

Hospital Quarterly

Performance Profiles

Emergency Department

October to December 2016

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Emergency department (ED) overview

October to December 2016

All presentations:¹ 684,740 patients

Emergency presentations:² 661,013 patients

Same period last year	Change since one year ago
664,923	3.0%
638,930	3.5%

New South Wales: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 79,091 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 225,304 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 282,449 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 69,643 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 103 minutes

Same period last year

8 minutes
24 minutes

20 minutes
69 minutes

27 minutes
103 minutes

24 minutes
104 minutes

New South Wales: Time patients spent in the ED

October to December 2016

Presentations used to calculate time to leaving the ED:⁶ 684,601 patients

Percentage of patients who spent four hours or less in the ED 74.3%

Same period last year

74.1%

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

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

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

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

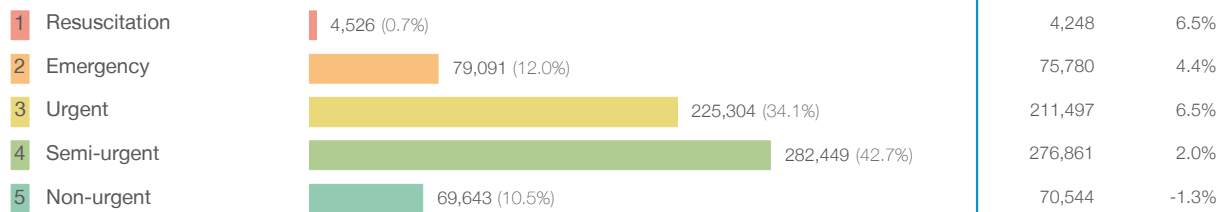
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

New South Wales: Patients presenting to the emergency department

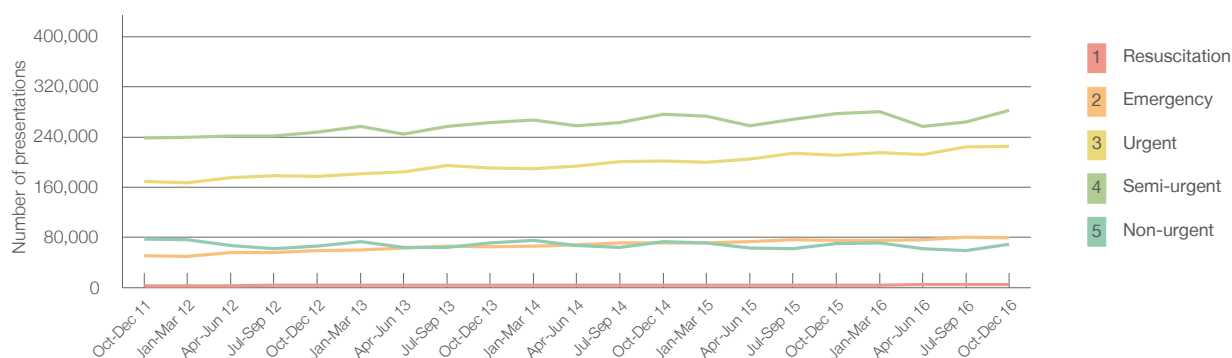
October to December 2016

All presentations:¹ 684,740 patients

Emergency presentations² by triage category: 661,013 patients



Emergency presentations² by quarter, October 2011 to December 2016



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	3,198	3,648	4,021	4,168	4,248	4,526
Emergency	50,586	58,827	65,420	71,471	75,780	79,091
Urgent	168,723	177,773	190,687	201,615	211,497	225,304
Semi-urgent	238,506	248,174	262,766	276,037	276,861	282,449
Non-urgent	77,141	65,796	71,227	73,514	70,544	69,643
All emergency presentations	538,154	554,218	594,121	626,805	638,930	661,013

New South Wales: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 132,800 patients

ED Transfer of care time



More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 79,091

Number of triage 2 patients used to calculate waiting time:³ 78,153

Median time to start treatment⁴

8 minutes

90th percentile time to start treatment⁵

26 minutes

Same period
last year

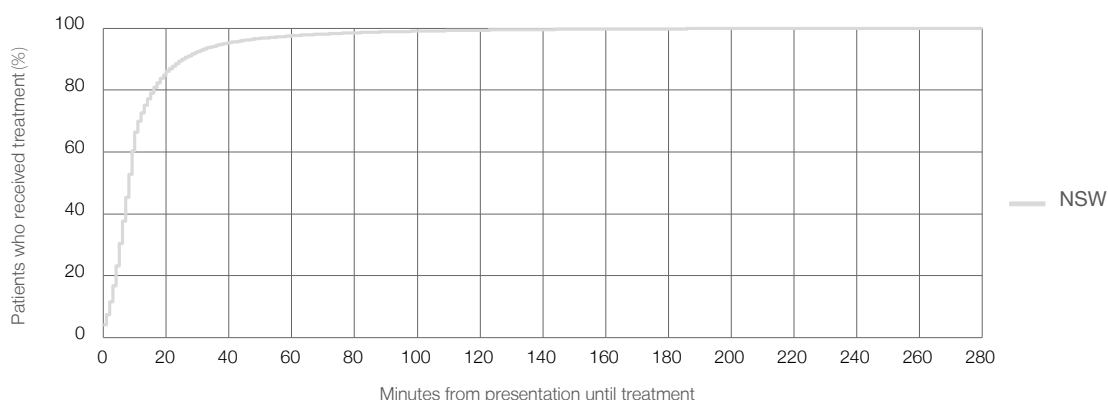
75,780

74,831

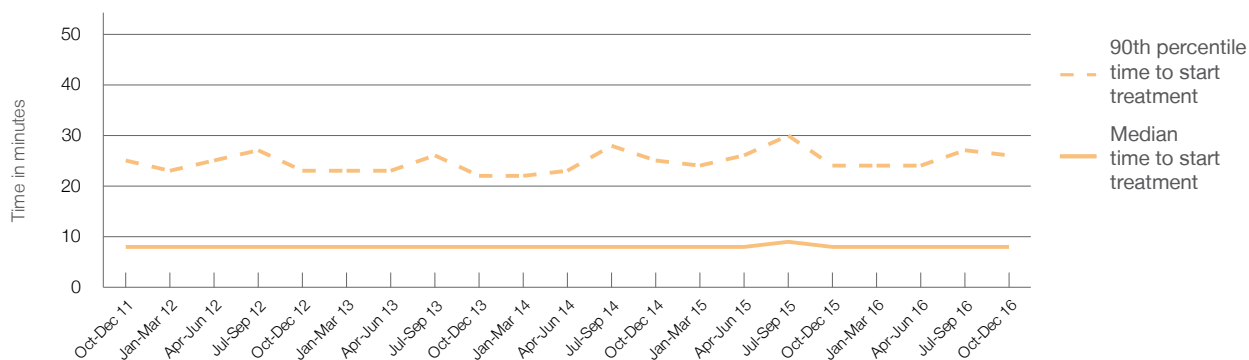
8 minutes

24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	25	23	22	25	24	26

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 225,304

Number of triage 3 patients used to calculate waiting time:³ 219,515

Median time to start treatment⁴

20 minutes

90th percentile time to start treatment⁵

67 minutes

Same period
last year

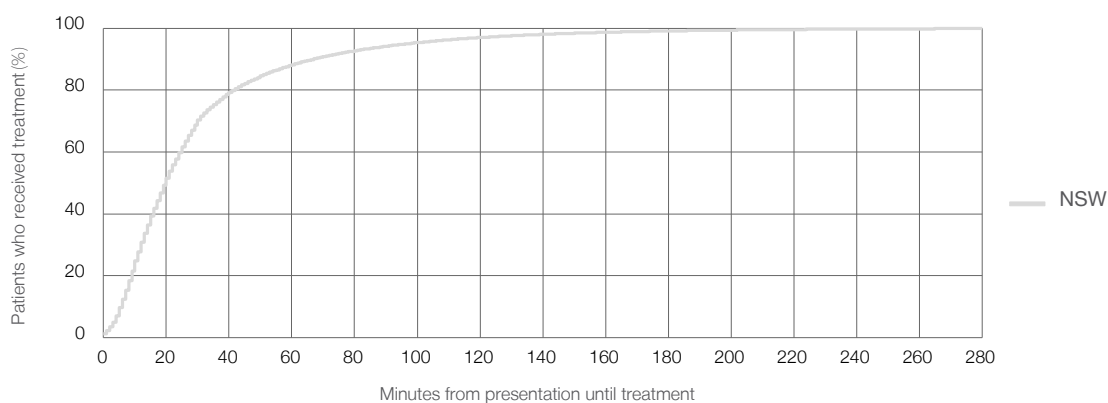
211,497

205,847

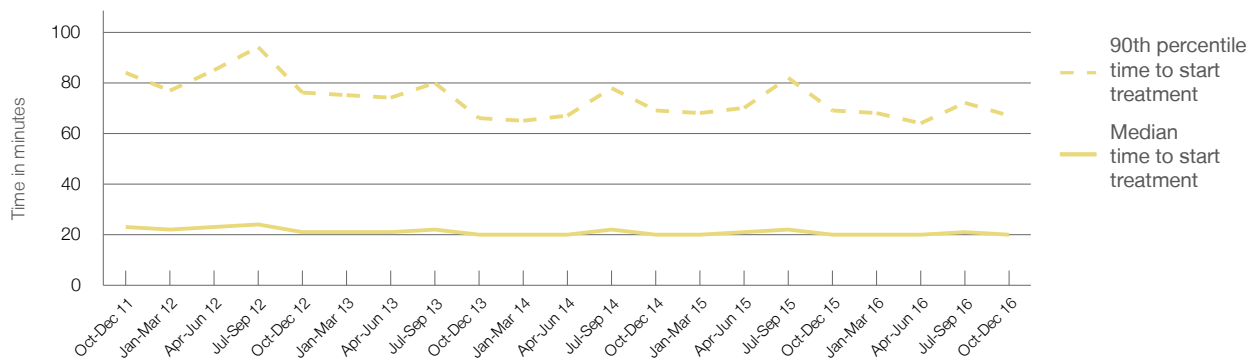
20 minutes

69 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	21	20	20	20	20
90th percentile time to start treatment ⁵ (minutes)	84	76	66	69	69	67

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 282,449

Number of triage 4 patients used to calculate waiting time:³ 262,395

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 97 minutes

Same period
last year

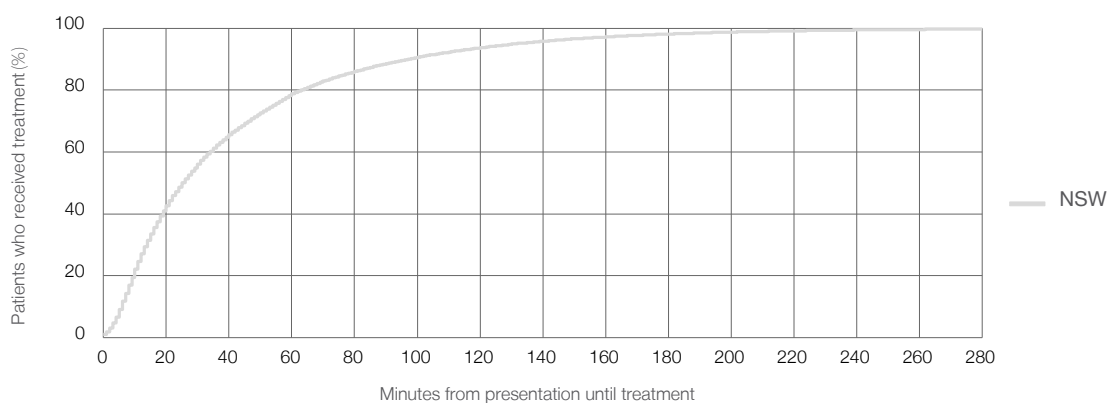
276,861

257,396

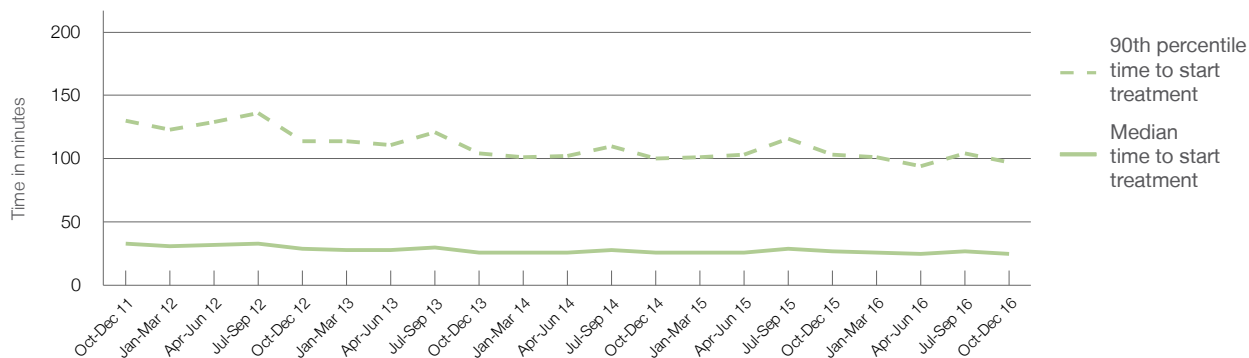
27 minutes

103 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	29	26	26	27	25
90th percentile time to start treatment ⁵ (minutes)	130	114	104	100	103	97

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 69,643

Number of triage 5 patients used to calculate waiting time:³ 59,340

Median time to start treatment⁴

24 minutes

90th percentile time to start treatment⁵

103 minutes

Same period
last year

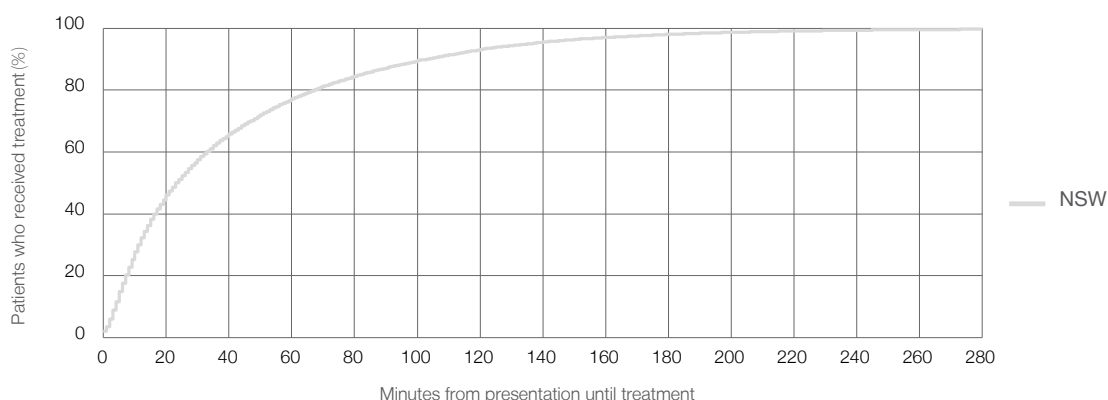
70,544

60,982

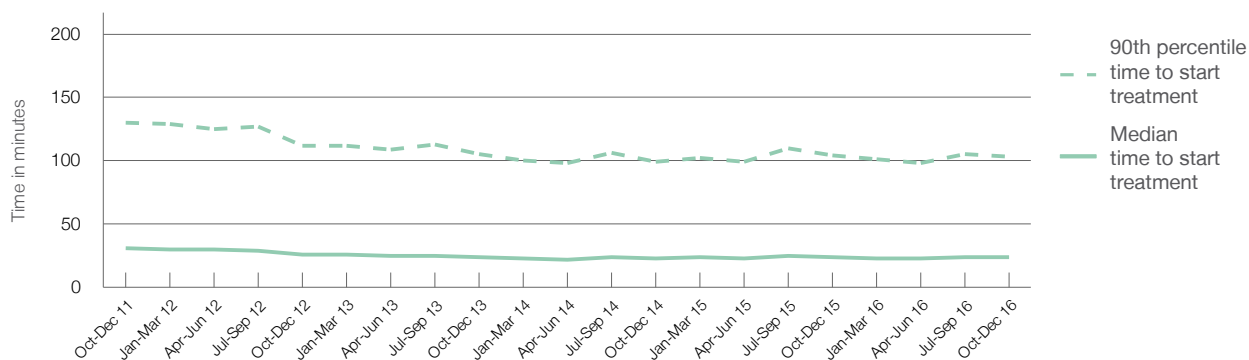
24 minutes

104 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	26	24	23	24	24
90th percentile time to start treatment ⁵ (minutes)	130	112	105	99	104	103

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time patients spent in the ED

October to December 2016

All presentations:¹ 684,740 patients

Presentations used to calculate time to leaving the ED:⁶ 684,601 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

90th percentile time spent in the ED⁹ 6 hours and 54 minutes

Same period
last year

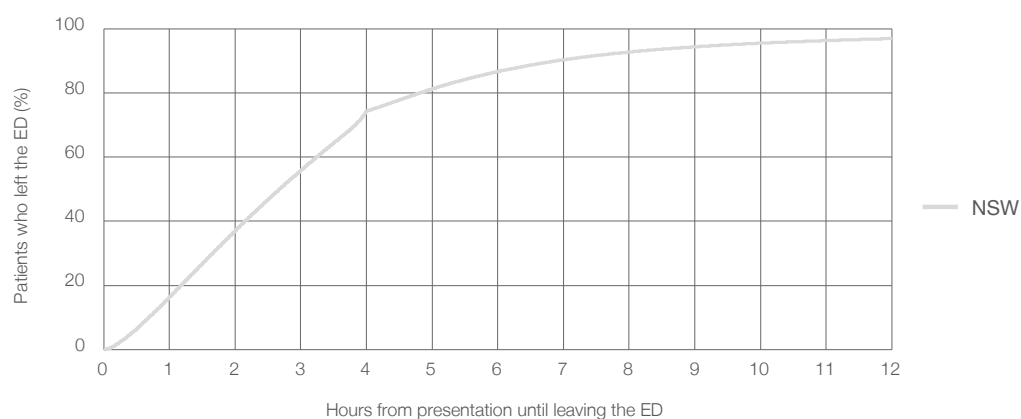
664,923

664,879

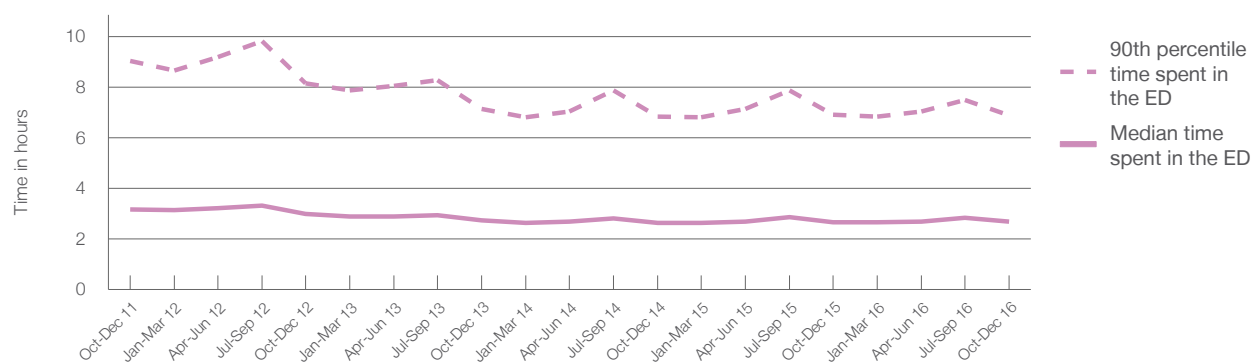
2 hours and
40 minutes

6 hours and
55 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time spent in the ED ⁸ (hours, minutes)	3h 11m	3h 0m	2h 44m	2h 38m	2h 40m	2h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 2m	8h 9m	7h 8m	6h 50m	6h 55m	6h 54m

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

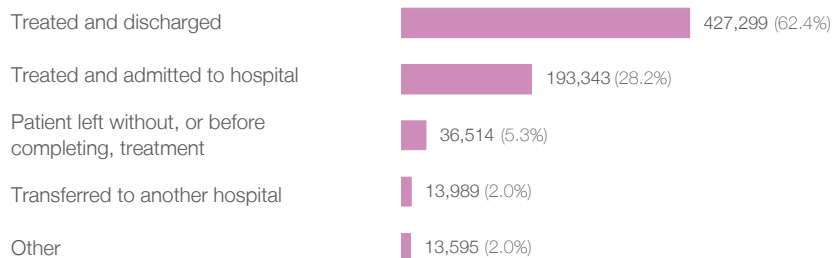
New South Wales: Time spent in the ED

By mode of separation

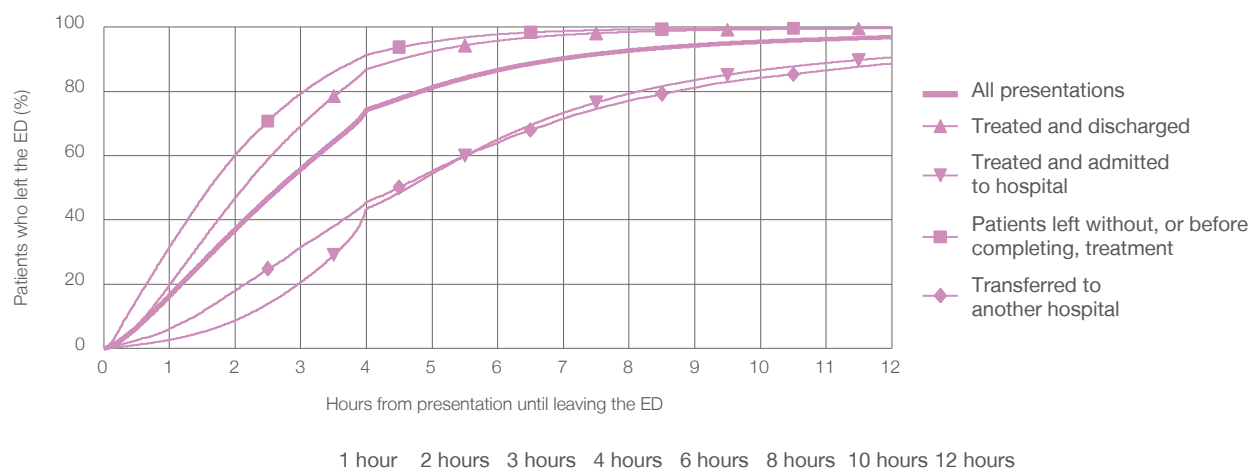
October to December 2016

All presentations:¹ 684,740 patients

Presentations used to calculate time spent in the ED:⁶ 684,601 patients



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



Treated and discharged	19.8%	47.0%	69.4%	87.0%	95.8%	98.5%	99.4%	99.7%
Treated and admitted to hospital	2.7%	8.7%	20.7%	43.5%	65.1%	79.4%	86.6%	90.6%
Patient left without, or before completing, treatment	31.6%	60.2%	79.4%	91.4%	97.8%	99.3%	99.7%	99.8%
Transferred to another hospital	6.2%	18.0%	31.6%	45.6%	64.0%	77.1%	84.3%	88.7%
All presentations	16.5%	37.1%	55.9%	74.3%	86.6%	92.7%	95.5%	96.9%

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Time spent in the ED

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

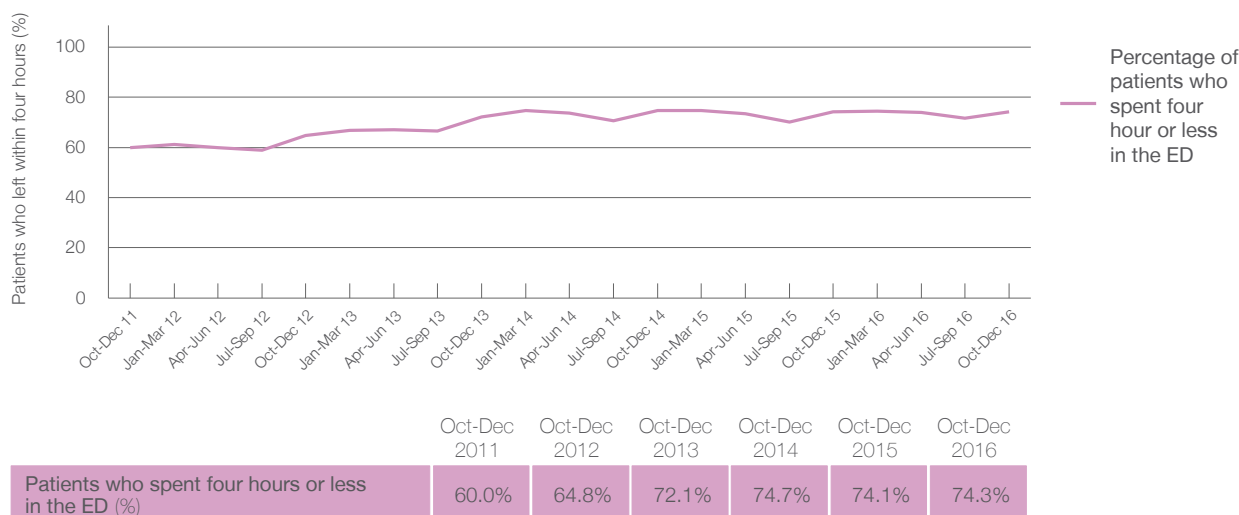
October to December 2016

All presentations at the emergency department:¹ 684,740 patients

Presentations used to calculate time to leaving the ED:⁶ 684,601 patients

Percentage of patients who spent four hours or less in the ED	74.3%	Same period last year	74.1%
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Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

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

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

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 13,511 patients

Emergency presentations:² 13,389 patients

Same period last year	Change since one year ago
13,418	0.7%
13,318	0.5%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,518 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,761 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,350 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 657 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
2,629	
7 minutes	8 minutes
24 minutes	26 minutes
5,662	
17 minutes	20 minutes
59 minutes	67 minutes
4,454	
19 minutes	25 minutes
70 minutes	97 minutes
479	
20 minutes	24 minutes
65 minutes	103 minutes

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 13,511 patients

Percentage of patients who spent four hours or less in the ED 78.5%

Same period last year	Change since one year ago
13,416	0.7%
77.6%	

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

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

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

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

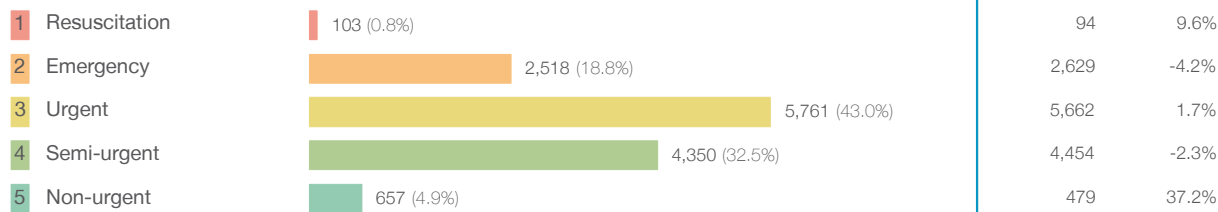
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

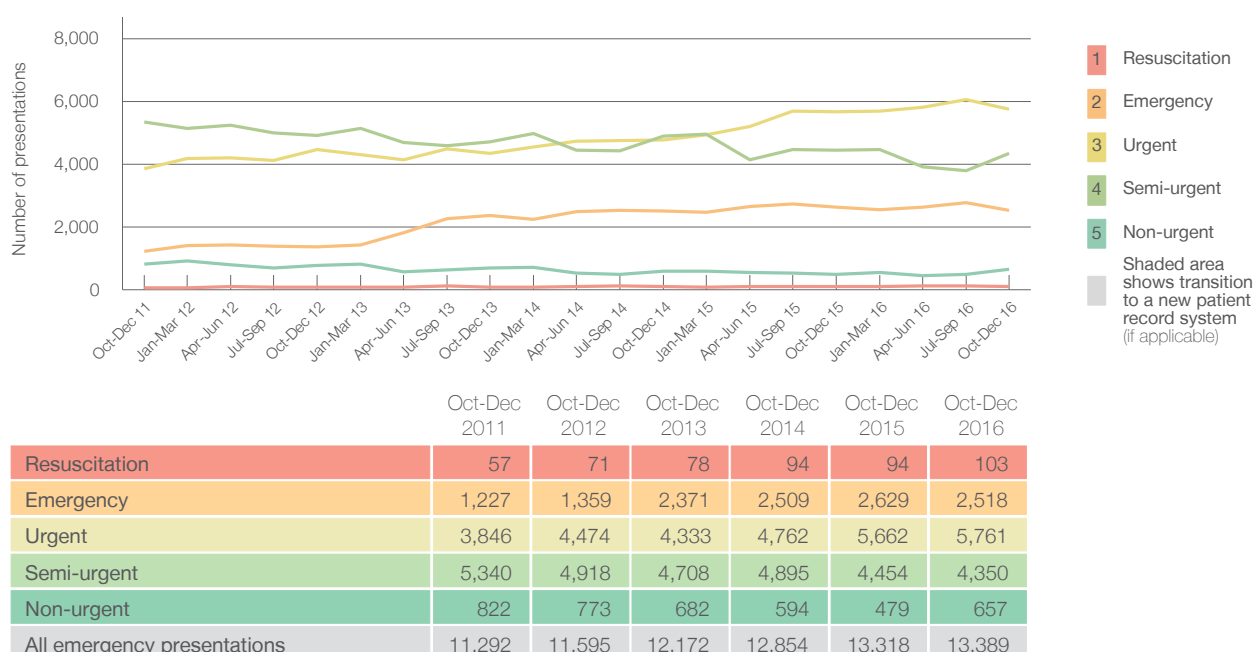
October to December 2016

All presentations:¹ 13,511 patients

Emergency presentations² by triage category: 13,389 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Bankstown / Lidcombe Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,527 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 2,518

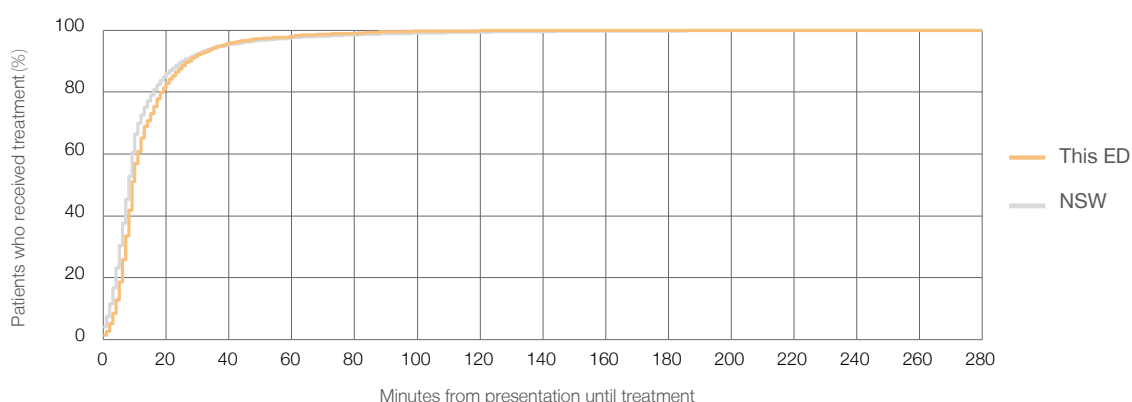
Number of triage 2 patients used to calculate waiting time:³ 2,511

Median time to start treatment⁴ 9 minutes

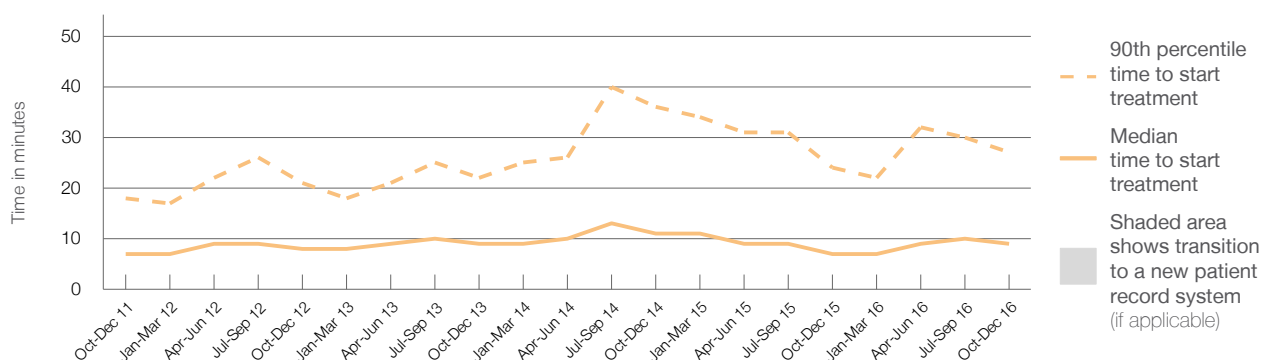
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
2,629	
2,617	
7 minutes	8 minutes
24 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	8	9	11	7	9
90th percentile time to start treatment ⁵ (minutes)	18	21	22	36	24	27

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

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

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 5,761

Number of triage 3 patients used to calculate waiting time:³ 5,657

Median time to start treatment⁴

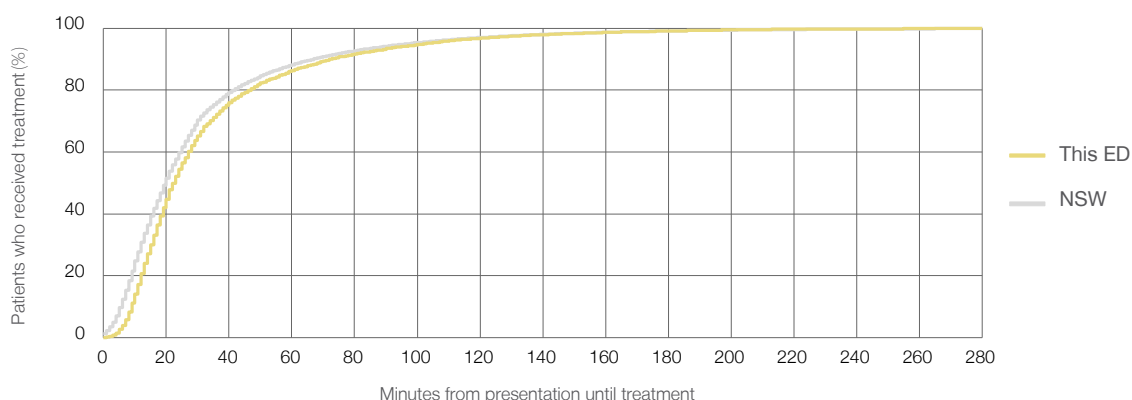
23 minutes

90th percentile time to start treatment⁵

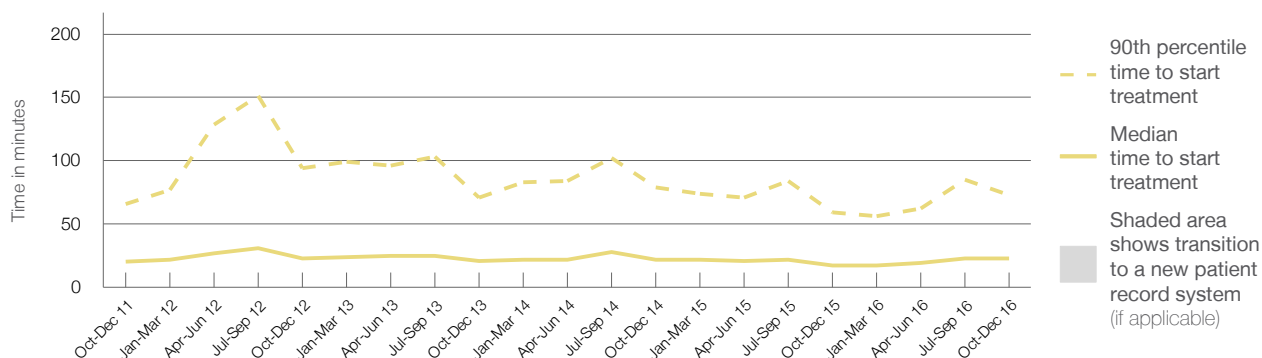
73 minutes

Same period last year	NSW (this period)
5,662	
5,556	
17 minutes	20 minutes
59 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	23	21	22	17	23
90th percentile time to start treatment ⁵ (minutes)	66	94	71	79	59	73

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

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

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 4,350

Number of triage 4 patients used to calculate waiting time:³ 4,185

Median time to start treatment⁴

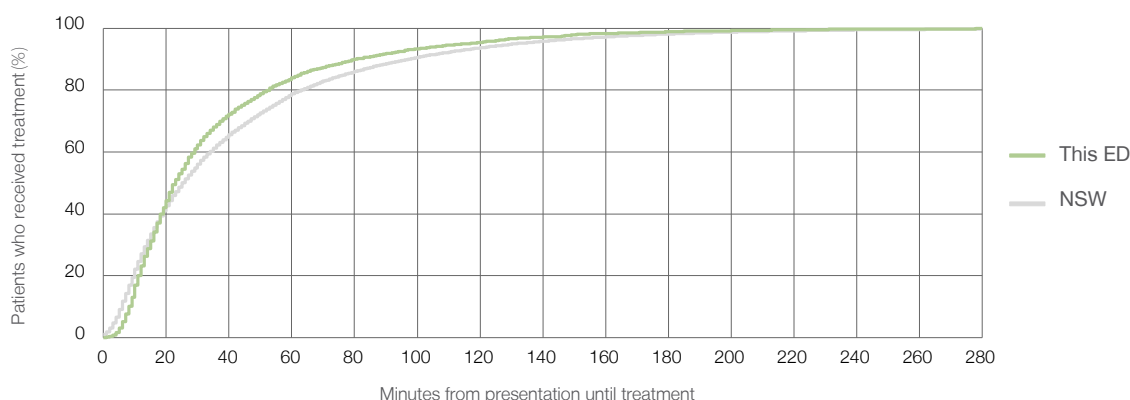
23 minutes

90th percentile time to start treatment⁵

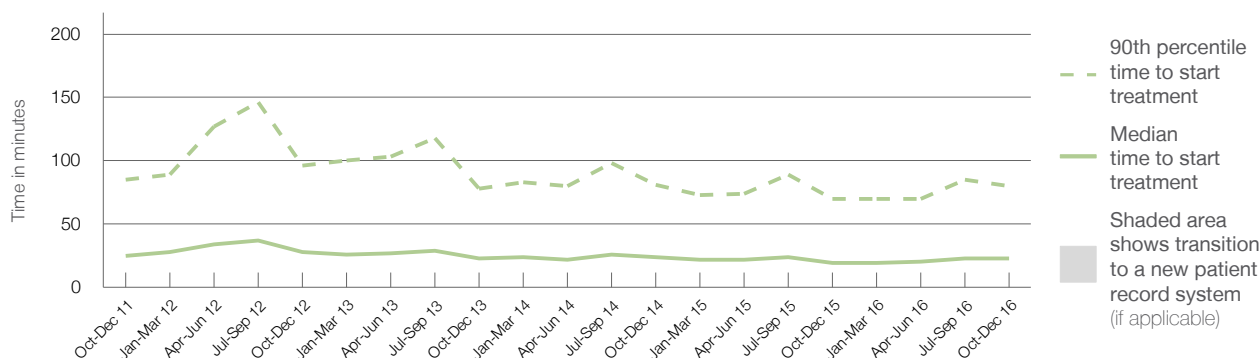
80 minutes

Same period last year	NSW (this period)
4,454	
4,301	
19 minutes	25 minutes
70 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	28	23	24	19	23
90th percentile time to start treatment ⁵ (minutes)	85	96	78	81	70	80

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

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

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 657

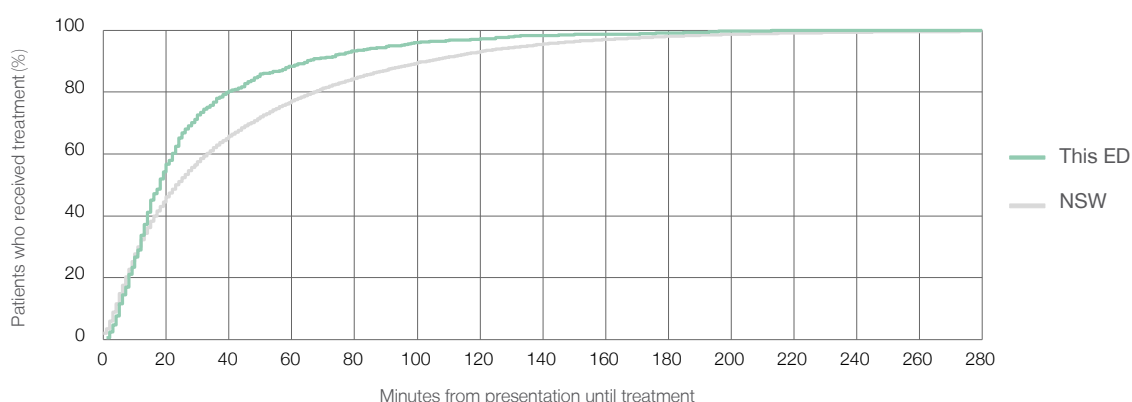
Number of triage 5 patients used to calculate waiting time:³ 544

Median time to start treatment⁴ 18 minutes

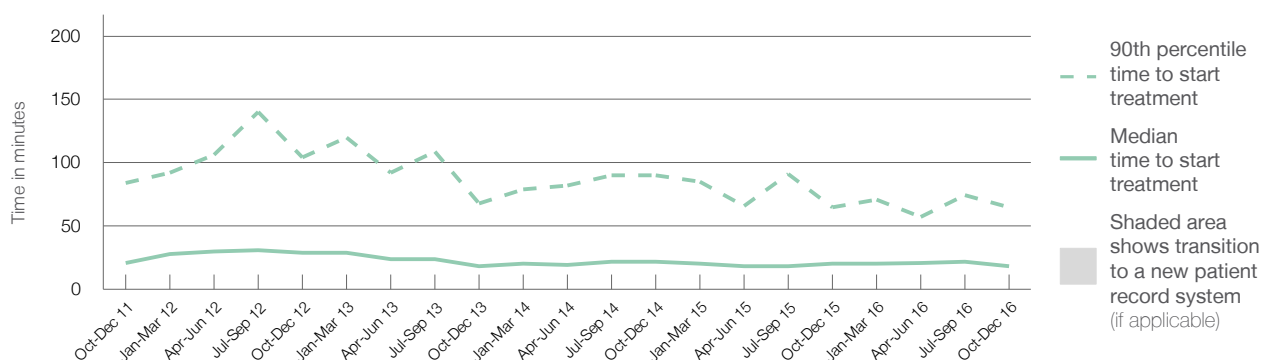
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
479	
393	
20 minutes	24 minutes
65 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	21	29	18	22	20	18
90th percentile time to start treatment ⁵ (minutes)	84	104	68	90	65	65

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

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

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

Bankstown / Lidcombe Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 13,511 patients

Presentations used to calculate time to leaving the ED:⁶ 13,511 patients

Median time spent in the ED⁸

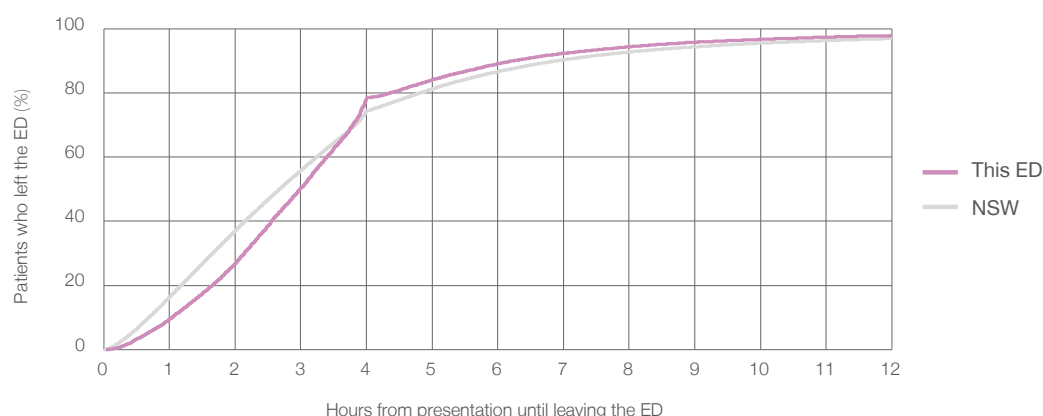
3 hours and 0 minutes

90th percentile time spent in the ED⁹

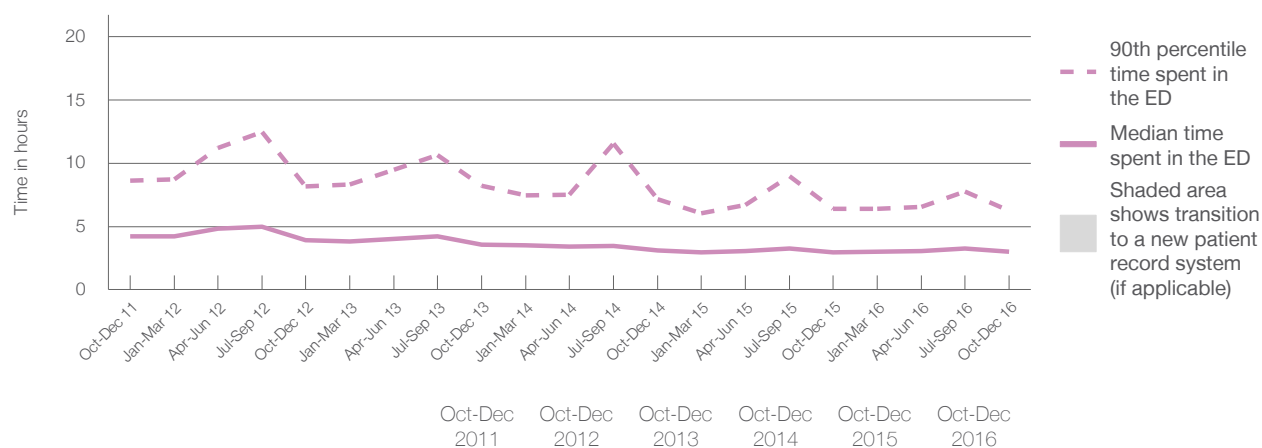
6 hours and 14 minutes

Same period last year	NSW (this period)
13,418	
13,416	
2 hours and 58 minutes	2 hours and 41 minutes
6 hours and 24 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 12m	3h 55m	3h 34m	3h 7m	2h 58m	3h 0m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 38m	8h 10m	8h 13m	7h 8m	6h 24m	6h 14m

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

Bankstown / Lidcombe Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

All presentations:[†] 13,511 patients

Presentations used to calculate time to leaving the ED:[‡] 13,511 patients

Treated and discharged 6,896 (51.0%)

Treated and admitted to hospital 5,511 (40.8%)

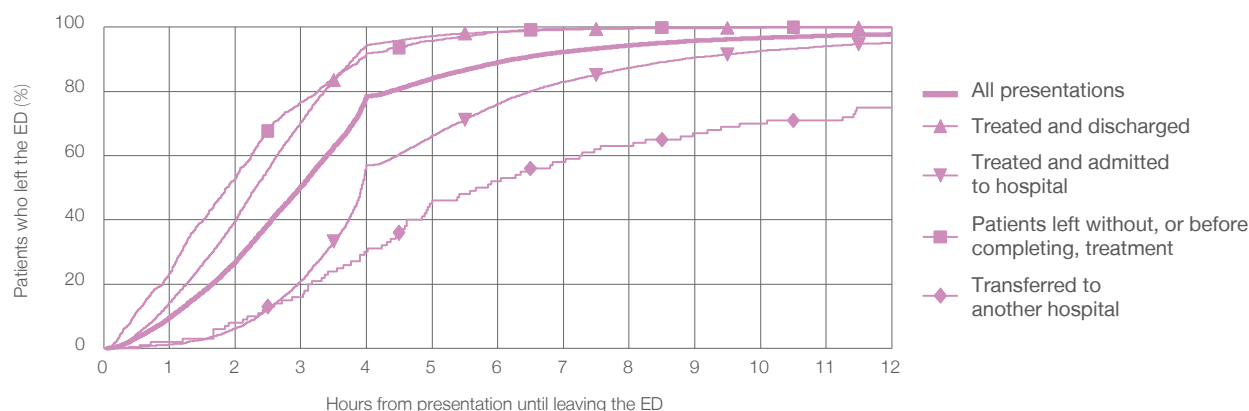
Patient left without, or before completing, treatment 975 (7.2%)

Transferred to another hospital 100 (0.7%)

Other 29 (0.2%)

Same period last year	Change since one year ago
13,416	0.7%
7,157	-3.6%
5,289	4.2%
794	22.8%
78	28.2%
100	-71.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	14.3%	39.7%	70.4%	94.4%	98.6%	99.6%	99.8%	100%
Treated and admitted to hospital	1.1%	6.2%	21.0%	56.9%	76.1%	87.4%	92.6%	95.2%
Patient left without, or before completing, treatment	23.4%	52.9%	76.7%	91.9%	98.6%	99.9%	99.9%	100%
Transferred to another hospital	2.0%	8.0%	16.0%	30.0%	52.0%	63.0%	70.0%	75.0%
All presentations	9.6%	26.9%	50.4%	78.5%	89.1%	94.4%	96.7%	97.8%

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

Bankstown / Lidcombe Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 13,511 patients

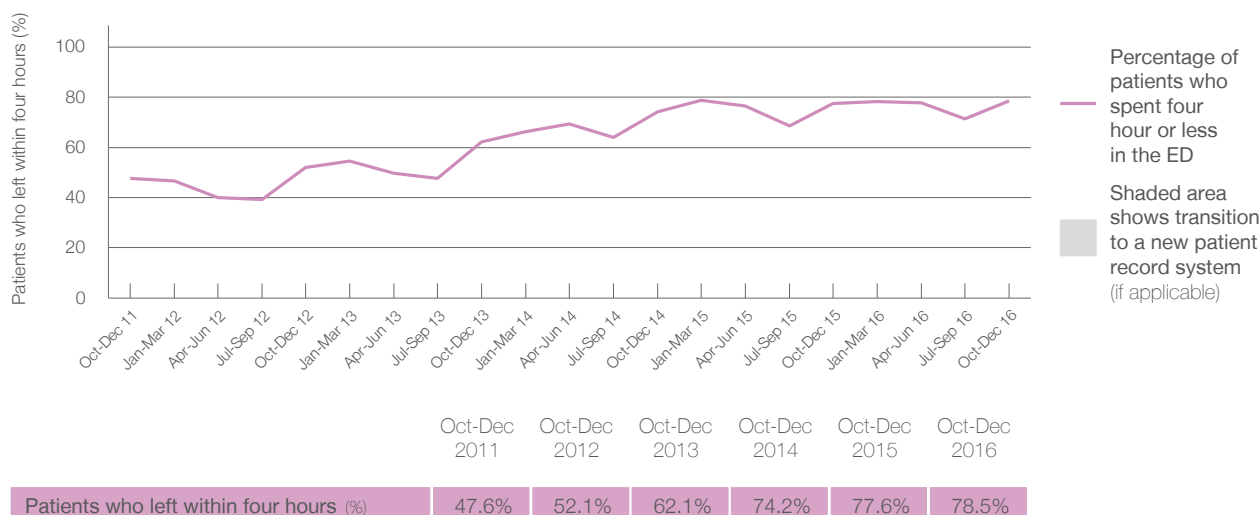
Presentations used to calculate time to leaving the ED:⁶ 13,511 patients

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



Same period last year	Change since one year ago
13,418	0.7%
13,416	0.7%
77.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Concord Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 9,979 patients

Emergency presentations:² 9,957 patients

Same period last year	Change since one year ago
9,714	2.7%
9,703	2.6%

Concord Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,101 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,511 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,777 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 525 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,010	
9 minutes	8 minutes
16 minutes	26 minutes
3,408	
22 minutes	20 minutes
69 minutes	67 minutes
4,751	
31 minutes	25 minutes
107 minutes	97 minutes
478	
26 minutes	24 minutes
90 minutes	103 minutes

Concord Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 9,977 patients

Percentage of patients who spent four hours or less in the ED 75.9%

Same period last year	Change since one year ago
9,714	2.7%
72.1%	

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

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

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

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

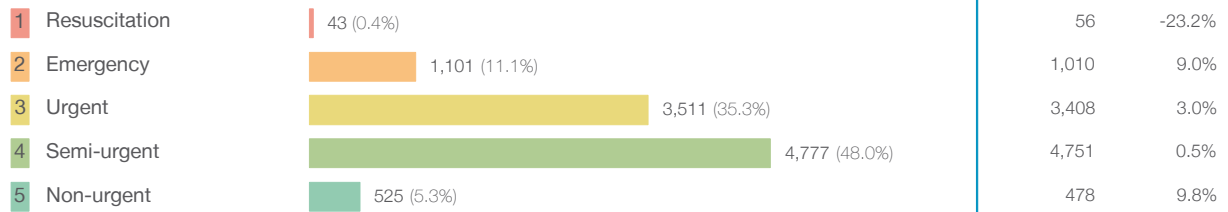
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Concord Hospital: Patients presenting to the emergency department

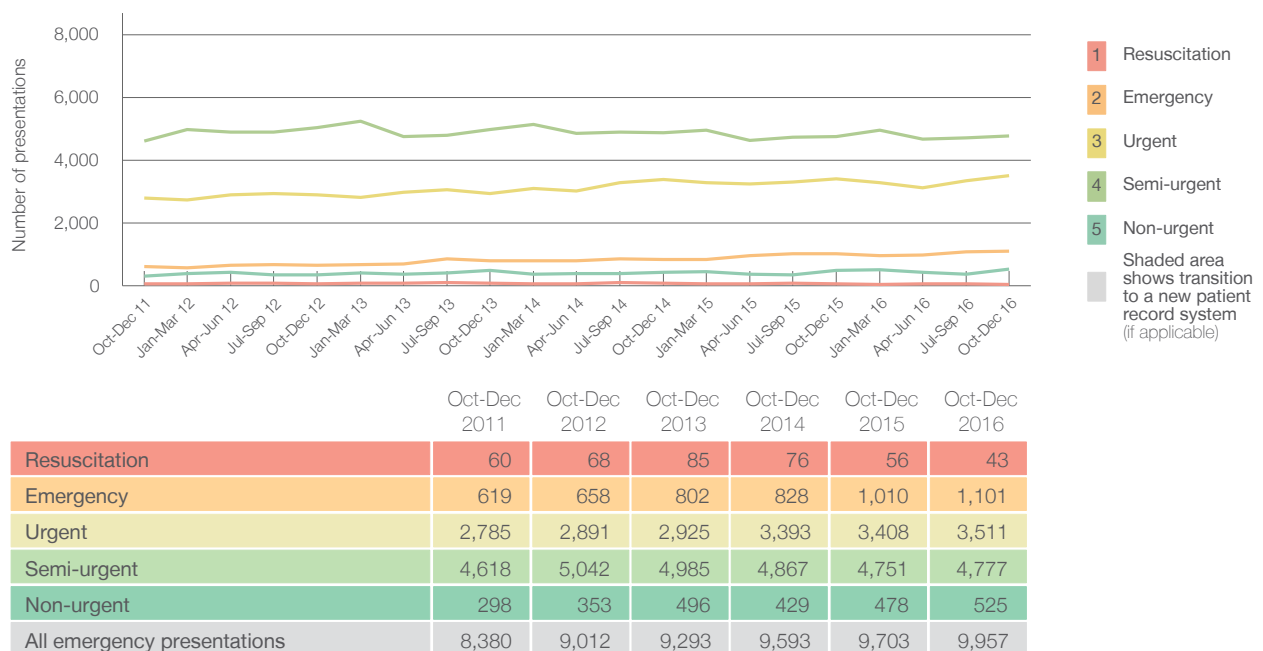
October to December 2016

All presentations:¹ 9,979 patients

Emergency presentations² by triage category: 9,957 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Concord Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,251 patients

ED Transfer of care time



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

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

October to December 2016

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

Number of triage 2 patients: 1,101

Number of triage 2 patients used to calculate waiting time:³ 1,098

Median time to start treatment⁴

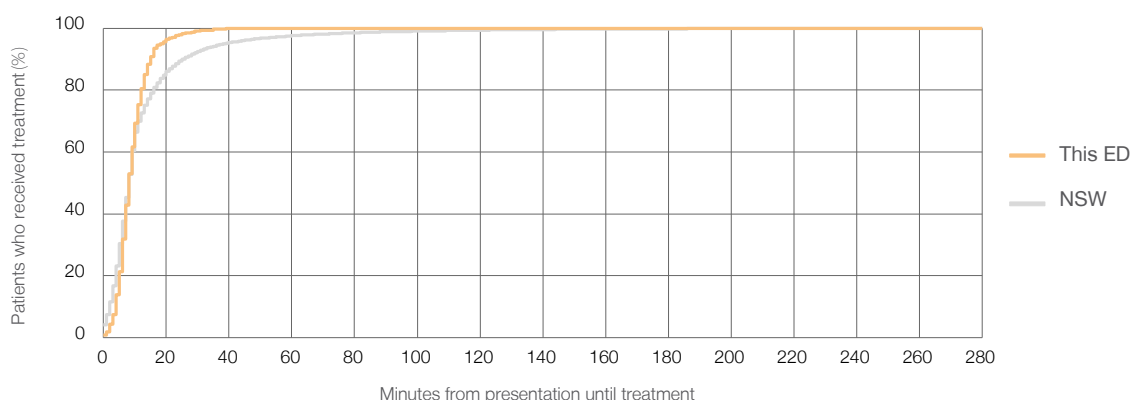
8 minutes

90th percentile time to start treatment⁵

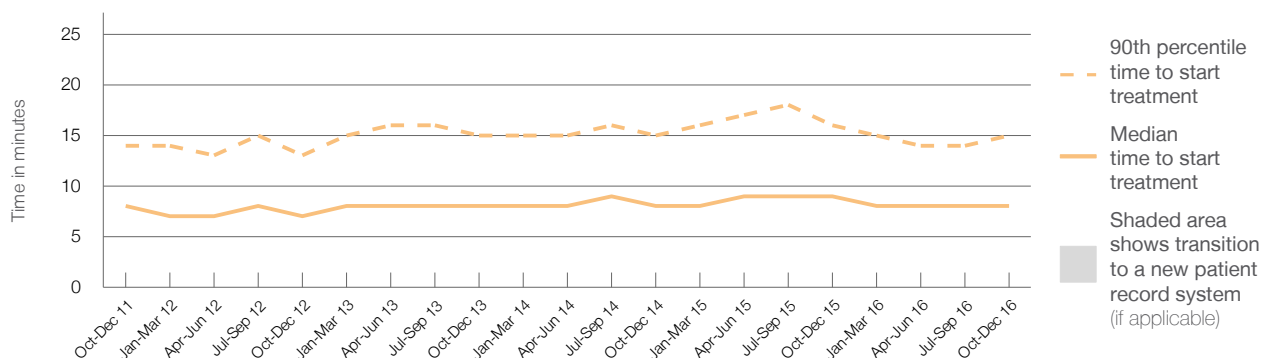
15 minutes

Same period last year	NSW (this period)
1,010	
1,006	
9 minutes	8 minutes
16 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	9	8
90th percentile time to start treatment ⁵ (minutes)	14	13	15	15	16	15

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

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

October to December 2016

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

Number of triage 3 patients: 3,511

Number of triage 3 patients used to calculate waiting time:³ 3,415

Median time to start treatment⁴

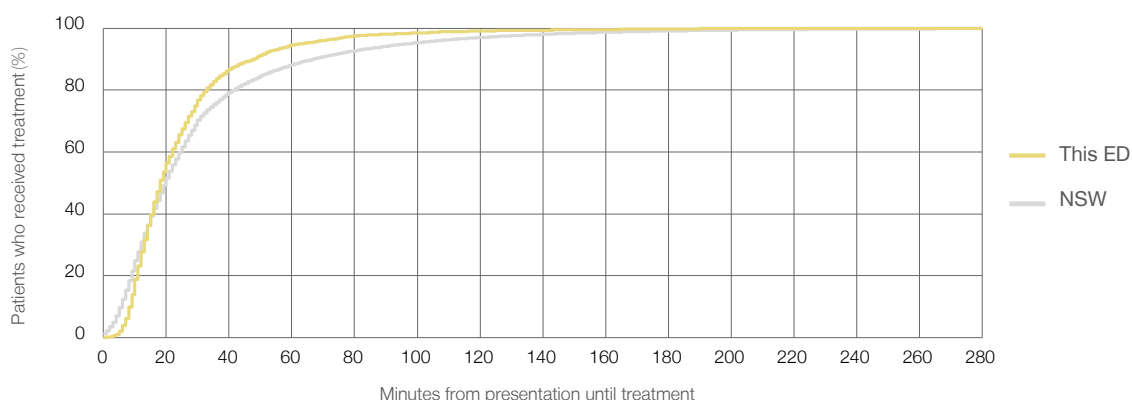
18 minutes

90th percentile time to start treatment⁵

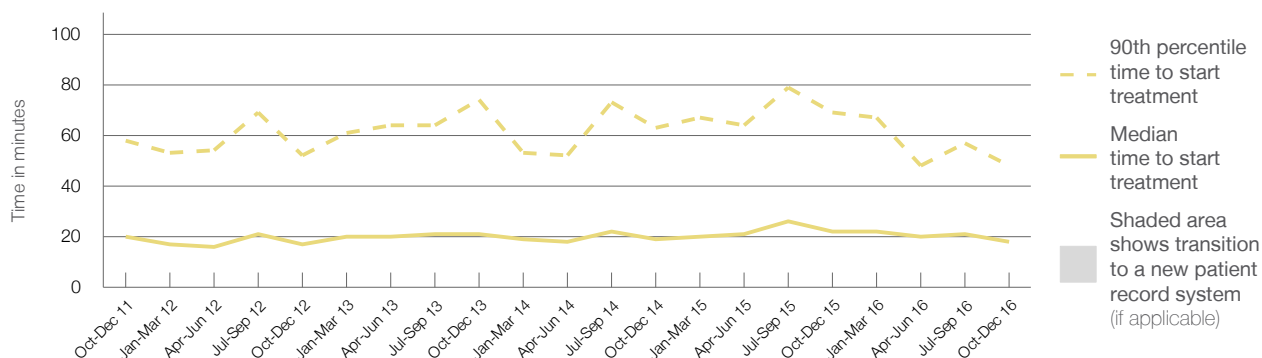
48 minutes

Same period last year	NSW (this period)
3,408	
3,338	
22 minutes	20 minutes
69 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	17	21	19	22	18
90th percentile time to start treatment ⁵ (minutes)	58	52	74	63	69	48

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

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

October to December 2016

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

Number of triage 4 patients: 4,777

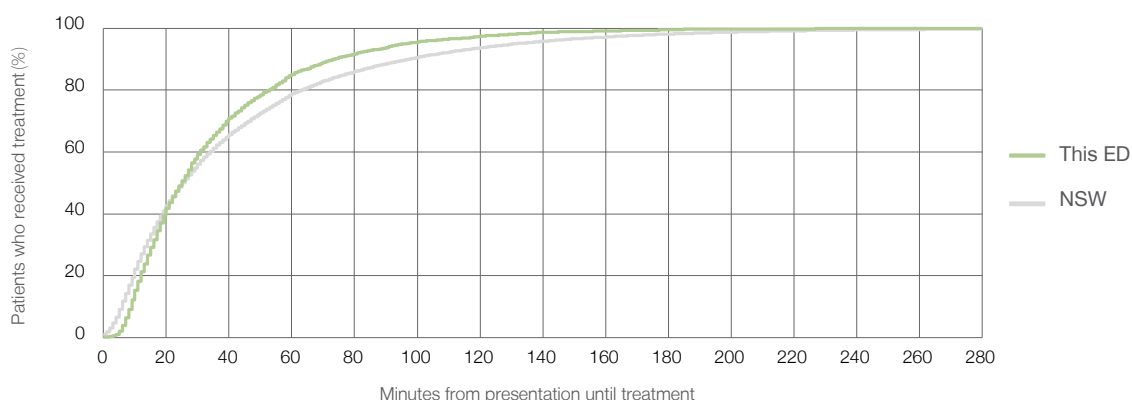
Number of triage 4 patients used to calculate waiting time:³ 4,504

Median time to start treatment⁴ 25 minutes

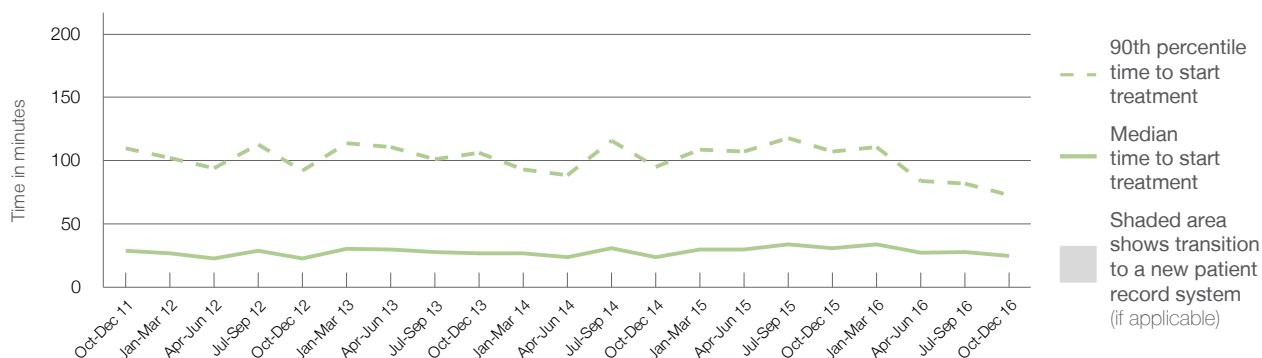
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
4,751	
4,521	
31 minutes	25 minutes
107 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	23	27	24	31	25
90th percentile time to start treatment ⁵ (minutes)	110	92	106	95	107	73

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

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

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

October to December 2016

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

Number of triage 5 patients: 525

Number of triage 5 patients used to calculate waiting time:³ 430

Median time to start treatment⁴

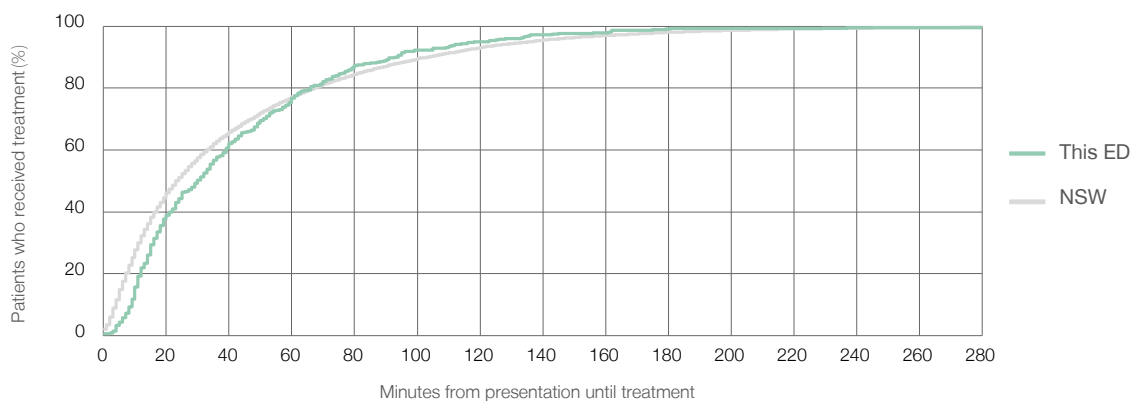
30 minutes

90th percentile time to start treatment⁵

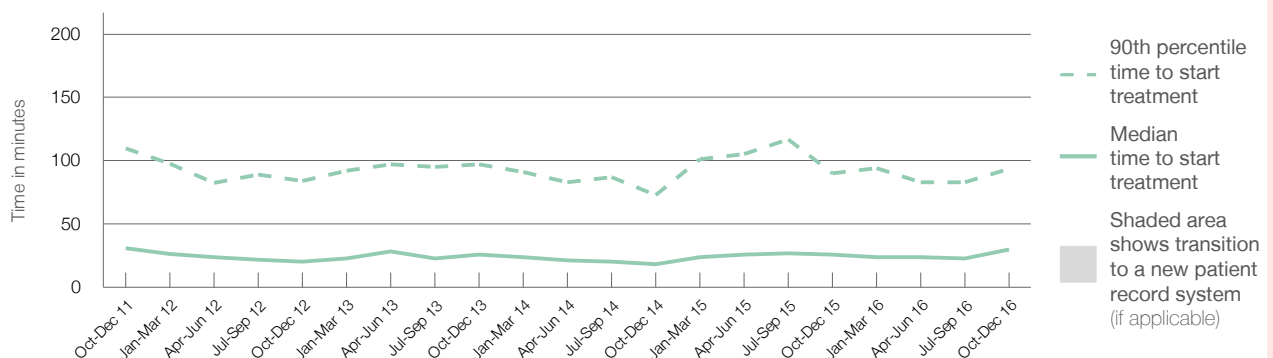
94 minutes

Same period last year	NSW (this period)
478	
412	
26 minutes	24 minutes
90 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	20	26	18	26	30
90th percentile time to start treatment ⁵ (minutes)	110	84	97	73	90	94

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

Concord Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 9,979 patients

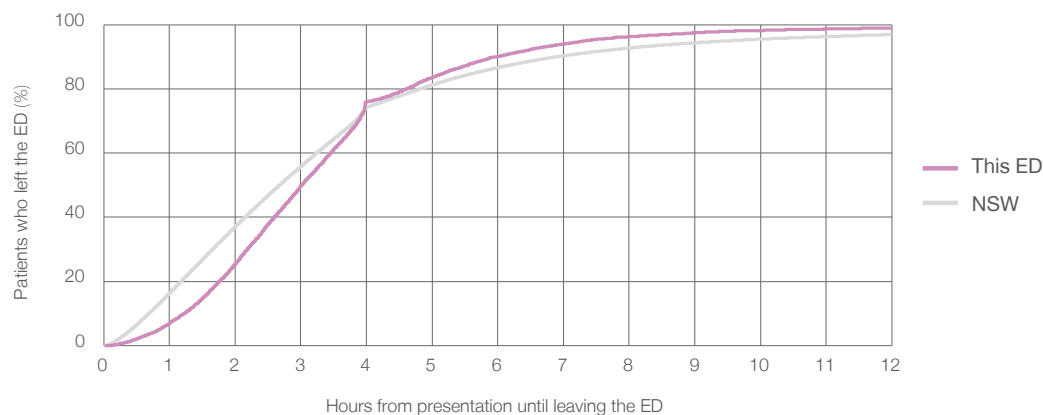
Presentations used to calculate time to leaving the ED:⁶ 9,977 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

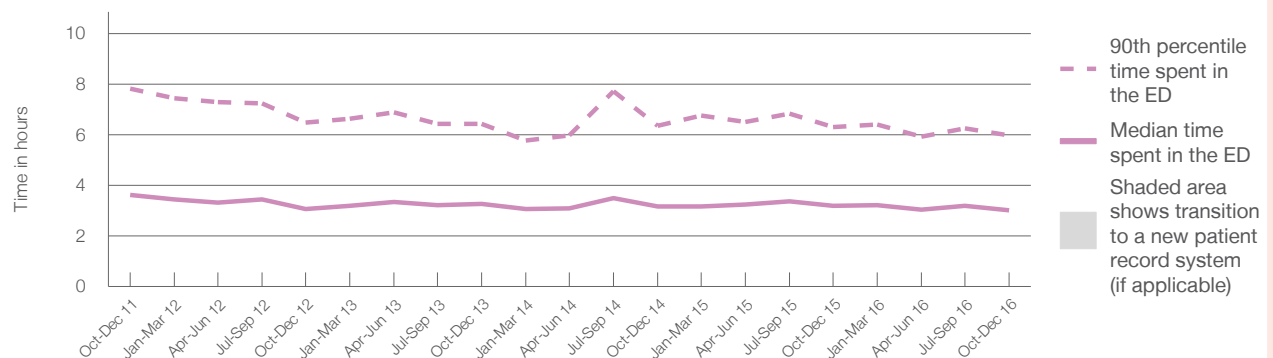
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

Same period last year	NSW (this period)
9,714	
9,714	
3 hours and 12 minutes	2 hours and 41 minutes
6 hours and 19 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 38m	3h 4m	3h 16m	3h 10m	3h 12m	3h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 49m	6h 29m	6h 26m	6h 21m	6h 19m	5h 59m

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

Concord Hospital: Time patients spent in the ED

By mode of separation

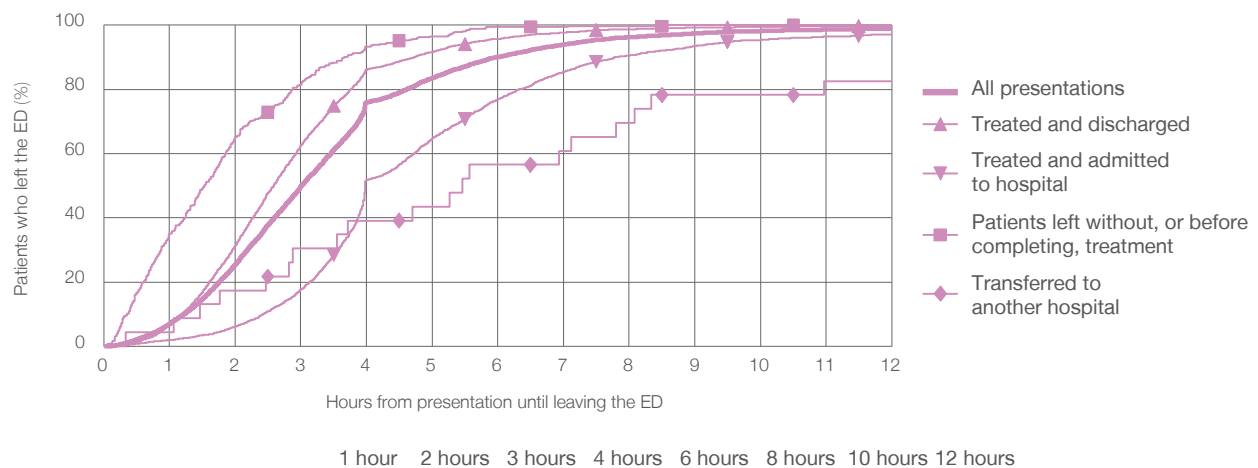
October to December 2016

All presentations:[†] 9,979 patients

Presentations used to calculate time to leaving the ED:[‡] 9,977 patients

		Same period last year	Change since one year ago
Treated and discharged	6,393 (64.1%)	9,714	2.7%
Treated and admitted to hospital	3,049 (30.6%)	6,258	2.2%
Patient left without, or before completing, treatment	376 (3.8%)	3,043	0.2%
Transferred to another hospital	23 (0.2%)	296	27.0%
Other	138 (1.4%)	22	4.5%
		95	45.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.7%	31.4%	62.6%	86.2%	95.8%	98.8%	99.5%	99.8%
Treated and admitted to hospital	2.0%	6.2%	17.7%	51.8%	76.9%	90.6%	95.3%	97.2%
Patient left without, or before completing, treatment	35.1%	65.2%	81.6%	93.4%	99.5%	99.7%	100%	100%
Transferred to another hospital	4.3%	17.4%	30.4%	39.1%	56.5%	69.6%	78.3%	82.6%
All presentations	7.0%	25.6%	49.8%	75.9%	90.1%	96.2%	98.2%	98.9%

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

Concord Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 9,979 patients

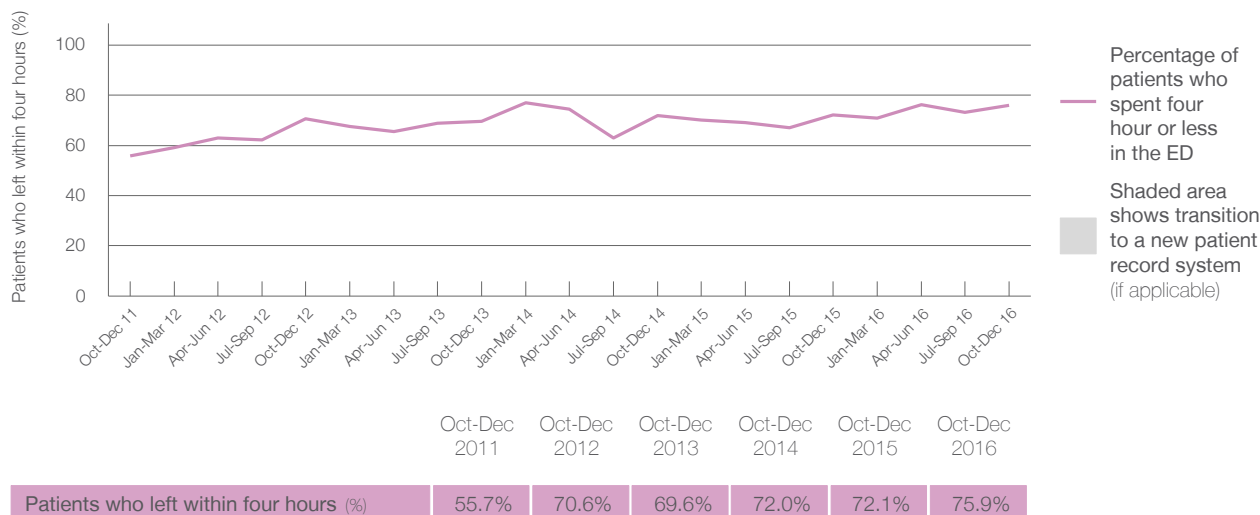
Presentations used to calculate time to leaving the ED:⁶ 9,977 patients

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



Same period last year	Change since one year ago
9,714	2.7%
9,714	2.7%
72.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



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- † 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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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Gosford Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 16,373 patients

Emergency presentations:² 16,251 patients

Same period last year	Change since one year ago
15,963	2.6%
15,851	2.5%

Gosford Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,959 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,601 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,971 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 509 patients

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

Same period last year	NSW (this period)
2,037	
6 minutes	8 minutes
20 minutes	26 minutes
6,419	
21 minutes	20 minutes
75 minutes	67 minutes
6,699	
32 minutes	25 minutes
109 minutes	97 minutes
499	
30 minutes	24 minutes
108 minutes	103 minutes

Gosford Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 16,371 patients

Percentage of patients who spent four hours or less in the ED 68.5%

Same period last year	Change since one year ago
15,962	2.6%
68.6%	

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

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

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

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

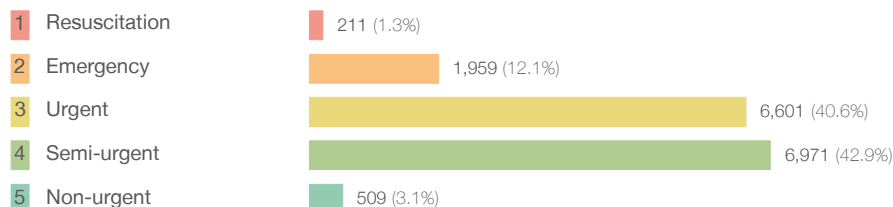
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gosford Hospital: Patients presenting to the emergency department

October to December 2016

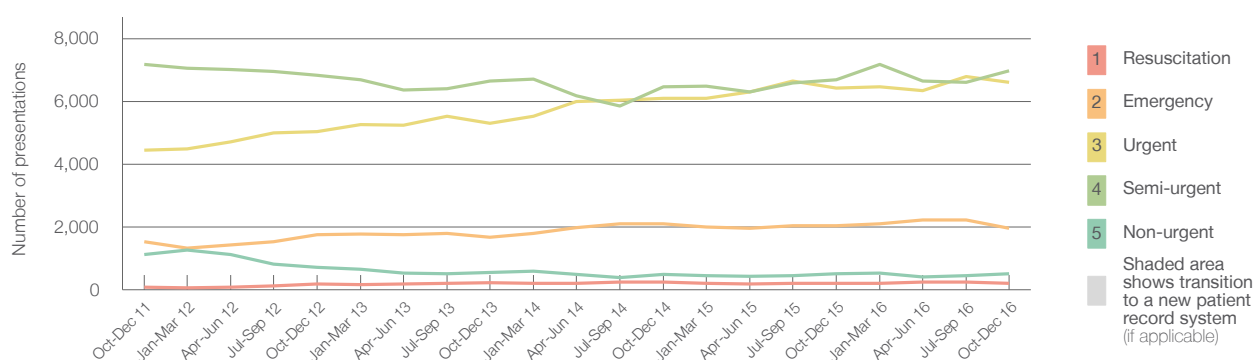
All presentations:¹ 16,373 patients

Emergency presentations² by triage category: 16,251 patients



Same period last year	Change since one year ago
15,963	2.6%
15,851	2.5%
197	7.1%
2,037	-3.8%
6,419	2.8%
6,699	4.1%
499	2.0%

Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	82	172	225	247	197	211
Emergency	1,518	1,751	1,664	2,092	2,037	1,959
Urgent	4,445	5,042	5,294	6,091	6,419	6,601
Semi-urgent	7,173	6,833	6,658	6,475	6,699	6,971
Non-urgent	1,112	717	550	486	499	509
All emergency presentations	14,330	14,515	14,391	15,391	15,851	16,251

Gosford Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,703 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,488	
10 minutes	-1 minute
71 minutes	-35 minutes

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

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

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

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

October to December 2016

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

Number of triage 2 patients: 1,959

Number of triage 2 patients used to calculate waiting time:³ 1,952

Median time to start treatment⁴

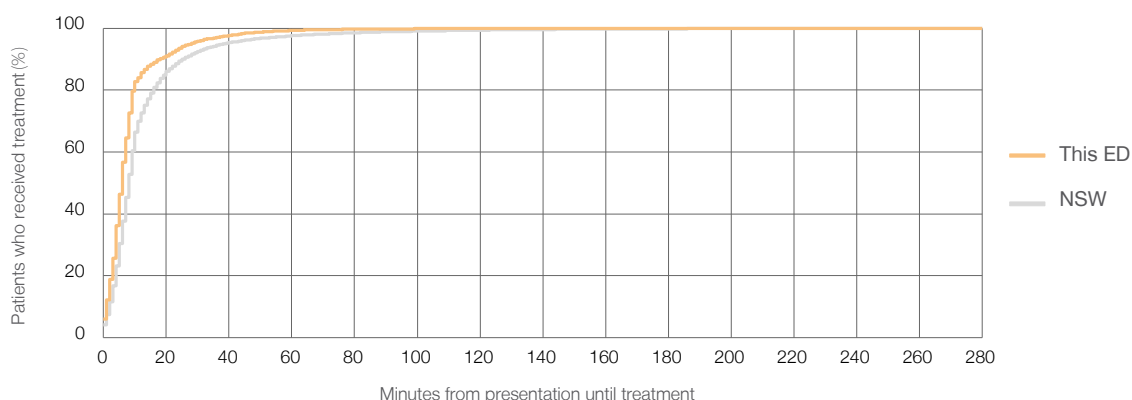
6 minutes

90th percentile time to start treatment⁵

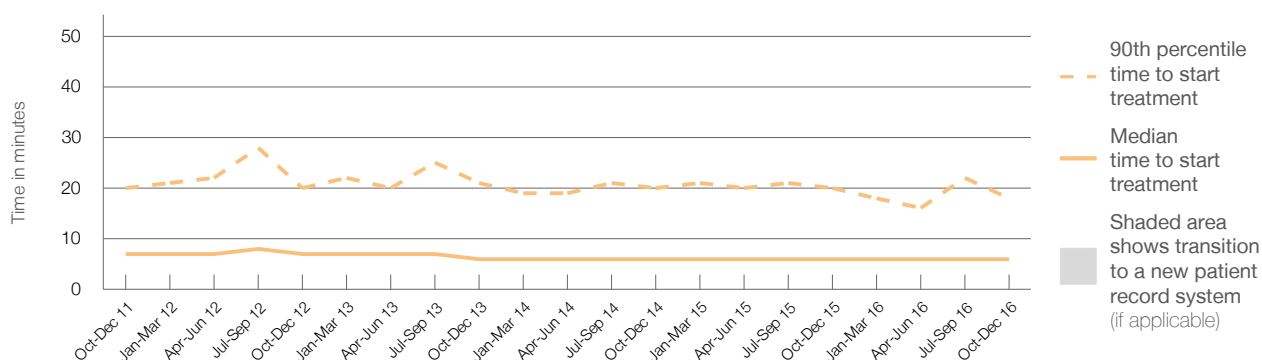
18 minutes

Same period last year	NSW (this period)
2,037	
2,030	
6 minutes	8 minutes
20 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	20	20	21	20	20	18

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 6,601

Number of triage 3 patients used to calculate waiting time:³ 6,477

Median time to start treatment⁴

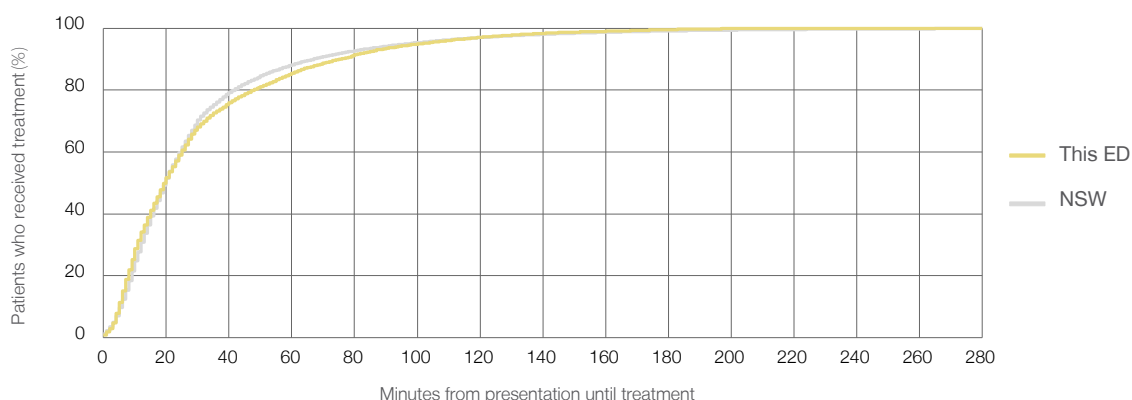
20 minutes

90th percentile time to start treatment⁵

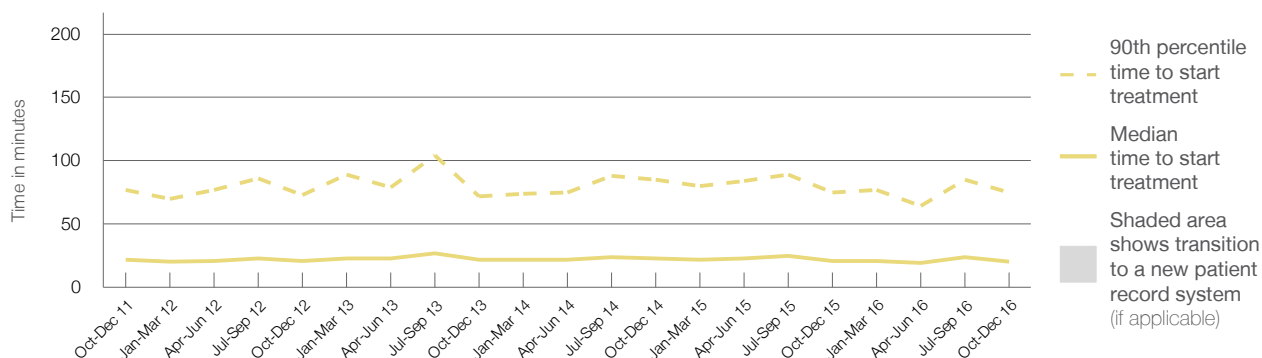
75 minutes

Same period last year	NSW (this period)
6,419	
6,326	
21 minutes	20 minutes
75 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	21	22	23	21	20
90th percentile time to start treatment ⁵ (minutes)	77	73	72	85	75	75

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 6,971

Number of triage 4 patients used to calculate waiting time:³ 6,654

Median time to start treatment⁴

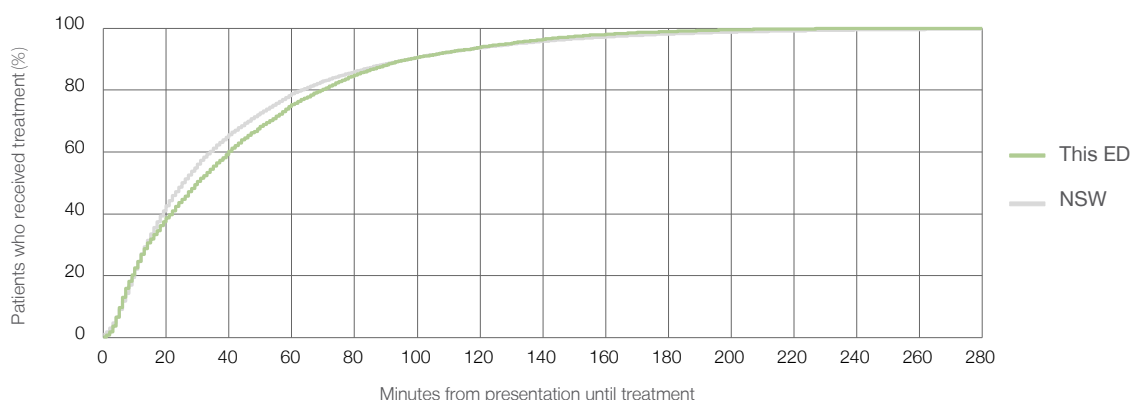
30 minutes

90th percentile time to start treatment⁵

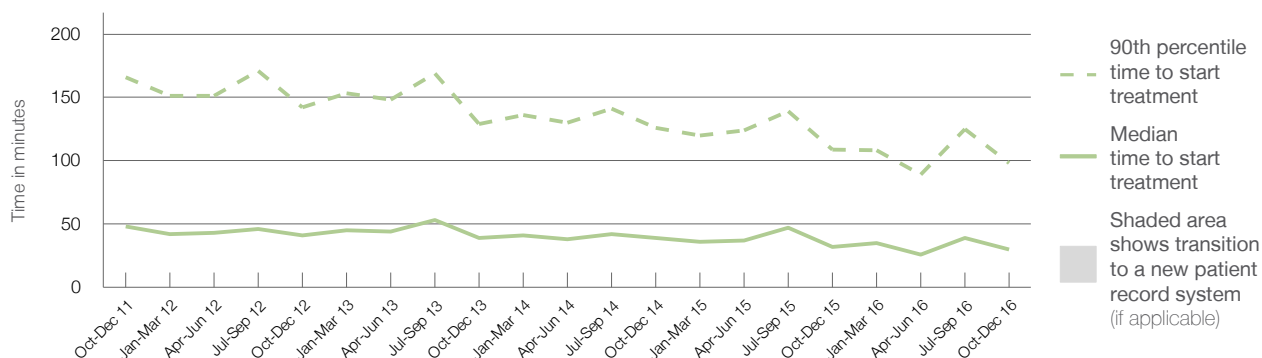
98 minutes

Same period last year	NSW (this period)
6,699	
6,386	
32 minutes	25 minutes
109 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	48	41	39	39	32	30
90th percentile time to start treatment ⁵ (minutes)	166	142	129	126	109	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

October to December 2016

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

Number of triage 5 patients: 509

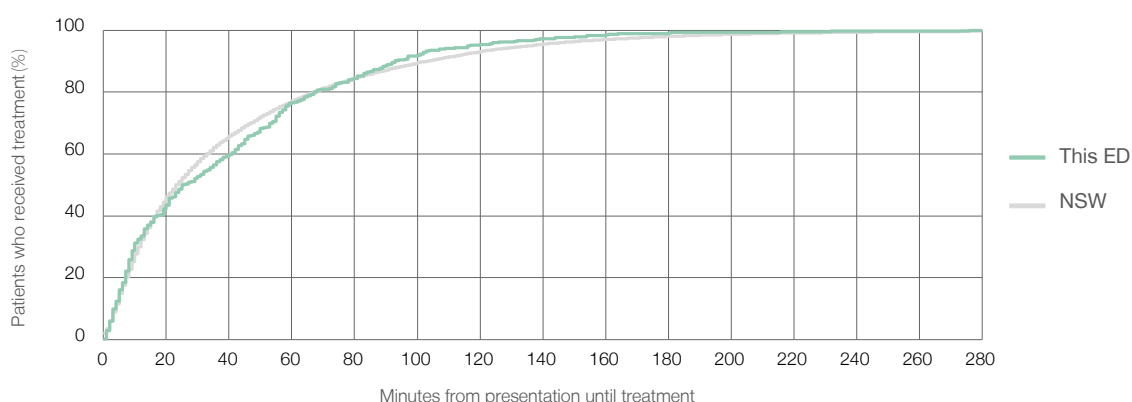
Number of triage 5 patients used to calculate waiting time:³ 438

Median time to start treatment⁴ 26 minutes

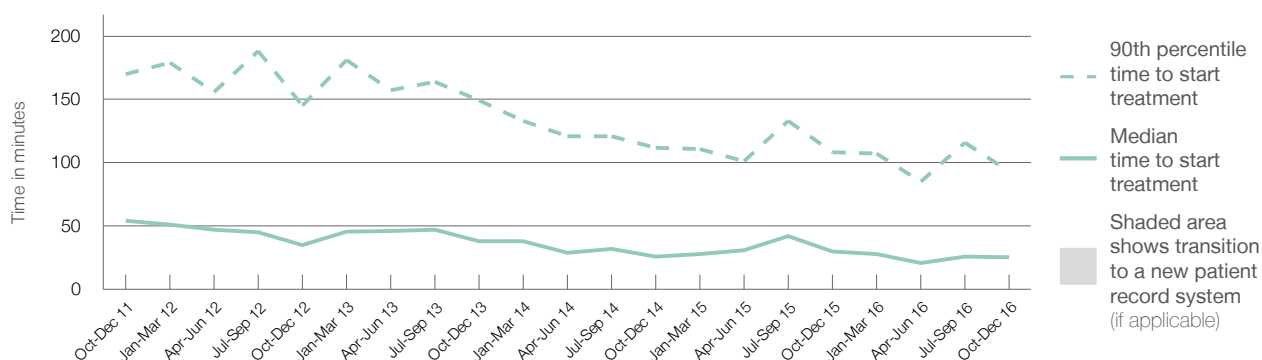
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
499	
427	
30 minutes	24 minutes
108 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	54	35	38	26	30	26
90th percentile time to start treatment ⁵ (minutes)	170	145	149	112	108	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Gosford Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 16,373 patients

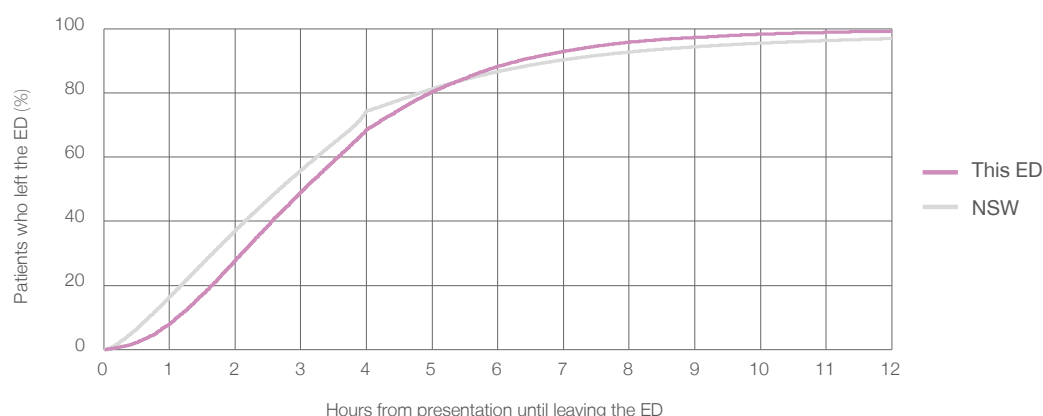
Presentations used to calculate time to leaving the ED:⁶ 16,371 patients

Median time spent in the ED⁸ 3 hours and 3 minutes

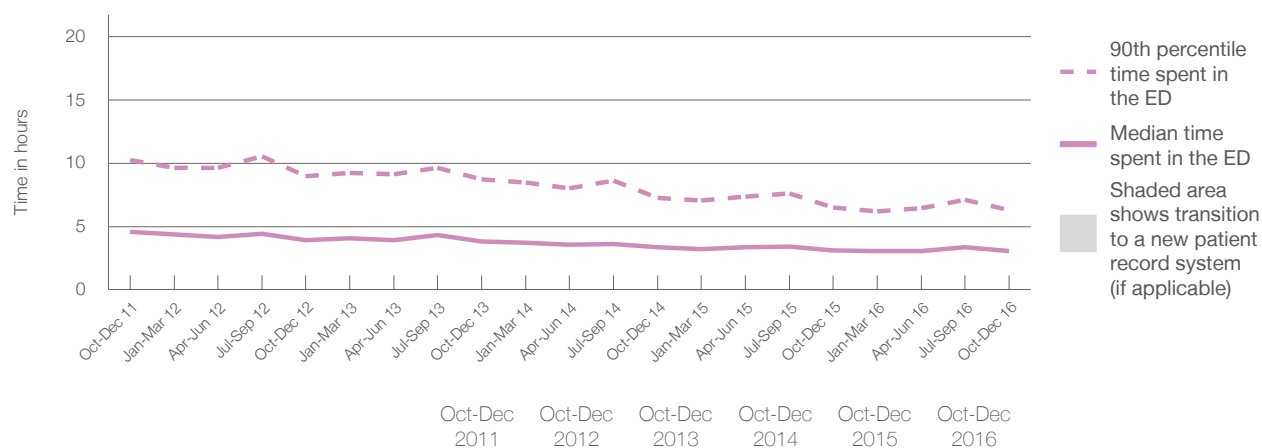
90th percentile time spent in the ED⁹ 6 hours and 19 minutes

Same period last year	NSW (this period)
15,963	
15,962	
3 hours and 6 minutes	2 hours and 41 minutes
6 hours and 29 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 34m	3h 55m	3h 49m	3h 21m	3h 6m	3h 3m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 14m	8h 58m	8h 43m	7h 16m	6h 29m	6h 19m

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

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

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

Gosford Hospital: Time patients spent in the ED

By mode of separation

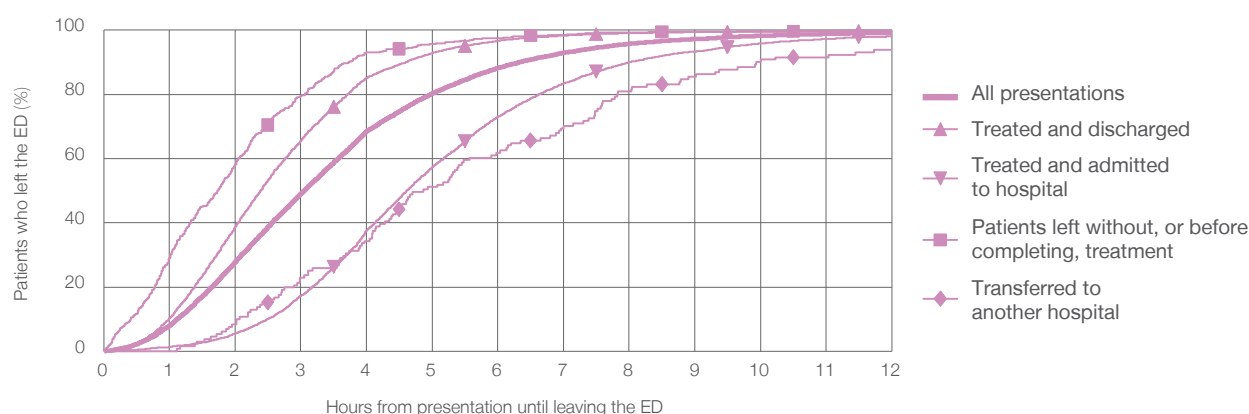
October to December 2016

All presentations:[†] 16,373 patients

Presentations used to calculate time to leaving the ED:[‡] 16,371 patients

		Same period last year	Change since one year ago
Treated and discharged	9,904 (60.5%)	15,962	2.6%
Treated and admitted to hospital	5,696 (34.8%)	9,344	6.0%
Patient left without, or before completing, treatment	573 (3.5%)	5,931	-4.0%
Transferred to another hospital	131 (0.8%)	563	1.8%
Other	69 (0.4%)	83	57.8%
		42	64.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.3%	38.8%	65.6%	85.1%	96.7%	99.0%	99.7%	99.9%
Treated and admitted to hospital	1.3%	5.5%	17.3%	37.7%	73.1%	90.1%	95.9%	98.1%
Patient left without, or before completing, treatment	29.1%	58.3%	79.6%	93.0%	97.6%	99.3%	99.5%	99.7%
Transferred to another hospital	0%	8.4%	22.9%	34.4%	61.8%	80.9%	90.8%	93.9%
All presentations	8.0%	27.8%	49.1%	68.5%	88.2%	95.8%	98.3%	99.2%

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

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

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

Gosford Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 16,373 patients

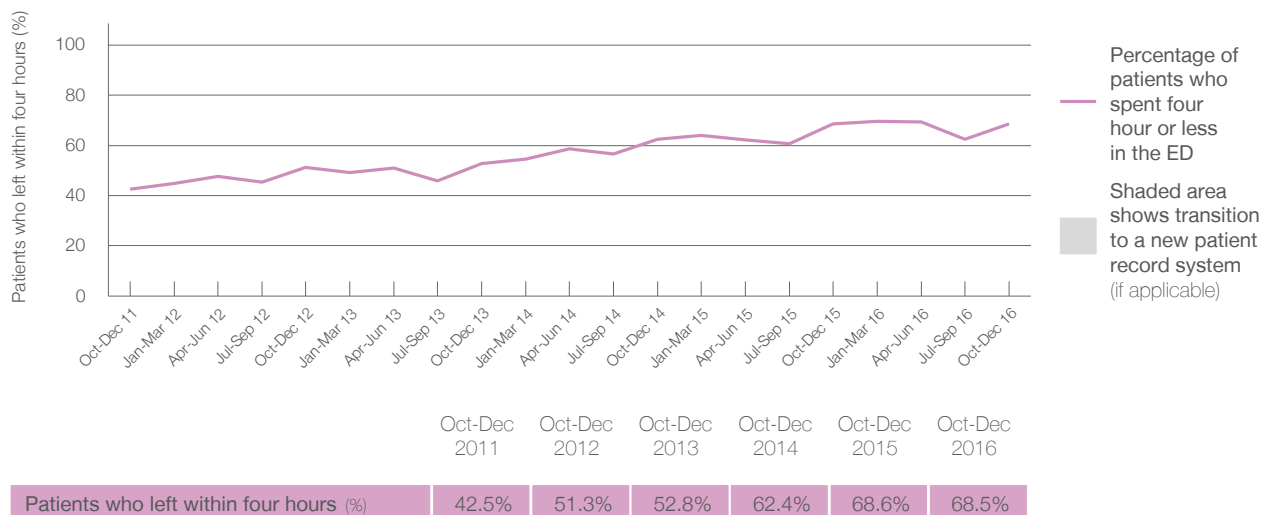
Presentations used to calculate time to leaving the ED:⁶ 16,371 patients

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



Same period last year	Change since one year ago
15,963	2.6%
15,962	2.6%
68.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

John Hunter Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,439 patients

Emergency presentations:² 19,227 patients

Same period last year	Change since one year ago
19,336	0.5%
19,324	-0.5%

John Hunter Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,700 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,764 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,833 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,802 patients

Median time to start treatment⁴ 42 minutes
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,930	
7 minutes	8 minutes
22 minutes	26 minutes
5,424	
24 minutes	20 minutes
79 minutes	67 minutes
9,652	
35 minutes	25 minutes
117 minutes	97 minutes
2,159	
40 minutes	24 minutes
133 minutes	103 minutes

John Hunter Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,438 patients

Percentage of patients who spent four hours or less in the ED 65.0%

Same period last year	Change since one year ago
19,335	0.5%
66.6%	

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

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

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

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

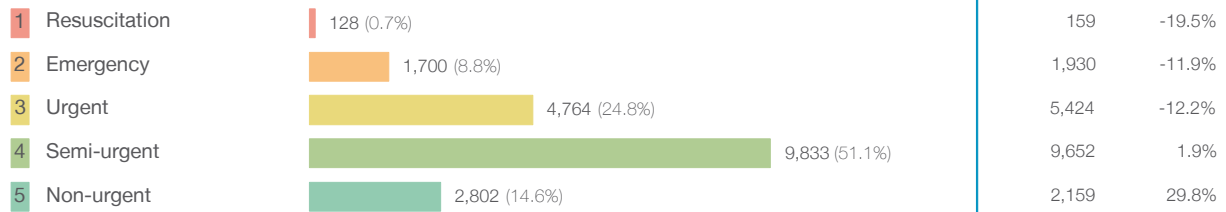
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Patients presenting to the emergency department

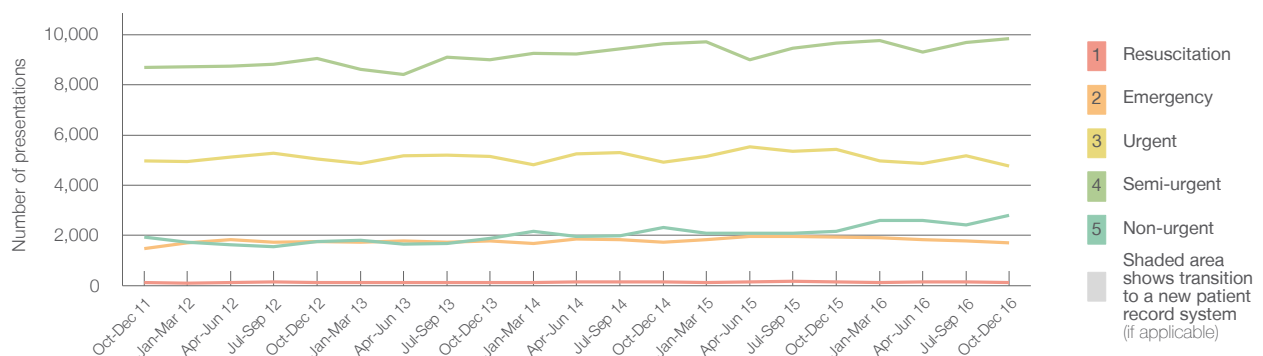
October to December 2016

All presentations:¹ 19,439 patients

Emergency presentations² by triage category: 19,227 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	122	122	129	142	159	128
Emergency	1,482	1,763	1,794	1,741	1,930	1,700
Urgent	4,968	5,034	5,149	4,907	5,424	4,764
Semi-urgent	8,702	9,047	8,997	9,625	9,652	9,833
Non-urgent	1,941	1,755	1,892	2,324	2,159	2,802
All emergency presentations	17,215	17,721	17,961	18,739	19,324	19,227

John Hunter Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,731 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

John Hunter Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 1,700

Number of triage 2 patients used to calculate waiting time:³ 1,685

Median time to start treatment⁴

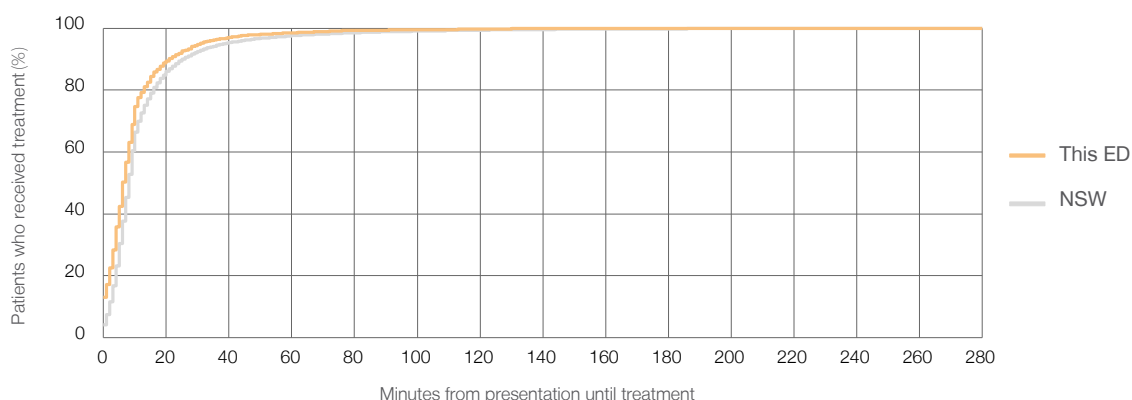
6 minutes

90th percentile time to start treatment⁵

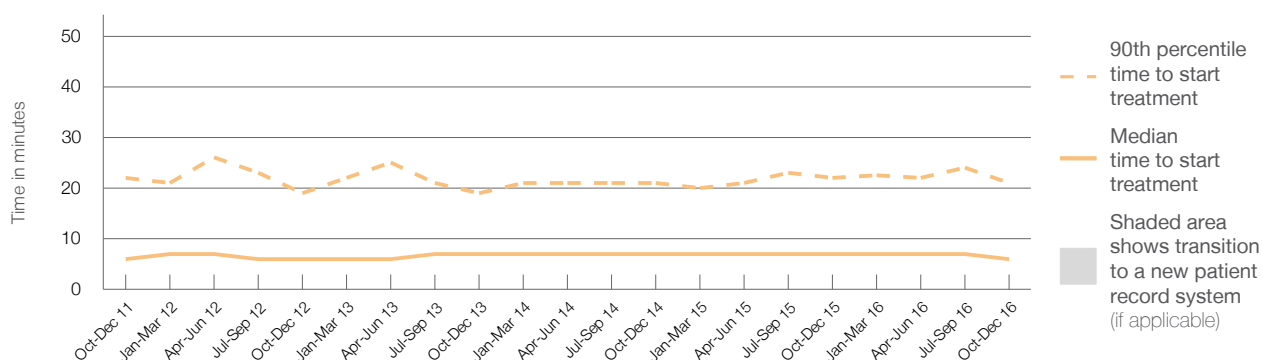
21 minutes

Same period last year	NSW (this period)
1,930	
1,920	
7 minutes	8 minutes
22 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	6	7	7	7	6
90th percentile time to start treatment ⁵ (minutes)	22	19	19	21	22	21

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

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

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

John Hunter Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 4,764

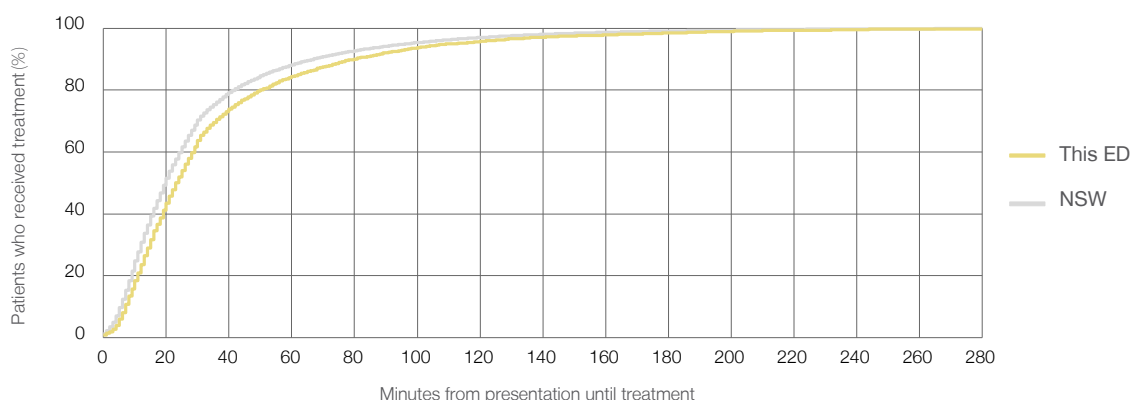
Number of triage 3 patients used to calculate waiting time:³ 4,645

Median time to start treatment⁴ 23 minutes

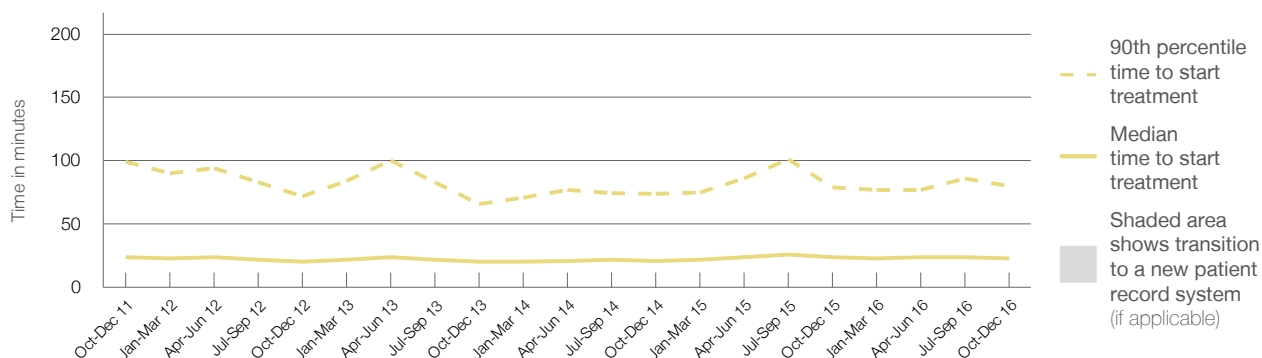
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
5,424	
5,311	
24 minutes	20 minutes
79 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	20	20	21	24	23
90th percentile time to start treatment ⁵ (minutes)	99	72	66	74	79	80

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

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

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

John Hunter Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 9,833

Number of triage 4 patients used to calculate waiting time:³ 9,073

Median time to start treatment⁴

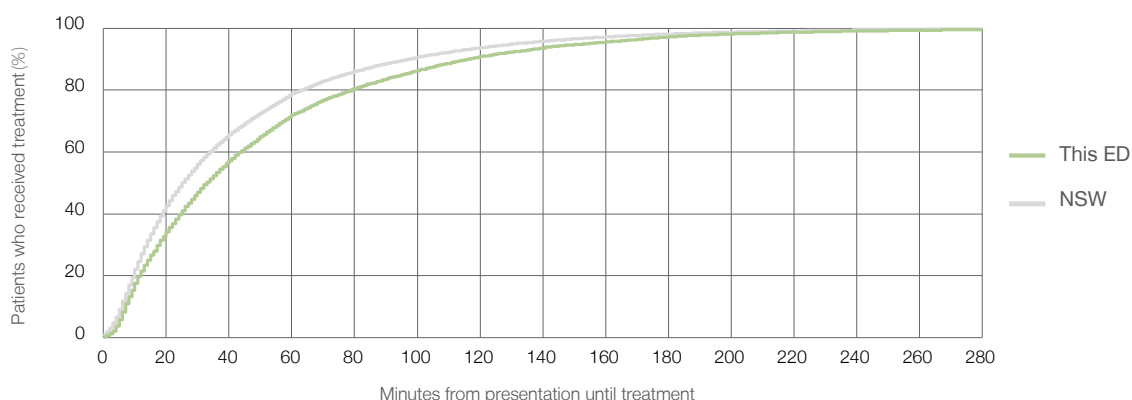
33 minutes

90th percentile time to start treatment⁵

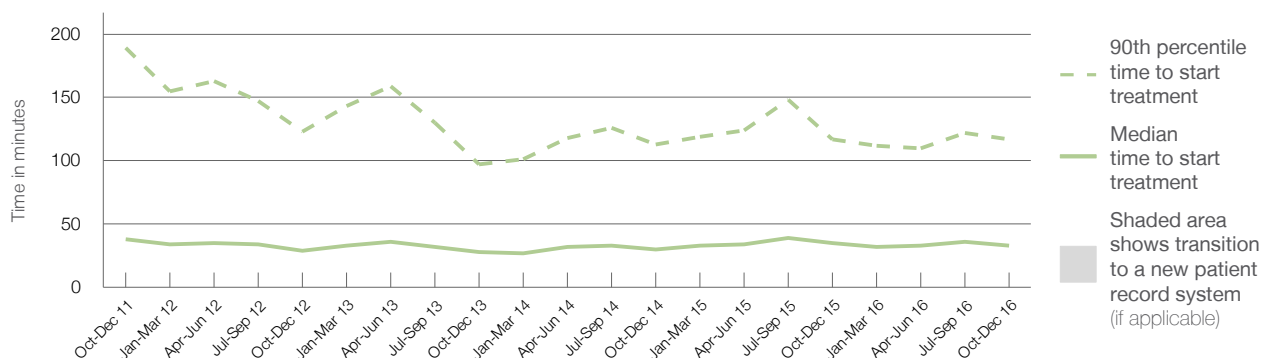
117 minutes

Same period last year	NSW (this period)
9,652	
8,854	
35 minutes	25 minutes
117 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	29	28	30	35	33
90th percentile time to start treatment ⁵ (minutes)	189	123	97	113	117	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

John Hunter Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 2,802

Number of triage 5 patients used to calculate waiting time:³ 2,290

Median time to start treatment⁴

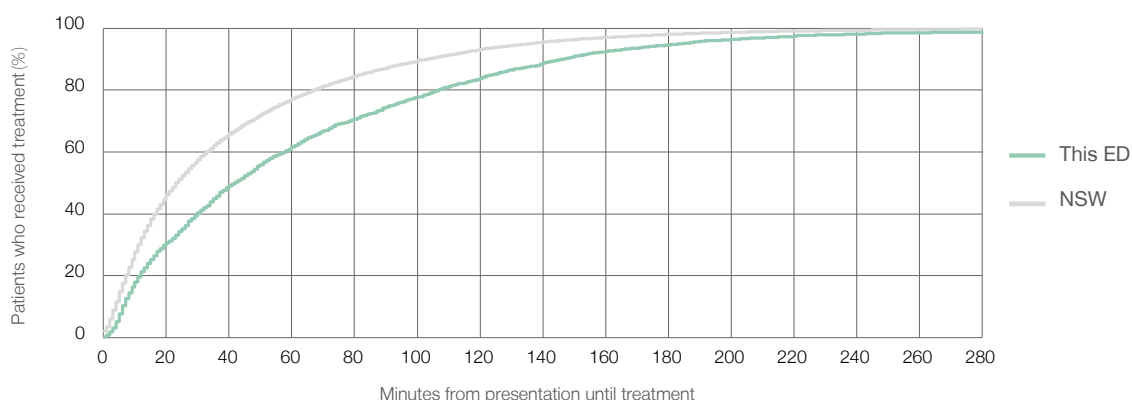
42 minutes

90th percentile time to start treatment⁵

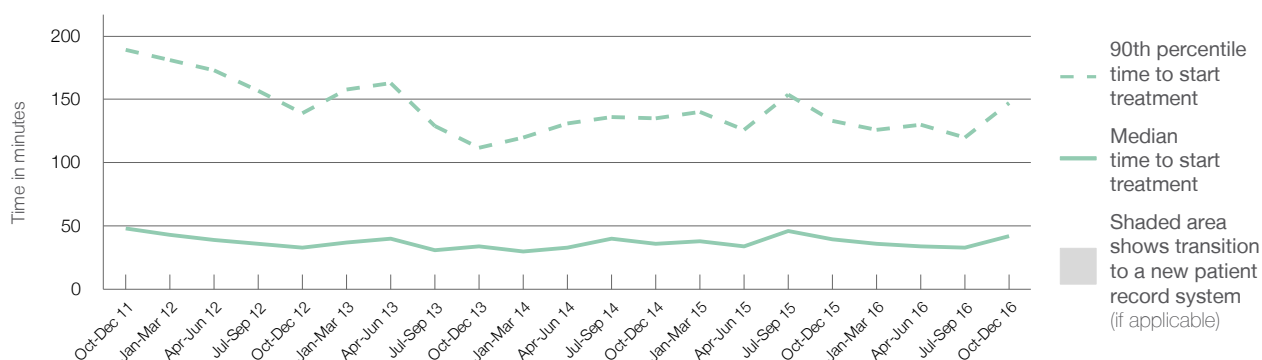
147 minutes

Same period last year	NSW (this period)
2,159	
1,728	
40 minutes	24 minutes
133 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	48	33	34	36	40	42
90th percentile time to start treatment ⁵ (minutes)	189	139	112	135	133	147

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

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

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

John Hunter Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 19,439 patients

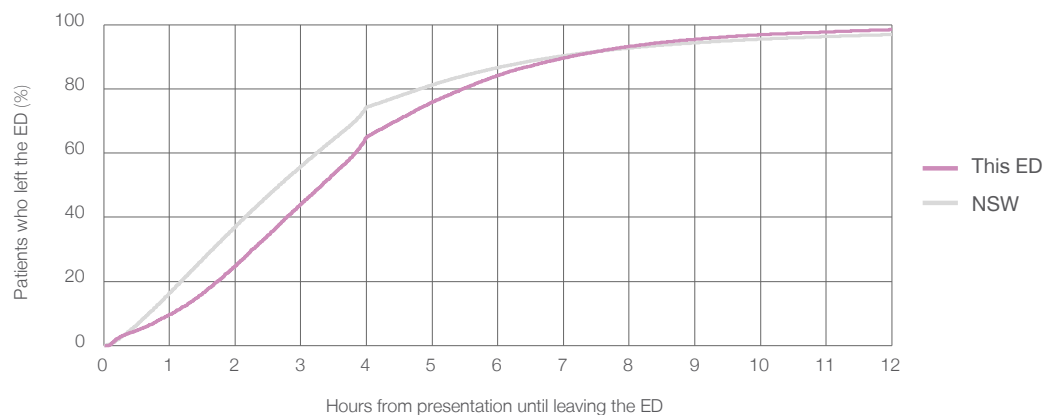
Presentations used to calculate time to leaving the ED:⁶ 19,438 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

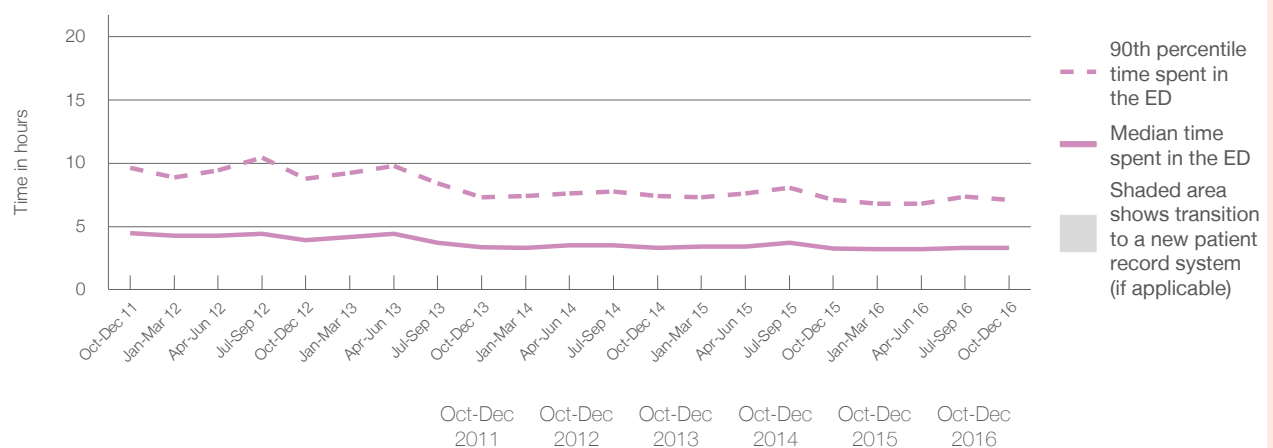
90th percentile time spent in the ED⁹ 7 hours and 6 minutes

Same period last year	NSW (this period)
19,336	
19,335	
3 hours and 17 minutes	2 hours and 41 minutes
7 hours and 5 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 28m	3h 56m	3h 22m	3h 20m	3h 17m	3h 19m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 38m	8h 45m	7h 18m	7h 25m	7h 5m	7h 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

John Hunter Hospital: Time patients spent in the ED

By mode of separation

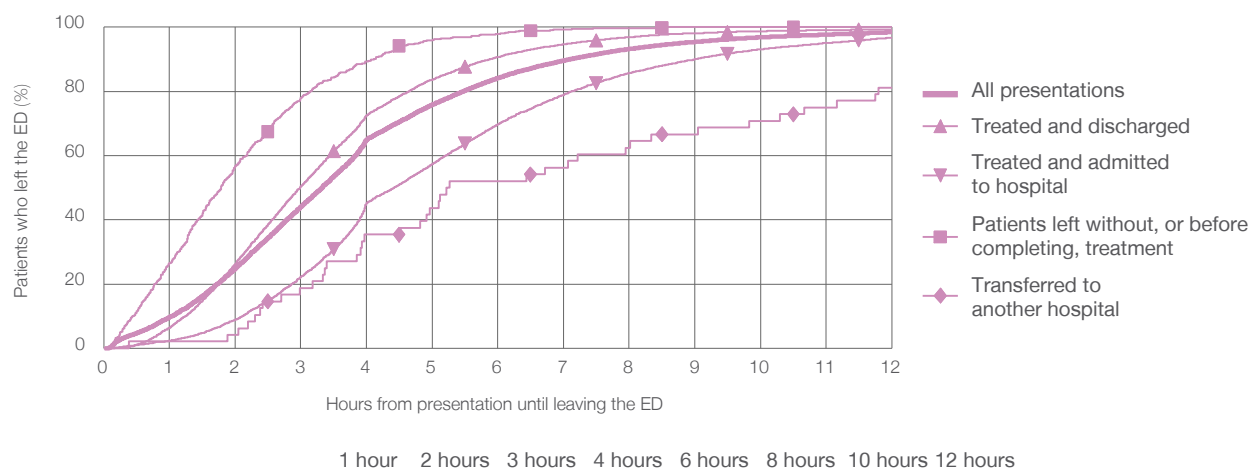
October to December 2016

All presentations:[†] 19,439 patients

Presentations used to calculate time to leaving the ED:[‡] 19,438 patients

		Same period last year	Change since one year ago
Treated and discharged	10,964 (56.4%)	19,335	0.5%
Treated and admitted to hospital	6,659 (34.3%)	10,840	1.1%
Patient left without, or before completing, treatment	800 (4.1%)	6,762	-1.5%
Transferred to another hospital	48 (0.2%)	671	19.2%
Other	968 (5.0%)	66	-27.3%
		997	-2.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	6.4%	26.4%	50.4%	72.5%	90.8%	96.9%	98.8%	99.3%
Treated and admitted to hospital	2.4%	8.9%	22.3%	45.3%	69.8%	85.8%	93.1%	96.7%
Patient left without, or before completing, treatment	26.5%	56.8%	77.9%	89.3%	98.0%	99.8%	100%	100%
Transferred to another hospital	2.1%	4.2%	18.8%	35.4%	52.1%	62.5%	70.8%	81.3%
All presentations	9.7%	24.9%	44.2%	65.0%	84.2%	93.2%	96.9%	98.4%

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

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John Hunter Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 19,439 patients

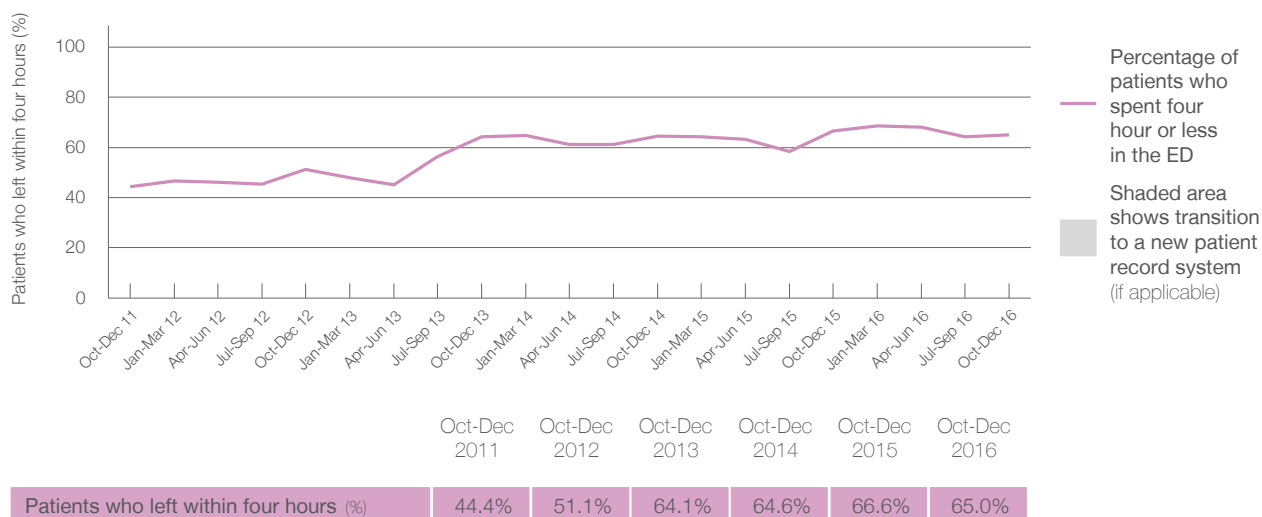
Presentations used to calculate time to leaving the ED:⁶ 19,438 patients

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



Same period last year	Change since one year ago
19,336	0.5%
19,335	0.5%
66.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Liverpool Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 21,176 patients

Emergency presentations:² 20,799 patients

Same period last year	Change since one year ago
20,531	3.1%
20,238	2.8%

Liverpool Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,527 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,813 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,092 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,203 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,203	
11 minutes	8 minutes
38 minutes	26 minutes
10,184	
21 minutes	20 minutes
74 minutes	67 minutes
5,106	
31 minutes	25 minutes
99 minutes	97 minutes
1,598	
28 minutes	24 minutes
101 minutes	103 minutes

Liverpool Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 21,172 patients

Percentage of patients who spent four hours or less in the ED 51.9%

Same period last year	Change since one year ago
20,531	3.1%
53.5%	

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

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

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

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

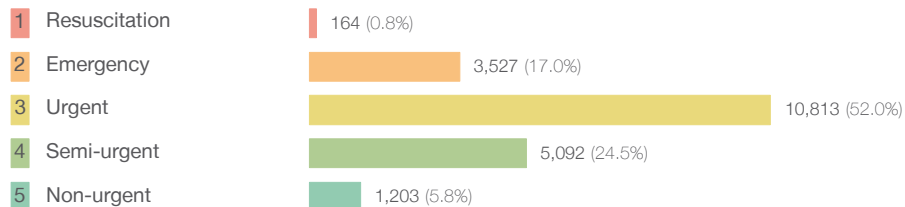
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Liverpool Hospital: Patients presenting to the emergency department

October to December 2016

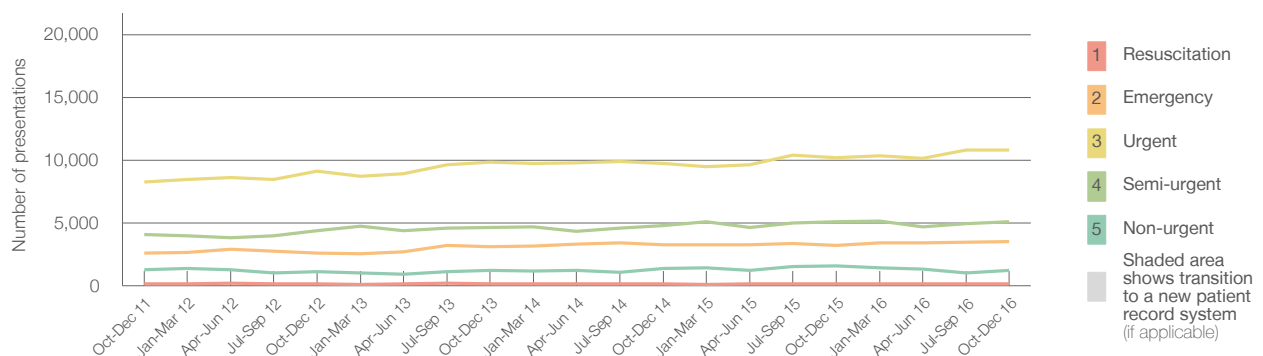
All presentations:¹ 21,176 patients

Emergency presentations² by triage category: 20,799 patients



Same period last year	Change since one year ago
20,531	3.1%
20,238	2.8%
147	11.6%
3,203	10.1%
10,184	6.2%
5,106	-0.3%
1,598	-24.7%

Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	150	155	133	162	147	164
Emergency	2,591	2,593	3,091	3,274	3,203	3,527
Urgent	8,269	9,133	9,818	9,746	10,184	10,813
Semi-urgent	4,095	4,388	4,638	4,805	5,106	5,092
Non-urgent	1,254	1,103	1,193	1,385	1,598	1,203
All emergency presentations	16,359	17,372	18,873	19,372	20,238	20,799

Liverpool Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 6,770 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,504	
12 minutes	1 minute
26 minutes	13 minutes

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

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

October to December 2016

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

Number of triage 2 patients: 3,527

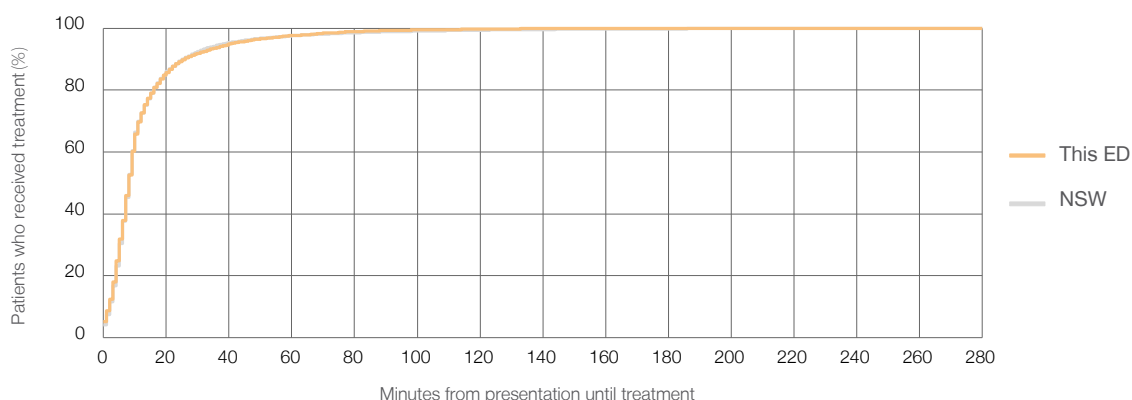
Number of triage 2 patients used to calculate waiting time:³ 3,501

Median time to start treatment⁴ 8 minutes

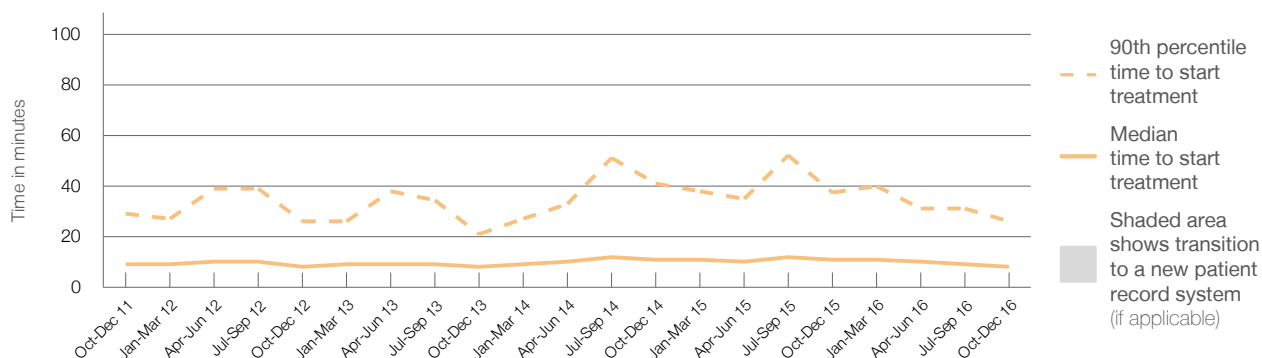
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
3,203	
3,180	
11 minutes	8 minutes
38 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	8	8	11	11	8
90th percentile time to start treatment ⁵ (minutes)	29	26	21	41	38	26

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

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

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

October to December 2016

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

Number of triage 3 patients: 10,813

Number of triage 3 patients used to calculate waiting time:³ 10,414

Median time to start treatment⁴

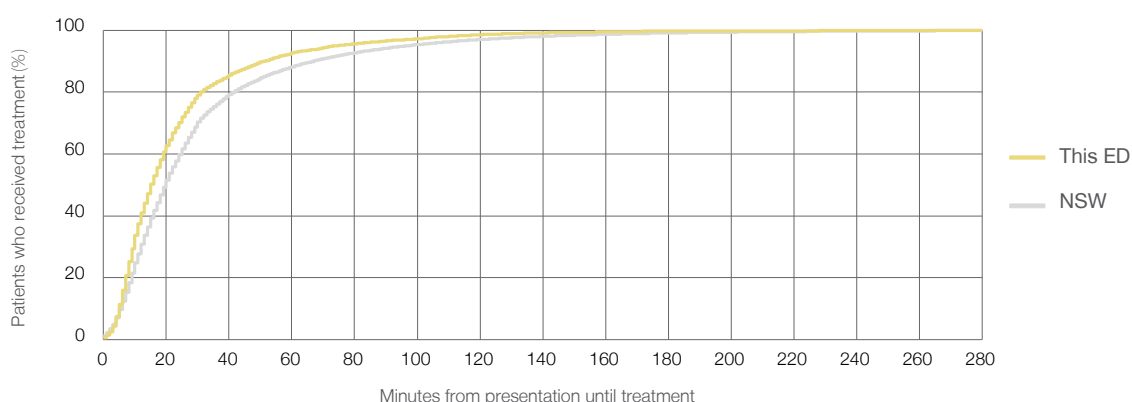
15 minutes

90th percentile time to start treatment⁵

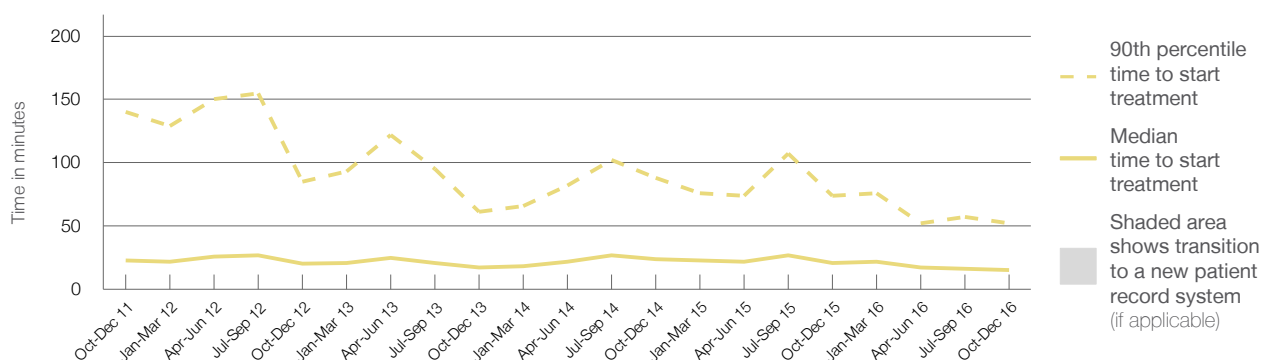
52 minutes

Same period last year	NSW (this period)
10,184	
9,833	
21 minutes	20 minutes
74 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	20	17	24	21	15
90th percentile time to start treatment ⁵ (minutes)	140	85	61	88	74	52

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

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

October to December 2016

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

Number of triage 4 patients: 5,092

Number of triage 4 patients used to calculate waiting time:³ 4,540

Median time to start treatment⁴

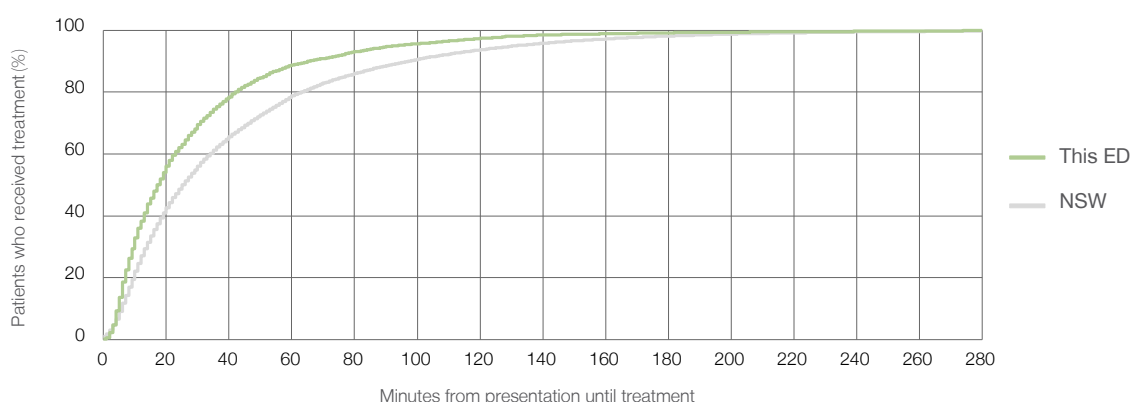
17 minutes

90th percentile time to start treatment⁵

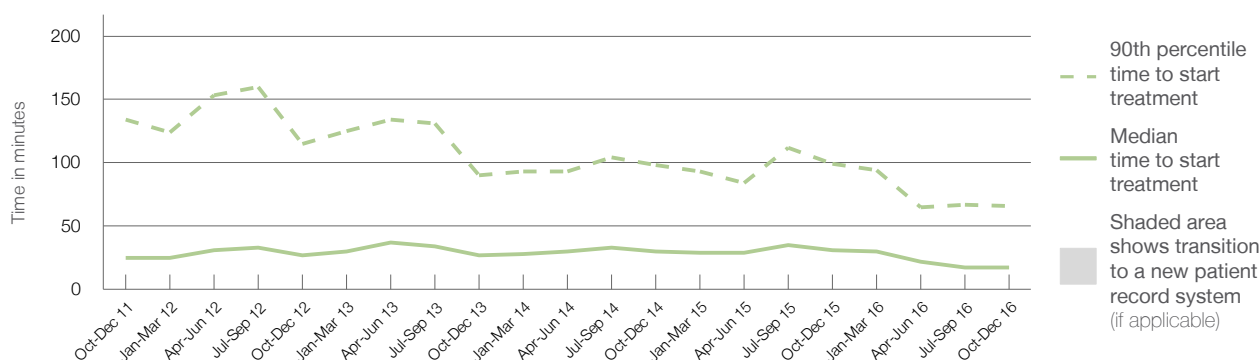
66 minutes

Same period last year	NSW (this period)
5,106	
4,638	
31 minutes	25 minutes
99 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	27	27	30	31	17
90th percentile time to start treatment ⁵ (minutes)	134	115	90	98	99	66

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

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

October to December 2016

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

Number of triage 5 patients: 1,203

Number of triage 5 patients used to calculate waiting time:³ 942

Median time to start treatment⁴

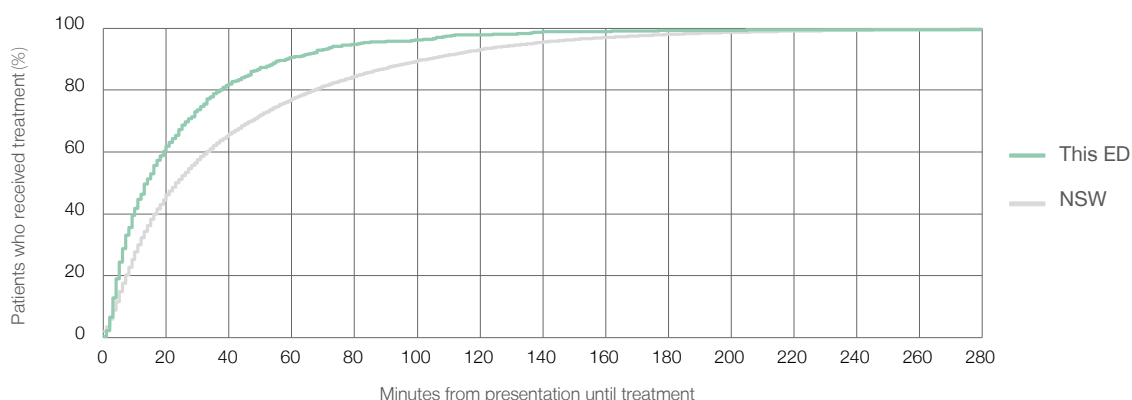
14 minutes

90th percentile time to start treatment⁵

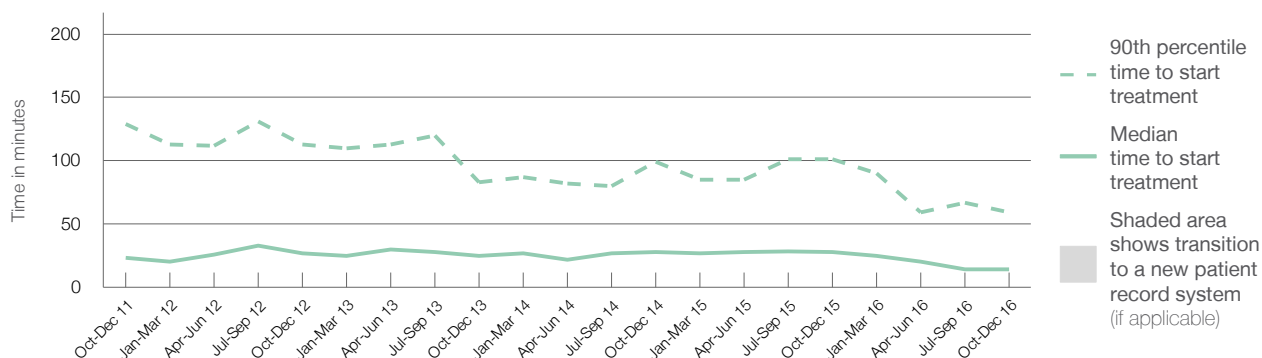
59 minutes

Same period last year	NSW (this period)
1,598	
1,185	
28 minutes	24 minutes
101 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	27	25	28	28	14
90th percentile time to start treatment ⁵ (minutes)	129	113	83	99	101	59

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

Liverpool Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 21,176 patients

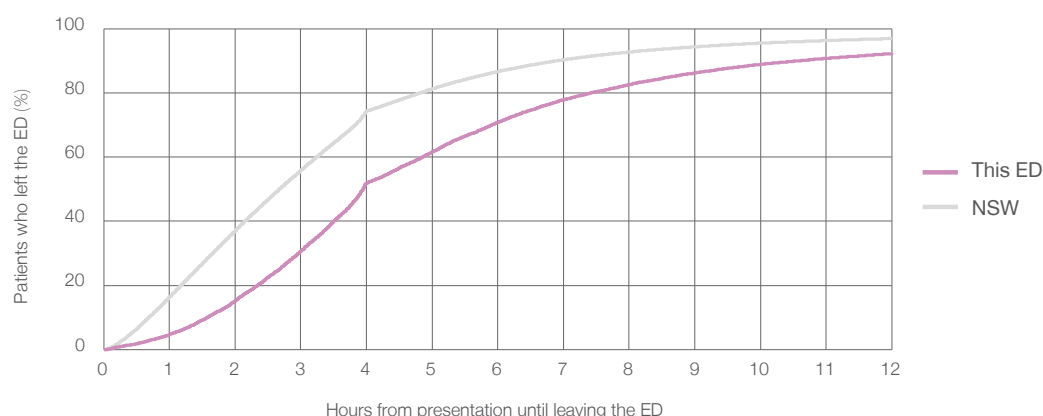
Presentations used to calculate time to leaving the ED:⁶ 21,172 patients

Median time spent in the ED⁸ 3 hours and 57 minutes

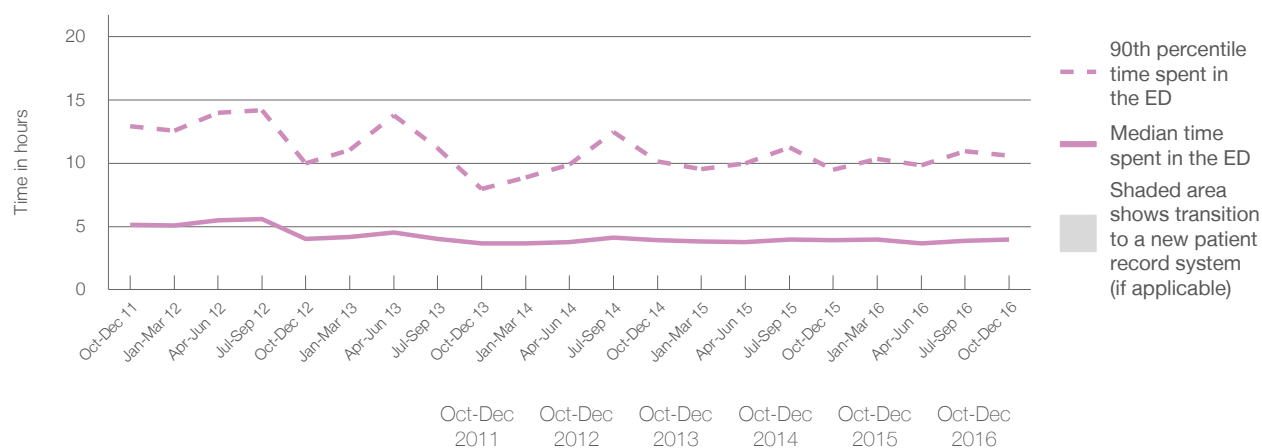
90th percentile time spent in the ED⁹ 10 hours and 35 minutes

Same period last year	NSW (this period)
20,531	
20,531	
3 hours and 54 minutes	2 hours and 41 minutes
9 hours and 30 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 7m	4h 0m	3h 40m	3h 55m	3h 54m	3h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	10h 0m	7h 59m	10h 8m	9h 30m	10h 35m

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Liverpool Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

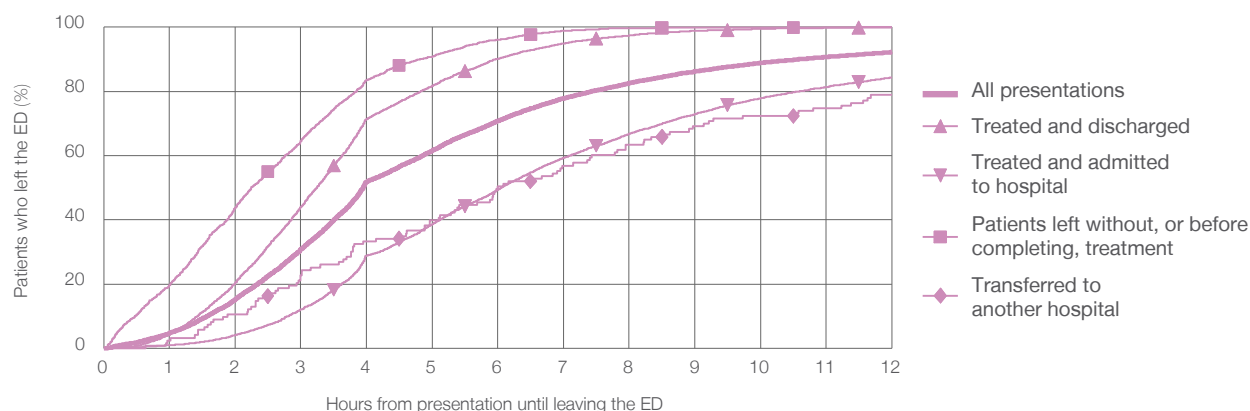
All presentations:[†] 21,176 patients

Presentations used to calculate time to leaving the ED:[‡] 21,172 patients

Treated and discharged	8,404 (39.7%)
Treated and admitted to hospital	10,271 (48.5%)
Patient left without, or before completing, treatment	2,224 (10.5%)
Transferred to another hospital	123 (0.6%)
Other	154 (0.7%)

Same period last year	Change since one year ago
20,531	3.1%
9,084	-7.5%
9,240	11.2%
1,916	16.1%
88	39.8%
203	-24.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	4.5%	20.5%	44.0%	71.4%	90.2%	97.4%	99.5%	99.9%
Treated and admitted to hospital	1.0%	4.1%	12.0%	28.8%	49.5%	66.8%	77.9%	84.4%
Patient left without, or before completing, treatment	19.8%	43.9%	64.7%	83.5%	96.1%	99.8%	99.9%	100%
Transferred to another hospital	2.4%	10.6%	22.8%	33.3%	50.4%	63.4%	72.4%	78.9%
All presentations	4.7%	15.3%	30.8%	51.9%	70.8%	82.6%	88.9%	92.2%

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Liverpool Hospital: Time spent in the ED

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

October to December 2016

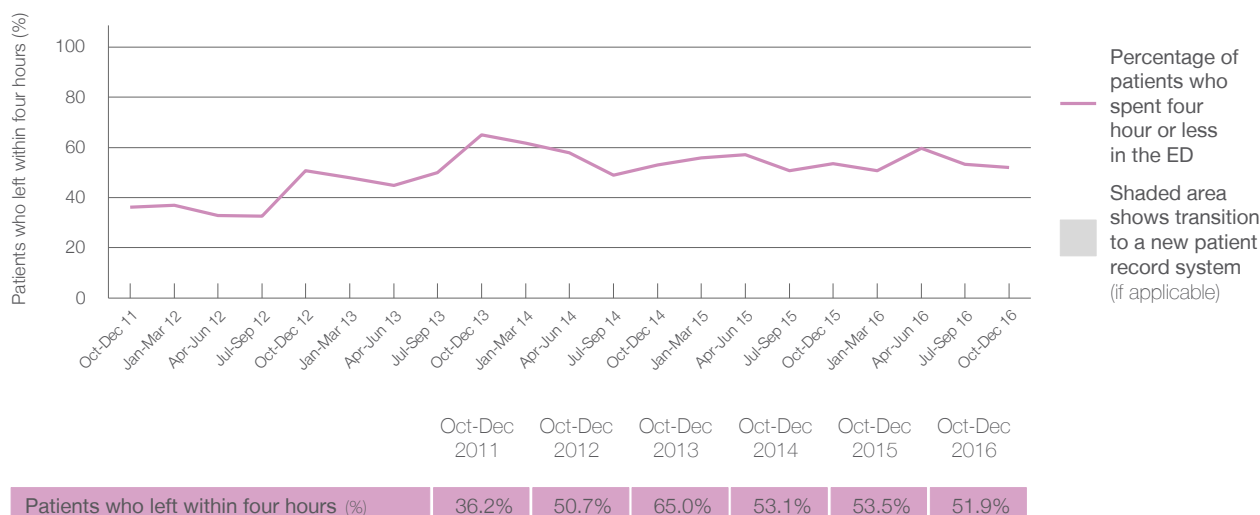
All presentations at the emergency department:¹ 21,176 patients

Presentations used to calculate time to leaving the ED:⁶ 21,172 patients

Percentage of patients who spent four hours or less in the ED 51.9%

Same period last year	Change since one year ago
20,531	3.1%
20,531	3.1%
53.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Nepean Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 17,136 patients

Emergency presentations:² 17,048 patients

Same period last year	Change since one year ago
16,819	1.9%
16,721	2.0%

Nepean Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,544 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,988 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,704 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,723 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
2,321	
9 minutes	8 minutes
33 minutes	26 minutes
4,578	
36 minutes	20 minutes
158 minutes	67 minutes
7,586	
36 minutes	25 minutes
156 minutes	97 minutes
2,147	
33 minutes	24 minutes
149 minutes	103 minutes

Nepean Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 17,125 patients

Percentage of patients who spent four hours or less in the ED 61.8%

Same period last year	Change since one year ago
16,819	1.8%
53.3%	

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

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

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

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

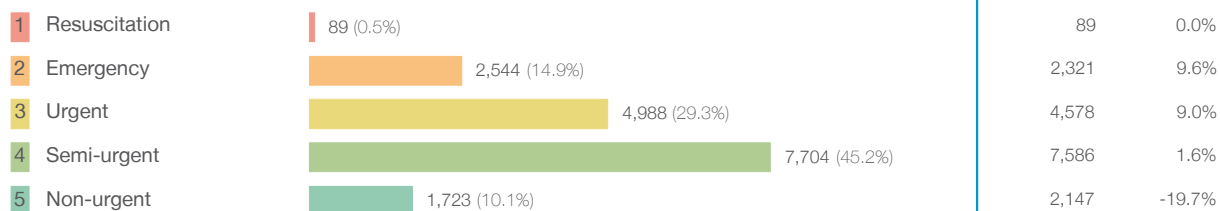
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Patients presenting to the emergency department

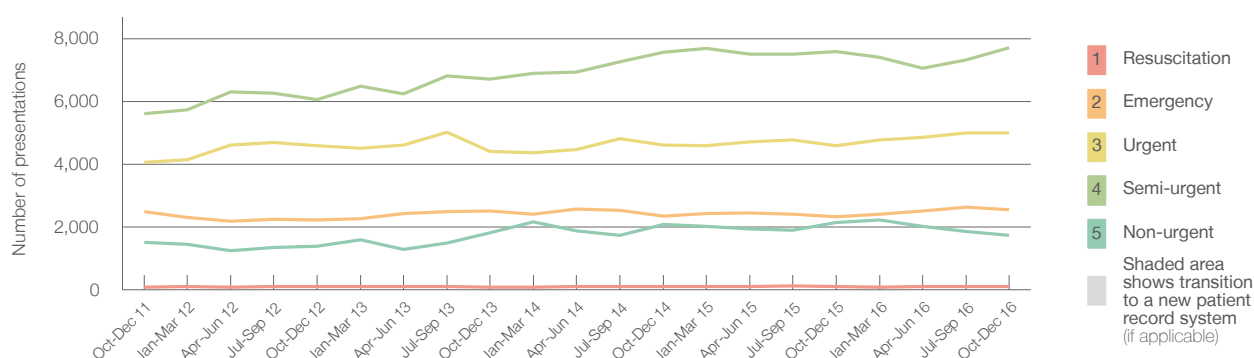
October to December 2016

All presentations:¹ 17,136 patients

Emergency presentations² by triage category: 17,048 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	77	102	88	95	89	89
Emergency	2,486	2,225	2,500	2,350	2,321	2,544
Urgent	4,064	4,593	4,397	4,606	4,578	4,988
Semi-urgent	5,603	6,066	6,702	7,572	7,586	7,704
Non-urgent	1,501	1,387	1,818	2,083	2,147	1,723
All emergency presentations	13,731	14,373	15,505	16,706	16,721	17,048

Nepean Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,839 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

October to December 2016

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

Number of triage 2 patients: 2,544

Number of triage 2 patients used to calculate waiting time:³ 2,530

Median time to start treatment⁴

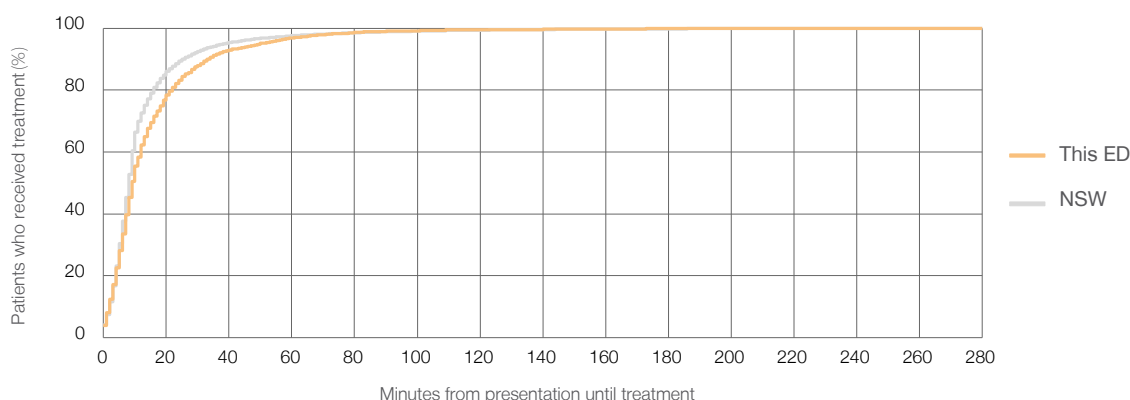
9 minutes

90th percentile time to start treatment⁵

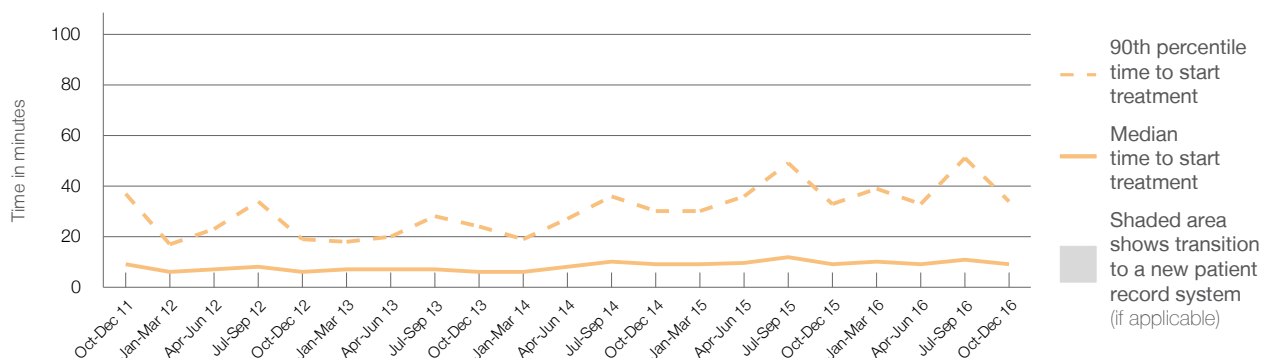
34 minutes

Same period last year	NSW (this period)
2,321	
2,251	
9 minutes	8 minutes
33 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	6	6	9	9	9
90th percentile time to start treatment ⁵ (minutes)	37	19	24	30	33	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

October to December 2016

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

Number of triage 3 patients: 4,988

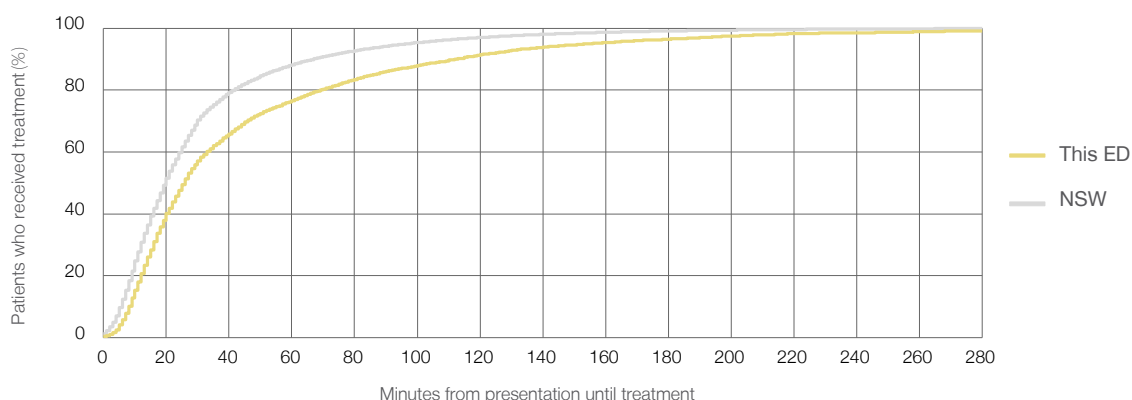
Number of triage 3 patients used to calculate waiting time:³ 4,794

Median time to start treatment⁴ 26 minutes

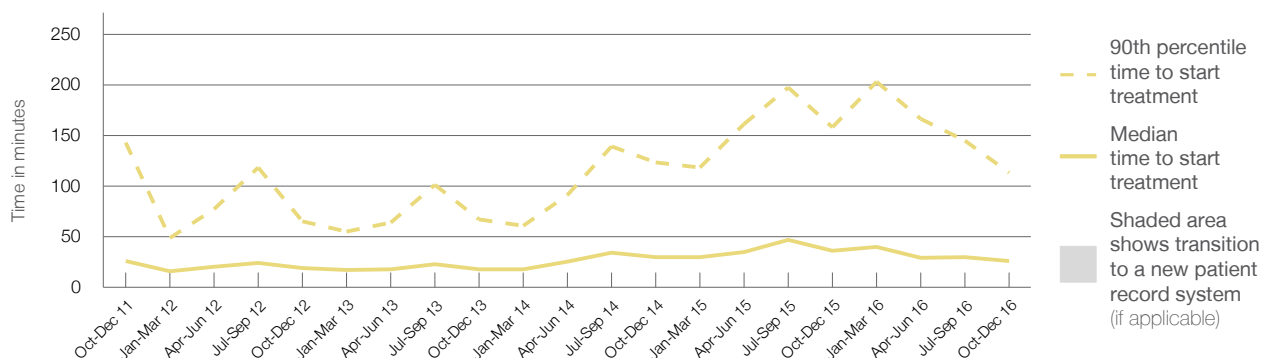
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,578	
4,180	
36 minutes	20 minutes
158 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	19	18	30	36	26
90th percentile time to start treatment ⁵ (minutes)	143	65	67	123	158	113

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 7,704

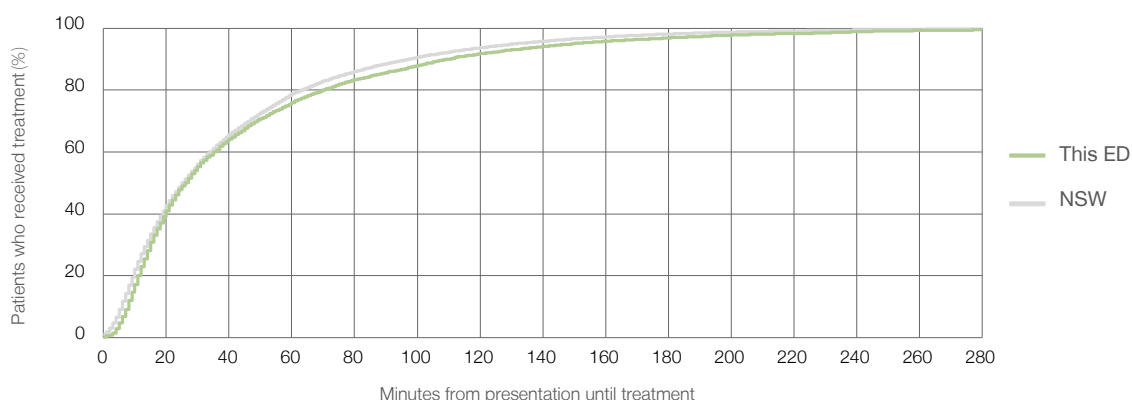
Number of triage 4 patients used to calculate waiting time:³ 7,210

Median time to start treatment⁴ 26 minutes

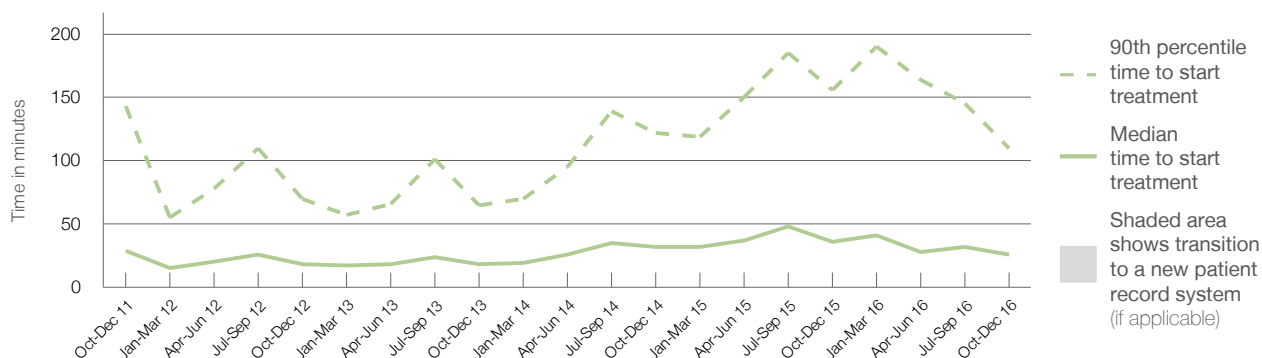
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
7,586	
6,700	
36 minutes	25 minutes
156 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	18	18	32	36	26
90th percentile time to start treatment ⁵ (minutes)	143	70	65	122	156	110

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 1,723

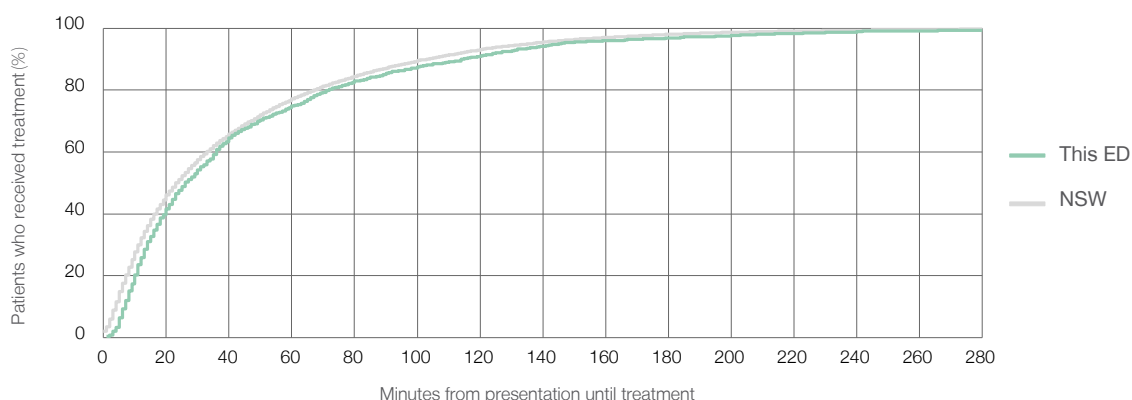
Number of triage 5 patients used to calculate waiting time:³ 1,457

Median time to start treatment⁴ 26 minutes

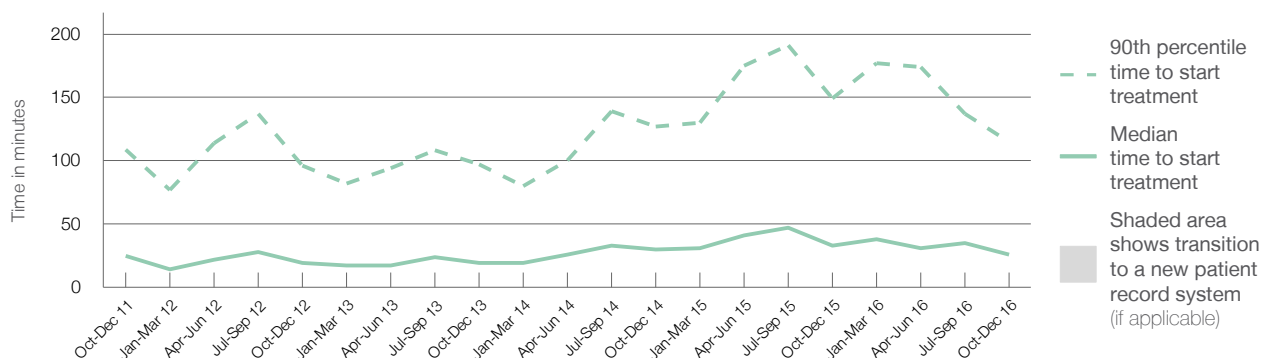
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
2,147	
1,752	
33 minutes	24 minutes
149 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	19	19	30	33	26
90th percentile time to start treatment ⁵ (minutes)	109	96	97	127	149	115

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

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

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

Nepean Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 17,136 patients

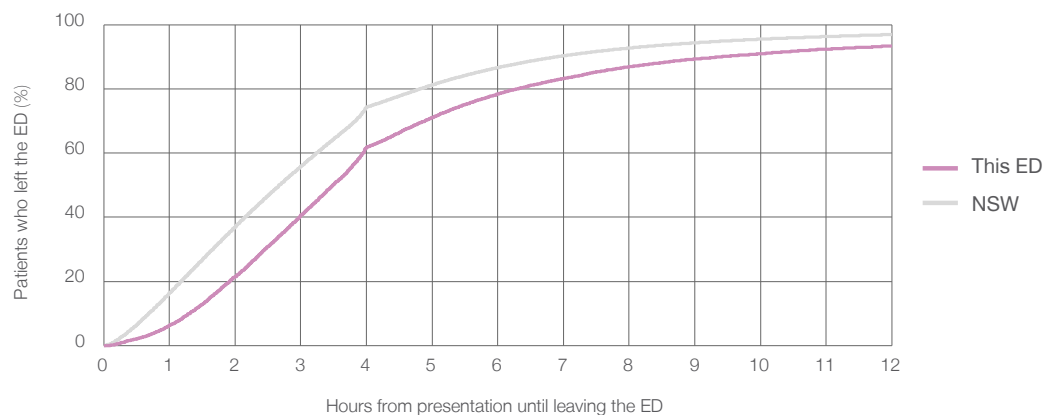
Presentations used to calculate time to leaving the ED:⁶ 17,125 patients

Median time spent in the ED⁸ 3 hours and 29 minutes

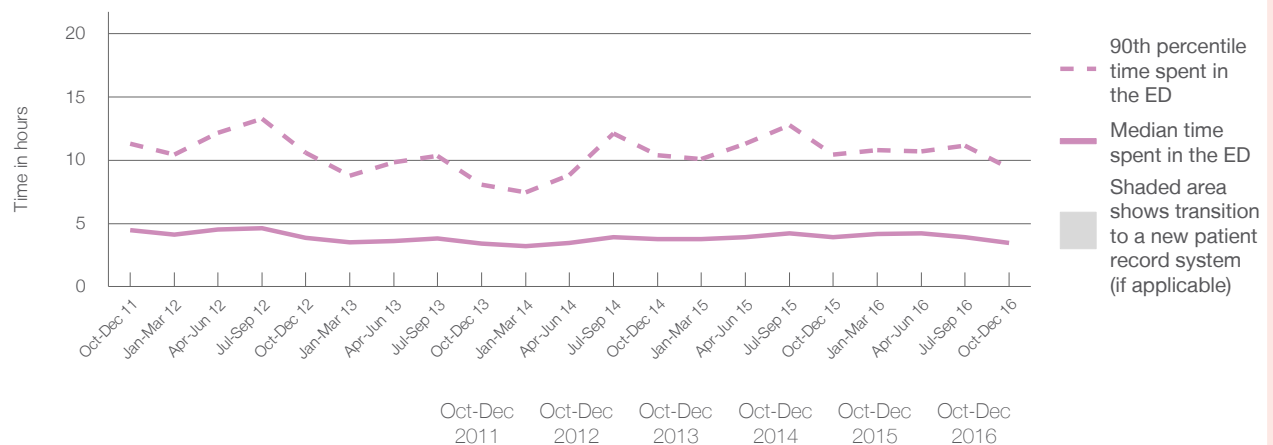
90th percentile time spent in the ED⁹ 9 hours and 24 minutes

Same period last year	NSW (this period)
16,819	16,819
3 hours and 54 minutes	2 hours and 41 minutes
10 hours and 25 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 28m	3h 53m	3h 26m	3h 47m	3h 54m	3h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 18m	10h 35m	8h 4m	10h 22m	10h 25m	9h 24m

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

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

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

Nepean Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

All presentations:[†] 17,136 patients

Presentations used to calculate time to leaving the ED:[‡] 17,125 patients

Treated and discharged 8,339 (48.7%)

Treated and admitted to hospital 7,275 (42.5%)

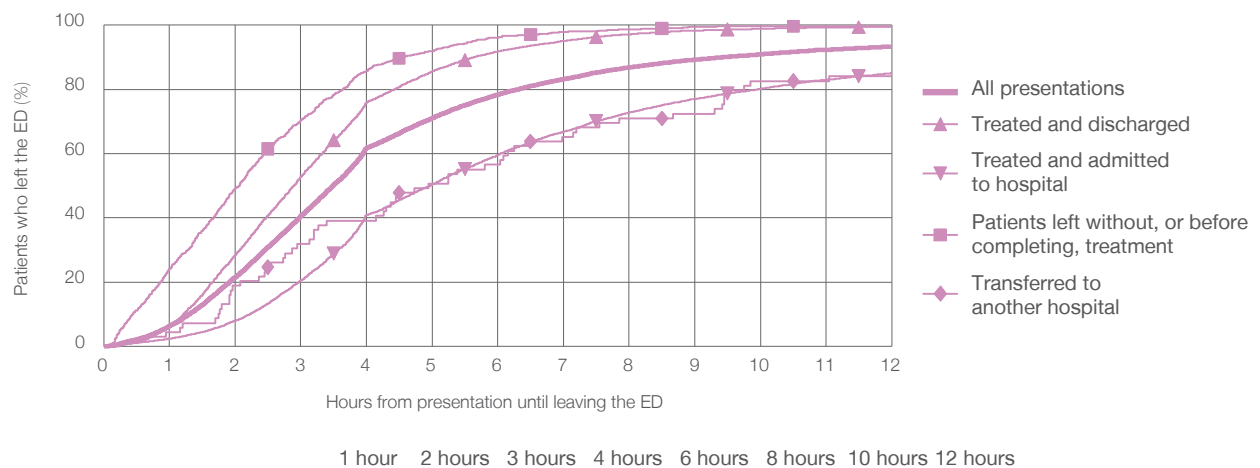
Patient left without, or before completing, treatment 1,371 (8.0%)

Transferred to another hospital 69 (0.4%)

Other 82 (0.5%)

Same period last year	Change since one year ago
16,819	1.8%
8,560	-2.6%
6,376	14.1%
1,758	-22.0%
58	19.0%
67	22.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

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

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

Nepean Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 17,136 patients

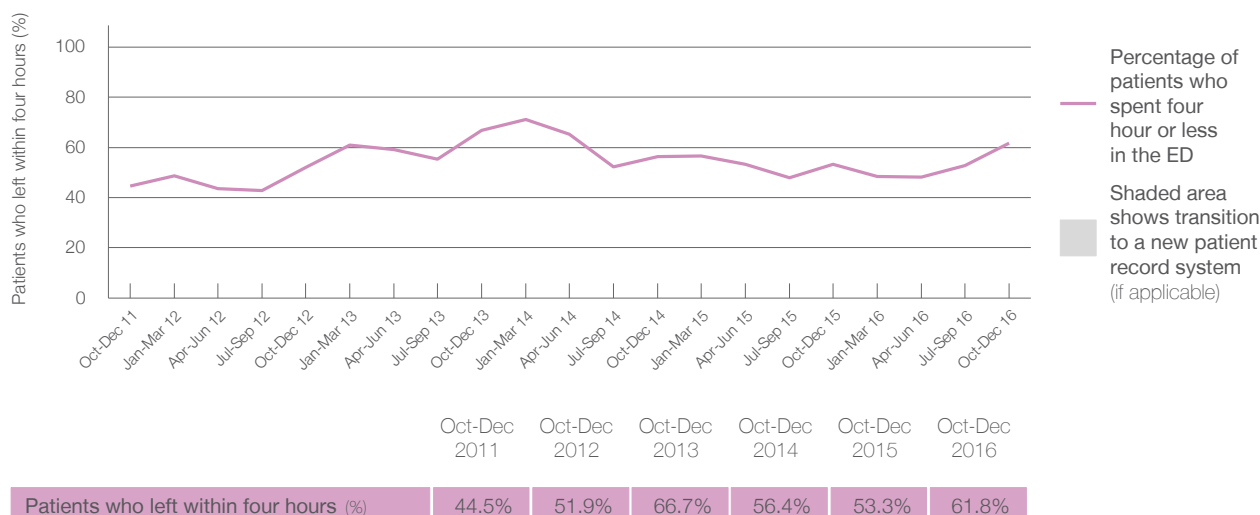
Presentations used to calculate time to leaving the ED:⁶ 17,125 patients

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



Same period last year	Change since one year ago
16,819	1.9%
16,819	1.8%
53.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Prince of Wales Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 14,878 patients

Emergency presentations:² 13,863 patients

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

Prince of Wales Hospital: Time patients waited to start treatment³

October to December 2016

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

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 24 minutes

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

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 66 minutes

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

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 85 minutes

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

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 105 minutes

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

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 14,864 patients

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

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

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

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

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

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

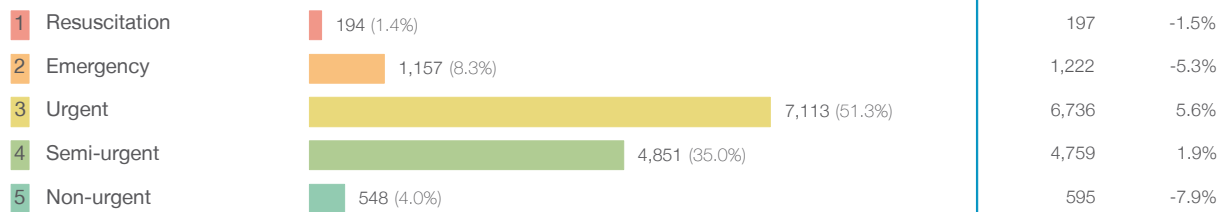
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Patients presenting to the emergency department

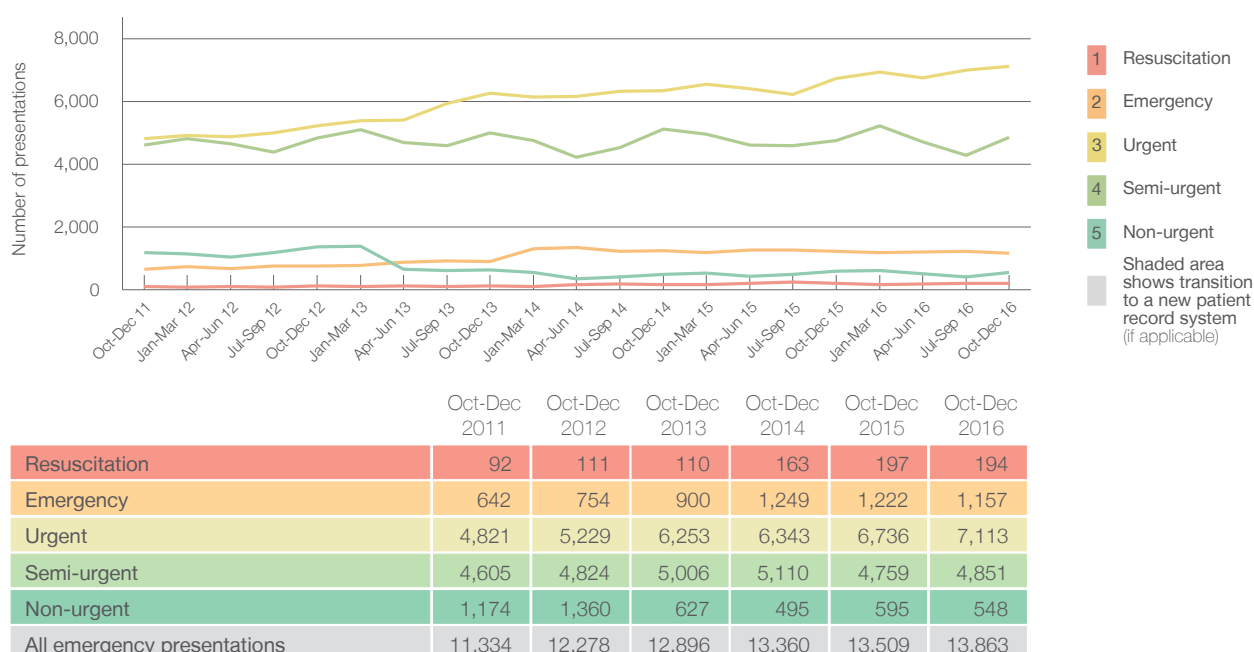
October to December 2016

All presentations:¹ 14,878 patients

Emergency presentations² by triage category: 13,863 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Prince of Wales Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,422 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 1,157

Number of triage 2 patients used to calculate waiting time:³ 1,140

Median time to start treatment⁴

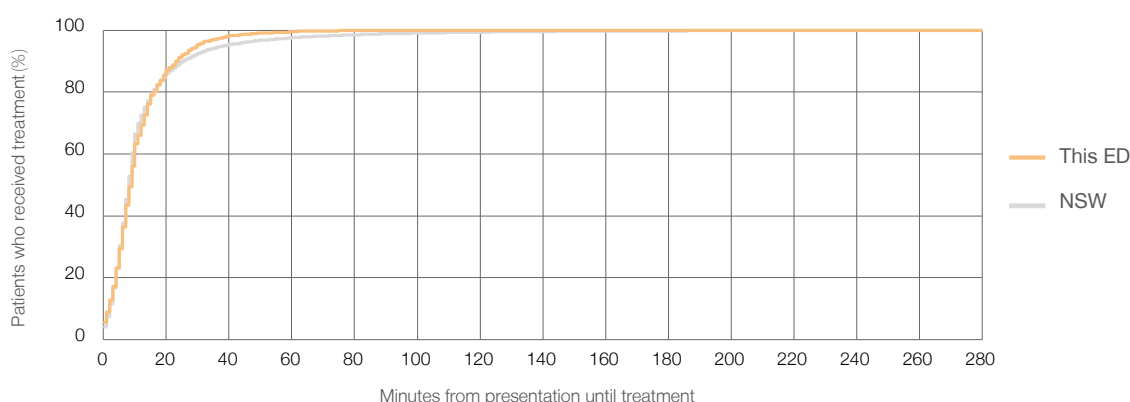
9 minutes

90th percentile time to start treatment⁵

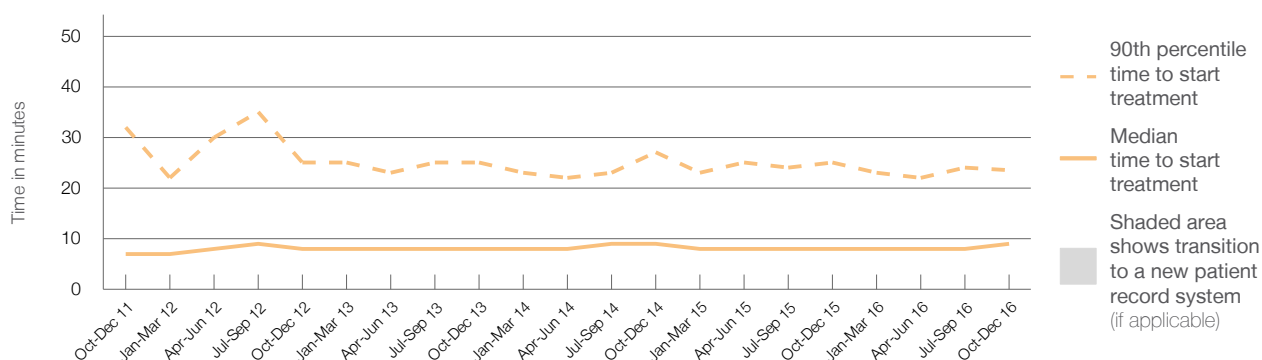
24 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



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

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

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 7,113

Number of triage 3 patients used to calculate waiting time:³ 6,996

Median time to start treatment⁴

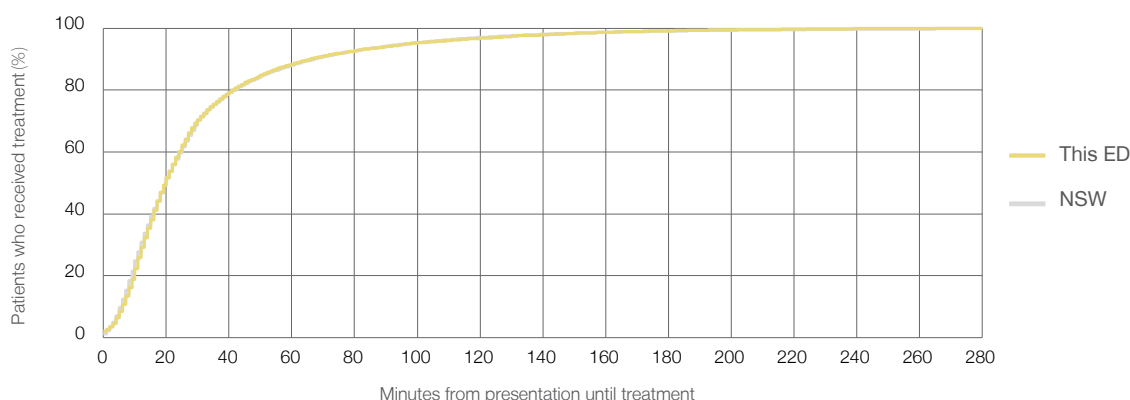
20 minutes

90th percentile time to start treatment⁵

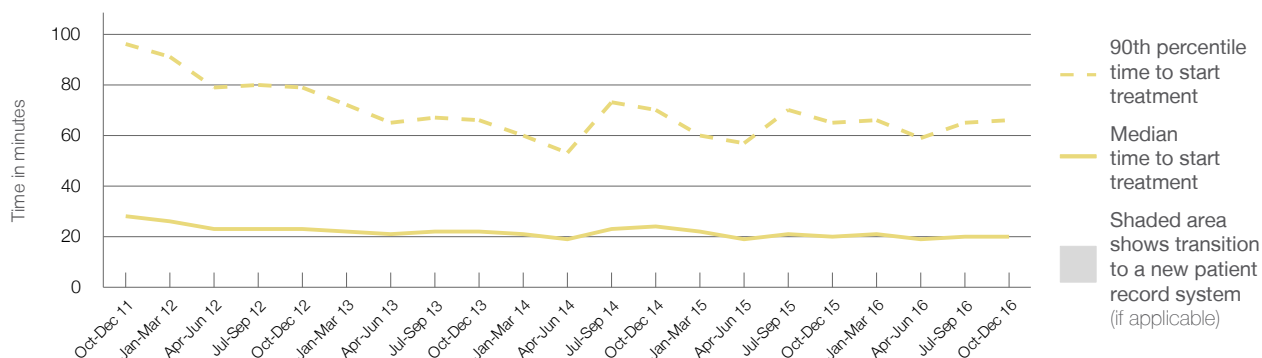
66 minutes

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

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



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

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

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 4,851

Number of triage 4 patients used to calculate waiting time:³ 4,674

Median time to start treatment⁴

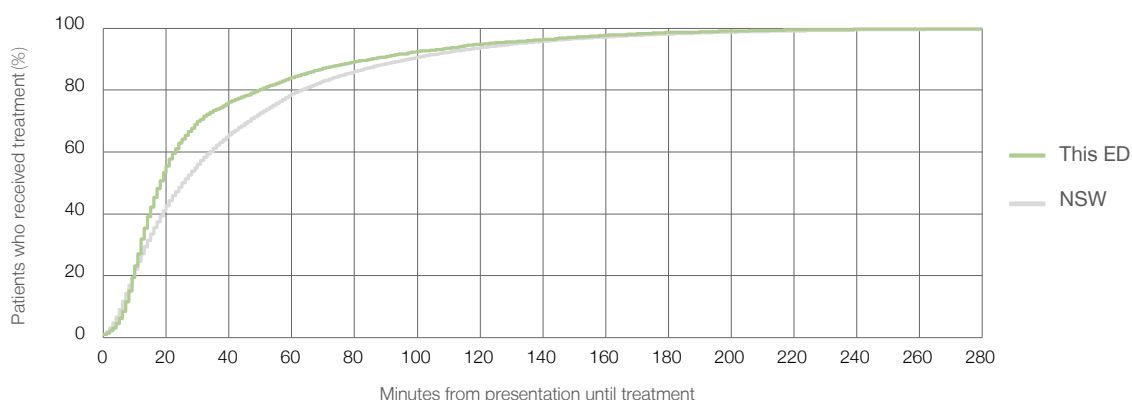
18 minutes

90th percentile time to start treatment⁵

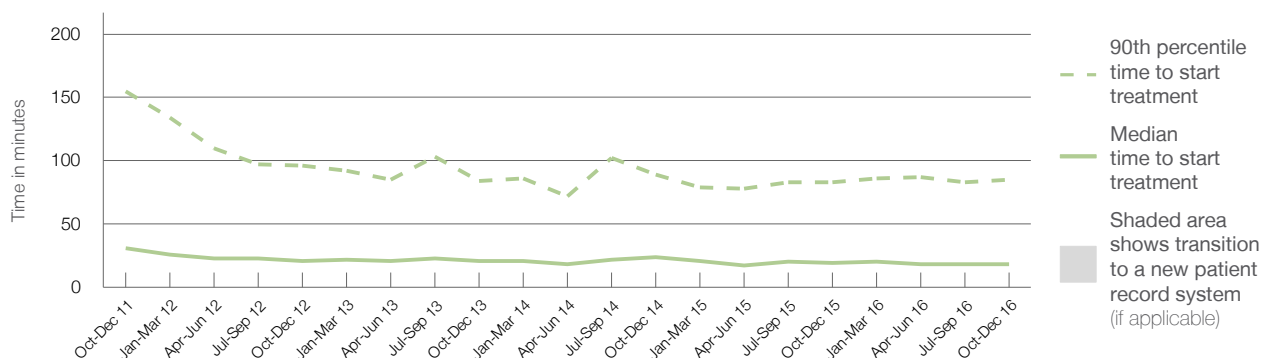
85 minutes

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

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



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

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

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 548

Number of triage 5 patients used to calculate waiting time:³ 417

Median time to start treatment⁴

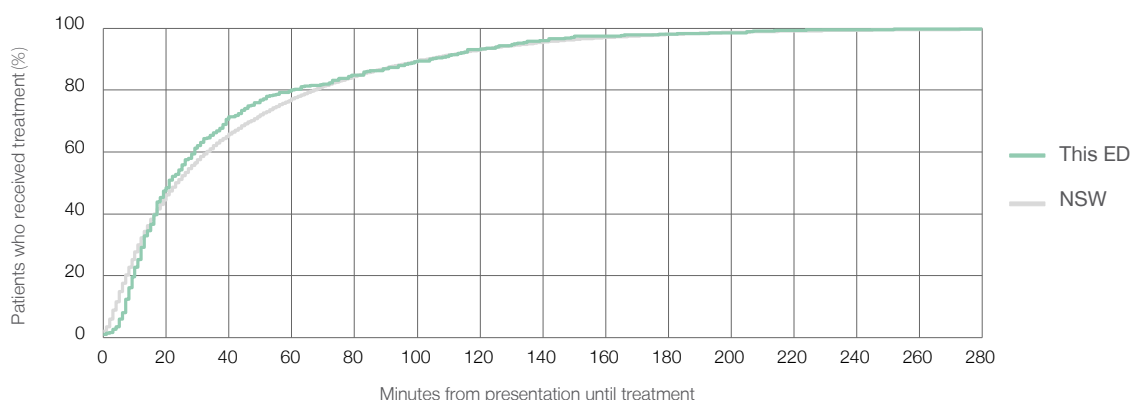
21 minutes

90th percentile time to start treatment⁵

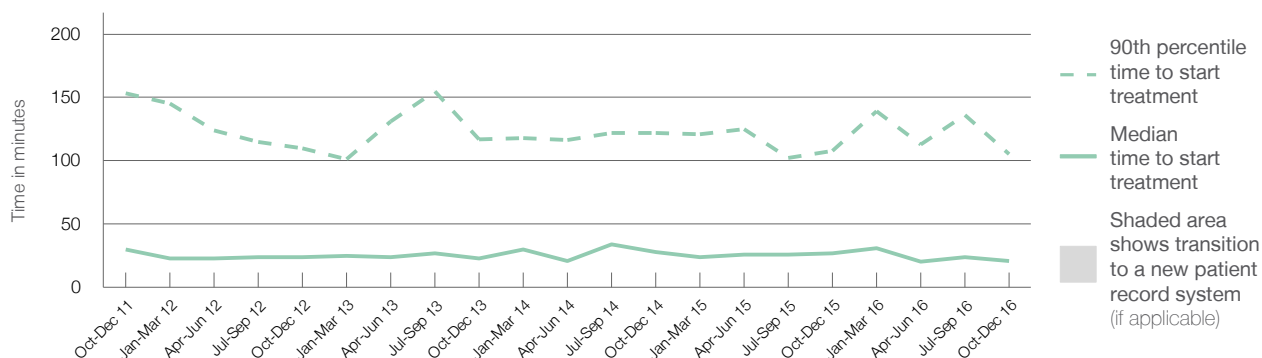
105 minutes

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

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



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

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

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

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

Prince of Wales Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 14,878 patients

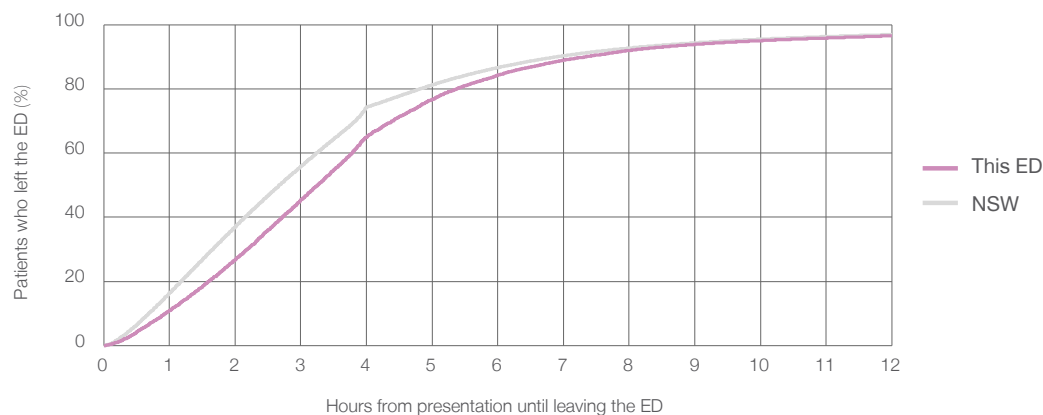
Presentations used to calculate time to leaving the ED:⁶ 14,864 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

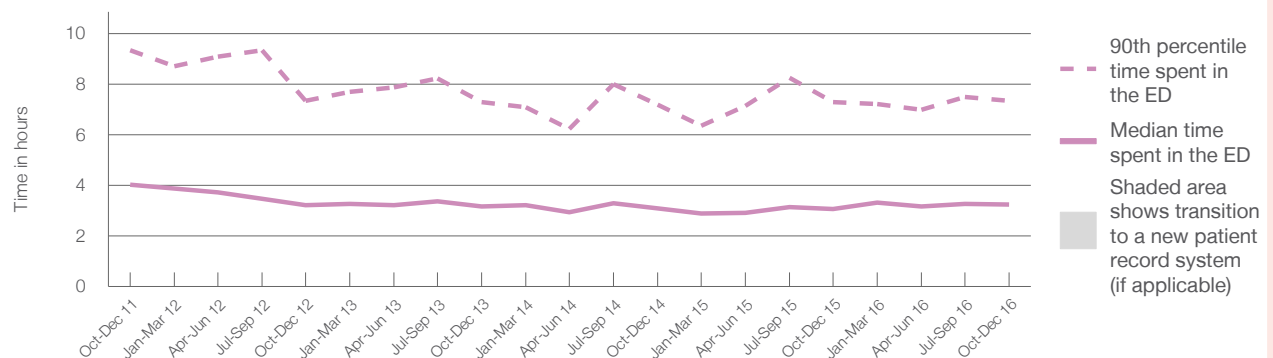
90th percentile time spent in the ED⁹ 7 hours and 20 minutes

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

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



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

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

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

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

Prince of Wales Hospital: Time patients spent in the ED

By mode of separation

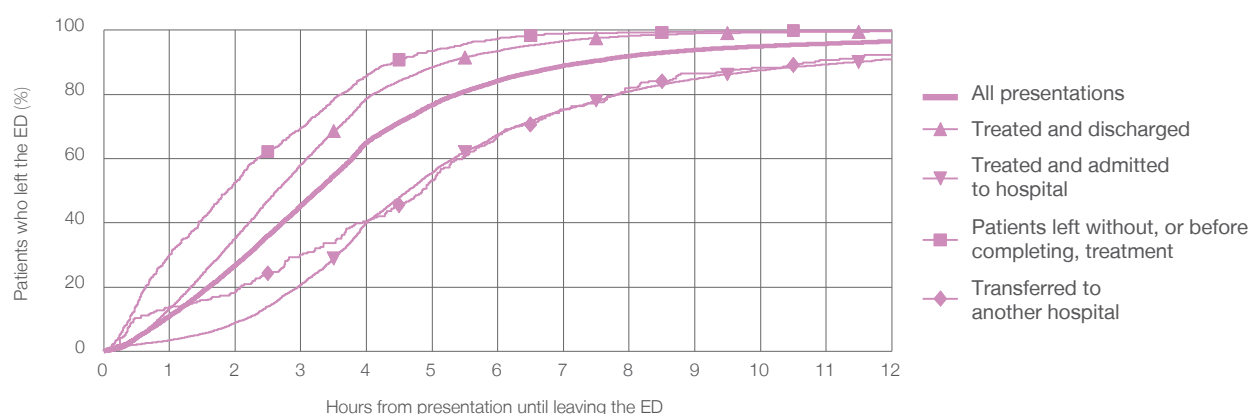
October to December 2016

All presentations:[†] 14,878 patients

Presentations used to calculate time to leaving the ED:[‡] 14,864 patients

		Same period last year	Change since one year ago
		14,695	1.2%
Treated and discharged	8,616 (57.9%)	8,778	-1.8%
Treated and admitted to hospital	5,189 (34.9%)	4,998	3.8%
Patient left without, or before completing, treatment	765 (5.1%)	658	16.3%
Transferred to another hospital	259 (1.7%)	190	36.3%
Other	49 (0.3%)	72	-31.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

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

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Prince of Wales Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 14,878 patients

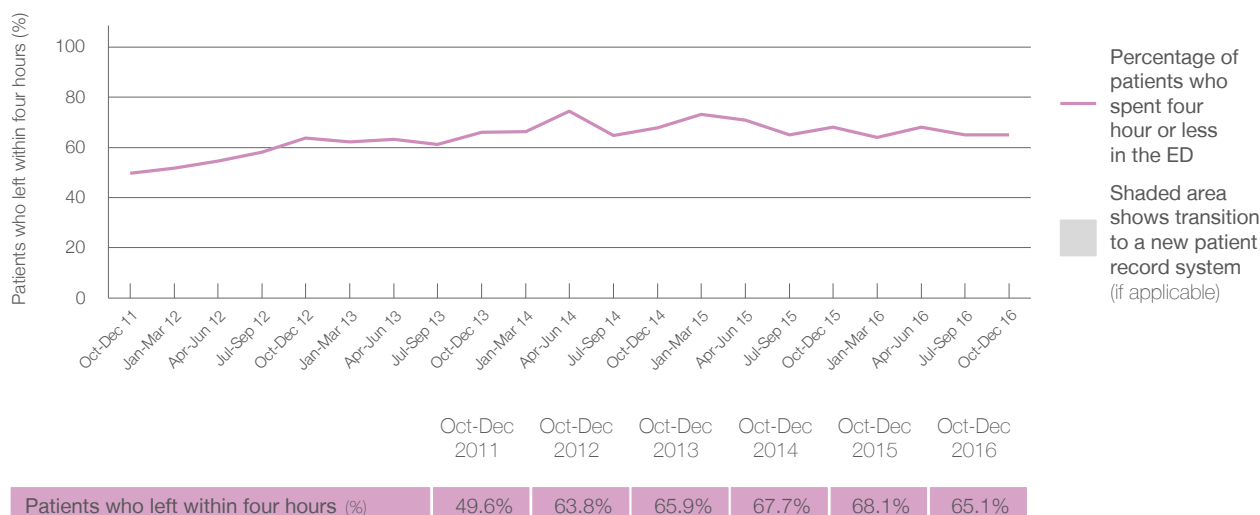
Presentations used to calculate time to leaving the ED:⁶ 14,864 patients

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



Same period last year	Change since one year ago
14,696	1.2%
14,695	1.2%
68.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Royal North Shore Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 21,164 patients

Emergency presentations:² 21,024 patients

Same period last year	Change since one year ago
19,866	6.5%
19,801	6.2%

Royal North Shore Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 4,335 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,947 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,620 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,716 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,131	
8 minutes	8 minutes
17 minutes	26 minutes
5,774	
19 minutes	20 minutes
47 minutes	67 minutes
6,951	
29 minutes	25 minutes
80 minutes	97 minutes
2,631	
36 minutes	24 minutes
106 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 21,164 patients

Percentage of patients who spent four hours or less in the ED 63.8%

Same period last year	Change since one year ago
19,866	6.5%
63.9%	

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

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

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

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

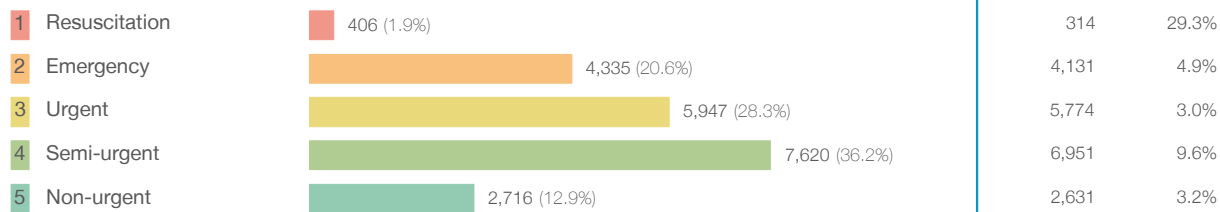
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal North Shore Hospital: Patients presenting to the emergency department

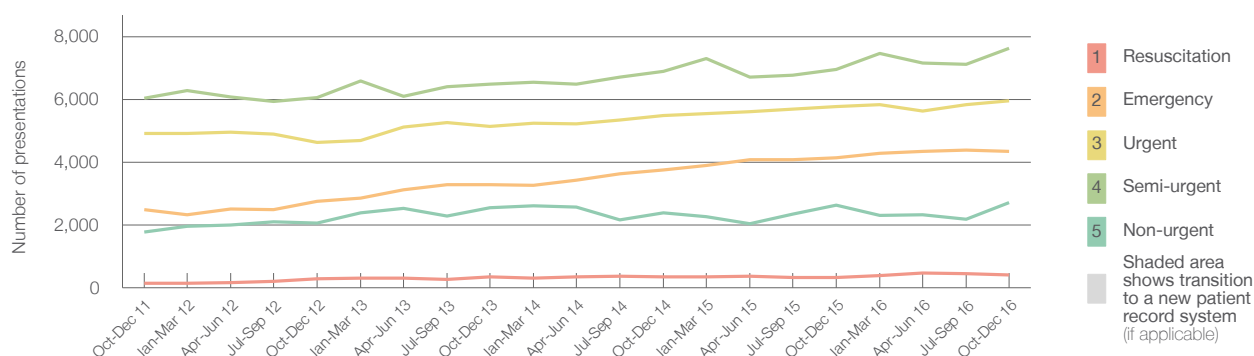
October to December 2016

All presentations:¹ 21,164 patients

Emergency presentations² by triage category: 21,024 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	137	285	354	341	314	406
Emergency	2,478	2,756	3,286	3,759	4,131	4,335
Urgent	4,913	4,638	5,133	5,485	5,774	5,947
Semi-urgent	6,030	6,048	6,483	6,884	6,951	7,620
Non-urgent	1,777	2,060	2,556	2,376	2,631	2,716
All emergency presentations	15,335	15,787	17,812	18,845	19,801	21,024

Royal North Shore Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,504 patients

ED Transfer of care time



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

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

October to December 2016

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

Number of triage 2 patients: 4,335

Number of triage 2 patients used to calculate waiting time:³ 4,311

Median time to start treatment⁴

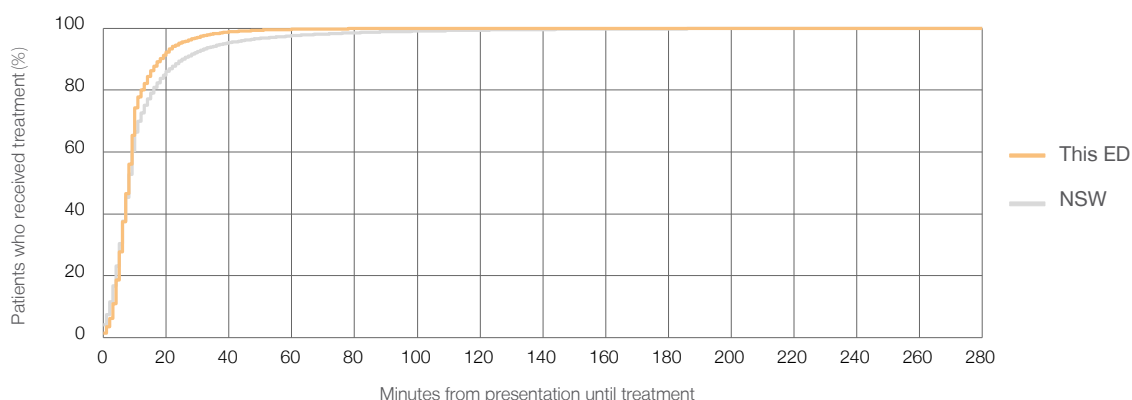
8 minutes

90th percentile time to start treatment⁵

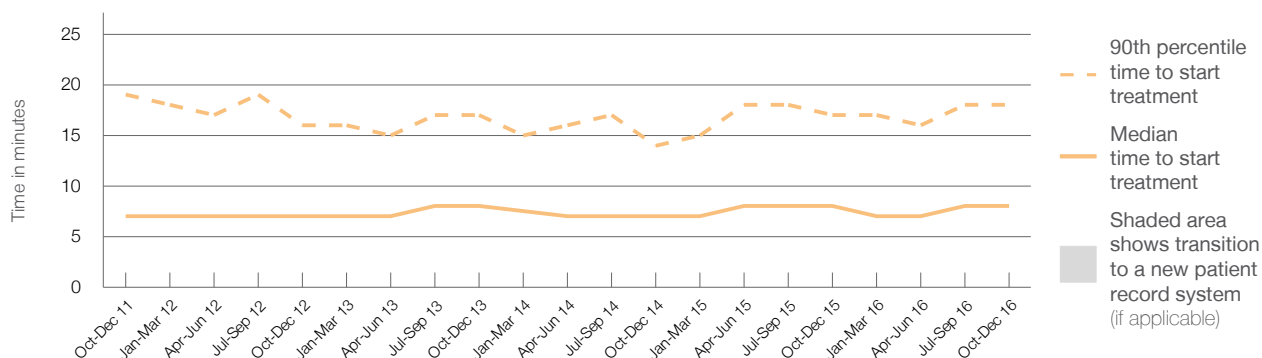
18 minutes

Same period last year	NSW (this period)
4,131	
4,120	
8 minutes	8 minutes
17 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



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

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 5,947

Number of triage 3 patients used to calculate waiting time:³ 5,835

Median time to start treatment⁴

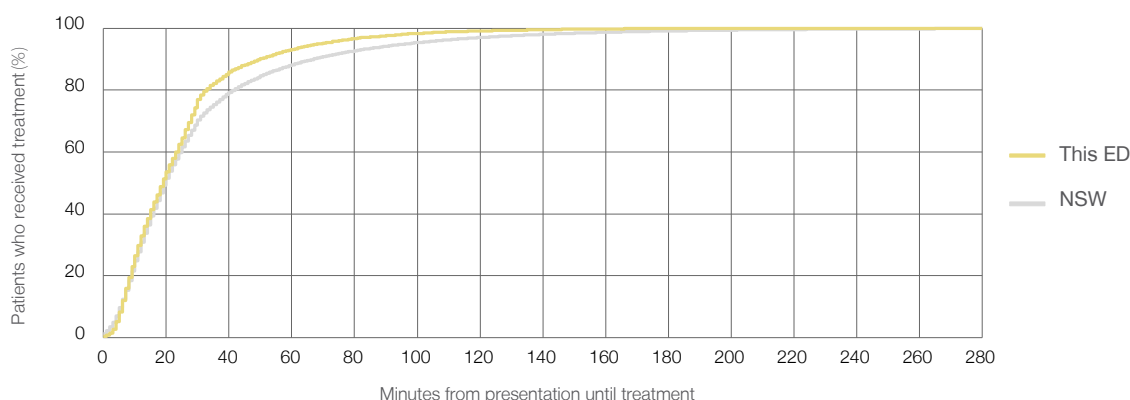
19 minutes

90th percentile time to start treatment⁵

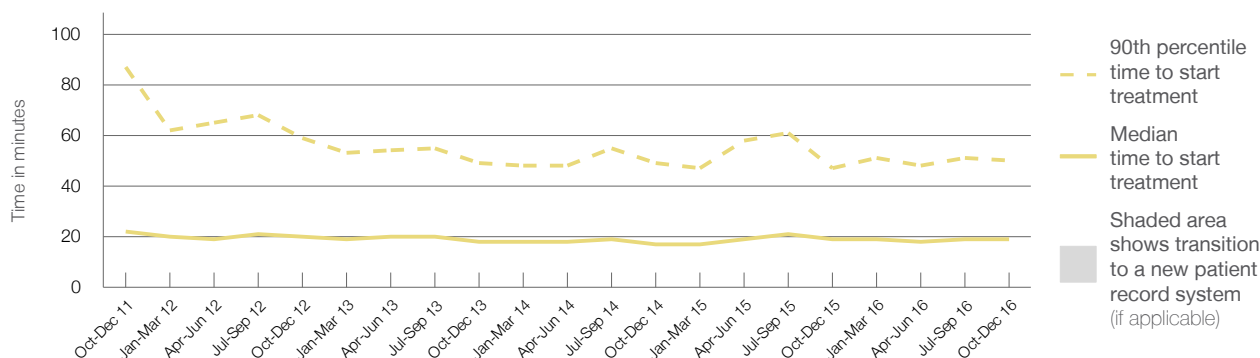
50 minutes

Same period last year	NSW (this period)
5,774	
5,671	
19 minutes	20 minutes
47 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



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

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

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

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

October to December 2016

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

Number of triage 4 patients: 7,620

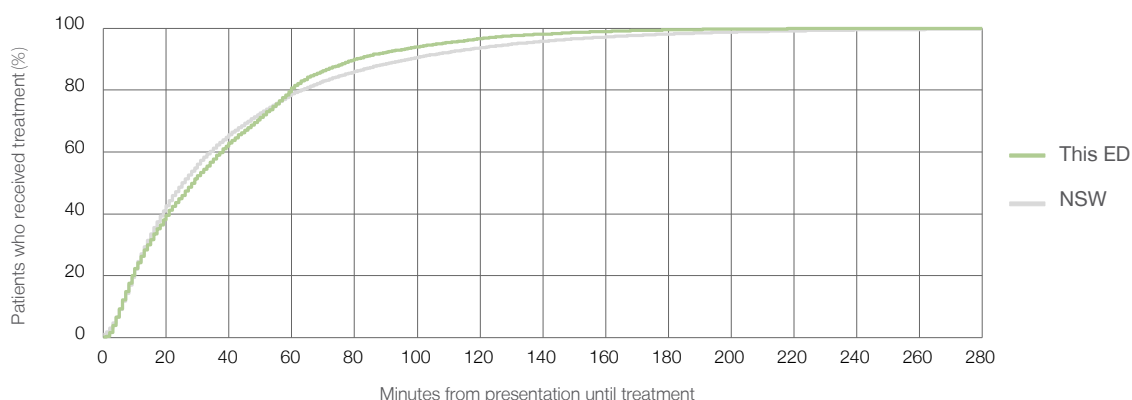
Number of triage 4 patients used to calculate waiting time:³ 7,291

Median time to start treatment⁴ 29 minutes

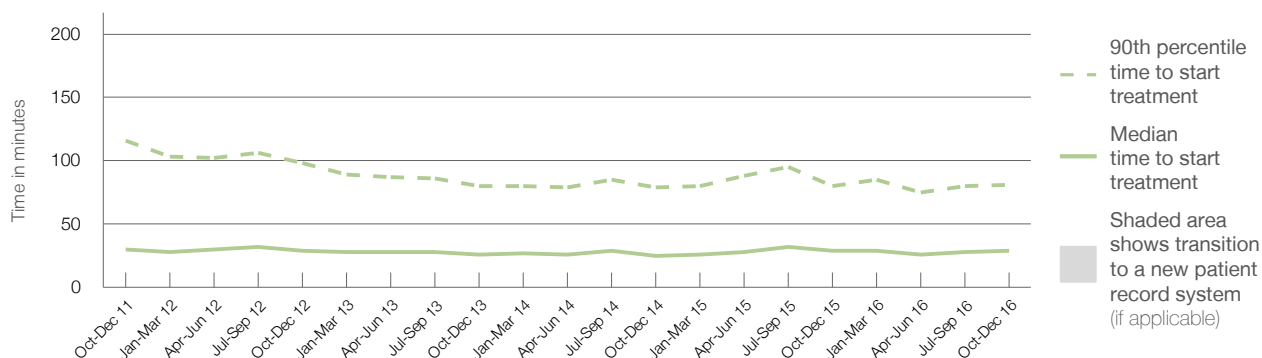
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
6,951	
6,668	
29 minutes	25 minutes
80 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	29	26	25	29	29
90th percentile time to start treatment ⁵ (minutes)	116	98	80	79	80	81

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

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

October to December 2016

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

Number of triage 5 patients: 2,716

Number of triage 5 patients used to calculate waiting time:³ 2,421

Median time to start treatment⁴

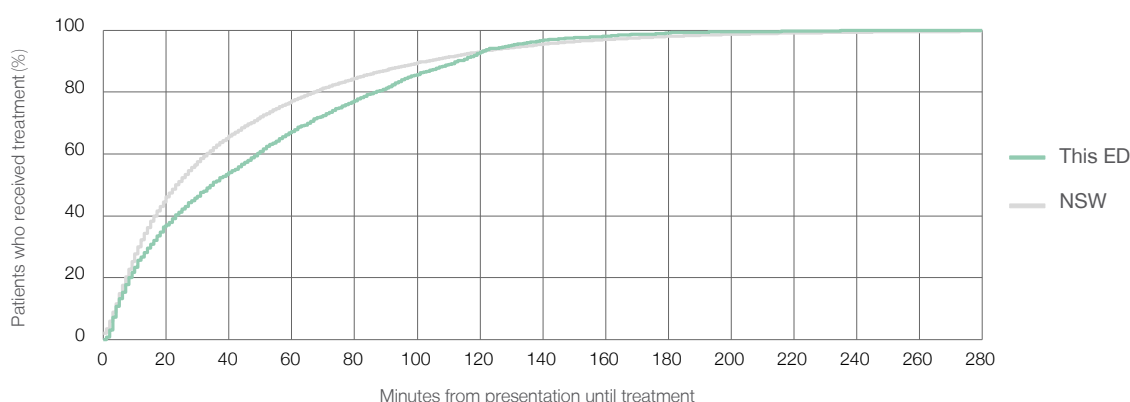
35 minutes

90th percentile time to start treatment⁵

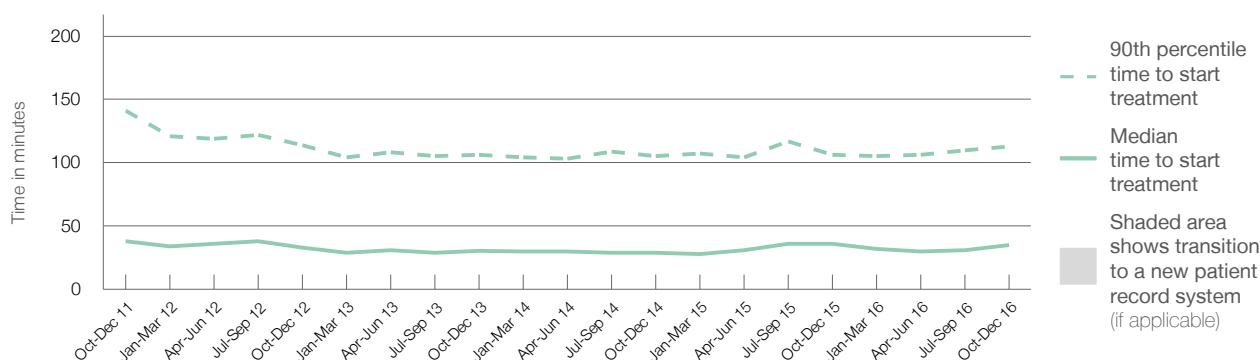
113 minutes

Same period last year	NSW (this period)
2,631	
2,384	
36 minutes	24 minutes
106 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	33	31	29	36	35
90th percentile time to start treatment ⁵ (minutes)	141	114	106	105	106	113

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

Royal North Shore Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 21,164 patients

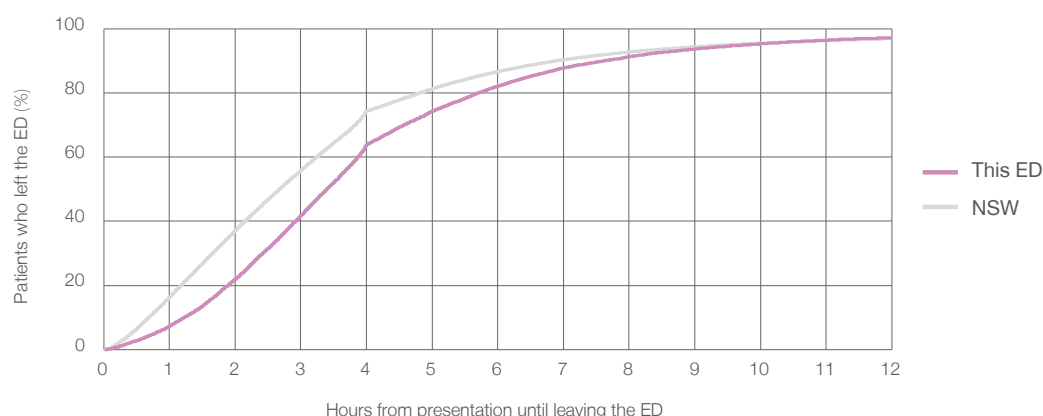
Presentations used to calculate time to leaving the ED:⁶ 21,164 patients

Median time spent in the ED⁸ 3 hours and 24 minutes

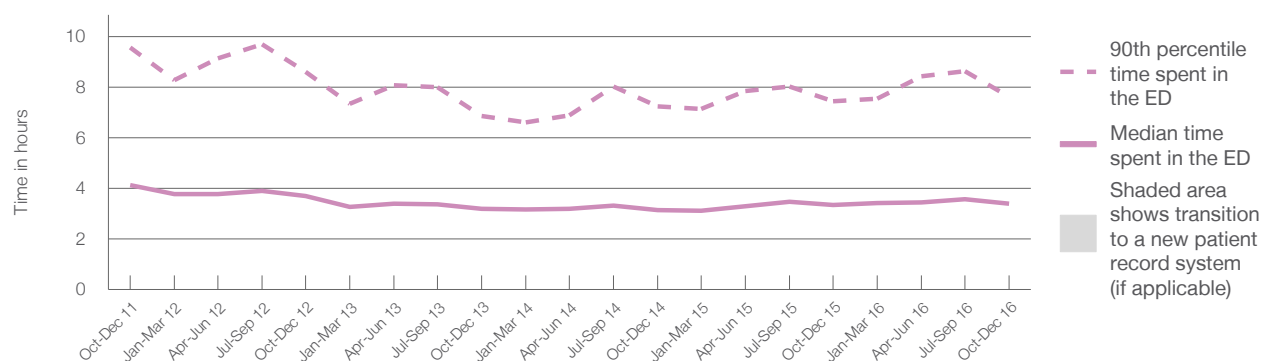
90th percentile time spent in the ED⁹ 7 hours and 37 minutes

Same period last year	NSW (this period)
19,866	
19,866	
3 hours and 21 minutes	2 hours and 41 minutes
7 hours and 26 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



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

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

Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

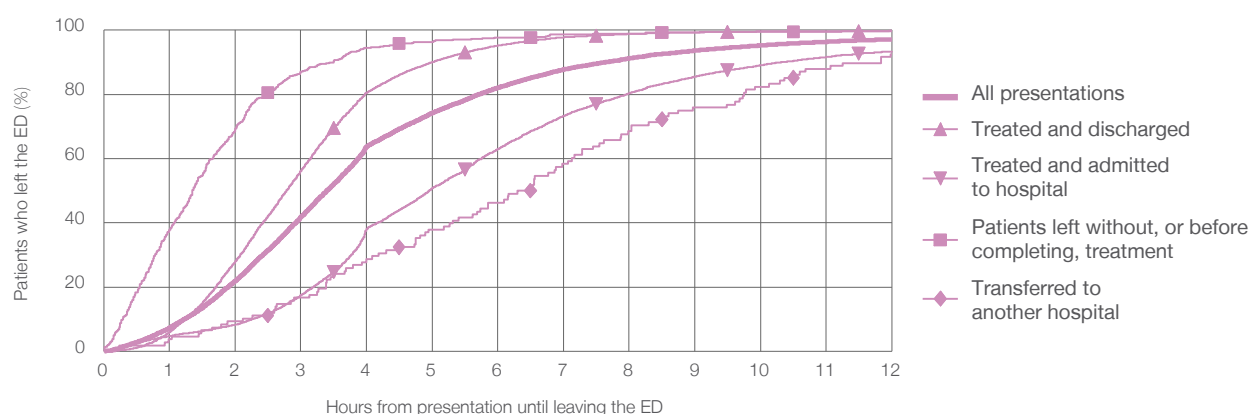
October to December 2016

All presentations:[†] 21,164 patients

Presentations used to calculate time to leaving the ED:[‡] 21,164 patients

		Same period last year	Change since one year ago
		19,866	6.5%
Treated and discharged	11,611 (54.9%)	11,360	2.2%
Treated and admitted to hospital	8,539 (40.3%)	7,671	11.3%
Patient left without, or before completing, treatment	581 (2.7%)	465	24.9%
Transferred to another hospital	108 (0.5%)	136	-20.6%
Other	325 (1.5%)	234	38.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	6.1%	28.1%	56.2%	80.6%	95.2%	98.9%	99.6%	99.8%
Treated and admitted to hospital	4.7%	8.3%	17.5%	38.1%	63.1%	80.4%	89.1%	93.4%
Patient left without, or before completing, treatment	37.9%	69.4%	87.1%	94.5%	97.8%	99.0%	99.5%	99.7%
Transferred to another hospital	3.7%	9.3%	16.7%	28.7%	46.3%	68.5%	82.4%	92.6%
All presentations	7.4%	22.0%	41.8%	63.8%	82.1%	91.3%	95.3%	97.2%

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

Royal North Shore Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 21,164 patients

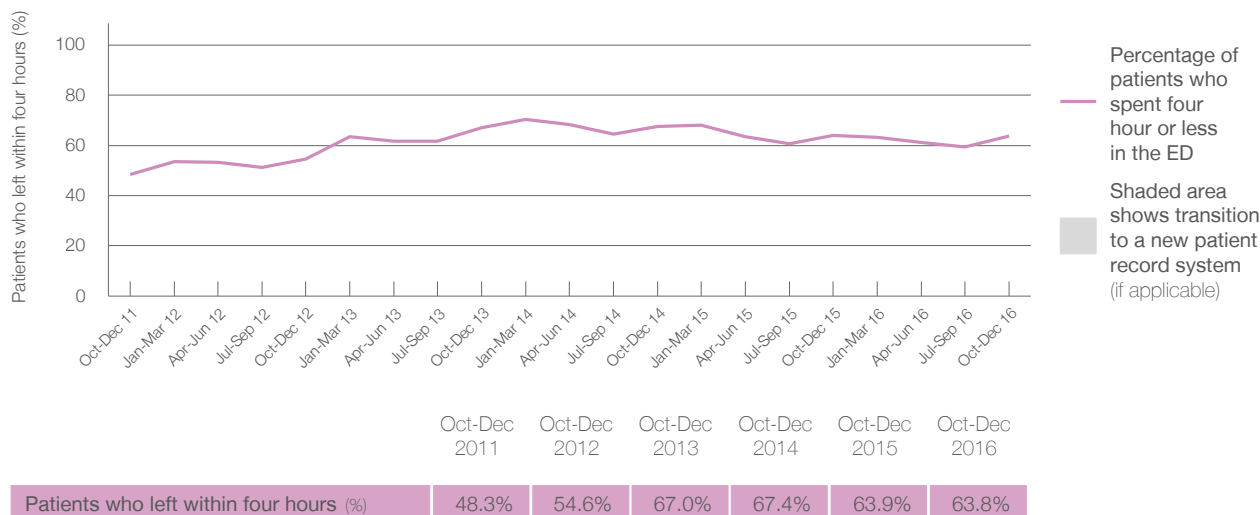
Presentations used to calculate time to leaving the ED:⁶ 21,164 patients

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



Same period last year	Change since one year ago
19,866	6.5%
19,866	6.5%
63.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



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

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

Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,243 patients

Emergency presentations:² 18,762 patients

Same period last year	Change since one year ago
18,691	3.0%
18,278	2.6%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,842 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,963 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,364 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 489 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
3,303	
12 minutes	8 minutes
29 minutes	26 minutes
8,539	
25 minutes	20 minutes
74 minutes	67 minutes
5,559	
32 minutes	25 minutes
113 minutes	97 minutes
799	
34 minutes	24 minutes
127 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,243 patients

Percentage of patients who spent four hours or less in the ED 64.0%

Same period last year	Change since one year ago
18,691	3.0%
63.4%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
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3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

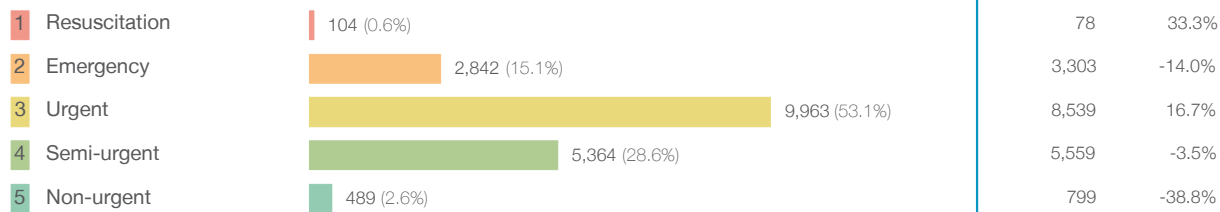
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal Prince Alfred Hospital: Patients presenting to the emergency department

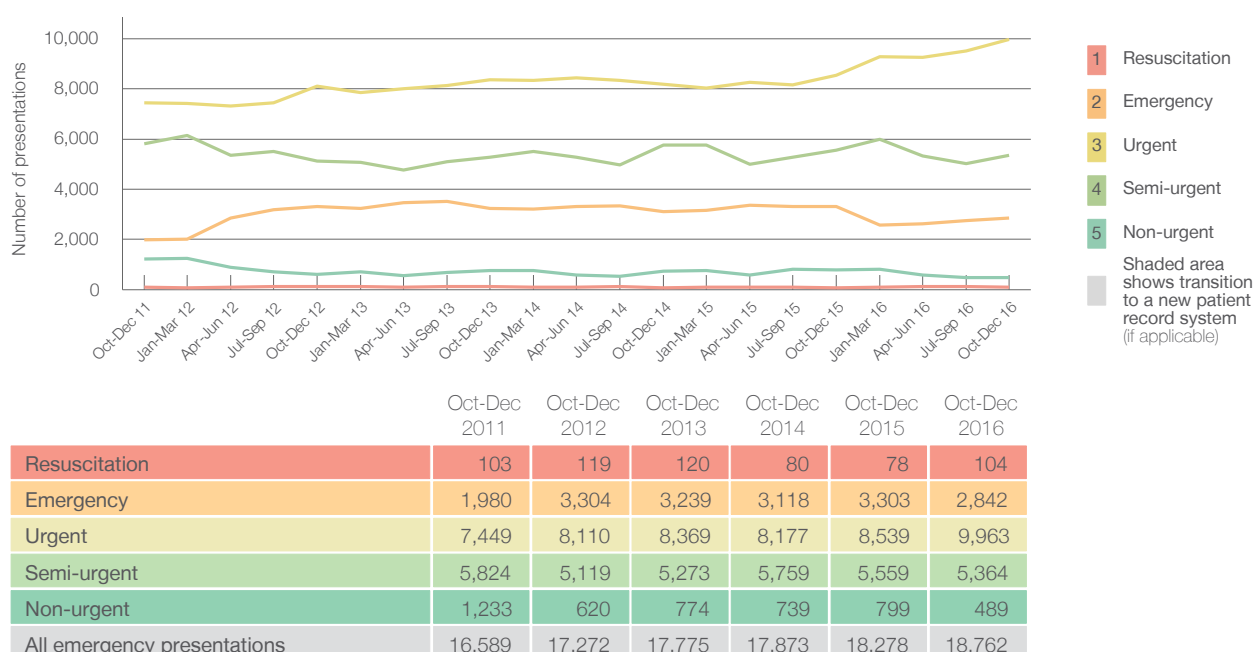
October to December 2016

All presentations:¹ 19,243 patients

Emergency presentations² by triage category: 18,762 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Royal Prince Alfred Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,183 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

October to December 2016

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

Number of triage 2 patients: 2,842

Number of triage 2 patients used to calculate waiting time:³ 2,837

Median time to start treatment⁴

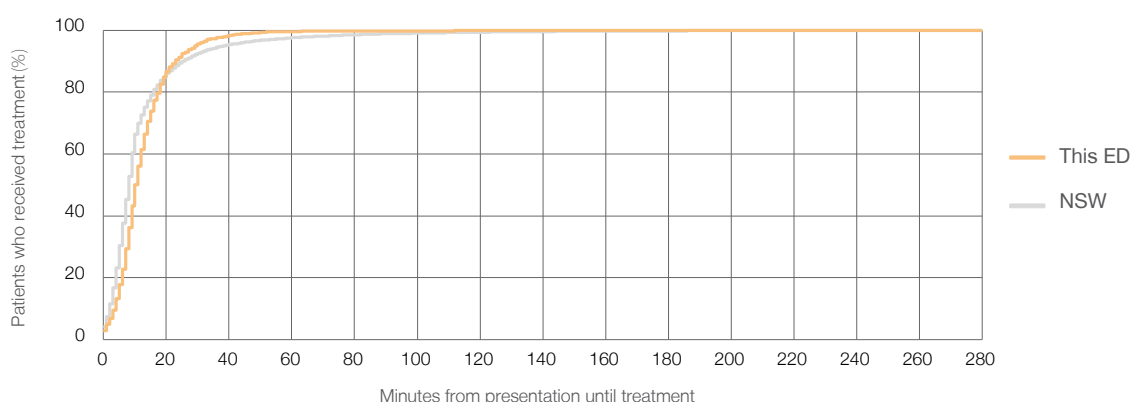
11 minutes

90th percentile time to start treatment⁵

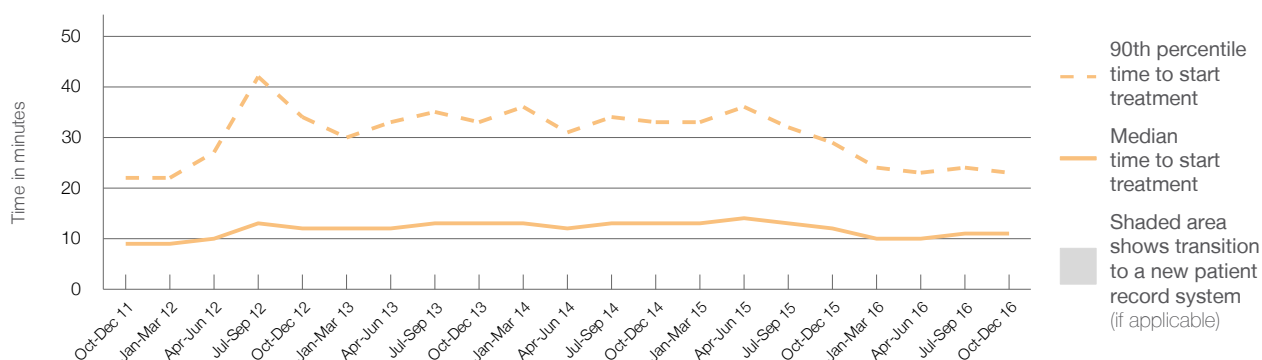
23 minutes

Same period last year	NSW (this period)
3,303	
3,295	
12 minutes	8 minutes
29 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	12	13	13	12	11
90th percentile time to start treatment ⁵ (minutes)	22	34	33	33	29	23

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

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 9,963

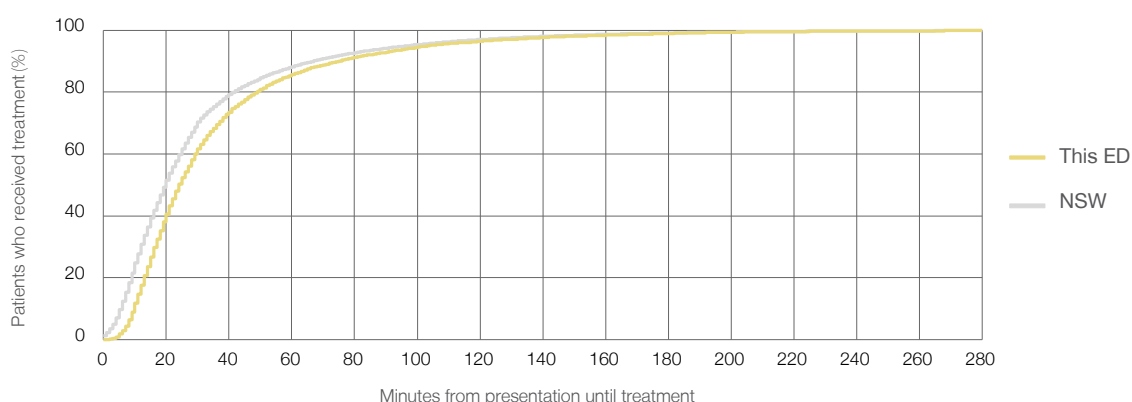
Number of triage 3 patients used to calculate waiting time:³ 9,769

Median time to start treatment⁴ 24 minutes

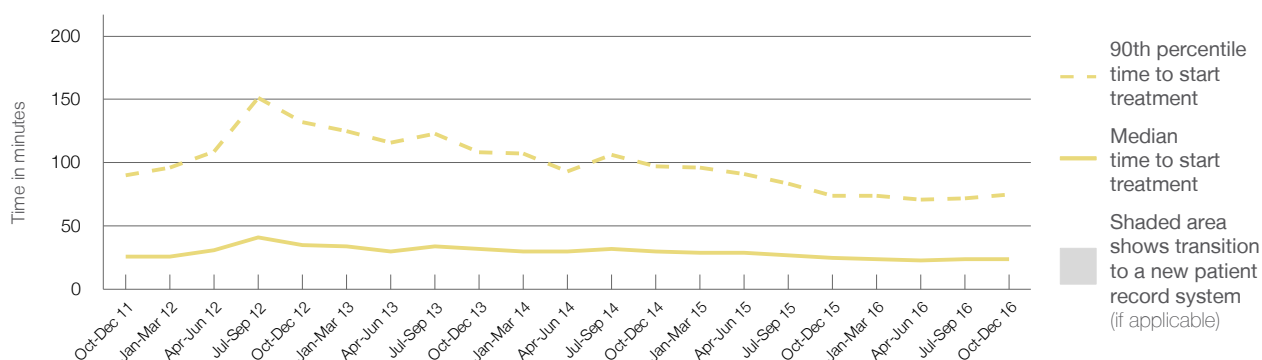
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
8,539	
8,393	
25 minutes	20 minutes
74 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	35	32	30	25	24
90th percentile time to start treatment ⁵ (minutes)	90	132	108	97	74	75

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

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 5,364

Number of triage 4 patients used to calculate waiting time:³ 5,039

Median time to start treatment⁴

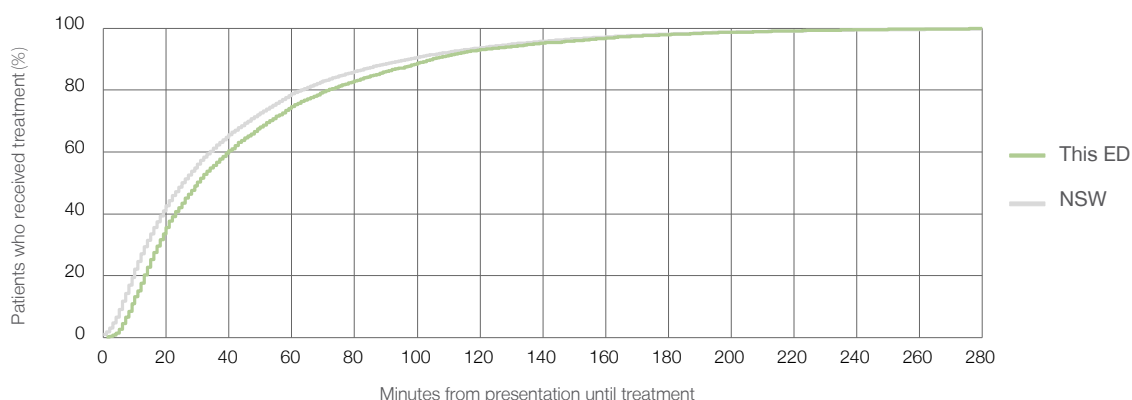
30 minutes

90th percentile time to start treatment⁵

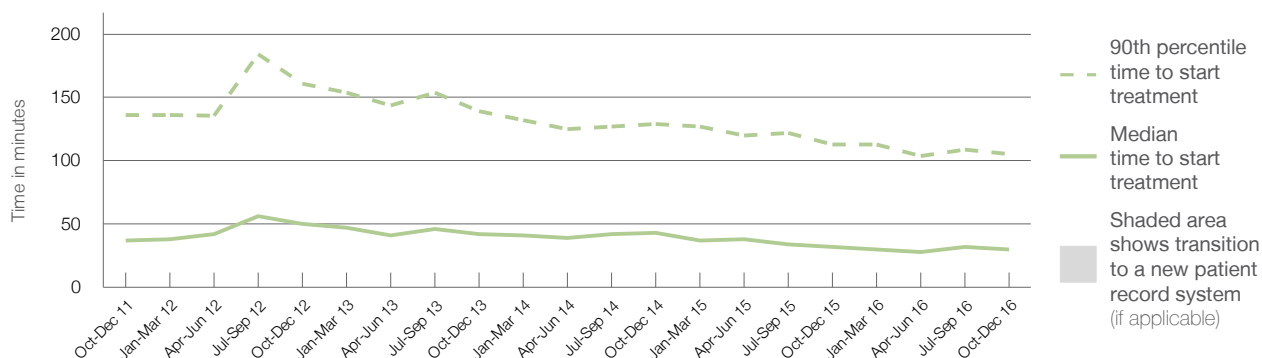
105 minutes

Same period last year	NSW (this period)
5,559	
5,238	
32 minutes	25 minutes
113 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	50	42	43	32	30
90th percentile time to start treatment ⁵ (minutes)	136	161	139	129	113	105

