



Hospital Quarterly

Performance Profiles

Emergency Department

South Eastern Sydney Local Health District

January to March 2016

Prince of Wales Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 15,350 patients
 Emergency attendances:² 14,118 patients

Same period last year	Change since one year ago
14,356	7%
13,358	6%

Prince of Wales Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,187 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,942 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,227 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 605 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 175 minutes

Same period last year	NSW (this period)
1,180	
8 minutes	8 minutes
29 minutes	35 minutes
6,544	
22 minutes	20 minutes
82 minutes	99 minutes
4,950	
21 minutes	26 minutes
108 minutes	137 minutes
521	
24 minutes	23 minutes
159 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 15,323 patients

Percentage of patients who left the ED within four hours 64%

Same period last year	Change since one year ago
14,355	7%
73%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

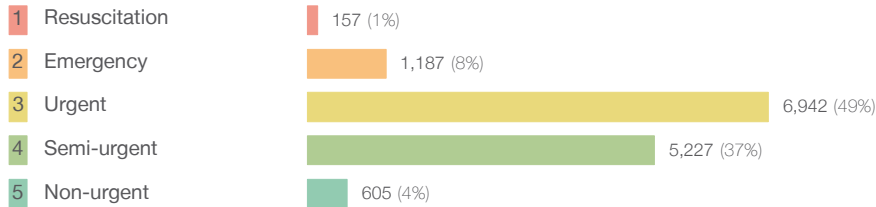
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Prince of Wales Hospital: Patients attending the emergency department January to March 2016

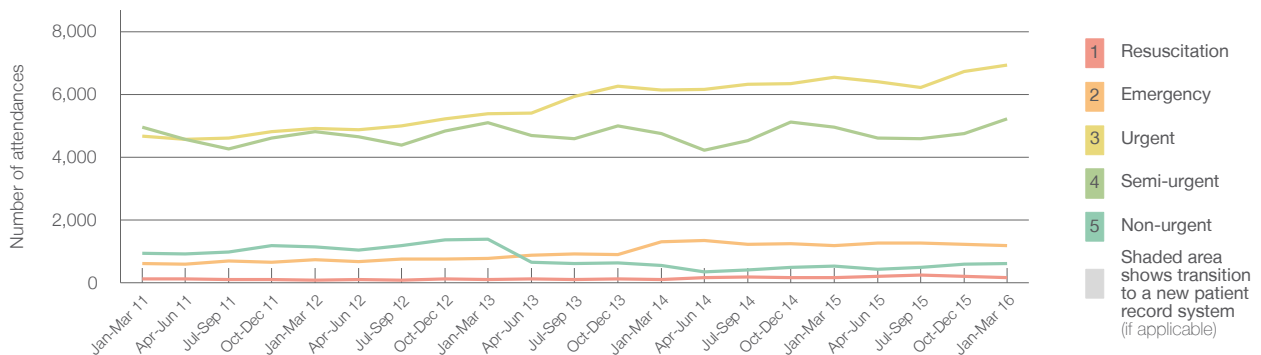
All attendances:¹ 15,350 patients

Emergency attendances² by triage category: 14,118 patients



Same period last year	Change since one year ago
14,356	7%
13,358	6%
163	-4%
1,180	1%
6,544	6%
4,950	6%
521	16%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	113	77	109	91	163	157
Emergency	619	740	770	1,296	1,180	1,187
Urgent	4,669	4,916	5,381	6,140	6,544	6,942
Semi-urgent	4,956	4,803	5,104	4,748	4,950	5,227
Non-urgent	940	1,143	1,388	545	521	605
All emergency attendances	11,297	11,679	12,752	12,820	13,358	14,118

Prince of Wales Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 3,262 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
3,124	
12 minutes	-2 minutes
46 minutes	-13 minutes

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

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

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

Prince of Wales Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,187

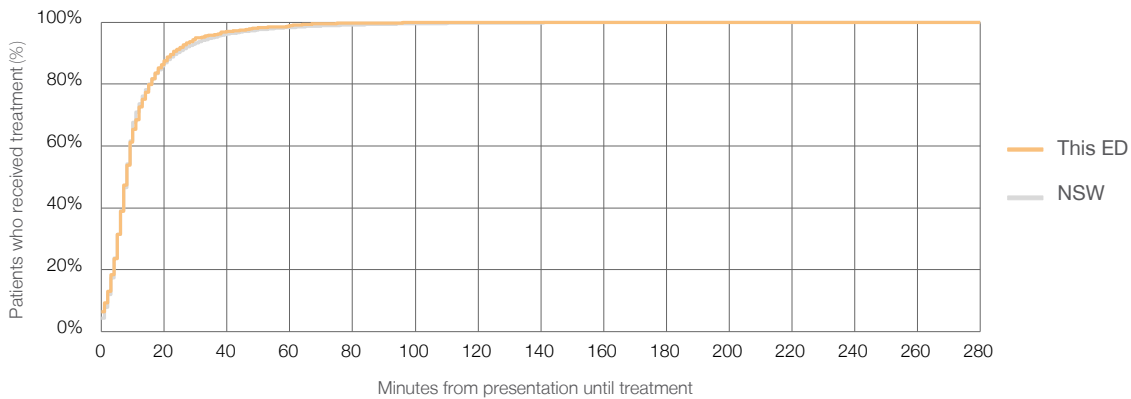
Number of triage 2 patients used to calculate waiting time:³ 1,161

Median time to start treatment⁴ 8 minutes

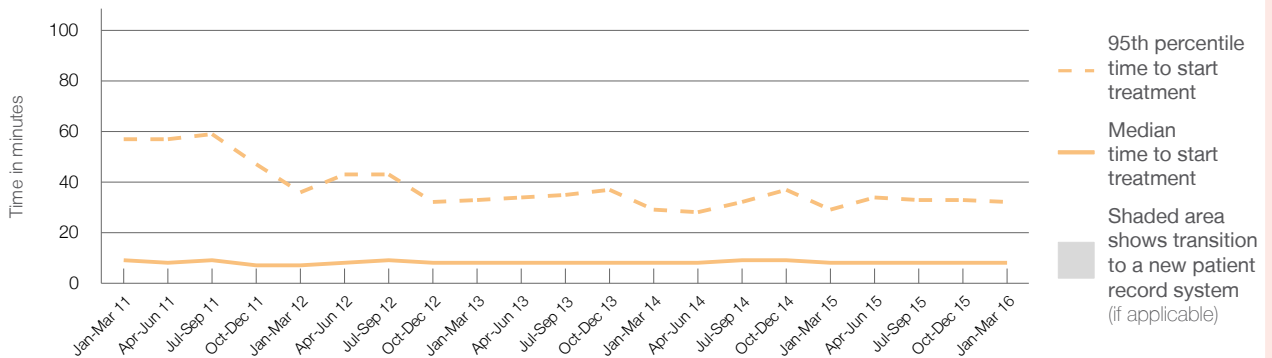
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,180	1,173
8 minutes	8 minutes
29 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	9	7	8	8	8	8
95th percentile time to start treatment ⁵ (minutes)	57	36	33	29	29	32

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

Prince of Wales Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 6,942

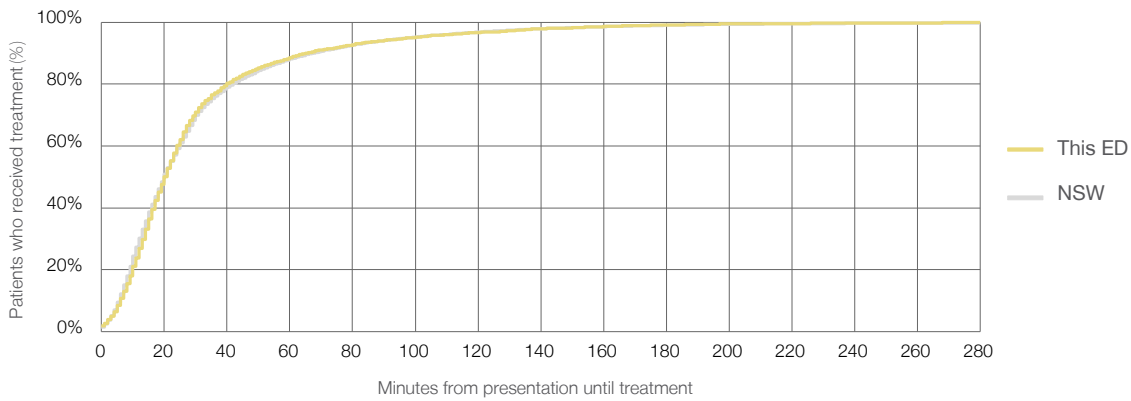
Number of triage 3 patients used to calculate waiting time:³ 6,780

Median time to start treatment⁴ 20 minutes

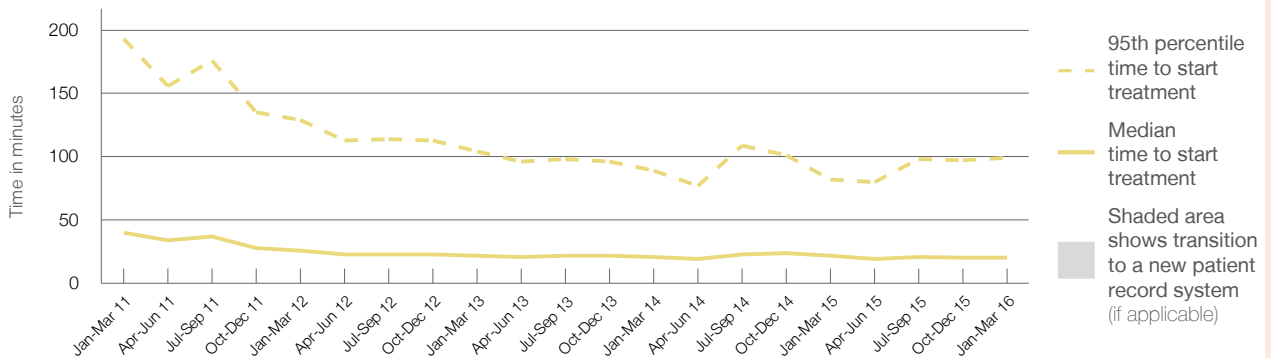
95th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
6,544	
6,433	
22 minutes	20 minutes
82 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	40	26	22	21	22	20
95th percentile time to start treatment ⁵ (minutes)	193	129	104	89	82	99

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

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Prince of Wales Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 5,227

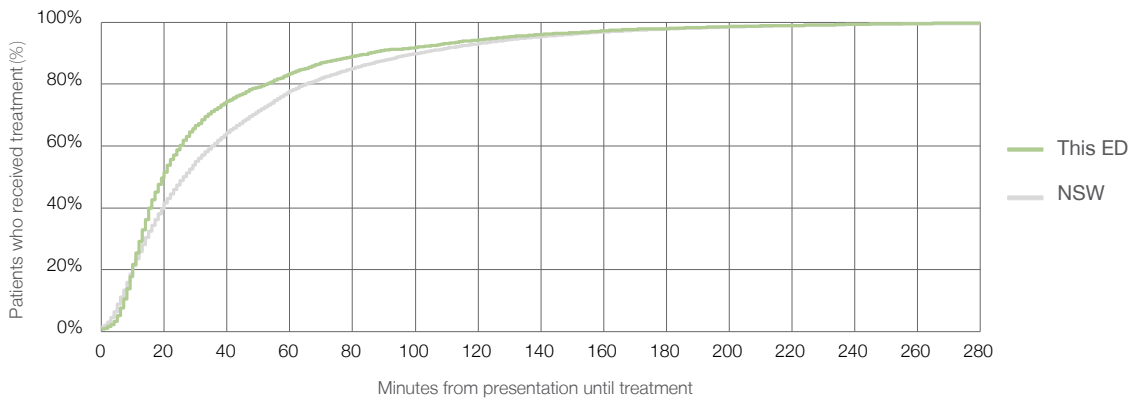
Number of triage 4 patients used to calculate waiting time:³ 5,016

