

Healthcare Quarterly

Performance Profiles

Emergency Department

July to September 2017

New South Wales: Emergency department (ED) overview

July to September 2017

All presentations:¹ 720,564 patientsEmergency presentations:² 699,236 patients

Same period last year	Change since one year ago
658,481	9.4%
637,792	9.6%

New South Wales: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 88,968 patientsMedian time to start treatment⁴ 9 minutes90th percentile time to start treatment⁵ 29 minutes**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 244,822 patientsMedian time to start treatment⁴ 23 minutes90th percentile time to start treatment⁵ 83 minutes**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 294,469 patientsMedian time to start treatment⁴ 30 minutes90th percentile time to start treatment⁵ 121 minutes**Triage 5** Non-urgent (e.g. small cuts or abrasions): 65,846 patientsMedian time to start treatment⁴ 26 minutes90th percentile time to start treatment⁵ 118 minutes

Same period last year

8 minutes

27 minutes

21 minutes

72 minutes

27 minutes

103 minutes

24 minutes

104 minutes

New South Wales: Time patients spent in the ED

July to September 2017

Presentations used to calculate time to leaving the ED:⁶ 720,344 patients

Percentage of patients who spent four hours or less in the ED 68.4%

Same period last year

71.7%

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, July to September 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.

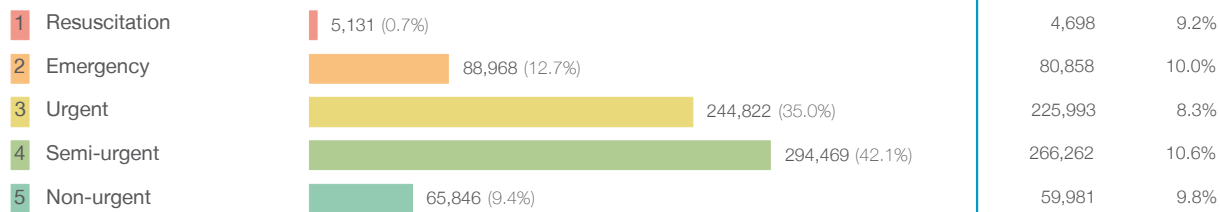
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

New South Wales: Patients presenting to the emergency department

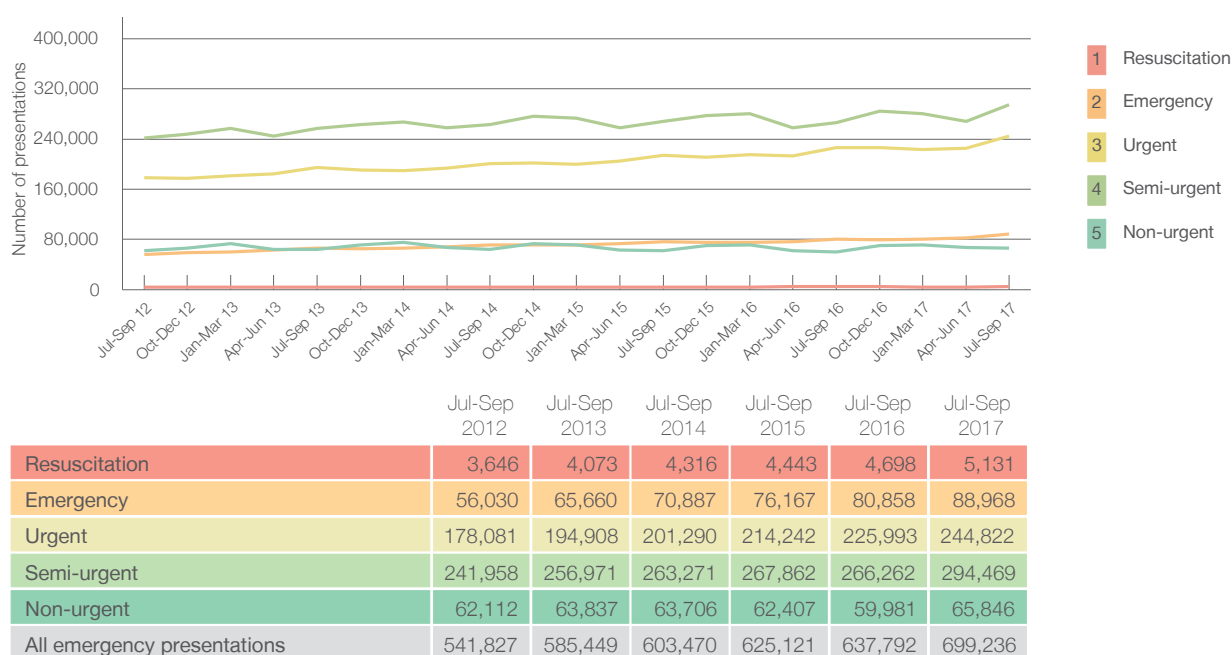
July to September 2017

All presentations:¹ 720,564 patients

Emergency presentations² by triage category: 699,236 patients



Emergency presentations² by quarter, July 2012 to September 2017

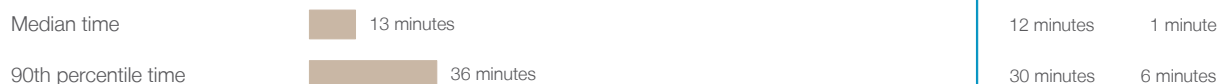


New South Wales: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 148,186 patients

ED Transfer of care time



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

July to September 2017

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

Number of triage 2 patients: 88,968

Number of triage 2 patients used to calculate waiting time:³ 87,854

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 29 minutes

Same period
last year

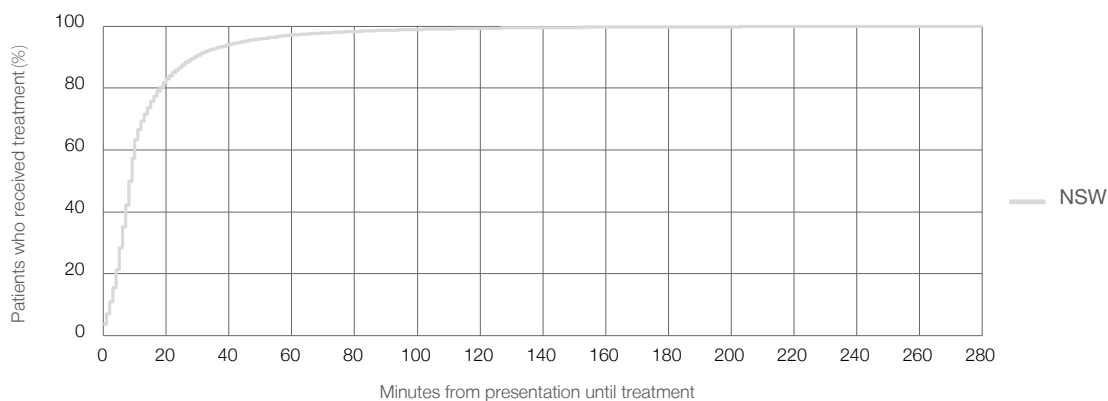
80,858

79,989

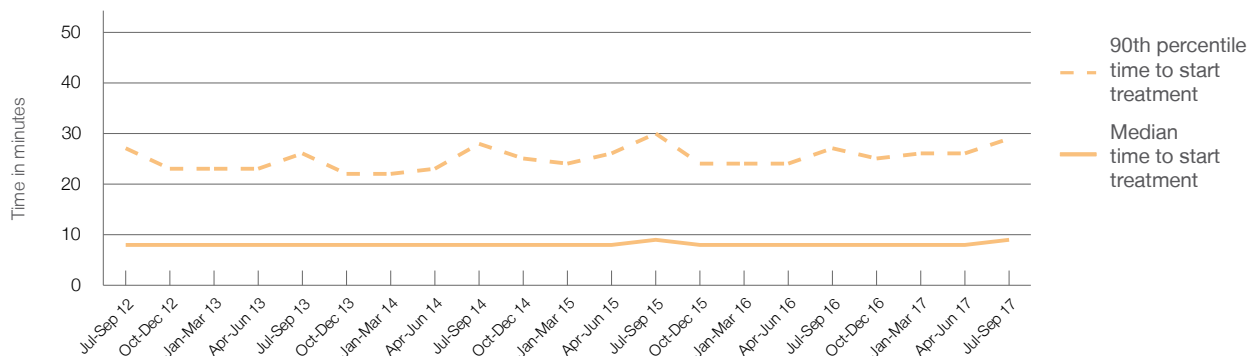
8 minutes

27 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	8	8	9	8	9
90th percentile time to start treatment ⁵ (minutes)	27	26	28	30	27	29

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

July to September 2017

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

Number of triage 3 patients: 244,822

Number of triage 3 patients used to calculate waiting time:³ 237,072

Median time to start treatment⁴

23 minutes

90th percentile time to start treatment⁵

83 minutes

Same period
last year

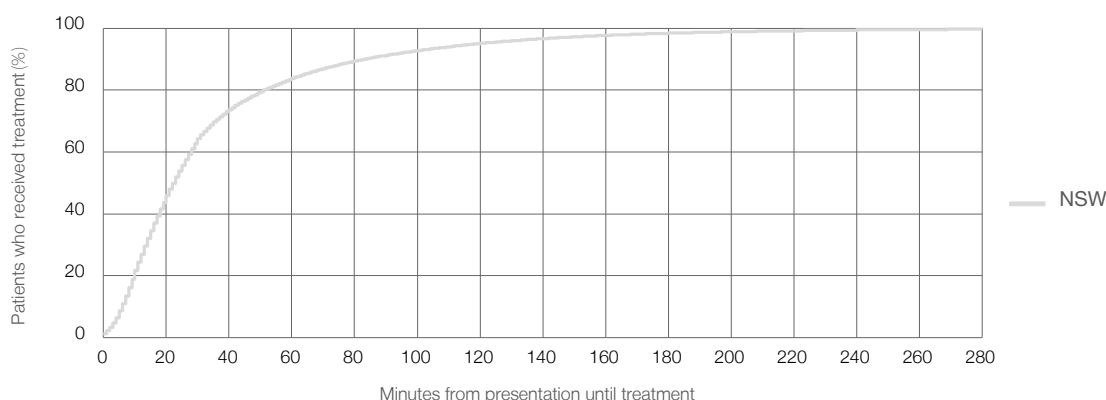
225,993

220,403

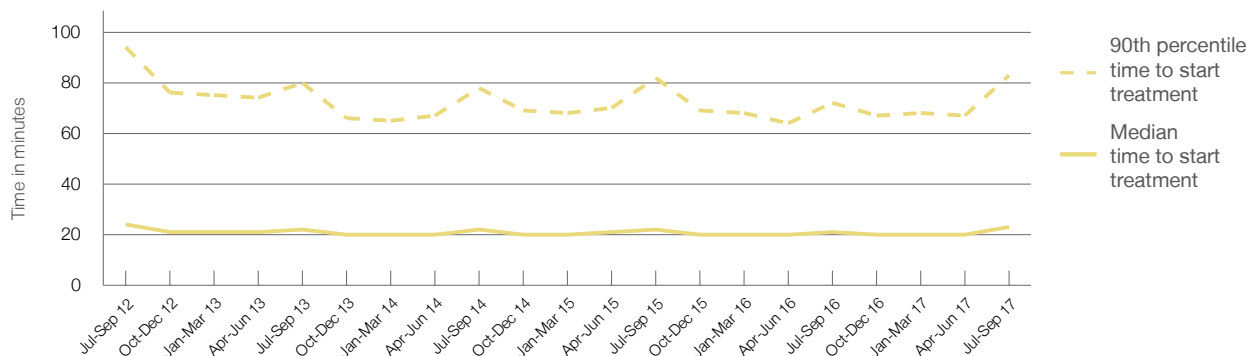
21 minutes

72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	22	22	22	21	23
90th percentile time to start treatment ⁵ (minutes)	94	80	78	82	72	83

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

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

July to September 2017

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

Number of triage 4 patients: 294,469

Number of triage 4 patients used to calculate waiting time:³ 268,265

Median time to start treatment⁴

30 minutes

90th percentile time to start treatment⁵

121 minutes

Same period
last year

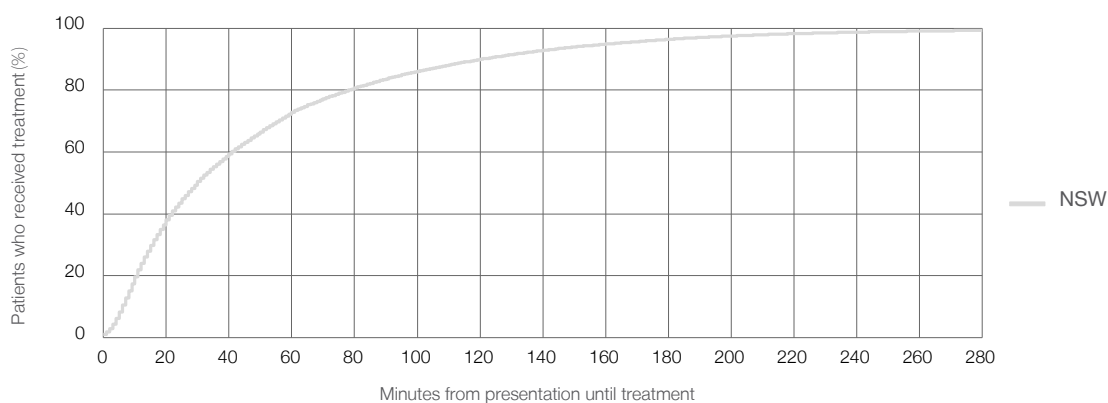
266,262

246,911

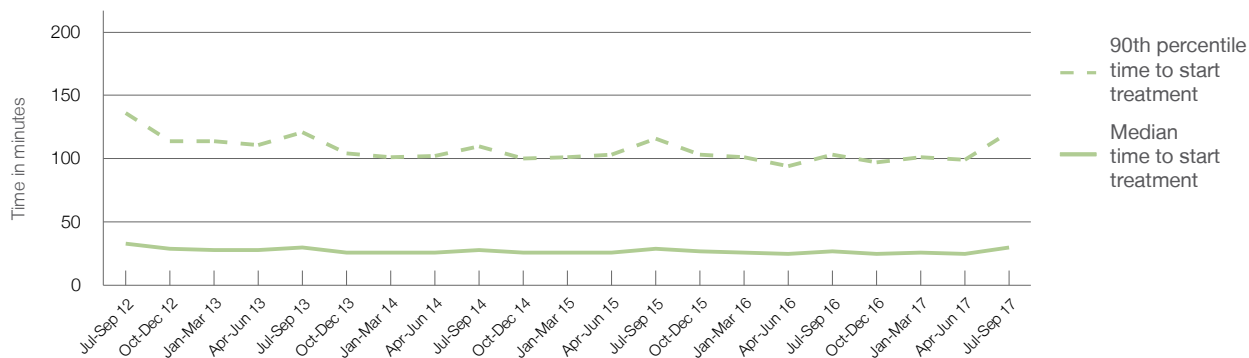
27 minutes

103 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	30	28	29	27	30
90th percentile time to start treatment ⁵ (minutes)	136	121	110	116	103	121

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

July to September 2017

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

Number of triage 5 patients: 65,846

Number of triage 5 patients used to calculate waiting time:³ 54,890

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 118 minutes

Same period
last year

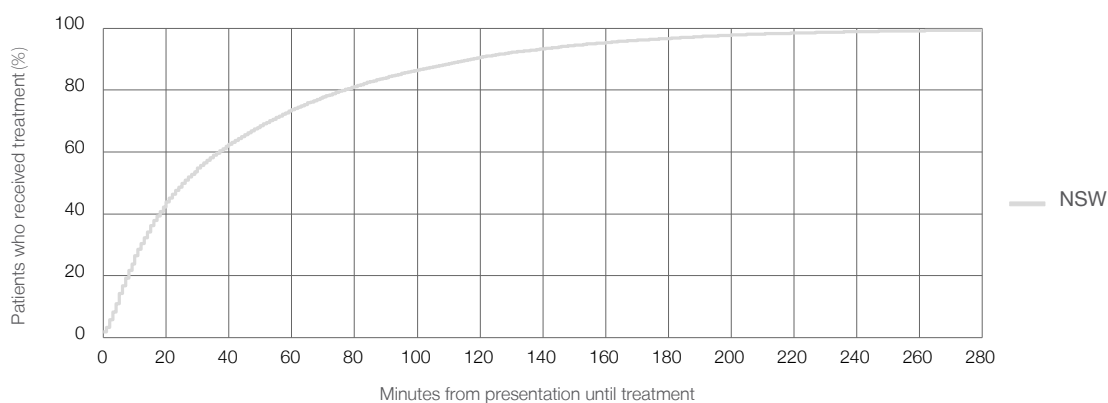
59,981

50,988

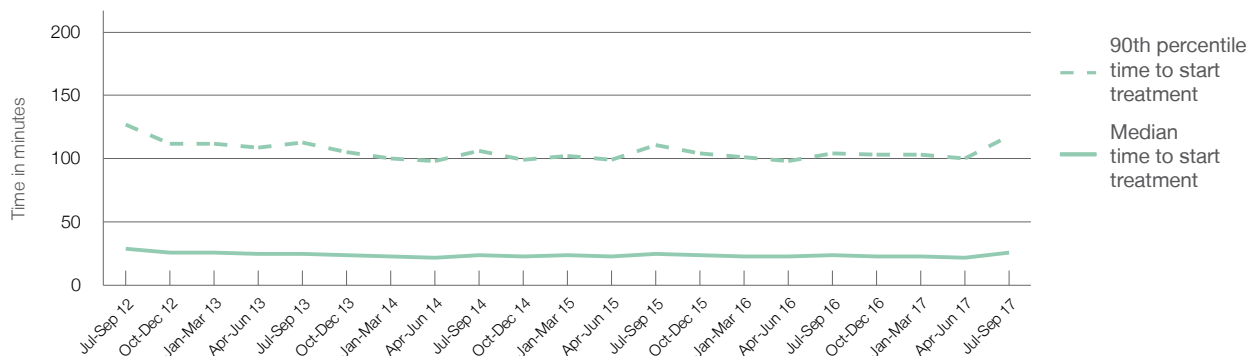
24 minutes

104 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	25	24	25	24	26
90th percentile time to start treatment ⁵ (minutes)	127	113	106	111	104	118

New South Wales: Time patients spent in the ED

July to September 2017

All presentations:¹ 720,564 patientsPresentations used to calculate time to leaving the ED:⁶ 720,344 patientsMedian time spent in the ED ⁸

3 hours and 0 minutes

90th percentile time spent in the ED ⁹

8 hours and 2 minutes

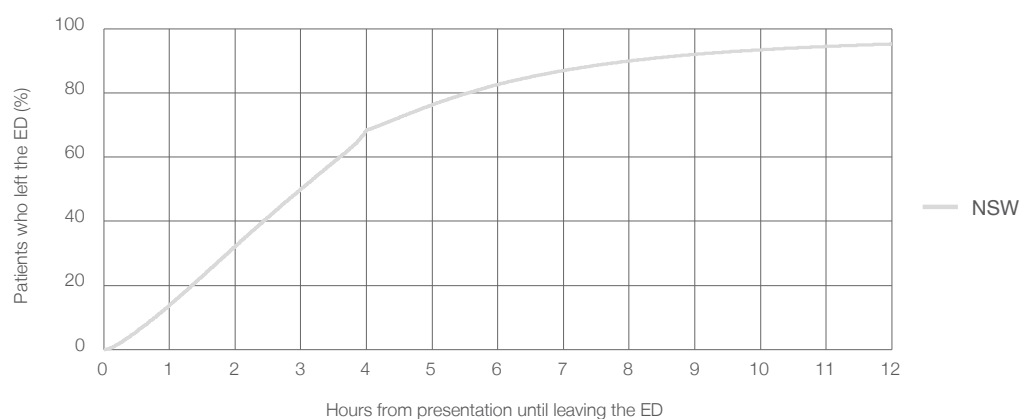
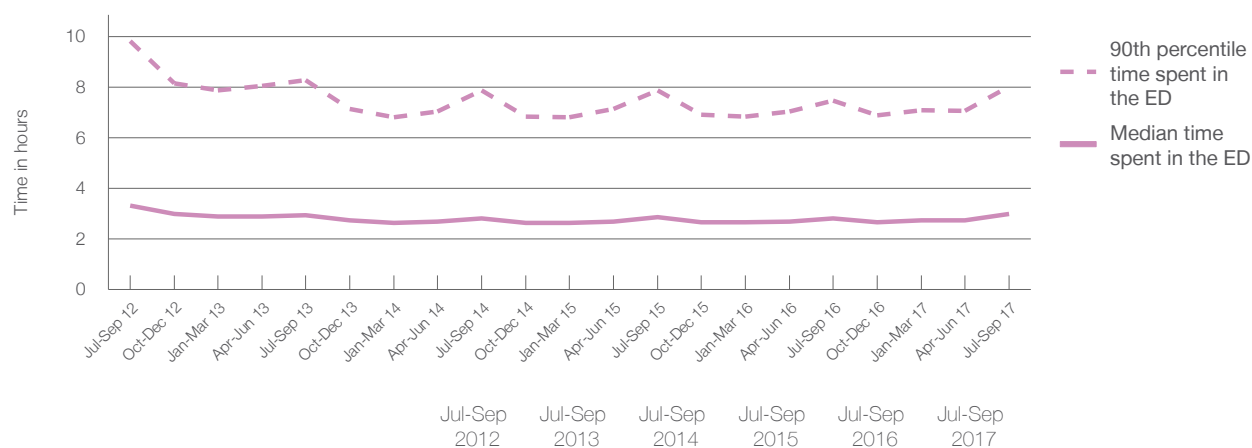
Same period
last year

658,481

658,374

2 hours and
49 minutes7 hours and
28 minutes

Percentage of patients who left the ED by time, July to September 2017

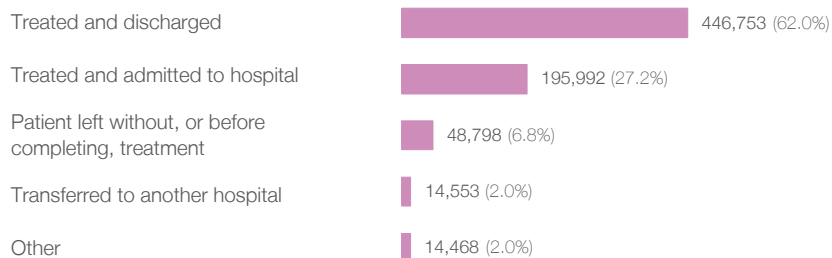
Time patients spent in the ED, by quarter, July 2012 to September 2017^{††}

	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time spent in the ED ⁸ (hours, minutes)	3h 20m	2h 57m	2h 49m	2h 52m	2h 49m	3h 0m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 49m	8h 17m	7h 52m	7h 53m	7h 28m	8h 2m

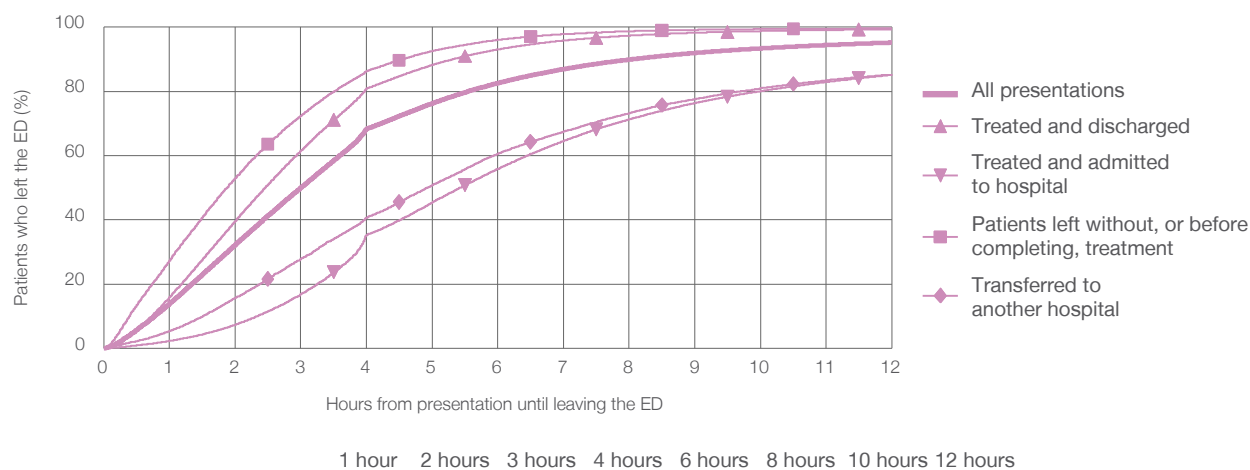
New South Wales: Time spent in the ED

By mode of separation

July to September 2017

All presentations:¹ 720,564 patientsPresentations used to calculate time spent in the ED:⁶ 720,344 patients

Percentage of patients who left the ED by time and mode of separation, July to September 2017



Treated and discharged	16.0%	39.7%	61.6%	80.9%	93.1%	97.4%	98.8%	99.4%
Treated and admitted to hospital	2.3%	7.4%	16.8%	35.3%	55.9%	71.3%	80.1%	85.2%
Patient left without, or before completing, treatment	27.4%	53.0%	72.4%	86.4%	96.1%	98.7%	99.4%	99.6%
Transferred to another hospital	5.5%	15.8%	27.8%	40.7%	60.6%	73.2%	81.0%	85.3%
All presentations	14.0%	32.3%	50.1%	68.4%	82.6%	89.9%	93.4%	95.2%

New South Wales: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 720,564 patients

Presentations used to calculate time to leaving the ED:⁶ 720,344 patients

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



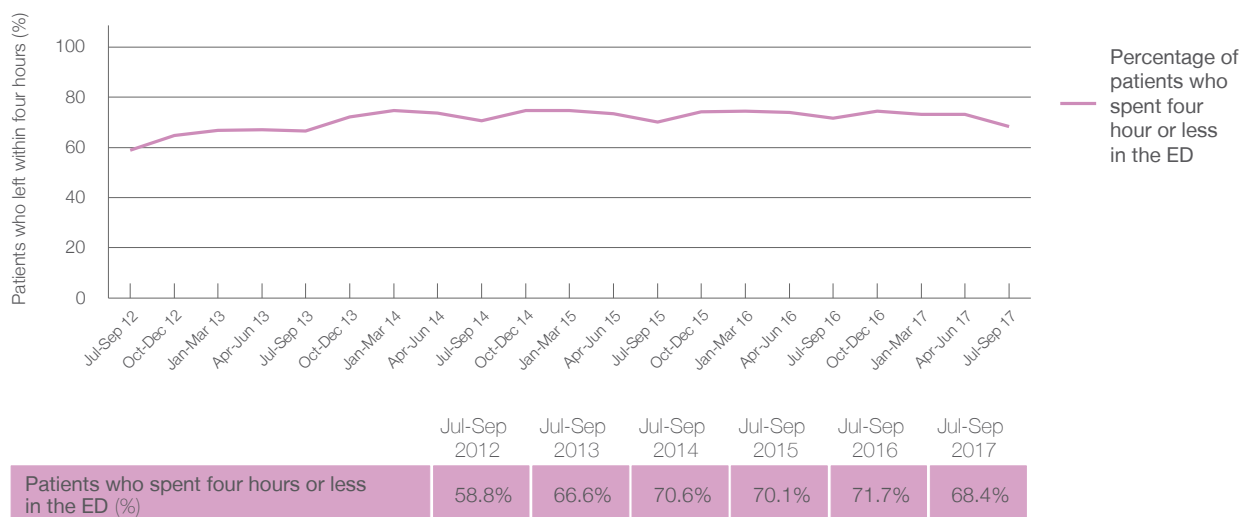
Same period last year

658,481

658,374

71.7%

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017



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

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

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

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, July to September 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 17 October 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 14,572 patients

Emergency presentations:² 14,492 patients

Same period last year	Change since one year ago
13,336	9.3%
13,227	9.6%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,585 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,475 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 130 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,762 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 152 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 559 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
2,782	
10 minutes	9 minutes
30 minutes	29 minutes
6,054	
23 minutes	23 minutes
85 minutes	83 minutes
3,799	
23 minutes	30 minutes
85 minutes	121 minutes
474	
22 minutes	26 minutes
75 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 14,572 patients

Percentage of patients who spent four hours or less in the ED 59.0%

Same period last year	Change since one year ago
13,336	9.3%
71.4%	

* 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, July to September 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.

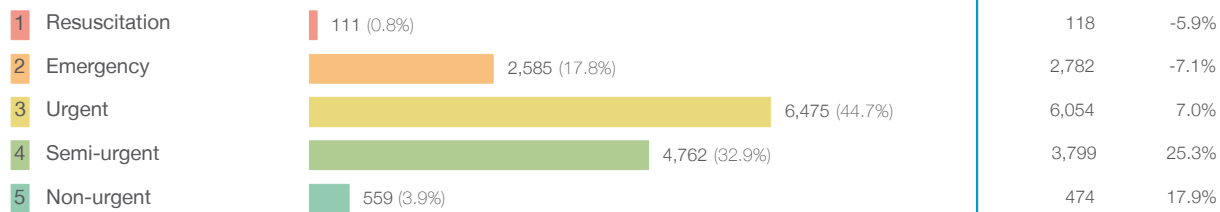
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

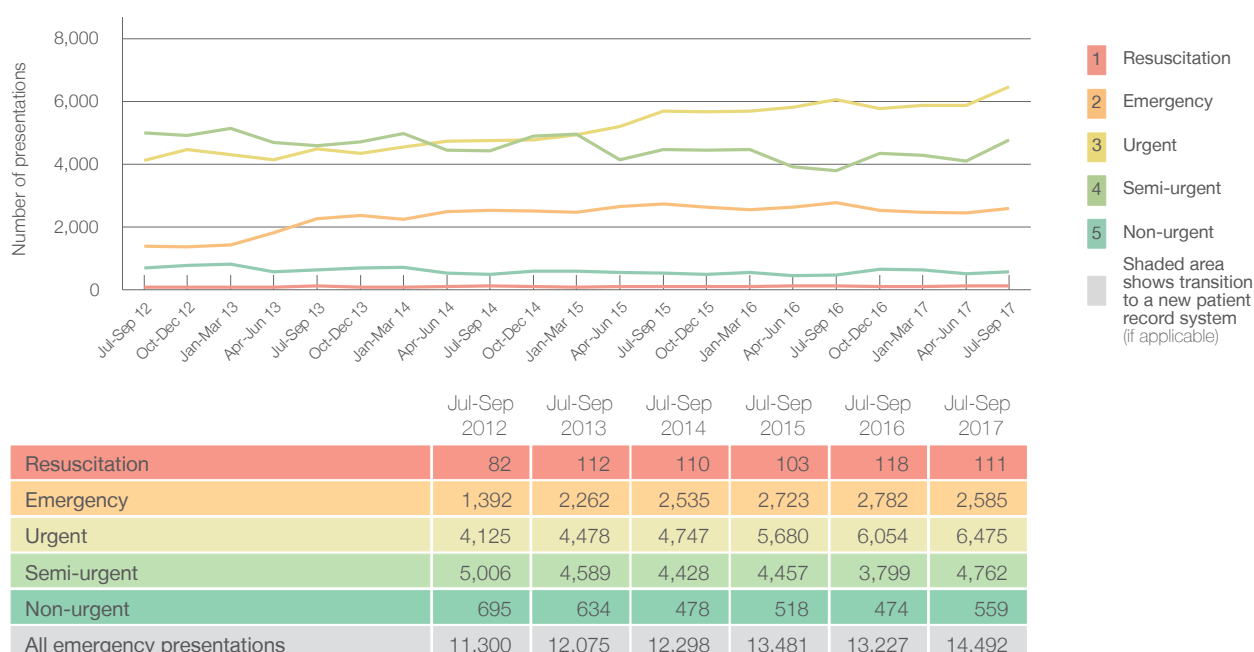
July to September 2017

All presentations:¹ 14,572 patients

Emergency presentations² by triage category: 14,492 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Bankstown / Lidcombe Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,338 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 2,585

Number of triage 2 patients used to calculate waiting time:³ 2,576

Median time to start treatment⁴

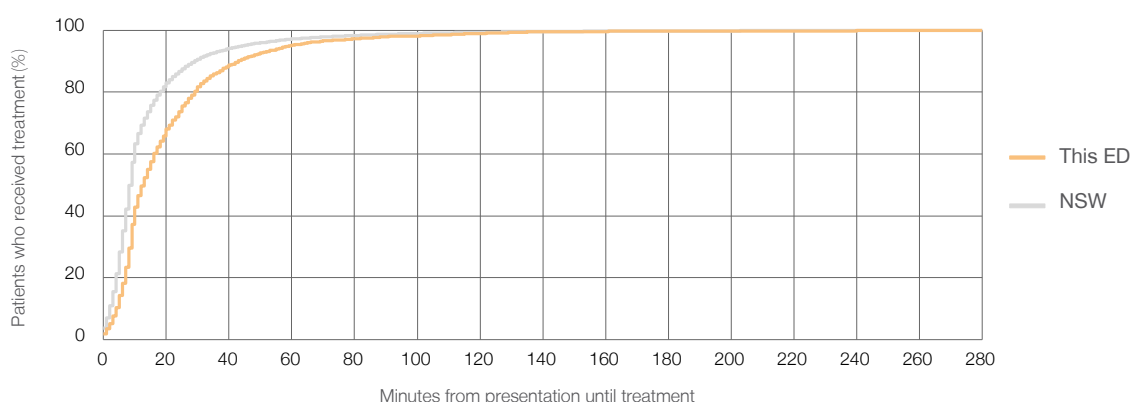
13 minutes

90th percentile time to start treatment⁵

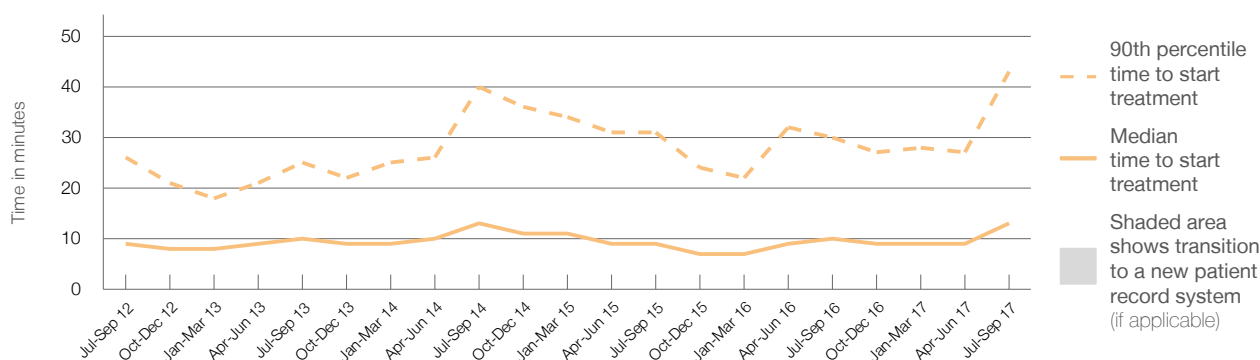
43 minutes

Same period last year	NSW (this period)
2,782	
2,774	
10 minutes	9 minutes
30 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	10	13	9	10	13
90th percentile time to start treatment ⁵ (minutes)	26	25	40	31	30	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 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.

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

July to September 2017

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

Number of triage 3 patients: 6,475

Number of triage 3 patients used to calculate waiting time:³ 6,277

Median time to start treatment⁴

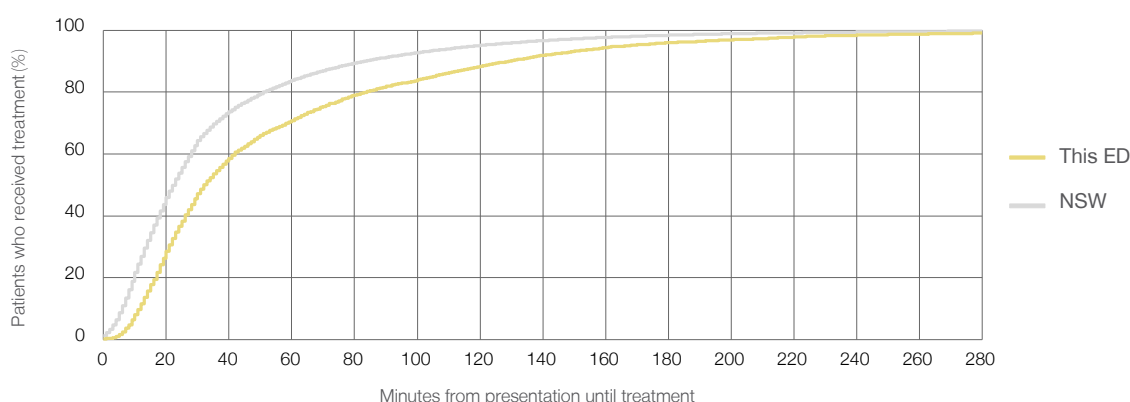
32 minutes

90th percentile time to start treatment⁵

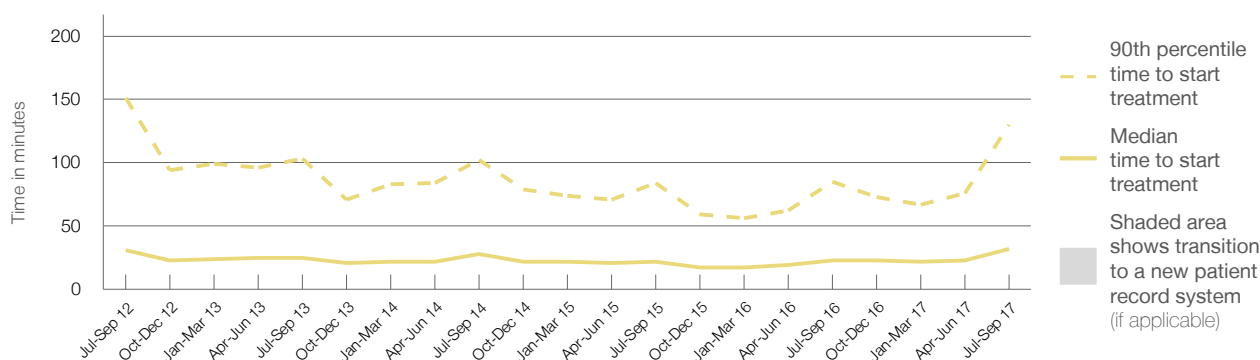
130 minutes

Same period last year	NSW (this period)
6,054	
5,916	
23 minutes	23 minutes
85 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	25	28	22	23	32
90th percentile time to start treatment ⁵ (minutes)	151	103	102	84	85	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 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.

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

July to September 2017

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

Number of triage 4 patients: 4,762

Number of triage 4 patients used to calculate waiting time:³ 4,479

Median time to start treatment⁴

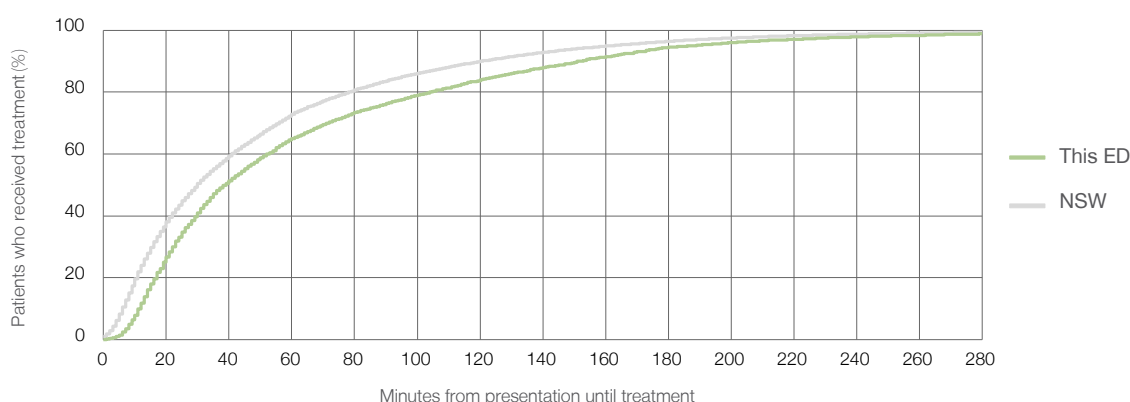
39 minutes

90th percentile time to start treatment⁵

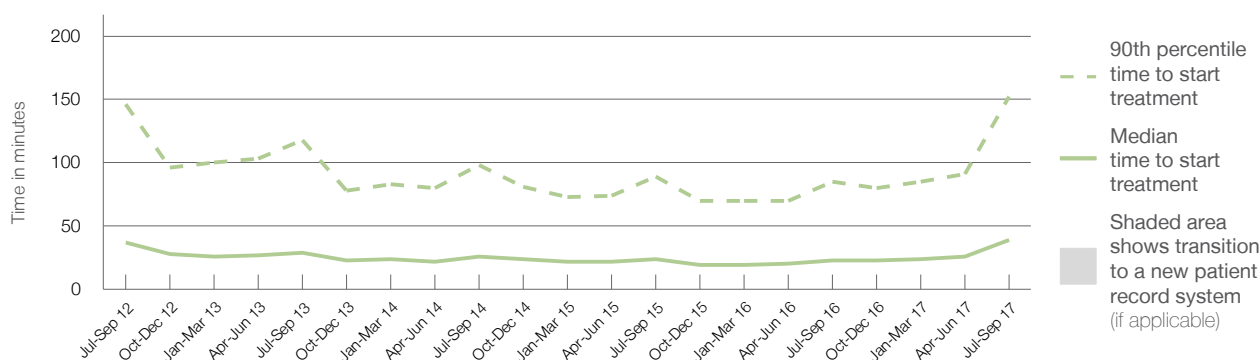
152 minutes

Same period last year	NSW (this period)
3,799	
3,621	
23 minutes	30 minutes
85 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	29	26	24	23	39
90th percentile time to start treatment ⁵ (minutes)	146	118	98	89	85	152

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

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

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

July to September 2017

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

Number of triage 5 patients: 559

Number of triage 5 patients used to calculate waiting time:³ 376

Median time to start treatment⁴

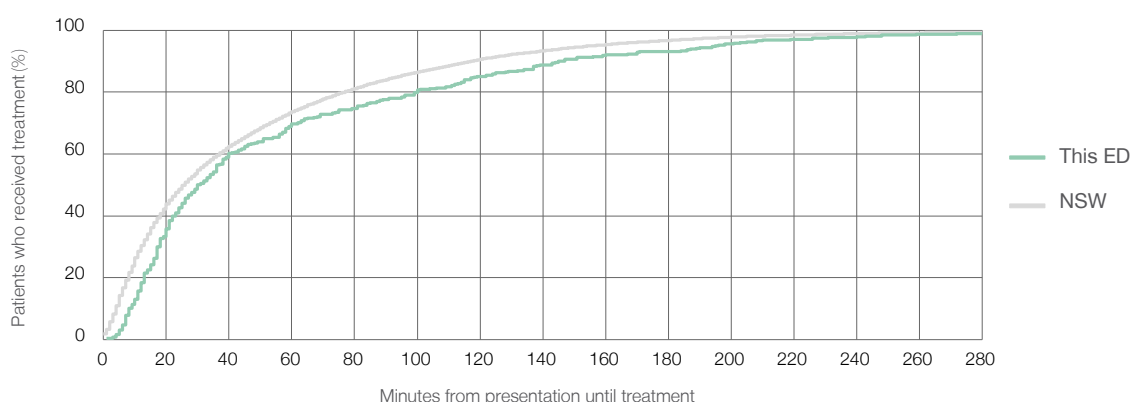
31 minutes

90th percentile time to start treatment⁵

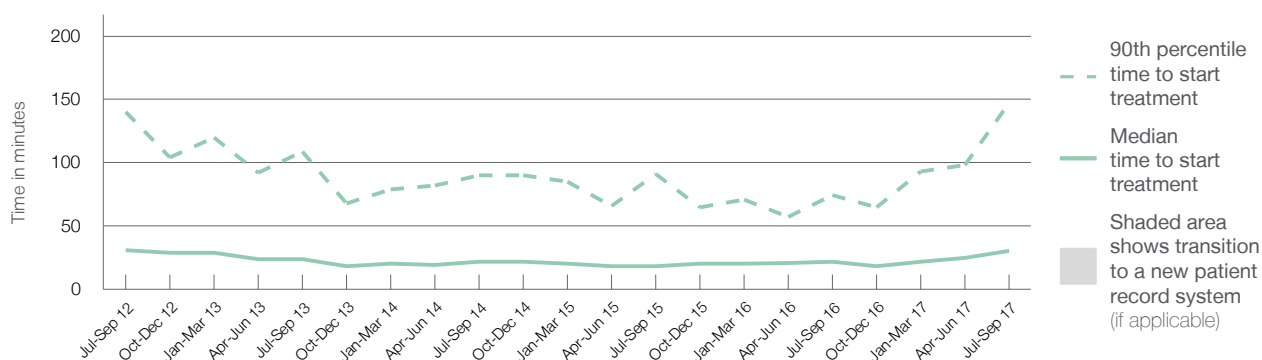
147 minutes

Same period last year	NSW (this period)
474	
370	
22 minutes	26 minutes
75 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	24	22	18	22	31
90th percentile time to start treatment ⁵ (minutes)	140	109	90	91	75	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 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.

Bankstown / Lidcombe Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 14,572 patients

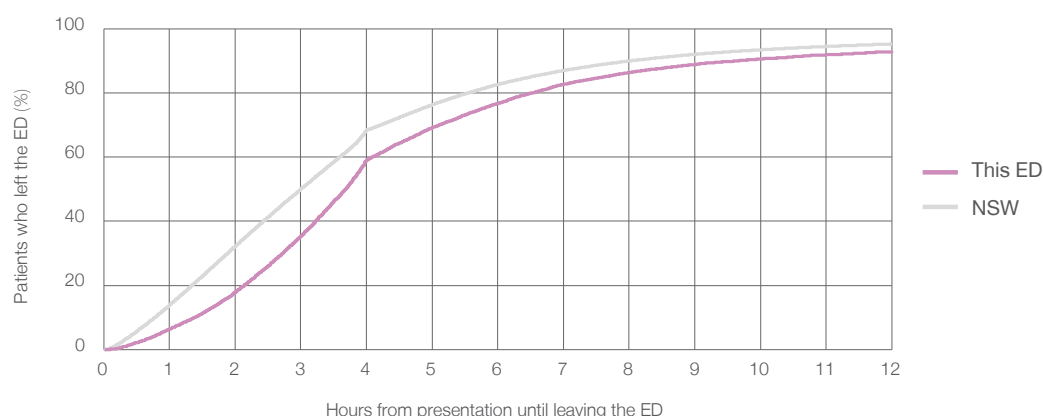
Presentations used to calculate time to leaving the ED:⁶ 14,572 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

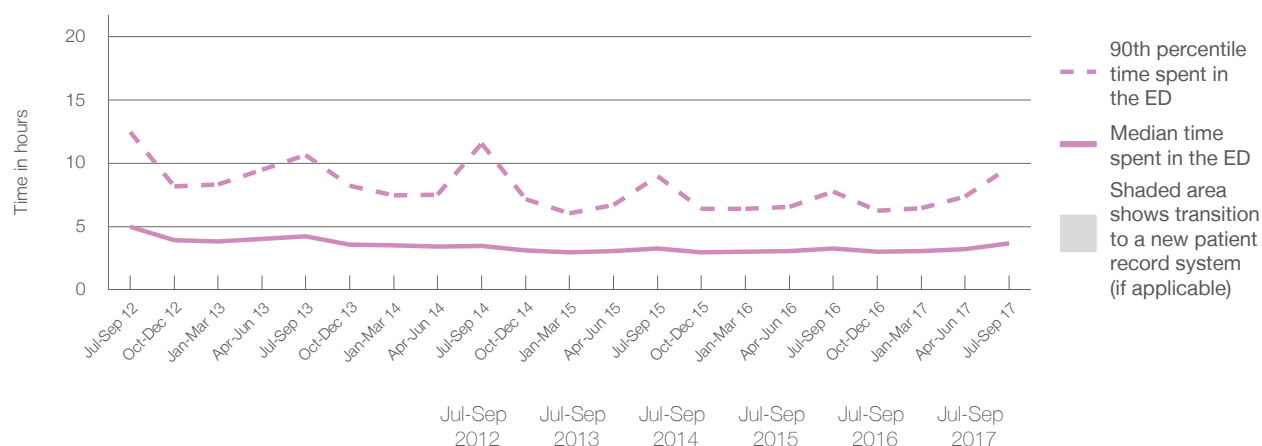
90th percentile time spent in the ED⁹ 9 hours and 40 minutes

Same period last year	NSW (this period)
13,336	
13,336	
3 hours and 15 minutes	3 hours and 0 minutes
7 hours and 46 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 59m	4h 12m	3h 28m	3h 16m	3h 15m	3h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 28m	10h 39m	11h 32m	8h 58m	7h 46m	9h 40m

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

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

Bankstown / Lidcombe Hospital: Time patients spent in the ED

By mode of separation

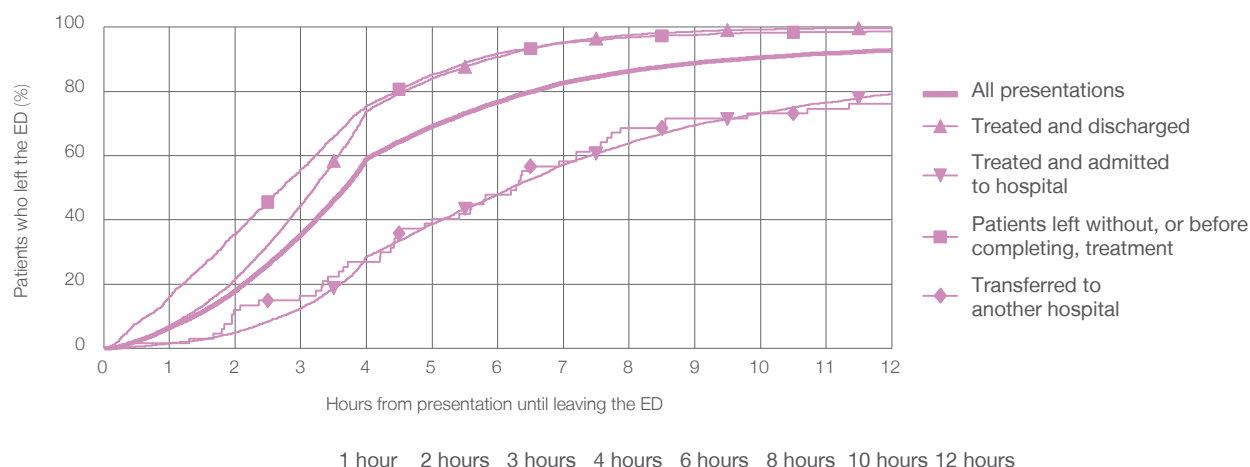
July to September 2017

All presentations:[†] 14,572 patients

Presentations used to calculate time to leaving the ED:[‡] 14,572 patients

		Same period last year	Change since one year ago
Treated and discharged	7,865 (54.0%)	13,336	9.3%
Treated and admitted to hospital	4,759 (32.7%)	6,707	17.3%
Patient left without, or before completing, treatment	1,859 (12.8%)	5,509	-13.6%
Transferred to another hospital	67 (0.5%)	981	89.5%
Other	22 (0.2%)	77	-13.0%
		62	-64.5%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.1%	21.6%	44.5%	73.8%	90.7%	97.6%	99.3%	99.8%
Treated and admitted to hospital	1.6%	4.9%	12.4%	28.6%	48.0%	63.9%	73.2%	79.3%
Patient left without, or before completing, treatment	16.0%	35.6%	55.7%	75.5%	91.8%	96.8%	98.3%	98.7%
Transferred to another hospital	1.5%	11.9%	16.4%	26.9%	47.8%	68.7%	73.1%	76.1%
All presentations	6.4%	17.9%	35.3%	59.0%	76.7%	86.3%	90.5%	92.8%

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

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

Bankstown / Lidcombe Hospital: Time spent in the ED

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

July to September 2017

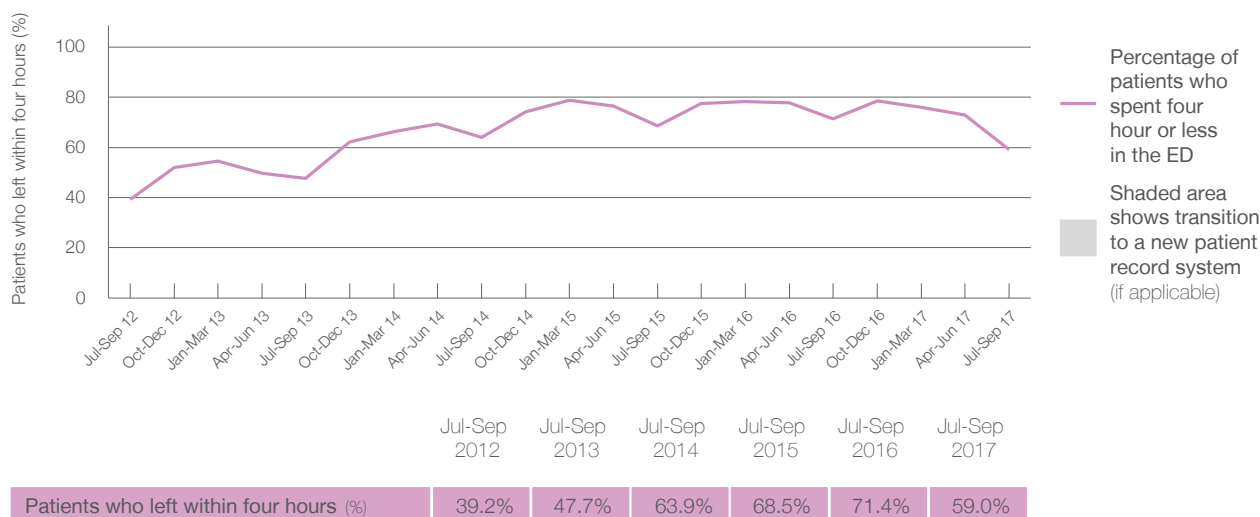
All presentations at the emergency department:¹ 14,572 patients

Presentations used to calculate time to leaving the ED:⁶ 14,572 patients

Percentage of patients who spent four hours or less in the ED 59.0%

Same period last year	Change since one year ago
13,336	9.3%
13,336	9.3%
71.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Concord Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,451 patients

Emergency presentations:² 10,422 patients

Same period last year	Change since one year ago
9,602	8.8%
9,567	8.9%

Concord Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,222 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,757 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,994 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 381 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
1,082	
8 minutes	9 minutes
14 minutes	29 minutes
3,348	
21 minutes	23 minutes
57 minutes	83 minutes
4,714	
28 minutes	30 minutes
82 minutes	121 minutes
369	
23 minutes	26 minutes
83 minutes	118 minutes

Concord Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,451 patients

Percentage of patients who spent four hours or less in the ED 70.8%

Same period last year	Change since one year ago
9,600	8.9%
73.2%	

* 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, July to September 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.

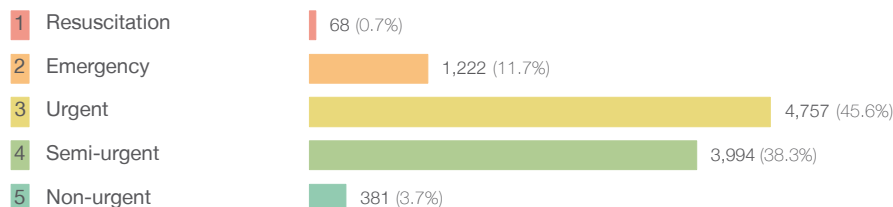
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Concord Hospital: Patients presenting to the emergency department

July to September 2017

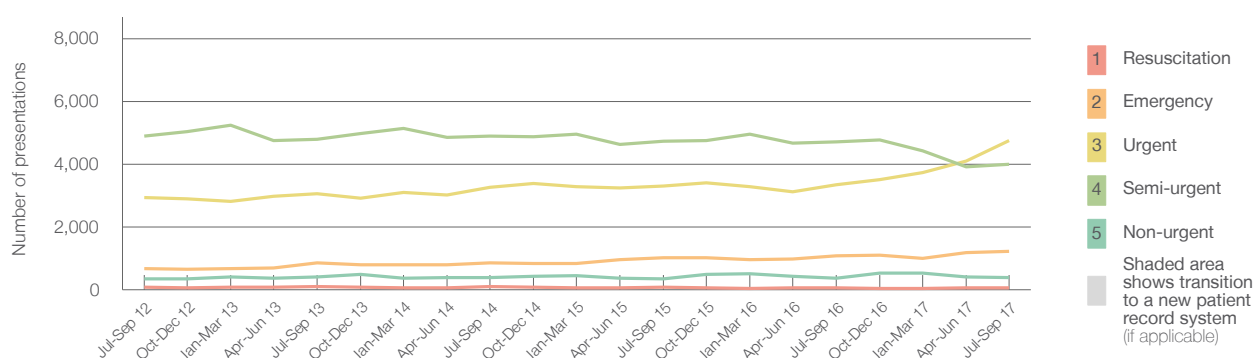
All presentations:¹ 10,451 patients

Emergency presentations² by triage category: 10,422 patients



Same period last year	Change since one year ago
9,602	8.8%
9,567	8.9%
54	25.9%
1,082	12.9%
3,348	42.1%
4,714	-15.3%
369	3.3%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



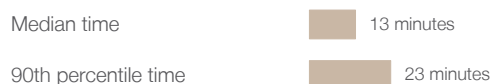
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	84	93	91	80	54	68
Emergency	662	859	859	1,027	1,082	1,222
Urgent	2,938	3,052	3,270	3,294	3,348	4,757
Semi-urgent	4,903	4,783	4,885	4,737	4,714	3,994
Non-urgent	343	407	376	341	369	381
All emergency presentations	8,930	9,194	9,481	9,479	9,567	10,422

Concord Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,631 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,327	
11 minutes	2 minutes
19 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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 2 patients: 1,222

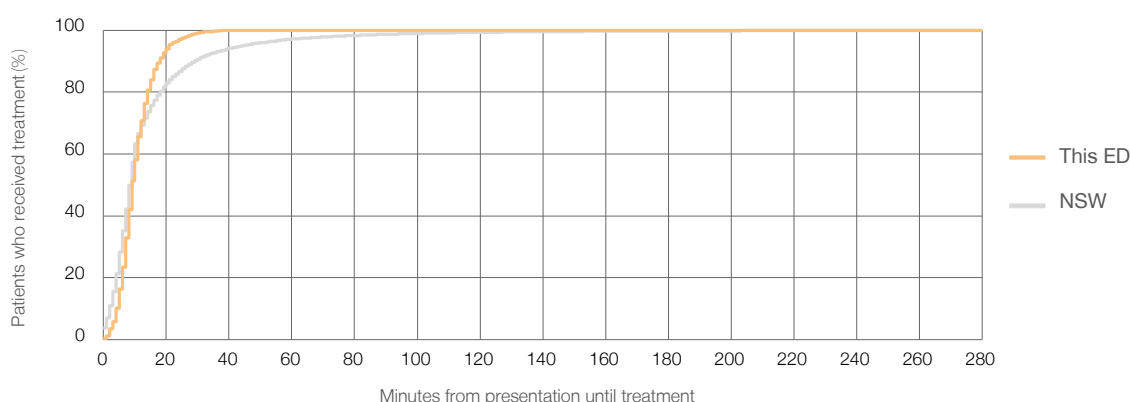
Number of triage 2 patients used to calculate waiting time:³ 1,212

Median time to start treatment⁴ 9 minutes

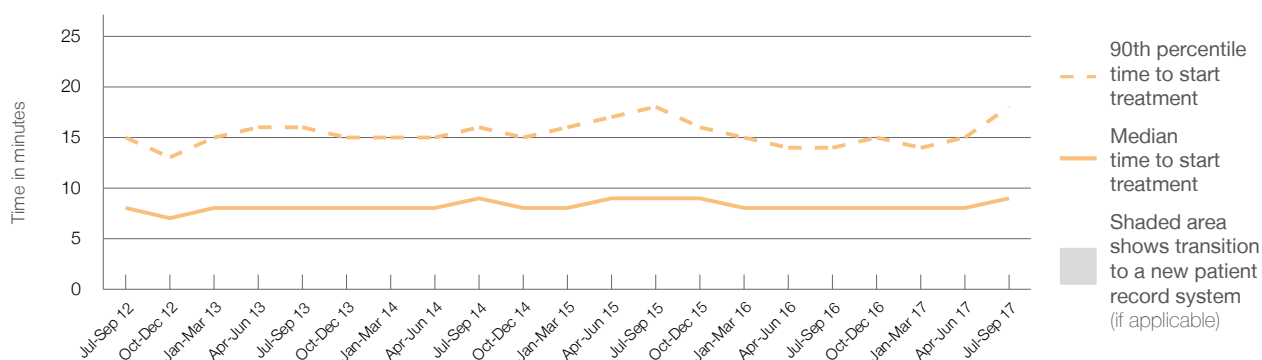
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,082	
1,076	
8 minutes	9 minutes
14 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	8	9	9	8	9
90th percentile time to start treatment ⁵ (minutes)	15	16	16	18	14	18

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

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

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

July to September 2017

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

Number of triage 3 patients: 4,757

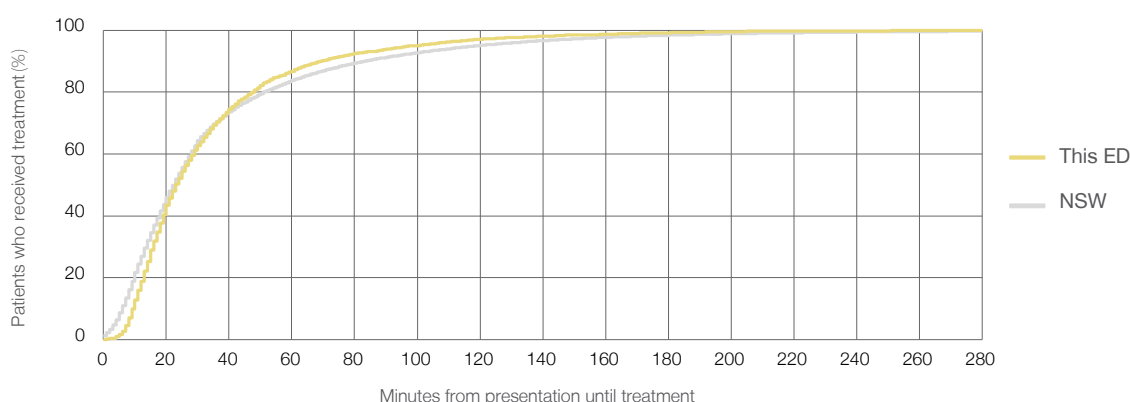
Number of triage 3 patients used to calculate waiting time:³ 4,591

Median time to start treatment⁴ 23 minutes

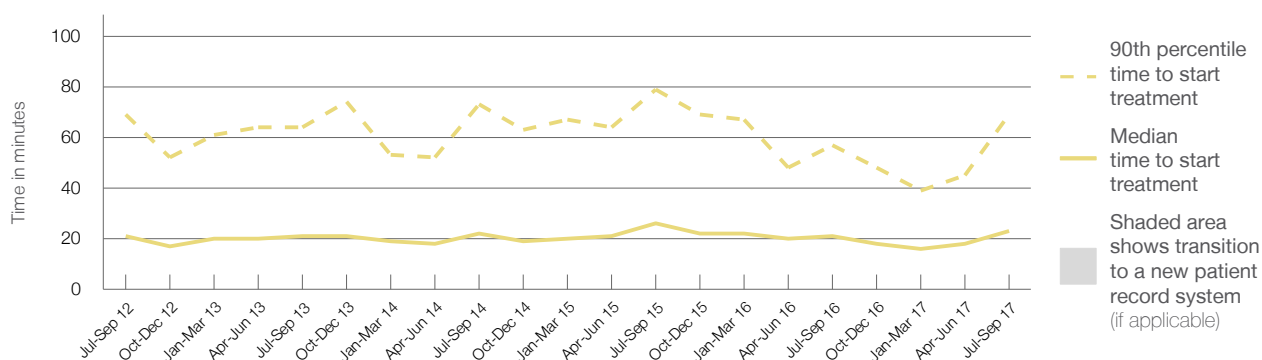
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
3,348	
3,276	
21 minutes	23 minutes
57 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	21	22	26	21	23
90th percentile time to start treatment ⁵ (minutes)	69	64	73	79	57	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 4 patients: 3,994

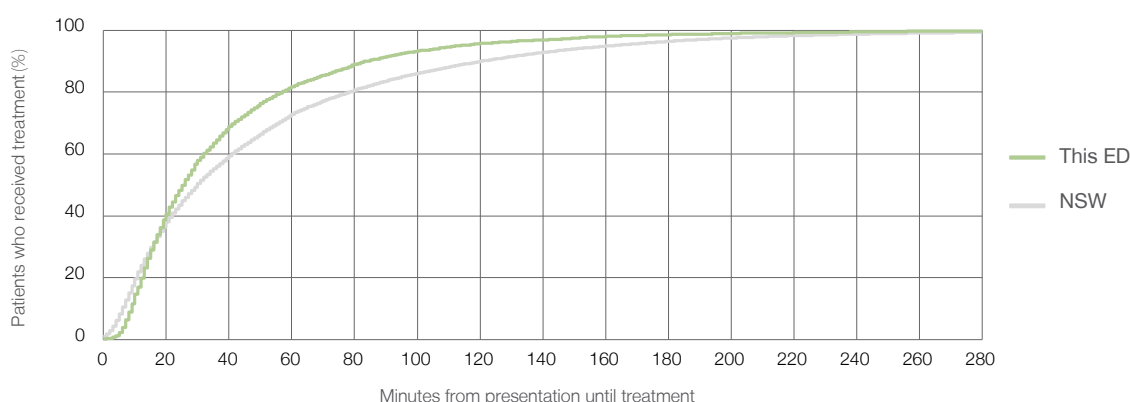
Number of triage 4 patients used to calculate waiting time:³ 3,730

Median time to start treatment⁴ 26 minutes

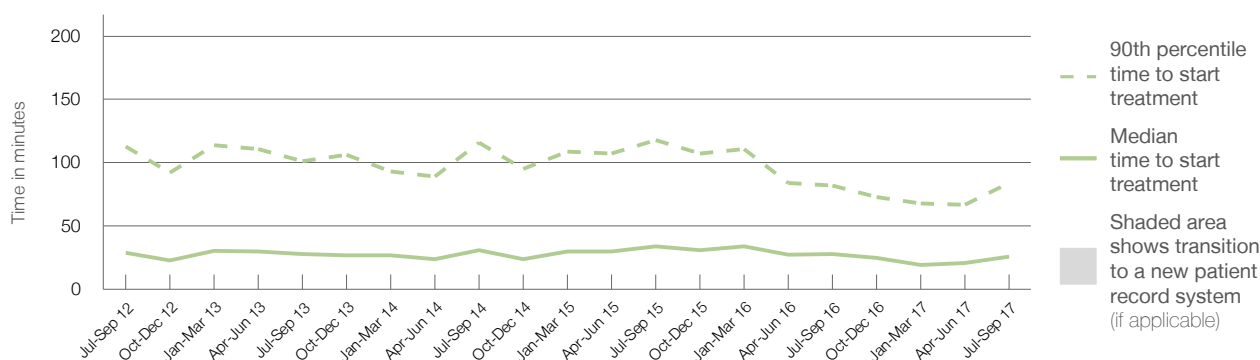
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
4,714	
4,454	
28 minutes	30 minutes
82 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	28	31	34	28	26
90th percentile time to start treatment ⁵ (minutes)	113	101	116	118	82	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 5 patients: 381

Number of triage 5 patients used to calculate waiting time:³ 317

Median time to start treatment⁴

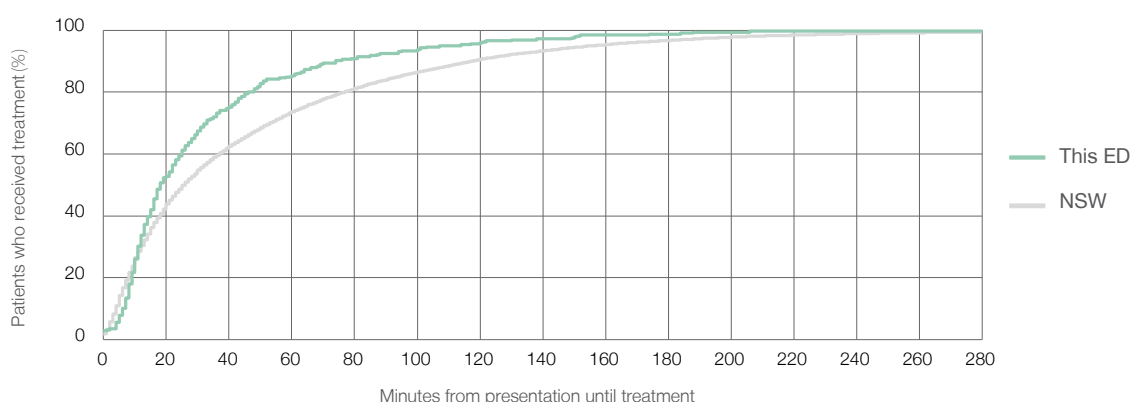
18 minutes

90th percentile time to start treatment⁵

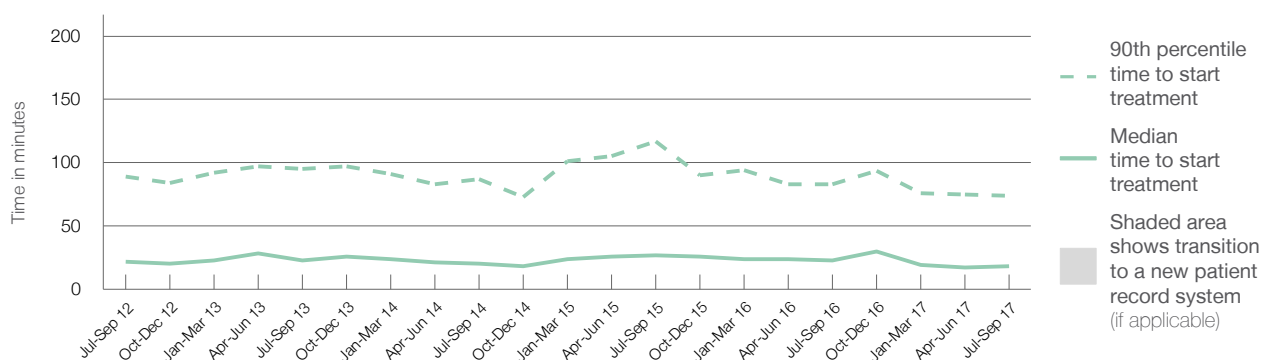
74 minutes

Same period last year	NSW (this period)
369	
307	
23 minutes	26 minutes
83 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	23	20	27	23	18
90th percentile time to start treatment ⁵ (minutes)	89	95	87	117	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Concord Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,451 patients

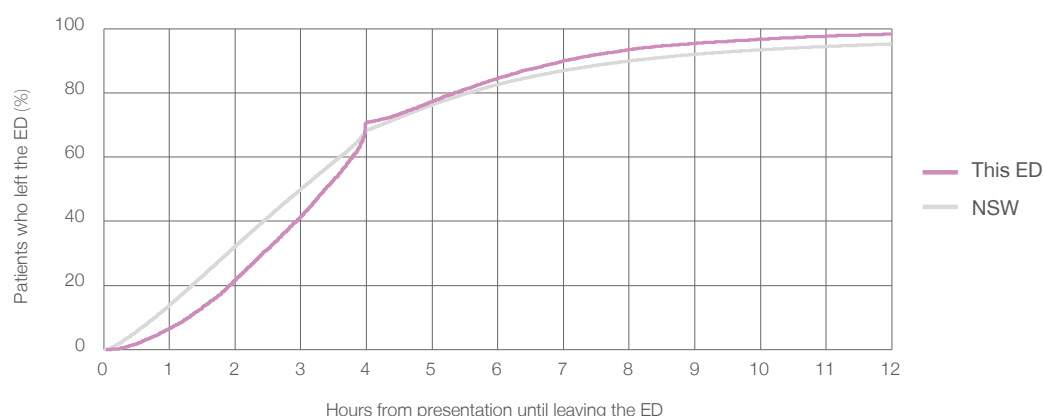
Presentations used to calculate time to leaving the ED:⁶ 10,451 patients

Median time spent in the ED⁸ 3 hours and 23 minutes

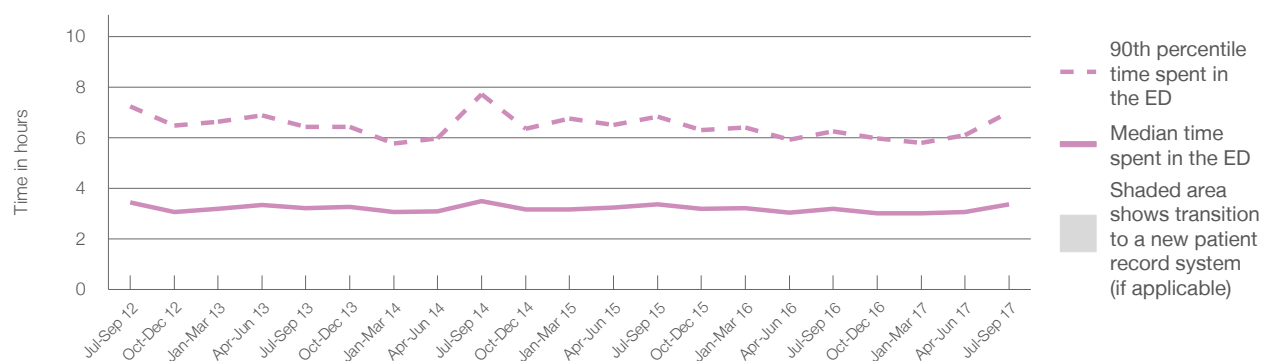
90th percentile time spent in the ED⁹ 7 hours and 1 minutes

Same period last year	NSW (this period)
9,602	
9,600	
3 hours and 12 minutes	3 hours and 0 minutes
6 hours and 15 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m	3h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 14m	6h 26m	7h 43m	6h 51m	6h 15m	7h 1m

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

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Concord Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

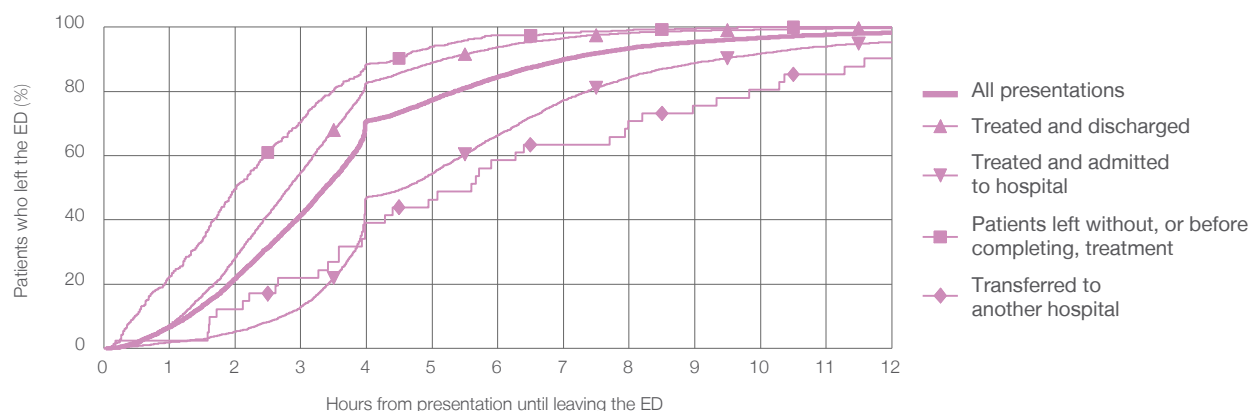
All presentations:[†] 10,451 patients

Presentations used to calculate time to leaving the ED:[‡] 10,451 patients

Treated and discharged	6,270 (60.0%)
Treated and admitted to hospital	3,556 (34.0%)
Patient left without, or before completing, treatment	467 (4.5%)
Transferred to another hospital	41 (0.4%)
Other	117 (1.1%)

Same period last year	Change since one year ago
9,600	8.9%
5,825	7.6%
3,327	6.9%
301	55.1%
18	127.8%
131	-10.7%

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



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

Treated and discharged	7.2%	28.2%	54.9%	82.7%	93.8%	98.2%	99.3%	99.8%
Treated and admitted to hospital	1.9%	5.1%	12.9%	47.1%	66.4%	84.4%	91.8%	95.4%
Patient left without, or before completing, treatment	22.3%	49.7%	70.7%	88.4%	97.4%	99.1%	100%	100%
Transferred to another hospital	2.4%	12.2%	22.0%	39.0%	58.5%	70.7%	80.5%	90.2%
All presentations	6.6%	21.8%	41.6%	70.8%	84.6%	93.4%	96.7%	98.3%

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Concord Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 10,451 patients

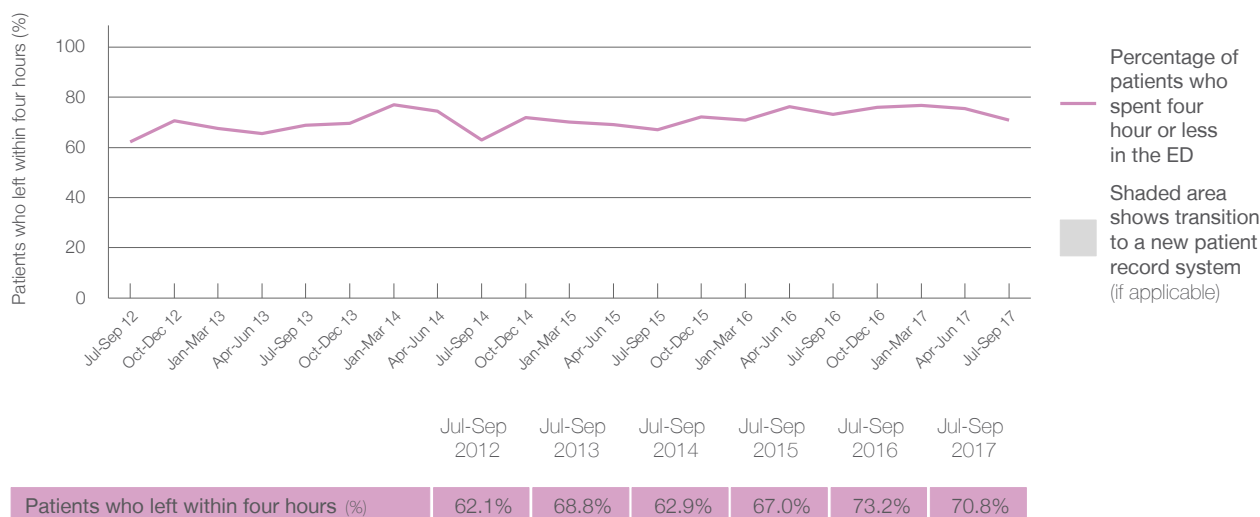
Presentations used to calculate time to leaving the ED:⁶ 10,451 patients

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



Same period last year	Change since one year ago
9,602	8.8%
9,600	8.9%
73.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
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 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Gosford Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 17,749 patients

Emergency presentations:² 17,631 patients

Same period last year	Change since one year ago
16,429	8.0%
16,324	8.0%

Gosford Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,238 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,986 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,700 patients

Median time to start treatment⁴ 42 minutes
90th percentile time to start treatment⁵ 134 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 496 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
2,230	
6 minutes	9 minutes
22 minutes	29 minutes
6,799	
24 minutes	23 minutes
85 minutes	83 minutes
6,614	
39 minutes	30 minutes
125 minutes	121 minutes
447	
26 minutes	26 minutes
116 minutes	118 minutes

Gosford Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 17,735 patients

Percentage of patients who spent four hours or less in the ED 63.2%

Same period last year	Change since one year ago
16,429	7.9%
62.4%	

* 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, July to September 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.

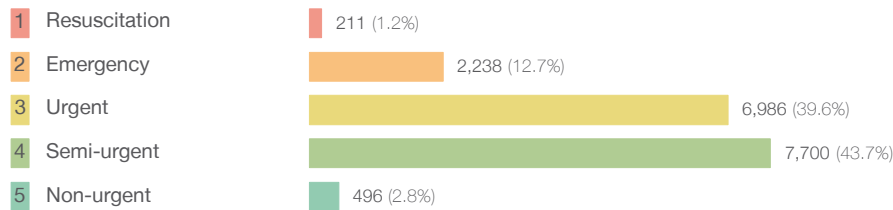
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Gosford Hospital: Patients presenting to the emergency department

July to September 2017

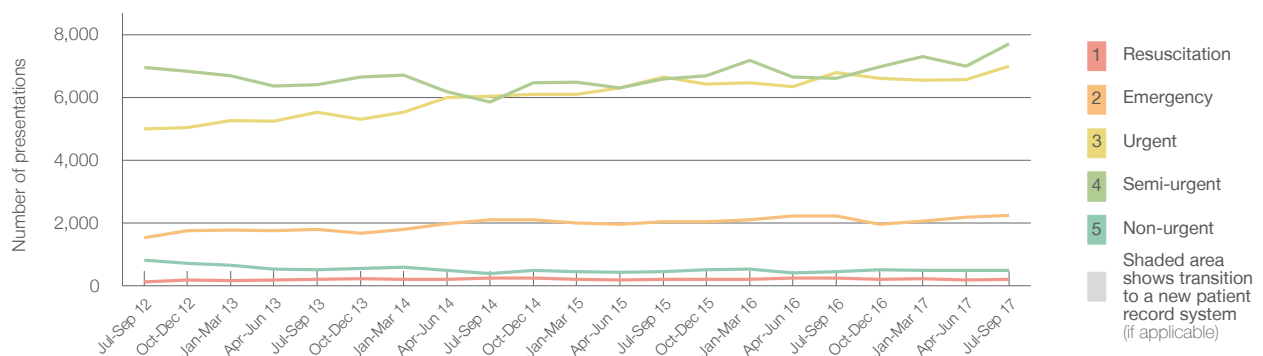
All presentations:¹ 17,749 patients

Emergency presentations² by triage category: 17,631 patients



Same period last year	Change since one year ago
16,429	8.0%
16,324	8.0%
234	-9.8%
2,230	0.4%
6,799	2.8%
6,614	16.4%
447	11.0%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	113	191	233	193	234	211
Emergency	1,530	1,789	2,107	2,034	2,230	2,238
Urgent	4,994	5,525	6,028	6,648	6,799	6,986
Semi-urgent	6,958	6,399	5,853	6,596	6,614	7,700
Non-urgent	804	511	389	451	447	496
All emergency presentations	14,399	14,415	14,610	15,922	16,324	17,631

Gosford Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,207 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,835	
10 minutes	1 minute
72 minutes	2 minutes

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

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

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

July to September 2017

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

Number of triage 2 patients: 2,238

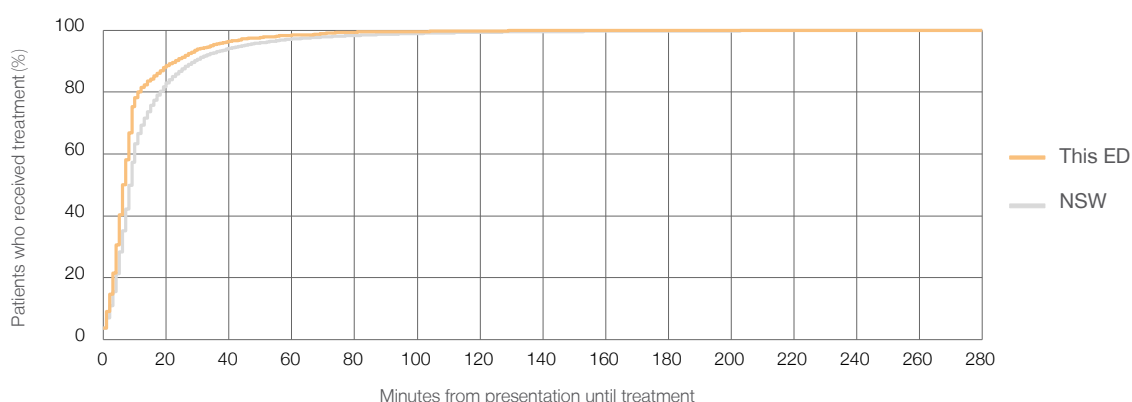
Number of triage 2 patients used to calculate waiting time:³ 2,233

Median time to start treatment⁴ 7 minutes

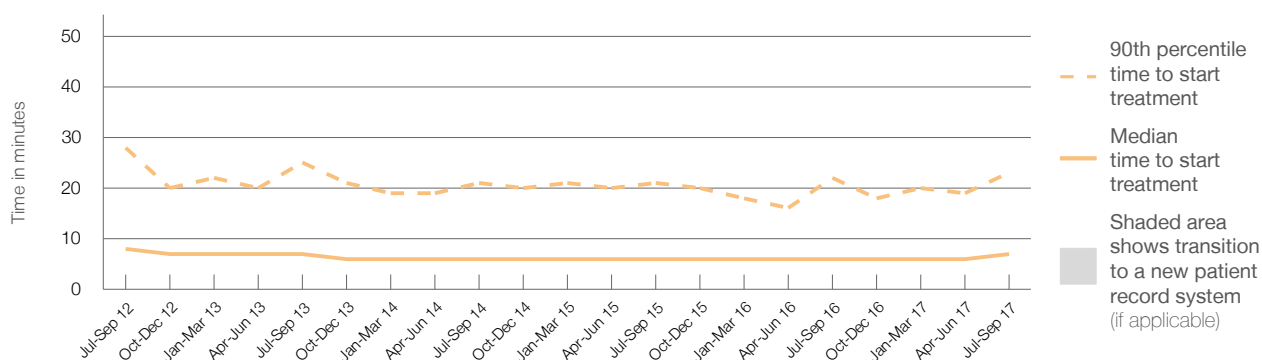
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
2,230	
2,224	
6 minutes	9 minutes
22 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	28	25	21	21	22	23

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

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

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

July to September 2017

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

Number of triage 3 patients: 6,986

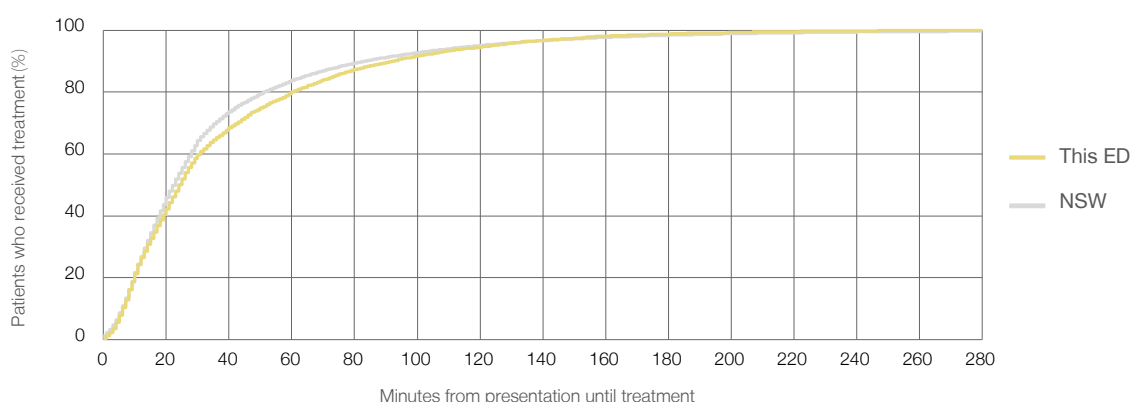
Number of triage 3 patients used to calculate waiting time:³ 6,866

Median time to start treatment⁴ 24 minutes

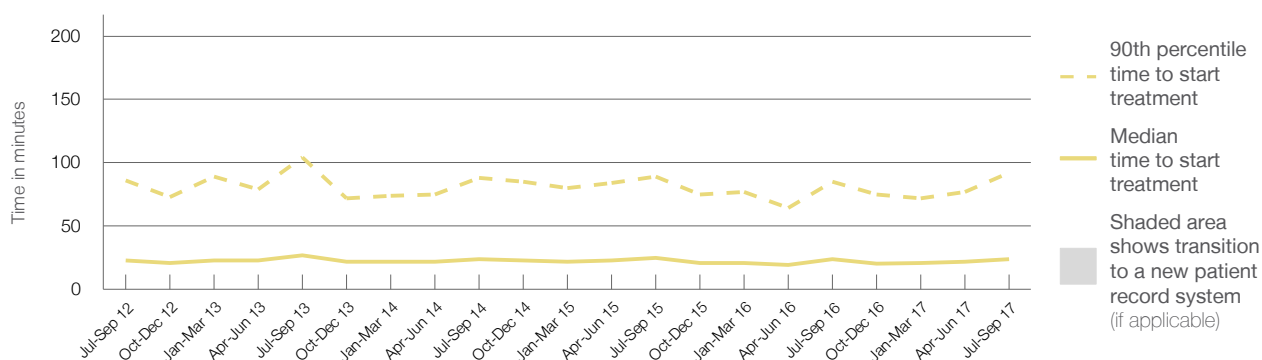
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
6,799	
6,678	
24 minutes	23 minutes
85 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	27	24	25	24	24
90th percentile time to start treatment ⁵ (minutes)	86	104	88	89	85	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 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.

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

July to September 2017

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

Number of triage 4 patients: 7,700

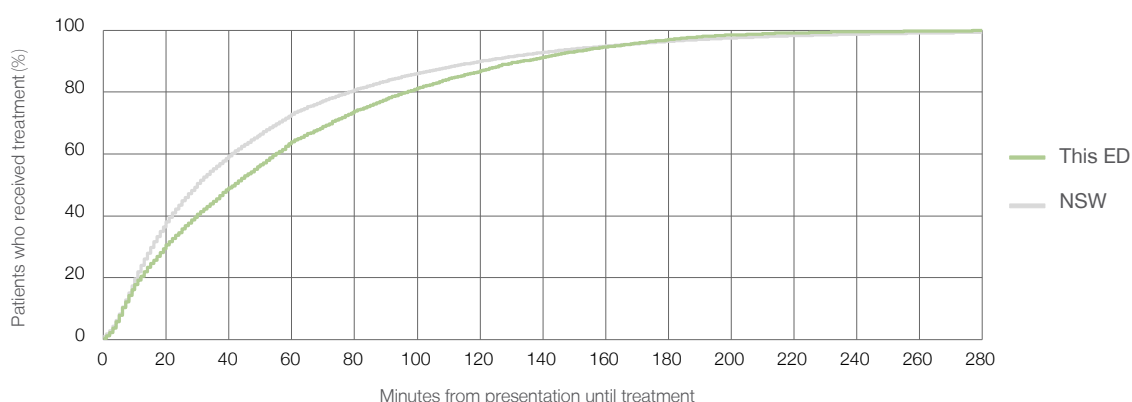
Number of triage 4 patients used to calculate waiting time:³ 7,208

Median time to start treatment⁴ 42 minutes

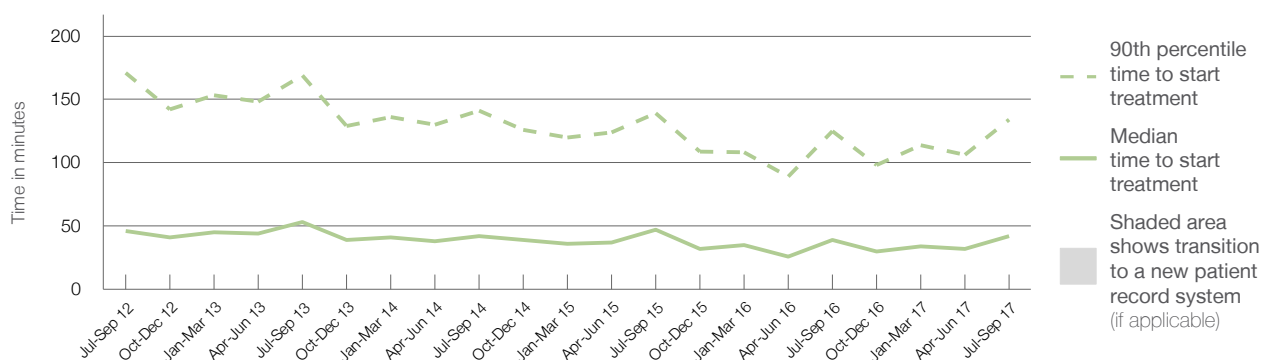
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
6,614	
6,265	
39 minutes	30 minutes
125 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	46	53	42	47	39	42
90th percentile time to start treatment ⁵ (minutes)	171	169	141	139	125	134

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

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

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

July to September 2017

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

Number of triage 5 patients: 496

Number of triage 5 patients used to calculate waiting time:³ 387

Median time to start treatment⁴

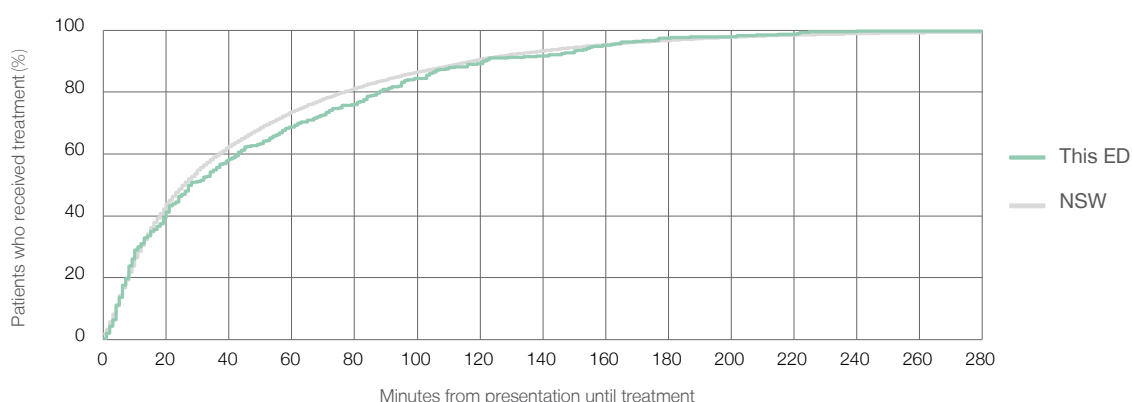
28 minutes

90th percentile time to start treatment⁵

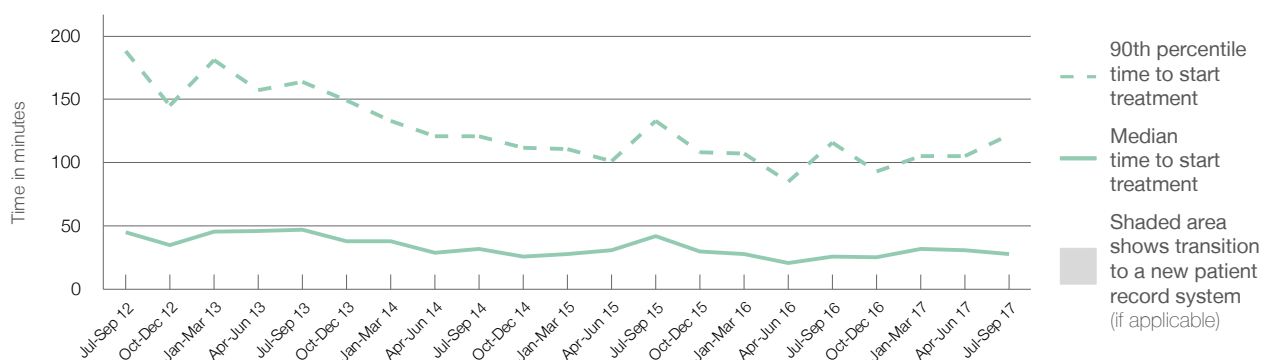
122 minutes

Same period last year	NSW (this period)
447	
366	
26 minutes	26 minutes
116 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	45	47	32	42	26	28
90th percentile time to start treatment ⁵ (minutes)	188	164	121	133	116	122

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

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

Gosford Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 17,749 patients

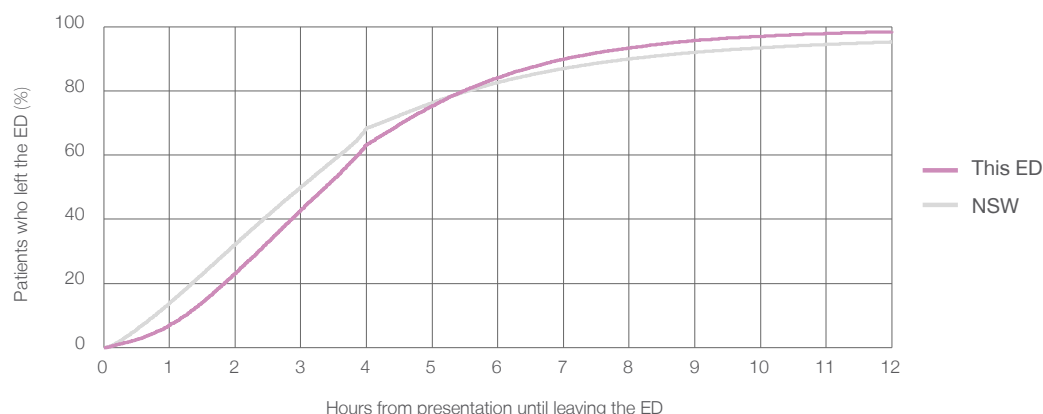
Presentations used to calculate time to leaving the ED:⁶ 17,735 patients

Median time spent in the ED⁸ 3 hours and 23 minutes

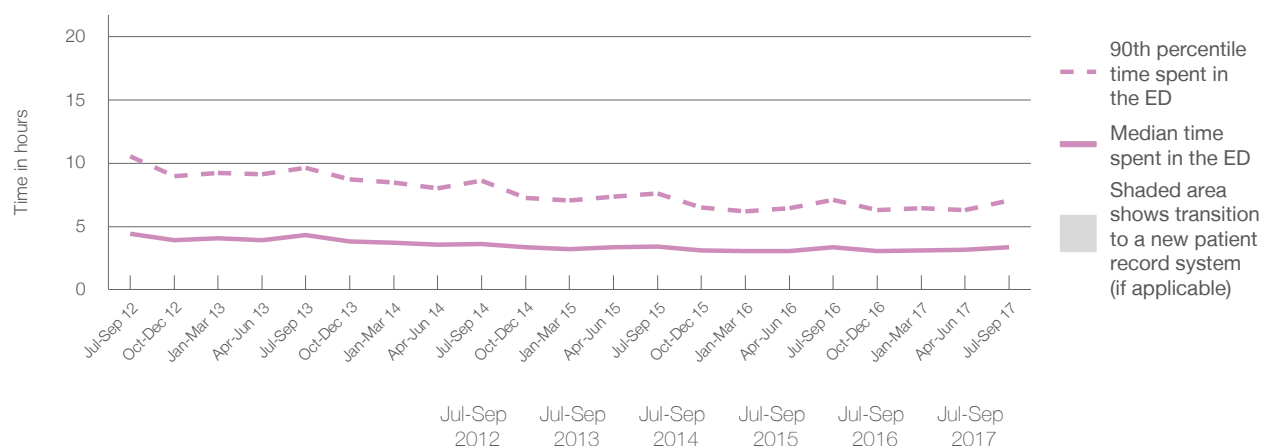
90th percentile time spent in the ED⁹ 7 hours and 2 minutes

Same period last year	NSW (this period)
16,429	
16,429	
3 hours and 21 minutes	3 hours and 0 minutes
7 hours and 5 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 24m	4h 20m	3h 38m	3h 25m	3h 21m	3h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 33m	9h 39m	8h 36m	7h 37m	7h 5m	7h 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 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.

Gosford Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

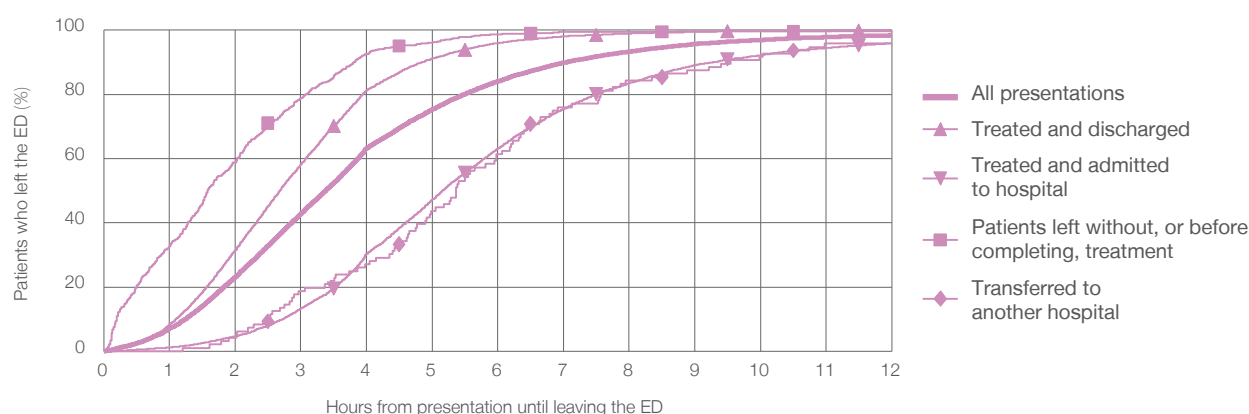
All presentations:[†] 17,749 patients

Presentations used to calculate time to leaving the ED:[‡] 17,735 patients

Treated and discharged	10,412 (58.7%)
Treated and admitted to hospital	6,386 (36.0%)
Patient left without, or before completing, treatment	784 (4.4%)
Transferred to another hospital	96 (0.5%)
Other	71 (0.4%)

Same period last year	Change since one year ago
16,429	7.9%
9,327	11.6%
6,322	1.0%
616	27.3%
110	-12.7%
54	31.5%

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



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

Treated and discharged	8.4%	31.6%	58.2%	81.3%	96.0%	99.0%	99.7%	99.8%
Treated and admitted to hospital	1.2%	4.6%	13.3%	30.3%	63.2%	83.5%	92.2%	96.0%
Patient left without, or before completing, treatment	32.7%	58.8%	78.8%	92.6%	98.7%	99.5%	99.6%	99.7%
Transferred to another hospital	0%	4.2%	18.8%	27.1%	61.5%	84.4%	91.7%	95.8%
All presentations	7.1%	23.1%	42.9%	63.2%	84.1%	93.4%	97.0%	98.4%

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

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

Gosford Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 17,749 patients

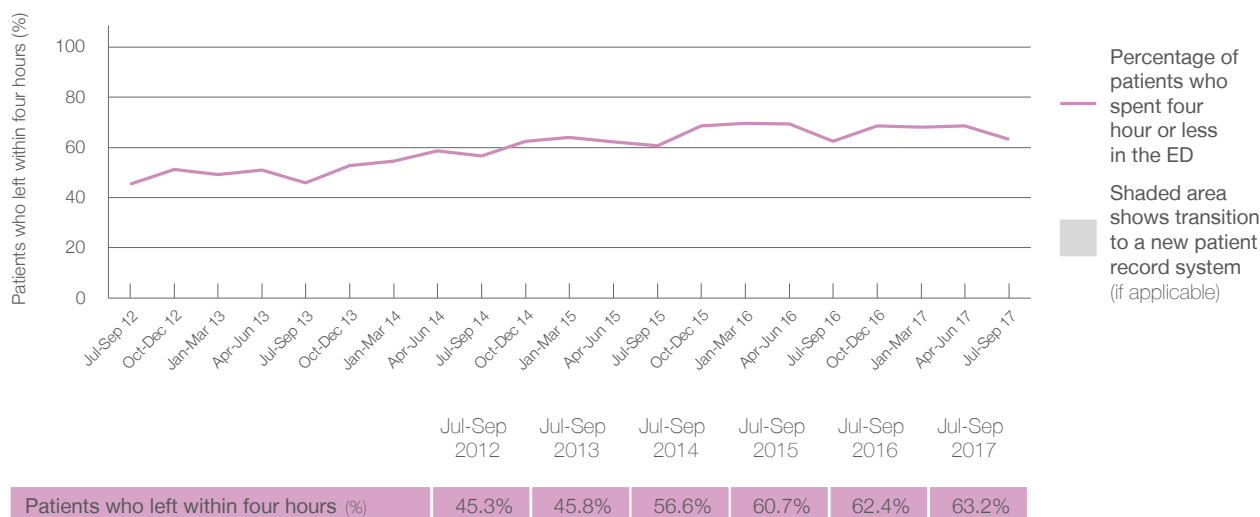
Presentations used to calculate time to leaving the ED:⁶ 17,735 patients

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



Same period last year	Change since one year ago
16,429	8.0%
16,429	7.9%
62.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

John Hunter Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 20,698 patients

Emergency presentations:² 20,527 patients

Same period last year	Change since one year ago
19,453	6.4%
19,233	6.7%

John Hunter Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,792 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,861 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,803 patients

Median time to start treatment⁴ 43 minutes
90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,980 patients

Median time to start treatment⁴ 48 minutes
90th percentile time to start treatment⁵ 169 minutes

Same period last year	NSW (this period)
1,792	
7 minutes	9 minutes
24 minutes	29 minutes
5,170	
24 minutes	23 minutes
86 minutes	83 minutes
9,699	
36 minutes	30 minutes
122 minutes	121 minutes
2,431	
33 minutes	26 minutes
120 minutes	118 minutes

John Hunter Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 20,698 patients

Percentage of patients who spent four hours or less in the ED 54.3%

Same period last year	Change since one year ago
19,453	6.4%
64.3%	

* 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, July to September 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.

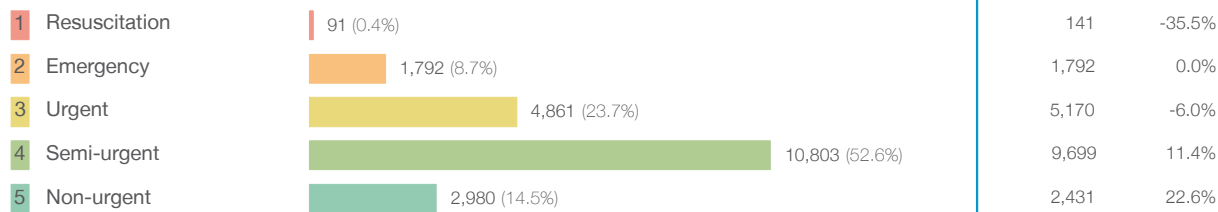
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

John Hunter Hospital: Patients presenting to the emergency department

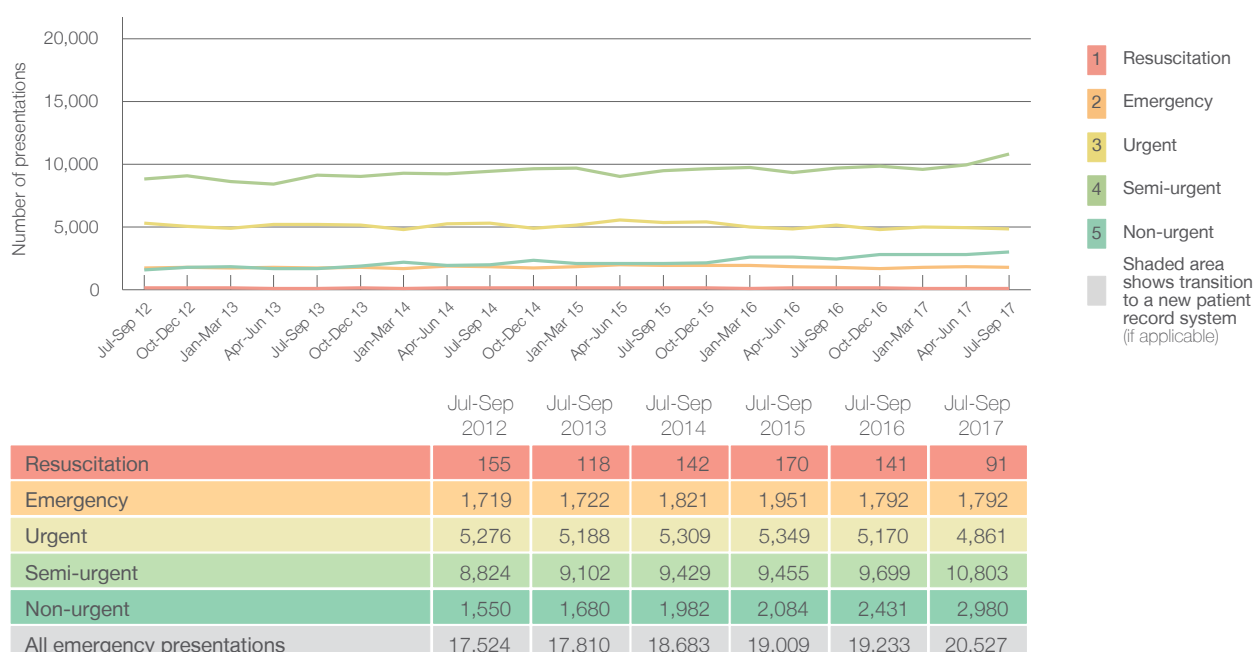
July to September 2017

All presentations:¹ 20,698 patients

Emergency presentations² by triage category: 20,527 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



John Hunter Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,193 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 1,792

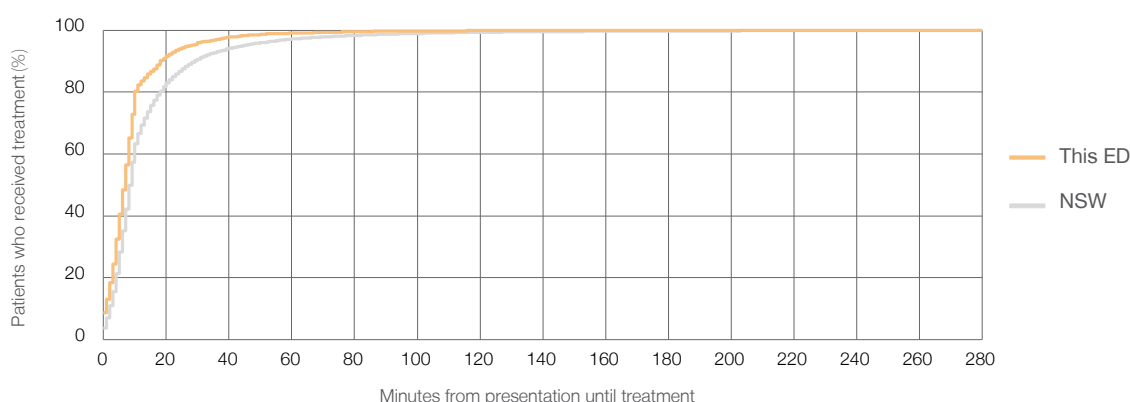
Number of triage 2 patients used to calculate waiting time:³ 1,779

Median time to start treatment⁴ 7 minutes

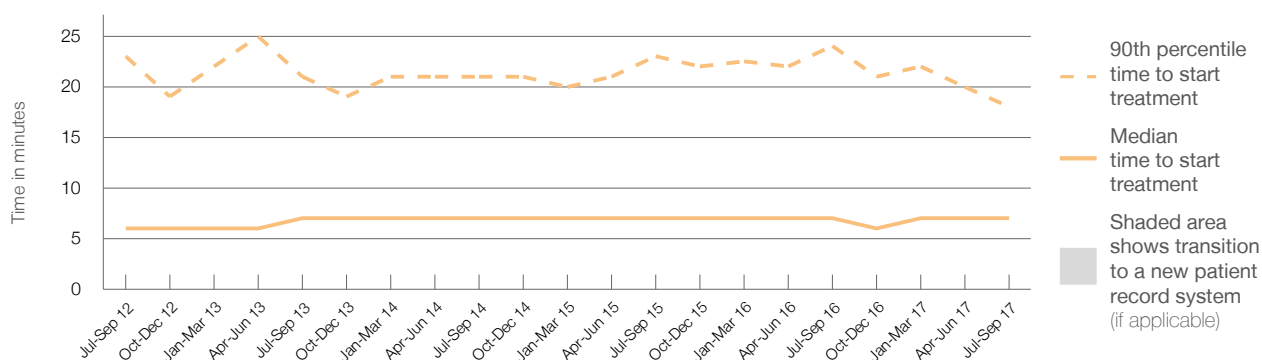
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,792	
1,784	
7 minutes	9 minutes
24 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	23	21	21	23	24	18

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

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

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

July to September 2017

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

Number of triage 3 patients: 4,861

Number of triage 3 patients used to calculate waiting time:³ 4,708

Median time to start treatment⁴

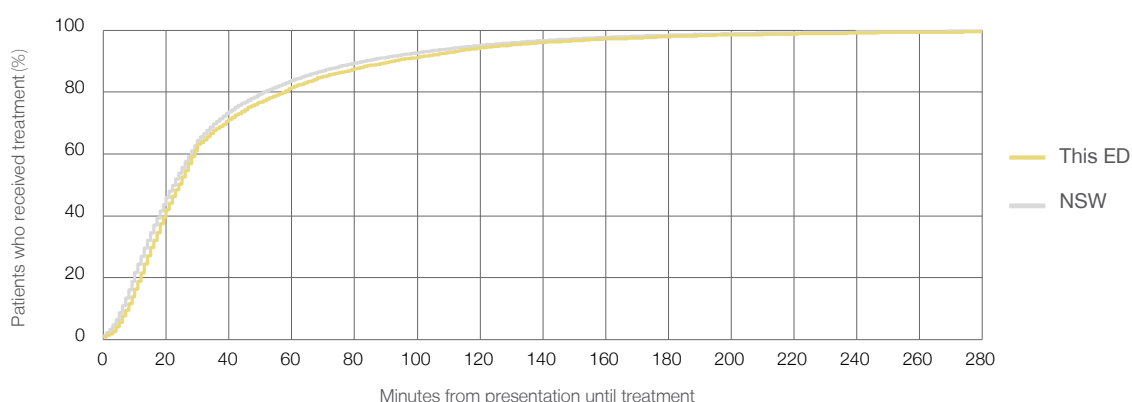
24 minutes

90th percentile time to start treatment⁵

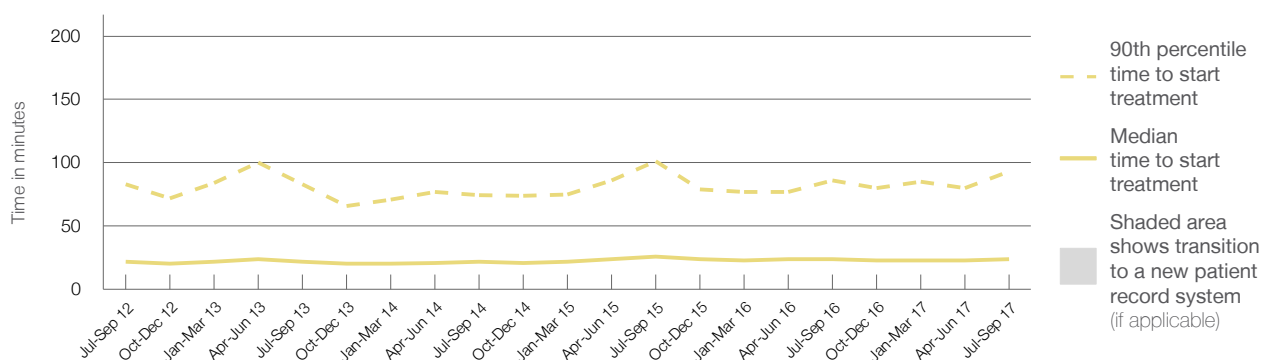
93 minutes

Same period last year	NSW (this period)
5,170	
5,067	
24 minutes	23 minutes
86 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	22	22	26	24	24
90th percentile time to start treatment ⁵ (minutes)	83	83	75	101	86	93

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

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

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

July to September 2017

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

Number of triage 4 patients: 10,803

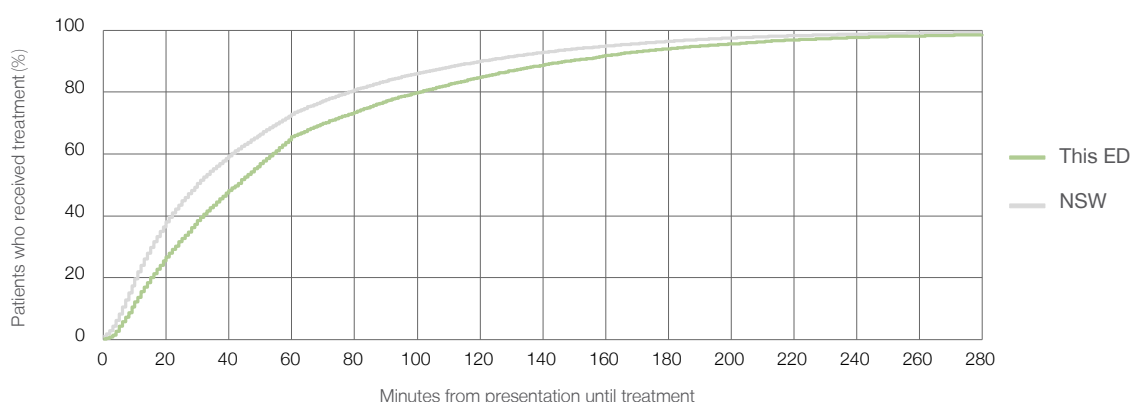
Number of triage 4 patients used to calculate waiting time:³ 9,495

Median time to start treatment⁴ 43 minutes

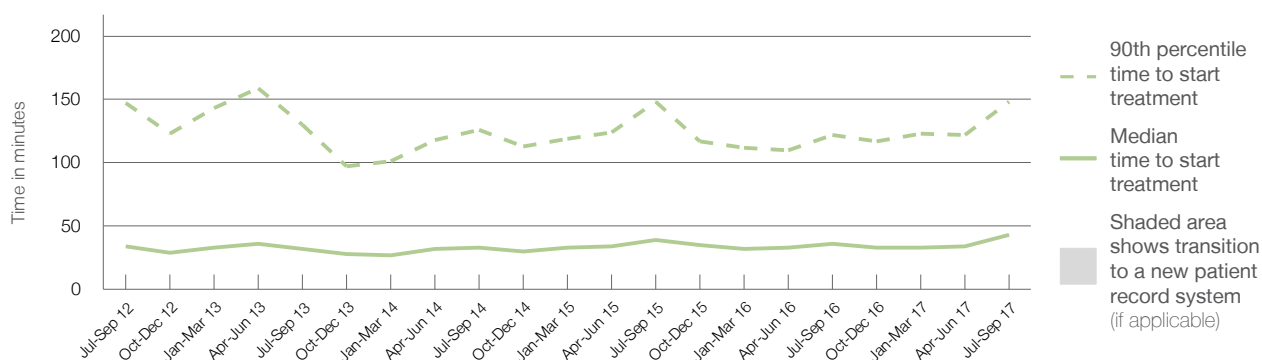
90th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
9,699	
8,993	
36 minutes	30 minutes
122 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	32	33	39	36	43
90th percentile time to start treatment ⁵ (minutes)	147	130	126	148	122	148

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

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

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

July to September 2017

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

Number of triage 5 patients: 2,980

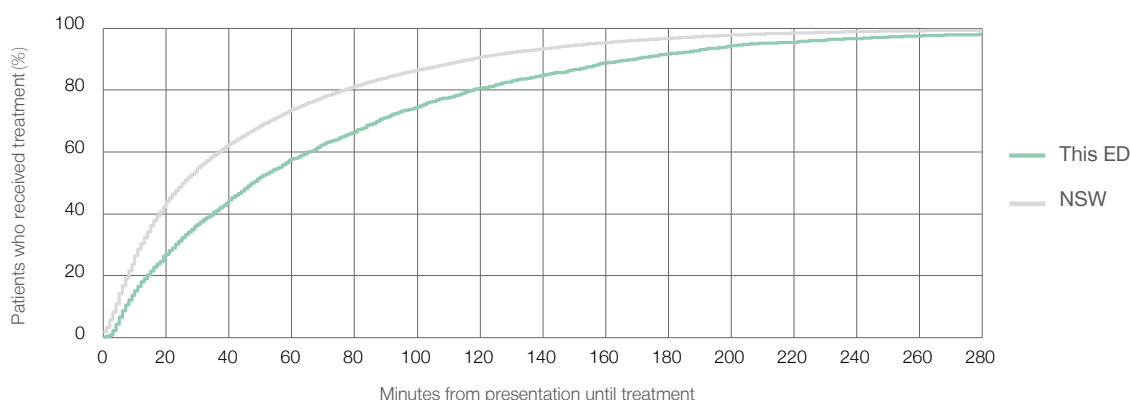
Number of triage 5 patients used to calculate waiting time:³ 2,320

Median time to start treatment⁴ 48 minutes

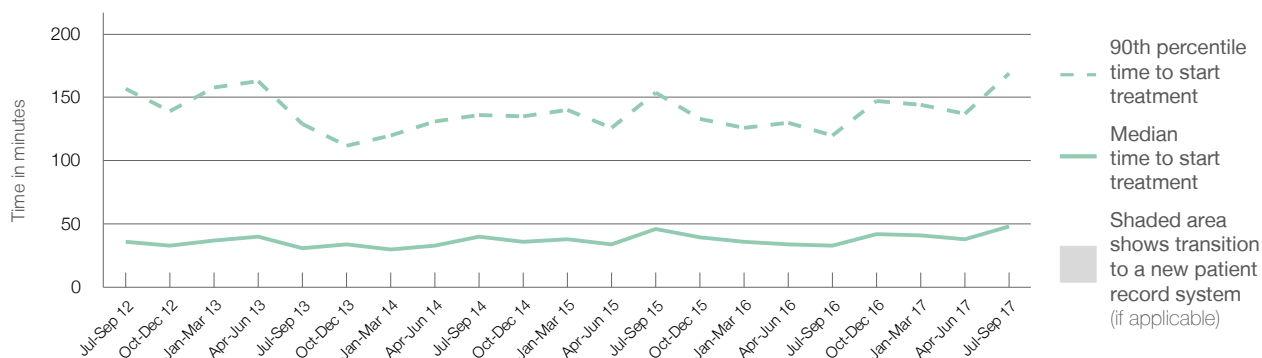
90th percentile time to start treatment⁵ 169 minutes

Same period last year	NSW (this period)
2,431	
2,054	
33 minutes	26 minutes
120 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	31	40	46	33	48
90th percentile time to start treatment ⁵ (minutes)	157	129	136	154	120	169

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

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

John Hunter Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 20,698 patients

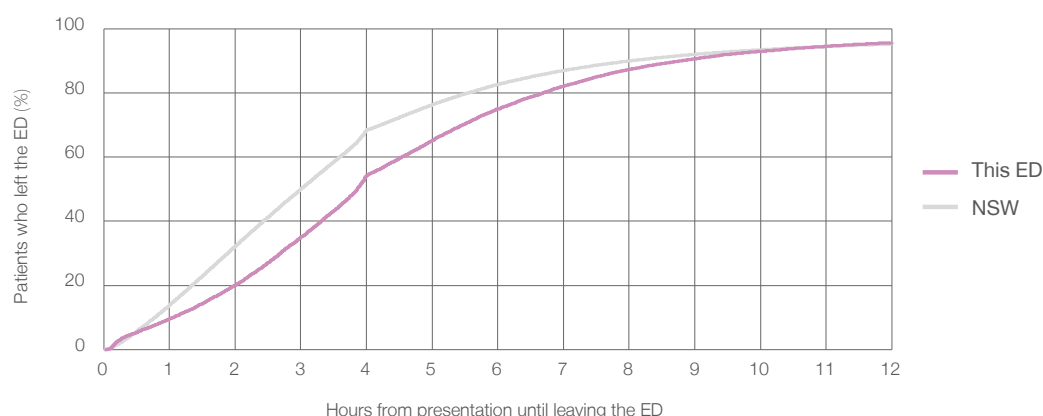
Presentations used to calculate time to leaving the ED:⁶ 20,698 patients

Median time spent in the ED⁸ 3 hours and 52 minutes

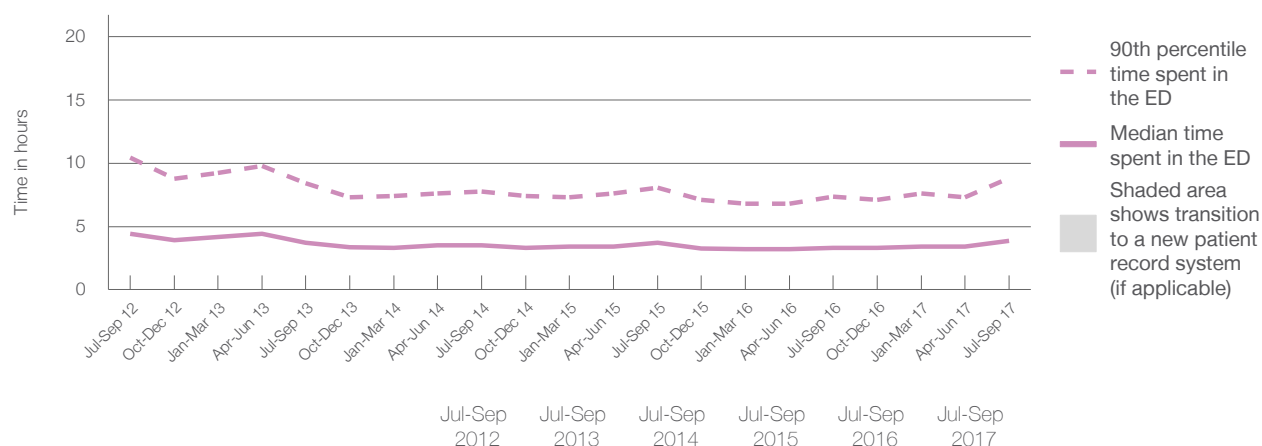
90th percentile time spent in the ED⁹ 8 hours and 49 minutes

Same period last year	NSW (this period)
19,453	19,453
3 hours and 19 minutes	3 hours and 0 minutes
7 hours and 21 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m	3h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 26m	8h 25m	7h 45m	8h 5m	7h 21m	8h 49m

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

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

John Hunter Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

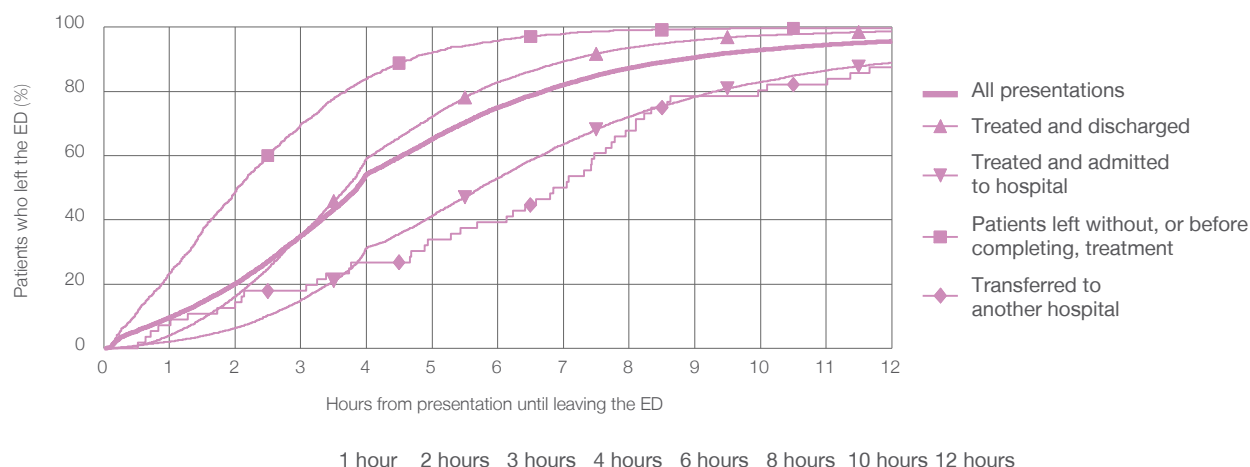
All presentations:[†] 20,698 patients

Presentations used to calculate time to leaving the ED:[‡] 20,698 patients

Treated and discharged	10,999 (53.1%)
Treated and admitted to hospital	6,778 (32.7%)
Patient left without, or before completing, treatment	1,506 (7.3%)
Transferred to another hospital	56 (0.3%)
Other	1,359 (6.6%)

Same period last year	Change since one year ago
19,453	6.4%
11,052	-0.5%
6,817	-0.6%
681	121.1%
53	5.7%
850	59.9%

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



Treated and discharged	4.0%	16.2%	35.1%	59.1%	82.9%	93.6%	97.4%	98.7%
Treated and admitted to hospital	2.1%	6.3%	15.0%	31.3%	53.0%	72.1%	82.9%	89.0%
Patient left without, or before completing, treatment	23.3%	48.9%	69.7%	83.9%	95.8%	99.1%	99.6%	99.7%
Transferred to another hospital	7.1%	14.3%	17.9%	26.8%	39.3%	67.9%	80.4%	87.5%
All presentations	9.6%	20.1%	35.0%	54.3%	75.0%	87.3%	92.9%	95.6%

(†) 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 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.

John Hunter Hospital: Time spent in the ED

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

July to September 2017

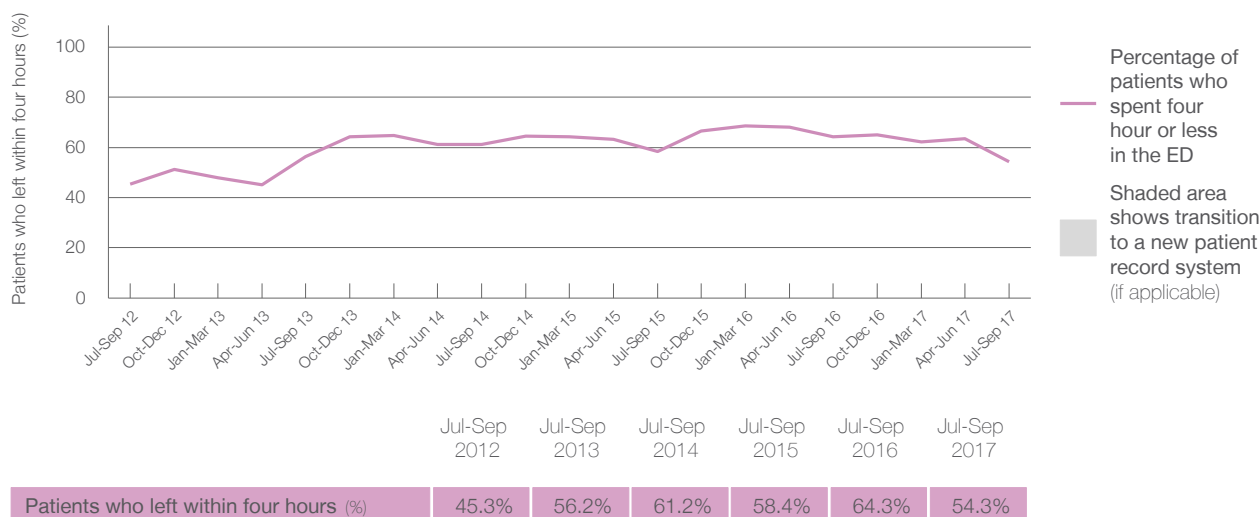
All presentations at the emergency department:¹ 20,698 patients

Presentations used to calculate time to leaving the ED:⁶ 20,698 patients

Percentage of patients who spent four hours or less in the ED 54.3%

Same period last year	Change since one year ago
19,453	6.4%
19,453	6.4%
64.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Liverpool Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 22,555 patients

Emergency presentations:² 22,453 patients

Same period last year	Change since one year ago
20,752	8.7%
20,429	9.9%

Liverpool Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 4,566 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,445 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,143 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): 1,141 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
3,482	
9 minutes	9 minutes
31 minutes	29 minutes
10,820	
16 minutes	23 minutes
57 minutes	83 minutes
4,946	
17 minutes	30 minutes
67 minutes	121 minutes
1,028	
14 minutes	26 minutes
67 minutes	118 minutes

Liverpool Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 22,553 patients

Percentage of patients who spent four hours or less in the ED 51.2%

Same period last year	Change since one year ago
20,751	8.7%
53.2%	

* 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, July to September 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.

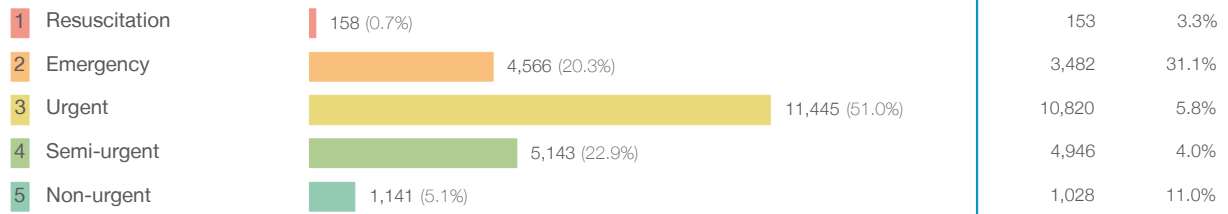
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Liverpool Hospital: Patients presenting to the emergency department

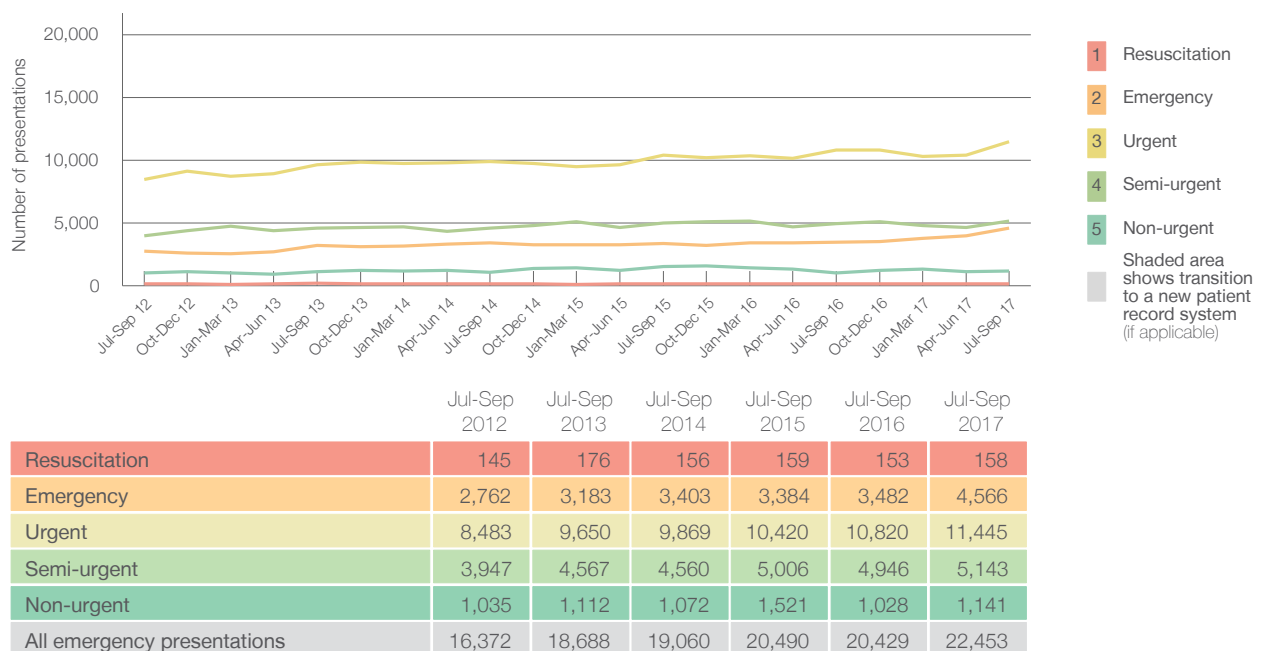
July to September 2017

All presentations:¹ 22,555 patients

Emergency presentations² by triage category: 22,453 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Liverpool Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 6,844 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 4,566

Number of triage 2 patients used to calculate waiting time:³ 4,538

Median time to start treatment⁴

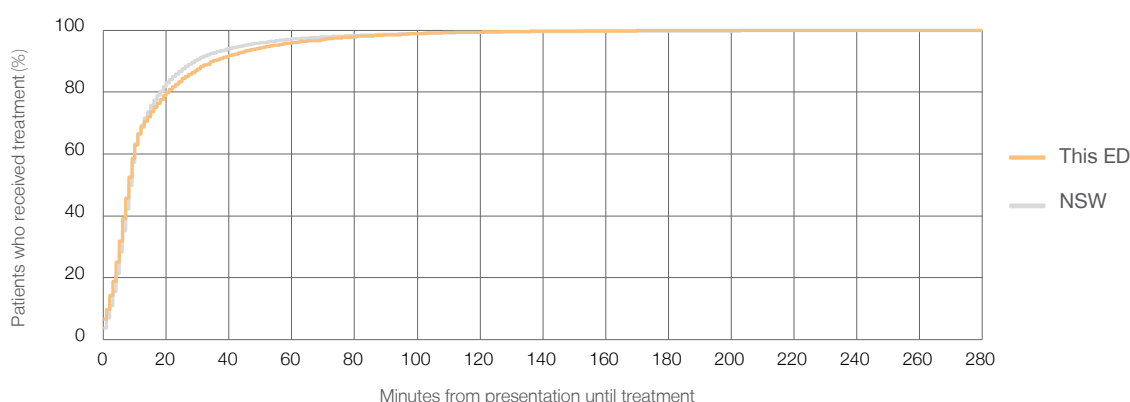
8 minutes

90th percentile time to start treatment⁵

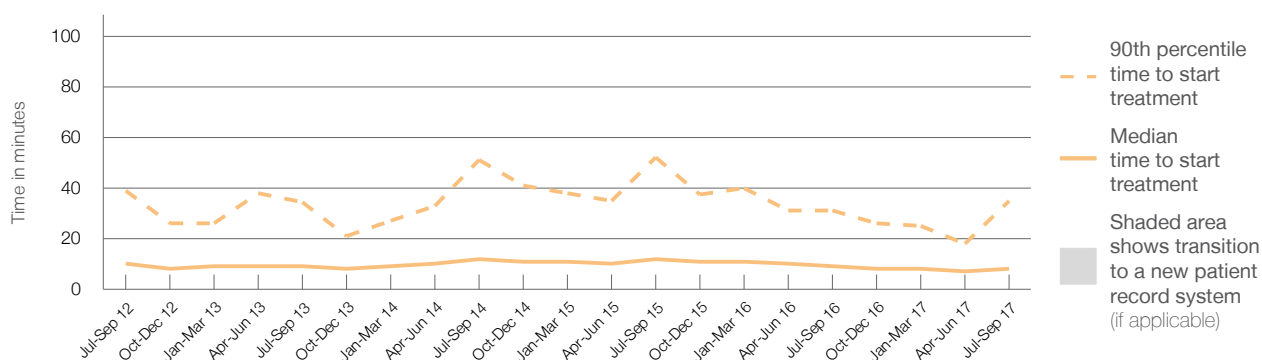
35 minutes

Same period last year	NSW (this period)
3,482	
3,455	
9 minutes	9 minutes
31 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	9	12	12	9	8
90th percentile time to start treatment ⁵ (minutes)	39	35	51	52	31	35

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

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

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

July to September 2017

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

Number of triage 3 patients: 11,445

Number of triage 3 patients used to calculate waiting time:³ 11,021

Median time to start treatment⁴

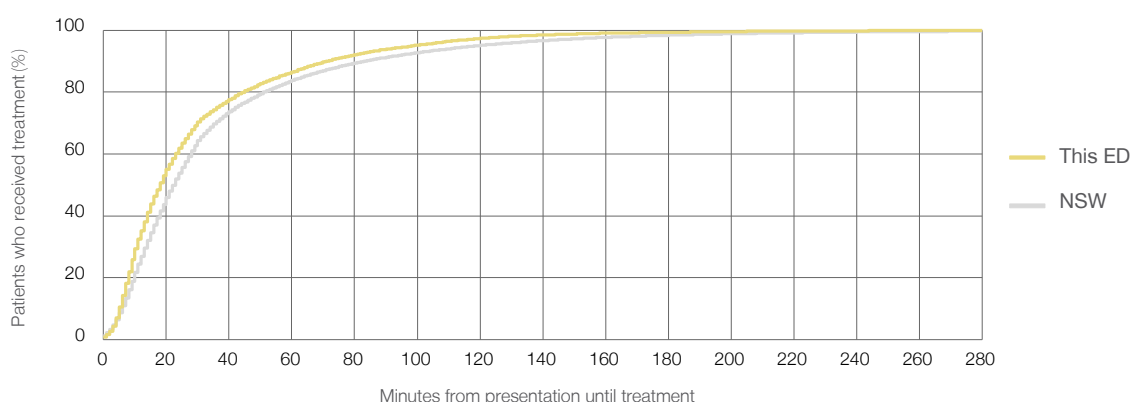
18 minutes

90th percentile time to start treatment⁵

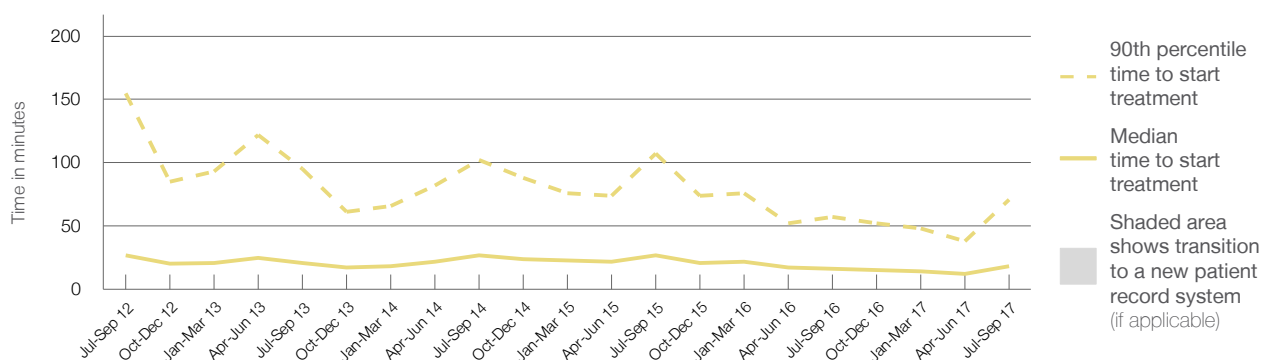
71 minutes

Same period last year	NSW (this period)
10,820	
10,500	
16 minutes	23 minutes
57 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	27	21	27	27	16	18
90th percentile time to start treatment ⁵ (minutes)	155	95	102	107	57	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 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.

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

July to September 2017

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

Number of triage 4 patients: 5,143

Number of triage 4 patients used to calculate waiting time:³ 4,663

Median time to start treatment⁴

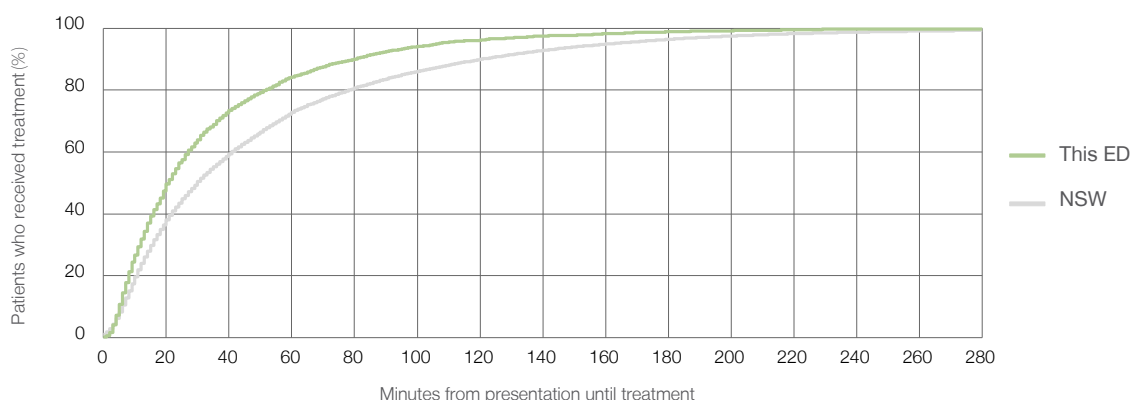
21 minutes

90th percentile time to start treatment⁵

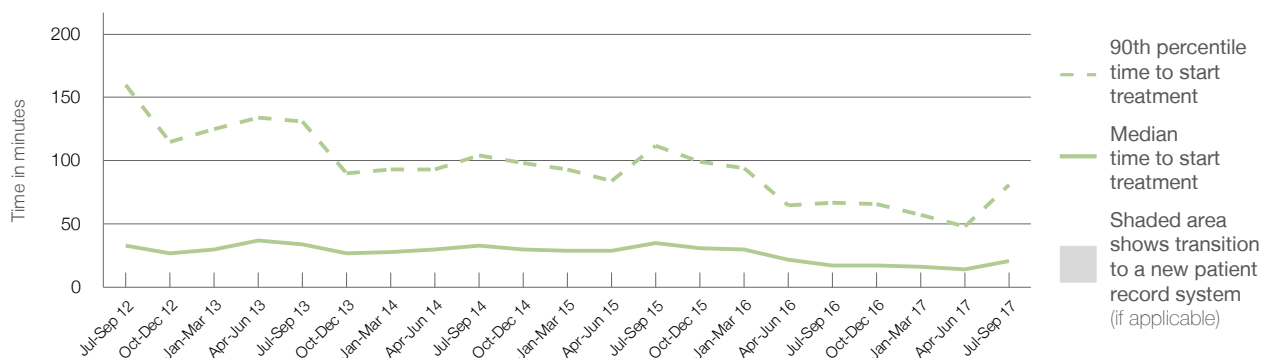
81 minutes

Same period last year	NSW (this period)
4,946	
4,477	
17 minutes	30 minutes
67 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	34	33	35	17	21
90th percentile time to start treatment ⁵ (minutes)	160	131	104	112	67	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 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.

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

July to September 2017

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

Number of triage 5 patients: 1,141

Number of triage 5 patients used to calculate waiting time:³ 900

Median time to start treatment⁴

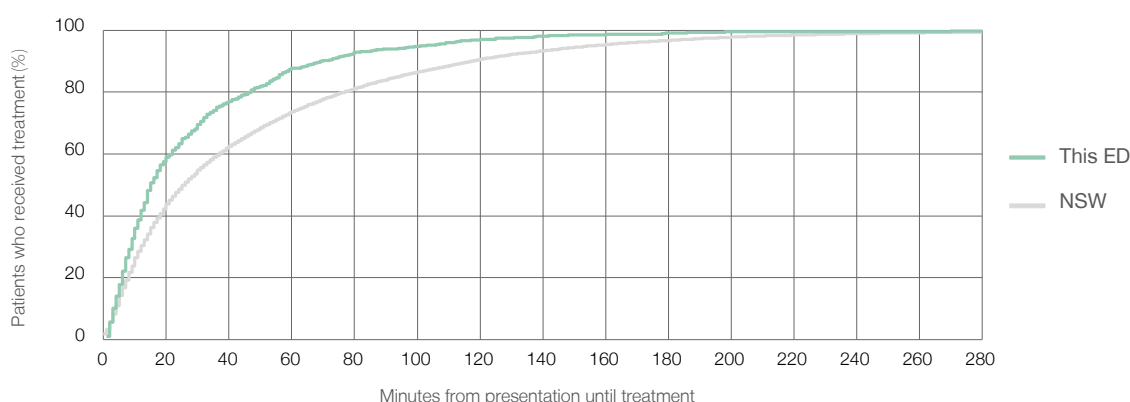
15 minutes

90th percentile time to start treatment⁵

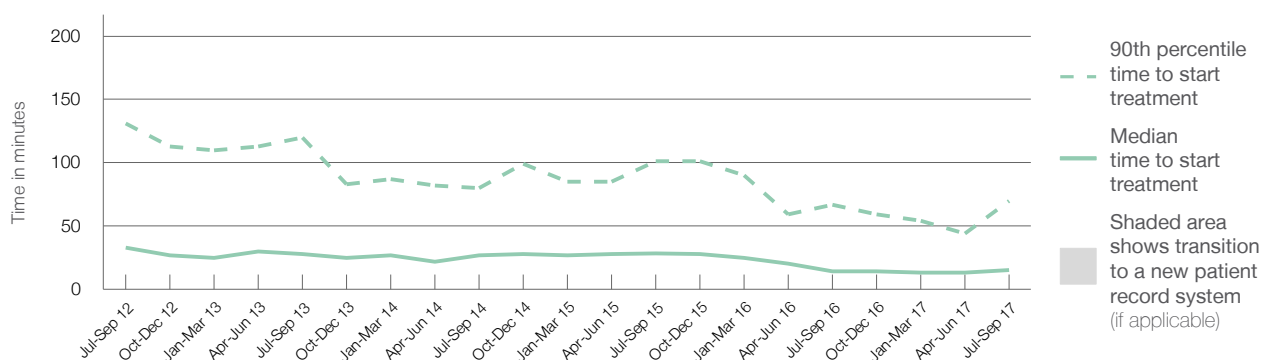
70 minutes

Same period last year	NSW (this period)
1,028	
814	
14 minutes	26 minutes
67 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	28	27	29	14	15
90th percentile time to start treatment ⁵ (minutes)	131	120	80	101	67	70

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

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

Liverpool Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 22,555 patients

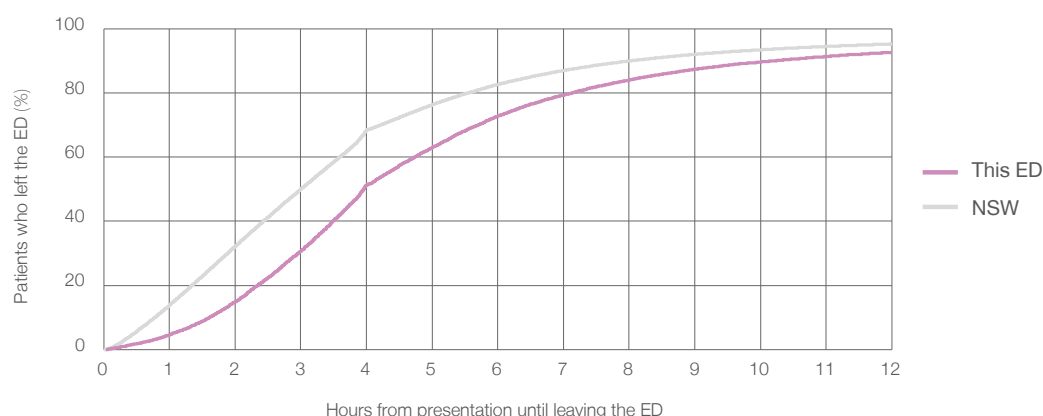
Presentations used to calculate time to leaving the ED:⁶ 22,553 patients

Median time spent in the ED⁸ 3 hours and 58 minutes

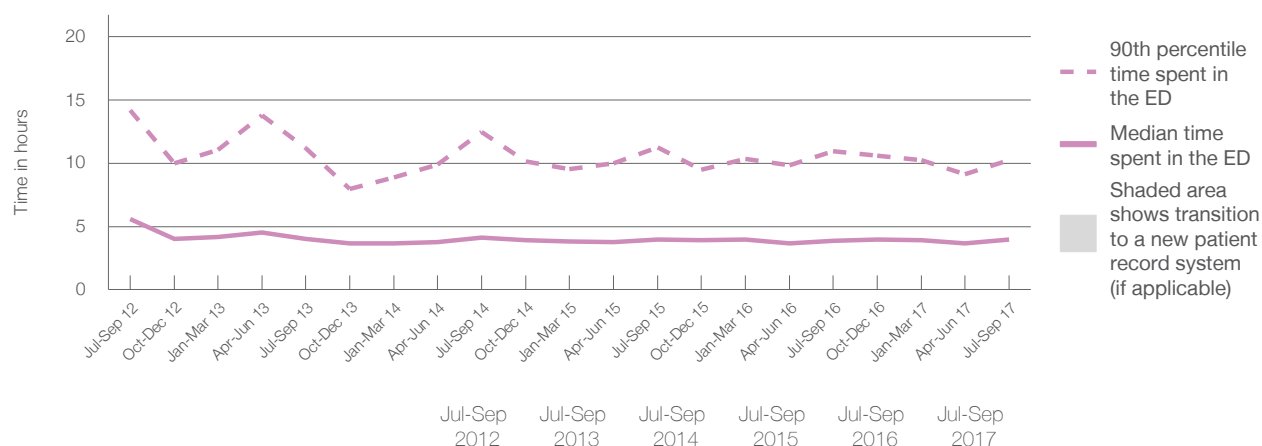
90th percentile time spent in the ED⁹ 10 hours and 13 minutes

Same period last year	NSW (this period)
20,752	
20,751	
3 hours and 53 minutes	3 hours and 0 minutes
10 hours and 56 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m	3h 58m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 12m	11h 13m	12h 29m	11h 15m	10h 56m	10h 13m

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

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

Liverpool Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

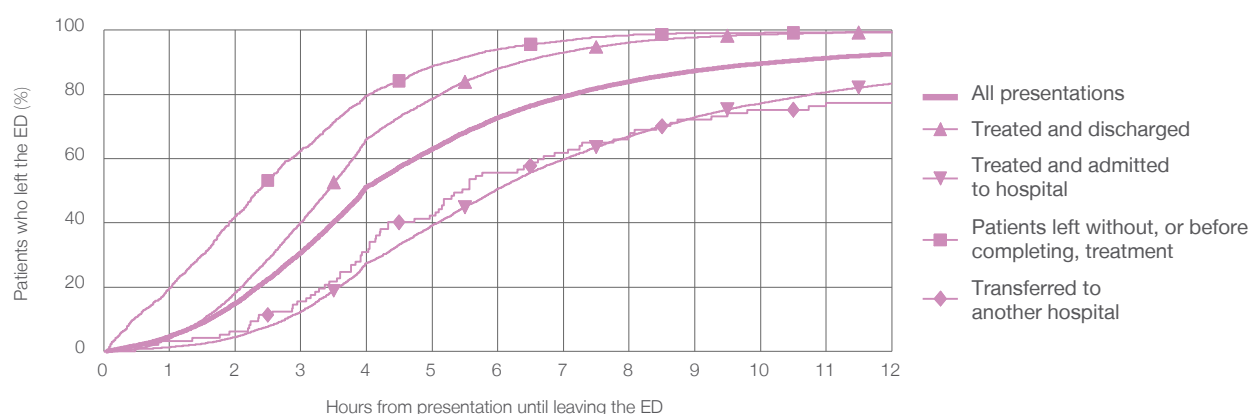
All presentations:[†] 22,555 patients

Presentations used to calculate time to leaving the ED:[‡] 22,553 patients

Treated and discharged	10,726 (47.6%)
Treated and admitted to hospital	9,459 (41.9%)
Patient left without, or before completing, treatment	2,104 (9.3%)
Transferred to another hospital	97 (0.4%)
Other	169 (0.7%)

Same period last year	Change since one year ago
20,751	8.7%
8,663	23.8%
10,086	-6.2%
1,762	19.4%
81	19.8%
160	5.6%

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



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

Treated and discharged	4.1%	18.3%	40.2%	66.2%	88.1%	96.2%	98.6%	99.4%
Treated and admitted to hospital	1.2%	4.5%	12.4%	27.5%	50.6%	66.9%	77.2%	83.4%
Patient left without, or before completing, treatment	19.6%	42.0%	62.5%	79.6%	94.1%	98.4%	99.2%	99.4%
Transferred to another hospital	3.1%	6.2%	15.5%	30.9%	55.7%	67.0%	75.3%	77.3%
All presentations	4.6%	15.0%	30.8%	51.2%	72.8%	84.0%	89.6%	92.6%

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

Liverpool Hospital: Time spent in the ED

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

July to September 2017

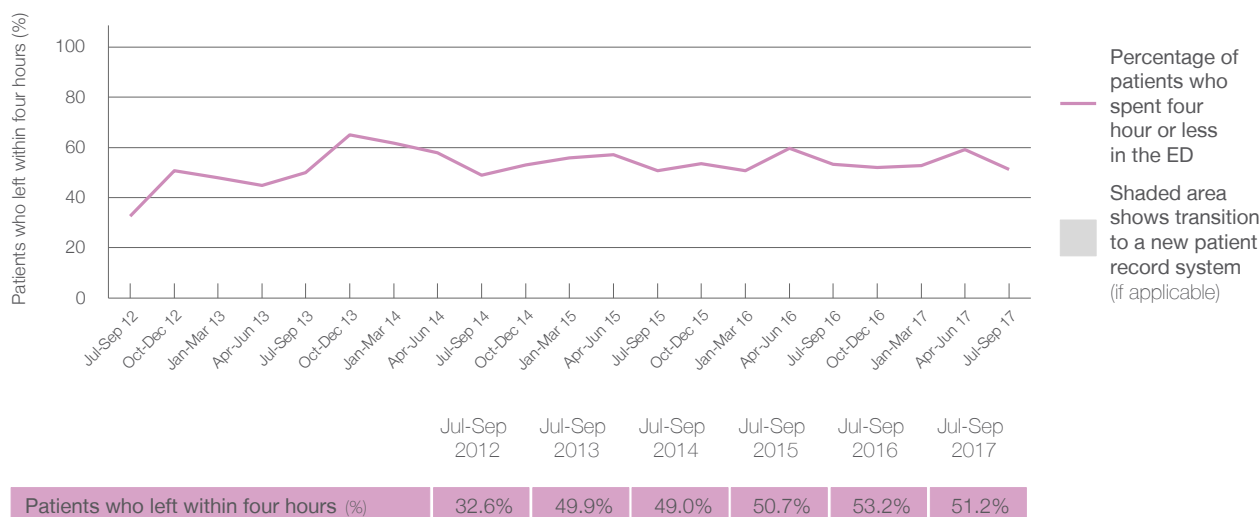
All presentations at the emergency department:¹ 22,555 patients

Presentations used to calculate time to leaving the ED:⁶ 22,553 patients

Percentage of patients who spent four hours or less in the ED 51.2%

Same period last year	Change since one year ago
20,752	8.7%
20,751	8.7%
53.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



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

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

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

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, July to September 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 17 October 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Nepean Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 18,747 patients

Emergency presentations:² 18,603 patients

Same period last year	Change since one year ago
17,046	10.0%
16,905	10.0%

Nepean Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,028 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,398 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 162 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,225 patients

Median time to start treatment⁴ 47 minutes
90th percentile time to start treatment⁵ 163 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,823 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
2,633	
11 minutes	9 minutes
51 minutes	29 minutes
5,005	
30 minutes	23 minutes
145 minutes	83 minutes
7,332	
32 minutes	30 minutes
144 minutes	121 minutes
1,836	
35 minutes	26 minutes
137 minutes	118 minutes

Nepean Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 18,745 patients

Percentage of patients who spent four hours or less in the ED 55.4%

Same period last year	Change since one year ago
17,018	10.1%
52.7%	

* 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, July to September 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.