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 489

Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴

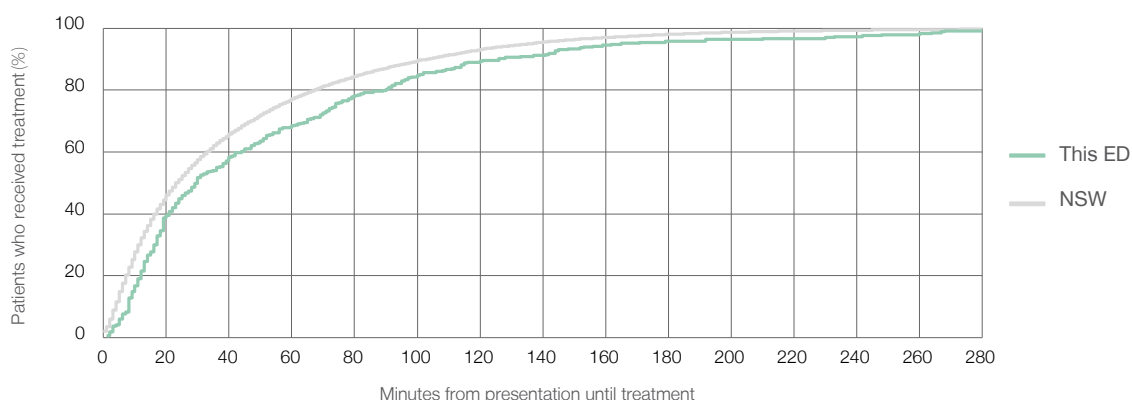
30 minutes

90th percentile time to start treatment⁵

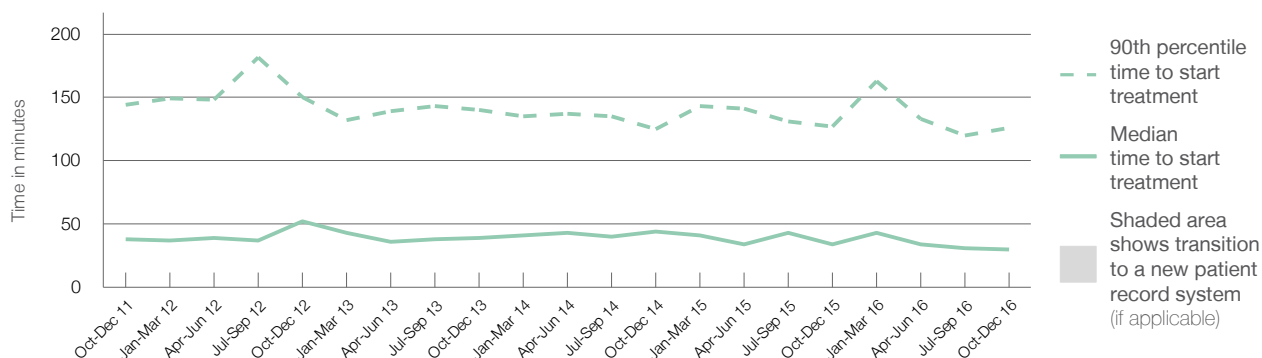
126 minutes

Same period last year	NSW (this period)
799	
598	
34 minutes	24 minutes
127 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	52	39	44	34	30
90th percentile time to start treatment ⁵ (minutes)	144	150	140	125	127	126

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

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 19,243 patients

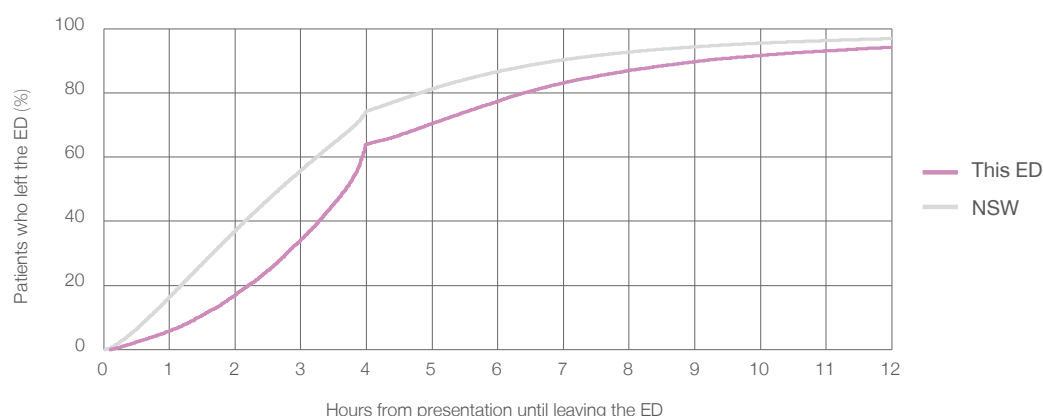
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

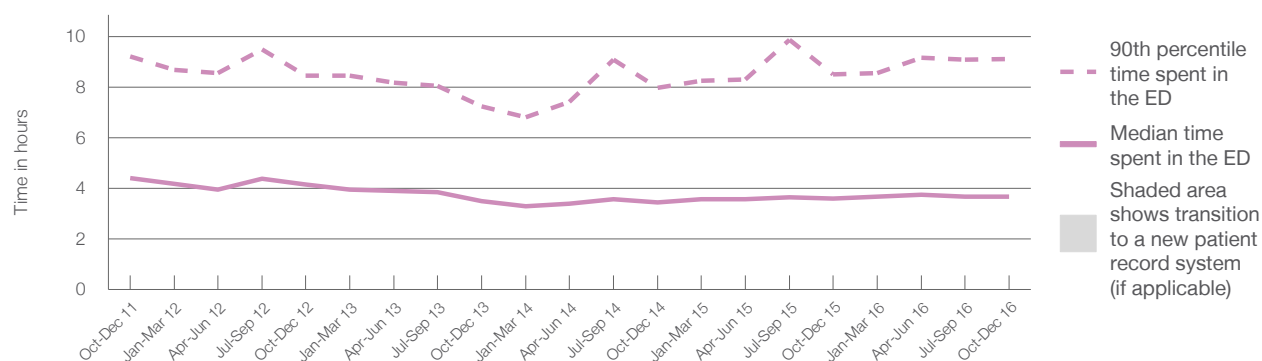
90th percentile time spent in the ED⁹ 9 hours and 7 minutes

Same period last year	NSW (this period)
18,691	18,691
3 hours and 36 minutes	2 hours and 41 minutes
8 hours and 31 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 24m	4h 9m	3h 30m	3h 27m	3h 36m	3h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 13m	8h 28m	7h 14m	7h 59m	8h 31m	9h 7m

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

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

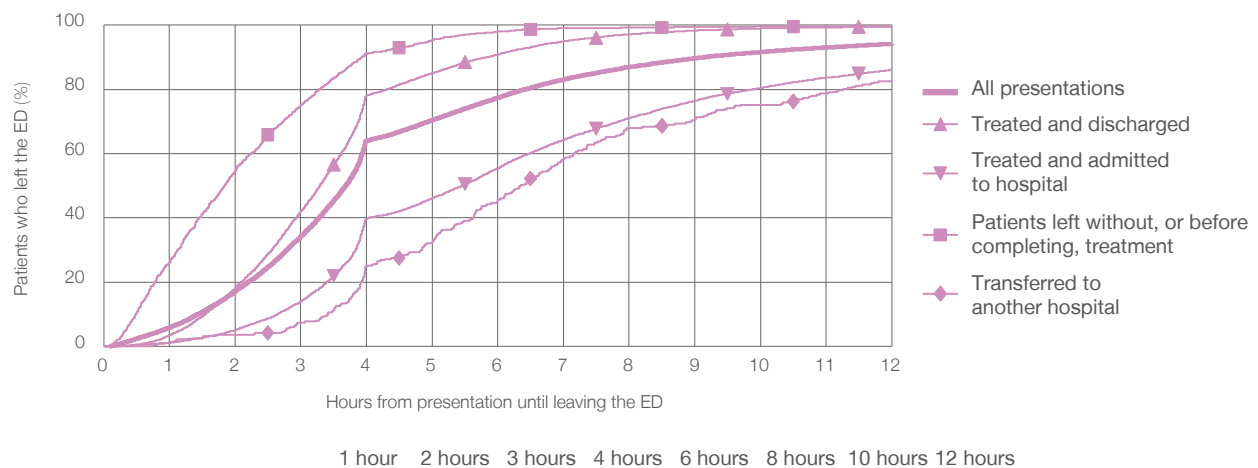
All presentations:[†] 19,243 patients

Presentations used to calculate time to leaving the ED:[‡] 19,243 patients

Treated and discharged	9,910 (51.5%)
Treated and admitted to hospital	7,339 (38.1%)
Patient left without, or before completing, treatment	1,321 (6.9%)
Transferred to another hospital	287 (1.5%)
Other	386 (2.0%)

Same period last year	Change since one year ago
18,691	3.0%
10,015	-1.0%
6,758	8.6%
1,297	1.9%
294	-2.4%
327	18.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	3.5%	18.2%	42.1%	78.1%	90.9%	97.2%	99.0%	99.6%
Treated and admitted to hospital	1.1%	5.1%	14.0%	39.7%	55.5%	71.1%	80.4%	86.1%
Patient left without, or before completing, treatment	26.1%	54.9%	75.1%	91.2%	98.0%	99.2%	99.6%	99.8%
Transferred to another hospital	1.0%	3.5%	7.3%	25.1%	45.6%	67.9%	75.3%	82.9%
All presentations	5.8%	17.1%	34.3%	64.0%	77.4%	87.0%	91.6%	94.2%

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

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

Royal Prince Alfred Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 19,243 patients

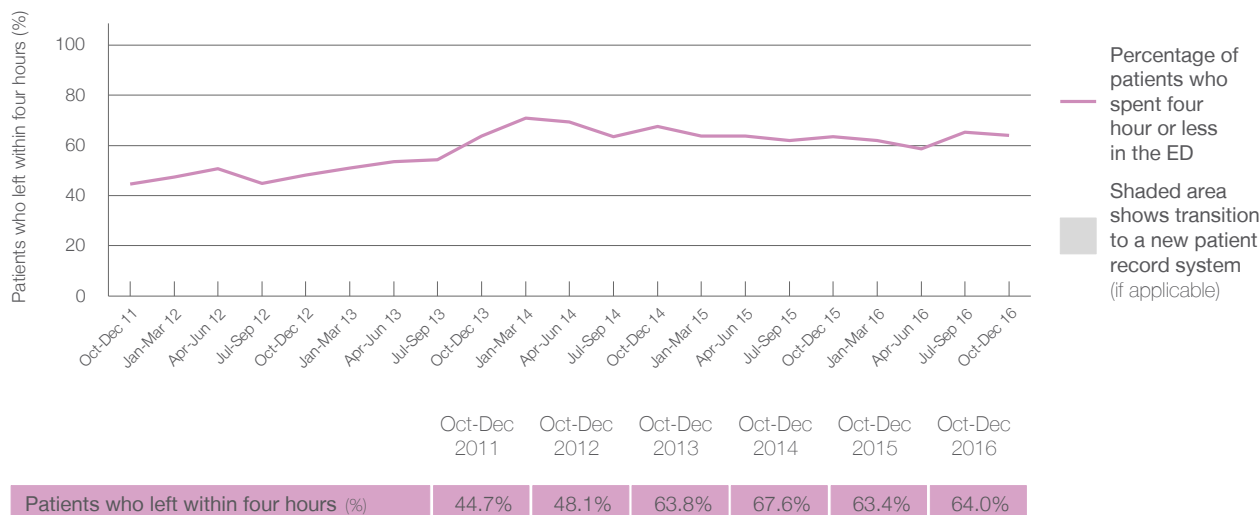
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

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



Same period last year	Change since one year ago
18,691	3.0%
18,691	3.0%
63.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

St George Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,721 patients

Emergency presentations:² 19,592 patients

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

St George Hospital: Time patients waited to start treatment³

October to December 2016

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

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 26 minutes

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

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 65 minutes

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

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 79 minutes

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

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 84 minutes

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

St George Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,714 patients

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

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

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

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

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

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

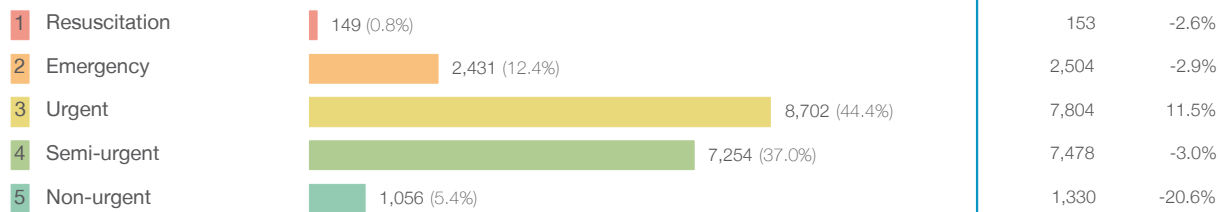
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Patients presenting to the emergency department

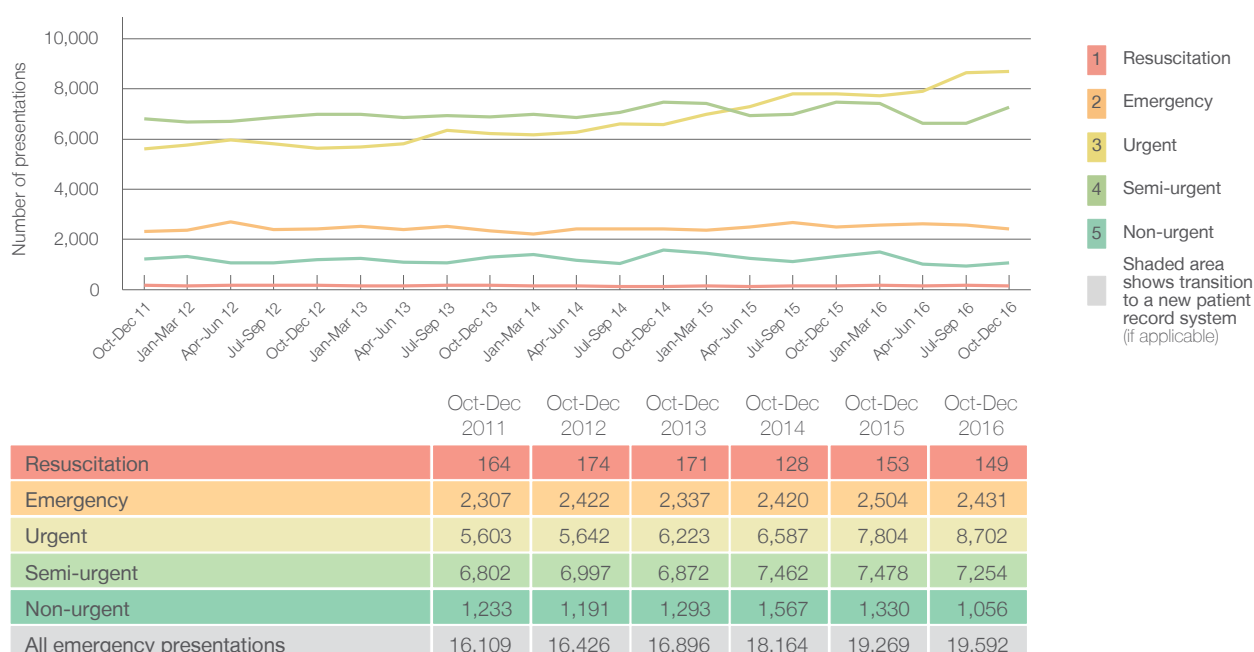
October to December 2016

All presentations:¹ 19,721 patients

Emergency presentations² by triage category: 19,592 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



St George Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,053 patients

ED Transfer of care time



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

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

St George Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 2,431

Number of triage 2 patients used to calculate waiting time:³ 2,425

Median time to start treatment⁴

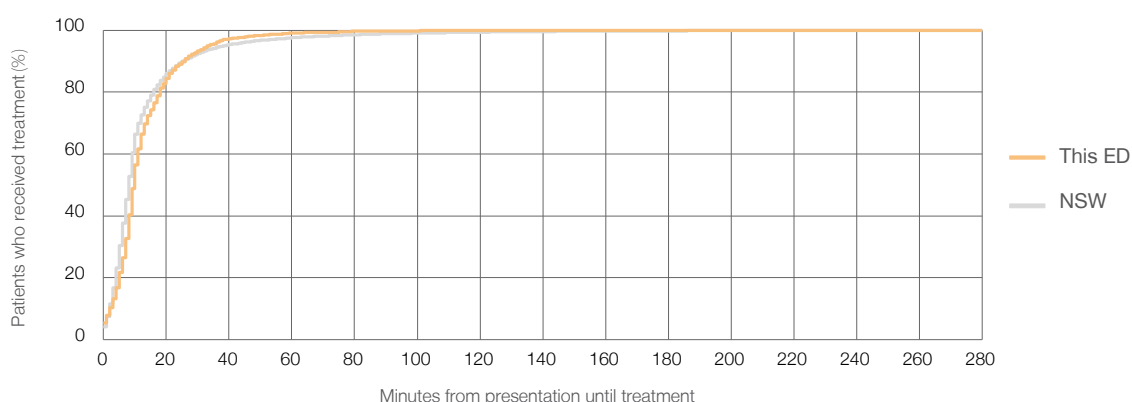
10 minutes

90th percentile time to start treatment⁵

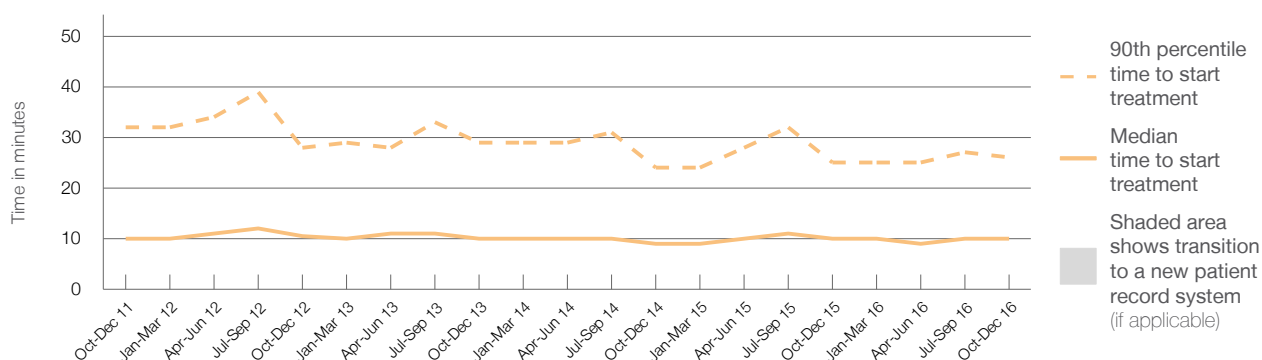
26 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



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

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

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

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

St George Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 8,702

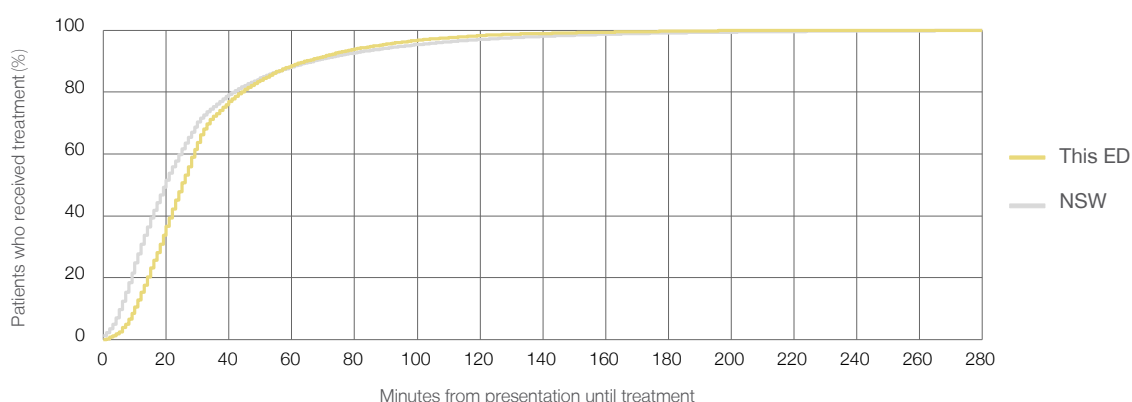
Number of triage 3 patients used to calculate waiting time:³ 8,578

Median time to start treatment⁴ 25 minutes

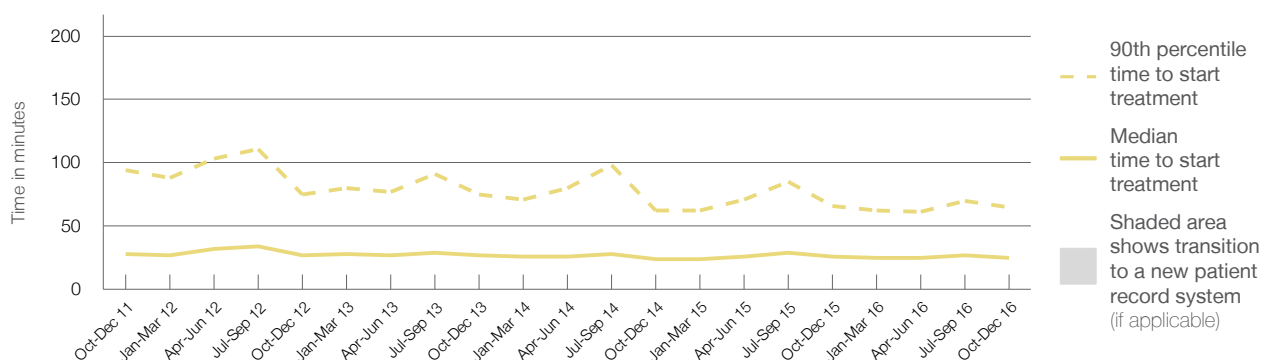
90th percentile time to start treatment⁵ 65 minutes

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

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



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

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

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

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

St George Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 7,254

Number of triage 4 patients used to calculate waiting time:³ 7,065

Median time to start treatment⁴

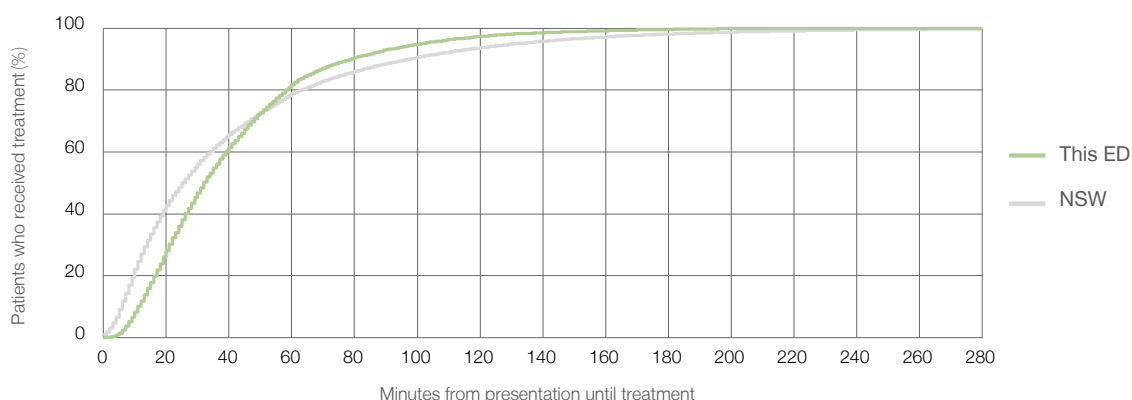
32 minutes

90th percentile time to start treatment⁵

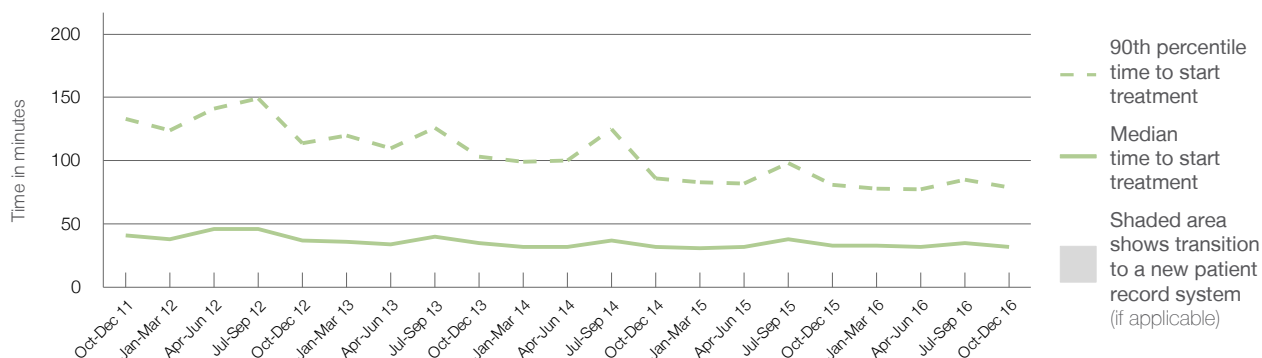
79 minutes

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

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



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

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

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

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

St George Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 1,056

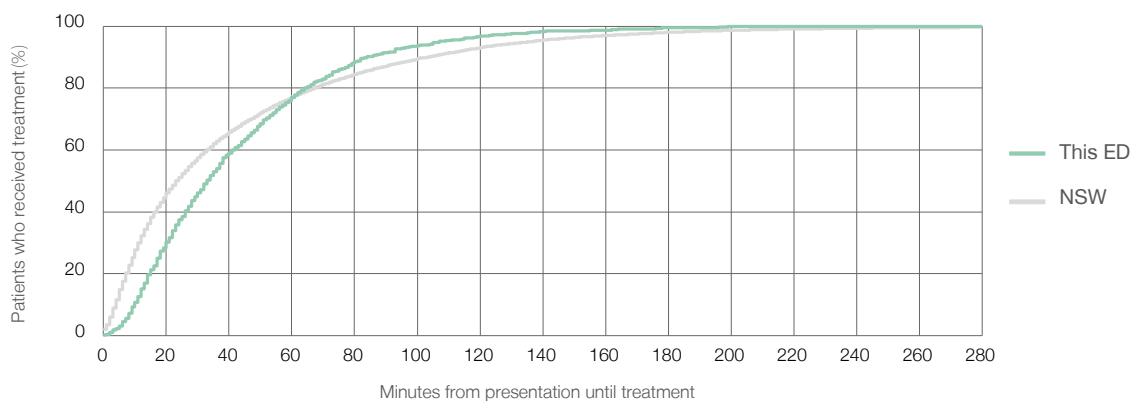
Number of triage 5 patients used to calculate waiting time:³ 950

Median time to start treatment⁴ 33 minutes

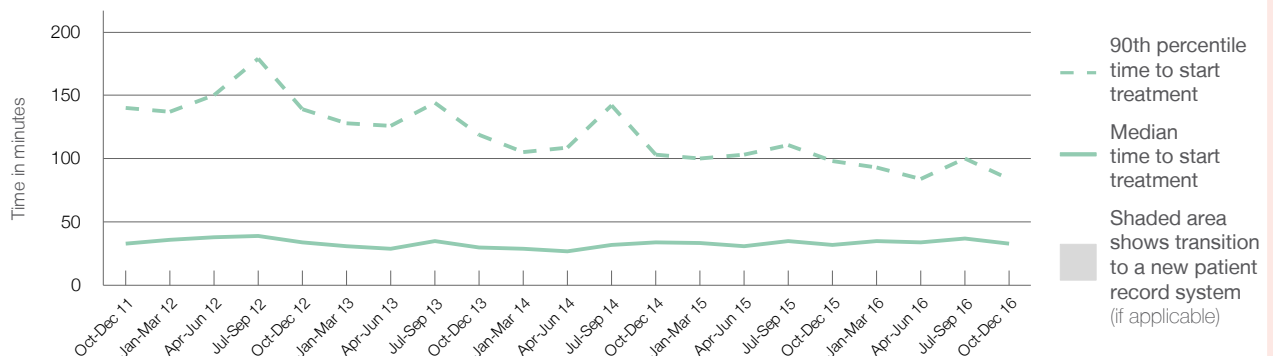
90th percentile time to start treatment⁵ 84 minutes

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

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



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

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

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

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

St George Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 19,721 patients

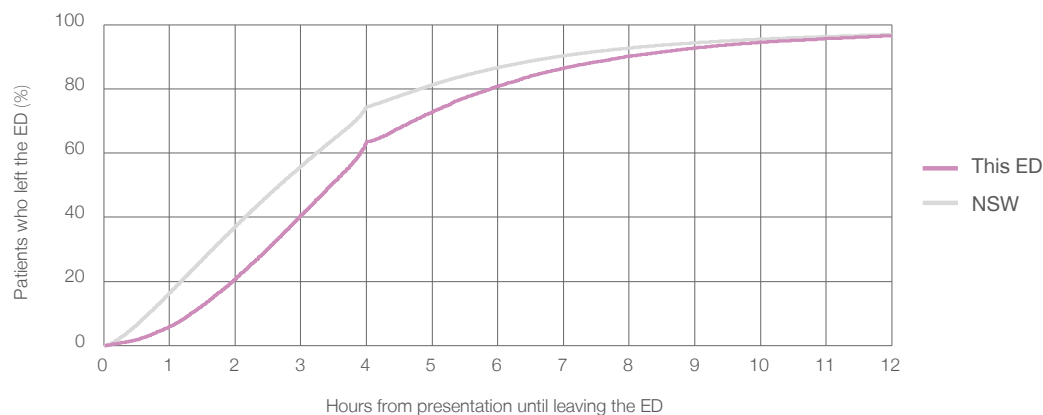
Presentations used to calculate time to leaving the ED:⁶ 19,714 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

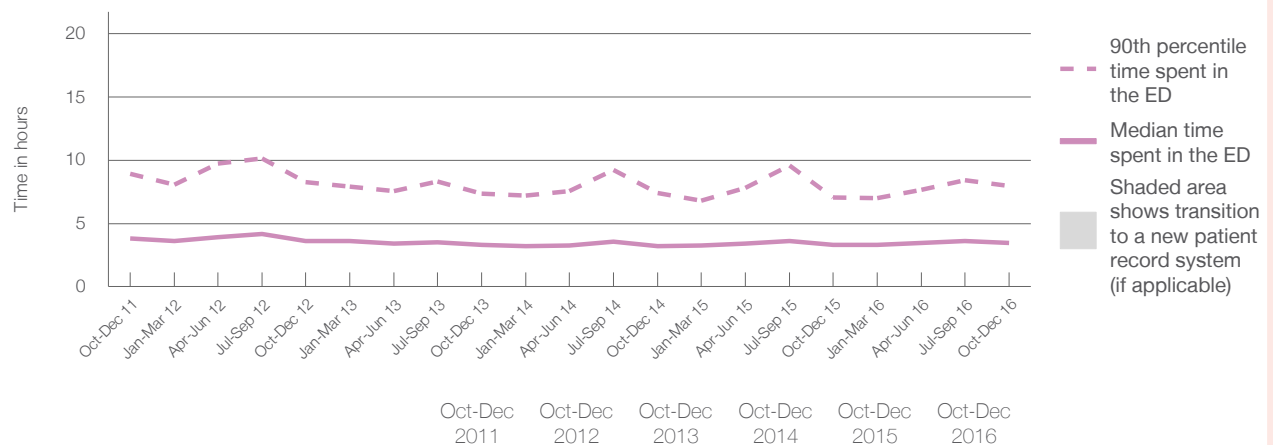
90th percentile time spent in the ED⁹ 7 hours and 57 minutes

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

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



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

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

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

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

St George Hospital: Time patients spent in the ED

By mode of separation

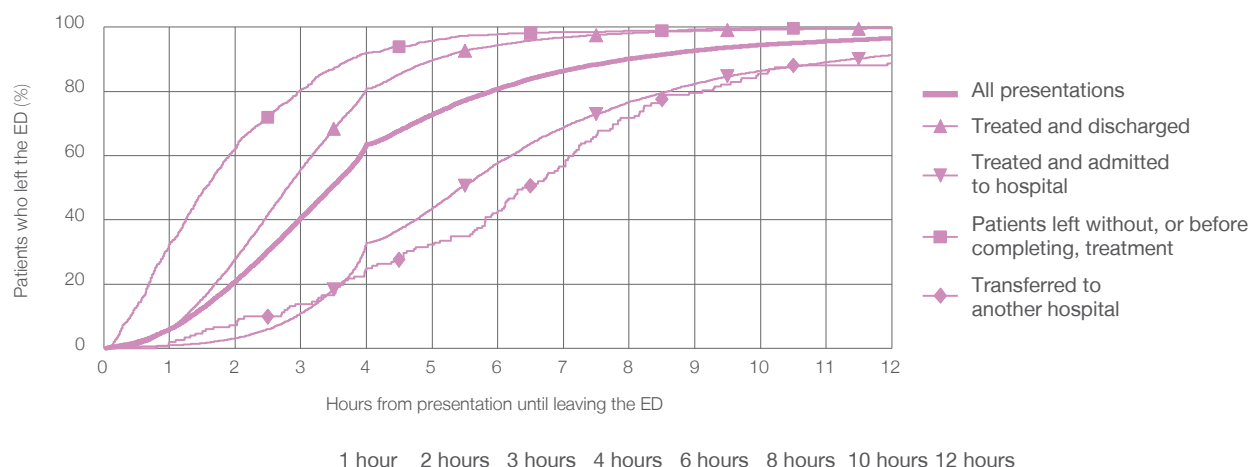
October to December 2016

All presentations:[†] 19,721 patients

Presentations used to calculate time to leaving the ED:[‡] 19,714 patients

		Same period last year	Change since one year ago
Treated and discharged	11,234 (57.0%)	11,421	-1.6%
Treated and admitted to hospital	7,199 (36.5%)	6,609	8.9%
Patient left without, or before completing, treatment	1,016 (5.2%)	1,171	-13.2%
Transferred to another hospital	152 (0.8%)	142	7.0%
Other	120 (0.6%)	53	126.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

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

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

St George Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 19,721 patients

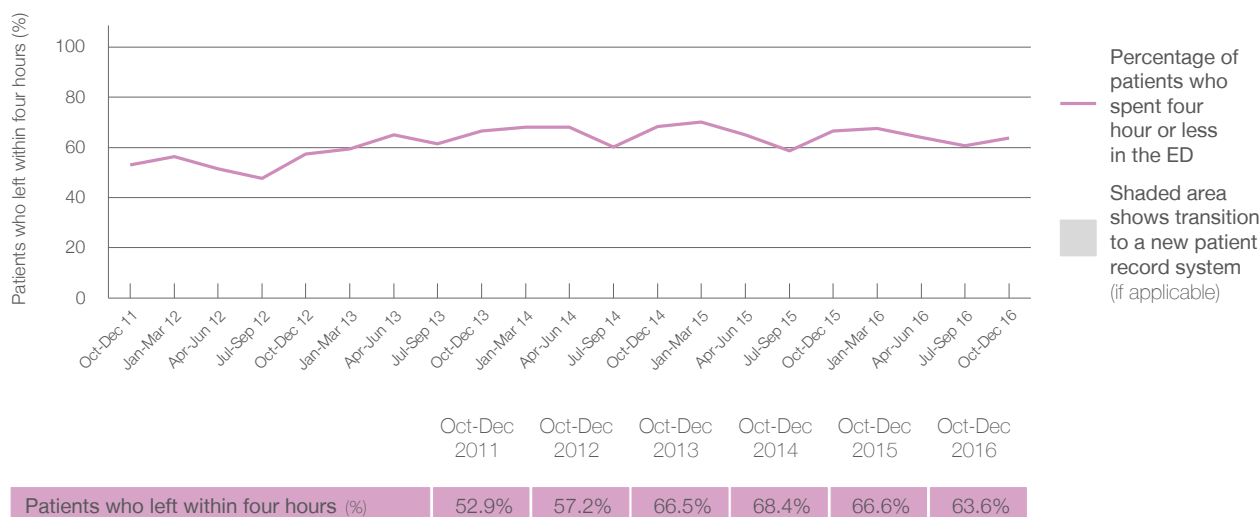
Presentations used to calculate time to leaving the ED:⁶ 19,714 patients

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



Same period last year	Change since one year ago
19,396	1.7%
19,396	1.6%
66.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview

October to December 2016

All presentations:¹ 12,418 patients

Emergency presentations:² 12,216 patients

Same period last year	Change since one year ago
12,447	-0.2%
12,265	-0.4%

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,386 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,773 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,163 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 562 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,376	
4 minutes	8 minutes
13 minutes	26 minutes
5,675	
13 minutes	20 minutes
49 minutes	67 minutes
4,315	
17 minutes	25 minutes
84 minutes	97 minutes
615	
16 minutes	24 minutes
106 minutes	103 minutes

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 12,418 patients

Percentage of patients who spent four hours or less in the ED 67.5%

Same period last year	Change since one year ago
12,447	-0.2%
67.7%	

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

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

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

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

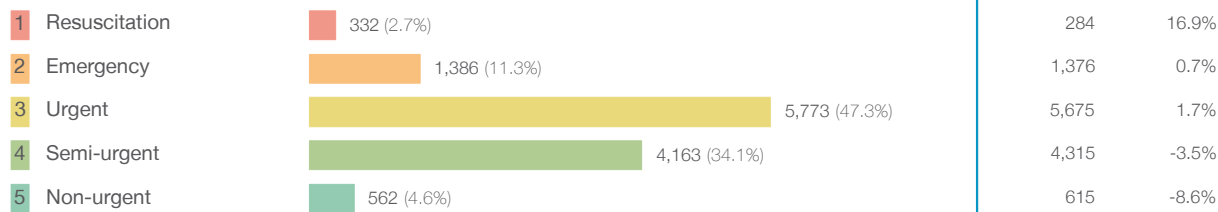
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department

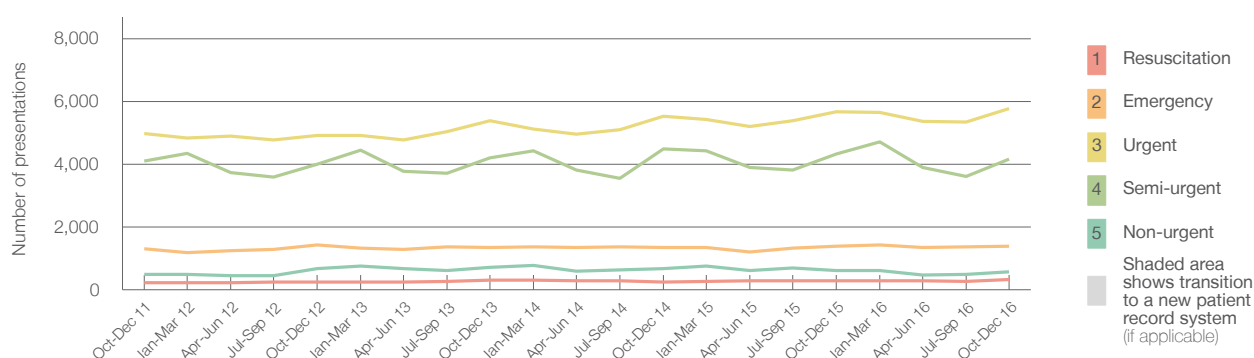
October to December 2016

All presentations:¹ 12,418 patients

Emergency presentations² by triage category: 12,216 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	229	242	293	246	284	332
Emergency	1,312	1,421	1,337	1,338	1,376	1,386
Urgent	4,970	4,924	5,393	5,536	5,675	5,773
Semi-urgent	4,107	4,003	4,209	4,480	4,315	4,163
Non-urgent	481	672	718	671	615	562
All emergency presentations	11,099	11,262	11,950	12,271	12,265	12,216

St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,728 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 1,386

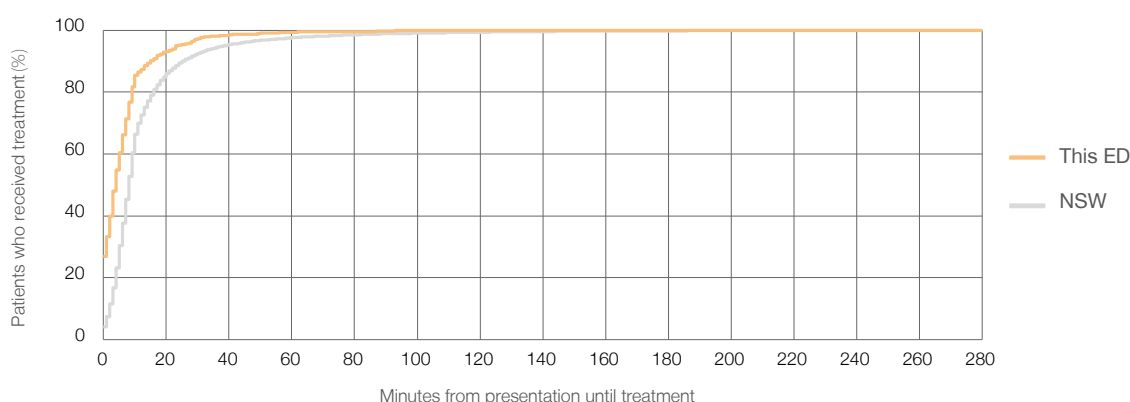
Number of triage 2 patients used to calculate waiting time:³ 1,381

Median time to start treatment⁴ 4 minutes

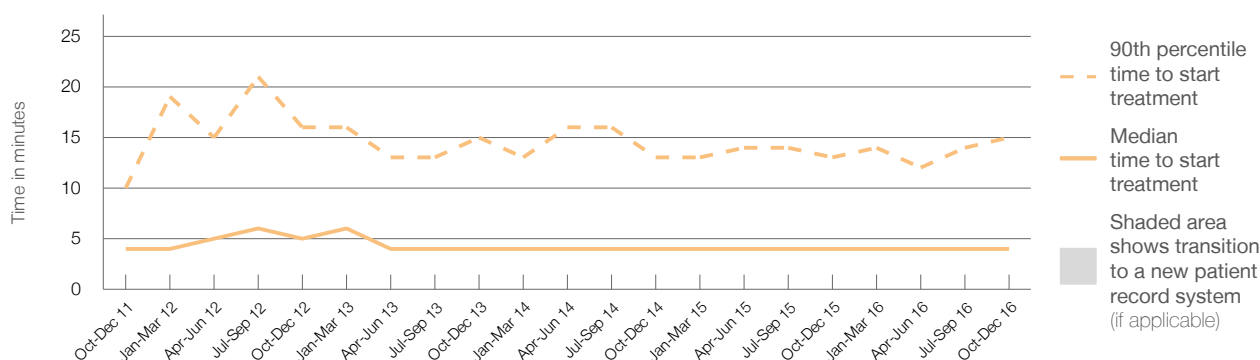
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,376	
1,374	
4 minutes	8 minutes
13 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	4	5	4	4	4	4
90th percentile time to start treatment ⁵ (minutes)	10	16	15	13	13	15

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 5,773

Number of triage 3 patients used to calculate waiting time:³ 5,603

Median time to start treatment⁴

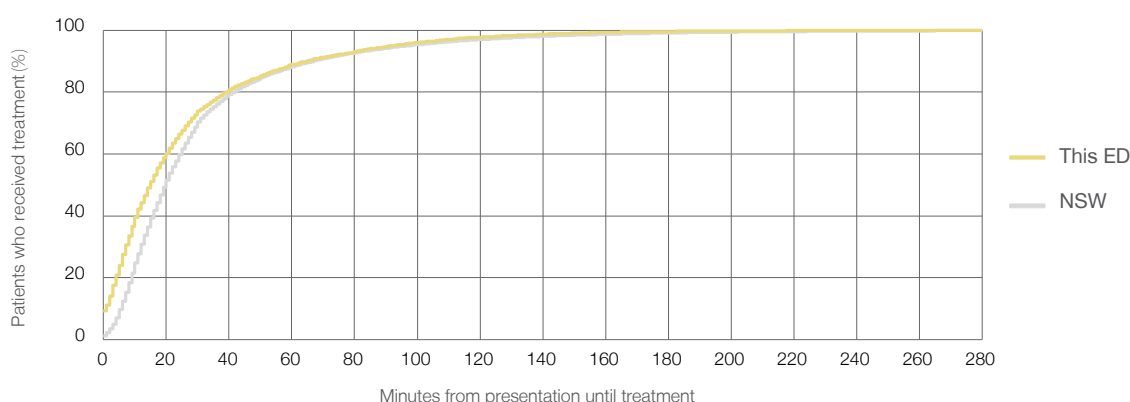
15 minutes

90th percentile time to start treatment⁵

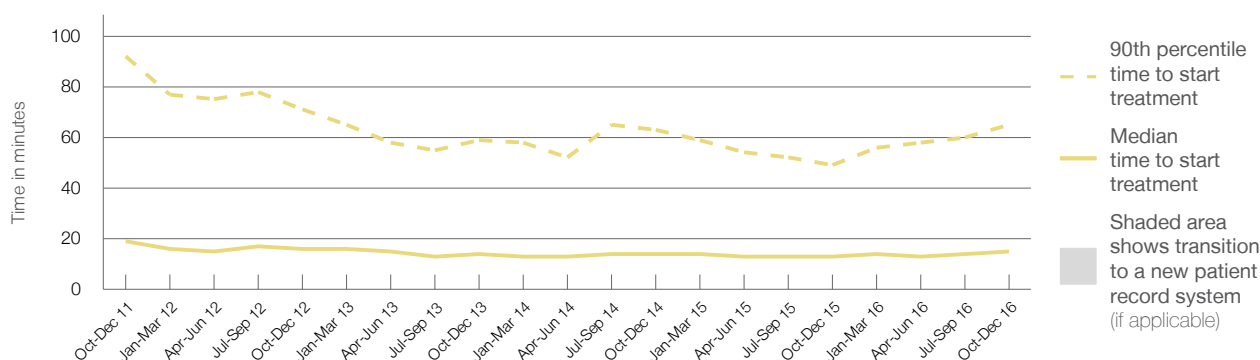
65 minutes

Same period last year	NSW (this period)
5,675	
5,577	
13 minutes	20 minutes
49 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	16	14	14	13	15
90th percentile time to start treatment ⁵ (minutes)	92	71	59	63	49	65

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 4,163

Number of triage 4 patients used to calculate waiting time:³ 3,566

Median time to start treatment⁴

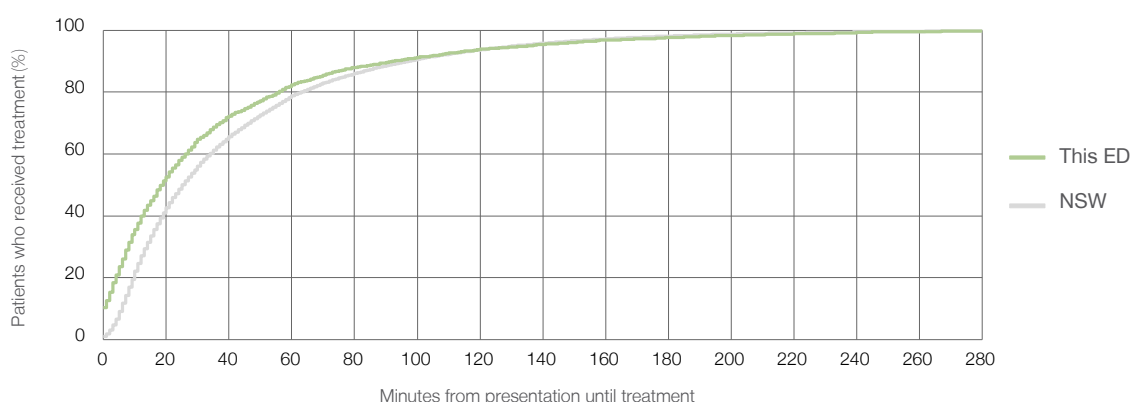
19 minutes

90th percentile time to start treatment⁵

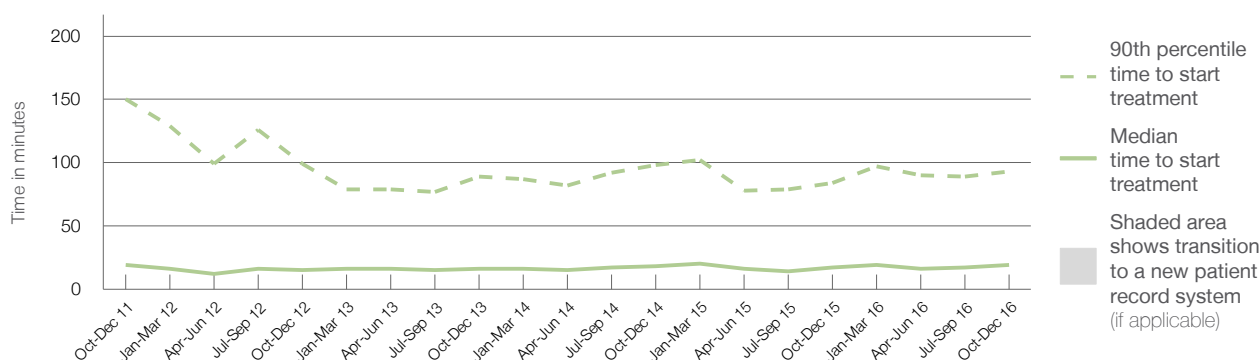
93 minutes

Same period last year	NSW (this period)
4,315	
3,970	
17 minutes	25 minutes
84 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	15	16	18	17	19
90th percentile time to start treatment ⁵ (minutes)	150	99	89	98	84	93

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 562

Number of triage 5 patients used to calculate waiting time:³ 452

Median time to start treatment⁴

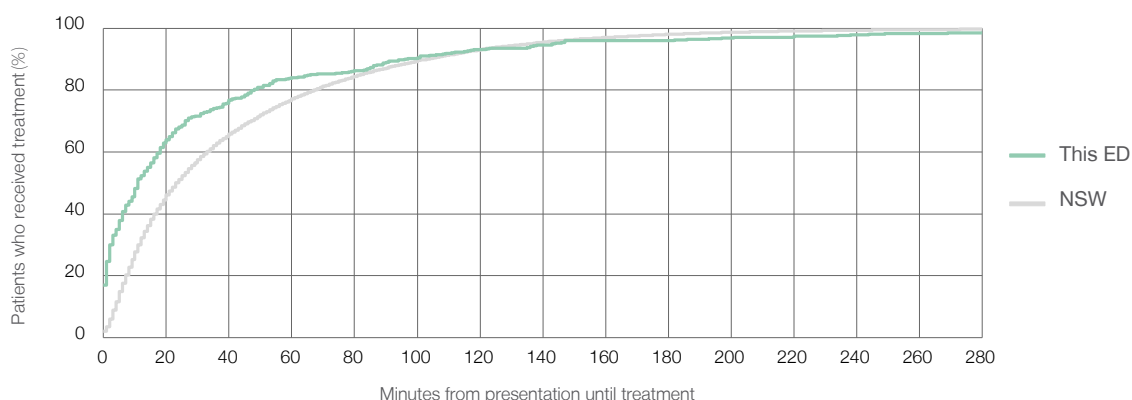
11 minutes

90th percentile time to start treatment⁵

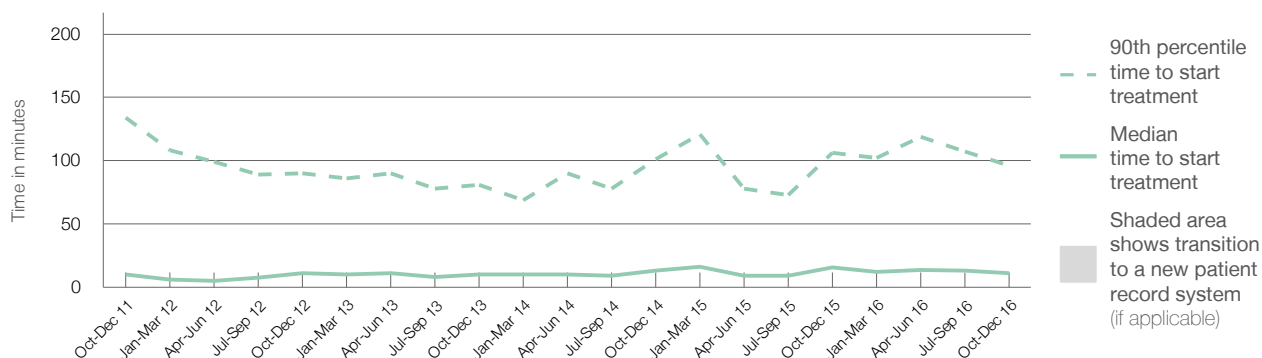
96 minutes

Same period last year	NSW (this period)
615	
516	
16 minutes	24 minutes
106 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	11	10	13	16	11
90th percentile time to start treatment ⁵ (minutes)	134	90	81	101	106	96

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

St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

October to December 2016

All presentations:¹ 12,418 patients

Presentations used to calculate time to leaving the ED:⁶ 12,418 patients

Median time spent in the ED⁸

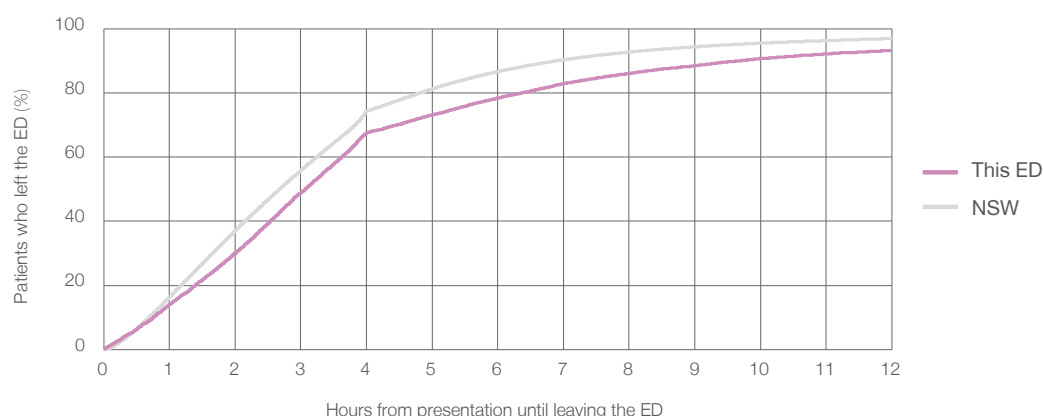
3 hours and 4 minutes

90th percentile time spent in the ED⁹

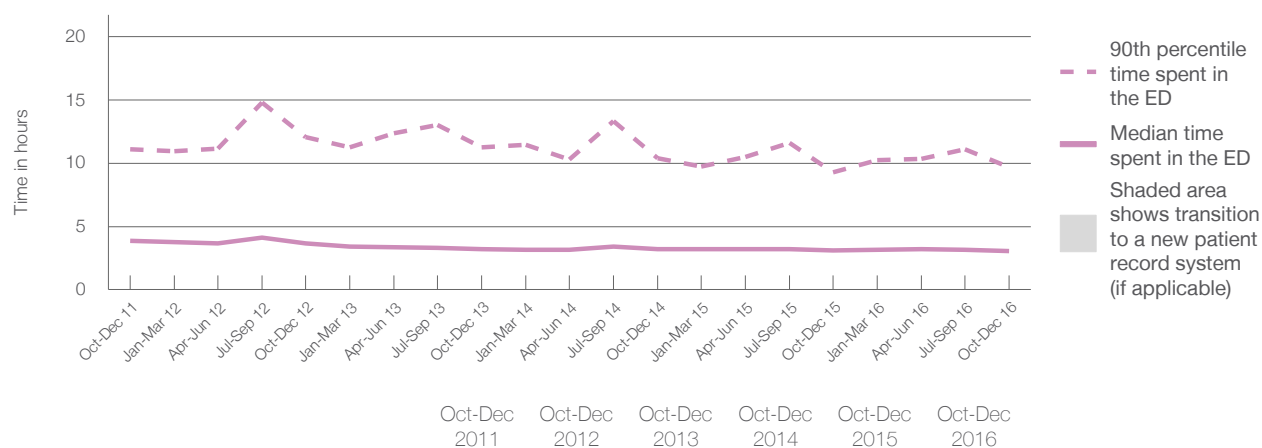
9 hours and 41 minutes

Same period last year	NSW (this period)
12,447	12,447
3 hours and 6 minutes	2 hours and 41 minutes
9 hours and 17 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 53m	3h 40m	3h 11m	3h 14m	3h 6m	3h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 5m	12h 2m	11h 16m	10h 24m	9h 17m	9h 41m

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St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

By mode of separation

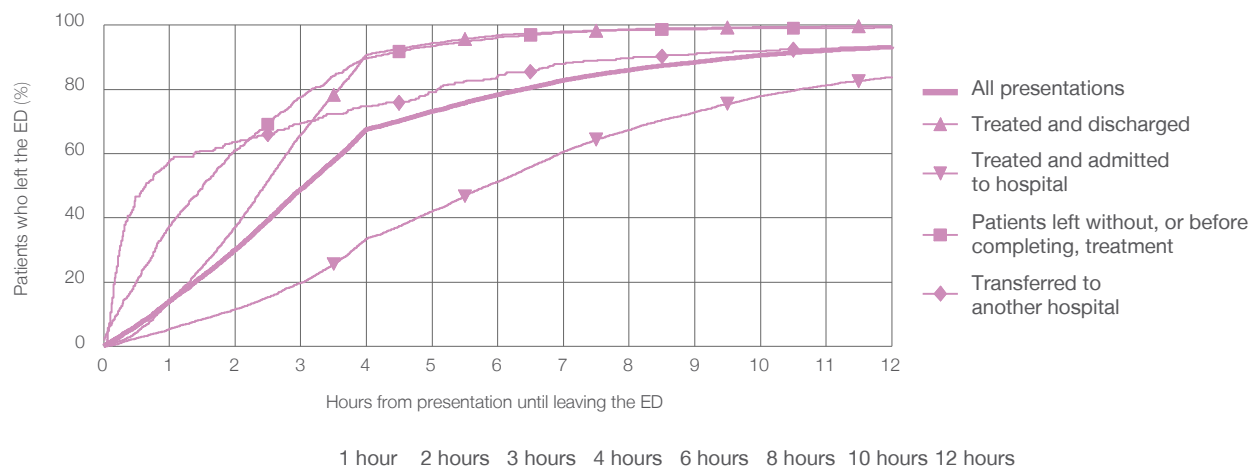
October to December 2016

All presentations:[†] 12,418 patients

Presentations used to calculate time to leaving the ED:[‡] 12,418 patients

		Same period last year	Change since one year ago
Treated and discharged	5,970 (48.1%)	5,840	2.2%
Treated and admitted to hospital	4,926 (39.7%)	5,209	-5.4%
Patient left without, or before completing, treatment	1,144 (9.2%)	1,080	5.9%
Transferred to another hospital	332 (2.7%)	198	67.7%
Other	46 (0.4%)	120	-61.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.0%	37.2%	66.1%	90.7%	96.8%	98.7%	99.4%	99.7%
Treated and admitted to hospital	5.4%	11.6%	19.7%	33.5%	51.3%	67.4%	77.9%	83.9%
Patient left without, or before completing, treatment	37.4%	61.1%	77.7%	89.7%	96.3%	98.4%	99.1%	99.2%
Transferred to another hospital	57.8%	63.6%	69.6%	74.7%	84.3%	89.8%	91.9%	93.4%
All presentations	14.1%	30.1%	48.9%	67.5%	78.4%	86.0%	90.7%	93.2%

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St Vincent's Hospital, Darlinghurst: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 12,418 patients

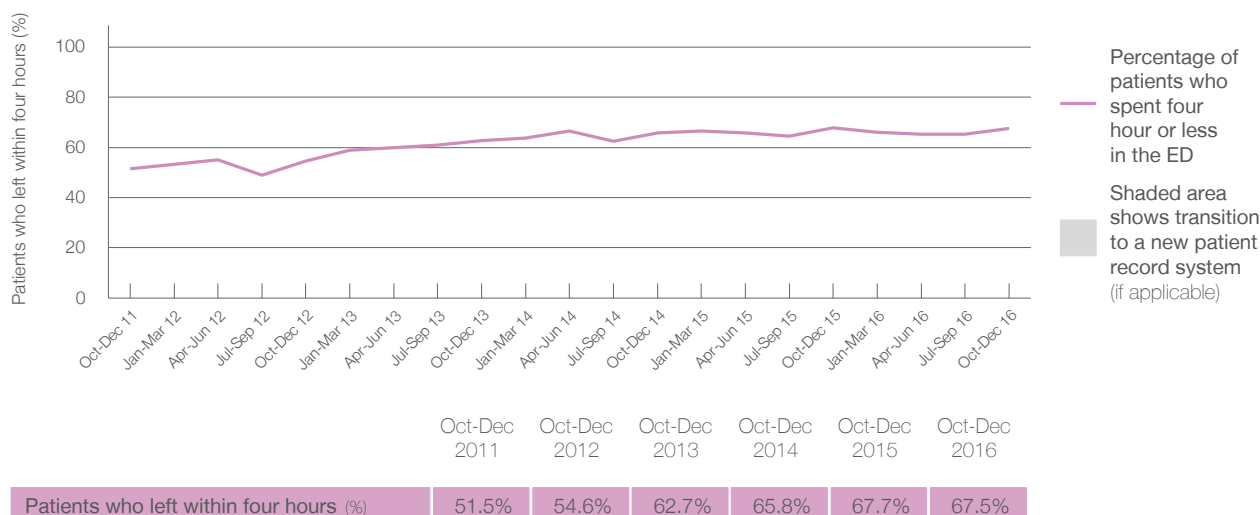
Presentations used to calculate time to leaving the ED:⁶ 12,418 patients

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



Same period last year	Change since one year ago
12,447	-0.2%
12,447	-0.2%
67.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



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- † Data points are not shown in graphs for quarters when patient numbers were too small.
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 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Westmead Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,131 patients

Emergency presentations:² 18,961 patients

Same period last year	Change since one year ago
18,448	3.7%
18,189	4.2%

Westmead Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 5,892 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 91 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,020 patients

Median time to start treatment⁴ 50 minutes
90th percentile time to start treatment⁵ 168 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,222 patients

Median time to start treatment⁴ 53 minutes
90th percentile time to start treatment⁵ 162 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,295 patients

Median time to start treatment⁴ 41 minutes
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
5,219	
11 minutes	8 minutes
52 minutes	26 minutes
6,310	
35 minutes	20 minutes
139 minutes	67 minutes
4,542	
47 minutes	25 minutes
151 minutes	97 minutes
1,591	
35 minutes	24 minutes
135 minutes	103 minutes

Westmead Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,115 patients

Percentage of patients who spent four hours or less in the ED 54.4%

Same period last year	Change since one year ago
18,448	3.6%
57.9%	

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

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

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

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

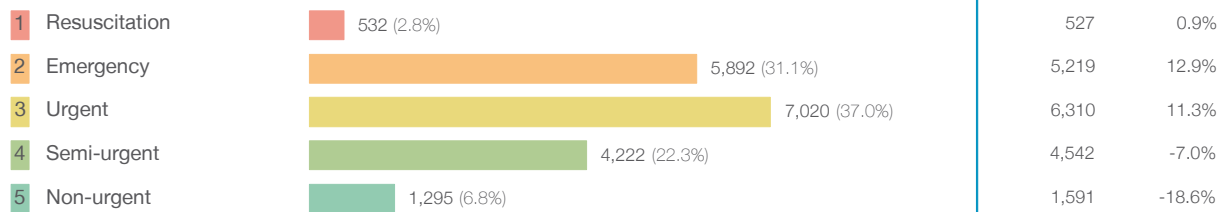
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Westmead Hospital: Patients presenting to the emergency department

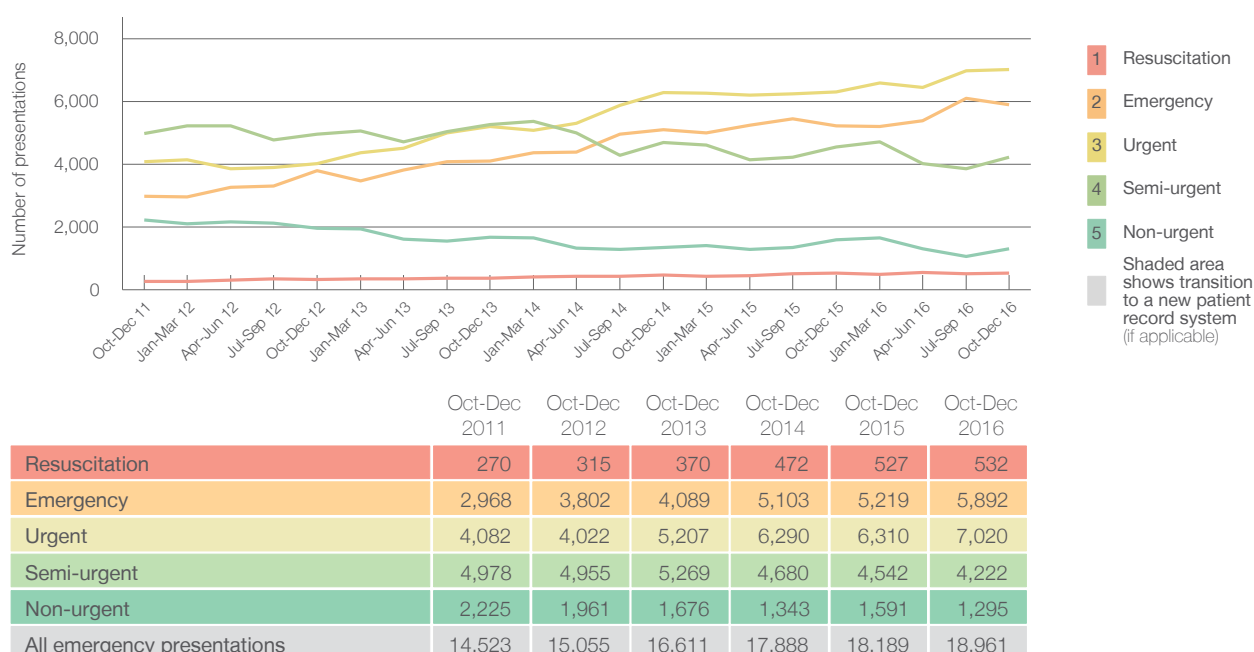
October to December 2016

All presentations:¹ 19,131 patients

Emergency presentations² by triage category: 18,961 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Westmead Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,732 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

October to December 2016

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

Number of triage 2 patients: 5,892

Number of triage 2 patients used to calculate waiting time:³ 5,740

Median time to start treatment⁴

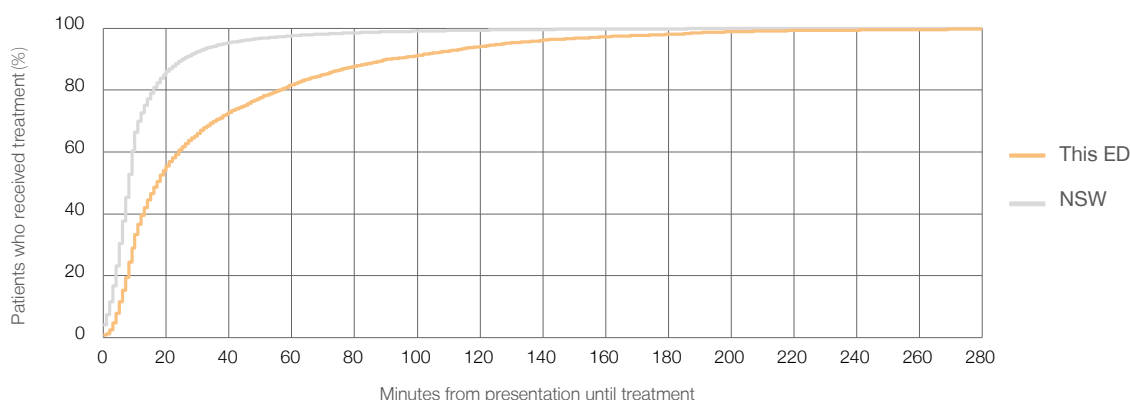
17 minutes

90th percentile time to start treatment⁵

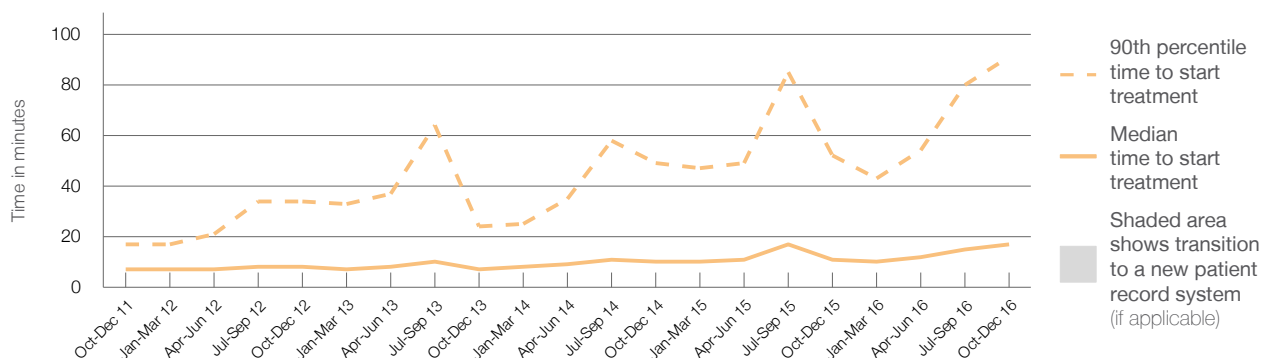
91 minutes

Same period last year	NSW (this period)
5,219	
5,114	
11 minutes	8 minutes
52 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	8	7	10	11	17
90th percentile time to start treatment ⁵ (minutes)	17	34	24	49	52	91

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 7,020

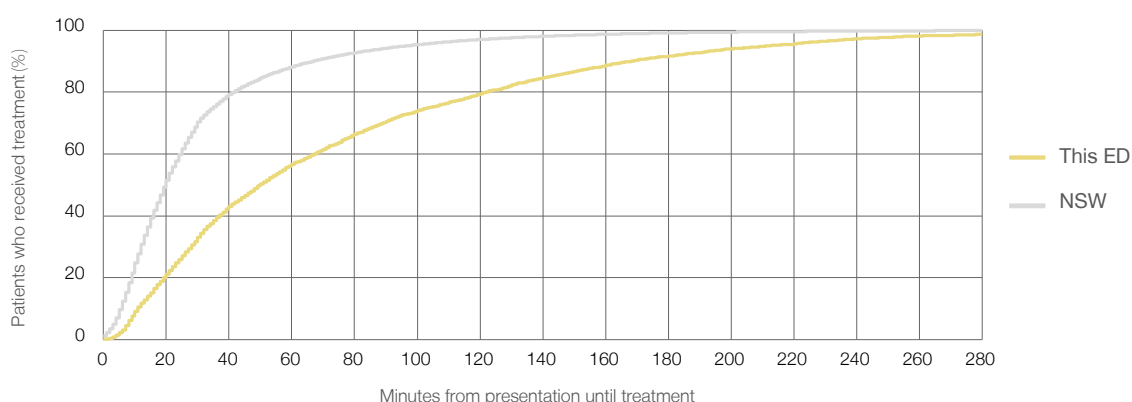
Number of triage 3 patients used to calculate waiting time:³ 6,352

Median time to start treatment⁴ 50 minutes

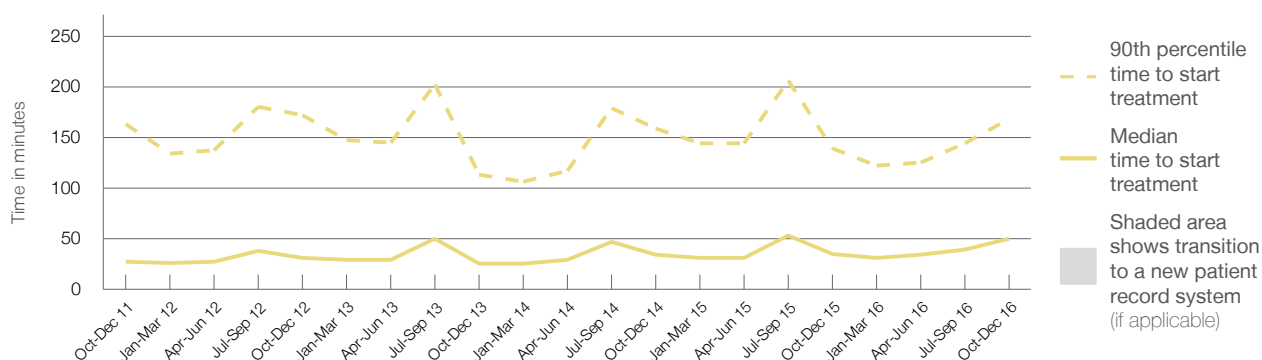
90th percentile time to start treatment⁵ 168 minutes

Same period last year	NSW (this period)
6,310	
5,769	
35 minutes	20 minutes
139 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	31	25	34	35	50
90th percentile time to start treatment ⁵ (minutes)	163	172	113	159	139	168

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 4,222

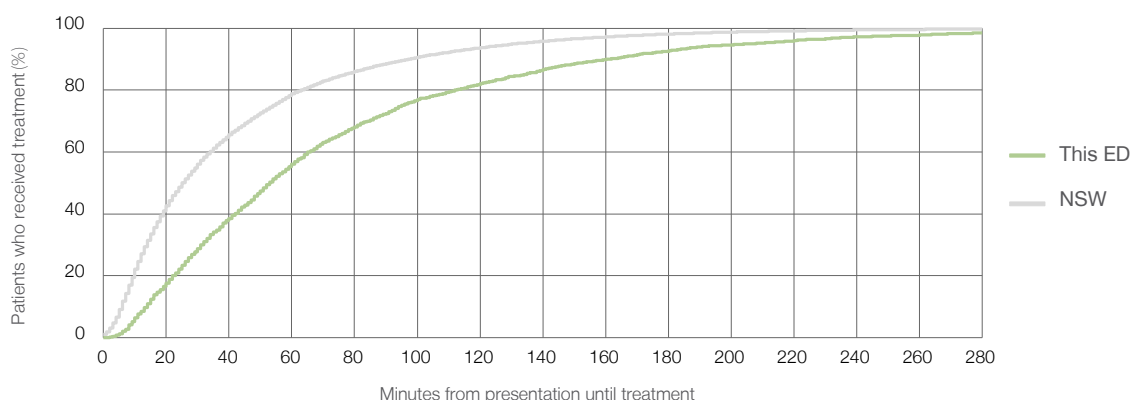
Number of triage 4 patients used to calculate waiting time:³ 3,667

Median time to start treatment⁴ 53 minutes

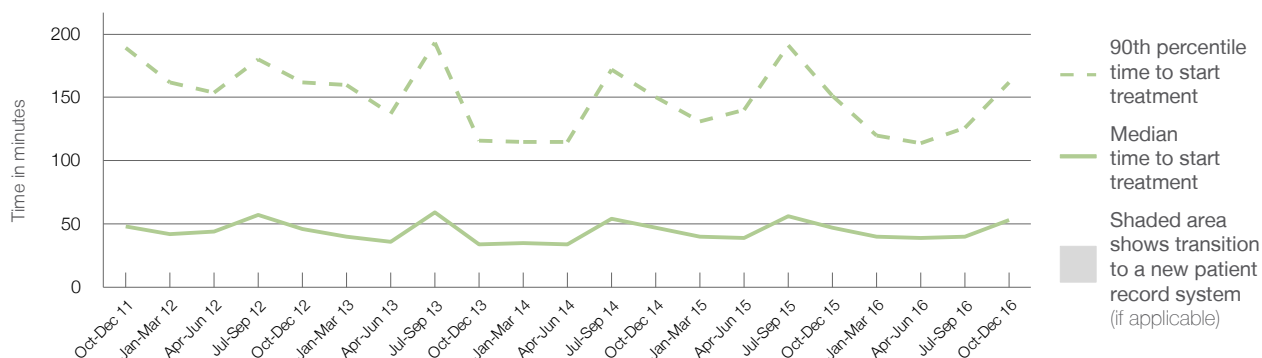
90th percentile time to start treatment⁵ 162 minutes

Same period last year	NSW (this period)
4,542	
4,043	
47 minutes	25 minutes
151 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	48	46	34	47	47	53
90th percentile time to start treatment ⁵ (minutes)	189	162	116	150	151	162

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 1,295

Number of triage 5 patients used to calculate waiting time:³ 1,056

Median time to start treatment⁴

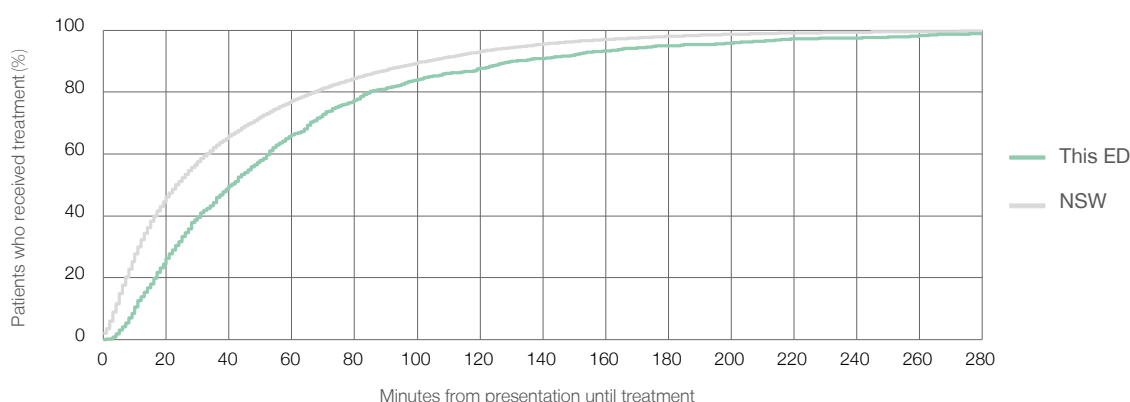
41 minutes

90th percentile time to start treatment⁵

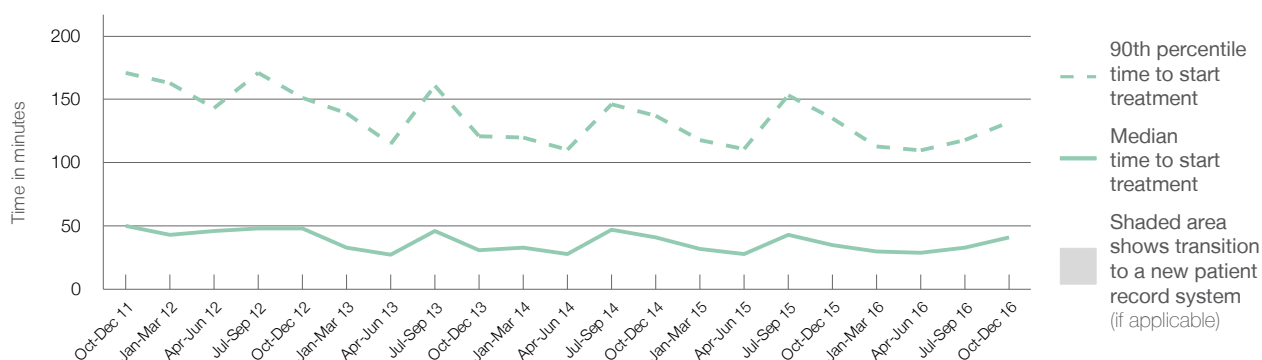
132 minutes

Same period last year	NSW (this period)
1,591	
1,321	
35 minutes	24 minutes
135 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	50	48	31	41	35	41
90th percentile time to start treatment ⁵ (minutes)	171	151	121	137	135	132

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

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

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

Westmead Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 19,131 patients

Presentations used to calculate time to leaving the ED:⁶ 19,115 patients

Median time spent in the ED⁸

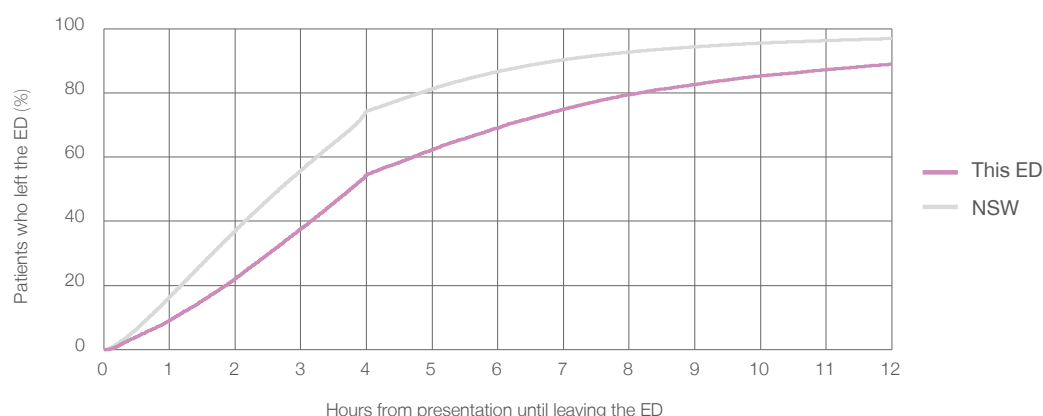
3 hours and 45 minutes

90th percentile time spent in the ED⁹

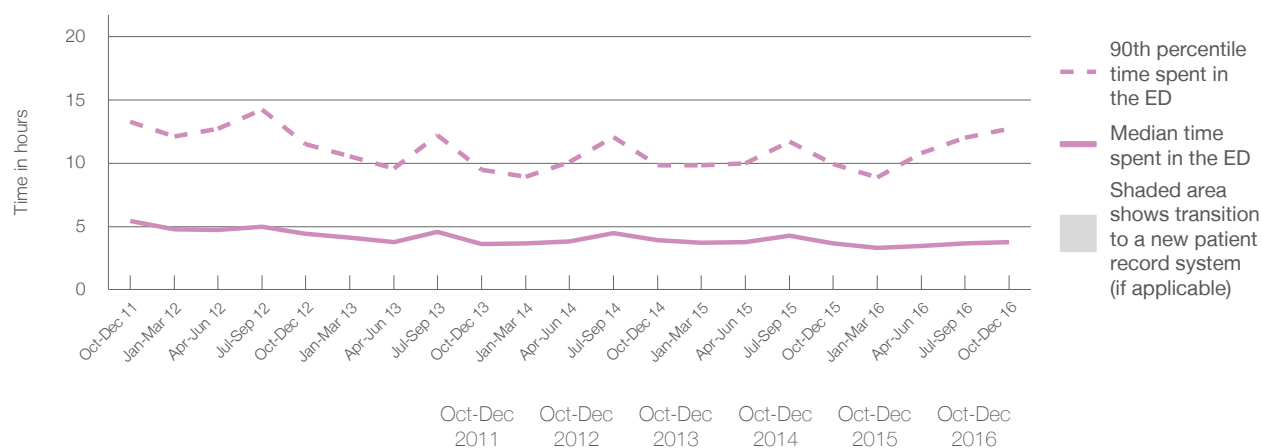
12 hours and 44 minutes

Same period last year	NSW (this period)
18,448	18,448
3 hours and 41 minutes	2 hours and 41 minutes
9 hours and 55 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	5h 26m	4h 24m	3h 37m	3h 55m	3h 41m	3h 45m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 15m	11h 31m	9h 29m	9h 49m	9h 55m	12h 44m

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

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

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

Westmead Hospital: Time patients spent in the ED

By mode of separation

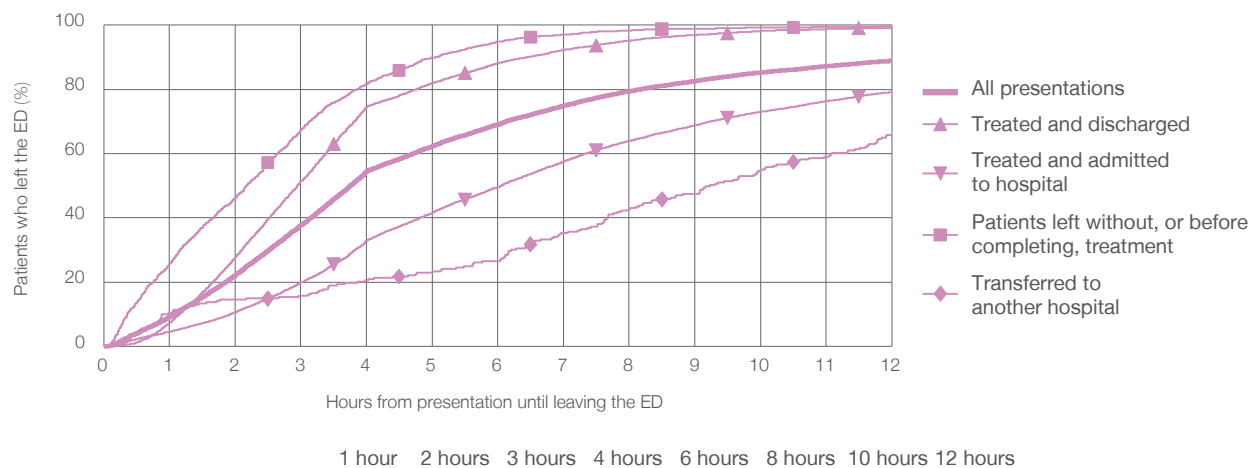
October to December 2016

All presentations:[†] 19,131 patients

Presentations used to calculate time to leaving the ED:[‡] 19,115 patients

		Same period last year	Change since one year ago
		18,448	3.6%
Treated and discharged	7,184 (37.6%)	7,415	-3.1%
Treated and admitted to hospital	9,470 (49.5%)	8,997	5.3%
Patient left without, or before completing, treatment	1,759 (9.2%)	1,319	33.4%
Transferred to another hospital	250 (1.3%)	203	23.2%
Other	468 (2.4%)	514	-8.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	7.4%	27.7%	51.4%	74.6%	88.1%	95.2%	98.1%	99.2%
Treated and admitted to hospital	4.6%	10.6%	19.8%	32.9%	49.6%	64.0%	73.0%	79.2%
Patient left without, or before completing, treatment	25.7%	46.2%	67.3%	81.6%	94.9%	98.4%	99.2%	99.7%
Transferred to another hospital	10.4%	14.5%	15.7%	20.5%	26.5%	42.6%	55.0%	65.9%
All presentations	9.1%	22.2%	37.7%	54.4%	69.1%	79.4%	85.3%	88.9%

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

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

Westmead Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 19,131 patients

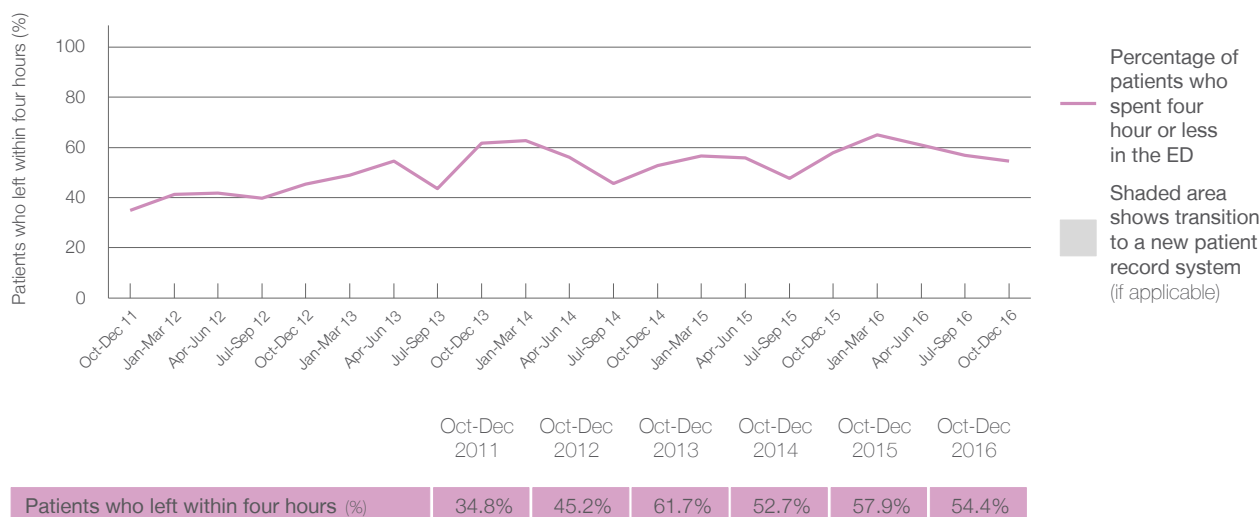
Presentations used to calculate time to leaving the ED:⁶ 19,115 patients

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



Same period last year	Change since one year ago
18,448	3.7%
18,448	3.6%
57.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Wollongong Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 15,862 patients

Emergency presentations:² 15,519 patients

Same period last year	Change since one year ago
15,869	-0.0%
15,519	0.4%

Wollongong Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,981 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,609 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,189 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 627 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,963	
10 minutes	8 minutes
25 minutes	26 minutes
6,524	
27 minutes	20 minutes
86 minutes	67 minutes
6,422	
35 minutes	25 minutes
125 minutes	97 minutes
501	
31 minutes	24 minutes
112 minutes	103 minutes

Wollongong Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 15,861 patients

Percentage of patients who spent four hours or less in the ED 66.9%

Same period last year	Change since one year ago
15,868	-0.0%
64.2%	

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

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

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

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

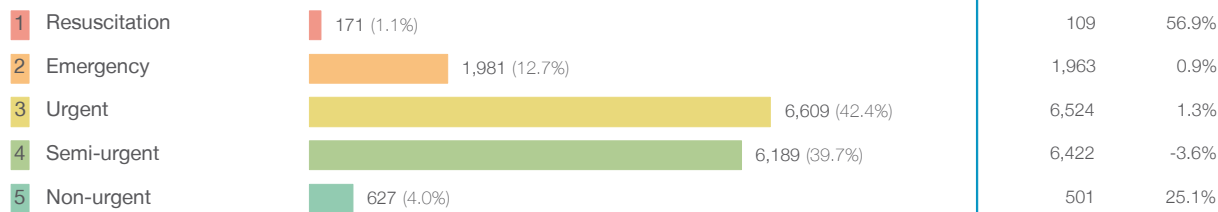
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Patients presenting to the emergency department

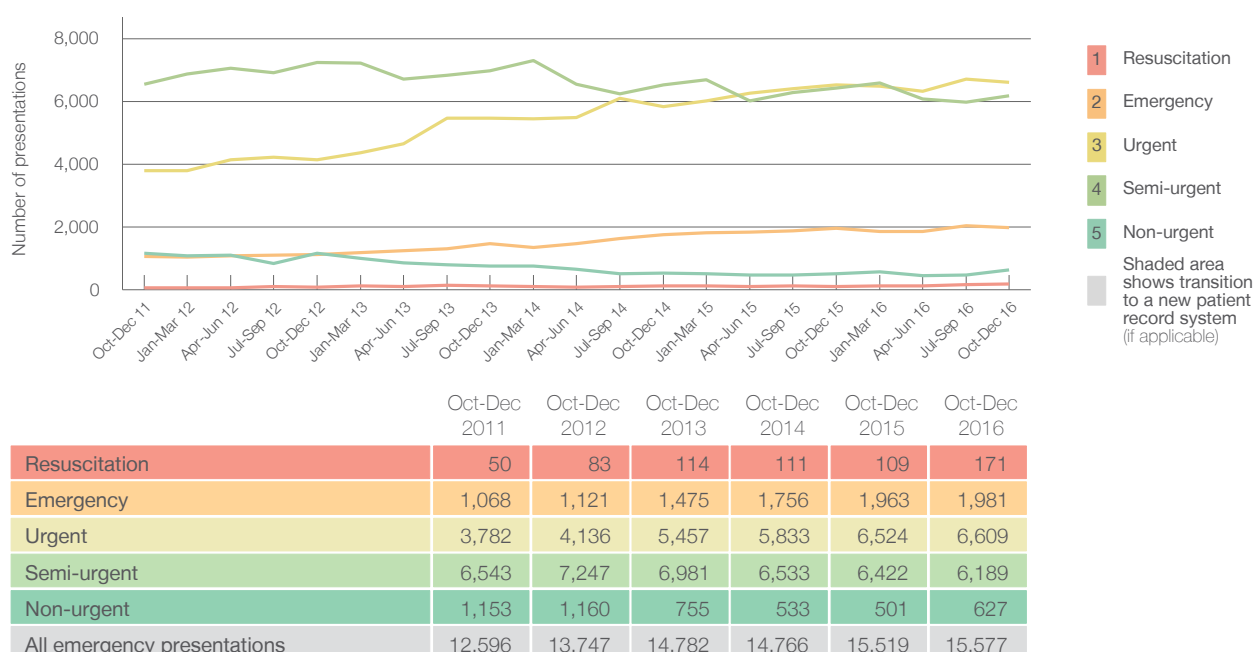
October to December 2016

All presentations:¹ 15,862 patients

Emergency presentations² by triage category: 15,577 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Wollongong Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,278 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

October to December 2016

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

Number of triage 2 patients: 1,981

Number of triage 2 patients used to calculate waiting time:³ 1,979

Median time to start treatment⁴

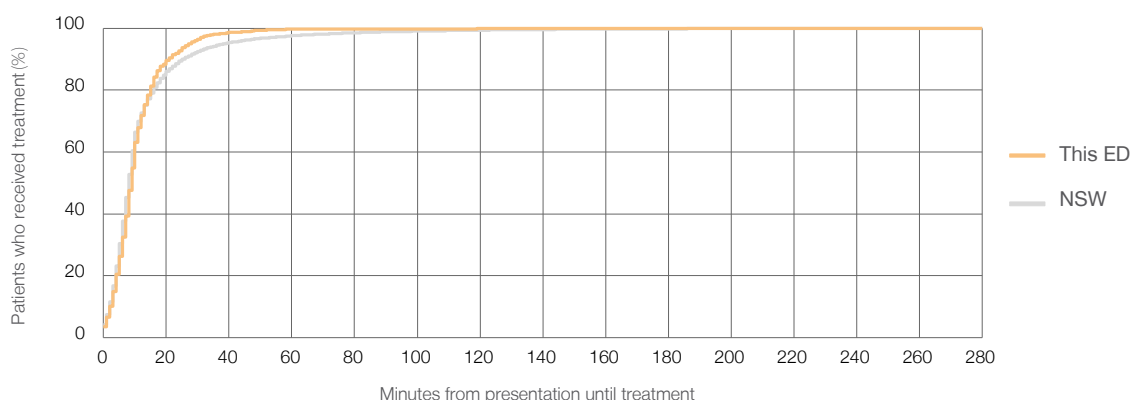
9 minutes

90th percentile time to start treatment⁵

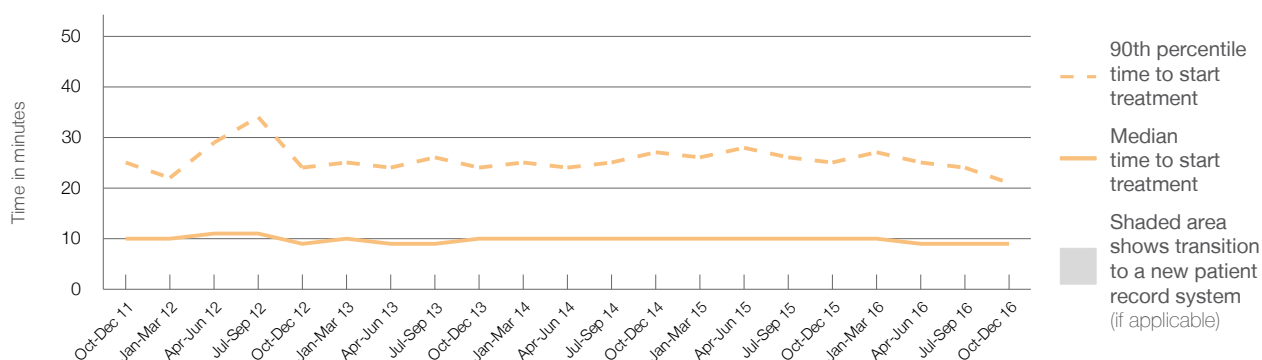
21 minutes

Same period last year	NSW (this period)
1,963	
1,954	
10 minutes	8 minutes
25 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	9	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)	25	24	24	27	25	21

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 6,609

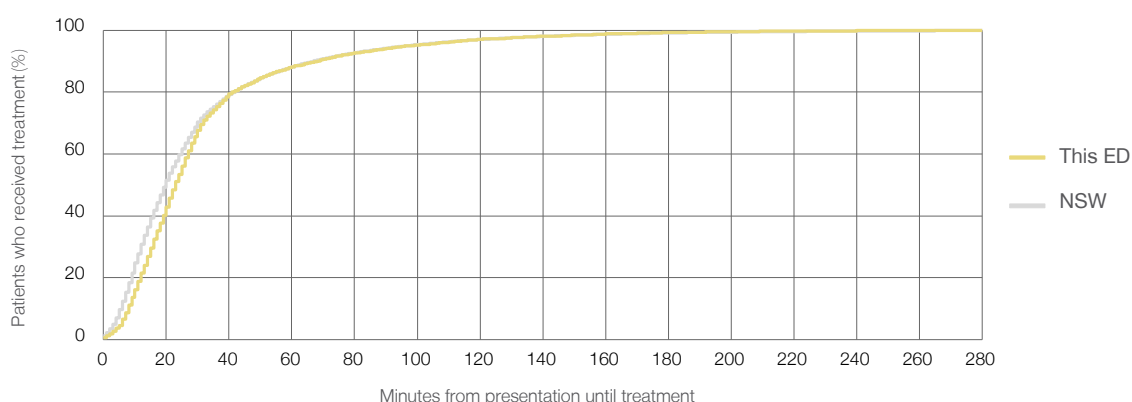
Number of triage 3 patients used to calculate waiting time:³ 6,505

Median time to start treatment⁴ 23 minutes

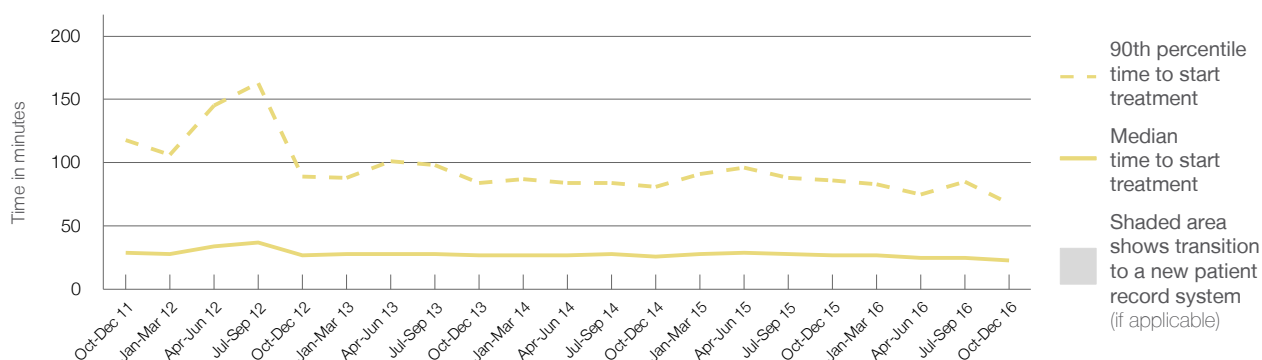
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
6,524	
6,394	
27 minutes	20 minutes
86 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	27	27	26	27	23
90th percentile time to start treatment ⁵ (minutes)	118	89	84	81	86	68

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 6,189

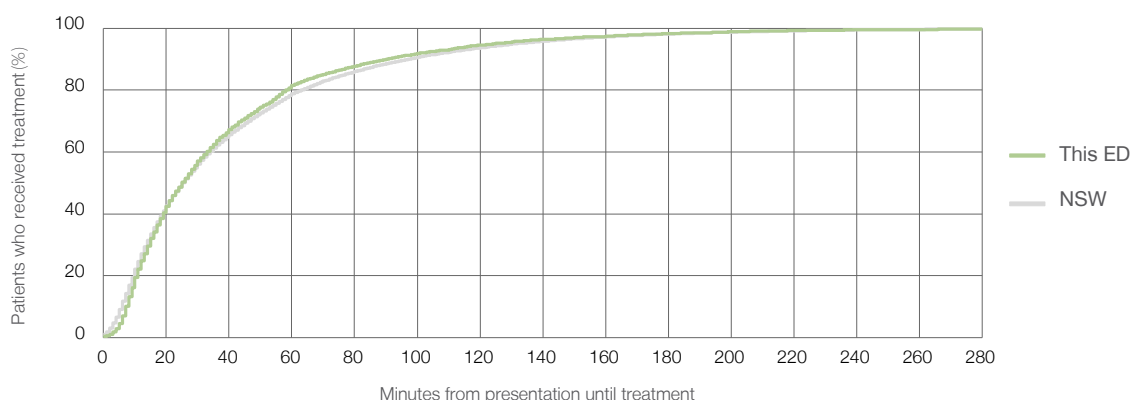
Number of triage 4 patients used to calculate waiting time:³ 5,916

Median time to start treatment⁴ 25 minutes

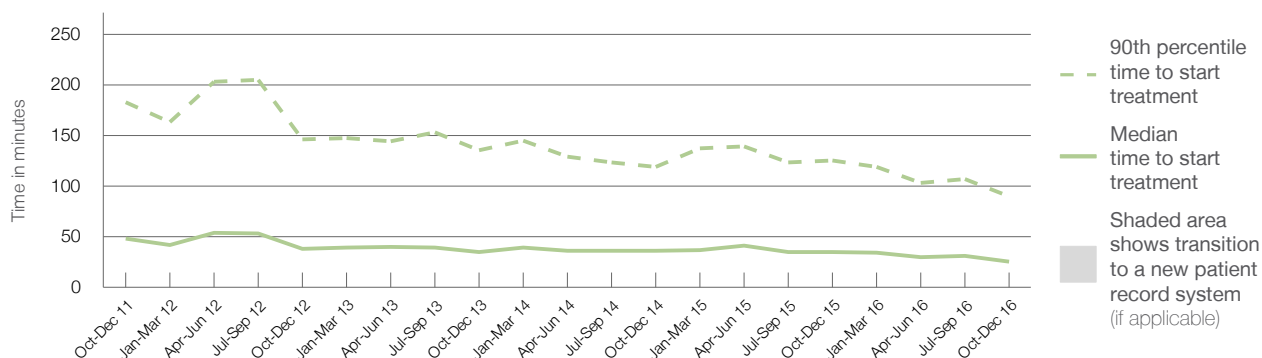
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
6,422	
6,053	
35 minutes	25 minutes
125 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	48	38	35	36	35	25
90th percentile time to start treatment ⁵ (minutes)	183	146	135	119	125	90

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 627

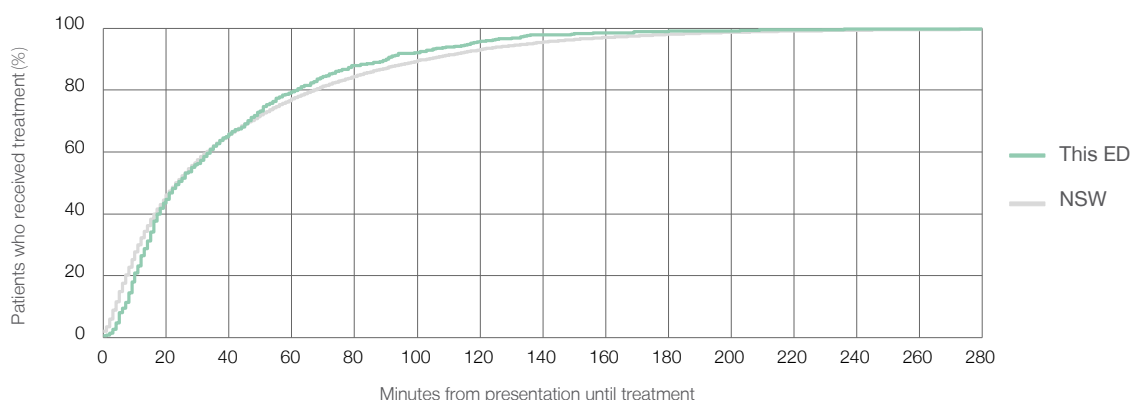
Number of triage 5 patients used to calculate waiting time:³ 534

Median time to start treatment⁴ 24 minutes

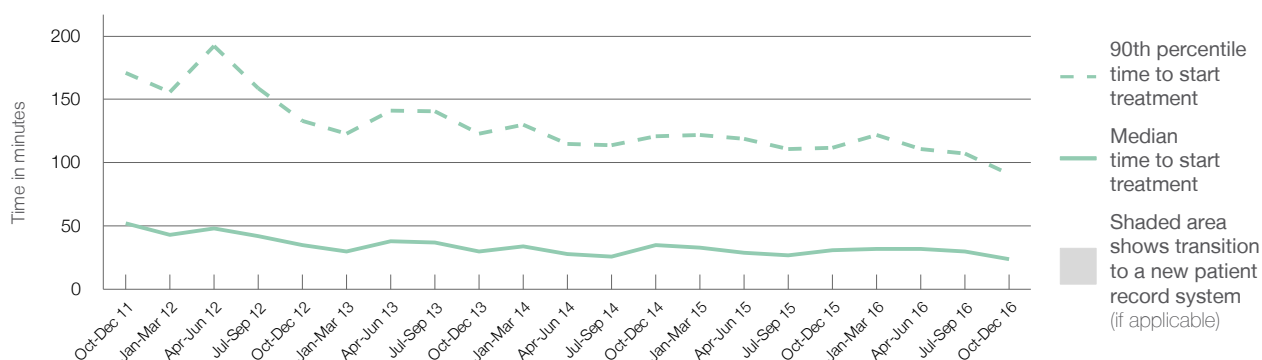
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
501	
415	
31 minutes	24 minutes
112 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	52	35	30	35	31	24
90th percentile time to start treatment ⁵ (minutes)	171	133	123	121	112	91

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

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

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

Wollongong Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 15,862 patients

Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

Median time spent in the ED⁸

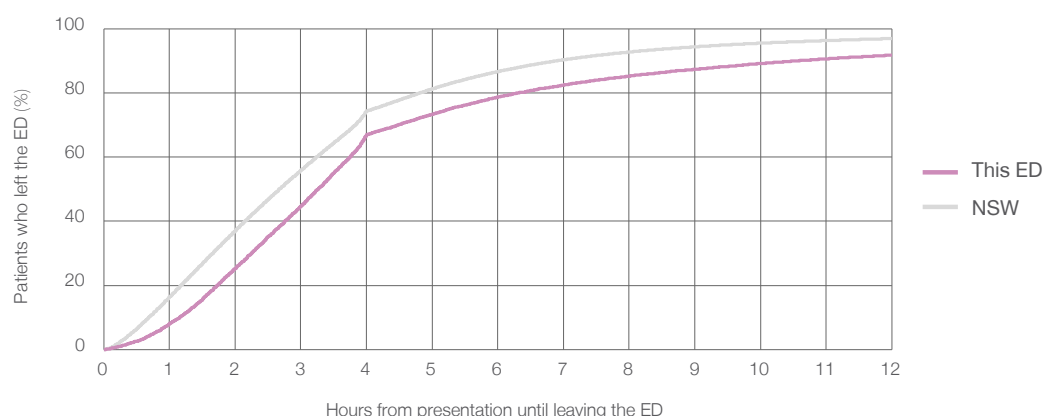
3 hours and 16 minutes

90th percentile time spent in the ED⁹

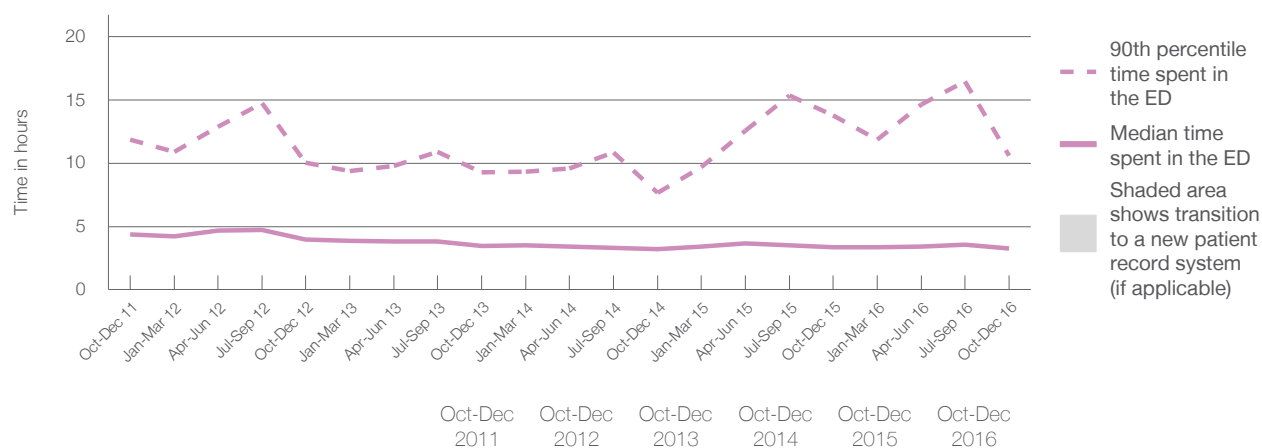
10 hours and 34 minutes

Same period last year	NSW (this period)
15,869	
15,868	
3 hours and 23 minutes	2 hours and 41 minutes
13 hours and 47 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 23m	3h 59m	3h 29m	3h 11m	3h 23m	3h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 52m	10h 3m	9h 18m	7h 39m	13h 47m	10h 34m

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

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

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

Wollongong Hospital: Time patients spent in the ED

By mode of separation

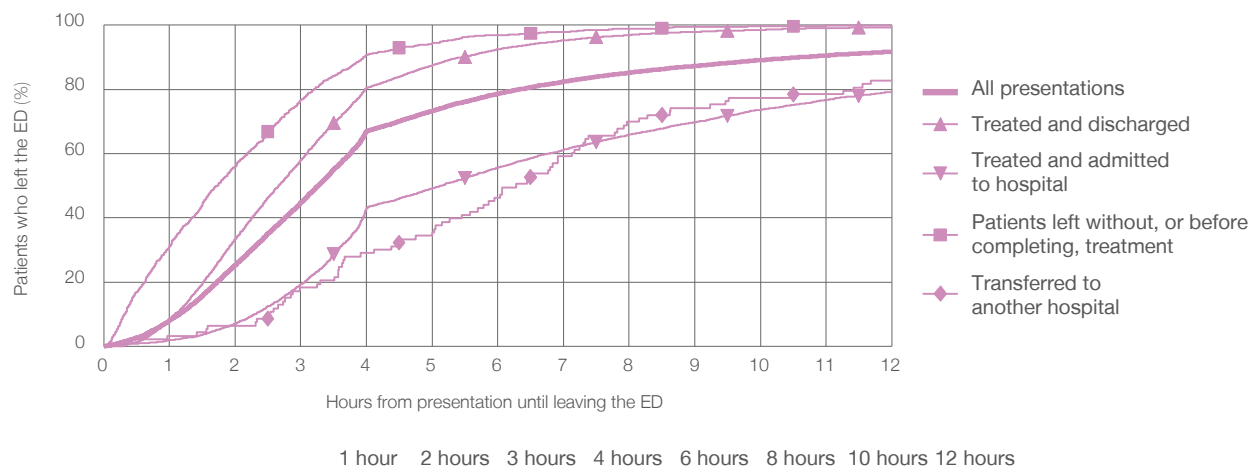
October to December 2016

All presentations:[†] 15,862 patients

Presentations used to calculate time to leaving the ED:[‡] 15,861 patients

		Same period last year	Change since one year ago
		15,868	-0.0%
Treated and discharged	8,507 (53.6%)	8,478	0.3%
Treated and admitted to hospital	5,986 (37.7%)	6,087	-1.7%
Patient left without, or before completing, treatment	1,185 (7.5%)	1,097	8.0%
Transferred to another hospital	93 (0.6%)	95	-2.1%
Other	91 (0.6%)	112	-18.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.4%	33.4%	57.9%	80.5%	92.5%	97.0%	98.5%	99.4%
Treated and admitted to hospital	1.9%	7.0%	19.3%	43.1%	55.6%	65.9%	73.7%	79.3%
Patient left without, or before completing, treatment	31.1%	56.0%	76.7%	90.7%	97.0%	98.8%	99.7%	99.9%
Transferred to another hospital	3.2%	6.5%	18.3%	29.0%	46.2%	69.9%	77.4%	82.8%
All presentations	8.1%	25.4%	44.8%	66.9%	78.7%	85.2%	89.1%	91.7%

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

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

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

Wollongong Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 15,862 patients

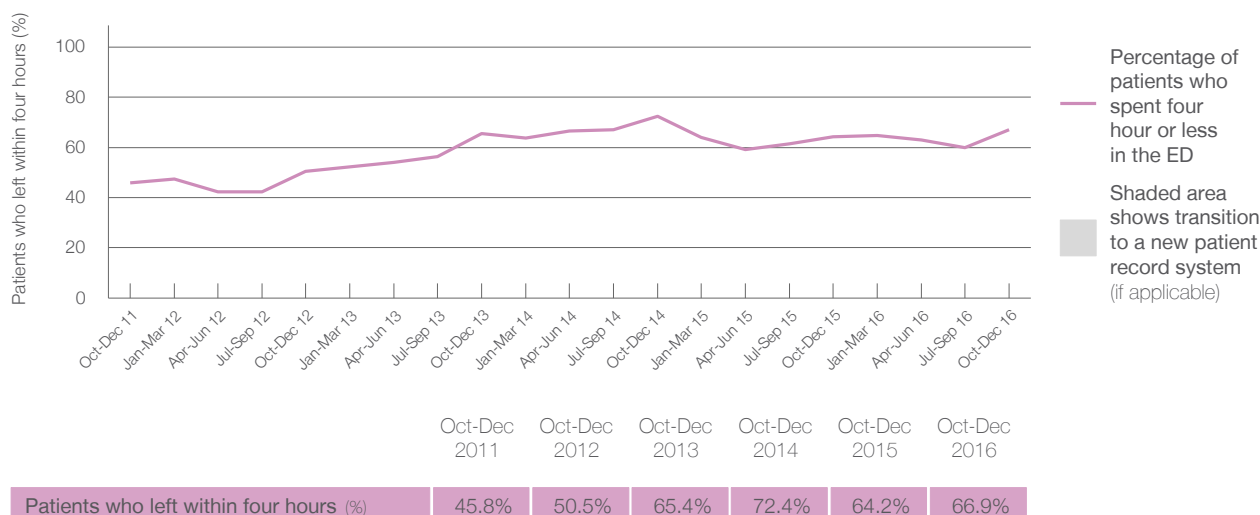
Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

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



Same period last year	Change since one year ago
15,869	-0.0%
15,868	-0.0%
64.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Sydney Children's Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 9,048 patients

Emergency presentations:² 8,940 patients

Same period last year	Change since one year ago
9,401	-3.8%
9,239	-3.2%

Sydney Children's Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 347 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,634 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,688 patients

Median time to start treatment⁴ 33 minutes

90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 209 patients

Median time to start treatment⁴ 38 minutes

90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
401	
9 minutes	8 minutes
22 minutes	26 minutes
1,566	
22 minutes	20 minutes
55 minutes	67 minutes
6,882	
41 minutes	25 minutes
133 minutes	97 minutes
330	
42 minutes	24 minutes
107 minutes	103 minutes

Sydney Children's Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 9,047 patients

Percentage of patients who spent four hours or less in the ED 78.5%

Same period last year	Change since one year ago
9,401	-3.8%
74.8%	

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

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

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

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

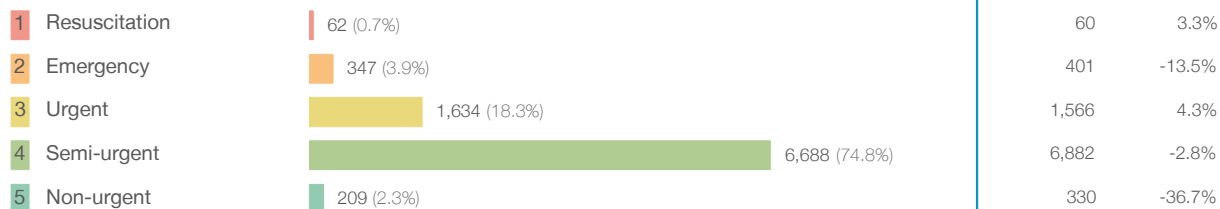
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sydney Children's Hospital: Patients presenting to the emergency department

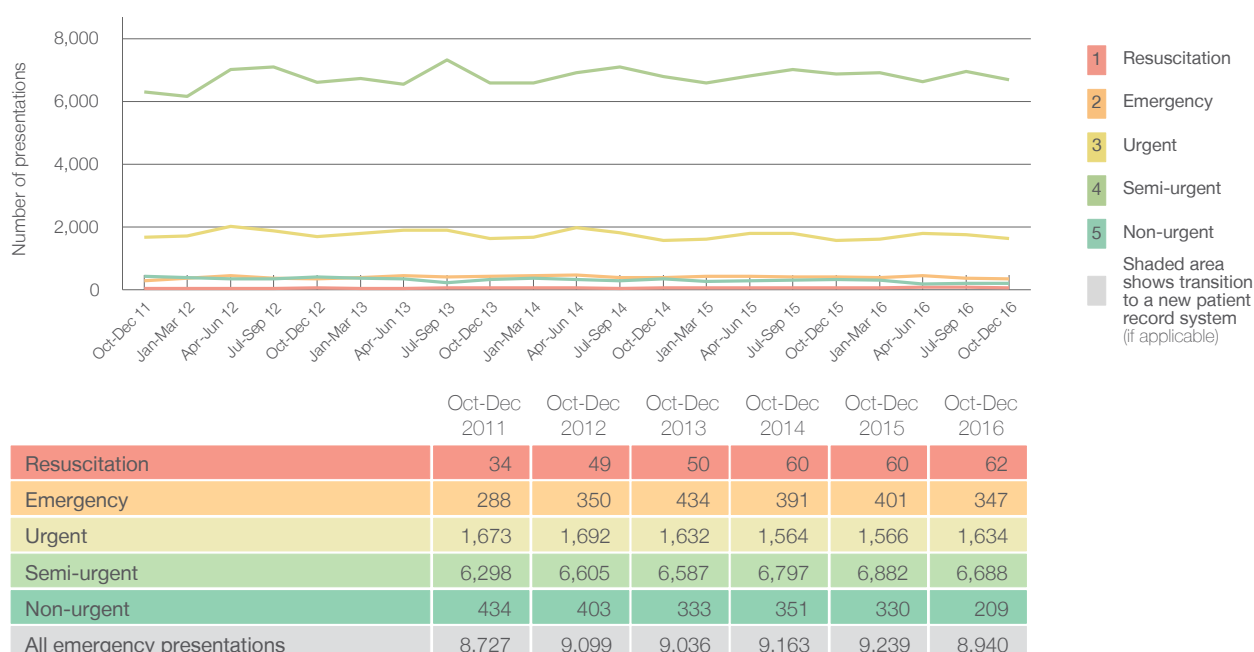
October to December 2016

All presentations:¹ 9,048 patients

Emergency presentations² by triage category: 8,940 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Sydney Children's Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 613 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Sydney Children's Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 347

Number of triage 2 patients used to calculate waiting time:³ 346

Median time to start treatment⁴

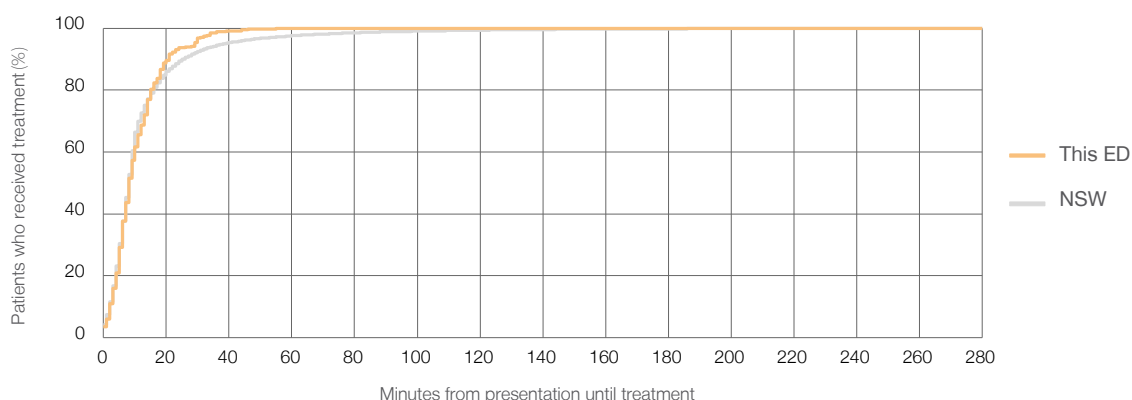
8 minutes

90th percentile time to start treatment⁵

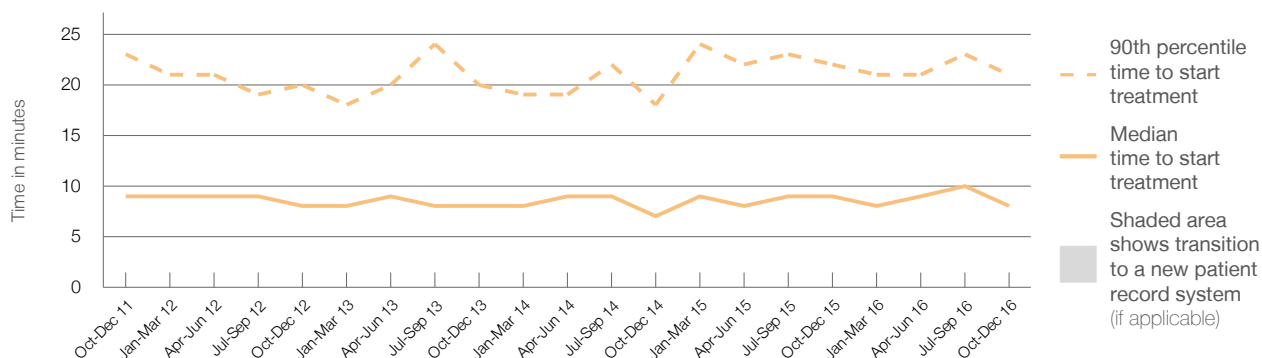
21 minutes

Same period last year	NSW (this period)
401	
401	
9 minutes	8 minutes
22 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	8	8	7	9	8
90th percentile time to start treatment ⁵ (minutes)	23	20	20	18	22	21

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

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

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

Sydney Children's Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,634

Number of triage 3 patients used to calculate waiting time:³ 1,633

Median time to start treatment⁴

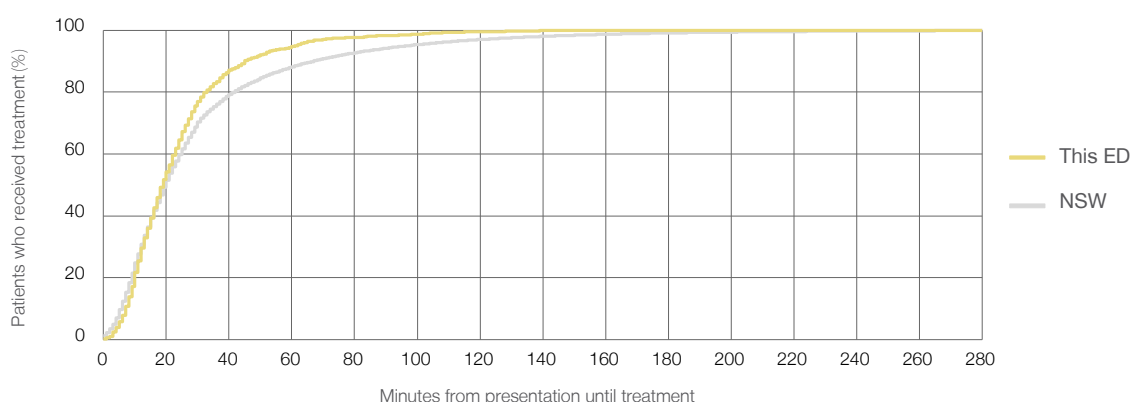
19 minutes

90th percentile time to start treatment⁵

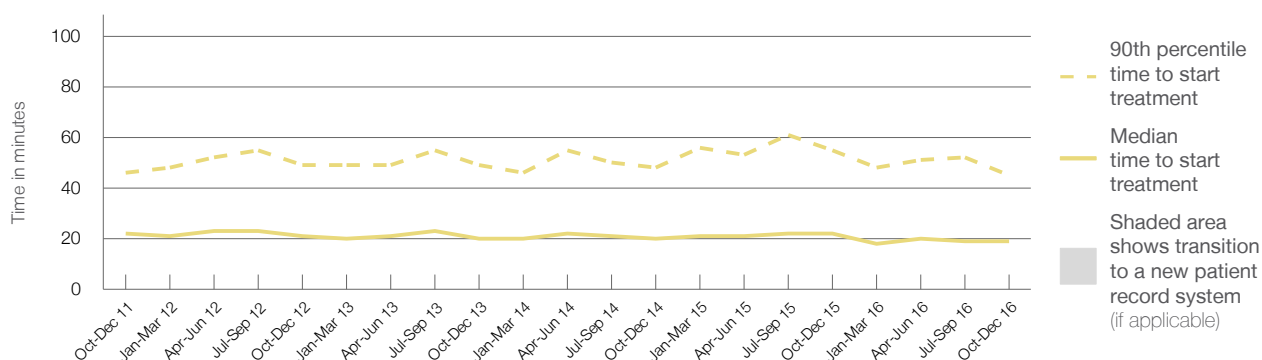
45 minutes

Same period last year	NSW (this period)
1,566	
1,564	
22 minutes	20 minutes
55 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	21	20	20	22	19
90th percentile time to start treatment ⁵ (minutes)	46	49	49	48	55	45

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

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

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

Sydney Children's Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 6,688

Number of triage 4 patients used to calculate waiting time:³ 6,479

Median time to start treatment⁴

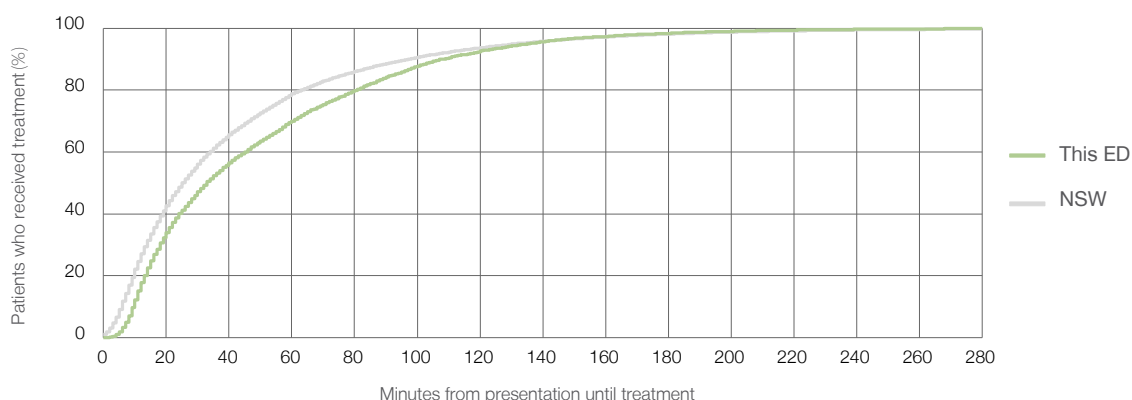
33 minutes

90th percentile time to start treatment⁵

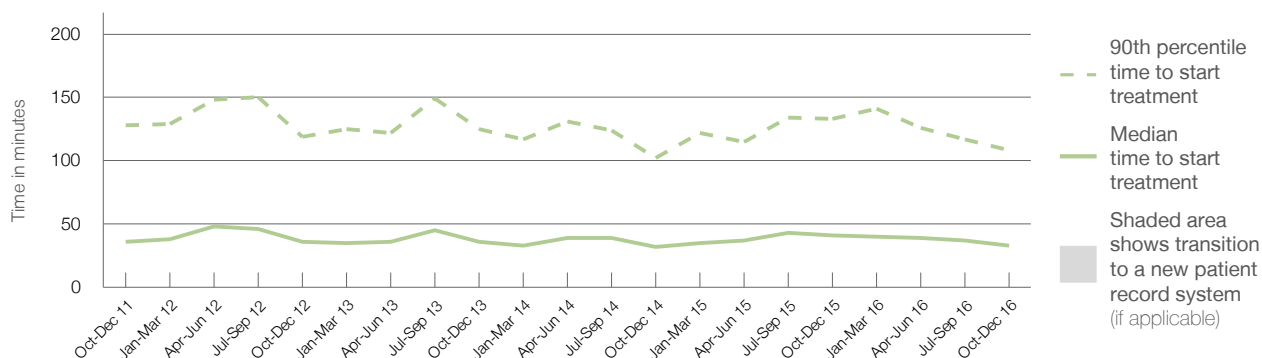
108 minutes

Same period last year	NSW (this period)
6,882	
6,595	
41 minutes	25 minutes
133 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	36	36	32	41	33
90th percentile time to start treatment ⁵ (minutes)	128	119	125	102	133	108

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

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

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

Sydney Children's Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 209

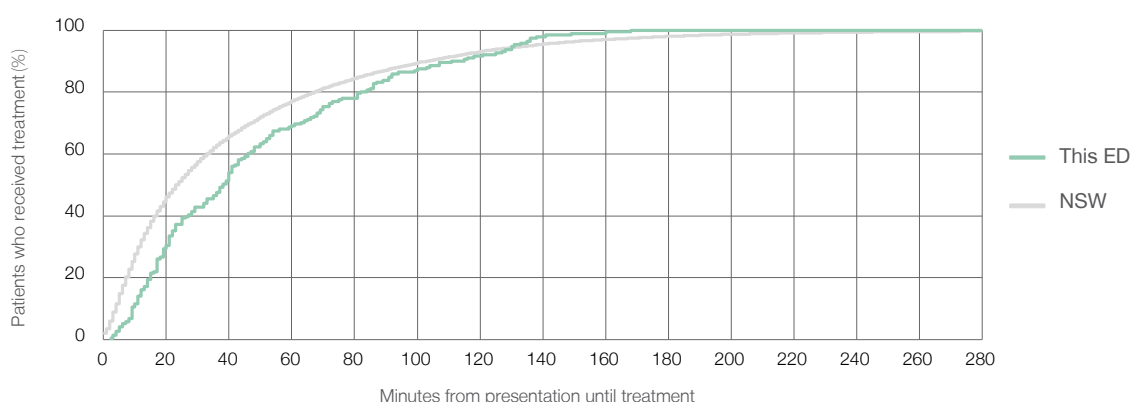
Number of triage 5 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ 38 minutes

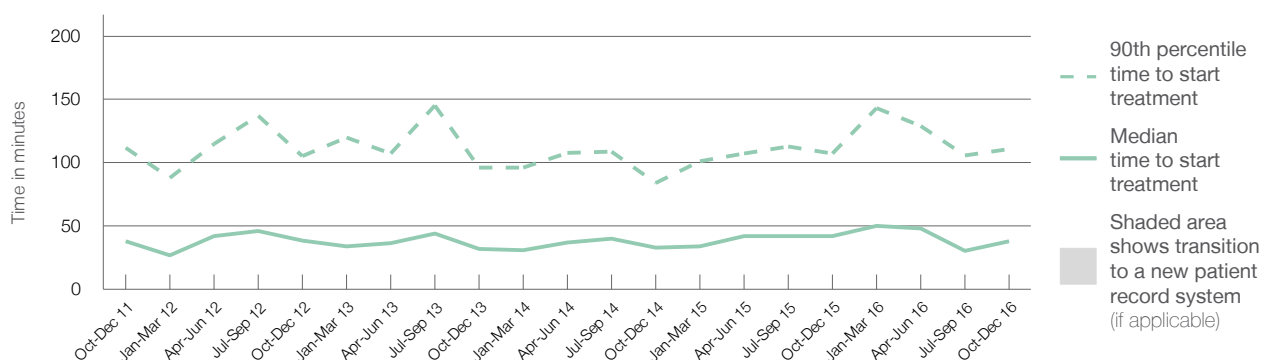
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
330	
304	
42 minutes	24 minutes
107 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	39	32	33	42	38
90th percentile time to start treatment ⁵ (minutes)	112	105	96	84	107	111

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

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

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

Sydney Children's Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 9,048 patients

Presentations used to calculate time to leaving the ED:⁶ 9,047 patients

Median time spent in the ED⁸

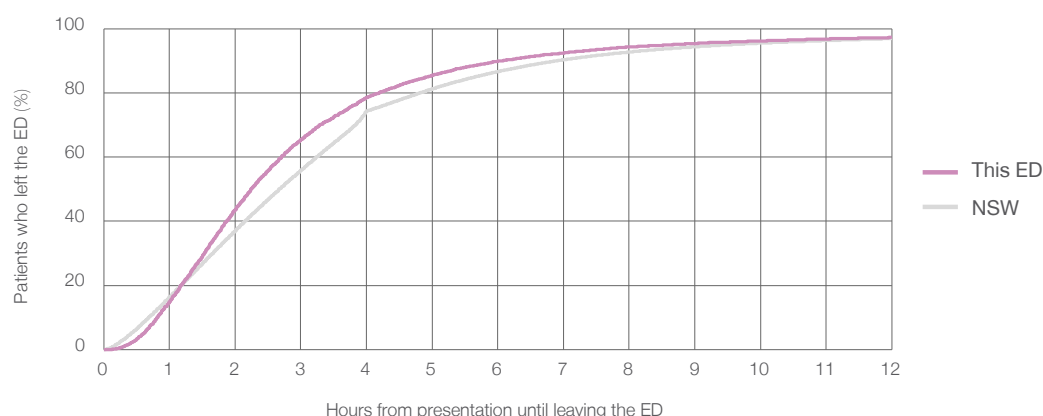
2 hours and 15 minutes

90th percentile time spent in the ED⁹

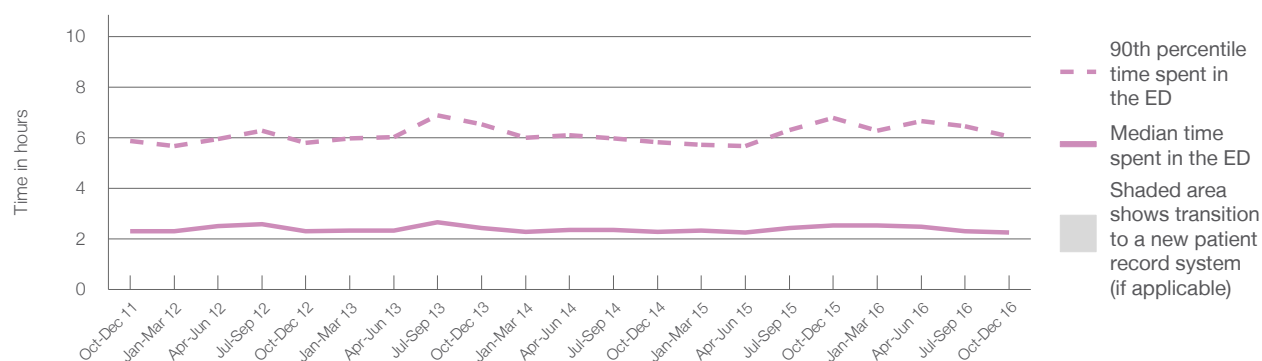
6 hours and 4 minutes

Same period last year	NSW (this period)
9,401	
9,401	
2 hours and 32 minutes	2 hours and 41 minutes
6 hours and 47 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 18m	2h 19m	2h 26m	2h 17m	2h 32m	2h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 52m	5h 48m	6h 32m	5h 49m	6h 47m	6h 4m

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

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

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

Sydney Children's Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

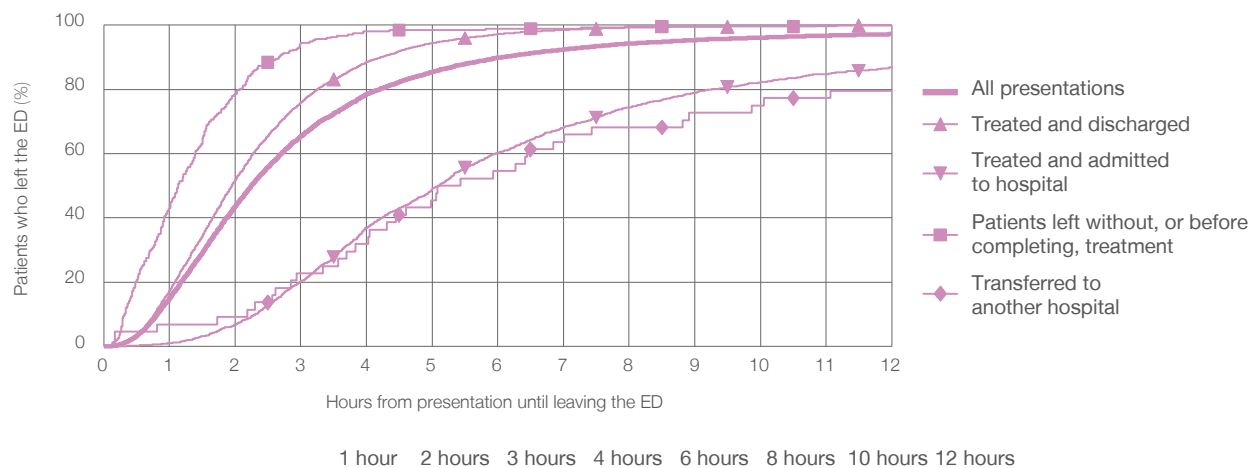
All presentations:[†] 9,048 patients

Presentations used to calculate time to leaving the ED:[‡] 9,047 patients

Treated and discharged	6,957 (76.9%)
Treated and admitted to hospital	1,759 (19.4%)
Patient left without, or before completing, treatment	276 (3.1%)
Transferred to another hospital	44 (0.5%)
Other	12 (0.1%)

Same period last year	Change since one year ago
9,401	-3.8%
6,996	-0.6%
1,930	-8.9%
399	-30.8%
63	-30.2%
13	-7.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.3%	51.8%	75.9%	88.5%	97.2%	99.2%	99.7%	99.9%
Treated and admitted to hospital	0.9%	6.8%	20.4%	36.9%	60.3%	74.4%	82.3%	87.1%
Patient left without, or before completing, treatment	43.1%	78.6%	94.6%	98.2%	98.9%	99.6%	99.6%	100%
Transferred to another hospital	6.8%	9.1%	22.7%	31.8%	54.5%	68.2%	75.0%	79.5%
All presentations	15.0%	43.7%	65.4%	78.5%	89.9%	94.3%	96.2%	97.3%

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

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

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

Sydney Children's Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 9,048 patients

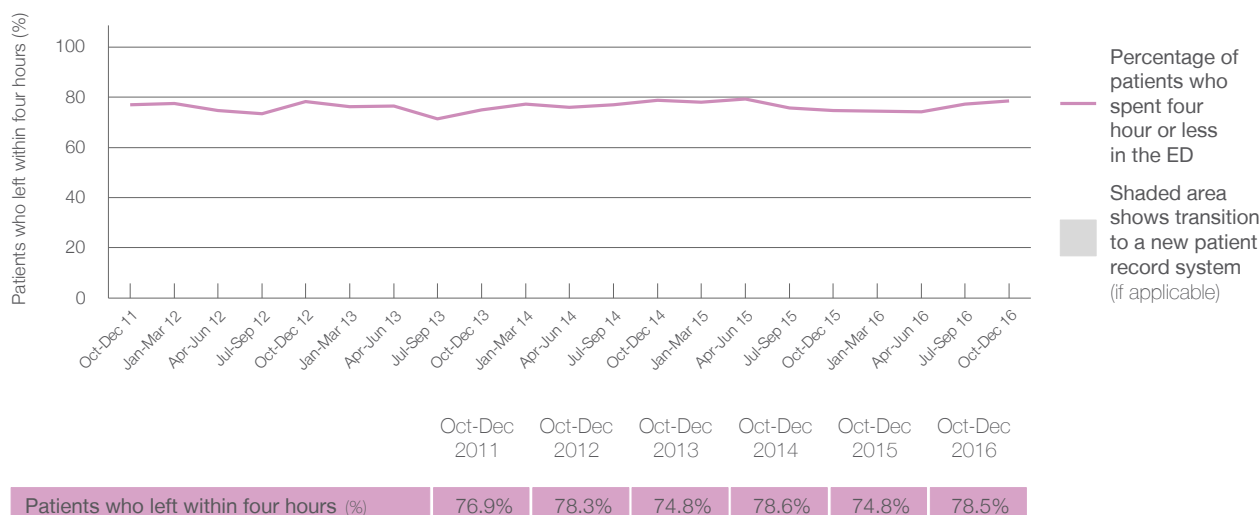
Presentations used to calculate time to leaving the ED:⁶ 9,047 patients

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



Same period last year	Change since one year ago
9,401	-3.8%
9,401	-3.8%
74.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

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

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

The Children's Hospital at Westmead: Emergency department (ED) overview

October to December 2016

All presentations:¹ 14,210 patients

Emergency presentations:² 14,040 patients

Same period last year	Change since one year ago
14,129	0.6%
13,923	0.8%

The Children's Hospital at Westmead: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 492 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,370 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,939 patients

Median time to start treatment⁴ 41 minutes
90th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 101 patients

Median time to start treatment⁴ 69 minutes
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
463	
7 minutes	8 minutes
10 minutes	26 minutes
3,102	
22 minutes	20 minutes
62 minutes	67 minutes
10,142	
43 minutes	25 minutes
171 minutes	97 minutes
100	
54 minutes	24 minutes
*	103 minutes

The Children's Hospital at Westmead: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 14,210 patients

Percentage of patients who spent four hours or less in the ED 72.4%

Same period last year	Change since one year ago
14,129	0.6%
69.2%	

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

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

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

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

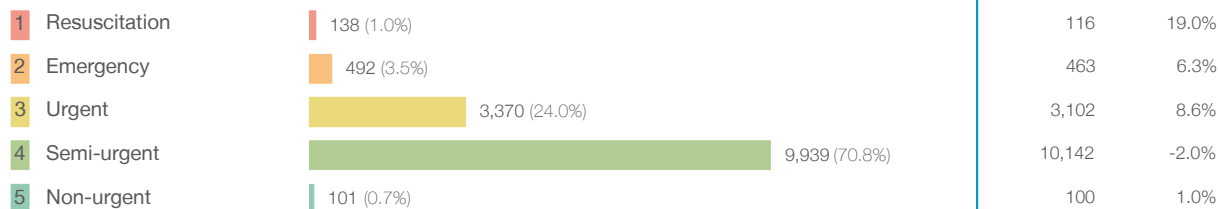
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Children's Hospital at Westmead: Patients presenting to the emergency department

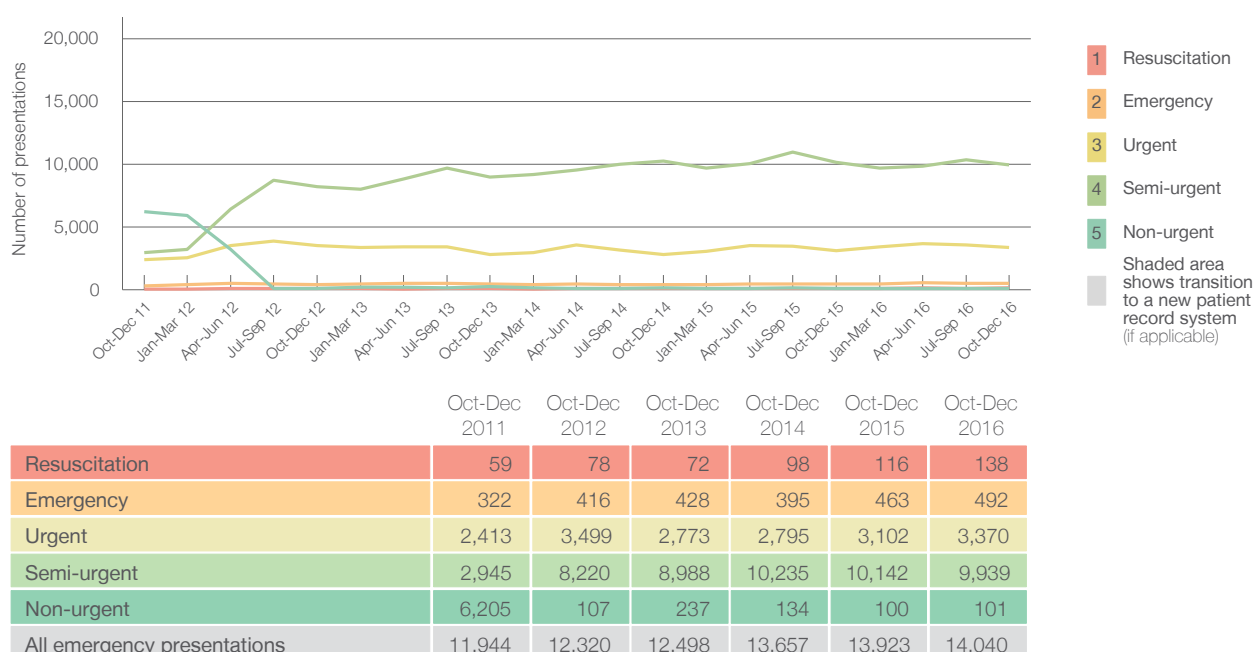
October to December 2016

All presentations:¹ 14,210 patients

Emergency presentations² by triage category: 14,040 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†‡}



The Children's Hospital at Westmead: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,072 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 trans For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

(§) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 492

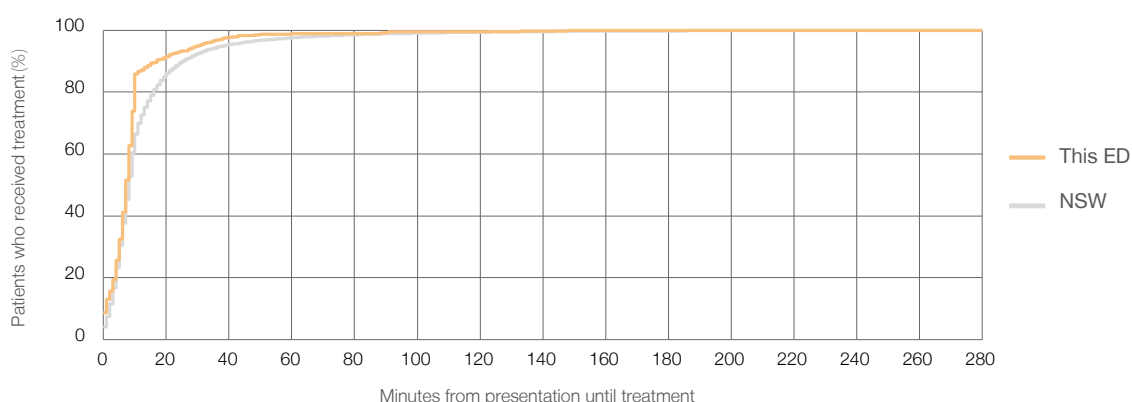
Number of triage 2 patients used to calculate waiting time:³ 492

Median time to start treatment⁴ 7 minutes

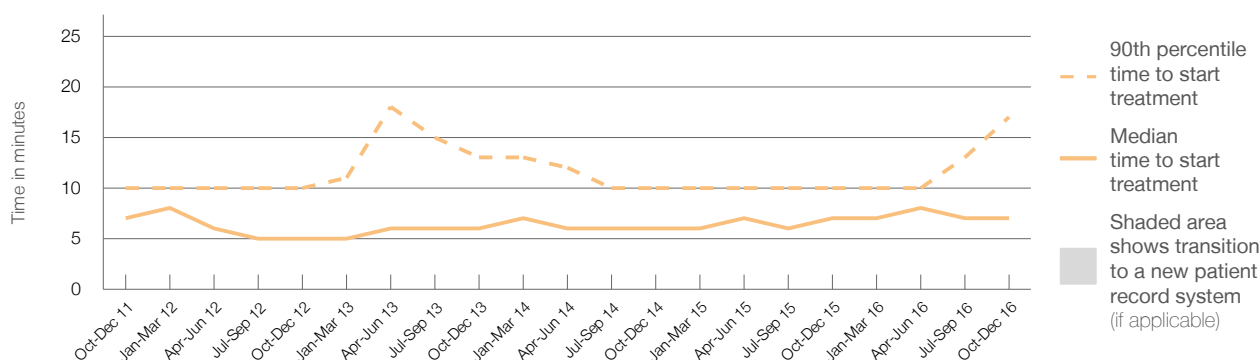
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
463	
463	
7 minutes	8 minutes
10 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	5	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	10	10	13	10	10	17

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 3,370

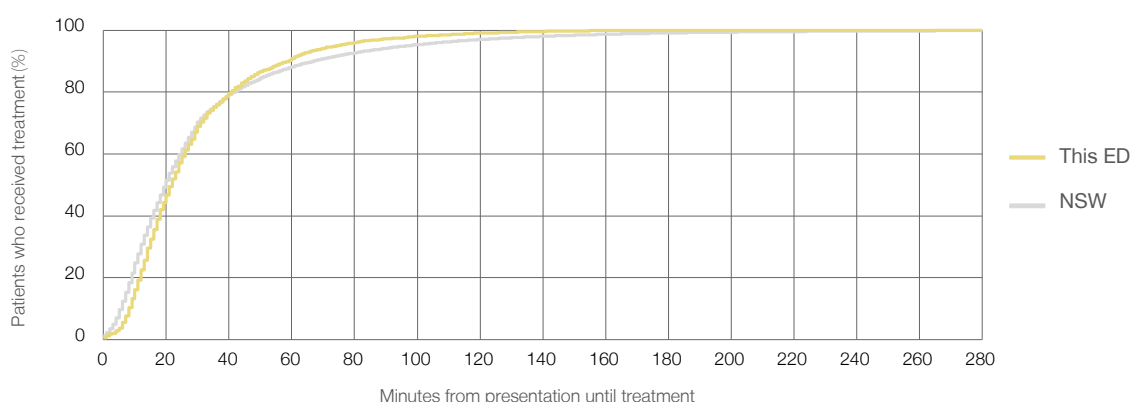
Number of triage 3 patients used to calculate waiting time:³ 3,361

Median time to start treatment⁴ 22 minutes

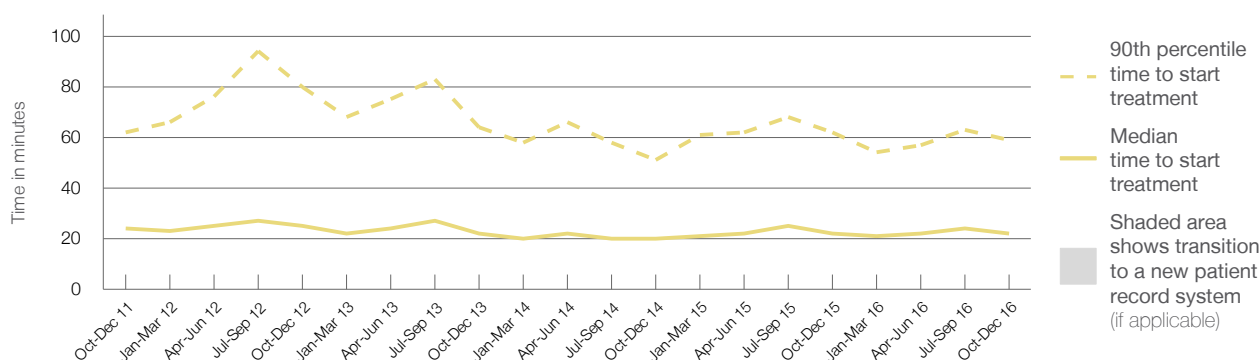
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,102	
3,093	
22 minutes	20 minutes
62 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	25	22	20	22	22
90th percentile time to start treatment ⁵ (minutes)	62	80	64	51	62	59

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 9,939

Number of triage 4 patients used to calculate waiting time:³ 8,650

Median time to start treatment⁴

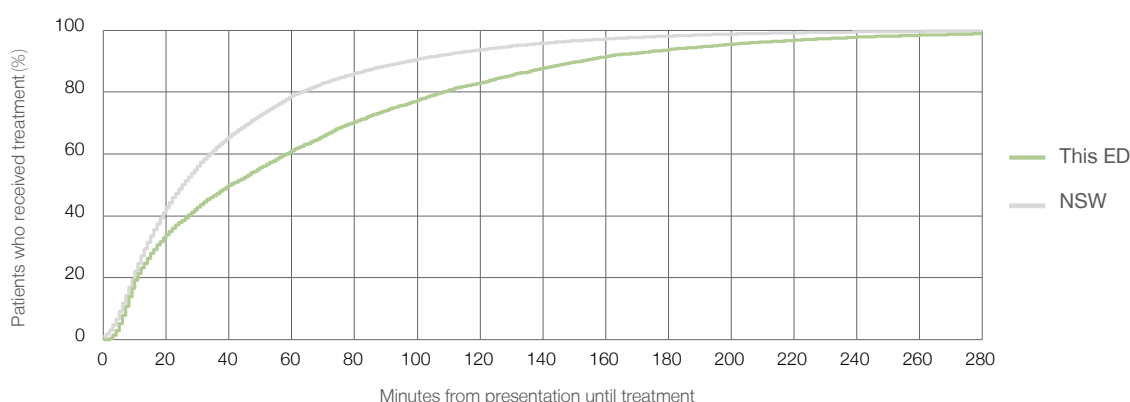
41 minutes

90th percentile time to start treatment⁵

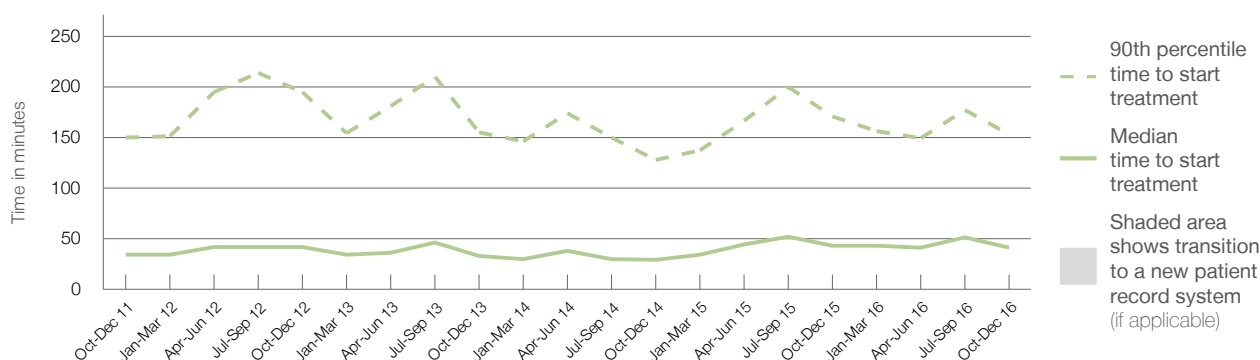
153 minutes

Same period last year	NSW (this period)
10,142	
8,609	
43 minutes	25 minutes
171 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	34	42	33	29	43	41
90th percentile time to start treatment ⁵ (minutes)	150	195	155	128	171	153

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 101

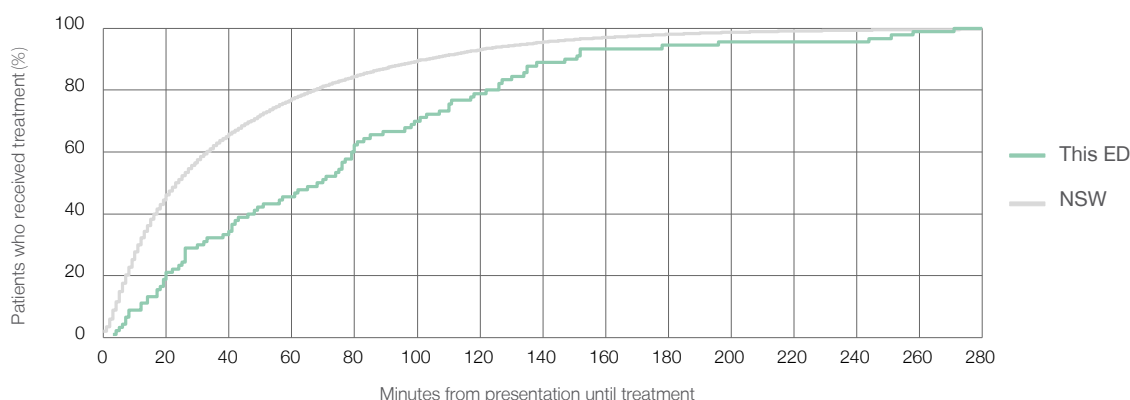
Number of triage 5 patients used to calculate waiting time:³ 90

Median time to start treatment⁴ 69 minutes

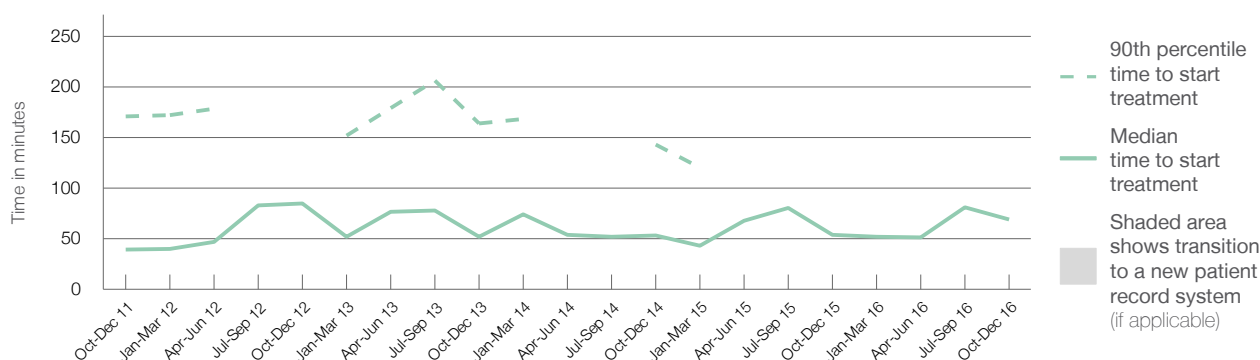
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
100	
72	
54 minutes	24 minutes
*	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	85	52	53	54	69
90th percentile time to start treatment ⁵ (minutes)	171	*	164	143	*	*

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time patients spent in the ED

October to December 2016

All presentations:¹ 14,210 patients

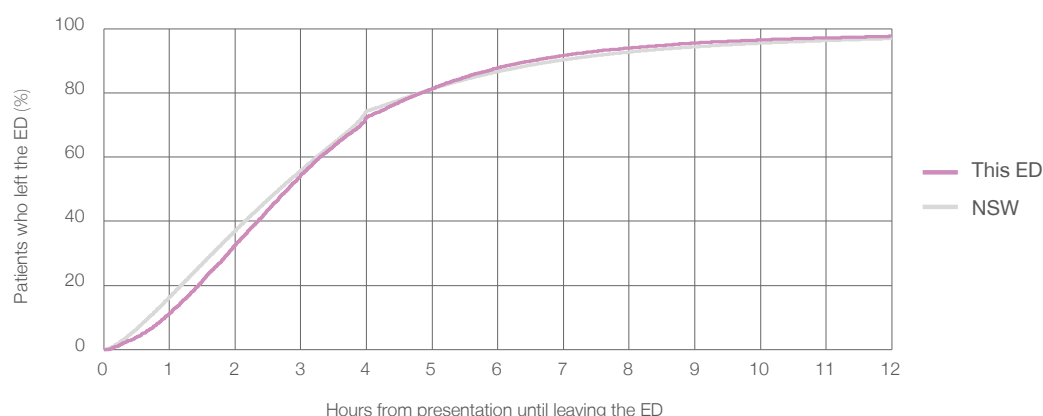
Presentations used to calculate time to leaving the ED:⁶ 14,210 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

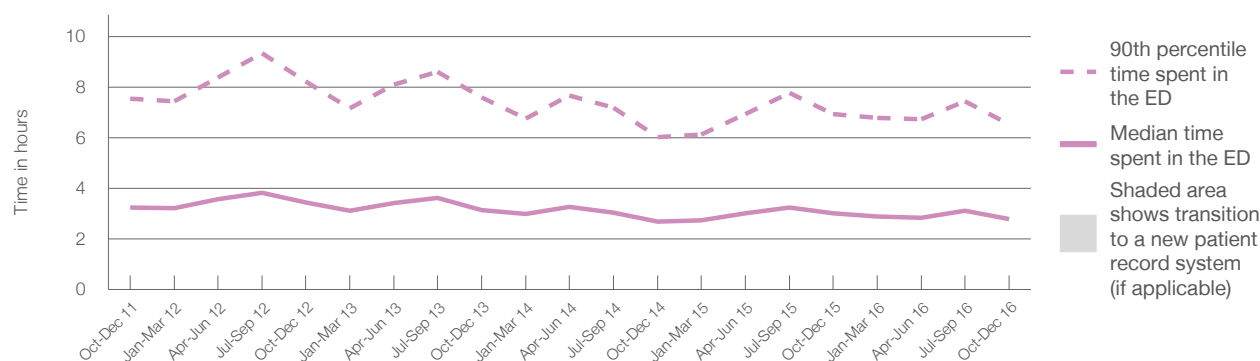
90th percentile time spent in the ED⁹ 6 hours and 32 minutes

Same period last year	NSW (this period)
14,129	14,129
3 hours and 1 minutes	2 hours and 41 minutes
6 hours and 56 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 15m	3h 27m	3h 9m	2h 42m	3h 1m	2h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 33m	8h 14m	7h 36m	6h 1m	6h 56m	6h 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time patients spent in the ED

By mode of separation

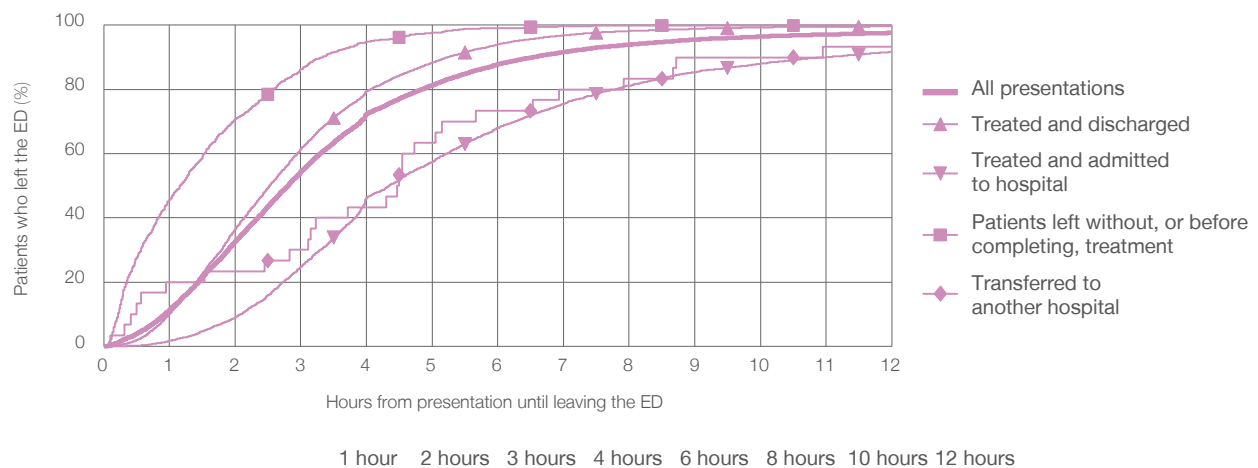
October to December 2016

All presentations:[†] 14,210 patients

Presentations used to calculate time to leaving the ED:[‡] 14,210 patients

		Same period last year	Change since one year ago
Treated and discharged	9,204 (64.8%)	9,038	1.8%
Treated and admitted to hospital	3,632 (25.6%)	3,474	4.5%
Patient left without, or before completing, treatment	1,343 (9.5%)	1,586	-15.3%
Transferred to another hospital	30 (0.2%)	31	-3.2%
Other	1 (0%)	0	

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.1%	36.5%	61.4%	79.5%	94.0%	98.2%	99.3%	99.7%
Treated and admitted to hospital	1.7%	9.0%	24.8%	46.3%	68.0%	81.2%	88.1%	91.7%
Patient left without, or before completing, treatment	45.7%	70.7%	86.3%	94.9%	99.1%	99.9%	99.9%	100%
Transferred to another hospital	20.0%	23.3%	30.0%	43.3%	73.3%	83.3%	90.0%	93.3%
All presentations	11.3%	32.7%	54.3%	72.4%	87.8%	94.0%	96.5%	97.6%

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

The Children's Hospital at Westmead: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 14,210 patients

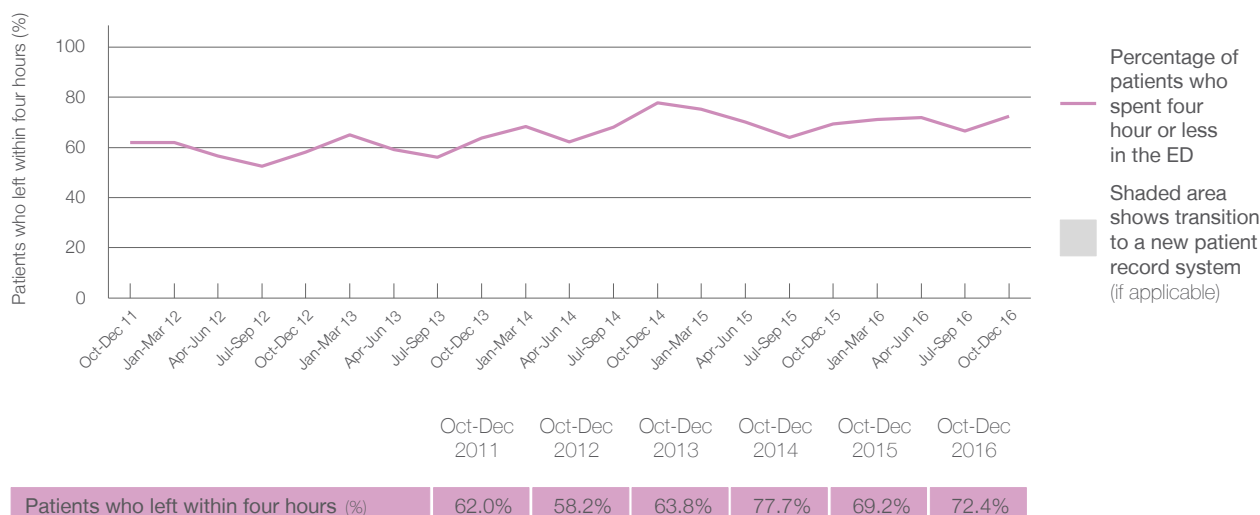
Presentations used to calculate time to leaving the ED:⁶ 14,210 patients

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



Same period last year	Change since one year ago
14,129	0.6%
14,129	0.6%
69.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Calvary Mater Newcastle: Emergency department (ED) overview

October to December 2016

All presentations:¹ 9,453 patients

Emergency presentations:² 9,441 patients

Same period last year	Change since one year ago
8,825	7.1%
8,791	7.4%

Calvary Mater Newcastle: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,283 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,364 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,572 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,160 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,261	
9 minutes	8 minutes
27 minutes	26 minutes
2,118	
23 minutes	20 minutes
64 minutes	67 minutes
4,299	
31 minutes	25 minutes
102 minutes	97 minutes
1,070	
32 minutes	24 minutes
110 minutes	103 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 9,453 patients

Percentage of patients who spent four hours or less in the ED 74.3%

Same period last year	Change since one year ago
8,825	7.1%
72.4%	

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

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

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

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

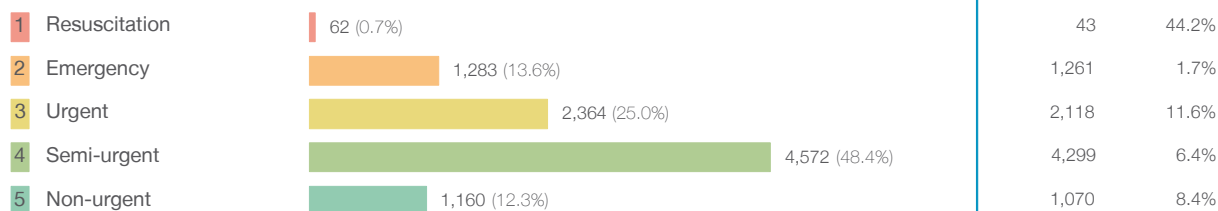
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Calvary Mater Newcastle: Patients presenting to the emergency department

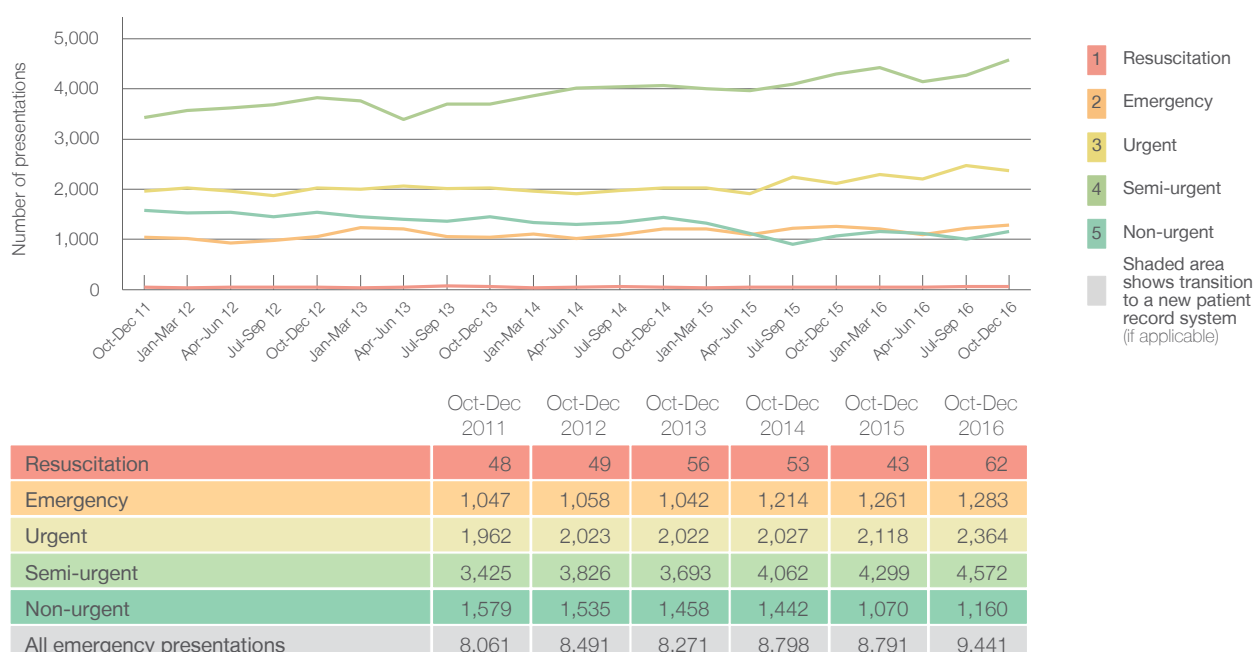
October to December 2016

All presentations:¹ 9,453 patients

Emergency presentations² by triage category: 9,441 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Calvary Mater Newcastle: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,822 patients

ED Transfer of care time



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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 1,261

Number of triage 2 patients used to calculate waiting time:³ 1,000

Median time to start treatment⁴

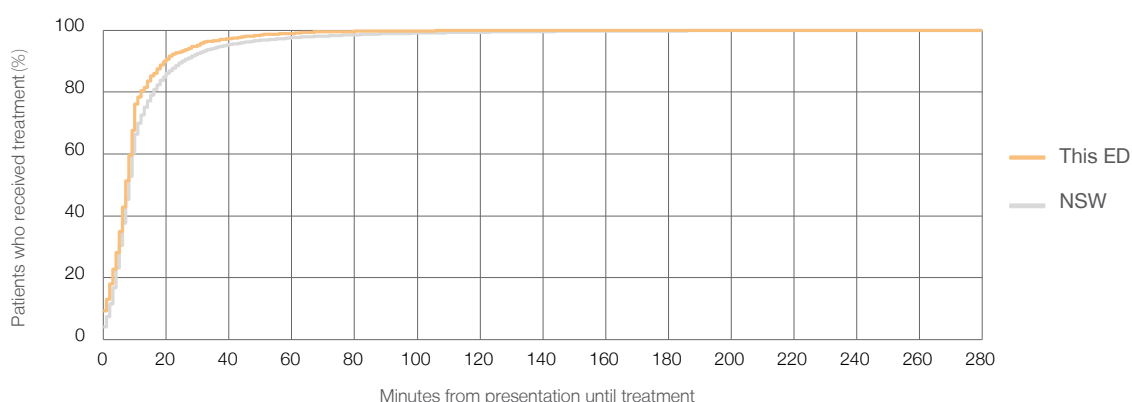
7 minutes

90th percentile time to start treatment⁵

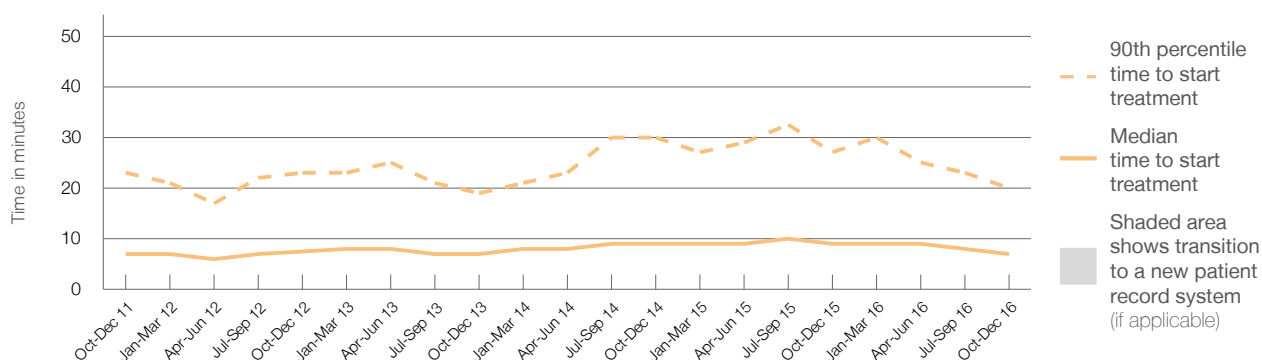
20 minutes

Same period last year	NSW (this period)
1,261	
939	
9 minutes	8 minutes
27 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	8	7	9	9	7
90th percentile time to start treatment ⁵ (minutes)	23	23	19	30	27	20

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 2,364

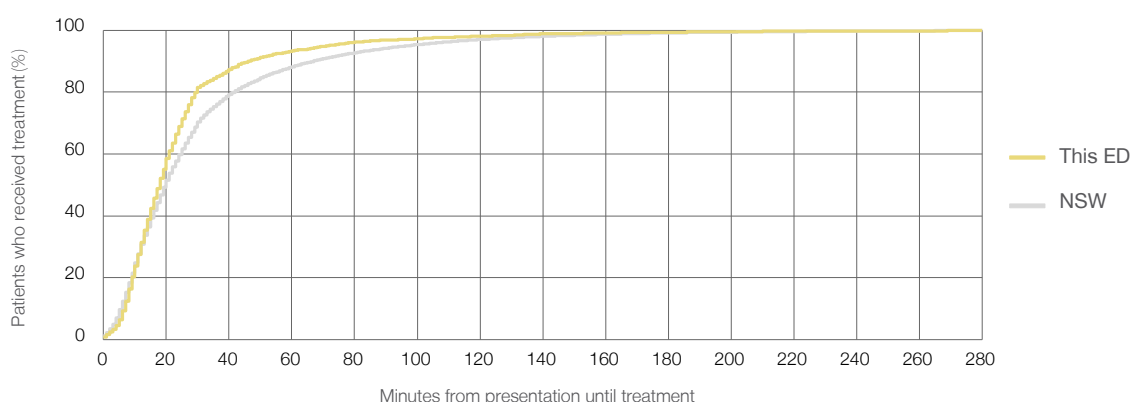
Number of triage 3 patients used to calculate waiting time:³ 2,073

Median time to start treatment⁴ 18 minutes

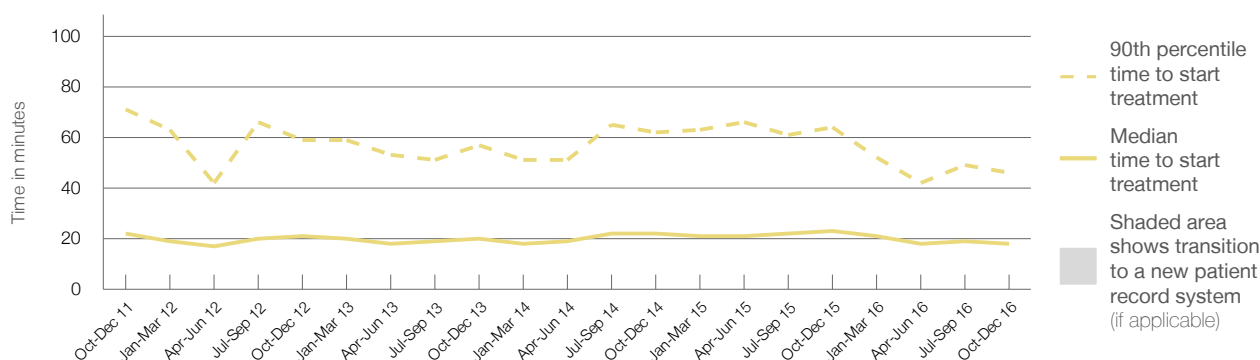
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
2,118	
1,827	
23 minutes	20 minutes
64 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	21	20	22	23	18
90th percentile time to start treatment ⁵ (minutes)	71	59	57	62	64	46

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

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 4,572

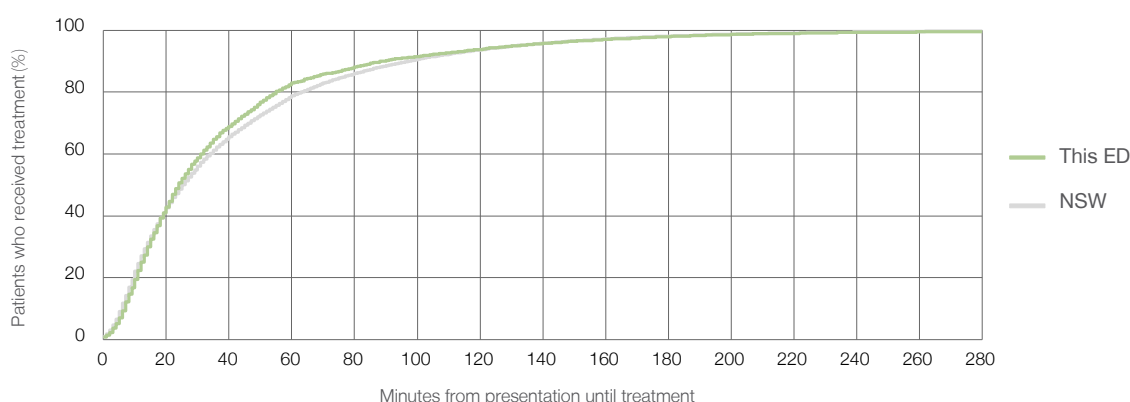
Number of triage 4 patients used to calculate waiting time:³ 4,101

Median time to start treatment⁴ 24 minutes

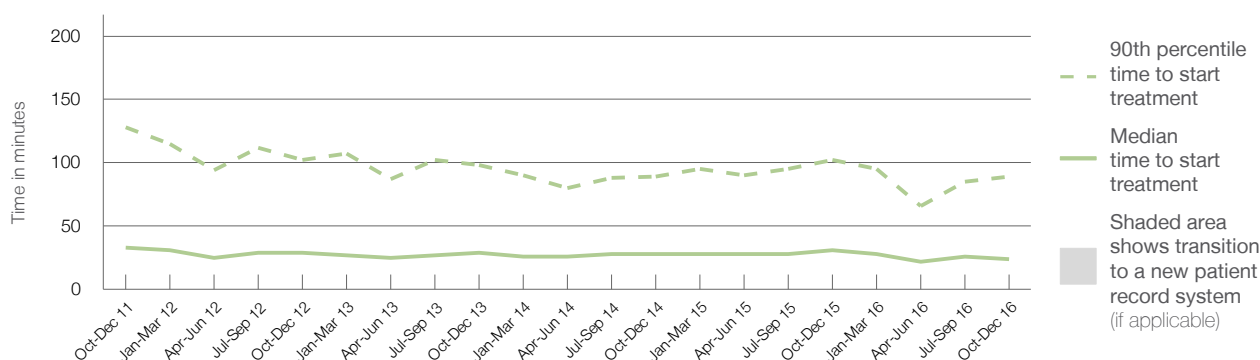
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
4,299	
3,830	
31 minutes	25 minutes
102 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	29	29	28	31	24
90th percentile time to start treatment ⁵ (minutes)	128	102	98	89	102	89

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

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 1,160

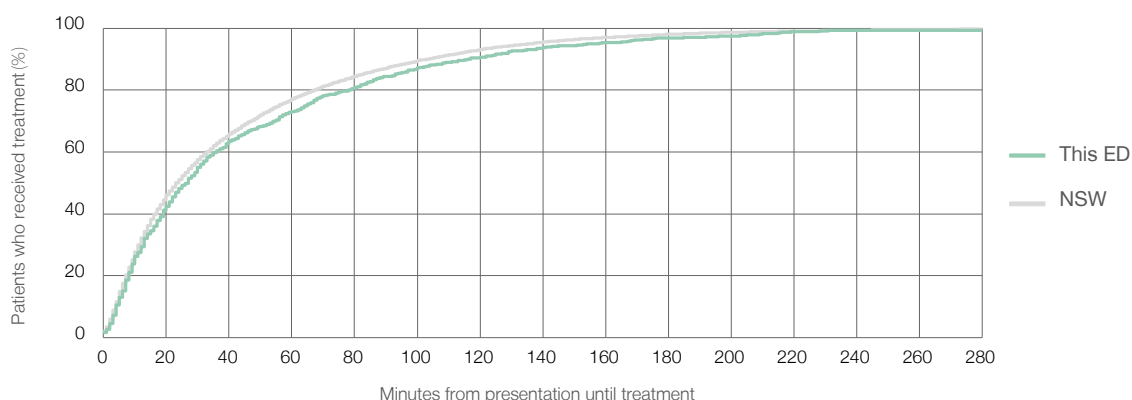
Number of triage 5 patients used to calculate waiting time:³ 915

Median time to start treatment⁴ 27 minutes

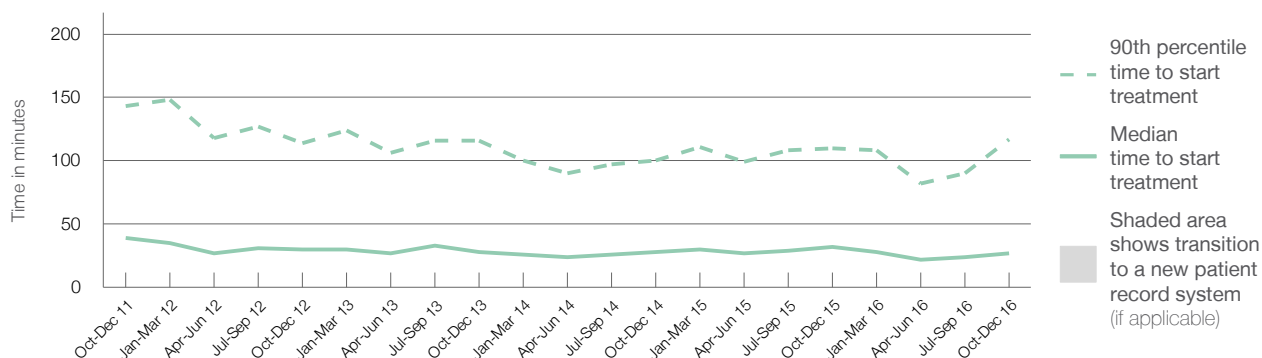
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,070	
849	
32 minutes	24 minutes
110 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	30	28	28	32	27
90th percentile time to start treatment ⁵ (minutes)	143	114	116	100	110	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Calvary Mater Newcastle: Time patients spent in the ED

October to December 2016

All presentations:¹ 9,453 patients

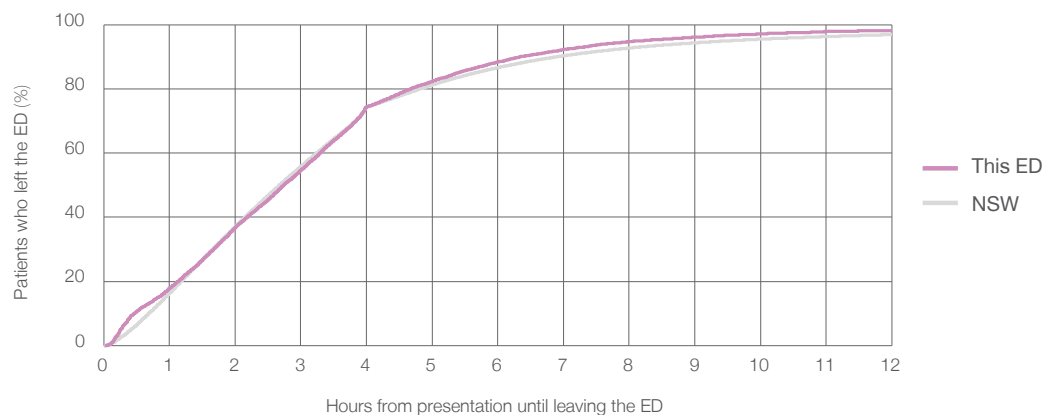
Presentations used to calculate time to leaving the ED:⁶ 9,453 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

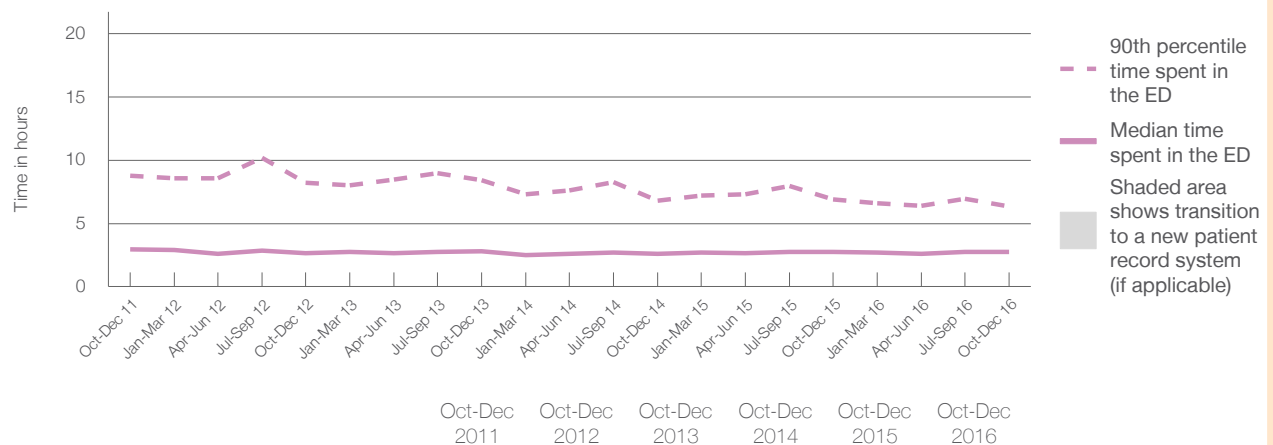
90th percentile time spent in the ED⁹ 6 hours and 21 minutes

Same period last year	NSW (this period)
8,825	8,825
2 hours and 45 minutes	2 hours and 41 minutes
6 hours and 55 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 57m	2h 38m	2h 49m	2h 37m	2h 45m	2h 44m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 47m	8h 13m	8h 25m	6h 47m	6h 55m	6h 21m

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

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

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

Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

October to December 2016

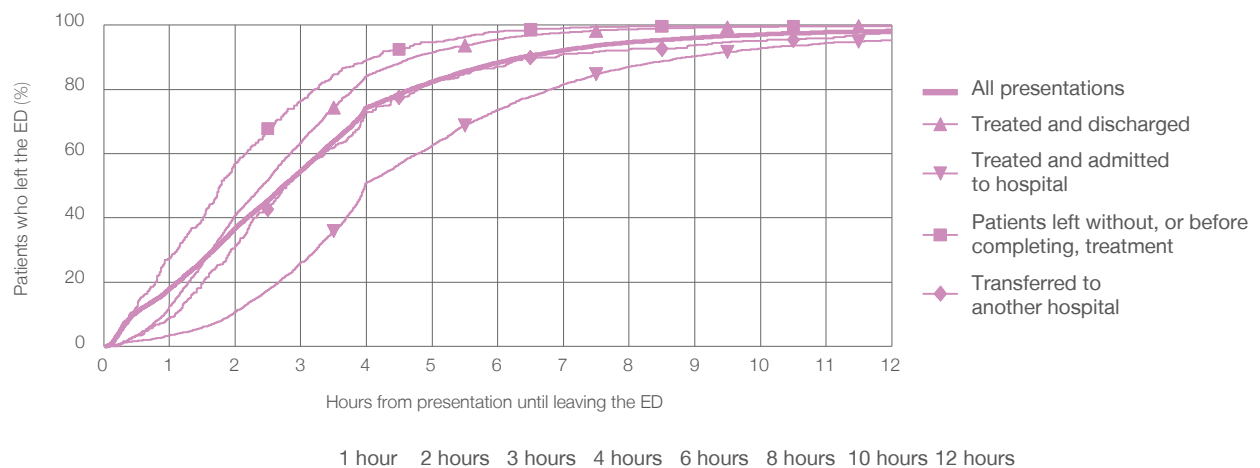
All presentations:[†] 9,453 patients

Presentations used to calculate time to leaving the ED:[‡] 9,453 patients

Treated and discharged	4,372 (46.2%)
Treated and admitted to hospital	3,215 (34.0%)
Patient left without, or before completing, treatment	428 (4.5%)
Transferred to another hospital	396 (4.2%)
Other	1,042 (11.0%)

Same period last year	Change since one year ago
8,825	7.1%
4,126	6.0%
2,865	12.2%
383	11.7%
378	4.8%
1,073	-2.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	12.5%	40.9%	63.5%	84.2%	95.6%	98.7%	99.6%	99.8%
Treated and admitted to hospital	3.4%	10.8%	26.0%	51.0%	73.7%	87.1%	92.8%	95.3%
Patient left without, or before completing, treatment	27.3%	57.0%	76.6%	89.3%	97.9%	99.8%	99.8%	99.8%
Transferred to another hospital	8.8%	31.3%	54.5%	72.7%	87.1%	92.4%	95.2%	97.5%
All presentations	18.0%	37.0%	54.7%	74.3%	88.4%	94.7%	97.1%	98.2%

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

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

Calvary Mater Newcastle: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 9,453 patients

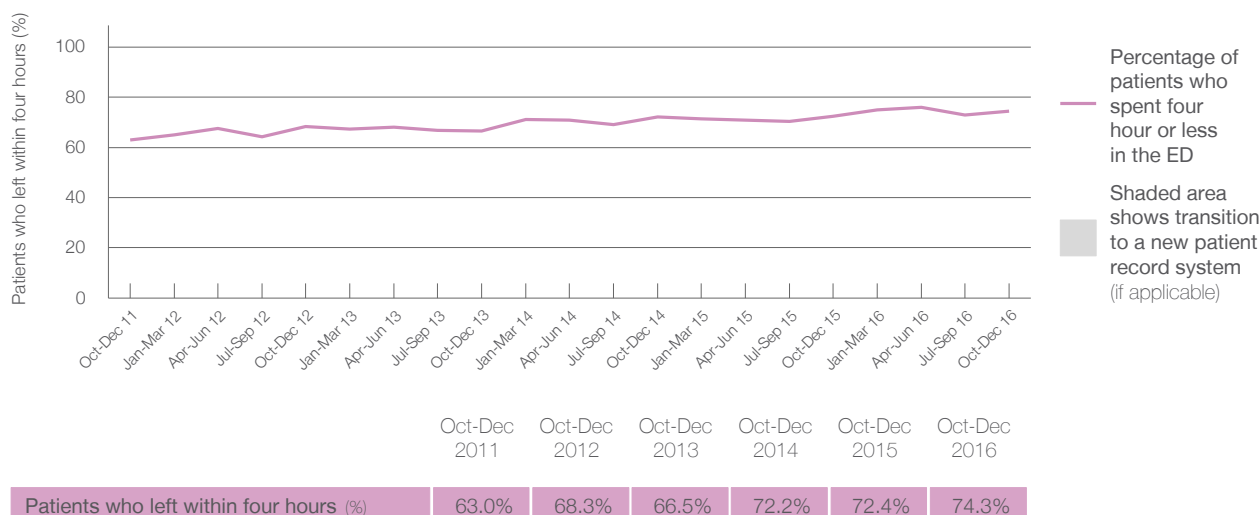
Presentations used to calculate time to leaving the ED:⁶ 9,453 patients

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



Same period last year	Change since one year ago
8,825	7.1%
8,825	7.1%
72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

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

October to December 2016

All presentations:¹ 8,036 patients

Emergency presentations:² 7,720 patients

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment³

October to December 2016

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

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 20 minutes

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

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 50 minutes

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

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 76 minutes

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

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 100 minutes

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

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,032 patients

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

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

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

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

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

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

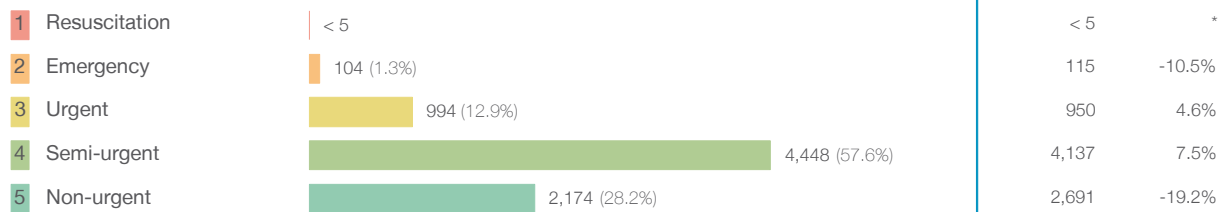
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department

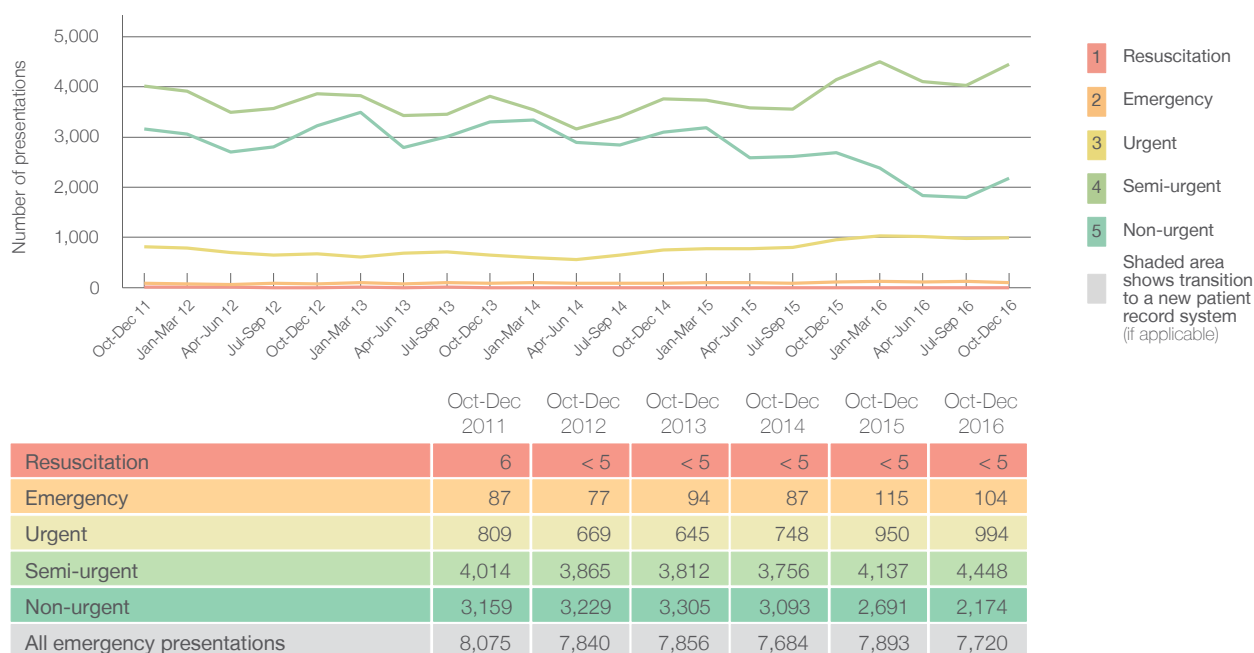
October to December 2016

All presentations:¹ 8,036 patients

Emergency presentations² by triage category: 7,720 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Sydney/Sydney Eye Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 733 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 104

Number of triage 2 patients used to calculate waiting time:³ 101

Median time to start treatment⁴

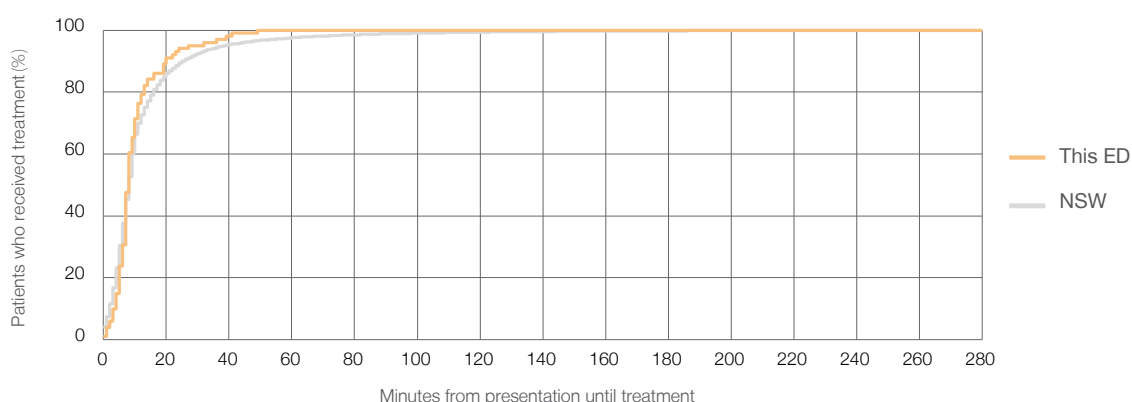
8 minutes

90th percentile time to start treatment⁵

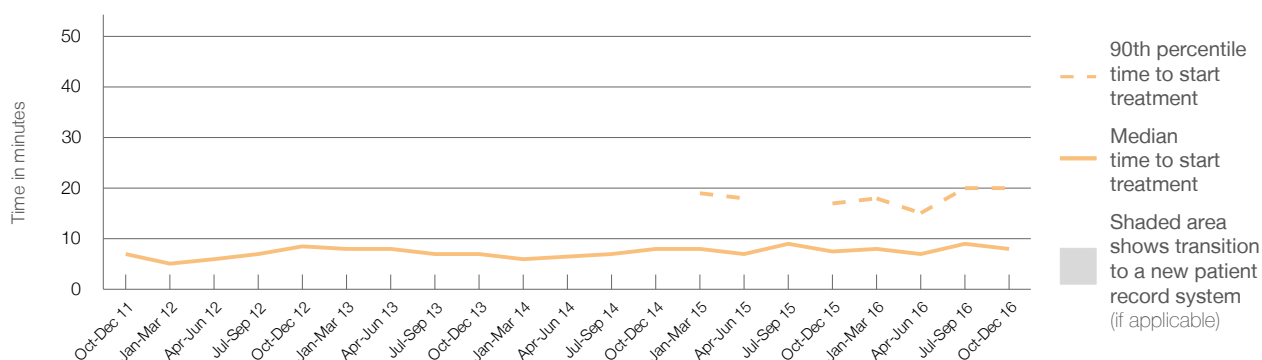
20 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



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

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

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 994

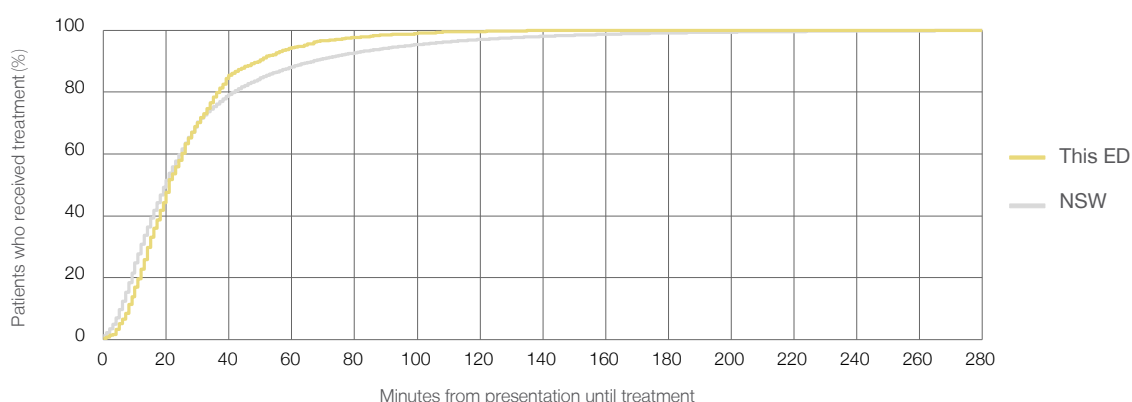
Number of triage 3 patients used to calculate waiting time:³ 976

Median time to start treatment⁴ 21 minutes

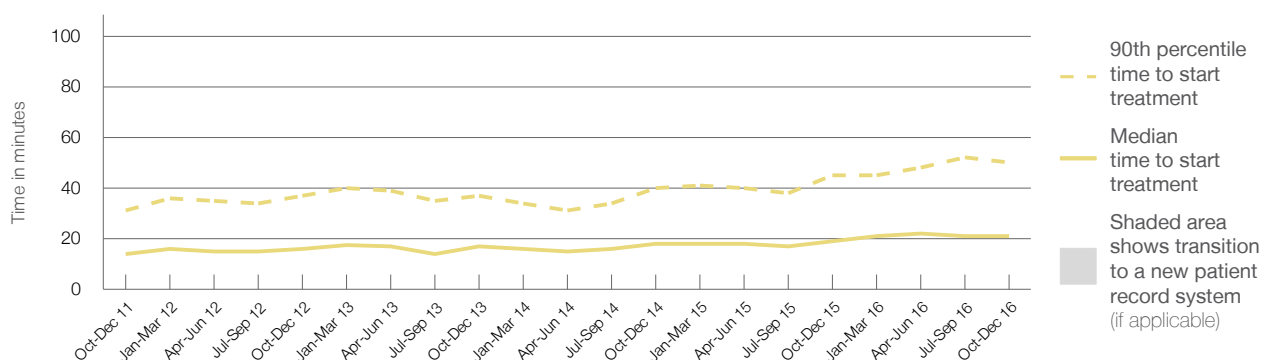
90th percentile time to start treatment⁵ 50 minutes

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

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



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

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

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 4,448

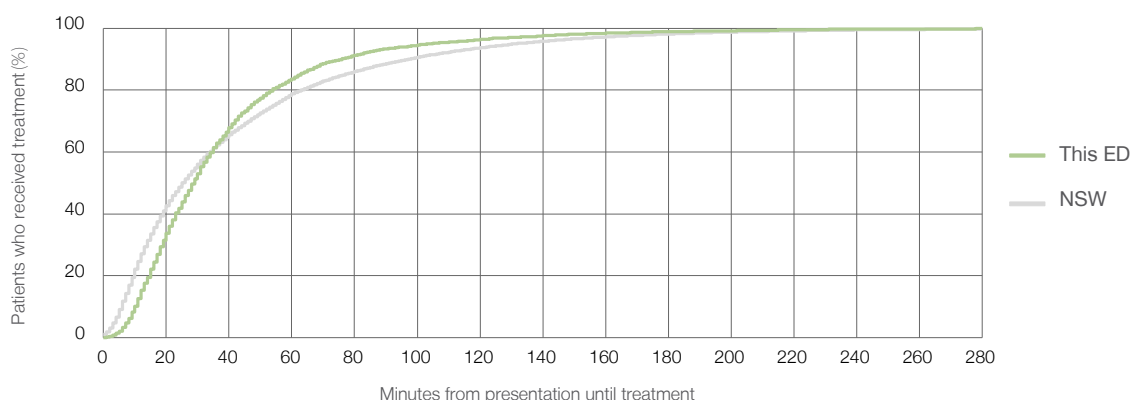
Number of triage 4 patients used to calculate waiting time:³ 4,318

Median time to start treatment⁴ 29 minutes

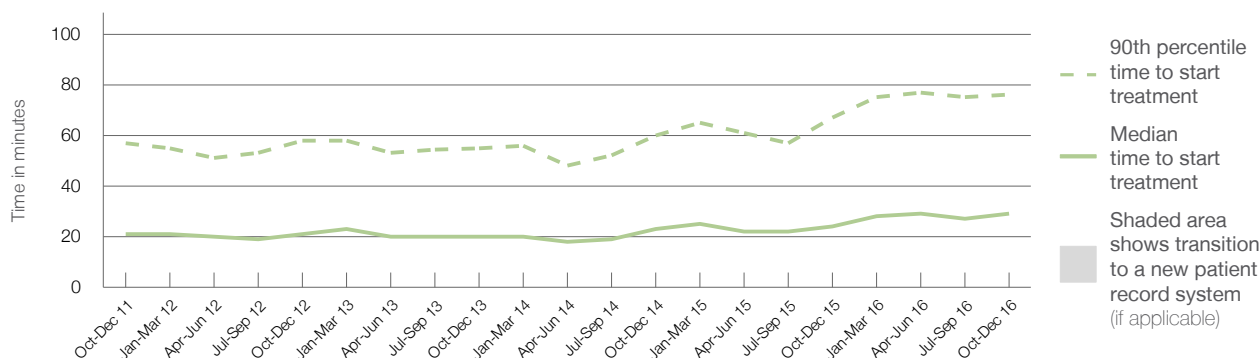
90th percentile time to start treatment⁵ 76 minutes

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

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



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

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 2,174

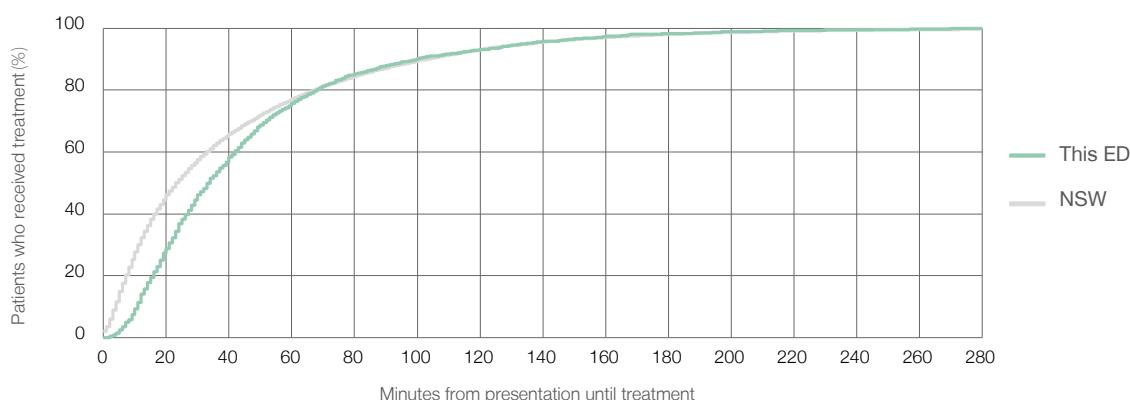
Number of triage 5 patients used to calculate waiting time:³ 2,002

Median time to start treatment⁴ 34 minutes

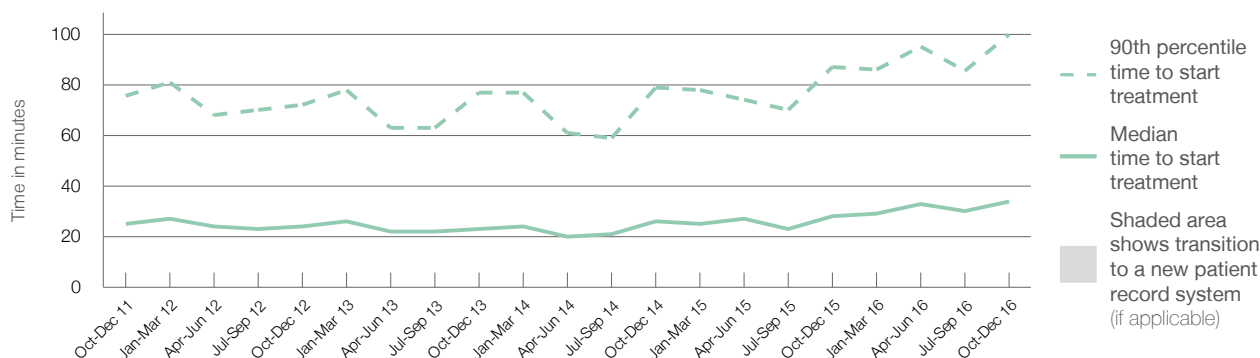
90th percentile time to start treatment⁵ 100 minutes

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

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



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

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

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

October to December 2016

All presentations:¹ 8,036 patients

Presentations used to calculate time to leaving the ED:⁶ 8,032 patients

Median time spent in the ED⁸

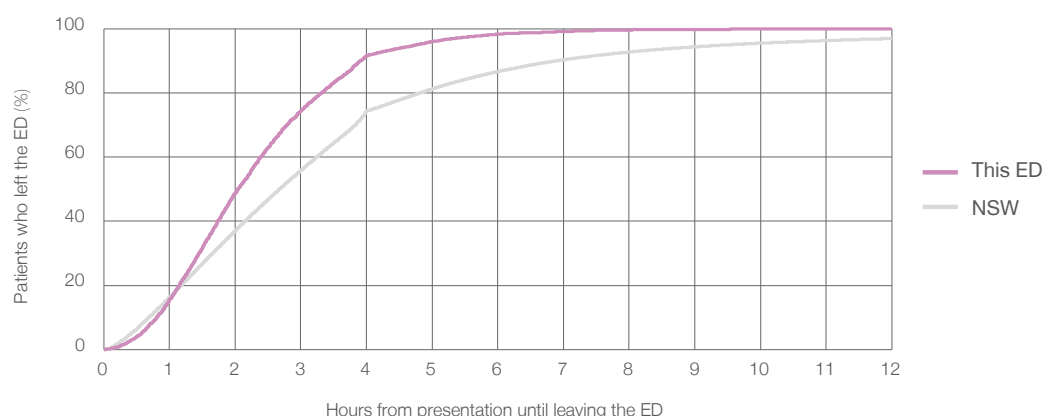
2 hours and 3 minutes

90th percentile time spent in the ED⁹

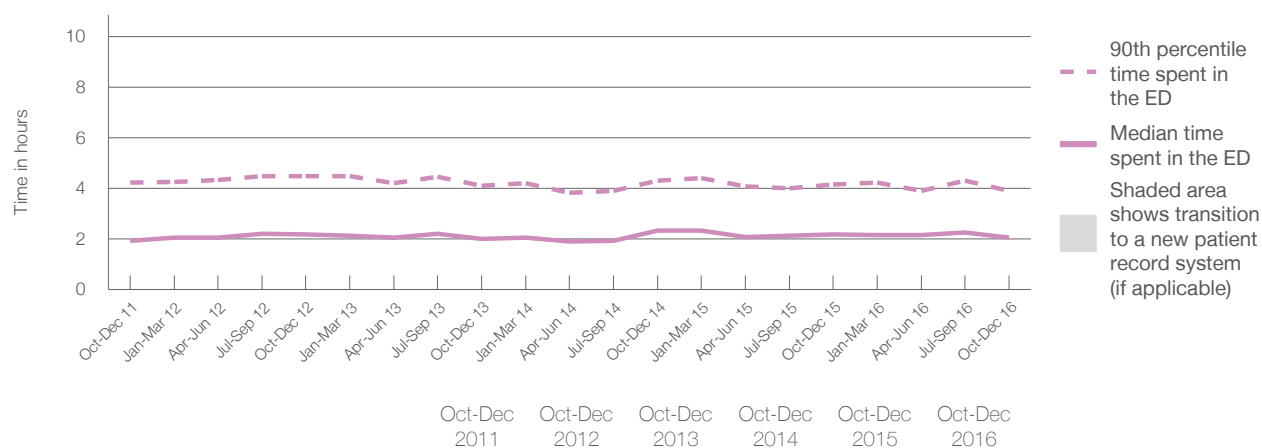
3 hours and 55 minutes

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

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



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

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

By mode of separation

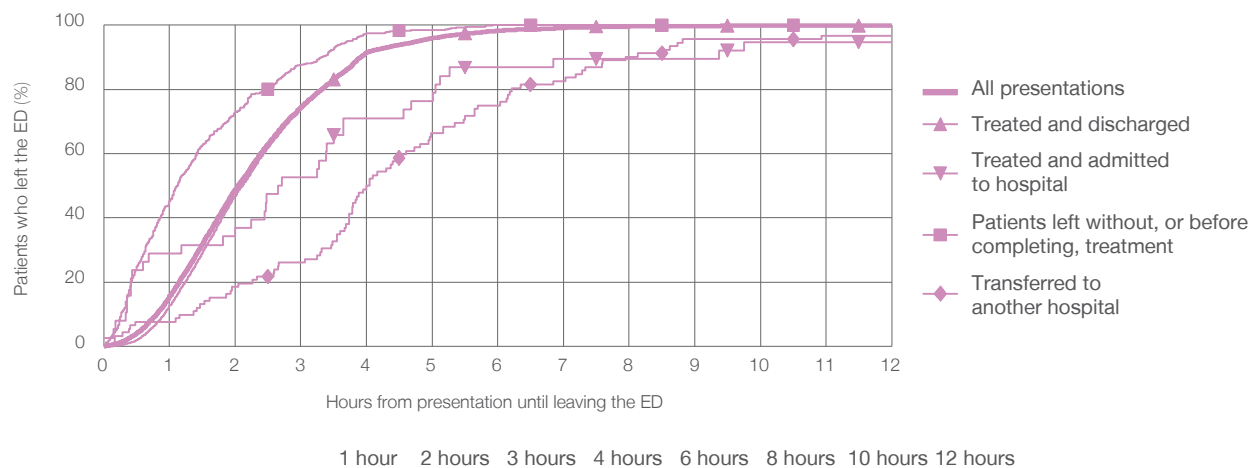
October to December 2016

All presentations:[†] 8,036 patients

Presentations used to calculate time to leaving the ED:[‡] 8,032 patients

		Same period last year	Change since one year ago
Treated and discharged	7,249 (90.2%)	8,307	-12.7%
Treated and admitted to hospital	38 (0.5%)	563	-93.3%
Patient left without, or before completing, treatment	542 (6.7%)	590	-8.1%
Transferred to another hospital	92 (1.1%)	71	29.6%
Other	115 (1.4%)	363	-68.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.7%	46.9%	73.9%	91.6%	98.5%	99.8%	99.9%	100%
Treated and admitted to hospital	28.9%	36.8%	52.6%	71.1%	86.8%	89.5%	94.7%	94.7%
Patient left without, or before completing, treatment	45.2%	72.9%	87.6%	97.6%	100%	100%	100%	100%
Transferred to another hospital	7.6%	18.5%	26.1%	50.0%	75.0%	90.2%	95.7%	96.7%
All presentations	15.6%	48.8%	74.4%	91.5%	98.3%	99.6%	99.9%	99.9%

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

Sydney/Sydney Eye Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 8,036 patients

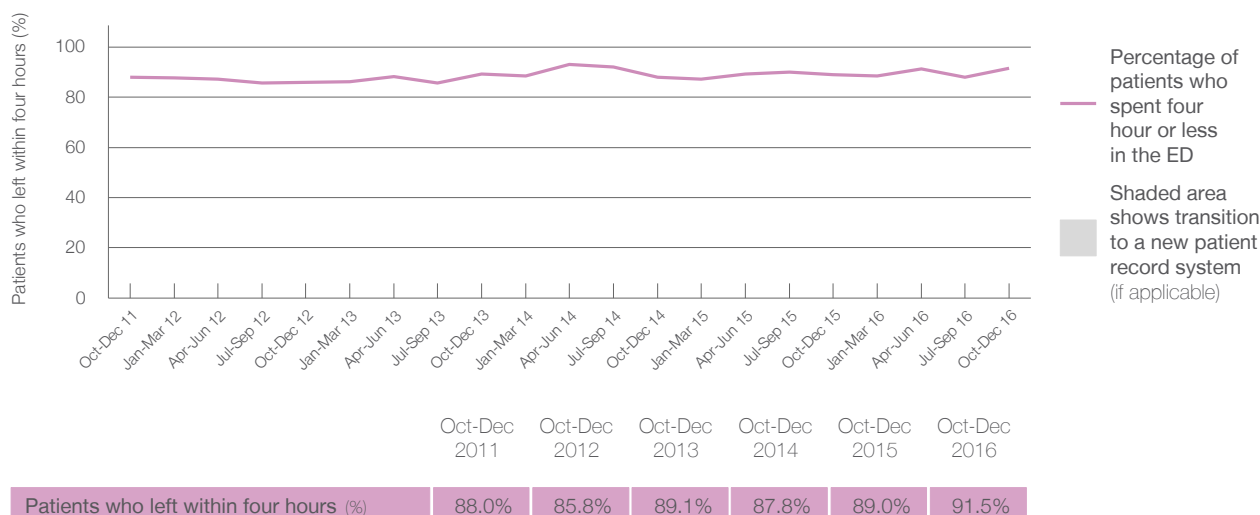
Presentations used to calculate time to leaving the ED:⁶ 8,032 patients

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



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

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Auburn Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,796 patients

Emergency presentations:² 6,597 patients

Same period last year	Change since one year ago
6,678	1.8%
6,441	2.4%

Auburn Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 936 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,233 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,891 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 501 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 141 minutes

Same period last year	NSW (this period)
856	
9 minutes	8 minutes
23 minutes	26 minutes
2,363	
21 minutes	20 minutes
64 minutes	67 minutes
2,695	
33 minutes	25 minutes
122 minutes	97 minutes
499	
22 minutes	24 minutes
122 minutes	103 minutes

Auburn Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,794 patients

Percentage of patients who spent four hours or less in the ED 81.2%

Same period last year	Change since one year ago
6,678	1.7%
79.9%	

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

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

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

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

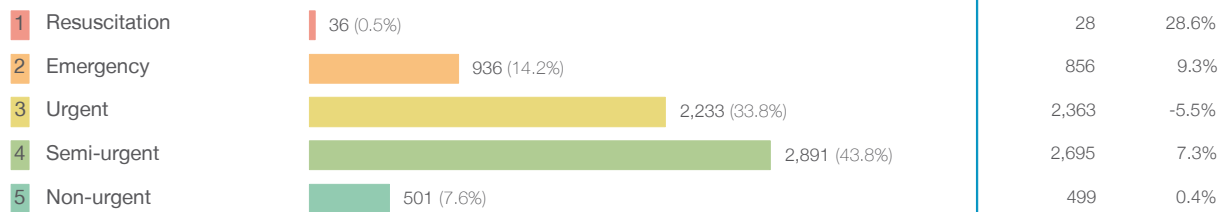
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Auburn Hospital: Patients presenting to the emergency department

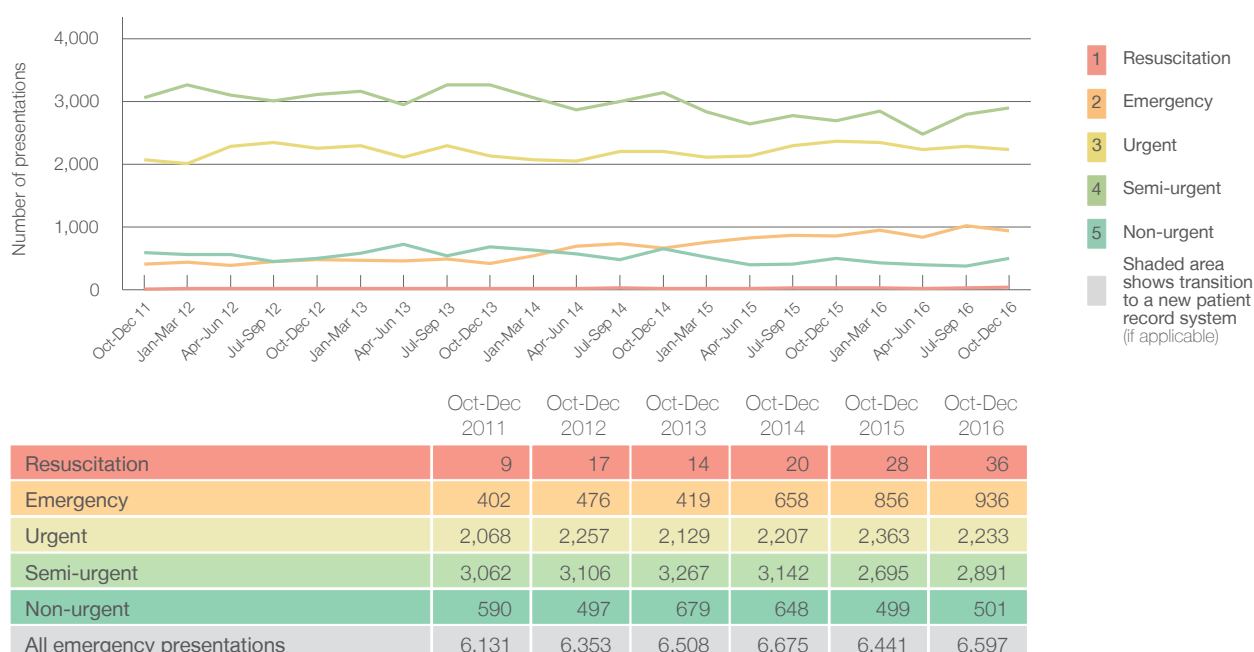
October to December 2016

All presentations:¹ 6,796 patients

Emergency presentations² by triage category: 6,597 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]

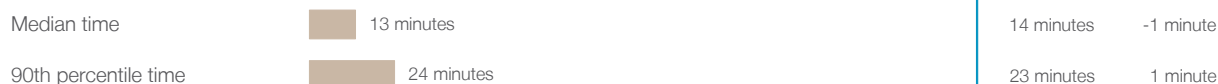


Auburn Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 791 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

October to December 2016

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

Number of triage 2 patients: 936

Number of triage 2 patients used to calculate waiting time:³ 932

Median time to start treatment⁴

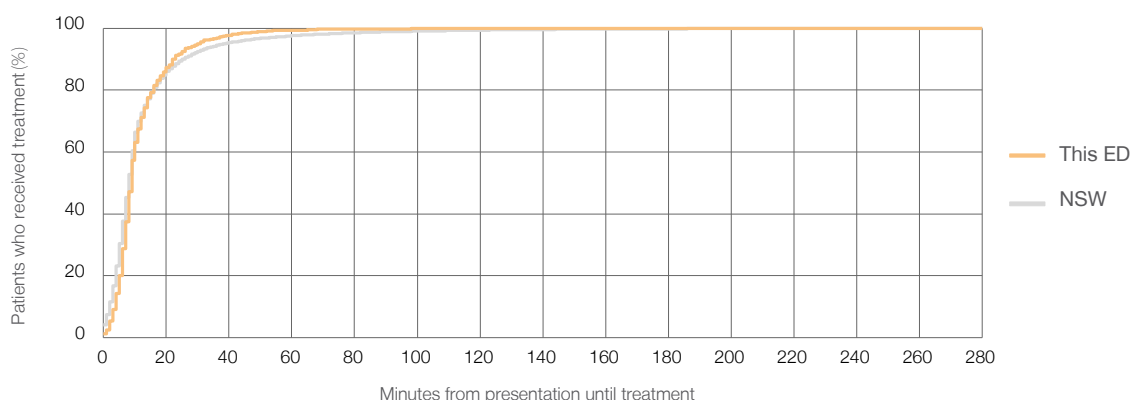
9 minutes

90th percentile time to start treatment⁵

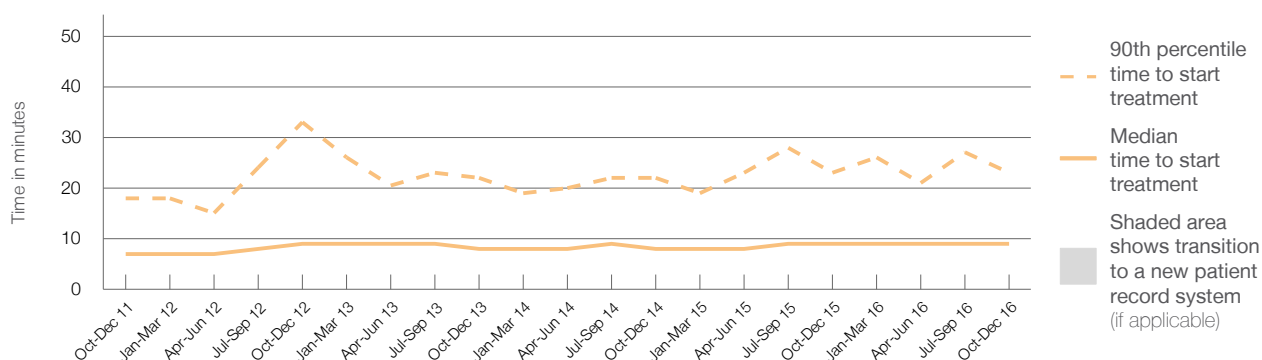
23 minutes

Same period last year	NSW (this period)
856	
842	
9 minutes	8 minutes
23 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	9	8	8	9	9
90th percentile time to start treatment ⁵ (minutes)	18	33	22	22	23	23

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 2,233

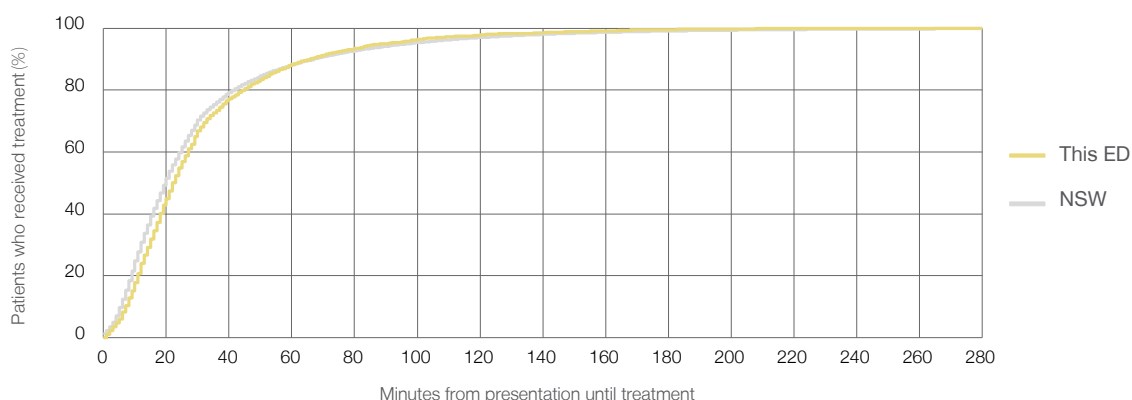
Number of triage 3 patients used to calculate waiting time:³ 2,179

Median time to start treatment⁴ 22 minutes

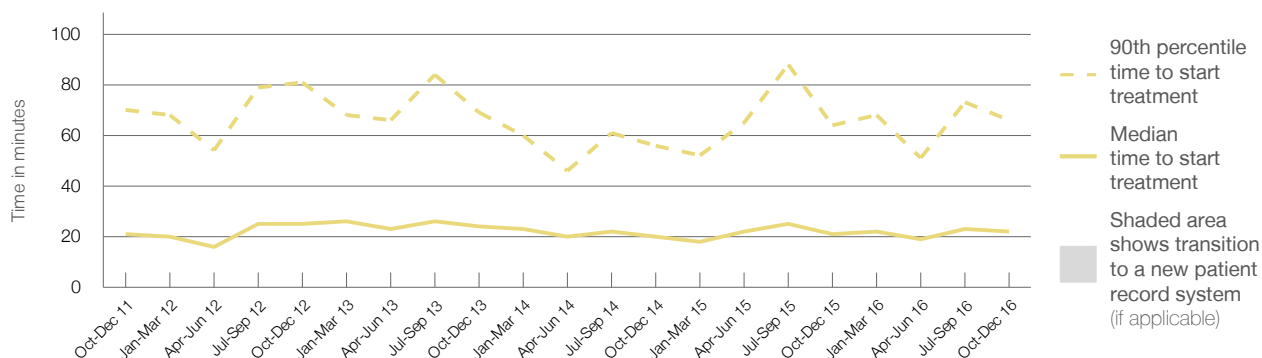
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
2,363	
2,236	
21 minutes	20 minutes
64 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	21	25	24	20	21	22
90th percentile time to start treatment ⁵ (minutes)	70	81	69	56	64	66

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 2,891

Number of triage 4 patients used to calculate waiting time:³ 2,633

Median time to start treatment⁴

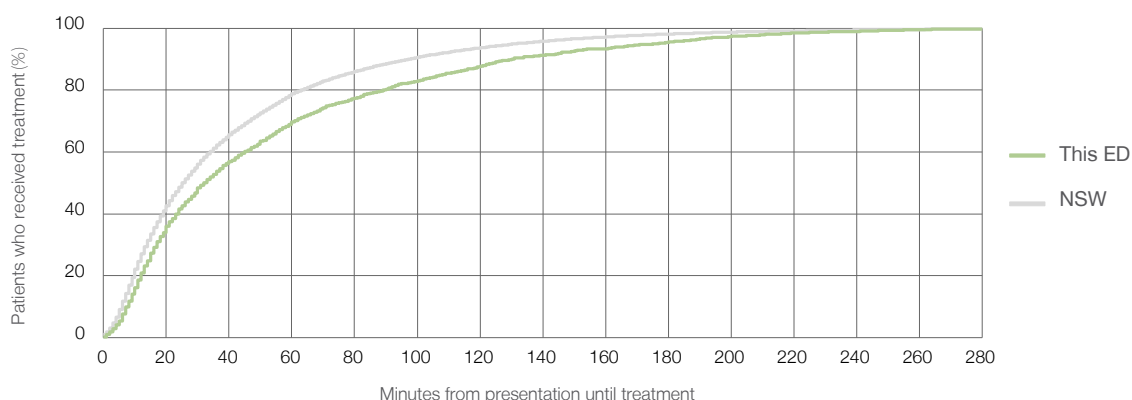
32 minutes

90th percentile time to start treatment⁵

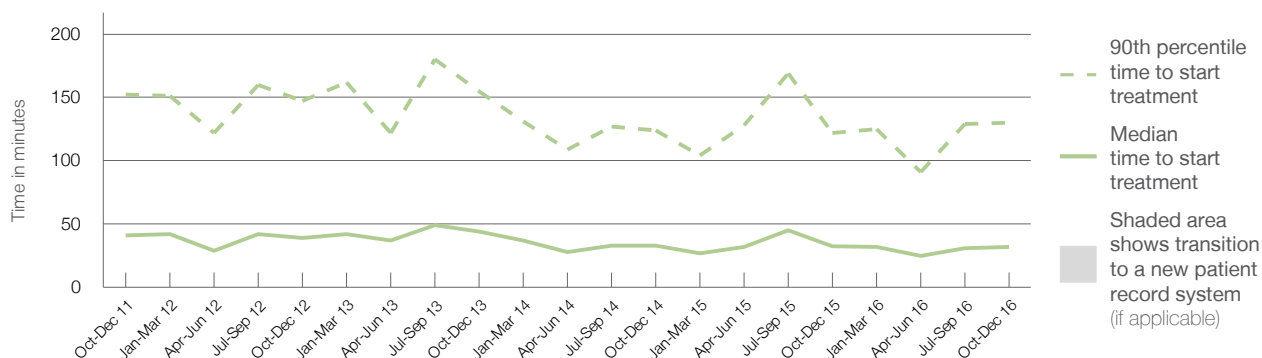
130 minutes

Same period last year	NSW (this period)
2,695	
2,310	
33 minutes	25 minutes
122 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	41	39	44	33	33	32
90th percentile time to start treatment ⁵ (minutes)	152	147	155	124	122	130

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 501

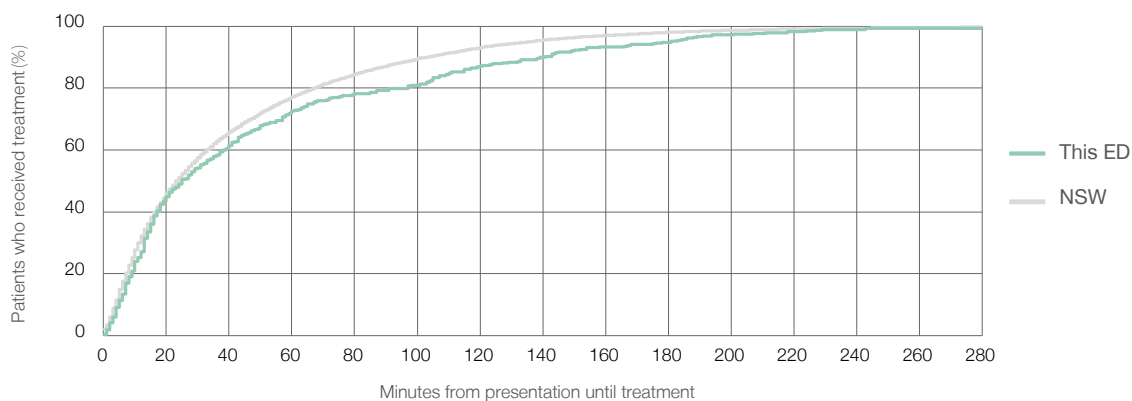
Number of triage 5 patients used to calculate waiting time:³ 387

Median time to start treatment⁴ 25 minutes

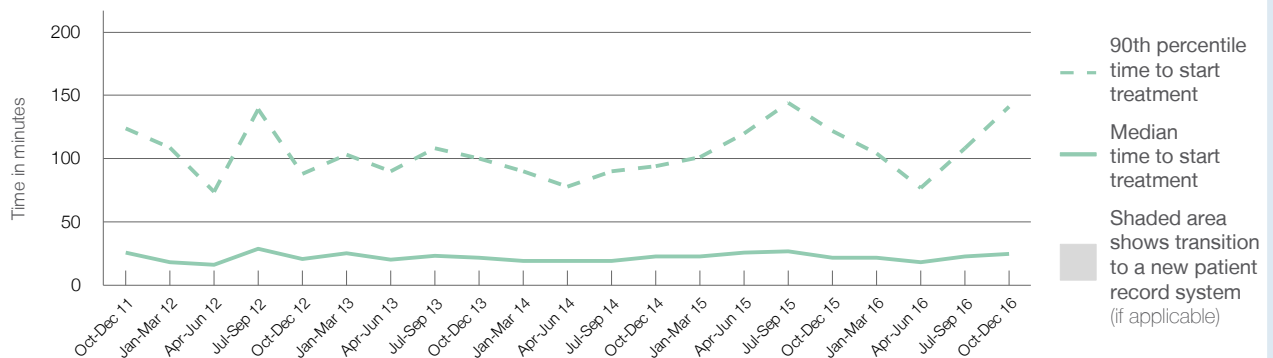
90th percentile time to start treatment⁵ 141 minutes

Same period last year	NSW (this period)
499	
381	
22 minutes	24 minutes
122 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	21	22	23	22	25
90th percentile time to start treatment ⁵ (minutes)	124	88	100	94	122	141

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

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

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

Auburn Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,796 patients

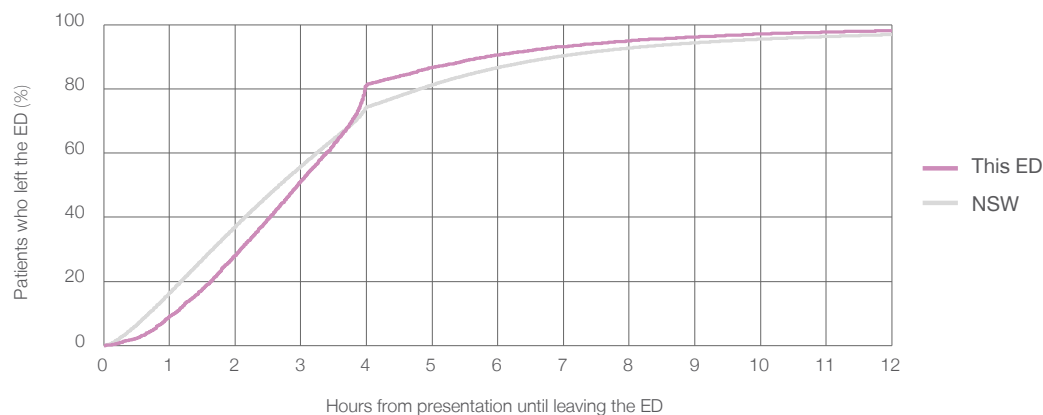
Presentations used to calculate time to leaving the ED:⁶ 6,794 patients

Median time spent in the ED⁸ 2 hours and 58 minutes

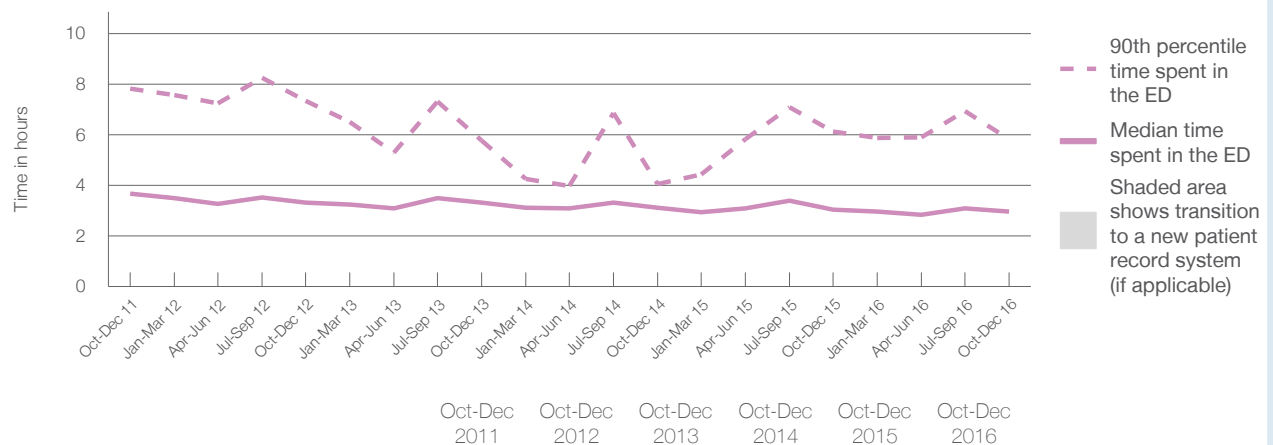
90th percentile time spent in the ED⁹ 5 hours and 50 minutes

Same period last year	NSW (this period)
6,678	
6,678	
3 hours and 2 minutes	2 hours and 41 minutes
6 hours and 8 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 40m	3h 20m	3h 19m	3h 7m	3h 2m	2h 58m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 50m	7h 20m	5h 47m	4h 4m	6h 8m	5h 50m

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

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

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

Auburn Hospital: Time patients spent in the ED

By mode of separation

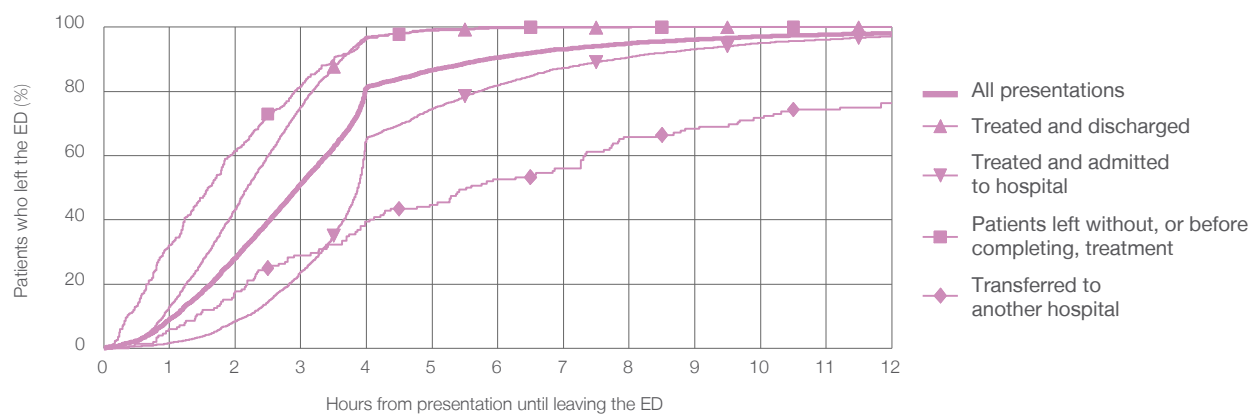
October to December 2016

All presentations:[†] 6,796 patients

Presentations used to calculate time to leaving the ED:[‡] 6,794 patients

		Same period last year	Change since one year ago
Treated and discharged	3,110 (45.8%)	3,526	-11.8%
Treated and admitted to hospital	3,085 (45.4%)	2,480	24.4%
Patient left without, or before completing, treatment	420 (6.2%)	495	-15.2%
Transferred to another hospital	152 (2.2%)	152	0.0%
Other	29 (0.4%)	25	16.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	13.0%	43.3%	75.2%	97.0%	99.7%	100%	100%	100%
Treated and admitted to hospital	1.7%	8.4%	23.7%	65.2%	81.9%	90.6%	95.1%	97.2%
Patient left without, or before completing, treatment	32.1%	61.5%	81.6%	96.4%	100%	100%	100%	100%
Transferred to another hospital	5.9%	17.8%	28.9%	39.5%	52.6%	65.8%	71.7%	76.3%
All presentations	9.1%	28.2%	51.3%	81.2%	90.6%	95.0%	97.1%	98.2%

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

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

Auburn Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,796 patients

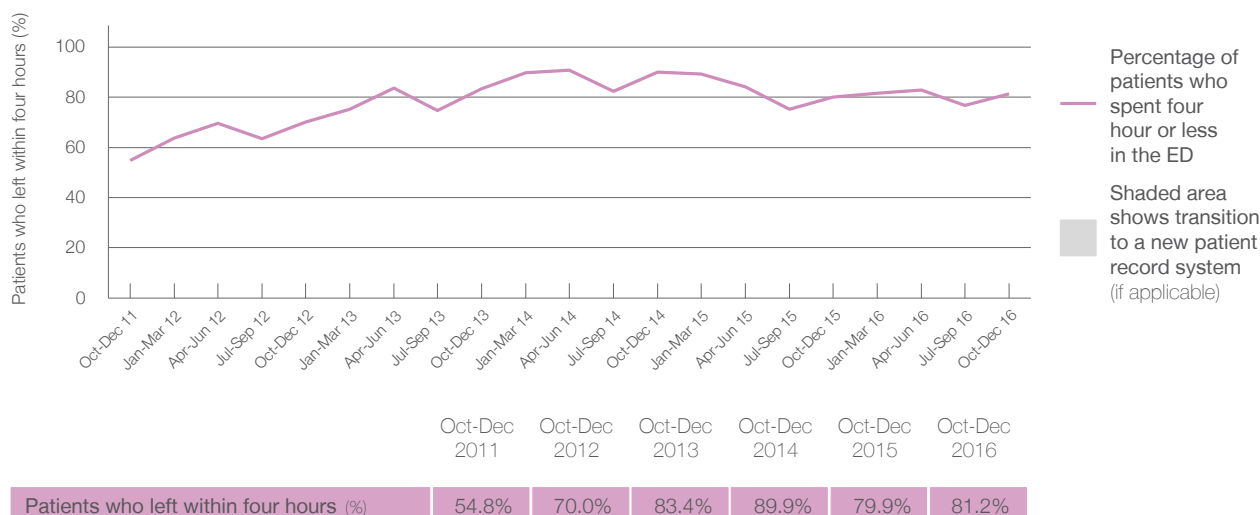
Presentations used to calculate time to leaving the ED:⁶ 6,794 patients

