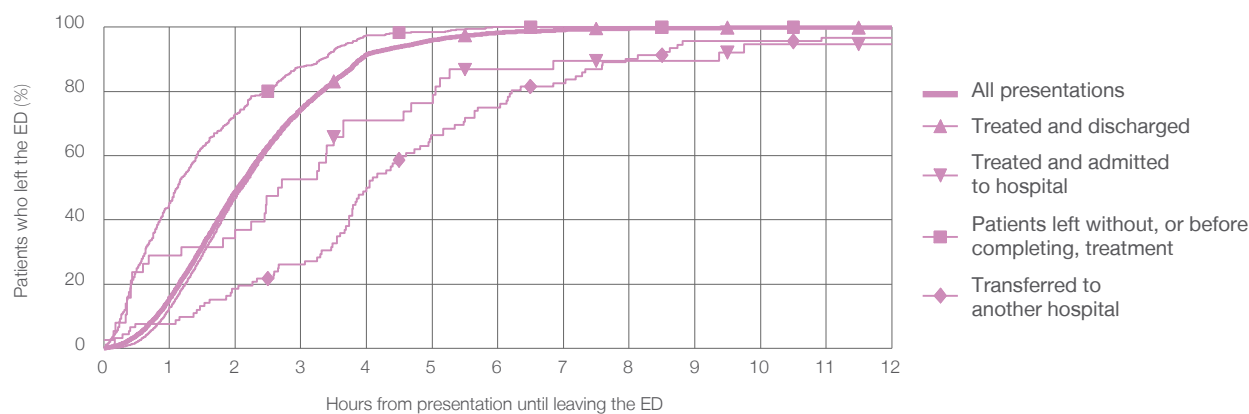
All presentations:<sup>1</sup> 8,036 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,032 patients

Treated and discharged	7,249 (90.2%)
Treated and admitted to hospital	38 (0.5%)
Patient left without, or before completing, treatment	542 (6.7%)
Transferred to another hospital	92 (1.1%)
Other	115 (1.4%)

Same period last year	Change since one year ago
9,894	-18.8%
8,307	-12.7%
563	-93.3%
590	-8.1%
71	29.6%
363	-68.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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	12.7%	46.9%	73.9%	91.6%	98.5%	99.8%	99.9%	100%
Treated and admitted to hospital	28.9%	36.8%	52.6%	71.1%	86.8%	89.5%	94.7%	94.7%
Patient left without, or before completing, treatment	45.2%	72.9%	87.6%	97.6%	100%	100%	100%	100%
Transferred to another hospital	7.6%	18.5%	26.1%	50.0%	75.0%	90.2%	95.7%	96.7%
All presentations	15.6%	48.8%	74.4%	91.5%	98.3%	99.6%	99.9%	99.9%

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

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 8,036 patients

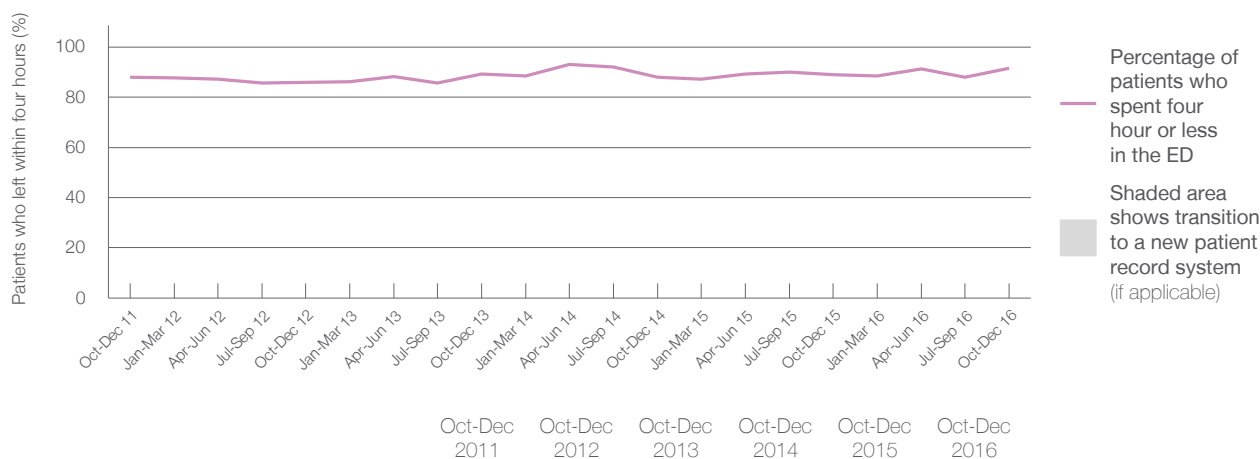
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,032 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 8,036 patients	9,894	-18.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,032 patients	9,894	-18.8%
Percentage of patients who spent four hours or less in the ED	89.0%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	88.0%	85.8%	89.1%	87.8%	89.0%	91.5%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).