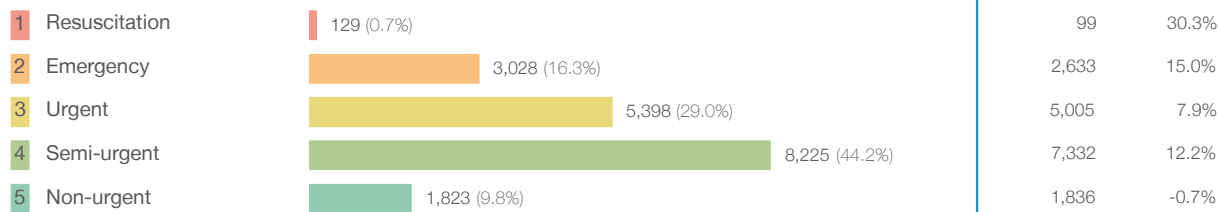
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Nepean Hospital: Patients presenting to the emergency department

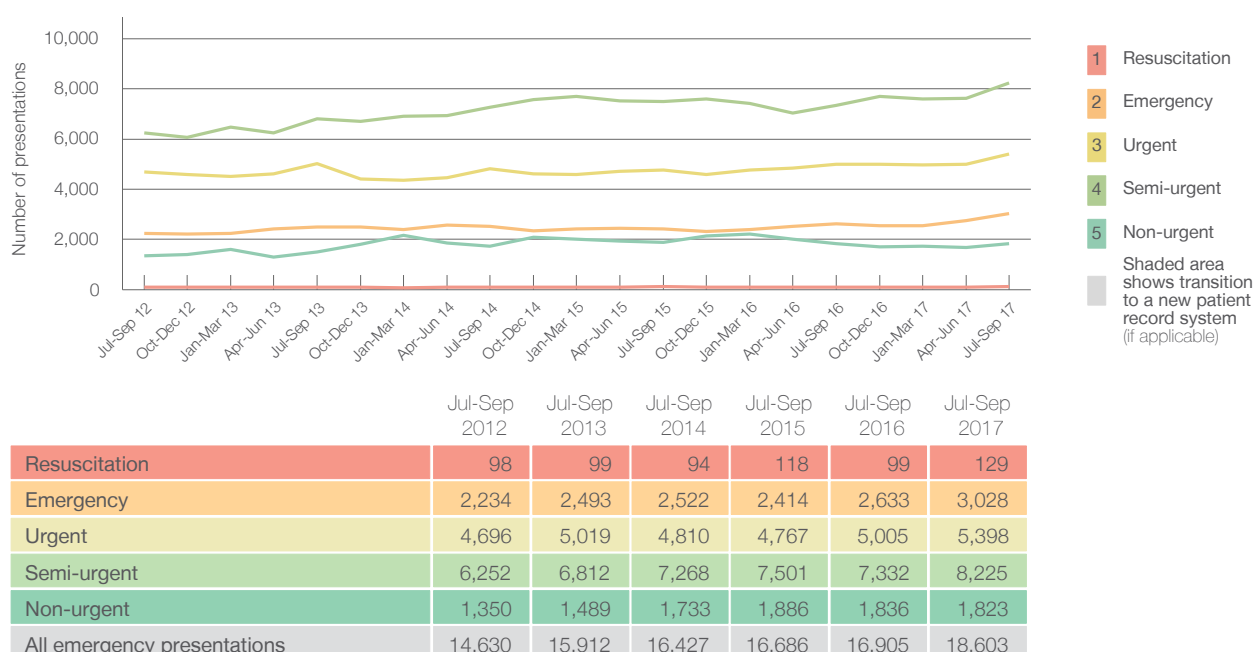
July to September 2017

All presentations:¹ 18,747 patients

Emergency presentations² by triage category: 18,603 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Nepean Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,120 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 3,028

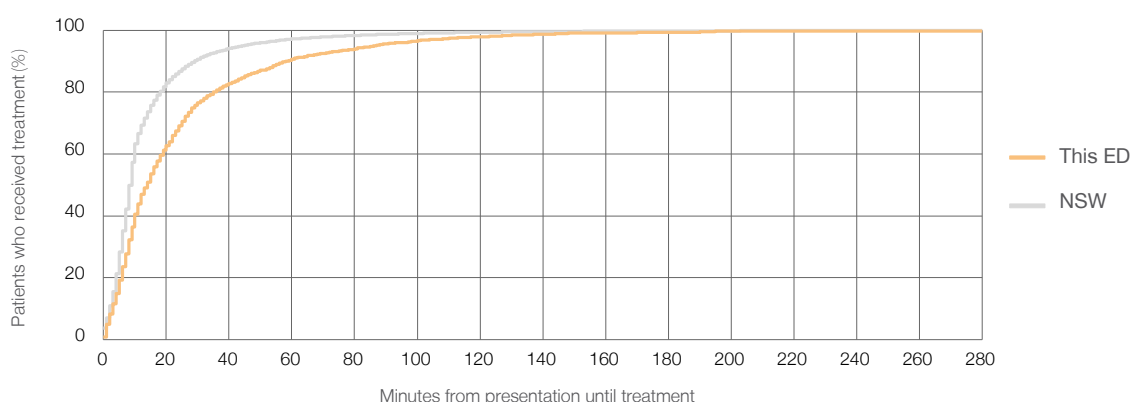
Number of triage 2 patients used to calculate waiting time:³ 2,990

Median time to start treatment⁴ 14 minutes

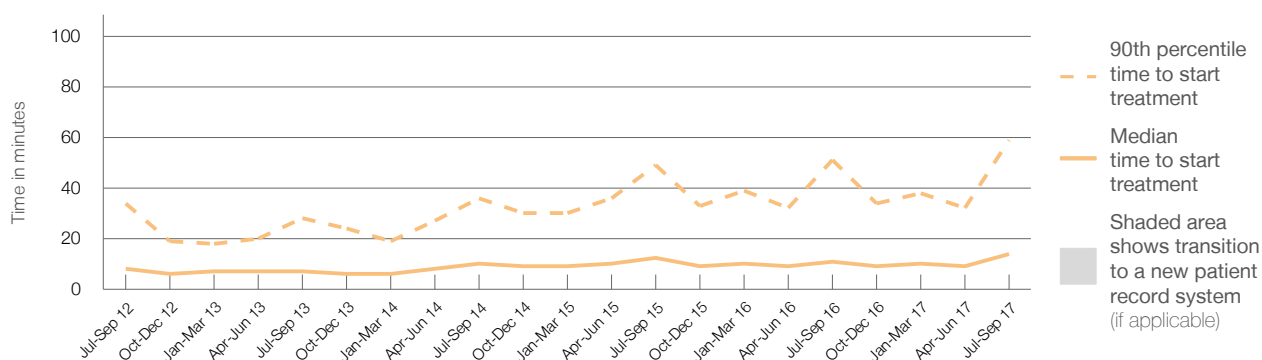
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
2,633	
2,602	
11 minutes	9 minutes
51 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	10	13	11	14
90th percentile time to start treatment ⁵ (minutes)	34	28	36	49	51	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 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.

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

July to September 2017

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

Number of triage 3 patients: 5,398

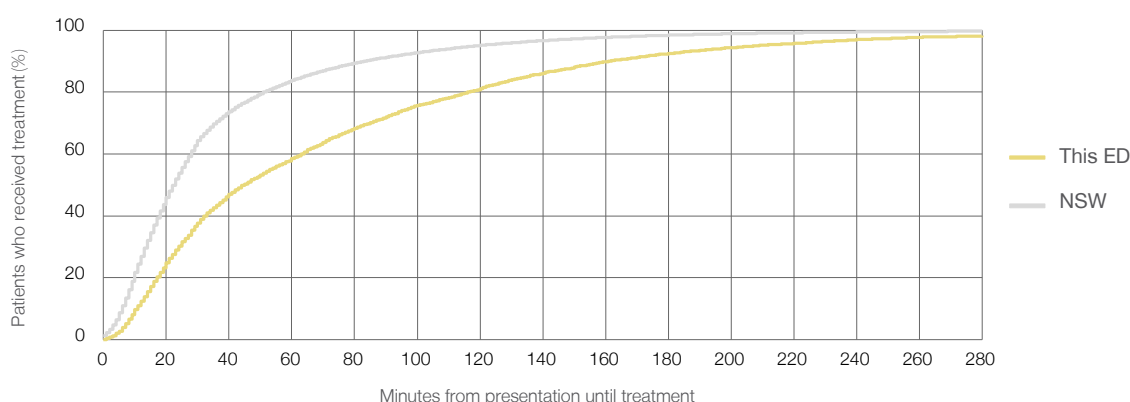
Number of triage 3 patients used to calculate waiting time:³ 4,983

Median time to start treatment⁴ 45 minutes

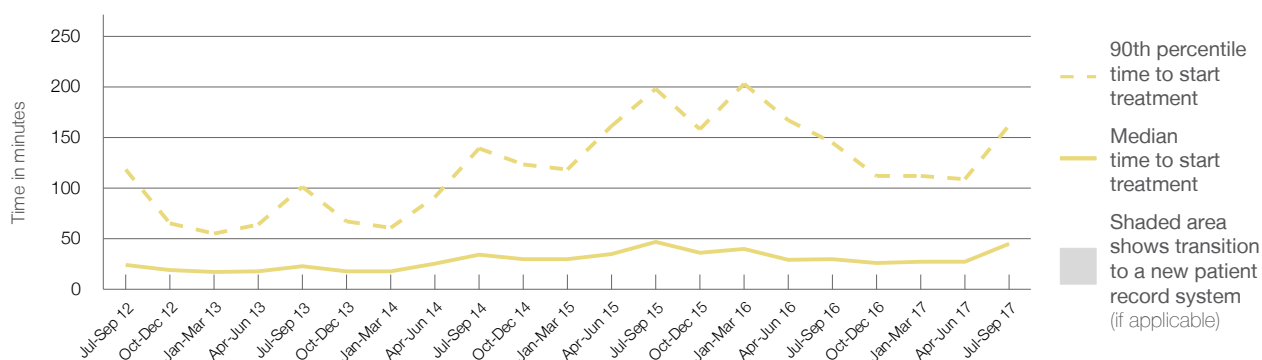
90th percentile time to start treatment⁵ 162 minutes

Same period last year	NSW (this period)
5,005	
4,687	
30 minutes	23 minutes
145 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	23	34	47	30	45
90th percentile time to start treatment ⁵ (minutes)	118	101	139	198	145	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 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.

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

July to September 2017

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

Number of triage 4 patients: 8,225

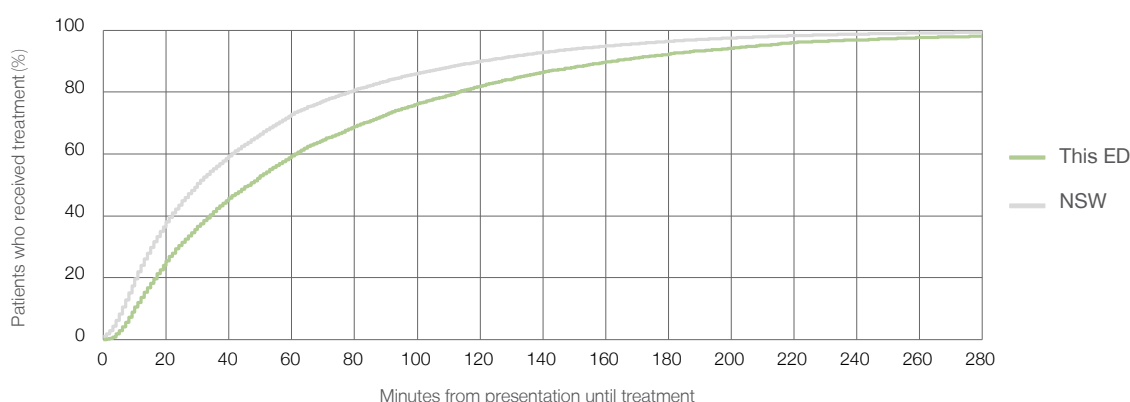
Number of triage 4 patients used to calculate waiting time:³ 7,379

Median time to start treatment⁴ 47 minutes

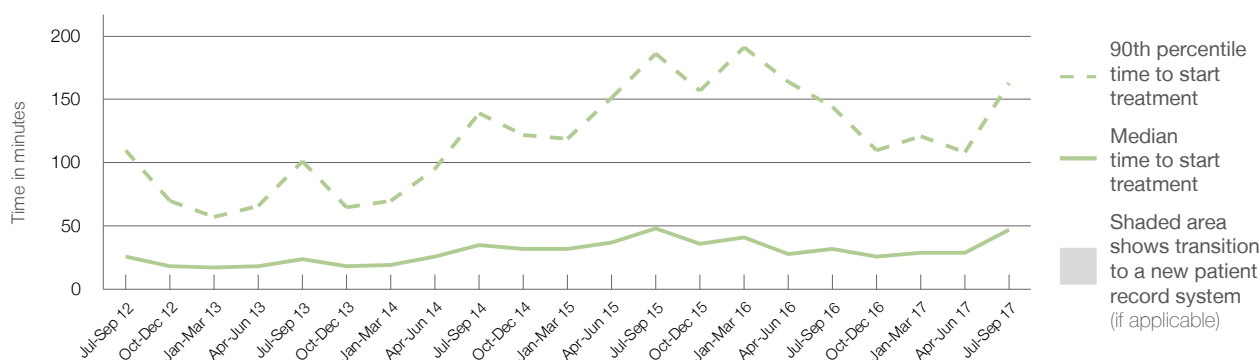
90th percentile time to start treatment⁵ 163 minutes

Same period last year	NSW (this period)
7,332	
6,698	
32 minutes	30 minutes
144 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	24	35	48	32	47
90th percentile time to start treatment ⁵ (minutes)	110	101	139	186	144	163

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

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

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

July to September 2017

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

Number of triage 5 patients: 1,823

Number of triage 5 patients used to calculate waiting time:³ 1,488

Median time to start treatment⁴

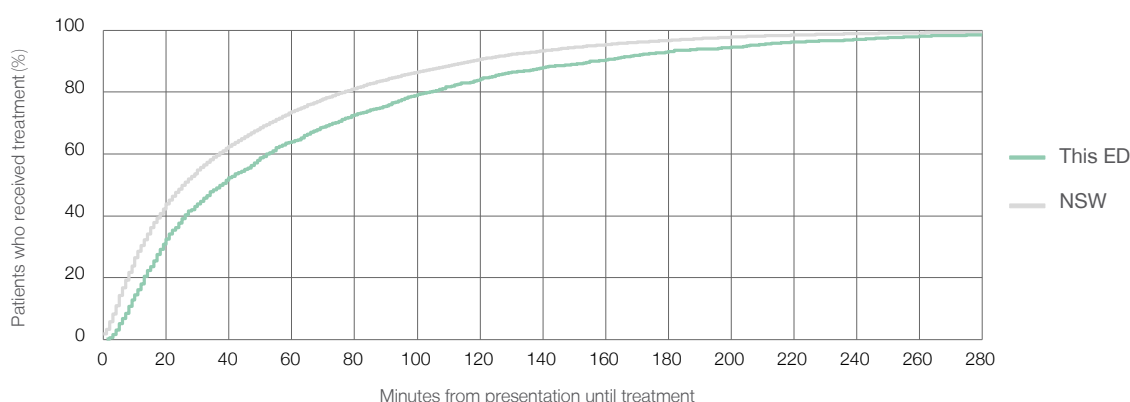
38 minutes

90th percentile time to start treatment⁵

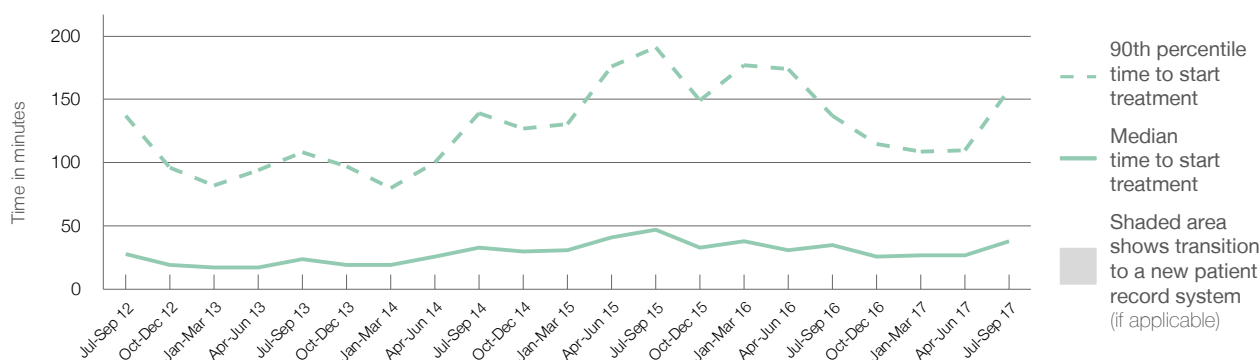
158 minutes

Same period last year	NSW (this period)
1,836	
1,536	
35 minutes	26 minutes
137 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	28	24	33	47	35	38
90th percentile time to start treatment ⁵ (minutes)	137	108	139	191	137	158

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

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

Nepean Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 18,747 patients

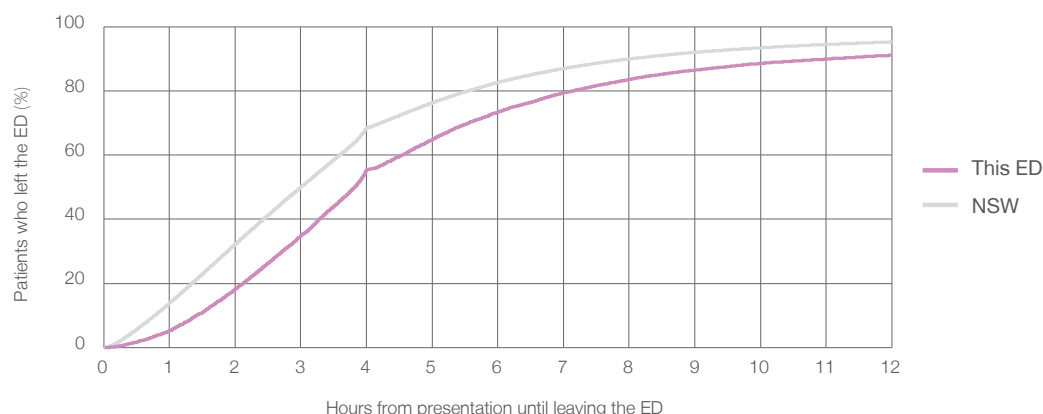
Presentations used to calculate time to leaving the ED:⁶ 18,745 patients

Median time spent in the ED⁸ 3 hours and 49 minutes

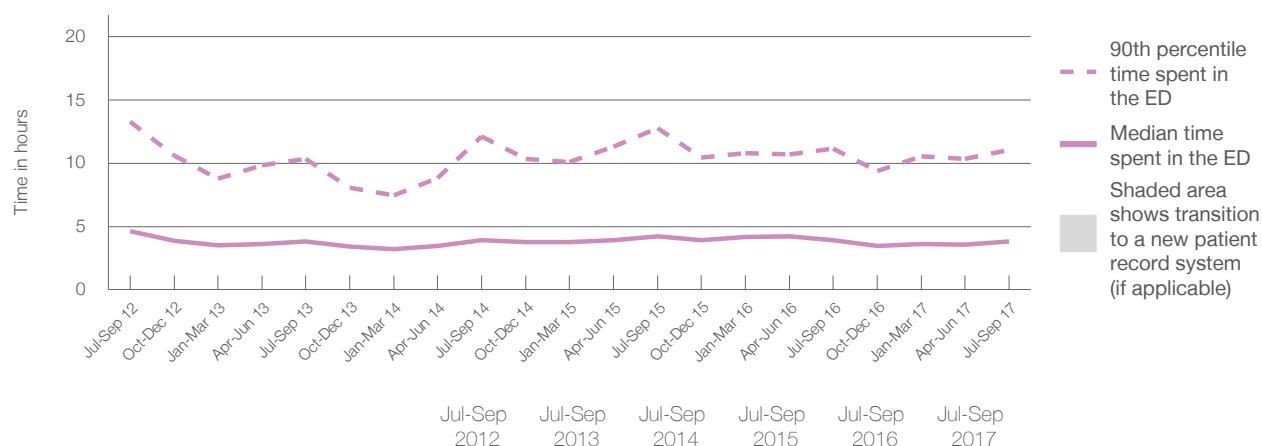
90th percentile time spent in the ED⁹ 11 hours and 3 minutes

Same period last year	NSW (this period)
17,046	
17,018	
3 hours and 55 minutes	3 hours and 0 minutes
11 hours and 8 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m	3h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 17m	10h 21m	12h 5m	12h 47m	11h 8m	11h 3m

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

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

Nepean Hospital: Time patients spent in the ED

By mode of separation

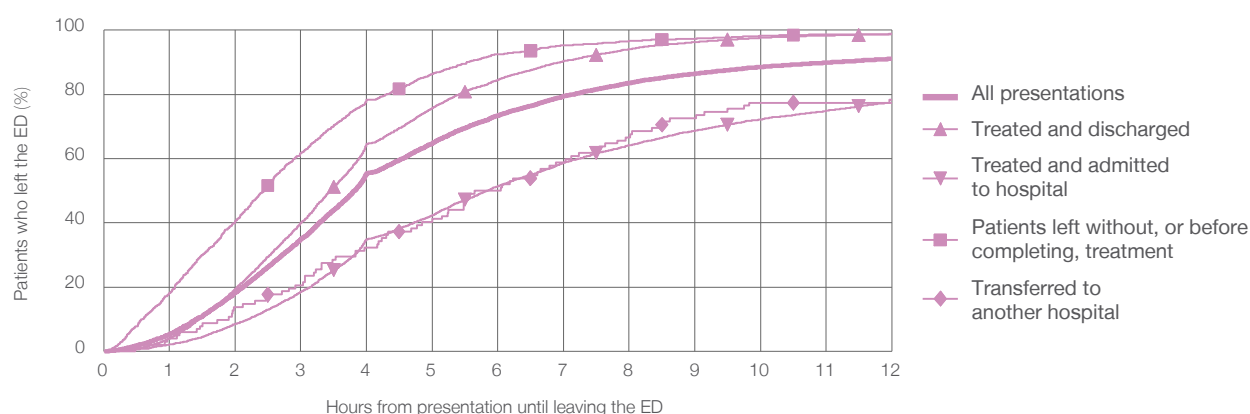
July to September 2017

All presentations:[†] 18,747 patients

Presentations used to calculate time to leaving the ED:[‡] 18,745 patients

		Same period last year	Change since one year ago
Treated and discharged	9,818 (52.4%)	17,018	10.1%
Treated and admitted to hospital	6,676 (35.6%)	8,122	20.9%
Patient left without, or before completing, treatment	1,838 (9.8%)	7,084	-5.8%
Transferred to another hospital	102 (0.5%)	1,683	9.2%
Other	313 (1.7%)	72	41.7%
		85	268.2%

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



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

Treated and discharged	4.0%	19.5%	40.0%	64.6%	84.6%	94.1%	97.6%	98.8%
Treated and admitted to hospital	2.1%	8.5%	18.5%	34.8%	51.4%	64.2%	72.2%	77.4%
Patient left without, or before completing, treatment	18.2%	40.7%	61.8%	78.3%	92.4%	96.6%	98.3%	98.8%
Transferred to another hospital	3.9%	13.7%	20.6%	32.4%	50.0%	66.7%	77.5%	78.4%
All presentations	5.4%	18.3%	34.9%	55.4%	73.4%	83.6%	88.5%	91.1%

(†) 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 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.

Nepean Hospital: Time spent in the ED

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

July to September 2017

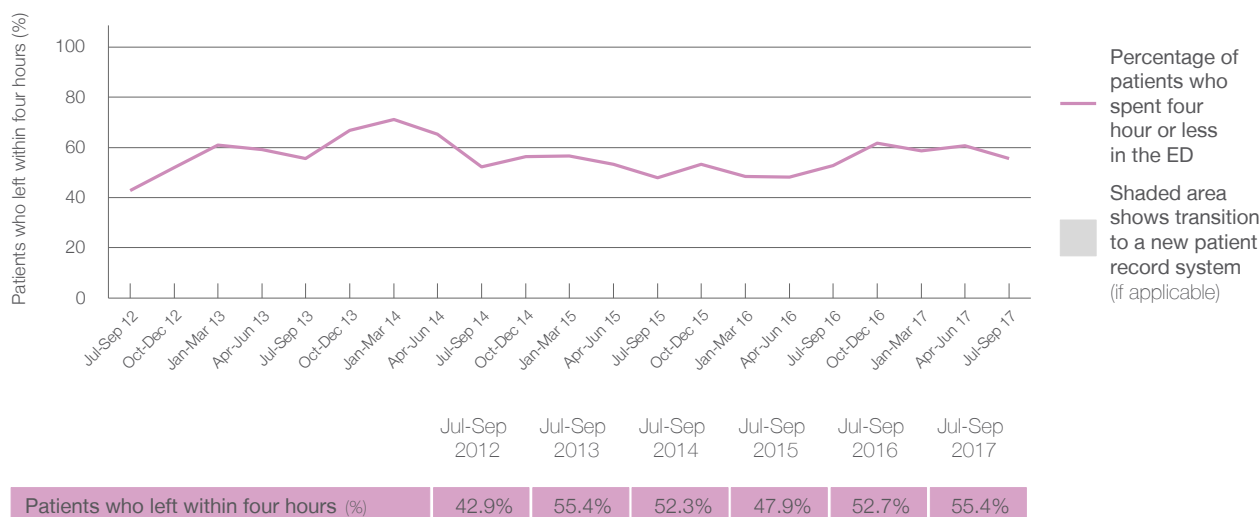
All presentations at the emergency department:¹ 18,747 patients

Presentations used to calculate time to leaving the ED:⁶ 18,745 patients

Percentage of patients who spent four hours or less in the ED 55.4%

Same period last year	Change since one year ago
17,046	10.0%
17,018	10.1%
52.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Prince of Wales Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 14,498 patients

Emergency presentations:² 13,842 patients

Same period last year	Change since one year ago
13,920	4.2%
13,108	5.6%

Prince of Wales Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,246 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,483 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,514 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 374 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
1,222	
8 minutes	9 minutes
24 minutes	29 minutes
7,000	
20 minutes	23 minutes
65 minutes	83 minutes
4,286	
18 minutes	30 minutes
83 minutes	121 minutes
394	
24 minutes	26 minutes
136 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 14,491 patients

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

Same period last year	Change since one year ago
13,917	4.1%
65.0%	

* 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, July to September 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.

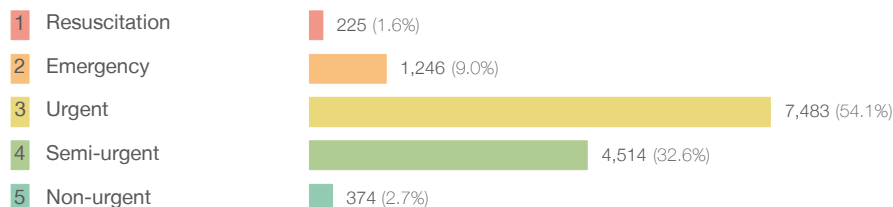
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Prince of Wales Hospital: Patients presenting to the emergency department

July to September 2017

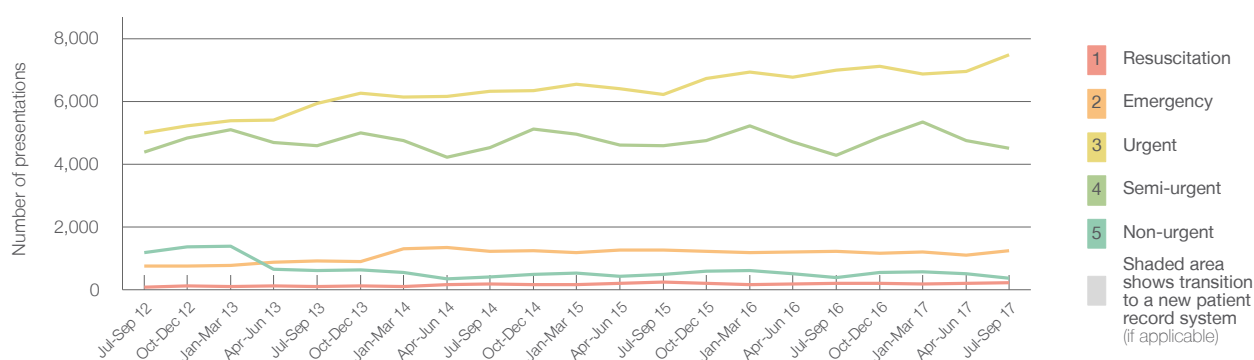
All presentations:¹ 14,498 patients

Emergency presentations² by triage category: 13,842 patients



Same period last year	Change since one year ago
13,920	4.2%
13,108	5.6%
206	9.2%
1,222	2.0%
7,000	6.9%
4,286	5.3%
394	-5.1%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	84	91	182	233	206	225
Emergency	756	923	1,225	1,258	1,222	1,246
Urgent	5,001	5,927	6,329	6,220	7,000	7,483
Semi-urgent	4,389	4,593	4,525	4,593	4,286	4,514
Non-urgent	1,172	611	402	477	394	374
All emergency presentations	11,402	12,145	12,663	12,781	13,108	13,842

Prince of Wales Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,604 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,521	
10 minutes	2 minutes
27 minutes	24 minutes

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

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

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

July to September 2017

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

Number of triage 2 patients: 1,246

Number of triage 2 patients used to calculate waiting time:³ 1,216

Median time to start treatment⁴

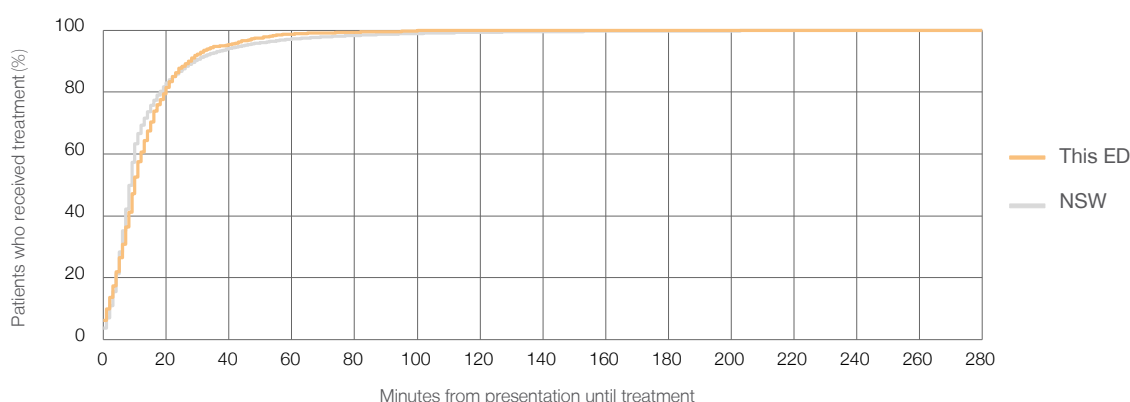
10 minutes

90th percentile time to start treatment⁵

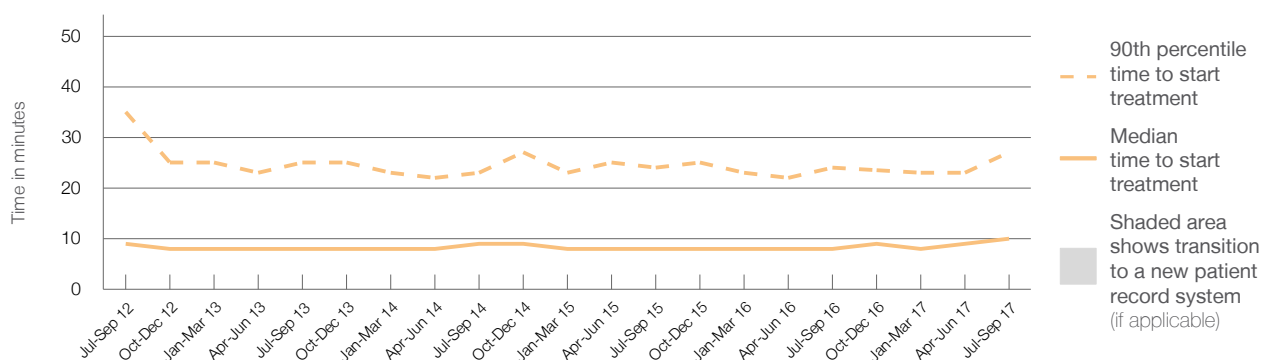
27 minutes

Same period last year	NSW (this period)
1,222	
1,208	
8 minutes	9 minutes
24 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	8	9	8	8	10
90th percentile time to start treatment ⁵ (minutes)	35	25	23	24	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 3 patients: 7,483

Number of triage 3 patients used to calculate waiting time:³ 7,351

Median time to start treatment⁴

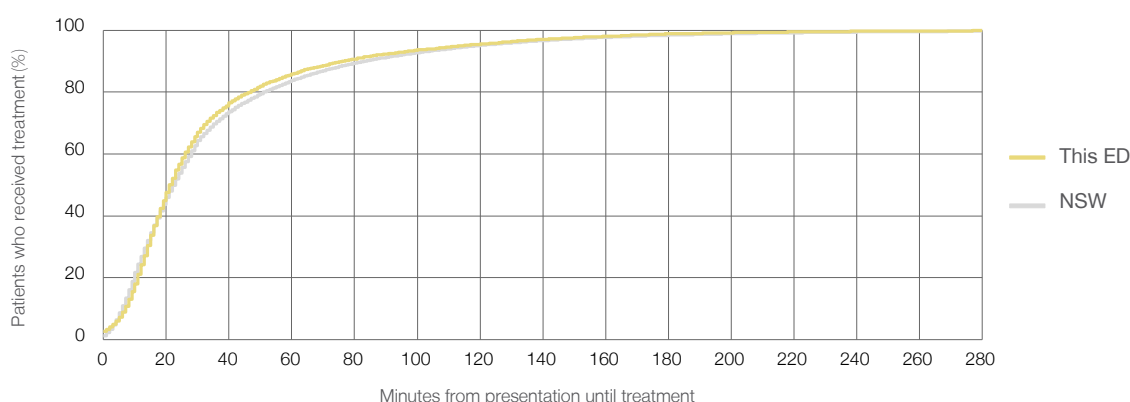
21 minutes

90th percentile time to start treatment⁵

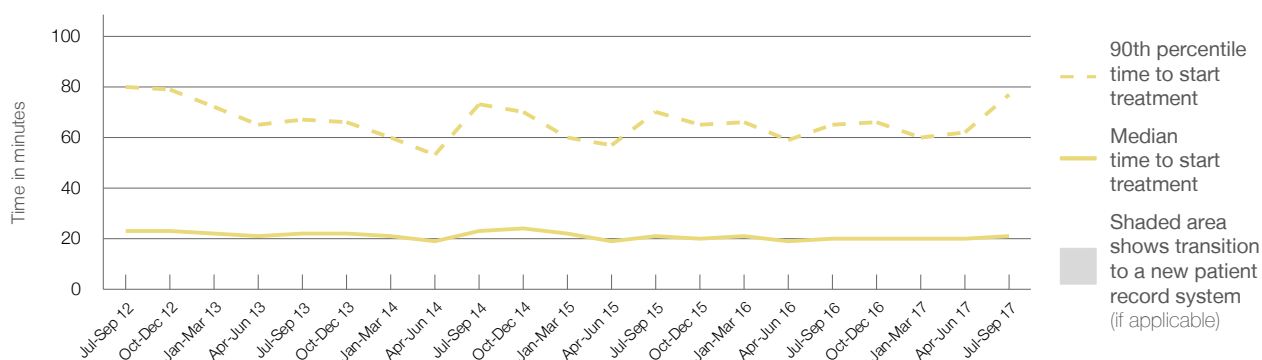
77 minutes

Same period last year	NSW (this period)
7,000	
6,898	
20 minutes	23 minutes
65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	22	23	21	20	21
90th percentile time to start treatment ⁵ (minutes)	80	67	73	70	65	77

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

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

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

July to September 2017

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

Number of triage 4 patients: 4,514

Number of triage 4 patients used to calculate waiting time:³ 4,349

Median time to start treatment⁴

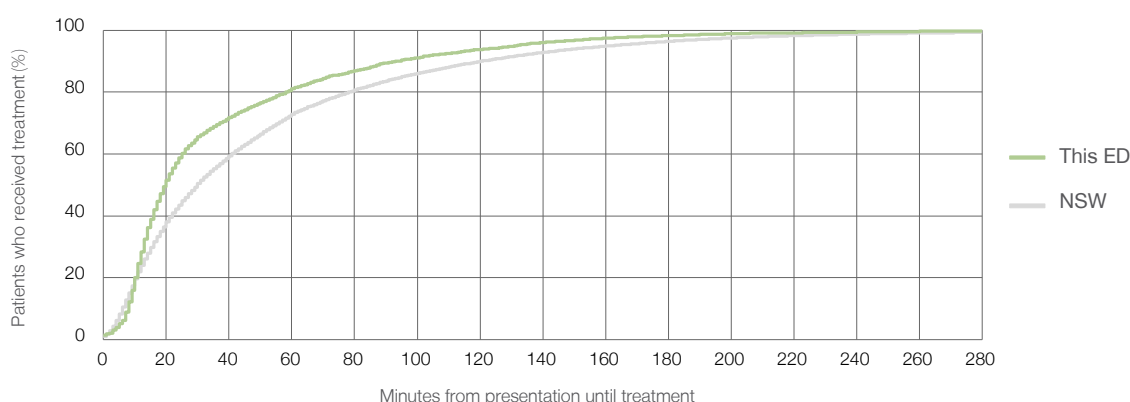
20 minutes

90th percentile time to start treatment⁵

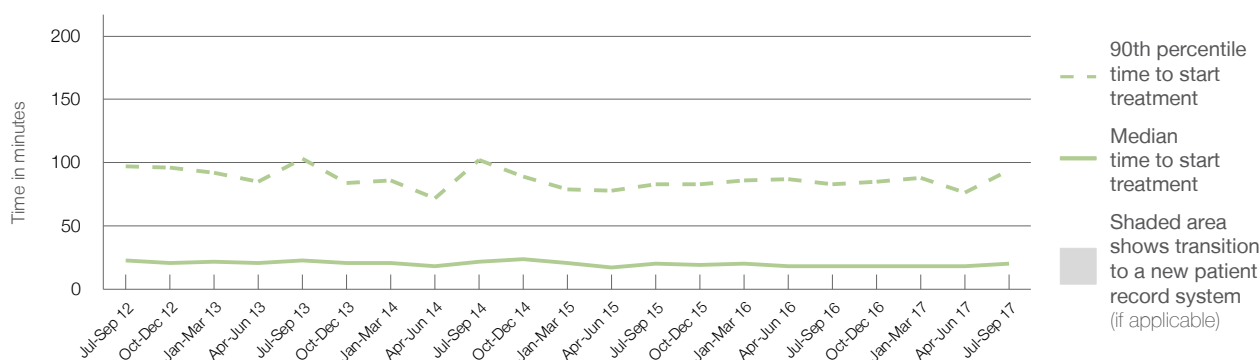
94 minutes

Same period last year	NSW (this period)
4,286	
4,157	
18 minutes	30 minutes
83 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	23	22	20	18	20
90th percentile time to start treatment ⁵ (minutes)	97	103	102	83	83	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 5 patients: 374

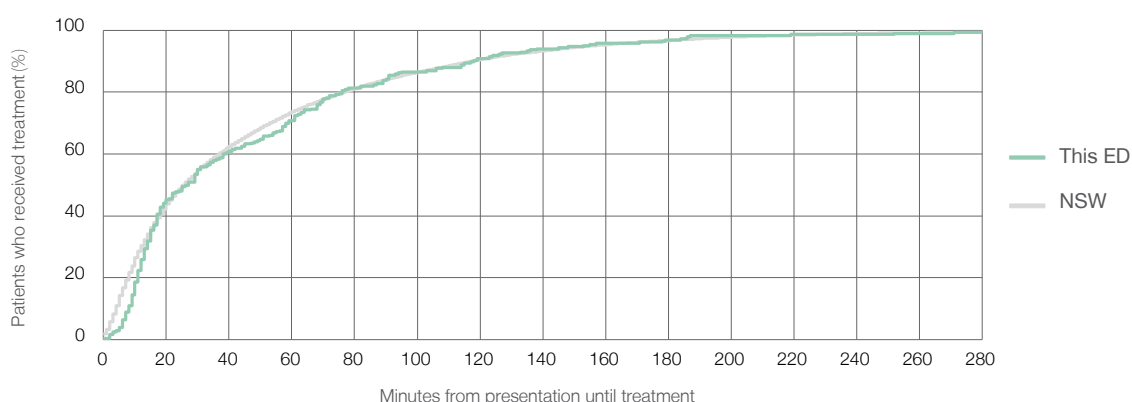
Number of triage 5 patients used to calculate waiting time:³ 283

Median time to start treatment⁴ 27 minutes

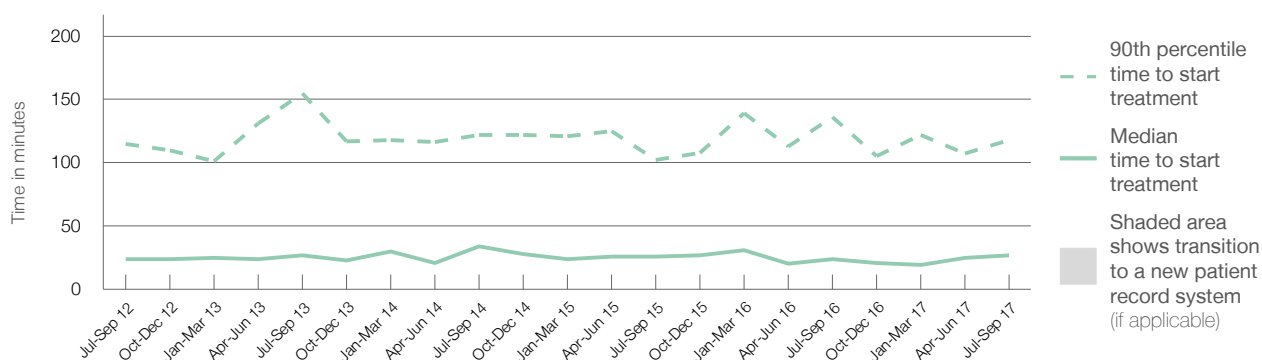
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
394	
330	
24 minutes	26 minutes
136 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	27	34	26	24	27
90th percentile time to start treatment ⁵ (minutes)	115	155	122	102	136	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Prince of Wales Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 14,498 patients

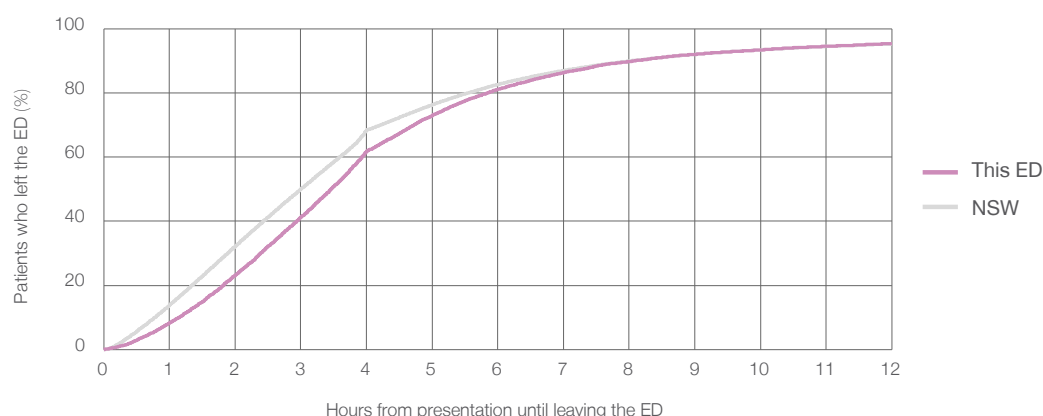
Presentations used to calculate time to leaving the ED:⁶ 14,491 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

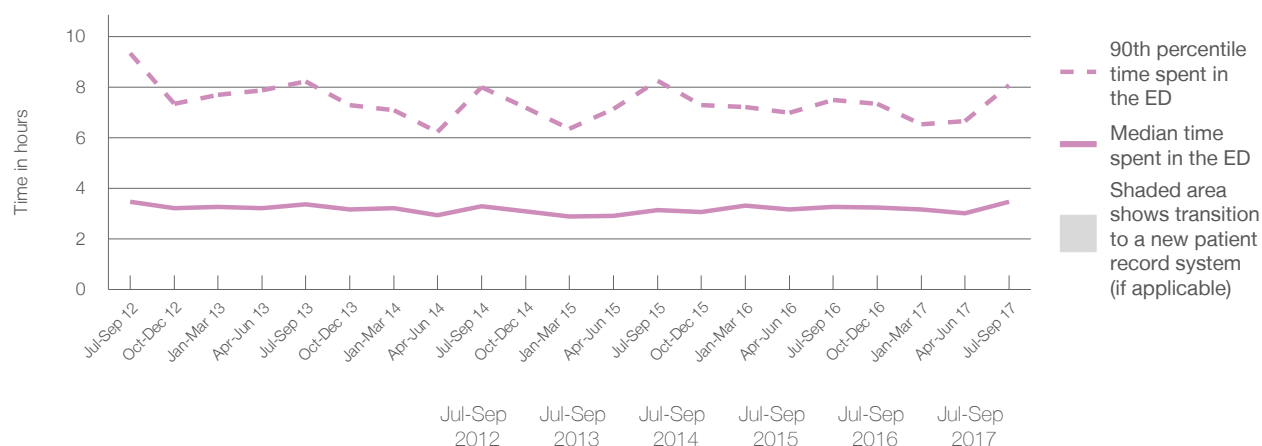
90th percentile time spent in the ED⁹ 8 hours and 5 minutes

Same period last year	NSW (this period)
13,920	
13,917	
3 hours and 16 minutes	3 hours and 0 minutes
7 hours and 29 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 29m	3h 23m	3h 18m	3h 9m	3h 16m	3h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 20m	8h 13m	8h 0m	8h 15m	7h 29m	8h 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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Prince of Wales Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

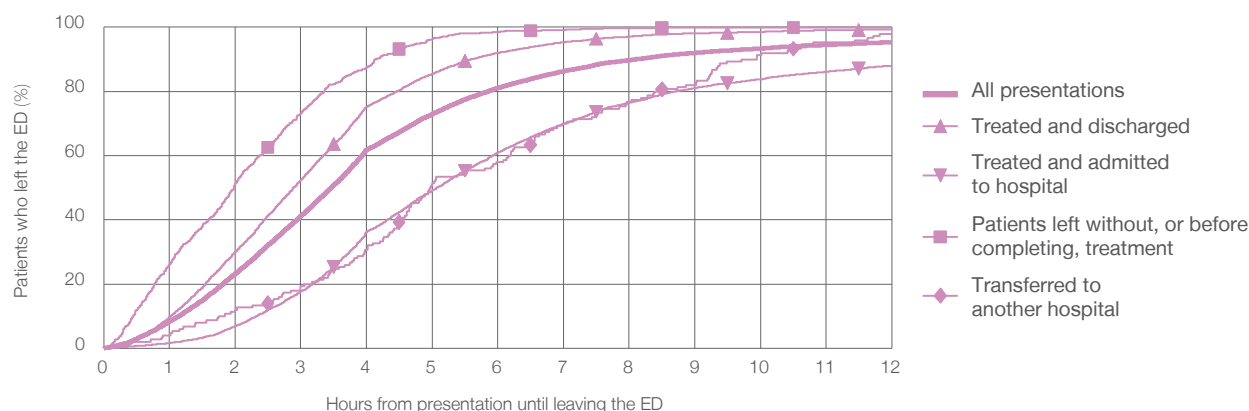
All presentations:[†] 14,498 patients

Presentations used to calculate time to leaving the ED:[‡] 14,491 patients

Treated and discharged	8,396 (57.9%)
Treated and admitted to hospital	5,119 (35.3%)
Patient left without, or before completing, treatment	709 (4.9%)
Transferred to another hospital	150 (1.0%)
Other	124 (0.9%)

Same period last year	Change since one year ago
13,917	4.1%
7,961	5.5%
5,106	0.3%
550	28.9%
235	-36.2%
68	82.4%

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



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

Treated and discharged	9.8%	30.1%	52.5%	75.2%	92.0%	97.1%	98.6%	99.3%
Treated and admitted to hospital	1.6%	6.9%	17.7%	36.2%	61.1%	76.5%	83.8%	88.0%
Patient left without, or before completing, treatment	26.1%	51.5%	73.2%	87.4%	98.6%	99.7%	99.9%	99.9%
Transferred to another hospital	4.0%	12.0%	19.3%	30.7%	58.0%	76.7%	91.3%	98.0%
All presentations	8.4%	23.3%	41.3%	61.8%	81.1%	89.7%	93.3%	95.3%

(†) 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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Prince of Wales Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 14,498 patients

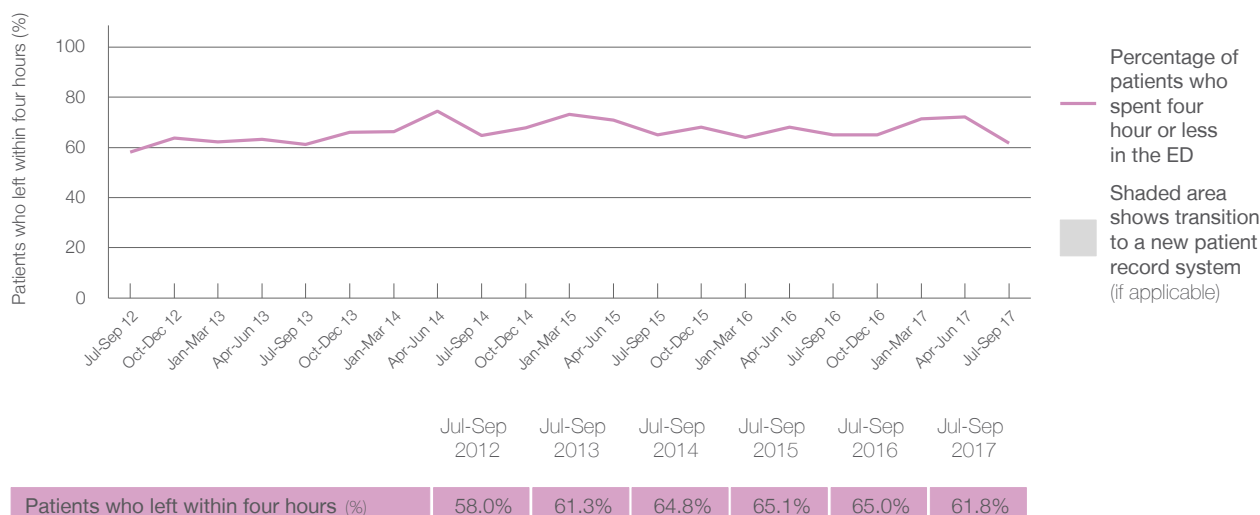
Presentations used to calculate time to leaving the ED:⁶ 14,491 patients

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



Same period last year	Change since one year ago
13,920	4.2%
13,917	4.1%
65.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Royal North Shore Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 22,438 patients

Emergency presentations:² 22,350 patients

Same period last year	Change since one year ago
20,111	11.6%
19,944	12.1%

Royal North Shore Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 4,547 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): 6,426 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,199 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,701 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
4,377	
8 minutes	9 minutes
18 minutes	29 minutes
5,824	
19 minutes	23 minutes
51 minutes	83 minutes
7,125	
28 minutes	30 minutes
79 minutes	121 minutes
2,180	
31 minutes	26 minutes
110 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 22,432 patients

Percentage of patients who spent four hours or less in the ED 60.3%

Same period last year	Change since one year ago
20,111	11.5%
59.3%	

* 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, July to September 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.

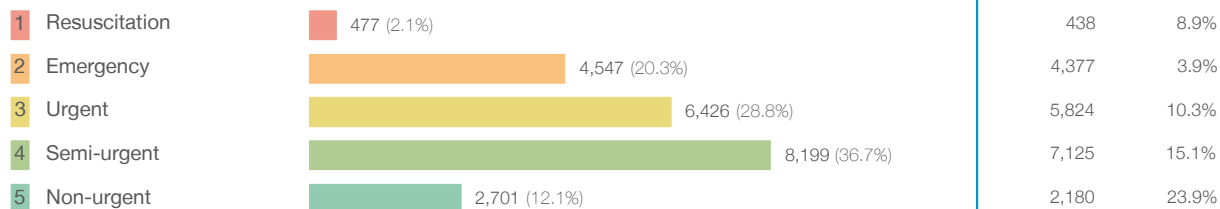
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Royal North Shore Hospital: Patients presenting to the emergency department

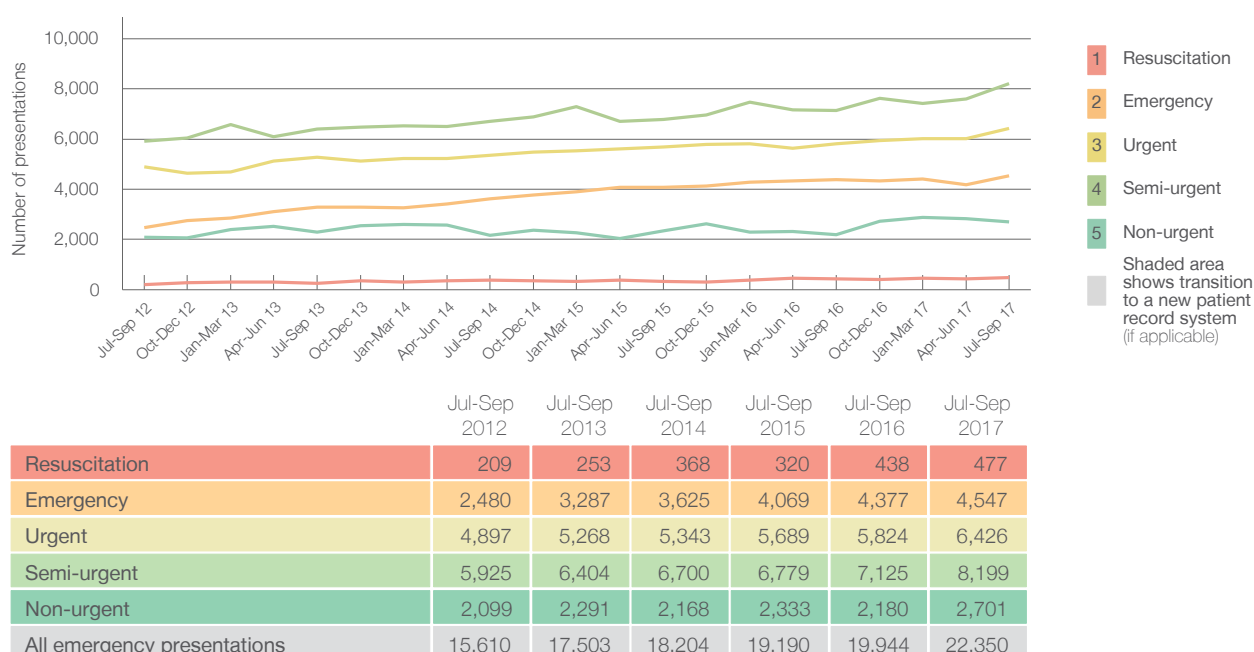
July to September 2017

All presentations:¹ 22,438 patients

Emergency presentations² by triage category: 22,350 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Royal North Shore Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,978 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 4,547

Number of triage 2 patients used to calculate waiting time:³ 4,525

Median time to start treatment⁴

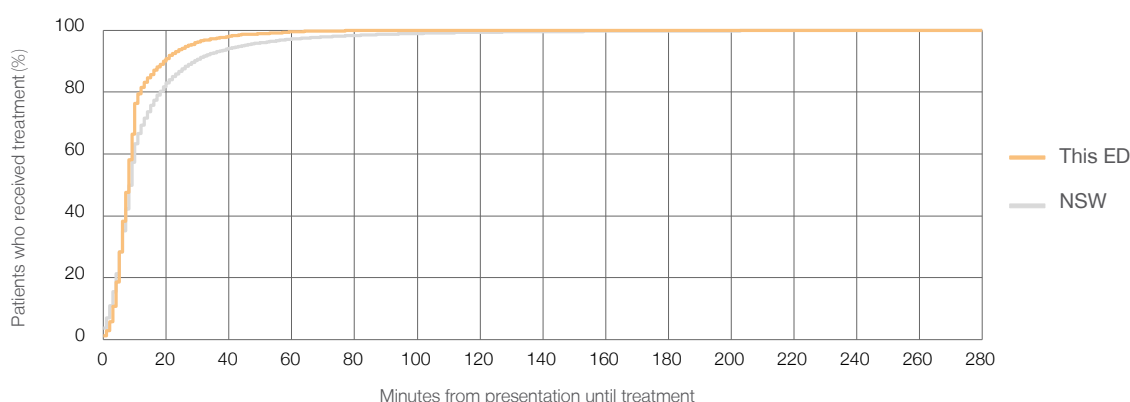
8 minutes

90th percentile time to start treatment⁵

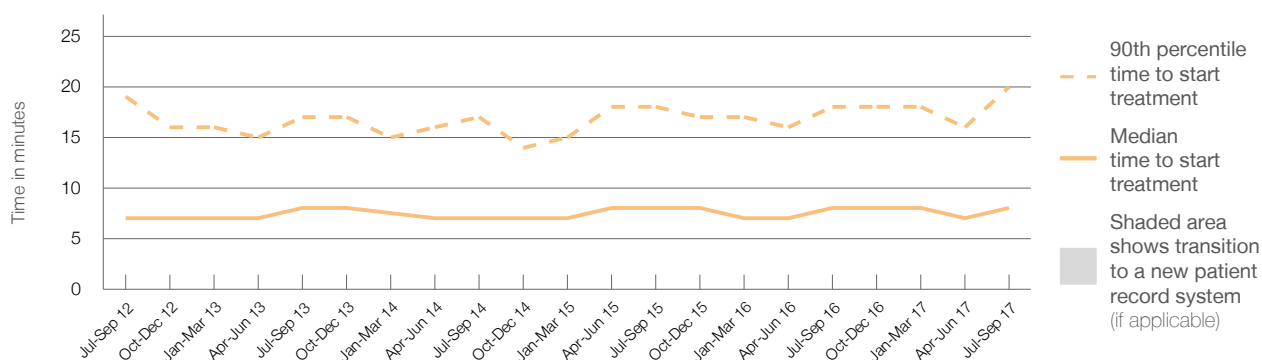
20 minutes

Same period last year	NSW (this period)
4,377	
4,362	
8 minutes	9 minutes
18 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	8	7	8	8	8
90th percentile time to start treatment ⁵ (minutes)	19	17	17	18	18	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 3 patients: 6,426

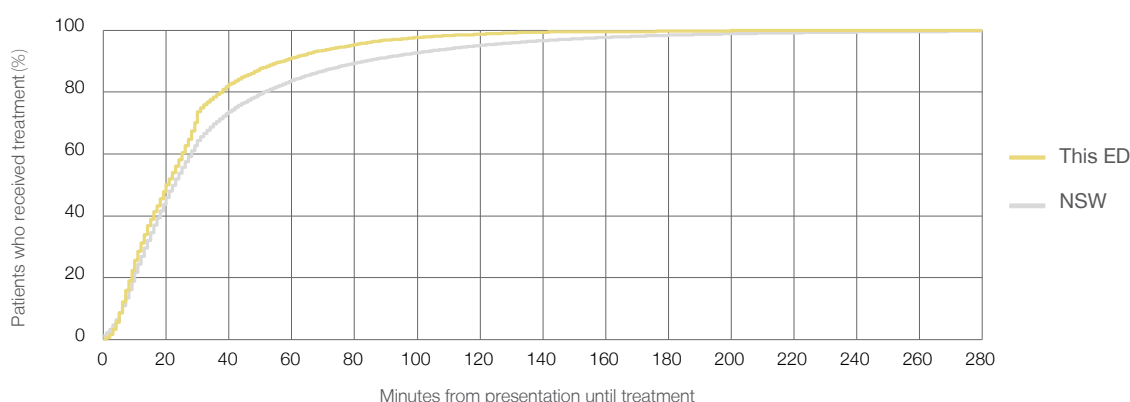
Number of triage 3 patients used to calculate waiting time:³ 6,328

Median time to start treatment⁴ 20 minutes

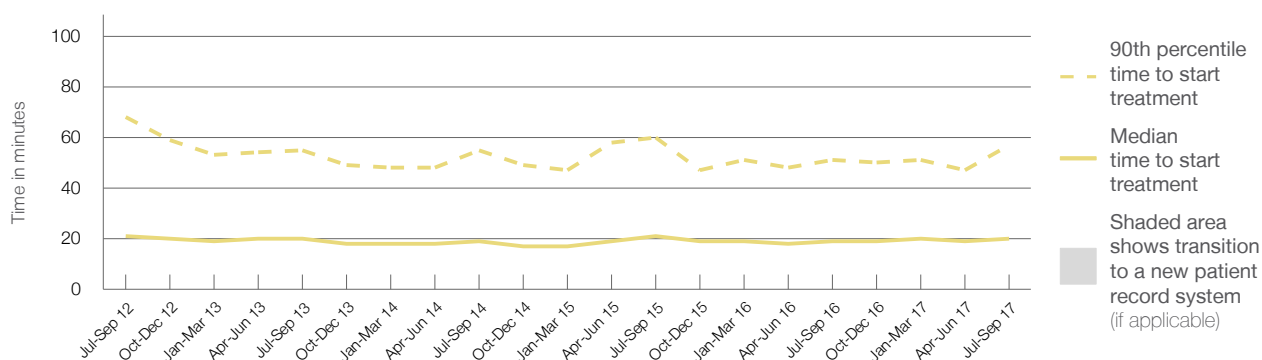
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
5,824	
5,749	
19 minutes	23 minutes
51 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	20	19	21	19	20
90th percentile time to start treatment ⁵ (minutes)	68	55	55	60	51	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 4 patients: 8,199

Number of triage 4 patients used to calculate waiting time:³ 7,924

Median time to start treatment⁴

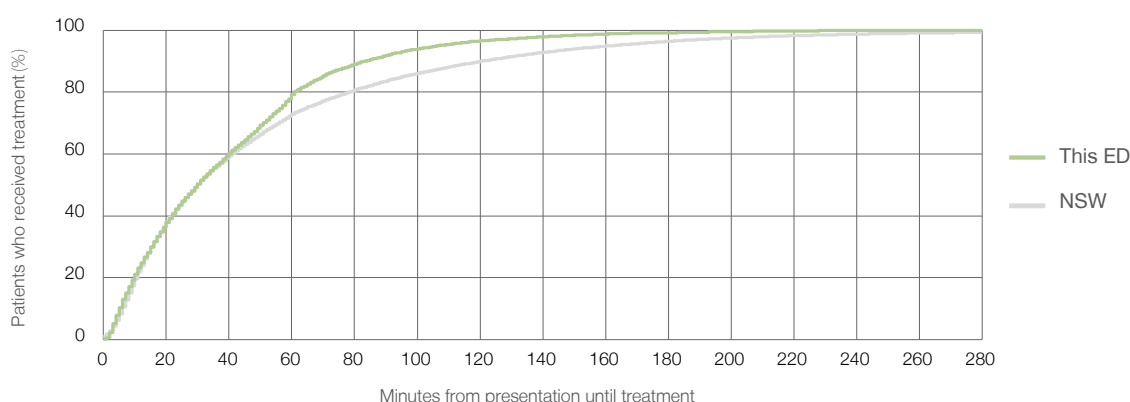
30 minutes

90th percentile time to start treatment⁵

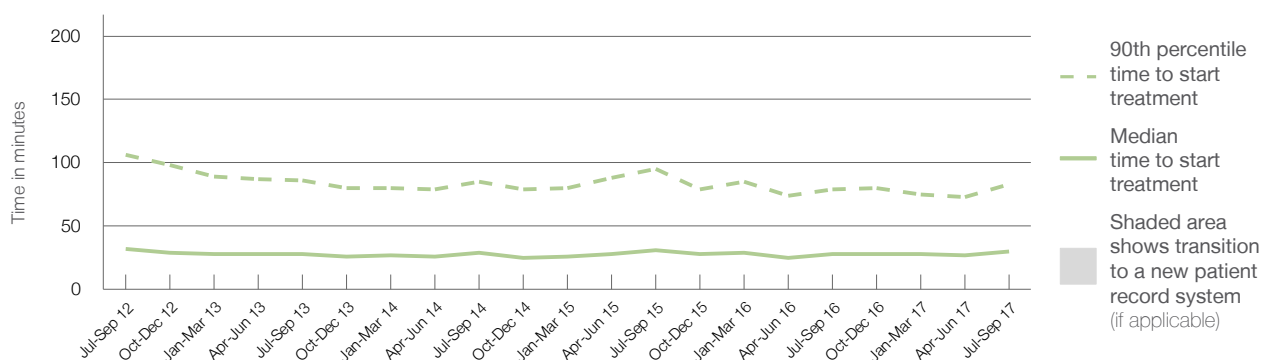
83 minutes

Same period last year	NSW (this period)
7,125	
6,888	
28 minutes	30 minutes
79 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	28	29	31	28	30
90th percentile time to start treatment ⁵ (minutes)	106	86	85	95	79	83

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

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

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

July to September 2017

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

Number of triage 5 patients: 2,701

Number of triage 5 patients used to calculate waiting time:³ 2,413

Median time to start treatment⁴

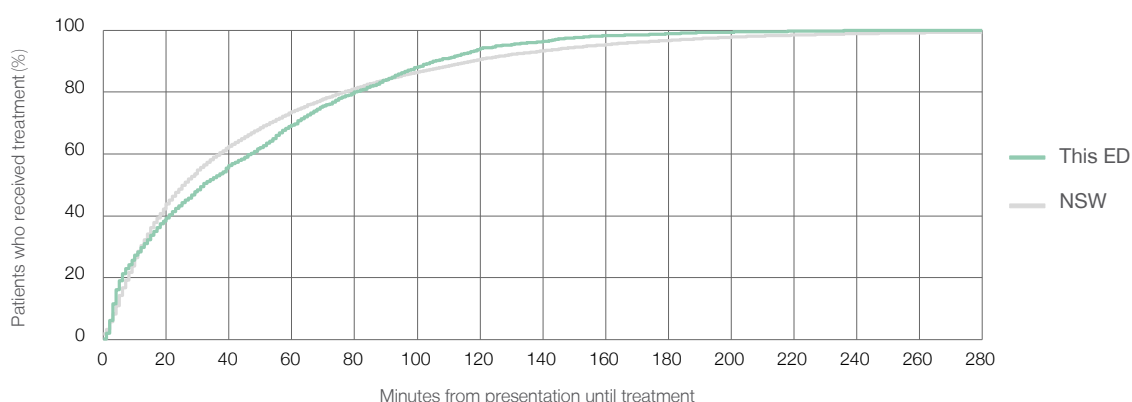
32 minutes

90th percentile time to start treatment⁵

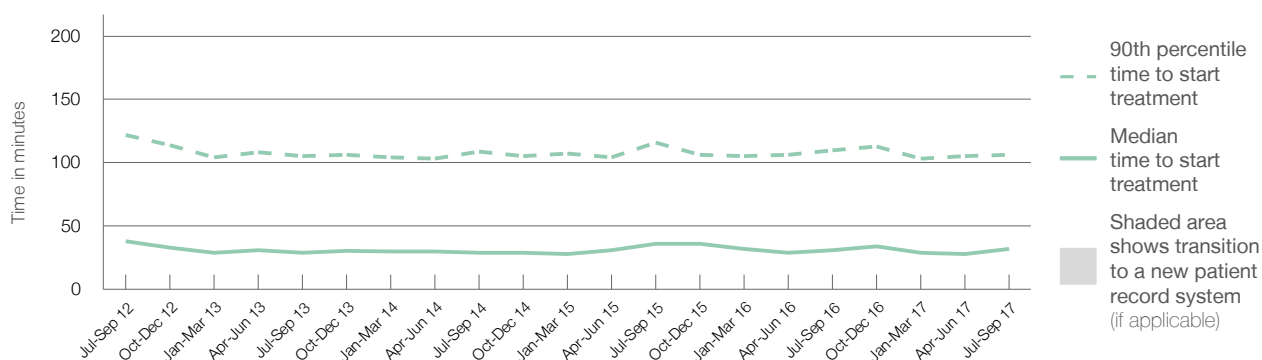
106 minutes

Same period last year	NSW (this period)
2,180	
1,951	
31 minutes	26 minutes
110 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	38	29	29	36	31	32
90th percentile time to start treatment ⁵ (minutes)	122	105	109	116	110	106

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

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

Royal North Shore Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 22,438 patients

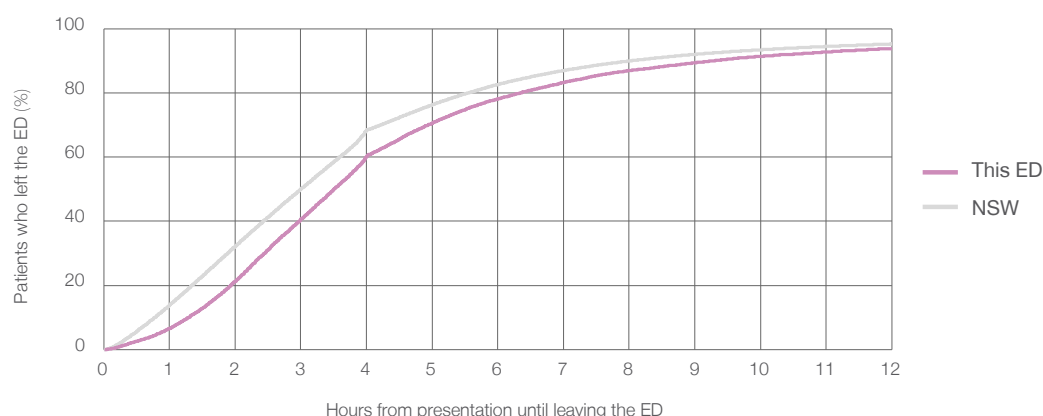
Presentations used to calculate time to leaving the ED:⁶ 22,432 patients

Median time spent in the ED⁸ 3 hours and 31 minutes

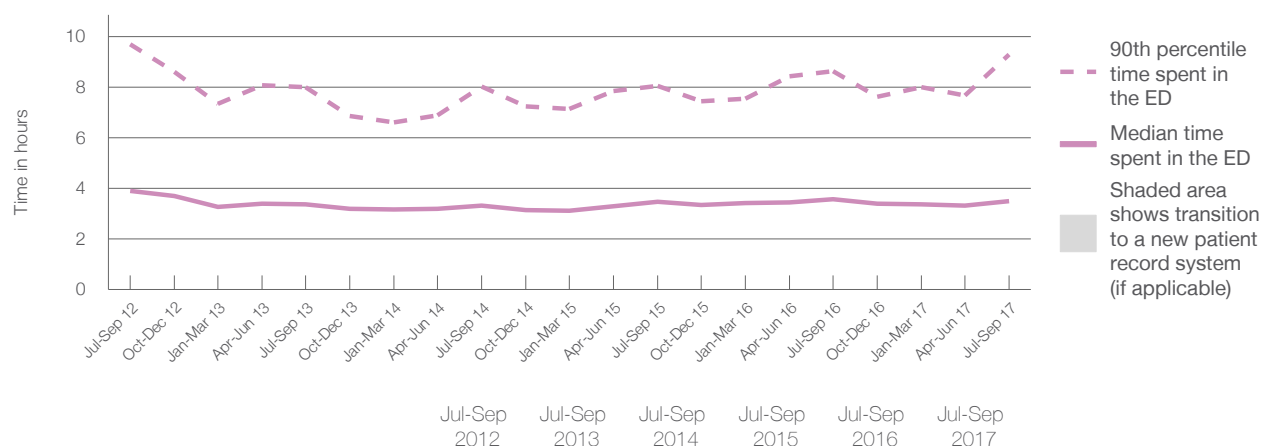
90th percentile time spent in the ED⁹ 9 hours and 18 minutes

Same period last year	NSW (this period)
20,111	20,111
3 hours and 34 minutes	3 hours and 0 minutes
8 hours and 38 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 55m	3h 22m	3h 20m	3h 29m	3h 34m	3h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 41m	8h 0m	8h 2m	8h 3m	8h 38m	9h 18m

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

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

Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

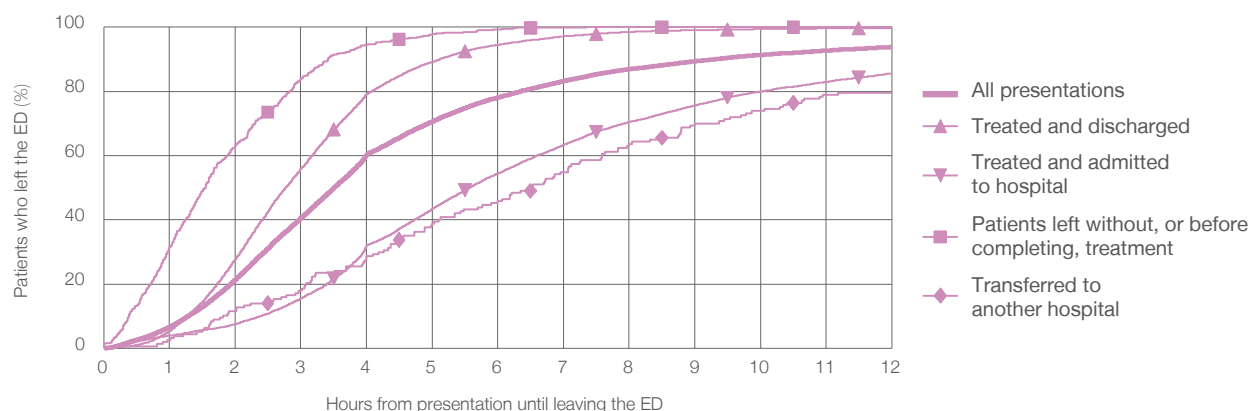
All presentations:[†] 22,438 patients

Presentations used to calculate time to leaving the ED:[‡] 22,432 patients

Treated and discharged	12,155 (54.2%)
Treated and admitted to hospital	9,121 (40.6%)
Patient left without, or before completing, treatment	613 (2.7%)
Transferred to another hospital	157 (0.7%)
Other	392 (1.7%)

Same period last year	Change since one year ago
20,111	11.5%
10,786	12.7%
8,368	9.0%
478	28.2%
138	13.8%
341	15.0%

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



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

Treated and discharged	5.4%	27.8%	56.0%	79.1%	94.6%	98.5%	99.4%	99.7%
Treated and admitted to hospital	4.0%	7.5%	15.6%	32.0%	54.5%	70.5%	80.0%	85.6%
Patient left without, or before completing, treatment	31.5%	63.3%	84.0%	94.5%	99.3%	100%	100%	100%
Transferred to another hospital	2.5%	11.5%	17.8%	28.7%	45.9%	63.7%	73.9%	79.6%
All presentations	6.6%	21.4%	40.7%	60.3%	78.1%	87.0%	91.4%	93.8%

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

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

Royal North Shore Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 22,438 patients

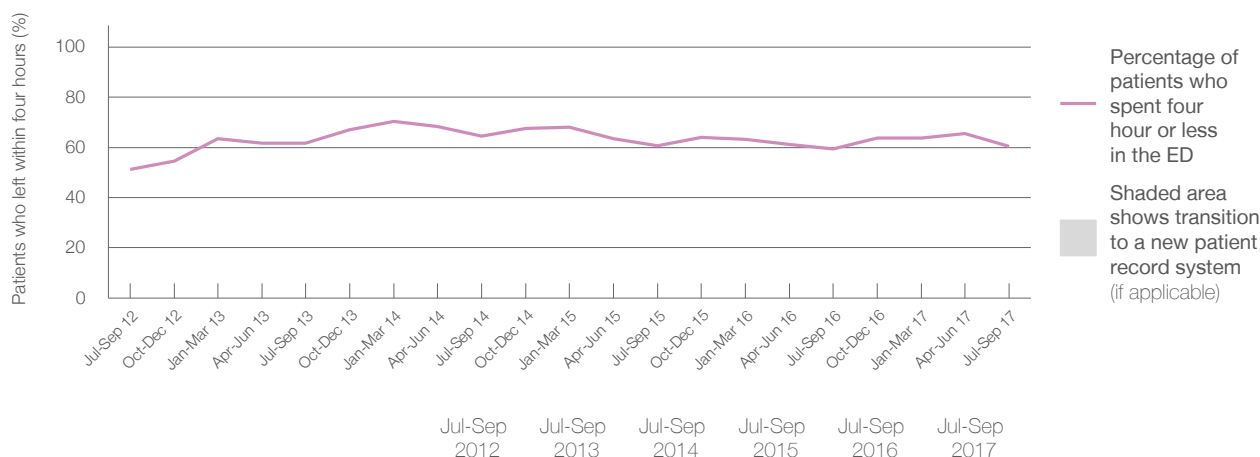
Presentations used to calculate time to leaving the ED:⁶ 22,432 patients

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



Same period last year	Change since one year ago
20,111	11.6%
20,111	11.5%
59.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	51.3%	61.6%	64.4%	60.7%	59.3%	60.3%

- * 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*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Royal Prince Alfred Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 19,682 patients

Emergency presentations:² 19,160 patients

Same period last year	Change since one year ago
18,420	6.9%
17,894	7.1%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,243 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,367 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 94 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,927 patients

Median time to start treatment⁴ 36 minutes

90th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 474 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
2,744	
11 minutes	9 minutes
24 minutes	29 minutes
9,524	
24 minutes	23 minutes
72 minutes	83 minutes
5,009	
32 minutes	30 minutes
109 minutes	121 minutes
490	
31 minutes	26 minutes
116 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 19,680 patients

Percentage of patients who spent four hours or less in the ED 60.8%

Same period last year	Change since one year ago
18,420	6.8%
65.2%	

* 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, July to September 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.

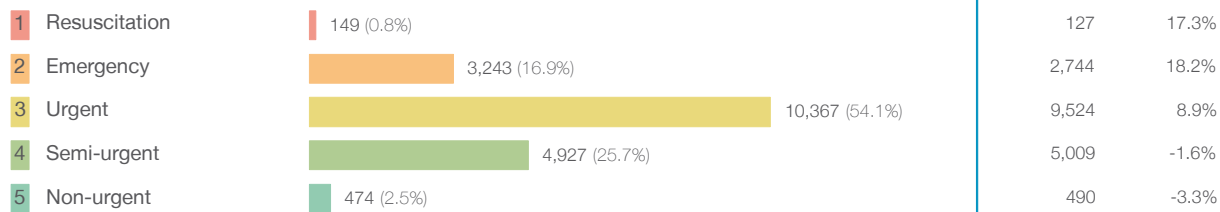
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Royal Prince Alfred Hospital: Patients presenting to the emergency department

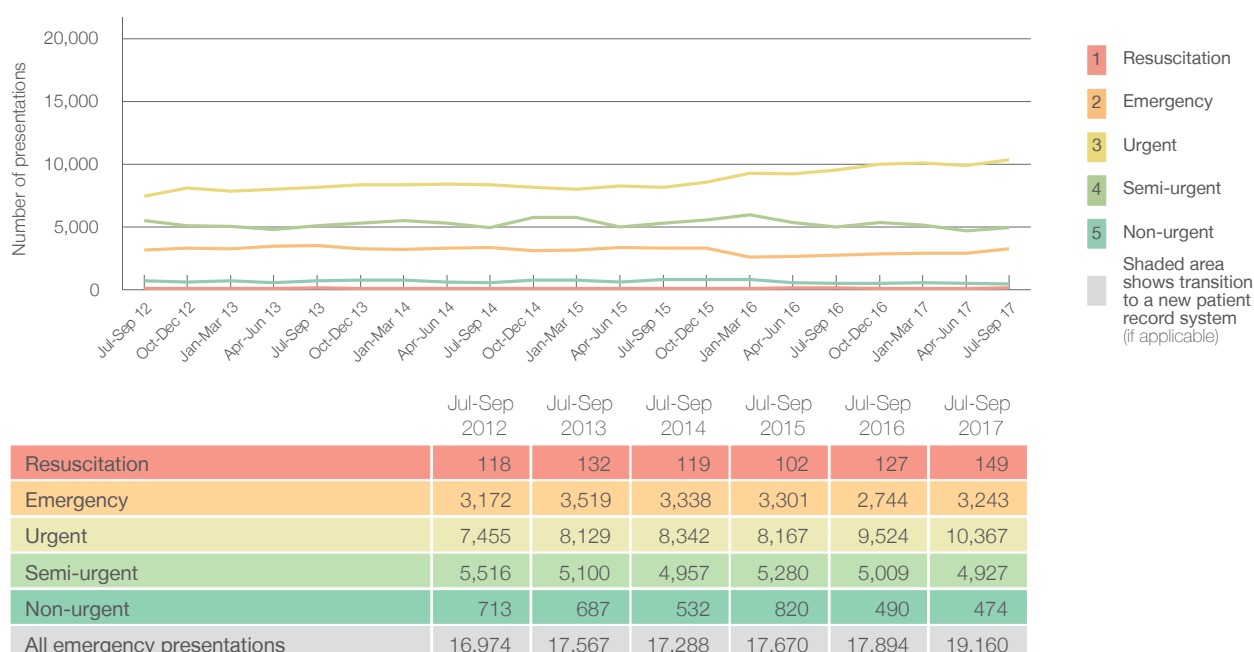
July to September 2017

All presentations:¹ 19,682 patients

Emergency presentations² by triage category: 19,160 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Royal Prince Alfred Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,320 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 3,243

Number of triage 2 patients used to calculate waiting time:³ 3,233

Median time to start treatment⁴

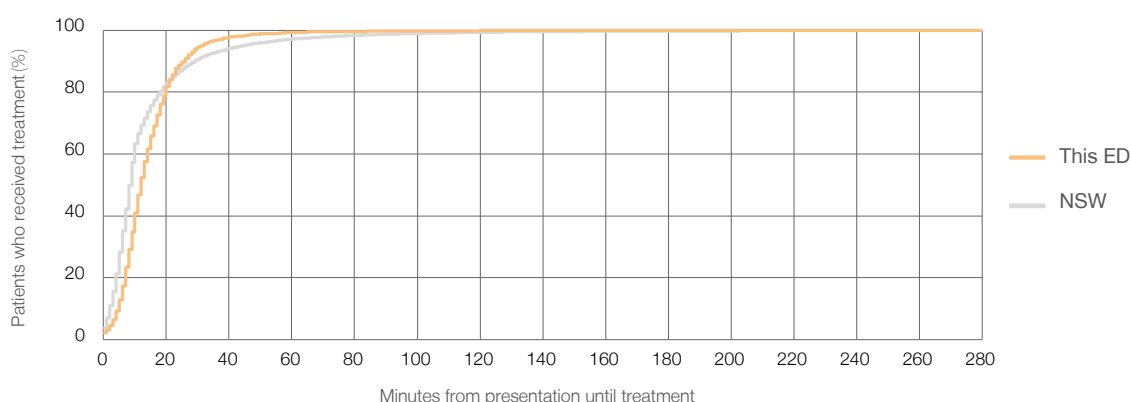
12 minutes

90th percentile time to start treatment⁵

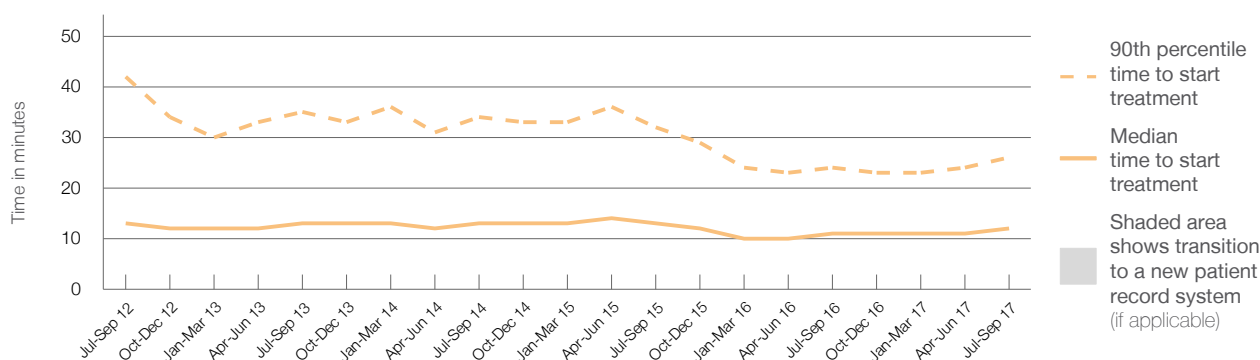
26 minutes

Same period last year	NSW (this period)
2,744	
2,737	
11 minutes	9 minutes
24 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	13	13	13	13	11	12
90th percentile time to start treatment ⁵ (minutes)	42	35	34	32	24	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 3 patients: 10,367

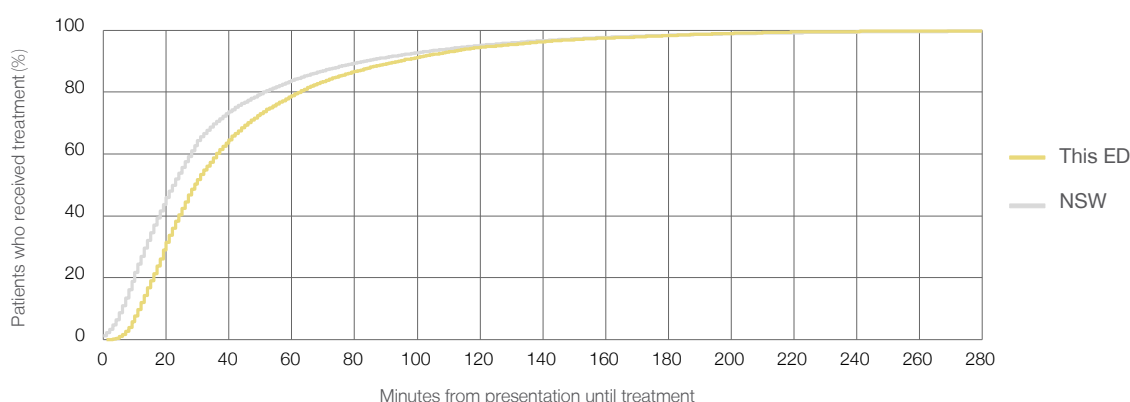
Number of triage 3 patients used to calculate waiting time:³ 10,138

Median time to start treatment⁴ 29 minutes

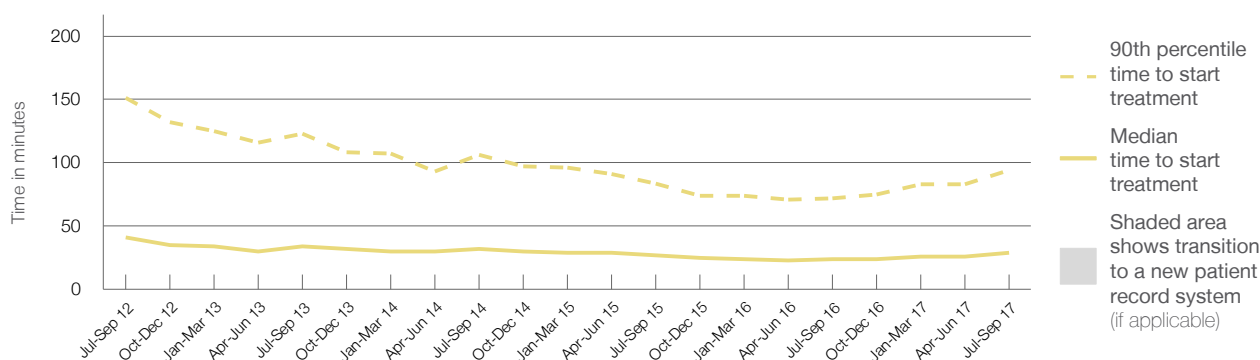
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
9,524	
9,365	
24 minutes	23 minutes
72 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	41	34	32	27	24	29
90th percentile time to start treatment ⁵ (minutes)	151	123	106	84	72	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 4 patients: 4,927

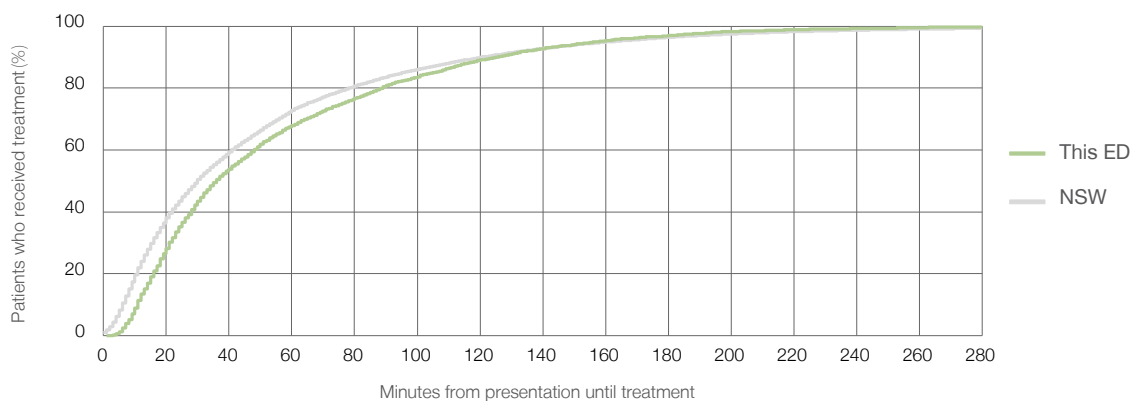
Number of triage 4 patients used to calculate waiting time:³ 4,652

Median time to start treatment⁴ 36 minutes

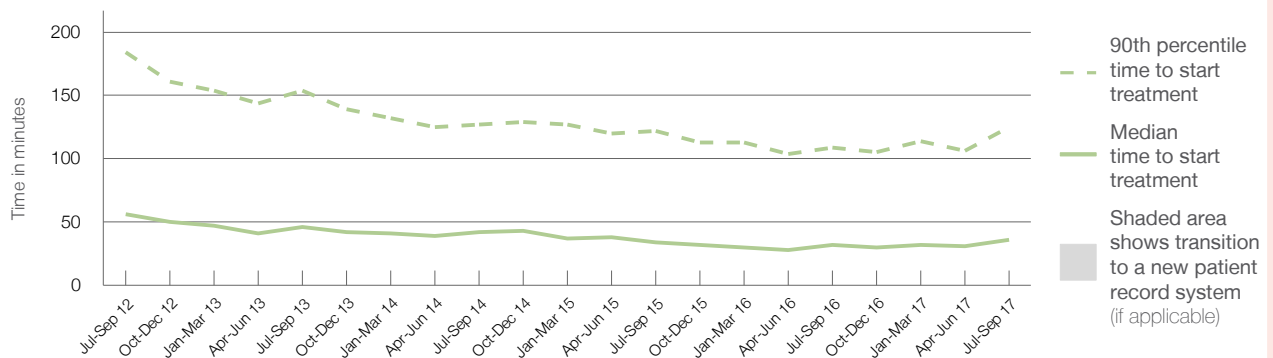
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
5,009	
4,755	
32 minutes	30 minutes
109 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	56	46	42	34	32	36
90th percentile time to start treatment ⁵ (minutes)	184	154	127	122	109	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 5 patients: 474

Number of triage 5 patients used to calculate waiting time:³ 323

Median time to start treatment⁴

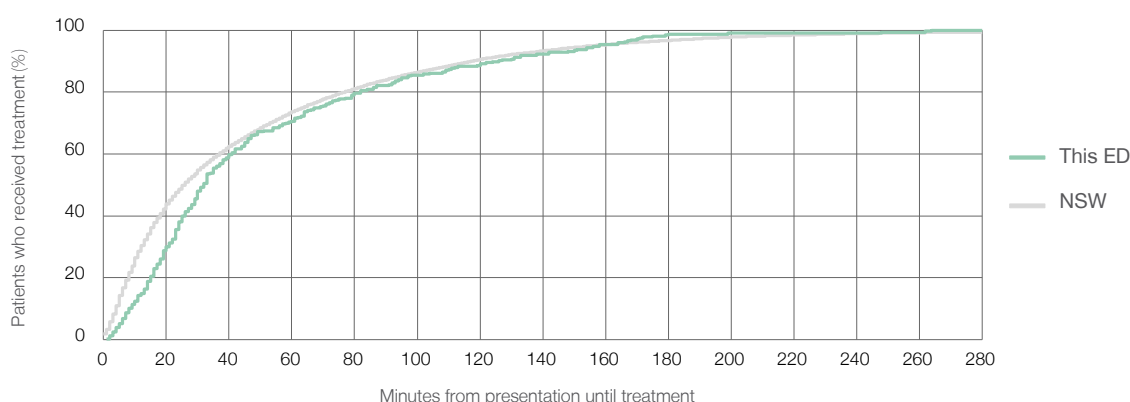
32 minutes

90th percentile time to start treatment⁵

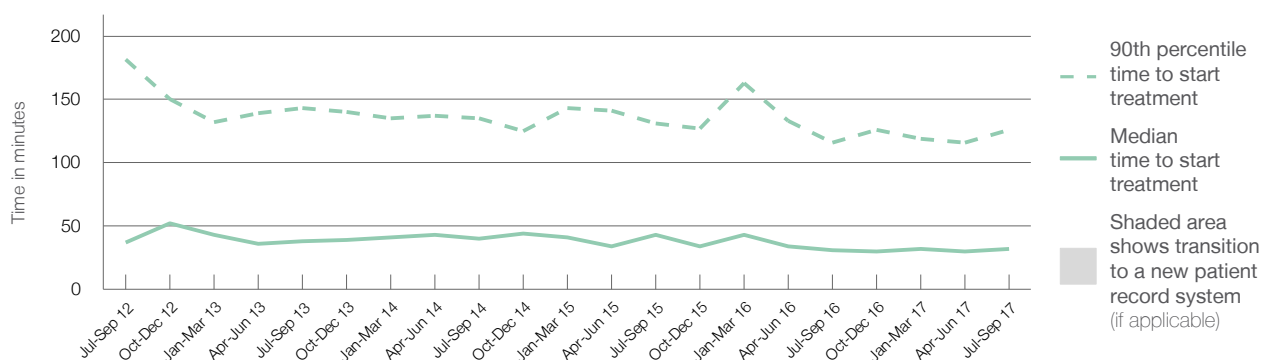
126 minutes

Same period last year	NSW (this period)
490	
341	
31 minutes	26 minutes
116 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	38	40	43	31	32
90th percentile time to start treatment ⁵ (minutes)	182	143	135	131	116	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Royal Prince Alfred Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 19,682 patients

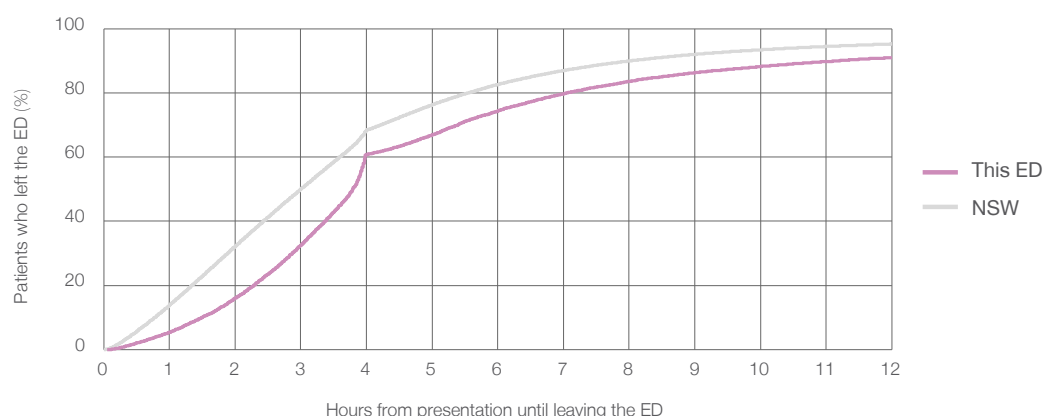
Presentations used to calculate time to leaving the ED:⁶ 19,680 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

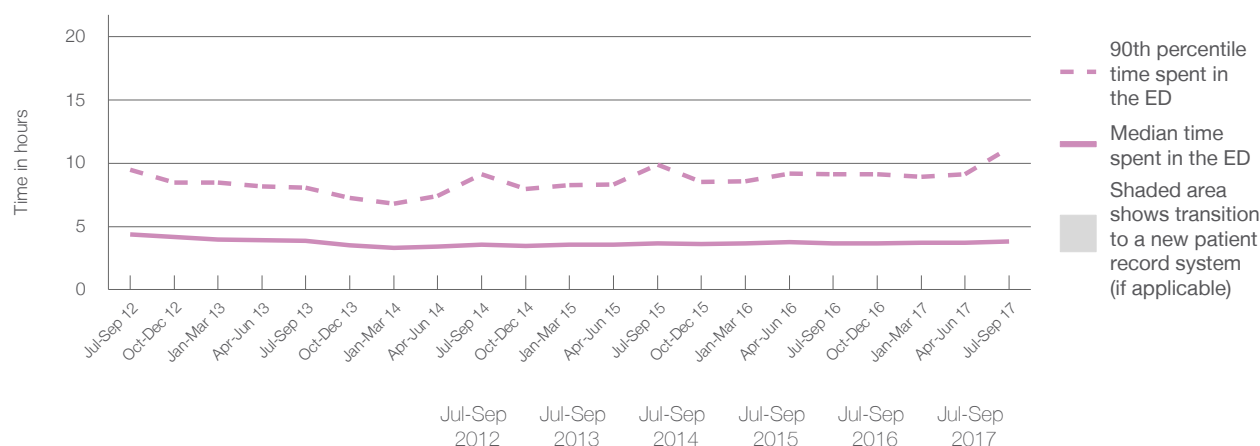
90th percentile time spent in the ED⁹ 11 hours and 12 minutes

Same period last year	NSW (this period)
18,420	18,420
3 hours and 41 minutes	3 hours and 0 minutes
9 hours and 6 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 23m	3h 51m	3h 35m	3h 39m	3h 41m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 30m	8h 3m	9h 6m	9h 52m	9h 6m	11h 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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

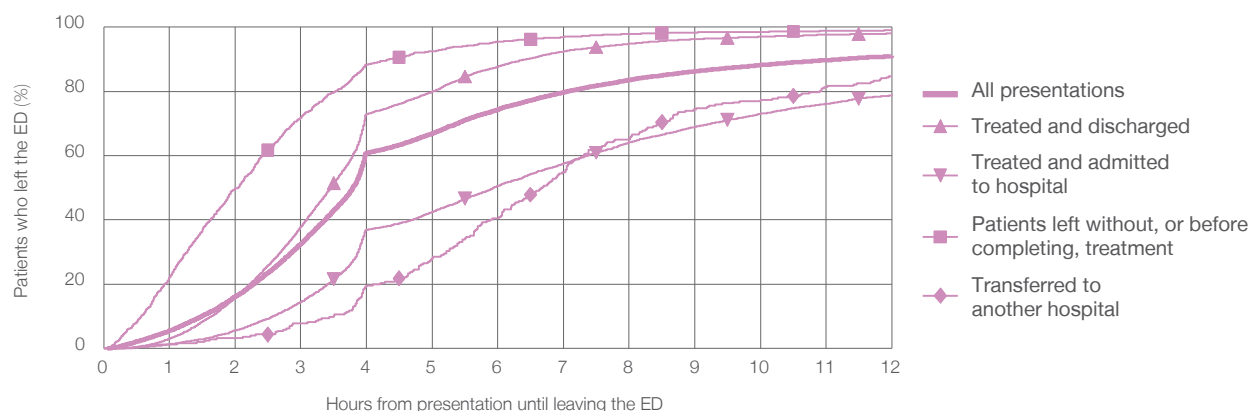
All presentations:[†] 19,682 patients

Presentations used to calculate time to leaving the ED:[‡] 19,680 patients

Treated and discharged	10,518 (53.4%)
Treated and admitted to hospital	7,163 (36.4%)
Patient left without, or before completing, treatment	1,282 (6.5%)
Transferred to another hospital	257 (1.3%)
Other	462 (2.3%)

Same period last year	Change since one year ago
18,420	6.8%
9,413	11.7%
7,218	-0.8%
1,116	14.9%
255	0.8%
418	10.5%

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



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

Treated and discharged	3.0%	15.9%	37.8%	73.0%	87.7%	94.8%	97.1%	98.0%
Treated and admitted to hospital	1.2%	5.5%	14.4%	36.9%	50.6%	64.1%	73.1%	79.0%
Patient left without, or before completing, treatment	22.2%	49.8%	71.8%	88.4%	95.5%	97.9%	98.6%	99.1%
Transferred to another hospital	1.2%	3.1%	7.8%	19.5%	40.5%	65.0%	77.4%	84.8%
All presentations	5.5%	16.1%	32.6%	60.8%	74.4%	83.6%	88.2%	91.0%

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

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Royal Prince Alfred Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 19,682 patients

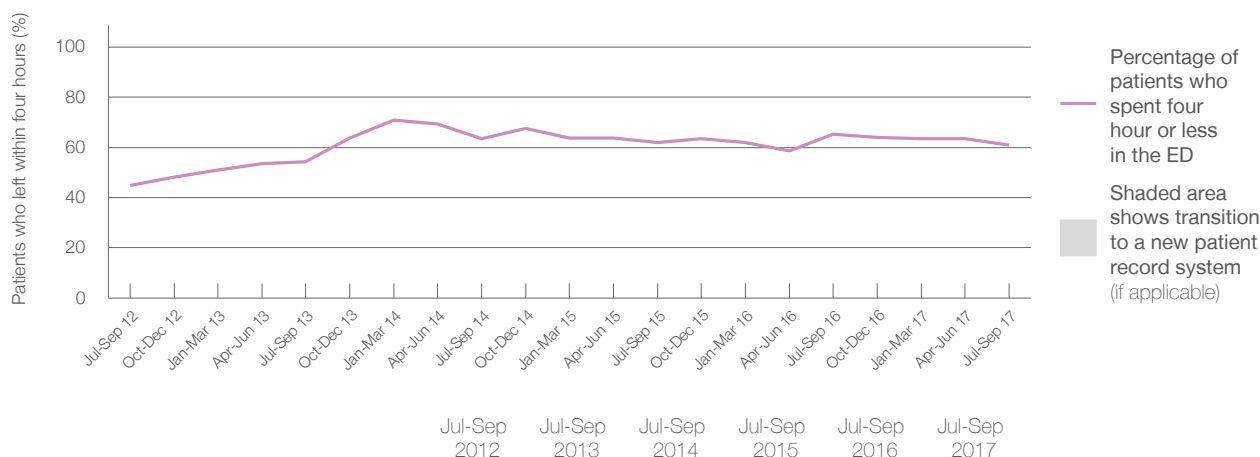
Presentations used to calculate time to leaving the ED:⁶ 19,680 patients

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



Same period last year	Change since one year ago
18,420	6.9%
18,420	6.8%
65.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	44.9%	54.2%	63.6%	61.9%	65.2%	60.8%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

St George Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 21,178 patients

Emergency presentations:² 21,041 patients

Same period last year	Change since one year ago
19,062	11.1%
18,958	11.0%

St George Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,328 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,251 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,105 patients

Median time to start treatment⁴ 43 minutes
90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,178 patients

Median time to start treatment⁴ 43 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
2,565	
10 minutes	9 minutes
27 minutes	29 minutes
8,632	
27 minutes	23 minutes
70 minutes	83 minutes
6,640	
35 minutes	30 minutes
85 minutes	121 minutes
946	
37 minutes	26 minutes
100 minutes	118 minutes

St George Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 21,173 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
19,062	11.1%
60.6%	

* 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, July to September 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.

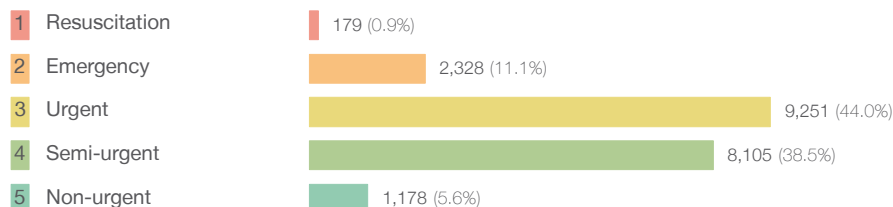
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

St George Hospital: Patients presenting to the emergency department

July to September 2017

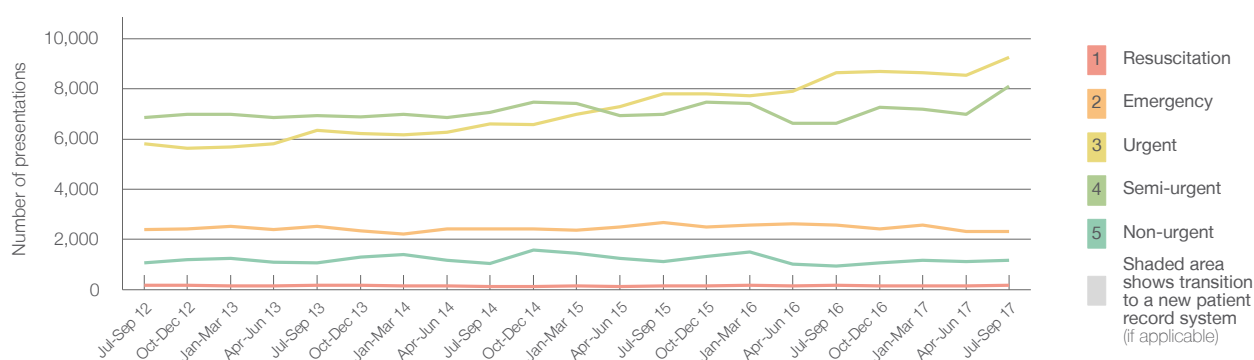
All presentations:¹ 21,178 patients

Emergency presentations² by triage category: 21,041 patients



Same period last year	Change since one year ago
19,062	11.1%
18,958	11.0%
175	2.3%
2,565	-9.2%
8,632	7.2%
6,640	22.1%
946	24.5%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	164	168	133	150	175	179
Emergency	2,395	2,529	2,417	2,662	2,565	2,328
Urgent	5,805	6,356	6,611	7,792	8,632	9,251
Semi-urgent	6,853	6,932	7,062	6,990	6,640	8,105
Non-urgent	1,060	1,064	1,053	1,116	946	1,178
All emergency presentations	16,277	17,049	17,276	18,710	18,958	21,041

St George Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,533 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,271	
11 minutes	2 minutes
23 minutes	14 minutes

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

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

St George Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 2,328

Number of triage 2 patients used to calculate waiting time:³ 2,321

Median time to start treatment⁴

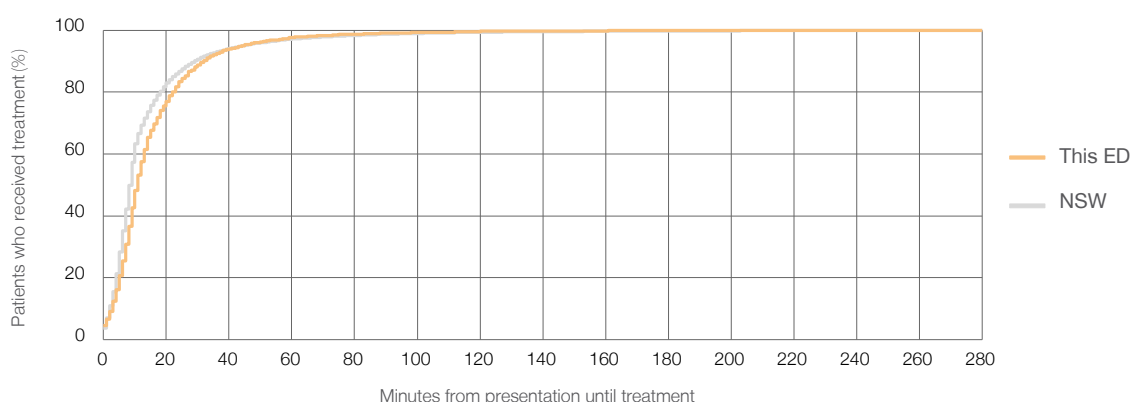
11 minutes

90th percentile time to start treatment⁵

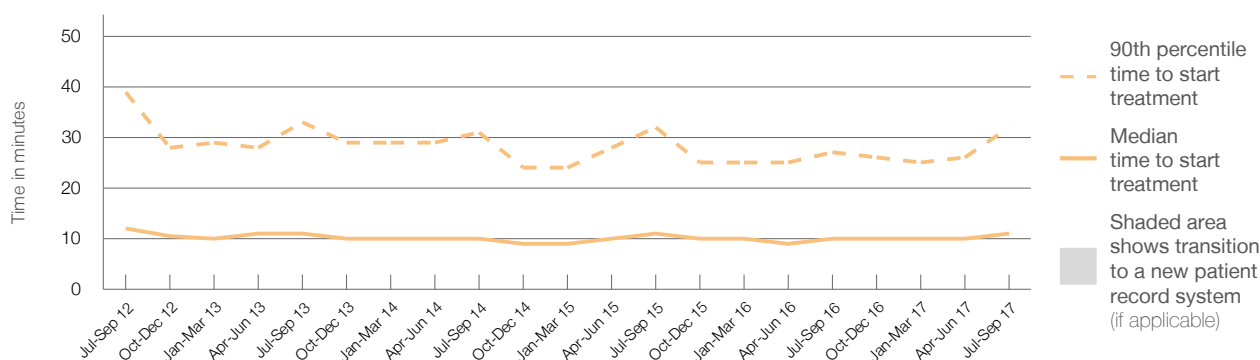
32 minutes

Same period last year	NSW (this period)
2,565	
2,562	
10 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	12	11	10	11	10	11
90th percentile time to start treatment ⁵ (minutes)	39	33	31	32	27	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St George Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 9,251

Number of triage 3 patients used to calculate waiting time:³ 9,049

Median time to start treatment⁴

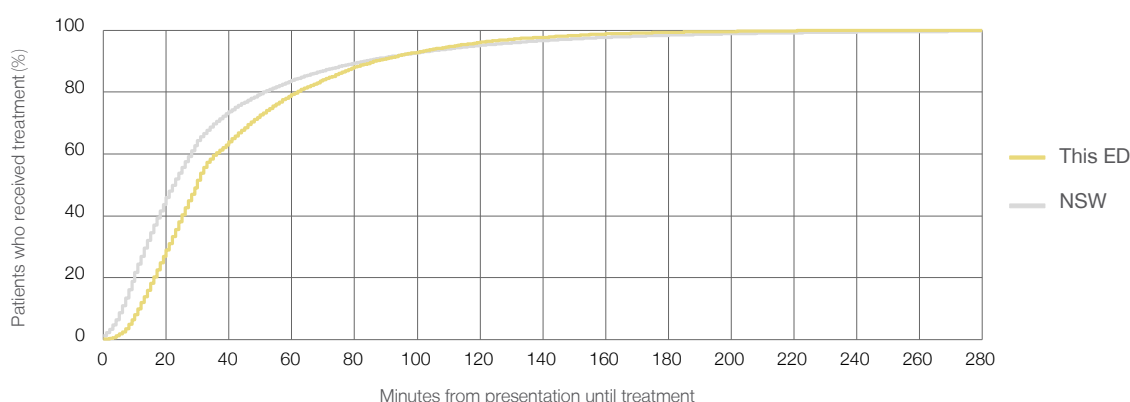
30 minutes

90th percentile time to start treatment⁵

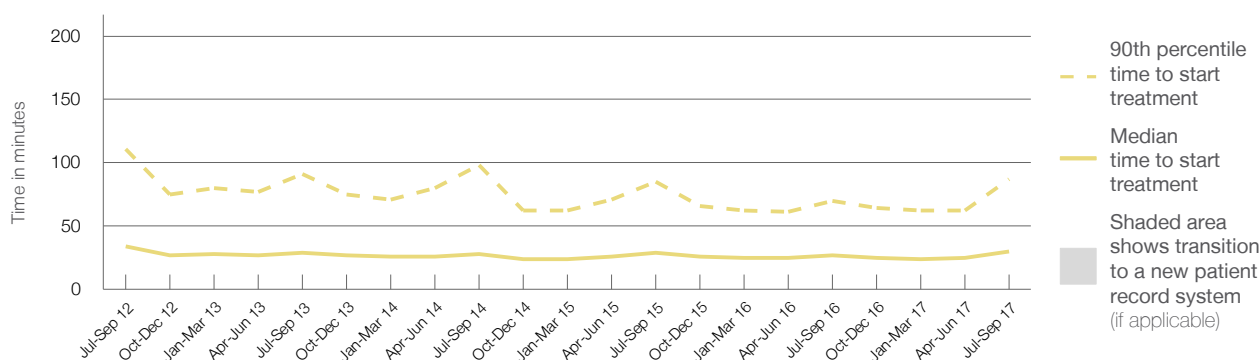
87 minutes

Same period last year	NSW (this period)
8,632	
8,531	
27 minutes	23 minutes
70 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	29	28	29	27	30
90th percentile time to start treatment ⁵ (minutes)	111	91	98	85	70	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St George Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 8,105

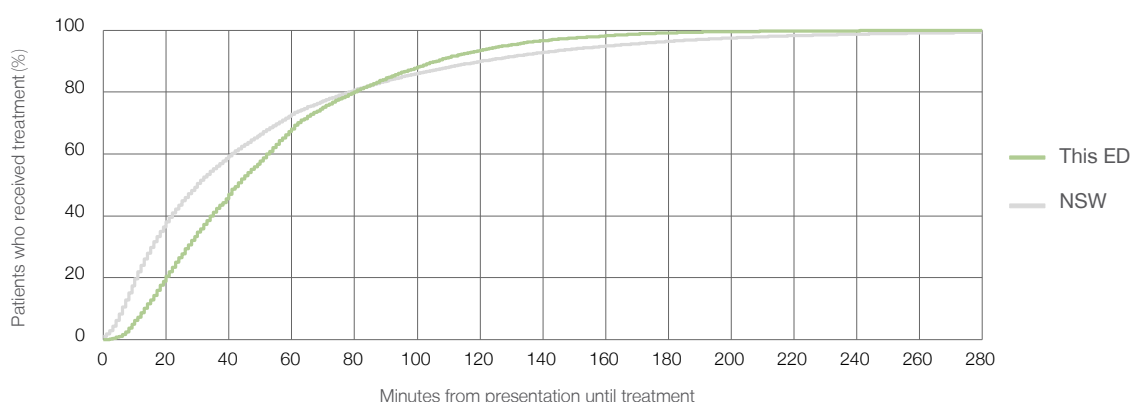
Number of triage 4 patients used to calculate waiting time:³ 7,765

Median time to start treatment⁴ 43 minutes

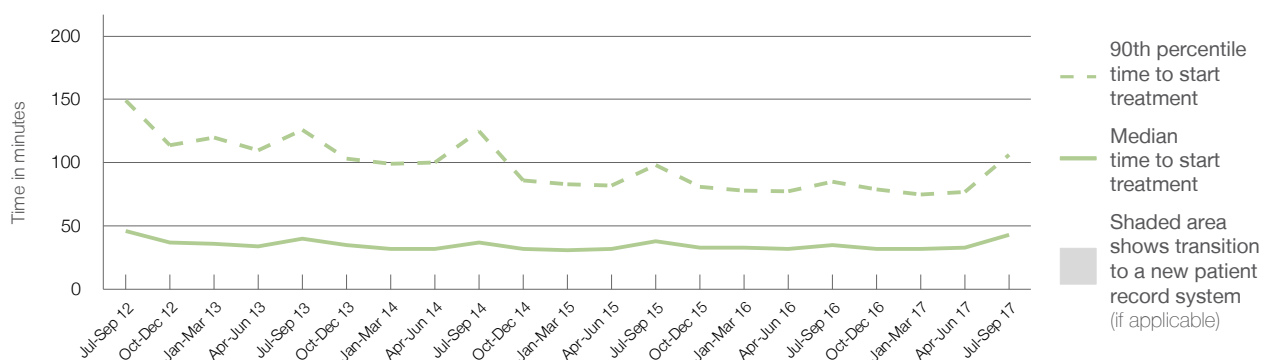
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
6,640	
6,469	
35 minutes	30 minutes
85 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	46	40	37	38	35	43
90th percentile time to start treatment ⁵ (minutes)	149	126	125	98	85	106

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

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

St George Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,178

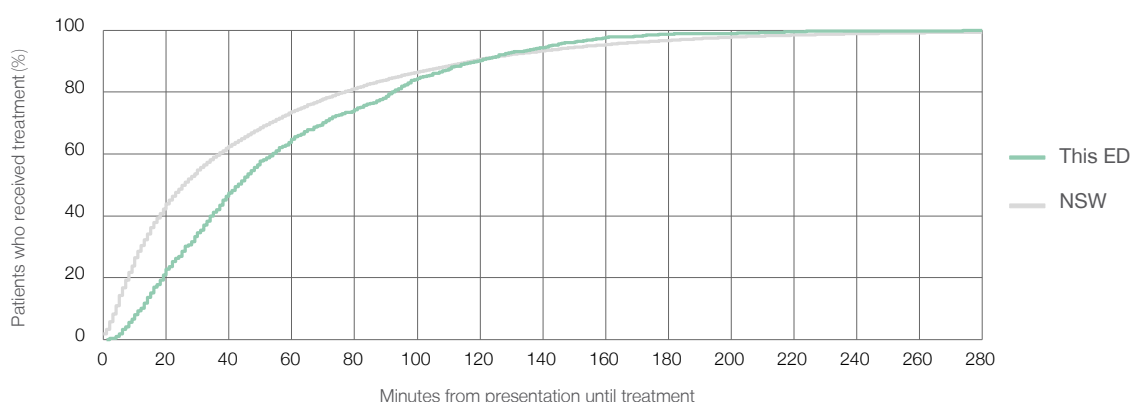
Number of triage 5 patients used to calculate waiting time:³ 982

Median time to start treatment⁴ 43 minutes

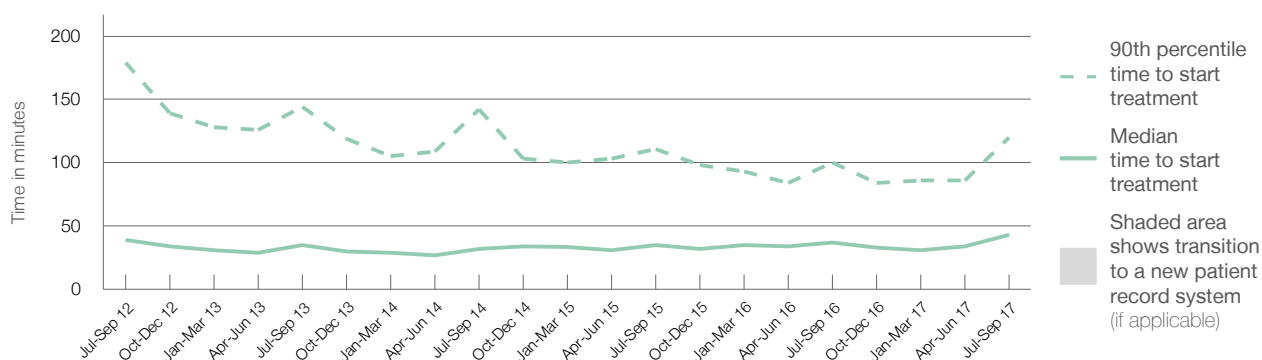
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
946	
878	
37 minutes	26 minutes
100 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	39	35	32	35	37	43
90th percentile time to start treatment ⁵ (minutes)	179	144	142	111	100	120

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St George Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 21,178 patients

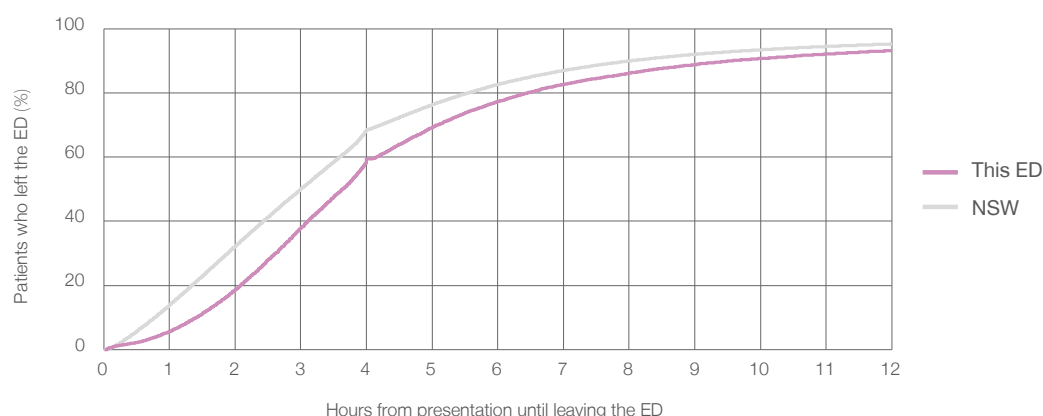
Presentations used to calculate time to leaving the ED:⁶ 21,173 patients

Median time spent in the ED⁸ 3 hours and 38 minutes

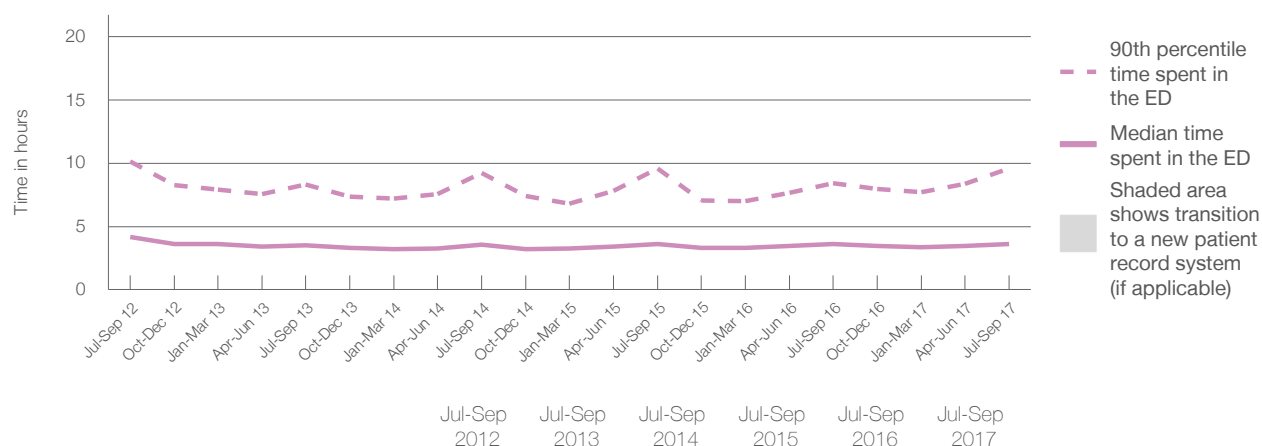
90th percentile time spent in the ED⁹ 9 hours and 34 minutes

Same period last year	NSW (this period)
19,062	19,062
3 hours and 37 minutes	3 hours and 0 minutes
8 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 10m	3h 32m	3h 35m	3h 38m	3h 37m	3h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 9m	8h 19m	9h 14m	9h 34m	8h 26m	9h 34m

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St George Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

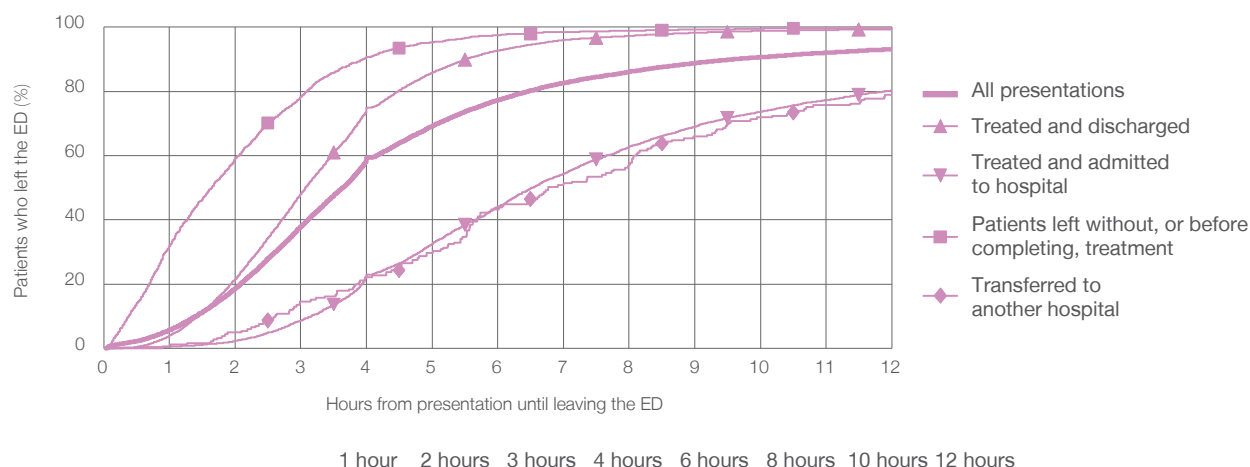
All presentations:[†] 21,178 patients

Presentations used to calculate time to leaving the ED:[‡] 21,173 patients

Treated and discharged	12,587 (59.4%)
Treated and admitted to hospital	6,709 (31.7%)
Patient left without, or before completing, treatment	1,444 (6.8%)
Transferred to another hospital	185 (0.9%)
Other	253 (1.2%)

Same period last year	Change since one year ago
19,062	11.1%
10,918	15.3%
6,910	-2.9%
972	48.6%
219	-15.5%
43	488.4%

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



Treated and discharged	3.9%	21.5%	48.1%	74.9%	92.7%	97.3%	98.8%	99.3%
Treated and admitted to hospital	0.4%	2.3%	8.6%	23.0%	44.1%	62.8%	73.7%	80.3%
Patient left without, or before completing, treatment	31.9%	59.1%	78.4%	90.7%	97.5%	98.9%	99.6%	99.7%
Transferred to another hospital	0.5%	4.9%	14.6%	22.2%	43.2%	57.3%	71.9%	78.9%
All presentations	5.7%	18.6%	37.9%	59.3%	77.3%	86.2%	90.7%	93.2%

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St George Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 21,178 patients

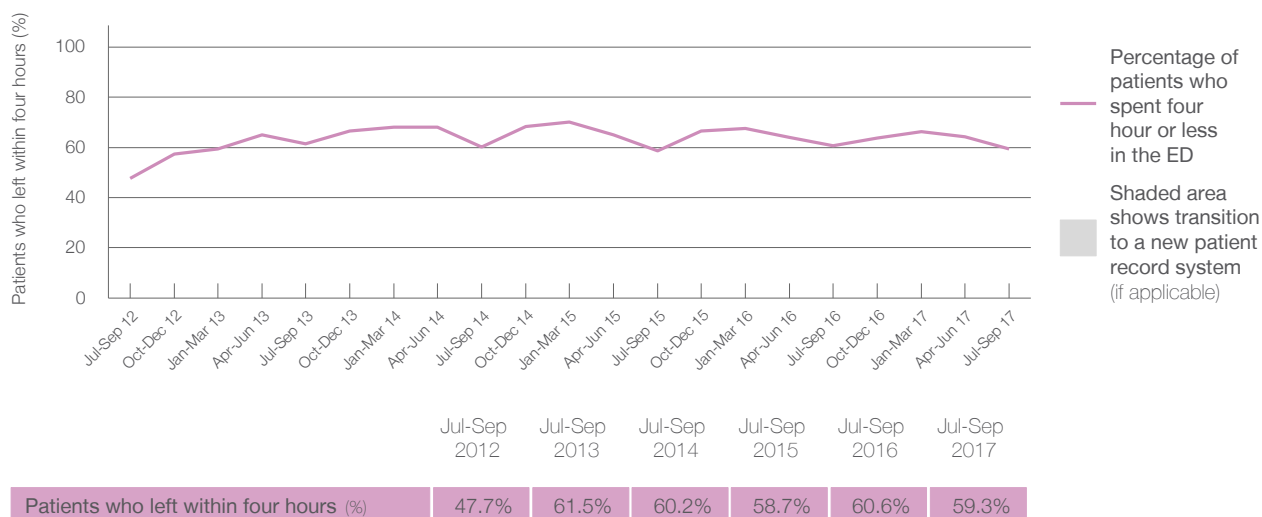
Presentations used to calculate time to leaving the ED:⁶ 21,173 patients

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



Same period last year	Change since one year ago
19,062	11.1%
19,062	11.1%
60.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 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:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview

July to September 2017

All presentations:¹ 11,834 patients

Emergency presentations:² 11,684 patients

Same period last year	Change since one year ago
11,181	5.8%
11,049	5.7%

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,533 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,829 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,596 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 435 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
1,361	
4 minutes	9 minutes
14 minutes	29 minutes
5,338	
14 minutes	23 minutes
60 minutes	83 minutes
3,605	
17 minutes	30 minutes
89 minutes	121 minutes
484	
13 minutes	26 minutes
107 minutes	118 minutes

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 11,833 patients

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

Same period last year	Change since one year ago
11,181	5.8%
65.3%	

* 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, July to September 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.

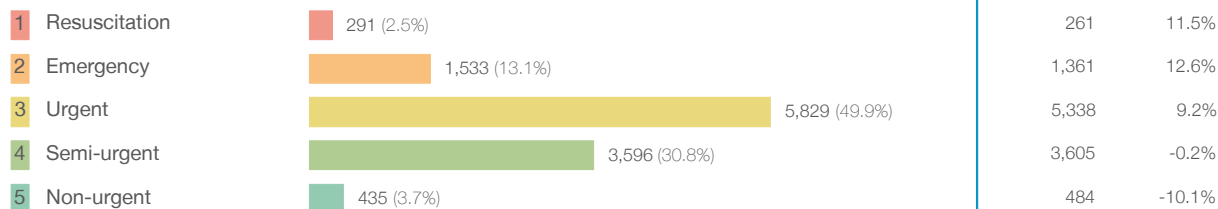
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department

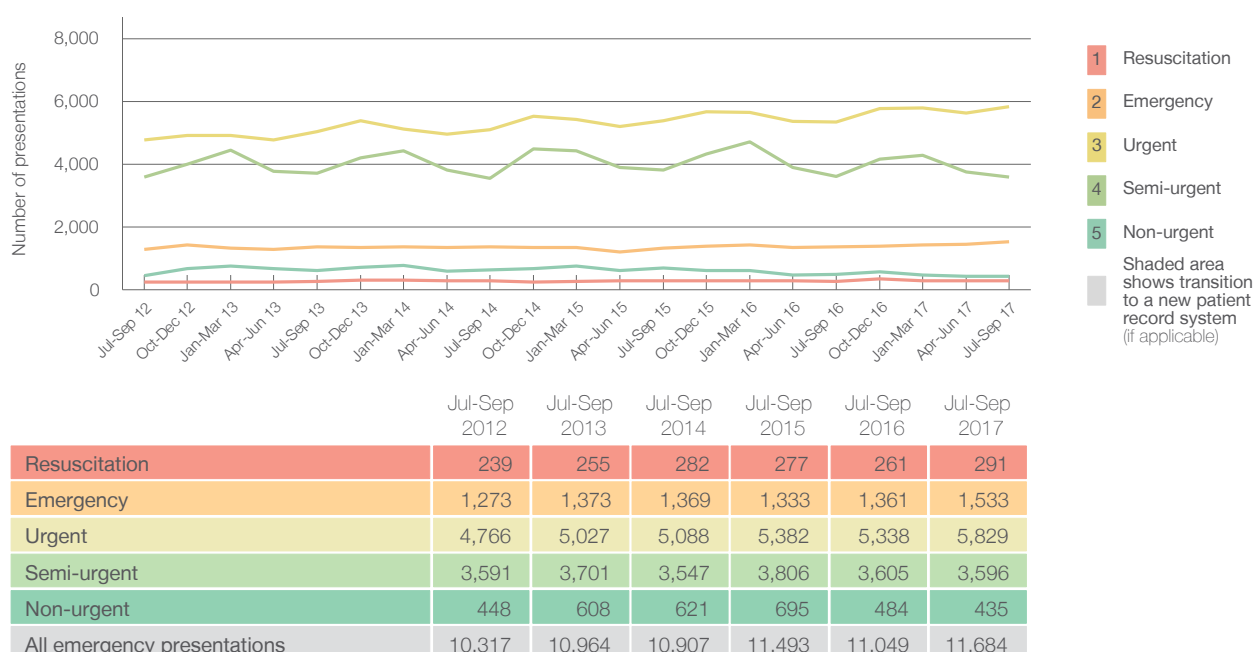
July to September 2017

All presentations:¹ 11,834 patients

Emergency presentations² by triage category: 11,684 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,624 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 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.

(§) 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.

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,533

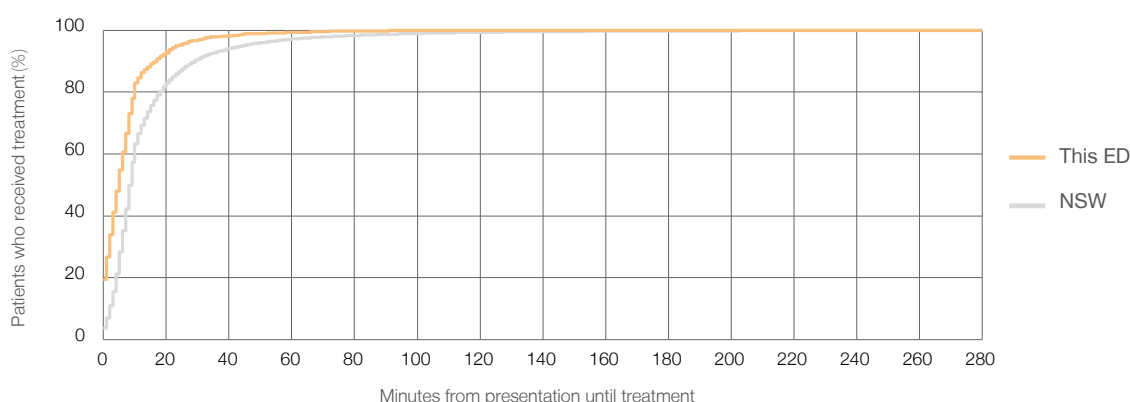
Number of triage 2 patients used to calculate waiting time:³ 1,526

Median time to start treatment⁴ 5 minutes

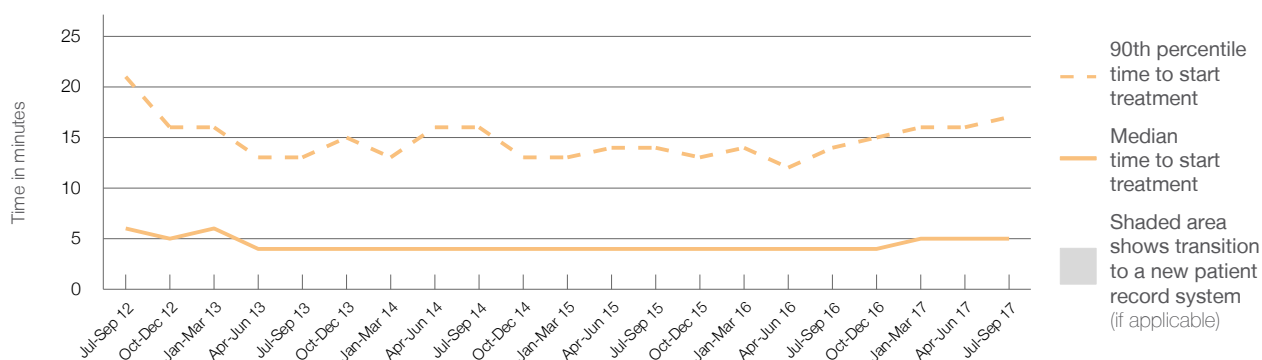
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
1,361	
1,357	
4 minutes	9 minutes
14 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	4	4	4	4	5
90th percentile time to start treatment ⁵ (minutes)	21	13	16	14	14	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 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.

(§) 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.

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 5,829

Number of triage 3 patients used to calculate waiting time:³ 5,646

Median time to start treatment⁴

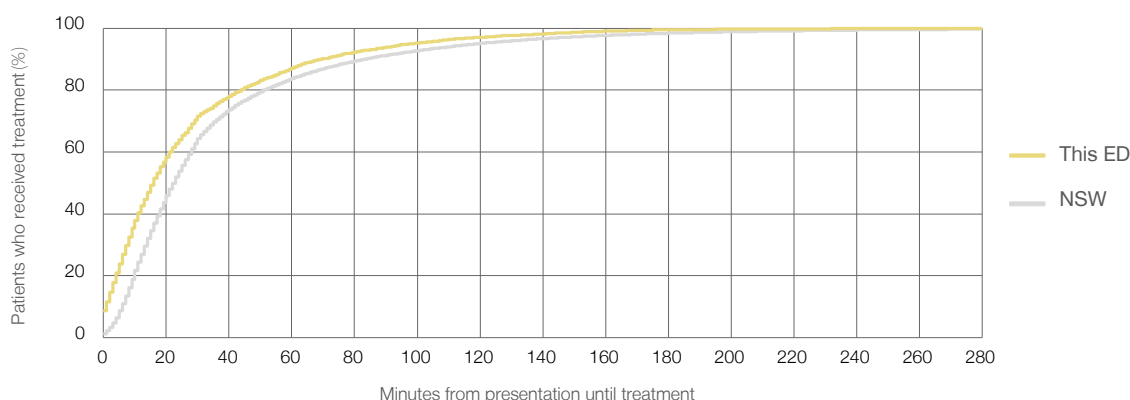
16 minutes

90th percentile time to start treatment⁵

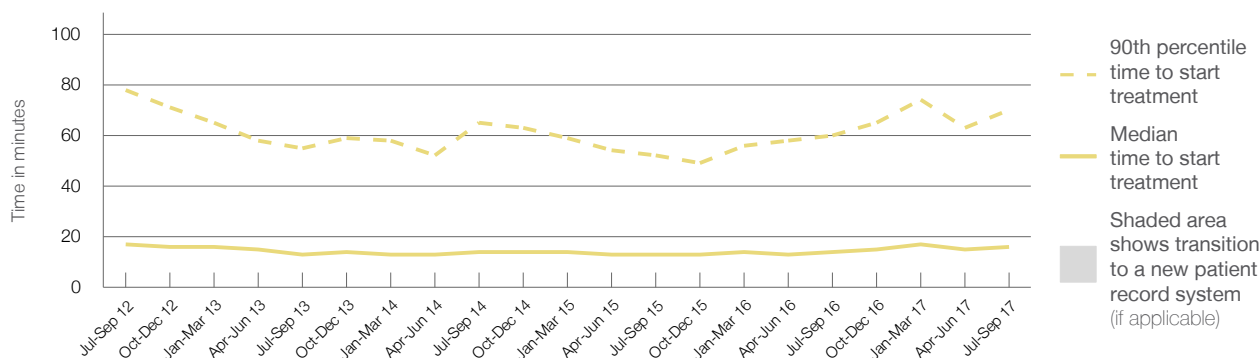
70 minutes

Same period last year	NSW (this period)
5,338	
5,162	
14 minutes	23 minutes
60 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	13	14	13	14	16
90th percentile time to start treatment ⁵ (minutes)	78	55	65	52	60	70

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

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

(§) 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.

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 3,596

Number of triage 4 patients used to calculate waiting time:³ 3,107

Median time to start treatment⁴

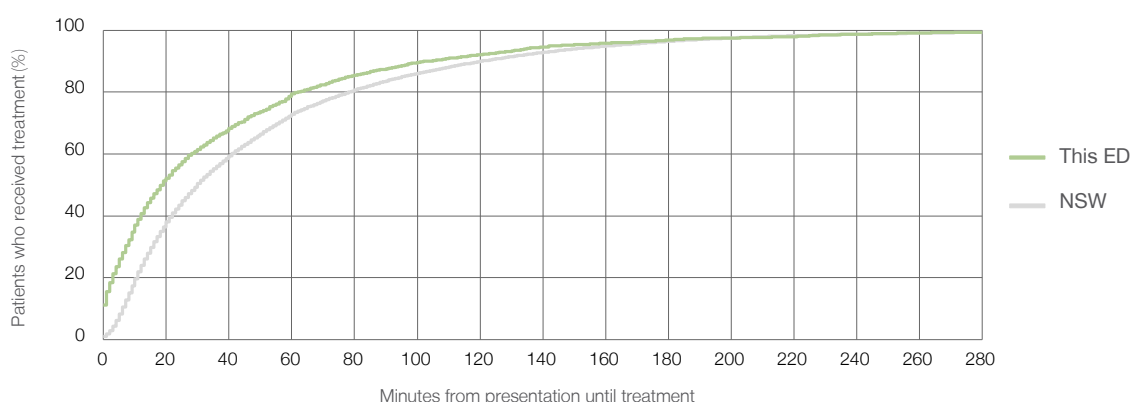
19 minutes

90th percentile time to start treatment⁵

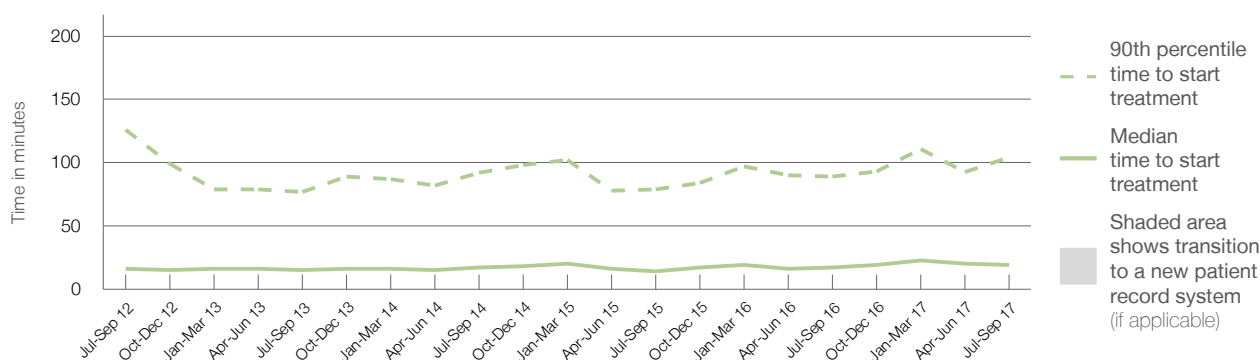
104 minutes

Same period last year	NSW (this period)
3,605	
3,176	
17 minutes	30 minutes
89 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	16	15	17	14	17	19
90th percentile time to start treatment ⁵ (minutes)	126	77	92	79	89	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 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.

(§) 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.

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 435

Number of triage 5 patients used to calculate waiting time:³ 324

Median time to start treatment⁴

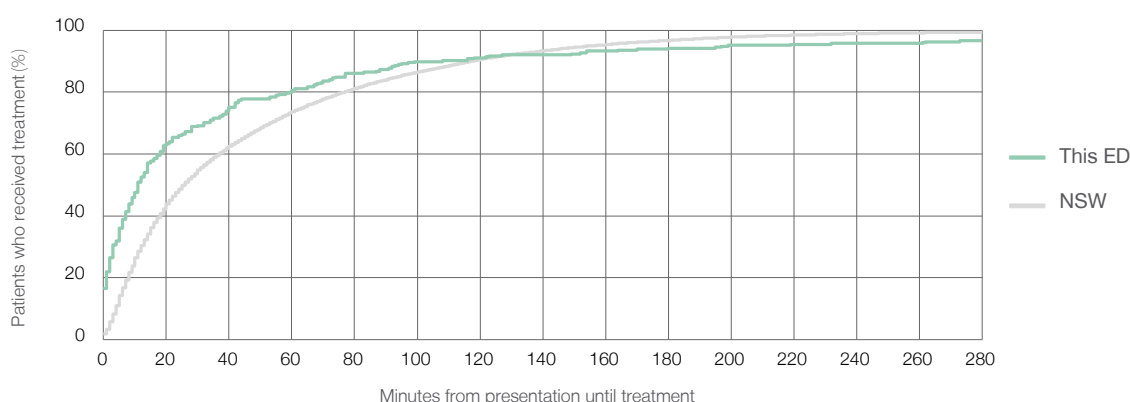
11 minutes

90th percentile time to start treatment⁵

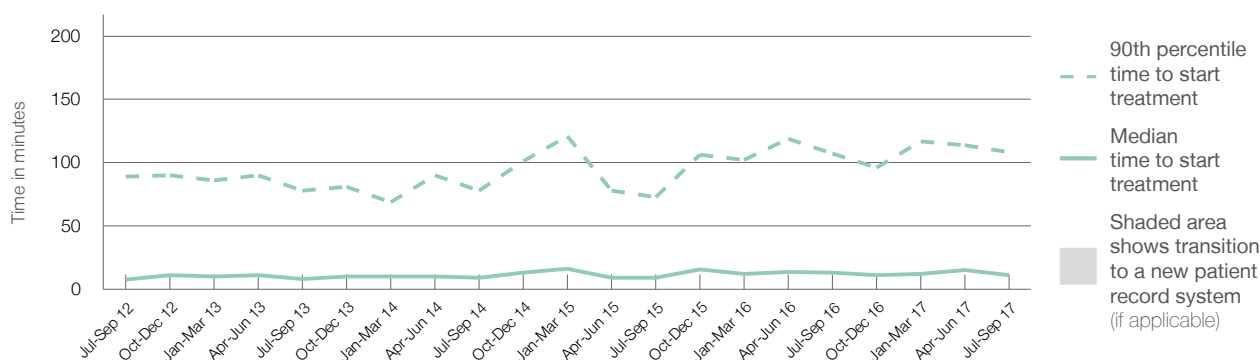
108 minutes

Same period last year	NSW (this period)
484	
388	
13 minutes	26 minutes
107 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	8	9	9	13	11
90th percentile time to start treatment ⁵ (minutes)	89	78	78	73	107	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 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.

(§) 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.

St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

July to September 2017

All presentations:¹ 11,834 patients

Presentations used to calculate time to leaving the ED:⁶ 11,833 patients

Median time spent in the ED⁸

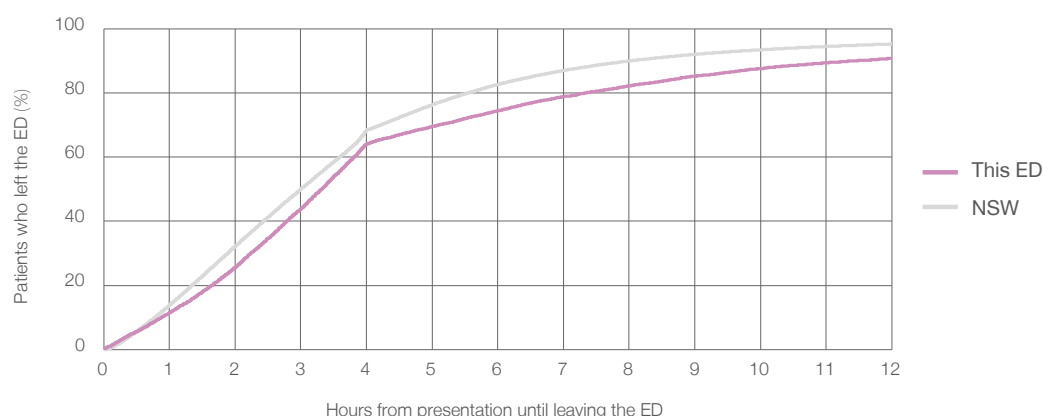
3 hours and 19 minutes

90th percentile time spent in the ED⁹

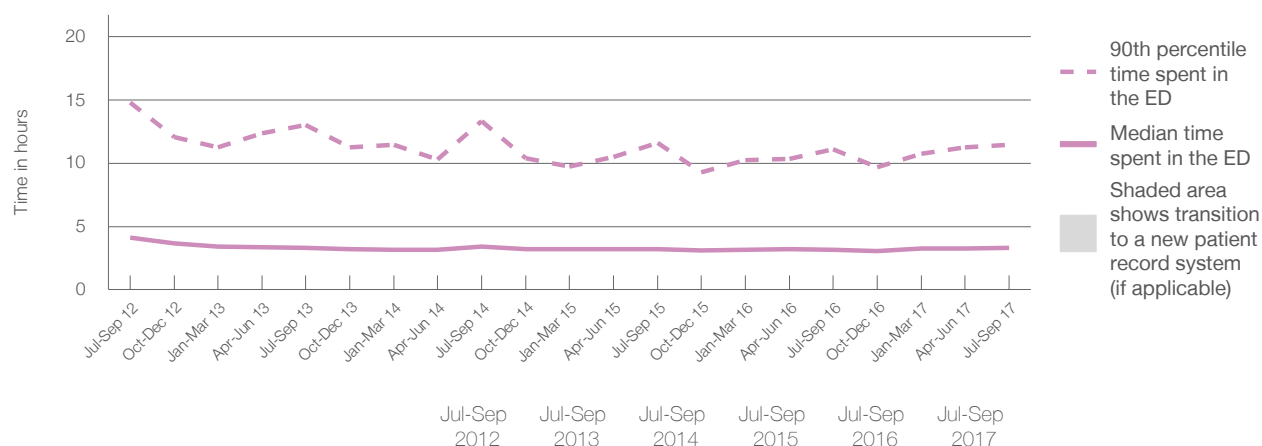
11 hours and 26 minutes

Same period last year	NSW (this period)
11,181	11,181
3 hours and 9 minutes	3 hours and 0 minutes
11 hours and 6 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 6m	3h 19m	3h 24m	3h 13m	3h 9m	3h 19m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 47m	13h 2m	13h 19m	11h 36m	11h 6m	11h 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 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.

(§) 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.

St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

By mode of separation

July to September 2017

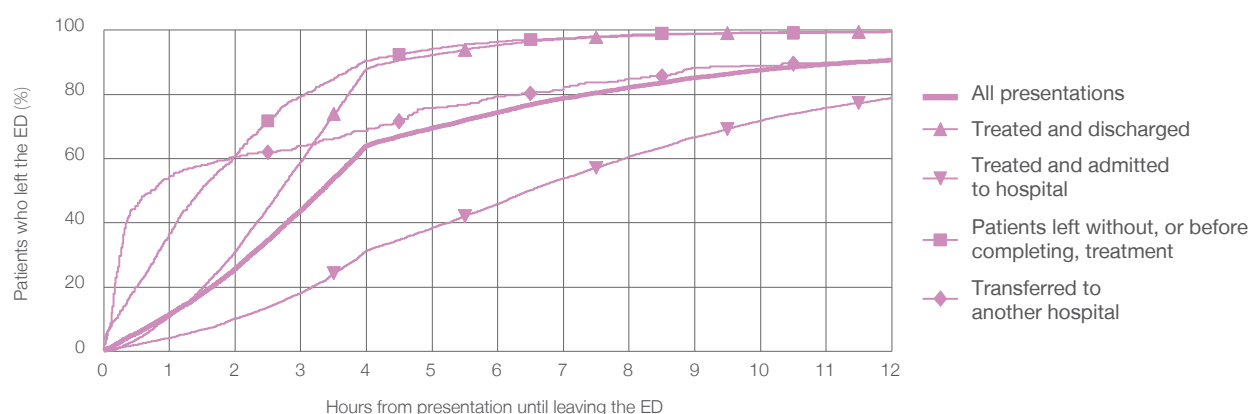
All presentations:[†] 11,834 patients

Presentations used to calculate time to leaving the ED:[‡] 11,833 patients

Treated and discharged	5,566 (47.0%)
Treated and admitted to hospital	4,937 (41.7%)
Patient left without, or before completing, treatment	983 (8.3%)
Transferred to another hospital	300 (2.5%)
Other	48 (0.4%)

Same period last year	Change since one year ago
11,181	5.8%
5,145	8.2%
4,663	5.9%
932	5.5%
375	-20.0%
66	-27.3%

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



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

Treated and discharged	10.8%	31.1%	59.0%	87.9%	95.3%	98.2%	99.4%	99.6%
Treated and admitted to hospital	4.1%	10.1%	18.2%	31.3%	45.9%	60.5%	71.8%	79.0%
Patient left without, or before completing, treatment	36.6%	61.0%	79.5%	90.5%	96.4%	98.6%	99.1%	99.5%
Transferred to another hospital	54.3%	60.7%	64.0%	68.7%	79.3%	85.0%	89.0%	90.3%
All presentations	11.5%	25.8%	43.9%	64.0%	74.4%	82.2%	87.6%	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 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.

(§) 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.

St Vincent's Hospital, Darlinghurst: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 11,834 patients

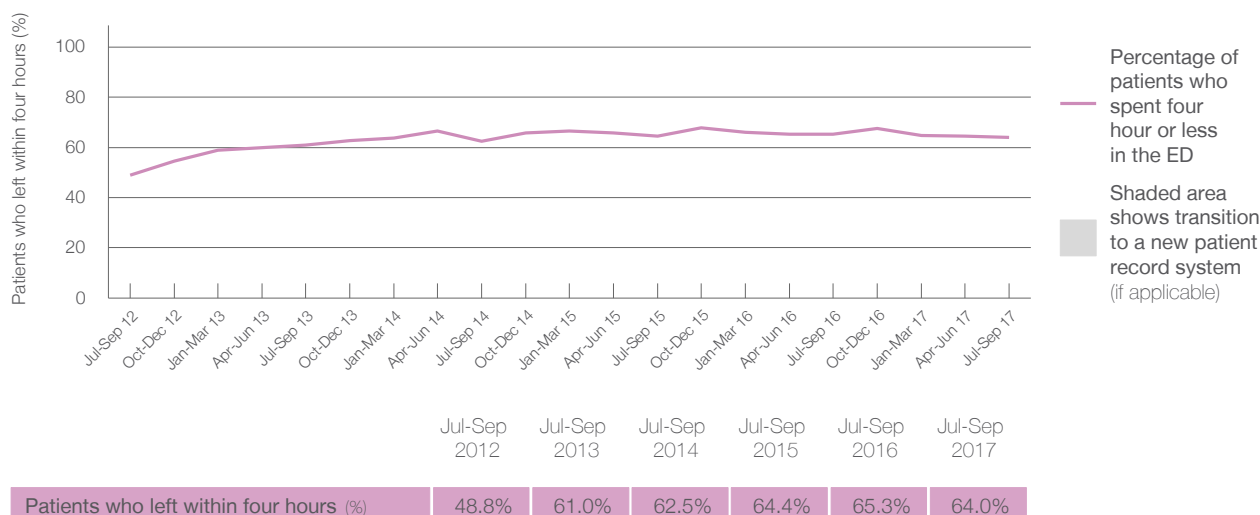
Presentations used to calculate time to leaving the ED:⁶ 11,833 patients

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



Same period last year	Change since one year ago
11,181	5.8%
11,181	5.8%
65.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Westmead Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 19,292 patients

Emergency presentations:² 19,093 patients

Same period last year	Change since one year ago
18,660	3.4%
18,511	3.1%

Westmead Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 6,299 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,960 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 138 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,200 patients

Median time to start treatment⁴ 47 minutes
90th percentile time to start treatment⁵ 145 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,118 patients

Median time to start treatment⁴ 41 minutes
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
6,106	
15 minutes	9 minutes
80 minutes	29 minutes
6,982	
39 minutes	23 minutes
144 minutes	83 minutes
3,846	
40 minutes	30 minutes
126 minutes	121 minutes
1,067	
33 minutes	26 minutes
118 minutes	118 minutes

Westmead Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 19,288 patients

Percentage of patients who spent four hours or less in the ED 50.9%

Same period last year	Change since one year ago
18,647	3.4%
56.8%	

* 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, July to September 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.