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



Same period last year	Change since one year ago
6,678	1.8%
6,678	1.7%
79.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Blacktown Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 11,714 patients

Emergency presentations:² 11,639 patients

Same period last year	Change since one year ago
10,902	7.4%
10,821	7.6%

Blacktown Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,239 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,036 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 127 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,392 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 833 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
3,062	
10 minutes	8 minutes
26 minutes	26 minutes
3,509	
26 minutes	20 minutes
84 minutes	67 minutes
3,190	
33 minutes	25 minutes
95 minutes	97 minutes
929	
33 minutes	24 minutes
112 minutes	103 minutes

Blacktown Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 11,700 patients

Percentage of patients who spent four hours or less in the ED 53.8%

Same period last year	Change since one year ago
10,902	7.3%
61.8%	

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

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

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

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

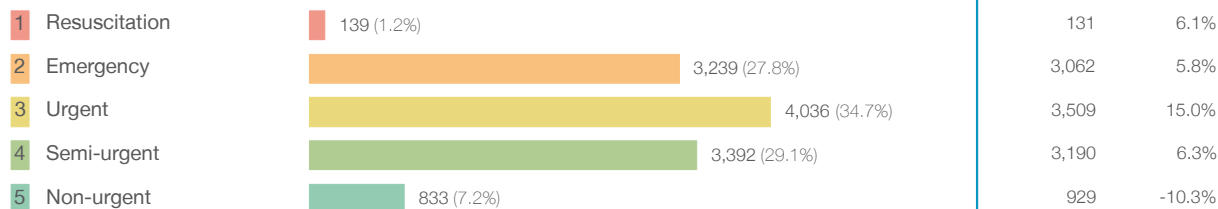
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Patients presenting to the emergency department

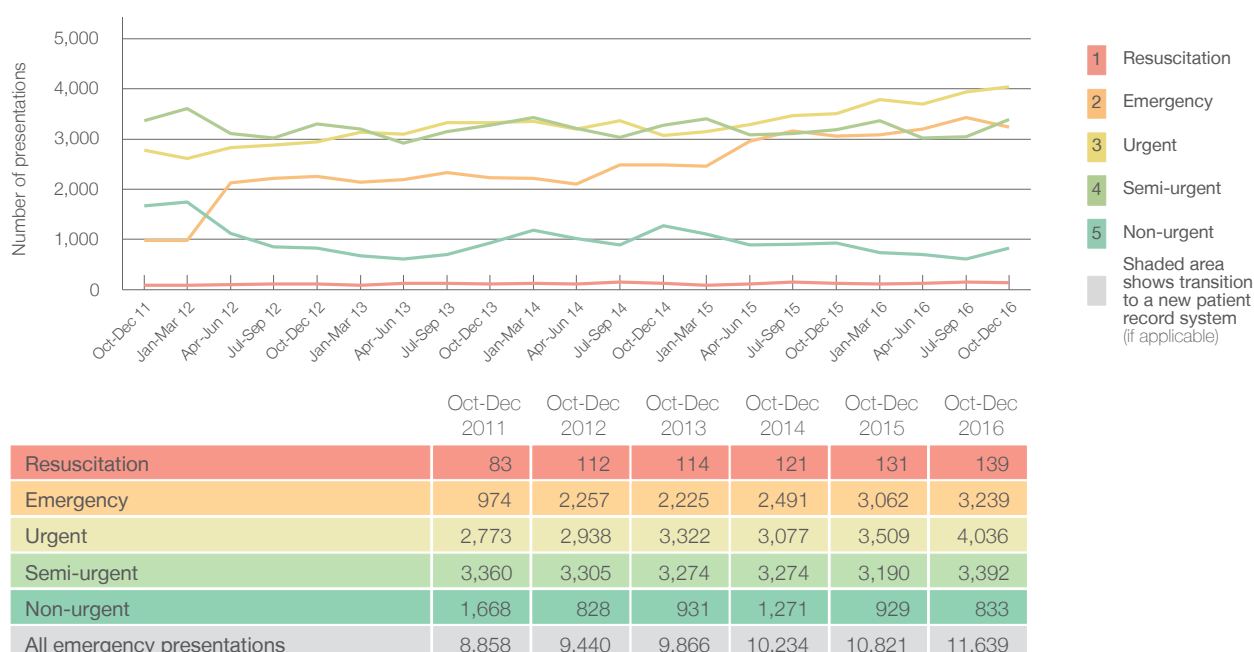
October to December 2016

All presentations:¹ 11,714 patients

Emergency presentations² by triage category: 11,639 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Blacktown Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,310 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

October to December 2016

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

Number of triage 2 patients: 3,239

Number of triage 2 patients used to calculate waiting time:³ 3,221

Median time to start treatment⁴

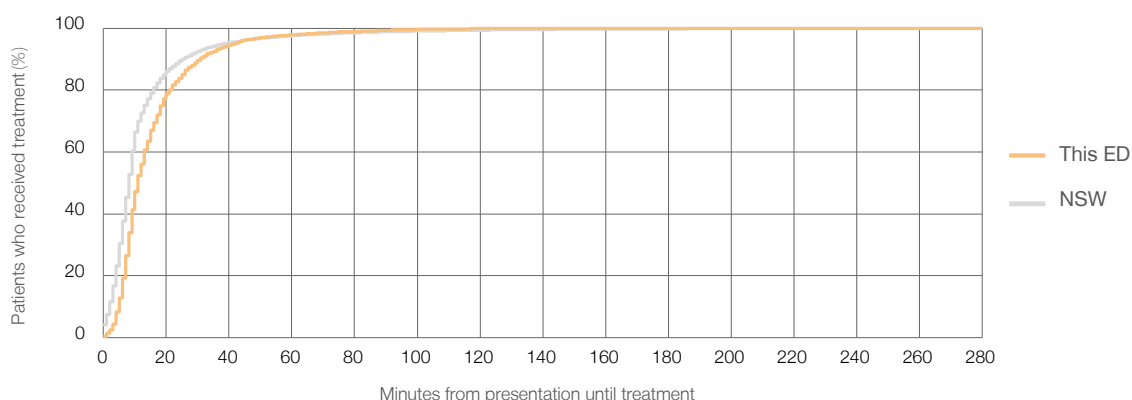
11 minutes

90th percentile time to start treatment⁵

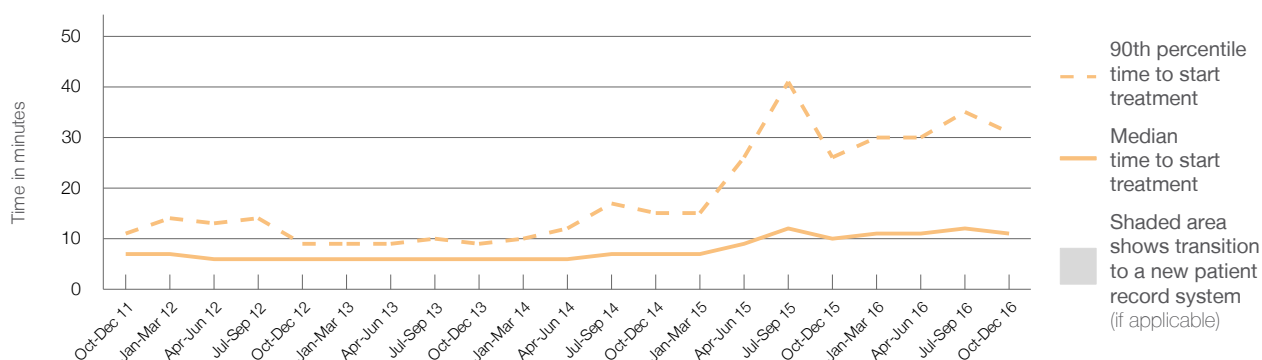
31 minutes

Same period last year	NSW (this period)
3,062	
2,997	
10 minutes	8 minutes
26 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	6	6	7	10	11
90th percentile time to start treatment ⁵ (minutes)	11	9	9	15	26	31

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

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

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

October to December 2016

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

Number of triage 3 patients: 4,036

Number of triage 3 patients used to calculate waiting time:³ 3,830

Median time to start treatment⁴

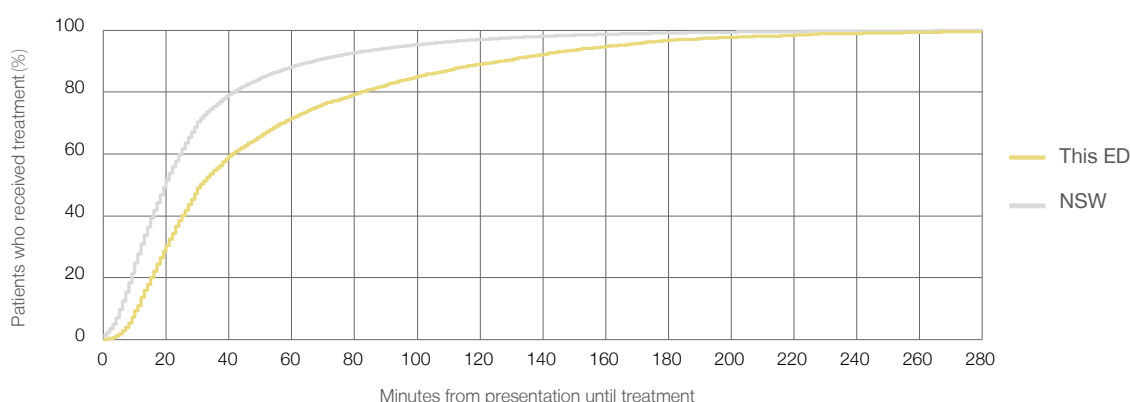
31 minutes

90th percentile time to start treatment⁵

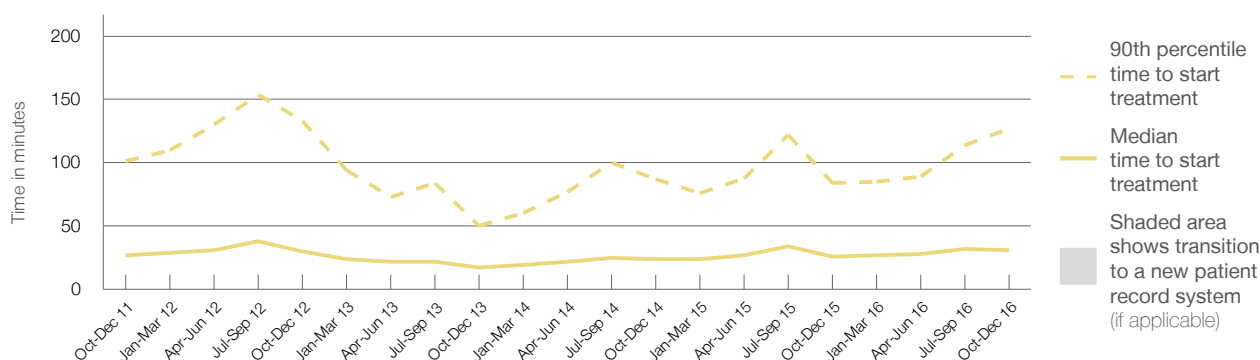
127 minutes

Same period last year	NSW (this period)
3,509	
3,338	
26 minutes	20 minutes
84 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	30	17	24	26	31
90th percentile time to start treatment ⁵ (minutes)	101	133	50	87	84	127

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 3,392

Number of triage 4 patients used to calculate waiting time:³ 3,194

Median time to start treatment⁴

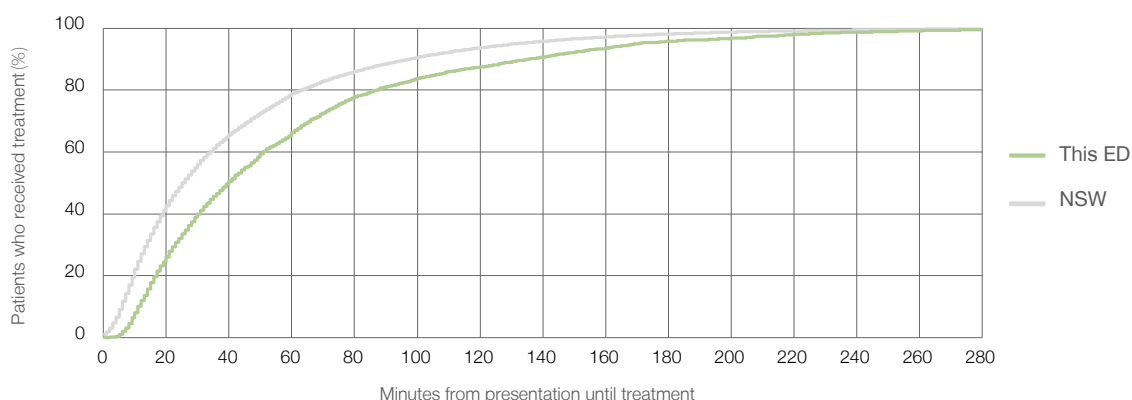
40 minutes

90th percentile time to start treatment⁵

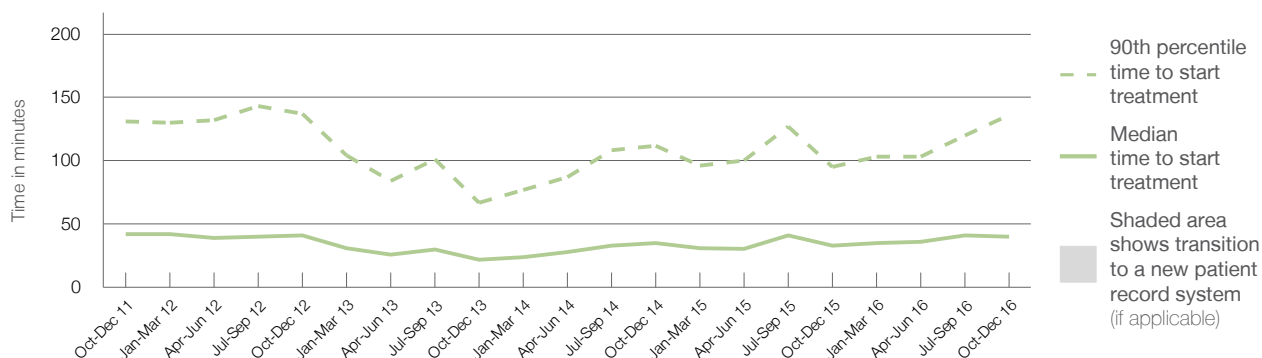
136 minutes

Same period last year	NSW (this period)
3,190	
3,010	
33 minutes	25 minutes
95 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	42	41	22	35	33	40
90th percentile time to start treatment ⁵ (minutes)	131	137	67	112	95	136

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 833

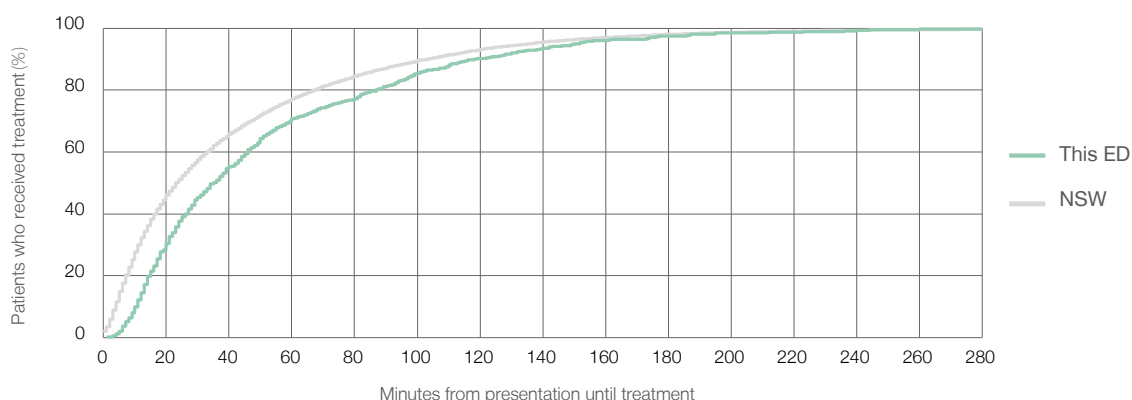
Number of triage 5 patients used to calculate waiting time:³ 686

Median time to start treatment⁴ 35 minutes

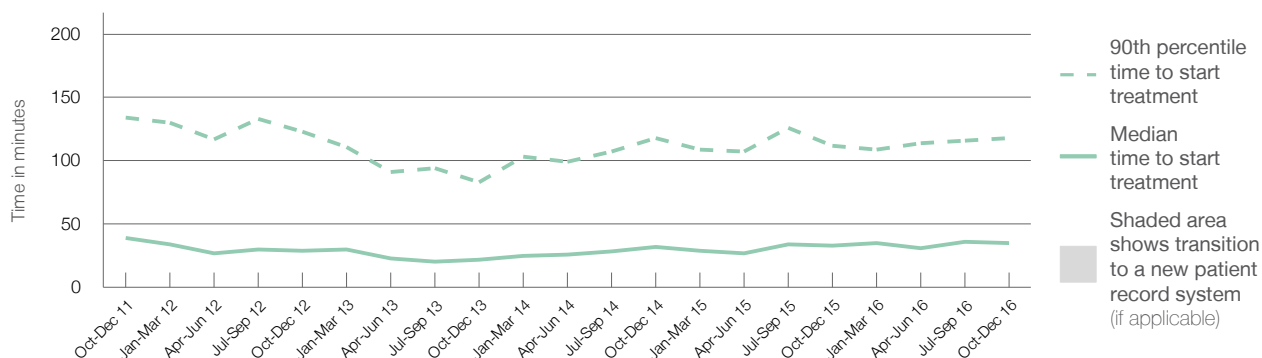
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
929	
809	
33 minutes	24 minutes
112 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	29	22	32	33	35
90th percentile time to start treatment ⁵ (minutes)	134	123	83	118	112	118

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

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

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

Blacktown Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 11,714 patients

Presentations used to calculate time to leaving the ED:⁶ 11,700 patients

Median time spent in the ED⁸

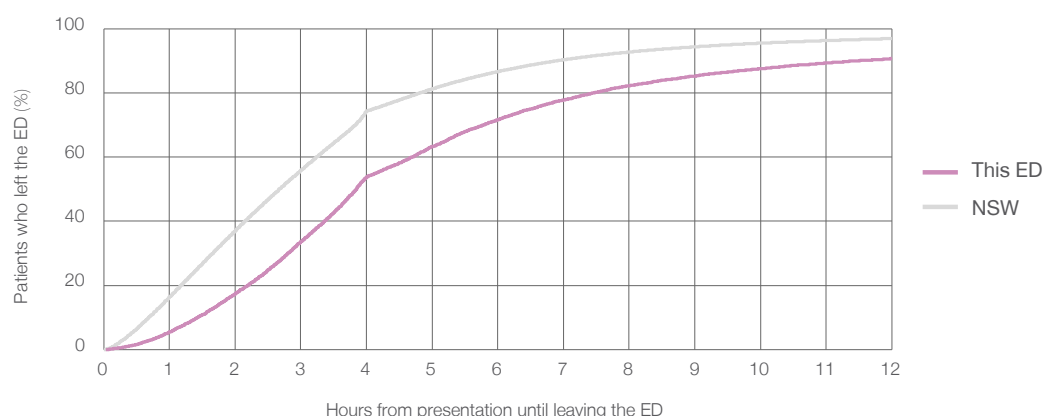
3 hours and 51 minutes

90th percentile time spent in the ED⁹

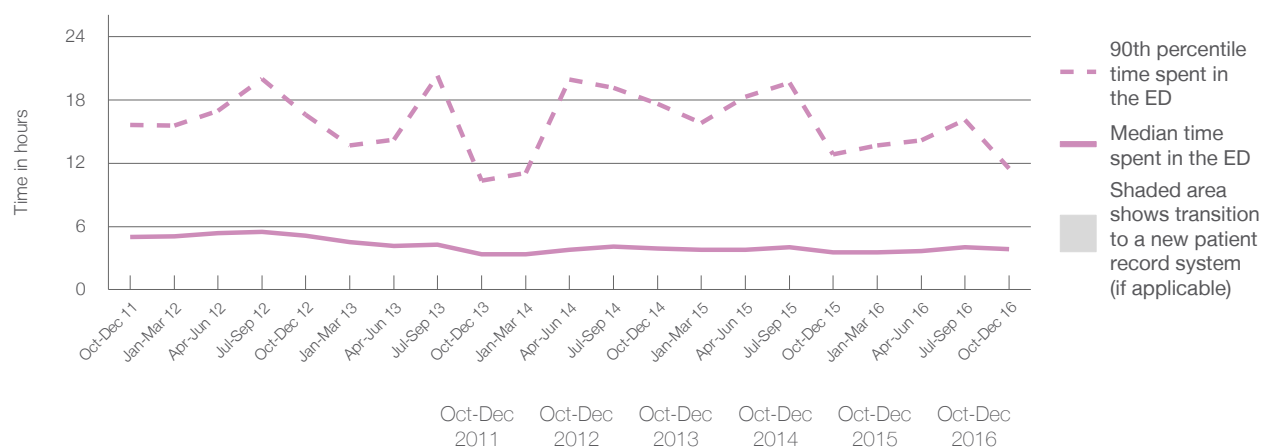
11 hours and 30 minutes

Same period last year	NSW (this period)
10,902	10,902
3 hours and 32 minutes	2 hours and 41 minutes
12 hours and 50 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	4h 59m	5h 6m	3h 22m	3h 55m	3h 32m	3h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)	15h 36m	16h 37m	10h 22m	17h 38m	12h 50m	11h 30m

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

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

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

Blacktown Hospital: Time patients spent in the ED

By mode of separation

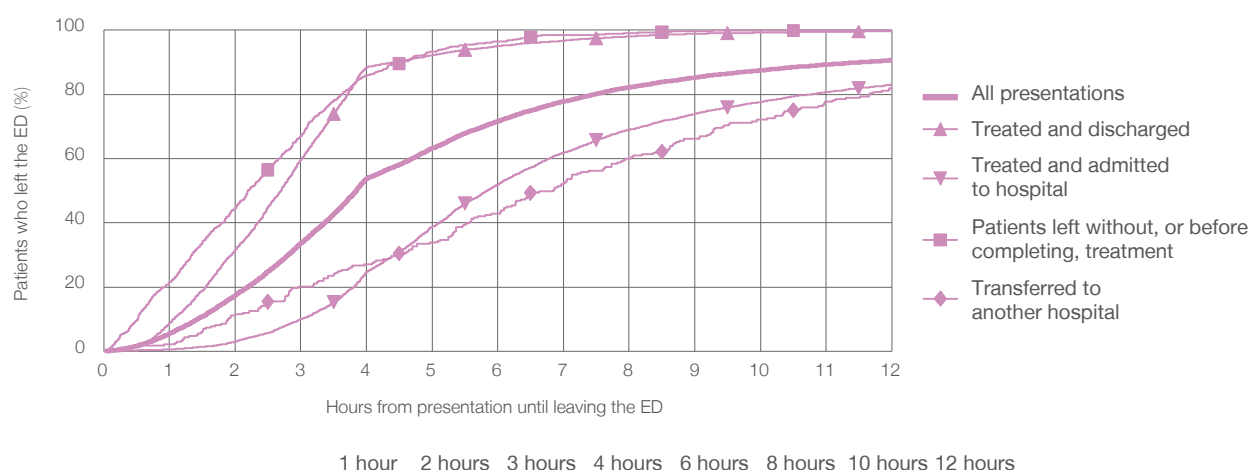
October to December 2016

All presentations:[†] 11,714 patients

Presentations used to calculate time to leaving the ED:[‡] 11,700 patients

		Same period last year	Change since one year ago
Treated and discharged	4,494 (38.4%)	10,902	7.3%
Treated and admitted to hospital	6,107 (52.1%)	5,214	-13.8%
Patient left without, or before completing, treatment	823 (7.0%)	4,872	25.3%
Transferred to another hospital	233 (2.0%)	528	55.9%
Other	57 (0.5%)	238	-2.1%
		50	14.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.8%	31.6%	59.7%	88.4%	95.0%	98.1%	99.3%	99.7%
Treated and admitted to hospital	0.5%	3.0%	10.0%	24.7%	51.9%	69.0%	77.7%	83.1%
Patient left without, or before completing, treatment	21.4%	44.7%	67.1%	85.9%	96.6%	99.0%	99.9%	99.9%
Transferred to another hospital	2.1%	11.6%	20.2%	27.0%	42.9%	60.1%	72.1%	82.4%
All presentations	5.5%	17.4%	33.6%	53.8%	71.6%	82.2%	87.5%	90.7%

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

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

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

Blacktown Hospital: Time spent in the ED

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

October to December 2016

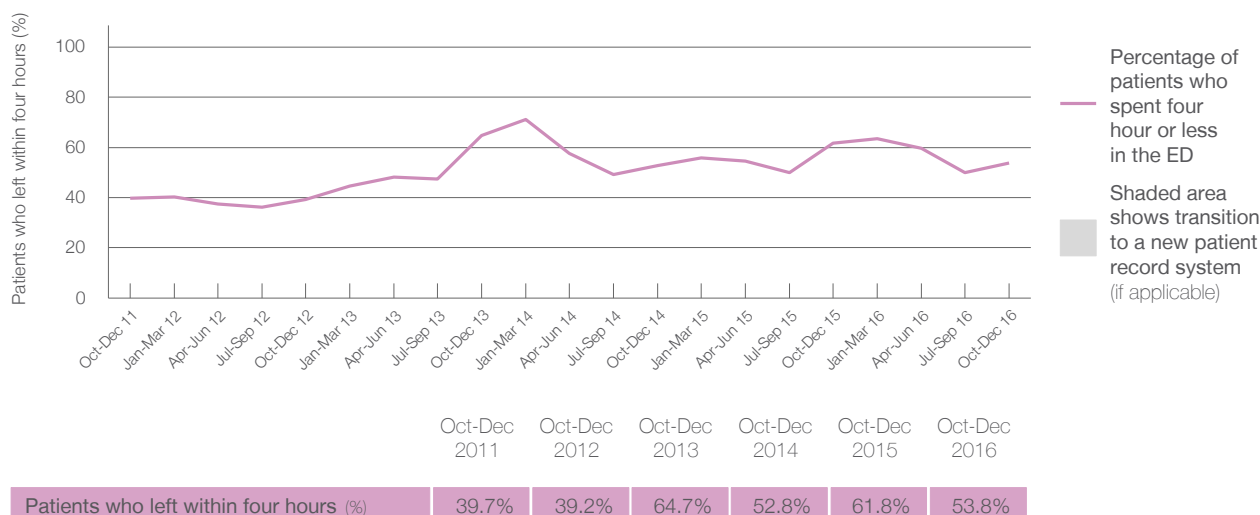
All presentations at the emergency department:¹ 11,714 patients

Presentations used to calculate time to leaving the ED:⁶ 11,700 patients

Percentage of patients who spent four hours or less in the ED 53.8%

Same period last year	Change since one year ago
10,902	7.4%
10,902	7.3%
61.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Campbelltown Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 16,810 patients

Emergency presentations:² 16,661 patients

Same period last year	Change since one year ago
16,280	3.3%
16,103	3.5%

Campbelltown Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,798 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,863 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,130 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,777 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,761	
7 minutes	8 minutes
20 minutes	26 minutes
6,326	
17 minutes	20 minutes
81 minutes	67 minutes
6,243	
27 minutes	25 minutes
125 minutes	97 minutes
1,665	
30 minutes	24 minutes
122 minutes	103 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 16,810 patients

Percentage of patients who spent four hours or less in the ED 60.2%

Same period last year	Change since one year ago
16,280	3.3%
57.7%	

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

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

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

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

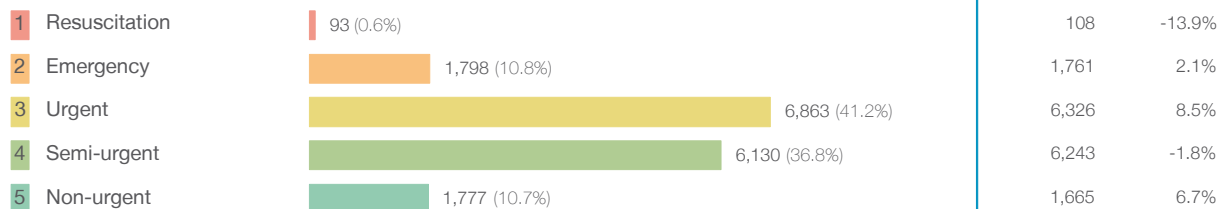
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Patients presenting to the emergency department

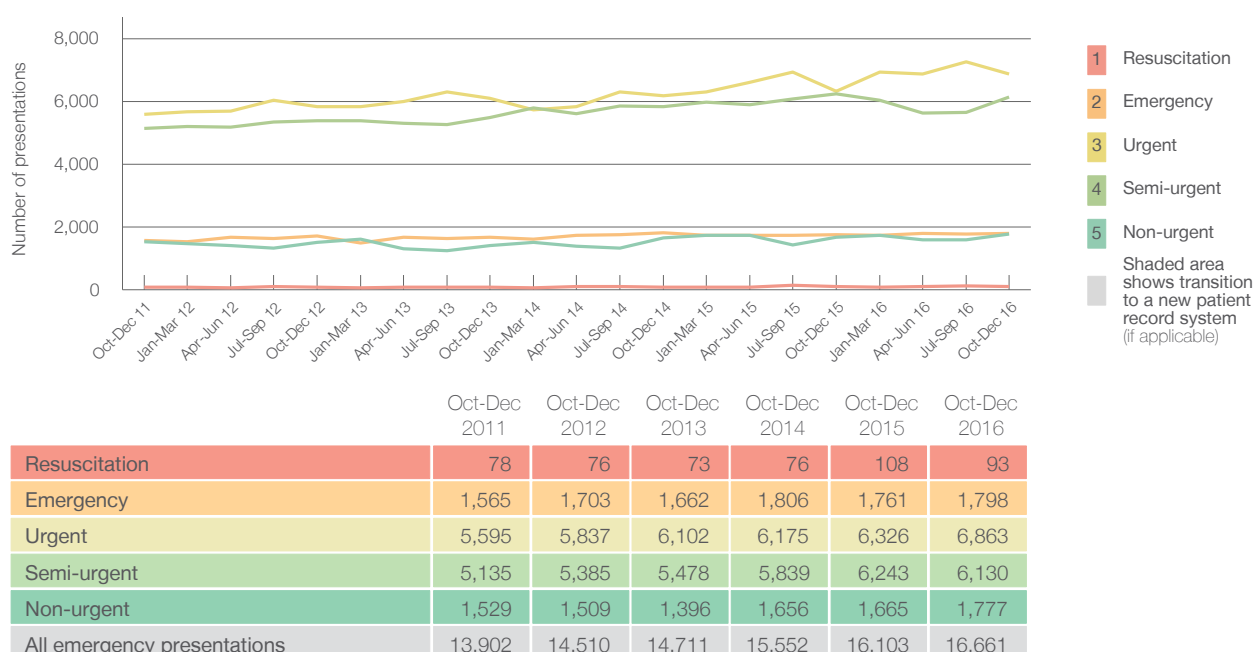
October to December 2016

All presentations:¹ 16,810 patients

Emergency presentations² by triage category: 16,661 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Campbelltown Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,041 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

October to December 2016

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

Number of triage 2 patients: 1,798

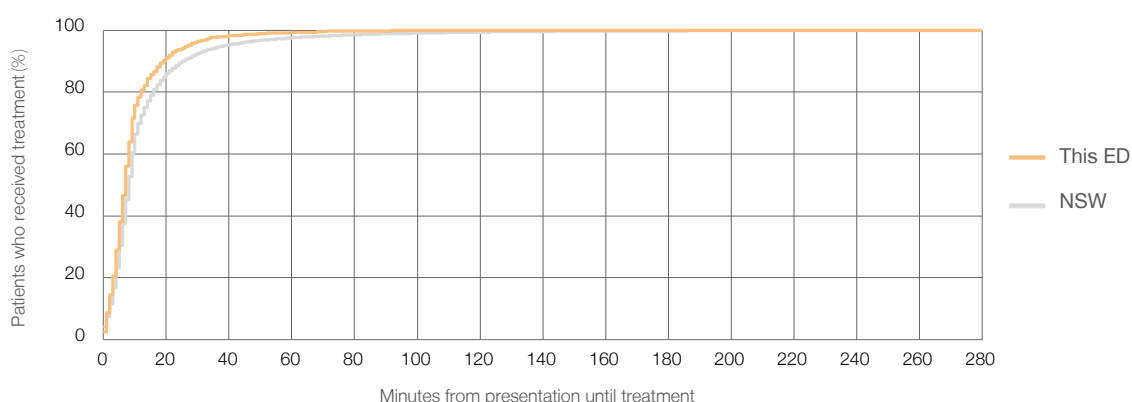
Number of triage 2 patients used to calculate waiting time:³ 1,793

Median time to start treatment⁴ 7 minutes

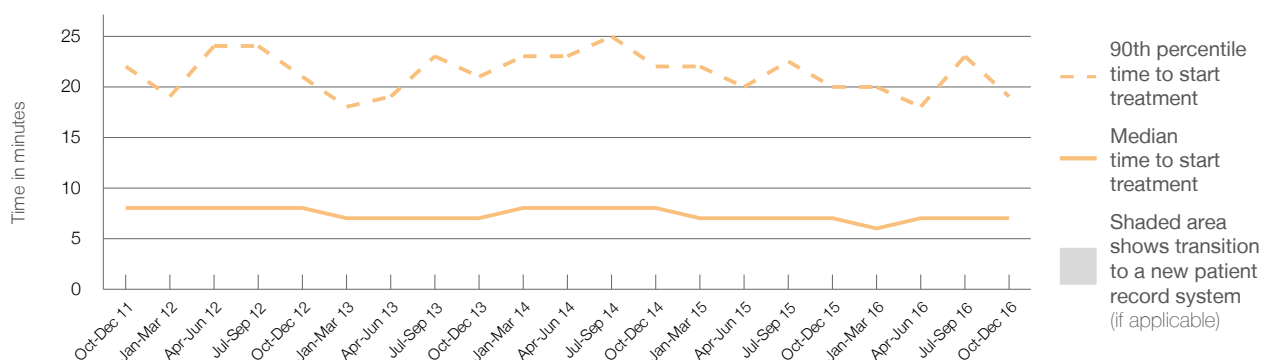
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
1,761	
1,757	
7 minutes	8 minutes
20 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	8	7	7
90th percentile time to start treatment ⁵ (minutes)	22	21	21	22	20	19

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 6,863

Number of triage 3 patients used to calculate waiting time:³ 6,736

Median time to start treatment⁴

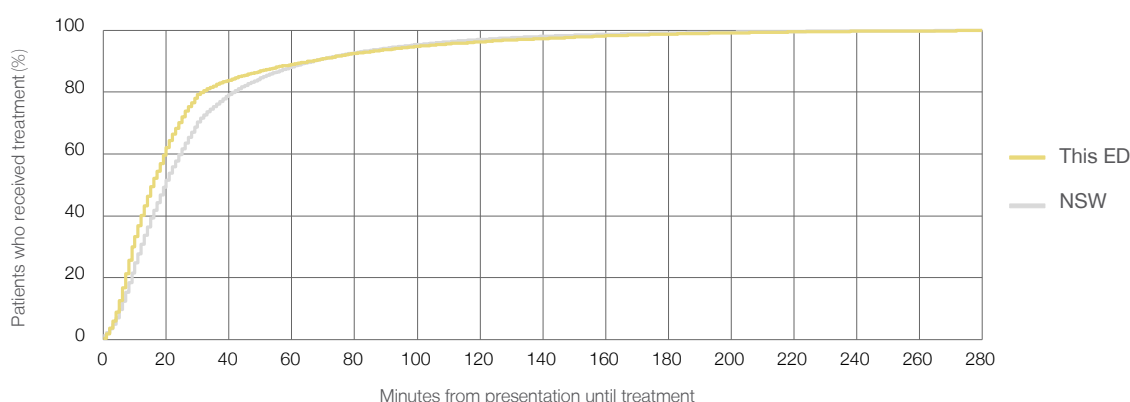
16 minutes

90th percentile time to start treatment⁵

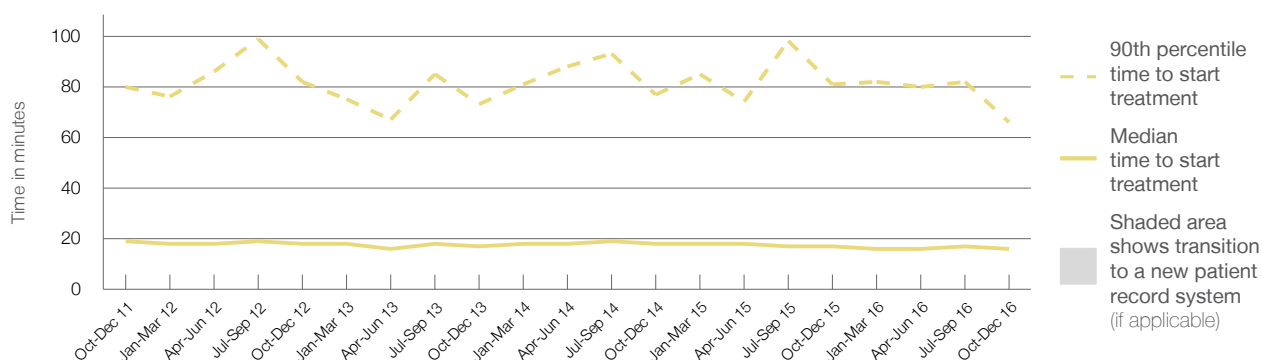
66 minutes

Same period last year	NSW (this period)
6,326	
6,135	
17 minutes	20 minutes
81 minutes	67 minutes

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



Time patients waited to start treatment(minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	18	17	18	17	16
90th percentile time to start treatment ⁵ (minutes)	80	82	73	77	81	66

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 6,130

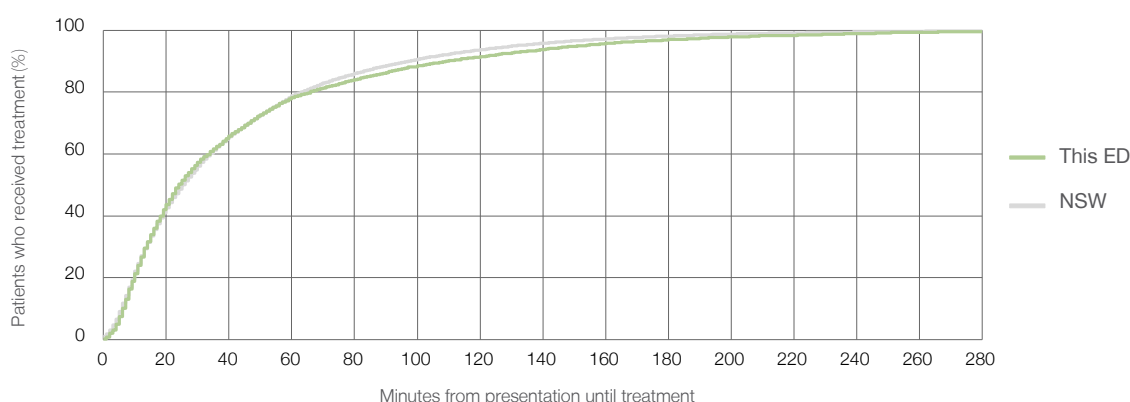
Number of triage 4 patients used to calculate waiting time:³ 5,774

Median time to start treatment⁴ 24 minutes

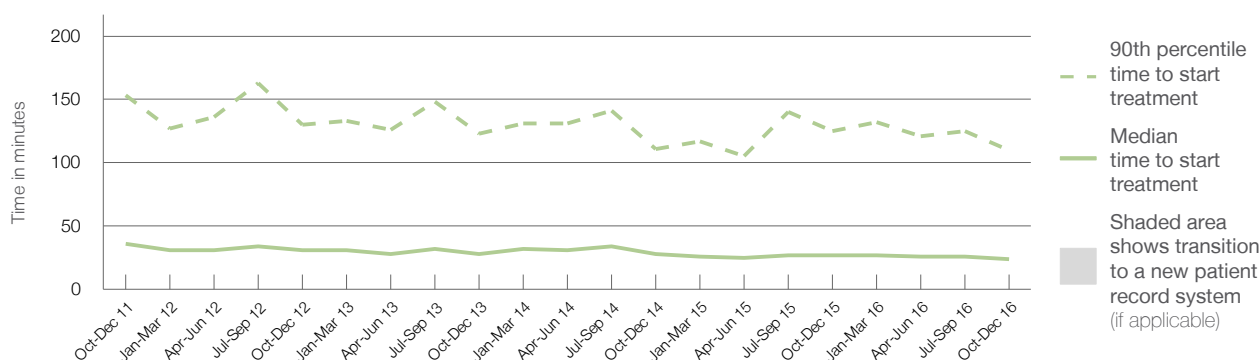
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
6,243	
5,797	
27 minutes	25 minutes
125 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	31	28	28	27	24
90th percentile time to start treatment ⁵ (minutes)	153	130	123	111	125	110

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 1,777

Number of triage 5 patients used to calculate waiting time:³ 1,570

Median time to start treatment⁴

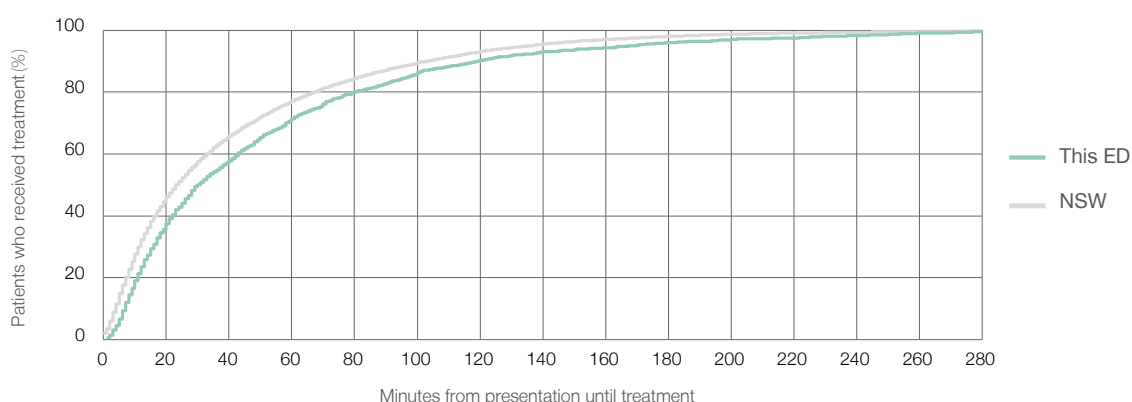
30 minutes

90th percentile time to start treatment⁵

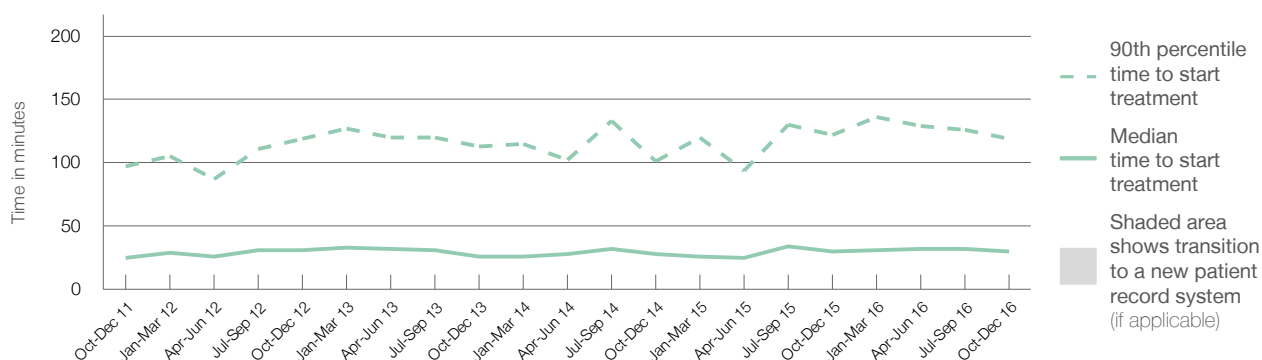
119 minutes

Same period last year	NSW (this period)
1,665	
1,459	
30 minutes	24 minutes
122 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	31	26	28	30	30
90th percentile time to start treatment ⁵ (minutes)	97	119	113	101	122	119

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

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

Campbelltown Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 16,810 patients

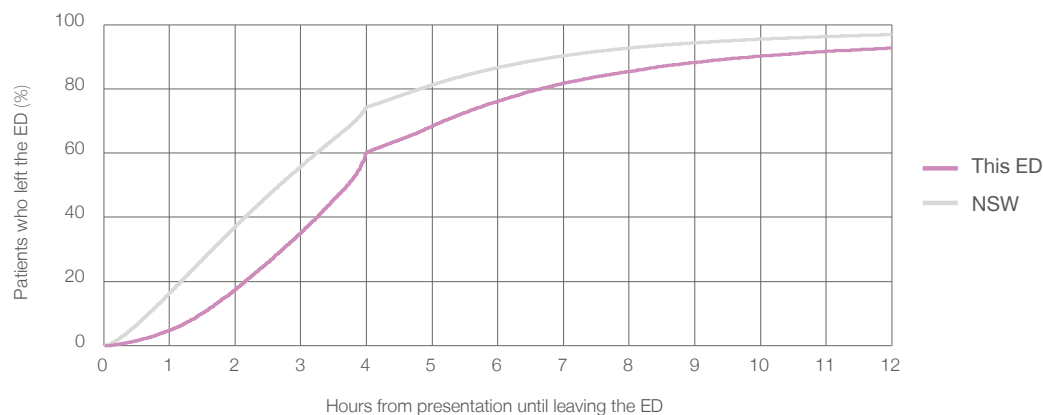
Presentations used to calculate time to leaving the ED:⁶ 16,810 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

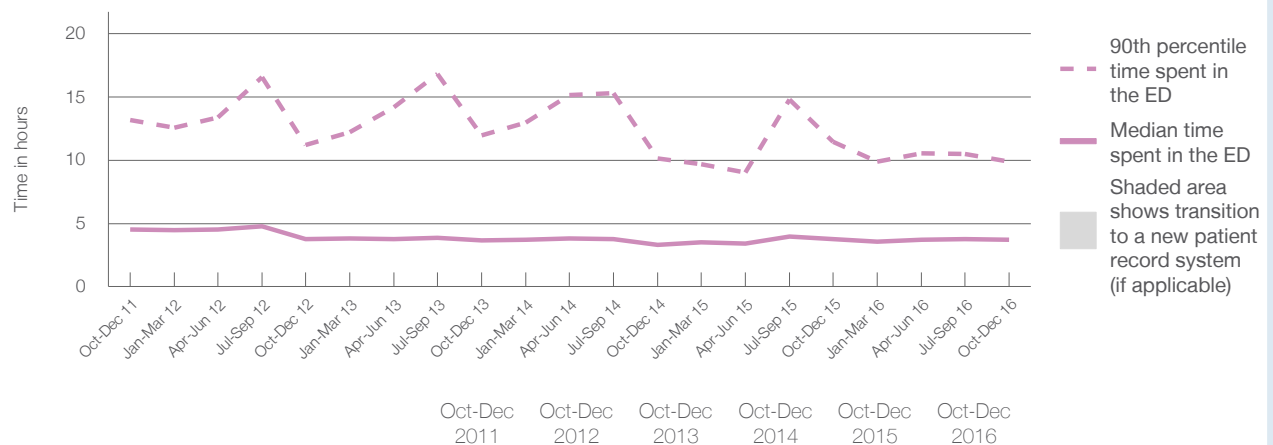
90th percentile time spent in the ED⁹ 9 hours and 53 minutes

Same period last year	NSW (this period)
16,280	16,280
3 hours and 47 minutes	2 hours and 41 minutes
11 hours and 27 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 11m	11h 11m	11h 58m	10h 9m	11h 27m	9h 53m

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

Campbelltown Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

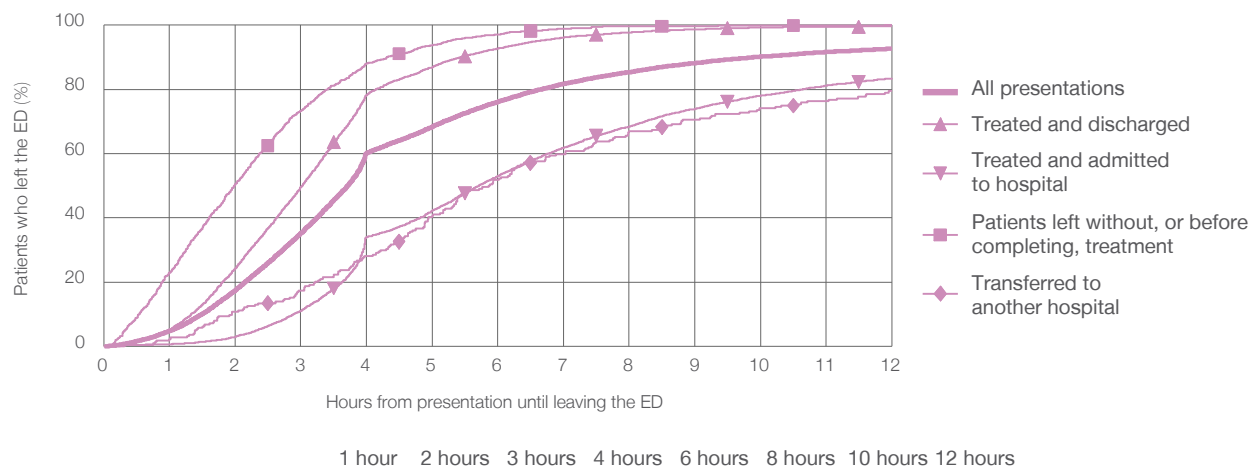
All presentations:[†] 16,810 patients

Presentations used to calculate time to leaving the ED:[‡] 16,810 patients

Treated and discharged	8,262 (49.1%)
Treated and admitted to hospital	6,945 (41.3%)
Patient left without, or before completing, treatment	1,367 (8.1%)
Transferred to another hospital	224 (1.3%)
Other	12 (0.1%)

Same period last year	Change since one year ago
16,280	3.3%
8,982	-8.0%
5,472	26.9%
1,553	-12.0%
236	-5.1%
37	-67.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.2%	24.3%	49.6%	78.4%	92.8%	97.8%	99.3%	99.7%
Treated and admitted to hospital	0.6%	3.0%	11.0%	34.1%	53.0%	68.4%	78.1%	83.5%
Patient left without, or before completing, treatment	22.9%	50.6%	73.4%	88.1%	97.1%	99.6%	99.9%	100%
Transferred to another hospital	2.2%	10.7%	17.4%	28.1%	51.8%	67.0%	74.1%	79.5%
All presentations	4.8%	17.5%	35.2%	60.2%	76.1%	85.4%	90.2%	92.7%

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

Campbelltown Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 16,810 patients

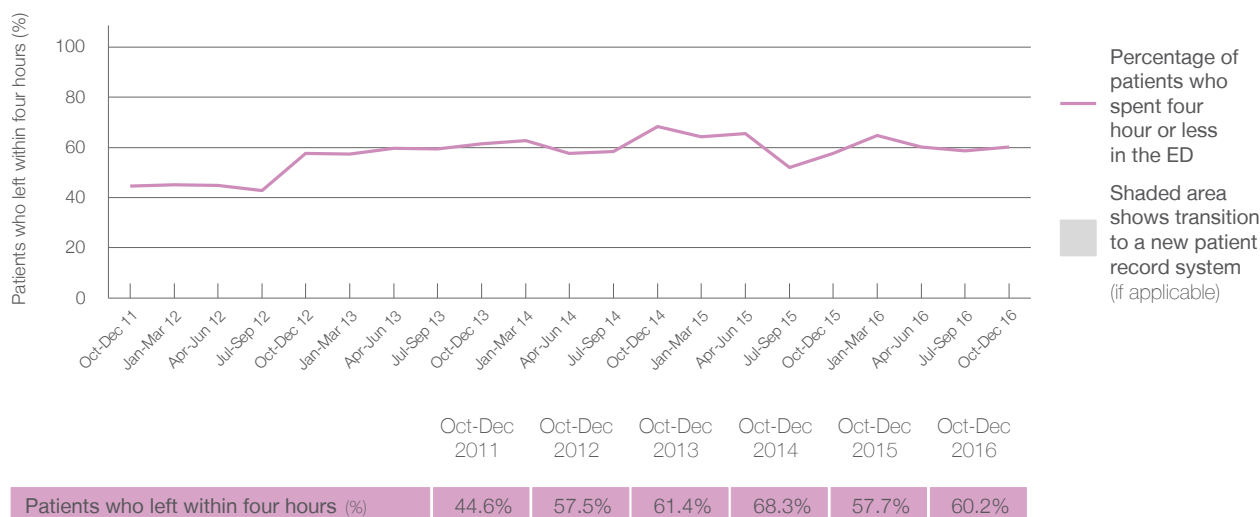
Presentations used to calculate time to leaving the ED:⁶ 16,810 patients

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



Same period last year	Change since one year ago
16,280	3.3%
16,280	3.3%
57.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



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- † Data points are not shown in graphs for quarters when patient numbers were too small.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Canterbury Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 11,535 patients

Emergency presentations:² 11,490 patients

Same period last year	Change since one year ago
10,677	8.0%
10,607	8.3%

Canterbury Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,098 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): 3,839 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,289 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,234 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,104	
7 minutes	8 minutes
16 minutes	26 minutes
3,477	
15 minutes	20 minutes
41 minutes	67 minutes
5,122	
18 minutes	25 minutes
65 minutes	97 minutes
875	
16 minutes	24 minutes
83 minutes	103 minutes

Canterbury Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 11,534 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
10,677	8.0%
85.9%	

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

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

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

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

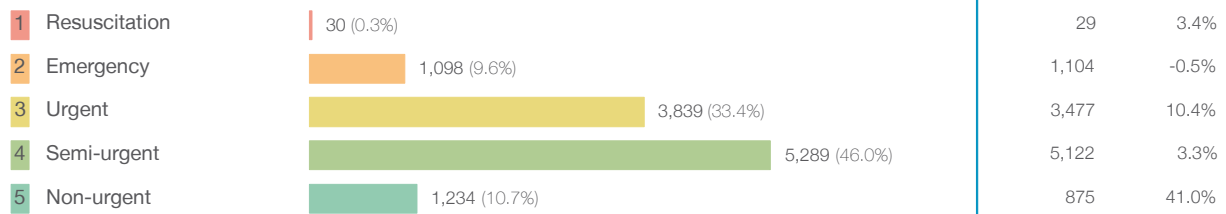
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Patients presenting to the emergency department

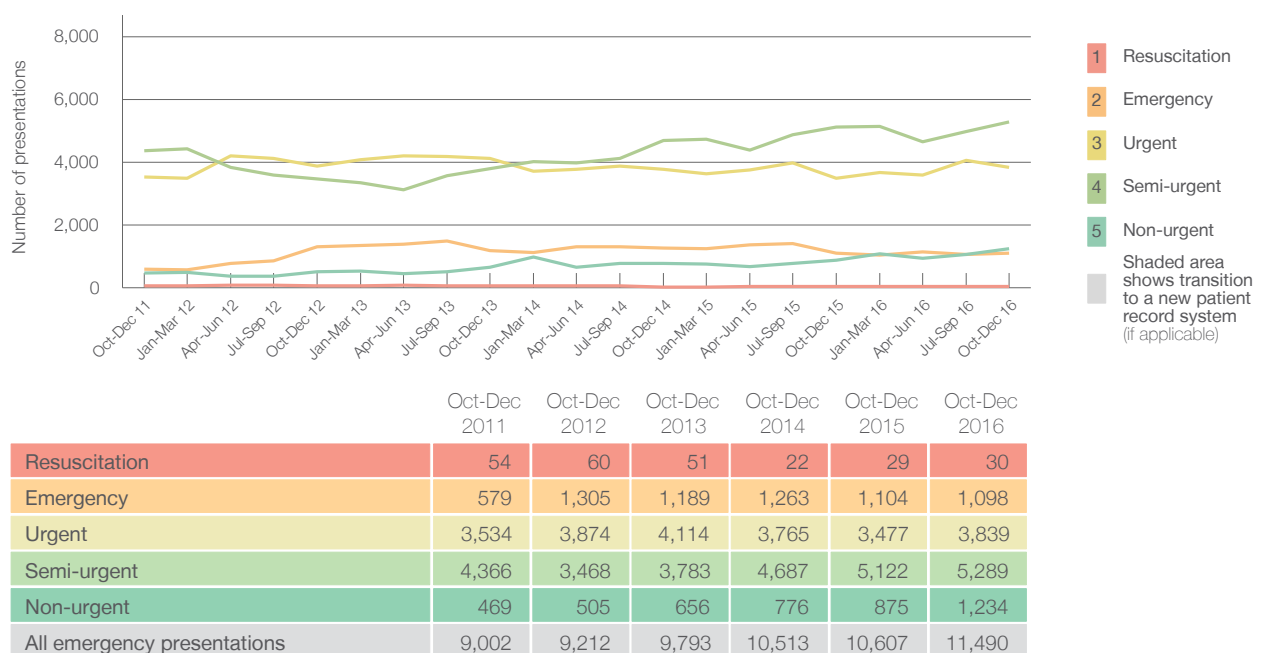
October to December 2016

All presentations:¹ 11,535 patients

Emergency presentations² by triage category: 11,490 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Canterbury Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,912 patients

ED Transfer of care time



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

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

October to December 2016

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

Number of triage 2 patients: 1,098

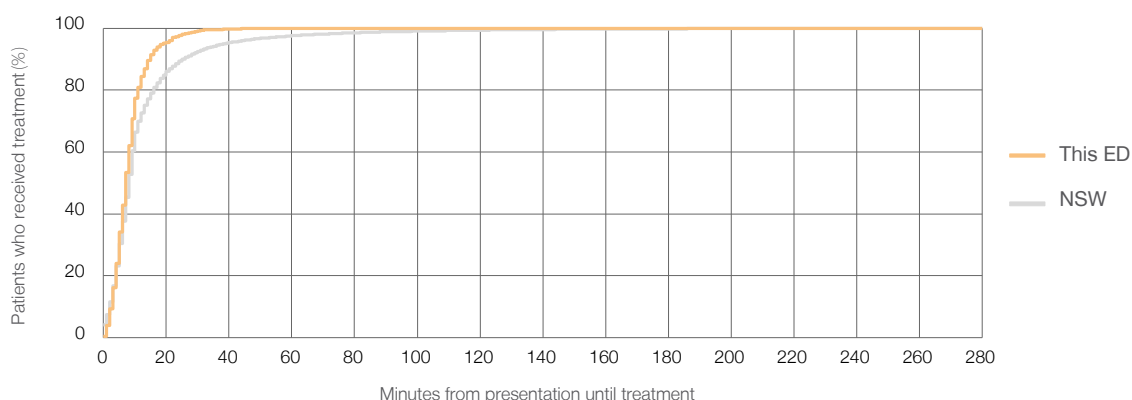
Number of triage 2 patients used to calculate waiting time:³ 1,096

Median time to start treatment⁴ 7 minutes

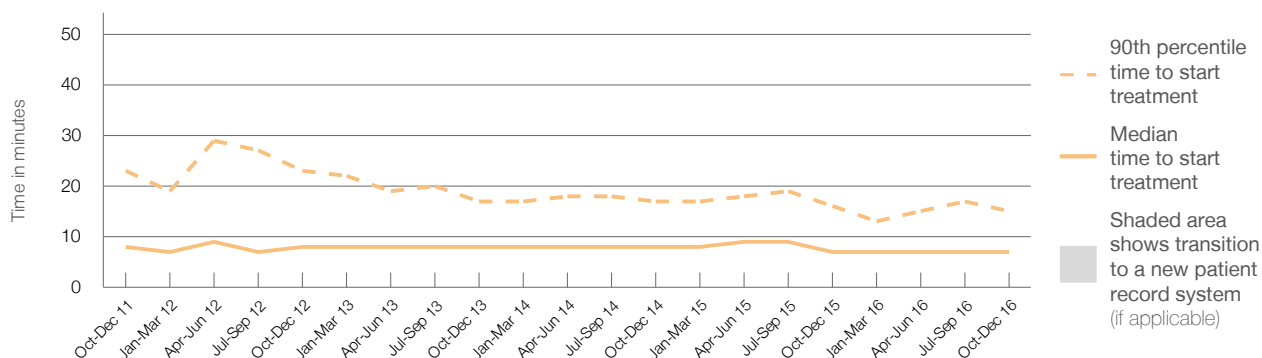
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,104	
1,102	
7 minutes	8 minutes
16 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	8	8	7	7
90th percentile time to start treatment ⁵ (minutes)	23	23	17	17	16	15

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

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

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

October to December 2016

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

Number of triage 3 patients: 3,839

Number of triage 3 patients used to calculate waiting time:³ 3,794

Median time to start treatment⁴

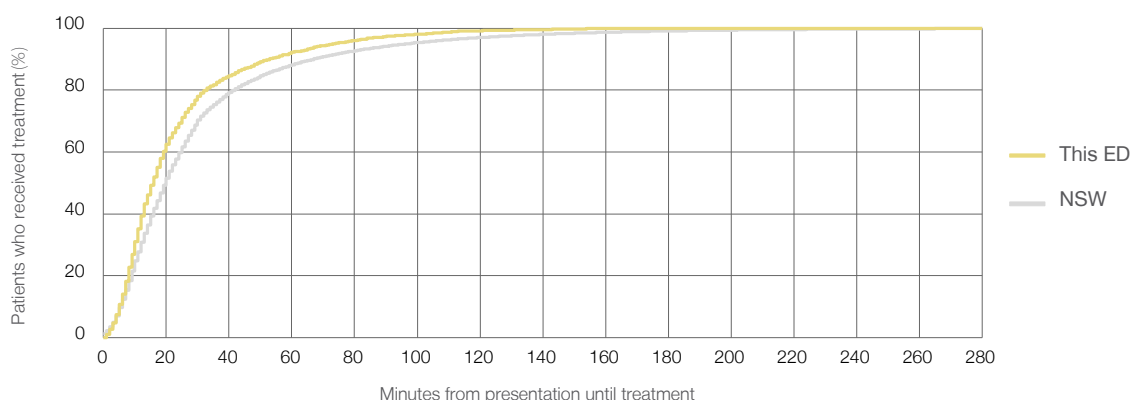
16 minutes

90th percentile time to start treatment⁵

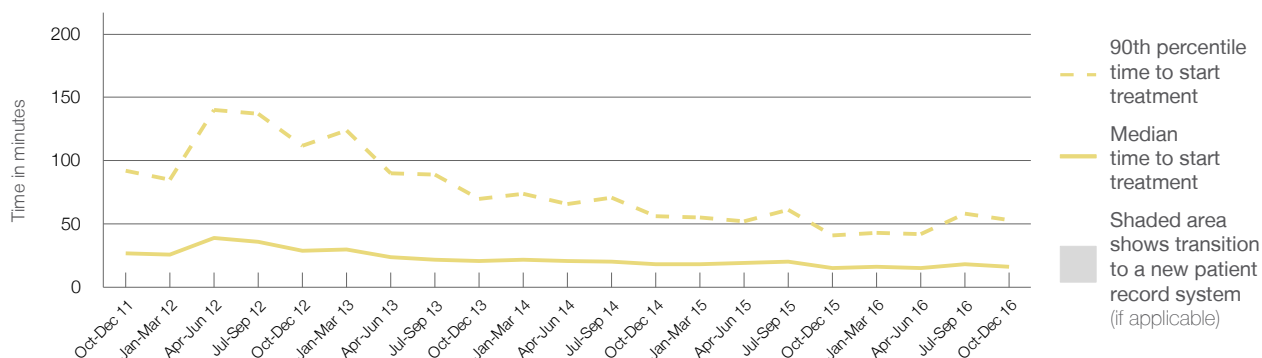
53 minutes

Same period last year	NSW (this period)
3,477	
3,461	
15 minutes	20 minutes
41 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	29	21	18	15	16
90th percentile time to start treatment ⁵ (minutes)	92	112	70	56	41	53

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

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

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

October to December 2016

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

Number of triage 4 patients: 5,289

Number of triage 4 patients used to calculate waiting time:³ 5,013

Median time to start treatment⁴

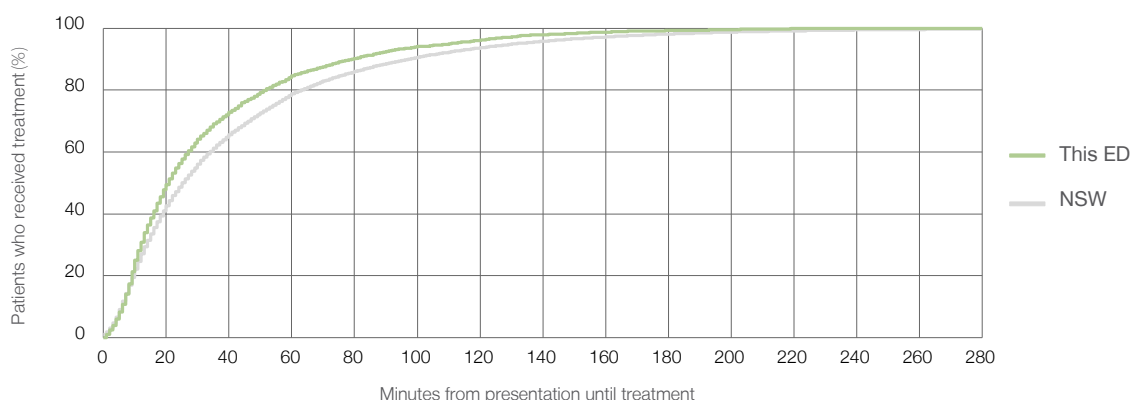
21 minutes

90th percentile time to start treatment⁵

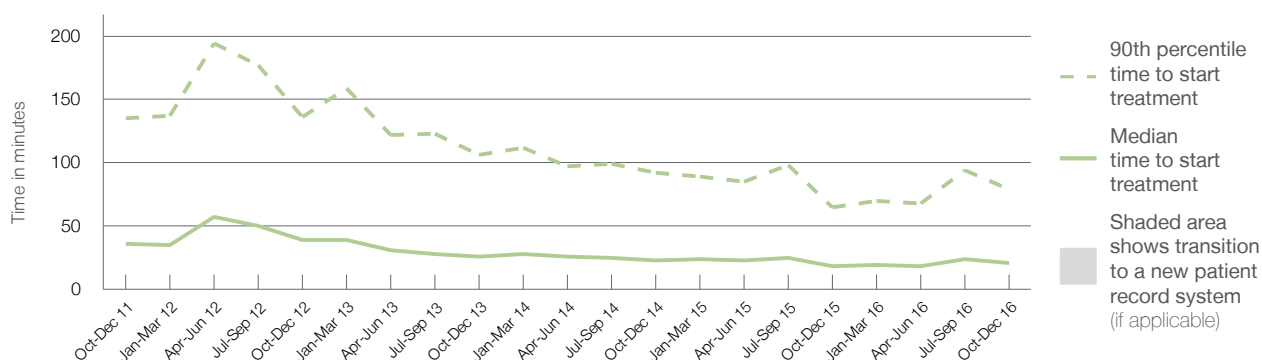
79 minutes

Same period last year	NSW (this period)
5,122	
4,952	
18 minutes	25 minutes
65 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	39	26	23	18	21
90th percentile time to start treatment ⁵ (minutes)	135	136	106	92	65	79

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,234

Number of triage 5 patients used to calculate waiting time:³ 1,016

Median time to start treatment⁴

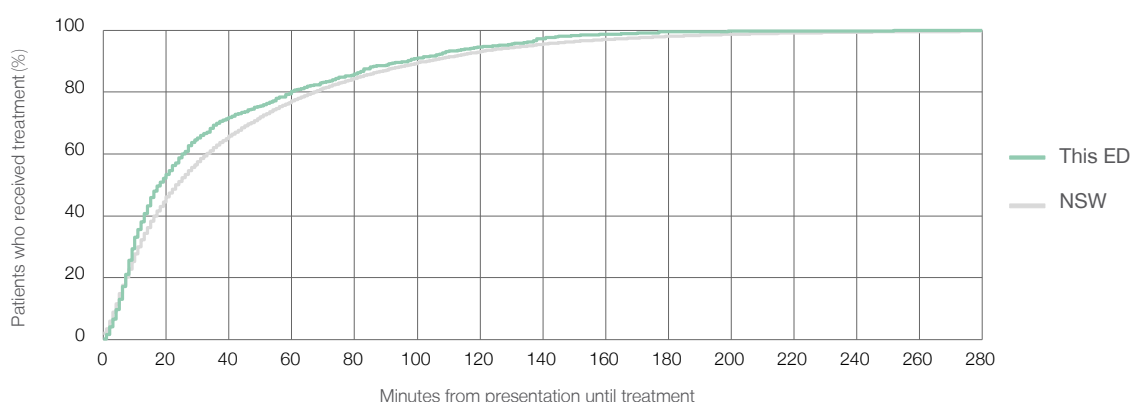
18 minutes

90th percentile time to start treatment⁵

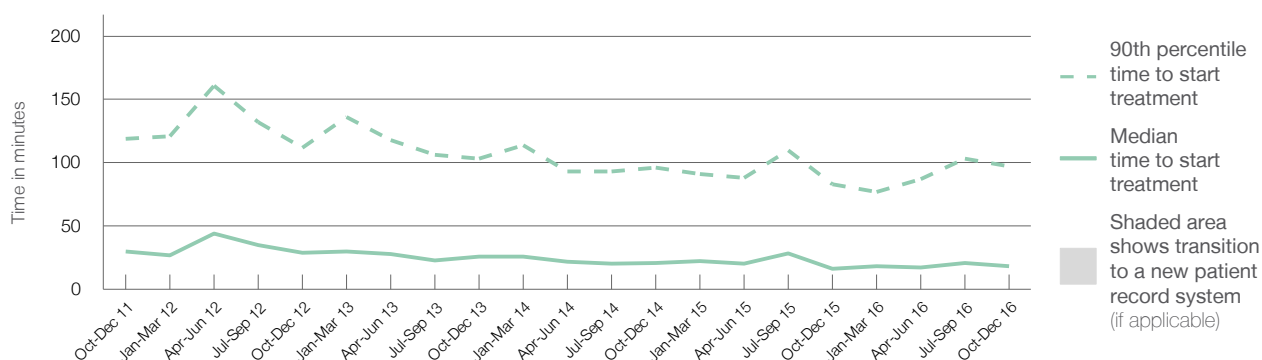
97 minutes

Same period last year	NSW (this period)
875	
753	
16 minutes	24 minutes
83 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	29	26	21	16	18
90th percentile time to start treatment ⁵ (minutes)	119	112	103	96	83	97

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 11,535 patients

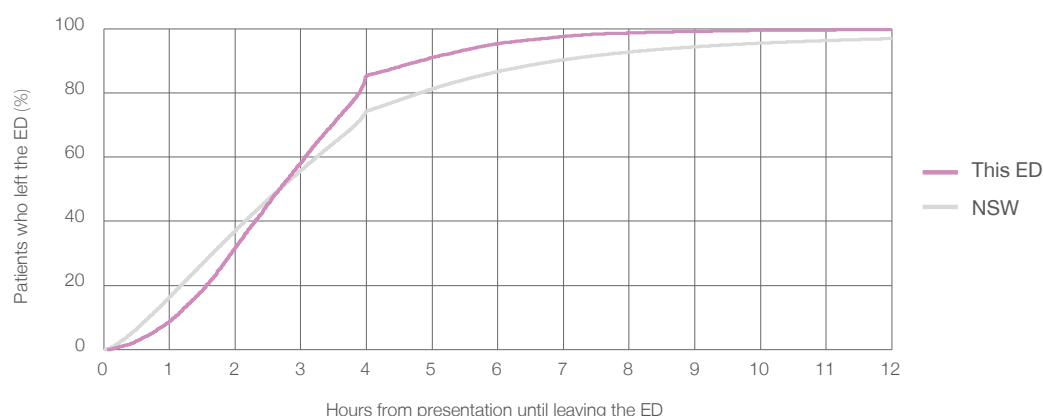
Presentations used to calculate time to leaving the ED:⁶ 11,534 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

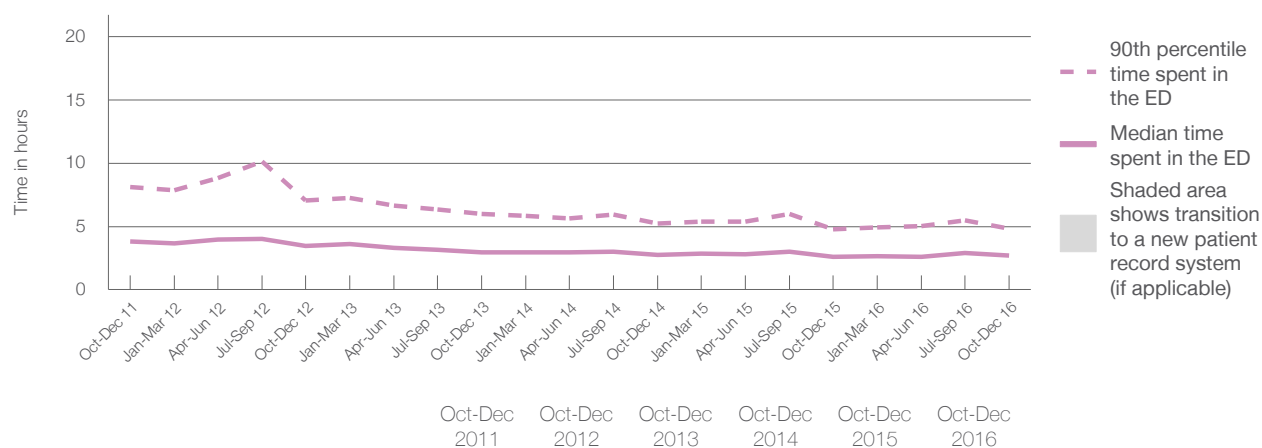
90th percentile time spent in the ED⁹ 4 hours and 50 minutes

Same period last year	NSW (this period)
10,677	10,677
2 hours and 37 minutes	2 hours and 41 minutes
4 hours and 46 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	3h 50m	3h 29m	2h 57m	2h 46m	2h 37m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 8m	7h 3m	6h 0m	5h 14m	4h 46m	4h 50m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

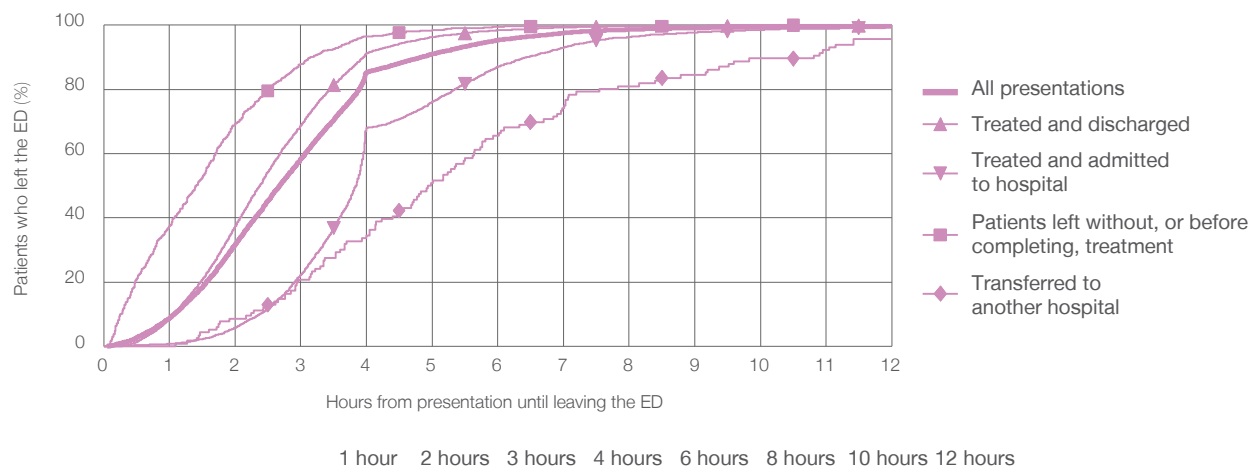
All presentations:[†] 11,535 patients

Presentations used to calculate time to leaving the ED:[‡] 11,534 patients

Treated and discharged	7,724 (67.0%)
Treated and admitted to hospital	2,845 (24.7%)
Patient left without, or before completing, treatment	815 (7.1%)
Transferred to another hospital	116 (1.0%)
Other	35 (0.3%)

Same period last year	Change since one year ago
10,677	8.0%
7,182	7.5%
2,771	2.7%
586	39.1%
128	-9.4%
10	250.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.6%	37.5%	68.9%	91.3%	98.4%	99.6%	99.8%	100%
Treated and admitted to hospital	0.7%	5.8%	22.3%	68.1%	87.1%	96.3%	98.6%	99.3%
Patient left without, or before completing, treatment	37.4%	69.3%	87.9%	96.6%	99.5%	99.8%	100%	100%
Transferred to another hospital	0%	8.6%	20.7%	34.5%	65.5%	81.0%	89.7%	95.7%
All presentations	8.8%	31.8%	58.3%	85.4%	95.4%	98.6%	99.4%	99.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 11,535 patients

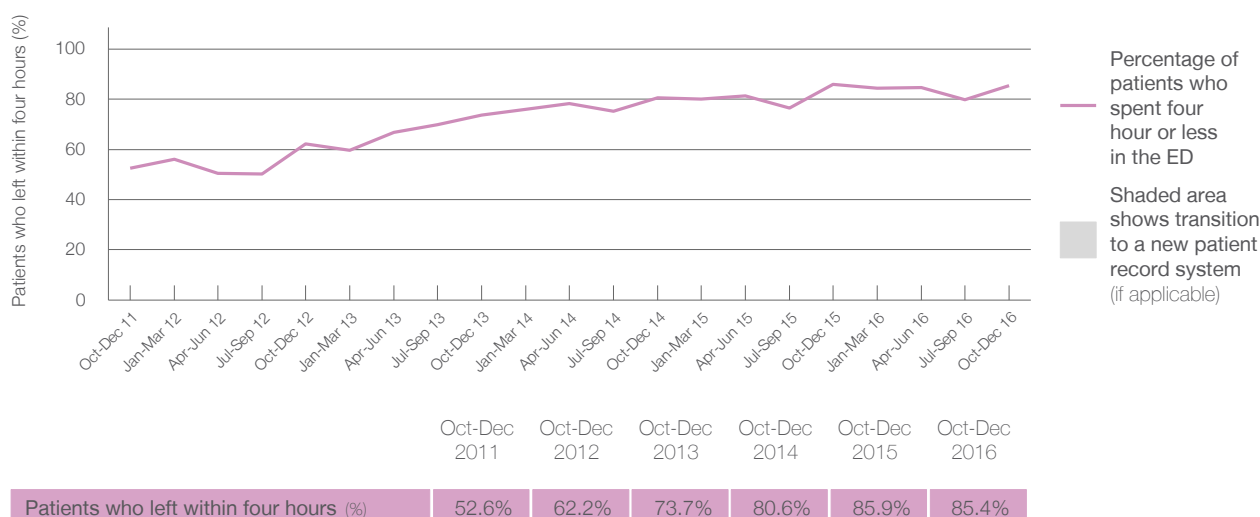
Presentations used to calculate time to leaving the ED:⁶ 11,534 patients

Percentage of patients who spent four hours or less in the ED

85.4%

Same period last year	Change since one year ago
10,677	8.0%
10,677	8.0%
85.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 10,055 patients

Emergency presentations:² 9,727 patients

Same period last year	Change since one year ago
9,370	7.3%
9,092	7.0%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,019 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): 3,154 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,974 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,527 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
845	
6 minutes	8 minutes
10 minutes	26 minutes
2,747	
14 minutes	20 minutes
41 minutes	67 minutes
3,727	
24 minutes	25 minutes
99 minutes	97 minutes
1,703	
28 minutes	24 minutes
106 minutes	103 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 10,054 patients

Percentage of patients who spent four hours or less in the ED 72.3%

Same period last year	Change since one year ago
9,369	7.3%
74.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

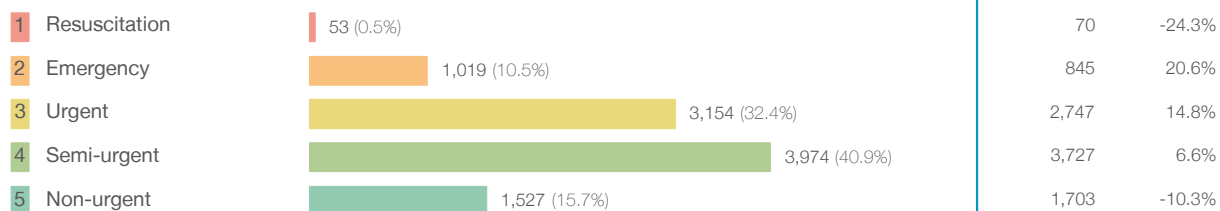
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Patients presenting to the emergency department

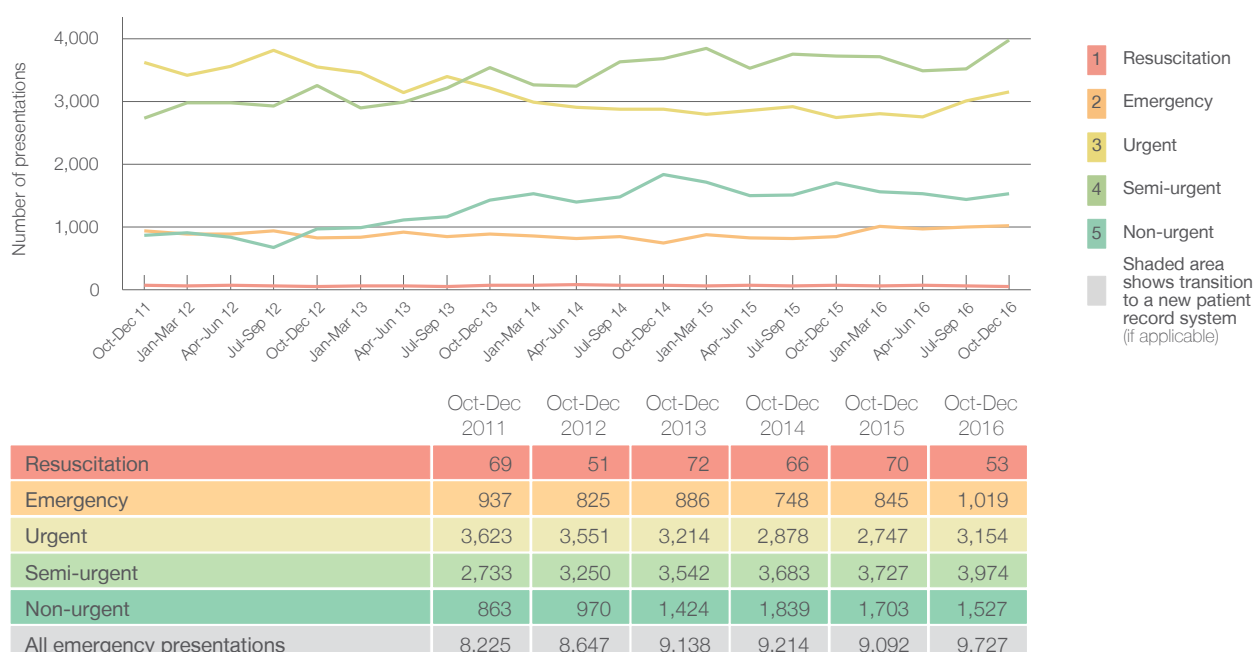
October to December 2016

All presentations:¹ 10,055 patients

Emergency presentations² by triage category: 9,727 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Coffs Harbour Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,394 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,019

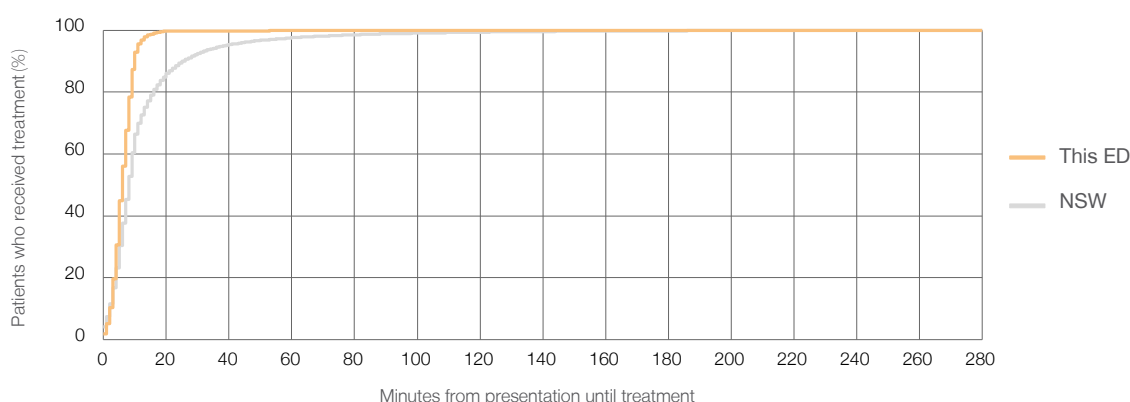
Number of triage 2 patients used to calculate waiting time:³ 1,017

Median time to start treatment⁴ 6 minutes

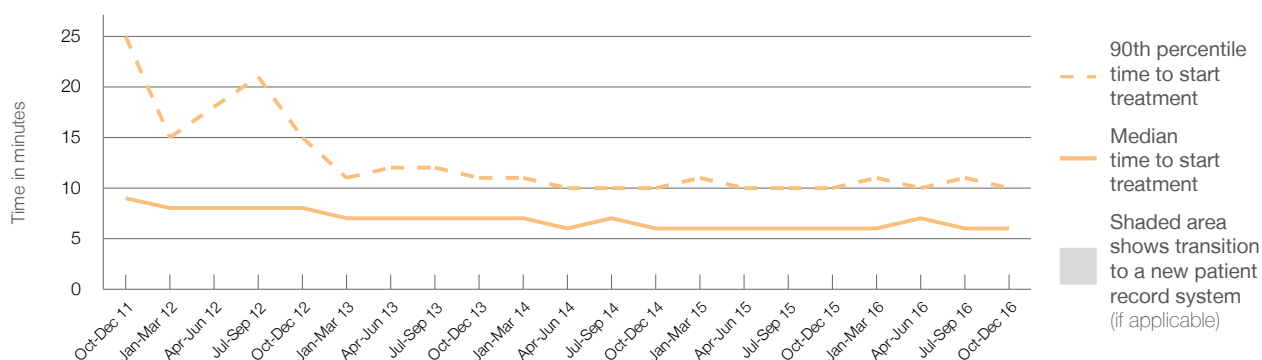
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
845	
842	
6 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	8	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	25	15	11	10	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,154

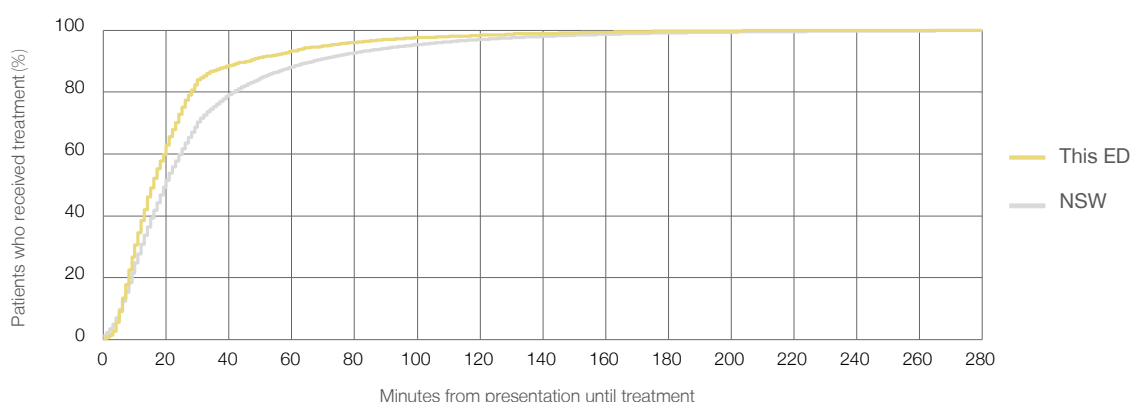
Number of triage 3 patients used to calculate waiting time:³ 3,088

Median time to start treatment⁴ 16 minutes

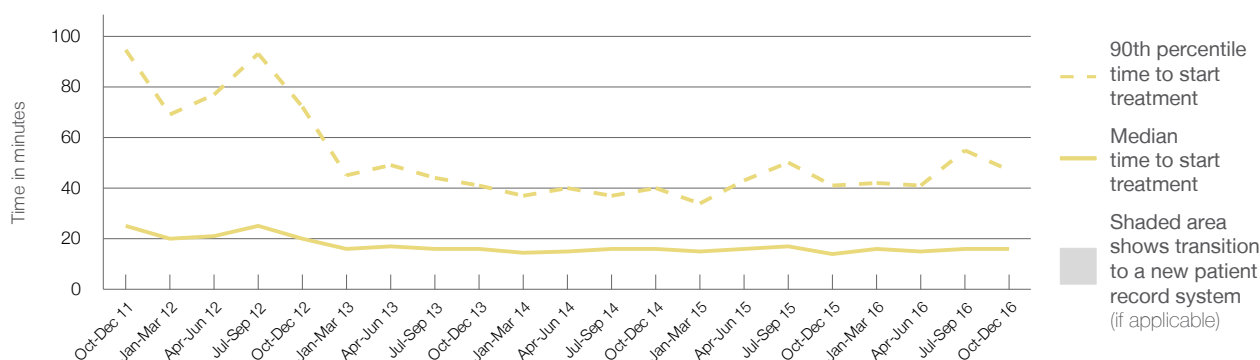
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
2,747	
2,708	
14 minutes	20 minutes
41 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	20	16	16	14	16
90th percentile time to start treatment ⁵ (minutes)	95	72	41	40	41	47

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,974

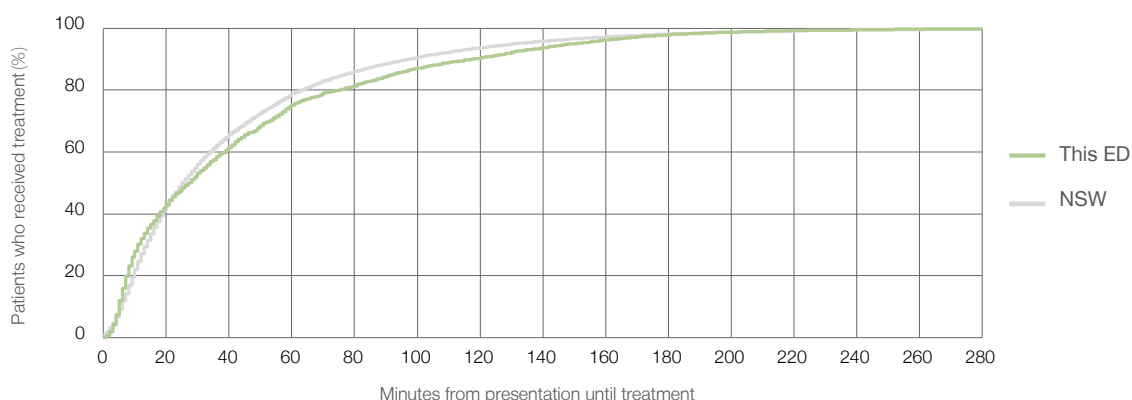
Number of triage 4 patients used to calculate waiting time:³ 3,624

Median time to start treatment⁴ 27 minutes

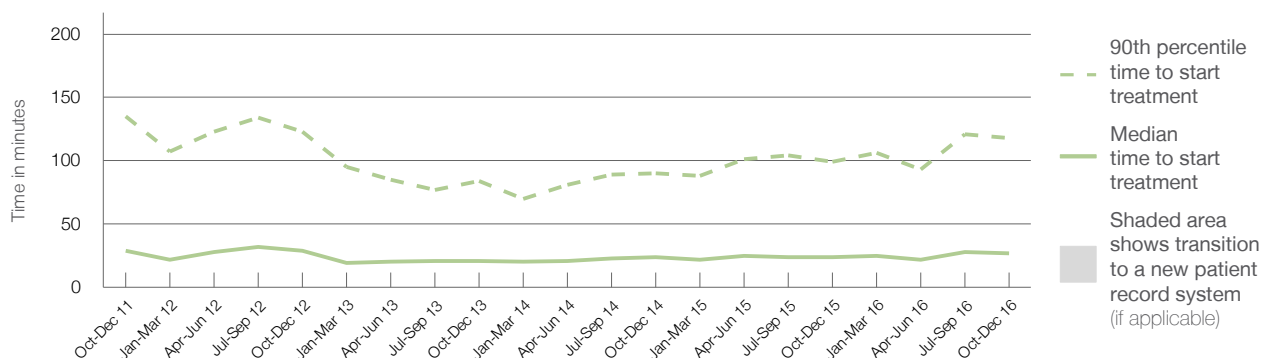
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
3,727	
3,439	
24 minutes	25 minutes
99 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	29	21	24	24	27
90th percentile time to start treatment ⁵ (minutes)	135	123	84	90	99	118

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,527

Number of triage 5 patients used to calculate waiting time:³ 1,385

Median time to start treatment⁴

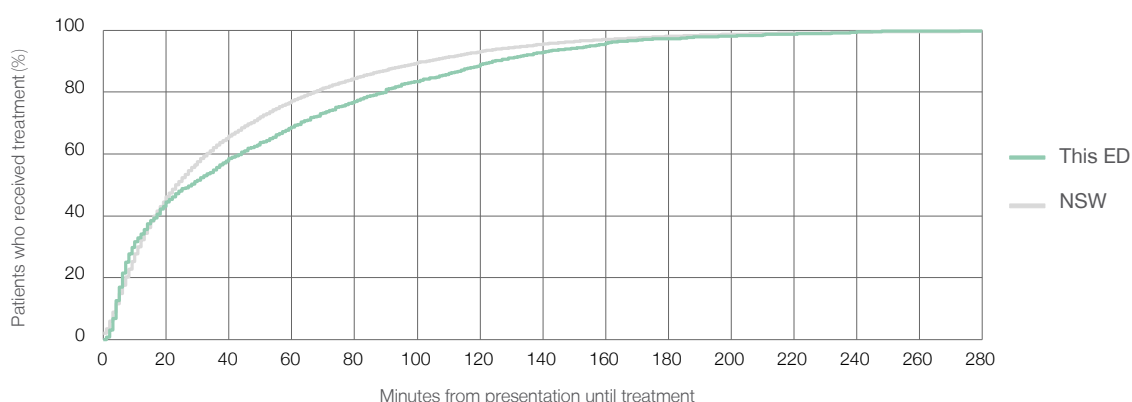
28 minutes

90th percentile time to start treatment⁵

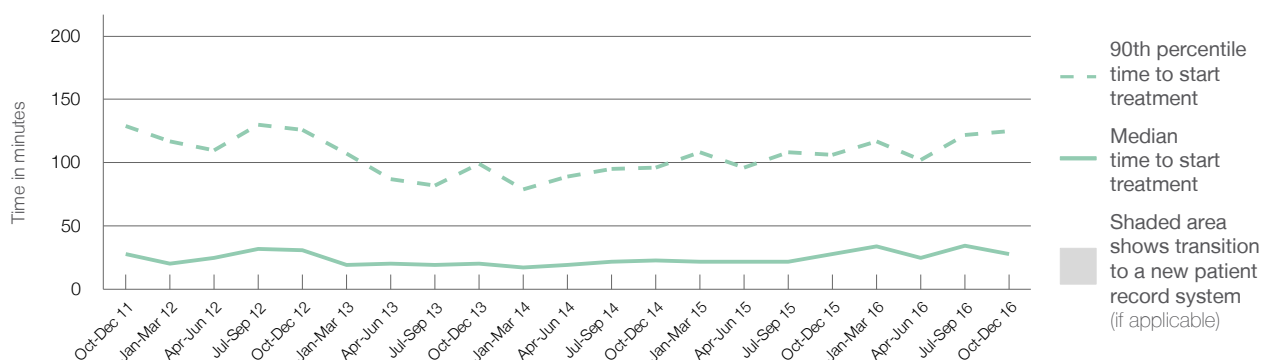
125 minutes

Same period last year	NSW (this period)
1,703	
1,581	
28 minutes	24 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	31	20	23	28	28
90th percentile time to start treatment ⁵ (minutes)	129	126	99	96	106	125

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 10,055 patients

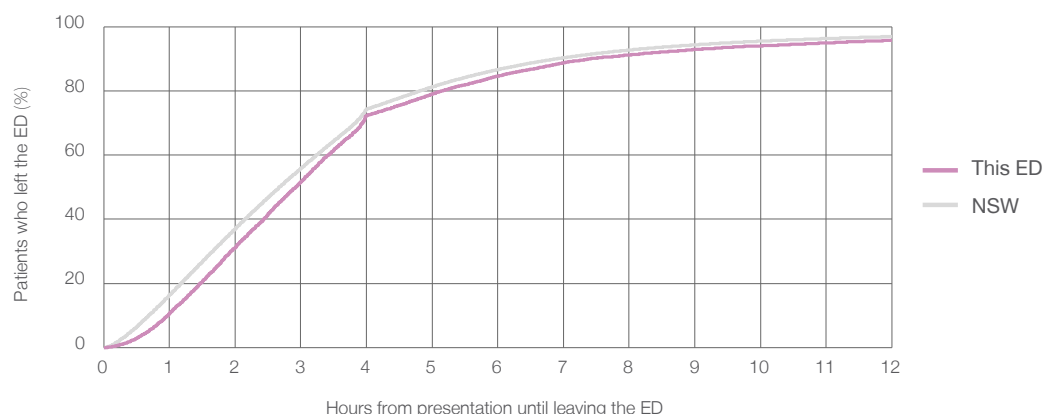
Presentations used to calculate time to leaving the ED:⁶ 10,054 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

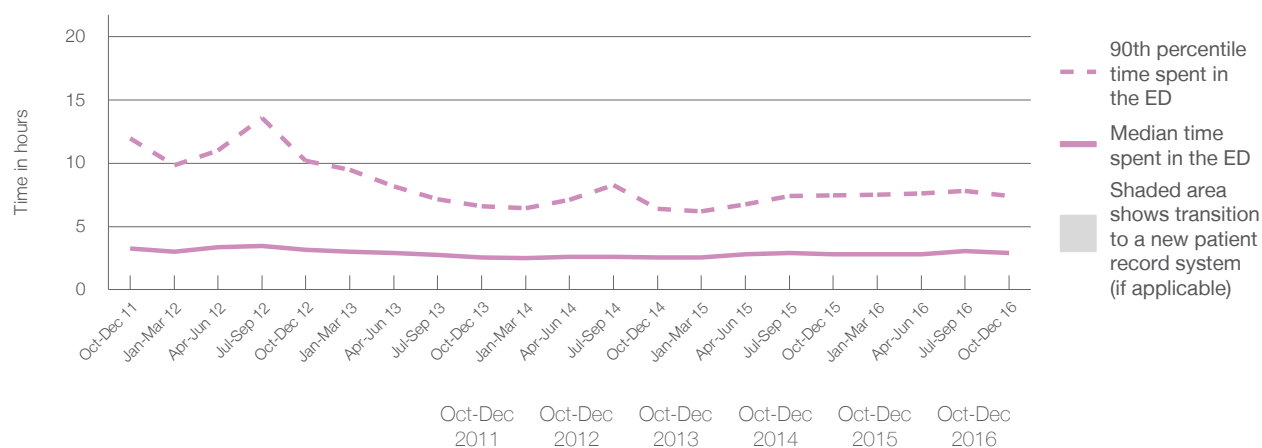
90th percentile time spent in the ED⁹ 7 hours and 24 minutes

Same period last year	NSW (this period)
9,370	
9,369	
2 hours and 47 minutes	2 hours and 41 minutes
7 hours and 26 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 15m	3h 10m	2h 34m	2h 34m	2h 47m	2h 55m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 58m	10h 10m	6h 35m	6h 23m	7h 26m	7h 24m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

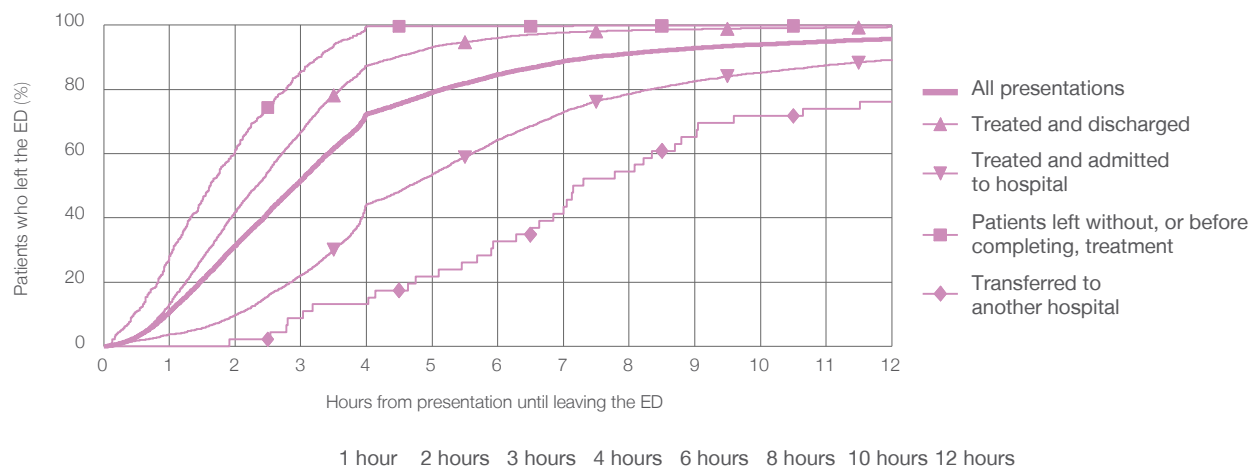
October to December 2016

All presentations:[†] 10,055 patients

Presentations used to calculate time to leaving the ED:[‡] 10,054 patients

		Same period last year	Change since one year ago
Treated and discharged	5,821 (57.9%)	9,369	7.3%
Treated and admitted to hospital	3,592 (35.7%)	5,599	4.0%
Patient left without, or before completing, treatment	577 (5.7%)	3,252	10.5%
Transferred to another hospital	46 (0.5%)	469	23.0%
Other	19 (0.2%)	26	76.9%
		24	-20.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.1%	41.8%	66.8%	87.4%	96.1%	98.4%	99.0%	99.4%
Treated and admitted to hospital	3.7%	9.7%	22.1%	44.2%	64.3%	78.6%	85.2%	89.3%
Patient left without, or before completing, treatment	28.1%	61.2%	85.6%	99.7%	99.7%	99.8%	99.8%	99.8%
Transferred to another hospital	0%	2.2%	8.7%	13.0%	32.6%	54.3%	71.7%	76.1%
All presentations	10.7%	31.4%	51.7%	72.3%	84.6%	91.2%	94.0%	95.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 10,055 patients

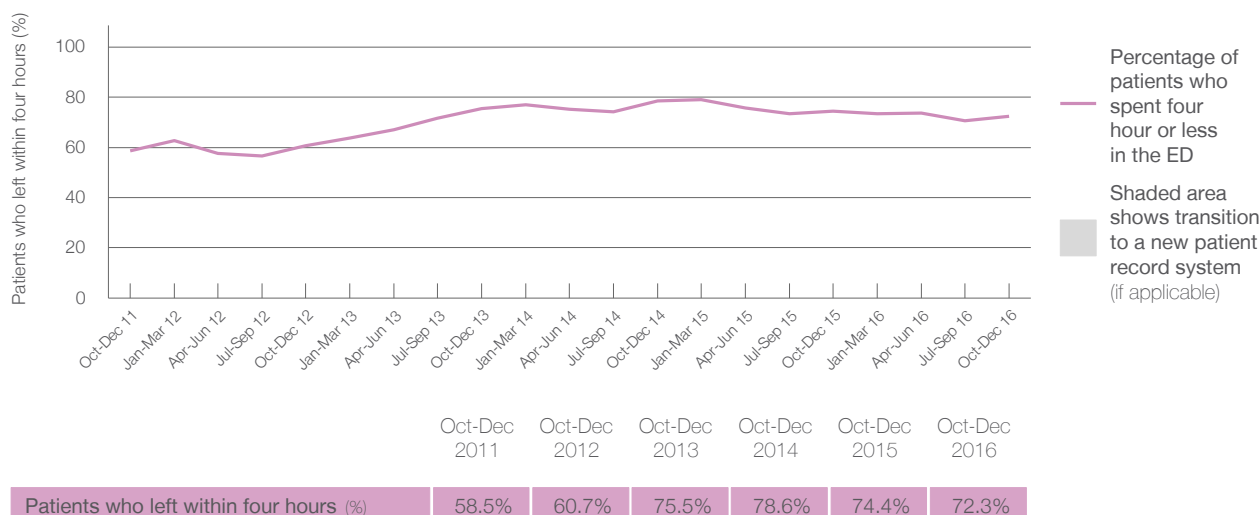
Presentations used to calculate time to leaving the ED:⁶ 10,054 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
9,370	7.3%
9,369	7.3%
74.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,659 patients

Emergency presentations:² 8,232 patients

Same period last year	Change since one year ago
7,789	11.2%
7,545	9.1%

Dubbo Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,008 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,131 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,222 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 824 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
811	
9 minutes	8 minutes
19 minutes	26 minutes
2,779	
24 minutes	20 minutes
70 minutes	67 minutes
3,438	
31 minutes	25 minutes
107 minutes	97 minutes
485	
31 minutes	24 minutes
120 minutes	103 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,656 patients

Percentage of patients who spent four hours or less in the ED 73.1%

Same period last year	Change since one year ago
7,787	11.2%
73.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

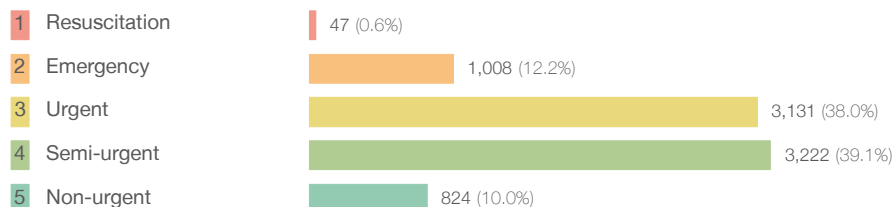
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Patients presenting to the emergency department

October to December 2016

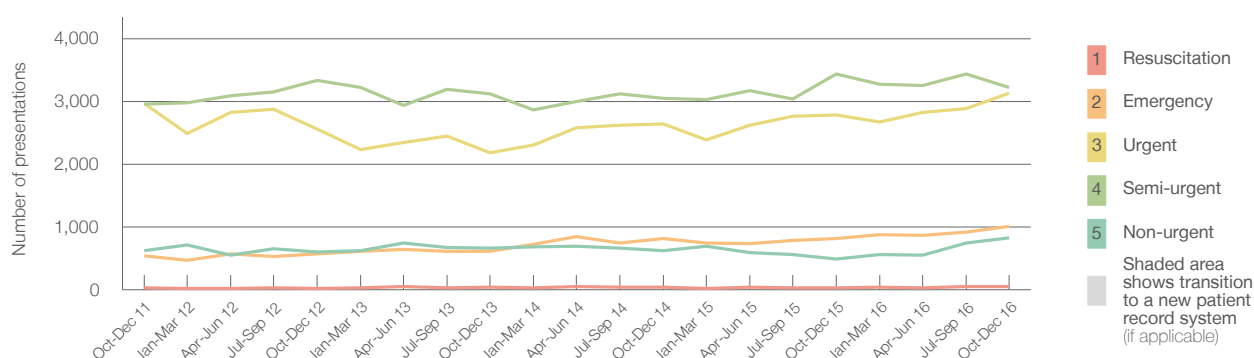
All presentations:¹ 8,659 patients

Emergency presentations² by triage category: 8,232 patients



Same period last year	Change since one year ago
7,789	11.2%
7,545	9.1%
32	46.9%
811	24.3%
2,779	12.7%
3,438	-6.3%
485	69.9%

Emergency presentations² by quarter, October 2011 to December 2016[‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	32	22	37	35	32	47
Emergency	543	566	610	813	811	1,008
Urgent	2,965	2,559	2,179	2,637	2,779	3,131
Semi-urgent	2,957	3,333	3,124	3,048	3,438	3,222
Non-urgent	617	596	666	624	485	824
All emergency presentations	7,114	7,076	6,616	7,157	7,545	8,232

Dubbo Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,706 patients

ED Transfer of care time



Same period last year	Change since one year ago
914	
13 minutes	-1 minute
31 minutes	-3 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,008

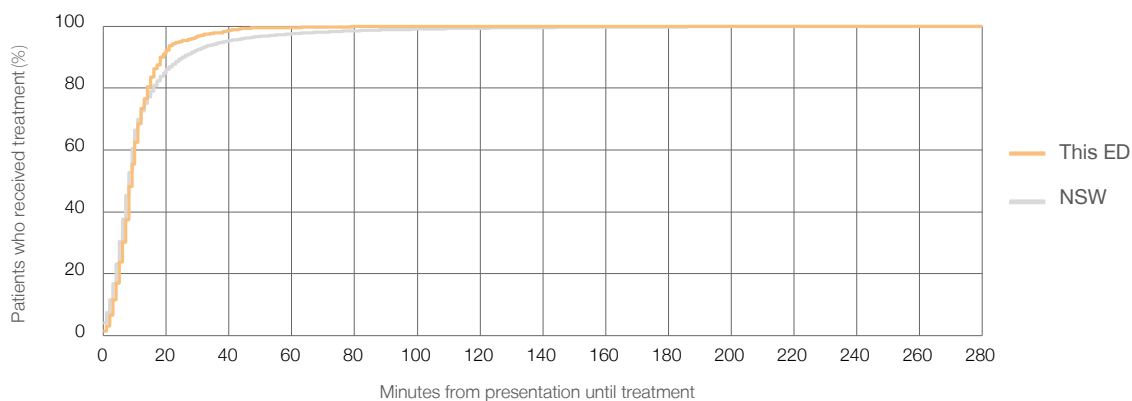
Number of triage 2 patients used to calculate waiting time:³ 1,004

Median time to start treatment⁴ 9 minutes

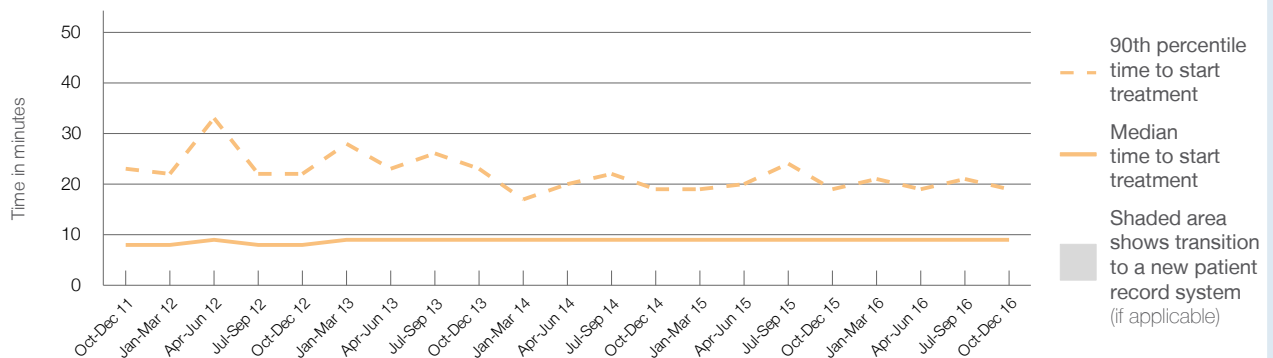
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
811	
808	
9 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	23	22	23	19	19	19

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,131

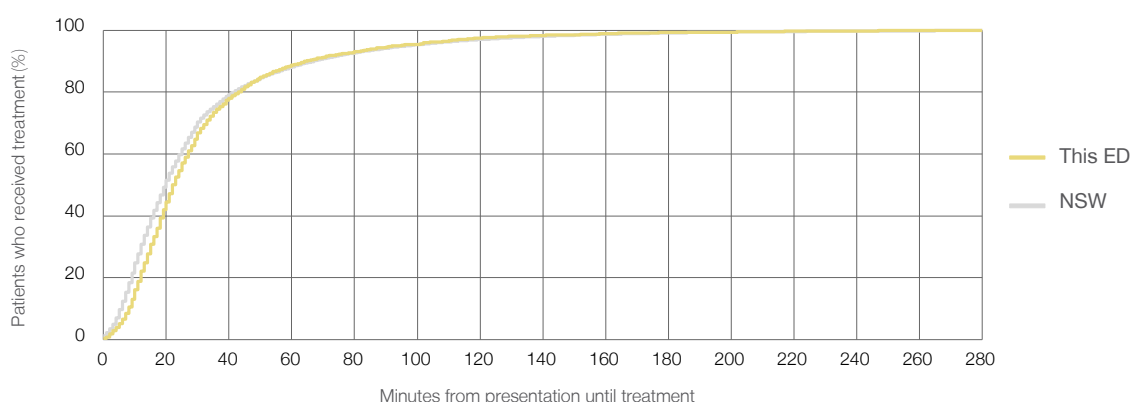
Number of triage 3 patients used to calculate waiting time:³ 3,072

Median time to start treatment⁴ 22 minutes

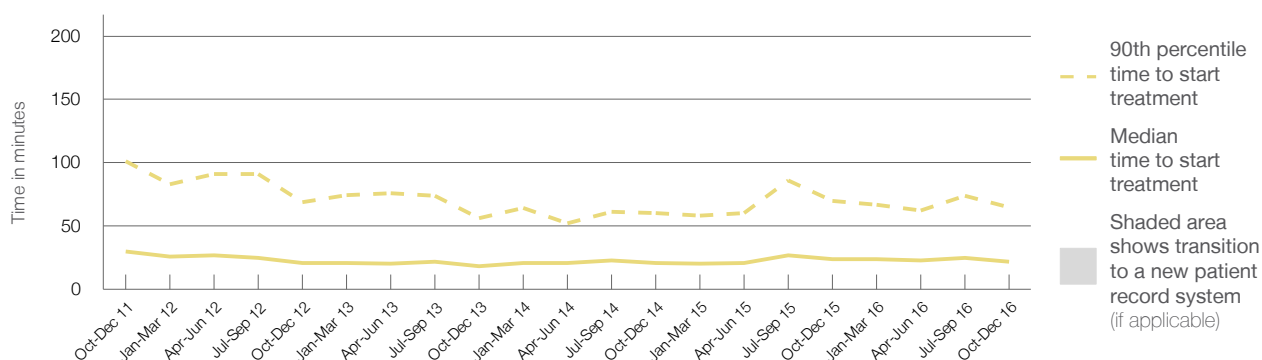
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
2,779	
2,723	
24 minutes	20 minutes
70 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	21	18	21	24	22
90th percentile time to start treatment ⁵ (minutes)	101	69	56	60	70	65

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,222

Number of triage 4 patients used to calculate waiting time:³ 2,999

Median time to start treatment⁴

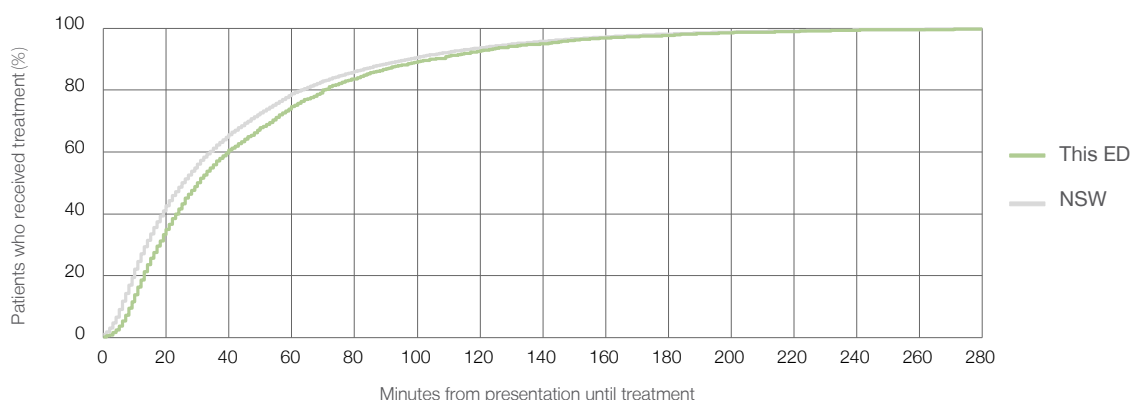
31 minutes

90th percentile time to start treatment⁵

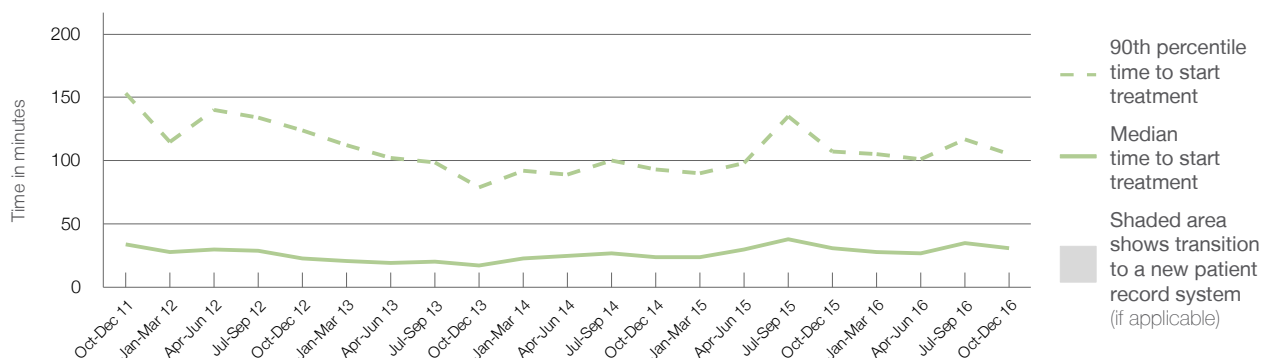
105 minutes

Same period last year	NSW (this period)
3,438	
3,143	
31 minutes	25 minutes
107 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	34	23	17	24	31	31
90th percentile time to start treatment ⁵ (minutes)	153	124	79	93	107	105

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 824

Number of triage 5 patients used to calculate waiting time:³ 670

Median time to start treatment⁴

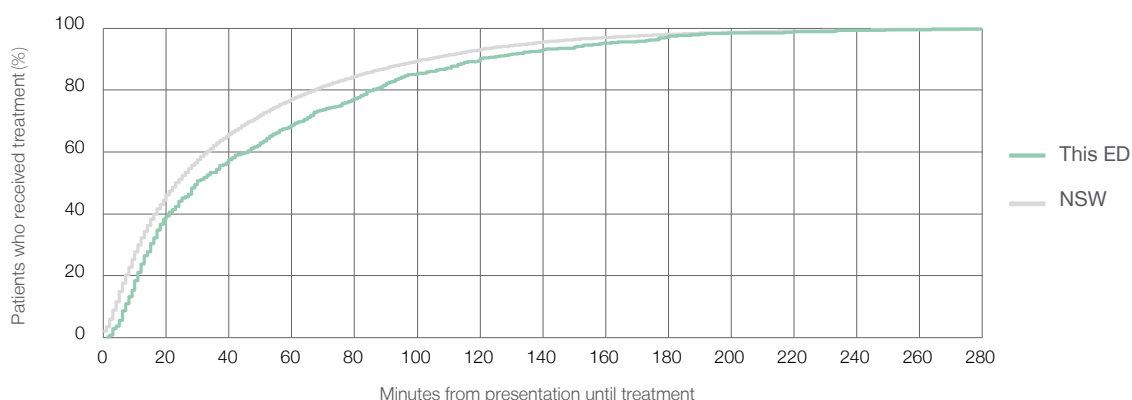
30 minutes

90th percentile time to start treatment⁵

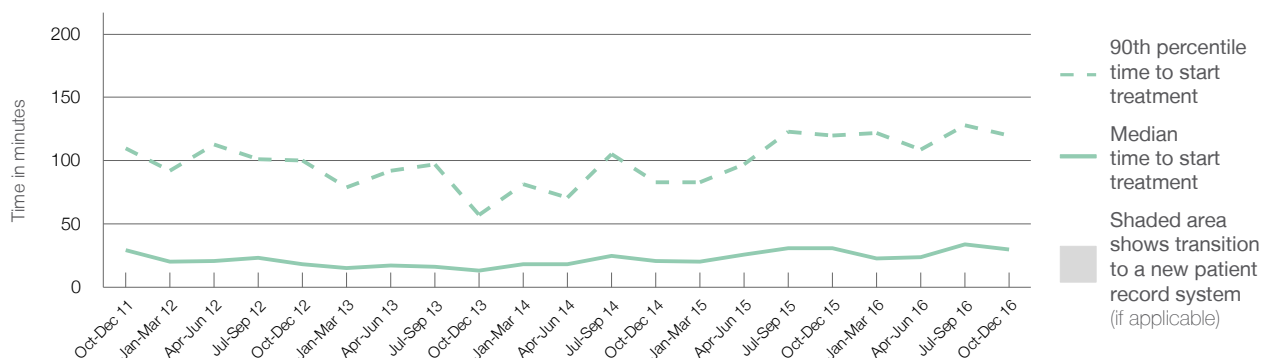
120 minutes

Same period last year	NSW (this period)
485	
359	
31 minutes	24 minutes
120 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	18	13	21	31	30
90th percentile time to start treatment ⁵ (minutes)	110	100	57	83	120	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,659 patients

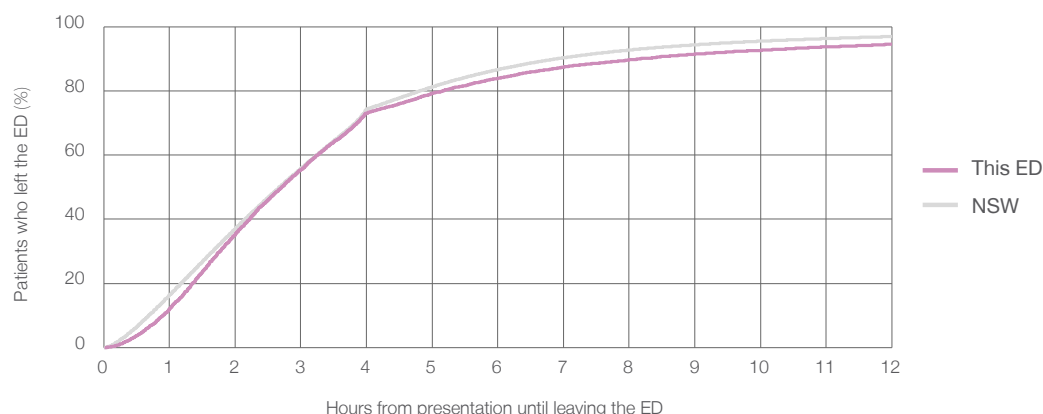
Presentations used to calculate time to leaving the ED:⁶ 8,656 patients

Median time spent in the ED⁸ 2 hours and 43 minutes

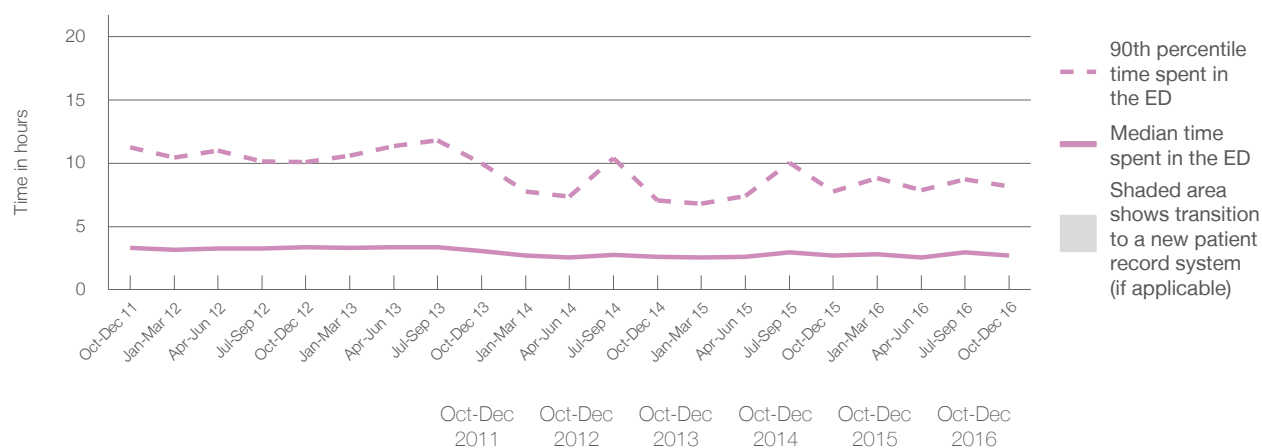
90th percentile time spent in the ED⁹ 8 hours and 10 minutes

Same period last year	NSW (this period)
7,789	
7,787	
2 hours and 41 minutes	2 hours and 41 minutes
7 hours and 45 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 19m	3h 21m	3h 4m	2h 37m	2h 41m	2h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 15m	10h 4m	10h 0m	7h 4m	7h 45m	8h 10m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

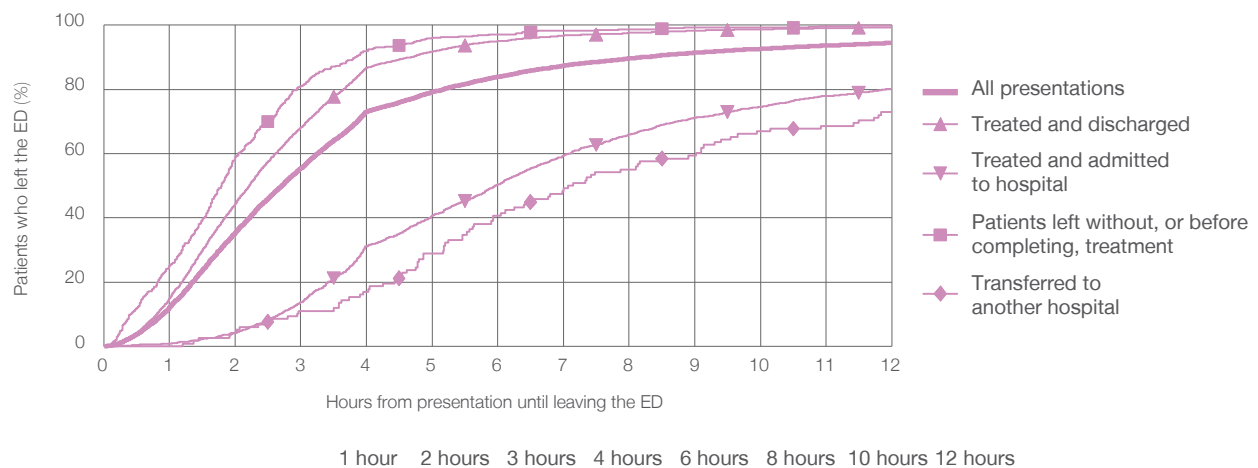
October to December 2016

All presentations:[†] 8,659 patients

Presentations used to calculate time to leaving the ED:[‡] 8,656 patients

		Same period last year	Change since one year ago
Treated and discharged	5,974 (69.0%)	5,496	8.7%
Treated and admitted to hospital	2,011 (23.2%)	1,644	22.3%
Patient left without, or before completing, treatment	526 (6.1%)	488	7.8%
Transferred to another hospital	118 (1.4%)	132	-10.6%
Other	30 (0.3%)	29	3.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.9%	44.4%	68.2%	86.7%	95.0%	97.6%	98.7%	99.3%
Treated and admitted to hospital	0.7%	4.1%	13.7%	31.2%	50.4%	66.0%	74.5%	80.2%
Patient left without, or before completing, treatment	25.1%	58.9%	81.0%	92.0%	97.1%	98.7%	99.2%	99.8%
Transferred to another hospital	0%	4.2%	11.0%	16.9%	40.7%	55.1%	66.9%	72.9%
All presentations	12.1%	35.4%	55.4%	73.1%	83.9%	89.7%	92.6%	94.5%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 8,659 patients

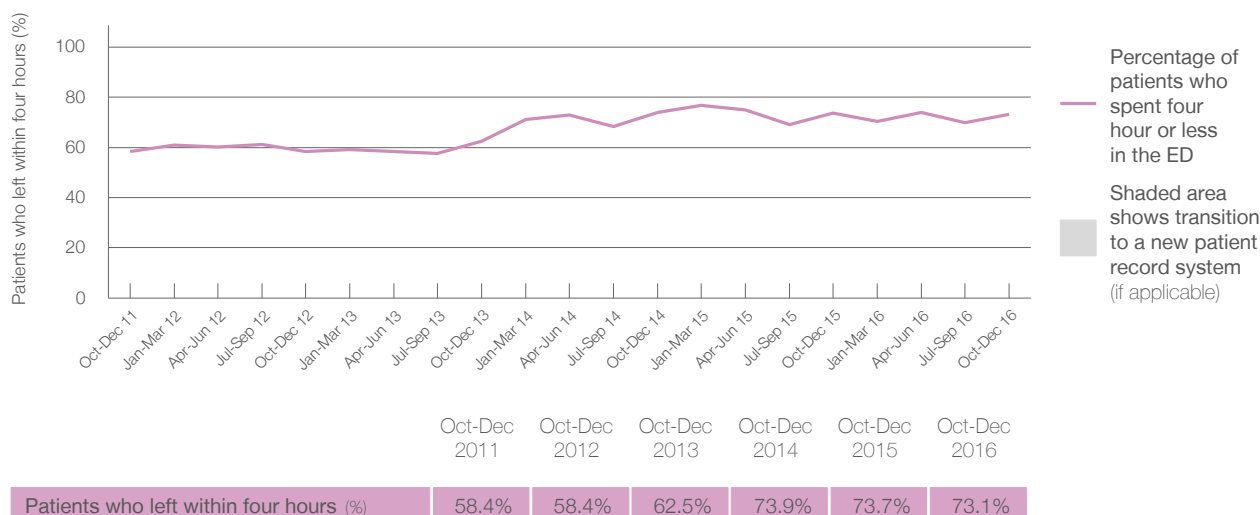
Presentations used to calculate time to leaving the ED:⁶ 8,656 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,789	11.2%
7,787	11.2%
73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,930 patients

Emergency presentations:² 8,901 patients

Same period last year	Change since one year ago
8,788	1.6%
8,765	1.6%

Fairfield Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 759 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,191 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,231 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 703 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
727	
10 minutes	8 minutes
28 minutes	26 minutes
2,893	
22 minutes	20 minutes
82 minutes	67 minutes
4,374	
27 minutes	25 minutes
129 minutes	97 minutes
756	
30 minutes	24 minutes
129 minutes	103 minutes

Fairfield Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,930 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
8,788	1.6%
81.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

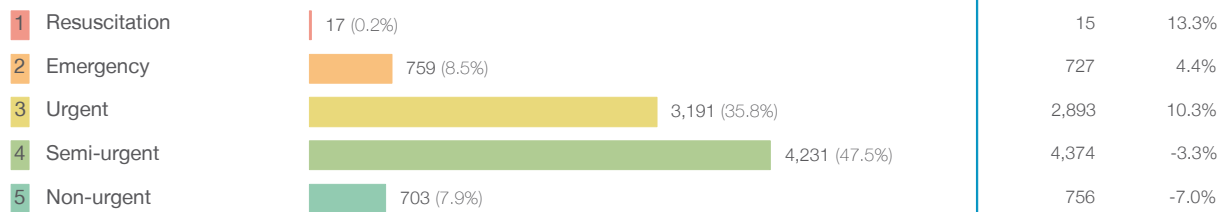
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Patients presenting to the emergency department

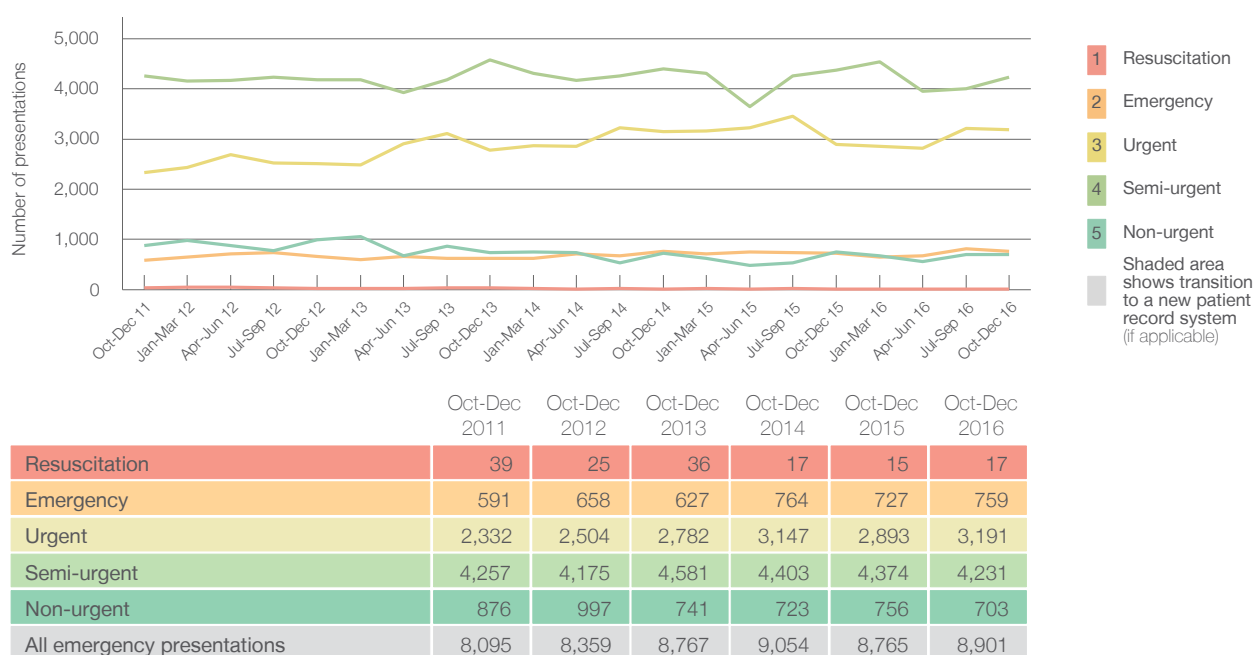
October to December 2016

All presentations:¹ 8,930 patients

Emergency presentations² by triage category: 8,901 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Fairfield Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,297 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 759

Number of triage 2 patients used to calculate waiting time:³ 753

Median time to start treatment⁴

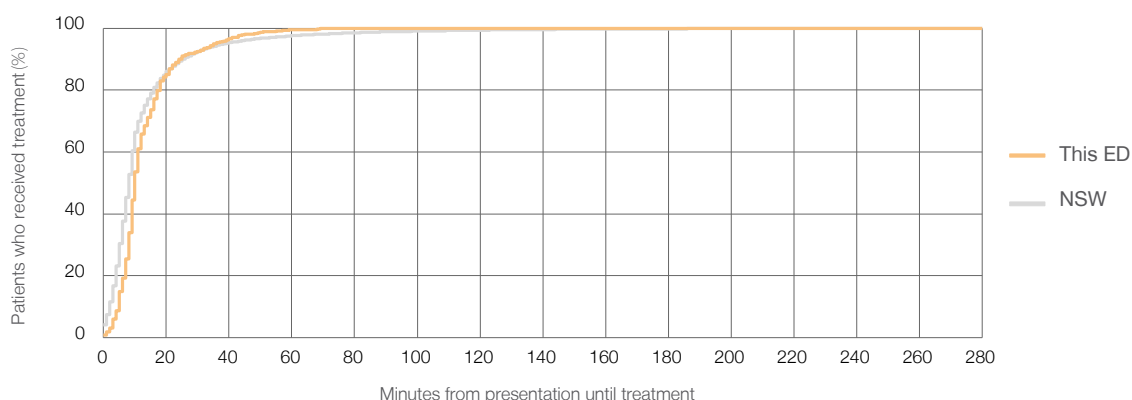
10 minutes

90th percentile time to start treatment⁵

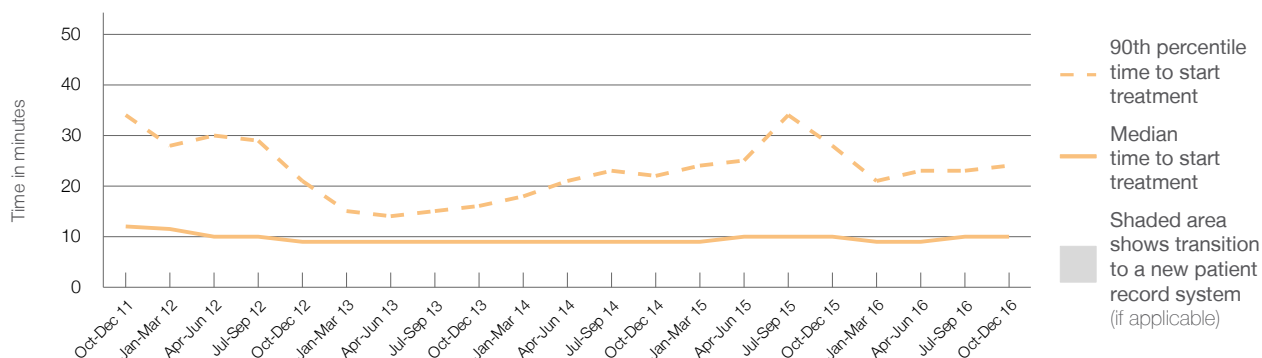
24 minutes

Same period last year	NSW (this period)
727	
727	
10 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	12	9	9	9	10	10
90th percentile time to start treatment ⁵ (minutes)	34	21	16	22	28	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,191

Number of triage 3 patients used to calculate waiting time:³ 3,118

Median time to start treatment⁴

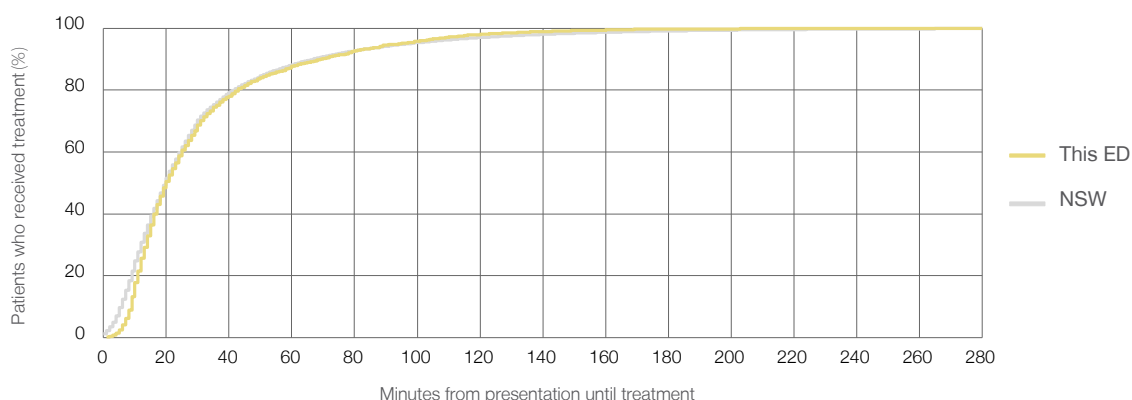
20 minutes

90th percentile time to start treatment⁵

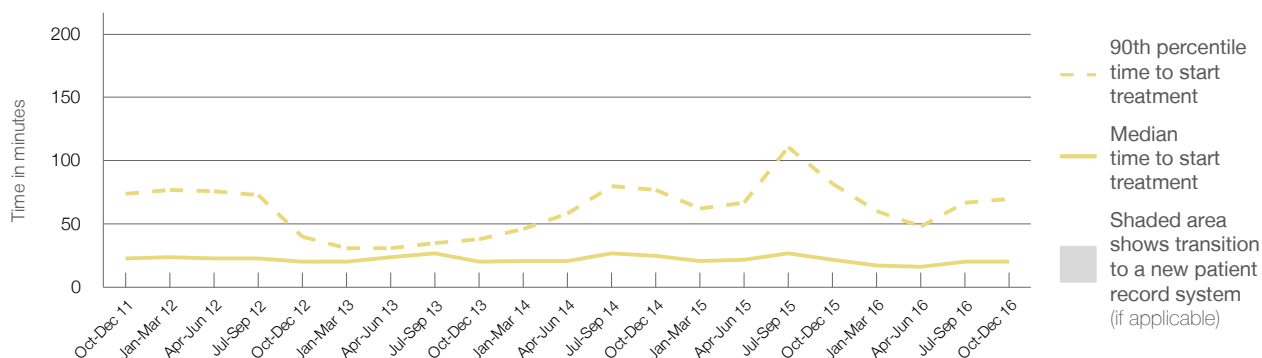
70 minutes

Same period last year	NSW (this period)
2,893	
2,802	
22 minutes	20 minutes
82 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	20	20	25	22	20
90th percentile time to start treatment ⁵ (minutes)	74	40	38	77	82	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,231

Number of triage 4 patients used to calculate waiting time:³ 3,813

Median time to start treatment⁴

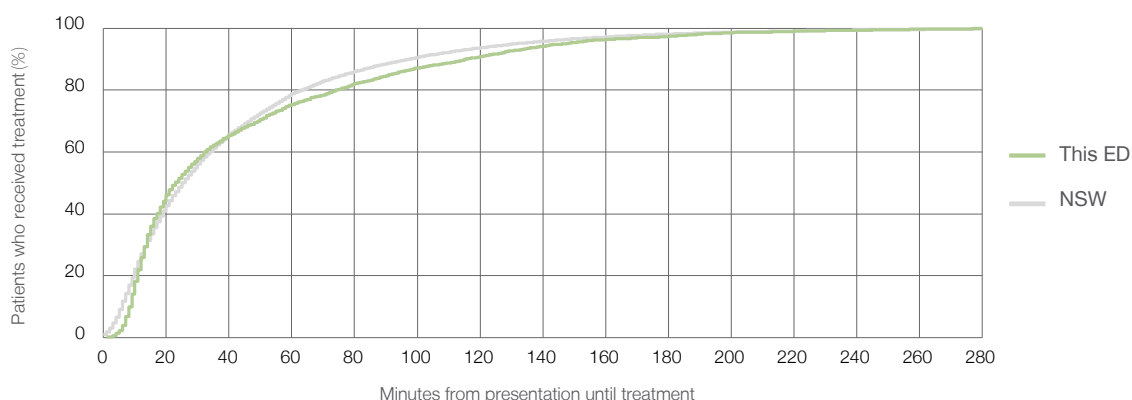
23 minutes

90th percentile time to start treatment⁵

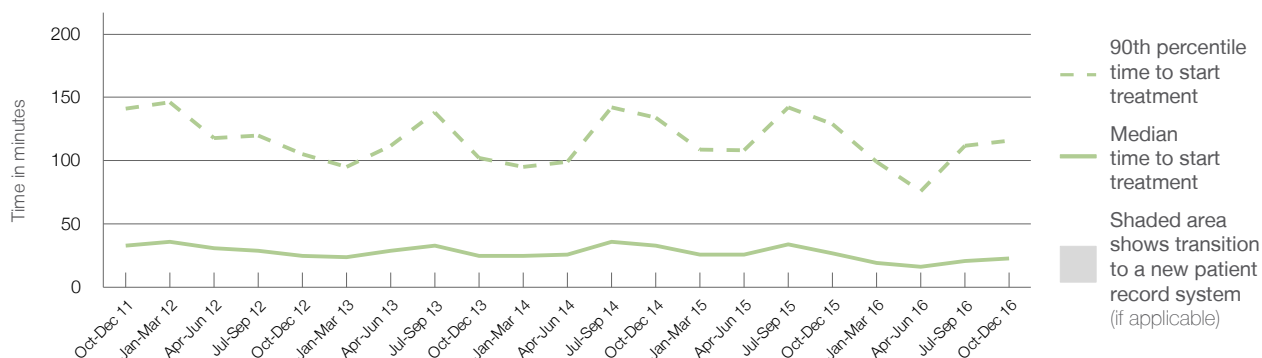
116 minutes

Same period last year	NSW (this period)
4,374	
3,971	
27 minutes	25 minutes
129 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	25	25	33	27	23
90th percentile time to start treatment ⁵ (minutes)	141	105	102	134	129	116

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 703

Number of triage 5 patients used to calculate waiting time:³ 517

Median time to start treatment⁴

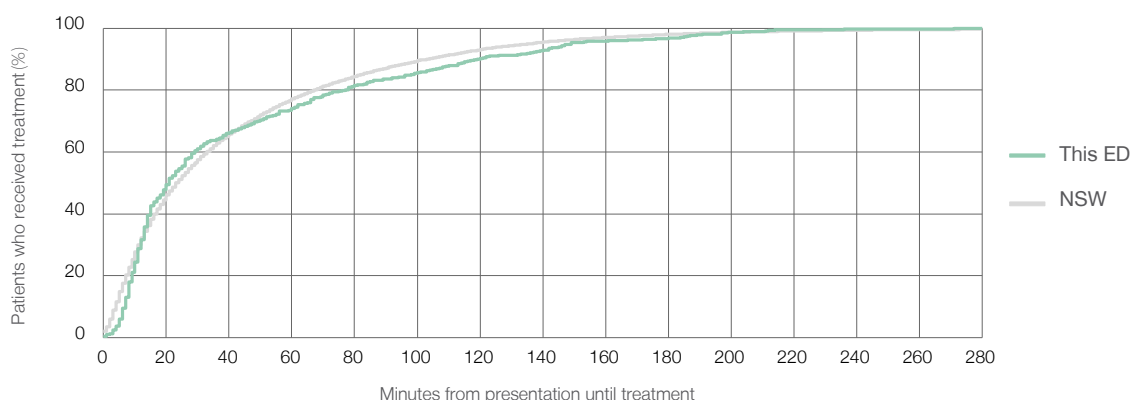
21 minutes

90th percentile time to start treatment⁵

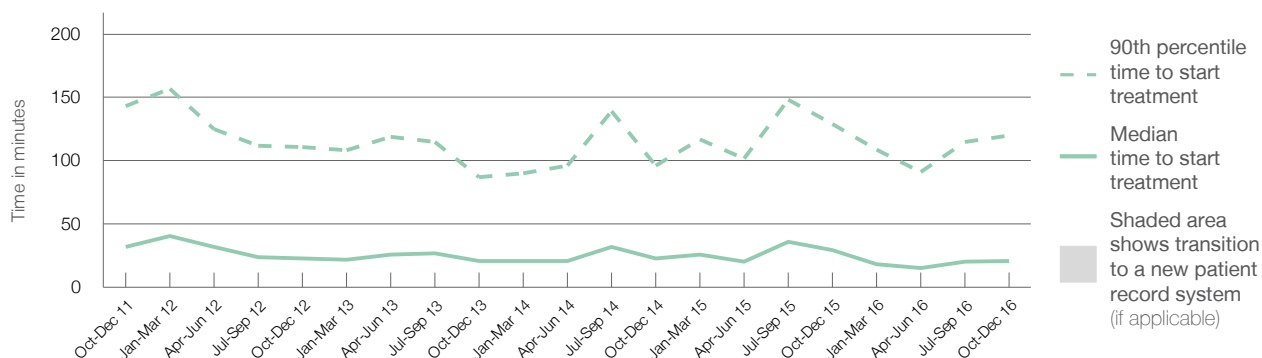
120 minutes

Same period last year	NSW (this period)
756	
514	
30 minutes	24 minutes
129 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	32	23	21	23	30	21
90th percentile time to start treatment ⁵ (minutes)	143	111	87	96	129	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,930 patients

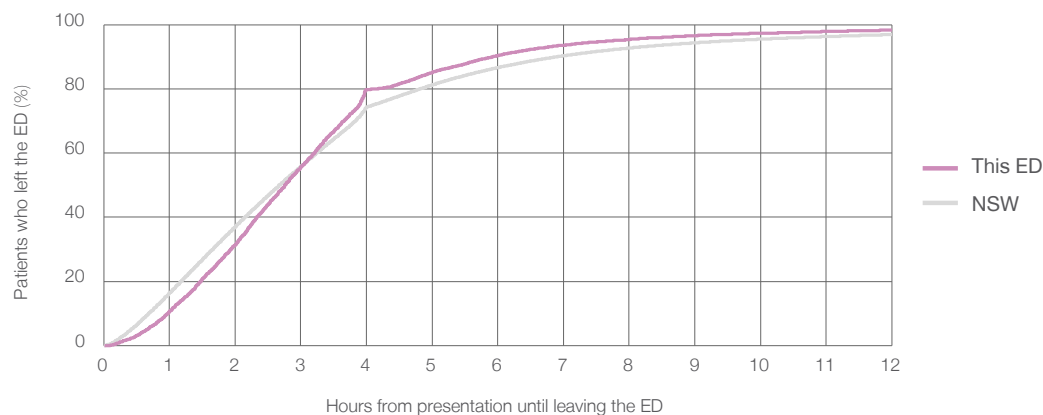
Presentations used to calculate time to leaving the ED:⁶ 8,930 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

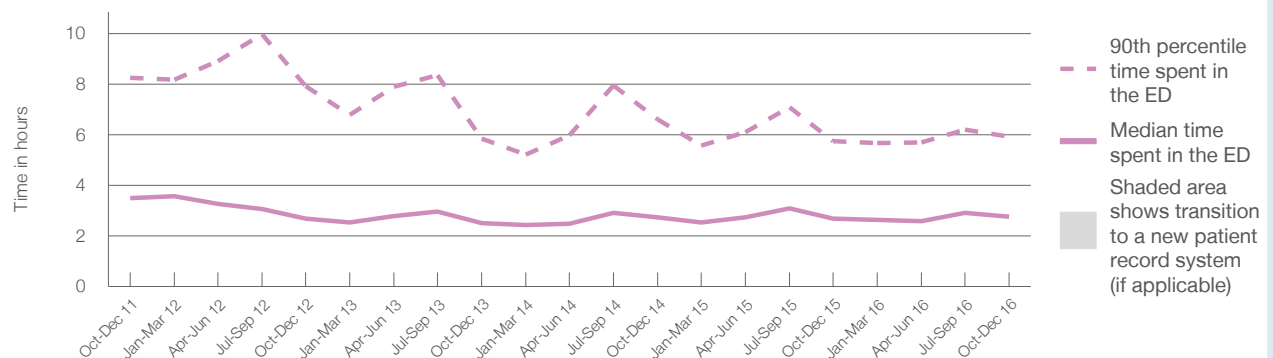
90th percentile time spent in the ED⁹ 5 hours and 56 minutes

Same period last year	NSW (this period)
8,788	
8,788	
2 hours and 42 minutes	2 hours and 41 minutes
5 hours and 45 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 30m	2h 42m	2h 31m	2h 45m	2h 42m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 16m	7h 56m	5h 51m	6h 36m	5h 45m	5h 56m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time patients spent in the ED

By mode of separation

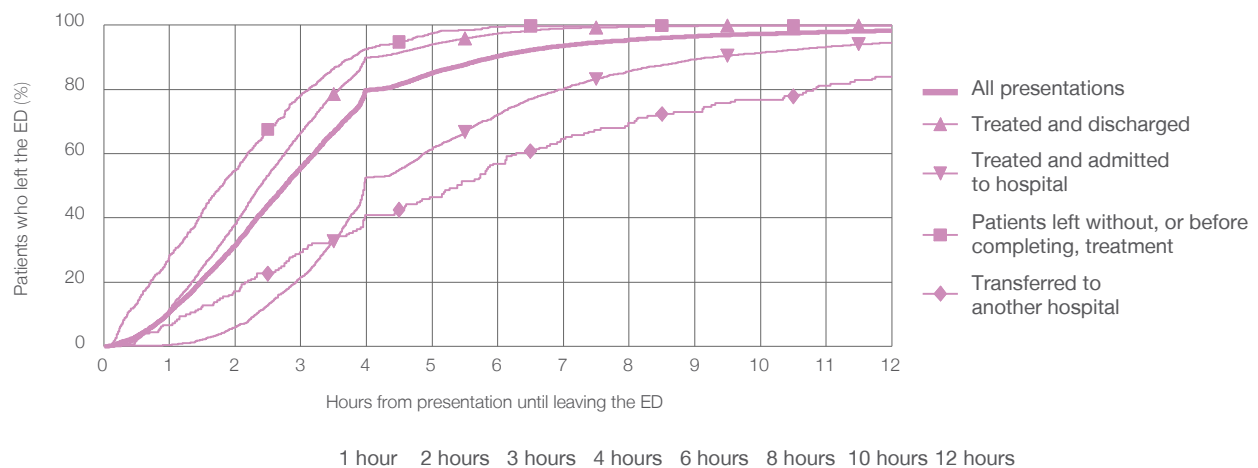
October to December 2016

All presentations:[†] 8,930 patients

Presentations used to calculate time to leaving the ED:[‡] 8,930 patients

		Same period last year	Change since one year ago
		8,788	1.6%
Treated and discharged	5,532 (61.9%)	5,336	3.7%
Treated and admitted to hospital	2,274 (25.5%)	2,174	4.6%
Patient left without, or before completing, treatment	876 (9.8%)	1,064	-17.7%
Transferred to another hospital	181 (2.0%)	139	30.2%
Other	67 (0.8%)	75	-10.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.5%	38.0%	66.5%	89.9%	97.5%	99.5%	100%	100%
Treated and admitted to hospital	0.4%	5.9%	21.6%	52.6%	72.2%	85.8%	91.4%	94.5%
Patient left without, or before completing, treatment	28.2%	54.9%	78.2%	92.6%	99.4%	99.9%	99.9%	99.9%
Transferred to another hospital	6.6%	17.1%	29.3%	40.9%	56.9%	69.6%	76.8%	84.0%
All presentations	10.7%	31.4%	55.7%	79.7%	90.4%	95.4%	97.3%	98.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 8,930 patients

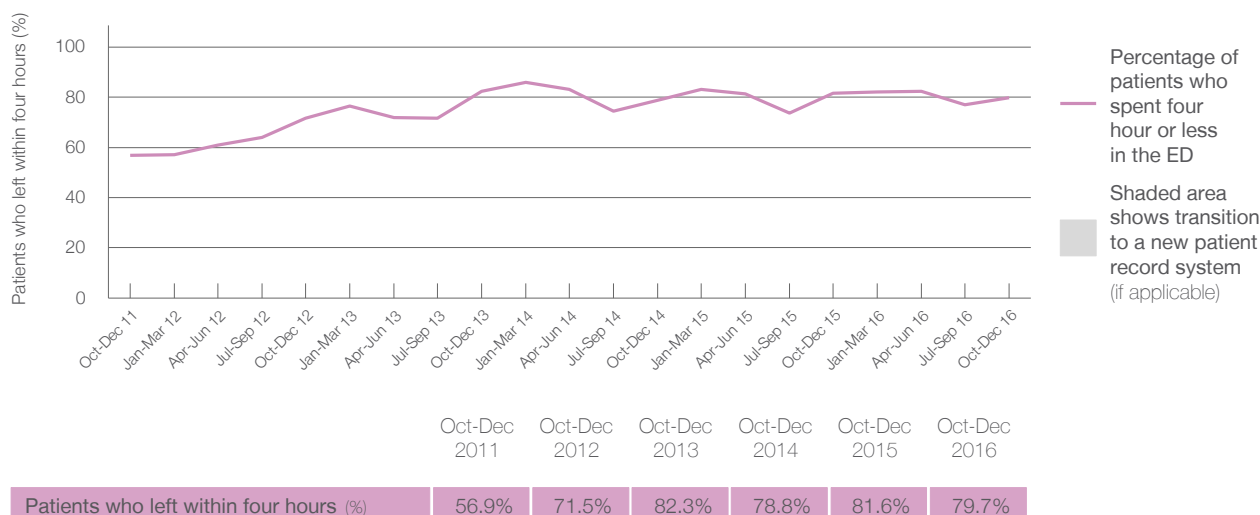
Presentations used to calculate time to leaving the ED:⁶ 8,930 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
8,788	1.6%
8,788	1.6%
81.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 10,090 patients

Emergency presentations:² 10,034 patients

Same period last year	Change since one year ago
9,565	5.5%
9,513	5.5%

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,250 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,176 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,670 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,903 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,298	
5 minutes	8 minutes
10 minutes	26 minutes
2,018	
15 minutes	20 minutes
48 minutes	67 minutes
4,547	
20 minutes	25 minutes
84 minutes	97 minutes
1,624	
15 minutes	24 minutes
92 minutes	103 minutes

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 10,090 patients

Percentage of patients who spent four hours or less in the ED 80.7%

Same period last year	Change since one year ago
9,565	5.5%
71.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

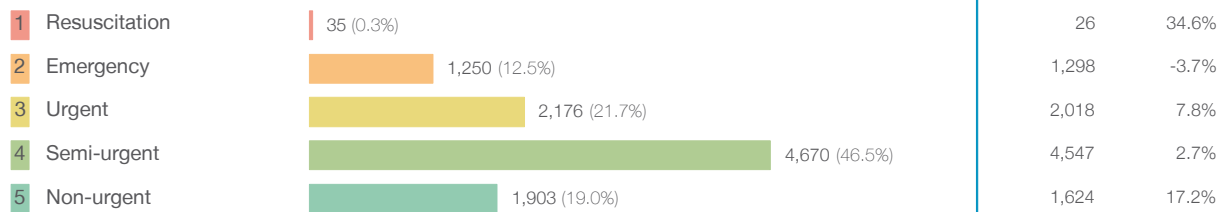
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department

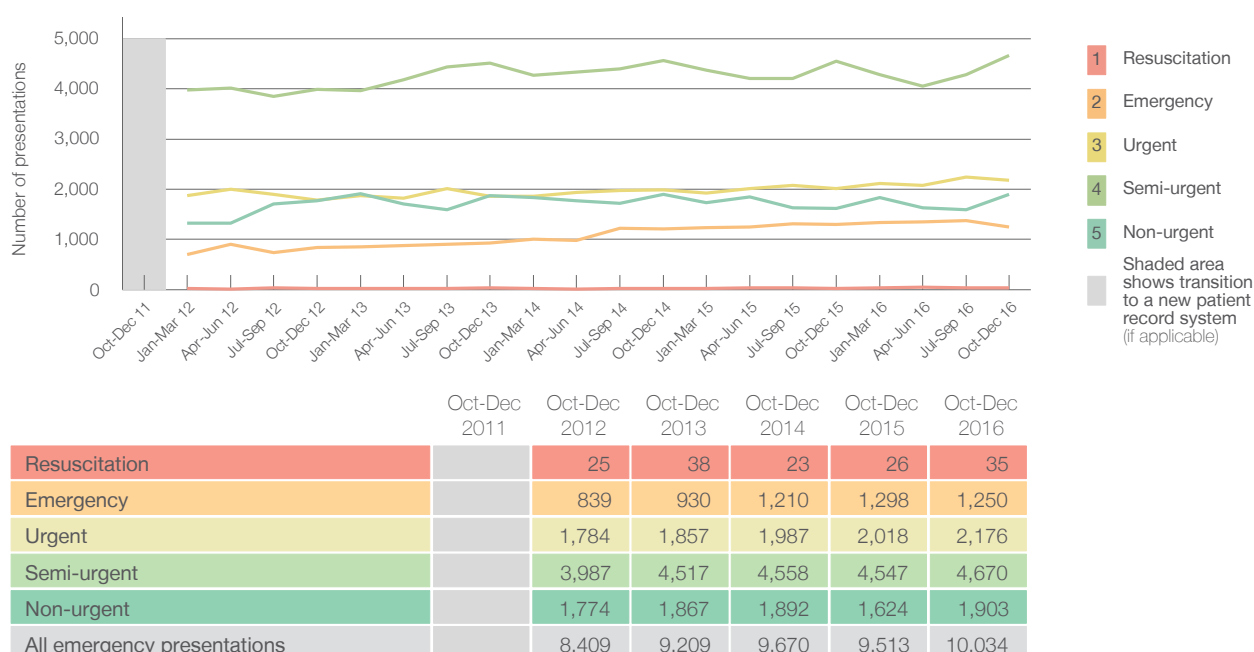
October to December 2016

All presentations:¹ 10,090 patients

Emergency presentations² by triage category: 10,034 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,997 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,250

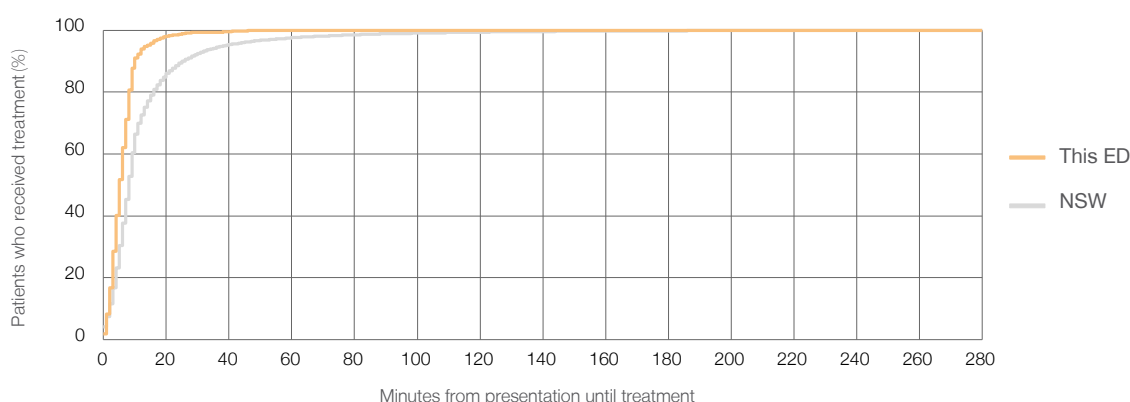
Number of triage 2 patients used to calculate waiting time:³ 1,250

Median time to start treatment⁴ 5 minutes

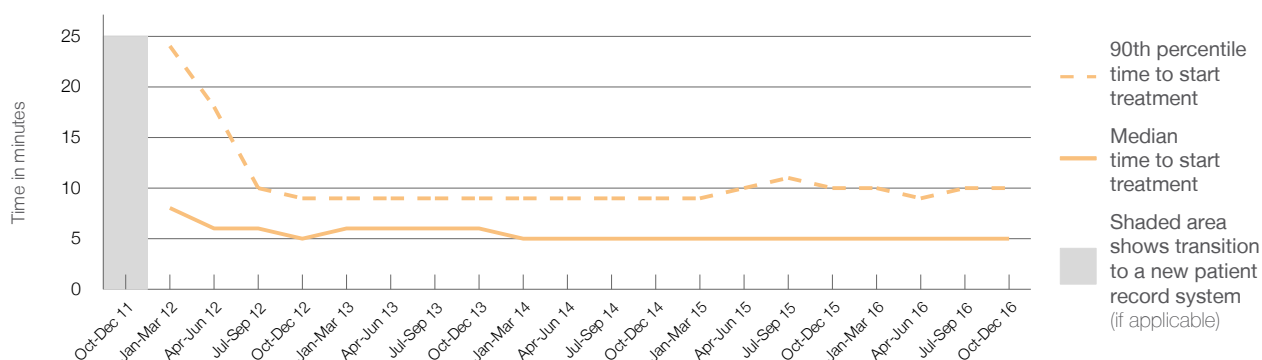
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,298	
1,298	
5 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		5	6	5	5	5
90th percentile time to start treatment ⁵ (minutes)		9	9	9	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,176

Number of triage 3 patients used to calculate waiting time:³ 2,151

Median time to start treatment⁴

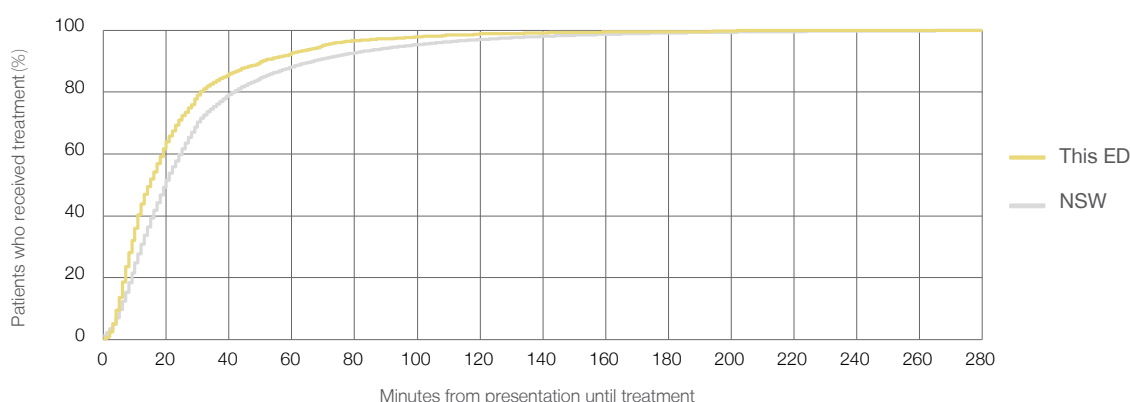
15 minutes

90th percentile time to start treatment⁵

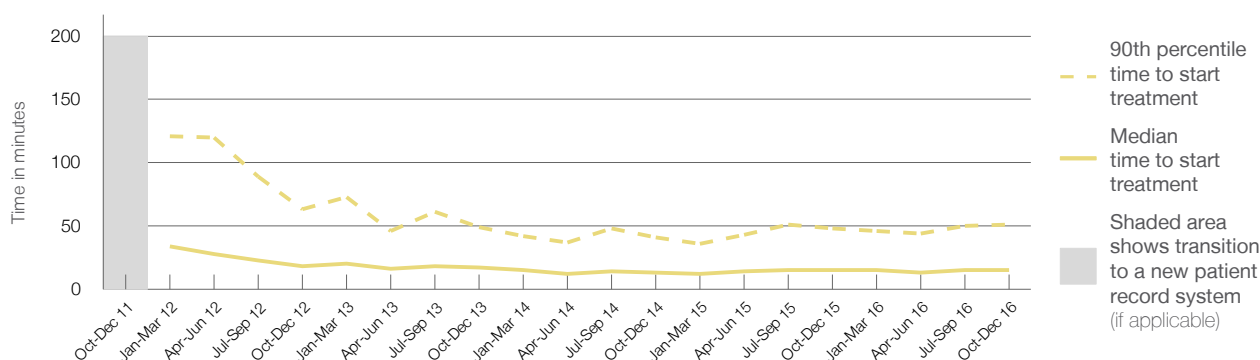
51 minutes

Same period last year	NSW (this period)
2,018	
2,002	
15 minutes	20 minutes
48 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		18	17	13	15	15
90th percentile time to start treatment ⁵ (minutes)		63	49	41	48	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,670

Number of triage 4 patients used to calculate waiting time:³ 4,529

Median time to start treatment⁴

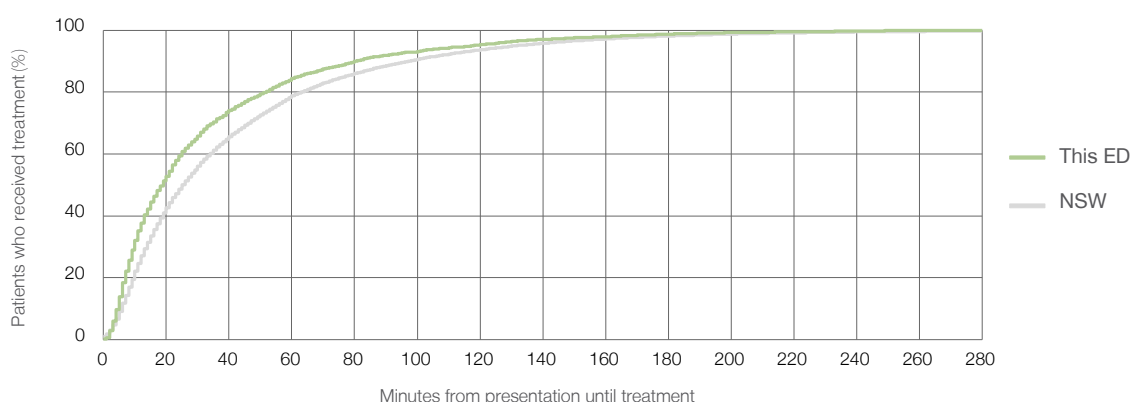
19 minutes

90th percentile time to start treatment⁵

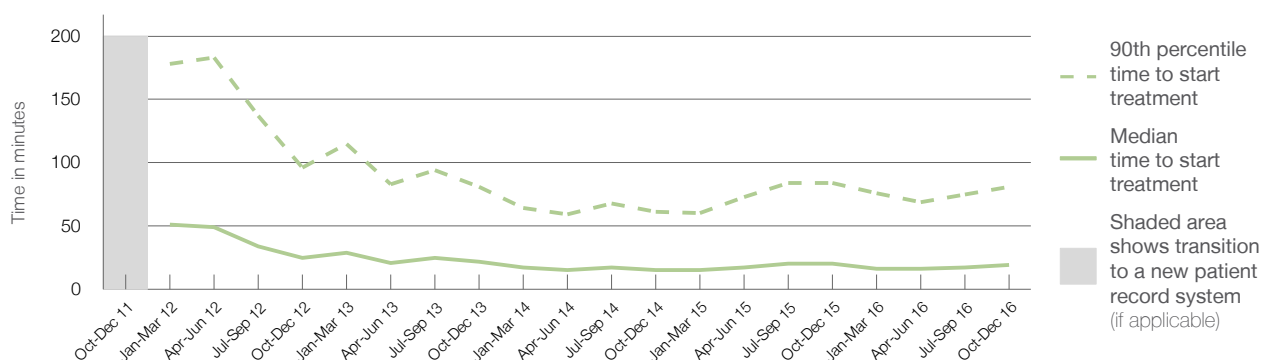
81 minutes

Same period last year	NSW (this period)
4,547	
4,393	
20 minutes	25 minutes
84 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		25	22	15	20	19
90th percentile time to start treatment ⁵ (minutes)		96	81	61	84	81

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,903

Number of triage 5 patients used to calculate waiting time:³ 1,787

Median time to start treatment⁴

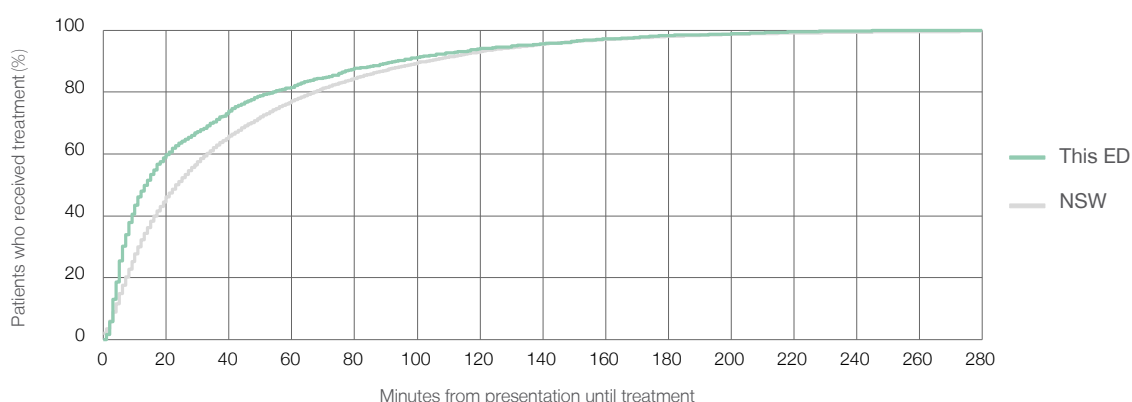
14 minutes

90th percentile time to start treatment⁵

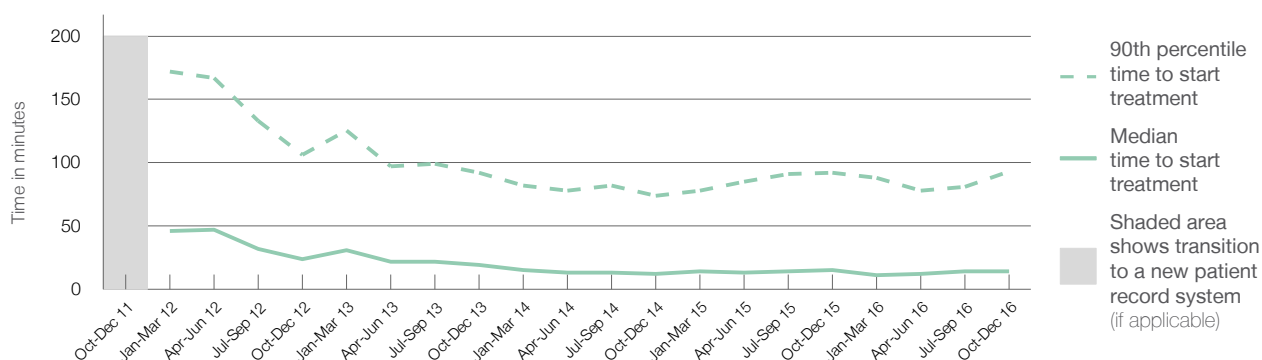
93 minutes

Same period last year	NSW (this period)
1,624	
1,521	
15 minutes	24 minutes
92 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		24	19	12	15	14
90th percentile time to start treatment ⁵ (minutes)		106	92	74	92	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 10,090 patients

Presentations used to calculate time to leaving the ED:⁶ 10,090 patients

Median time spent in the ED⁸

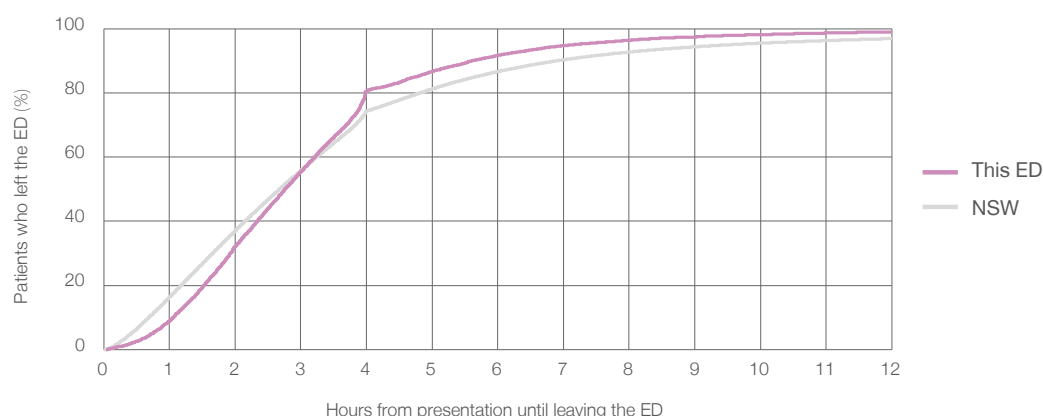
2 hours and 46 minutes

90th percentile time spent in the ED⁹

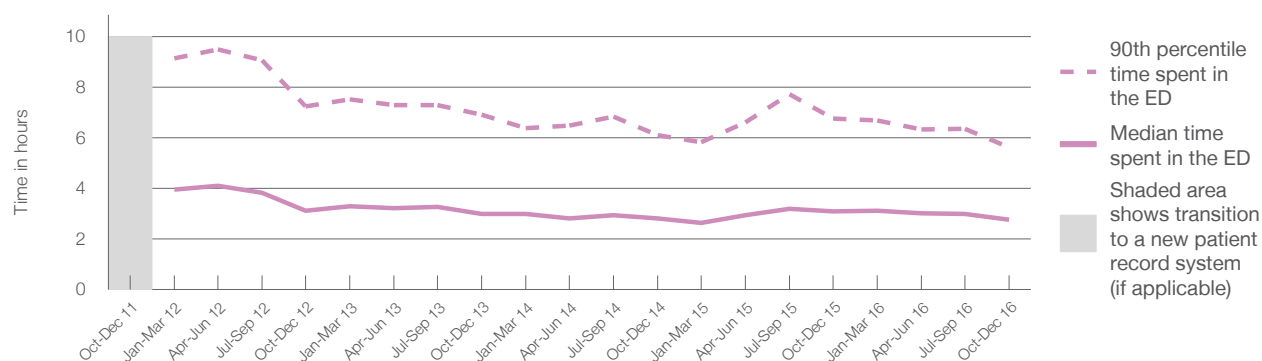
5 hours and 37 minutes

Same period last year	NSW (this period)
9,565	
9,565	
3 hours and 5 minutes	2 hours and 41 minutes
6 hours and 46 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)		3h 8m	3h 0m	2h 49m	3h 5m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)		7h 14m	6h 55m	6h 7m	6h 46m	5h 37m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

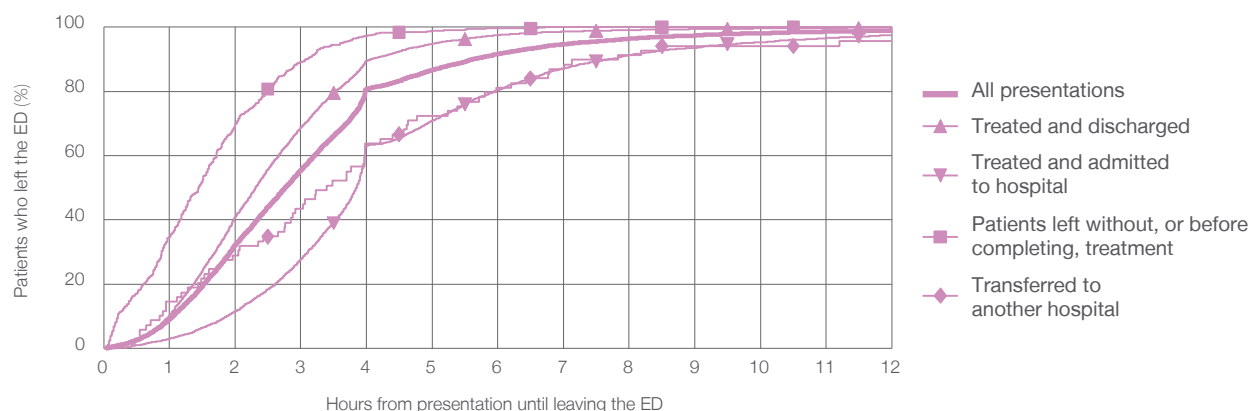
All presentations:[†] 10,090 patients

Presentations used to calculate time to leaving the ED:[‡] 10,090 patients

Treated and discharged	6,040 (59.9%)
Treated and admitted to hospital	3,467 (34.4%)
Patient left without, or before completing, treatment	509 (5.0%)
Transferred to another hospital	69 (0.7%)
Other	5 (0%)

Same period last year	Change since one year ago
9,565	5.5%
5,990	0.8%
2,963	17.0%
558	-8.8%
53	30.2%
1	400.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	10.2%	41.1%	68.7%	89.6%	97.6%	99.1%	99.6%	99.8%
Treated and admitted to hospital	3.0%	11.5%	27.8%	63.0%	80.4%	91.3%	95.3%	97.5%
Patient left without, or before completing, treatment	34.8%	69.9%	89.2%	97.2%	99.6%	100%	100%	100%
Transferred to another hospital	14.5%	29.0%	43.5%	63.8%	81.2%	91.3%	94.2%	95.7%
All presentations	9.1%	32.3%	55.5%	80.7%	91.7%	96.4%	98.1%	99.0%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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 2016

All presentations at the emergency department:¹ 10,090 patients

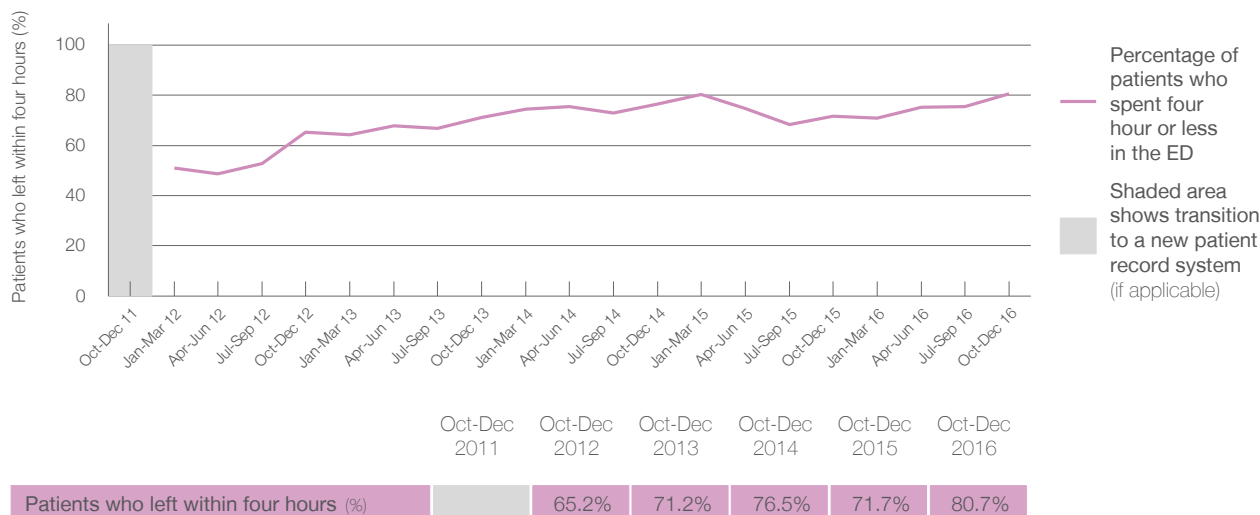
Presentations used to calculate time to leaving the ED:⁶ 10,090 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
9,565	5.5%
9,565	5.5%
71.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,442 patients

Emergency presentations:² 8,168 patients

Same period last year	Change since one year ago
7,942	6.3%
7,631	7.0%

Lismore Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 845 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): 2,950 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,442 patients

Median time to start treatment⁴ 36 minutes

90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 887 patients

Median time to start treatment⁴ 39 minutes

90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
864	
6 minutes	8 minutes
15 minutes	26 minutes
2,587	
25 minutes	20 minutes
83 minutes	67 minutes
3,315	
41 minutes	25 minutes
143 minutes	97 minutes
815	
44 minutes	24 minutes
144 minutes	103 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,442 patients

Percentage of patients who spent four hours or less in the ED 68.7%

Same period last year	Change since one year ago
7,939	6.3%
63.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

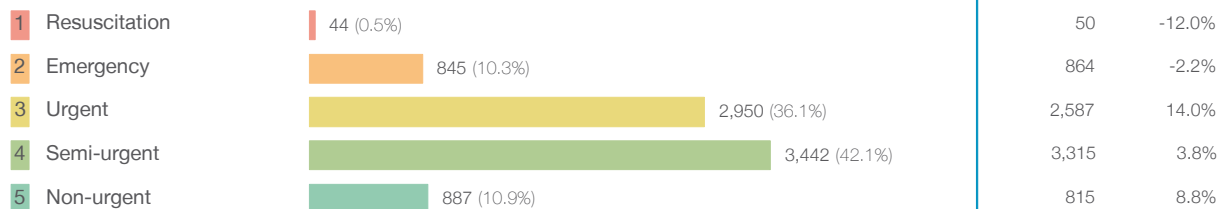
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Patients presenting to the emergency department

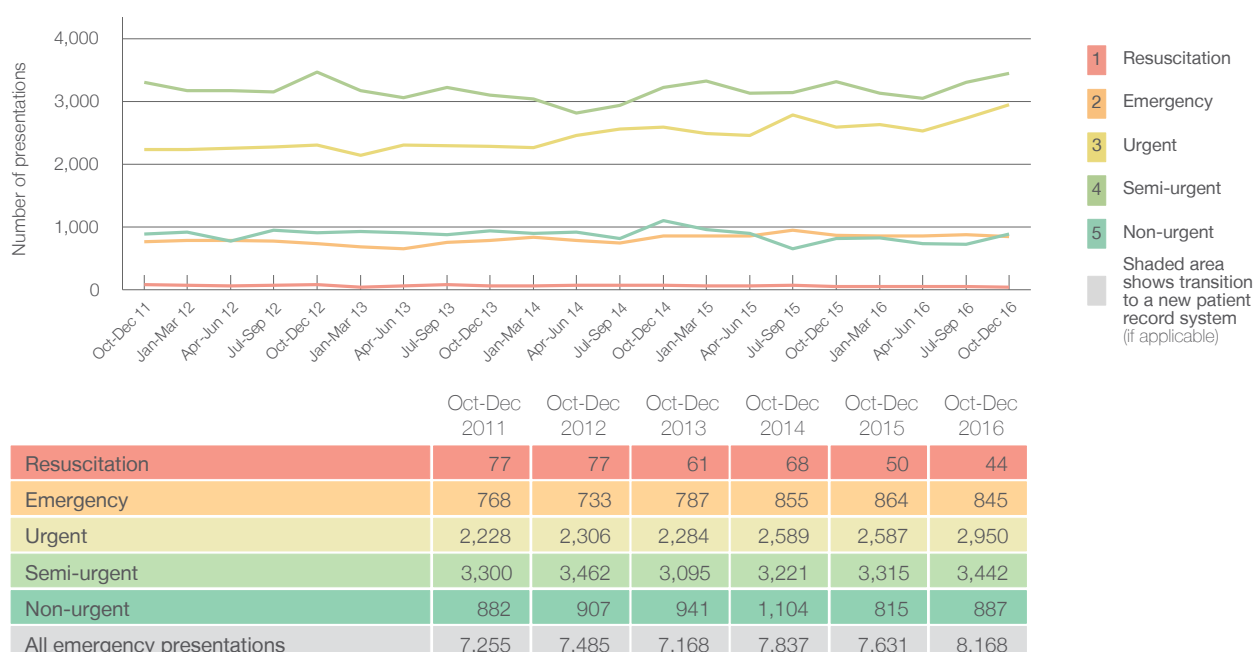
October to December 2016

All presentations:¹ 8,442 patients

Emergency presentations² by triage category: 8,168 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Lismore Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,752 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 845

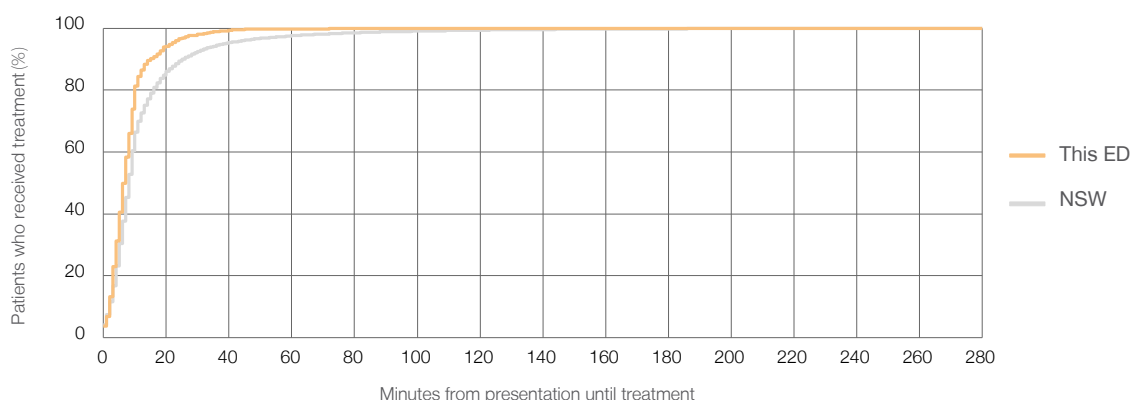
Number of triage 2 patients used to calculate waiting time:³ 842

Median time to start treatment⁴ 7 minutes

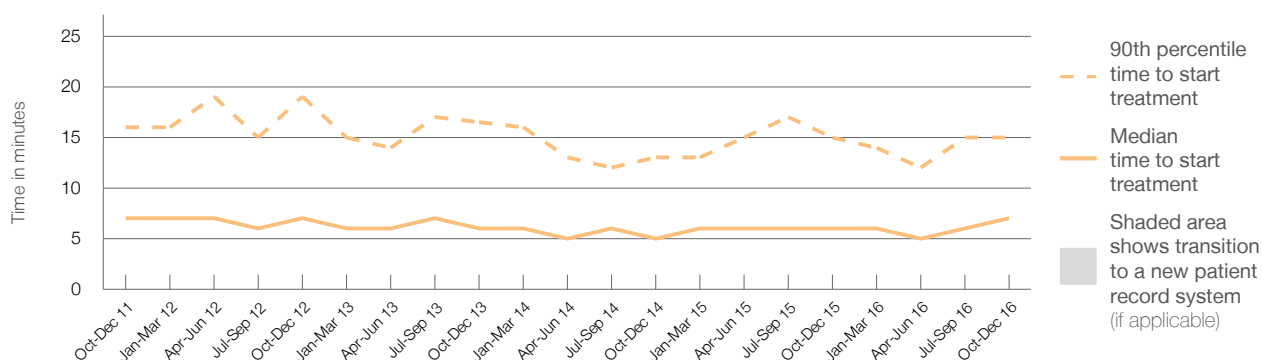
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
864	
861	
6 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	6	5	6	7
90th percentile time to start treatment ⁵ (minutes)	16	19	17	13	15	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,950

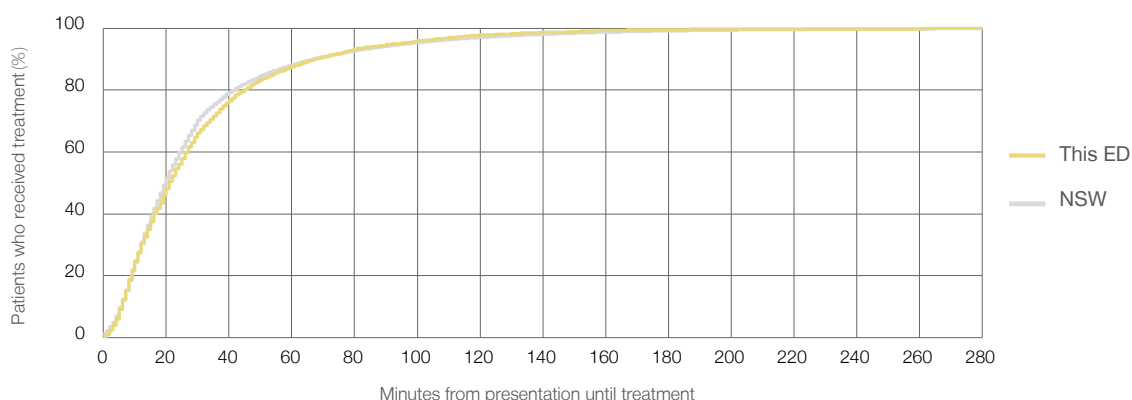
Number of triage 3 patients used to calculate waiting time:³ 2,895

Median time to start treatment⁴ 21 minutes

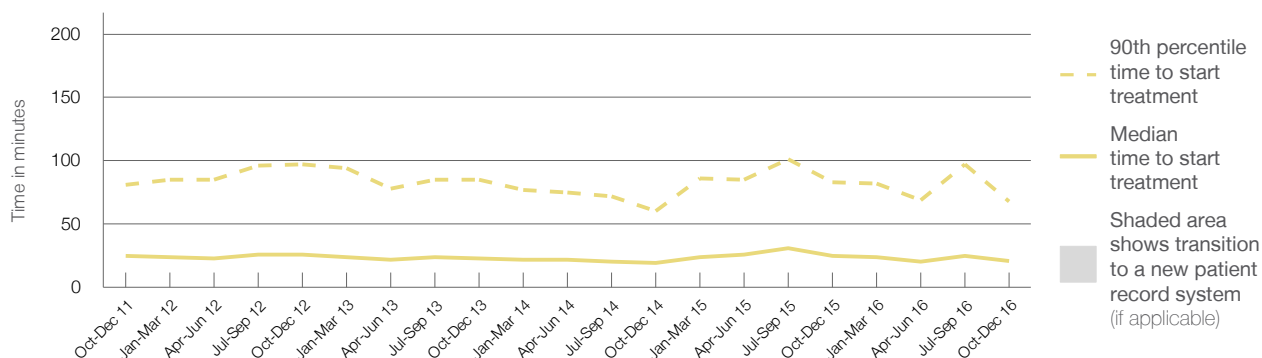
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,587	
2,510	
25 minutes	20 minutes
83 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	26	23	19	25	21
90th percentile time to start treatment ⁵ (minutes)	81	97	85	60	83	68

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,442

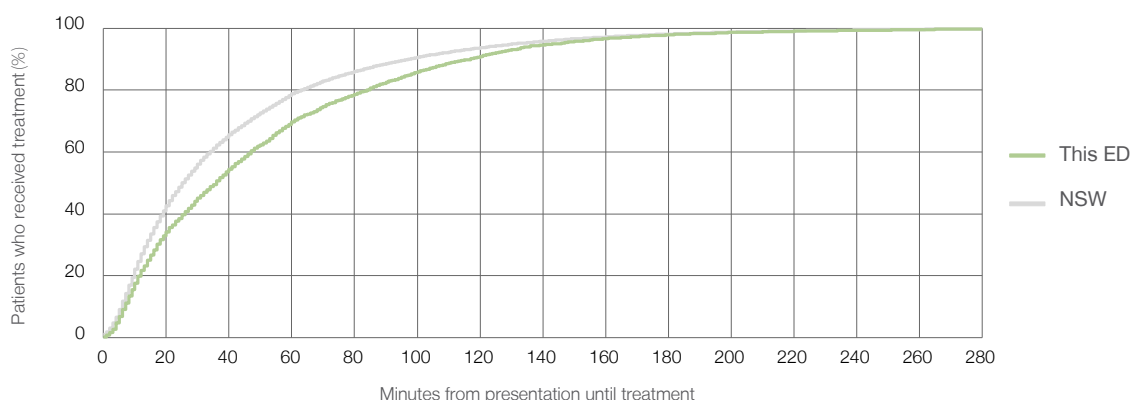
Number of triage 4 patients used to calculate waiting time:³ 3,237

Median time to start treatment⁴ 36 minutes

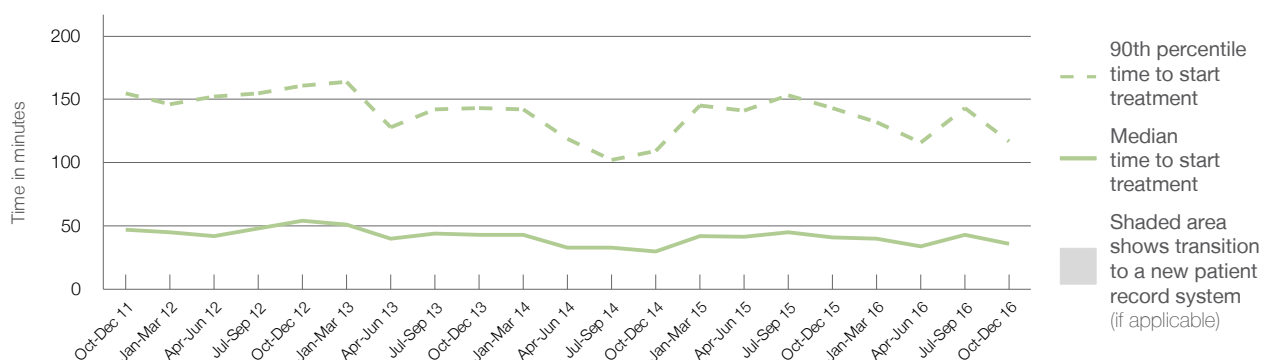
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
3,315	
2,983	
41 minutes	25 minutes
143 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	47	54	43	30	41	36
90th percentile time to start treatment ⁵ (minutes)	155	161	143	110	143	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 887

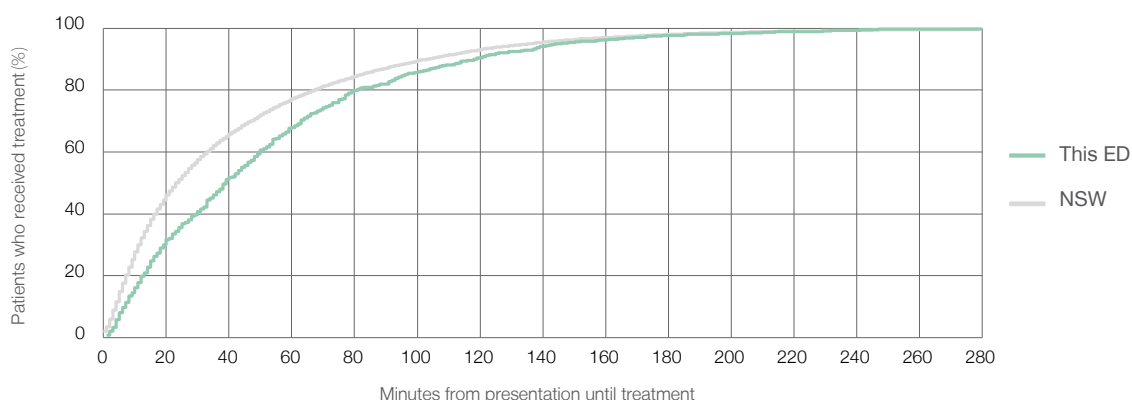
Number of triage 5 patients used to calculate waiting time:³ 788

Median time to start treatment⁴ 39 minutes

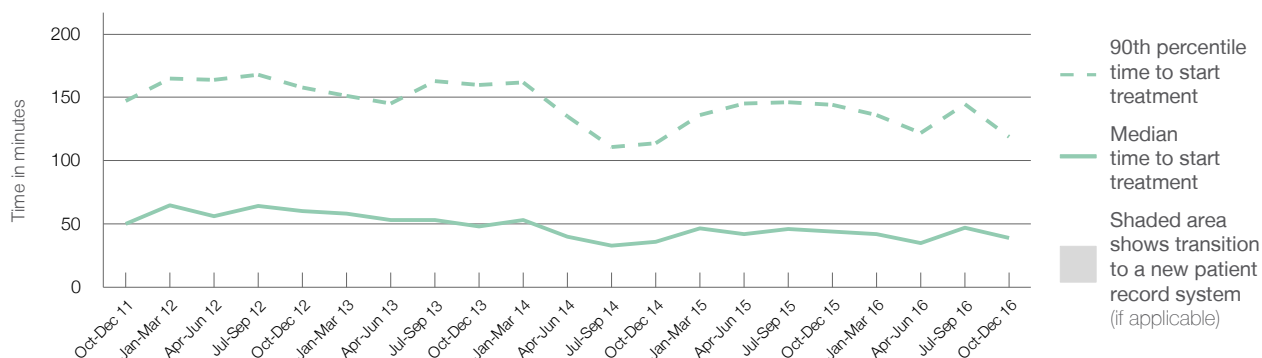
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
815	
663	
44 minutes	24 minutes
144 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	50	60	48	36	44	39
90th percentile time to start treatment ⁵ (minutes)	147	158	160	114	144	119

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,442 patients

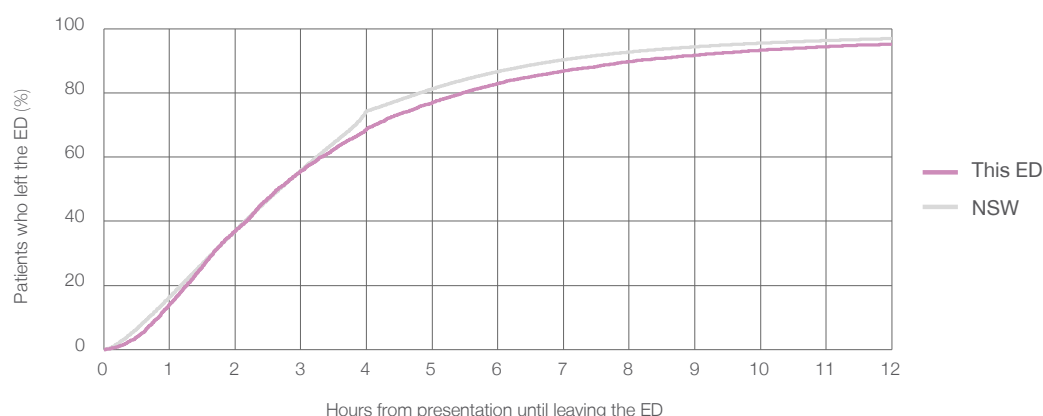
Presentations used to calculate time to leaving the ED:⁶ 8,442 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

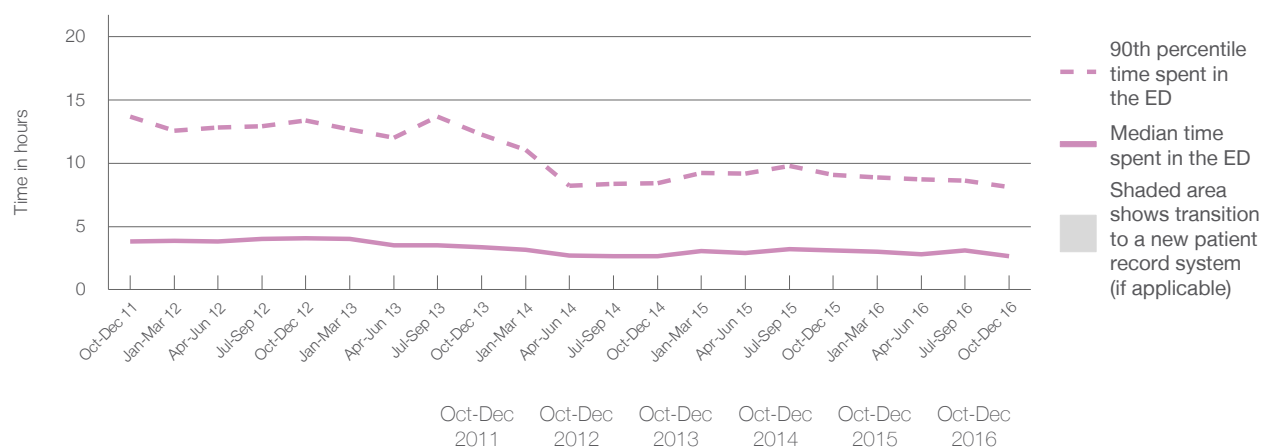
90th percentile time spent in the ED⁹ 8 hours and 7 minutes

Same period last year	NSW (this period)
7,942	
7,939	
3 hours and 5 minutes	2 hours and 41 minutes
9 hours and 5 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 49m	4h 4m	3h 22m	2h 39m	3h 5m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 41m	13h 21m	12h 16m	8h 25m	9h 5m	8h 7m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

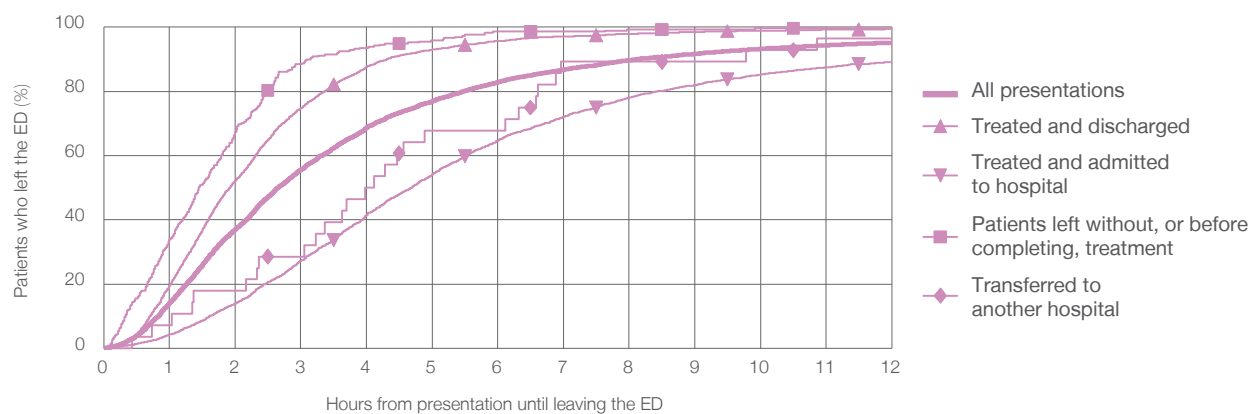
October to December 2016

All presentations:[†] 8,442 patients

Presentations used to calculate time to leaving the ED:[‡] 8,442 patients

		Same period last year	Change since one year ago
Treated and discharged	4,571 (54.1%)	7,939	6.3%
Treated and admitted to hospital	3,492 (41.4%)	3,906	17.0%
Patient left without, or before completing, treatment	295 (3.5%)	450	-34.4%
Transferred to another hospital	28 (0.3%)	23	21.7%
Other	56 (0.7%)	64	-12.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.5%	52.2%	74.8%	87.6%	95.7%	97.9%	98.9%	99.4%
Treated and admitted to hospital	4.3%	14.0%	27.2%	41.5%	64.7%	78.1%	85.3%	89.1%
Patient left without, or before completing, treatment	33.9%	67.5%	88.5%	93.6%	98.6%	99.3%	99.7%	99.7%
Transferred to another hospital	7.1%	17.9%	28.6%	50.0%	67.9%	89.3%	92.9%	96.4%
All presentations	14.1%	37.1%	55.6%	68.7%	82.9%	89.8%	93.3%	95.2%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 8,442 patients

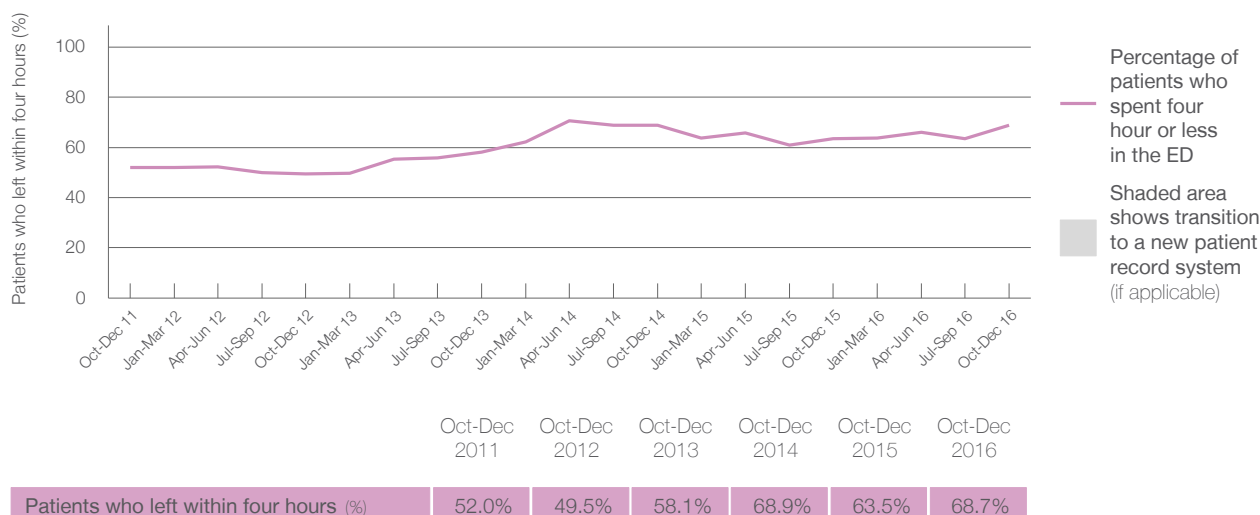
Presentations used to calculate time to leaving the ED:⁶ 8,442 patients

Percentage of patients who spent four hours or less in the ED

68.7%

Same period last year	Change since one year ago
7,942	6.3%
7,939	6.3%
63.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 12,446 patients

Emergency presentations:² 12,344 patients

Same period last year	Change since one year ago
11,829	5.2%
11,664	5.8%

Maitland Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,021 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,349 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,623 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 126 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,332 patients

Median time to start treatment⁴ 52 minutes
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,279	
8 minutes	8 minutes
20 minutes	26 minutes
2,679	
22 minutes	20 minutes
68 minutes	67 minutes
6,070	
36 minutes	25 minutes
111 minutes	97 minutes
1,618	
46 minutes	24 minutes
127 minutes	103 minutes

Maitland Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 12,446 patients

Percentage of patients who spent four hours or less in the ED 72.2%

Same period last year	Change since one year ago
11,829	5.2%
75.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

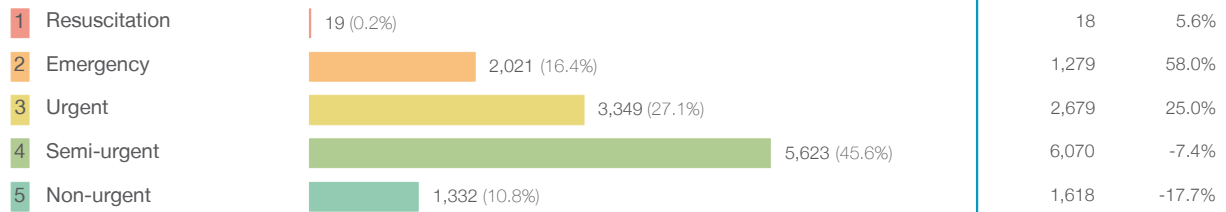
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Patients presenting to the emergency department

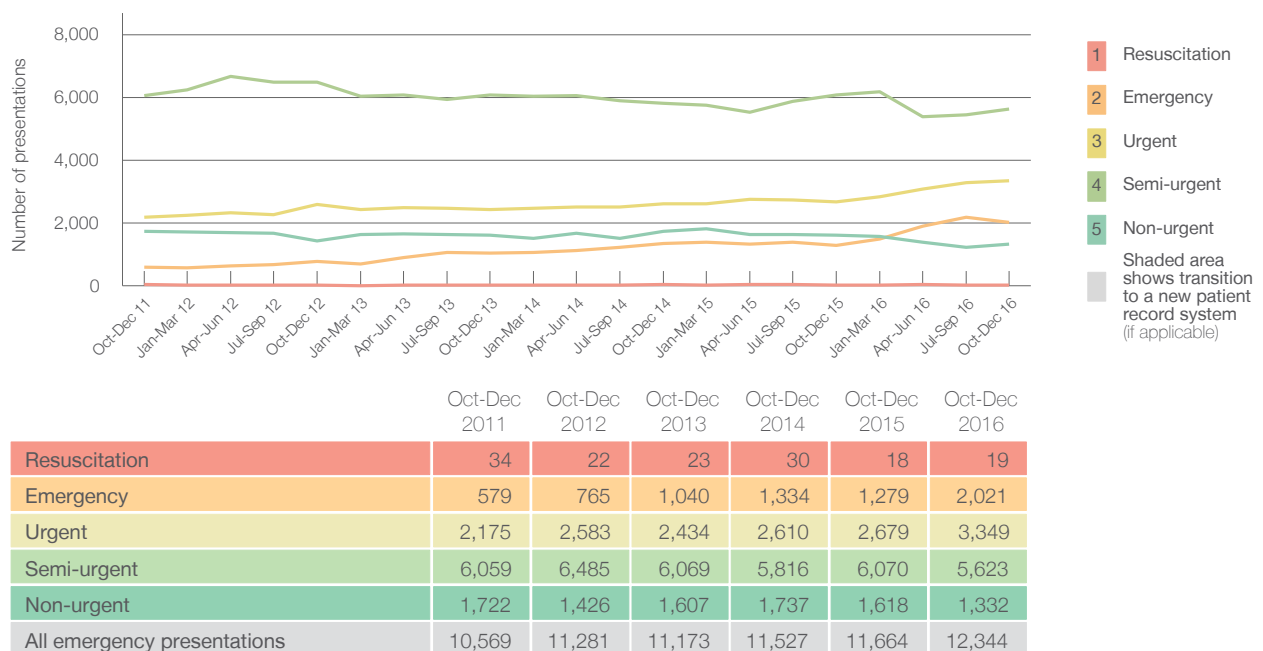
October to December 2016

All presentations:¹ 12,446 patients

Emergency presentations² by triage category: 12,344 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Maitland Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,096 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 2,021

Number of triage 2 patients used to calculate waiting time:³ 1,986

Median time to start treatment⁴

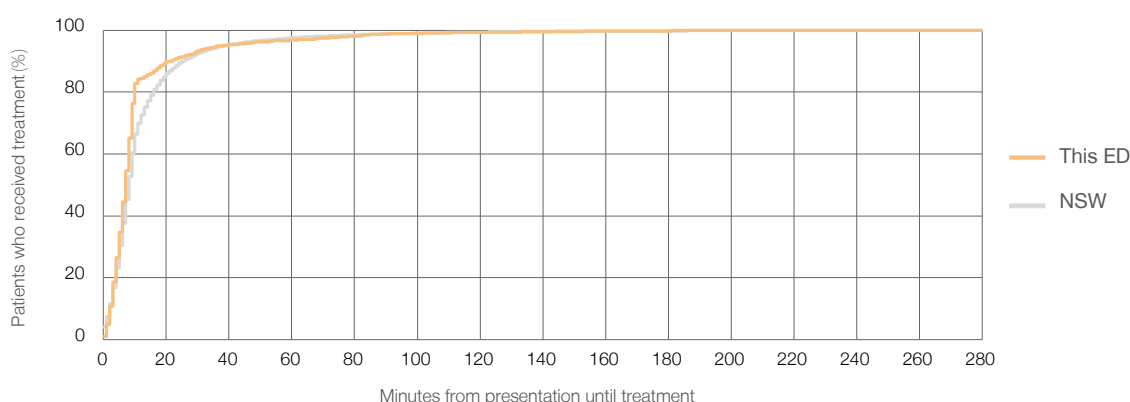
7 minutes

90th percentile time to start treatment⁵

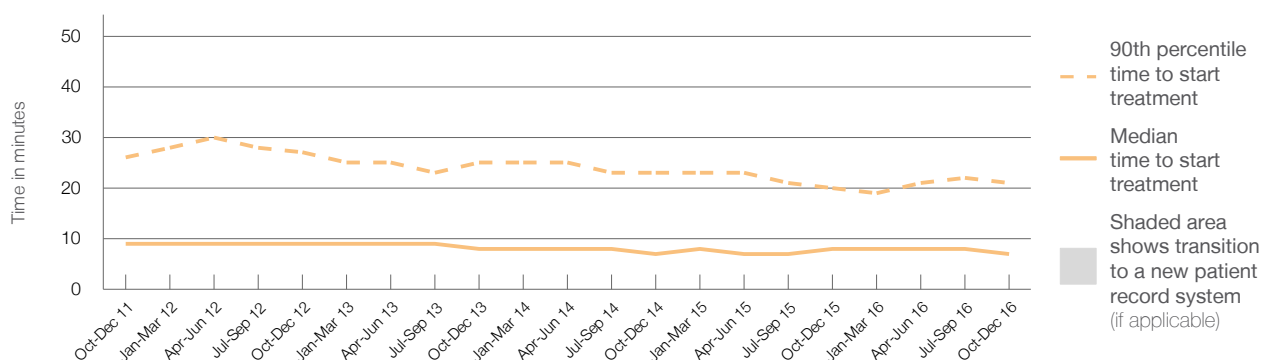
21 minutes

Same period last year	NSW (this period)
1,279	
1,269	
8 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	9	8	7	8	7
90th percentile time to start treatment ⁵ (minutes)	26	27	25	23	20	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,349

Number of triage 3 patients used to calculate waiting time:³ 3,211

Median time to start treatment⁴

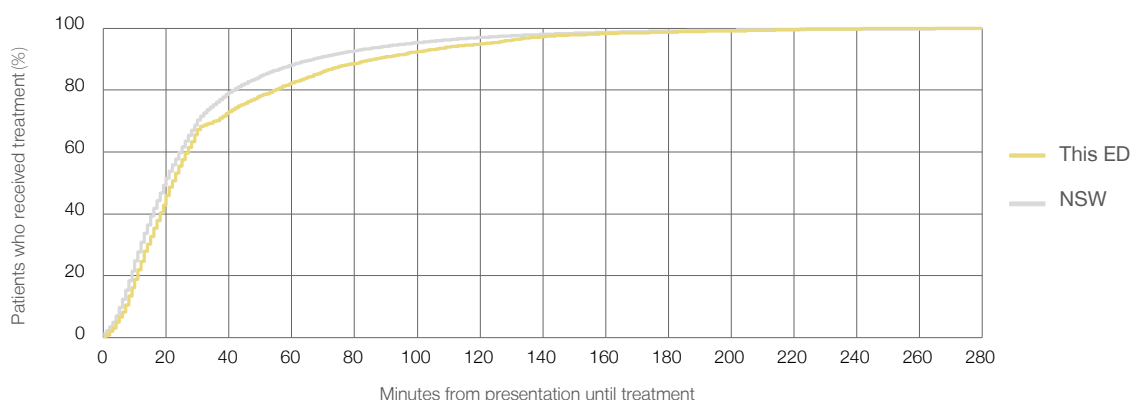
22 minutes

90th percentile time to start treatment⁵

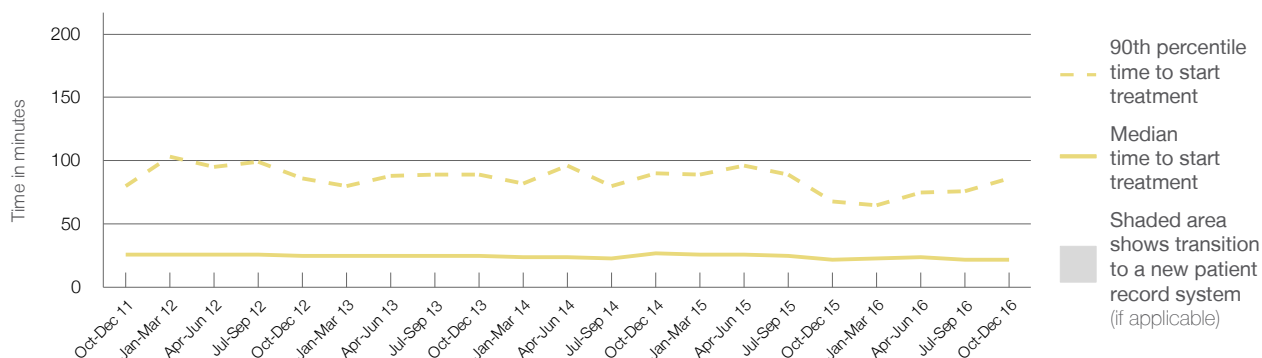
86 minutes

Same period last year	NSW (this period)
2,679	
2,630	
22 minutes	20 minutes
68 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	25	25	27	22	22
90th percentile time to start treatment ⁵ (minutes)	80	86	89	90	68	86

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 5,623

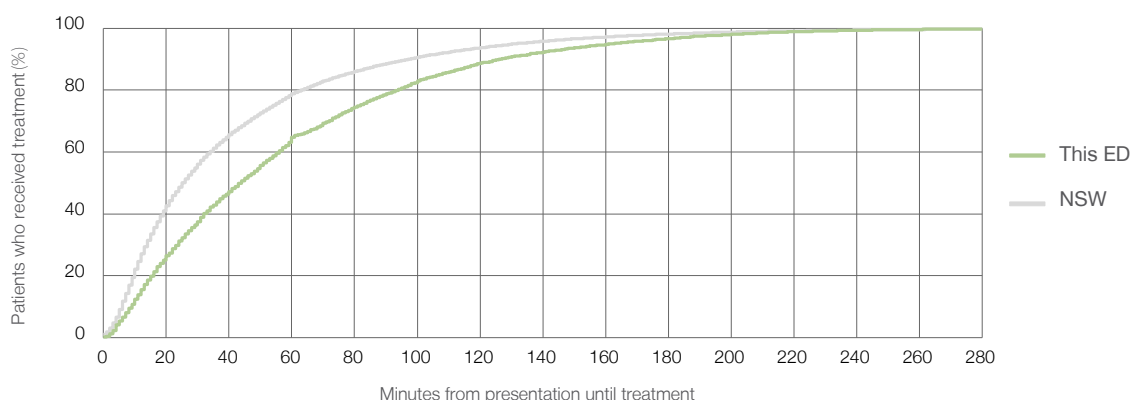
Number of triage 4 patients used to calculate waiting time:³ 4,687

Median time to start treatment⁴ 44 minutes

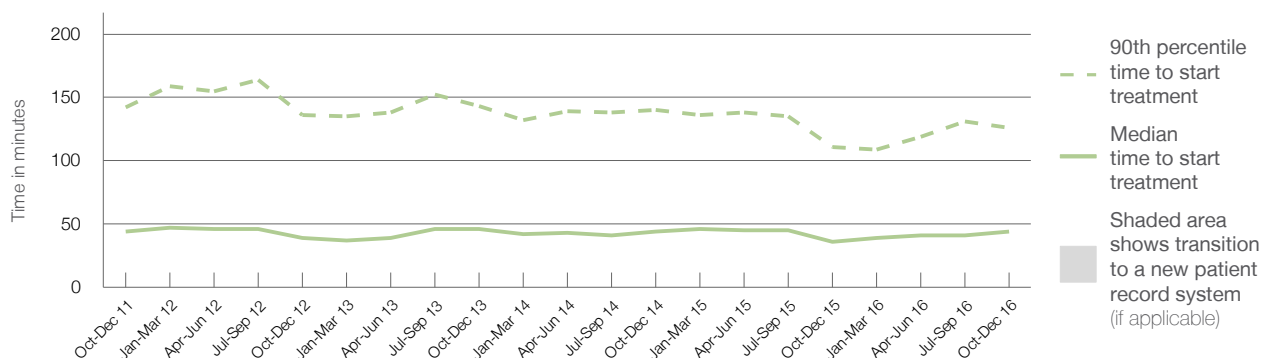
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
6,070	
5,307	
36 minutes	25 minutes
111 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	44	39	46	44	36	44
90th percentile time to start treatment ⁵ (minutes)	142	136	143	140	111	126

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,332

Number of triage 5 patients used to calculate waiting time:³ 938

Median time to start treatment⁴

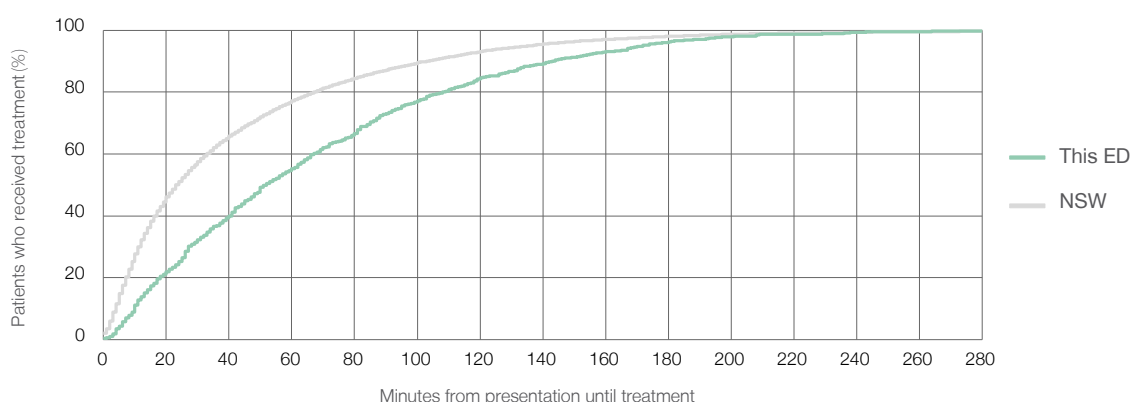
52 minutes

90th percentile time to start treatment⁵

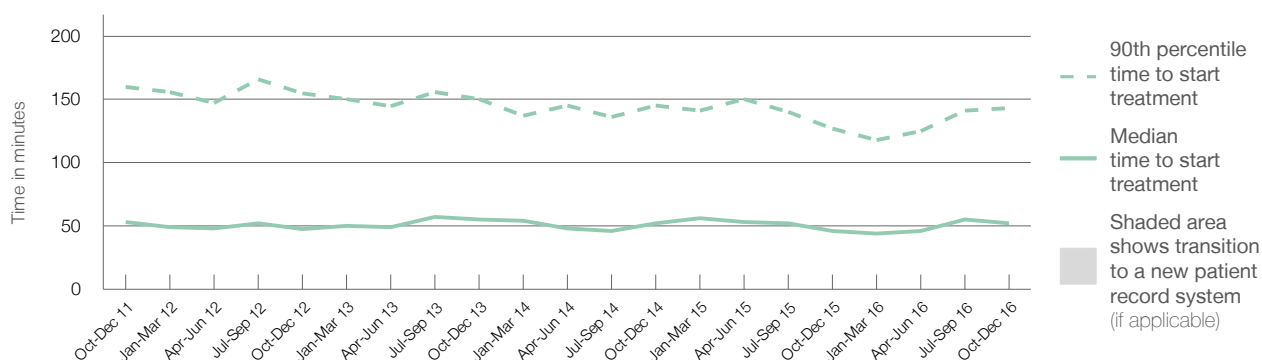
143 minutes

Same period last year	NSW (this period)
1,618	
1,226	
46 minutes	24 minutes
127 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	53	48	55	52	46	52
90th percentile time to start treatment ⁵ (minutes)	160	155	150	145	127	143

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 12,446 patients

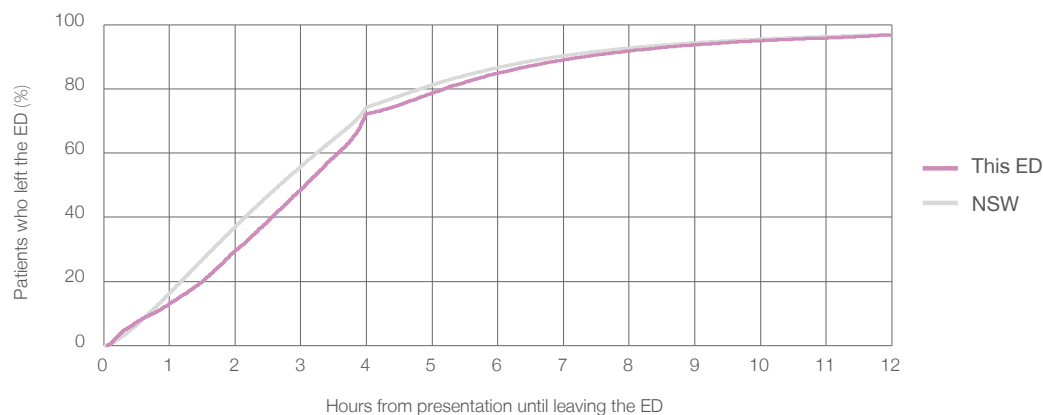
Presentations used to calculate time to leaving the ED:⁶ 12,446 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

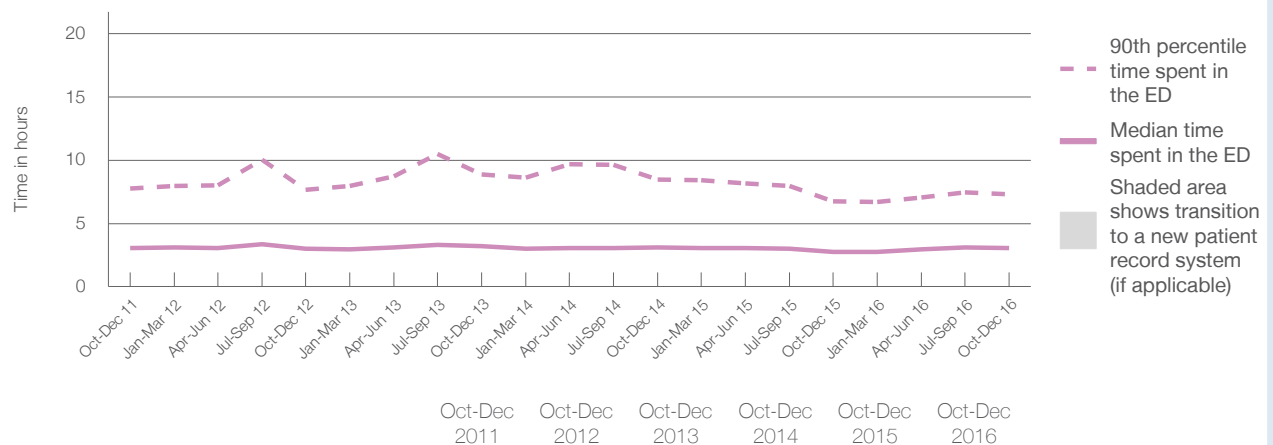
90th percentile time spent in the ED⁹ 7 hours and 19 minutes

Same period last year	NSW (this period)
11,829	11,829
2 hours and 45 minutes	2 hours and 41 minutes
6 hours and 45 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	2h 59m	3h 11m	3h 6m	2h 45m	3h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 45m	7h 40m	8h 53m	8h 29m	6h 45m	7h 19m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients spent in the ED

By mode of separation

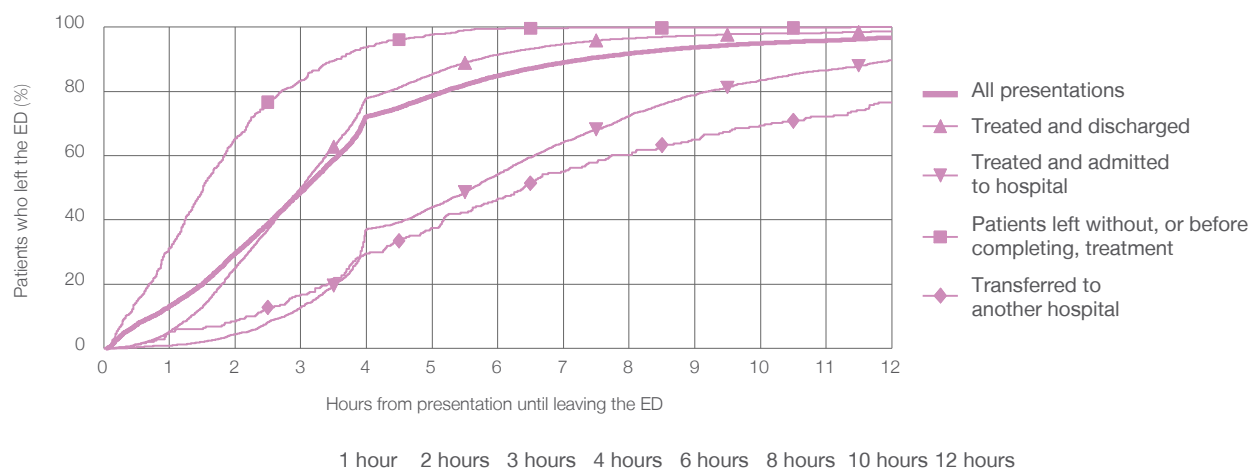
October to December 2016

All presentations:[†] 12,446 patients

Presentations used to calculate time to leaving the ED:[‡] 12,446 patients

		Same period last year	Change since one year ago
Treated and discharged	8,157 (65.5%)	7,972	2.3%
Treated and admitted to hospital	2,284 (18.4%)	2,196	4.0%
Patient left without, or before completing, treatment	587 (4.7%)	405	44.9%
Transferred to another hospital	251 (2.0%)	244	2.9%
Other	1,167 (9.4%)	1,012	15.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 12,446 patients

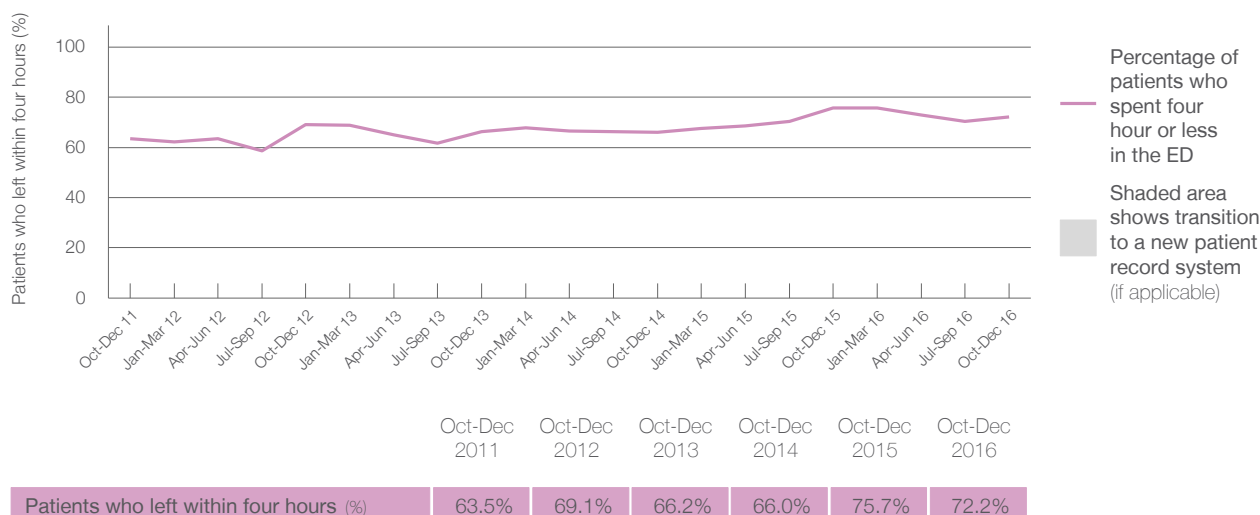
Presentations used to calculate time to leaving the ED:⁶ 12,446 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
11,829	5.2%
11,829	5.2%
75.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,290 patients

Emergency presentations:² 6,217 patients

Same period last year	Change since one year ago
6,151	2.3%
6,096	2.0%

Manly District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 963 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): 2,382 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,522 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): 312 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
867	
6 minutes	8 minutes
12 minutes	26 minutes
2,121	
12 minutes	20 minutes
35 minutes	67 minutes
2,553	
11 minutes	25 minutes
56 minutes	97 minutes
512	
11 minutes	24 minutes
74 minutes	103 minutes

Manly District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,290 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
6,151	2.3%
87.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

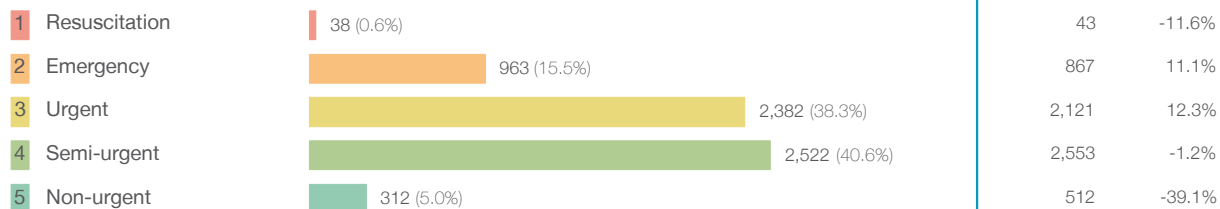
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Patients presenting to the emergency department

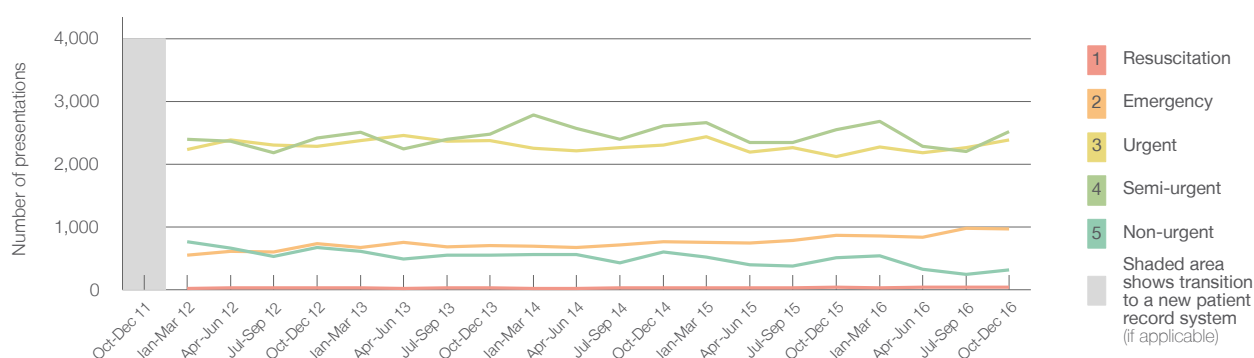
October to December 2016

All presentations:¹ 6,290 patients

Emergency presentations² by triage category: 6,217 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation		31	29	33	43	38
Emergency		729	700	763	867	963
Urgent		2,284	2,380	2,304	2,121	2,382
Semi-urgent		2,421	2,480	2,613	2,553	2,522
Non-urgent		672	549	603	512	312
All emergency presentations		6,137	6,138	6,316	6,096	6,217

Manly District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,283 patients

ED Transfer of care time



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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 963

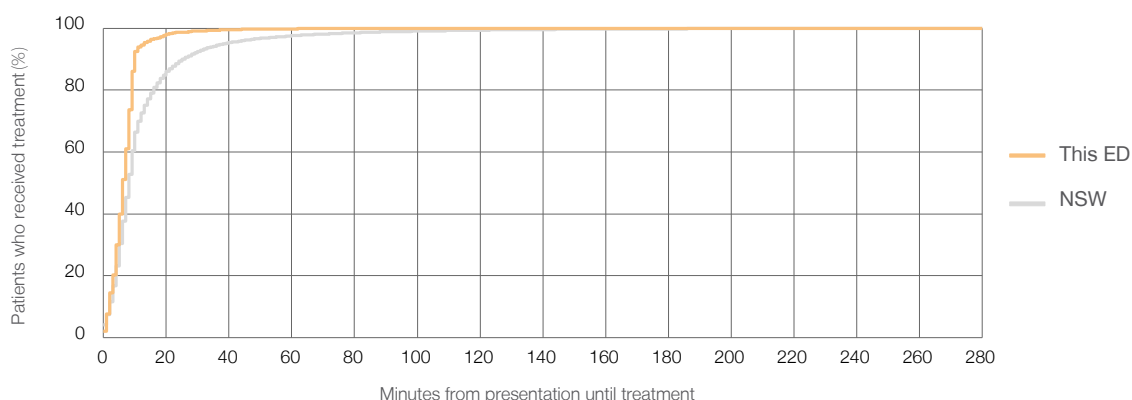
Number of triage 2 patients used to calculate waiting time:³ 963

Median time to start treatment⁴ 6 minutes

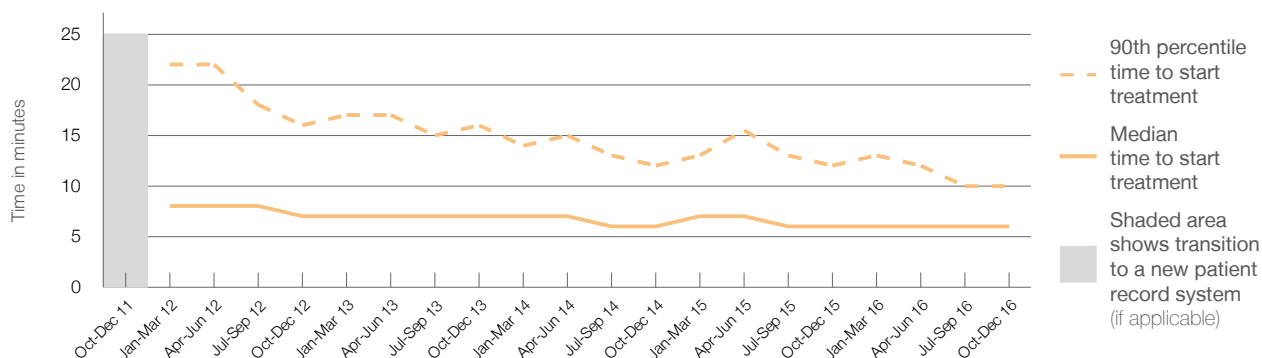
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
867	
867	
6 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		7	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)		16	16	12	12	10

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,382

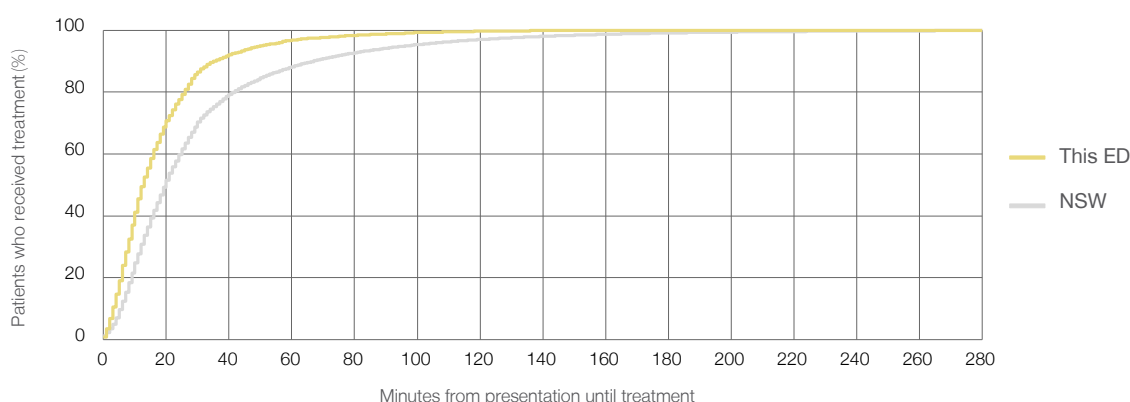
Number of triage 3 patients used to calculate waiting time:³ 2,369

Median time to start treatment⁴ 13 minutes

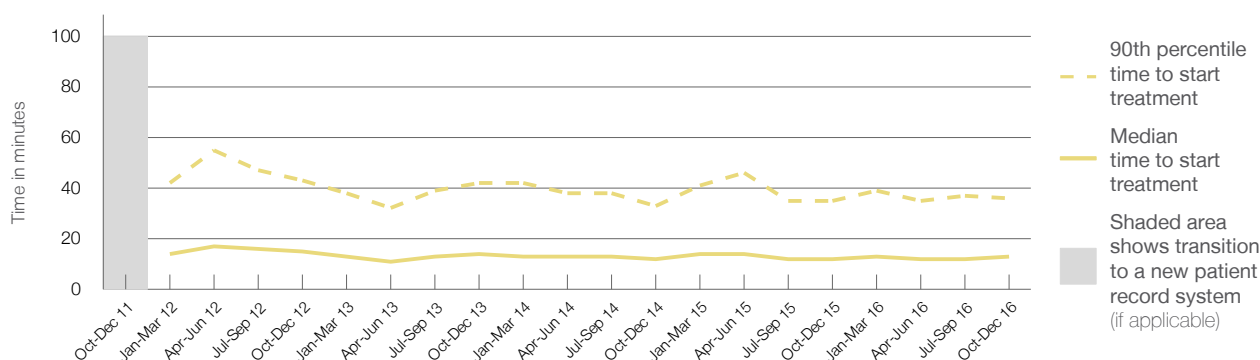
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
2,121	
2,104	
12 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		15	14	12	12	13
90th percentile time to start treatment ⁵ (minutes)		43	42	33	35	36