Median time to start treatment⁴ 20 minutes

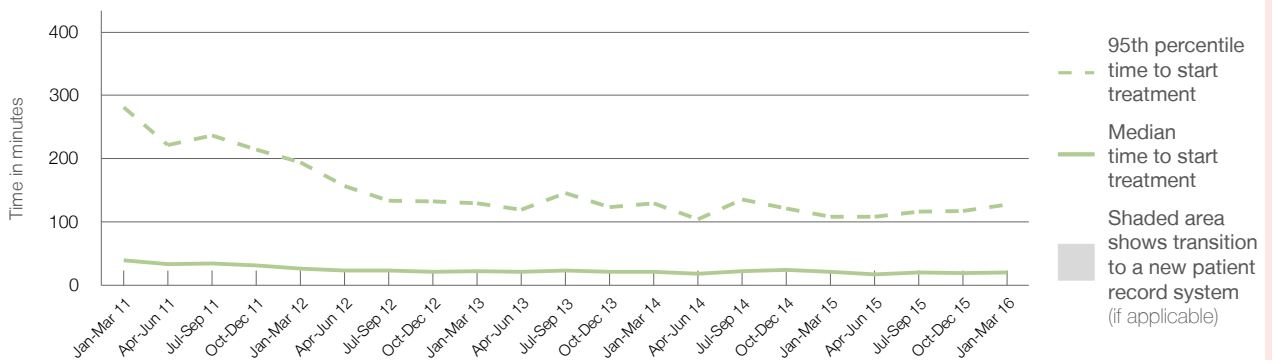
95th percentile time to start treatment⁵ 127 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,950	4,802
Median time to start treatment ⁴	21 minutes	26 minutes
95th percentile time to start treatment ⁵	108 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	39	26	22	21	21	20
95th percentile time to start treatment ⁵ (minutes)	281	194	129	129	108	127

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Prince of Wales Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 605

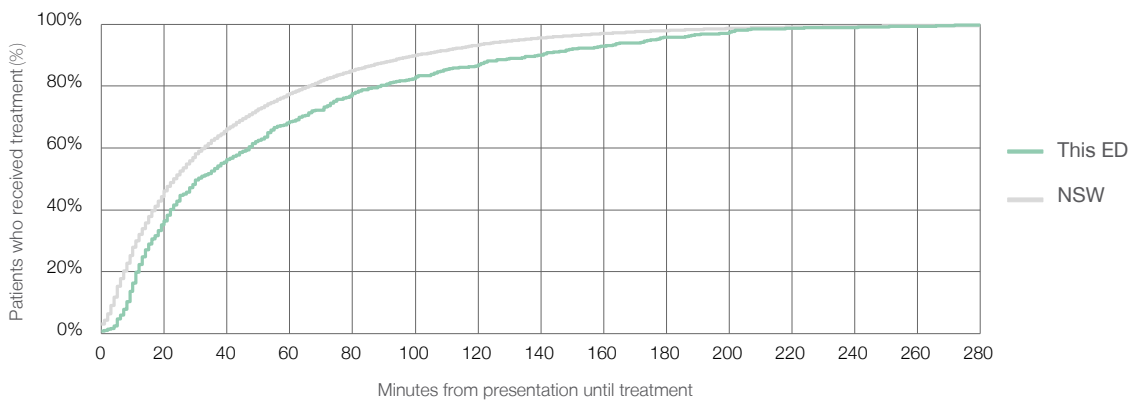
Number of triage 5 patients used to calculate waiting time:³ 464

Median time to start treatment⁴ 31 minutes

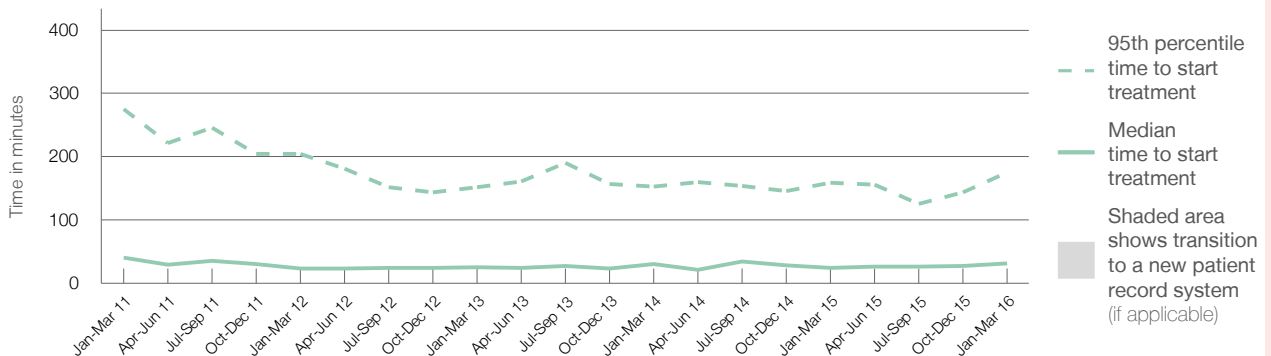
95th percentile time to start treatment⁵ 175 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	521	
Number of triage 5 patients used to calculate waiting time ³	420	
Median time to start treatment ⁴	24 minutes	23 minutes
95th percentile time to start treatment ⁵	159 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	41	23	25	30	24	31
95th percentile time to start treatment ⁵ (minutes)	275	204	152	153	159	175

(†) 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.

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

January to March 2016

All attendances:¹ 15,350 patients

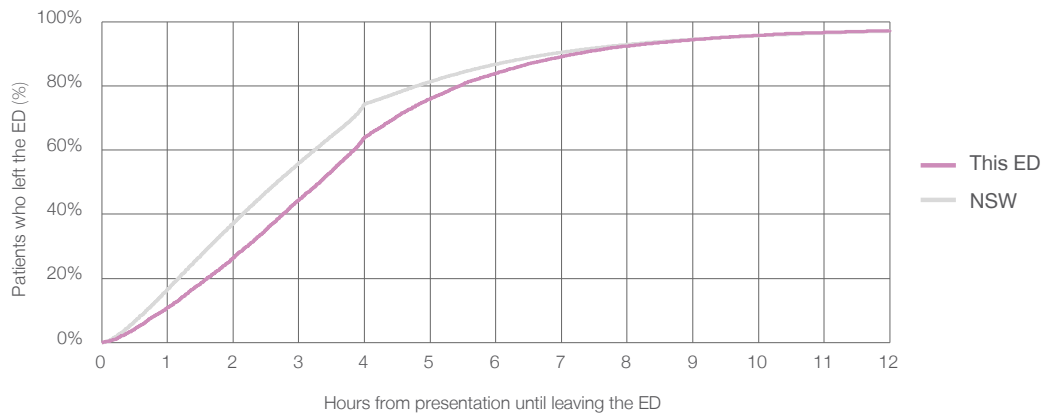
Attendances used to calculate time to leaving the ED:⁶ 15,323 patients

Median time to leaving the ED⁸ 3 hours and 19 minutes

95th percentile time to leaving the ED⁹ 9 hours and 24 minutes

Same period last year	NSW (this period)
14,356	
14,355	
2 hours and 54 minutes	2 hours and 40 minutes
8 hours and 22 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{††}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 42m	3h 53m	3h 17m	3h 14m	2h 54m	3h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 34m	11h 14m	10h 1m	9h 7m	8h 22m	9h 24m

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

By mode of separation

January to March 2016

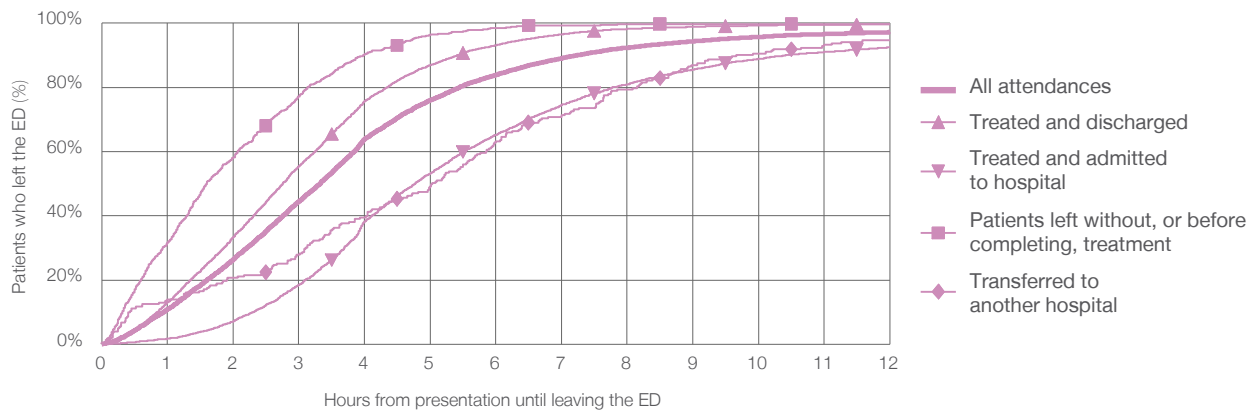
All attendances:¹ 15,350 patients

Attendances used to calculate time to leaving the ED:⁶ 15,323 patients

Treated and discharged	9,028 (59%)
Treated and admitted to hospital	4,978 (32%)
Patient left without, or before completing, treatment	949 (6%)
Transferred to another hospital	224 (1%)
Other	171 (1%)

Same period last year	Change since one year ago
14,355	7%
8,446	7%
4,995	0%
682	39%
169	33%
64	167%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13%	33%	56%	76%	93%	98%	99%	100%
Treated and admitted to hospital	2%	7%	19%	38%	65%	81%	89%	93%
Patient left without, or before completing, treatment	32%	58%	77%	90%	98%	100%	100%	100%
Transferred to another hospital	14%	21%	28%	39%	63%	79%	91%	95%
All attendances	11%	26%	45%	64%	84%	92%	96%	97%

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Prince of Wales Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances:¹ 15,350 patients

Attendances used to calculate time to leaving the ED:⁶ 15,323 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
14,356	7%
14,355	7%
73%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	41%	52%	62%	66%	73%	64%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

St George Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 19,537 patients
 Emergency attendances:² 19,389 patients

Same period last year	Change since one year ago
18,493	6%
18,350	6%

St George Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,571 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,728 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,419 patients

Median time to start treatment⁴ 33 minutes
 95th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,488 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
2,357	
9 minutes	8 minutes
30 minutes	35 minutes
6,972	
24 minutes	20 minutes
86 minutes	99 minutes
7,424	
31 minutes	26 minutes
106 minutes	137 minutes
1,454	
34 minutes	23 minutes
123 minutes	135 minutes

St George Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Percentage of patients who left the ED within four hours 68%

Same period last year	Change since one year ago
18,493	6%
70%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

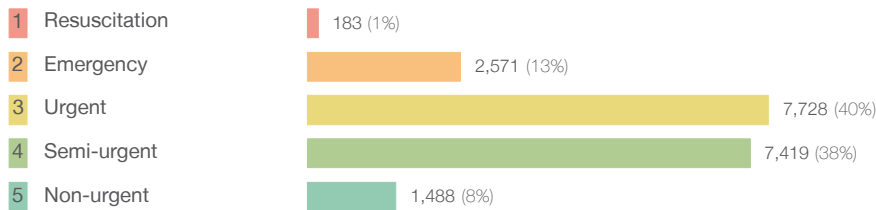
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

St George Hospital: Patients attending the emergency department January to March 2016

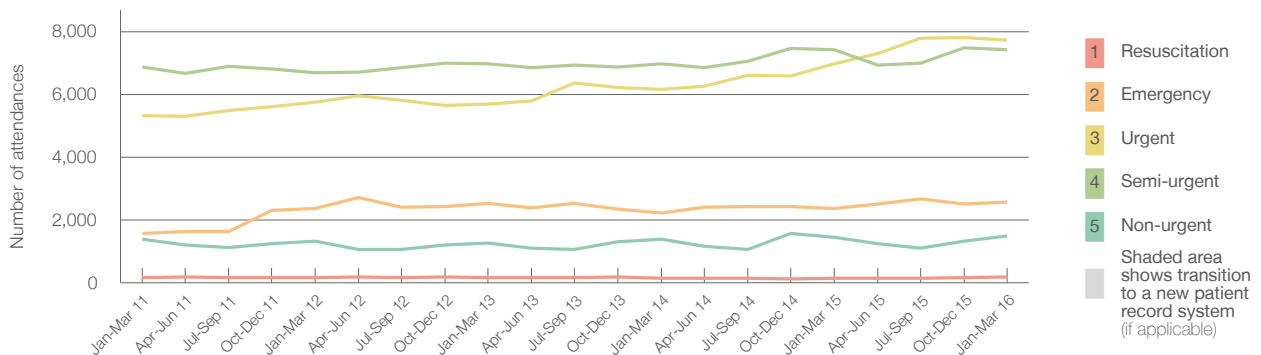
All attendances:¹ 19,537 patients

Emergency attendances² by triage category: 19,389 patients



Same period last year	Change since one year ago
18,493	6%
18,350	6%
143	28%
2,357	9%
6,972	11%
7,424	0%
1,454	2%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	161	151	157	138	143	183
Emergency	1,565	2,371	2,521	2,224	2,357	2,571
Urgent	5,314	5,749	5,693	6,160	6,972	7,728
Semi-urgent	6,872	6,681	6,977	6,983	7,424	7,419
Non-urgent	1,381	1,332	1,257	1,393	1,454	1,488
All emergency attendances	15,293	16,284	16,605	16,898	18,350	19,389