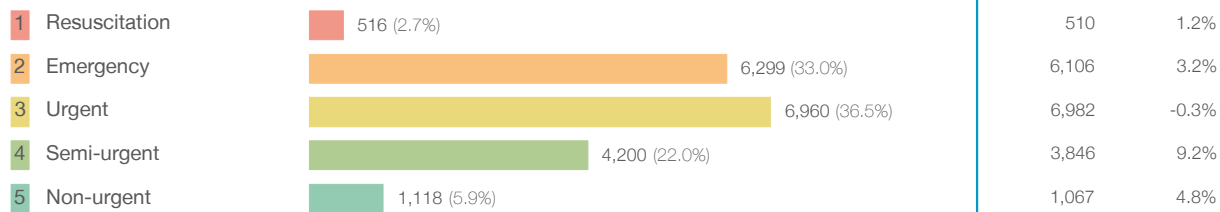
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Westmead Hospital: Patients presenting to the emergency department

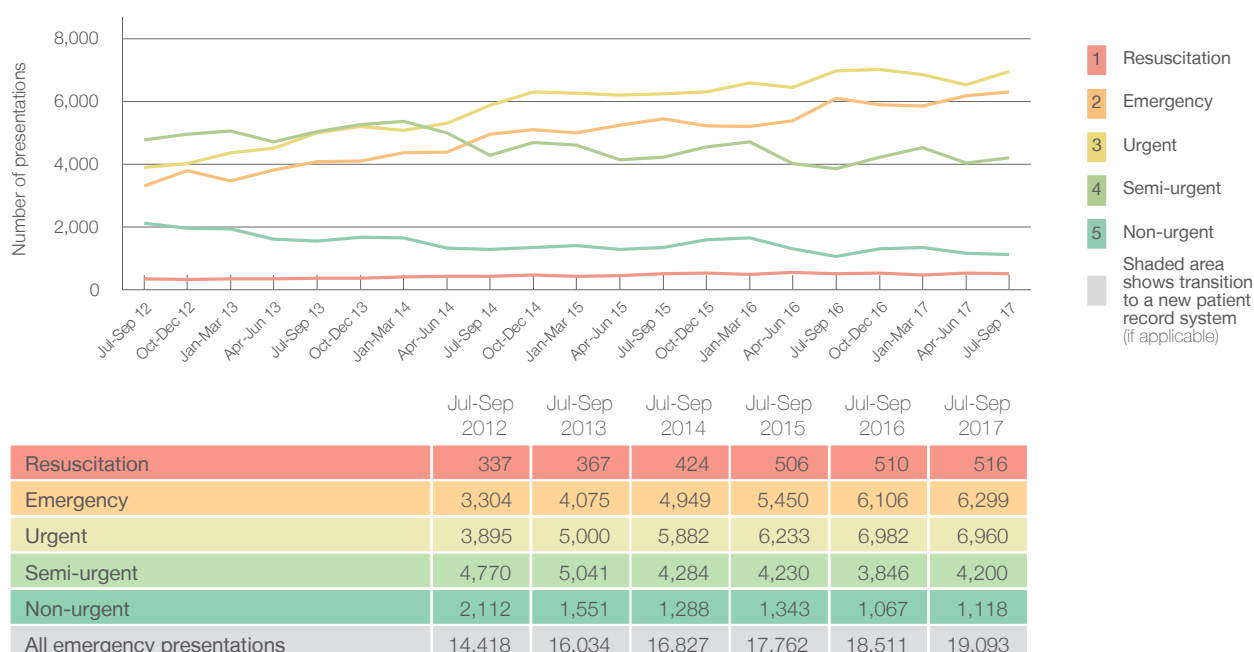
July to September 2017

All presentations:¹ 19,292 patients

Emergency presentations² by triage category: 19,093 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Westmead Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,941 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 6,299

Number of triage 2 patients used to calculate waiting time:³ 6,135

Median time to start treatment⁴

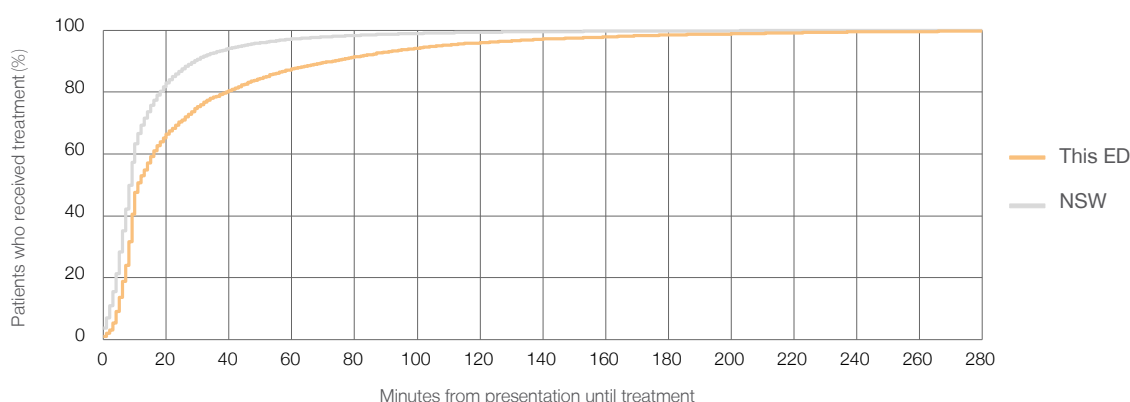
11 minutes

90th percentile time to start treatment⁵

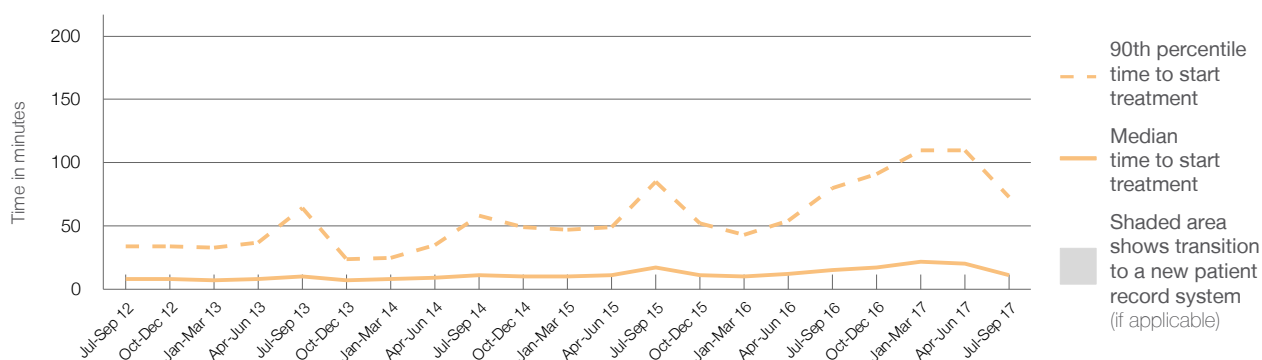
73 minutes

Same period last year	NSW (this period)
6,106	
5,971	
15 minutes	9 minutes
80 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	10	11	17	15	11
90th percentile time to start treatment ⁵ (minutes)	34	64	58	85	80	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 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.

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

July to September 2017

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

Number of triage 3 patients: 6,960

Number of triage 3 patients used to calculate waiting time:³ 6,435

Median time to start treatment⁴

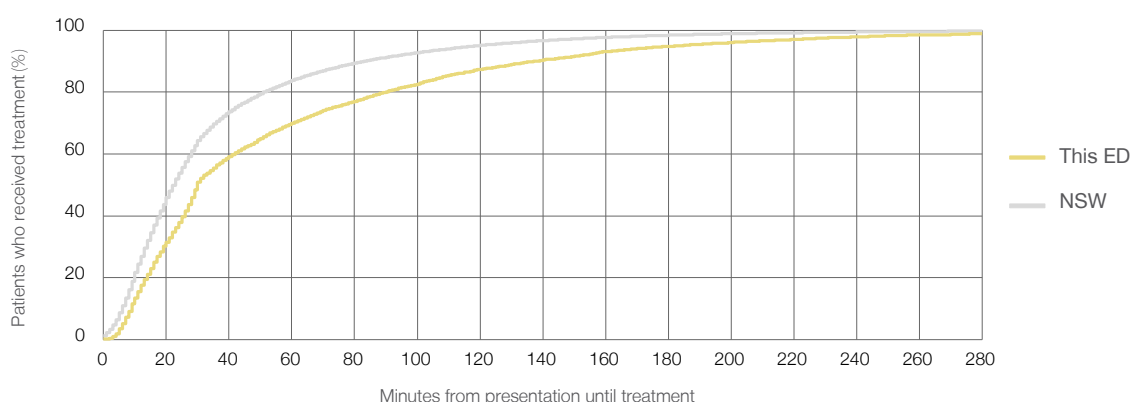
30 minutes

90th percentile time to start treatment⁵

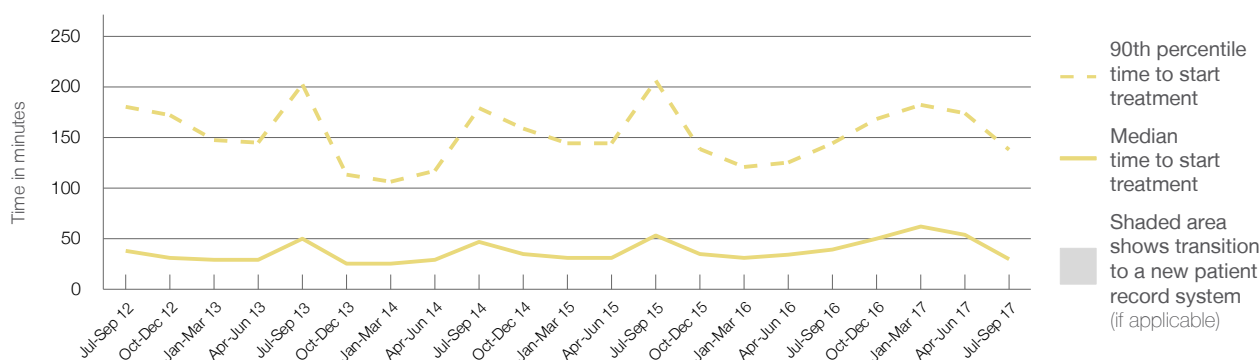
138 minutes

Same period last year	NSW (this period)
6,982	
6,404	
39 minutes	23 minutes
144 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	38	50	47	53	39	30
90th percentile time to start treatment ⁵ (minutes)	180	202	179	206	144	138

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

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

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

July to September 2017

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

Number of triage 4 patients: 4,200

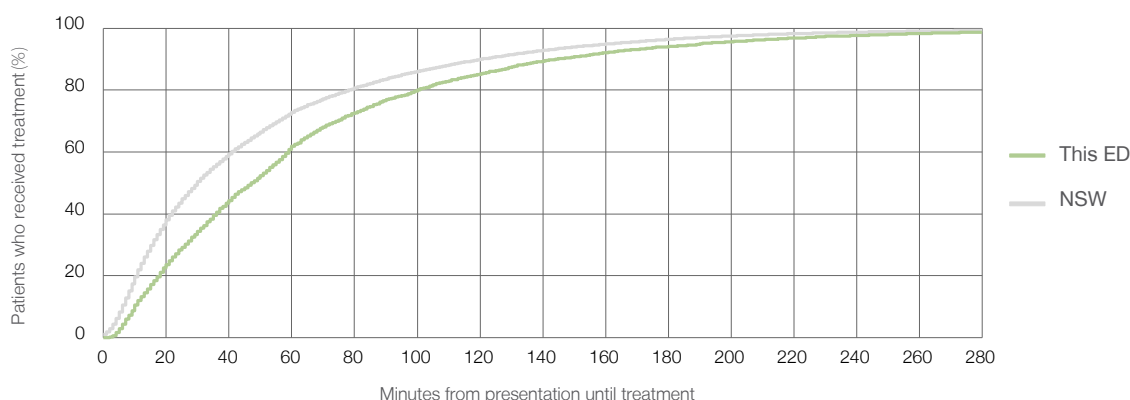
Number of triage 4 patients used to calculate waiting time:³ 3,729

Median time to start treatment⁴ 47 minutes

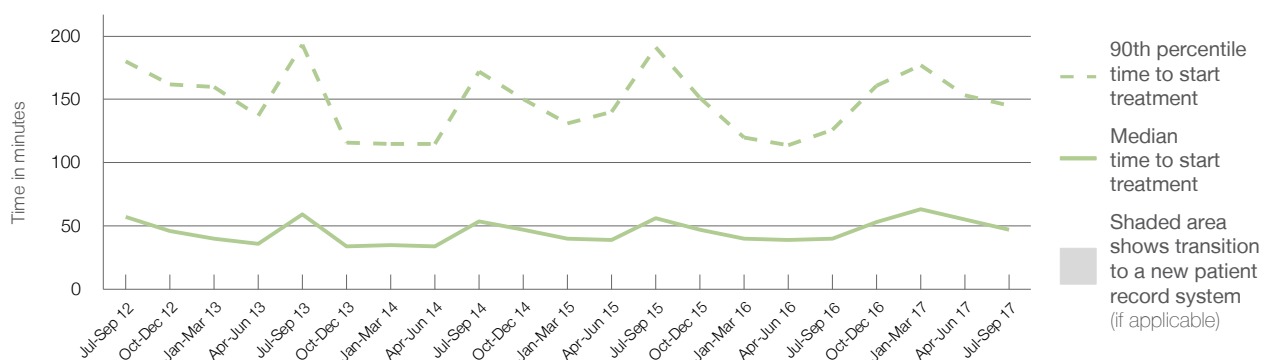
90th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
3,846	
3,453	
40 minutes	30 minutes
126 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	57	59	54	56	40	47
90th percentile time to start treatment ⁵ (minutes)	180	193	172	191	126	145

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

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

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

July to September 2017

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

Number of triage 5 patients: 1,118

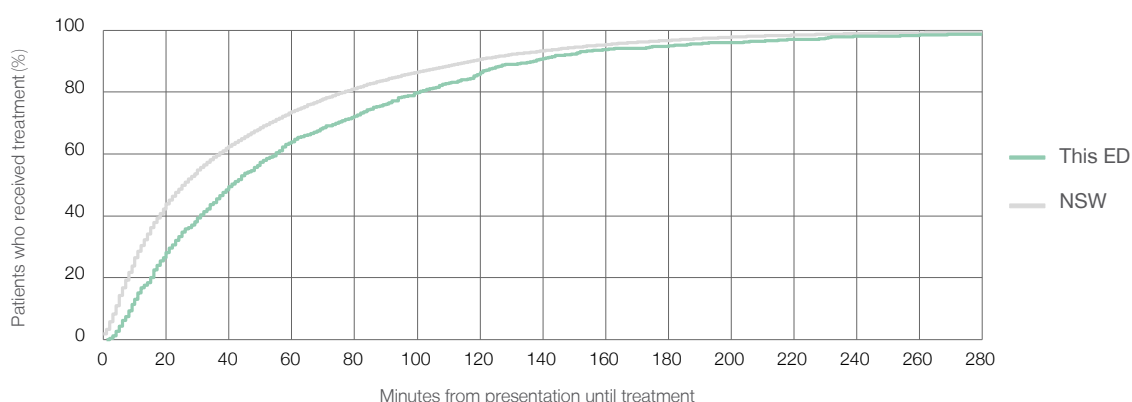
Number of triage 5 patients used to calculate waiting time:³ 934

Median time to start treatment⁴ 41 minutes

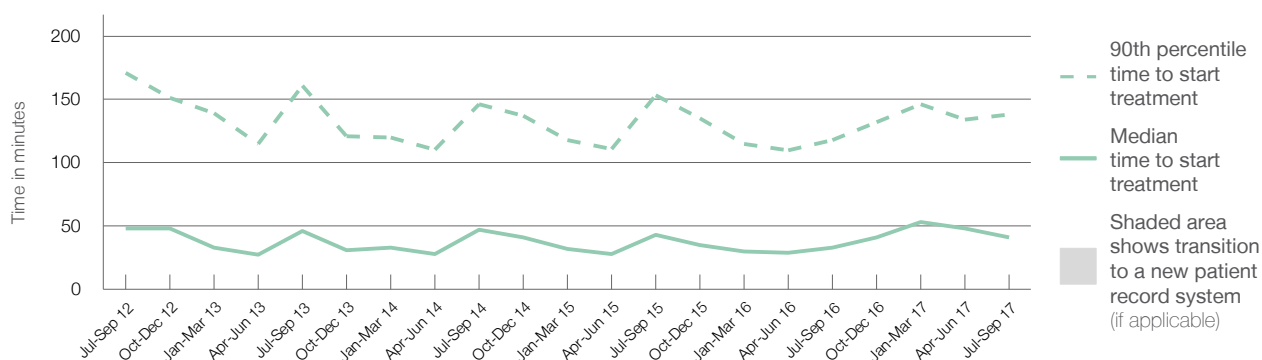
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
1,067	
926	
33 minutes	26 minutes
118 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	48	46	47	43	33	41
90th percentile time to start treatment ⁵ (minutes)	171	161	146	153	118	138

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

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

Westmead Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 19,292 patients

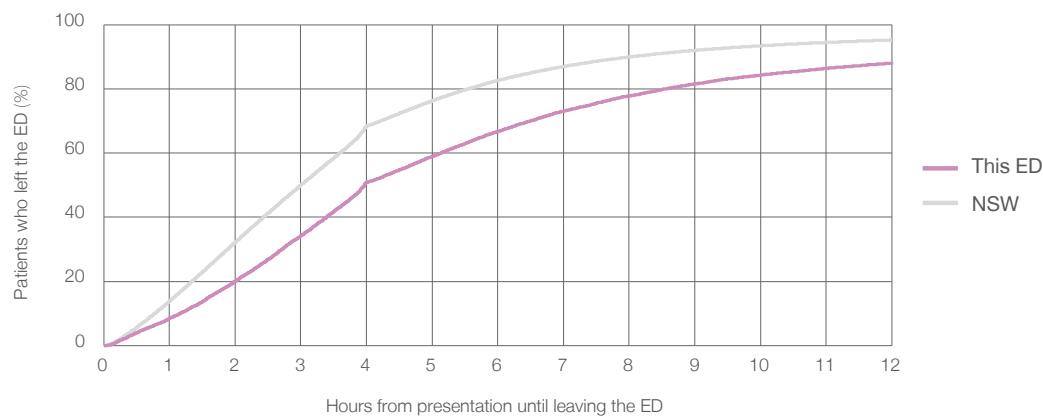
Presentations used to calculate time to leaving the ED:⁶ 19,288 patients

Median time spent in the ED⁸ 3 hours and 58 minutes

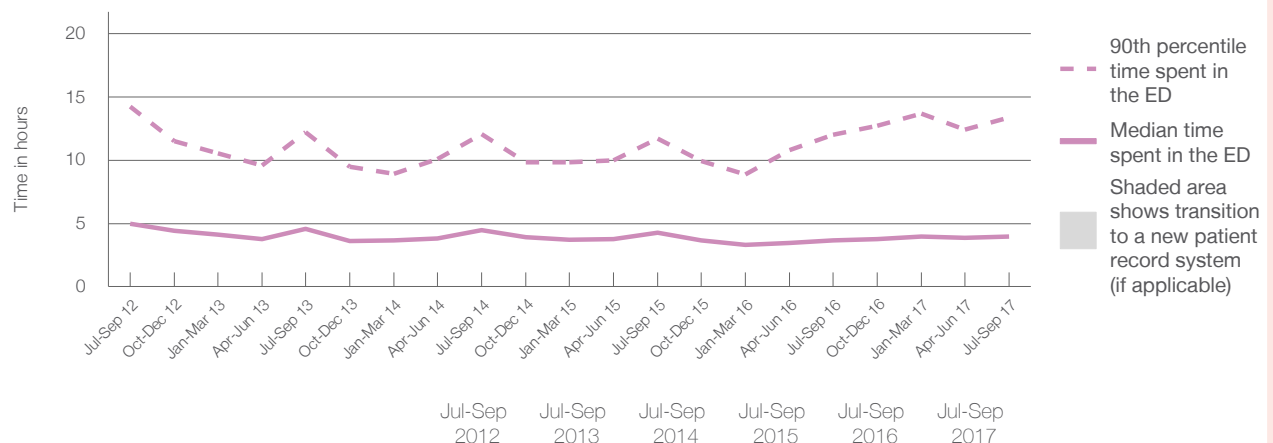
90th percentile time spent in the ED⁹ 13 hours and 23 minutes

Same period last year	NSW (this period)
18,660	
18,647	
3 hours and 40 minutes	3 hours and 0 minutes
12 hours and 0 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 59m	4h 35m	4h 27m	4h 15m	3h 40m	3h 58m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 13m	12h 13m	12h 2m	11h 41m	12h 0m	13h 23m

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

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

Westmead Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

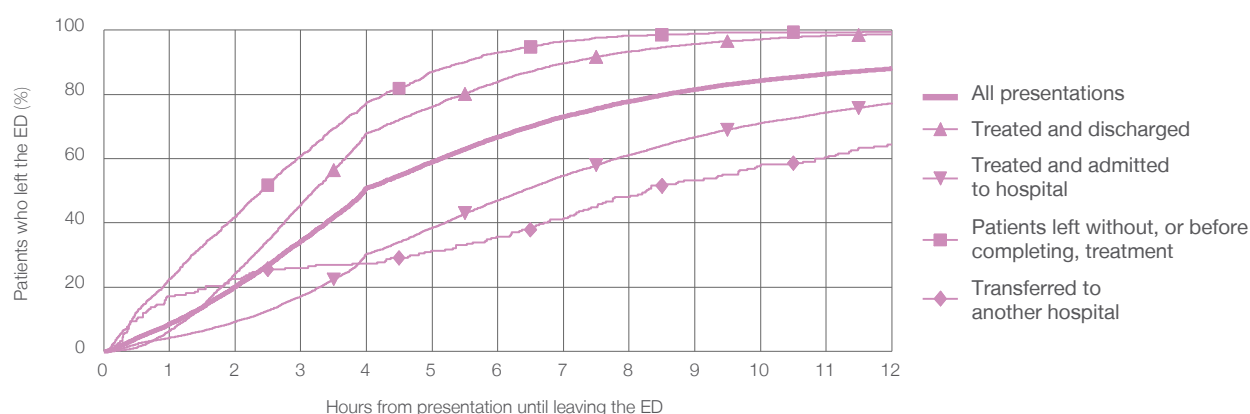
All presentations:[†] 19,292 patients

Presentations used to calculate time to leaving the ED:[‡] 19,288 patients

Treated and discharged	7,203 (37.3%)
Treated and admitted to hospital	9,364 (48.5%)
Patient left without, or before completing, treatment	1,980 (10.3%)
Transferred to another hospital	227 (1.2%)
Other	518 (2.7%)

Same period last year	Change since one year ago
18,647	3.4%
7,090	1.6%
9,653	-3.0%
1,245	59.0%
150	51.3%
522	-0.8%

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



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

Treated and discharged	6.4%	24.3%	45.7%	67.9%	84.0%	93.3%	97.2%	98.8%
Treated and admitted to hospital	4.2%	9.2%	17.2%	30.3%	47.0%	61.2%	71.0%	77.3%
Patient left without, or before completing, treatment	22.5%	41.9%	60.9%	77.5%	93.1%	98.2%	99.3%	99.6%
Transferred to another hospital	17.2%	22.5%	26.0%	27.3%	35.7%	48.0%	58.1%	64.3%
All presentations	8.5%	20.1%	34.3%	50.9%	66.7%	77.8%	84.3%	88.0%

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

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

Westmead Hospital: Time spent in the ED

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

July to September 2017

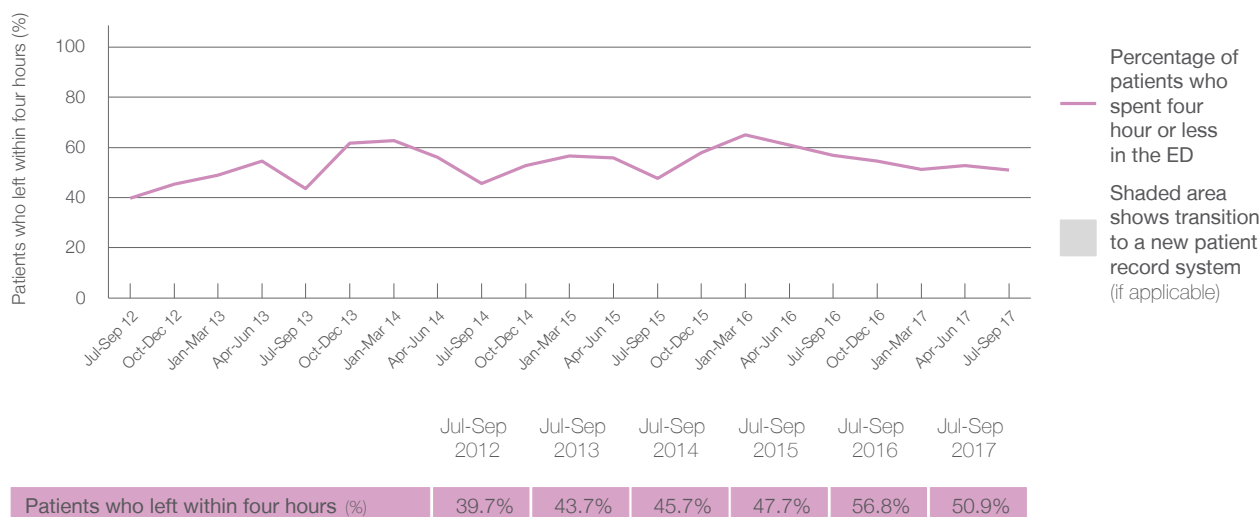
All presentations at the emergency department:¹ 19,292 patients

Presentations used to calculate time to leaving the ED:⁶ 19,288 patients

Percentage of patients who spent four hours or less in the ED 50.9%

Same period last year	Change since one year ago
18,660	3.4%
18,647	3.4%
56.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Wollongong Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 17,561 patients

Emergency presentations:² 17,271 patients

Same period last year	Change since one year ago
15,656	12.2%
15,339	12.6%

Wollongong Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,471 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): 7,610 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,493 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 119 minutes

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

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
2,038	
9 minutes	9 minutes
24 minutes	29 minutes
6,711	
25 minutes	23 minutes
85 minutes	83 minutes
5,967	
31 minutes	30 minutes
107 minutes	121 minutes
465	
29 minutes	26 minutes
104 minutes	118 minutes

Wollongong Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 17,561 patients

Percentage of patients who spent four hours or less in the ED 56.2%

Same period last year	Change since one year ago
15,656	12.2%
59.7%	

* 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, July to September 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.

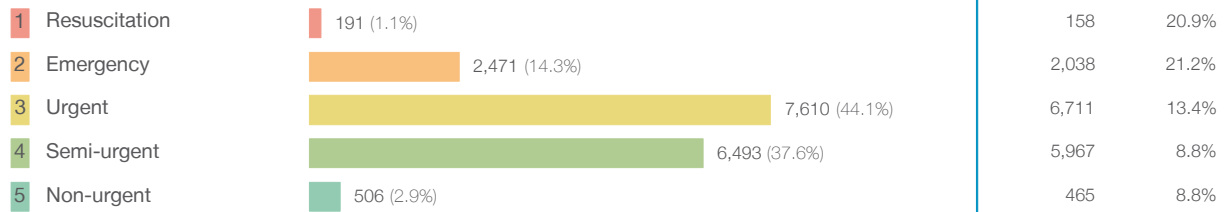
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Wollongong Hospital: Patients presenting to the emergency department

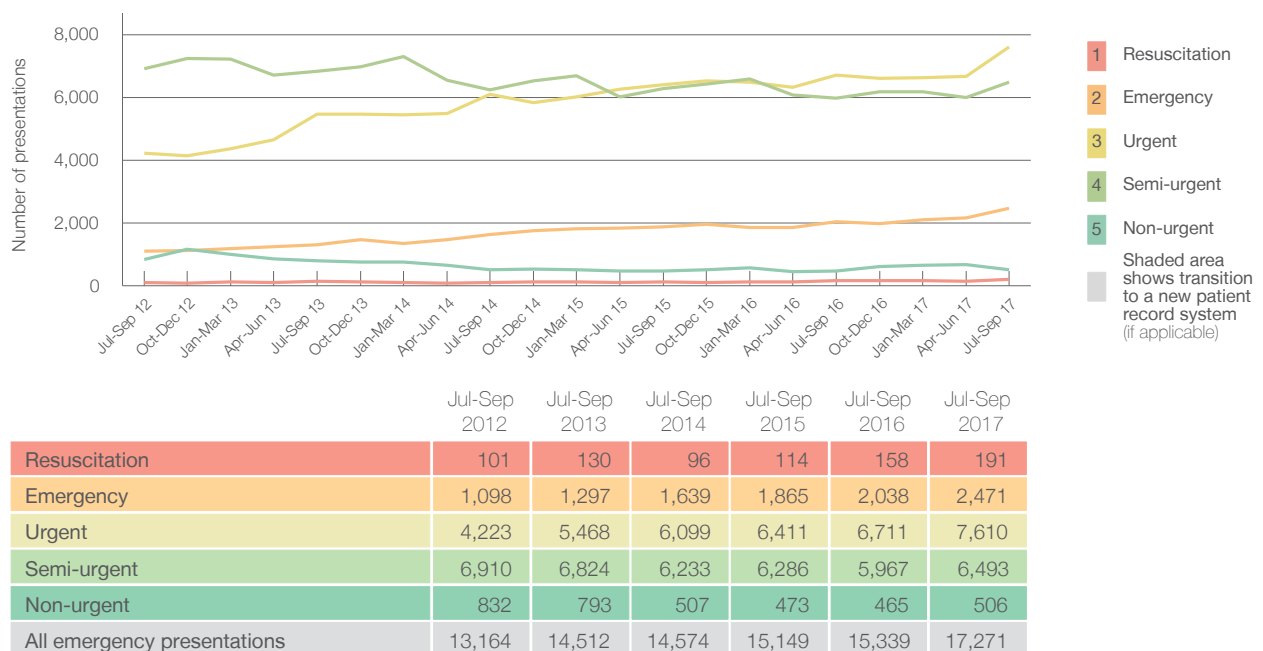
July to September 2017

All presentations:¹ 17,561 patients

Emergency presentations² by triage category: 17,271 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Wollongong Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 6,136 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 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.

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

July to September 2017

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

Number of triage 2 patients: 2,471

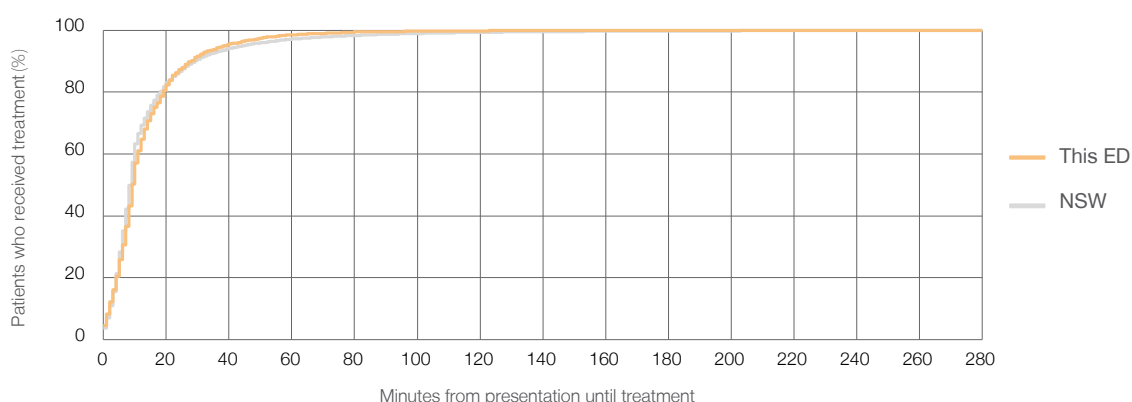
Number of triage 2 patients used to calculate waiting time:³ 2,462

Median time to start treatment⁴ 9 minutes

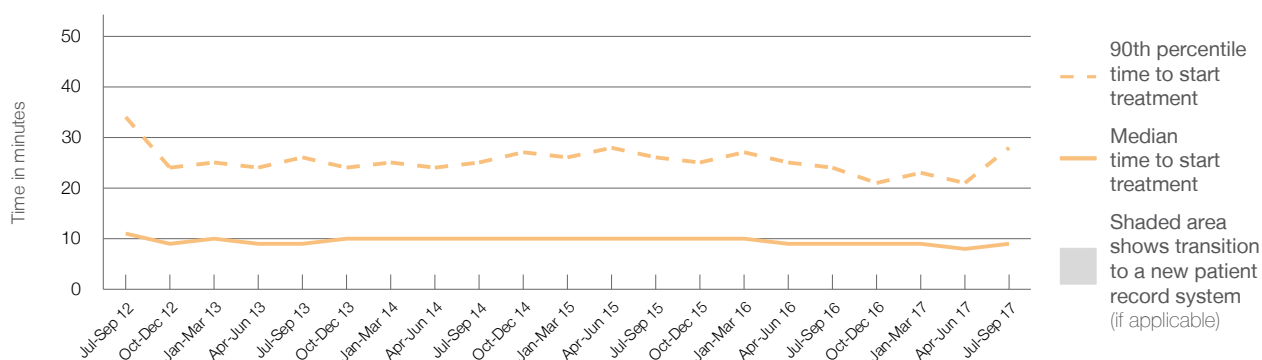
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
2,038	
2,036	
9 minutes	9 minutes
24 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	11	9	10	10	9	9
90th percentile time to start treatment ⁵ (minutes)	34	26	25	26	24	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 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.

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

July to September 2017

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

Number of triage 3 patients: 7,610

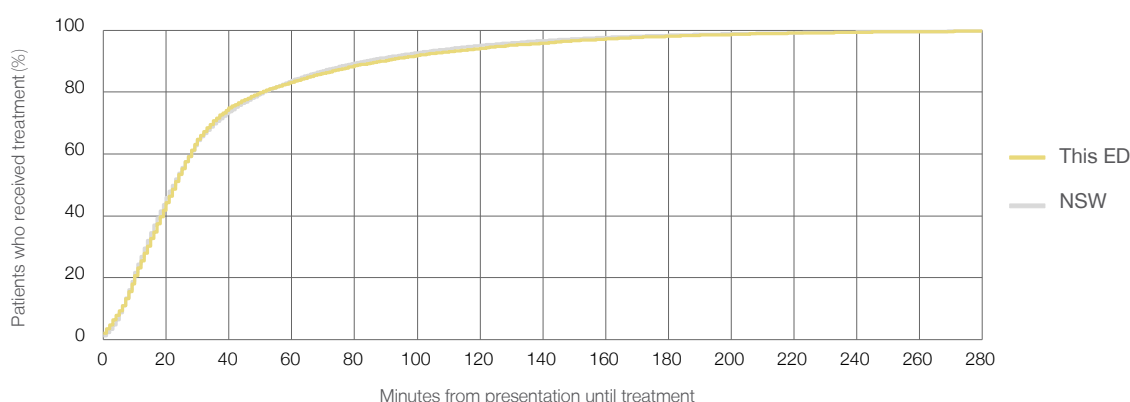
Number of triage 3 patients used to calculate waiting time:³ 7,375

Median time to start treatment⁴ 23 minutes

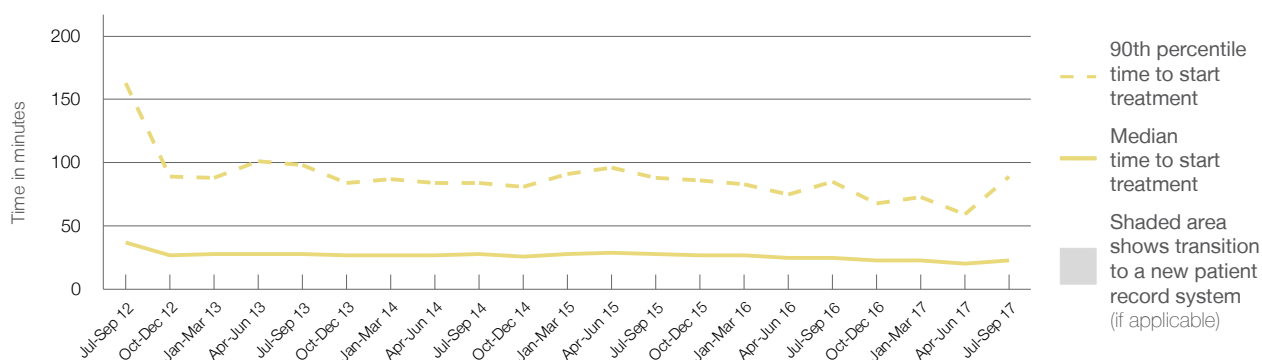
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
6,711	
6,572	
25 minutes	23 minutes
85 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	28	28	28	25	23
90th percentile time to start treatment ⁵ (minutes)	163	98	84	88	85	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 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.

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

July to September 2017

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

Number of triage 4 patients: 6,493

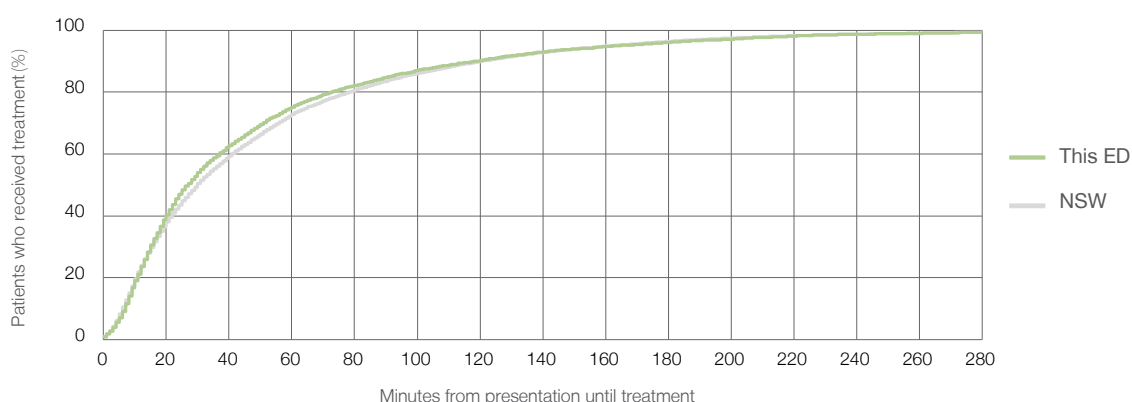
Number of triage 4 patients used to calculate waiting time:³ 6,031

Median time to start treatment⁴ 27 minutes

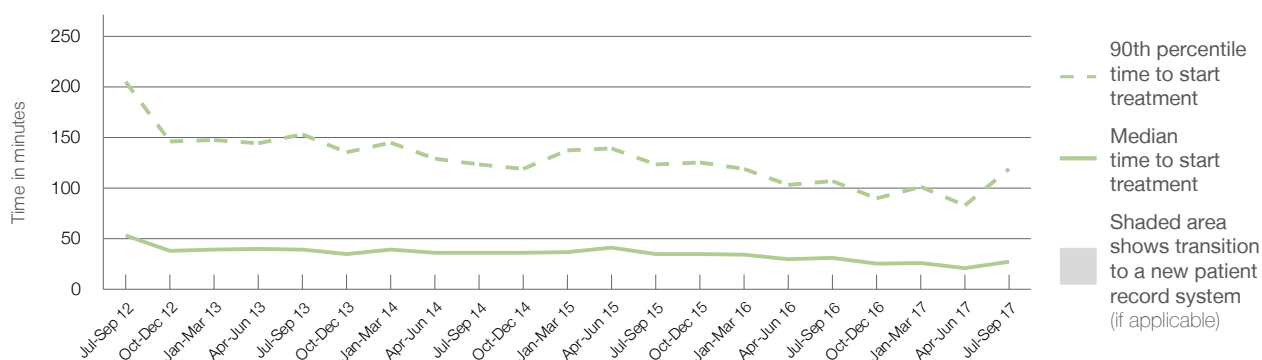
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
5,967	
5,622	
31 minutes	30 minutes
107 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	53	39	36	35	31	27
90th percentile time to start treatment ⁵ (minutes)	205	153	123	123	107	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 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.

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

July to September 2017

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

Number of triage 5 patients: 506

Number of triage 5 patients used to calculate waiting time:³ 418

Median time to start treatment⁴

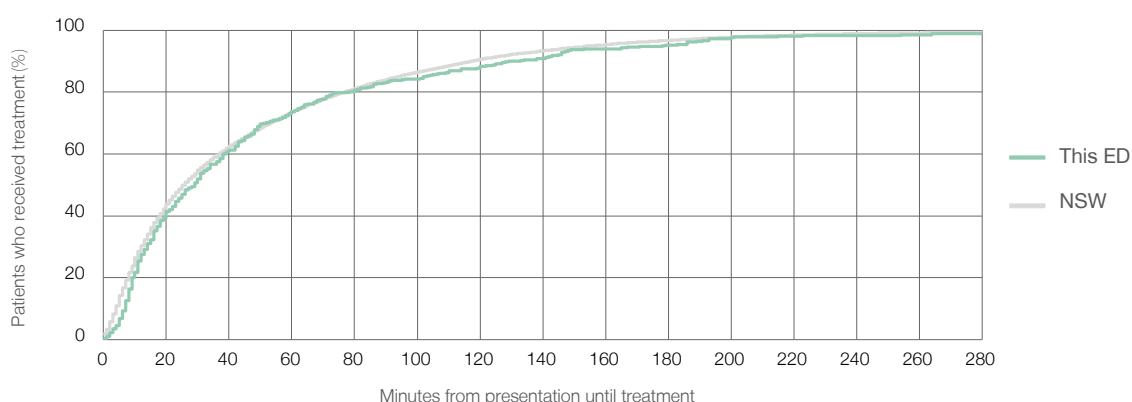
29 minutes

90th percentile time to start treatment⁵

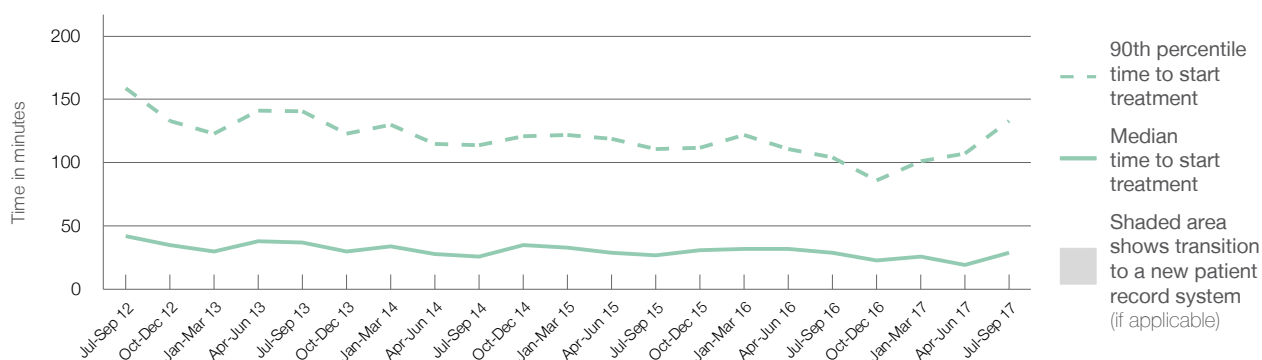
133 minutes

Same period last year	NSW (this period)
465	
394	
29 minutes	26 minutes
104 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	42	37	26	27	29	29
90th percentile time to start treatment ⁵ (minutes)	159	141	114	111	104	133

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

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

Wollongong Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 17,561 patients

Presentations used to calculate time to leaving the ED:⁶ 17,561 patients

Median time spent in the ED⁸

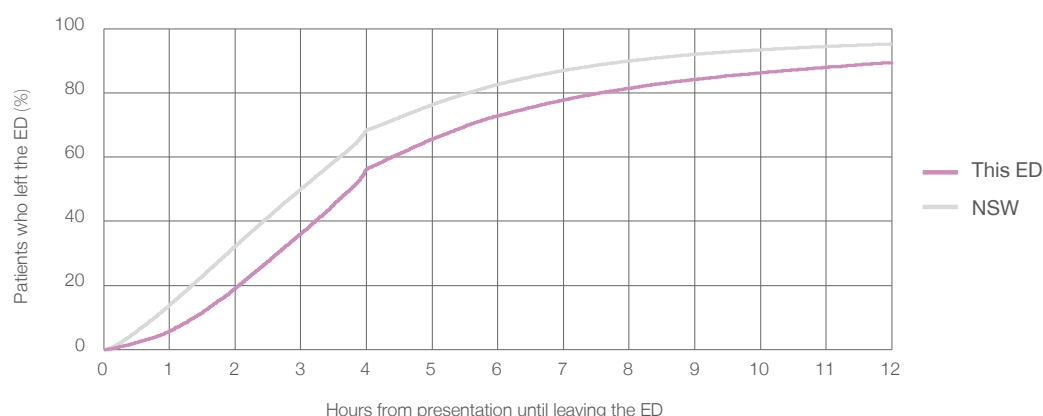
3 hours and 46 minutes

90th percentile time spent in the ED⁹

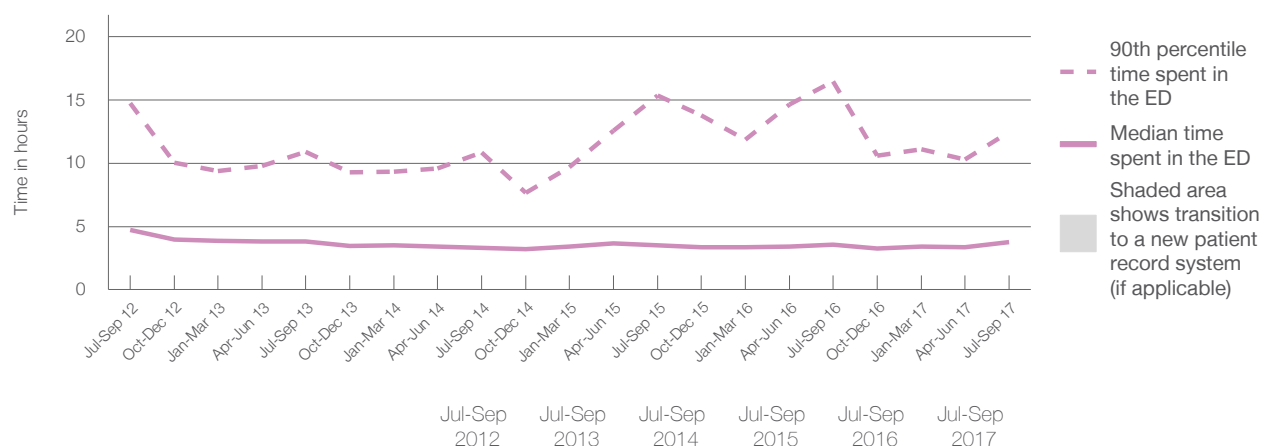
12 hours and 27 minutes

Same period last year	NSW (this period)
15,656	
15,656	
3 hours and 34 minutes	3 hours and 0 minutes
16 hours and 28 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 44m	3h 48m	3h 20m	3h 31m	3h 34m	3h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 44m	10h 55m	10h 52m	15h 22m	16h 28m	12h 27m

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Wollongong Hospital: Time patients spent in the ED

By mode of separation

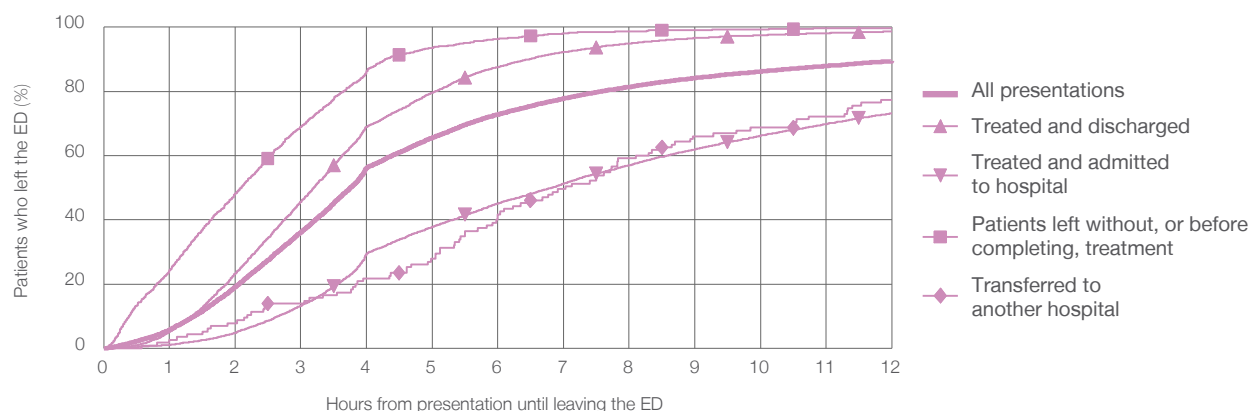
July to September 2017

All presentations:[†] 17,561 patients

Presentations used to calculate time to leaving the ED:[‡] 17,561 patients

		Same period last year	Change since one year ago
Treated and discharged	9,451 (53.8%)	8,429	12.1%
Treated and admitted to hospital	6,327 (36.0%)	5,808	8.9%
Patient left without, or before completing, treatment	1,566 (8.9%)	1,146	36.6%
Transferred to another hospital	115 (0.7%)	164	-29.9%
Other	102 (0.6%)	109	-6.4%

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



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

Treated and discharged	5.2%	23.4%	45.7%	69.1%	87.6%	94.9%	97.5%	98.7%
Treated and admitted to hospital	1.1%	4.9%	13.2%	29.4%	45.1%	57.1%	66.2%	73.2%
Patient left without, or before completing, treatment	24.3%	48.2%	69.0%	86.3%	96.4%	98.7%	99.3%	99.7%
Transferred to another hospital	2.6%	7.8%	13.9%	21.7%	41.7%	59.1%	68.7%	77.4%
All presentations	5.8%	19.2%	36.2%	56.2%	72.8%	81.4%	86.2%	89.5%

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

Wollongong Hospital: Time spent in the ED

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

July to September 2017

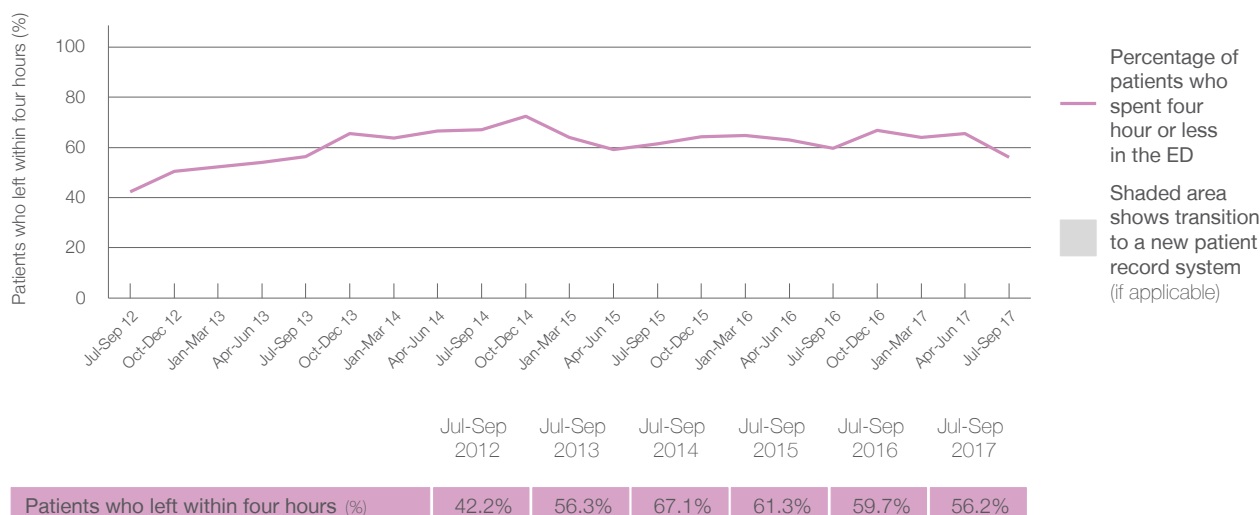
All presentations at the emergency department:¹ 17,561 patients

Presentations used to calculate time to leaving the ED:⁶ 17,561 patients

Percentage of patients who spent four hours or less in the ED 56.2%

Same period last year	Change since one year ago
15,656	12.2%
15,656	12.2%
59.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Sydney Children's Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,047 patients

Emergency presentations:² 9,947 patients

Same period last year	Change since one year ago
9,445	6.4%
9,353	6.4%

Sydney Children's Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 356 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): 1,752 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,619 patients

Median time to start treatment⁴ 45 minutes

90th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 167 patients

Median time to start treatment⁴ 56 minutes

90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
372	
10 minutes	9 minutes
23 minutes	29 minutes
1,749	
19 minutes	23 minutes
52 minutes	83 minutes
6,959	
37 minutes	30 minutes
117 minutes	121 minutes
203	
31 minutes	26 minutes
106 minutes	118 minutes

Sydney Children's Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,045 patients

Percentage of patients who spent four hours or less in the ED 74.5%

Same period last year	Change since one year ago
9,445	6.4%
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, July to September 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.

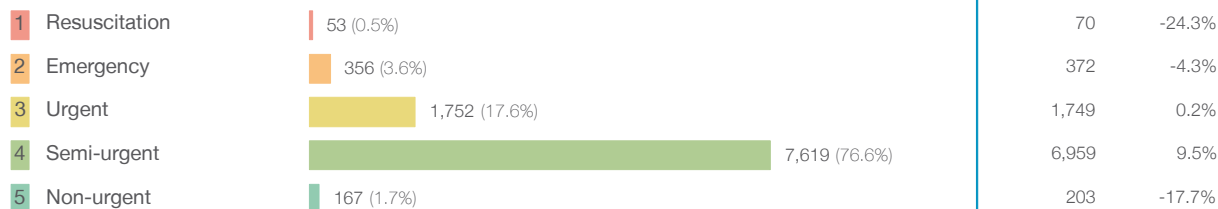
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Sydney Children's Hospital: Patients presenting to the emergency department

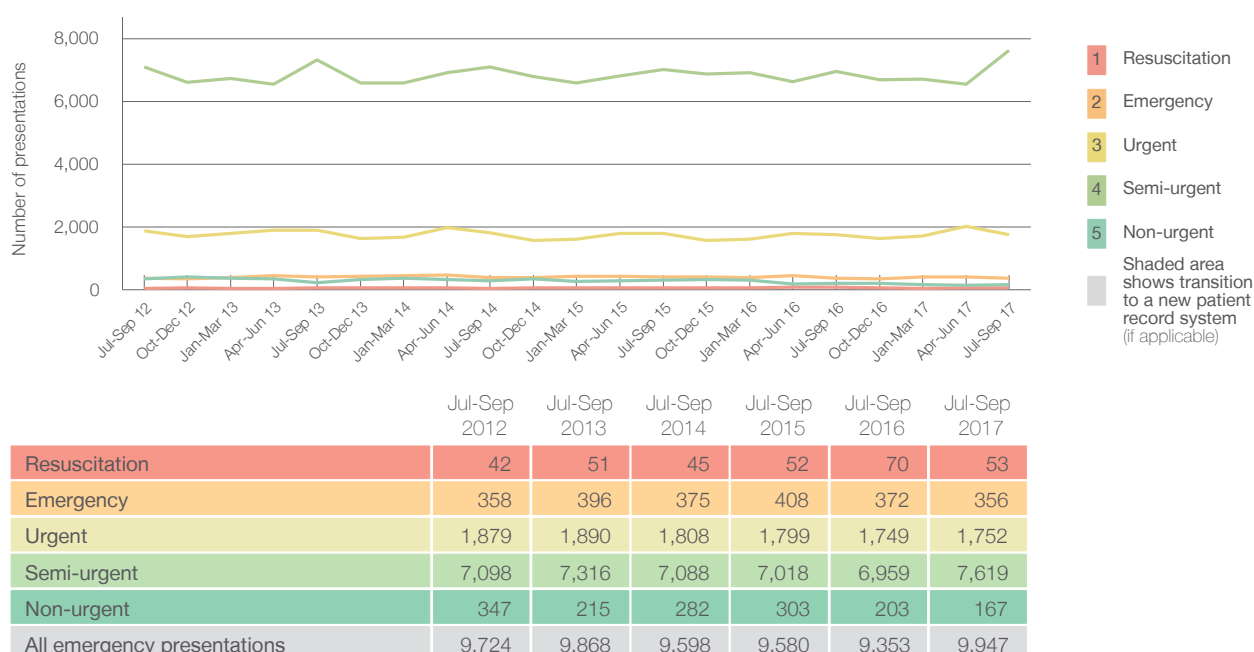
July to September 2017

All presentations:¹ 10,047 patients

Emergency presentations² by triage category: 9,947 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]

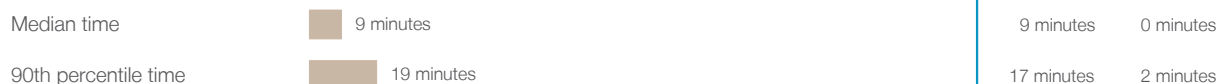


Sydney Children's Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 653 patients

ED Transfer of care time



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

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

Sydney Children's Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 356

Number of triage 2 patients used to calculate waiting time:³ 356

Median time to start treatment⁴

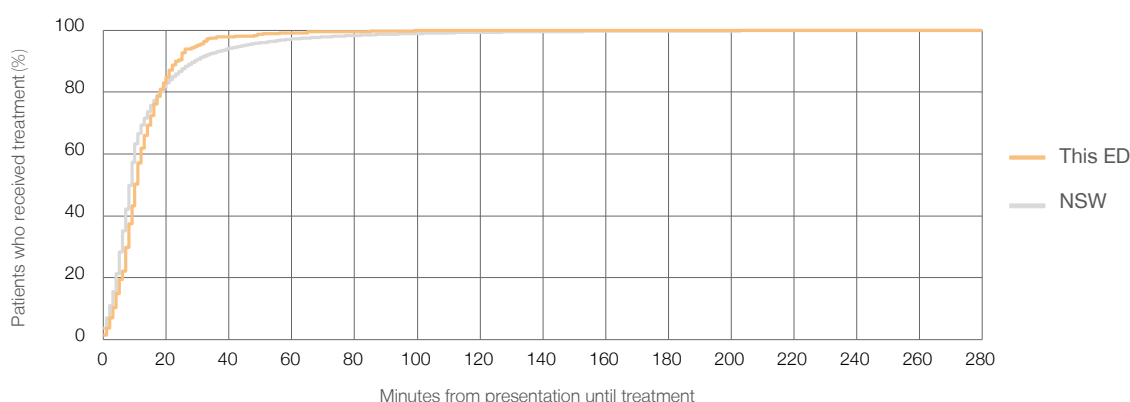
10 minutes

90th percentile time to start treatment⁵

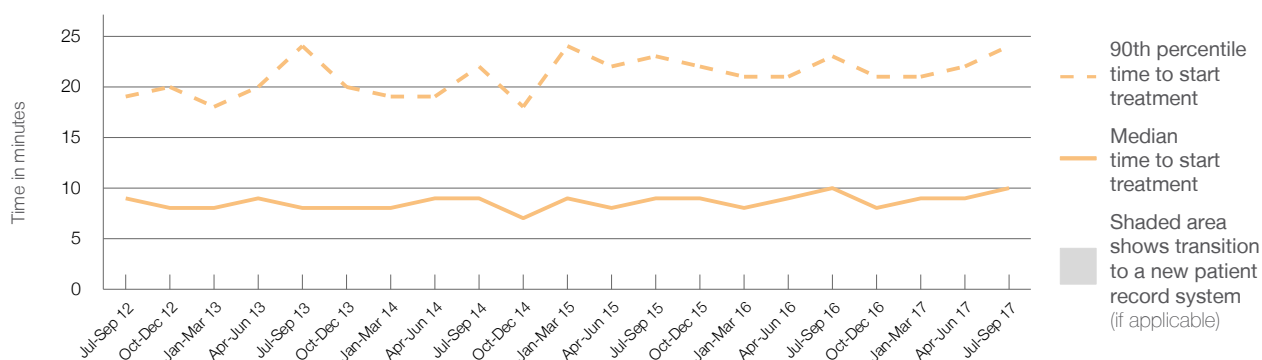
24 minutes

Same period last year	NSW (this period)
372	
371	
10 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	8	9	9	10	10
90th percentile time to start treatment ⁵ (minutes)	19	24	22	23	23	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 1,752

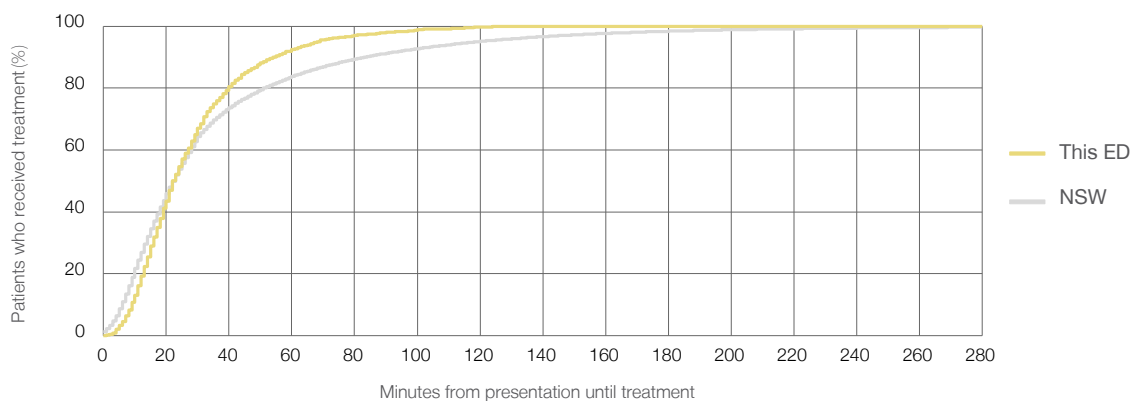
Number of triage 3 patients used to calculate waiting time:³ 1,747

Median time to start treatment⁴ 22 minutes

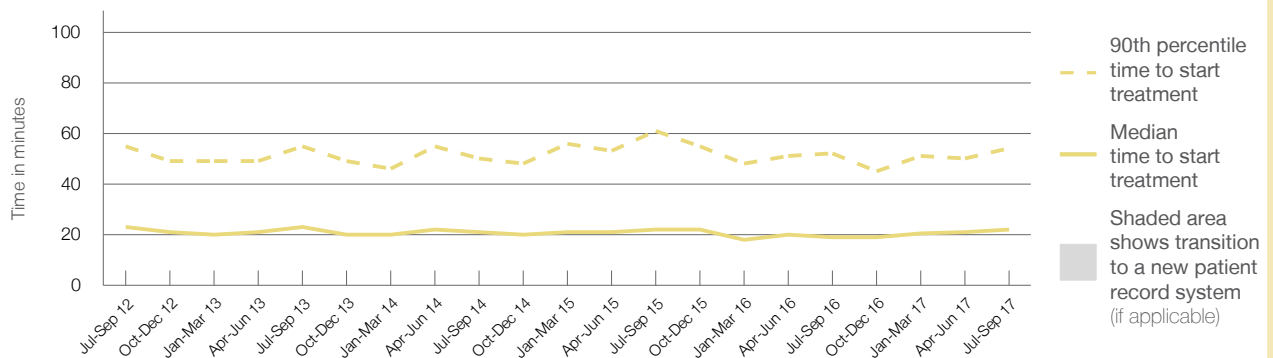
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
1,749	
1,744	
19 minutes	23 minutes
52 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	23	21	22	19	22
90th percentile time to start treatment ⁵ (minutes)	55	55	50	61	52	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 7,619

Number of triage 4 patients used to calculate waiting time:³ 7,208

Median time to start treatment⁴

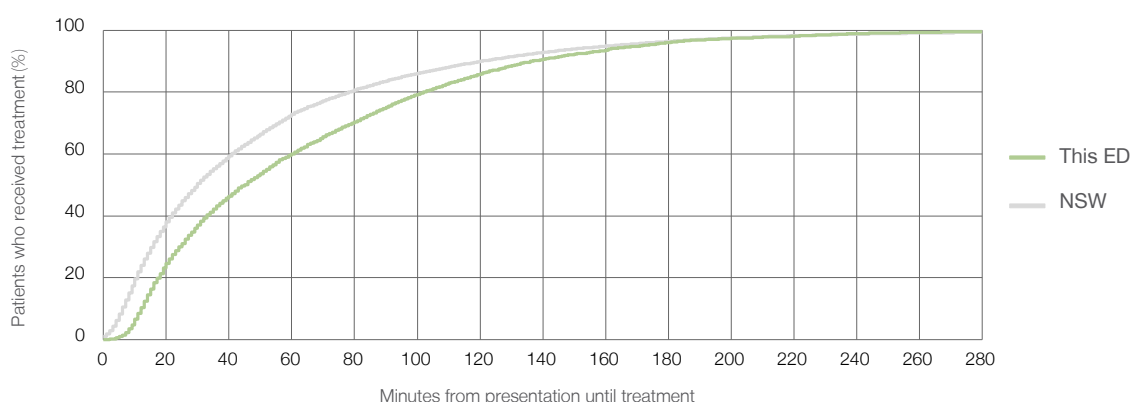
45 minutes

90th percentile time to start treatment⁵

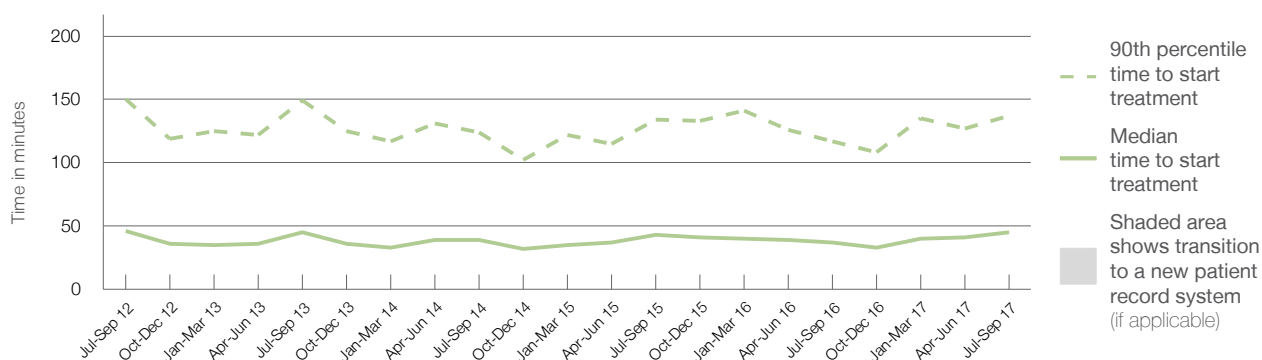
137 minutes

Same period last year	NSW (this period)
6,959	
6,733	
37 minutes	30 minutes
117 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	46	45	39	43	37	45
90th percentile time to start treatment ⁵ (minutes)	150	149	124	134	117	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 167

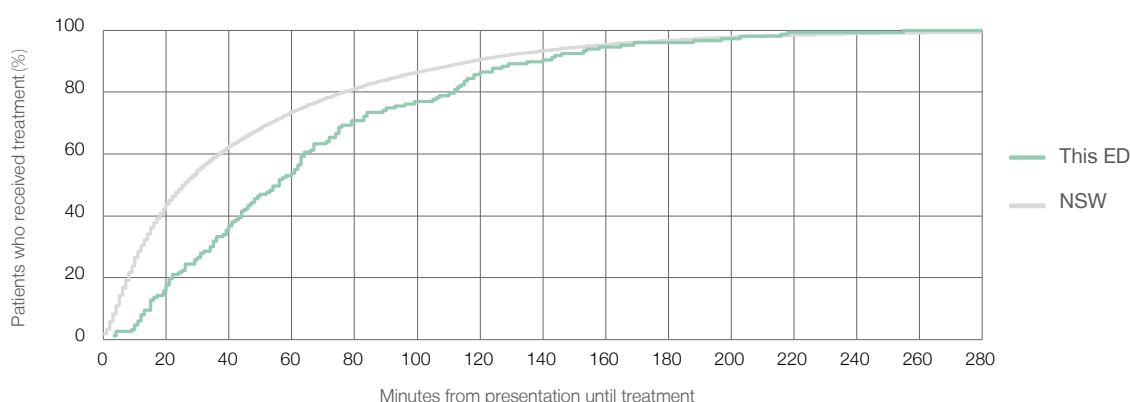
Number of triage 5 patients used to calculate waiting time:³ 147

Median time to start treatment⁴ 56 minutes

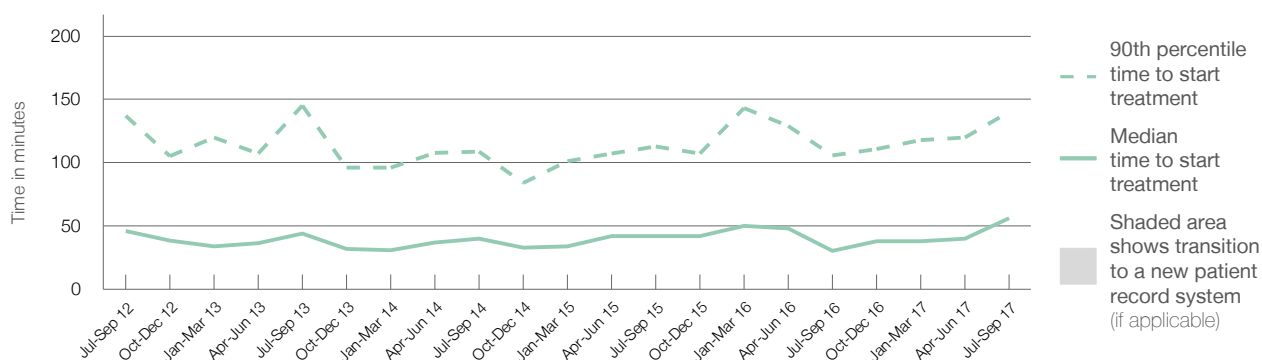
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
203	
190	
31 minutes	26 minutes
106 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	46	44	40	42	31	56
90th percentile time to start treatment ⁵ (minutes)	137	145	109	113	106	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,047 patients

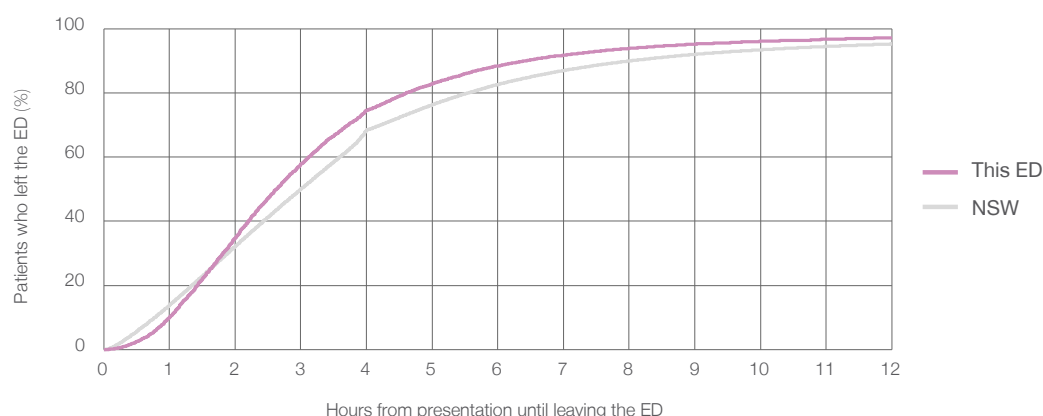
Presentations used to calculate time to leaving the ED:⁶ 10,045 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

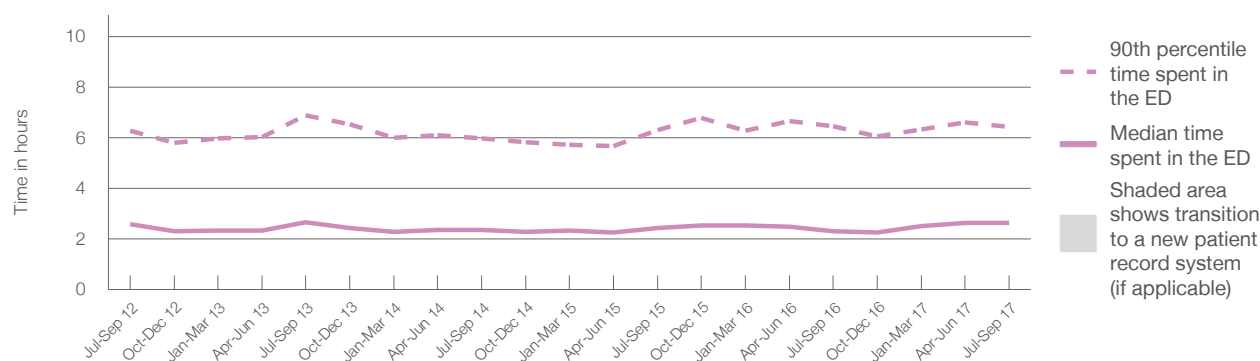
90th percentile time spent in the ED⁹ 6 hours and 26 minutes

Same period last year	NSW (this period)
9,445	9,445
2 hours and 18 minutes	3 hours and 0 minutes
6 hours and 28 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 36m	2h 40m	2h 22m	2h 27m	2h 18m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 17m	6h 53m	5h 59m	6h 19m	6h 28m	6h 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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

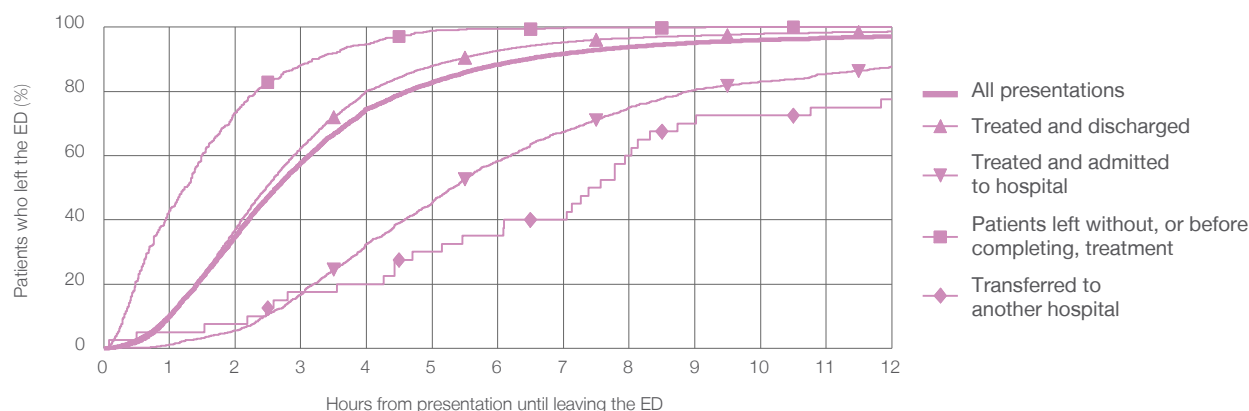
All presentations:[†] 10,047 patients

Presentations used to calculate time to leaving the ED:[‡] 10,045 patients

Treated and discharged	8,165 (81.3%)
Treated and admitted to hospital	1,295 (12.9%)
Patient left without, or before completing, treatment	519 (5.2%)
Transferred to another hospital	40 (0.4%)
Other	28 (0.3%)

Same period last year	Change since one year ago
9,445	6.4%
7,250	12.6%
1,805	-28.3%
300	73.0%
60	-33.3%
30	-6.7%

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



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

Treated and discharged	9.3%	37.0%	62.4%	80.1%	92.7%	96.6%	98.0%	98.6%
Treated and admitted to hospital	1.1%	5.5%	16.8%	32.5%	58.3%	75.0%	83.1%	87.6%
Patient left without, or before completing, treatment	42.8%	73.4%	88.2%	94.8%	99.4%	99.8%	100%	100%
Transferred to another hospital	5.0%	7.5%	17.5%	20.0%	35.0%	60.0%	72.5%	77.5%
All presentations	10.1%	34.9%	57.8%	74.5%	88.4%	93.8%	96.0%	97.2%

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

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

Sydney Children's Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 10,047 patients

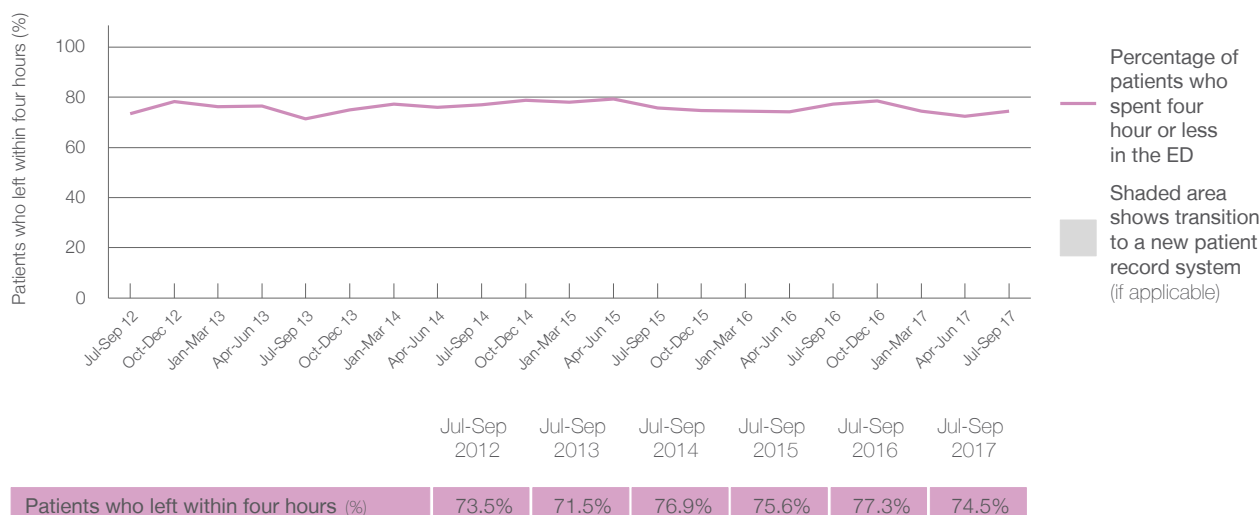
Presentations used to calculate time to leaving the ED:⁶ 10,045 patients

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



Same period last year	Change since one year ago
9,445	6.4%
9,445	6.4%
77.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

The Children's Hospital at Westmead: Emergency department (ED) overview

July to September 2017

All presentations:¹ 16,348 patients

Emergency presentations:² 16,227 patients

Same period last year	Change since one year ago
14,740	10.9%
14,596	11.2%

The Children's Hospital at Westmead: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 576 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): 4,062 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 11,398 patients

Median time to start treatment⁴ 54 minutes
90th percentile time to start treatment⁵ 199 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 59 patients

Median time to start treatment⁴ 58 minutes
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
484	
7 minutes	9 minutes
13 minutes	29 minutes
3,585	
24 minutes	23 minutes
63 minutes	83 minutes
10,332	
51 minutes	30 minutes
177 minutes	121 minutes
77	
81 minutes	26 minutes
*	118 minutes

The Children's Hospital at Westmead: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 16,348 patients

Percentage of patients who spent four hours or less in the ED 62.2%

Same period last year	Change since one year ago
14,740	10.9%
66.4%	

* 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, July to September 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.

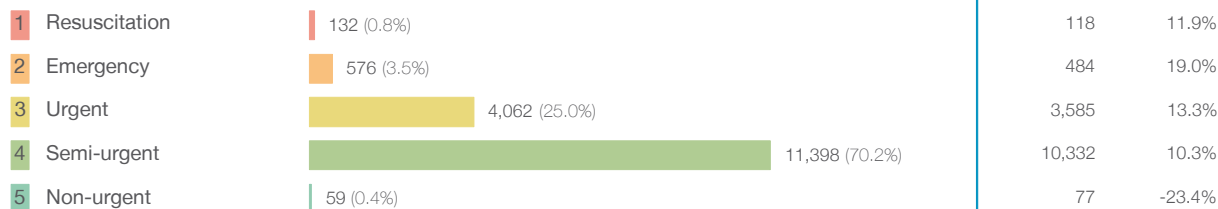
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

The Children's Hospital at Westmead: Patients presenting to the emergency department

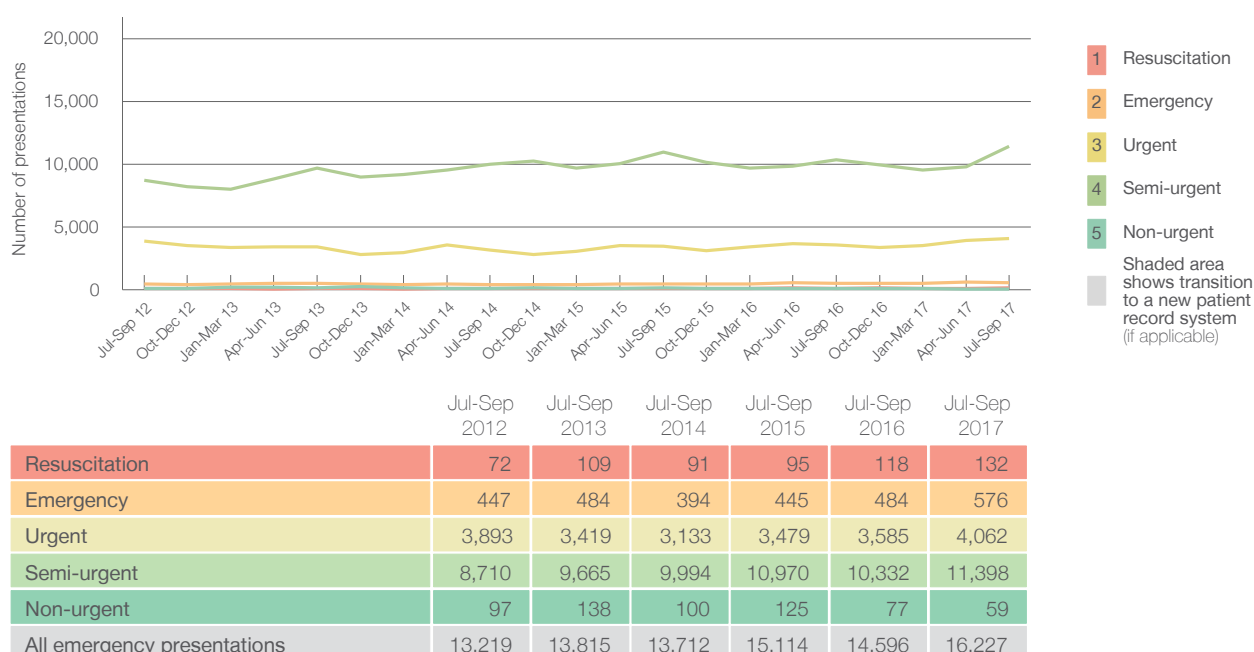
July to September 2017

All presentations:¹ 16,348 patients

Emergency presentations² by triage category: 16,227 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{†‡§}



The Children's Hospital at Westmead: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,103 patients

ED Transfer of care time



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

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

(§) 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.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 576

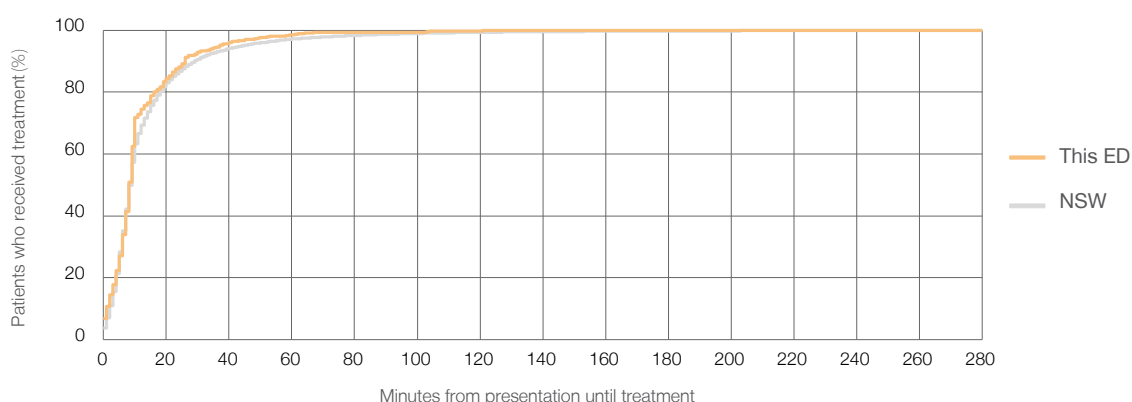
Number of triage 2 patients used to calculate waiting time:³ 576

Median time to start treatment⁴ 8 minutes

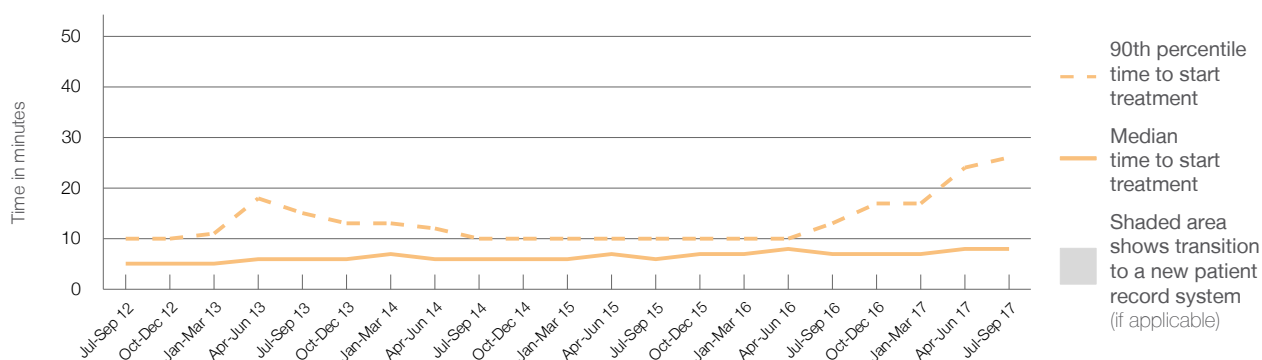
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
484	
484	
7 minutes	9 minutes
13 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	5	6	6	6	7	8
90th percentile time to start treatment ⁵ (minutes)	10	15	10	10	13	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 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.

(§) 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.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,062

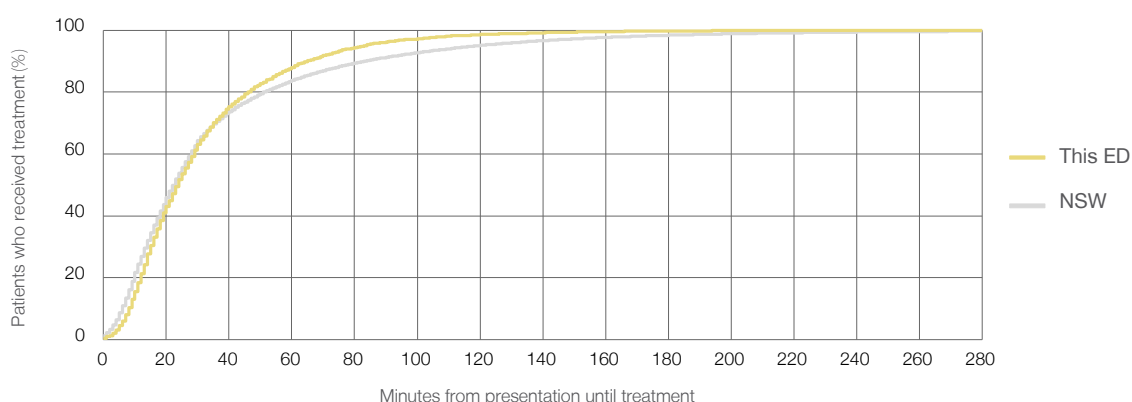
Number of triage 3 patients used to calculate waiting time:³ 4,051

Median time to start treatment⁴ 24 minutes

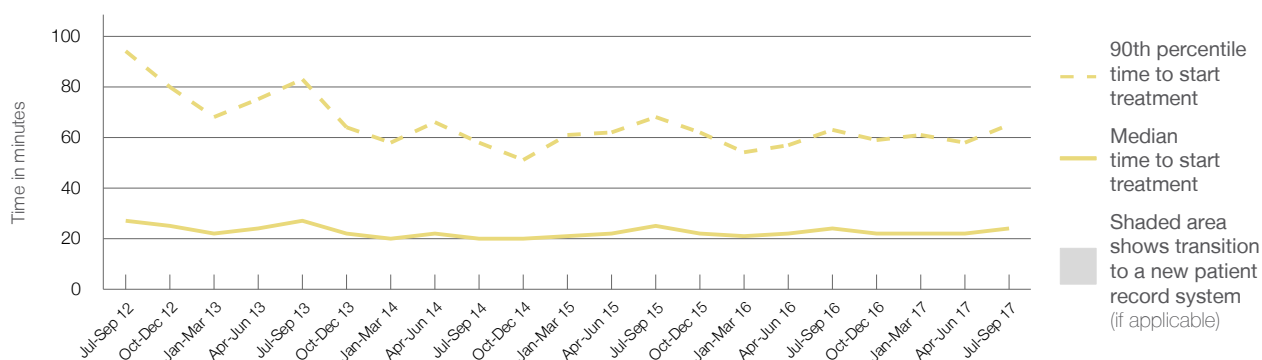
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
3,585	
3,581	
24 minutes	23 minutes
63 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	27	27	20	25	24	24
90th percentile time to start treatment ⁵ (minutes)	94	83	58	68	63	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 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.

(§) 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.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 11,398

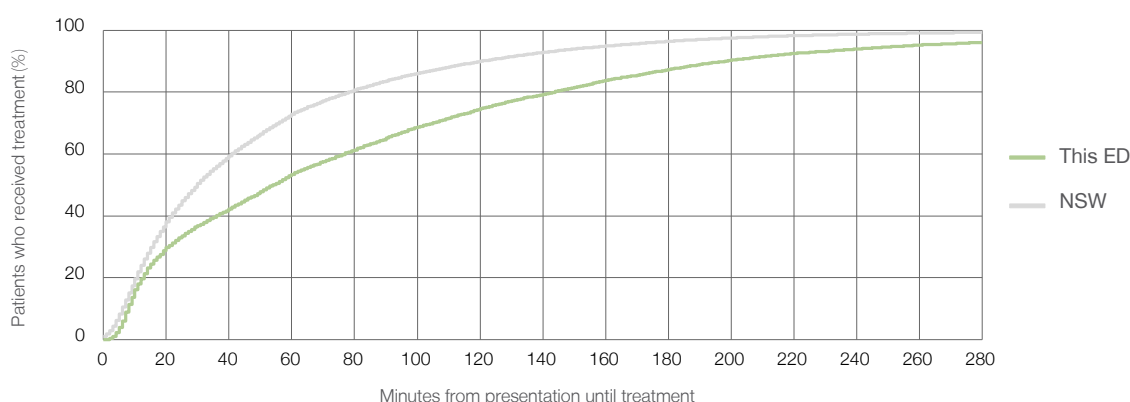
Number of triage 4 patients used to calculate waiting time:³ 9,169

Median time to start treatment⁴ 54 minutes

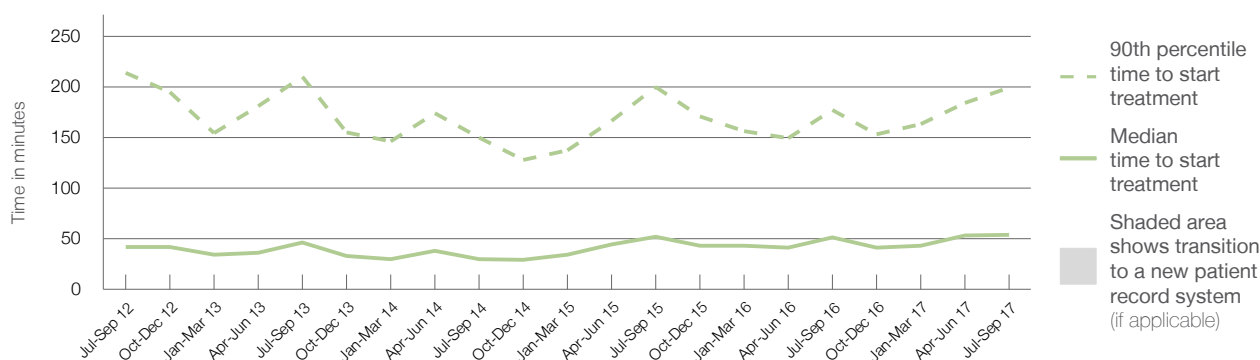
90th percentile time to start treatment⁵ 199 minutes

Same period last year	NSW (this period)
10,332	
8,615	
51 minutes	30 minutes
177 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	42	46	30	52	51	54
90th percentile time to start treatment ⁵ (minutes)	214	210	150	200	177	199

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

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

(§) 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.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 59

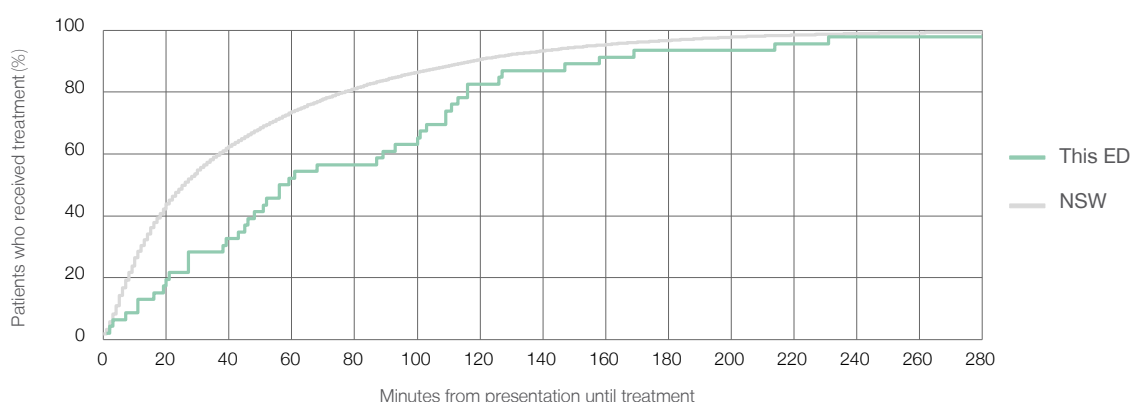
Number of triage 5 patients used to calculate waiting time:³ 46

Median time to start treatment⁴ 58 minutes

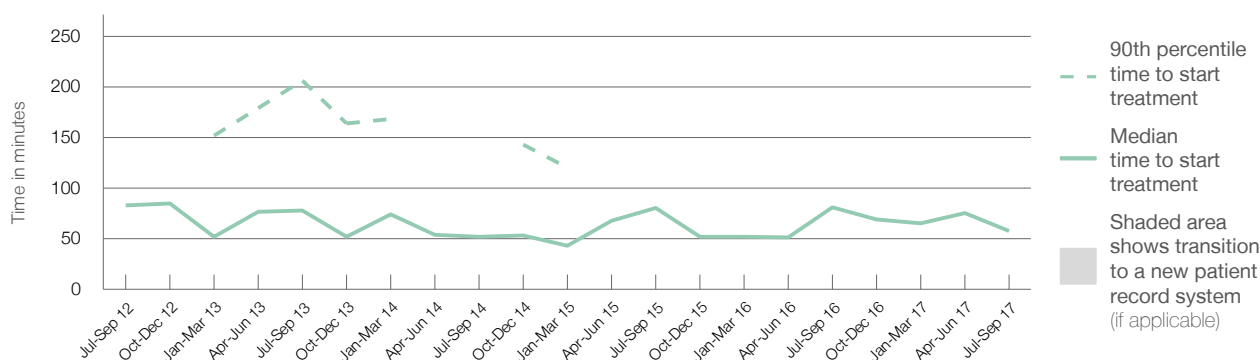
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
77	
63	
81 minutes	26 minutes
*	* 118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	83	78	52	80	81	58
90th percentile time to start treatment ⁵ (minutes)	*	206	*	*	*	*

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

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

(§) 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.

The Children's Hospital at Westmead: Time patients spent in the ED

July to September 2017

All presentations:¹ 16,348 patients

Presentations used to calculate time to leaving the ED:⁶ 16,348 patients

Median time spent in the ED⁸

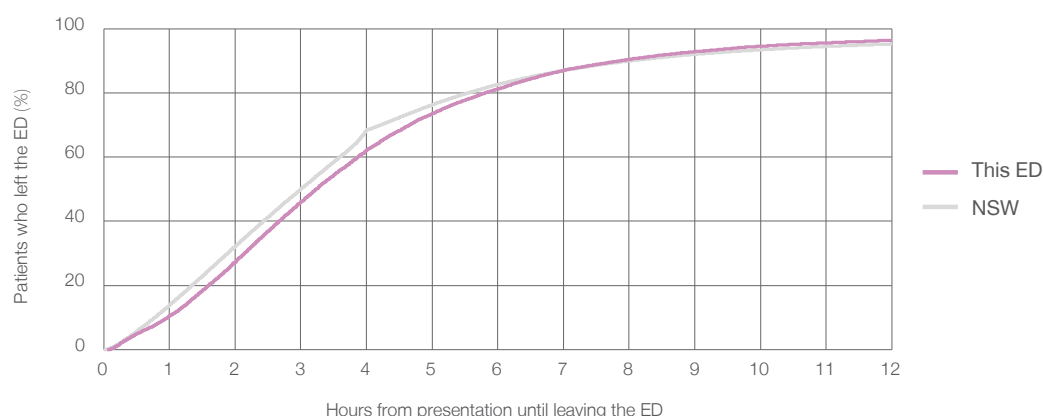
3 hours and 14 minutes

90th percentile time spent in the ED⁹

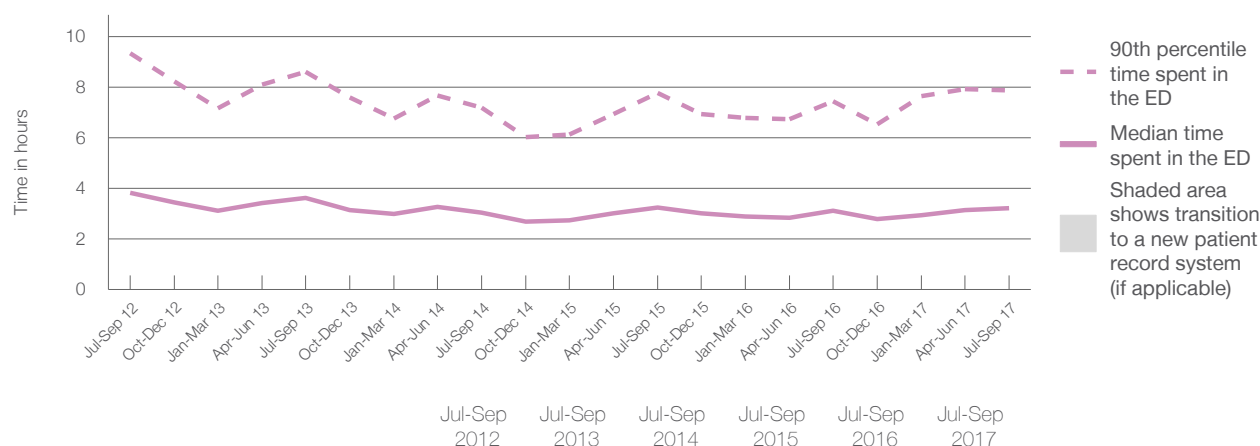
7 hours and 52 minutes

Same period last year	NSW (this period)
14,740	14,740
3 hours and 7 minutes	3 hours and 0 minutes
7 hours and 27 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 49m	3h 37m	3h 2m	3h 15m	3h 7m	3h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 20m	8h 36m	7h 11m	7h 46m	7h 27m	7h 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 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.

(§) 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.

The Children's Hospital at Westmead: Time patients spent in the ED

By mode of separation

July to September 2017

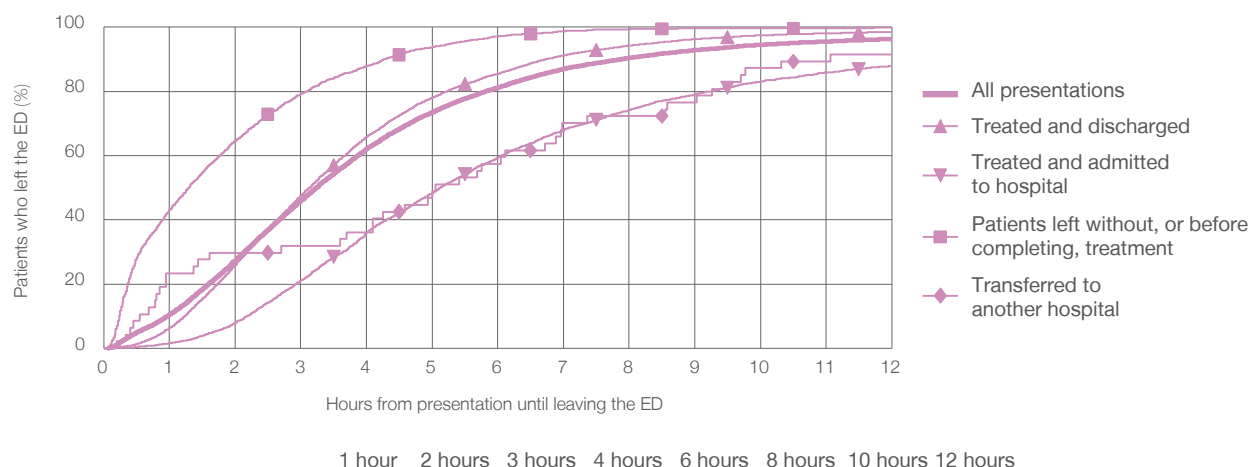
All presentations:[†] 16,348 patients

Presentations used to calculate time to leaving the ED:[‡] 16,348 patients

Treated and discharged	10,321 (63.1%)
Treated and admitted to hospital	3,673 (22.5%)
Patient left without, or before completing, treatment	2,306 (14.1%)
Transferred to another hospital	47 (0.3%)
Other	1 (0%)

Same period last year	Change since one year ago
14,740	10.9%
9,224	11.9%
3,716	-1.2%
1,768	30.4%
32	46.9%
0	

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.3%	25.9%	47.5%	65.8%	85.5%	94.3%	97.5%	98.6%
Treated and admitted to hospital	1.6%	8.0%	21.1%	36.1%	59.4%	74.2%	83.1%	88.0%
Patient left without, or before completing, treatment	43.0%	64.6%	79.3%	87.9%	97.2%	99.4%	99.7%	99.9%
Transferred to another hospital	23.4%	29.8%	31.9%	36.2%	57.4%	72.3%	87.2%	91.5%
All presentations	10.5%	27.4%	46.0%	62.2%	81.2%	90.4%	94.5%	96.4%

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

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

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The Children's Hospital at Westmead: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 16,348 patients

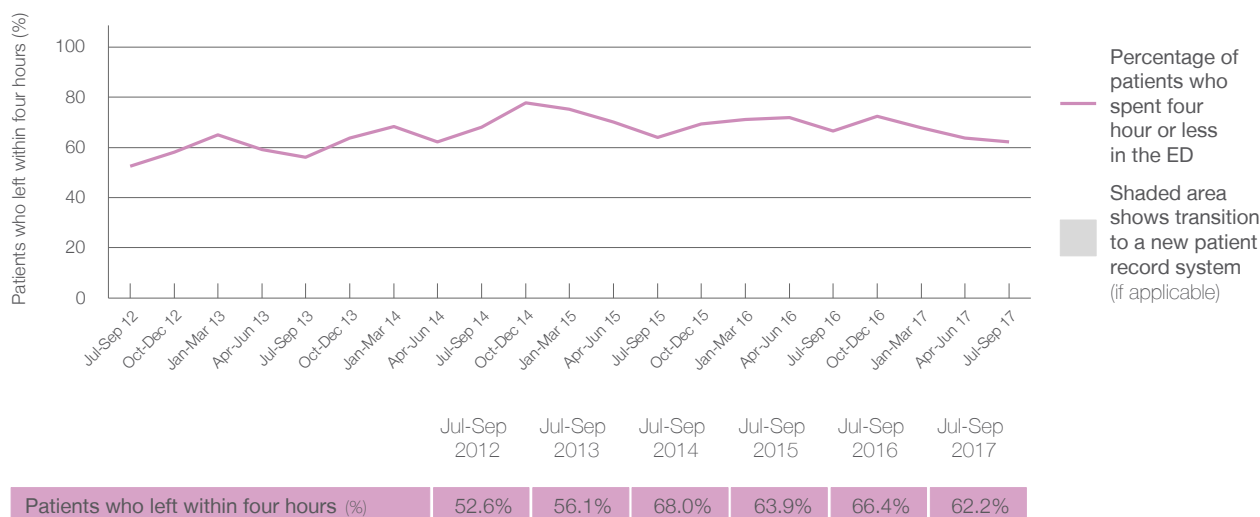
Presentations used to calculate time to leaving the ED:⁶ 16,348 patients

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



Same period last year	Change since one year ago
14,740	10.9%
14,740	10.9%
66.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Calvary Mater Newcastle: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,654 patients

Emergency presentations:² 9,650 patients

Same period last year	Change since one year ago
9,068	6.5%
9,027	6.9%

Calvary Mater Newcastle: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,433 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): 2,616 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,500 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,037 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,221	
8 minutes	9 minutes
23 minutes	29 minutes
2,474	
19 minutes	23 minutes
49 minutes	83 minutes
4,267	
26 minutes	30 minutes
85 minutes	121 minutes
1,007	
24 minutes	26 minutes
90 minutes	118 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,654 patients

Percentage of patients who spent four hours or less in the ED 66.1%

Same period last year	Change since one year ago
9,068	6.5%
72.8%	

* 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, July to September 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.

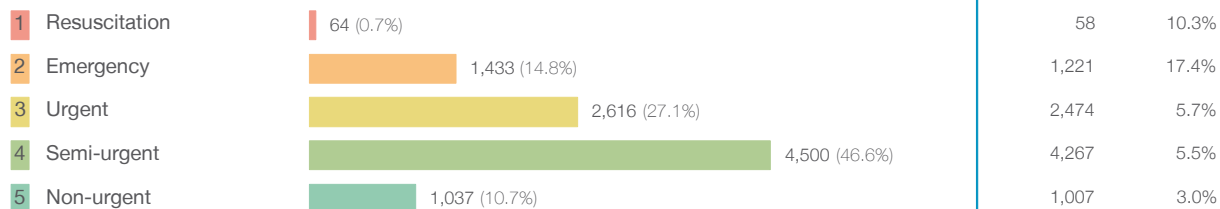
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Calvary Mater Newcastle: Patients presenting to the emergency department

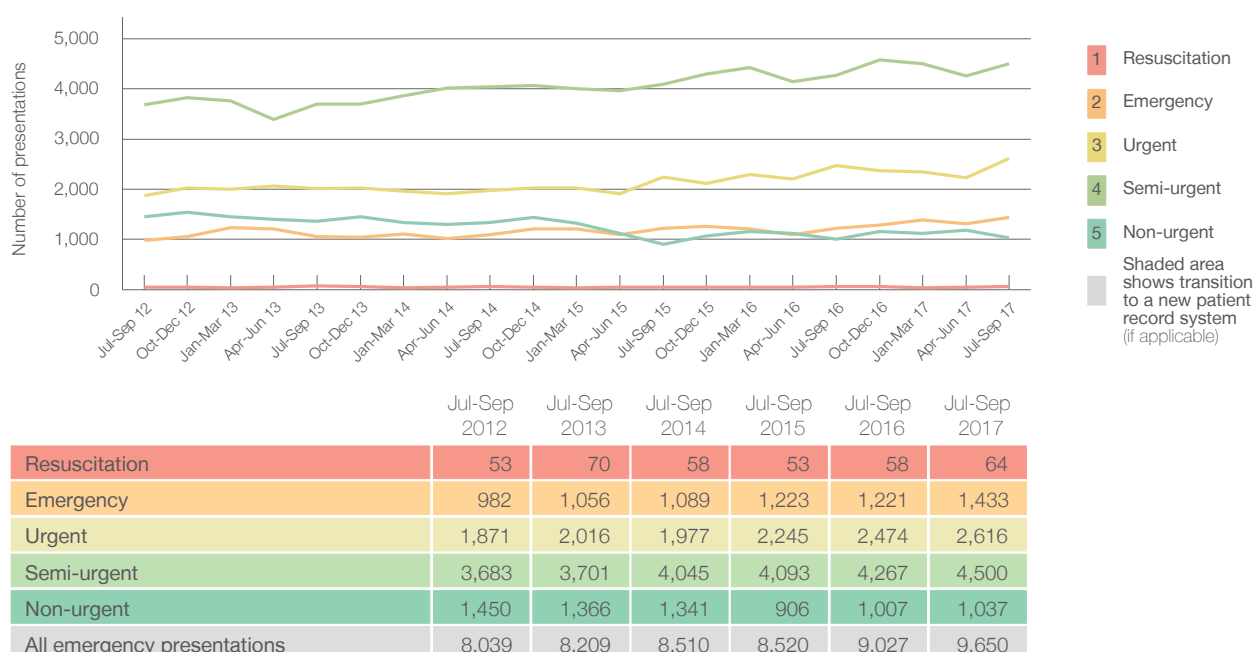
July to September 2017

All presentations:¹ 9,654 patients

Emergency presentations² by triage category: 9,650 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Calvary Mater Newcastle: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,011 patients

ED Transfer of care time



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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,433

Number of triage 2 patients used to calculate waiting time:³ 1,134

Median time to start treatment⁴

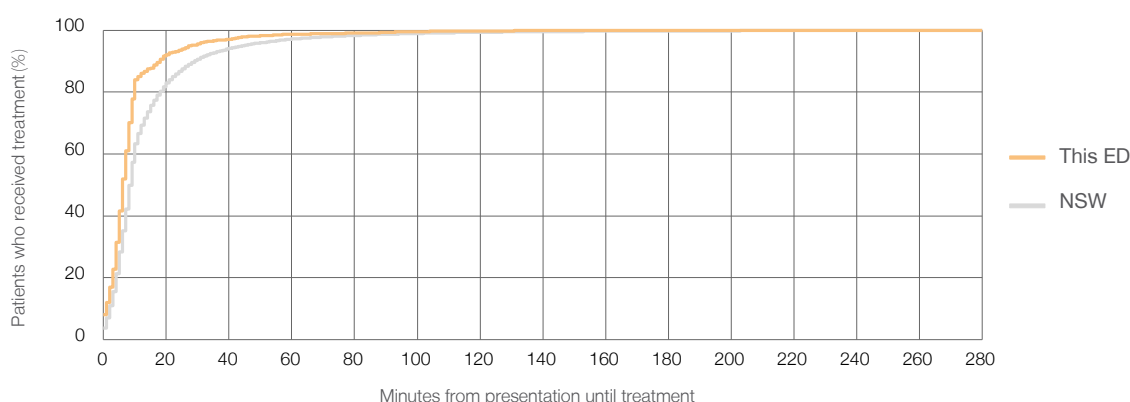
6 minutes

90th percentile time to start treatment⁵

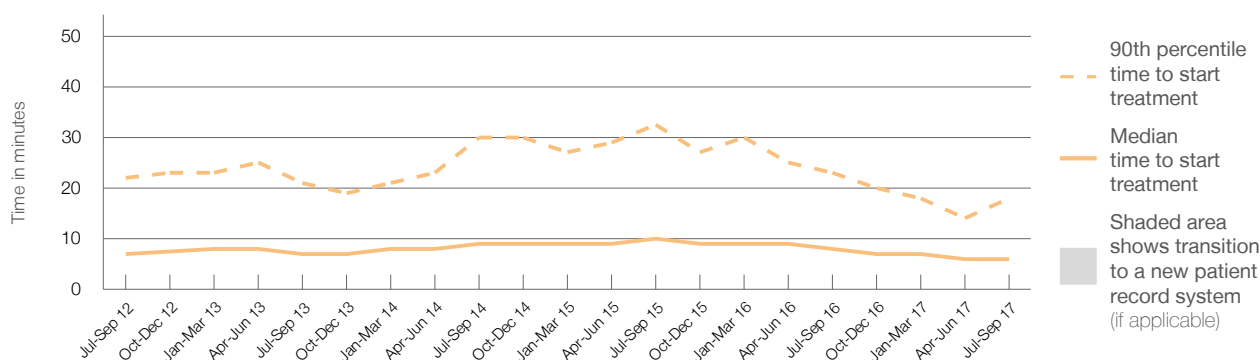
18 minutes

Same period last year	NSW (this period)
1,221	
951	
8 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	9	10	8	6
90th percentile time to start treatment ⁵ (minutes)	22	21	30	33	23	18

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 2,616

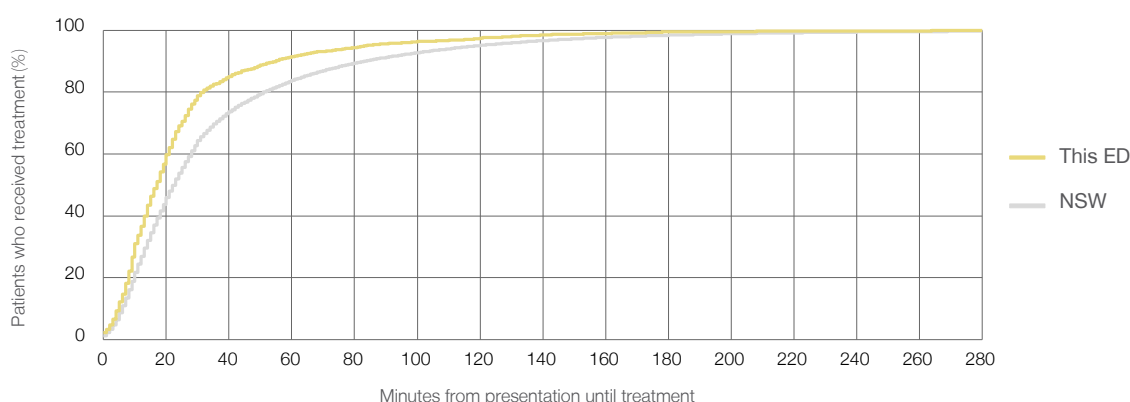
Number of triage 3 patients used to calculate waiting time:³ 2,344

Median time to start treatment⁴ 17 minutes

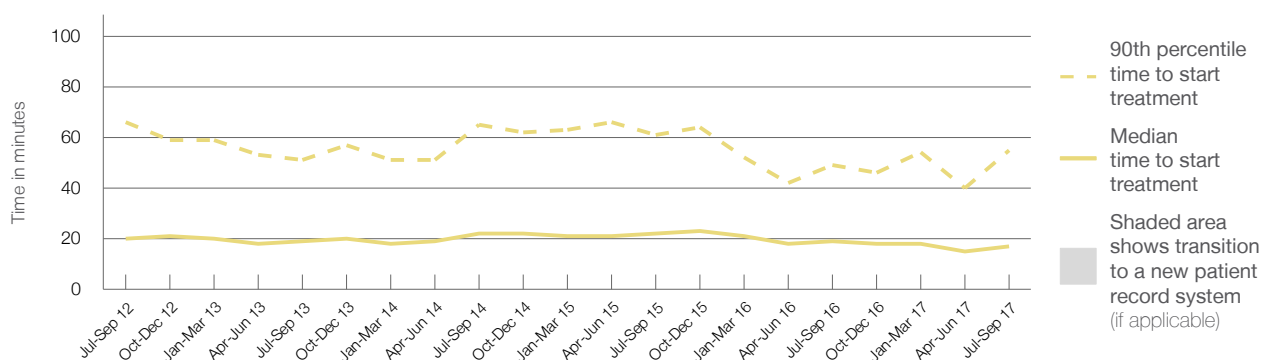
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,474	
2,143	
19 minutes	23 minutes
49 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	19	22	22	19	17
90th percentile time to start treatment ⁵ (minutes)	66	51	65	61	49	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 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.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 4,500

Number of triage 4 patients used to calculate waiting time:³ 3,944

Median time to start treatment⁴

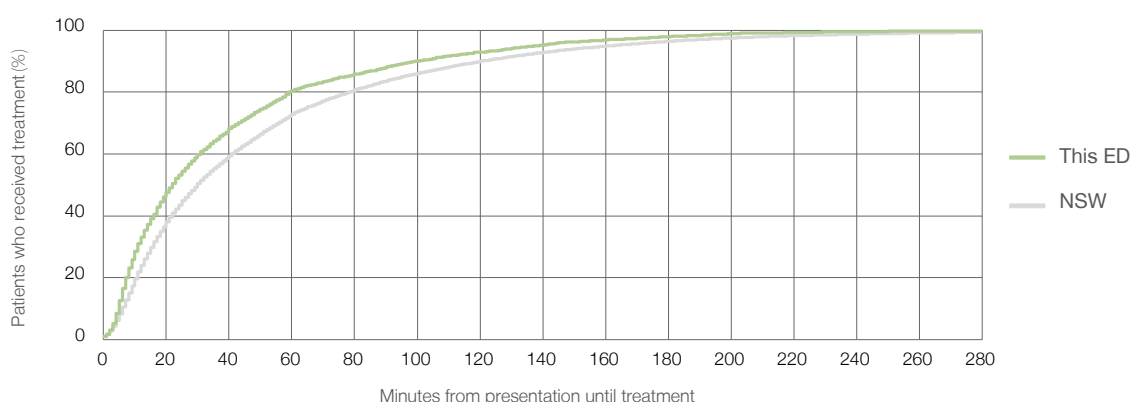
22 minutes

90th percentile time to start treatment⁵

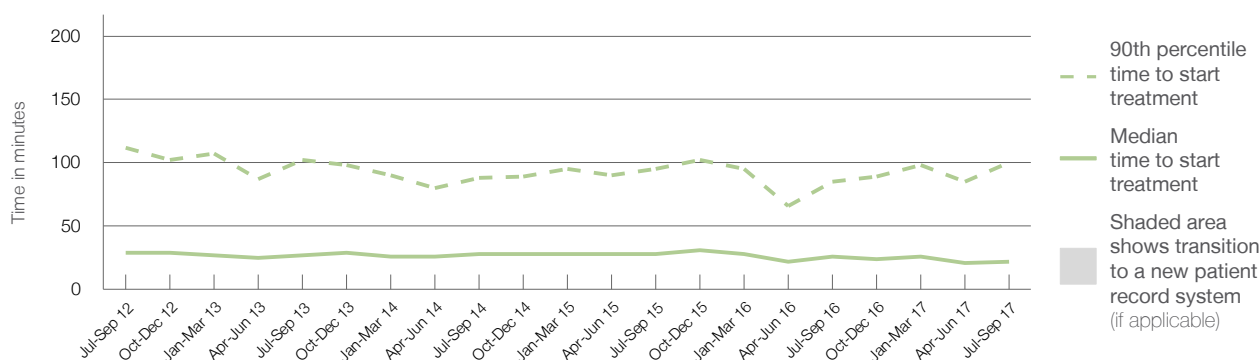
100 minutes

Same period last year	NSW (this period)
4,267	
3,846	
26 minutes	30 minutes
85 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	27	28	28	26	22
90th percentile time to start treatment ⁵ (minutes)	112	102	88	95	85	100

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,037

Number of triage 5 patients used to calculate waiting time:³ 826

Median time to start treatment⁴

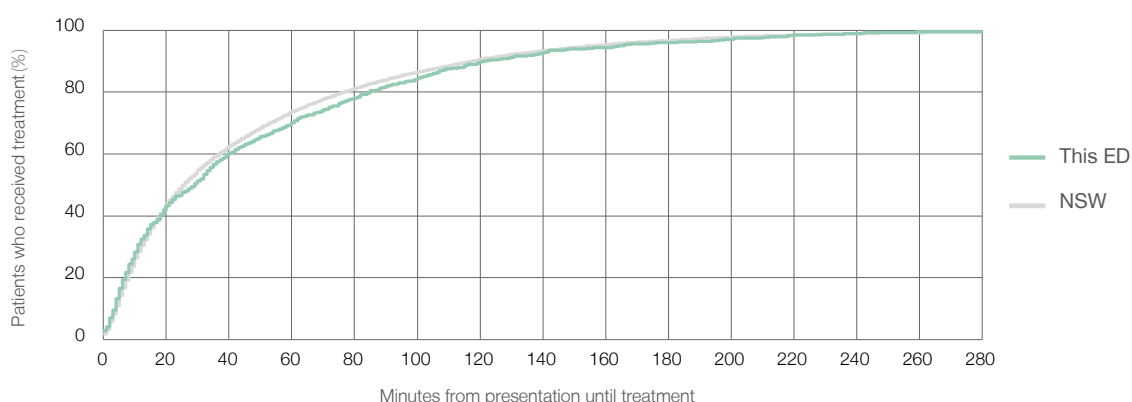
29 minutes

90th percentile time to start treatment⁵

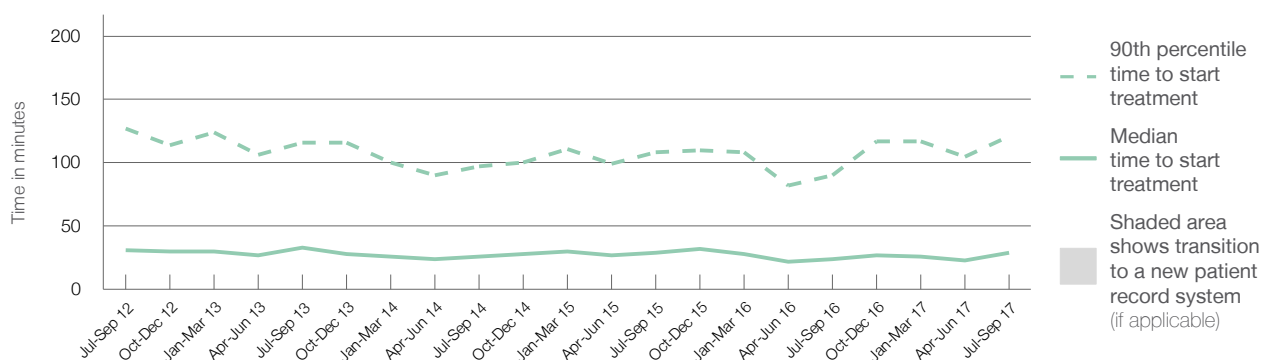
121 minutes

Same period last year	NSW (this period)
1,007	
809	
24 minutes	26 minutes
90 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	33	26	29	24	29
90th percentile time to start treatment ⁵ (minutes)	127	116	97	108	90	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 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.

Calvary Mater Newcastle: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,654 patients

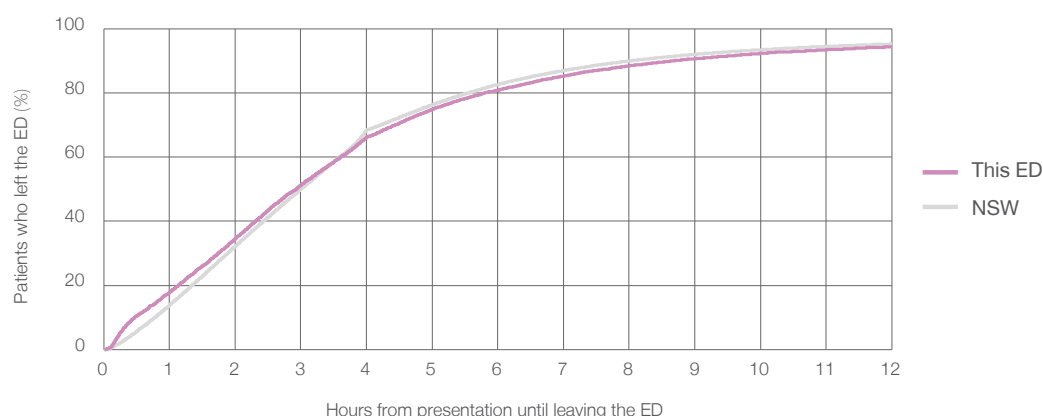
Presentations used to calculate time to leaving the ED:⁶ 9,654 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

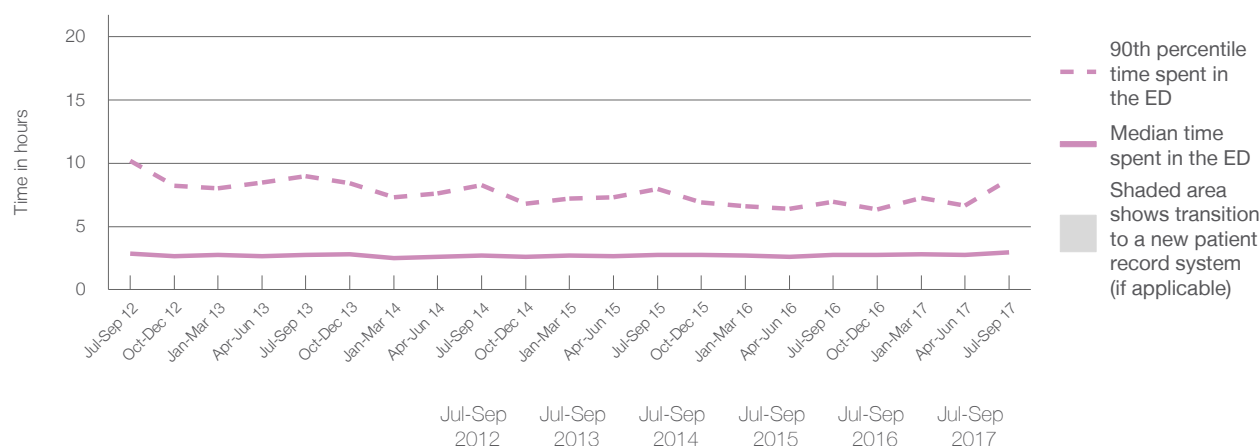
90th percentile time spent in the ED⁹ 8 hours and 42 minutes

Same period last year	NSW (this period)
9,068	
9,068	
2 hours and 46 minutes	3 hours and 0 minutes
6 hours and 58 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 52m	2h 45m	2h 42m	2h 45m	2h 46m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 10m	8h 58m	8h 15m	7h 57m	6h 58m	8h 42m

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

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

Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

July to September 2017

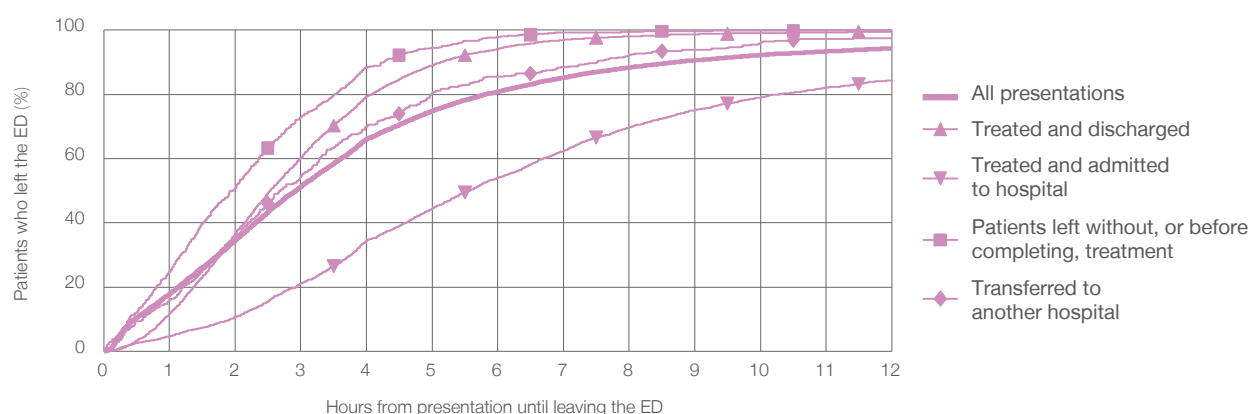
All presentations:[†] 9,654 patients

Presentations used to calculate time to leaving the ED:[‡] 9,654 patients

Treated and discharged	4,353 (45.1%)
Treated and admitted to hospital	3,303 (34.2%)
Patient left without, or before completing, treatment	591 (6.1%)
Transferred to another hospital	400 (4.1%)
Other	1,007 (10.4%)

Same period last year	Change since one year ago
9,068	6.5%
4,085	6.6%
3,285	0.5%
312	89.4%
371	7.8%
1,015	-0.8%

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



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

Treated and discharged	11.6%	36.6%	60.2%	79.3%	94.2%	98.1%	99.2%	99.5%
Treated and admitted to hospital	4.6%	10.7%	21.2%	34.4%	54.0%	69.8%	79.1%	84.5%
Patient left without, or before completing, treatment	24.7%	50.9%	72.8%	88.3%	98.0%	99.5%	99.8%	99.8%
Transferred to another hospital	16.0%	35.8%	54.5%	70.0%	85.5%	92.3%	96.3%	97.5%
All presentations	17.9%	34.7%	51.3%	66.1%	80.9%	88.4%	92.3%	94.3%

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Calvary Mater Newcastle: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 9,654 patients

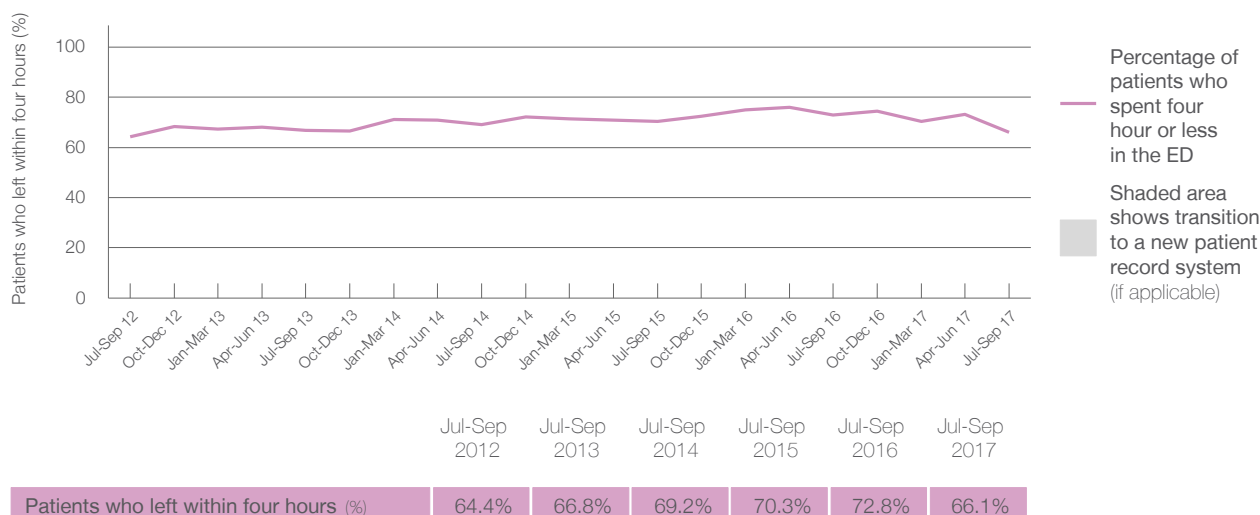
Presentations used to calculate time to leaving the ED:⁶ 9,654 patients

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



Same period last year	Change since one year ago
9,068	6.5%
9,068	6.5%
72.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

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

July to September 2017

All presentations:¹ 8,124 patients

Emergency presentations:² 7,850 patients

Same period last year	Change since one year ago
7,814	4.0%
7,500	4.7%

Sydney/Sydney Eye Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 136 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): 1,224 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,444 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,046 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
160	
8 minutes	9 minutes
19 minutes	29 minutes
1,192	
22 minutes	23 minutes
52 minutes	83 minutes
4,267	
27 minutes	30 minutes
76 minutes	121 minutes
1,881	
30 minutes	26 minutes
86 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,124 patients

Percentage of patients who spent four hours or less in the ED 85.0%

Same period last year	Change since one year ago
7,814	4.0%
86.5%	

* 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, July to September 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.

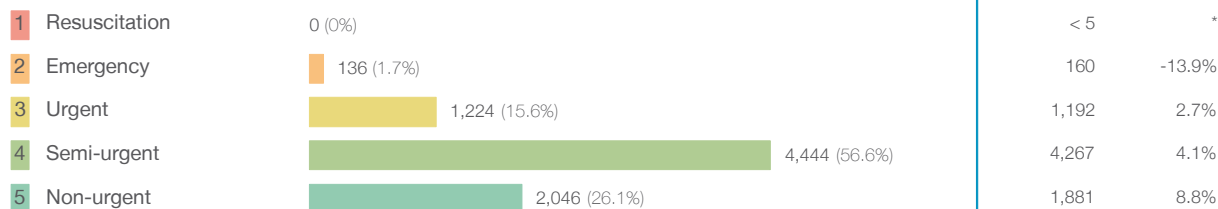
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department

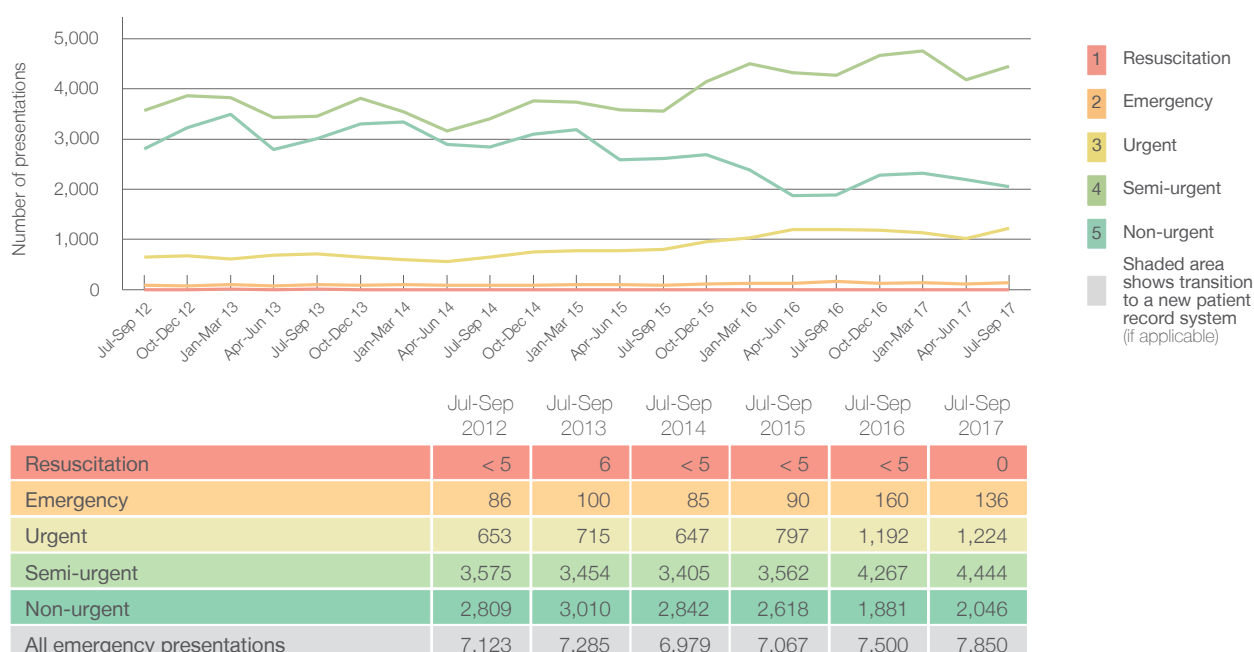
July to September 2017

All presentations:¹ 8,124 patients

Emergency presentations² by triage category: 7,850 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Sydney/Sydney Eye Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 84 patients

ED Transfer of care time

Median time: 8 minutes

90th percentile time: *

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	0	
Median time	*	*
90th percentile time	*	*

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 136

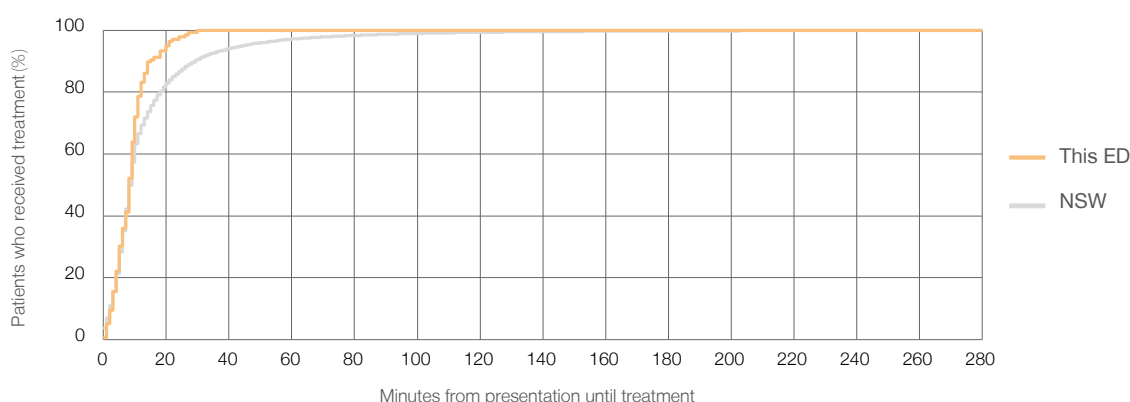
Number of triage 2 patients used to calculate waiting time:³ 136

Median time to start treatment⁴ 8 minutes

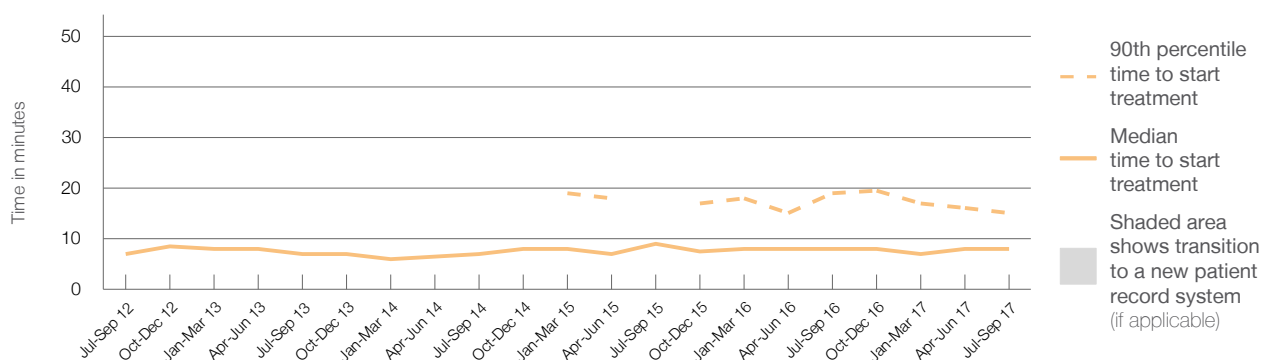
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
160	
157	
8 minutes	9 minutes
19 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	7	9	8	8
90th percentile time to start treatment ⁵ (minutes)	*	17	*	*	19	15

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 1,224

Number of triage 3 patients used to calculate waiting time:³ 1,211

Median time to start treatment⁴

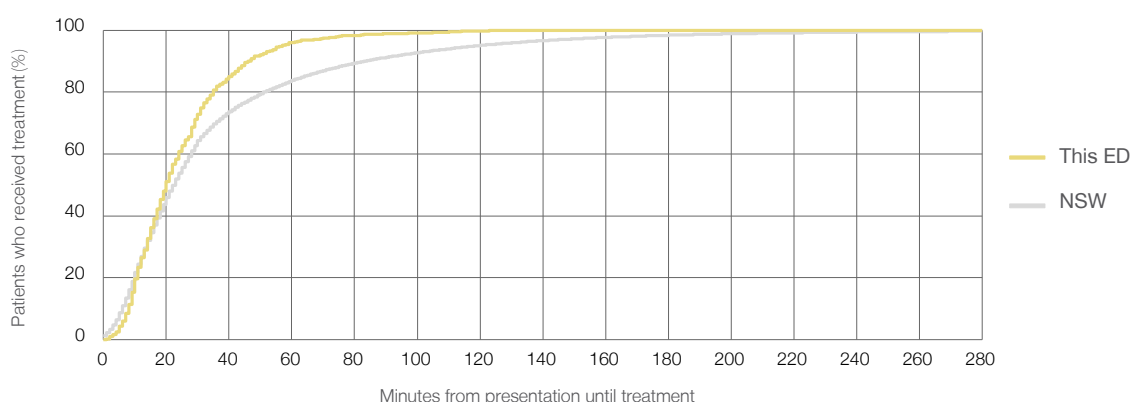
20 minutes

90th percentile time to start treatment⁵

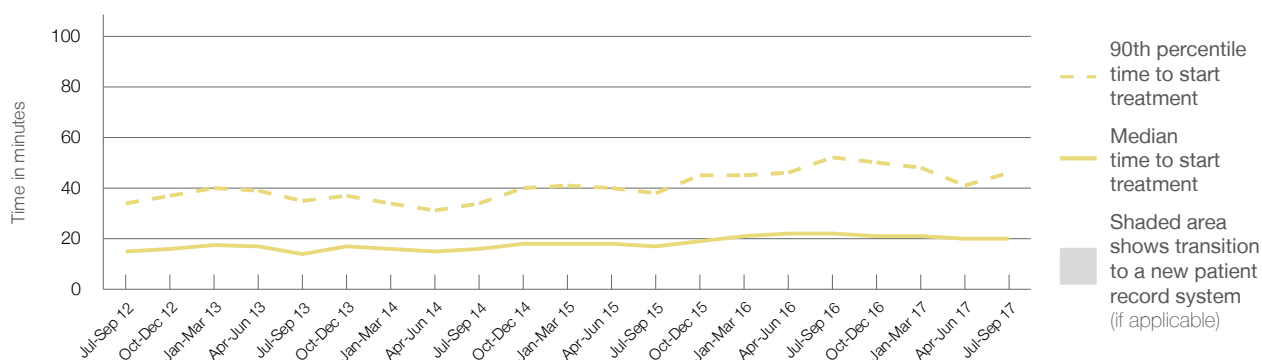
46 minutes

Same period last year	NSW (this period)
1,192	
1,175	
22 minutes	23 minutes
52 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	15	14	16	17	22	20
90th percentile time to start treatment ⁵ (minutes)	34	35	34	38	52	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 4,444

Number of triage 4 patients used to calculate waiting time:³ 4,328

Median time to start treatment⁴

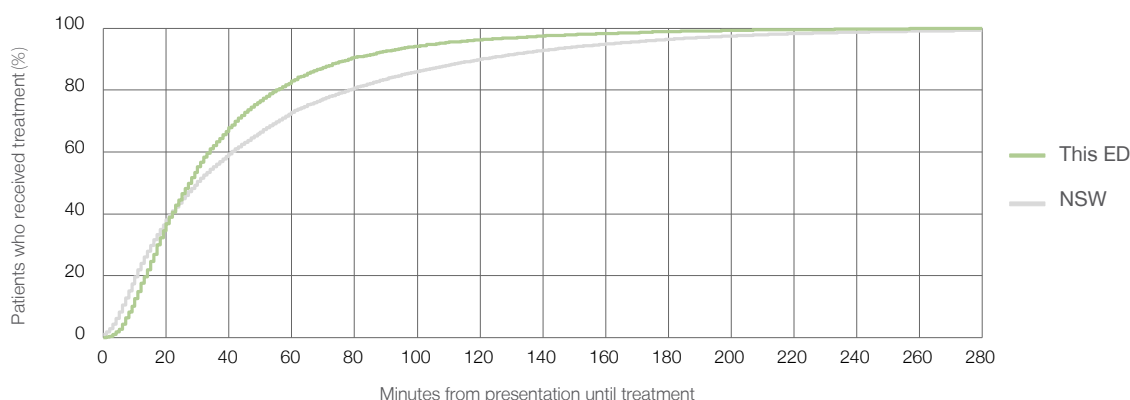
28 minutes

90th percentile time to start treatment⁵

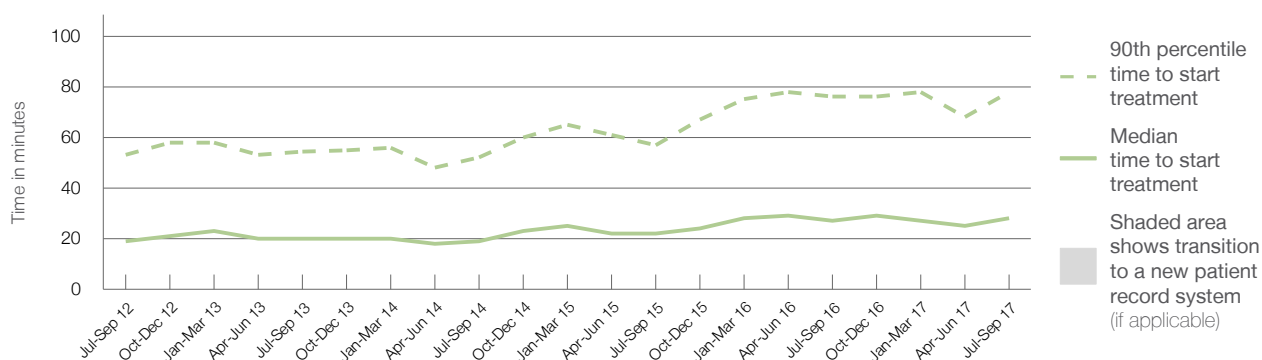
78 minutes

Same period last year	NSW (this period)
4,267	
4,172	
27 minutes	30 minutes
76 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	20	19	22	27	28
90th percentile time to start treatment ⁵ (minutes)	53	55	52	57	76	78

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 2,046

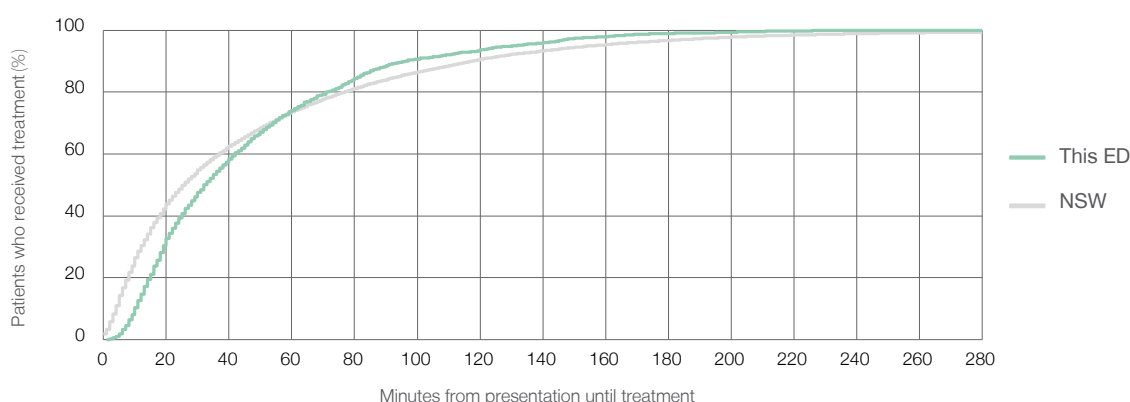
Number of triage 5 patients used to calculate waiting time:³ 1,914

Median time to start treatment⁴ 33 minutes

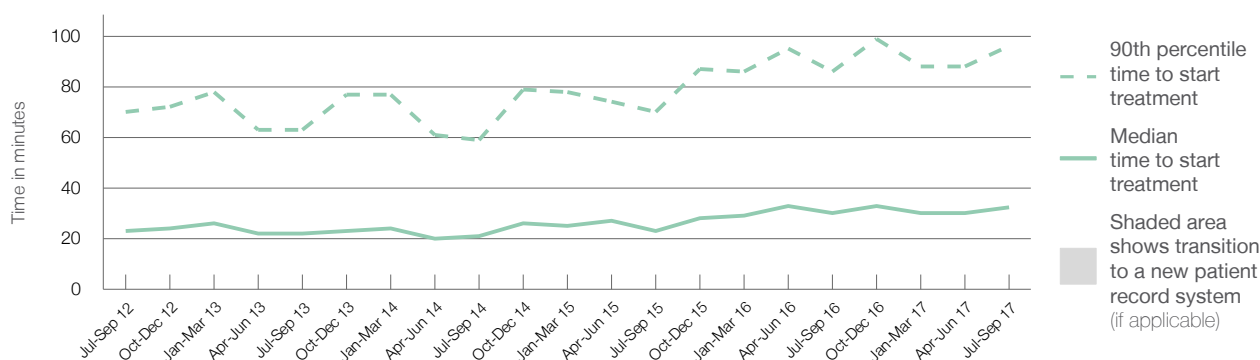
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,881	
1,718	
30 minutes	26 minutes
86 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	22	21	23	30	33
90th percentile time to start treatment ⁵ (minutes)	70	63	59	70	86	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

All presentations:¹ 8,124 patients

Presentations used to calculate time to leaving the ED:⁶ 8,124 patients

Median time spent in the ED⁸

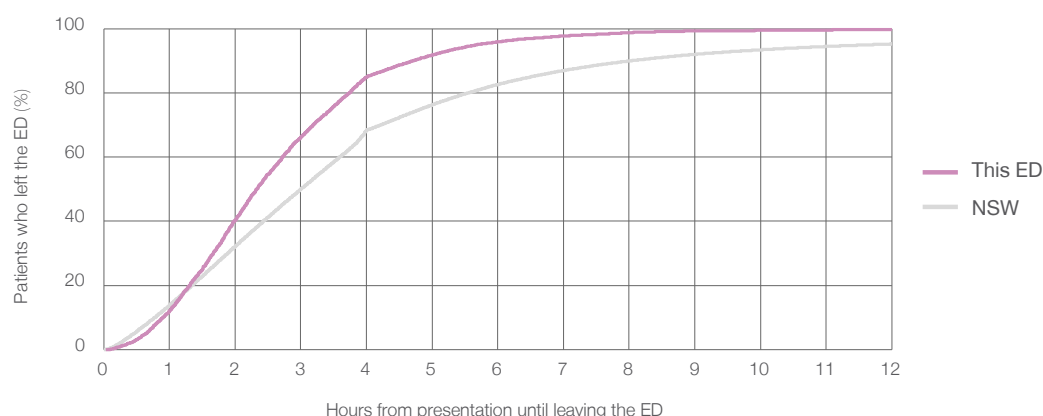
2 hours and 20 minutes

90th percentile time spent in the ED⁹

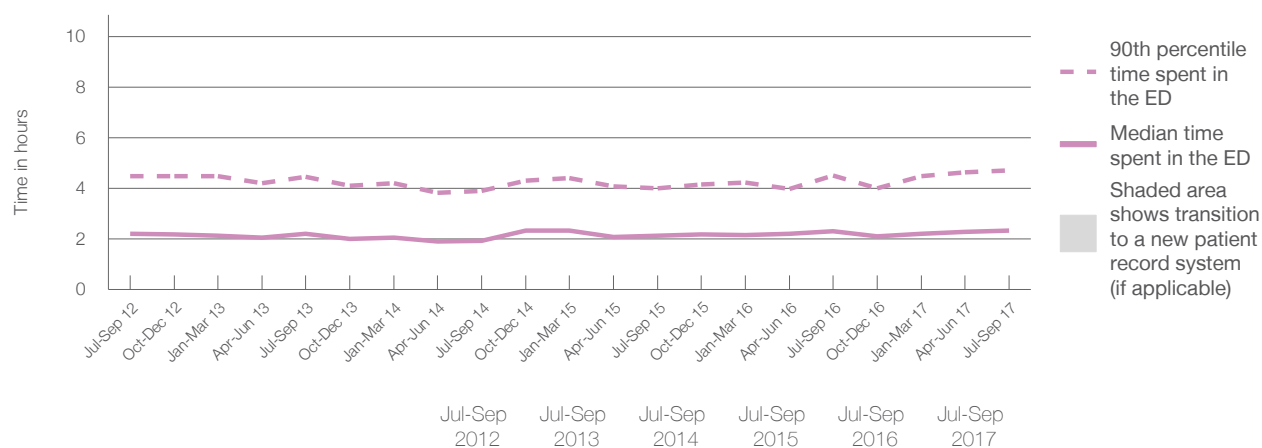
4 hours and 43 minutes

Same period last year	NSW (this period)
7,814	7,814
2 hours and 19 minutes	3 hours and 0 minutes
4 hours and 31 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 12m	2h 13m	1h 56m	2h 8m	2h 19m	2h 20m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 29m	4h 27m	3h 54m	4h 1m	4h 31m	4h 43m

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

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

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

By mode of separation

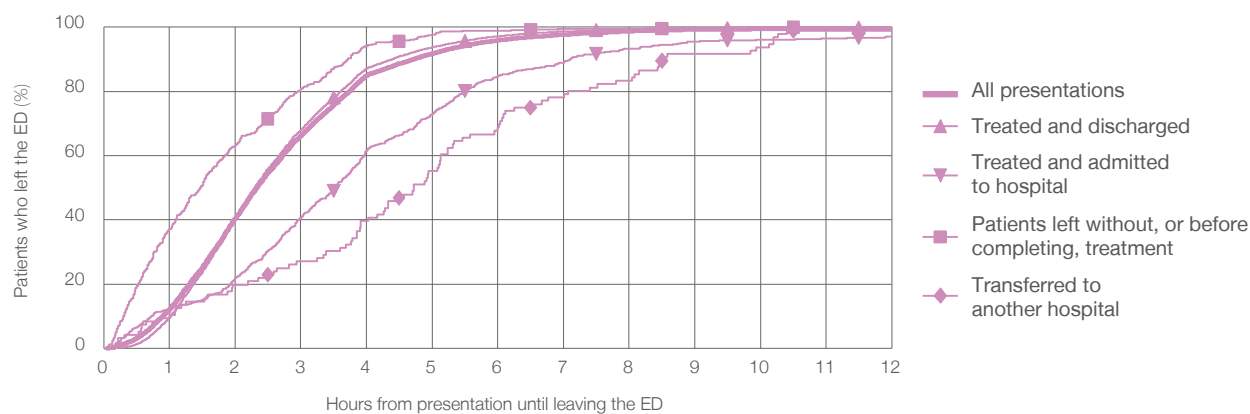
July to September 2017

All presentations:[†] 8,124 patients

Presentations used to calculate time to leaving the ED:[‡] 8,124 patients

		Same period last year	Change since one year ago
Treated and discharged	6,765 (83.3%)	7,814	4.0%
Treated and admitted to hospital	683 (8.4%)	631	6.7%
Patient left without, or before completing, treatment	481 (5.9%)	640	8.2%
Transferred to another hospital	96 (1.2%)	94	-24.8%
Other	99 (1.2%)	106	2.1%
			-6.6%

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



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

Treated and discharged	9.7%	40.4%	68.0%	87.2%	97.2%	99.5%	99.9%	99.9%
Treated and admitted to hospital	12.4%	21.8%	40.7%	61.6%	84.8%	93.4%	96.0%	97.1%
Patient left without, or before completing, treatment	37.0%	63.2%	80.7%	94.2%	99.0%	99.6%	100%	100%
Transferred to another hospital	9.4%	19.8%	27.1%	39.6%	68.8%	83.3%	93.8%	99.0%
All presentations	12.2%	40.5%	66.2%	85.0%	95.9%	98.8%	99.5%	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney/Sydney Eye Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 8,124 patients

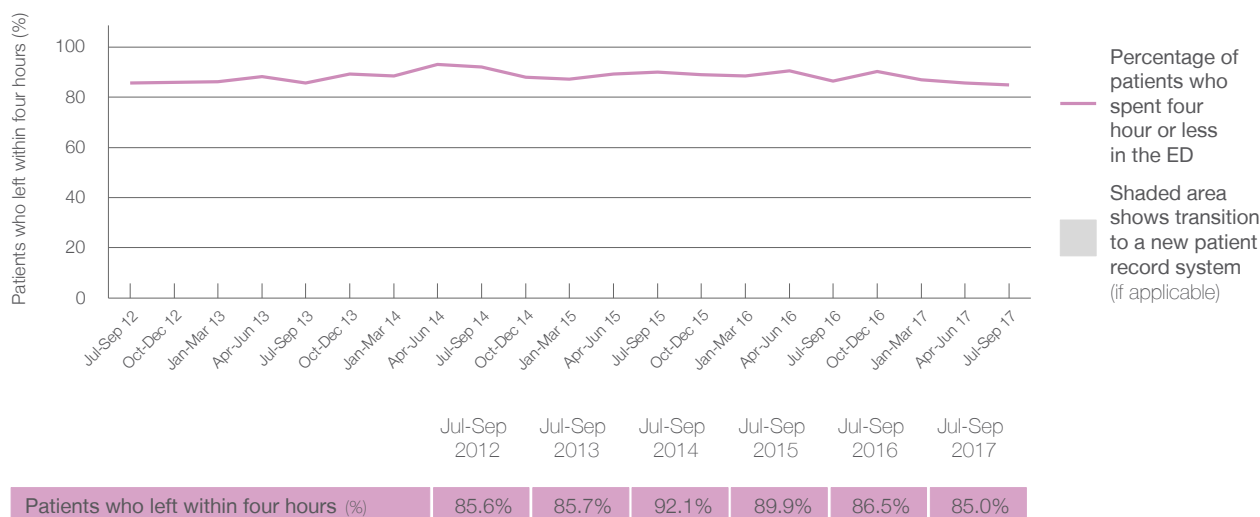
Presentations used to calculate time to leaving the ED:⁶ 8,124 patients

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



Same period last year	Change since one year ago
7,814	4.0%
7,814	4.0%
86.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Auburn Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,766 patients

Emergency presentations:² 7,453 patients

Same period last year	Change since one year ago
6,654	16.7%
6,502	14.6%

Auburn Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,077 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): 2,555 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,203 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 166 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 588 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,020	
9 minutes	9 minutes
27 minutes	29 minutes
2,280	
23 minutes	23 minutes
73 minutes	83 minutes
2,794	
31 minutes	30 minutes
129 minutes	121 minutes
380	
23 minutes	26 minutes
108 minutes	118 minutes

Auburn Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,763 patients

Percentage of patients who spent four hours or less in the ED 71.9%

Same period last year	Change since one year ago
6,651	16.7%
76.8%	

* 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, July to September 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.