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,522

Number of triage 4 patients used to calculate waiting time:³ 2,434

Median time to start treatment⁴

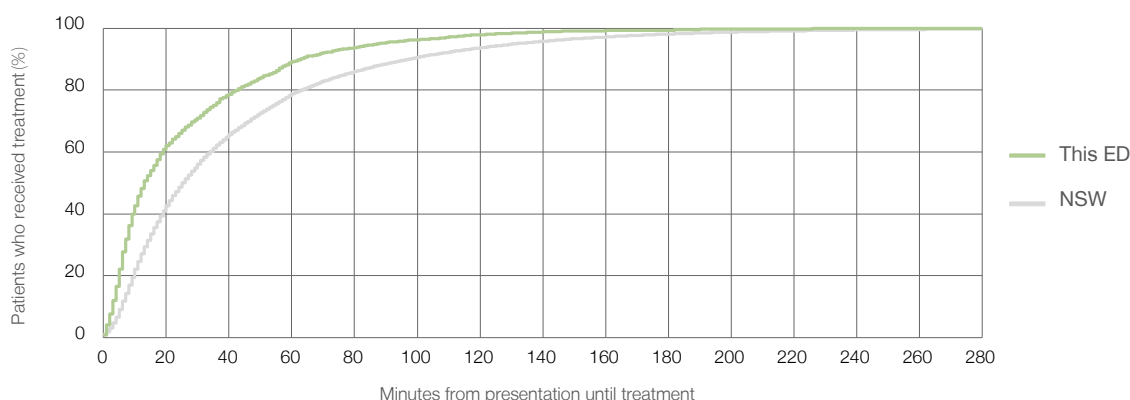
13 minutes

90th percentile time to start treatment⁵

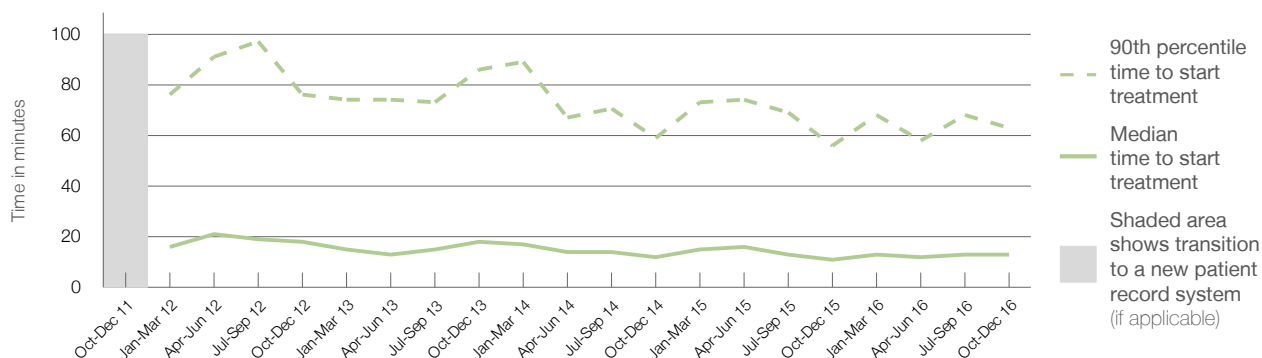
63 minutes

Same period last year	NSW (this period)
2,553	
2,502	
11 minutes	25 minutes
56 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		18	18	12	11	13
90th percentile time to start treatment ⁵ (minutes)		76	86	59	56	63

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Manly District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 312

Number of triage 5 patients used to calculate waiting time:³ 290

Median time to start treatment⁴

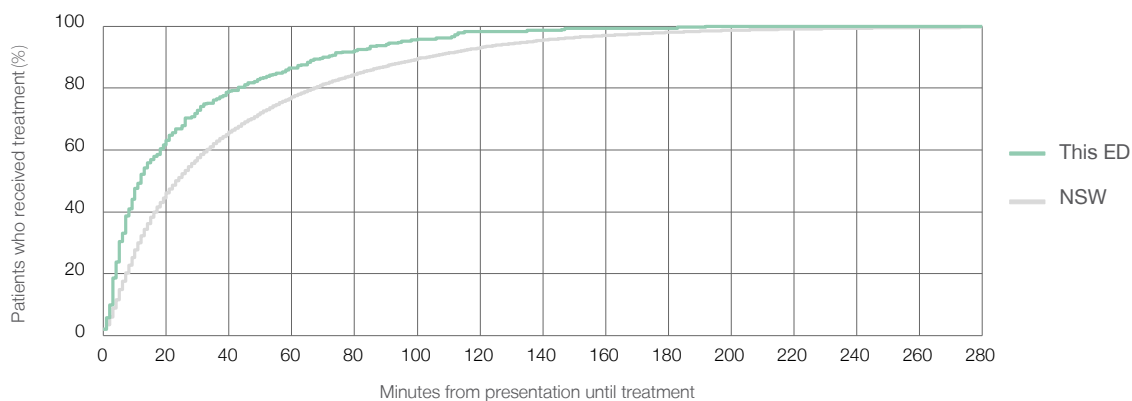
12 minutes

90th percentile time to start treatment⁵

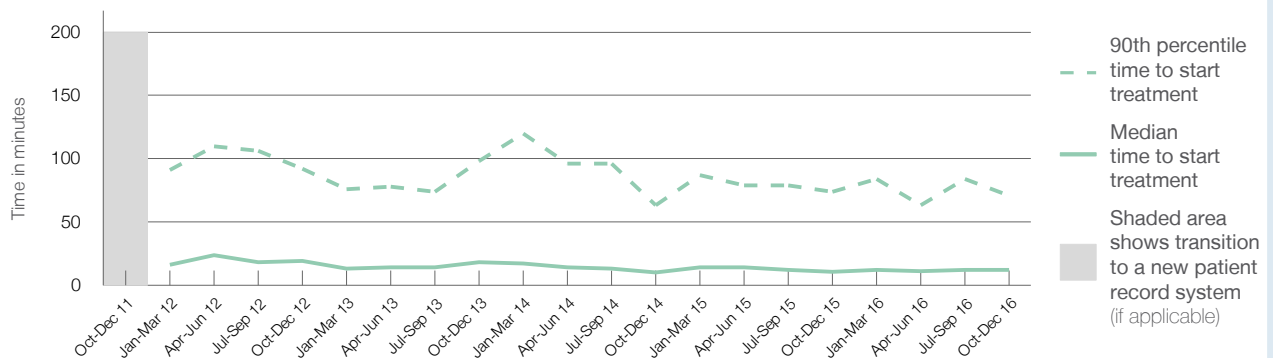
71 minutes

Same period last year	NSW (this period)
512	
484	
11 minutes	24 minutes
74 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		19	18	10	11	12
90th percentile time to start treatment ⁵ (minutes)		92	98	63	74	71

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,290 patients

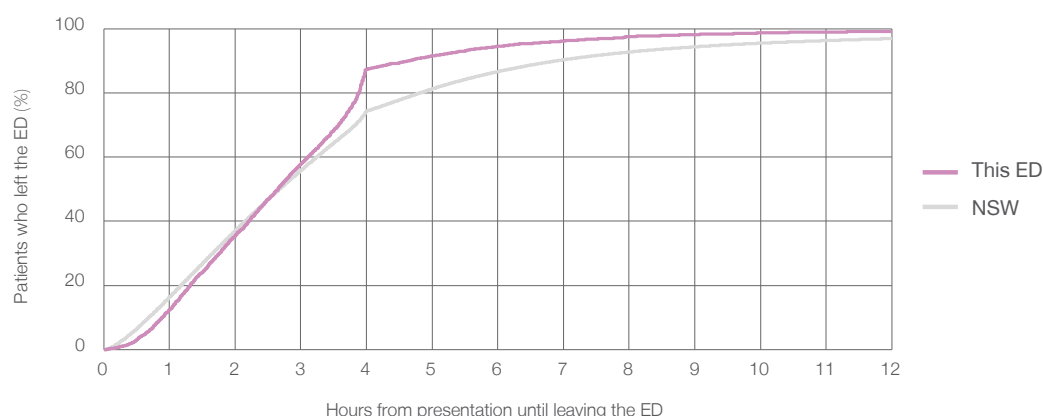
Presentations used to calculate time to leaving the ED:⁶ 6,290 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

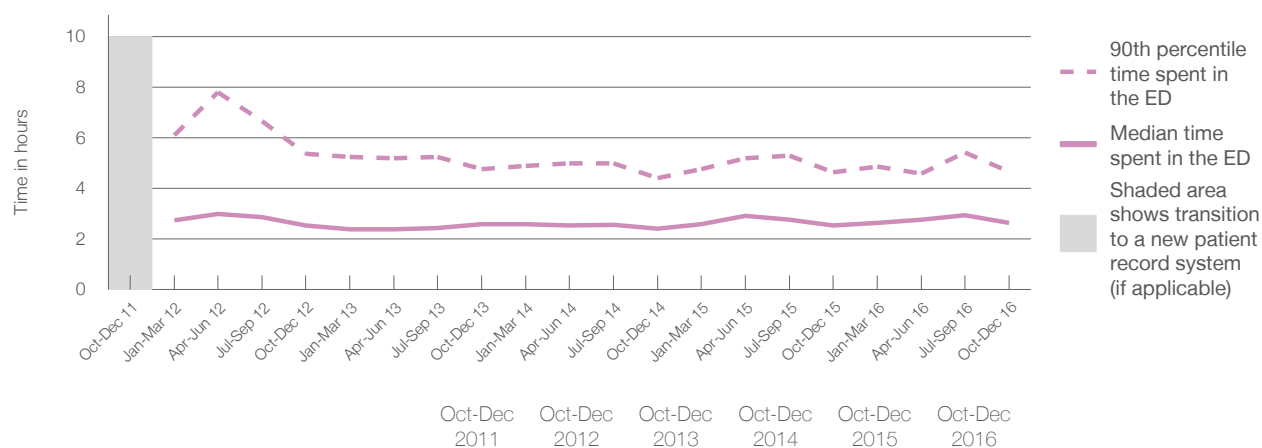
90th percentile time spent in the ED⁹ 4 hours and 40 minutes

Same period last year	NSW (this period)
6,151	
6,151	
2 hours and 32 minutes	2 hours and 41 minutes
4 hours and 38 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)		2h 33m	2h 36m	2h 25m	2h 32m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)		5h 22m	4h 46m	4h 24m	4h 38m	4h 40m

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Manly District Hospital: Time patients spent in the ED

By mode of separation

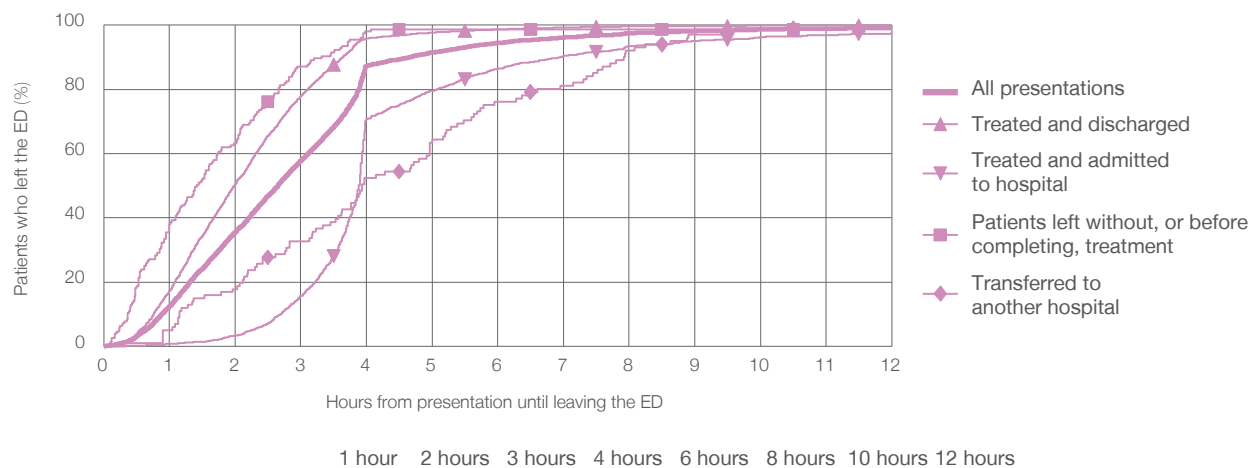
October to December 2016

All presentations:[†] 6,290 patients

Presentations used to calculate time to leaving the ED:[‡] 6,290 patients

		Same period last year	Change since one year ago
		6,151	2.3%
Treated and discharged	4,048 (64.4%)	3,927	3.1%
Treated and admitted to hospital	1,978 (31.4%)	1,964	0.7%
Patient left without, or before completing, treatment	155 (2.5%)	134	15.7%
Transferred to another hospital	101 (1.6%)	112	-9.8%
Other	8 (0.1%)	14	-42.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.4%	50.6%	77.9%	95.9%	98.7%	99.6%	99.8%	99.9%
Treated and admitted to hospital	0.7%	3.4%	15.7%	70.7%	86.5%	93.4%	96.3%	97.5%
Patient left without, or before completing, treatment	38.1%	63.2%	87.1%	98.1%	98.7%	98.7%	98.7%	99.4%
Transferred to another hospital	5.0%	17.8%	32.7%	52.5%	76.2%	92.1%	99.0%	99.0%
All presentations	12.5%	35.6%	57.9%	87.3%	94.5%	97.5%	98.7%	99.1%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 6,290 patients

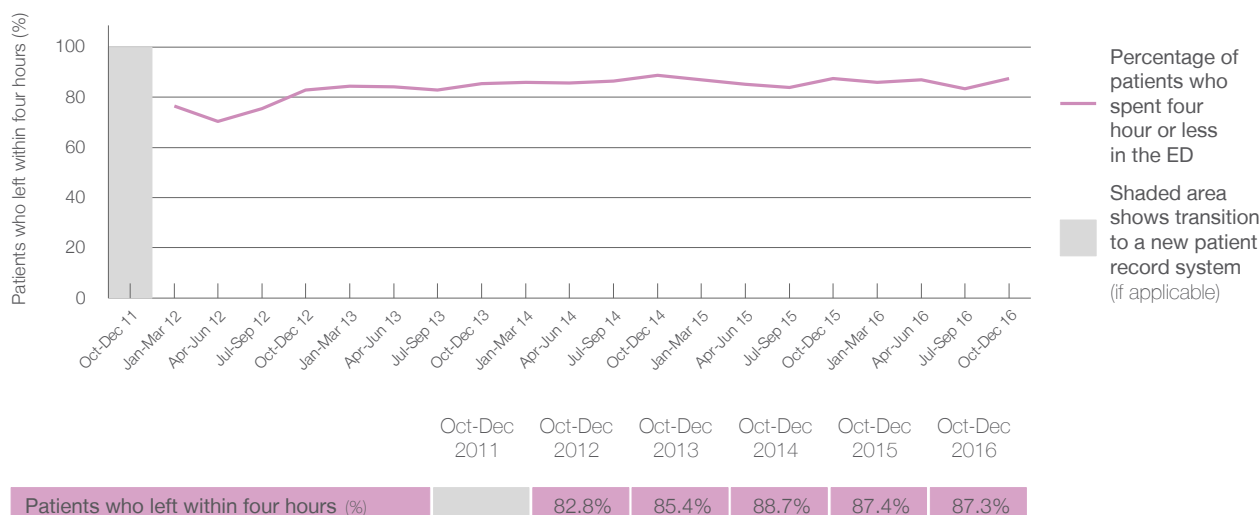
Presentations used to calculate time to leaving the ED:⁶ 6,290 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,151	2.3%
6,151	2.3%
87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
		82.8%	85.4%	88.7%	87.4%	87.3%

- * 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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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 7,807 patients

Emergency presentations:² 7,583 patients

Same period last year	Change since one year ago
7,318	6.7%
7,257	4.5%

Manning Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,333 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,072 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,468 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,675 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,255	
7 minutes	8 minutes
10 minutes	26 minutes
2,071	
23 minutes	20 minutes
112 minutes	67 minutes
2,403	
34 minutes	25 minutes
156 minutes	97 minutes
1,494	
37 minutes	24 minutes
144 minutes	103 minutes

Manning Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 7,807 patients

Percentage of patients who spent four hours or less in the ED 81.9%

Same period last year	Change since one year ago
7,318	6.7%
72.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

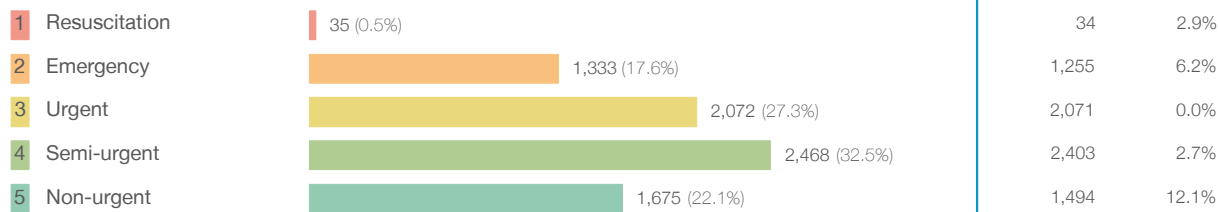
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Patients presenting to the emergency department

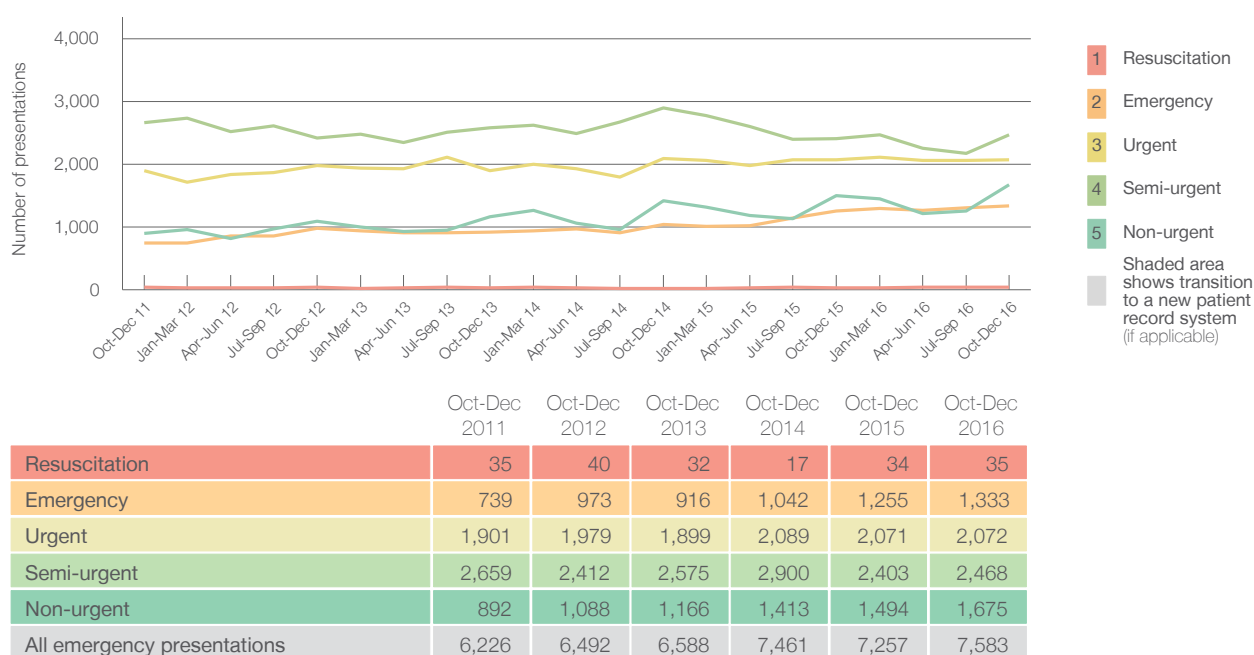
October to December 2016

All presentations:¹ 7,807 patients

Emergency presentations² by triage category: 7,583 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]

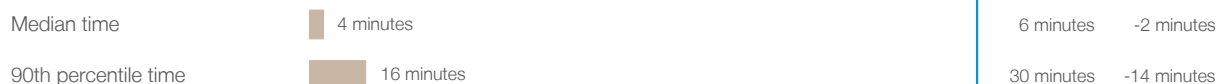


Manning Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,926 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,333

Number of triage 2 patients used to calculate waiting time:³ 1,325

Median time to start treatment⁴

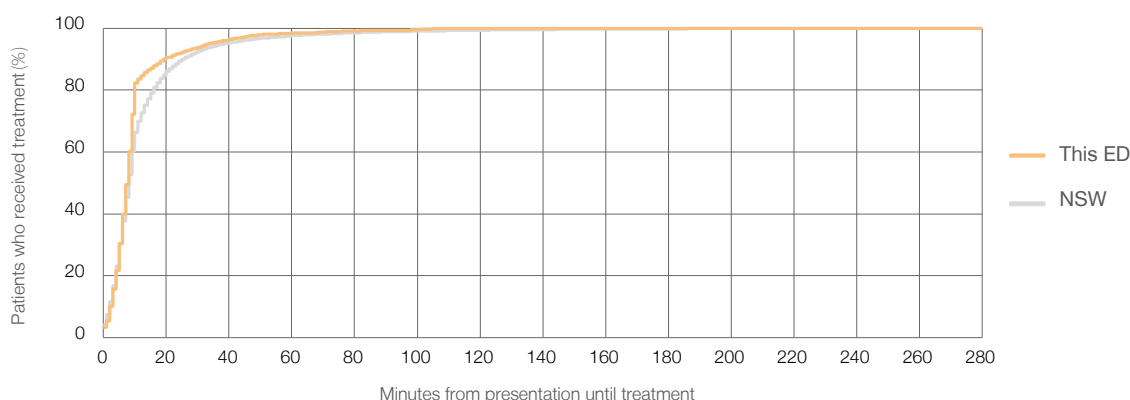
8 minutes

90th percentile time to start treatment⁵

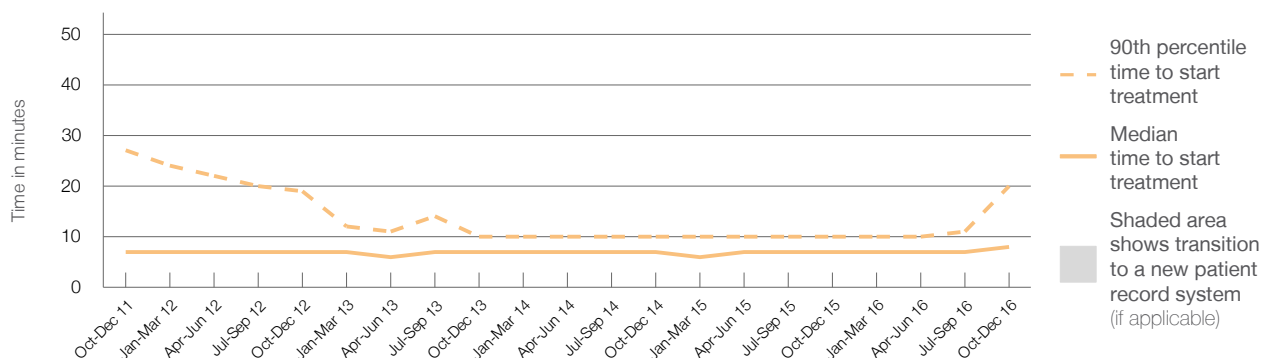
20 minutes

Same period last year	NSW (this period)
1,255	
1,252	
7 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	27	19	10	10	10	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,072

Number of triage 3 patients used to calculate waiting time:³ 2,034

Median time to start treatment⁴

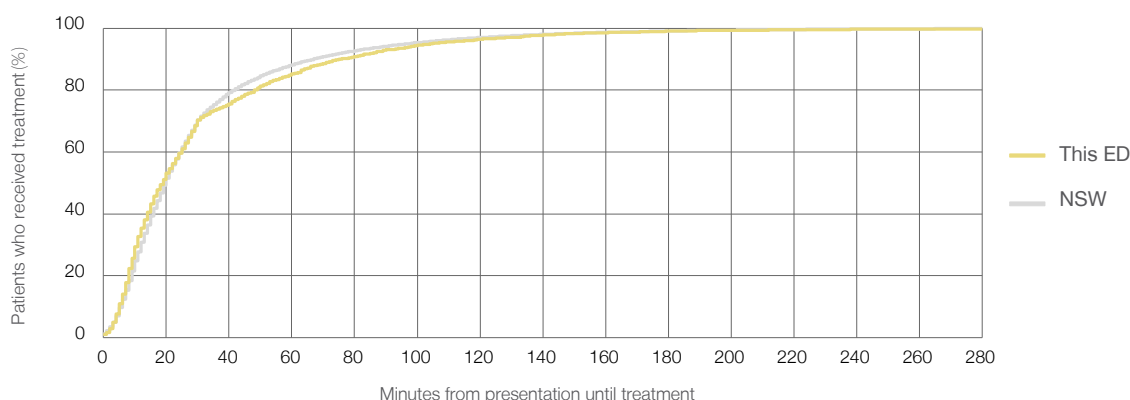
19 minutes

90th percentile time to start treatment⁵

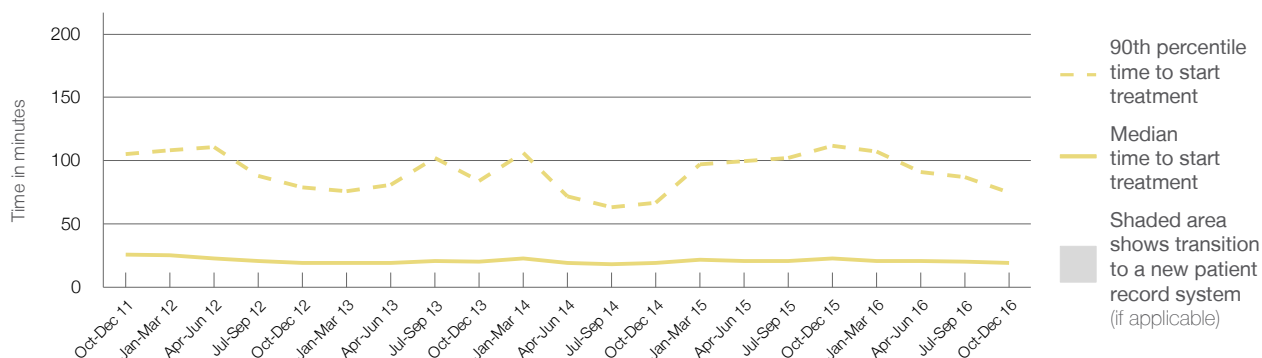
75 minutes

Same period last year	NSW (this period)
2,071	
2,006	
23 minutes	20 minutes
112 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	19	20	19	23	19
90th percentile time to start treatment ⁵ (minutes)	105	79	84	67	112	75

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,468

Number of triage 4 patients used to calculate waiting time:³ 2,336

Median time to start treatment⁴

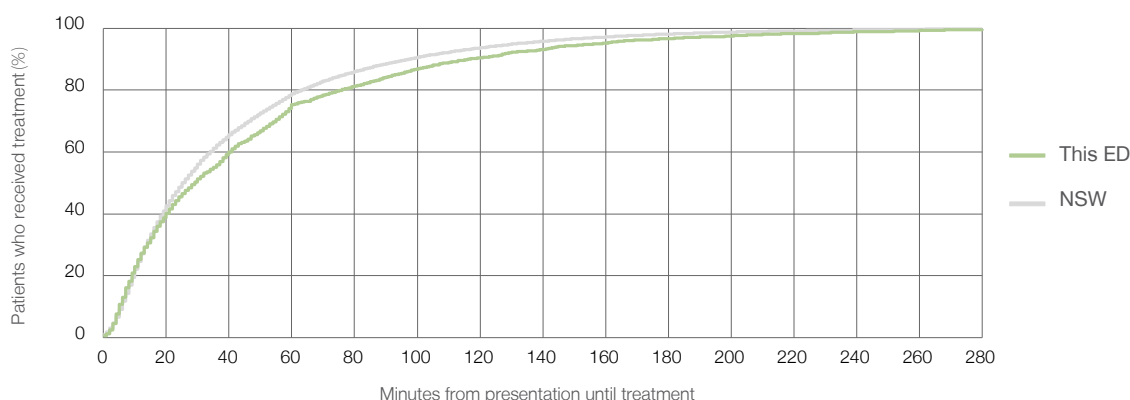
29 minutes

90th percentile time to start treatment⁵

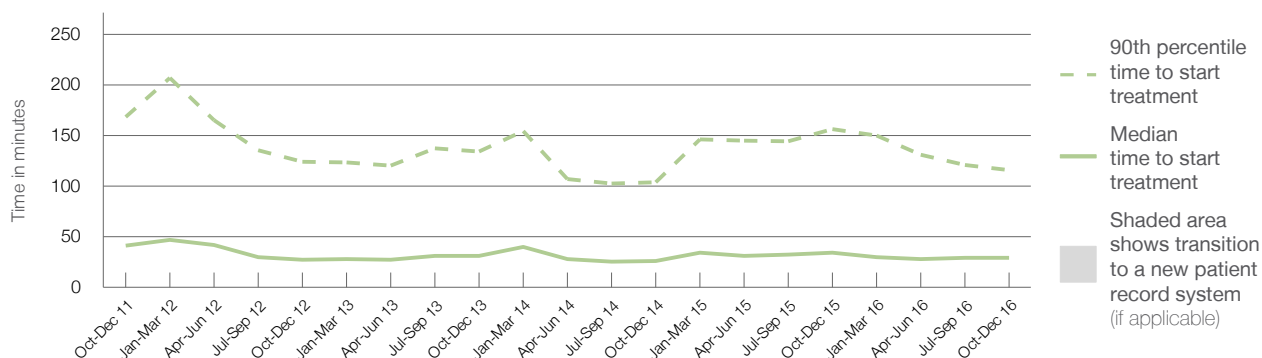
116 minutes

Same period last year	NSW (this period)
2,403	
2,188	
34 minutes	25 minutes
156 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	41	27	31	26	34	29
90th percentile time to start treatment ⁵ (minutes)	168	124	134	104	156	116

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,675

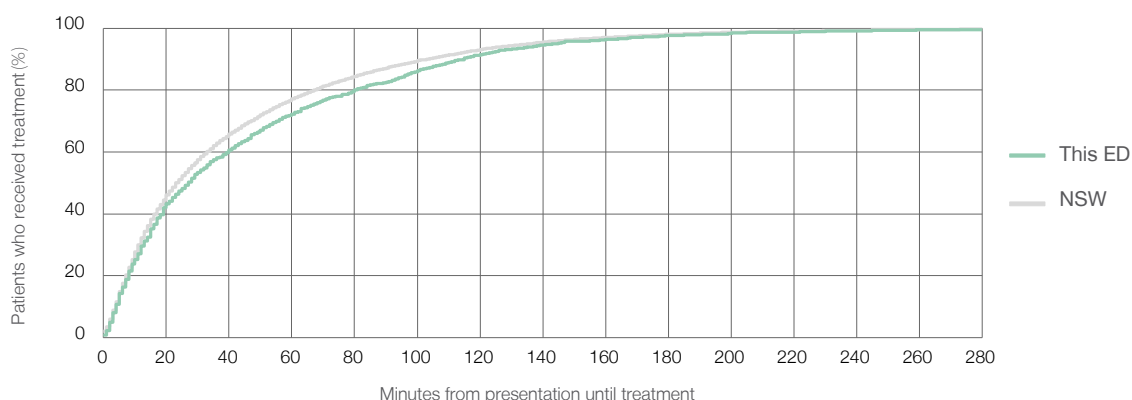
Number of triage 5 patients used to calculate waiting time:³ 1,522

Median time to start treatment⁴ 27 minutes

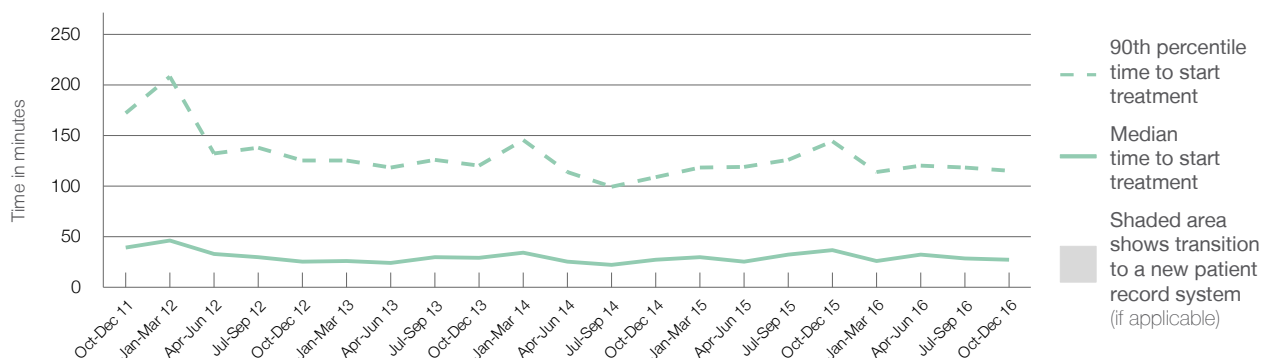
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,494	
1,328	
37 minutes	24 minutes
144 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	25	29	27	37	27
90th percentile time to start treatment ⁵ (minutes)	172	125	120	109	144	115

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 7,807 patients

Presentations used to calculate time to leaving the ED:⁶ 7,807 patients

Median time spent in the ED⁸

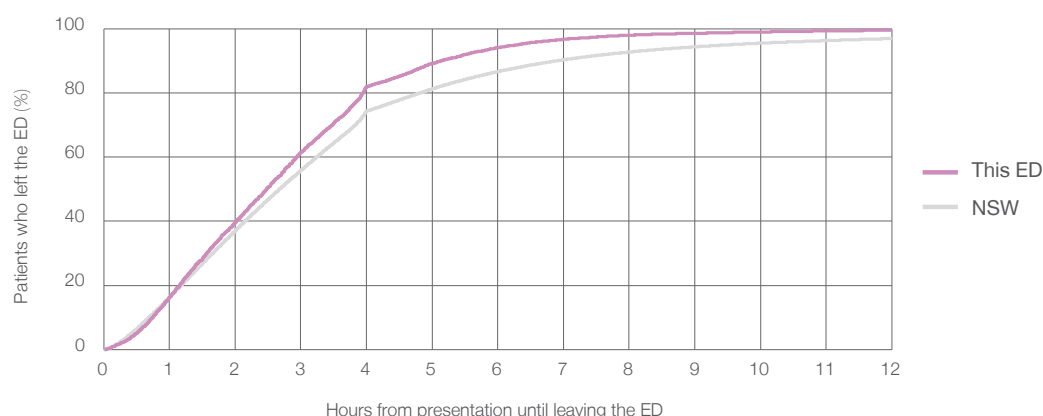
2 hours and 29 minutes

90th percentile time spent in the ED⁹

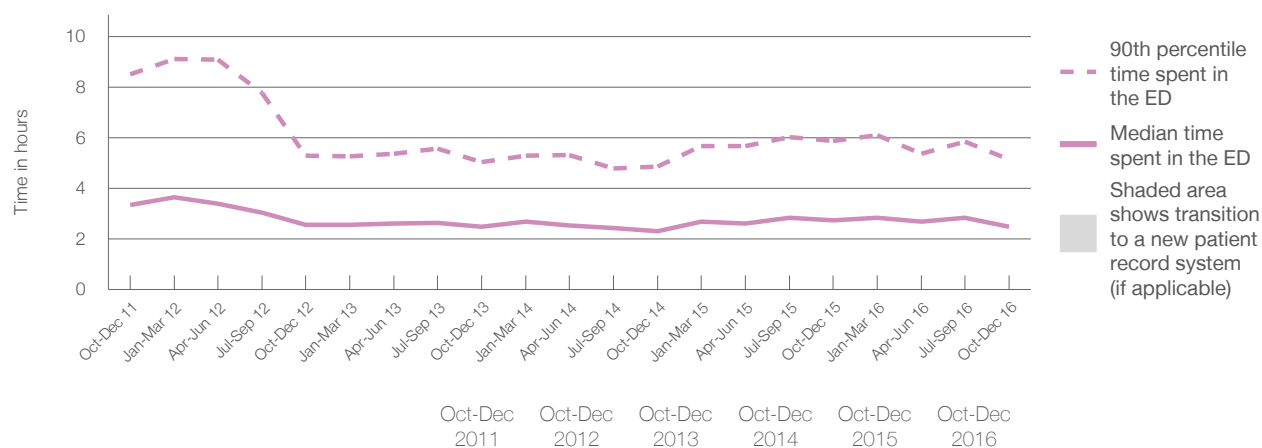
5 hours and 8 minutes

Same period last year	NSW (this period)
7,318	
7,318	
2 hours and 45 minutes	2 hours and 41 minutes
5 hours and 53 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	3h 21m	2h 34m	2h 30m	2h 18m	2h 45m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 30m	5h 17m	5h 2m	4h 52m	5h 53m	5h 8m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

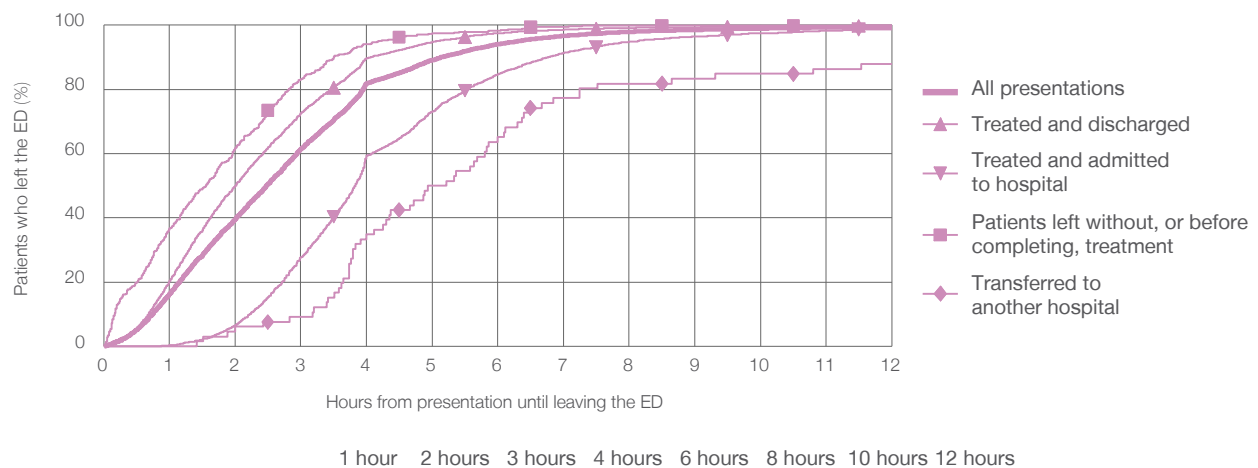
All presentations:[†] 7,807 patients

Presentations used to calculate time to leaving the ED:[‡] 7,807 patients

Treated and discharged	5,212 (66.8%)
Treated and admitted to hospital	1,957 (25.1%)
Patient left without, or before completing, treatment	524 (6.7%)
Transferred to another hospital	66 (0.8%)
Other	48 (0.6%)

Same period last year	Change since one year ago
7,318	6.7%
4,779	9.1%
1,783	9.8%
664	-21.1%
62	6.5%
30	60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	20.2%	50.1%	72.5%	89.6%	97.5%	99.2%	99.6%	99.8%
Treated and admitted to hospital	0.3%	6.6%	27.7%	59.5%	84.7%	94.8%	97.6%	98.8%
Patient left without, or before completing, treatment	36.6%	61.8%	83.2%	94.1%	98.3%	99.8%	99.8%	99.8%
Transferred to another hospital	0%	6.1%	9.1%	34.8%	65.2%	81.8%	84.8%	87.9%
All presentations	16.3%	39.7%	61.5%	81.9%	94.1%	98.0%	99.0%	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 7,807 patients

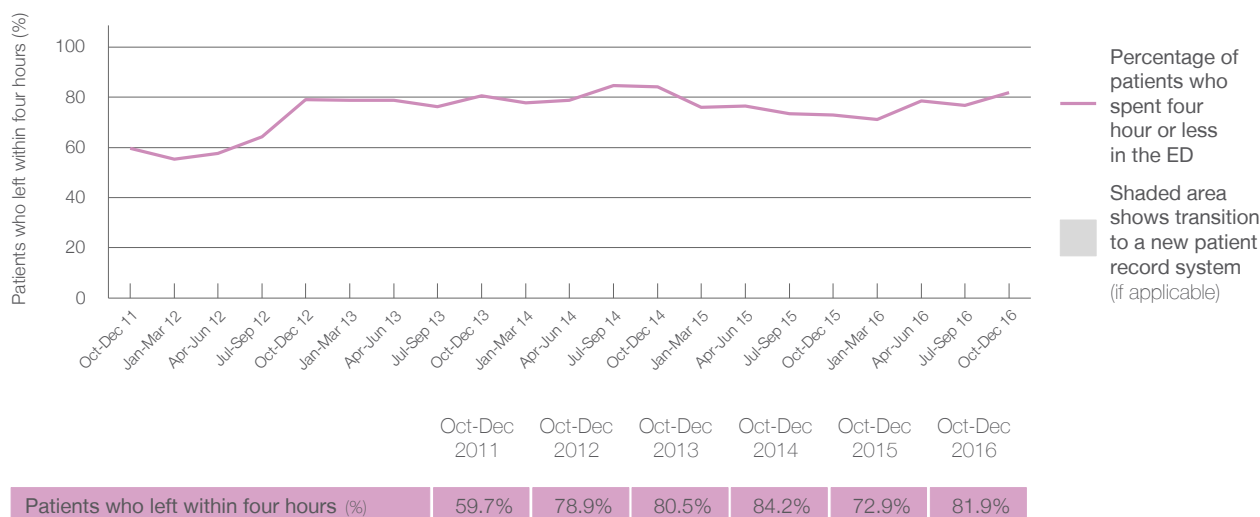
Presentations used to calculate time to leaving the ED:⁶ 7,807 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,318	6.7%
7,318	6.7%
72.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 9,176 patients

Emergency presentations:² 9,094 patients

Same period last year	Change since one year ago
8,822	4.0%
8,762	3.8%

Mona Vale and District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,190 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,145 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,648 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,082 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,153	
6 minutes	8 minutes
12 minutes	26 minutes
3,299	
15 minutes	20 minutes
47 minutes	67 minutes
3,501	
14 minutes	25 minutes
80 minutes	97 minutes
772	
13 minutes	24 minutes
105 minutes	103 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 9,176 patients

Percentage of patients who spent four hours or less in the ED 85.3%

Same period last year	Change since one year ago
8,822	4.0%
84.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

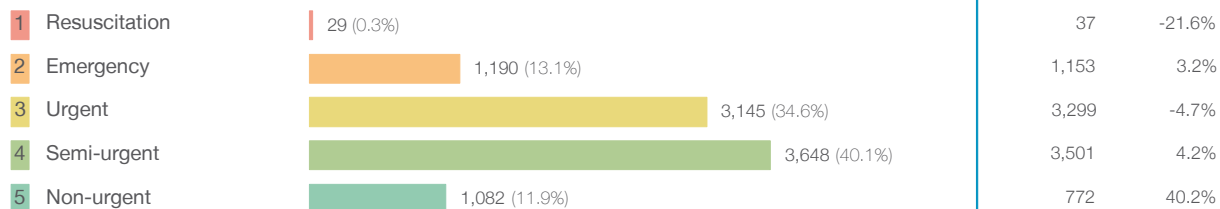
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Patients presenting to the emergency department

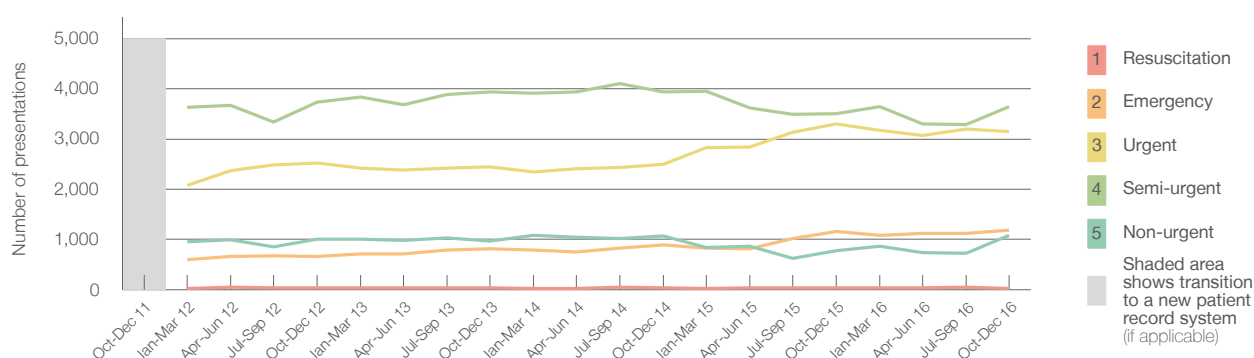
October to December 2016

All presentations:¹ 9,176 patients

Emergency presentations² by triage category: 9,094 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation		39	36	41	37	29
Emergency		665	820	888	1,153	1,190
Urgent		2,529	2,452	2,495	3,299	3,145
Semi-urgent		3,740	3,941	3,941	3,501	3,648
Non-urgent		1,011	969	1,068	772	1,082
All emergency presentations		7,984	8,218	8,433	8,762	9,094

Mona Vale and District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,624 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,190

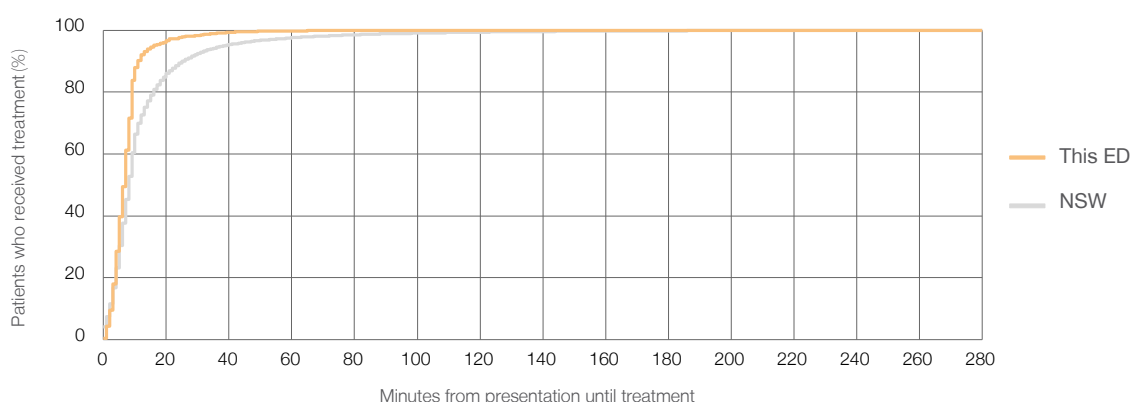
Number of triage 2 patients used to calculate waiting time:³ 1,189

Median time to start treatment⁴ 7 minutes

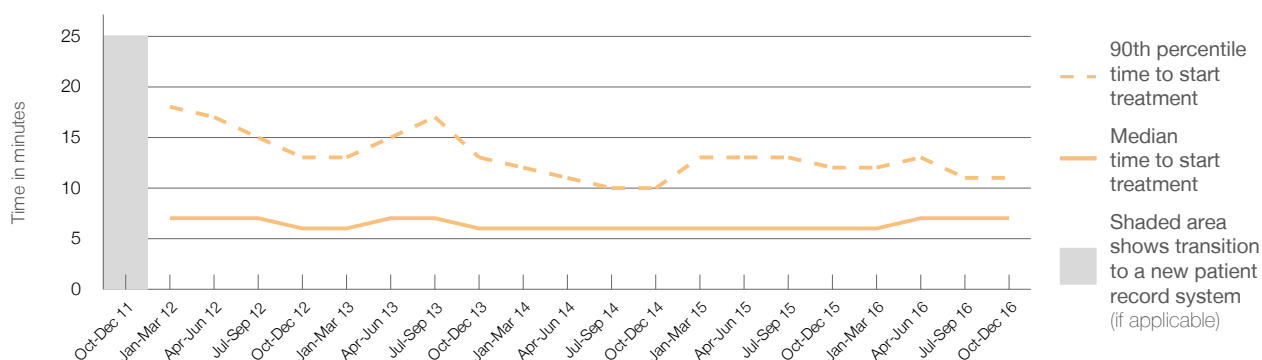
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,153	
1,153	
6 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		6	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)		13	13	10	12	11

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,145

Number of triage 3 patients used to calculate waiting time:³ 3,113

Median time to start treatment⁴

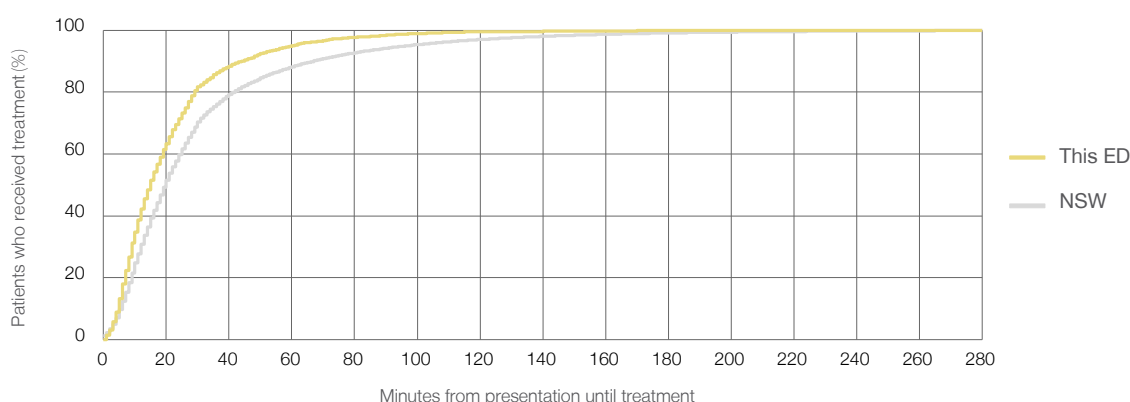
15 minutes

90th percentile time to start treatment⁵

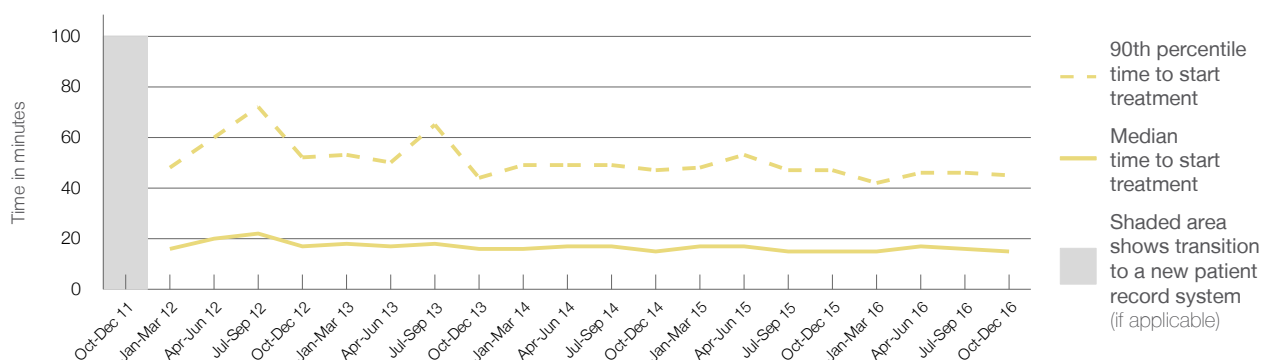
45 minutes

Same period last year	NSW (this period)
3,299	
3,274	
15 minutes	20 minutes
47 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		17	16	15	15	15
90th percentile time to start treatment ⁵ (minutes)		52	44	47	47	45

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,648

Number of triage 4 patients used to calculate waiting time:³ 3,509

Median time to start treatment⁴

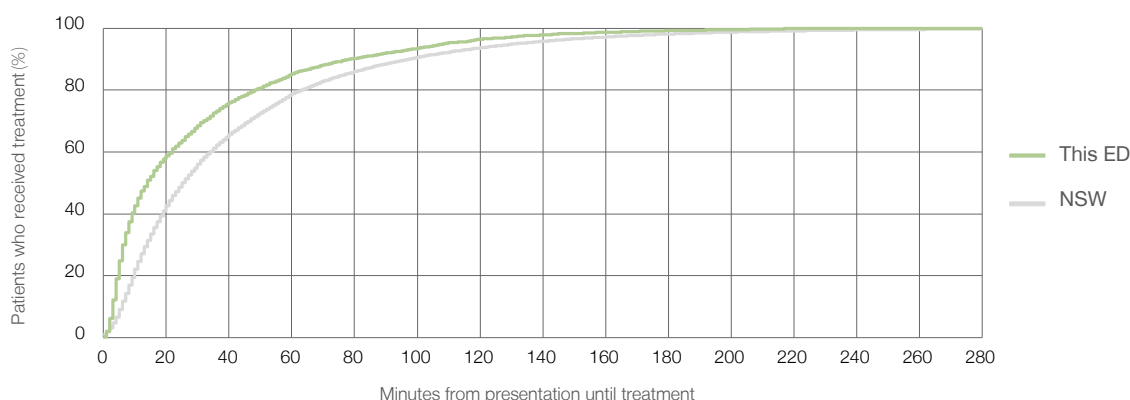
14 minutes

90th percentile time to start treatment⁵

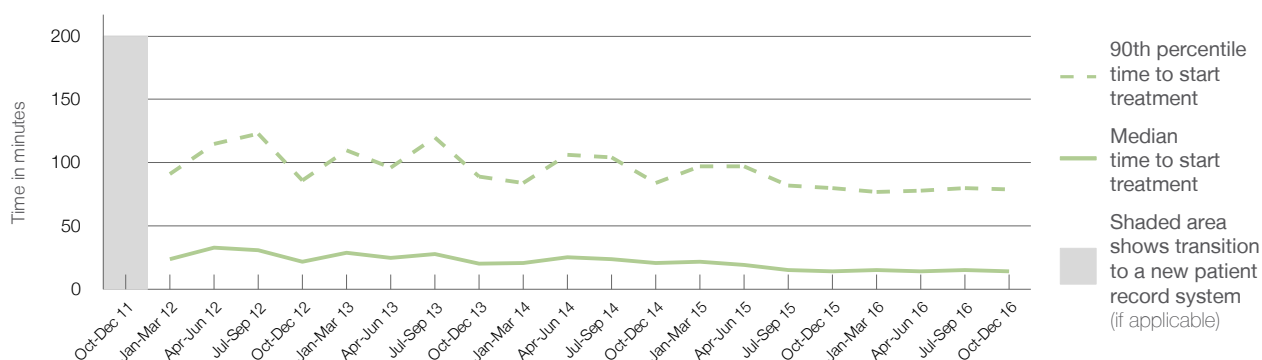
79 minutes

Same period last year	NSW (this period)
3,501	
3,385	
14 minutes	25 minutes
80 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		22	20	21	14	14
90th percentile time to start treatment ⁵ (minutes)		86	89	84	80	79

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,082

Number of triage 5 patients used to calculate waiting time:³ 1,001

Median time to start treatment⁴

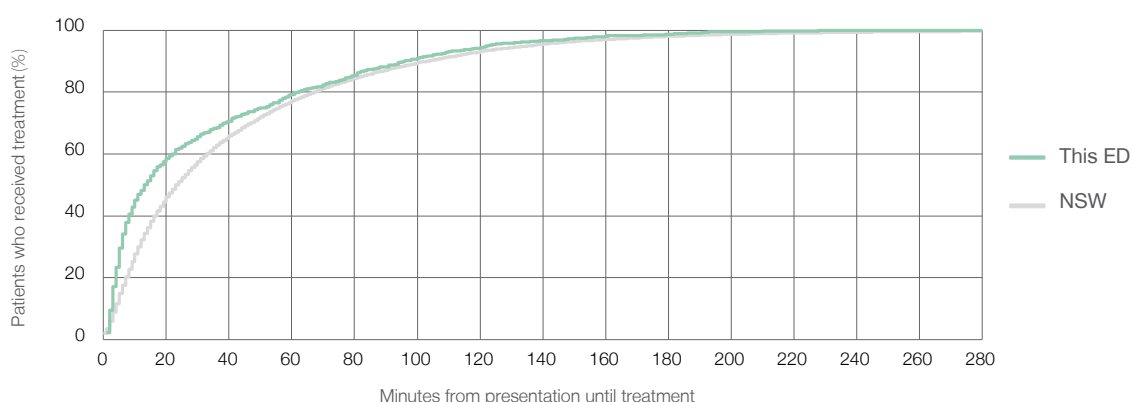
13 minutes

90th percentile time to start treatment⁵

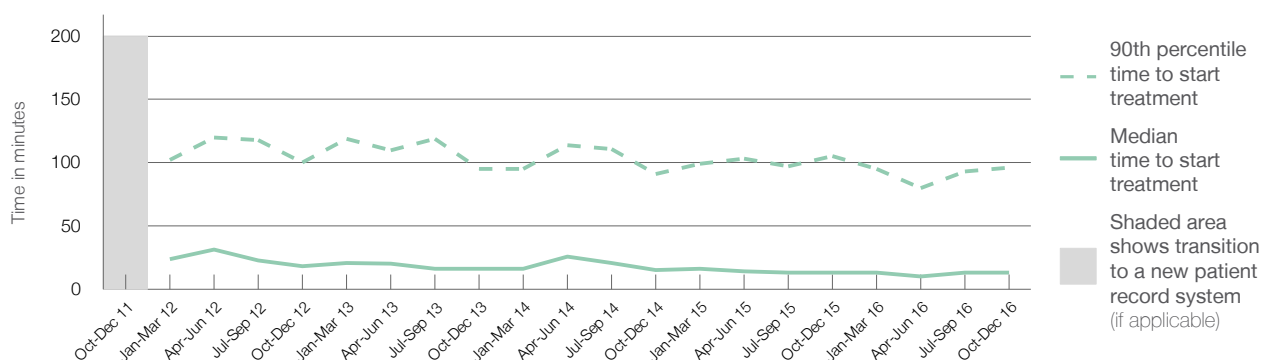
96 minutes

Same period last year	NSW (this period)
772	
714	
13 minutes	24 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		18	16	15	13	13
90th percentile time to start treatment ⁵ (minutes)		100	95	91	105	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 9,176 patients

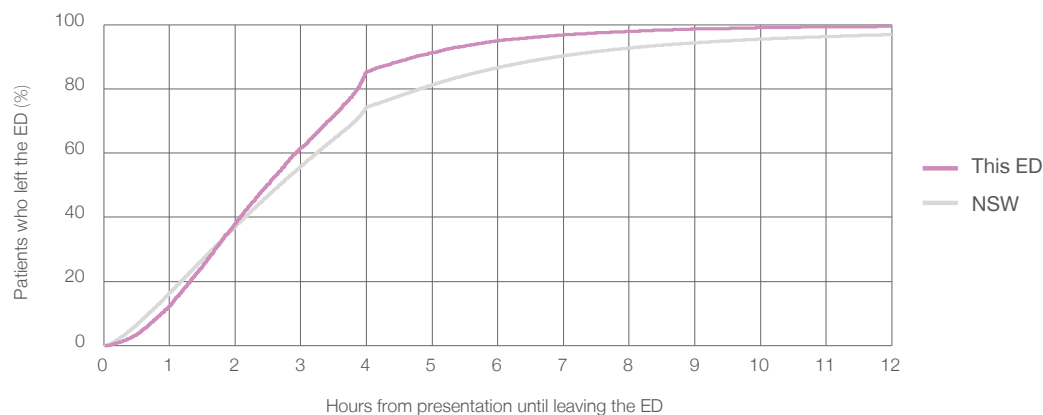
Presentations used to calculate time to leaving the ED:⁶ 9,176 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

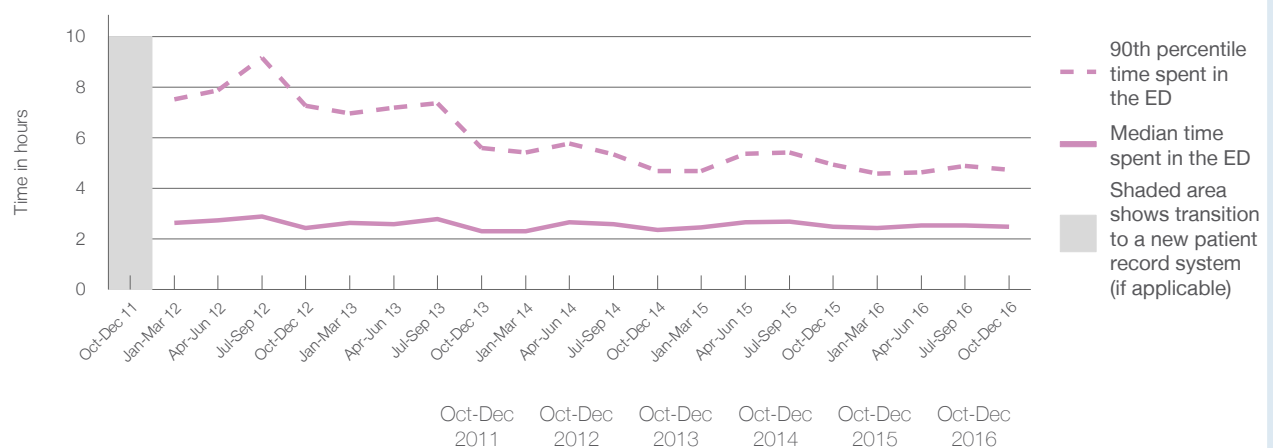
90th percentile time spent in the ED⁹ 4 hours and 44 minutes

Same period last year	NSW (this period)
8,822	8,822
2 hours and 29 minutes	2 hours and 41 minutes
4 hours and 56 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)		2h 26m	2h 19m	2h 22m	2h 29m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)		7h 16m	5h 36m	4h 42m	4h 56m	4h 44m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients spent in the ED

By mode of separation

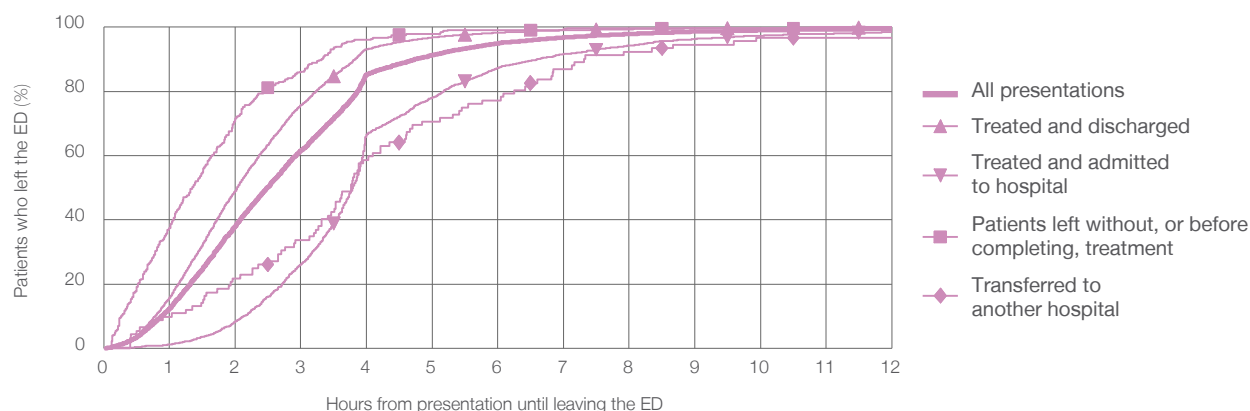
October to December 2016

All presentations:[†] 9,176 patients

Presentations used to calculate time to leaving the ED:[‡] 9,176 patients

		Same period last year	Change since one year ago
Treated and discharged	6,123 (66.7%)	8,822	4.0%
Treated and admitted to hospital	2,612 (28.5%)	5,616	9.0%
Patient left without, or before completing, treatment	334 (3.6%)	2,812	-7.1%
Transferred to another hospital	92 (1.0%)	325	2.8%
Other	15 (0.2%)	58	58.6%
		11	36.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	15.7%	49.0%	75.7%	93.1%	98.3%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.1%	8.3%	26.2%	66.5%	87.3%	94.3%	97.4%	98.5%
Patient left without, or before completing, treatment	37.4%	71.6%	86.2%	96.1%	99.1%	99.7%	99.7%	100%
Transferred to another hospital	9.8%	21.7%	33.7%	58.7%	77.2%	92.4%	96.7%	96.7%
All presentations	12.4%	38.0%	61.6%	85.3%	95.0%	97.9%	99.0%	99.5%

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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 2016

All presentations at the emergency department:¹ 9,176 patients

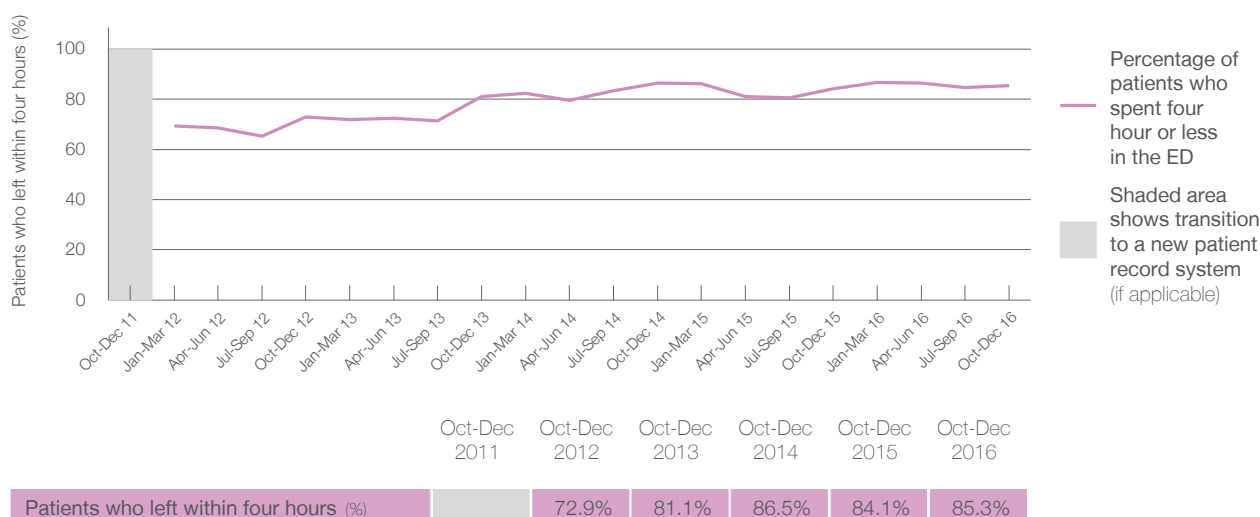
Presentations used to calculate time to leaving the ED:⁶ 9,176 patients

Percentage of patients who spent four hours or less in the ED

85.3%

Same period last year	Change since one year ago
8,822	4.0%
8,822	4.0%
84.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 7,547 patients

Emergency presentations:² 7,440 patients

Same period last year	Change since one year ago
7,515	0.4%
7,381	0.8%

Orange Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,032 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,680 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,765 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,906 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
953	
6 minutes	8 minutes
11 minutes	26 minutes
1,523	
15 minutes	20 minutes
38 minutes	67 minutes
2,729	
22 minutes	25 minutes
80 minutes	97 minutes
2,115	
22 minutes	24 minutes
113 minutes	103 minutes

Orange Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 7,543 patients

Percentage of patients who spent four hours or less in the ED 73.0%

Same period last year	Change since one year ago
7,515	0.4%
74.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

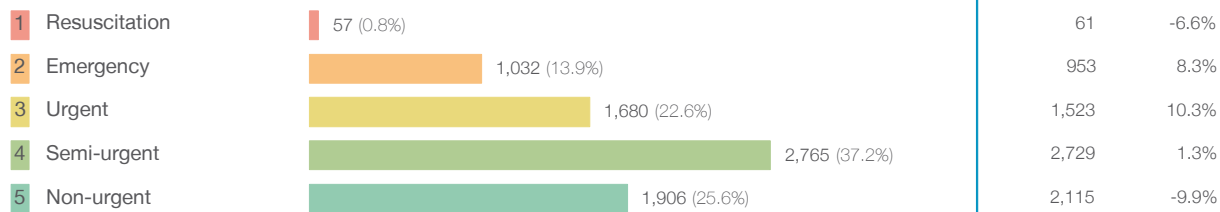
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Patients presenting to the emergency department

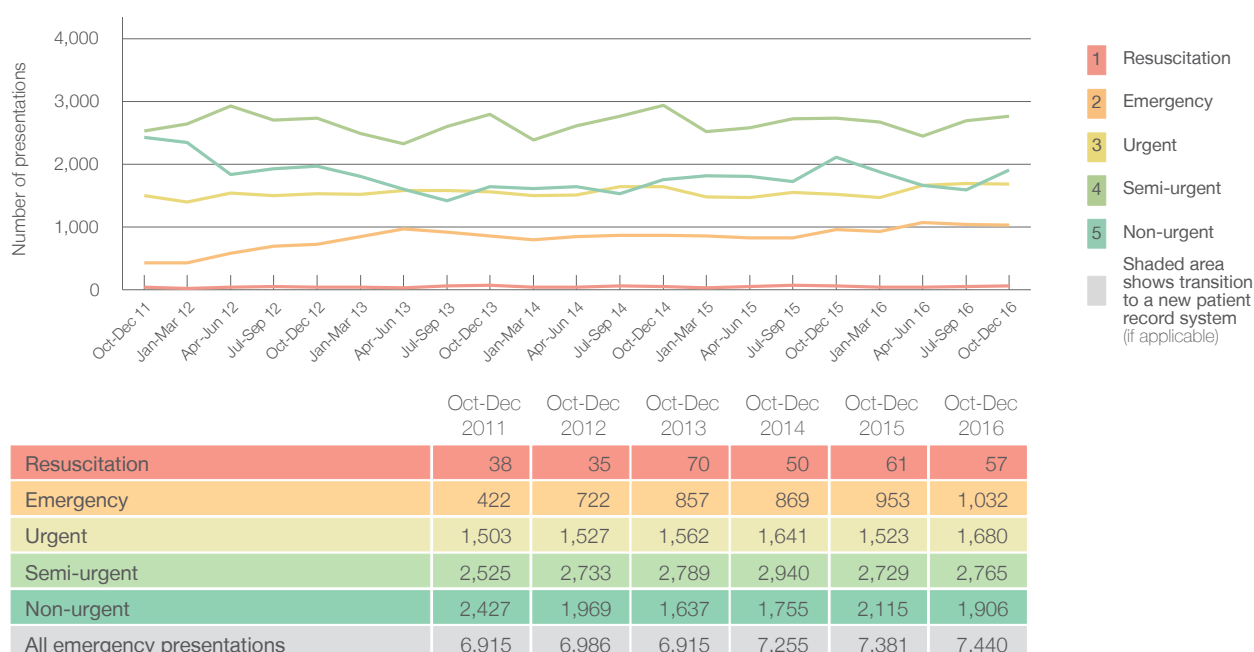
October to December 2016

All presentations:¹ 7,547 patients

Emergency presentations² by triage category: 7,440 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Orange Health Service: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,355 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,032

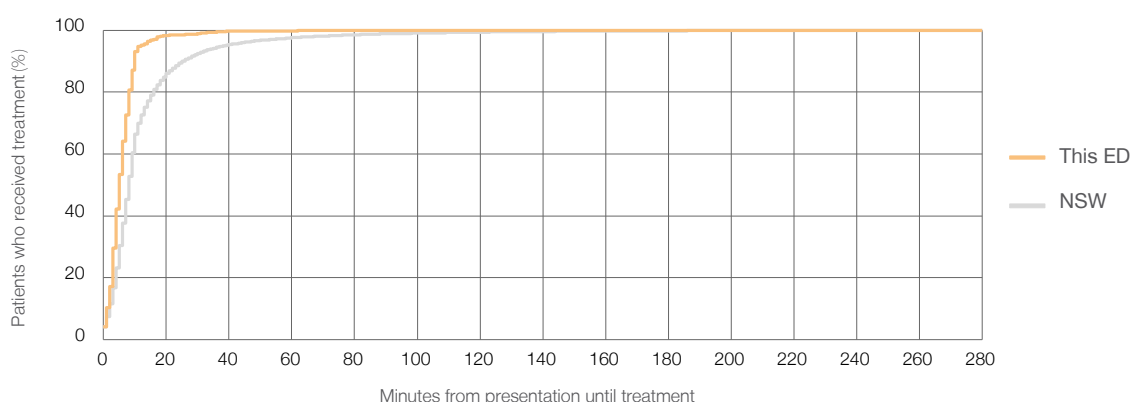
Number of triage 2 patients used to calculate waiting time:³ 1,031

Median time to start treatment⁴ 5 minutes

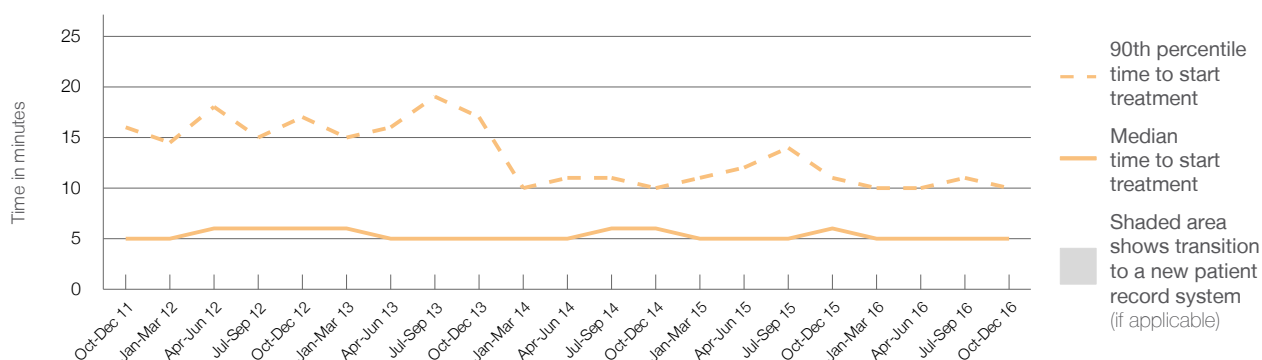
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
953	
949	
6 minutes	8 minutes
11 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	6	5	6	6	5
90th percentile time to start treatment ⁵ (minutes)	16	17	17	10	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,680

Number of triage 3 patients used to calculate waiting time:³ 1,661

Median time to start treatment⁴

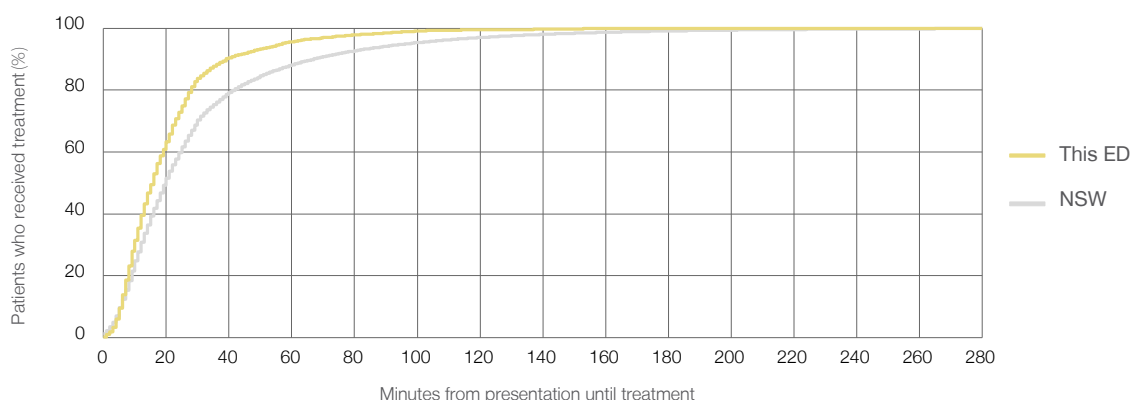
16 minutes

90th percentile time to start treatment⁵

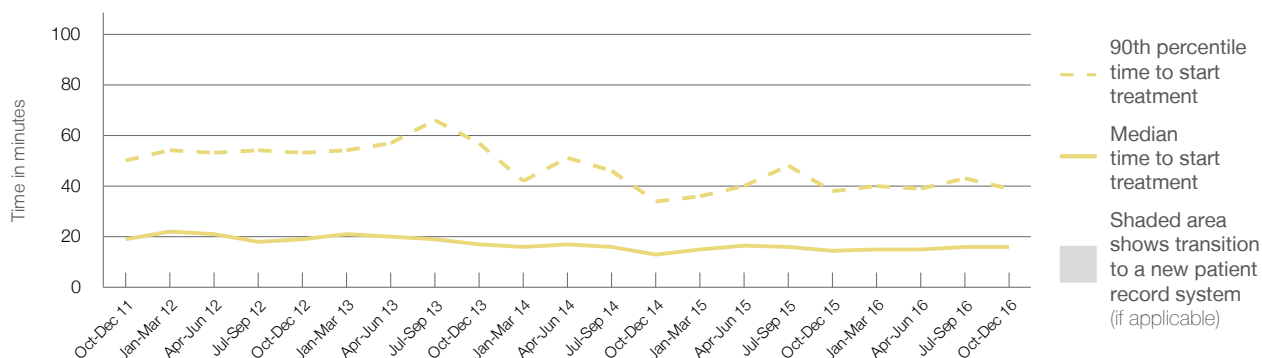
39 minutes

Same period last year	NSW (this period)
1,523	
1,516	
15 minutes	20 minutes
38 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	19	17	13	15	16
90th percentile time to start treatment ⁵ (minutes)	50	53	57	34	38	39

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,765

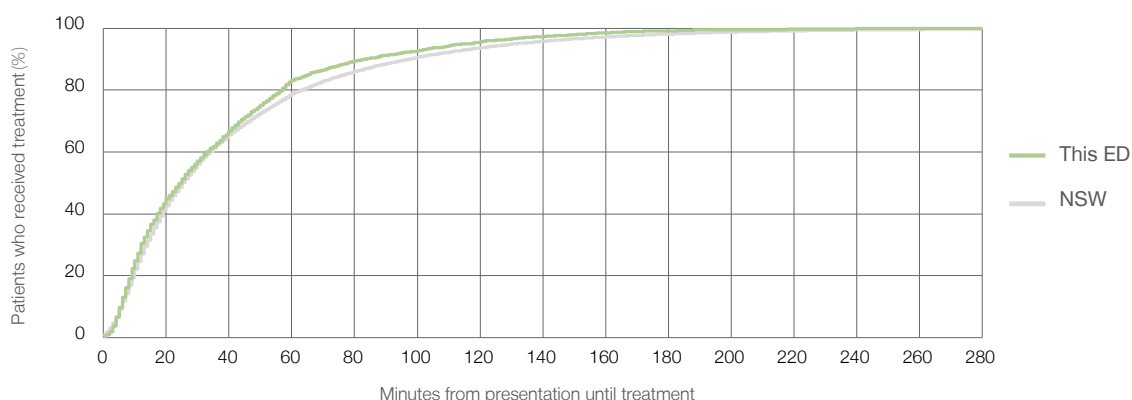
Number of triage 4 patients used to calculate waiting time:³ 2,675

Median time to start treatment⁴ 25 minutes

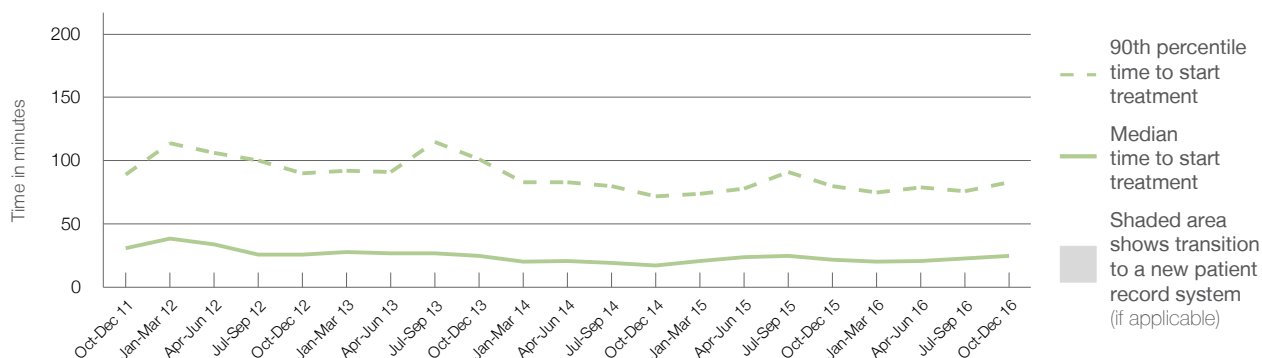
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,729	
2,641	
22 minutes	25 minutes
80 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	26	25	17	22	25
90th percentile time to start treatment ⁵ (minutes)	89	90	101	72	80	83

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,906

Number of triage 5 patients used to calculate waiting time:³ 1,784

Median time to start treatment⁴

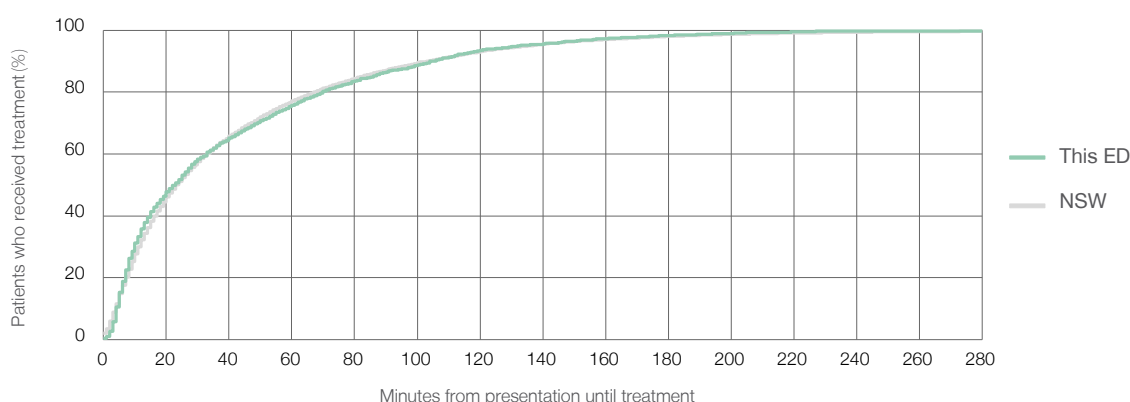
23 minutes

90th percentile time to start treatment⁵

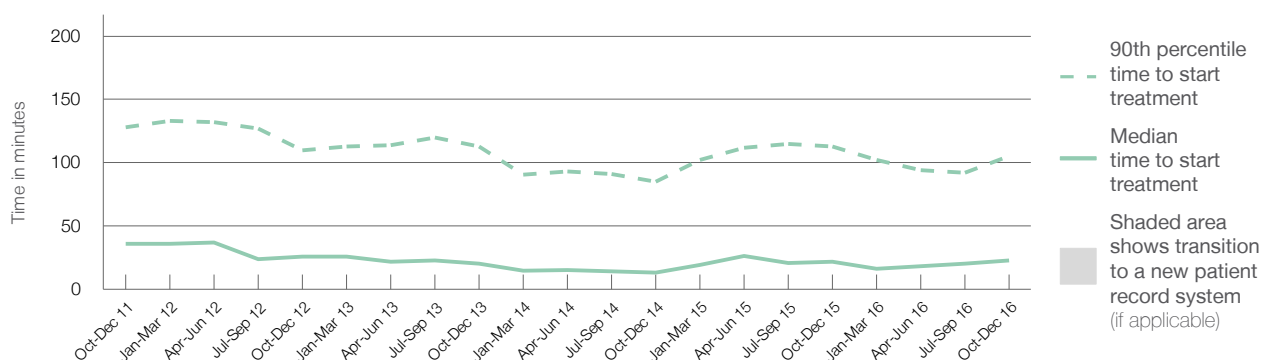
105 minutes

Same period last year	NSW (this period)
2,115	
1,969	
22 minutes	24 minutes
113 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	26	20	13	22	23
90th percentile time to start treatment ⁵ (minutes)	128	110	113	85	113	105

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 7,547 patients

Presentations used to calculate time to leaving the ED:⁶ 7,543 patients

Median time spent in the ED⁸

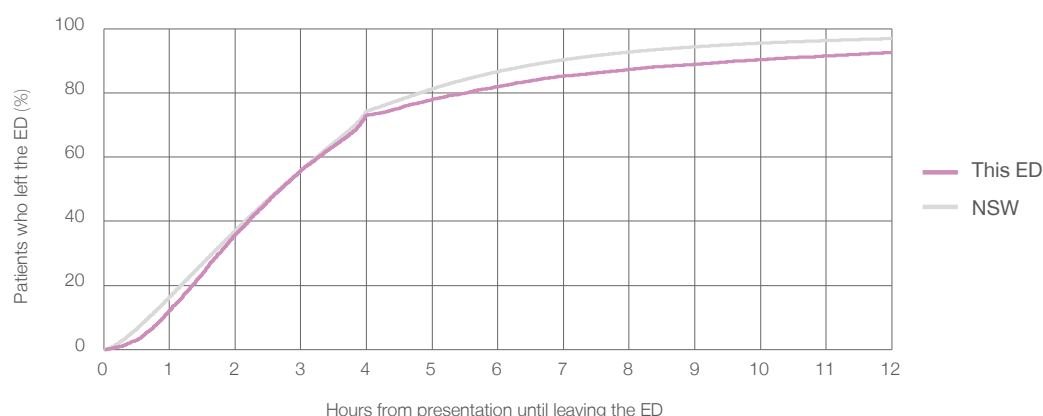
2 hours and 42 minutes

90th percentile time spent in the ED⁹

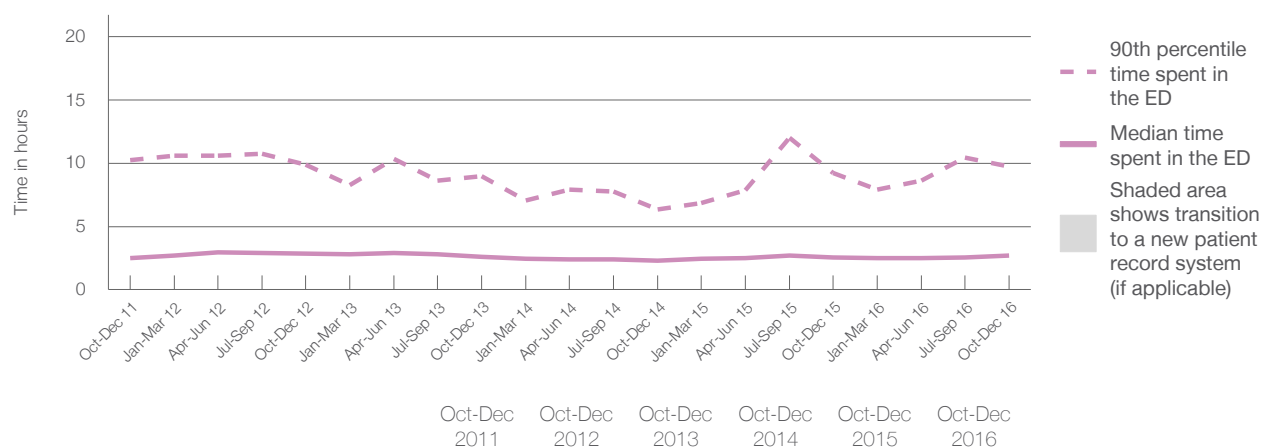
9 hours and 44 minutes

Same period last year	NSW (this period)
7,515	
7,515	
2 hours and 34 minutes	2 hours and 41 minutes
9 hours and 13 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 29m	2h 52m	2h 37m	2h 18m	2h 34m	2h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 15m	9h 53m	8h 59m	6h 22m	9h 13m	9h 44m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Time patients spent in the ED

By mode of separation

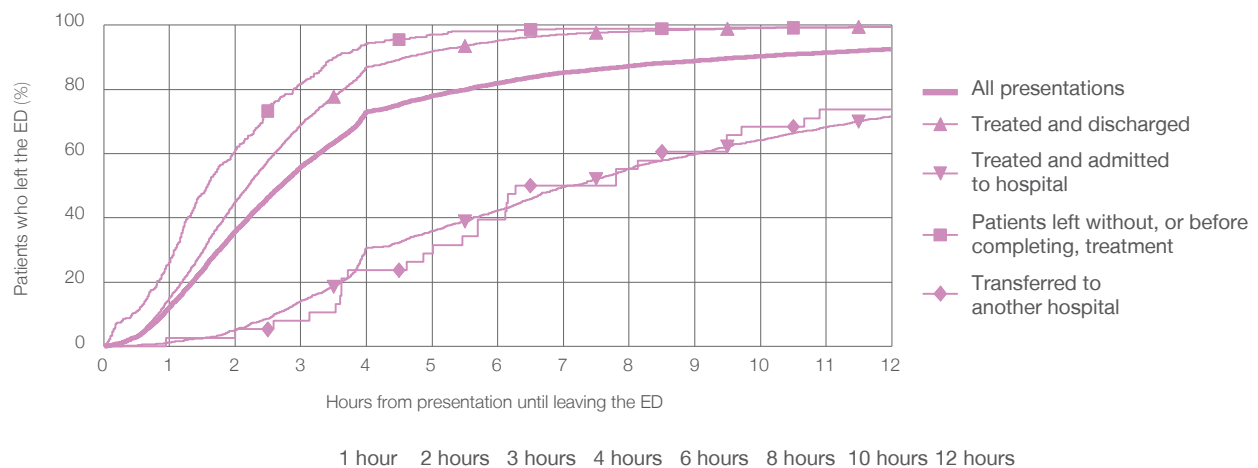
October to December 2016

All presentations:[†] 7,547 patients

Presentations used to calculate time to leaving the ED:[‡] 7,543 patients

		Same period last year	Change since one year ago
Treated and discharged	5,221 (69.2%)	5,187	0.7%
Treated and admitted to hospital	1,866 (24.7%)	1,880	-0.7%
Patient left without, or before completing, treatment	378 (5.0%)	384	-1.6%
Transferred to another hospital	38 (0.5%)	42	-9.5%
Other	44 (0.6%)	22	100.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.0%	45.1%	69.0%	86.8%	95.2%	98.0%	99.1%	99.6%
Treated and admitted to hospital	1.1%	5.0%	14.1%	30.6%	42.3%	55.4%	64.2%	71.6%
Patient left without, or before completing, treatment	26.2%	61.1%	81.7%	94.2%	98.1%	98.9%	99.2%	99.5%
Transferred to another hospital	2.6%	5.3%	7.9%	23.7%	39.5%	55.3%	68.4%	73.7%
All presentations	12.2%	35.9%	55.8%	73.0%	82.0%	87.3%	90.3%	92.5%

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Orange Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 7,547 patients

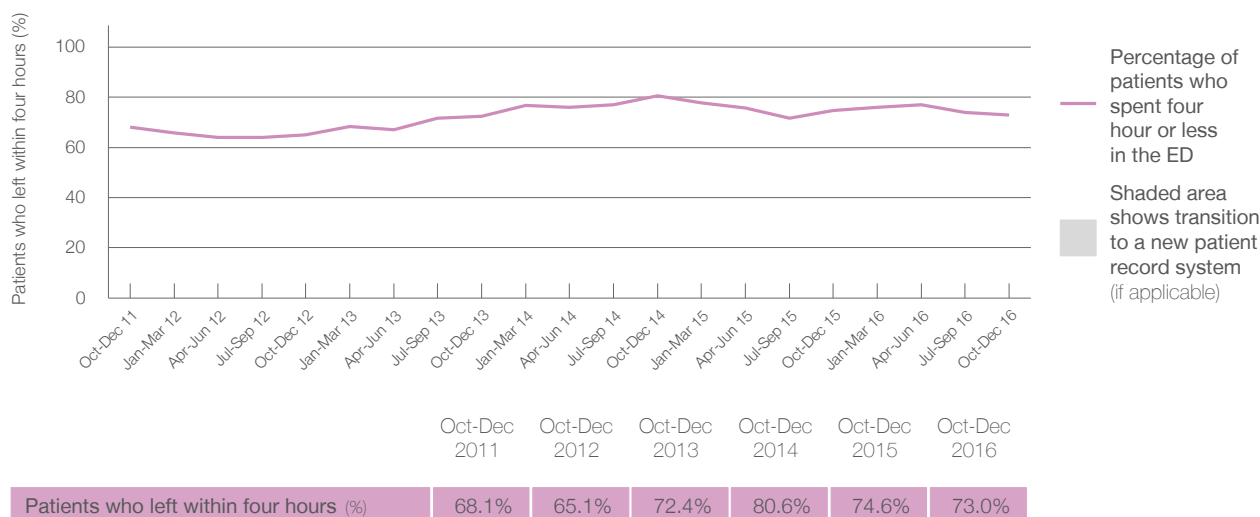
Presentations used to calculate time to leaving the ED:⁶ 7,543 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,515	0.4%
7,515	0.4%
74.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



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- † 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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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,903 patients
Emergency presentations:² 8,662 patients

Same period last year	Change since one year ago
8,130	9.5%
7,872	10.0%

Port Macquarie Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,242 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,456 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,457 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 461 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,213	
9 minutes	8 minutes
23 minutes	26 minutes
3,111	
18 minutes	20 minutes
50 minutes	67 minutes
3,207	
21 minutes	25 minutes
75 minutes	97 minutes
297	
19 minutes	24 minutes
86 minutes	103 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,903 patients

Percentage of patients who spent four hours or less in the ED 73.6%

Same period last year	Change since one year ago
8,130	9.5%
74.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
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5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

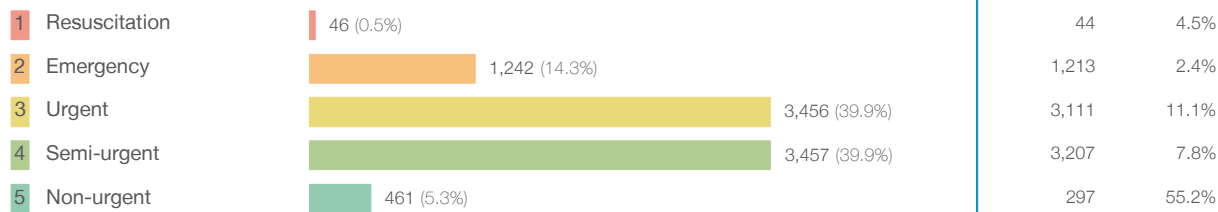
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Patients presenting to the emergency department

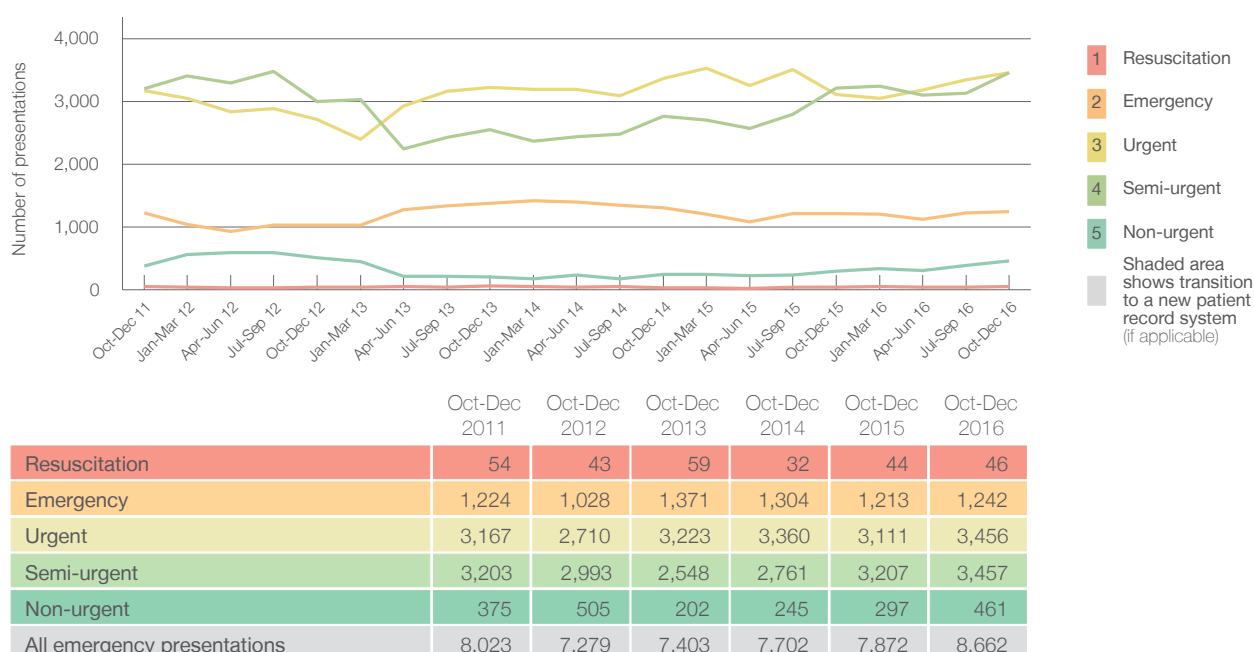
October to December 2016

All presentations:¹ 8,903 patients

Emergency presentations² by triage category: 8,662 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Port Macquarie Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,930 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,242

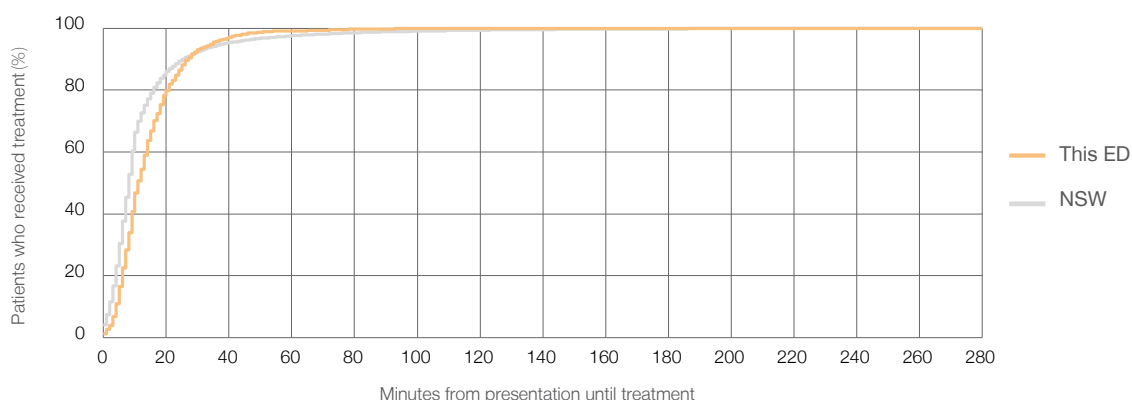
Number of triage 2 patients used to calculate waiting time:³ 1,238

Median time to start treatment⁴ 11 minutes

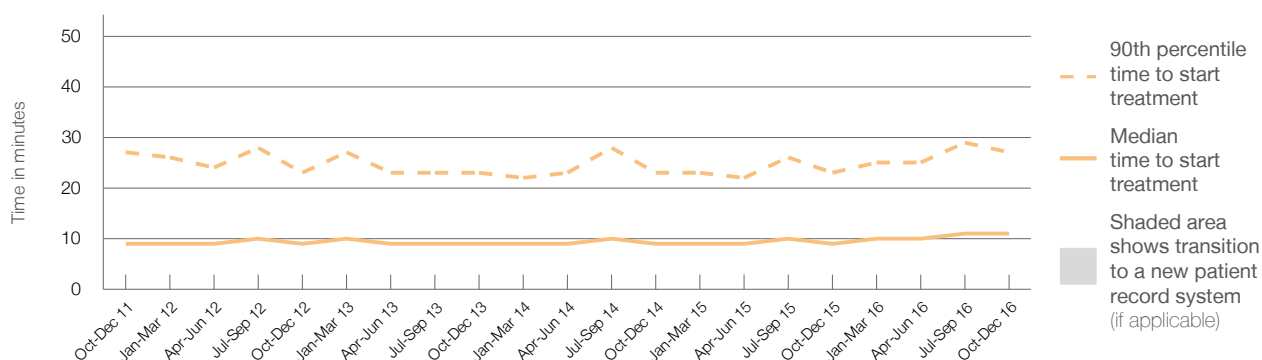
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,213	
1,207	
9 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	9	9	9	9	11
90th percentile time to start treatment ⁵ (minutes)	27	23	23	23	23	27

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,456

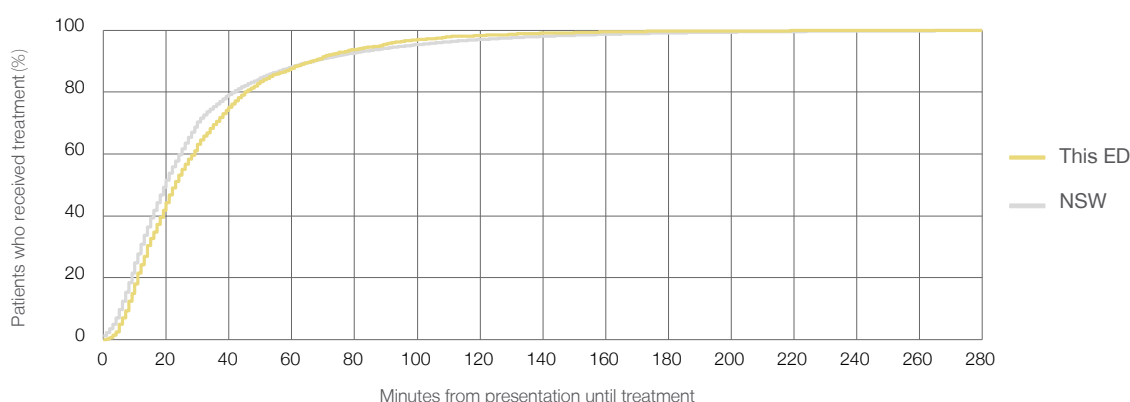
Number of triage 3 patients used to calculate waiting time:³ 3,358

Median time to start treatment⁴ 23 minutes

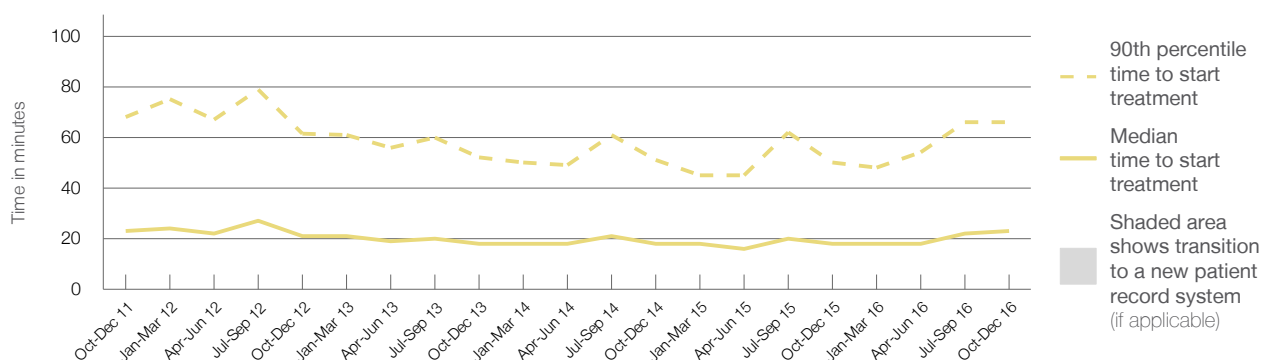
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
3,111	
3,044	
18 minutes	20 minutes
50 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	21	18	18	18	23
90th percentile time to start treatment ⁵ (minutes)	68	62	52	51	50	66

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,457

Number of triage 4 patients used to calculate waiting time:³ 2,831

Median time to start treatment⁴

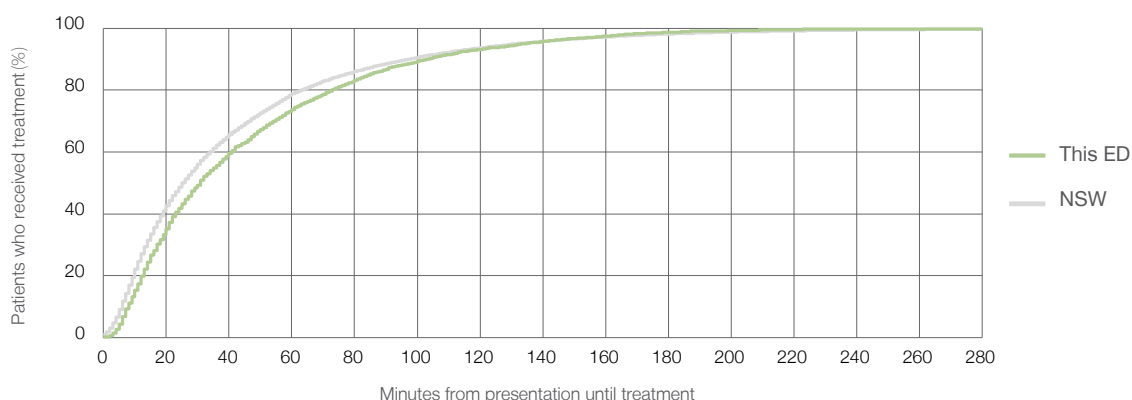
31 minutes

90th percentile time to start treatment⁵

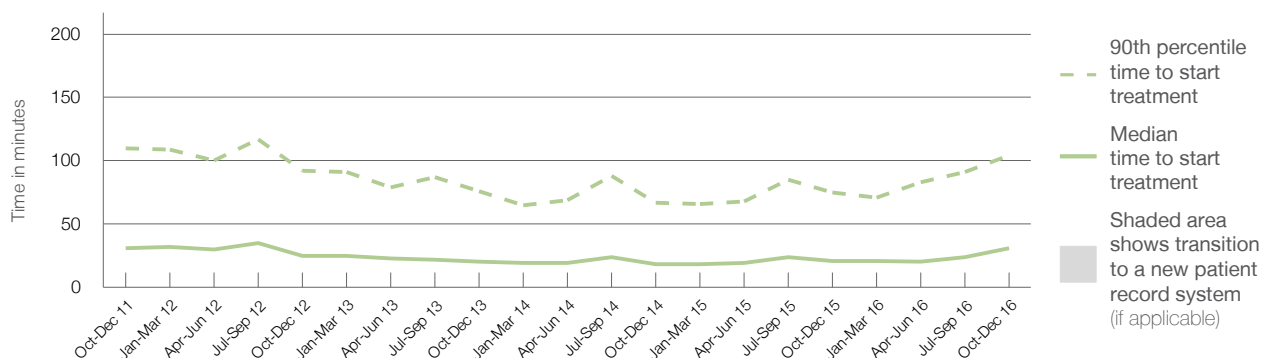
104 minutes

Same period last year	NSW (this period)
3,207	
2,743	
21 minutes	25 minutes
75 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	25	20	18	21	31
90th percentile time to start treatment ⁵ (minutes)	110	92	76	67	75	104

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 461

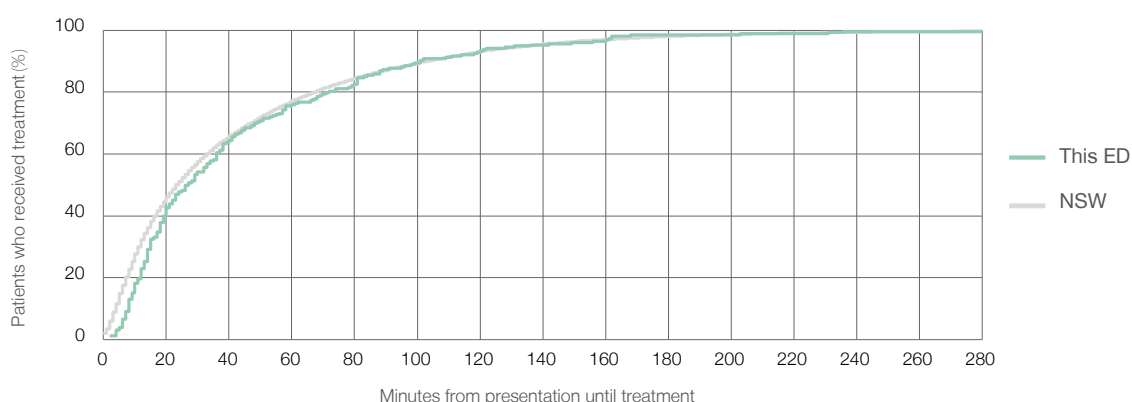
Number of triage 5 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 27 minutes

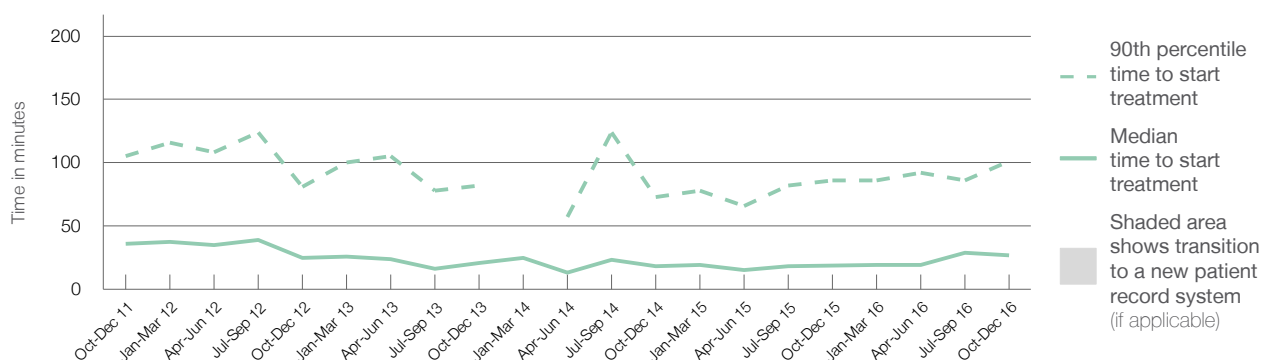
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
297	
188	
19 minutes	24 minutes
86 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	25	21	18	19	27
90th percentile time to start treatment ⁵ (minutes)	105	81	82	73	86	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,903 patients

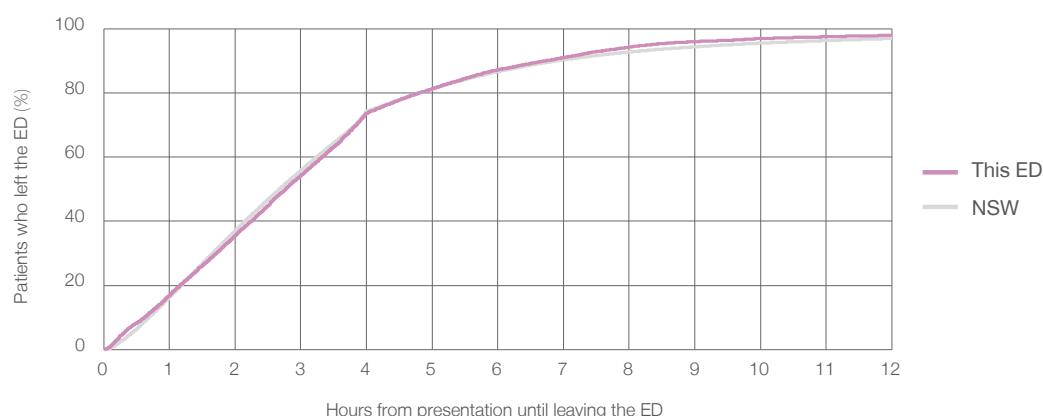
Presentations used to calculate time to leaving the ED:⁶ 8,903 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

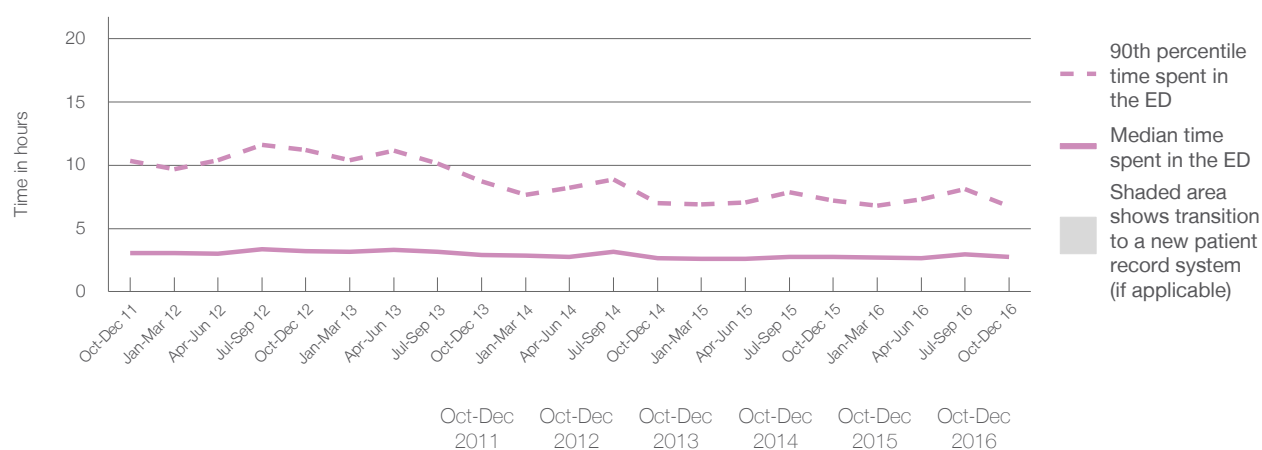
90th percentile time spent in the ED⁹ 6 hours and 44 minutes

Same period last year	NSW (this period)
8,130	
8,130	
2 hours and 44 minutes	2 hours and 41 minutes
7 hours and 11 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 2m	3h 14m	2h 54m	2h 38m	2h 44m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 19m	11h 13m	8h 42m	6h 59m	7h 11m	6h 44m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

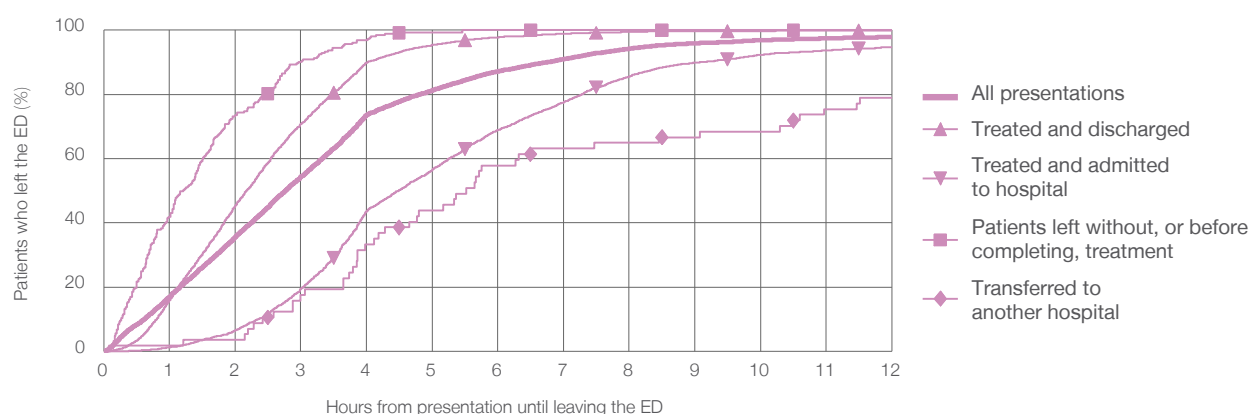
October to December 2016

All presentations:[†] 8,903 patients

Presentations used to calculate time to leaving the ED:[‡] 8,903 patients

		Same period last year	Change since one year ago
		8,130	9.5%
Treated and discharged	4,674 (52.5%)	4,473	4.5%
Treated and admitted to hospital	3,257 (36.6%)	2,944	10.6%
Patient left without, or before completing, treatment	253 (2.8%)	140	80.7%
Transferred to another hospital	57 (0.6%)	40	42.5%
Other	662 (7.4%)	533	24.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.0%	45.4%	70.7%	90.0%	97.8%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.3%	6.5%	19.5%	43.7%	69.0%	85.6%	92.3%	94.7%
Patient left without, or before completing, treatment	41.9%	73.5%	90.1%	96.8%	100%	100%	100%	100%
Transferred to another hospital	1.8%	3.5%	17.5%	33.3%	57.9%	64.9%	68.4%	78.9%
All presentations	17.0%	35.7%	54.3%	73.6%	87.2%	94.2%	96.9%	97.9%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 8,903 patients

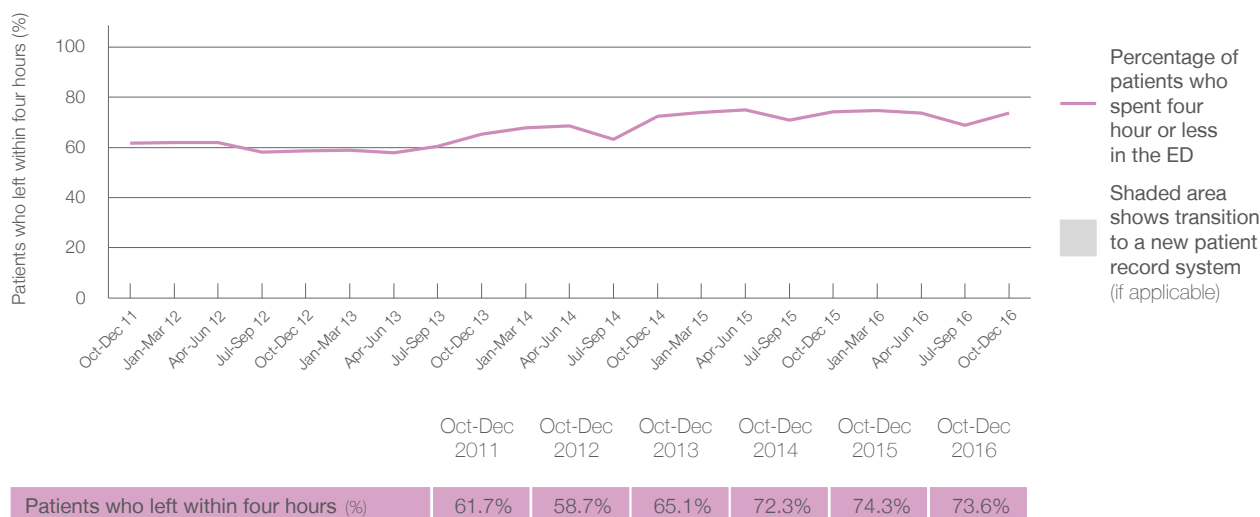
Presentations used to calculate time to leaving the ED:⁶ 8,903 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
8,130	9.5%
8,130	9.5%
74.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 10,050 patients

Emergency presentations:² 9,932 patients

Same period last year	Change since one year ago
9,572	5.0%
9,440	5.2%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 895 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 43 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,342 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 114 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,602 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,042 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
718	
11 minutes	8 minutes
41 minutes	26 minutes
2,720	
31 minutes	20 minutes
125 minutes	67 minutes
4,579	
43 minutes	25 minutes
150 minutes	97 minutes
1,374	
31 minutes	24 minutes
121 minutes	103 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 10,050 patients

Percentage of patients who spent four hours or less in the ED 67.9%

Same period last year	Change since one year ago
9,572	5.0%
66.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

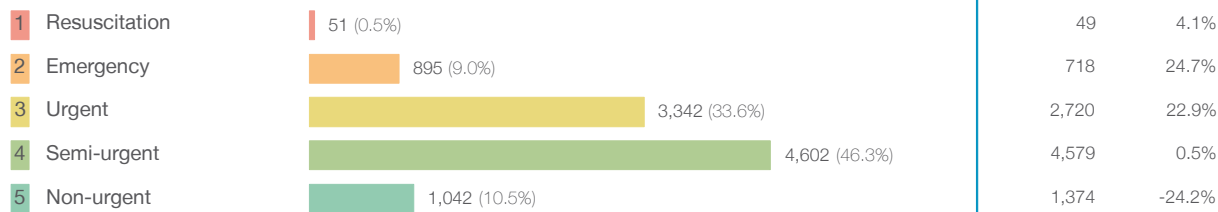
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

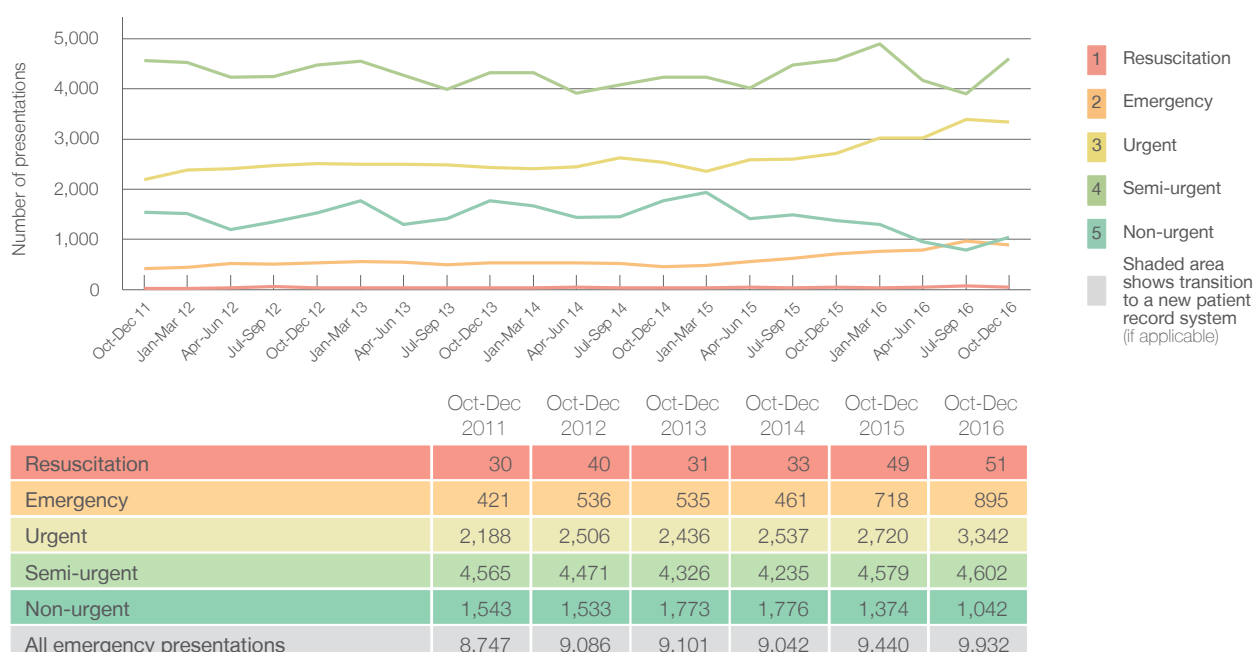
October to December 2016

All presentations:¹ 10,050 patients

Emergency presentations² by triage category: 9,932 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Shoalhaven District Memorial Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,311 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 895

Number of triage 2 patients used to calculate waiting time:³ 893

Median time to start treatment⁴

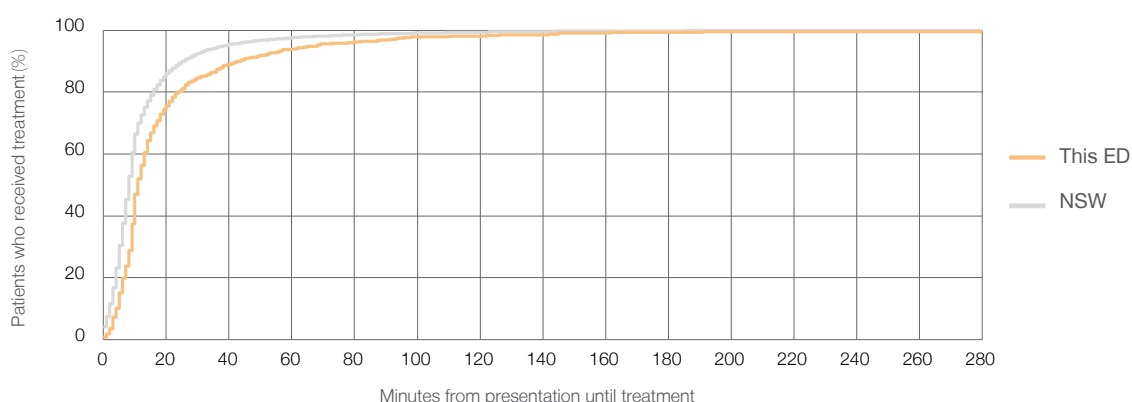
11 minutes

90th percentile time to start treatment⁵

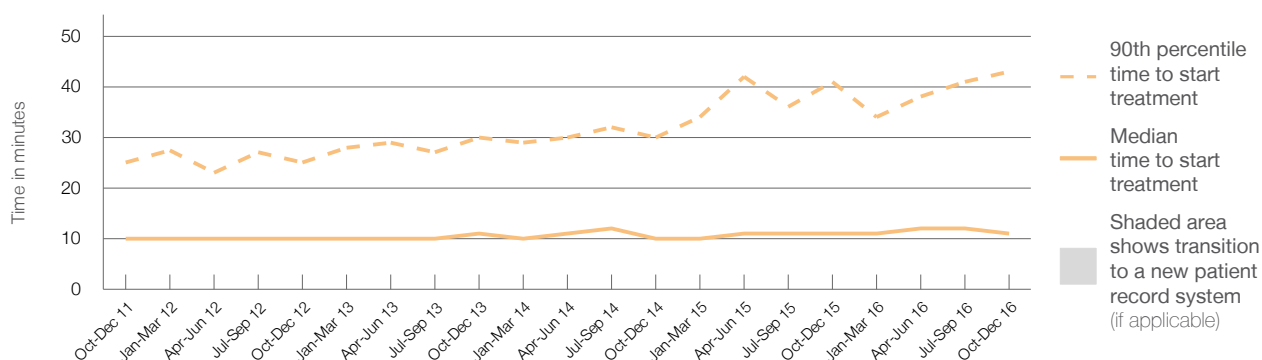
43 minutes

Same period last year	NSW (this period)
718	
715	
11 minutes	8 minutes
41 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	10	11	10	11	11
90th percentile time to start treatment ⁵ (minutes)	25	25	30	30	41	43

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,342

Number of triage 3 patients used to calculate waiting time:³ 3,280

Median time to start treatment⁴

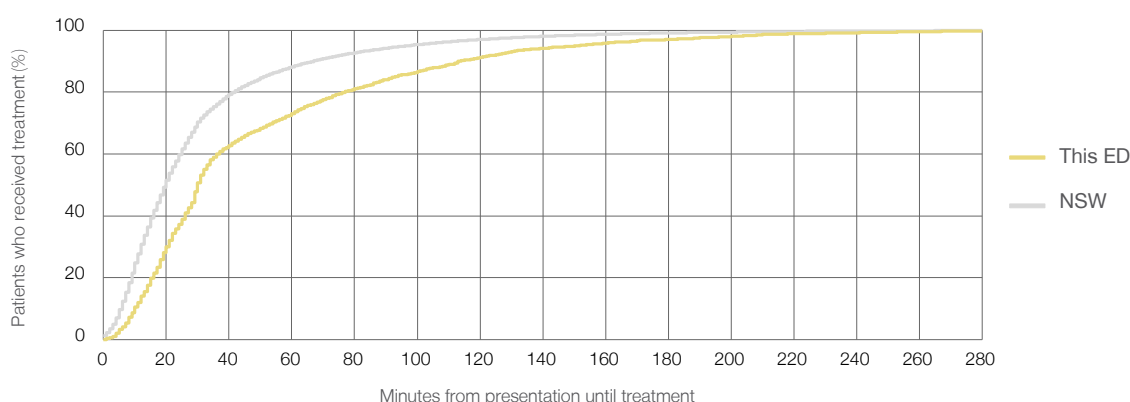
30 minutes

90th percentile time to start treatment⁵

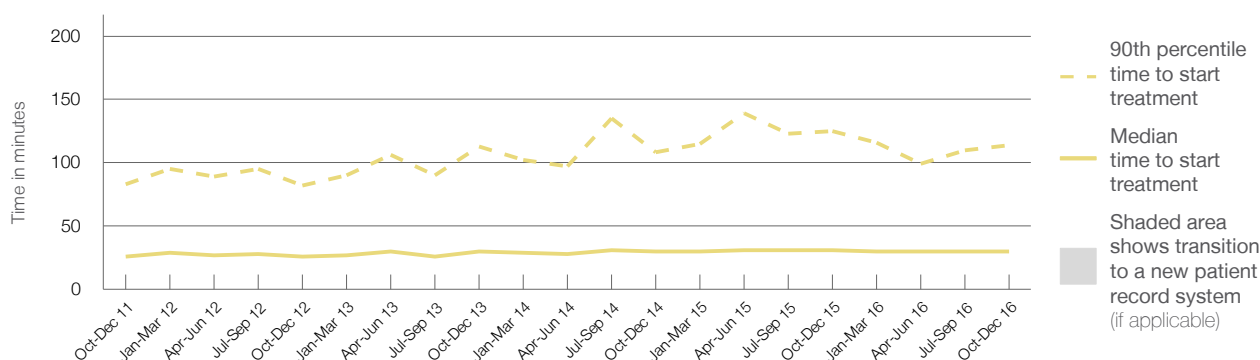
114 minutes

Same period last year	NSW (this period)
2,720	
2,649	
31 minutes	20 minutes
125 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	26	30	30	31	30
90th percentile time to start treatment ⁵ (minutes)	83	82	113	108	125	114

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,602

Number of triage 4 patients used to calculate waiting time:³ 4,342

Median time to start treatment⁴

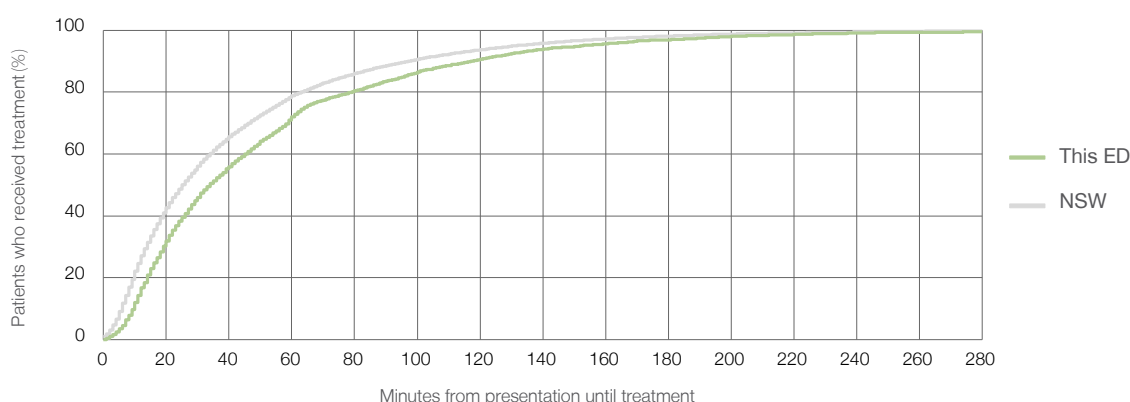
34 minutes

90th percentile time to start treatment⁵

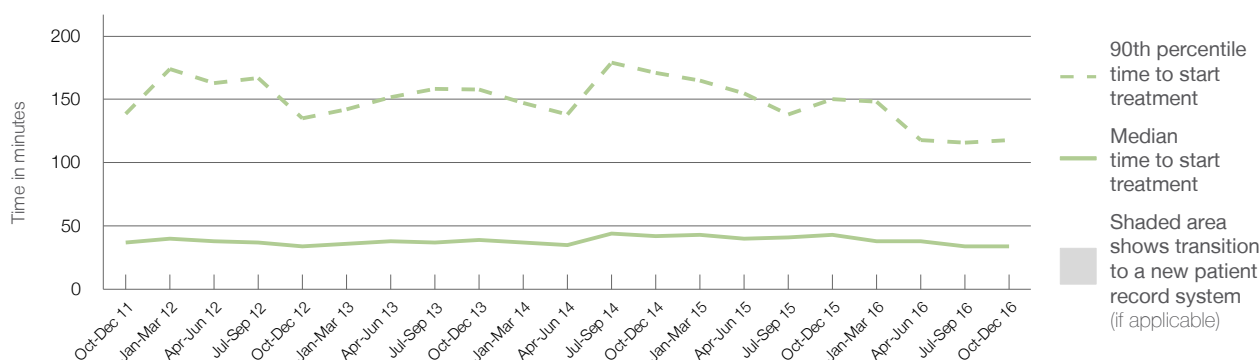
118 minutes

Same period last year	NSW (this period)
4,579	
4,202	
43 minutes	25 minutes
150 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	34	39	42	43	34
90th percentile time to start treatment ⁵ (minutes)	139	135	158	171	150	118

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,042

Number of triage 5 patients used to calculate waiting time:³ 937

Median time to start treatment⁴

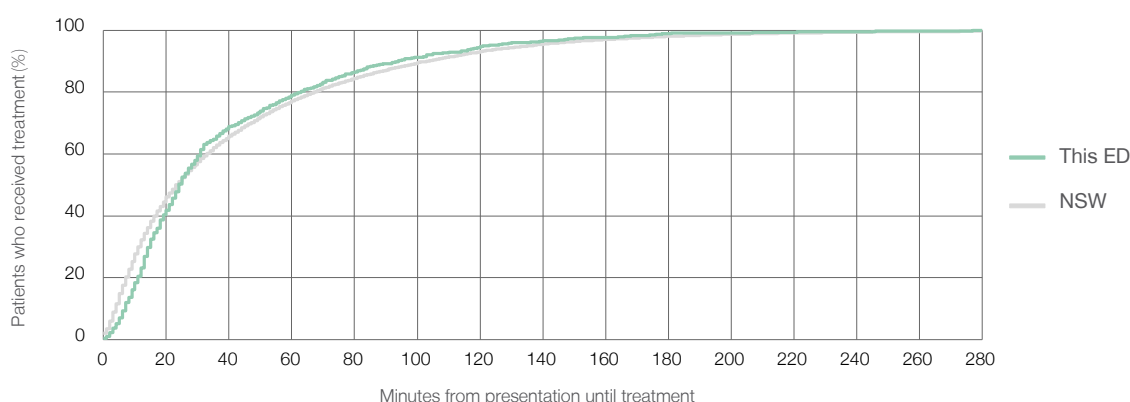
24 minutes

90th percentile time to start treatment⁵

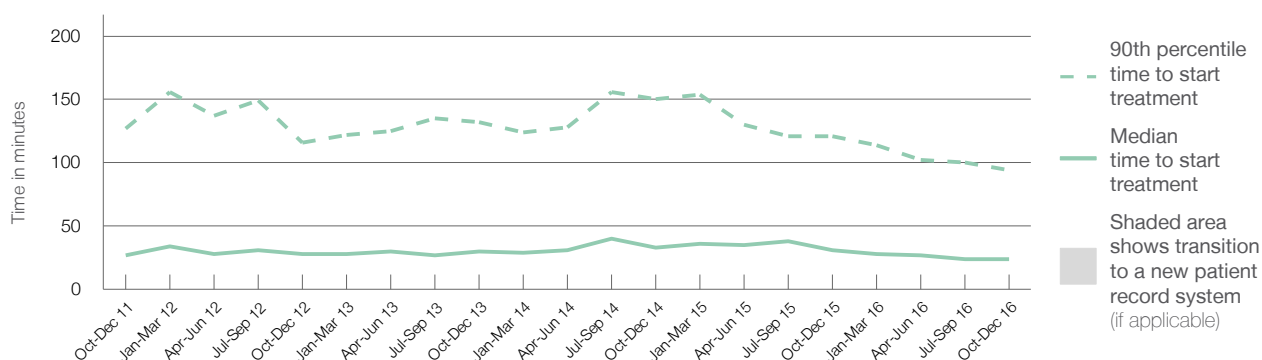
94 minutes

Same period last year	NSW (this period)
1,374	
1,206	
31 minutes	24 minutes
121 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	28	30	33	31	24
90th percentile time to start treatment ⁵ (minutes)	127	116	132	150	121	94

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 10,050 patients

Presentations used to calculate time to leaving the ED:⁶ 10,050 patients

Median time spent in the ED⁸

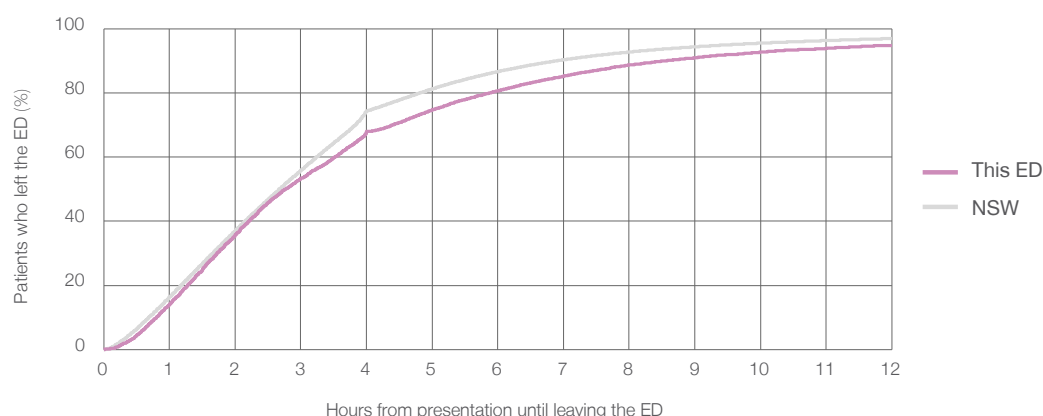
2 hours and 46 minutes

90th percentile time spent in the ED⁹

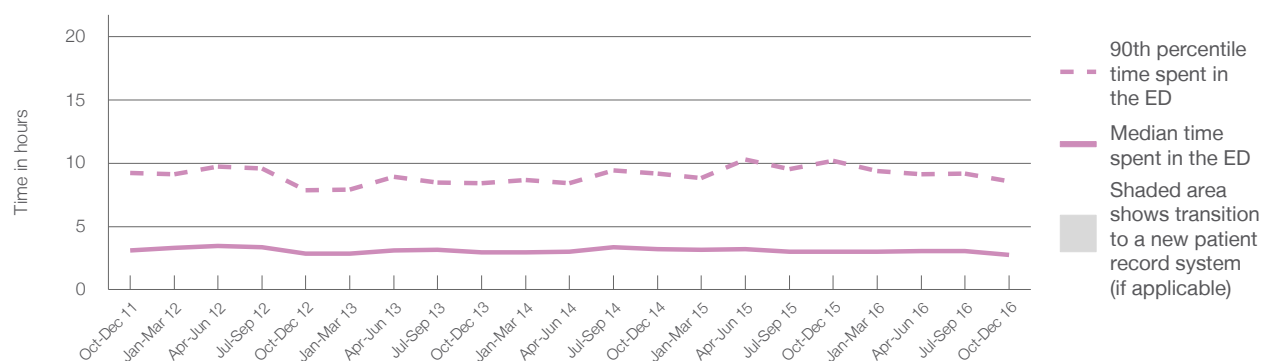
8 hours and 35 minutes

Same period last year	NSW (this period)
9,572	
9,572	
3 hours and 0 minutes	2 hours and 41 minutes
10 hours and 11 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 6m	2h 52m	2h 58m	3h 13m	3h 0m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 14m	7h 51m	8h 24m	9h 10m	10h 11m	8h 35m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

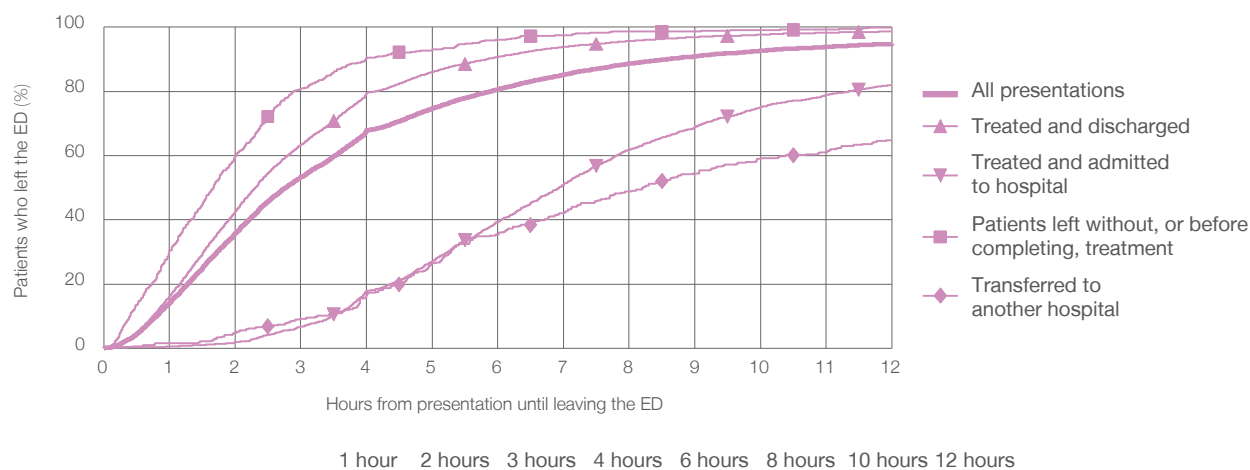
October to December 2016

All presentations:[†] 10,050 patients

Presentations used to calculate time to leaving the ED:[‡] 10,050 patients

		Same period last year	Change since one year ago
Treated and discharged	7,339 (73.0%)	9,572	5.0%
Treated and admitted to hospital	1,685 (16.8%)	6,718	9.2%
Patient left without, or before completing, treatment	654 (6.5%)	1,541	9.3%
Transferred to another hospital	336 (3.3%)	891	-26.6%
Other	36 (0.4%)	376	-10.6%
		46	-21.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	16.2%	42.6%	63.4%	79.6%	90.7%	95.7%	97.7%	98.7%
Treated and admitted to hospital	0.5%	1.9%	6.7%	18.0%	39.4%	61.8%	75.1%	82.0%
Patient left without, or before completing, treatment	30.4%	60.1%	80.9%	90.5%	96.0%	98.6%	99.1%	99.8%
Transferred to another hospital	1.5%	4.8%	9.2%	16.7%	35.4%	48.8%	58.9%	64.9%
All presentations	14.2%	35.8%	53.3%	67.9%	80.6%	88.7%	92.7%	94.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 10,050 patients

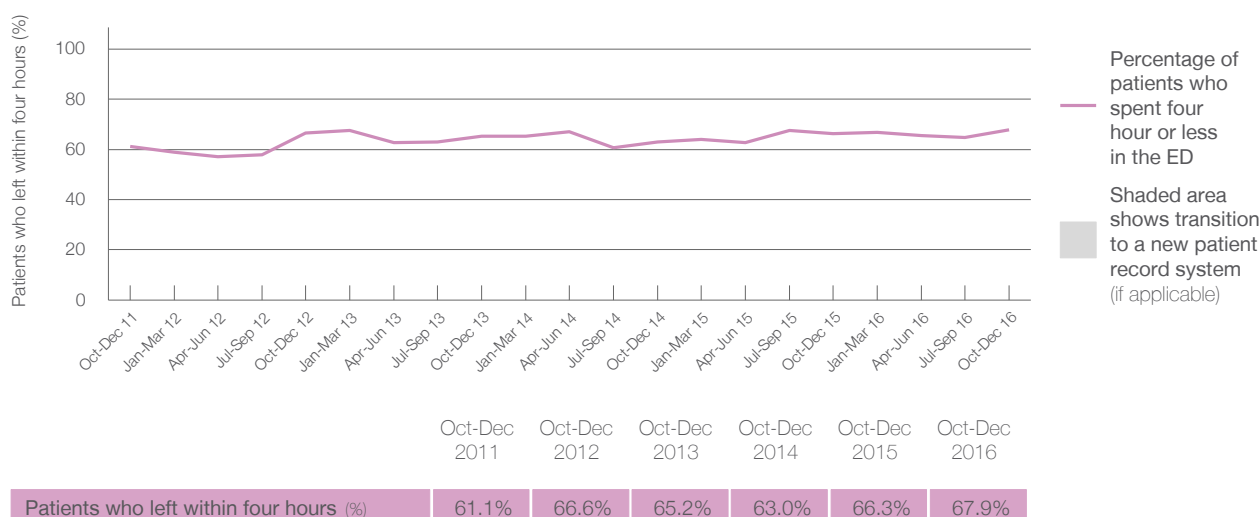
Presentations used to calculate time to leaving the ED:⁶ 10,050 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
9,572	5.0%
9,572	5.0%
66.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 12,936 patients

Emergency presentations:² 12,789 patients

Same period last year	Change since one year ago
12,915	0.2%
12,778	0.1%

Sutherland Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,646 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,286 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,858 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 940 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,745	
14 minutes	8 minutes
33 minutes	26 minutes
4,853	
28 minutes	20 minutes
64 minutes	67 minutes
5,052	
29 minutes	25 minutes
76 minutes	97 minutes
1,065	
26 minutes	24 minutes
89 minutes	103 minutes

Sutherland Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 12,932 patients

Percentage of patients who spent four hours or less in the ED 67.9%

Same period last year	Change since one year ago
12,915	0.1%
73.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

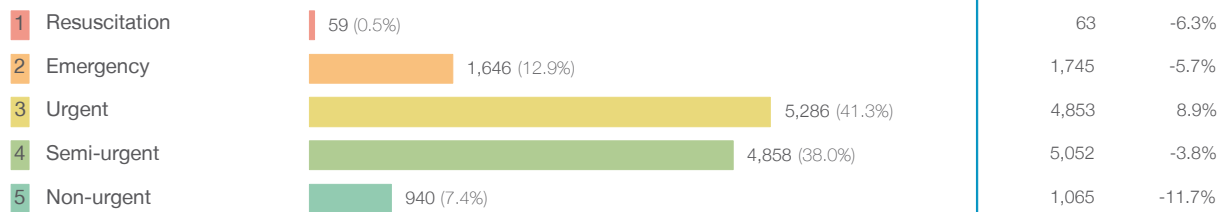
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Patients presenting to the emergency department

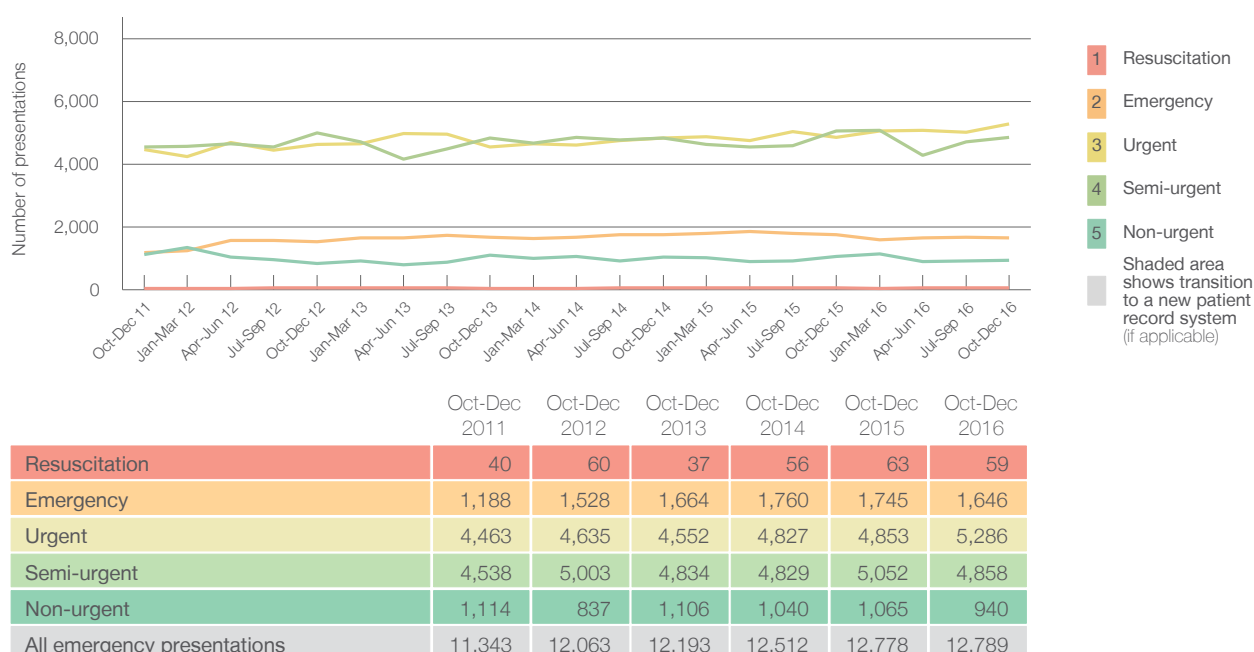
October to December 2016

All presentations:¹ 12,936 patients

Emergency presentations² by triage category: 12,789 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Sutherland Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,418 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,646

Number of triage 2 patients used to calculate waiting time:³ 1,640

Median time to start treatment⁴

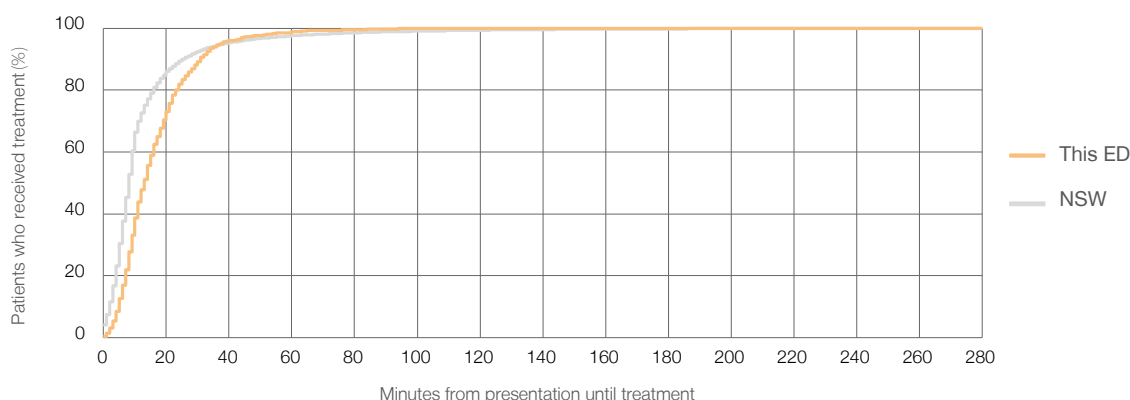
13 minutes

90th percentile time to start treatment⁵

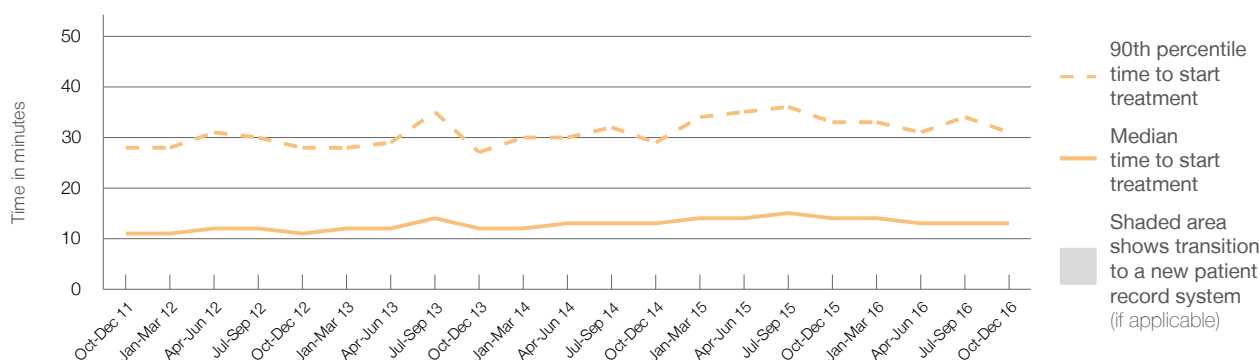
31 minutes

Same period last year	NSW (this period)
1,745	
1,740	
14 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	11	11	12	13	14	13
90th percentile time to start treatment ⁵ (minutes)	28	28	27	29	33	31

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 5,286

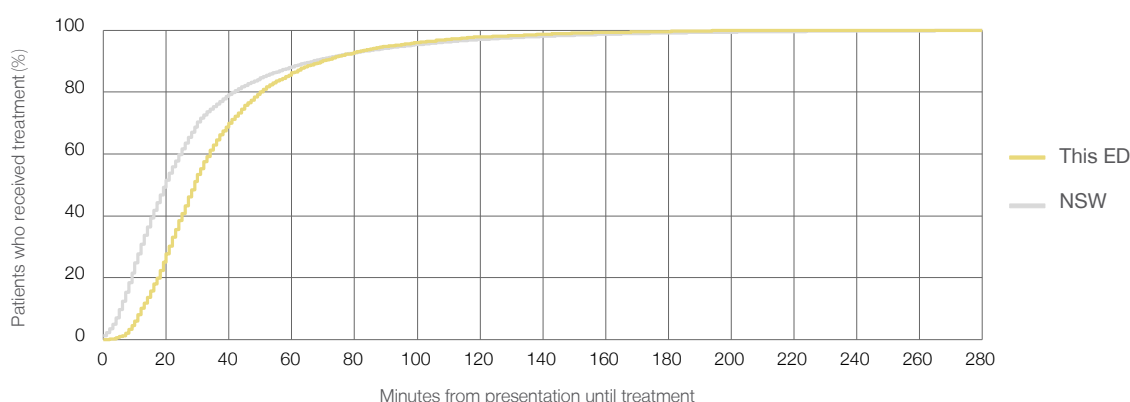
Number of triage 3 patients used to calculate waiting time:³ 5,191

Median time to start treatment⁴ 29 minutes

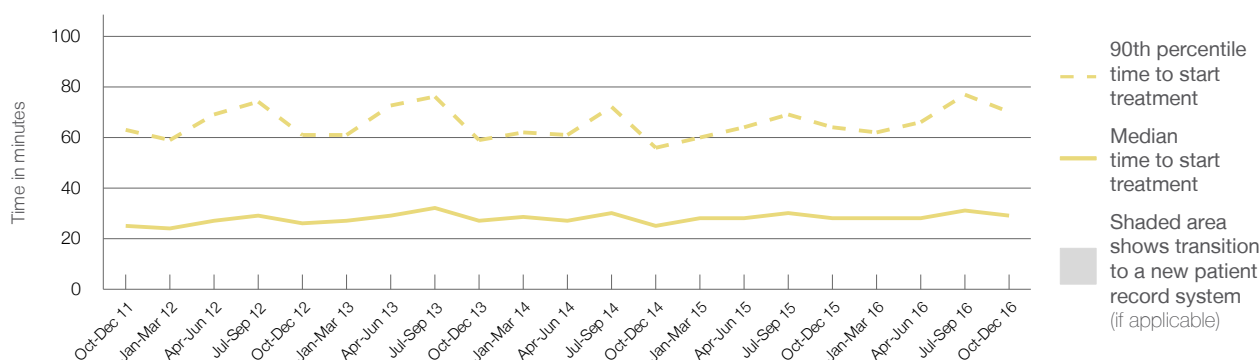
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
4,853	
4,783	
28 minutes	20 minutes
64 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	26	27	25	28	29
90th percentile time to start treatment ⁵ (minutes)	63	61	59	56	64	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,858

Number of triage 4 patients used to calculate waiting time:³ 4,693

Median time to start treatment⁴

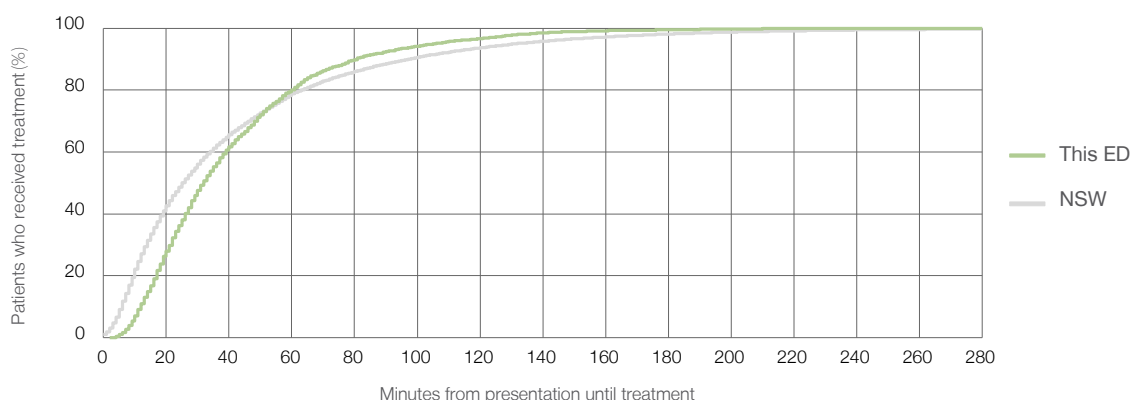
32 minutes

90th percentile time to start treatment⁵

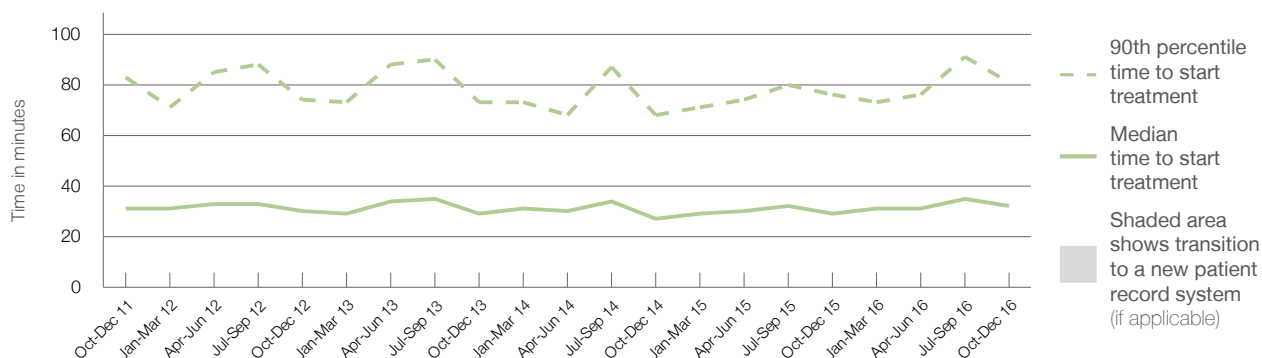
81 minutes

Same period last year	NSW (this period)
5,052	
4,914	
29 minutes	25 minutes
76 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	30	29	27	29	32
90th percentile time to start treatment ⁵ (minutes)	83	74	73	68	76	81

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 940

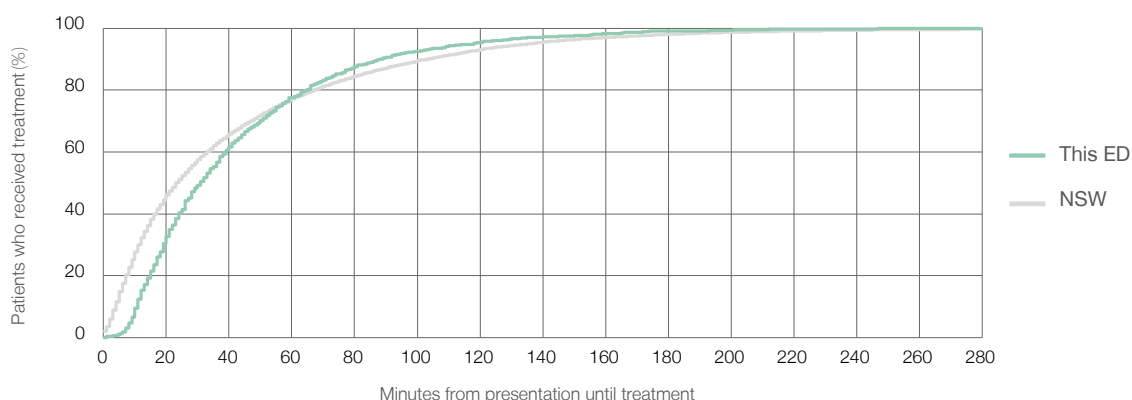
Number of triage 5 patients used to calculate waiting time:³ 834

Median time to start treatment⁴ 31 minutes

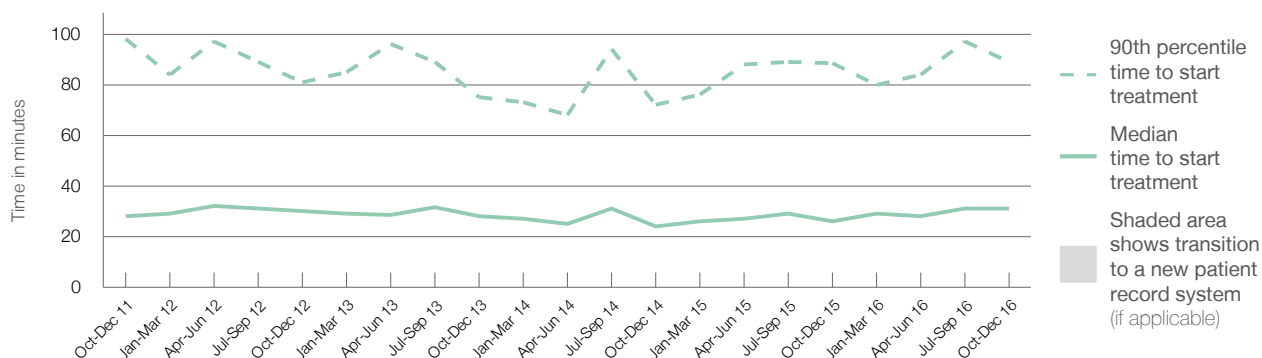
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,065	
970	
26 minutes	24 minutes
89 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	30	28	24	26	31
90th percentile time to start treatment ⁵ (minutes)	98	81	75	72	89	89

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 12,936 patients

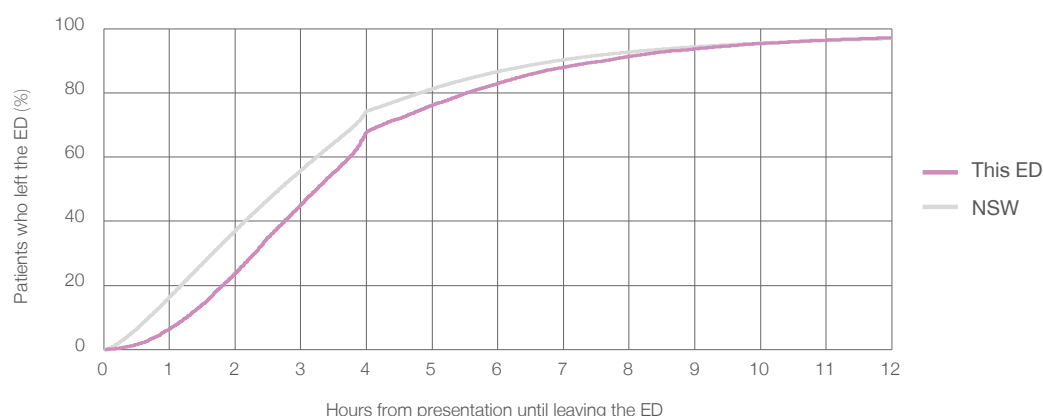
Presentations used to calculate time to leaving the ED:⁶ 12,932 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

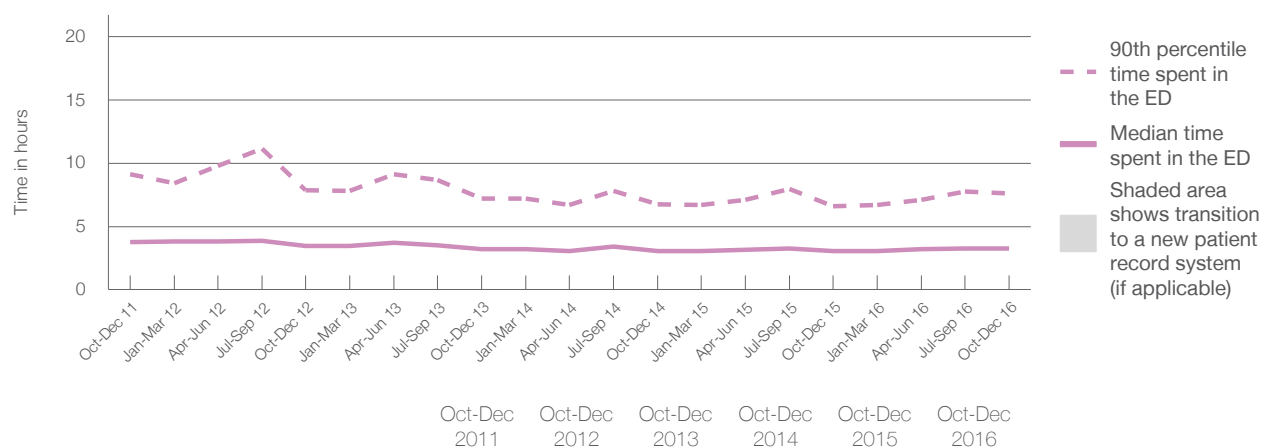
90th percentile time spent in the ED⁹ 7 hours and 37 minutes

Same period last year	NSW (this period)
12,915	
12,915	
3 hours and 3 minutes	2 hours and 41 minutes
6 hours and 36 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 45m	3h 29m	3h 14m	3h 4m	3h 3m	3h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients spent in the ED

By mode of separation

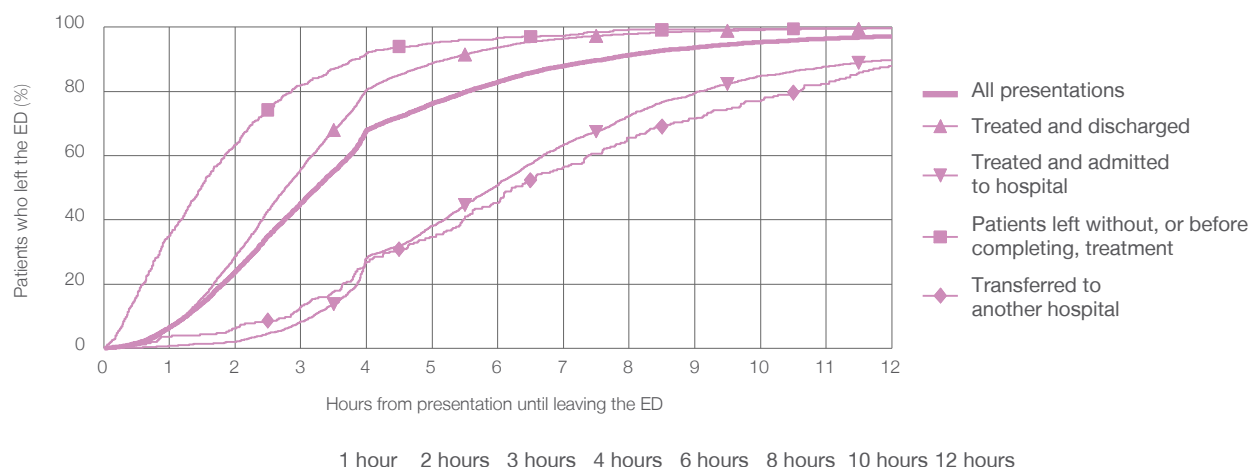
October to December 2016

All presentations:[†] 12,936 patients

Presentations used to calculate time to leaving the ED:[‡] 12,932 patients

		Same period last year	Change since one year ago
Treated and discharged	8,971 (69.3%)	9,176	-2.2%
Treated and admitted to hospital	3,026 (23.4%)	2,977	1.6%
Patient left without, or before completing, treatment	633 (4.9%)	522	21.3%
Transferred to another hospital	256 (2.0%)	192	33.3%
Other	50 (0.4%)	48	4.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	6.2%	28.7%	55.8%	80.6%	93.7%	97.9%	99.2%	99.7%
Treated and admitted to hospital	0.7%	2.1%	8.3%	28.2%	50.9%	72.4%	84.8%	89.8%
Patient left without, or before completing, treatment	35.1%	63.3%	82.0%	91.9%	96.7%	99.2%	99.5%	99.7%
Transferred to another hospital	3.5%	6.3%	12.9%	27.0%	45.3%	65.6%	77.0%	87.9%
All presentations	6.5%	23.9%	45.2%	67.9%	82.9%	91.4%	95.4%	97.1%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 12,936 patients

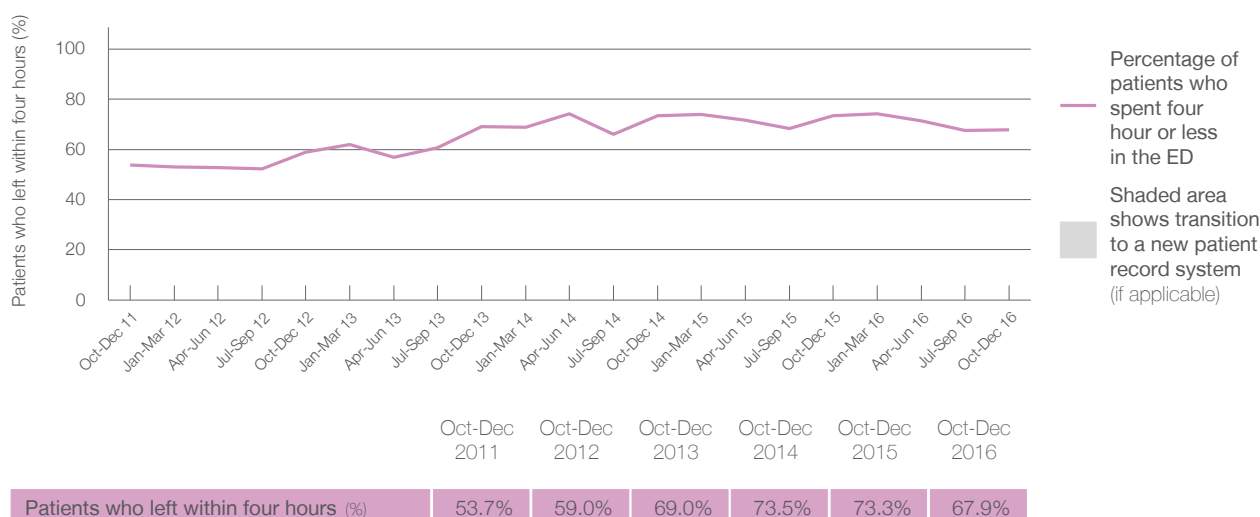
Presentations used to calculate time to leaving the ED:⁶ 12,932 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
12,915	0.2%
12,915	0.1%
73.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 11,646 patients

Emergency presentations:² 10,978 patients

Same period last year	Change since one year ago
10,861	7.2%
10,092	8.8%

Tamworth Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 934 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,700 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,440 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,846 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
871	
9 minutes	8 minutes
40 minutes	26 minutes
2,645	
30 minutes	20 minutes
106 minutes	67 minutes
4,684	
47 minutes	25 minutes
135 minutes	97 minutes
1,827	
52 minutes	24 minutes
131 minutes	103 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 11,646 patients

Percentage of patients who spent four hours or less in the ED 76.5%

Same period last year	Change since one year ago
10,861	7.2%
69.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

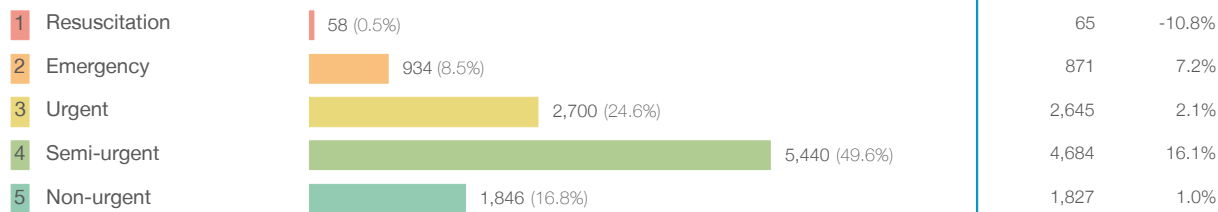
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Patients presenting to the emergency department

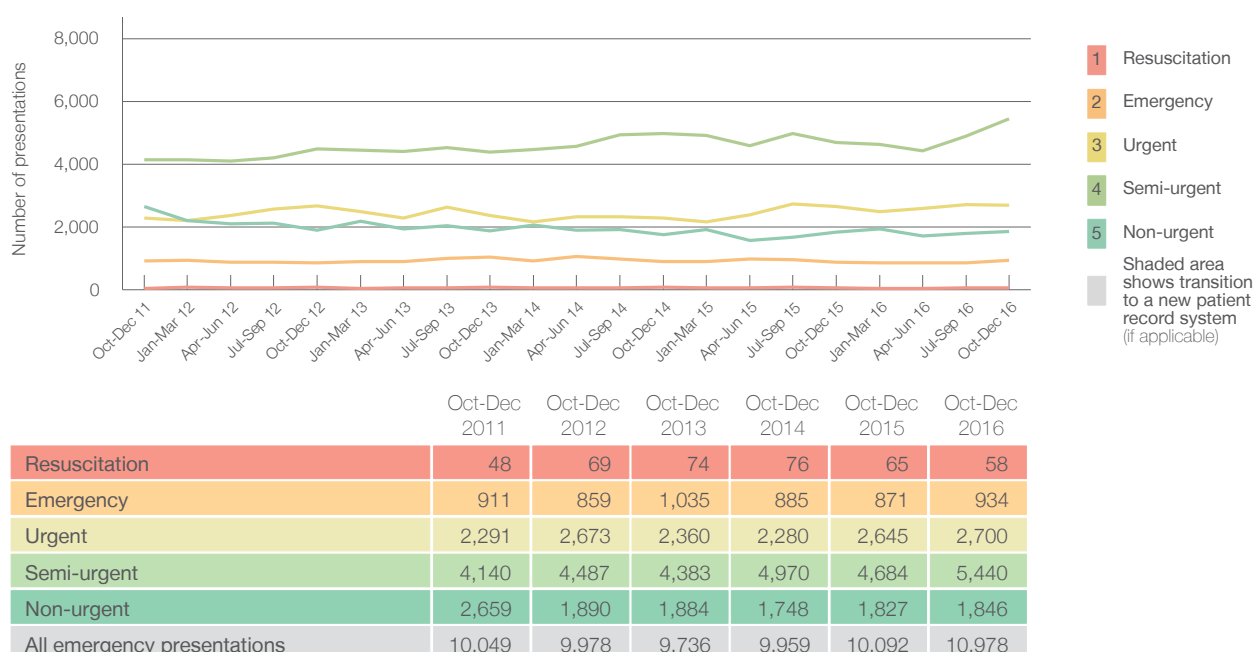
October to December 2016

All presentations:¹ 11,646 patients

Emergency presentations² by triage category: 10,978 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Tamworth Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,743 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 934

Number of triage 2 patients used to calculate waiting time:³ 932

Median time to start treatment⁴

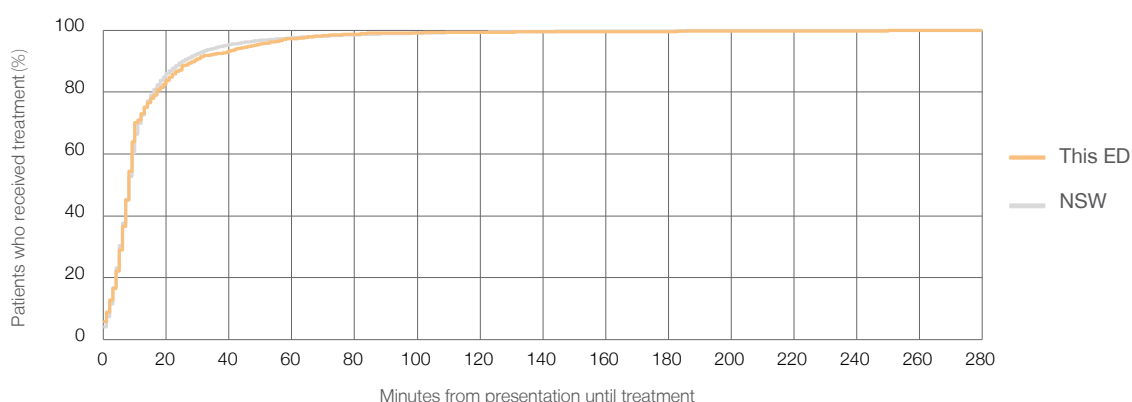
8 minutes

90th percentile time to start treatment⁵

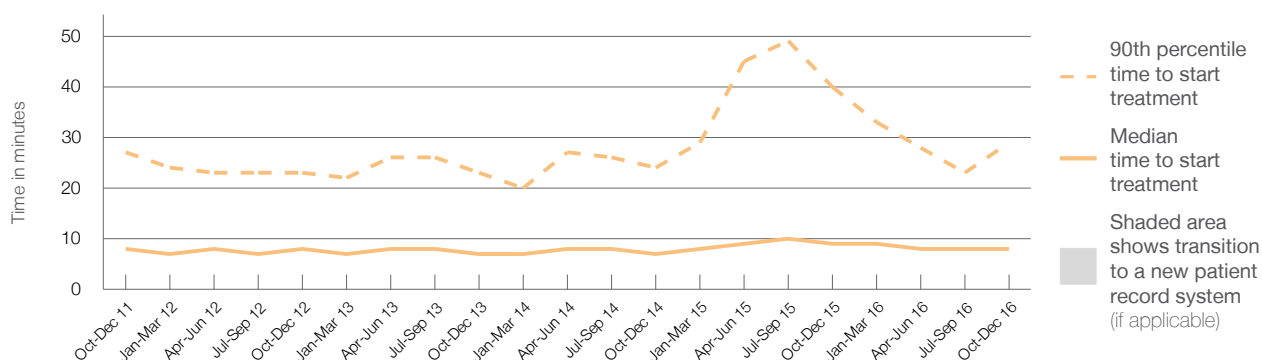
29 minutes

Same period last year	NSW (this period)
871	
864	
9 minutes	8 minutes
40 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	7	9	8
90th percentile time to start treatment ⁵ (minutes)	27	23	23	24	40	29

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,700

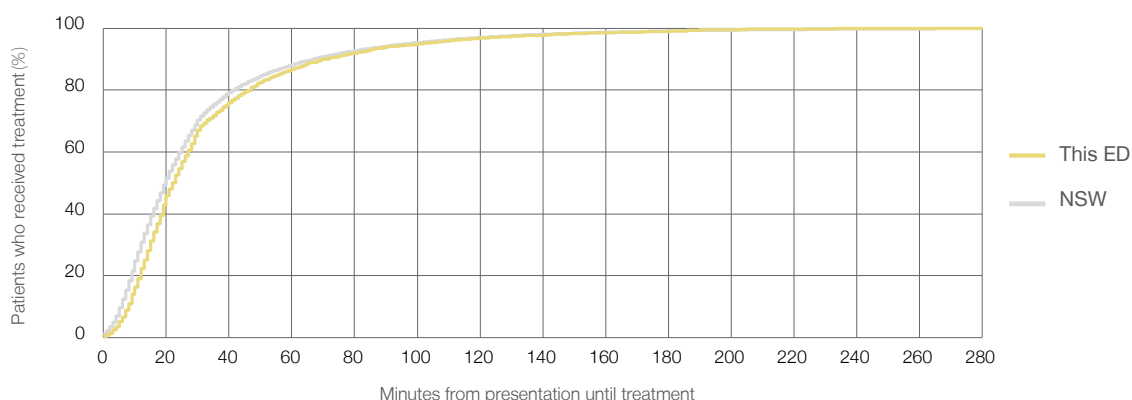
Number of triage 3 patients used to calculate waiting time:³ 2,645

Median time to start treatment⁴ 22 minutes

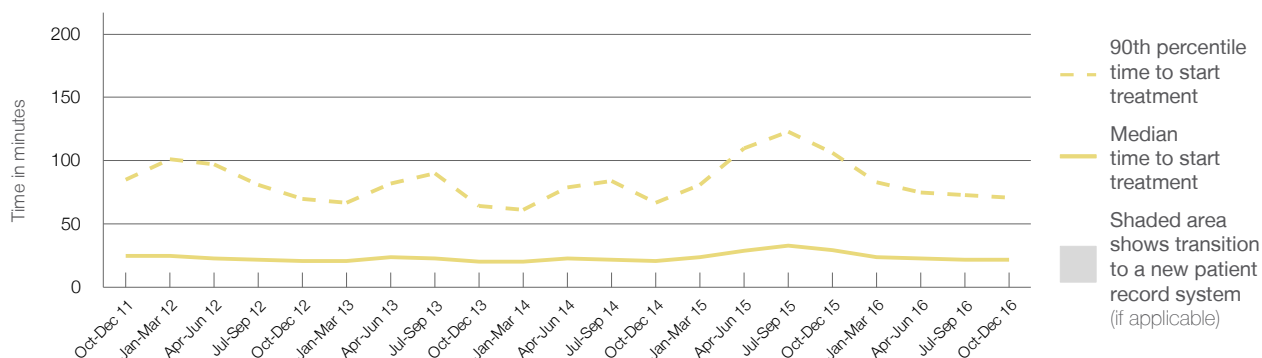
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
2,645	
2,544	
30 minutes	20 minutes
106 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	21	20	21	30	22
90th percentile time to start treatment ⁵ (minutes)	85	70	64	67	106	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 5,440

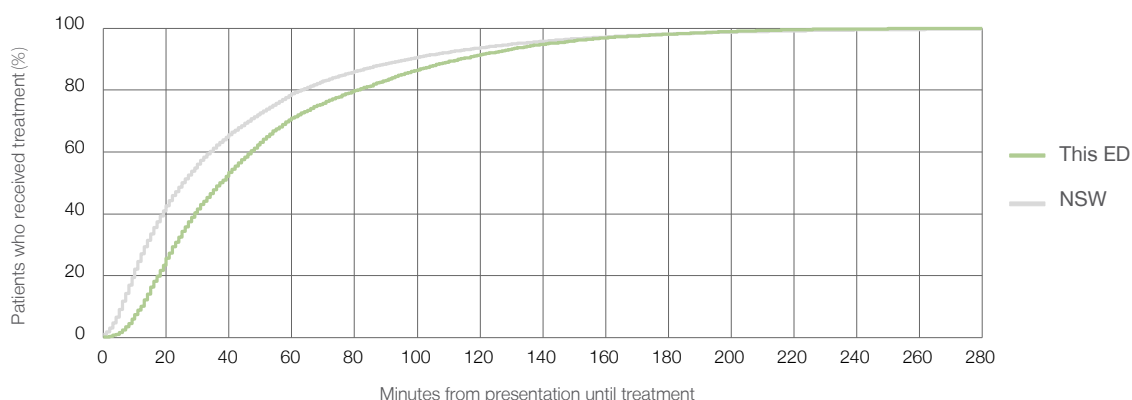
Number of triage 4 patients used to calculate waiting time:³ 5,214

Median time to start treatment⁴ 37 minutes

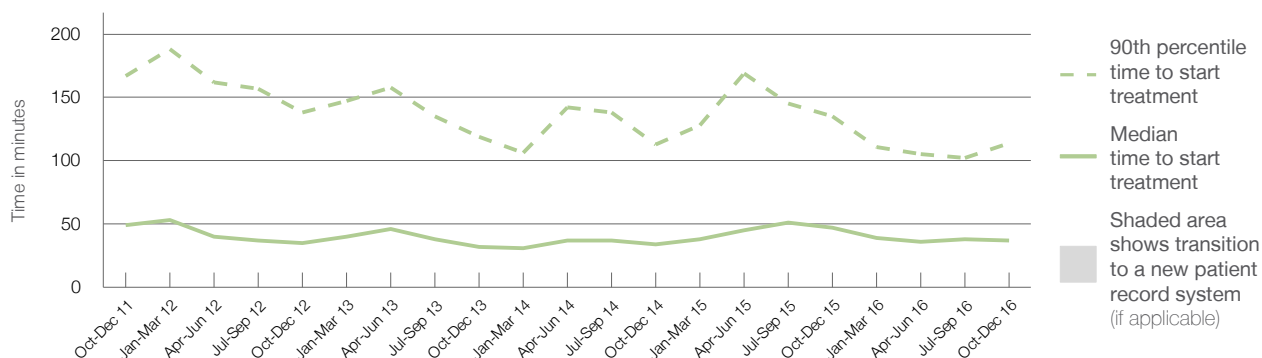
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
4,684	
4,403	
47 minutes	25 minutes
135 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	49	35	32	34	47	37
90th percentile time to start treatment ⁵ (minutes)	167	138	119	113	135	114

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,846

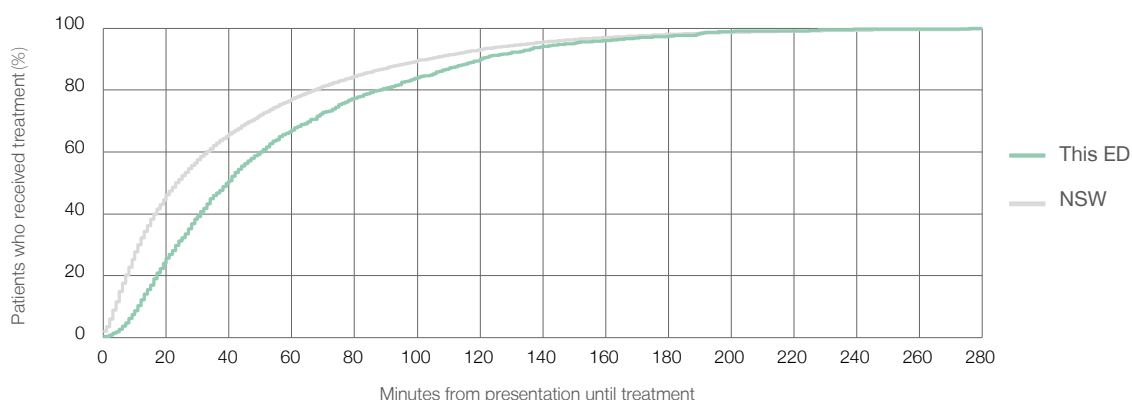
Number of triage 5 patients used to calculate waiting time:³ 1,722

Median time to start treatment⁴ 40 minutes

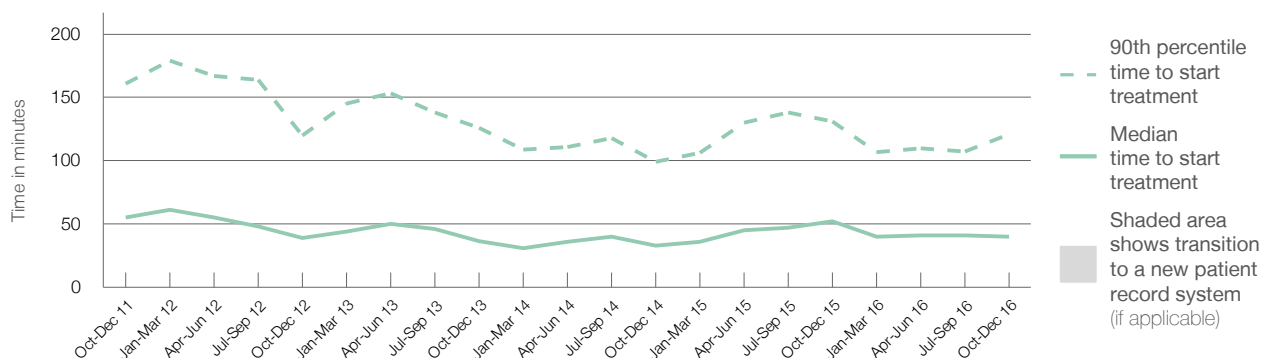
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,827	
1,687	
52 minutes	24 minutes
131 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	55	39	37	33	52	40
90th percentile time to start treatment ⁵ (minutes)	161	120	126	99	131	121

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 11,646 patients

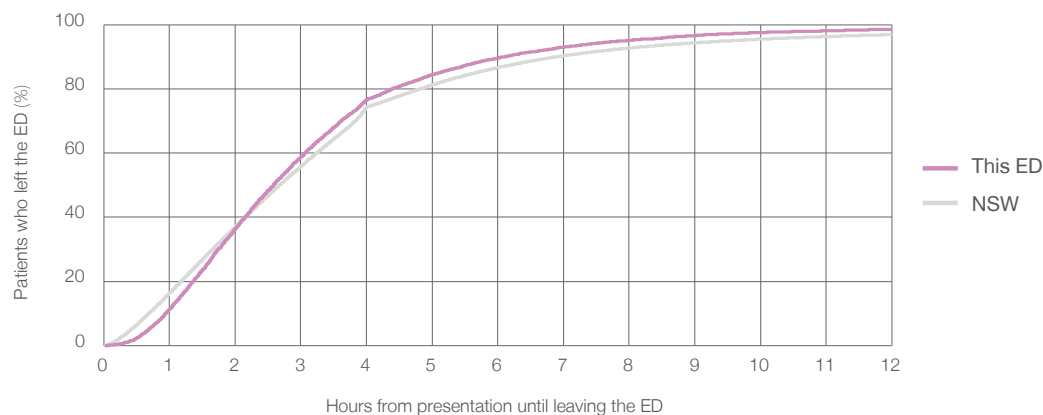
Presentations used to calculate time to leaving the ED:⁶ 11,646 patients

Median time spent in the ED⁸ 2 hours and 35 minutes

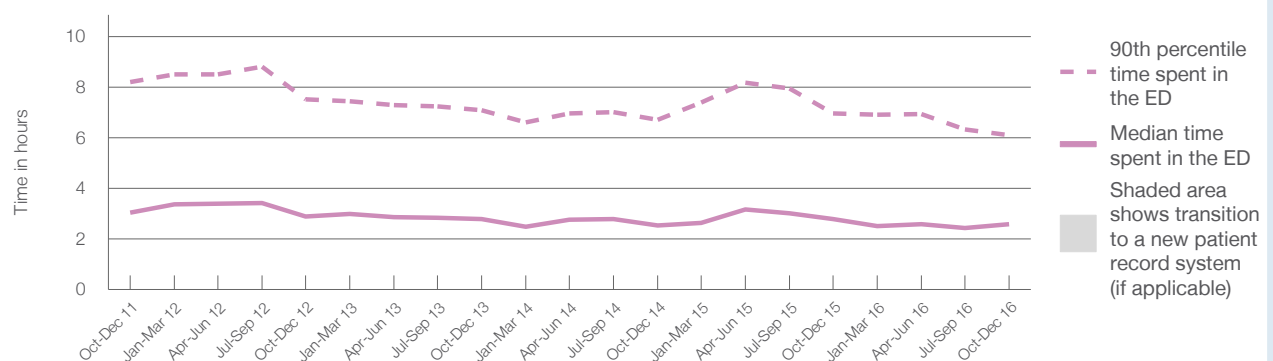
90th percentile time spent in the ED⁹ 6 hours and 6 minutes

Same period last year	NSW (this period)
10,861	10,861
2 hours and 47 minutes	2 hours and 41 minutes
6 hours and 58 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	2h 54m	2h 47m	2h 33m	2h 47m	2h 35m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 12m	7h 32m	7h 6m	6h 42m	6h 58m	6h 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

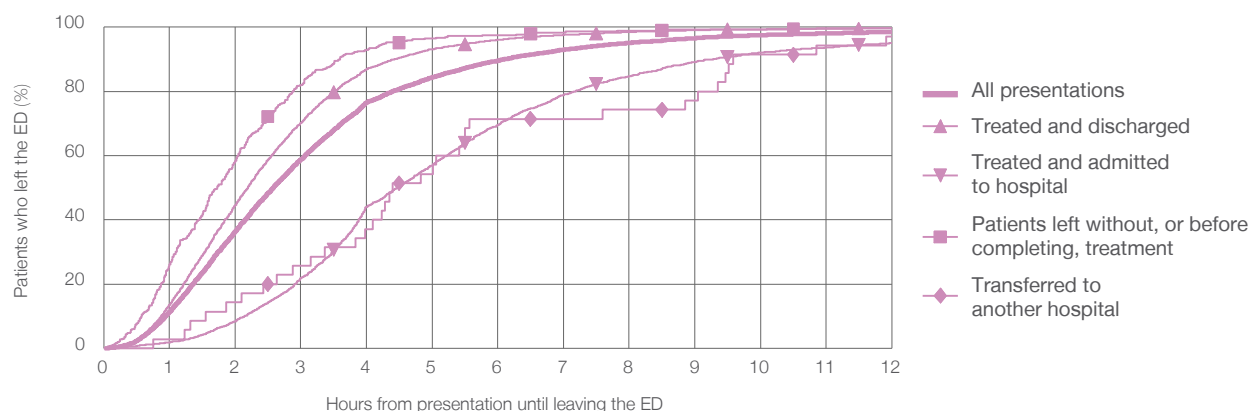
October to December 2016

All presentations:[†] 11,646 patients

Presentations used to calculate time to leaving the ED:[‡] 11,646 patients

		Same period last year	Change since one year ago
Treated and discharged	8,271 (71.0%)	7,848	5.4%
Treated and admitted to hospital	2,833 (24.3%)	2,413	17.4%
Patient left without, or before completing, treatment	399 (3.4%)	384	3.9%
Transferred to another hospital	35 (0.3%)	28	25.0%
Other	108 (0.9%)	188	-42.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	13.6%	44.6%	70.2%	86.9%	96.1%	98.5%	99.3%	99.6%
Treated and admitted to hospital	1.8%	8.4%	21.9%	44.1%	69.5%	84.8%	92.1%	95.0%
Patient left without, or before completing, treatment	26.1%	58.4%	82.0%	93.0%	97.5%	99.0%	99.2%	99.7%
Transferred to another hospital	2.9%	14.3%	25.7%	37.1%	71.4%	74.3%	91.4%	97.1%
All presentations	11.4%	36.4%	58.8%	76.5%	89.6%	95.1%	97.6%	98.5%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 11,646 patients

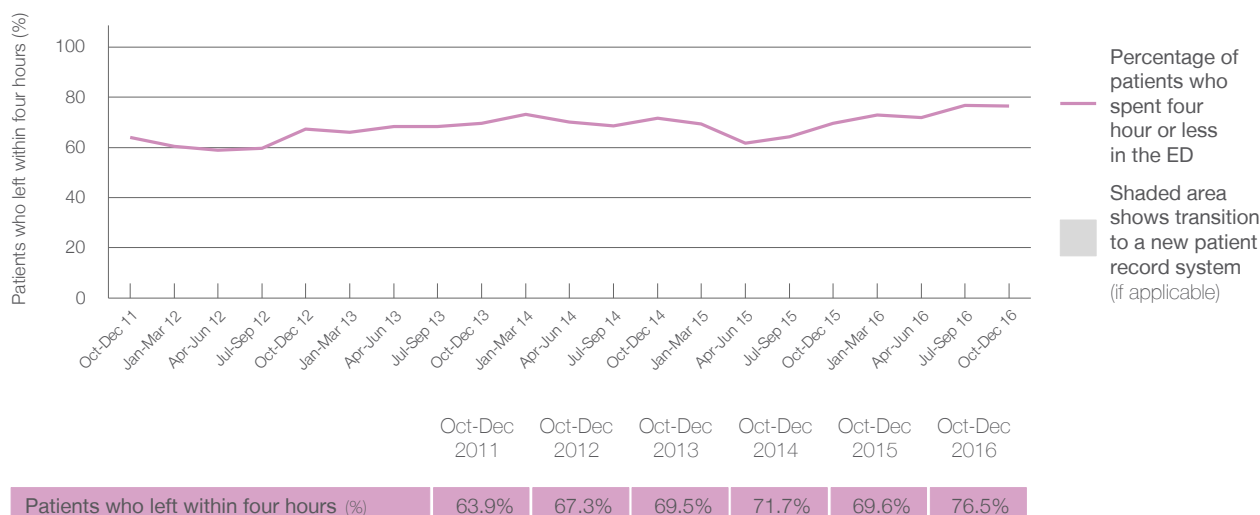
Presentations used to calculate time to leaving the ED:⁶ 11,646 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
10,861	7.2%
10,861	7.2%
69.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 13,175 patients

Emergency presentations:² 12,793 patients

Same period last year	Change since one year ago
12,940	1.8%
12,659	1.1%

The Tweed Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,537 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,849 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,306 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,042 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,686	
6 minutes	8 minutes
13 minutes	26 minutes
5,784	
13 minutes	20 minutes
39 minutes	67 minutes
3,997	
13 minutes	25 minutes
55 minutes	97 minutes
1,120	
10 minutes	24 minutes
52 minutes	103 minutes

The Tweed Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 13,173 patients

Percentage of patients who spent four hours or less in the ED 81.8%

Same period last year	Change since one year ago
12,940	1.8%
84.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

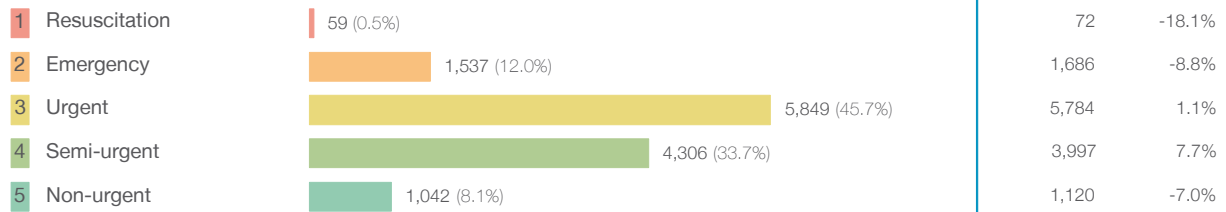
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Patients presenting to the emergency department

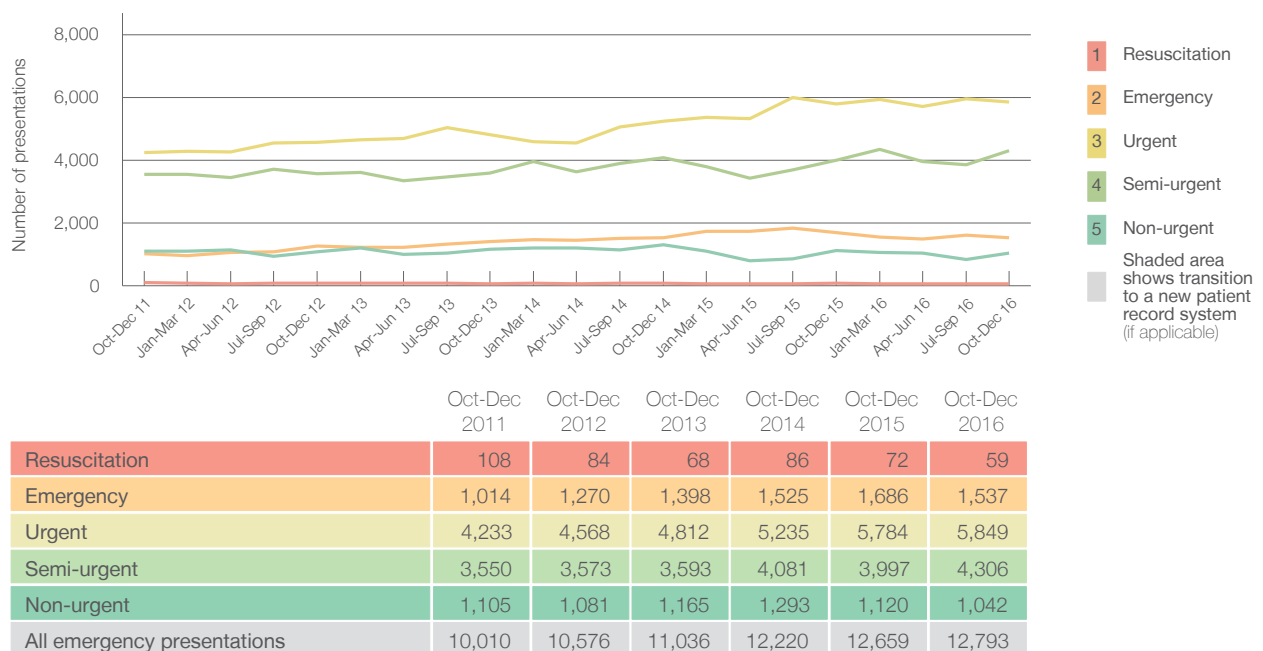
October to December 2016

All presentations:¹ 13,175 patients

Emergency presentations² by triage category: 12,793 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



The Tweed Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,877 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,537

Number of triage 2 patients used to calculate waiting time:³ 1,533

Median time to start treatment⁴

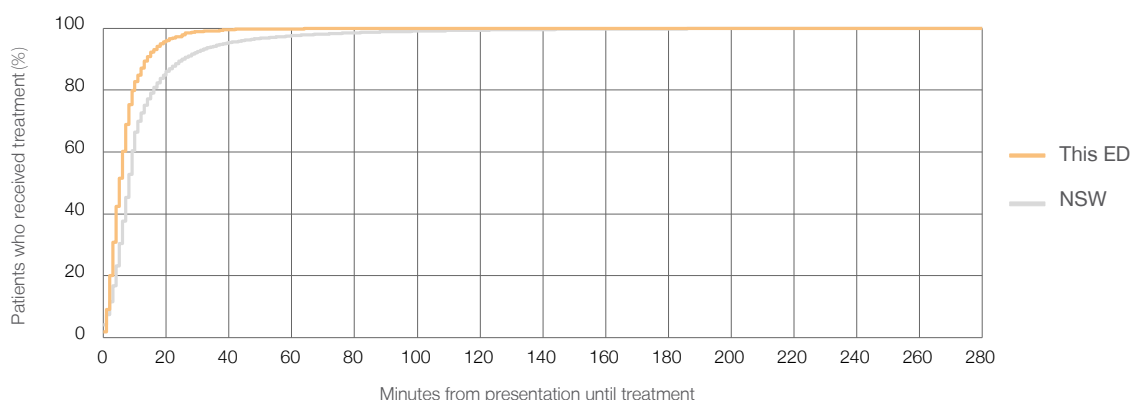
5 minutes

90th percentile time to start treatment⁵

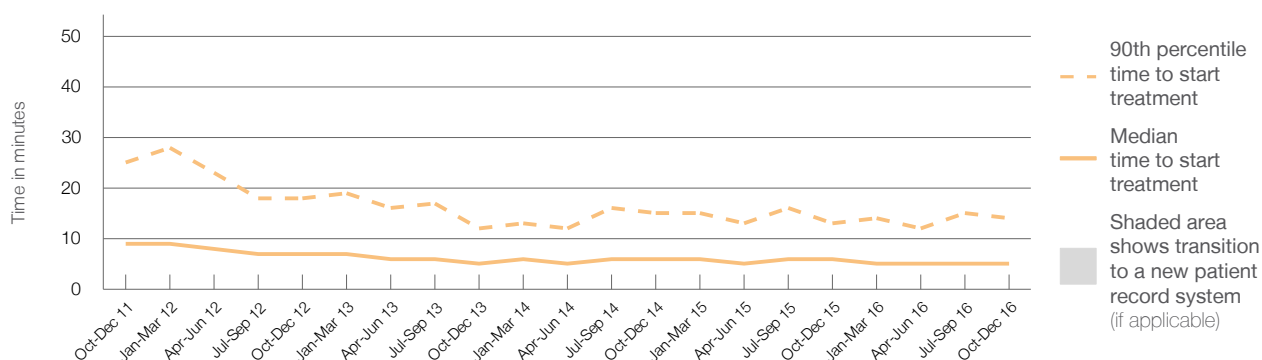
14 minutes

Same period last year	NSW (this period)
1,686	
1,680	
6 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	7	5	6	6	5
90th percentile time to start treatment ⁵ (minutes)	25	18	12	15	13	14

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 5,849

Number of triage 3 patients used to calculate waiting time:³ 5,778

Median time to start treatment⁴

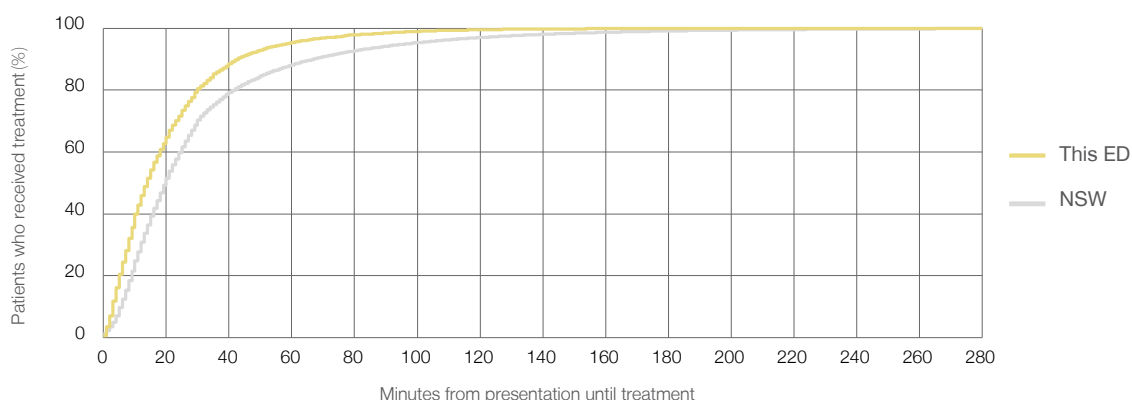
14 minutes

90th percentile time to start treatment⁵

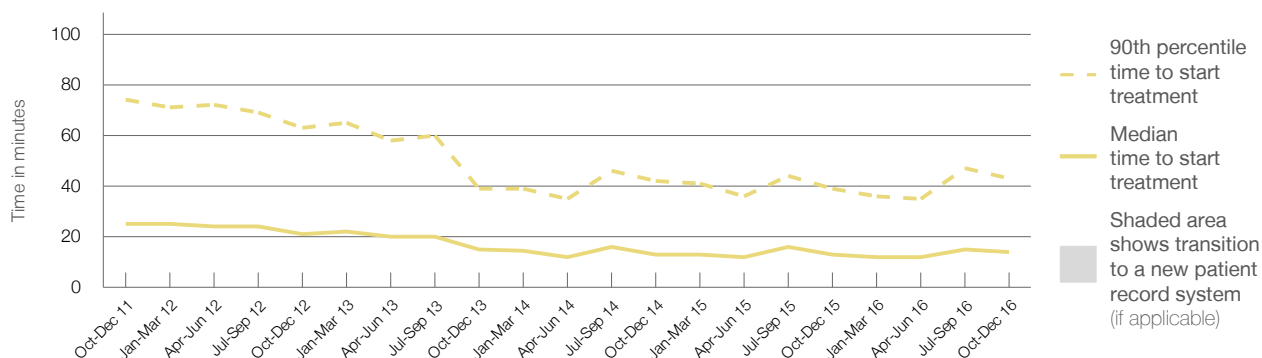
43 minutes

Same period last year	NSW (this period)
5,784	
5,735	
13 minutes	20 minutes
39 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	21	15	13	13	14
90th percentile time to start treatment ⁵ (minutes)	74	63	39	42	39	43

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,306

Number of triage 4 patients used to calculate waiting time:³ 4,167

Median time to start treatment⁴

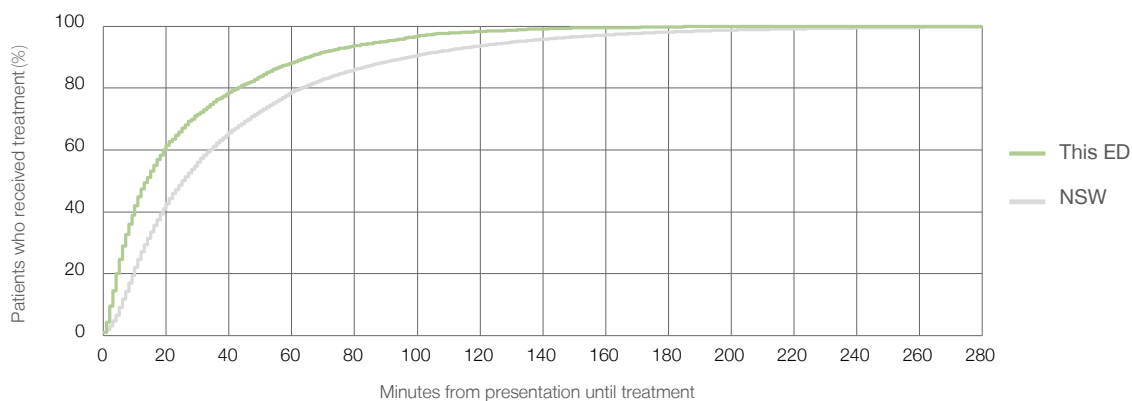
14 minutes

90th percentile time to start treatment⁵

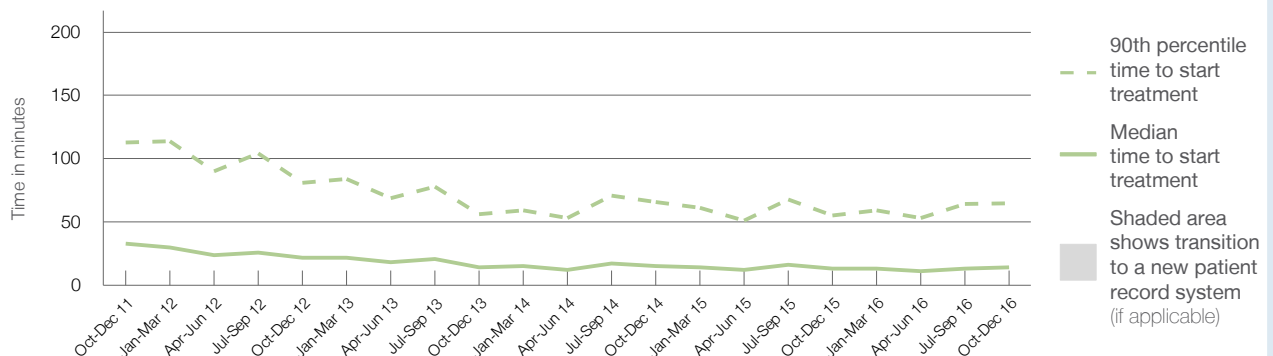
65 minutes

Same period last year	NSW (this period)
3,997	
3,900	
13 minutes	25 minutes
55 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	22	14	15	13	14
90th percentile time to start treatment ⁵ (minutes)	113	81	56	66	55	65

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,042

Number of triage 5 patients used to calculate waiting time:³ 997

Median time to start treatment⁴

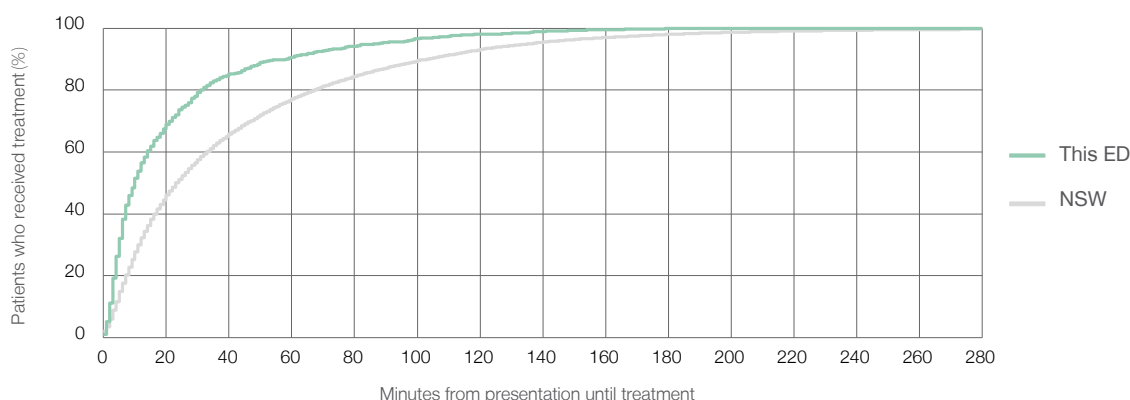
10 minutes

90th percentile time to start treatment⁵

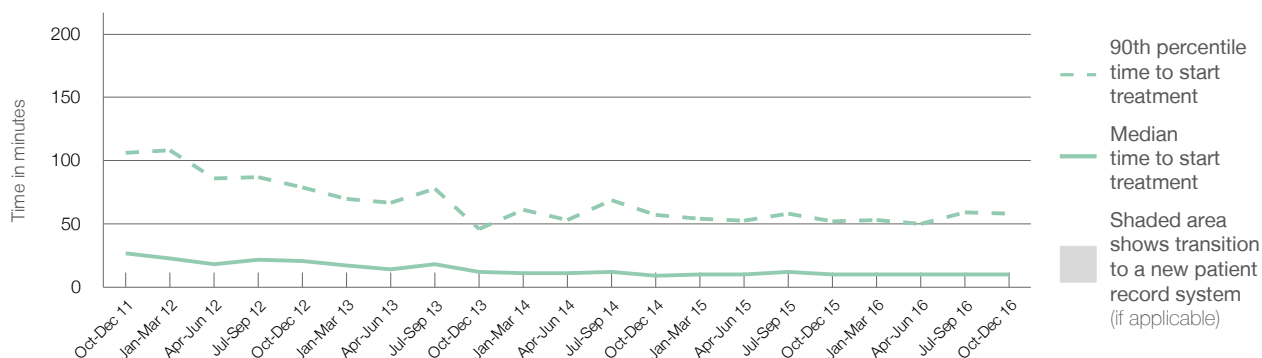
58 minutes

Same period last year	NSW (this period)
1,120	
1,078	
10 minutes	24 minutes
52 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	21	12	9	10	10
90th percentile time to start treatment ⁵ (minutes)	106	79	46	57	52	58

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 13,175 patients

Presentations used to calculate time to leaving the ED:⁶ 13,173 patients

Median time spent in the ED⁸

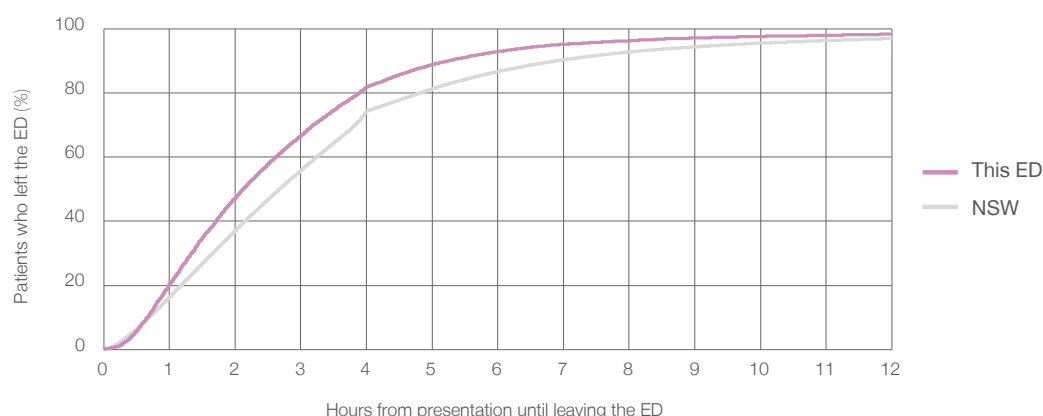
2 hours and 7 minutes

90th percentile time spent in the ED⁹

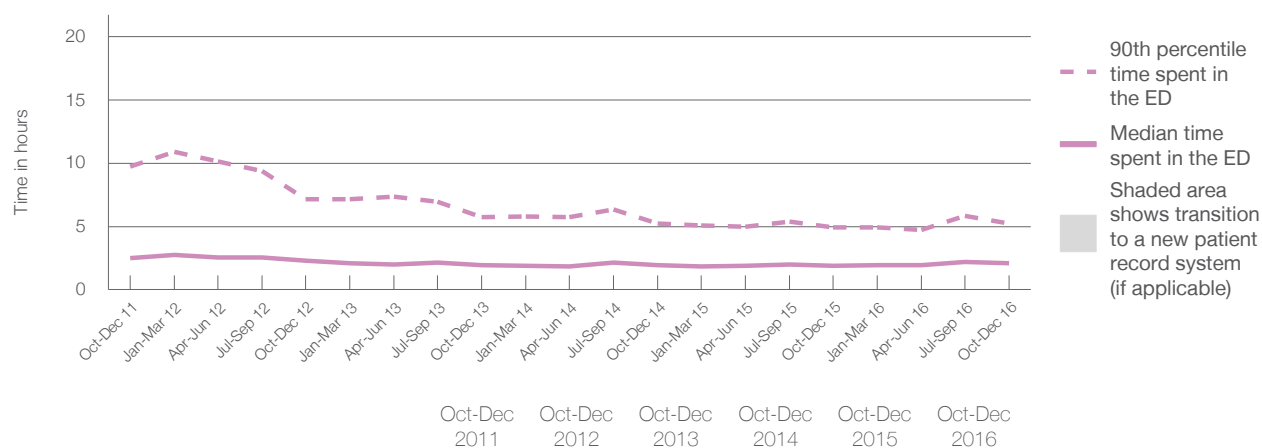
5 hours and 15 minutes

Same period last year	NSW (this period)
12,940	12,940
1 hours and 55 minutes	2 hours and 41 minutes
4 hours and 57 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 30m	2h 19m	1h 57m	1h 57m	1h 55m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 43m	7h 8m	5h 44m	5h 14m	4h 57m	5h 15m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients spent in the ED

By mode of separation

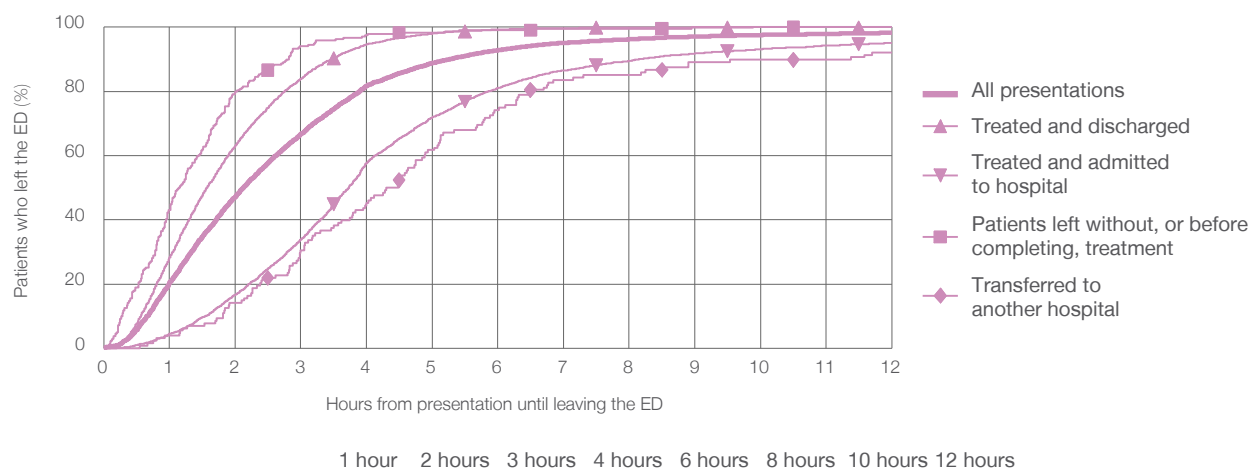
October to December 2016

All presentations:[†] 13,175 patients

Presentations used to calculate time to leaving the ED:[‡] 13,173 patients

		Same period last year	Change since one year ago
Treated and discharged	8,302 (63.0%)	12,940	1.8%
Treated and admitted to hospital	4,465 (33.9%)	8,221	1.0%
Patient left without, or before completing, treatment	239 (1.8%)	4,344	2.8%
Transferred to another hospital	128 (1.0%)	199	20.1%
Other	41 (0.3%)	141	-9.2%
		35	17.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	28.4%	63.1%	84.0%	94.7%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	4.5%	16.8%	33.9%	57.8%	81.1%	89.4%	93.2%	95.1%
Patient left without, or before completing, treatment	43.1%	79.9%	94.1%	97.5%	99.2%	99.6%	100%	100%
Transferred to another hospital	3.9%	14.1%	30.5%	45.3%	74.2%	85.2%	89.8%	92.2%
All presentations	20.5%	47.3%	66.7%	81.8%	92.9%	96.2%	97.6%	98.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 13,175 patients

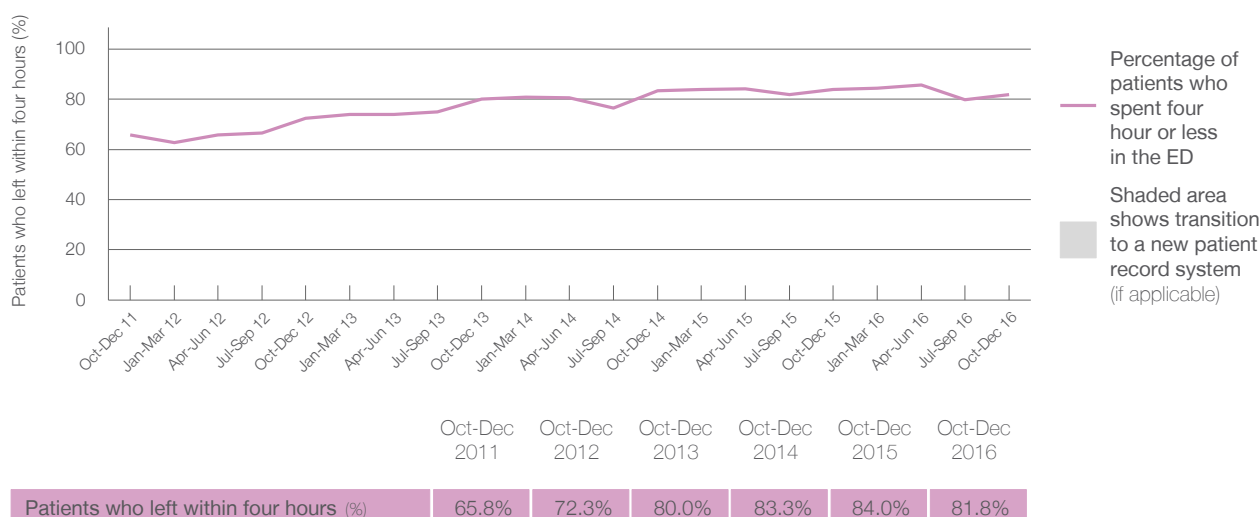
Presentations used to calculate time to leaving the ED:⁶ 13,173 patients

Percentage of patients who spent four hours or less in the ED

81.8%

Same period last year	Change since one year ago
12,940	1.8%
12,940	1.8%
84.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 10,018 patients

Emergency presentations:² 9,508 patients

Same period last year	Change since one year ago
9,860	1.6%
9,581	-0.8%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 686 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,164 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,897 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 724 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
884	
7 minutes	8 minutes
21 minutes	26 minutes
3,785	
18 minutes	20 minutes
61 minutes	67 minutes
4,159	
19 minutes	25 minutes
81 minutes	97 minutes
716	
12 minutes	24 minutes
72 minutes	103 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 10,018 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
9,859	1.6%
68.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

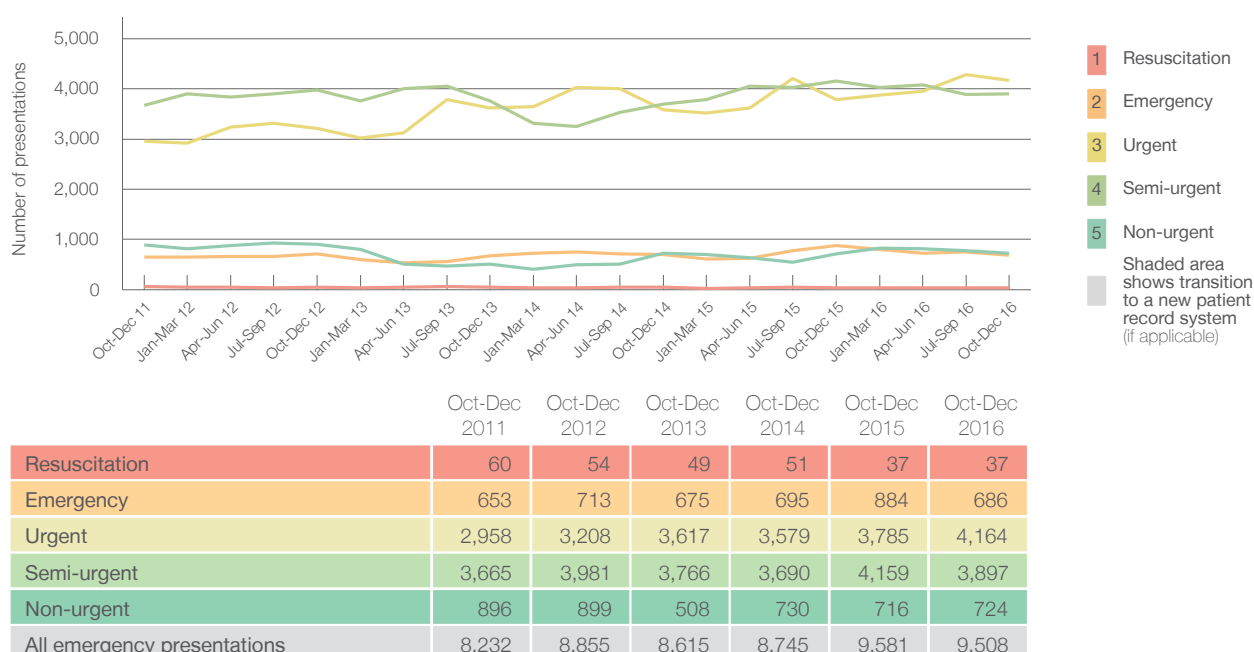
October to December 2016

All presentations:¹ 10,018 patients

Emergency presentations² by triage category: 9,508 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,043 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 686

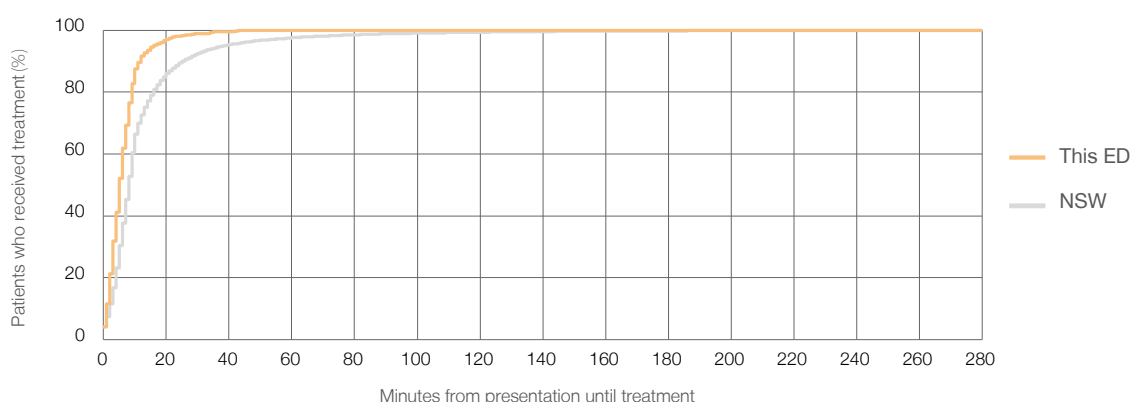
Number of triage 2 patients used to calculate waiting time:³ 686

Median time to start treatment⁴ 5 minutes

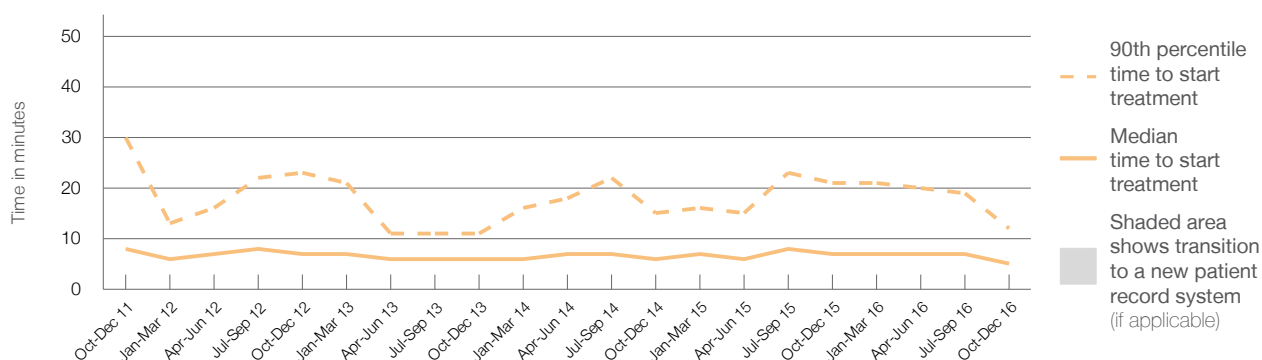
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
884	
881	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	7	6	6	7	5
90th percentile time to start treatment ⁵ (minutes)	30	23	11	15	21	12

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 4,164

Number of triage 3 patients used to calculate waiting time:³ 4,091

Median time to start treatment⁴

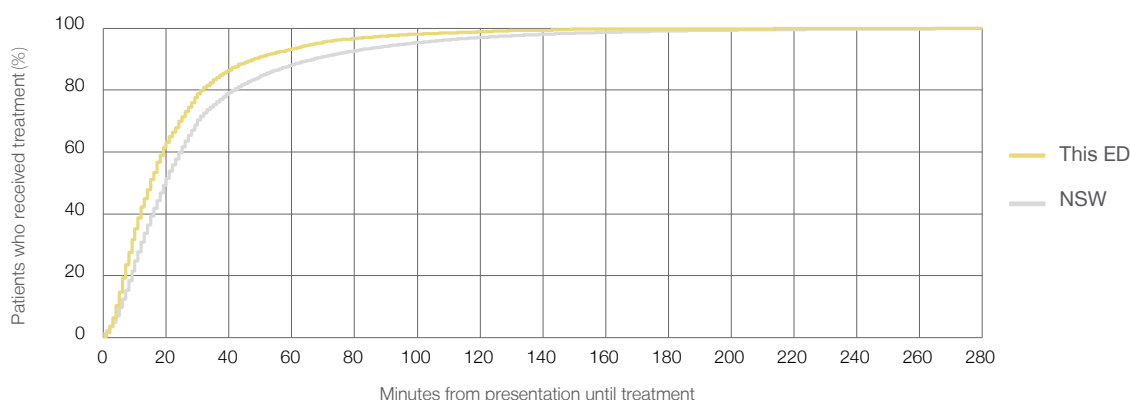
15 minutes

90th percentile time to start treatment⁵

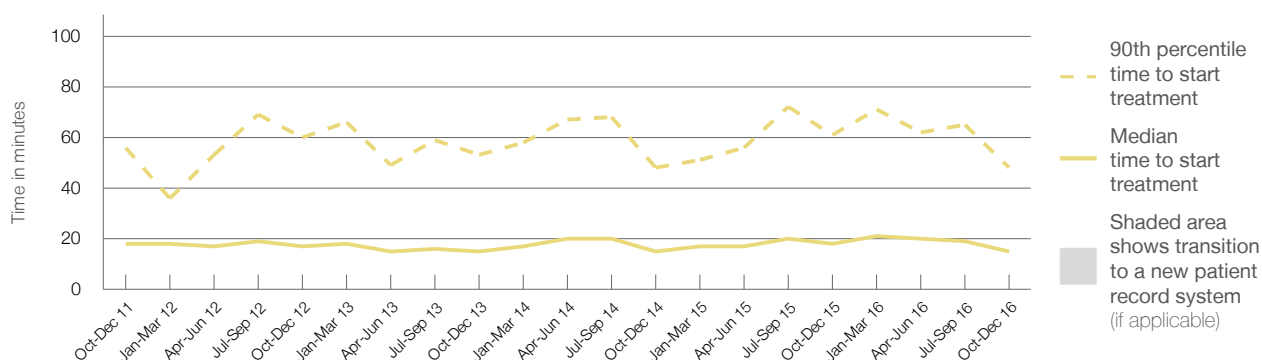
48 minutes

Same period last year	NSW (this period)
3,785	
3,706	
18 minutes	20 minutes
61 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment(minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	17	15	15	18	15
90th percentile time to start treatment ⁵ (minutes)	56	60	53	48	61	48

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,897

Number of triage 4 patients used to calculate waiting time:³ 3,708

Median time to start treatment⁴

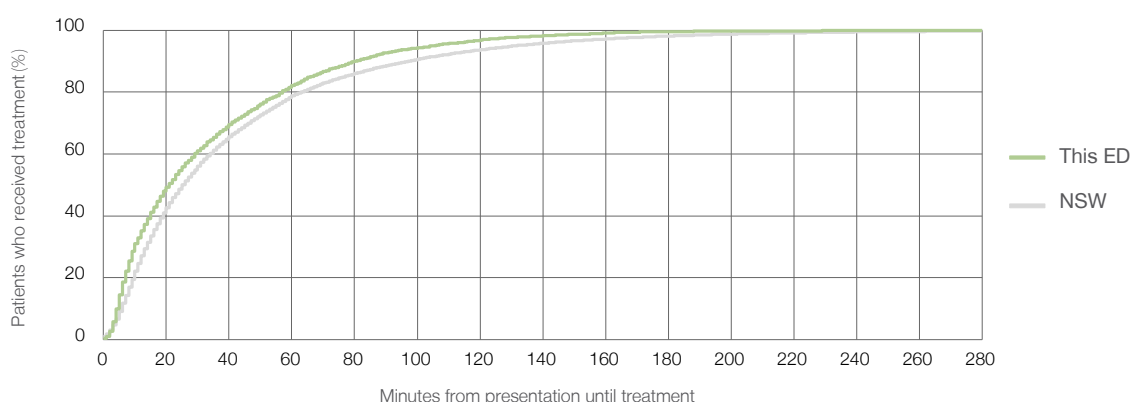
21 minutes

90th percentile time to start treatment⁵

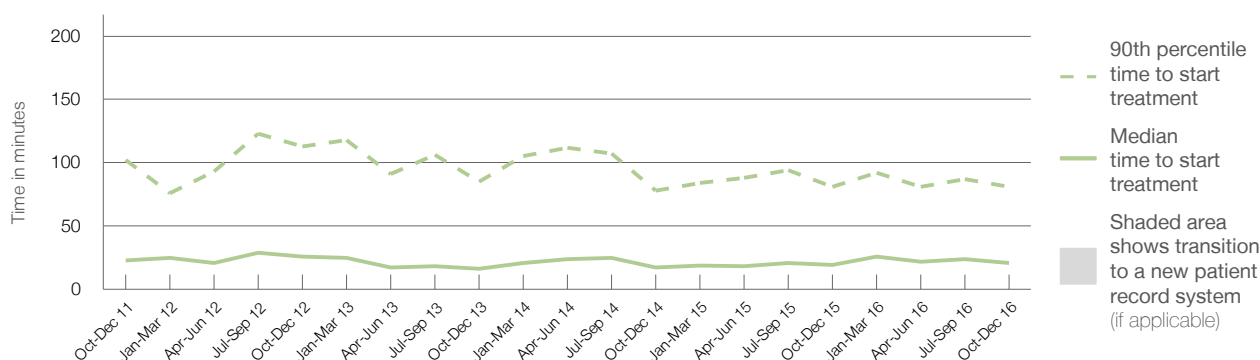
81 minutes

Same period last year	NSW (this period)
4,159	
3,945	
19 minutes	25 minutes
81 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	26	16	17	19	21
90th percentile time to start treatment ⁵ (minutes)	102	113	85	78	81	81

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 724

Number of triage 5 patients used to calculate waiting time:³ 681

Median time to start treatment⁴

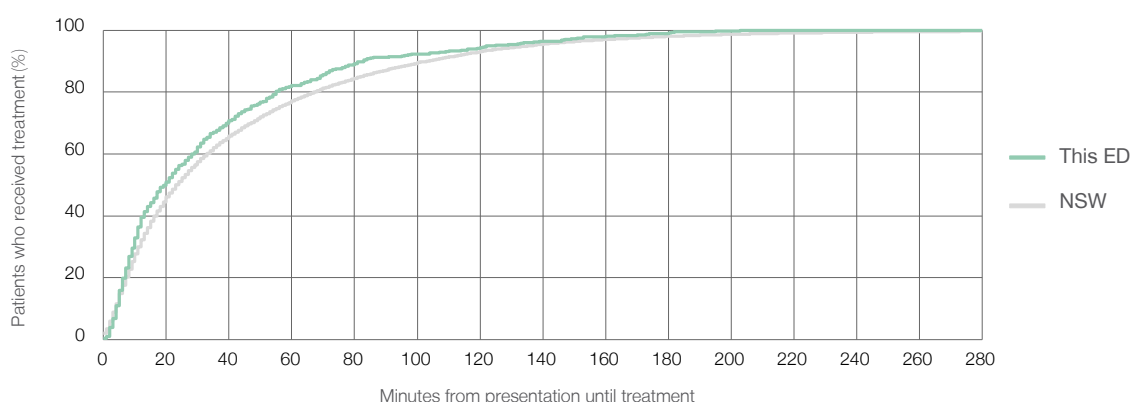
20 minutes

90th percentile time to start treatment⁵

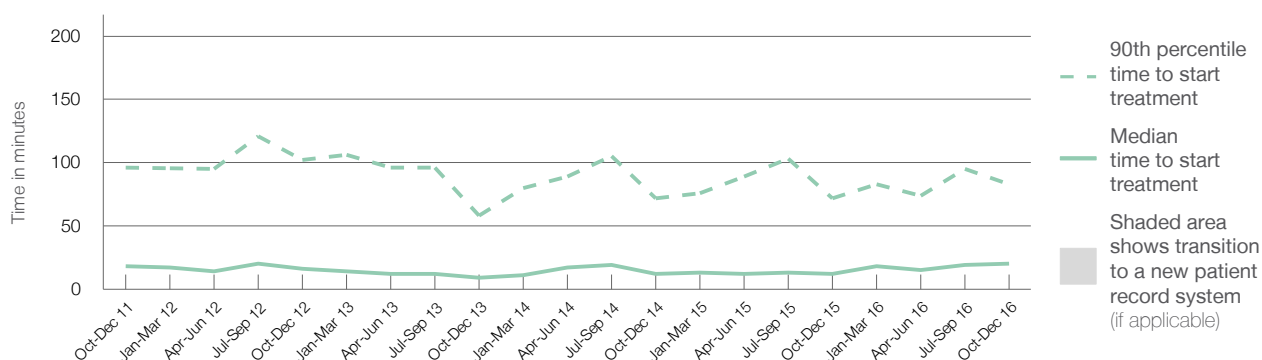
83 minutes

Same period last year	NSW (this period)
716	
665	
12 minutes	24 minutes
72 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	16	9	12	12	20
90th percentile time to start treatment ⁵ (minutes)	96	102	58	72	72	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 10,018 patients

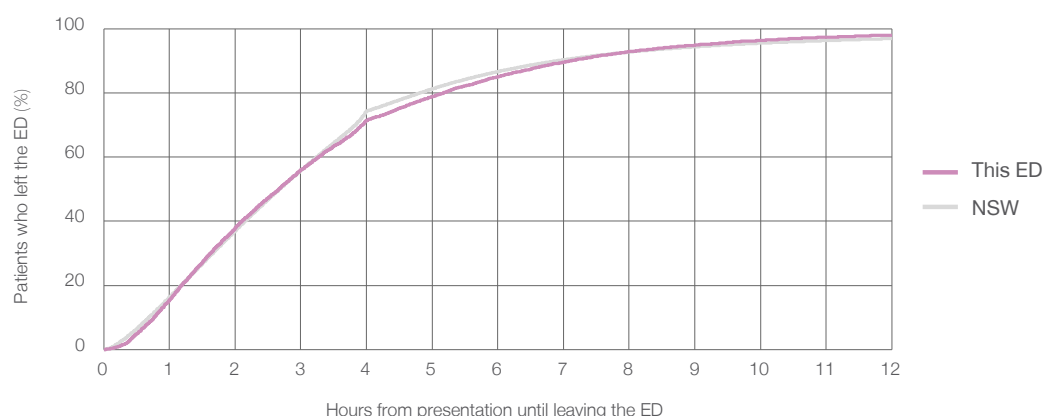
Presentations used to calculate time to leaving the ED:⁶ 10,018 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

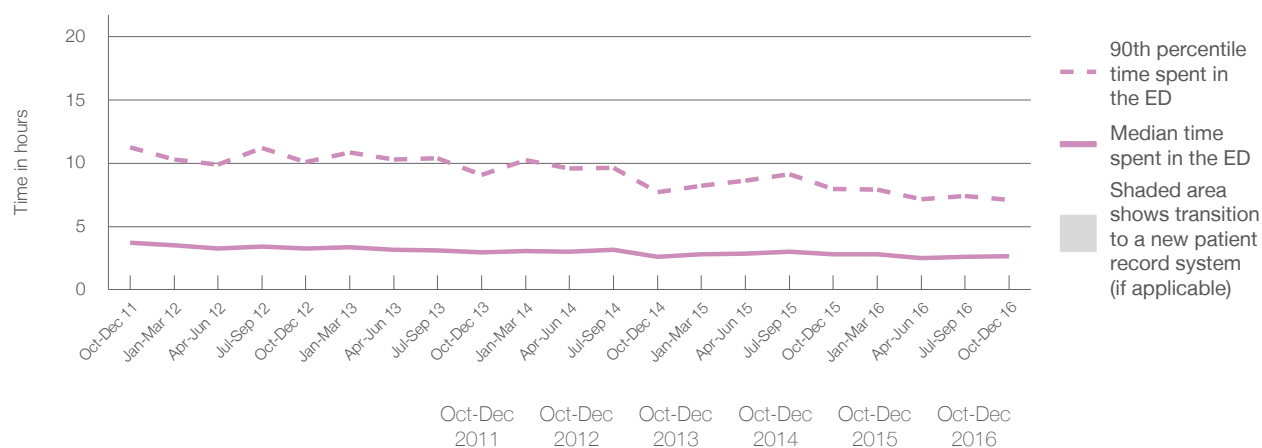
90th percentile time spent in the ED⁹ 7 hours and 7 minutes

Same period last year	NSW (this period)
9,860	
9,859	
2 hours and 49 minutes	2 hours and 41 minutes
7 hours and 58 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 43m	3h 15m	2h 57m	2h 37m	2h 49m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 15m	10h 4m	9h 3m	7h 43m	7h 58m	7h 7m

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

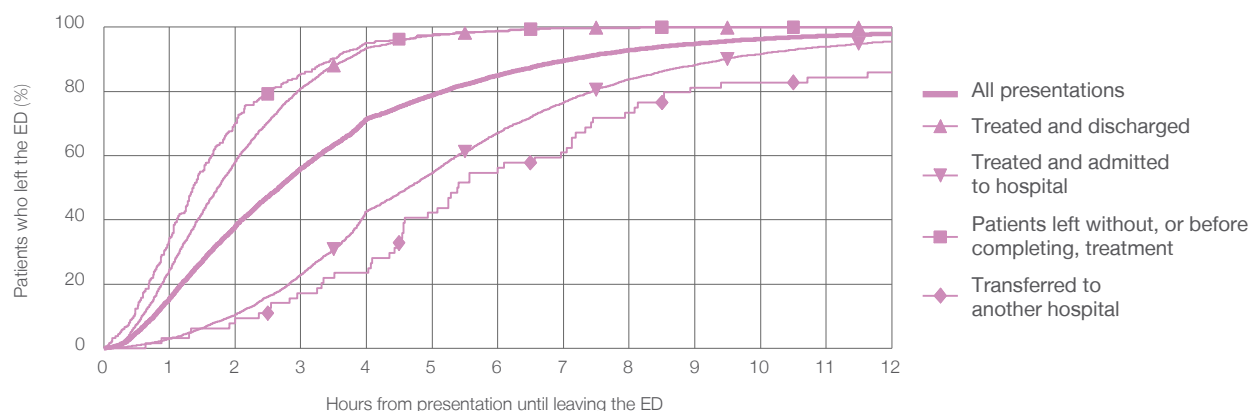
October to December 2016

All presentations:[†] 10,018 patients

Presentations used to calculate time to leaving the ED:[‡] 10,018 patients

		Same period last year	Change since one year ago
Treated and discharged	5,321 (53.1%)	9,859	1.6%
Treated and admitted to hospital	4,277 (42.7%)	5,989	-11.2%
Patient left without, or before completing, treatment	323 (3.2%)	3,326	28.6%
Transferred to another hospital	64 (0.6%)	371	-12.9%
Other	33 (0.3%)	149	-57.0%
		25	32.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	24.4%	58.3%	81.0%	93.5%	98.8%	99.9%	100%	100%
Treated and admitted to hospital	3.0%	10.5%	22.9%	42.7%	67.1%	83.8%	91.7%	95.6%
Patient left without, or before completing, treatment	34.4%	70.3%	85.4%	95.0%	98.8%	99.7%	100%	100%
Transferred to another hospital	3.1%	9.4%	17.2%	23.4%	56.3%	73.4%	82.8%	85.9%
All presentations	15.6%	38.0%	56.0%	71.4%	85.0%	92.9%	96.3%	98.0%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 10,018 patients

