



Healthcare Quarterly

Performance Profiles

Emergency Department

Northern Sydney Local Health District

October to December 2017

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

October to December 2017

All presentations:¹ 10,224 patients

Emergency presentations:² 10,153 patients

Same period last year	Change since one year ago
10,088	1.3%
10,034	1.2%

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,436 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,311 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,716 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,658 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,250	
5 minutes	8 minutes
10 minutes	23 minutes
2,176	
15 minutes	20 minutes
51 minutes	65 minutes
4,670	
19 minutes	26 minutes
81 minutes	99 minutes
1,903	
14 minutes	23 minutes
93 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,224 patients

Percentage of patients who spent four hours or less in the ED 75.1%

Same period last year	Change since one year ago
10,088	1.3%
80.7%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

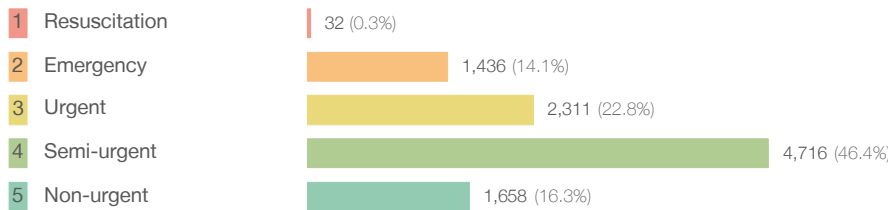
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department October to December 2017

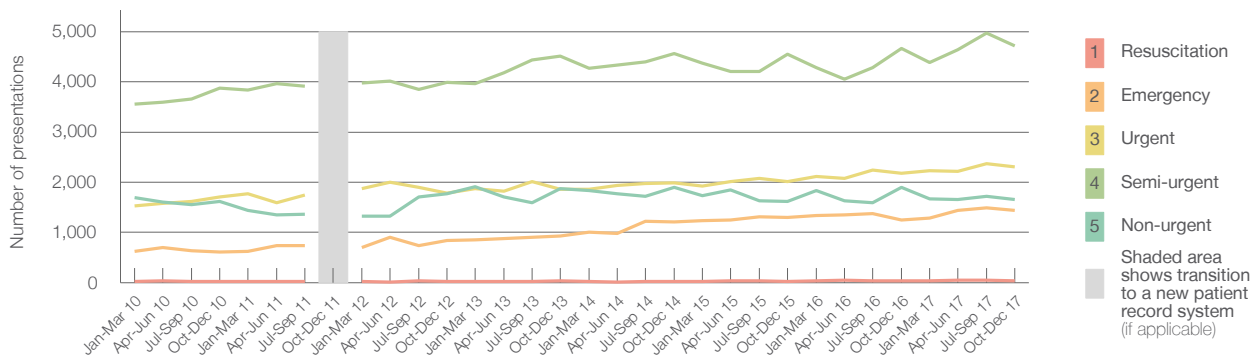
All presentations:¹ 10,224 patients

Emergency presentations² by triage category: 10,153 patients



Same period last year	Change since one year ago
10,088	1.3%
10,034	1.2%
35	-8.6%
1,250	14.9%
2,176	6.2%
4,670	1.0%
1,903	-12.9%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	19		25	38	23	26	35	32
Emergency	614		839	930	1,210	1,298	1,250	1,436
Urgent	1,702		1,784	1,857	1,987	2,018	2,176	2,311
Semi-urgent	3,870		3,987	4,517	4,558	4,547	4,670	4,716
Non-urgent	1,620		1,774	1,867	1,892	1,624	1,903	1,658
All emergency presentations	7,825		8,409	9,209	9,670	9,513	10,034	10,153

Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,088 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,997	
11 minutes	-1 minute
23 minutes	-1 minute

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,436

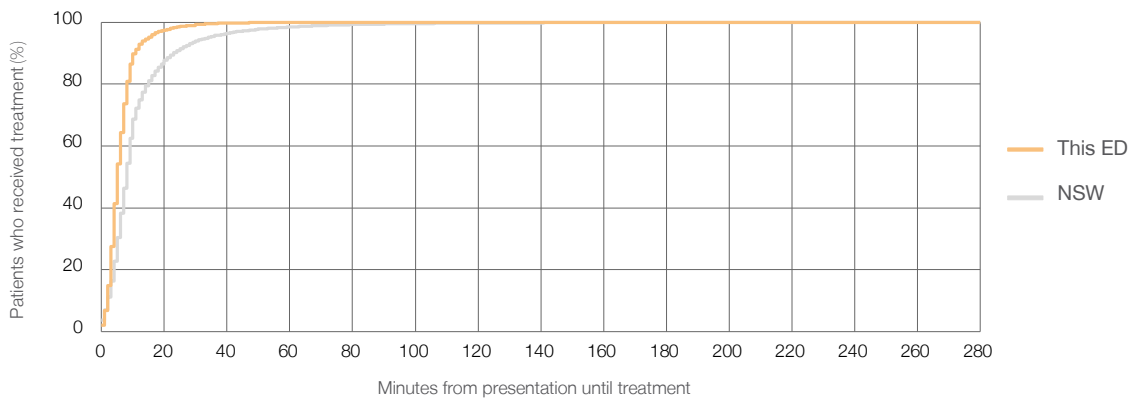
Number of triage 2 patients used to calculate waiting time:³ 1,435

Median time to start treatment⁴ 5 minutes

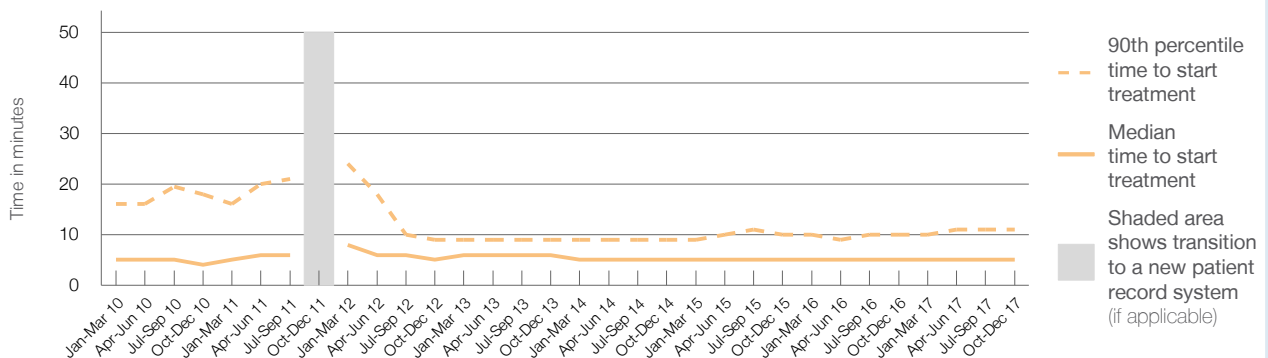
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,250	1,250
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	4		5	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	18		9	9	9	10	10	11

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Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,311

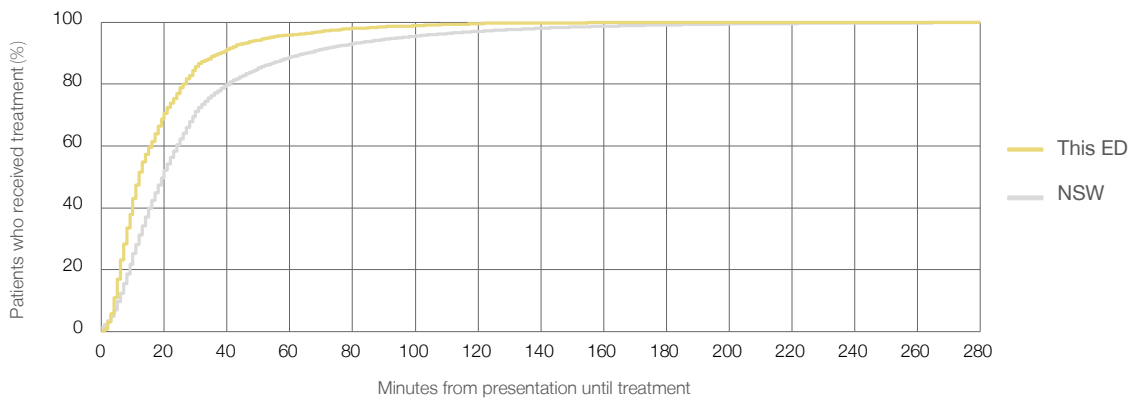
Number of triage 3 patients used to calculate waiting time:³ 2,301

Median time to start treatment⁴ 12 minutes

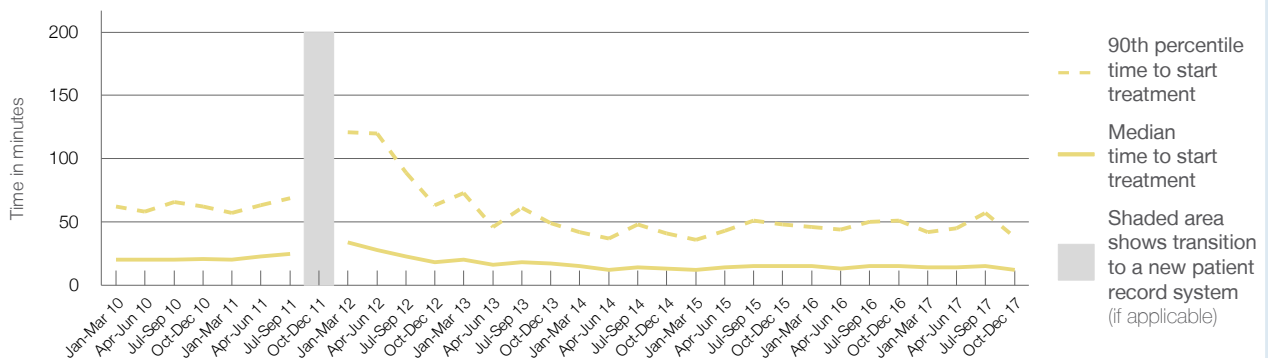
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
2,176	2,151
15 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	21		18	17	13	15	15	12
90th percentile time to start treatment ⁵ (minutes)	62		63	49	41	48	51	38

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Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,716

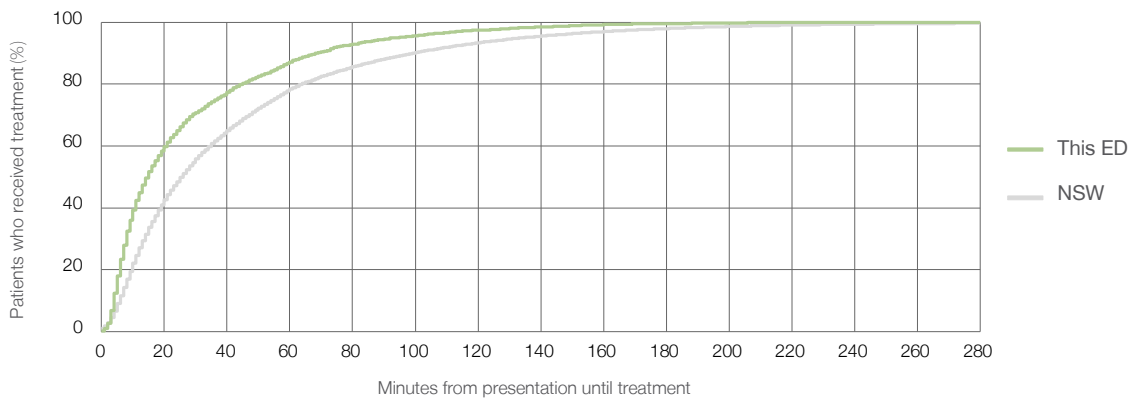
Number of triage 4 patients used to calculate waiting time:³ 4,582

Median time to start treatment⁴ 15 minutes

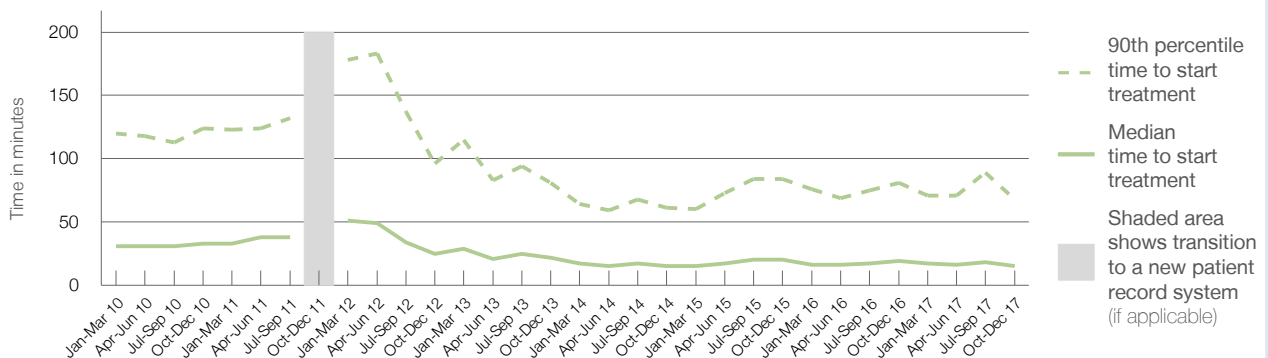
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,670	4,529
19 minutes	26 minutes
81 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	33		25	22	15	20	19	15
90th percentile time to start treatment ⁵ (minutes)	124		96	81	61	84	81	68

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Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,658

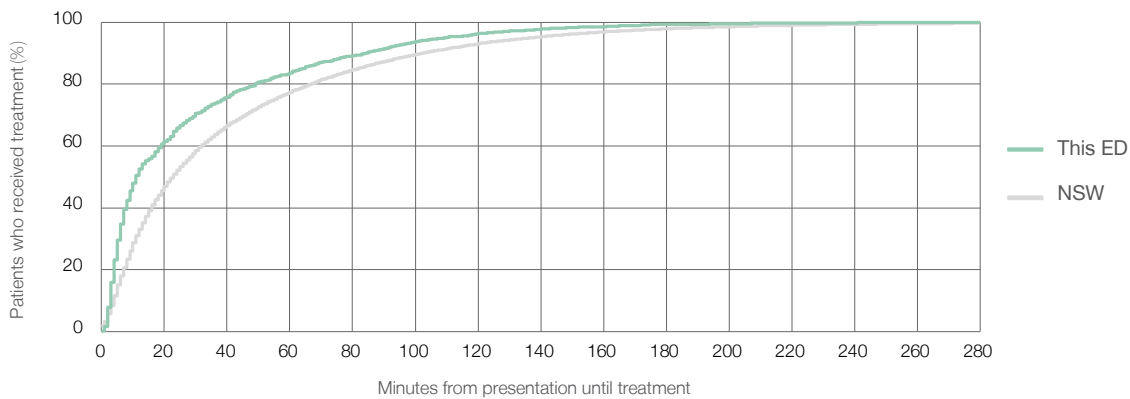
Number of triage 5 patients used to calculate waiting time:³ 1,571

Median time to start treatment⁴ 11 minutes

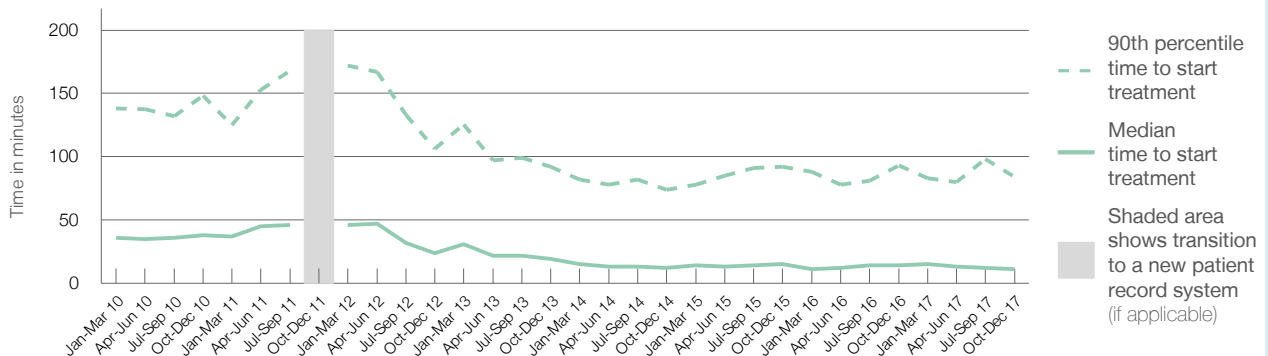
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,903	1,787
14 minutes	23 minutes
93 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	38		24	19	12	15	14	11
90th percentile time to start treatment ⁵ (minutes)	148		106	92	74	92	93	84