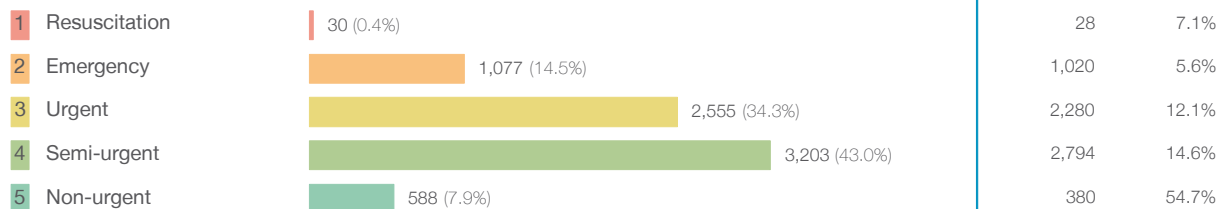
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Auburn Hospital: Patients presenting to the emergency department

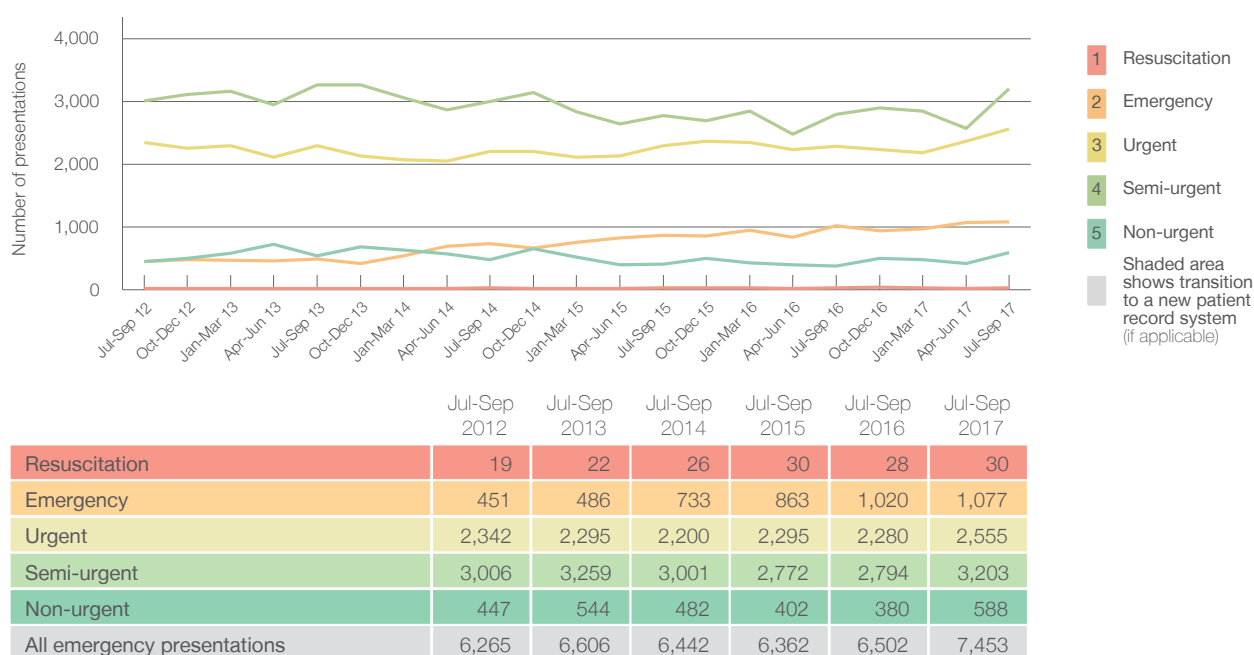
July to September 2017

All presentations:¹ 7,766 patients

Emergency presentations² by triage category: 7,453 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Auburn Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,189 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 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.

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

July to September 2017

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

Number of triage 2 patients: 1,077

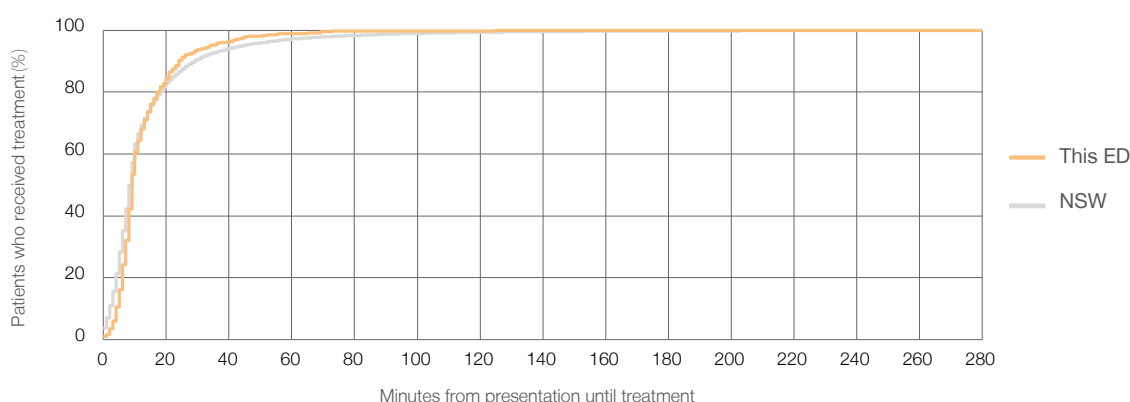
Number of triage 2 patients used to calculate waiting time:³ 1,073

Median time to start treatment⁴ 9 minutes

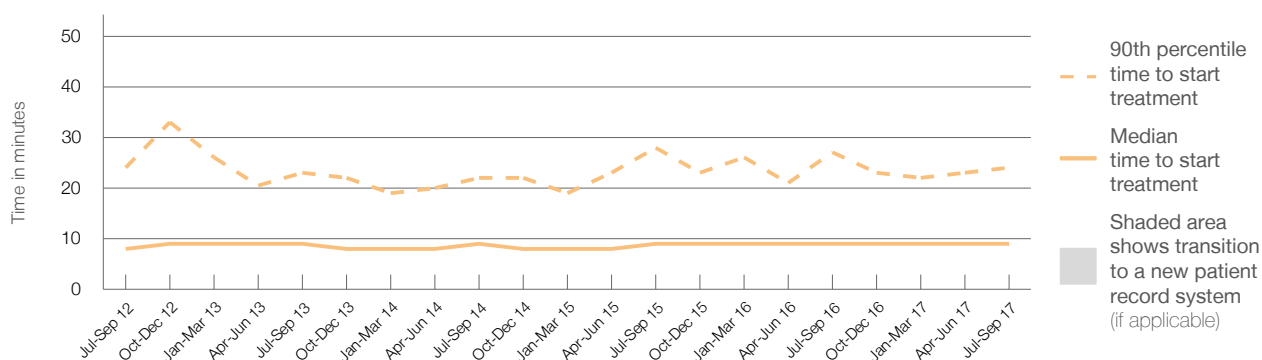
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,020	
1,016	
9 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	24	23	22	28	27	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 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.

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

July to September 2017

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

Number of triage 3 patients: 2,555

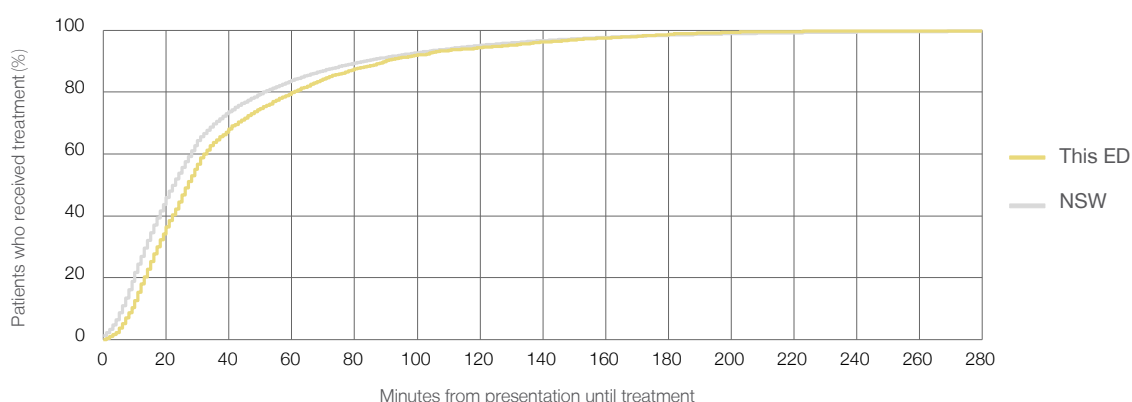
Number of triage 3 patients used to calculate waiting time:³ 2,433

Median time to start treatment⁴ 27 minutes

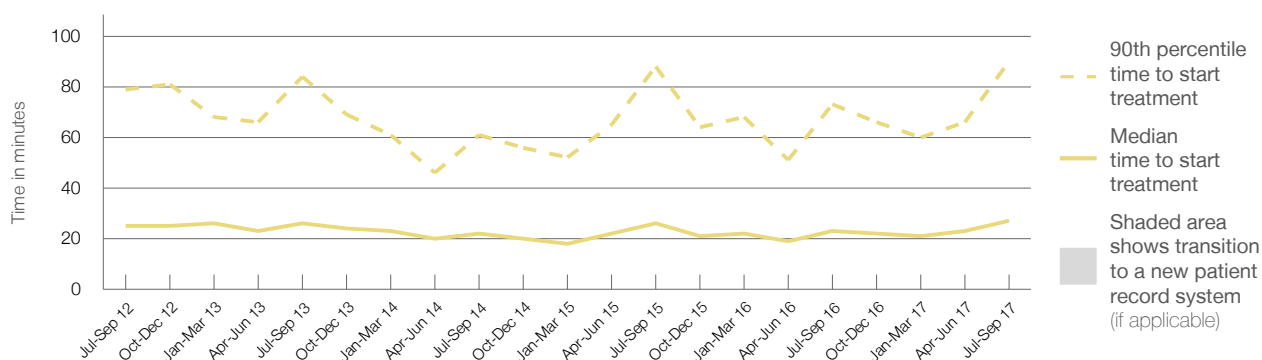
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,280	
2,221	
23 minutes	23 minutes
73 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	26	22	26	23	27
90th percentile time to start treatment ⁵ (minutes)	79	84	61	88	73	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 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.

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

July to September 2017

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

Number of triage 4 patients: 3,203

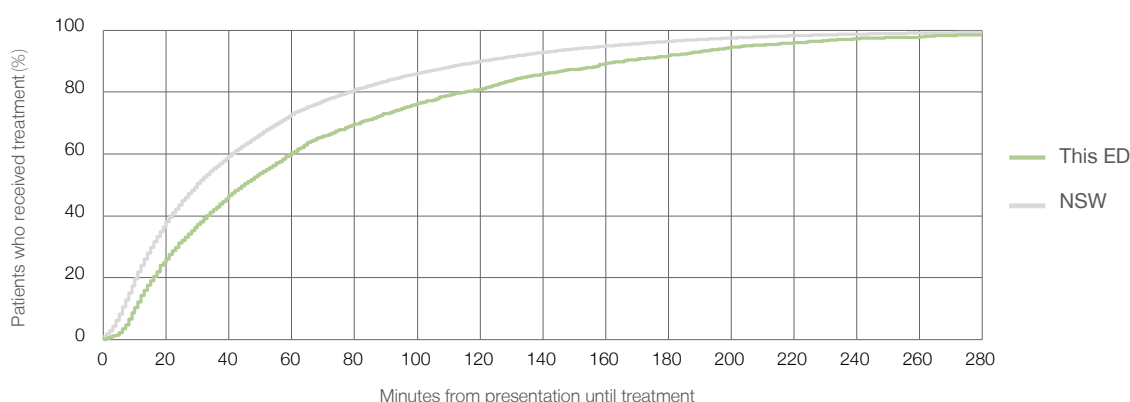
Number of triage 4 patients used to calculate waiting time:³ 2,704

Median time to start treatment⁴ 45 minutes

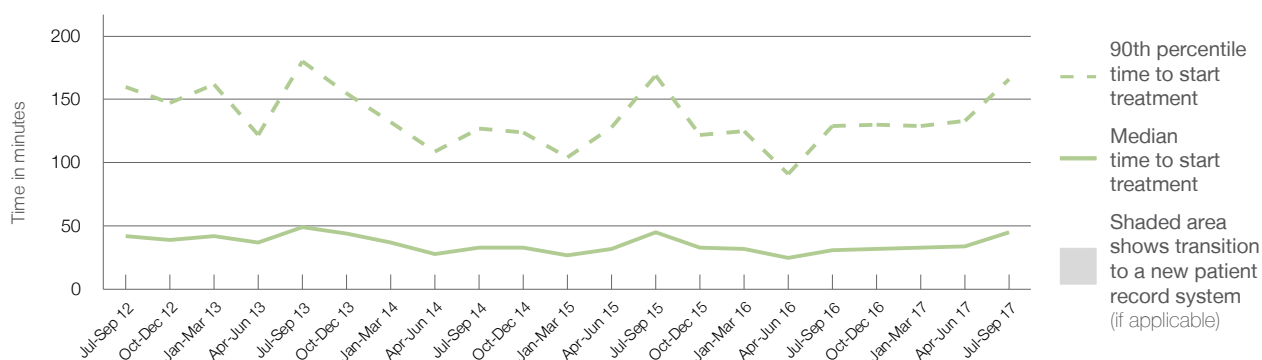
90th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
2,794	
2,504	
31 minutes	30 minutes
129 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	42	49	33	45	31	45
90th percentile time to start treatment ⁵ (minutes)	160	180	127	169	129	166

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

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

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

July to September 2017

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

Number of triage 5 patients: 588

Number of triage 5 patients used to calculate waiting time:³ 422

Median time to start treatment⁴

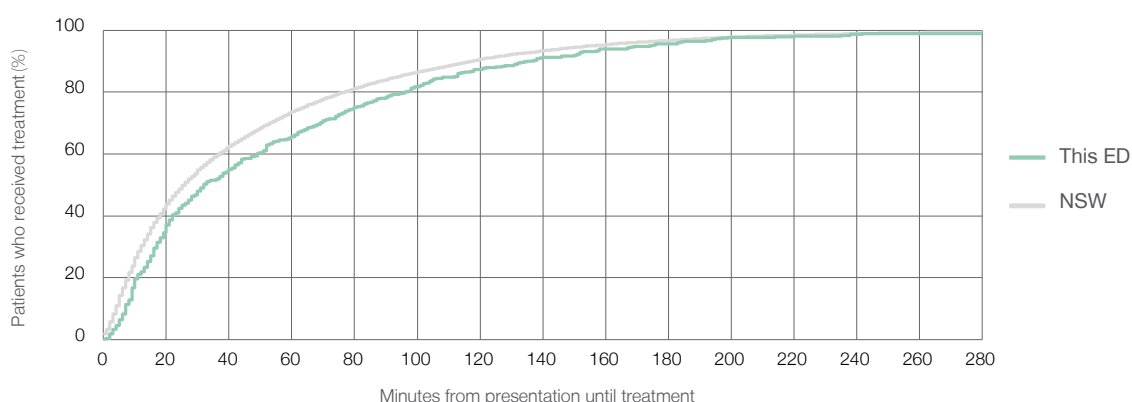
32 minutes

90th percentile time to start treatment⁵

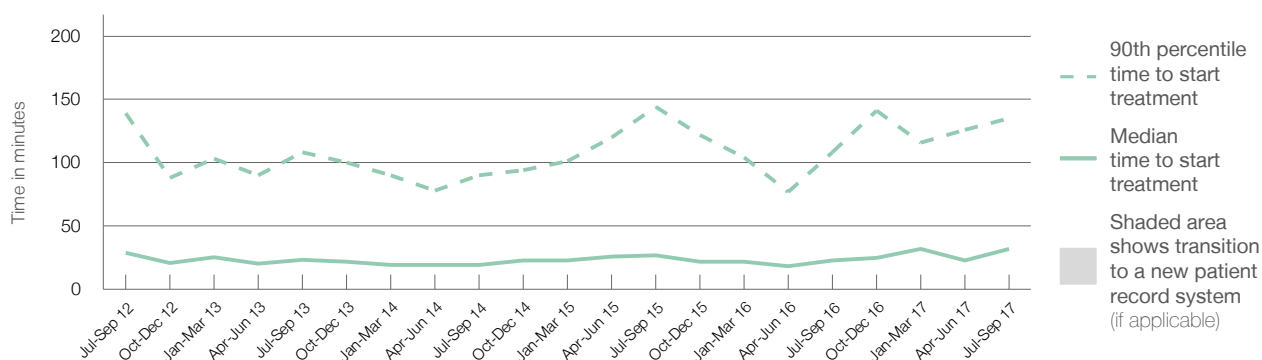
135 minutes

Same period last year	NSW (this period)
380	
295	
23 minutes	26 minutes
108 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	24	19	27	23	32
90th percentile time to start treatment ⁵ (minutes)	139	108	90	144	108	135

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

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

Auburn Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,766 patients

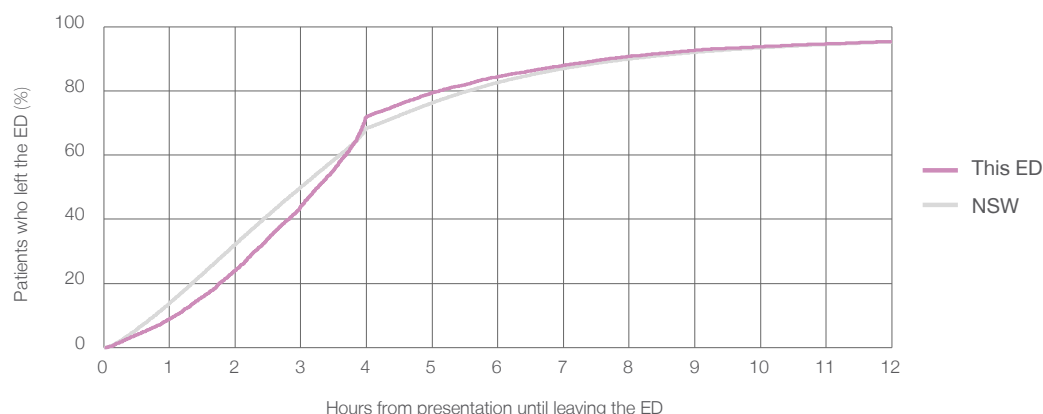
Presentations used to calculate time to leaving the ED:⁶ 7,763 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

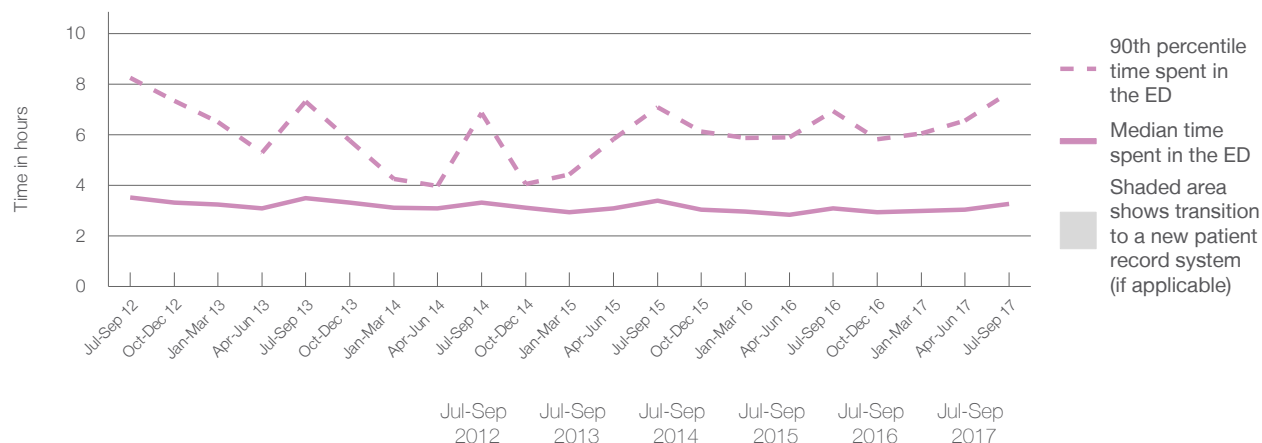
90th percentile time spent in the ED⁹ 7 hours and 41 minutes

Same period last year	NSW (this period)
6,654	
6,651	
3 hours and 5 minutes	3 hours and 0 minutes
6 hours and 57 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 32m	3h 30m	3h 19m	3h 24m	3h 5m	3h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 16m	7h 19m	6h 52m	7h 6m	6h 57m	7h 41m

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

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

Auburn Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

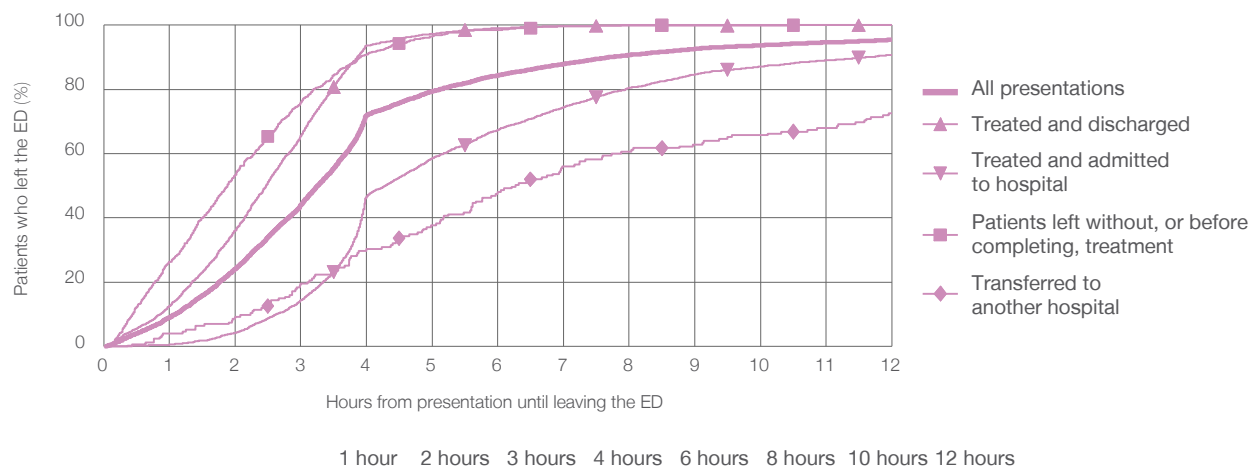
All presentations:[†] 7,766 patients

Presentations used to calculate time to leaving the ED:[‡] 7,763 patients

Treated and discharged	3,379 (43.5%)
Treated and admitted to hospital	3,298 (42.5%)
Patient left without, or before completing, treatment	880 (11.3%)
Transferred to another hospital	175 (2.3%)
Other	34 (0.4%)

Same period last year	Change since one year ago
6,651	16.7%
2,836	19.1%
3,221	2.4%
402	118.9%
159	10.1%
36	-5.6%

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



Treated and discharged	12.5%	36.2%	65.6%	93.7%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	0.5%	4.2%	14.3%	46.6%	67.4%	80.5%	87.1%	90.7%
Patient left without, or before completing, treatment	26.3%	53.4%	76.0%	91.0%	98.5%	100%	100%	100%
Transferred to another hospital	4.0%	9.1%	19.4%	30.3%	48.0%	60.6%	65.7%	72.6%
All presentations	9.0%	24.2%	44.1%	71.9%	84.4%	90.8%	93.7%	95.4%

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

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

Auburn Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 7,766 patients

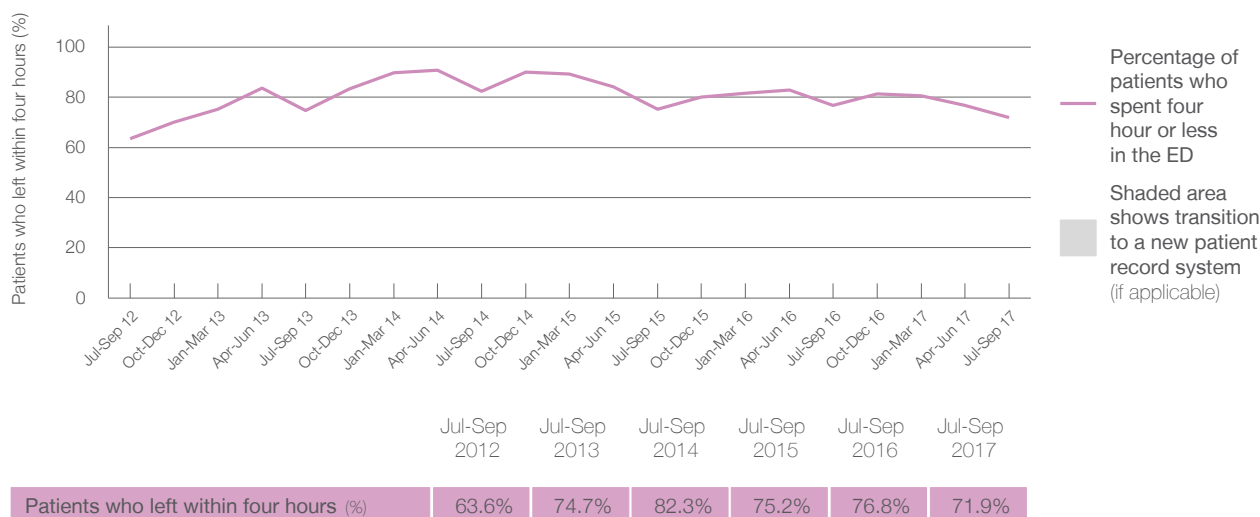
Presentations used to calculate time to leaving the ED:⁶ 7,763 patients

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



Same period last year	Change since one year ago
6,654	16.7%
6,651	16.7%
76.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Blacktown Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,900 patients

Emergency presentations:² 12,821 patients

Same period last year	Change since one year ago
11,261	14.6%
11,169	14.8%

Blacktown Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,819 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 44 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,783 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 143 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,383 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 140 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 665 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
3,434	
12 minutes	9 minutes
35 minutes	29 minutes
3,936	
32 minutes	23 minutes
114 minutes	83 minutes
3,042	
42 minutes	30 minutes
120 minutes	121 minutes
610	
36 minutes	26 minutes
116 minutes	118 minutes

Blacktown Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,894 patients

Percentage of patients who spent four hours or less in the ED 55.7%

Same period last year	Change since one year ago
11,244	14.7%
49.9%	

* 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, July to September 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.

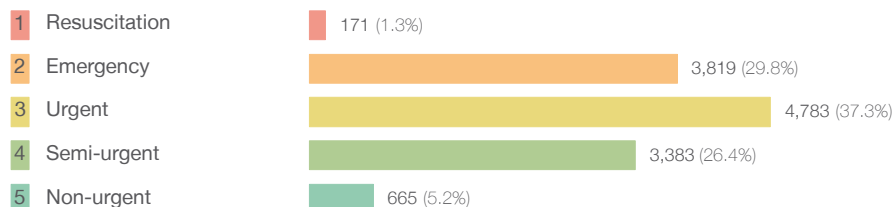
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Blacktown Hospital: Patients presenting to the emergency department

July to September 2017

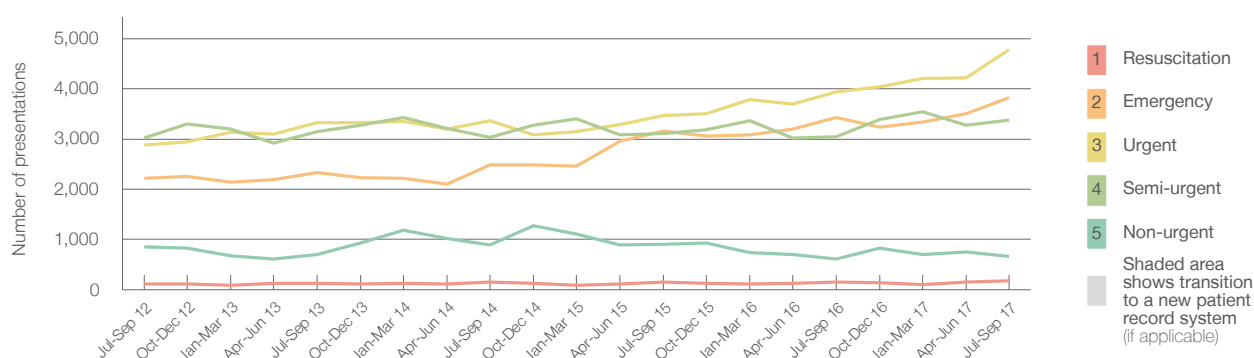
All presentations:¹ 12,900 patients

Emergency presentations² by triage category: 12,821 patients



Same period last year	Change since one year ago
11,261	14.6%
11,169	14.8%
147	16.3%
3,434	11.2%
3,936	21.5%
3,042	11.2%
610	9.0%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	111	131	145	147	147	171
Emergency	2,216	2,327	2,487	3,155	3,434	3,819
Urgent	2,878	3,327	3,365	3,465	3,936	4,783
Semi-urgent	3,024	3,154	3,029	3,108	3,042	3,383
Non-urgent	850	700	896	902	610	665
All emergency presentations	9,079	9,639	9,922	10,777	11,169	12,821

Blacktown Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,064 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,381	
18 minutes	-1 minute
55 minutes	-10 minutes

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

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

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

July to September 2017

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

Number of triage 2 patients: 3,819

Number of triage 2 patients used to calculate waiting time:³ 3,785

Median time to start treatment⁴

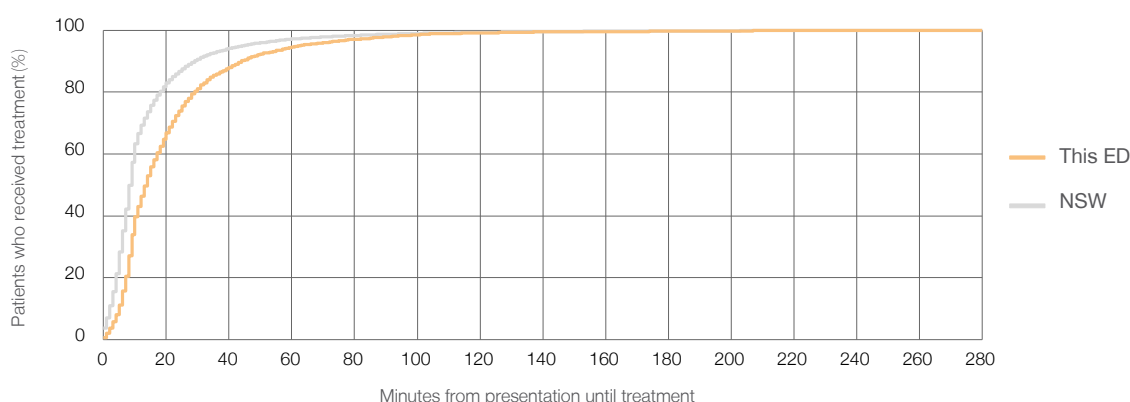
14 minutes

90th percentile time to start treatment⁵

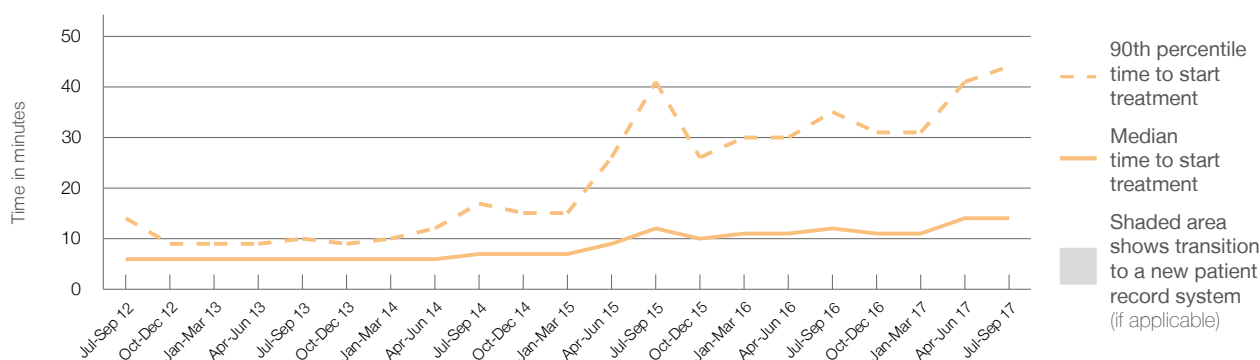
44 minutes

Same period last year	NSW (this period)
3,434	
3,410	
12 minutes	9 minutes
35 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	6	7	12	12	14
90th percentile time to start treatment ⁵ (minutes)	14	10	17	41	35	44

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

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

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

July to September 2017

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

Number of triage 3 patients: 4,783

Number of triage 3 patients used to calculate waiting time:³ 4,505

Median time to start treatment⁴

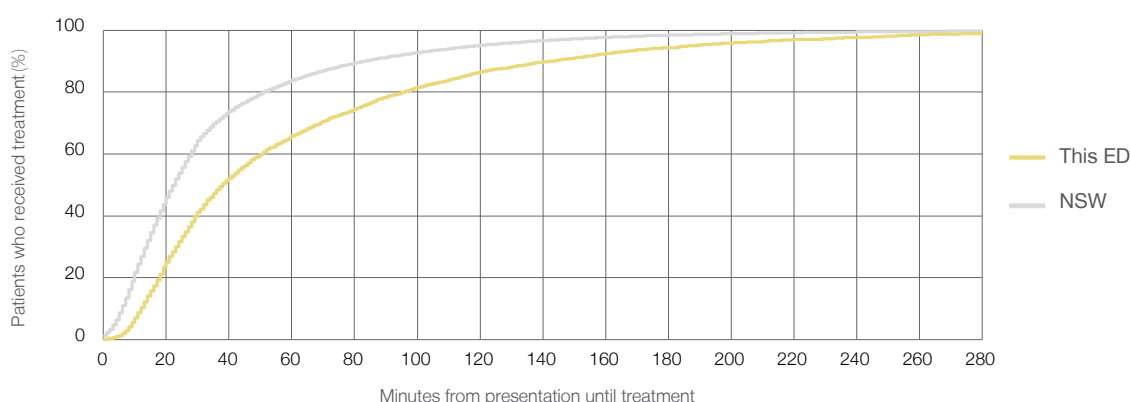
38 minutes

90th percentile time to start treatment⁵

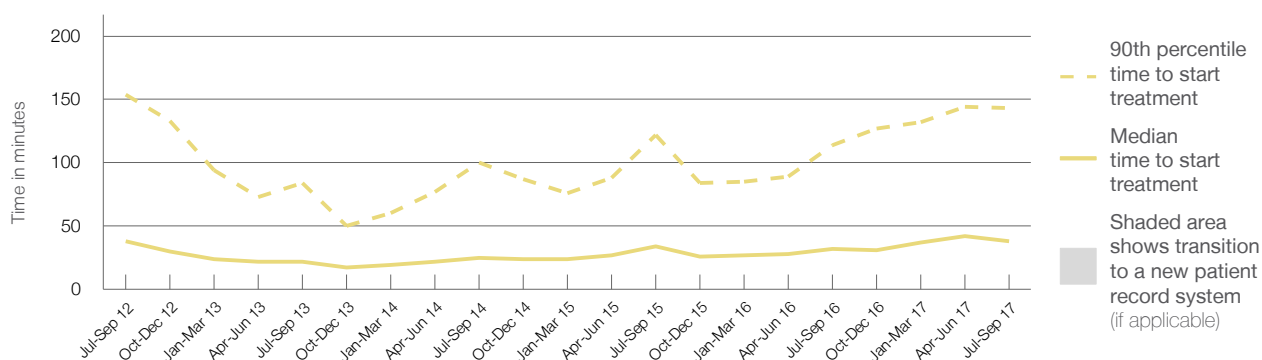
143 minutes

Same period last year	NSW (this period)
3,936	
3,768	
32 minutes	23 minutes
114 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	38	22	25	34	32	38
90th percentile time to start treatment ⁵ (minutes)	154	84	100	122	114	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 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.

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

July to September 2017

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

Number of triage 4 patients: 3,383

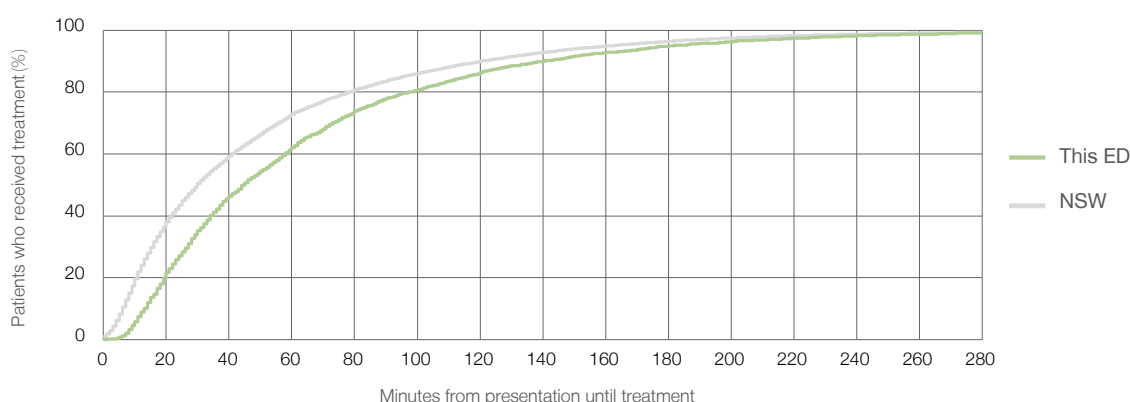
Number of triage 4 patients used to calculate waiting time:³ 3,174

Median time to start treatment⁴ 45 minutes

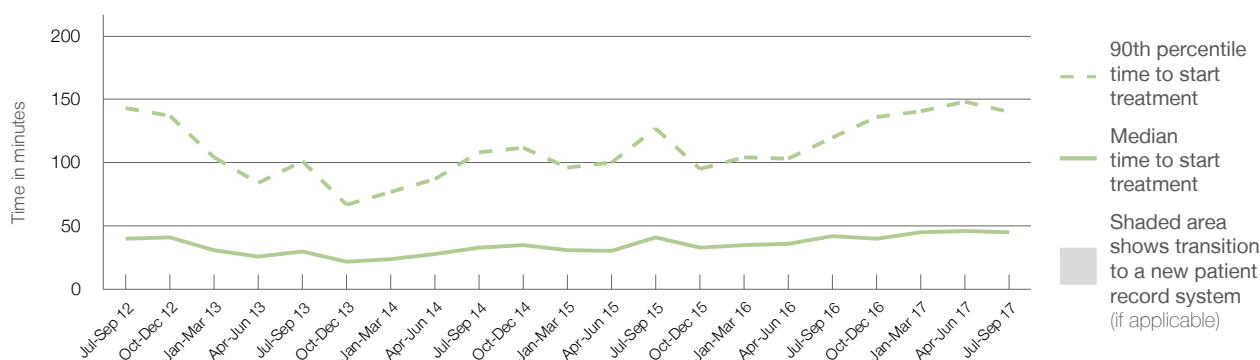
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
3,042	
2,864	
42 minutes	30 minutes
120 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	40	30	33	41	42	45
90th percentile time to start treatment ⁵ (minutes)	143	101	108	127	120	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 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.

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

July to September 2017

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

Number of triage 5 patients: 665

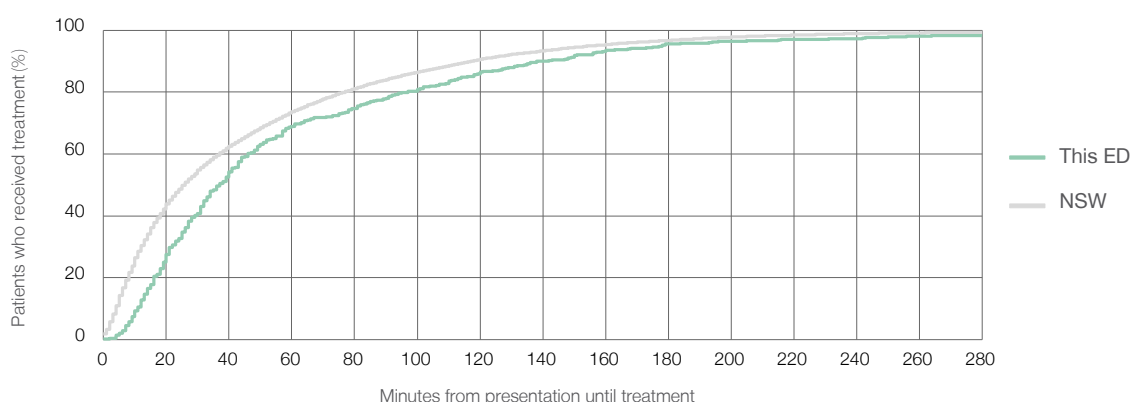
Number of triage 5 patients used to calculate waiting time:³ 483

Median time to start treatment⁴ 37 minutes

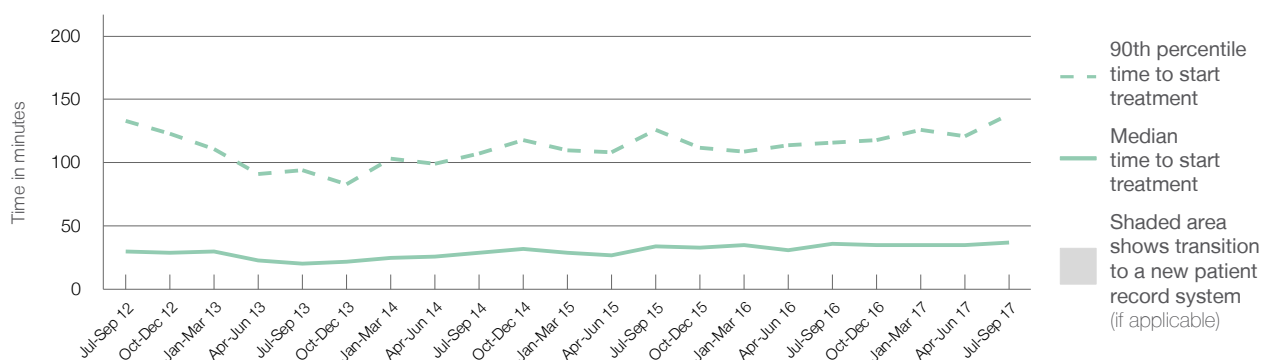
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
610	
514	
36 minutes	26 minutes
116 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	20	29	34	36	37
90th percentile time to start treatment ⁵ (minutes)	133	94	107	126	116	138

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

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

Blacktown Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,900 patients

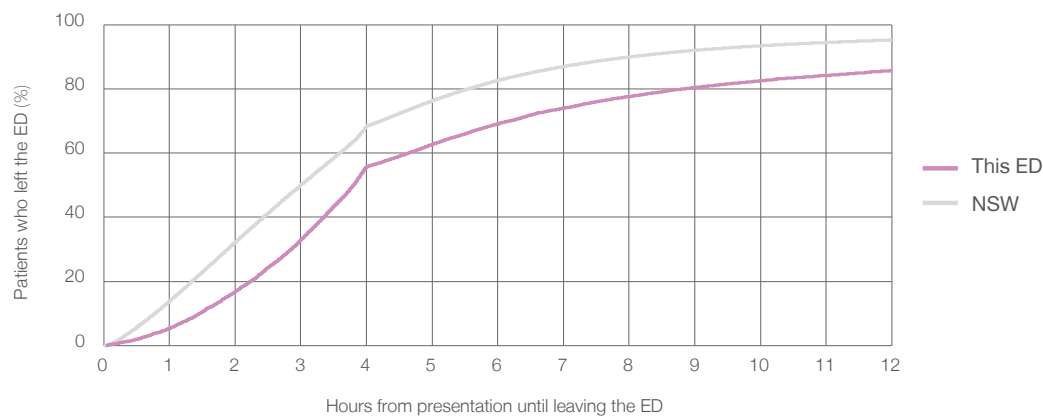
Presentations used to calculate time to leaving the ED:⁶ 12,894 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

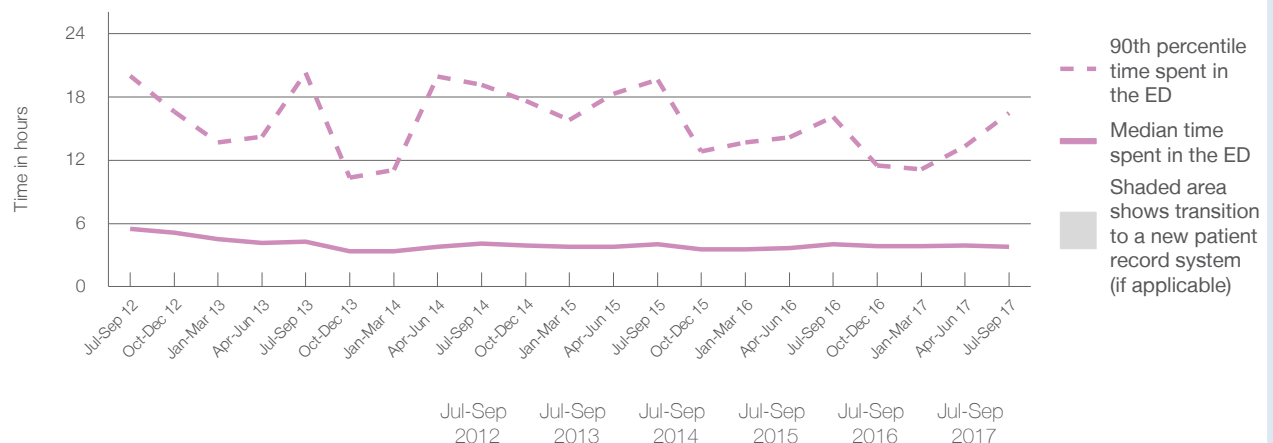
90th percentile time spent in the ED⁹ 16 hours and 28 minutes

Same period last year	NSW (this period)
11,261	
11,244	
4 hours and 1 minutes	3 hours and 0 minutes
16 hours and 6 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	5h 29m	4h 16m	4h 5m	4h 2m	4h 1m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	20h 1m	20h 18m	19h 10m	19h 38m	16h 6m	16h 28m

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

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

Blacktown Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

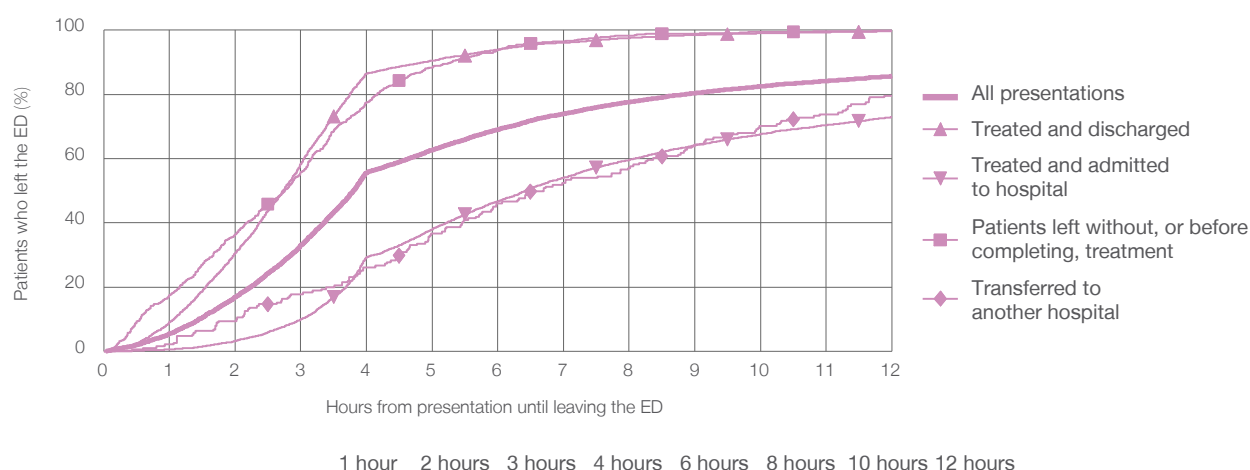
All presentations:[†] 12,900 patients

Presentations used to calculate time to leaving the ED:[‡] 12,894 patients

Treated and discharged	5,170 (40.1%)
Treated and admitted to hospital	6,596 (51.1%)
Patient left without, or before completing, treatment	875 (6.8%)
Transferred to another hospital	192 (1.5%)
Other	67 (0.5%)

Same period last year	Change since one year ago
11,244	14.7%
4,627	11.7%
5,693	15.9%
689	27.0%
202	-5.0%
50	34.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.1%	30.6%	58.5%	86.5%	94.0%	97.6%	99.0%	99.7%
Treated and admitted to hospital	0.6%	3.2%	10.0%	29.2%	46.7%	59.6%	67.7%	72.9%
Patient left without, or before completing, treatment	17.4%	36.5%	55.7%	77.5%	93.9%	98.4%	99.5%	99.9%
Transferred to another hospital	2.1%	9.4%	17.8%	26.2%	46.1%	57.1%	70.2%	79.6%
All presentations	5.5%	16.9%	33.0%	55.7%	69.1%	77.6%	82.6%	85.7%

(†) 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 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.

Blacktown Hospital: Time spent in the ED

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

July to September 2017

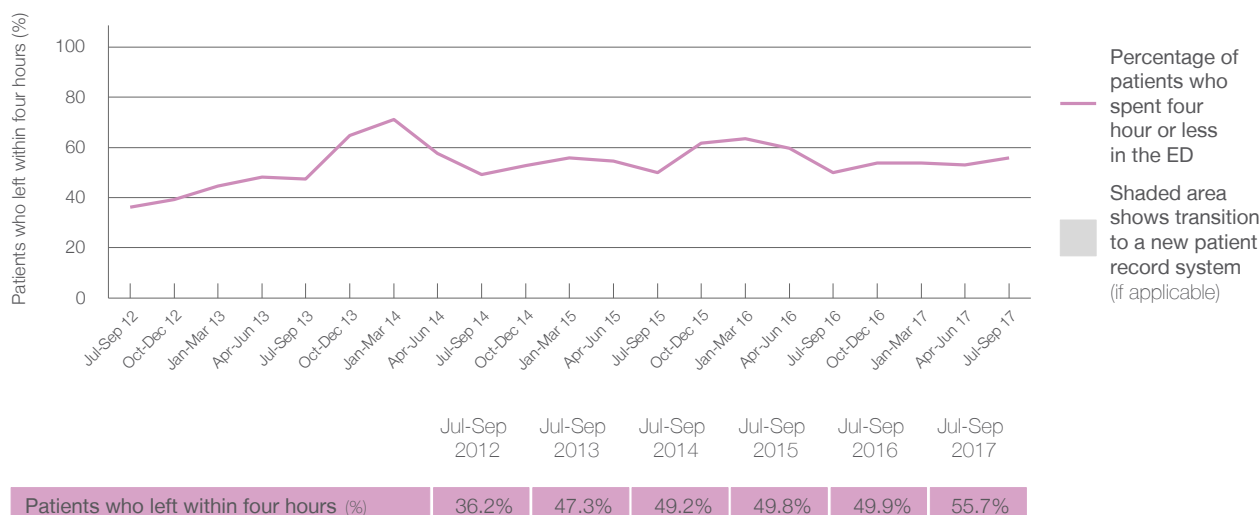
All presentations at the emergency department:¹ 12,900 patients

Presentations used to calculate time to leaving the ED:⁶ 12,894 patients

Percentage of patients who spent four hours or less in the ED 55.7%

Same period last year	Change since one year ago
11,261	14.6%
11,244	14.7%
49.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Campbelltown Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 18,828 patients

Emergency presentations:² 18,659 patients

Same period last year	Change since one year ago
16,533	13.9%
16,394	13.8%

Campbelltown Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,879 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): 8,090 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 117 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,885 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 168 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,690 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
1,765	
7 minutes	9 minutes
23 minutes	29 minutes
7,268	
17 minutes	23 minutes
82 minutes	83 minutes
5,657	
26 minutes	30 minutes
125 minutes	121 minutes
1,590	
32 minutes	26 minutes
126 minutes	118 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 18,828 patients

Percentage of patients who spent four hours or less in the ED 47.1%

Same period last year	Change since one year ago
16,533	13.9%
58.6%	

* 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, July to September 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.

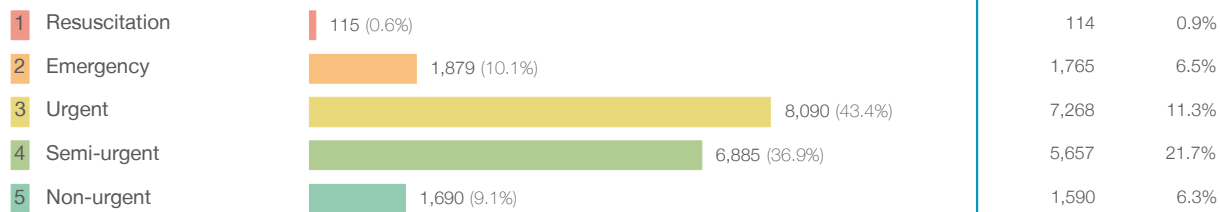
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Campbelltown Hospital: Patients presenting to the emergency department

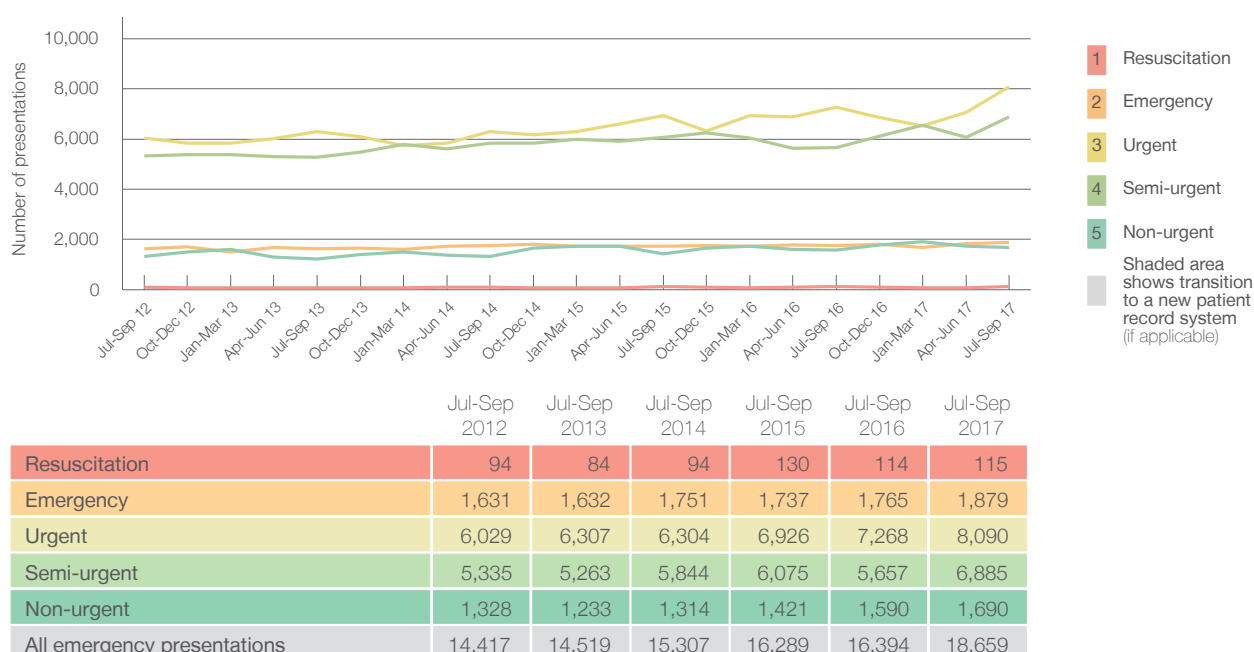
July to September 2017

All presentations:¹ 18,828 patients

Emergency presentations² by triage category: 18,659 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Campbelltown Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,597 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 1,879

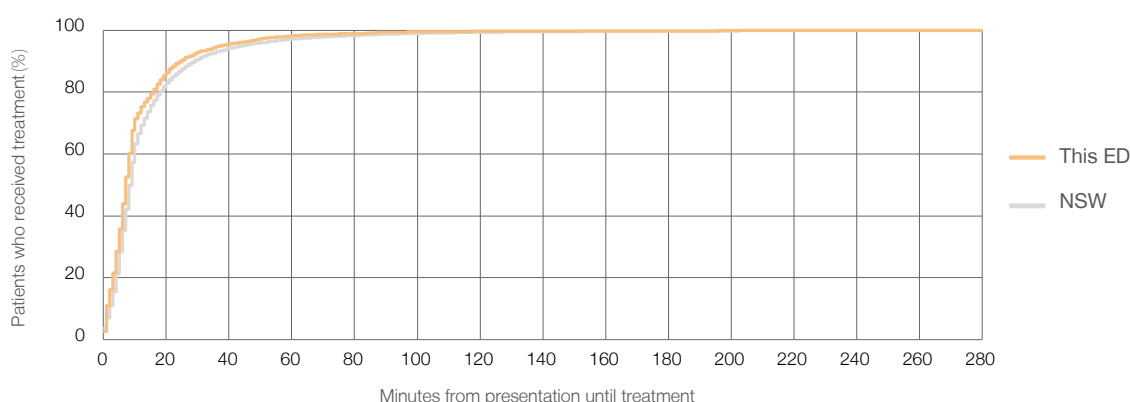
Number of triage 2 patients used to calculate waiting time:³ 1,872

Median time to start treatment⁴ 7 minutes

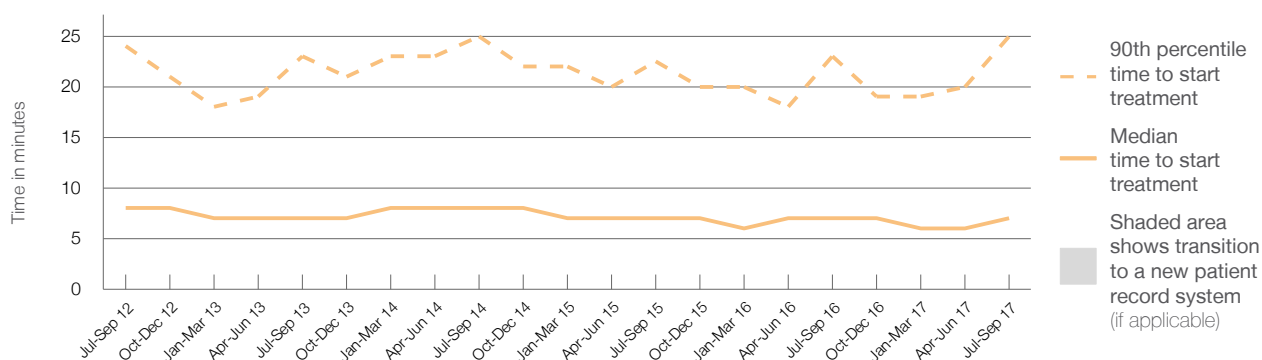
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
1,765	
1,760	
7 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	8	7	7	7
90th percentile time to start treatment ⁵ (minutes)	24	23	25	23	23	25

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

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

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

July to September 2017

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

Number of triage 3 patients: 8,090

Number of triage 3 patients used to calculate waiting time:³ 7,585

Median time to start treatment⁴

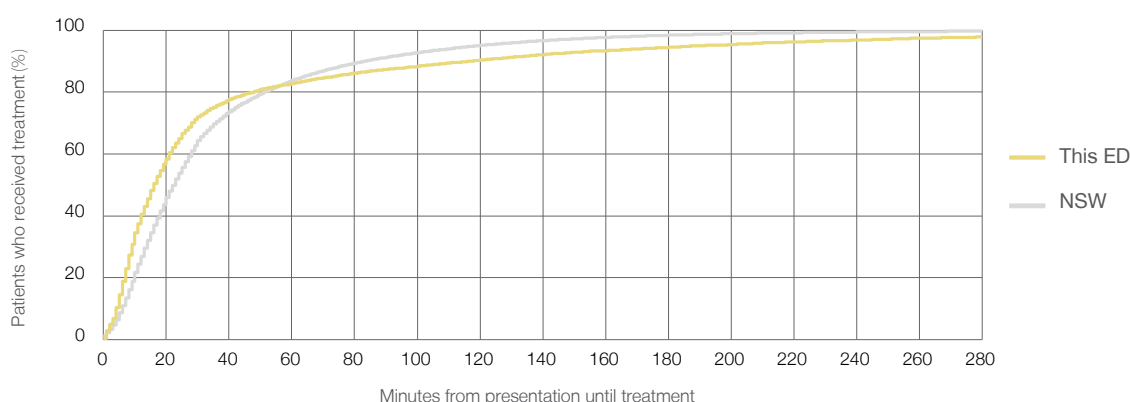
16 minutes

90th percentile time to start treatment⁵

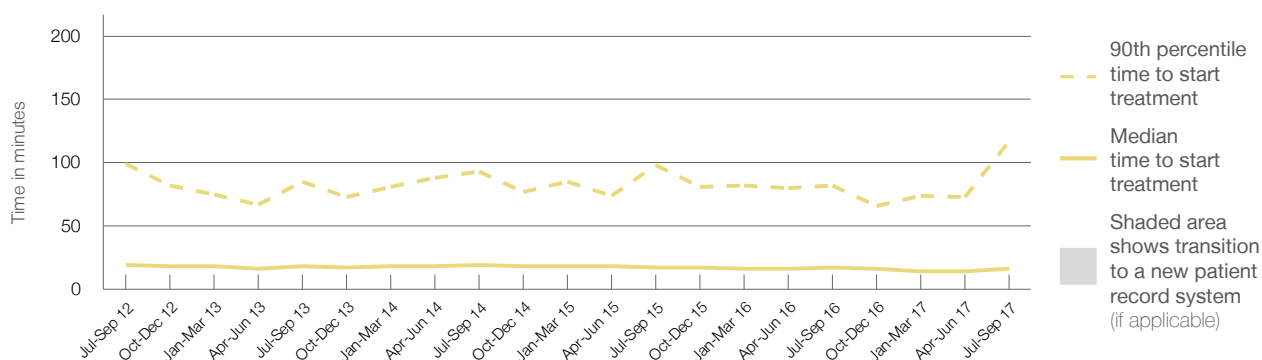
117 minutes

Same period last year	NSW (this period)
7,268	
7,095	
17 minutes	23 minutes
82 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	18	19	17	17	16
90th percentile time to start treatment ⁵ (minutes)	99	85	93	98	82	117

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

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

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

July to September 2017

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

Number of triage 4 patients: 6,885

Number of triage 4 patients used to calculate waiting time:³ 5,931

Median time to start treatment⁴

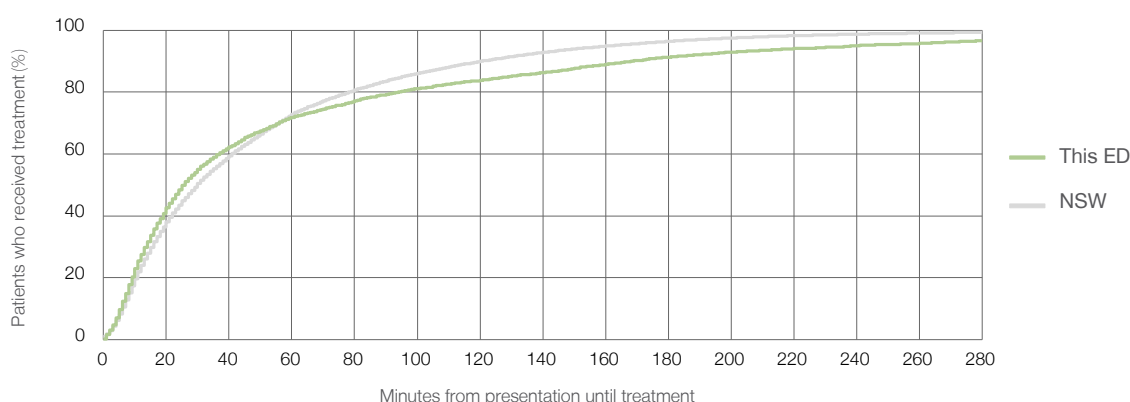
26 minutes

90th percentile time to start treatment⁵

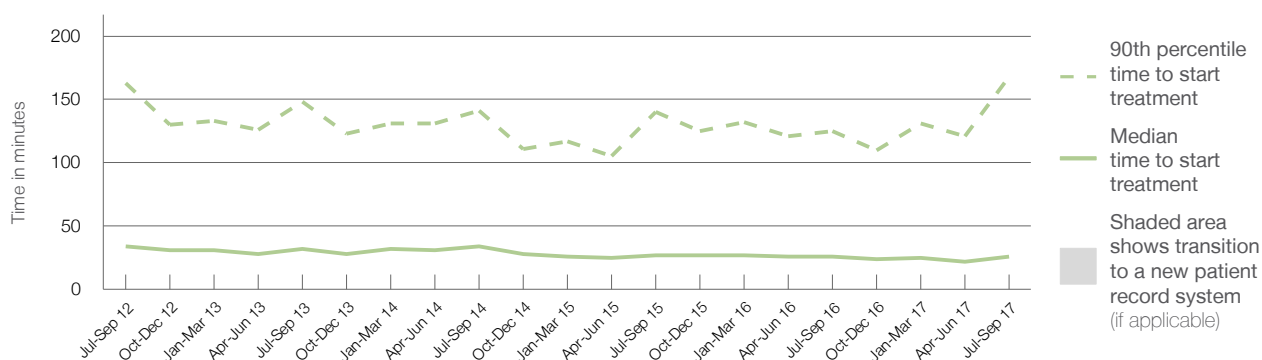
168 minutes

Same period last year	NSW (this period)
5,657	
5,289	
26 minutes	30 minutes
125 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	32	34	27	26	26
90th percentile time to start treatment ⁵ (minutes)	163	148	141	140	125	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 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.

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

July to September 2017

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

Number of triage 5 patients: 1,690

Number of triage 5 patients used to calculate waiting time:³ 1,293

Median time to start treatment⁴

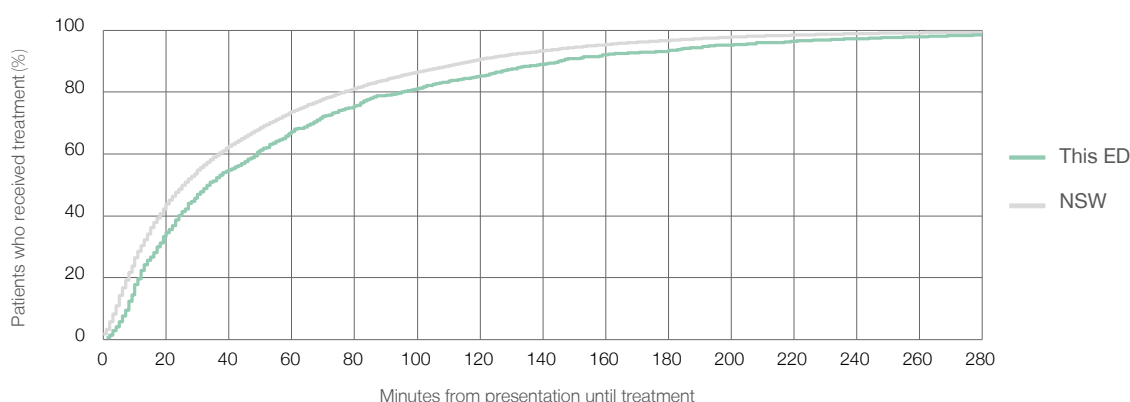
34 minutes

90th percentile time to start treatment⁵

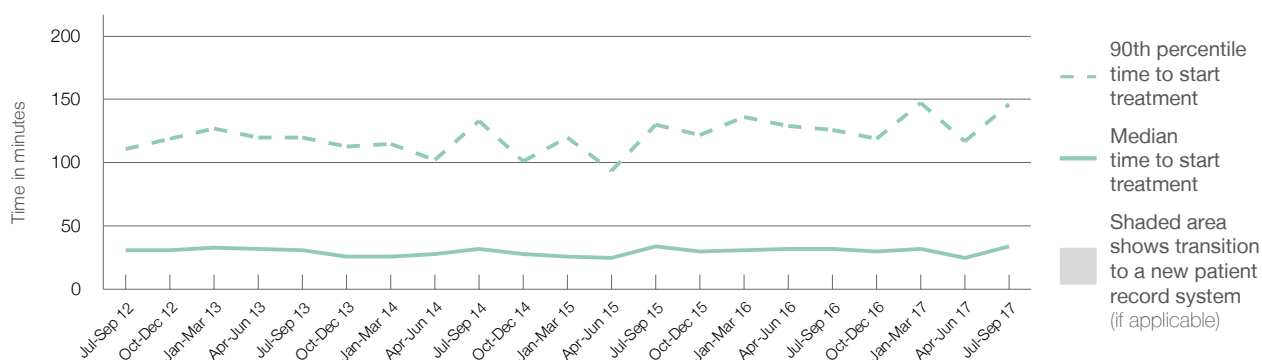
146 minutes

Same period last year	NSW (this period)
1,590	
1,397	
32 minutes	26 minutes
126 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	31	32	34	32	34
90th percentile time to start treatment ⁵ (minutes)	111	120	133	130	126	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 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.

Campbelltown Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 18,828 patients

Presentations used to calculate time to leaving the ED:⁶ 18,828 patients

Median time spent in the ED⁸

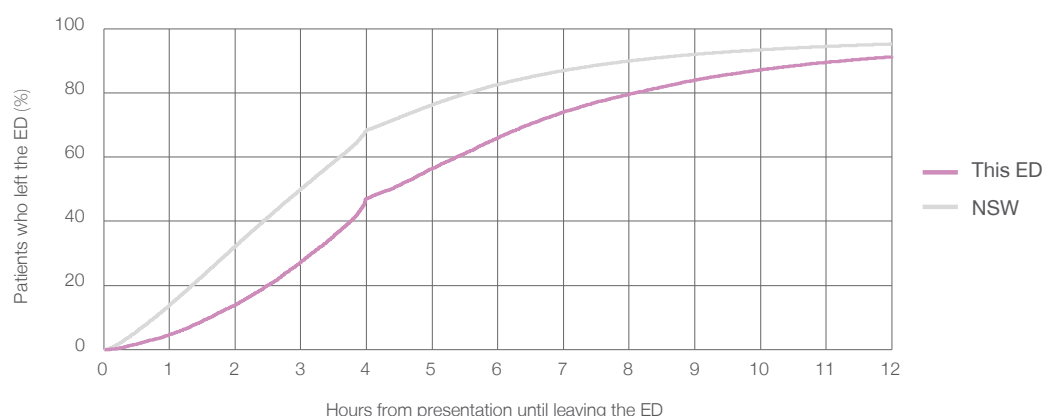
4 hours and 22 minutes

90th percentile time spent in the ED⁹

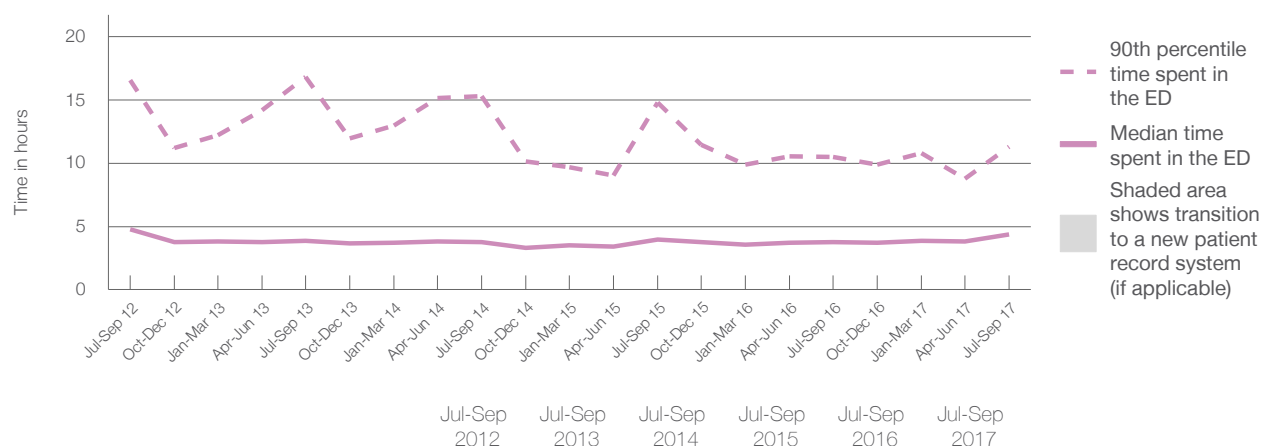
11 hours and 17 minutes

Same period last year	NSW (this period)
16,533	16,533
3 hours and 47 minutes	3 hours and 0 minutes
10 hours and 30 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 46m	3h 51m	3h 47m	3h 57m	3h 47m	4h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	16h 34m	16h 50m	15h 17m	14h 48m	10h 30m	11h 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 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.

Campbelltown Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

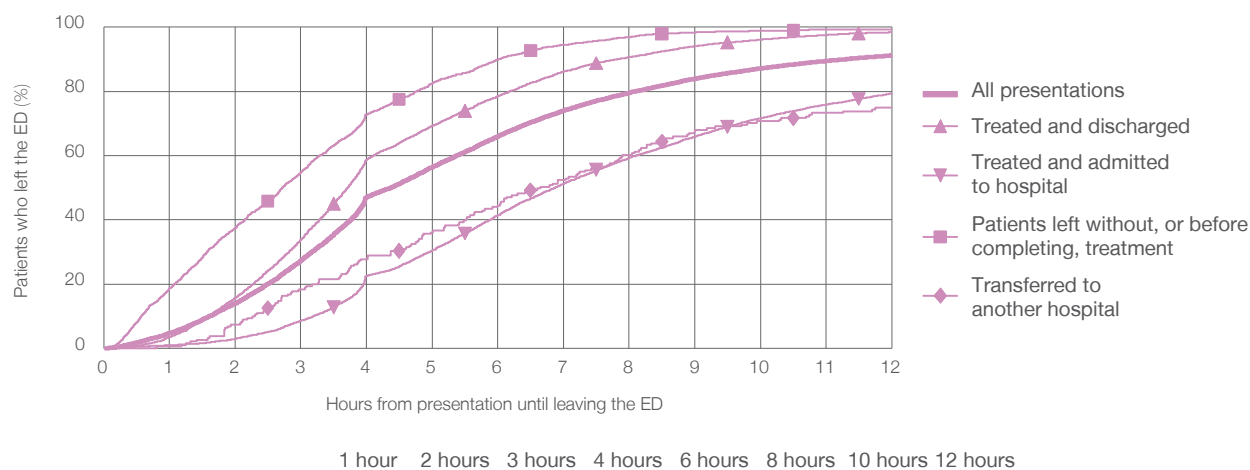
All presentations:[†] 18,828 patients

Presentations used to calculate time to leaving the ED:[‡] 18,828 patients

Treated and discharged	8,964 (47.6%)
Treated and admitted to hospital	6,976 (37.1%)
Patient left without, or before completing, treatment	2,632 (14.0%)
Transferred to another hospital	191 (1.0%)
Other	65 (0.3%)

Same period last year	Change since one year ago
16,533	13.9%
8,001	12.0%
6,921	0.8%
1,367	92.5%
235	-18.7%
9	622.2%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.5%	15.7%	33.9%	58.8%	78.5%	90.7%	96.2%	98.4%
Treated and admitted to hospital	0.9%	2.9%	8.6%	22.6%	41.4%	59.3%	71.7%	79.5%
Patient left without, or before completing, treatment	18.7%	37.5%	54.8%	72.9%	90.0%	97.0%	98.9%	99.4%
Transferred to another hospital	0.5%	7.3%	18.3%	27.7%	44.5%	60.2%	70.7%	74.9%
All presentations	4.7%	14.0%	27.3%	47.1%	66.0%	79.6%	87.2%	91.3%

(†) 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 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.

Campbelltown Hospital: Time spent in the ED

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

July to September 2017

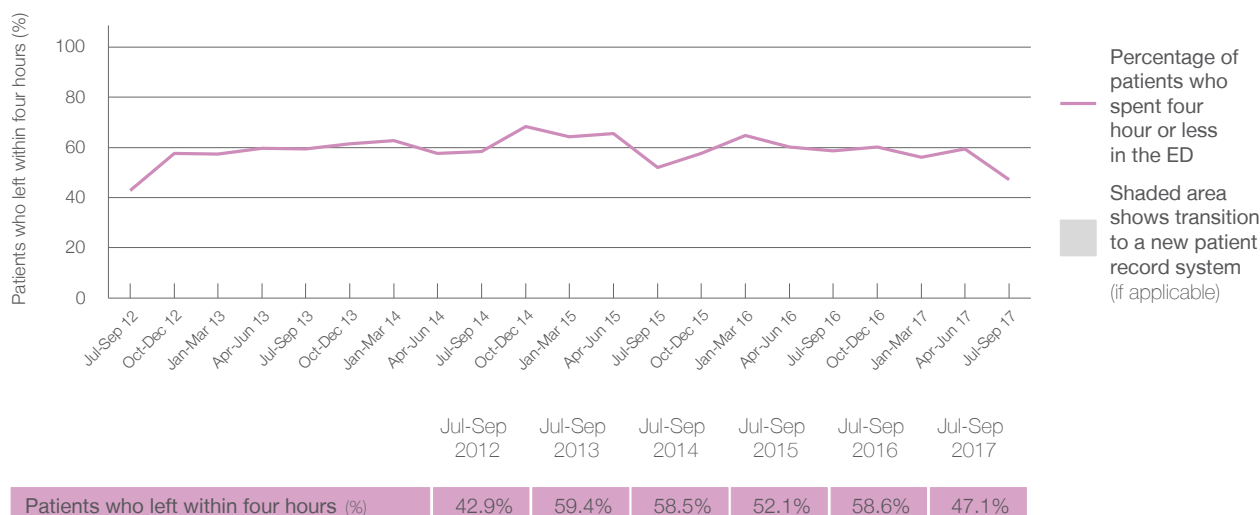
All presentations at the emergency department:¹ 18,828 patients

Presentations used to calculate time to leaving the ED:⁶ 18,828 patients

Percentage of patients who spent four hours or less in the ED 47.1%

Same period last year	Change since one year ago
16,533	13.9%
16,533	13.9%
58.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Canterbury Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,458 patients

Emergency presentations:² 12,427 patients

Same period last year	Change since one year ago
11,230	10.9%
11,186	11.1%

Canterbury Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,214 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): 4,525 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 78 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,483 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,160 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,061	
8 minutes	9 minutes
17 minutes	29 minutes
4,067	
18 minutes	23 minutes
58 minutes	83 minutes
4,966	
24 minutes	30 minutes
94 minutes	121 minutes
1,050	
21 minutes	26 minutes
103 minutes	118 minutes

Canterbury Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,453 patients

Percentage of patients who spent four hours or less in the ED 73.0%

Same period last year	Change since one year ago
11,230	10.9%
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, July to September 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.

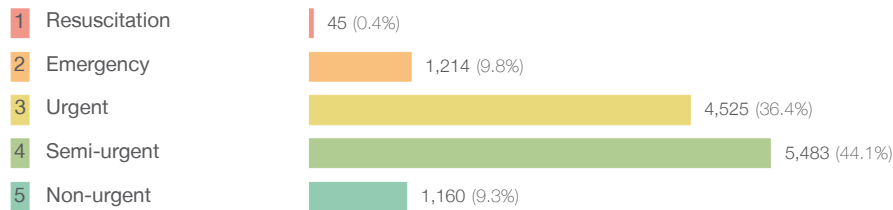
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Canterbury Hospital: Patients presenting to the emergency department

July to September 2017

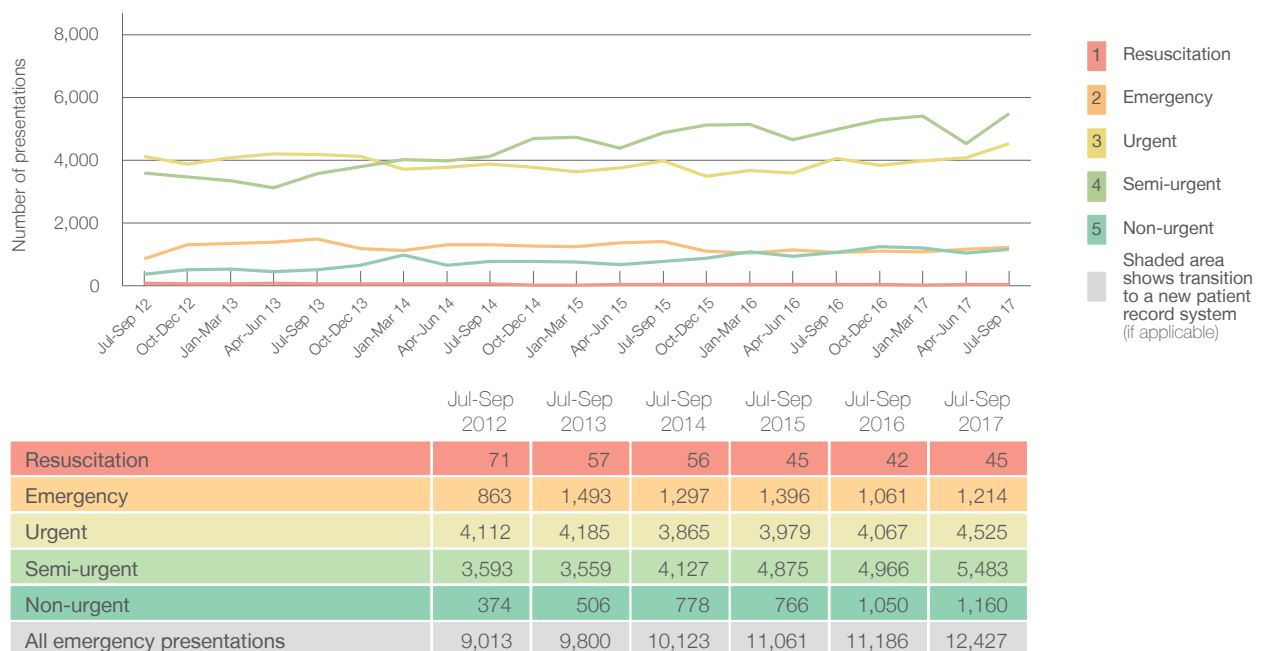
All presentations:¹ 12,458 patients

Emergency presentations² by triage category: 12,427 patients



Same period last year	Change since one year ago
11,230	10.9%
11,186	11.1%
42	7.1%
1,061	14.4%
4,067	11.3%
4,966	10.4%
1,050	10.5%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



Canterbury Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,231 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,842	
11 minutes	1 minute
21 minutes	2 minutes

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

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

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

July to September 2017

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

Number of triage 2 patients: 1,214

Number of triage 2 patients used to calculate waiting time:³ 1,210

Median time to start treatment⁴

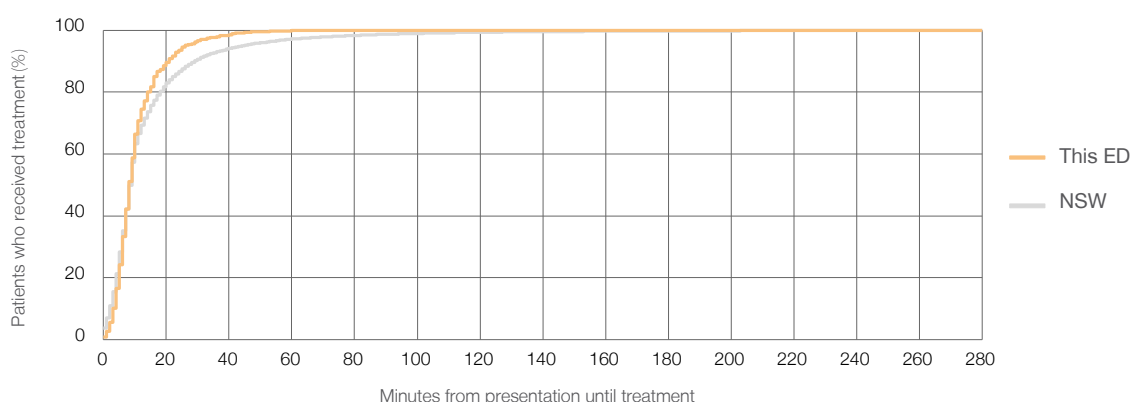
8 minutes

90th percentile time to start treatment⁵

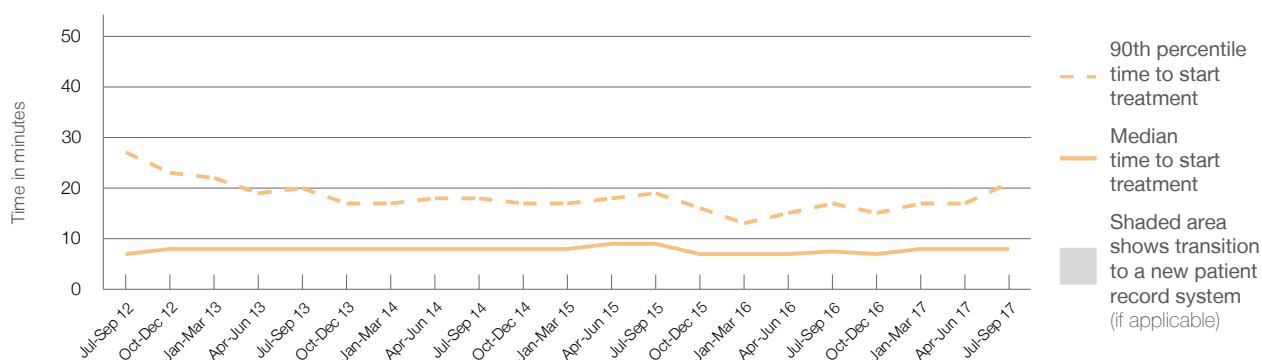
21 minutes

Same period last year	NSW (this period)
1,061	
1,060	
8 minutes	9 minutes
17 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	8	8	9	8	8
90th percentile time to start treatment ⁵ (minutes)	27	20	18	19	17	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 3 patients: 4,525

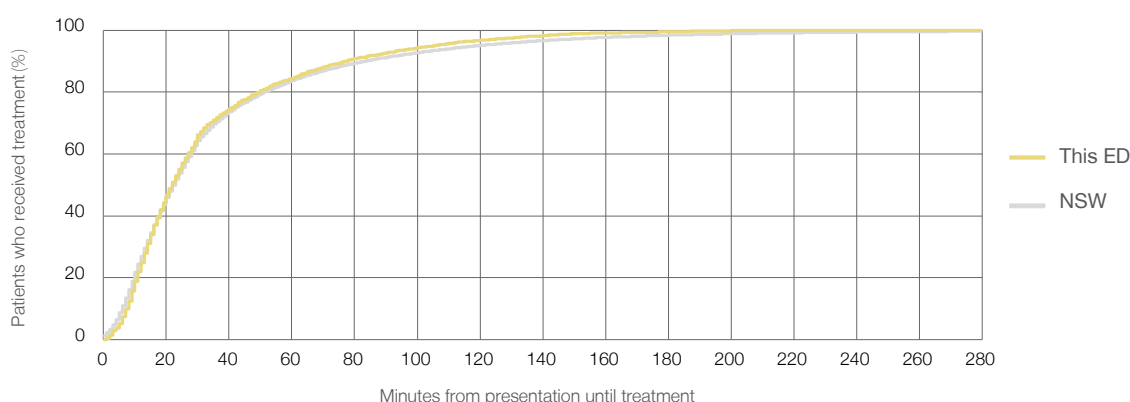
Number of triage 3 patients used to calculate waiting time:³ 4,396

Median time to start treatment⁴ 22 minutes

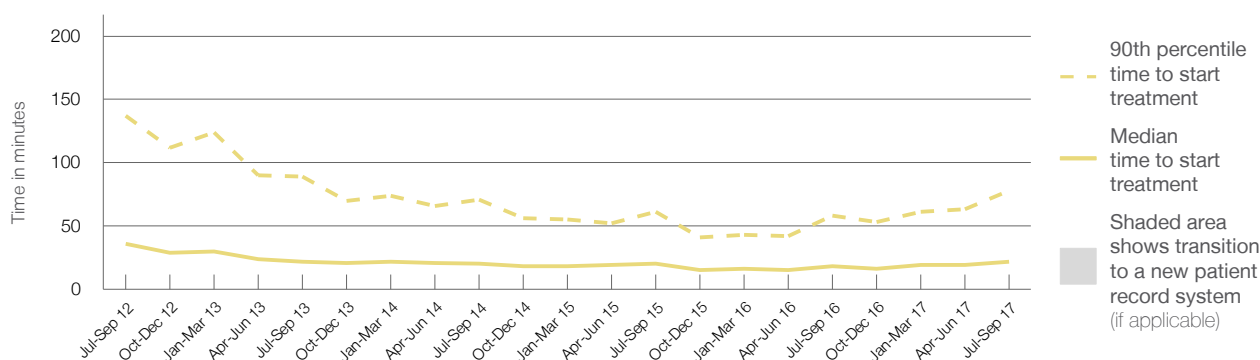
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
4,067	
4,002	
18 minutes	23 minutes
58 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	22	20	20	18	22
90th percentile time to start treatment ⁵ (minutes)	137	89	71	61	58	78

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

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

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

July to September 2017

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

Number of triage 4 patients: 5,483

Number of triage 4 patients used to calculate waiting time:³ 4,987

Median time to start treatment⁴

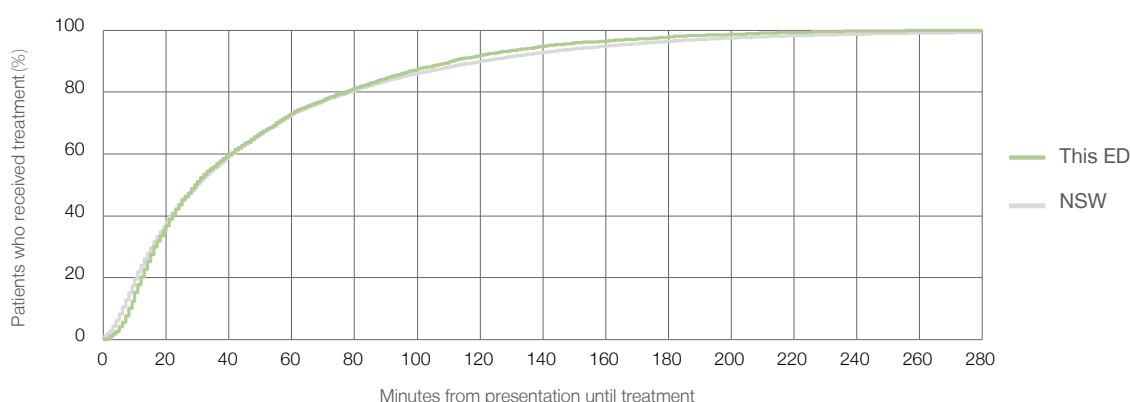
29 minutes

90th percentile time to start treatment⁵

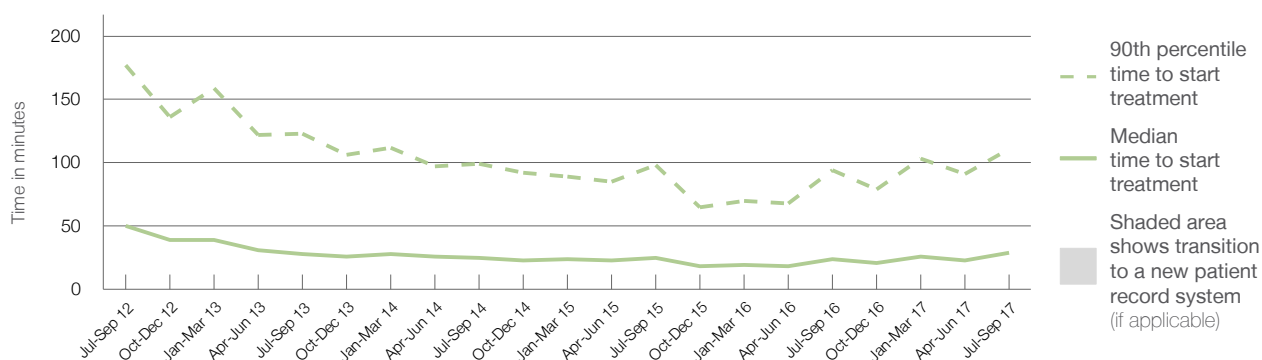
111 minutes

Same period last year	NSW (this period)
4,966	
4,616	
24 minutes	30 minutes
94 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	50	28	25	25	24	29
90th percentile time to start treatment ⁵ (minutes)	177	123	99	98	94	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 5 patients: 1,160

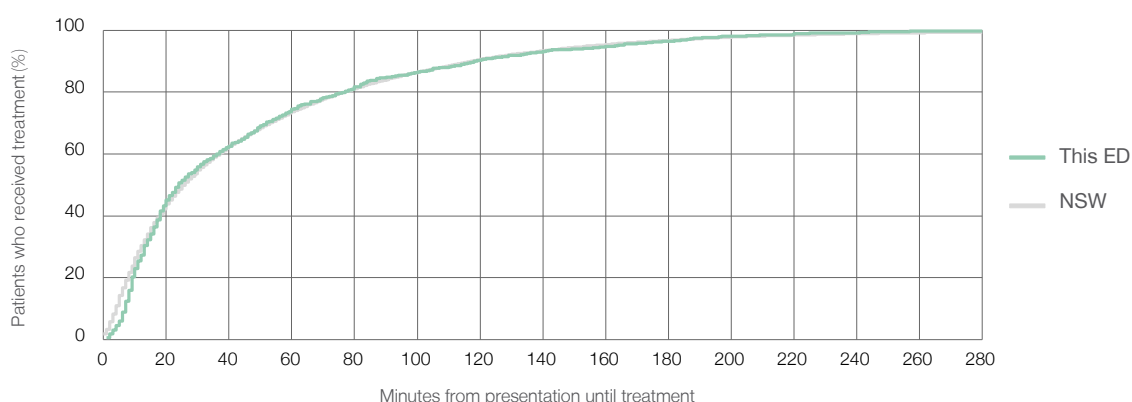
Number of triage 5 patients used to calculate waiting time:³ 906

Median time to start treatment⁴ 24 minutes

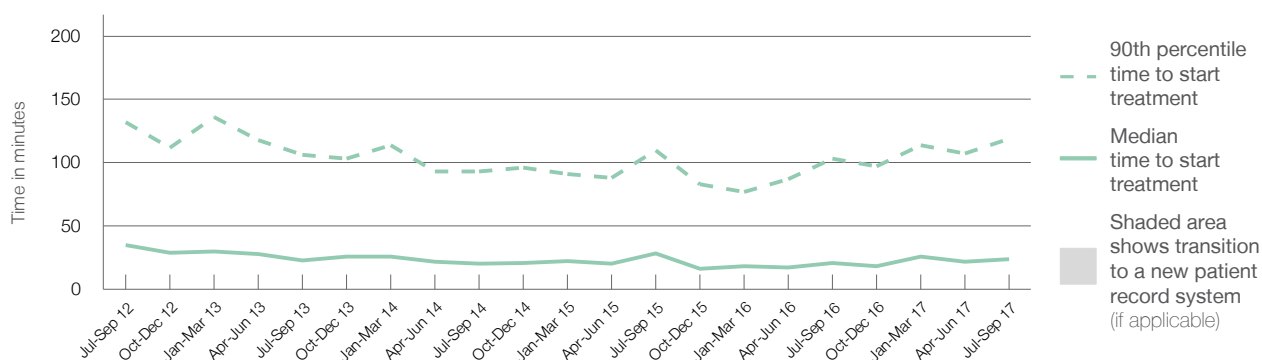
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,050	
810	
21 minutes	26 minutes
103 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	35	23	20	29	21	24
90th percentile time to start treatment ⁵ (minutes)	132	106	93	110	103	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Canterbury Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,458 patients

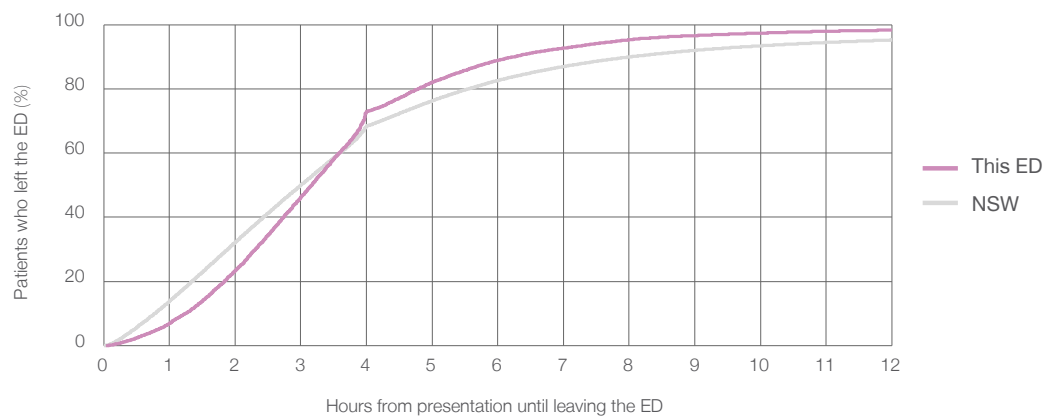
Presentations used to calculate time to leaving the ED:⁶ 12,453 patients

Median time spent in the ED⁸ 3 hours and 10 minutes

90th percentile time spent in the ED⁹ 6 hours and 15 minutes

Same period last year	NSW (this period)
11,230	11,230
2 hours and 55 minutes	3 hours and 0 minutes
5 hours and 30 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 0m	3h 9m	3h 0m	3h 0m	2h 55m	3h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 9m	6h 22m	5h 56m	5h 59m	5h 30m	6h 15m

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

Canterbury Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

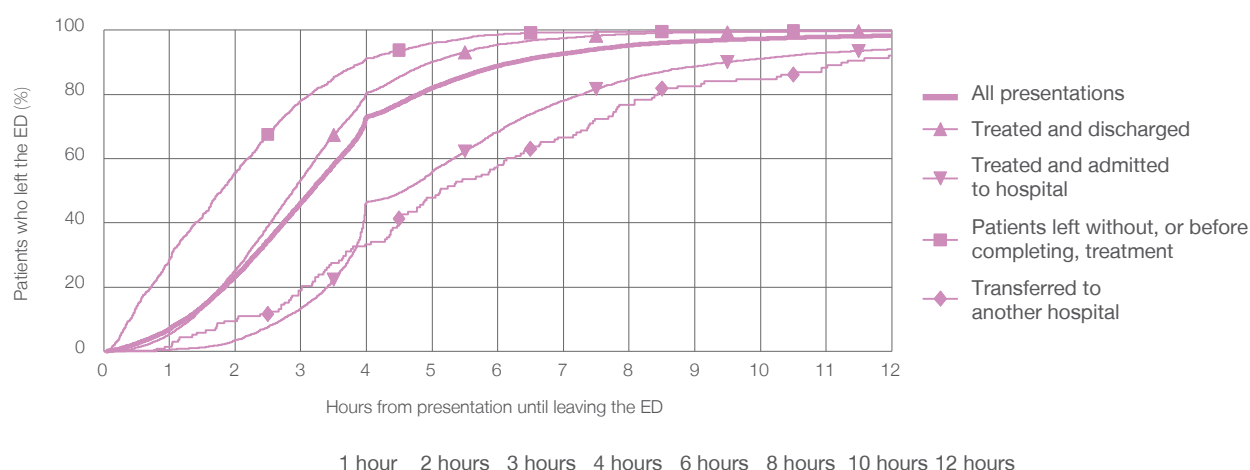
All presentations:[†] 12,458 patients

Presentations used to calculate time to leaving the ED:[‡] 12,453 patients

Treated and discharged	7,850 (63.0%)
Treated and admitted to hospital	3,014 (24.2%)
Patient left without, or before completing, treatment	1,416 (11.4%)
Transferred to another hospital	138 (1.1%)
Other	40 (0.3%)

Same period last year	Change since one year ago
11,230	10.9%
7,209	8.9%
2,912	3.5%
984	43.9%
111	24.3%
14	185.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.4%	25.4%	53.5%	80.5%	95.5%	98.8%	99.5%	99.7%
Treated and admitted to hospital	0.5%	3.5%	13.3%	46.5%	68.4%	84.9%	91.1%	94.1%
Patient left without, or before completing, treatment	28.7%	55.6%	78.1%	91.2%	98.7%	99.5%	99.8%	99.9%
Transferred to another hospital	1.4%	9.4%	18.8%	33.3%	58.0%	76.8%	84.8%	92.0%
All presentations	7.0%	23.5%	46.3%	73.0%	88.9%	95.3%	97.4%	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Canterbury Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 12,458 patients

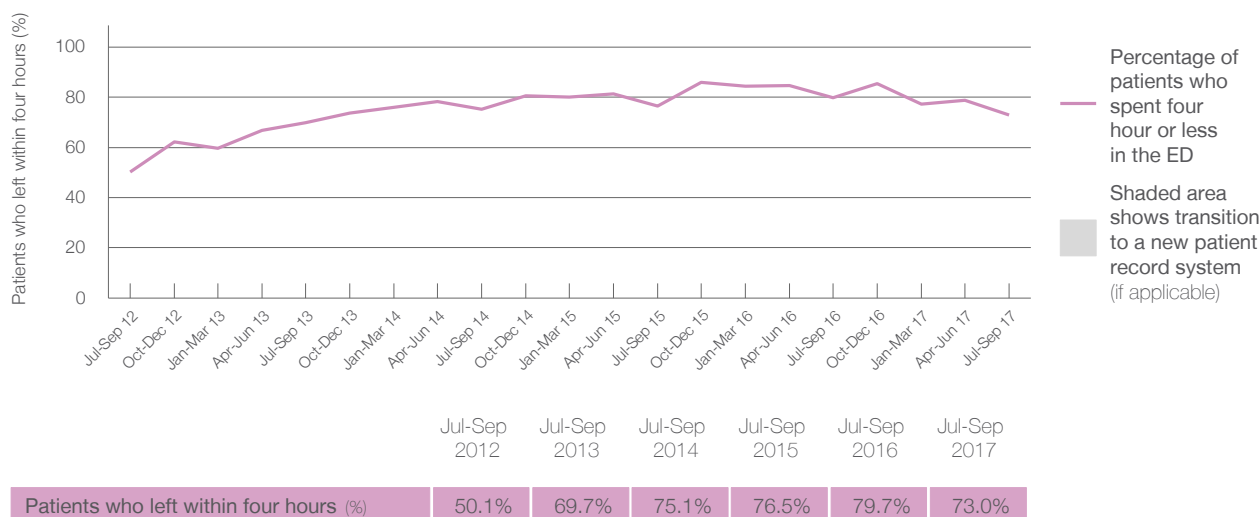
Presentations used to calculate time to leaving the ED:⁶ 12,453 patients

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



Same period last year	Change since one year ago
11,230	10.9%
11,230	10.9%
79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Coffs Harbour Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,518 patients

Emergency presentations:² 10,210 patients

Same period last year	Change since one year ago
9,469	11.1%
9,075	12.5%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,123 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): 3,416 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,137 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 147 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,470 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
999	
6 minutes	9 minutes
11 minutes	29 minutes
3,019	
16 minutes	23 minutes
55 minutes	83 minutes
3,537	
28 minutes	30 minutes
121 minutes	121 minutes
1,457	
35 minutes	26 minutes
122 minutes	118 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,515 patients

Percentage of patients who spent four hours or less in the ED 68.9%

Same period last year	Change since one year ago
9,468	11.1%
70.8%	

* 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, July to September 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.

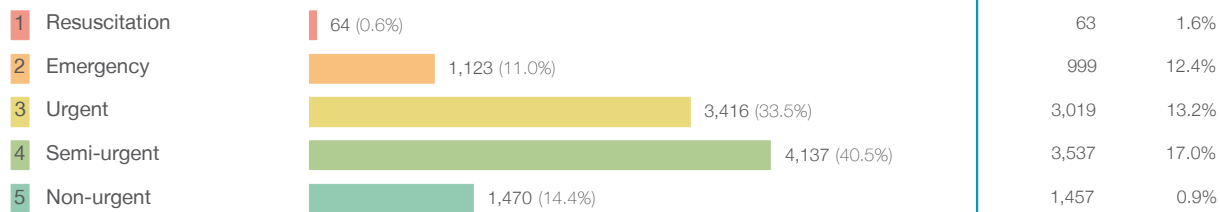
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Coffs Harbour Base Hospital: Patients presenting to the emergency department

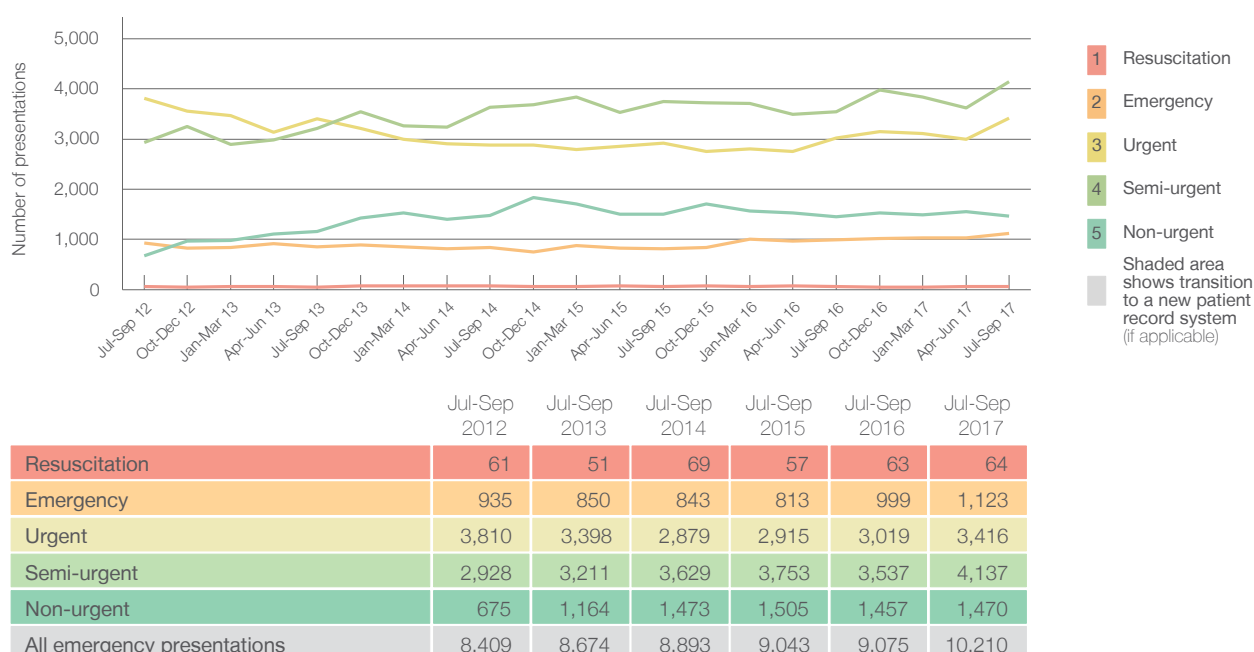
July to September 2017

All presentations:¹ 10,518 patients

Emergency presentations² by triage category: 10,210 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Coffs Harbour Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,596 patients

ED Transfer of care time



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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,123

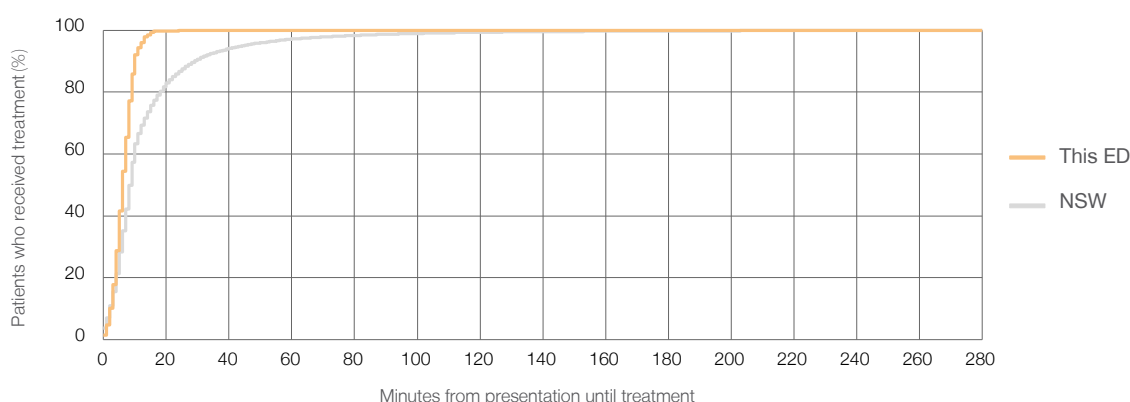
Number of triage 2 patients used to calculate waiting time:³ 1,120

Median time to start treatment⁴ 6 minutes

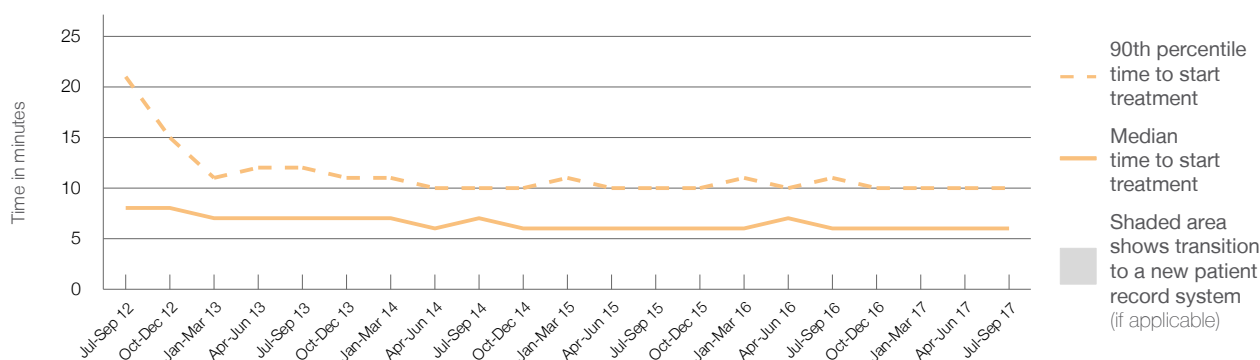
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
999	
998	
6 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	21	12	10	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 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 3,416

Number of triage 3 patients used to calculate waiting time:³ 3,318

Median time to start treatment⁴

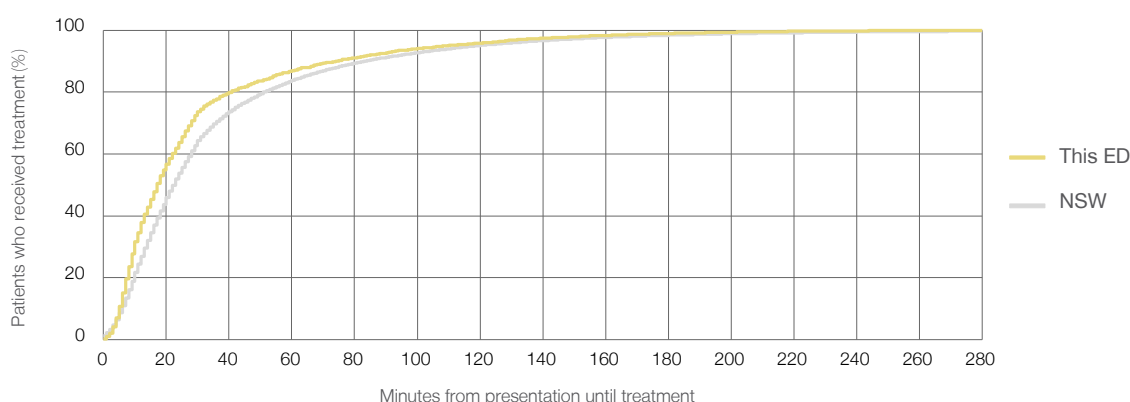
17 minutes

90th percentile time to start treatment⁵

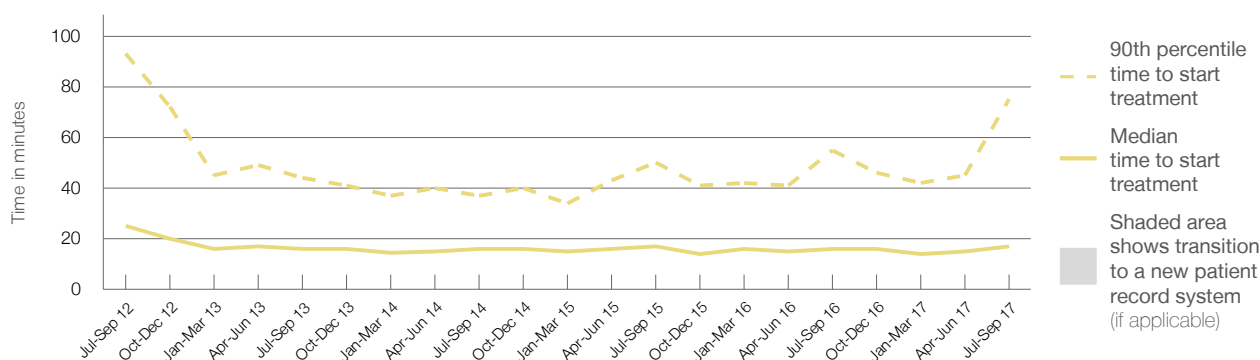
75 minutes

Same period last year	NSW (this period)
3,019	
2,960	
16 minutes	23 minutes
55 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	16	16	17	16	17
90th percentile time to start treatment ⁵ (minutes)	93	44	37	50	55	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 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 4,137

Number of triage 4 patients used to calculate waiting time:³ 3,571

Median time to start treatment⁴

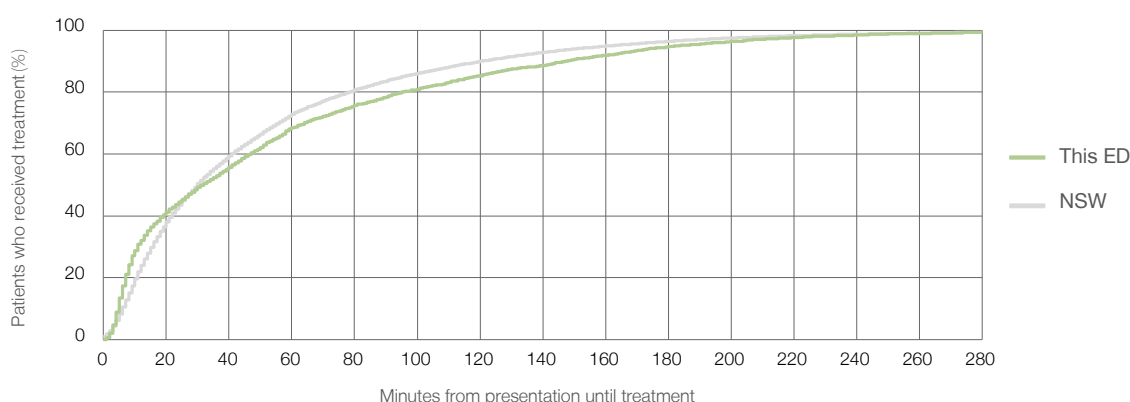
32 minutes

90th percentile time to start treatment⁵

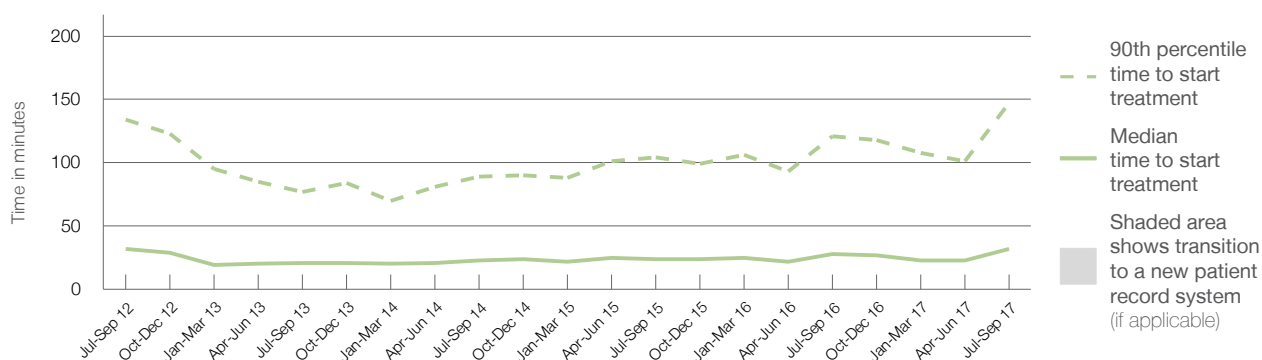
147 minutes

Same period last year	NSW (this period)
3,537	
3,250	
28 minutes	30 minutes
121 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	21	23	24	28	32
90th percentile time to start treatment ⁵ (minutes)	134	77	89	104	121	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 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,470

Number of triage 5 patients used to calculate waiting time:³ 1,296

Median time to start treatment⁴

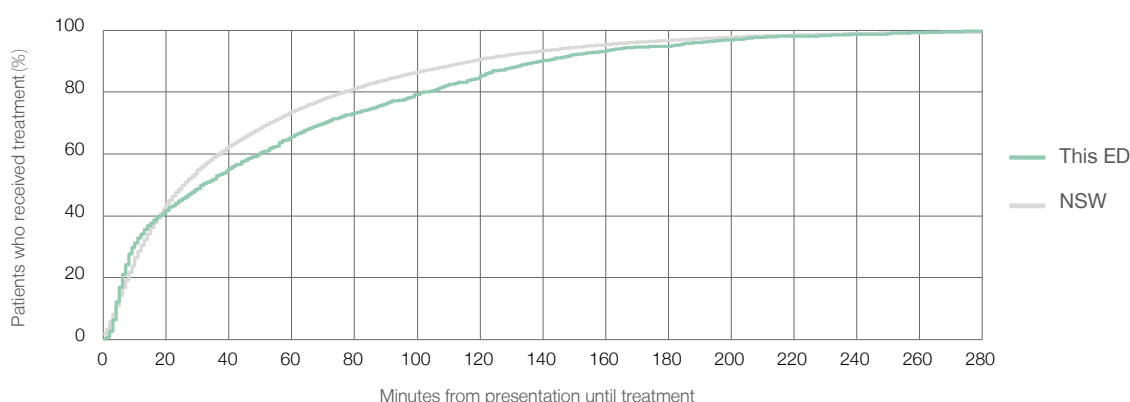
32 minutes

90th percentile time to start treatment⁵

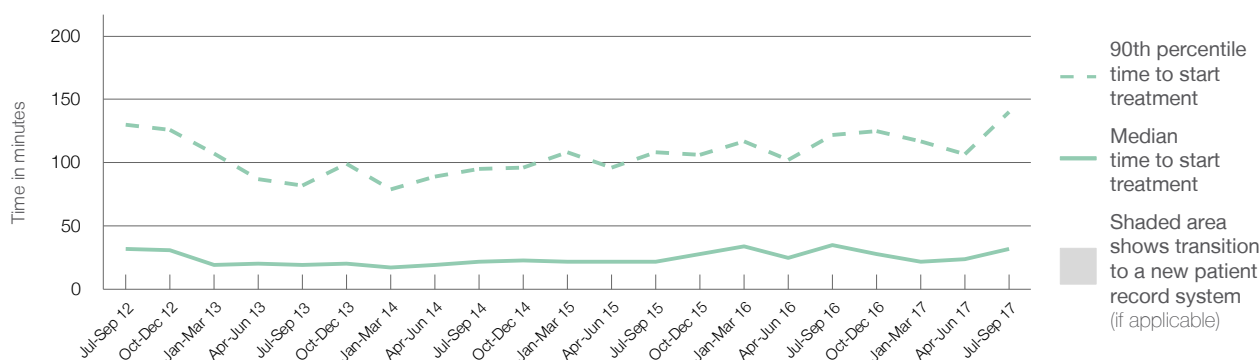
140 minutes

Same period last year	NSW (this period)
1,457	
1,343	
35 minutes	26 minutes
122 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	19	22	22	35	32
90th percentile time to start treatment ⁵ (minutes)	130	82	95	108	122	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 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,518 patients

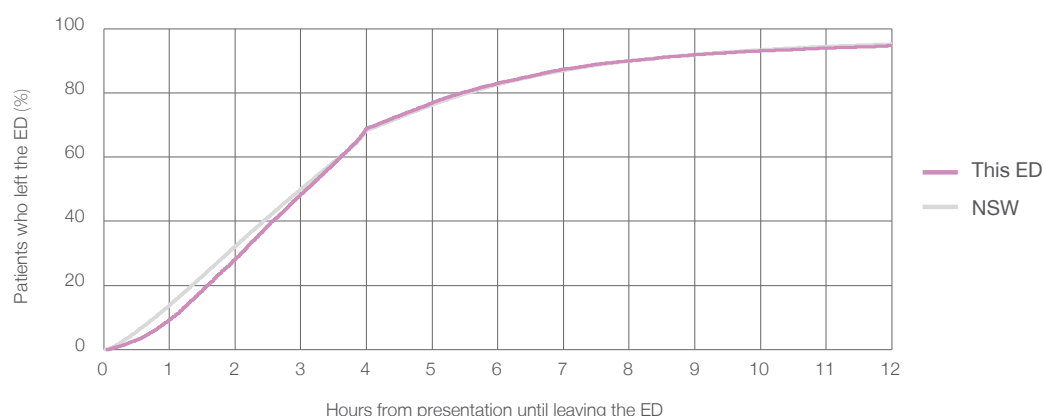
Presentations used to calculate time to leaving the ED:⁶ 10,515 patients

Median time spent in the ED⁸ 3 hours and 5 minutes

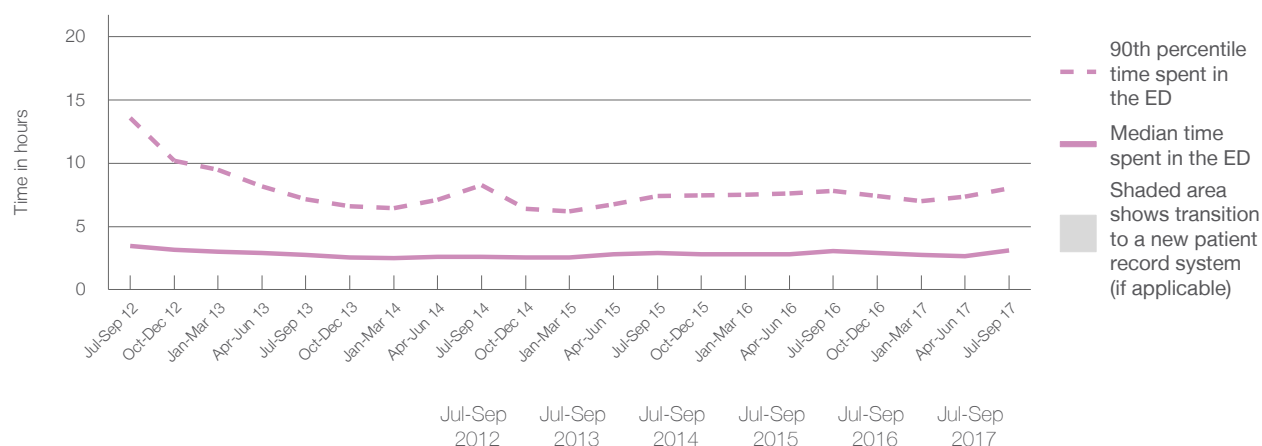
90th percentile time spent in the ED⁹ 8 hours and 1 minutes

Same period last year	NSW (this period)
9,469	
9,468	
3 hours and 2 minutes	3 hours and 0 minutes
7 hours and 49 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 28m	2h 44m	2h 37m	2h 53m	3h 2m	3h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 33m	7h 8m	8h 17m	7h 24m	7h 49m	8h 1m

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

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

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

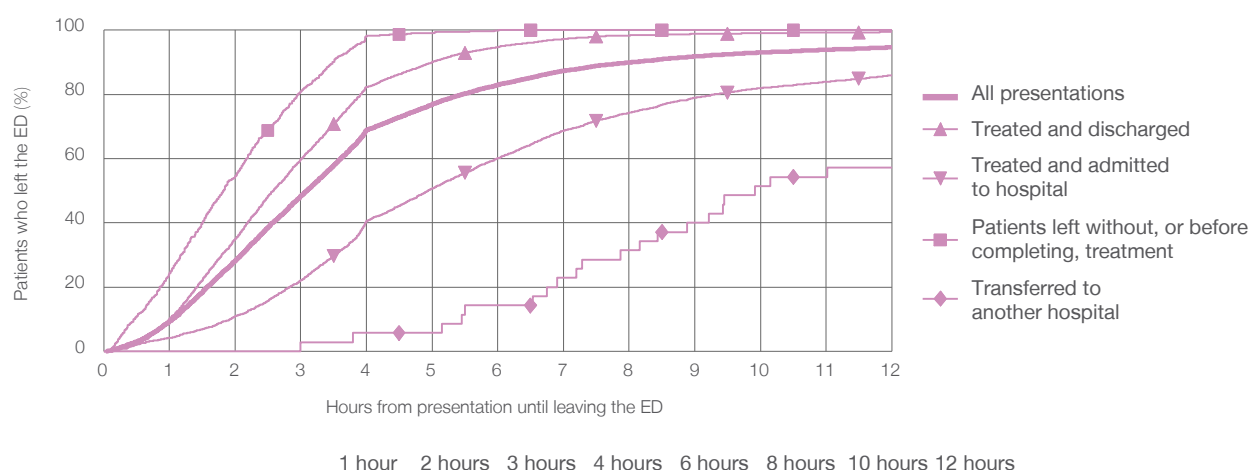
All presentations:[†] 10,518 patients

Presentations used to calculate time to leaving the ED:[‡] 10,515 patients

Treated and discharged	5,957 (56.6%)
Treated and admitted to hospital	3,643 (34.6%)
Patient left without, or before completing, treatment	859 (8.2%)
Transferred to another hospital	35 (0.3%)
Other	24 (0.2%)

Same period last year	Change since one year ago
9,468	11.1%
5,541	7.5%
3,374	8.0%
487	76.4%
39	-10.3%
28	-14.3%

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



Treated and discharged	10.1%	35.1%	59.9%	82.3%	94.8%	98.4%	99.1%	99.5%
Treated and admitted to hospital	4.1%	10.9%	22.2%	40.6%	60.1%	74.3%	82.0%	86.0%
Patient left without, or before completing, treatment	24.3%	54.7%	80.9%	98.4%	99.9%	100%	100%	100%
Transferred to another hospital	0%	0%	2.9%	5.7%	14.3%	31.4%	51.4%	57.1%
All presentations	9.3%	28.3%	48.4%	68.9%	83.0%	90.0%	93.1%	94.7%

(†) 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 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.

Coffs Harbour Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 10,518 patients

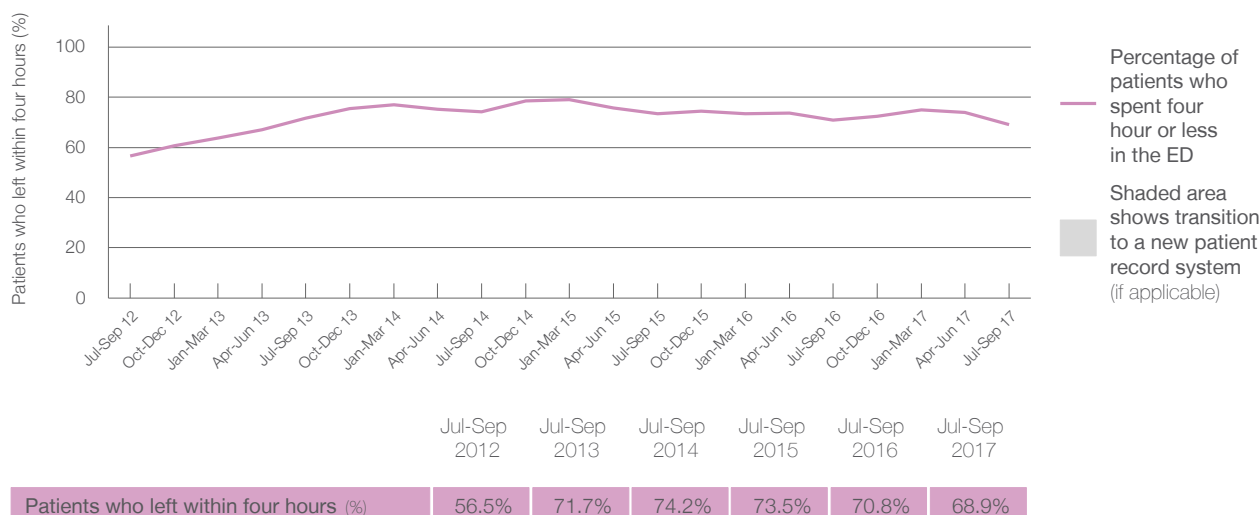
Presentations used to calculate time to leaving the ED:⁶ 10,515 patients

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



Same period last year	Change since one year ago
9,469	11.1%
9,468	11.1%
70.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Dubbo Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,026 patients

Emergency presentations:² 8,668 patients

Same period last year	Change since one year ago
8,286	8.9%
8,026	8.0%

Dubbo Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,169 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): 3,163 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,658 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 86 minutes

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

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
913	
9 minutes	9 minutes
21 minutes	29 minutes
2,885	
25 minutes	23 minutes
75 minutes	83 minutes
3,440	
35 minutes	30 minutes
117 minutes	121 minutes
739	
34 minutes	26 minutes
128 minutes	118 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,003 patients

Percentage of patients who spent four hours or less in the ED 72.6%

Same period last year	Change since one year ago
8,285	8.7%
69.8%	

* 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, July to September 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.

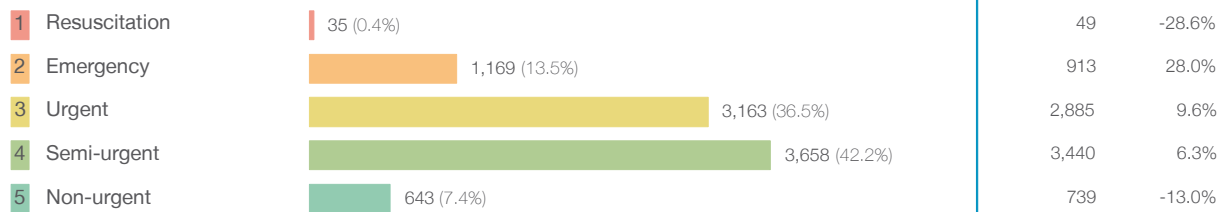
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Dubbo Base Hospital: Patients presenting to the emergency department

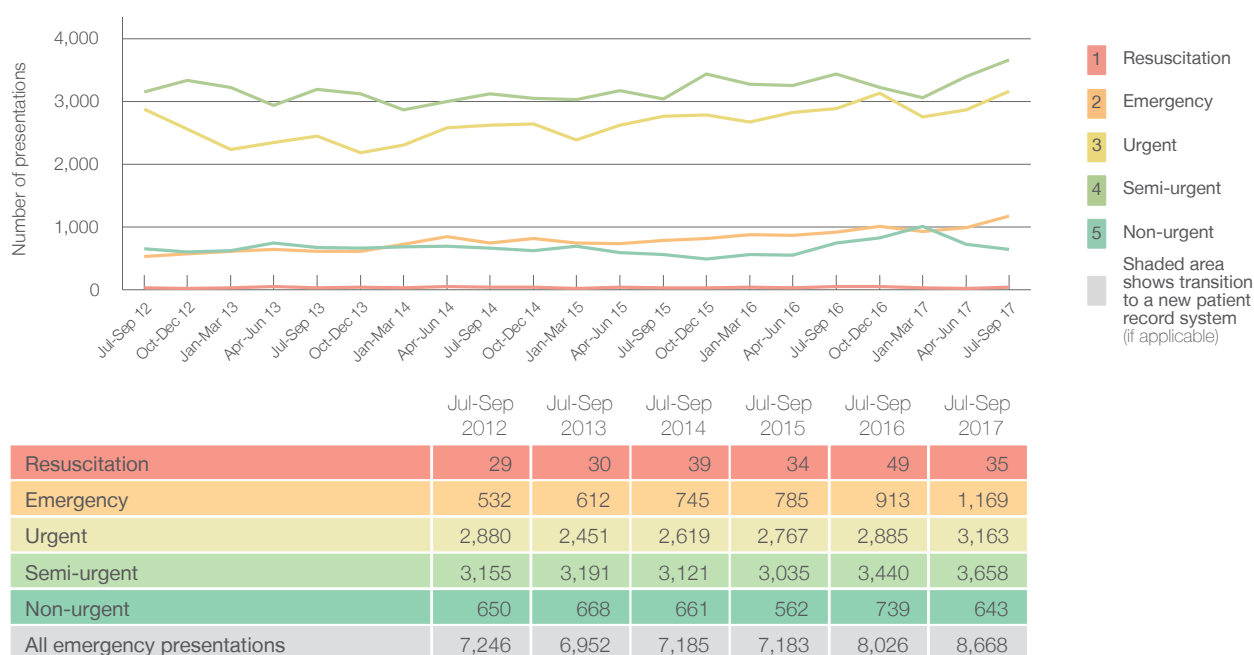
July to September 2017

All presentations:¹ 9,026 patients

Emergency presentations² by triage category: 8,668 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Dubbo Base Hospital: Patients arriving by ambulance

July to September 2017

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 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,169

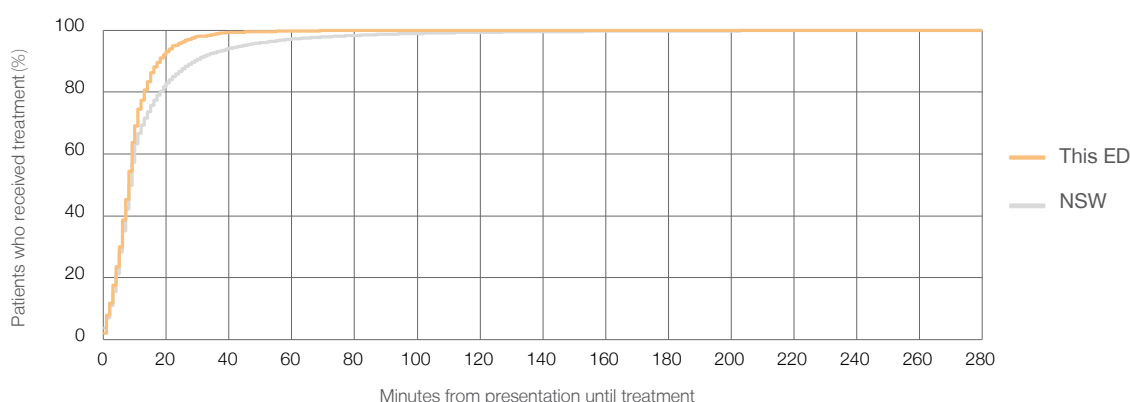
Number of triage 2 patients used to calculate waiting time:³ 1,159

Median time to start treatment⁴ 8 minutes

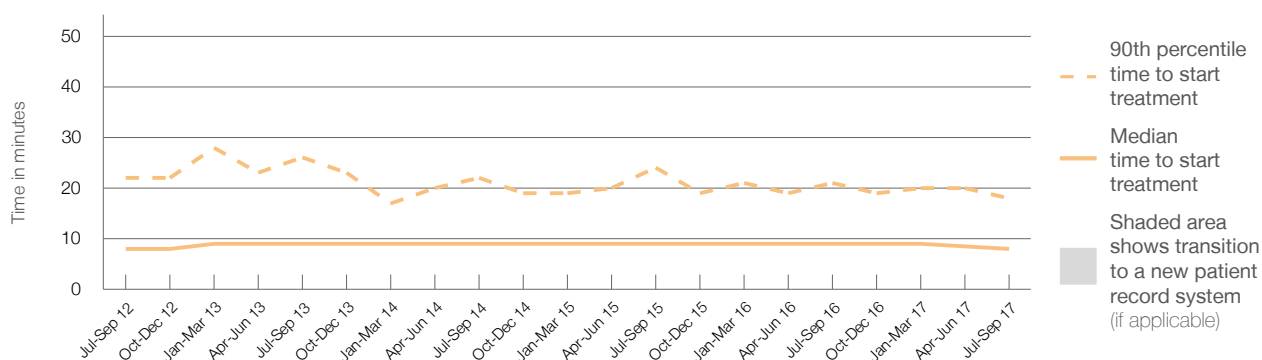
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
913	
907	
9 minutes	9 minutes
21 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	9	9	9	8
90th percentile time to start treatment ⁵ (minutes)	22	26	22	24	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 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

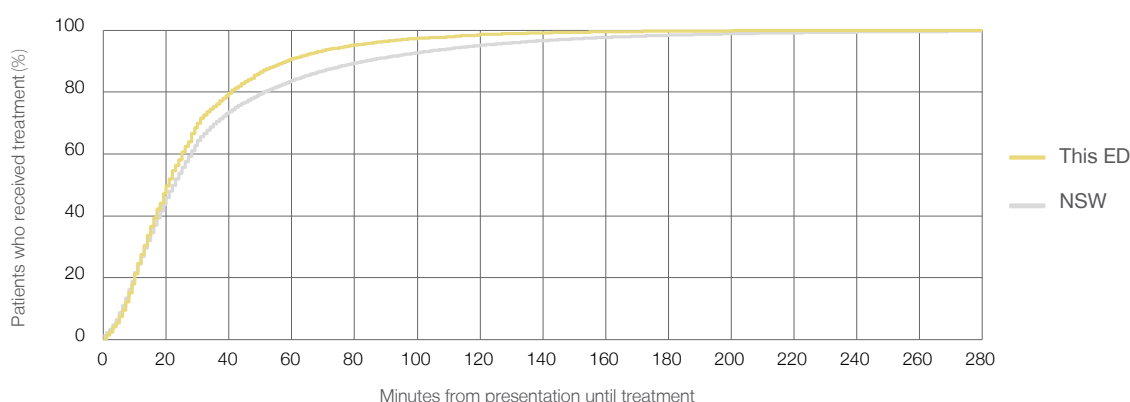
Number of triage 3 patients: 3,163

Number of triage 3 patients used to calculate waiting time:³ 3,097

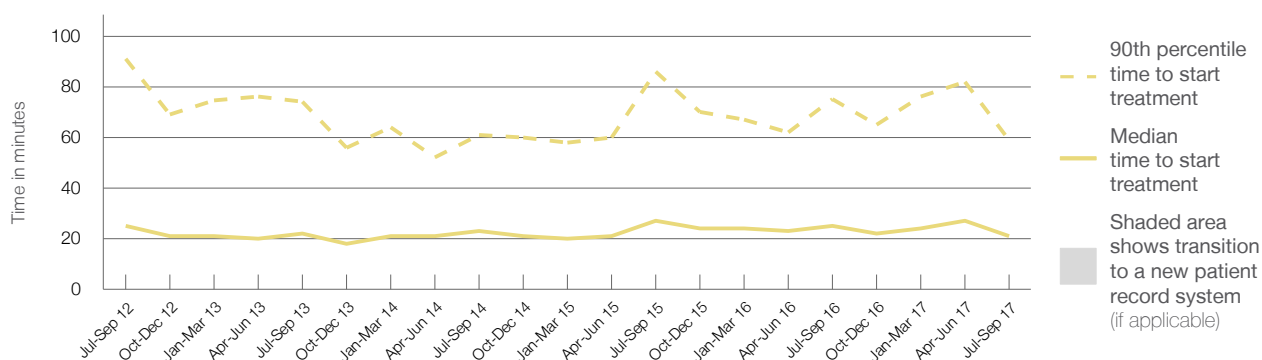
Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
2,885	
2,815	
25 minutes	23 minutes
75 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	22	23	27	25	21
90th percentile time to start treatment ⁵ (minutes)	91	74	61	86	75	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 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 3,658

Number of triage 4 patients used to calculate waiting time:³ 3,452

Median time to start treatment⁴

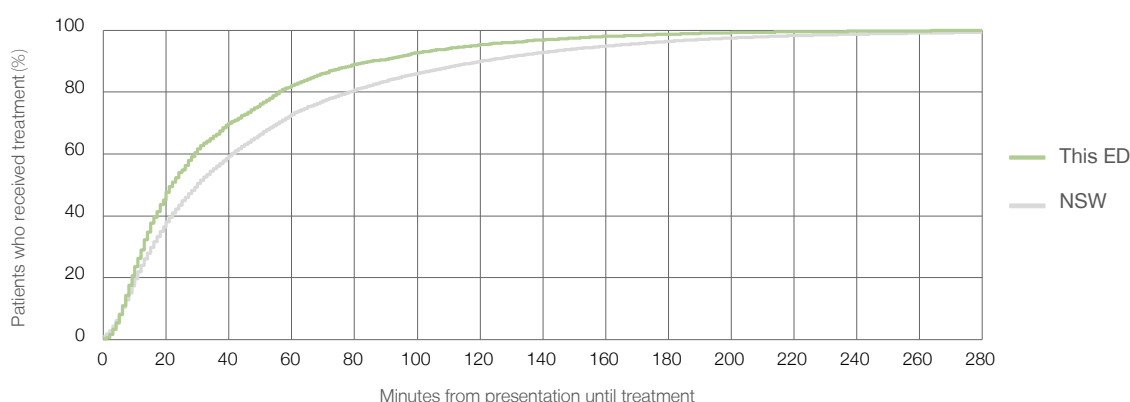
22 minutes

90th percentile time to start treatment⁵

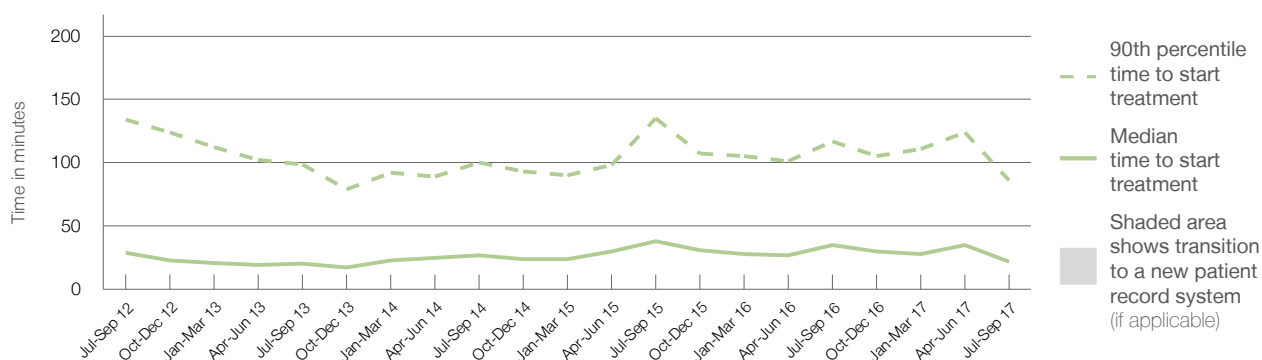
86 minutes

Same period last year	NSW (this period)
3,440	
3,188	
35 minutes	30 minutes
117 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	20	27	38	35	22
90th percentile time to start treatment ⁵ (minutes)	134	99	100	135	117	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 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 643

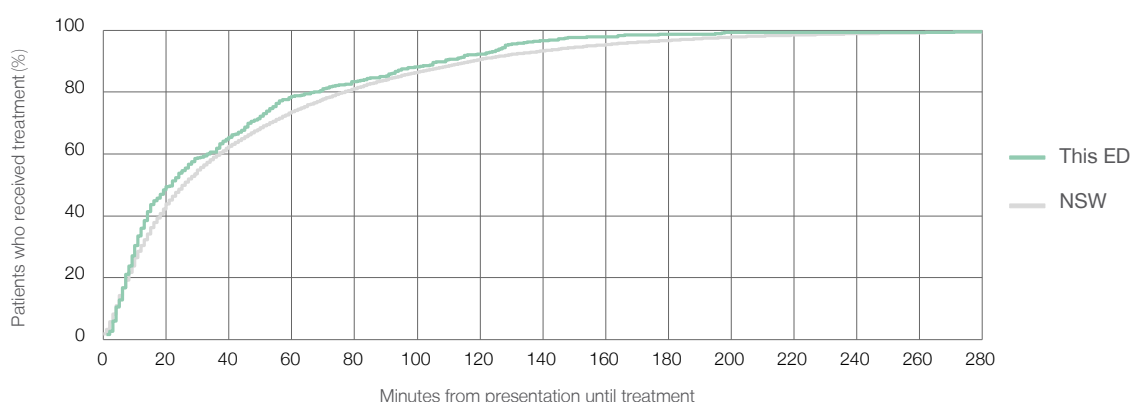
Number of triage 5 patients used to calculate waiting time:³ 569

Median time to start treatment⁴ 22 minutes

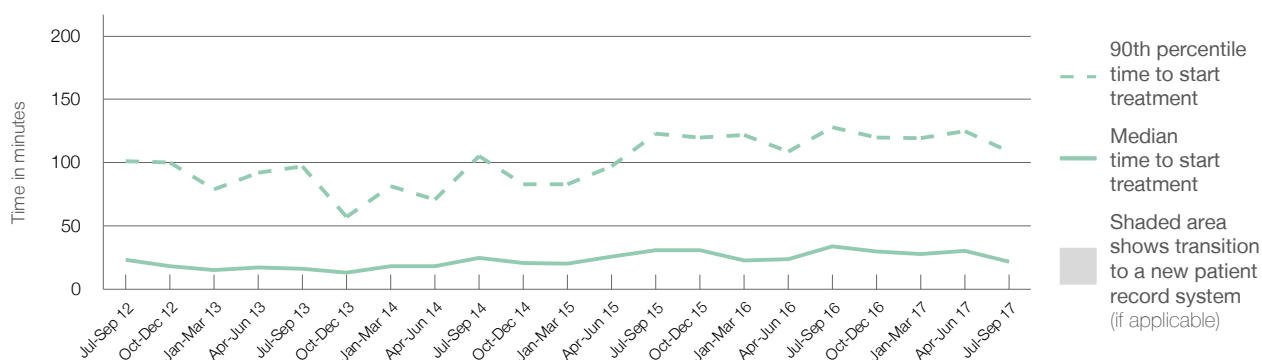
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
739	
595	
34 minutes	26 minutes
128 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	16	25	31	34	22
90th percentile time to start treatment ⁵ (minutes)	101	97	105	123	128	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 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.

Dubbo Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,026 patients

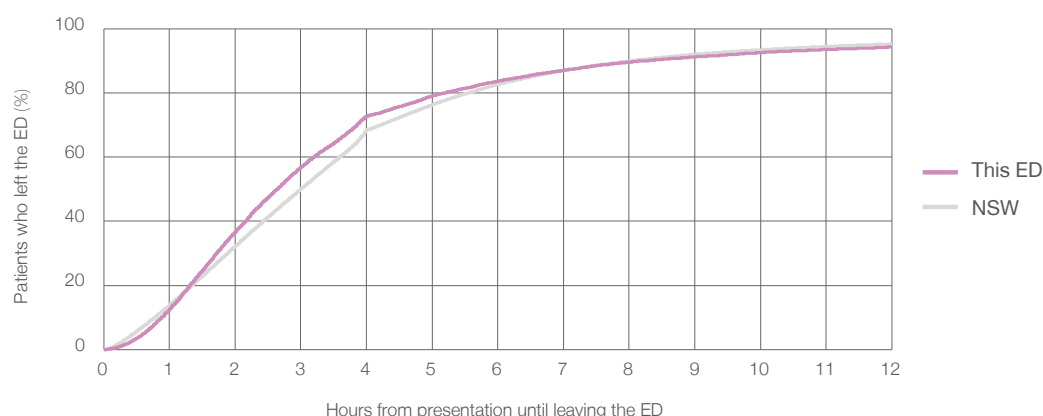
Presentations used to calculate time to leaving the ED:⁶ 9,003 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

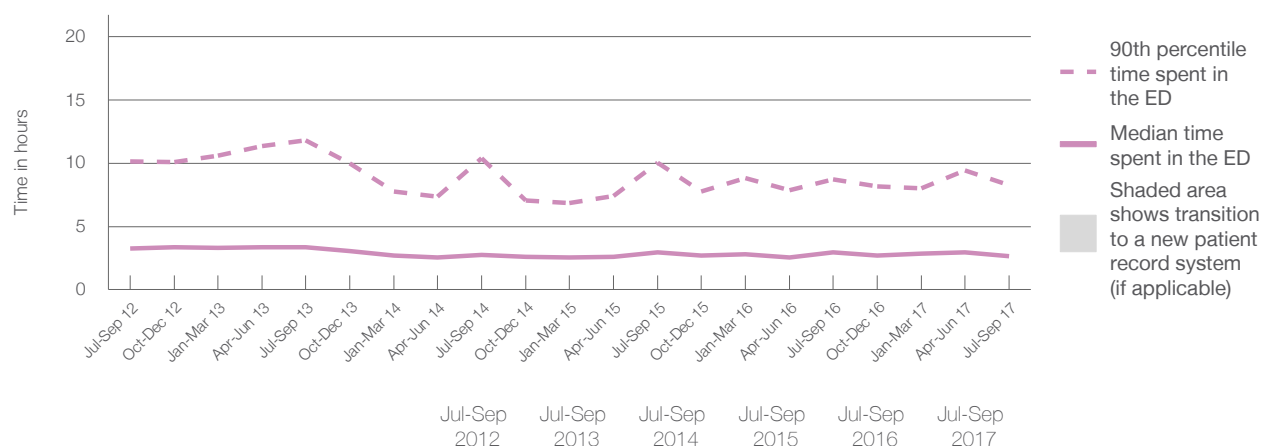
90th percentile time spent in the ED⁹ 8 hours and 15 minutes

Same period last year	NSW (this period)
8,286	
8,285	
2 hours and 56 minutes	3 hours and 0 minutes
8 hours and 42 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 16m	3h 23m	2h 45m	2h 56m	2h 56m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 9m	11h 47m	10h 23m	10h 3m	8h 42m	8h 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 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.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

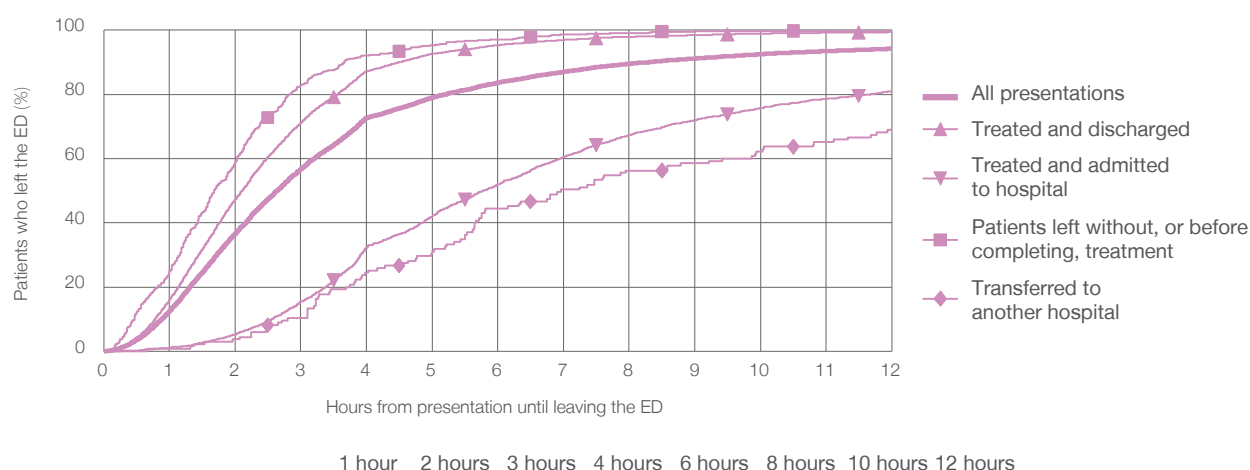
All presentations:[†] 9,026 patients

Presentations used to calculate time to leaving the ED:[‡] 9,003 patients

Treated and discharged	6,086 (67.4%)
Treated and admitted to hospital	2,270 (25.1%)
Patient left without, or before completing, treatment	488 (5.4%)
Transferred to another hospital	135 (1.5%)
Other	47 (0.5%)

Same period last year	Change since one year ago
8,285	8.7%
5,478	11.1%
2,094	8.4%
536	-9.0%
153	-11.8%
25	88.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.1%	47.5%	71.2%	87.2%	95.3%	98.0%	99.0%	99.5%
Treated and admitted to hospital	1.1%	5.2%	15.5%	32.4%	52.0%	67.4%	75.8%	80.9%
Patient left without, or before completing, treatment	25.0%	59.0%	83.0%	92.2%	97.1%	99.2%	99.8%	99.8%
Transferred to another hospital	0.7%	3.7%	10.4%	24.4%	44.4%	56.3%	62.2%	68.9%
All presentations	12.6%	36.7%	56.8%	72.6%	83.7%	89.6%	92.5%	94.3%

(†) 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 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.

Dubbo Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 9,026 patients

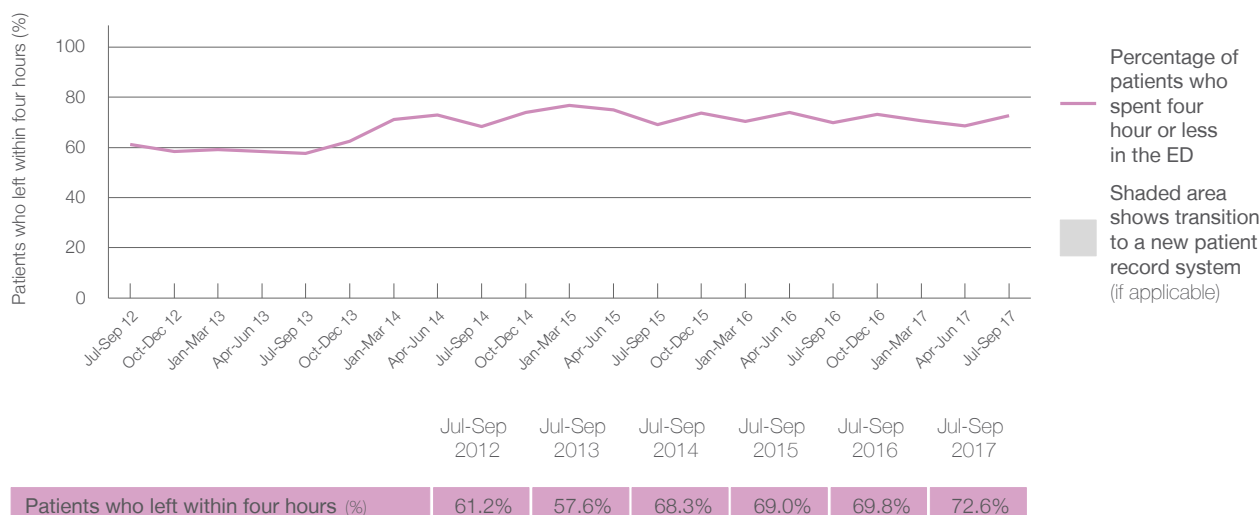
Presentations used to calculate time to leaving the ED:⁶ 9,003 patients

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



Same period last year	Change since one year ago
8,286	8.9%
8,285	8.7%
69.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Fairfield Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,767 patients

Emergency presentations:² 9,748 patients

Same period last year	Change since one year ago
8,764	11.4%
8,743	11.5%

Fairfield Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 935 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,492 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,612 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 187 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 678 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
811	
10 minutes	9 minutes
23 minutes	29 minutes
3,217	
20 minutes	23 minutes
67 minutes	83 minutes
4,004	
21 minutes	30 minutes
112 minutes	121 minutes
694	
20 minutes	26 minutes
115 minutes	118 minutes

Fairfield Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,767 patients

Percentage of patients who spent four hours or less in the ED 55.4%

Same period last year	Change since one year ago
8,764	11.4%
76.9%	

* 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, July to September 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.