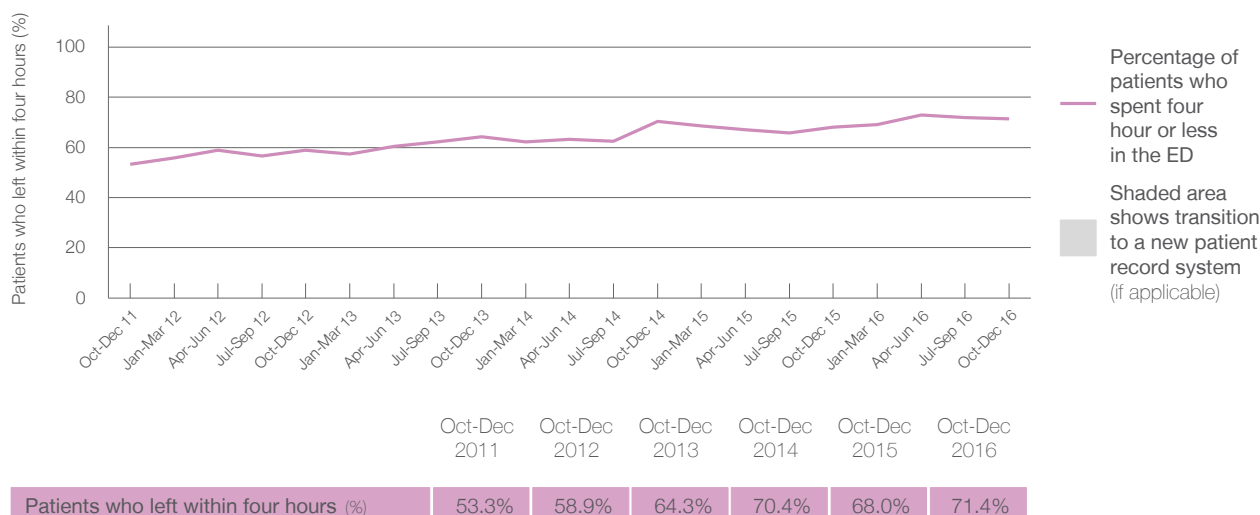
Presentations used to calculate time to leaving the ED:⁶ 10,018 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
9,860	1.6%
9,859	1.6%
68.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 16,301 patients

Emergency presentations:² 16,148 patients

Same period last year	Change since one year ago
16,013	1.8%
15,838	2.0%

Wyong Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,589 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,615 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,776 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,081 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,562	
7 minutes	8 minutes
24 minutes	26 minutes
4,708	
21 minutes	20 minutes
70 minutes	67 minutes
8,070	
28 minutes	25 minutes
90 minutes	97 minutes
1,412	
21 minutes	24 minutes
74 minutes	103 minutes

Wyong Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 16,301 patients

Percentage of patients who spent four hours or less in the ED 72.4%

Same period last year	Change since one year ago
16,013	1.8%
73.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

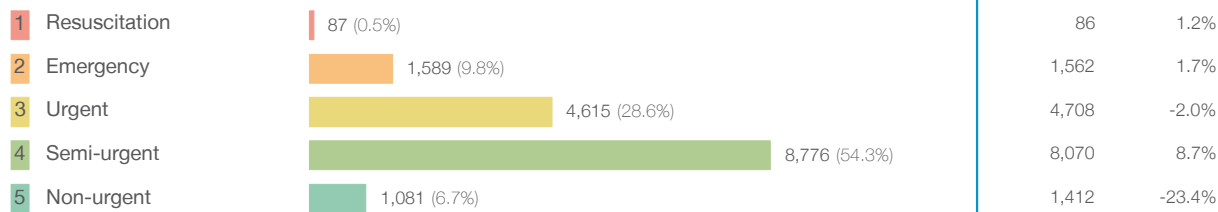
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Patients presenting to the emergency department

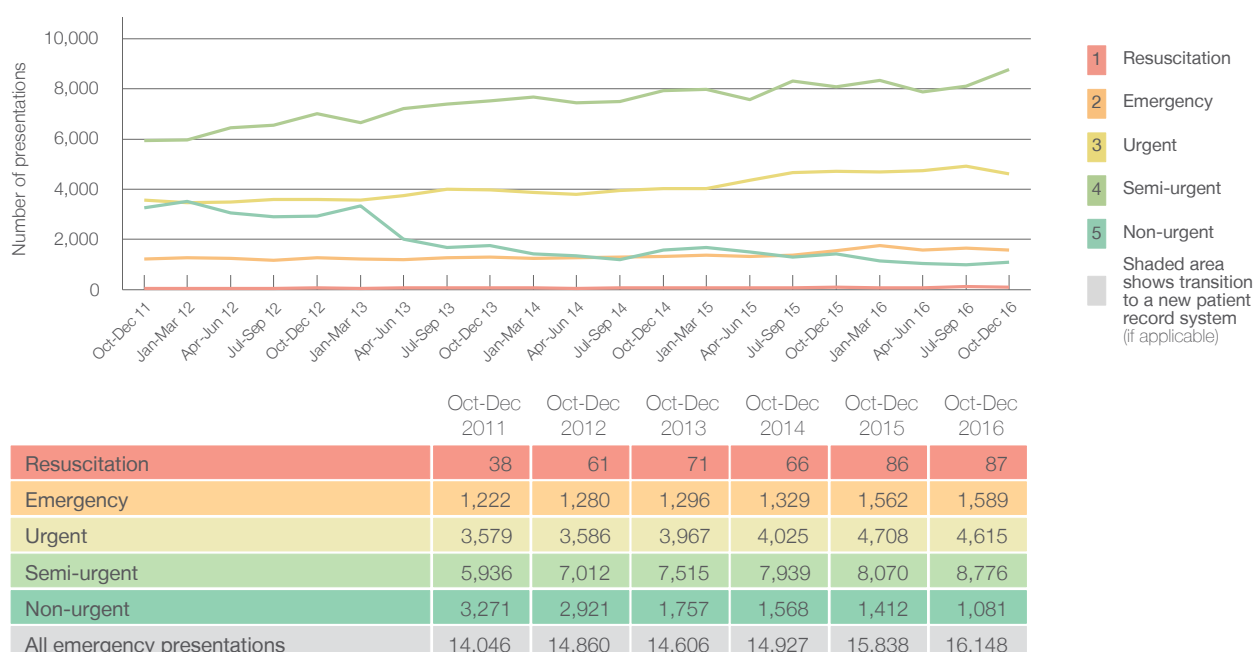
October to December 2016

All presentations:¹ 16,301 patients

Emergency presentations² by triage category: 16,148 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Wyong Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,032 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,589

Number of triage 2 patients used to calculate waiting time:³ 1,579

Median time to start treatment⁴

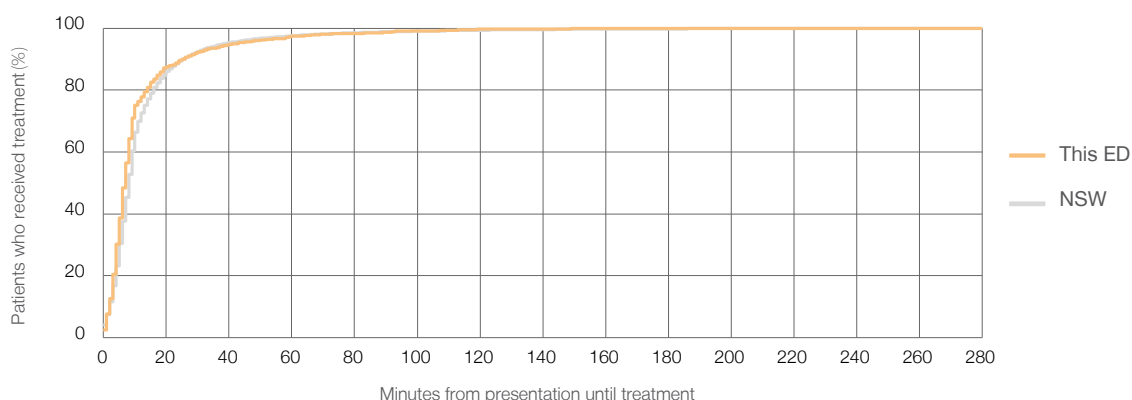
7 minutes

90th percentile time to start treatment⁵

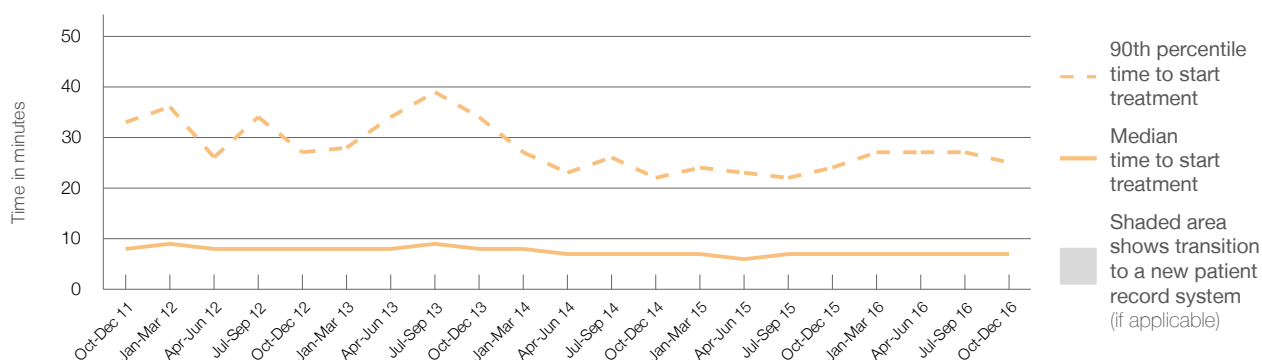
25 minutes

Same period last year	NSW (this period)
1,562	
1,554	
7 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	8	7	7	7
90th percentile time to start treatment ⁵ (minutes)	33	27	34	22	24	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 4,615

Number of triage 3 patients used to calculate waiting time:³ 4,579

Median time to start treatment⁴

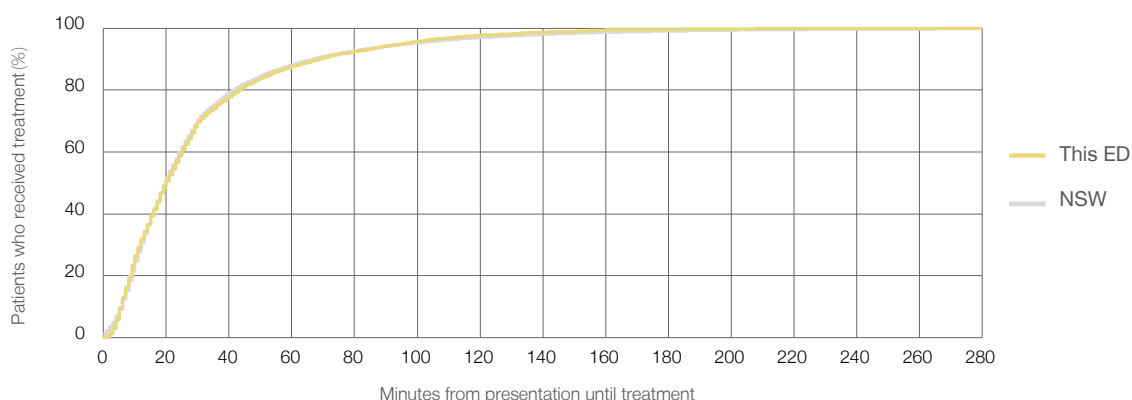
20 minutes

90th percentile time to start treatment⁵

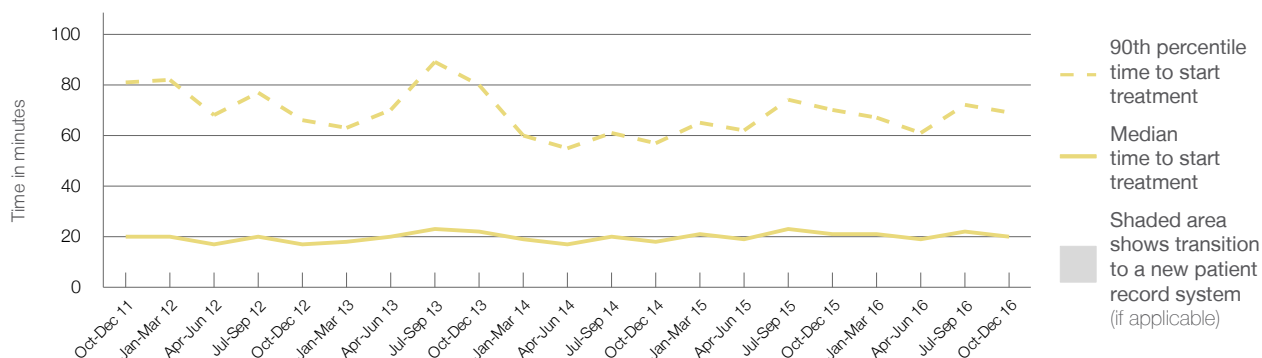
69 minutes

Same period last year	NSW (this period)
4,708	
4,645	
21 minutes	20 minutes
70 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	17	22	18	21	20
90th percentile time to start treatment ⁵ (minutes)	81	66	80	57	70	69

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 8,776

Number of triage 4 patients used to calculate waiting time:³ 8,512

Median time to start treatment⁴

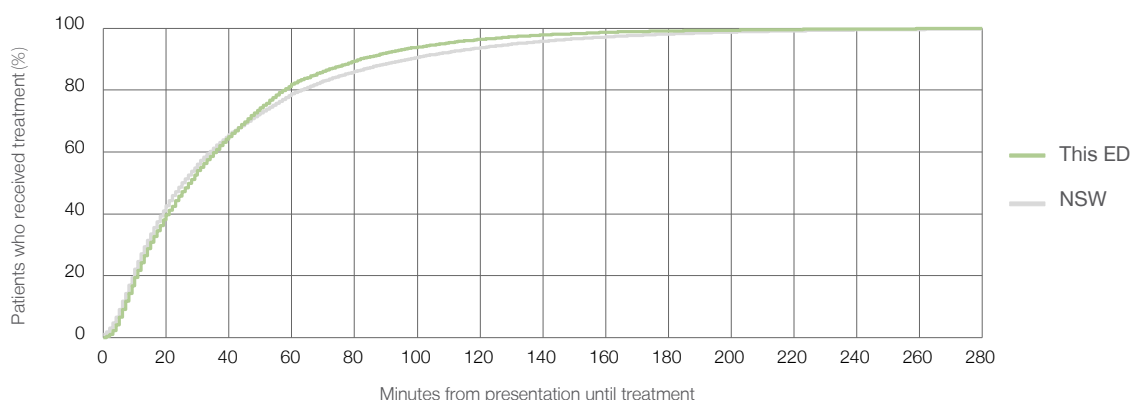
28 minutes

90th percentile time to start treatment⁵

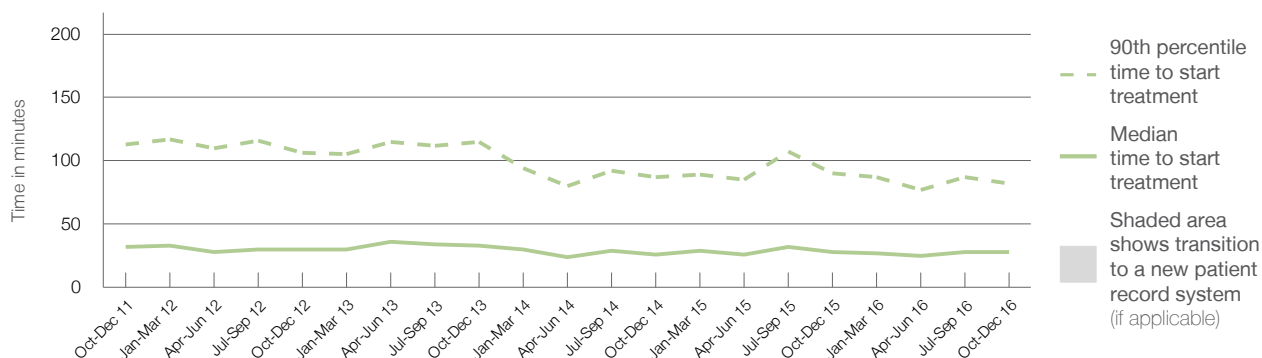
82 minutes

Same period last year	NSW (this period)
8,070	
7,851	
28 minutes	25 minutes
90 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	32	30	33	26	28	28
90th percentile time to start treatment ⁵ (minutes)	113	106	115	87	90	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,081

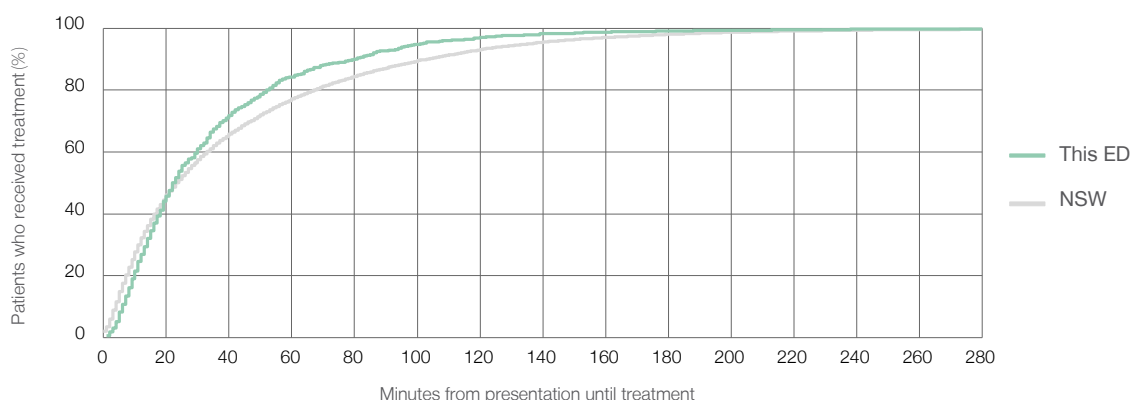
Number of triage 5 patients used to calculate waiting time:³ 1,008

Median time to start treatment⁴ 23 minutes

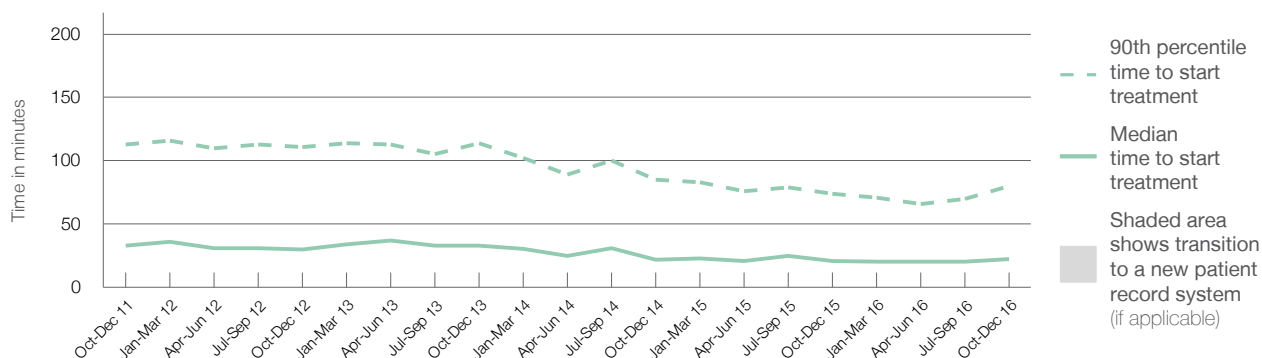
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,412	
1,372	
21 minutes	24 minutes
74 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	30	33	22	21	23
90th percentile time to start treatment ⁵ (minutes)	113	111	114	85	74	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 16,301 patients

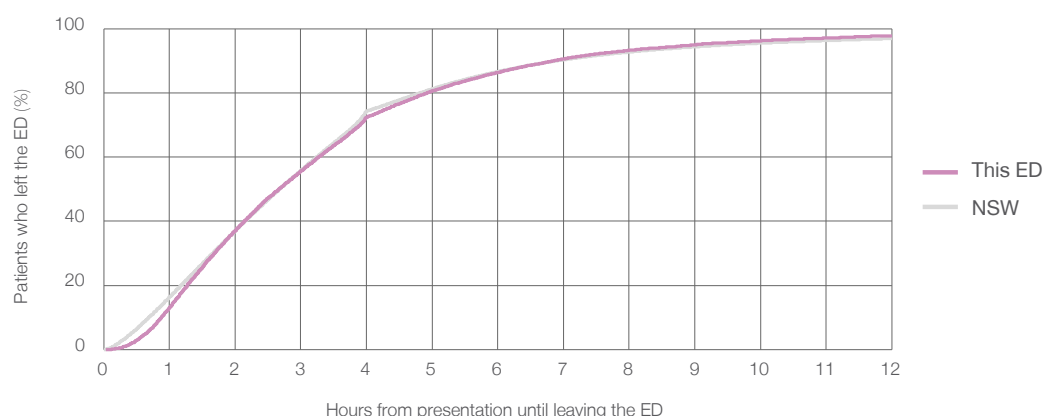
Presentations used to calculate time to leaving the ED:⁶ 16,301 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

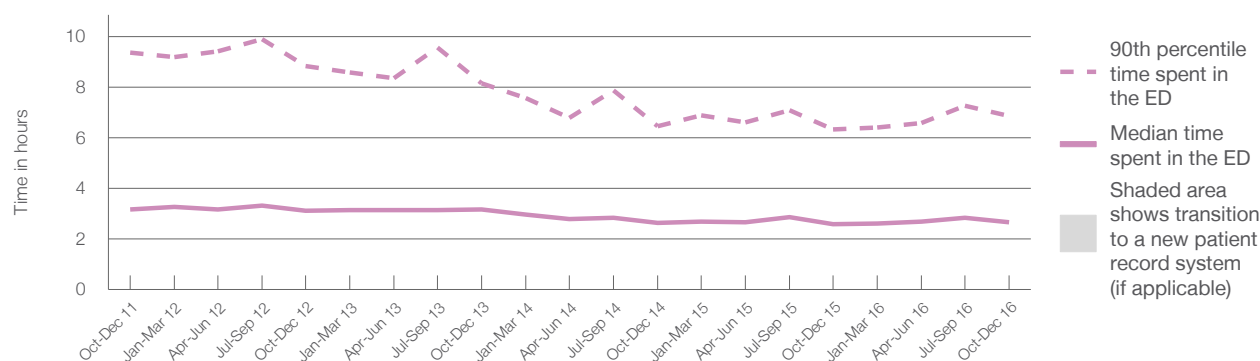
90th percentile time spent in the ED⁹ 6 hours and 52 minutes

Same period last year	NSW (this period)
16,013	16,013
2 hours and 36 minutes	2 hours and 41 minutes
6 hours and 20 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 11m	3h 8m	3h 11m	2h 39m	2h 36m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 22m	8h 50m	8h 9m	6h 28m	6h 20m	6h 52m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients spent in the ED

By mode of separation

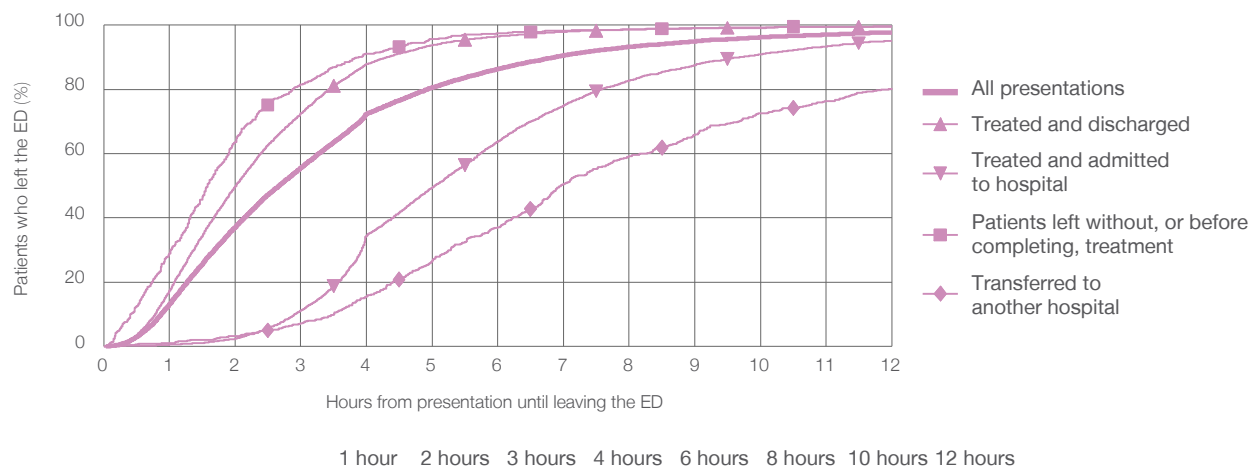
October to December 2016

All presentations:[†] 16,301 patients

Presentations used to calculate time to leaving the ED:[‡] 16,301 patients

		Same period last year	Change since one year ago
Treated and discharged	11,277 (69.2%)	11,013	1.8%
Treated and admitted to hospital	3,835 (23.5%)	3,651	5.0%
Patient left without, or before completing, treatment	480 (2.9%)	404	18.8%
Transferred to another hospital	687 (4.2%)	768	-10.5%
Other	22 (0.1%)	42	-47.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	17.3%	49.8%	72.5%	87.9%	96.6%	98.7%	99.3%	99.7%
Treated and admitted to hospital	0.5%	2.3%	11.1%	34.5%	63.7%	82.8%	91.0%	95.1%
Patient left without, or before completing, treatment	29.0%	63.5%	81.5%	91.0%	97.5%	98.8%	99.2%	99.6%
Transferred to another hospital	0.9%	3.2%	7.1%	15.6%	37.0%	59.2%	72.5%	80.3%
All presentations	13.1%	37.2%	55.6%	72.4%	86.4%	93.3%	96.2%	97.8%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 16,301 patients

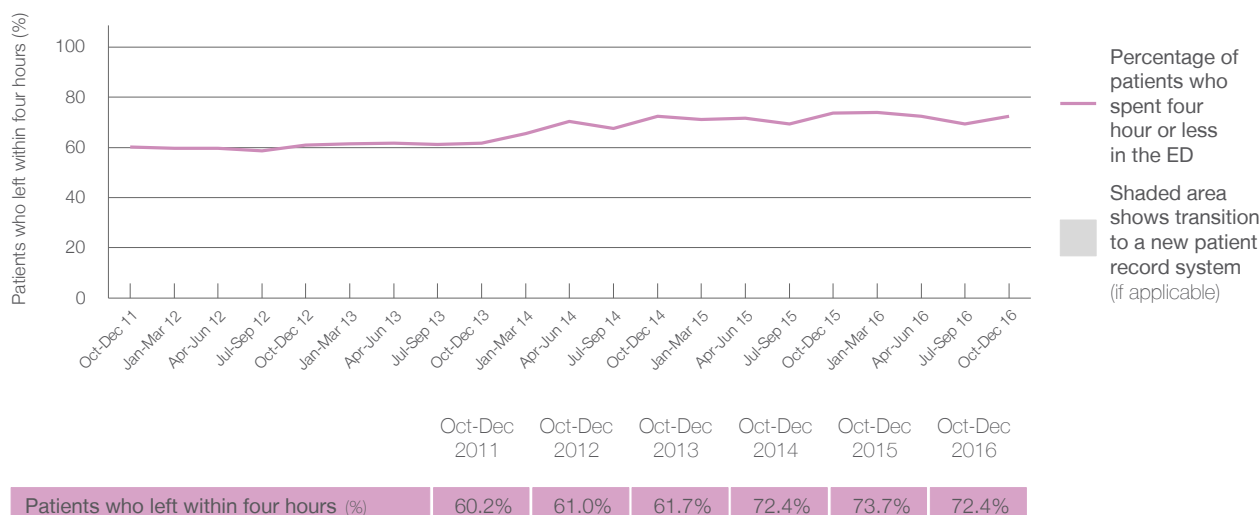
Presentations used to calculate time to leaving the ED:⁶ 16,301 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
16,013	1.8%
16,013	1.8%
73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidaire and New England Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,074 patients

Emergency presentations:² 3,876 patients

Same period last year	Change since one year ago
4,022	1.3%
3,884	-0.2%

Armidaire and New England Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 236 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,129 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,220 patients

Median time to start treatment⁴ 38 minutes

90th percentile time to start treatment⁵ 154 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 279 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
205	
7 minutes	8 minutes
34 minutes	26 minutes
1,080	
24 minutes	20 minutes
78 minutes	67 minutes
2,193	
31 minutes	25 minutes
101 minutes	97 minutes
396	
22 minutes	24 minutes
95 minutes	103 minutes

Armidaire and New England Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,074 patients

Percentage of patients who spent four hours or less in the ED

79.9%

Same period last year	Change since one year ago
4,022	1.3%
85.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

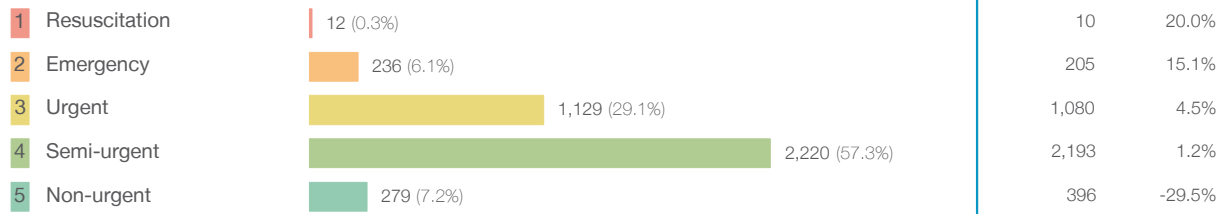
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidaire and New England Hospital: Patients presenting to the emergency department

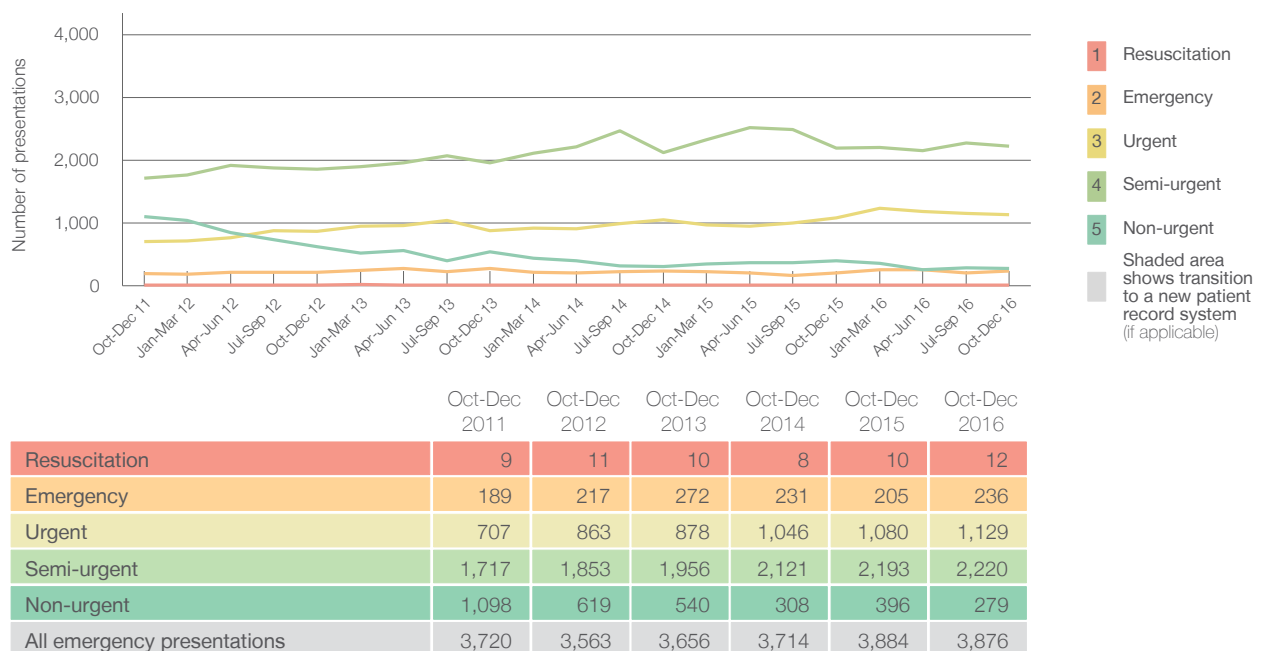
October to December 2016

All presentations:¹ 4,074 patients

Emergency presentations² by triage category: 3,876 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Armidaire and New England Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 565 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidaire and New England Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 236

Number of triage 2 patients used to calculate waiting time:³ 227

Median time to start treatment⁴

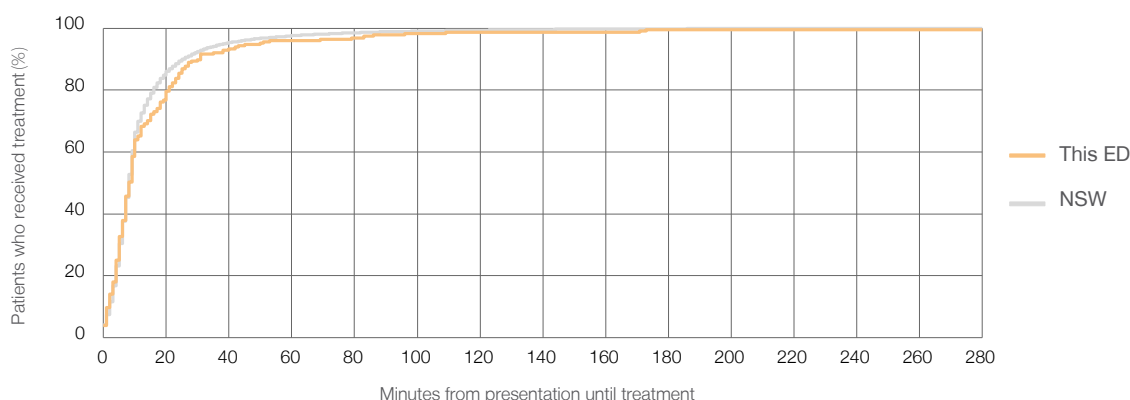
8 minutes

90th percentile time to start treatment⁵

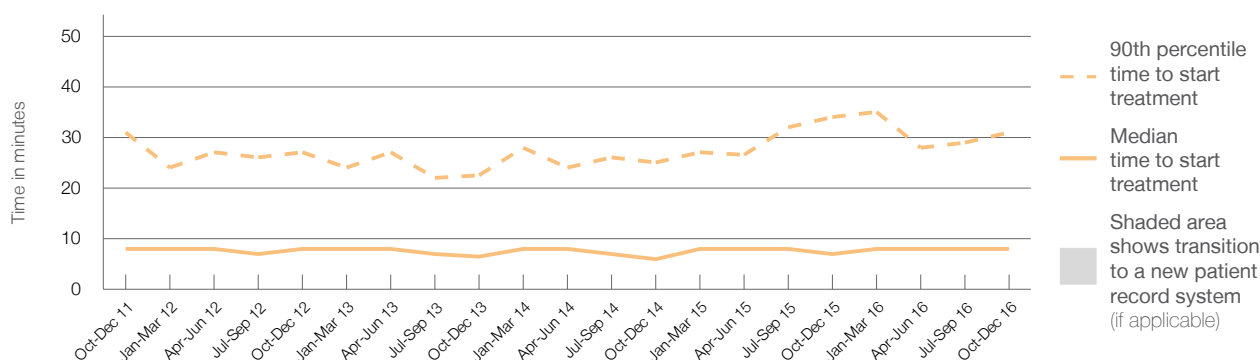
31 minutes

Same period last year	NSW (this period)
205	
202	
7 minutes	8 minutes
34 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	6	7	8
90th percentile time to start treatment ⁵ (minutes)	31	27	23	25	34	31

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,129

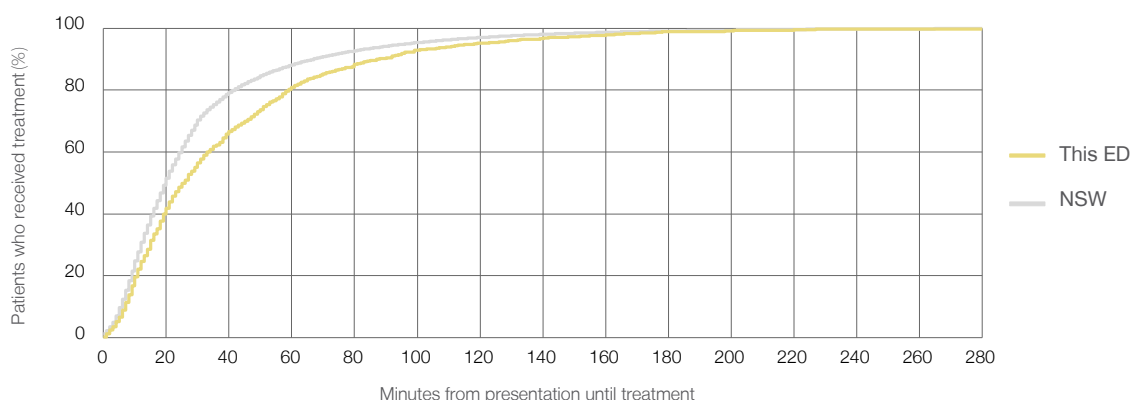
Number of triage 3 patients used to calculate waiting time:³ 1,073

Median time to start treatment⁴ 26 minutes

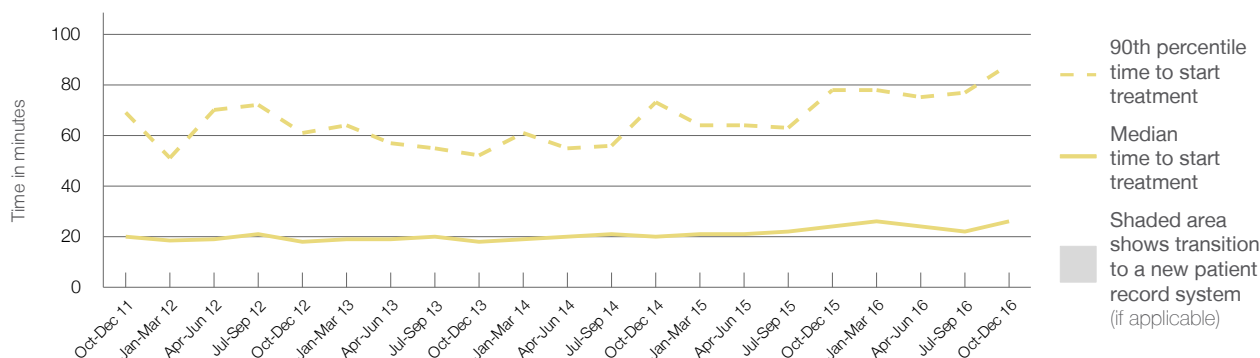
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,080	
1,048	
24 minutes	20 minutes
78 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	18	18	20	24	26
90th percentile time to start treatment ⁵ (minutes)	69	61	52	73	78	88

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,220

Number of triage 4 patients used to calculate waiting time:³ 1,936

Median time to start treatment⁴

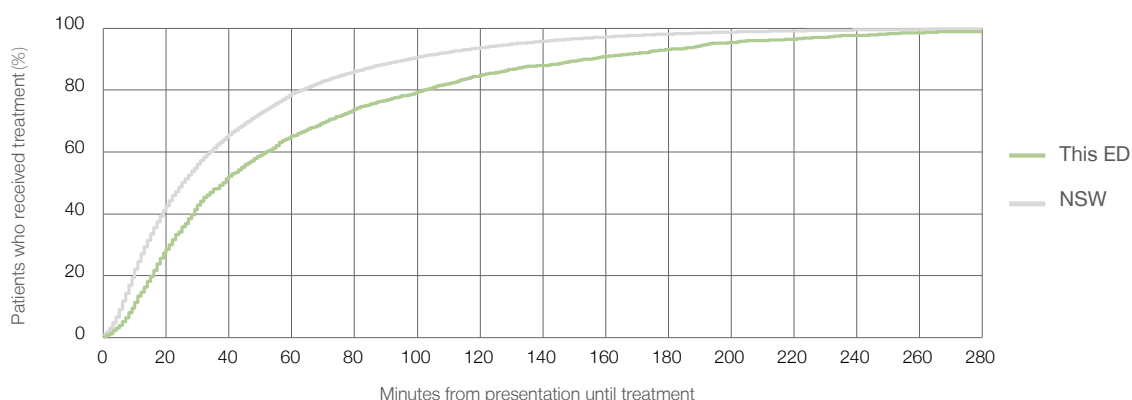
38 minutes

90th percentile time to start treatment⁵

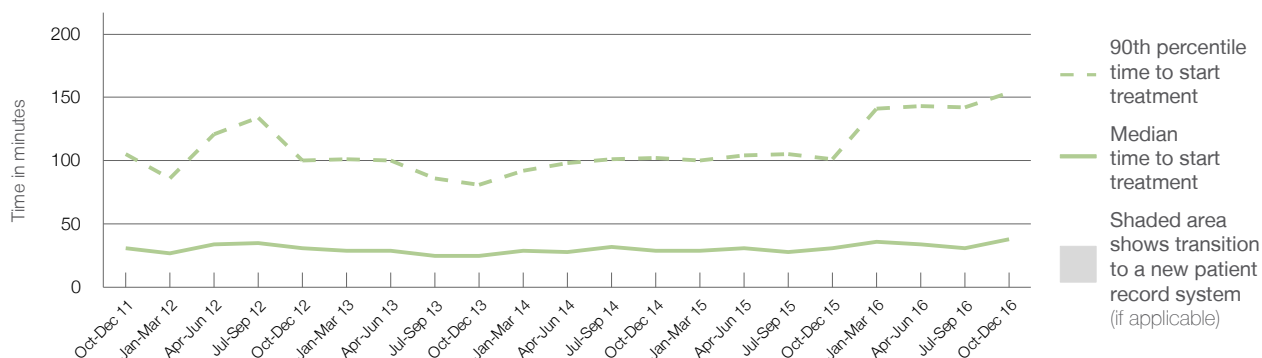
154 minutes

Same period last year	NSW (this period)
2,193	
2,027	
31 minutes	25 minutes
101 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	31	25	29	31	38
90th percentile time to start treatment ⁵ (minutes)	105	100	81	102	101	154

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Armidale and New England Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 279

Number of triage 5 patients used to calculate waiting time:³ 198

Median time to start treatment⁴

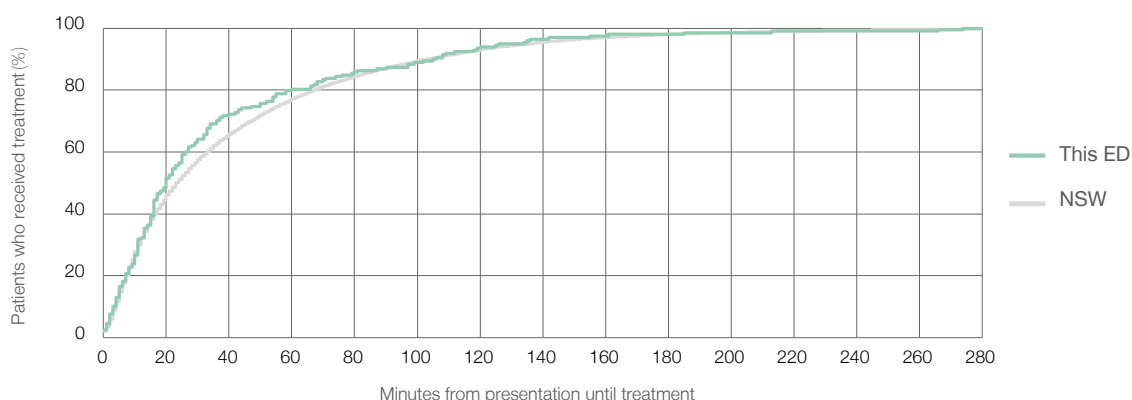
20 minutes

90th percentile time to start treatment⁵

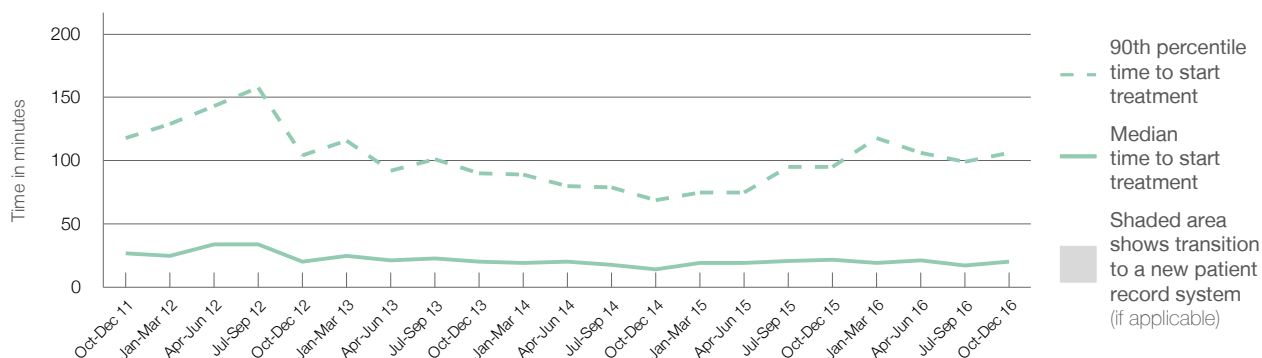
106 minutes

Same period last year	NSW (this period)
396	
315	
22 minutes	24 minutes
95 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	20	20	14	22	20
90th percentile time to start treatment ⁵ (minutes)	118	104	90	69	95	106

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Armidaire and New England Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,074 patients

Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

Median time spent in the ED⁸

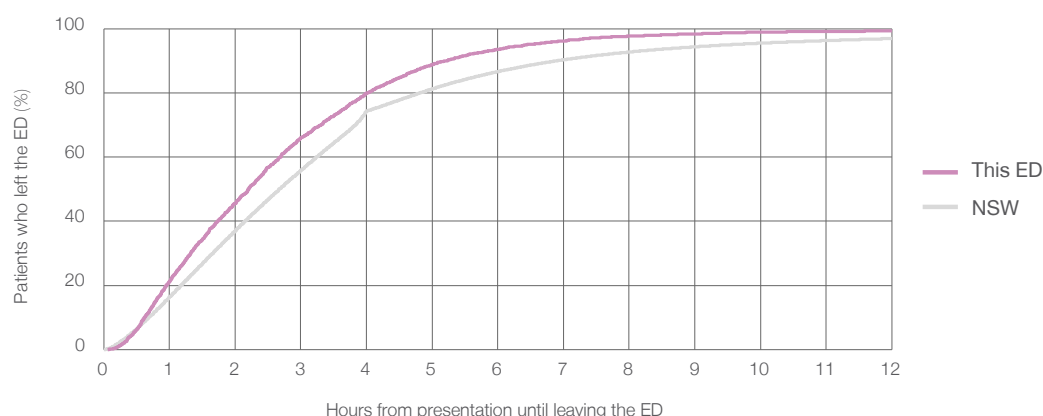
2 hours and 12 minutes

90th percentile time spent in the ED⁹

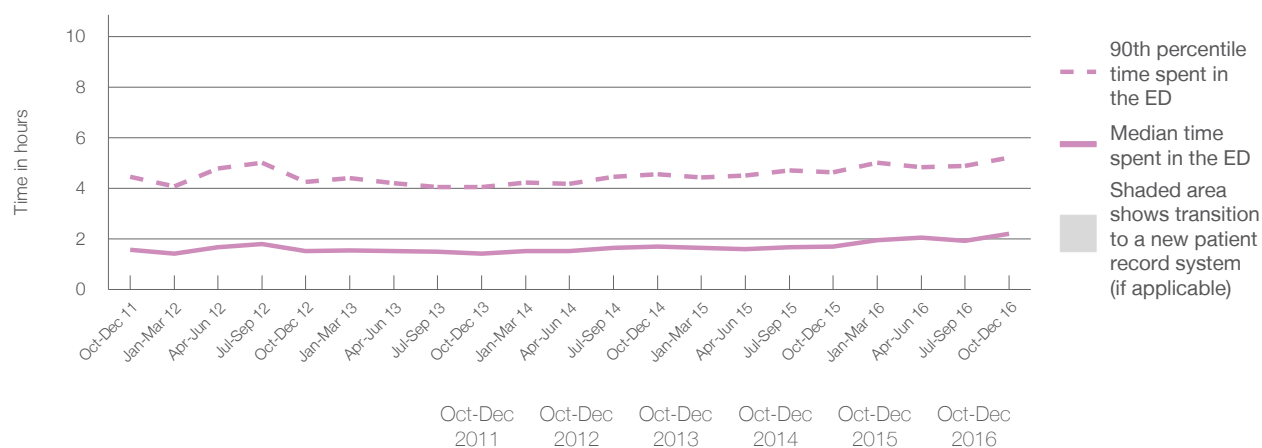
5 hours and 13 minutes

Same period last year	NSW (this period)
4,022	4,022
1 hours and 42 minutes	2 hours and 41 minutes
4 hours and 38 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	1h 35m	1h 32m	1h 26m	1h 43m	1h 42m	2h 12m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 27m	4h 16m	4h 3m	4h 34m	4h 38m	5h 13m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidaire and New England Hospital: Time patients spent in the ED

By mode of separation

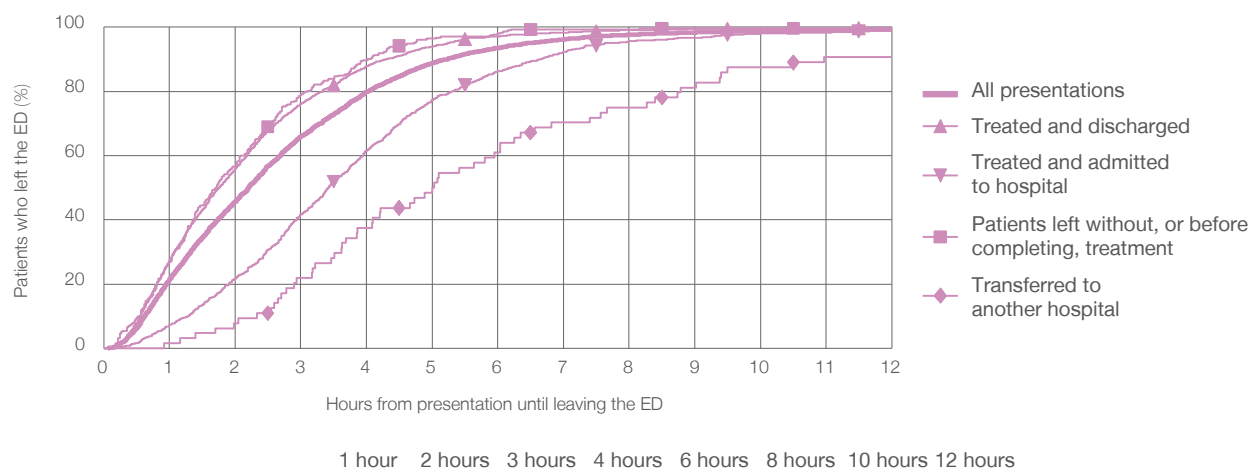
October to December 2016

All presentations:[†] 4,074 patients

Presentations used to calculate time to leaving the ED:[‡] 4,074 patients

		Same period last year	Change since one year ago
		4,022	1.3%
Treated and discharged	2,551 (62.6%)	2,937	-13.1%
Treated and admitted to hospital	1,126 (27.6%)	802	40.4%
Patient left without, or before completing, treatment	313 (7.7%)	198	58.1%
Transferred to another hospital	64 (1.6%)	70	-8.6%
Other	20 (0.5%)	15	33.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	27.4%	55.9%	76.2%	87.8%	97.1%	99.0%	99.6%	99.8%
Treated and admitted to hospital	7.3%	21.8%	41.6%	61.6%	86.3%	95.6%	98.0%	98.9%
Patient left without, or before completing, treatment	26.8%	56.5%	78.9%	89.8%	98.1%	99.4%	99.7%	99.7%
Transferred to another hospital	1.6%	7.8%	21.9%	37.5%	60.9%	75.0%	87.5%	90.6%
All presentations	21.4%	45.7%	66.0%	79.9%	93.6%	97.7%	98.9%	99.3%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,074 patients

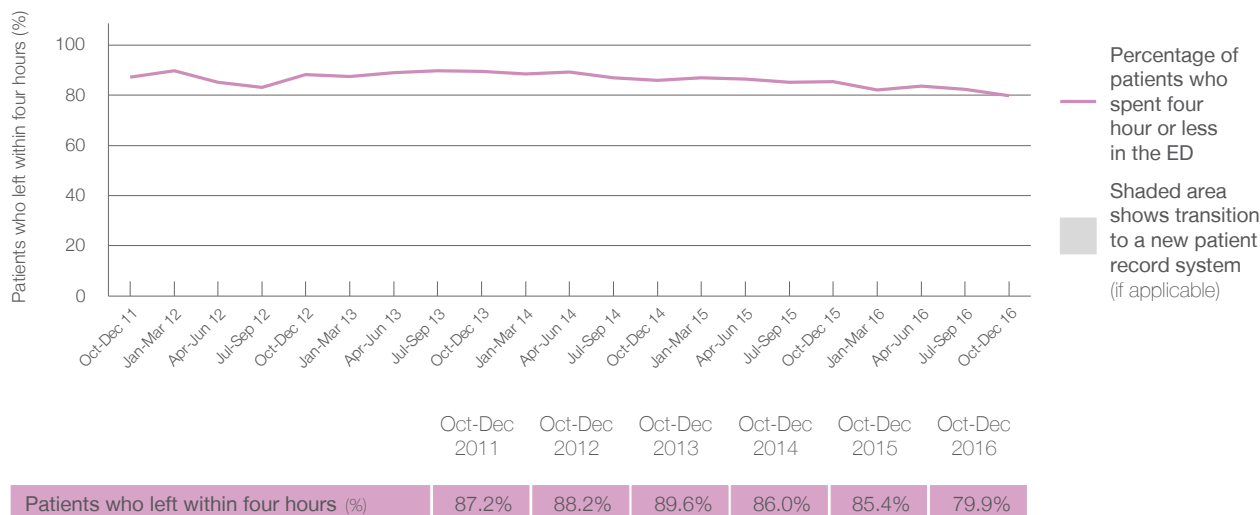
Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,022	1.3%
4,022	1.3%
85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
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 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,384 patients

Emergency presentations:² 6,327 patients

Same period last year	Change since one year ago
6,430	-0.7%
6,336	-0.1%

Bathurst Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 644 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,948 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,264 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 449 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
547	
7 minutes	8 minutes
9 minutes	26 minutes
2,090	
17 minutes	20 minutes
54 minutes	67 minutes
3,382	
24 minutes	25 minutes
110 minutes	97 minutes
303	
12 minutes	24 minutes
91 minutes	103 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,384 patients

Percentage of patients who spent four hours or less in the ED 74.1%

Same period last year	Change since one year ago
6,430	-0.7%
72.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

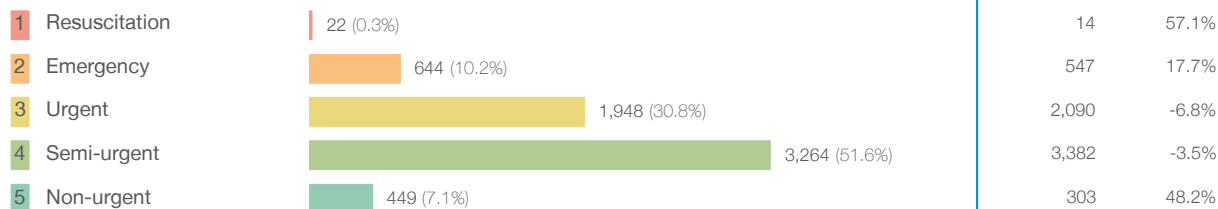
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Patients presenting to the emergency department

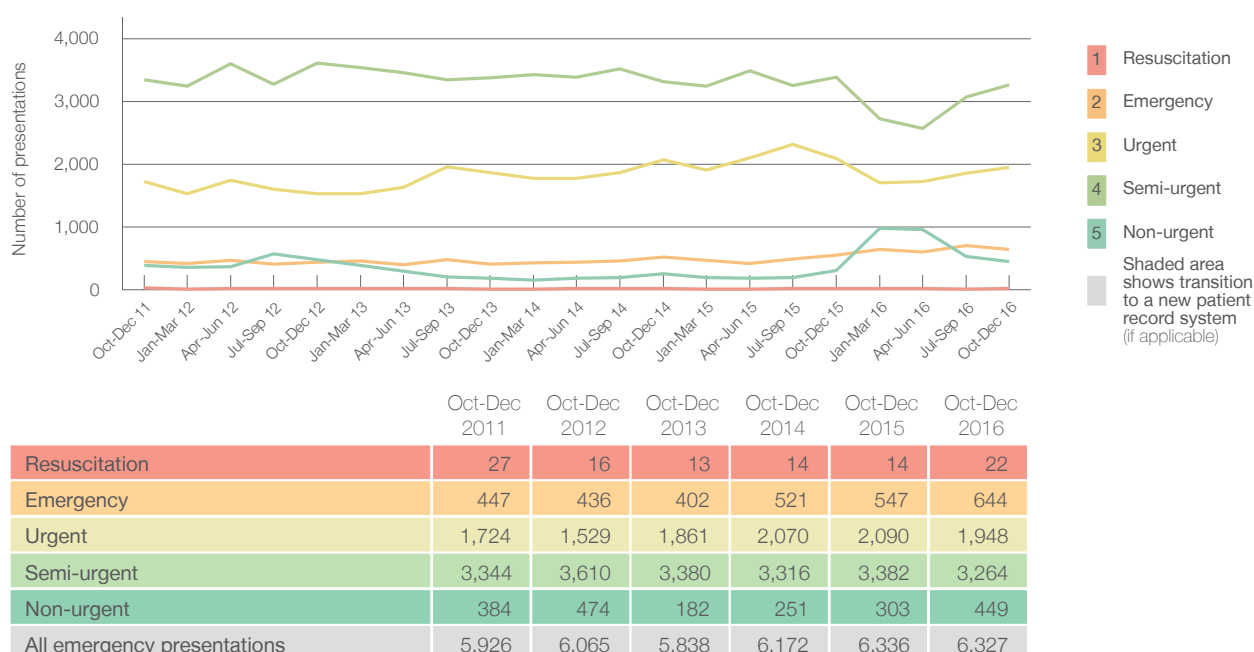
October to December 2016

All presentations:¹ 6,384 patients

Emergency presentations² by triage category: 6,327 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Bathurst Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 934 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 644

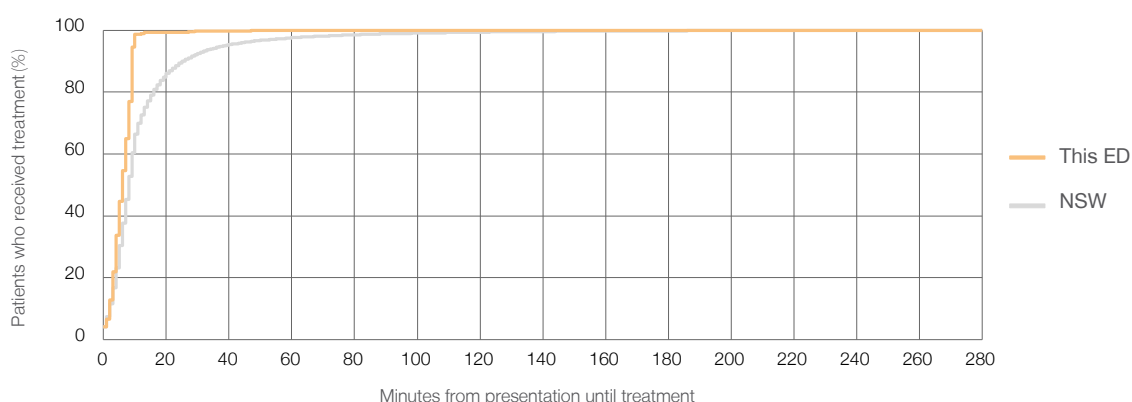
Number of triage 2 patients used to calculate waiting time:³ 641

Median time to start treatment⁴ 6 minutes

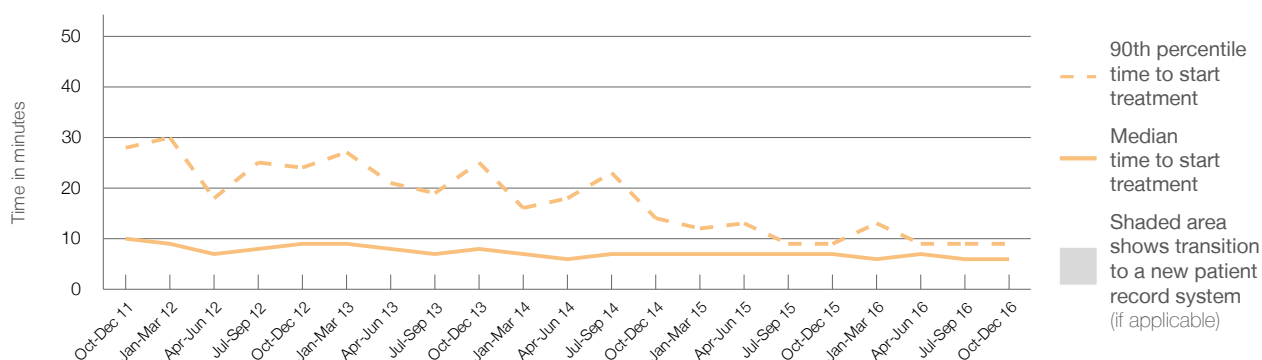
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
547	
545	
7 minutes	8 minutes
9 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	9	8	7	7	6
90th percentile time to start treatment ⁵ (minutes)	28	24	25	14	9	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,948

Number of triage 3 patients used to calculate waiting time:³ 1,925

Median time to start treatment⁴

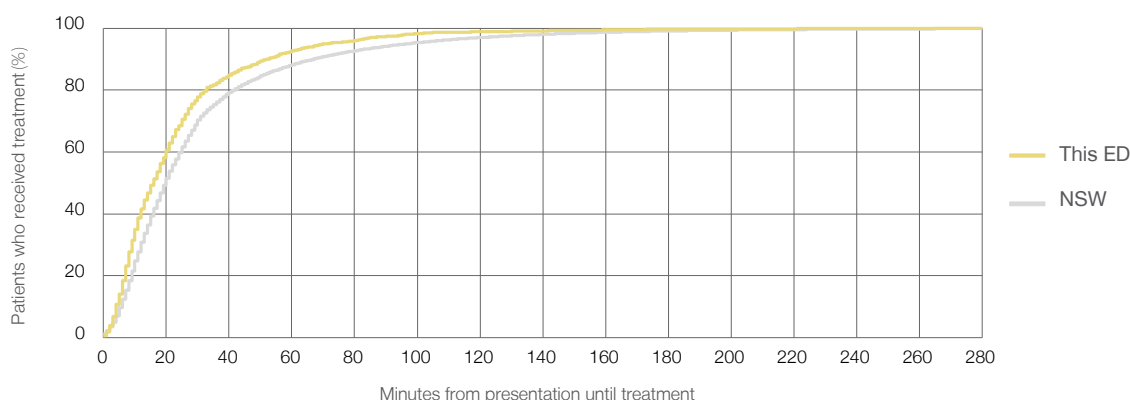
16 minutes

90th percentile time to start treatment⁵

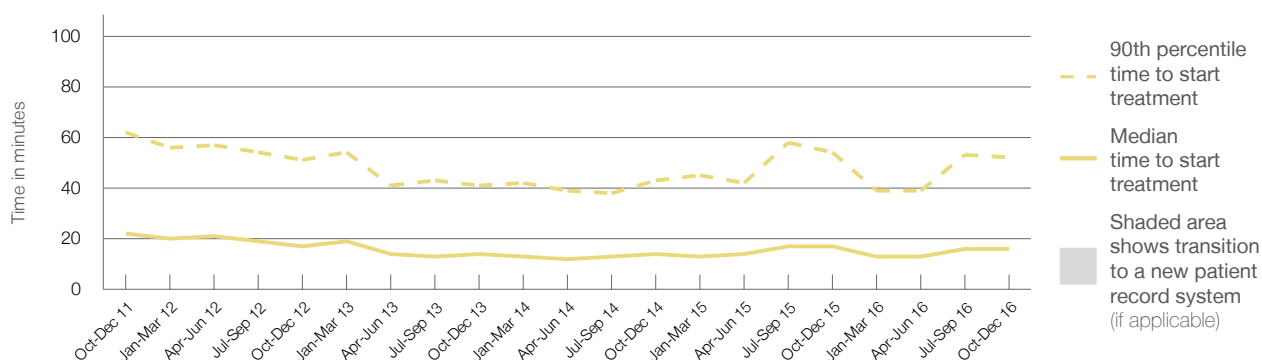
52 minutes

Same period last year	NSW (this period)
2,090	
2,066	
17 minutes	20 minutes
54 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	17	14	14	17	16
90th percentile time to start treatment ⁵ (minutes)	62	51	41	43	54	52

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,264

Number of triage 4 patients used to calculate waiting time:³ 3,048

Median time to start treatment⁴

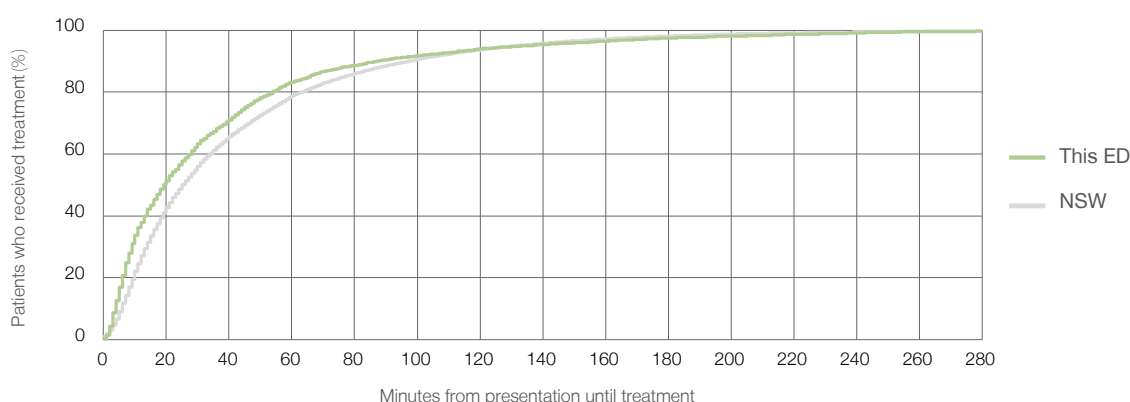
19 minutes

90th percentile time to start treatment⁵

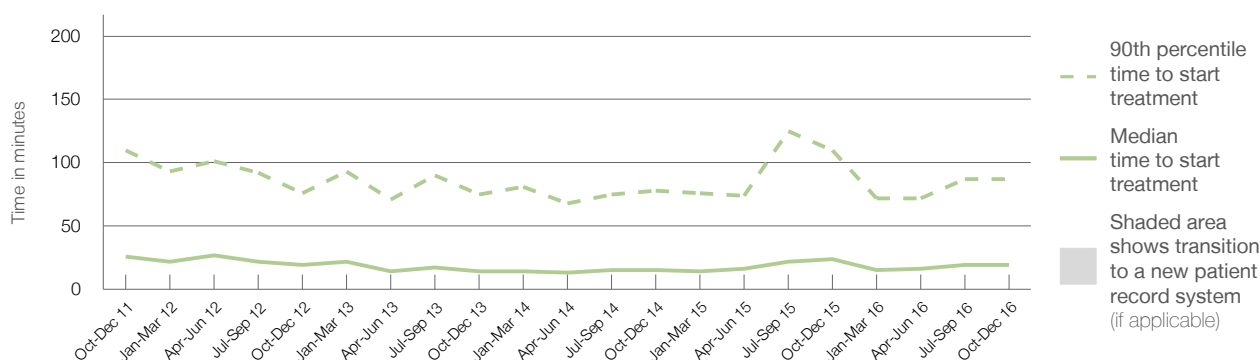
87 minutes

Same period last year	NSW (this period)
3,382	
3,126	
24 minutes	25 minutes
110 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	19	14	15	24	19
90th percentile time to start treatment ⁵ (minutes)	110	76	75	78	110	87

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 449

Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴

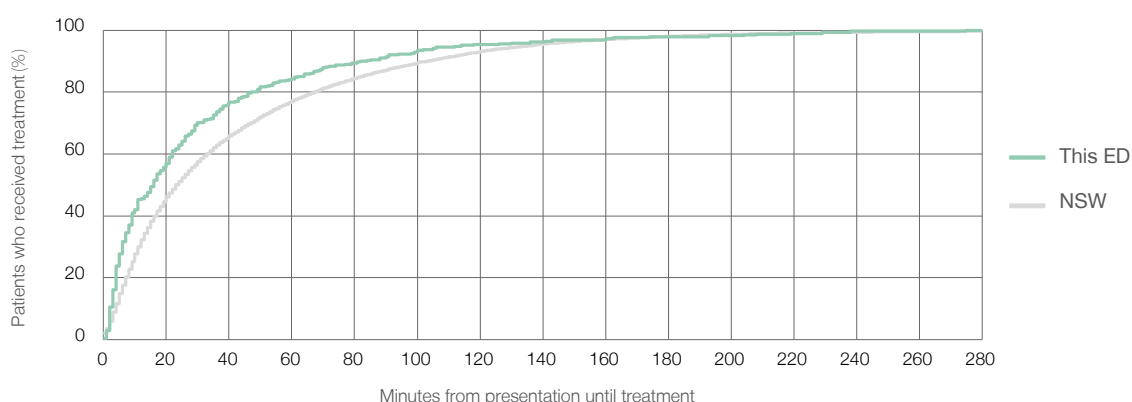
16 minutes

90th percentile time to start treatment⁵

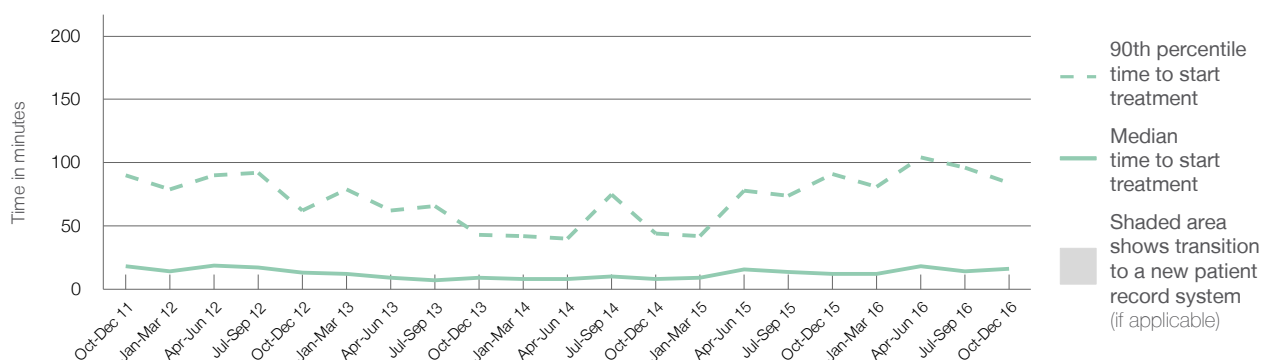
84 minutes

Same period last year	NSW (this period)
303	
272	
12 minutes	24 minutes
91 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	13	9	8	12	16
90th percentile time to start treatment ⁵ (minutes)	90	62	43	44	91	84

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,384 patients

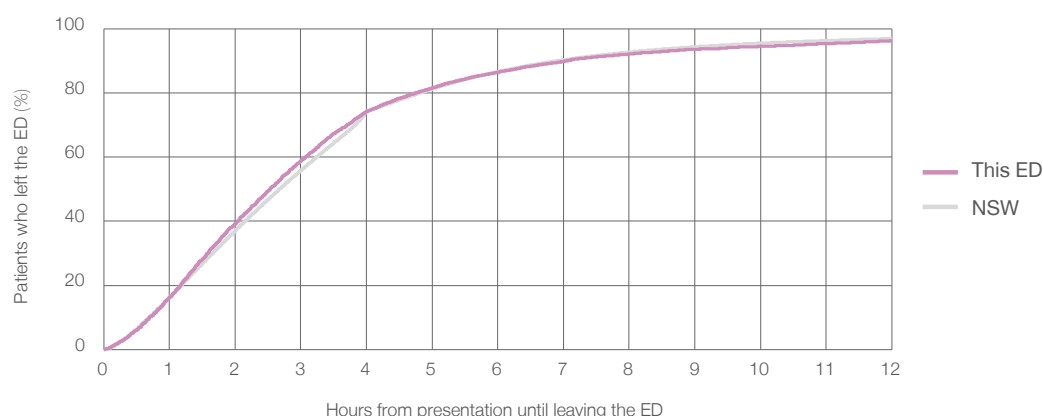
Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

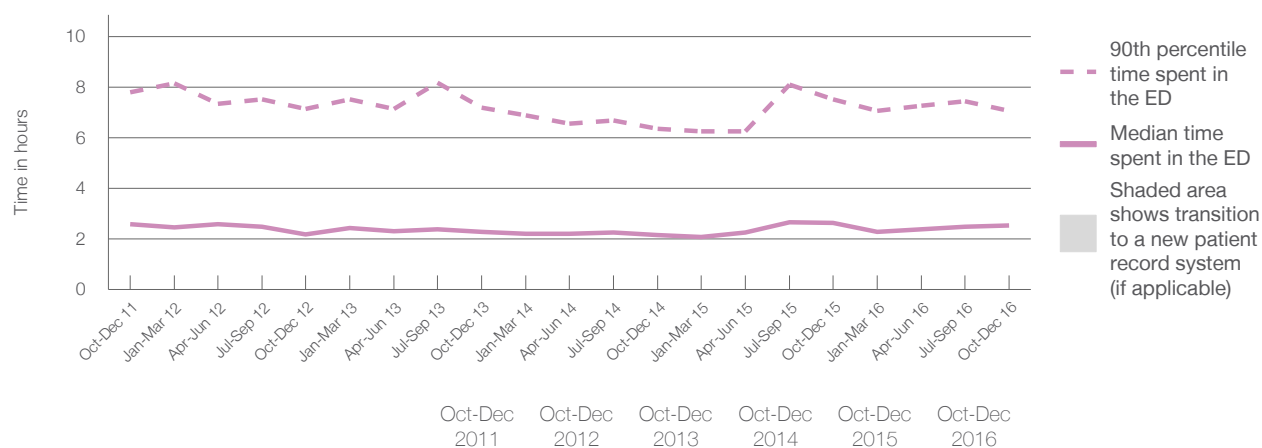
90th percentile time spent in the ED⁹ 7 hours and 4 minutes

Same period last year	NSW (this period)
6,430	
6,430	
2 hours and 38 minutes	2 hours and 41 minutes
7 hours and 32 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 35m	2h 11m	2h 17m	2h 10m	2h 38m	2h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 48m	7h 9m	7h 11m	6h 22m	7h 32m	7h 4m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients spent in the ED

By mode of separation

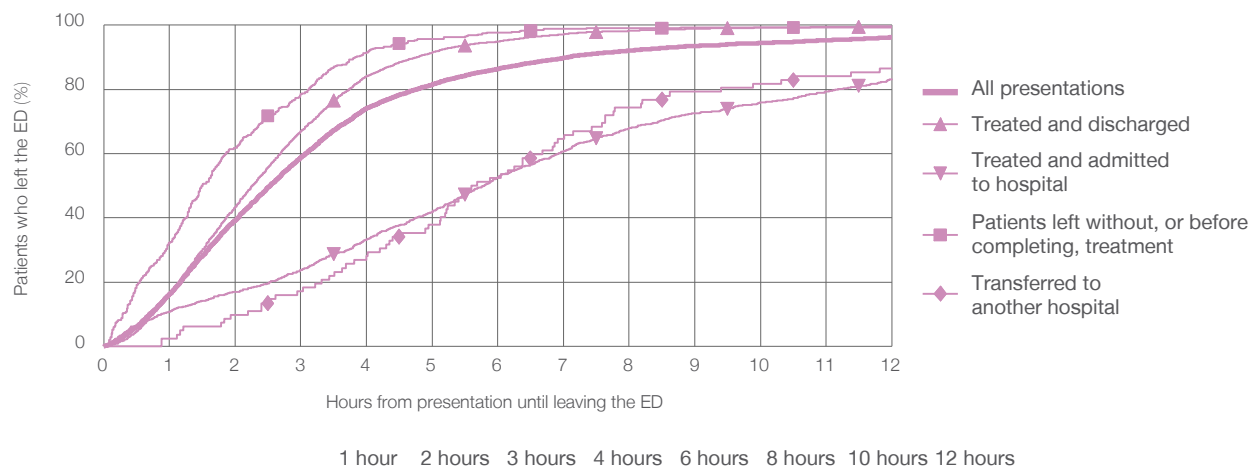
October to December 2016

All presentations:[†] 6,384 patients

Presentations used to calculate time to leaving the ED:[‡] 6,384 patients

		Same period last year	Change since one year ago
Treated and discharged	4,611 (72.2%)	4,430	-0.7%
Treated and admitted to hospital	1,236 (19.4%)	1,066	15.9%
Patient left without, or before completing, treatment	425 (6.7%)	375	13.3%
Transferred to another hospital	82 (1.3%)	110	-25.5%
Other	30 (0.5%)	16	87.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.2%	43.5%	67.0%	84.1%	94.9%	98.2%	99.2%	99.6%
Treated and admitted to hospital	10.8%	16.8%	23.8%	33.3%	52.7%	68.0%	76.0%	83.3%
Patient left without, or before completing, treatment	32.2%	61.9%	78.6%	91.5%	97.6%	99.1%	99.3%	99.3%
Transferred to another hospital	2.4%	9.8%	17.1%	28.0%	52.4%	74.4%	81.7%	86.6%
All presentations	16.3%	39.3%	58.9%	74.1%	86.4%	92.1%	94.5%	96.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 6,384 patients

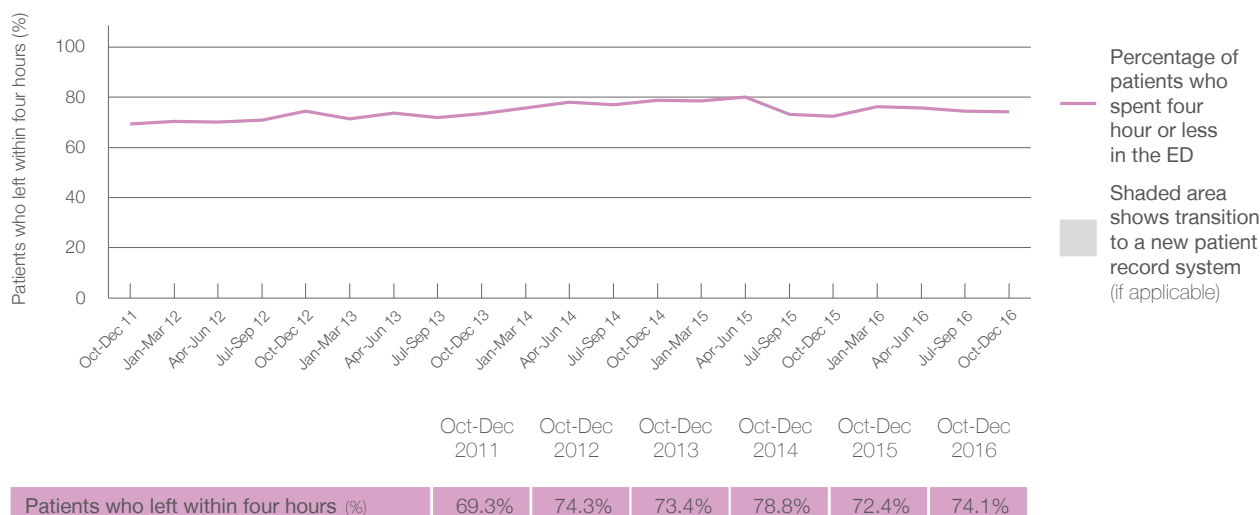
Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,430	-0.7%
6,430	-0.7%
72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,292 patients

Emergency presentations:² 6,256 patients

Same period last year	Change since one year ago
6,048	4.0%
5,981	4.6%

Belmont Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 509 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,334 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,326 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,081 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
443	
7 minutes	8 minutes
12 minutes	26 minutes
1,263	
15 minutes	20 minutes
30 minutes	67 minutes
2,864	
18 minutes	25 minutes
59 minutes	97 minutes
1,398	
17 minutes	24 minutes
75 minutes	103 minutes

Belmont Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,292 patients

Percentage of patients who spent four hours or less in the ED 82.4%

Same period last year	Change since one year ago
6,048	4.0%
79.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

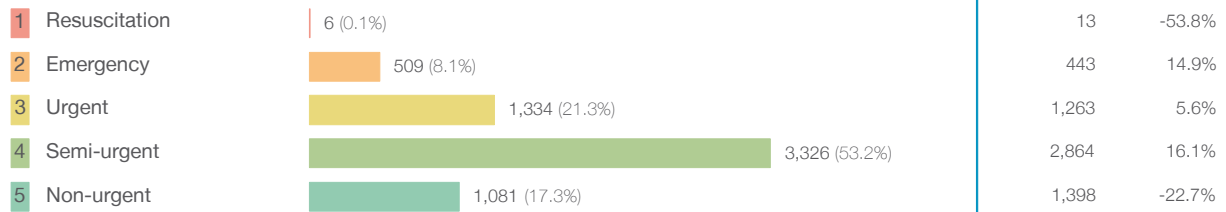
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Patients presenting to the emergency department

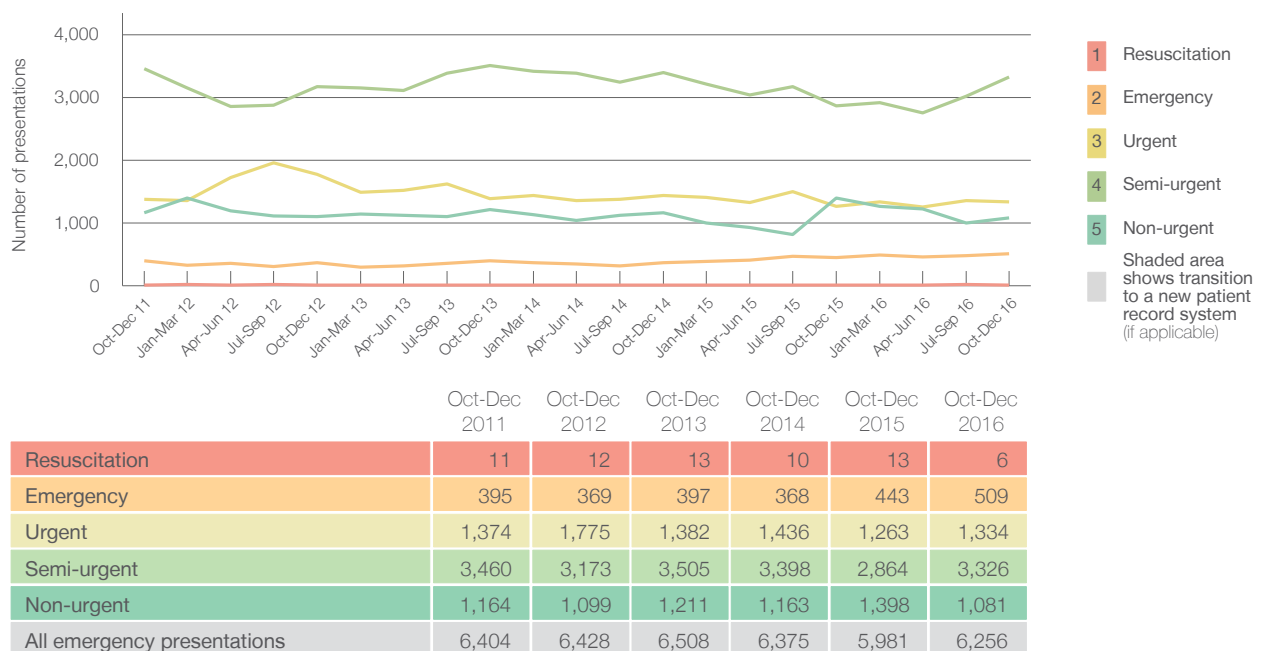
October to December 2016

All presentations:¹ 6,292 patients

Emergency presentations² by triage category: 6,256 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Belmont Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,236 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 509

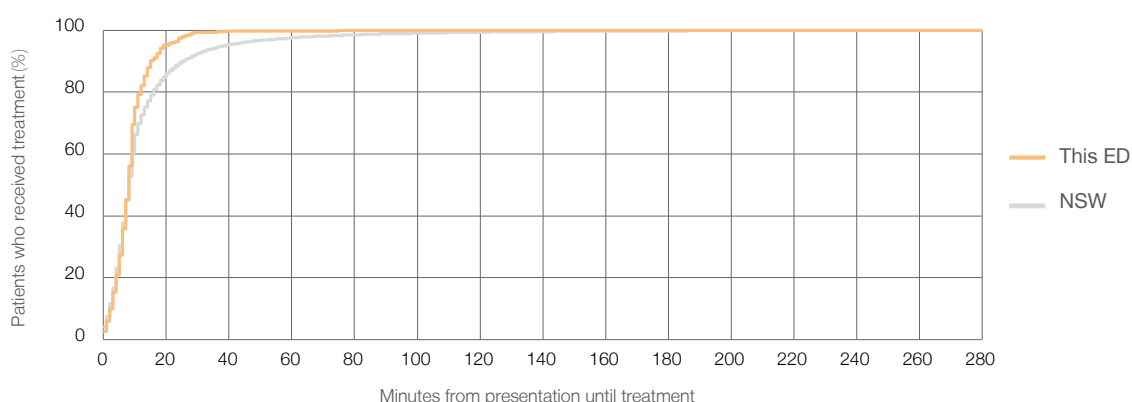
Number of triage 2 patients used to calculate waiting time:³ 506

Median time to start treatment⁴ 8 minutes

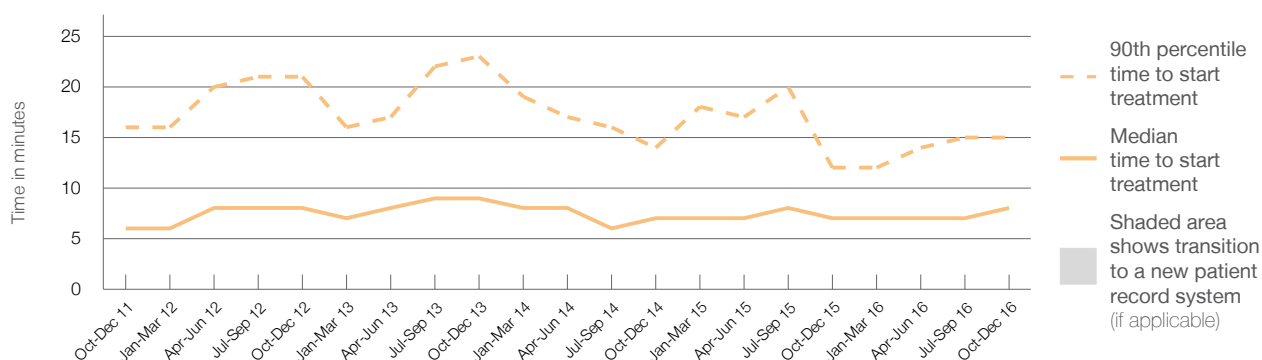
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
443	
437	
7 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	8	9	7	7	8
90th percentile time to start treatment ⁵ (minutes)	16	21	23	14	12	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,334

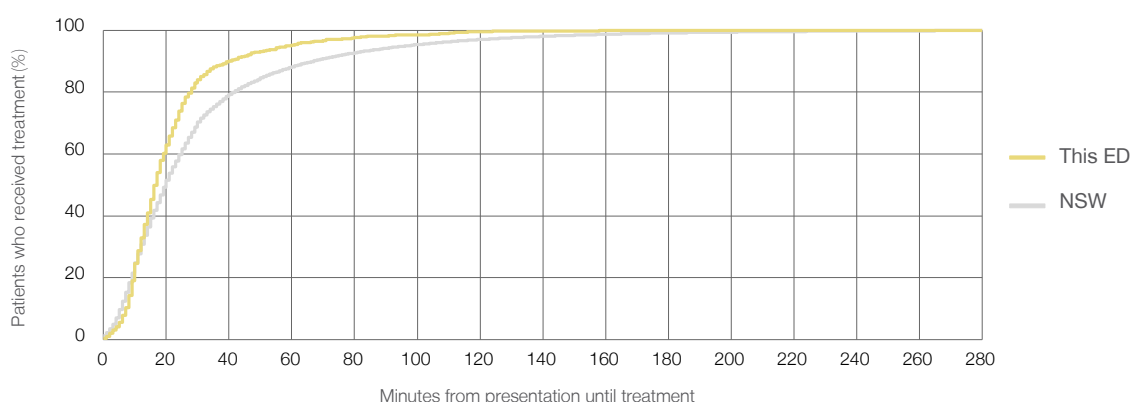
Number of triage 3 patients used to calculate waiting time:³ 1,301

Median time to start treatment⁴ 17 minutes

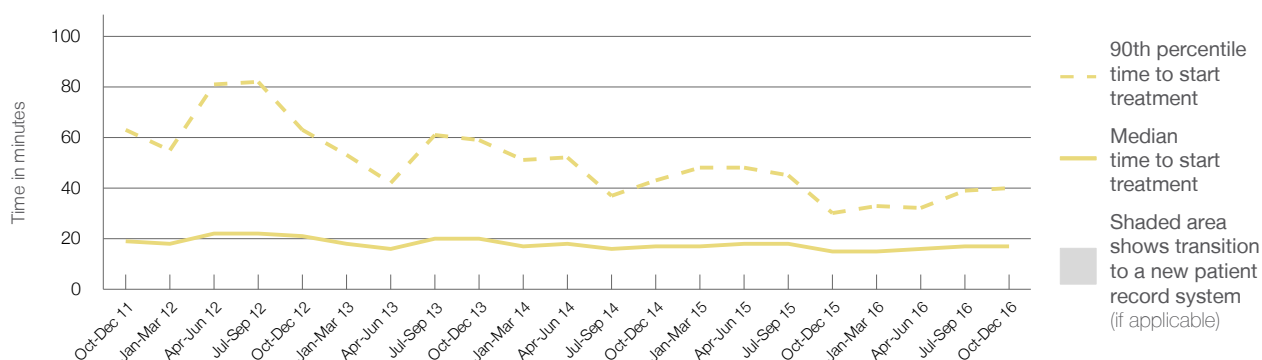
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,263	
1,237	
15 minutes	20 minutes
30 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	21	20	17	15	17
90th percentile time to start treatment ⁵ (minutes)	63	63	59	43	30	40

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,326

Number of triage 4 patients used to calculate waiting time:³ 2,800

Median time to start treatment⁴

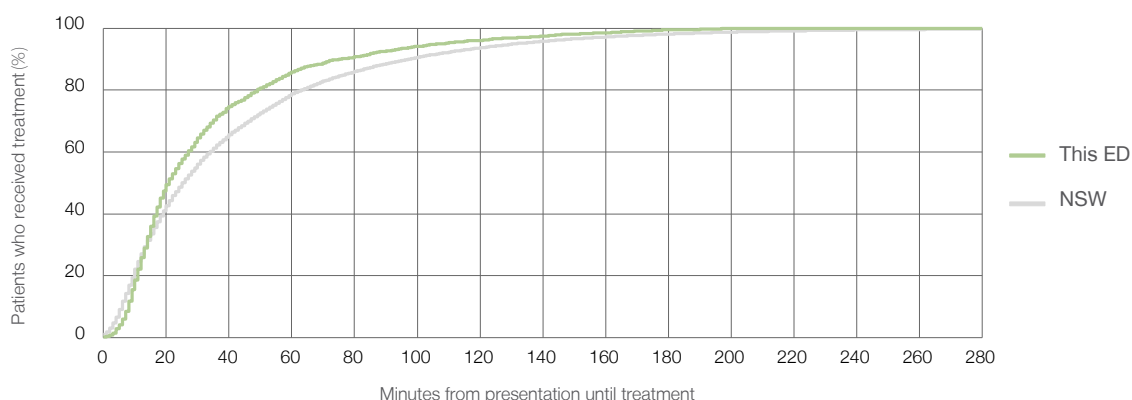
21 minutes

90th percentile time to start treatment⁵

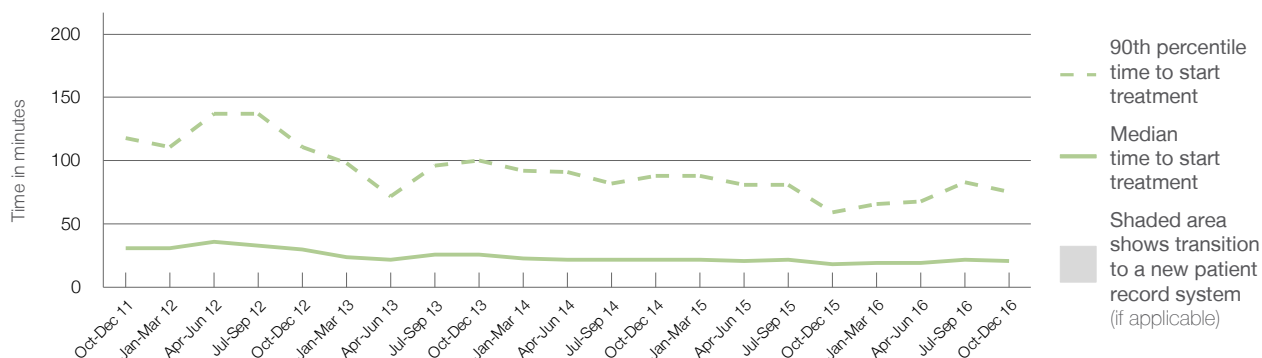
76 minutes

Same period last year	NSW (this period)
2,864	
2,521	
18 minutes	25 minutes
59 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	30	26	22	18	21
90th percentile time to start treatment ⁵ (minutes)	118	111	100	88	59	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,081

Number of triage 5 patients used to calculate waiting time:³ 816

Median time to start treatment⁴

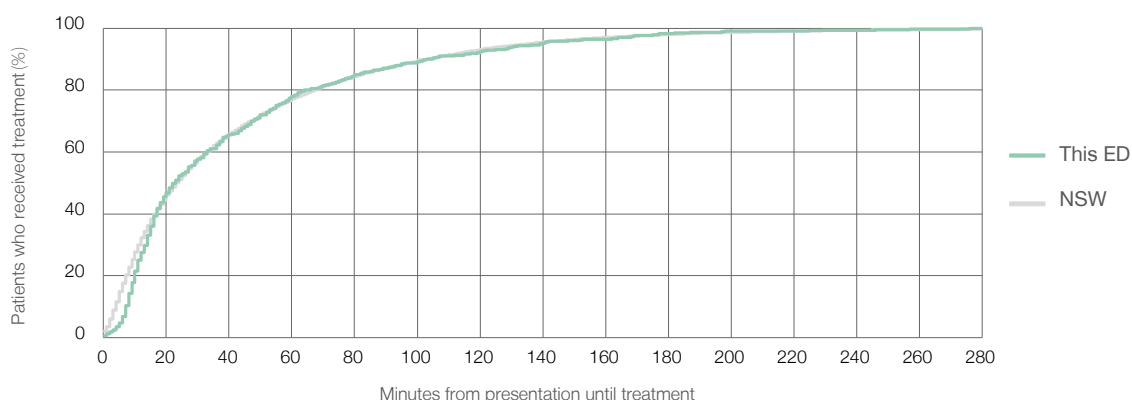
23 minutes

90th percentile time to start treatment⁵

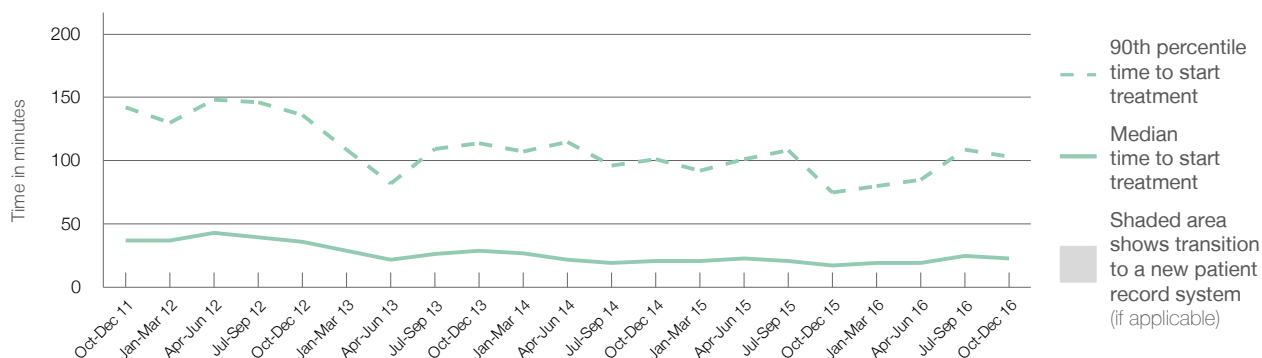
103 minutes

Same period last year	NSW (this period)
1,398	
1,129	
17 minutes	24 minutes
75 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	36	29	21	17	23
90th percentile time to start treatment ⁵ (minutes)	142	136	114	101	75	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,292 patients

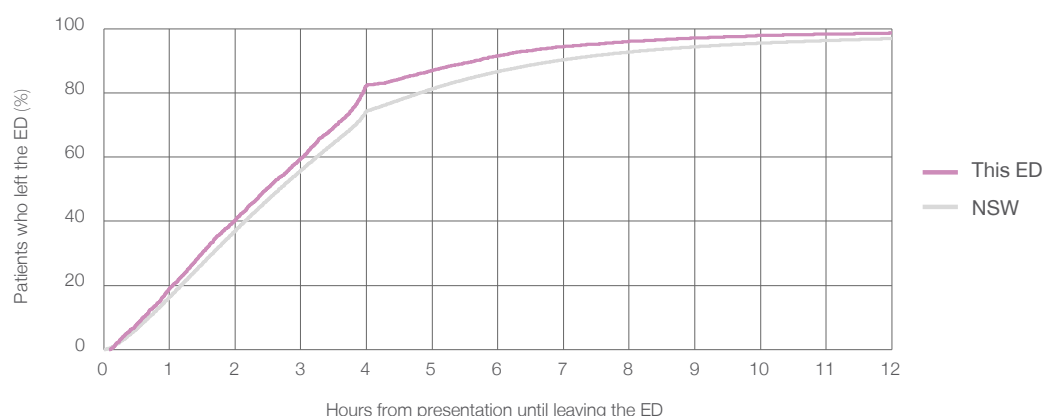
Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

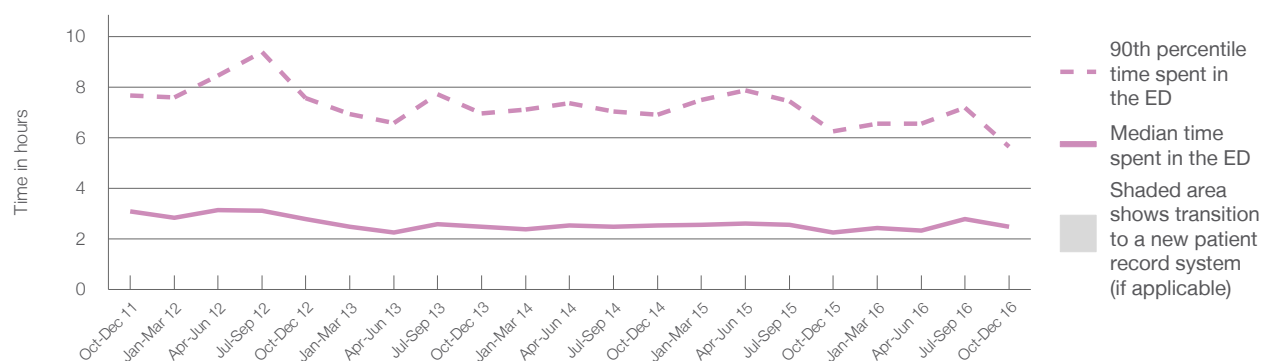
90th percentile time spent in the ED⁹ 5 hours and 39 minutes

Same period last year	NSW (this period)
6,048	
6,048	
2 hours and 16 minutes	2 hours and 41 minutes
6 hours and 15 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 5m	2h 47m	2h 30m	2h 33m	2h 16m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 41m	7h 34m	6h 58m	6h 55m	6h 15m	5h 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients spent in the ED

By mode of separation

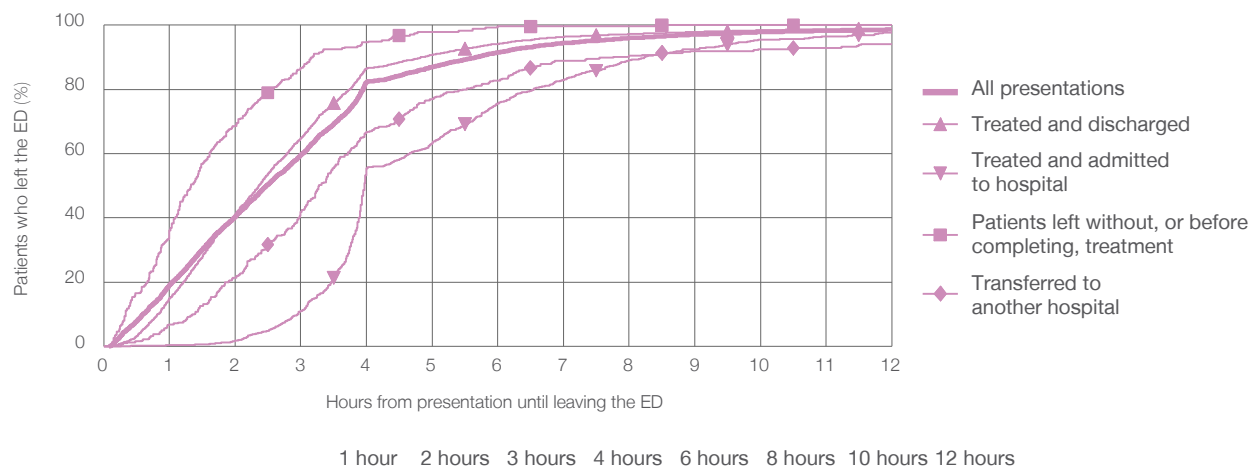
October to December 2016

All presentations:[†] 6,292 patients

Presentations used to calculate time to leaving the ED:[‡] 6,292 patients

		Same period last year	Change since one year ago
		6,048	4.0%
Treated and discharged	4,140 (65.8%)	4,243	-2.4%
Treated and admitted to hospital	947 (15.1%)	826	14.6%
Patient left without, or before completing, treatment	280 (4.5%)	185	51.4%
Transferred to another hospital	325 (5.2%)	253	28.5%
Other	600 (9.5%)	541	10.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.9%	41.2%	64.8%	86.6%	94.2%	97.3%	98.5%	98.9%
Treated and admitted to hospital	0.3%	1.7%	10.9%	55.3%	75.5%	89.1%	95.5%	97.7%
Patient left without, or before completing, treatment	36.1%	68.6%	86.8%	94.6%	99.6%	99.6%	100%	100%
Transferred to another hospital	6.8%	21.2%	41.8%	66.8%	82.8%	90.5%	92.6%	94.2%
All presentations	19.1%	40.4%	59.6%	82.4%	91.5%	96.0%	97.9%	98.6%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 6,292 patients

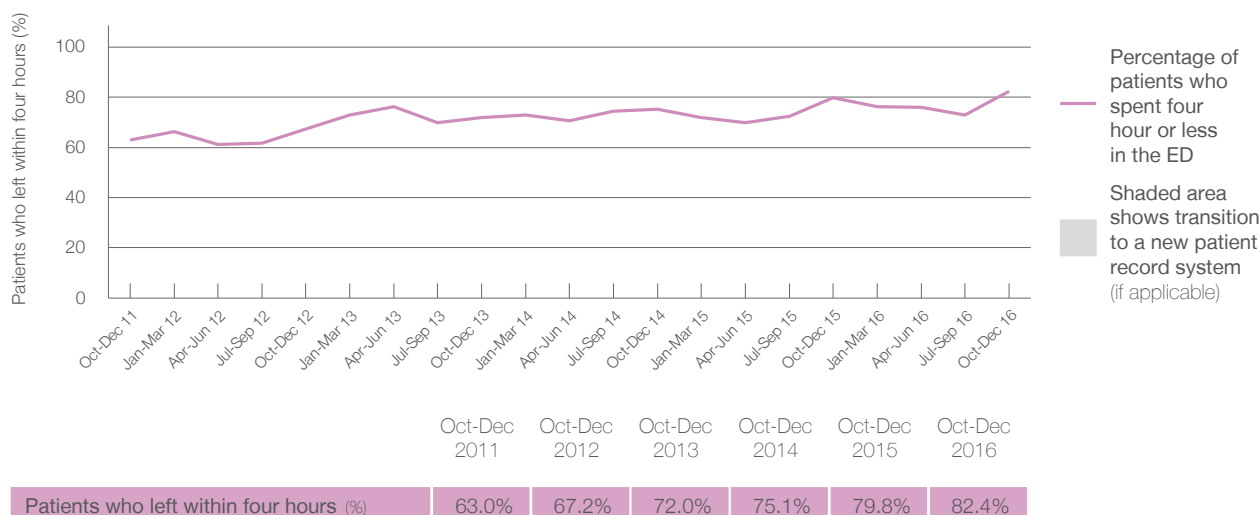
Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,048	4.0%
6,048	4.0%
79.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 5,133 patients

Emergency presentations:² 4,970 patients

Same period last year	Change since one year ago
4,732	8.5%
4,578	8.6%

Bowral and District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 312 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,522 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,348 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 770 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
324	
8 minutes	8 minutes
20 minutes	26 minutes
1,462	
19 minutes	20 minutes
57 minutes	67 minutes
2,150	
21 minutes	25 minutes
98 minutes	97 minutes
623	
21 minutes	24 minutes
93 minutes	103 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 5,133 patients

Percentage of patients who spent four hours or less in the ED 85.6%

Same period last year	Change since one year ago
4,732	8.5%
87.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

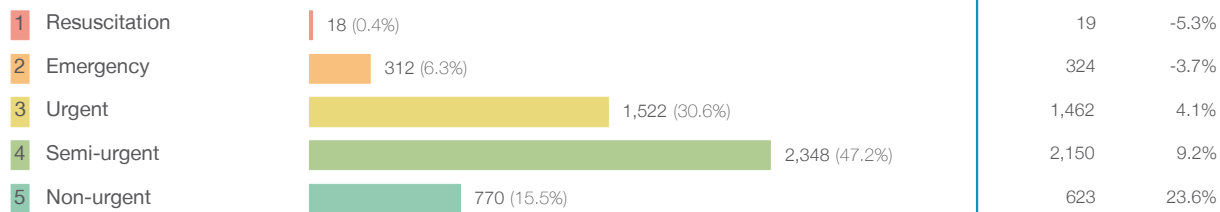
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Patients presenting to the emergency department

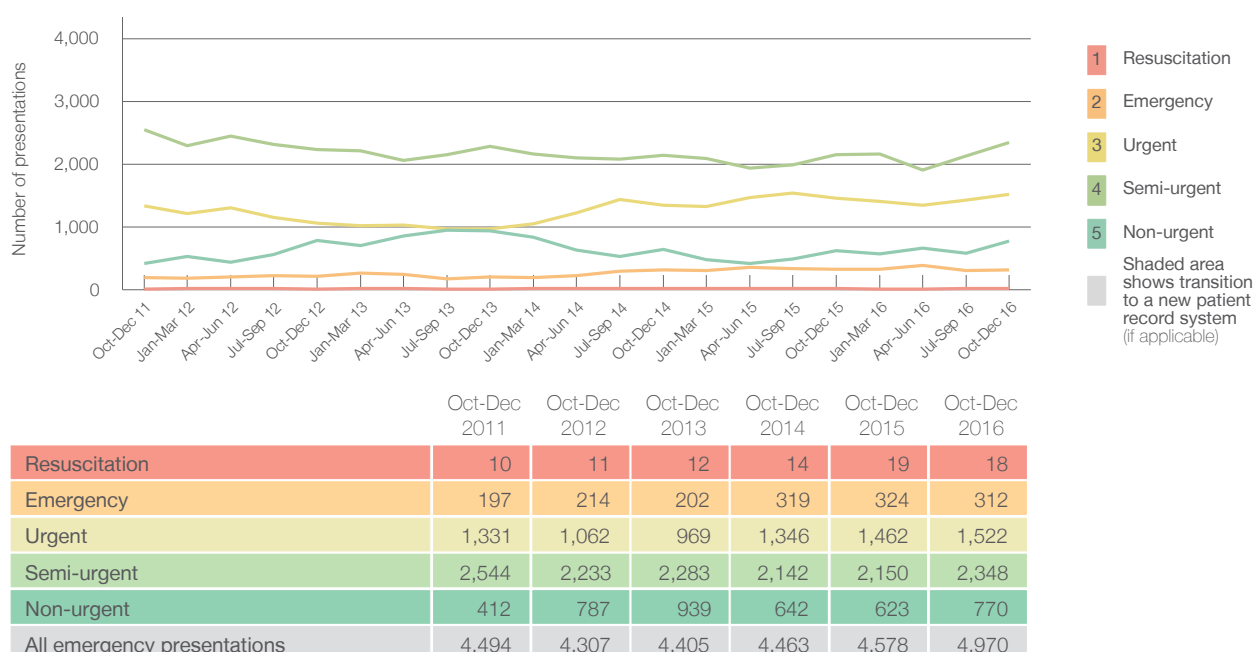
October to December 2016

All presentations:¹ 5,133 patients

Emergency presentations² by triage category: 4,970 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Bowral and District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 792 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 312

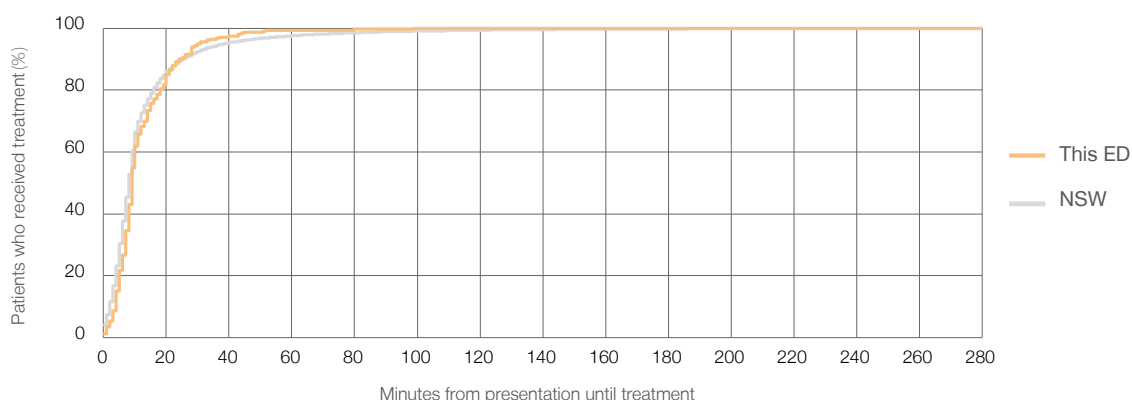
Number of triage 2 patients used to calculate waiting time:³ 312

Median time to start treatment⁴ 9 minutes

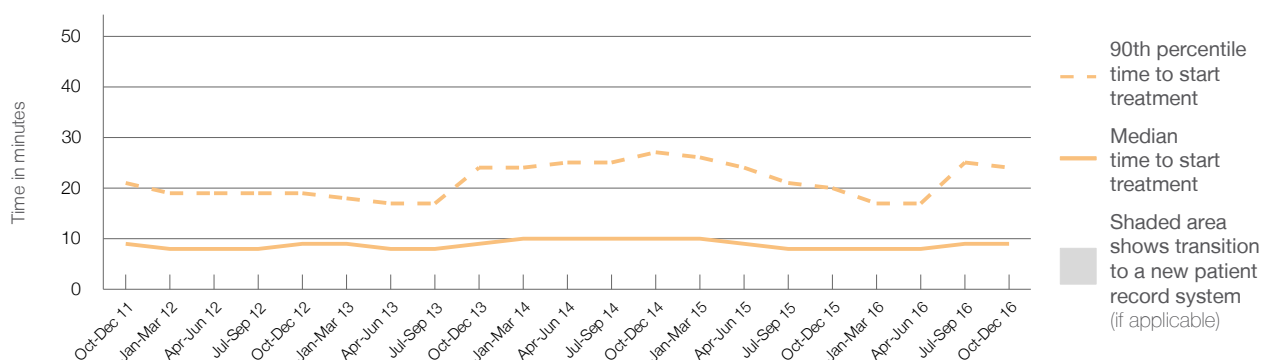
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
324	
322	
8 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	9	9	10	8	9
90th percentile time to start treatment ⁵ (minutes)	21	19	24	27	20	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,522

Number of triage 3 patients used to calculate waiting time:³ 1,507

Median time to start treatment⁴

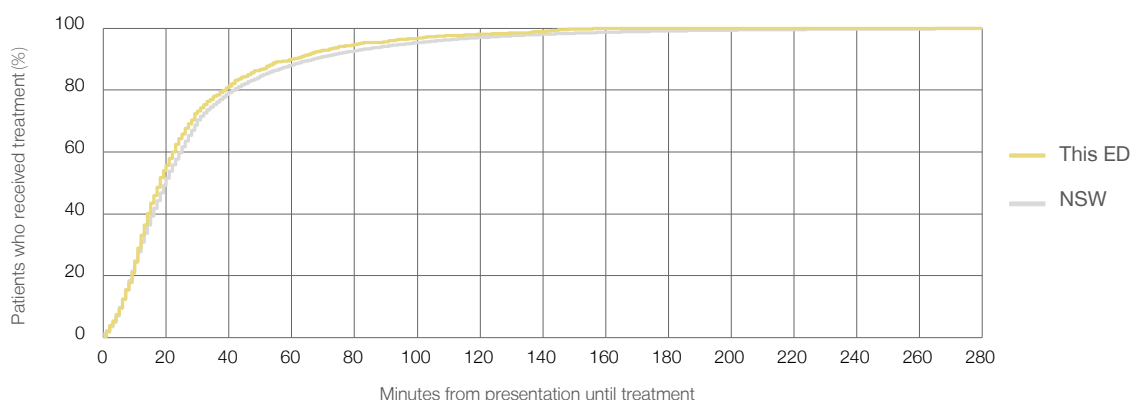
18 minutes

90th percentile time to start treatment⁵

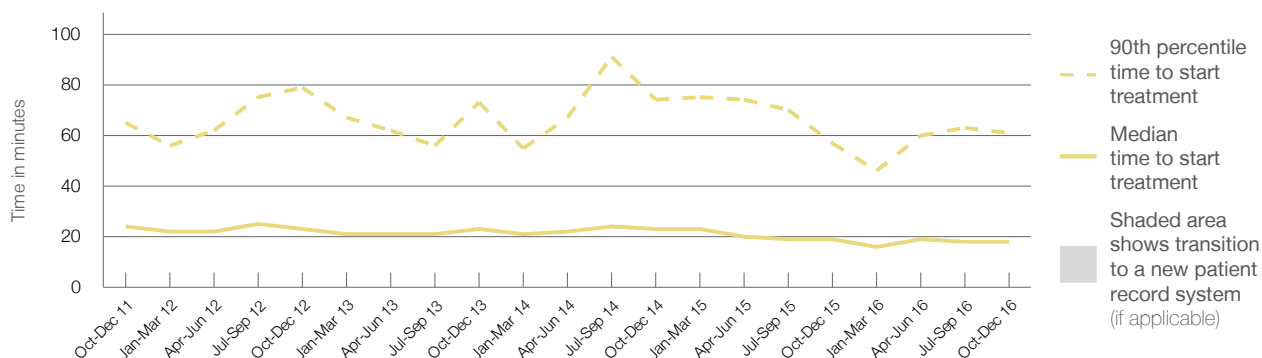
61 minutes

Same period last year	NSW (this period)
1,462	
1,439	
19 minutes	20 minutes
57 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	23	23	23	19	18
90th percentile time to start treatment ⁵ (minutes)	65	79	73	74	57	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,348

Number of triage 4 patients used to calculate waiting time:³ 2,276

Median time to start treatment⁴

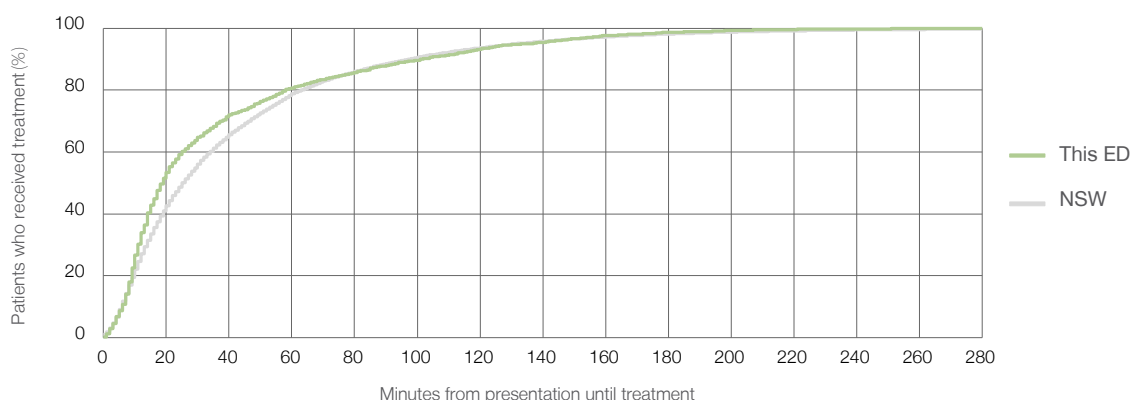
19 minutes

90th percentile time to start treatment⁵

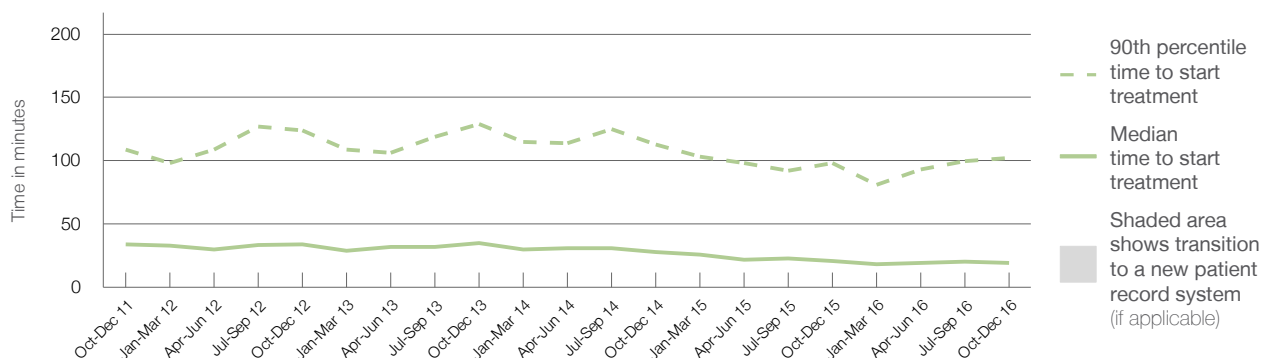
102 minutes

Same period last year	NSW (this period)
2,150	
2,033	
21 minutes	25 minutes
98 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	34	34	35	28	21	19
90th percentile time to start treatment ⁵ (minutes)	109	124	129	113	98	102

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 770

Number of triage 5 patients used to calculate waiting time:³ 702

Median time to start treatment⁴

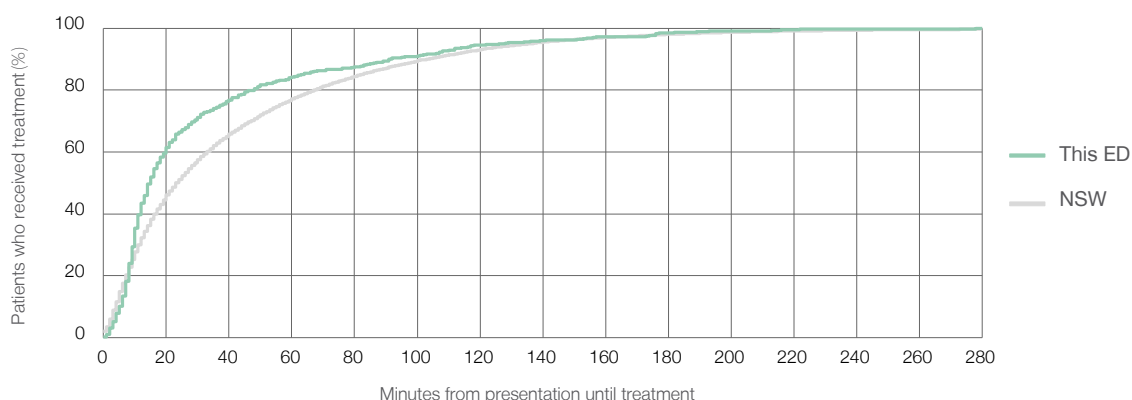
15 minutes

90th percentile time to start treatment⁵

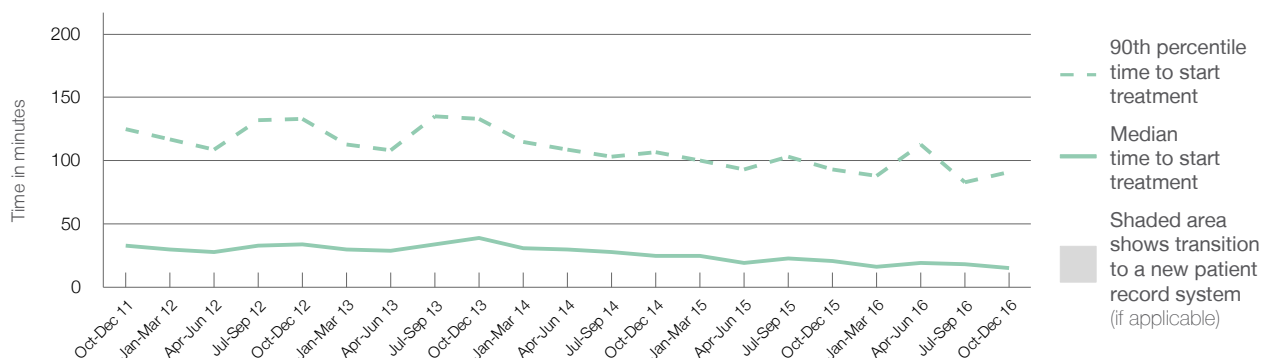
91 minutes

Same period last year	NSW (this period)
623	
543	
21 minutes	24 minutes
93 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	34	39	25	21	15
90th percentile time to start treatment ⁵ (minutes)	125	133	133	107	93	91

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 5,133 patients

Presentations used to calculate time to leaving the ED:⁶ 5,133 patients

Median time spent in the ED⁸

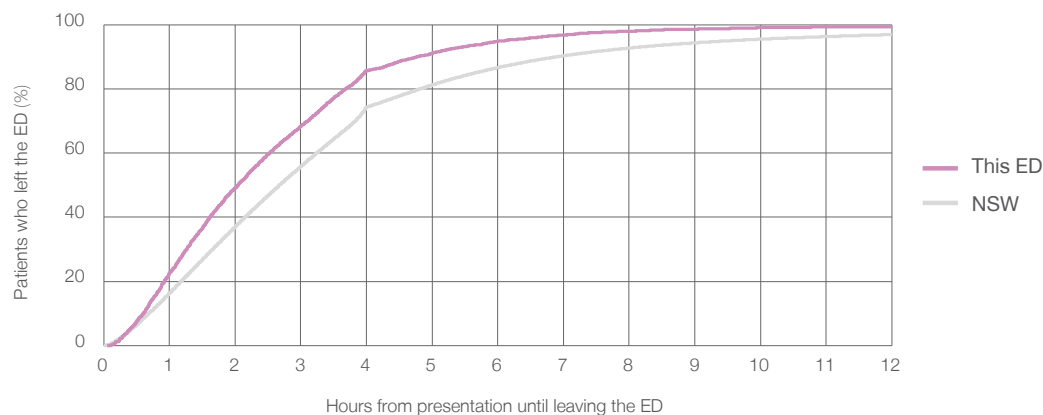
2 hours and 3 minutes

90th percentile time spent in the ED⁹

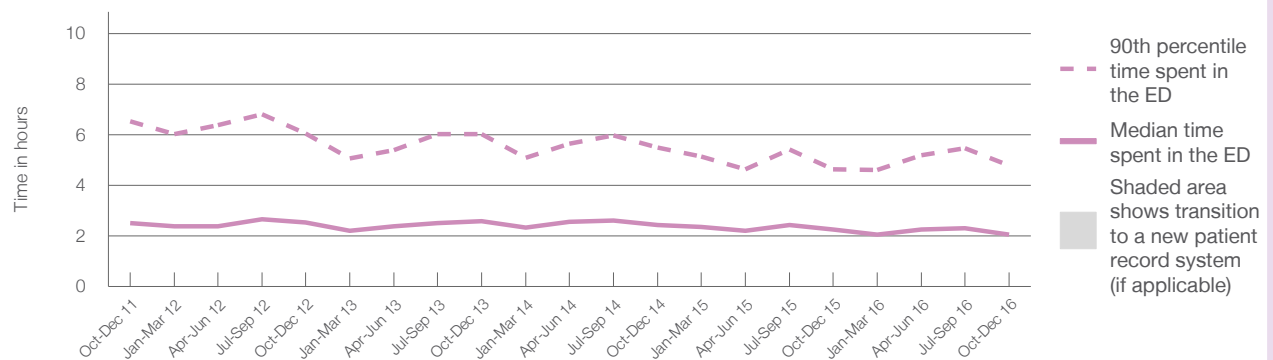
4 hours and 47 minutes

Same period last year	NSW (this period)
4,732	
4,732	
2 hours and 15 minutes	2 hours and 41 minutes
4 hours and 38 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 31m	2h 32m	2h 36m	2h 27m	2h 15m	2h 3m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 32m	6h 4m	6h 2m	5h 30m	4h 38m	4h 47m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients spent in the ED

By mode of separation

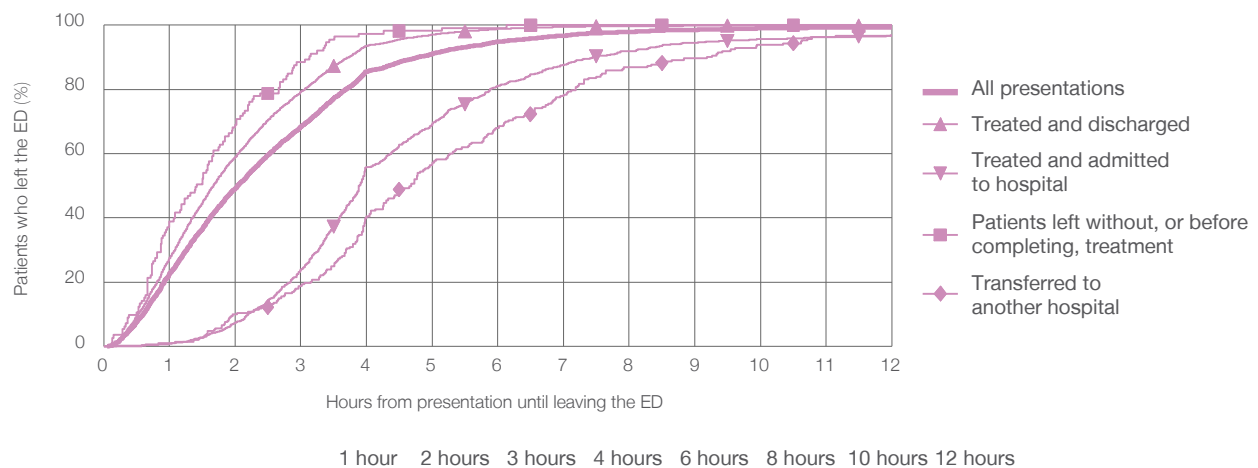
October to December 2016

All presentations:[†] 5,133 patients

Presentations used to calculate time to leaving the ED:[‡] 5,133 patients

		Same period last year	Change since one year ago
		4,732	8.5%
Treated and discharged	3,990 (77.7%)	3,477	14.8%
Treated and admitted to hospital	795 (15.5%)	833	-4.6%
Patient left without, or before completing, treatment	113 (2.2%)	159	-28.9%
Transferred to another hospital	213 (4.1%)	245	-13.1%
Other	22 (0.4%)	18	22.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.5%	59.0%	79.3%	93.6%	98.9%	99.7%	99.9%	100%
Treated and admitted to hospital	0.8%	7.4%	23.9%	55.8%	81.1%	91.8%	95.7%	96.9%
Patient left without, or before completing, treatment	38.9%	69.0%	88.5%	97.3%	99.1%	100%	100%	100%
Transferred to another hospital	0.9%	9.9%	18.8%	40.4%	68.1%	86.9%	93.9%	96.7%
All presentations	22.6%	49.2%	68.5%	85.6%	94.9%	98.0%	99.0%	99.4%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 5,133 patients

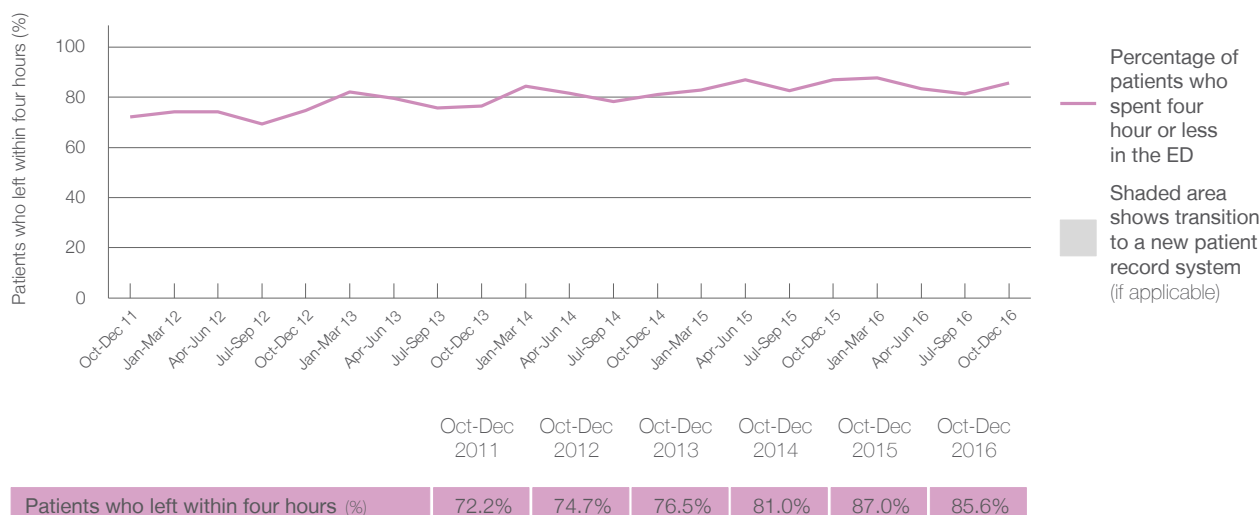
Presentations used to calculate time to leaving the ED:⁶ 5,133 patients

Percentage of patients who spent four hours or less in the ED

85.6%

Same period last year	Change since one year ago
4,732	8.5%
4,732	8.5%
87.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 5,845 patients

Emergency presentations:² 5,265 patients

Same period last year	Change since one year ago
4,885	19.7%
4,171	26.2%

Broken Hill Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 320 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,129 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,043 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,757 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
394	
4 minutes	8 minutes
14 minutes	26 minutes
1,057	
13 minutes	20 minutes
36 minutes	67 minutes
1,605	
15 minutes	25 minutes
53 minutes	97 minutes
1,103	
15 minutes	24 minutes
64 minutes	103 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 5,845 patients

Percentage of patients who spent four hours or less in the ED 89.9%

Same period last year	Change since one year ago
4,883	19.7%
90.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

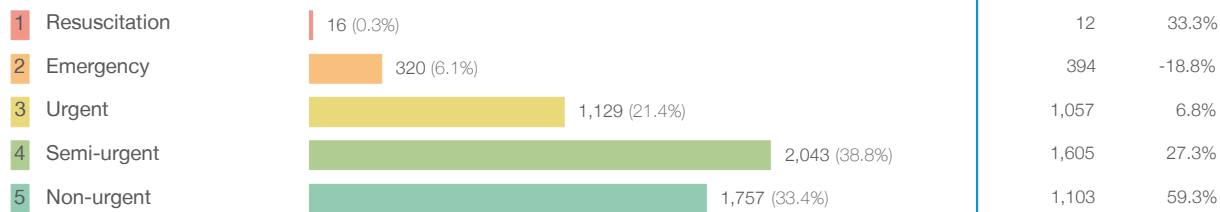
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Patients presenting to the emergency department

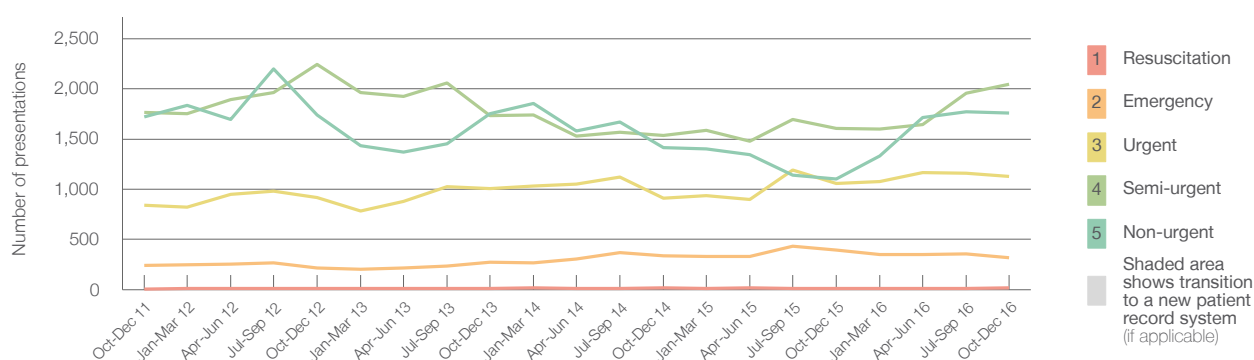
October to December 2016

All presentations:¹ 5,845 patients

Emergency presentations² by triage category: 5,265 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	7	10	13	16	12	16
Emergency	241	215	271	335	394	320
Urgent	843	915	1,005	910	1,057	1,129
Semi-urgent	1,765	2,242	1,735	1,534	1,605	2,043
Non-urgent	1,718	1,738	1,752	1,413	1,103	1,757
All emergency presentations	4,574	5,120	4,776	4,208	4,171	5,265

Broken Hill Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 693 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 320

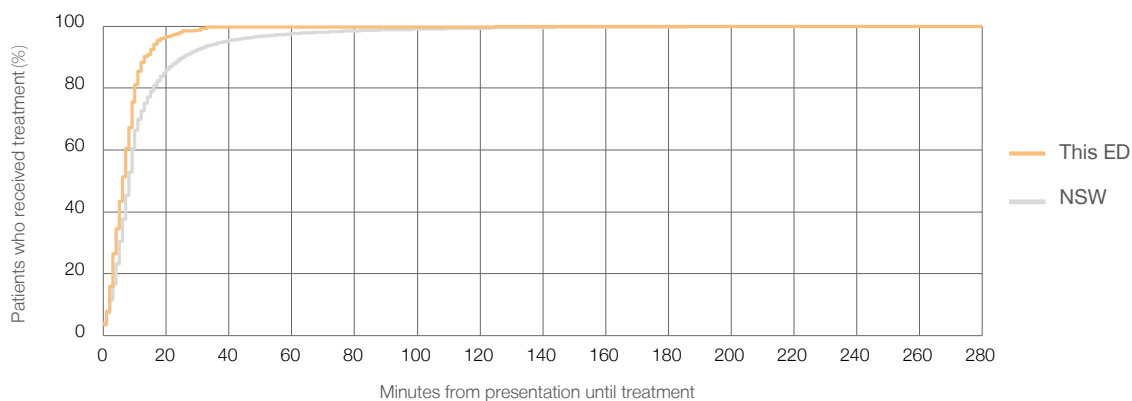
Number of triage 2 patients used to calculate waiting time:³ 318

Median time to start treatment⁴ 6 minutes

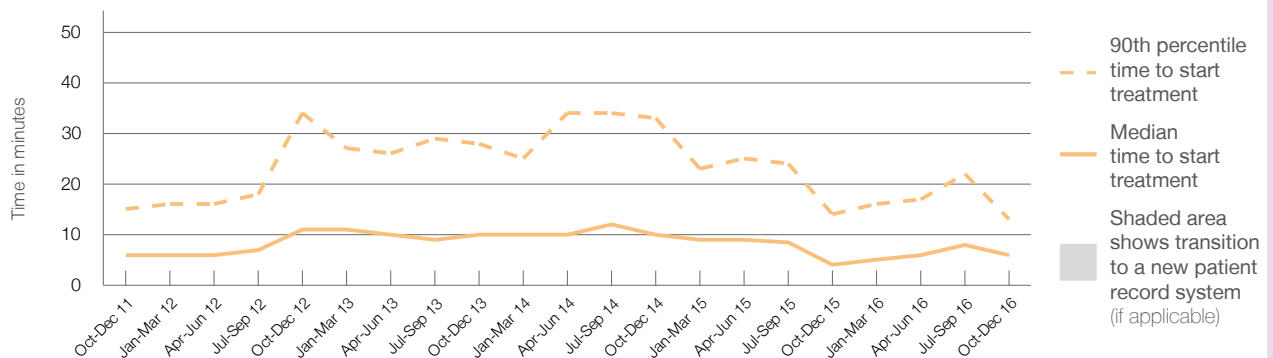
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
394	
387	
4 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	11	10	10	4	6
90th percentile time to start treatment ⁵ (minutes)	15	34	28	33	14	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,129

Number of triage 3 patients used to calculate waiting time:³ 1,064

Median time to start treatment⁴

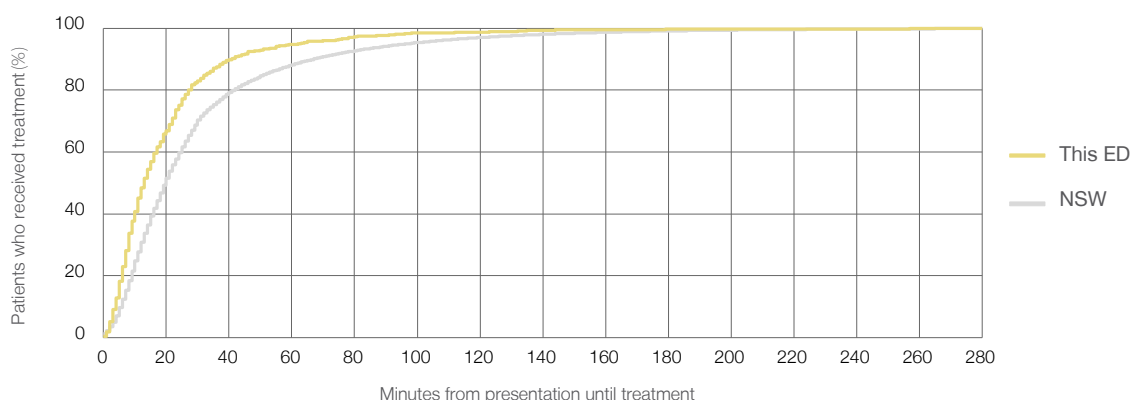
13 minutes

90th percentile time to start treatment⁵

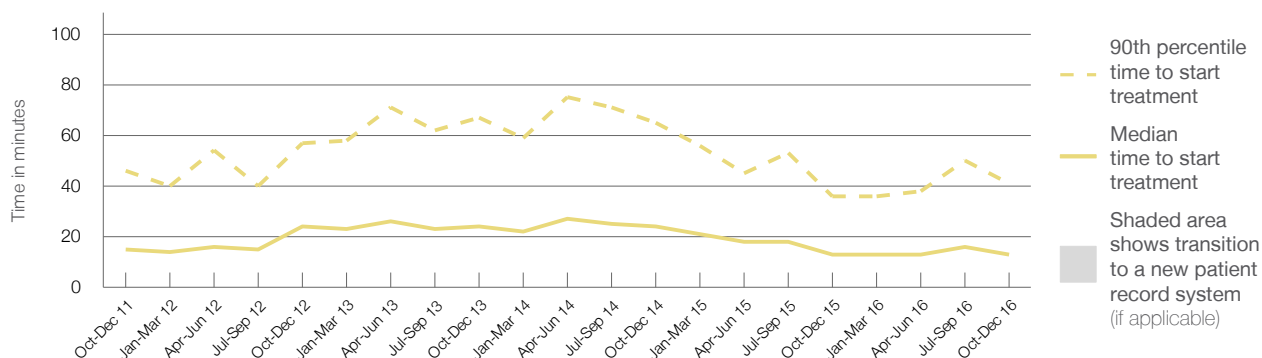
41 minutes

Same period last year	NSW (this period)
1,057	
998	
13 minutes	20 minutes
36 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	24	24	24	13	13
90th percentile time to start treatment ⁵ (minutes)	46	57	67	65	36	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,043

Number of triage 4 patients used to calculate waiting time:³ 1,270

Median time to start treatment⁴

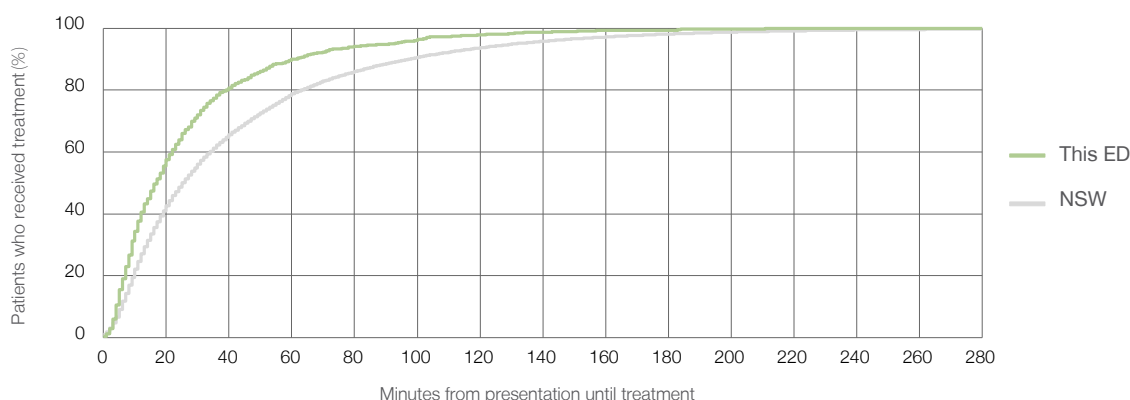
17 minutes

90th percentile time to start treatment⁵

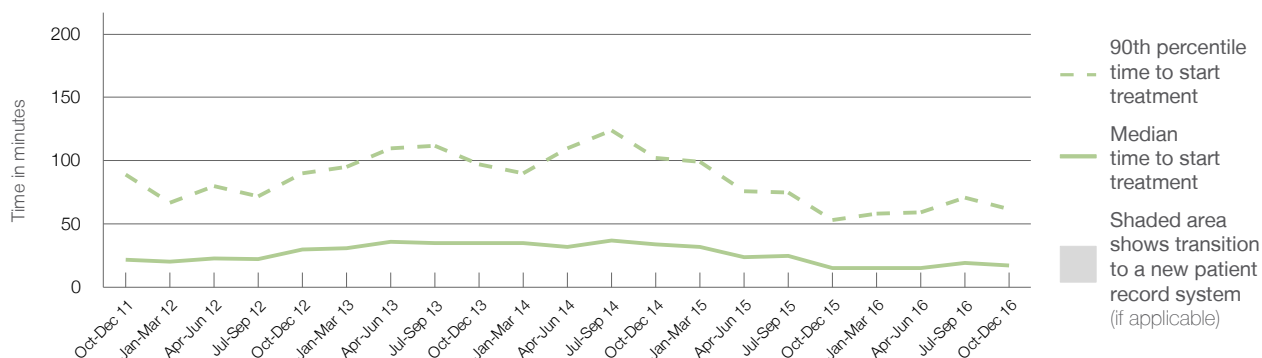
62 minutes

Same period last year	NSW (this period)
1,605	
1,186	
15 minutes	25 minutes
53 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	30	35	34	15	17
90th percentile time to start treatment ⁵ (minutes)	89	90	97	102	53	62

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,757

Number of triage 5 patients used to calculate waiting time:³ 602

Median time to start treatment⁴

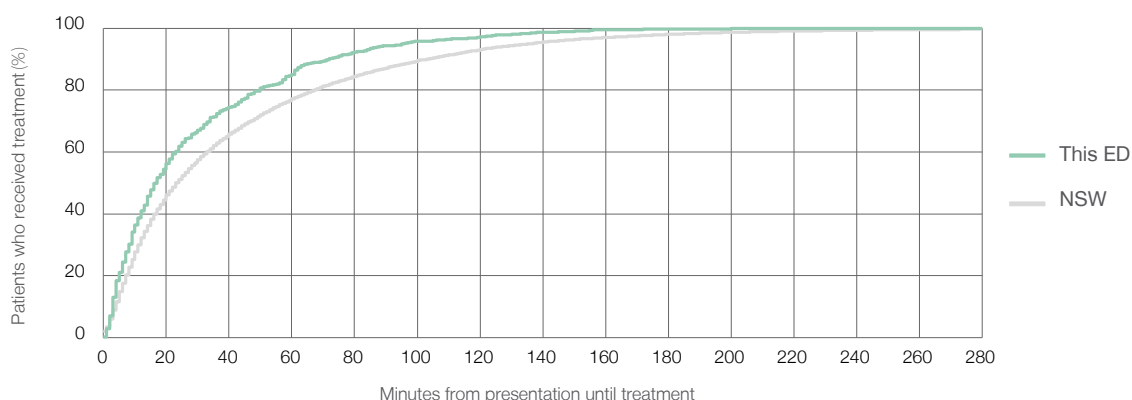
17 minutes

90th percentile time to start treatment⁵

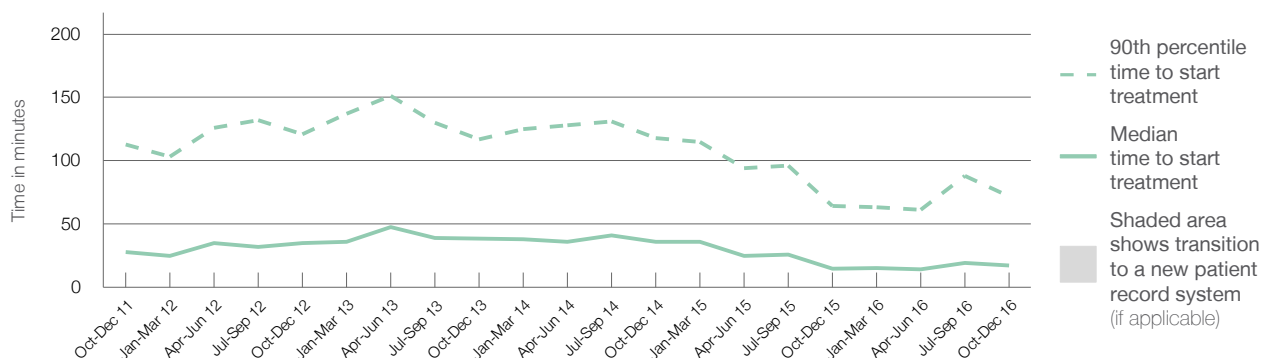
72 minutes

Same period last year	NSW (this period)
1,103	
678	
15 minutes	24 minutes
64 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	35	39	36	15	17
90th percentile time to start treatment ⁵ (minutes)	113	121	117	118	64	72

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 5,845 patients

Presentations used to calculate time to leaving the ED:⁶ 5,845 patients

Median time spent in the ED⁸

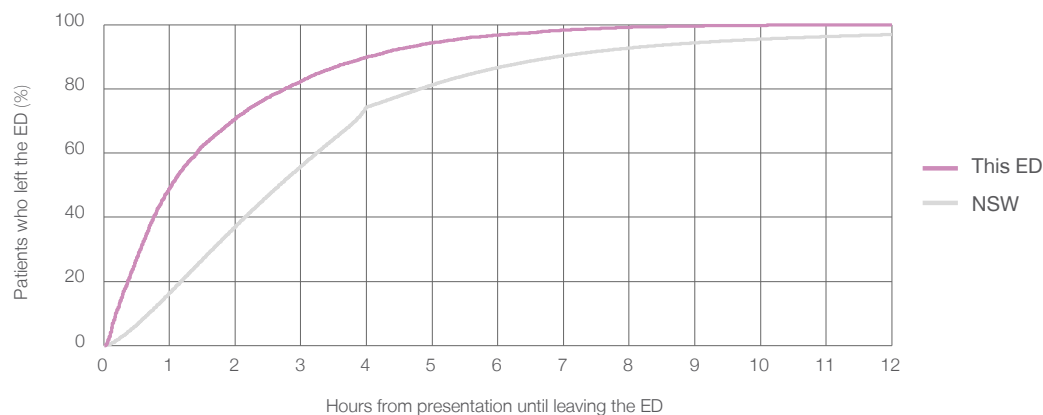
1 hours and 2 minutes

90th percentile time spent in the ED⁹

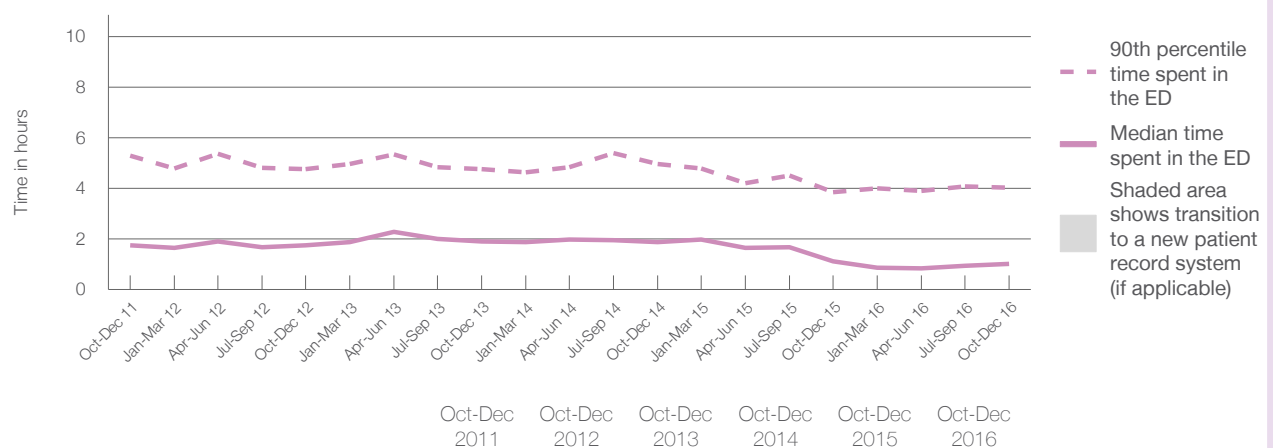
4 hours and 2 minutes

Same period last year	NSW (this period)
4,885	
4,883	
1 hours and 8 minutes	2 hours and 41 minutes
3 hours and 51 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 46m	1h 45m	1h 54m	1h 53m	1h 8m	1h 2m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 18m	4h 46m	4h 46m	4h 58m	3h 51m	4h 2m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

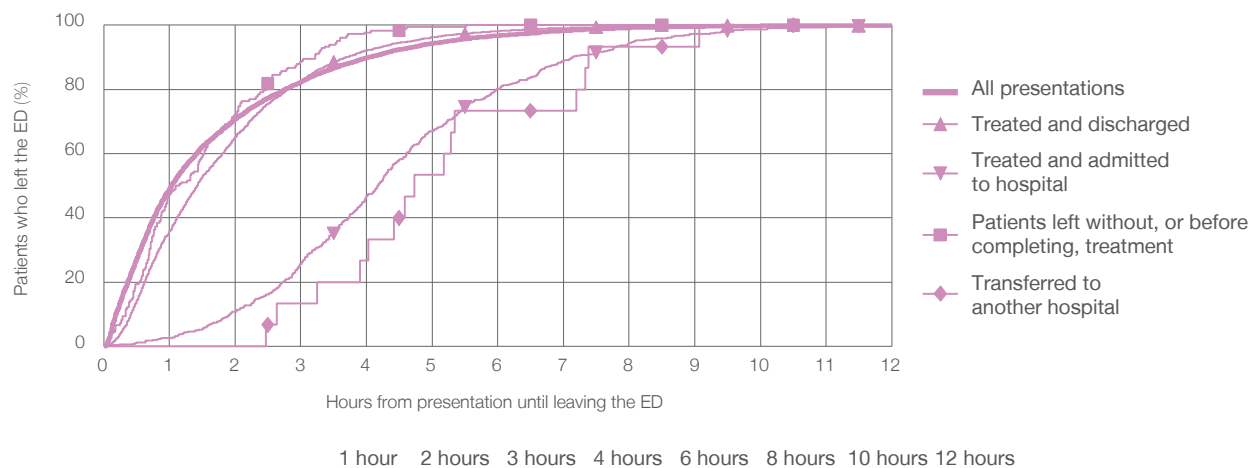
All presentations:[†] 5,845 patients

Presentations used to calculate time to leaving the ED:[‡] 5,845 patients

Treated and discharged	2,909 (49.8%)
Treated and admitted to hospital	648 (11.1%)
Patient left without, or before completing, treatment	182 (3.1%)
Transferred to another hospital	15 (0.3%)
Other	2,091 (35.8%)

Same period last year	Change since one year ago
4,883	19.7%
3,183	-8.6%
558	16.1%
114	59.6%
24	-37.5%
1,006	107.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	35.9%	65.2%	82.7%	92.2%	98.1%	99.7%	99.9%	100%
Treated and admitted to hospital	2.6%	10.8%	25.6%	46.9%	80.2%	94.4%	98.8%	99.7%
Patient left without, or before completing, treatment	47.3%	72.0%	88.5%	97.8%	100%	100%	100%	100%
Transferred to another hospital	0%	0%	13.3%	26.7%	73.3%	93.3%	100%	100%
All presentations	49.1%	70.8%	82.4%	89.9%	96.8%	99.2%	99.8%	99.9%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 5,845 patients

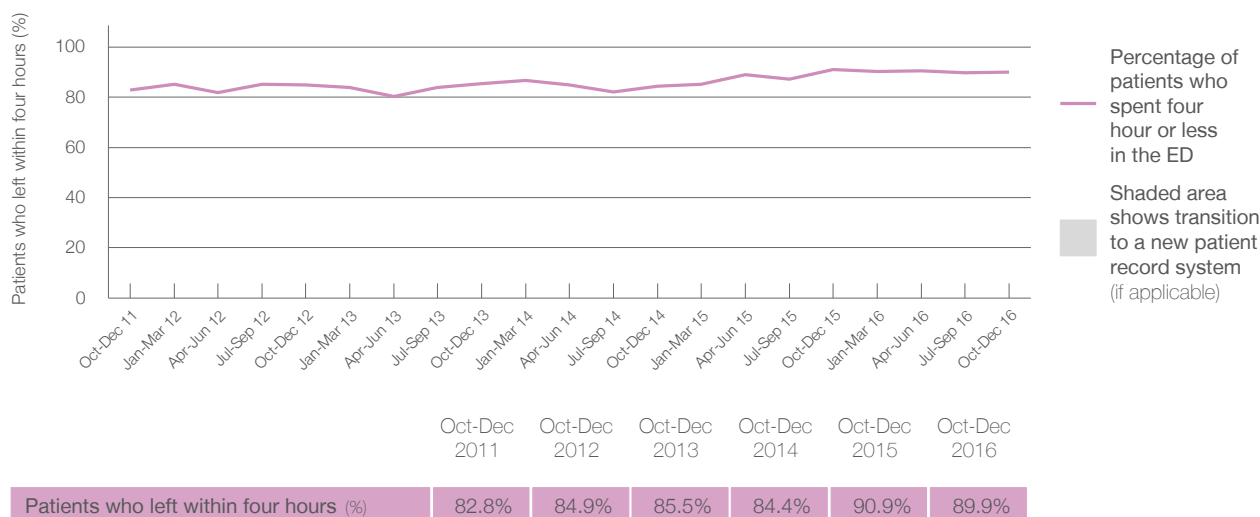
Presentations used to calculate time to leaving the ED:⁶ 5,845 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,885	19.7%
4,883	19.7%
90.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,660 patients

Emergency presentations:² 4,399 patients

Same period last year	Change since one year ago
4,436	5.0%
4,058	8.4%

Goulburn Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 448 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,722 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,921 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
465	
9 minutes	8 minutes
27 minutes	26 minutes
1,561	
29 minutes	20 minutes
103 minutes	67 minutes
1,707	
45 minutes	25 minutes
168 minutes	97 minutes
301	
30 minutes	24 minutes
138 minutes	103 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,660 patients

Percentage of patients who spent four hours or less in the ED 80.4%

Same period last year	Change since one year ago
4,436	5.0%
77.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

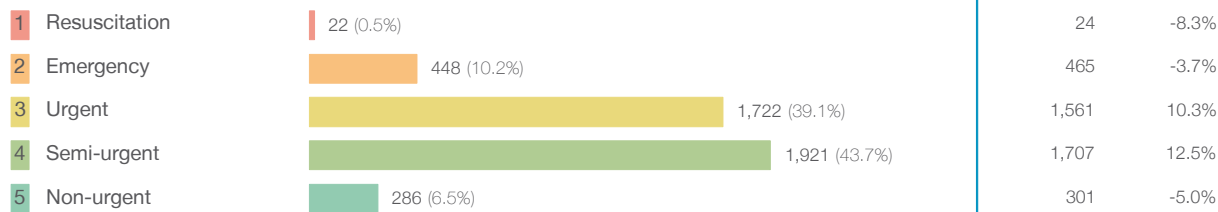
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Patients presenting to the emergency department

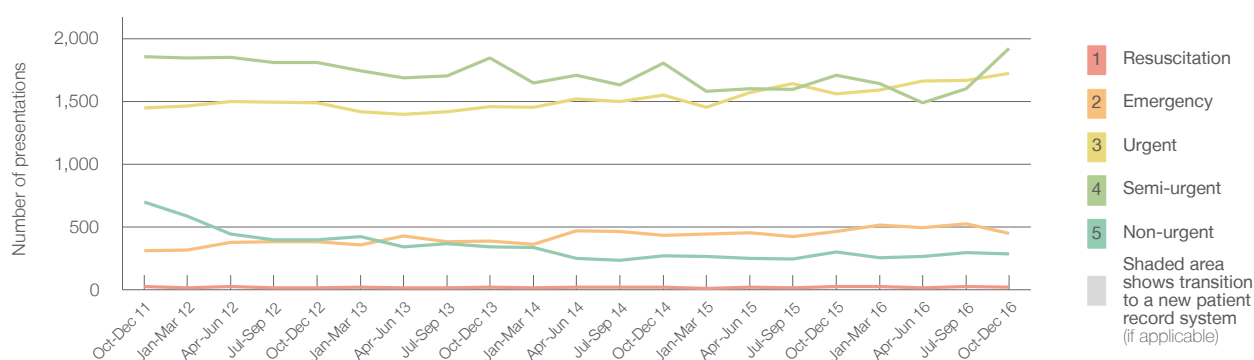
October to December 2016

All presentations:¹ 4,660 patients

Emergency presentations² by triage category: 4,399 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	23	14	20	19	24	22
Emergency	308	384	385	434	465	448
Urgent	1,449	1,491	1,457	1,552	1,561	1,722
Semi-urgent	1,855	1,810	1,845	1,805	1,707	1,921
Non-urgent	696	396	343	272	301	286
All emergency presentations	4,331	4,095	4,050	4,082	4,058	4,399

Goulburn Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 846 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 448

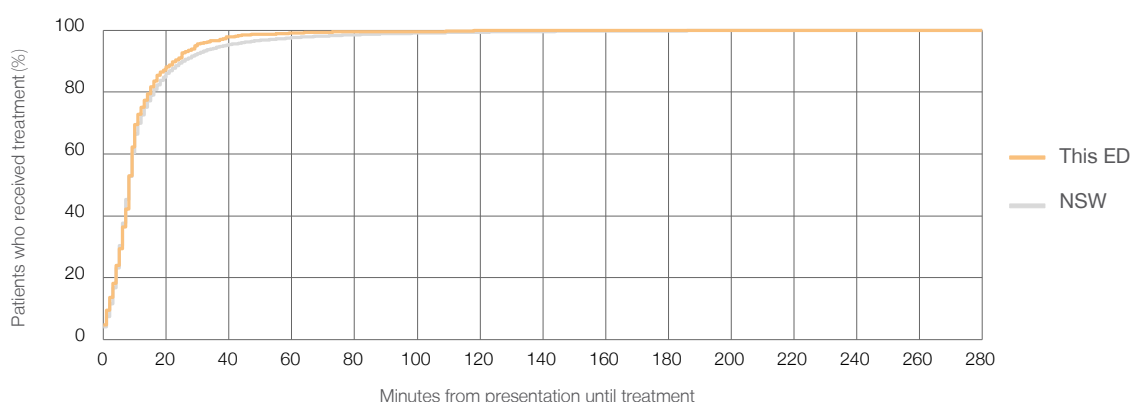
Number of triage 2 patients used to calculate waiting time:³ 448

Median time to start treatment⁴ 8 minutes

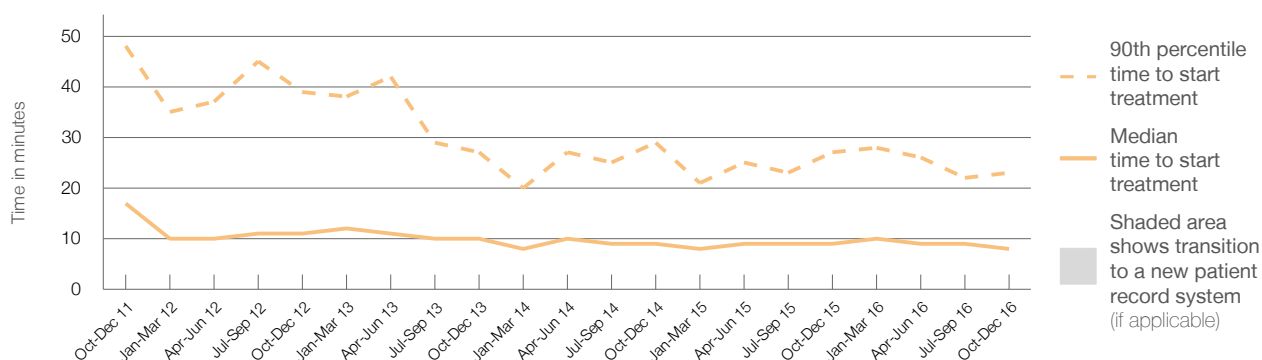
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
465	
463	
9 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	17	11	10	9	9	8
90th percentile time to start treatment ⁵ (minutes)	48	39	27	29	27	23

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,722

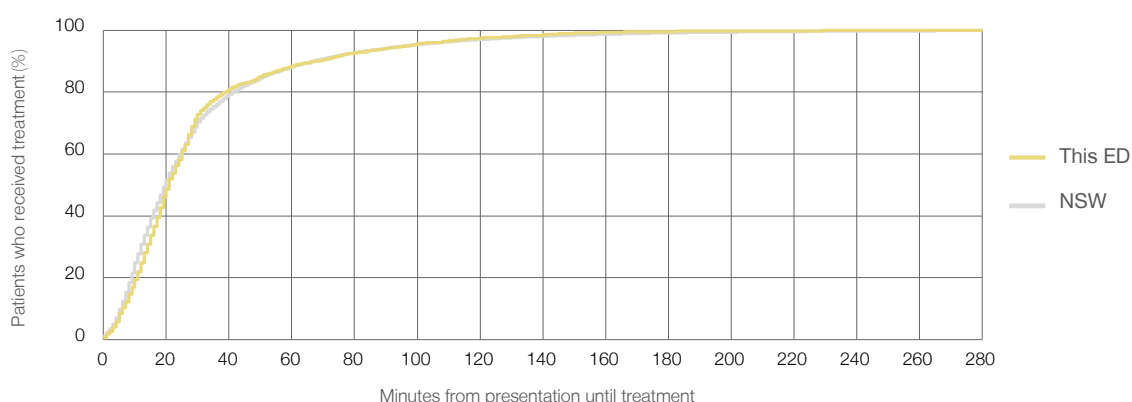
Number of triage 3 patients used to calculate waiting time:³ 1,683

Median time to start treatment⁴ 21 minutes

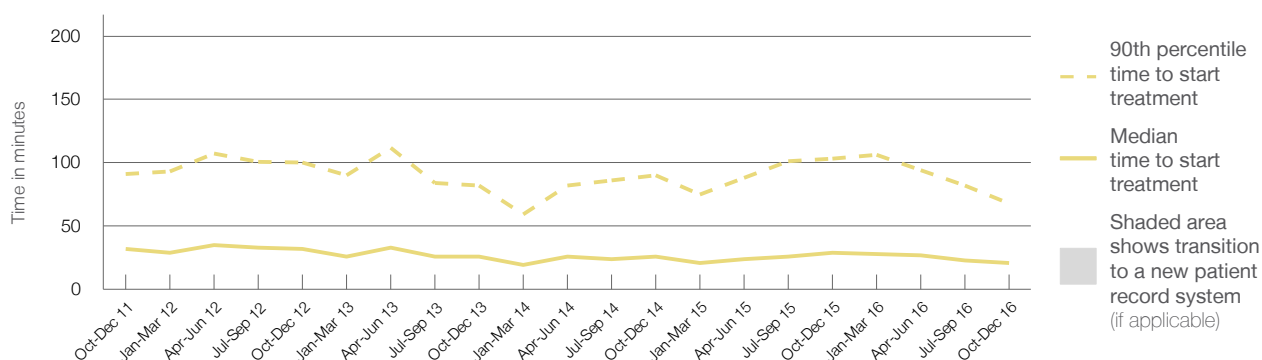
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,561	
1,514	
29 minutes	20 minutes
103 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	32	32	26	26	29	21
90th percentile time to start treatment ⁵ (minutes)	91	100	82	90	103	68

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,921

Number of triage 4 patients used to calculate waiting time:³ 1,767

Median time to start treatment⁴

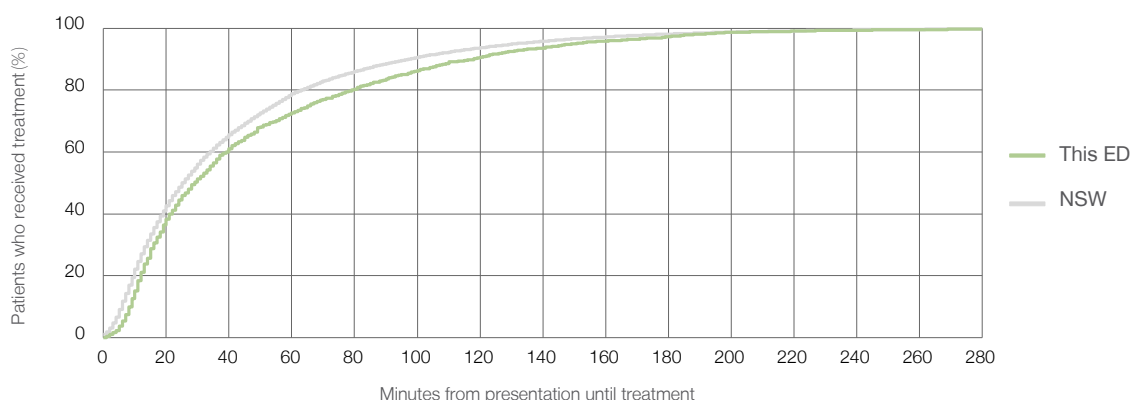
29 minutes

90th percentile time to start treatment⁵

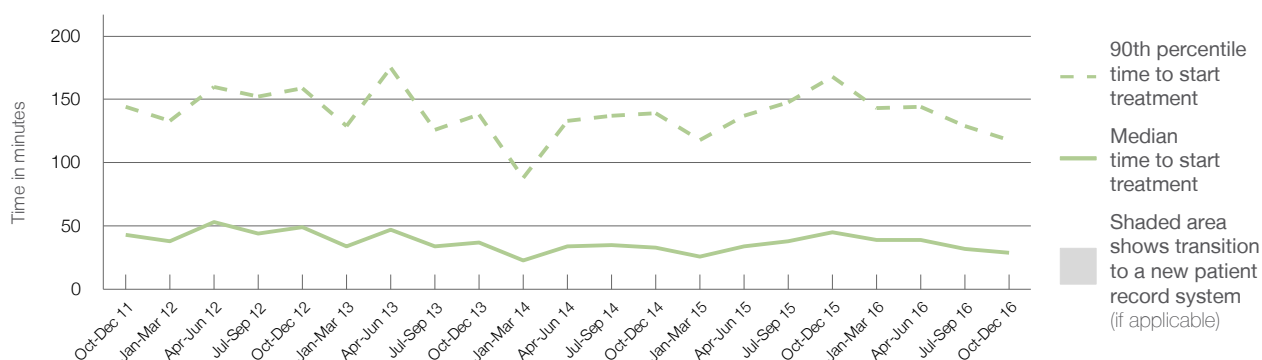
118 minutes

Same period last year	NSW (this period)
1,707	
1,532	
45 minutes	25 minutes
168 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	43	49	37	33	45	29
90th percentile time to start treatment ⁵ (minutes)	144	159	138	139	168	118

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 286

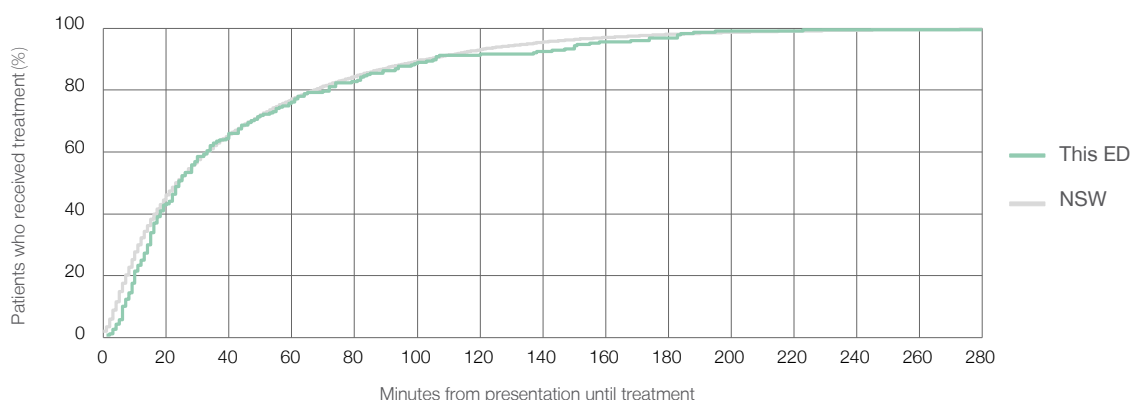
Number of triage 5 patients used to calculate waiting time:³ 227

Median time to start treatment⁴ 24 minutes

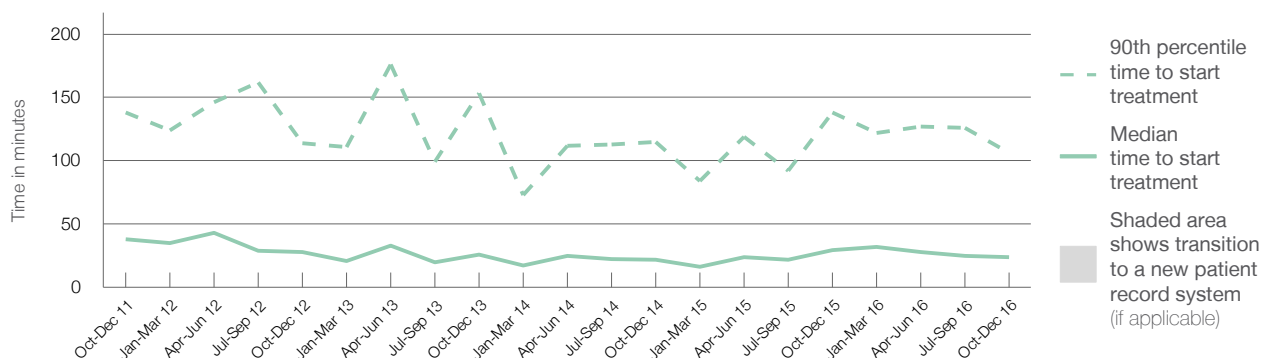
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
301	
226	
30 minutes	24 minutes
138 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	28	26	22	30	24
90th percentile time to start treatment ⁵ (minutes)	138	114	153	115	138	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,660 patients

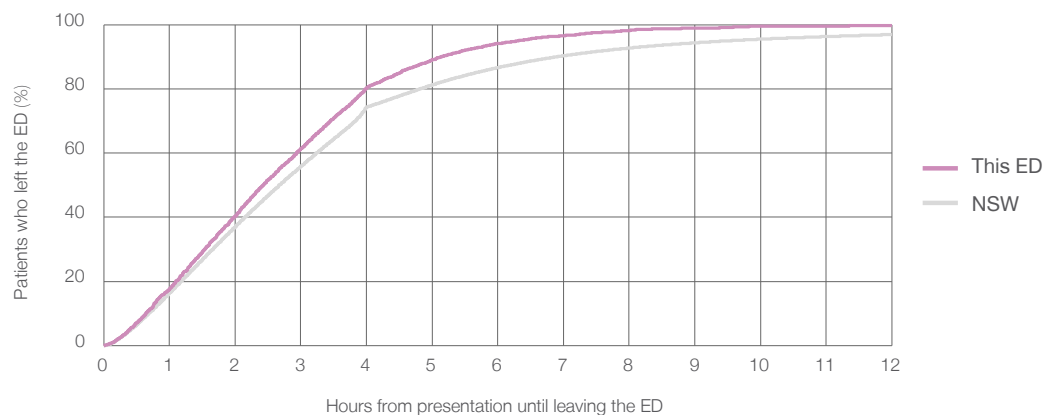
Presentations used to calculate time to leaving the ED:⁶ 4,660 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

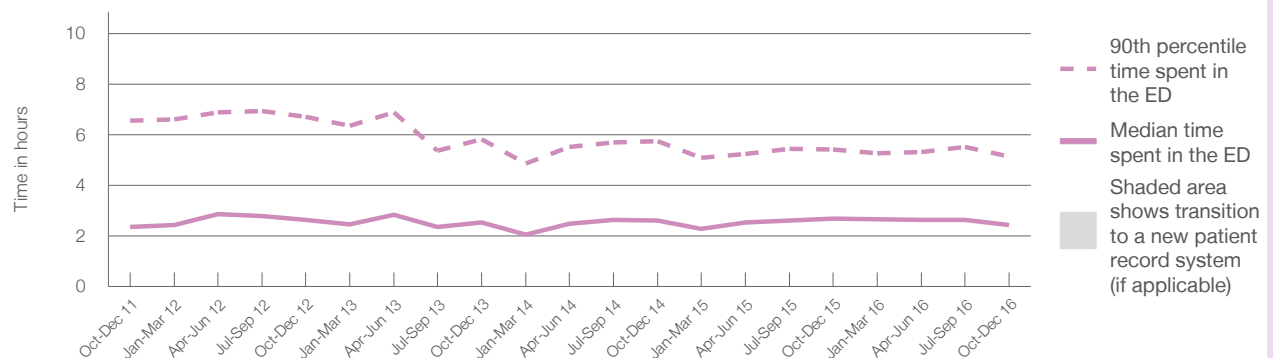
90th percentile time spent in the ED⁹ 5 hours and 9 minutes

Same period last year	NSW (this period)
4,436	
4,436	
2 hours and 41 minutes	2 hours and 41 minutes
5 hours and 26 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 22m	2h 38m	2h 33m	2h 37m	2h 41m	2h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 33m	6h 43m	5h 49m	5h 45m	5h 26m	5h 9m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

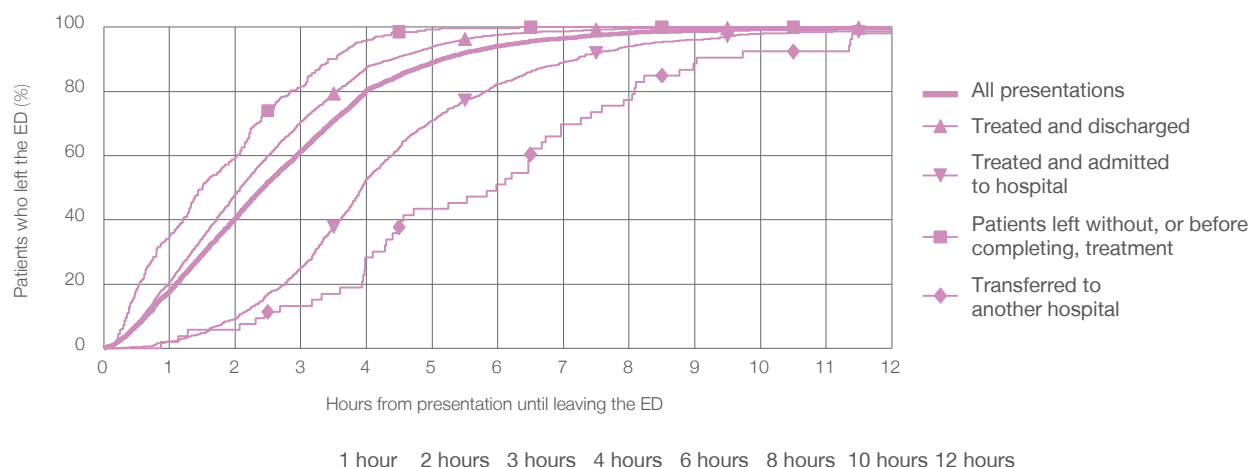
All presentations:[†] 4,660 patients

Presentations used to calculate time to leaving the ED:[‡] 4,660 patients

Treated and discharged	3,369 (72.3%)
Treated and admitted to hospital	941 (20.2%)
Patient left without, or before completing, treatment	281 (6.0%)
Transferred to another hospital	53 (1.1%)
Other	16 (0.3%)

Same period last year	Change since one year ago
4,436	5.0%
3,106	8.5%
870	8.2%
373	-24.7%
53	0.0%
34	-52.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	20.7%	48.0%	70.6%	87.5%	97.6%	99.5%	99.9%	100%
Treated and admitted to hospital	2.1%	9.2%	25.2%	52.8%	82.4%	94.0%	98.0%	98.6%
Patient left without, or before completing, treatment	34.9%	59.4%	81.5%	95.7%	99.6%	100%	100%	100%
Transferred to another hospital	1.9%	5.7%	13.2%	28.3%	50.9%	77.4%	92.5%	98.1%
All presentations	17.8%	40.5%	61.5%	80.4%	94.1%	98.2%	99.4%	99.7%

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Goulburn Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,660 patients

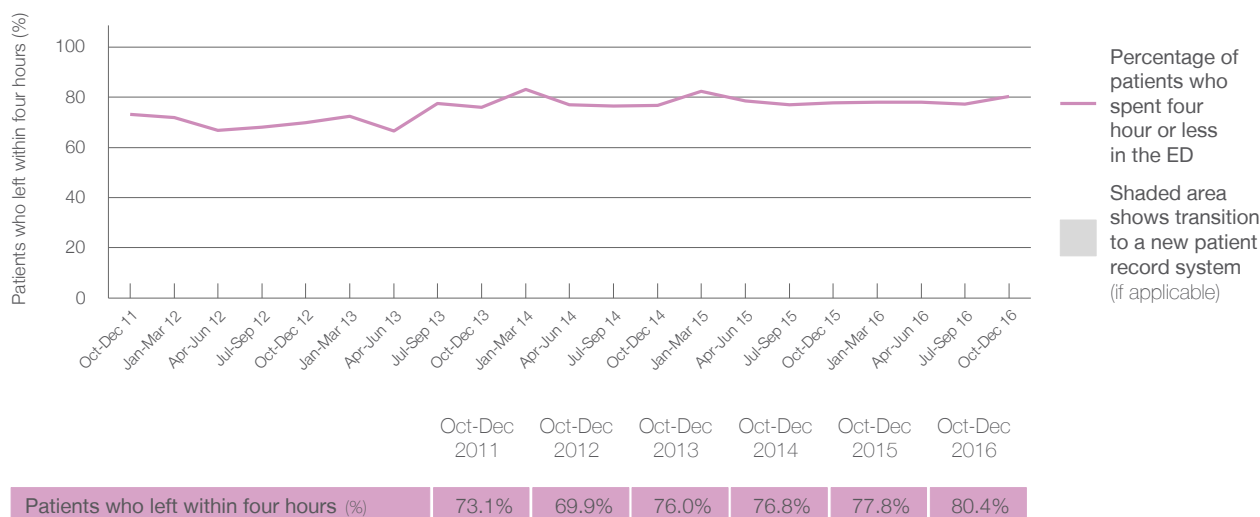
Presentations used to calculate time to leaving the ED:⁶ 4,660 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,436	5.0%
4,436	5.0%
77.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,313 patients

Emergency presentations:² 5,793 patients

Same period last year	Change since one year ago
6,356	-0.7%
5,855	-1.1%

Grafton Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 563 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,901 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,590 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 721 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
579	
10 minutes	8 minutes
32 minutes	26 minutes
2,085	
22 minutes	20 minutes
70 minutes	67 minutes
2,383	
36 minutes	25 minutes
92 minutes	97 minutes
792	
39 minutes	24 minutes
115 minutes	103 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,313 patients

Percentage of patients who spent four hours or less in the ED 80.8%

Same period last year	Change since one year ago
6,355	-0.7%
74.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

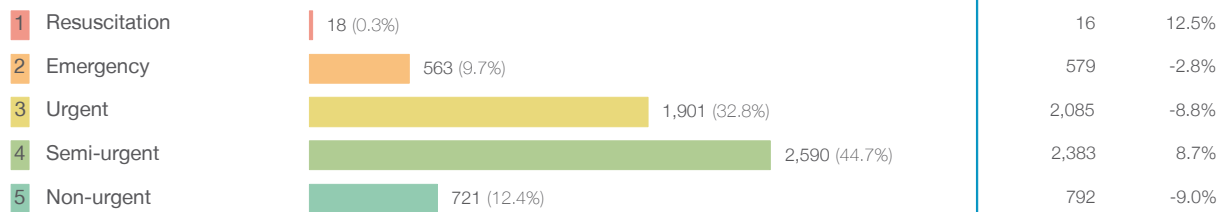
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Patients presenting to the emergency department

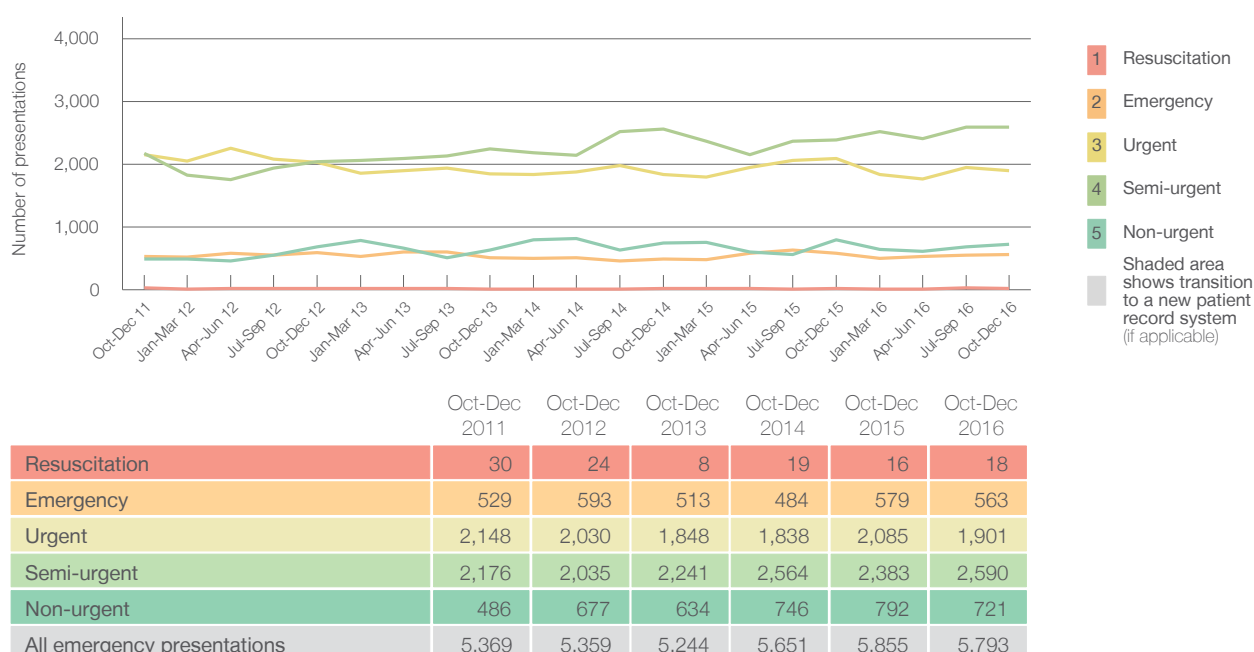
October to December 2016

All presentations:¹ 6,313 patients

Emergency presentations² by triage category: 5,793 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Grafton Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 586 patients

ED Transfer of care time



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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 563

Number of triage 2 patients used to calculate waiting time:³ 561

Median time to start treatment⁴

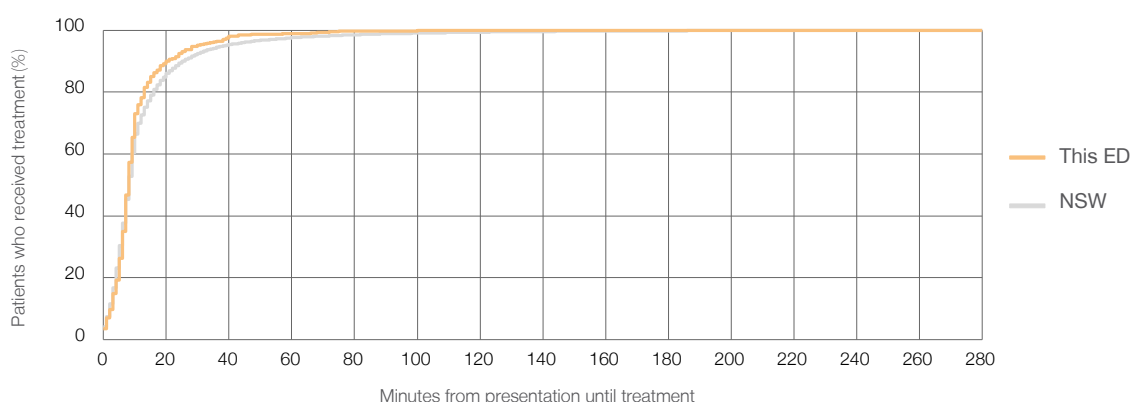
8 minutes

90th percentile time to start treatment⁵

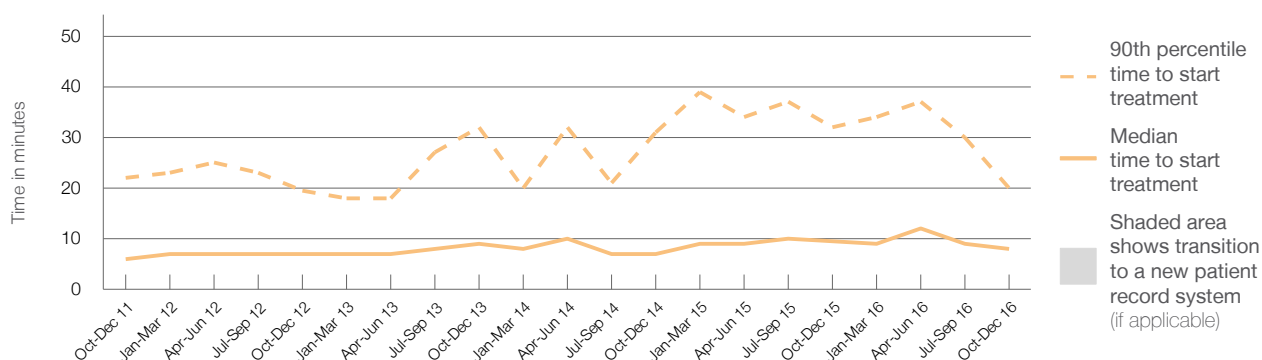
20 minutes

Same period last year	NSW (this period)
579	
574	
10 minutes	8 minutes
32 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	7	9	7	10	8
90th percentile time to start treatment ⁵ (minutes)	22	20	32	31	32	20

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,901

Number of triage 3 patients used to calculate waiting time:³ 1,868

Median time to start treatment⁴

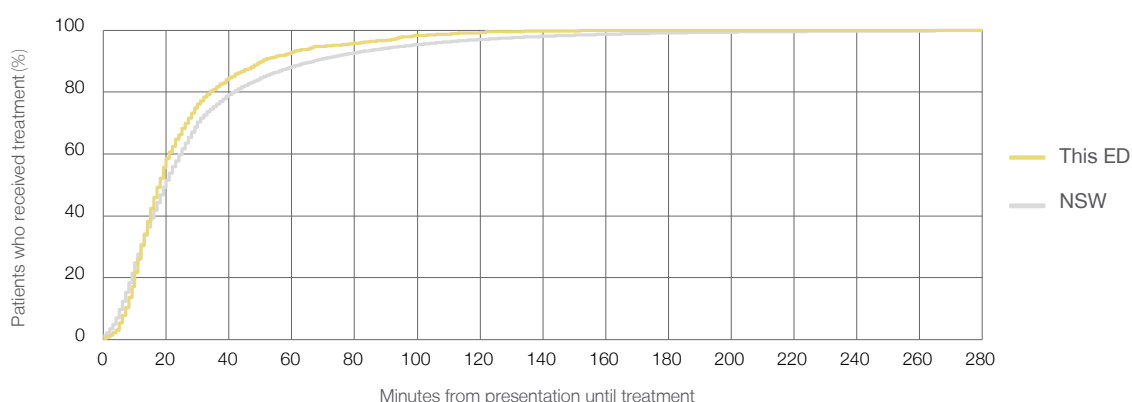
18 minutes

90th percentile time to start treatment⁵

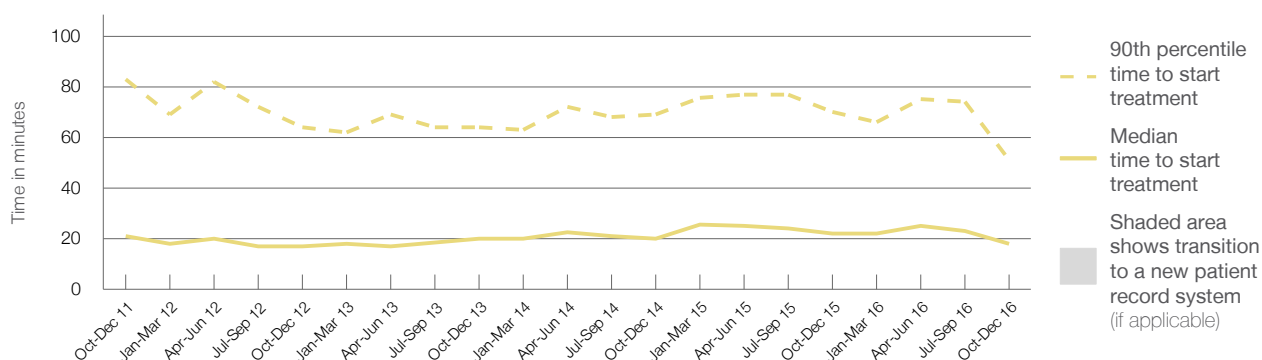
51 minutes

Same period last year	NSW (this period)
2,085	
2,036	
22 minutes	20 minutes
70 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	21	17	20	20	22	18
90th percentile time to start treatment ⁵ (minutes)	83	64	64	69	70	51

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,590

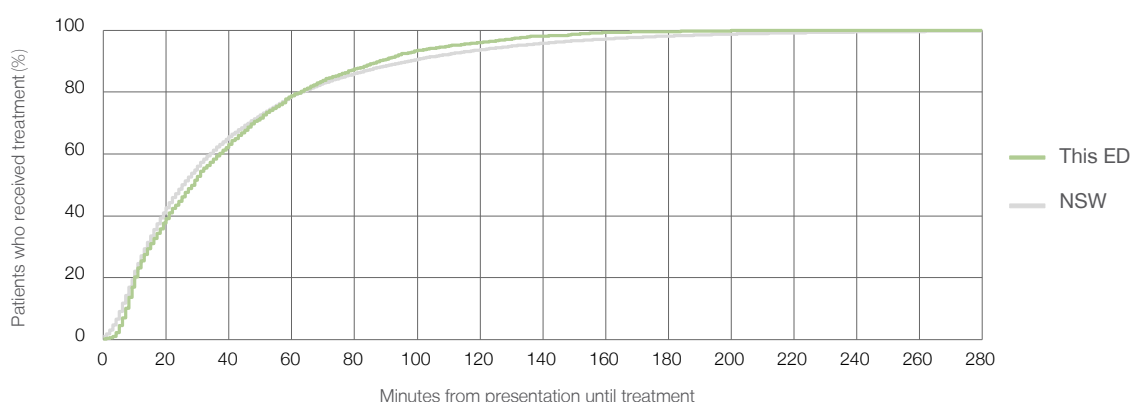
Number of triage 4 patients used to calculate waiting time:³ 2,476

Median time to start treatment⁴ 29 minutes

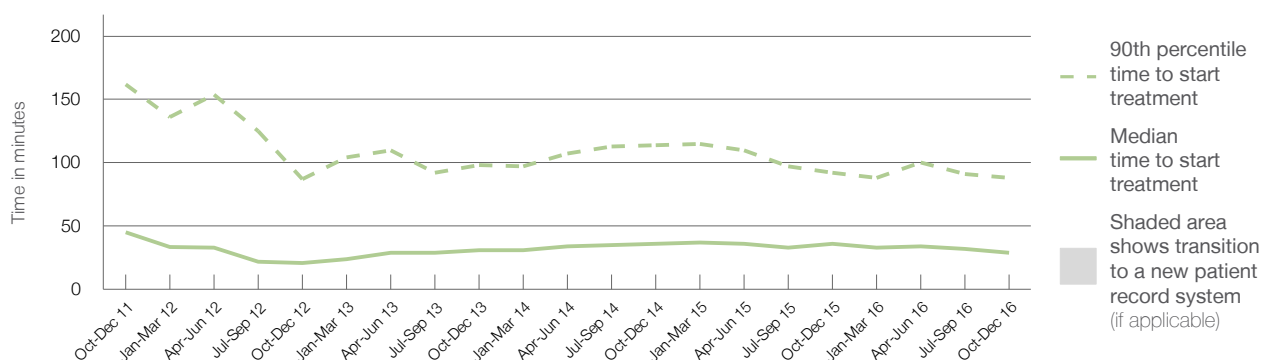
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
2,383	
2,241	
36 minutes	25 minutes
92 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	45	21	31	36	36	29
90th percentile time to start treatment ⁵ (minutes)	162	87	98	114	92	88

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 721

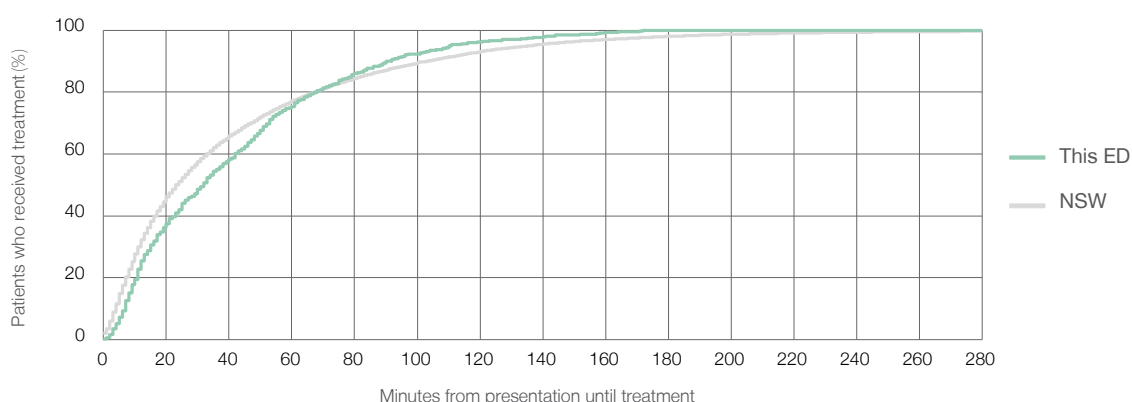
Number of triage 5 patients used to calculate waiting time:³ 638

Median time to start treatment⁴ 32 minutes

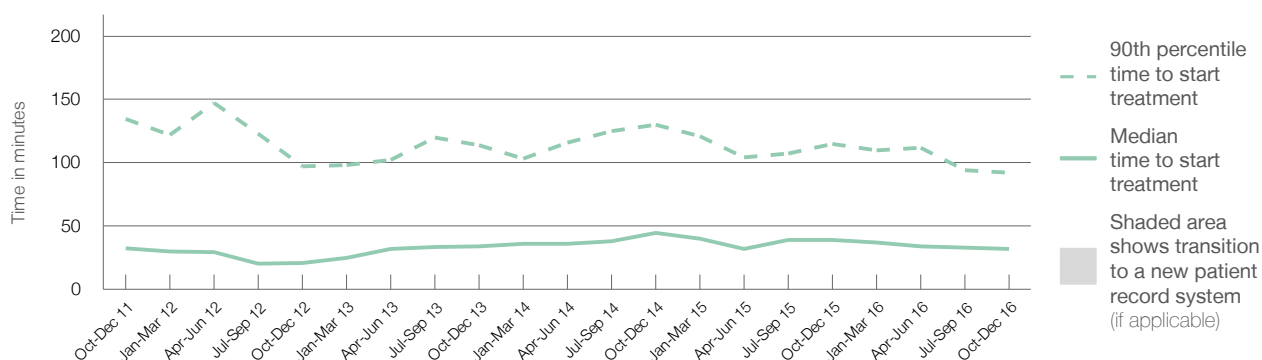
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
792	
683	
39 minutes	24 minutes
115 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	21	34	45	39	32
90th percentile time to start treatment ⁵ (minutes)	135	97	114	130	115	92

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,313 patients

Presentations used to calculate time to leaving the ED:⁶ 6,313 patients

Median time spent in the ED⁸

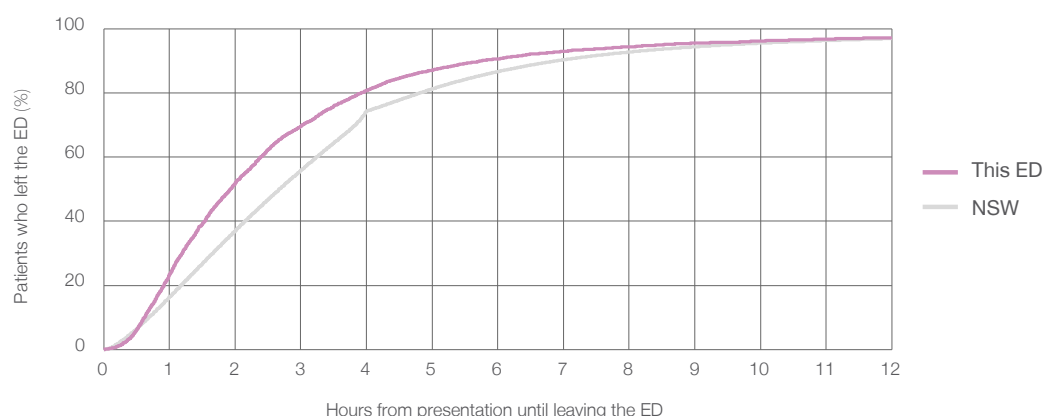
1 hours and 56 minutes

90th percentile time spent in the ED⁹

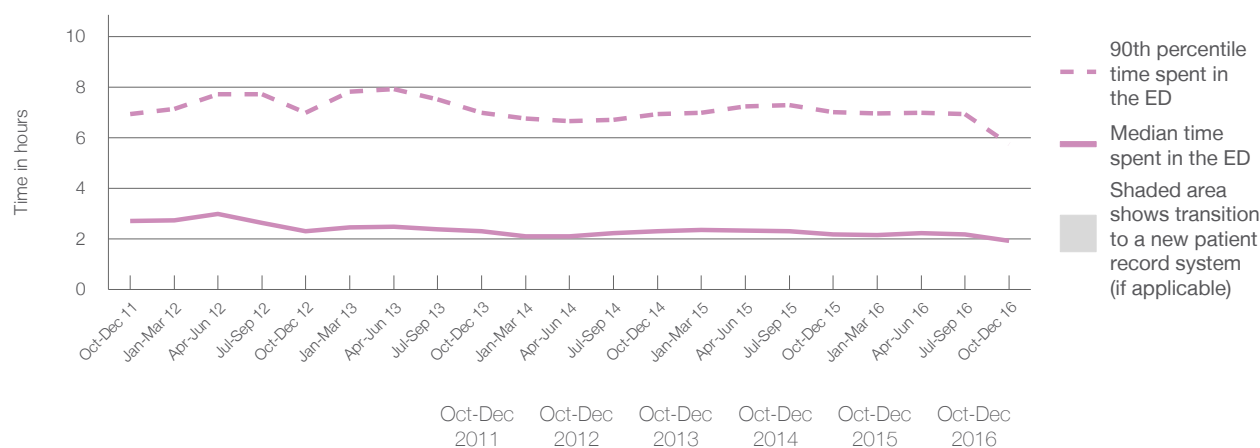
5 hours and 45 minutes

Same period last year	NSW (this period)
6,356	
6,355	
2 hours and 11 minutes	2 hours and 41 minutes
7 hours and 1 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 43m	2h 19m	2h 18m	2h 18m	2h 11m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 56m	6h 59m	6h 59m	6h 57m	7h 1m	5h 45m

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Grafton Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

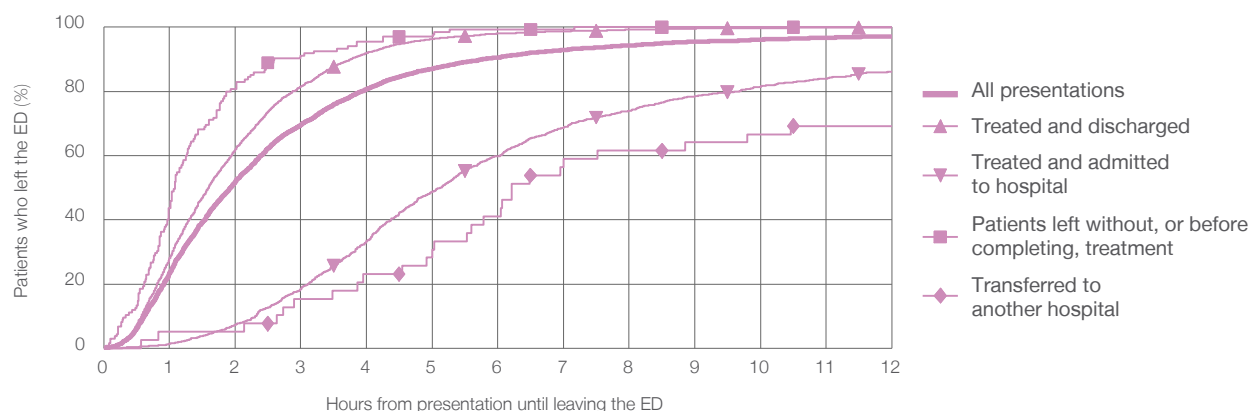
All presentations:[†] 6,313 patients

Presentations used to calculate time to leaving the ED:[‡] 6,313 patients

Treated and discharged	4,946 (78.3%)
Treated and admitted to hospital	1,174 (18.6%)
Patient left without, or before completing, treatment	135 (2.1%)
Transferred to another hospital	39 (0.6%)
Other	19 (0.3%)

Same period last year	Change since one year ago
6,355	-0.7%
4,890	1.1%
1,204	-2.5%
190	-28.9%
54	-27.8%
18	5.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	28.1%	62.0%	81.5%	92.0%	98.0%	99.2%	99.7%	99.9%
Treated and admitted to hospital	1.4%	7.4%	18.6%	33.4%	59.9%	74.0%	81.5%	86.1%
Patient left without, or before completing, treatment	43.7%	80.7%	91.1%	95.6%	99.3%	100%	100%	100%
Transferred to another hospital	5.1%	5.1%	15.4%	23.1%	41.0%	61.5%	66.7%	69.2%
All presentations	23.4%	52.0%	69.6%	80.8%	90.6%	94.3%	96.2%	97.1%

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Grafton Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 6,313 patients

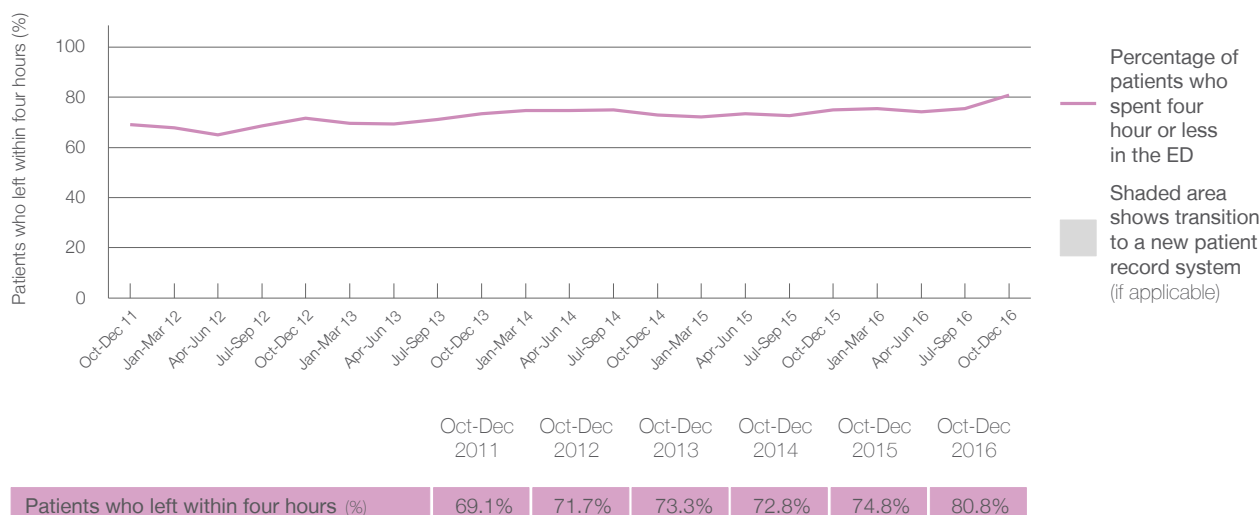
Presentations used to calculate time to leaving the ED:⁶ 6,313 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,356	-0.7%
6,355	-0.7%
74.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



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- † Data points are not shown in graphs for quarters when patient numbers were too small.
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 5,425 patients

Emergency presentations:² 5,234 patients

Same period last year	Change since one year ago
4,796	13.1%
4,671	12.1%

Griffith Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 442 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,215 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,115 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 430 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
316	
6 minutes	8 minutes
11 minutes	26 minutes
1,750	
18 minutes	20 minutes
61 minutes	67 minutes
2,215	
32 minutes	25 minutes
110 minutes	97 minutes
364	
33 minutes	24 minutes
124 minutes	103 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 5,424 patients

Percentage of patients who spent four hours or less in the ED 82.3%

Same period last year	Change since one year ago
4,796	13.1%
86.3%	

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6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

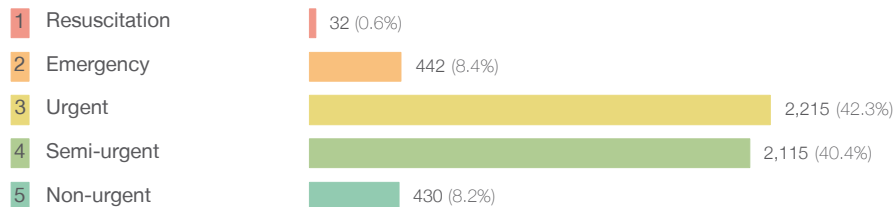
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Patients presenting to the emergency department

October to December 2016

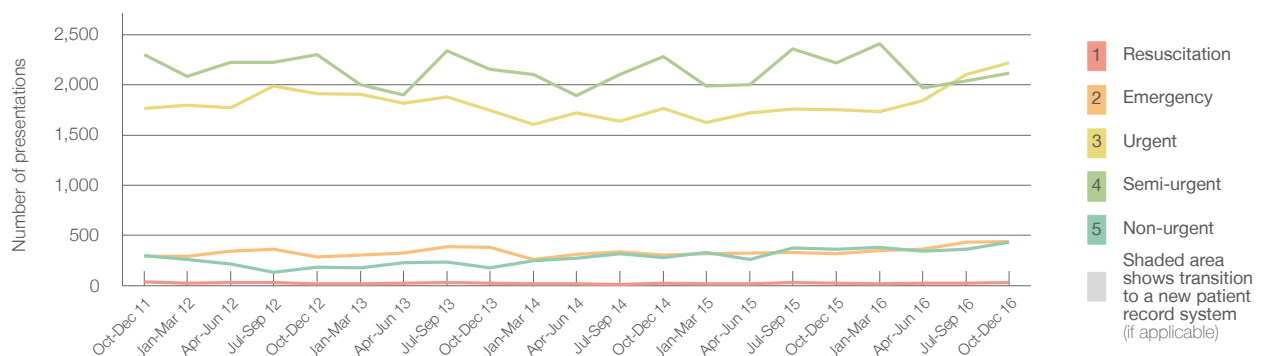
All presentations:¹ 5,425 patients

Emergency presentations² by triage category: 5,234 patients



Same period last year	Change since one year ago
4,796	13.1%
4,671	12.1%
26	23.1%
316	39.9%
1,750	26.6%
2,215	-4.5%
364	18.1%

Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	38	18	27	24	26	32
Emergency	292	283	379	304	316	442
Urgent	1,763	1,913	1,748	1,768	1,750	2,215
Semi-urgent	2,298	2,304	2,156	2,282	2,215	2,115
Non-urgent	300	181	178	278	364	430
All emergency presentations	4,691	4,699	4,488	4,656	4,671	5,234

Griffith Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 808 patients

ED Transfer of care time



Same period last year	Change since one year ago
804	
11 minutes	1 minute
24 minutes	0 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 442

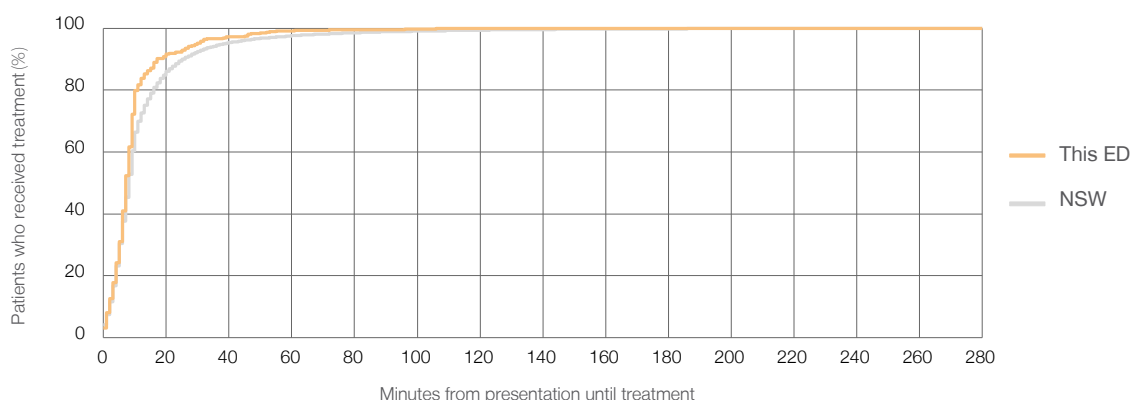
Number of triage 2 patients used to calculate waiting time:³ 440

Median time to start treatment⁴ 7 minutes

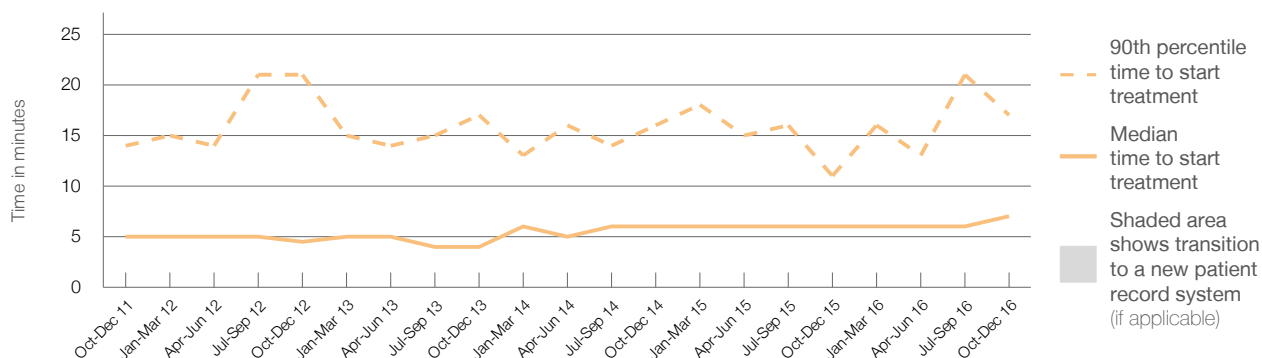
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
316	
314	
6 minutes	8 minutes
11 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	5	4	6	6	7
90th percentile time to start treatment ⁵ (minutes)	14	21	17	16	11	17

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,215

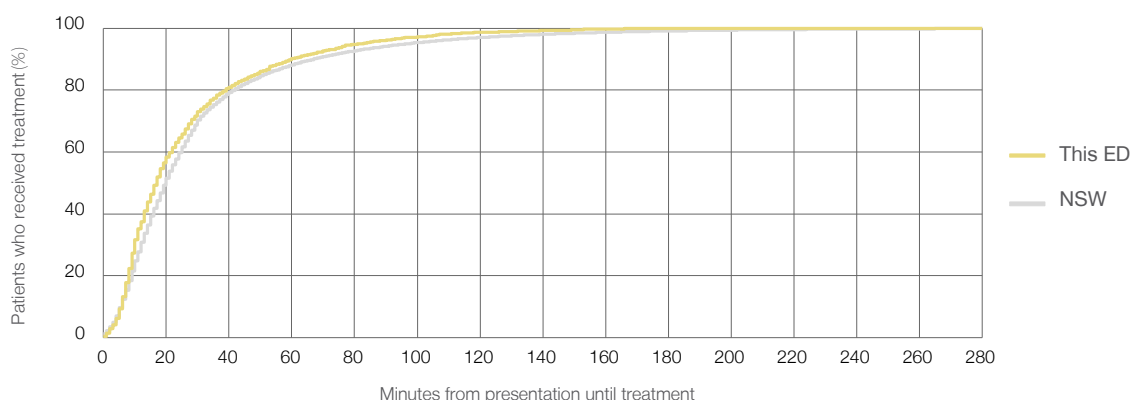
Number of triage 3 patients used to calculate waiting time:³ 2,177

Median time to start treatment⁴ 17 minutes

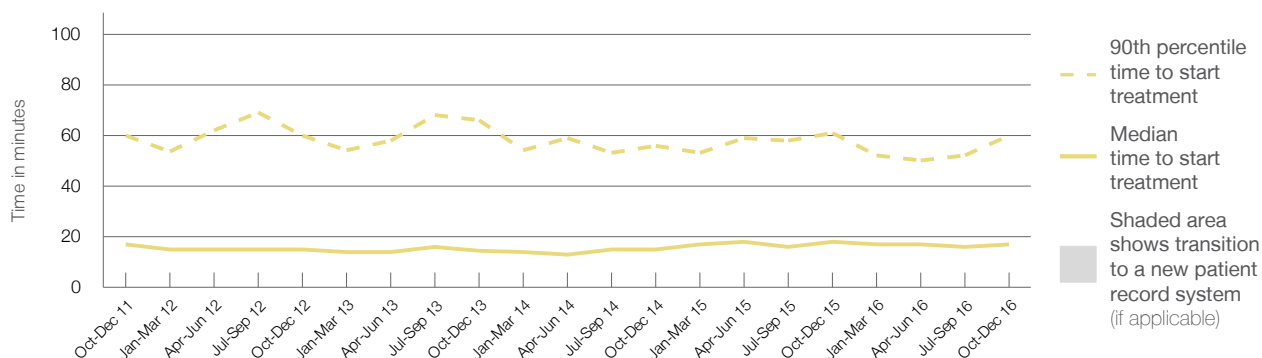
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,750	
1,719	
18 minutes	20 minutes
61 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	17	15	15	15	18	17
90th percentile time to start treatment ⁵ (minutes)	60	60	66	56	61	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,115

Number of triage 4 patients used to calculate waiting time:³ 2,024

Median time to start treatment⁴

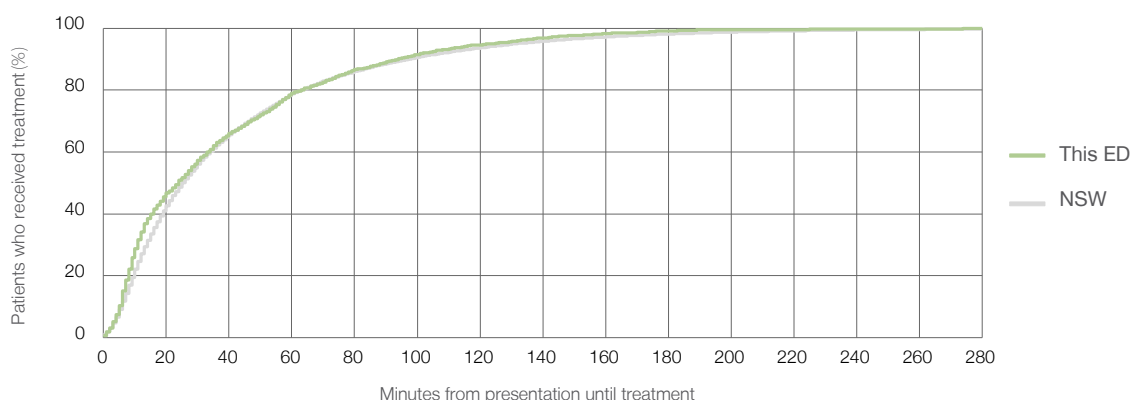
24 minutes

90th percentile time to start treatment⁵

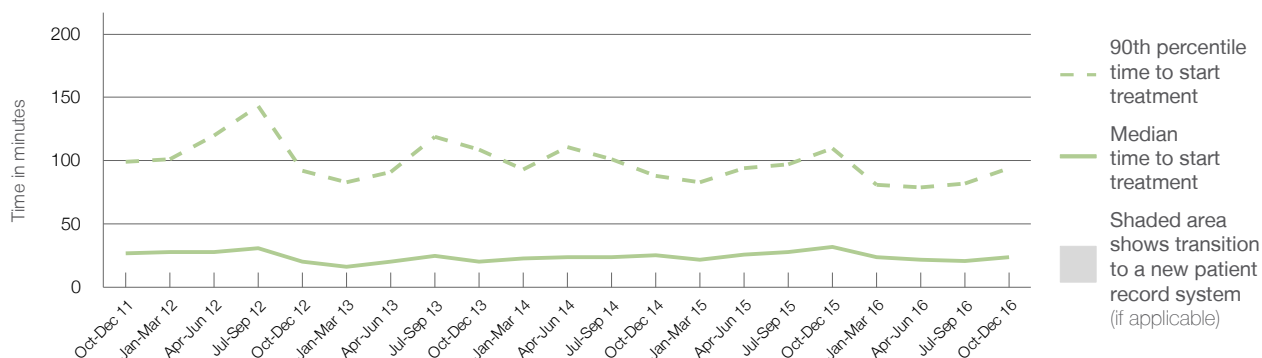
94 minutes

Same period last year	NSW (this period)
2,215	
2,075	
32 minutes	25 minutes
110 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	20	20	26	32	24
90th percentile time to start treatment ⁵ (minutes)	99	92	109	88	110	94

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 430

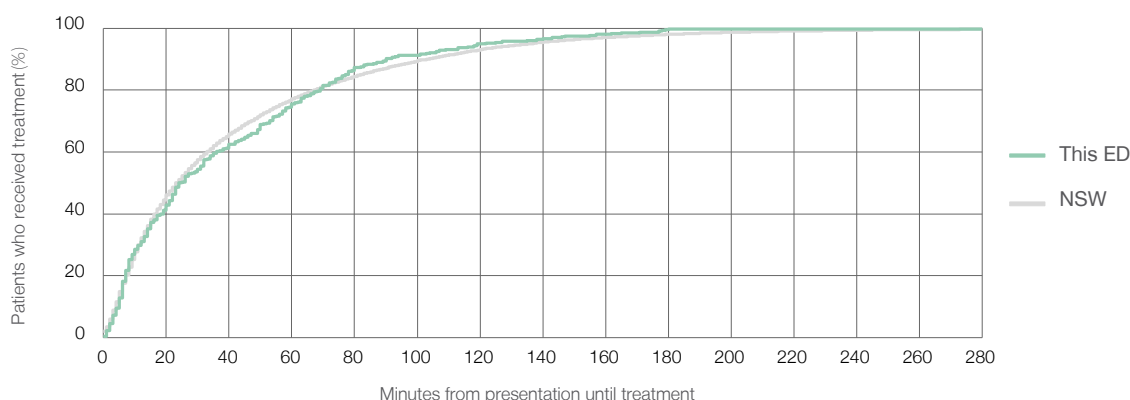
Number of triage 5 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 24 minutes

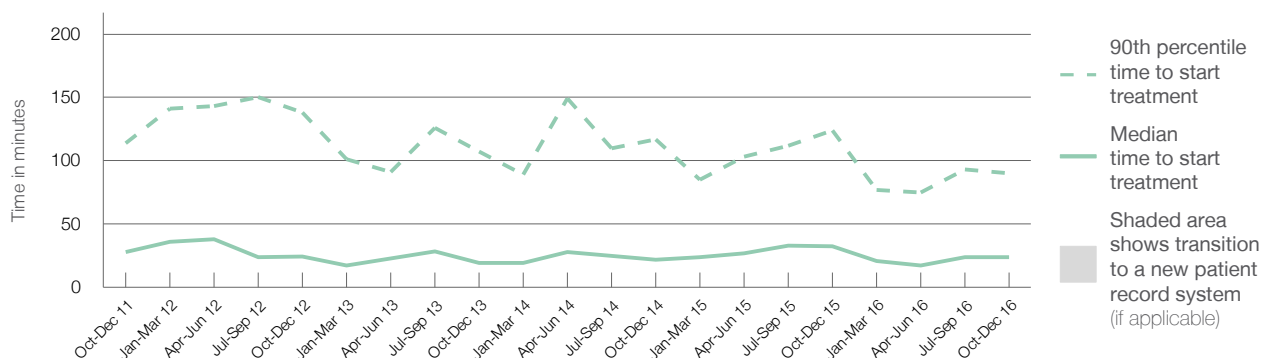
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
364	
326	
33 minutes	24 minutes
124 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	25	19	22	33	24
90th percentile time to start treatment ⁵ (minutes)	114	138	107	117	124	90

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 5,425 patients

Presentations used to calculate time to leaving the ED:⁶ 5,424 patients

Median time spent in the ED⁸

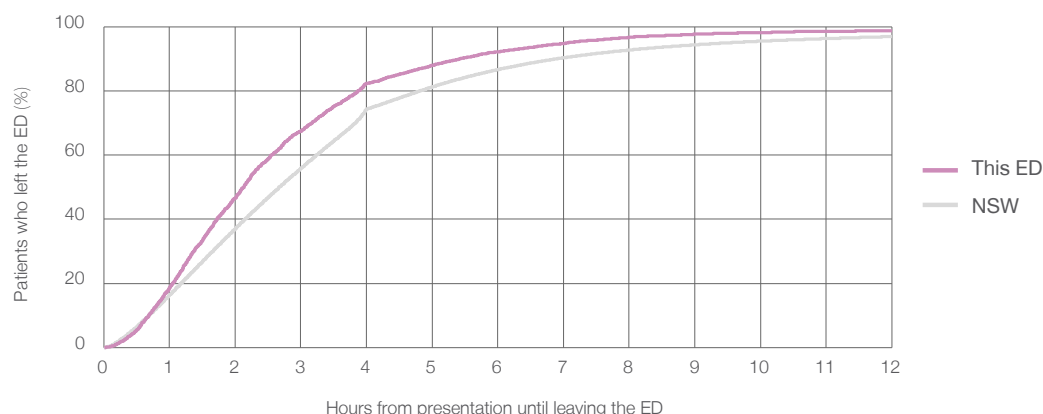
2 hours and 8 minutes

90th percentile time spent in the ED⁹

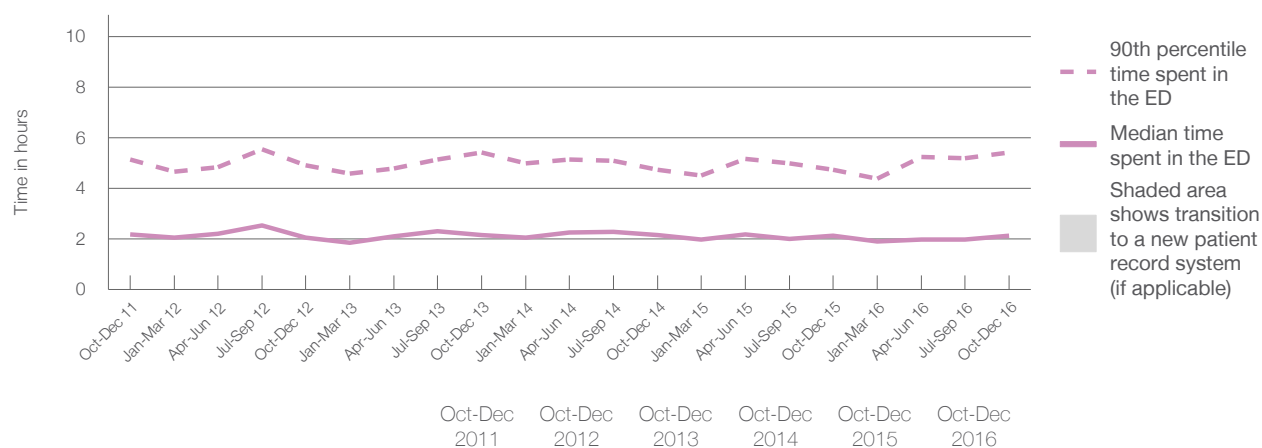
5 hours and 25 minutes

Same period last year	NSW (this period)
4,796	
4,796	
2 hours and 8 minutes	2 hours and 41 minutes
4 hours and 45 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 11m	2h 4m	2h 10m	2h 9m	2h 8m	2h 8m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 9m	4h 55m	5h 25m	4h 45m	4h 45m	5h 25m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

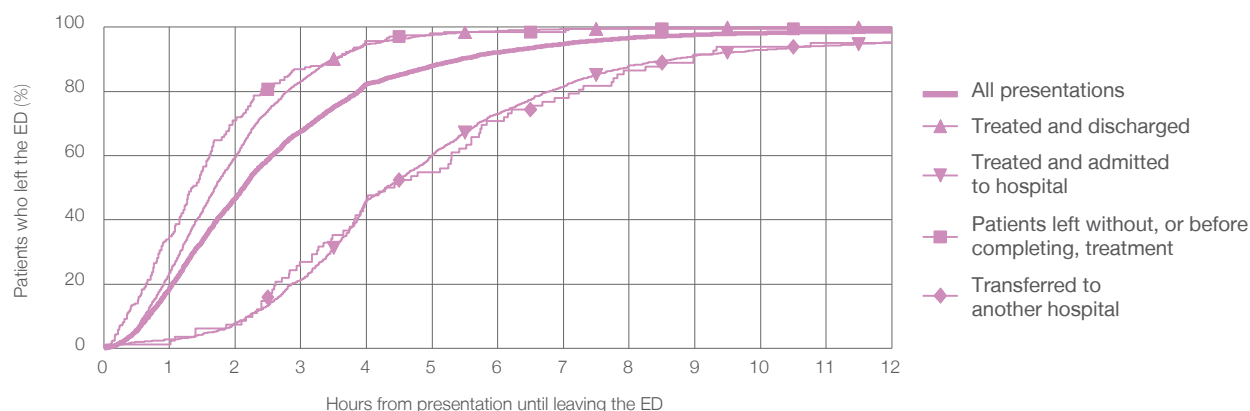
All presentations:[†] 5,425 patients

Presentations used to calculate time to leaving the ED:[‡] 5,424 patients

Treated and discharged	3,816 (70.3%)
Treated and admitted to hospital	1,305 (24.1%)
Patient left without, or before completing, treatment	207 (3.8%)
Transferred to another hospital	82 (1.5%)
Other	15 (0.3%)

Same period last year	Change since one year ago
4,796	13.1%
3,459	10.3%
1,028	26.9%
235	-11.9%
59	39.0%
15	0.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	23.6%	59.6%	83.1%	94.6%	98.8%	99.7%	100%	100%
Treated and admitted to hospital	2.8%	7.7%	21.2%	46.1%	73.0%	88.0%	93.0%	95.4%
Patient left without, or before completing, treatment	34.8%	71.0%	87.0%	95.7%	98.6%	99.5%	99.5%	99.5%
Transferred to another hospital	1.2%	7.3%	26.8%	46.3%	70.7%	86.6%	93.9%	95.1%
All presentations	18.7%	46.8%	67.5%	82.3%	92.2%	96.7%	98.2%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 5,425 patients

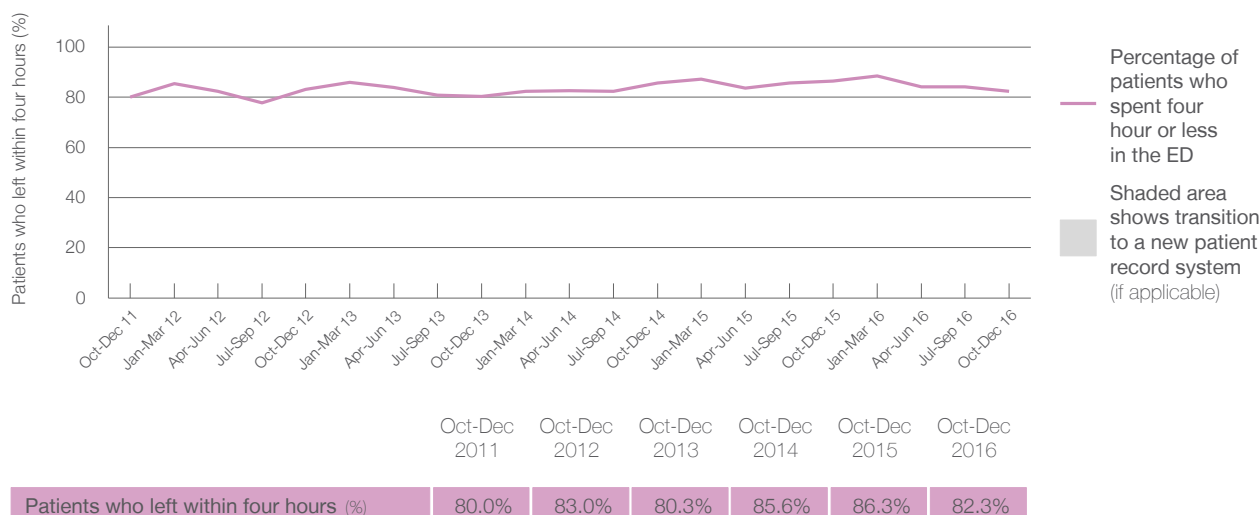
Presentations used to calculate time to leaving the ED:⁶ 5,424 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,796	13.1%
4,796	13.1%
86.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,170 patients

Emergency presentations:² 5,909 patients

Same period last year	Change since one year ago
5,896	4.6%
5,616	5.2%

Hawkesbury District Health Services: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 633 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,699 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,092 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 454 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
543	
12 minutes	8 minutes
27 minutes	26 minutes
1,477	
20 minutes	20 minutes
40 minutes	67 minutes
2,897	
21 minutes	25 minutes
58 minutes	97 minutes
682	
22 minutes	24 minutes
76 minutes	103 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,170 patients

Percentage of patients who spent four hours or less in the ED 77.8%

Same period last year	Change since one year ago
5,896	4.6%
81.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

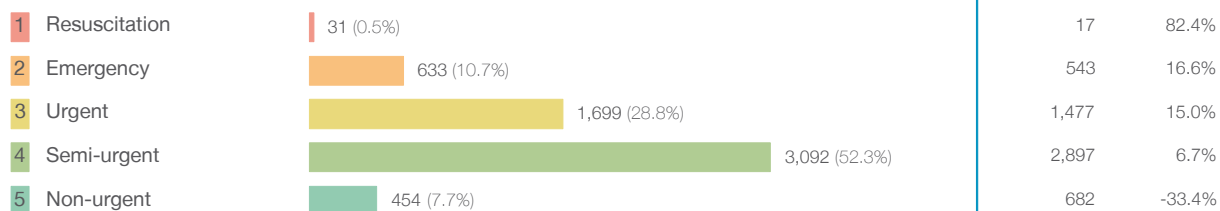
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Patients presenting to the emergency department

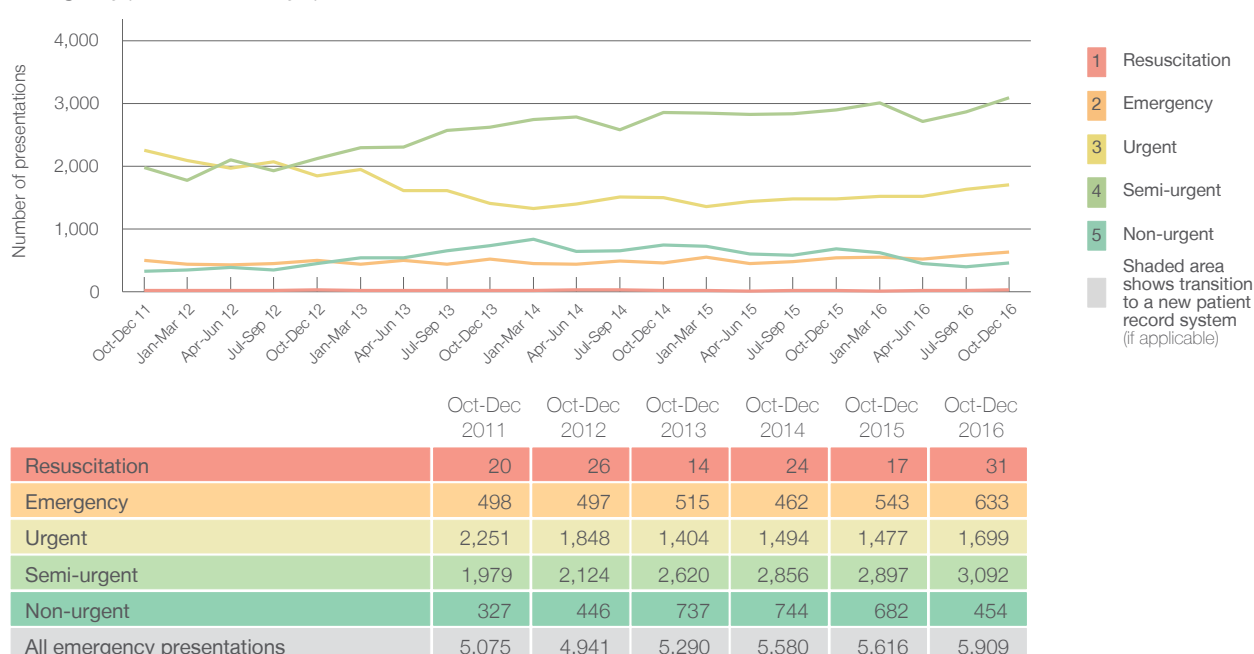
October to December 2016

All presentations:¹ 6,170 patients

Emergency presentations² by triage category: 5,909 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Hawkesbury District Health Services: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 876 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 633

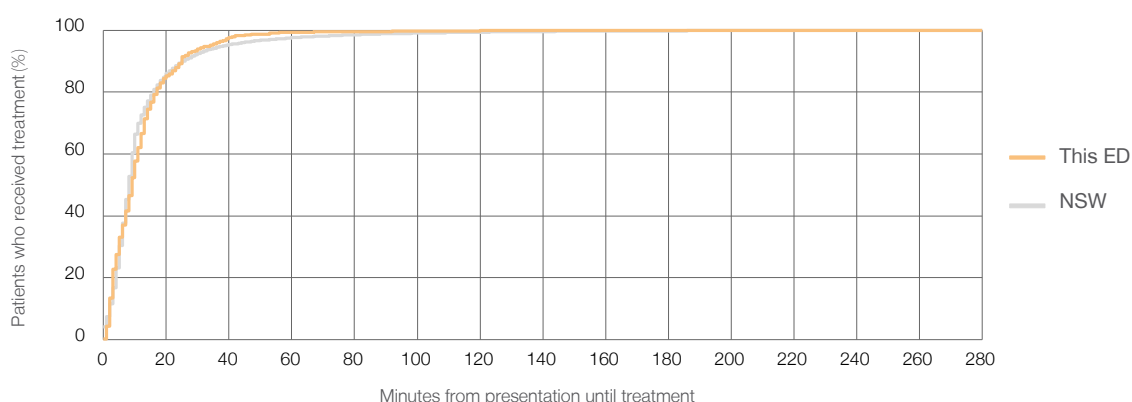
Number of triage 2 patients used to calculate waiting time:³ 633

Median time to start treatment⁴ 9 minutes

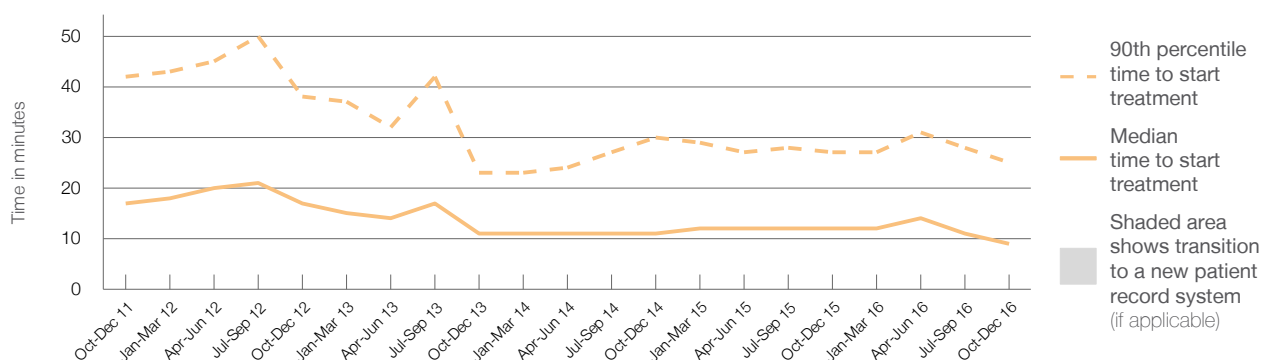
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
543	
543	
12 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	17	17	11	11	12	9
90th percentile time to start treatment ⁵ (minutes)	42	38	23	30	27	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,699

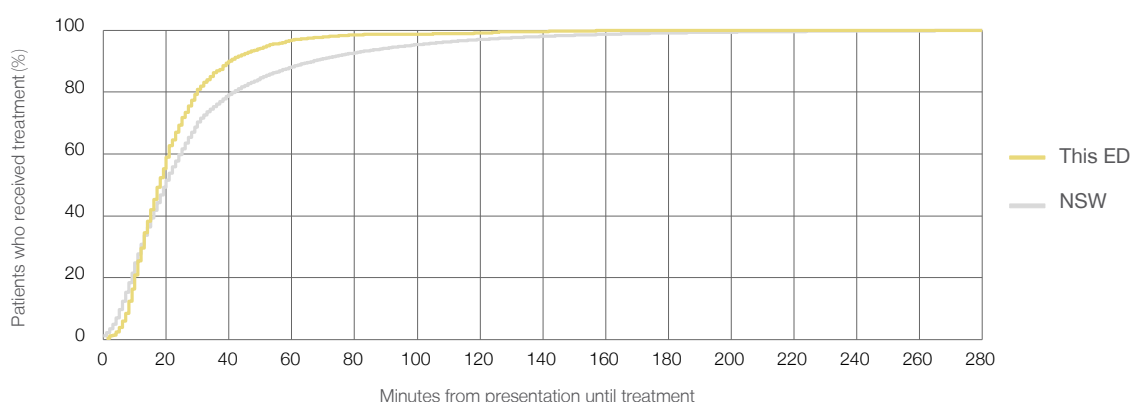
Number of triage 3 patients used to calculate waiting time:³ 1,697

Median time to start treatment⁴ 18 minutes

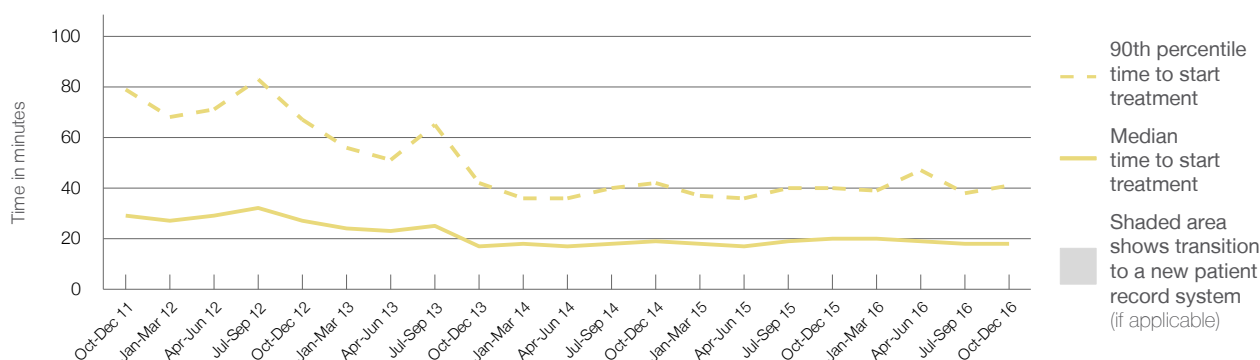
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,477	
1,476	
20 minutes	20 minutes
40 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	27	17	19	20	18
90th percentile time to start treatment ⁵ (minutes)	79	67	42	42	40	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,092