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Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 10,224 patients

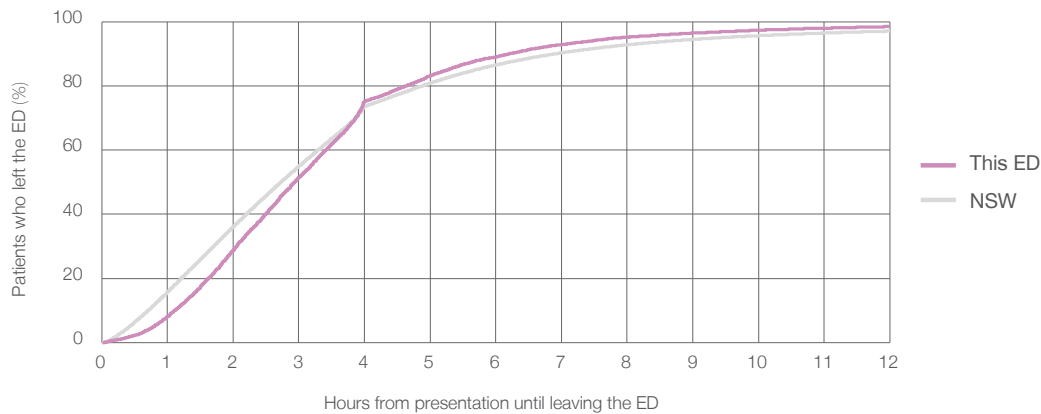
Presentations used to calculate time to leaving the ED:⁶ 10,224 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

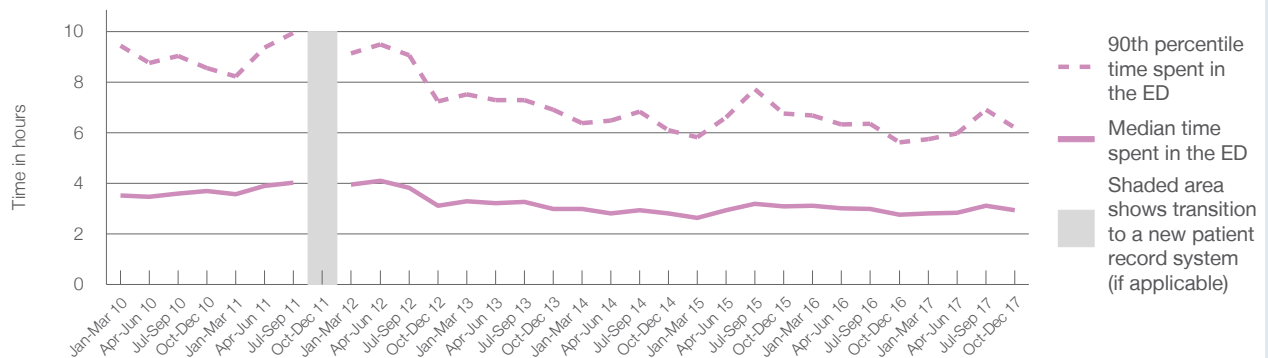
90th percentile time spent in the ED⁹ 6 hours and 13 minutes

Same period last year	NSW (this period)
10,088	10,088
2 hours and 46 minutes	2 hours and 44 minutes
5 hours and 37 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 42m		3h 8m	3h 0m	2h 49m	3h 5m	2h 46m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 34m		7h 14m	6h 55m	6h 7m	6h 46m	5h 37m	6h 13m

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

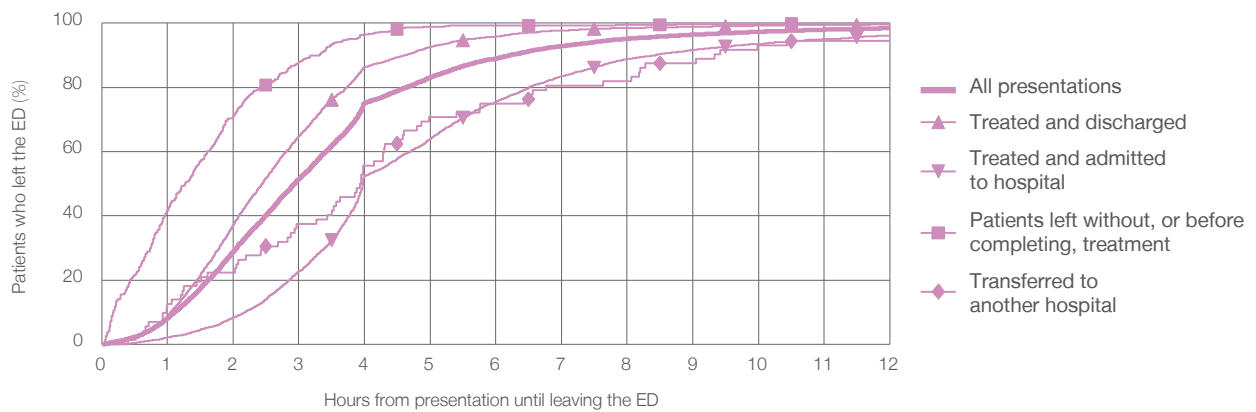
All presentations:¹ 10,224 patients

Presentations used to calculate time to leaving the ED:⁶ 10,224 patients

Treated and discharged	6,255 (61.2%)
Treated and admitted to hospital	3,439 (33.6%)
Patient left without, or before completing, treatment	453 (4.4%)
Transferred to another hospital	72 (0.7%)
Other	5 (0%)

Same period last year	Change since one year ago
10,088	1.3%
6,040	3.6%
3,467	-0.8%
508	-10.8%
69	4.3%
4	25.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.0%	37.3%	64.7%	86.3%	95.8%	98.5%	99.3%	99.6%
Treated and admitted to hospital	2.1%	8.3%	22.7%	52.5%	75.5%	88.9%	93.6%	96.1%
Patient left without, or before completing, treatment	41.7%	71.1%	87.9%	96.5%	99.3%	99.6%	99.8%	99.8%
Transferred to another hospital	12.5%	22.2%	37.5%	55.6%	75.0%	81.9%	93.1%	94.4%
All presentations	8.2%	28.9%	51.4%	75.1%	89.0%	95.2%	97.4%	98.4%

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

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

Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED October to December 2017

All presentations at the emergency department: ¹ 10,224 patients

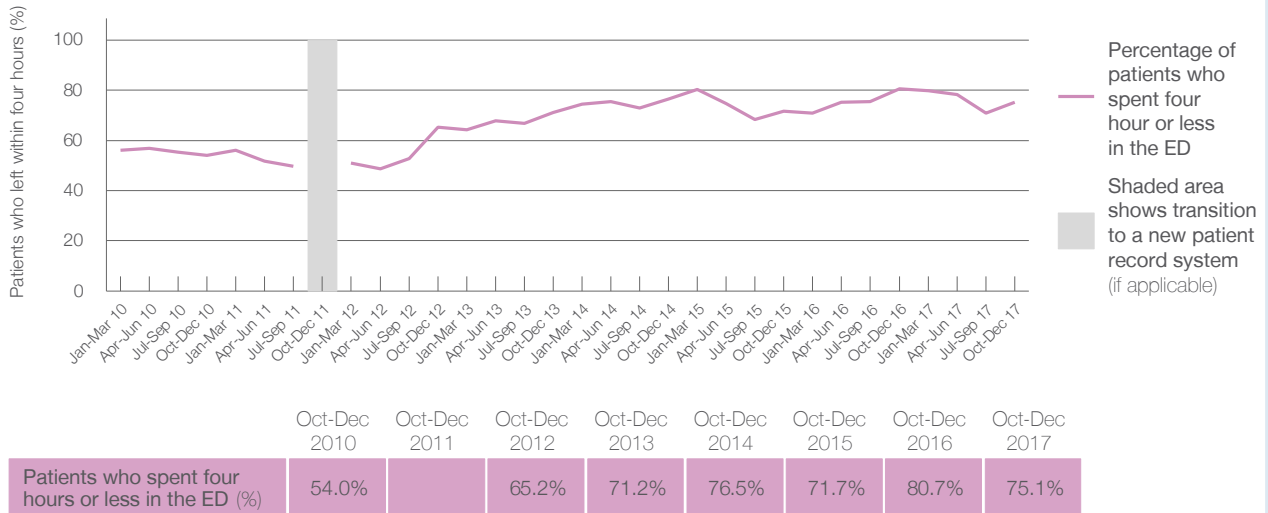
Presentations used to calculate time to leaving the ED: ⁶ 10,224 patients

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



Same period last year	Change since one year ago
10,088	1.3%
10,088	1.3%
80.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Manly District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,506 patients
 Emergency presentations:² 6,445 patients

Same period last year	Change since one year ago
6,289	3.5%
6,218	3.7%

Manly District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,000 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,345 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,586 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 63 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 456 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
963	
6 minutes	8 minutes
10 minutes	23 minutes
2,382	
13 minutes	20 minutes
36 minutes	65 minutes
2,522	
13 minutes	26 minutes
63 minutes	99 minutes
312	
12 minutes	23 minutes
73 minutes	103 minutes

Manly District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,506 patients

Percentage of patients who spent four hours or less in the ED 85.2%

Same period last year	Change since one year ago
6,289	3.5%
87.3%	

* 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

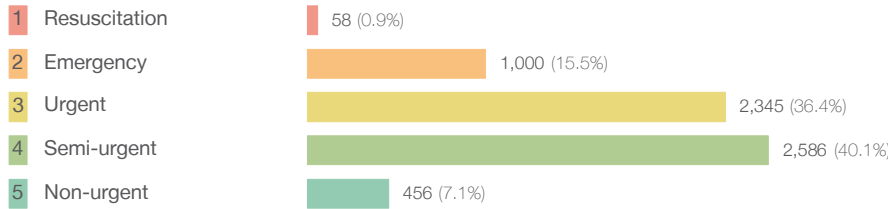
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Manly District Hospital: Patients presenting to the emergency department October to December 2017

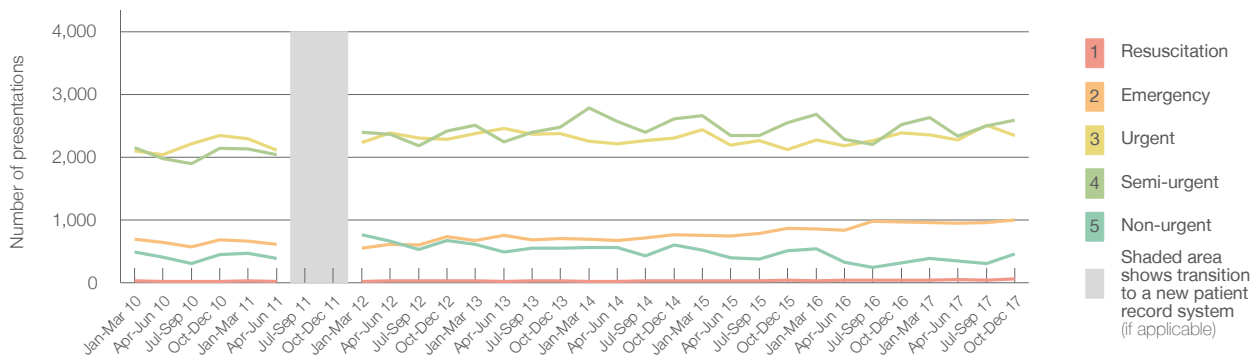
All presentations:¹ 6,506 patients

Emergency presentations² by triage category: 6,445 patients



	Same period last year	Change since one year ago
All presentations	6,289	3.5%
Emergency presentations	6,218	3.7%
1 Resuscitation	39	48.7%
2 Emergency	963	3.8%
3 Urgent	2,382	-1.6%
4 Semi-urgent	2,522	2.5%
5 Non-urgent	312	46.2%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	18		31	29	33	43	39	58
Emergency	686		729	700	763	867	963	1,000
Urgent	2,346		2,284	2,380	2,304	2,121	2,382	2,345
Semi-urgent	2,141		2,421	2,480	2,613	2,553	2,522	2,586
Non-urgent	445		672	549	603	512	312	456
All emergency presentations	5,636		6,137	6,138	6,316	6,096	6,218	6,445

Manly District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,393 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,283	
ED Transfer of care time		
Median time	11 minutes	1 minute
90th percentile time	19 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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Manly District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,000

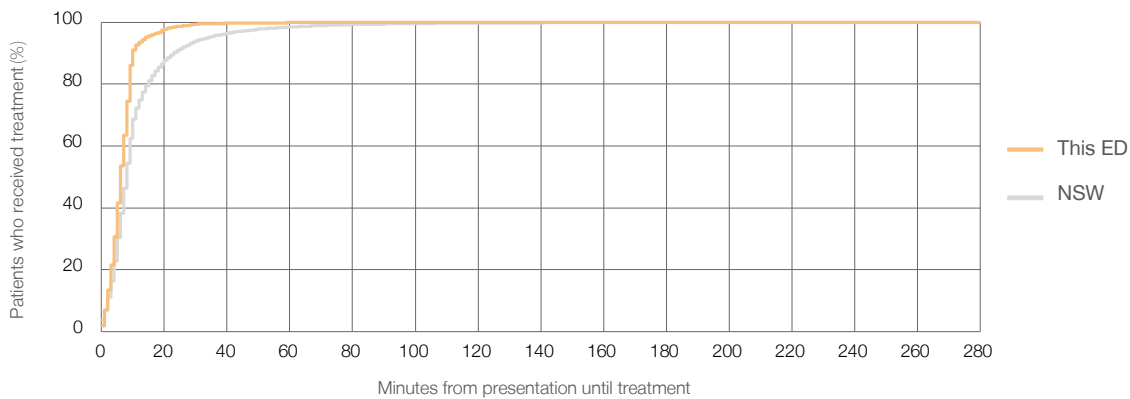
Number of triage 2 patients used to calculate waiting time:³ 996

Median time to start treatment⁴ 6 minutes

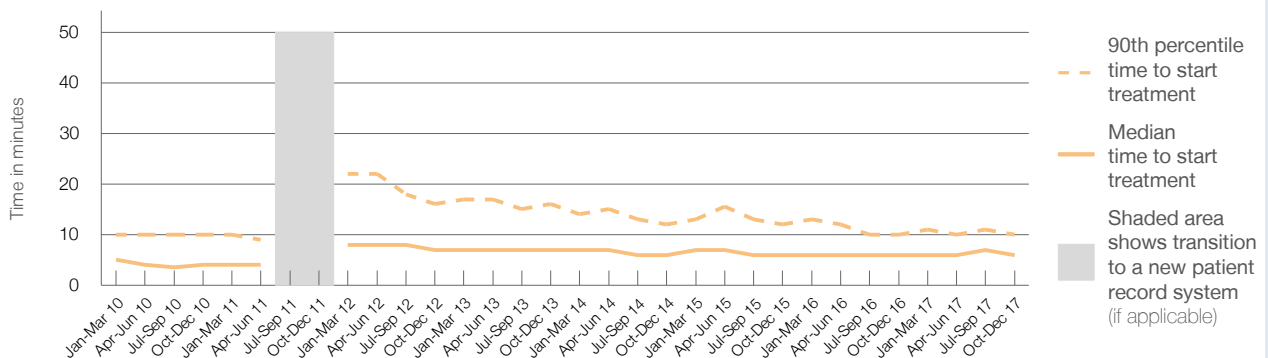
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
963	963
6 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	4		7	7	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	10		16	16	12	12	10	10