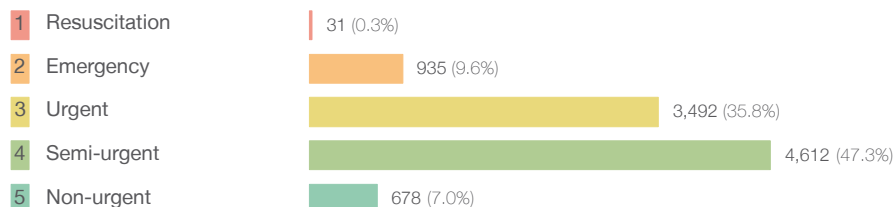
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Fairfield Hospital: Patients presenting to the emergency department

July to September 2017

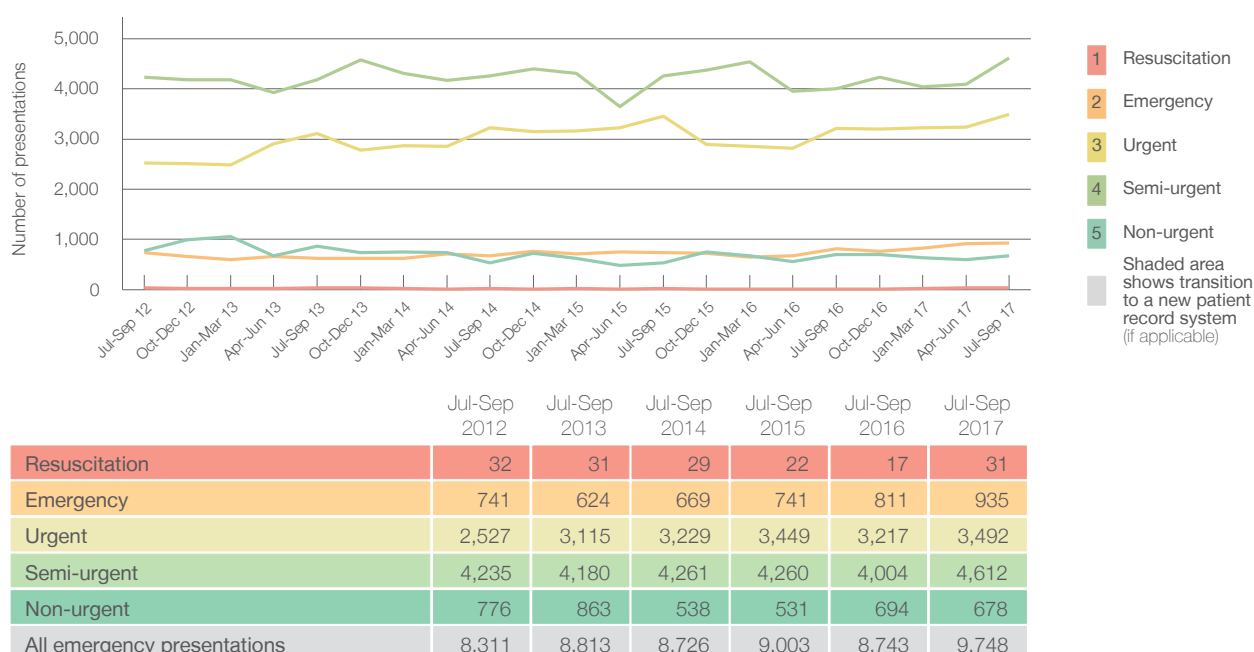
All presentations:¹ 9,767 patients

Emergency presentations² by triage category: 9,748 patients



Same period last year	Change since one year ago
8,764	11.4%
8,743	11.5%
17	82.4%
811	15.3%
3,217	8.5%
4,004	15.2%
694	-2.3%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



Fairfield Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,032 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,350	
11 minutes	6 minutes
26 minutes	32 minutes

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

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

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

July to September 2017

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

Number of triage 2 patients: 935

Number of triage 2 patients used to calculate waiting time:³ 925

Median time to start treatment⁴

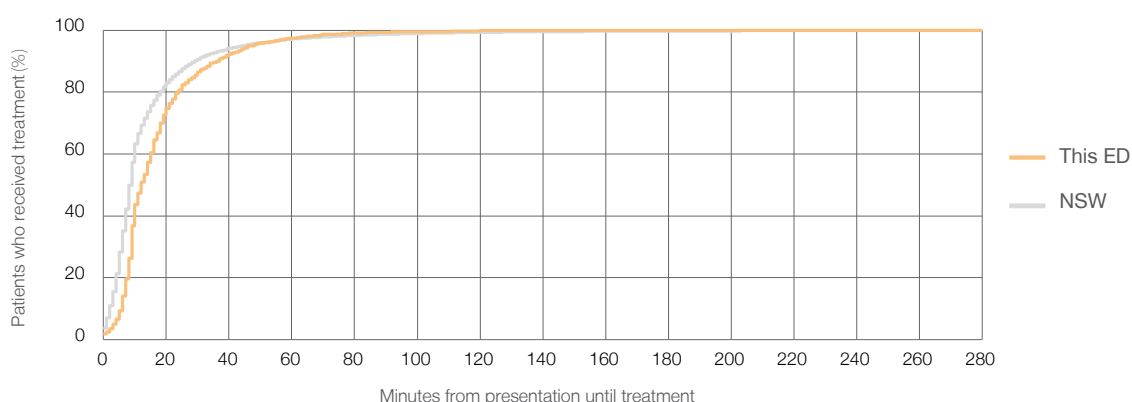
12 minutes

90th percentile time to start treatment⁵

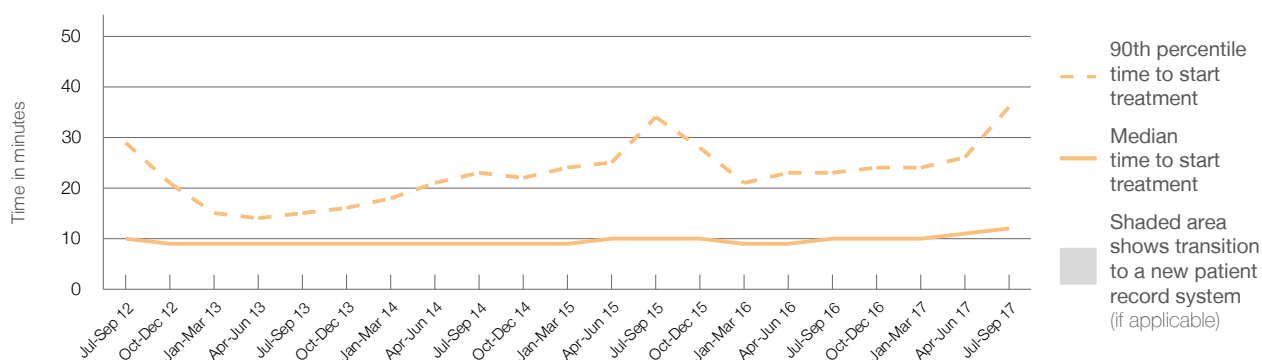
36 minutes

Same period last year	NSW (this period)
811	
808	
10 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	9	9	10	10	12
90th percentile time to start treatment ⁵ (minutes)	29	15	23	34	23	36

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

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

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

July to September 2017

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

Number of triage 3 patients: 3,492

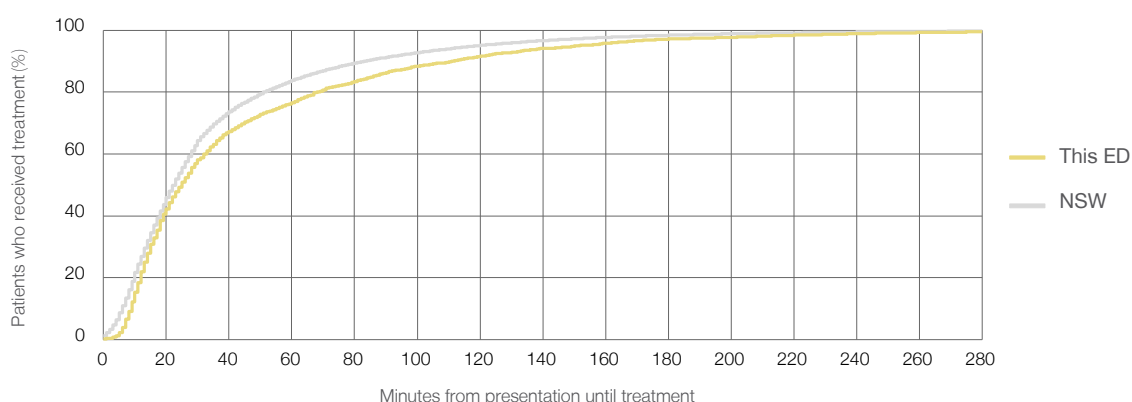
Number of triage 3 patients used to calculate waiting time:³ 3,263

Median time to start treatment⁴ 25 minutes

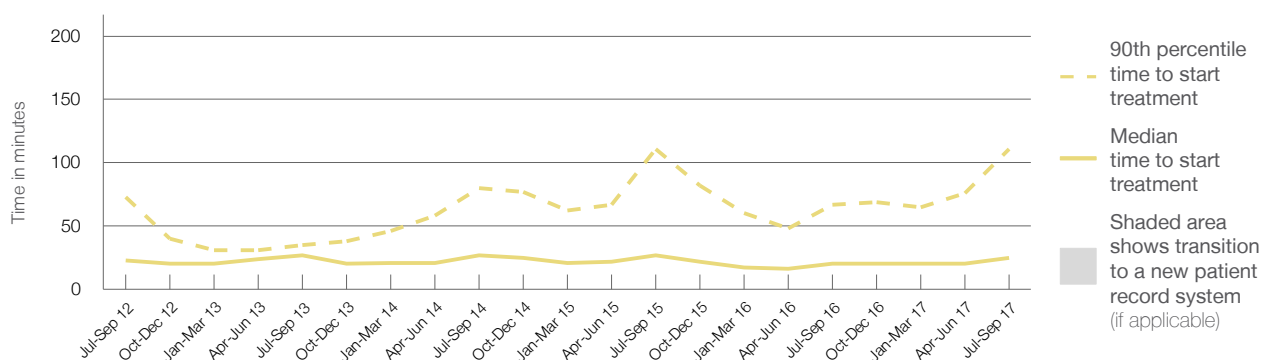
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
3,217	
3,136	
20 minutes	23 minutes
67 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	27	27	27	20	25
90th percentile time to start treatment ⁵ (minutes)	73	35	80	111	67	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 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.

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

July to September 2017

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

Number of triage 4 patients: 4,612

Number of triage 4 patients used to calculate waiting time:³ 3,676

Median time to start treatment⁴

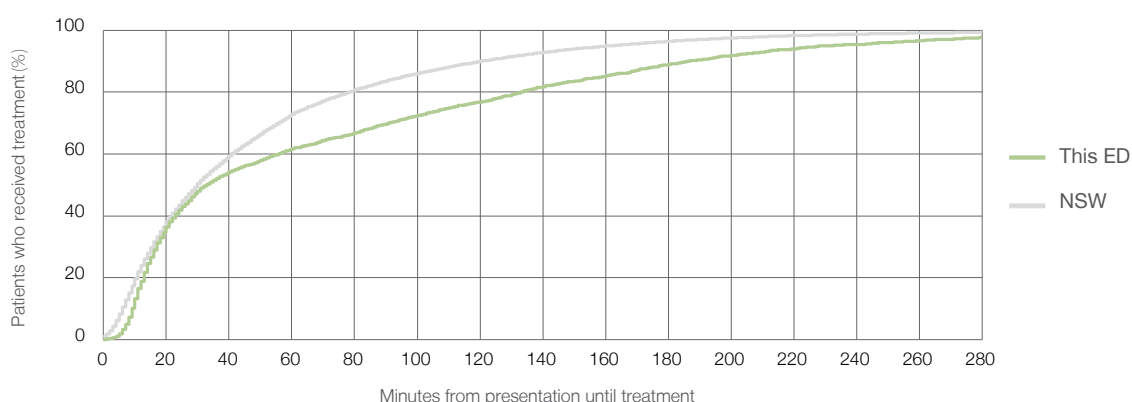
33 minutes

90th percentile time to start treatment⁵

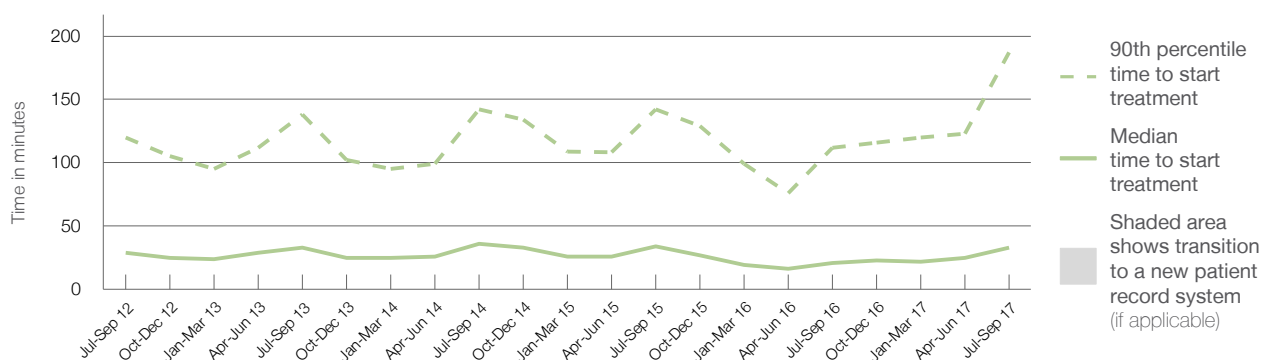
187 minutes

Same period last year	NSW (this period)
4,004	
3,596	
21 minutes	30 minutes
112 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	33	36	34	21	33
90th percentile time to start treatment ⁵ (minutes)	120	138	142	142	112	187

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

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

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

July to September 2017

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

Number of triage 5 patients: 678

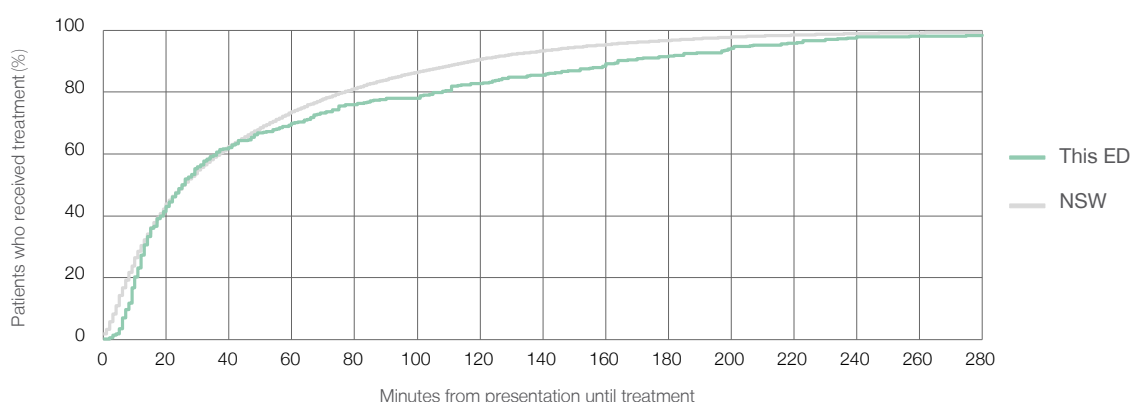
Number of triage 5 patients used to calculate waiting time:³ 358

Median time to start treatment⁴ 26 minutes

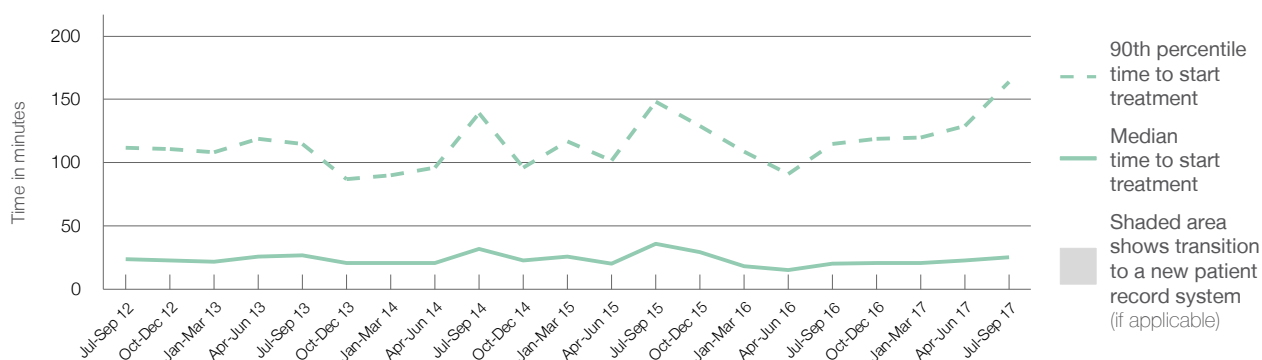
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
694	
486	
20 minutes	26 minutes
115 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	27	32	36	20	26
90th percentile time to start treatment ⁵ (minutes)	112	115	139	148	115	164

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

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

Fairfield Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,767 patients

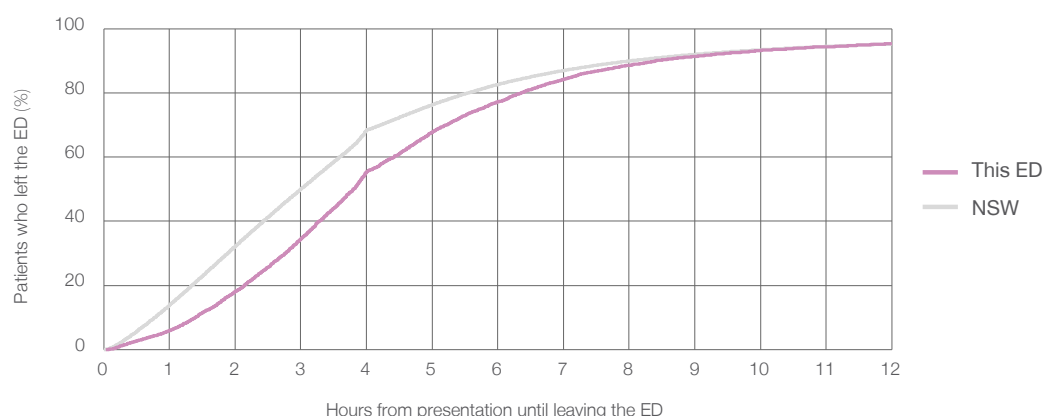
Presentations used to calculate time to leaving the ED:⁶ 9,767 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

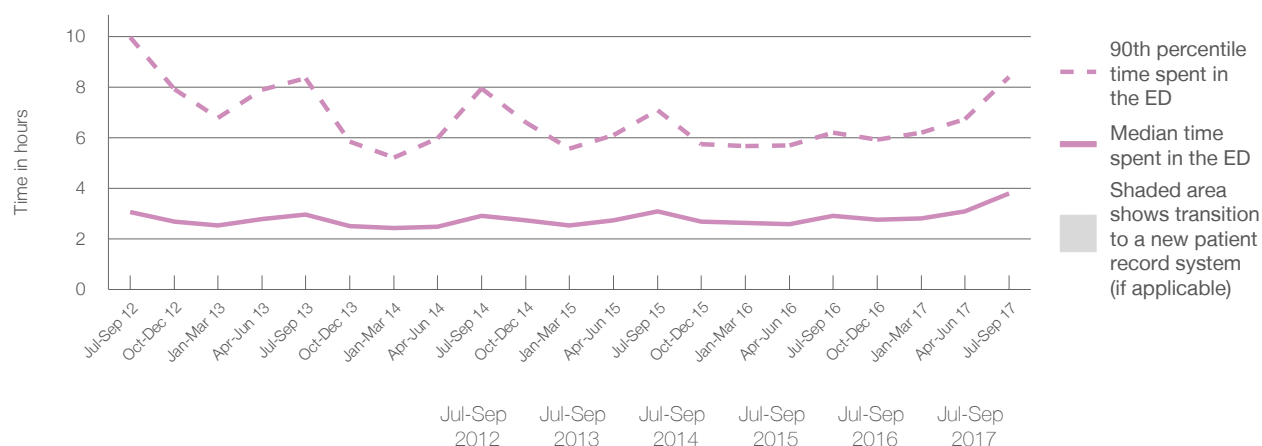
90th percentile time spent in the ED⁹ 8 hours and 25 minutes

Same period last year	NSW (this period)
8,764	
8,764	
2 hours and 55 minutes	3 hours and 0 minutes
6 hours and 12 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 4m	2h 58m	2h 55m	3h 5m	2h 55m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 58m	8h 21m	7h 57m	7h 6m	6h 12m	8h 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 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.

Fairfield Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

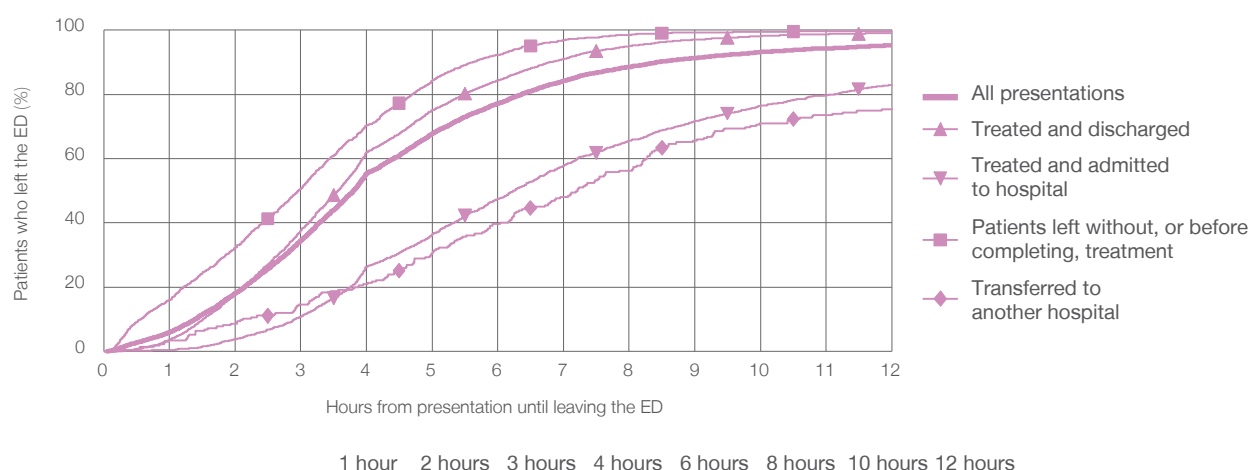
All presentations:[†] 9,767 patients

Presentations used to calculate time to leaving the ED:[‡] 9,767 patients

Treated and discharged	5,449 (55.8%)
Treated and admitted to hospital	2,067 (21.2%)
Patient left without, or before completing, treatment	1,907 (19.5%)
Transferred to another hospital	235 (2.4%)
Other	109 (1.1%)

Same period last year	Change since one year ago
8,764	11.4%
5,259	3.6%
2,365	-12.6%
910	109.6%
162	45.1%
68	60.3%

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



Treated and discharged	3.6%	17.9%	37.7%	61.9%	84.4%	95.0%	98.2%	99.2%
Treated and admitted to hospital	0.4%	3.8%	10.8%	26.3%	47.5%	65.6%	76.5%	83.1%
Patient left without, or before completing, treatment	15.9%	32.3%	50.7%	70.4%	92.4%	98.5%	99.5%	99.7%
Transferred to another hospital	3.4%	8.5%	14.5%	20.9%	39.6%	56.2%	71.1%	75.7%
All presentations	5.9%	18.1%	34.5%	55.4%	77.2%	88.6%	93.2%	95.3%

(†) 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 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.

Fairfield Hospital: Time spent in the ED

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

July to September 2017

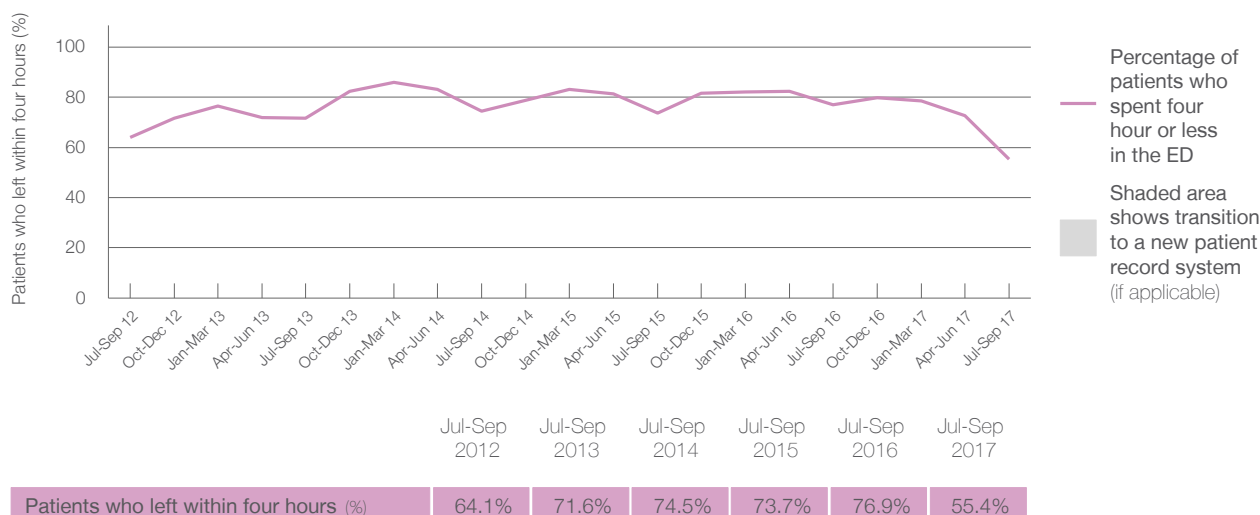
All presentations at the emergency department:¹ 9,767 patients

Presentations used to calculate time to leaving the ED:⁶ 9,767 patients

Percentage of patients who spent four hours or less in the ED 55.4%

Same period last year	Change since one year ago
8,764	11.4%
8,764	11.4%
76.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

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

July to September 2017

All presentations:¹ 10,645 patients

Emergency presentations:² 10,595 patients

Same period last year	Change since one year ago
9,574	11.2%
9,520	11.3%

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

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,489 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,365 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,975 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,714 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,373	
5 minutes	9 minutes
10 minutes	29 minutes
2,239	
15 minutes	23 minutes
50 minutes	83 minutes
4,285	
17 minutes	30 minutes
75 minutes	121 minutes
1,588	
14 minutes	26 minutes
81 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,645 patients

Percentage of patients who spent four hours or less in the ED 70.9%

Same period last year	Change since one year ago
9,574	11.2%
75.5%	

* 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, July to September 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.

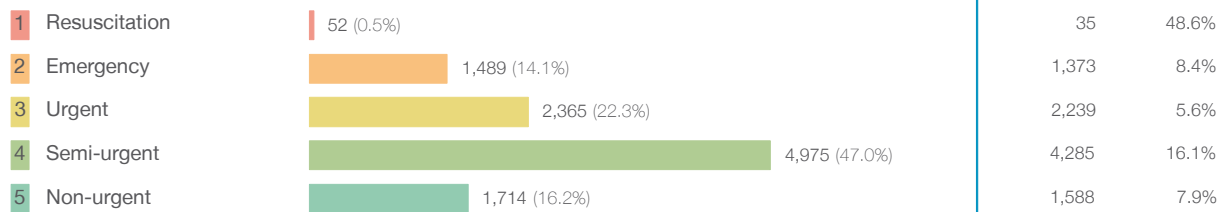
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

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

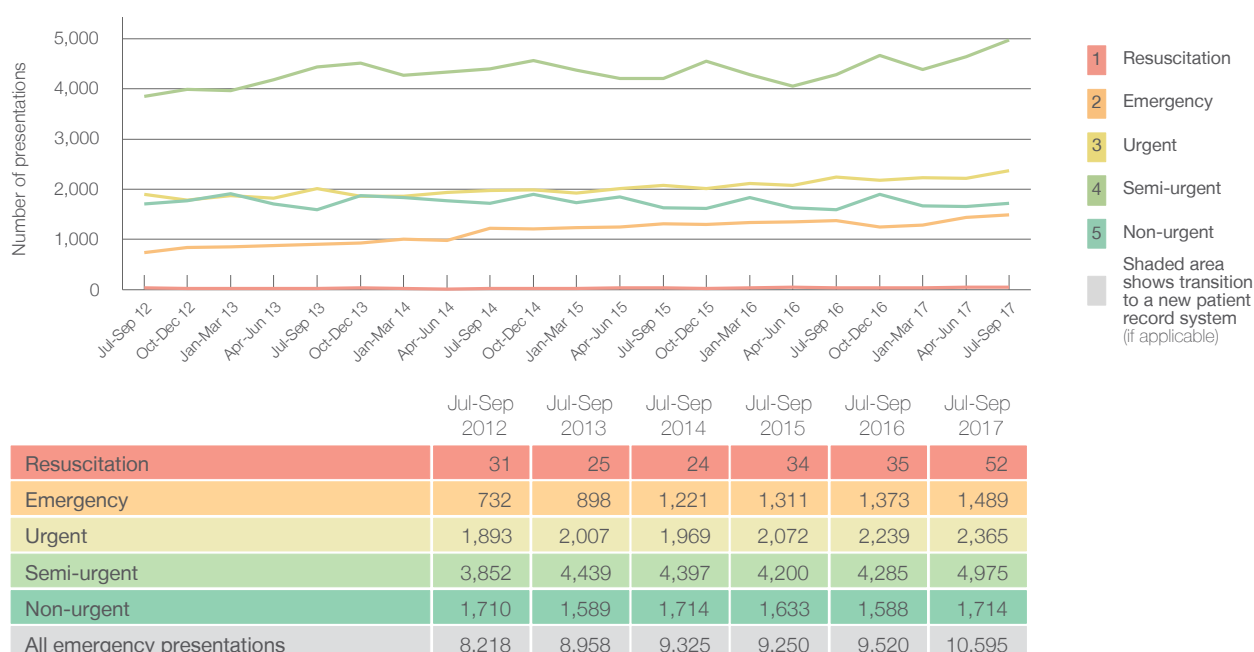
July to September 2017

All presentations:¹ 10,645 patients

Emergency presentations² by triage category: 10,595 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,253 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 1,489

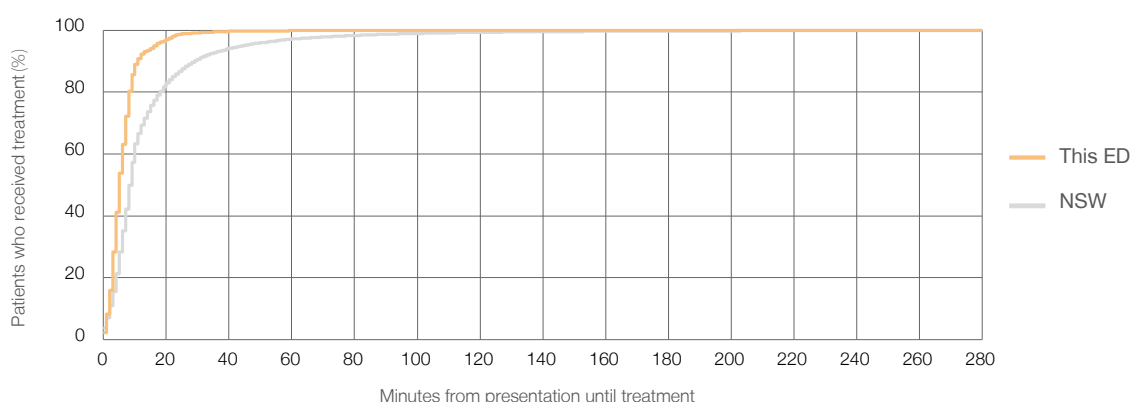
Number of triage 2 patients used to calculate waiting time:³ 1,489

Median time to start treatment⁴ 5 minutes

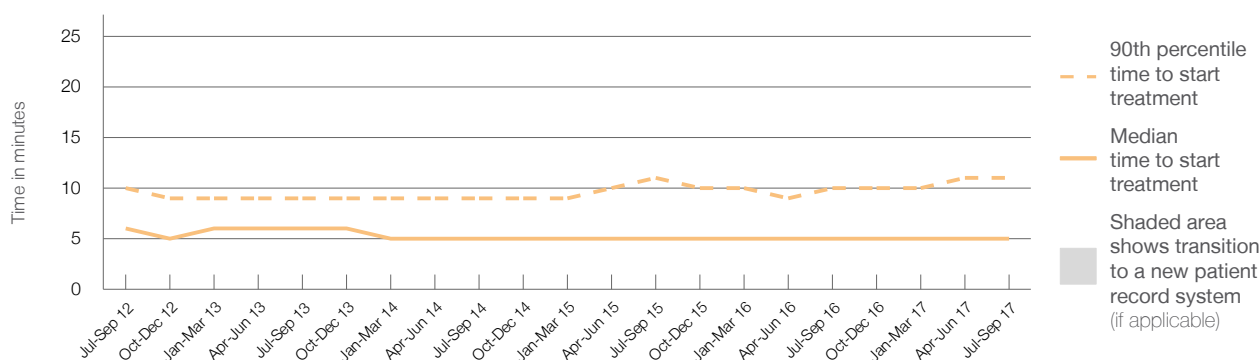
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,373	
1,372	
5 minutes	9 minutes
10 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	10	9	9	11	10	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 3 patients: 2,365

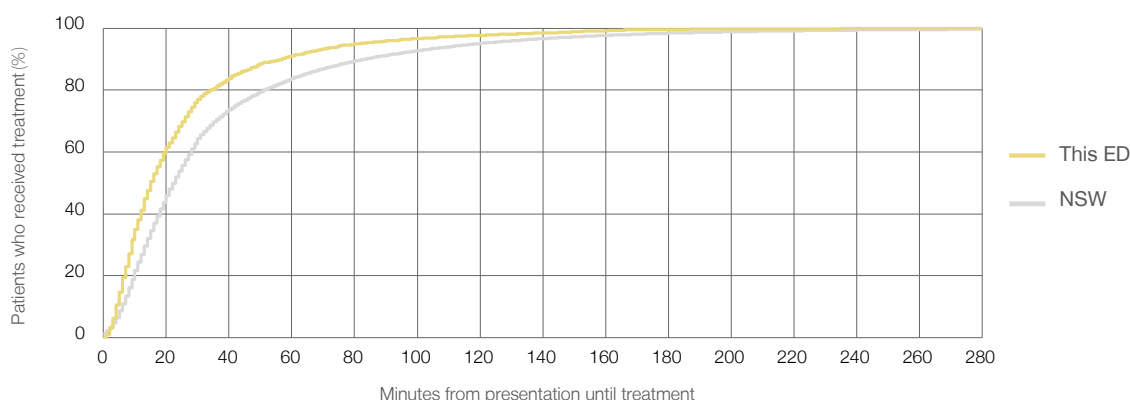
Number of triage 3 patients used to calculate waiting time:³ 2,338

Median time to start treatment⁴ 15 minutes

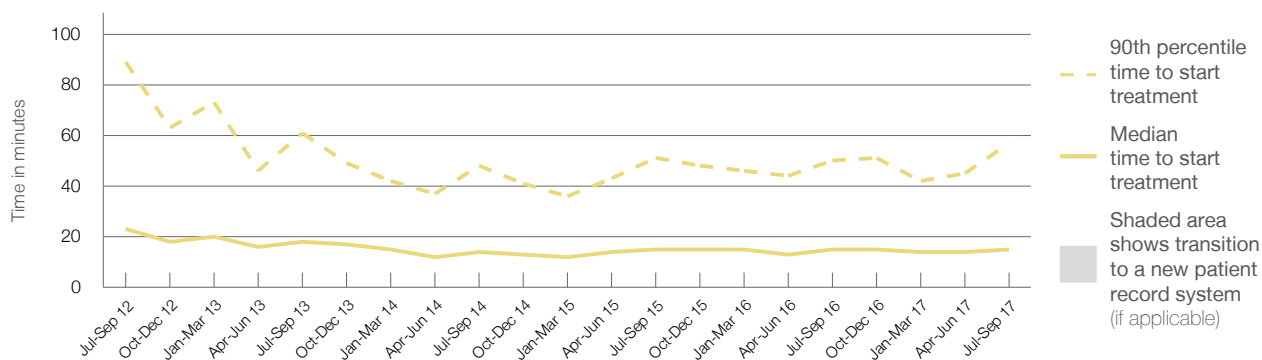
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
2,239	
2,217	
15 minutes	23 minutes
50 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	18	14	15	15	15
90th percentile time to start treatment ⁵ (minutes)	89	61	48	51	50	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 4 patients: 4,975

Number of triage 4 patients used to calculate waiting time:³ 4,796

Median time to start treatment⁴

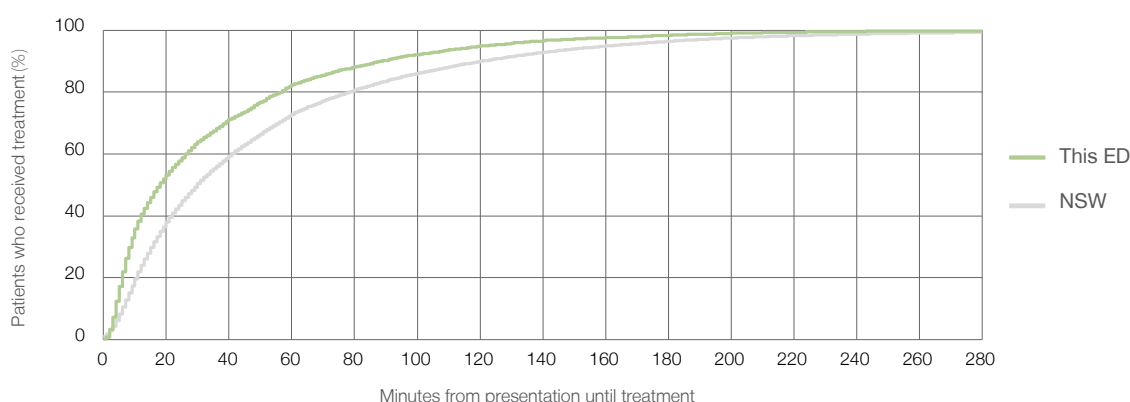
18 minutes

90th percentile time to start treatment⁵

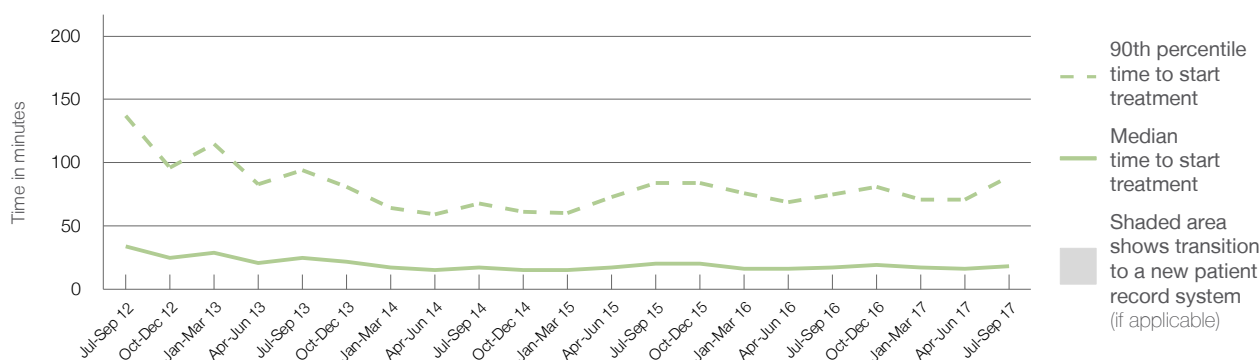
89 minutes

Same period last year	NSW (this period)
4,285	
4,174	
17 minutes	30 minutes
75 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	25	17	20	17	18
90th percentile time to start treatment ⁵ (minutes)	137	94	68	84	75	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 5 patients: 1,714

Number of triage 5 patients used to calculate waiting time:³ 1,580

Median time to start treatment⁴

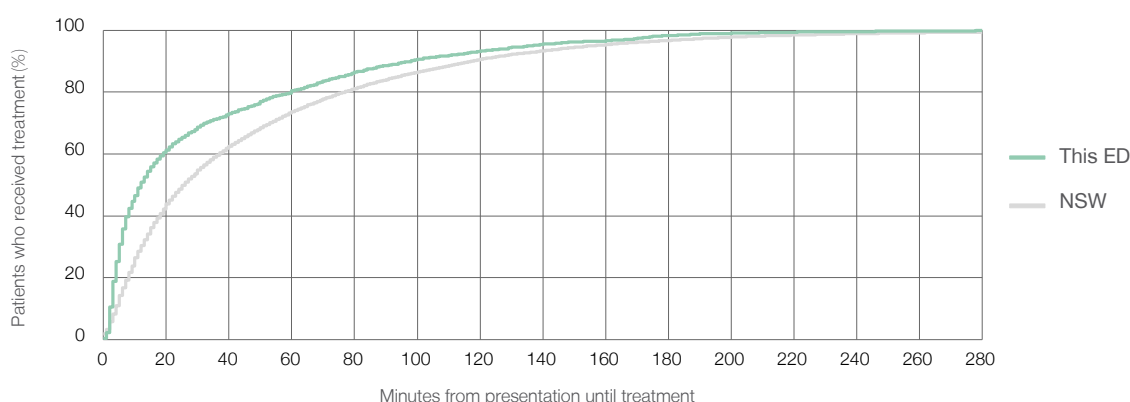
12 minutes

90th percentile time to start treatment⁵

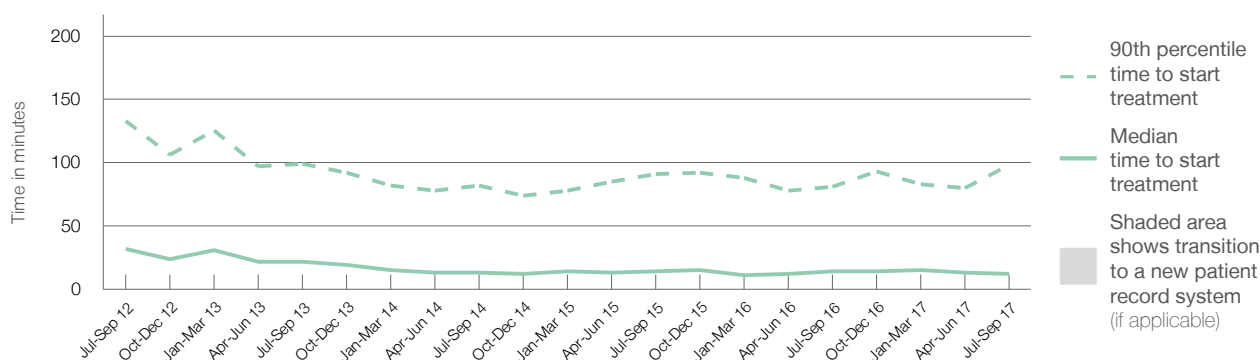
98 minutes

Same period last year	NSW (this period)
1,588	
1,509	
14 minutes	26 minutes
81 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	22	13	14	14	12
90th percentile time to start treatment ⁵ (minutes)	133	99	82	91	81	98

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

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

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

July to September 2017

All presentations:¹ 10,645 patients

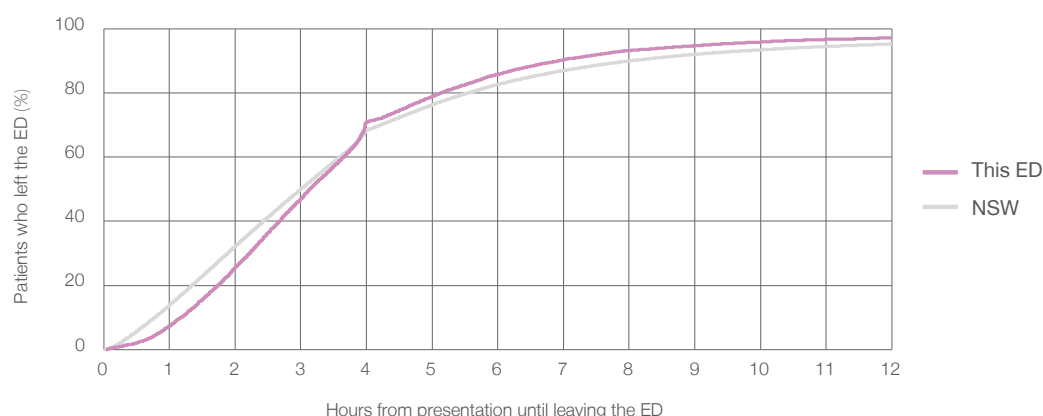
Presentations used to calculate time to leaving the ED:⁶ 10,645 patients

Median time spent in the ED⁸ 3 hours and 8 minutes

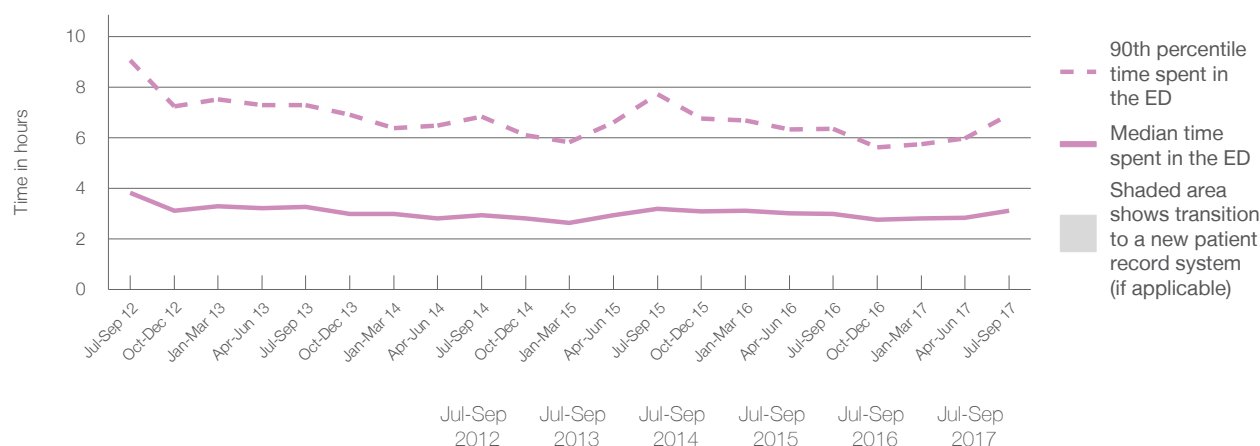
90th percentile time spent in the ED⁹ 6 hours and 55 minutes

Same period last year	NSW (this period)
9,574	
9,574	
3 hours and 0 minutes	3 hours and 0 minutes
6 hours and 21 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 49m	3h 16m	2h 56m	3h 12m	3h 0m	3h 8m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 4m	7h 18m	6h 51m	7h 44m	6h 21m	6h 55m

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

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

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

By mode of separation

July to September 2017

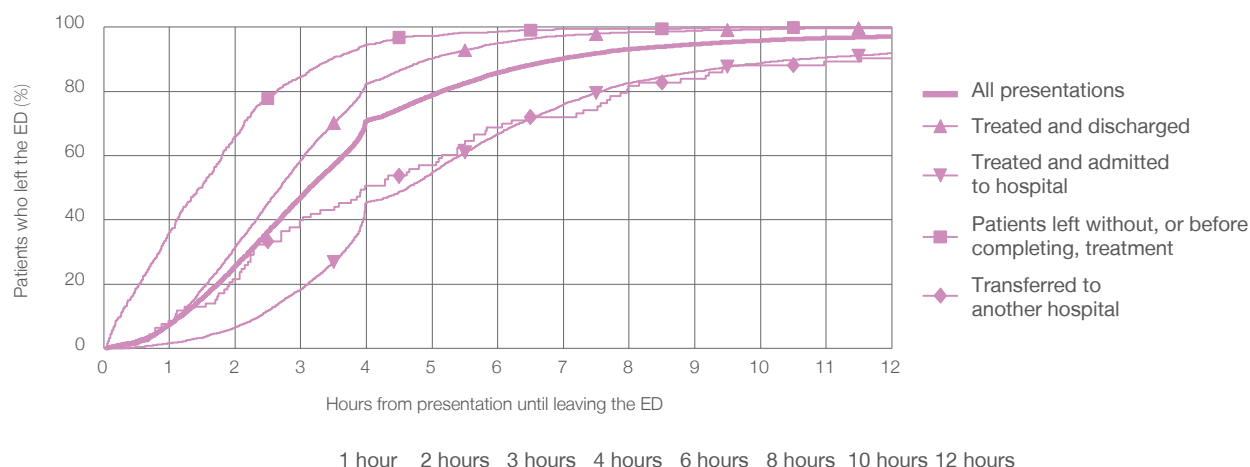
All presentations:[†] 10,645 patients

Presentations used to calculate time to leaving the ED:[‡] 10,645 patients

Treated and discharged	6,397 (60.1%)
Treated and admitted to hospital	3,465 (32.6%)
Patient left without, or before completing, treatment	687 (6.5%)
Transferred to another hospital	93 (0.9%)
Other	3 (0%)

Same period last year	Change since one year ago
9,574	11.2%
5,637	13.5%
3,428	1.1%
424	62.0%
82	13.4%
3	0.0%

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



Treated and discharged	7.5%	31.7%	58.5%	82.4%	95.0%	98.4%	99.3%	99.8%
Treated and admitted to hospital	1.6%	6.5%	18.3%	45.4%	66.8%	82.6%	88.8%	91.9%
Patient left without, or before completing, treatment	36.1%	65.9%	84.6%	94.5%	98.7%	99.6%	99.9%	99.9%
Transferred to another hospital	8.6%	21.5%	39.8%	50.5%	68.8%	81.7%	88.2%	90.3%
All presentations	7.4%	25.6%	47.0%	70.9%	85.8%	93.2%	95.8%	97.2%

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

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

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

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

July to September 2017

All presentations at the emergency department:¹ 10,645 patients

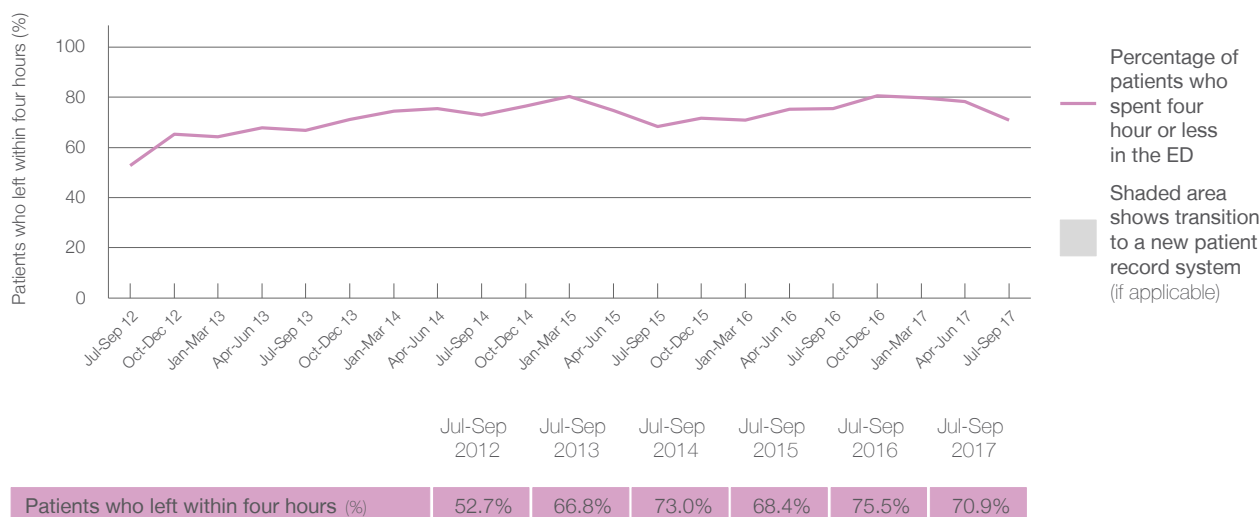
Presentations used to calculate time to leaving the ED:⁶ 10,645 patients

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



Same period last year	Change since one year ago
9,574	11.2%
9,574	11.2%
75.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Lismore Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,039 patients

Emergency presentations:² 8,714 patients

Same period last year	Change since one year ago
7,929	14.0%
7,714	13.0%

Lismore Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 898 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): 3,069 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,844 patients

Median time to start treatment⁴ 51 minutes
90th percentile time to start treatment⁵ 161 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 845 patients

Median time to start treatment⁴ 50 minutes
90th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
877	
6 minutes	9 minutes
15 minutes	29 minutes
2,739	
25 minutes	23 minutes
98 minutes	83 minutes
3,322	
43 minutes	30 minutes
143 minutes	121 minutes
725	
47 minutes	26 minutes
144 minutes	118 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,038 patients

Percentage of patients who spent four hours or less in the ED 59.5%

Same period last year	Change since one year ago
7,929	14.0%
63.6%	

* 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, July to September 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.

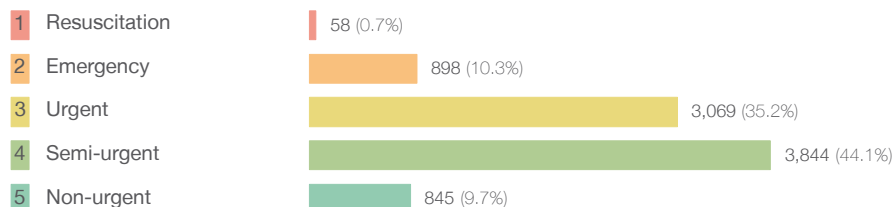
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Lismore Base Hospital: Patients presenting to the emergency department

July to September 2017

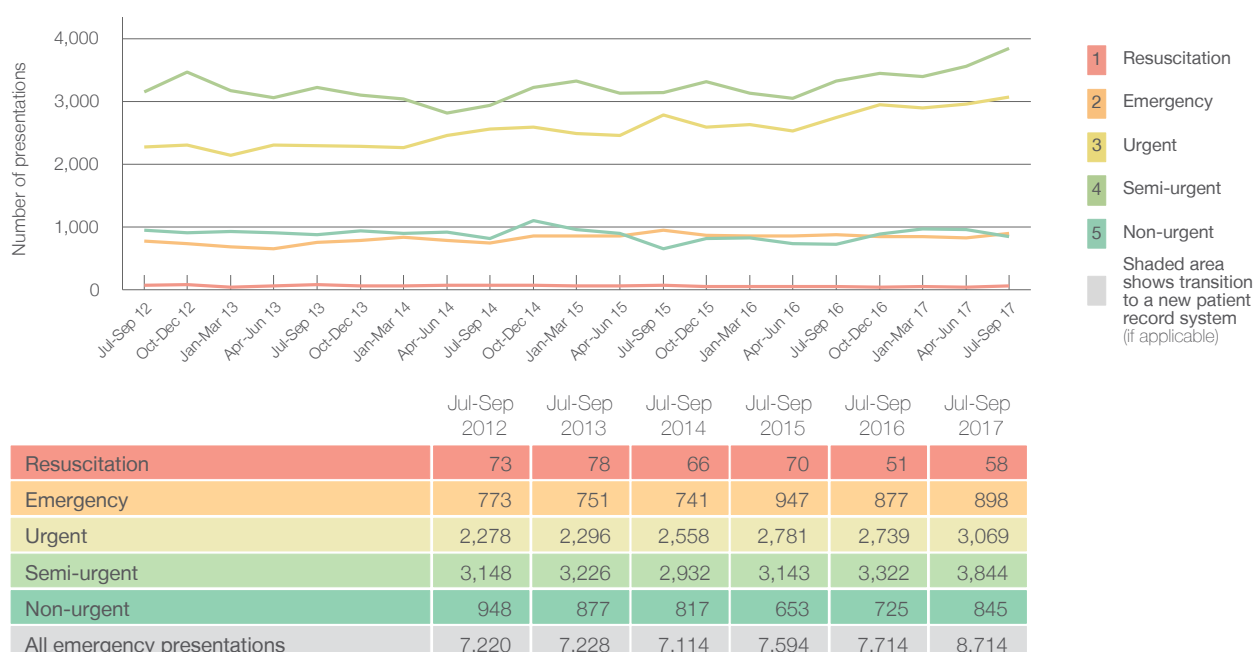
All presentations:¹ 9,039 patients

Emergency presentations² by triage category: 8,714 patients



Same period last year	Change since one year ago
7,929	14.0%
7,714	13.0%
51	13.7%
877	2.4%
2,739	12.0%
3,322	15.7%
725	16.6%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



Lismore Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,898 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,668	
15 minutes	2 minutes
53 minutes	2 minutes

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

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

Lismore Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 898

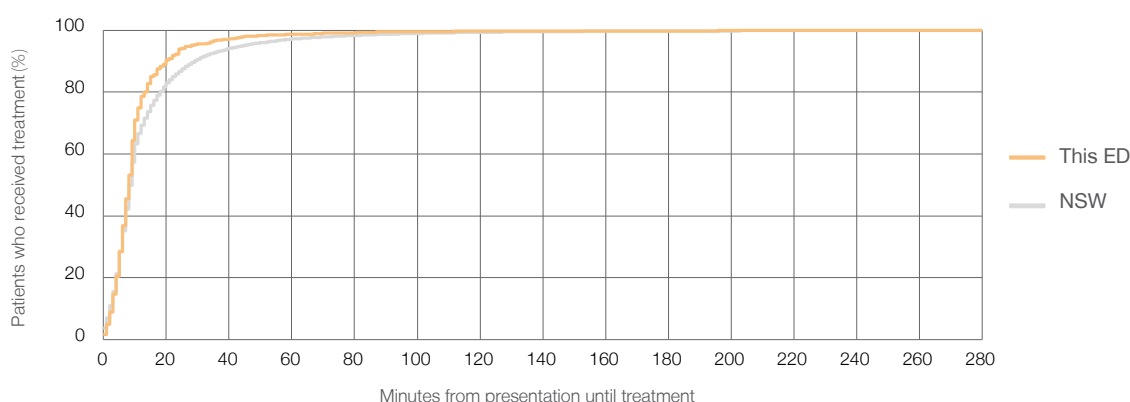
Number of triage 2 patients used to calculate waiting time:³ 890

Median time to start treatment⁴ 8 minutes

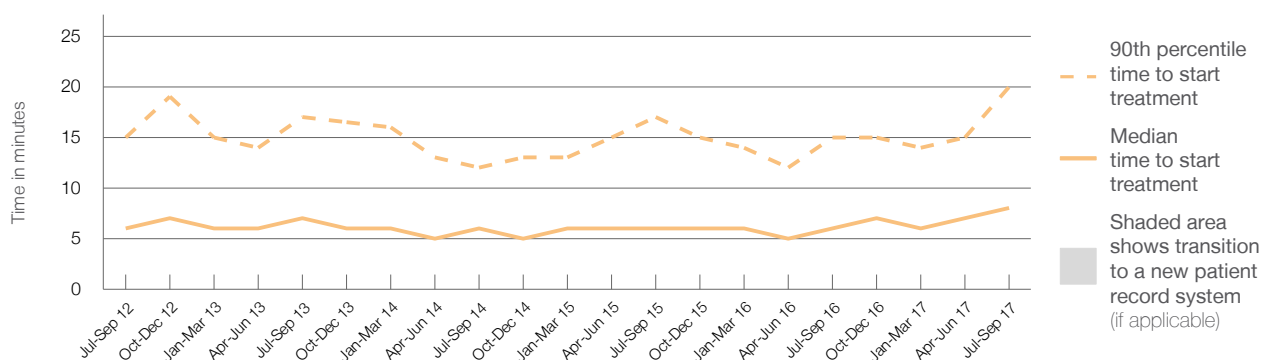
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
877	
873	
6 minutes	9 minutes
15 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	7	6	6	6	8
90th percentile time to start treatment ⁵ (minutes)	15	17	12	17	15	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 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 3,069

Number of triage 3 patients used to calculate waiting time:³ 2,983

Median time to start treatment⁴

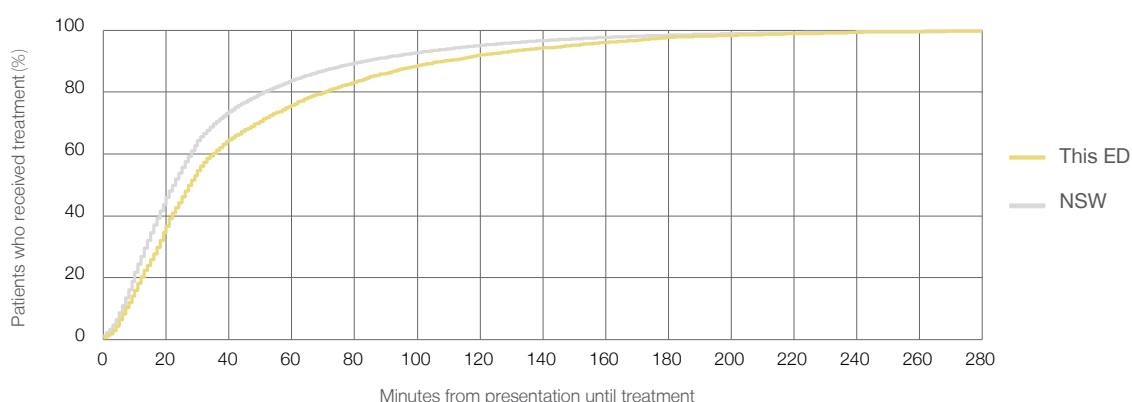
28 minutes

90th percentile time to start treatment⁵

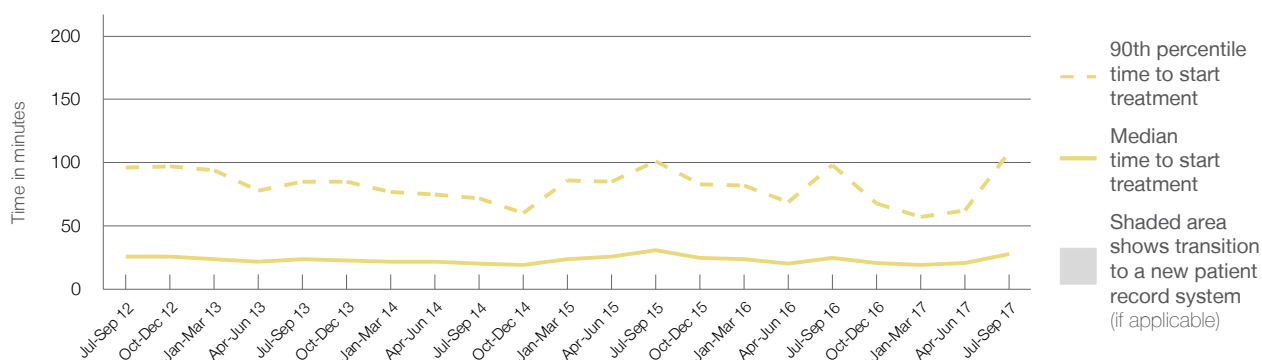
108 minutes

Same period last year	NSW (this period)
2,739	
2,677	
25 minutes	23 minutes
98 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	24	20	31	25	28
90th percentile time to start treatment ⁵ (minutes)	96	85	72	101	98	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 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 3,844

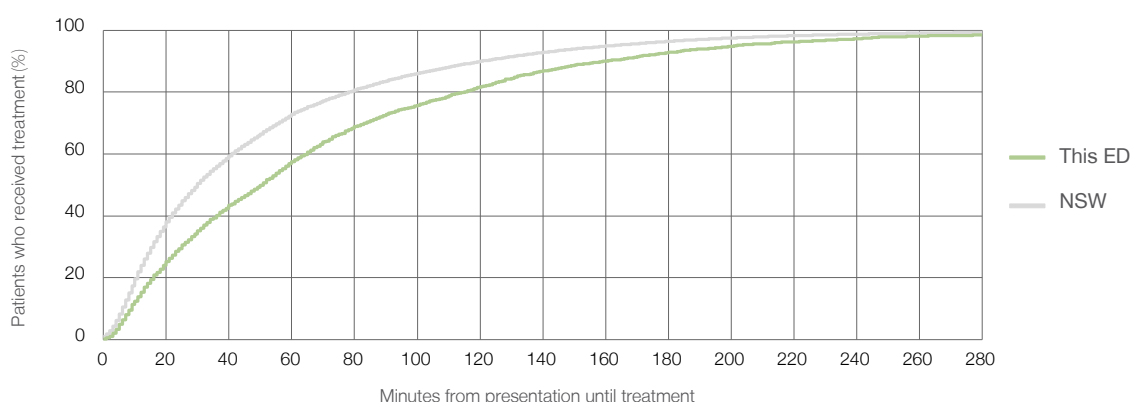
Number of triage 4 patients used to calculate waiting time:³ 3,486

Median time to start treatment⁴ 51 minutes

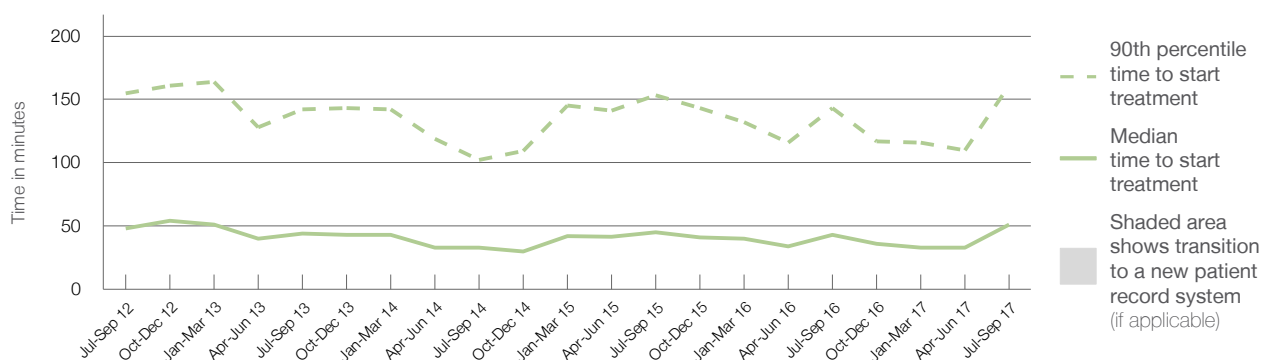
90th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
3,322	
3,038	
43 minutes	30 minutes
143 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	48	44	33	45	43	51
90th percentile time to start treatment ⁵ (minutes)	155	142	102	153	143	161

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

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

Lismore Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 845

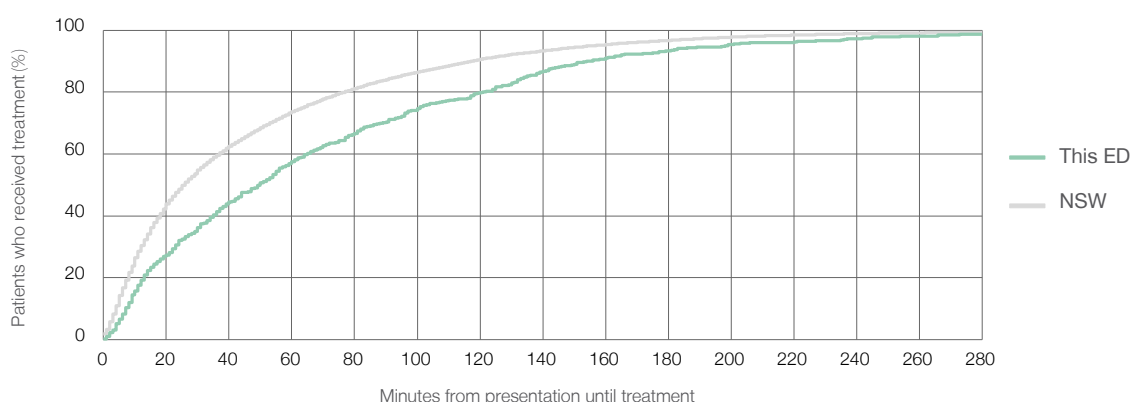
Number of triage 5 patients used to calculate waiting time:³ 703

Median time to start treatment⁴ 50 minutes

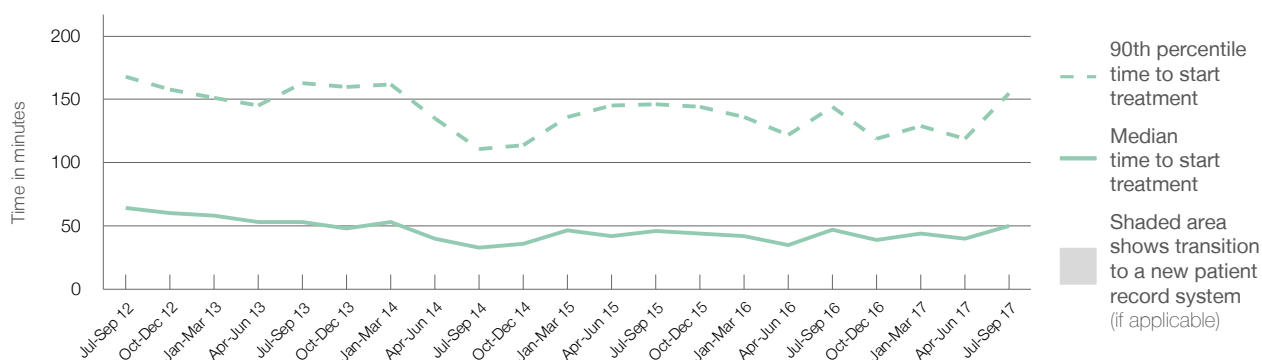
90th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
725	
614	
47 minutes	26 minutes
144 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	64	53	33	46	47	50
90th percentile time to start treatment ⁵ (minutes)	168	163	111	146	144	155

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

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

Lismore Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,039 patients

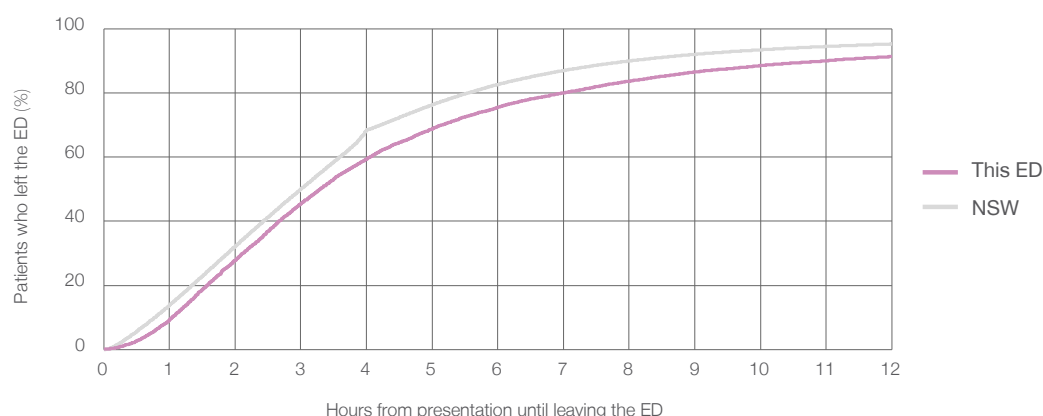
Presentations used to calculate time to leaving the ED:⁶ 9,038 patients

Median time spent in the ED⁸ 3 hours and 18 minutes

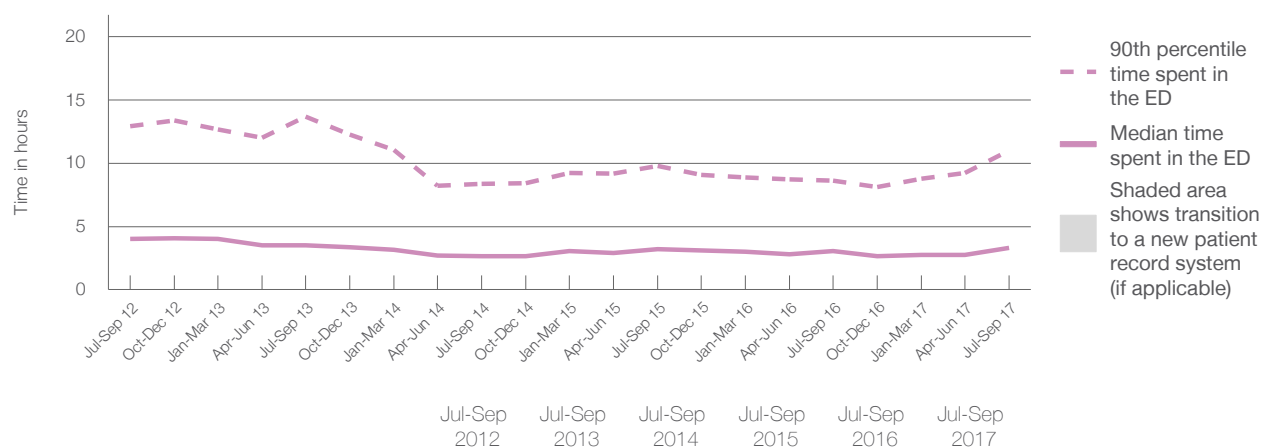
90th percentile time spent in the ED⁹ 11 hours and 0 minutes

Same period last year	NSW (this period)
7,929	
7,929	
3 hours and 4 minutes	3 hours and 0 minutes
8 hours and 37 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 1m	3h 30m	2h 40m	3h 12m	3h 4m	3h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	13h 40m	8h 23m	9h 48m	8h 37m	11h 0m

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

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

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

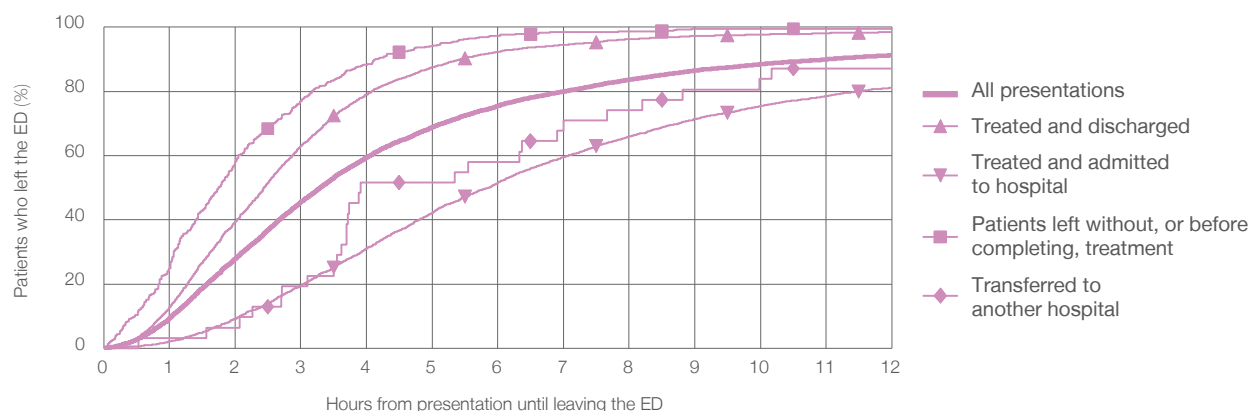
All presentations:[†] 9,039 patients

Presentations used to calculate time to leaving the ED:[‡] 9,038 patients

Treated and discharged	4,706 (52.1%)
Treated and admitted to hospital	3,775 (41.8%)
Patient left without, or before completing, treatment	462 (5.1%)
Transferred to another hospital	31 (0.3%)
Other	65 (0.7%)

Same period last year	Change since one year ago
7,929	14.0%
4,011	17.3%
3,457	9.2%
384	20.3%
20	55.0%
57	14.0%

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



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

Treated and discharged	12.8%	39.5%	63.0%	79.0%	92.4%	96.3%	97.8%	98.5%
Treated and admitted to hospital	2.1%	9.2%	19.6%	31.1%	51.6%	65.9%	75.5%	81.2%
Patient left without, or before completing, treatment	24.9%	58.2%	77.1%	88.3%	97.4%	98.7%	99.6%	99.6%
Transferred to another hospital	3.2%	6.5%	19.4%	51.6%	58.1%	74.2%	83.9%	87.1%
All presentations	9.3%	28.0%	45.6%	59.5%	75.5%	83.7%	88.5%	91.3%

(†) 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 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.

Lismore Base Hospital: Time spent in the ED

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

July to September 2017

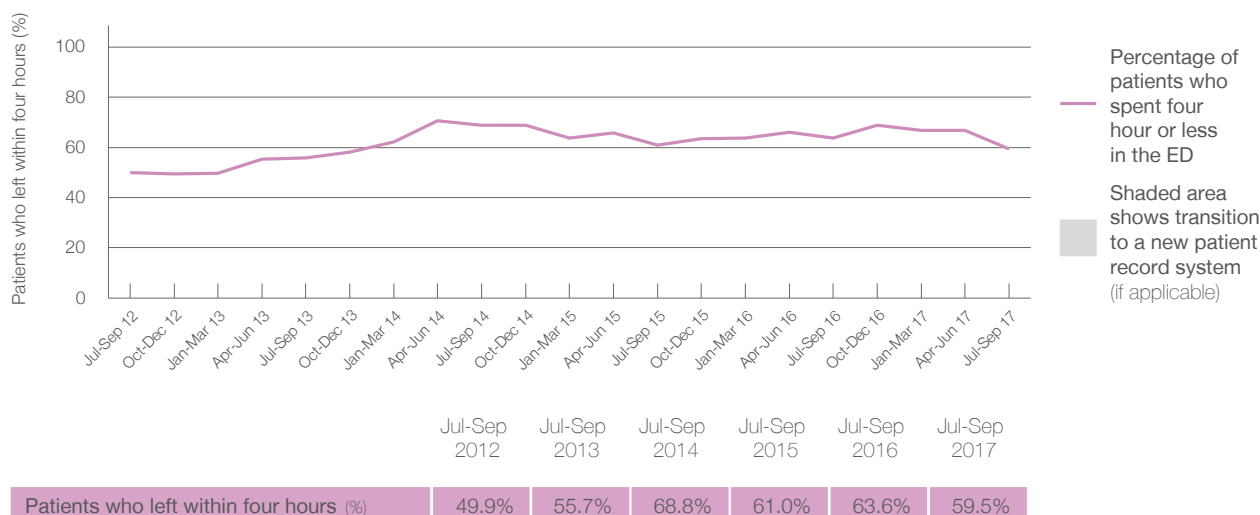
All presentations at the emergency department:¹ 9,039 patients

Presentations used to calculate time to leaving the ED:⁶ 9,038 patients

Percentage of patients who spent four hours or less in the ED 59.5%

Same period last year	Change since one year ago
7,929	14.0%
7,929	14.0%
63.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Maitland Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,610 patients

Emergency presentations:² 12,538 patients

Same period last year	Change since one year ago
12,232	3.1%
12,165	3.1%

Maitland Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,993 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,392 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 131 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,838 patients

Median time to start treatment⁴ 55 minutes
90th percentile time to start treatment⁵ 177 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,279 patients

Median time to start treatment⁴ 62 minutes
90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
2,179	
8 minutes	9 minutes
22 minutes	29 minutes
3,285	
22 minutes	23 minutes
76 minutes	83 minutes
5,447	
41 minutes	30 minutes
131 minutes	121 minutes
1,231	
55 minutes	26 minutes
141 minutes	118 minutes

Maitland Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,609 patients

Percentage of patients who spent four hours or less in the ED 60.8%

Same period last year	Change since one year ago
12,232	3.1%
70.5%	

* 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, July to September 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.

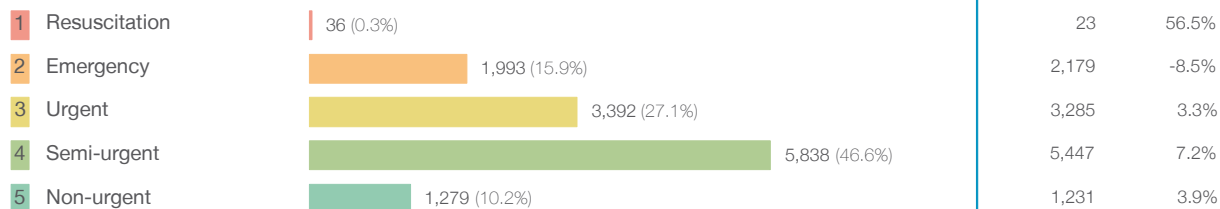
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Maitland Hospital: Patients presenting to the emergency department

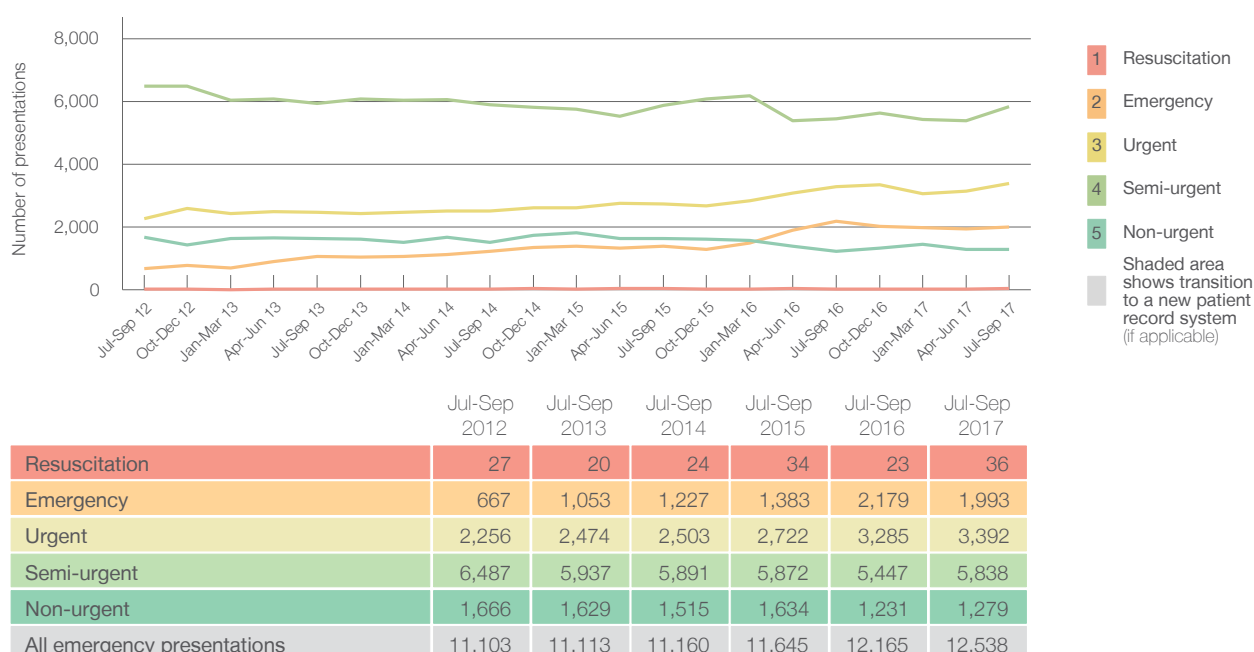
July to September 2017

All presentations:¹ 12,610 patients

Emergency presentations² by triage category: 12,538 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Maitland Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,380 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 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.

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

July to September 2017

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

Number of triage 2 patients: 1,993

Number of triage 2 patients used to calculate waiting time:³ 1,938

Median time to start treatment⁴

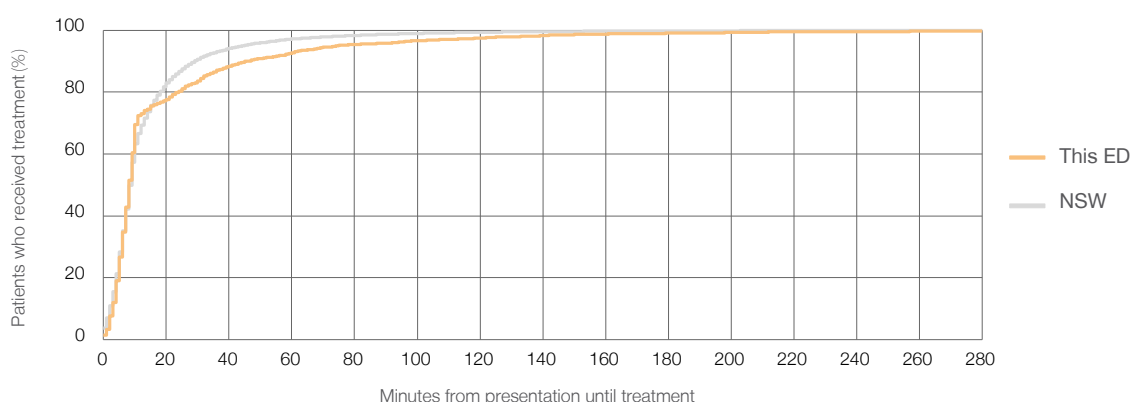
8 minutes

90th percentile time to start treatment⁵

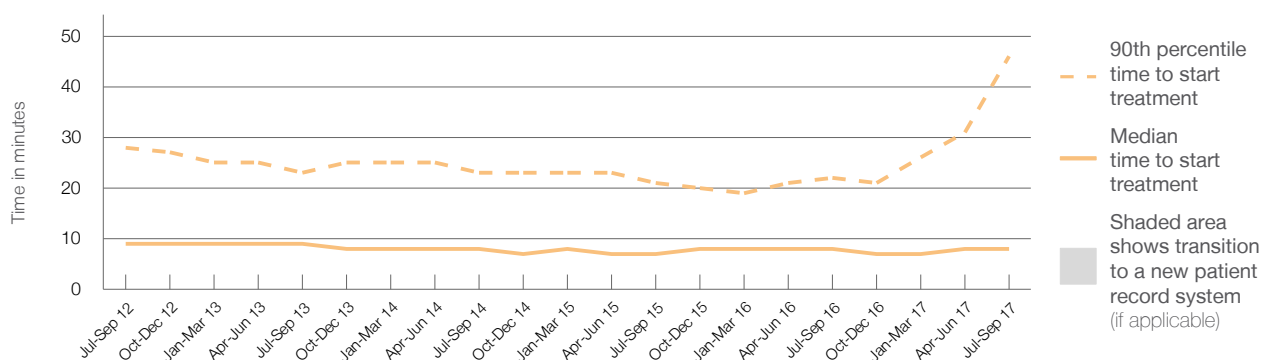
46 minutes

Same period last year	NSW (this period)
2,179	
2,135	
8 minutes	9 minutes
22 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	9	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	28	23	23	21	22	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 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.

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

July to September 2017

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

Number of triage 3 patients: 3,392

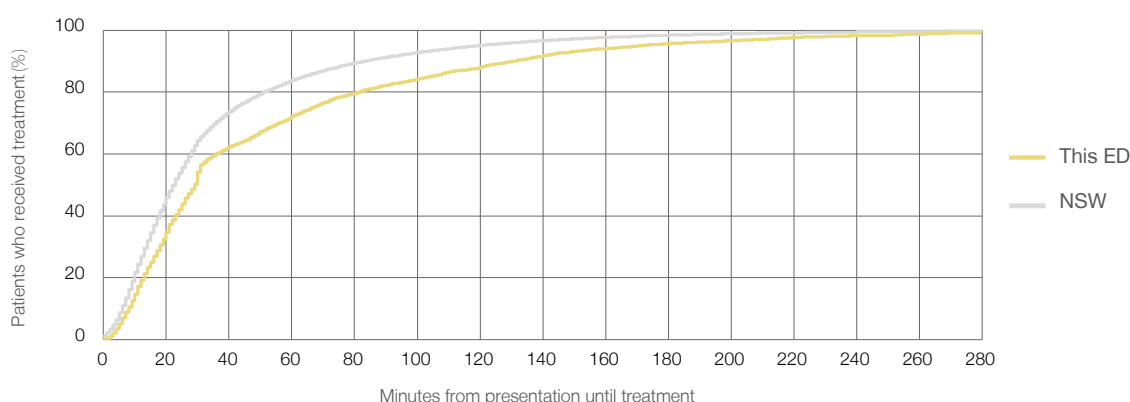
Number of triage 3 patients used to calculate waiting time:³ 3,155

Median time to start treatment⁴ 29 minutes

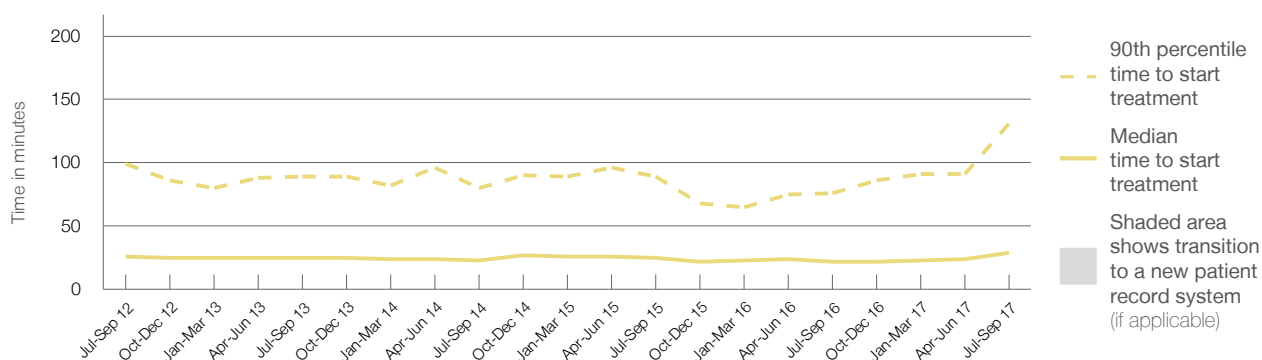
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
3,285	
3,146	
22 minutes	23 minutes
76 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	25	23	25	22	29
90th percentile time to start treatment ⁵ (minutes)	99	89	80	89	76	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 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.

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

July to September 2017

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

Number of triage 4 patients: 5,838

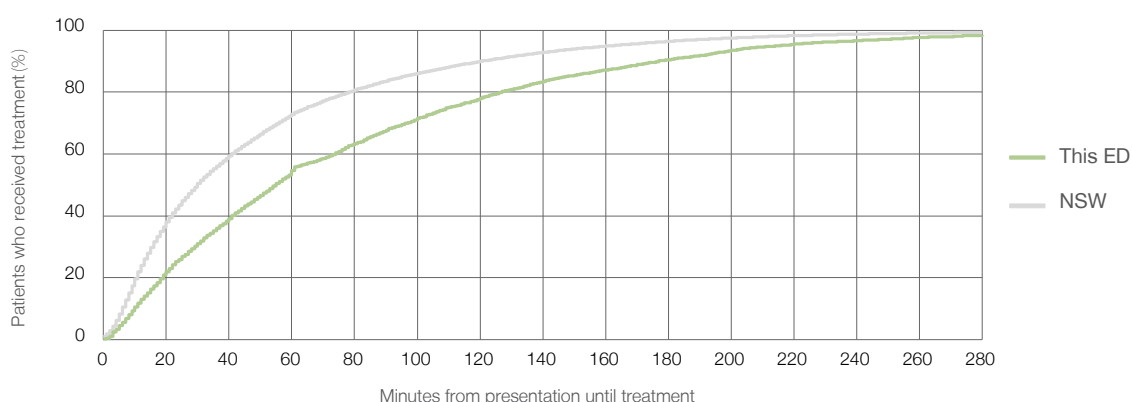
Number of triage 4 patients used to calculate waiting time:³ 4,598

Median time to start treatment⁴ 55 minutes

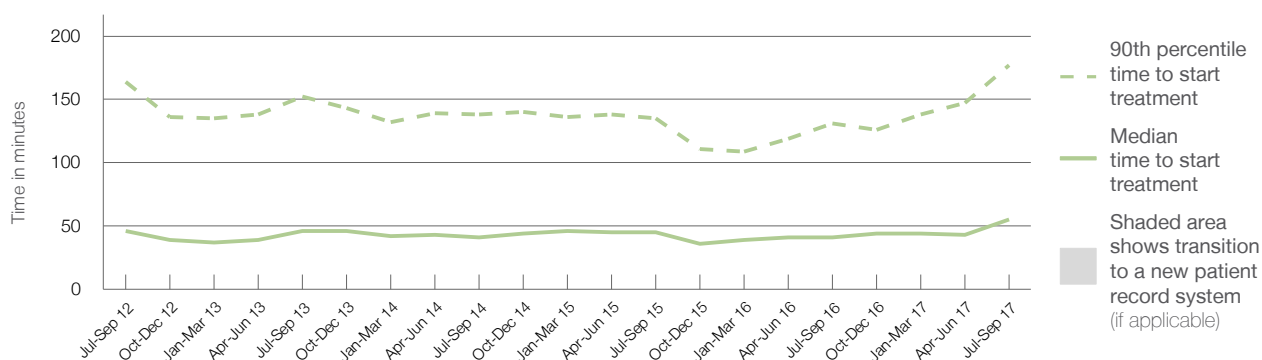
90th percentile time to start treatment⁵ 177 minutes

Same period last year	NSW (this period)
5,447	
4,585	
41 minutes	30 minutes
131 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	46	46	41	45	41	55
90th percentile time to start treatment ⁵ (minutes)	164	152	138	135	131	177

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

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

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

July to September 2017

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

Number of triage 5 patients: 1,279

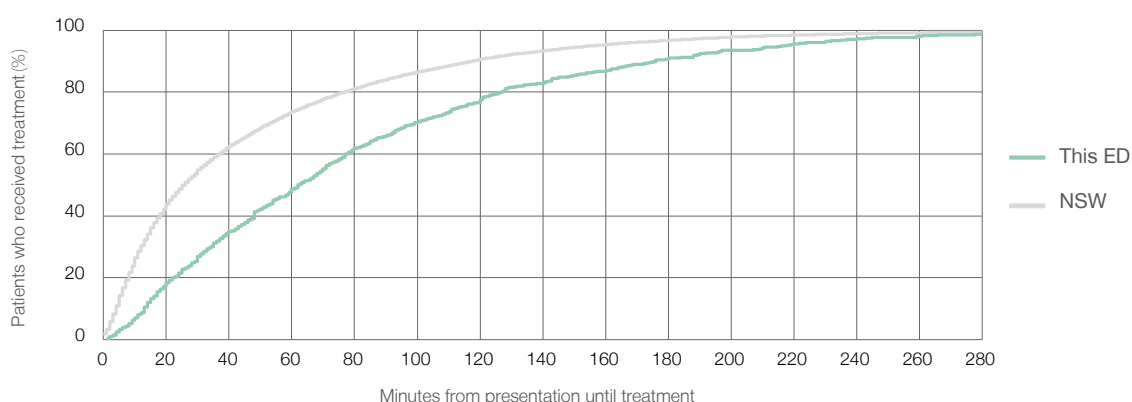
Number of triage 5 patients used to calculate waiting time:³ 839

Median time to start treatment⁴ 62 minutes

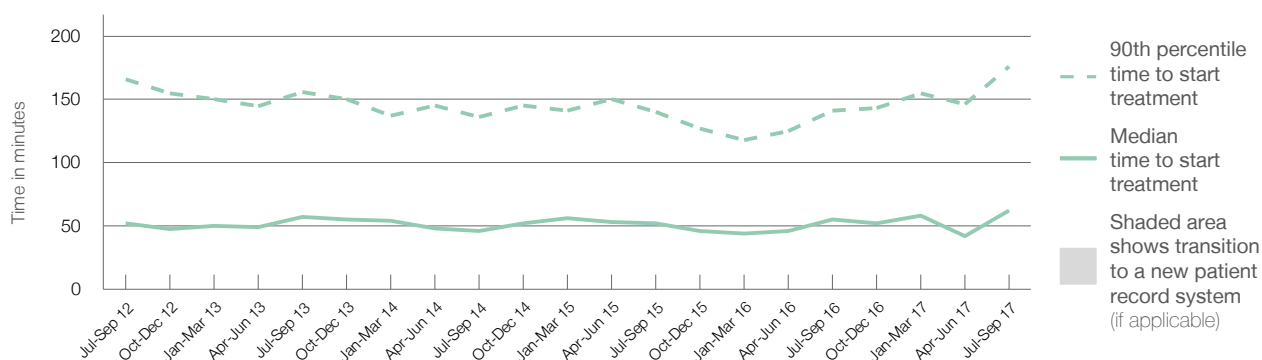
90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
1,231	
904	
55 minutes	26 minutes
141 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	52	57	46	52	55	62
90th percentile time to start treatment ⁵ (minutes)	166	156	136	140	141	176

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

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

Maitland Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,610 patients

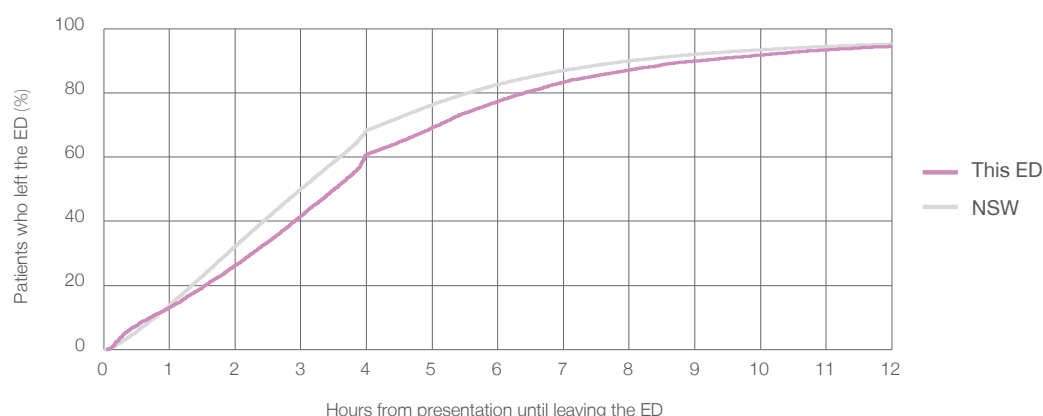
Presentations used to calculate time to leaving the ED:⁶ 12,609 patients

Median time spent in the ED⁸ 3 hours and 31 minutes

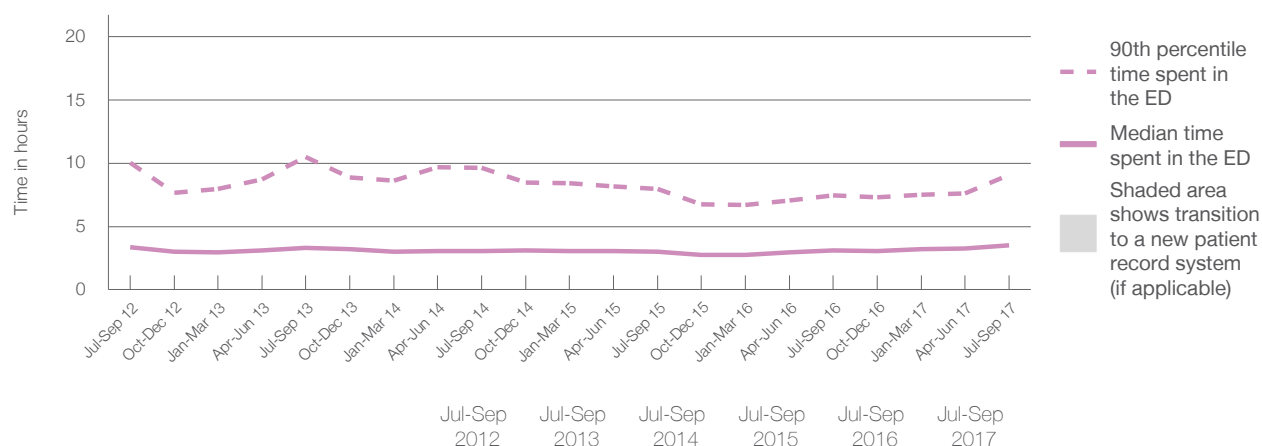
90th percentile time spent in the ED⁹ 9 hours and 4 minutes

Same period last year	NSW (this period)
12,232	
12,232	
3 hours and 7 minutes	3 hours and 0 minutes
7 hours and 27 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 22m	3h 19m	3h 3m	3h 1m	3h 7m	3h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 3m	10h 29m	9h 38m	7h 58m	7h 27m	9h 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 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.

Maitland Hospital: Time patients spent in the ED

By mode of separation

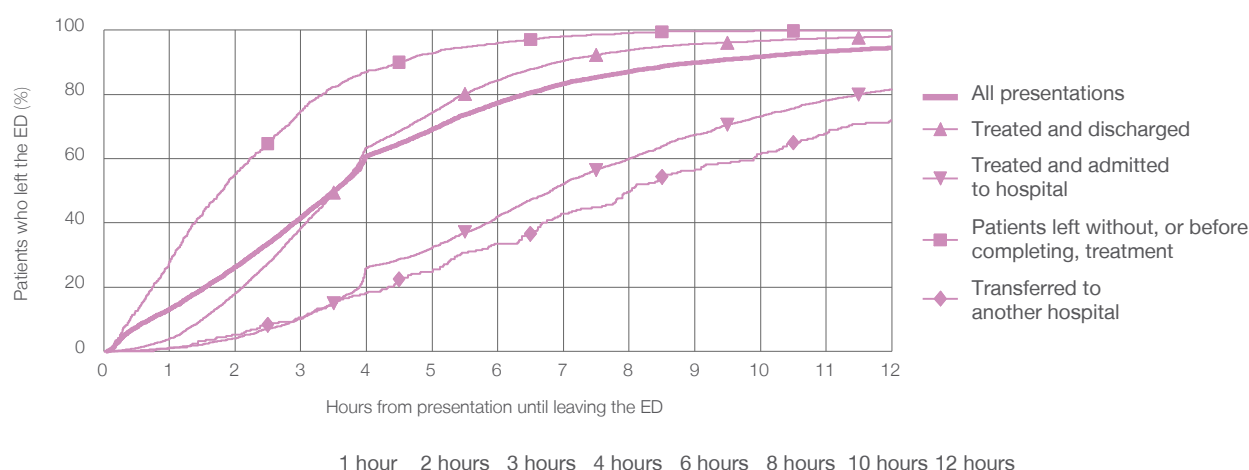
July to September 2017

All presentations:[†] 12,610 patients

Presentations used to calculate time to leaving the ED:[‡] 12,609 patients

		Same period last year	Change since one year ago
Treated and discharged	7,276 (57.7%)	7,862	-7.5%
Treated and admitted to hospital	2,587 (20.5%)	2,500	3.5%
Patient left without, or before completing, treatment	1,156 (9.2%)	586	97.3%
Transferred to another hospital	254 (2.0%)	214	18.7%
Other	1,337 (10.6%)	1,070	25.0%

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



Treated and discharged	3.9%	18.1%	38.4%	63.3%	84.4%	93.8%	96.7%	98.0%
Treated and admitted to hospital	1.0%	4.0%	10.1%	26.0%	42.1%	59.9%	73.1%	81.7%
Patient left without, or before completing, treatment	27.9%	55.2%	74.9%	87.0%	96.0%	99.1%	99.8%	99.9%
Transferred to another hospital	1.2%	5.1%	10.6%	18.1%	33.5%	49.6%	61.4%	72.0%
All presentations	13.2%	26.3%	41.7%	60.8%	77.4%	87.1%	91.8%	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 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.

Maitland Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 12,610 patients

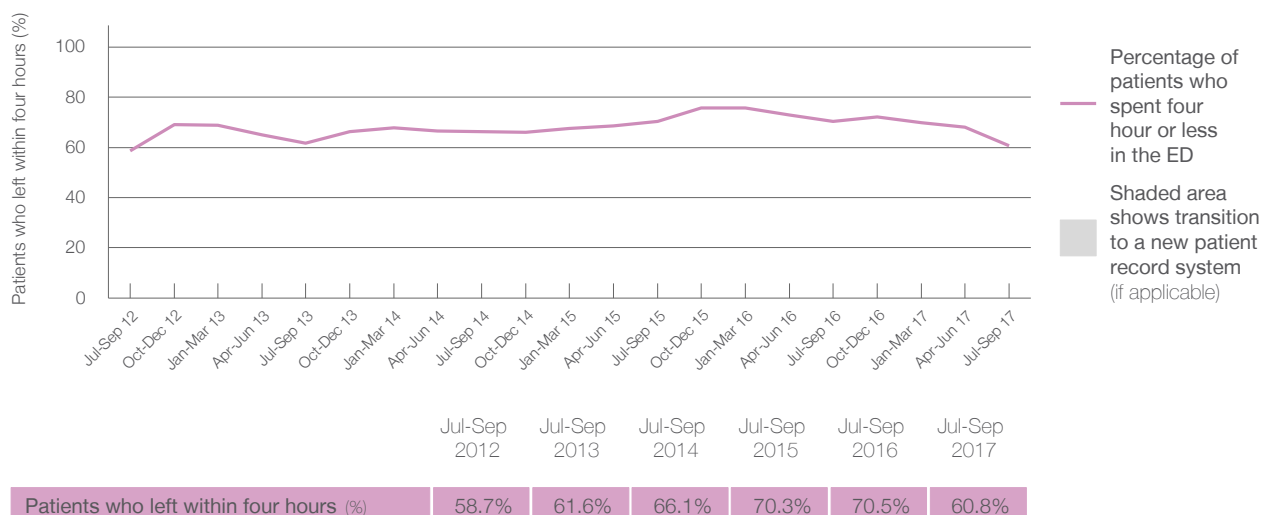
Presentations used to calculate time to leaving the ED:⁶ 12,609 patients

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



Same period last year	Change since one year ago
12,232	3.1%
12,232	3.1%
70.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



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

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

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

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, July to September 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 17 October 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Manly District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,369 patients

Emergency presentations:² 6,323 patients

Same period last year	Change since one year ago
5,800	9.8%
5,720	10.5%

Manly District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 957 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): 2,510 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,503 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 309 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
973	
6 minutes	9 minutes
10 minutes	29 minutes
2,262	
12 minutes	23 minutes
37 minutes	83 minutes
2,202	
13 minutes	30 minutes
69 minutes	121 minutes
248	
12 minutes	26 minutes
84 minutes	118 minutes

Manly District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,362 patients

Percentage of patients who spent four hours or less in the ED 81.6%

Same period last year	Change since one year ago
5,800	9.7%
83.3%	

* 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, July to September 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.

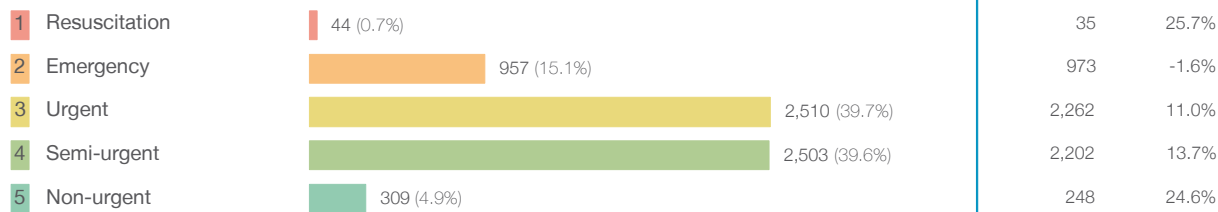
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Manly District Hospital: Patients presenting to the emergency department

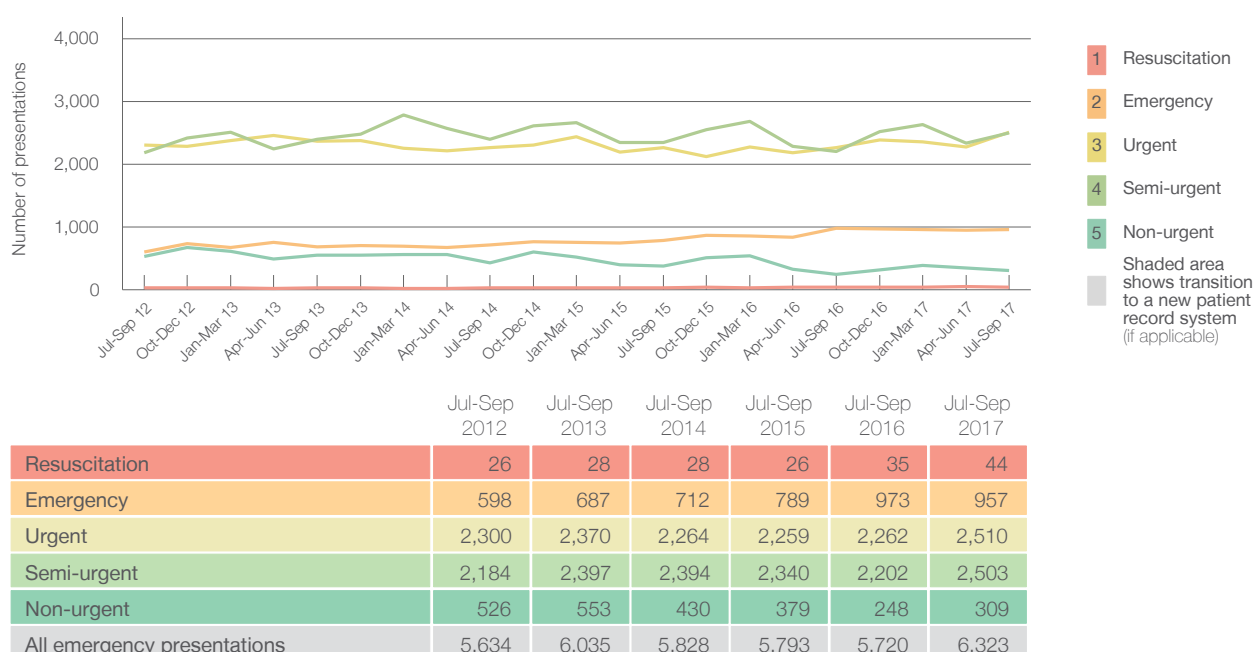
July to September 2017

All presentations:¹ 6,369 patients

Emergency presentations² by triage category: 6,323 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Manly District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,480 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 957

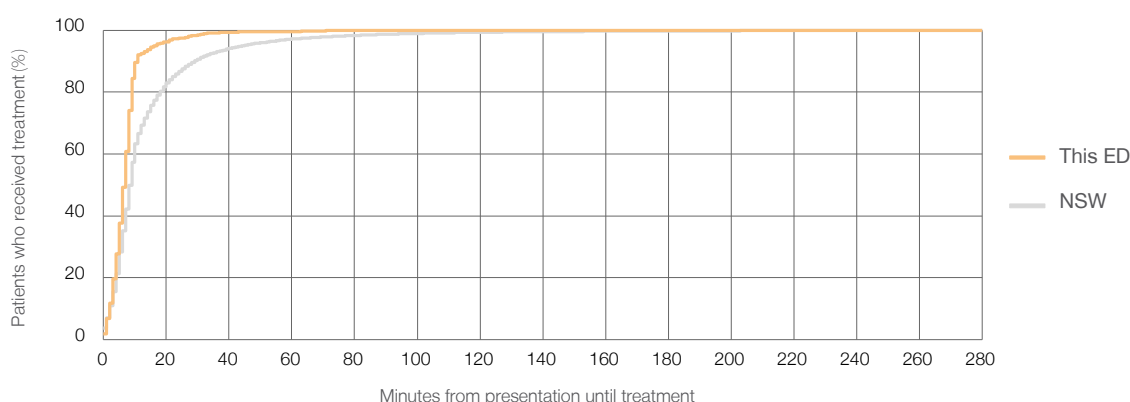
Number of triage 2 patients used to calculate waiting time:³ 957

Median time to start treatment⁴ 7 minutes

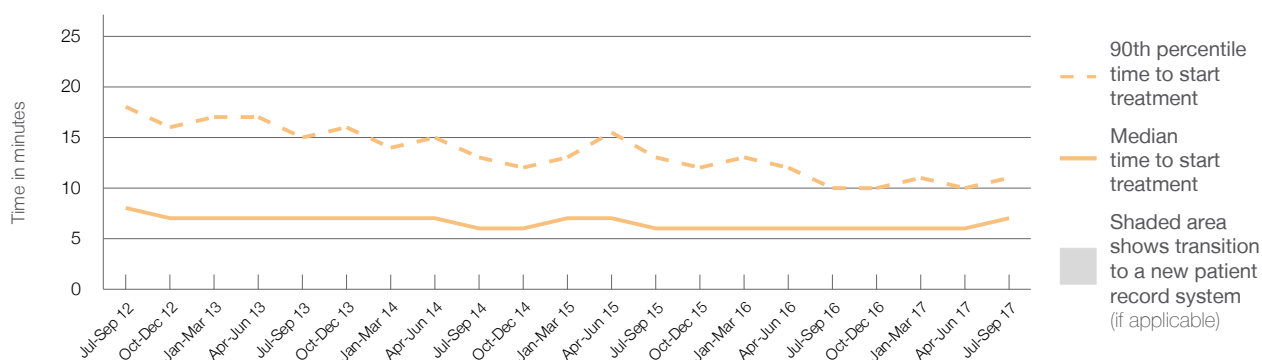
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
973	
972	
6 minutes	9 minutes
10 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	18	15	13	13	10	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 3 patients: 2,510

Number of triage 3 patients used to calculate waiting time:³ 2,483

Median time to start treatment⁴

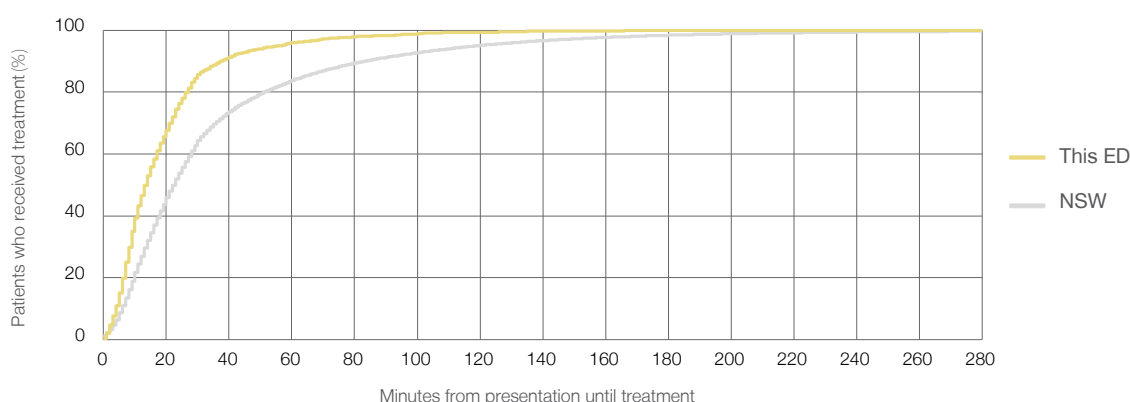
14 minutes

90th percentile time to start treatment⁵

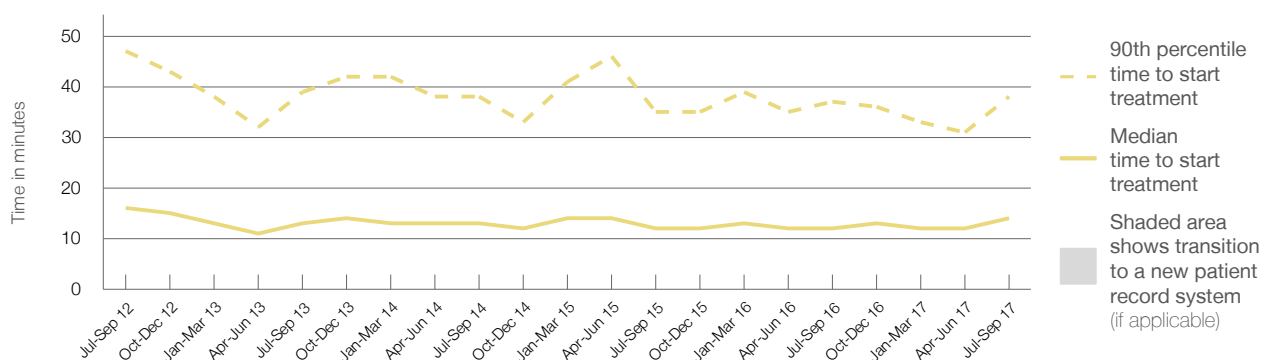
38 minutes

Same period last year	NSW (this period)
2,262	
2,251	
12 minutes	23 minutes
37 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	16	13	13	12	12	14
90th percentile time to start treatment ⁵ (minutes)	47	39	38	35	37	38

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

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

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

July to September 2017

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

Number of triage 4 patients: 2,503

Number of triage 4 patients used to calculate waiting time:³ 2,416

Median time to start treatment⁴

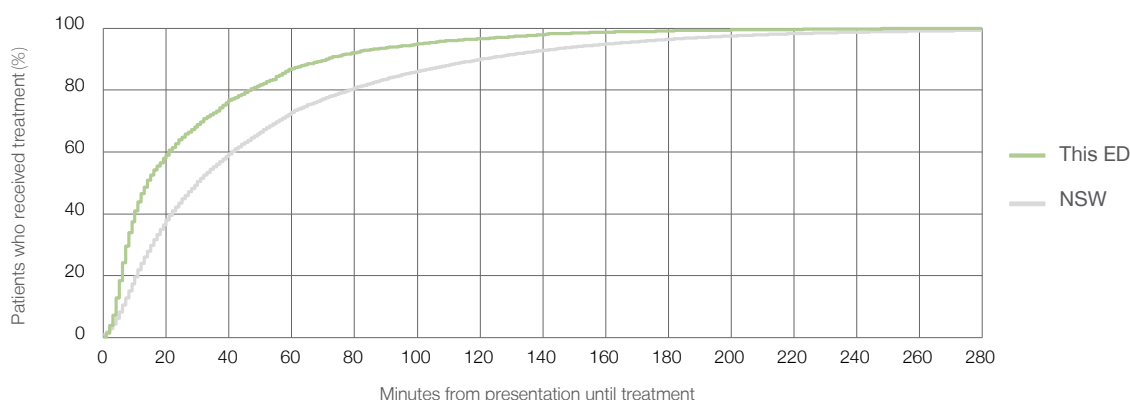
14 minutes

90th percentile time to start treatment⁵

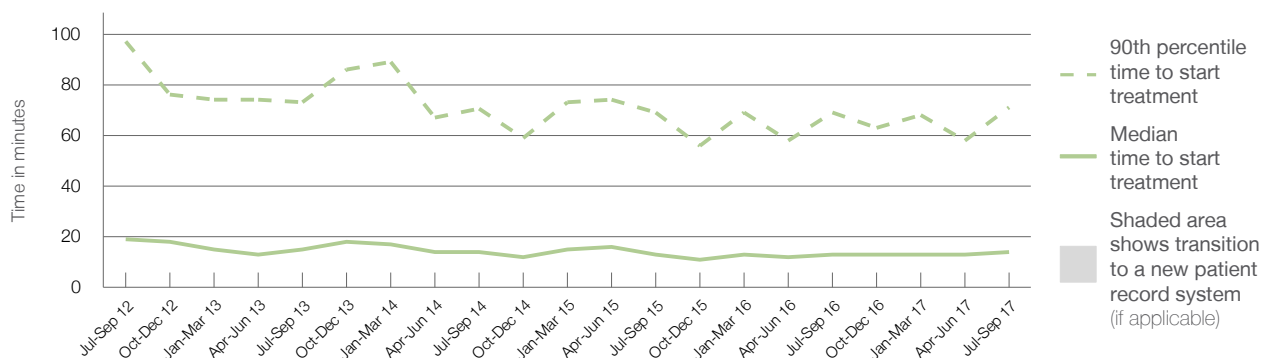
71 minutes

Same period last year	NSW (this period)
2,202	
2,139	
13 minutes	30 minutes
69 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	15	14	13	13	14
90th percentile time to start treatment ⁵ (minutes)	97	73	71	69	69	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 5 patients: 309

Number of triage 5 patients used to calculate waiting time:³ 285

Median time to start treatment⁴

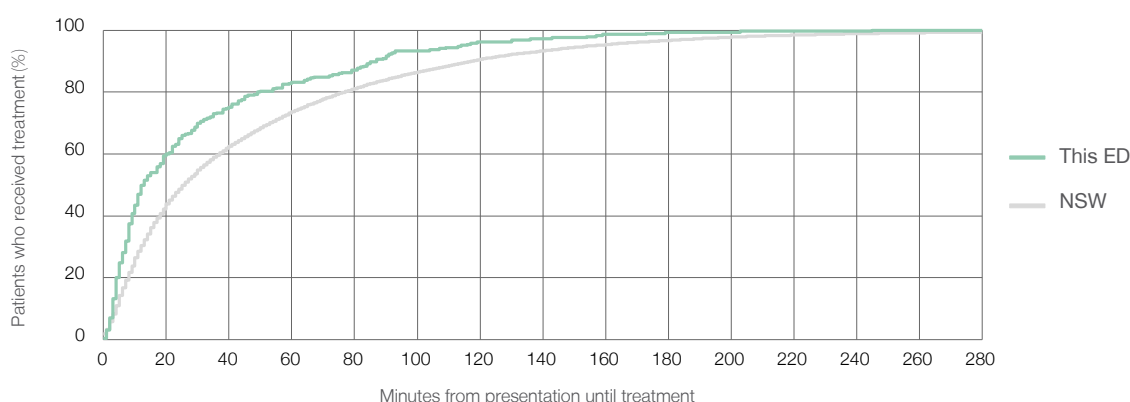
13 minutes

90th percentile time to start treatment⁵

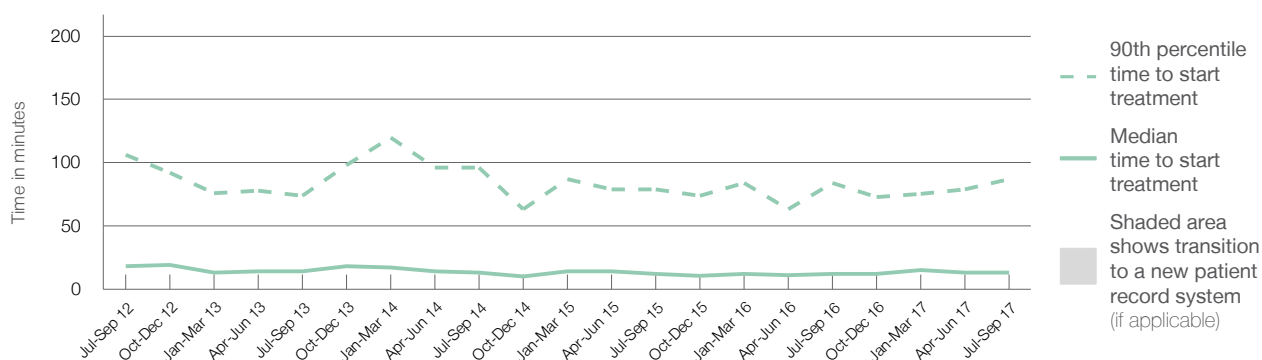
87 minutes

Same period last year	NSW (this period)
248	
229	
12 minutes	26 minutes
84 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	14	13	12	12	13
90th percentile time to start treatment ⁵ (minutes)	106	74	96	79	84	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Manly District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,369 patients

Presentations used to calculate time to leaving the ED:⁶ 6,362 patients

Median time spent in the ED⁸

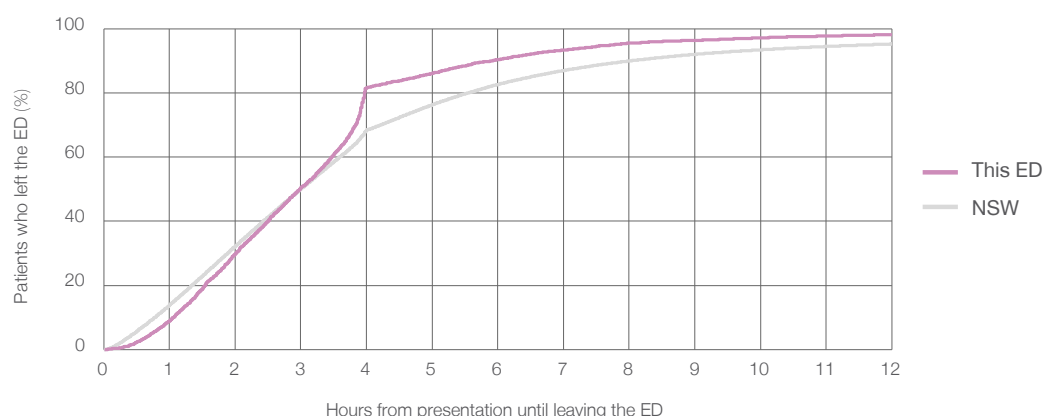
2 hours and 59 minutes

90th percentile time spent in the ED⁹

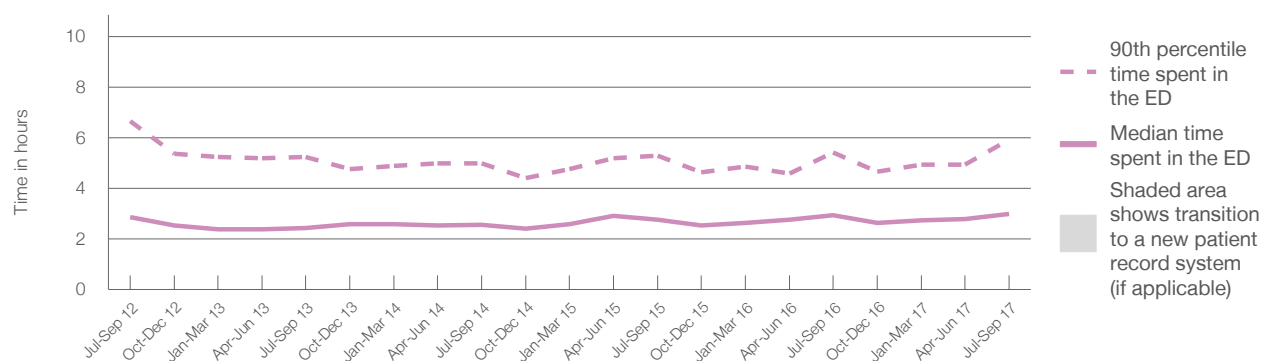
5 hours and 55 minutes

Same period last year	NSW (this period)
5,800	
5,800	
2 hours and 57 minutes	3 hours and 0 minutes
5 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 52m	2h 26m	2h 34m	2h 46m	2h 57m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 40m	5h 14m	5h 0m	5h 17m	5h 26m	5h 55m

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

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

Manly District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

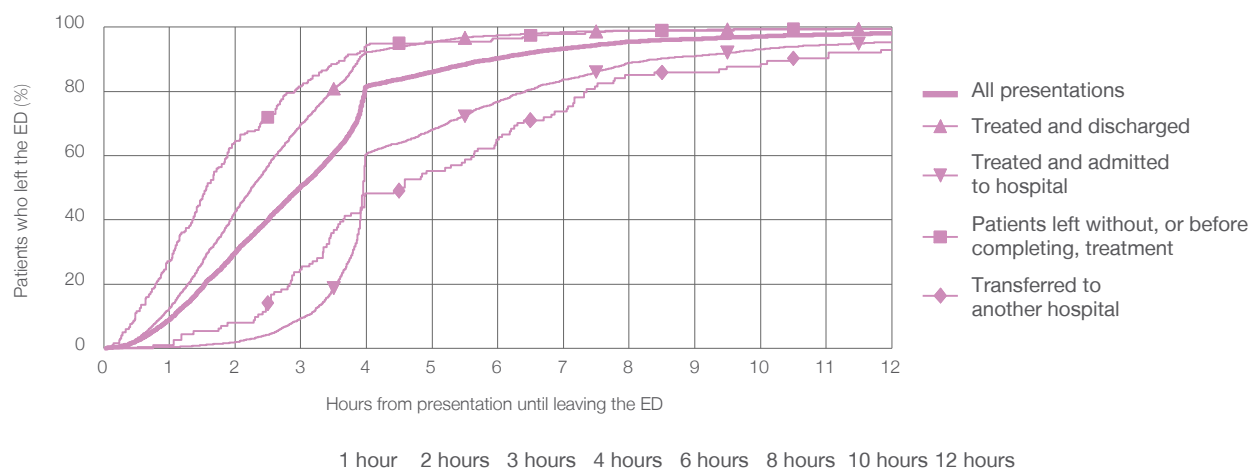
All presentations:[†] 6,369 patients

Presentations used to calculate time to leaving the ED:[‡] 6,362 patients

Treated and discharged	4,047 (63.5%)
Treated and admitted to hospital	1,992 (31.3%)
Patient left without, or before completing, treatment	200 (3.1%)
Transferred to another hospital	114 (1.8%)
Other	16 (0.3%)

Same period last year	Change since one year ago
5,800	9.7%
3,486	16.1%
2,027	-1.7%
161	24.2%
122	-6.6%
4	300.0%

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



Treated and discharged	12.5%	42.6%	69.8%	92.2%	97.4%	98.9%	99.3%	99.5%
Treated and admitted to hospital	0.4%	1.9%	9.4%	60.6%	76.8%	88.8%	93.1%	95.3%
Patient left without, or before completing, treatment	27.0%	64.5%	81.5%	94.5%	96.5%	99.0%	99.5%	99.5%
Transferred to another hospital	0.9%	7.9%	24.6%	48.2%	64.9%	85.1%	88.6%	93.0%
All presentations	9.0%	29.9%	50.5%	81.6%	90.4%	95.5%	97.1%	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Manly District Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 6,369 patients

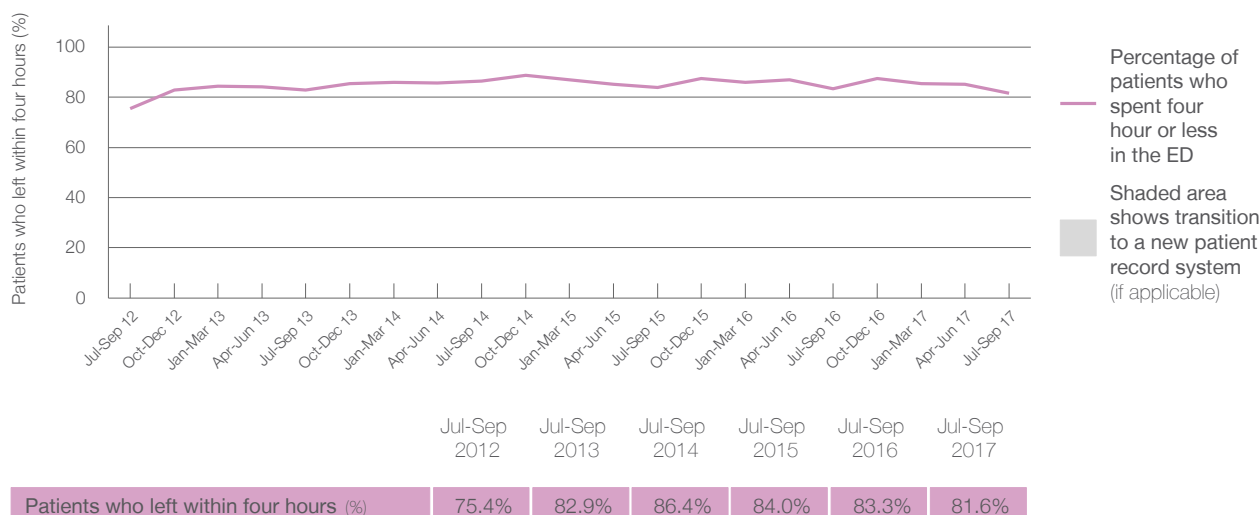
Presentations used to calculate time to leaving the ED:⁶ 6,362 patients

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

81.6%

Same period last year	Change since one year ago
5,800	9.8%
5,800	9.7%
83.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Manning Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 8,196 patients

Emergency presentations:² 8,055 patients

Same period last year	Change since one year ago
6,987	17.3%
6,834	17.9%

Manning Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,411 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,266 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,915 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 171 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,404 patients

Median time to start treatment⁴ 43 minutes
90th percentile time to start treatment⁵ 159 minutes

Same period last year	NSW (this period)
1,308	
7 minutes	9 minutes
11 minutes	29 minutes
2,060	
20 minutes	23 minutes
87 minutes	83 minutes
2,171	
29 minutes	30 minutes
121 minutes	121 minutes
1,255	
29 minutes	26 minutes
118 minutes	118 minutes

Manning Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,196 patients

Percentage of patients who spent four hours or less in the ED 73.2%

Same period last year	Change since one year ago
6,987	17.3%
76.8%	

* 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, July to September 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.

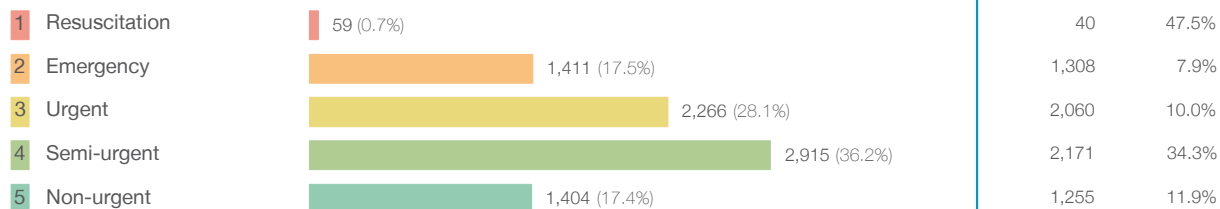
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Manning Base Hospital: Patients presenting to the emergency department

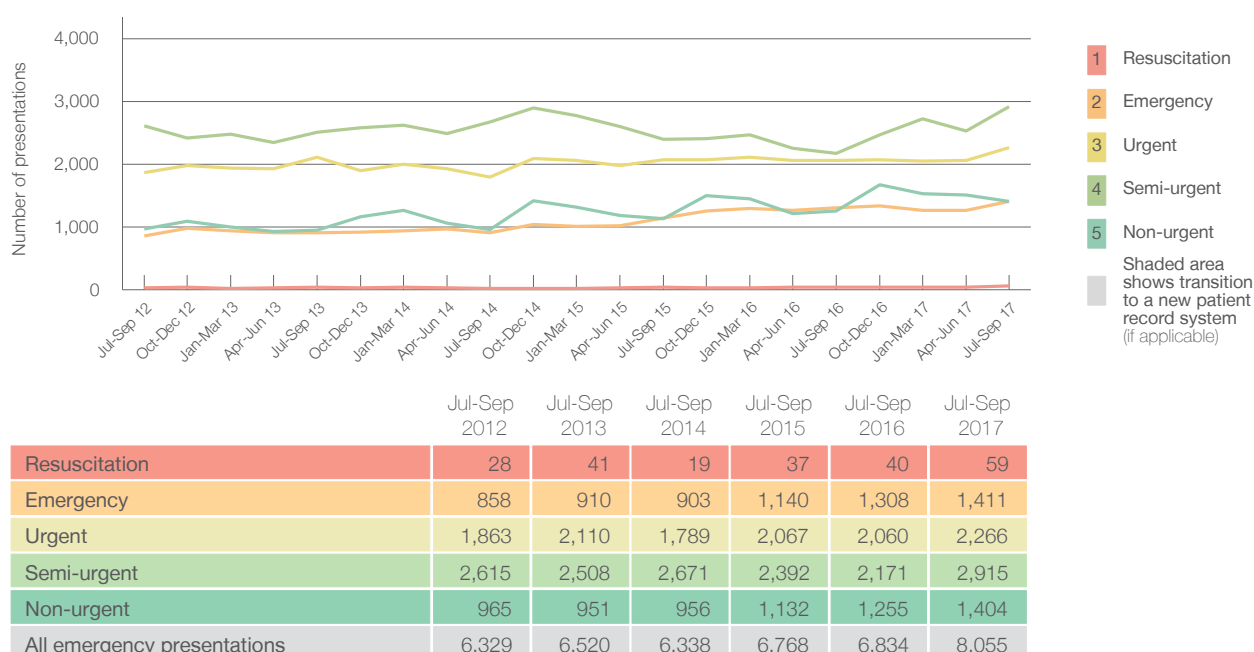
July to September 2017

All presentations:¹ 8,196 patients

Emergency presentations² by triage category: 8,055 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Manning Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,199 patients

ED Transfer of care time



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

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

Manning Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,411

Number of triage 2 patients used to calculate waiting time:³ 1,403

Median time to start treatment⁴

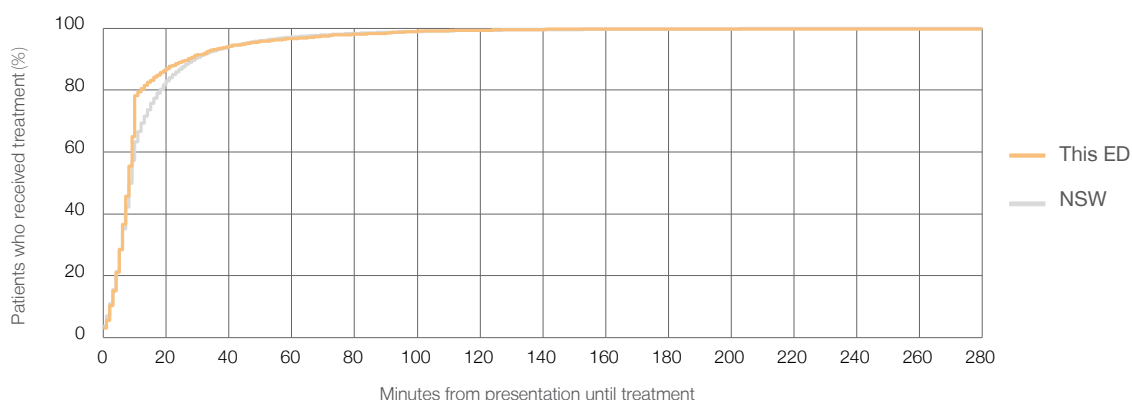
8 minutes

90th percentile time to start treatment⁵

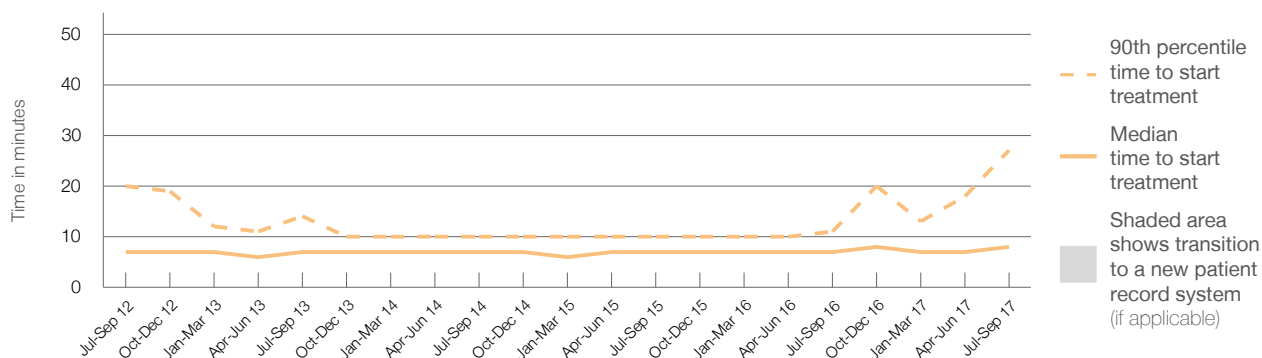
27 minutes

Same period last year	NSW (this period)
1,308	
1,298	
7 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	20	14	10	10	11	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 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.

Manning Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 2,266

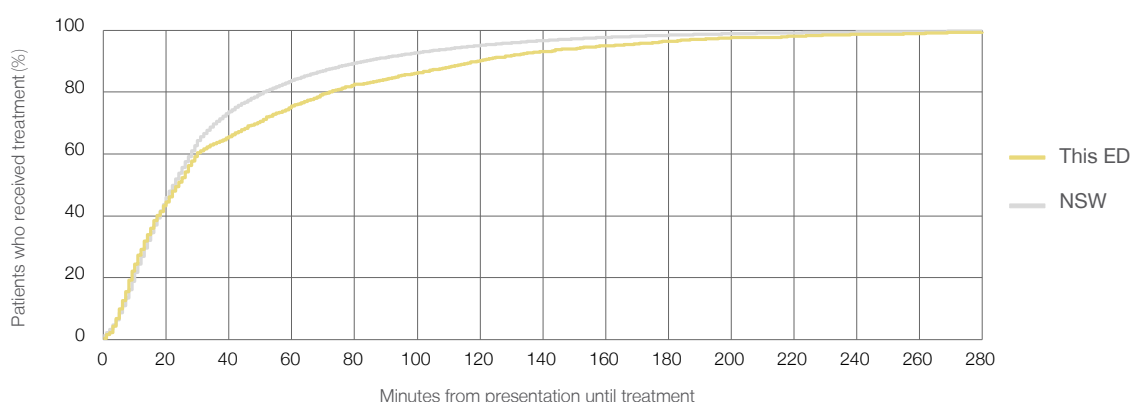
Number of triage 3 patients used to calculate waiting time:³ 2,199

Median time to start treatment⁴ 24 minutes

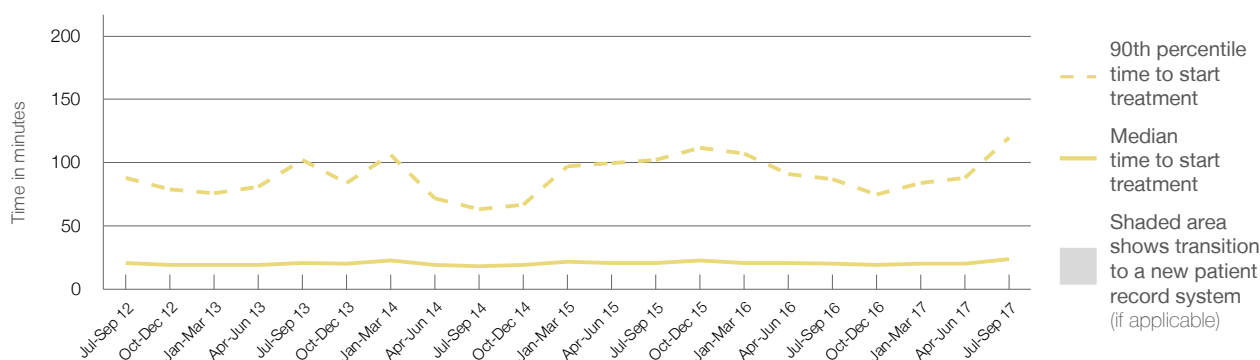
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
2,060	
2,006	
20 minutes	23 minutes
87 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	21	18	21	20	24
90th percentile time to start treatment ⁵ (minutes)	88	102	63	102	87	120

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

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

Manning Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 2,915

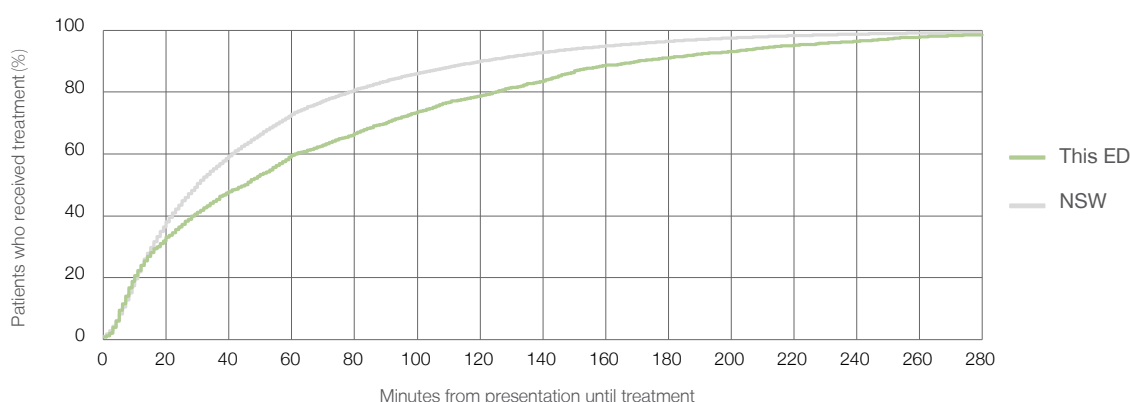
Number of triage 4 patients used to calculate waiting time:³ 2,640

Median time to start treatment⁴ 45 minutes

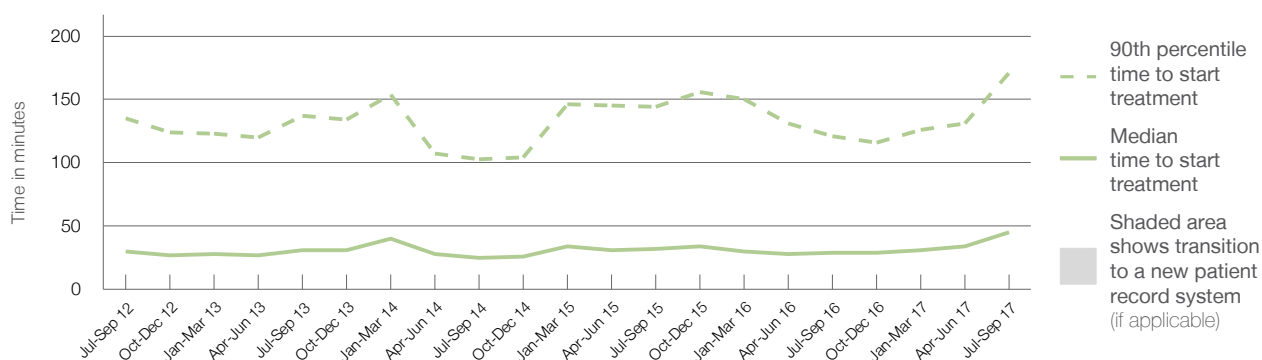
90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
2,171	
2,010	
29 minutes	30 minutes
121 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	31	25	32	29	45
90th percentile time to start treatment ⁵ (minutes)	135	137	103	144	121	171

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

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

Manning Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,404

Number of triage 5 patients used to calculate waiting time:³ 1,226

Median time to start treatment⁴

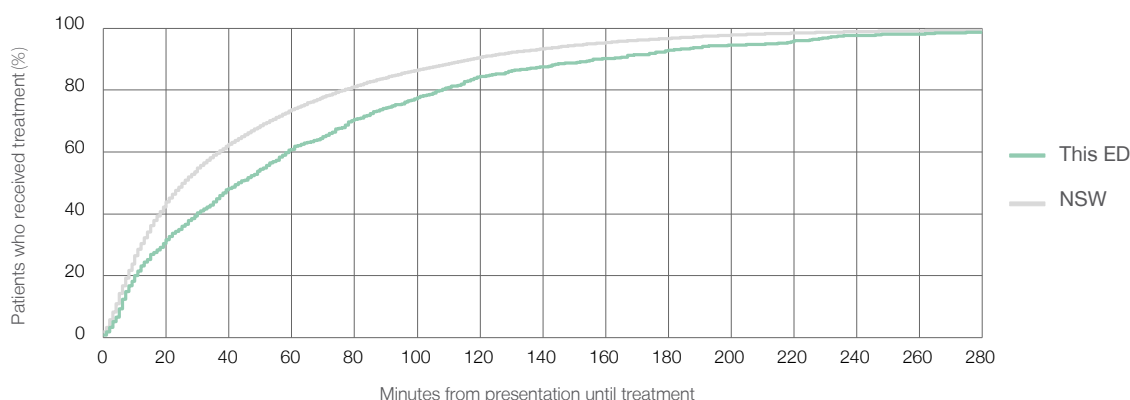
43 minutes

90th percentile time to start treatment⁵

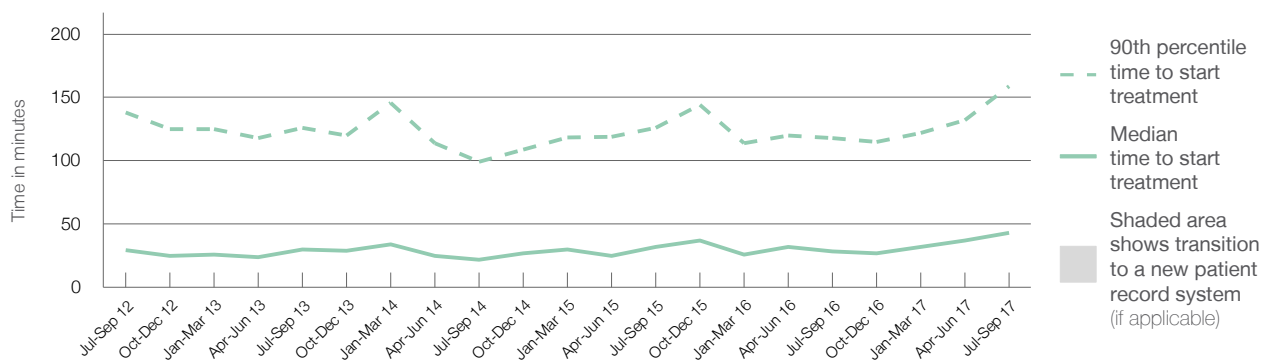
159 minutes

Same period last year	NSW (this period)
1,255	
1,134	
29 minutes	26 minutes
118 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	30	22	32	29	43
90th percentile time to start treatment ⁵ (minutes)	138	126	99	126	118	159

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

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

Manning Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 8,196 patients

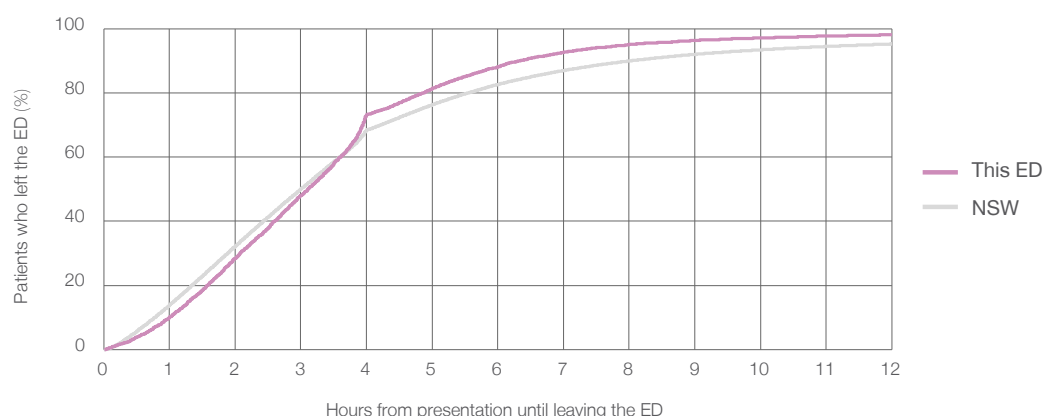
Presentations used to calculate time to leaving the ED:⁶ 8,196 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

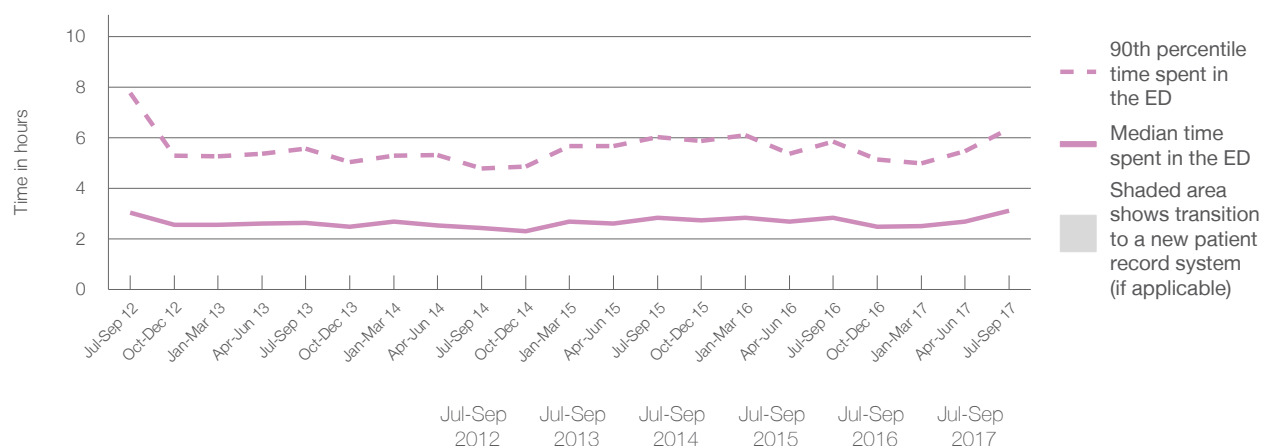
90th percentile time spent in the ED⁹ 6 hours and 21 minutes

Same period last year	NSW (this period)
6,987	
6,987	
2 hours and 51 minutes	3 hours and 0 minutes
5 hours and 51 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	2h 39m	2h 26m	2h 50m	2h 51m	3h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 46m	5h 35m	4h 47m	6h 1m	5h 51m	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 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.

Manning Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

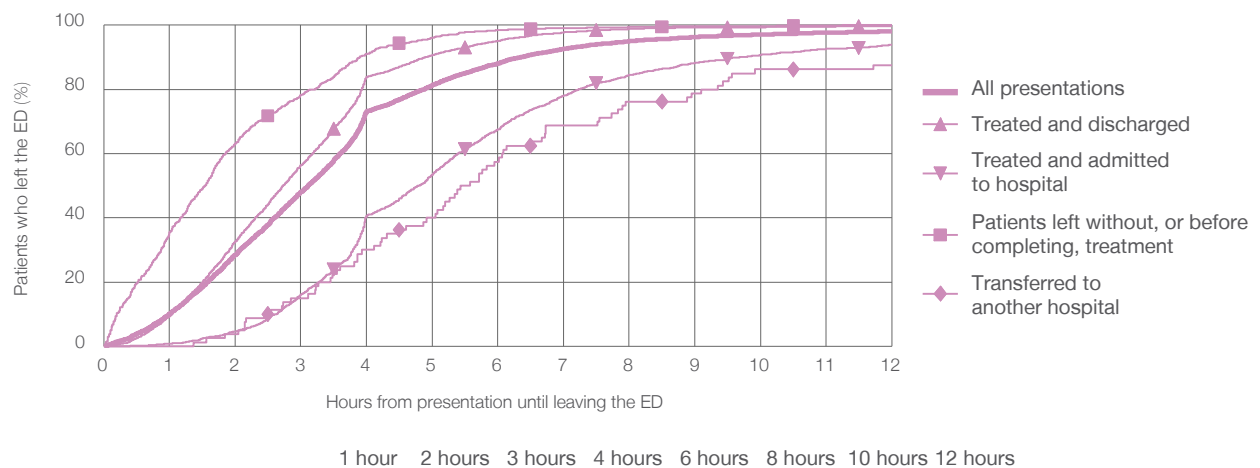
All presentations:[†] 8,196 patients

Presentations used to calculate time to leaving the ED:[‡] 8,196 patients

Treated and discharged	5,162 (63.0%)
Treated and admitted to hospital	2,064 (25.2%)
Patient left without, or before completing, treatment	819 (10.0%)
Transferred to another hospital	80 (1.0%)
Other	71 (0.9%)

Same period last year	Change since one year ago
6,987	17.3%
4,281	20.6%
2,080	-0.8%
478	71.3%
82	-2.4%
66	7.6%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.4%	32.6%	56.3%	83.8%	95.1%	98.8%	99.4%	99.7%
Treated and admitted to hospital	0.8%	4.6%	16.1%	40.7%	67.5%	84.4%	90.7%	93.9%
Patient left without, or before completing, treatment	35.4%	63.2%	78.3%	91.1%	98.4%	99.5%	99.8%	100%
Transferred to another hospital	0%	3.8%	15.0%	30.0%	57.5%	76.3%	86.3%	87.5%
All presentations	10.1%	28.6%	48.1%	73.2%	88.1%	95.0%	97.1%	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 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.