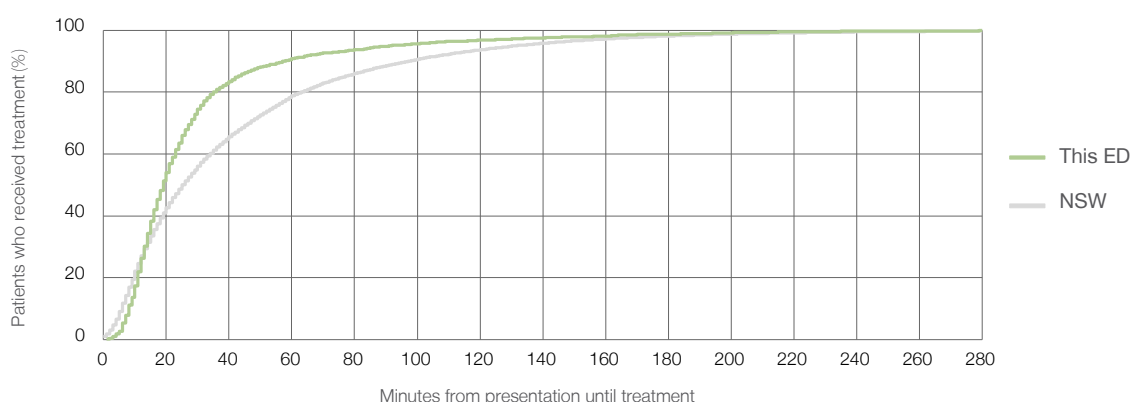
Number of triage 4 patients used to calculate waiting time:³ 3,086

Median time to start treatment⁴ 19 minutes

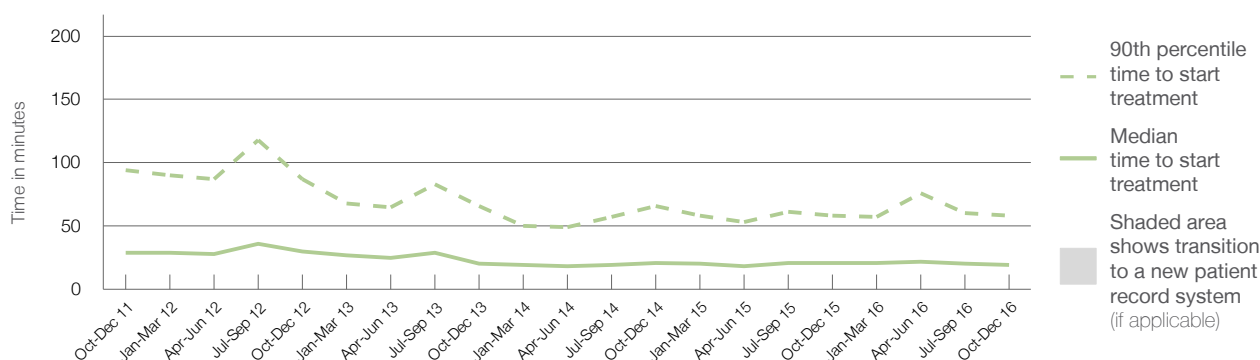
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
2,897	
2,880	
21 minutes	25 minutes
58 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	30	20	21	21	19
90th percentile time to start treatment ⁵ (minutes)	94	87	66	66	58	58

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 454

Number of triage 5 patients used to calculate waiting time:³ 449

Median time to start treatment⁴

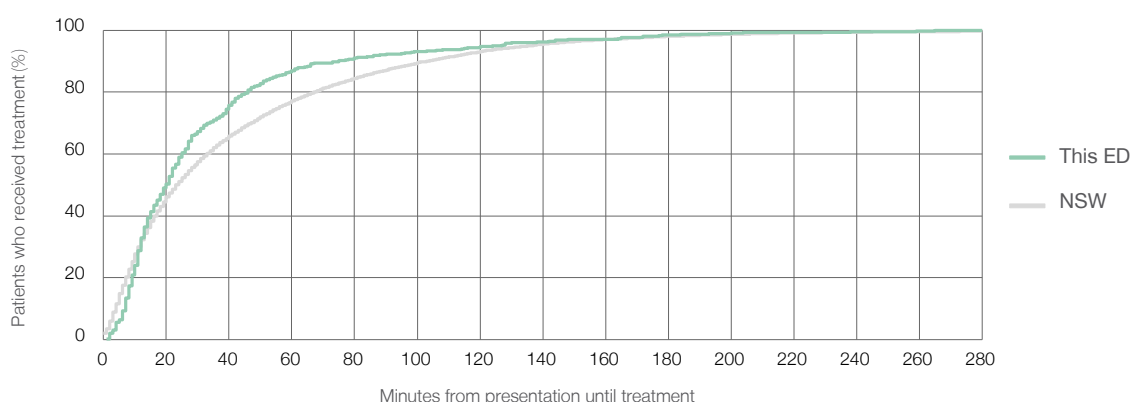
20 minutes

90th percentile time to start treatment⁵

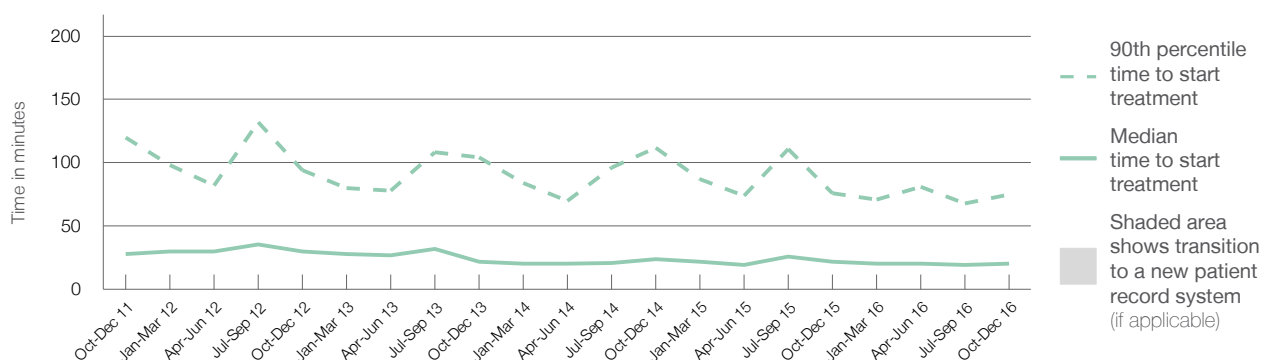
75 minutes

Same period last year	NSW (this period)
682	
658	
22 minutes	24 minutes
76 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	30	22	24	22	20
90th percentile time to start treatment ⁵ (minutes)	120	94	104	112	76	75

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,170 patients

Presentations used to calculate time to leaving the ED:⁶ 6,170 patients

Median time spent in the ED⁸

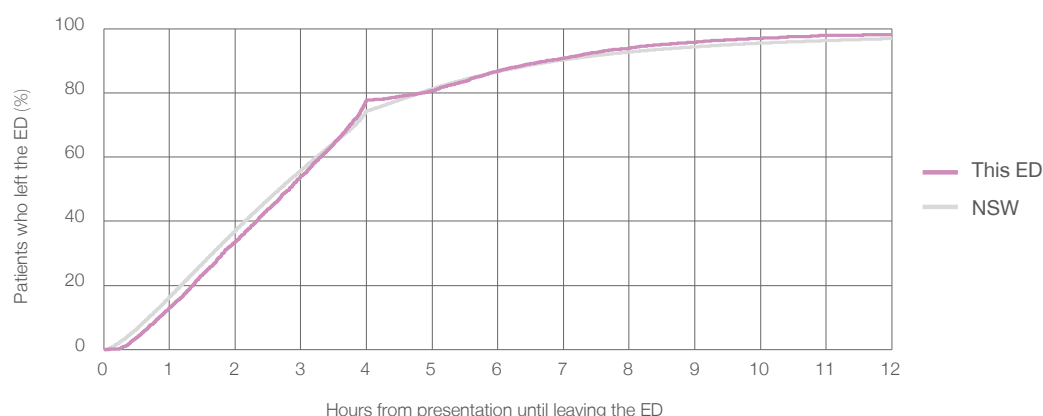
2 hours and 50 minutes

90th percentile time spent in the ED⁹

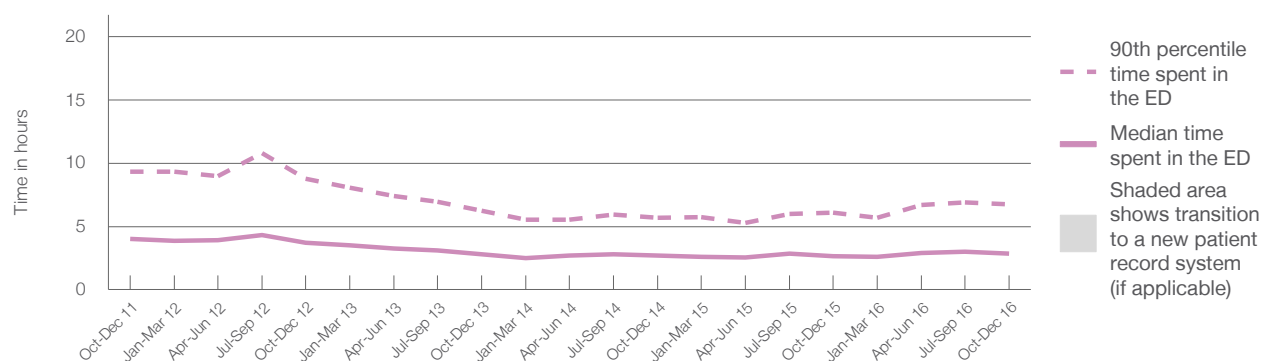
6 hours and 45 minutes

Same period last year	NSW (this period)
5,896	
5,896	
2 hours and 40 minutes	2 hours and 41 minutes
6 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 2m	3h 43m	2h 48m	2h 41m	2h 40m	2h 50m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 20m	8h 47m	6h 14m	5h 42m	6h 6m	6h 45m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

October to December 2016

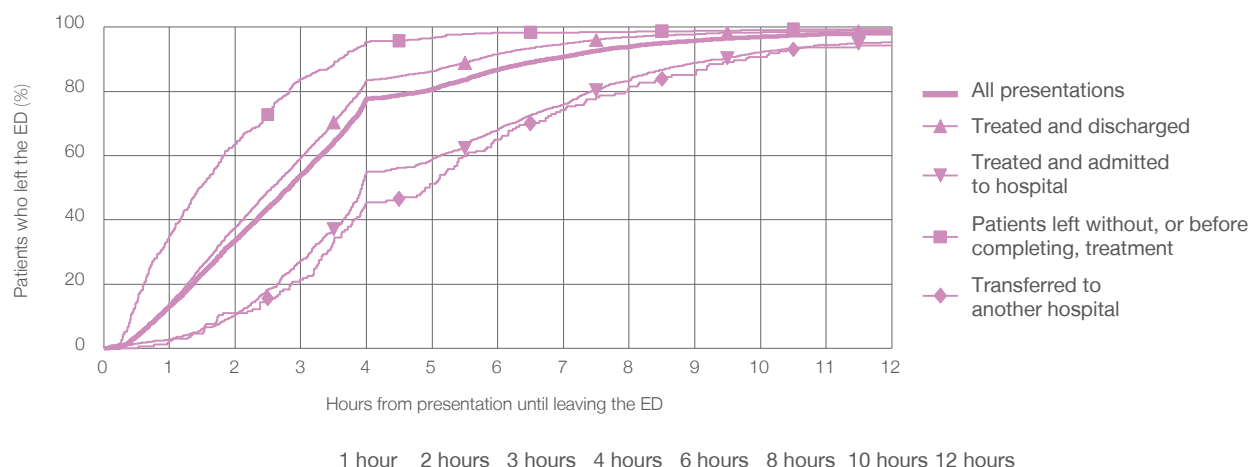
All presentations:[†] 6,170 patients

Presentations used to calculate time to leaving the ED:[‡] 6,170 patients

Treated and discharged	4,261 (69.1%)
Treated and admitted to hospital	1,229 (19.9%)
Patient left without, or before completing, treatment	499 (8.1%)
Transferred to another hospital	174 (2.8%)
Other	7 (0.1%)

Same period last year	Change since one year ago
5,896	4.6%
4,006	6.4%
1,152	6.7%
548	-8.9%
182	-4.4%
8	-12.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



Treated and discharged	13.9%	37.7%	59.5%	83.6%	91.7%	96.9%	98.4%	98.9%
Treated and admitted to hospital	2.8%	10.5%	27.3%	54.9%	68.0%	83.4%	92.3%	95.3%
Patient left without, or before completing, treatment	35.1%	63.5%	83.8%	95.4%	98.4%	98.6%	99.2%	99.6%
Transferred to another hospital	2.3%	10.9%	21.3%	45.4%	64.9%	81.6%	90.8%	94.3%
All presentations	13.1%	33.7%	54.0%	77.8%	86.8%	93.9%	97.0%	98.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 6,170 patients

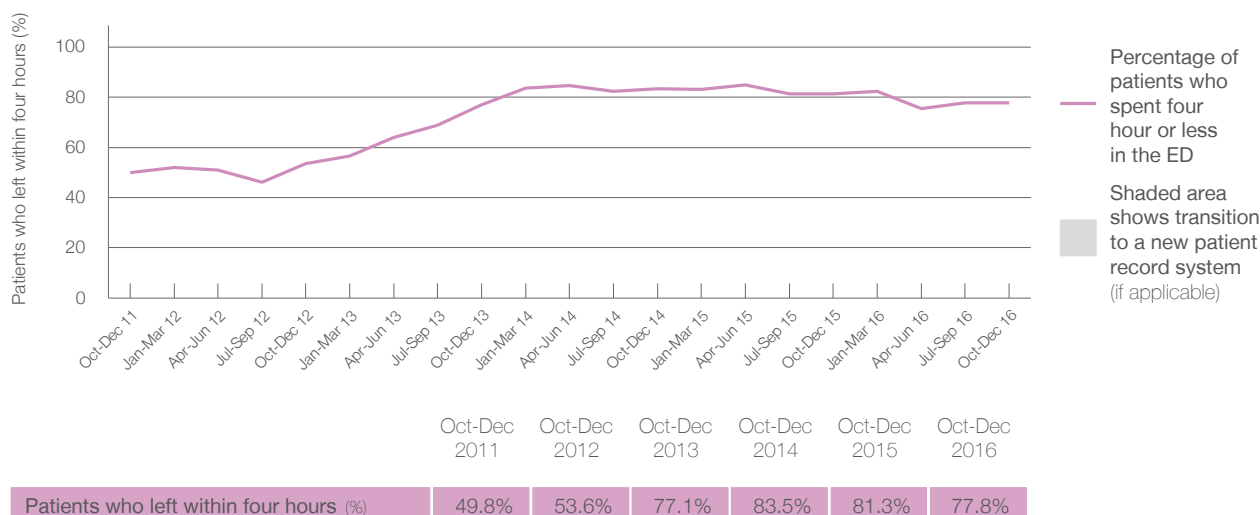
Presentations used to calculate time to leaving the ED:⁶ 6,170 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
5,896	4.6%
5,896	4.6%
81.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,063 patients

Emergency presentations:² 7,937 patients

Same period last year	Change since one year ago
7,969	1.2%
7,878	0.7%

Mount Druitt Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,245 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,095 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 87 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,579 patients

Median time to start treatment⁴ 37 minutes

90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 991 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
1,080	
9 minutes	8 minutes
26 minutes	26 minutes
3,155	
28 minutes	20 minutes
93 minutes	67 minutes
2,702	
39 minutes	25 minutes
113 minutes	97 minutes
919	
38 minutes	24 minutes
118 minutes	103 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,050 patients

Percentage of patients who spent four hours or less in the ED 71.8%

Same period last year	Change since one year ago
7,969	1.0%
69.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

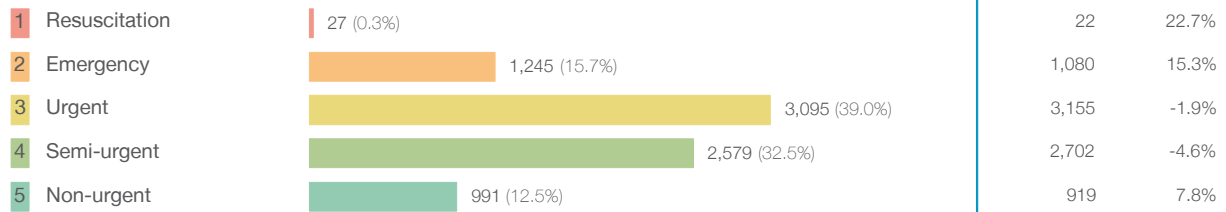
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Patients presenting to the emergency department

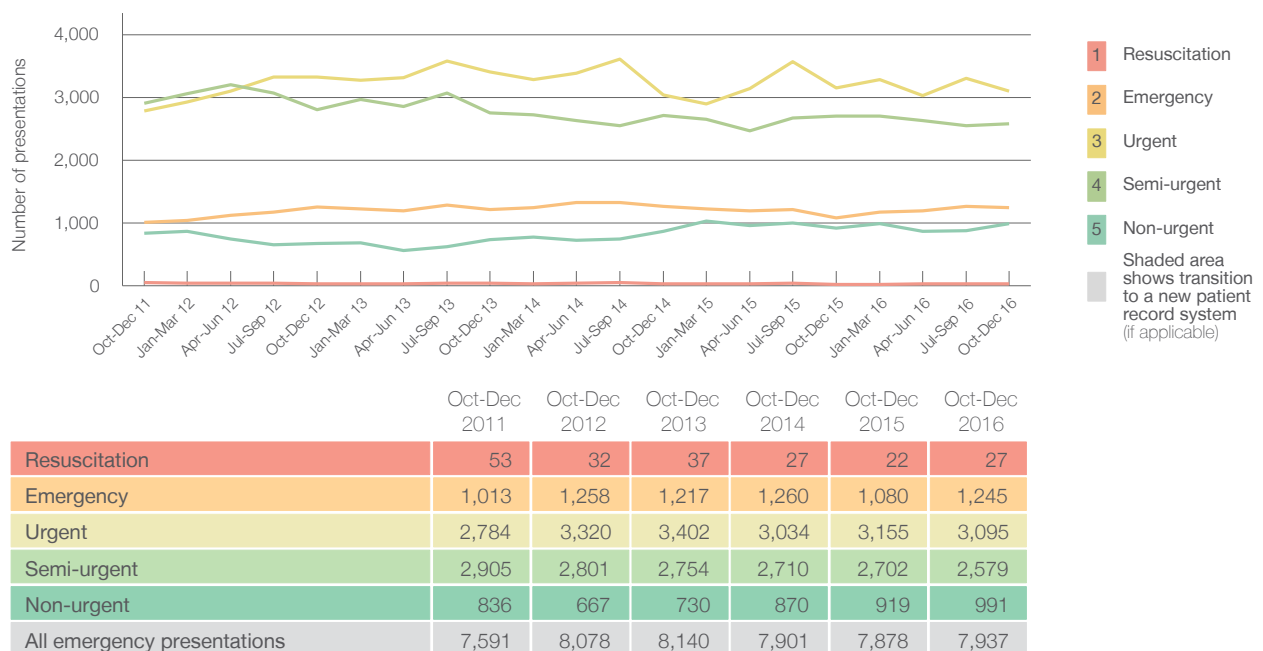
October to December 2016

All presentations:¹ 8,063 patients

Emergency presentations² by triage category: 7,937 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Mount Druitt Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 798 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,245

Number of triage 2 patients used to calculate waiting time:³ 1,239

Median time to start treatment⁴

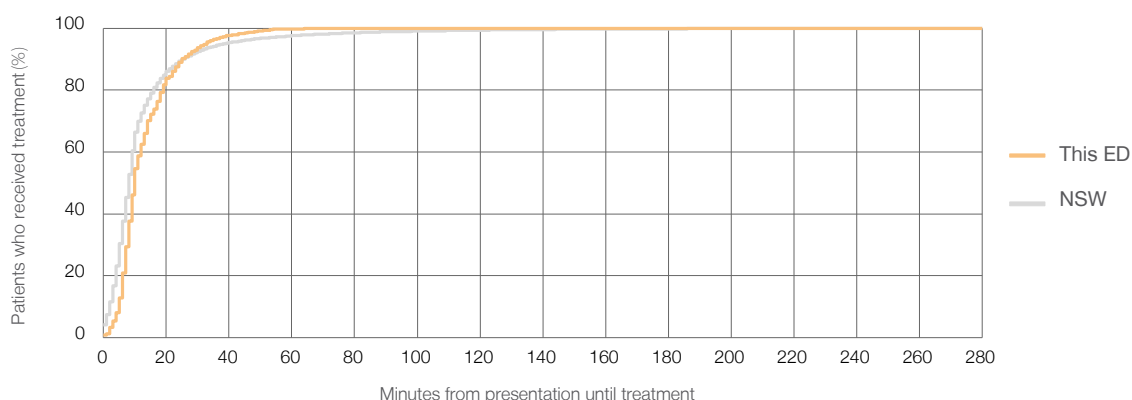
10 minutes

90th percentile time to start treatment⁵

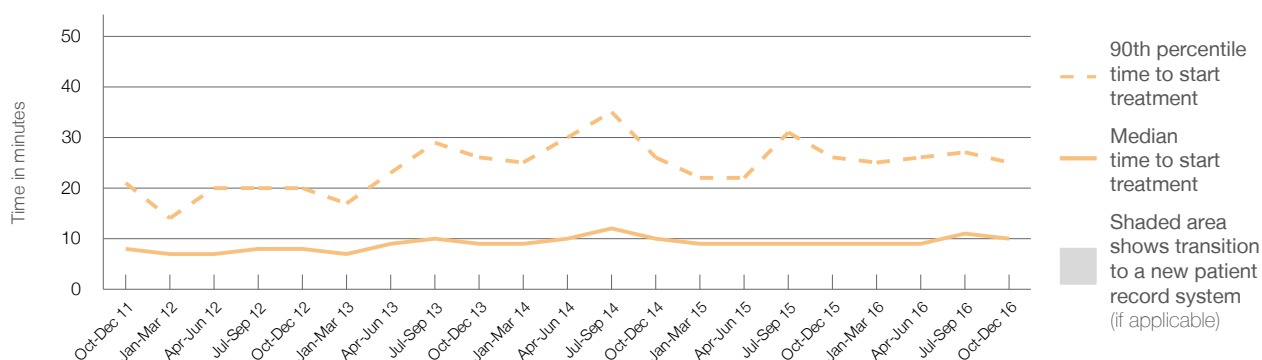
25 minutes

Same period last year	NSW (this period)
1,080	
1,064	
9 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	9	10	9	10
90th percentile time to start treatment ⁵ (minutes)	21	20	26	26	26	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,095

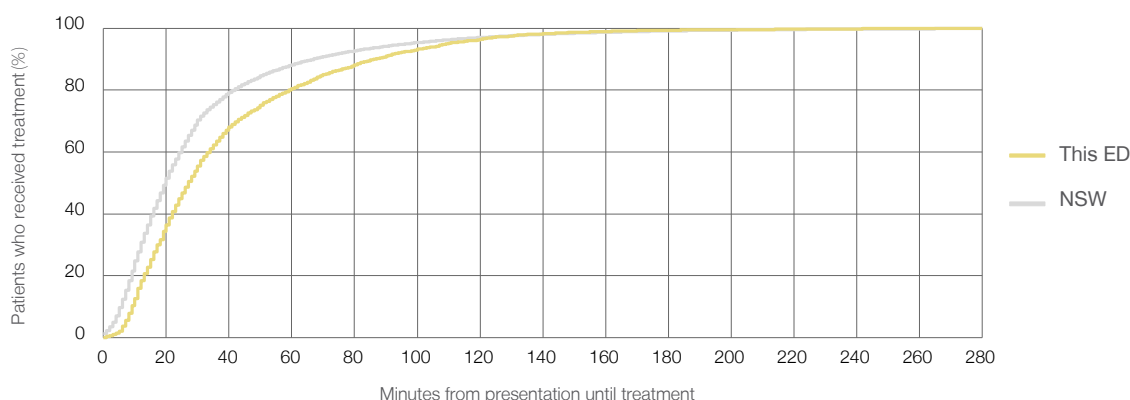
Number of triage 3 patients used to calculate waiting time:³ 3,028

Median time to start treatment⁴ 27 minutes

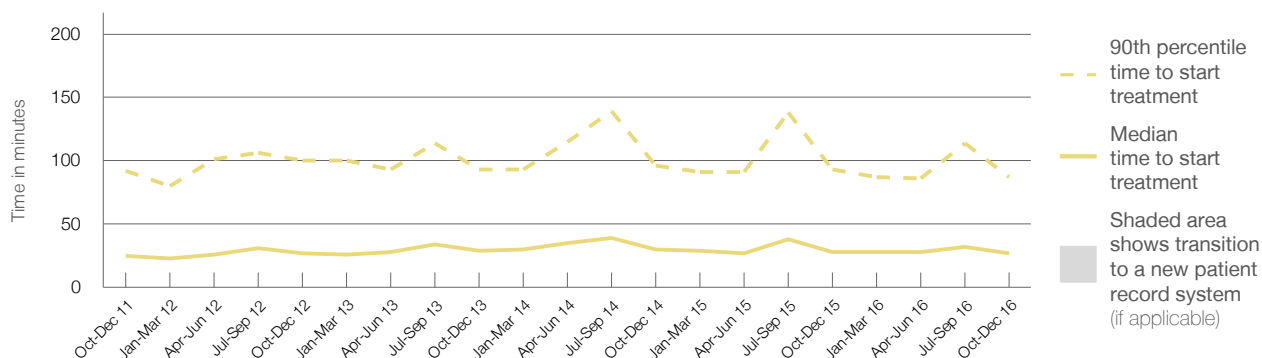
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,155	
2,984	
28 minutes	20 minutes
93 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	27	29	30	28	27
90th percentile time to start treatment ⁵ (minutes)	92	100	93	96	93	87

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,579

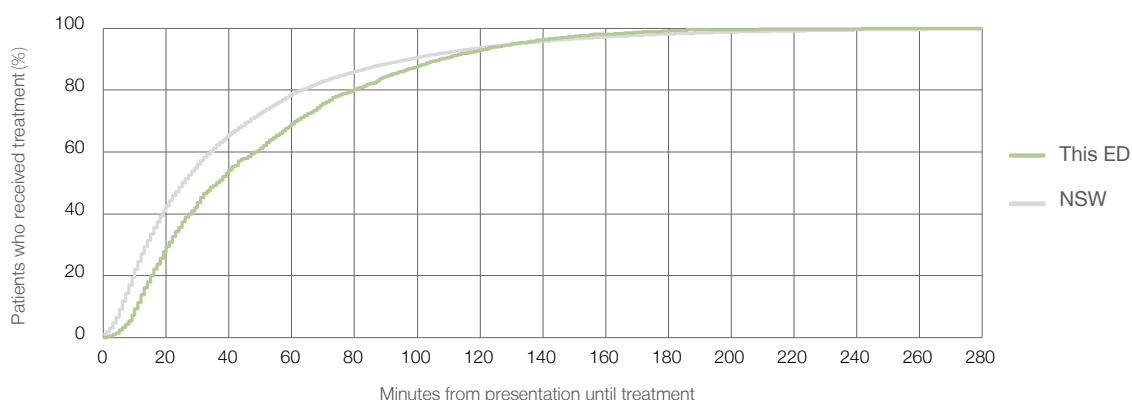
Number of triage 4 patients used to calculate waiting time:³ 2,443

Median time to start treatment⁴ 37 minutes

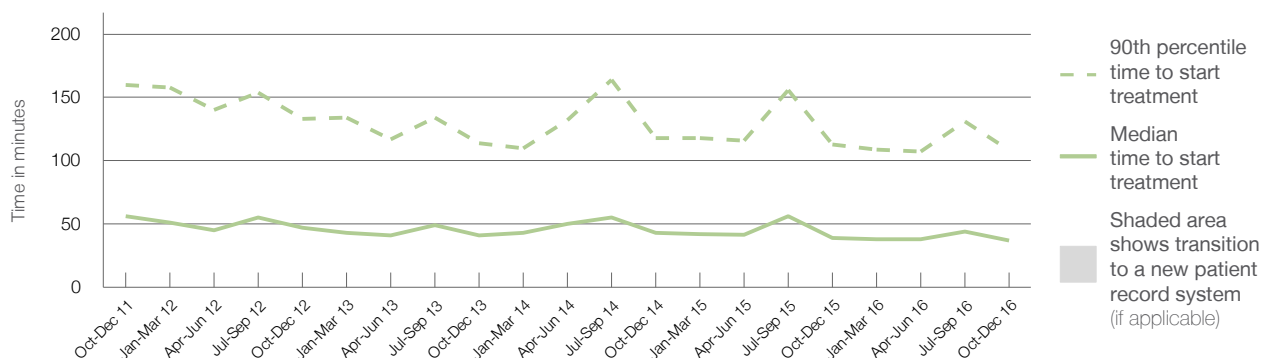
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
2,702	
2,461	
39 minutes	25 minutes
113 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	56	47	41	43	39	37
90th percentile time to start treatment ⁵ (minutes)	160	133	114	118	113	108

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 991

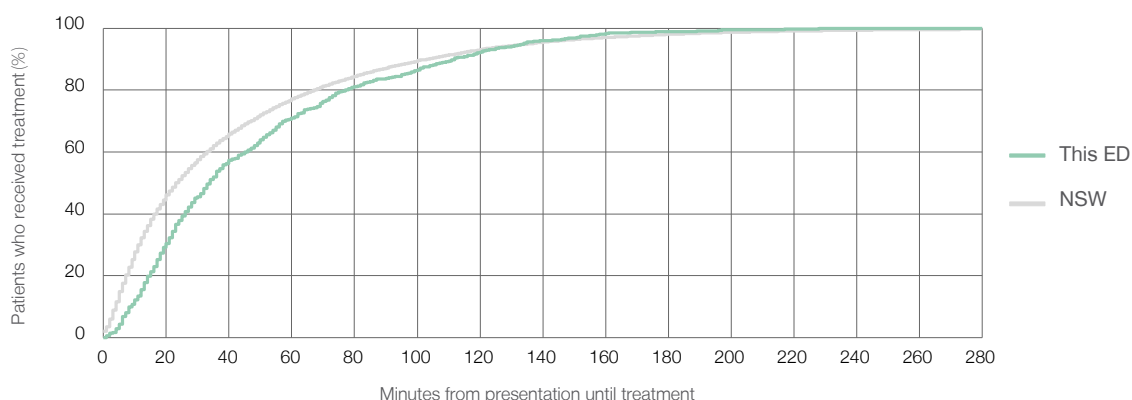
Number of triage 5 patients used to calculate waiting time:³ 864

Median time to start treatment⁴ 34 minutes

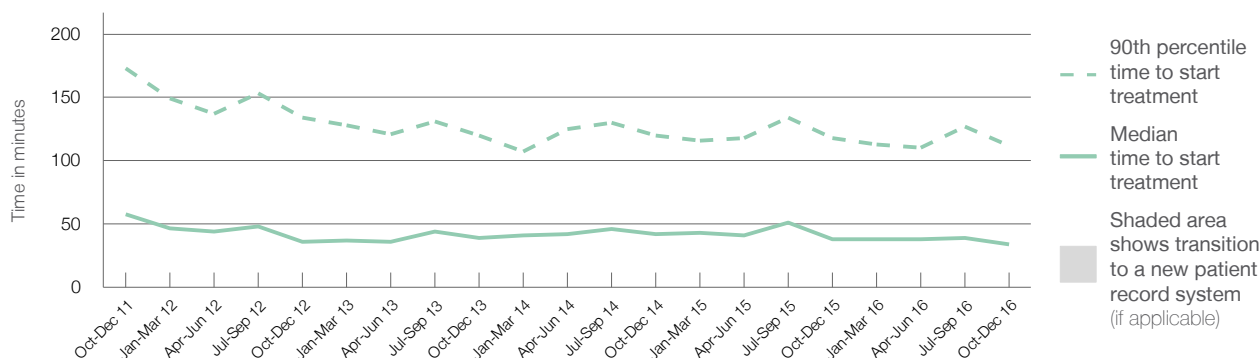
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
919	
787	
38 minutes	24 minutes
118 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	58	36	39	42	38	34
90th percentile time to start treatment ⁵ (minutes)	173	134	120	120	118	112

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,063 patients

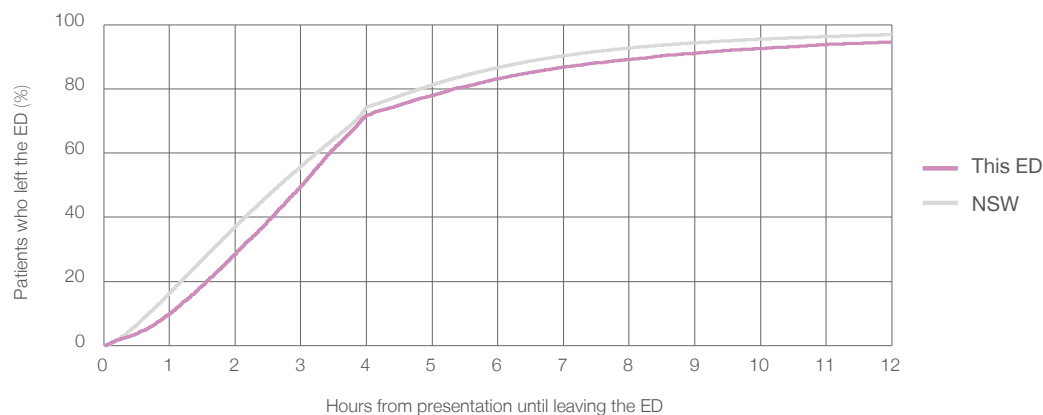
Presentations used to calculate time to leaving the ED:⁶ 8,050 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

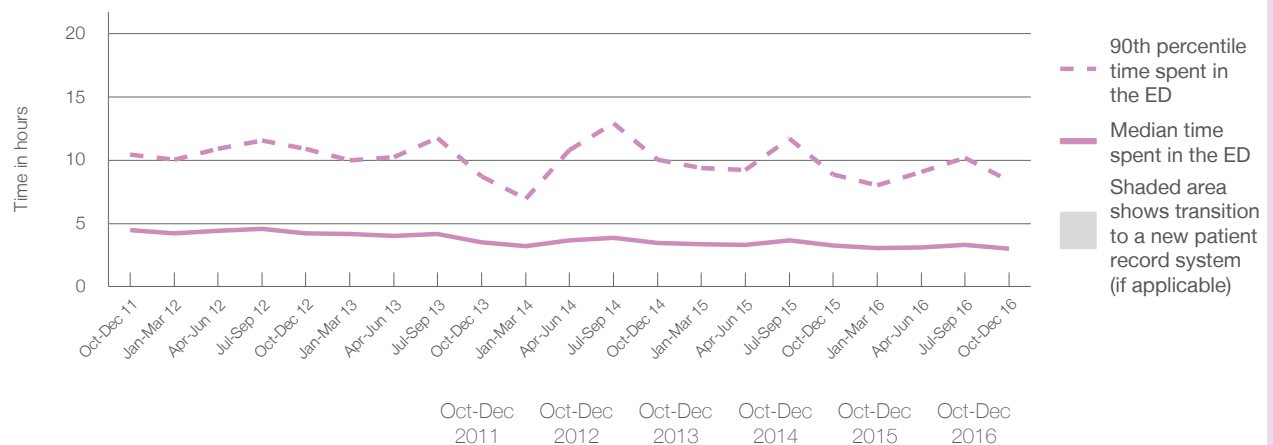
90th percentile time spent in the ED⁹ 8 hours and 23 minutes

Same period last year	NSW (this period)
7,969	
7,969	
3 hours and 15 minutes	2 hours and 41 minutes
8 hours and 52 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 28m	4h 13m	3h 30m	3h 28m	3h 15m	3h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 25m	10h 54m	8h 45m	10h 3m	8h 52m	8h 23m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time patients spent in the ED

By mode of separation

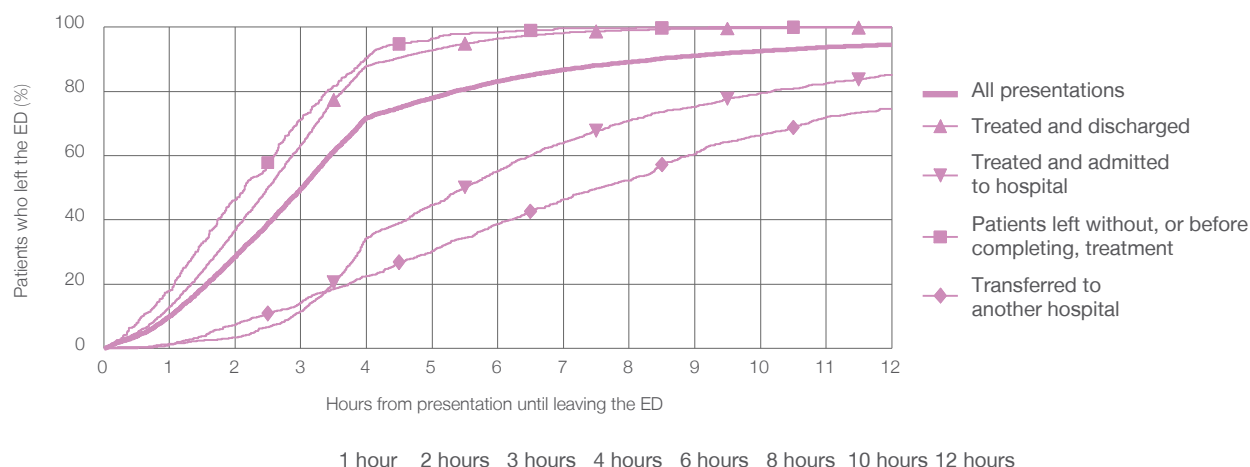
October to December 2016

All presentations:[†] 8,063 patients

Presentations used to calculate time to leaving the ED:[‡] 8,050 patients

		Same period last year	Change since one year ago
Treated and discharged	5,272 (65.4%)	5,193	1.5%
Treated and admitted to hospital	1,353 (16.8%)	1,383	-2.2%
Patient left without, or before completing, treatment	525 (6.5%)	460	14.1%
Transferred to another hospital	911 (11.3%)	927	-1.7%
Other	2 (0%)	6	-66.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.9%	36.8%	63.4%	88.0%	96.4%	99.1%	99.7%	99.9%
Treated and admitted to hospital	1.3%	3.3%	11.4%	34.3%	55.2%	71.0%	79.5%	85.3%
Patient left without, or before completing, treatment	18.0%	46.2%	71.3%	90.4%	98.3%	99.6%	100%	100%
Transferred to another hospital	1.1%	7.4%	14.2%	22.4%	38.7%	52.3%	66.3%	74.6%
All presentations	10.0%	28.5%	49.7%	71.8%	83.1%	89.1%	92.6%	94.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mount Druitt Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 8,063 patients

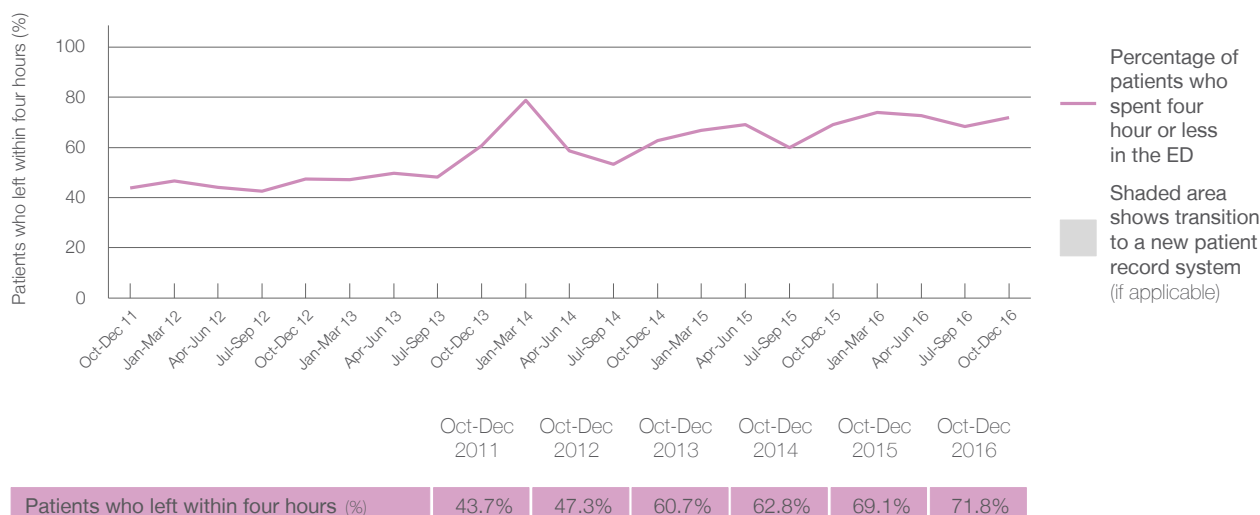
Presentations used to calculate time to leaving the ED:⁶ 8,050 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,969	1.2%
7,969	1.0%
69.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,564 patients

Emergency presentations:² 4,113 patients

Same period last year	Change since one year ago
4,453	2.5%
4,047	1.6%

Murwillumbah District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 285 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): 1,288 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,139 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 396 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
249	
6 minutes	8 minutes
13 minutes	26 minutes
1,297	
14 minutes	20 minutes
37 minutes	67 minutes
2,189	
17 minutes	25 minutes
76 minutes	97 minutes
301	
21 minutes	24 minutes
88 minutes	103 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,563 patients

Percentage of patients who spent four hours or less in the ED 89.2%

Same period last year	Change since one year ago
4,448	2.6%
89.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

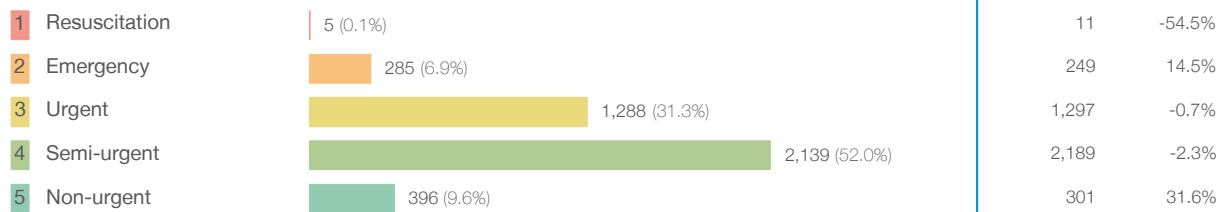
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Patients presenting to the emergency department

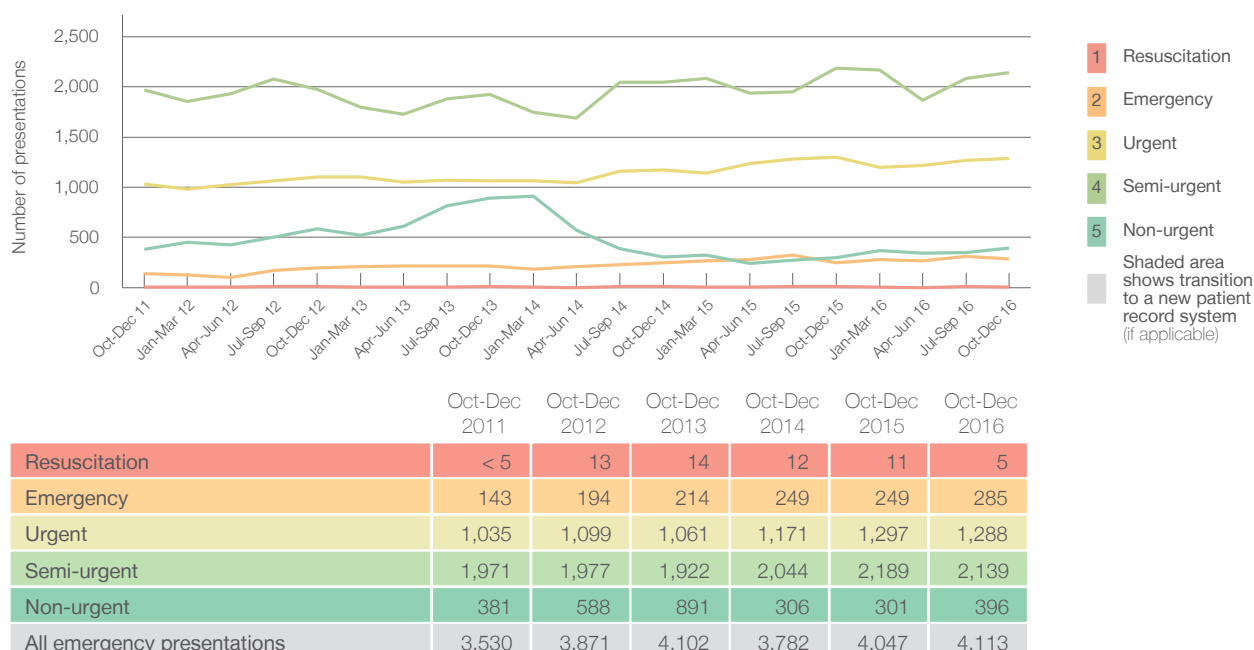
October to December 2016

All presentations:¹ 4,564 patients

Emergency presentations² by triage category: 4,113 patients



Emergency presentations² by quarter, October 2011 to December 2016 [†]



Murwillumbah District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 189 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 285

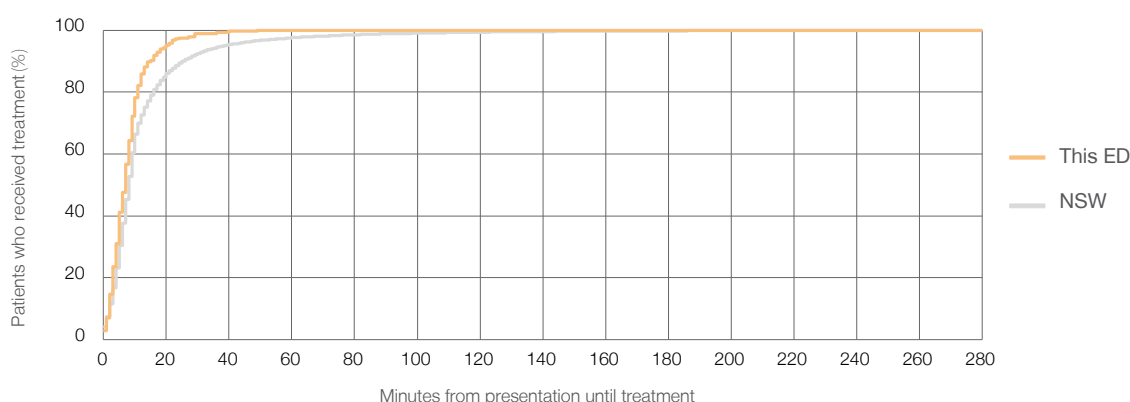
Number of triage 2 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ 7 minutes

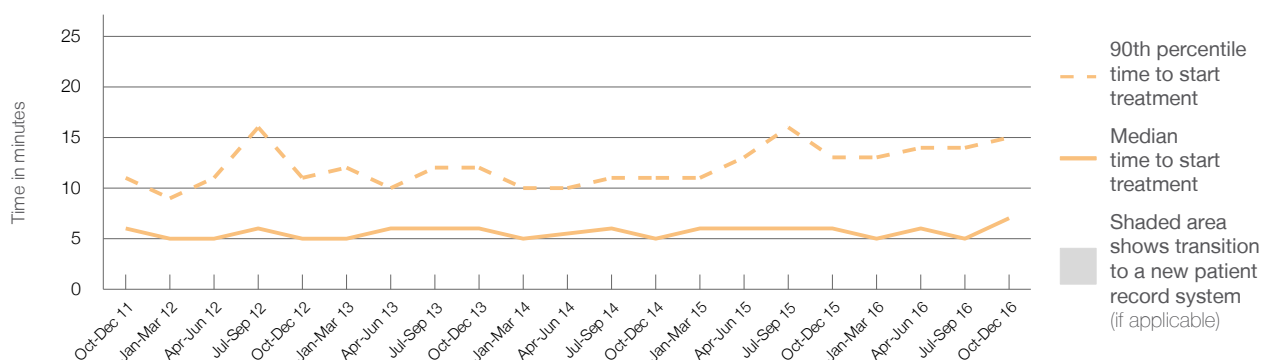
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
249	
247	
6 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	5	6	5	6	7
90th percentile time to start treatment ⁵ (minutes)	11	11	12	11	13	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,288

Number of triage 3 patients used to calculate waiting time:³ 1,276

Median time to start treatment⁴

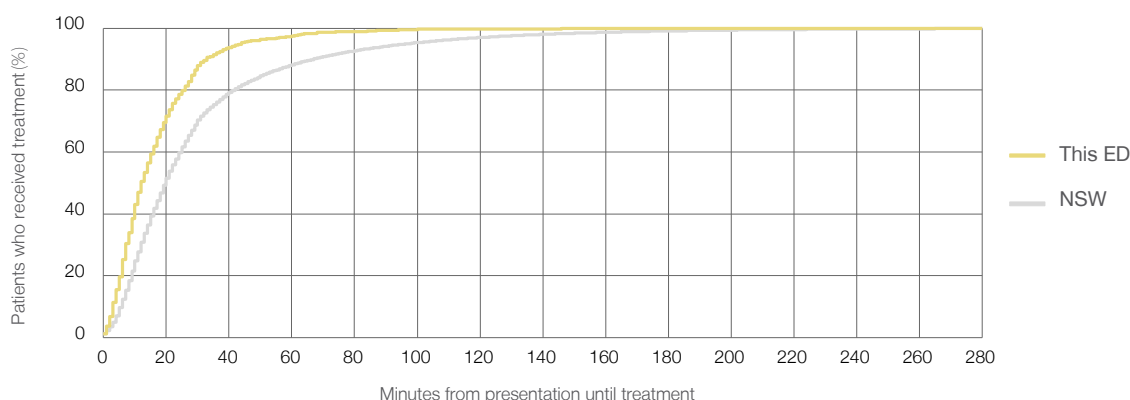
12 minutes

90th percentile time to start treatment⁵

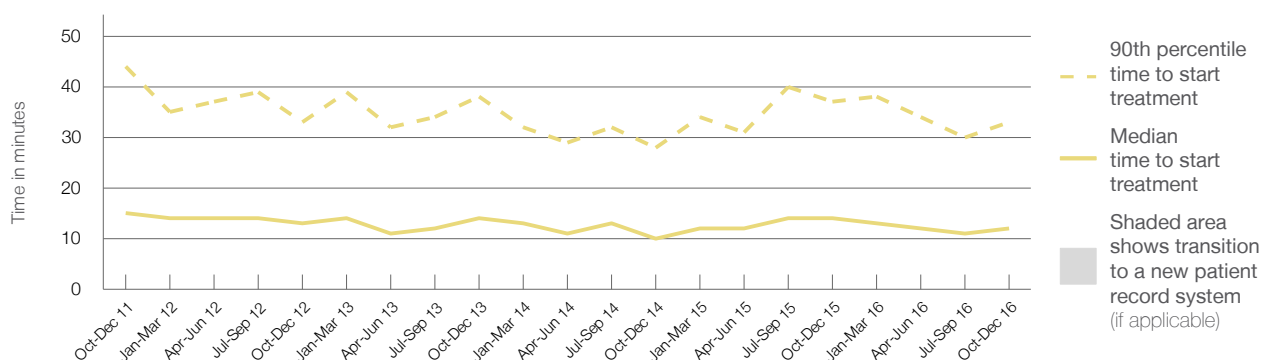
33 minutes

Same period last year	NSW (this period)
1,297	
1,288	
14 minutes	20 minutes
37 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	13	14	10	14	12
90th percentile time to start treatment ⁵ (minutes)	44	33	38	28	37	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,139

Number of triage 4 patients used to calculate waiting time:³ 2,086

Median time to start treatment⁴

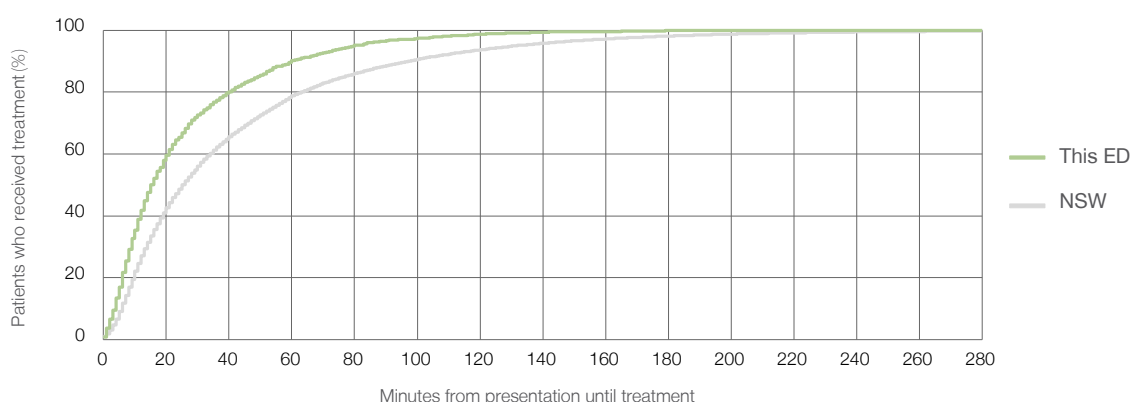
15 minutes

90th percentile time to start treatment⁵

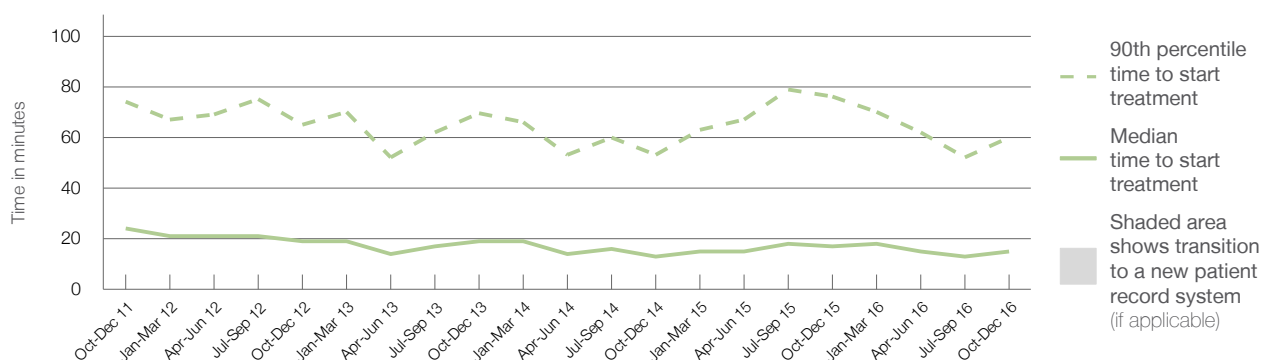
60 minutes

Same period last year	NSW (this period)
2,189	
2,122	
17 minutes	25 minutes
76 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	19	19	13	17	15
90th percentile time to start treatment ⁵ (minutes)	74	65	70	53	76	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 396

Number of triage 5 patients used to calculate waiting time:³ 371

Median time to start treatment⁴

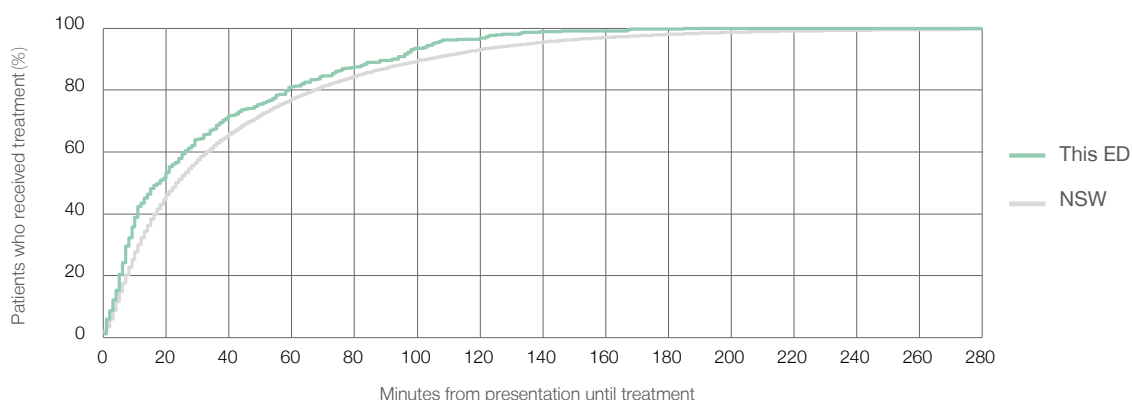
18 minutes

90th percentile time to start treatment⁵

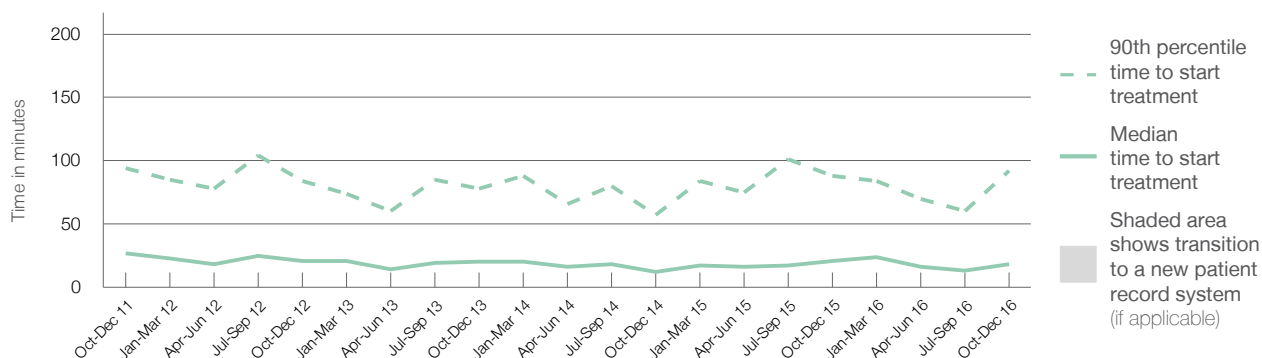
92 minutes

Same period last year	NSW (this period)
301	
277	
21 minutes	24 minutes
88 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	21	20	12	21	18
90th percentile time to start treatment ⁵ (minutes)	94	84	78	57	88	92

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,564 patients

Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

Median time spent in the ED⁸

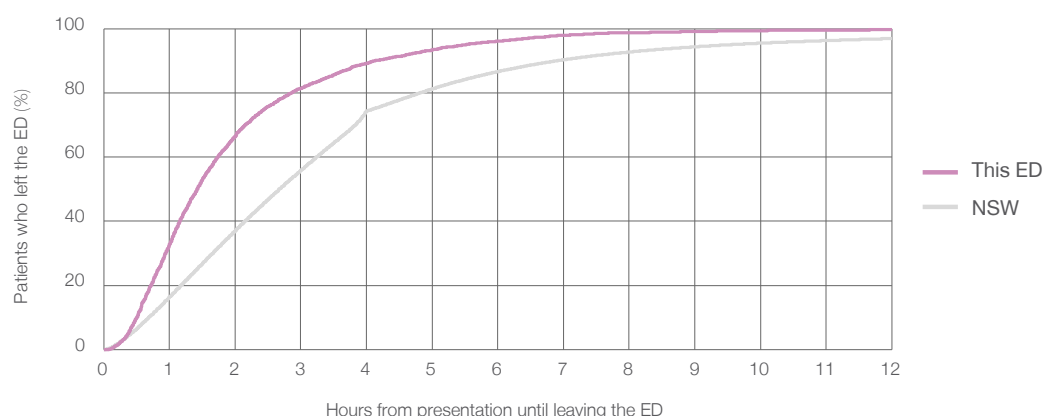
1 hours and 25 minutes

90th percentile time spent in the ED⁹

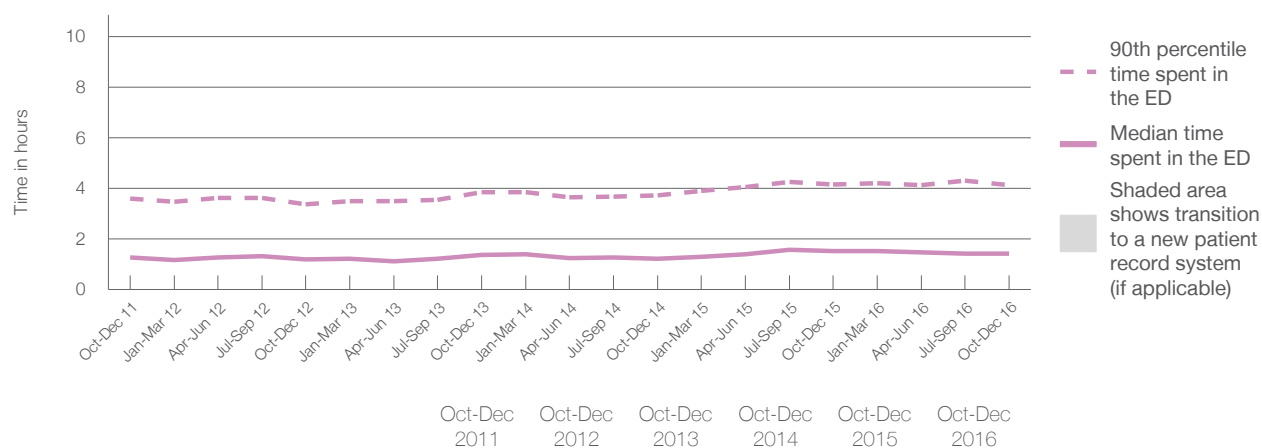
4 hours and 8 minutes

Same period last year	NSW (this period)
4,453	
4,448	
1 hours and 31 minutes	2 hours and 41 minutes
4 hours and 10 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 17m	1h 12m	1h 23m	1h 14m	1h 31m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 36m	3h 23m	3h 52m	3h 44m	4h 10m	4h 8m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

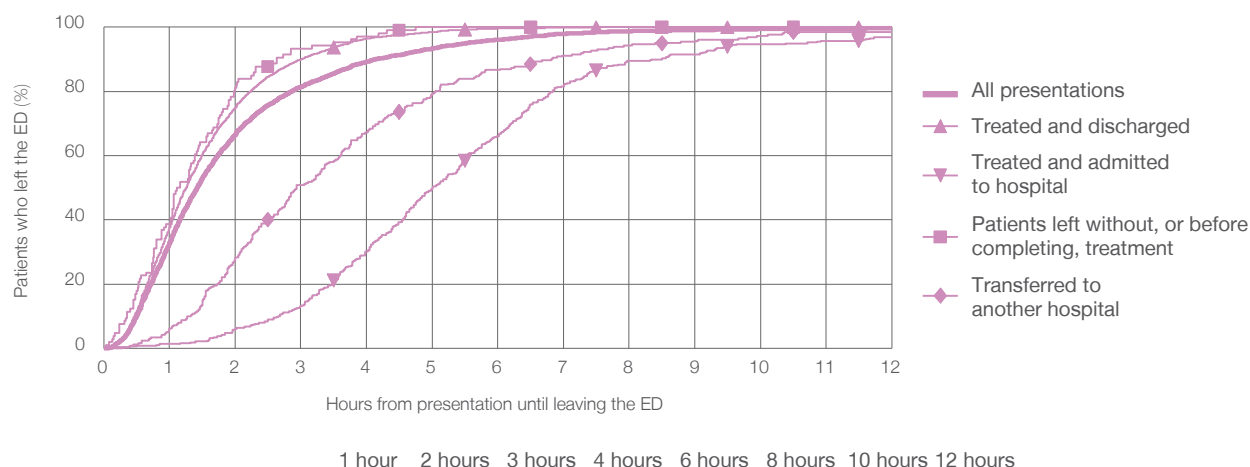
All presentations:[†] 4,564 patients

Presentations used to calculate time to leaving the ED:[‡] 4,563 patients

Treated and discharged	3,813 (83.5%)
Treated and admitted to hospital	380 (8.3%)
Patient left without, or before completing, treatment	106 (2.3%)
Transferred to another hospital	262 (5.7%)
Other	3 (0.1%)

Same period last year	Change since one year ago
4,448	2.6%
3,699	3.1%
383	-0.8%
122	-13.1%
242	8.3%
7	-57.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.7%	75.0%	90.0%	96.4%	99.6%	100%	100%	100%
Treated and admitted to hospital	1.3%	6.1%	13.2%	30.0%	66.1%	89.5%	94.7%	96.8%
Patient left without, or before completing, treatment	38.7%	81.1%	93.4%	97.2%	100%	100%	100%	100%
Transferred to another hospital	6.1%	28.2%	50.8%	67.2%	86.6%	94.3%	97.3%	98.5%
All presentations	32.9%	66.7%	81.4%	89.2%	96.1%	98.8%	99.4%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,564 patients

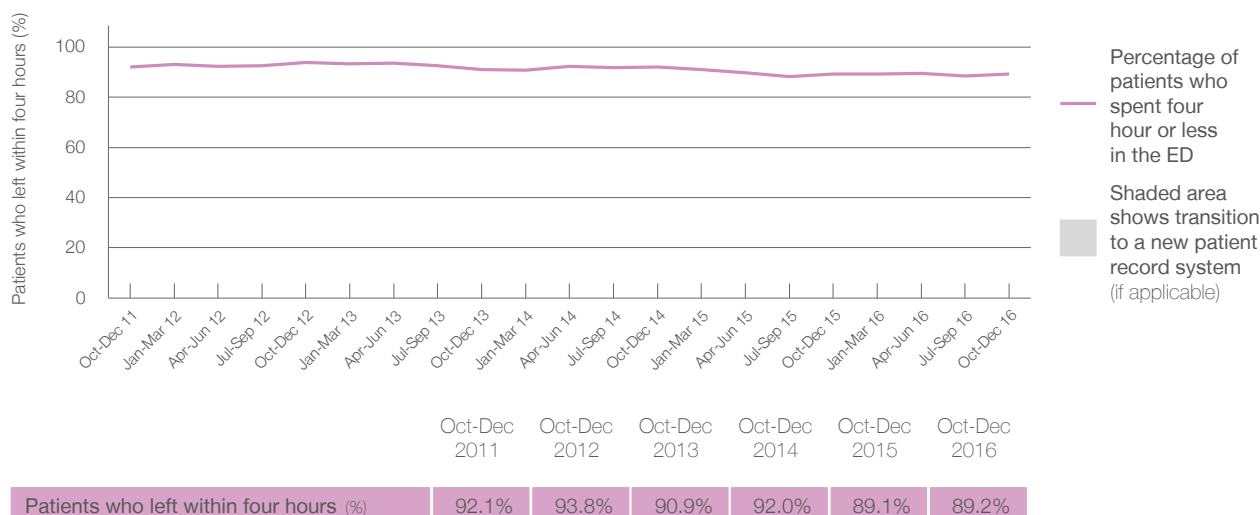
Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,453	2.5%
4,448	2.6%
89.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,758 patients

Emergency presentations:² 6,669 patients

Same period last year	Change since one year ago
6,914	-2.3%
6,821	-2.2%

Ryde Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 904 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,347 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,035 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
978	
7 minutes	8 minutes
12 minutes	26 minutes
2,703	
13 minutes	20 minutes
34 minutes	67 minutes
2,887	
15 minutes	25 minutes
75 minutes	97 minutes
219	
20 minutes	24 minutes
83 minutes	103 minutes

Ryde Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,758 patients

Percentage of patients who spent four hours or less in the ED 83.8%

Same period last year	Change since one year ago
6,914	-2.3%
80.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

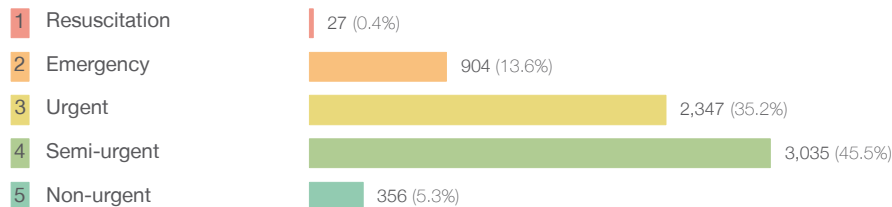
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Patients presenting to the emergency department

October to December 2016

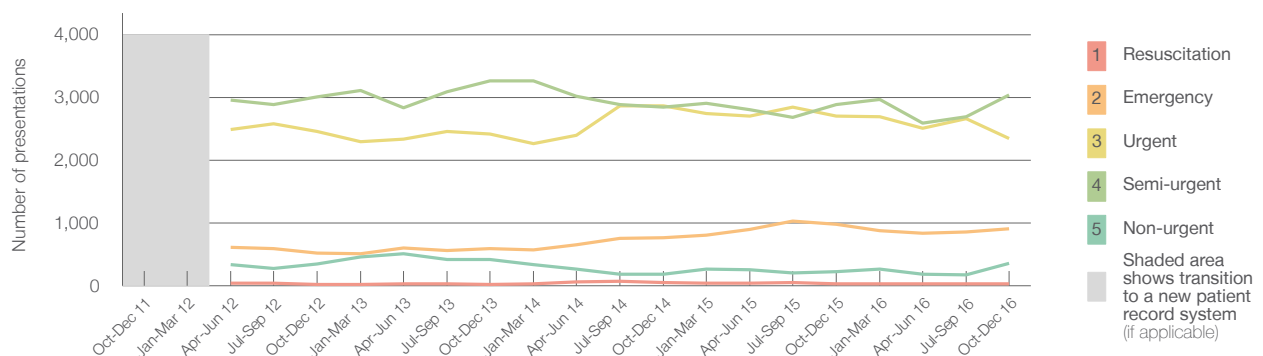
All presentations:¹ 6,758 patients

Emergency presentations² by triage category: 6,669 patients



Same period last year	Change since one year ago
6,914	-2.3%
6,821	-2.2%
34	-20.6%
978	-7.6%
2,703	-13.2%
2,887	5.1%
219	62.6%

Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation		17	20	52	34	27
Emergency		520	595	763	978	904
Urgent		2,461	2,414	2,867	2,703	2,347
Semi-urgent		3,006	3,265	2,841	2,887	3,035
Non-urgent		347	414	182	219	356
All emergency presentations		6,351	6,708	6,705	6,821	6,669

Ryde Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,440 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,591	
10 minutes	0 minutes
18 minutes	0 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 904

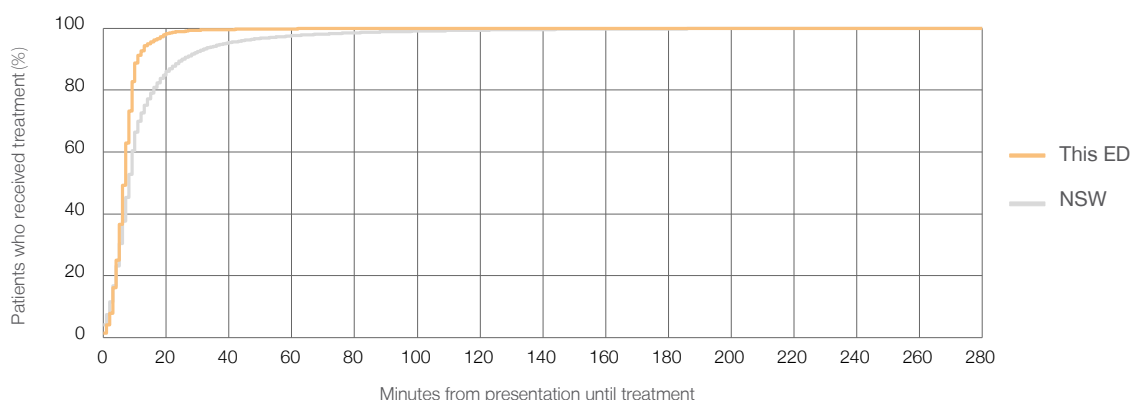
Number of triage 2 patients used to calculate waiting time:³ 903

Median time to start treatment⁴ 7 minutes

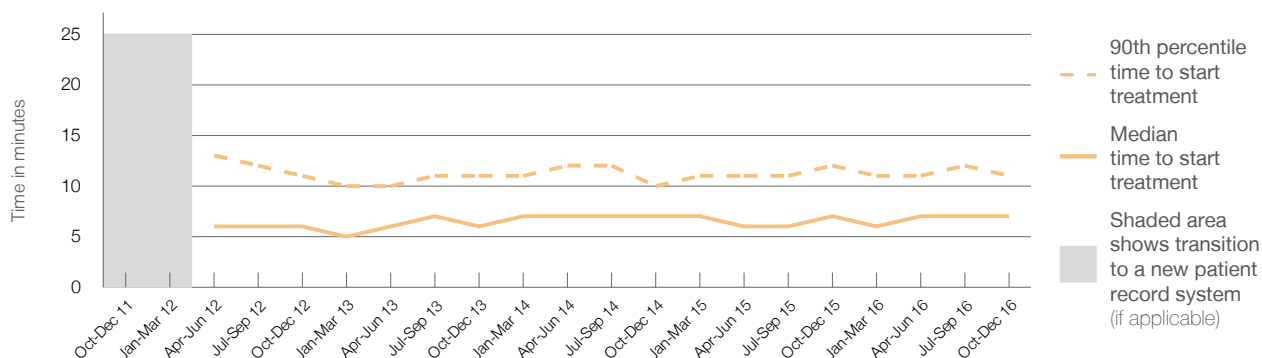
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
978	
978	
7 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		6	6	7	7	7
90th percentile time to start treatment ⁵ (minutes)		11	11	10	12	11

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,347

Number of triage 3 patients used to calculate waiting time:³ 2,321

Median time to start treatment⁴

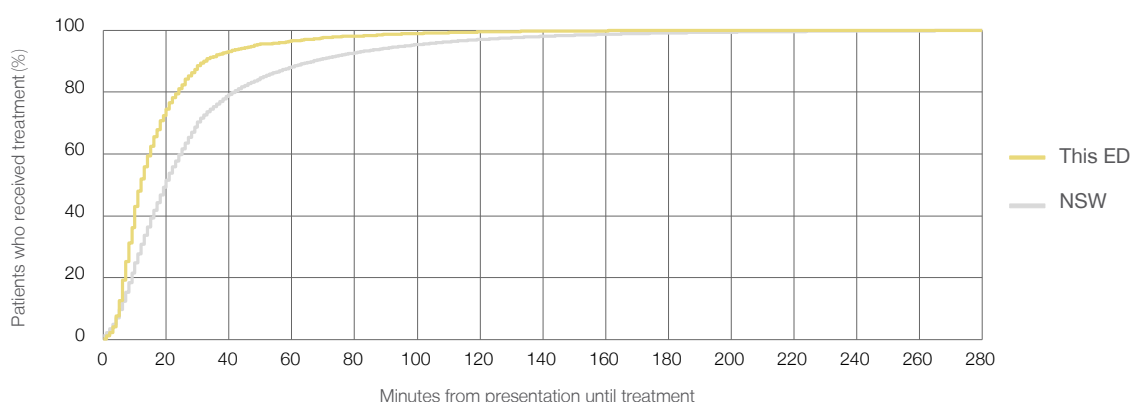
12 minutes

90th percentile time to start treatment⁵

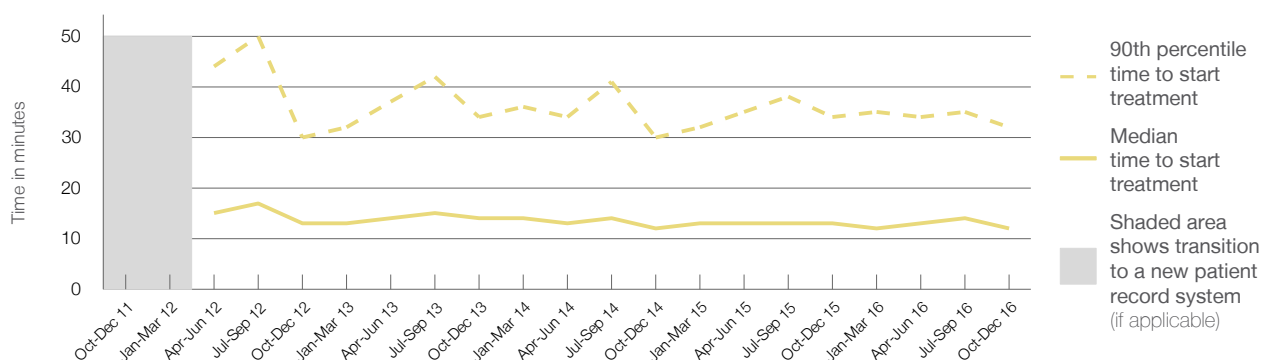
32 minutes

Same period last year	NSW (this period)
2,703	
2,680	
13 minutes	20 minutes
34 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		13	14	12	13	12
90th percentile time to start treatment ⁵ (minutes)		30	34	30	34	32

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,035

Number of triage 4 patients used to calculate waiting time:³ 2,933

Median time to start treatment⁴

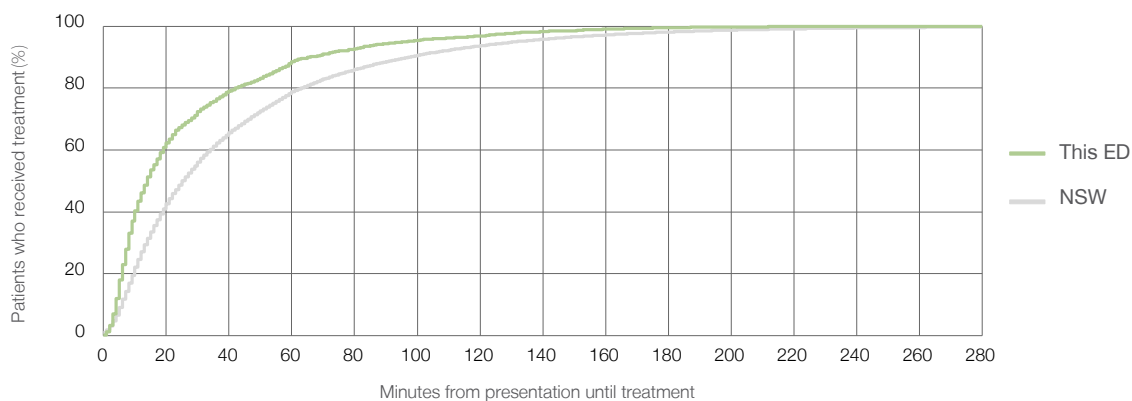
14 minutes

90th percentile time to start treatment⁵

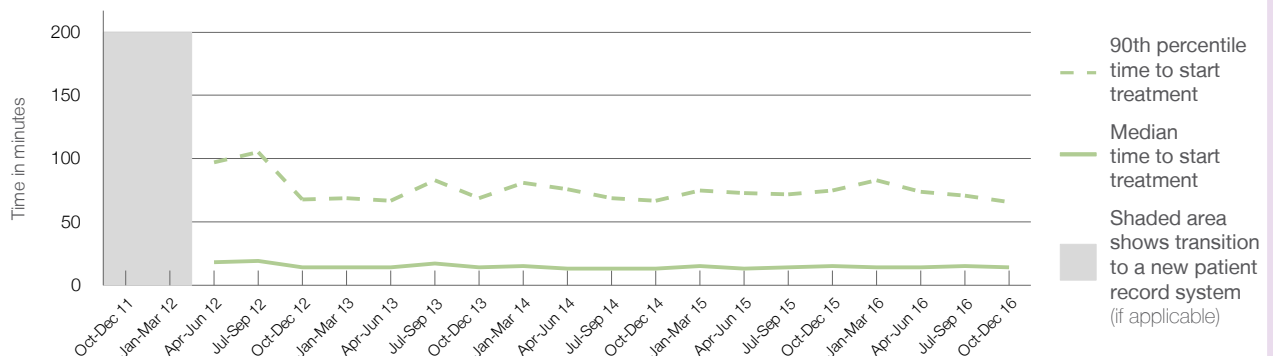
66 minutes

Same period last year	NSW (this period)
2,887	
2,809	
15 minutes	25 minutes
75 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		14	14	13	15	14
90th percentile time to start treatment ⁵ (minutes)		68	69	67	75	66

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 356

Number of triage 5 patients used to calculate waiting time:³ 309

Median time to start treatment⁴

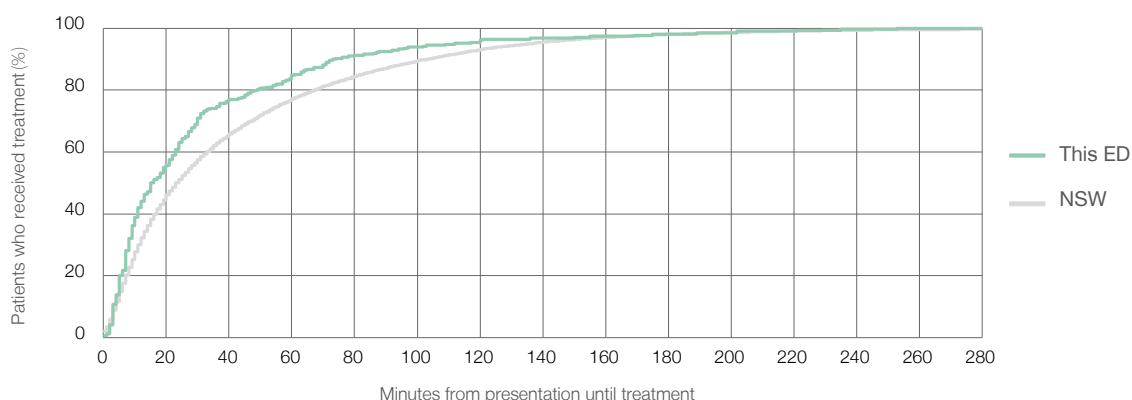
15 minutes

90th percentile time to start treatment⁵

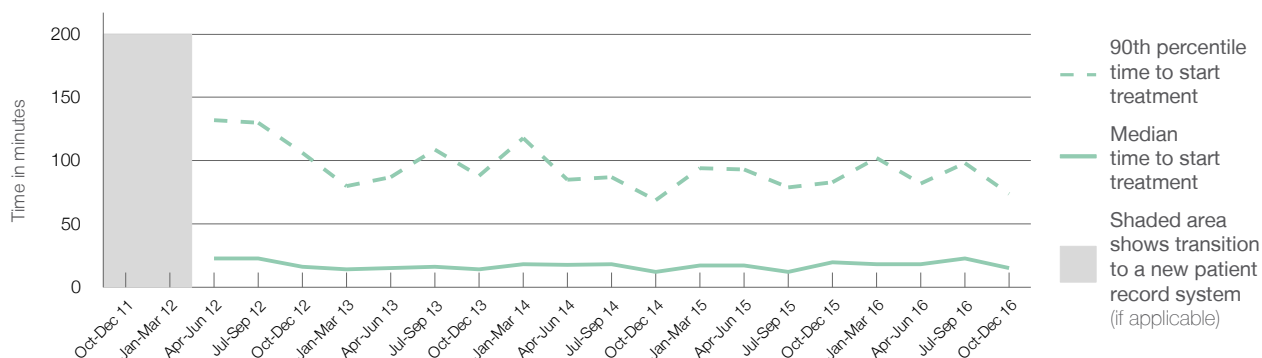
74 minutes

Same period last year	NSW (this period)
219	
198	
20 minutes	24 minutes
83 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		16	14	12	20	15
90th percentile time to start treatment ⁵ (minutes)		106	88	69	83	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,758 patients

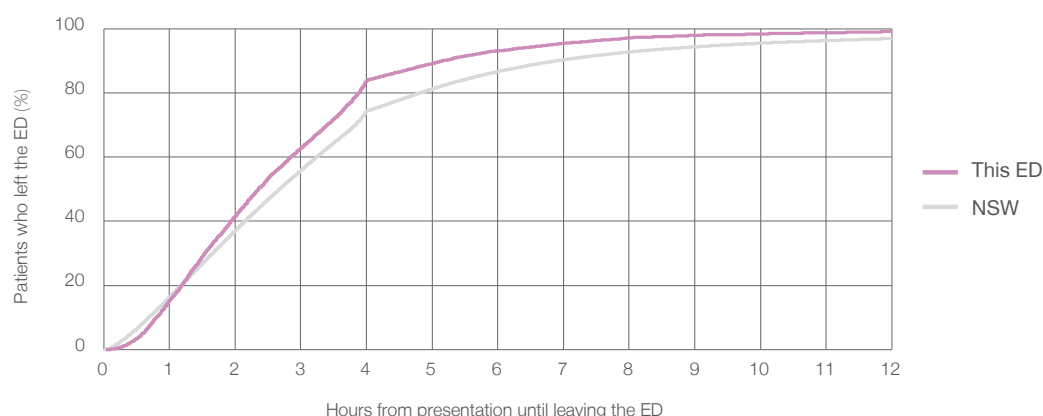
Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

Median time spent in the ED⁸ 2 hours and 21 minutes

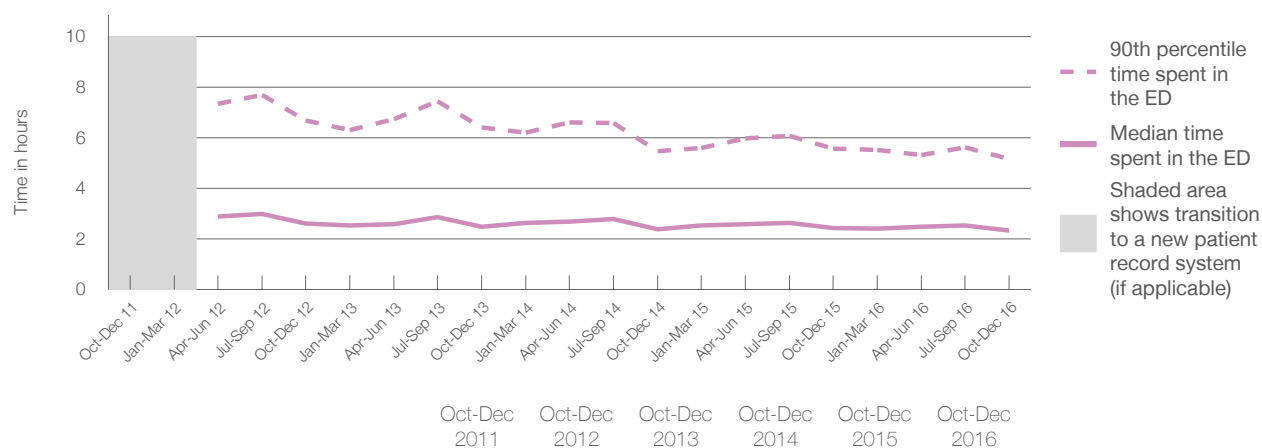
90th percentile time spent in the ED⁹ 5 hours and 10 minutes

Same period last year	NSW (this period)
6,914	6,914
2 hours and 27 minutes	2 hours and 41 minutes
5 hours and 35 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)		2h 37m	2h 29m	2h 24m	2h 27m	2h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 41m	6h 25m	5h 29m	5h 35m	5h 10m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ryde Hospital: Time patients spent in the ED

By mode of separation

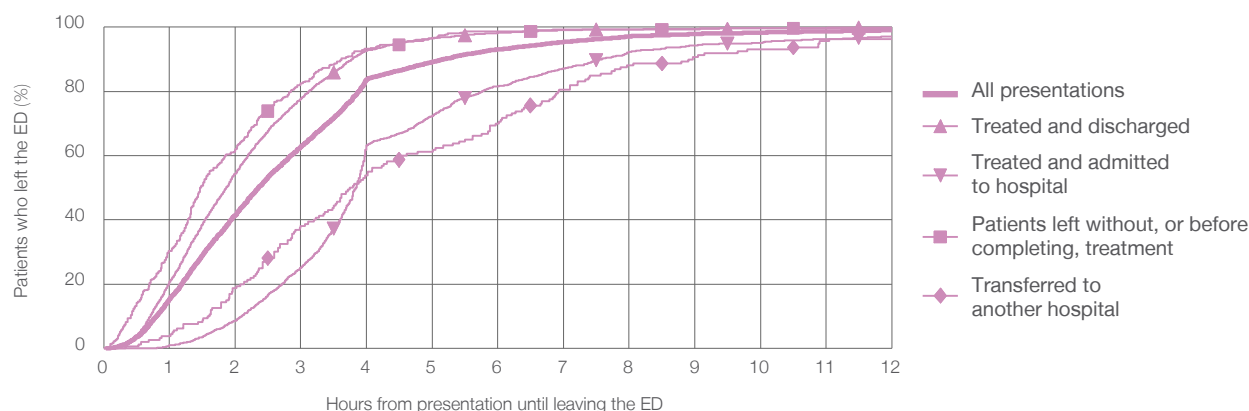
October to December 2016

All presentations:[†] 6,758 patients

Presentations used to calculate time to leaving the ED:[‡] 6,758 patients

		Same period last year	Change since one year ago
Treated and discharged	4,443 (65.7%)	4,585	-2.3%
Treated and admitted to hospital	1,834 (27.1%)	1,865	-1.7%
Patient left without, or before completing, treatment	310 (4.6%)	260	19.2%
Transferred to another hospital	160 (2.4%)	202	-20.8%
Other	11 (0.2%)	2	450.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	20.6%	54.4%	77.8%	92.7%	98.2%	99.4%	99.7%	99.9%
Treated and admitted to hospital	0.9%	8.6%	25.2%	63.1%	81.6%	92.3%	95.2%	97.1%
Patient left without, or before completing, treatment	30.3%	61.9%	82.6%	93.2%	98.7%	99.4%	99.7%	99.7%
Transferred to another hospital	3.8%	18.8%	38.1%	53.8%	70.0%	88.1%	93.1%	96.3%
All presentations	15.4%	41.5%	62.8%	83.8%	93.1%	97.2%	98.3%	99.0%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Ryde Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 6,758 patients

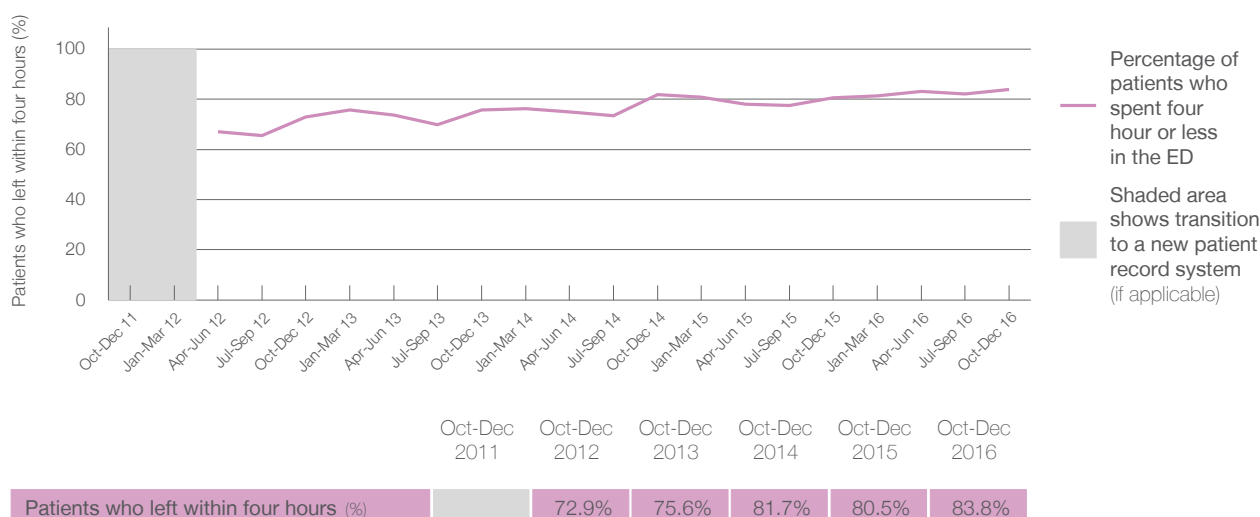
Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,914	-2.3%
6,914	-2.3%
80.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 7,659 patients

Emergency presentations:² 7,421 patients

Same period last year	Change since one year ago
7,652	0.1%
7,308	1.5%

Shellharbour Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 798 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): 2,615 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,775 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 211 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
796	
7 minutes	8 minutes
14 minutes	26 minutes
2,400	
21 minutes	20 minutes
92 minutes	67 minutes
3,852	
24 minutes	25 minutes
130 minutes	97 minutes
230	
19 minutes	24 minutes
115 minutes	103 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 7,655 patients

Percentage of patients who spent four hours or less in the ED 67.6%

Same period last year	Change since one year ago
7,652	0.0%
67.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

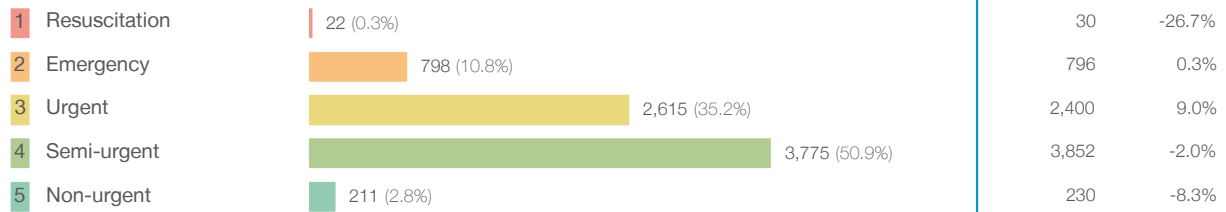
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Patients presenting to the emergency department

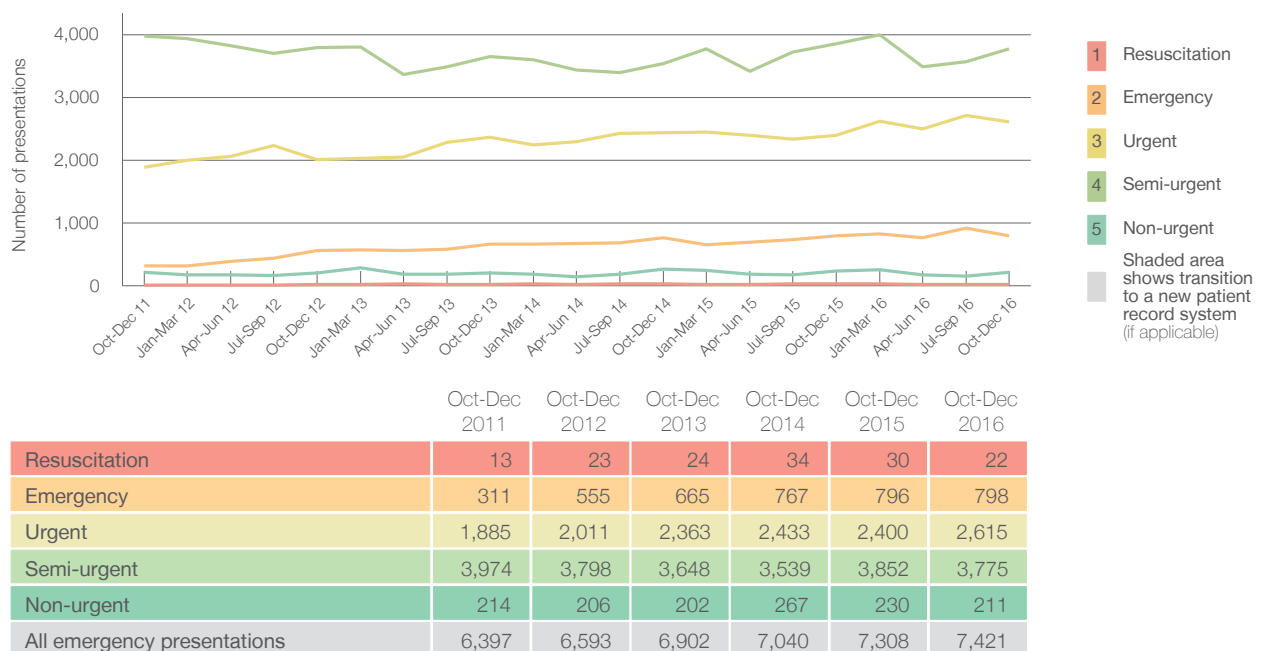
October to December 2016

All presentations:¹ 7,659 patients

Emergency presentations² by triage category: 7,421 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Shellharbour Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,606 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 798

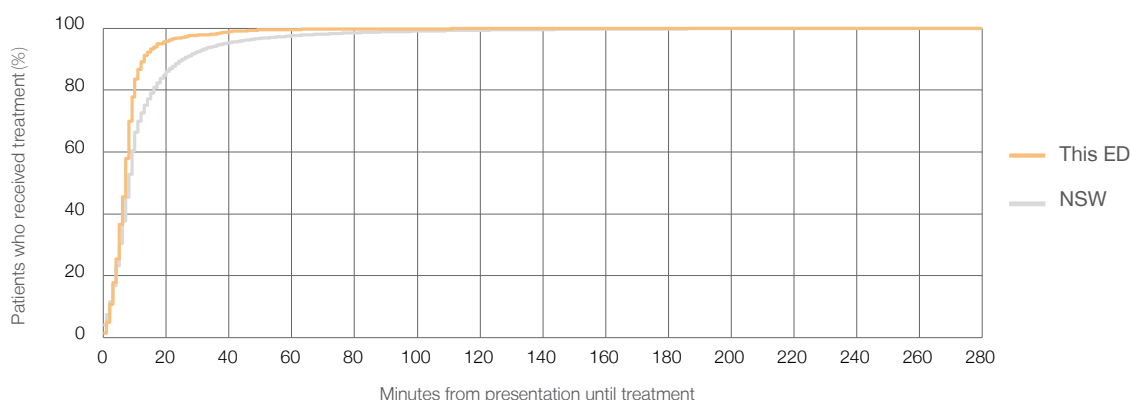
Number of triage 2 patients used to calculate waiting time:³ 796

Median time to start treatment⁴ 7 minutes

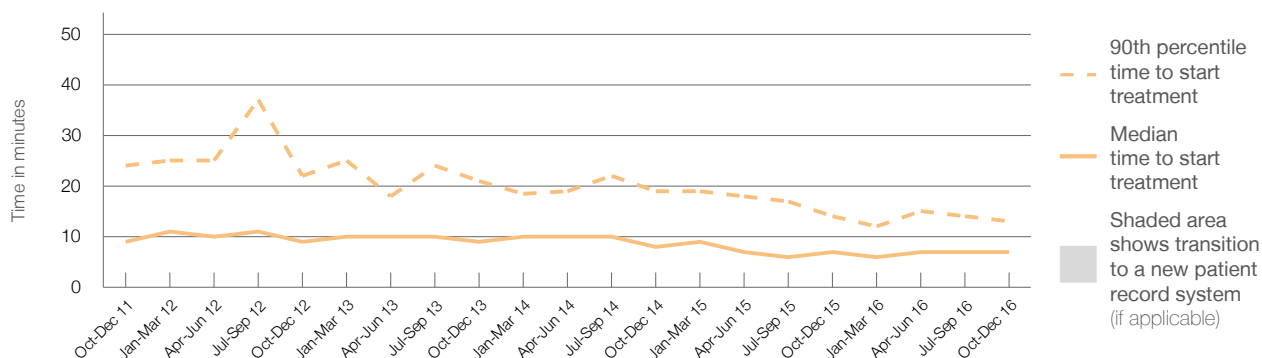
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
796	
795	
7 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	9	9	8	7	7
90th percentile time to start treatment ⁵ (minutes)	24	22	21	19	14	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,615

Number of triage 3 patients used to calculate waiting time:³ 2,567

Median time to start treatment⁴

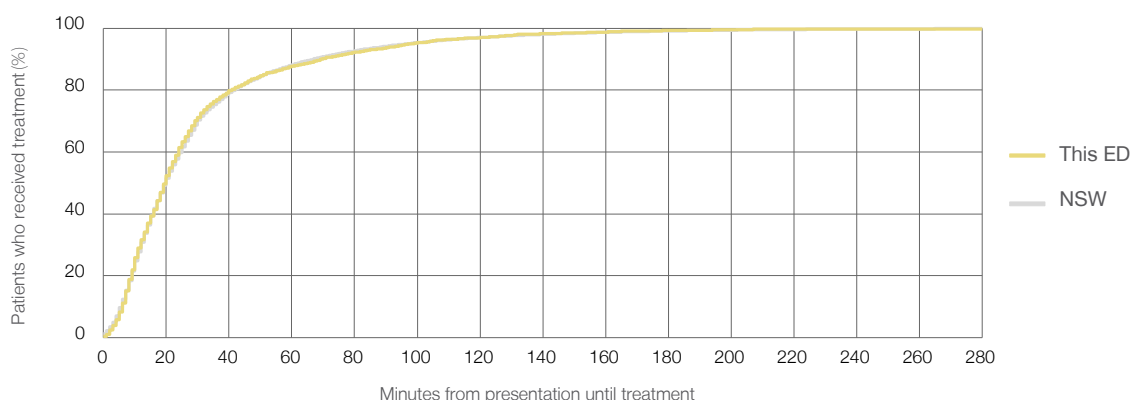
20 minutes

90th percentile time to start treatment⁵

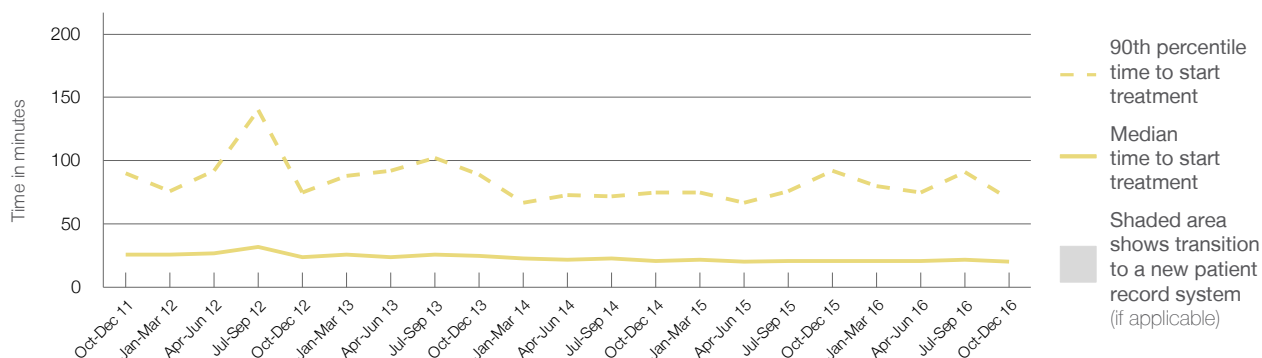
70 minutes

Same period last year	NSW (this period)
2,400	
2,341	
21 minutes	20 minutes
92 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	24	25	21	21	20
90th percentile time to start treatment ⁵ (minutes)	90	75	89	75	92	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,775

Number of triage 4 patients used to calculate waiting time:³ 3,532

Median time to start treatment⁴

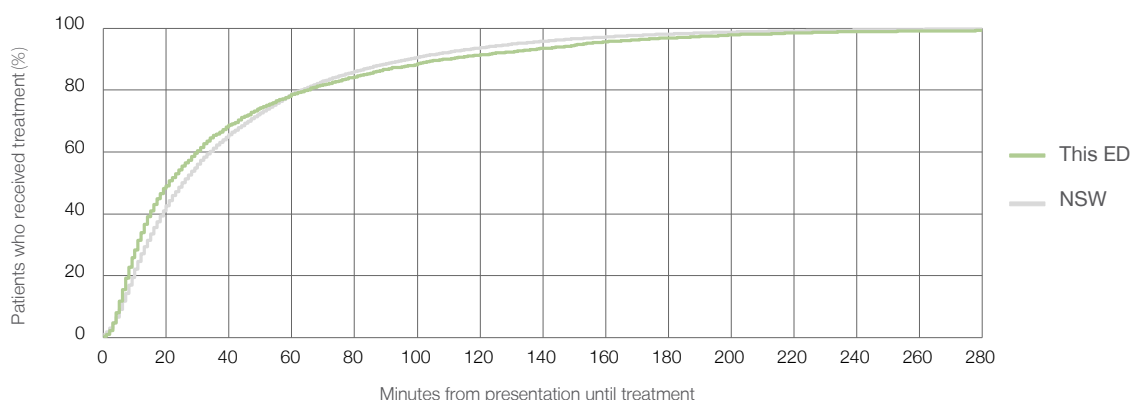
21 minutes

90th percentile time to start treatment⁵

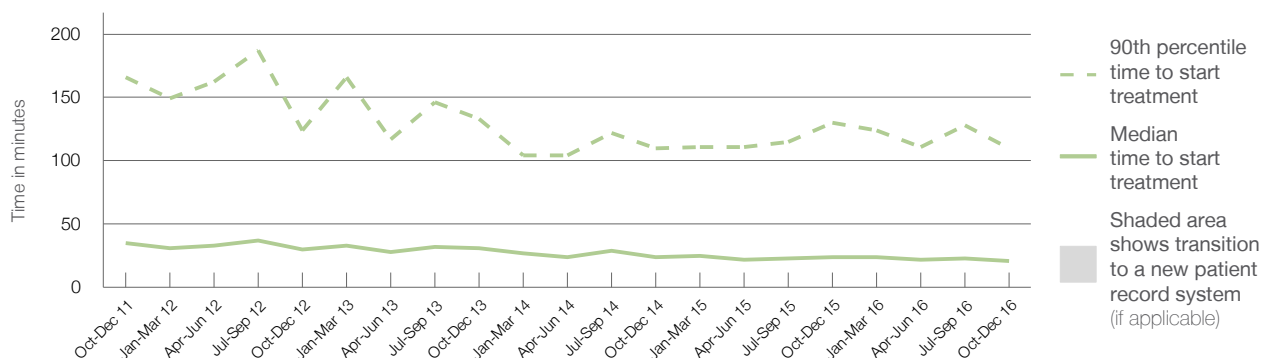
110 minutes

Same period last year	NSW (this period)
3,852	
3,541	
24 minutes	25 minutes
130 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	35	30	31	24	24	21
90th percentile time to start treatment ⁵ (minutes)	166	124	133	110	130	110

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 211

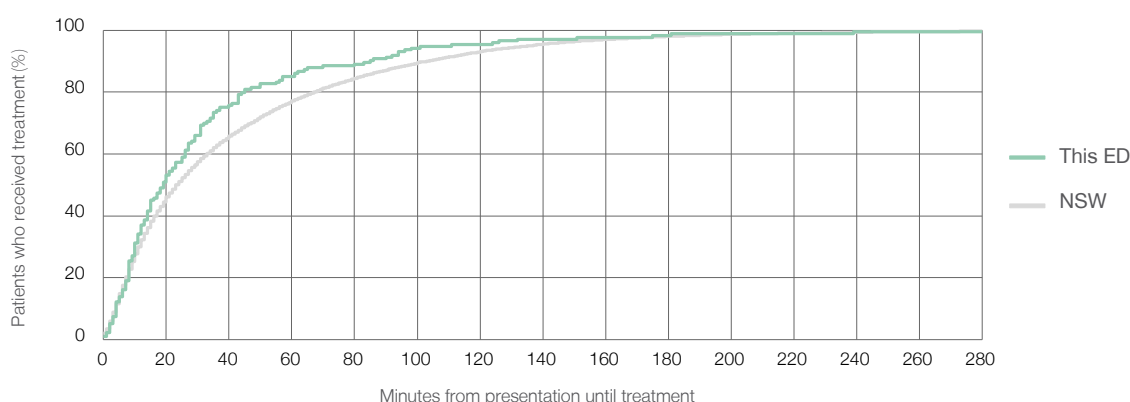
Number of triage 5 patients used to calculate waiting time:³ 173

Median time to start treatment⁴ 19 minutes

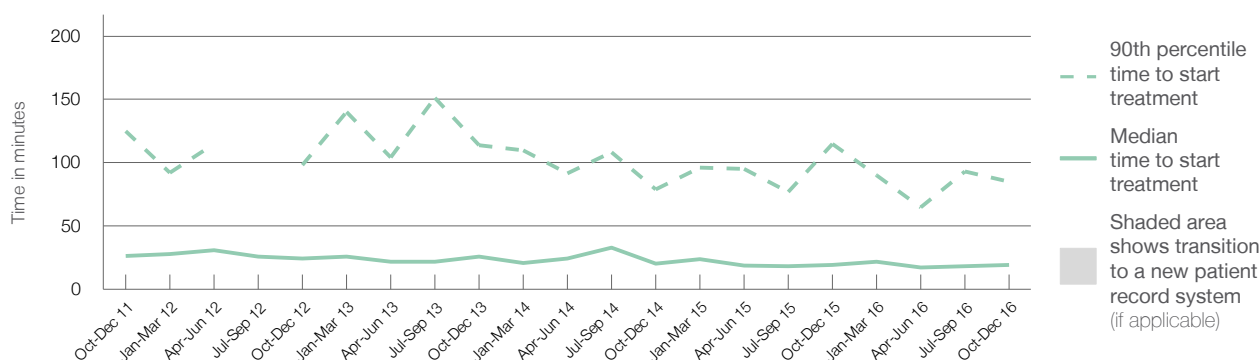
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
230	
169	
19 minutes	24 minutes
115 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	25	26	20	19	19
90th percentile time to start treatment ⁵ (minutes)	125	98	114	79	115	85

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 7,659 patients

Presentations used to calculate time to leaving the ED:⁶ 7,655 patients

Median time spent in the ED⁸

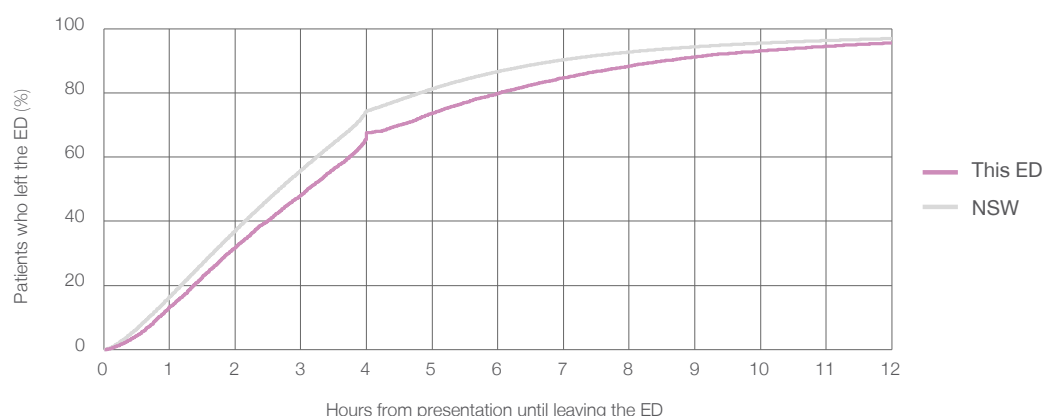
3 hours and 7 minutes

90th percentile time spent in the ED⁹

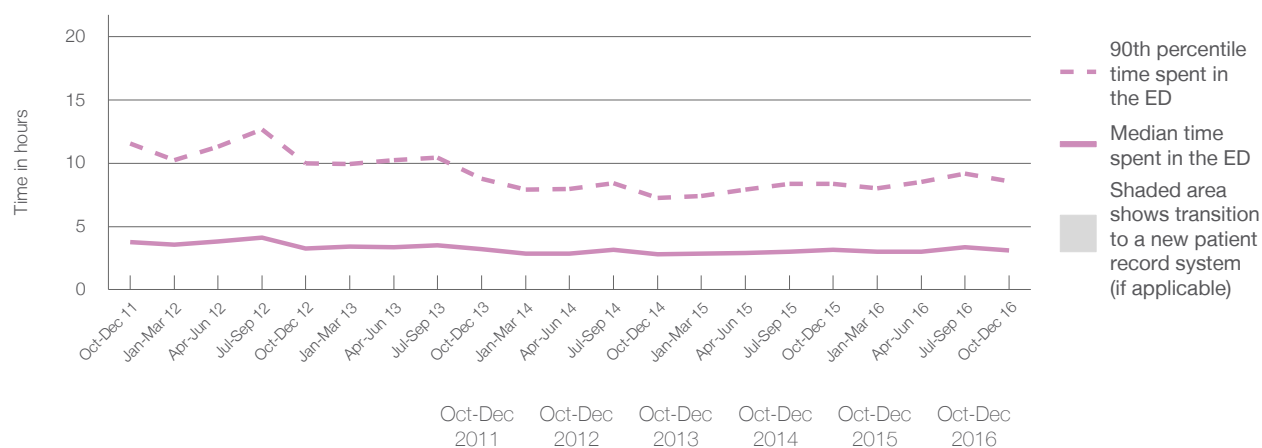
8 hours and 33 minutes

Same period last year	NSW (this period)
7,652	
7,652	
3 hours and 9 minutes	2 hours and 41 minutes
8 hours and 22 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 47m	3h 15m	3h 11m	2h 49m	3h 9m	3h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 33m	10h 0m	8h 46m	7h 16m	8h 22m	8h 33m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients spent in the ED

By mode of separation

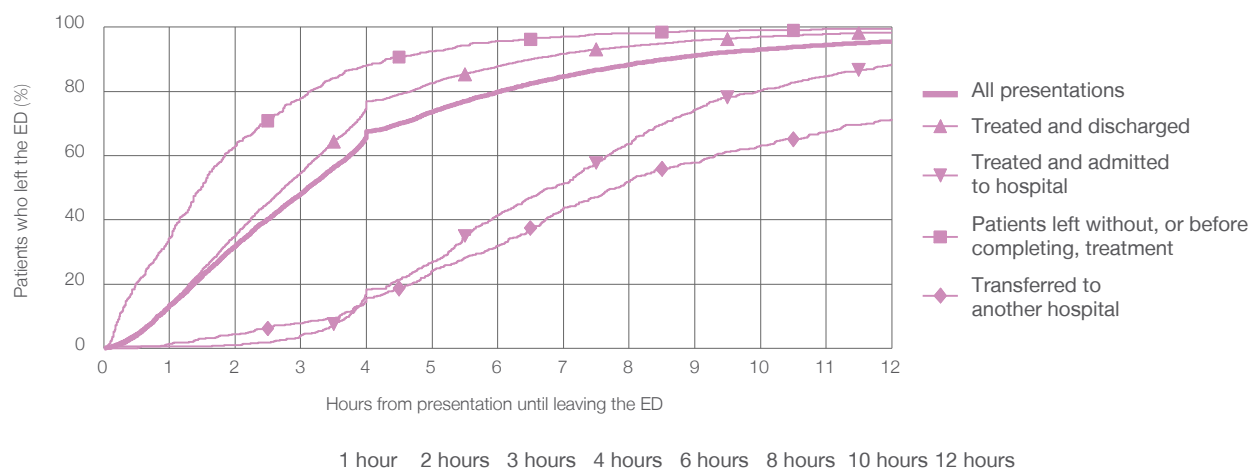
October to December 2016

All presentations:[†] 7,659 patients

Presentations used to calculate time to leaving the ED:[‡] 7,655 patients

		Same period last year	Change since one year ago
Treated and discharged	5,732 (74.8%)	5,410	6.0%
Treated and admitted to hospital	753 (9.8%)	847	-11.1%
Patient left without, or before completing, treatment	609 (8.0%)	785	-22.4%
Transferred to another hospital	555 (7.2%)	595	-6.7%
Other	10 (0.1%)	15	-33.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	13.8%	35.2%	54.6%	76.9%	87.9%	94.1%	97.0%	98.4%
Treated and admitted to hospital	0.7%	1.1%	4.0%	18.4%	41.5%	63.6%	80.3%	88.3%
Patient left without, or before completing, treatment	34.2%	63.0%	78.0%	88.2%	95.7%	98.0%	99.0%	99.5%
Transferred to another hospital	1.4%	4.3%	7.8%	15.7%	31.8%	51.9%	63.1%	71.4%
All presentations	13.3%	31.8%	48.1%	67.6%	79.9%	88.3%	93.1%	95.5%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 7,659 patients

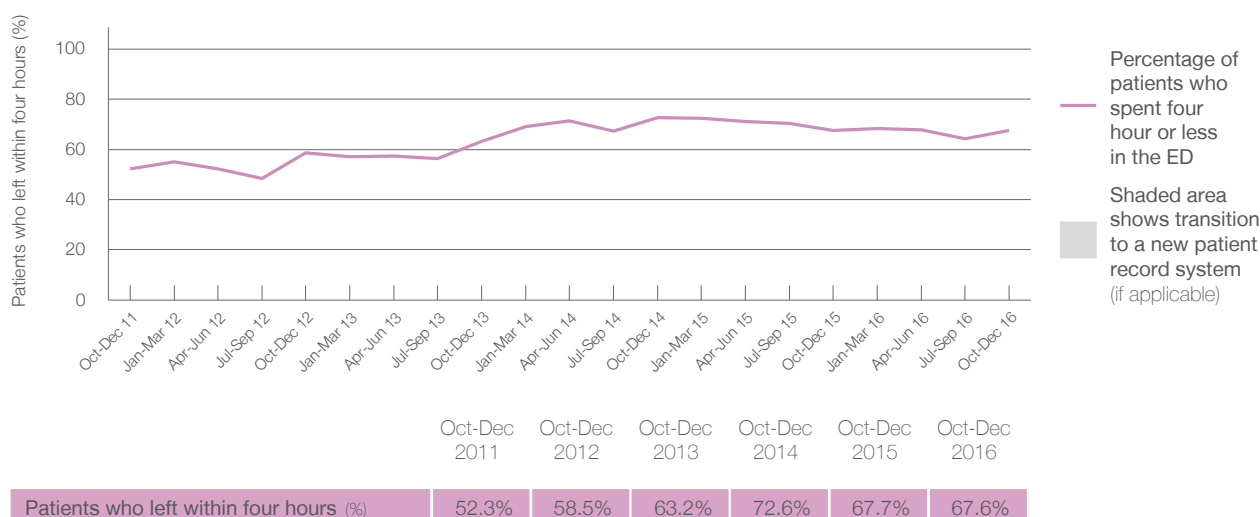
Presentations used to calculate time to leaving the ED:⁶ 7,655 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,652	0.1%
7,652	0.0%
67.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,440 patients

Emergency presentations:² 4,137 patients

Same period last year	Change since one year ago
3,351	32.5%
3,065	35.0%

South East Regional Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 414 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,258 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,745 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 706 patients

Median time to start treatment⁴ 46 minutes

90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
259	
6 minutes	8 minutes
25 minutes	26 minutes
788	
20 minutes	20 minutes
69 minutes	67 minutes
1,521	
34 minutes	25 minutes
115 minutes	97 minutes
488	
33 minutes	24 minutes
134 minutes	103 minutes

South East Regional Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,439 patients

Percentage of patients who spent four hours or less in the ED 72.3%

Same period last year	Change since one year ago
3,350	32.5%
81.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

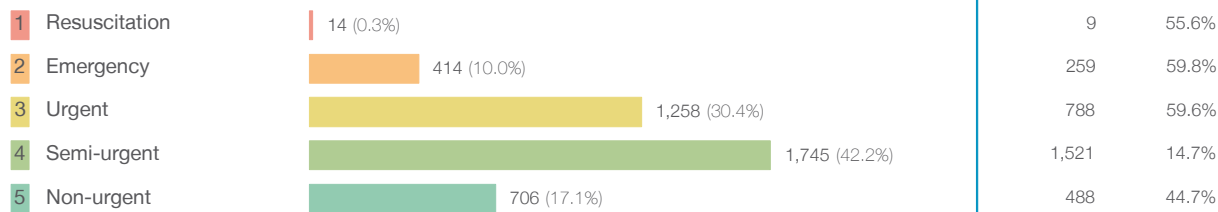
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Patients presenting to the emergency department

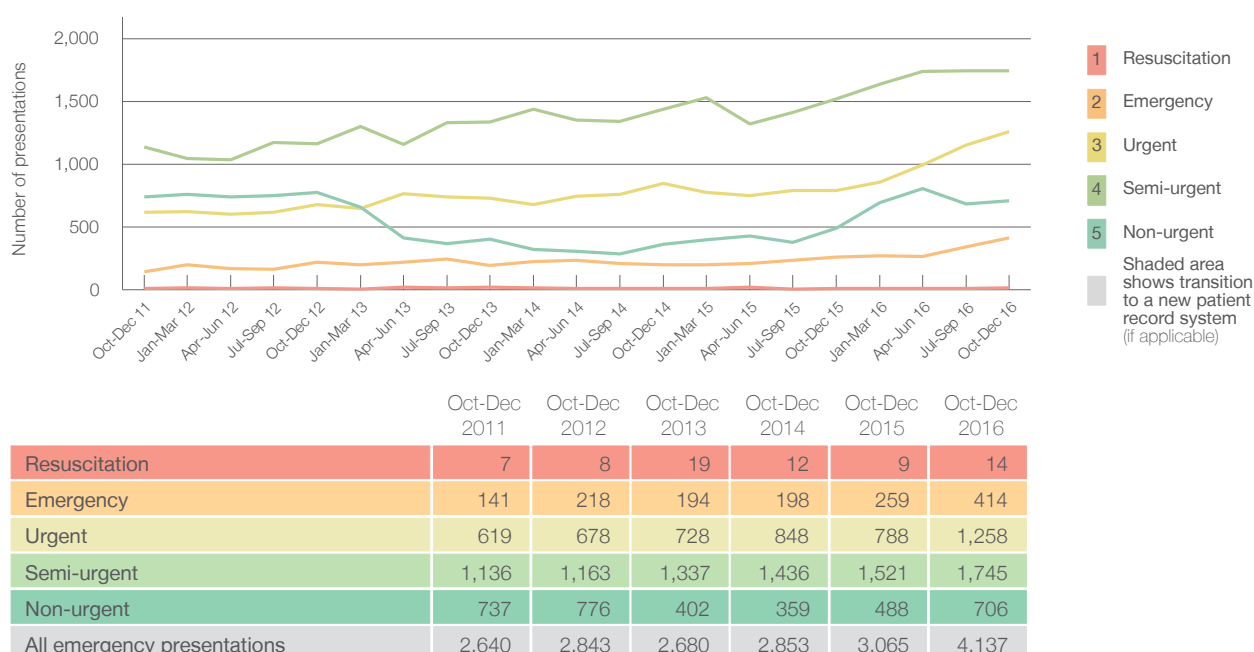
October to December 2016

All presentations:¹ 4,440 patients

Emergency presentations² by triage category: 4,137 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



South East Regional Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 880 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 414

Number of triage 2 patients used to calculate waiting time:³ 410

Median time to start treatment⁴

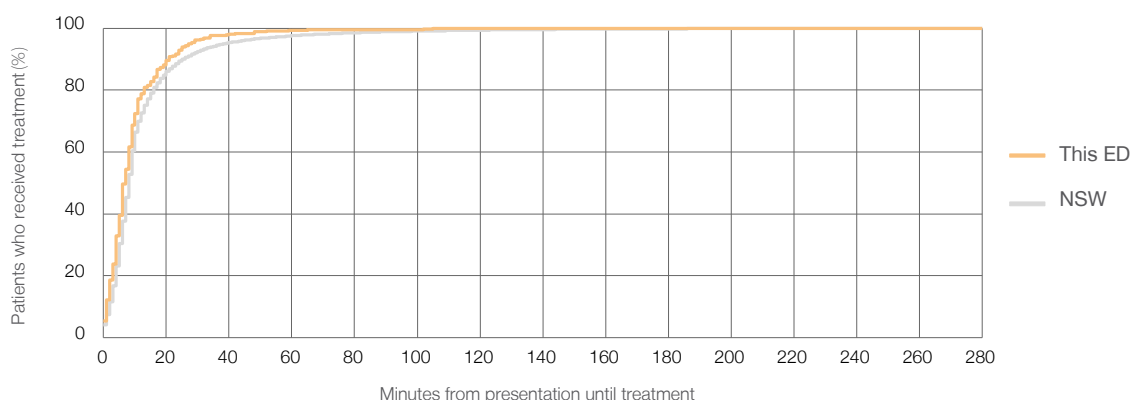
7 minutes

90th percentile time to start treatment⁵

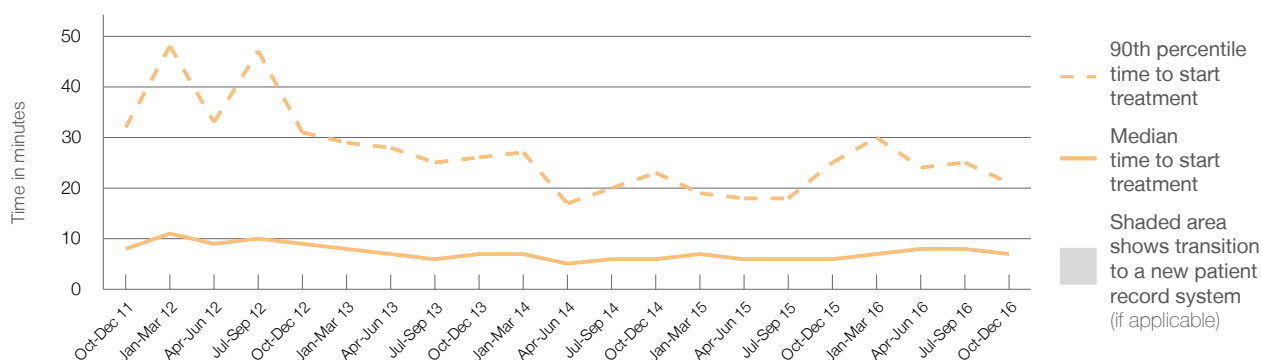
21 minutes

Same period last year	NSW (this period)
259	
256	
6 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	9	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	32	31	26	23	25	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,258

Number of triage 3 patients used to calculate waiting time:³ 1,232

Median time to start treatment⁴

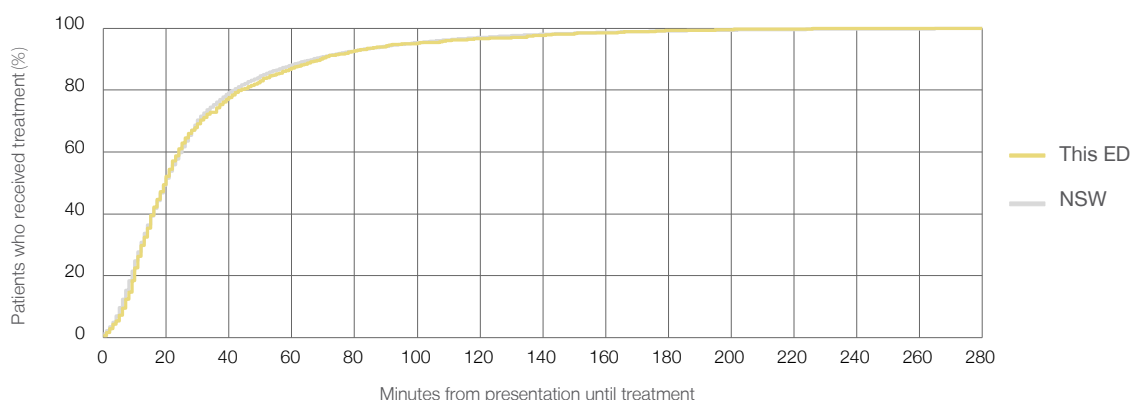
20 minutes

90th percentile time to start treatment⁵

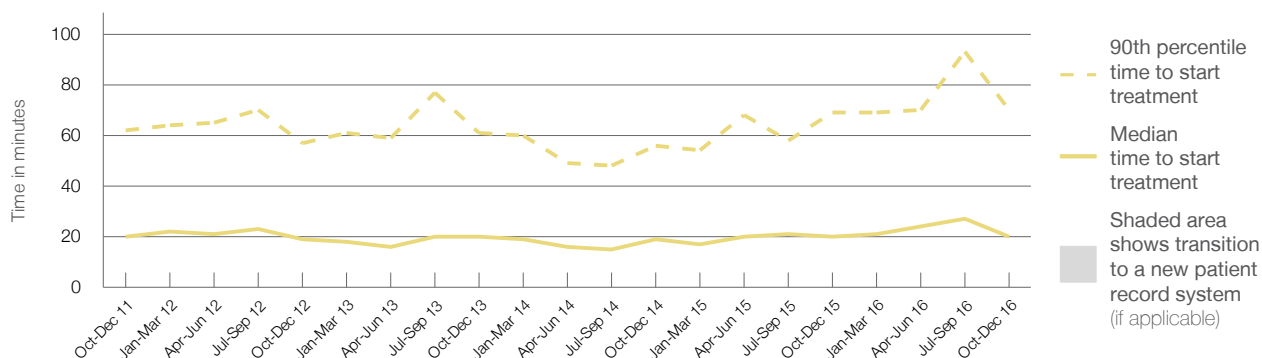
70 minutes

Same period last year	NSW (this period)
788	
766	
20 minutes	20 minutes
69 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	19	20	19	20	20
90th percentile time to start treatment ⁵ (minutes)	62	57	61	56	69	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,745

Number of triage 4 patients used to calculate waiting time:³ 1,574

Median time to start treatment⁴

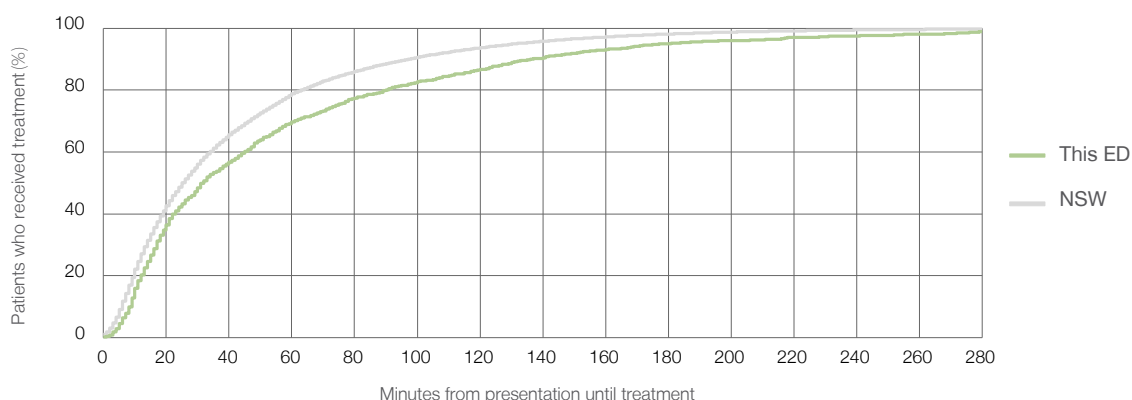
32 minutes

90th percentile time to start treatment⁵

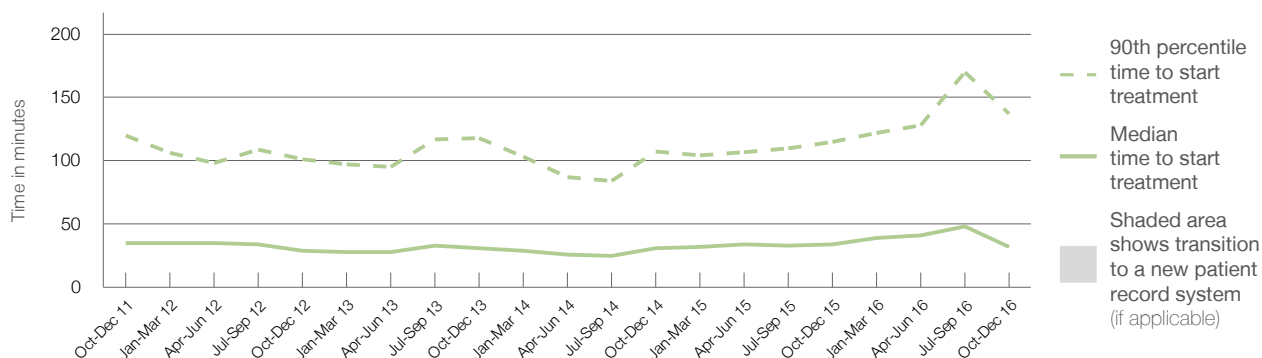
137 minutes

Same period last year	NSW (this period)
1,521	
1,404	
34 minutes	25 minutes
115 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	35	29	31	31	34	32
90th percentile time to start treatment ⁵ (minutes)	120	101	118	107	115	137

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 706

Number of triage 5 patients used to calculate waiting time:³ 547

Median time to start treatment⁴

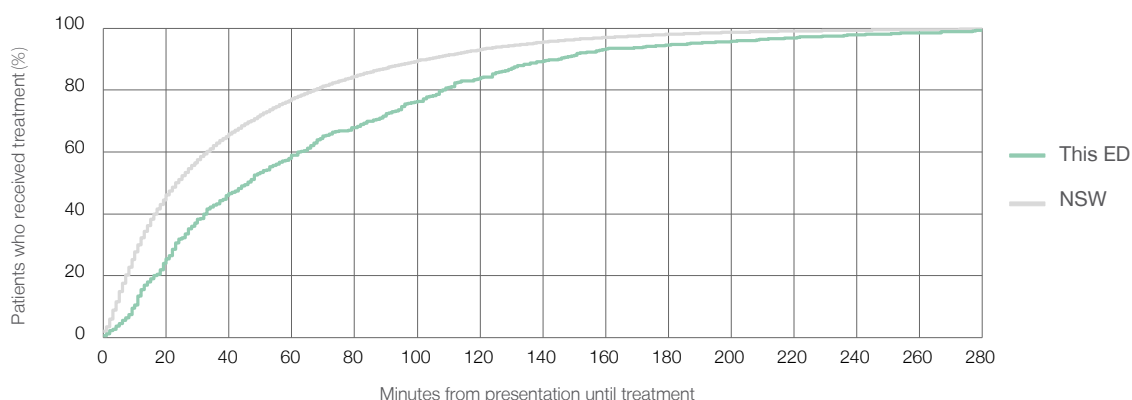
46 minutes

90th percentile time to start treatment⁵

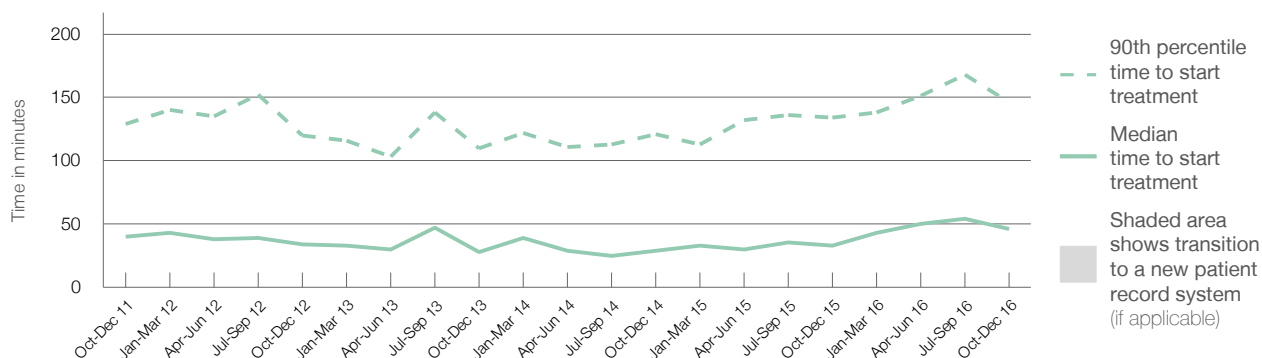
146 minutes

Same period last year	NSW (this period)
488	
411	
33 minutes	24 minutes
134 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	40	34	28	29	33	46
90th percentile time to start treatment ⁵ (minutes)	129	120	110	121	134	146

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,440 patients

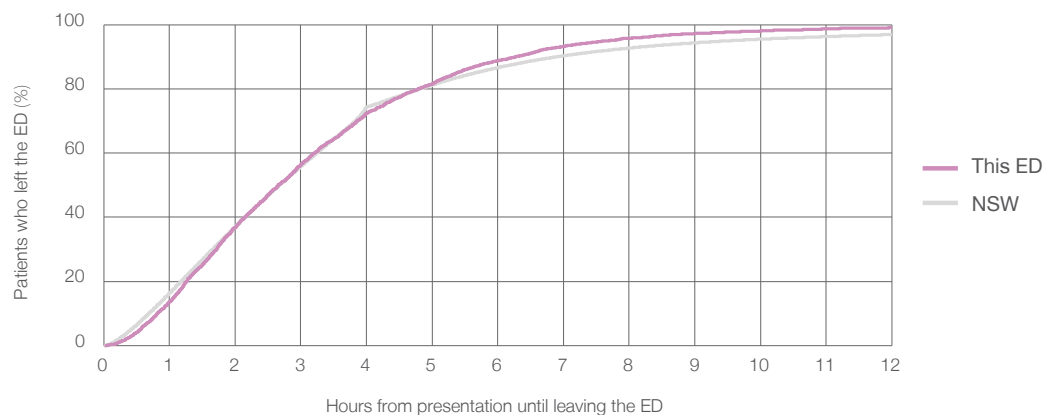
Presentations used to calculate time to leaving the ED:⁶ 4,439 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

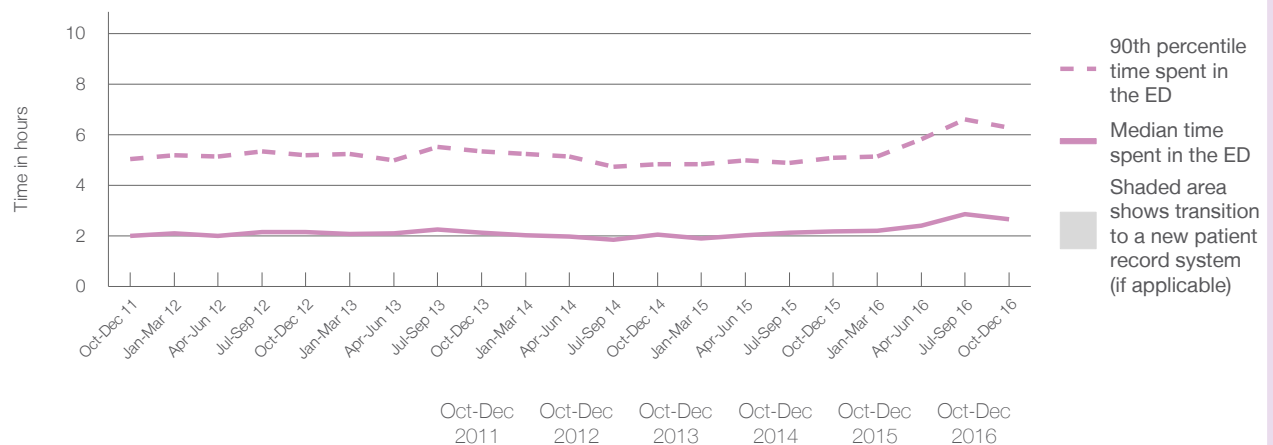
90th percentile time spent in the ED⁹ 6 hours and 17 minutes

Same period last year	NSW (this period)
3,351	
3,350	
2 hours and 11 minutes	2 hours and 41 minutes
5 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 1m	2h 9m	2h 8m	2h 3m	2h 11m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 2m	5h 12m	5h 21m	4h 51m	5h 6m	6h 17m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

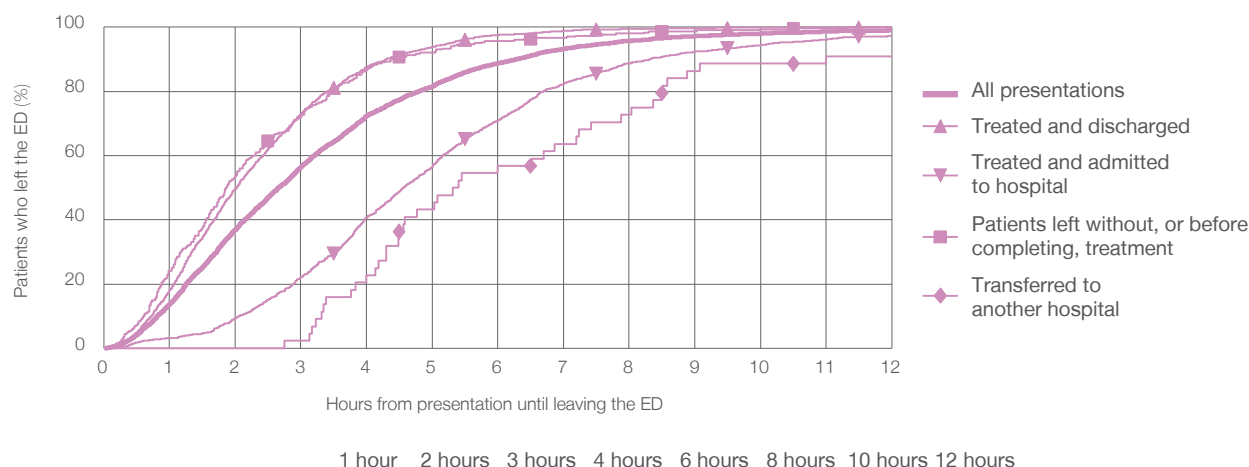
All presentations:[†] 4,440 patients

Presentations used to calculate time to leaving the ED:[‡] 4,439 patients

Treated and discharged	2,702 (60.9%)
Treated and admitted to hospital	1,384 (31.2%)
Patient left without, or before completing, treatment	302 (6.8%)
Transferred to another hospital	44 (1.0%)
Other	8 (0.2%)

Same period last year	Change since one year ago
3,350	32.5%
2,057	31.4%
1,020	35.7%
211	43.1%
47	-6.4%
16	-50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	18.1%	49.6%	72.9%	87.6%	97.6%	99.4%	99.9%	99.9%
Treated and admitted to hospital	3.1%	9.4%	22.1%	40.8%	71.0%	88.8%	94.5%	97.4%
Patient left without, or before completing, treatment	24.2%	53.6%	72.2%	86.8%	95.7%	98.0%	99.3%	100%
Transferred to another hospital	0%	0%	2.3%	22.7%	56.8%	72.7%	88.6%	90.9%
All presentations	13.8%	36.9%	56.4%	72.3%	88.8%	95.8%	98.1%	99.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,440 patients

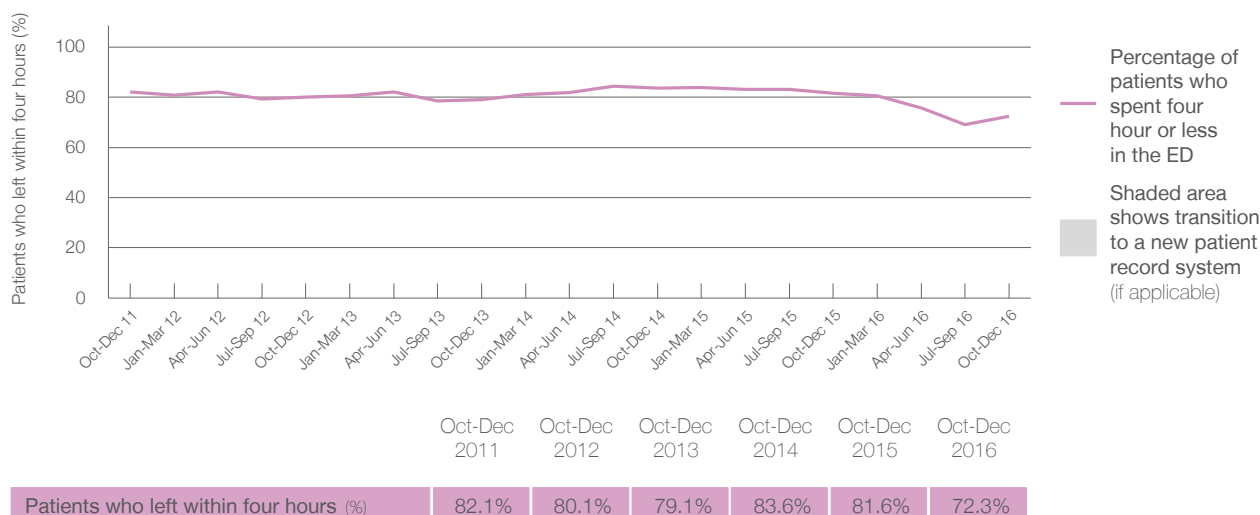
Presentations used to calculate time to leaving the ED:⁶ 4,439 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,351	32.5%
3,350	32.5%
81.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,170 patients

Emergency presentations:² 3,948 patients

Same period last year	Change since one year ago
4,258	-2.1%
3,998	-1.3%

Ballina District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 332 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,163 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,094 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 336 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
268	
8 minutes	8 minutes
22 minutes	26 minutes
1,250	
20 minutes	20 minutes
53 minutes	67 minutes
2,125	
25 minutes	25 minutes
102 minutes	97 minutes
343	
22 minutes	24 minutes
123 minutes	103 minutes

Ballina District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,170 patients

Percentage of patients who spent four hours or less in the ED 79.9%

Same period last year	Change since one year ago
4,257	-2.0%
82.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

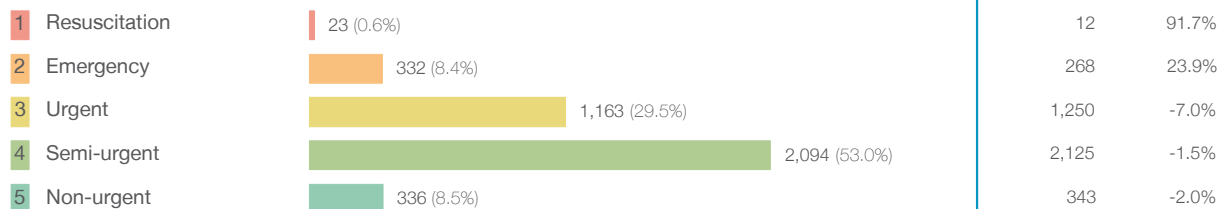
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Patients presenting to the emergency department

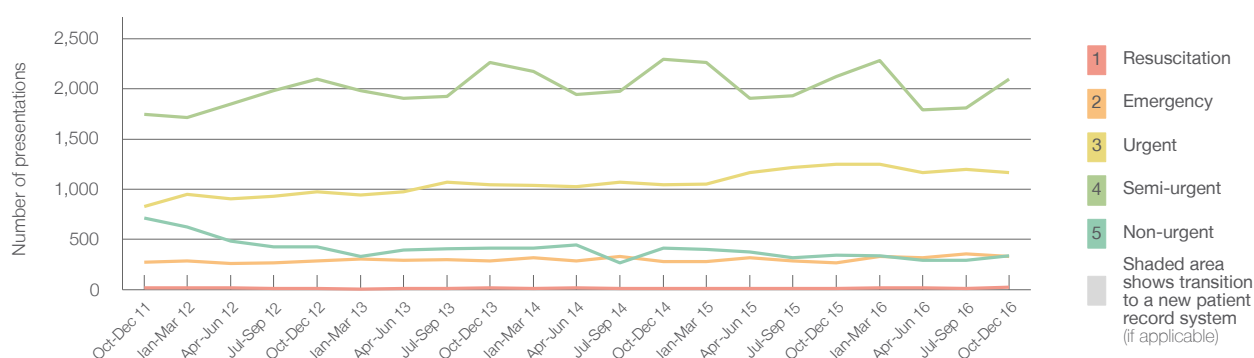
October to December 2016

All presentations:¹ 4,170 patients

Emergency presentations² by triage category: 3,948 patients



Emergency presentations² by quarter, October 2011 to December 2016 [†]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	16	13	21	12	12	23
Emergency	275	286	285	281	268	332
Urgent	830	977	1,044	1,046	1,250	1,163
Semi-urgent	1,745	2,096	2,262	2,292	2,125	2,094
Non-urgent	712	425	415	415	343	336
All emergency presentations	3,578	3,797	4,027	4,046	3,998	3,948

Ballina District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 328 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 332

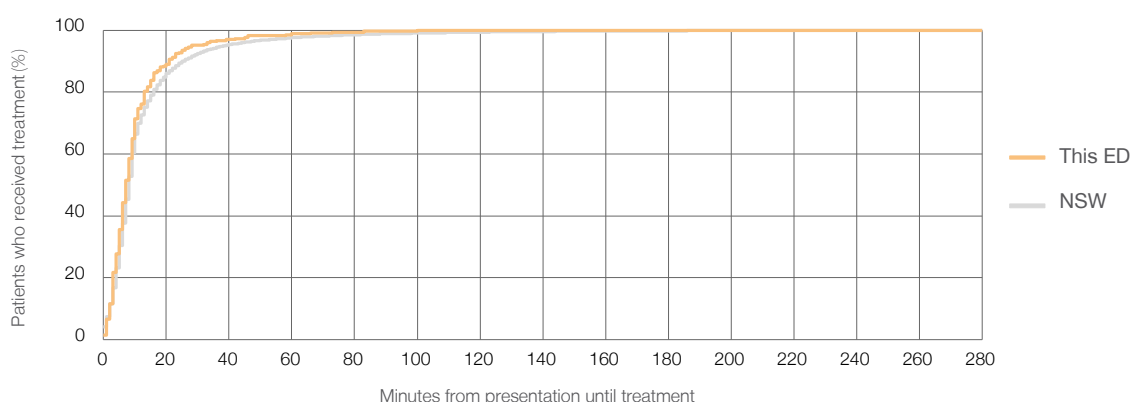
Number of triage 2 patients used to calculate waiting time:³ 328

Median time to start treatment⁴ 7 minutes

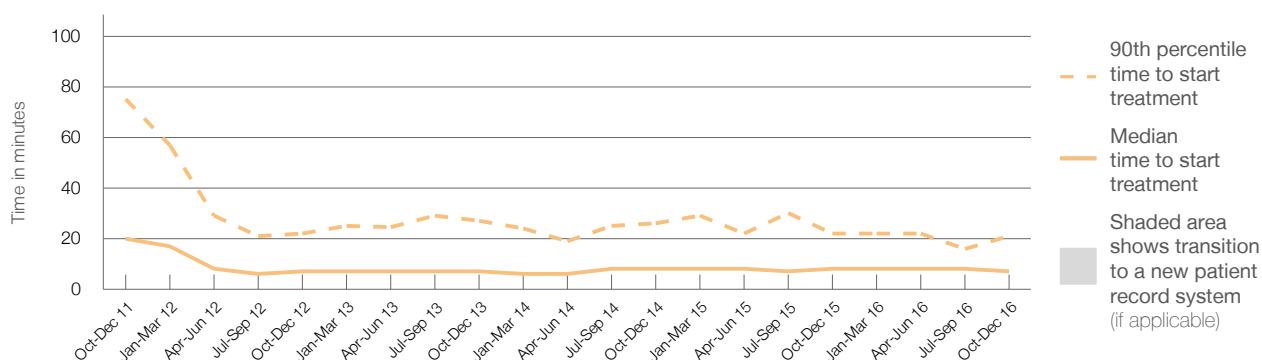
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
268	
267	
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	7	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)	75	22	27	26	22	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,163

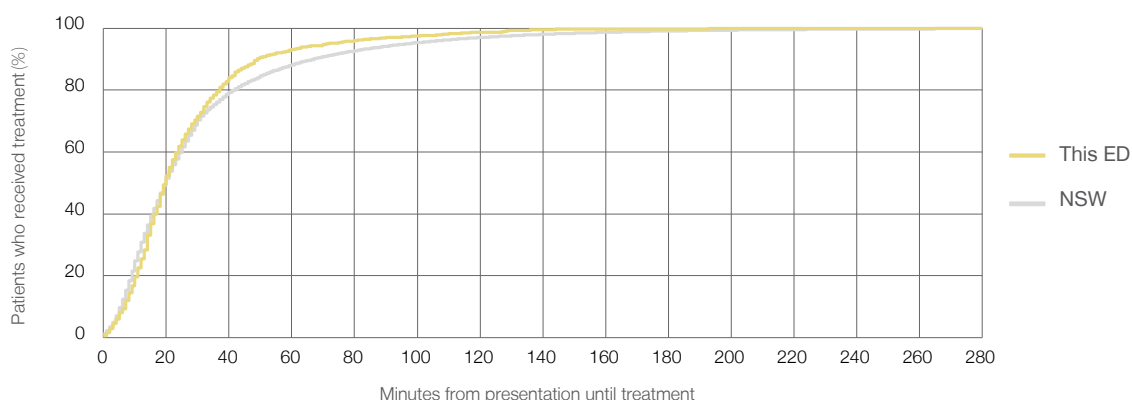
Number of triage 3 patients used to calculate waiting time:³ 1,139

Median time to start treatment⁴ 20 minutes

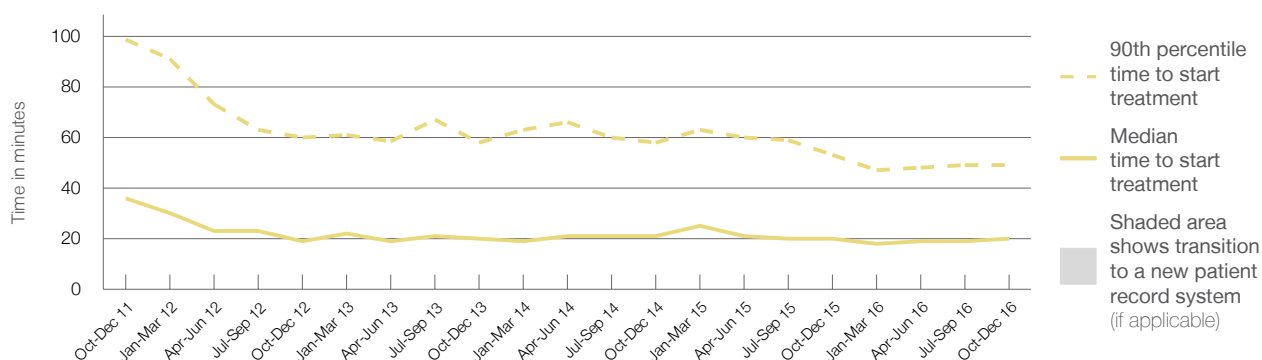
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,250	
1,225	
20 minutes	20 minutes
53 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	19	20	21	20	20
90th percentile time to start treatment ⁵ (minutes)	99	60	58	58	53	49

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,094

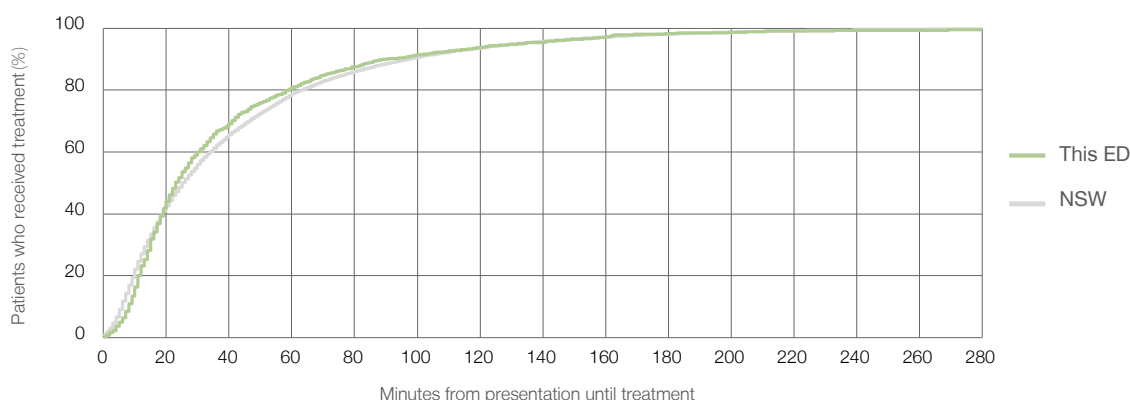
Number of triage 4 patients used to calculate waiting time:³ 1,918

Median time to start treatment⁴ 23 minutes

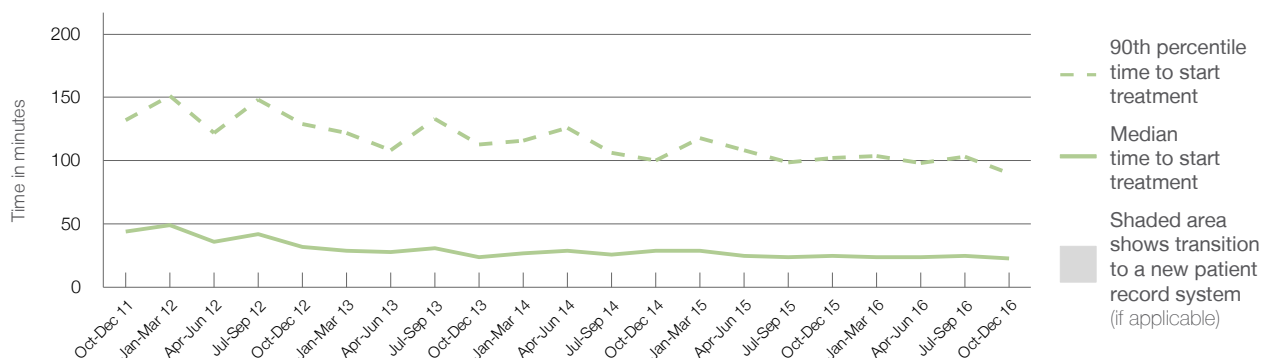
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,125	
1,943	
25 minutes	25 minutes
102 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	44	32	24	29	25	23
90th percentile time to start treatment ⁵ (minutes)	132	129	113	100	102	90

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 336

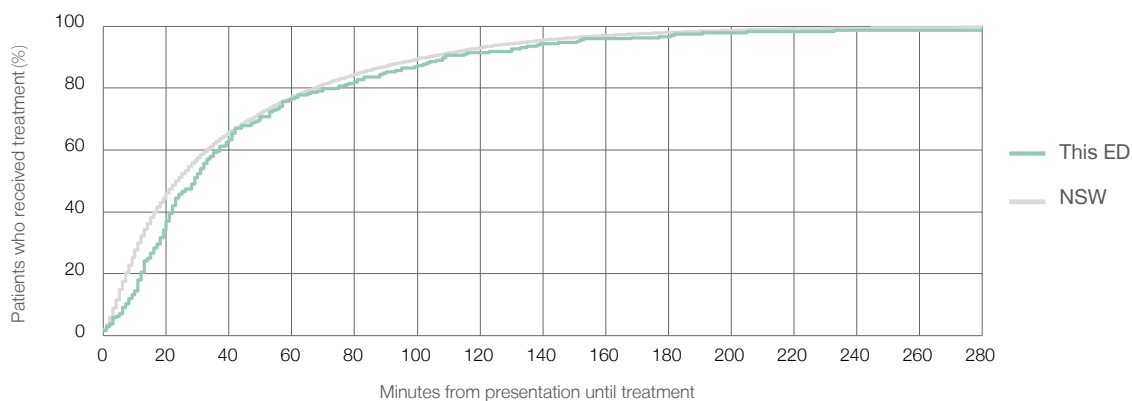
Number of triage 5 patients used to calculate waiting time:³ 243

Median time to start treatment⁴ 29 minutes

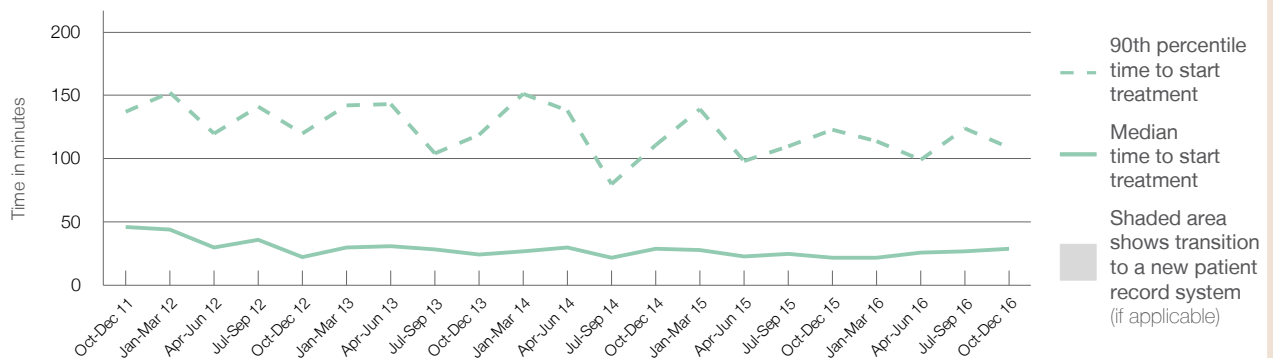
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
343	
240	
22 minutes	24 minutes
123 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	46	23	25	29	22	29
90th percentile time to start treatment ⁵ (minutes)	137	120	119	111	123	109

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,170 patients

Presentations used to calculate time to leaving the ED:⁶ 4,170 patients

Median time spent in the ED⁸

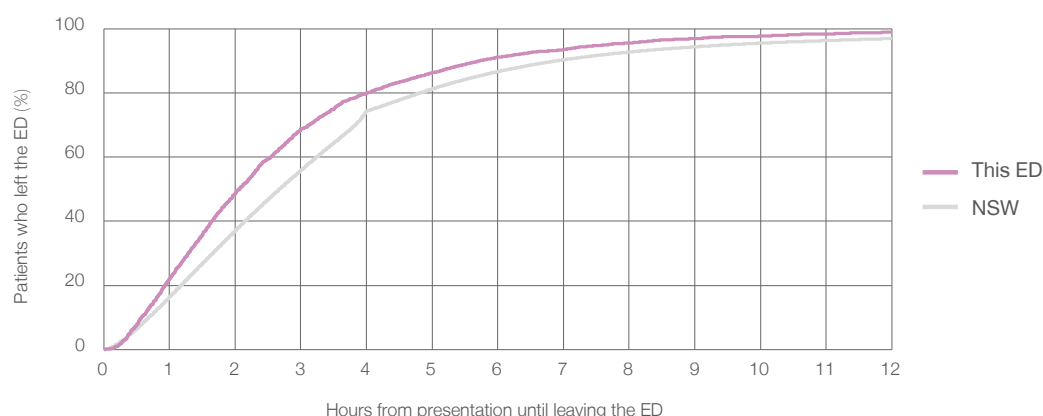
2 hours and 4 minutes

90th percentile time spent in the ED⁹

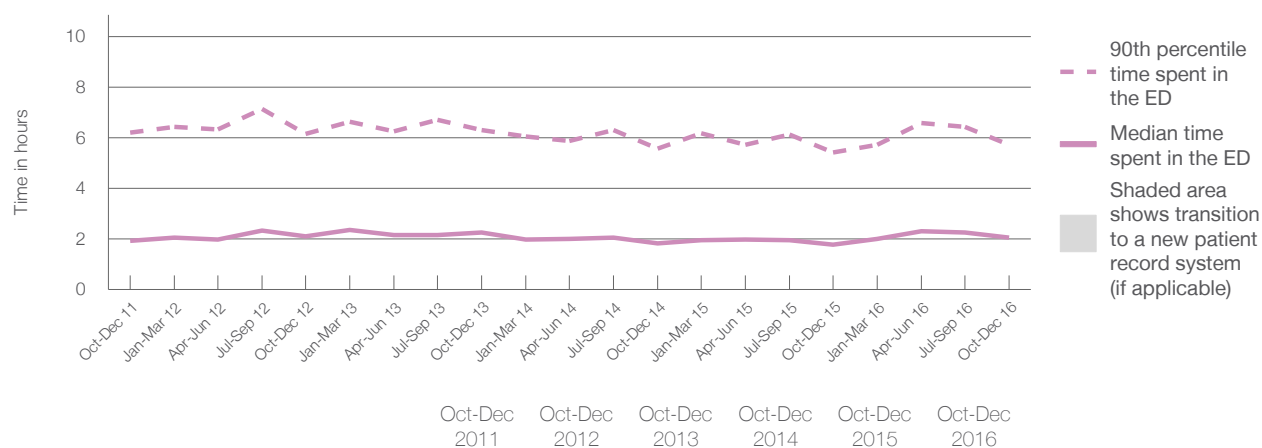
5 hours and 44 minutes

Same period last year	NSW (this period)
4,258	
4,257	
1 hours and 47 minutes	2 hours and 41 minutes
5 hours and 25 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 56m	2h 6m	2h 16m	1h 50m	1h 47m	2h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 13m	6h 10m	6h 18m	5h 34m	5h 25m	5h 44m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients spent in the ED

By mode of separation

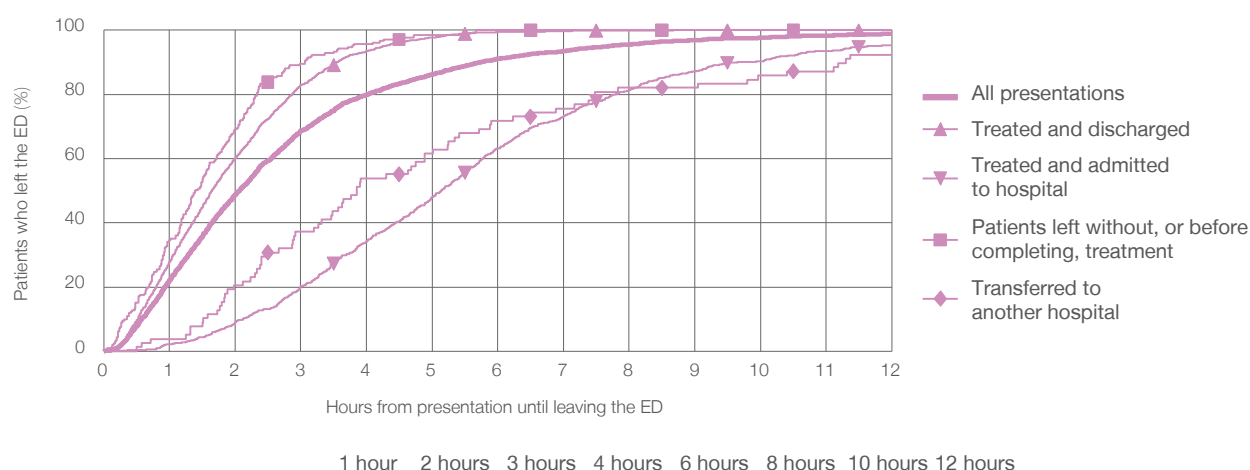
October to December 2016

All presentations:[†] 4,170 patients

Presentations used to calculate time to leaving the ED:[‡] 4,170 patients

		Same period last year	Change since one year ago
Treated and discharged	2,958 (70.9%)	4,257	-2.0%
Treated and admitted to hospital	905 (21.7%)	3,095	-4.4%
Patient left without, or before completing, treatment	211 (5.1%)	860	5.2%
Transferred to another hospital	78 (1.9%)	199	6.0%
Other	18 (0.4%)	88	-11.4%
		16	12.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	27.9%	60.2%	82.9%	93.4%	99.4%	99.9%	100%	100%
Treated and admitted to hospital	2.1%	9.2%	20.2%	34.3%	63.2%	81.4%	90.4%	95.2%
Patient left without, or before completing, treatment	34.6%	69.2%	89.6%	95.7%	100%	100%	100%	100%
Transferred to another hospital	3.8%	20.5%	37.2%	53.8%	71.8%	82.1%	85.9%	92.3%
All presentations	22.2%	48.8%	68.7%	79.9%	91.1%	95.6%	97.6%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,170 patients

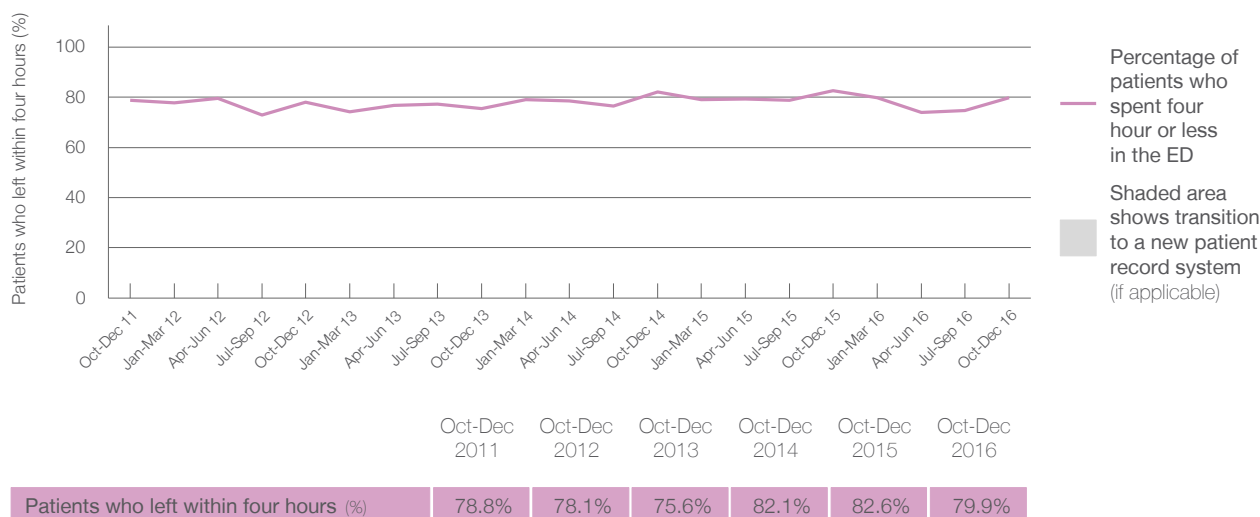
Presentations used to calculate time to leaving the ED:⁶ 4,170 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,258	-2.1%
4,257	-2.0%
82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,132 patients

Emergency presentations:² 3,976 patients

Same period last year	Change since one year ago
3,649	13.2%
3,511	13.2%

Bateman's Bay District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 359 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,117 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,891 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 600 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
296	
6 minutes	8 minutes
19 minutes	26 minutes
1,134	
18 minutes	20 minutes
58 minutes	67 minutes
1,703	
30 minutes	25 minutes
131 minutes	97 minutes
370	
27 minutes	24 minutes
119 minutes	103 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,132 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
3,649	13.2%
83.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

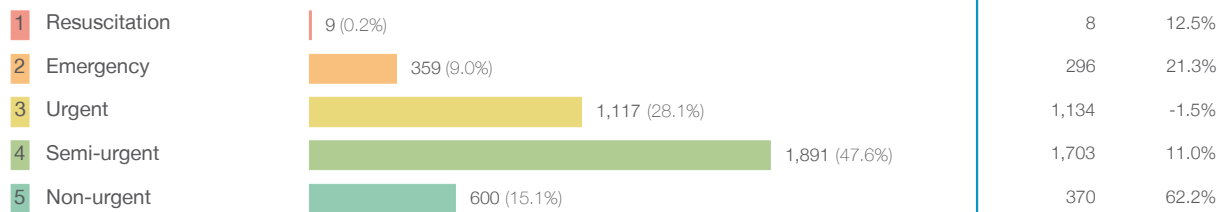
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Patients presenting to the emergency department

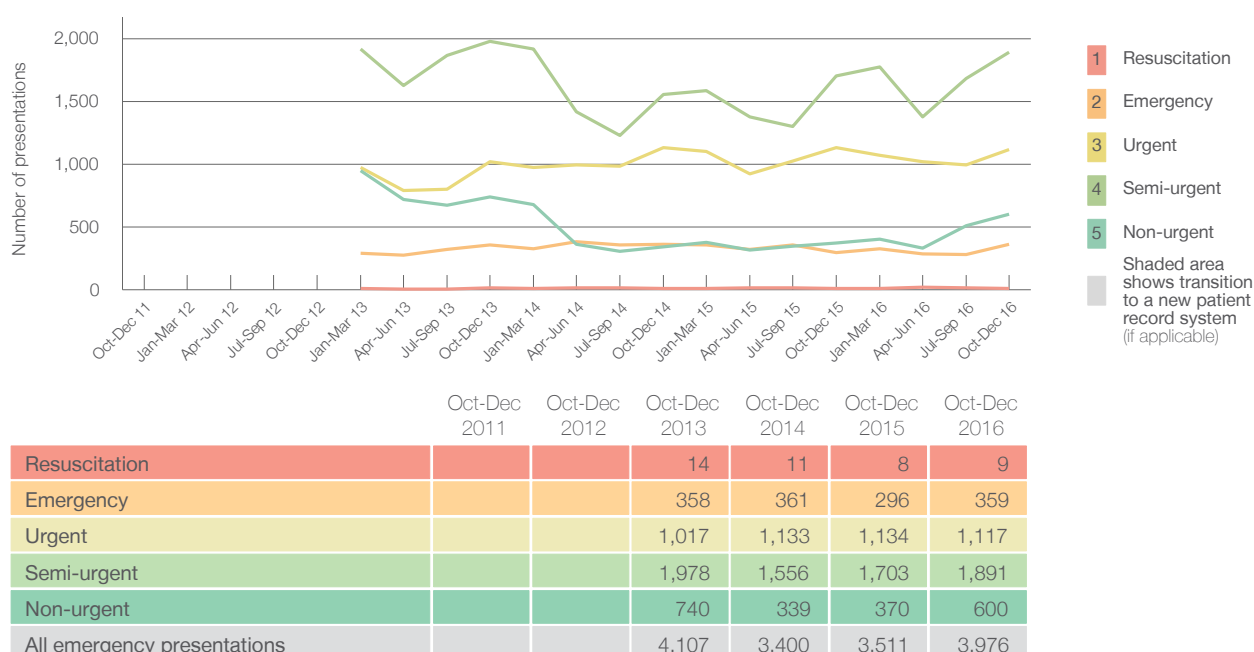
October to December 2016

All presentations:¹ 4,132 patients

Emergency presentations² by triage category: 3,976 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Bateman's Bay District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 492 patients

ED Transfer of care time



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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 359

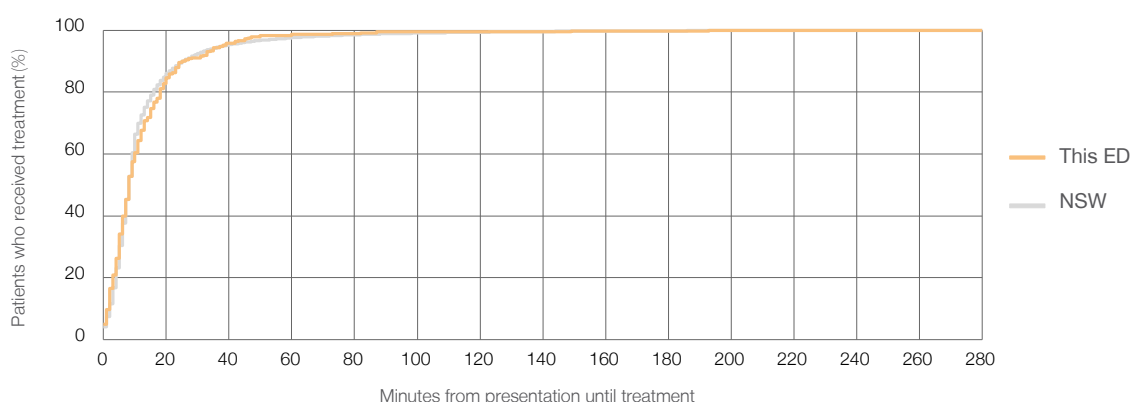
Number of triage 2 patients used to calculate waiting time:³ 358

Median time to start treatment⁴ 8 minutes

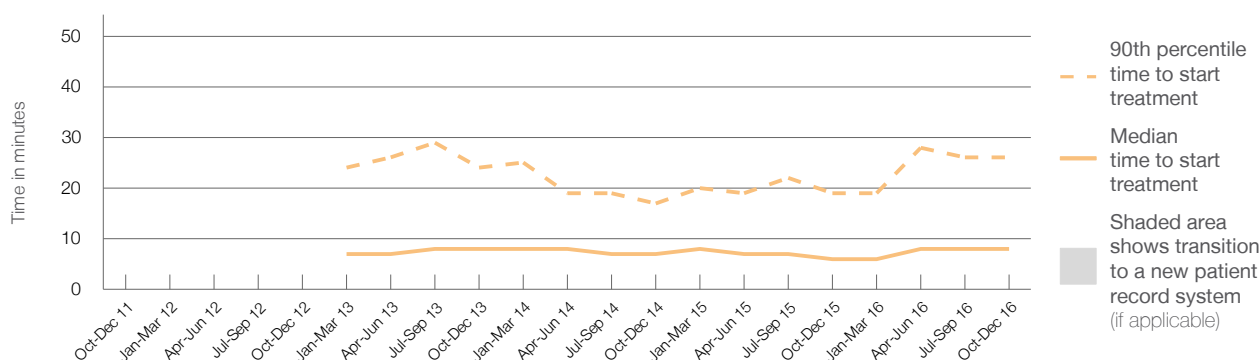
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
296	
295	
6 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			8	7	6	8
90th percentile time to start treatment ⁵ (minutes)			24	17	19	26

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,117

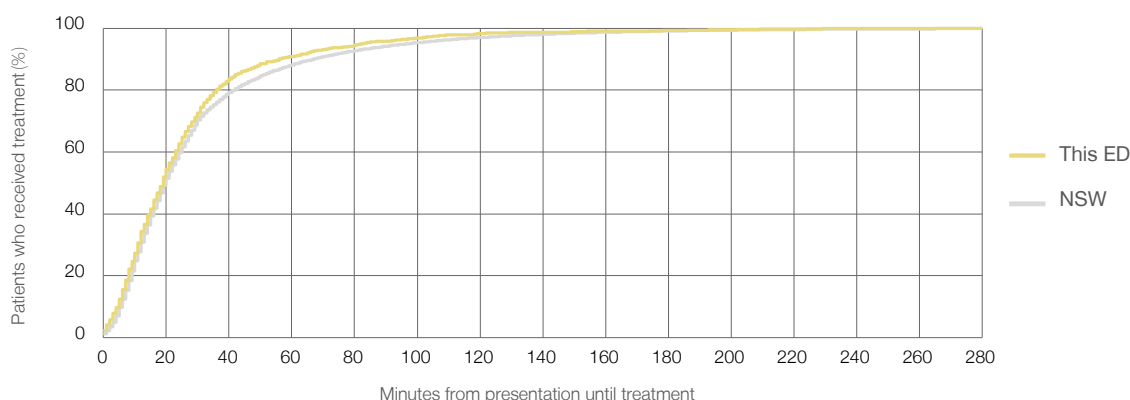
Number of triage 3 patients used to calculate waiting time:³ 1,065

Median time to start treatment⁴ 19 minutes

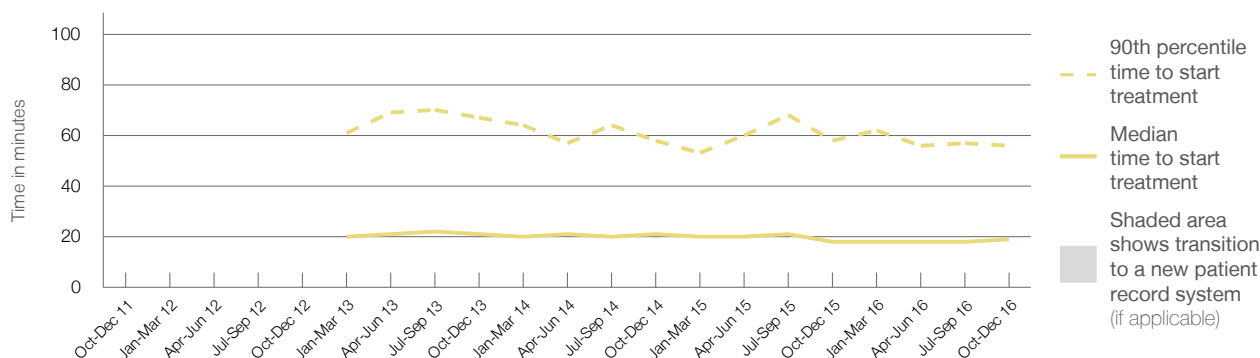
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
1,134	
1,102	
18 minutes	20 minutes
58 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			21	21	18	19
90th percentile time to start treatment ⁵ (minutes)			67	58	58	56

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,891

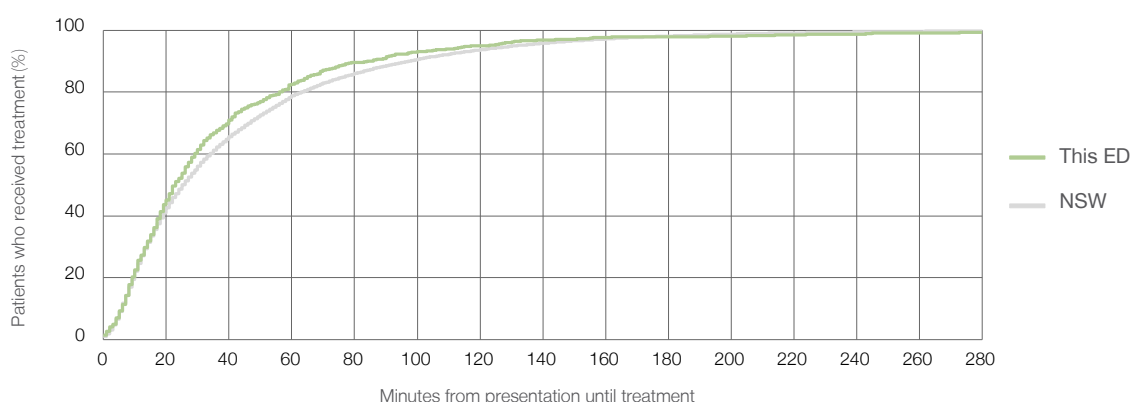
Number of triage 4 patients used to calculate waiting time:³ 924

Median time to start treatment⁴ 23 minutes

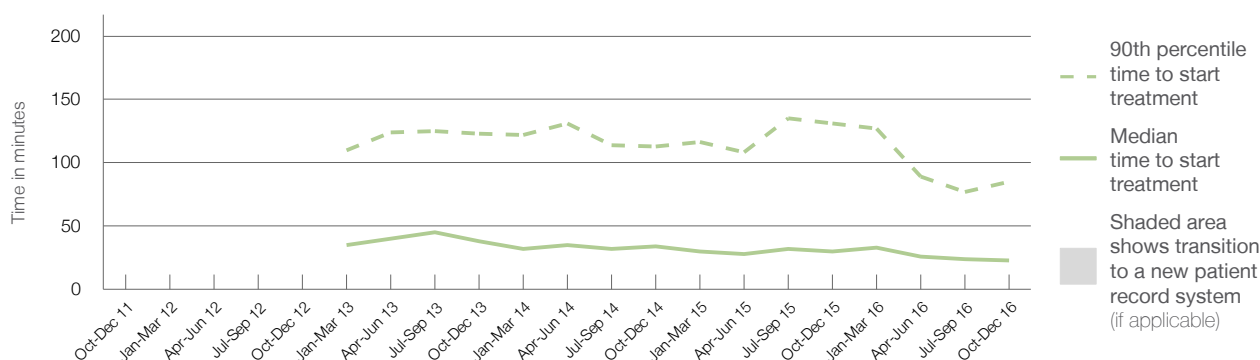
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,703	
1,534	
30 minutes	25 minutes
131 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			38	34	30	23
90th percentile time to start treatment ⁵ (minutes)			123	113	131	85

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 600

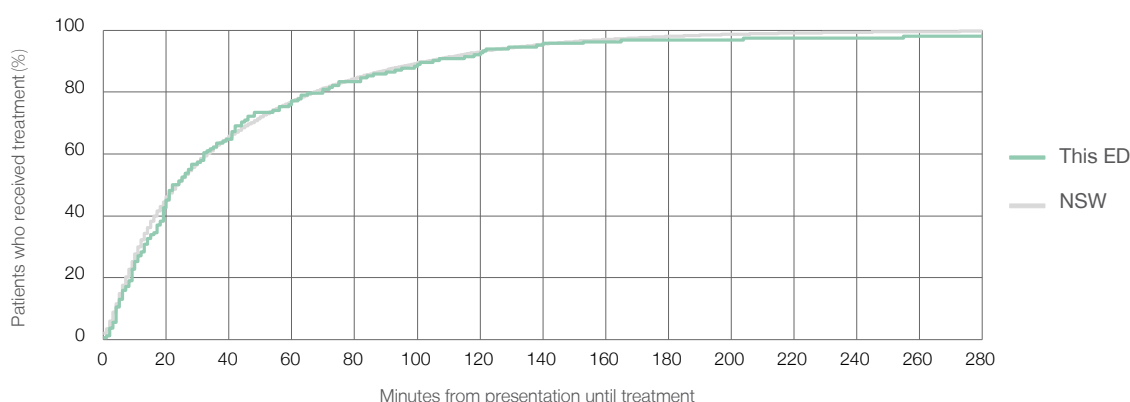
Number of triage 5 patients used to calculate waiting time:³ 162

Median time to start treatment⁴ 23 minutes

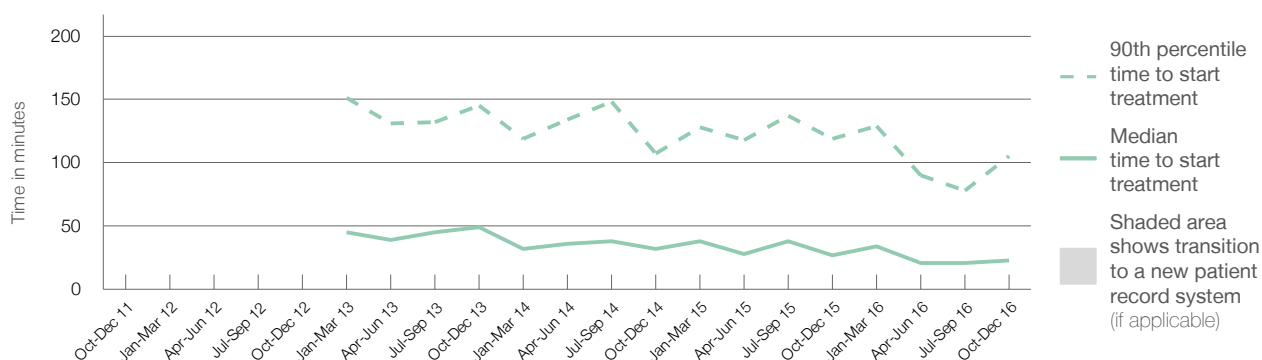
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
370	
291	
27 minutes	24 minutes
119 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			49	32	27	23
90th percentile time to start treatment ⁵ (minutes)			145	107	119	105

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,132 patients

Presentations used to calculate time to leaving the ED:⁶ 4,132 patients

Median time spent in the ED⁸

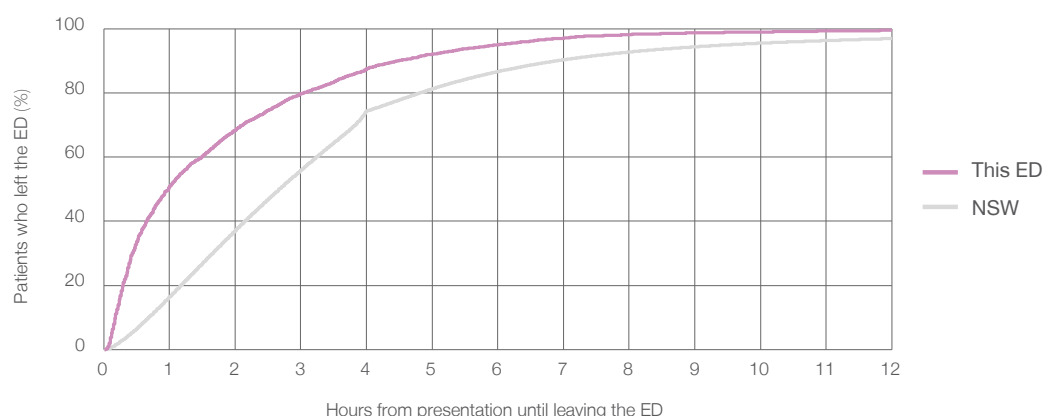
0 hours and 59 minutes

90th percentile time spent in the ED⁹

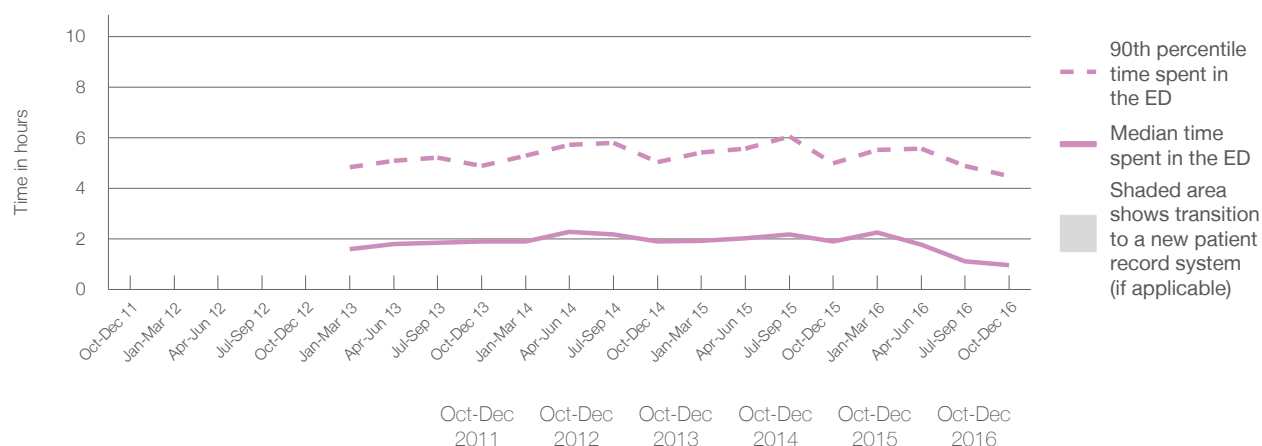
4 hours and 29 minutes

Same period last year	NSW (this period)
3,649	
3,649	
1 hours and 54 minutes	2 hours and 41 minutes
4 hours and 59 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			1h 55m	1h 54m	1h 54m	0h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 53m	5h 3m	4h 59m	4h 29m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

All presentations:[†] 4,132 patients

Presentations used to calculate time to leaving the ED:[‡] 4,132 patients

Treated and discharged 1,717 (41.6%)

Treated and admitted to hospital 812 (19.7%)

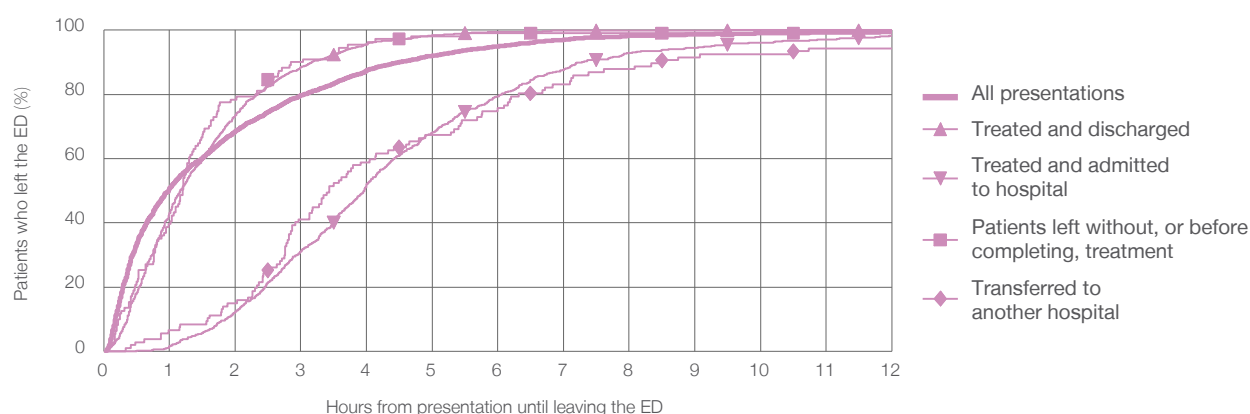
Patient left without, or before completing, treatment 111 (2.7%)

Transferred to another hospital 107 (2.6%)

Other 1,385 (33.5%)

Same period last year	Change since one year ago
3,649	13.2%
2,540	-32.4%
725	12.0%
291	-61.9%
86	24.4%
7	9685.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	43.1%	73.6%	88.5%	95.7%	99.5%	99.9%	100%	100%
Treated and admitted to hospital	1.5%	12.3%	31.2%	52.1%	79.4%	93.0%	96.2%	98.3%
Patient left without, or before completing, treatment	39.6%	78.4%	90.1%	95.5%	99.1%	99.1%	99.1%	99.1%
Transferred to another hospital	6.5%	15.0%	41.1%	58.9%	75.7%	87.9%	92.5%	94.4%
All presentations	50.8%	68.5%	79.7%	87.5%	95.0%	98.2%	99.0%	99.5%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,132 patients

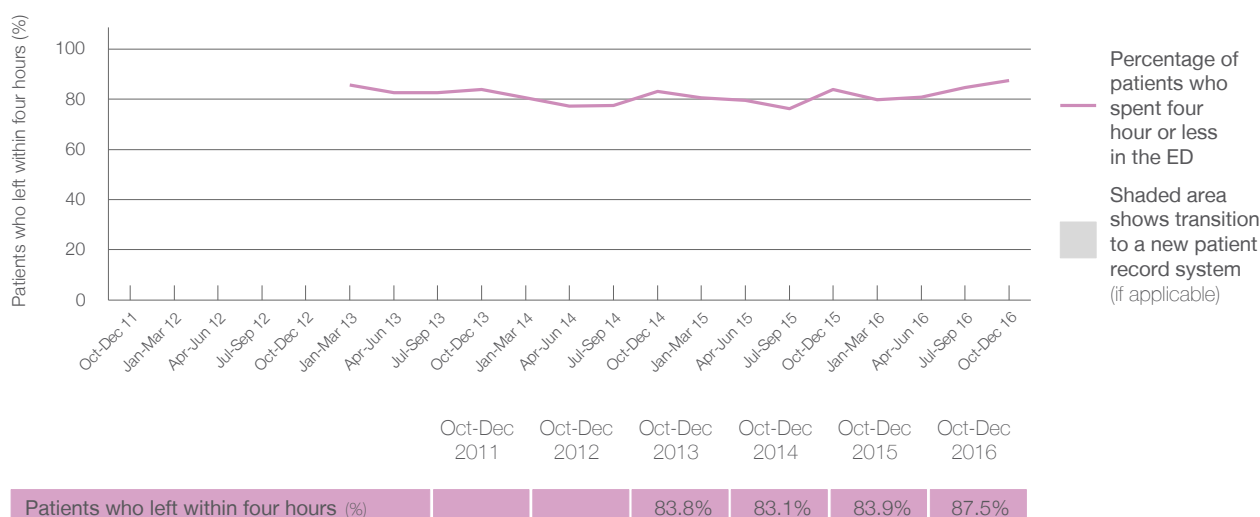
Presentations used to calculate time to leaving the ED:⁶ 4,132 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,649	13.2%
3,649	13.2%
83.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



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 - † 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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 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,255 patients

Emergency presentations:² 4,203 patients

Same period last year	Change since one year ago
4,348	-2.1%
4,279	-1.8%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 622 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 948 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,075 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 536 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
595	
7 minutes	8 minutes
21 minutes	26 minutes
1,001	
20 minutes	20 minutes
88 minutes	67 minutes
1,961	
27 minutes	25 minutes
126 minutes	97 minutes
705	
26 minutes	24 minutes
128 minutes	103 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,252 patients

Percentage of patients who spent four hours or less in the ED 78.2%

Same period last year	Change since one year ago
4,347	-2.2%
79.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

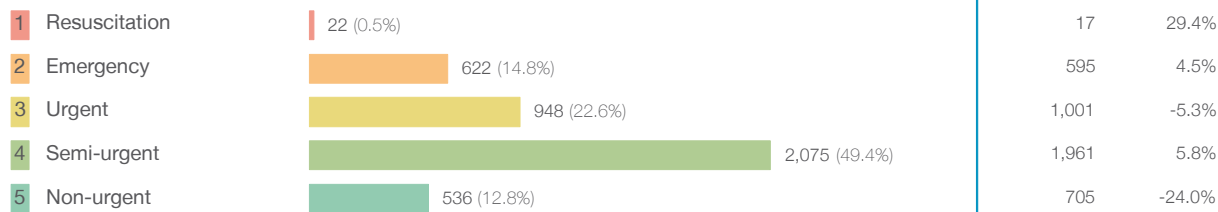
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

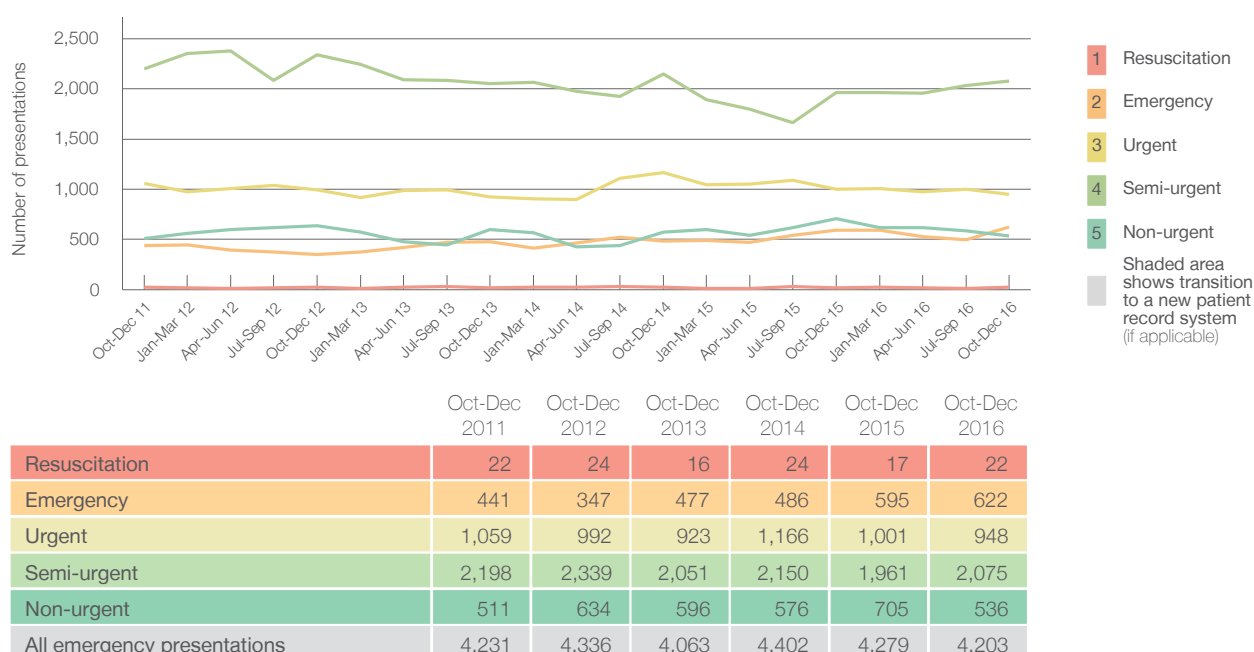
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 4,255 patients

Emergency presentations² by triage category: 4,203 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 737 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 622

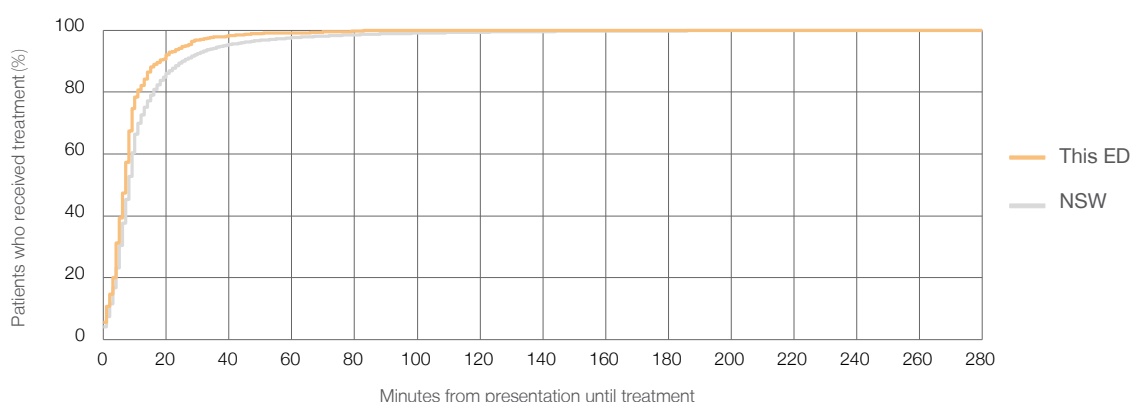
Number of triage 2 patients used to calculate waiting time:³ 579

Median time to start treatment⁴ 7 minutes

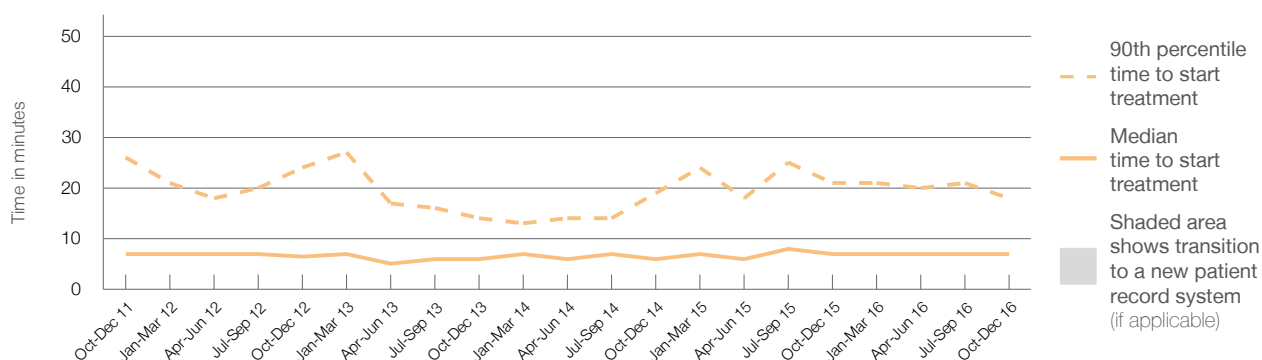
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
595	
585	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	26	24	14	19	21	18

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 948

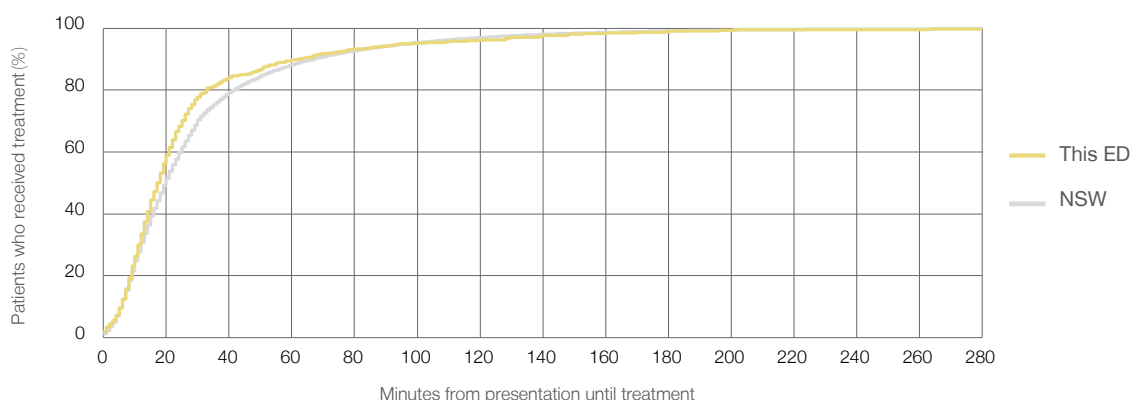
Number of triage 3 patients used to calculate waiting time:³ 886

Median time to start treatment⁴ 17 minutes

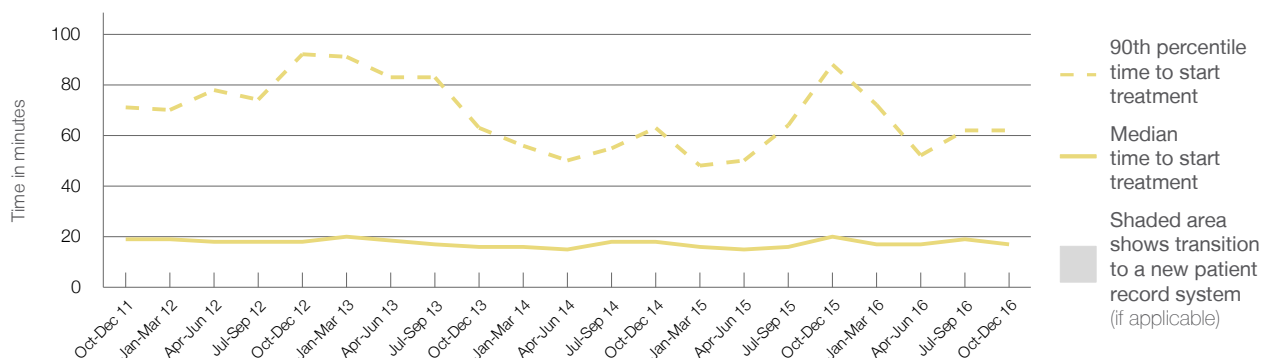
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,001	
964	
20 minutes	20 minutes
88 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	18	16	18	20	17
90th percentile time to start treatment ⁵ (minutes)	71	92	63	63	88	62

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,075

Number of triage 4 patients used to calculate waiting time:³ 1,887

Median time to start treatment⁴

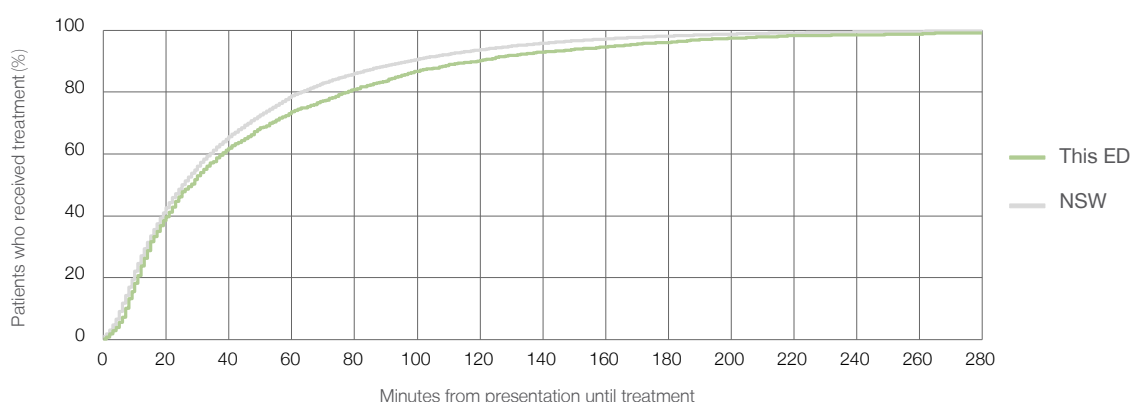
28 minutes

90th percentile time to start treatment⁵

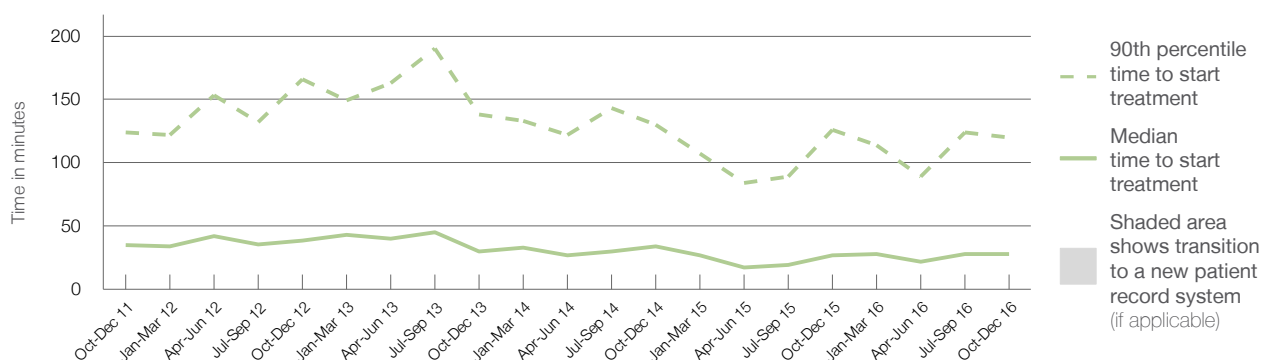
120 minutes

Same period last year	NSW (this period)
1,961	
1,809	
27 minutes	25 minutes
126 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	35	39	30	34	27	28
90th percentile time to start treatment ⁵ (minutes)	124	166	138	130	126	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 536

Number of triage 5 patients used to calculate waiting time:³ 451

Median time to start treatment⁴

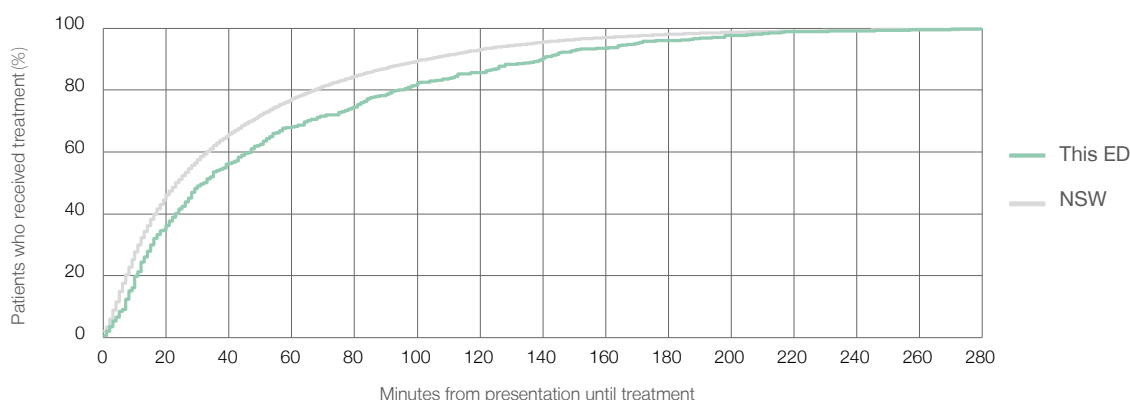
32 minutes

90th percentile time to start treatment⁵

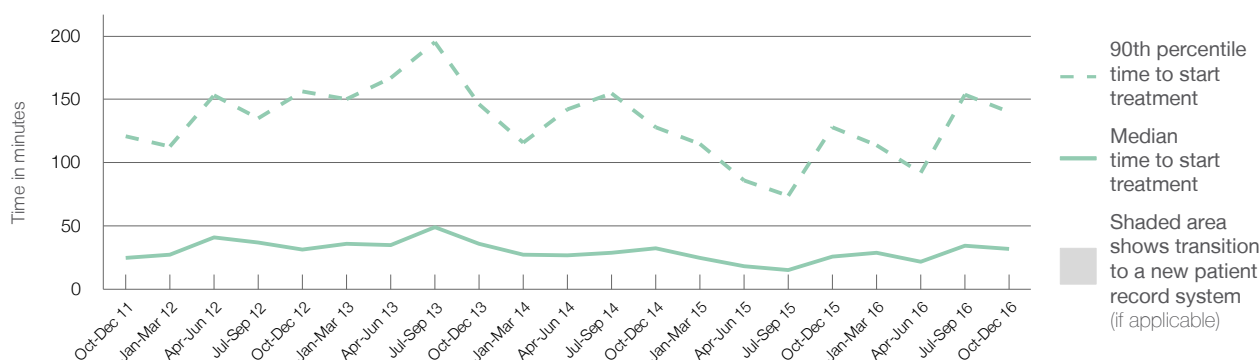
140 minutes

Same period last year	NSW (this period)
705	
621	
26 minutes	24 minutes
128 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	32	36	33	26	32
90th percentile time to start treatment ⁵ (minutes)	121	157	146	128	128	140

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,255 patients

Presentations used to calculate time to leaving the ED:⁶ 4,252 patients

Median time spent in the ED⁸

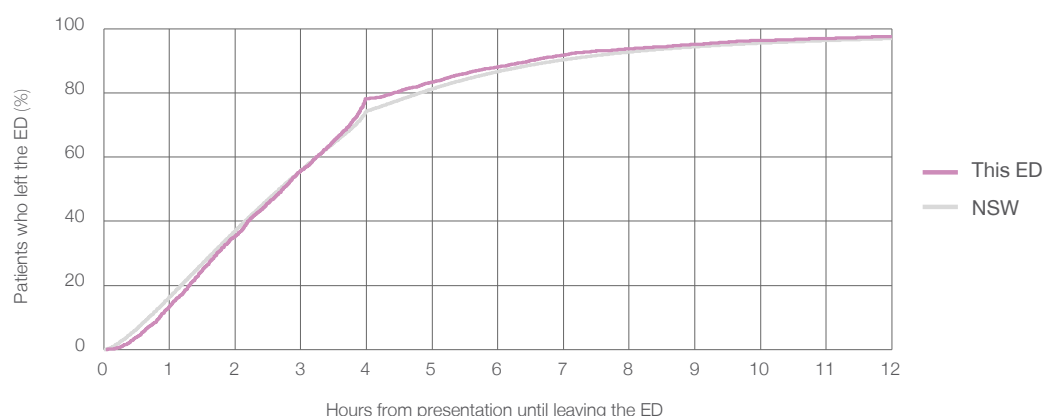
2 hours and 44 minutes

90th percentile time spent in the ED⁹

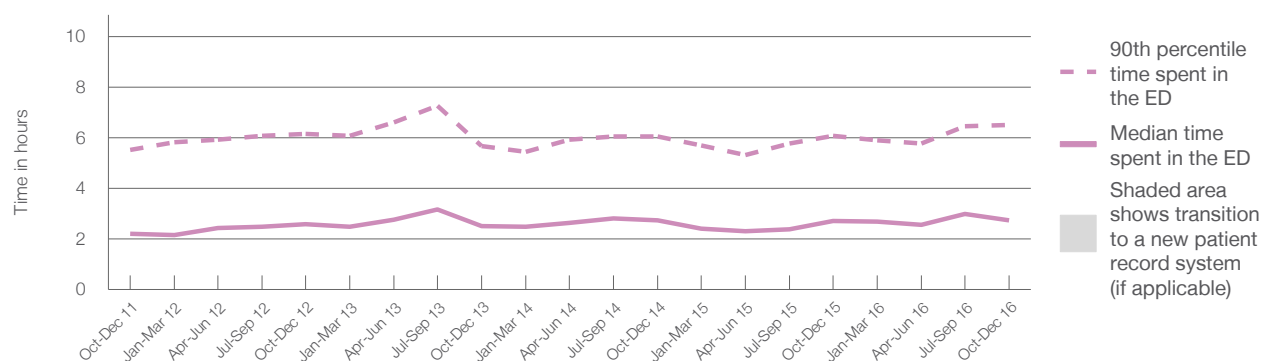
6 hours and 30 minutes

Same period last year	NSW (this period)
4,348	
4,347	
2 hours and 43 minutes	2 hours and 41 minutes
6 hours and 5 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 12m	2h 35m	2h 31m	2h 44m	2h 43m	2h 44m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 32m	6h 10m	5h 41m	6h 4m	6h 5m	6h 30m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

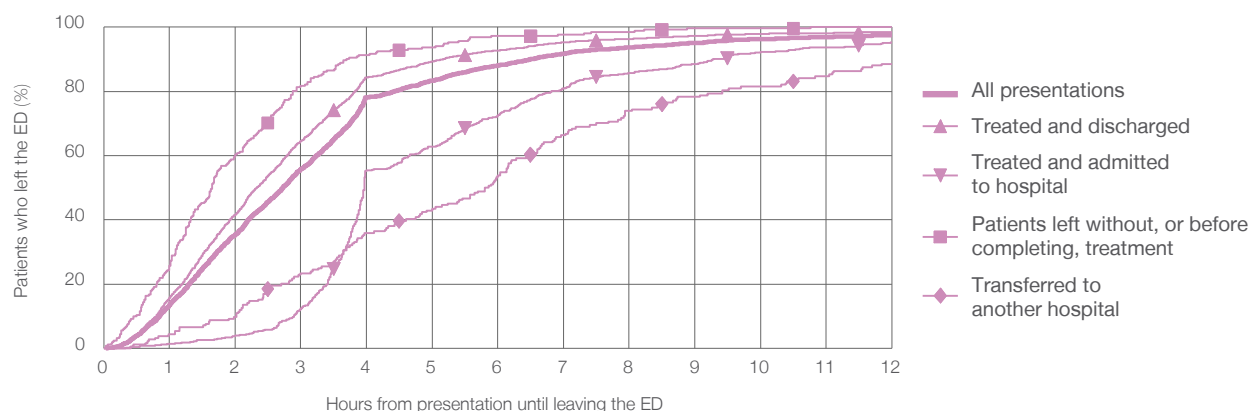
October to December 2016

All presentations:[†] 4,255 patients

Presentations used to calculate time to leaving the ED:[‡] 4,252 patients

		Same period last year	Change since one year ago
Treated and discharged	3,084 (72.5%)	4,347	-2.2%
Treated and admitted to hospital	583 (13.7%)	3,237	-4.7%
Patient left without, or before completing, treatment	253 (5.9%)	692	-15.8%
Transferred to another hospital	185 (4.3%)	243	4.1%
Other	150 (3.5%)	174	6.3%
		2	7400.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	15.7%	41.7%	64.6%	84.4%	92.8%	96.4%	98.0%	98.6%
Treated and admitted to hospital	1.4%	4.0%	12.4%	55.3%	72.5%	85.7%	92.3%	95.4%
Patient left without, or before completing, treatment	25.8%	60.3%	81.7%	91.3%	97.2%	98.4%	99.6%	100%
Transferred to another hospital	4.3%	9.8%	23.4%	35.9%	53.8%	73.9%	81.5%	88.6%
All presentations	13.5%	35.4%	55.8%	78.2%	88.1%	93.7%	96.4%	97.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,255 patients

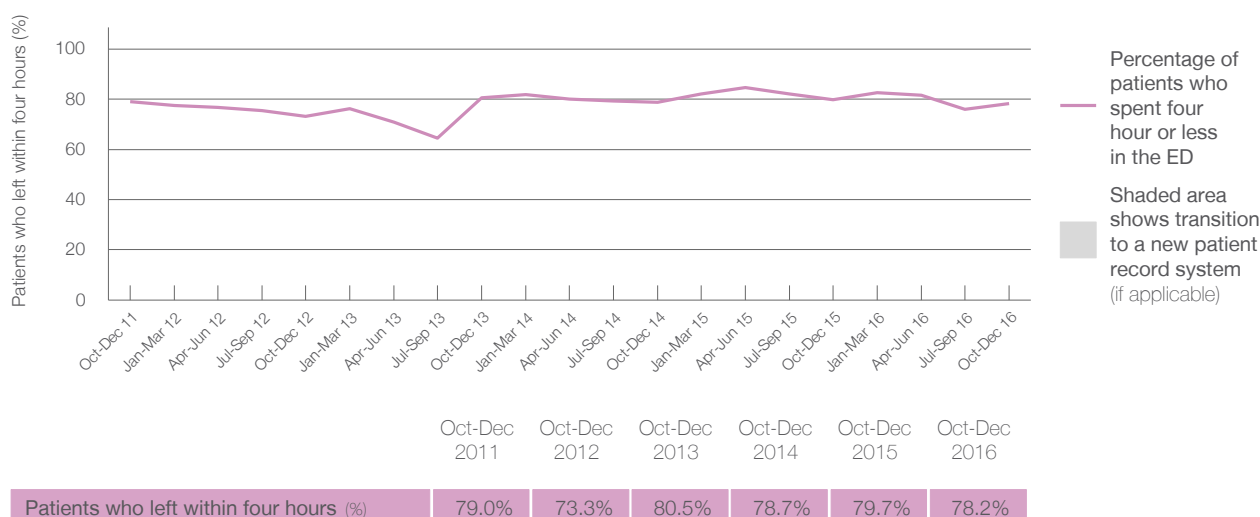
Presentations used to calculate time to leaving the ED:⁶ 4,252 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,348	-2.1%
4,347	-2.2%
79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,471 patients

Emergency presentations:² 3,266 patients

Same period last year	Change since one year ago
3,571	-2.8%
3,401	-4.0%

Casino and District Memorial Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 216 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,079 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,612 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 353 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
243	
7 minutes	8 minutes
27 minutes	26 minutes
1,187	
23 minutes	20 minutes
78 minutes	67 minutes
1,515	
44 minutes	25 minutes
164 minutes	97 minutes
450	
25 minutes	24 minutes
145 minutes	103 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,471 patients

Percentage of patients who spent four hours or less in the ED 86.6%

Same period last year	Change since one year ago
3,571	-2.8%
85.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

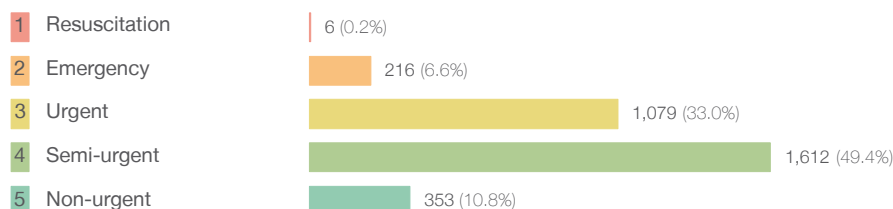
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Patients presenting to the emergency department

October to December 2016

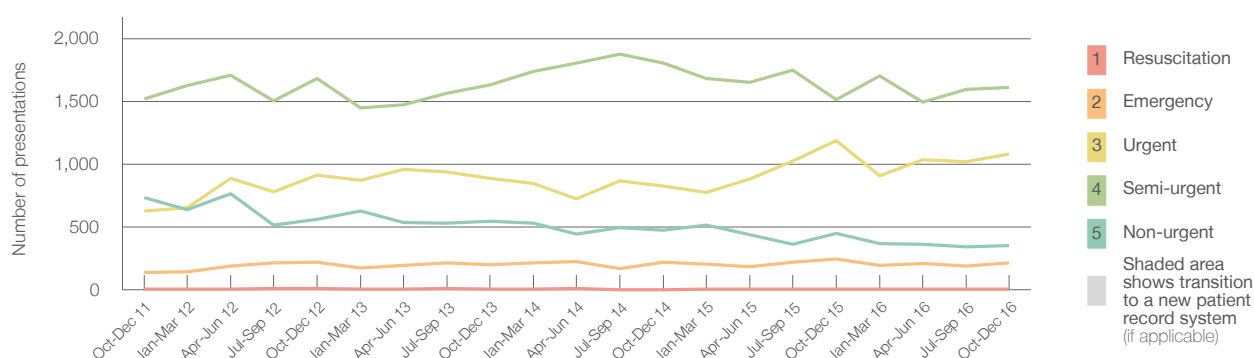
All presentations:¹ 3,471 patients

Emergency presentations² by triage category: 3,266 patients



Same period last year	Change since one year ago
3,571	-2.8%
3,401	-4.0%
6	0.0%
243	-11.1%
1,187	-9.1%
1,515	6.4%
450	-21.6%

Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	5	9	< 5	< 5	6	6
Emergency	139	217	200	220	243	216
Urgent	626	913	889	827	1,187	1,079
Semi-urgent	1,517	1,684	1,629	1,807	1,515	1,612
Non-urgent	736	561	543	473	450	353
All emergency presentations	3,023	3,384	3,261	3,327	3,401	3,266

Casino and District Memorial Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 319 patients

ED Transfer of care time



Same period last year	Change since one year ago
305	
17 minutes	0 minutes
50 minutes	-4 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 216

Number of triage 2 patients used to calculate waiting time:³ 206

Median time to start treatment⁴

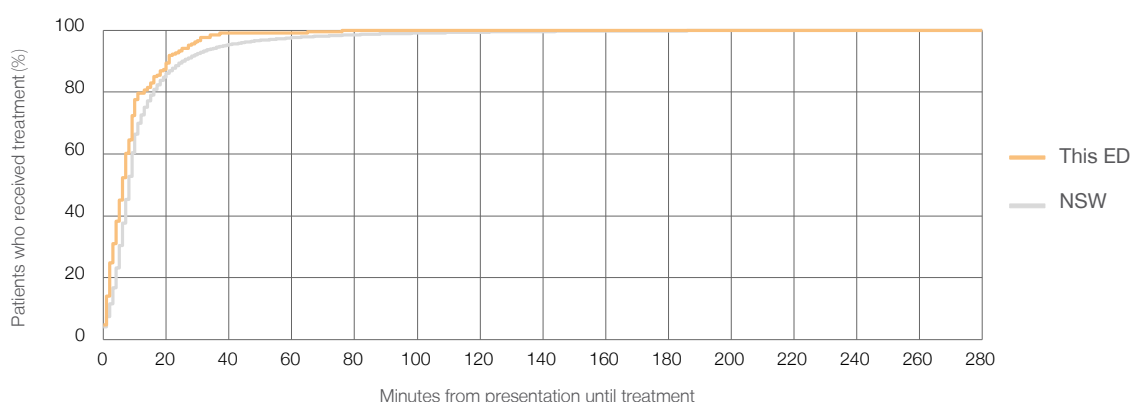
6 minutes

90th percentile time to start treatment⁵

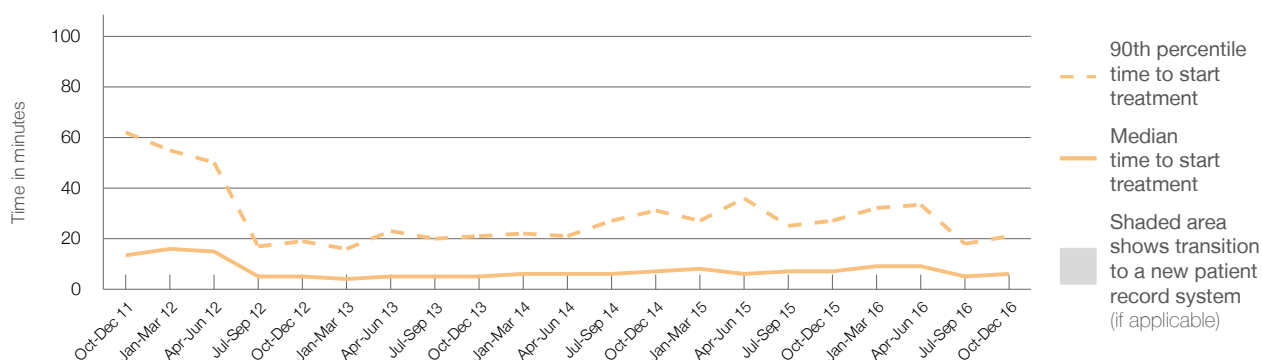
21 minutes

Same period last year	NSW (this period)
243	
237	
7 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	14	5	5	7	7	6
90th percentile time to start treatment ⁵ (minutes)	62	19	21	31	27	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,079

Number of triage 3 patients used to calculate waiting time:³ 1,012

Median time to start treatment⁴

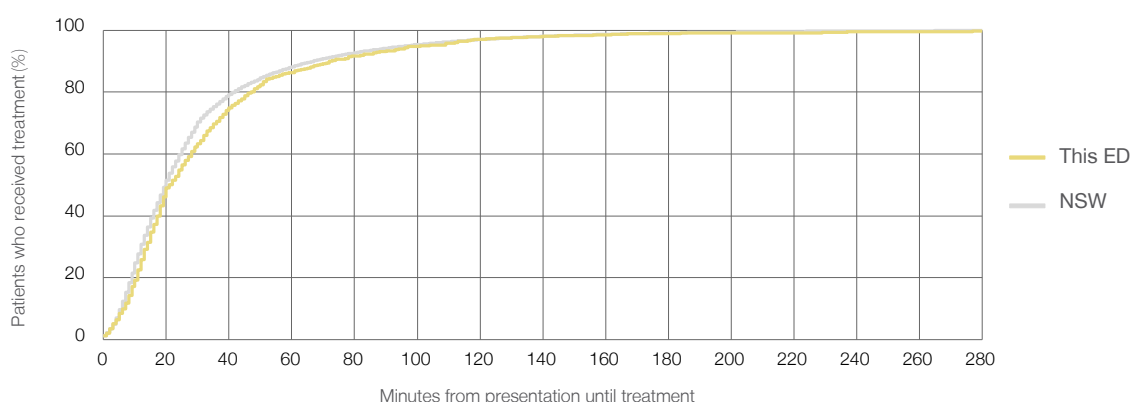
22 minutes

90th percentile time to start treatment⁵

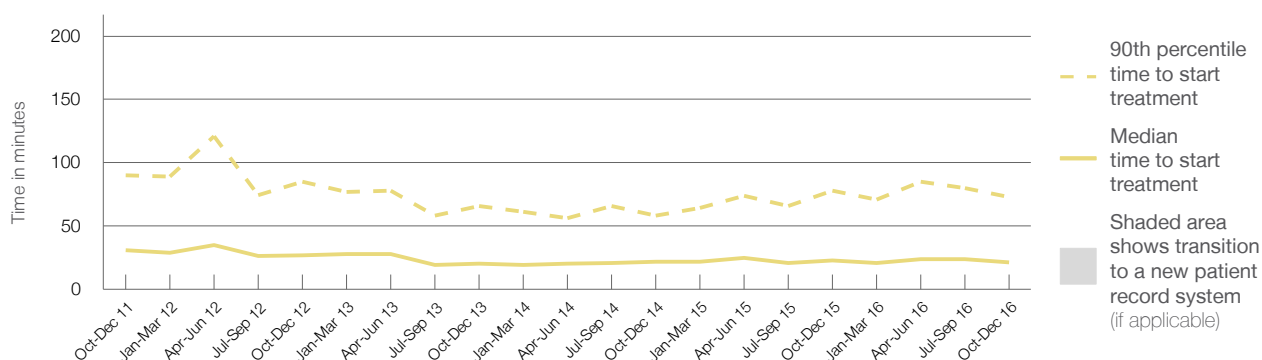
73 minutes

Same period last year	NSW (this period)
1,187	
1,093	
23 minutes	20 minutes
78 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	27	20	22	23	22
90th percentile time to start treatment ⁵ (minutes)	90	85	66	58	78	73

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,612

Number of triage 4 patients used to calculate waiting time:³ 1,446

Median time to start treatment⁴

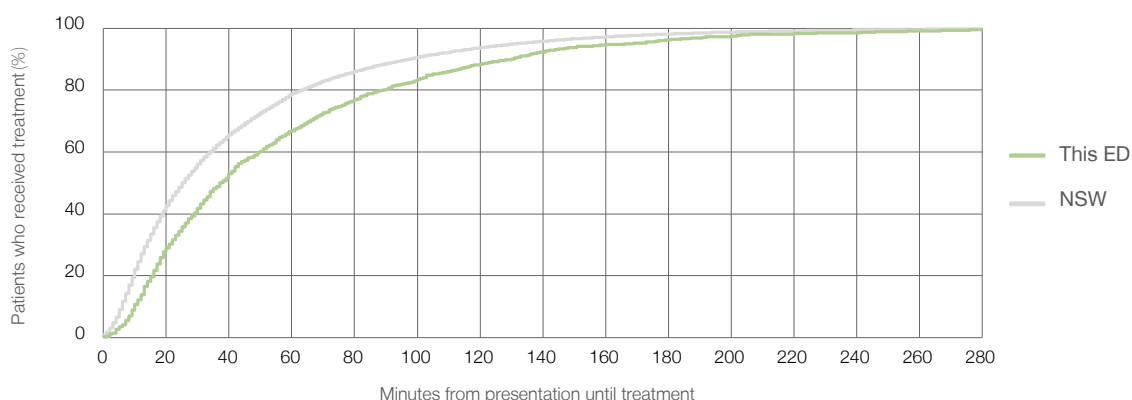
38 minutes

90th percentile time to start treatment⁵

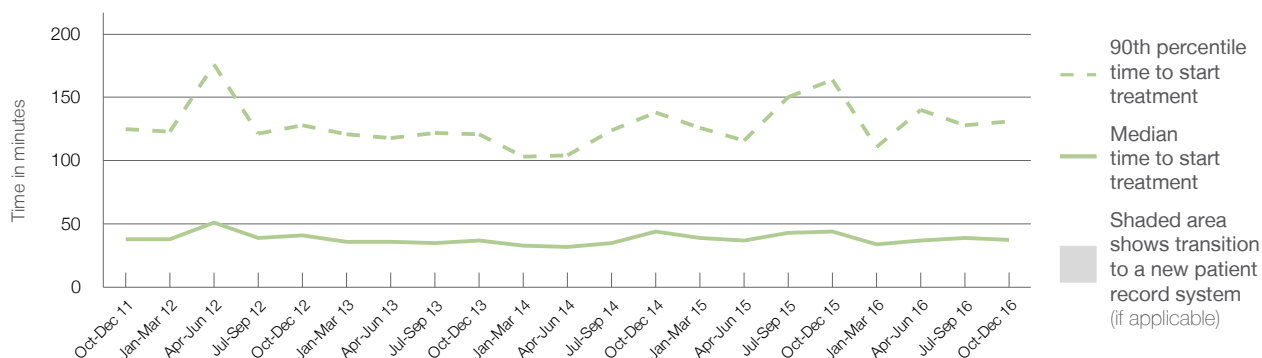
131 minutes

Same period last year	NSW (this period)
1,515	
1,283	
44 minutes	25 minutes
164 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	41	37	44	44	38
90th percentile time to start treatment ⁵ (minutes)	125	128	121	138	164	131

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 353

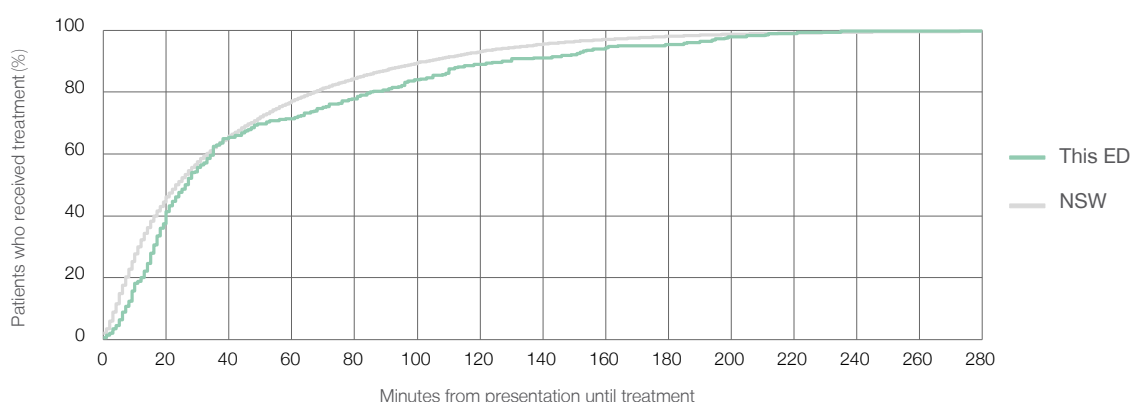
Number of triage 5 patients used to calculate waiting time:³ 280

Median time to start treatment⁴ 27 minutes

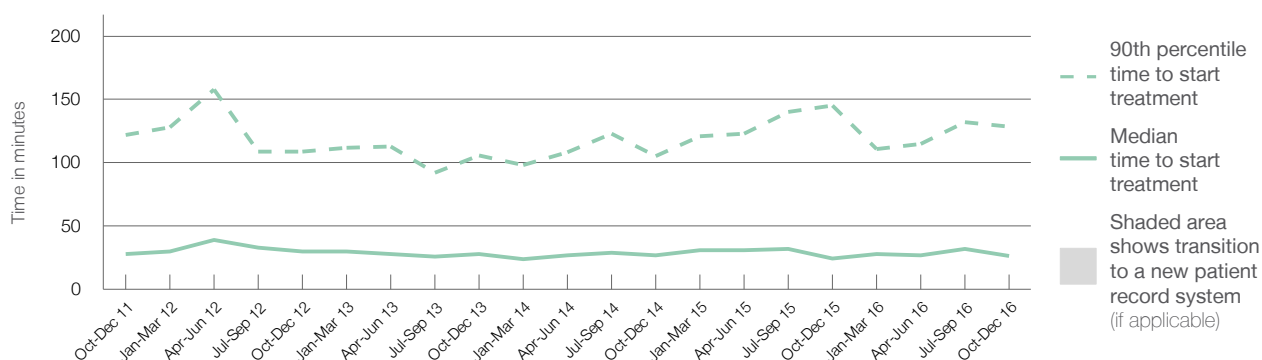
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
450	
386	
25 minutes	24 minutes
145 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	30	28	27	25	27
90th percentile time to start treatment ⁵ (minutes)	122	109	106	105	145	129

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,471 patients

Presentations used to calculate time to leaving the ED:⁶ 3,471 patients

Median time spent in the ED⁸

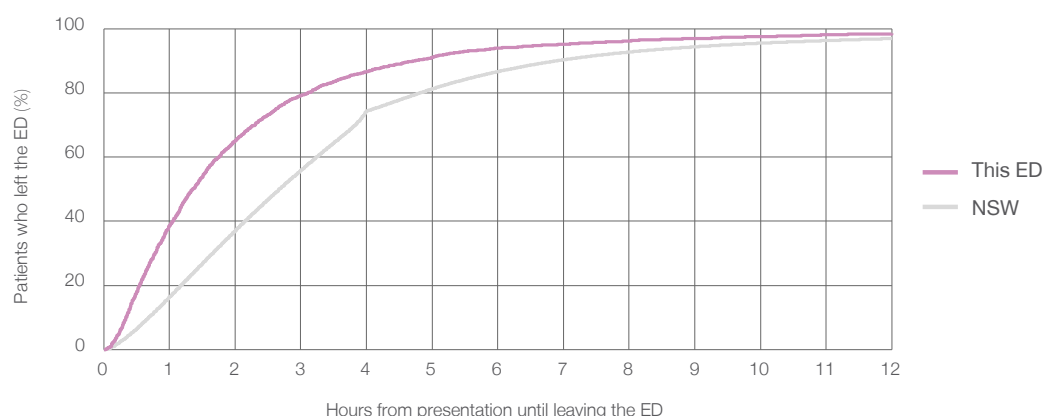
1 hours and 22 minutes

90th percentile time spent in the ED⁹

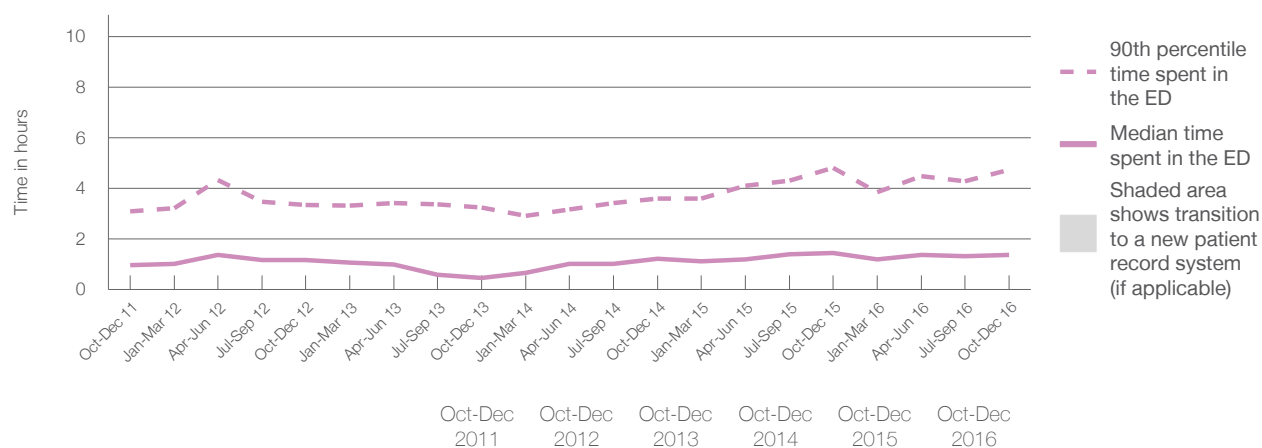
4 hours and 44 minutes

Same period last year	NSW (this period)
3,571	3,571
1 hours and 27 minutes	2 hours and 41 minutes
4 hours and 49 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	0h 59m	1h 10m	0h 28m	1h 14m	1h 27m	1h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 5m	3h 21m	3h 15m	3h 36m	4h 49m	4h 44m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

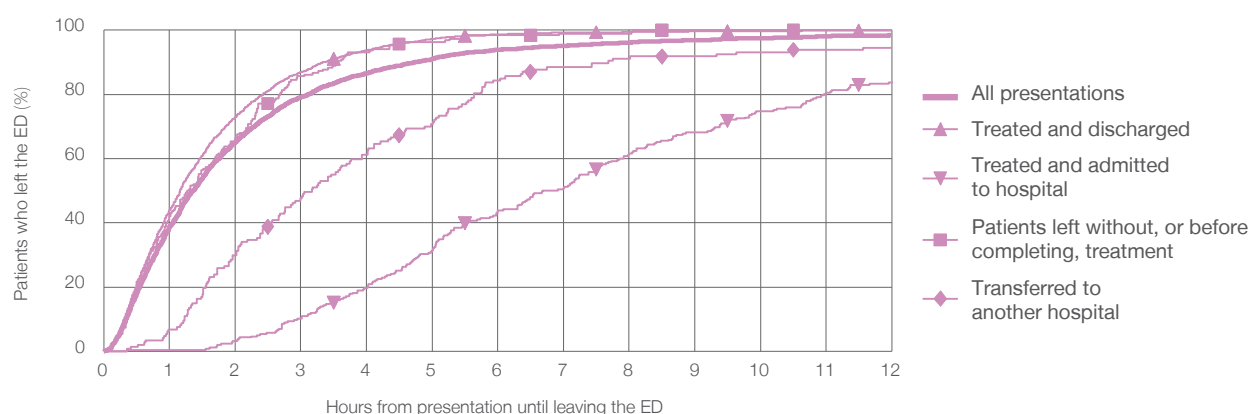
All presentations:[†] 3,471 patients

Presentations used to calculate time to leaving the ED:[‡] 3,471 patients

Treated and discharged	2,822 (81.3%)
Treated and admitted to hospital	258 (7.4%)
Patient left without, or before completing, treatment	188 (5.4%)
Transferred to another hospital	147 (4.2%)
Other	56 (1.6%)

Same period last year	Change since one year ago
3,571	-2.8%
2,708	4.2%
261	-1.1%
354	-46.9%
203	-27.6%
45	24.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	44.0%	73.0%	86.9%	93.8%	98.7%	99.4%	99.7%	99.9%
Treated and admitted to hospital	0.4%	3.1%	10.1%	19.8%	43.8%	61.6%	74.8%	84.1%
Patient left without, or before completing, treatment	42.0%	66.5%	85.6%	93.1%	98.4%	98.9%	100%	100%
Transferred to another hospital	6.8%	29.9%	47.6%	61.2%	84.4%	91.2%	93.2%	94.6%
All presentations	38.8%	65.1%	79.1%	86.6%	93.9%	96.2%	97.6%	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 3,471 patients