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

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

Manly District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,345

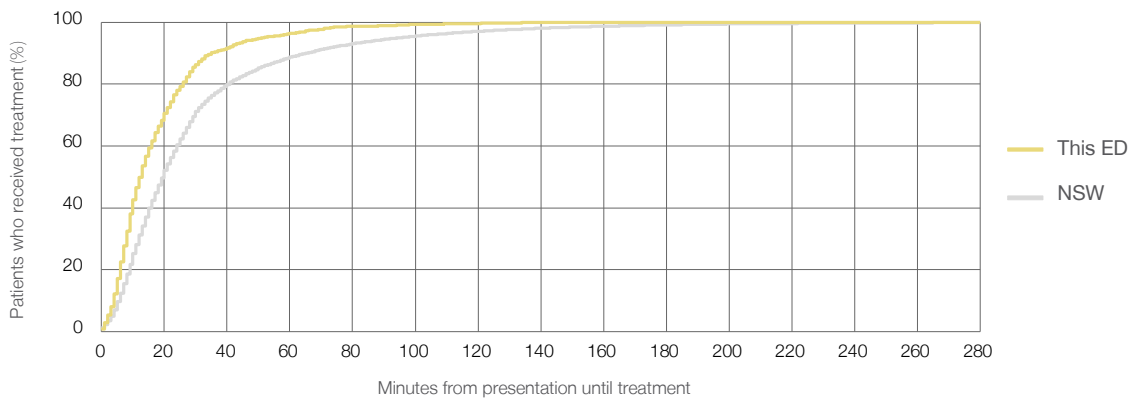
Number of triage 3 patients used to calculate waiting time:³ 2,333

Median time to start treatment⁴ 13 minutes

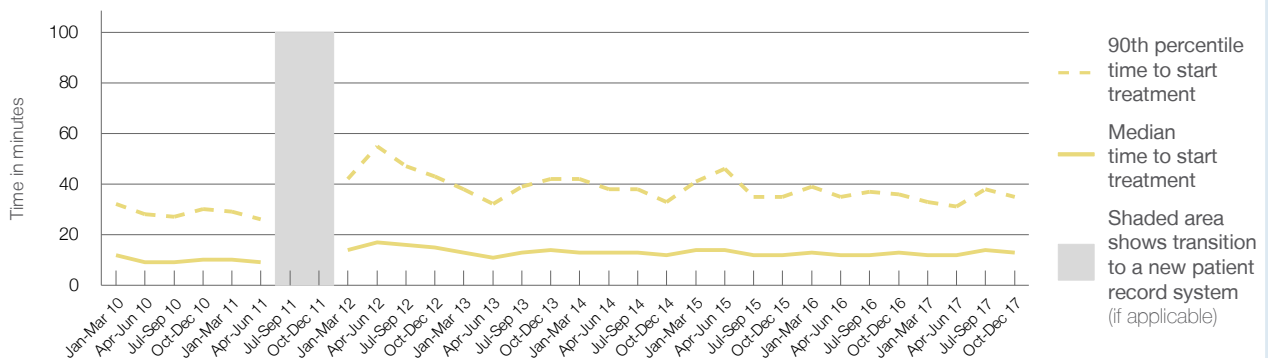
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
2,382	2,380
13 minutes	20 minutes
36 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	10		15	14	12	12	13	13
90th percentile time to start treatment ⁵ (minutes)	30		43	42	33	35	36	35

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

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

Manly District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,586

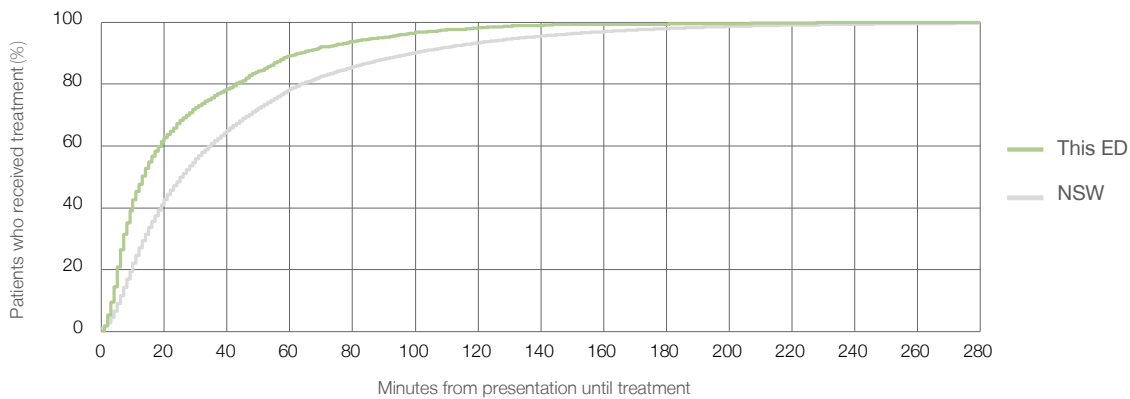
Number of triage 4 patients used to calculate waiting time:³ 2,524

Median time to start treatment⁴ 13 minutes

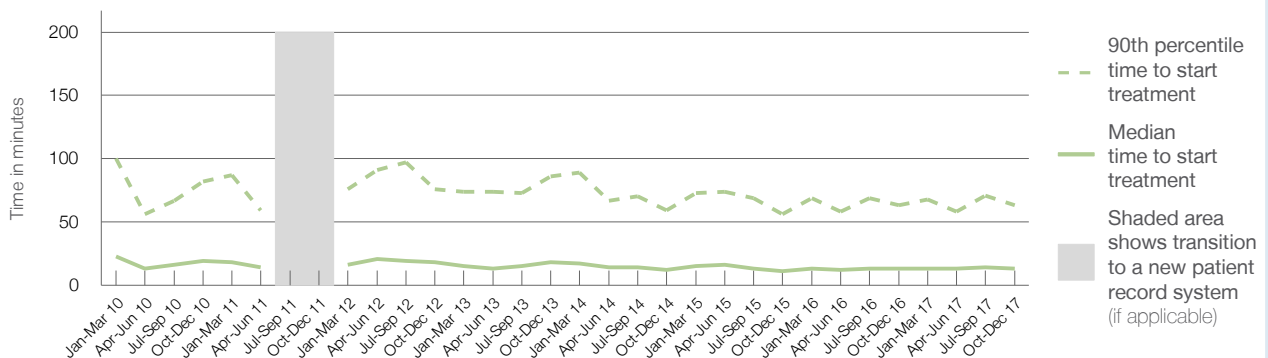
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
2,522	2,461
13 minutes	26 minutes
63 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	19		18	18	12	11	13	13
90th percentile time to start treatment ⁵ (minutes)	82		76	86	59	56	63	63

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

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

Manly District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 456

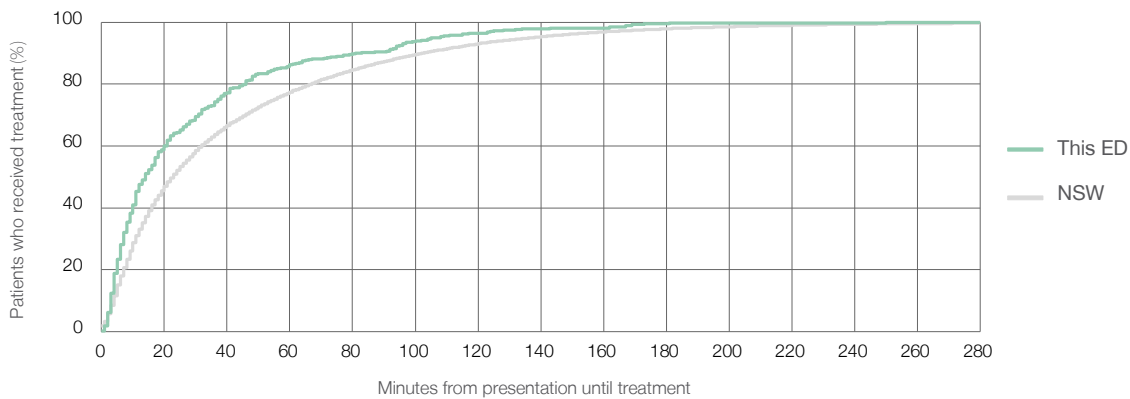
Number of triage 5 patients used to calculate waiting time:³ 429

Median time to start treatment⁴ 14 minutes

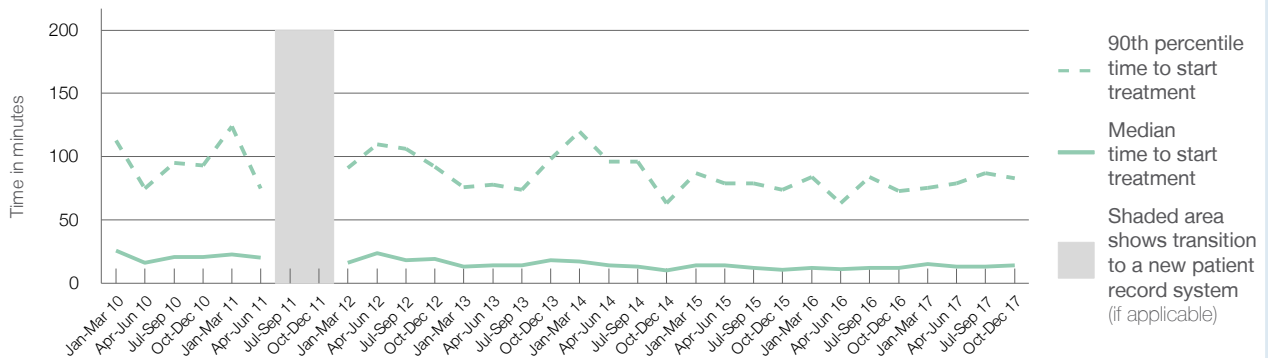
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
312	293
12 minutes	23 minutes
73 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	21		19	18	10	11	12	14
90th percentile time to start treatment ⁵ (minutes)	93		92	98	63	74	73	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.

Manly District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 6,506 patients

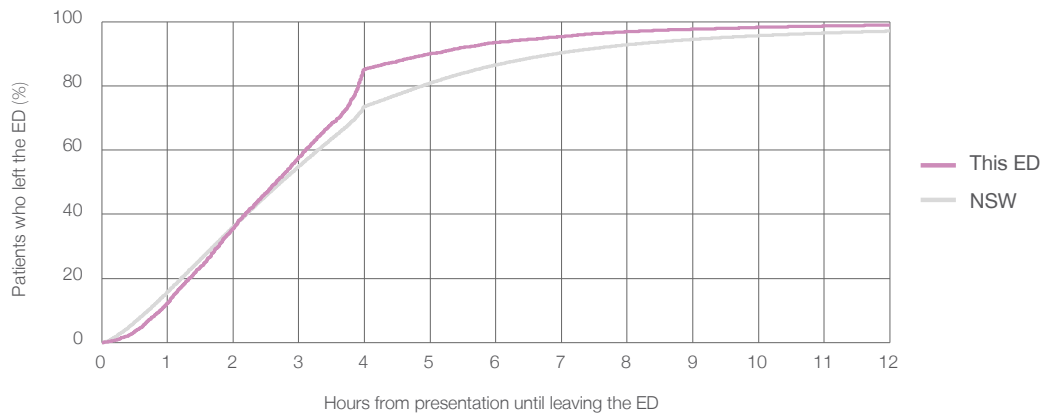
Presentations used to calculate time to leaving the ED:⁶ 6,506 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

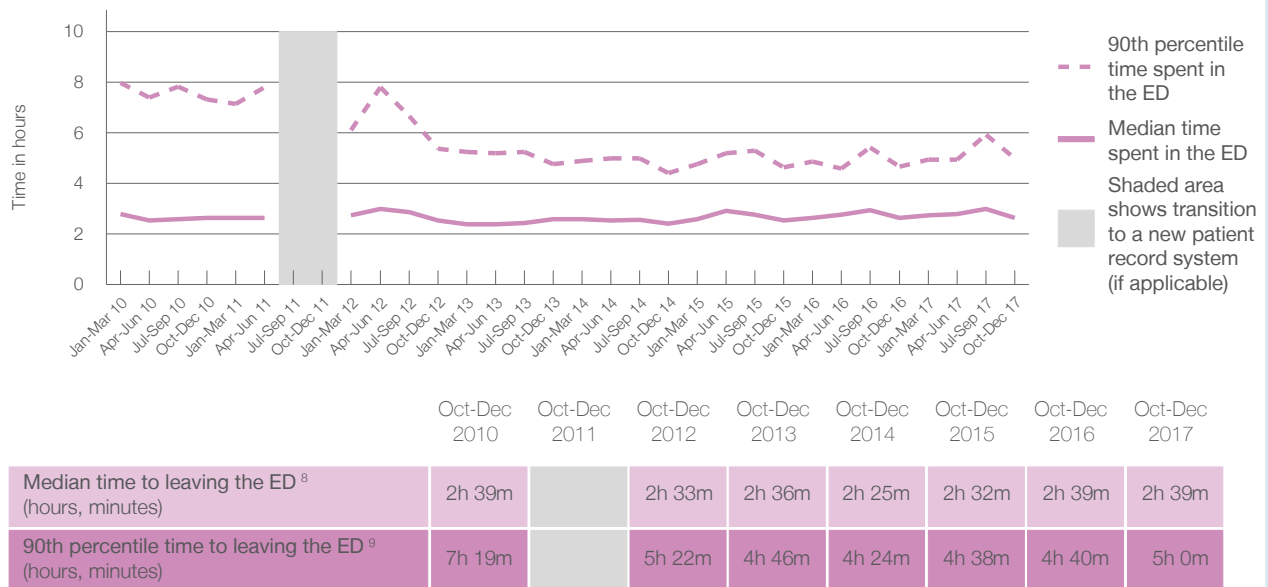
90th percentile time spent in the ED⁹ 5 hours and 0 minutes

Same period last year	NSW (this period)
6,289	6,289
2 hours and 39 minutes	2 hours and 44 minutes
4 hours and 40 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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

Manly District Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

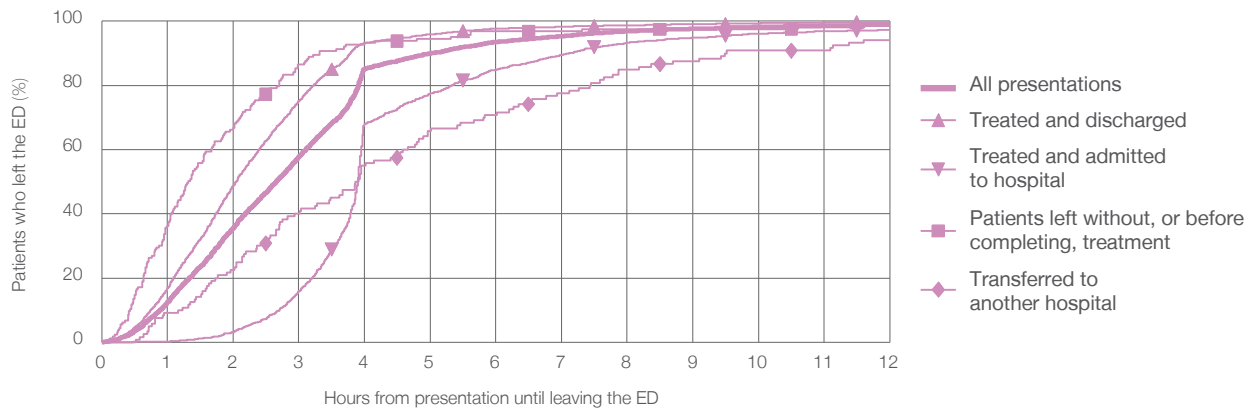
All presentations:¹ 6,506 patients

Presentations used to calculate time to leaving the ED:⁶ 6,506 patients

Treated and discharged	4,350 (66.9%)
Treated and admitted to hospital	1,866 (28.7%)
Patient left without, or before completing, treatment	163 (2.5%)
Transferred to another hospital	120 (1.8%)
Other	7 (0.1%)