Manning Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 8,196 patients

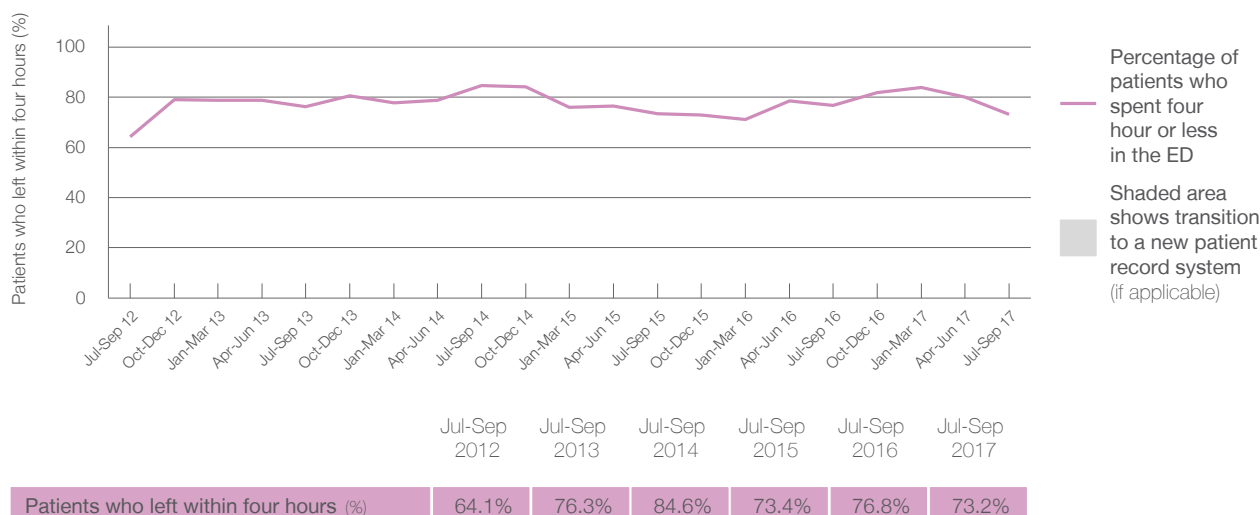
Presentations used to calculate time to leaving the ED:⁶ 8,196 patients

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



Same period last year	Change since one year ago
6,987	17.3%
6,987	17.3%
76.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

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

July to September 2017

All presentations:¹ 8,916 patients

Emergency presentations:² 8,872 patients

Same period last year	Change since one year ago
8,422	5.9%
8,382	5.8%

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

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,270 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): 3,299 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,484 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 763 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
1,123	
7 minutes	9 minutes
11 minutes	29 minutes
3,202	
16 minutes	23 minutes
46 minutes	83 minutes
3,286	
15 minutes	30 minutes
80 minutes	121 minutes
726	
13 minutes	26 minutes
93 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,904 patients

Percentage of patients who spent four hours or less in the ED 82.1%

Same period last year	Change since one year ago
8,422	5.7%
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, July to September 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.

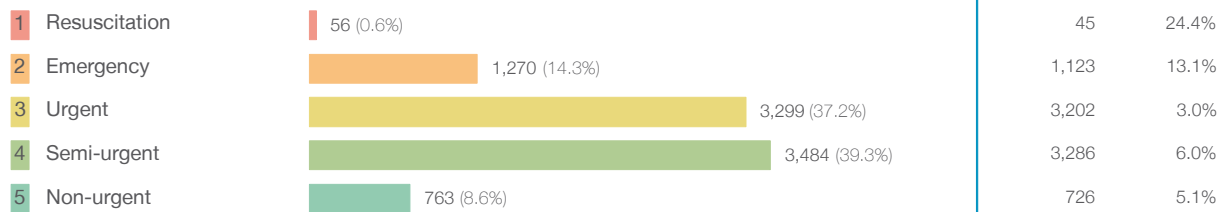
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

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

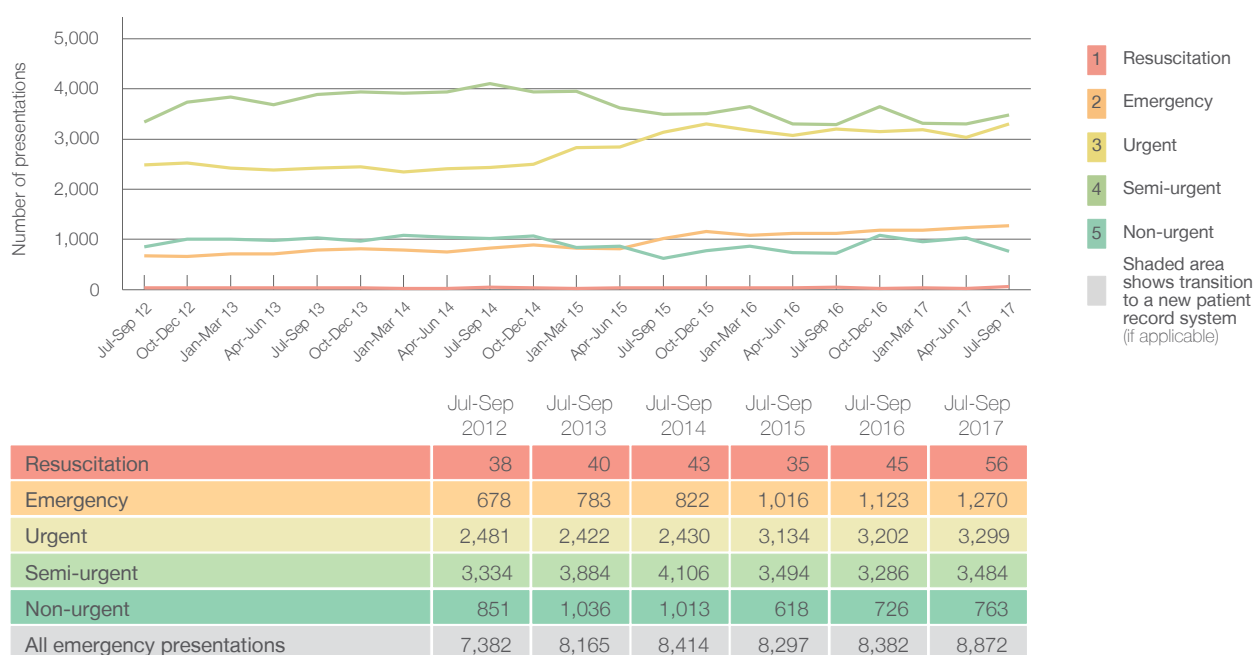
July to September 2017

All presentations:¹ 8,916 patients

Emergency presentations² by triage category: 8,872 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]

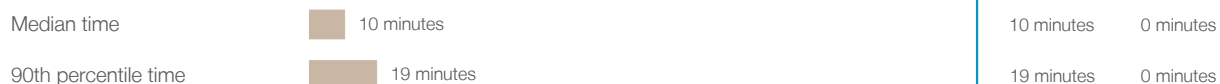


Mona Vale and District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,955 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 1,270

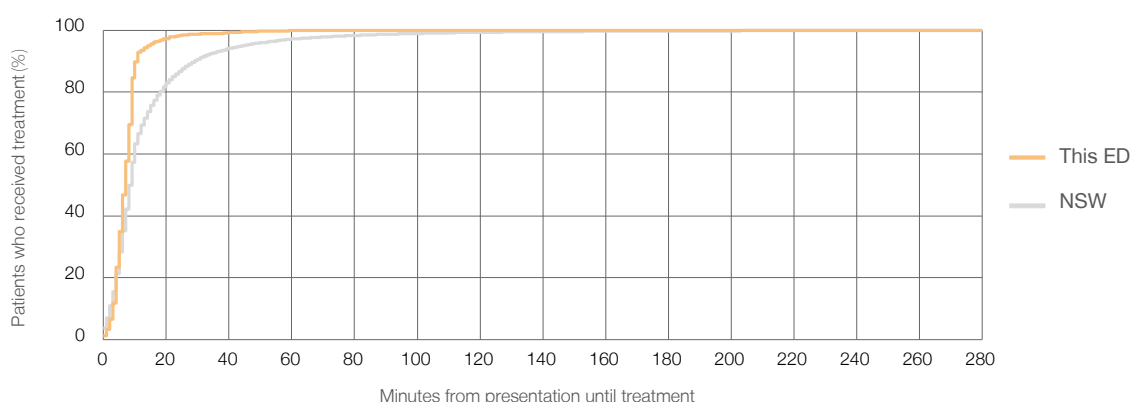
Number of triage 2 patients used to calculate waiting time:³ 1,261

Median time to start treatment⁴ 7 minutes

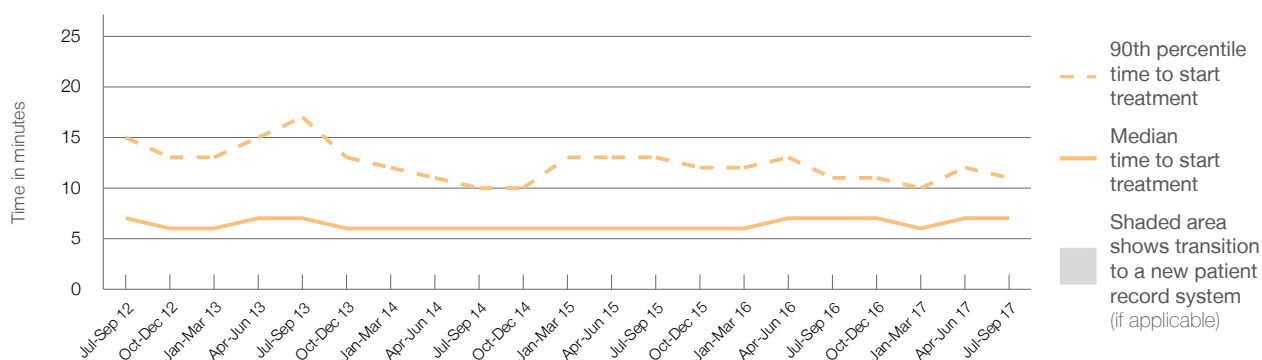
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,123	
1,120	
7 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	15	17	10	13	11	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 3 patients: 3,299

Number of triage 3 patients used to calculate waiting time:³ 3,249

Median time to start treatment⁴

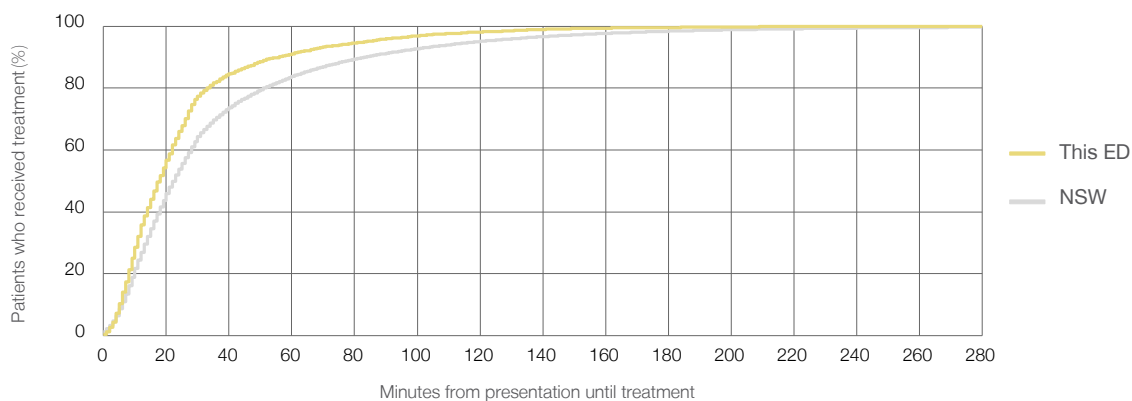
18 minutes

90th percentile time to start treatment⁵

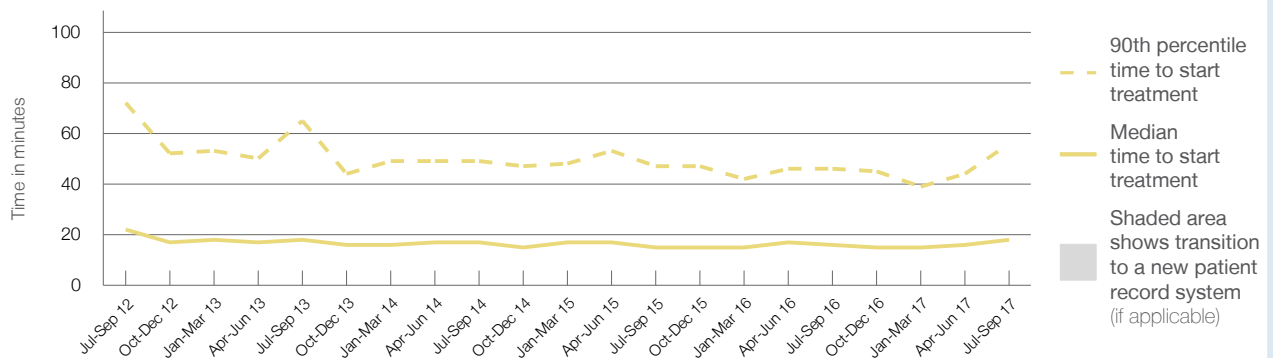
56 minutes

Same period last year	NSW (this period)
3,202	
3,167	
16 minutes	23 minutes
46 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	18	17	15	16	18
90th percentile time to start treatment ⁵ (minutes)	72	65	49	47	46	56

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

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

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

July to September 2017

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

Number of triage 4 patients: 3,484

Number of triage 4 patients used to calculate waiting time:³ 3,199

Median time to start treatment⁴

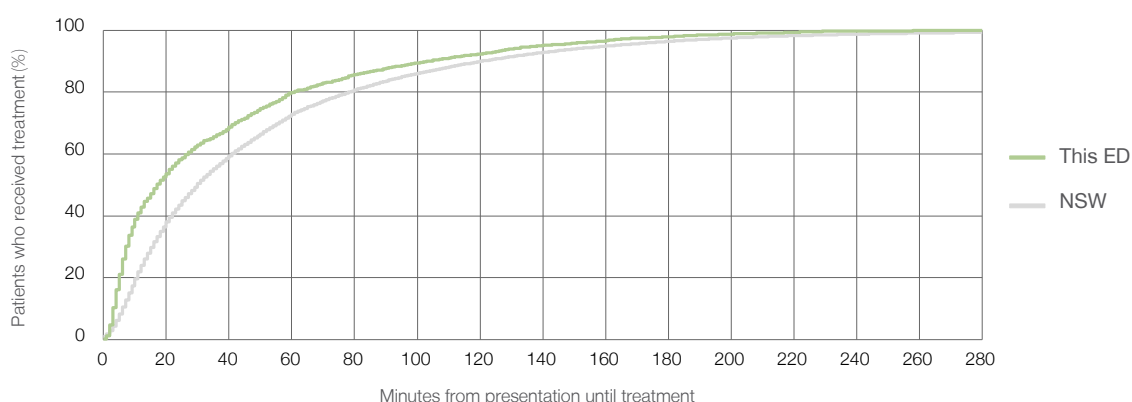
17 minutes

90th percentile time to start treatment⁵

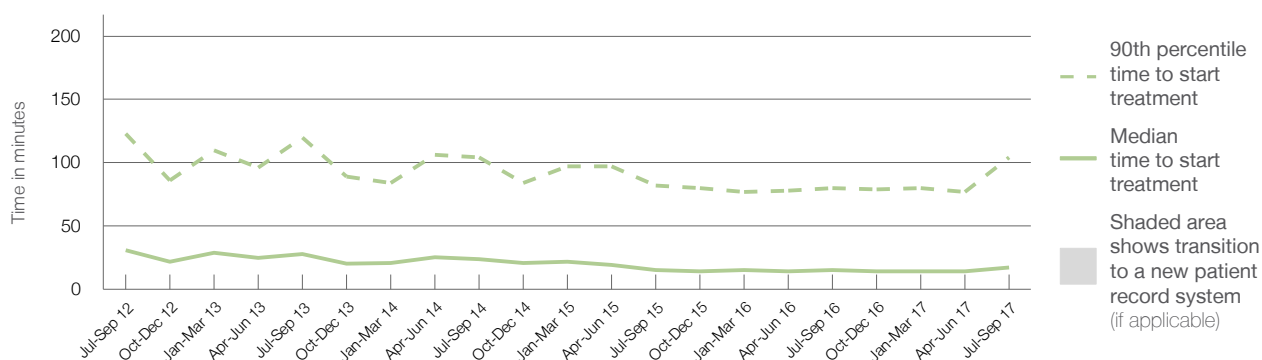
104 minutes

Same period last year	NSW (this period)
3,286	
3,124	
15 minutes	30 minutes
80 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	28	24	15	15	17
90th percentile time to start treatment ⁵ (minutes)	123	120	104	82	80	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 5 patients: 763

Number of triage 5 patients used to calculate waiting time:³ 633

Median time to start treatment⁴

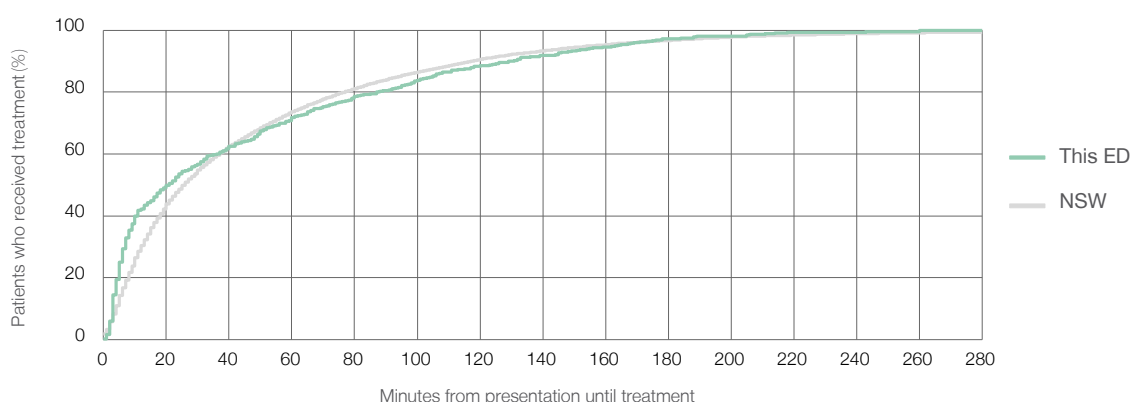
21 minutes

90th percentile time to start treatment⁵

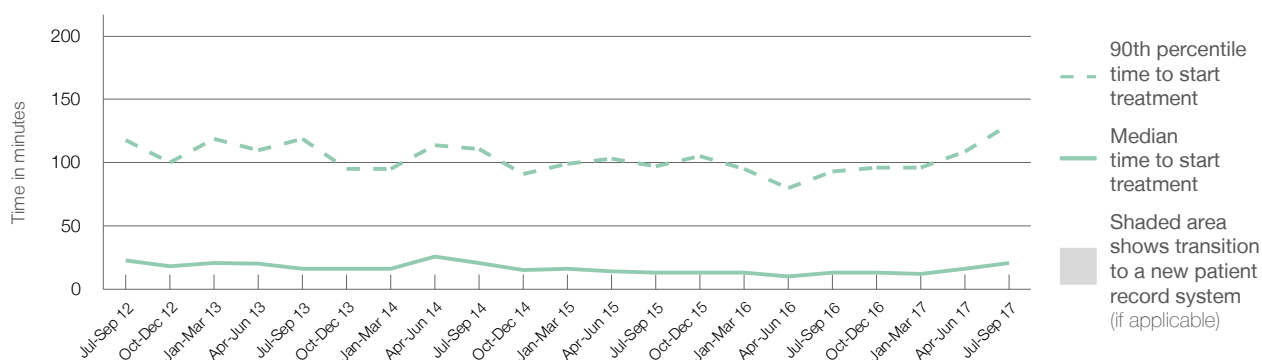
130 minutes

Same period last year	NSW (this period)
726	
676	
13 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	16	21	13	13	21
90th percentile time to start treatment ⁵ (minutes)	118	119	111	97	93	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

All presentations:¹ 8,916 patients

Presentations used to calculate time to leaving the ED:⁶ 8,904 patients

Median time spent in the ED⁸

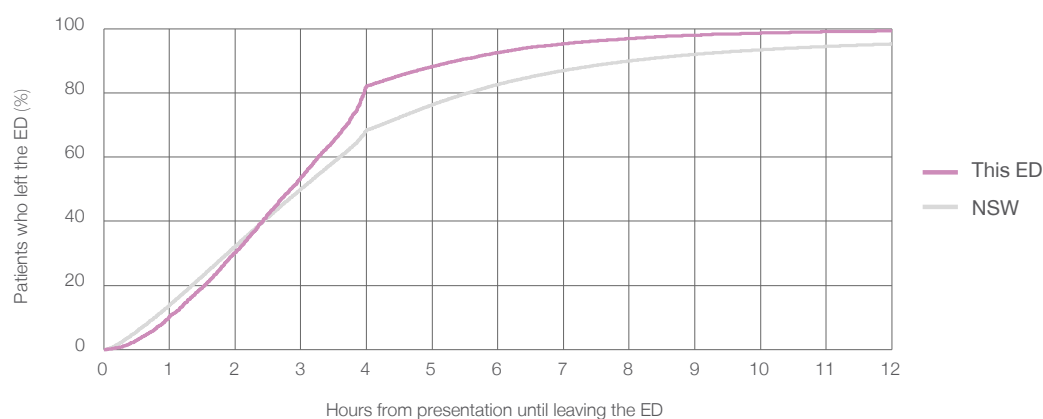
2 hours and 51 minutes

90th percentile time spent in the ED⁹

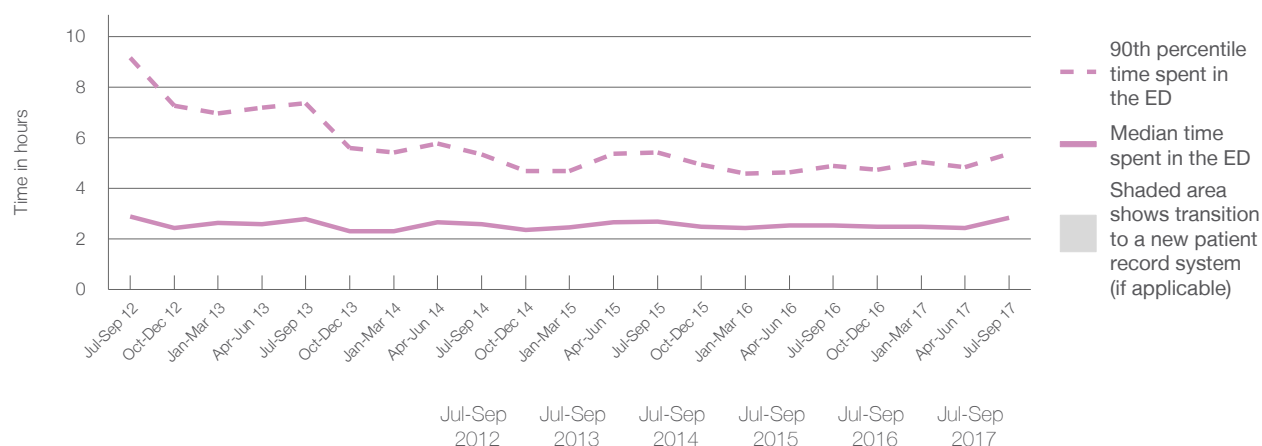
5 hours and 22 minutes

Same period last year	NSW (this period)
8,422	8,422
2 hours and 32 minutes	3 hours and 0 minutes
4 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 54m	2h 47m	2h 36m	2h 41m	2h 32m	2h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 10m	7h 22m	5h 21m	5h 26m	4h 54m	5h 22m

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

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

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

By mode of separation

July to September 2017

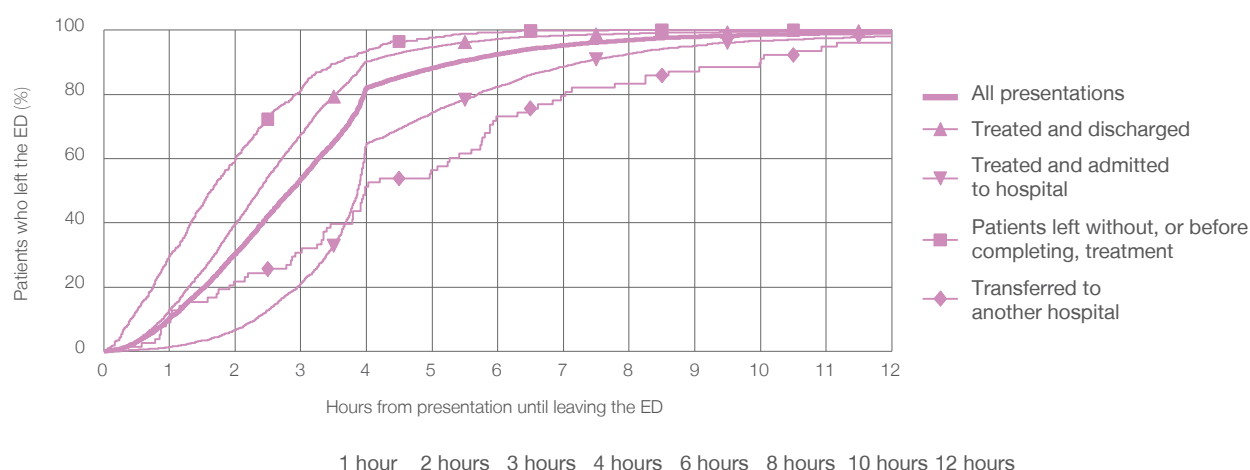
All presentations:[†] 8,916 patients

Presentations used to calculate time to leaving the ED:[‡] 8,904 patients

Treated and discharged	5,502 (61.7%)
Treated and admitted to hospital	2,783 (31.2%)
Patient left without, or before completing, treatment	537 (6.0%)
Transferred to another hospital	78 (0.9%)
Other	16 (0.2%)

Same period last year	Change since one year ago
8,422	5.7%
5,428	1.4%
2,558	8.8%
337	59.3%
81	-3.7%
18	-11.1%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.9%	39.6%	67.6%	90.2%	97.3%	98.9%	99.5%	99.8%
Treated and admitted to hospital	1.3%	6.6%	21.1%	64.7%	82.4%	92.7%	96.7%	98.1%
Patient left without, or before completing, treatment	29.6%	59.8%	81.4%	93.5%	99.3%	100%	100%	100%
Transferred to another hospital	9.0%	21.8%	30.8%	51.3%	73.1%	83.3%	91.0%	96.2%
All presentations	10.3%	30.4%	53.6%	82.1%	92.6%	96.9%	98.6%	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mona Vale and District Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 8,916 patients

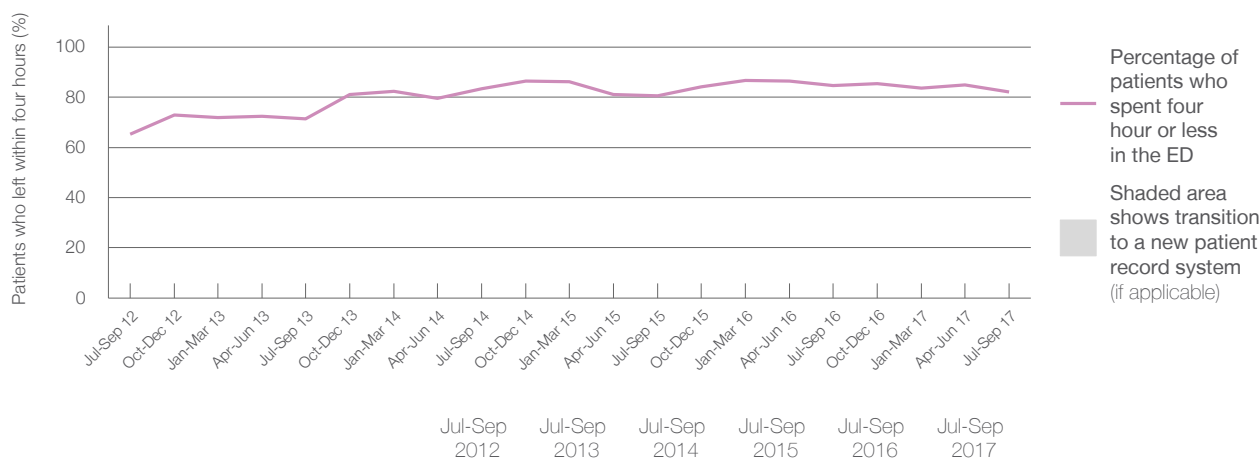
Presentations used to calculate time to leaving the ED:⁶ 8,904 patients

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



Same period last year	Change since one year ago
8,422	5.9%
8,422	5.7%
84.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	65.1%	71.3%	83.3%	80.7%	84.5%	82.1%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Orange Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,911 patients

Emergency presentations:² 7,829 patients

Same period last year	Change since one year ago
7,136	10.9%
7,057	10.9%

Orange Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,345 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,724 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,830 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,864 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,035	
5 minutes	9 minutes
11 minutes	29 minutes
1,692	
16 minutes	23 minutes
43 minutes	83 minutes
2,688	
23 minutes	30 minutes
76 minutes	121 minutes
1,592	
20 minutes	26 minutes
92 minutes	118 minutes

Orange Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,887 patients

Percentage of patients who spent four hours or less in the ED 71.3%

Same period last year	Change since one year ago
7,133	10.6%
73.9%	

* 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, July to September 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.

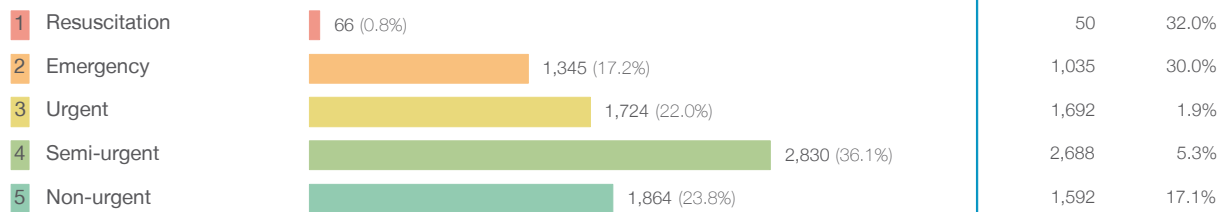
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Orange Health Service: Patients presenting to the emergency department

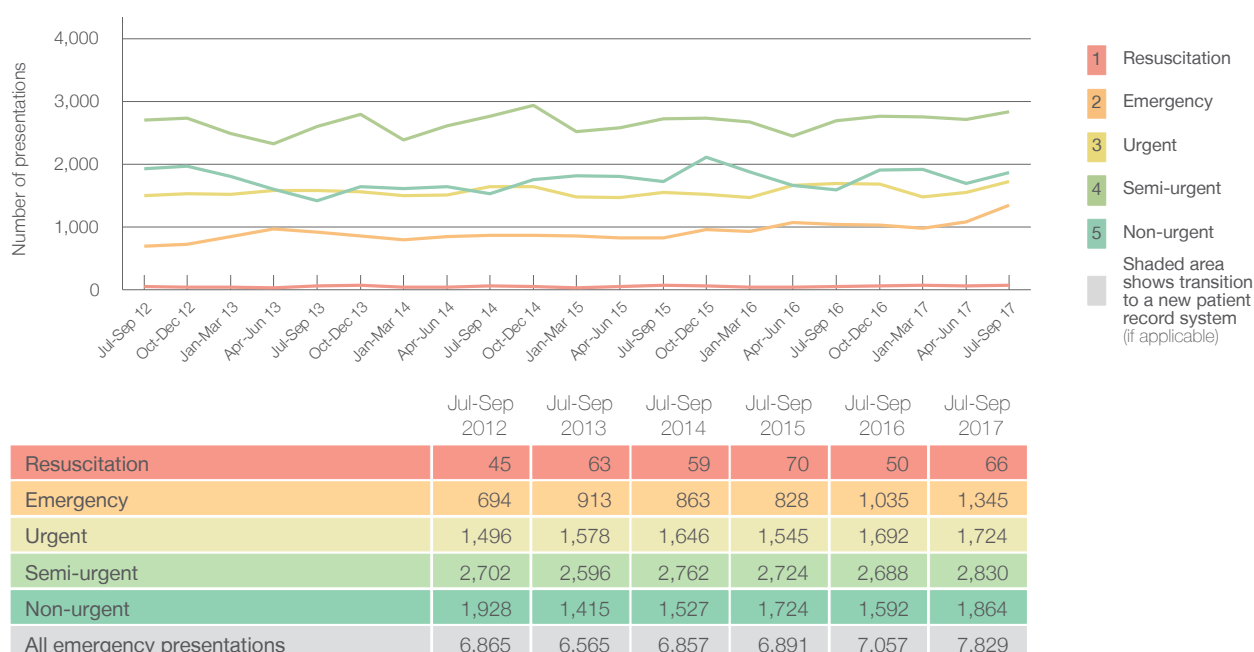
July to September 2017

All presentations:¹ 7,911 patients

Emergency presentations² by triage category: 7,829 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Orange Health Service: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,552 patients

ED Transfer of care time



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

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

Orange Health Service: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,345

Number of triage 2 patients used to calculate waiting time:³ 1,337

Median time to start treatment⁴

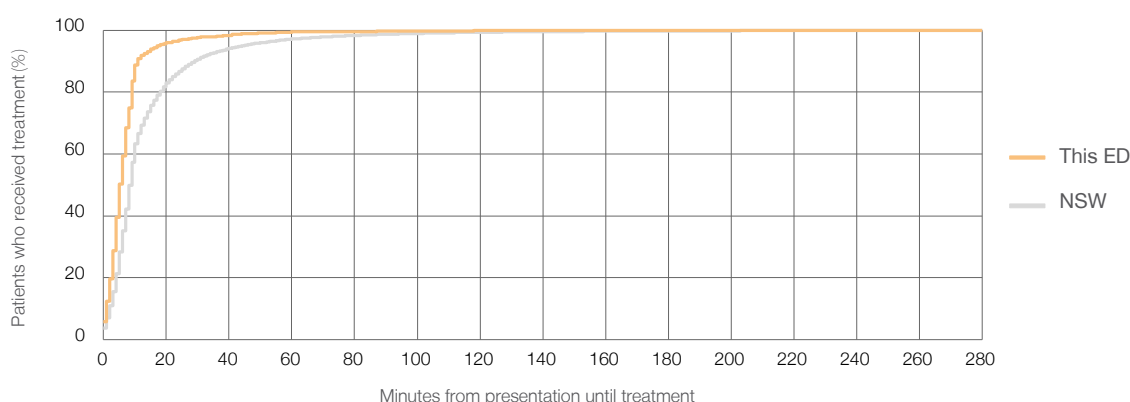
5 minutes

90th percentile time to start treatment⁵

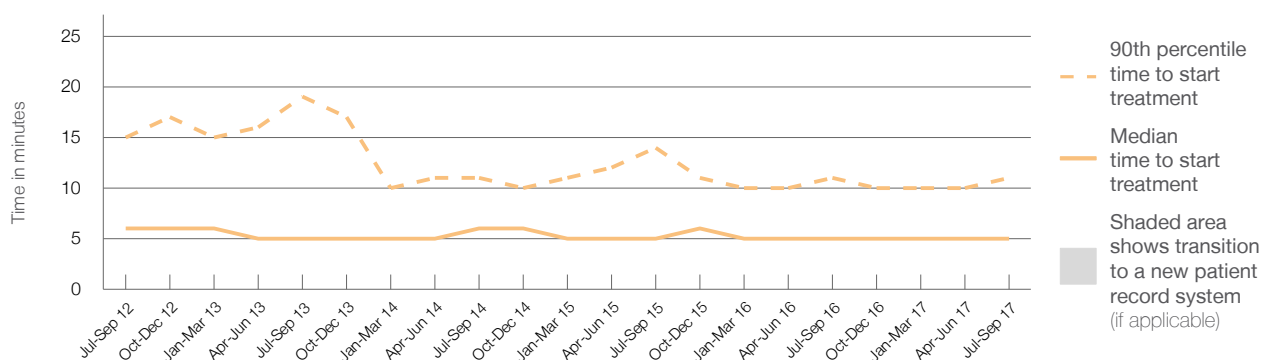
11 minutes

Same period last year	NSW (this period)
1,035	
1,031	
5 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	5	6	5	5	5
90th percentile time to start treatment ⁵ (minutes)	15	19	11	14	11	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 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.

Orange Health Service: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 1,724

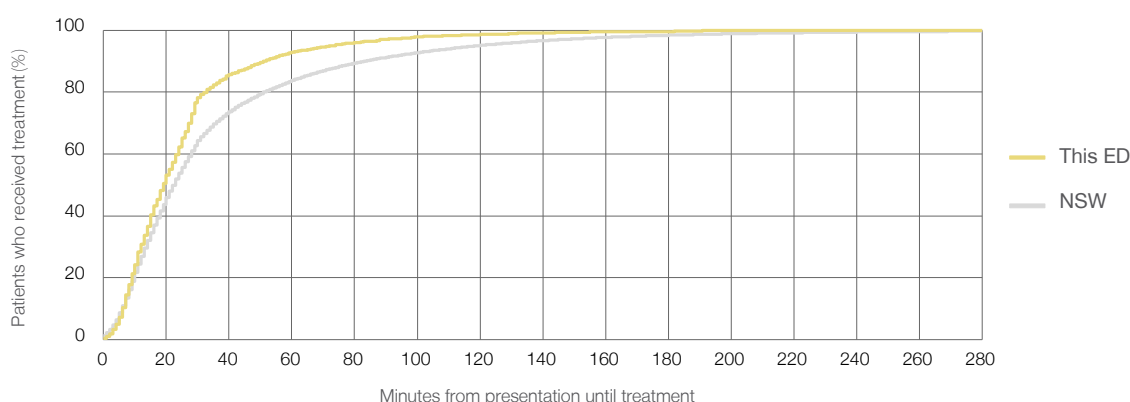
Number of triage 3 patients used to calculate waiting time:³ 1,692

Median time to start treatment⁴ 19 minutes

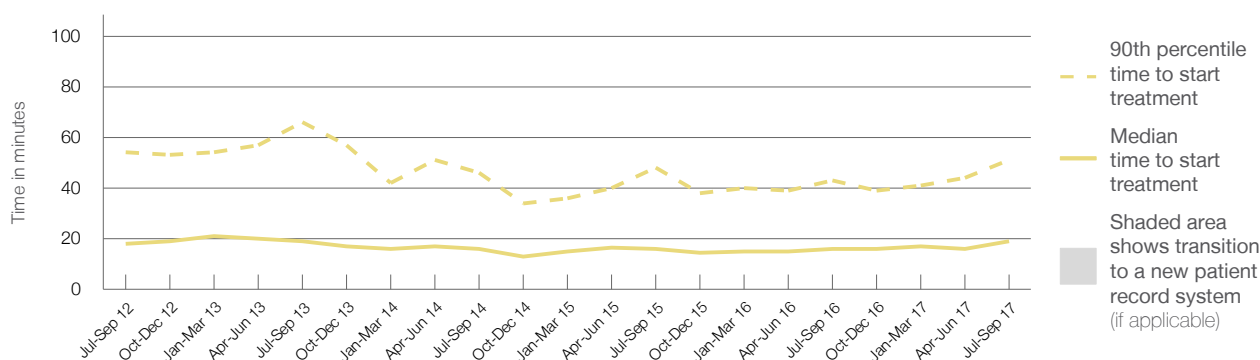
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,692	
1,674	
16 minutes	23 minutes
43 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	19	16	16	16	19
90th percentile time to start treatment ⁵ (minutes)	54	66	46	48	43	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 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.

Orange Health Service: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 2,830

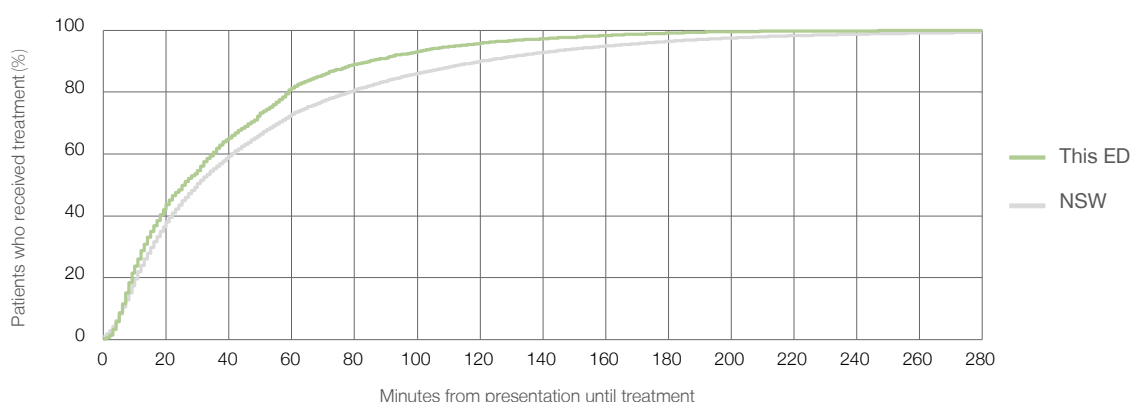
Number of triage 4 patients used to calculate waiting time:³ 2,699

Median time to start treatment⁴ 26 minutes

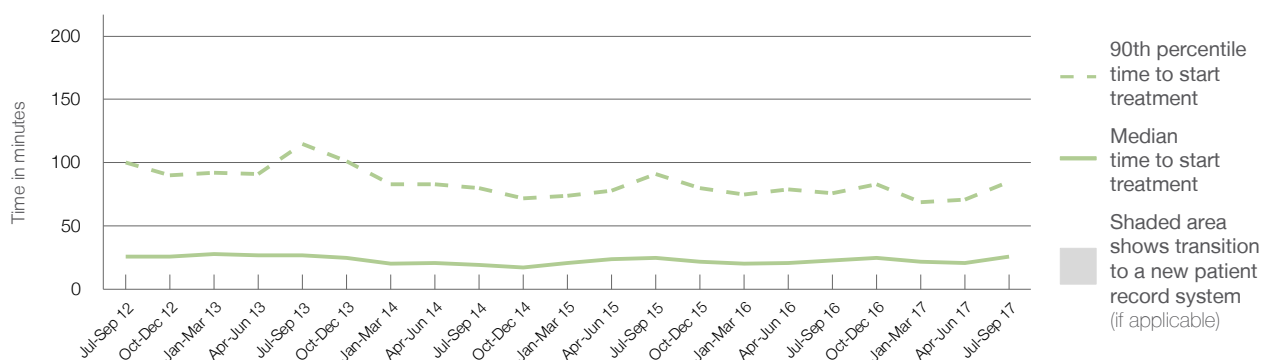
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
2,688	
2,597	
23 minutes	30 minutes
76 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	27	19	25	23	26
90th percentile time to start treatment ⁵ (minutes)	100	115	80	91	76	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 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.

Orange Health Service: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,864

Number of triage 5 patients used to calculate waiting time:³ 1,690

Median time to start treatment⁴

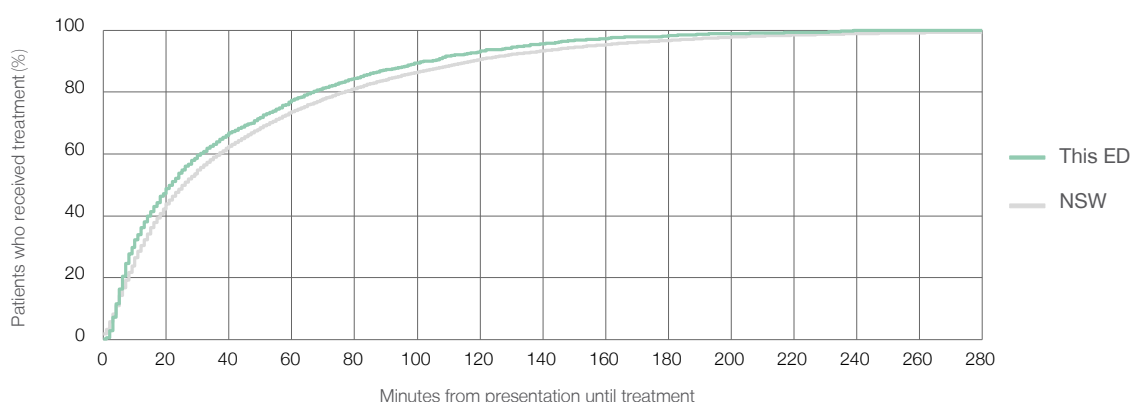
22 minutes

90th percentile time to start treatment⁵

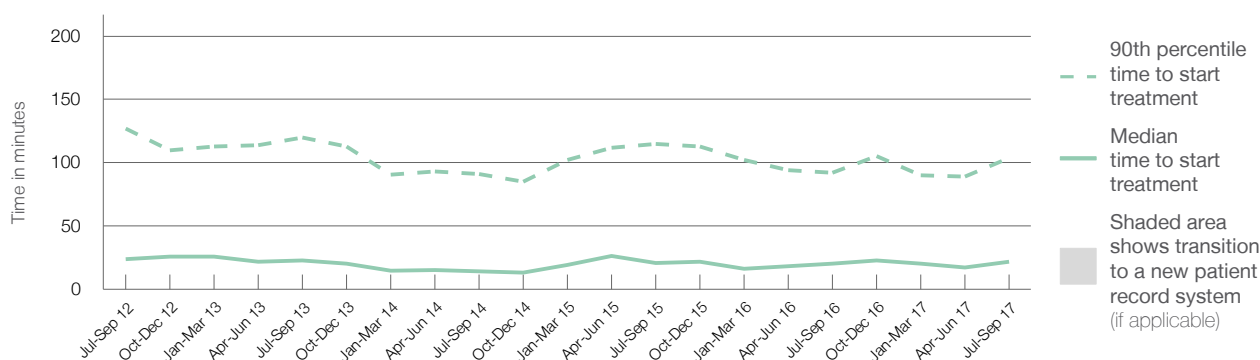
104 minutes

Same period last year	NSW (this period)
1,592	
1,506	
20 minutes	26 minutes
92 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	23	14	21	20	22
90th percentile time to start treatment ⁵ (minutes)	127	120	91	115	92	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 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.

Orange Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,911 patients

Presentations used to calculate time to leaving the ED:⁶ 7,887 patients

Median time spent in the ED⁸

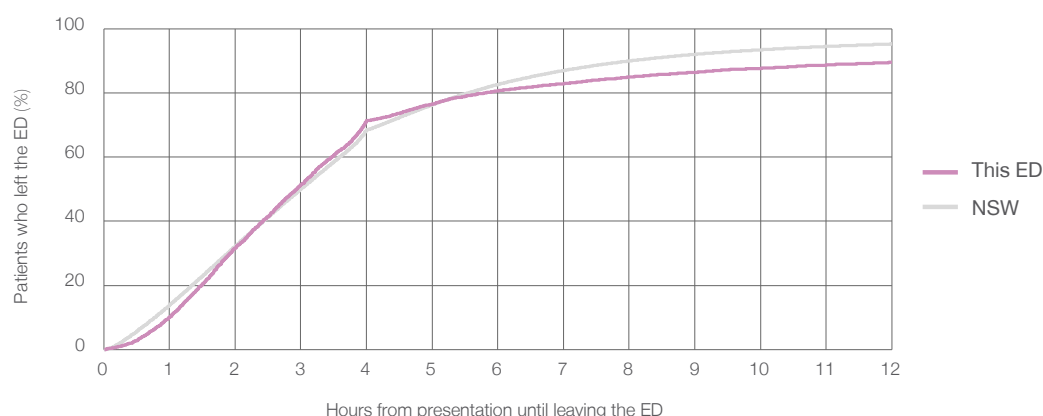
2 hours and 56 minutes

90th percentile time spent in the ED⁹

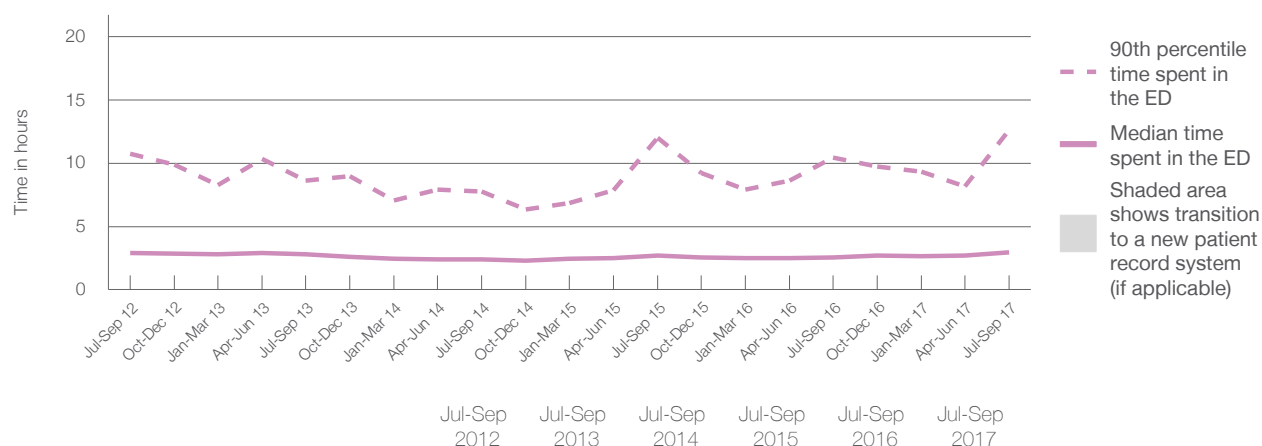
12 hours and 37 minutes

Same period last year	NSW (this period)
7,136	
7,133	
2 hours and 34 minutes	3 hours and 0 minutes
10 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 55m	2h 47m	2h 23m	2h 41m	2h 34m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 44m	8h 38m	7h 47m	12h 1m	10h 26m	12h 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 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.

Orange Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

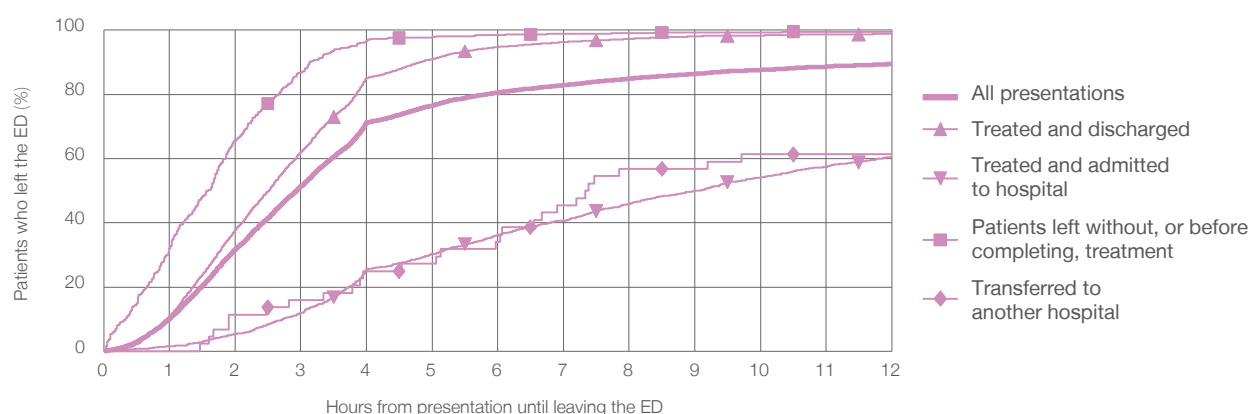
All presentations:[†] 7,911 patients

Presentations used to calculate time to leaving the ED:[‡] 7,887 patients

Treated and discharged	5,441 (68.8%)
Treated and admitted to hospital	1,886 (23.8%)
Patient left without, or before completing, treatment	468 (5.9%)
Transferred to another hospital	44 (0.6%)
Other	72 (0.9%)

Same period last year	Change since one year ago
7,133	10.6%
4,972	9.4%
1,814	4.0%
280	67.1%
29	51.7%
41	75.6%

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



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

Treated and discharged	11.0%	37.8%	62.1%	85.2%	94.8%	97.4%	98.4%	98.9%
Treated and admitted to hospital	1.5%	5.4%	11.9%	25.5%	36.2%	45.8%	54.2%	60.6%
Patient left without, or before completing, treatment	32.1%	65.6%	86.8%	96.8%	98.5%	99.1%	99.4%	99.6%
Transferred to another hospital	0%	11.4%	15.9%	25.0%	34.1%	56.8%	61.4%	61.4%
All presentations	10.2%	31.8%	51.4%	71.3%	80.6%	84.9%	87.6%	89.5%

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

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

Orange Health Service: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 7,911 patients

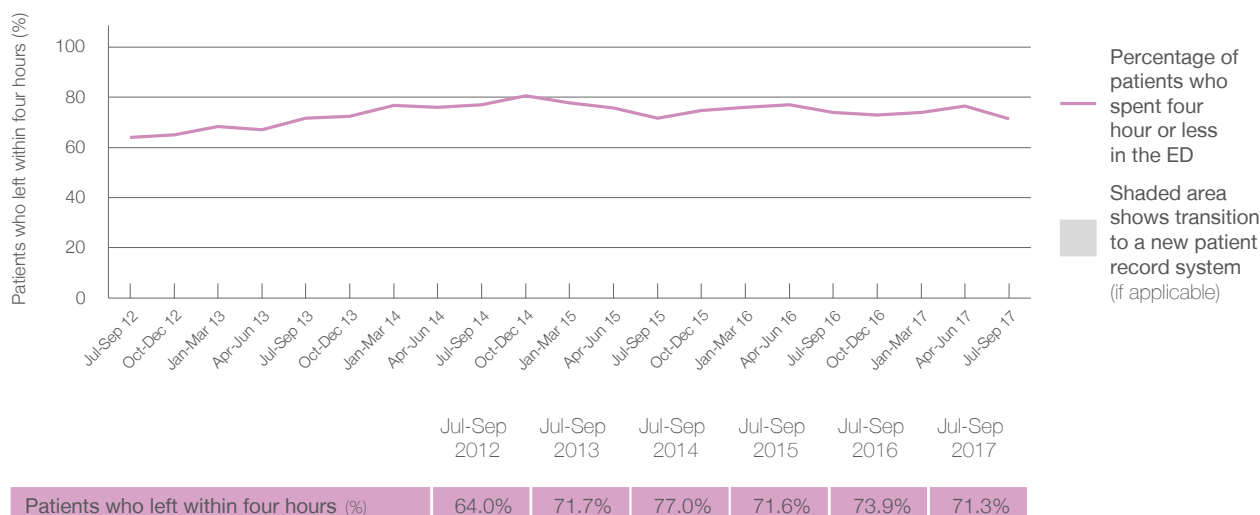
Presentations used to calculate time to leaving the ED:⁶ 7,887 patients

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



Same period last year	Change since one year ago
7,136	10.9%
7,133	10.6%
73.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Port Macquarie Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 8,839 patients

Emergency presentations:² 8,708 patients

Same period last year	Change since one year ago
8,397	5.3%
8,160	6.7%

Port Macquarie Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,167 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,525 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,592 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 358 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,224	
11 minutes	9 minutes
29 minutes	29 minutes
3,362	
22 minutes	23 minutes
66 minutes	83 minutes
3,147	
25 minutes	30 minutes
92 minutes	121 minutes
383	
29 minutes	26 minutes
93 minutes	118 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,838 patients

Percentage of patients who spent four hours or less in the ED 69.5%

Same period last year	Change since one year ago
8,397	5.3%
68.9%	

* 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, July to September 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.

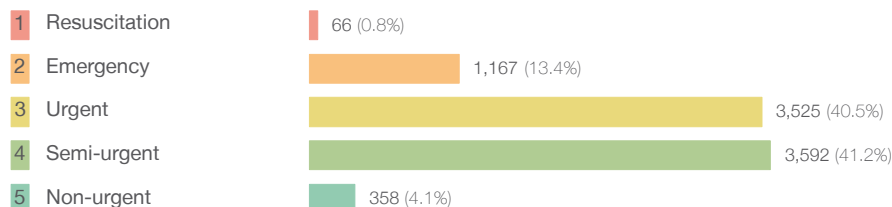
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Port Macquarie Base Hospital: Patients presenting to the emergency department

July to September 2017

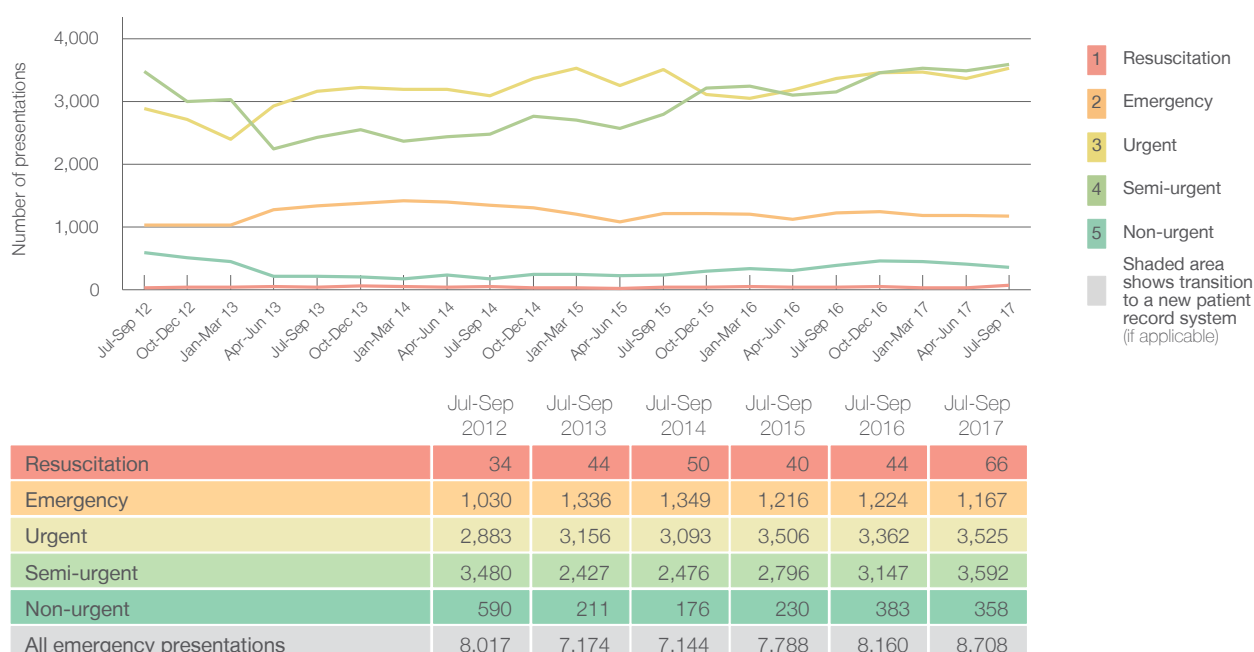
All presentations:¹ 8,839 patients

Emergency presentations² by triage category: 8,708 patients



Same period last year	Change since one year ago
8,397	5.3%
8,160	6.7%
44	50.0%
1,224	-4.7%
3,362	4.8%
3,147	14.1%
383	-6.5%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



Port Macquarie Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,318 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,982	
12 minutes	1 minute
40 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 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,167

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

Median time to start treatment⁴

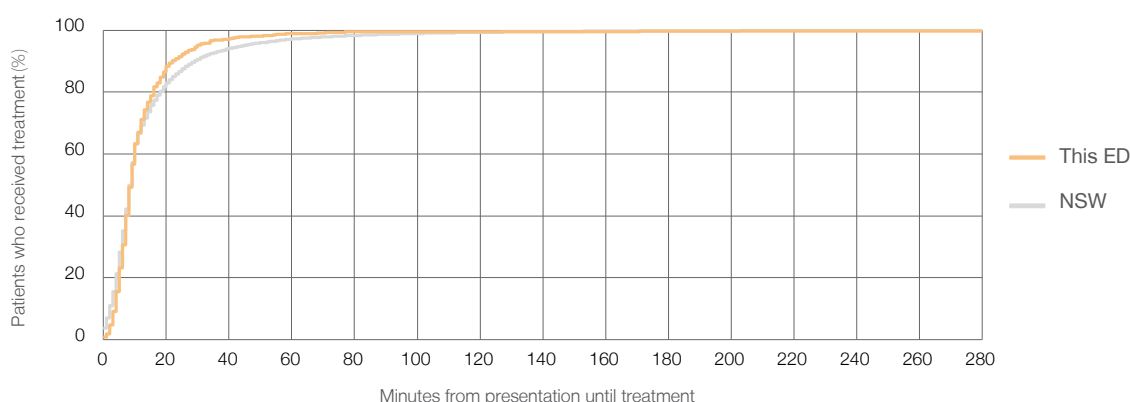
9 minutes

90th percentile time to start treatment⁵

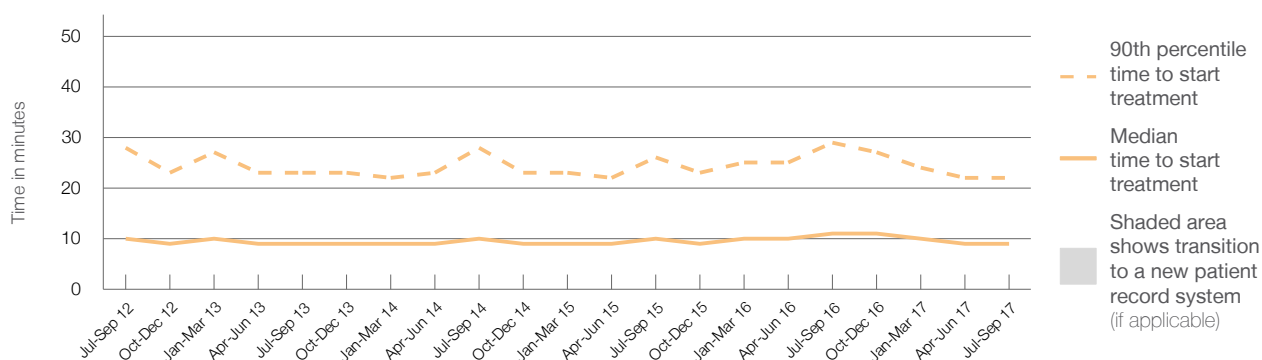
22 minutes

Same period last year	NSW (this period)
1,224	
1,223	
11 minutes	9 minutes
29 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	9	10	10	11	9
90th percentile time to start treatment ⁵ (minutes)	28	23	28	26	29	22

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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 3,525

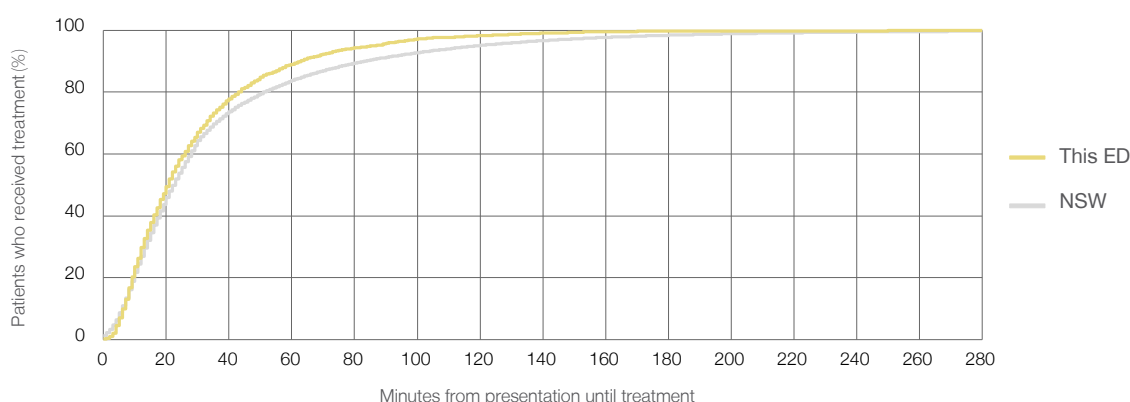
Number of triage 3 patients used to calculate waiting time:³ 3,428

Median time to start treatment⁴ 21 minutes

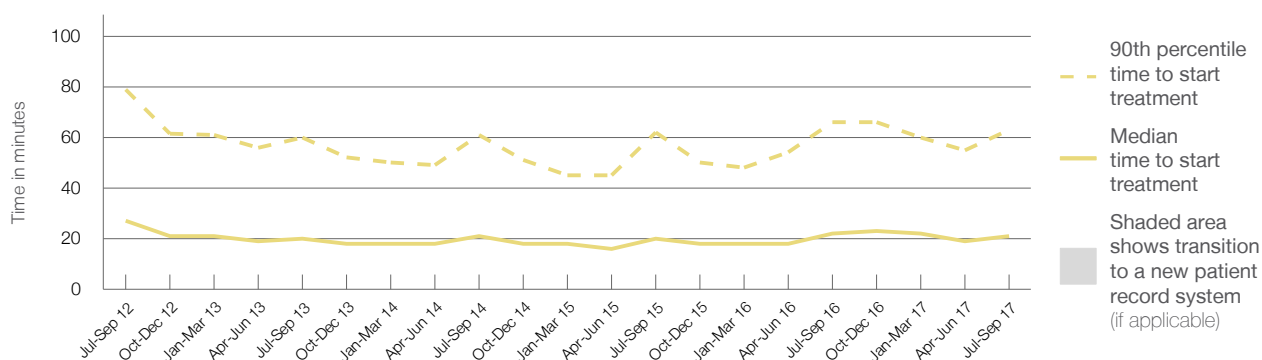
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
3,362	
3,297	
22 minutes	23 minutes
66 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	27	20	21	20	22	21
90th percentile time to start treatment ⁵ (minutes)	79	60	61	62	66	63

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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 3,592

Number of triage 4 patients used to calculate waiting time:³ 3,003

Median time to start treatment⁴

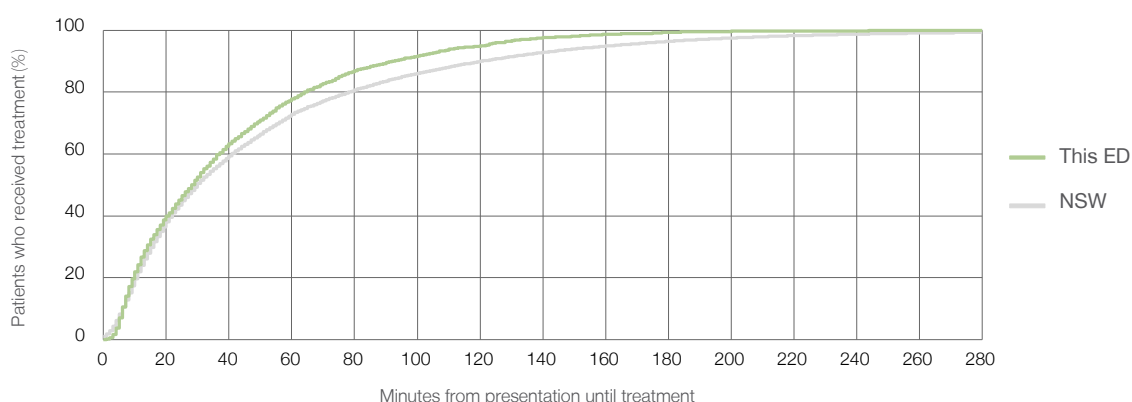
28 minutes

90th percentile time to start treatment⁵

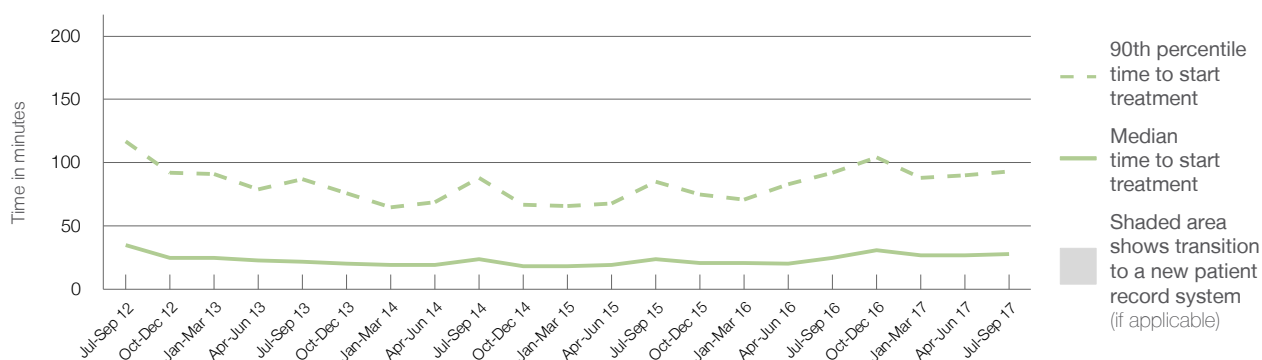
93 minutes

Same period last year	NSW (this period)
3,147	
2,601	
25 minutes	30 minutes
92 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	35	22	24	24	25	28
90th percentile time to start treatment ⁵ (minutes)	117	87	88	85	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 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 358

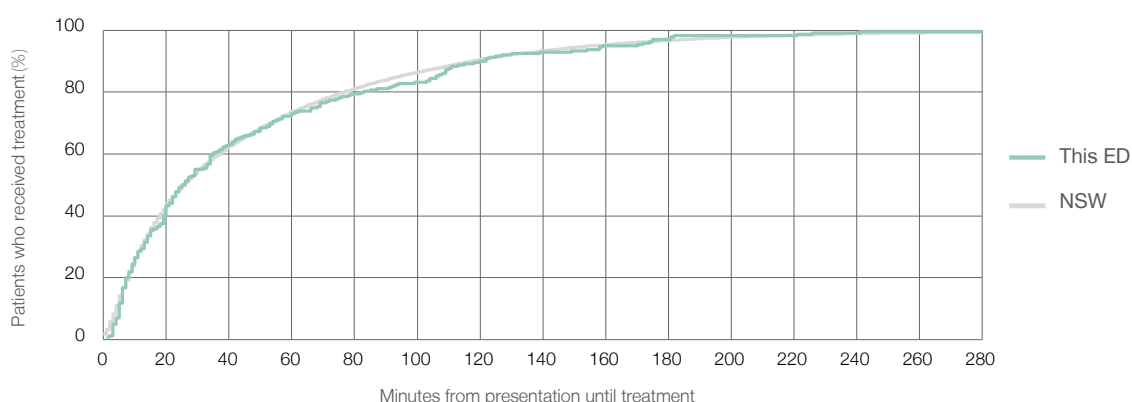
Number of triage 5 patients used to calculate waiting time:³ 238

Median time to start treatment⁴ 26 minutes

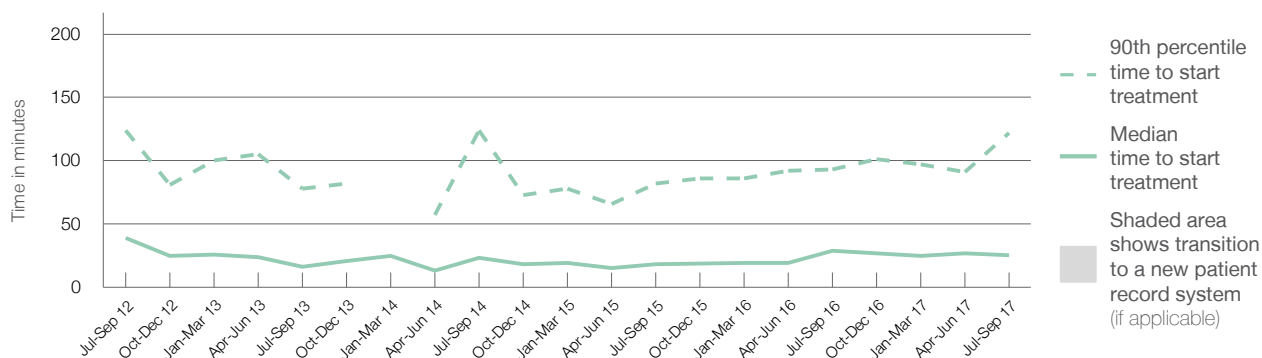
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
383	
215	
29 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	39	16	24	18	29	26
90th percentile time to start treatment ⁵ (minutes)	124	78	124	82	93	122

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

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

Port Macquarie Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 8,839 patients

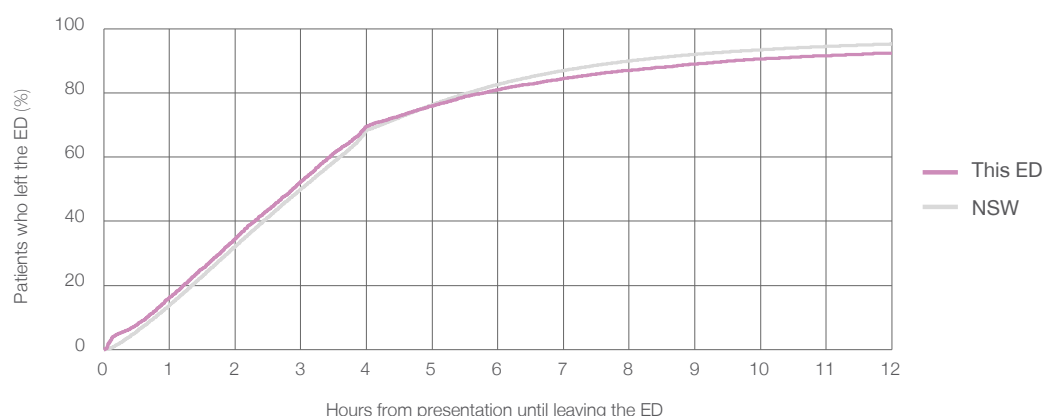
Presentations used to calculate time to leaving the ED:⁶ 8,838 patients

Median time spent in the ED⁸ 2 hours and 53 minutes

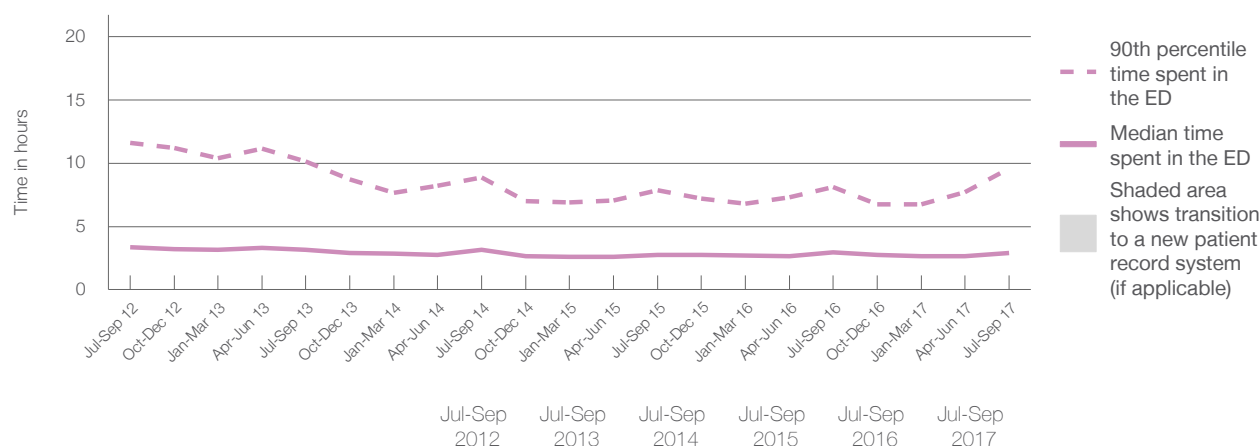
90th percentile time spent in the ED⁹ 9 hours and 35 minutes

Same period last year	NSW (this period)
8,397	
8,397	
2 hours and 56 minutes	3 hours and 0 minutes
8 hours and 7 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 21m	3h 10m	3h 8m	2h 46m	2h 56m	2h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 35m	10h 8m	8h 53m	7h 53m	8h 7m	9h 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 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.

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

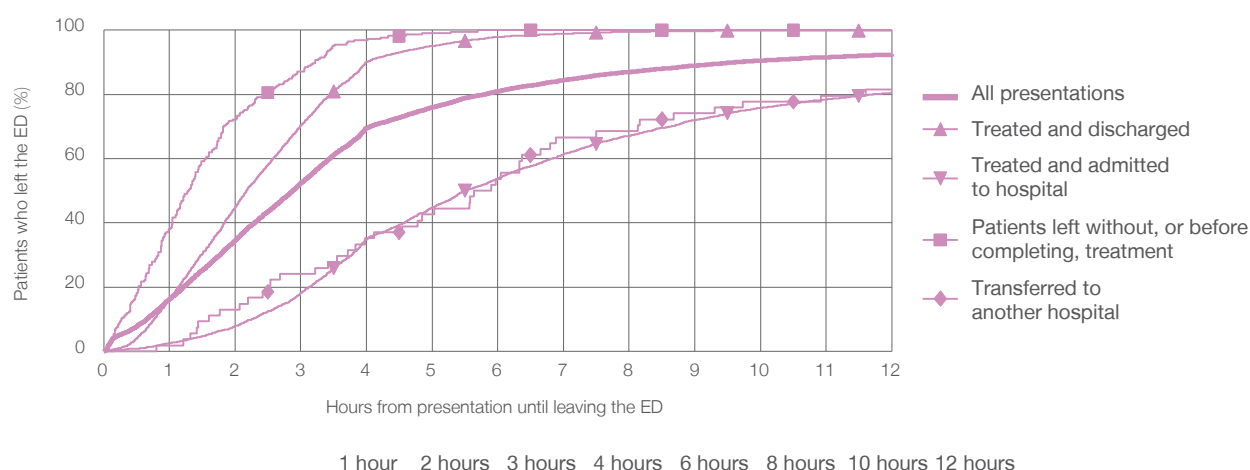
July to September 2017

All presentations:[†] 8,839 patients

Presentations used to calculate time to leaving the ED:[‡] 8,838 patients

		Same period last year	Change since one year ago
		8,397	5.3%
Treated and discharged	4,626 (52.3%)	4,222	9.6%
Treated and admitted to hospital	3,375 (38.2%)	3,324	1.5%
Patient left without, or before completing, treatment	226 (2.6%)	215	5.1%
Transferred to another hospital	54 (0.6%)	51	5.9%
Other	558 (6.3%)	585	-4.6%

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



Treated and discharged	16.5%	45.0%	70.5%	90.1%	97.9%	99.5%	99.9%	99.9%
Treated and admitted to hospital	2.5%	7.9%	18.2%	35.0%	53.8%	67.1%	75.8%	80.6%
Patient left without, or before completing, treatment	38.1%	72.1%	87.2%	96.9%	100%	100%	100%	100%
Transferred to another hospital	1.9%	13.0%	24.1%	35.2%	53.7%	68.5%	77.8%	81.5%
All presentations	16.3%	34.6%	52.4%	69.5%	81.0%	87.0%	90.6%	92.4%

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

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

Port Macquarie Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 8,839 patients

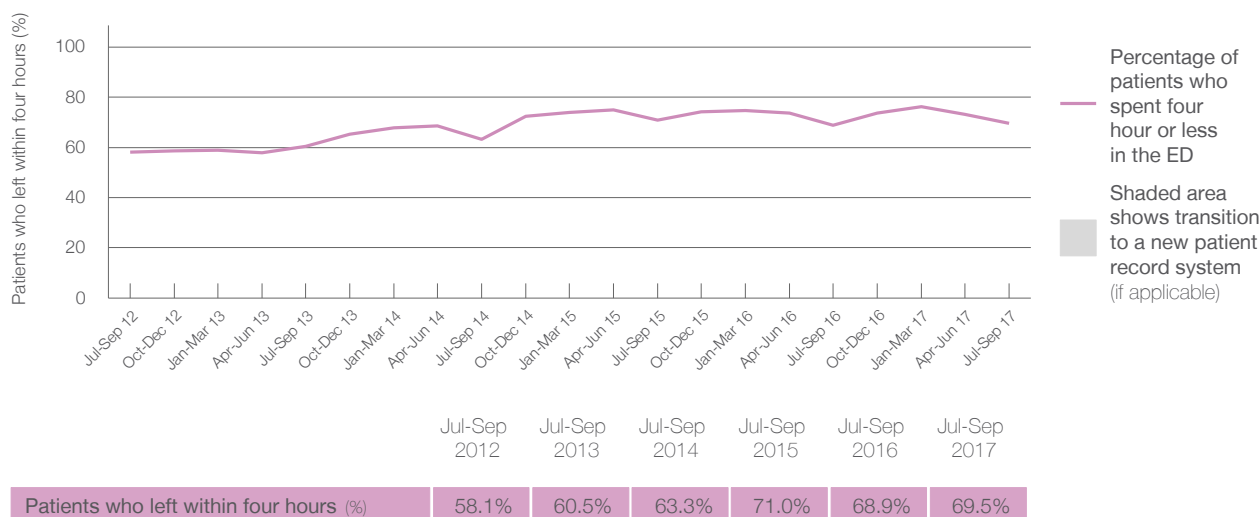
Presentations used to calculate time to leaving the ED:⁶ 8,838 patients

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



Same period last year	Change since one year ago
8,397	5.3%
8,397	5.3%
68.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,037 patients

Emergency presentations:² 9,907 patients

Same period last year	Change since one year ago
9,234	8.7%
9,105	8.8%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,111 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,593 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 126 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,319 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 818 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
967	
12 minutes	9 minutes
41 minutes	29 minutes
3,389	
30 minutes	23 minutes
110 minutes	83 minutes
3,900	
34 minutes	30 minutes
116 minutes	121 minutes
780	
24 minutes	26 minutes
100 minutes	118 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,036 patients

Percentage of patients who spent four hours or less in the ED 63.5%

Same period last year	Change since one year ago
9,234	8.7%
64.7%	

* 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, July to September 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.

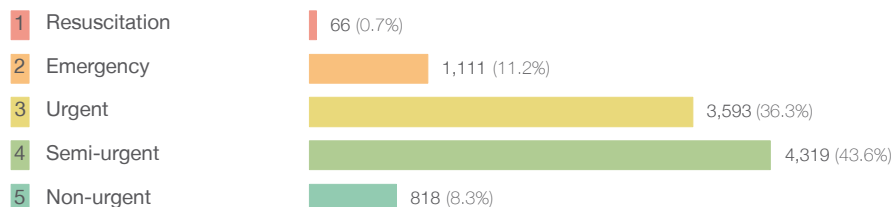
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

July to September 2017

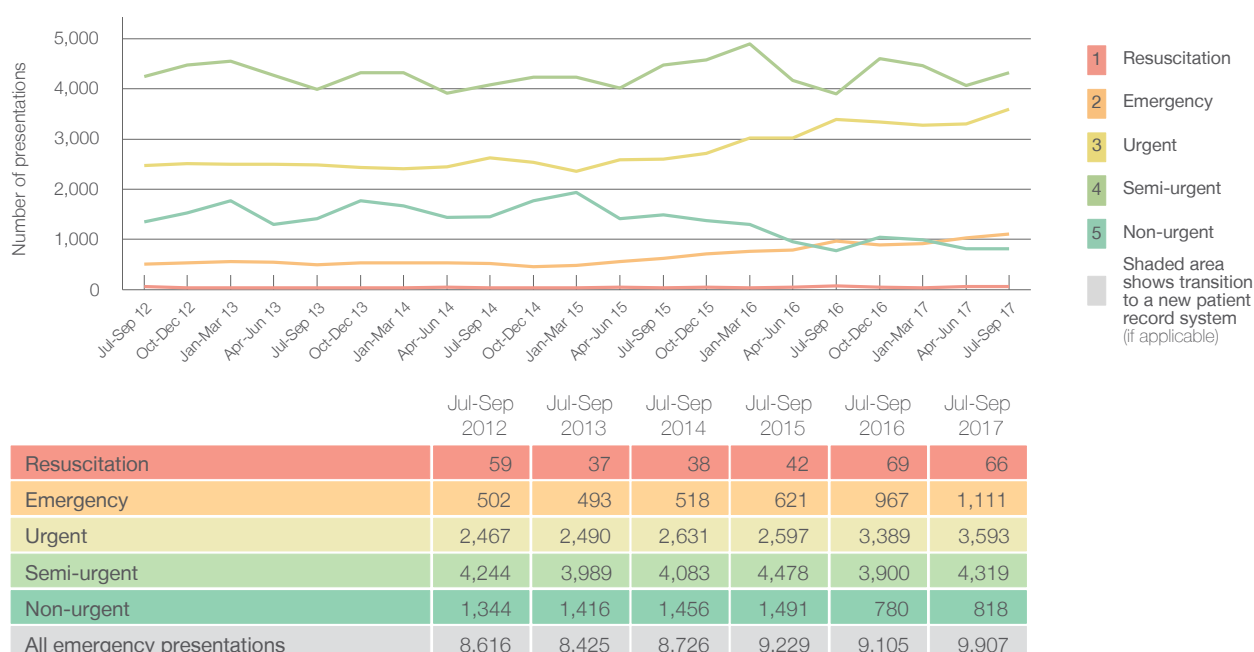
All presentations:¹ 10,037 patients

Emergency presentations² by triage category: 9,907 patients



Same period last year	Change since one year ago
9,234	8.7%
9,105	8.8%
69	-4.3%
967	14.9%
3,389	6.0%
3,900	10.7%
780	4.9%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



Shoalhaven District Memorial Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,316 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,271	
17 minutes	0 minutes
58 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 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,111

Number of triage 2 patients used to calculate waiting time:³ 1,109

Median time to start treatment⁴

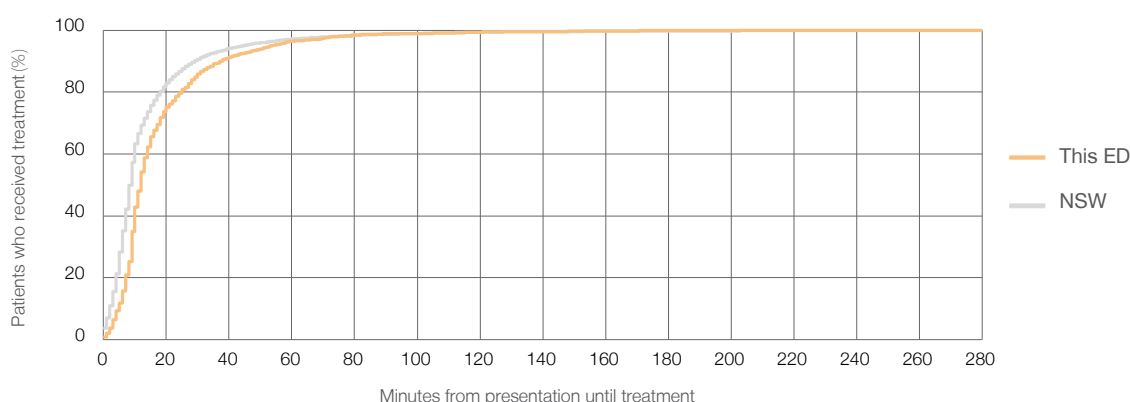
12 minutes

90th percentile time to start treatment⁵

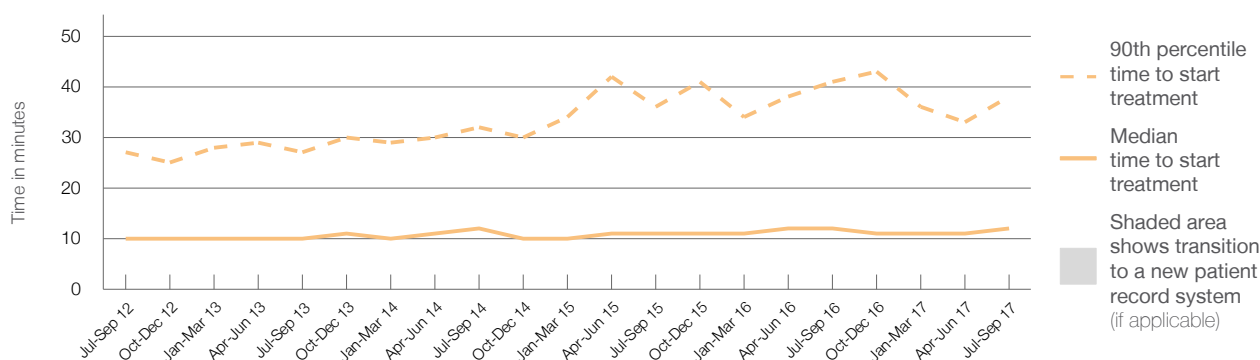
38 minutes

Same period last year	NSW (this period)
967	
967	
12 minutes	9 minutes
41 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	10	12	11	12	12
90th percentile time to start treatment ⁵ (minutes)	27	27	32	36	41	38

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 3,593

Number of triage 3 patients used to calculate waiting time:³ 3,519

Median time to start treatment⁴

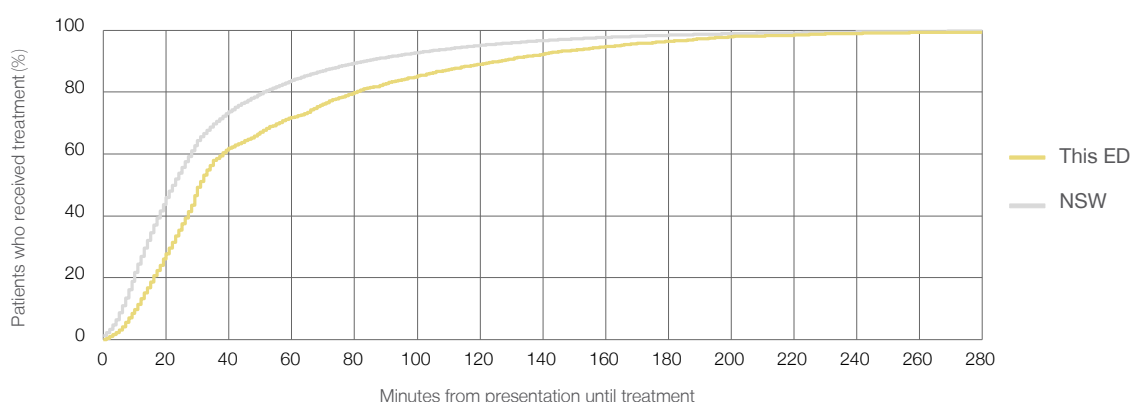
31 minutes

90th percentile time to start treatment⁵

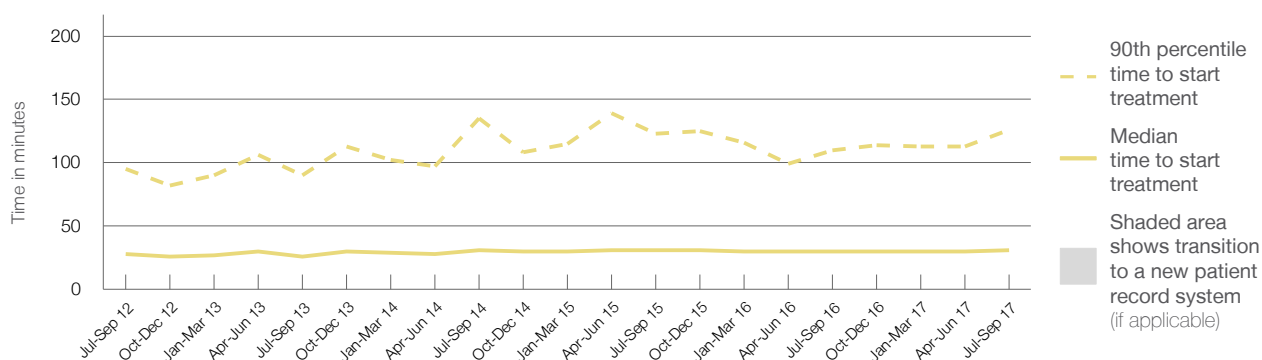
126 minutes

Same period last year	NSW (this period)
3,389	
3,328	
30 minutes	23 minutes
110 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	28	26	31	31	30	31
90th percentile time to start treatment ⁵ (minutes)	95	90	135	123	110	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 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 4,319

Number of triage 4 patients used to calculate waiting time:³ 4,049

Median time to start treatment⁴

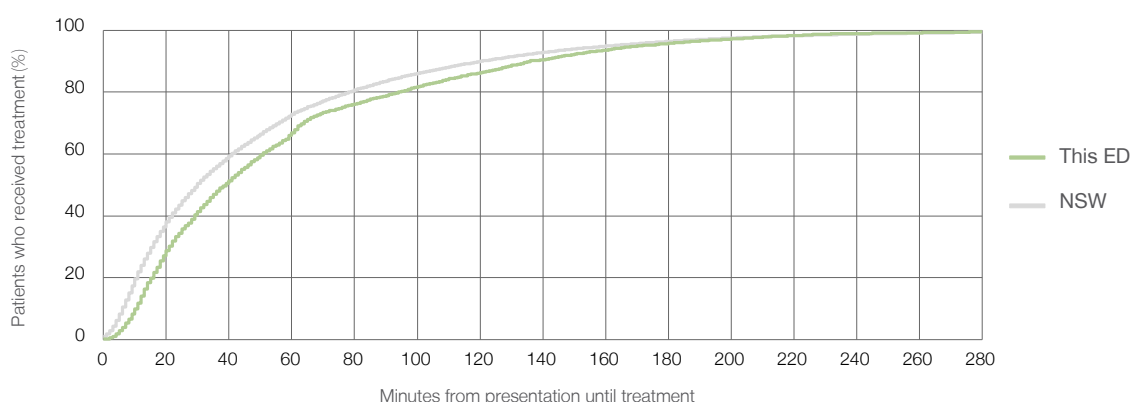
39 minutes

90th percentile time to start treatment⁵

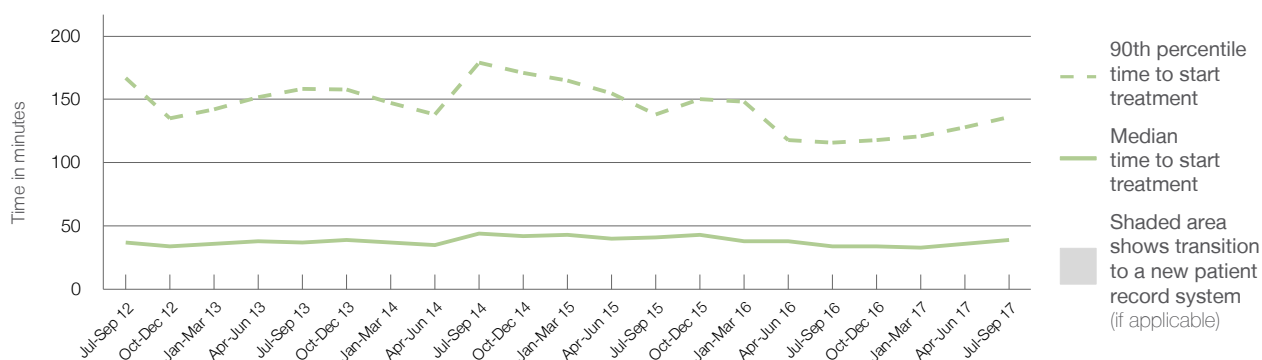
136 minutes

Same period last year	NSW (this period)
3,900	
3,703	
34 minutes	30 minutes
116 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	37	44	41	34	39
90th percentile time to start treatment ⁵ (minutes)	167	159	179	138	116	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 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 818

Number of triage 5 patients used to calculate waiting time:³ 719

Median time to start treatment⁴

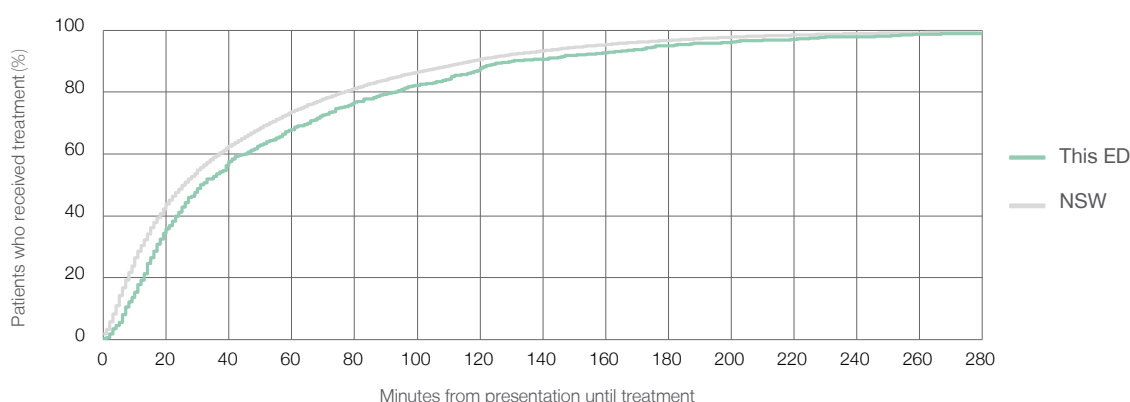
31 minutes

90th percentile time to start treatment⁵

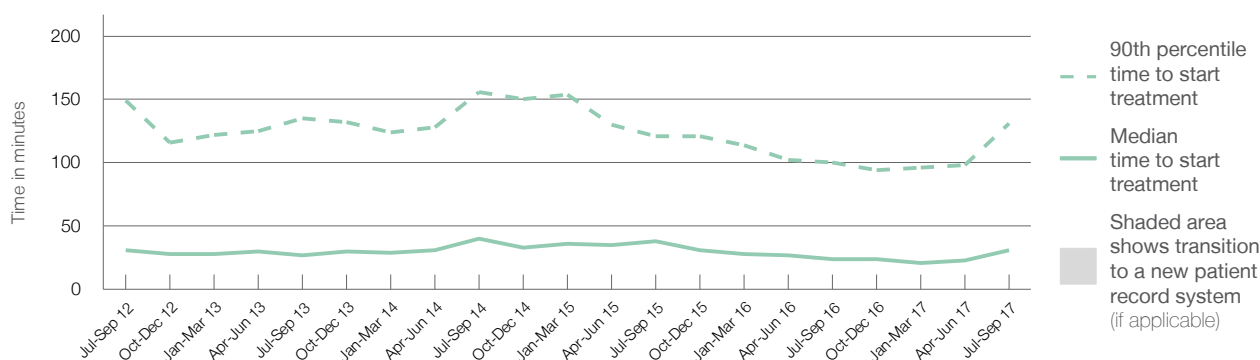
131 minutes

Same period last year	NSW (this period)
780	
729	
24 minutes	26 minutes
100 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	27	40	38	24	31
90th percentile time to start treatment ⁵ (minutes)	149	135	156	121	100	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 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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,037 patients

Presentations used to calculate time to leaving the ED:⁶ 10,036 patients

Median time spent in the ED⁸

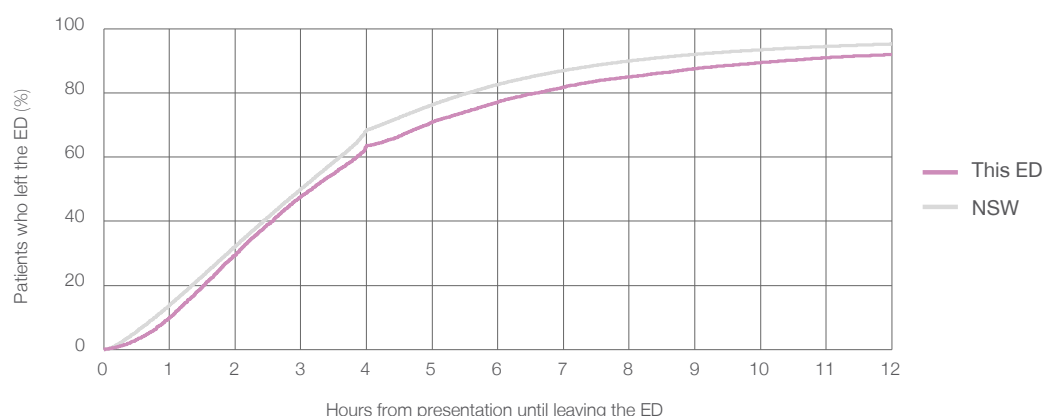
3 hours and 10 minutes

90th percentile time spent in the ED⁹

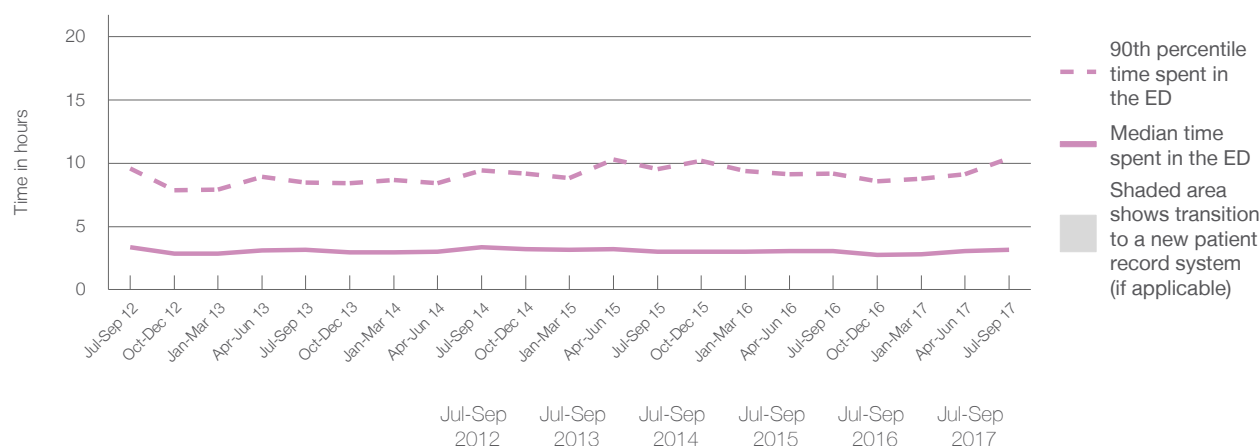
10 hours and 22 minutes

Same period last year	NSW (this period)
9,234	
9,234	
3 hours and 3 minutes	3 hours and 0 minutes
9 hours and 12 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 23m	3h 8m	3h 22m	2h 59m	3h 3m	3h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 35m	8h 29m	9h 26m	9h 32m	9h 12m	10h 22m

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

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

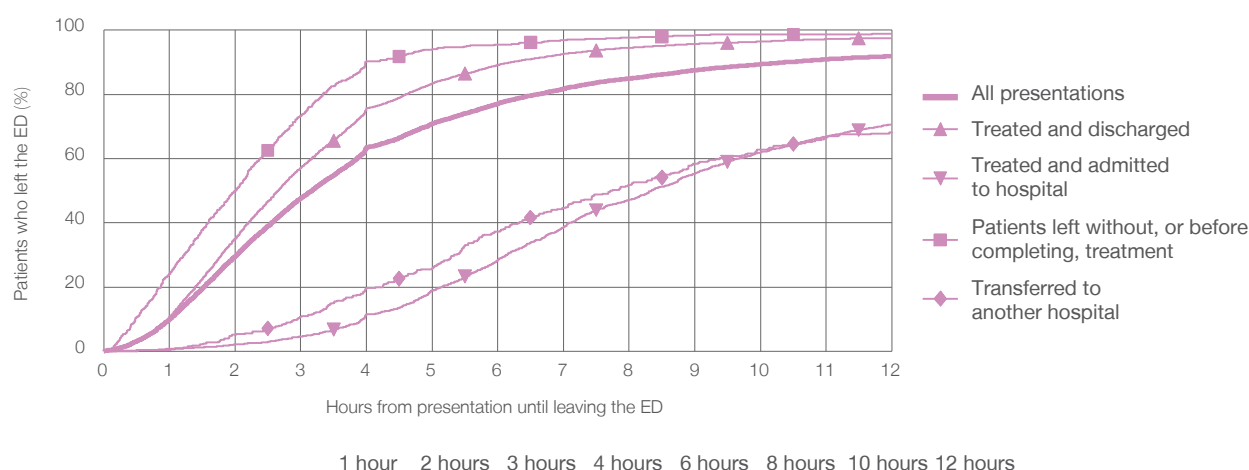
July to September 2017

All presentations:[†] 10,037 patients

Presentations used to calculate time to leaving the ED:[‡] 10,036 patients

		Same period last year	Change since one year ago
Treated and discharged	7,155 (71.3%)	9,234	8.7%
Treated and admitted to hospital	1,782 (17.8%)	6,503	10.0%
Patient left without, or before completing, treatment	707 (7.0%)	1,878	-5.1%
Transferred to another hospital	336 (3.3%)	503	40.6%
Other	57 (0.6%)	317	6.0%
		33	72.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.7%	35.1%	57.3%	75.7%	89.2%	94.5%	96.5%	97.6%
Treated and admitted to hospital	0.7%	2.1%	4.5%	11.5%	28.4%	47.2%	62.1%	70.6%
Patient left without, or before completing, treatment	24.2%	50.1%	73.4%	90.2%	95.5%	97.7%	98.7%	98.9%
Transferred to another hospital	0.3%	5.1%	10.7%	19.6%	37.2%	51.8%	62.8%	68.5%
All presentations	10.0%	29.6%	47.7%	63.5%	77.2%	85.0%	89.4%	91.9%

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

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

Shoalhaven District Memorial Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 10,037 patients

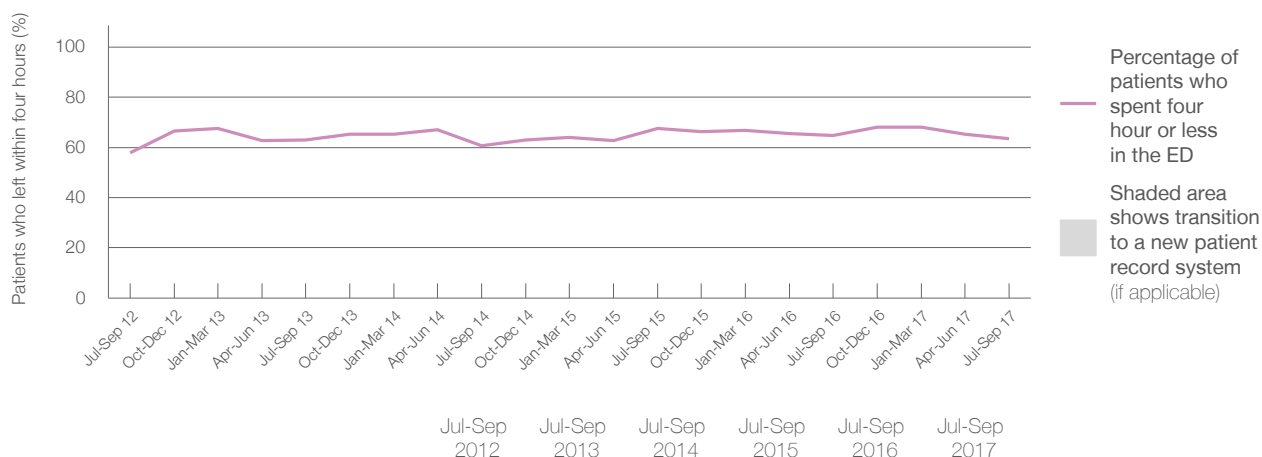
Presentations used to calculate time to leaving the ED:⁶ 10,036 patients

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



Same period last year	Change since one year ago
9,234	8.7%
9,234	8.7%
64.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	57.8%	63.0%	60.8%	67.6%	64.7%	63.5%

- * 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Sutherland Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 13,552 patients

Emergency presentations:² 13,441 patients

Same period last year	Change since one year ago
12,463	8.7%
12,365	8.7%

Sutherland Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,920 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,990 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,733 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 104 minutes

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

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,669	
13 minutes	9 minutes
34 minutes	29 minutes
5,011	
31 minutes	23 minutes
77 minutes	83 minutes
4,706	
35 minutes	30 minutes
91 minutes	121 minutes
922	
31 minutes	26 minutes
97 minutes	118 minutes

Sutherland Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 13,546 patients

Percentage of patients who spent four hours or less in the ED 58.8%

Same period last year	Change since one year ago
12,463	8.7%
67.5%	

* 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, July to September 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.

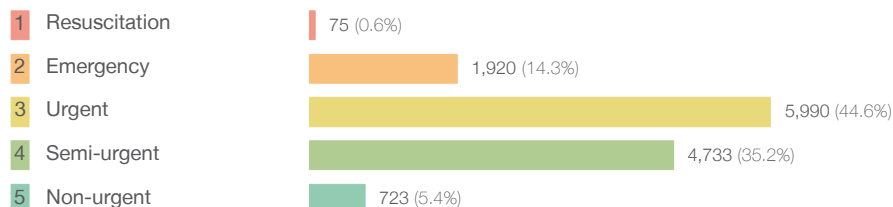
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Sutherland Hospital: Patients presenting to the emergency department

July to September 2017

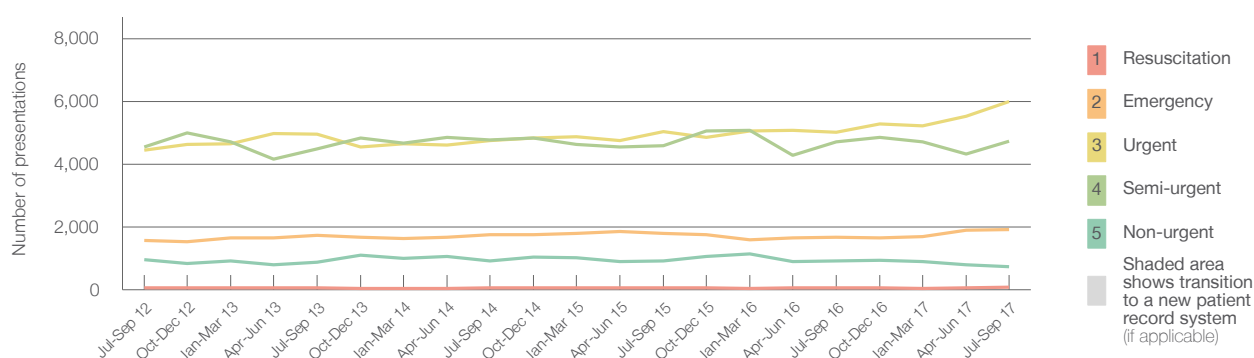
All presentations:¹ 13,552 patients

Emergency presentations² by triage category: 13,441 patients



Same period last year	Change since one year ago
12,463	8.7%
12,365	8.7%
57	31.6%
1,669	15.0%
5,011	19.5%
4,706	0.6%
922	-21.6%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	53	62	58	60	57	75
Emergency	1,569	1,727	1,754	1,783	1,669	1,920
Urgent	4,440	4,945	4,760	5,029	5,011	5,990
Semi-urgent	4,557	4,476	4,776	4,582	4,706	4,733
Non-urgent	964	881	910	919	922	723
All emergency presentations	11,583	12,091	12,258	12,373	12,365	13,441

Sutherland Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,814 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,455	
14 minutes	0 minutes
28 minutes	7 minutes

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

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

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

July to September 2017

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

Number of triage 2 patients: 1,920

Number of triage 2 patients used to calculate waiting time:³ 1,913

Median time to start treatment⁴

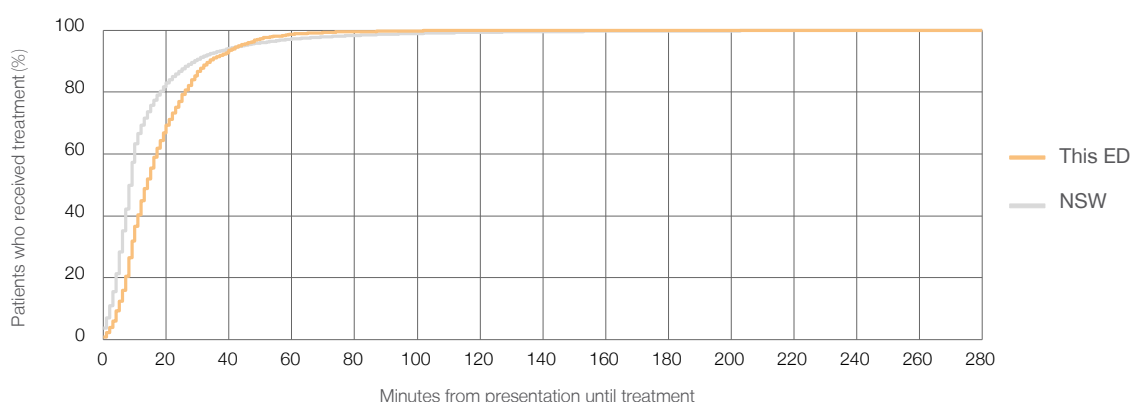
14 minutes

90th percentile time to start treatment⁵

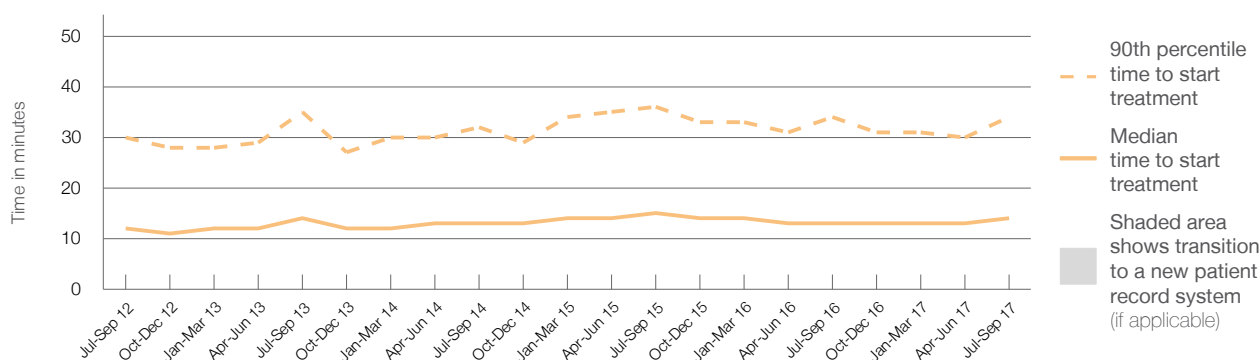
34 minutes

Same period last year	NSW (this period)
1,669	
1,666	
13 minutes	9 minutes
34 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	12	14	13	15	13	14
90th percentile time to start treatment ⁵ (minutes)	30	35	32	36	34	34

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

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

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

July to September 2017

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

Number of triage 3 patients: 5,990

Number of triage 3 patients used to calculate waiting time:³ 5,877

Median time to start treatment⁴

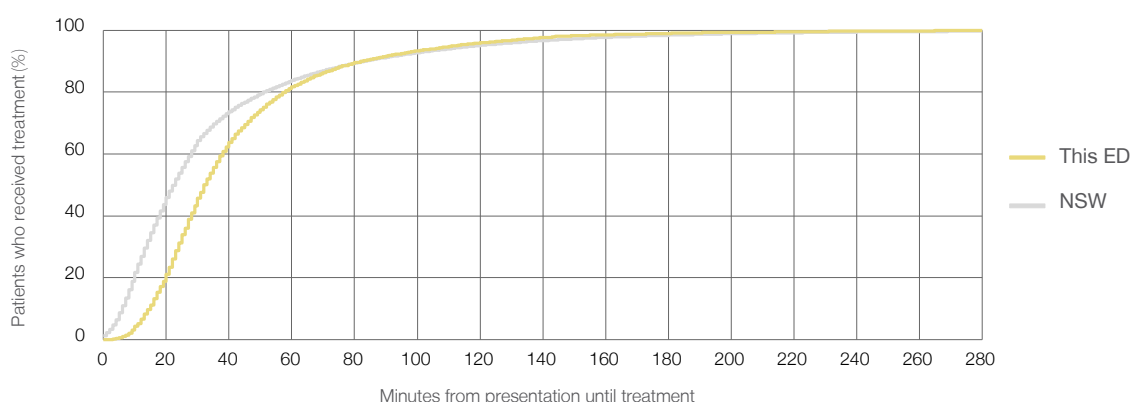
33 minutes

90th percentile time to start treatment⁵

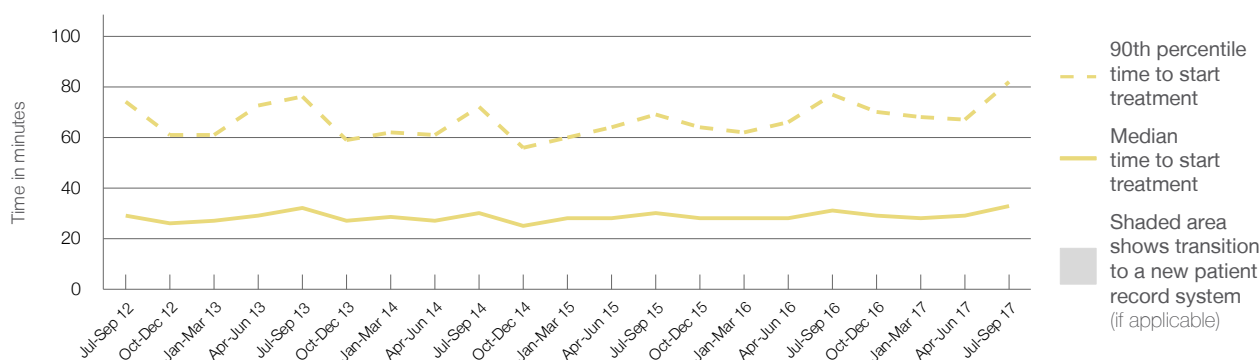
82 minutes

Same period last year	NSW (this period)
5,011	
4,952	
31 minutes	23 minutes
77 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	32	30	30	31	33
90th percentile time to start treatment ⁵ (minutes)	74	76	72	69	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 4 patients: 4,733

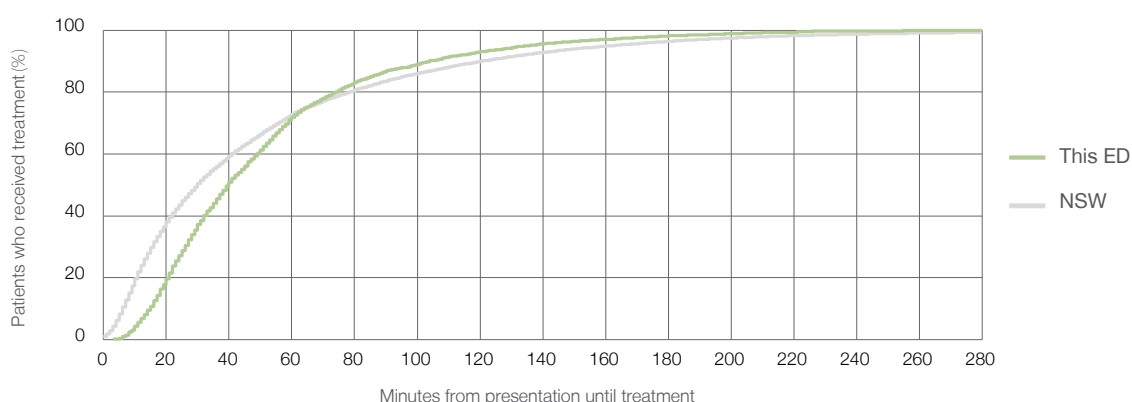
Number of triage 4 patients used to calculate waiting time:³ 4,540

Median time to start treatment⁴ 40 minutes

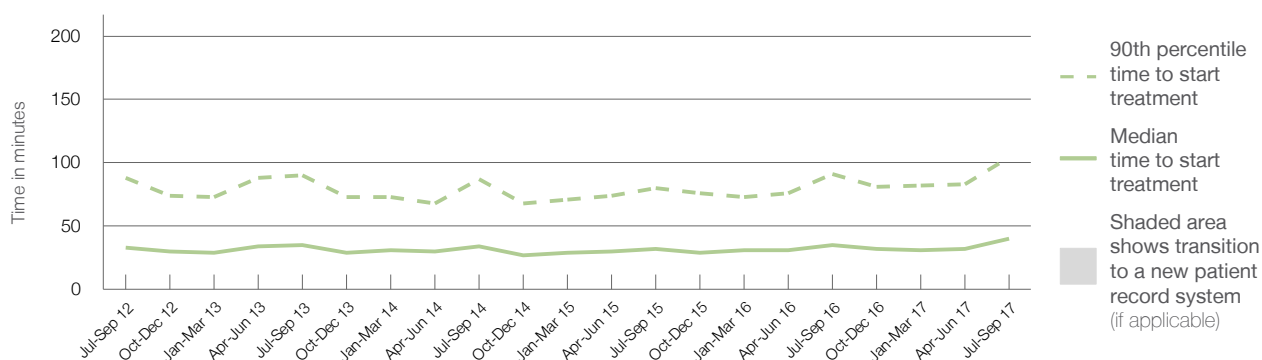
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
4,706	
4,593	
35 minutes	30 minutes
91 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	35	34	32	35	40
90th percentile time to start treatment ⁵ (minutes)	88	90	87	80	91	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 5 patients: 723

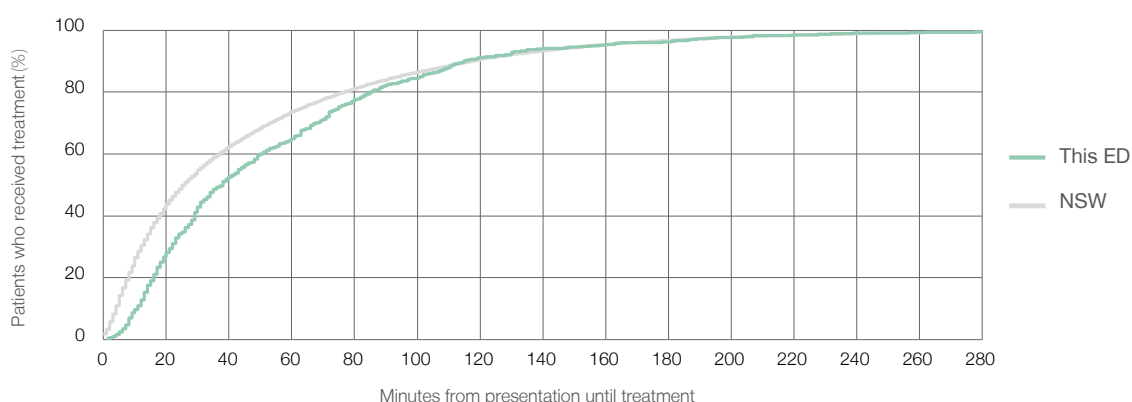
Number of triage 5 patients used to calculate waiting time:³ 618

Median time to start treatment⁴ 38 minutes

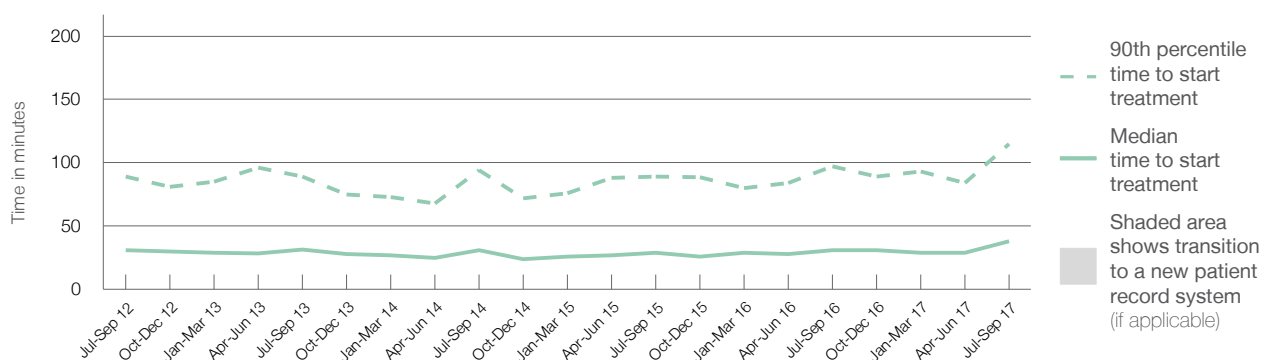
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
922	
828	
31 minutes	26 minutes
97 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	32	31	29	31	38
90th percentile time to start treatment ⁵ (minutes)	89	89	94	89	97	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sutherland Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 13,552 patients

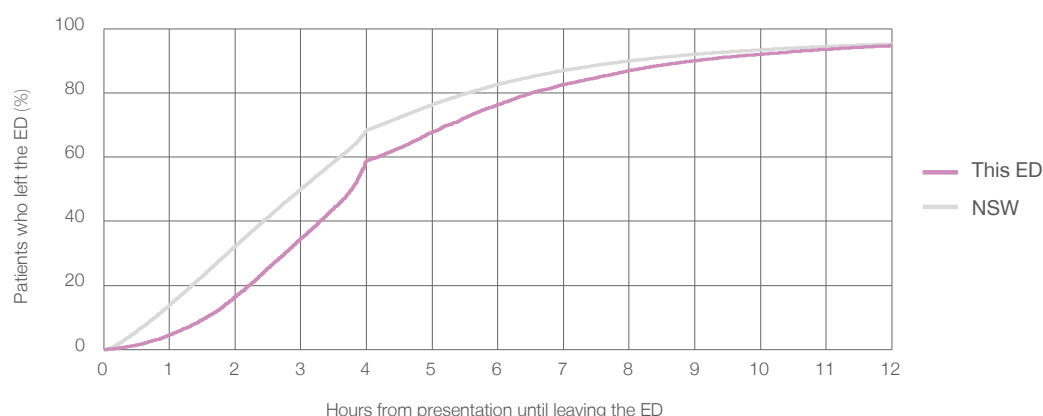
Presentations used to calculate time to leaving the ED:⁶ 13,546 patients

Median time spent in the ED⁸ 3 hours and 47 minutes

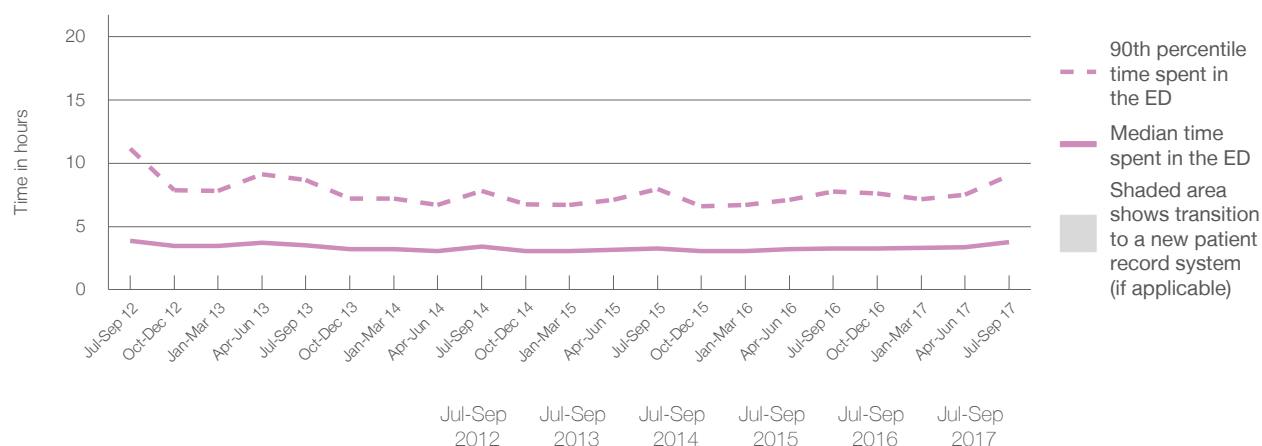
90th percentile time spent in the ED⁹ 9 hours and 1 minutes

Same period last year	NSW (this period)
12,463	
12,463	
3 hours and 17 minutes	3 hours and 0 minutes
7 hours and 47 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 52m	3h 32m	3h 26m	3h 16m	3h 17m	3h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 9m	8h 39m	7h 50m	7h 57m	7h 47m	9h 1m

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

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

Sutherland Hospital: Time patients spent in the ED

By mode of separation

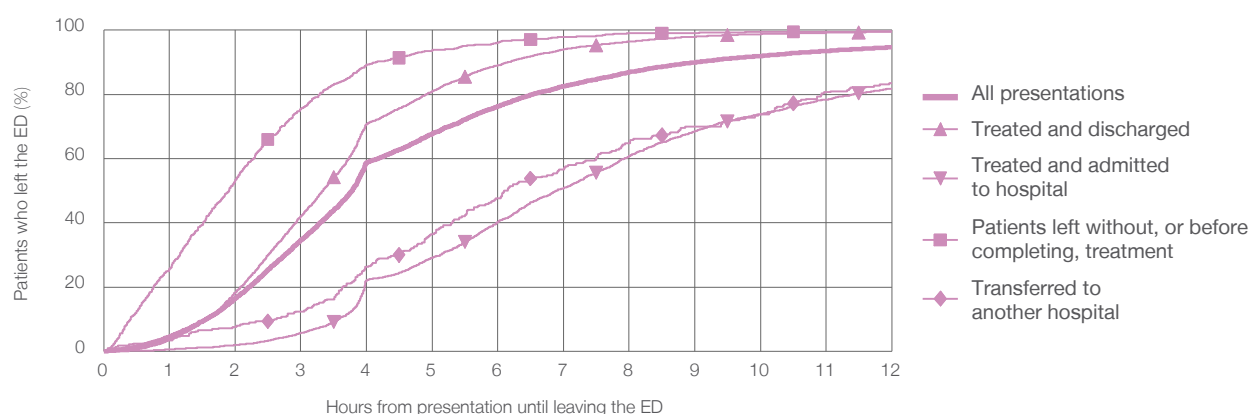
July to September 2017

All presentations:[†] 13,552 patients

Presentations used to calculate time to leaving the ED:[‡] 13,546 patients

		Same period last year	Change since one year ago
		12,463	8.7%
Treated and discharged	8,852 (65.3%)	8,551	3.5%
Treated and admitted to hospital	3,443 (25.4%)	3,145	9.5%
Patient left without, or before completing, treatment	924 (6.8%)	499	85.2%
Transferred to another hospital	290 (2.1%)	217	33.6%
Other	43 (0.3%)	51	-15.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.6%	18.4%	42.1%	70.7%	89.1%	96.5%	98.8%	99.5%
Treated and admitted to hospital	0.6%	1.9%	5.7%	22.2%	40.4%	60.8%	73.8%	81.8%
Patient left without, or before completing, treatment	25.6%	53.5%	75.5%	89.3%	96.1%	99.0%	99.6%	99.7%
Transferred to another hospital	3.4%	7.6%	12.4%	26.2%	47.6%	64.8%	73.8%	83.4%
All presentations	4.6%	16.6%	34.7%	58.8%	76.3%	86.9%	92.0%	94.7%

(†) 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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sutherland Hospital: Time spent in the ED

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

July to September 2017

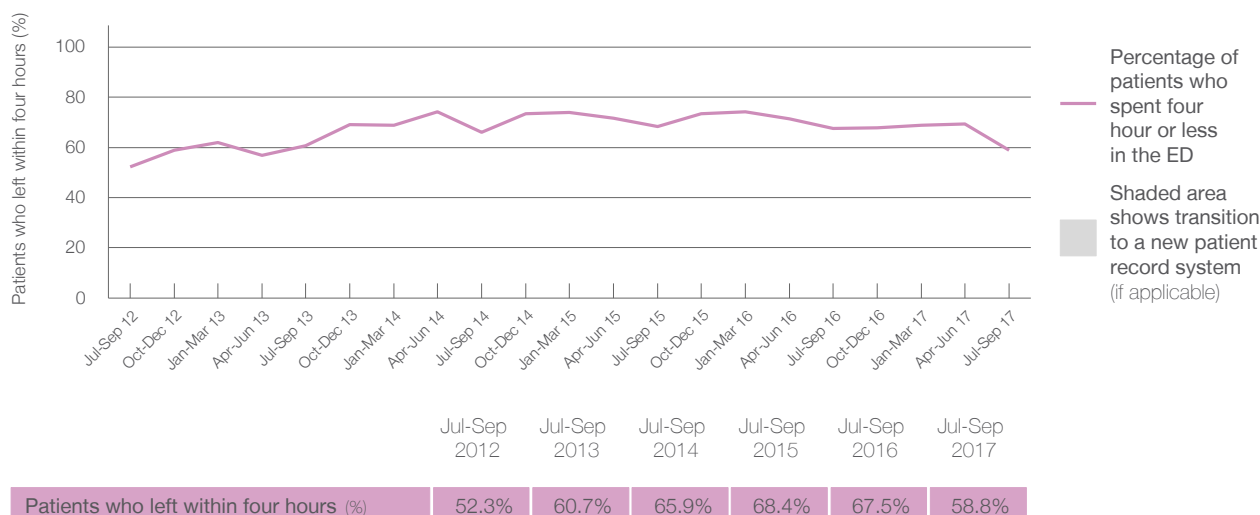
All presentations at the emergency department:¹ 13,552 patients

Presentations used to calculate time to leaving the ED:⁶ 13,546 patients

Percentage of patients who spent four hours or less in the ED 58.8%

Same period last year	Change since one year ago
12,463	8.7%
12,463	8.7%
67.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Tamworth Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,366 patients

Emergency presentations:² 11,874 patients

Same period last year	Change since one year ago
10,881	13.6%
10,303	15.2%

Tamworth Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,888 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 110 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,315 patients

Median time to start treatment⁴ 49 minutes

90th percentile time to start treatment⁵ 166 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,710 patients

Median time to start treatment⁴ 62 minutes

90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
862	
8 minutes	9 minutes
23 minutes	29 minutes
2,715	
22 minutes	23 minutes
73 minutes	83 minutes
4,901	
38 minutes	30 minutes
102 minutes	121 minutes
1,772	
41 minutes	26 minutes
107 minutes	118 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,365 patients

Percentage of patients who spent four hours or less in the ED 66.3%

Same period last year	Change since one year ago
10,880	13.6%
76.6%	

* 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, July to September 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.

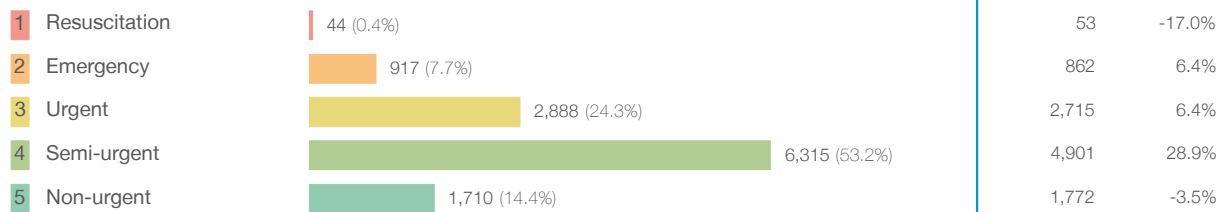
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Tamworth Base Hospital: Patients presenting to the emergency department

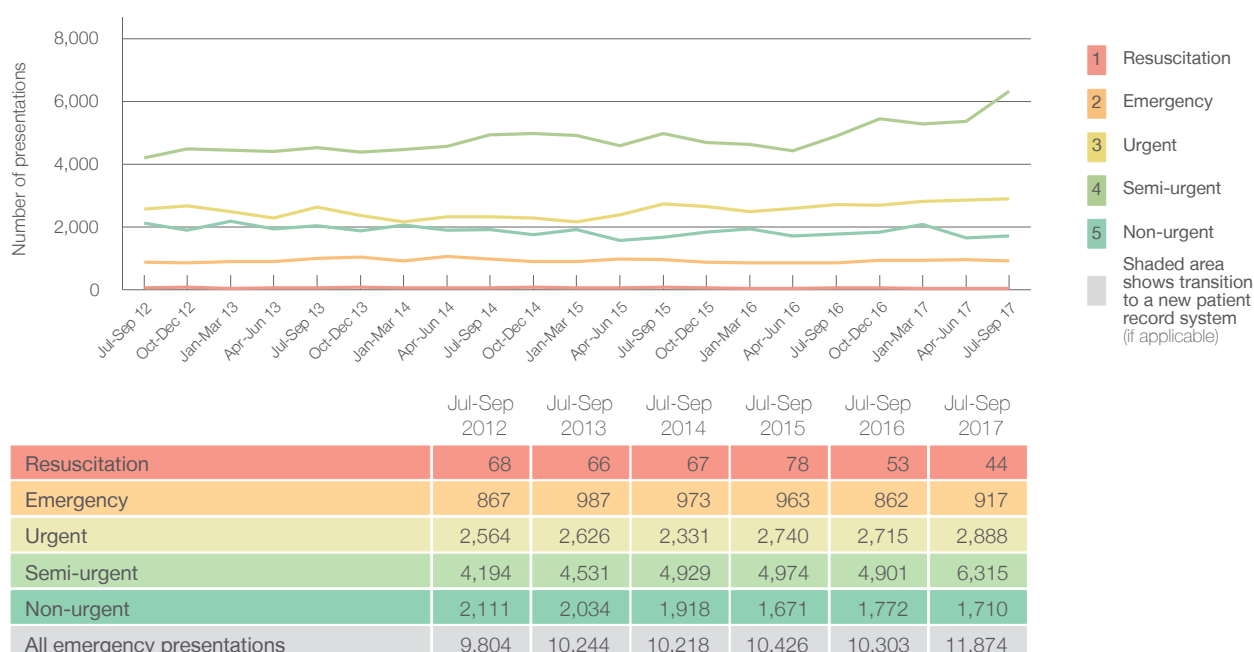
July to September 2017

All presentations:¹ 12,366 patients

Emergency presentations² by triage category: 11,874 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]

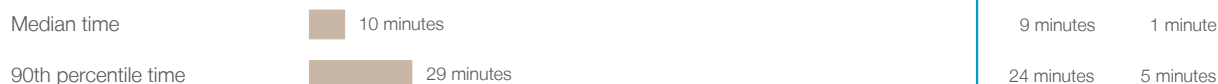


Tamworth Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,886 patients

ED Transfer of care time



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

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

Tamworth Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 917

Number of triage 2 patients used to calculate waiting time:³ 912

Median time to start treatment⁴

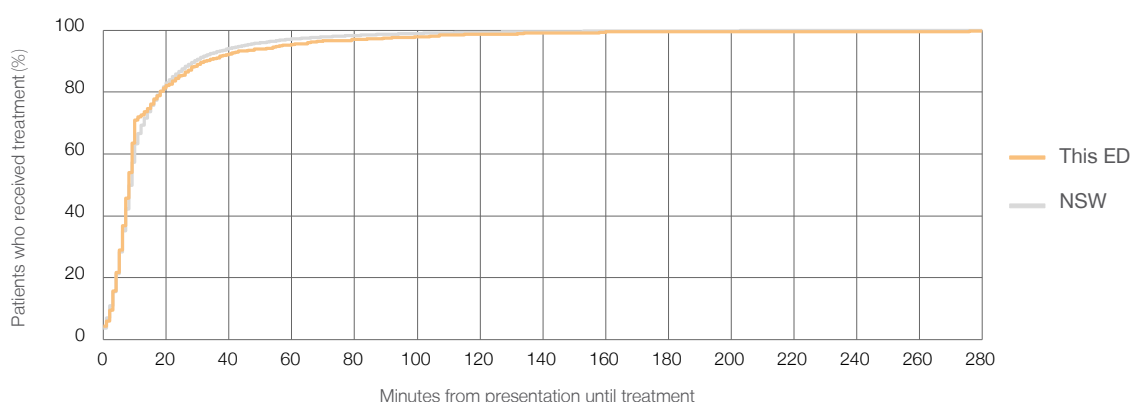
8 minutes

90th percentile time to start treatment⁵

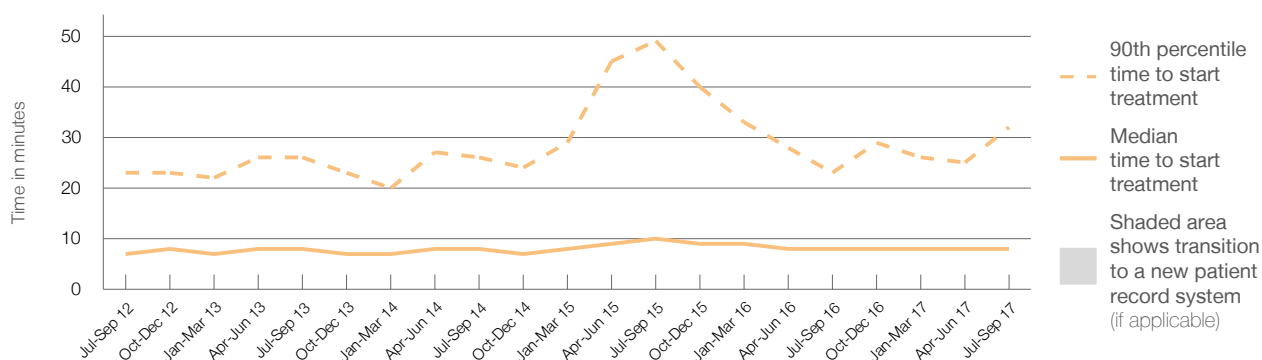
32 minutes

Same period last year	NSW (this period)
862	
859	
8 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	8	8	10	8	8
90th percentile time to start treatment ⁵ (minutes)	23	26	26	49	23	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 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 2,888

Number of triage 3 patients used to calculate waiting time:³ 2,804

Median time to start treatment⁴

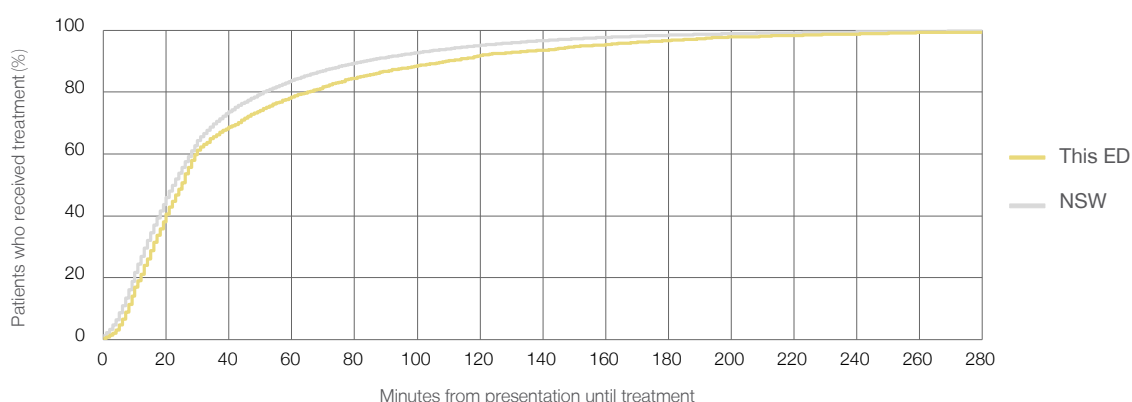
25 minutes

90th percentile time to start treatment⁵

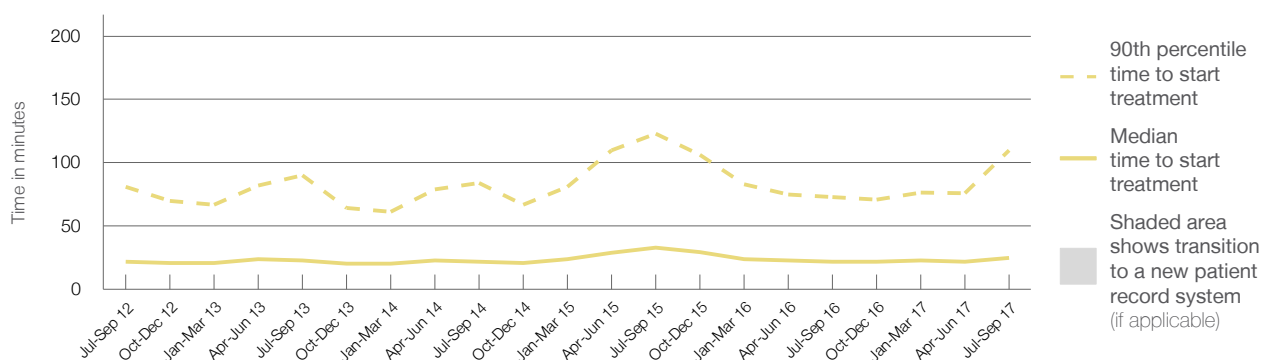
110 minutes

Same period last year	NSW (this period)
2,715	
2,677	
22 minutes	23 minutes
73 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	23	22	33	22	25
90th percentile time to start treatment ⁵ (minutes)	81	90	84	123	73	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 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 6,315

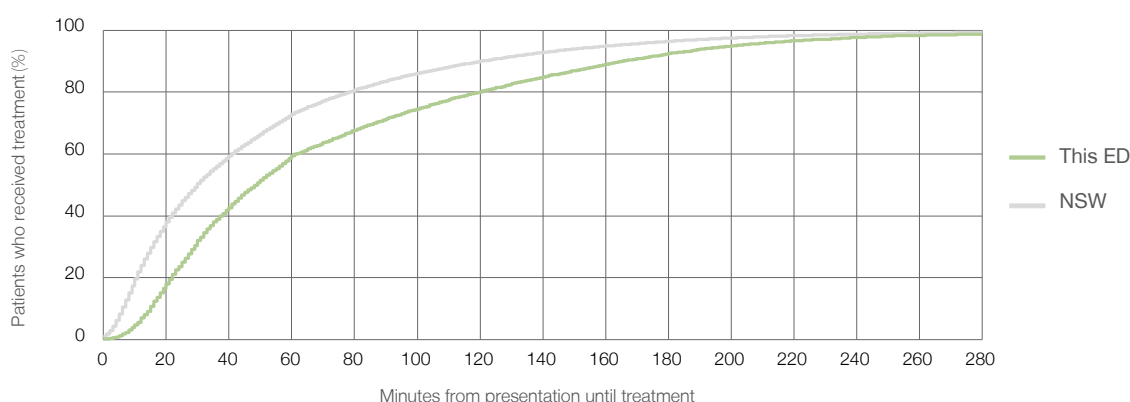
Number of triage 4 patients used to calculate waiting time:³ 5,839

Median time to start treatment⁴ 49 minutes

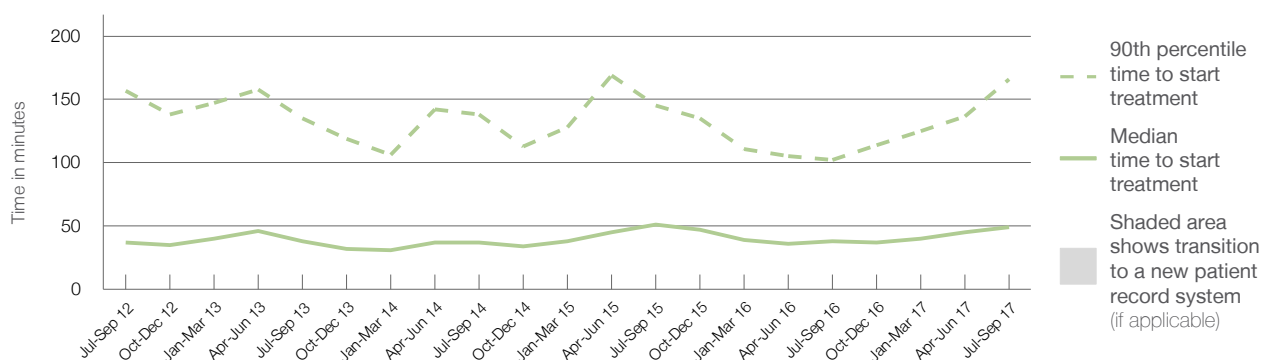
90th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
4,901	
4,727	
38 minutes	30 minutes
102 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	38	37	51	38	49
90th percentile time to start treatment ⁵ (minutes)	157	135	138	145	102	166

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

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

Tamworth Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,710

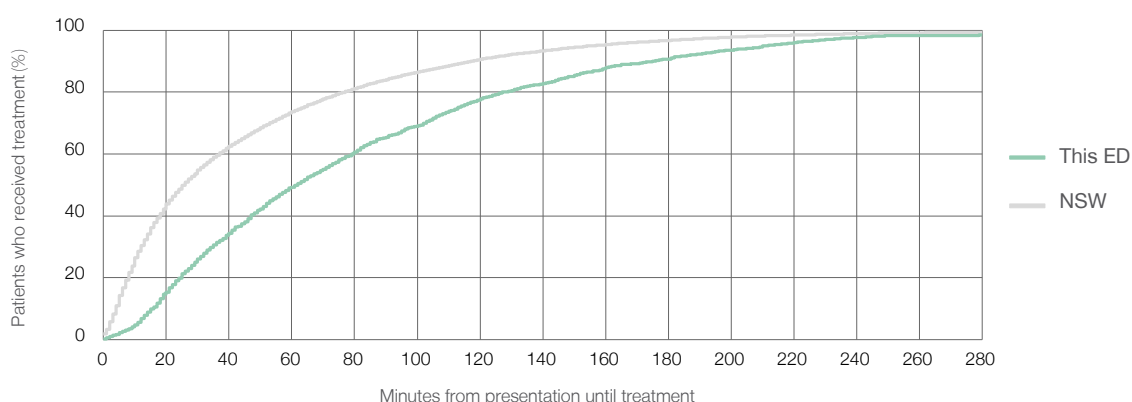
Number of triage 5 patients used to calculate waiting time:³ 1,529

Median time to start treatment⁴ 62 minutes

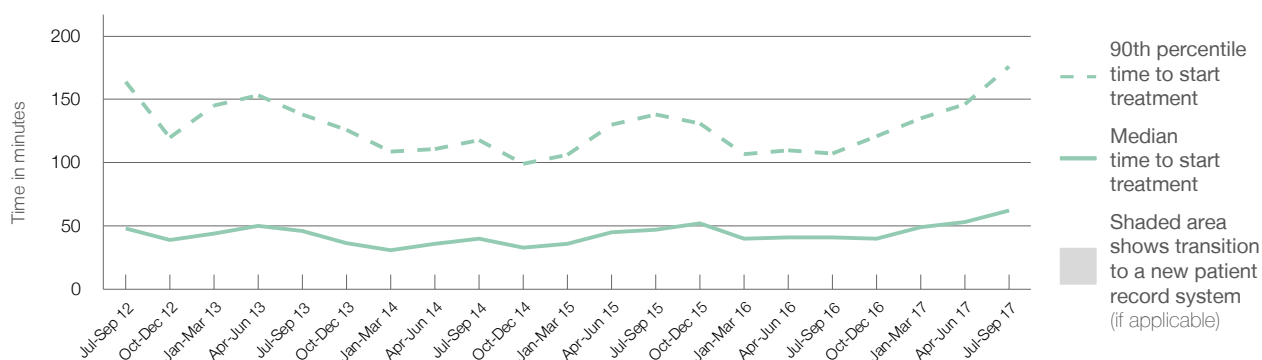
90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
1,772	
1,683	
41 minutes	26 minutes
107 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	48	46	40	47	41	62
90th percentile time to start treatment ⁵ (minutes)	164	138	118	138	107	176

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

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

Tamworth Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,366 patients

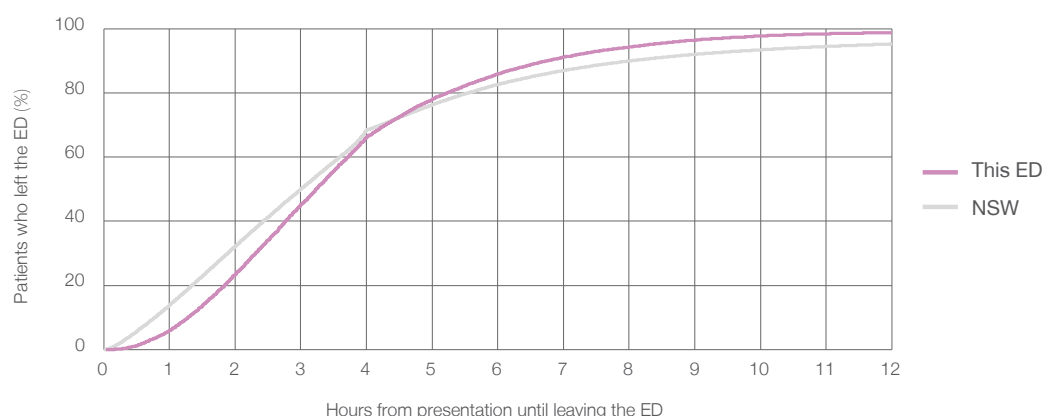
Presentations used to calculate time to leaving the ED:⁶ 12,365 patients

Median time spent in the ED⁸ 3 hours and 14 minutes

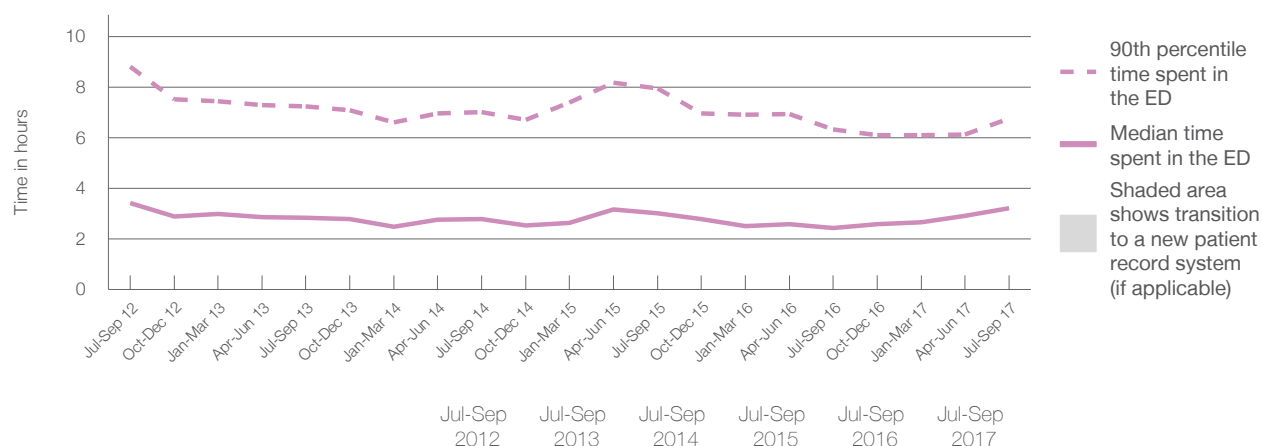
90th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
10,881	
10,880	
2 hours and 26 minutes	3 hours and 0 minutes
6 hours and 20 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 26m	2h 51m	2h 48m	3h 1m	2h 26m	3h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 48m	7h 15m	7h 1m	7h 57m	6h 20m	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 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.

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

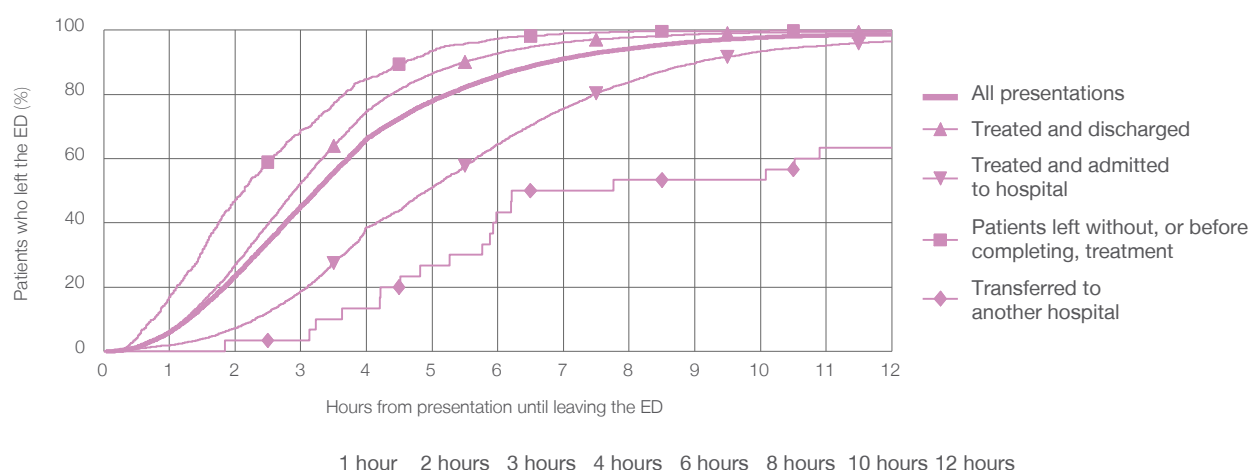
All presentations:[†] 12,366 patients

Presentations used to calculate time to leaving the ED:[‡] 12,365 patients

Treated and discharged	8,351 (67.5%)
Treated and admitted to hospital	3,102 (25.1%)
Patient left without, or before completing, treatment	731 (5.9%)
Transferred to another hospital	30 (0.2%)
Other	152 (1.2%)

Same period last year	Change since one year ago
10,880	13.6%
7,791	7.2%
2,705	14.7%
288	153.8%
35	-14.3%
62	145.2%

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



Treated and discharged	6.2%	27.0%	52.5%	74.7%	92.8%	97.7%	99.3%	99.6%
Treated and admitted to hospital	1.8%	7.2%	18.7%	38.6%	64.5%	83.8%	93.4%	96.6%
Patient left without, or before completing, treatment	16.8%	47.3%	68.9%	84.8%	97.4%	99.6%	99.7%	99.9%
Transferred to another hospital	0%	3.3%	3.3%	13.3%	43.3%	53.3%	53.3%	63.3%
All presentations	6.0%	23.6%	45.2%	66.3%	85.9%	94.2%	97.7%	98.8%

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

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

Tamworth Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 12,366 patients

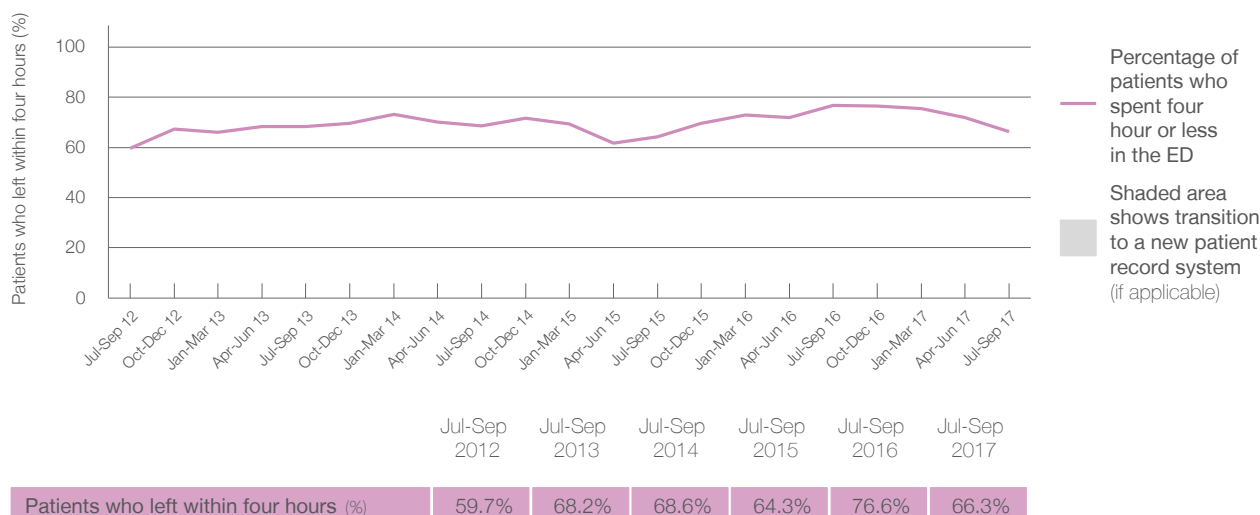
Presentations used to calculate time to leaving the ED:⁶ 12,365 patients

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



Same period last year	Change since one year ago
10,881	13.6%
10,880	13.6%
76.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

The Tweed Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 13,317 patients

Emergency presentations:² 13,009 patients

Same period last year	Change since one year ago
12,698	4.9%
12,382	5.1%

The Tweed Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,823 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,115 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,097 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): 913 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
1,614	
5 minutes	9 minutes
15 minutes	29 minutes
5,974	
15 minutes	23 minutes
47 minutes	83 minutes
3,882	
13 minutes	30 minutes
64 minutes	121 minutes
857	
10 minutes	26 minutes
59 minutes	118 minutes

The Tweed Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 13,317 patients

Percentage of patients who spent four hours or less in the ED 77.9%

Same period last year	Change since one year ago
12,697	4.9%
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, July to September 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.