St George Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 4,816 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
4,860	
11 minutes	-1 minute
24 minutes	-2 minutes

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

St George Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

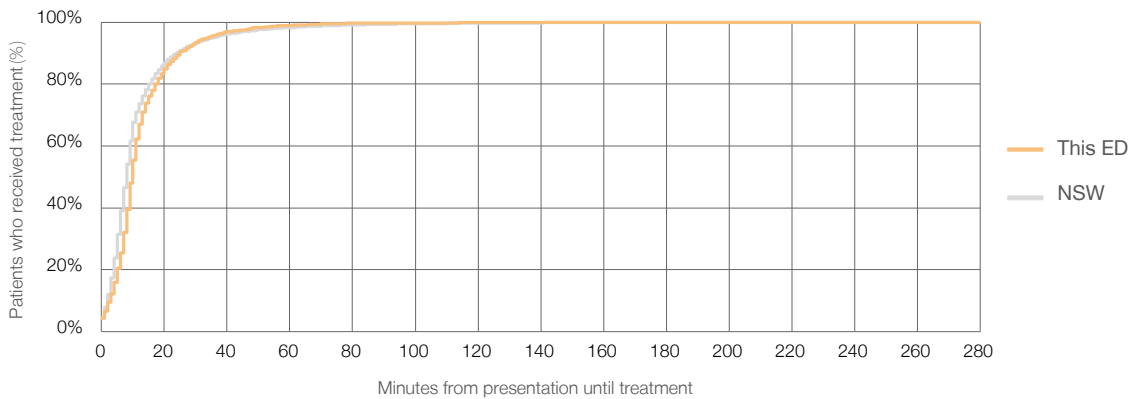
Number of triage 2 patients: 2,571

Number of triage 2 patients used to calculate waiting time:³ 2,547

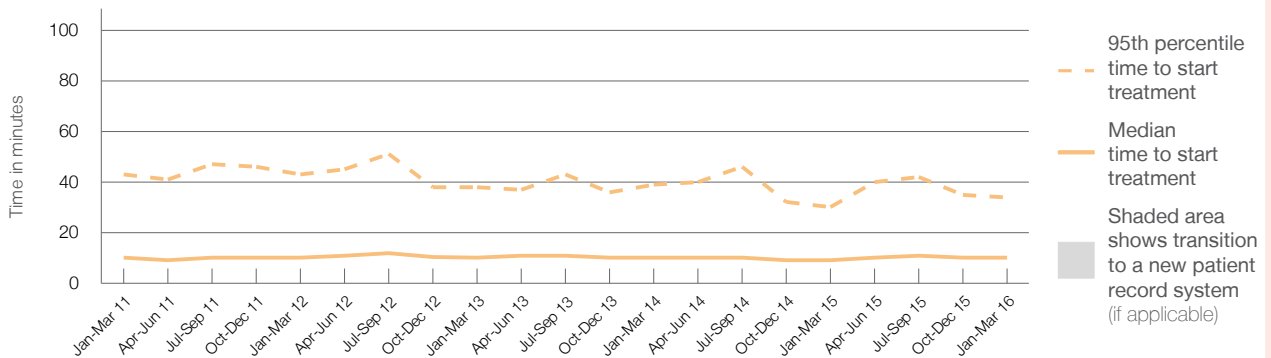
Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
2,357	
2,352	
9 minutes	8 minutes
30 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	10	10	10	9	10
95th percentile time to start treatment ⁵ (minutes)	43	43	38	39	30	34

(†) 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.

St George Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 7,728

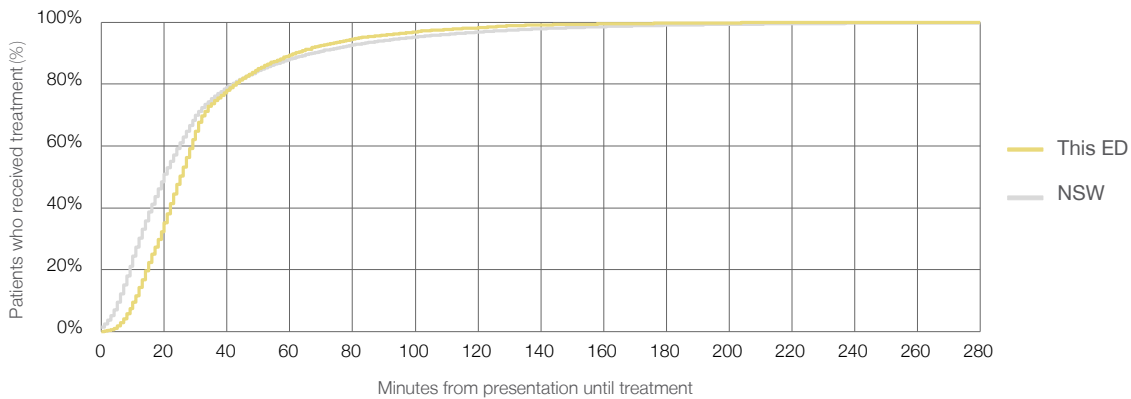
Number of triage 3 patients used to calculate waiting time:³ 7,614

Median time to start treatment⁴ 25 minutes

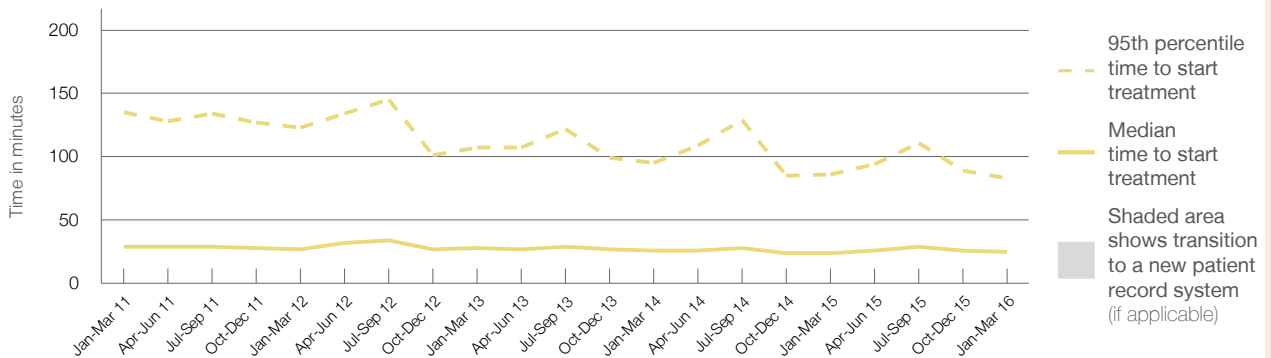
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
6,972	
6,918	
24 minutes	20 minutes
86 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	29	27	28	26	24	25
95th percentile time to start treatment ⁵ (minutes)	135	123	107	95	86	83

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

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St George Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 7,419

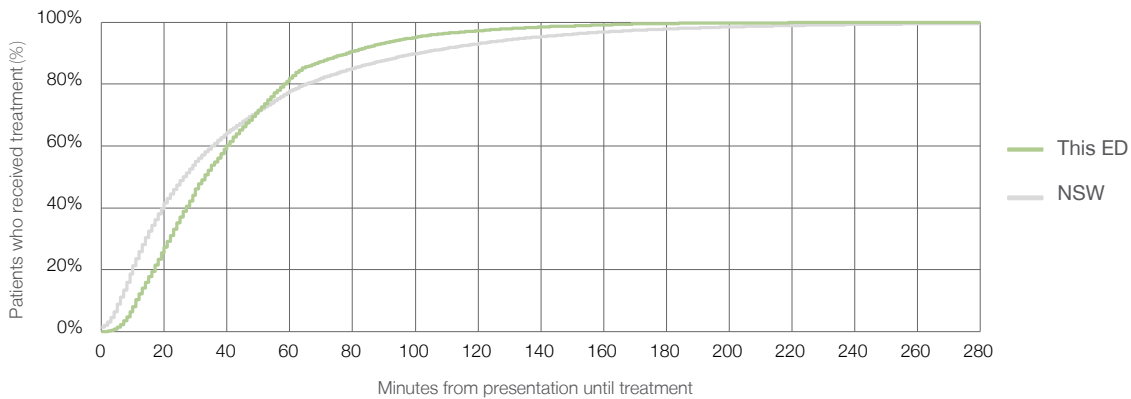
Number of triage 4 patients used to calculate waiting time:³ 7,225

Median time to start treatment⁴ 33 minutes

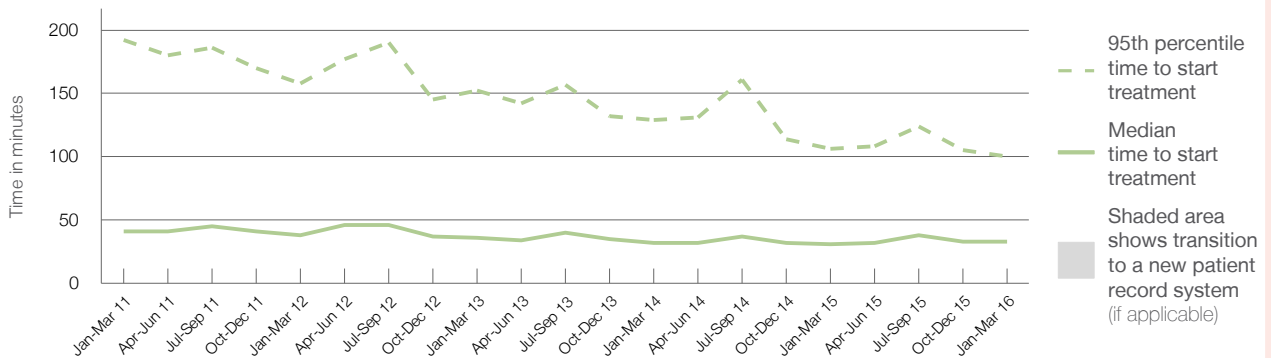
95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
7,424	7,248
31 minutes	26 minutes
106 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	41	38	36	32	31	33
95th percentile time to start treatment ⁵ (minutes)	192	158	152	129	106	100

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

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

St George Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 1,488

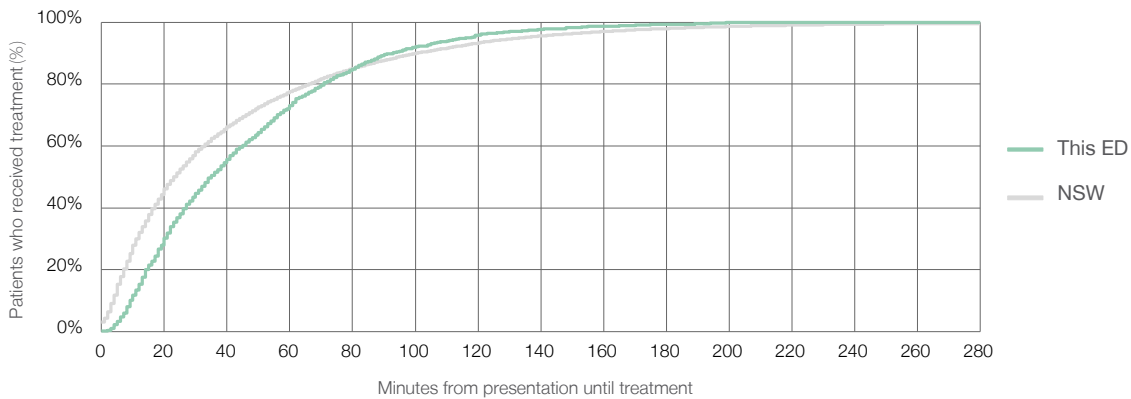
Number of triage 5 patients used to calculate waiting time:³ 1,365