Same period last year	Change since one year ago
6,289	3.5%
4,050	7.4%
1,978	-5.7%
152	7.2%
102	17.6%
7	0.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.9%	48.8%	75.1%	93.1%	97.7%	98.7%	99.4%	99.7%
Treated and admitted to hospital	0.3%	3.2%	15.9%	67.9%	84.9%	93.3%	96.1%	97.3%
Patient left without, or before completing, treatment	36.2%	66.9%	86.5%	93.3%	96.9%	97.5%	97.5%	98.8%
Transferred to another hospital	9.2%	22.5%	40.0%	55.0%	70.8%	85.0%	90.8%	94.2%
All presentations	12.5%	35.7%	57.8%	85.2%	93.5%	96.9%	98.2%	98.9%

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

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

Manly District Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 6,506 patients

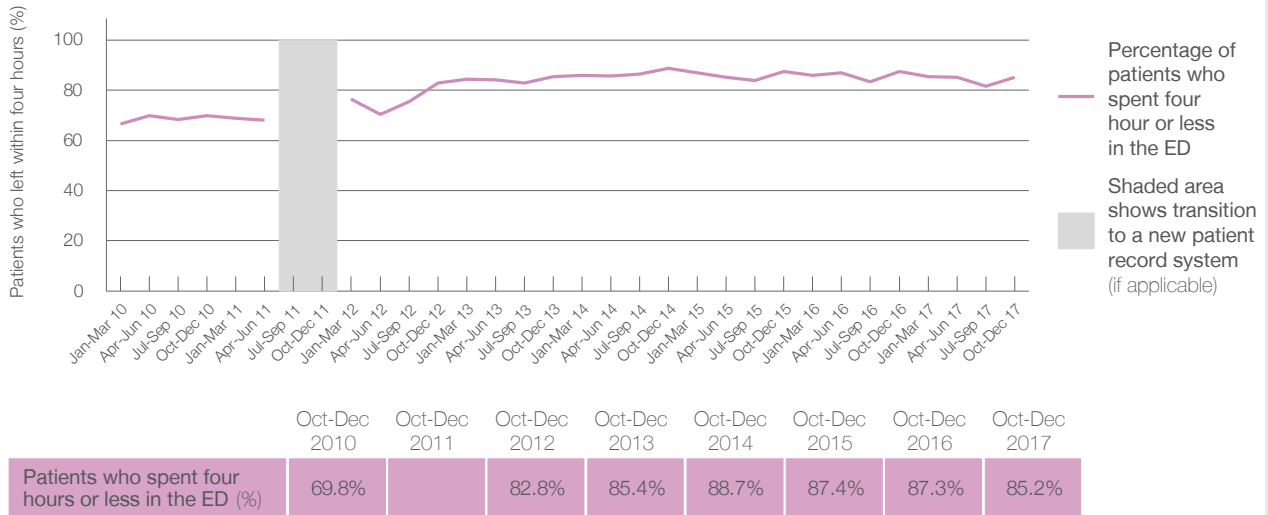
Presentations used to calculate time to leaving the ED: ⁶ 6,506 patients

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	6,289	3.5%
Presentations used to calculate time to leaving the ED	6,289	3.5%
Percentage of patients who spent four hours or less in the ED	87.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:¹ 8,908 patients
Emergency presentations:² 8,871 patients

Same period last year	Change since one year ago
9,168	-2.8%
9,089	-2.4%

Mona Vale and District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,149 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,125 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,506 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,046 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,189	
7 minutes	8 minutes
11 minutes	23 minutes
3,144	
15 minutes	20 minutes
45 minutes	65 minutes
3,646	
14 minutes	26 minutes
79 minutes	99 minutes
1,081	
13 minutes	23 minutes
96 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,908 patients

Percentage of patients who spent four hours or less in the ED 88.2%

Same period last year	Change since one year ago
9,168	-2.8%
85.3%	

* 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

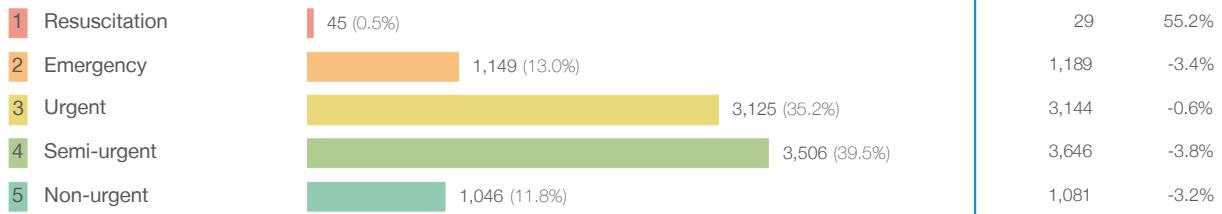
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Mona Vale and District Hospital: Patients presenting to the emergency department October to December 2017

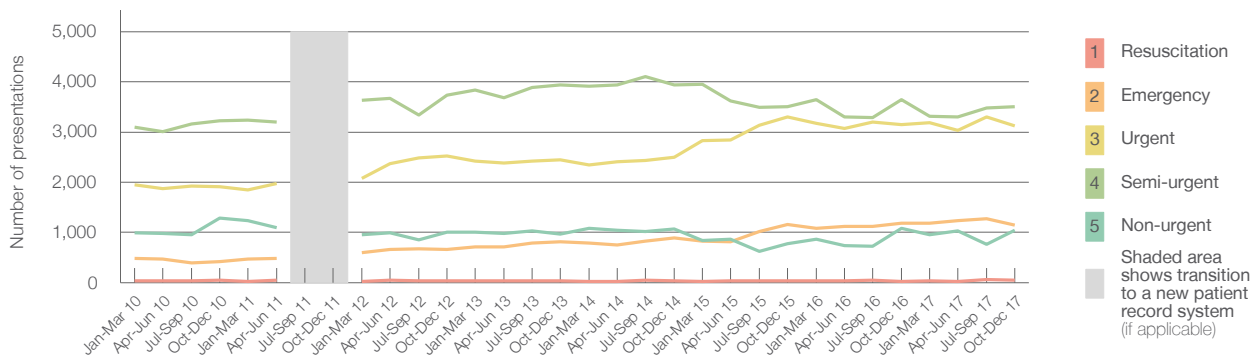
All presentations:¹ 8,908 patients

Emergency presentations² by triage category: 8,871 patients



	Same period last year	Change since one year ago
All presentations	9,168	-2.8%
Emergency presentations ²	9,089	-2.4%
1 Resuscitation	29	55.2%
2 Emergency	1,189	-3.4%
3 Urgent	3,144	-0.6%
4 Semi-urgent	3,646	-3.8%
5 Non-urgent	1,081	-3.2%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	48		39	36	41	37	29	45
Emergency	417		665	820	888	1,153	1,189	1,149
Urgent	1,905		2,529	2,452	2,495	3,299	3,144	3,125
Semi-urgent	3,227		3,740	3,941	3,941	3,501	3,646	3,506
Non-urgent	1,287		1,011	969	1,068	772	1,081	1,046
All emergency presentations	6,884		7,984	8,218	8,433	8,762	9,089	8,871

Mona Vale and District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,733 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,624	
Median time	10 minutes	-1 minute
90th percentile time	19 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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,149

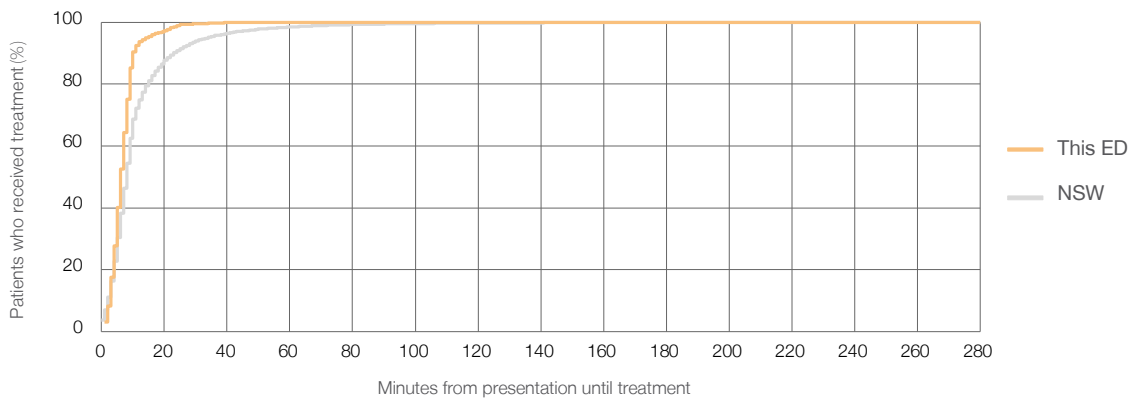
Number of triage 2 patients used to calculate waiting time:³ 1,147

Median time to start treatment⁴ 6 minutes

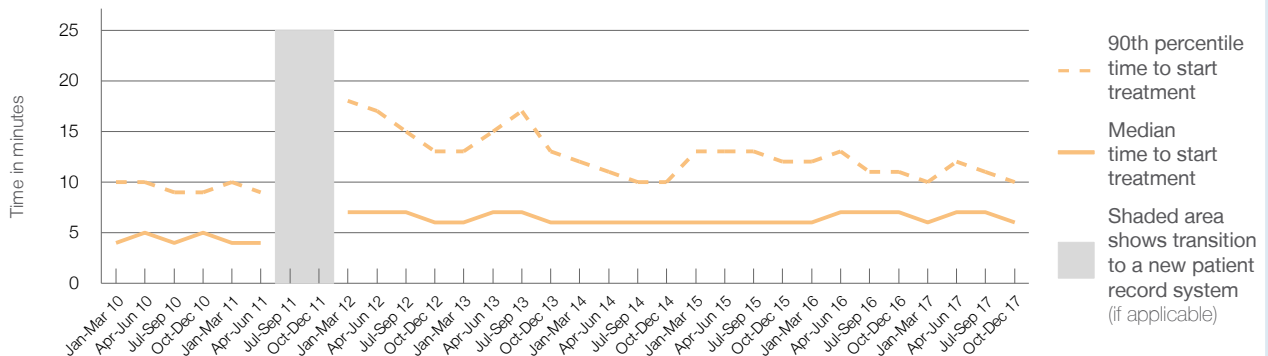
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,189	1,188
7 minutes	8 minutes
11 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	5		6	6	6	6	7	6
90th percentile time to start treatment ⁵ (minutes)	9		13	13	10	12	11	10

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 3,125

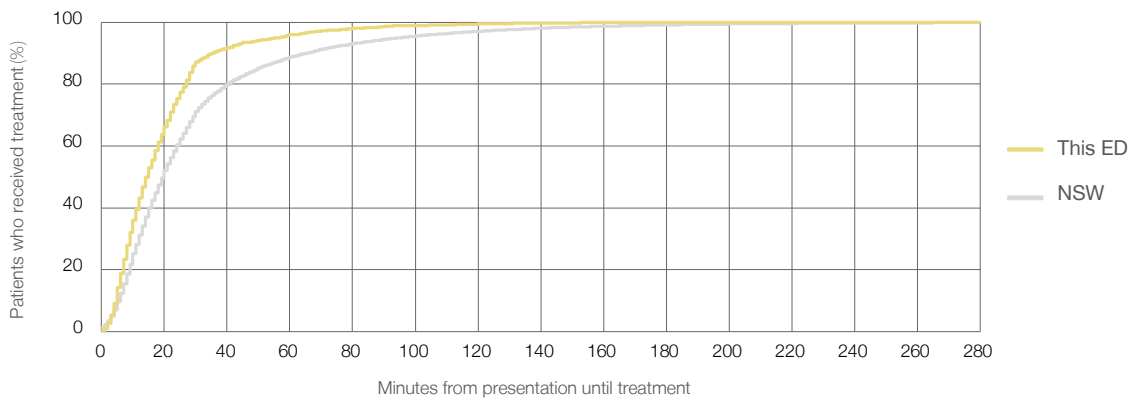
Number of triage 3 patients used to calculate waiting time:³ 3,093

Median time to start treatment⁴ 15 minutes

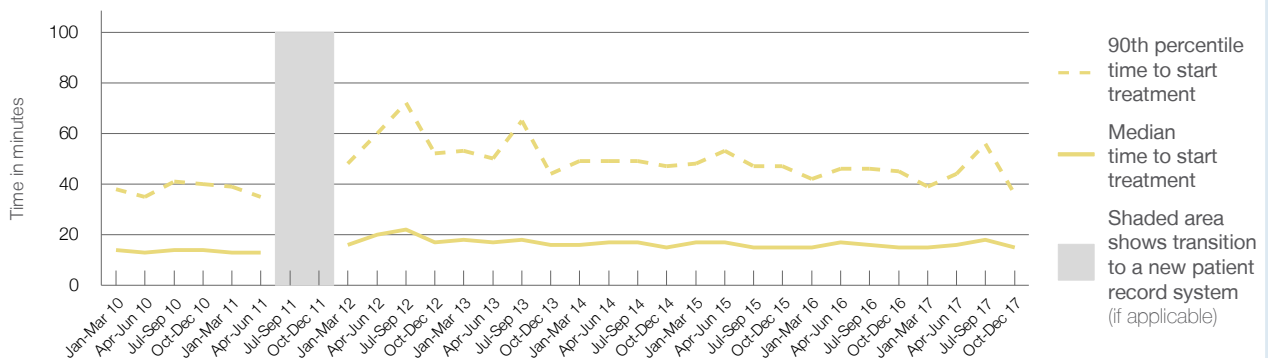
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
3,144	3,111
15 minutes	20 minutes
45 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	14		17	16	15	15	15	15
90th percentile time to start treatment ⁵ (minutes)	40		52	44	47	47	45	36

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,506

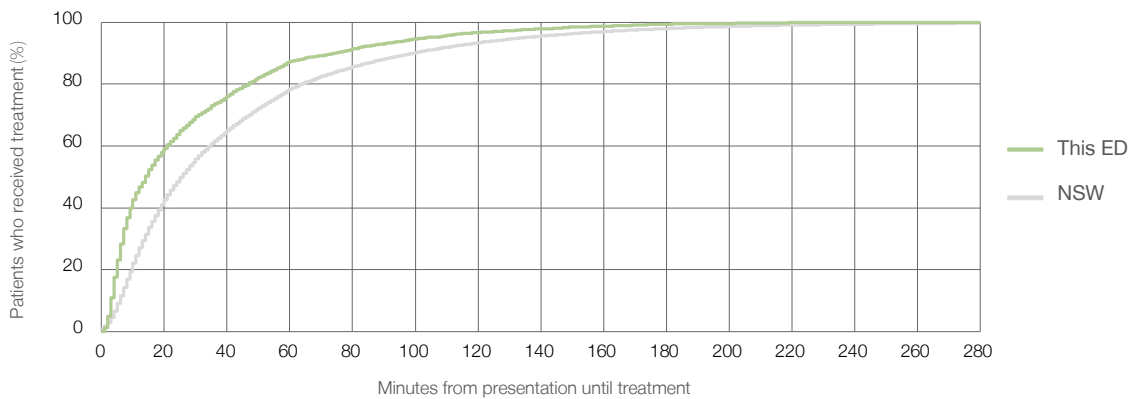
Number of triage 4 patients used to calculate waiting time:³ 3,347

Median time to start treatment⁴ 14 minutes

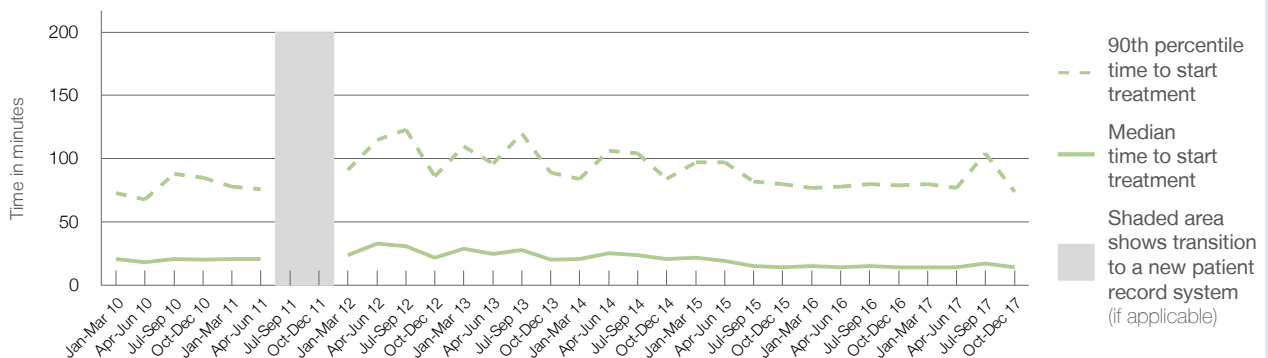
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
3,646	3,502
14 minutes	26 minutes
79 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	20		22	20	21	14	14	14
90th percentile time to start treatment ⁵ (minutes)	85		86	89	84	80	79	74