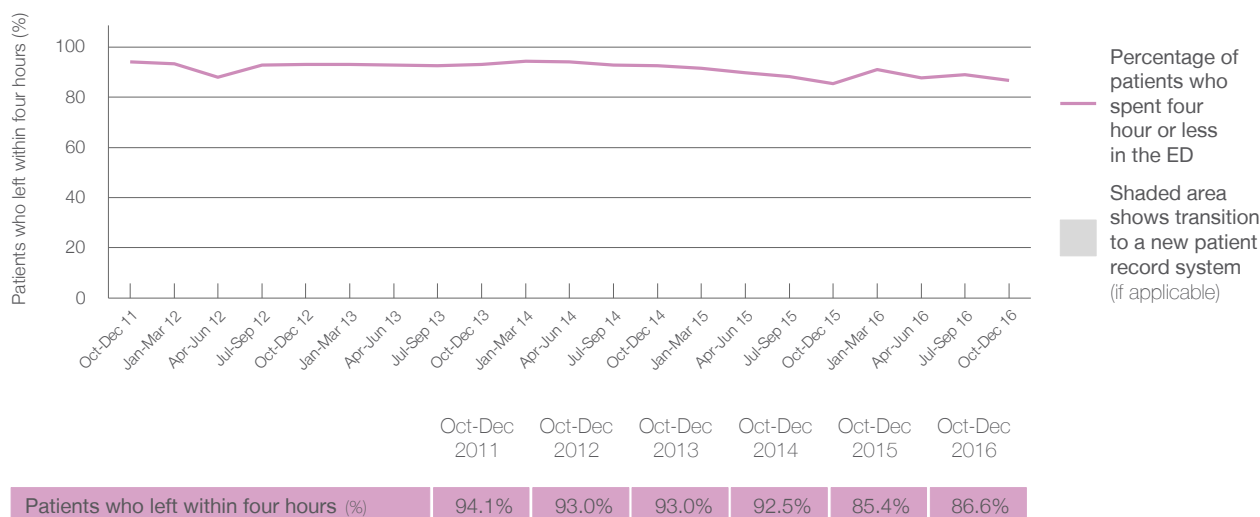
Presentations used to calculate time to leaving the ED:⁶ 3,471 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,571	-2.8%
3,571	-2.8%
85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,487 patients

Emergency presentations:² 4,443 patients

Same period last year	Change since one year ago
4,421	1.5%
4,366	1.8%

Cessnock District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 265 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,166 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,123 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 889 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
270	
6 minutes	8 minutes
19 minutes	26 minutes
1,033	
21 minutes	20 minutes
50 minutes	67 minutes
2,199	
31 minutes	25 minutes
86 minutes	97 minutes
859	
31 minutes	24 minutes
89 minutes	103 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,487 patients

Percentage of patients who spent four hours or less in the ED 90.8%

Same period last year	Change since one year ago
4,421	1.5%
89.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

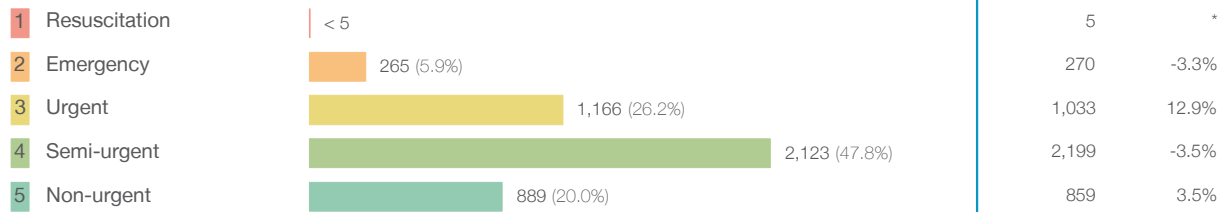
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Patients presenting to the emergency department

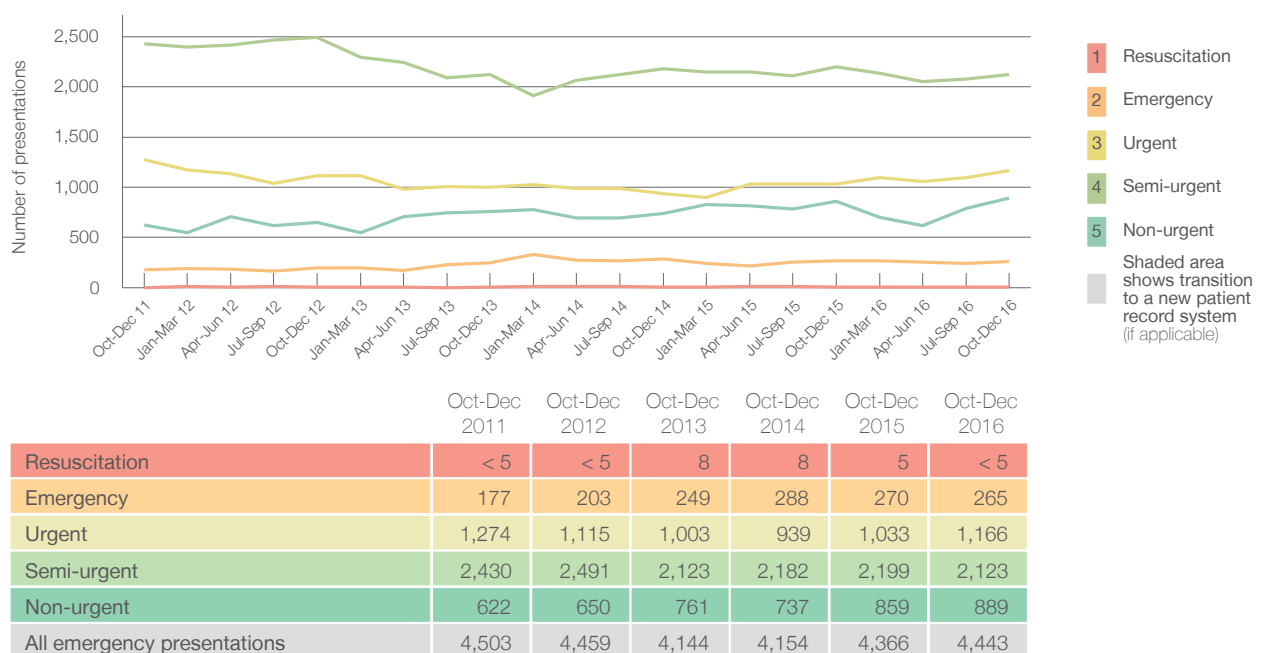
October to December 2016

All presentations:¹ 4,487 patients

Emergency presentations² by triage category: 4,443 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Cessnock District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 365 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 265

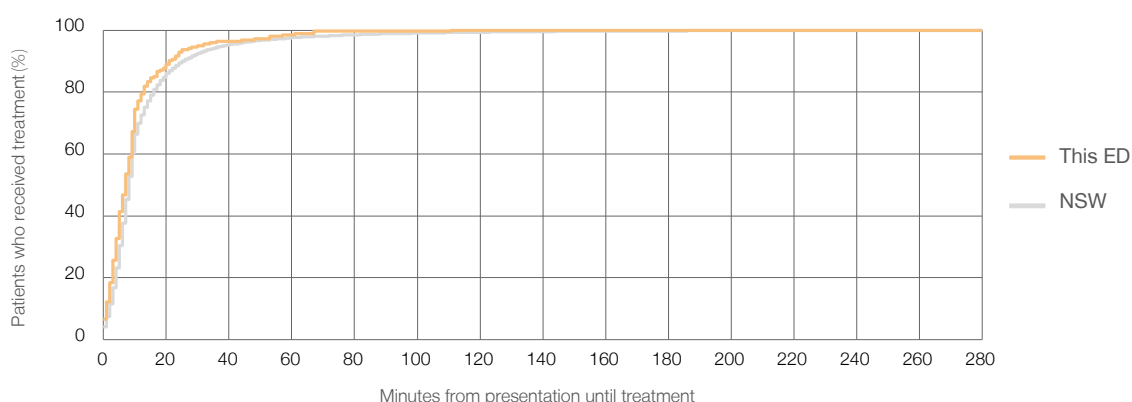
Number of triage 2 patients used to calculate waiting time:³ 254

Median time to start treatment⁴ 7 minutes

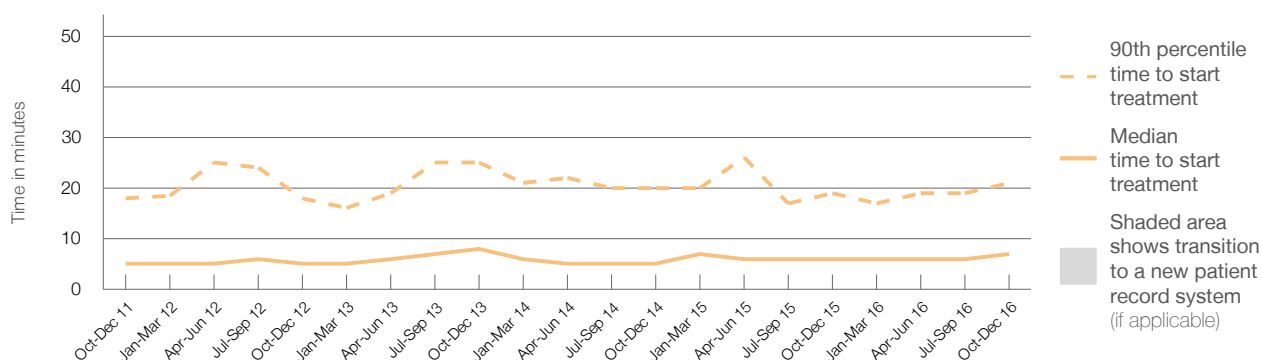
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
270	
261	
6 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	5	8	5	6	7
90th percentile time to start treatment ⁵ (minutes)	18	18	25	20	19	21

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,166

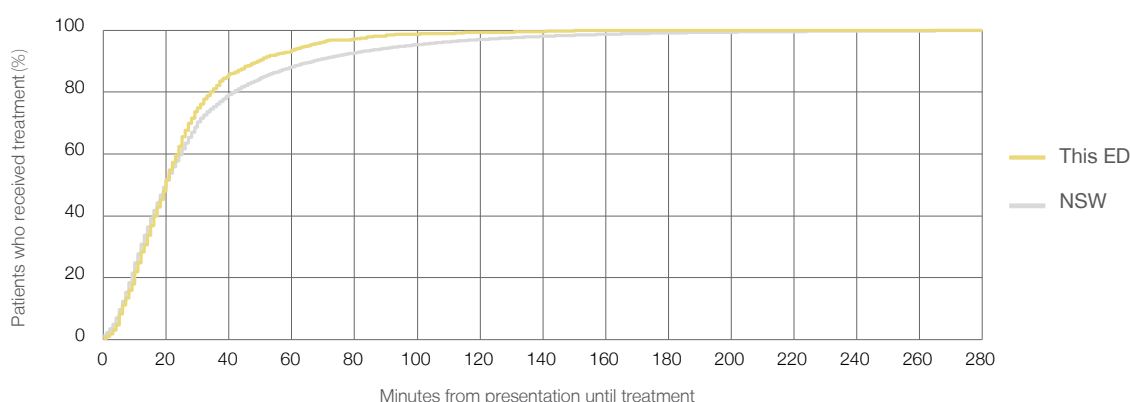
Number of triage 3 patients used to calculate waiting time:³ 1,123

Median time to start treatment⁴ 20 minutes

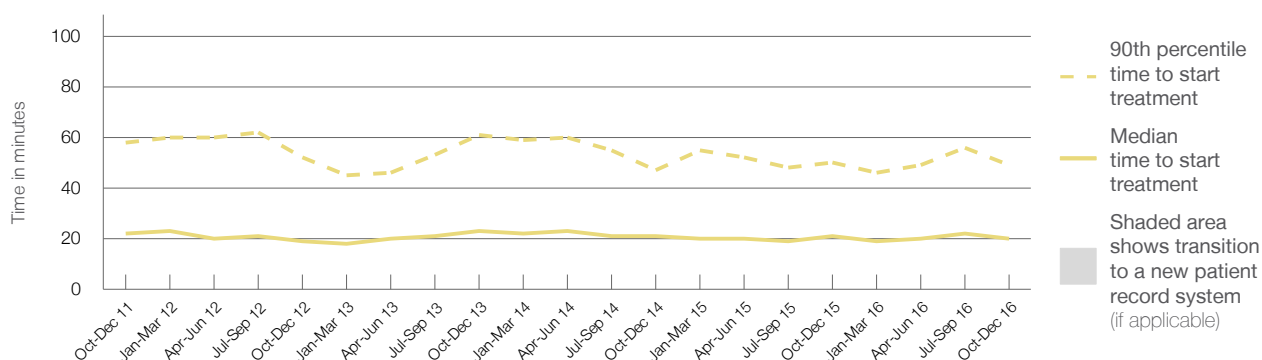
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,033	
999	
21 minutes	20 minutes
50 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	19	23	21	21	20
90th percentile time to start treatment ⁵ (minutes)	58	52	61	47	50	49

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,123

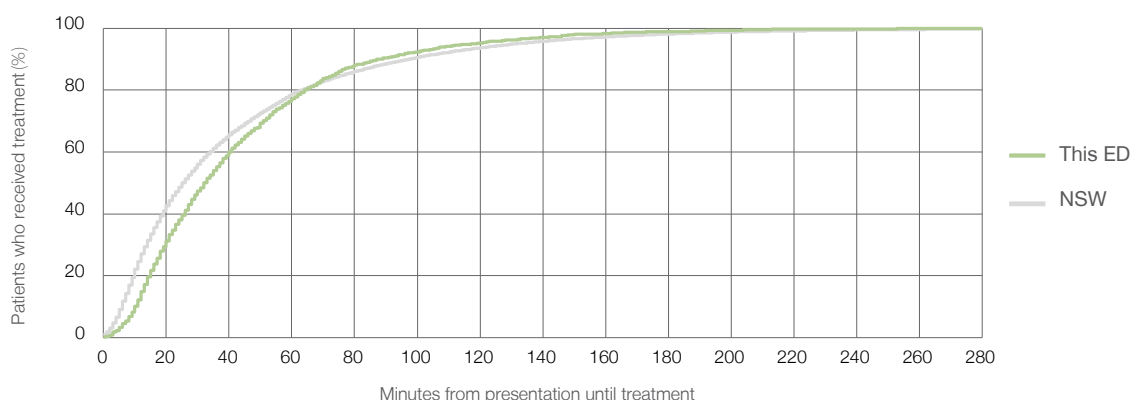
Number of triage 4 patients used to calculate waiting time:³ 1,964

Median time to start treatment⁴ 32 minutes

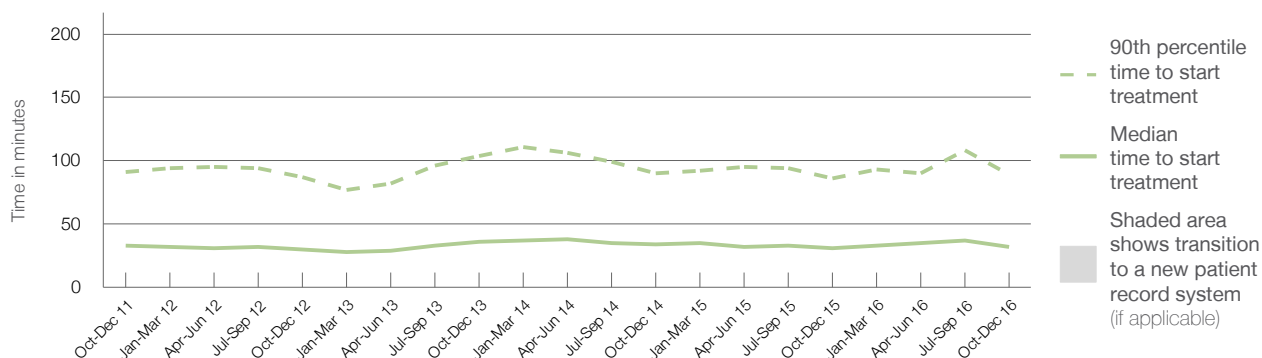
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
2,199	
2,022	
31 minutes	25 minutes
86 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	30	36	34	31	32
90th percentile time to start treatment ⁵ (minutes)	91	87	104	90	86	89

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 889

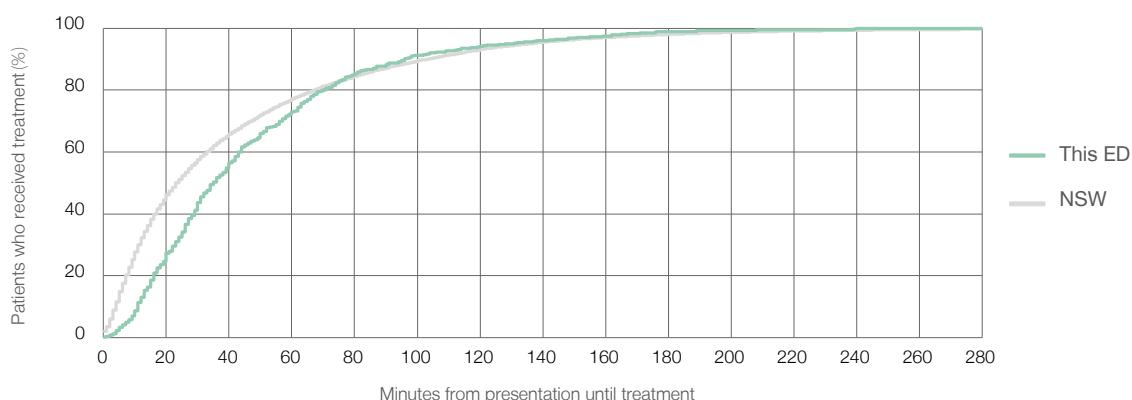
Number of triage 5 patients used to calculate waiting time:³ 761

Median time to start treatment⁴ 35 minutes

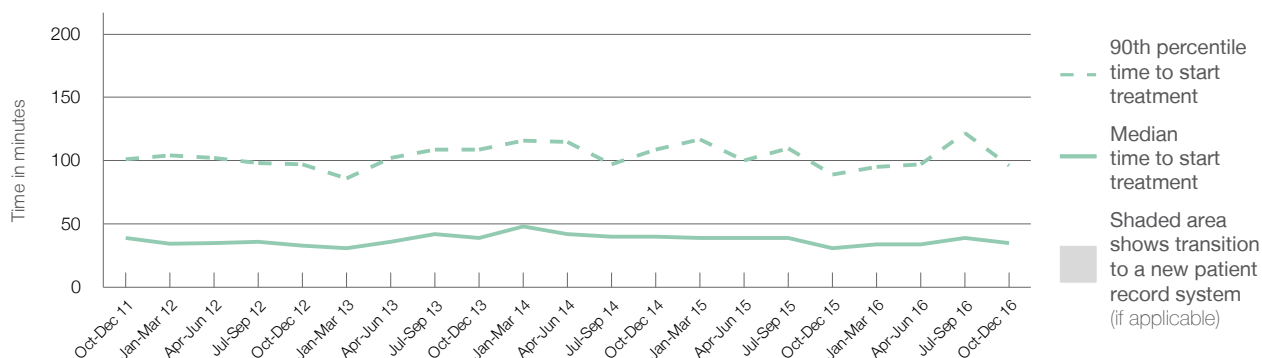
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
859	
751	
31 minutes	24 minutes
89 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	33	39	40	31	35
90th percentile time to start treatment ⁵ (minutes)	101	97	109	109	89	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,487 patients

Presentations used to calculate time to leaving the ED:⁶ 4,487 patients

Median time spent in the ED⁸

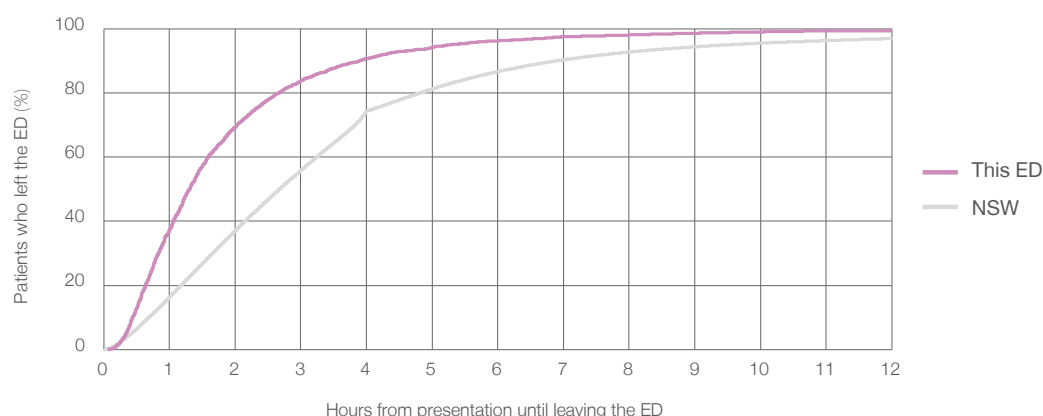
1 hours and 18 minutes

90th percentile time spent in the ED⁹

3 hours and 54 minutes

Same period last year	NSW (this period)
4,421	4,421
1 hours and 15 minutes	2 hours and 41 minutes
4 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 7m	1h 13m	1h 25m	1h 22m	1h 15m	1h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 38m	3h 54m	4h 43m	4h 48m	4h 6m	3h 54m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients spent in the ED

By mode of separation

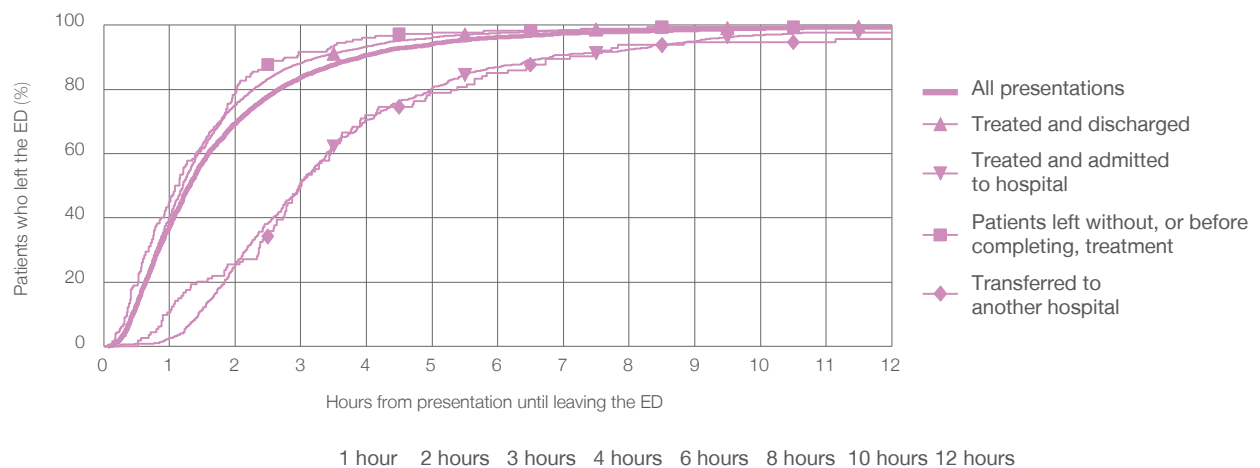
October to December 2016

All presentations:[†] 4,487 patients

Presentations used to calculate time to leaving the ED:[‡] 4,487 patients

		Same period last year	Change since one year ago
Treated and discharged	3,474 (77.4%)	4,421	1.5%
Treated and admitted to hospital	499 (11.1%)	3,408	1.9%
Patient left without, or before completing, treatment	180 (4.0%)	447	11.6%
Transferred to another hospital	114 (2.5%)	165	9.1%
Other	220 (4.9%)	152	-25.0%
		249	-11.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.3%	75.2%	88.2%	93.4%	97.6%	98.8%	99.3%	99.7%
Treated and admitted to hospital	2.6%	25.5%	51.5%	70.5%	87.0%	92.6%	97.0%	97.8%
Patient left without, or before completing, treatment	45.0%	78.9%	91.7%	96.1%	98.3%	98.9%	99.4%	99.4%
Transferred to another hospital	10.5%	25.4%	50.0%	71.9%	85.1%	93.9%	94.7%	95.6%
All presentations	37.5%	69.5%	83.8%	90.8%	96.2%	98.1%	99.0%	99.4%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,487 patients

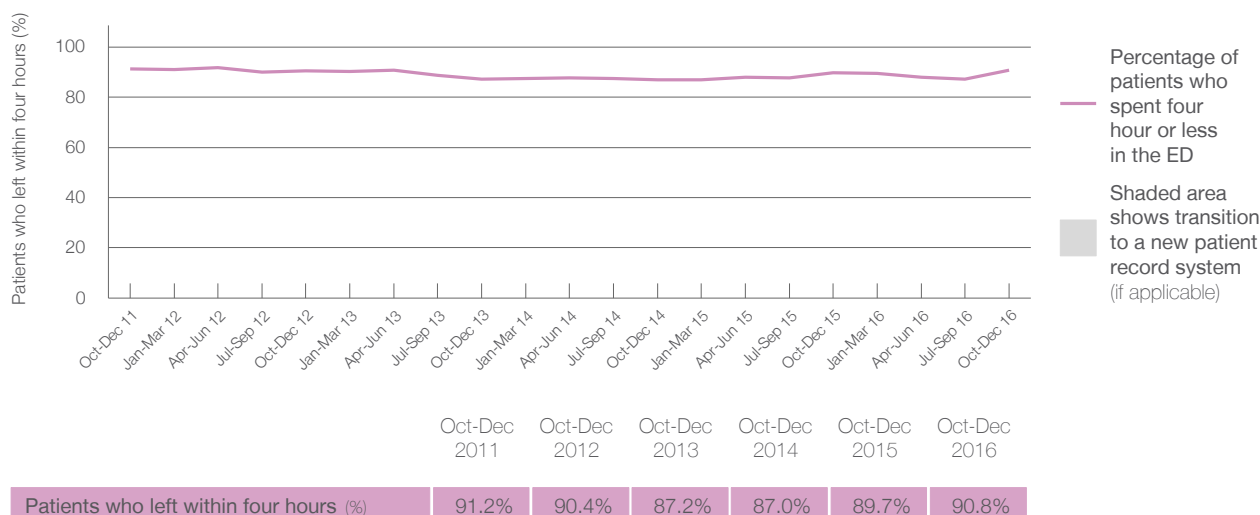
Presentations used to calculate time to leaving the ED:⁶ 4,487 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,421	1.5%
4,421	1.5%
89.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,699 patients

Emergency presentations:² 2,009 patients

Same period last year	Change since one year ago
2,428	11.2%
1,938	3.7%

Deniliquin Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 73 patients

Median time to start treatment⁴ 4 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 652 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 886 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 398 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
80	
5 minutes	8 minutes
*	26 minutes
715	
8 minutes	20 minutes
23 minutes	67 minutes
856	
8 minutes	25 minutes
30 minutes	97 minutes
279	
9 minutes	24 minutes
32 minutes	103 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,699 patients

Percentage of patients who spent four hours or less in the ED

91.6%

Same period last year	Change since one year ago
2,428	11.2%
90.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

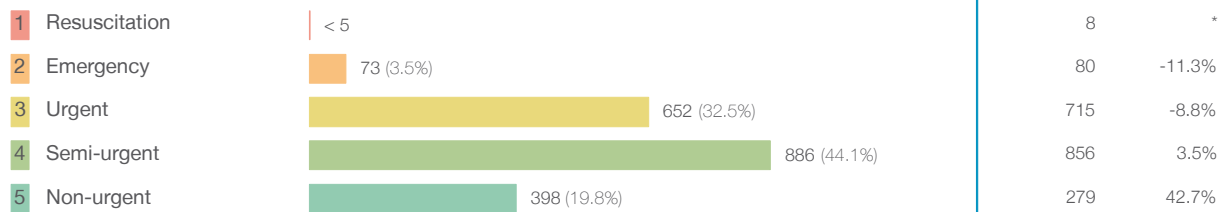
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Patients presenting to the emergency department

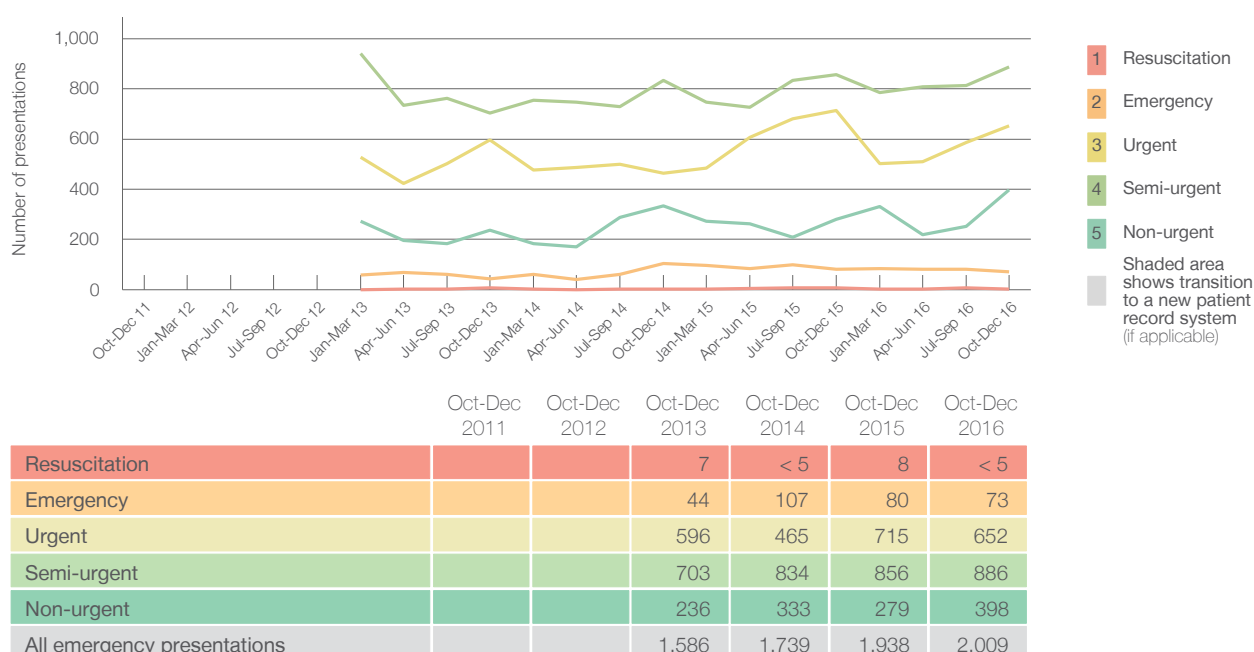
October to December 2016

All presentations:¹ 2,699 patients

Emergency presentations² by triage category: 2,009 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Deniliquin Health Service: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 136 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 73

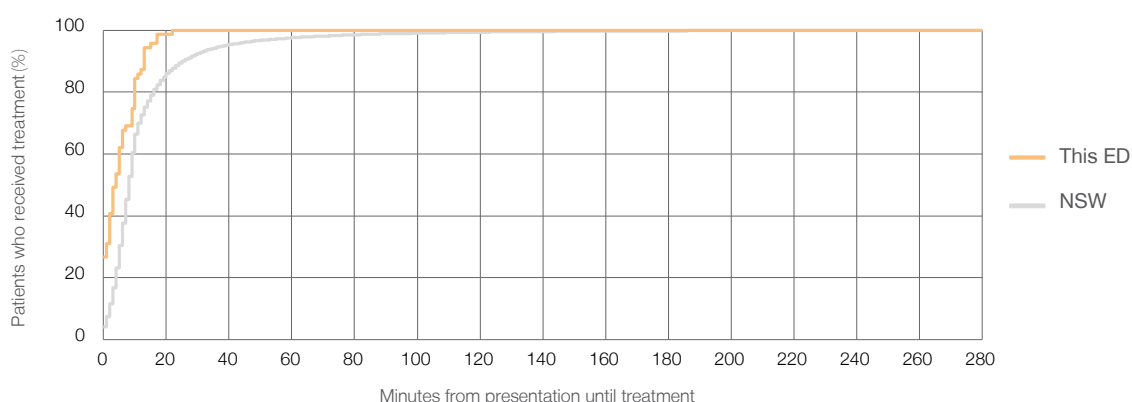
Number of triage 2 patients used to calculate waiting time:³ 71

Median time to start treatment⁴ 4 minutes

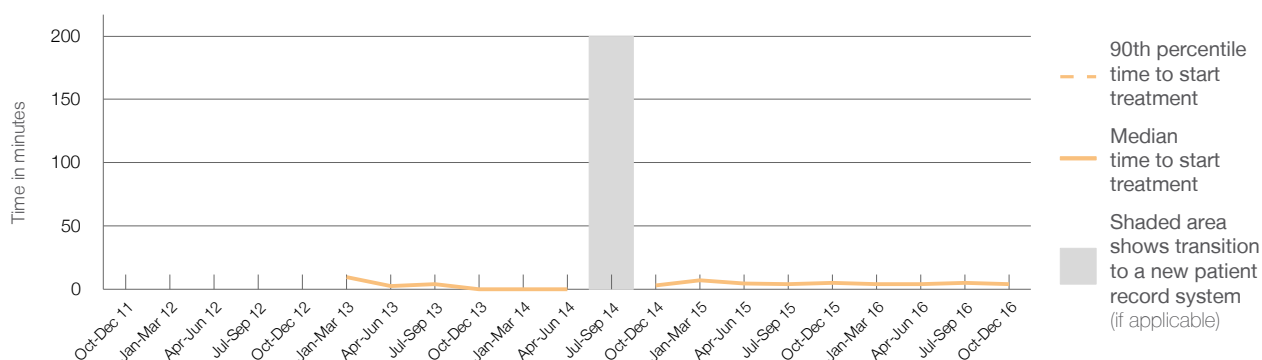
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
80	
77	
5 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			0	3	5	4
90th percentile time to start treatment ⁵ (minutes)			*	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 652

Number of triage 3 patients used to calculate waiting time:³ 643

Median time to start treatment⁴

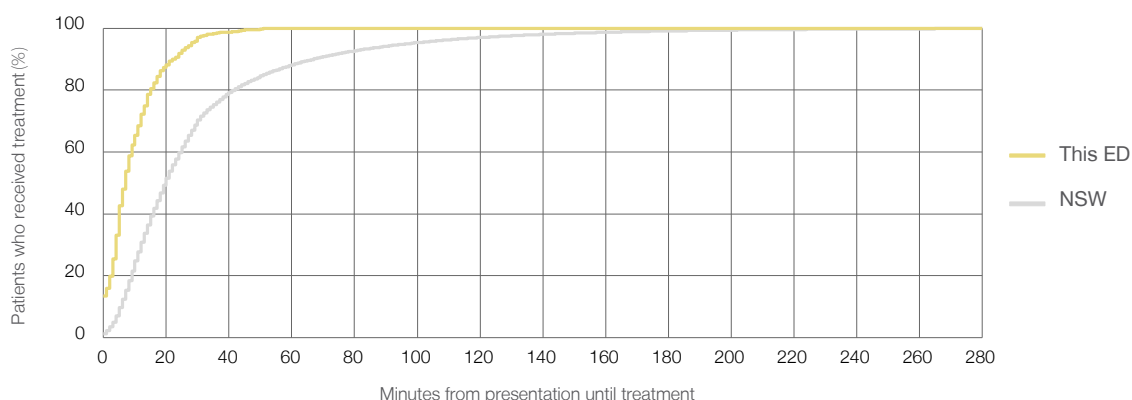
7 minutes

90th percentile time to start treatment⁵

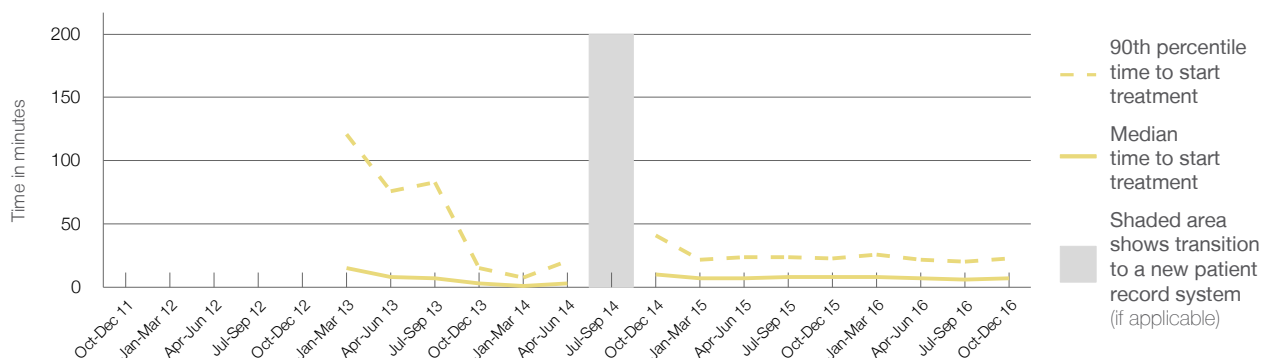
23 minutes

Same period last year	NSW (this period)
715	
705	
8 minutes	20 minutes
23 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			3	10	8	7
90th percentile time to start treatment ⁵ (minutes)			15	41	23	23

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 886

Number of triage 4 patients used to calculate waiting time:³ 841

Median time to start treatment⁴

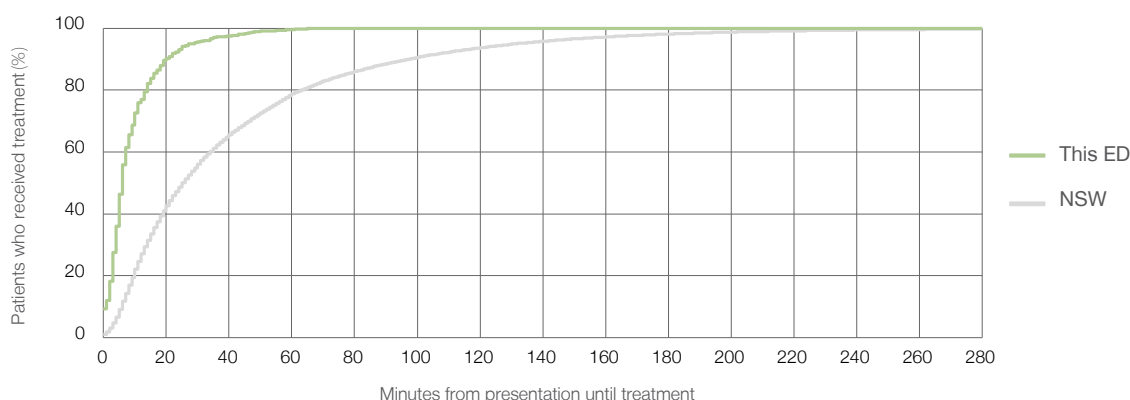
6 minutes

90th percentile time to start treatment⁵

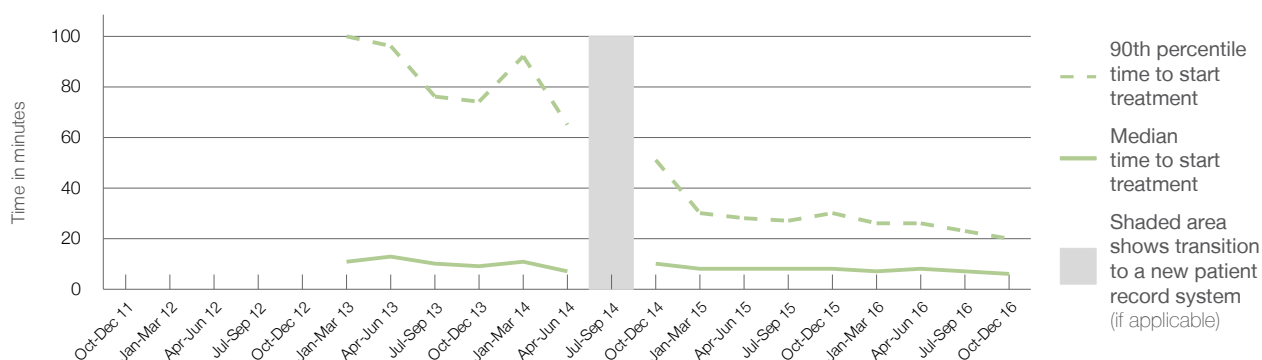
20 minutes

Same period last year	NSW (this period)
856	
824	
8 minutes	25 minutes
30 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			9	10	8	6
90th percentile time to start treatment ⁵ (minutes)			74	51	30	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 398

Number of triage 5 patients used to calculate waiting time:³ 384

Median time to start treatment⁴

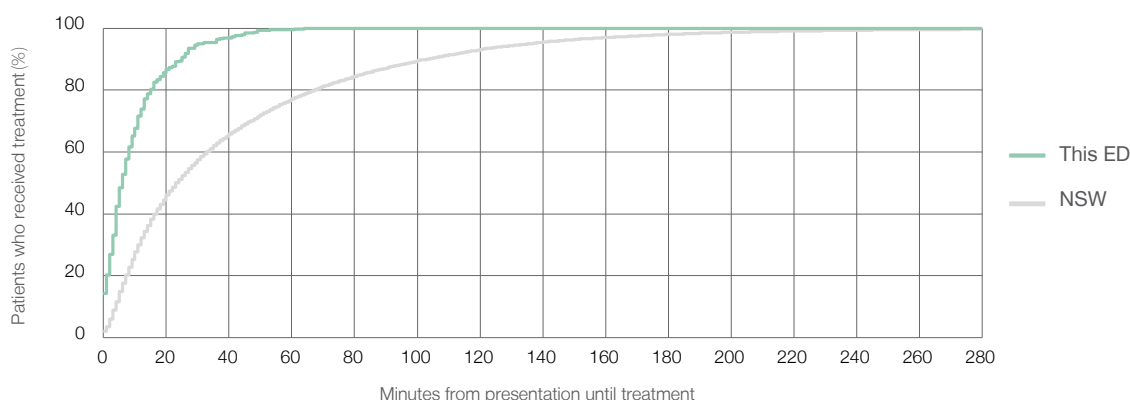
6 minutes

90th percentile time to start treatment⁵

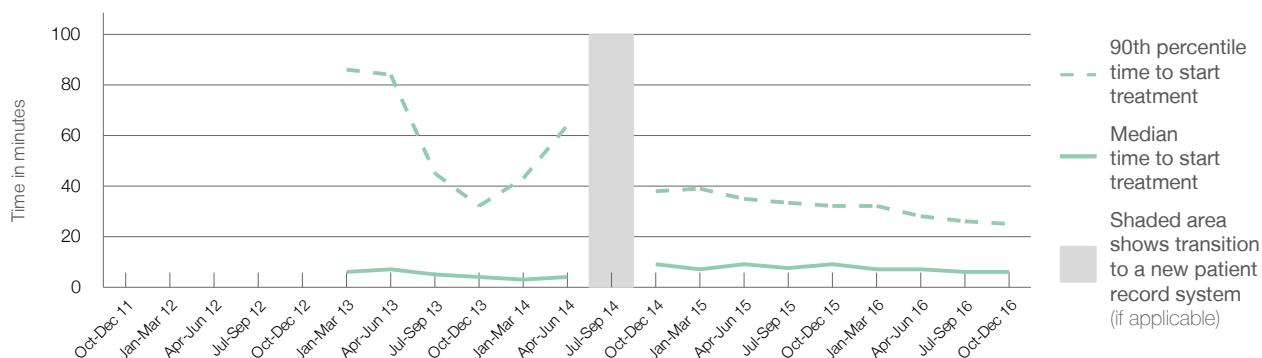
25 minutes

Same period last year	NSW (this period)
279	
266	
9 minutes	24 minutes
32 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			4	9	9	6
90th percentile time to start treatment ⁵ (minutes)			32	38	32	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,699 patients

Presentations used to calculate time to leaving the ED:⁶ 2,699 patients

Median time spent in the ED⁸

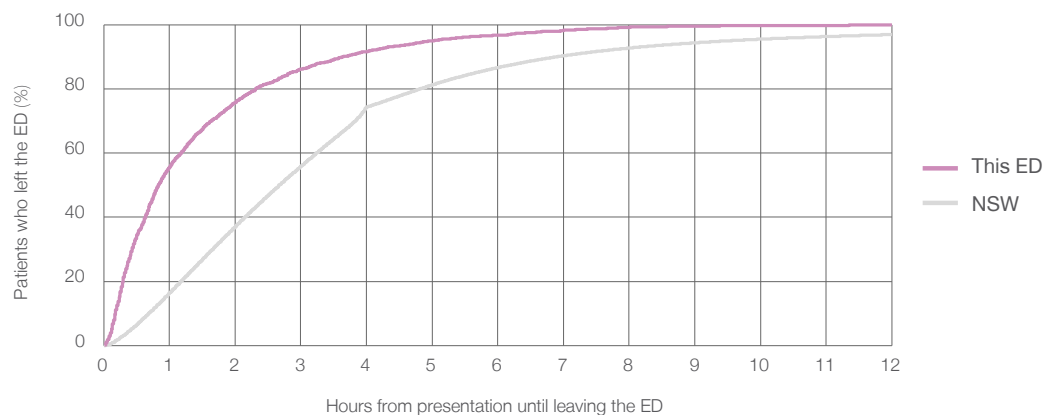
0 hours and 50 minutes

90th percentile time spent in the ED⁹

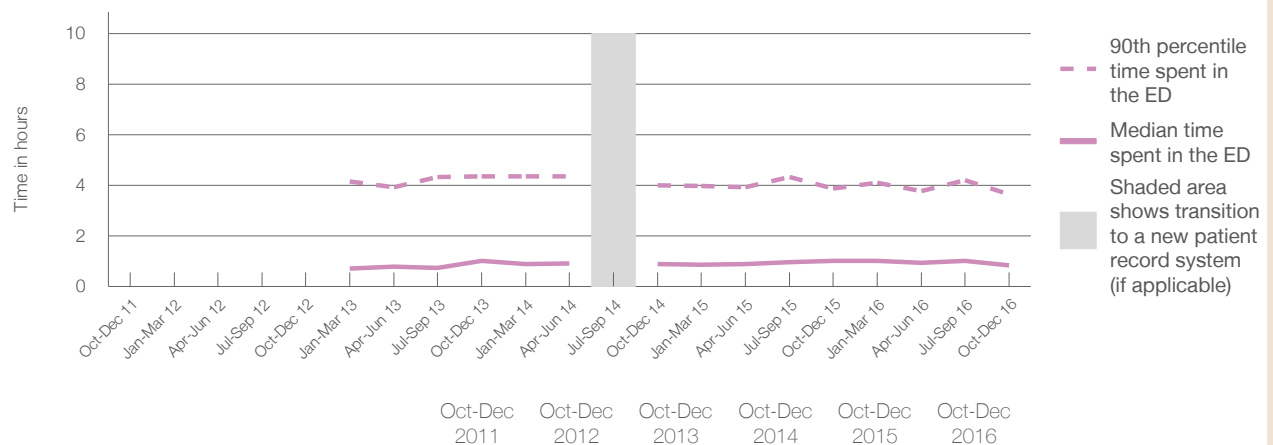
3 hours and 39 minutes

Same period last year	NSW (this period)
2,428	2,428
1 hours and 2 minutes	2 hours and 41 minutes
3 hours and 53 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 1m	0h 54m	1h 2m	0h 50m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 21m	4h 0m	3h 53m	3h 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients spent in the ED

By mode of separation

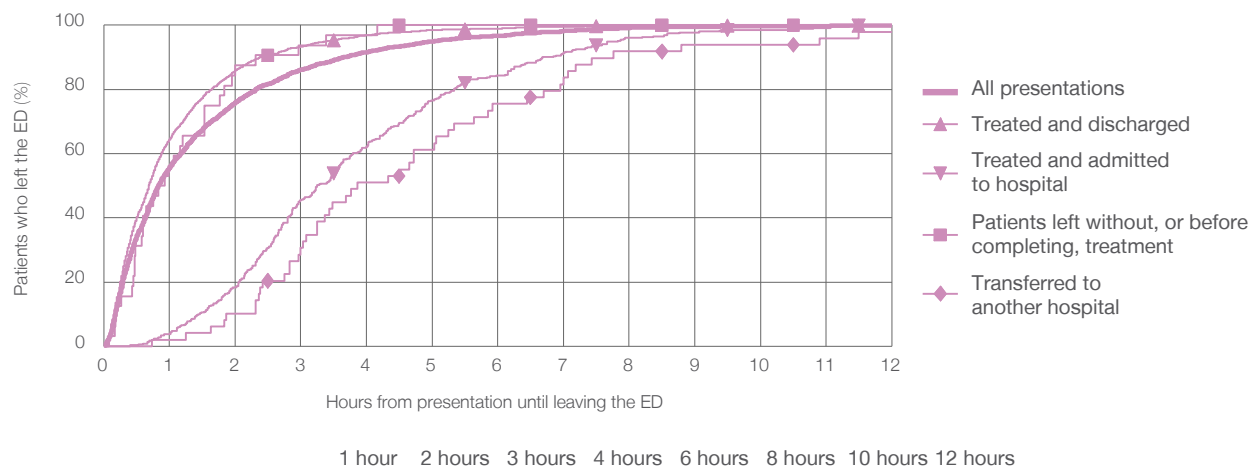
October to December 2016

All presentations:[†] 2,699 patients

Presentations used to calculate time to leaving the ED:[‡] 2,699 patients

		Same period last year	Change since one year ago
Treated and discharged	2,198 (81.4%)	1,954	12.5%
Treated and admitted to hospital	351 (13.0%)	333	5.4%
Patient left without, or before completing, treatment	32 (1.2%)	29	10.3%
Transferred to another hospital	49 (1.8%)	51	-3.9%
Other	69 (2.6%)	61	13.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	64.5%	85.9%	93.4%	96.8%	99.0%	99.8%	100%	100%
Treated and admitted to hospital	3.7%	18.2%	45.6%	62.1%	84.3%	96.0%	98.6%	100%
Patient left without, or before completing, treatment	56.3%	87.5%	93.8%	96.9%	100%	100%	100%	100%
Transferred to another hospital	2.0%	10.2%	30.6%	51.0%	75.5%	91.8%	93.9%	98.0%
All presentations	55.6%	75.9%	86.1%	91.6%	96.7%	99.2%	99.7%	99.9%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,699 patients

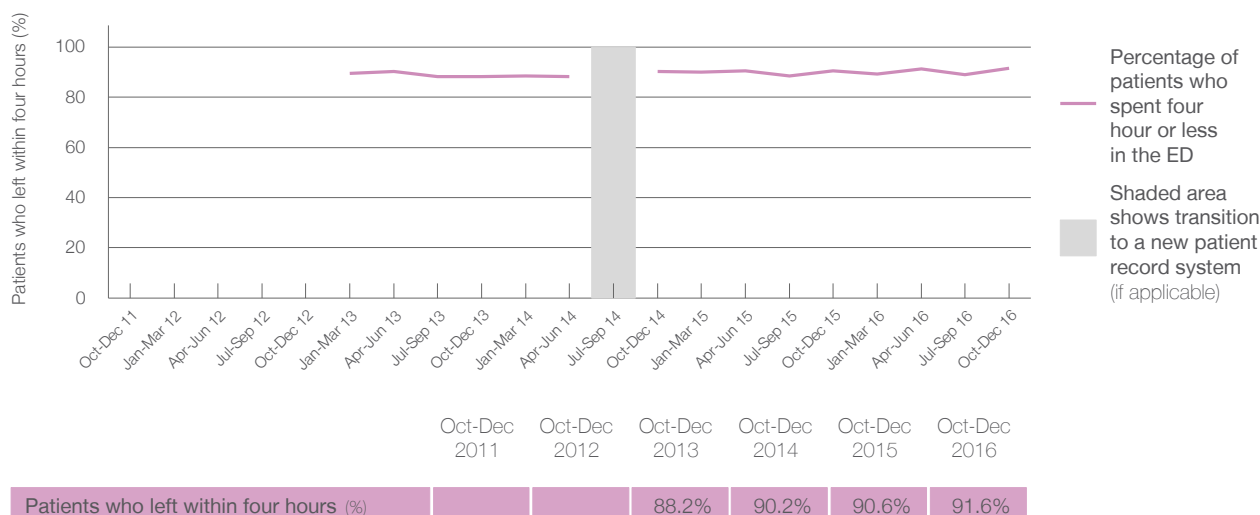
Presentations used to calculate time to leaving the ED:⁶ 2,699 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,428	11.2%
2,428	11.2%
90.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,048 patients

Emergency presentations:² 1,793 patients

Same period last year	Change since one year ago
2,492	-17.8%
1,905	-5.9%

Forbes District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 72 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 251 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 560 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 903 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
83	
5 minutes	8 minutes
*	26 minutes
265	
13 minutes	20 minutes
36 minutes	67 minutes
724	
25 minutes	25 minutes
69 minutes	97 minutes
833	
27 minutes	24 minutes
96 minutes	103 minutes

Forbes District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,048 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
2,491	-17.8%
93.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

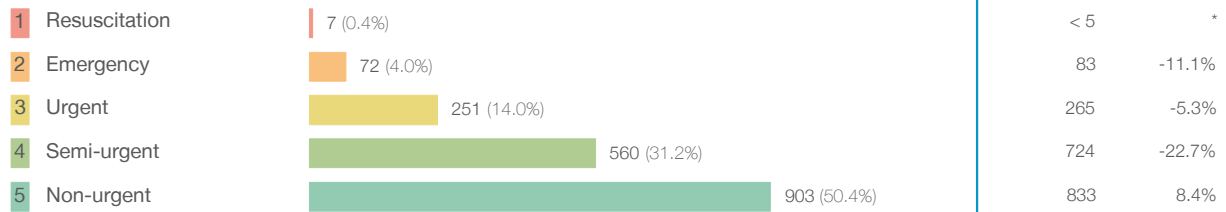
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Patients presenting to the emergency department

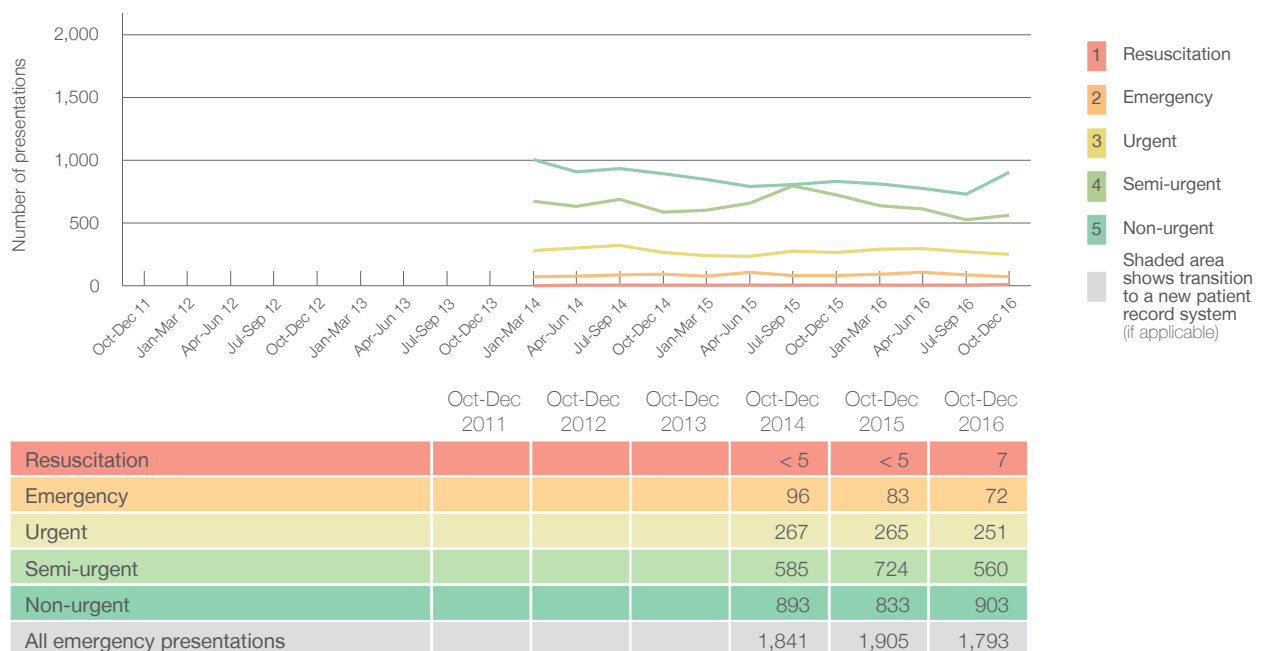
October to December 2016

All presentations:¹ 2,048 patients

Emergency presentations² by triage category: 1,793 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}

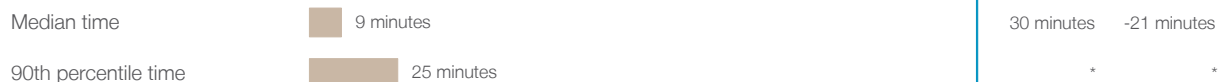


Forbes District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 159 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 72

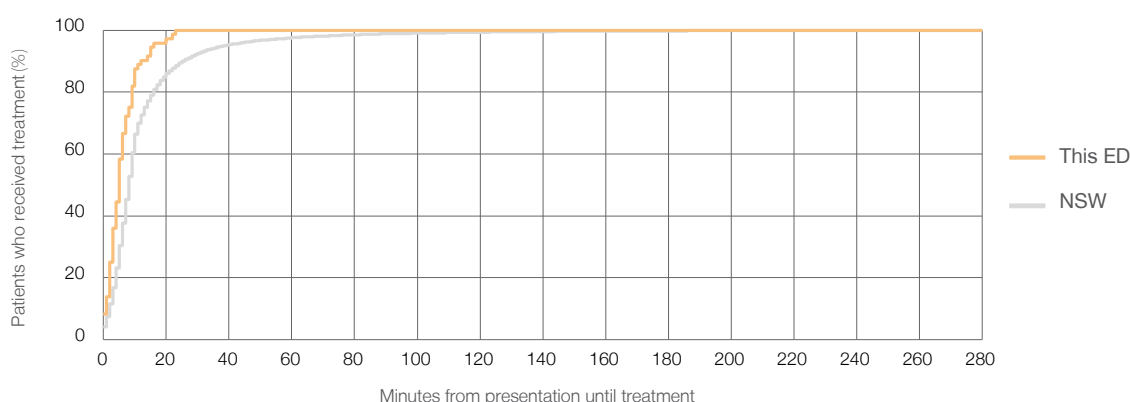
Number of triage 2 patients used to calculate waiting time:³ 72

Median time to start treatment⁴ 5 minutes

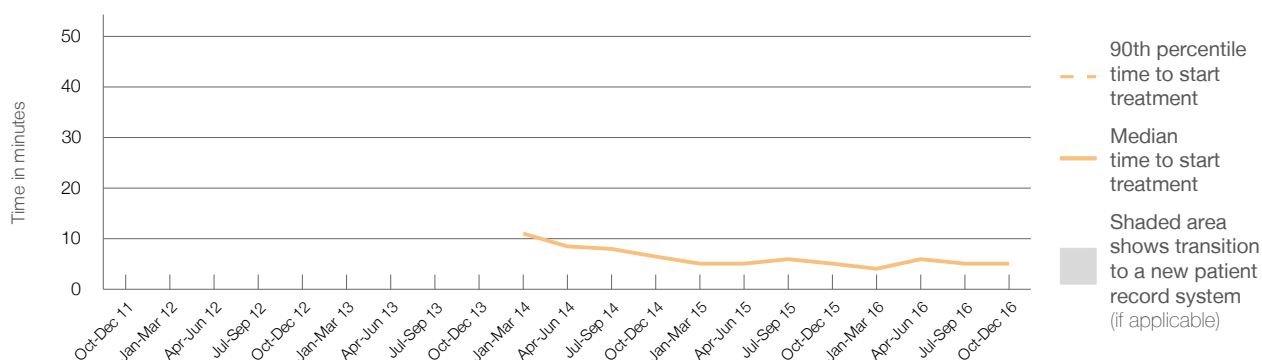
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
83	
81	
5 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				7	5	5
90th percentile time to start treatment 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 251

Number of triage 3 patients used to calculate waiting time:³ 249

Median time to start treatment⁴

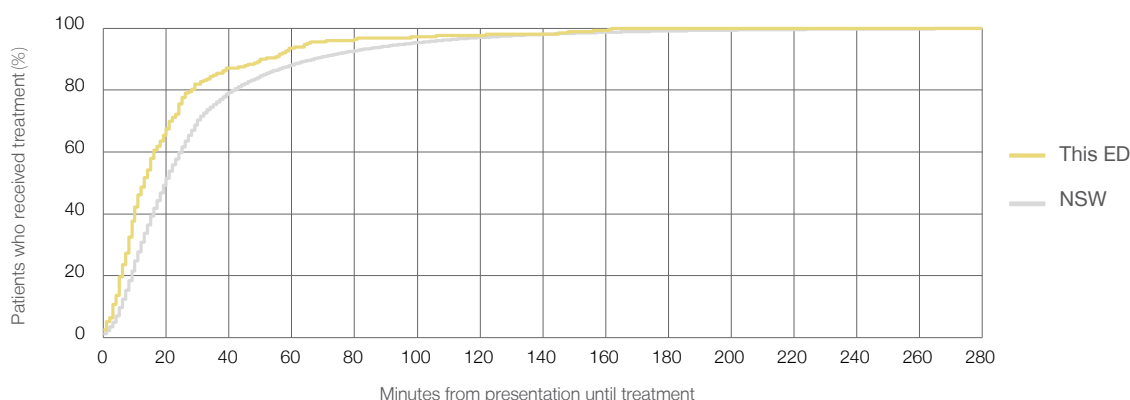
13 minutes

90th percentile time to start treatment⁵

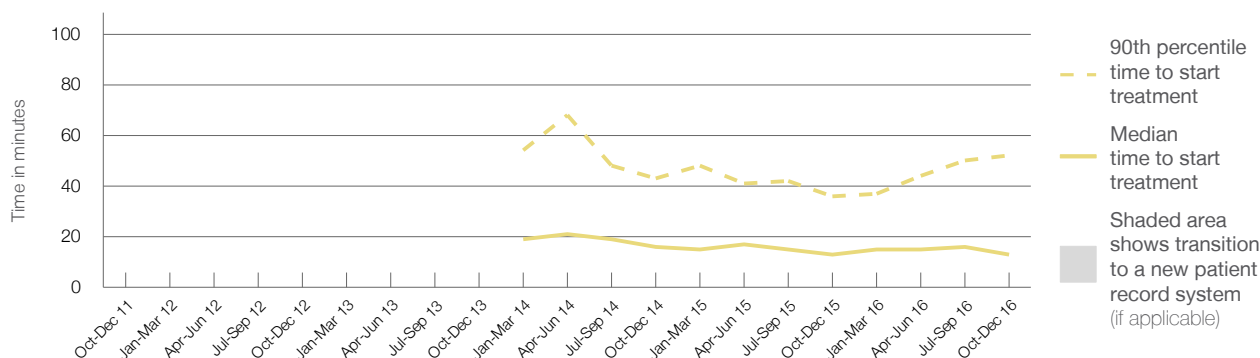
52 minutes

Same period last year	NSW (this period)
265	
259	
13 minutes	20 minutes
36 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				16	13	13
90th percentile time to start treatment ⁵ (minutes)				43	36	52

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 560

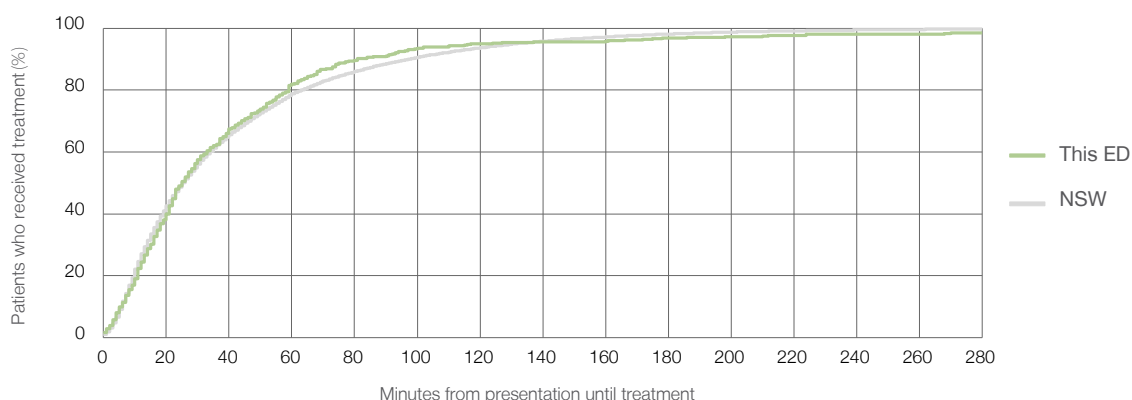
Number of triage 4 patients used to calculate waiting time:³ 538

Median time to start treatment⁴ 25 minutes

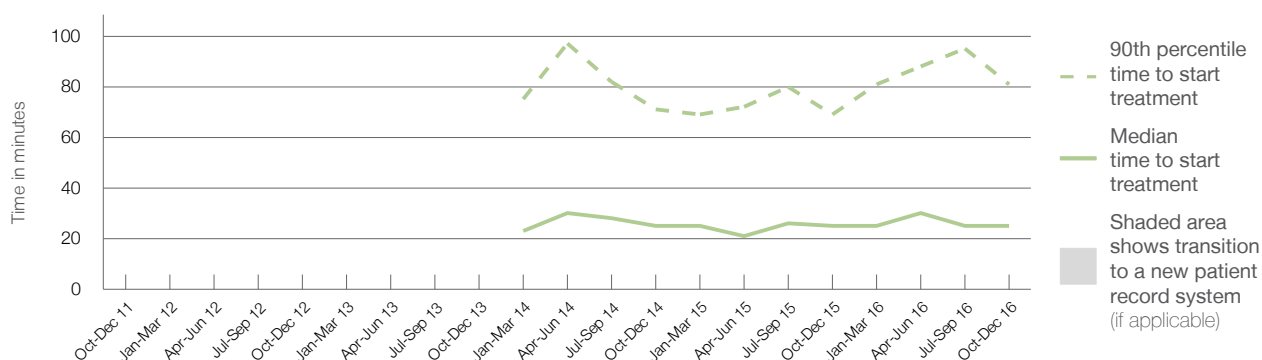
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
724	
703	
25 minutes	25 minutes
69 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				25	25	25
90th percentile time to start treatment ⁵ (minutes)				71	69	81

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 903

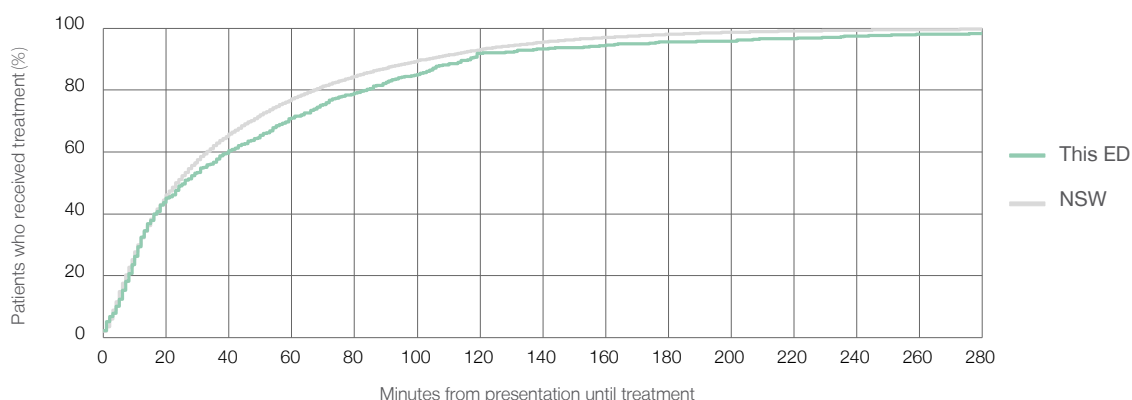
Number of triage 5 patients used to calculate waiting time:³ 798

Median time to start treatment⁴ 26 minutes

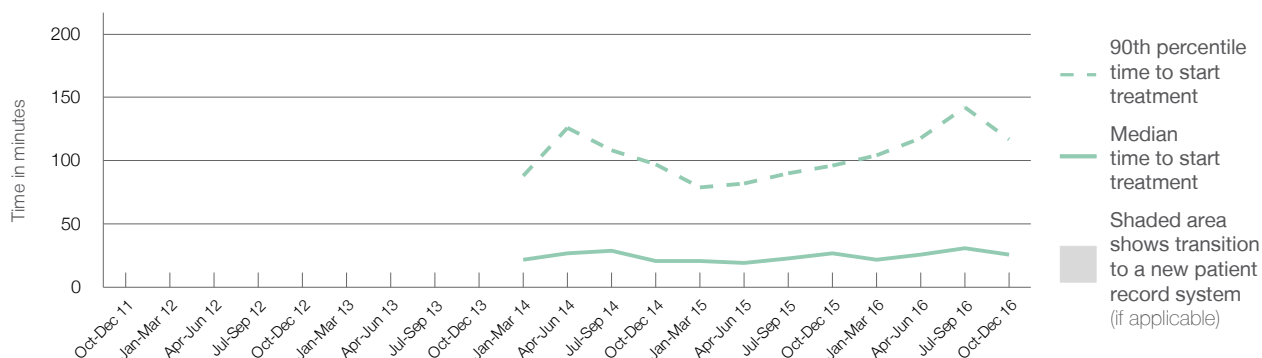
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
833	
798	
27 minutes	24 minutes
96 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				21	27	26
90th percentile time to start treatment ⁵ (minutes)				97	96	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,048 patients

Presentations used to calculate time to leaving the ED:⁶ 2,048 patients

Median time spent in the ED⁸

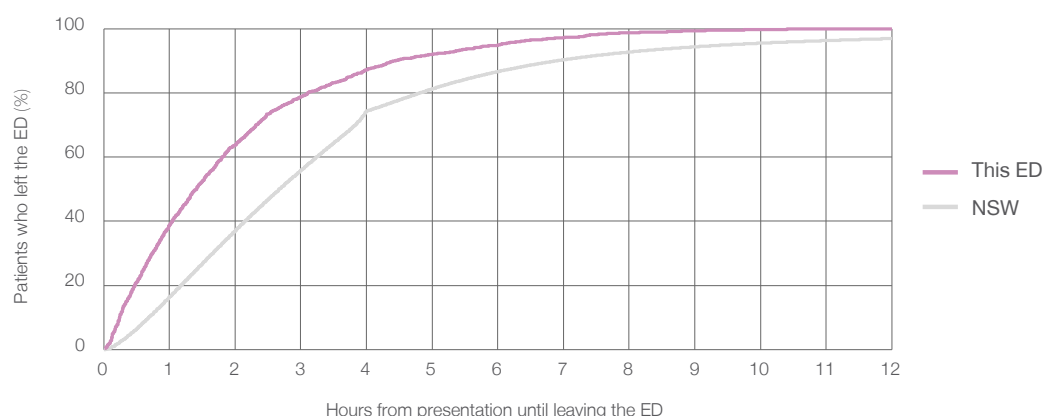
1 hours and 25 minutes

90th percentile time spent in the ED⁹

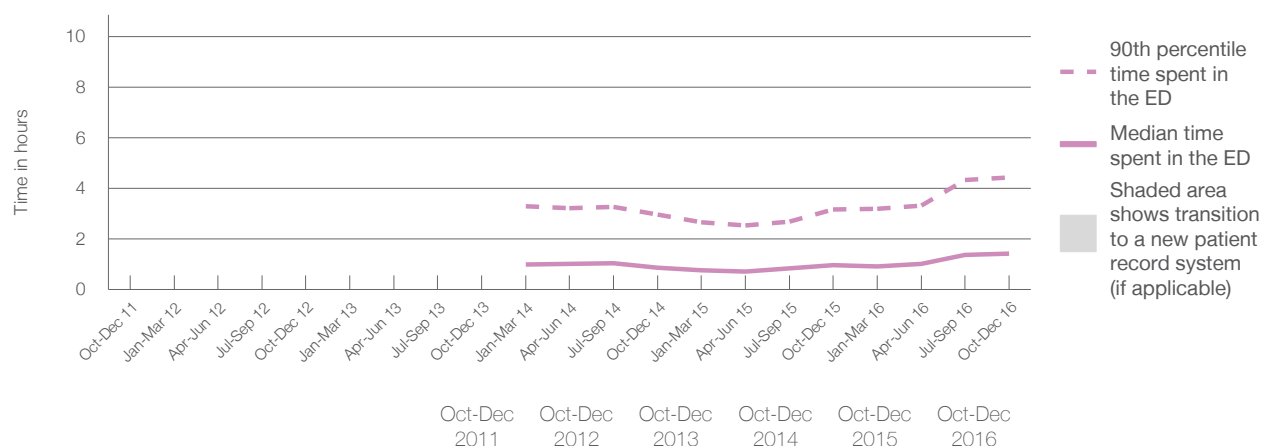
4 hours and 26 minutes

Same period last year	NSW (this period)
2,492	
2,491	
0 hours and 59 minutes	2 hours and 41 minutes
3 hours and 11 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)				0h 53m	0h 59m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)				2h 58m	3h 11m	4h 26m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients spent in the ED

By mode of separation

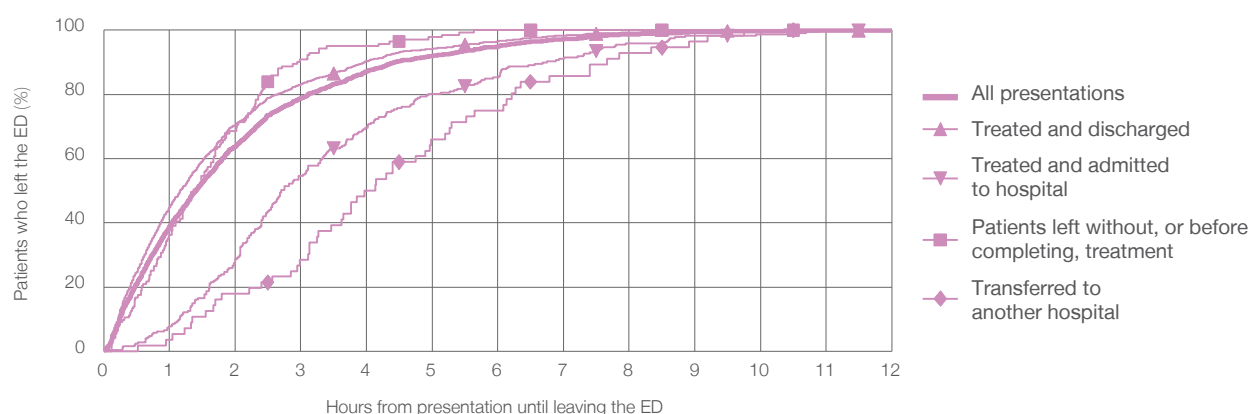
October to December 2016

All presentations:[†] 2,048 patients

Presentations used to calculate time to leaving the ED:[‡] 2,048 patients

		Same period last year	Change since one year ago
Treated and discharged	1,585 (77.4%)	2,125	-25.4%
Treated and admitted to hospital	247 (12.1%)	230	7.4%
Patient left without, or before completing, treatment	143 (7.0%)	71	101.4%
Transferred to another hospital	56 (2.7%)	60	-6.7%
Other	17 (0.8%)	6	183.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	44.9%	70.5%	83.2%	90.3%	96.5%	99.2%	99.8%	99.9%
Treated and admitted to hospital	7.7%	28.7%	54.7%	69.6%	85.4%	96.0%	98.8%	100%
Patient left without, or before completing, treatment	36.4%	68.5%	90.9%	95.1%	100%	100%	100%	100%
Transferred to another hospital	3.6%	17.9%	28.6%	50.0%	75.0%	92.9%	100%	100%
All presentations	38.9%	63.9%	78.8%	87.1%	94.9%	98.7%	99.7%	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,048 patients

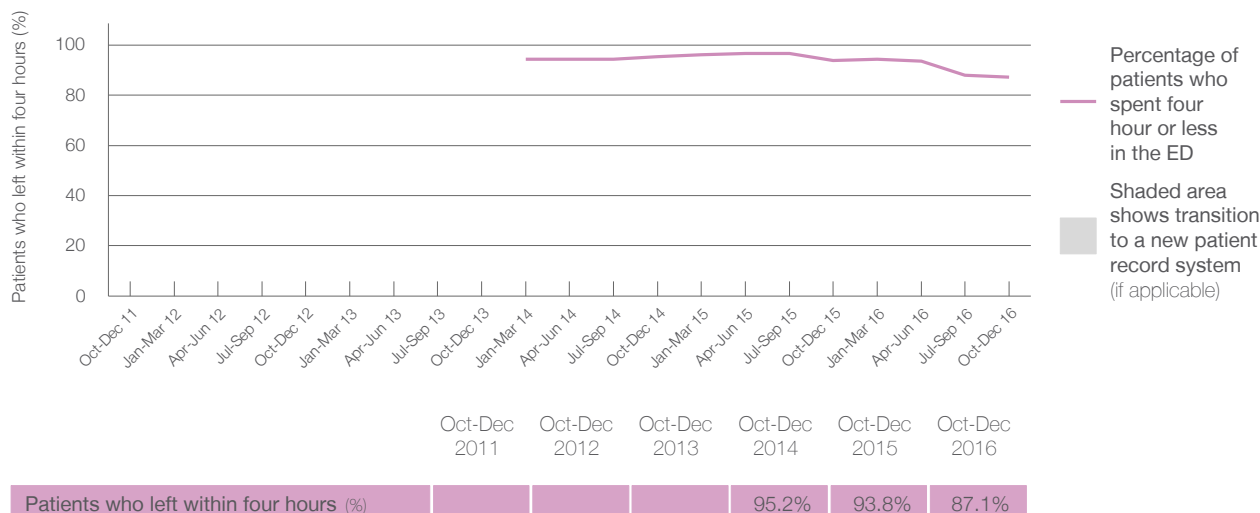
Presentations used to calculate time to leaving the ED:⁶ 2,048 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,492	-17.8%
2,491	-17.8%
93.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,225 patients

Emergency presentations:² 2,027 patients

Same period last year	Change since one year ago
2,144	3.8%
1,992	1.8%

Gunnedah District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 102 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 399 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,197 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 329 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
115	
4 minutes	8 minutes
20 minutes	26 minutes
442	
18 minutes	20 minutes
70 minutes	67 minutes
1,186	
30 minutes	25 minutes
89 minutes	97 minutes
244	
22 minutes	24 minutes
85 minutes	103 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,225 patients

Percentage of patients who spent four hours or less in the ED 89.8%

Same period last year	Change since one year ago
2,144	3.8%
91.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

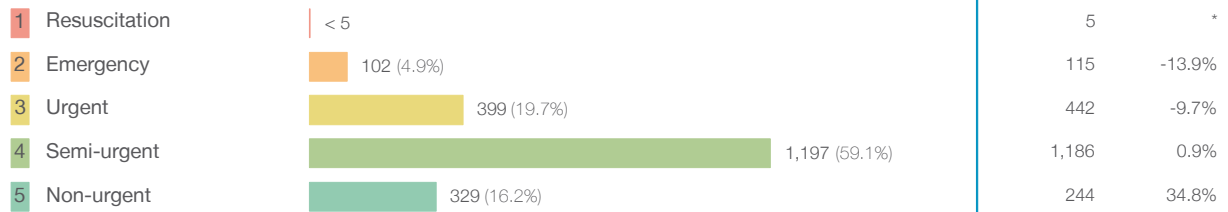
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Patients presenting to the emergency department

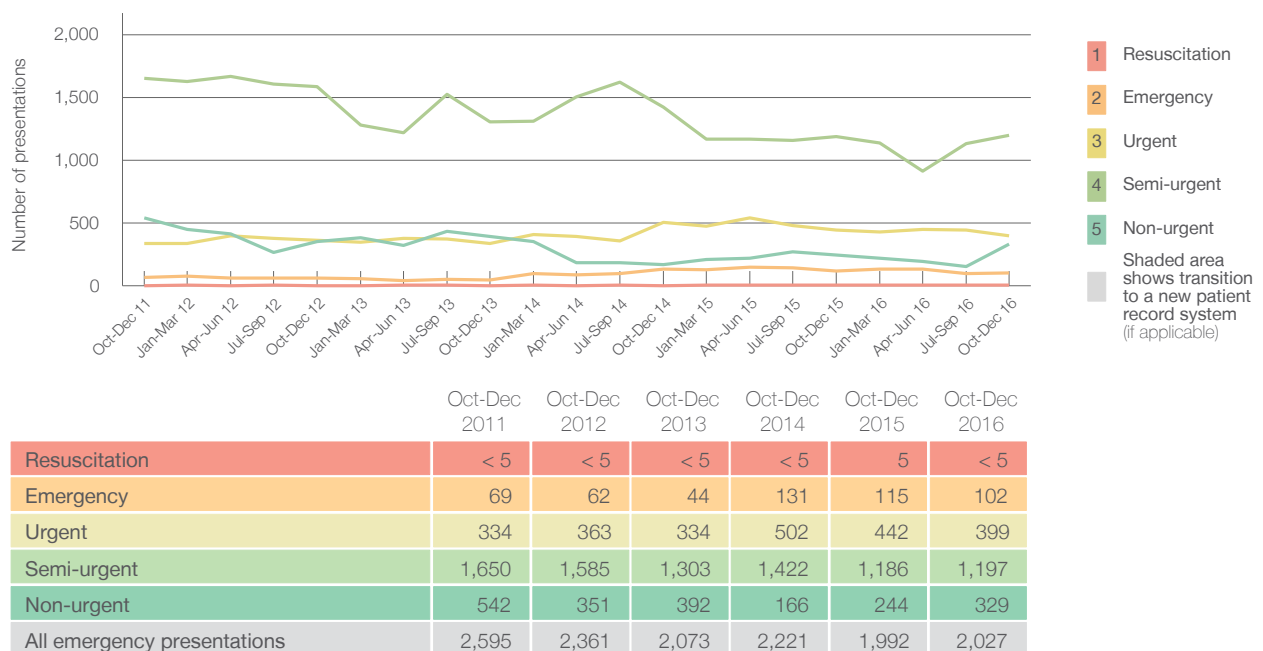
October to December 2016

All presentations:¹ 2,225 patients

Emergency presentations² by triage category: 2,027 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Gunnedah District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 146 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 102

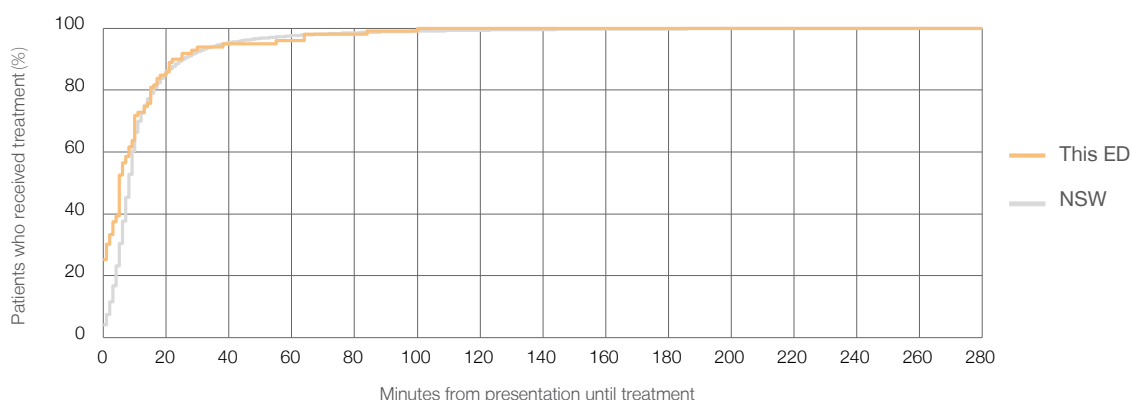
Number of triage 2 patients used to calculate waiting time:³ 99

Median time to start treatment⁴ 5 minutes

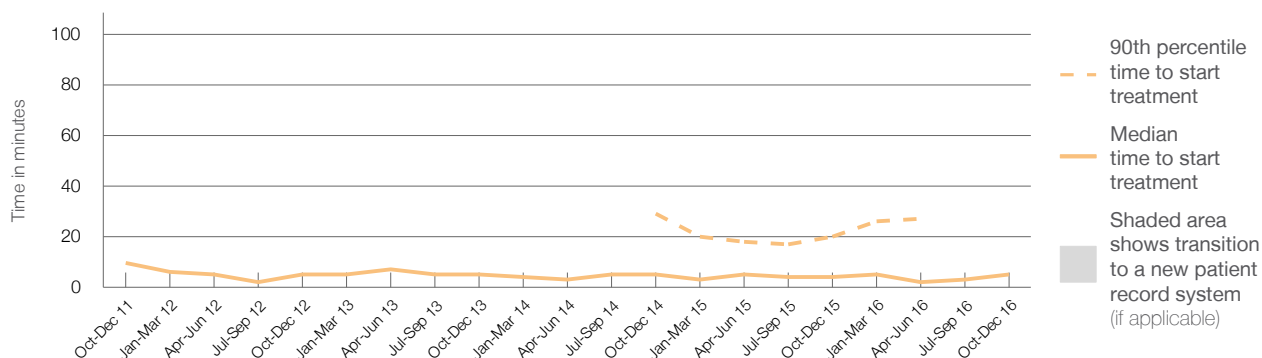
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
115	
113	
4 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	5	5	5	4	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	29	20	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 399

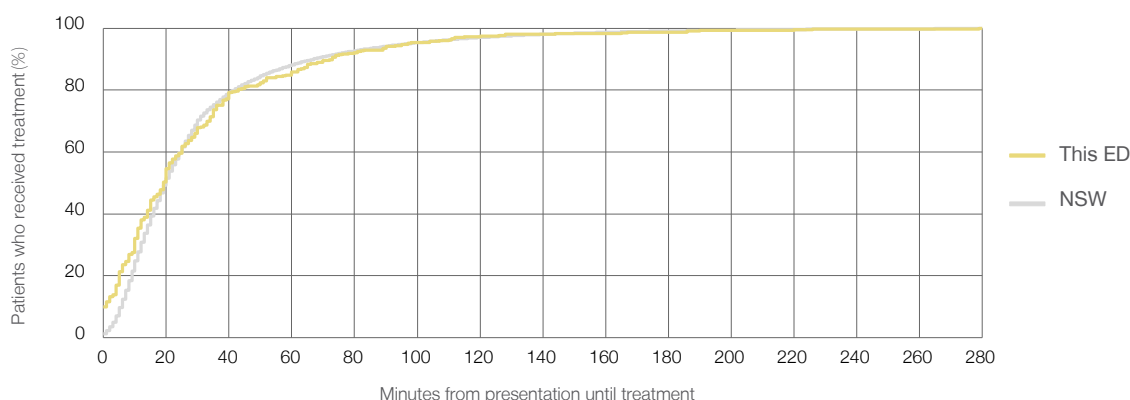
Number of triage 3 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 19 minutes

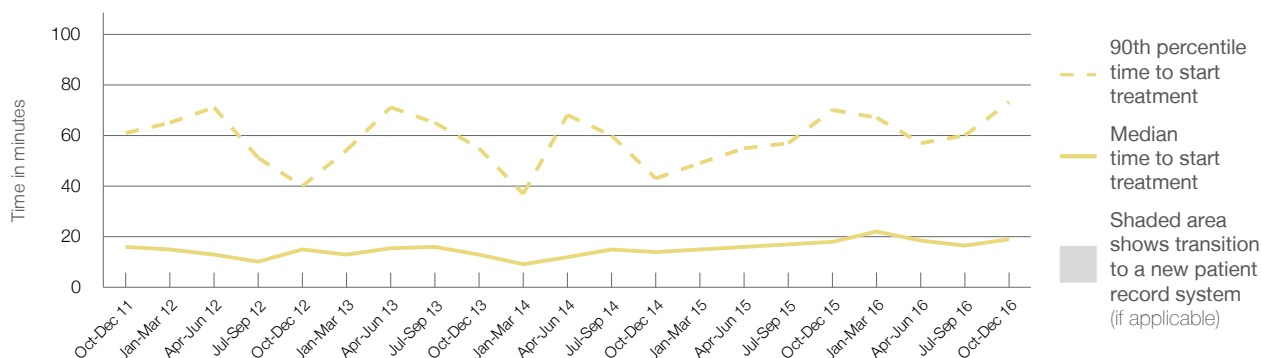
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
442	
432	
18 minutes	20 minutes
70 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	16	15	13	14	18	19
90th percentile time to start treatment ⁵ (minutes)	61	40	55	43	70	73

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,197

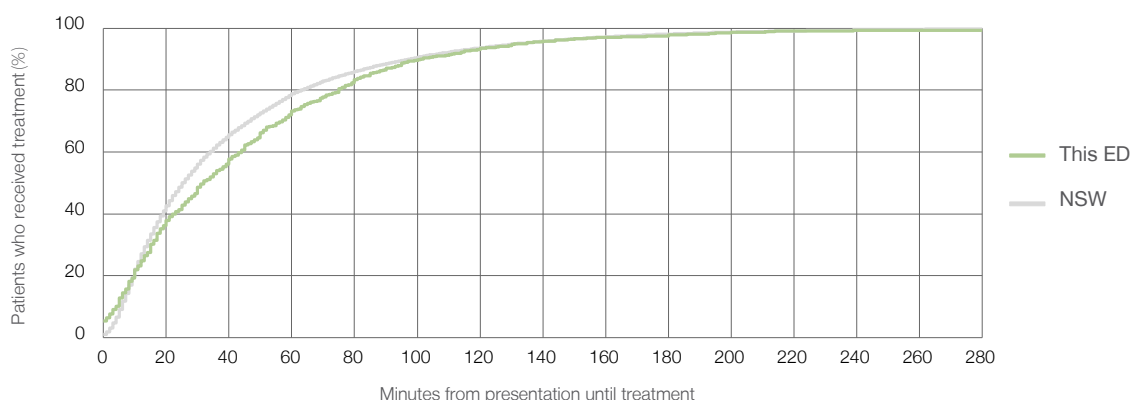
Number of triage 4 patients used to calculate waiting time:³ 1,130

Median time to start treatment⁴ 32 minutes

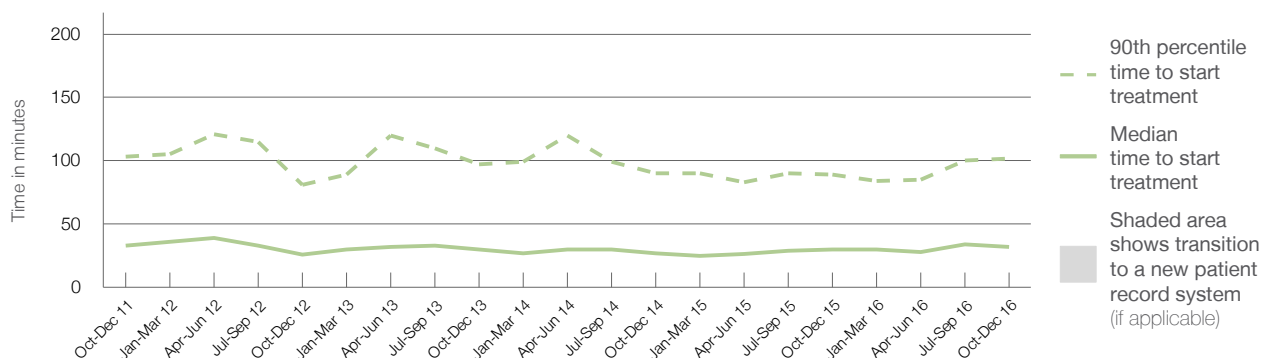
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
1,186	
1,135	
30 minutes	25 minutes
89 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	26	30	27	30	32
90th percentile time to start treatment ⁵ (minutes)	103	81	97	90	89	102

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 329

Number of triage 5 patients used to calculate waiting time:³ 304

Median time to start treatment⁴

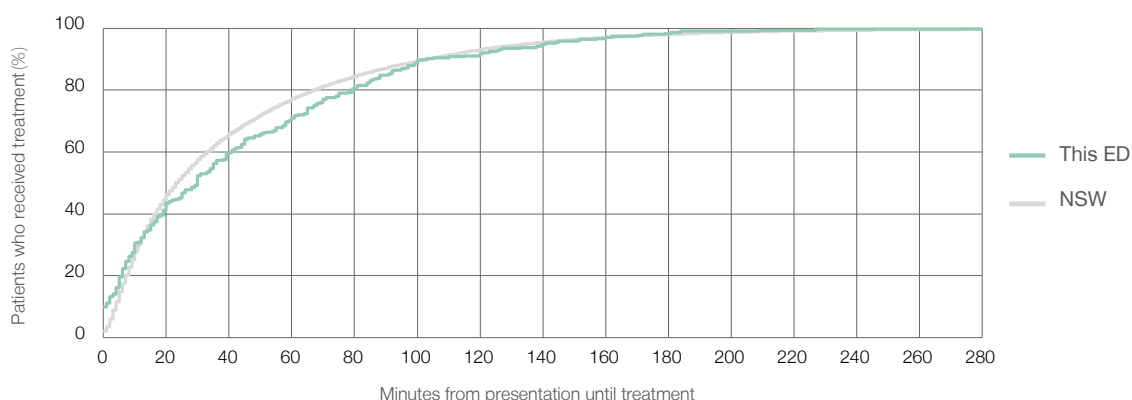
30 minutes

90th percentile time to start treatment⁵

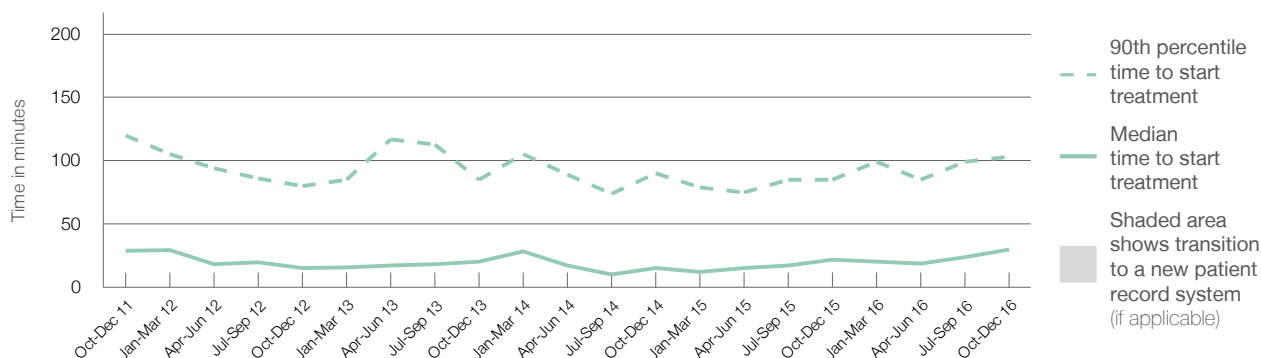
103 minutes

Same period last year	NSW (this period)
244	
235	
22 minutes	24 minutes
85 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	15	20	15	22	30
90th percentile time to start treatment ⁵ (minutes)	120	80	85	90	85	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,225 patients

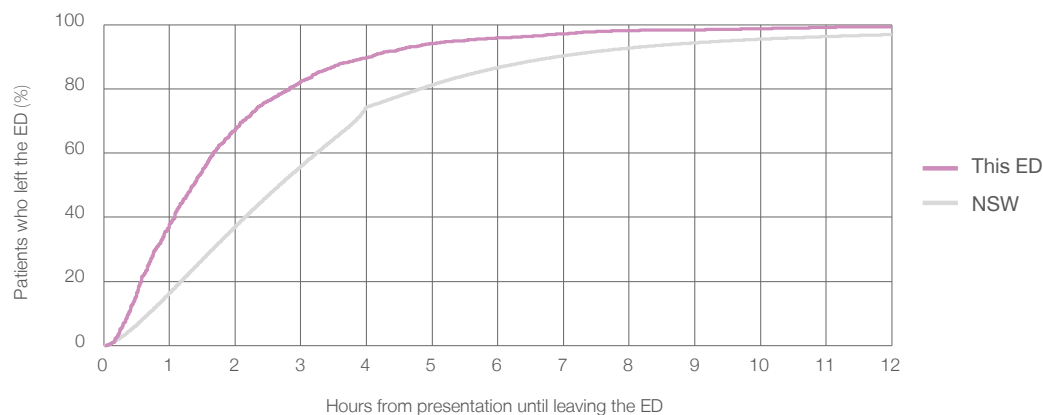
Presentations used to calculate time to leaving the ED:⁶ 2,225 patients

Median time spent in the ED⁸ 1 hours and 22 minutes

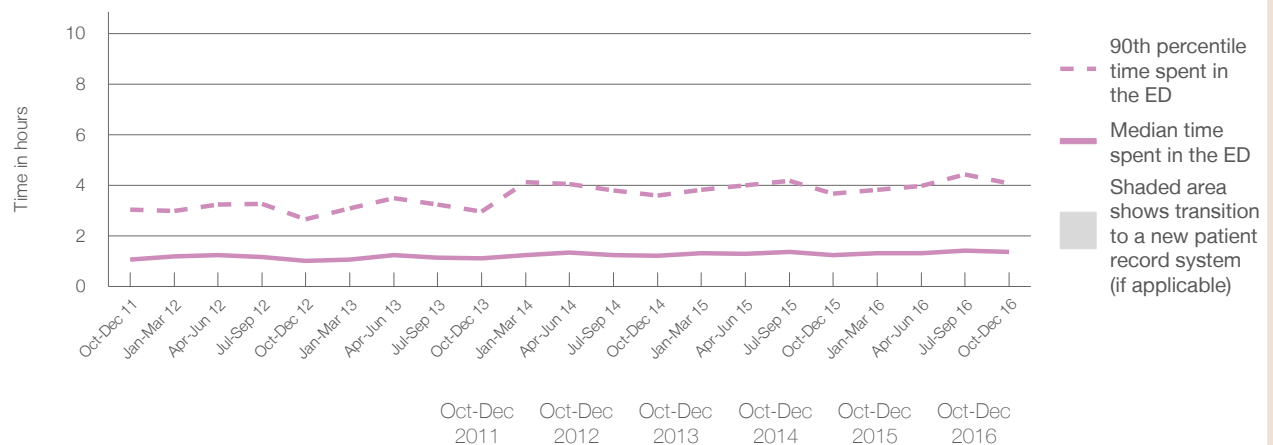
90th percentile time spent in the ED⁹ 4 hours and 5 minutes

Same period last year	NSW (this period)
2,144	2,144
1 hours and 15 minutes	2 hours and 41 minutes
3 hours and 41 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 1m	1h 7m	1h 14m	1h 15m	1h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 2m	2h 40m	2h 58m	3h 36m	3h 41m	4h 5m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

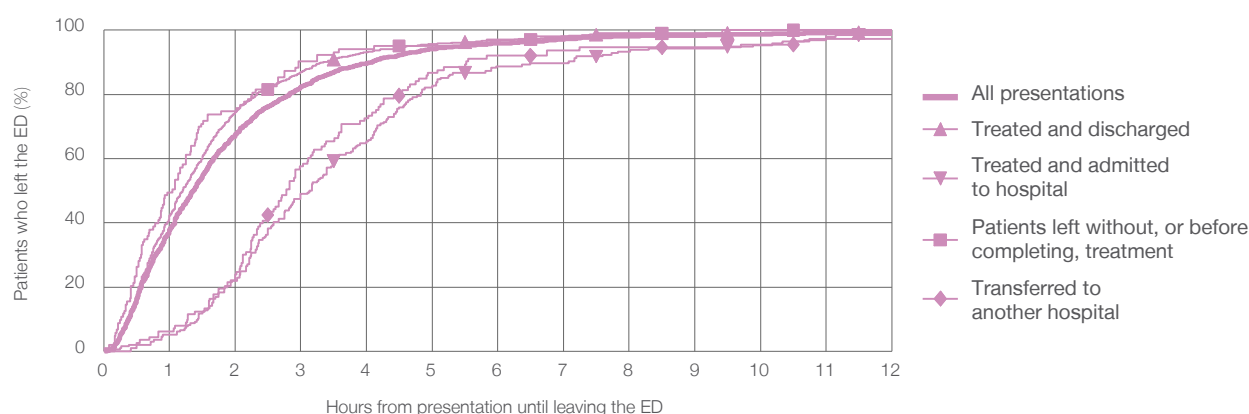
October to December 2016

All presentations:[†] 2,225 patients

Presentations used to calculate time to leaving the ED:[‡] 2,225 patients

		Same period last year	Change since one year ago
Treated and discharged	1,792 (80.5%)	1,718	4.3%
Treated and admitted to hospital	196 (8.8%)	208	-5.8%
Patient left without, or before completing, treatment	103 (4.6%)	91	13.2%
Transferred to another hospital	113 (5.1%)	120	-5.8%
Other	21 (0.9%)	7	200.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	42.2%	74.6%	87.0%	93.2%	96.8%	98.8%	99.2%	99.5%
Treated and admitted to hospital	5.1%	21.9%	49.0%	65.3%	88.8%	93.4%	95.4%	98.5%
Patient left without, or before completing, treatment	49.5%	74.8%	90.3%	94.2%	97.1%	99.0%	100%	100%
Transferred to another hospital	6.2%	23.9%	57.5%	72.6%	92.0%	94.7%	95.6%	97.3%
All presentations	37.9%	67.5%	82.3%	89.8%	95.9%	98.2%	98.7%	99.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,225 patients

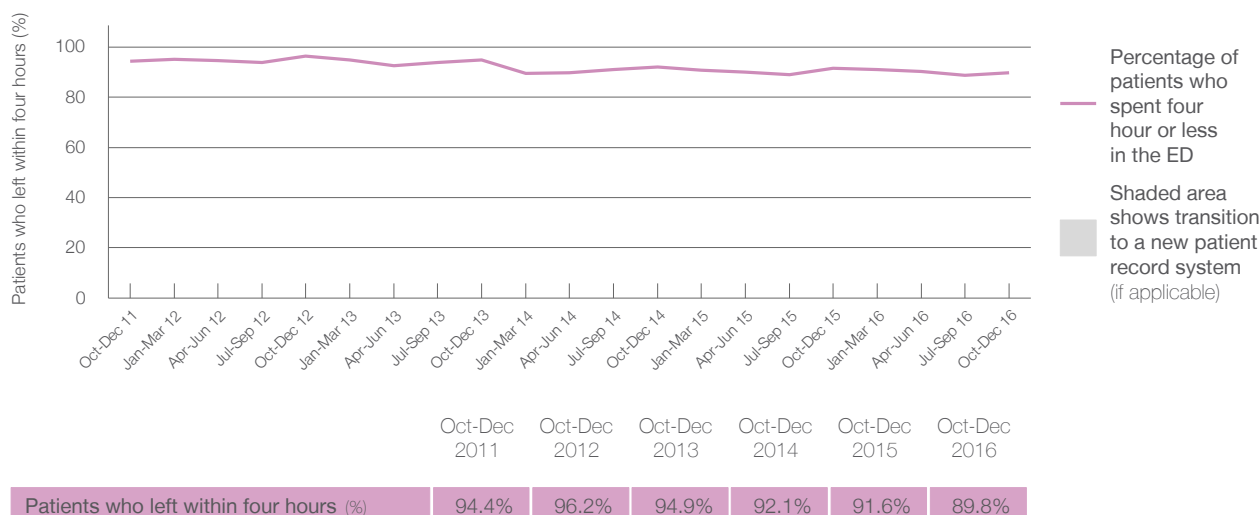
Presentations used to calculate time to leaving the ED:⁶ 2,225 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,144	3.8%
2,144	3.8%
91.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,427 patients

Emergency presentations:² 2,356 patients

Same period last year	Change since one year ago
2,023	20.0%
1,938	21.6%

Inverell District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 252 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 786 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,032 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 281 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
217	
4 minutes	8 minutes
20 minutes	26 minutes
585	
10 minutes	20 minutes
50 minutes	67 minutes
886	
18 minutes	25 minutes
70 minutes	97 minutes
250	
11 minutes	24 minutes
60 minutes	103 minutes

Inverell District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,427 patients

Percentage of patients who spent four hours or less in the ED 89.0%

Same period last year	Change since one year ago
2,023	20.0%
89.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

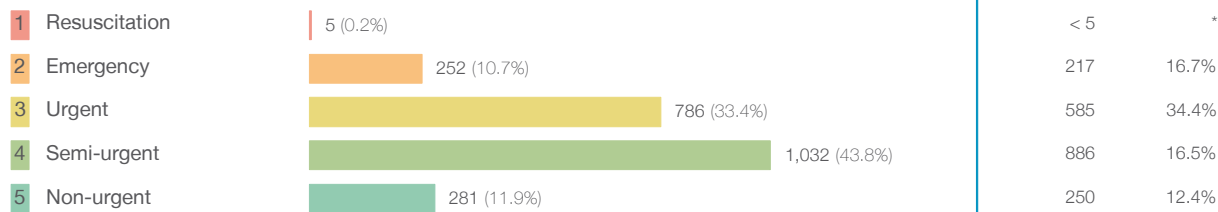
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Patients presenting to the emergency department

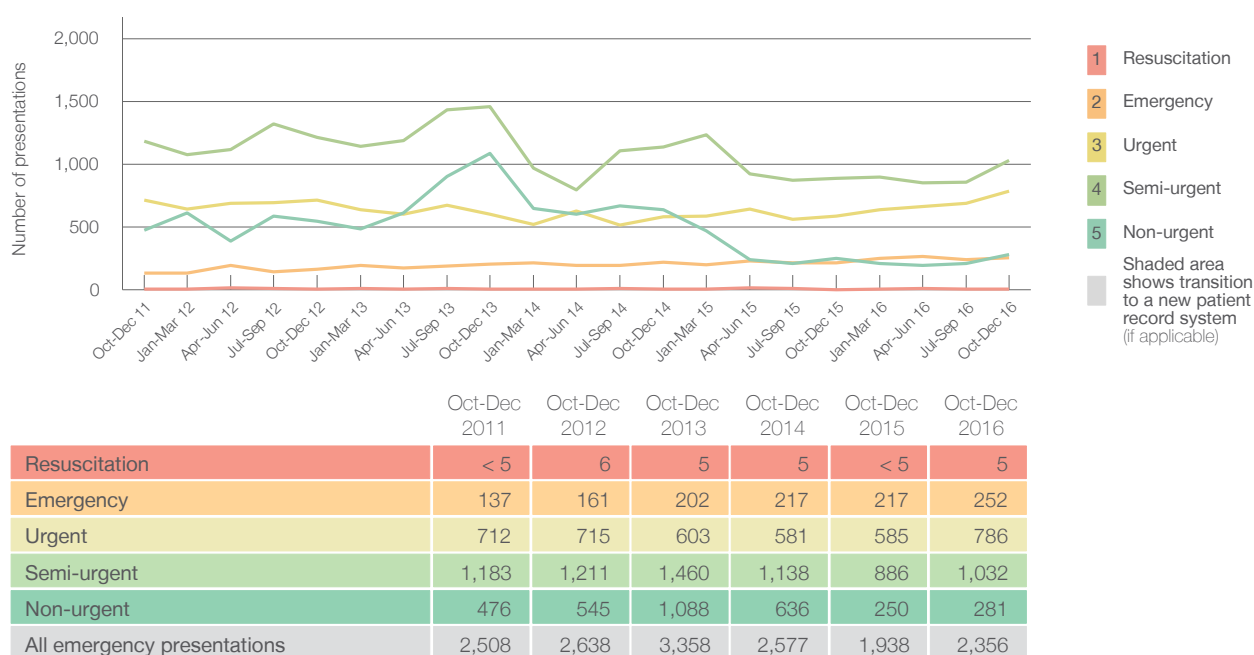
October to December 2016

All presentations:¹ 2,427 patients

Emergency presentations² by triage category: 2,356 patients



Emergency presentations² by quarter, October 2011 to December 2016 [†]



Inverell District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 257 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 252

Number of triage 2 patients used to calculate waiting time:³ 244

Median time to start treatment⁴

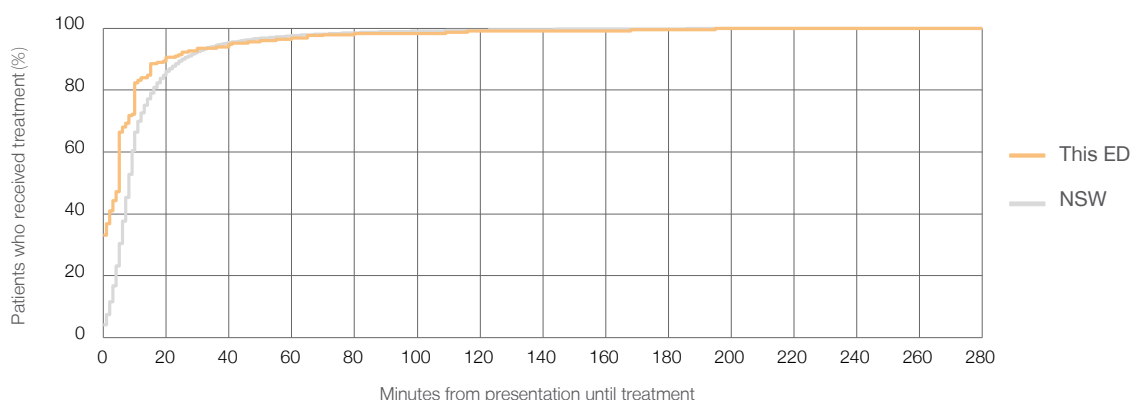
5 minutes

90th percentile time to start treatment⁵

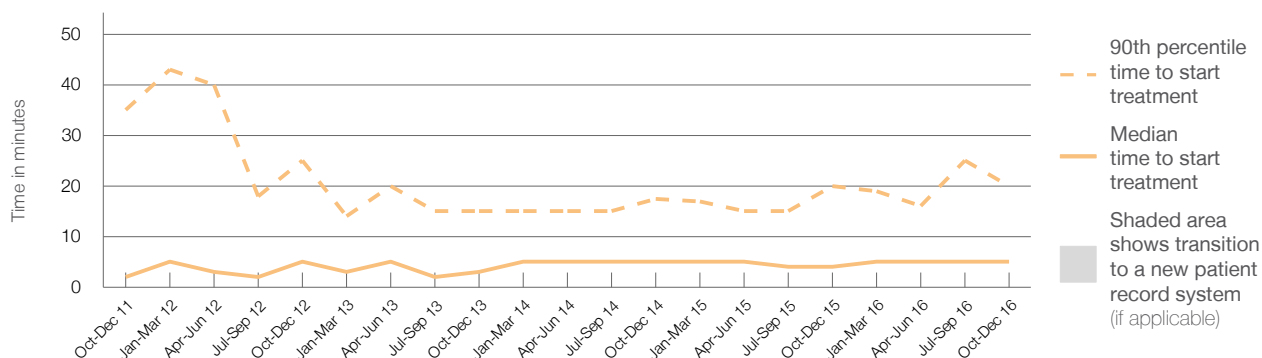
20 minutes

Same period last year	NSW (this period)
217	
213	
4 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	5	3	5	4	5
90th percentile time to start treatment ⁵ (minutes)	35	25	15	18	20	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 786

Number of triage 3 patients used to calculate waiting time:³ 750

Median time to start treatment⁴

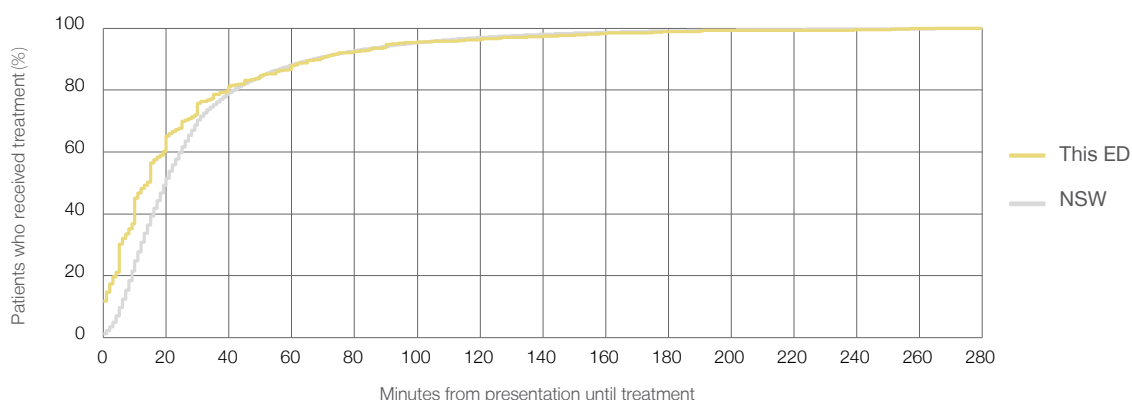
14 minutes

90th percentile time to start treatment⁵

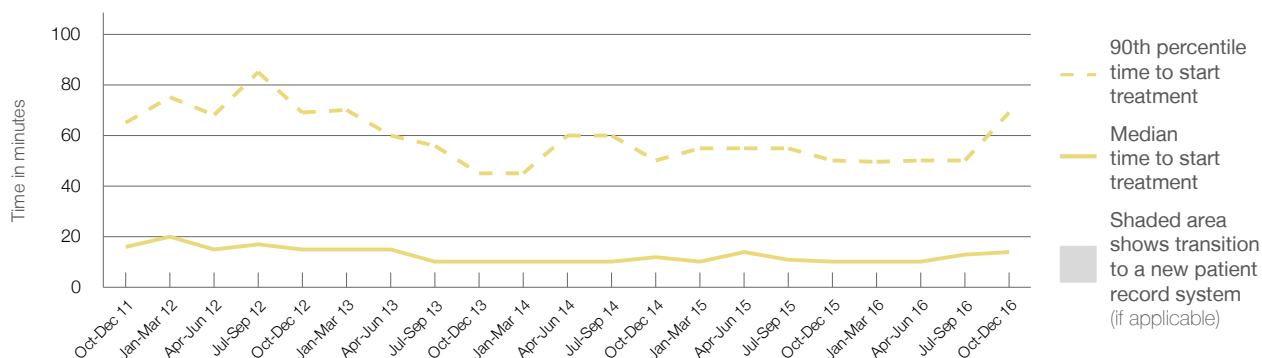
69 minutes

Same period last year	NSW (this period)
585	
568	
10 minutes	20 minutes
50 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	16	15	10	12	10	14
90th percentile time to start treatment ⁵ (minutes)	65	69	45	50	50	69

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,032

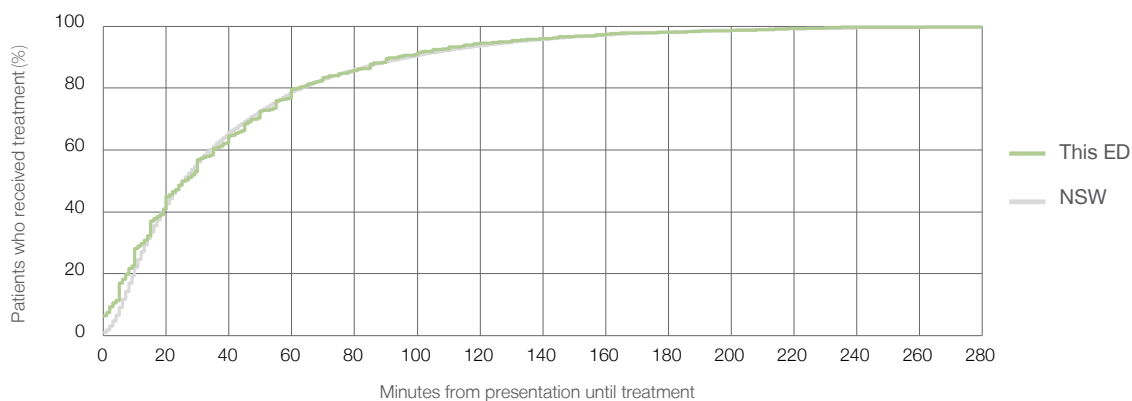
Number of triage 4 patients used to calculate waiting time:³ 919

Median time to start treatment⁴ 26 minutes

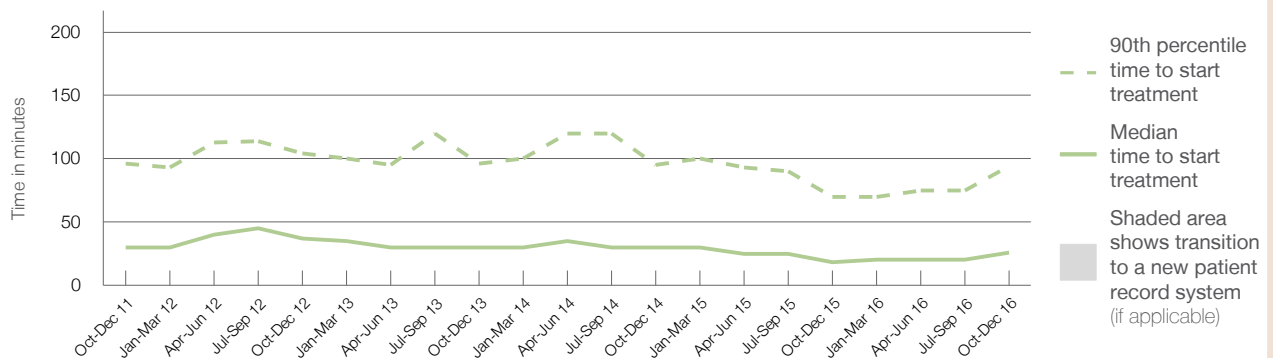
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
886	
839	
18 minutes	25 minutes
70 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	37	30	30	18	26
90th percentile time to start treatment ⁵ (minutes)	96	104	96	95	70	94

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 281

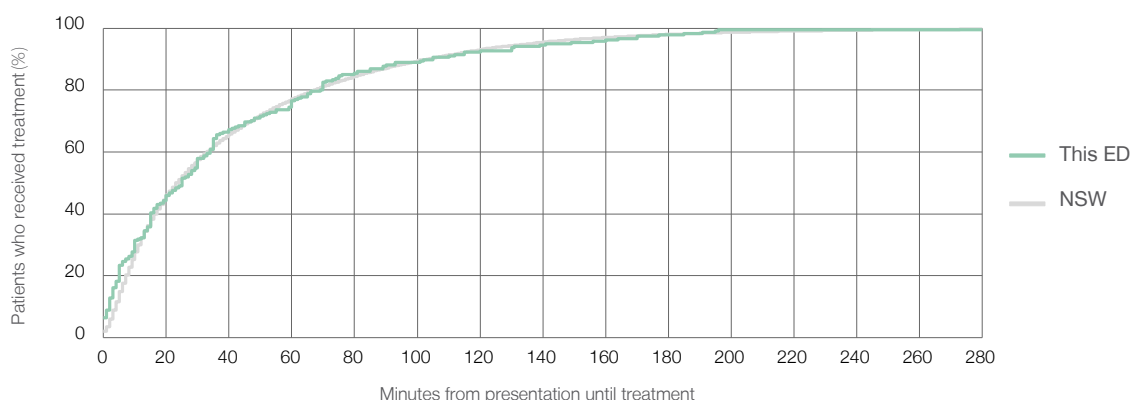
Number of triage 5 patients used to calculate waiting time:³ 235

Median time to start treatment⁴ 25 minutes

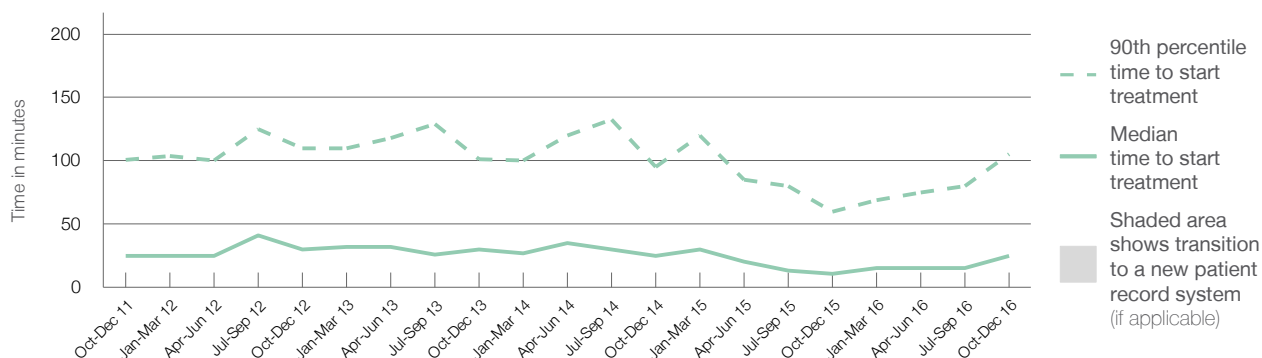
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
250	
230	
11 minutes	24 minutes
60 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	30	30	25	11	25
90th percentile time to start treatment ⁵ (minutes)	101	110	101	95	60	105

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,427 patients

Presentations used to calculate time to leaving the ED:⁶ 2,427 patients

Median time spent in the ED⁸

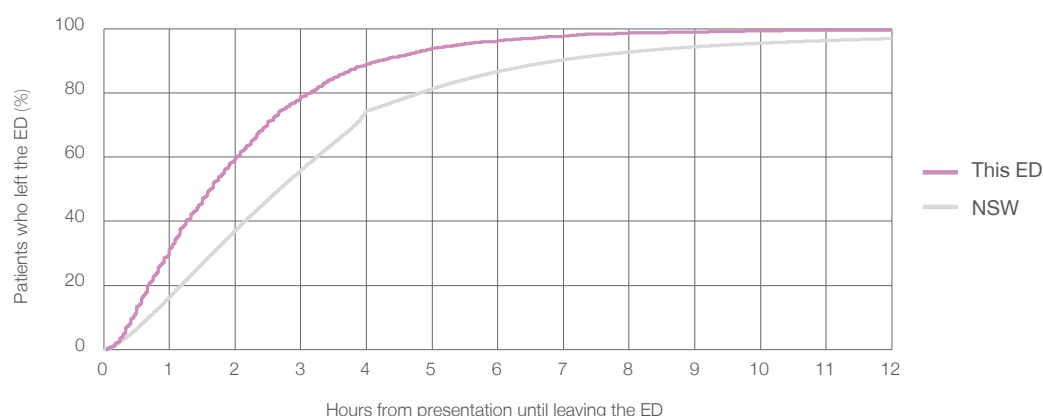
1 hours and 38 minutes

90th percentile time spent in the ED⁹

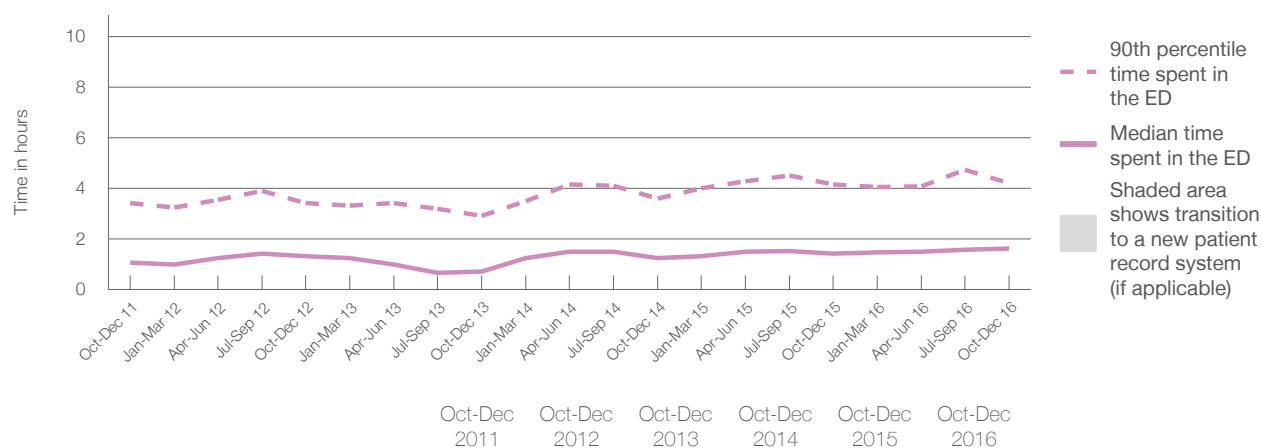
4 hours and 12 minutes

Same period last year	NSW (this period)
2,023	2,023
1 hours and 25 minutes	2 hours and 41 minutes
4 hours and 10 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 20m	0h 43m	1h 15m	1h 25m	1h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 25m	3h 25m	2h 55m	3h 36m	4h 10m	4h 12m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients spent in the ED

By mode of separation

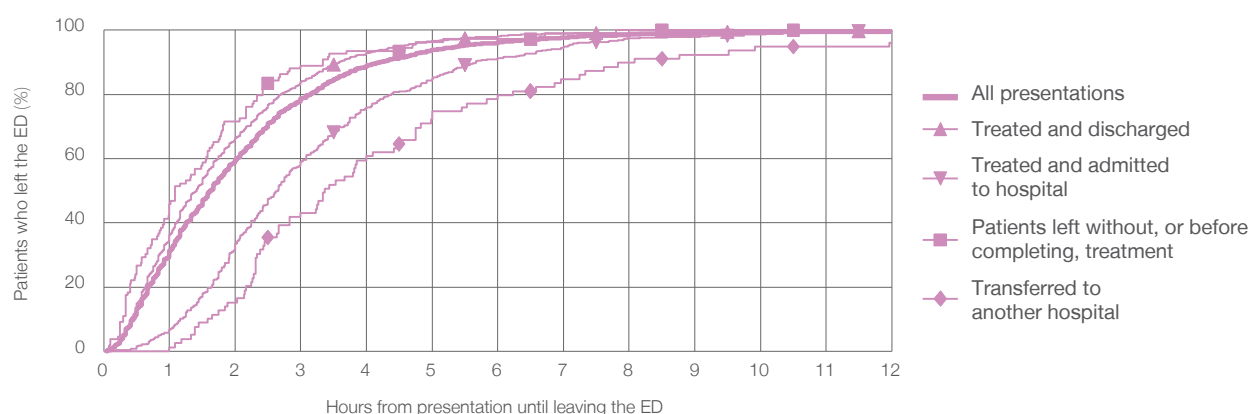
October to December 2016

All presentations:[†] 2,427 patients

Presentations used to calculate time to leaving the ED:[‡] 2,427 patients

		Same period last year	Change since one year ago
Treated and discharged	1,736 (71.5%)	1,469	18.2%
Treated and admitted to hospital	430 (17.7%)	399	7.8%
Patient left without, or before completing, treatment	109 (4.5%)	41	165.9%
Transferred to another hospital	79 (3.3%)	60	31.7%
Other	73 (3.0%)	54	35.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	36.3%	66.4%	83.9%	92.9%	98.2%	99.3%	99.7%	99.8%
Treated and admitted to hospital	6.7%	33.5%	59.1%	76.0%	91.4%	97.4%	98.6%	99.8%
Patient left without, or before completing, treatment	45.9%	71.6%	89.0%	93.6%	97.2%	100%	100%	100%
Transferred to another hospital	1.3%	15.2%	43.0%	60.8%	79.7%	89.9%	94.9%	96.2%
All presentations	31.4%	59.7%	78.7%	89.0%	96.3%	98.6%	99.3%	99.7%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,427 patients

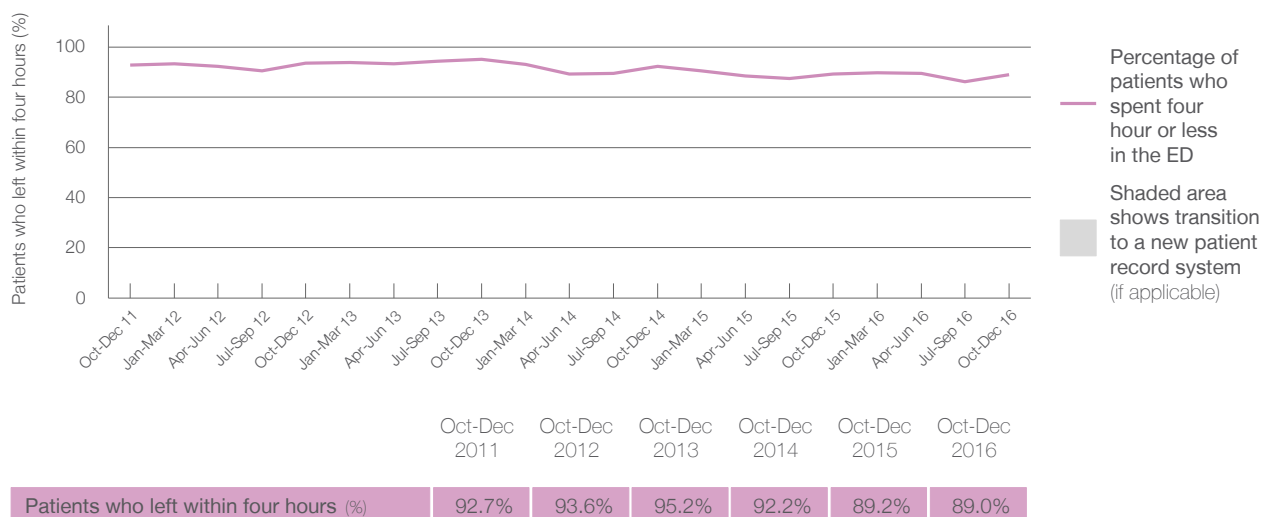
Presentations used to calculate time to leaving the ED:⁶ 2,427 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,023	20.0%
2,023	20.0%
89.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,903 patients

Emergency presentations:² 6,746 patients

Same period last year	Change since one year ago
6,256	10.3%
6,083	10.9%

Kempsey Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 843 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,236 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,894 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 749 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
619	
11 minutes	8 minutes
26 minutes	26 minutes
2,057	
20 minutes	20 minutes
55 minutes	67 minutes
2,717	
20 minutes	25 minutes
76 minutes	97 minutes
666	
17 minutes	24 minutes
78 minutes	103 minutes

Kempsey Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,899 patients

Percentage of patients who spent four hours or less in the ED 82.2%

Same period last year	Change since one year ago
6,253	10.3%
84.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

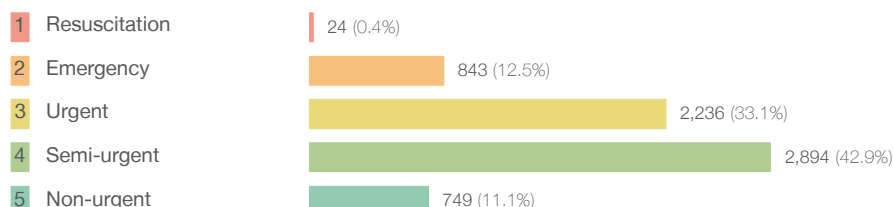
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Patients presenting to the emergency department

October to December 2016

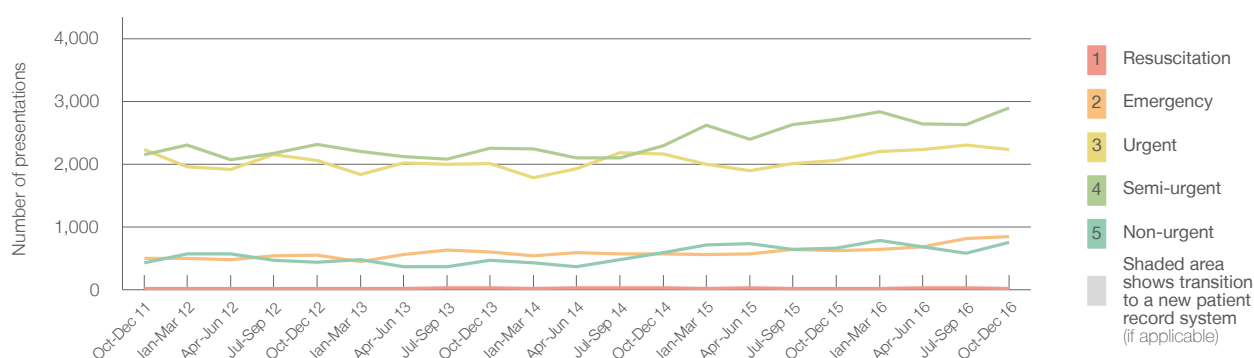
All presentations:¹ 6,903 patients

Emergency presentations² by triage category: 6,746 patients



Same period last year	Change since one year ago
6,256	10.3%
6,083	10.9%
24	0.0%
619	36.2%
2,057	8.7%
2,717	6.5%
666	12.5%

Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	20	21	29	34	24	24
Emergency	501	554	597	567	619	843
Urgent	2,230	2,055	2,010	2,164	2,057	2,236
Semi-urgent	2,151	2,311	2,254	2,295	2,717	2,894
Non-urgent	431	433	463	590	666	749
All emergency presentations	5,333	5,374	5,353	5,650	6,083	6,746

Kempsey Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 840 patients

ED Transfer of care time



Same period last year	Change since one year ago
775	
14 minutes	-2 minutes
37 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 843

Number of triage 2 patients used to calculate waiting time:³ 839

Median time to start treatment⁴

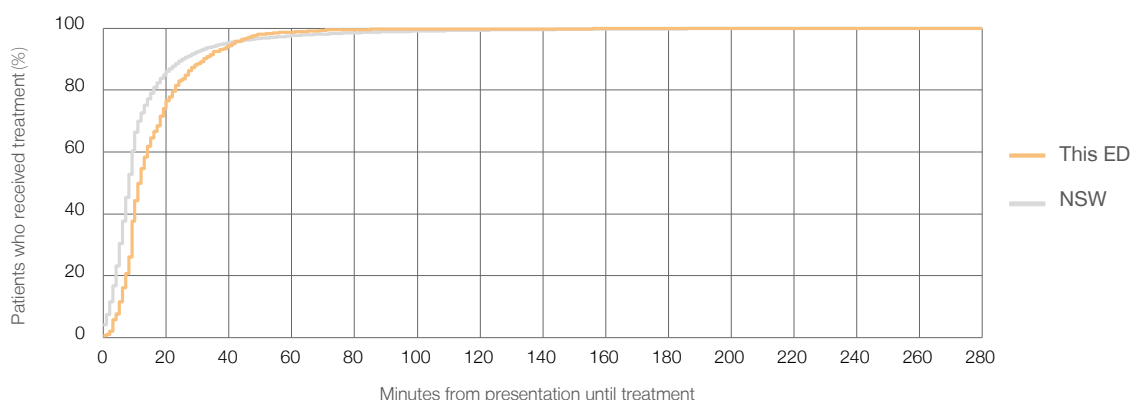
12 minutes

90th percentile time to start treatment⁵

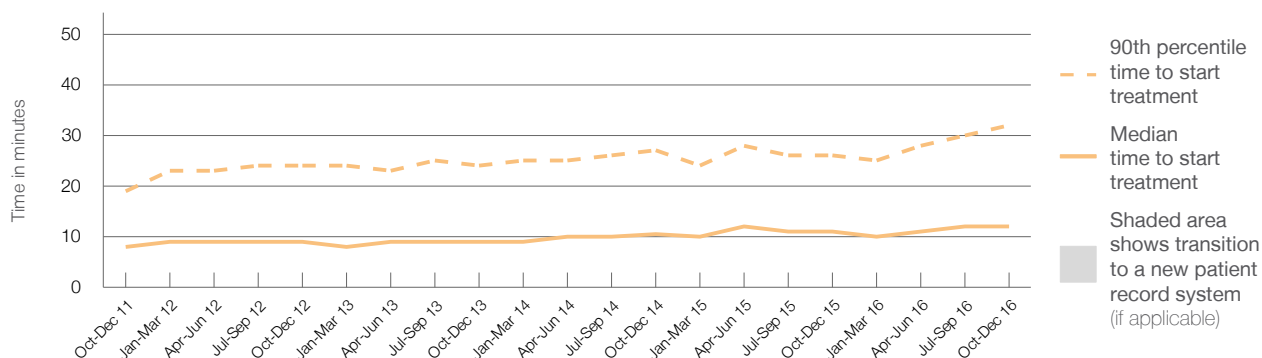
32 minutes

Same period last year	NSW (this period)
619	
619	
11 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	9	9	11	11	12
90th percentile time to start treatment ⁵ (minutes)	19	24	24	27	26	32

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,236

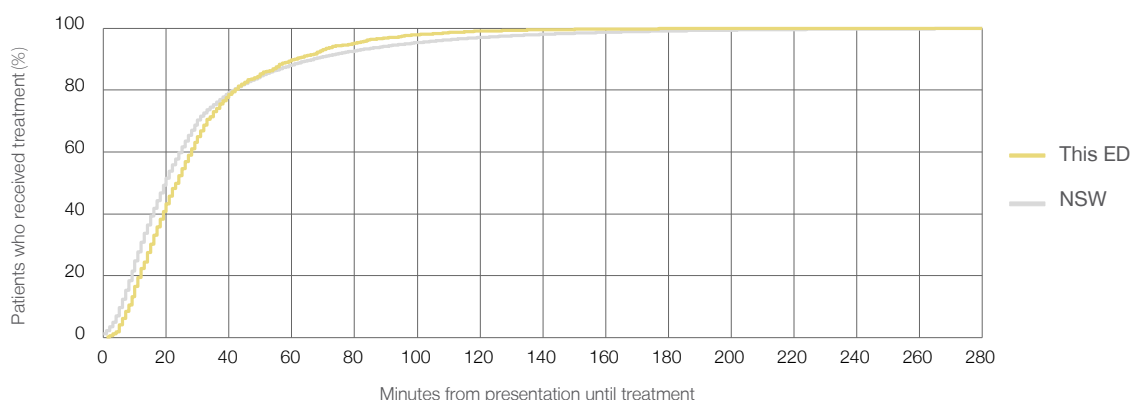
Number of triage 3 patients used to calculate waiting time:³ 2,198

Median time to start treatment⁴ 24 minutes

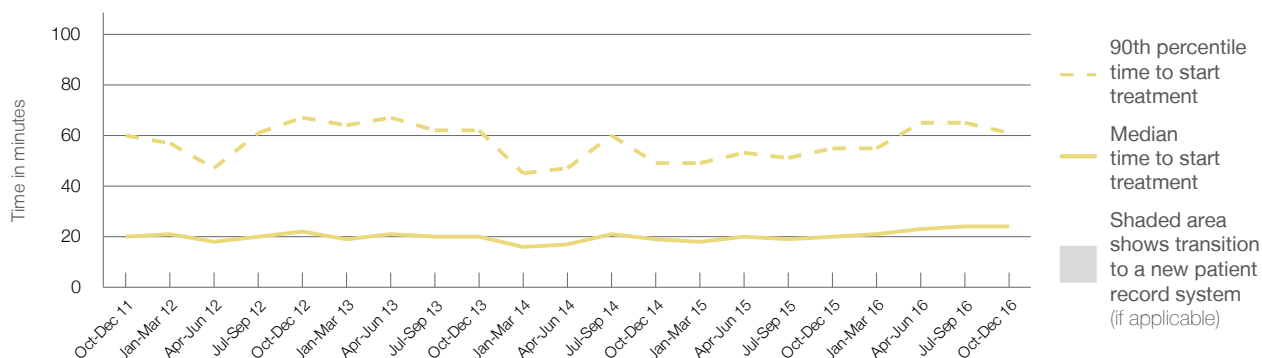
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
2,057	
2,018	
20 minutes	20 minutes
55 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	22	20	19	20	24
90th percentile time to start treatment ⁵ (minutes)	60	67	62	49	55	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,894

Number of triage 4 patients used to calculate waiting time:³ 2,780

Median time to start treatment⁴

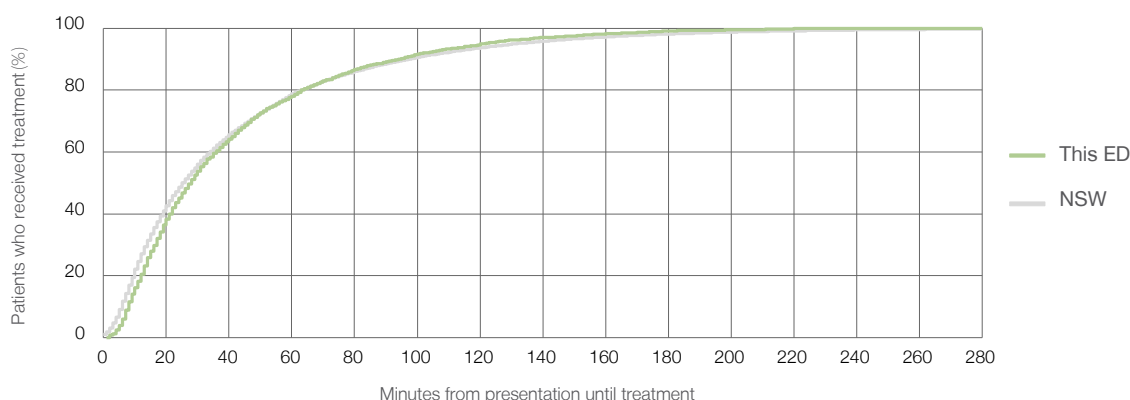
28 minutes

90th percentile time to start treatment⁵

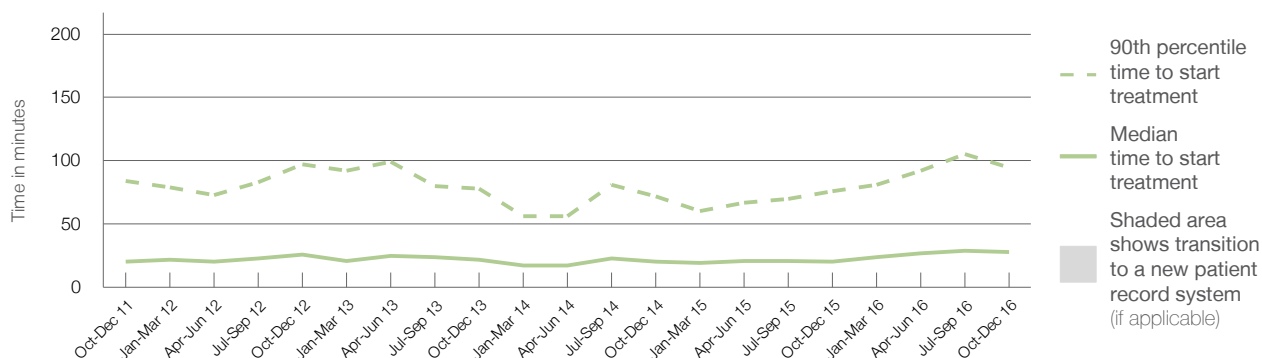
95 minutes

Same period last year	NSW (this period)
2,717	
2,615	
20 minutes	25 minutes
76 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	26	22	20	20	28
90th percentile time to start treatment ⁵ (minutes)	84	97	78	72	76	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 749

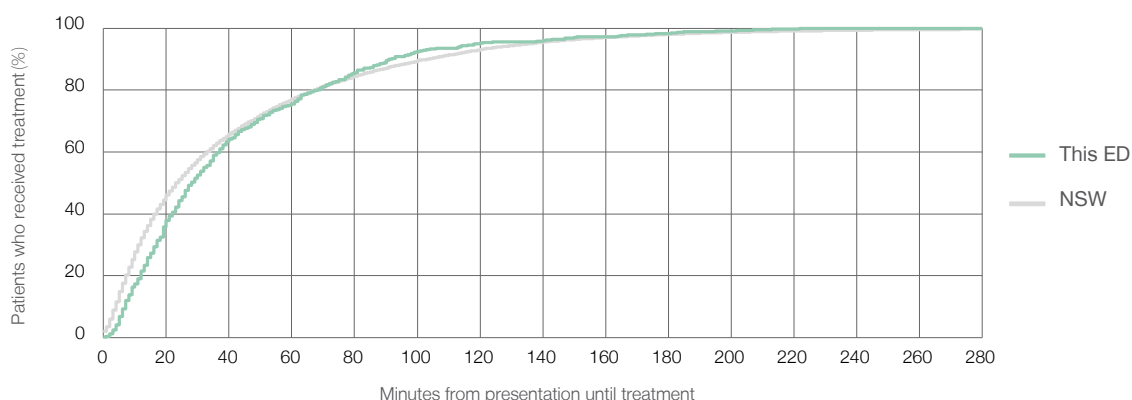
Number of triage 5 patients used to calculate waiting time:³ 669

Median time to start treatment⁴ 28 minutes

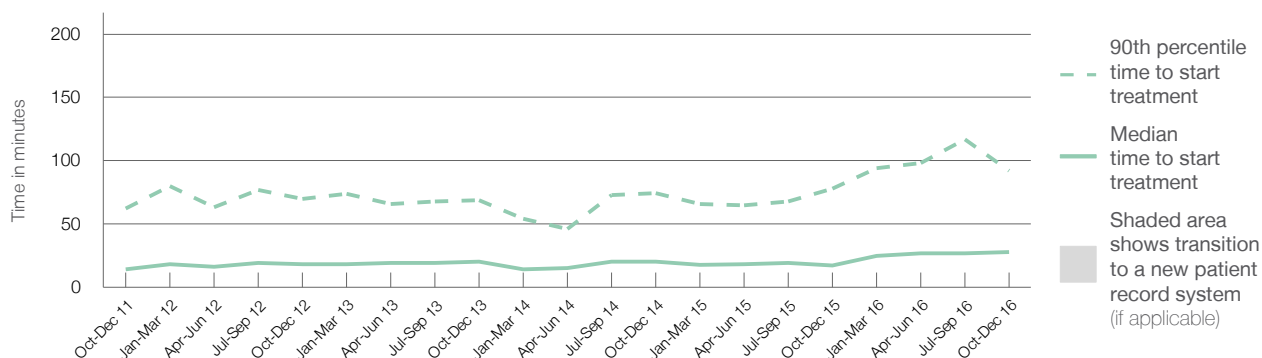
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
666	
603	
17 minutes	24 minutes
78 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	14	18	20	20	17	28
90th percentile time to start treatment ⁵ (minutes)	62	70	69	75	78	92

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,903 patients

Presentations used to calculate time to leaving the ED:⁶ 6,899 patients

Median time spent in the ED⁸

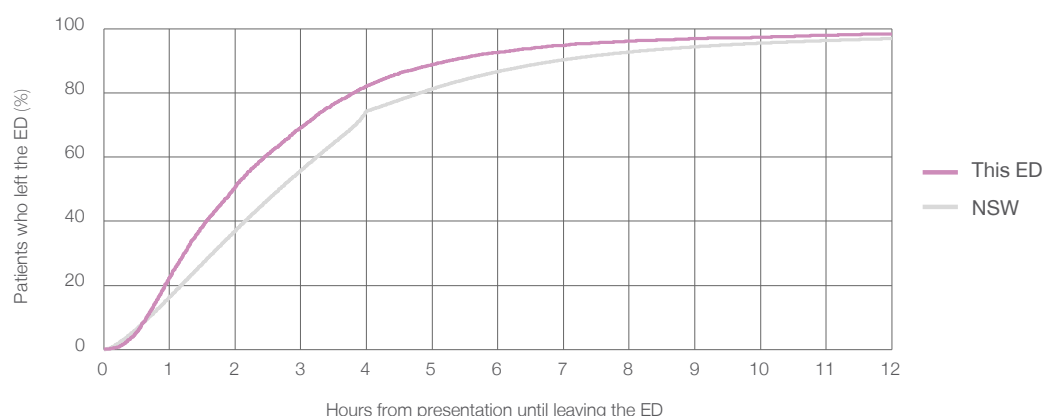
1 hours and 59 minutes

90th percentile time spent in the ED⁹

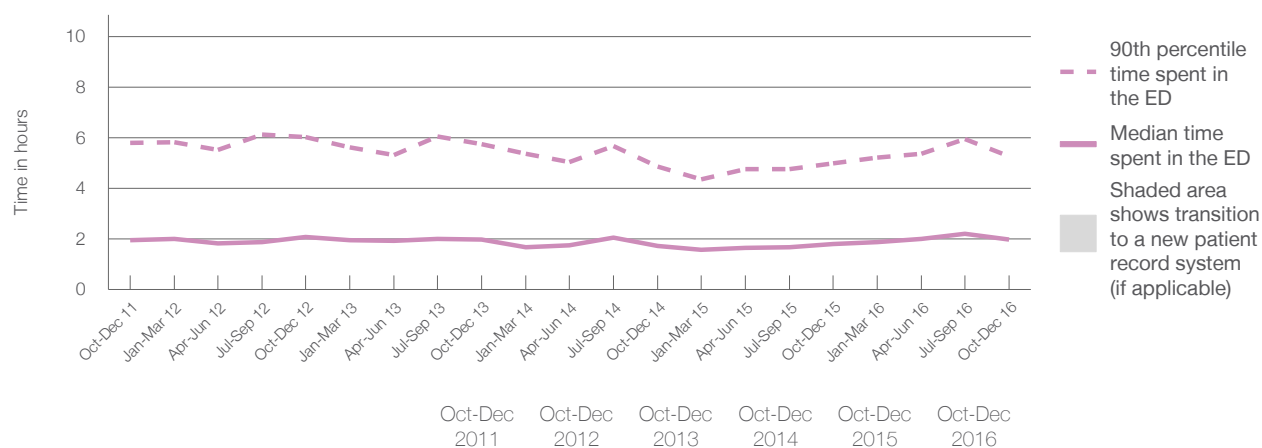
5 hours and 16 minutes

Same period last year	NSW (this period)
6,256	
6,253	
1 hours and 48 minutes	2 hours and 41 minutes
4 hours and 59 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 57m	2h 5m	1h 59m	1h 44m	1h 48m	1h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 48m	6h 1m	5h 45m	4h 52m	4h 59m	5h 16m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients spent in the ED

By mode of separation

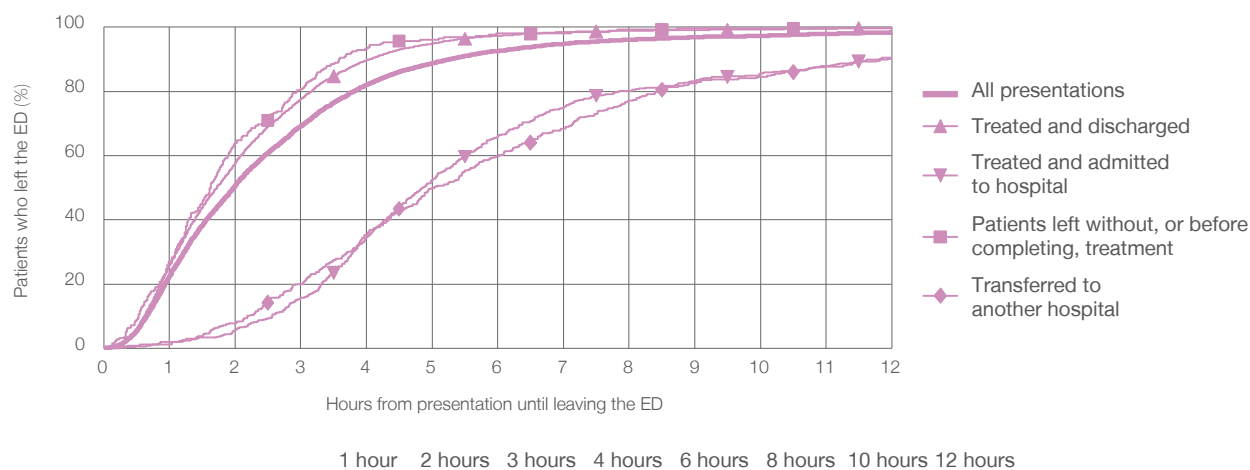
October to December 2016

All presentations:[†] 6,903 patients

Presentations used to calculate time to leaving the ED:[‡] 6,899 patients

		Same period last year	Change since one year ago
Treated and discharged	5,655 (81.9%)	6,253	10.3%
Treated and admitted to hospital	633 (9.2%)	5,011	12.9%
Patient left without, or before completing, treatment	255 (3.7%)	689	-8.1%
Transferred to another hospital	345 (5.0%)	244	4.5%
Other	15 (0.2%)	303	13.9%
		9	66.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	25.9%	57.9%	77.6%	89.8%	97.3%	98.9%	99.3%	99.8%
Treated and admitted to hospital	2.1%	5.7%	15.6%	34.8%	66.2%	80.1%	85.5%	90.2%
Patient left without, or before completing, treatment	27.1%	63.9%	80.8%	93.3%	98.0%	99.2%	99.6%	99.6%
Transferred to another hospital	1.2%	7.8%	20.0%	35.4%	59.7%	77.1%	84.6%	90.4%
All presentations	22.6%	50.9%	69.2%	82.2%	92.6%	96.1%	97.3%	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 6,903 patients

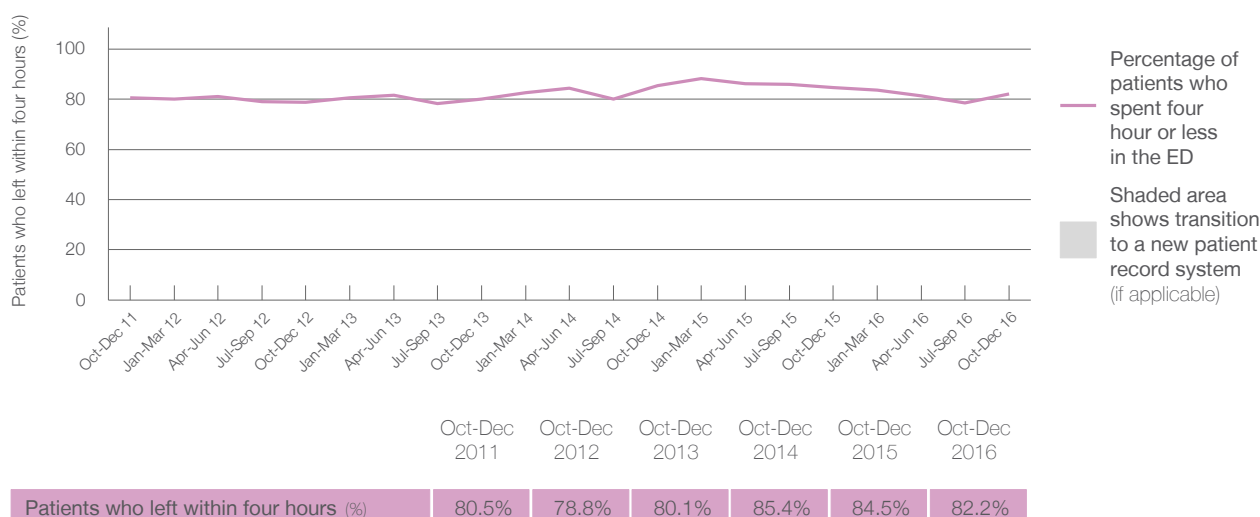
Presentations used to calculate time to leaving the ED:⁶ 6,899 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,256	10.3%
6,253	10.3%
84.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 1,035 patients

Emergency presentations:² 968 patients

Same period last year	Change since one year ago
1,321	-21.7%
1,303	-25.7%

Kurri Kurri District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 78 patients

Median time to start treatment⁴ 4 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 270 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 509 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 46 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 111 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
75	
3 minutes	8 minutes
*	26 minutes
344	
11 minutes	20 minutes
35 minutes	67 minutes
676	
13 minutes	25 minutes
68 minutes	97 minutes
208	
11 minutes	24 minutes
57 minutes	103 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 1,035 patients

Percentage of patients who spent four hours or less in the ED

95.5%

Same period last year	Change since one year ago
1,321	-21.7%
93.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

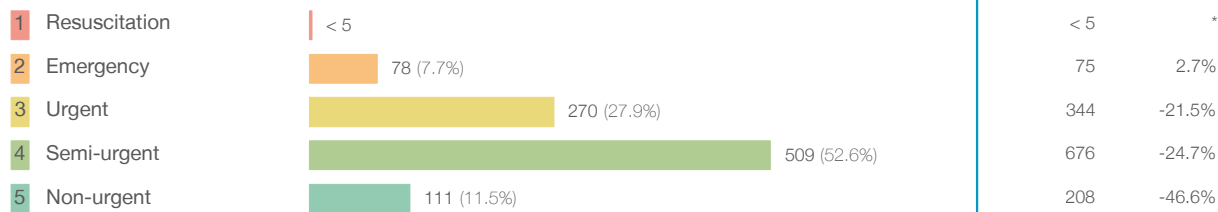
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Patients presenting to the emergency department

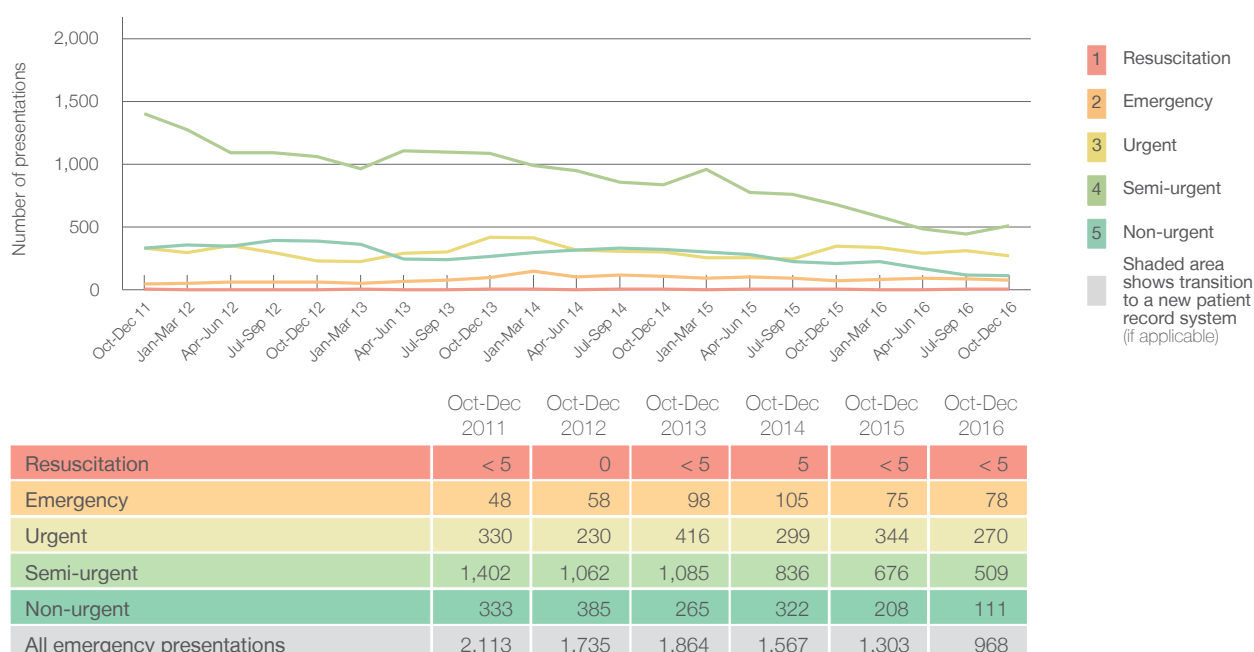
October to December 2016

All presentations¹ 1,035 patients

Emergency presentations² by triage category: 968 patients



Emergency presentations² by quarter, October 2011 to December 2016[‡]



Kurri Kurri District Hospital: Patients arriving by ambulance

October to December 2016

ED Transfer of care time is not currently available for this hospital.⁷

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 78

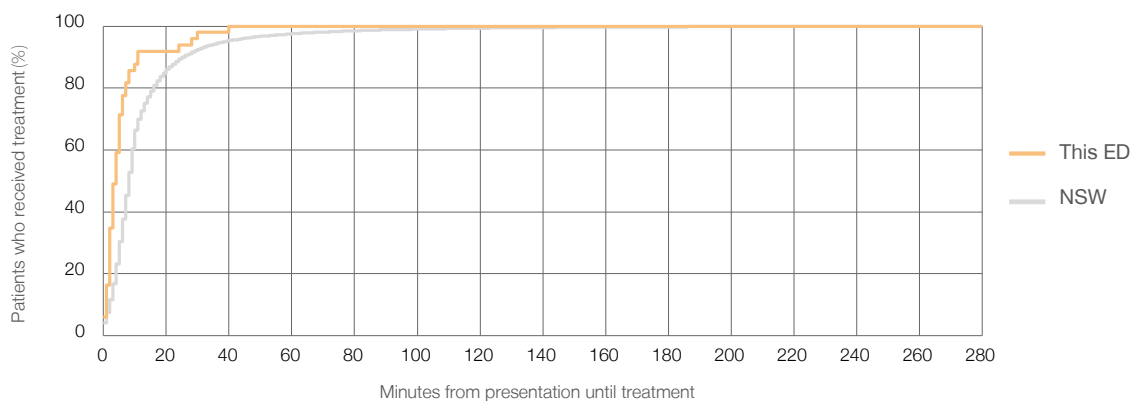
Number of triage 2 patients used to calculate waiting time:³ 49

Median time to start treatment⁴ 4 minutes

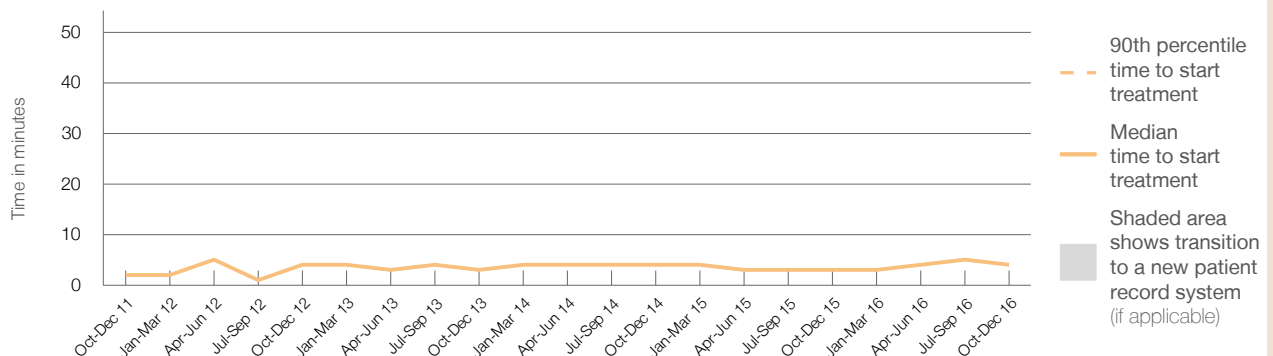
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
75	
57	
3 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment(minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	4	3	4	3	4
90th percentile time to start treatment 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 270

Number of triage 3 patients used to calculate waiting time:³ 162

Median time to start treatment⁴

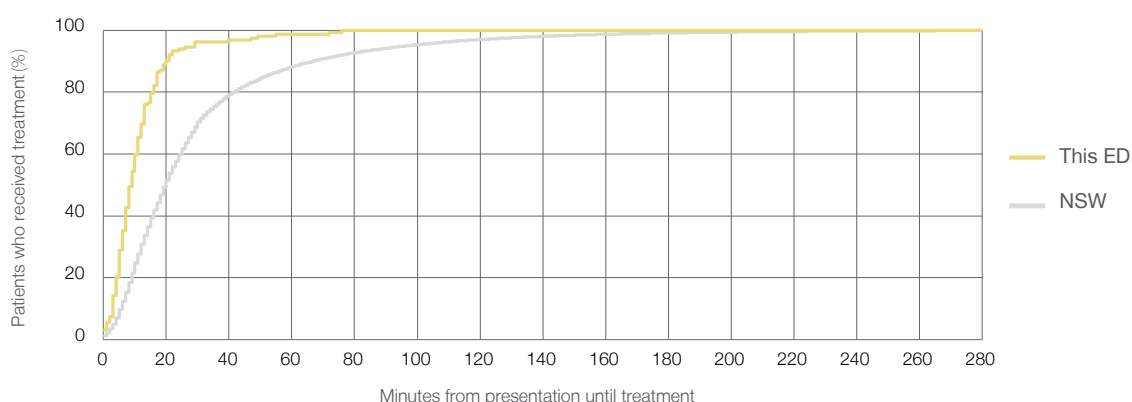
9 minutes

90th percentile time to start treatment⁵

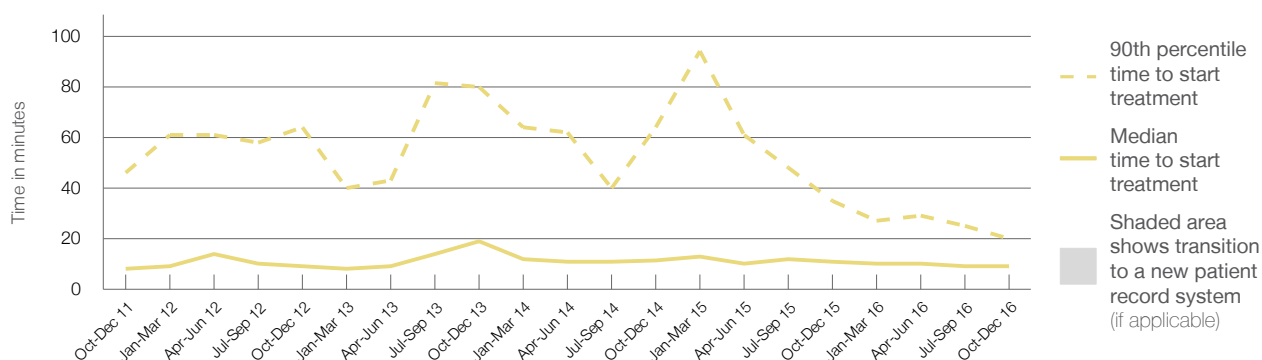
20 minutes

Same period last year	NSW (this period)
344	
253	
11 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	9	19	12	11	9
90th percentile time to start treatment ⁵ (minutes)	46	64	80	64	35	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 509

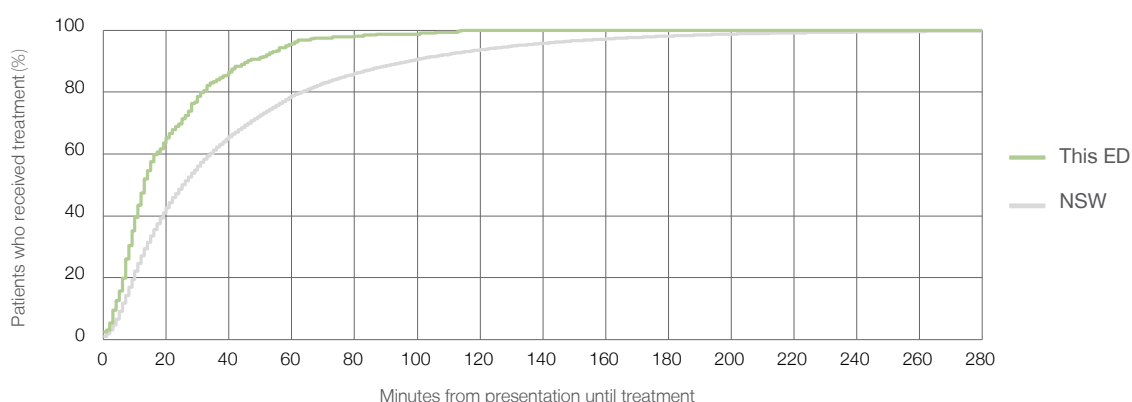
Number of triage 4 patients used to calculate waiting time:³ 318

Median time to start treatment⁴ 13 minutes

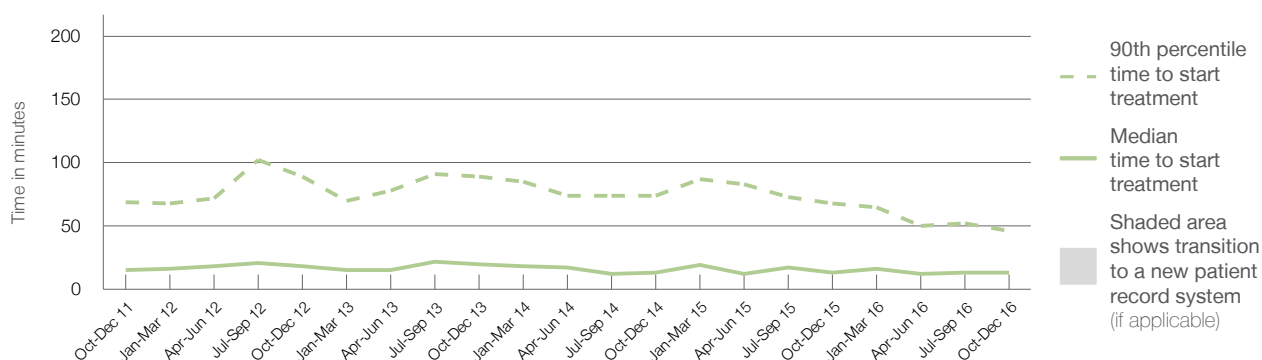
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
676	
457	
13 minutes	25 minutes
68 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	18	20	13	13	13
90th percentile time to start treatment ⁵ (minutes)	69	89	89	74	68	46

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 111

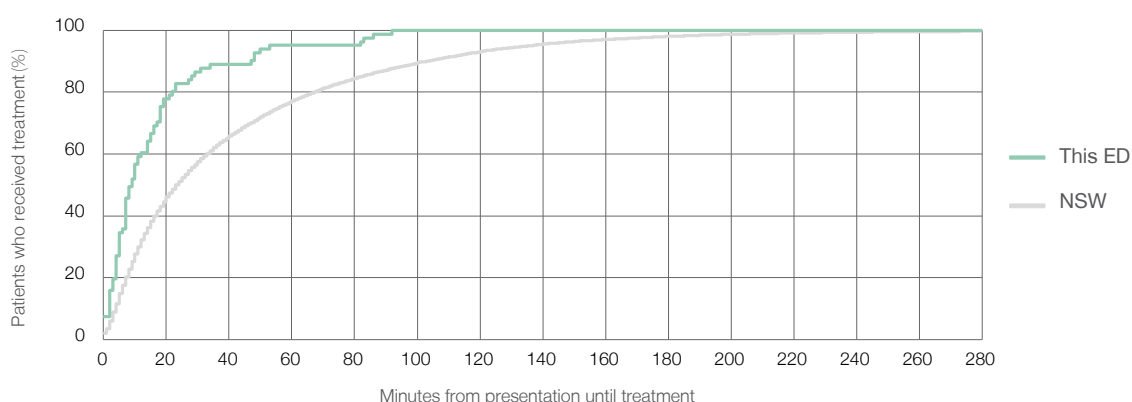
Number of triage 5 patients used to calculate waiting time:³ 81

Median time to start treatment⁴ 9 minutes

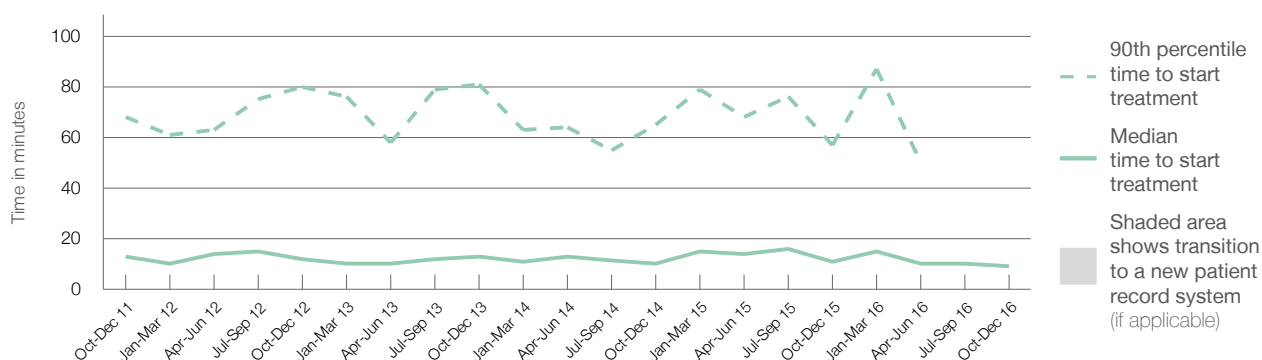
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
208	
150	
11 minutes	24 minutes
57 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	13	12	13	10	11	9
90th percentile time to start treatment ⁵ (minutes)	68	80	81	65	57	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 1,035 patients

Presentations used to calculate time to leaving the ED:⁶ 1,035 patients

Median time spent in the ED⁸

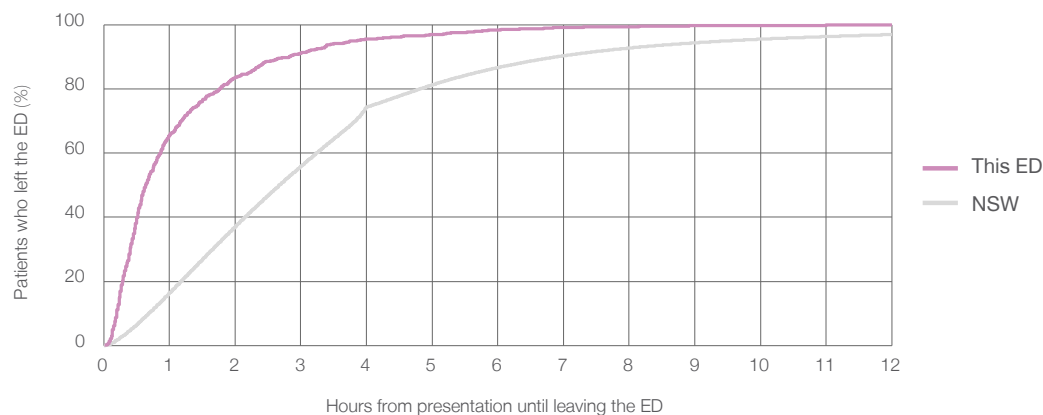
0 hours and 39 minutes

90th percentile time spent in the ED⁹

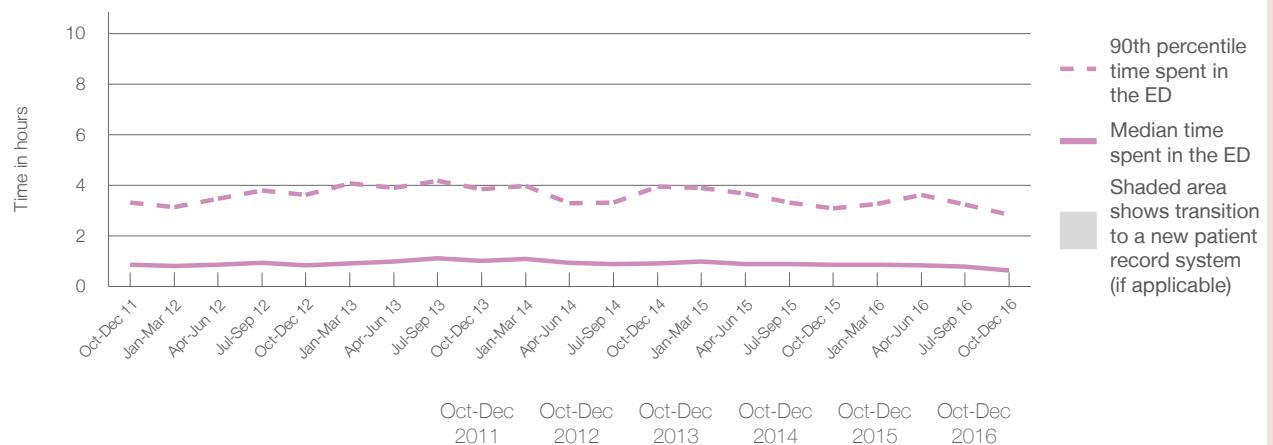
2 hours and 50 minutes

Same period last year	NSW (this period)
1,321	1,321
0 hours and 52 minutes	2 hours and 41 minutes
3 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 53m	0h 51m	1h 2m	0h 56m	0h 52m	0h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 20m	3h 38m	3h 51m	3h 57m	3h 6m	2h 50m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

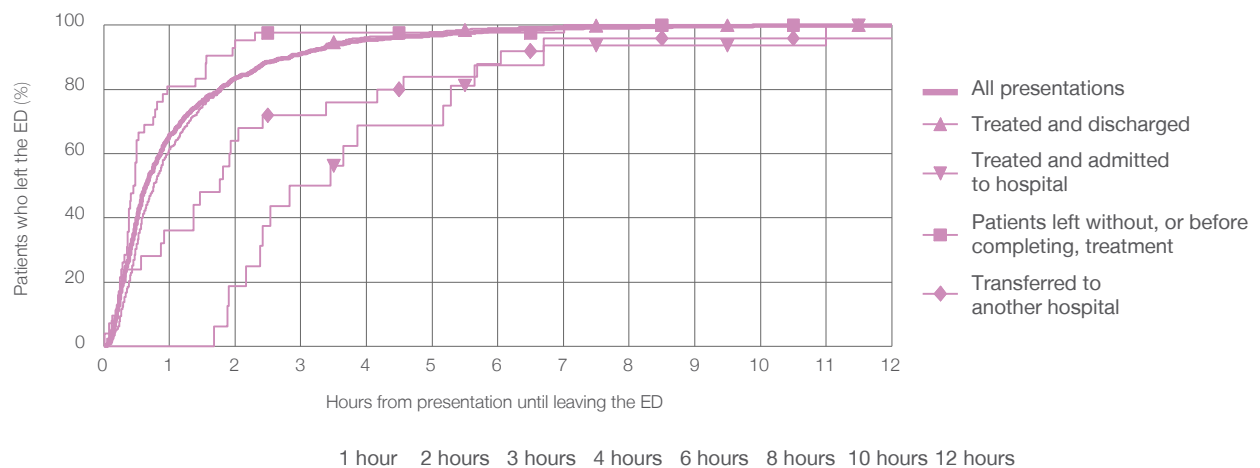
October to December 2016

All presentations:[†] 1,035 patients

Presentations used to calculate time to leaving the ED:[‡] 1,035 patients

		Same period last year	Change since one year ago
Treated and discharged	616 (59.5%)	1,321	-21.7%
Treated and admitted to hospital	16 (1.5%)	829	-25.7%
Patient left without, or before completing, treatment	42 (4.1%)	31	-48.4%
Transferred to another hospital	25 (2.4%)	104	-59.6%
Other	336 (32.5%)	52	-51.9%
		305	10.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	61.4%	83.6%	91.2%	96.3%	99.0%	100%	100%	100%
Treated and admitted to hospital	0%	18.8%	50.0%	68.8%	87.5%	93.8%	93.8%	100%
Patient left without, or before completing, treatment	81.0%	95.2%	97.6%	97.6%	97.6%	100%	100%	100%
Transferred to another hospital	36.0%	64.0%	72.0%	76.0%	88.0%	96.0%	96.0%	96.0%
All presentations	65.7%	83.6%	91.2%	95.5%	98.3%	99.3%	99.8%	99.9%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 1,035 patients

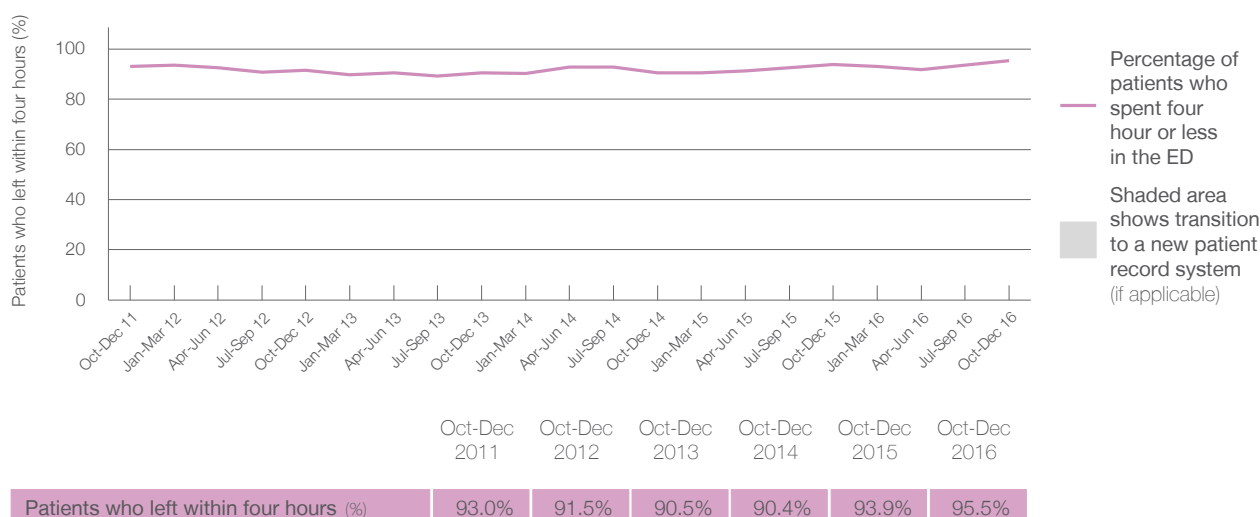
Presentations used to calculate time to leaving the ED:⁶ 1,035 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,321	-21.7%
1,321	-21.7%
93.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,294 patients

Emergency presentations:² 3,173 patients

Same period last year	Change since one year ago
3,255	1.2%
3,134	1.2%

Lithgow Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,042 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,336 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
385	
4 minutes	8 minutes
12 minutes	26 minutes
964	
11 minutes	20 minutes
35 minutes	67 minutes
1,341	
11 minutes	25 minutes
50 minutes	97 minutes
434	
10 minutes	24 minutes
46 minutes	103 minutes

Lithgow Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,290 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
3,255	1.1%
86.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

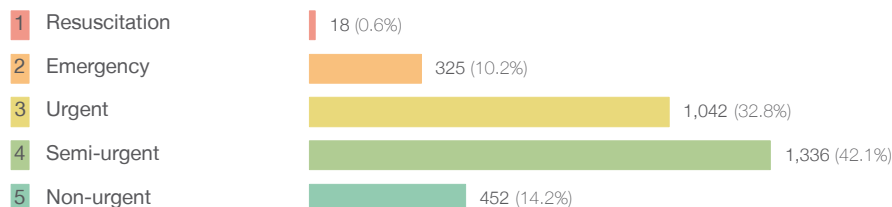
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Patients presenting to the emergency department

October to December 2016

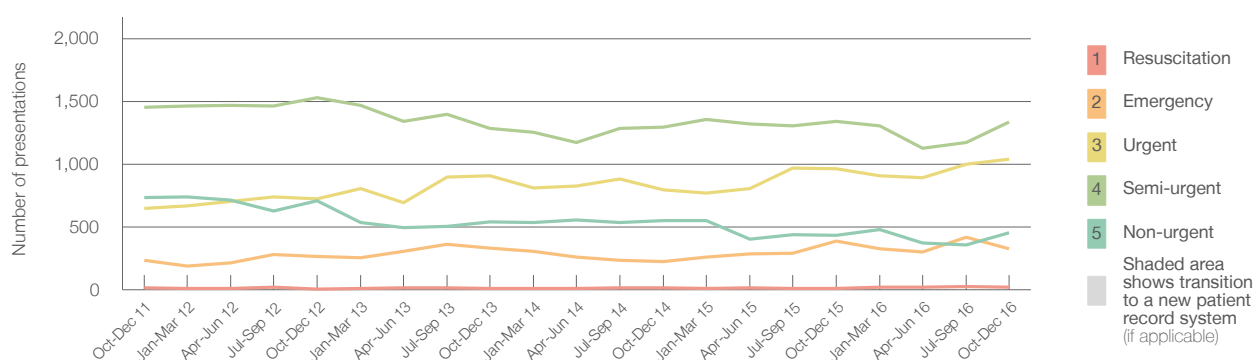
All presentations:¹ 3,294 patients

Emergency presentations² by triage category: 3,173 patients



Same period last year	Change since one year ago
3,255	1.2%
3,134	1.2%
10	80.0%
385	-15.6%
964	8.1%
1,341	-0.4%
434	4.1%

Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	16	6	8	16	10	18
Emergency	233	266	332	223	385	325
Urgent	649	725	906	795	964	1,042
Semi-urgent	1,451	1,528	1,287	1,295	1,341	1,336
Non-urgent	733	708	539	549	434	452
All emergency presentations	3,082	3,233	3,072	2,878	3,134	3,173

Lithgow Health Service: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 584 patients

ED Transfer of care time



Same period last year	Change since one year ago
599	
10 minutes	-1 minute
23 minutes	-2 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 325

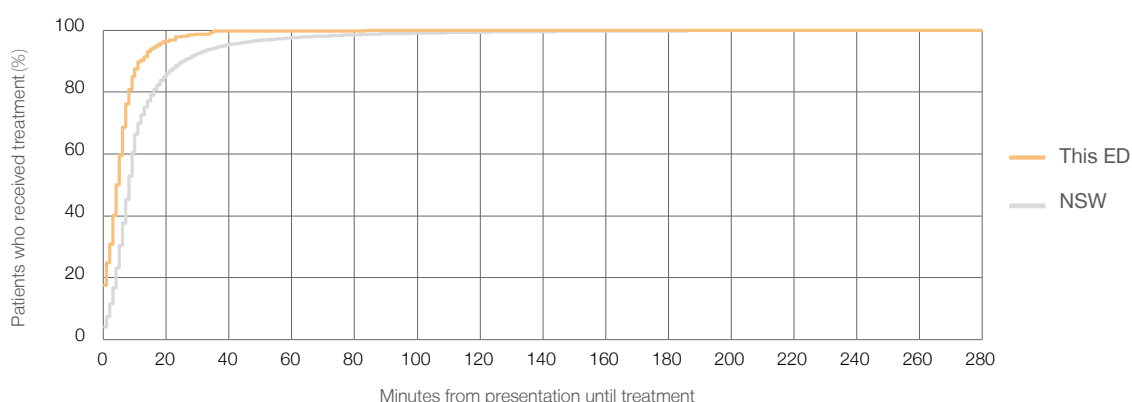
Number of triage 2 patients used to calculate waiting time:³ 314

Median time to start treatment⁴ 5 minutes

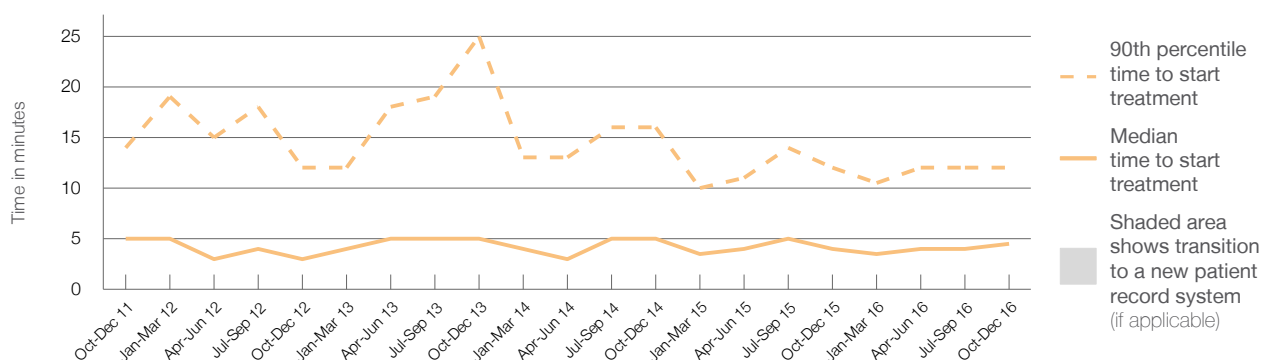
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
385	
383	
4 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	3	5	5	4	5
90th percentile time to start treatment ⁵ (minutes)	14	12	25	16	12	12

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,042

Number of triage 3 patients used to calculate waiting time:³ 1,015

Median time to start treatment⁴

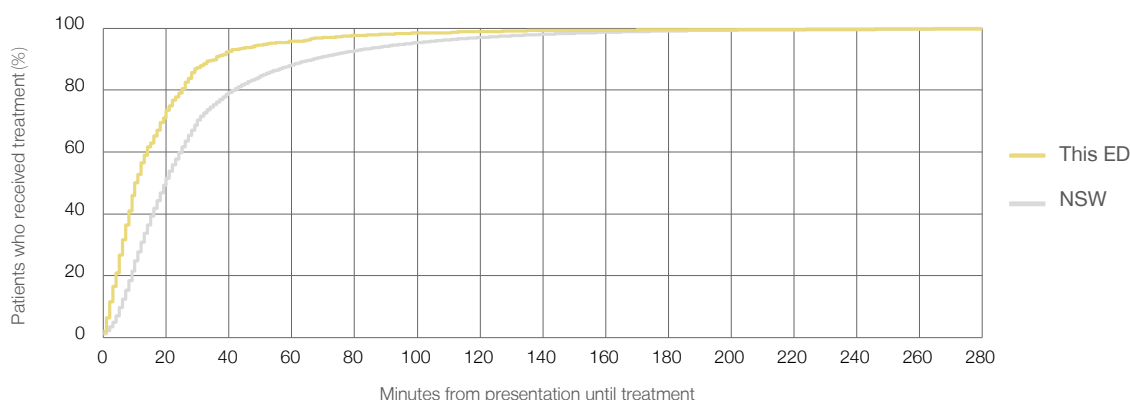
10 minutes

90th percentile time to start treatment⁵

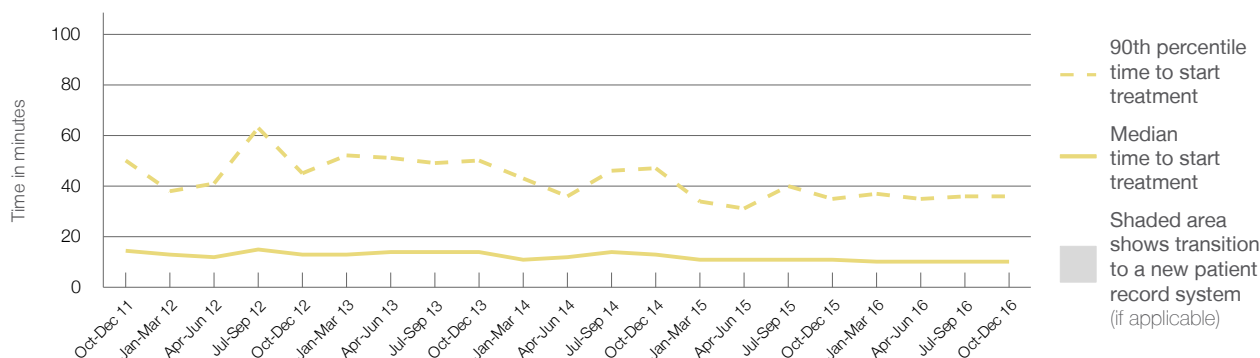
36 minutes

Same period last year	NSW (this period)
964	
941	
11 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	13	14	13	11	10
90th percentile time to start treatment ⁵ (minutes)	50	45	50	47	35	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,336

Number of triage 4 patients used to calculate waiting time:³ 1,271

Median time to start treatment⁴

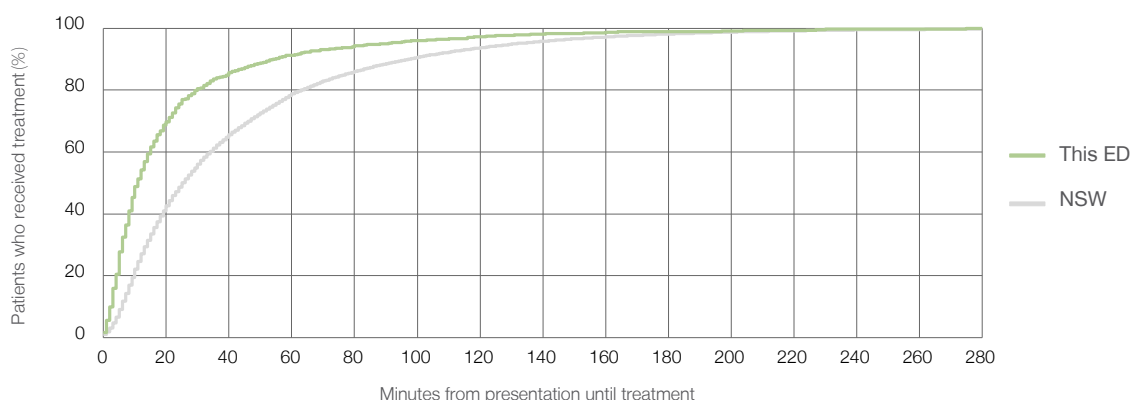
11 minutes

90th percentile time to start treatment⁵

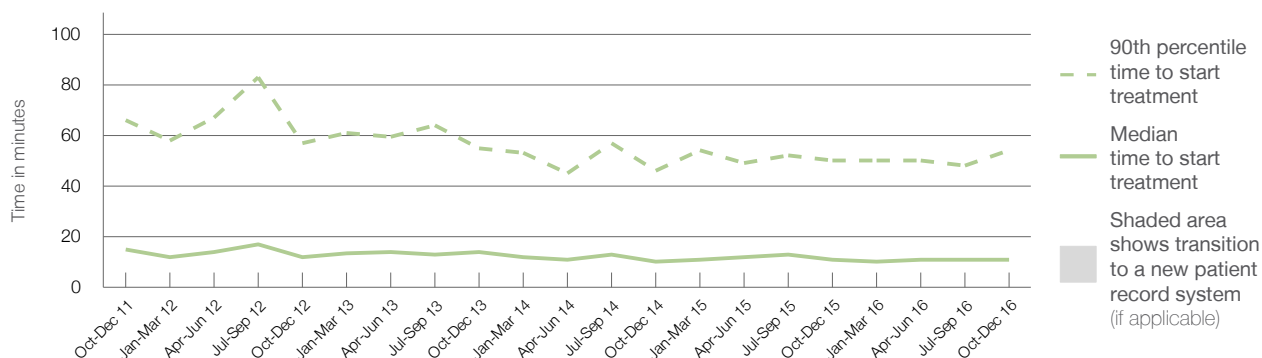
54 minutes

Same period last year	NSW (this period)
1,341	
1,275	
11 minutes	25 minutes
50 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	12	14	10	11	11
90th percentile time to start treatment ⁵ (minutes)	66	57	55	46	50	54

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 452

Number of triage 5 patients used to calculate waiting time:³ 432

Median time to start treatment⁴

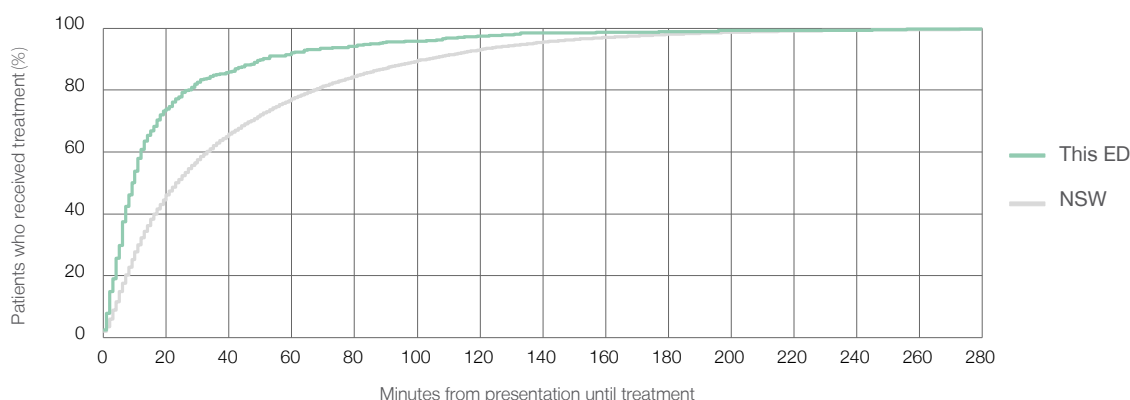
10 minutes

90th percentile time to start treatment⁵

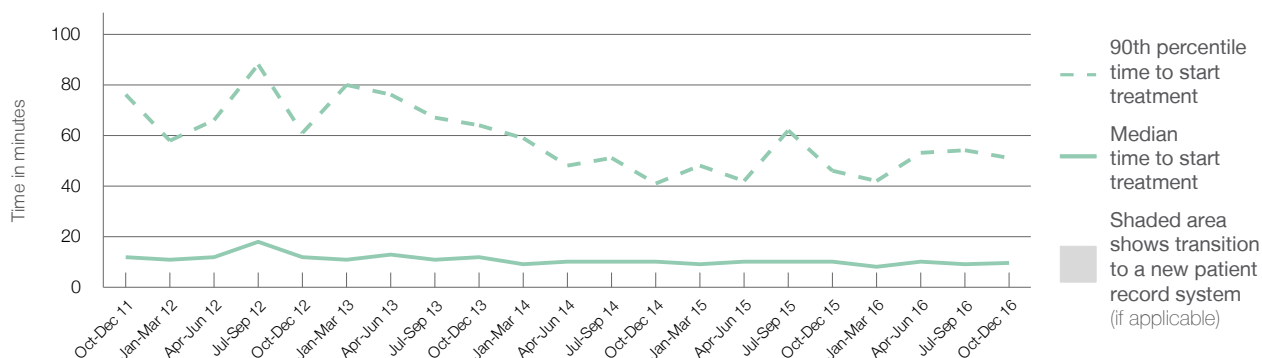
51 minutes

Same period last year	NSW (this period)
434	
396	
10 minutes	24 minutes
46 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	12	12	12	10	10	10
90th percentile time to start treatment ⁵ (minutes)	76	61	64	41	46	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,294 patients

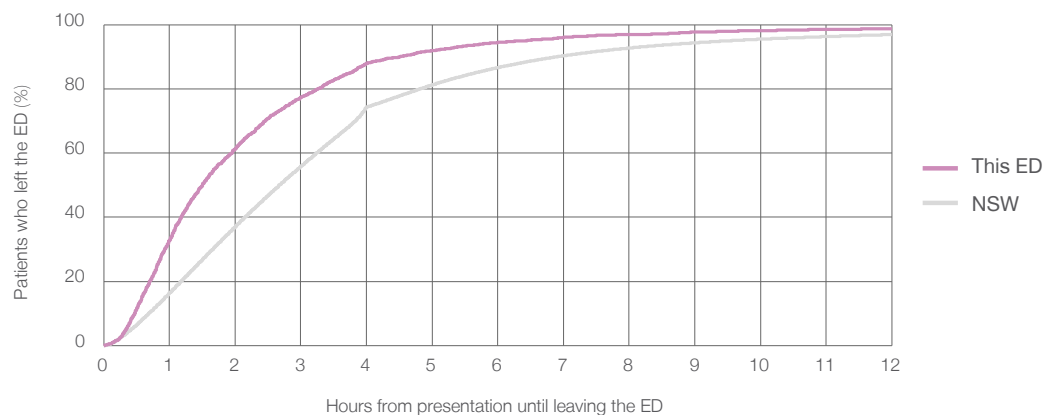
Presentations used to calculate time to leaving the ED:⁶ 3,290 patients

Median time spent in the ED⁸ 1 hours and 30 minutes

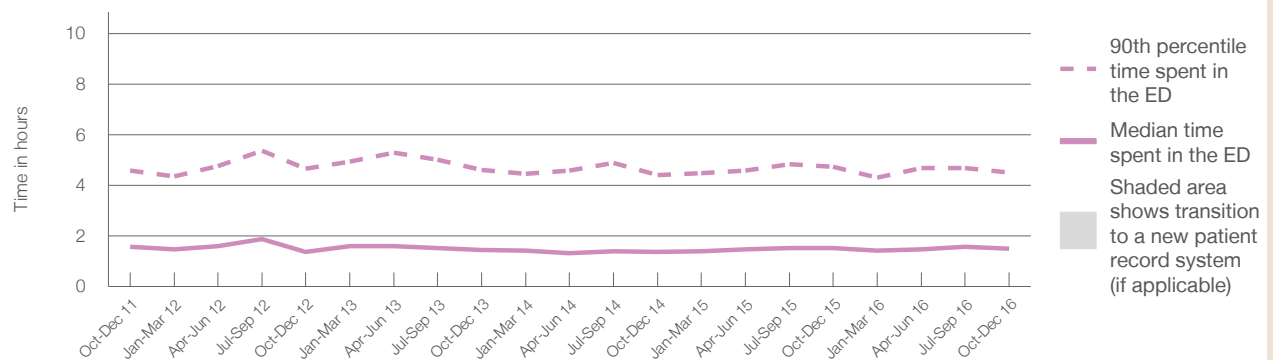
90th percentile time spent in the ED⁹ 4 hours and 31 minutes

Same period last year	NSW (this period)
3,255	
3,255	
1 hours and 32 minutes	2 hours and 41 minutes
4 hours and 45 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 34m	1h 23m	1h 27m	1h 23m	1h 32m	1h 30m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 35m	4h 40m	4h 37m	4h 24m	4h 45m	4h 31m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients spent in the ED

By mode of separation

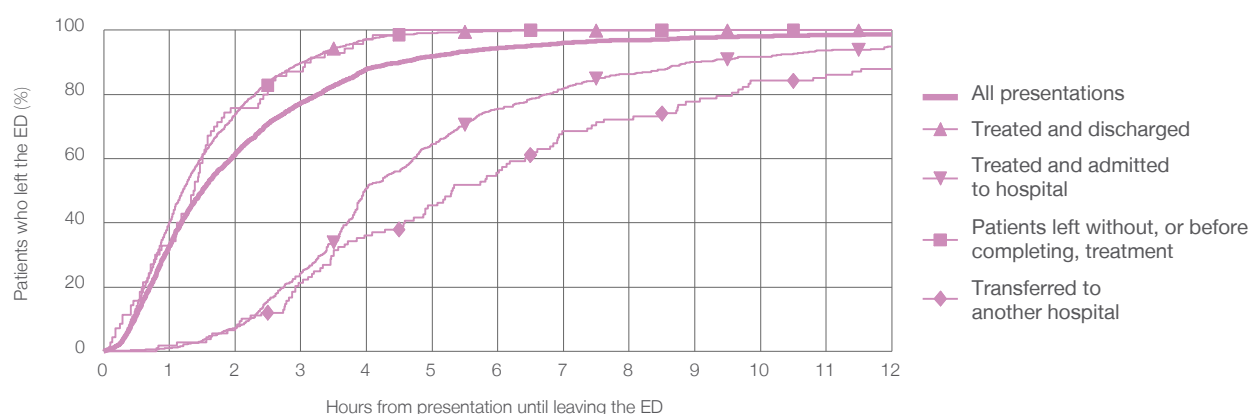
October to December 2016

All presentations:[†] 3,294 patients

Presentations used to calculate time to leaving the ED:[‡] 3,290 patients

		Same period last year	Change since one year ago
Treated and discharged	2,574 (78.1%)	2,634	-2.3%
Treated and admitted to hospital	483 (14.7%)	444	8.8%
Patient left without, or before completing, treatment	71 (2.2%)	66	7.6%
Transferred to another hospital	108 (3.3%)	97	11.3%
Other	58 (1.8%)	14	314.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.3%	74.0%	89.9%	97.2%	99.7%	100%	100%	100%
Treated and admitted to hospital	1.0%	7.2%	24.2%	50.9%	75.6%	86.3%	91.7%	94.8%
Patient left without, or before completing, treatment	32.9%	75.7%	87.1%	97.1%	100%	100%	100%	100%
Transferred to another hospital	1.9%	7.4%	21.3%	36.1%	55.6%	72.2%	84.3%	88.0%
All presentations	32.9%	61.5%	77.3%	88.0%	94.4%	96.9%	98.1%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 3,294 patients

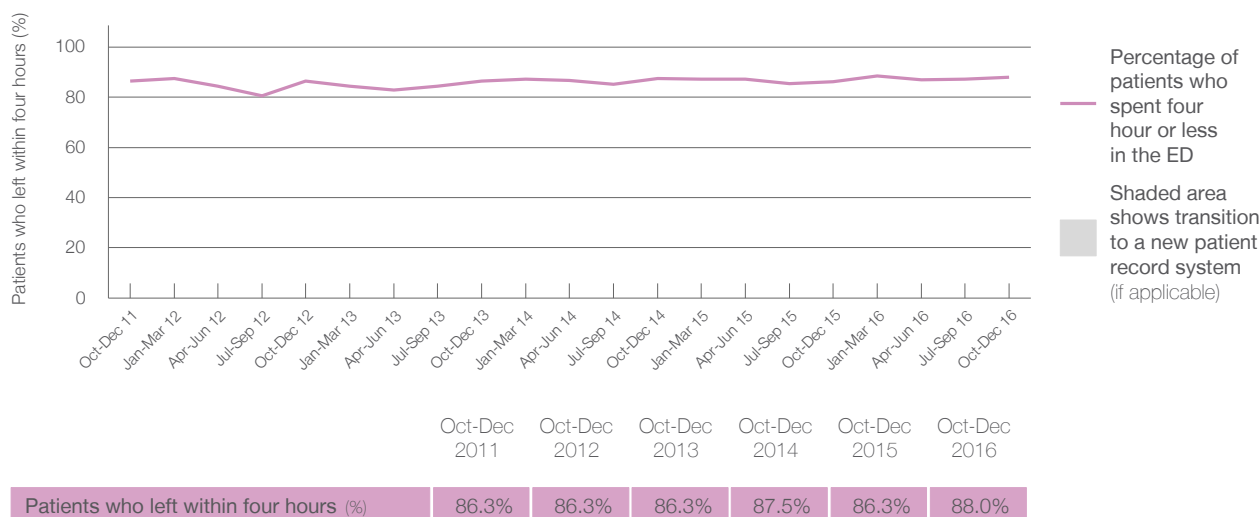
Presentations used to calculate time to leaving the ED:⁶ 3,290 patients

Percentage of patients who spent four hours or less in the ED

88.0%

Same period last year	Change since one year ago
3,255	1.2%
3,255	1.1%
86.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,587 patients

Emergency presentations:² 3,361 patients

Same period last year	Change since one year ago
3,440	4.3%
3,178	5.8%

Macksville District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 384 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,104 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,447 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 415 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
290	
10 minutes	8 minutes
25 minutes	26 minutes
1,102	
21 minutes	20 minutes
52 minutes	67 minutes
1,444	
26 minutes	25 minutes
83 minutes	97 minutes
325	
25 minutes	24 minutes
79 minutes	103 minutes

Macksville District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,586 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
3,440	4.2%
88.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

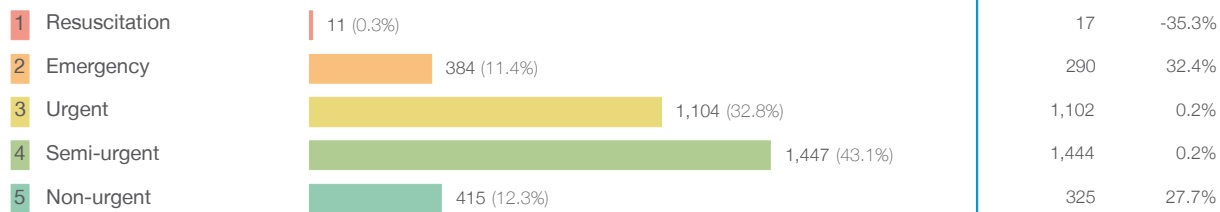
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Patients presenting to the emergency department

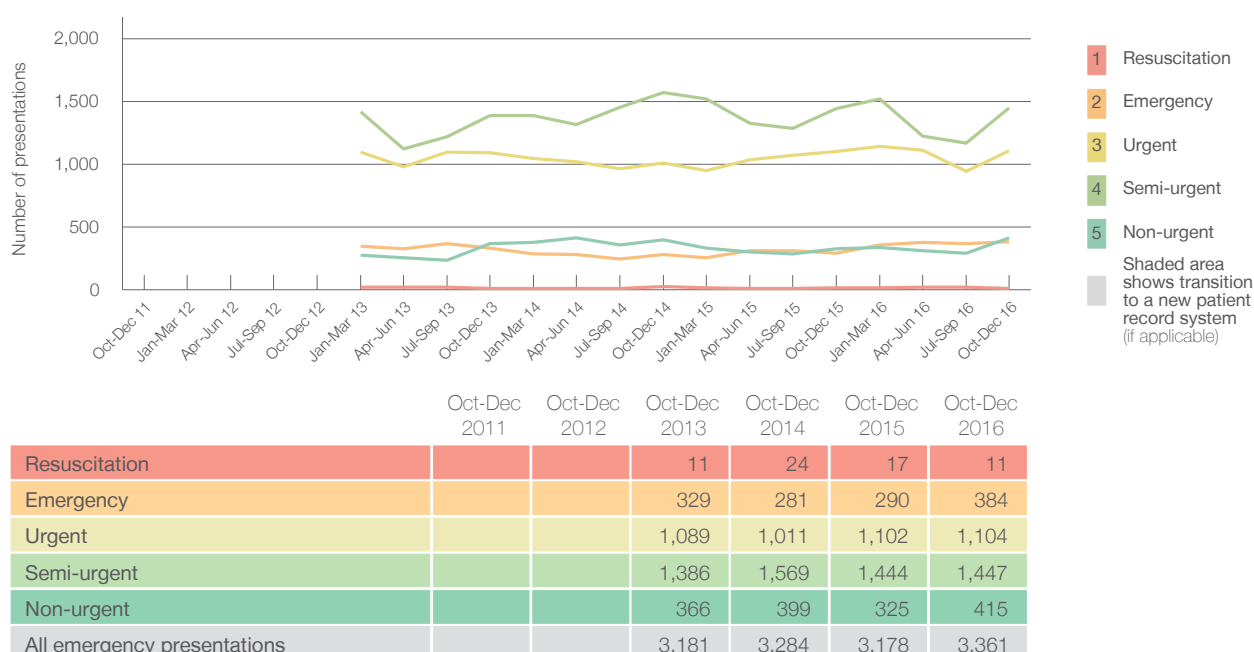
October to December 2016

All presentations:¹ 3,587 patients

Emergency presentations² by triage category: 3,361 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Macksville District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 515 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 384

Number of triage 2 patients used to calculate waiting time:³ 370

Median time to start treatment⁴

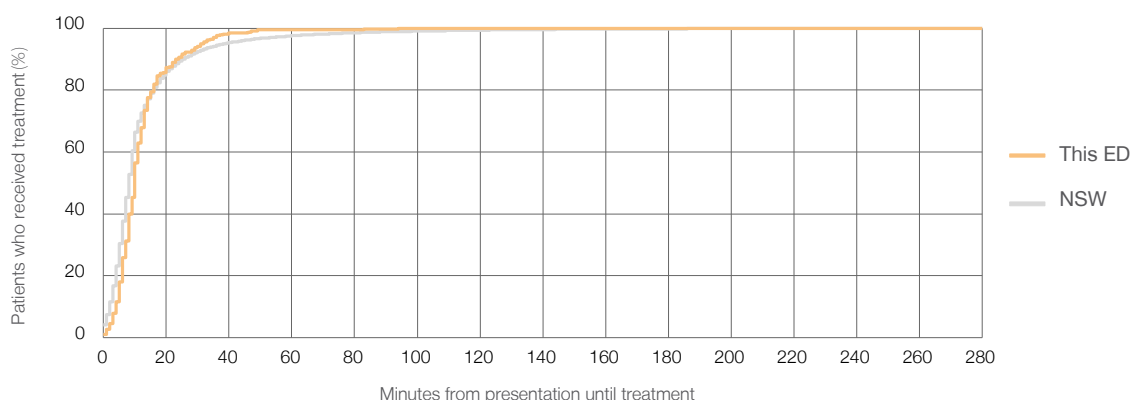
10 minutes

90th percentile time to start treatment⁵

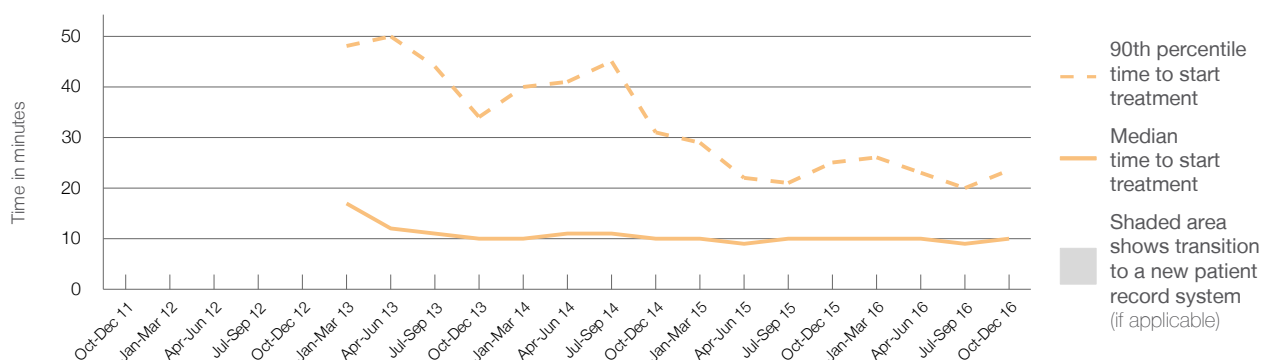
24 minutes

Same period last year	NSW (this period)
290	
283	
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			10	10	10	10
90th percentile time to start treatment ⁵ (minutes)			34	31	25	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,104

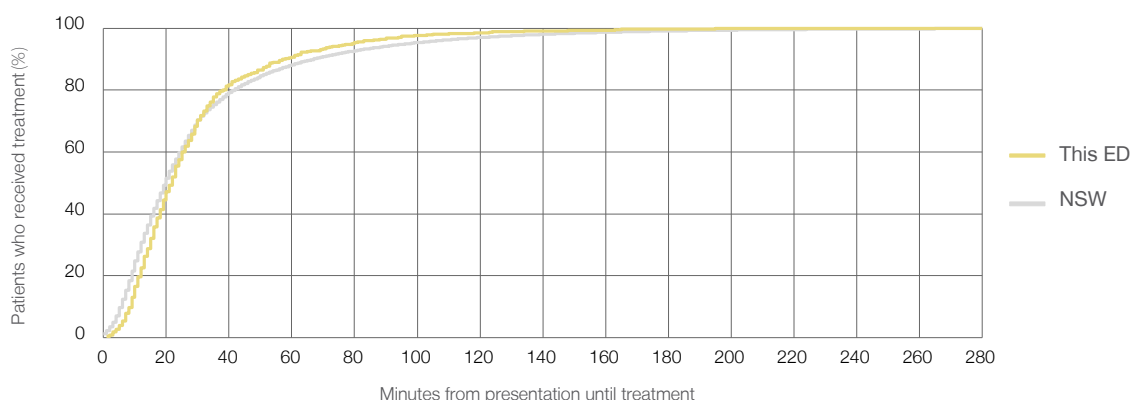
Number of triage 3 patients used to calculate waiting time:³ 1,050

Median time to start treatment⁴ 22 minutes

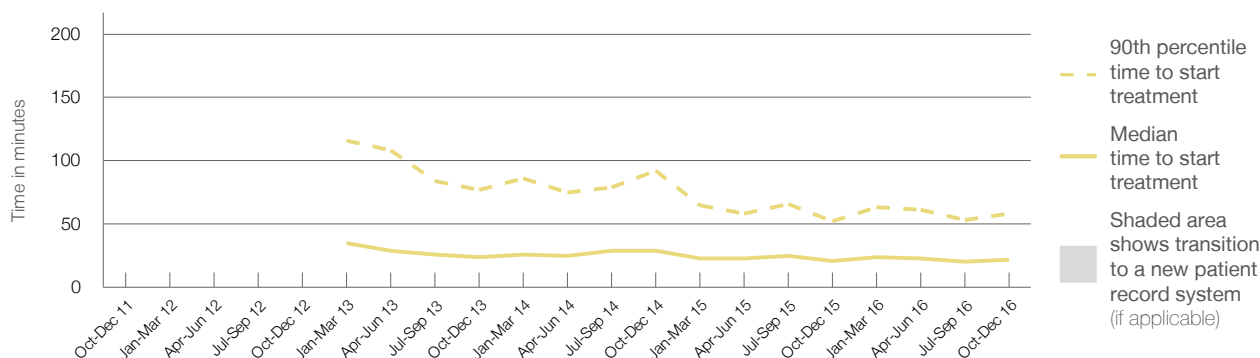
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,102	
1,071	
21 minutes	20 minutes
52 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			24	29	21	22
90th percentile time to start treatment ⁵ (minutes)			77	92	52	58

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,447

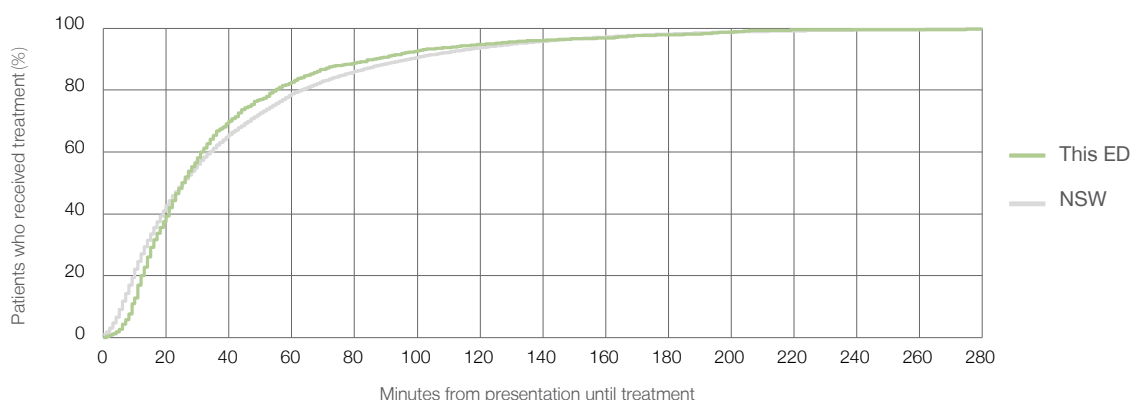
Number of triage 4 patients used to calculate waiting time:³ 1,369

Median time to start treatment⁴ 25 minutes

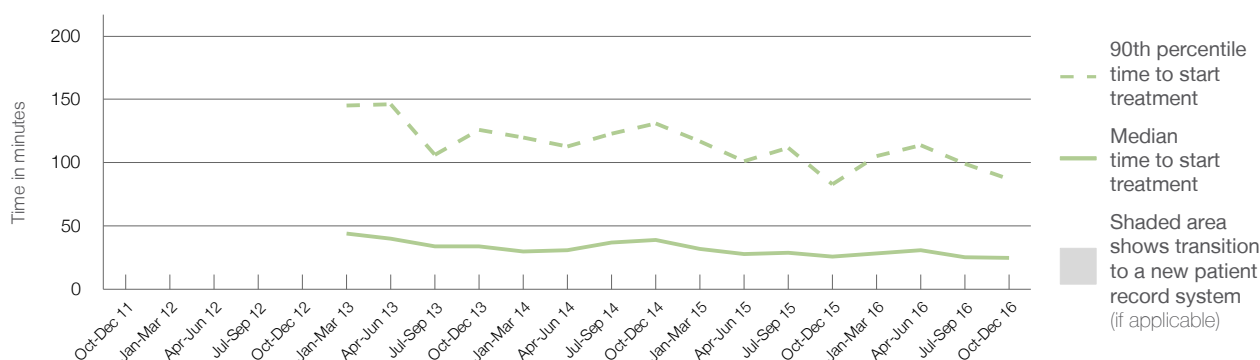
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,444	
1,393	
26 minutes	25 minutes
83 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			34	39	26	25
90th percentile time to start treatment ⁵ (minutes)			126	131	83	87

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 415

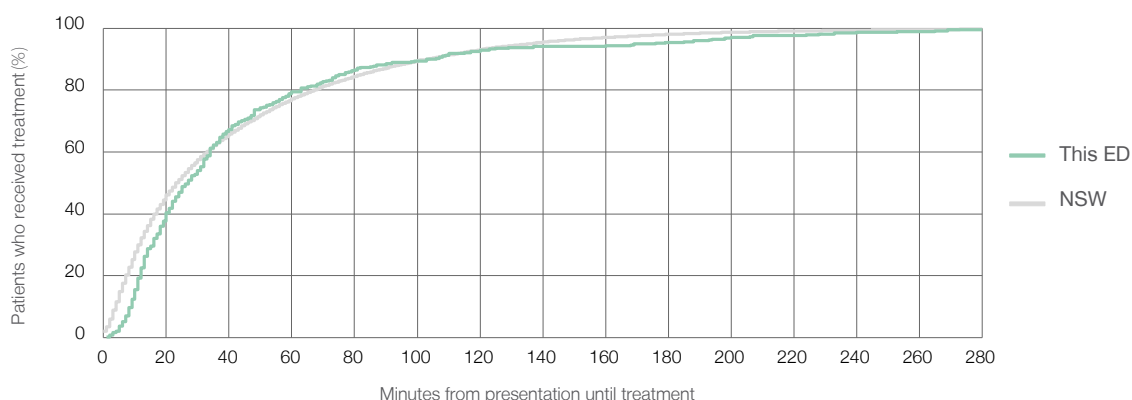
Number of triage 5 patients used to calculate waiting time:³ 369

Median time to start treatment⁴ 27 minutes

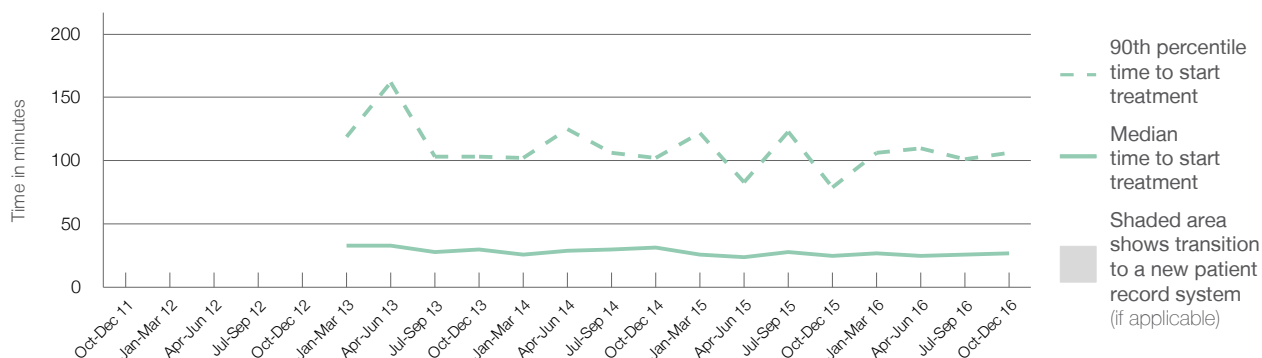
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
325	
309	
25 minutes	24 minutes
79 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			30	32	25	27
90th percentile time to start treatment ⁵ (minutes)			103	102	79	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,587 patients

Presentations used to calculate time to leaving the ED:⁶ 3,586 patients

Median time spent in the ED⁸

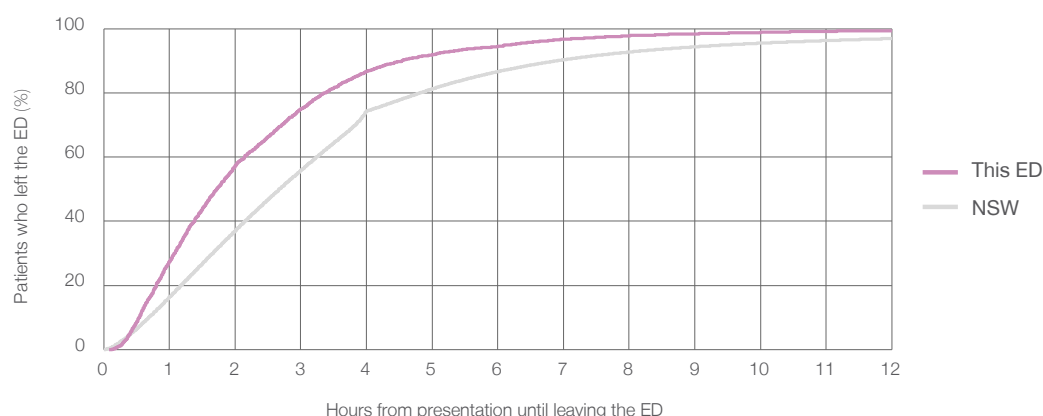
1 hours and 43 minutes

90th percentile time spent in the ED⁹

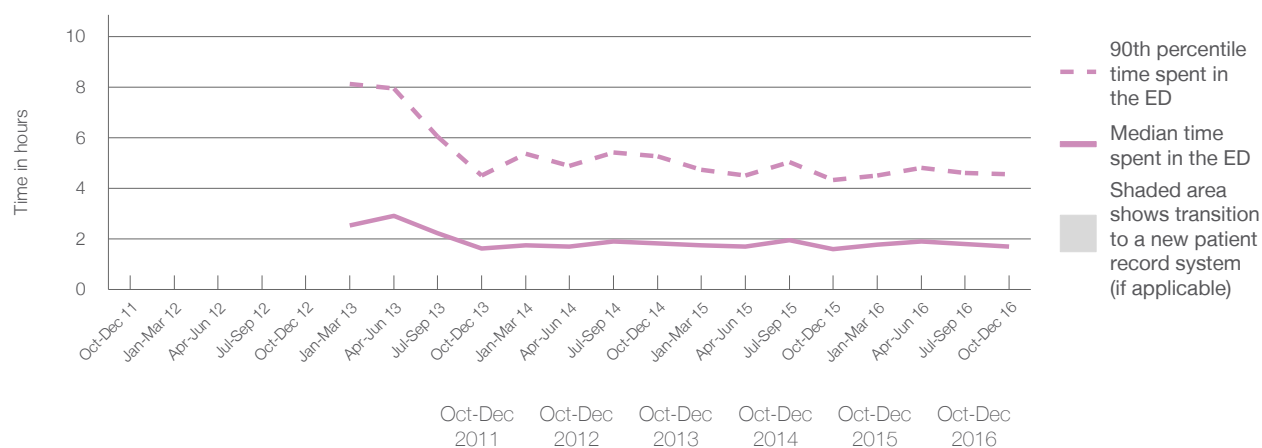
4 hours and 33 minutes

Same period last year	NSW (this period)
3,440	3,440
1 hours and 37 minutes	2 hours and 41 minutes
4 hours and 20 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
			1h 38m	1h 50m	1h 37m	1h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 31m	5h 16m	4h 20m	4h 33m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients spent in the ED

By mode of separation

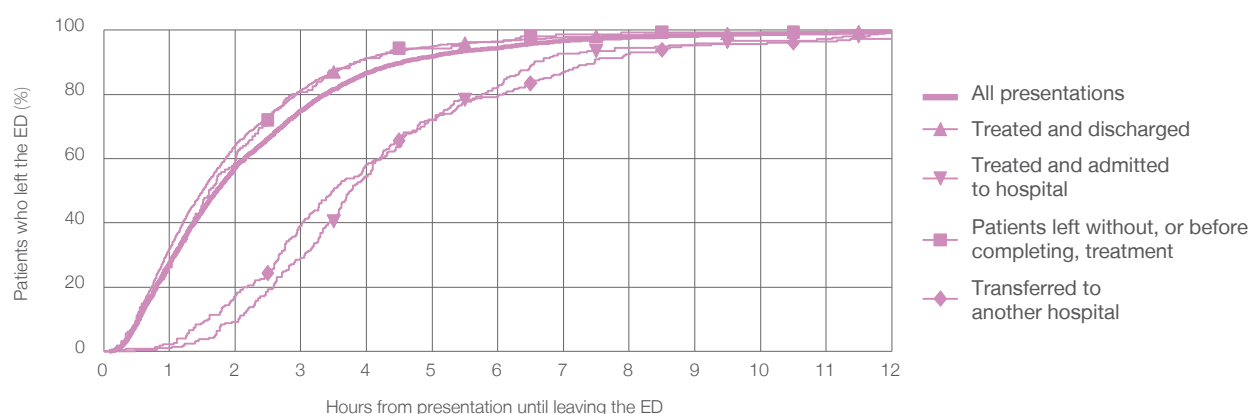
October to December 2016

All presentations:[†] 3,587 patients

Presentations used to calculate time to leaving the ED:[‡] 3,586 patients

		Same period last year	Change since one year ago
Treated and discharged	2,887 (80.5%)	2,876	0.4%
Treated and admitted to hospital	217 (6.0%)	245	-11.4%
Patient left without, or before completing, treatment	161 (4.5%)	108	49.1%
Transferred to another hospital	230 (6.4%)	153	50.3%
Other	92 (2.6%)	58	58.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	31.9%	64.2%	81.3%	91.2%	96.5%	98.5%	99.2%	99.7%
Treated and admitted to hospital	0.9%	9.2%	29.0%	54.4%	82.5%	94.5%	96.8%	99.1%
Patient left without, or before completing, treatment	26.1%	59.6%	80.7%	91.3%	96.3%	99.4%	99.4%	99.4%
Transferred to another hospital	2.2%	17.4%	39.1%	58.3%	79.6%	92.6%	95.7%	97.4%
All presentations	27.5%	57.3%	75.0%	86.7%	94.5%	97.8%	98.8%	99.4%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 3,587 patients

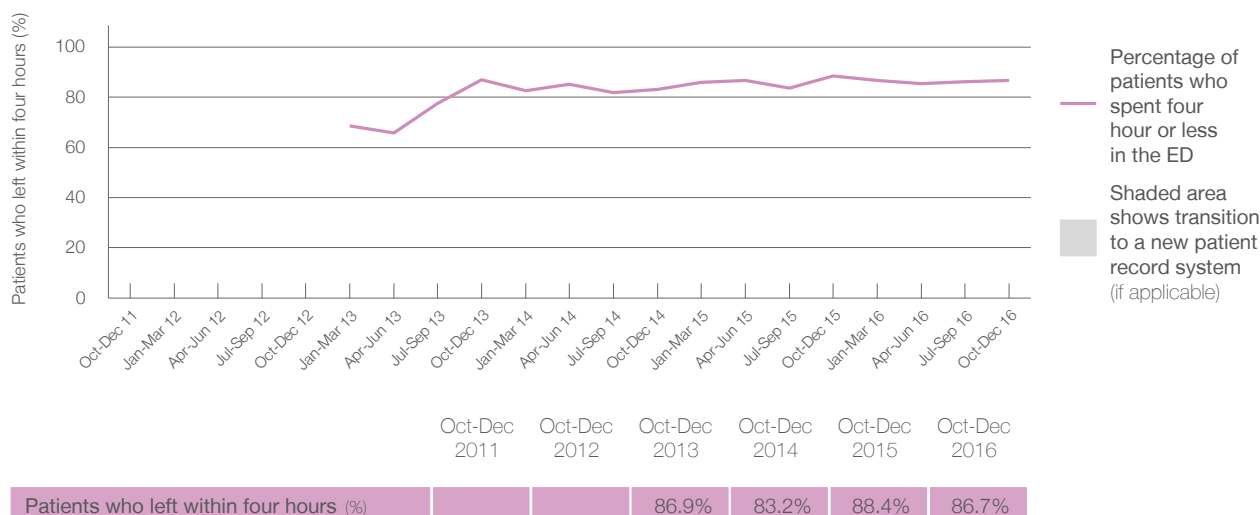
Presentations used to calculate time to leaving the ED:⁶ 3,586 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,440	4.3%
3,440	4.2%
88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,066 patients

Emergency presentations:² 2,871 patients

Same period last year	Change since one year ago
3,084	-0.6%
2,897	-0.9%

Maclean District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 380 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,045 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,287 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 149 patients

Median time to start treatment⁴ 47 minutes
90th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
295	
15 minutes	8 minutes
39 minutes	26 minutes
1,128	
27 minutes	20 minutes
72 minutes	67 minutes
1,200	
31 minutes	25 minutes
109 minutes	97 minutes
274	
34 minutes	24 minutes
137 minutes	103 minutes

Maclean District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,065 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
3,083	-0.6%
83.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

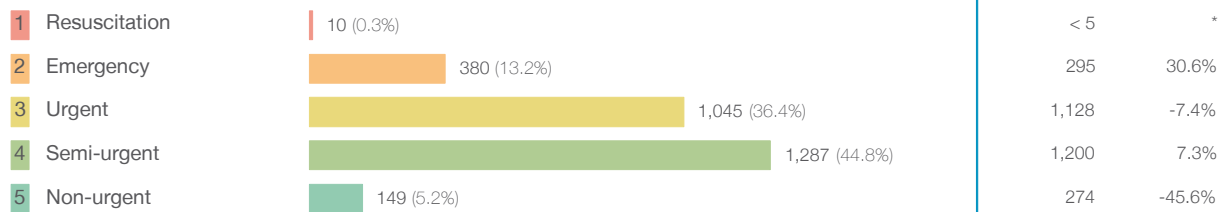
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Patients presenting to the emergency department

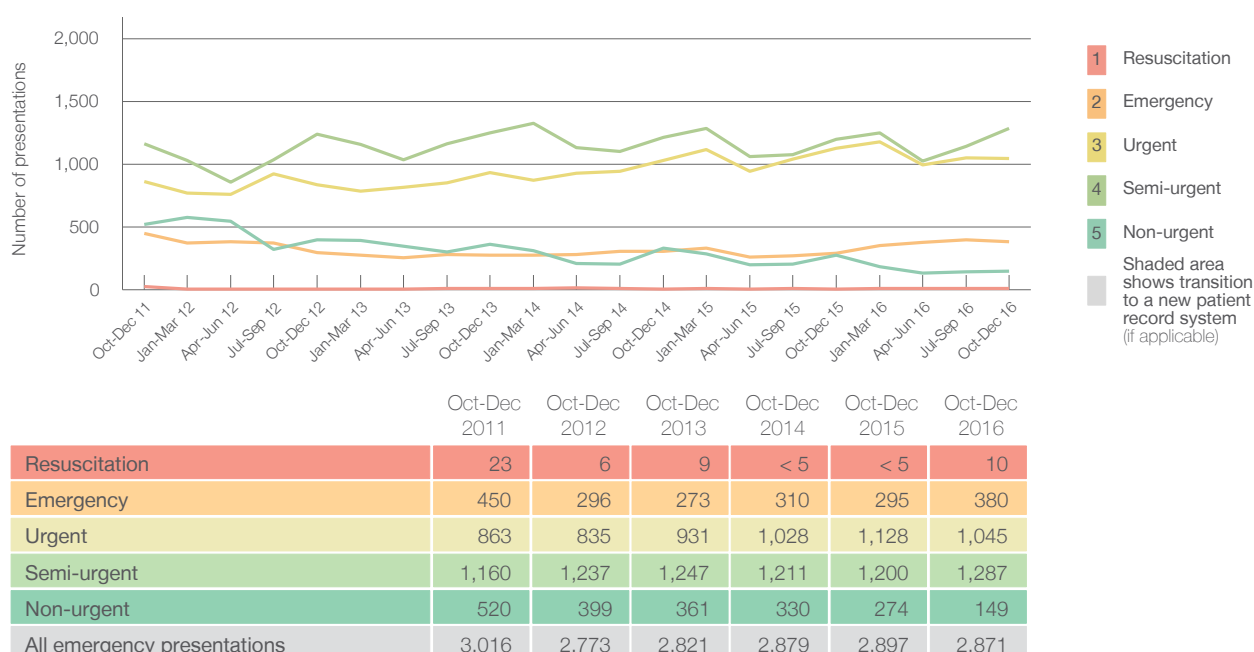
October to December 2016

All presentations:¹ 3,066 patients

Emergency presentations² by triage category: 2,871 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Maclean District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 380 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 380

Number of triage 2 patients used to calculate waiting time:³ 376

Median time to start treatment⁴

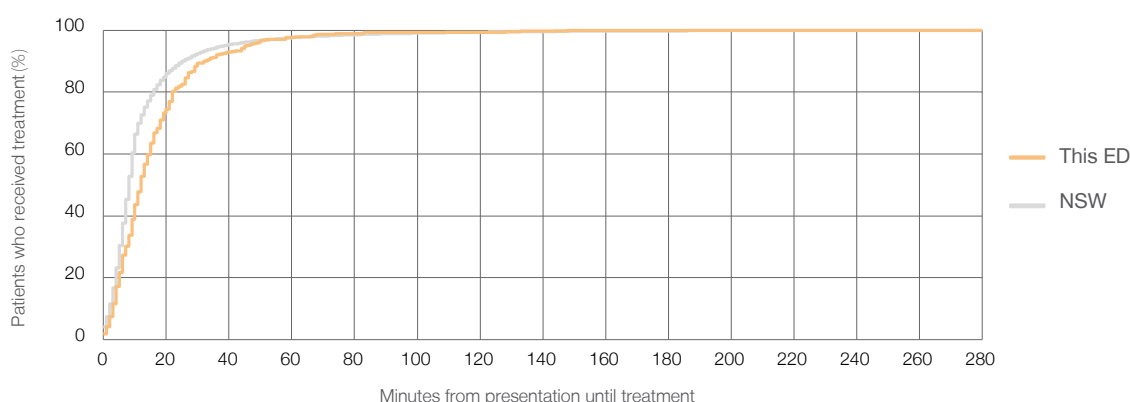
12 minutes

90th percentile time to start treatment⁵

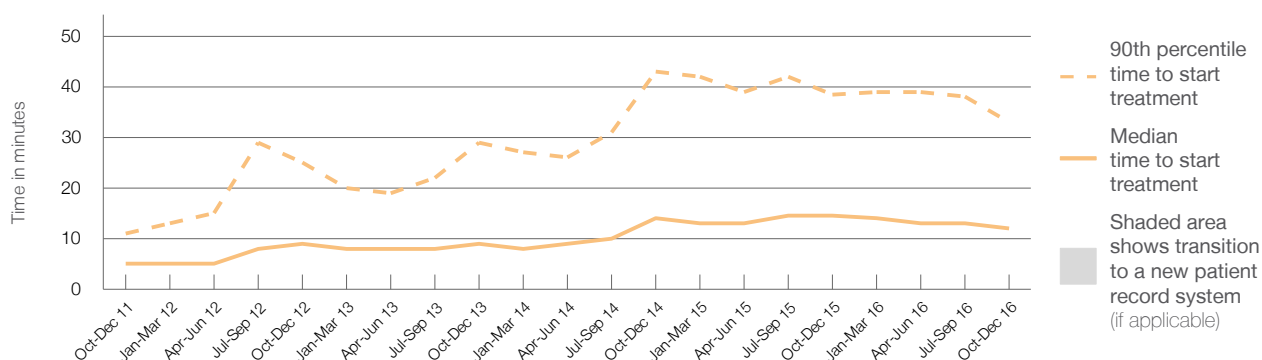
33 minutes

Same period last year	NSW (this period)
295	
290	
15 minutes	8 minutes
39 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	9	9	14	15	12
90th percentile time to start treatment ⁵ (minutes)	11	25	29	43	39	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,045

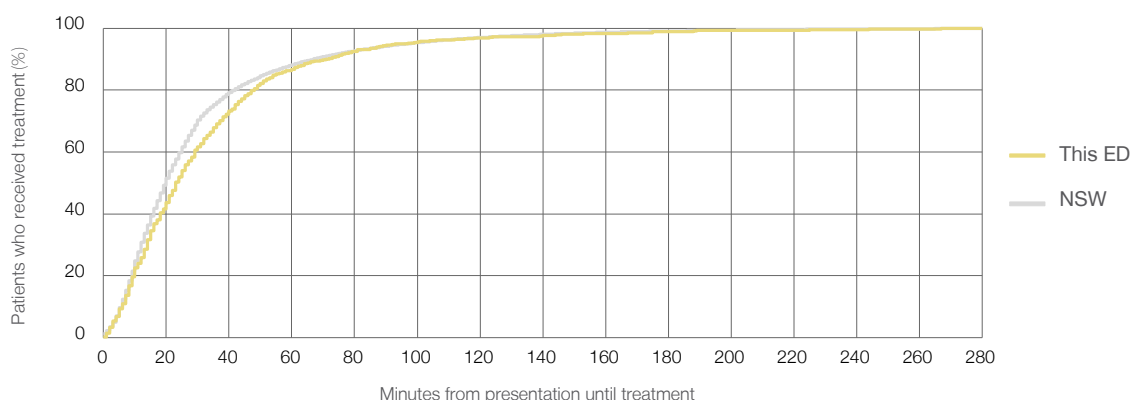
Number of triage 3 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ 23 minutes

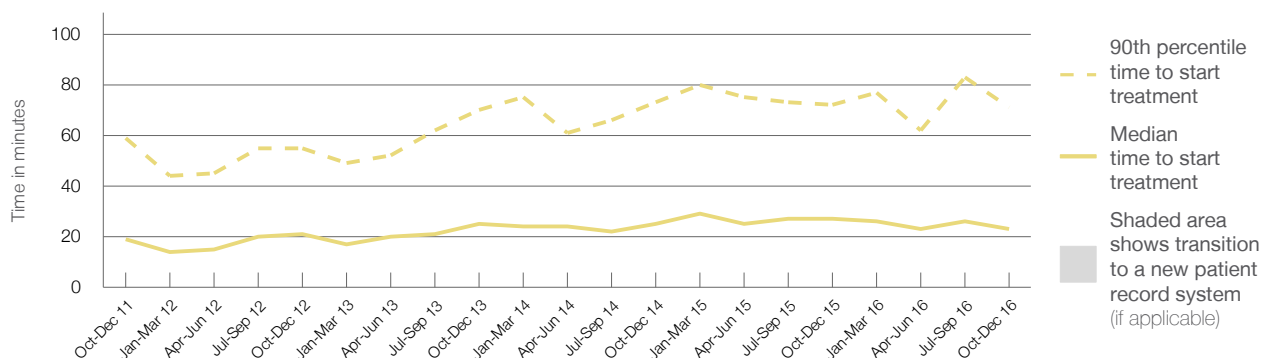
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,128	
1,101	
27 minutes	20 minutes
72 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	21	25	25	27	23
90th percentile time to start treatment ⁵ (minutes)	59	55	70	73	72	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,287

Number of triage 4 patients used to calculate waiting time:³ 1,201

Median time to start treatment⁴

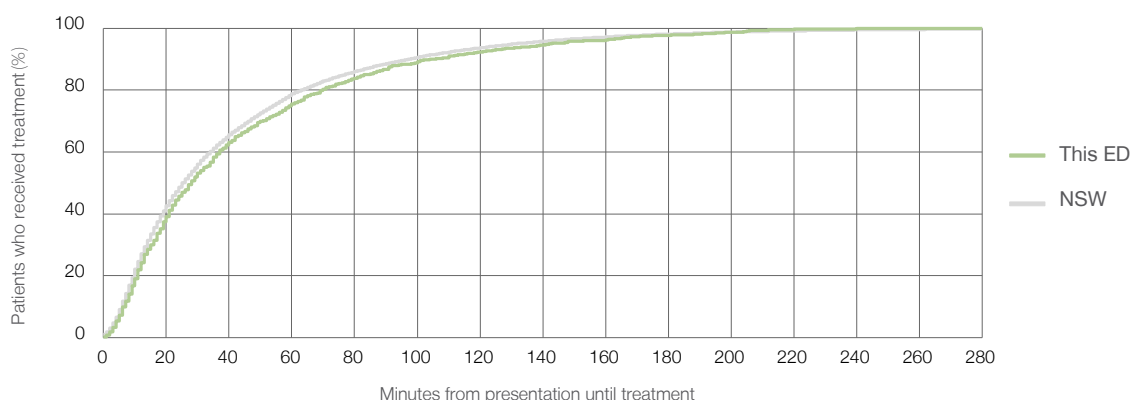
28 minutes

90th percentile time to start treatment⁵

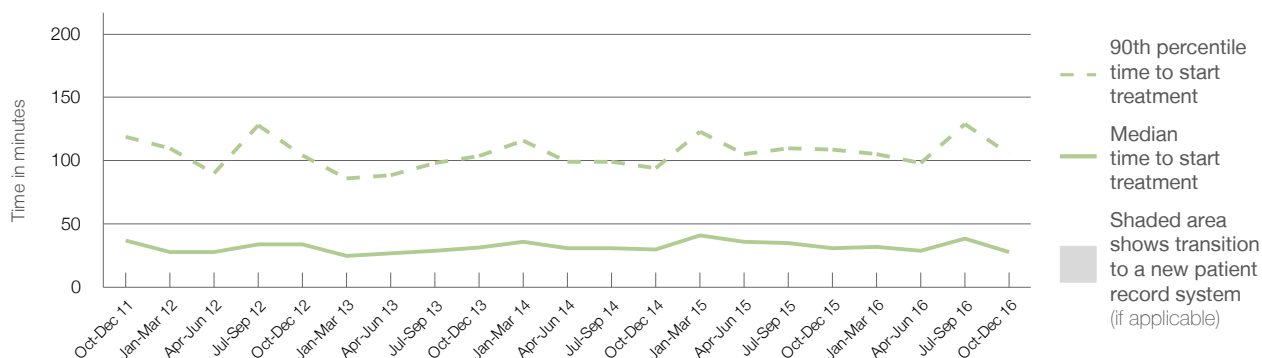
105 minutes

Same period last year	NSW (this period)
1,200	
1,113	
31 minutes	25 minutes
109 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	34	32	30	31	28
90th percentile time to start treatment ⁵ (minutes)	119	104	104	94	109	105