Median time to start treatment⁴ 35 minutes

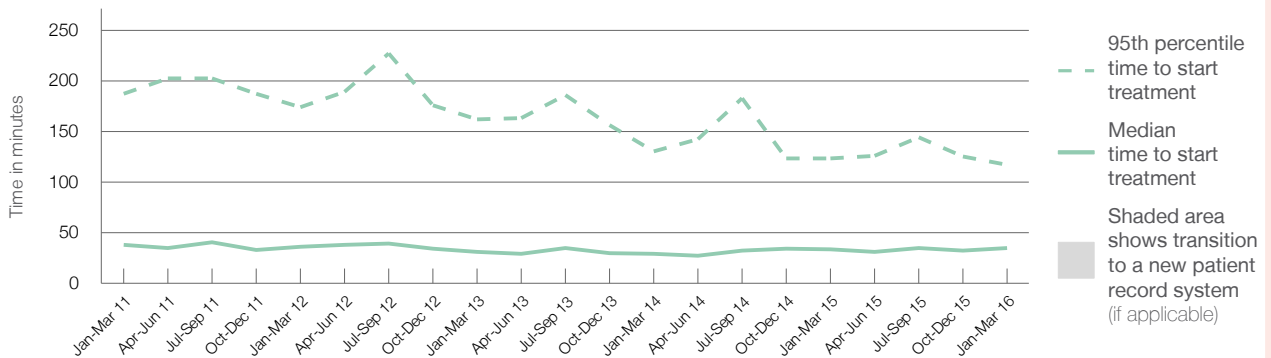
95th percentile time to start treatment⁵ 117 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,454	
Number of triage 5 patients used to calculate waiting time ³	1,372	
Median time to start treatment ⁴	34 minutes	23 minutes
95th percentile time to start treatment ⁵	123 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	38	36	31	29	34	35
95th percentile time to start treatment ⁵ (minutes)	187	174	162	130	123	117

(†) 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.

St George Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 19,537 patients

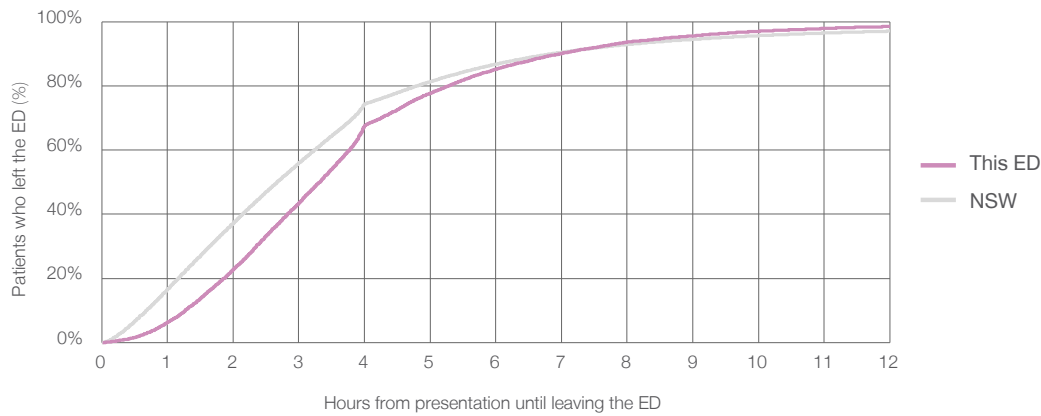
Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Median time to leaving the ED⁸ 3 hours and 19 minutes

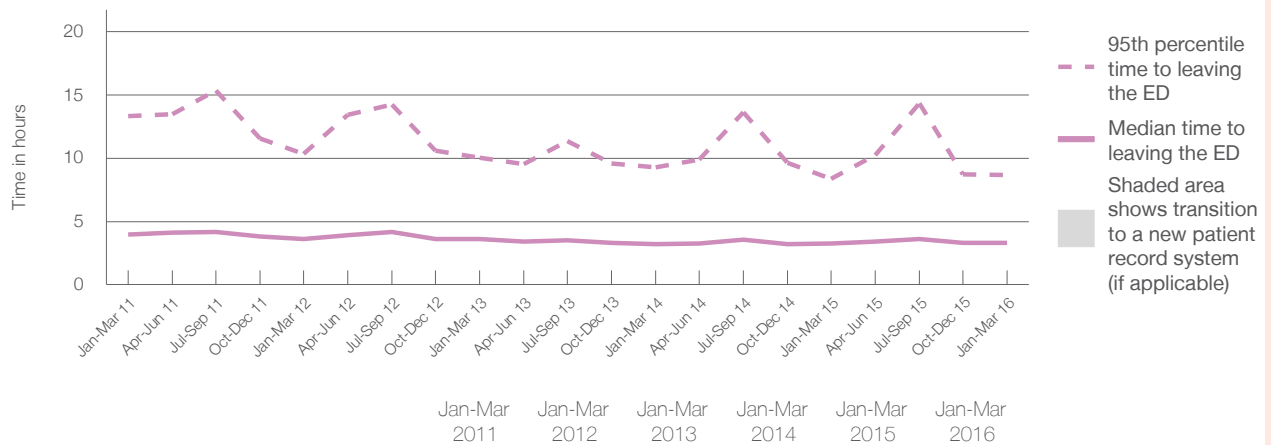
95th percentile time to leaving the ED⁹ 8 hours and 39 minutes

Same period last year	NSW (this period)
18,493	18,493
3 hours and 15 minutes	2 hours and 40 minutes
8 hours and 23 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 58m	3h 37m	3h 37m	3h 14m	3h 15m	3h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 18m	10h 19m	10h 3m	9h 16m	8h 23m	8h 39m

(†) 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.

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

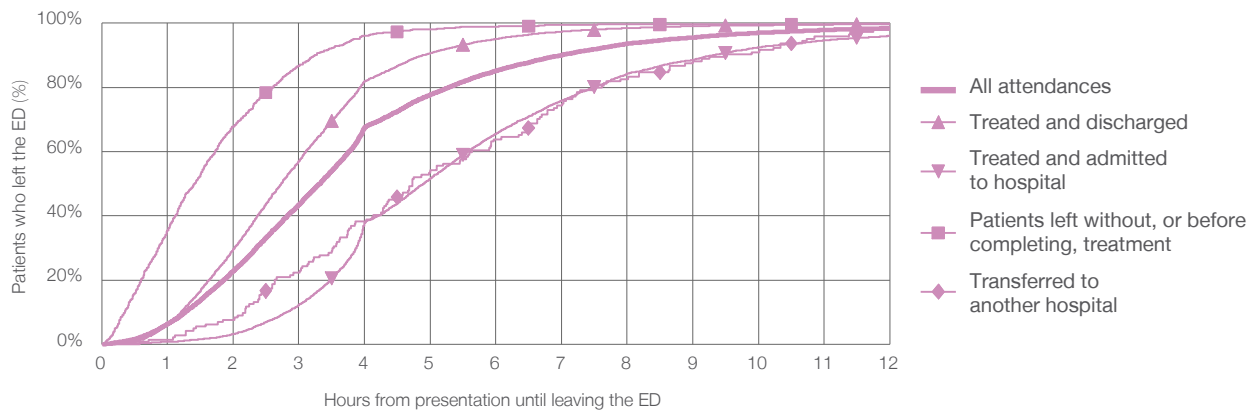
All attendances:¹ 19,537 patients

Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Treated and discharged	11,623 (59%)
Treated and admitted to hospital	6,513 (33%)
Patient left without, or before completing, treatment	1,103 (6%)
Transferred to another hospital	144 (1%)
Other	154 (1%)

Same period last year	Change since one year ago
18,493	6%
11,094	5%
6,217	5%
950	16%
158	-9%
74	108%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

Treated and discharged	6%	30%	57%	82%	95%	98%	99%	100%
Treated and admitted to hospital	1%	3%	12%	38%	66%	84%	92%	96%
Patient left without, or before completing, treatment	36%	68%	87%	96%	99%	100%	100%	100%
Transferred to another hospital	1%	8%	22%	38%	64%	83%	91%	98%
All attendances	6%	23%	44%	68%	85%	94%	97%	98%

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

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

St George Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances:¹ 19,537 patients

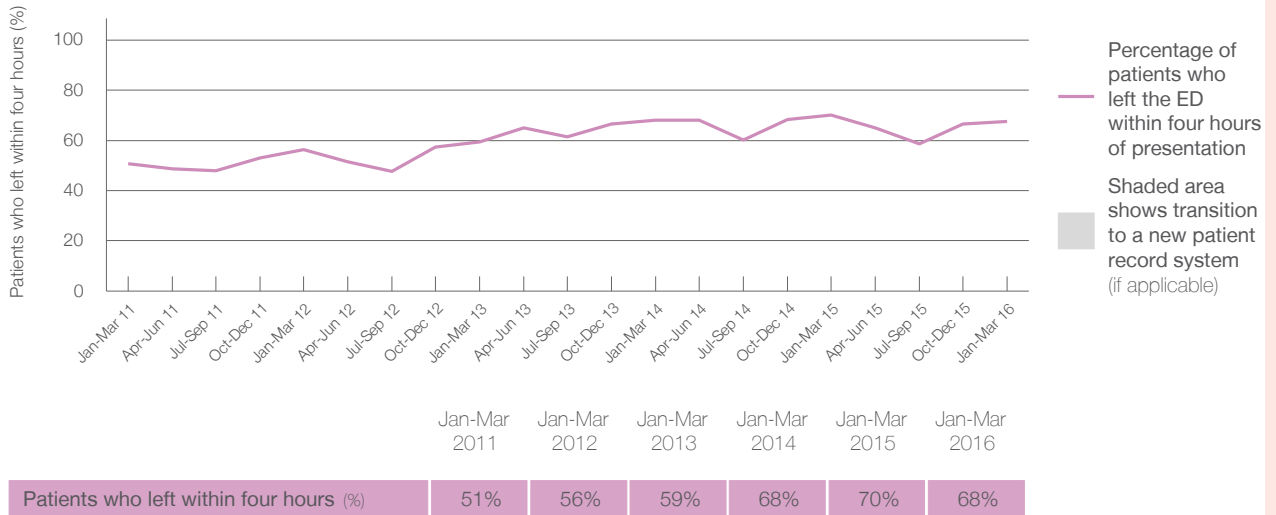
Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
18,493	6%
18,493	6%
70%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



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

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

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Sutherland Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 13,003 patients
 Emergency attendances:² 12,910 patients

Same period last year	Change since one year ago
12,505	4%
12,375	4%

Sutherland Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,587 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,063 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,079 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,140 patients

Median time to start treatment⁴ 29 minutes
 95th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
1,802	
14 minutes	8 minutes
42 minutes	35 minutes
4,871	
28 minutes	20 minutes
79 minutes	99 minutes
4,629	
29 minutes	26 minutes
91 minutes	137 minutes
1,008	
26 minutes	23 minutes
98 minutes	135 minutes

Sutherland Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 13,003 patients

Percentage of patients who left the ED within four hours 74%

Same period last year	Change since one year ago
12,505	4%
74%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

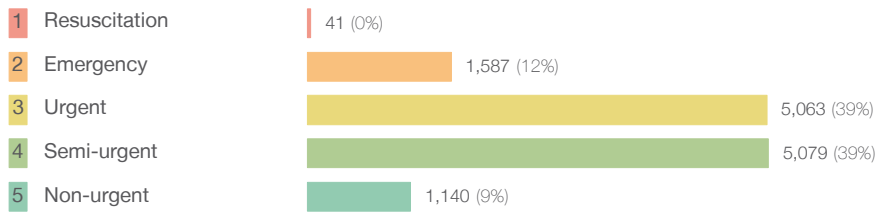
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