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,046

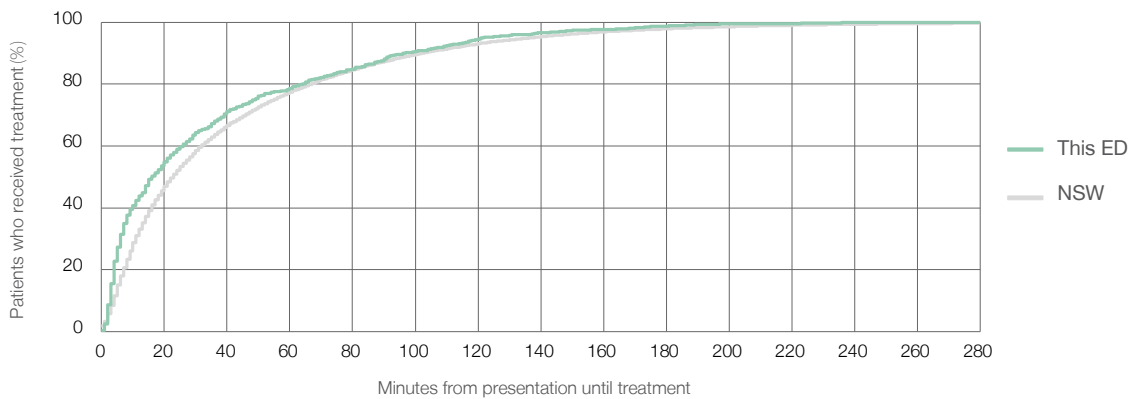
Number of triage 5 patients used to calculate waiting time:³ 943

Median time to start treatment⁴ 16 minutes

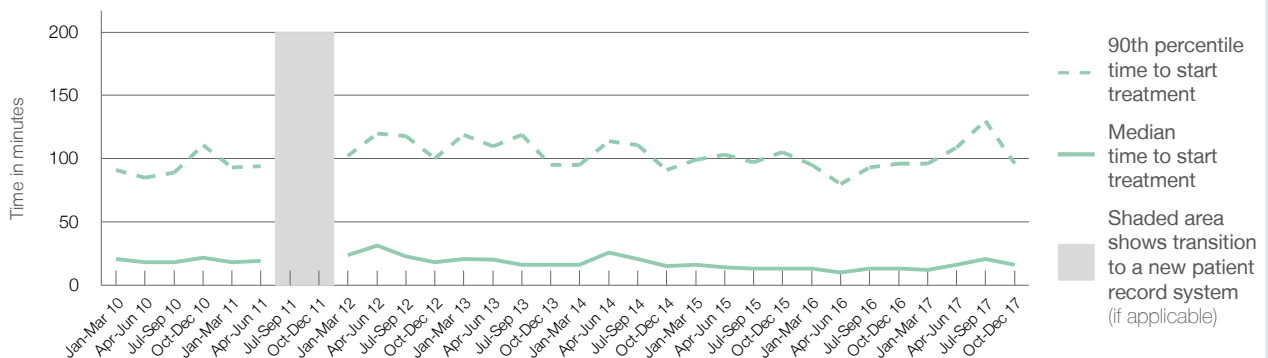
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,081	998
13 minutes	23 minutes
96 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	22		18	16	15	13	13	16
90th percentile time to start treatment ⁵ (minutes)	111		100	95	91	105	96	96

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Mona Vale and District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,908 patients

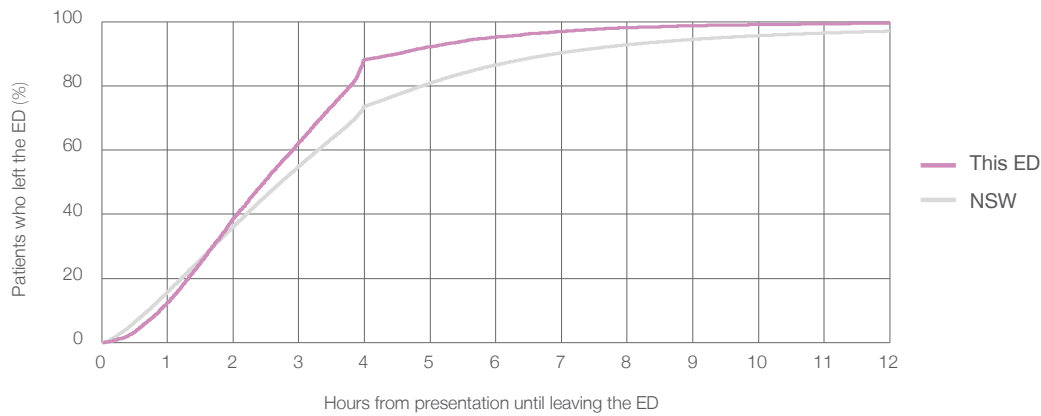
Presentations used to calculate time to leaving the ED:⁶ 8,908 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

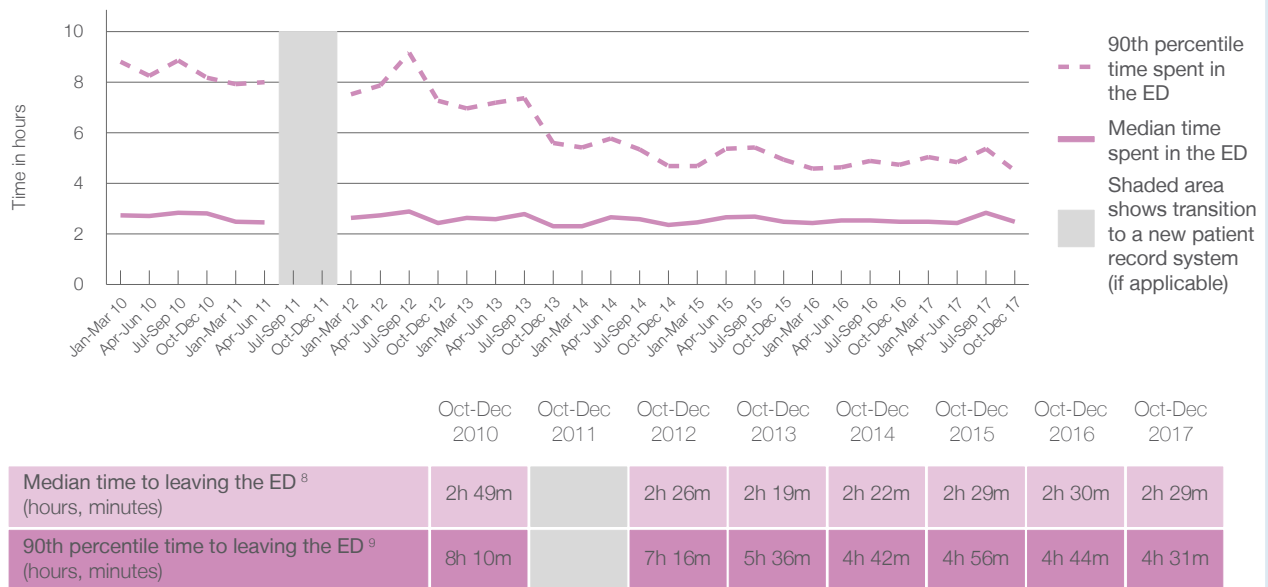
90th percentile time spent in the ED⁹ 4 hours and 31 minutes

Same period last year	NSW (this period)
9,168	9,168
2 hours and 30 minutes	2 hours and 44 minutes
4 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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Mona Vale and District Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

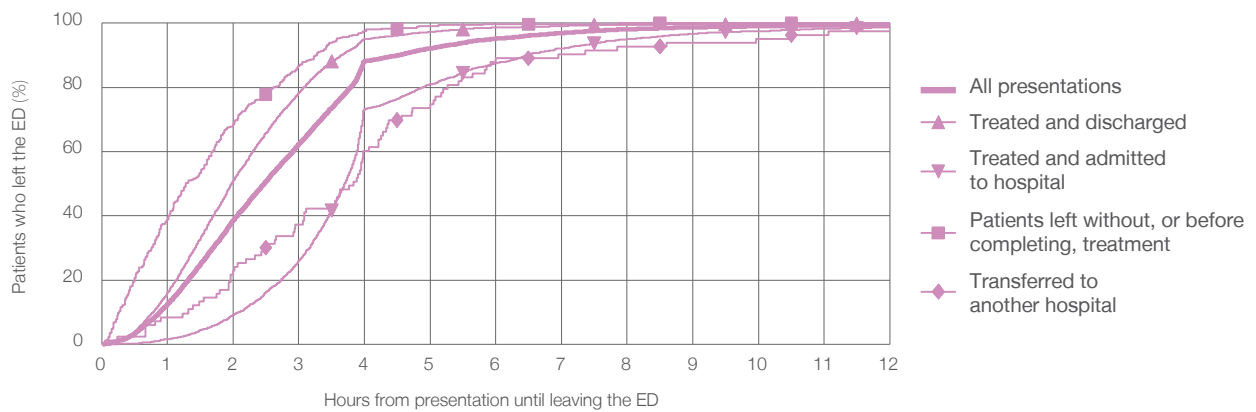
All presentations:¹ 8,908 patients

Presentations used to calculate time to leaving the ED:⁶ 8,908 patients

Treated and discharged	5,741 (64.4%)
Treated and admitted to hospital	2,720 (30.5%)
Patient left without, or before completing, treatment	357 (4.0%)
Transferred to another hospital	83 (0.9%)
Other	7 (0.1%)

Same period last year	Change since one year ago
9,168	-2.8%
6,119	-6.2%
2,611	4.2%
339	5.3%
92	-9.8%
7	0.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.1%	51.1%	78.3%	95.1%	98.6%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.5%	9.2%	26.2%	73.2%	87.6%	95.0%	97.6%	98.7%
Patient left without, or before completing, treatment	38.9%	68.6%	86.8%	97.5%	99.7%	100%	100%	100%
Transferred to another hospital	8.4%	22.9%	37.3%	60.2%	89.2%	92.8%	95.2%	97.6%
All presentations	12.5%	38.8%	62.3%	88.2%	95.2%	98.1%	99.1%	99.5%

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

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Mona Vale and District Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 8,908 patients

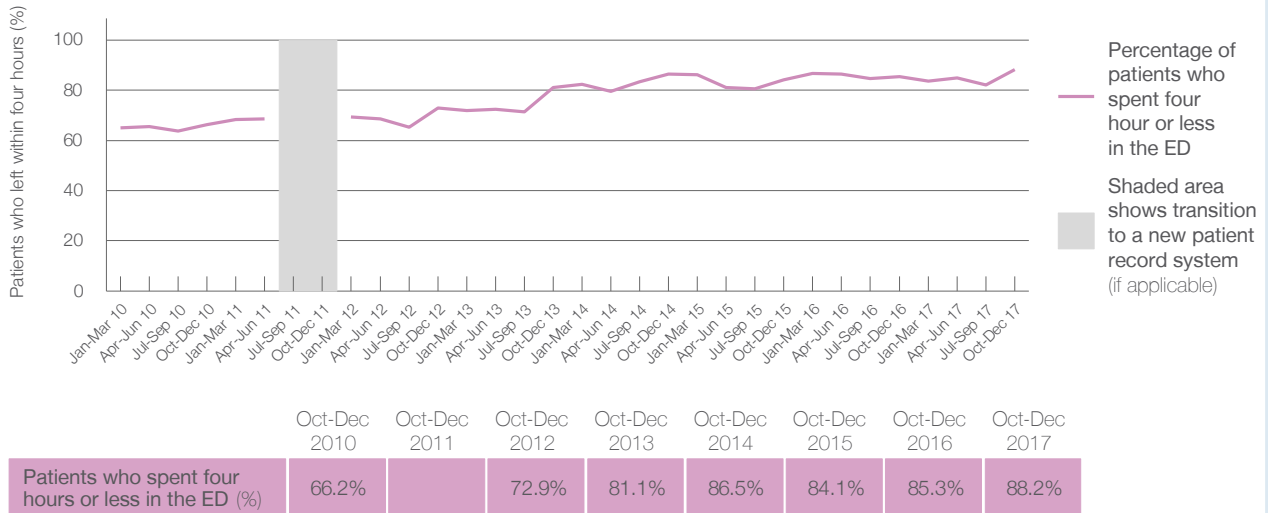
Presentations used to calculate time to leaving the ED: ⁶ 8,908 patients

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	9,168	-2.8%
Presentations used to calculate time to leaving the ED	9,168	-2.8%
Percentage of patients who spent four hours or less in the ED	85.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

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- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
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- 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Royal North Shore Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 22,609 patients

Emergency presentations:² 22,536 patients

Same period last year	Change since one year ago
21,160	6.8%
21,023	7.2%

Royal North Shore Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 4,339 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,212 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 44 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,535 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 3,074 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
4,335	
8 minutes	8 minutes
18 minutes	23 minutes
5,946	
19 minutes	20 minutes
50 minutes	65 minutes
7,620	
28 minutes	26 minutes
80 minutes	99 minutes
2,714	
34 minutes	23 minutes
113 minutes	103 minutes

Royal North Shore Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 22,609 patients

Percentage of patients who spent four hours or less in the ED 65.8%

Same period last year	Change since one year ago
21,160	6.8%
63.8%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

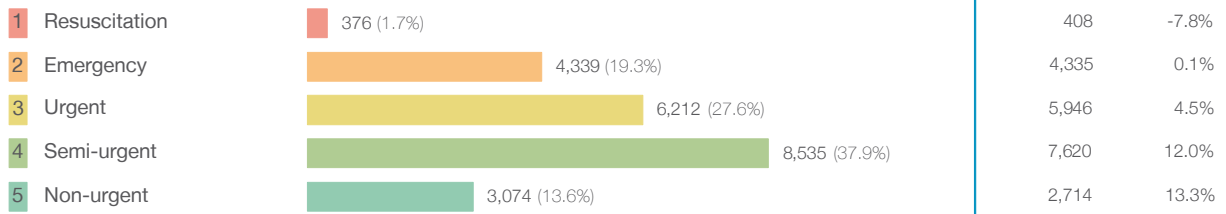
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

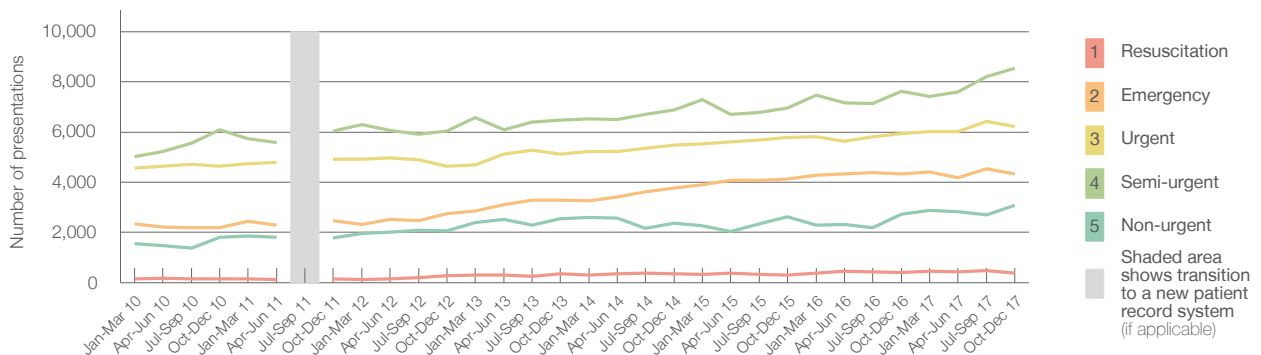
Royal North Shore Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 22,609 patients