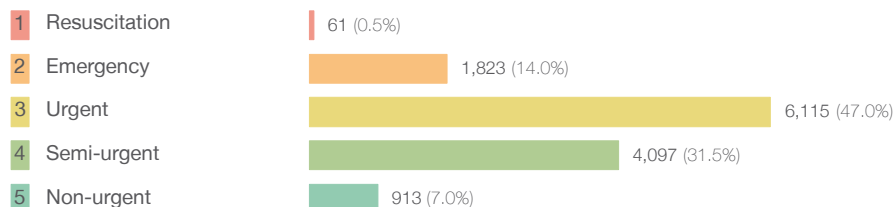
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

The Tweed Hospital: Patients presenting to the emergency department

July to September 2017

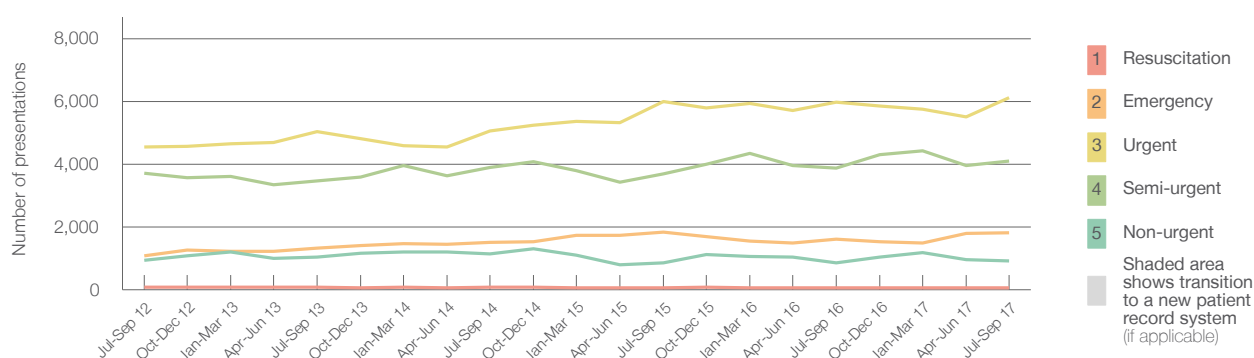
All presentations:¹ 13,317 patients

Emergency presentations² by triage category: 13,009 patients



Same period last year	Change since one year ago
12,698	4.9%
12,382	5.1%
55	10.9%
1,614	12.9%
5,974	2.4%
3,882	5.5%
857	6.5%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	86	78	74	59	55	61
Emergency	1,083	1,322	1,503	1,839	1,614	1,823
Urgent	4,544	5,036	5,061	5,992	5,974	6,115
Semi-urgent	3,709	3,462	3,887	3,689	3,882	4,097
Non-urgent	943	1,036	1,140	855	857	913
All emergency presentations	10,365	10,934	11,665	12,434	12,382	13,009

The Tweed Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,113 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,925	
8 minutes	1 minute
24 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 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.

The Tweed Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,823

Number of triage 2 patients used to calculate waiting time:³ 1,821

Median time to start treatment⁴

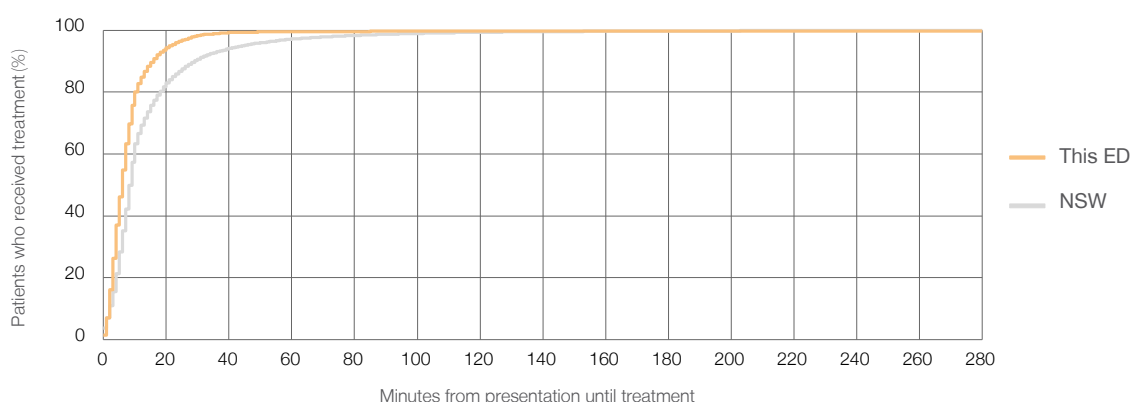
6 minutes

90th percentile time to start treatment⁵

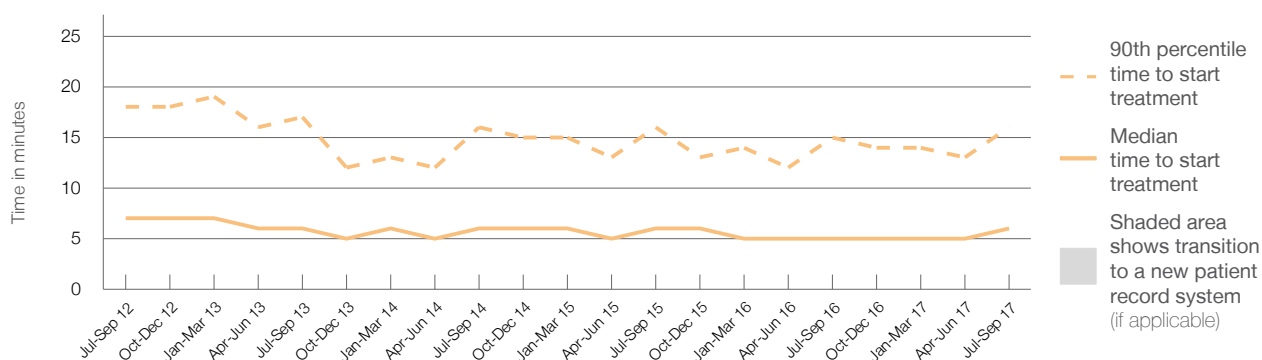
16 minutes

Same period last year	NSW (this period)
1,614	
1,609	
5 minutes	9 minutes
15 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	6	6	6	5	6
90th percentile time to start treatment ⁵ (minutes)	18	17	16	16	15	16

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

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

The Tweed Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 6,115

Number of triage 3 patients used to calculate waiting time:³ 6,022

Median time to start treatment⁴

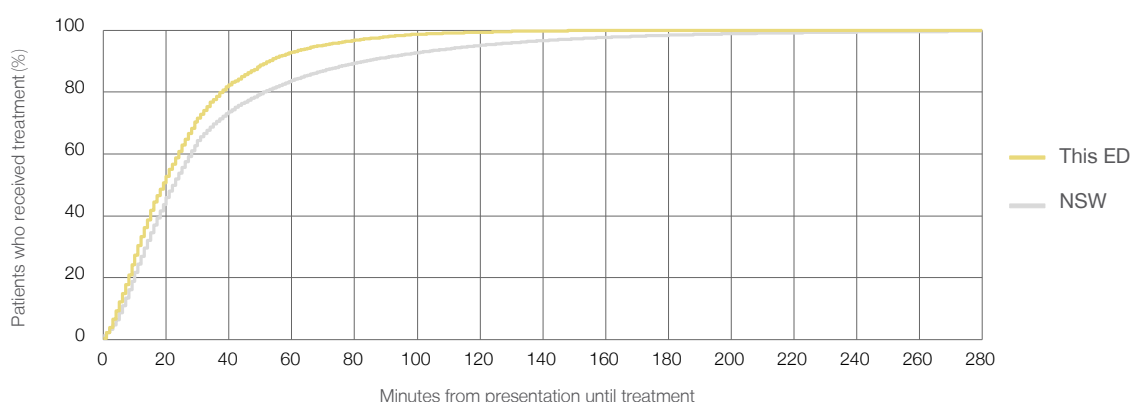
19 minutes

90th percentile time to start treatment⁵

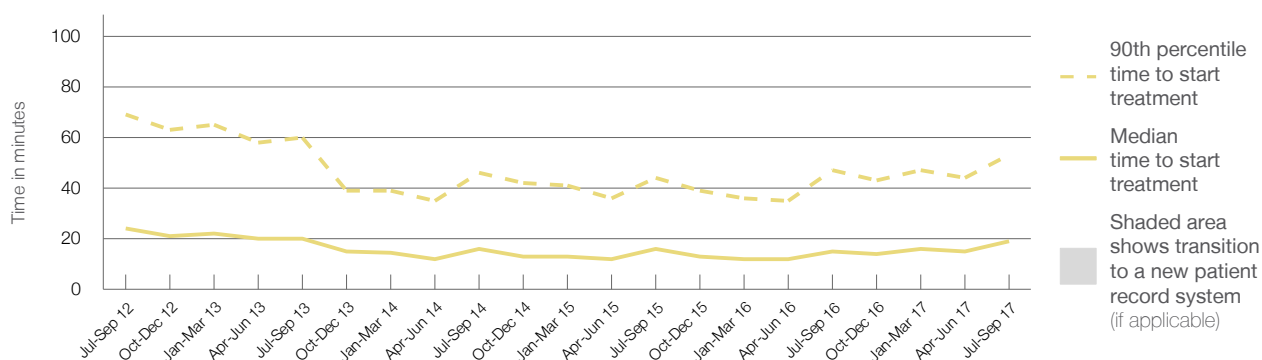
53 minutes

Same period last year	NSW (this period)
5,974	
5,915	
15 minutes	23 minutes
47 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	20	16	16	15	19
90th percentile time to start treatment ⁵ (minutes)	69	60	46	44	47	53

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

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

The Tweed Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 4,097

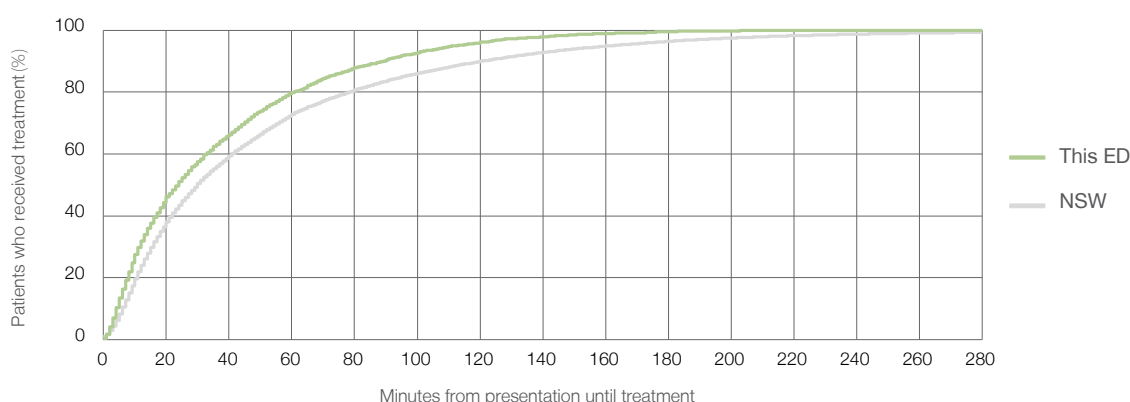
Number of triage 4 patients used to calculate waiting time:³ 3,927

Median time to start treatment⁴ 24 minutes

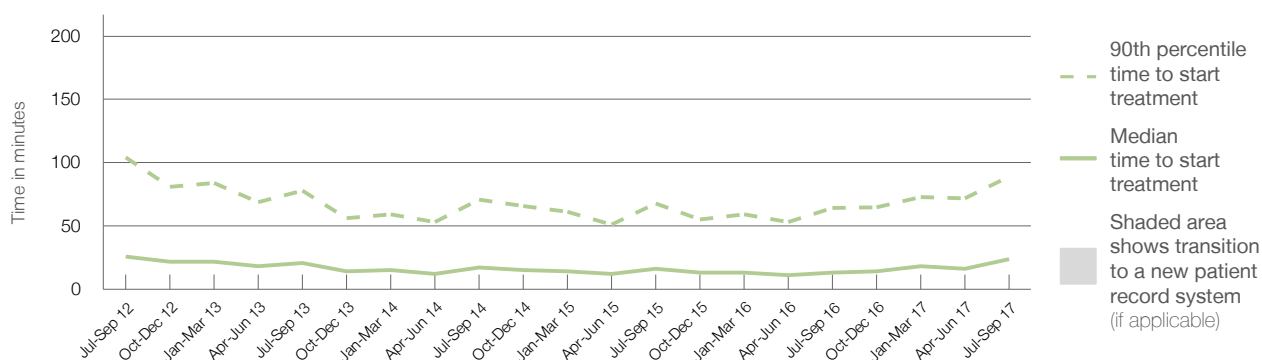
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
3,882	
3,771	
13 minutes	30 minutes
64 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	21	17	16	13	24
90th percentile time to start treatment ⁵ (minutes)	104	78	71	68	64	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 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.

The Tweed Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 913

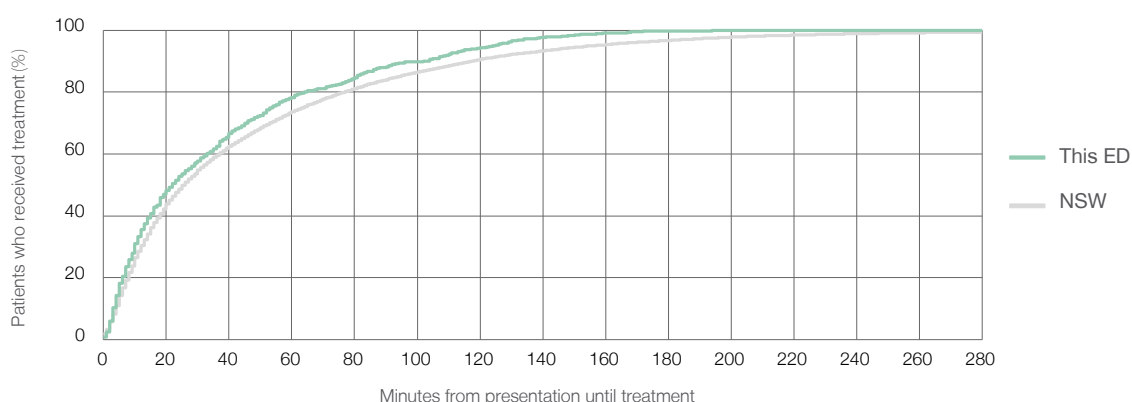
Number of triage 5 patients used to calculate waiting time:³ 843

Median time to start treatment⁴ 22 minutes

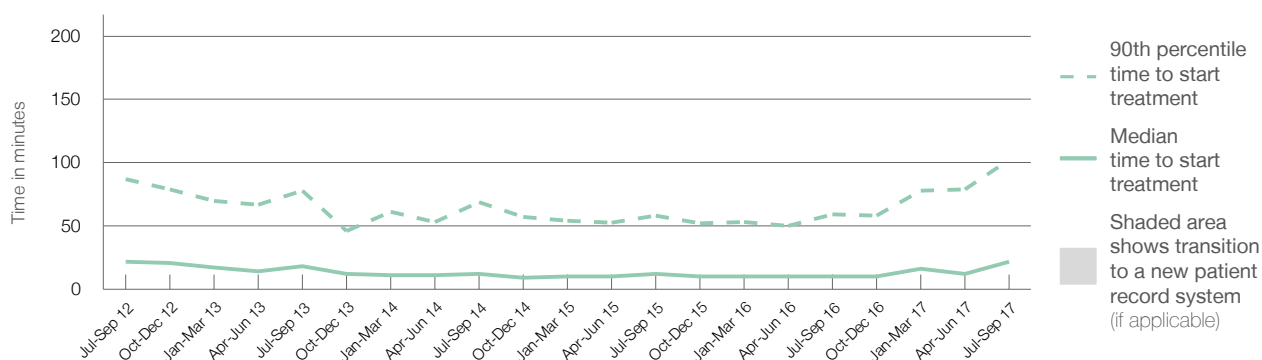
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
857	
815	
10 minutes	26 minutes
59 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	18	12	12	10	22
90th percentile time to start treatment ⁵ (minutes)	87	78	69	58	59	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 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.

The Tweed Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 13,317 patients

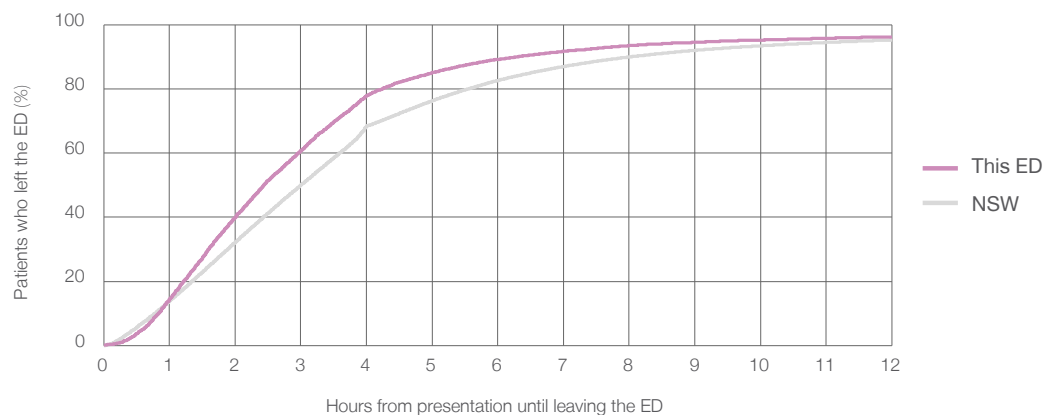
Presentations used to calculate time to leaving the ED:⁶ 13,317 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

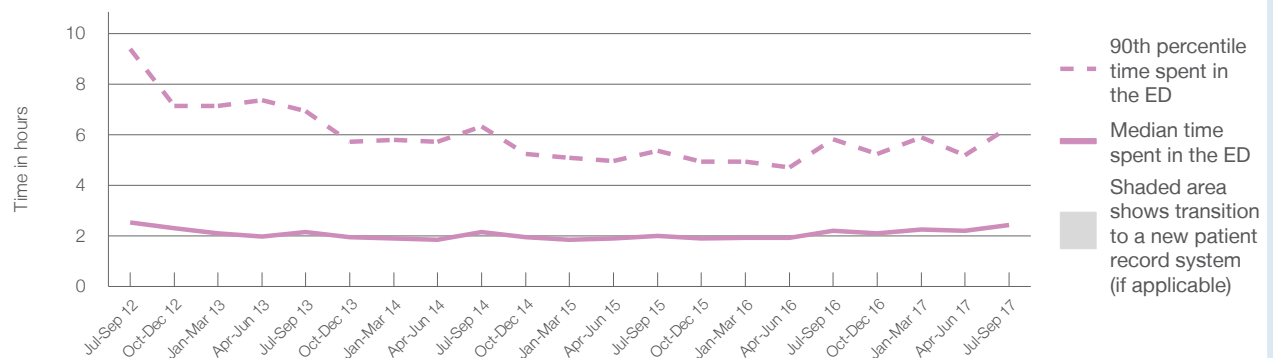
90th percentile time spent in the ED⁹ 6 hours and 18 minutes

Same period last year	NSW (this period)
12,698	
12,697	
2 hours and 12 minutes	3 hours and 0 minutes
5 hours and 49 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 33m	2h 9m	2h 10m	2h 1m	2h 12m	2h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 23m	6h 57m	6h 20m	5h 22m	5h 49m	6h 18m

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

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

The Tweed Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

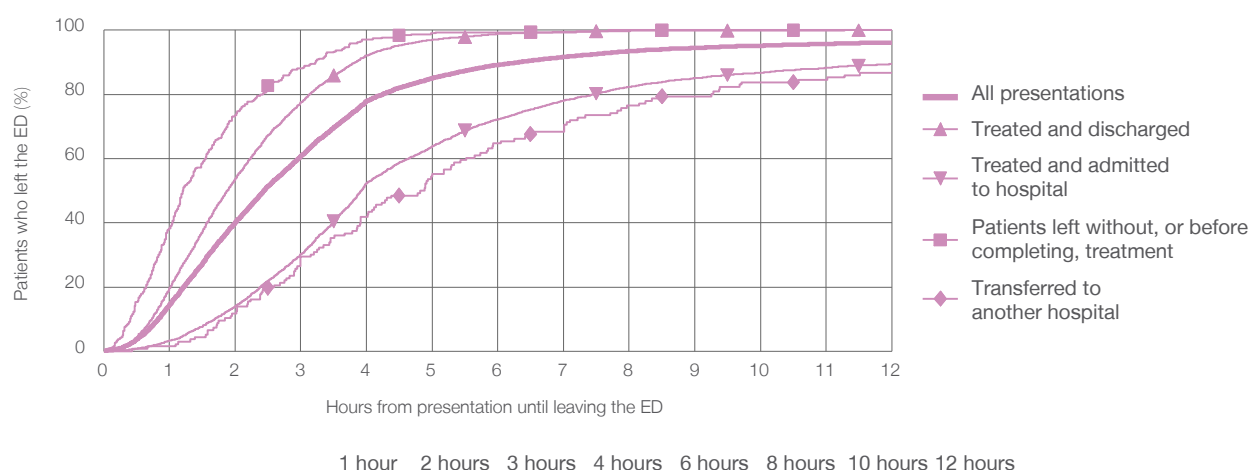
All presentations:[†] 13,317 patients

Presentations used to calculate time to leaving the ED:[‡] 13,317 patients

Treated and discharged	8,159 (61.3%)
Treated and admitted to hospital	4,653 (34.9%)
Patient left without, or before completing, treatment	318 (2.4%)
Transferred to another hospital	136 (1.0%)
Other	51 (0.4%)

Same period last year	Change since one year ago
12,697	4.9%
7,995	2.1%
4,339	7.2%
212	50.0%
119	14.3%
33	54.5%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.7%	53.8%	77.5%	92.1%	98.8%	99.8%	100%	100%
Treated and admitted to hospital	3.3%	14.1%	30.2%	52.4%	72.2%	82.4%	86.8%	89.5%
Patient left without, or before completing, treatment	38.4%	73.6%	88.1%	97.2%	99.4%	100%	100%	100%
Transferred to another hospital	1.5%	11.8%	29.4%	41.9%	64.7%	76.5%	83.8%	86.8%
All presentations	14.5%	40.2%	60.8%	77.9%	89.2%	93.5%	95.2%	96.2%

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

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

The Tweed Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 13,317 patients

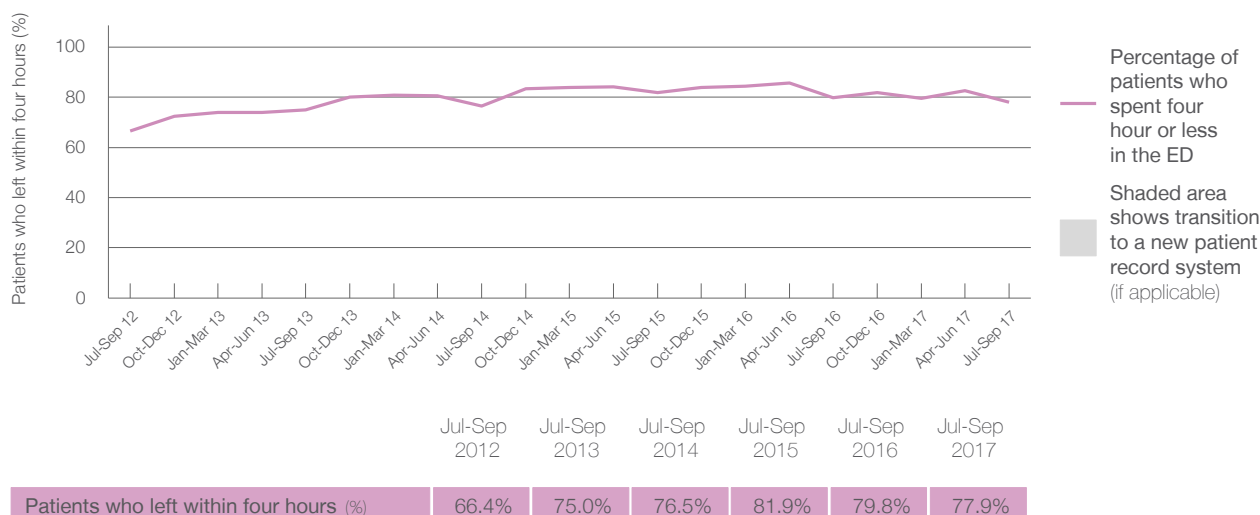
Presentations used to calculate time to leaving the ED:⁶ 13,317 patients

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



Same period last year	Change since one year ago
12,698	4.9%
12,697	4.9%
79.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,636 patients

Emergency presentations:² 10,188 patients

Same period last year	Change since one year ago
10,022	6.1%
9,676	5.3%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 788 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,438 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,933 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 992 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
750	
7 minutes	9 minutes
19 minutes	29 minutes
4,285	
19 minutes	23 minutes
65 minutes	83 minutes
3,873	
24 minutes	30 minutes
87 minutes	121 minutes
736	
19 minutes	26 minutes
93 minutes	118 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,634 patients

Percentage of patients who spent four hours or less in the ED 64.5%

Same period last year	Change since one year ago
10,022	6.1%
71.9%	

* 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, July to September 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.

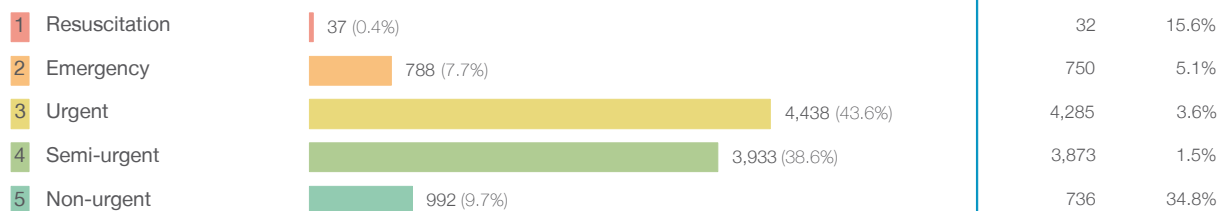
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

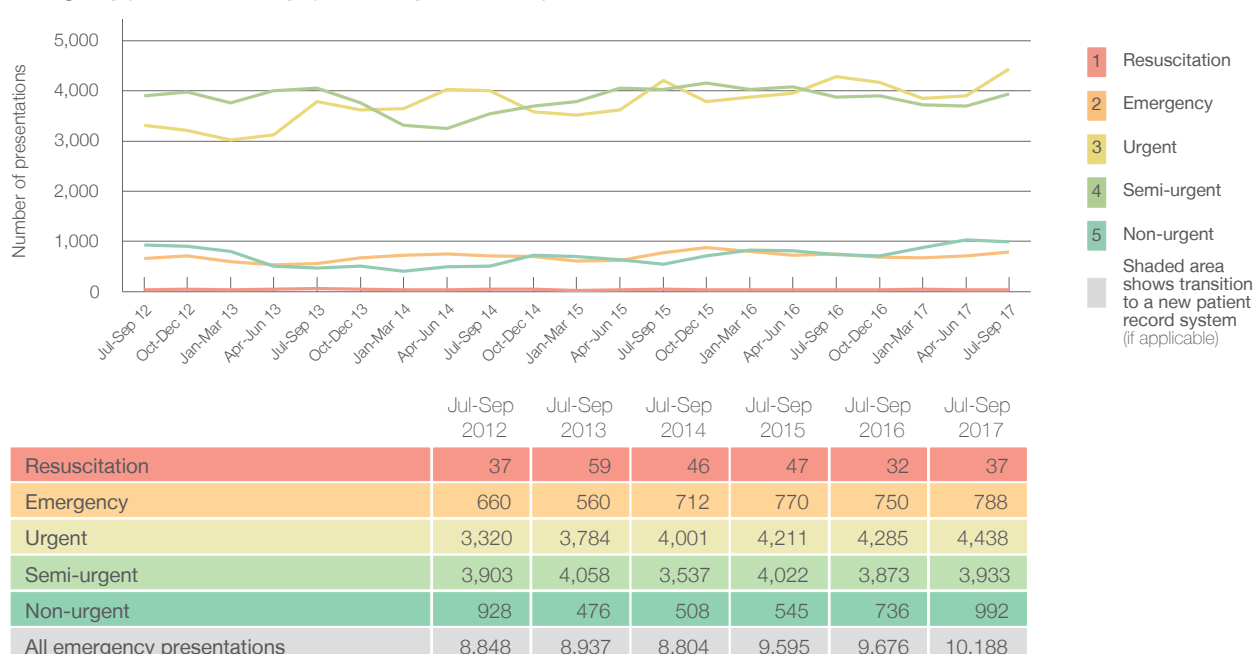
July to September 2017

All presentations:¹ 10,636 patients

Emergency presentations² by triage category: 10,188 patients



Emergency presentations² by quarter, July 2012 to September 2017 †

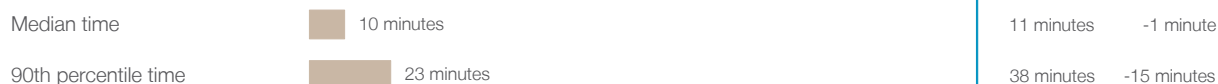


Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,303 patients

ED Transfer of care time



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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 788

Number of triage 2 patients used to calculate waiting time:³ 785

Median time to start treatment⁴

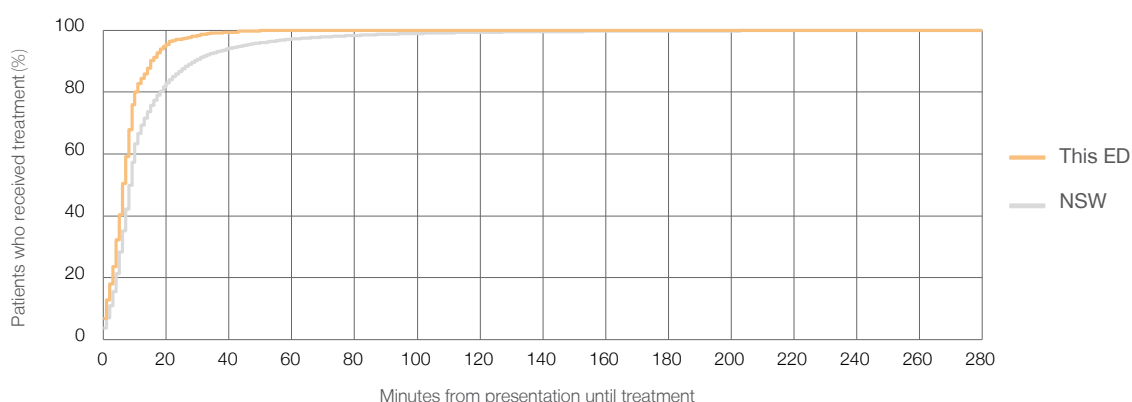
6 minutes

90th percentile time to start treatment⁵

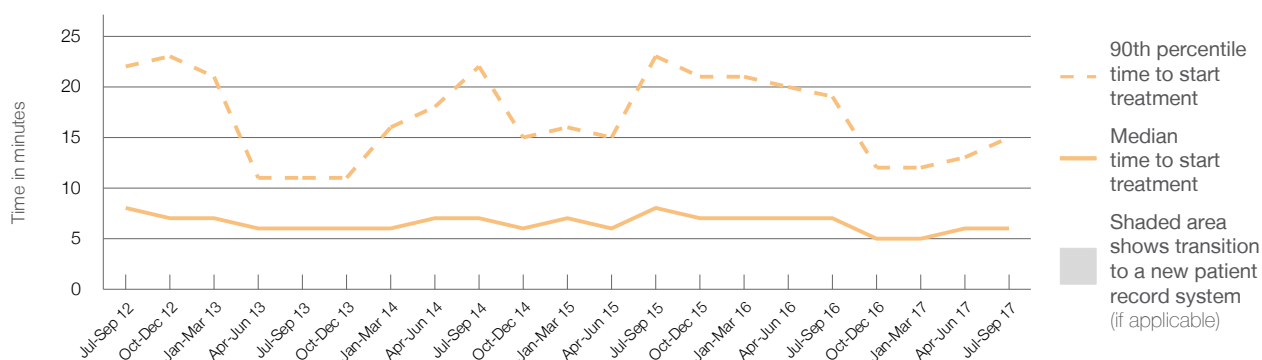
15 minutes

Same period last year	NSW (this period)
750	
750	
7 minutes	9 minutes
19 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	6	7	8	7	6
90th percentile time to start treatment ⁵ (minutes)	22	11	22	23	19	15

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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 4,438

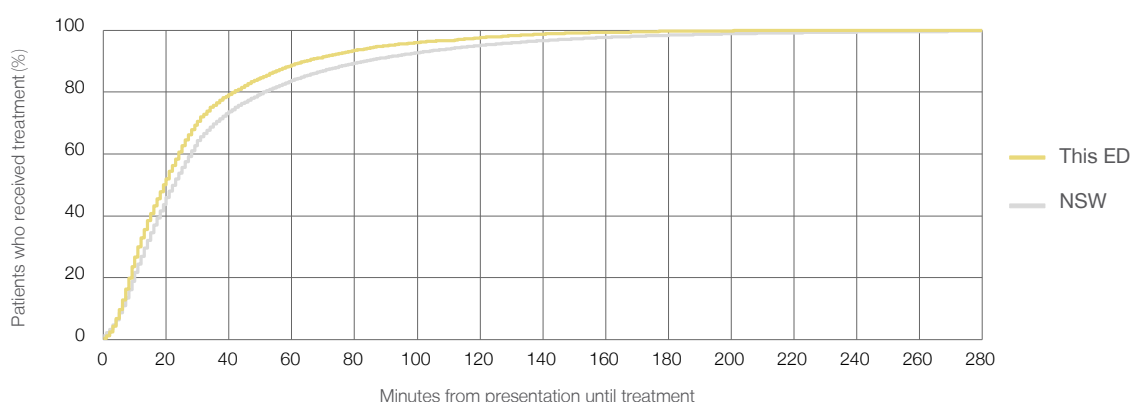
Number of triage 3 patients used to calculate waiting time:³ 4,353

Median time to start treatment⁴ 19 minutes

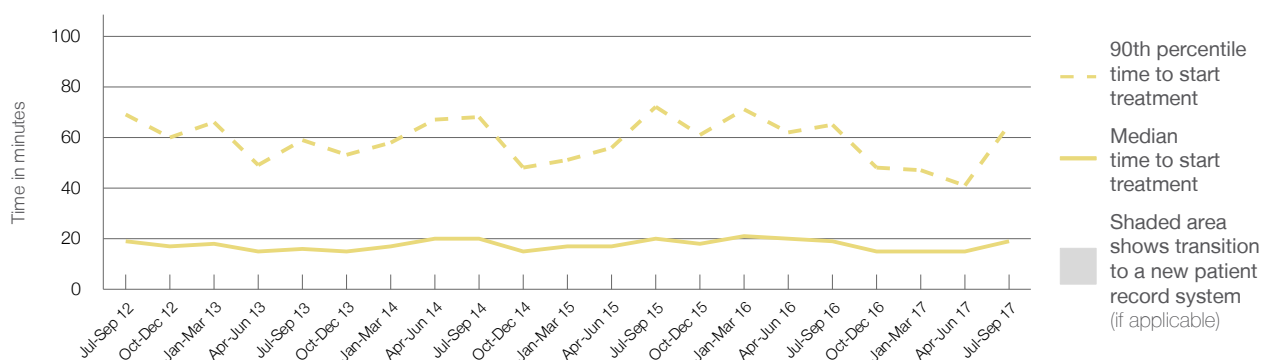
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
4,285	
4,224	
19 minutes	23 minutes
65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	16	20	20	19	19
90th percentile time to start treatment ⁵ (minutes)	69	59	68	72	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 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 3,933

Number of triage 4 patients used to calculate waiting time:³ 3,742

Median time to start treatment⁴

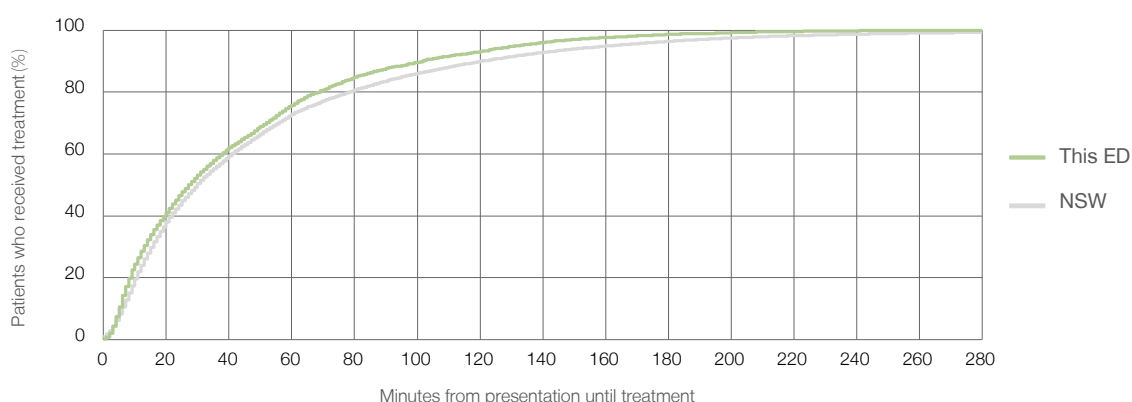
27 minutes

90th percentile time to start treatment⁵

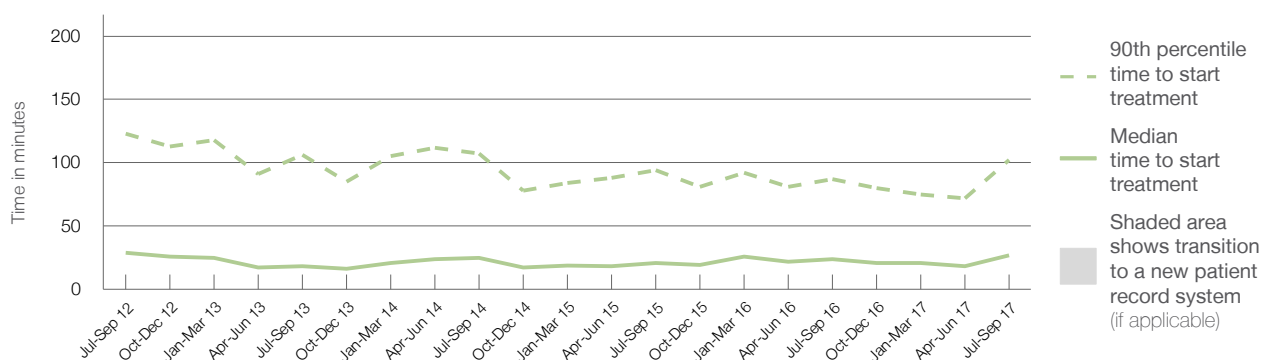
102 minutes

Same period last year	NSW (this period)
3,873	
3,727	
24 minutes	30 minutes
87 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	18	25	21	24	27
90th percentile time to start treatment ⁵ (minutes)	123	106	107	94	87	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 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 992

Number of triage 5 patients used to calculate waiting time:³ 916

Median time to start treatment⁴

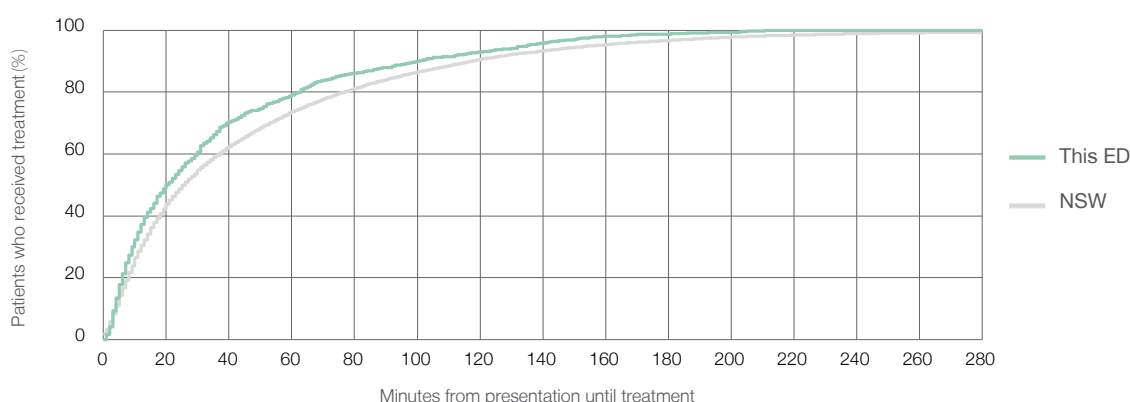
20 minutes

90th percentile time to start treatment⁵

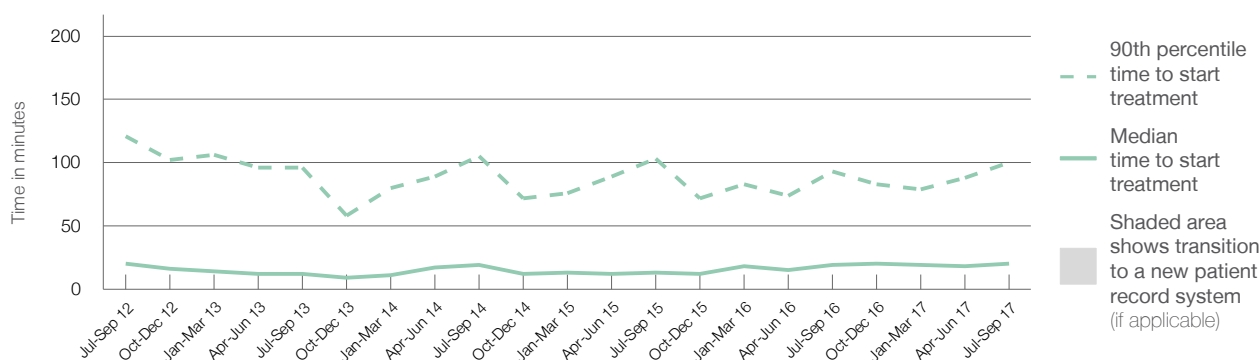
100 minutes

Same period last year	NSW (this period)
736	
691	
19 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	12	19	13	19	20
90th percentile time to start treatment ⁵ (minutes)	121	96	105	103	93	100

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

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

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,636 patients

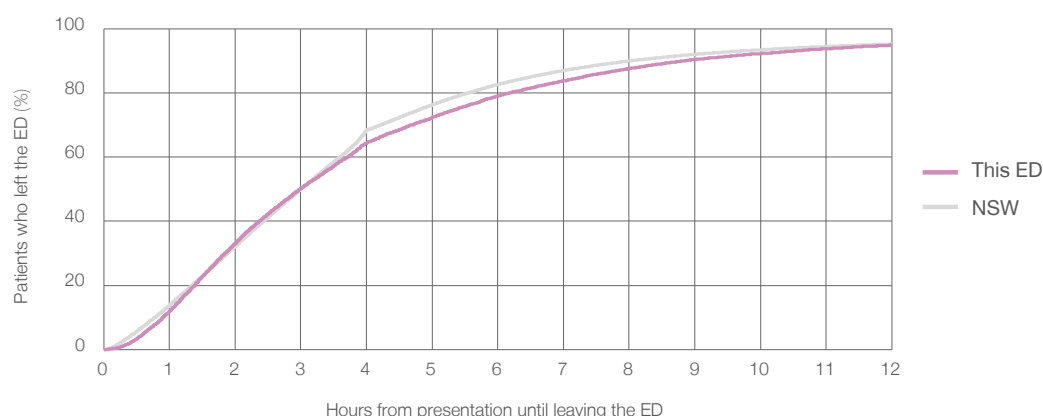
Presentations used to calculate time to leaving the ED:⁶ 10,634 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

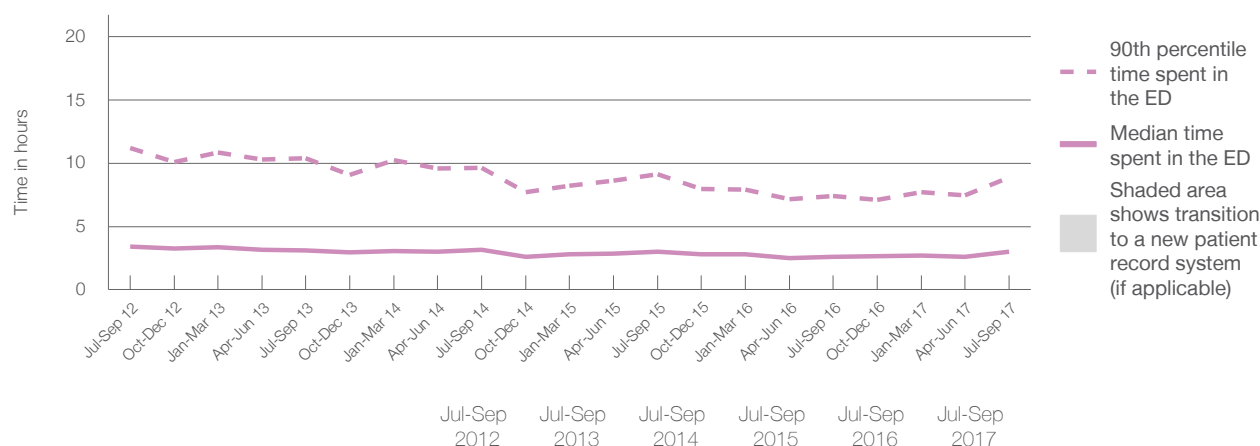
90th percentile time spent in the ED⁹ 8 hours and 51 minutes

Same period last year	NSW (this period)
10,022	10,022
2 hours and 35 minutes	3 hours and 0 minutes
7 hours and 25 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 25m	3h 7m	3h 8m	2h 59m	2h 35m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 11m	10h 22m	9h 37m	9h 9m	7h 25m	8h 51m

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

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

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

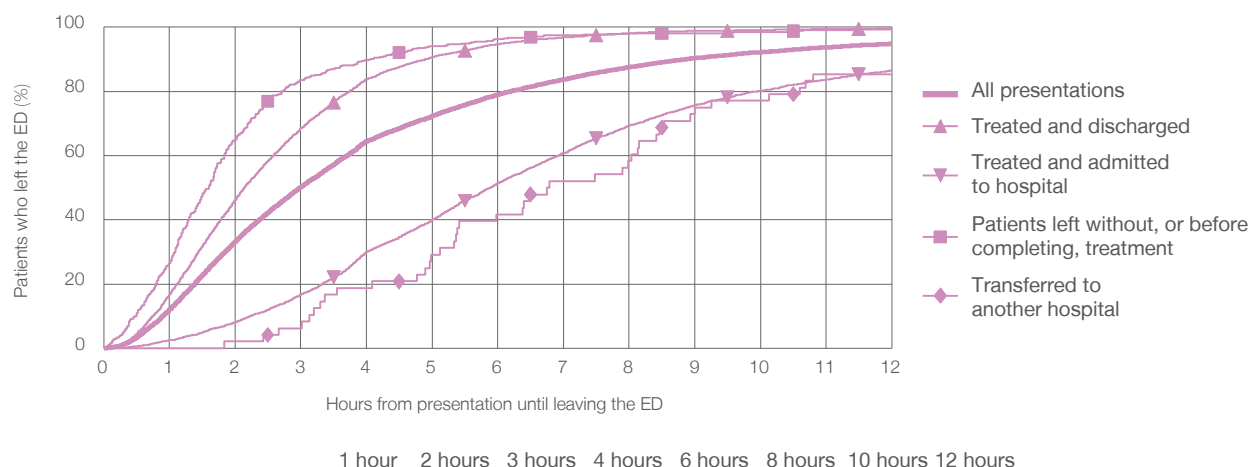
July to September 2017

All presentations:[†] 10,636 patients

Presentations used to calculate time to leaving the ED:[‡] 10,634 patients

		Same period last year	Change since one year ago
Treated and discharged	6,332 (59.5%)	10,022	6.1%
Treated and admitted to hospital	3,810 (35.8%)	5,389	17.5%
Patient left without, or before completing, treatment	429 (4.0%)	4,258	-10.5%
Transferred to another hospital	48 (0.5%)	303	41.6%
Other	17 (0.2%)	54	-11.1%
		18	-5.6%

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



Treated and discharged	16.8%	46.3%	68.5%	83.8%	94.7%	98.1%	99.1%	99.6%
Treated and admitted to hospital	2.5%	8.1%	16.8%	30.0%	51.5%	69.4%	80.2%	86.6%
Patient left without, or before completing, treatment	26.6%	65.0%	83.4%	89.7%	96.3%	98.1%	98.6%	99.3%
Transferred to another hospital	0%	2.1%	6.3%	18.8%	41.7%	58.3%	77.1%	85.4%
All presentations	12.0%	33.2%	50.3%	64.5%	79.0%	87.6%	92.2%	94.9%

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

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

Wagga Wagga Rural Referral Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 10,636 patients

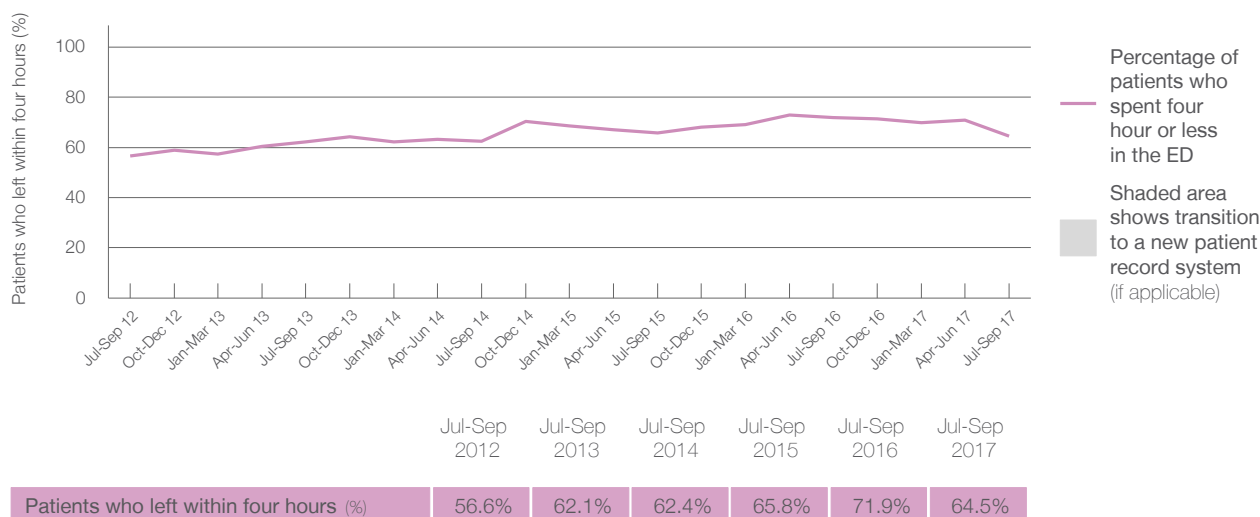
Presentations used to calculate time to leaving the ED:⁶ 10,634 patients

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



Same period last year	Change since one year ago
10,022	6.1%
10,022	6.1%
71.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Wyong Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 17,446 patients

Emergency presentations:² 17,359 patients

Same period last year	Change since one year ago
15,971	9.2%
15,804	9.8%

Wyong Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,795 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,955 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,268 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,201 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
1,661	
7 minutes	9 minutes
27 minutes	29 minutes
4,928	
22 minutes	23 minutes
72 minutes	83 minutes
8,117	
28 minutes	30 minutes
87 minutes	121 minutes
985	
20 minutes	26 minutes
70 minutes	118 minutes

Wyong Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 17,438 patients

Percentage of patients who spent four hours or less in the ED 69.0%

Same period last year	Change since one year ago
15,970	9.2%
69.4%	

* 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, July to September 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.

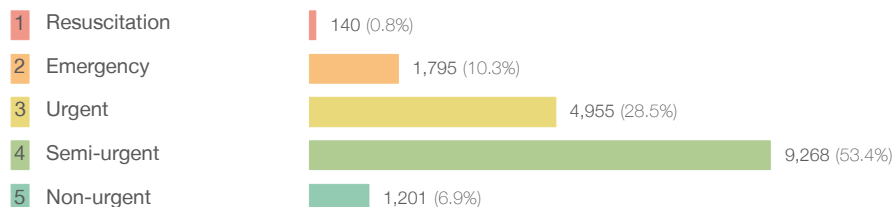
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Wyong Hospital: Patients presenting to the emergency department

July to September 2017

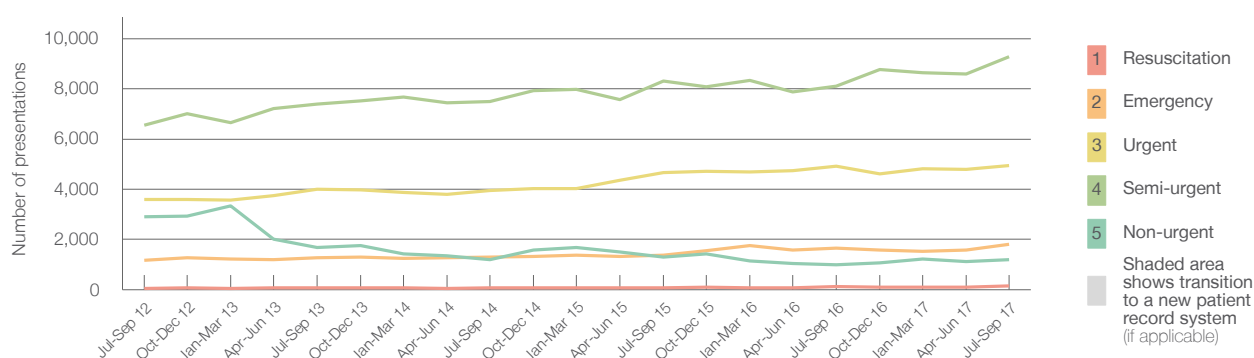
All presentations:¹ 17,446 patients

Emergency presentations² by triage category: 17,359 patients



Same period last year	Change since one year ago
15,971	9.2%
15,804	9.8%
113	23.9%
1,661	8.1%
4,928	0.5%
8,117	14.2%
985	21.9%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	50	75	66	79	113	140
Emergency	1,172	1,260	1,288	1,371	1,661	1,795
Urgent	3,604	3,994	3,946	4,661	4,928	4,955
Semi-urgent	6,546	7,394	7,483	8,299	8,117	9,268
Non-urgent	2,907	1,676	1,190	1,300	985	1,201
All emergency presentations	14,279	14,399	13,973	15,710	15,804	17,359

Wyong Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,476 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,078	
10 minutes	2 minutes
30 minutes	18 minutes

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

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

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

July to September 2017

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

Number of triage 2 patients: 1,795

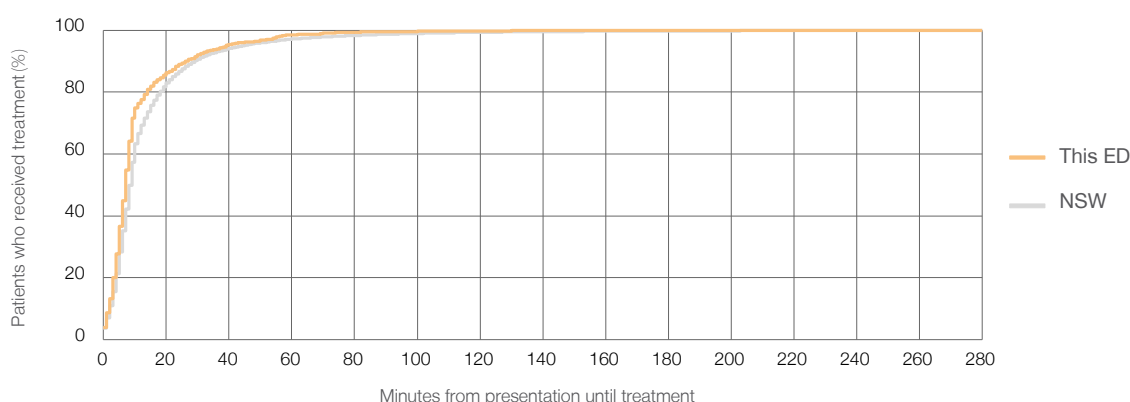
Number of triage 2 patients used to calculate waiting time:³ 1,785

Median time to start treatment⁴ 7 minutes

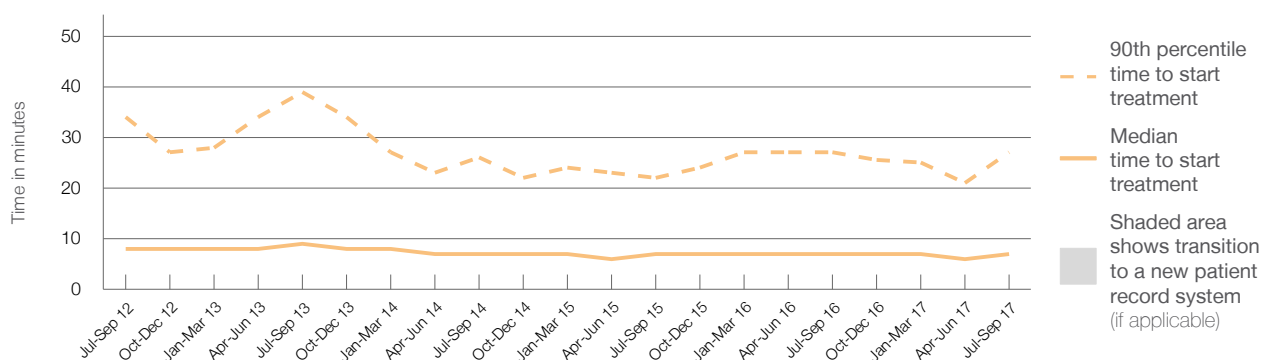
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,661	
1,656	
7 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	34	39	26	22	27	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 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.

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

July to September 2017

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

Number of triage 3 patients: 4,955

Number of triage 3 patients used to calculate waiting time:³ 4,891

Median time to start treatment⁴

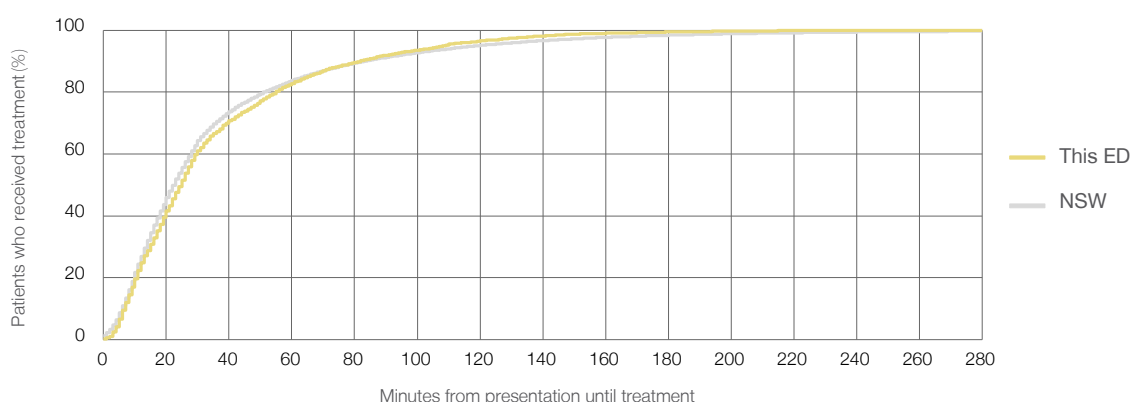
25 minutes

90th percentile time to start treatment⁵

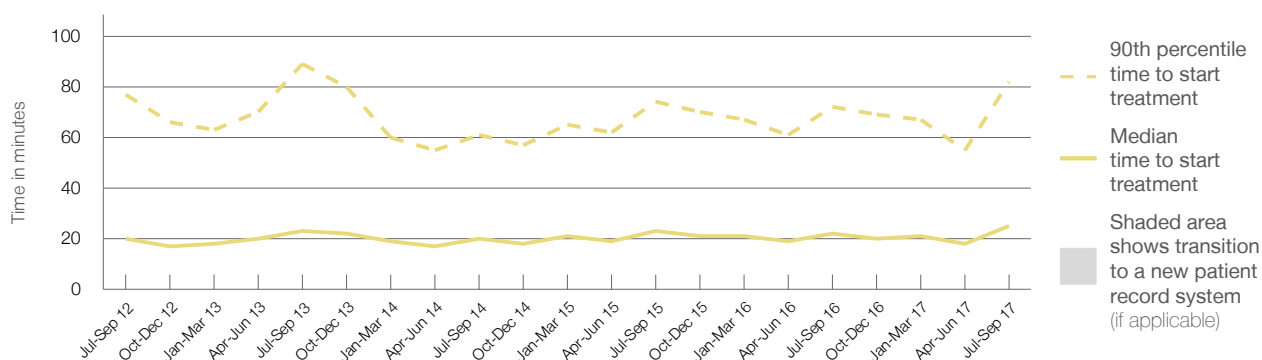
82 minutes

Same period last year	NSW (this period)
4,928	
4,886	
22 minutes	23 minutes
72 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	23	20	23	22	25
90th percentile time to start treatment ⁵ (minutes)	77	89	61	74	72	82

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

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

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

July to September 2017

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

Number of triage 4 patients: 9,268

Number of triage 4 patients used to calculate waiting time:³ 8,961

Median time to start treatment⁴

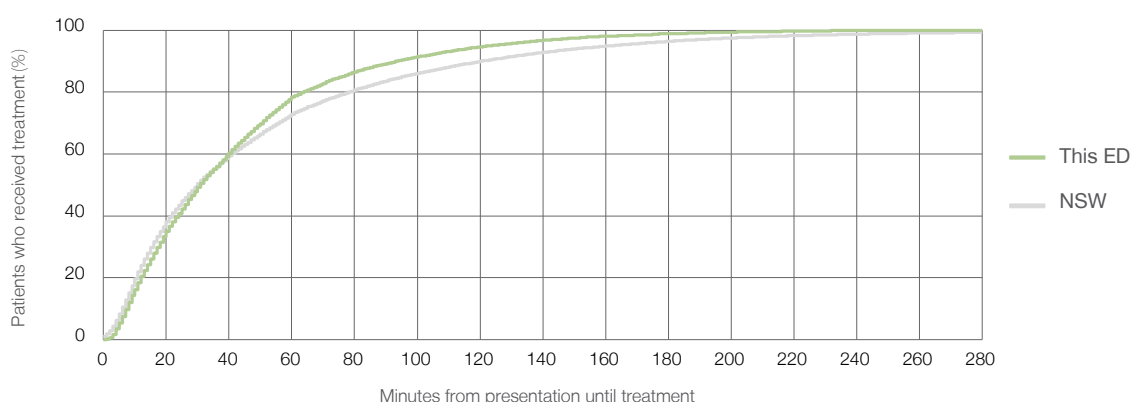
31 minutes

90th percentile time to start treatment⁵

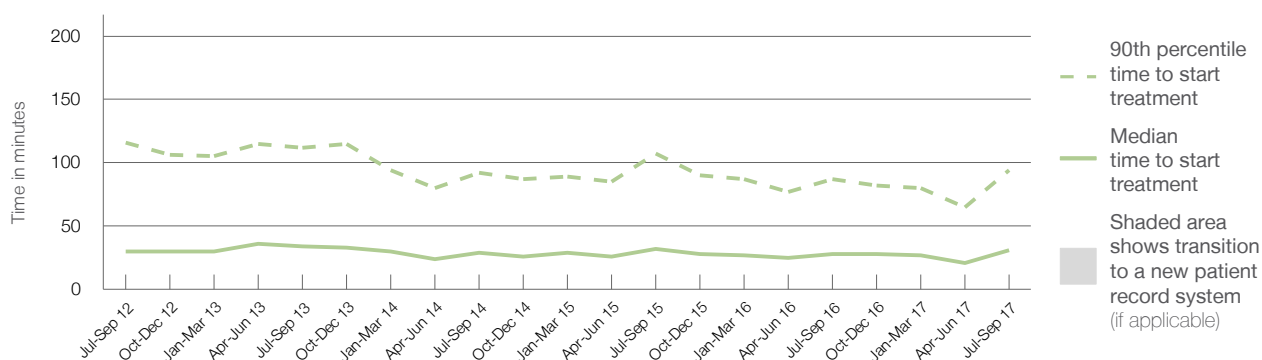
94 minutes

Same period last year	NSW (this period)
8,117	
7,846	
28 minutes	30 minutes
87 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	34	29	32	28	31
90th percentile time to start treatment ⁵ (minutes)	116	112	92	107	87	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 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.

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

July to September 2017

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

Number of triage 5 patients: 1,201

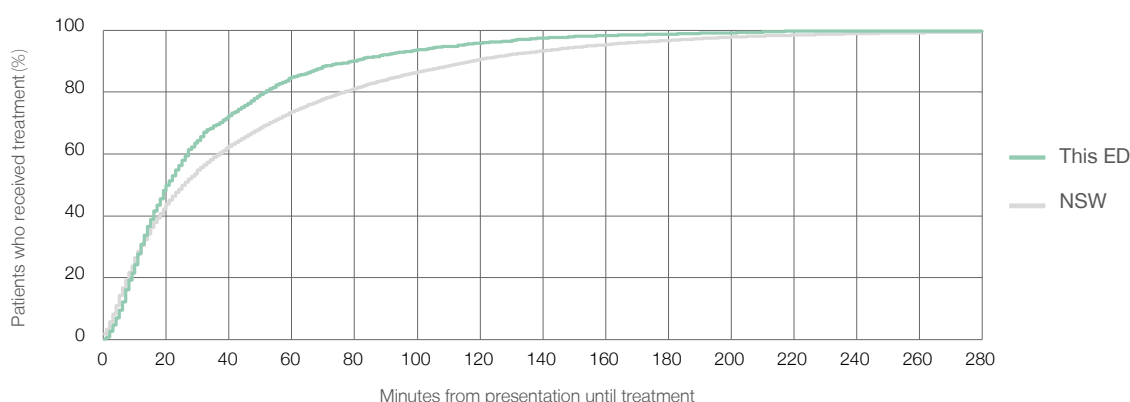
Number of triage 5 patients used to calculate waiting time:³ 1,136

Median time to start treatment⁴ 21 minutes

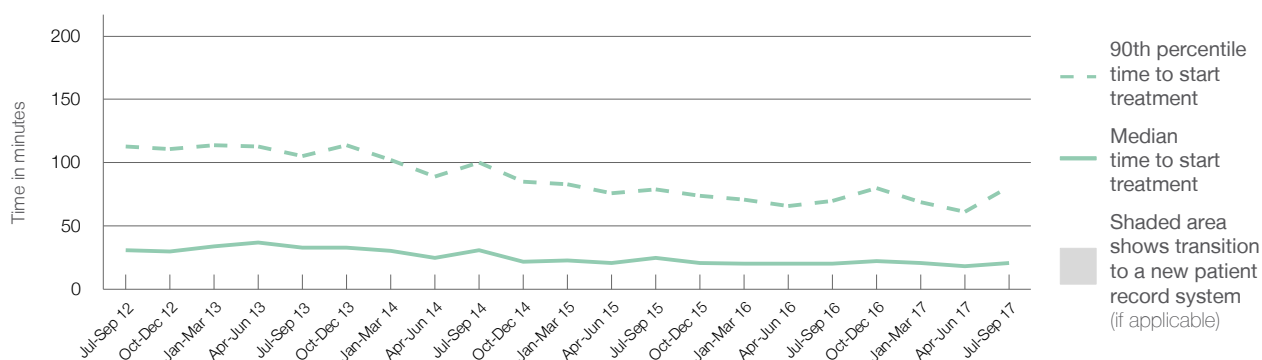
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
985	
926	
20 minutes	26 minutes
70 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	33	31	25	20	21
90th percentile time to start treatment ⁵ (minutes)	113	105	100	79	70	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 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.

Wyong Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 17,446 patients

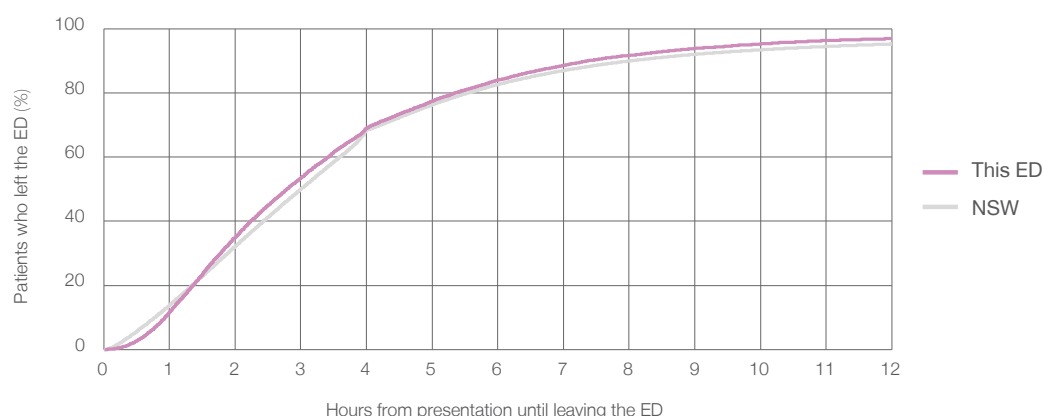
Presentations used to calculate time to leaving the ED:⁶ 17,438 patients

Median time spent in the ED⁸ 2 hours and 47 minutes

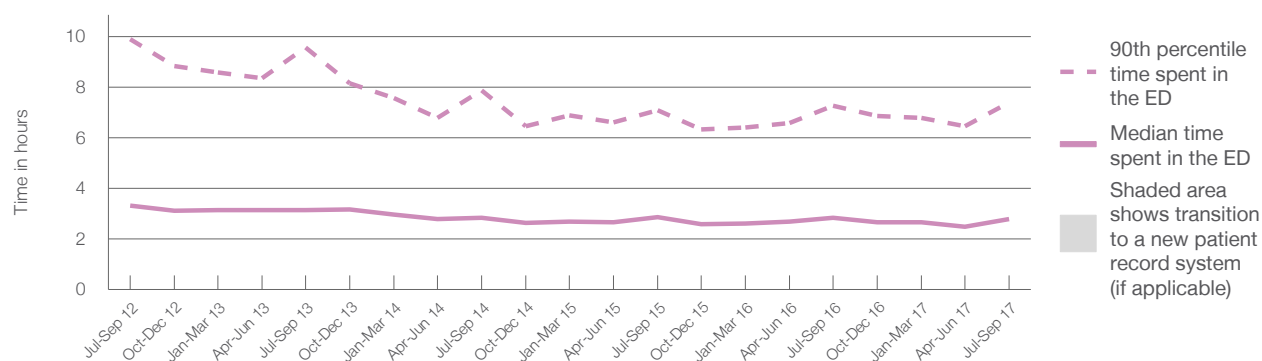
90th percentile time spent in the ED⁹ 7 hours and 23 minutes

Same period last year	NSW (this period)
15,971	
15,970	
2 hours and 50 minutes	3 hours and 0 minutes
7 hours and 16 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{††}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 19m	3h 9m	2h 51m	2h 52m	2h 50m	2h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 54m	9h 34m	7h 52m	7h 6m	7h 16m	7h 23m

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

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

Wyong Hospital: Time patients spent in the ED

By mode of separation

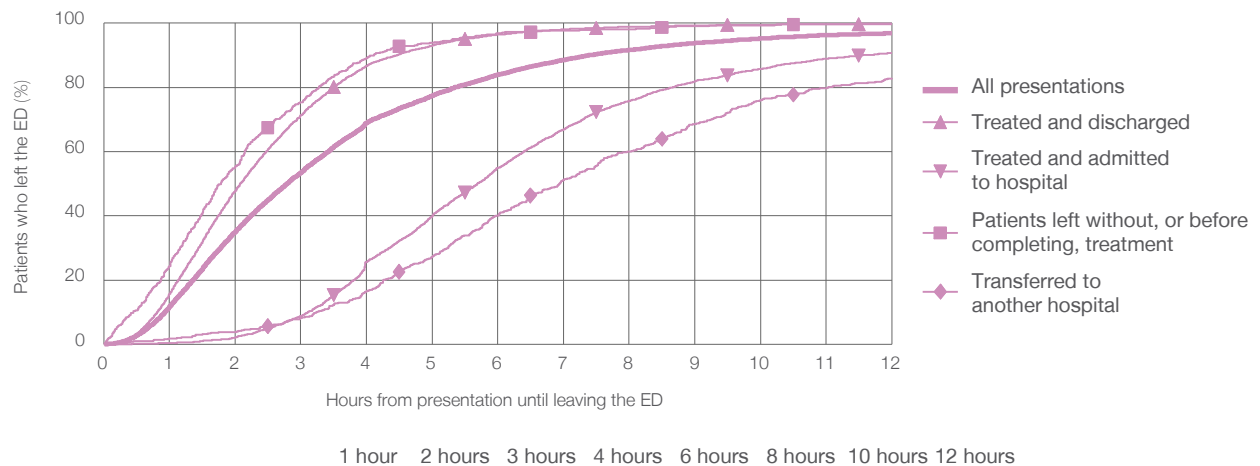
July to September 2017

All presentations:[†] 17,446 patients

Presentations used to calculate time to leaving the ED:[‡] 17,438 patients

		Same period last year	Change since one year ago
Treated and discharged	11,871 (68.0%)	15,970	9.2%
Treated and admitted to hospital	4,382 (25.1%)	10,664	11.3%
Patient left without, or before completing, treatment	545 (3.1%)	4,109	6.6%
Transferred to another hospital	626 (3.6%)	448	21.7%
Other	22 (0.1%)	709	-11.7%
		41	-46.3%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.8%	47.9%	71.3%	86.8%	96.4%	98.9%	99.6%	99.8%
Treated and admitted to hospital	0.4%	2.1%	8.8%	25.7%	54.9%	75.8%	85.7%	90.8%
Patient left without, or before completing, treatment	24.4%	55.4%	75.4%	89.2%	96.9%	98.2%	99.3%	99.8%
Transferred to another hospital	1.8%	3.8%	8.2%	16.5%	40.2%	60.0%	76.0%	83.0%
All presentations	11.8%	35.1%	53.5%	69.0%	84.0%	91.7%	95.2%	96.9%

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

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

Wyong Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 17,446 patients

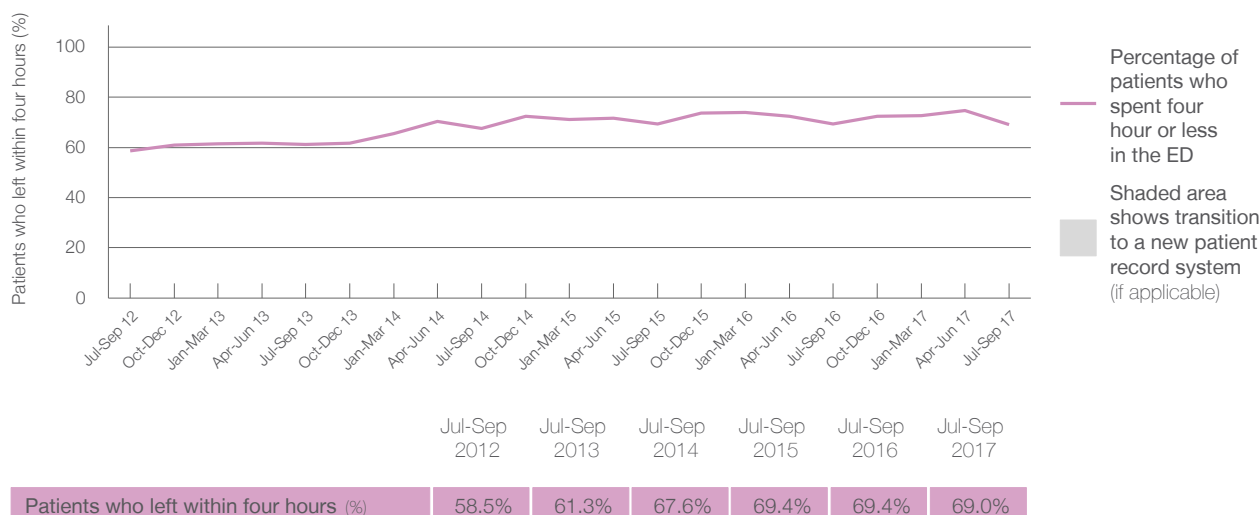
Presentations used to calculate time to leaving the ED:⁶ 17,438 patients

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



Same period last year	Change since one year ago
15,971	9.2%
15,970	9.2%
69.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Armida and New England Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,201 patients

Emergency presentations:² 4,090 patients

Same period last year	Change since one year ago
4,076	3.1%
3,914	4.5%

Armida and New England Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 228 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,065 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,469 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 154 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 318 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
202	
8 minutes	9 minutes
29 minutes	29 minutes
1,150	
22 minutes	23 minutes
77 minutes	83 minutes
2,274	
31 minutes	30 minutes
142 minutes	121 minutes
281	
17 minutes	26 minutes
99 minutes	118 minutes

Armida and New England Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,201 patients

Percentage of patients who spent four hours or less in the ED 74.9%

Same period last year	Change since one year ago
4,076	3.1%
82.4%	

* 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, July to September 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.

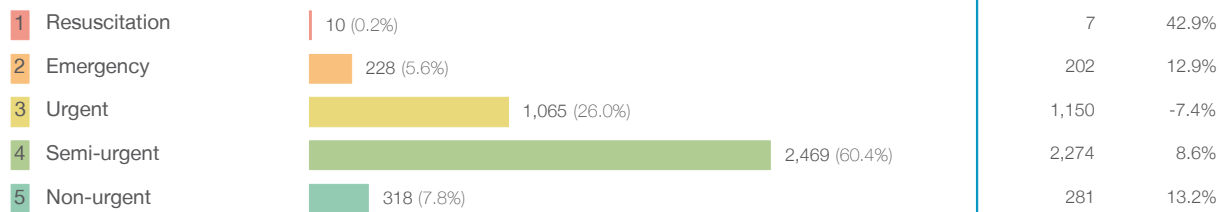
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Armidale and New England Hospital: Patients presenting to the emergency department

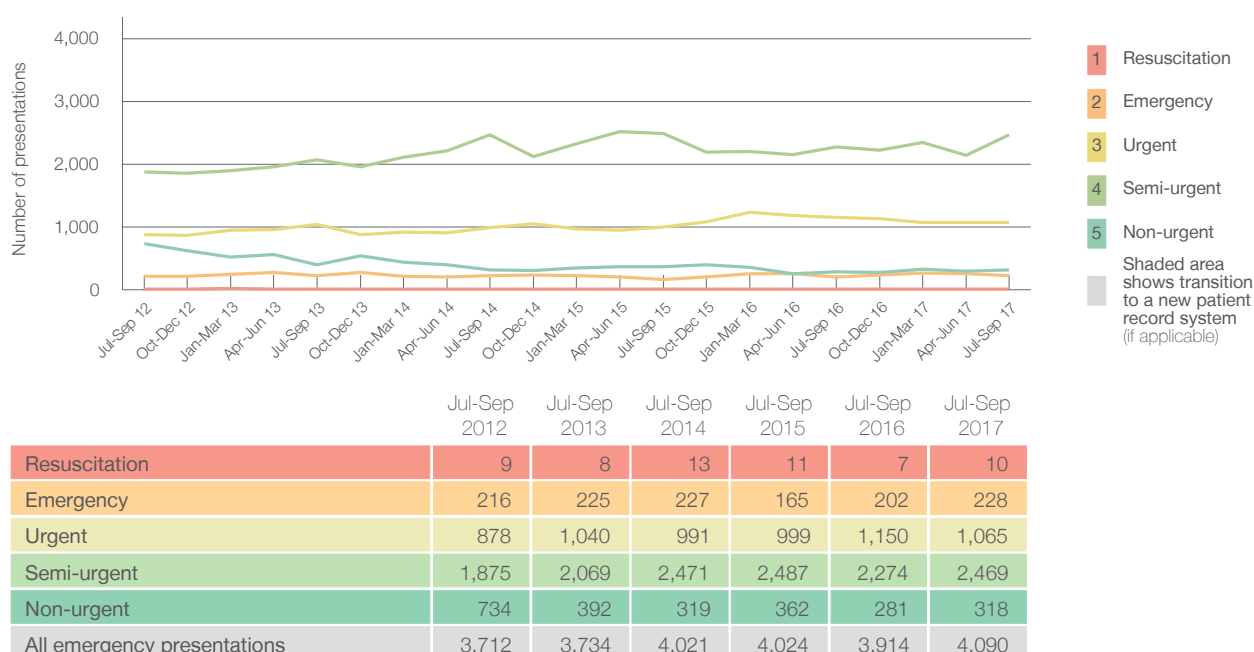
July to September 2017

All presentations:¹ 4,201 patients

Emergency presentations² by triage category: 4,090 patients



Emergency presentations² by quarter, July 2012 to September 2017[†]



Armidale and New England Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 470 patients^{**}

ED Transfer of care time



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

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

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Armidale and New England Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 228

Number of triage 2 patients used to calculate waiting time:³ 222

Median time to start treatment⁴

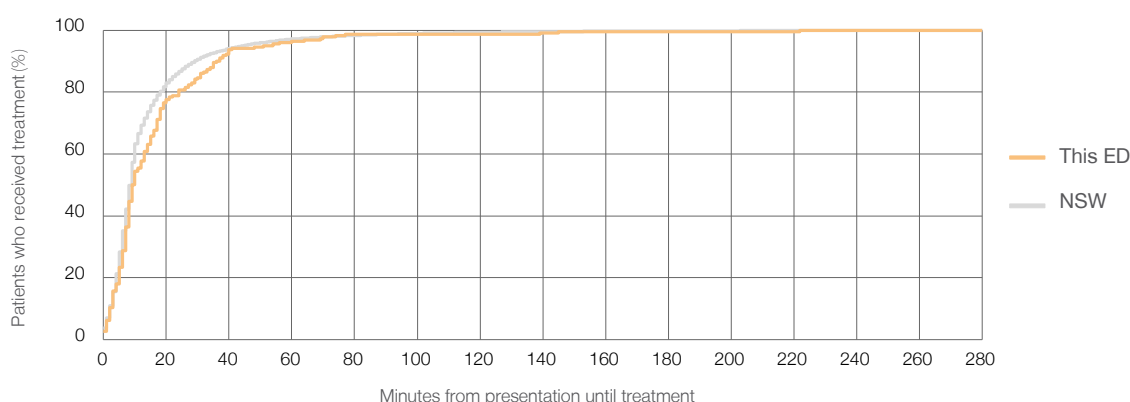
10 minutes

90th percentile time to start treatment⁵

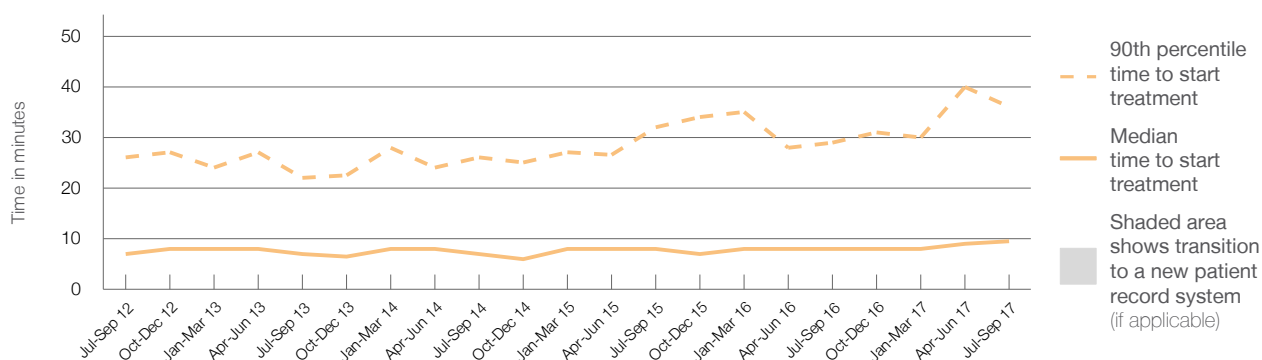
36 minutes

Same period last year	NSW (this period)
202	
198	
8 minutes	9 minutes
29 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	7	8	8	10
90th percentile time to start treatment ⁵ (minutes)	26	22	26	32	29	36

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

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

Armidale and New England Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 1,065

Number of triage 3 patients used to calculate waiting time:³ 1,025

Median time to start treatment⁴

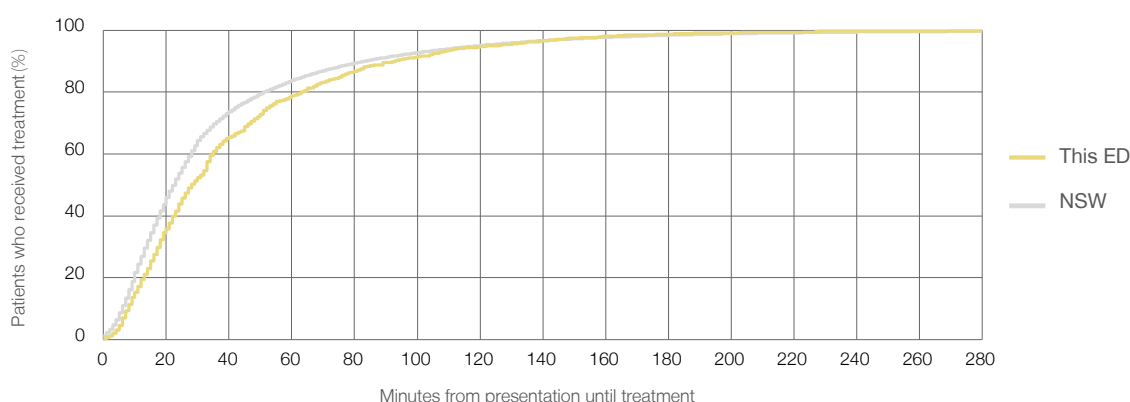
28 minutes

90th percentile time to start treatment⁵

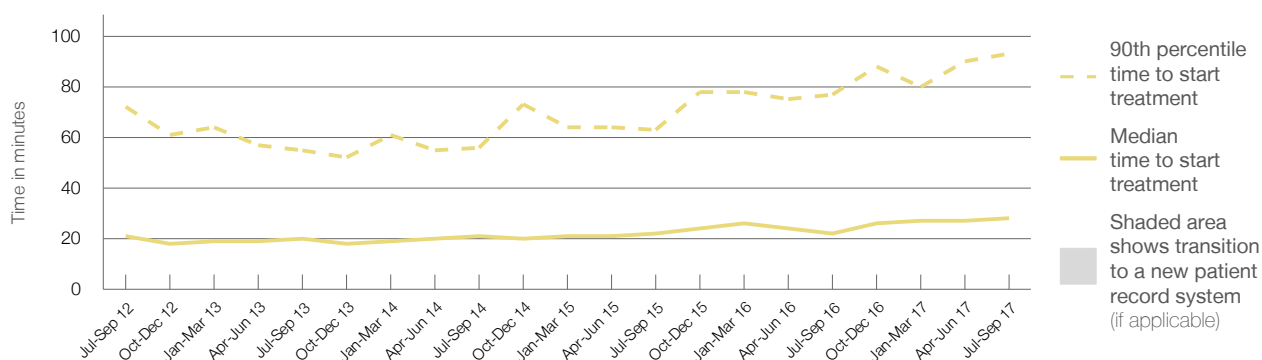
93 minutes

Same period last year	NSW (this period)
1,150	
1,104	
22 minutes	23 minutes
77 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	20	21	22	22	28
90th percentile time to start treatment ⁵ (minutes)	72	55	56	63	77	93

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

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

Armidale and New England Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 2,469

Number of triage 4 patients used to calculate waiting time:³ 2,202

Median time to start treatment⁴

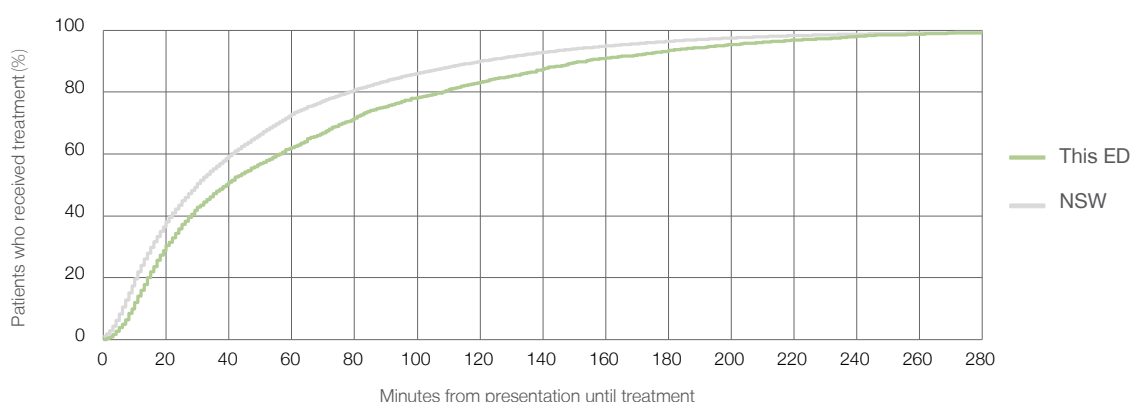
39 minutes

90th percentile time to start treatment⁵

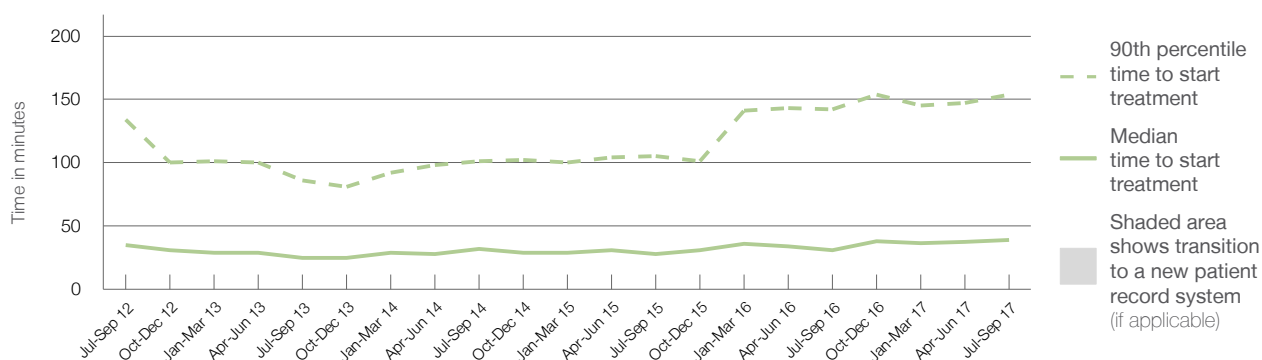
154 minutes

Same period last year	NSW (this period)
2,274	
2,045	
31 minutes	30 minutes
142 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	35	25	32	28	31	39
90th percentile time to start treatment ⁵ (minutes)	134	86	101	105	142	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 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 318

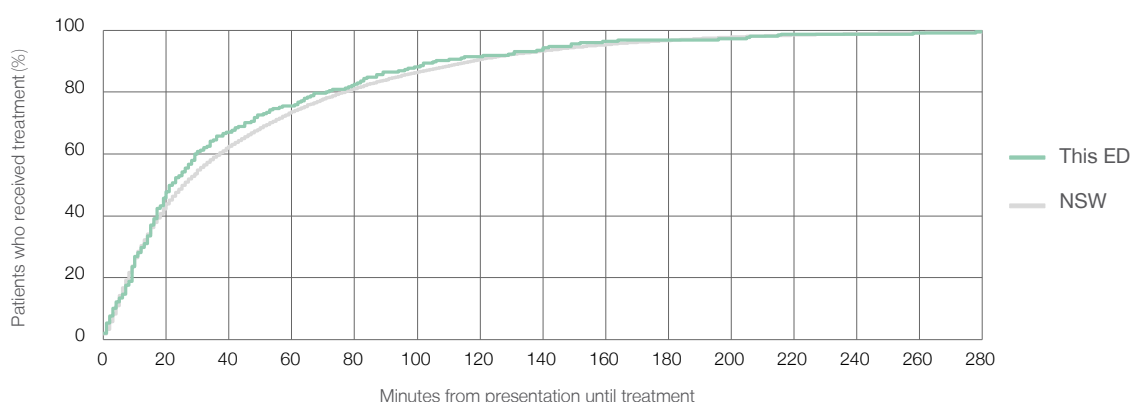
Number of triage 5 patients used to calculate waiting time:³ 245

Median time to start treatment⁴ 22 minutes

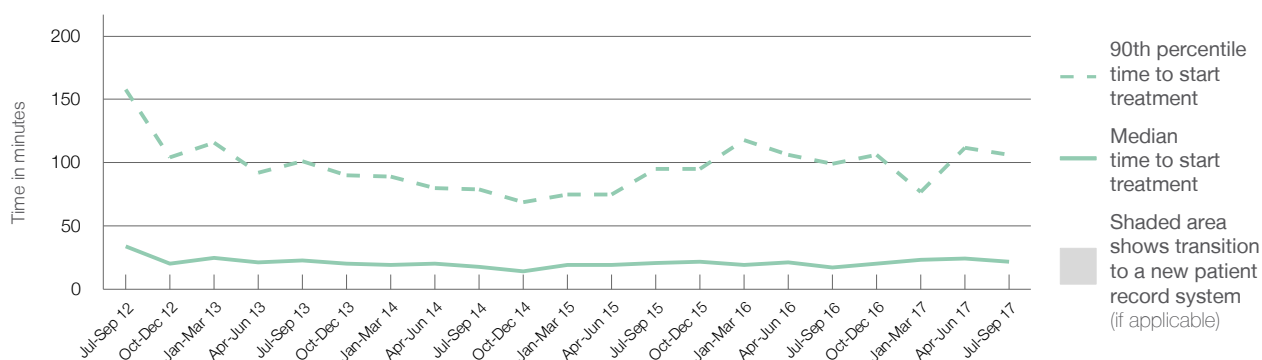
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
281	
229	
17 minutes	26 minutes
99 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	23	18	21	17	22
90th percentile time to start treatment ⁵ (minutes)	158	101	79	95	99	106

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

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

Armidale and New England Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,201 patients

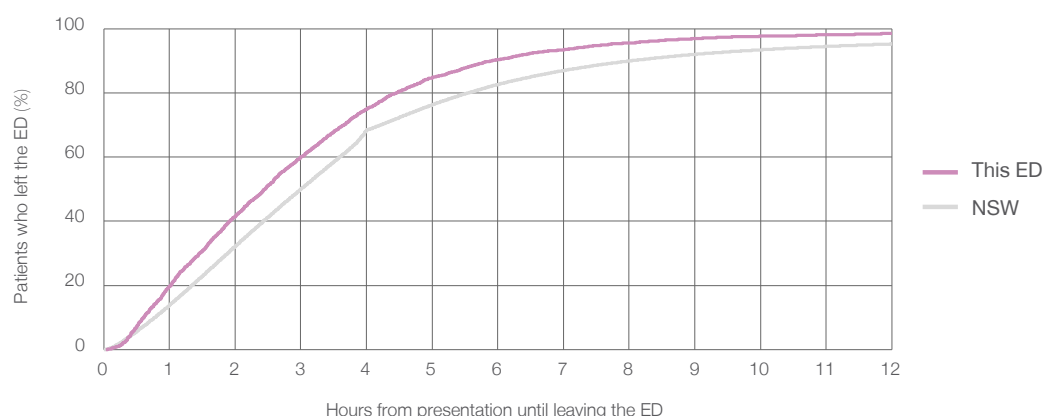
Presentations used to calculate time to leaving the ED:⁶ 4,201 patients

Median time spent in the ED⁸ 2 hours and 27 minutes

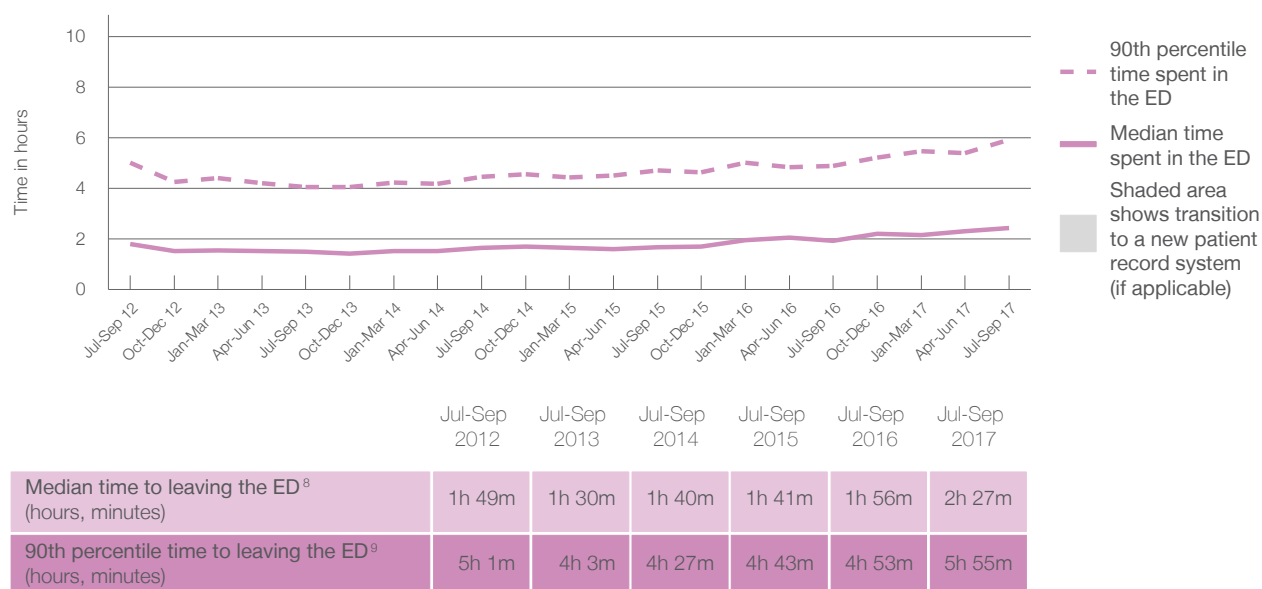
90th percentile time spent in the ED⁹ 5 hours and 55 minutes

Same period last year	NSW (this period)
4,076	4,076
1 hours and 56 minutes	3 hours and 0 minutes
4 hours and 53 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



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

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

Armidale and New England Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

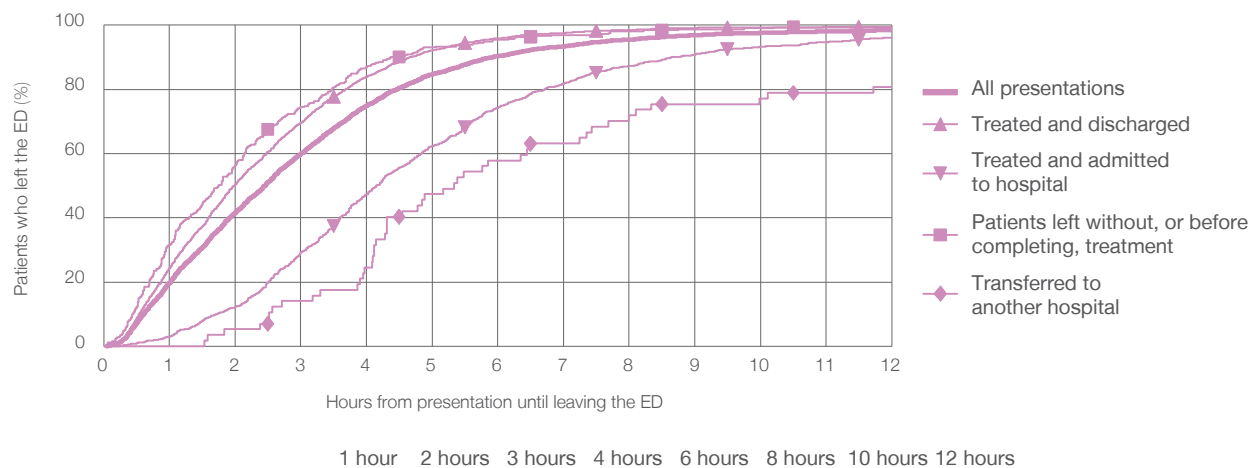
All presentations:[†] 4,201 patients

Presentations used to calculate time to leaving the ED:[‡] 4,201 patients

Treated and discharged	2,814 (67.0%)
Treated and admitted to hospital	970 (23.1%)
Patient left without, or before completing, treatment	333 (7.9%)
Transferred to another hospital	57 (1.4%)
Other	27 (0.6%)

Same period last year	Change since one year ago
4,076	3.1%
2,889	-2.6%
845	14.8%
283	17.7%
42	35.7%
17	58.8%

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



Treated and discharged	24.4%	50.4%	69.6%	84.0%	95.9%	98.6%	99.4%	99.5%
Treated and admitted to hospital	2.9%	12.3%	29.3%	47.3%	74.4%	87.3%	93.4%	96.1%
Patient left without, or before completing, treatment	31.5%	56.5%	74.5%	87.1%	95.5%	98.2%	99.1%	99.4%
Transferred to another hospital	0%	5.3%	14.0%	24.6%	57.9%	71.9%	77.2%	80.7%
All presentations	19.8%	41.6%	60.0%	74.9%	90.4%	95.6%	97.7%	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 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.

Armidale and New England Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 4,201 patients

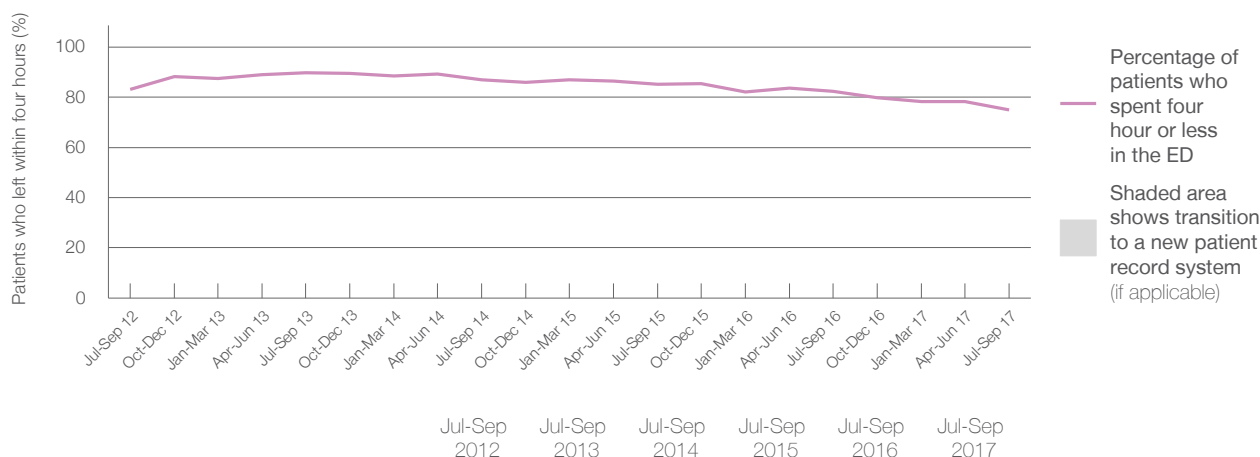
Presentations used to calculate time to leaving the ED:⁶ 4,201 patients

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



Same period last year	Change since one year ago
4,076	3.1%
4,076	3.1%
82.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	83.0%	89.7%	86.9%	85.1%	82.4%	74.9%

- * 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Bathurst Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,955 patients

Emergency presentations:² 6,863 patients

Same period last year	Change since one year ago
6,217	11.9%
6,154	11.5%

Bathurst Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 670 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): 2,453 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,137 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 573 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
698	
6 minutes	9 minutes
9 minutes	29 minutes
1,854	
16 minutes	23 minutes
53 minutes	83 minutes
3,065	
19 minutes	30 minutes
87 minutes	121 minutes
525	
14 minutes	26 minutes
95 minutes	118 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,939 patients

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

Same period last year	Change since one year ago
6,217	11.6%
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, July to September 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.

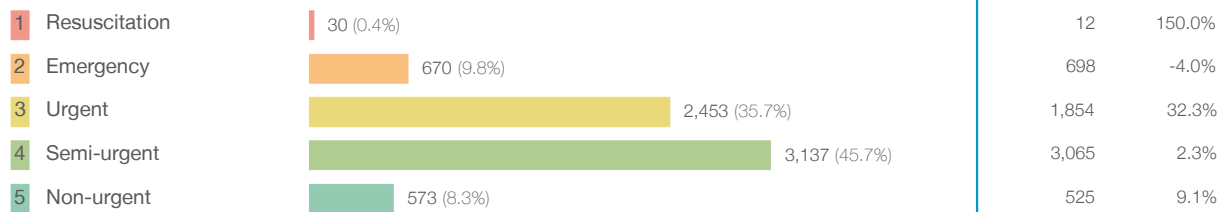
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Bathurst Base Hospital: Patients presenting to the emergency department

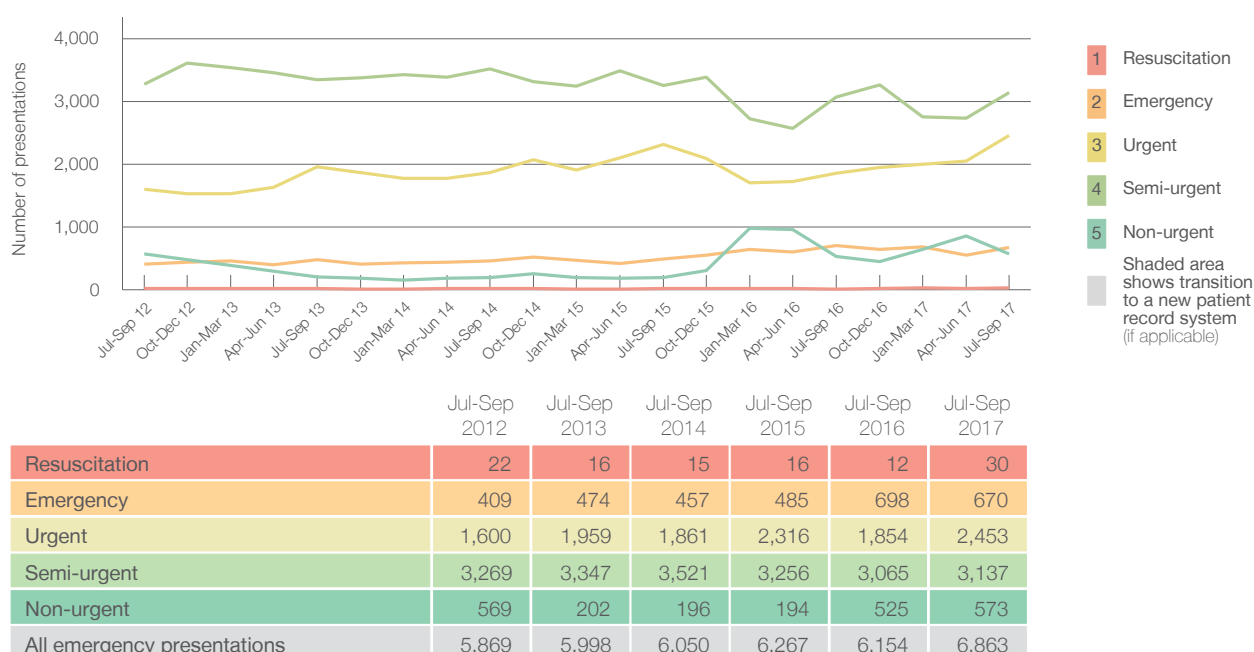
July to September 2017

All presentations:¹ 6,955 patients

Emergency presentations² by triage category: 6,863 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Bathurst Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,058 patients

ED Transfer of care time



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

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 670

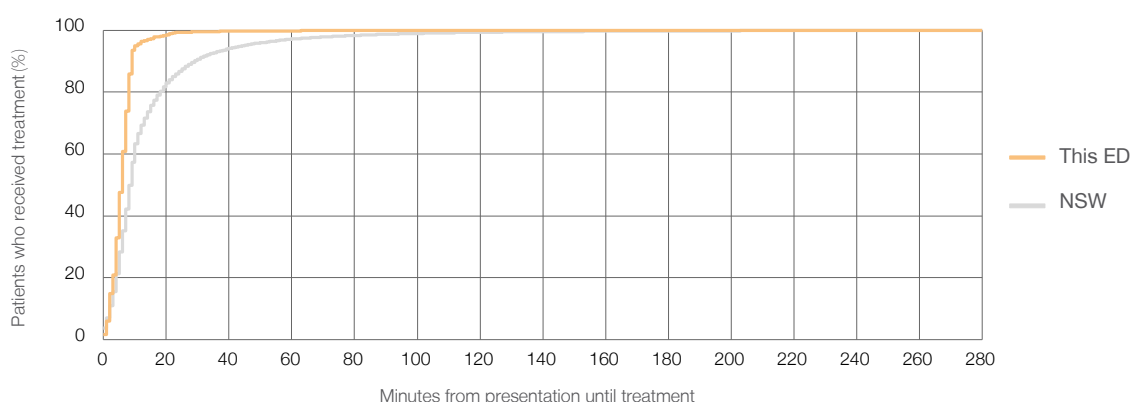
Number of triage 2 patients used to calculate waiting time:³ 667

Median time to start treatment⁴ 6 minutes

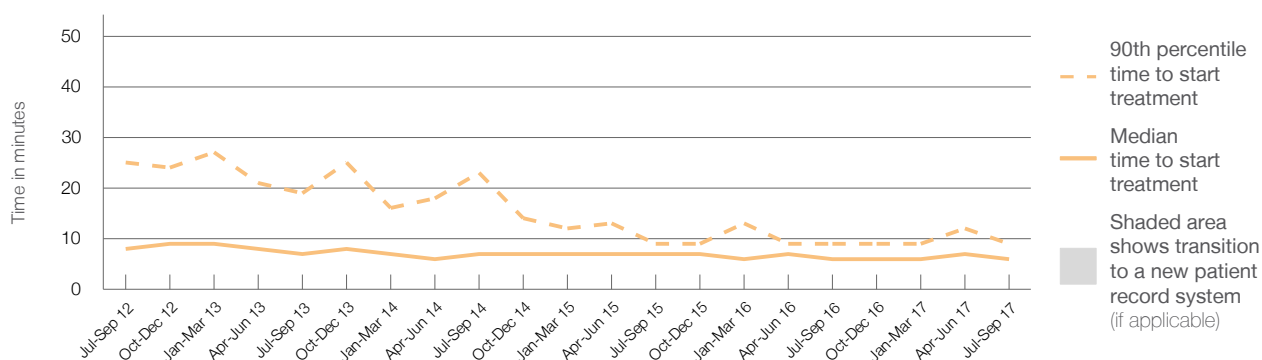
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
698	
698	
6 minutes	9 minutes
9 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	7	7	6	6
90th percentile time to start treatment ⁵ (minutes)	25	19	23	9	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 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.

Bathurst Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 2,453

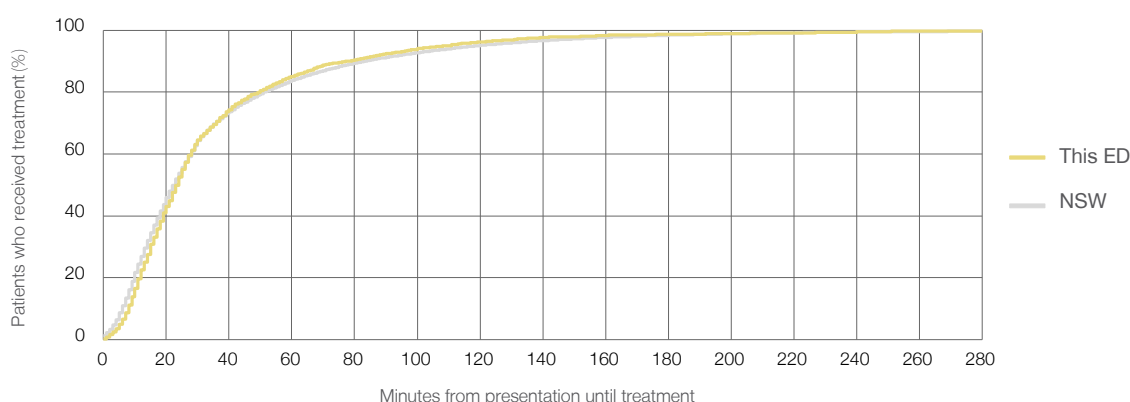
Number of triage 3 patients used to calculate waiting time:³ 2,412

Median time to start treatment⁴ 24 minutes

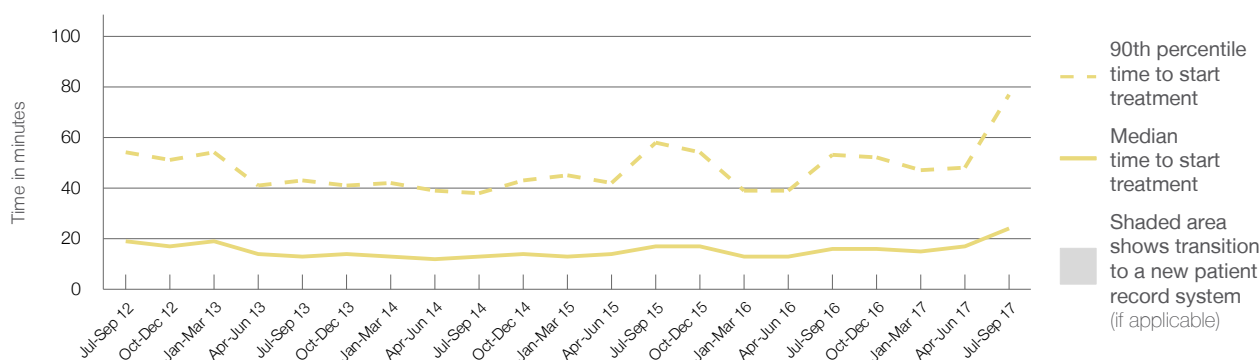
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
1,854	
1,824	
16 minutes	23 minutes
53 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	13	13	17	16	24
90th percentile time to start treatment ⁵ (minutes)	54	43	38	58	53	77

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

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 3,137

Number of triage 4 patients used to calculate waiting time:³ 2,957

Median time to start treatment⁴

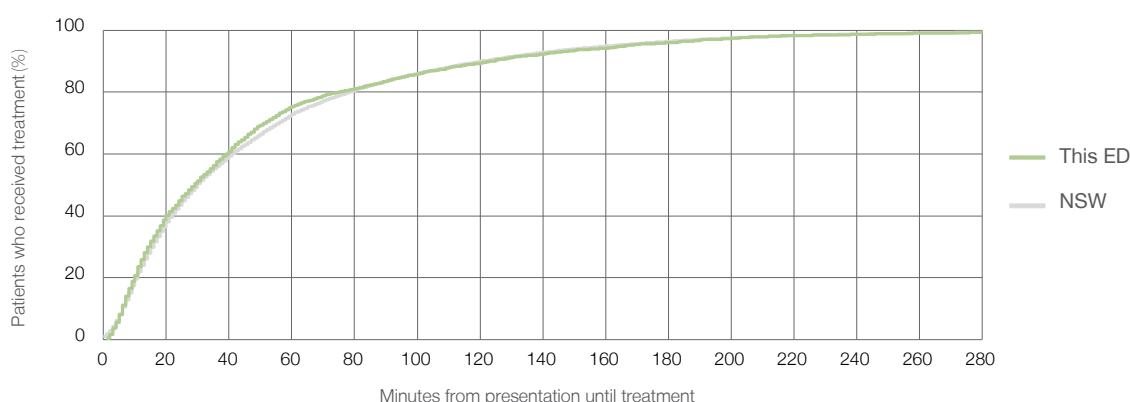
29 minutes

90th percentile time to start treatment⁵

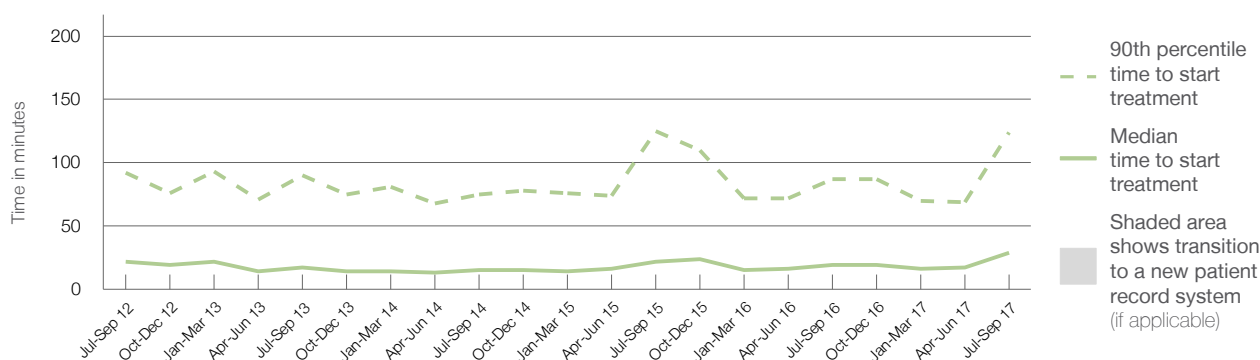
124 minutes

Same period last year	NSW (this period)
3,065	
2,888	
19 minutes	30 minutes
87 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	17	15	22	19	29
90th percentile time to start treatment ⁵ (minutes)	92	90	75	125	87	124

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

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 573

Number of triage 5 patients used to calculate waiting time:³ 527

Median time to start treatment⁴

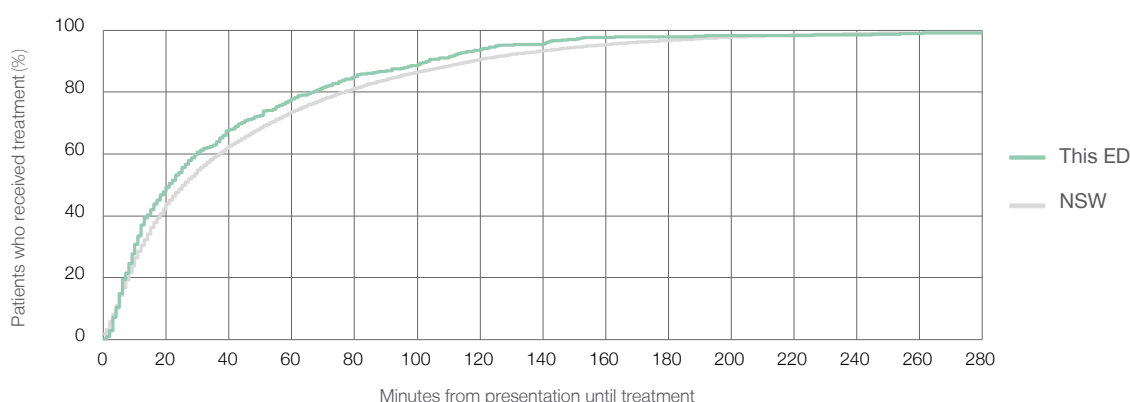
21 minutes

90th percentile time to start treatment⁵

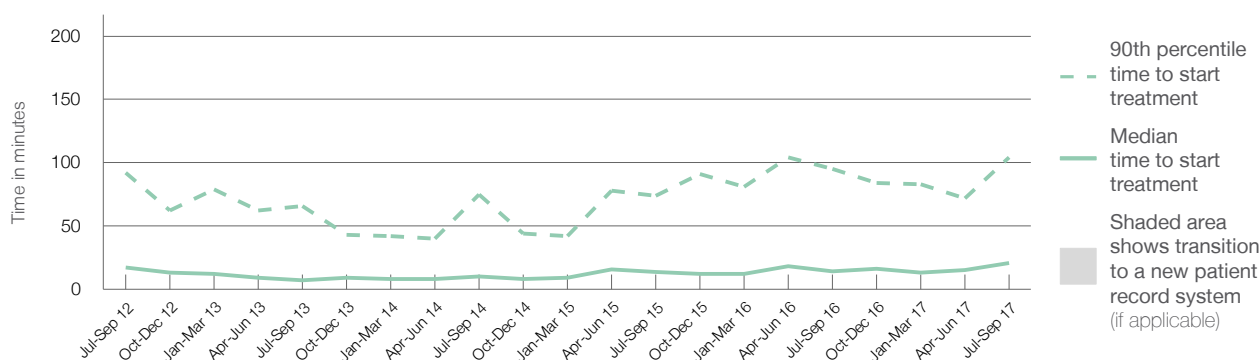
104 minutes

Same period last year	NSW (this period)
525	
467	
14 minutes	26 minutes
95 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	7	10	14	14	21
90th percentile time to start treatment ⁵ (minutes)	92	66	75	74	95	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 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.

Bathurst Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,955 patients

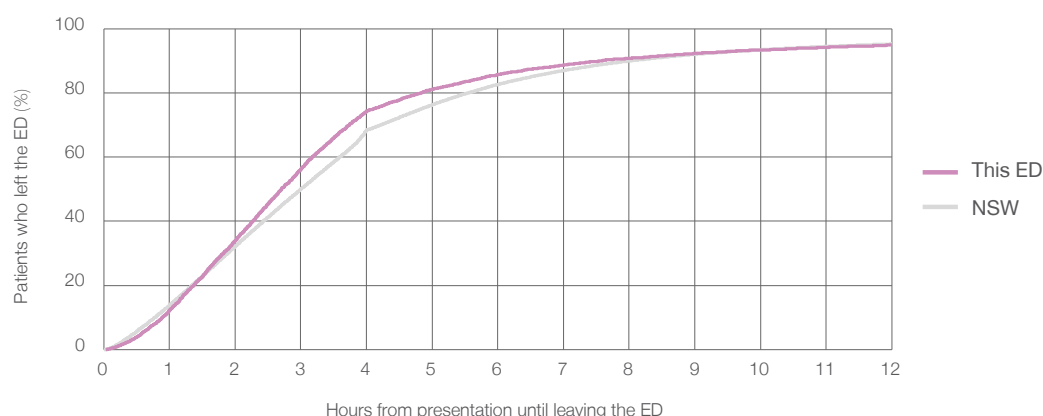
Presentations used to calculate time to leaving the ED:⁶ 6,939 patients

Median time spent in the ED⁸ 2 hours and 42 minutes

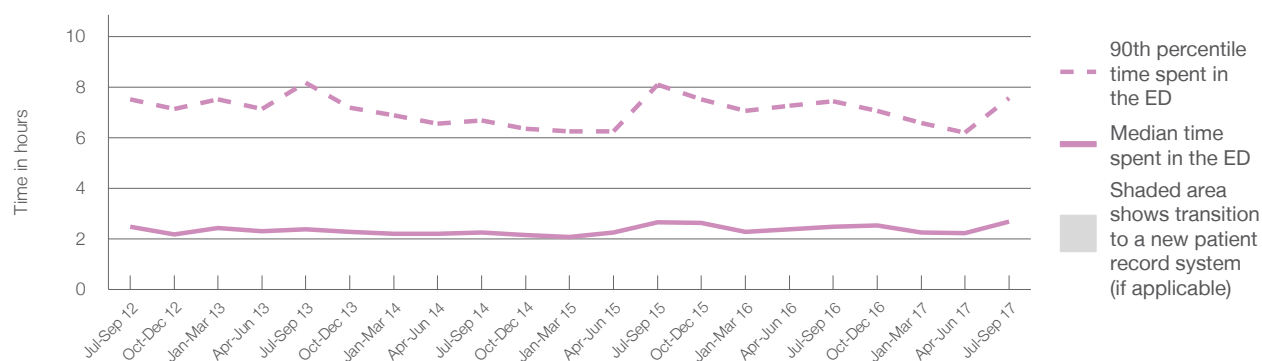
90th percentile time spent in the ED⁹ 7 hours and 35 minutes

Same period last year	NSW (this period)
6,217	
6,217	
2 hours and 29 minutes	3 hours and 0 minutes
7 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 29m	2h 23m	2h 16m	2h 40m	2h 29m	2h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 31m	8h 11m	6h 41m	8h 6m	7h 26m	7h 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 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.

Bathurst Base Hospital: Time patients spent in the ED

By mode of separation

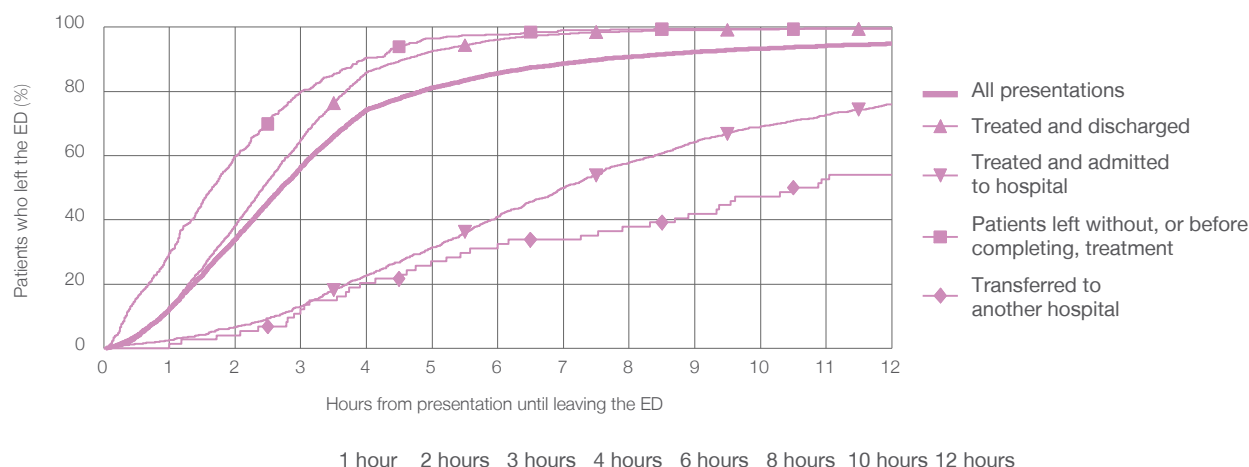
July to September 2017

All presentations:[†] 6,955 patients

Presentations used to calculate time to leaving the ED:[‡] 6,939 patients

		Same period last year	Change since one year ago
Treated and discharged	5,067 (72.9%)	4,458	13.7%
Treated and admitted to hospital	1,240 (17.8%)	1,328	-6.6%
Patient left without, or before completing, treatment	522 (7.5%)	330	58.2%
Transferred to another hospital	74 (1.1%)	81	-8.6%
Other	52 (0.7%)	20	160.0%

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



Treated and discharged	12.7%	38.2%	65.0%	86.0%	96.1%	98.7%	99.3%	99.6%
Treated and admitted to hospital	2.5%	6.6%	13.0%	22.7%	41.0%	57.8%	69.1%	76.0%
Patient left without, or before completing, treatment	29.7%	59.8%	79.9%	90.6%	97.7%	99.2%	99.4%	99.6%
Transferred to another hospital	1.4%	4.1%	12.2%	20.3%	32.4%	37.8%	47.3%	54.1%
All presentations	12.3%	34.1%	56.3%	74.3%	85.7%	90.7%	93.4%	94.9%

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

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

Bathurst Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 6,955 patients

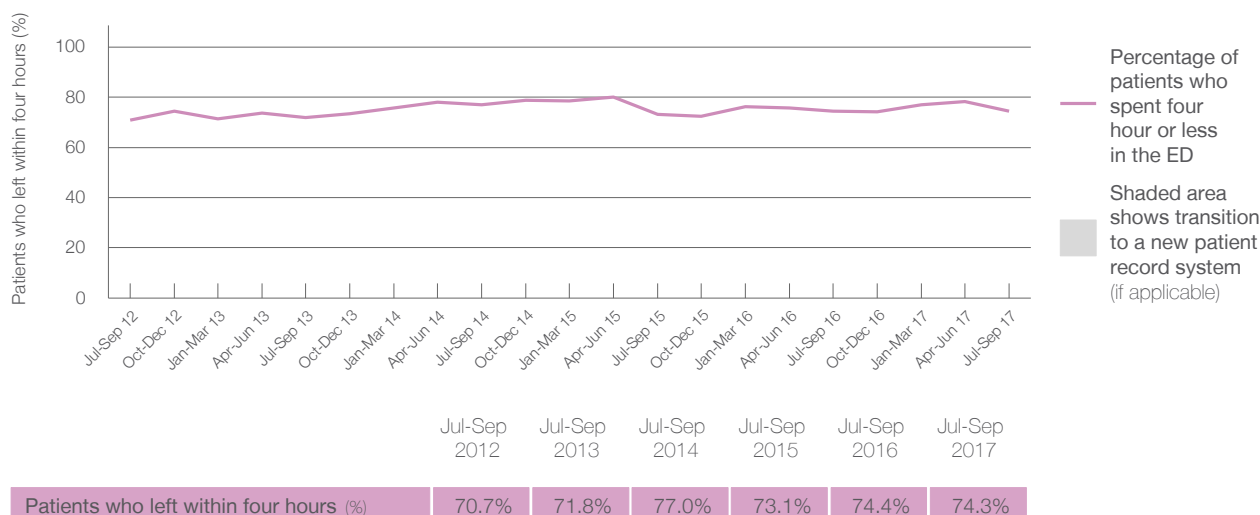
Presentations used to calculate time to leaving the ED:⁶ 6,939 patients

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



Same period last year	Change since one year ago
6,217	11.9%
6,217	11.6%
74.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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*.
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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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Belmont Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,616 patients

Emergency presentations:² 6,591 patients

Same period last year	Change since one year ago
5,902	12.1%
5,861	12.5%

Belmont Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 598 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): 1,410 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): 3,392 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
479	
7 minutes	9 minutes
15 minutes	29 minutes
1,353	
17 minutes	23 minutes
39 minutes	83 minutes
3,019	
22 minutes	30 minutes
83 minutes	121 minutes
994	
25 minutes	26 minutes
109 minutes	118 minutes

Belmont Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,616 patients

Percentage of patients who spent four hours or less in the ED 68.9%

Same period last year	Change since one year ago
5,902	12.1%
73.0%	

* 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, July to September 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.

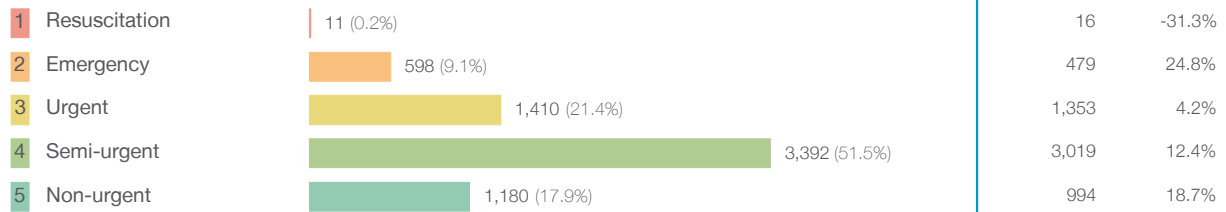
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Belmont Hospital: Patients presenting to the emergency department

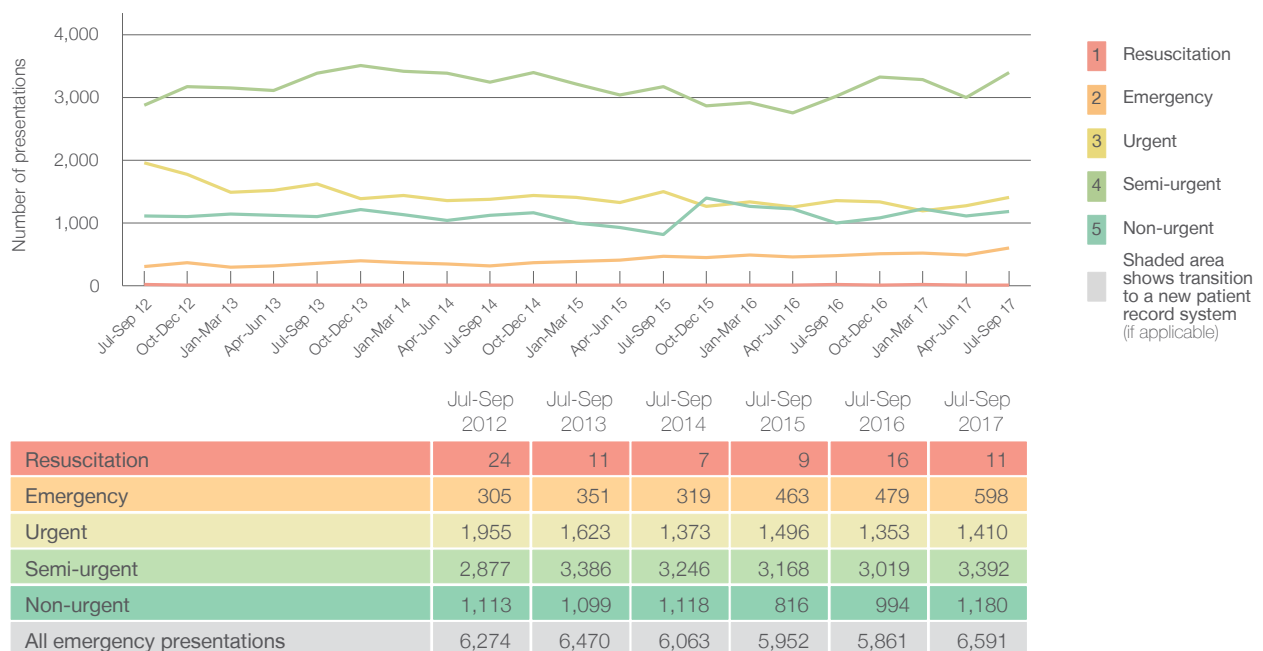
July to September 2017

All presentations:¹ 6,616 patients

Emergency presentations² by triage category: 6,591 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Belmont Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,502 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 598

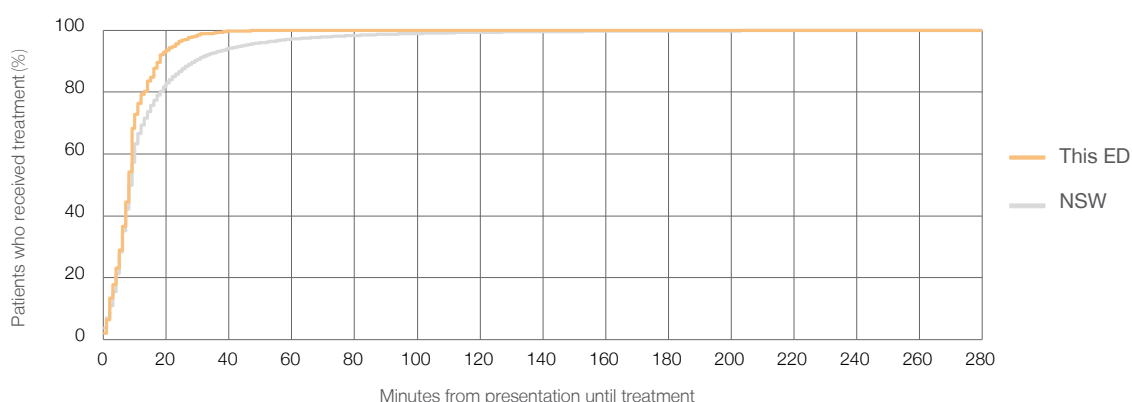
Number of triage 2 patients used to calculate waiting time:³ 590

Median time to start treatment⁴ 8 minutes

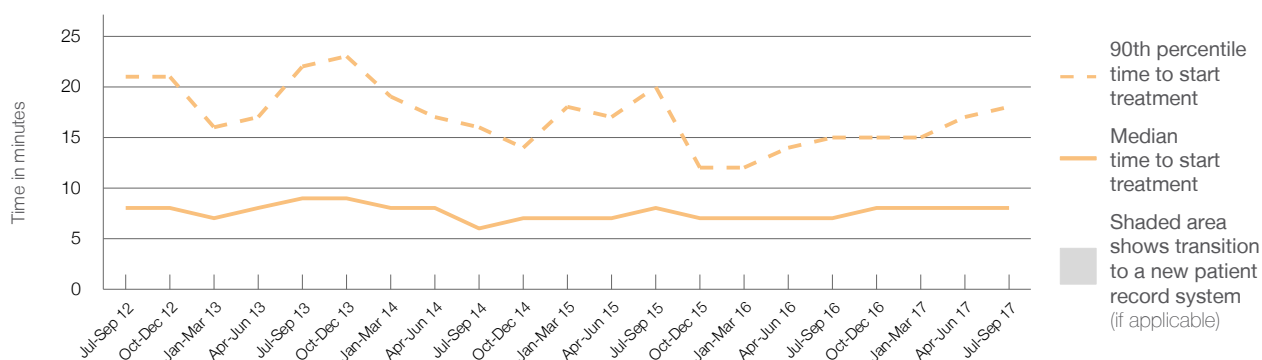
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
479	
471	
7 minutes	9 minutes
15 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	6	8	7	8
90th percentile time to start treatment ⁵ (minutes)	21	22	16	20	15	18

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

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

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

July to September 2017

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

Number of triage 3 patients: 1,410

Number of triage 3 patients used to calculate waiting time:³ 1,343

Median time to start treatment⁴

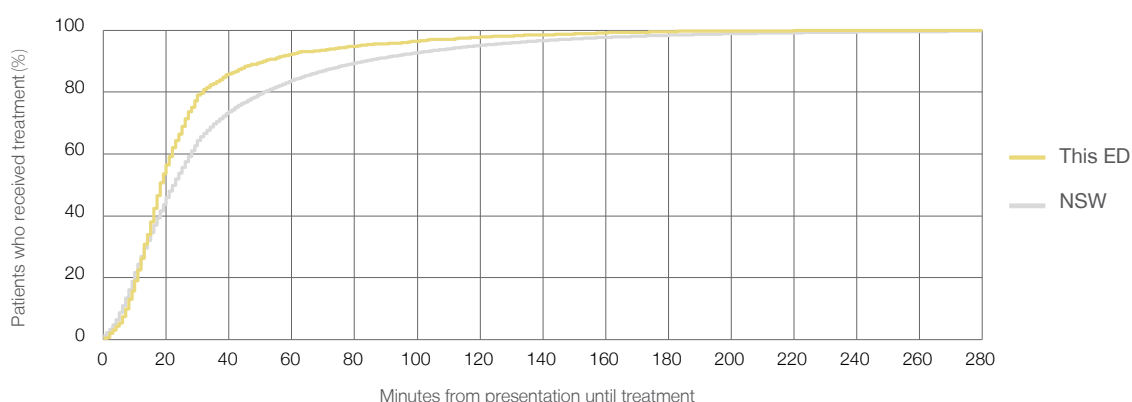
18 minutes

90th percentile time to start treatment⁵

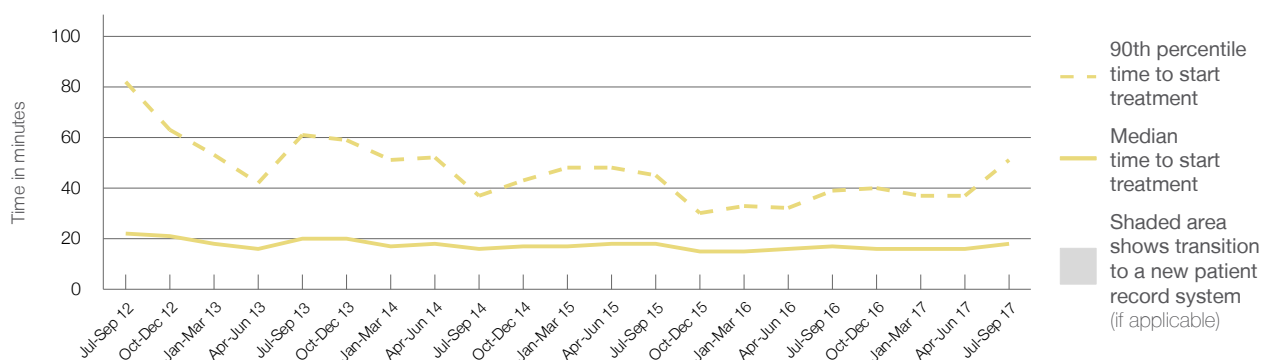
51 minutes

Same period last year	NSW (this period)
1,353	
1,302	
17 minutes	23 minutes
39 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	20	16	18	17	18
90th percentile time to start treatment ⁵ (minutes)	82	61	37	45	39	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 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.

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

July to September 2017

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

Number of triage 4 patients: 3,392

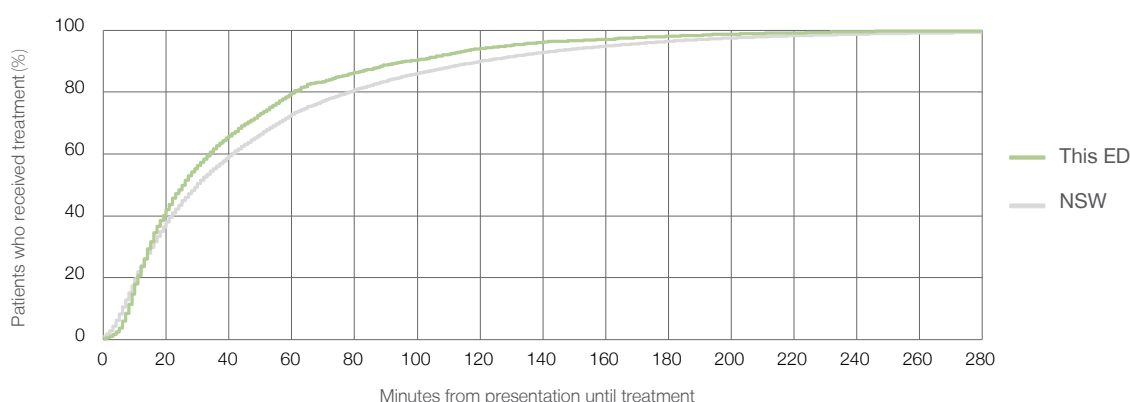
Number of triage 4 patients used to calculate waiting time:³ 2,830

Median time to start treatment⁴ 26 minutes

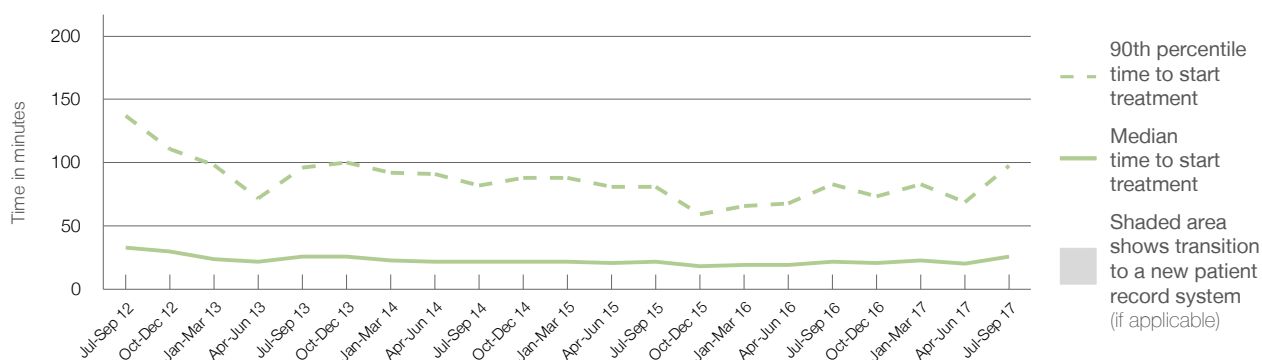
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
3,019	
2,533	
22 minutes	30 minutes
83 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	26	22	22	22	26
90th percentile time to start treatment ⁵ (minutes)	137	96	82	81	83	98

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

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

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

July to September 2017

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

Number of triage 5 patients: 1,180

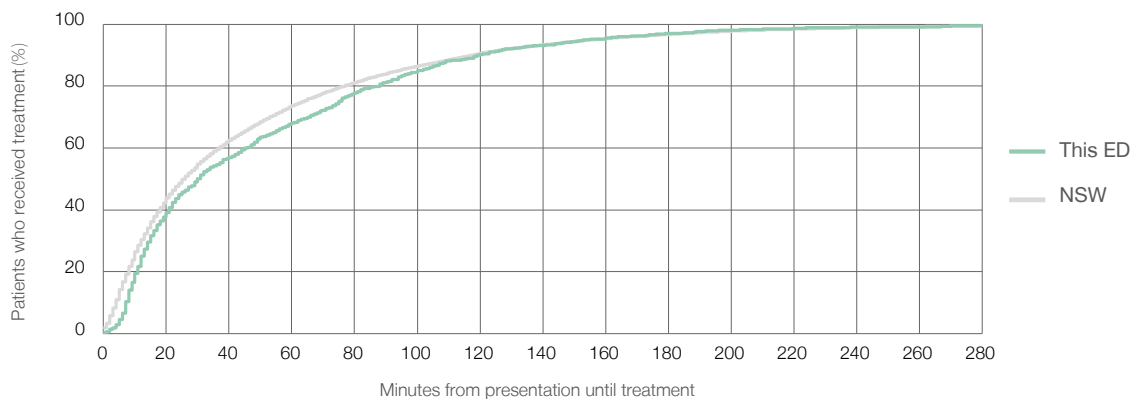
Number of triage 5 patients used to calculate waiting time:³ 861

Median time to start treatment⁴ 30 minutes

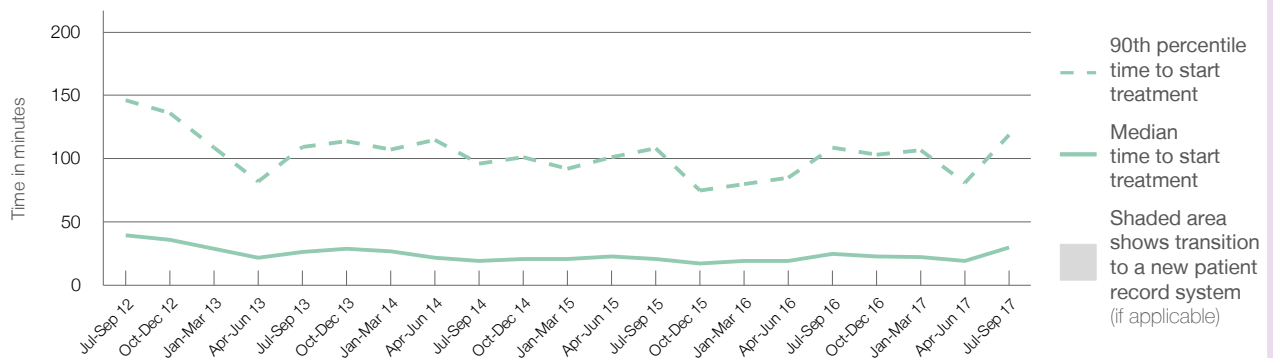
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
994	
756	
25 minutes	26 minutes
109 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	40	27	19	21	25	30
90th percentile time to start treatment ⁵ (minutes)	146	110	96	108	109	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 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.

Belmont Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,616 patients

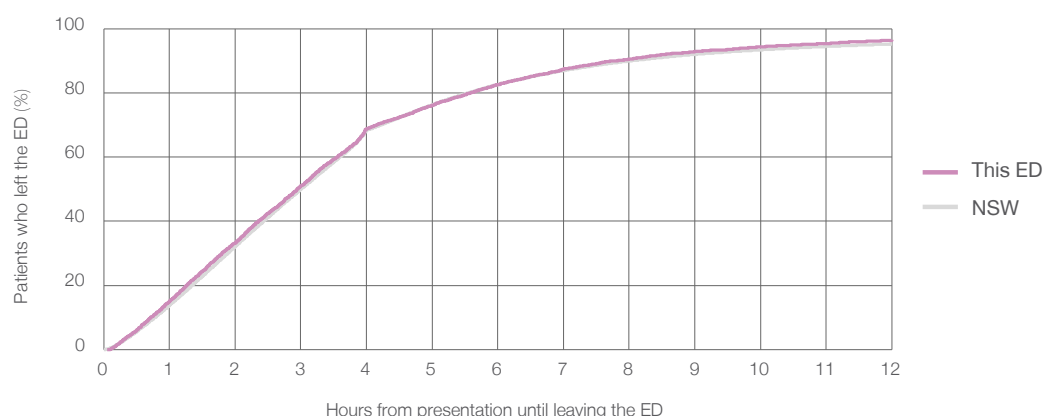
Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

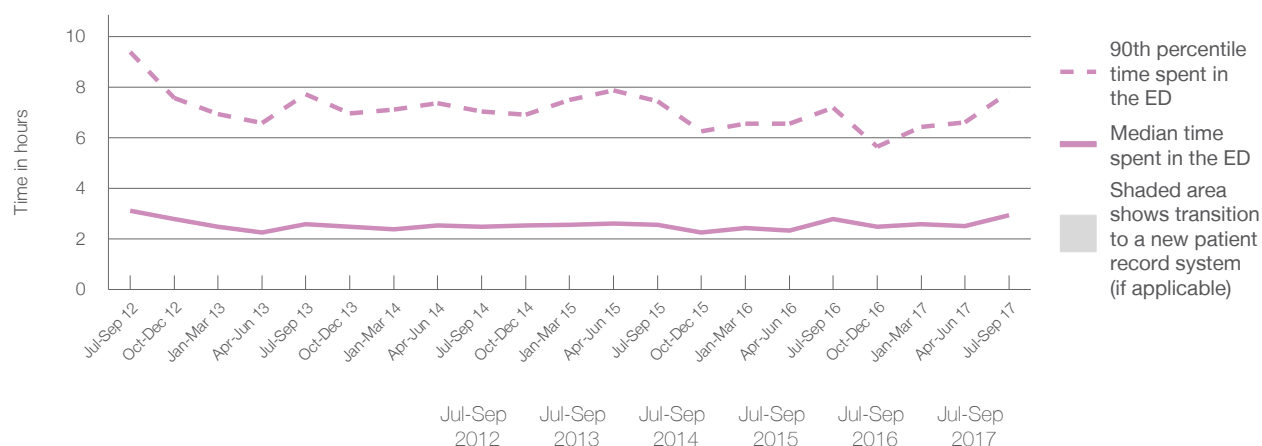
90th percentile time spent in the ED⁹ 7 hours and 48 minutes

Same period last year	NSW (this period)
5,902	
5,902	
2 hours and 47 minutes	3 hours and 0 minutes
7 hours and 12 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m	2h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 23m	7h 43m	7h 3m	7h 26m	7h 12m	7h 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 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.

Belmont Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

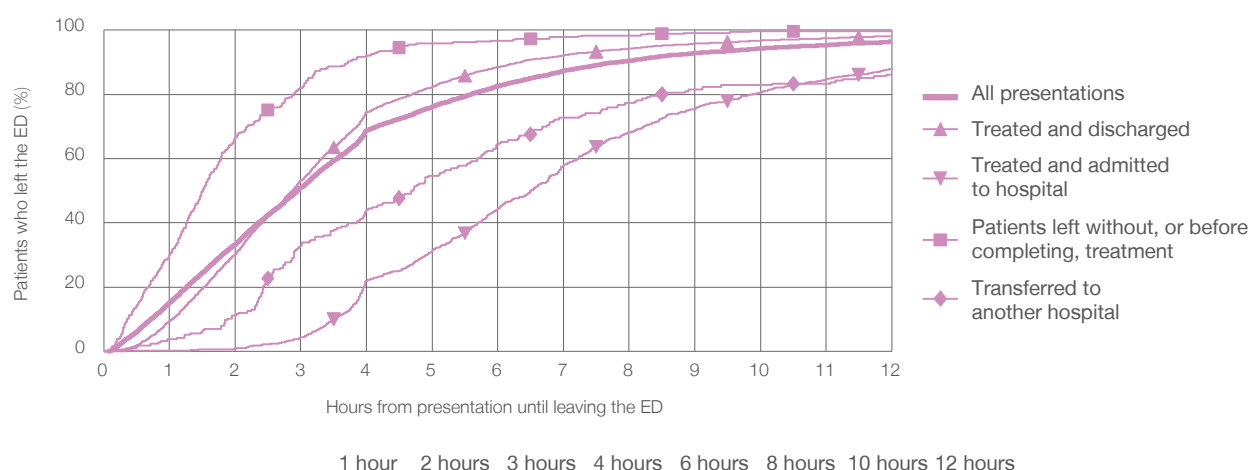
All presentations:[†] 6,616 patients

Presentations used to calculate time to leaving the ED:[‡] 6,616 patients

Treated and discharged	4,391 (66.4%)
Treated and admitted to hospital	992 (15.0%)
Patient left without, or before completing, treatment	371 (5.6%)
Transferred to another hospital	216 (3.3%)
Other	646 (9.8%)

Same period last year	Change since one year ago
5,902	12.1%
3,825	14.8%
1,019	-2.6%
253	46.6%
224	-3.6%
581	11.2%

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



Treated and discharged	9.4%	30.3%	53.2%	74.5%	88.5%	94.3%	96.8%	98.2%
Treated and admitted to hospital	0.2%	0.8%	4.3%	22.0%	44.5%	68.1%	80.6%	88.2%
Patient left without, or before completing, treatment	30.2%	66.6%	81.9%	92.2%	96.8%	98.4%	99.7%	99.7%
Transferred to another hospital	3.7%	11.1%	32.9%	44.0%	64.4%	77.3%	82.9%	86.1%
All presentations	15.2%	33.4%	51.1%	68.9%	82.6%	90.5%	94.3%	96.5%

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

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

Belmont Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 6,616 patients

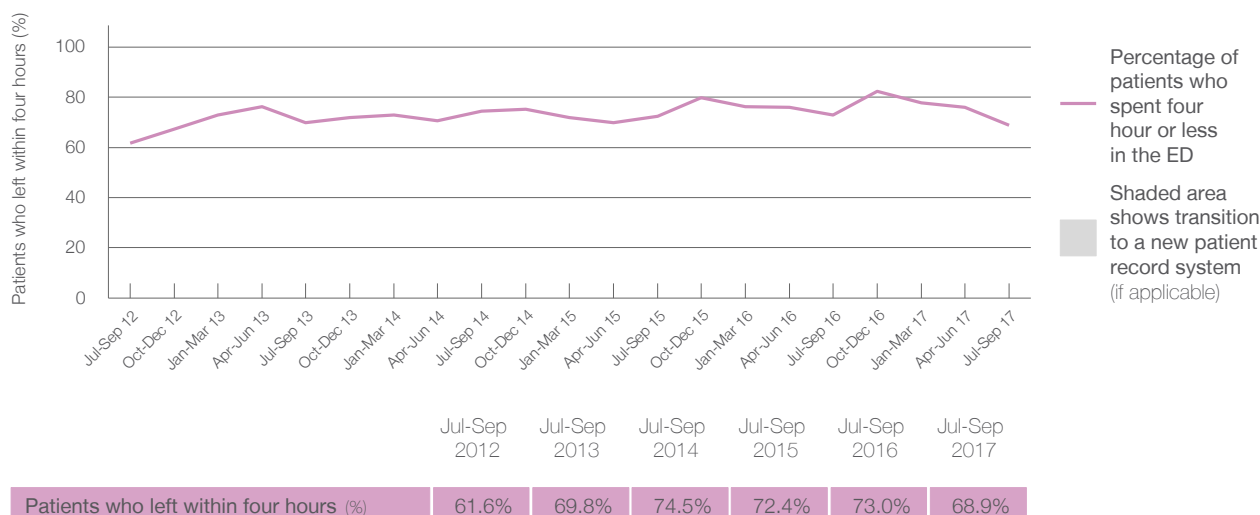
Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

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



Same period last year	Change since one year ago
5,902	12.1%
5,902	12.1%
73.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Bowral and District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,124 patients

Emergency presentations:² 4,997 patients

Same period last year	Change since one year ago
4,555	12.5%
4,453	12.2%

Bowral and District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 345 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): 1,659 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,310 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 652 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
302	
9 minutes	9 minutes
25 minutes	29 minutes
1,426	
18 minutes	23 minutes
63 minutes	83 minutes
2,131	
20 minutes	30 minutes
100 minutes	121 minutes
578	
18 minutes	26 minutes
83 minutes	118 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,124 patients

Percentage of patients who spent four hours or less in the ED 77.6%

Same period last year	Change since one year ago
4,555	12.5%
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, July to September 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.