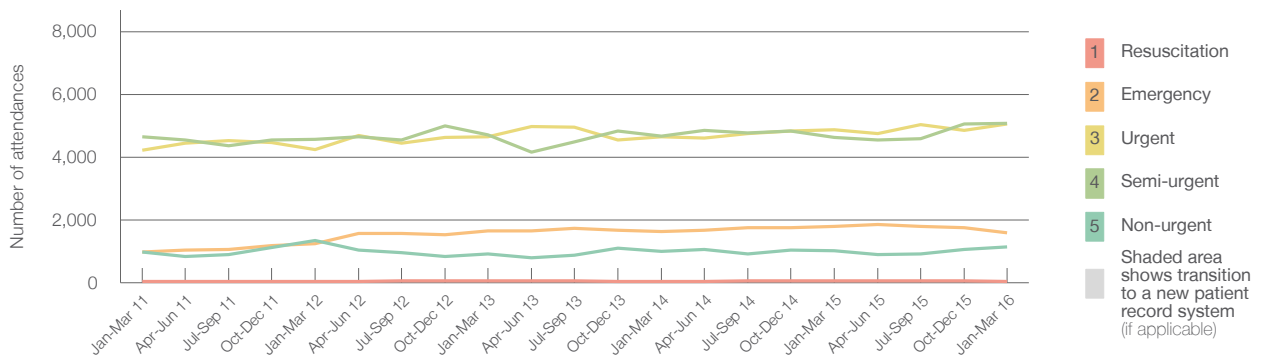
All attendances:¹ 13,003 patients

Emergency attendances² by triage category: 12,910 patients



Same period last year	Change since one year ago
12,505	4%
12,375	4%
65	-37%
1,802	-12%
4,871	4%
4,629	10%
1,008	13%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	45	41	49	36	65	41
Emergency	974	1,246	1,653	1,636	1,802	1,587
Urgent	4,221	4,240	4,652	4,652	4,871	5,063
Semi-urgent	4,641	4,561	4,717	4,663	4,629	5,079
Non-urgent	981	1,337	907	999	1,008	1,140
All emergency attendances	10,862	11,425	11,978	11,986	12,375	12,910

Sutherland Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 3,205 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
3,079	
14 minutes	-1 minute
43 minutes	-10 minutes

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

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

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

Sutherland Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,587

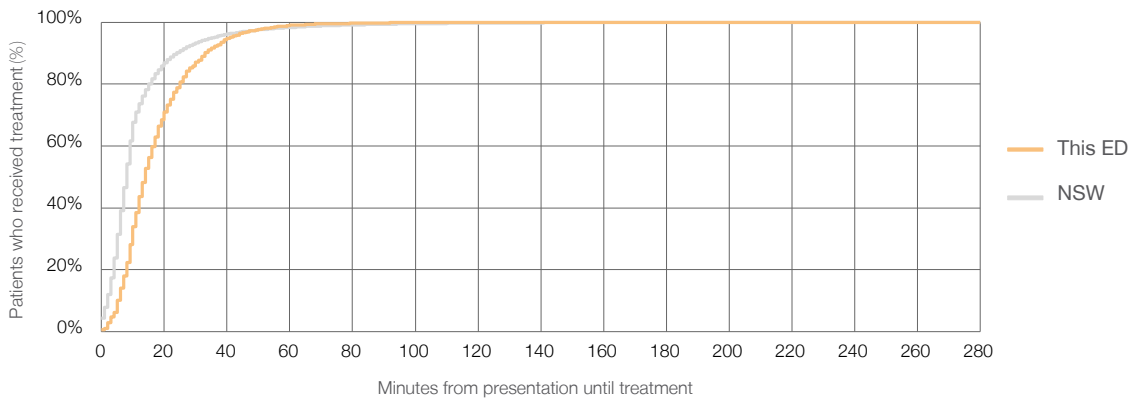
Number of triage 2 patients used to calculate waiting time:³ 1,580

Median time to start treatment⁴ 14 minutes

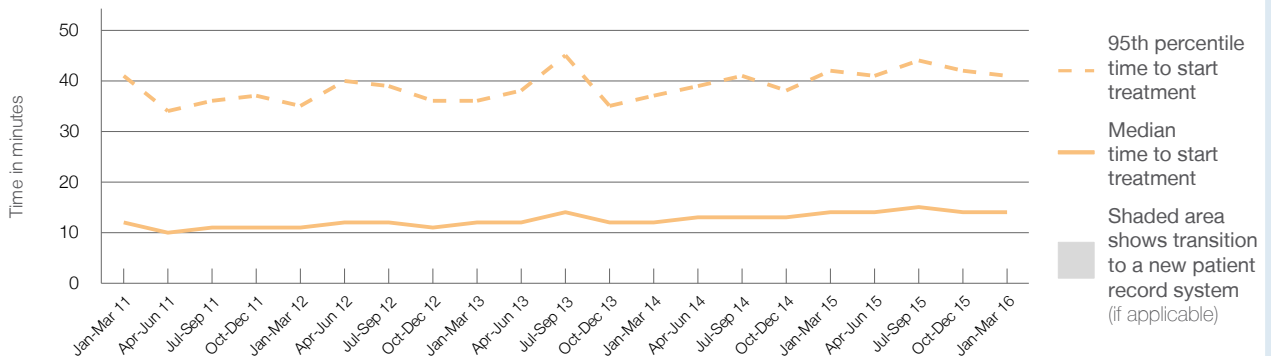
95th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,802	1,799
14 minutes	8 minutes
42 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	12	11	12	12	14	14
95th percentile time to start treatment ⁵ (minutes)	41	35	36	37	42	41

(†) 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.

Sutherland Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 5,063

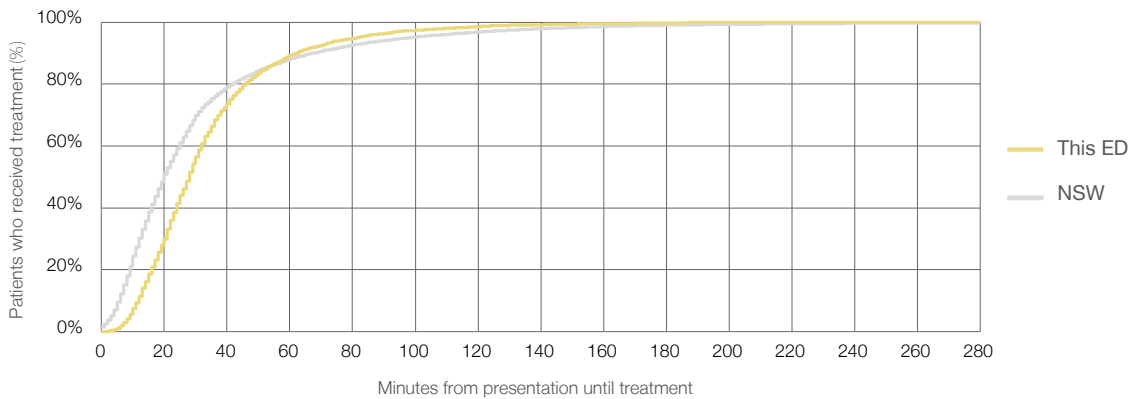
Number of triage 3 patients used to calculate waiting time:³ 5,002

Median time to start treatment⁴ 28 minutes

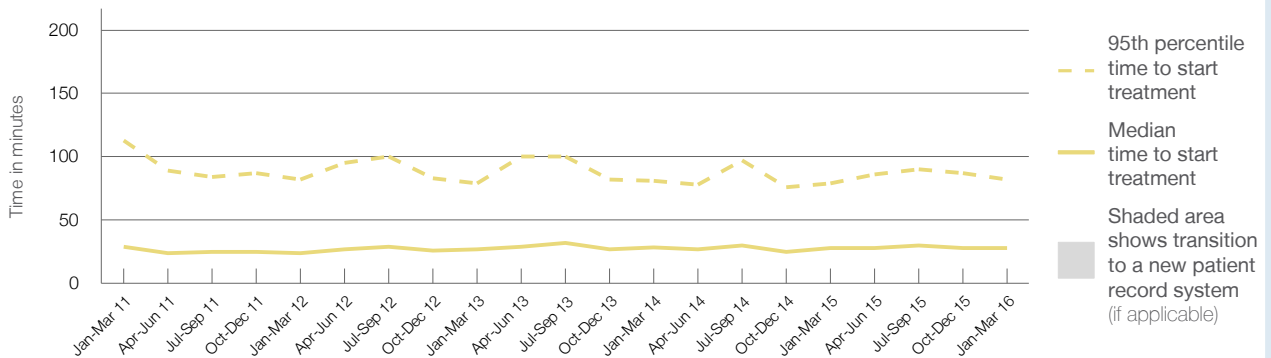
95th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
4,871	4,817
28 minutes	20 minutes
79 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	29	24	27	29	28	28
95th percentile time to start treatment ⁵ (minutes)	113	82	79	81	79	82

(†) 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.

Sutherland Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 5,079

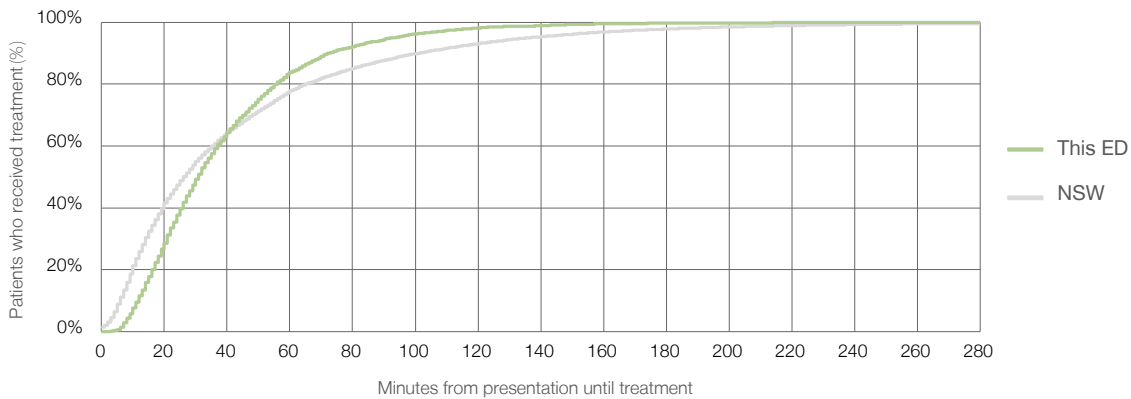
Number of triage 4 patients used to calculate waiting time:³ 4,967

Median time to start treatment⁴ 31 minutes

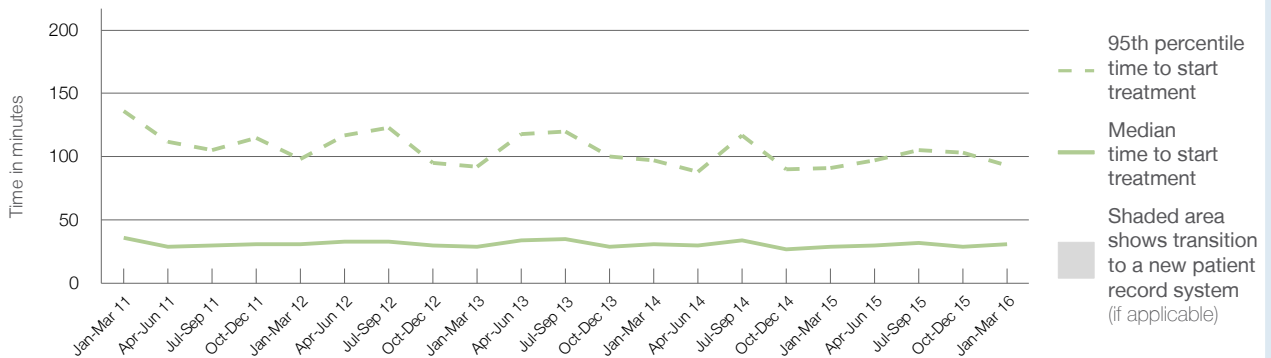
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
4,629	4,534
29 minutes	26 minutes
91 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	36	31	29	31	29	31
95th percentile time to start treatment ⁵ (minutes)	136	98	92	97	91	93