Emergency presentations² by triage category: 22,536 patients



Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	143	137	285	354	341	314	408	376
Emergency	2,195	2,478	2,756	3,286	3,759	4,131	4,335	4,339
Urgent	4,635	4,913	4,638	5,133	5,485	5,774	5,946	6,212
Semi-urgent	6,089	6,030	6,048	6,483	6,884	6,951	7,620	8,535
Non-urgent	1,798	1,777	2,060	2,556	2,376	2,630	2,714	3,074
All emergency presentations	14,860	15,335	15,787	17,812	18,845	19,800	21,023	22,536

Royal North Shore Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,865 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 4,339

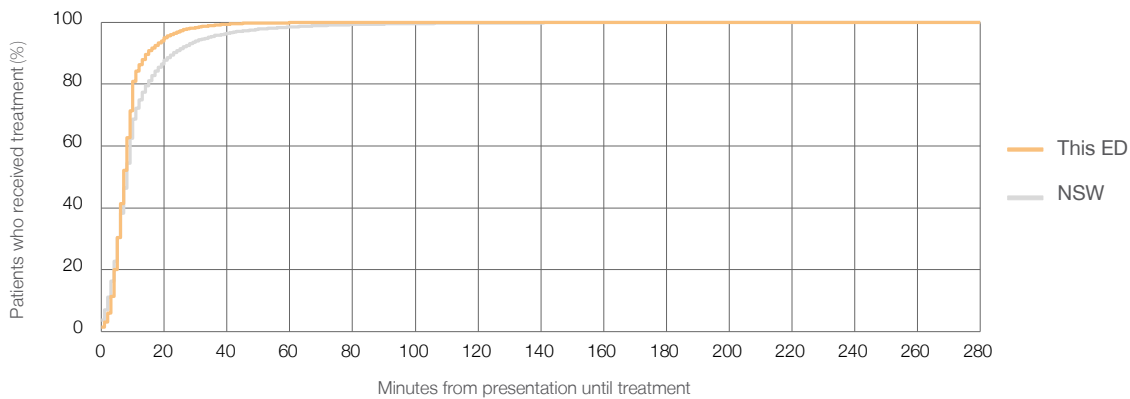
Number of triage 2 patients used to calculate waiting time:³ 4,314

Median time to start treatment⁴ 7 minutes

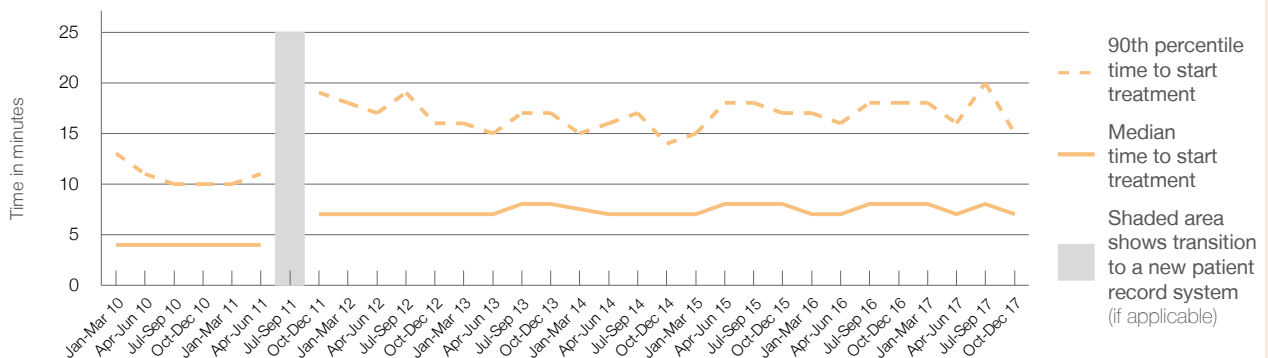
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
4,335	
4,317	
8 minutes	8 minutes
18 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	4	7	7	8	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)	10	19	16	17	14	17	18	15

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 6,212

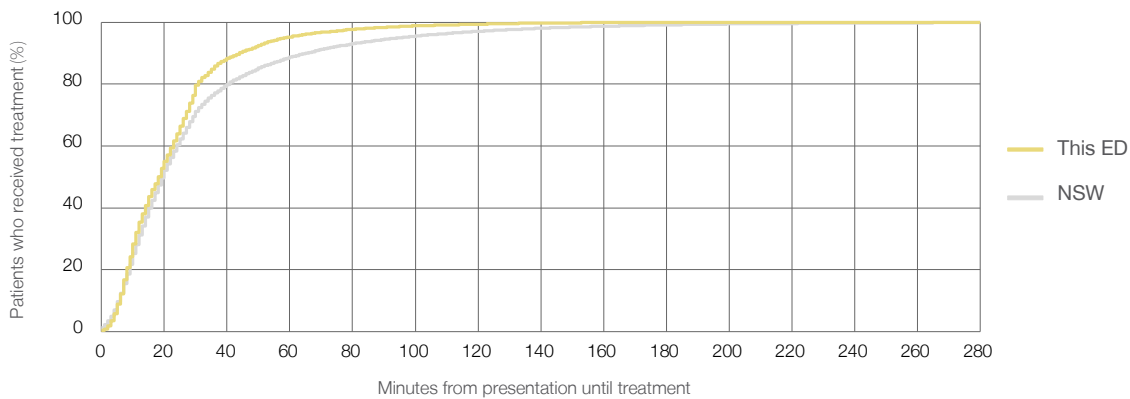
Number of triage 3 patients used to calculate waiting time:³ 6,157

Median time to start treatment⁴ 18 minutes

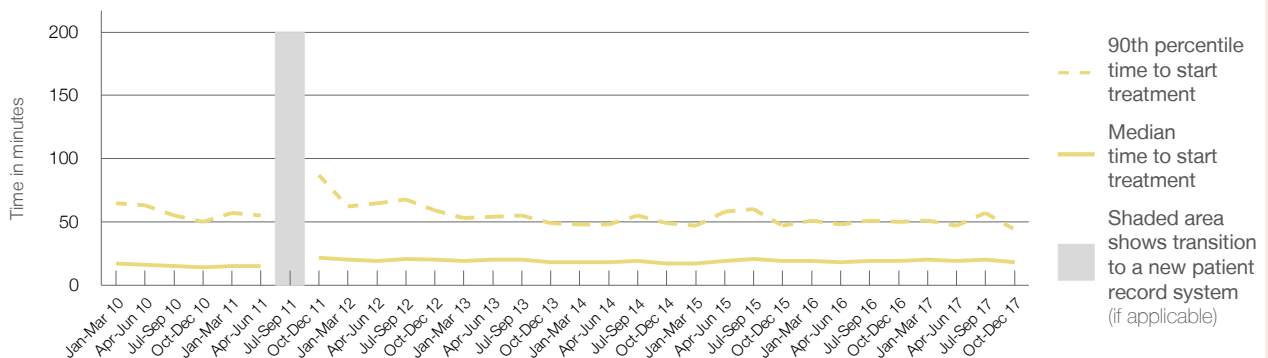
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
5,946	
5,875	
19 minutes	20 minutes
50 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	14	22	20	18	17	19	19	18
90th percentile time to start treatment ⁵ (minutes)	50	87	59	49	49	47	50	44

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 8,535

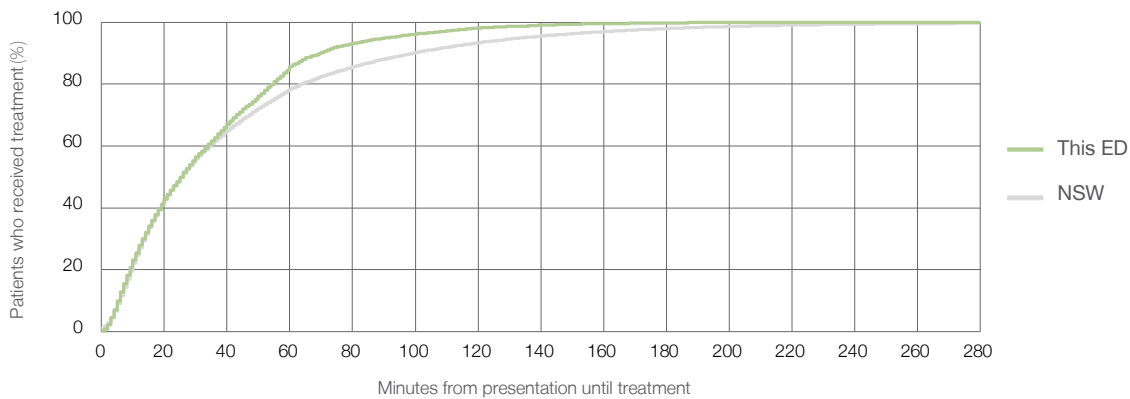
Number of triage 4 patients used to calculate waiting time:³ 8,290

Median time to start treatment⁴ 26 minutes

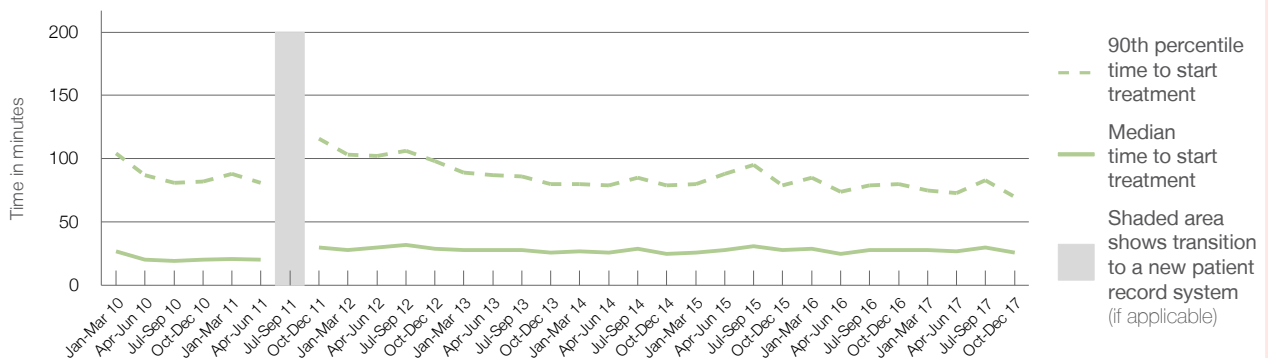
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
7,620	7,373
28 minutes	26 minutes
80 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	20	30	29	26	25	28	28	26
90th percentile time to start treatment ⁵ (minutes)	82	116	98	80	79	79	80	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Royal North Shore Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 3,074

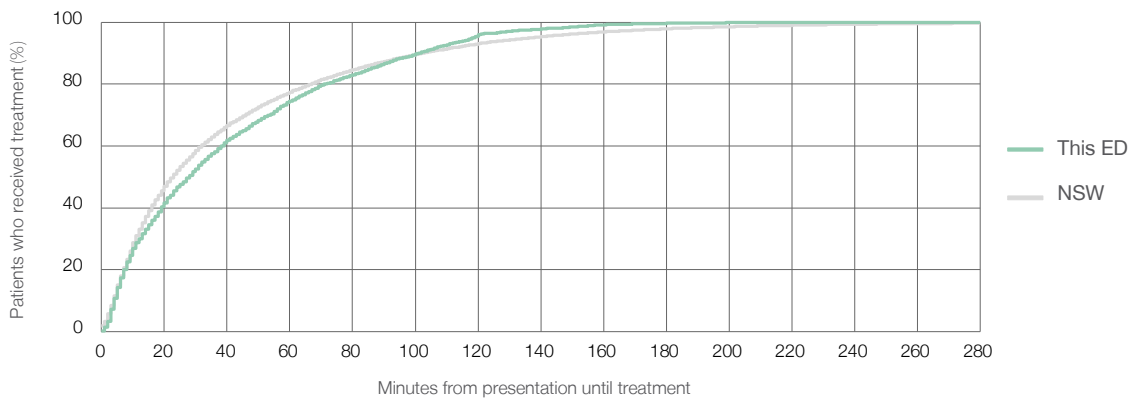
Number of triage 5 patients used to calculate waiting time:³ 2,772

Median time to start treatment⁴ 28 minutes

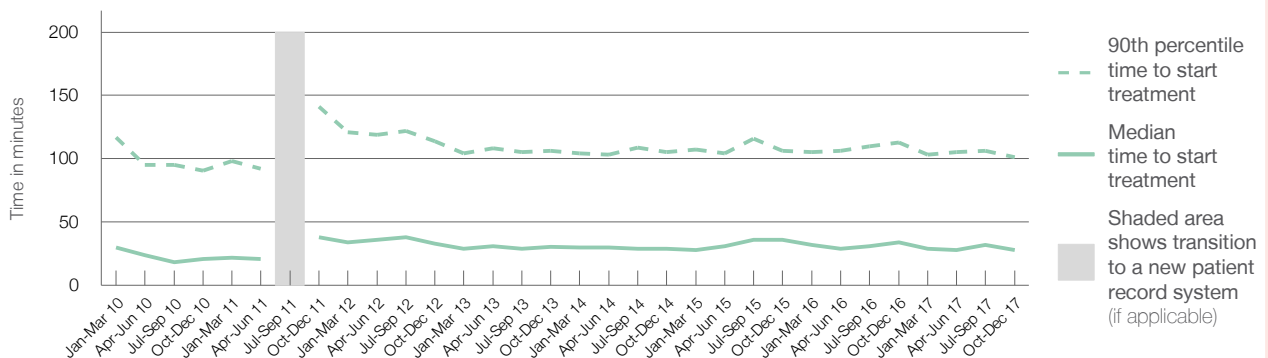
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
2,714	
2,432	
34 minutes	23 minutes
113 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	21	38	33	31	29	36	34	28
90th percentile time to start treatment ⁵ (minutes)	91	141	114	106	105	106	113	101

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

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

Royal North Shore Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 22,609 patients

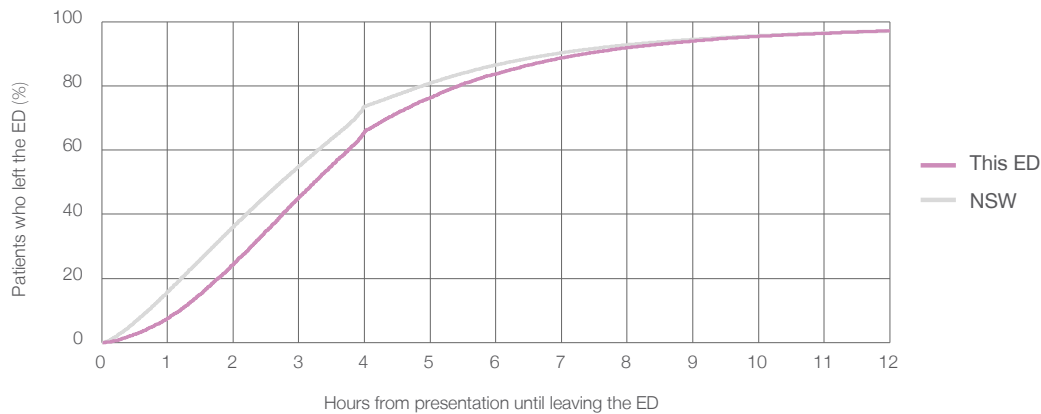
Presentations used to calculate time to leaving the ED:⁶ 22,609 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