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 149

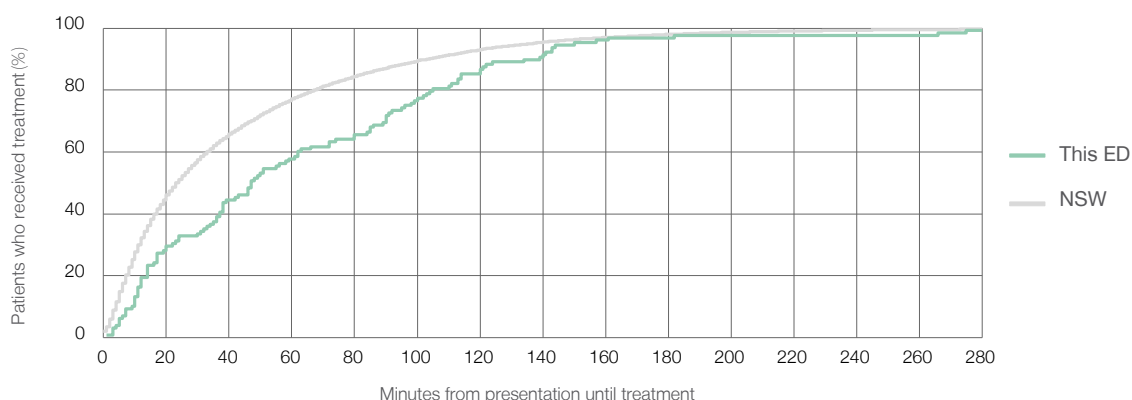
Number of triage 5 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ 47 minutes

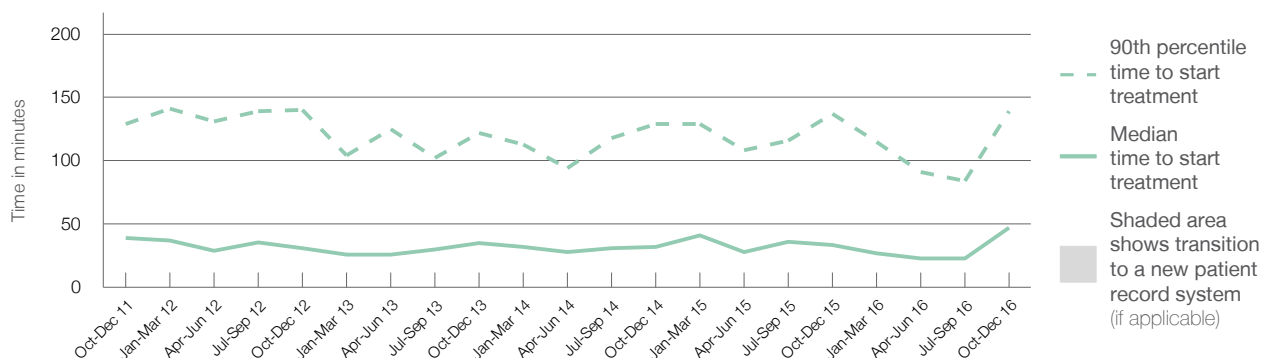
90th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
274	
218	
34 minutes	24 minutes
137 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	31	35	32	34	47
90th percentile time to start treatment ⁵ (minutes)	129	140	122	129	137	139

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,066 patients

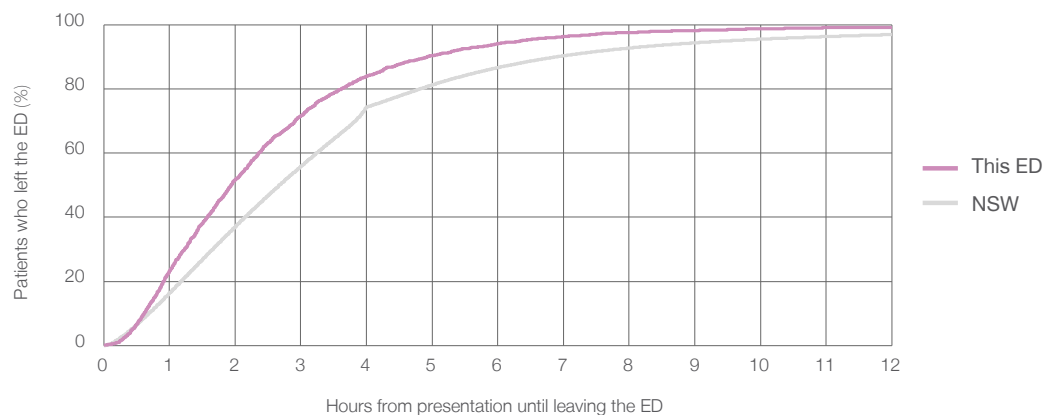
Presentations used to calculate time to leaving the ED:⁶ 3,065 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

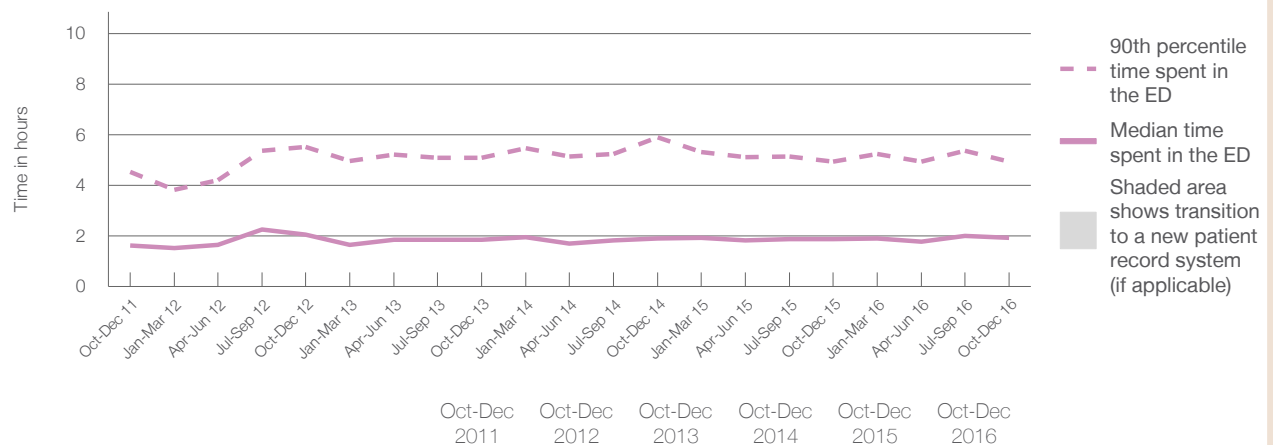
90th percentile time spent in the ED⁹ 4 hours and 56 minutes

Same period last year	NSW (this period)
3,084	
3,083	
1 hours and 53 minutes	2 hours and 41 minutes
4 hours and 57 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 38m	2h 4m	1h 52m	1h 55m	1h 53m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 33m	5h 32m	5h 6m	5h 54m	4h 57m	4h 56m

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients spent in the ED

By mode of separation

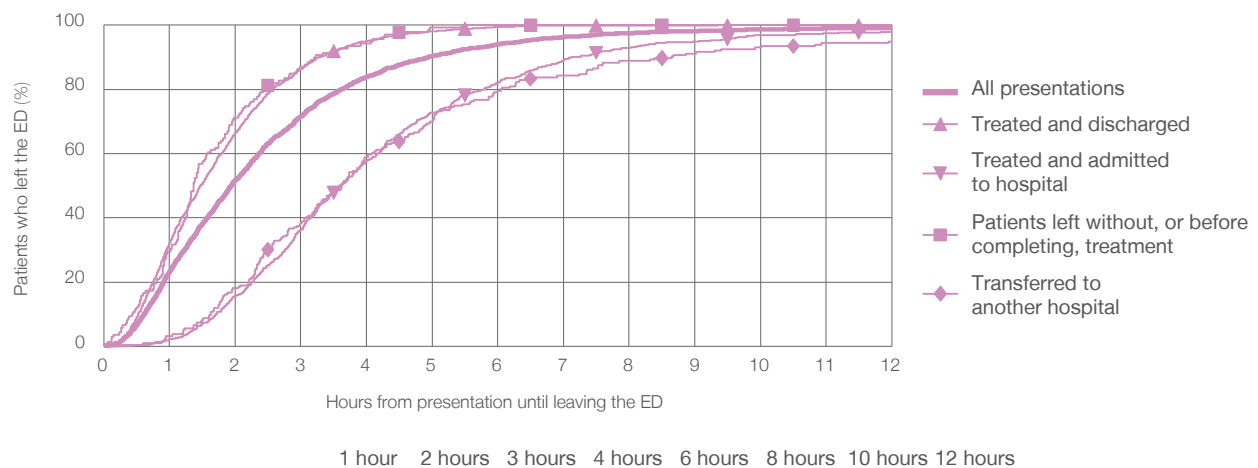
October to December 2016

All presentations:[†] 3,066 patients

Presentations used to calculate time to leaving the ED:[‡] 3,065 patients

		Same period last year	Change since one year ago
		3,083	-0.6%
Treated and discharged	2,002 (65.3%)	2,001	0.0%
Treated and admitted to hospital	701 (22.9%)	719	-2.5%
Patient left without, or before completing, treatment	139 (4.5%)	139	0.0%
Transferred to another hospital	216 (7.0%)	219	-1.4%
Other	8 (0.3%)	6	33.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	32.3%	66.6%	86.3%	95.1%	99.4%	100%	100%	100%
Treated and admitted to hospital	2.1%	15.7%	36.2%	57.8%	82.2%	93.0%	96.9%	97.9%
Patient left without, or before completing, treatment	29.5%	71.2%	87.1%	94.2%	100%	100%	100%	100%
Transferred to another hospital	3.2%	18.1%	38.4%	58.8%	79.6%	88.9%	93.1%	94.9%
All presentations	23.3%	51.8%	71.5%	83.9%	94.1%	97.6%	98.8%	99.2%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 3,066 patients

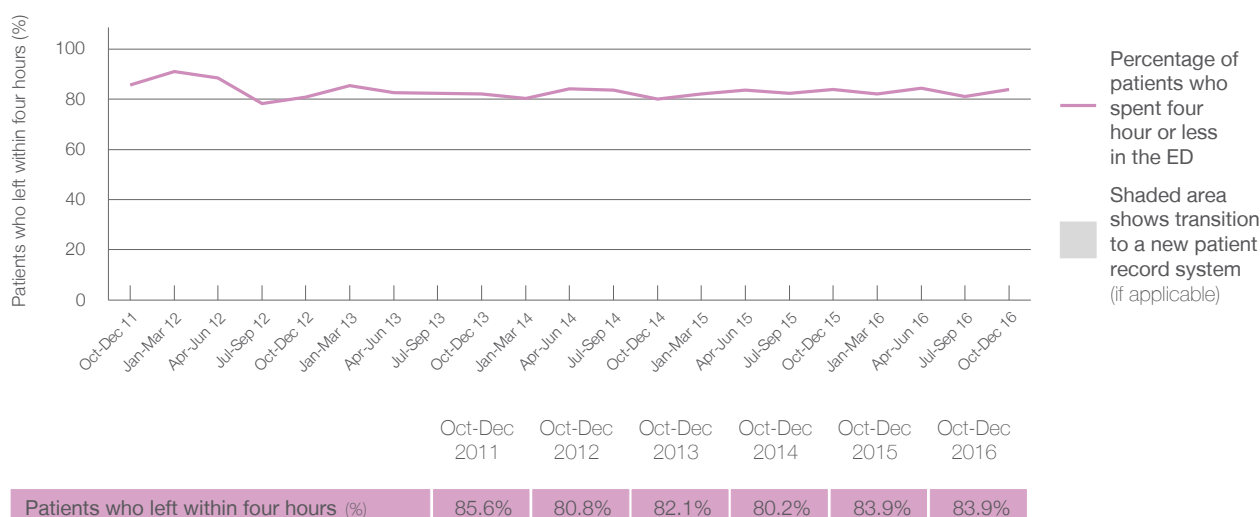
Presentations used to calculate time to leaving the ED:⁶ 3,065 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,084	-0.6%
3,083	-0.6%
83.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,143 patients

Emergency presentations:² 3,984 patients

Same period last year	Change since one year ago
4,138	0.1%
4,001	-0.4%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 283 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,293 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,042 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 353 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
174	
7 minutes	8 minutes
23 minutes	26 minutes
1,093	
21 minutes	20 minutes
60 minutes	67 minutes
2,372	
27 minutes	25 minutes
77 minutes	97 minutes
348	
25 minutes	24 minutes
88 minutes	103 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,143 patients

Percentage of patients who spent four hours or less in the ED 88.3%

Same period last year	Change since one year ago
4,138	0.1%
89.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

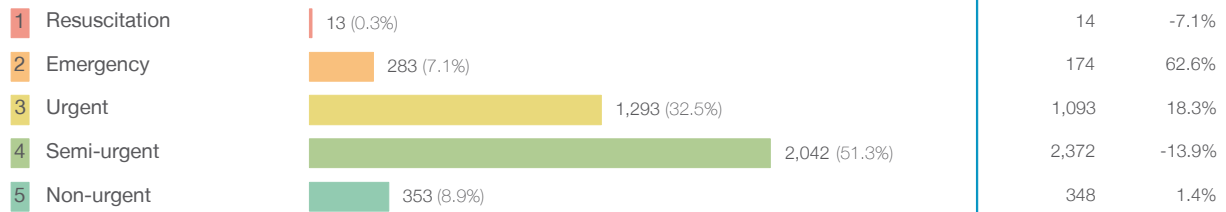
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Patients presenting to the emergency department

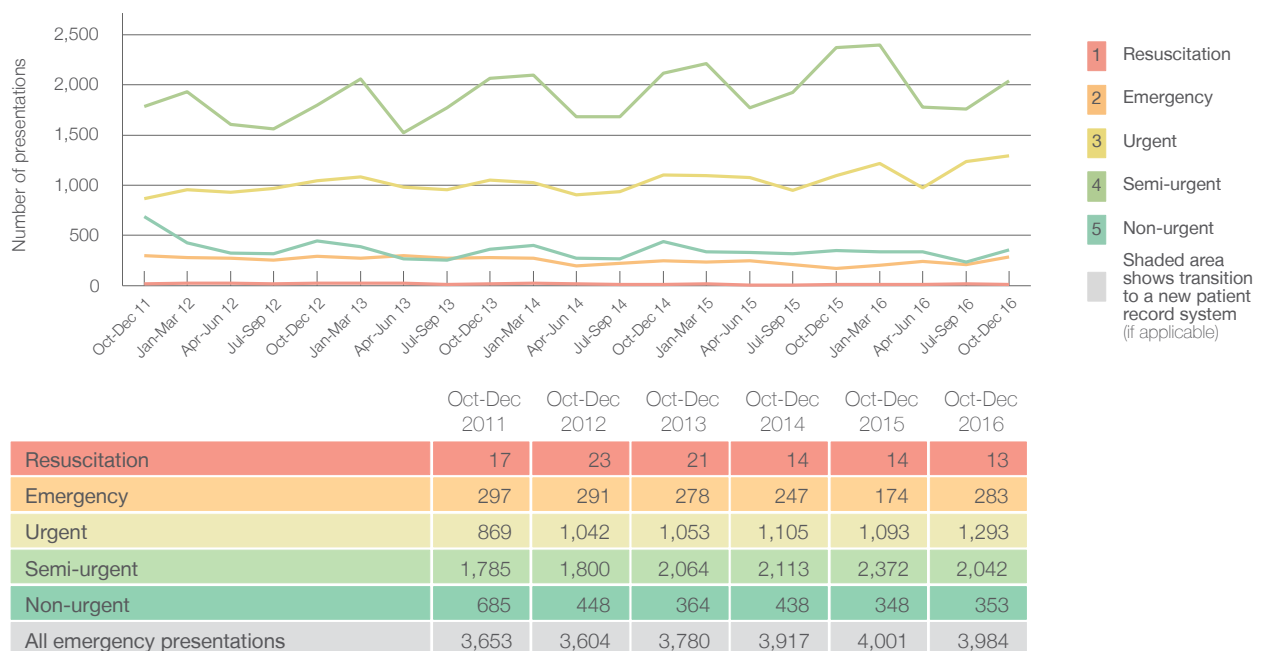
October to December 2016

All presentations:¹ 4,143 patients

Emergency presentations² by triage category: 3,984 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Milton and Ulladulla Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 377 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 283

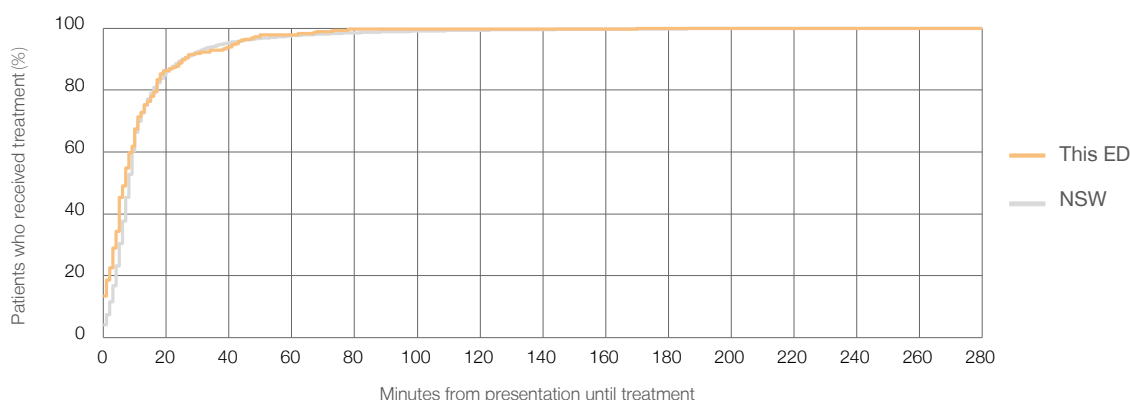
Number of triage 2 patients used to calculate waiting time:³ 283

Median time to start treatment⁴ 7 minutes

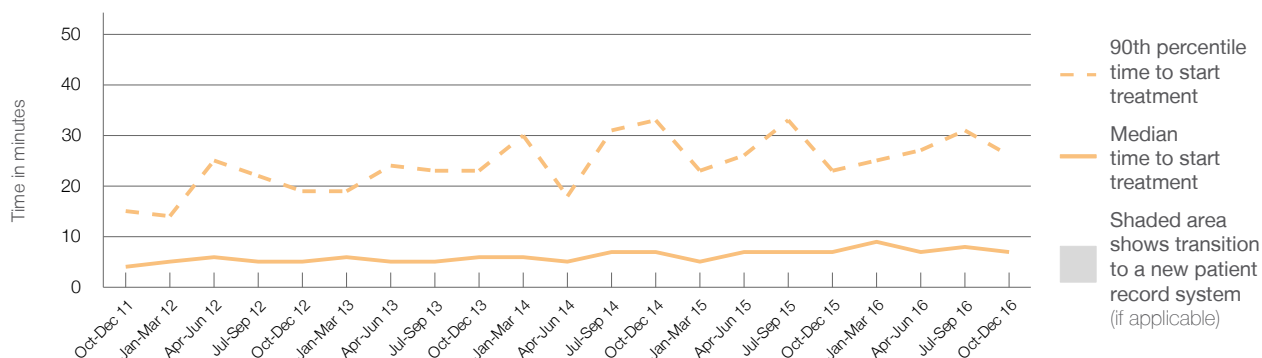
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
174	
174	
7 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	4	5	6	7	7	7
90th percentile time to start treatment ⁵ (minutes)	15	19	23	33	23	26

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,293

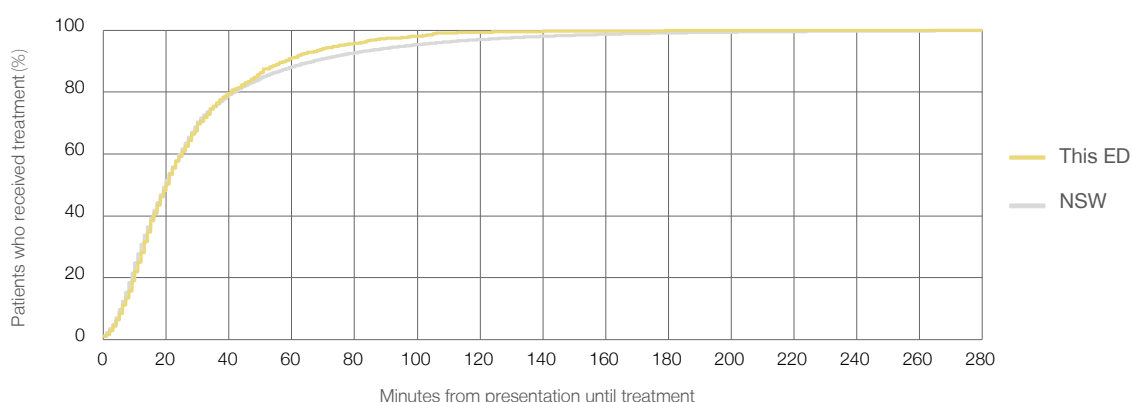
Number of triage 3 patients used to calculate waiting time:³ 1,291

Median time to start treatment⁴ 20 minutes

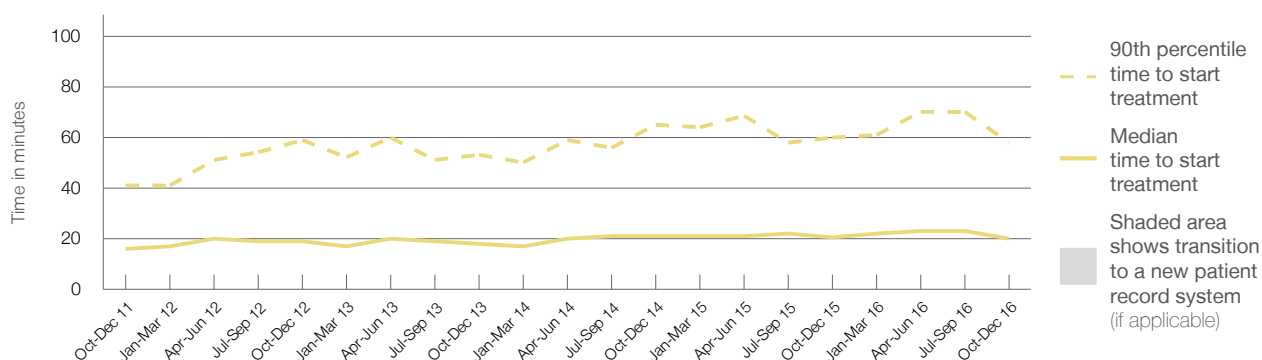
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,093	
1,090	
21 minutes	20 minutes
60 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	16	19	18	21	21	20
90th percentile time to start treatment ⁵ (minutes)	41	59	53	65	60	58

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,042

Number of triage 4 patients used to calculate waiting time:³ 1,992

Median time to start treatment⁴

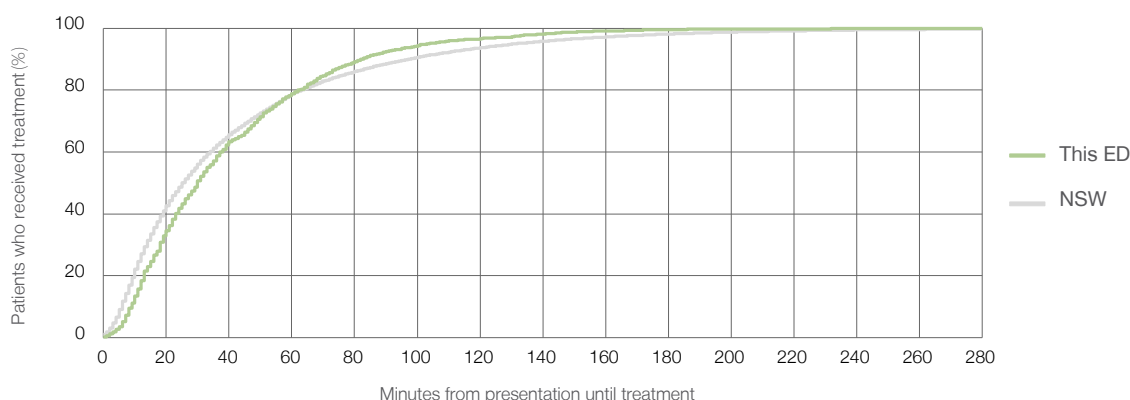
30 minutes

90th percentile time to start treatment⁵

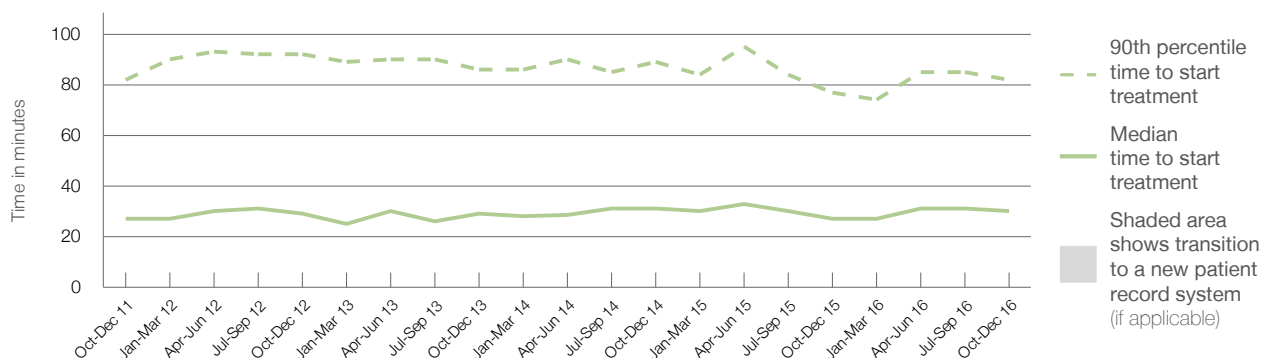
82 minutes

Same period last year	NSW (this period)
2,372	
2,322	
27 minutes	25 minutes
77 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	29	29	31	27	30
90th percentile time to start treatment ⁵ (minutes)	82	92	86	89	77	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 353

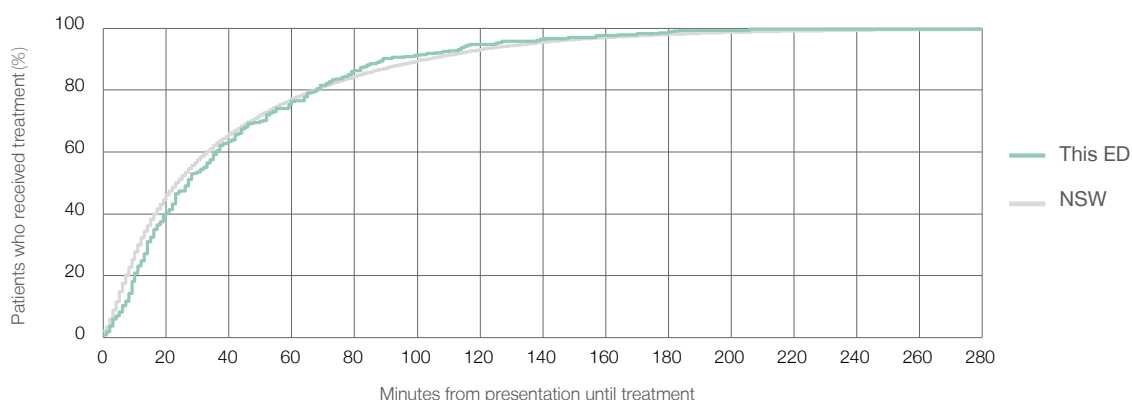
Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴ 27 minutes

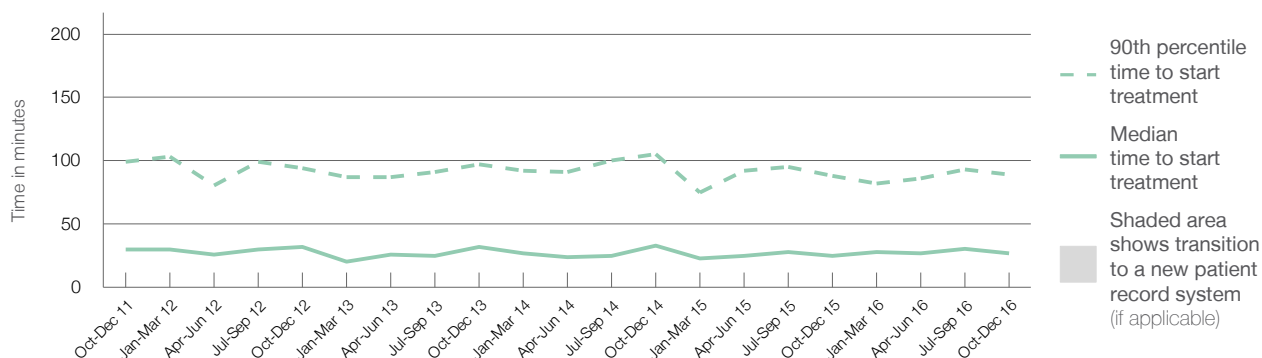
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
348	
335	
25 minutes	24 minutes
88 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	32	32	33	25	27
90th percentile time to start treatment ⁵ (minutes)	99	94	97	105	88	89

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,143 patients

Presentations used to calculate time to leaving the ED:⁶ 4,143 patients

Median time spent in the ED⁸

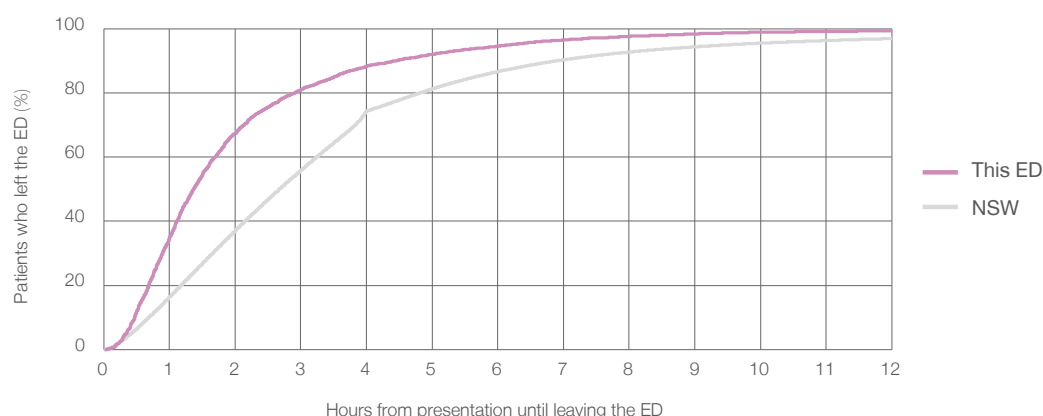
1 hours and 22 minutes

90th percentile time spent in the ED⁹

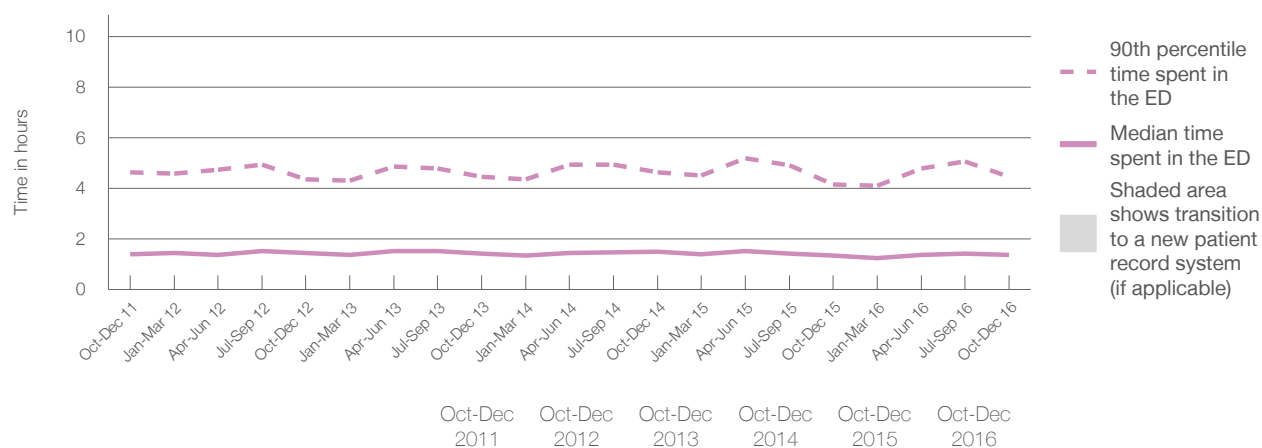
4 hours and 27 minutes

Same period last year	NSW (this period)
4,138	
4,138	
1 hours and 21 minutes	2 hours and 41 minutes
4 hours and 10 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	1h 27m	1h 26m	1h 30m	1h 21m	1h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 38m	4h 21m	4h 27m	4h 39m	4h 10m	4h 27m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

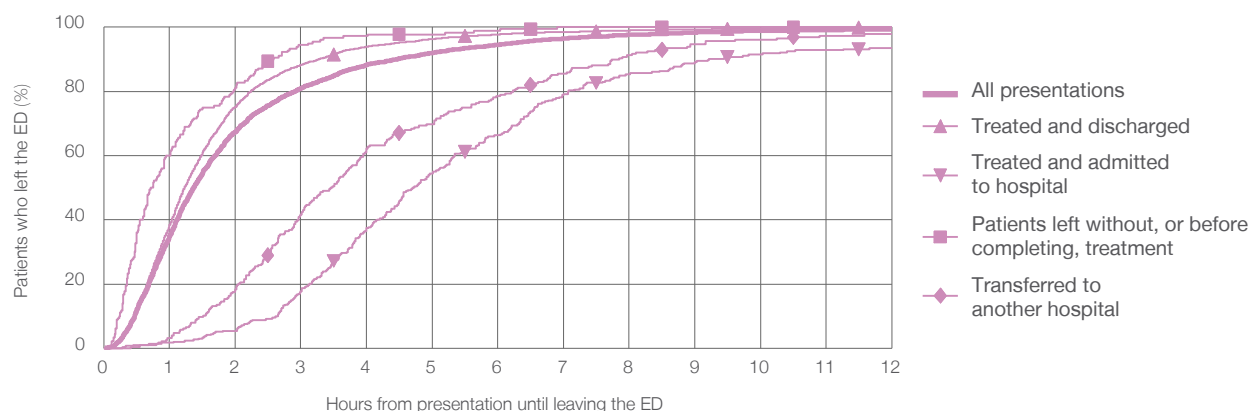
All presentations:[†] 4,143 patients

Presentations used to calculate time to leaving the ED:[‡] 4,143 patients

Treated and discharged	3,433 (82.9%)
Treated and admitted to hospital	294 (7.1%)
Patient left without, or before completing, treatment	180 (4.3%)
Transferred to another hospital	228 (5.5%)
Other	8 (0.2%)

Same period last year	Change since one year ago
4,138	0.1%
3,516	-2.4%
286	2.8%
179	0.6%
152	50.0%
5	60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	38.5%	75.2%	88.3%	93.9%	97.8%	99.0%	99.6%	99.9%
Treated and admitted to hospital	1.7%	5.4%	17.7%	37.4%	66.3%	85.4%	91.5%	93.5%
Patient left without, or before completing, treatment	60.0%	81.1%	94.4%	97.2%	98.9%	100%	100%	100%
Transferred to another hospital	3.1%	18.4%	41.7%	62.3%	78.5%	91.2%	96.1%	97.8%
All presentations	35.0%	67.4%	81.0%	88.3%	94.5%	97.6%	98.8%	99.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,143 patients

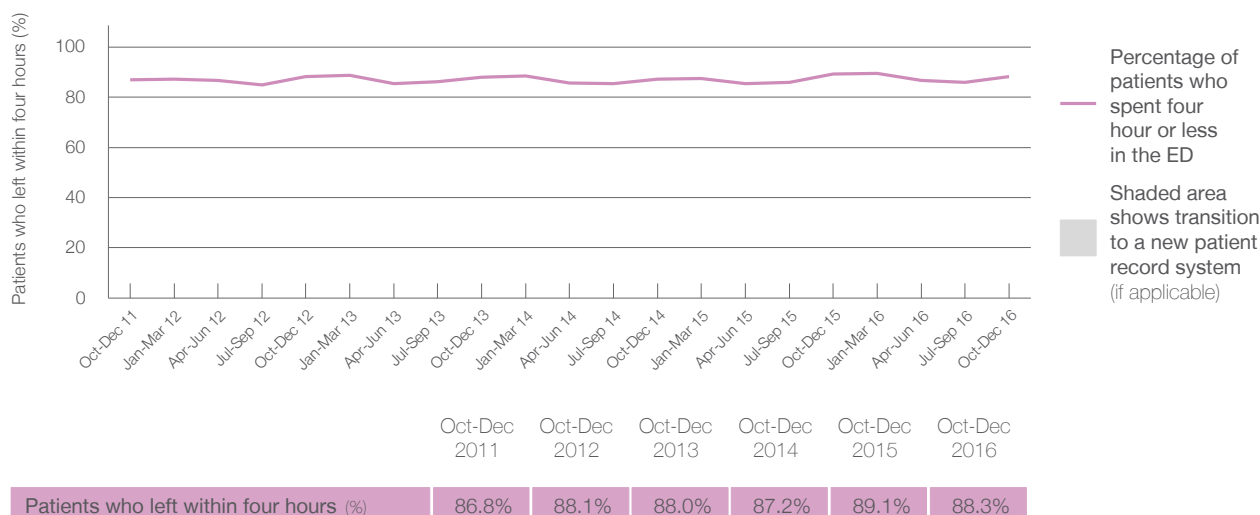
Presentations used to calculate time to leaving the ED:⁶ 4,143 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,138	0.1%
4,138	0.1%
89.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,224 patients

Emergency presentations:² 2,011 patients

Same period last year	Change since one year ago
2,074	7.2%
1,867	7.7%

Moree District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 157 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 650 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,054 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 150 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
135	
3 minutes	8 minutes
20 minutes	26 minutes
514	
5 minutes	20 minutes
23 minutes	67 minutes
1,091	
5 minutes	25 minutes
32 minutes	97 minutes
122	
5 minutes	24 minutes
28 minutes	103 minutes

Moree District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,224 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
2,074	7.2%
91.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

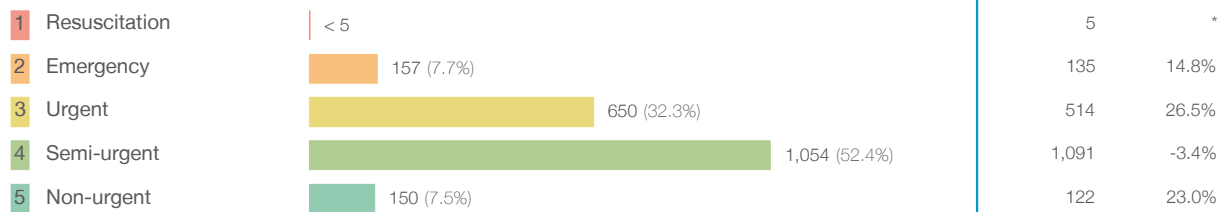
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Patients presenting to the emergency department

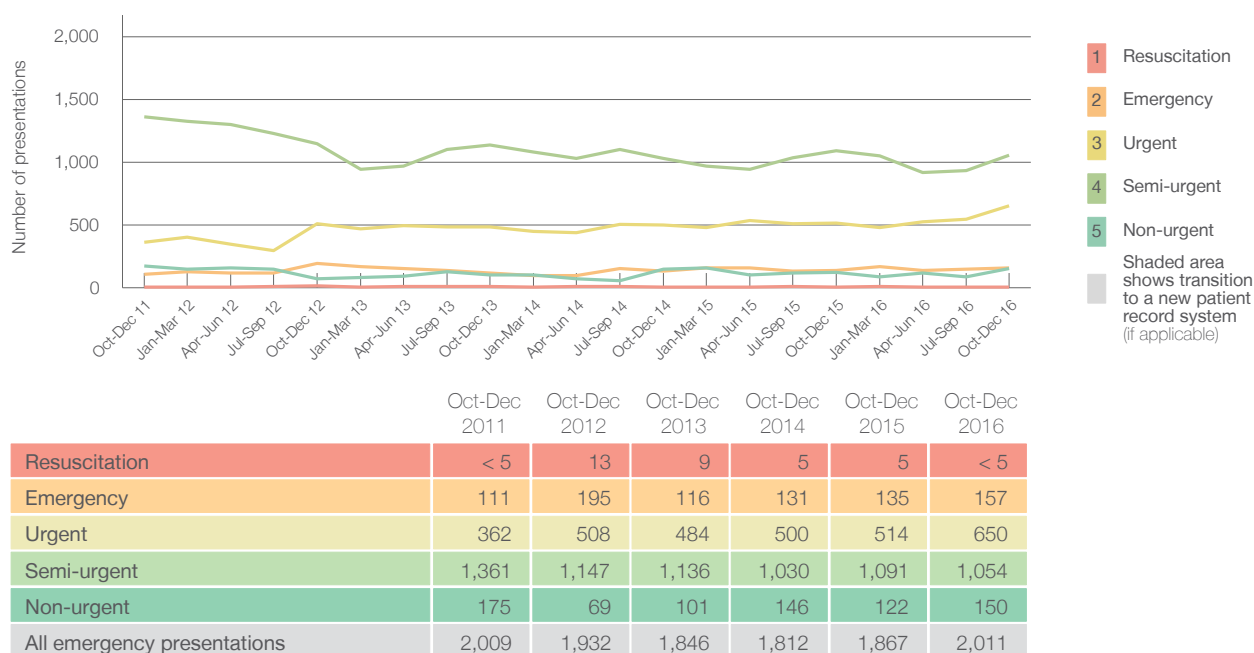
October to December 2016

All presentations:¹ 2,224 patients

Emergency presentations² by triage category: 2,011 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Moree District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 212 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 157

Number of triage 2 patients used to calculate waiting time:³ 155

Median time to start treatment⁴

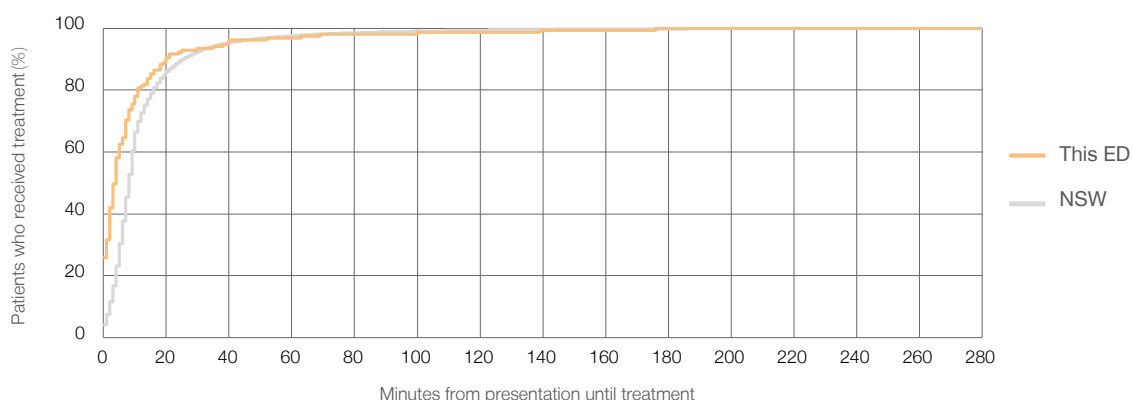
4 minutes

90th percentile time to start treatment⁵

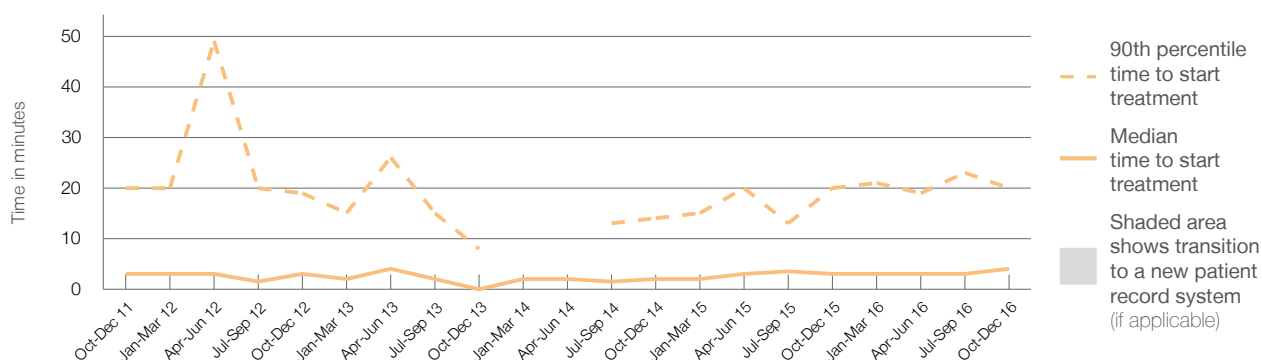
20 minutes

Same period last year	NSW (this period)
135	
131	
3 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	3	3	0	2	3	4
90th percentile time to start treatment ⁵ (minutes)	20	19	8	14	20	20

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 650

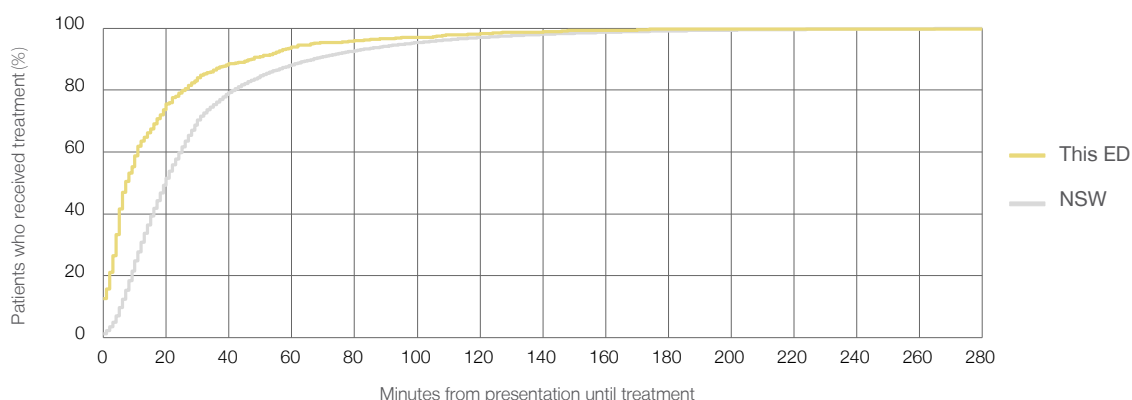
Number of triage 3 patients used to calculate waiting time:³ 632

Median time to start treatment⁴ 7 minutes

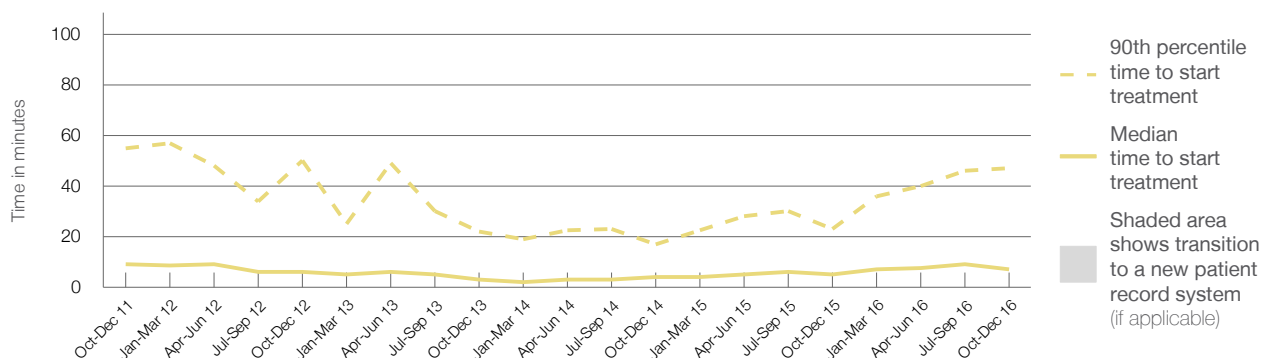
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
514	
500	
5 minutes	20 minutes
23 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	6	3	4	5	7
90th percentile time to start treatment ⁵ (minutes)	55	50	22	17	23	47

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,054

Number of triage 4 patients used to calculate waiting time:³ 964

Median time to start treatment⁴

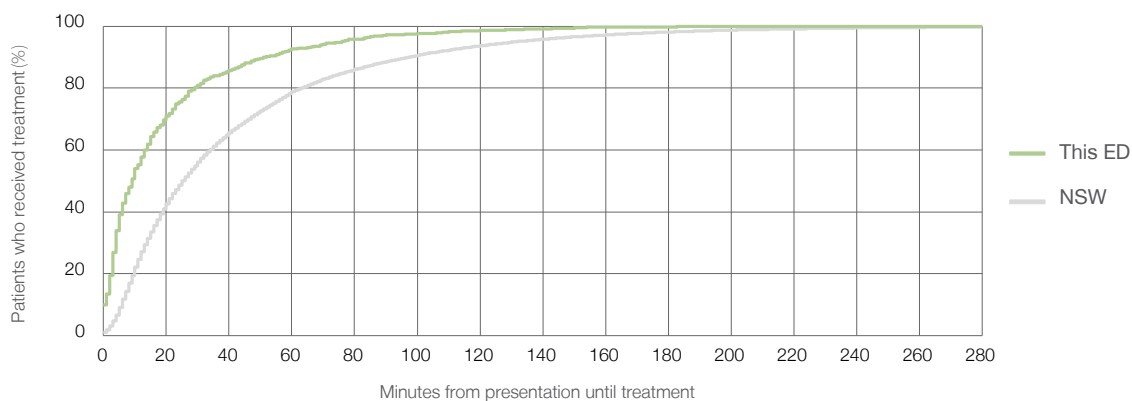
9 minutes

90th percentile time to start treatment⁵

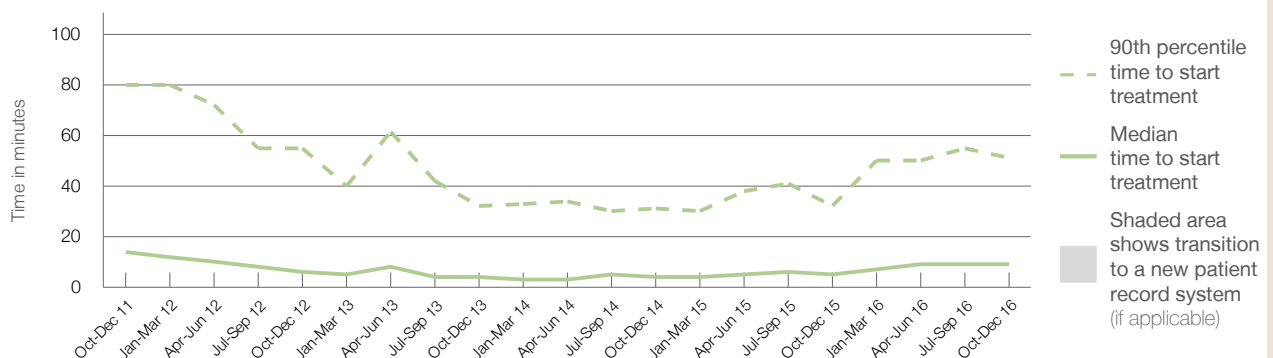
51 minutes

Same period last year	NSW (this period)
1,091	
1,005	
5 minutes	25 minutes
32 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	14	6	4	4	5	9
90th percentile time to start treatment ⁵ (minutes)	80	55	32	31	32	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 150

Number of triage 5 patients used to calculate waiting time:³ 133

Median time to start treatment⁴

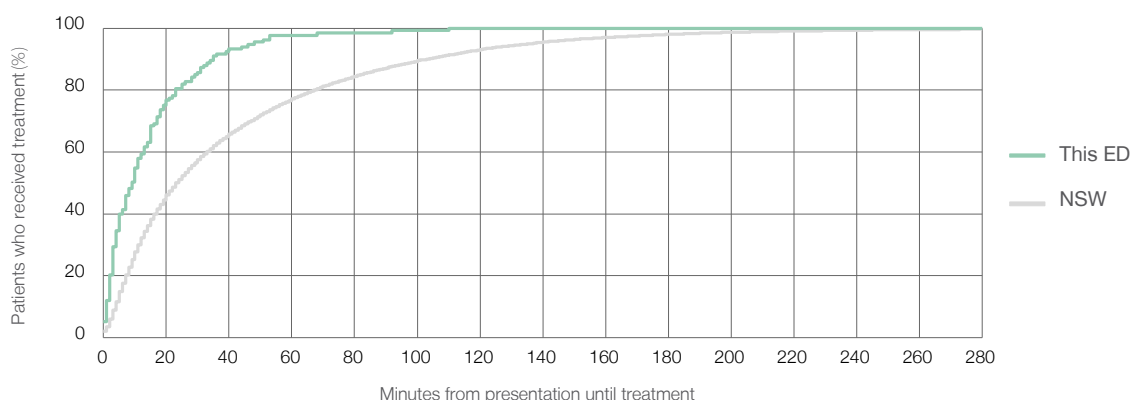
9 minutes

90th percentile time to start treatment⁵

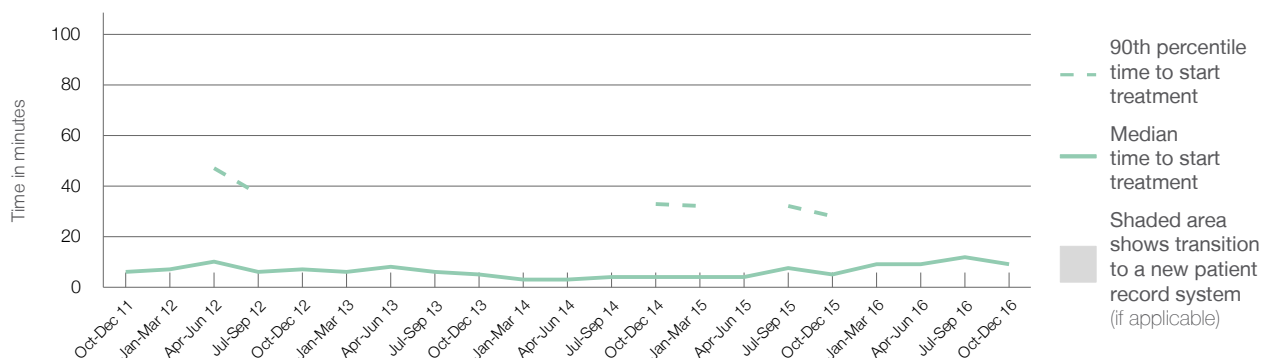
35 minutes

Same period last year	NSW (this period)
122	
110	
5 minutes	24 minutes
28 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	7	5	4	5	9
90th percentile time to start treatment ⁵ (minutes)	70	*	*	33	28	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,224 patients

Presentations used to calculate time to leaving the ED:⁶ 2,224 patients

Median time spent in the ED⁸

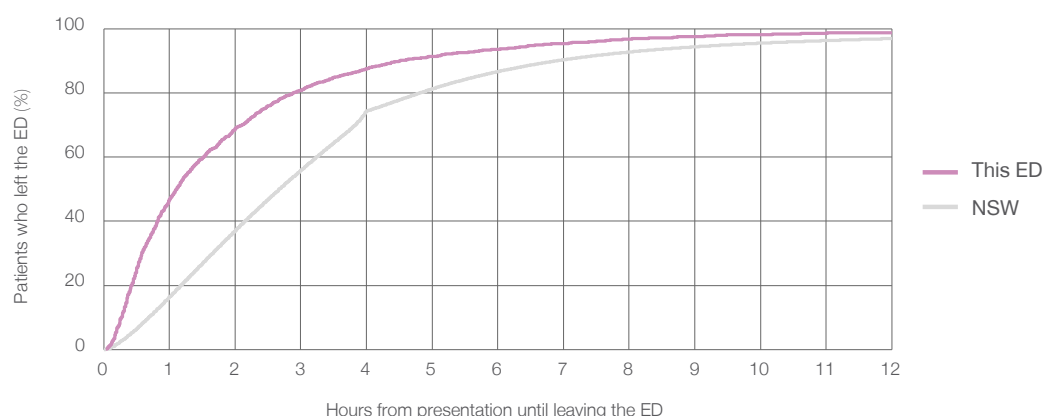
1 hours and 7 minutes

90th percentile time spent in the ED⁹

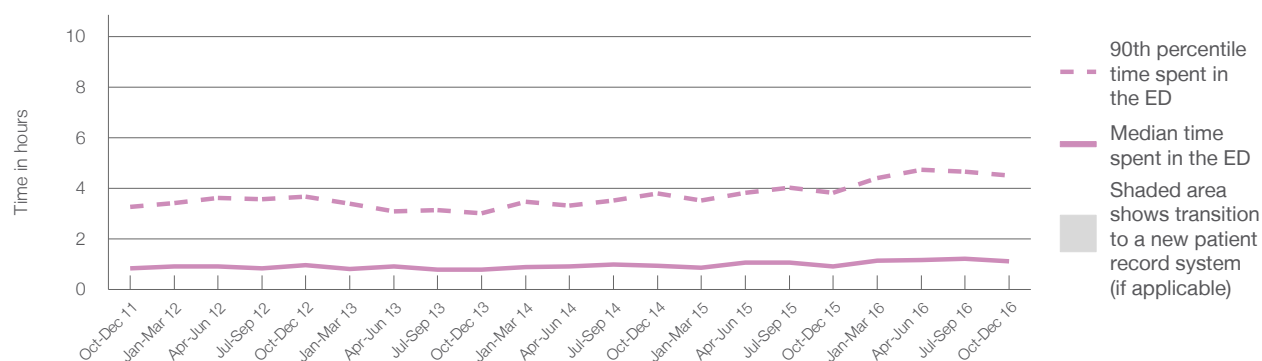
4 hours and 31 minutes

Same period last year	NSW (this period)
2,074	
2,074	
0 hours and 56 minutes	2 hours and 41 minutes
3 hours and 50 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 50m	0h 58m	0h 48m	0h 57m	0h 56m	1h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 17m	3h 40m	3h 1m	3h 49m	3h 50m	4h 31m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients spent in the ED

By mode of separation

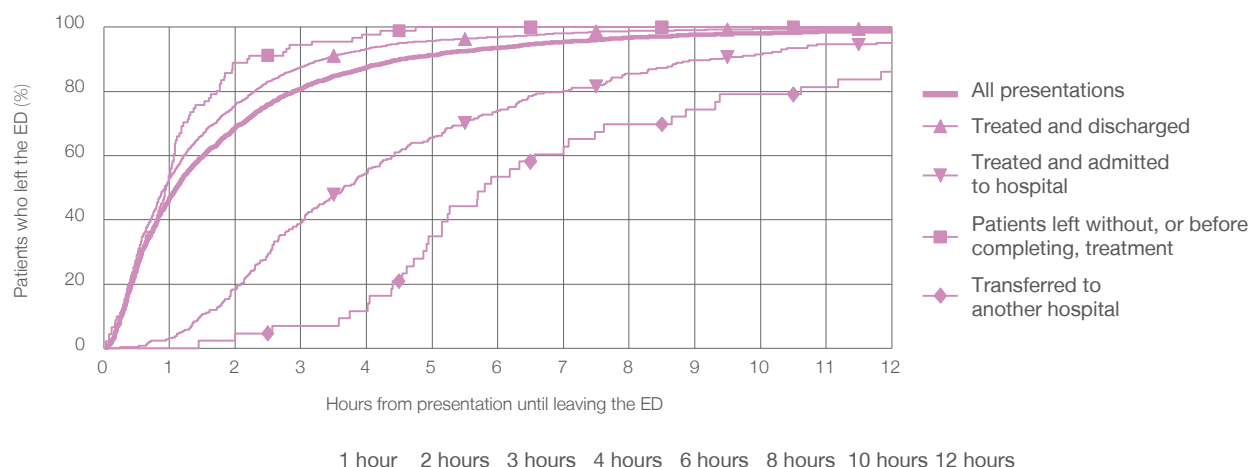
October to December 2016

All presentations:[†] 2,224 patients

Presentations used to calculate time to leaving the ED:[‡] 2,224 patients

		Same period last year	Change since one year ago
		2,074	7.2%
Treated and discharged	1,750 (78.7%)	1,637	6.9%
Treated and admitted to hospital	261 (11.7%)	236	10.6%
Patient left without, or before completing, treatment	91 (4.1%)	79	15.2%
Transferred to another hospital	43 (1.9%)	44	-2.3%
Other	79 (3.6%)	78	1.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	53.0%	76.0%	87.5%	93.3%	97.0%	98.9%	99.4%	99.5%
Treated and admitted to hospital	3.1%	18.4%	39.1%	54.4%	73.9%	85.4%	91.6%	95.0%
Patient left without, or before completing, treatment	53.8%	89.0%	94.5%	97.8%	100%	100%	100%	100%
Transferred to another hospital	0%	4.7%	7.0%	11.6%	53.5%	69.8%	79.1%	86.0%
All presentations	46.9%	68.9%	80.8%	87.5%	93.6%	96.8%	98.2%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,224 patients

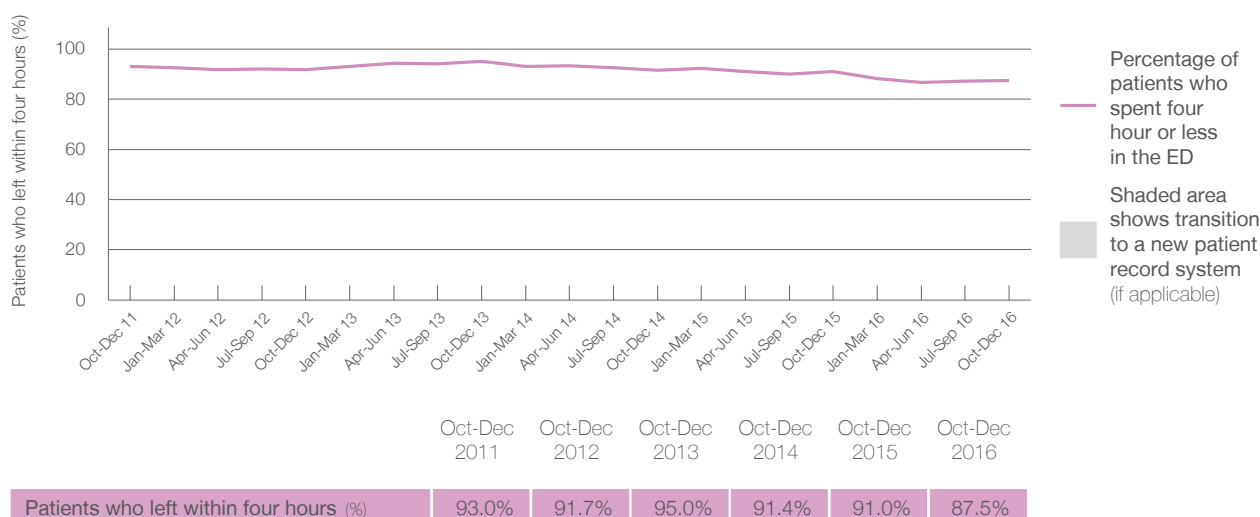
Presentations used to calculate time to leaving the ED:⁶ 2,224 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,074	7.2%
2,074	7.2%
91.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,787 patients

Emergency presentations:² 2,579 patients

Same period last year	Change since one year ago
2,686	3.8%
2,521	2.3%

Moruya District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 308 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 823 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,053 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 380 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
264	
7 minutes	8 minutes
22 minutes	26 minutes
783	
18 minutes	20 minutes
57 minutes	67 minutes
970	
30 minutes	25 minutes
110 minutes	97 minutes
485	
34 minutes	24 minutes
147 minutes	103 minutes

Moruya District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,787 patients

Percentage of patients who spent four hours or less in the ED 78.0%

Same period last year	Change since one year ago
2,686	3.8%
77.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

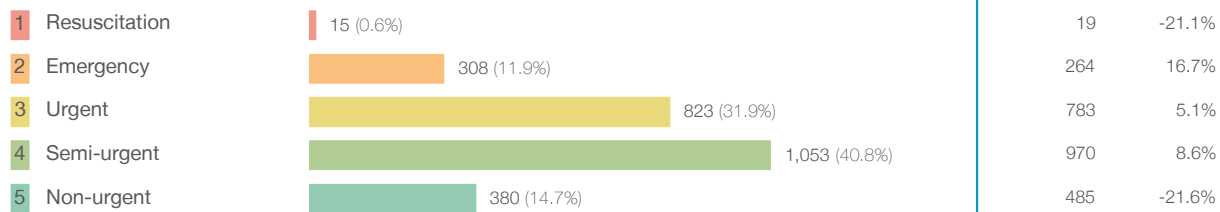
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Patients presenting to the emergency department

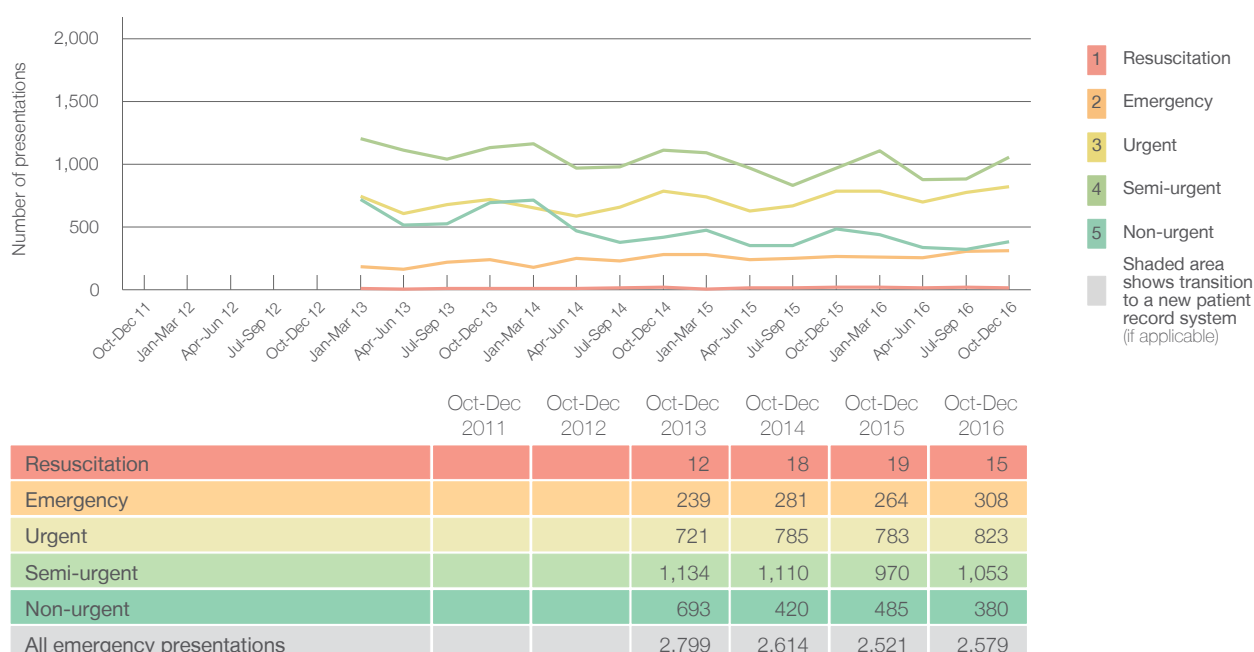
October to December 2016

All presentations:¹ 2,787 patients

Emergency presentations² by triage category: 2,579 patients



Emergency presentations² by quarter, October 2011 to December 2016 *§



Moruya District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 421 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 308

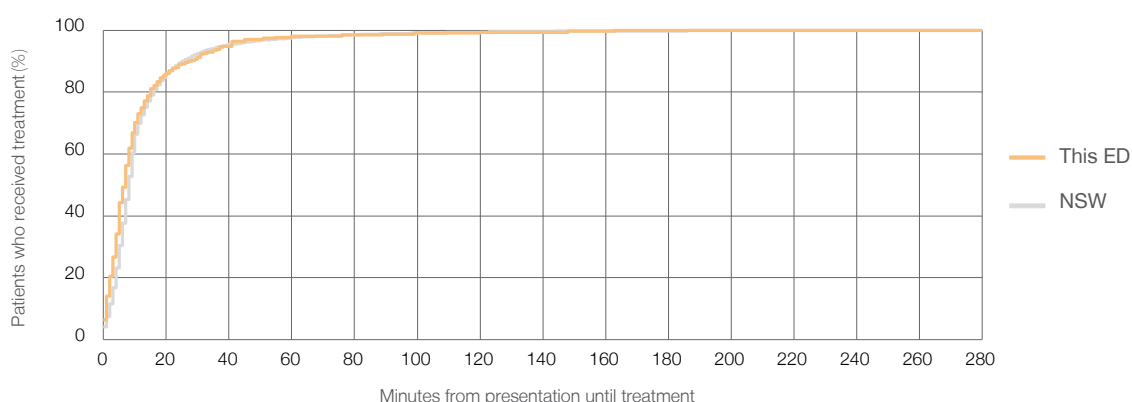
Number of triage 2 patients used to calculate waiting time:³ 307

Median time to start treatment⁴ 7 minutes

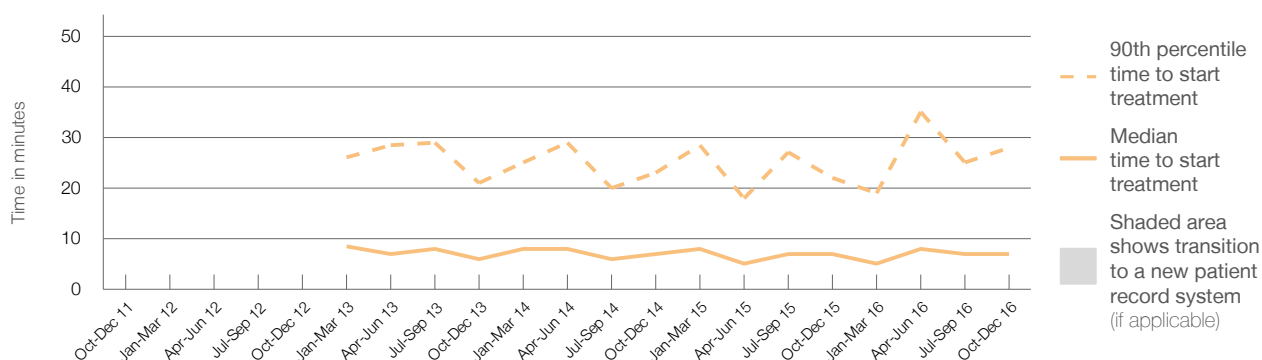
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
264	
261	
7 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			6	7	7	7
90th percentile time to start treatment ⁵ (minutes)			21	23	22	28

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 823

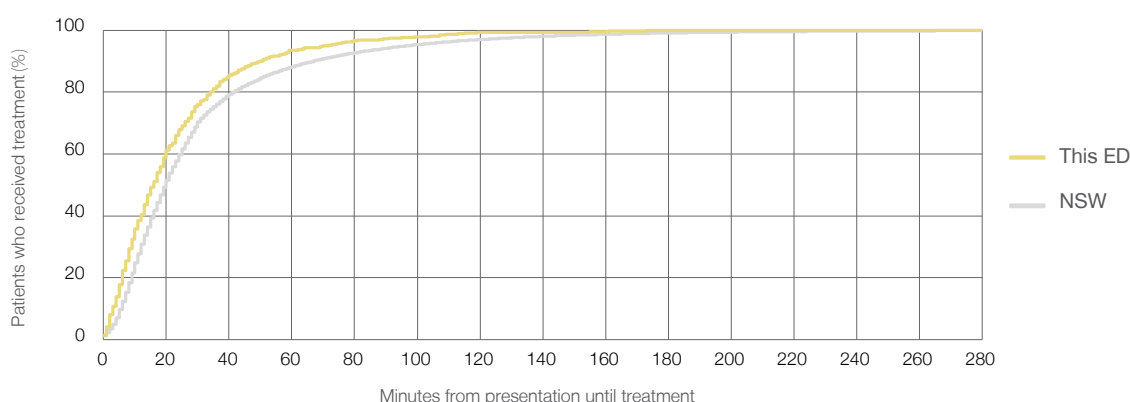
Number of triage 3 patients used to calculate waiting time:³ 807

Median time to start treatment⁴ 16 minutes

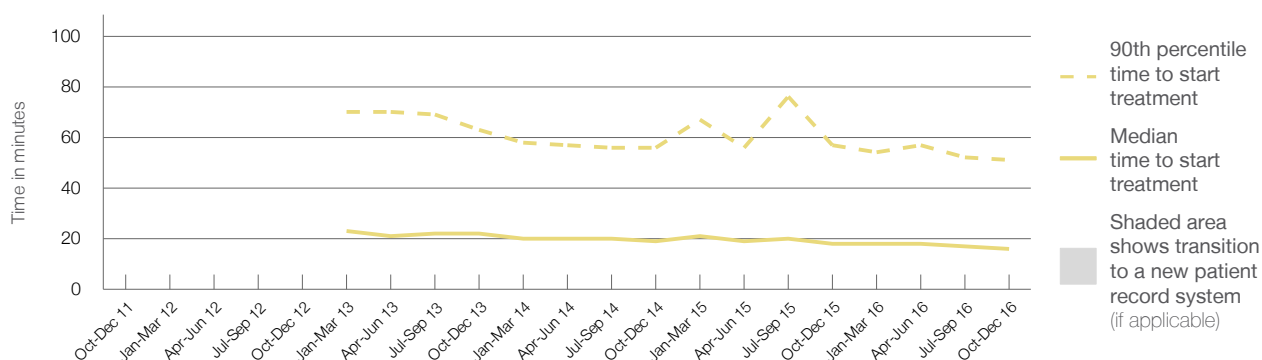
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
783	
757	
18 minutes	20 minutes
57 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			22	19	18	16
90th percentile time to start treatment ⁵ (minutes)			63	56	57	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,053

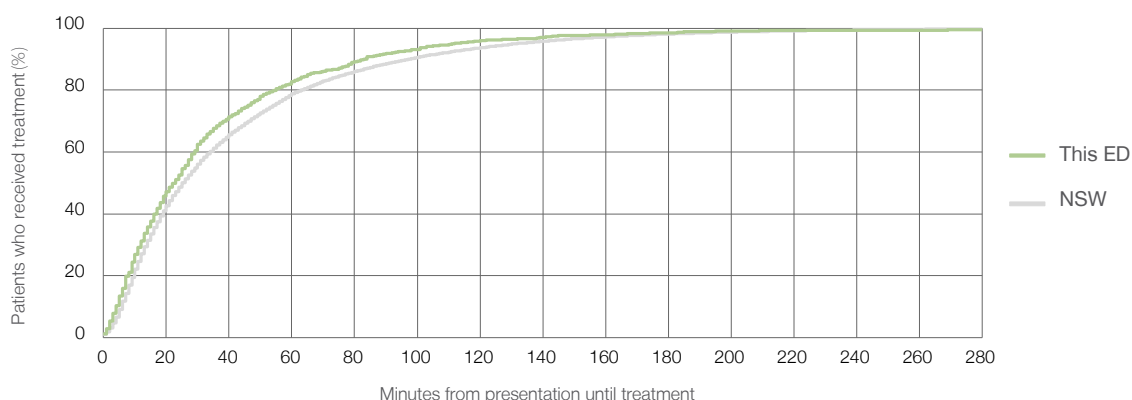
Number of triage 4 patients used to calculate waiting time:³ 942

Median time to start treatment⁴ 23 minutes

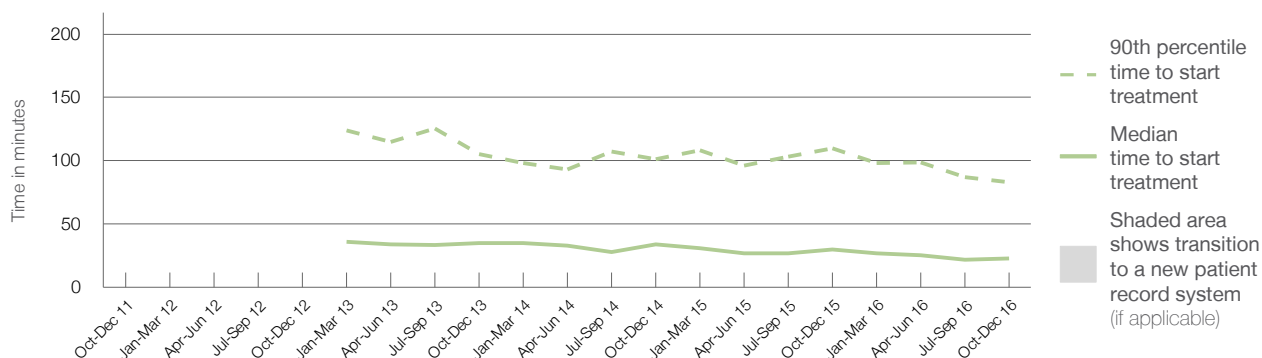
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
970	
869	
30 minutes	25 minutes
110 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			35	34	30	23
90th percentile time to start treatment ⁵ (minutes)			105	101	110	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 380

Number of triage 5 patients used to calculate waiting time:³ 286

Median time to start treatment⁴

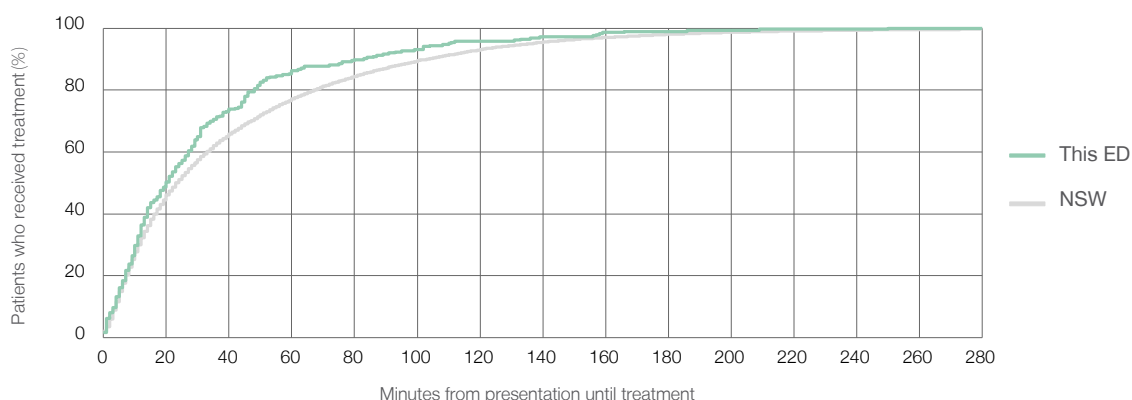
20 minutes

90th percentile time to start treatment⁵

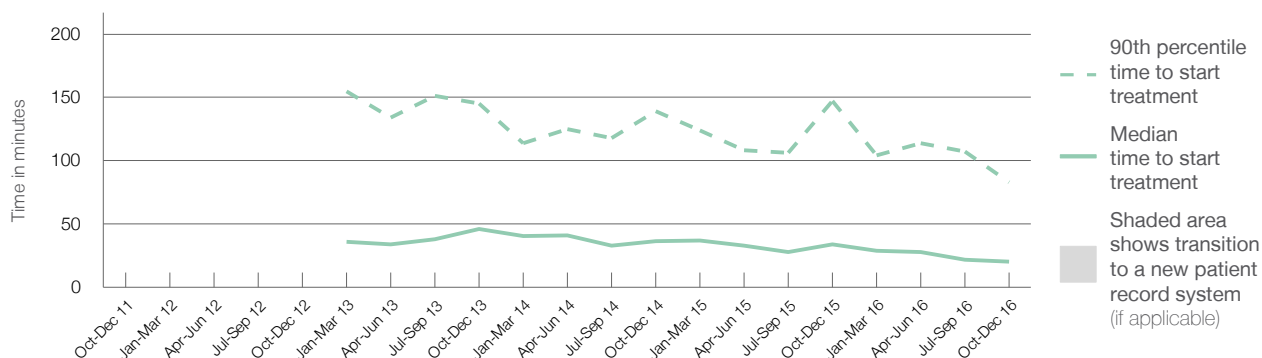
83 minutes

Same period last year	NSW (this period)
485	
402	
34 minutes	24 minutes
147 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			46	37	34	20
90th percentile time to start treatment ⁵ (minutes)			145	139	147	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,787 patients

Presentations used to calculate time to leaving the ED:⁶ 2,787 patients

Median time spent in the ED⁸

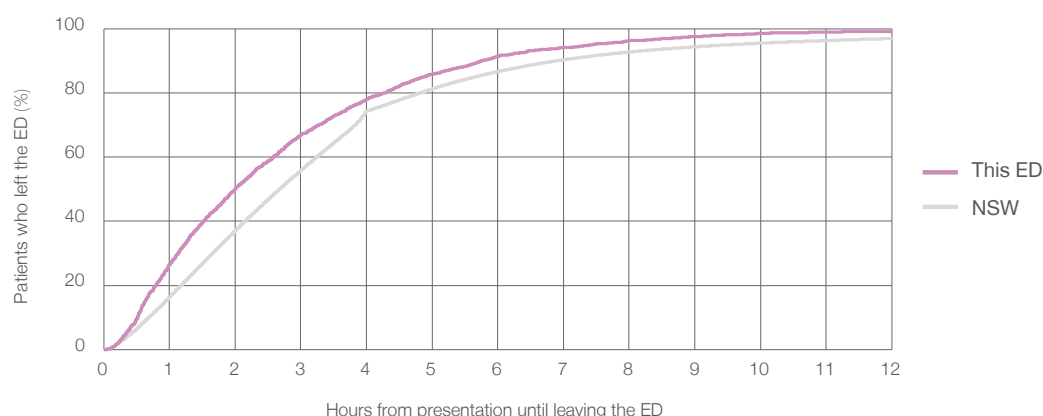
2 hours and 0 minutes

90th percentile time spent in the ED⁹

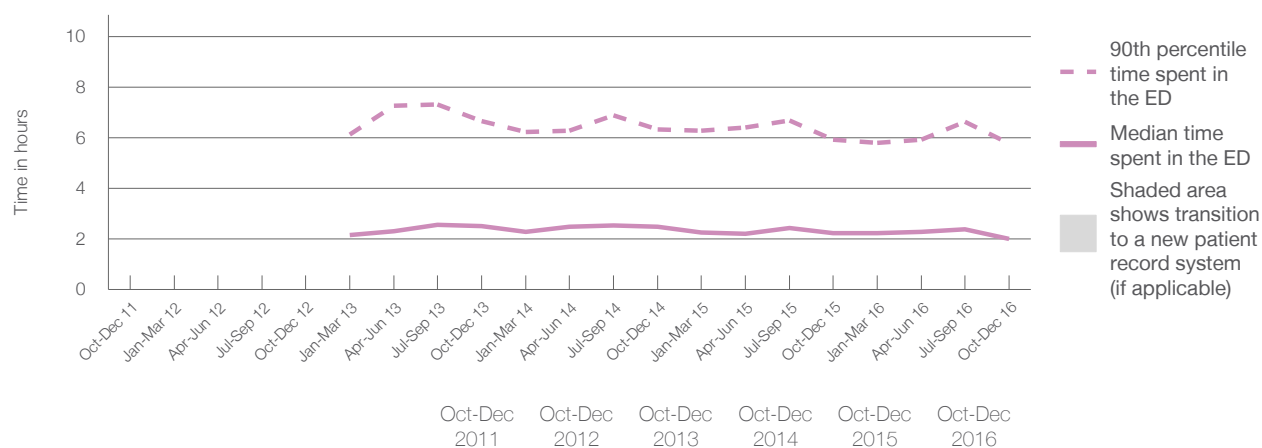
5 hours and 46 minutes

Same period last year	NSW (this period)
2,686	
2,686	
2 hours and 14 minutes	2 hours and 41 minutes
5 hours and 56 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			2h 31m	2h 30m	2h 14m	2h 0m
90th percentile time to leaving the ED ⁹ (hours, minutes)			6h 40m	6h 20m	5h 56m	5h 46m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients spent in the ED

By mode of separation

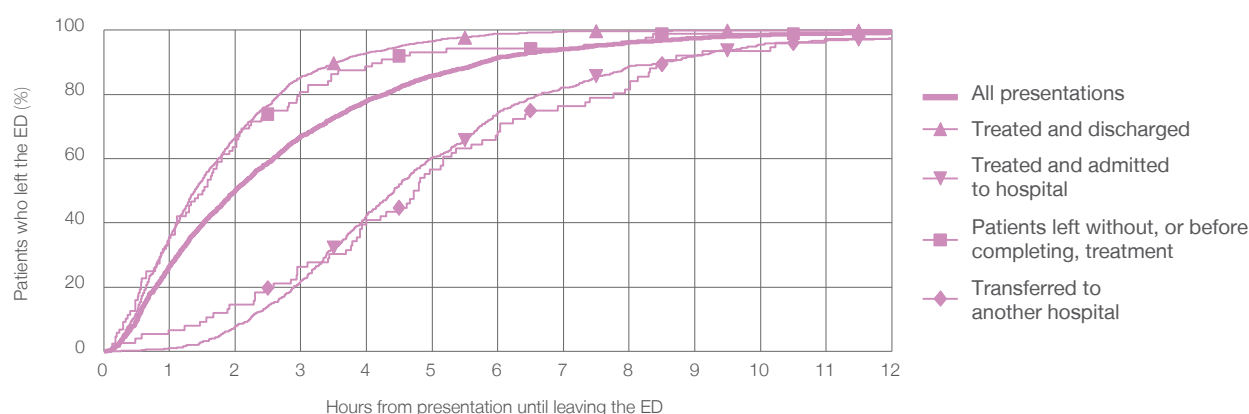
October to December 2016

All presentations:¹ 2,787 patients

Presentations used to calculate time to leaving the ED:⁶ 2,787 patients

		Same period last year	Change since one year ago
Treated and discharged	1,798 (64.5%)	1,709	5.2%
Treated and admitted to hospital	741 (26.6%)	759	-2.4%
Patient left without, or before completing, treatment	88 (3.2%)	135	-34.8%
Transferred to another hospital	76 (2.7%)	77	-1.3%
Other	84 (3.0%)	6	1300.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	35.6%	66.7%	85.4%	92.8%	98.9%	99.7%	99.9%	99.9%
Treated and admitted to hospital	0.9%	7.8%	22.0%	42.4%	74.4%	88.8%	95.5%	97.4%
Patient left without, or before completing, treatment	35.2%	63.6%	80.7%	88.6%	94.3%	96.6%	98.9%	100%
Transferred to another hospital	6.6%	14.5%	26.3%	40.8%	68.4%	81.6%	93.4%	97.4%
All presentations	26.6%	50.2%	67.0%	78.0%	91.4%	96.2%	98.5%	99.2%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,787 patients

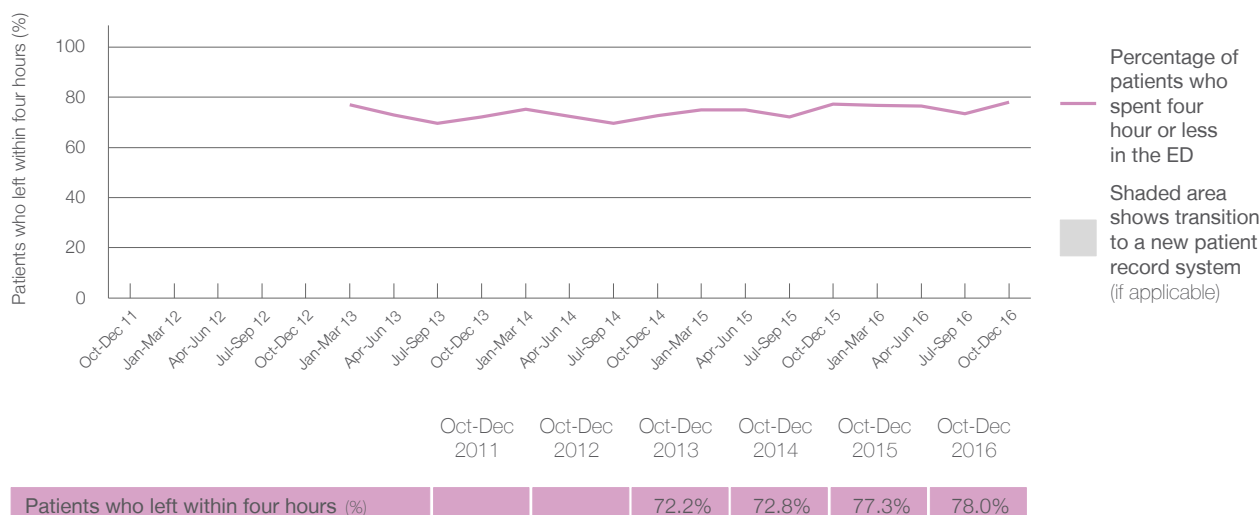
Presentations used to calculate time to leaving the ED:⁶ 2,787 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,686	3.8%
2,686	3.8%
77.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
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 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,236 patients

Emergency presentations:² 3,067 patients

Same period last year	Change since one year ago
3,463	-6.6%
3,124	-1.8%

Mudgee District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 213 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 732 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,607 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 504 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
192	
9 minutes	8 minutes
28 minutes	26 minutes
606	
22 minutes	20 minutes
63 minutes	67 minutes
1,582	
38 minutes	25 minutes
103 minutes	97 minutes
739	
39 minutes	24 minutes
120 minutes	103 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,234 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
3,462	-6.6%
89.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

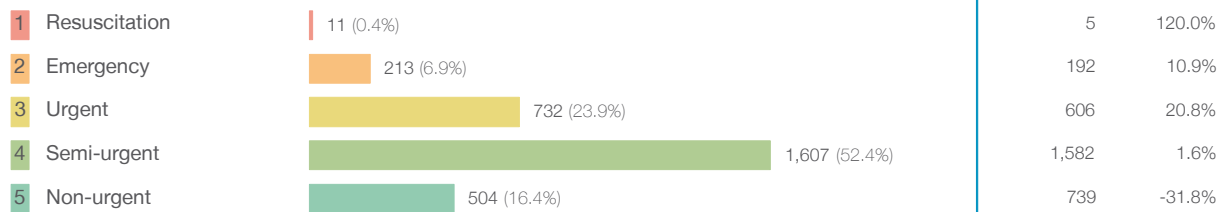
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Patients presenting to the emergency department

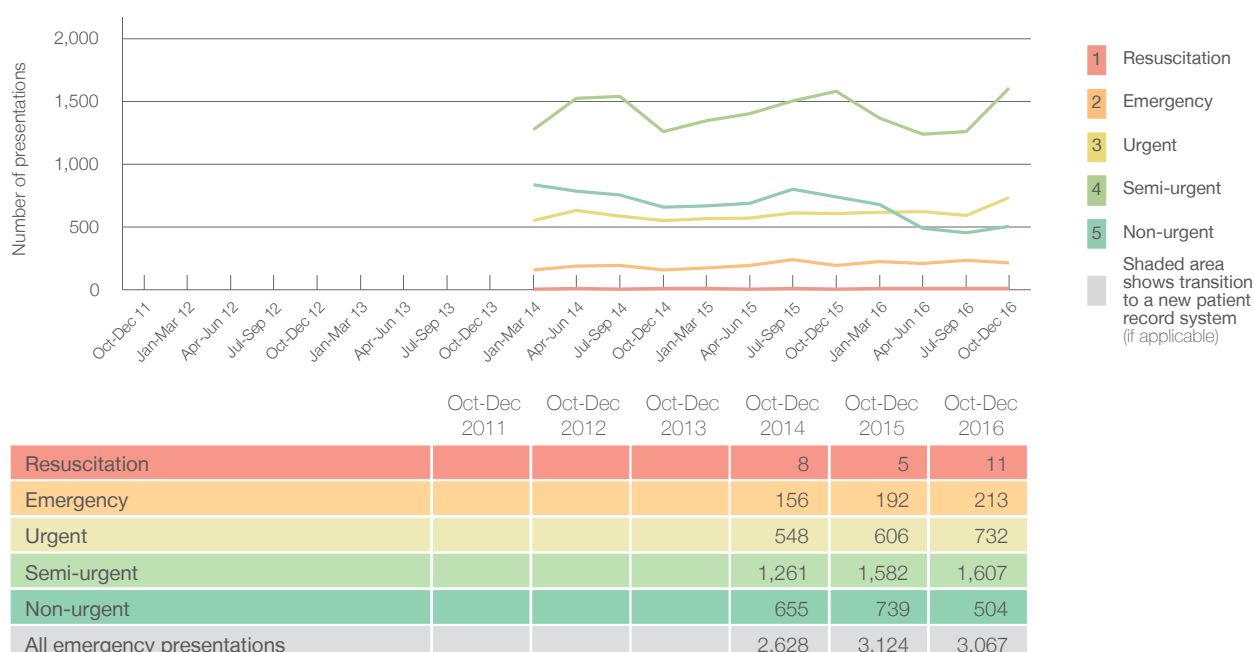
October to December 2016

All presentations:¹ 3,236 patients

Emergency presentations² by triage category: 3,067 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Mudgee District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 276 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 213

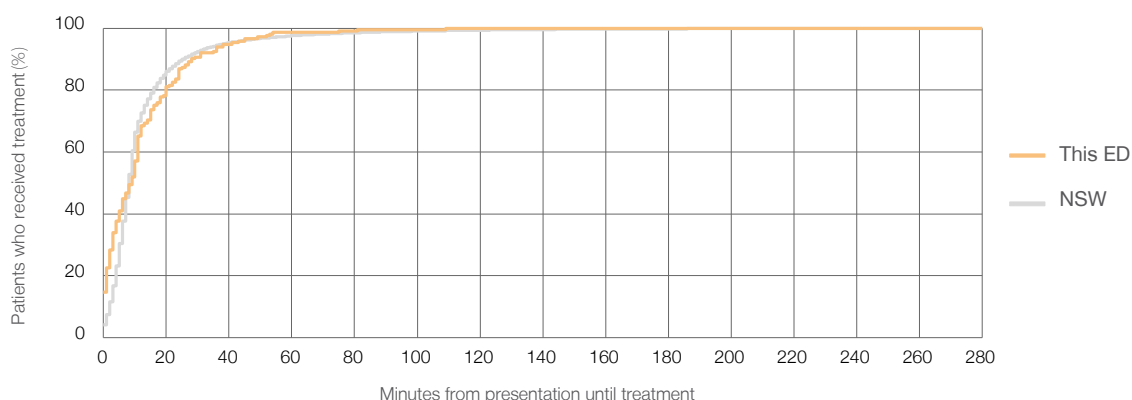
Number of triage 2 patients used to calculate waiting time:³ 212

Median time to start treatment⁴ 9 minutes

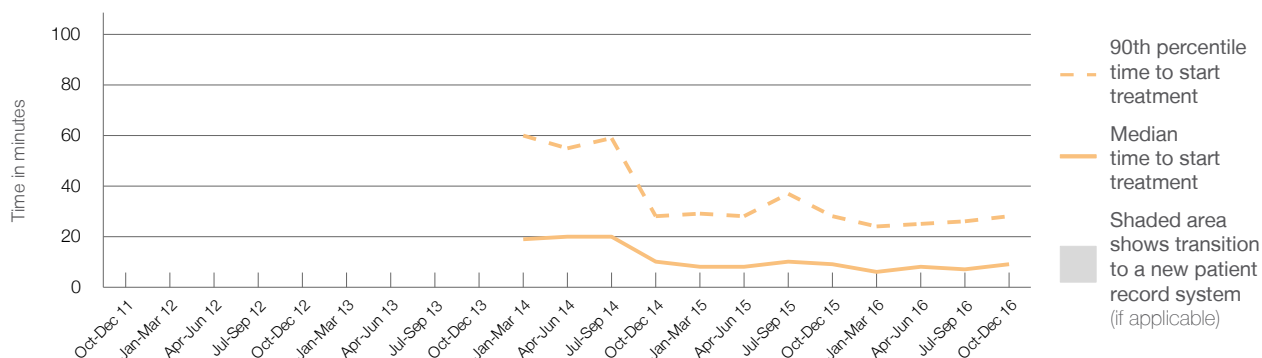
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
192	
191	
9 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				10	9	9
90th percentile time to start treatment ⁵ (minutes)				28	28	28

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 732

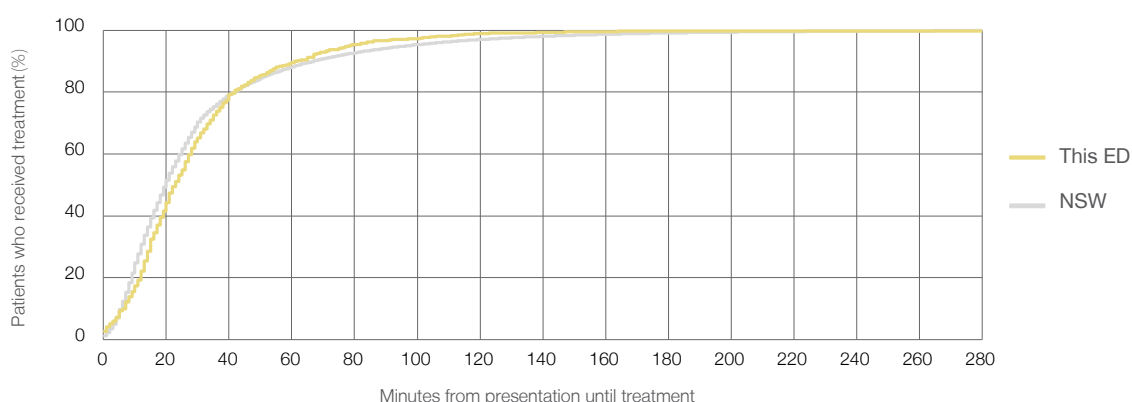
Number of triage 3 patients used to calculate waiting time:³ 725

Median time to start treatment⁴ 23 minutes

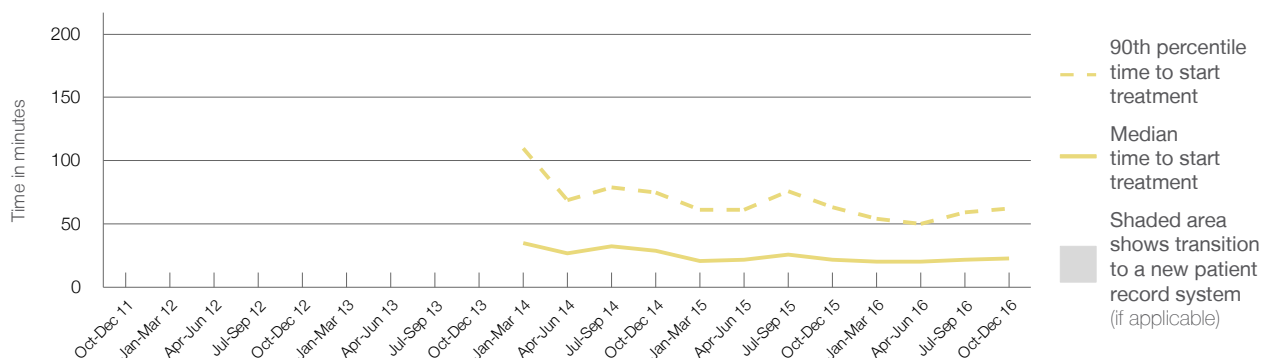
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
606	
583	
22 minutes	20 minutes
63 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				29	22	23
90th percentile time to start treatment ⁵ (minutes)				75	63	62

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,607

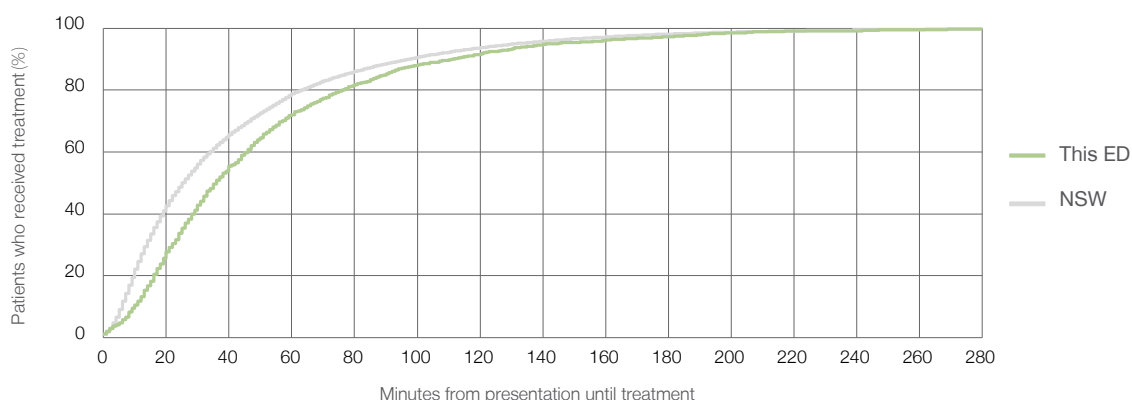
Number of triage 4 patients used to calculate waiting time:³ 1,501

Median time to start treatment⁴ 36 minutes

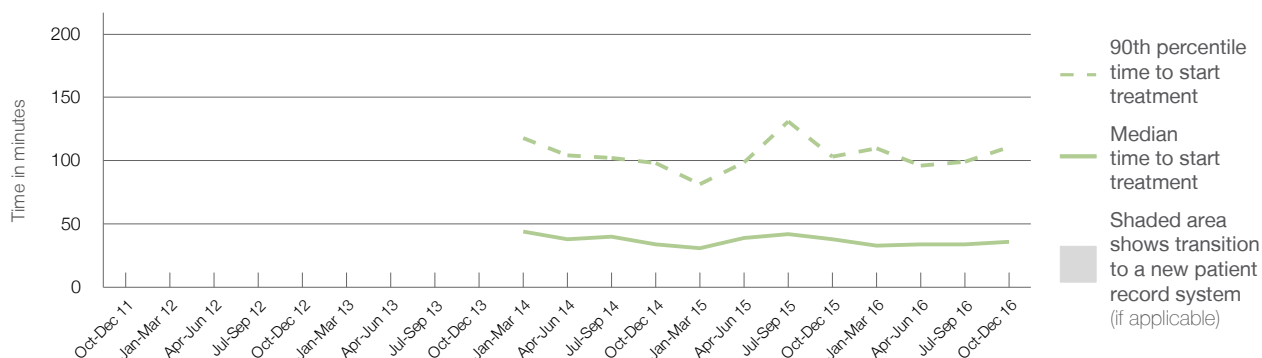
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,582	
1,410	
38 minutes	25 minutes
103 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				34	38	36
90th percentile time to start treatment ⁵ (minutes)				98	103	111

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 504

Number of triage 5 patients used to calculate waiting time:³ 432

Median time to start treatment⁴

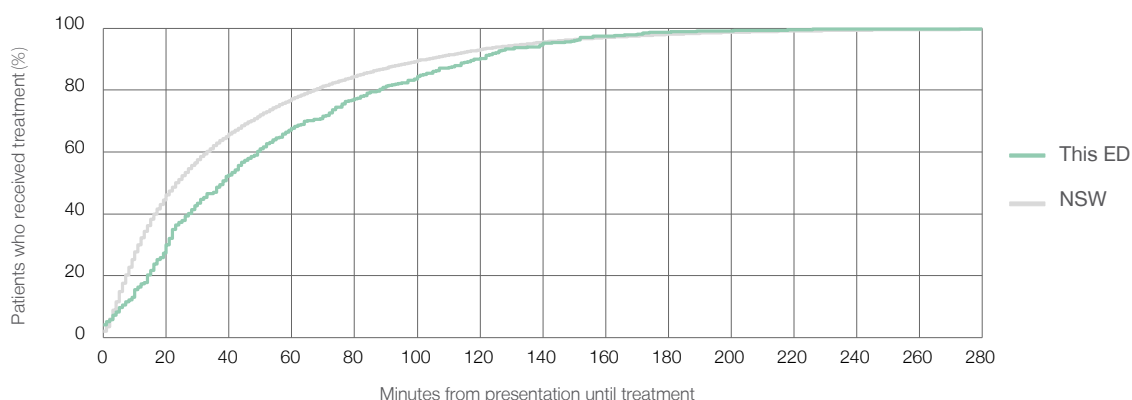
38 minutes

90th percentile time to start treatment⁵

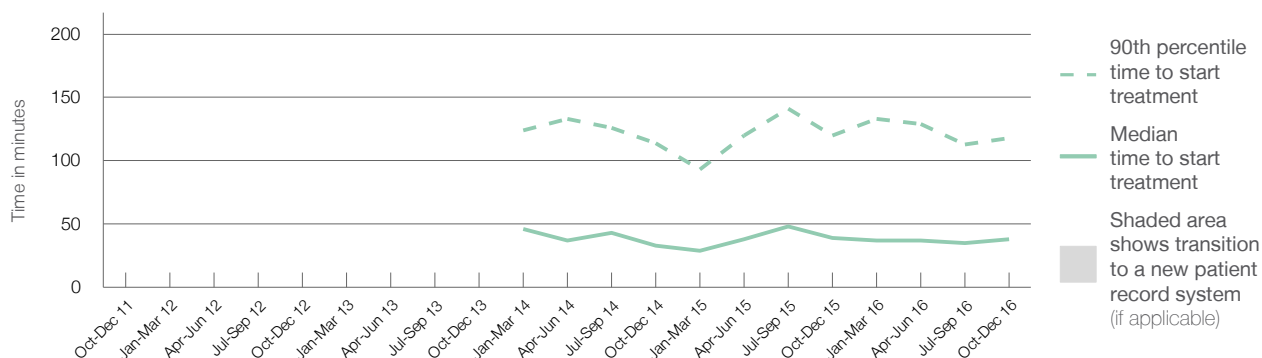
118 minutes

Same period last year	NSW (this period)
739	
539	
39 minutes	24 minutes
120 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				33	39	38
90th percentile time to start treatment ⁵ (minutes)				114	120	118

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,236 patients

Presentations used to calculate time to leaving the ED:⁶ 3,234 patients

Median time spent in the ED⁸

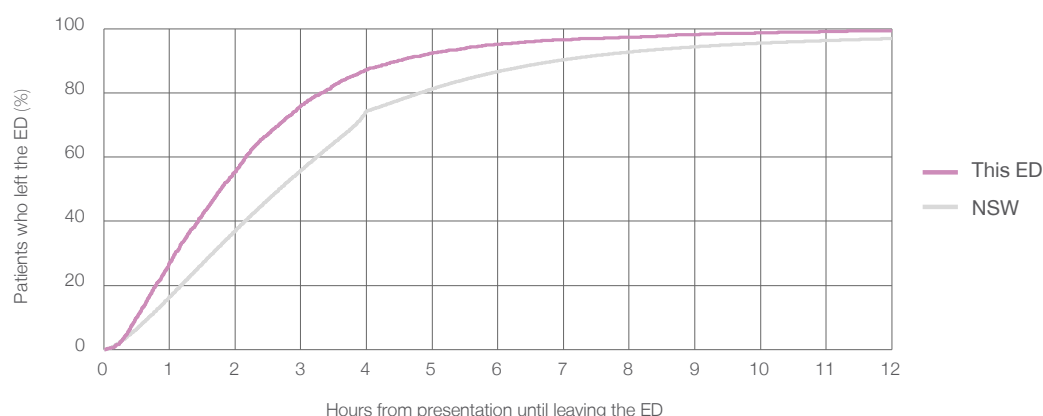
1 hours and 47 minutes

90th percentile time spent in the ED⁹

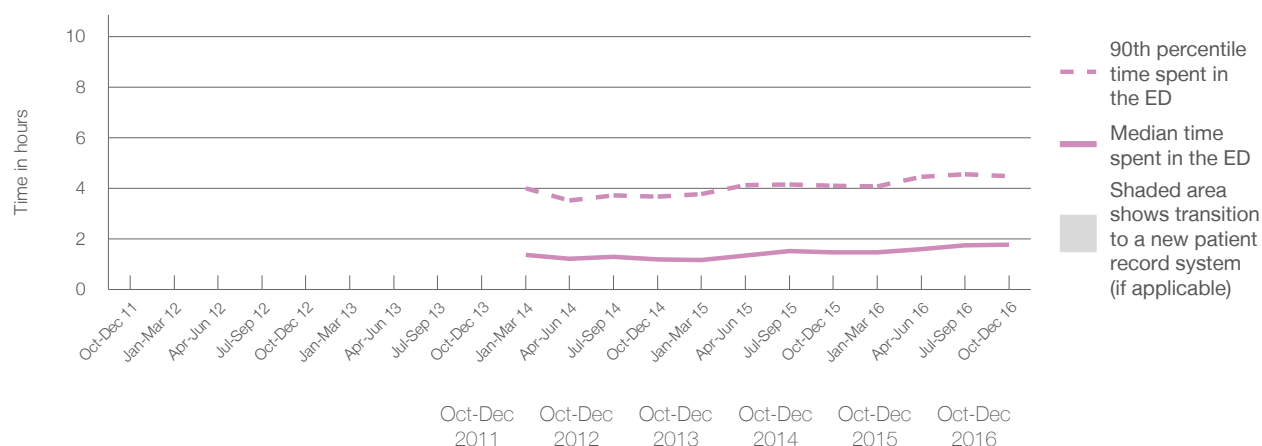
4 hours and 29 minutes

Same period last year	NSW (this period)
3,463	
3,462	
1 hours and 28 minutes	2 hours and 41 minutes
4 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)				1h 12m	1h 28m	1h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)				3h 41m	4h 6m	4h 29m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients spent in the ED

By mode of separation

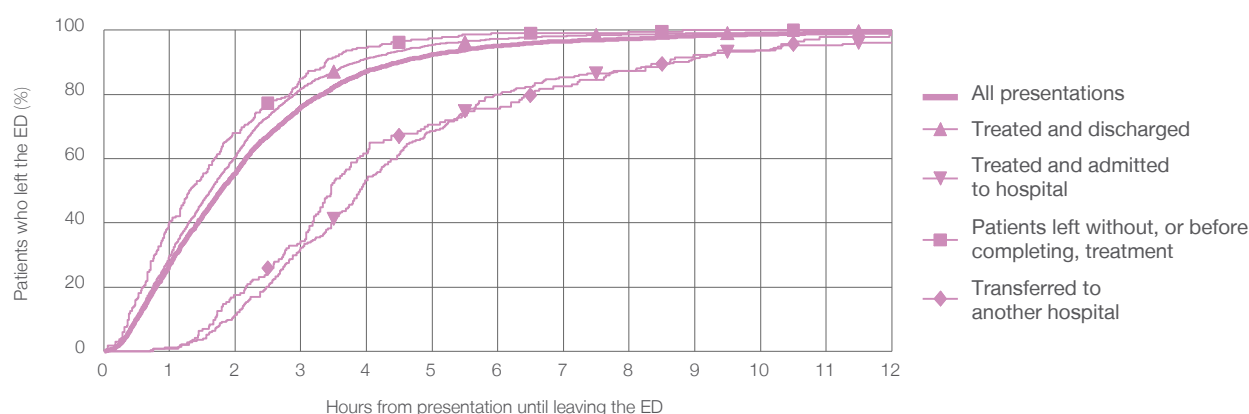
October to December 2016

All presentations:[†] 3,236 patients

Presentations used to calculate time to leaving the ED:[‡] 3,234 patients

		Same period last year	Change since one year ago
Treated and discharged	2,579 (79.7%)	2,937	-12.2%
Treated and admitted to hospital	254 (7.8%)	217	17.1%
Patient left without, or before completing, treatment	238 (7.4%)	186	28.0%
Transferred to another hospital	143 (4.4%)	98	45.9%
Other	22 (0.7%)	25	-12.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	29.6%	60.6%	81.7%	91.2%	97.2%	98.6%	99.3%	99.7%
Treated and admitted to hospital	1.2%	11.4%	32.3%	53.1%	79.9%	87.4%	93.7%	96.1%
Patient left without, or before completing, treatment	40.3%	68.1%	84.9%	94.5%	99.2%	99.6%	100%	100%
Transferred to another hospital	0.7%	17.5%	34.3%	61.5%	75.5%	87.4%	93.7%	98.6%
All presentations	27.1%	55.5%	76.0%	87.1%	95.1%	97.3%	98.6%	99.4%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 3,236 patients

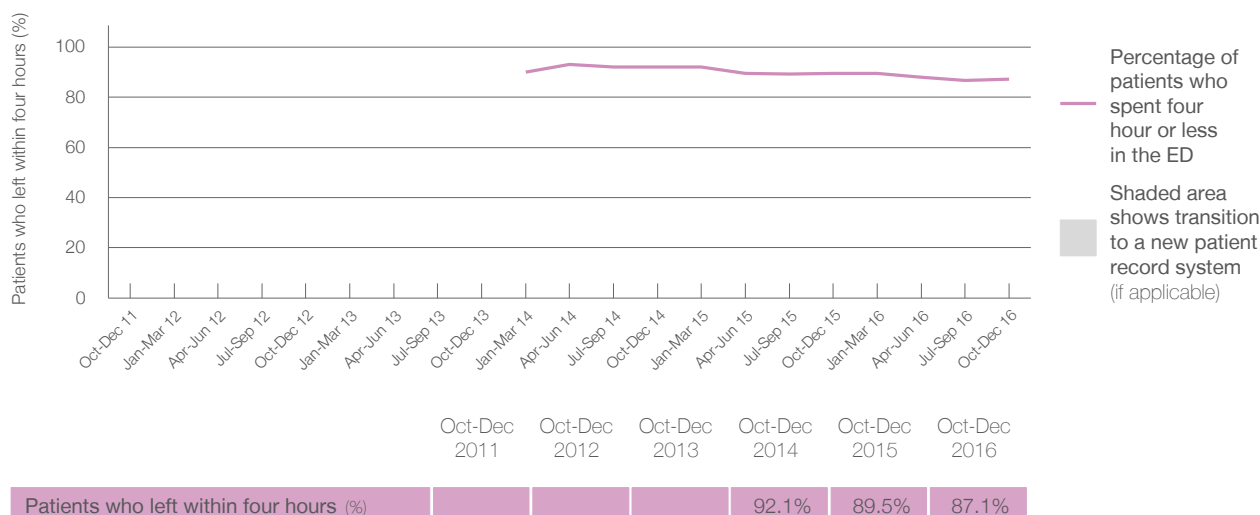
Presentations used to calculate time to leaving the ED:⁶ 3,234 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,463	-6.6%
3,462	-6.6%
89.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,623 patients

Emergency presentations:² 2,475 patients

Same period last year	Change since one year ago
2,492	5.3%
2,365	4.7%

Muswellbrook District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 160 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 680 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,248 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 387 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
146	
5 minutes	8 minutes
21 minutes	26 minutes
572	
16 minutes	20 minutes
56 minutes	67 minutes
1,247	
29 minutes	25 minutes
91 minutes	97 minutes
400	
28 minutes	24 minutes
105 minutes	103 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,623 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
2,492	5.3%
90.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

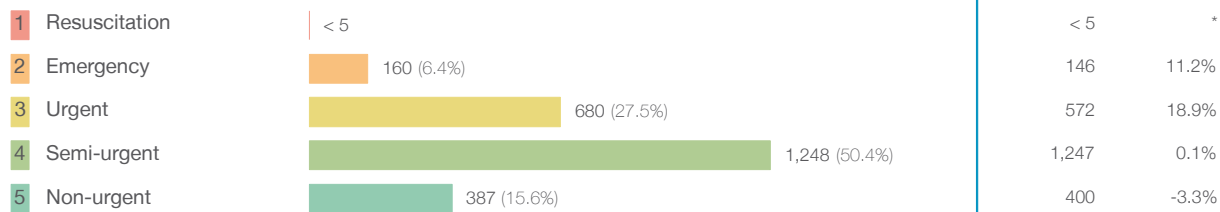
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Patients presenting to the emergency department

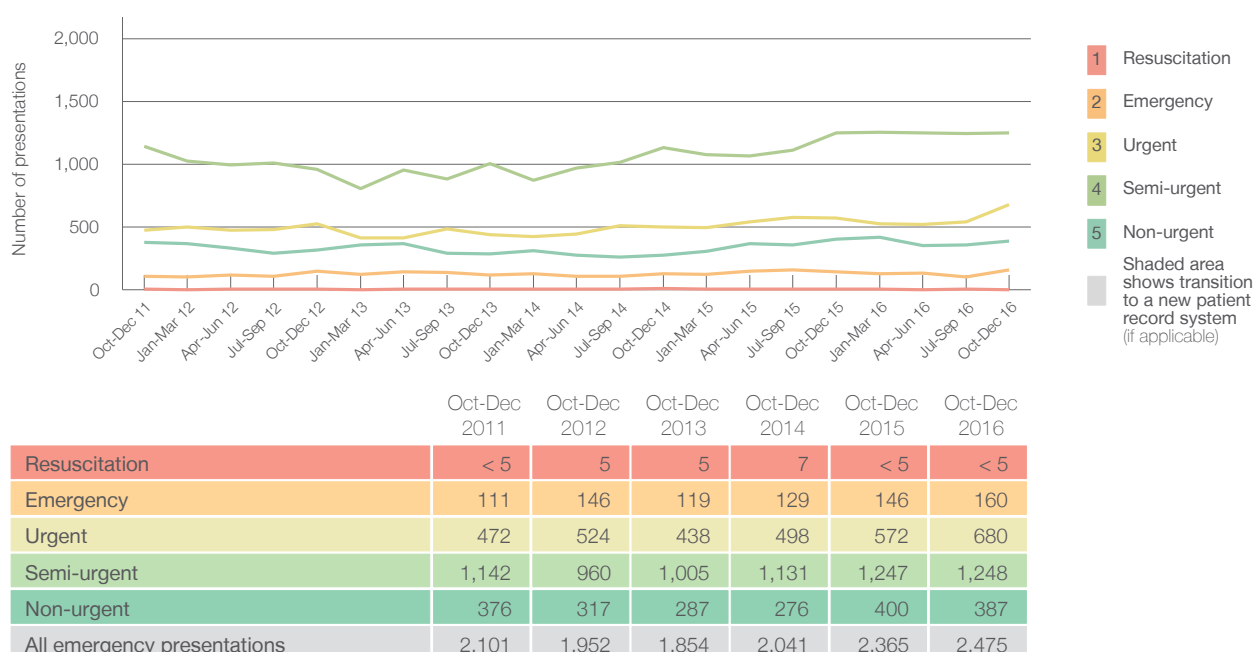
October to December 2016

All presentations:¹ 2,623 patients

Emergency presentations² by triage category: 2,475 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Muswellbrook District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 400 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 160

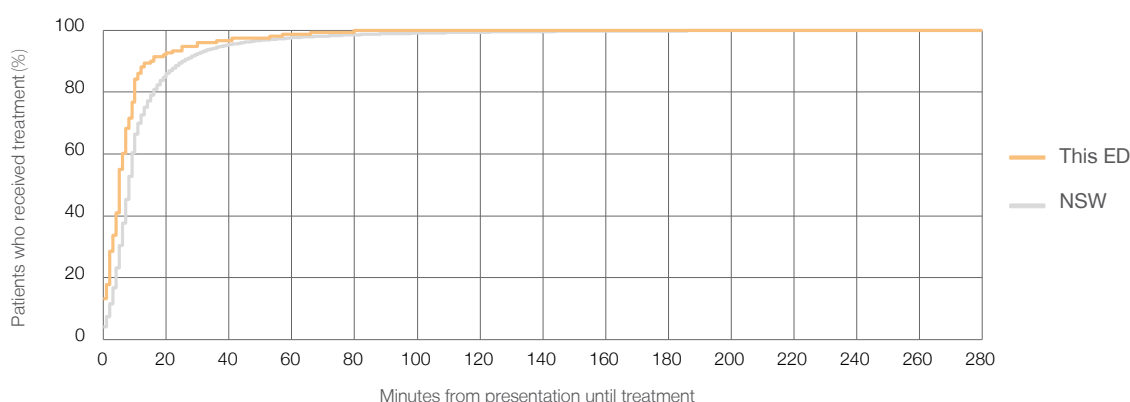
Number of triage 2 patients used to calculate waiting time:³ 151

Median time to start treatment⁴ 5 minutes

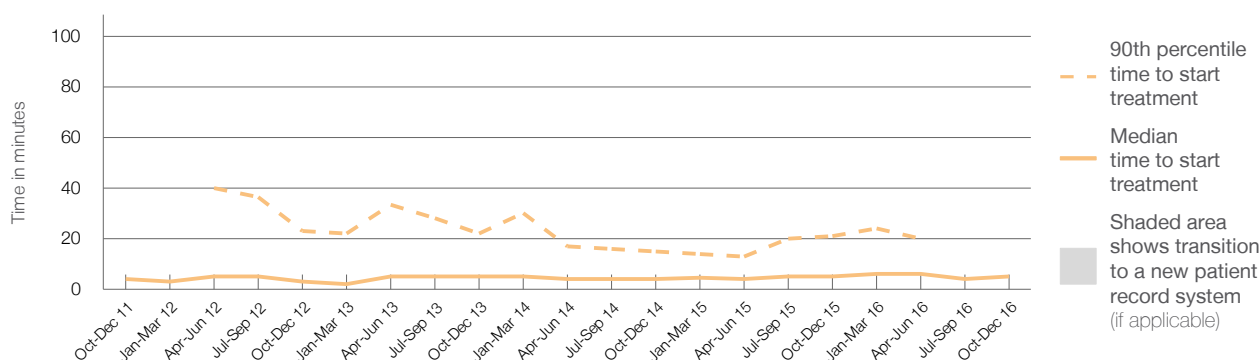
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
146	
135	
5 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	4	3	5	4	5	5
90th percentile time to start treatment ⁵ (minutes)	51	23	22	15	21	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 680

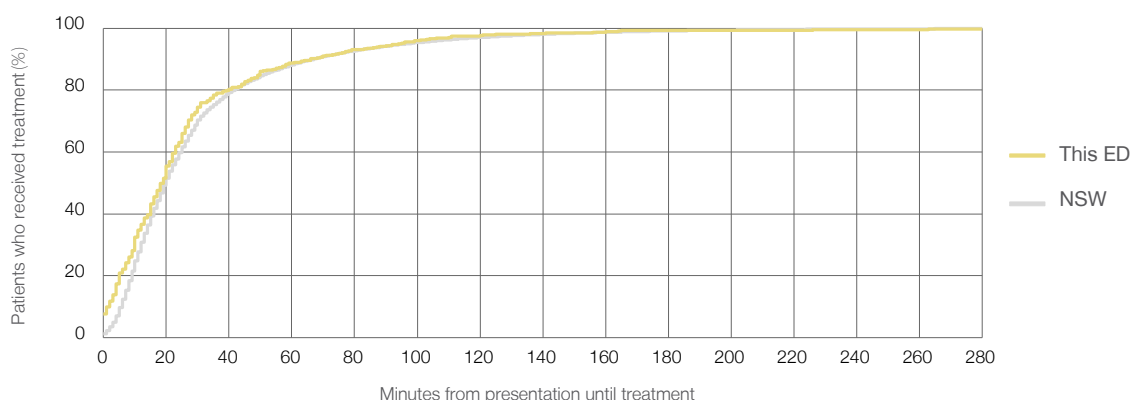
Number of triage 3 patients used to calculate waiting time:³ 646

Median time to start treatment⁴ 19 minutes

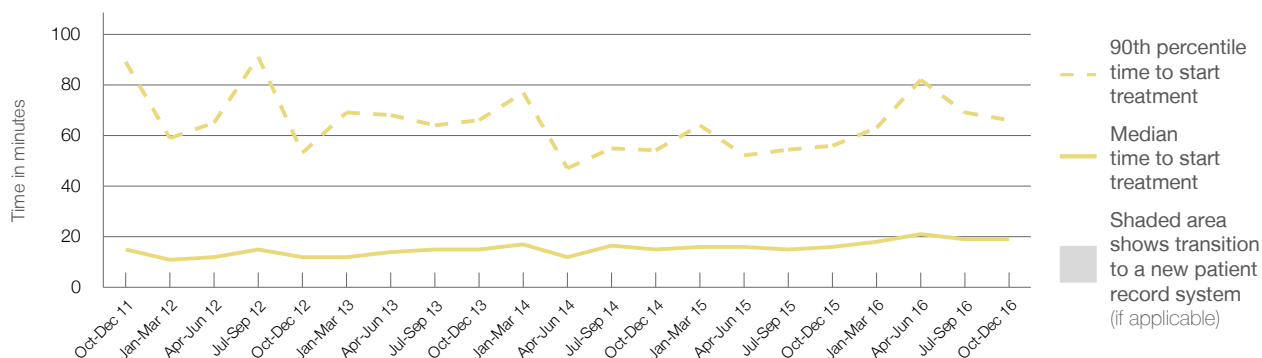
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
572	
540	
16 minutes	20 minutes
56 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	12	15	15	16	19
90th percentile time to start treatment ⁵ (minutes)	89	53	66	54	56	66

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,248

Number of triage 4 patients used to calculate waiting time:³ 1,157

Median time to start treatment⁴

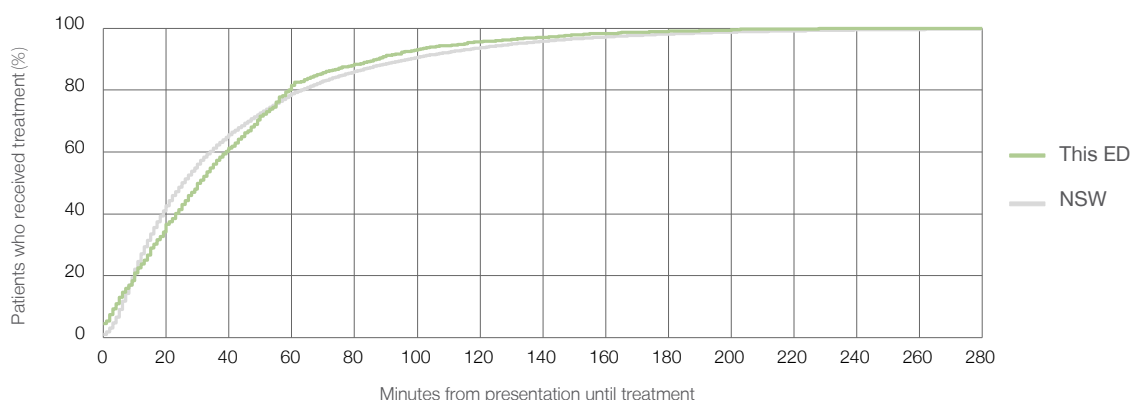
31 minutes

90th percentile time to start treatment⁵

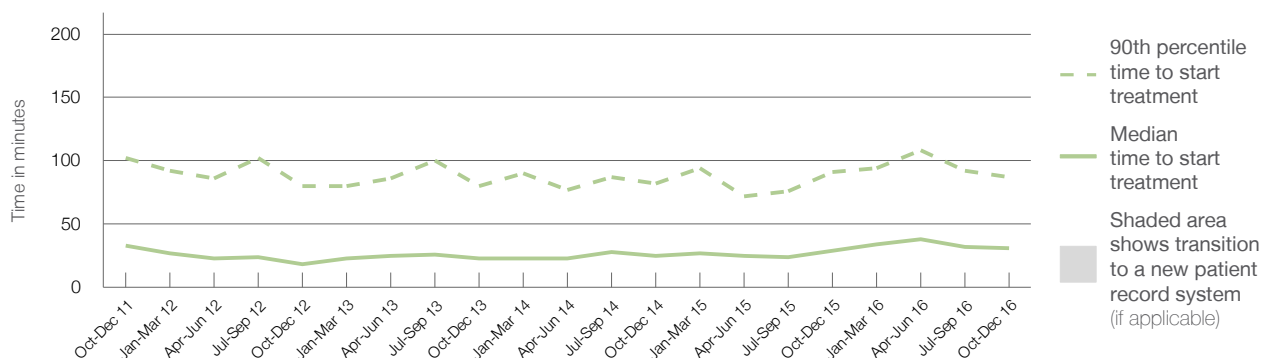
87 minutes

Same period last year	NSW (this period)
1,247	
1,150	
29 minutes	25 minutes
91 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	18	23	25	29	31
90th percentile time to start treatment ⁵ (minutes)	102	80	80	82	91	87

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 387

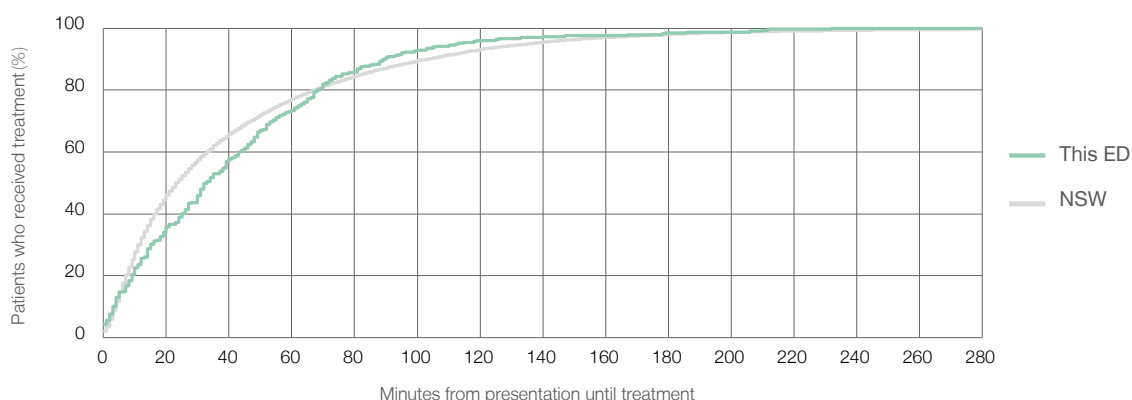
Number of triage 5 patients used to calculate waiting time:³ 327

Median time to start treatment⁴ 33 minutes

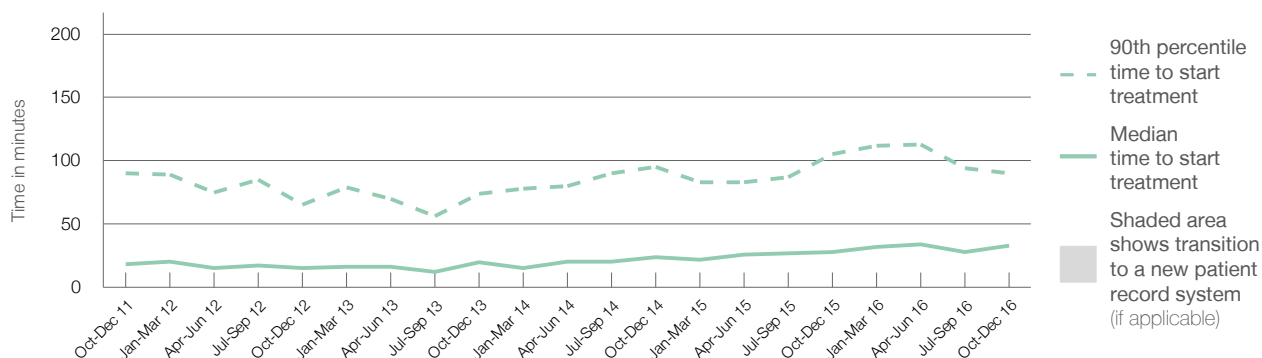
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
400	
366	
28 minutes	24 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	15	20	24	28	33
90th percentile time to start treatment ⁵ (minutes)	90	66	74	95	105	90

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,623 patients

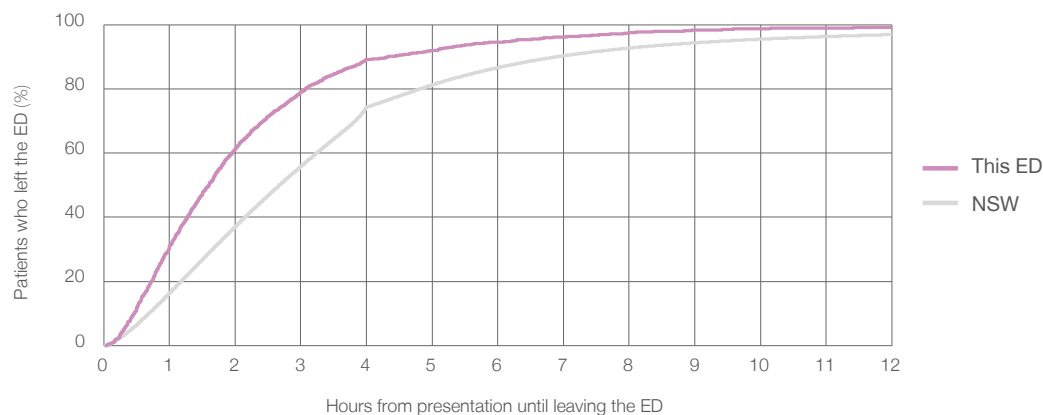
Presentations used to calculate time to leaving the ED:⁶ 2,623 patients

Median time spent in the ED⁸ 1 hours and 36 minutes

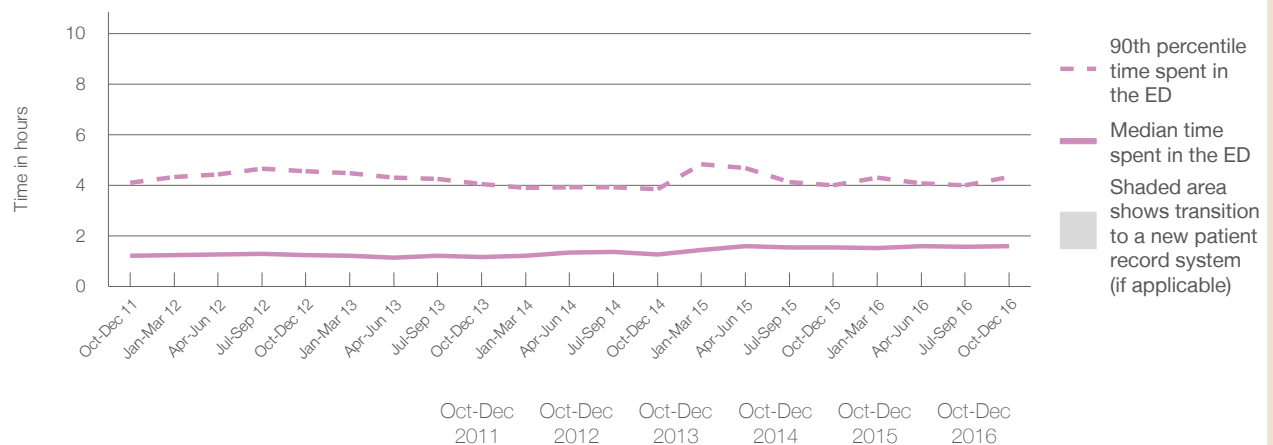
90th percentile time spent in the ED⁹ 4 hours and 20 minutes

Same period last year	NSW (this period)
2,492	2,492
1 hours and 33 minutes	2 hours and 41 minutes
4 hours and 0 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 14m	1h 15m	1h 10m	1h 17m	1h 33m	1h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 7m	4h 33m	4h 3m	3h 52m	4h 0m	4h 20m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

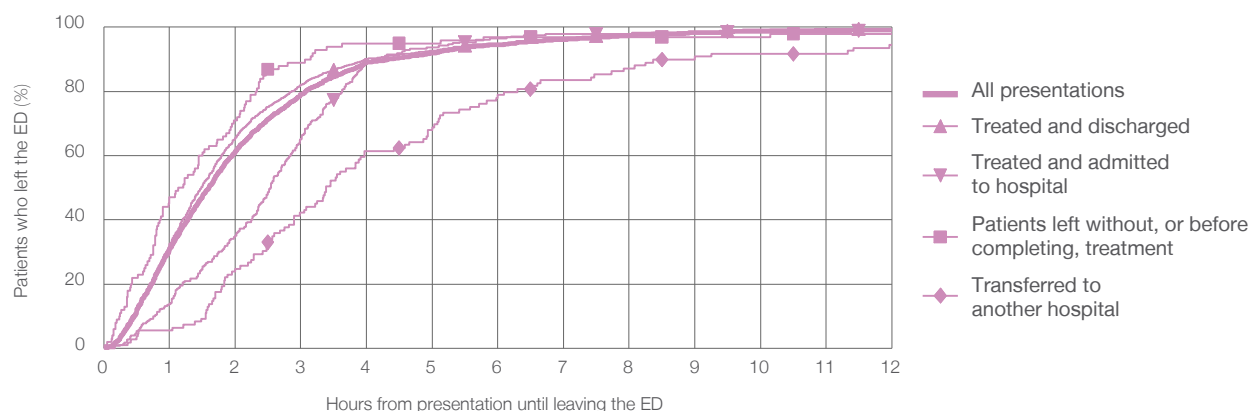
October to December 2016

All presentations:[†] 2,623 patients

Presentations used to calculate time to leaving the ED:[‡] 2,623 patients

		Same period last year	Change since one year ago
Treated and discharged	2,024 (77.2%)	1,911	5.9%
Treated and admitted to hospital	282 (10.8%)	293	-3.8%
Patient left without, or before completing, treatment	100 (3.8%)	100	0.0%
Transferred to another hospital	109 (4.2%)	103	5.8%
Other	108 (4.1%)	85	27.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	32.4%	65.7%	82.1%	90.2%	95.0%	98.0%	99.3%	99.5%
Treated and admitted to hospital	13.8%	35.1%	65.2%	89.4%	96.5%	97.9%	98.6%	98.9%
Patient left without, or before completing, treatment	47.0%	71.0%	89.0%	95.0%	97.0%	97.0%	97.0%	98.0%
Transferred to another hospital	5.5%	24.8%	42.2%	61.5%	78.9%	87.2%	91.7%	94.5%
All presentations	31.0%	61.5%	79.1%	89.1%	94.6%	97.4%	98.7%	99.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,623 patients

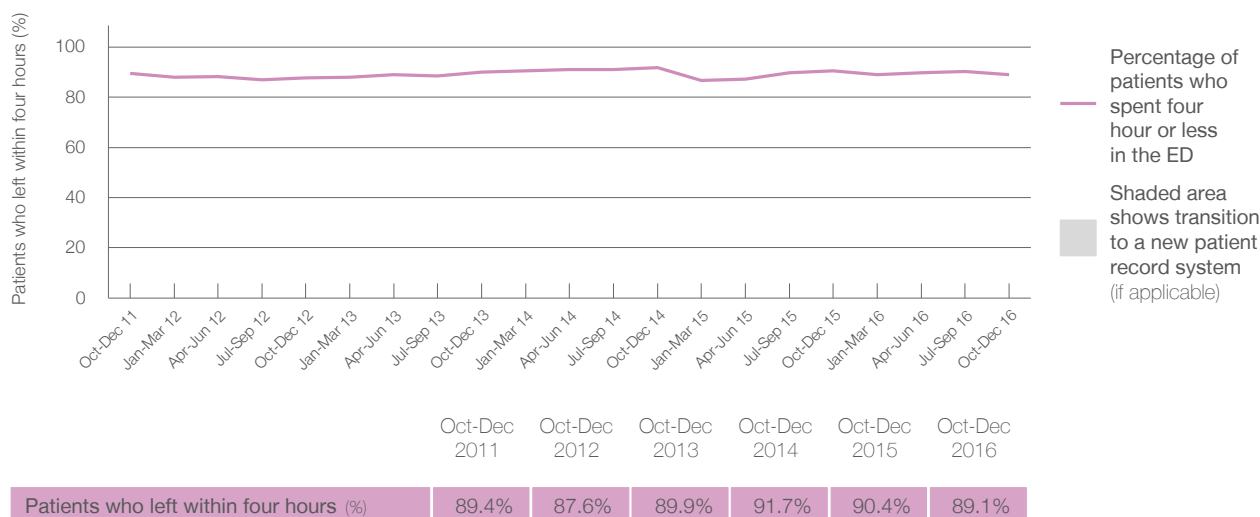
Presentations used to calculate time to leaving the ED:⁶ 2,623 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,492	5.3%
2,492	5.3%
90.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 1,578 patients

Emergency presentations:² 1,567 patients

Same period last year	Change since one year ago
1,407	12.2%
1,391	12.7%

Narrabri District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 109 patients

Median time to start treatment⁴ 2 minutes

90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 439 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): 699 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 55 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 320 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
99	
5 minutes	8 minutes
*	26 minutes
345	
15 minutes	20 minutes
41 minutes	67 minutes
582	
26 minutes	25 minutes
67 minutes	97 minutes
365	
15 minutes	24 minutes
66 minutes	103 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 1,578 patients

Percentage of patients who spent four hours or less in the ED

89.6%

Same period last year	Change since one year ago
1,407	12.2%
90.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

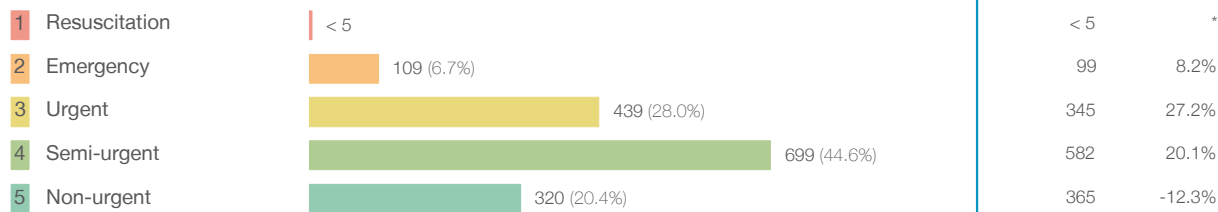
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Patients presenting to the emergency department

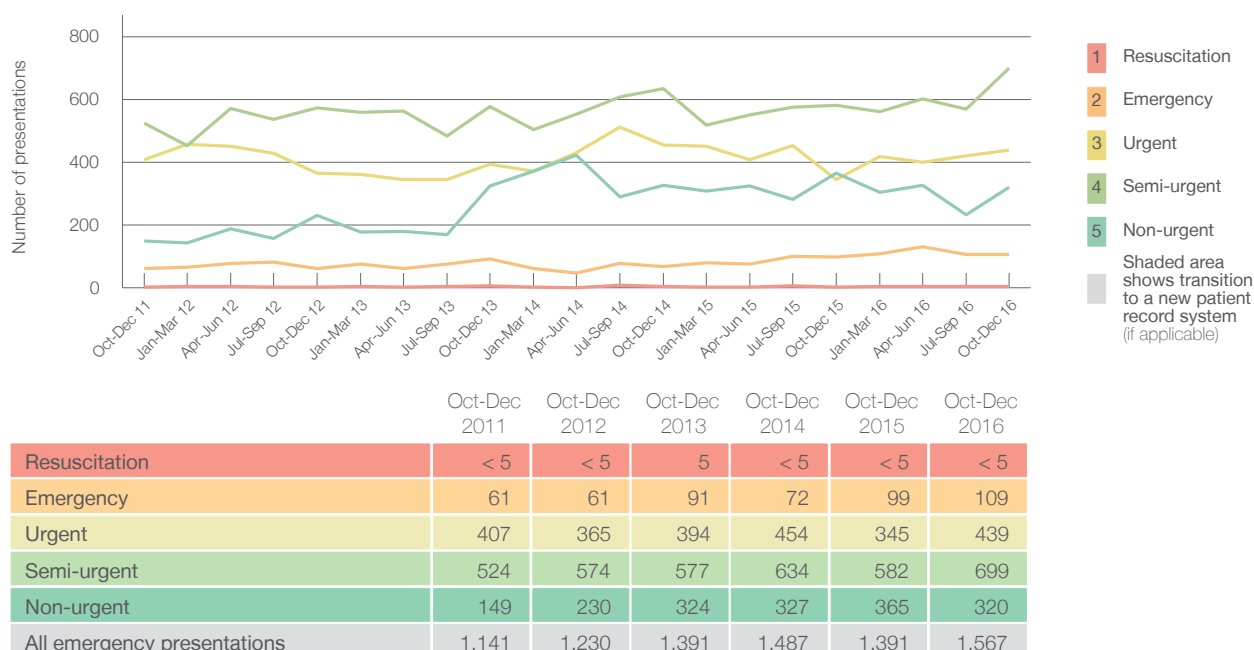
October to December 2016

All presentations:¹ 1,578 patients

Emergency presentations² by triage category: 1,567 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Narrabri District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 146 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 109

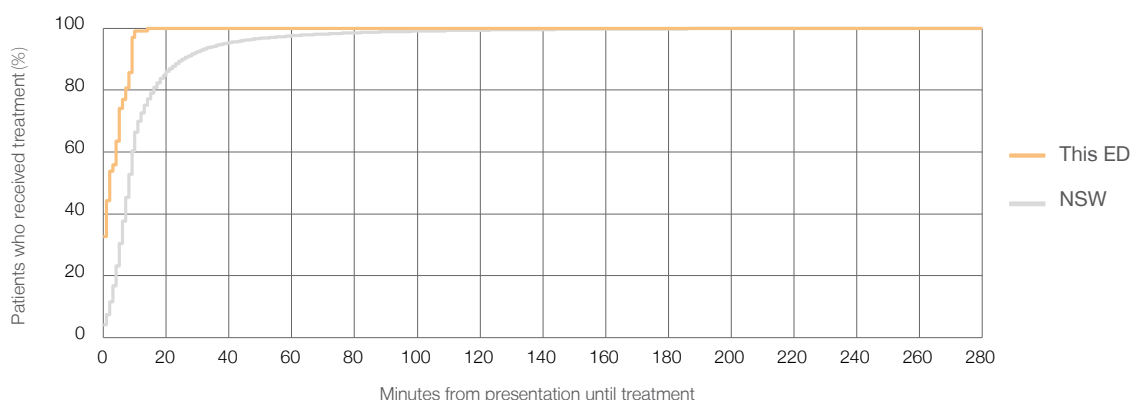
Number of triage 2 patients used to calculate waiting time:³ 104

Median time to start treatment⁴ 2 minutes

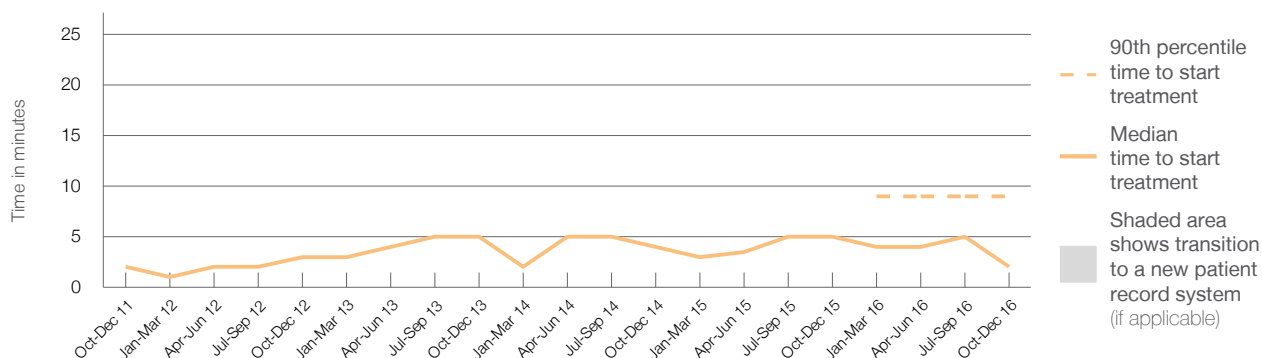
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
99	
97	
5 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	3	5	4	5	2
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 439

Number of triage 3 patients used to calculate waiting time:³ 434

Median time to start treatment⁴

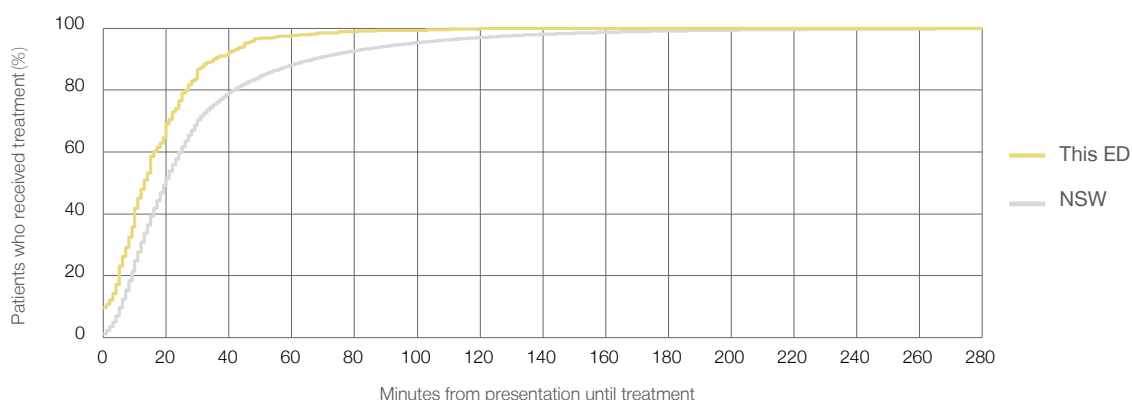
13 minutes

90th percentile time to start treatment⁵

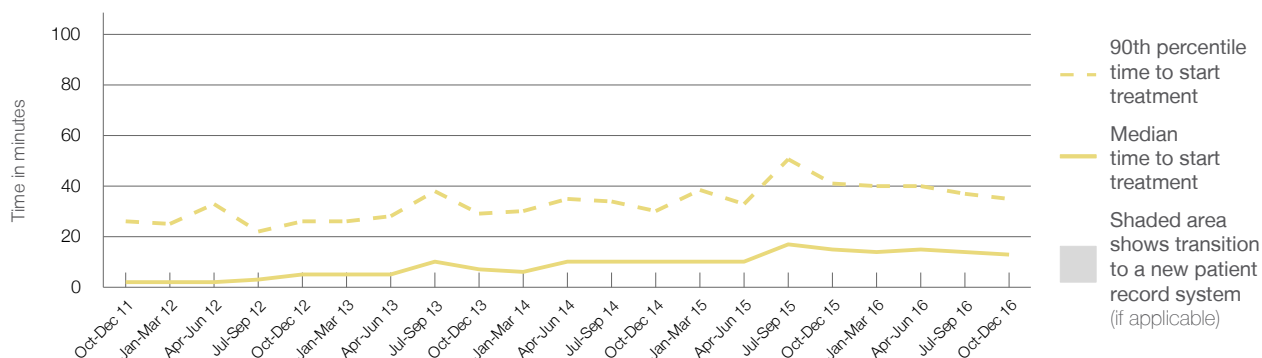
35 minutes

Same period last year	NSW (this period)
345	
345	
15 minutes	20 minutes
41 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	5	7	10	15	13
90th percentile time to start treatment ⁵ (minutes)	26	26	29	30	41	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 699

Number of triage 4 patients used to calculate waiting time:³ 672

Median time to start treatment⁴

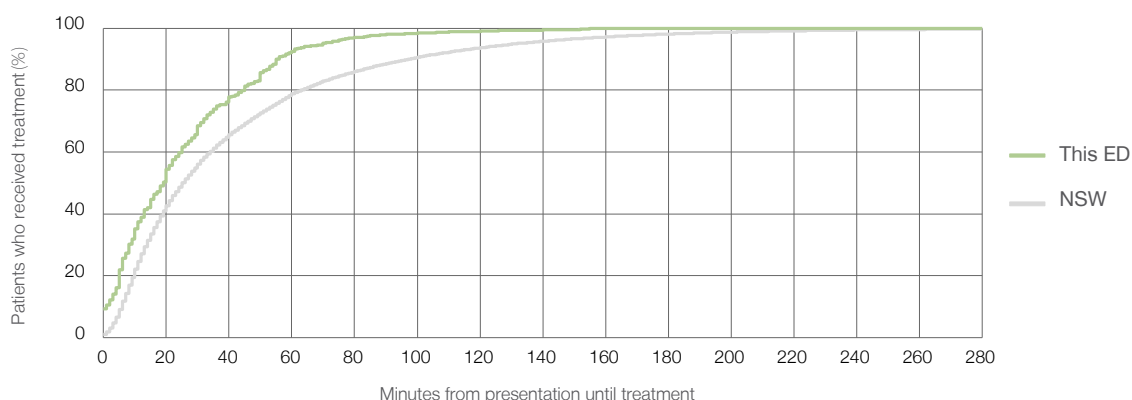
19 minutes

90th percentile time to start treatment⁵

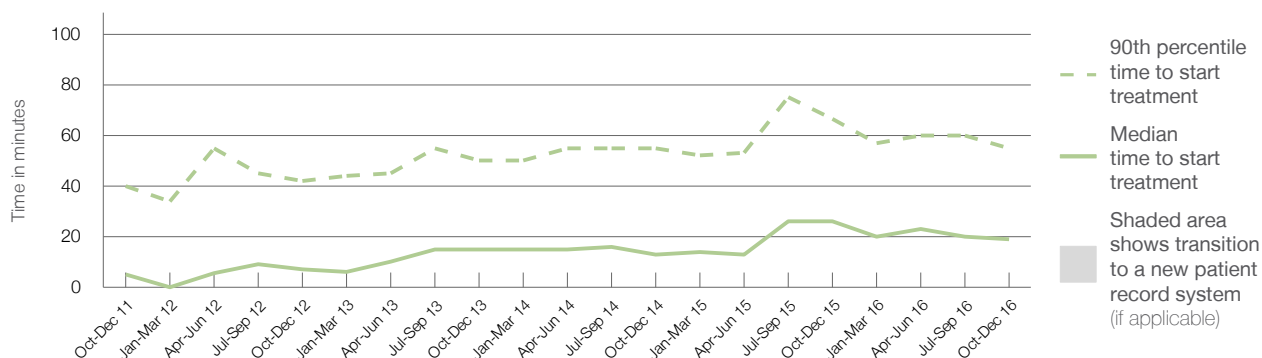
55 minutes

Same period last year	NSW (this period)
582	
570	
26 minutes	25 minutes
67 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	7	15	13	26	19
90th percentile time to start treatment ⁵ (minutes)	40	42	50	55	67	55

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 320

Number of triage 5 patients used to calculate waiting time:³ 308

Median time to start treatment⁴

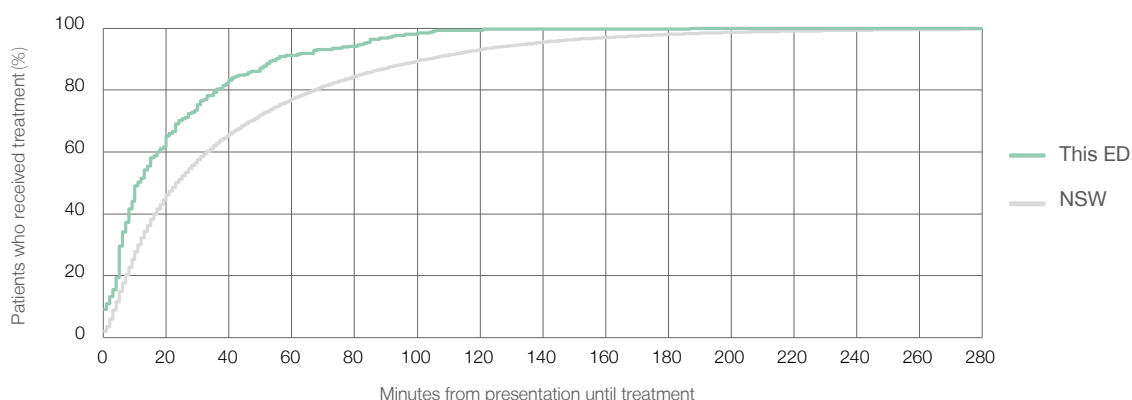
11 minutes

90th percentile time to start treatment⁵

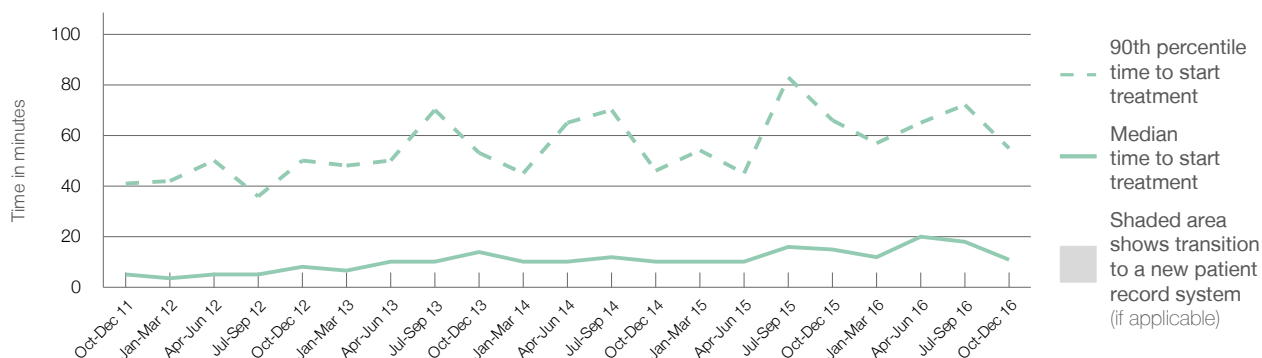
55 minutes

Same period last year	NSW (this period)
365	
354	
15 minutes	24 minutes
66 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	8	14	10	15	11
90th percentile time to start treatment ⁵ (minutes)	41	50	53	46	66	55

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 1,578 patients

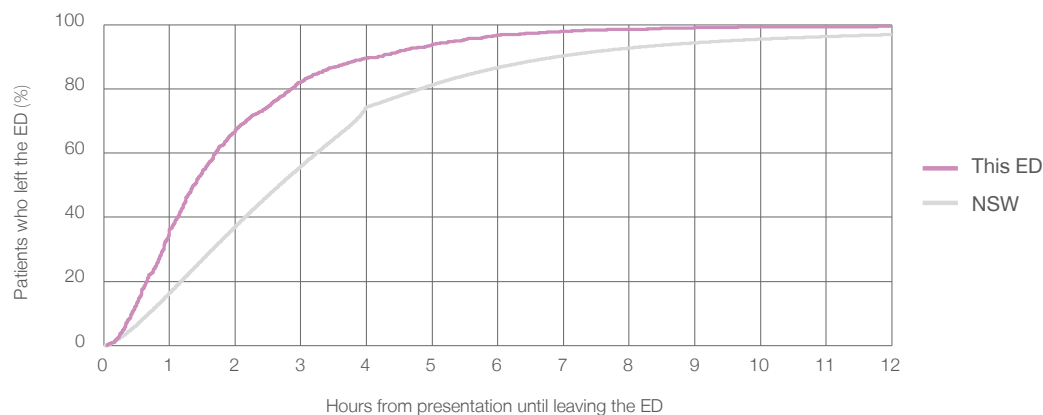
Presentations used to calculate time to leaving the ED:⁶ 1,578 patients

Median time spent in the ED⁸ 1 hours and 23 minutes

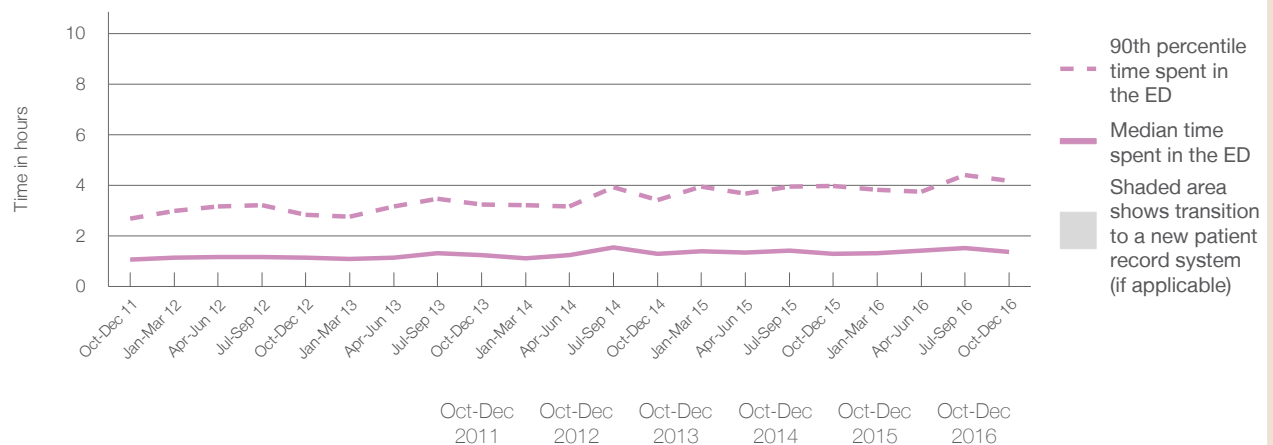
90th percentile time spent in the ED⁹ 4 hours and 11 minutes

Same period last year	NSW (this period)
1,407	1,407
1 hours and 18 minutes	2 hours and 41 minutes
3 hours and 59 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 9m	1h 15m	1h 18m	1h 18m	1h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 41m	2h 50m	3h 15m	3h 26m	3h 59m	4h 11m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

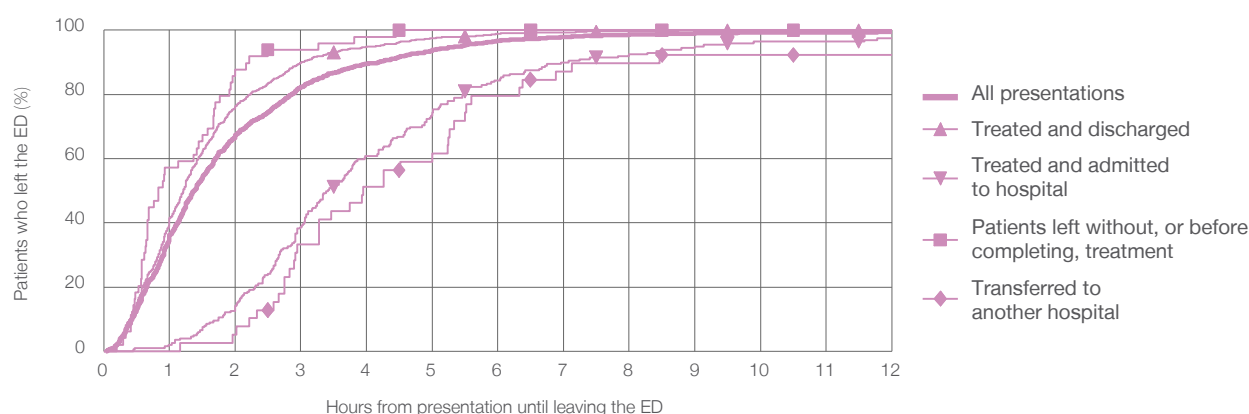
All presentations:[†] 1,578 patients

Presentations used to calculate time to leaving the ED:[‡] 1,578 patients

Treated and discharged	1,281 (81.2%)
Treated and admitted to hospital	199 (12.6%)
Patient left without, or before completing, treatment	49 (3.1%)
Transferred to another hospital	39 (2.5%)
Other	10 (0.6%)

Same period last year	Change since one year ago
1,407	12.2%
1,132	13.2%
190	4.7%
34	44.1%
48	-18.8%
3	233.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	41.5%	76.4%	89.9%	94.8%	98.9%	99.8%	99.9%	99.9%
Treated and admitted to hospital	2.0%	14.1%	38.7%	60.8%	84.4%	92.5%	96.5%	97.5%
Patient left without, or before completing, treatment	57.1%	87.8%	93.9%	98.0%	100%	100%	100%	100%
Transferred to another hospital	0%	5.1%	33.3%	51.3%	79.5%	89.7%	92.3%	92.3%
All presentations	36.2%	67.3%	82.3%	89.6%	96.6%	98.6%	99.3%	99.4%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 1,578 patients

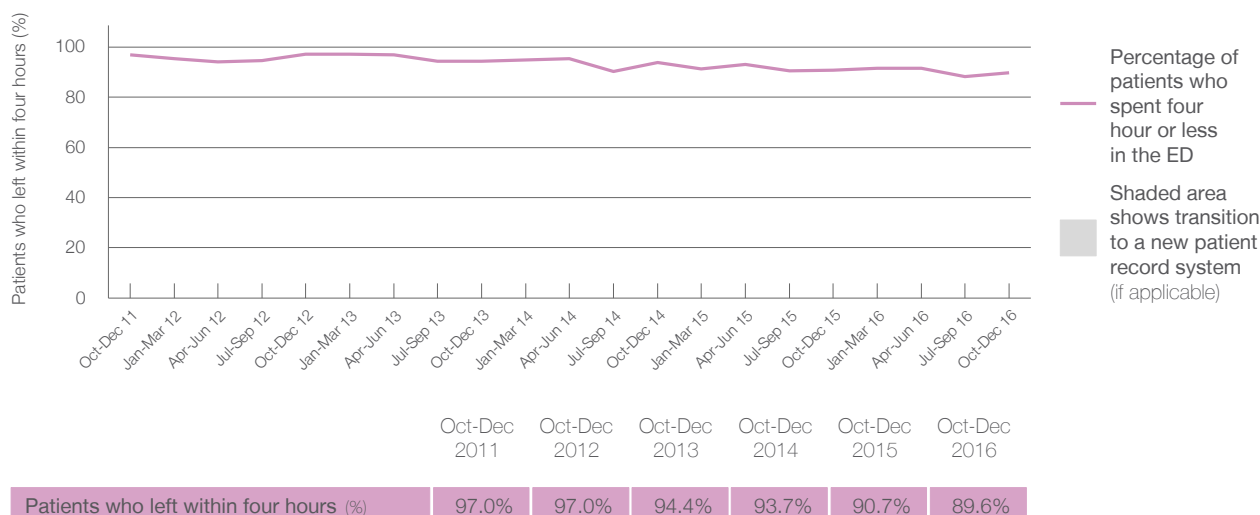
Presentations used to calculate time to leaving the ED:⁶ 1,578 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,407	12.2%
1,407	12.2%
90.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,840 patients

Emergency presentations:² 4,736 patients

Same period last year	Change since one year ago
4,407	9.8%
4,280	10.7%

Queanbeyan Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 282 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,335 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,305 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 805 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
271	
8 minutes	8 minutes
20 minutes	26 minutes
937	
21 minutes	20 minutes
75 minutes	67 minutes
2,308	
29 minutes	25 minutes
118 minutes	97 minutes
764	
30 minutes	24 minutes
132 minutes	103 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,840 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
4,407	9.8%
80.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

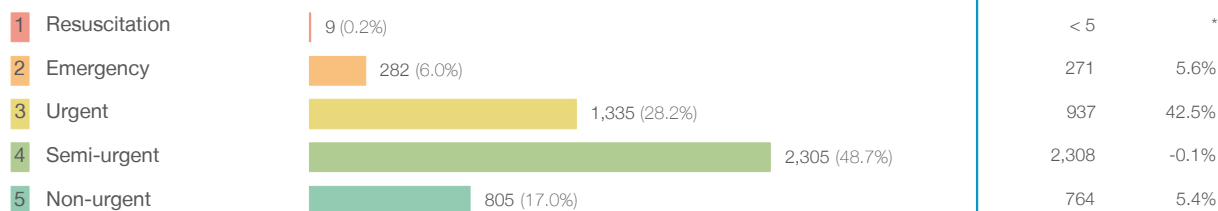
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Patients presenting to the emergency department

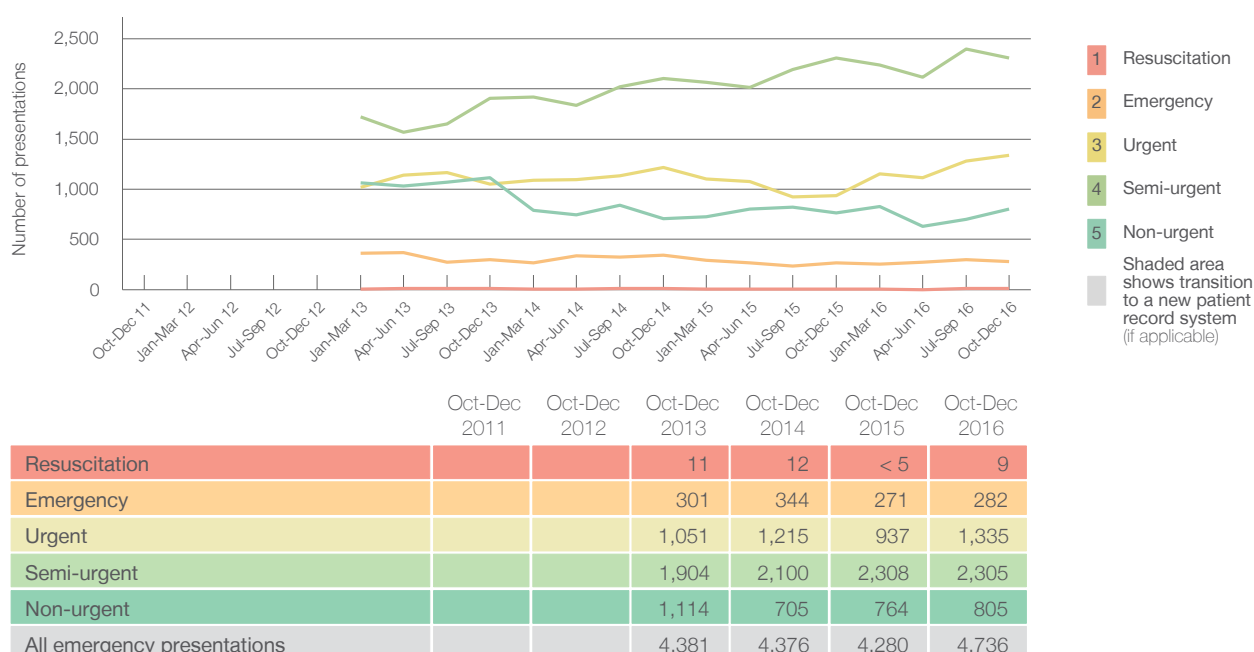
October to December 2016

All presentations:¹ 4,840 patients

Emergency presentations² by triage category: 4,736 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}

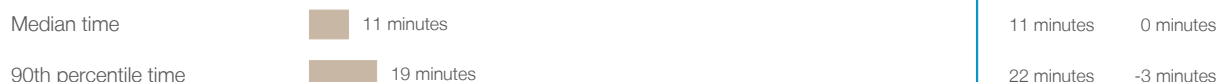


Queanbeyan Health Service: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 435 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 282

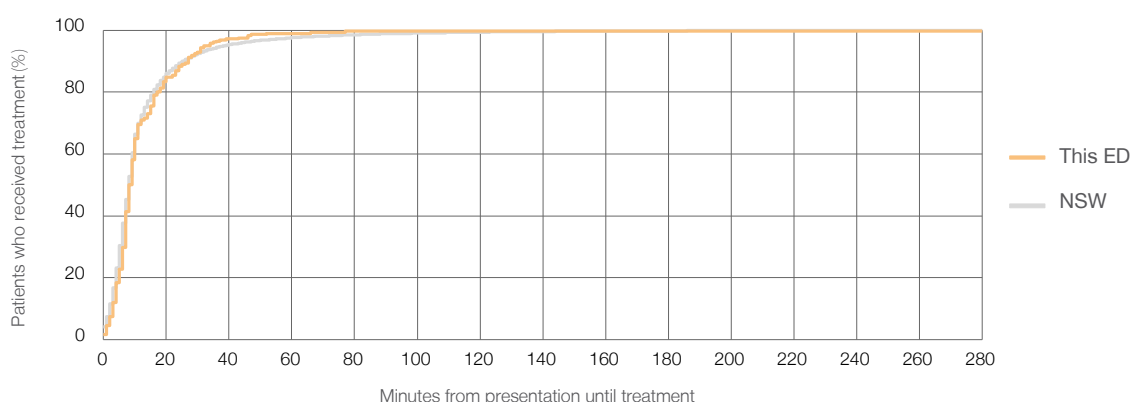
Number of triage 2 patients used to calculate waiting time:³ 282

Median time to start treatment⁴ 9 minutes

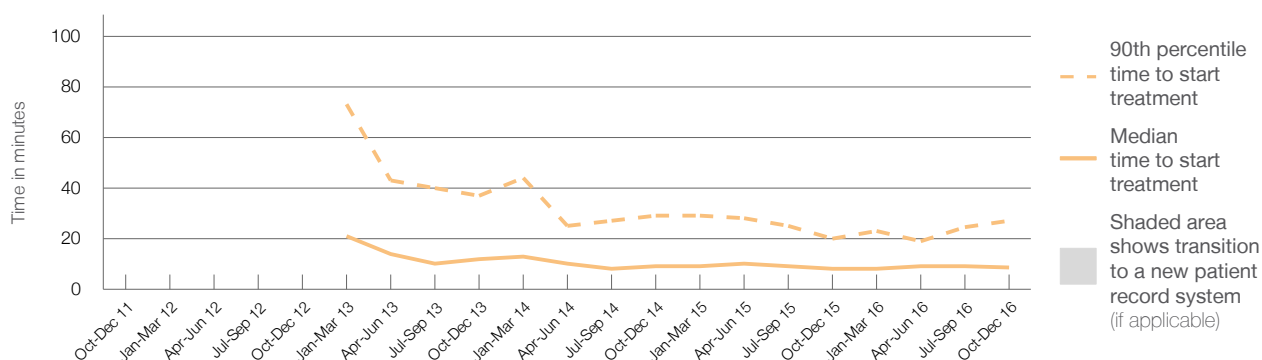
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
271	
266	
8 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			12	9	8	9
90th percentile time to start treatment ⁵ (minutes)			37	29	20	27

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,335

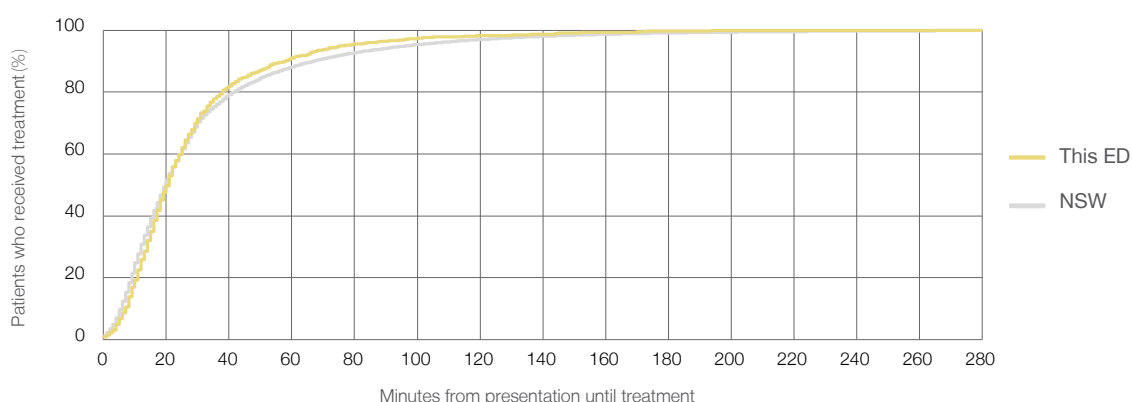
Number of triage 3 patients used to calculate waiting time:³ 1,304

Median time to start treatment⁴ 21 minutes

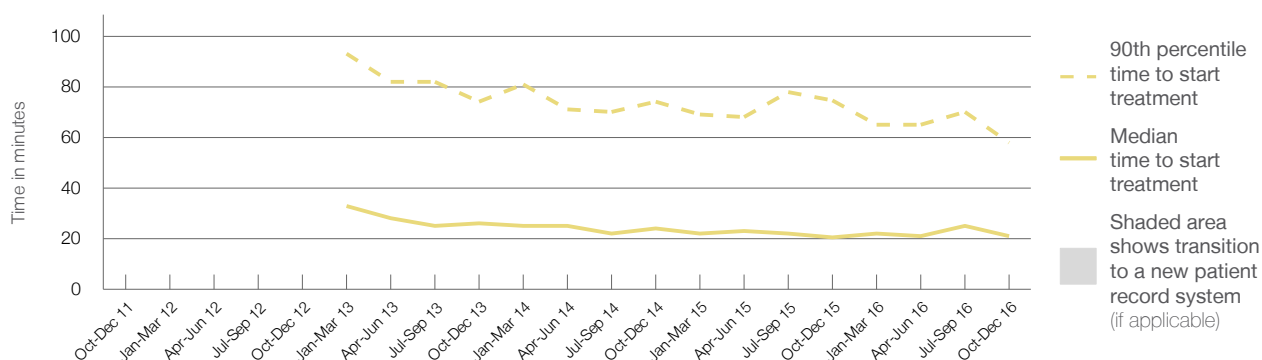
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
937	
920	
21 minutes	20 minutes
75 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			26	24	21	21
90th percentile time to start treatment ⁵ (minutes)			74	74	75	58

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,305

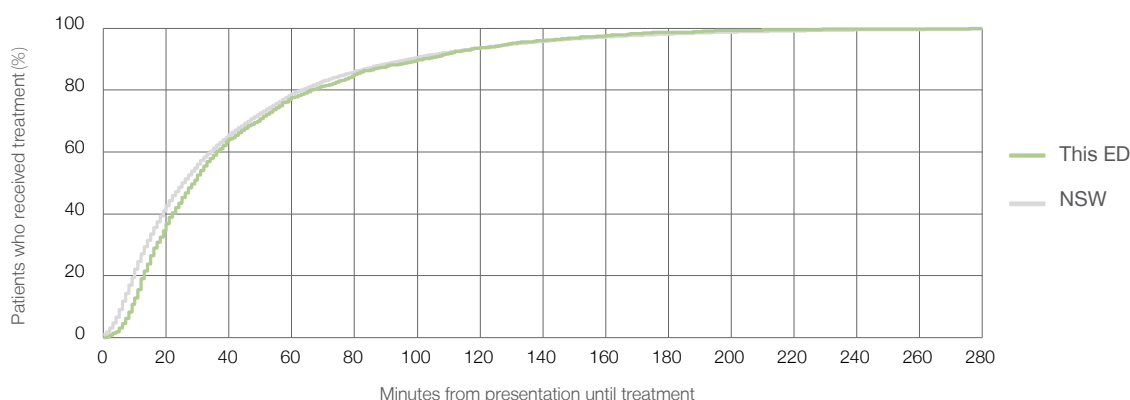
Number of triage 4 patients used to calculate waiting time:³ 2,123

Median time to start treatment⁴ 29 minutes

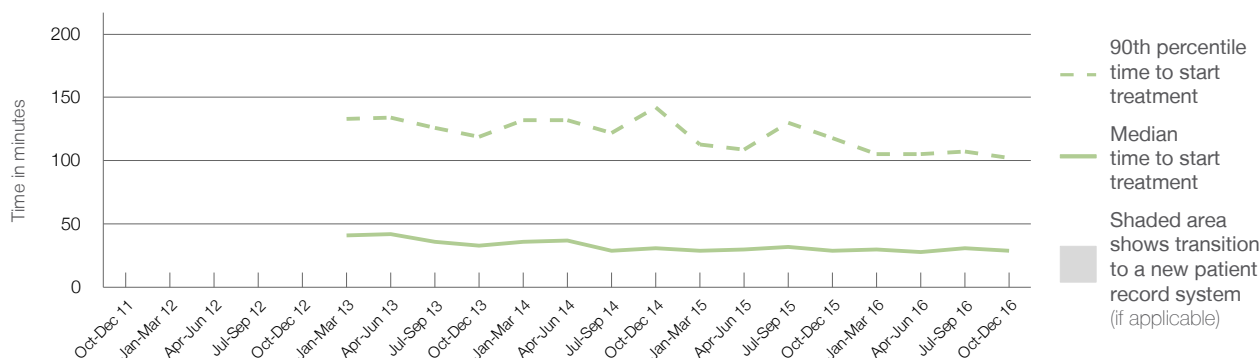
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
2,308	
2,122	
29 minutes	25 minutes
118 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			33	31	29	29
90th percentile time to start treatment ⁵ (minutes)			119	142	118	102

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 805

Number of triage 5 patients used to calculate waiting time:³ 648

Median time to start treatment⁴

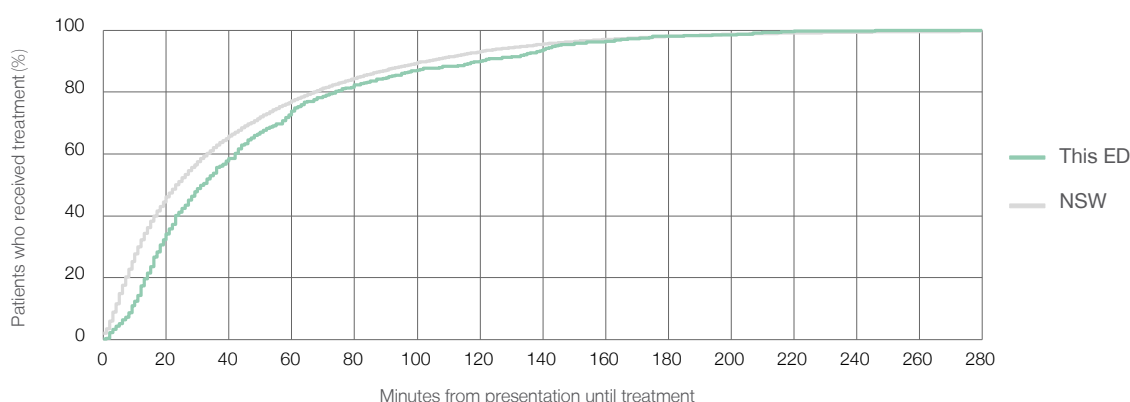
32 minutes

90th percentile time to start treatment⁵

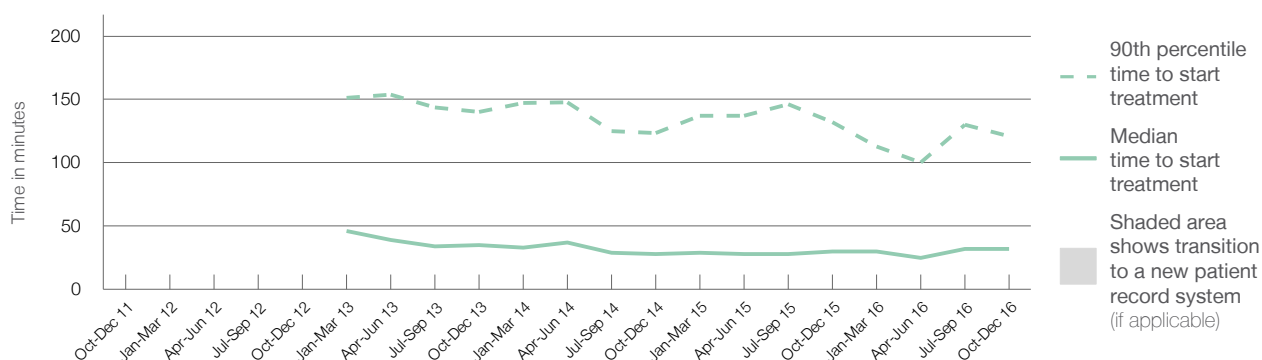
121 minutes

Same period last year	NSW (this period)
764	
596	
30 minutes	24 minutes
132 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			35	28	30	32
90th percentile time to start treatment ⁵ (minutes)			140	124	132	121

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,840 patients

Presentations used to calculate time to leaving the ED:⁶ 4,840 patients

Median time spent in the ED⁸

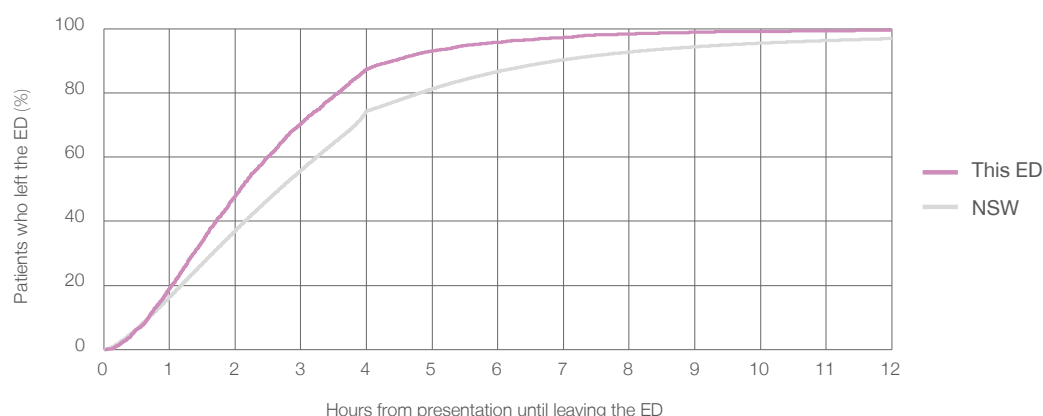
2 hours and 5 minutes

90th percentile time spent in the ED⁹

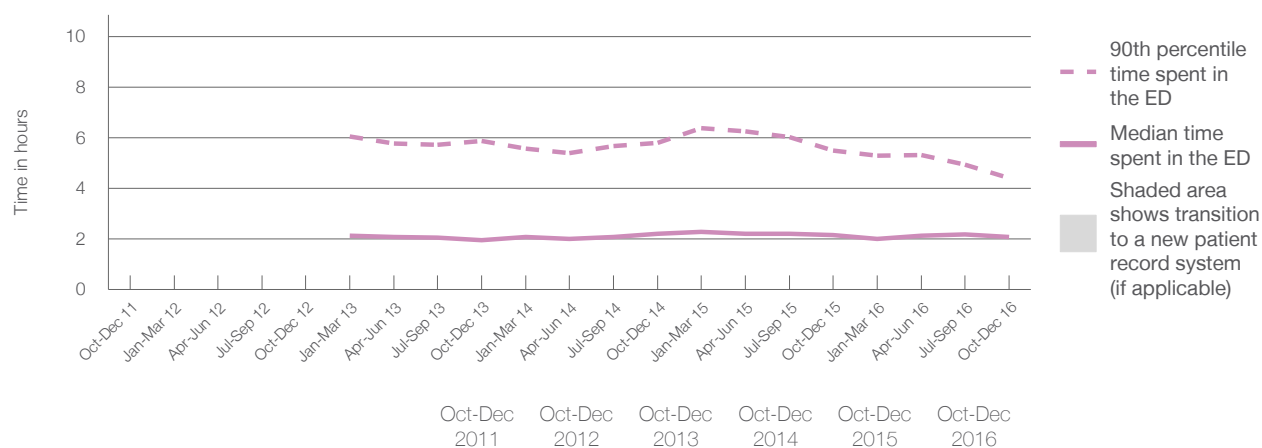
4 hours and 24 minutes

Same period last year	NSW (this period)
4,407	4,407
2 hours and 10 minutes	2 hours and 41 minutes
5 hours and 30 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 57m	2h 12m	2h 10m	2h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)			5h 52m	5h 48m	5h 30m	4h 24m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

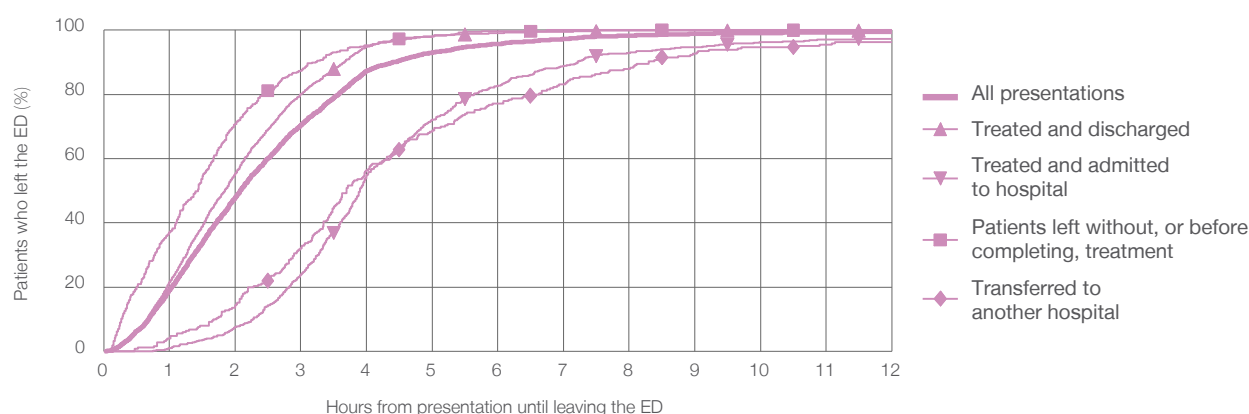
October to December 2016

All presentations:[†] 4,840 patients

Presentations used to calculate time to leaving the ED:[‡] 4,840 patients

		Same period last year	Change since one year ago
Treated and discharged	3,528 (72.9%)	4,407	9.8%
Treated and admitted to hospital	669 (13.8%)	3,224	9.4%
Patient left without, or before completing, treatment	377 (7.8%)	452	48.0%
Transferred to another hospital	250 (5.2%)	475	-20.6%
Other	16 (0.3%)	216	15.7%
		40	-60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	21.6%	55.4%	80.1%	94.8%	99.1%	99.8%	100%	100%
Treated and admitted to hospital	0.9%	7.6%	23.9%	54.9%	82.7%	93.0%	96.3%	97.3%
Patient left without, or before completing, treatment	37.1%	70.8%	87.3%	95.2%	99.7%	100%	100%	100%
Transferred to another hospital	4.0%	14.4%	32.0%	56.4%	77.2%	88.0%	94.8%	96.4%
All presentations	19.2%	48.0%	70.5%	87.4%	95.7%	98.3%	99.2%	99.4%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 4,840 patients

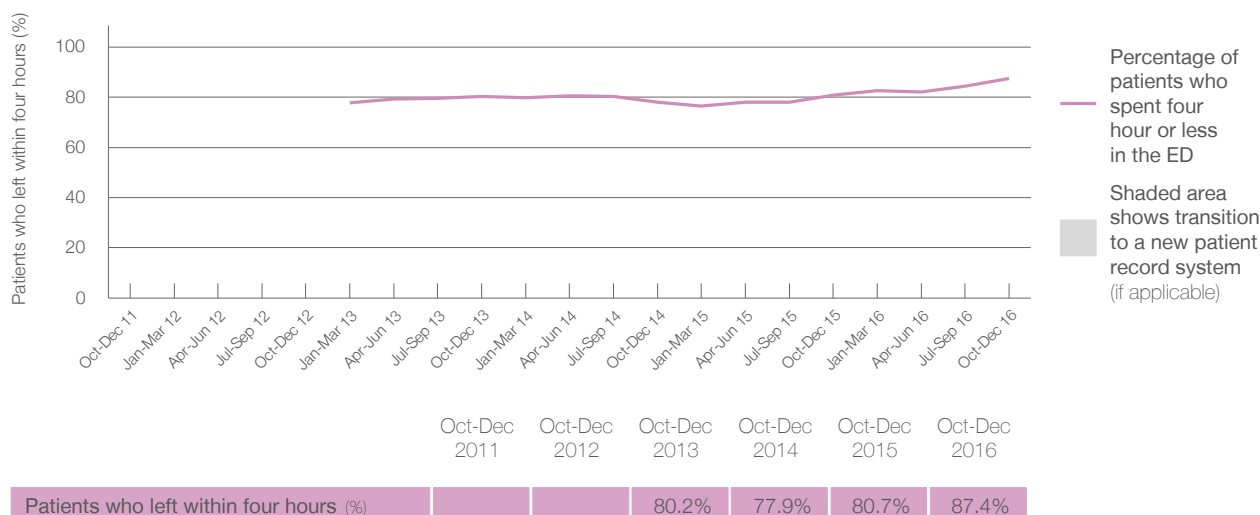
Presentations used to calculate time to leaving the ED:⁶ 4,840 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,407	9.8%
4,407	9.8%
80.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,051 patients

Emergency presentations:² 2,958 patients

Same period last year	Change since one year ago
2,858	6.8%
2,789	6.1%

Singleton District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 164 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 733 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 64 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,773 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 283 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
174	
7 minutes	8 minutes
27 minutes	26 minutes
692	
24 minutes	20 minutes
75 minutes	67 minutes
1,658	
36 minutes	25 minutes
104 minutes	97 minutes
259	
27 minutes	24 minutes
81 minutes	103 minutes

Singleton District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,051 patients

Percentage of patients who spent four hours or less in the ED 91.1%

Same period last year	Change since one year ago
2,858	6.8%
90.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

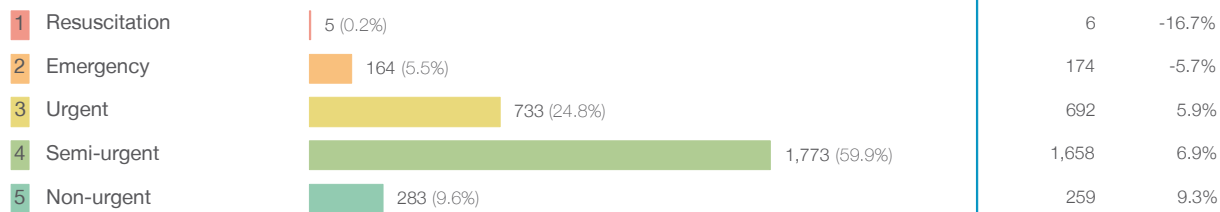
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Patients presenting to the emergency department

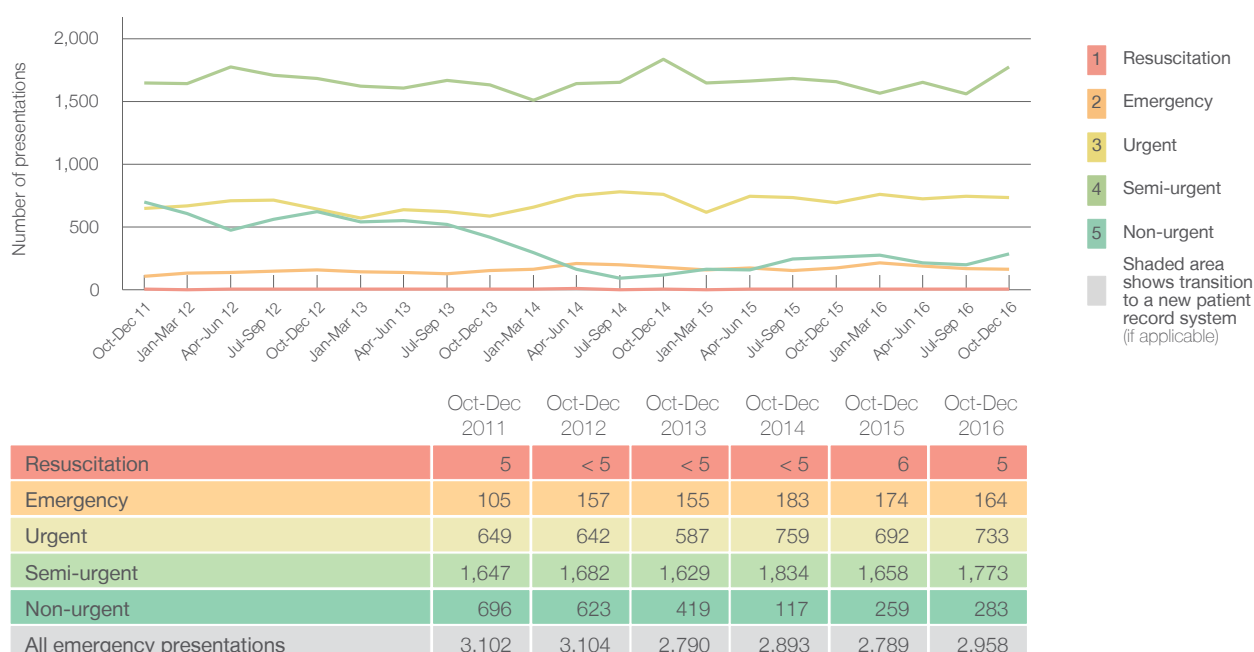
October to December 2016

All presentations:¹ 3,051 patients

Emergency presentations² by triage category: 2,958 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Singleton District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 248 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 164

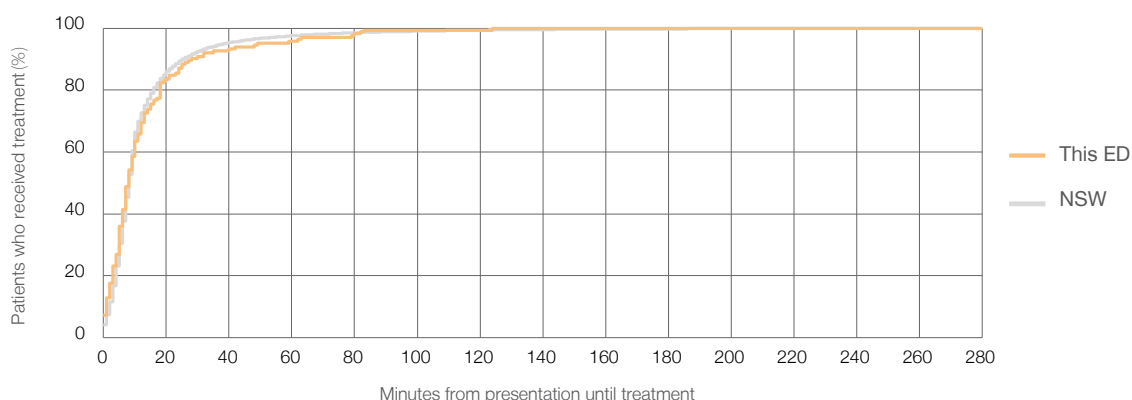
Number of triage 2 patients used to calculate waiting time:³ 164

Median time to start treatment⁴ 8 minutes

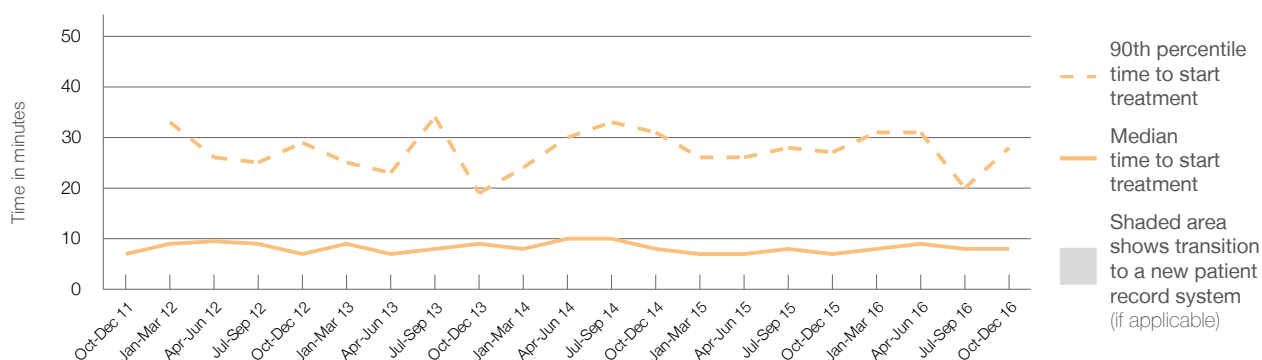
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
174	
170	
7 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	9	8	7	8
90th percentile time to start treatment ⁵ (minutes)	*	29	19	31	27	28

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 733

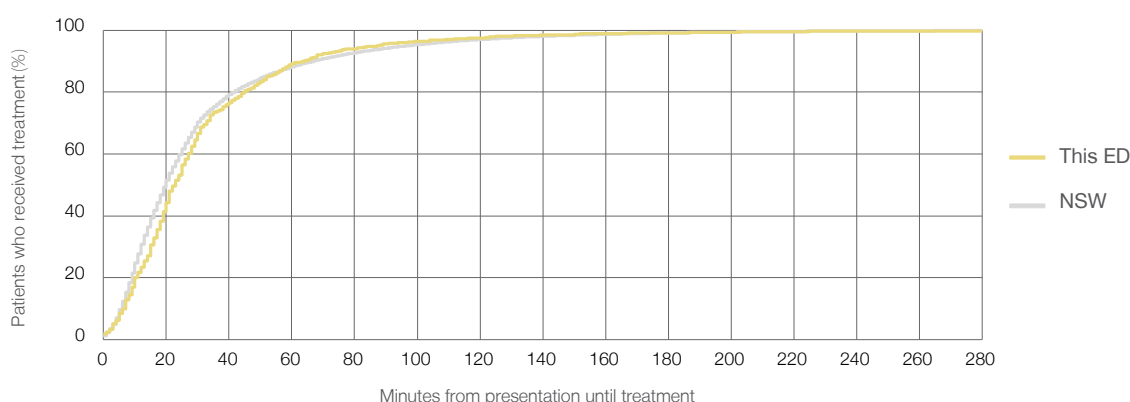
Number of triage 3 patients used to calculate waiting time:³ 714

Median time to start treatment⁴ 23 minutes

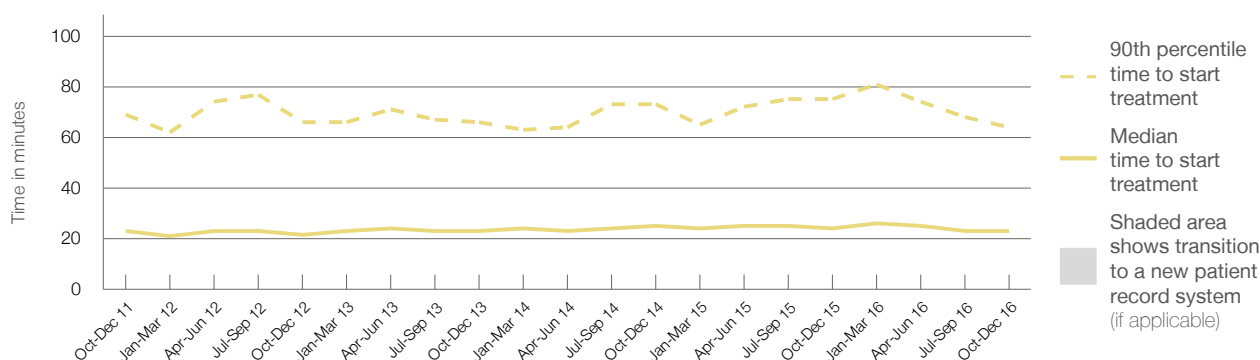
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
692	
665	
24 minutes	20 minutes
75 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	22	23	25	24	23
90th percentile time to start treatment ⁵ (minutes)	69	66	66	73	75	64

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,773

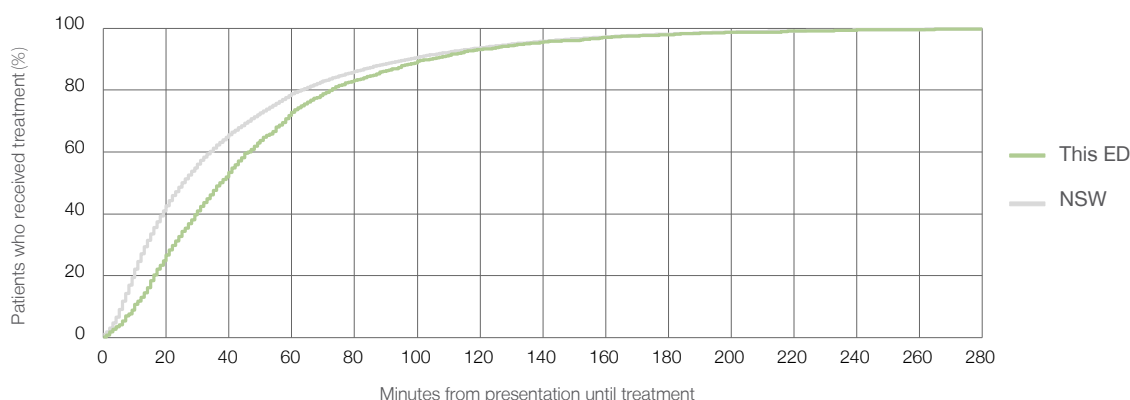
Number of triage 4 patients used to calculate waiting time:³ 1,696

Median time to start treatment⁴ 37 minutes

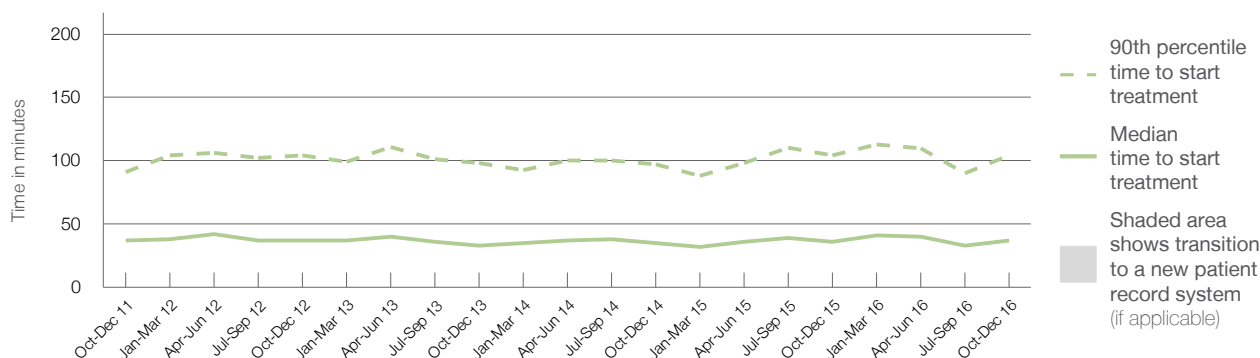
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,658	
1,564	
36 minutes	25 minutes
104 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	37	33	35	36	37
90th percentile time to start treatment ⁵ (minutes)	91	104	98	97	104	104

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 283

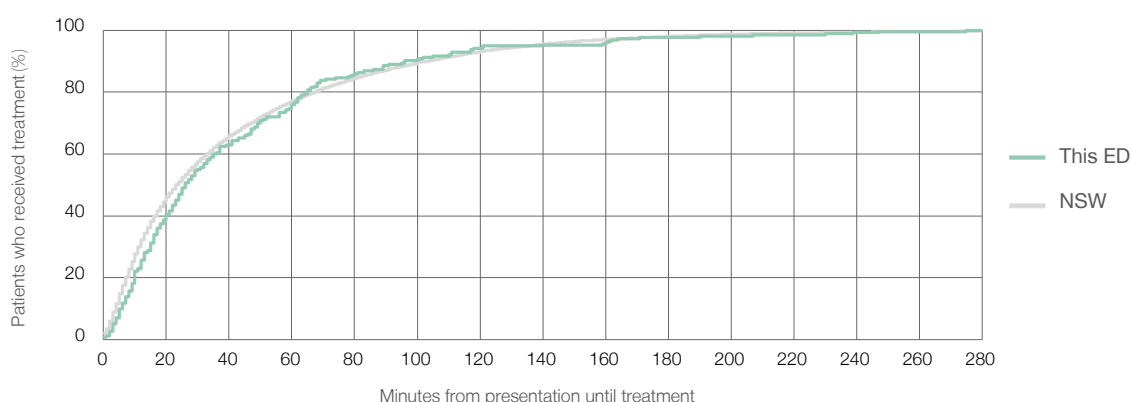
Number of triage 5 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 26 minutes

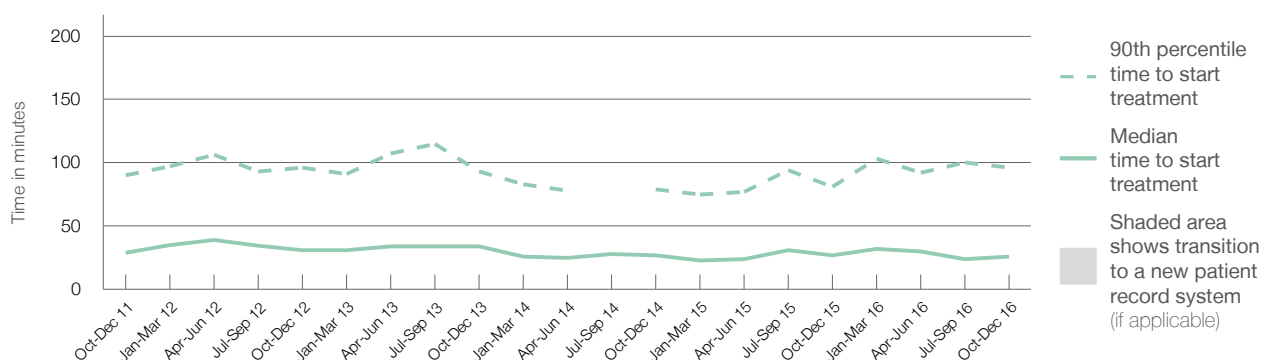
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
259	
231	
27 minutes	24 minutes
81 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	31	34	27	27	26
90th percentile time to start treatment ⁵ (minutes)	90	96	93	79	81	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,051 patients

Presentations used to calculate time to leaving the ED:⁶ 3,051 patients

Median time spent in the ED⁸

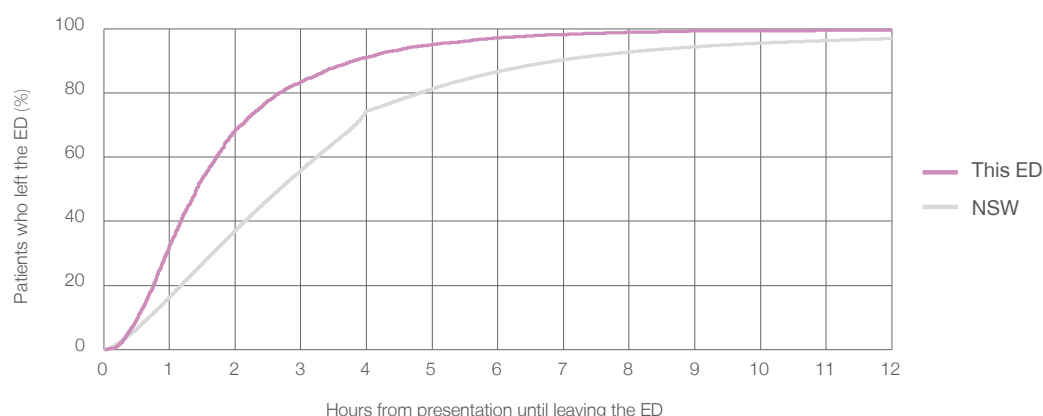
1 hours and 25 minutes

90th percentile time spent in the ED⁹

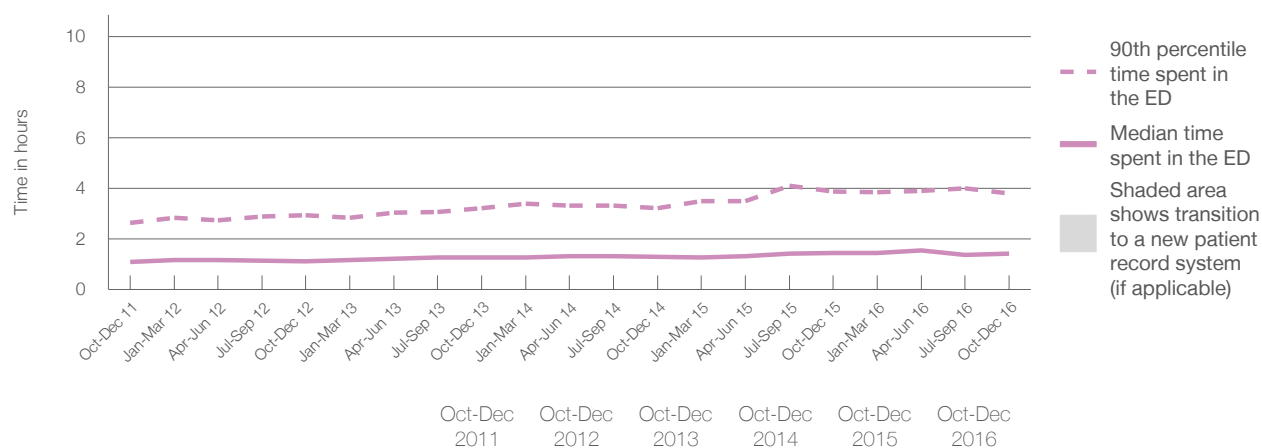
3 hours and 48 minutes

Same period last year	NSW (this period)
2,858	
2,858	
1 hours and 27 minutes	2 hours and 41 minutes
3 hours and 53 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 6m	1h 8m	1h 17m	1h 18m	1h 27m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 39m	2h 57m	3h 14m	3h 14m	3h 53m	3h 48m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

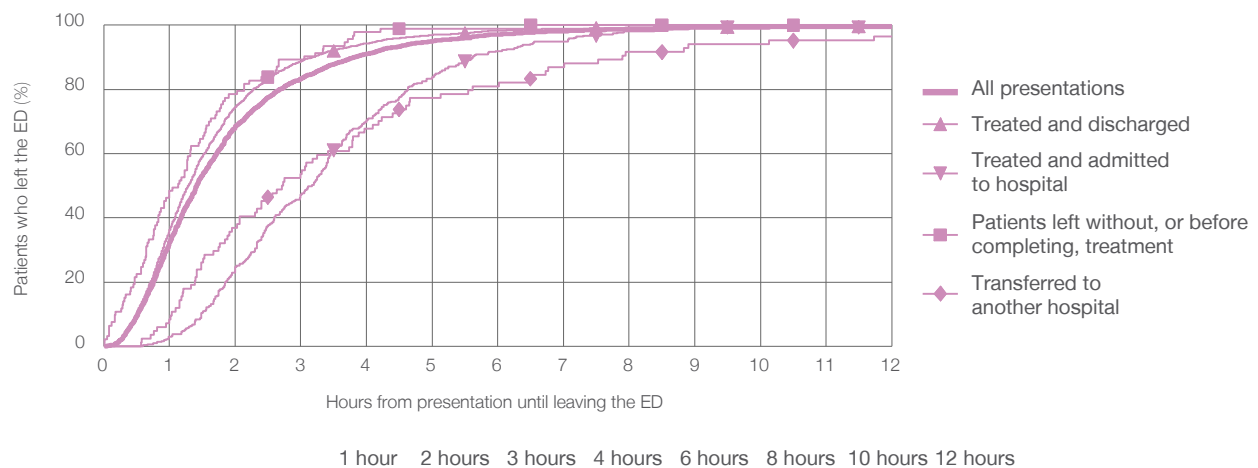
All presentations:[†] 3,051 patients

Presentations used to calculate time to leaving the ED:[‡] 3,051 patients

Treated and discharged	2,522 (82.7%)
Treated and admitted to hospital	311 (10.2%)
Patient left without, or before completing, treatment	93 (3.0%)
Transferred to another hospital	84 (2.8%)
Other	41 (1.3%)

Same period last year	Change since one year ago
2,858	6.8%
2,363	6.7%
271	14.8%
83	12.0%
82	2.4%
59	-30.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	36.3%	74.7%	88.8%	94.3%	98.3%	99.2%	99.6%	99.6%
Treated and admitted to hospital	2.9%	24.8%	47.3%	70.4%	92.0%	98.1%	99.4%	99.7%
Patient left without, or before completing, treatment	48.4%	78.5%	89.2%	97.8%	98.9%	100%	100%	100%
Transferred to another hospital	8.3%	36.9%	53.6%	67.9%	81.0%	91.7%	94.0%	96.4%
All presentations	32.5%	68.5%	83.3%	91.1%	97.1%	98.9%	99.4%	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 3,051 patients

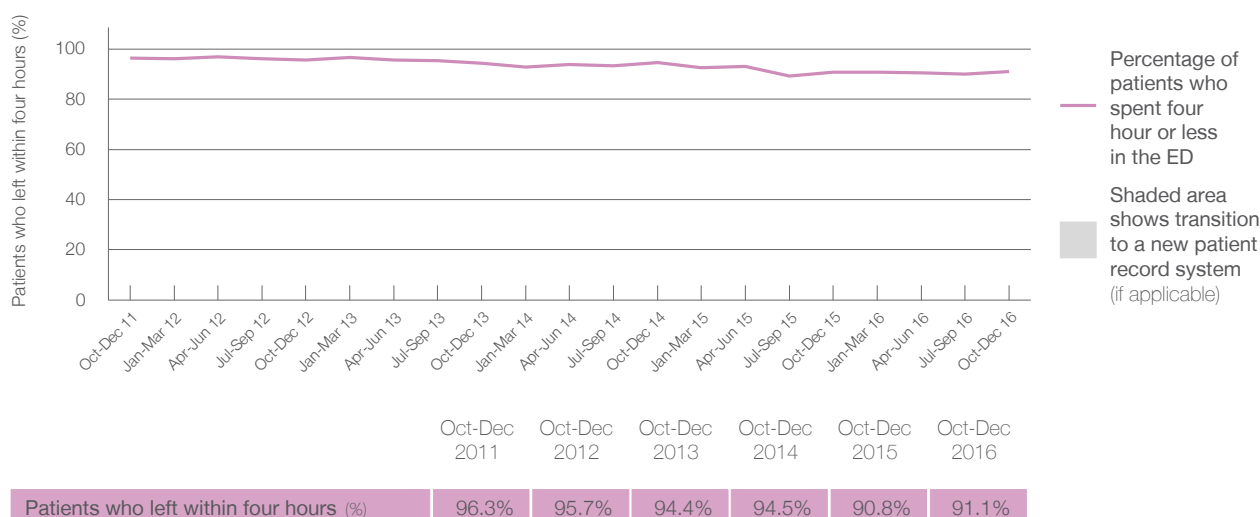
Presentations used to calculate time to leaving the ED:⁶ 3,051 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,858	6.8%
2,858	6.8%
90.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,799 patients

Emergency presentations:² 2,456 patients

Same period last year	Change since one year ago
2,326	20.3%
2,083	17.9%

Young Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 115 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 762 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,275 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 44 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 299 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
137	
5 minutes	8 minutes
18 minutes	26 minutes
814	
10 minutes	20 minutes
36 minutes	67 minutes
970	
10 minutes	25 minutes
44 minutes	97 minutes
155	
9 minutes	24 minutes
57 minutes	103 minutes

Young Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,799 patients

Percentage of patients who spent four hours or less in the ED 96.4%

Same period last year	Change since one year ago
2,325	20.4%
96.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

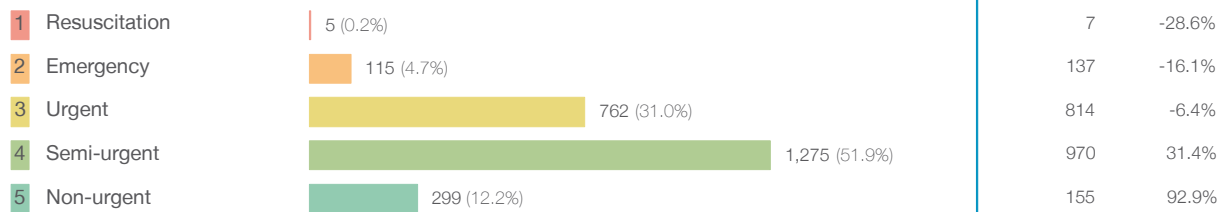
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Patients presenting to the emergency department

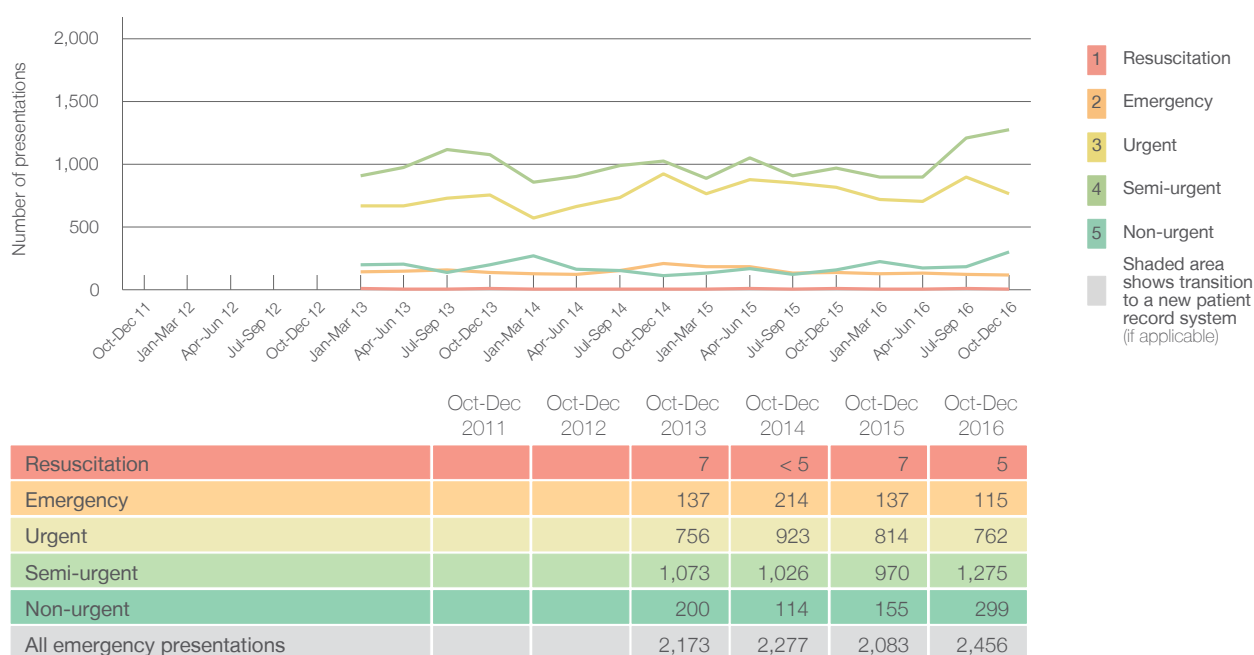
October to December 2016

All presentations:¹ 2,799 patients

Emergency presentations² by triage category: 2,456 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Young Health Service: Patients arriving by ambulance

October to December 2016

ED Transfer of care time is not currently available for this hospital.⁷

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 115

Number of triage 2 patients used to calculate waiting time:³ 113

Median time to start treatment⁴

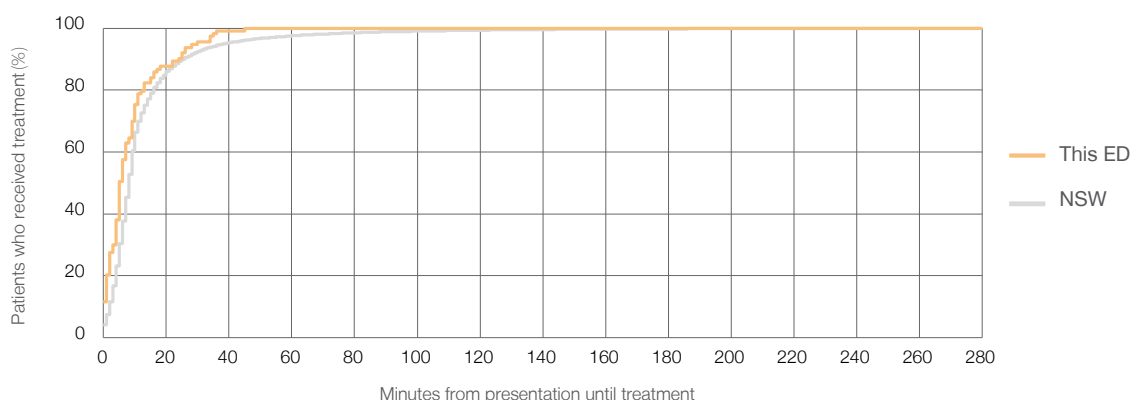
5 minutes

90th percentile time to start treatment⁵

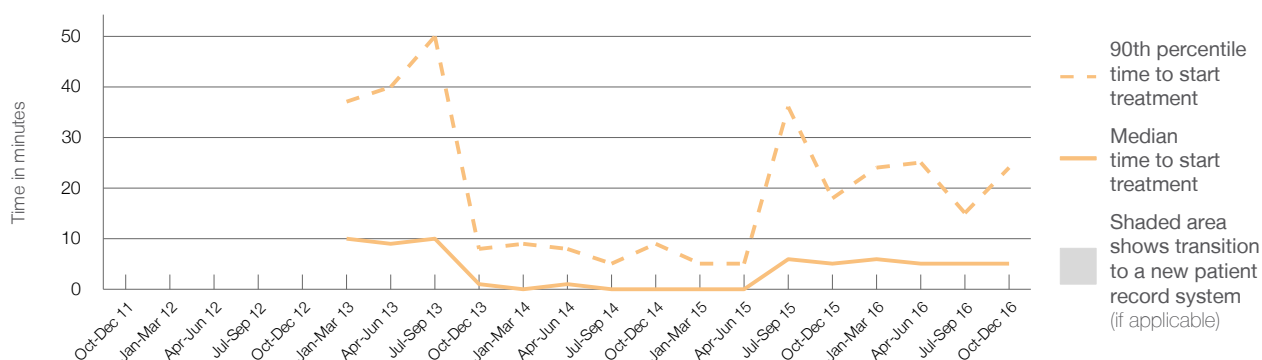
24 minutes

Same period last year	NSW (this period)
137	
135	
5 minutes	8 minutes
18 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			1	0	5	5
90th percentile time to start treatment ⁵ (minutes)			8	9	18	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 762

Number of triage 3 patients used to calculate waiting time:³ 762

Median time to start treatment⁴

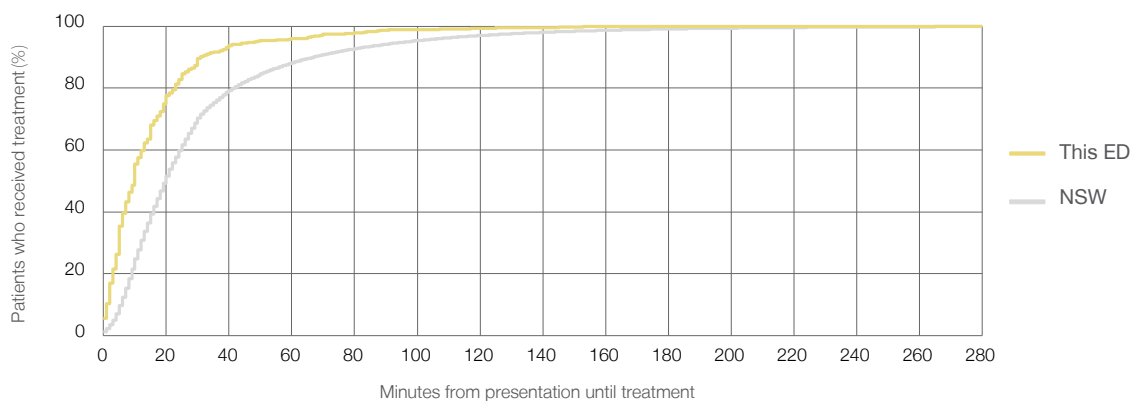
10 minutes

90th percentile time to start treatment⁵

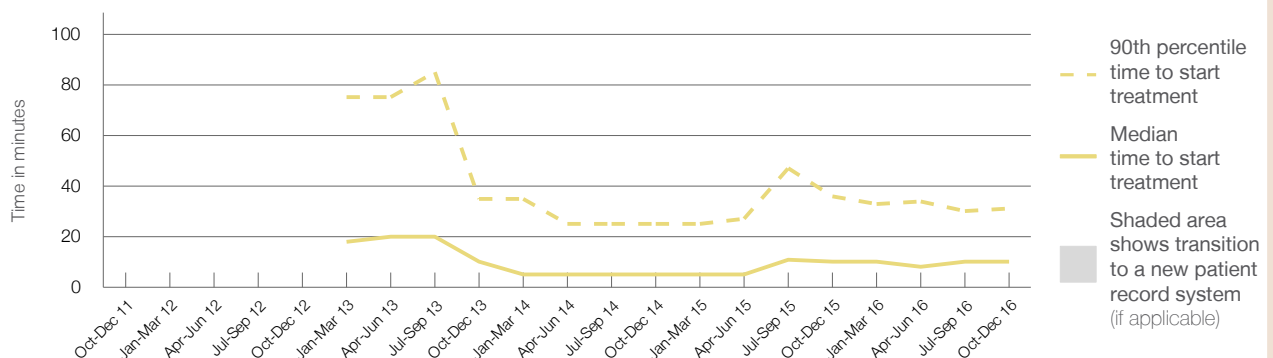
31 minutes

Same period last year	NSW (this period)
814	
796	
10 minutes	20 minutes
36 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			10	5	10	10
90th percentile time to start treatment ⁵ (minutes)			35	25	36	31

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,275

Number of triage 4 patients used to calculate waiting time:³ 1,272

Median time to start treatment⁴

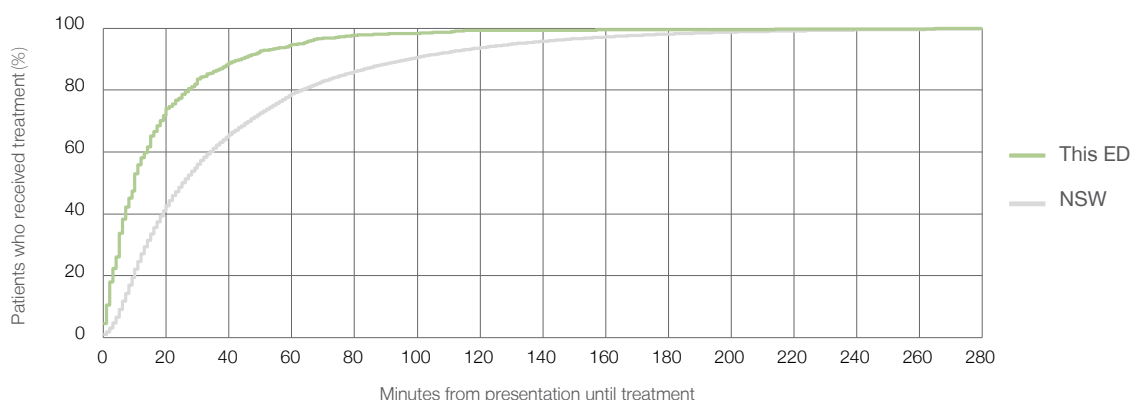
10 minutes

90th percentile time to start treatment⁵

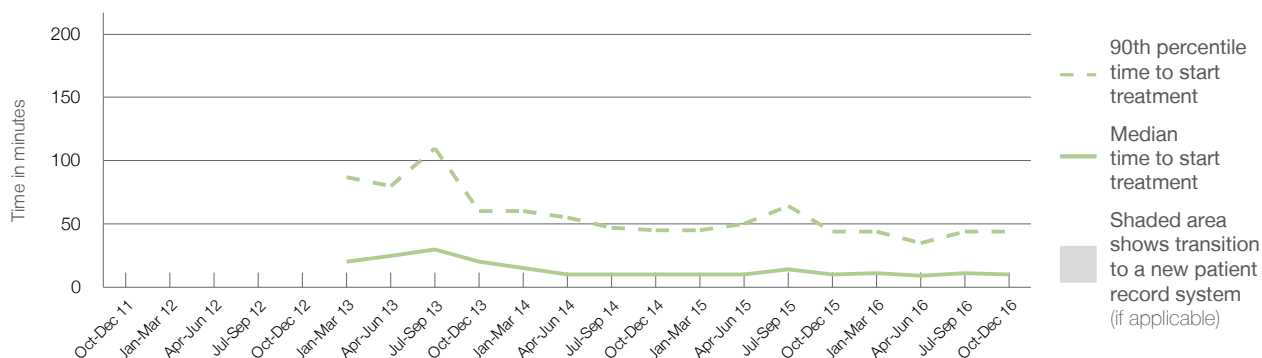
44 minutes

Same period last year	NSW (this period)
970	
920	
10 minutes	25 minutes
44 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			20	10	10	10
90th percentile time to start treatment ⁵ (minutes)			60	45	44	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 299

Number of triage 5 patients used to calculate waiting time:³ 295

Median time to start treatment⁴

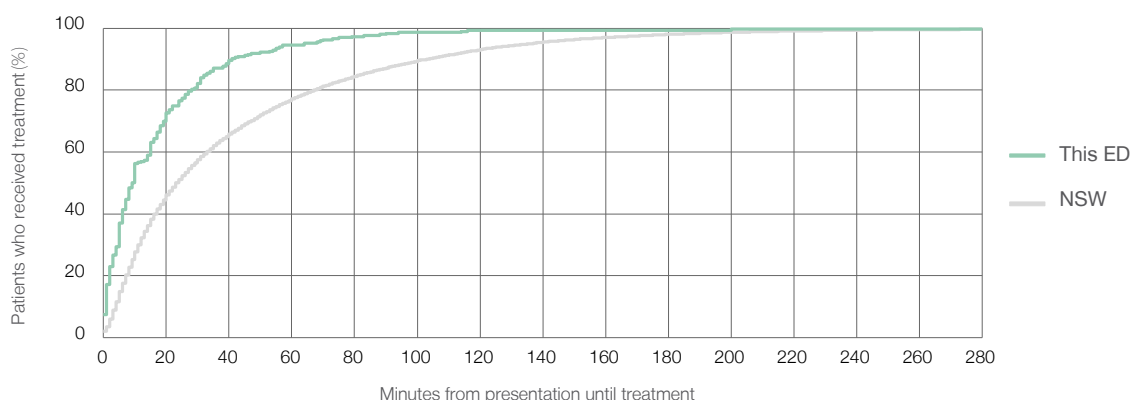
9 minutes

90th percentile time to start treatment⁵

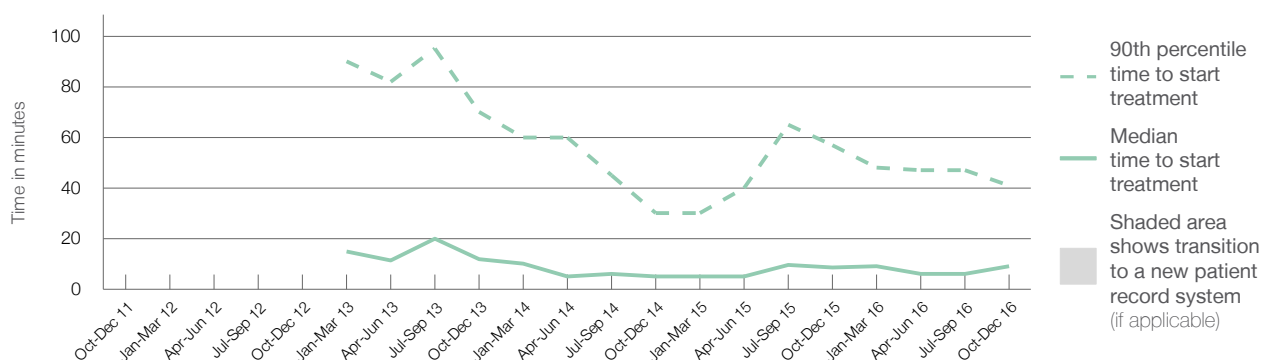
41 minutes

Same period last year	NSW (this period)
155	
142	
9 minutes	24 minutes
57 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			12	5	9	9
90th percentile time to start treatment ⁵ (minutes)			70	30	57	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,799 patients

Presentations used to calculate time to leaving the ED:⁶ 2,799 patients

Median time spent in the ED⁸

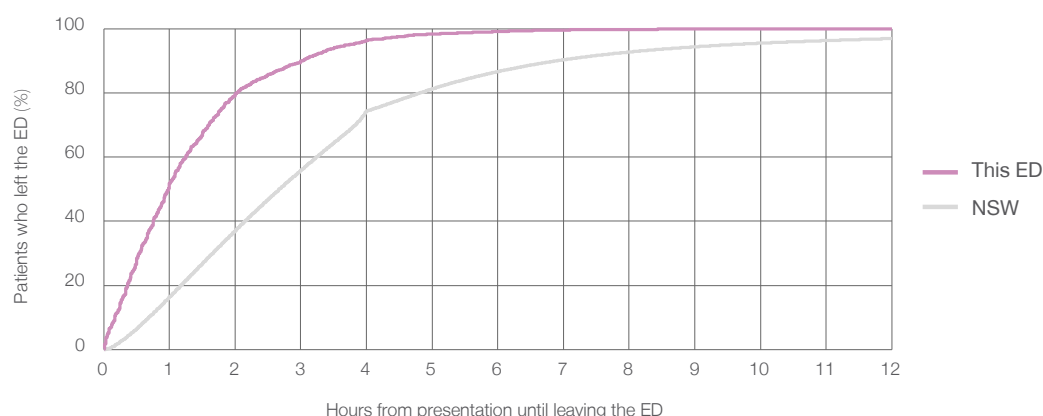
0 hours and 59 minutes

90th percentile time spent in the ED⁹

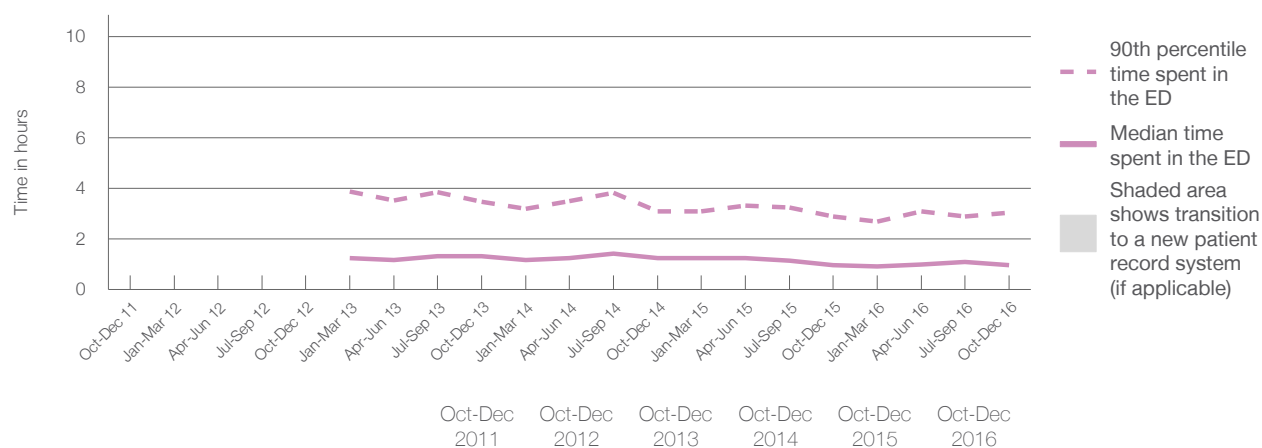
3 hours and 2 minutes

Same period last year	NSW (this period)
2,326	
2,325	
0 hours and 59 minutes	2 hours and 41 minutes
2 hours and 53 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 20m	1h 15m	0h 59m	0h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)			3h 28m	3h 5m	2h 53m	3h 2m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients spent in the ED

By mode of separation

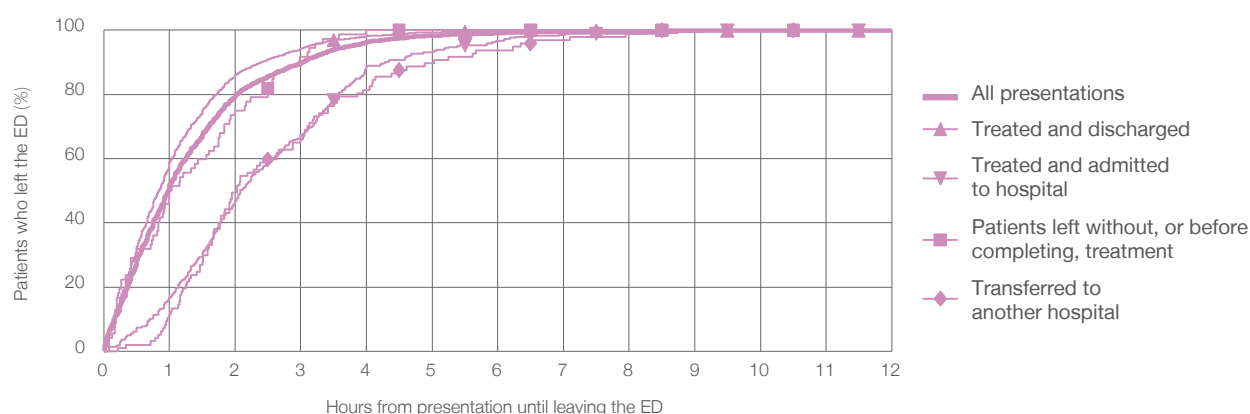
October to December 2016

All presentations:¹ 2,799 patients

Presentations used to calculate time to leaving the ED:⁶ 2,799 patients

		Same period last year	Change since one year ago
Treated and discharged	2,285 (81.6%)	1,914	19.4%
Treated and admitted to hospital	344 (12.3%)	276	24.6%
Patient left without, or before completing, treatment	72 (2.6%)	52	38.5%
Transferred to another hospital	97 (3.5%)	81	19.8%
Other	1 (0%)	3	-66.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	58.8%	86.0%	94.2%	98.0%	99.7%	99.9%	100%	100%
Treated and admitted to hospital	16.6%	46.8%	67.2%	89.0%	96.8%	98.8%	100%	100%
Patient left without, or before completing, treatment	50.0%	75.0%	91.7%	100%	100%	100%	100%	100%
Transferred to another hospital	11.3%	49.5%	66.0%	81.4%	93.8%	99.0%	100%	100%
All presentations	51.8%	79.7%	89.9%	96.4%	99.1%	99.7%	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 2,799 patients

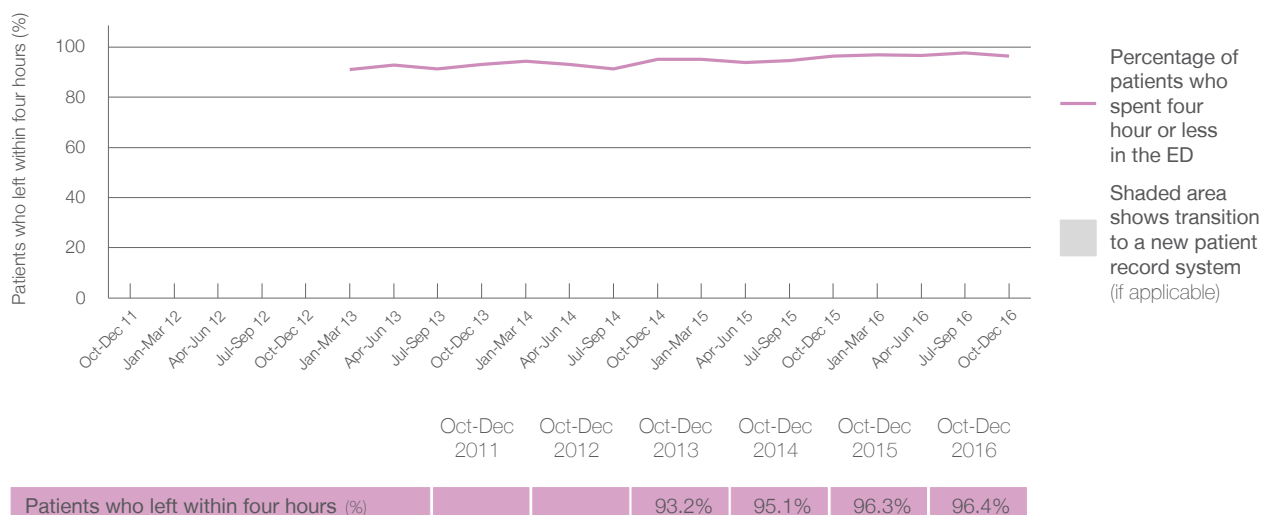
Presentations used to calculate time to leaving the ED:⁶ 2,799 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,326	20.3%
2,325	20.4%
96.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).