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

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

Sutherland Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 1,140

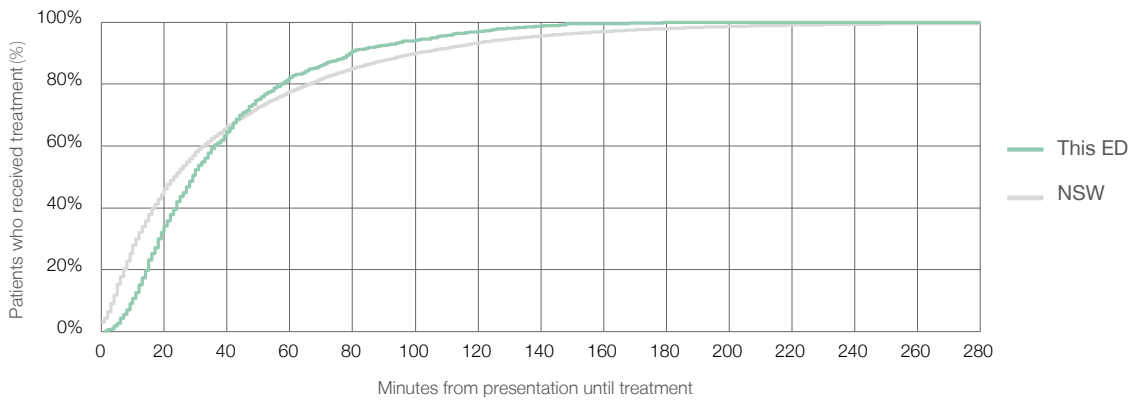
Number of triage 5 patients used to calculate waiting time:³ 1,069

Median time to start treatment⁴ 29 minutes

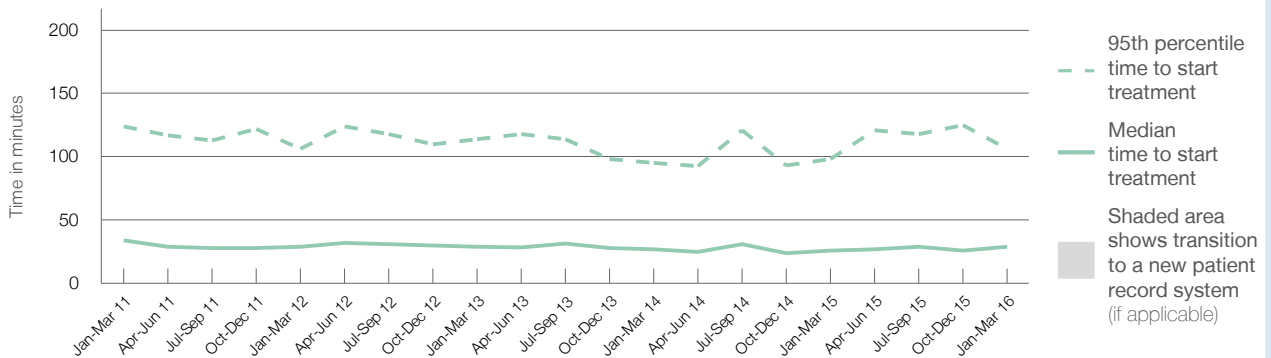
95th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
1,008	944
26 minutes	23 minutes
98 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	34	29	29	27	26	29
95th percentile time to start treatment ⁵ (minutes)	124	106	114	95	98	106

(†) 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.

Sutherland Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 13,003 patients

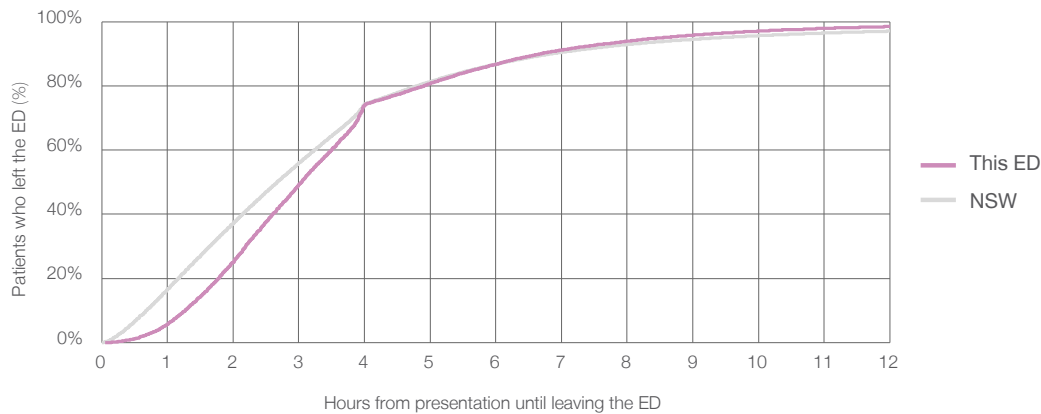
Attendances used to calculate time to leaving the ED:⁶ 13,003 patients

Median time to leaving the ED⁸ 3 hours and 3 minutes

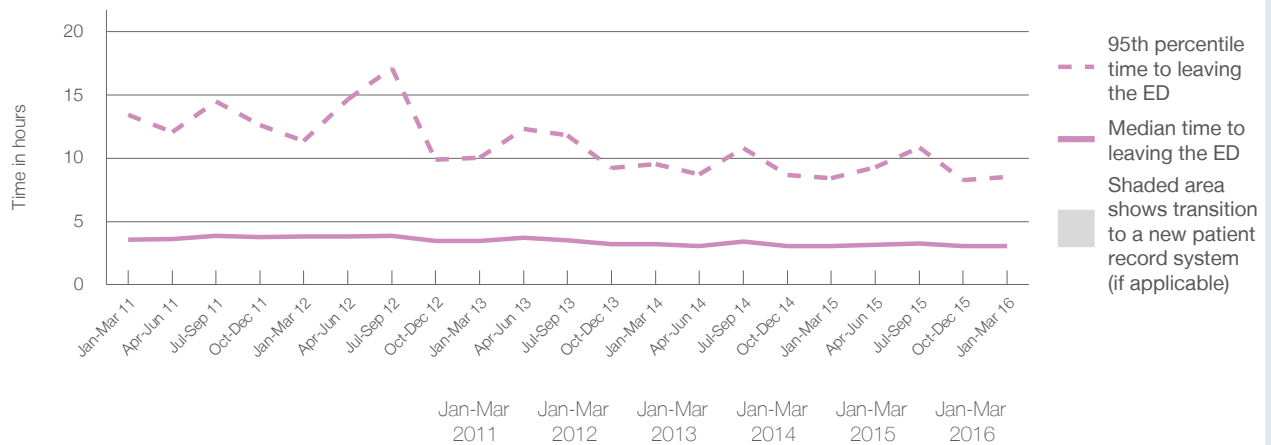
95th percentile time to leaving the ED⁹ 8 hours and 32 minutes

Same period last year	NSW (this period)
12,505	12,505
3 hours and 4 minutes	2 hours and 40 minutes
8 hours and 26 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	3h 34m	3h 48m	3h 27m	3h 12m	3h 4m	3h 3m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 24m	11h 20m	10h 1m	9h 33m	8h 26m	8h 32m

(†) 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.

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

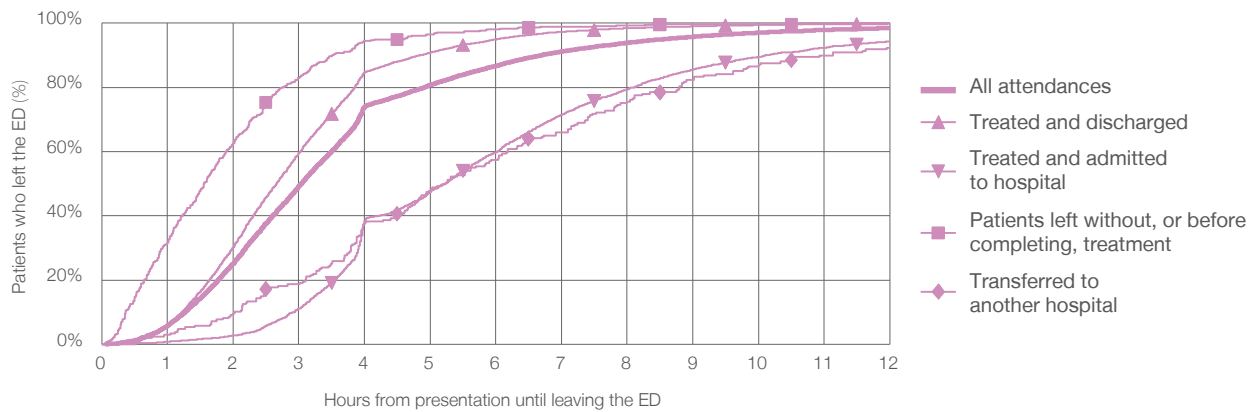
All attendances:¹ 13,003 patients

Attendances used to calculate time to leaving the ED:⁶ 13,003 patients

Treated and discharged	9,363 (72%)
Treated and admitted to hospital	2,870 (22%)
Patient left without, or before completing, treatment	507 (4%)
Transferred to another hospital	209 (2%)
Other	54 (0%)

Same period last year	Change since one year ago
12,505	4%
9,005	4%
2,777	3%
441	15%
227	-8%
55	-2%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

Treated and discharged	6%	30%	60%	85%	95%	98%	99%	100%
Treated and admitted to hospital	1%	3%	11%	38%	60%	79%	89%	94%
Patient left without, or before completing, treatment	32%	63%	83%	94%	98%	99%	100%	100%
Transferred to another hospital	3%	10%	19%	38%	57%	76%	87%	92%
All attendances	6%	25%	49%	74%	87%	94%	97%	99%

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

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

Sutherland Hospital: Time from presentation until leaving the ED
 Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances: ¹ 13,003 patients

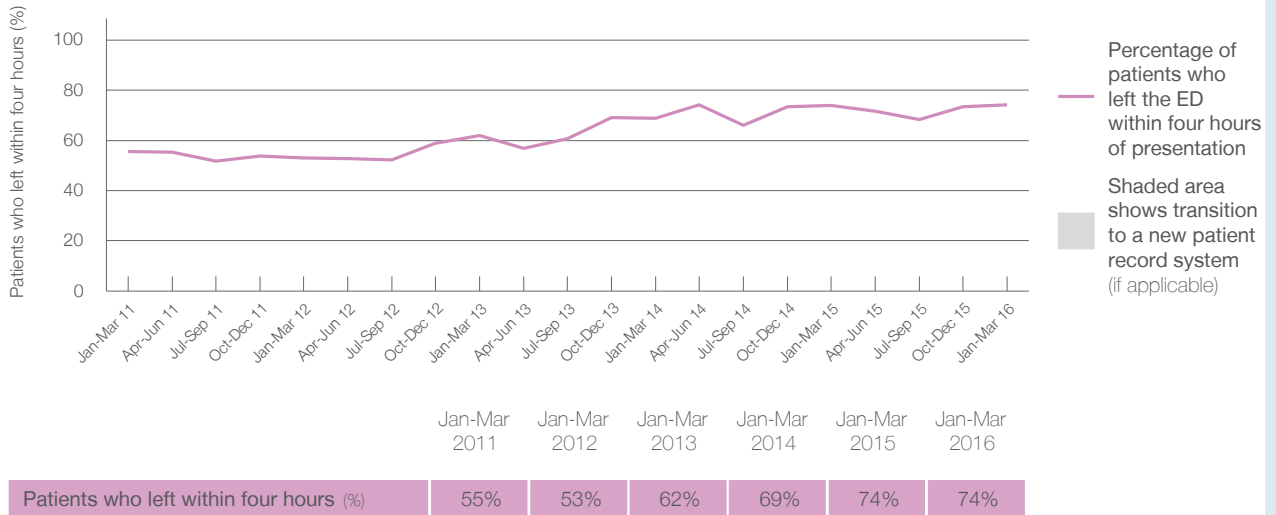
Attendances used to calculate time to leaving the ED: ⁶ 13,003 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
12,505	4%
12,505	4%
74%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



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

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

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

- All emergency and non-emergency attendances at the emergency department (ED).
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- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

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

January to March 2016

All attendances:¹ 10,504 patients
 Emergency attendances:² 8,043 patients

Same period last year	Change since one year ago
9,908	6%
7,803	3%

Sydney/Sydney Eye Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 126 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,033 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,497 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,387 patients

Median time to start treatment⁴ 29 minutes
 95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
104	
8 minutes	8 minutes
22 minutes	35 minutes
772	
18 minutes	20 minutes
55 minutes	99 minutes
3,740	
25 minutes	26 minutes
86 minutes	137 minutes
3,187	
25 minutes	23 minutes
102 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 10,502 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
9,908	6%
87%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