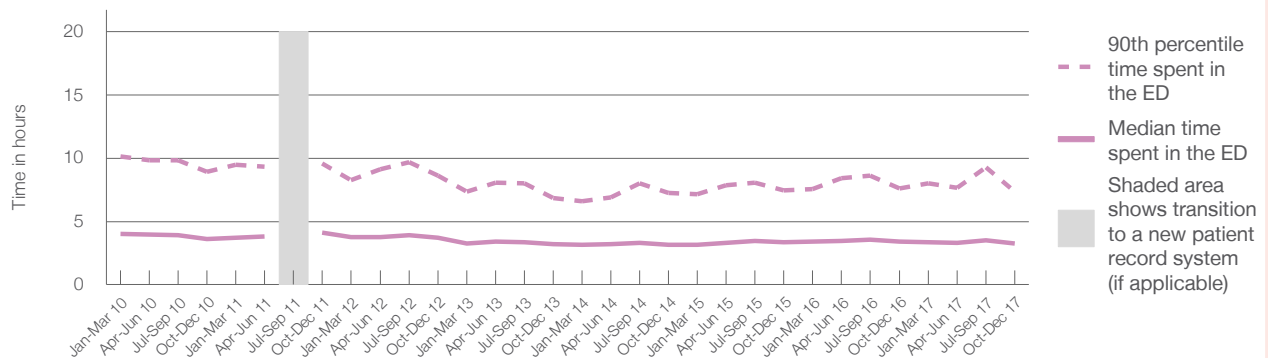
90th percentile time spent in the ED⁹ 7 hours and 22 minutes

Same period last year	NSW (this period)
21,160	21,160
3 hours and 24 minutes	2 hours and 44 minutes
7 hours and 37 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 38m	4h 8m	3h 42m	3h 12m	3h 9m	3h 21m	3h 24m	3h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 56m	9h 34m	8h 36m	6h 52m	7h 15m	7h 26m	7h 37m	7h 22m

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

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

Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

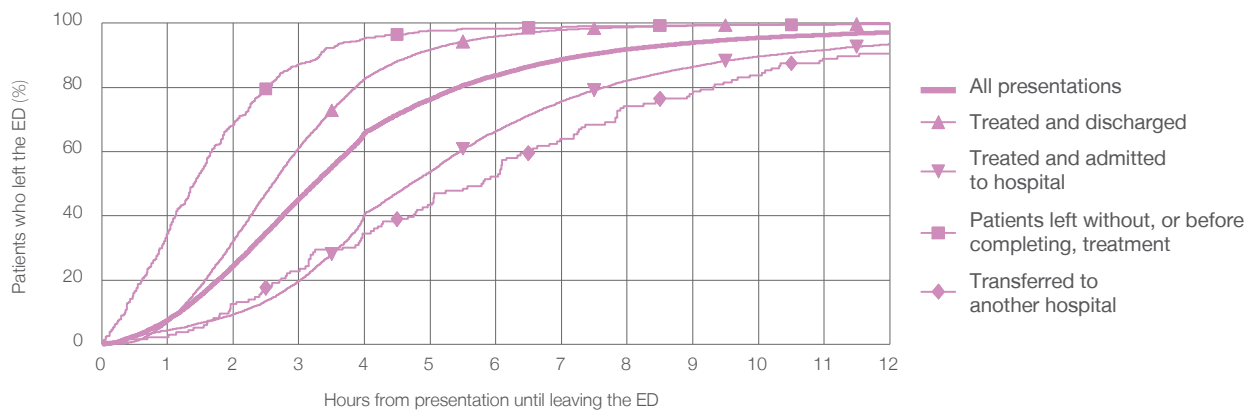
All presentations:¹ 22,609 patients

Presentations used to calculate time to leaving the ED:⁶ 22,609 patients

Treated and discharged	12,468 (55.1%)
Treated and admitted to hospital	9,164 (40.5%)
Patient left without, or before completing, treatment	426 (1.9%)
Transferred to another hospital	136 (0.6%)
Other	415 (1.8%)

Same period last year	Change since one year ago
21,160	6.8%
11,611	7.4%
8,536	7.4%
581	-26.7%
107	27.1%
325	27.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.0%	32.3%	61.3%	82.7%	95.9%	98.7%	99.5%	99.8%
Treated and admitted to hospital	4.4%	9.3%	19.8%	40.6%	66.3%	82.1%	89.7%	93.5%
Patient left without, or before completing, treatment	34.5%	68.3%	87.3%	95.3%	98.4%	99.1%	99.5%	100%
Transferred to another hospital	2.2%	12.5%	22.8%	34.6%	52.2%	74.3%	83.8%	90.4%
All presentations	7.6%	24.5%	45.3%	65.8%	83.8%	91.9%	95.4%	97.2%

(†) 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.

Royal North Shore Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 22,609 patients

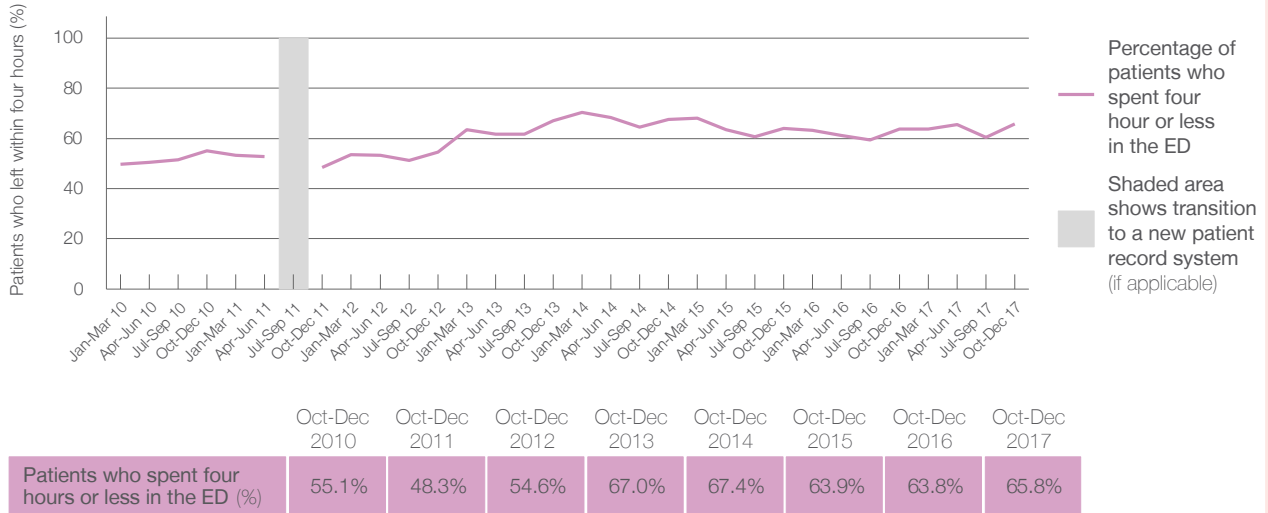
Presentations used to calculate time to leaving the ED: ⁶ 22,609 patients

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	21,160	6.8%
Presentations used to calculate time to leaving the ED	21,160	6.8%
Percentage of patients who spent four hours or less in the ED	63.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Ryde Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,945 patients
Emergency presentations:² 6,845 patients

Same period last year	Change since one year ago
6,758	2.8%
6,669	2.6%

Ryde Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 934 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,536 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,834 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 506 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
904	
7 minutes	8 minutes
11 minutes	23 minutes
2,347	
12 minutes	20 minutes
32 minutes	65 minutes
3,035	
14 minutes	26 minutes
66 minutes	99 minutes
356	
15 minutes	23 minutes
74 minutes	103 minutes

Ryde Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,945 patients

Percentage of patients who spent four hours or less in the ED 85.5%

Same period last year	Change since one year ago
6,758	2.8%
83.8%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

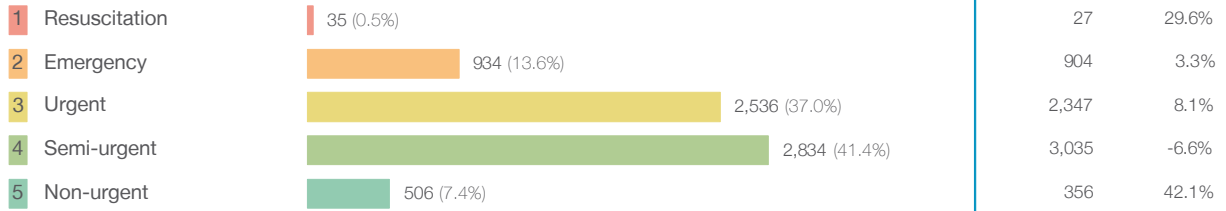
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

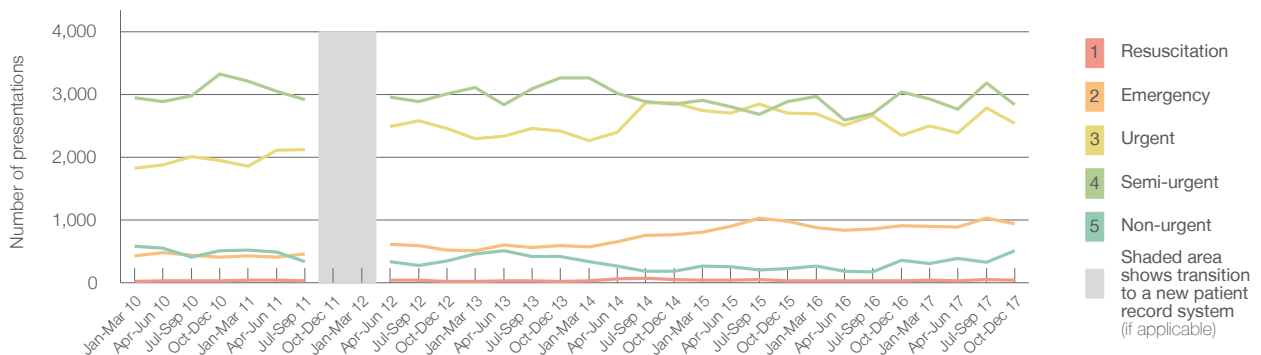
Ryde Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 6,945 patients

Emergency presentations² by triage category: 6,845 patients



Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	33		17	20	52	34	27	35
Emergency	407		520	595	763	978	904	934
Urgent	1,950		2,461	2,414	2,867	2,703	2,347	2,536
Semi-urgent	3,327		3,006	3,265	2,841	2,887	3,035	2,834
Non-urgent	506		347	414	182	219	356	506
All emergency presentations	6,223		6,351	6,708	6,705	6,821	6,669	6,845

Ryde Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,477 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.

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

October to December 2017

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

Number of triage 2 patients: 934

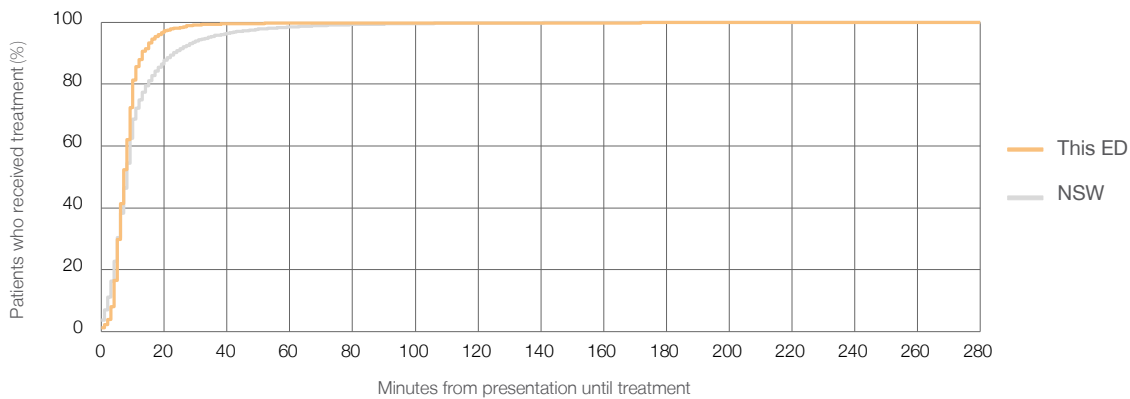
Number of triage 2 patients used to calculate waiting time:³ 934

Median time to start treatment⁴ ■ 7 minutes

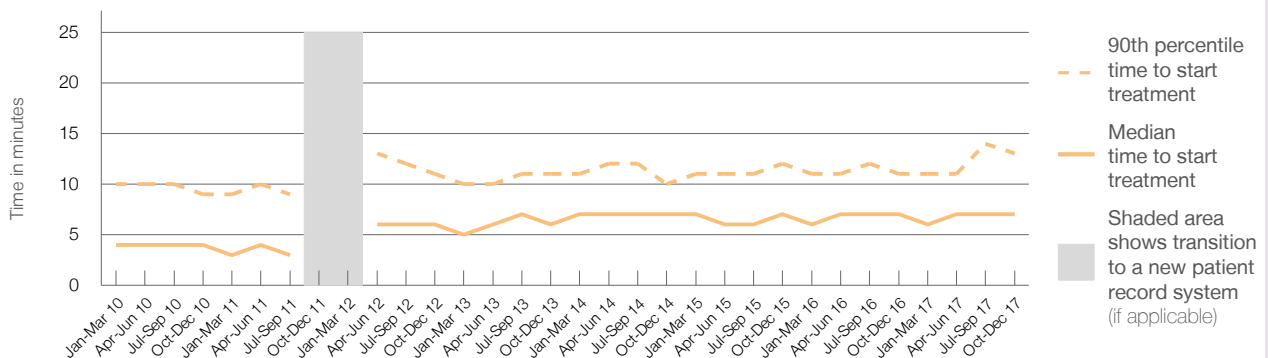
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
904	903
7 minutes	8 minutes
11 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	4		6	6	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	9		11	11	10	12	11	13

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

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

Ryde Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,536

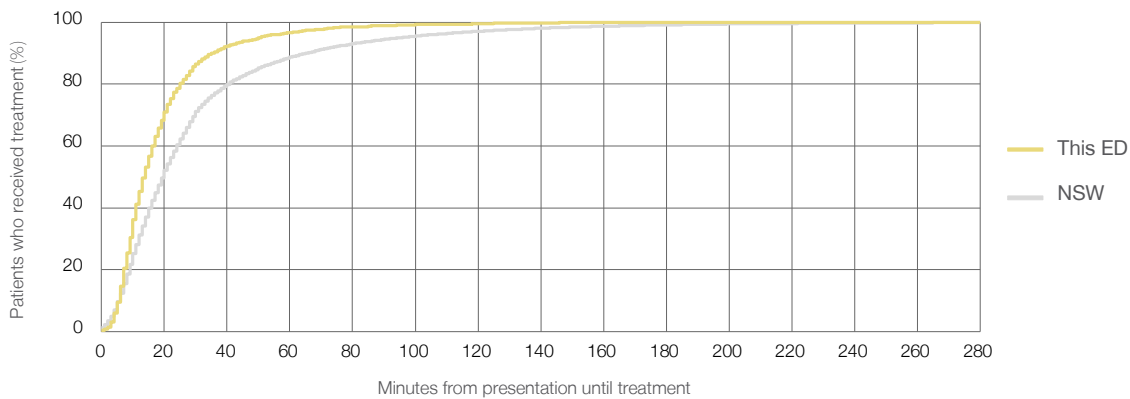
Number of triage 3 patients used to calculate waiting time:³ 2,513

Median time to start treatment⁴ 14 minutes

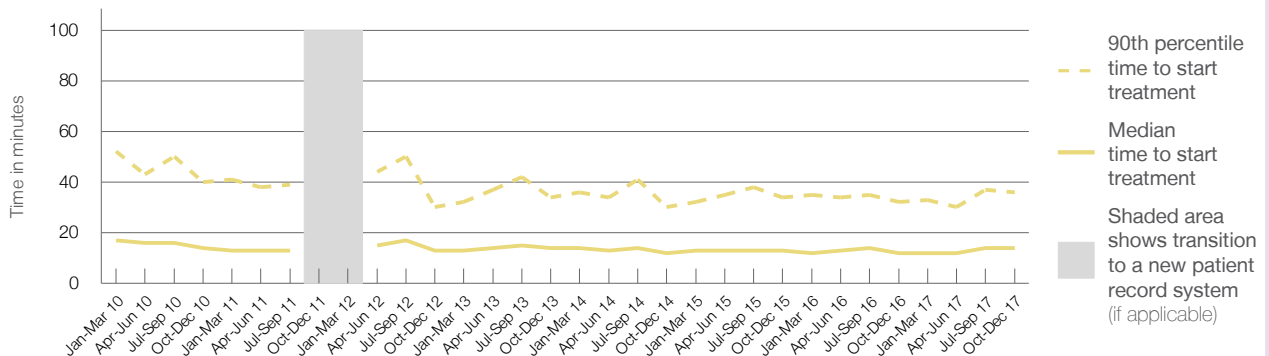
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
2,347	
2,321	
12 minutes	20 minutes
32 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	14		13	14	12	13	12	14
90th percentile time to start treatment ⁵ (minutes)	40		30	34	30	34	32	36