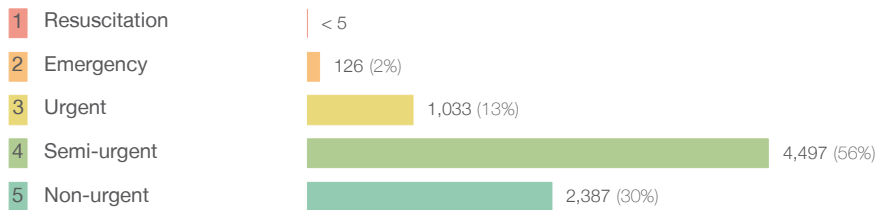
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Sydney/Sydney Eye Hospital: Patients attending the emergency department January to March 2016

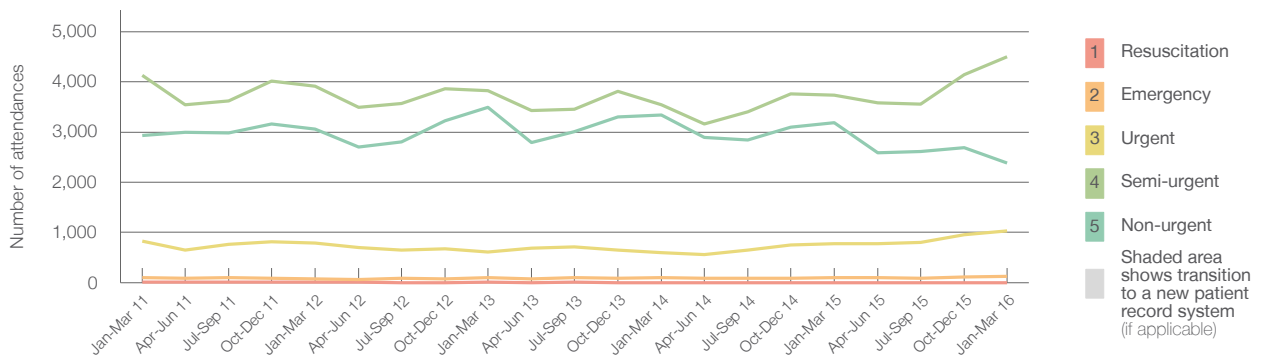
All attendances:¹ 10,504 patients

Emergency attendances² by triage category: 8,043 patients



Same period last year	Change since one year ago
9,908	6%
7,803	3%
< 5	*
104	20%
772	34%
3,740	20%
3,187	-25%

Emergency attendances² by quarter, January 2011 to March 2016[†]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	5	6	9	0	< 5	< 5
Emergency	94	78	98	98	104	126
Urgent	823	791	609	595	772	1,033
Semi-urgent	4,126	3,910	3,821	3,543	3,740	4,497
Non-urgent	2,929	3,058	3,490	3,334	3,187	2,387
All emergency attendances	7,977	7,843	8,027	7,570	7,803	8,043

Sydney/Sydney Eye Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 759 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
736	
10 minutes	-2 minutes
26 minutes	-5 minutes

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

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

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

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

January to March 2016

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

Number of triage 2 patients: 126

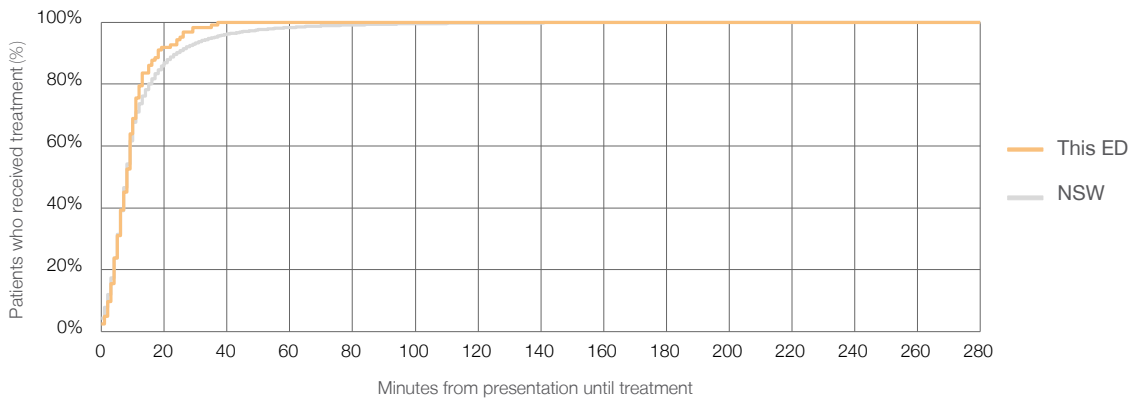
Number of triage 2 patients used to calculate waiting time:³ 122

Median time to start treatment⁴ 8 minutes

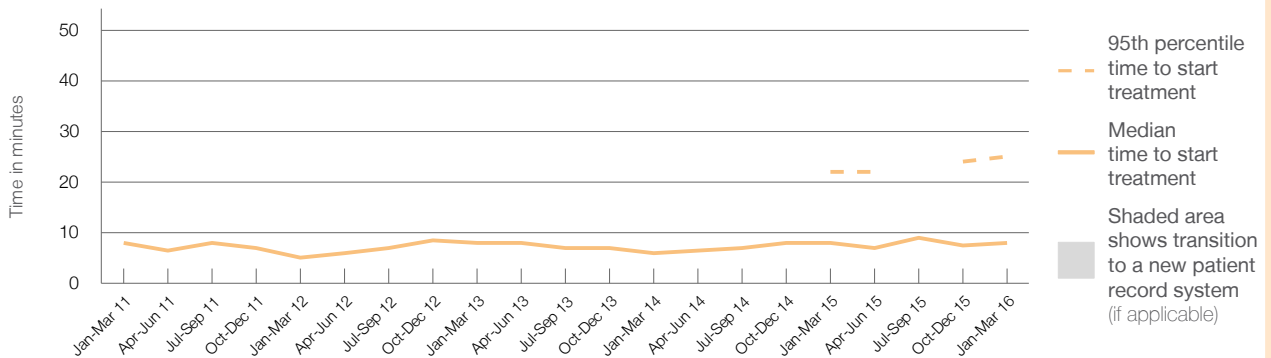
95th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
104	
102	
8 minutes	8 minutes
22 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	8	5	8	6	8	8
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	22	25

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

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

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

January to March 2016

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

Number of triage 3 patients: 1,033

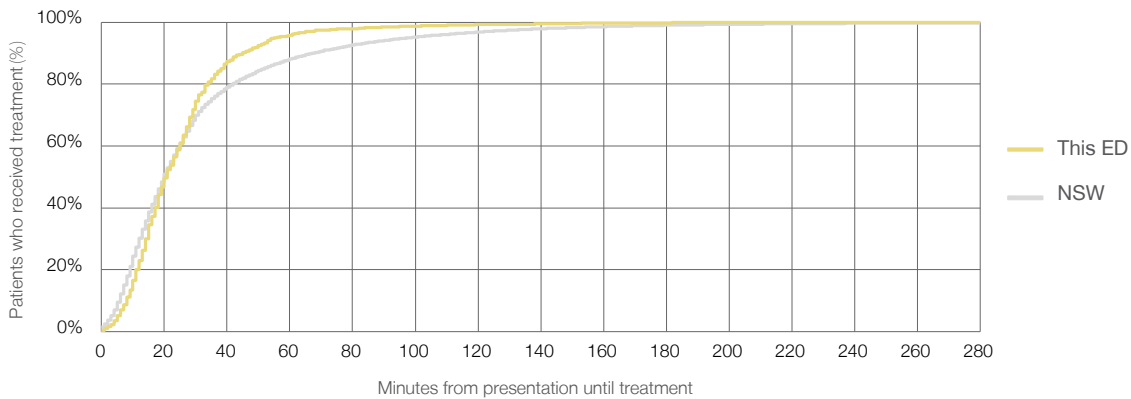
Number of triage 3 patients used to calculate waiting time:³ 1,020

Median time to start treatment⁴ 21 minutes

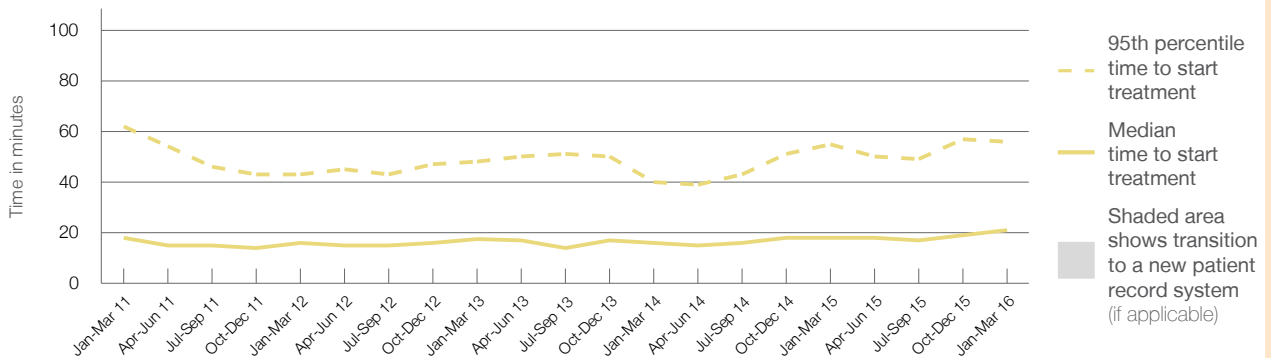
95th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
772	
751	
18 minutes	20 minutes
55 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	18	16	18	16	18	21
95th percentile time to start treatment ⁵ (minutes)	62	43	48	40	55	56

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

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

Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 4,497

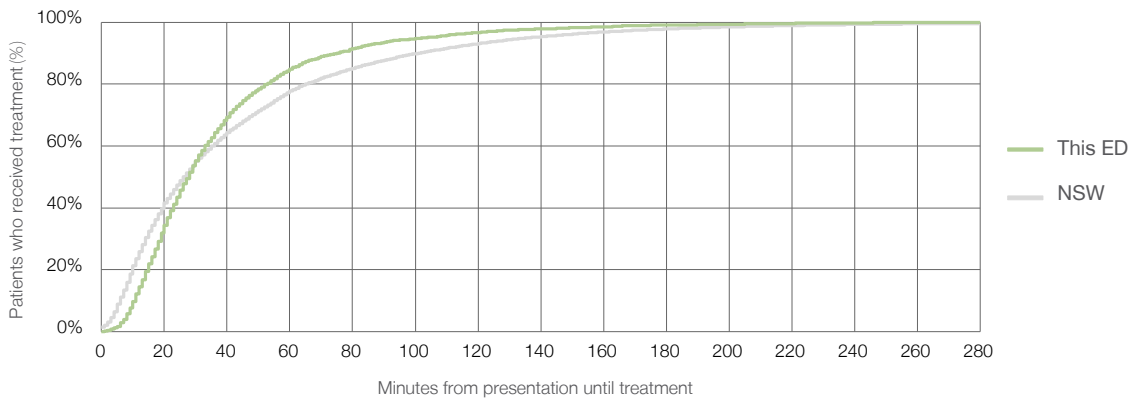
Number of triage 4 patients used to calculate waiting time:³ 4,400

Median time to start treatment⁴ 28 minutes

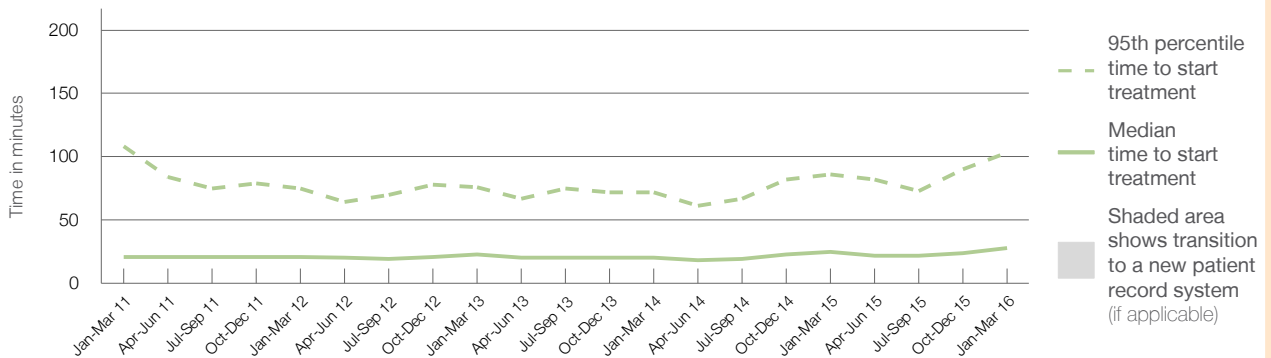
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
3,740	3,606
25 minutes	26 minutes
86 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	21	21	23	20	25	28
95th percentile time to start treatment ⁵ (minutes)	108	75	76	72	86	103