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

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

Ryde Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,834

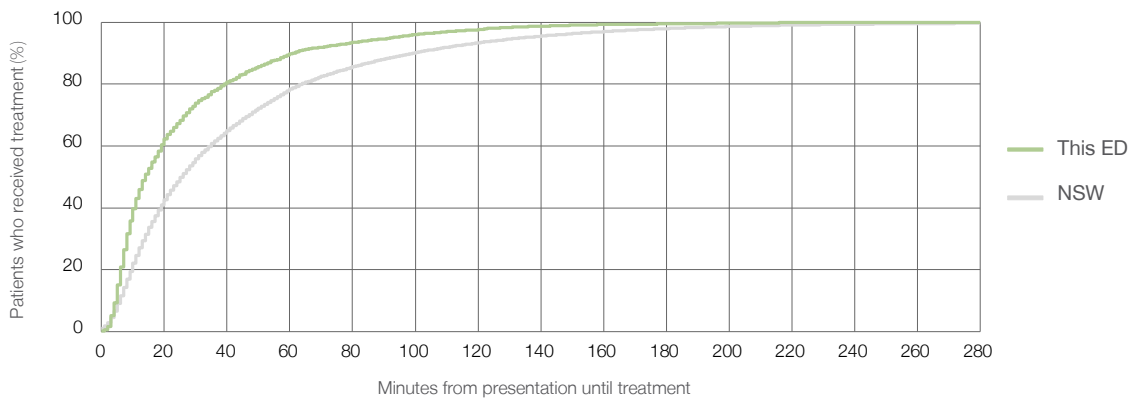
Number of triage 4 patients used to calculate waiting time:³ 2,743

Median time to start treatment⁴ 14 minutes

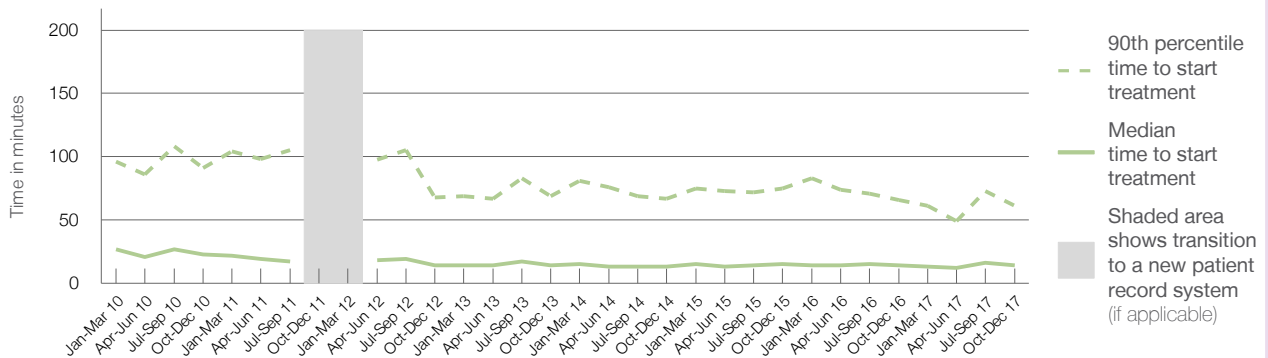
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
3,035	2,933
14 minutes	26 minutes
66 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	23		14	14	13	15	14	14
90th percentile time to start treatment ⁵ (minutes)	91		68	69	67	75	66	61

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

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

Ryde Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 506

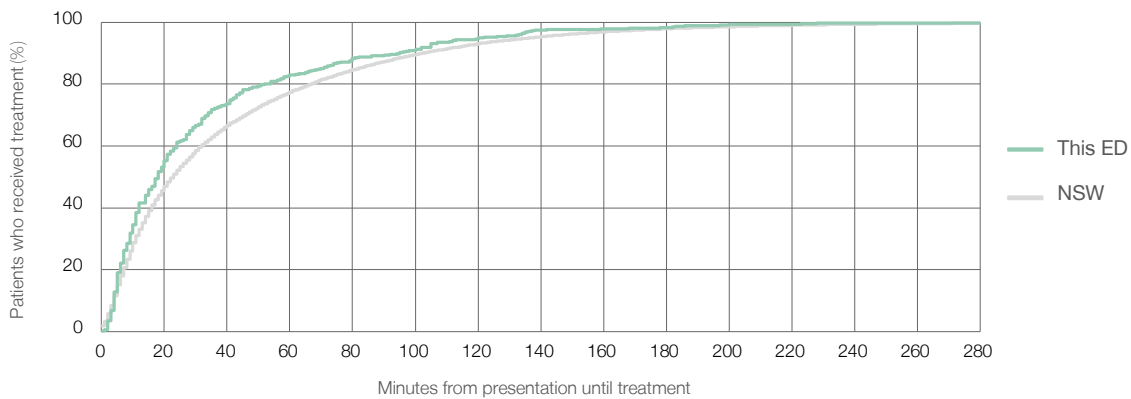
Number of triage 5 patients used to calculate waiting time:³ 457

Median time to start treatment⁴ 18 minutes

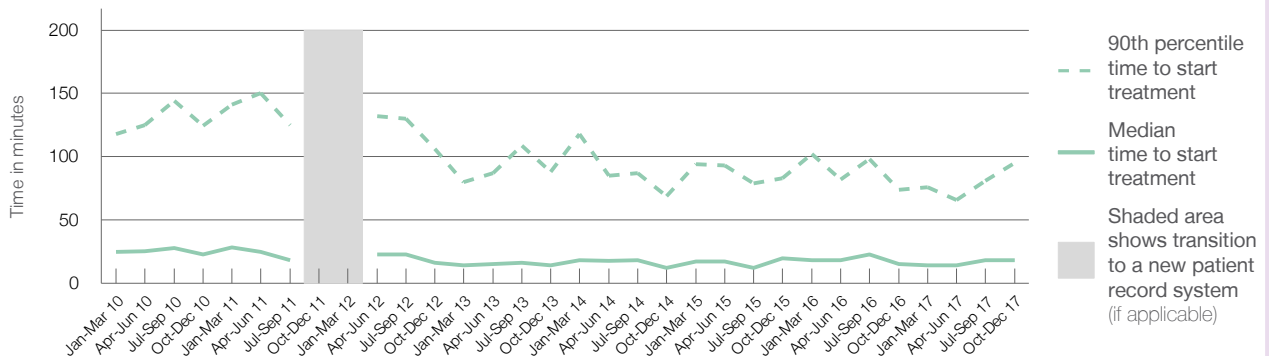
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
356	309
15 minutes	23 minutes
74 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	23		16	14	12	20	15	18
90th percentile time to start treatment ⁵ (minutes)	125		106	88	69	83	74	95

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

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

Ryde Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 6,945 patients

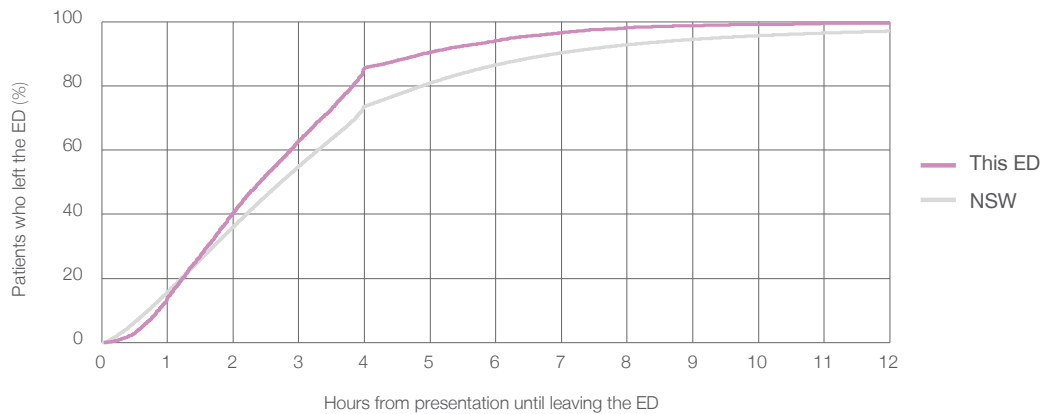
Presentations used to calculate time to leaving the ED:⁶ 6,945 patients

Median time spent in the ED⁸ 2 hours and 24 minutes

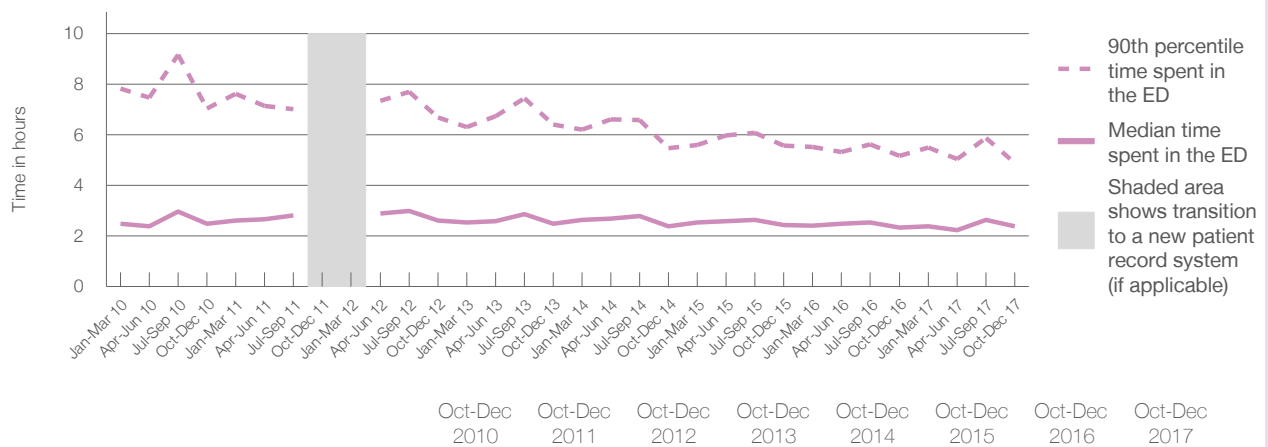
90th percentile time spent in the ED⁹ 4 hours and 54 minutes

Same period last year	NSW (this period)
6,758	
6,758	
2 hours and 21 minutes	2 hours and 44 minutes
5 hours and 10 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 30m		2h 37m	2h 29m	2h 24m	2h 27m	2h 21m	2h 24m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 3m		6h 41m	6h 25m	5h 29m	5h 35m	5h 10m	4h 54m

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

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

Ryde Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

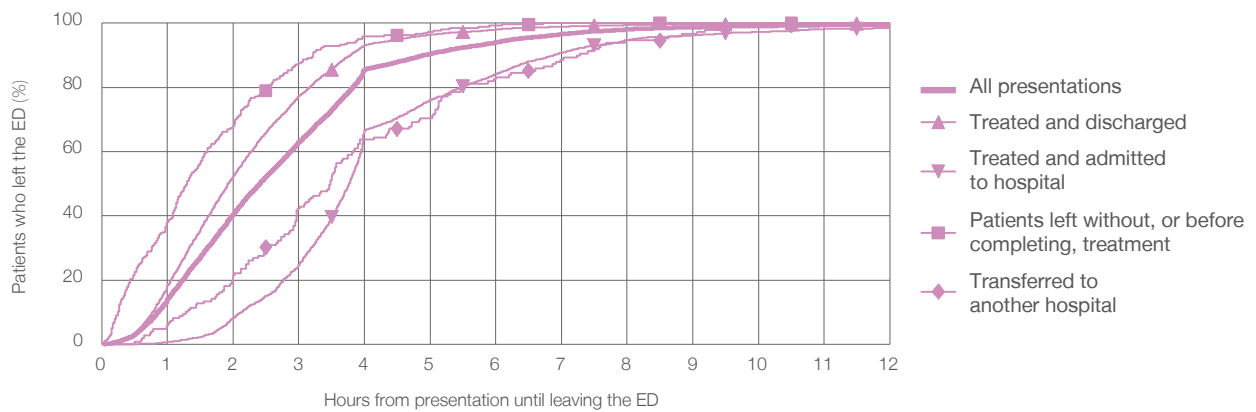
All presentations:¹ 6,945 patients

Presentations used to calculate time to leaving the ED:⁶ 6,945 patients

Treated and discharged	4,678 (67.4%)
Treated and admitted to hospital	1,847 (26.6%)
Patient left without, or before completing, treatment	266 (3.8%)
Transferred to another hospital	149 (2.1%)
Other	5 (0.1%)

Same period last year	Change since one year ago
6,758	2.8%
4,443	5.3%
1,834	0.7%
310	-14.2%
160	-6.9%
11	-54.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	18.3%	52.3%	77.3%	93.1%	98.0%	99.4%	99.8%	99.9%
Treated and admitted to hospital	0.7%	8.1%	24.7%	66.5%	84.2%	94.8%	97.3%	98.5%
Patient left without, or before completing, treatment	38.0%	68.0%	87.6%	95.9%	99.2%	100%	100%	100%
Transferred to another hospital	6.0%	21.5%	42.3%	63.8%	83.2%	94.6%	99.3%	99.3%
All presentations	14.1%	40.5%	63.0%	85.5%	94.1%	98.1%	99.1%	99.5%

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

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

Ryde Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 6,945 patients

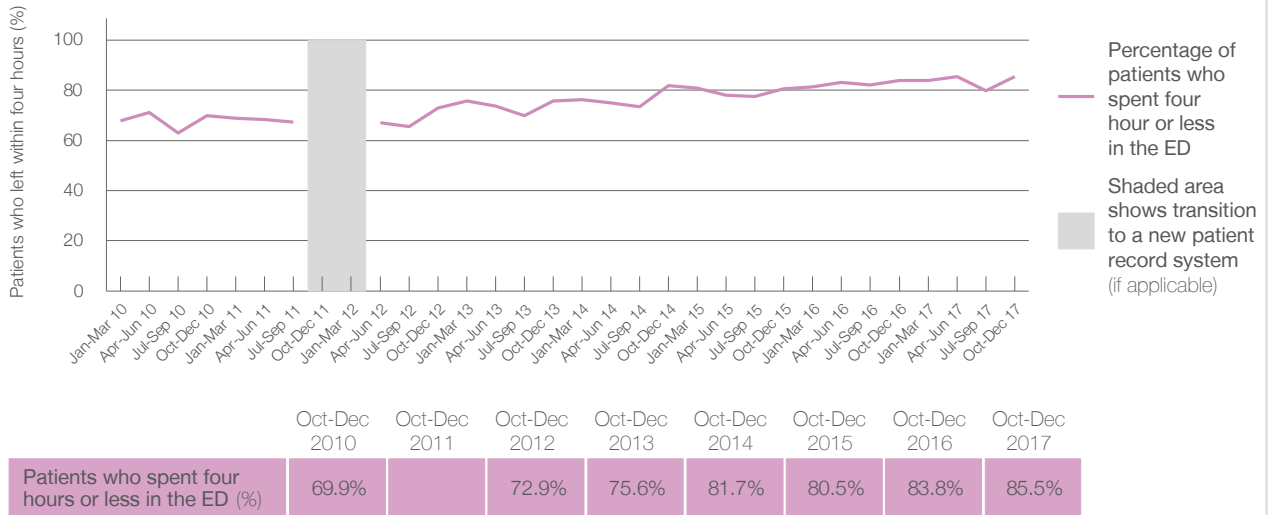
Presentations used to calculate time to leaving the ED: ⁶ 6,945 patients

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: ¹ 6,945 patients	6,758	2.8%
Presentations used to calculate time to leaving the ED: ⁶ 6,945 patients	6,758	2.8%
Percentage of patients who spent four hours or less in the ED	83.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).