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

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

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

January to March 2016

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

Number of triage 5 patients: 2,387

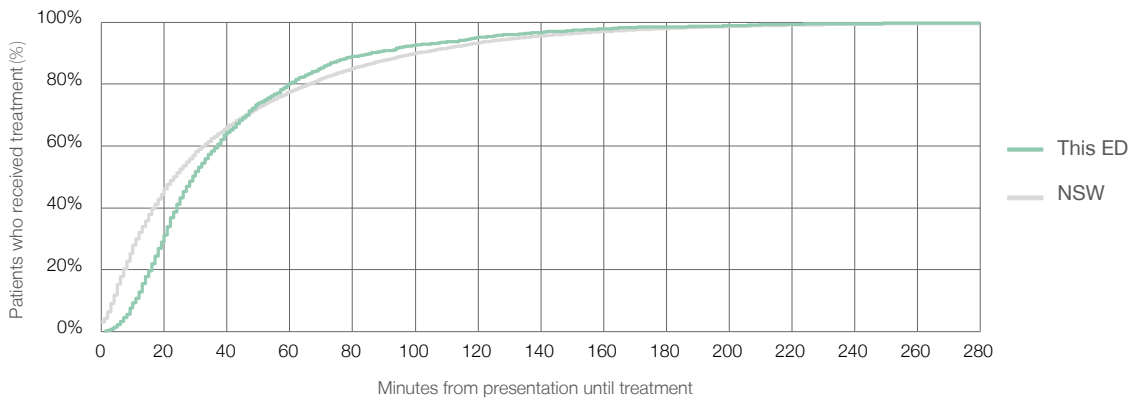
Number of triage 5 patients used to calculate waiting time:³ 2,146

Median time to start treatment⁴ 29 minutes

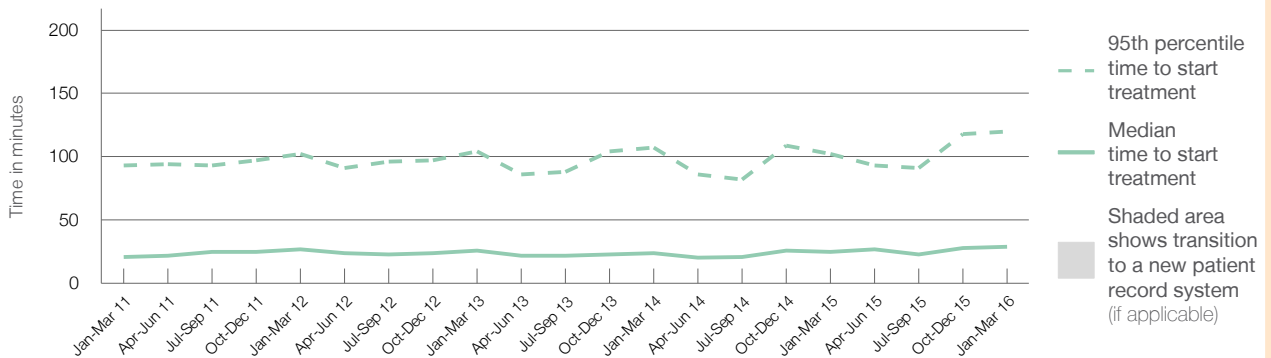
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
3,187	
2,957	
25 minutes	23 minutes
102 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	21	27	26	24	25	29
95th percentile time to start treatment ⁵ (minutes)	93	102	104	107	102	120

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

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

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

January to March 2016

All attendances:¹ 10,504 patients

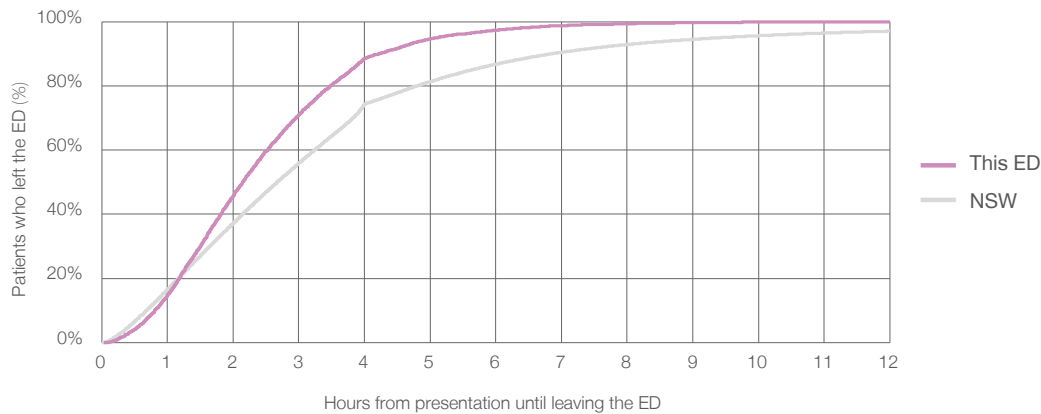
Attendances used to calculate time to leaving the ED:⁶ 10,502 patients

Median time to leaving the ED⁸ 2 hours and 9 minutes

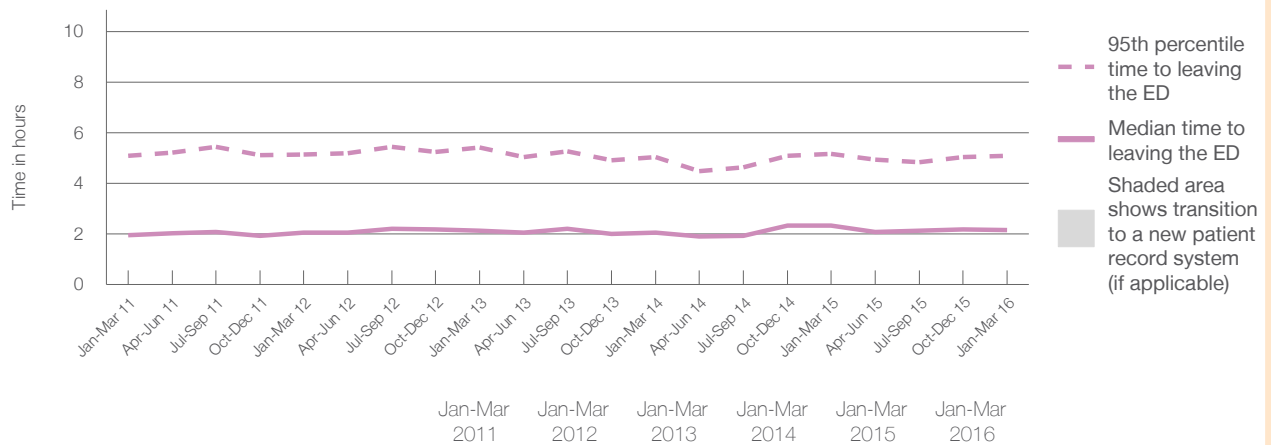
95th percentile time to leaving the ED⁹ 5 hours and 6 minutes

Same period last year	NSW (this period)
9,908	9,908
2 hours and 21 minutes	2 hours and 40 minutes
5 hours and 10 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{††}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 58m	2h 3m	2h 8m	2h 4m	2h 21m	2h 9m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 5m	5h 8m	5h 26m	5h 3m	5h 10m	5h 6m

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

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

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

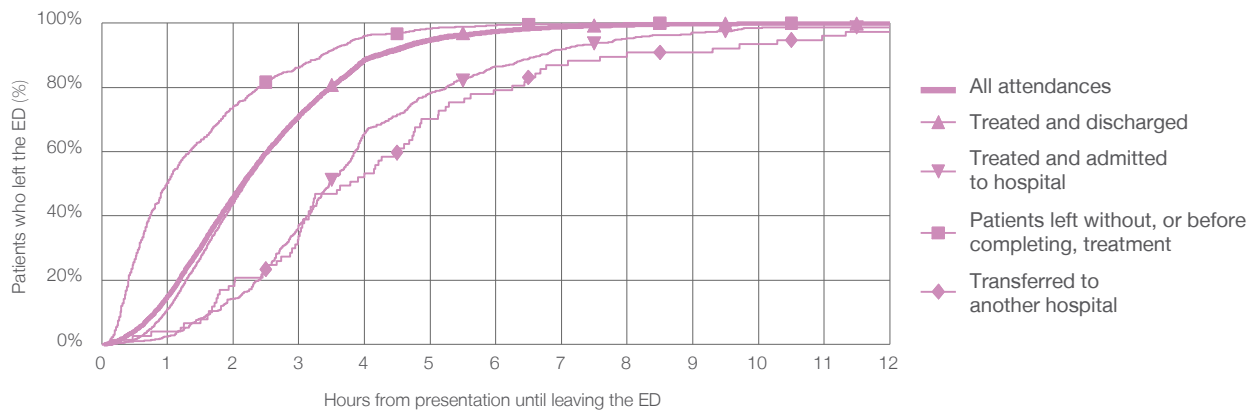
All attendances:¹ 10,504 patients

Attendances used to calculate time to leaving the ED:⁶ 10,502 patients

Treated and discharged	8,699 (83%)
Treated and admitted to hospital	540 (5%)
Patient left without, or before completing, treatment	893 (9%)
Transferred to another hospital	77 (1%)
Other	295 (3%)

Same period last year	Change since one year ago
9,908	6%
8,319	5%
595	-9%
599	49%
77	0%
318	-7%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11%	44%	71%	89%	98%	100%	100%	100%
Treated and admitted to hospital	2%	14%	37%	66%	86%	95%	99%	99%
Patient left without, or before completing, treatment	50%	74%	86%	96%	99%	100%	100%	100%
Transferred to another hospital	4%	18%	34%	53%	79%	91%	94%	97%
All attendances	15%	46%	71%	89%	97%	99%	100%	100%

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

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

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances:¹ 10,504 patients

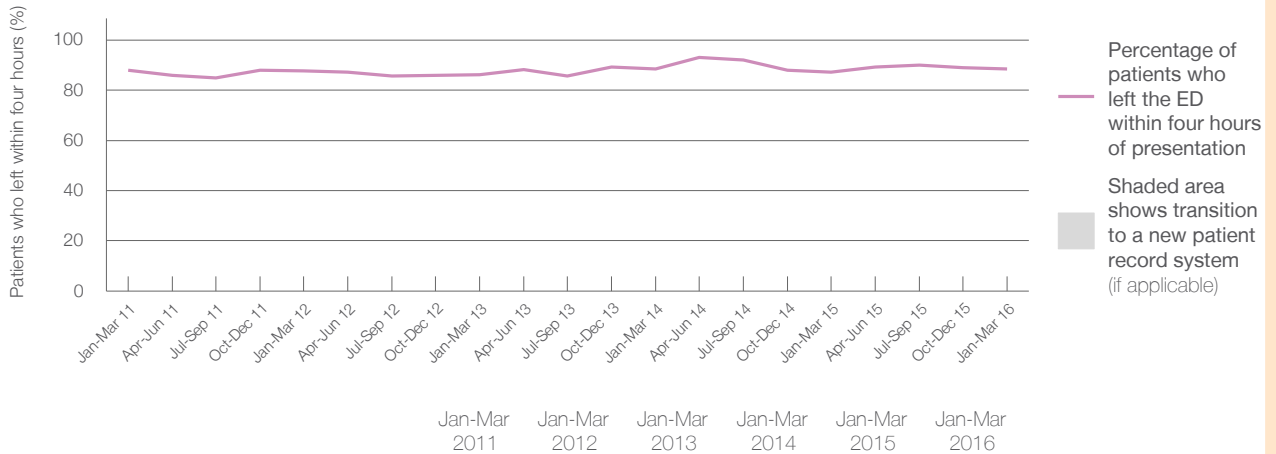
Attendances used to calculate time to leaving the ED:⁶ 10,502 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
9,908	6%
9,908	6%
87%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	88%	88%	86%	89%	87%	89%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).