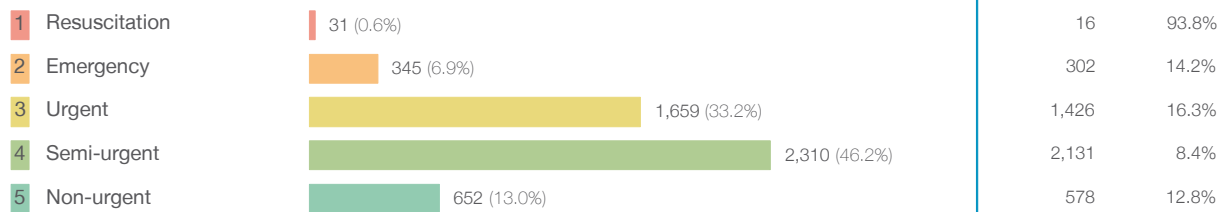
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Bowral and District Hospital: Patients presenting to the emergency department

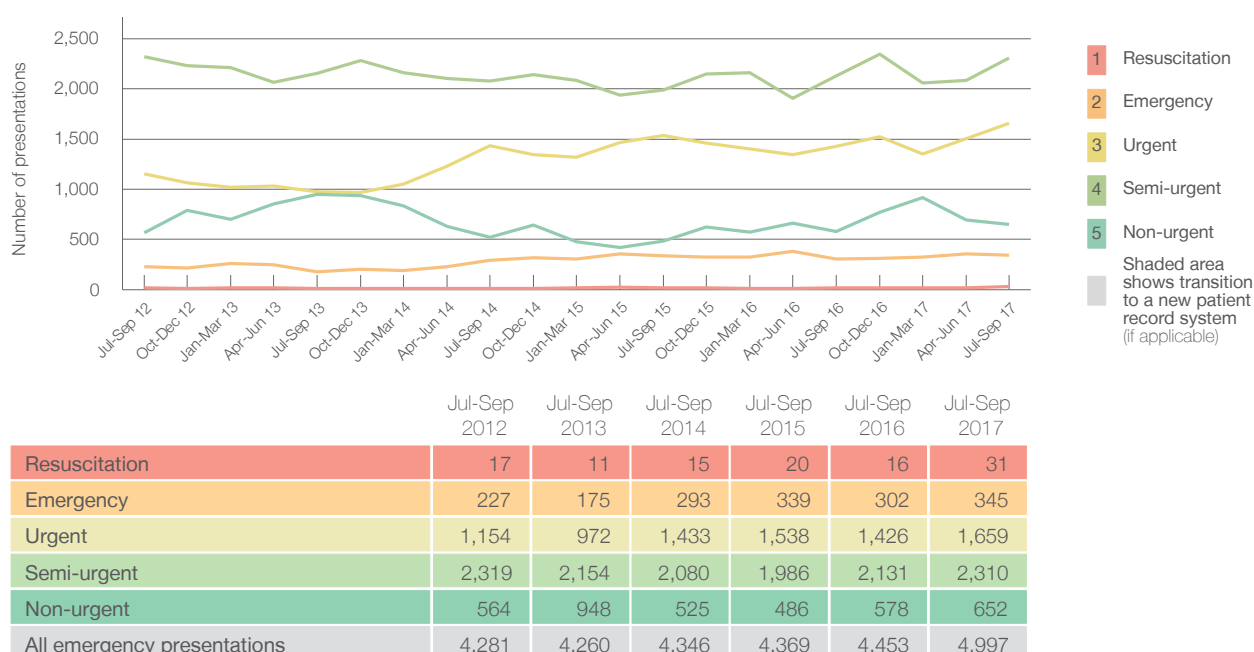
July to September 2017

All presentations:¹ 5,124 patients

Emergency presentations² by triage category: 4,997 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Bowral and District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,042 patients

ED Transfer of care time



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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 345

Number of triage 2 patients used to calculate waiting time:³ 343

Median time to start treatment⁴

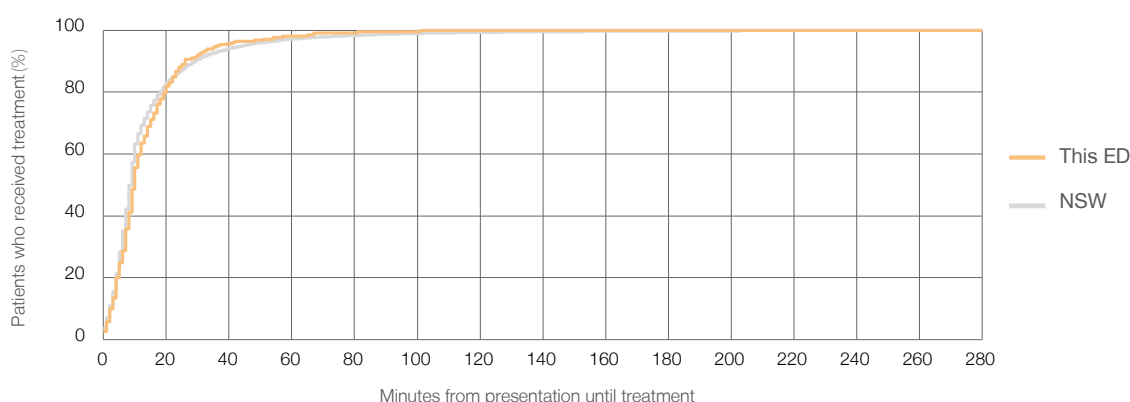
10 minutes

90th percentile time to start treatment⁵

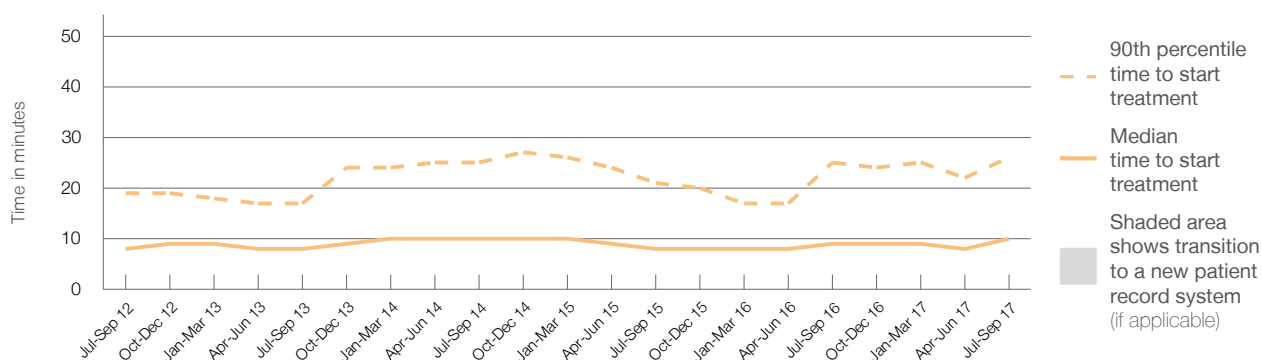
26 minutes

Same period last year	NSW (this period)
302	
302	
9 minutes	9 minutes
25 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	8	10	8	9	10
90th percentile time to start treatment ⁵ (minutes)	19	17	25	21	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 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 1,659

Number of triage 3 patients used to calculate waiting time:³ 1,642

Median time to start treatment⁴

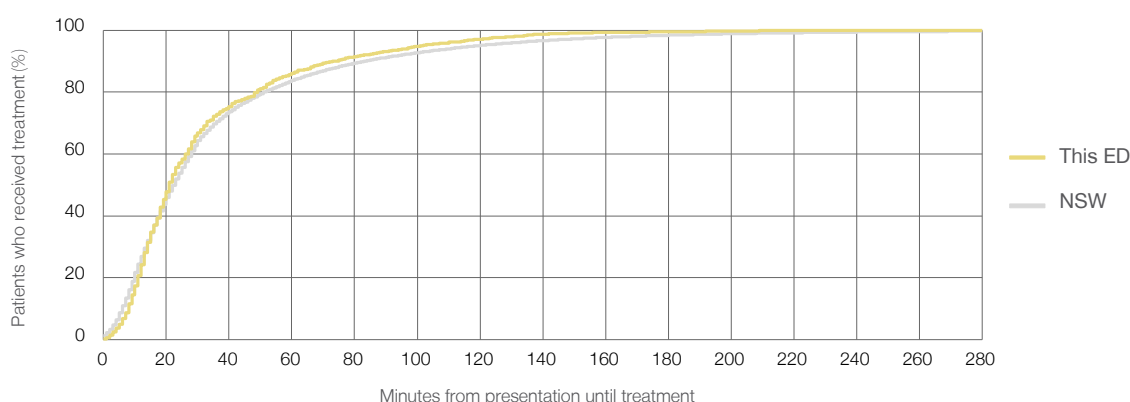
21 minutes

90th percentile time to start treatment⁵

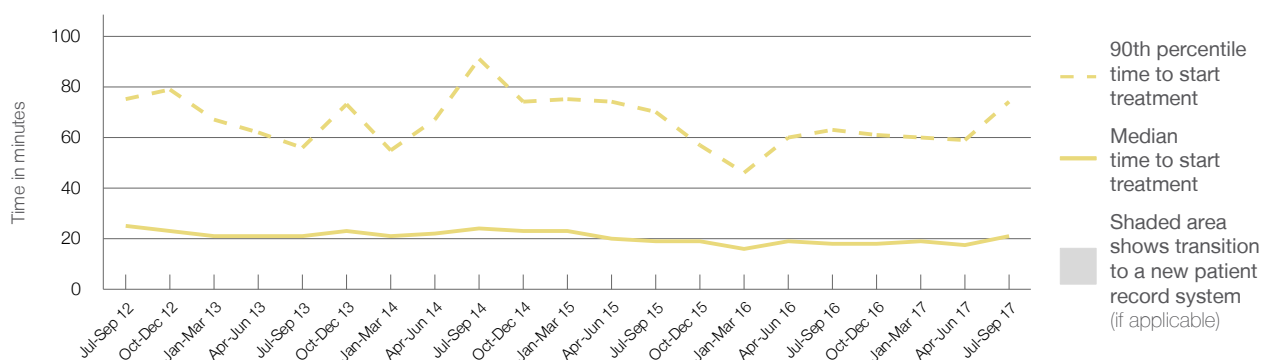
74 minutes

Same period last year	NSW (this period)
1,426	
1,414	
18 minutes	23 minutes
63 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	21	24	19	18	21
90th percentile time to start treatment ⁵ (minutes)	75	56	91	70	63	74

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 2,310

Number of triage 4 patients used to calculate waiting time:³ 2,191

Median time to start treatment⁴

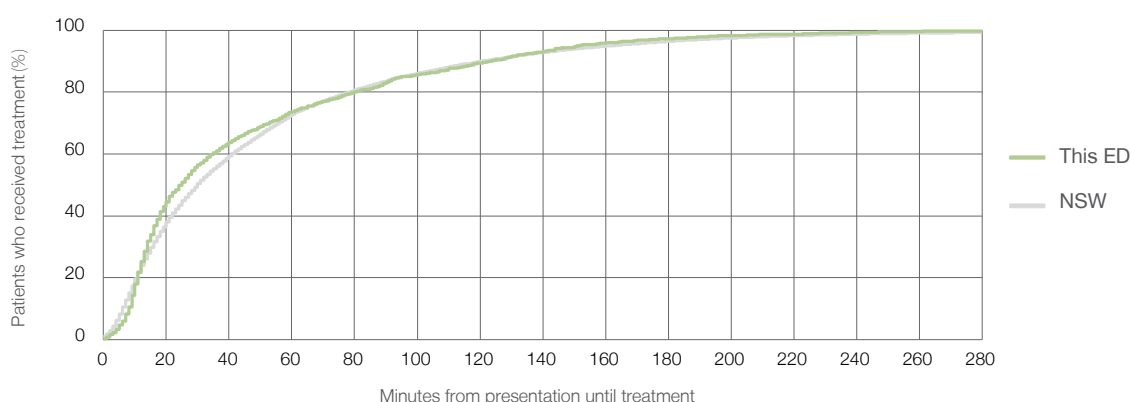
25 minutes

90th percentile time to start treatment⁵

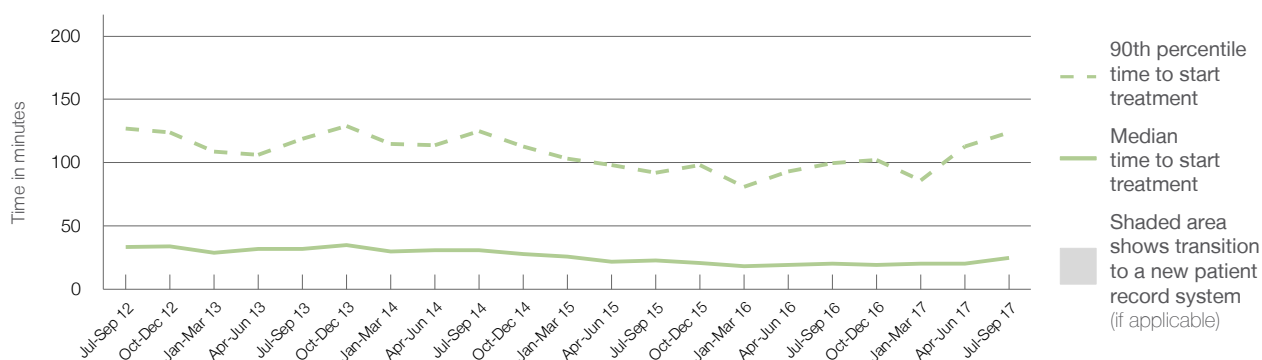
124 minutes

Same period last year	NSW (this period)
2,131	
2,040	
20 minutes	30 minutes
100 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	32	31	23	20	25
90th percentile time to start treatment ⁵ (minutes)	127	119	125	92	100	124

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 652

Number of triage 5 patients used to calculate waiting time:³ 589

Median time to start treatment⁴

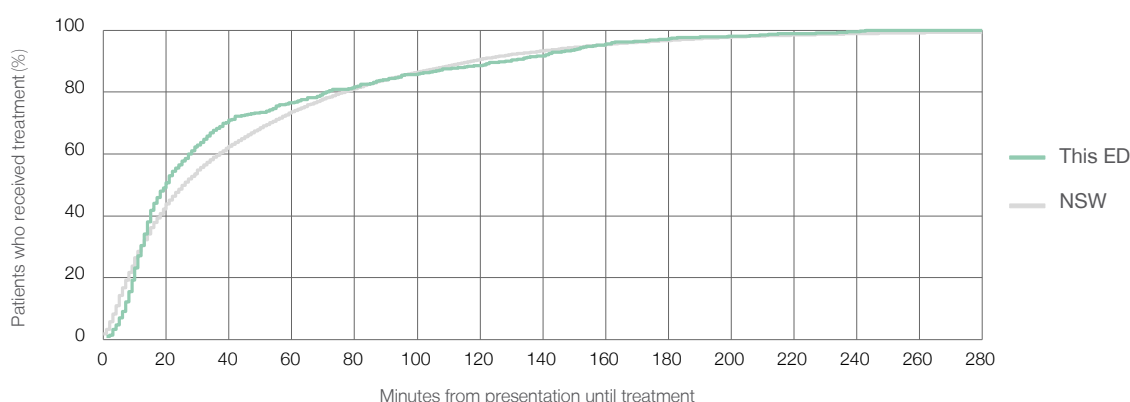
20 minutes

90th percentile time to start treatment⁵

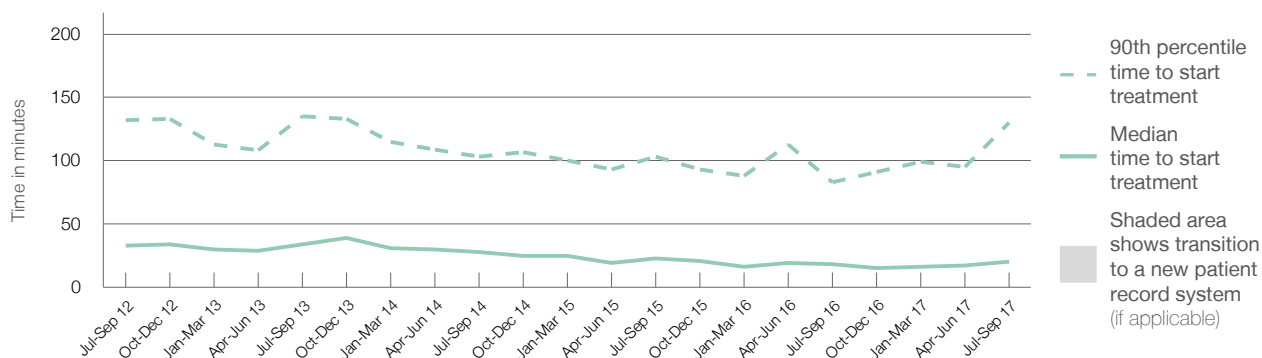
130 minutes

Same period last year	NSW (this period)
578	
525	
18 minutes	26 minutes
83 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	34	28	23	18	20
90th percentile time to start treatment ⁵ (minutes)	132	135	103	103	83	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 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.

Bowral and District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 5,124 patients

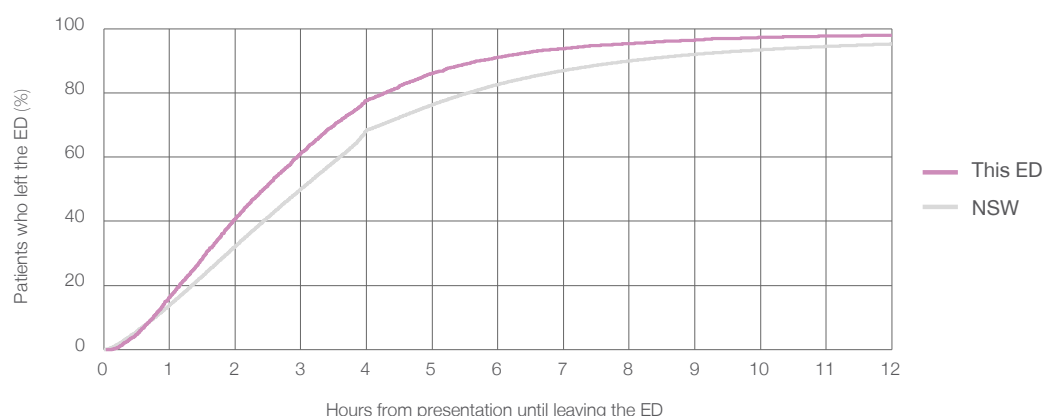
Presentations used to calculate time to leaving the ED:⁶ 5,124 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

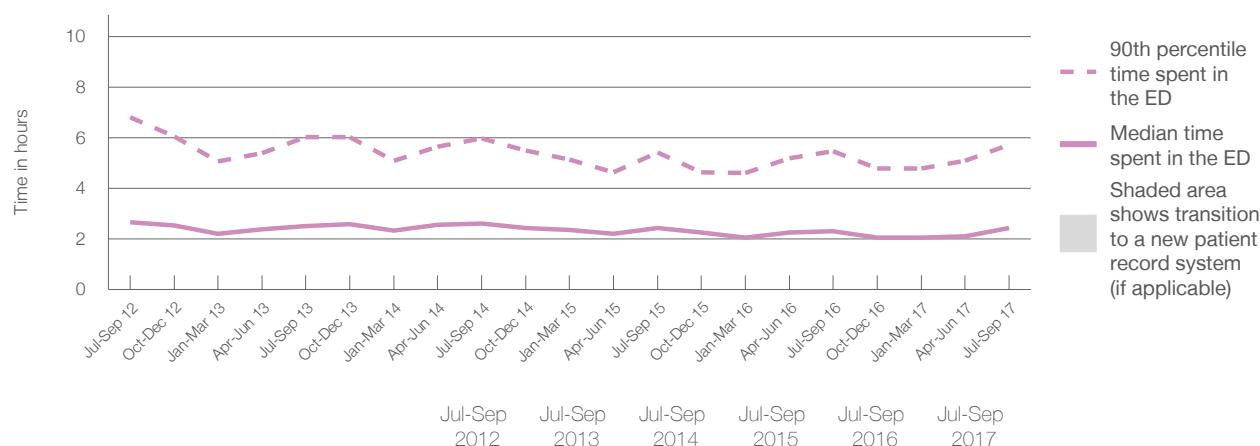
90th percentile time spent in the ED⁹ 5 hours and 43 minutes

Same period last year	NSW (this period)
4,555	
4,555	
2 hours and 19 minutes	3 hours and 0 minutes
5 hours and 29 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 40m	2h 31m	2h 37m	2h 27m	2h 19m	2h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 49m	6h 2m	5h 59m	5h 26m	5h 29m	5h 43m

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

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

Bowral and District Hospital: Time patients spent in the ED

By mode of separation

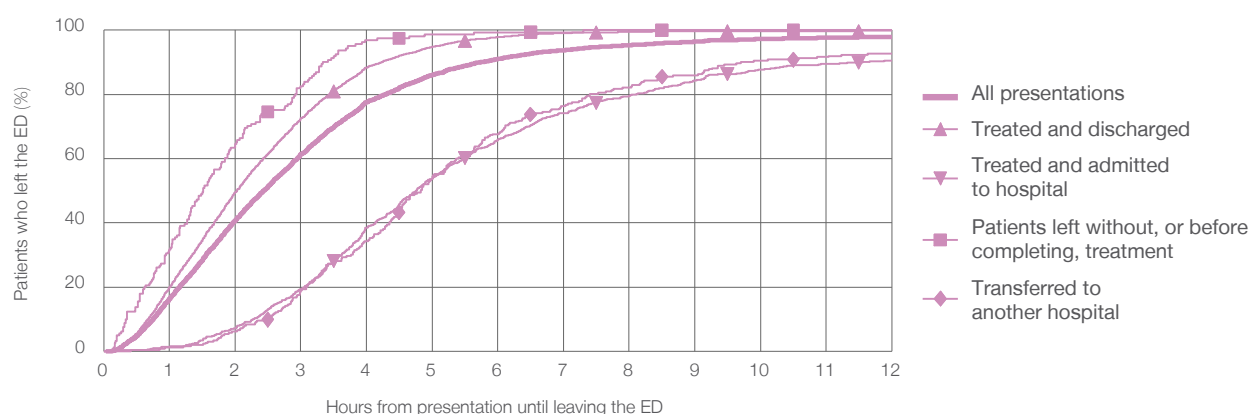
July to September 2017

All presentations:[†] 5,124 patients

Presentations used to calculate time to leaving the ED:[‡] 5,124 patients

		Same period last year	Change since one year ago
Treated and discharged	3,832 (74.8%)	4,555	12.5%
Treated and admitted to hospital	851 (16.6%)	3,372	13.6%
Patient left without, or before completing, treatment	161 (3.1%)	826	3.0%
Transferred to another hospital	263 (5.1%)	116	38.8%
Other	17 (0.3%)	221	19.0%
		20	-15.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.0%	49.6%	72.5%	88.3%	97.8%	99.5%	99.7%	99.8%
Treated and admitted to hospital	1.4%	7.2%	19.3%	38.5%	65.9%	79.6%	87.8%	90.6%
Patient left without, or before completing, treatment	31.7%	64.6%	82.6%	96.9%	99.4%	100%	100%	100%
Transferred to another hospital	1.1%	6.1%	19.0%	34.2%	67.7%	82.1%	90.5%	92.8%
All presentations	16.4%	40.9%	61.3%	77.6%	91.0%	95.3%	97.2%	98.0%

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

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

Bowral and District Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 5,124 patients

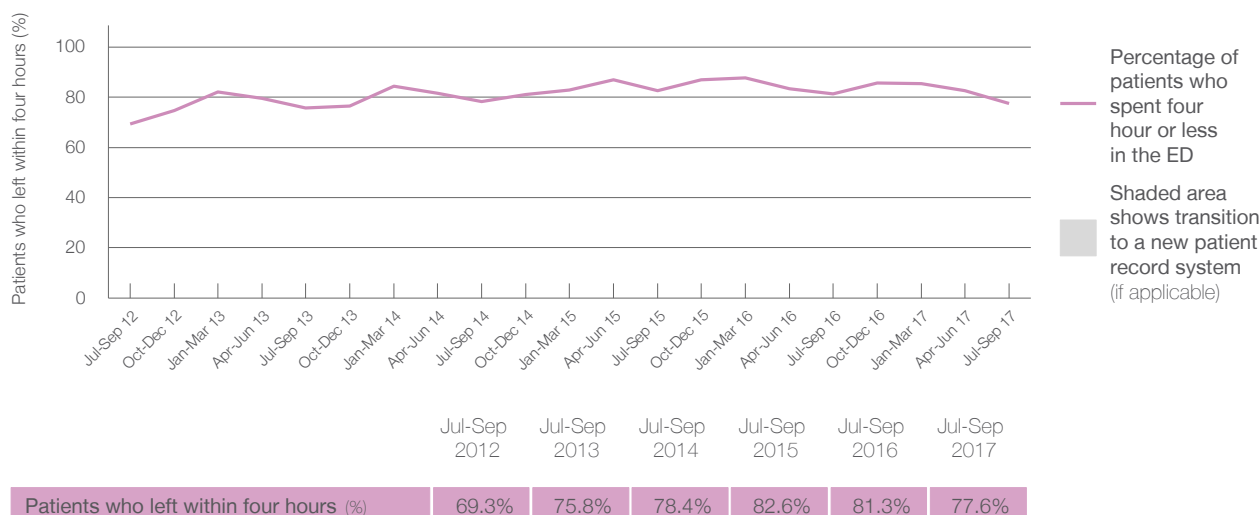
Presentations used to calculate time to leaving the ED:⁶ 5,124 patients

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



Same period last year	Change since one year ago
4,555	12.5%
4,555	12.5%
81.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Broken Hill Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,747 patients

Emergency presentations:² 5,173 patients

Same period last year	Change since one year ago
5,796	-0.8%
5,261	-1.7%

Broken Hill Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 350 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): 976 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,999 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,824 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
358	
8 minutes	9 minutes
22 minutes	29 minutes
1,162	
16 minutes	23 minutes
50 minutes	83 minutes
1,955	
19 minutes	30 minutes
71 minutes	121 minutes
1,771	
19 minutes	26 minutes
88 minutes	118 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,742 patients

Percentage of patients who spent four hours or less in the ED 90.6%

Same period last year	Change since one year ago
5,796	-0.9%
89.6%	

* 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, July to September 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.

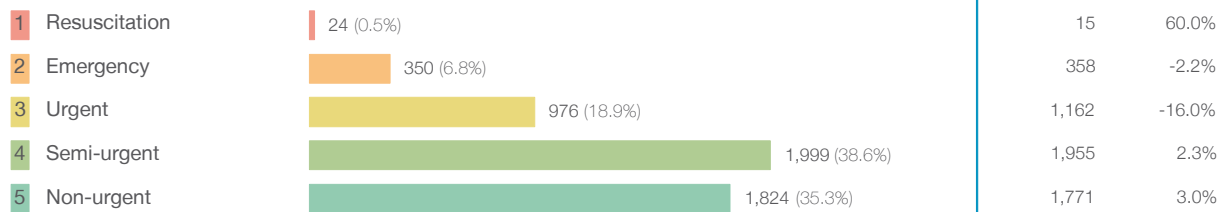
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Broken Hill Base Hospital: Patients presenting to the emergency department

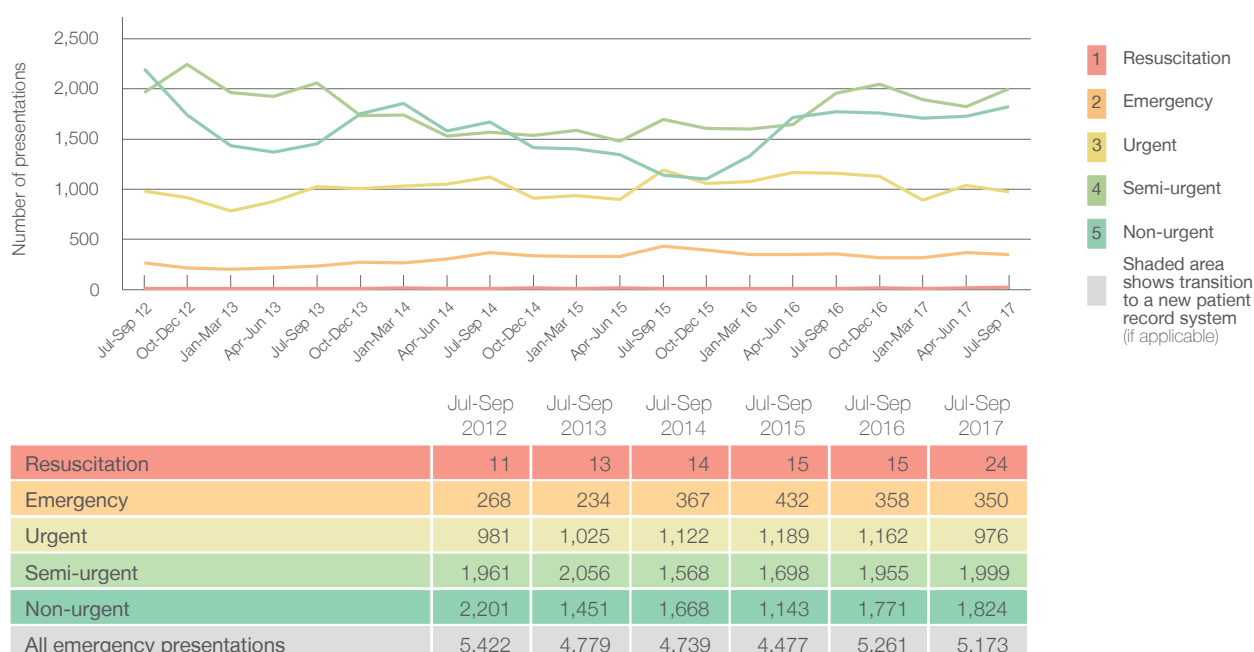
July to September 2017

All presentations:¹ 5,747 patients

Emergency presentations² by triage category: 5,173 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Broken Hill Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 650 patients

ED Transfer of care time



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

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

Broken Hill Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 350

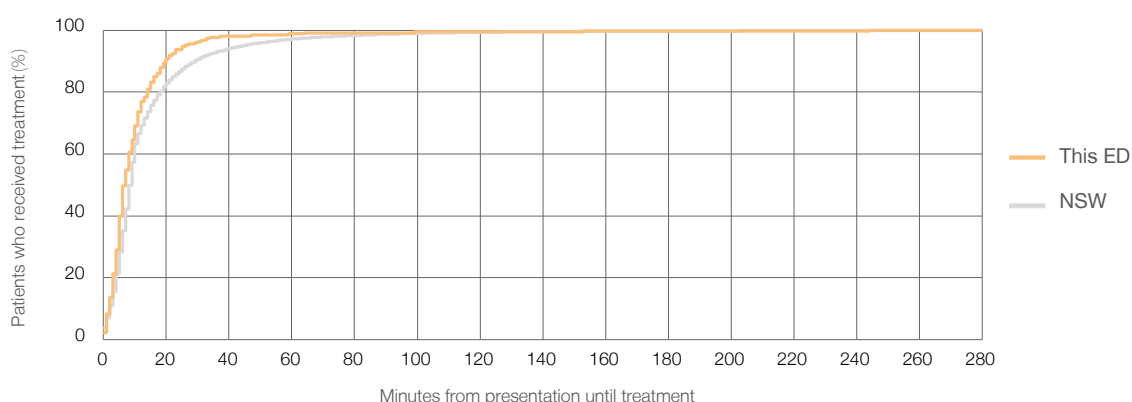
Number of triage 2 patients used to calculate waiting time:³ 346

Median time to start treatment⁴ 7 minutes

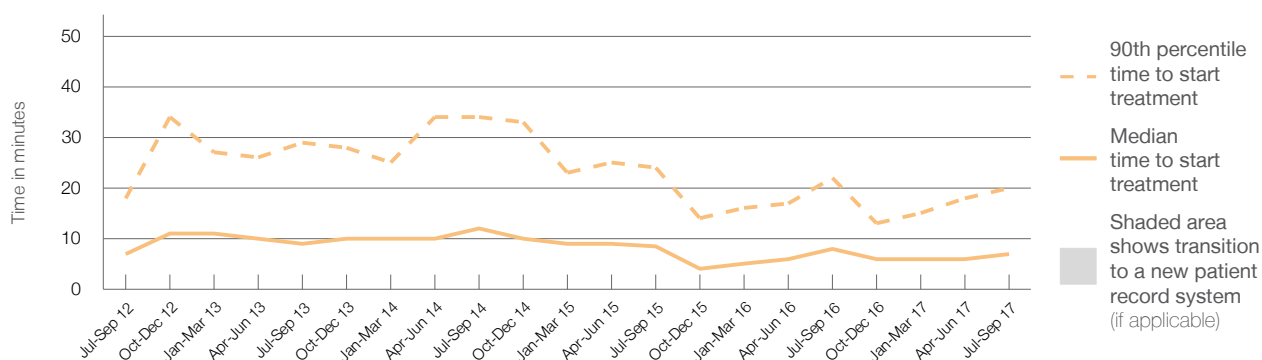
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
358	
356	
8 minutes	9 minutes
22 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	9	12	9	8	7
90th percentile time to start treatment ⁵ (minutes)	18	29	34	24	22	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 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.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 976

Number of triage 3 patients used to calculate waiting time:³ 931

Median time to start treatment⁴

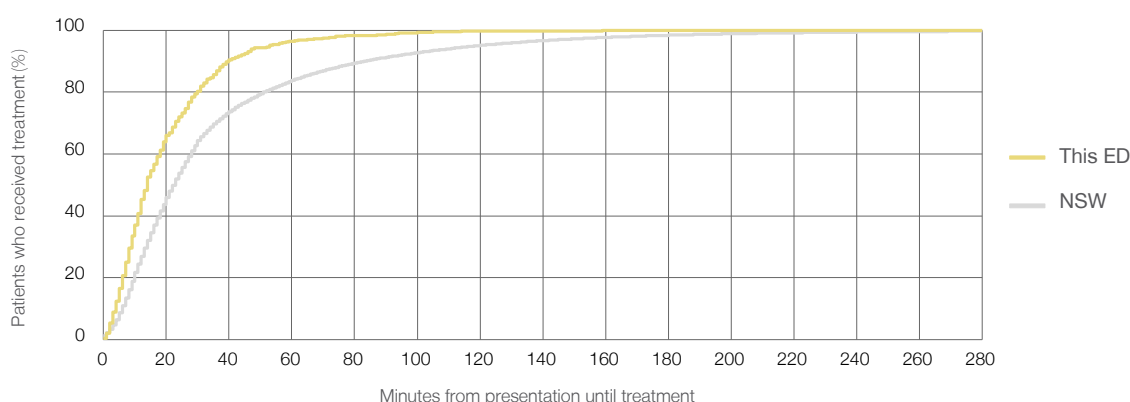
14 minutes

90th percentile time to start treatment⁵

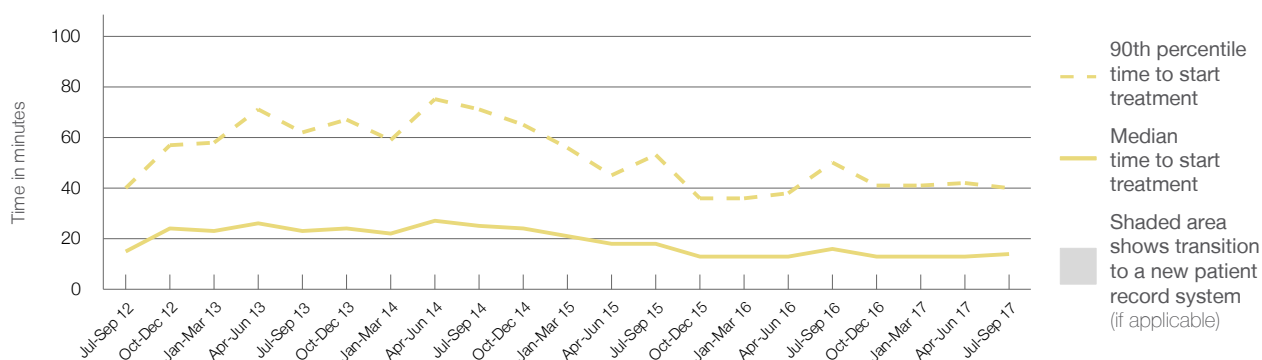
40 minutes

Same period last year	NSW (this period)
1,162	
1,096	
16 minutes	23 minutes
50 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	15	23	25	18	16	14
90th percentile time to start treatment ⁵ (minutes)	40	62	71	53	50	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 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.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 1,999

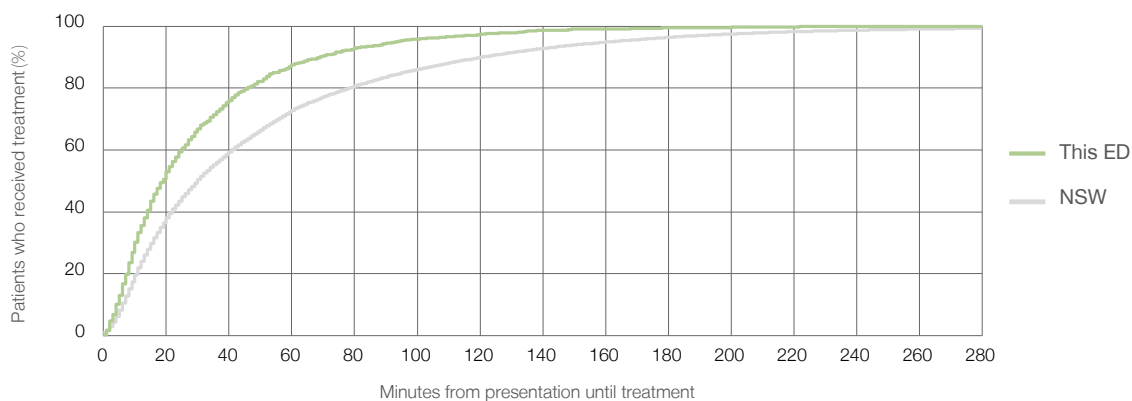
Number of triage 4 patients used to calculate waiting time:³ 1,471

Median time to start treatment⁴ 19 minutes

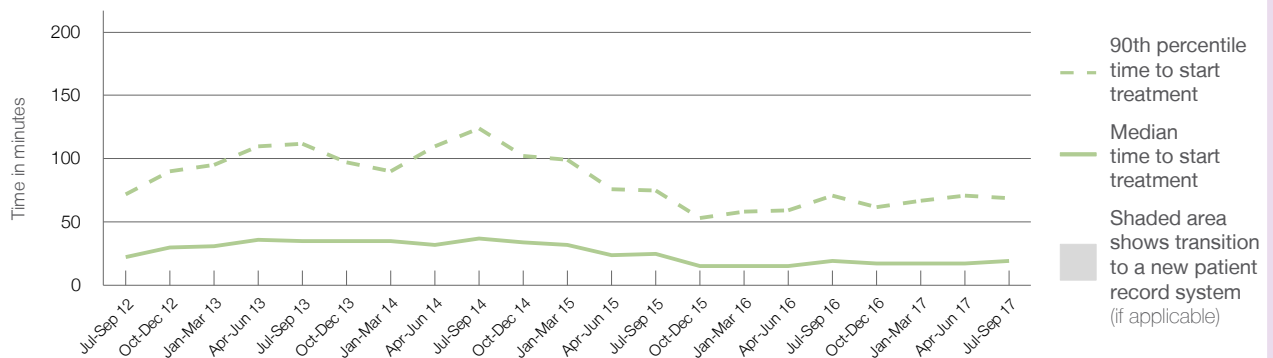
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,955	
1,087	
19 minutes	30 minutes
71 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	35	37	25	19	19
90th percentile time to start treatment ⁵ (minutes)	72	112	124	75	71	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 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.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,824

Number of triage 5 patients used to calculate waiting time:³ 909

Median time to start treatment⁴

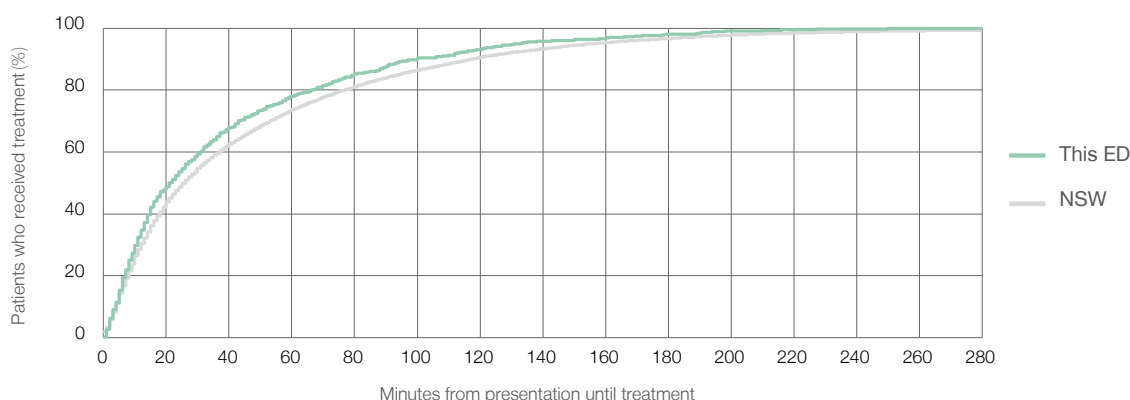
21 minutes

90th percentile time to start treatment⁵

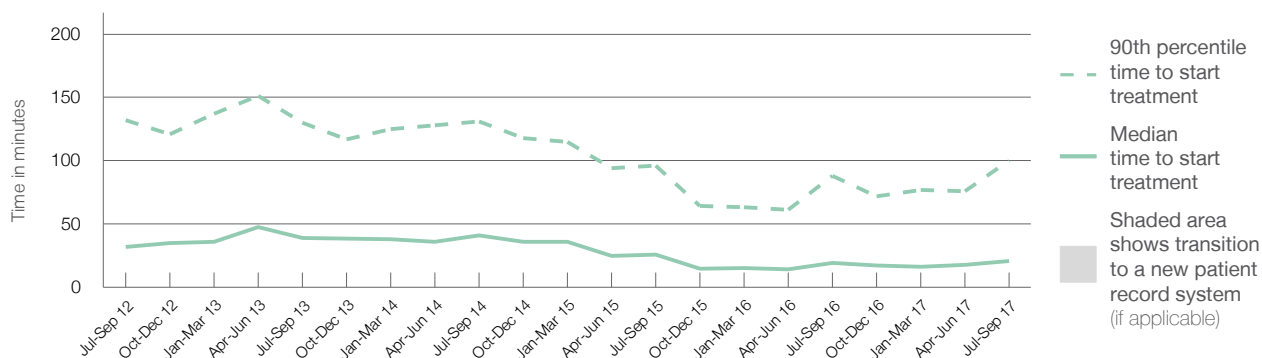
100 minutes

Same period last year	NSW (this period)
1,771	
483	
19 minutes	26 minutes
88 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	39	41	26	19	21
90th percentile time to start treatment ⁵ (minutes)	132	130	131	96	88	100

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

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

Broken Hill Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 5,747 patients

Presentations used to calculate time to leaving the ED:⁶ 5,742 patients

Median time spent in the ED⁸

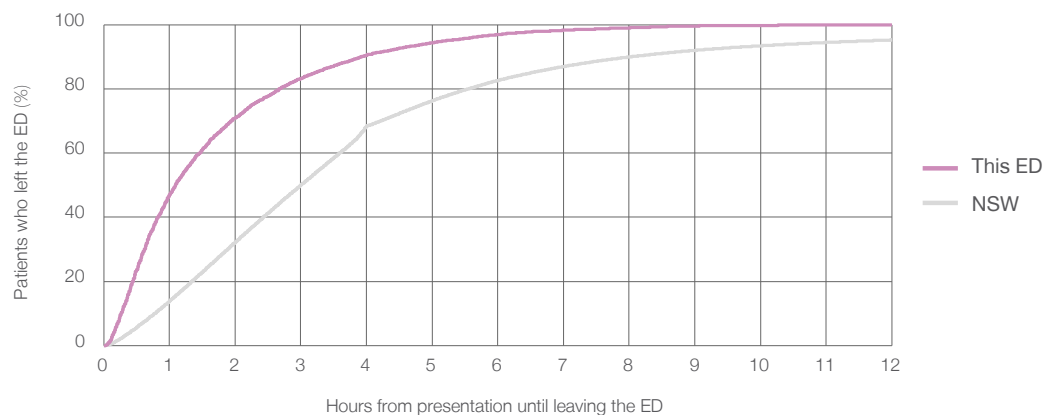
1 hours and 6 minutes

90th percentile time spent in the ED⁹

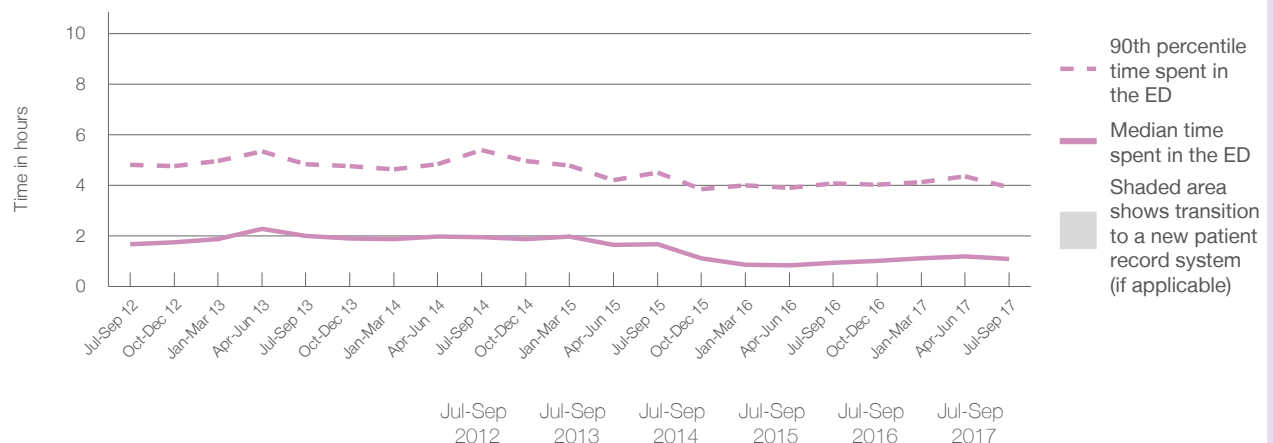
3 hours and 56 minutes

Same period last year	NSW (this period)
5,796	
5,796	
0 hours and 57 minutes	3 hours and 0 minutes
4 hours and 5 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	1h 41m	2h 0m	1h 57m	1h 41m	0h 57m	1h 6m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 49m	4h 51m	5h 24m	4h 31m	4h 5m	3h 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 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.

Broken Hill Base Hospital: Time patients spent in the ED

By mode of separation

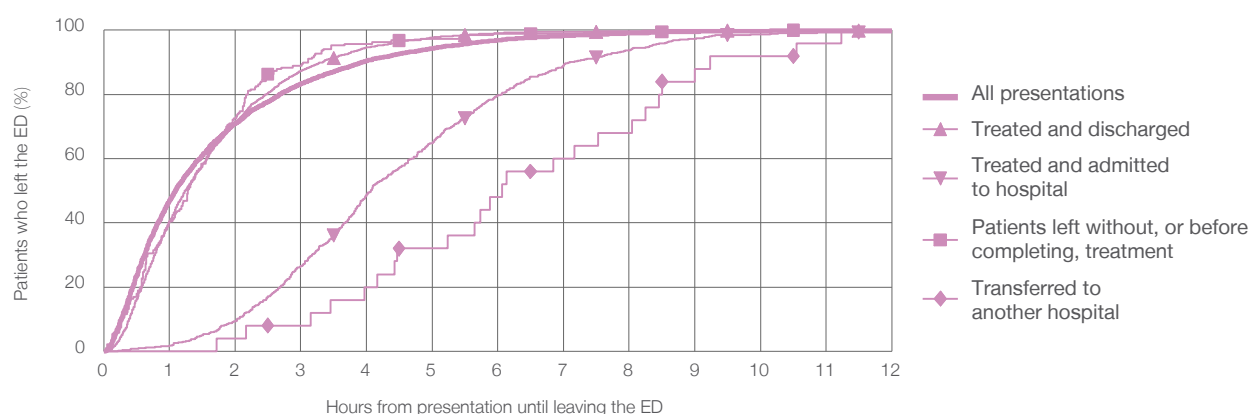
July to September 2017

All presentations:[†] 5,747 patients

Presentations used to calculate time to leaving the ED:[‡] 5,742 patients

		Same period last year	Change since one year ago
Treated and discharged	3,408 (59.3%)	5,796	-0.9%
Treated and admitted to hospital	646 (11.2%)	2,525	35.0%
Patient left without, or before completing, treatment	190 (3.3%)	724	-10.8%
Transferred to another hospital	25 (0.4%)	146	30.1%
Other	1,478 (25.7%)	33	-24.2%
		2,368	-37.6%

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



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

Treated and discharged	40.5%	71.5%	87.3%	94.7%	99.1%	99.8%	99.9%	100%
Treated and admitted to hospital	1.7%	9.4%	26.5%	48.9%	79.7%	93.8%	98.6%	99.4%
Patient left without, or before completing, treatment	40.5%	72.6%	88.9%	95.8%	98.9%	99.5%	100%	100%
Transferred to another hospital	0%	4.0%	8.0%	20.0%	48.0%	68.0%	92.0%	100%
All presentations	47.1%	71.0%	83.2%	90.6%	97.0%	99.0%	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 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.

Broken Hill Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 5,747 patients

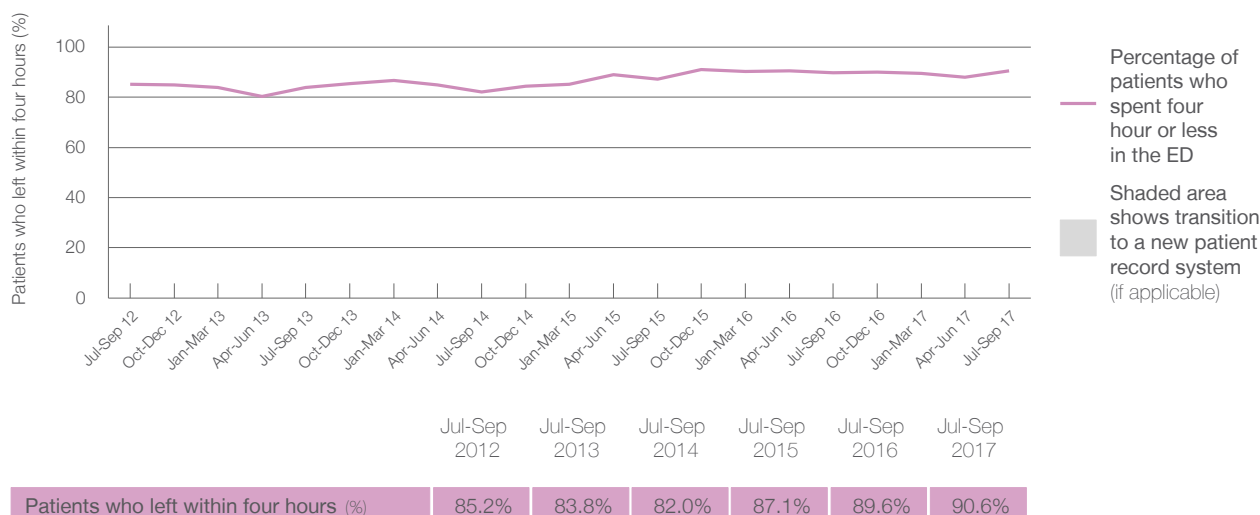
Presentations used to calculate time to leaving the ED:⁶ 5,742 patients

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



Same period last year	Change since one year ago
5,796	-0.8%
5,796	-0.9%
89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Goulburn Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,658 patients

Emergency presentations:² 4,460 patients

Same period last year	Change since one year ago
4,309	8.1%
4,111	8.5%

Goulburn Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 530 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): 1,918 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,746 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 243 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
523	
9 minutes	9 minutes
22 minutes	29 minutes
1,666	
23 minutes	23 minutes
82 minutes	83 minutes
1,602	
32 minutes	30 minutes
129 minutes	121 minutes
297	
25 minutes	26 minutes
126 minutes	118 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,658 patients

Percentage of patients who spent four hours or less in the ED 79.1%

Same period last year	Change since one year ago
4,309	8.1%
77.2%	

* 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, July to September 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.

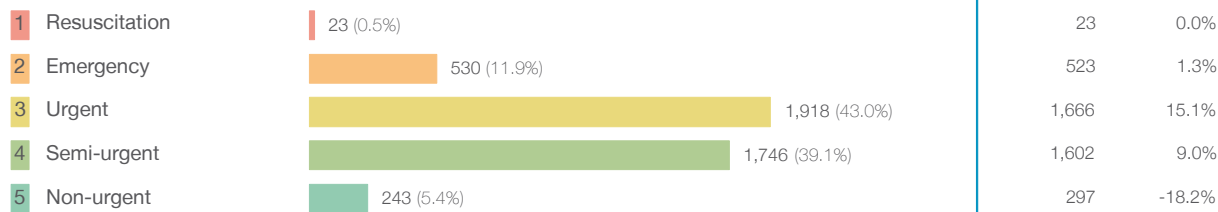
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Goulburn Base Hospital: Patients presenting to the emergency department

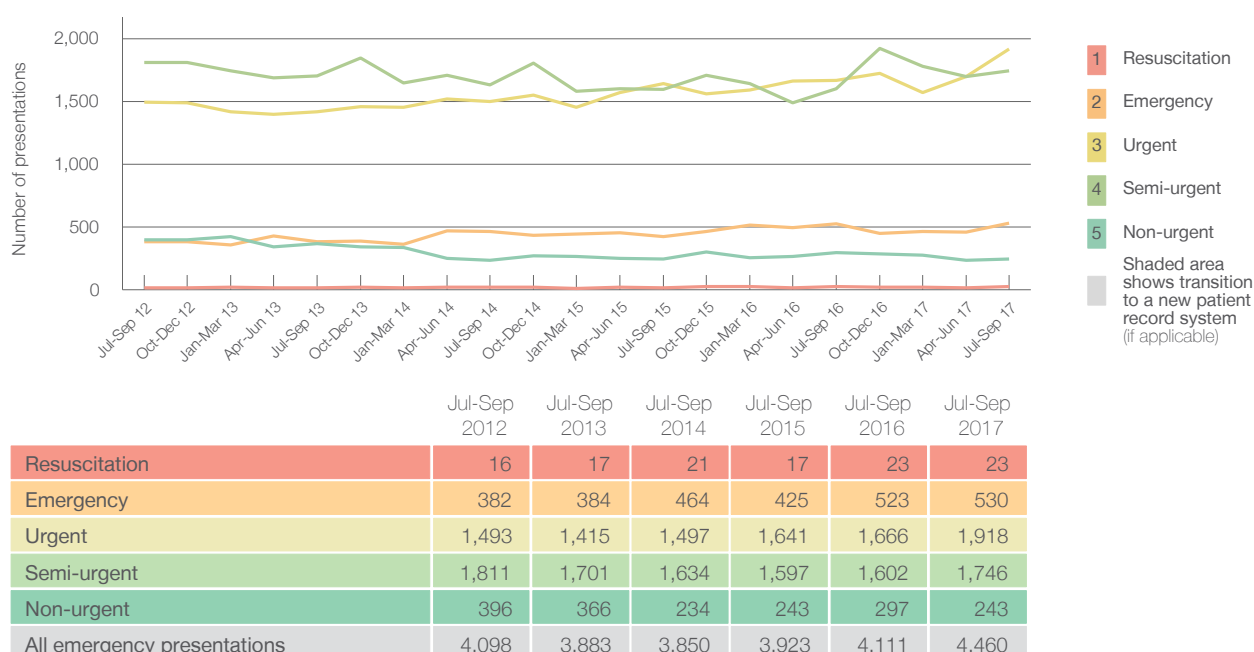
July to September 2017

All presentations:¹ 4,658 patients

Emergency presentations² by triage category: 4,460 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Goulburn Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 923 patients

ED Transfer of care time



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

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

Goulburn Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 530

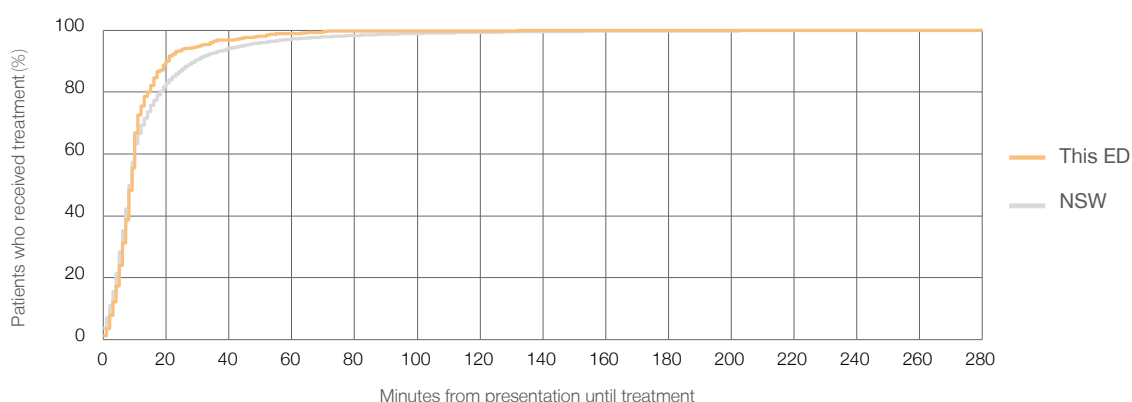
Number of triage 2 patients used to calculate waiting time:³ 529

Median time to start treatment⁴ 9 minutes

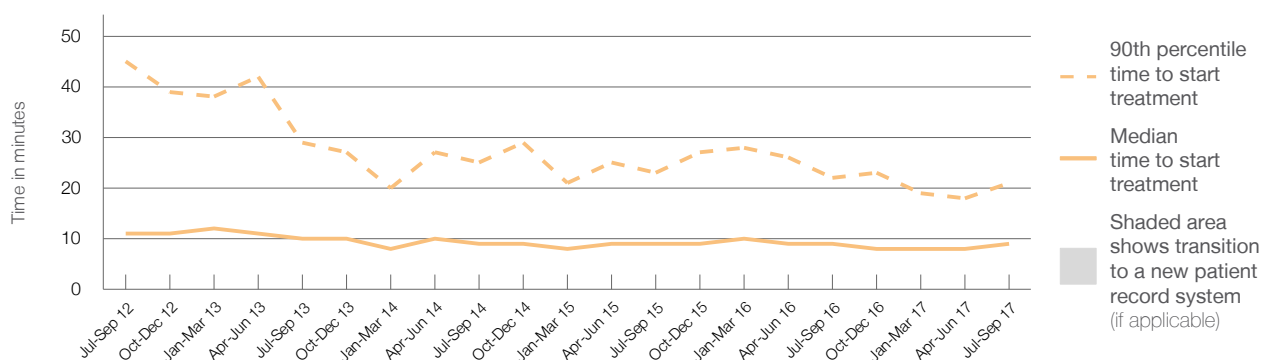
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
523	
523	
9 minutes	9 minutes
22 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	11	10	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	45	29	25	23	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 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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 1,918

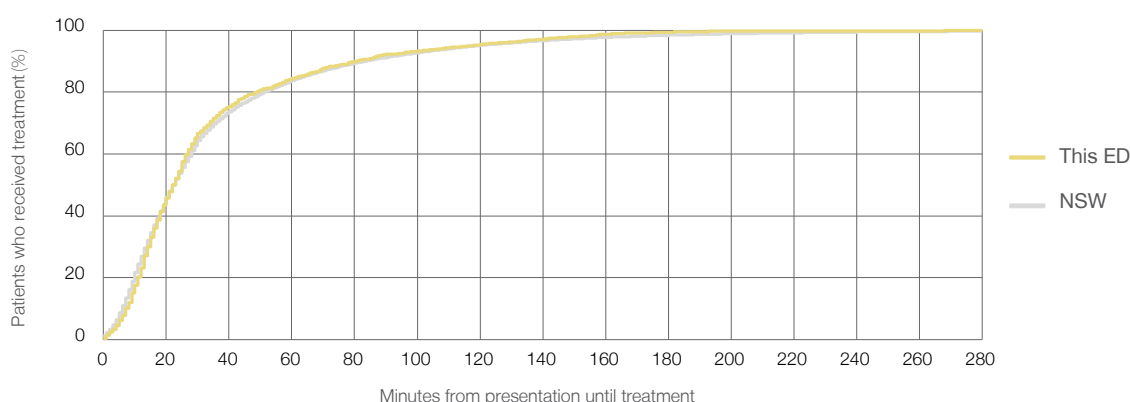
Number of triage 3 patients used to calculate waiting time:³ 1,884

Median time to start treatment⁴ 22 minutes

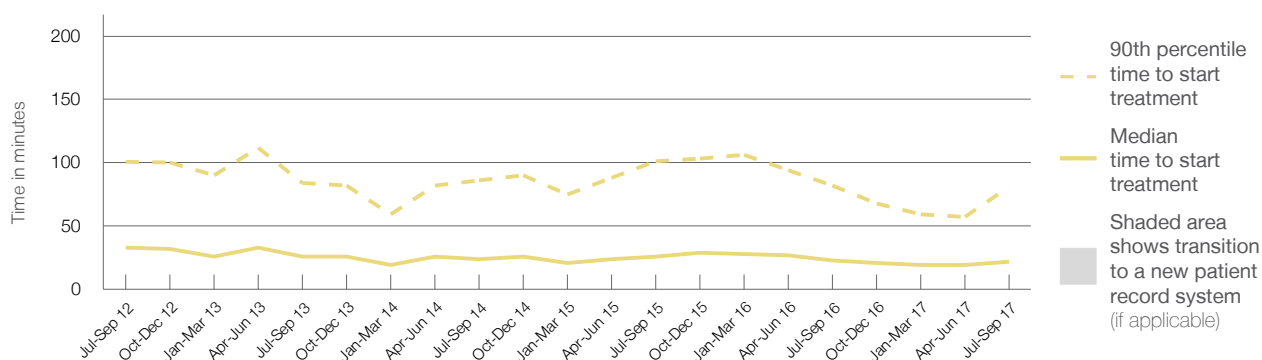
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
1,666	
1,615	
23 minutes	23 minutes
82 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	26	24	26	23	22
90th percentile time to start treatment ⁵ (minutes)	101	84	86	101	82	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 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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 1,746

Number of triage 4 patients used to calculate waiting time:³ 1,630

Median time to start treatment⁴

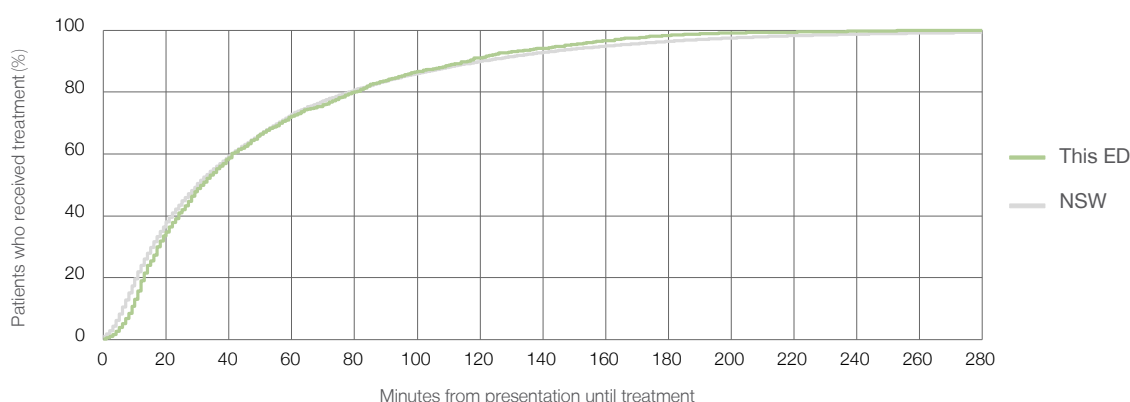
32 minutes

90th percentile time to start treatment⁵

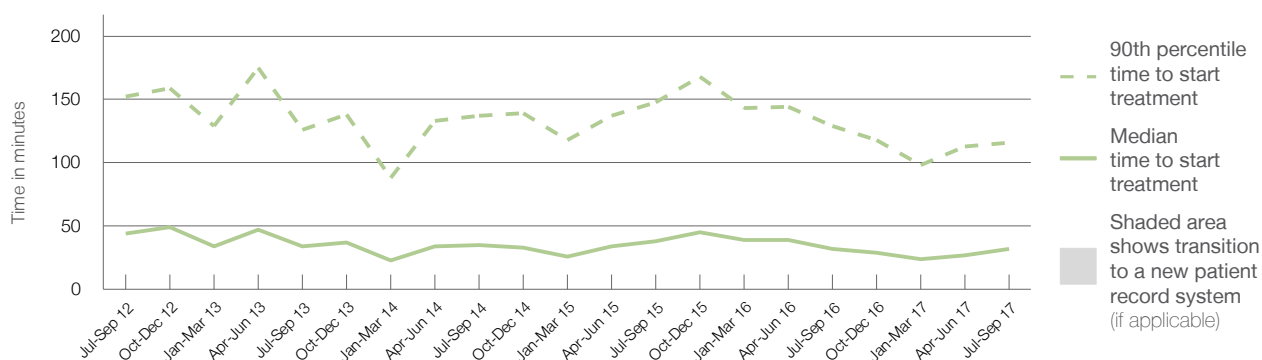
116 minutes

Same period last year	NSW (this period)
1,602	
1,458	
32 minutes	30 minutes
129 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	44	34	35	38	32	32
90th percentile time to start treatment ⁵ (minutes)	152	126	137	148	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 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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 243

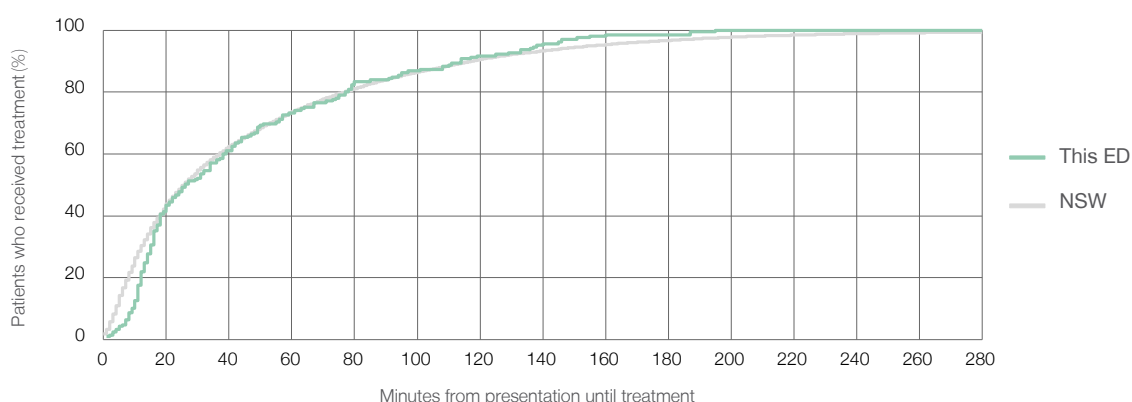
Number of triage 5 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 26 minutes

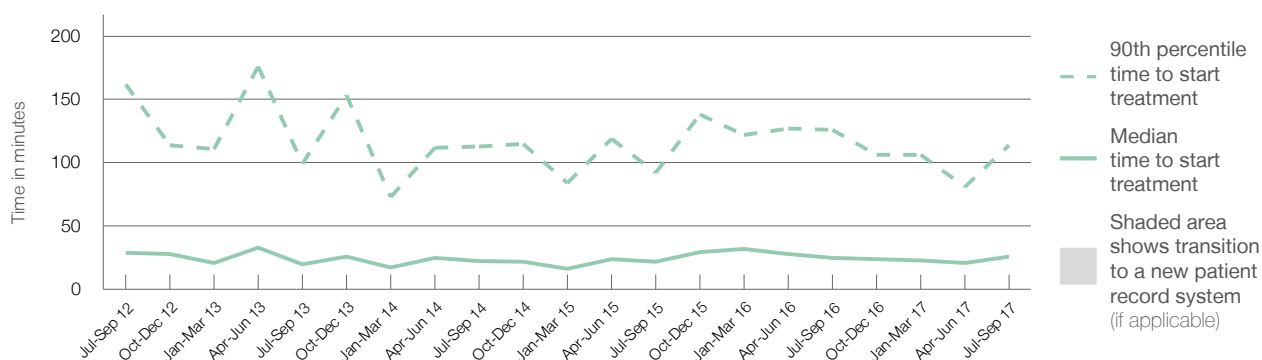
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
297	
239	
25 minutes	26 minutes
126 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	20	23	22	25	26
90th percentile time to start treatment ⁵ (minutes)	162	99	113	92	126	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 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.

Goulburn Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,658 patients

Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

Median time spent in the ED⁸

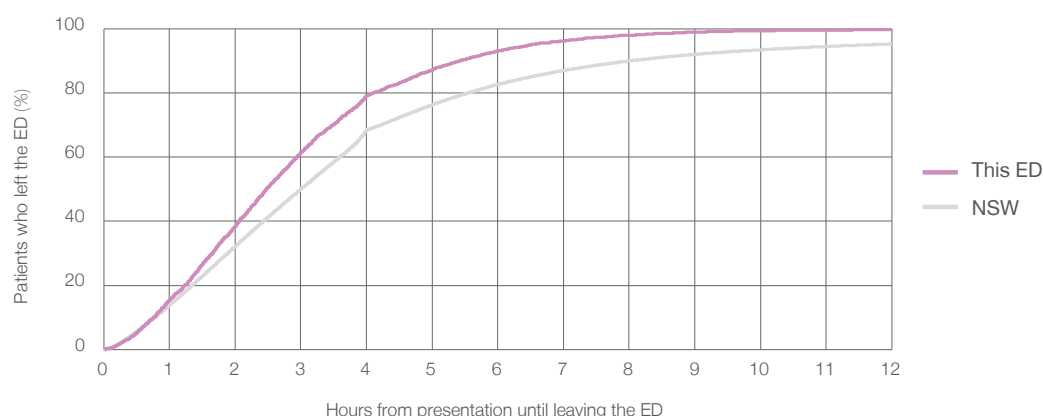
2 hours and 28 minutes

90th percentile time spent in the ED⁹

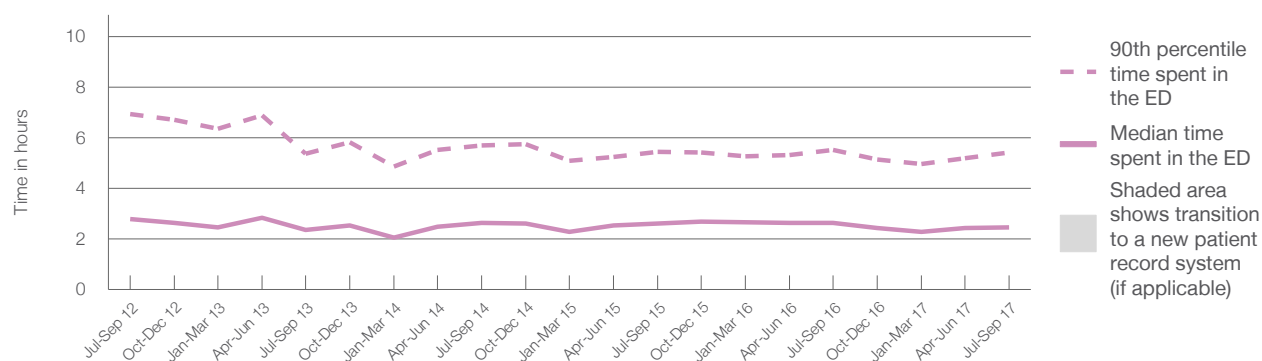
5 hours and 26 minutes

Same period last year	NSW (this period)
4,309	4,309
2 hours and 38 minutes	3 hours and 0 minutes
5 hours and 31 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 48m	2h 22m	2h 39m	2h 37m	2h 38m	2h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 57m	5h 23m	5h 42m	5h 27m	5h 31m	5h 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 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.

Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

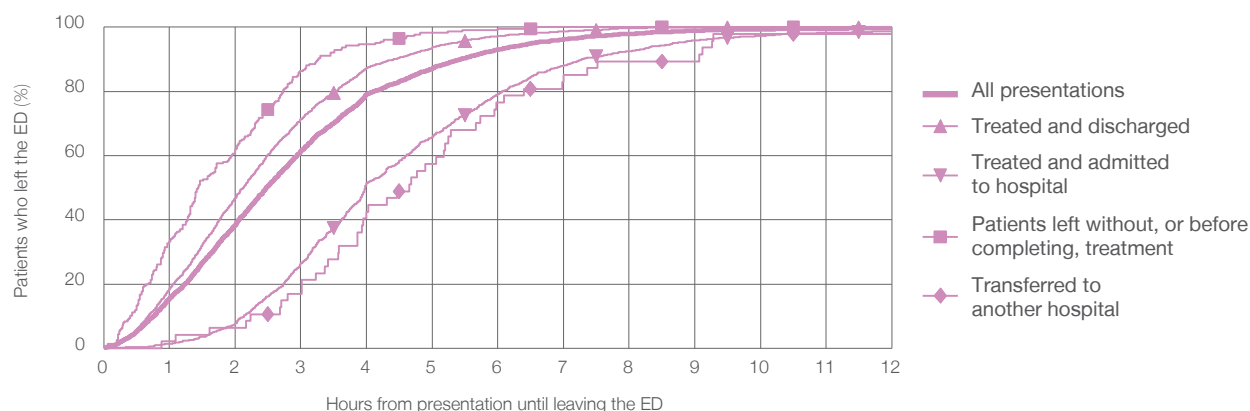
All presentations:[†] 4,658 patients

Presentations used to calculate time to leaving the ED:[‡] 4,658 patients

Treated and discharged	3,310 (71.1%)
Treated and admitted to hospital	1,053 (22.6%)
Patient left without, or before completing, treatment	226 (4.9%)
Transferred to another hospital	47 (1.0%)
Other	22 (0.5%)

Same period last year	Change since one year ago
4,309	8.1%
2,993	10.6%
960	9.7%
276	-18.1%
51	-7.8%
29	-24.1%

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



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

Treated and discharged	18.5%	46.9%	71.3%	87.3%	97.3%	99.7%	100%	100%
Treated and admitted to hospital	1.4%	7.8%	26.4%	51.4%	79.1%	92.5%	97.3%	98.7%
Patient left without, or before completing, treatment	33.2%	61.9%	86.3%	94.7%	99.6%	100%	100%	100%
Transferred to another hospital	2.1%	6.4%	17.0%	42.6%	76.6%	89.4%	97.9%	97.9%
All presentations	15.5%	38.5%	61.4%	79.1%	93.0%	97.9%	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 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.

Goulburn Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 4,658 patients

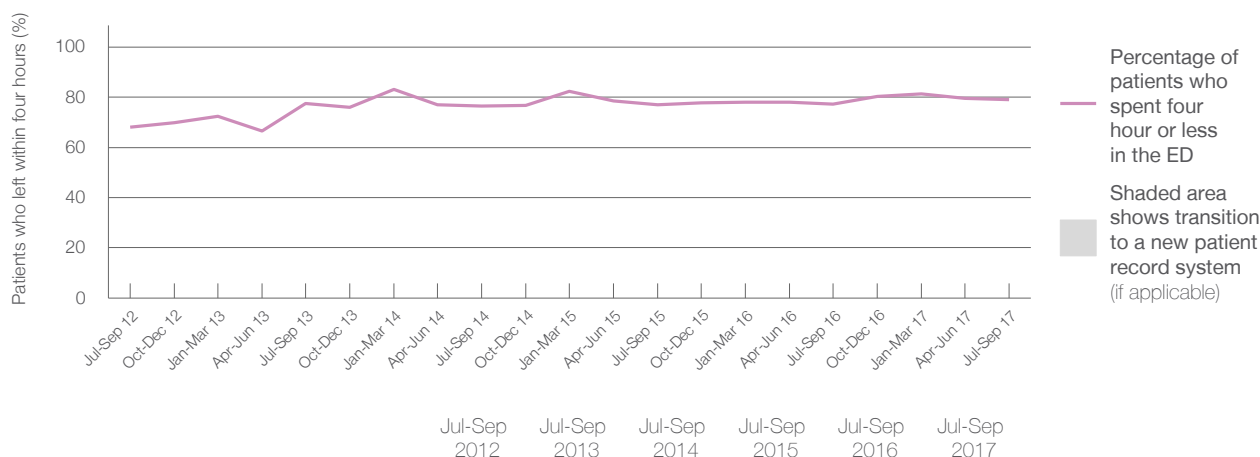
Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

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



Same period last year	Change since one year ago
4,309	8.1%
4,309	8.1%
77.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	67.9%	77.5%	76.6%	77.1%	77.2%	79.1%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Grafton Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,806 patients

Emergency presentations:² 6,310 patients

Same period last year	Change since one year ago
6,301	8.0%
5,844	8.0%

Grafton Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 617 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,910 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): 2,934 patients

Median time to start treatment⁴ 37 minutes

90th percentile time to start treatment⁵ 109 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 818 patients

Median time to start treatment⁴ 39 minutes

90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
552	
9 minutes	9 minutes
30 minutes	29 minutes
1,958	
23 minutes	23 minutes
74 minutes	83 minutes
2,617	
32 minutes	30 minutes
91 minutes	121 minutes
689	
33 minutes	26 minutes
94 minutes	118 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,805 patients

Percentage of patients who spent four hours or less in the ED 75.3%

Same period last year	Change since one year ago
6,301	8.0%
75.5%	

* 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, July to September 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.

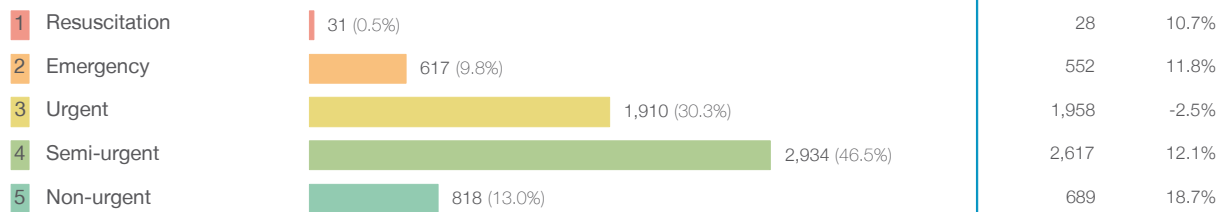
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Grafton Base Hospital: Patients presenting to the emergency department

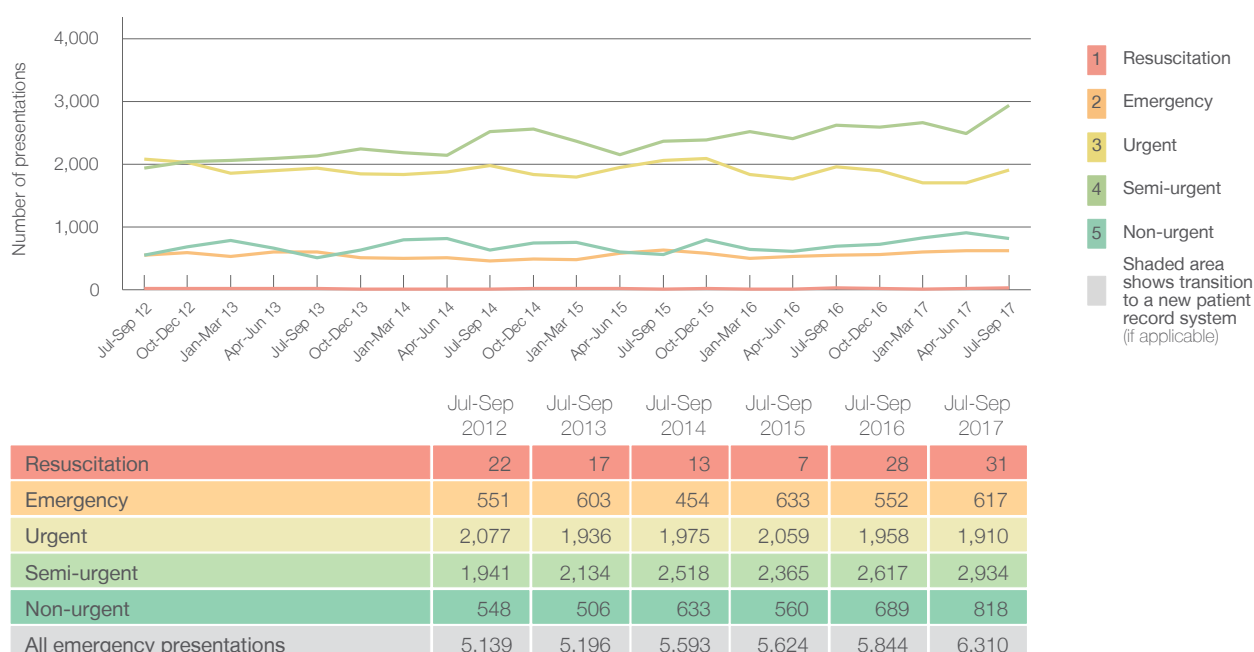
July to September 2017

All presentations:¹ 6,806 patients

Emergency presentations² by triage category: 6,310 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Grafton Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 644 patients

ED Transfer of care time



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

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

Grafton Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 617

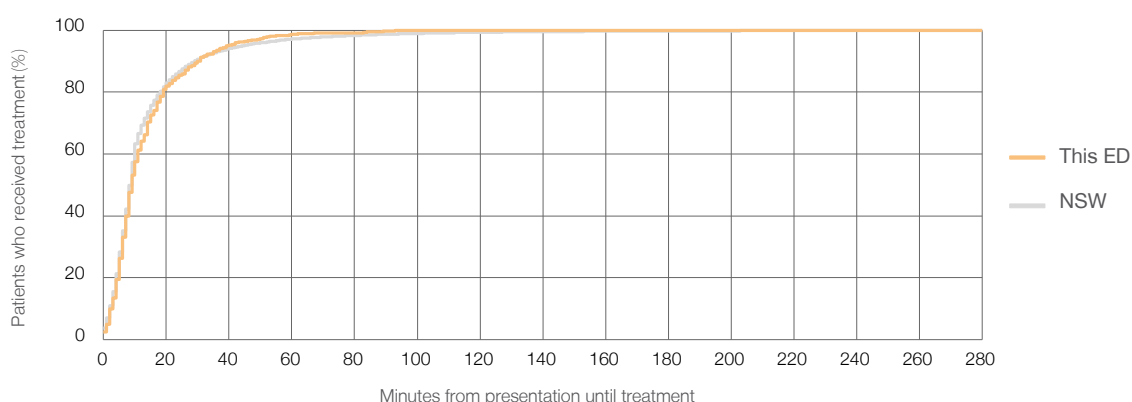
Number of triage 2 patients used to calculate waiting time:³ 615

Median time to start treatment⁴ 9 minutes

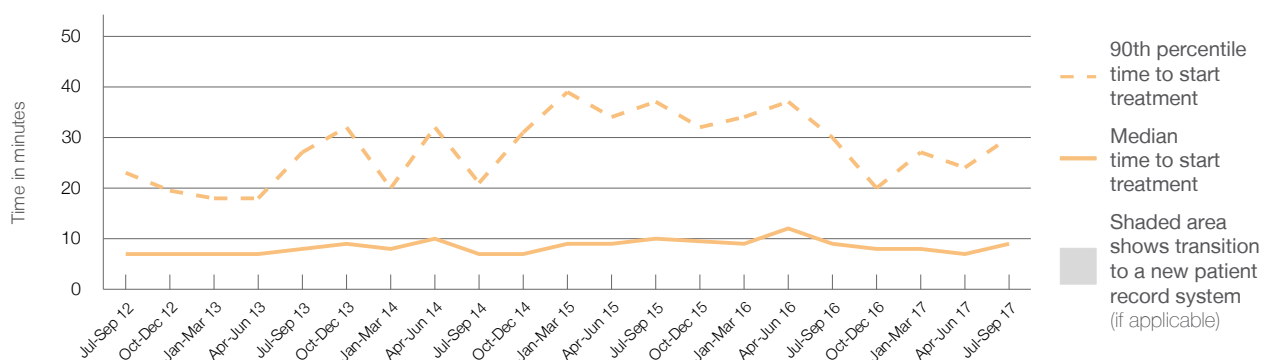
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
552	
550	
9 minutes	9 minutes
30 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	8	7	10	9	9
90th percentile time to start treatment ⁵ (minutes)	23	27	21	37	30	30

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

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

Grafton Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 1,910

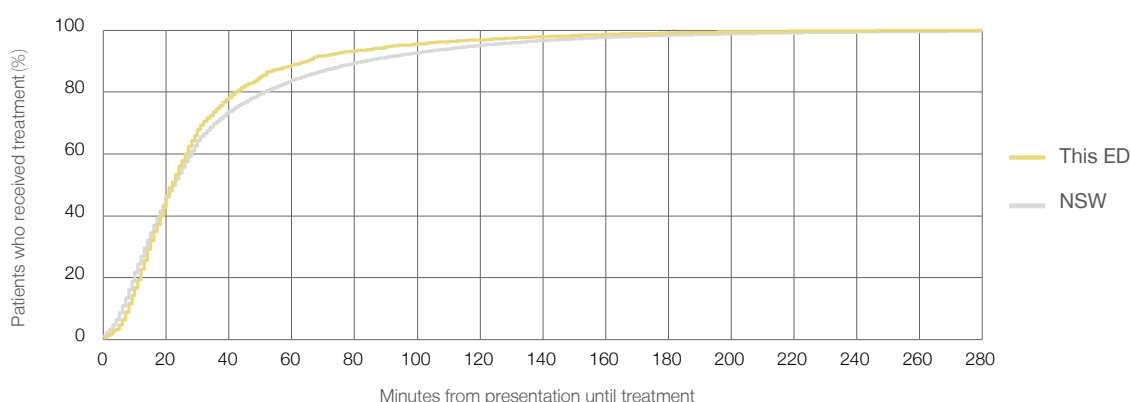
Number of triage 3 patients used to calculate waiting time:³ 1,872

Median time to start treatment⁴ 22 minutes

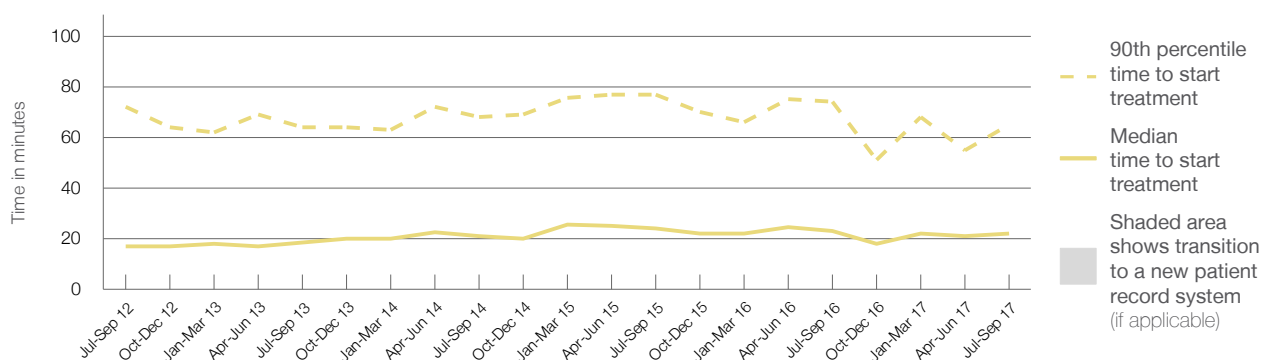
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
1,958	
1,922	
23 minutes	23 minutes
74 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	19	21	24	23	22
90th percentile time to start treatment ⁵ (minutes)	72	64	68	77	74	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 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 2,934

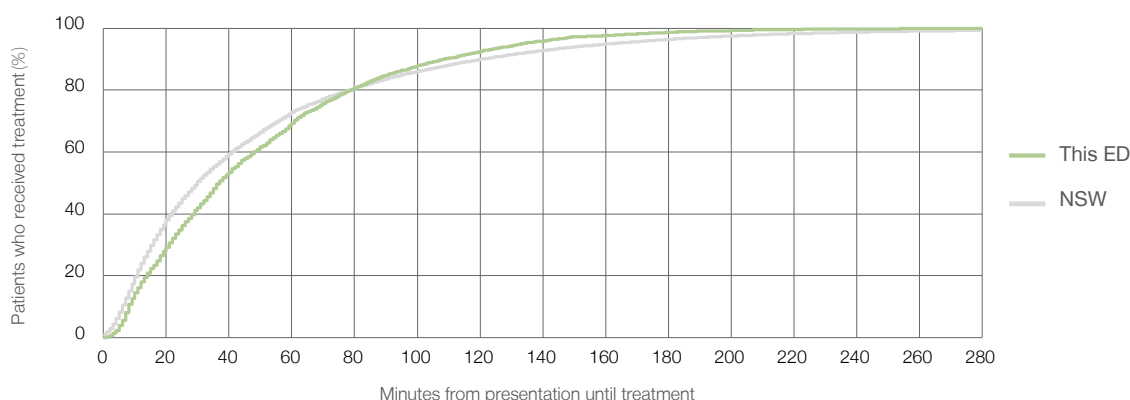
Number of triage 4 patients used to calculate waiting time:³ 2,788

Median time to start treatment⁴ 37 minutes

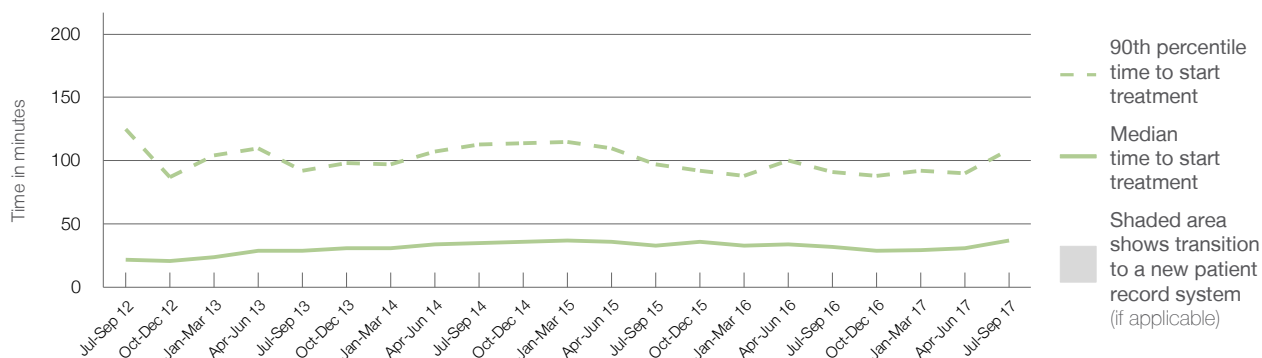
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,617	
2,494	
32 minutes	30 minutes
91 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	29	35	33	32	37
90th percentile time to start treatment ⁵ (minutes)	125	92	113	97	91	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 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 818

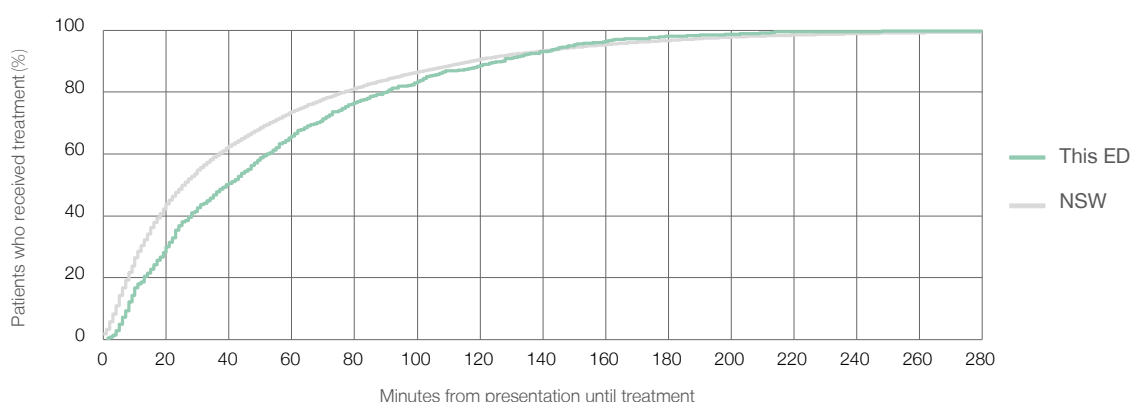
Number of triage 5 patients used to calculate waiting time:³ 700

Median time to start treatment⁴ 39 minutes

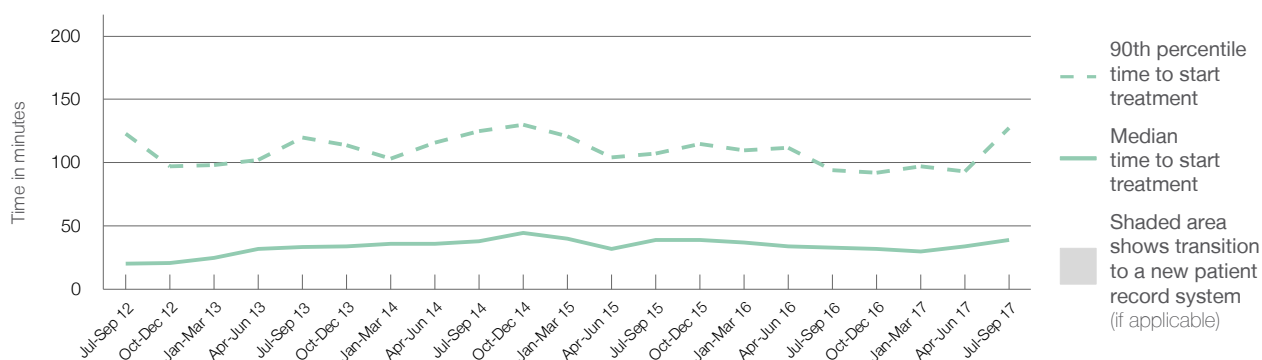
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
689	
612	
33 minutes	26 minutes
94 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	34	38	39	33	39
90th percentile time to start treatment ⁵ (minutes)	123	120	125	107	94	128

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

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

Grafton Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,806 patients

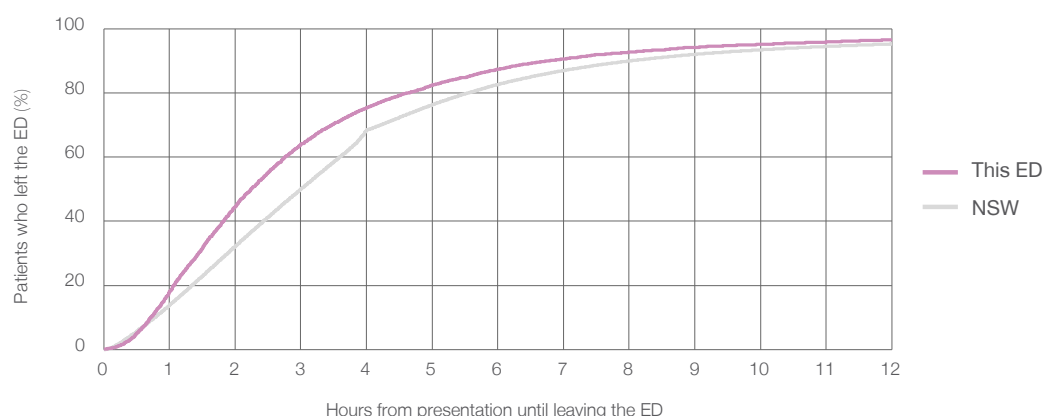
Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

Median time spent in the ED⁸ 2 hours and 15 minutes

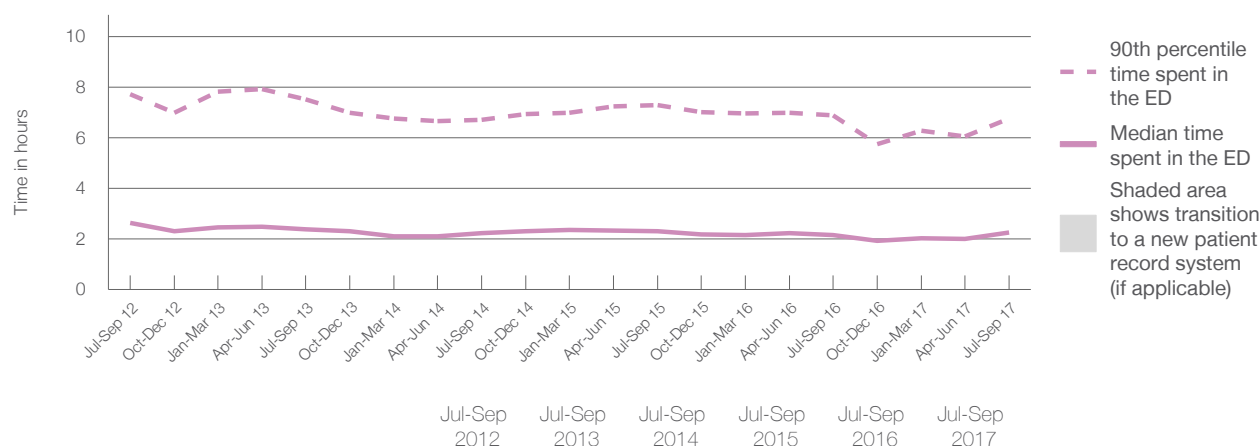
90th percentile time spent in the ED⁹ 6 hours and 46 minutes

Same period last year	NSW (this period)
6,301	
6,301	
2 hours and 10 minutes	3 hours and 0 minutes
6 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 38m	2h 24m	2h 14m	2h 19m	2h 10m	2h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 43m	7h 31m	6h 43m	7h 17m	6h 54m	6h 46m

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

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

Grafton Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

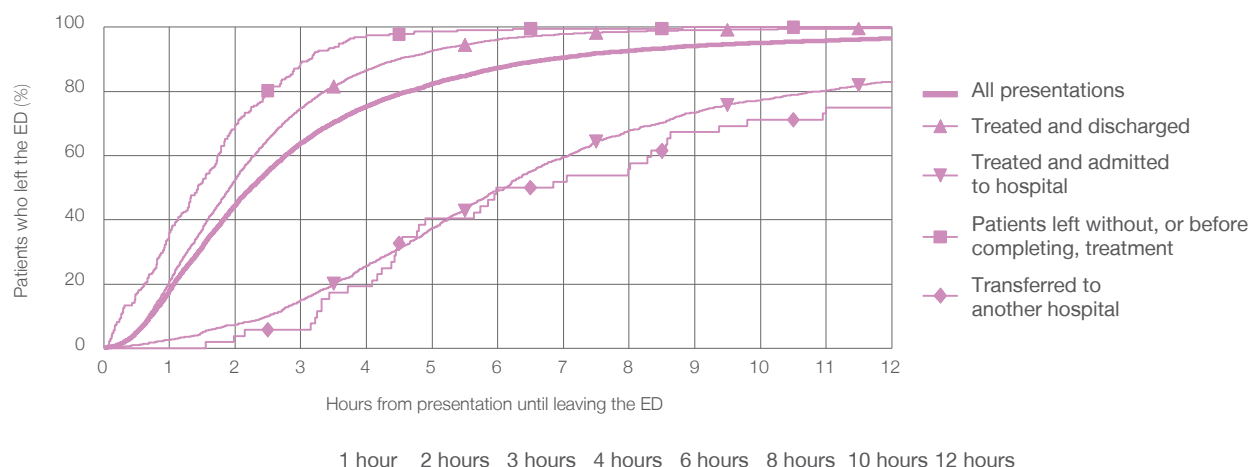
All presentations:[†] 6,806 patients

Presentations used to calculate time to leaving the ED:[‡] 6,805 patients

Treated and discharged	5,261 (77.3%)
Treated and admitted to hospital	1,241 (18.2%)
Patient left without, or before completing, treatment	233 (3.4%)
Transferred to another hospital	52 (0.8%)
Other	19 (0.3%)

Same period last year	Change since one year ago
6,301	8.0%
4,807	9.4%
1,263	-1.7%
167	39.5%
47	10.6%
17	11.8%

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



Treated and discharged	20.9%	52.6%	74.8%	86.5%	96.1%	98.6%	99.4%	99.7%
Treated and admitted to hospital	2.7%	7.4%	15.1%	25.7%	49.1%	67.8%	77.4%	83.1%
Patient left without, or before completing, treatment	36.1%	69.5%	88.8%	97.4%	99.1%	99.6%	100%	100%
Transferred to another hospital	0%	3.8%	5.8%	19.2%	50.0%	55.8%	71.2%	75.0%
All presentations	18.1%	44.7%	63.9%	75.3%	87.3%	92.7%	95.2%	96.5%

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

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

Grafton Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 6,806 patients

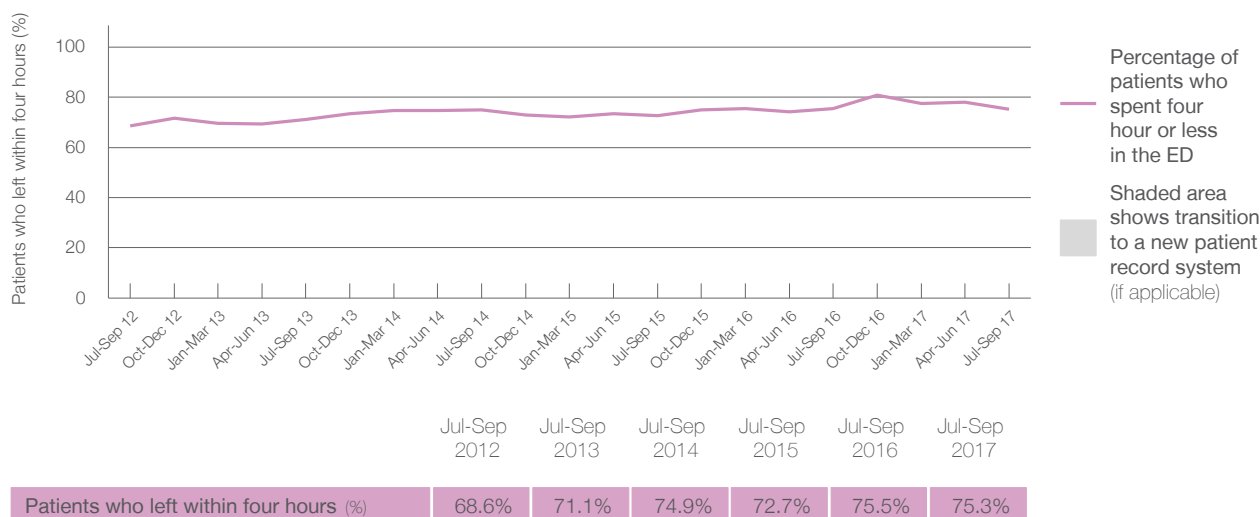
Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

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



Same period last year	Change since one year ago
6,301	8.0%
6,301	8.0%
75.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Griffith Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,409 patients

Emergency presentations:² 5,118 patients

Same period last year	Change since one year ago
5,192	4.2%
4,971	3.0%

Griffith Base Hospital: Time patients waited to start treatment³

July to September 2017

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

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,183 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,813 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 499 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
434	
6 minutes	9 minutes
21 minutes	29 minutes
2,107	
16 minutes	23 minutes
52 minutes	83 minutes
2,040	
21 minutes	30 minutes
82 minutes	121 minutes
363	
24 minutes	26 minutes
93 minutes	118 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,404 patients

Percentage of patients who spent four hours or less in the ED 76.2%

Same period last year	Change since one year ago
5,190	4.1%
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, July to September 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.

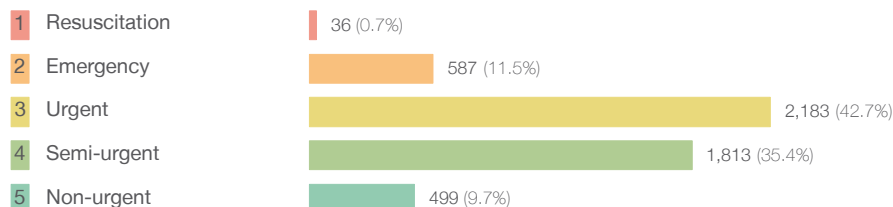
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Griffith Base Hospital: Patients presenting to the emergency department

July to September 2017

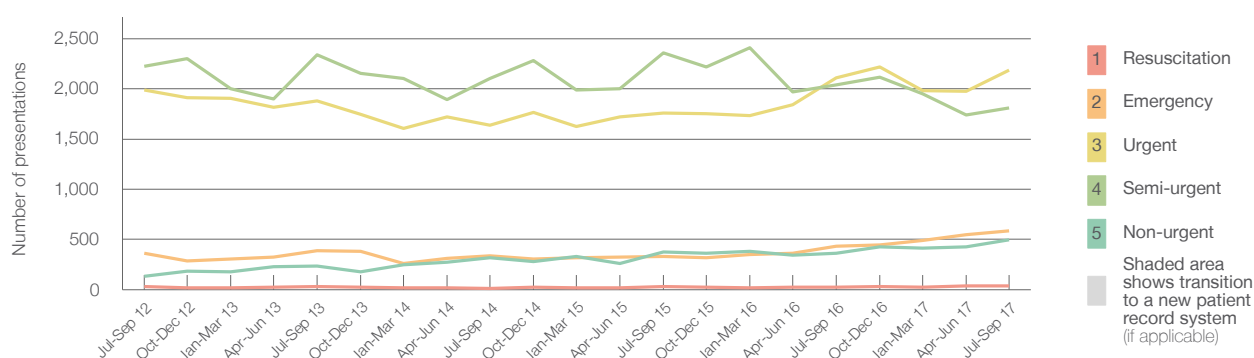
All presentations:¹ 5,409 patients

Emergency presentations² by triage category: 5,118 patients



Same period last year	Change since one year ago
5,192	4.2%
4,971	3.0%
27	33.3%
434	35.3%
2,107	3.6%
2,040	-11.1%
363	37.5%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	30	28	15	30	27	36
Emergency	365	387	339	333	434	587
Urgent	1,990	1,881	1,635	1,759	2,107	2,183
Semi-urgent	2,222	2,341	2,101	2,356	2,040	1,813
Non-urgent	136	238	319	376	363	499
All emergency presentations	4,743	4,875	4,409	4,854	4,971	5,118

Griffith Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 774 patients

ED Transfer of care time



Same period last year	Change since one year ago
761	
12 minutes	-1 minute
24 minutes	-2 minutes

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

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

Griffith Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

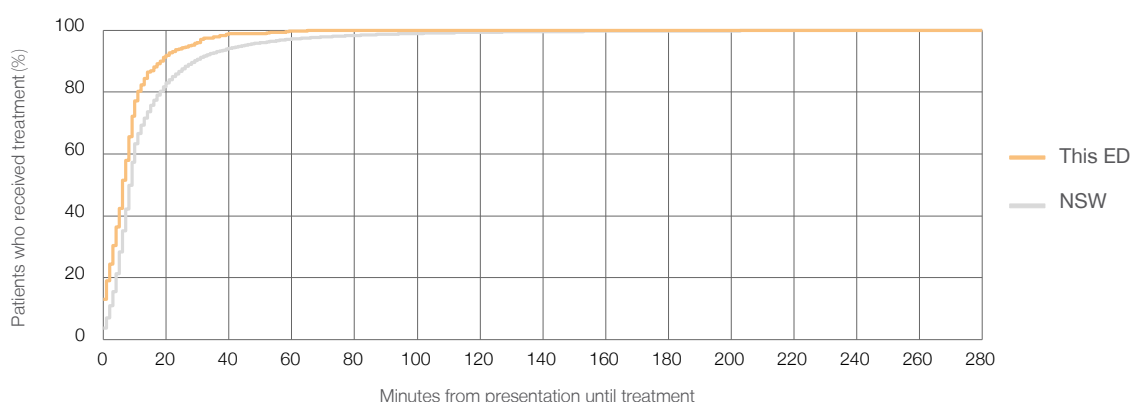
Number of triage 2 patients: 587

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

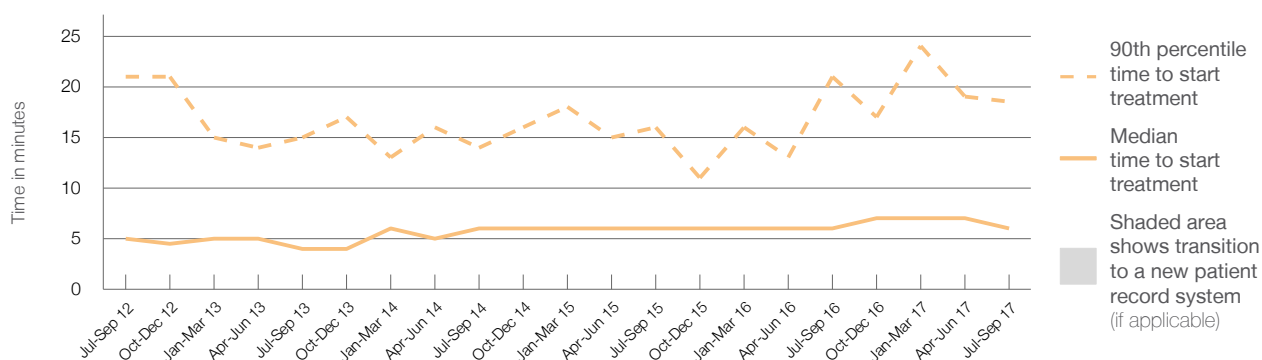
Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
434	
433	
6 minutes	9 minutes
21 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	5	4	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	21	15	14	16	21	19

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

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

Griffith Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 2,183

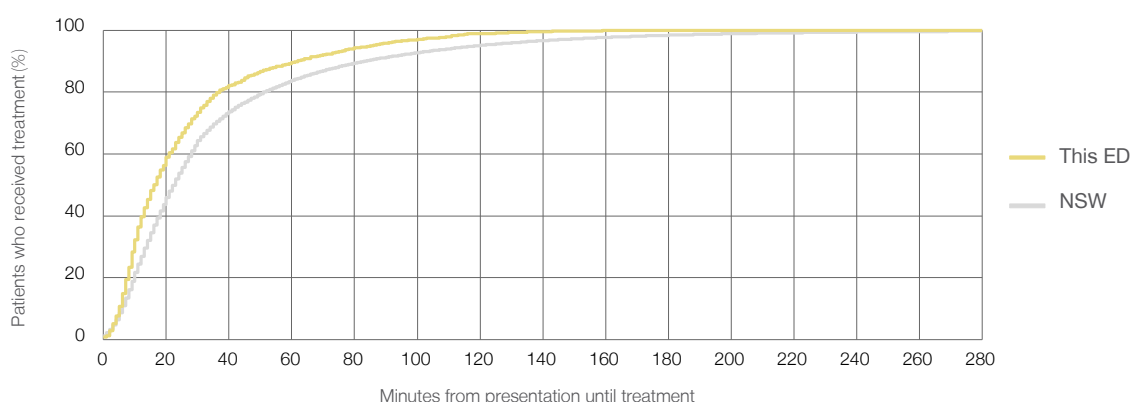
Number of triage 3 patients used to calculate waiting time:³ 2,134

Median time to start treatment⁴ 16 minutes

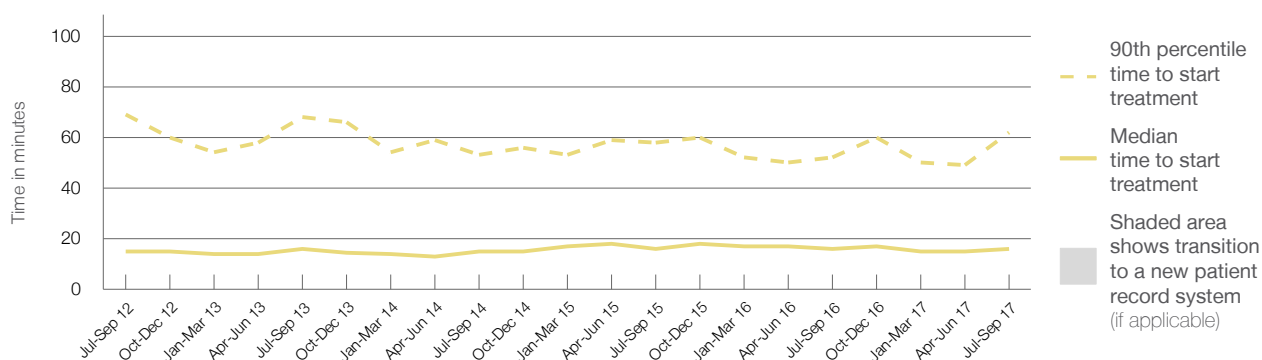
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
2,107	
2,079	
16 minutes	23 minutes
52 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	15	16	15	16	16	16
90th percentile time to start treatment ⁵ (minutes)	69	68	53	58	52	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 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 1,813

Number of triage 4 patients used to calculate waiting time:³ 1,705

Median time to start treatment⁴

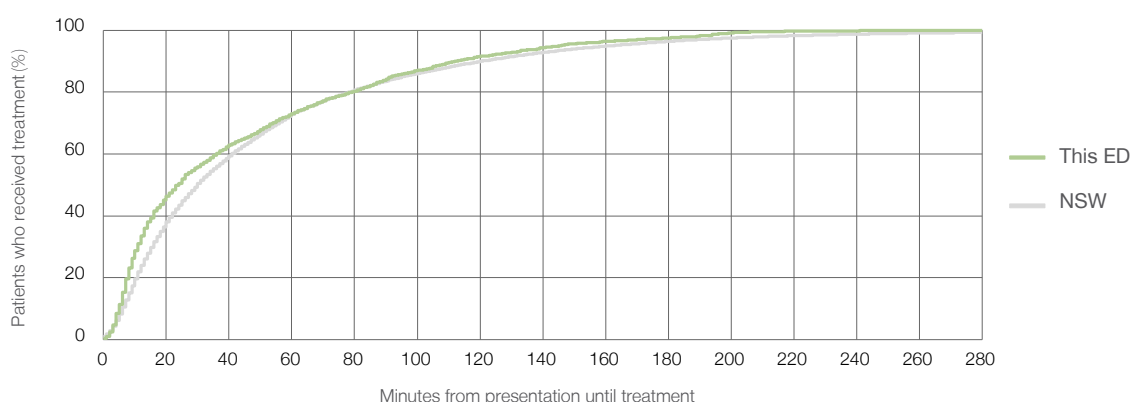
24 minutes

90th percentile time to start treatment⁵

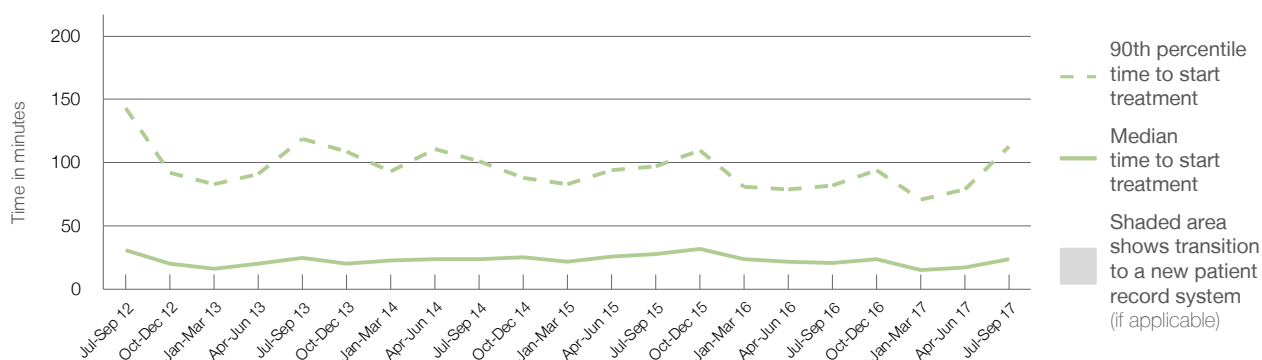
113 minutes

Same period last year	NSW (this period)
2,040	1,970
21 minutes	30 minutes
82 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	25	24	28	21	24
90th percentile time to start treatment ⁵ (minutes)	143	119	101	97	82	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 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 499

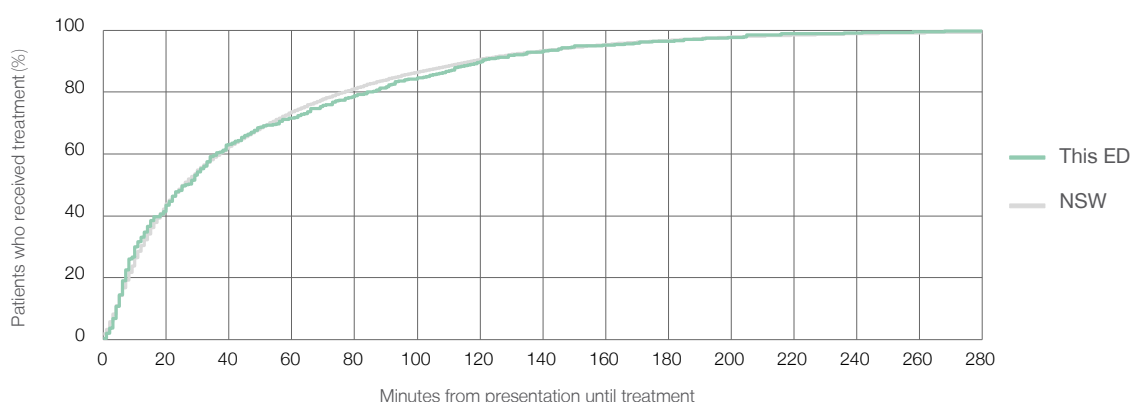
Number of triage 5 patients used to calculate waiting time:³ 437

Median time to start treatment⁴ 26 minutes

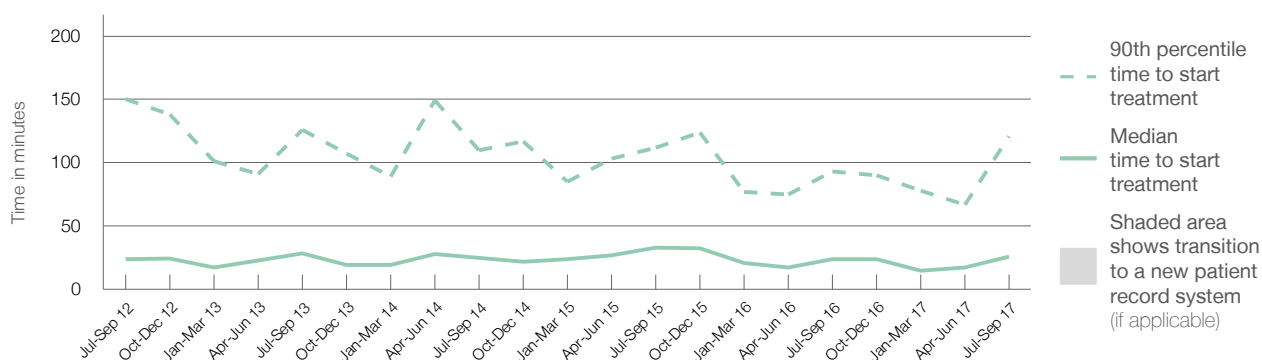
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
363	
338	
24 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	29	25	33	24	26
90th percentile time to start treatment ⁵ (minutes)	150	126	110	112	93	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 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.

Griffith Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 5,409 patients

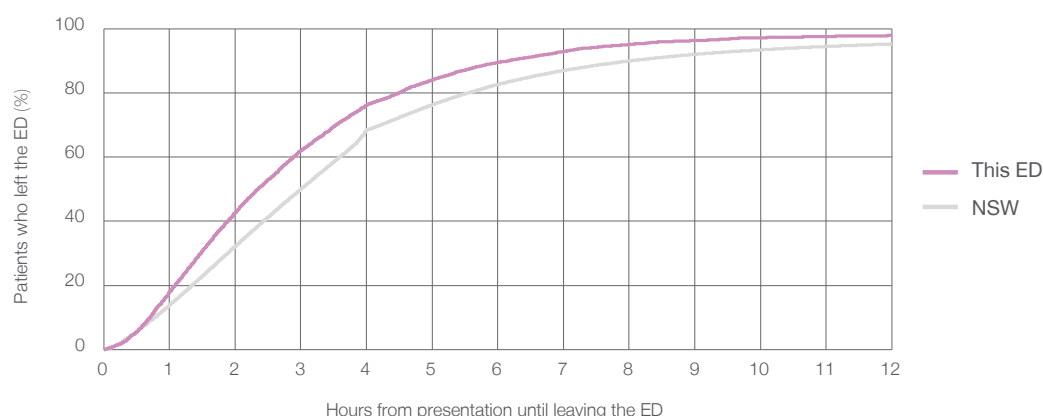
Presentations used to calculate time to leaving the ED:⁶ 5,404 patients

Median time spent in the ED⁸ 2 hours and 21 minutes

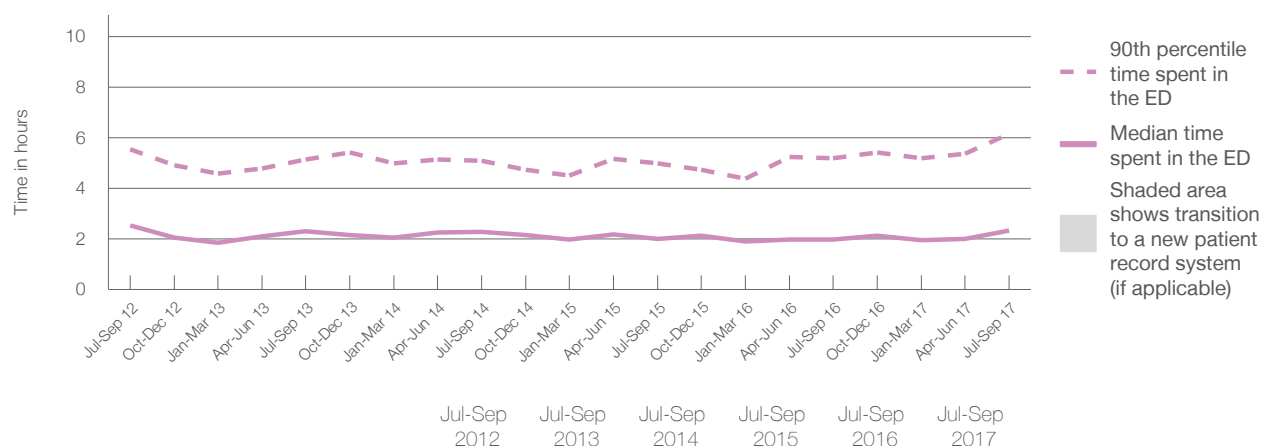
90th percentile time spent in the ED⁹ 6 hours and 10 minutes

Same period last year	NSW (this period)
5,192	
5,190	
1 hours and 59 minutes	3 hours and 0 minutes
5 hours and 11 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 32m	2h 18m	2h 17m	2h 0m	1h 59m	2h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 33m	5h 8m	5h 6m	4h 59m	5h 11m	6h 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 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.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

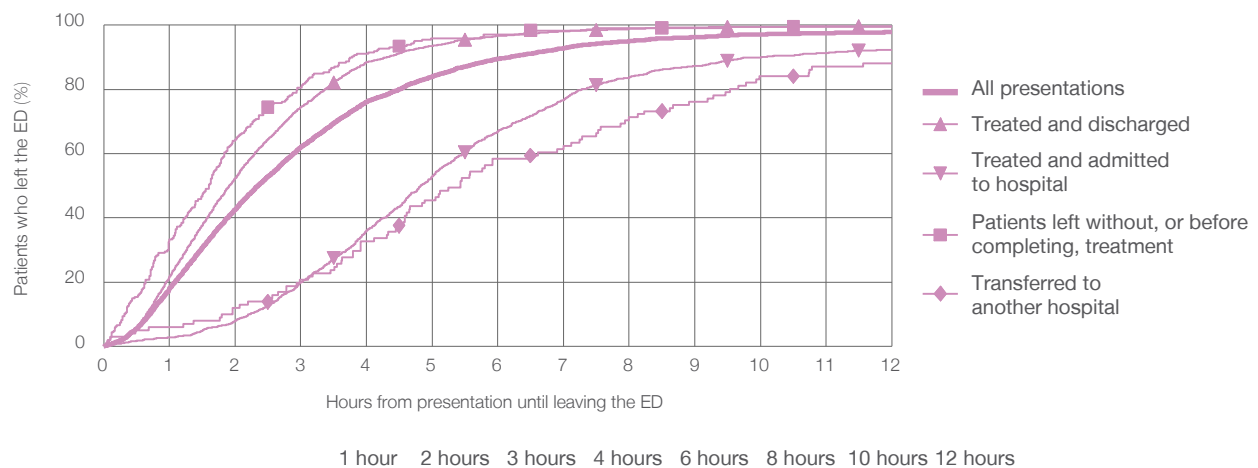
July to September 2017

All presentations:[†] 5,409 patients

Presentations used to calculate time to leaving the ED:[‡] 5,404 patients

		Same period last year	Change since one year ago
Treated and discharged	3,879 (71.7%)	5,190	4.1%
Treated and admitted to hospital	1,160 (21.4%)	3,751	3.4%
Patient left without, or before completing, treatment	247 (4.6%)	1,196	-3.0%
Transferred to another hospital	101 (1.9%)	154	60.4%
Other	22 (0.4%)	79	27.8%
		12	83.3%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	21.8%	52.4%	74.5%	88.5%	96.7%	98.8%	99.6%	99.7%
Treated and admitted to hospital	2.8%	7.9%	19.8%	36.0%	66.9%	83.7%	90.0%	92.3%
Patient left without, or before completing, treatment	33.2%	64.4%	80.6%	91.1%	97.2%	99.2%	99.6%	99.6%
Transferred to another hospital	5.9%	11.9%	20.8%	32.7%	58.4%	71.3%	84.2%	88.1%
All presentations	18.0%	42.7%	62.0%	76.2%	89.5%	95.0%	97.2%	97.8%

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

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

Griffith Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 5,409 patients

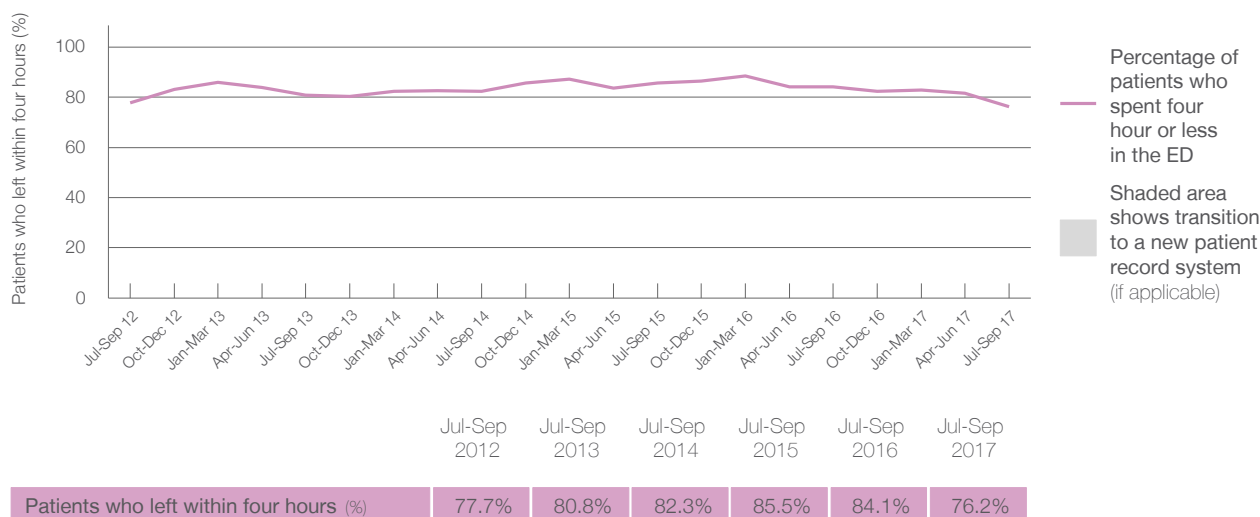
Presentations used to calculate time to leaving the ED:⁶ 5,404 patients

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



Same period last year	Change since one year ago
5,192	4.2%
5,190	4.1%
84.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,452 patients

Emergency presentations:² 6,213 patients

Same period last year	Change since one year ago
5,695	13.3%
5,522	12.5%

Hawkesbury District Health Services: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 772 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,021 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,073 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 322 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
582	
11 minutes	9 minutes
28 minutes	29 minutes
1,640	
18 minutes	23 minutes
38 minutes	83 minutes
2,872	
20 minutes	30 minutes
60 minutes	121 minutes
407	
19 minutes	26 minutes
69 minutes	118 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,452 patients

Percentage of patients who spent four hours or less in the ED 64.4%

Same period last year	Change since one year ago
5,695	13.3%
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, July to September 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.

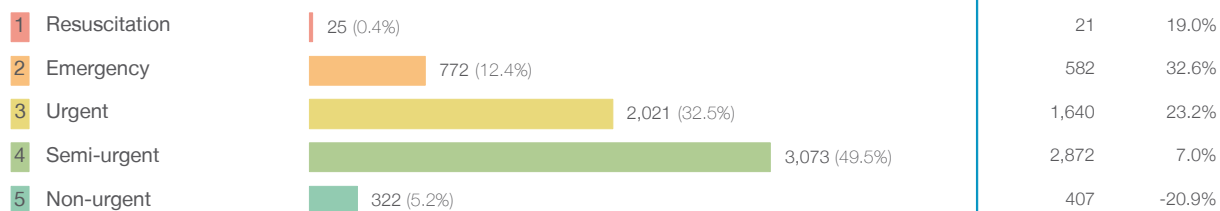
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Hawkesbury District Health Services: Patients presenting to the emergency department

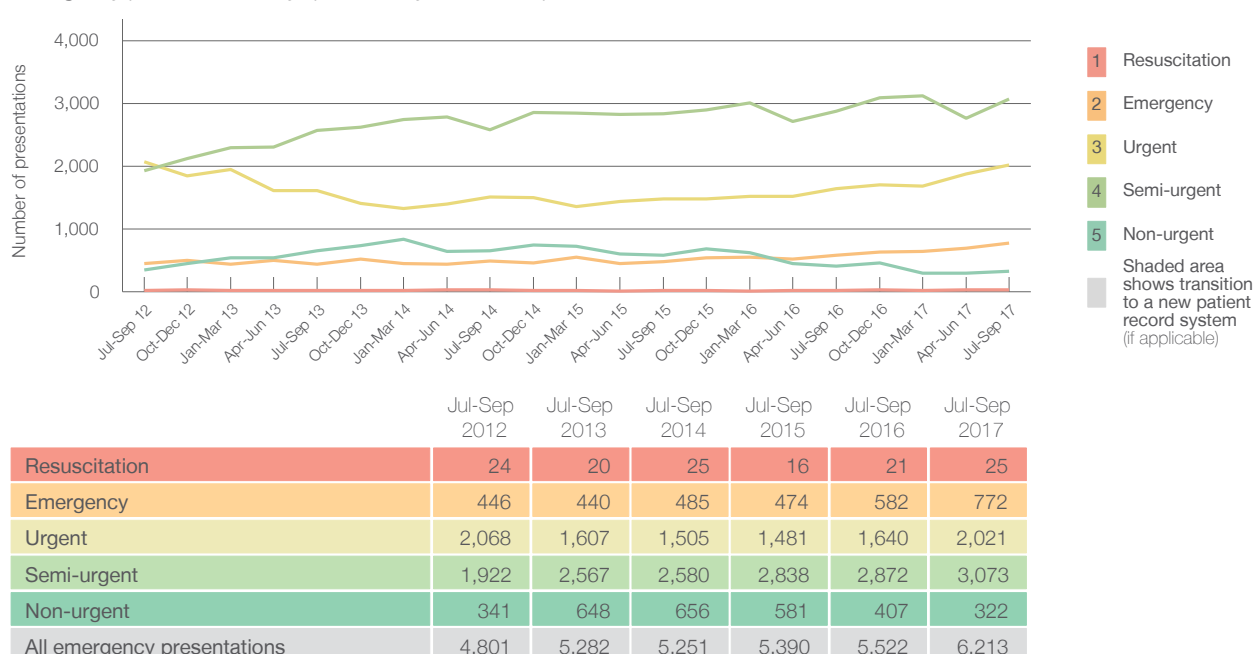
July to September 2017

All presentations:¹ 6,452 patients

Emergency presentations² by triage category: 6,213 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}

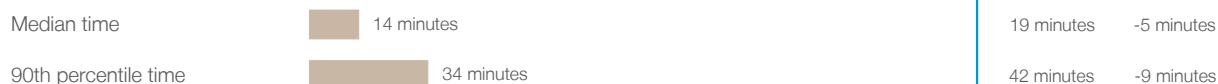


Hawkesbury District Health Services: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,020 patients

ED Transfer of care time



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

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

(§) 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.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 772

Number of triage 2 patients used to calculate waiting time:³ 769

Median time to start treatment⁴

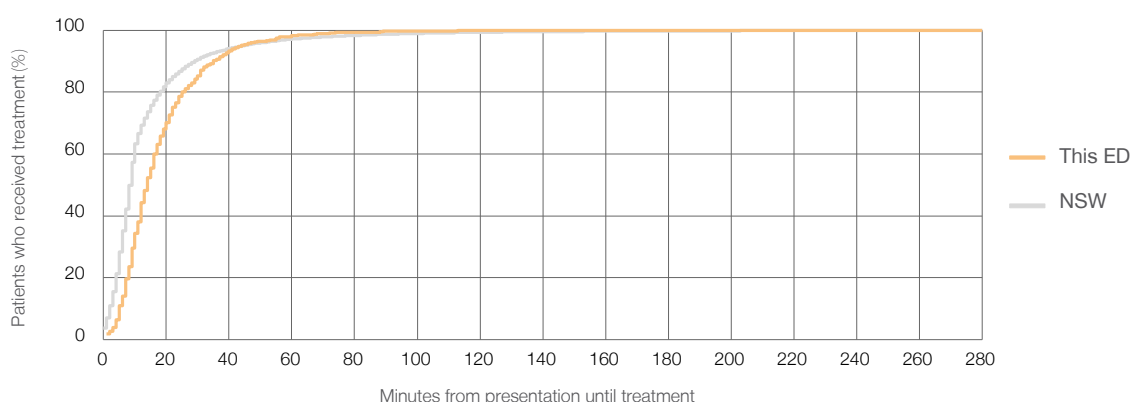
14 minutes

90th percentile time to start treatment⁵

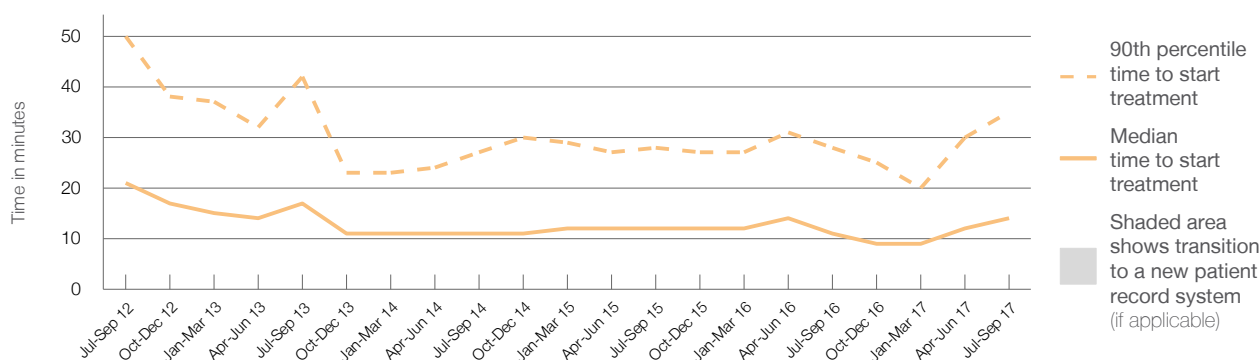
35 minutes

Same period last year	NSW (this period)
582	
582	
11 minutes	9 minutes
28 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	17	11	12	11	14
90th percentile time to start treatment ⁵ (minutes)	50	42	27	28	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 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.

(§) 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.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 2,021

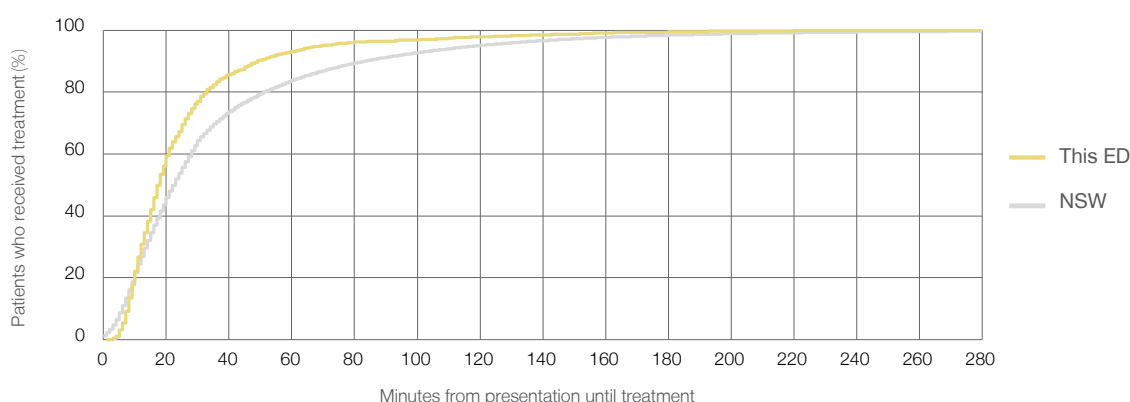
Number of triage 3 patients used to calculate waiting time:³ 1,997

Median time to start treatment⁴ 18 minutes

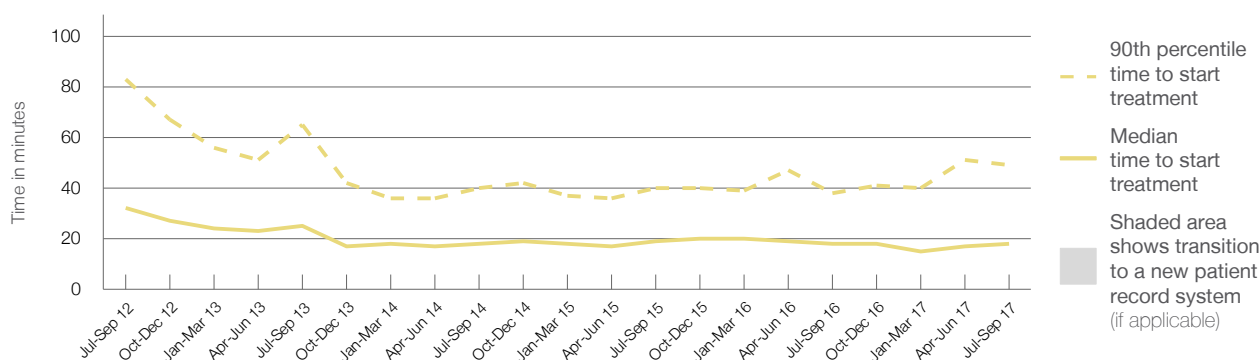
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,640	
1,639	
18 minutes	23 minutes
38 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	25	18	19	18	18
90th percentile time to start treatment ⁵ (minutes)	83	65	40	40	38	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 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.

(§) 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.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 3,073

Number of triage 4 patients used to calculate waiting time:³ 2,973

Median time to start treatment⁴

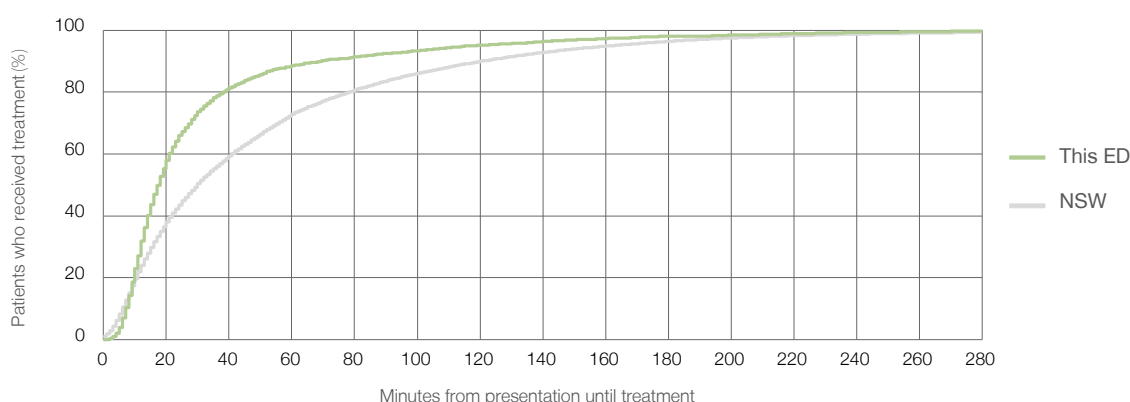
18 minutes

90th percentile time to start treatment⁵

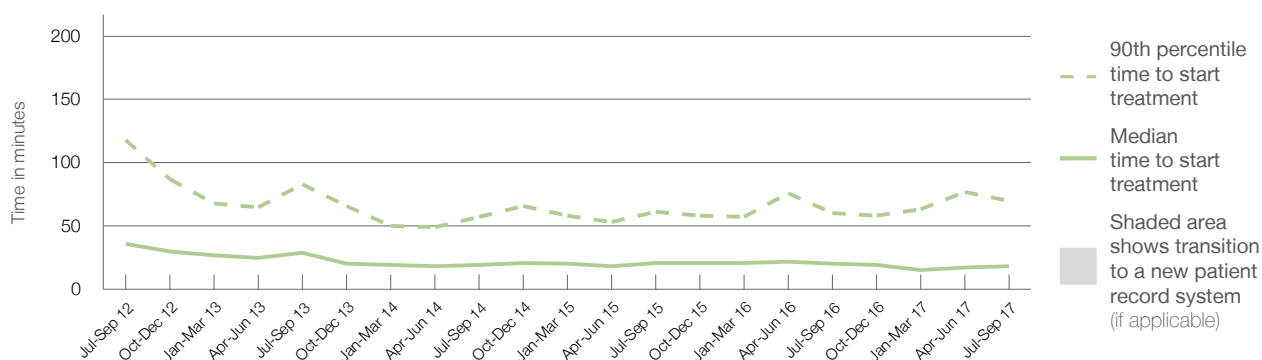
70 minutes

Same period last year	NSW (this period)
2,872	
2,864	
20 minutes	30 minutes
60 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	29	19	21	20	18
90th percentile time to start treatment ⁵ (minutes)	118	83	57	61	60	70

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

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

(§) 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.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 322

Number of triage 5 patients used to calculate waiting time:³ 293

Median time to start treatment⁴

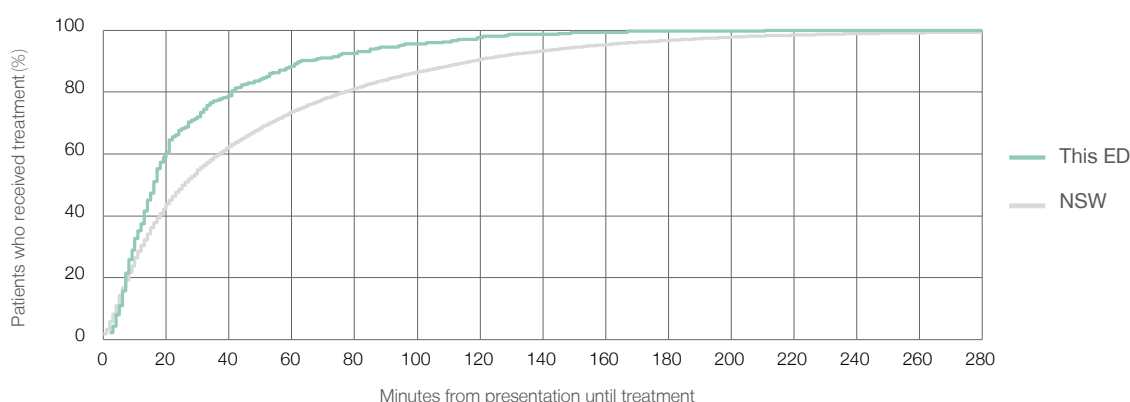
16 minutes

90th percentile time to start treatment⁵

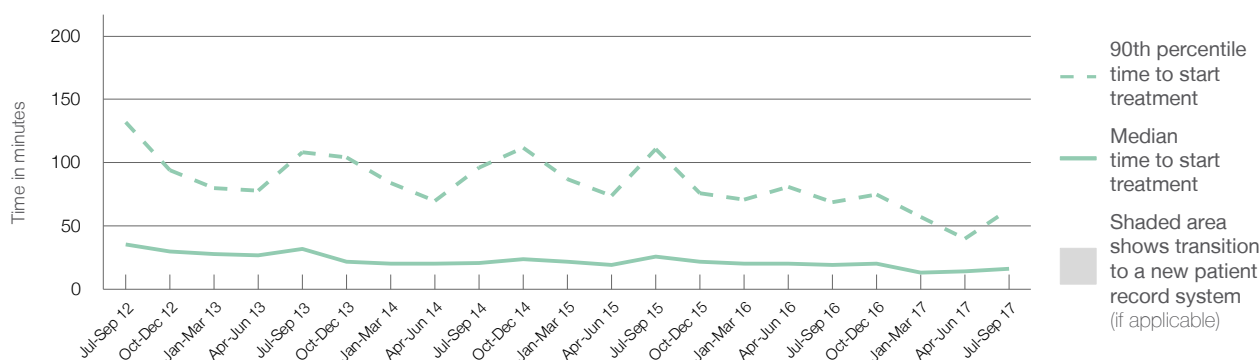
63 minutes

Same period last year	NSW (this period)
407	
390	
19 minutes	26 minutes
69 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	32	21	26	19	16
90th percentile time to start treatment ⁵ (minutes)	132	108	96	111	69	63

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

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

(§) 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.

Hawkesbury District Health Services: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,452 patients

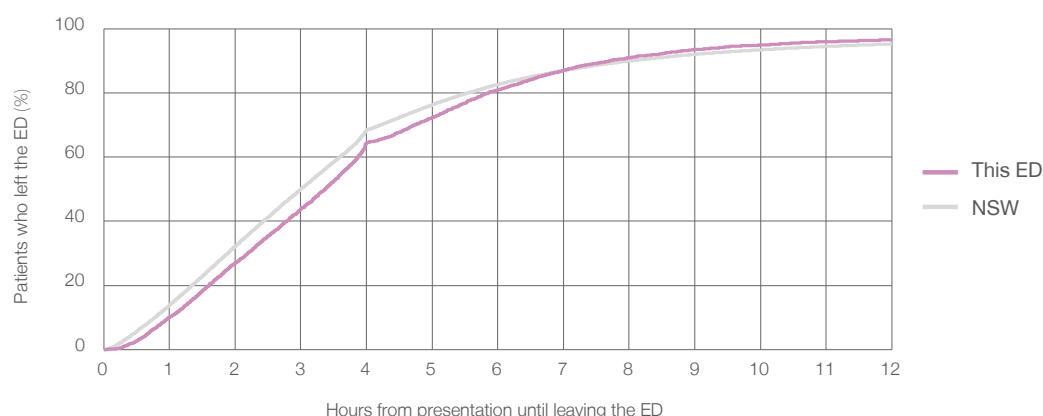
Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

Median time spent in the ED⁸ 3 hours and 22 minutes

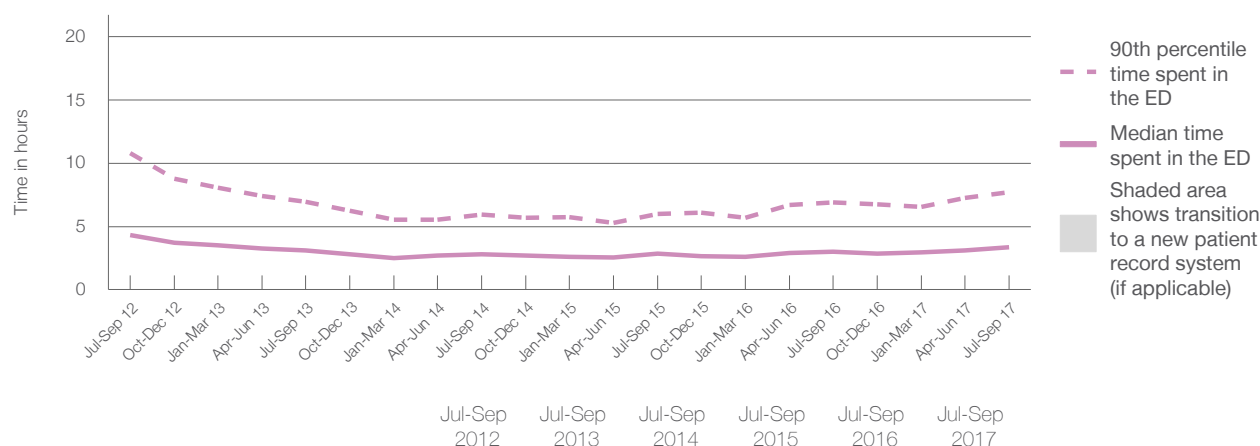
90th percentile time spent in the ED⁹ 7 hours and 43 minutes

Same period last year	NSW (this period)
5,695	
5,695	
2 hours and 59 minutes	3 hours and 0 minutes
6 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m	3h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 47m	6h 58m	5h 57m	6h 0m	6h 54m	7h 43m

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

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

(§) 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.

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

July to September 2017

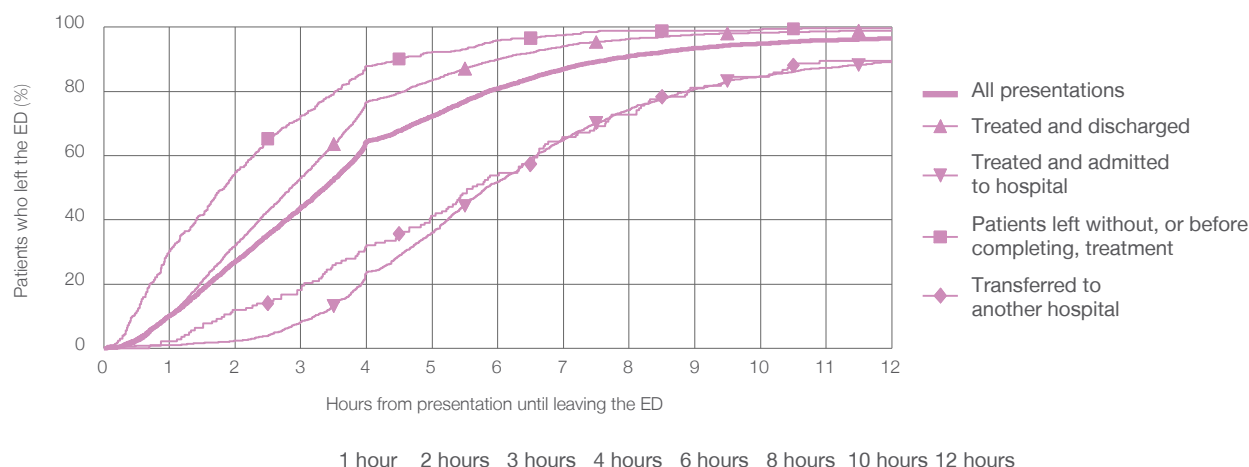
All presentations:[†] 6,452 patients

Presentations used to calculate time to leaving the ED:[‡] 6,452 patients

Treated and discharged	4,179 (64.8%)
Treated and admitted to hospital	1,506 (23.3%)
Patient left without, or before completing, treatment	568 (8.8%)
Transferred to another hospital	143 (2.2%)
Other	56 (0.9%)

Same period last year	Change since one year ago
5,695	13.3%
3,799	10.0%
1,304	15.5%
399	42.4%
182	-21.4%
11	409.1%

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



Treated and discharged	10.4%	32.1%	53.1%	76.7%	90.0%	96.3%	98.3%	98.9%
Treated and admitted to hospital	1.0%	2.4%	8.2%	23.6%	51.9%	74.2%	84.7%	89.2%
Patient left without, or before completing, treatment	30.3%	54.8%	72.4%	88.0%	96.0%	98.9%	99.3%	99.6%
Transferred to another hospital	2.1%	11.9%	18.2%	32.2%	53.8%	72.7%	84.6%	89.5%
All presentations	10.1%	27.0%	43.8%	64.4%	80.9%	90.9%	94.9%	96.5%

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

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

(§) 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.

Hawkesbury District Health Services: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 6,452 patients

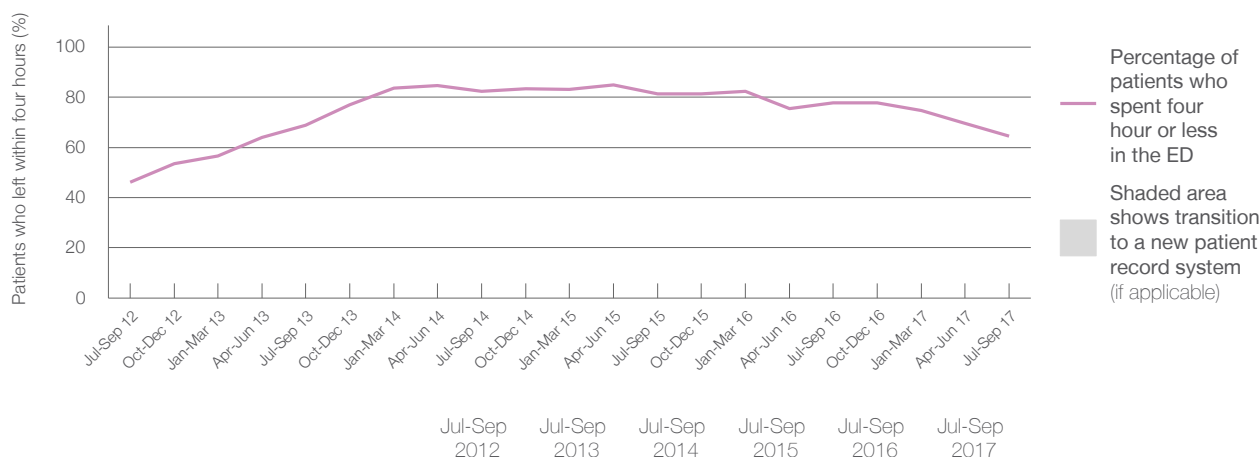
Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
5,695	13.3%
5,695	13.3%
77.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



Patients who left within four hours (%)	46.2%	68.8%	82.3%	81.3%	77.8%	64.4%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Mount Druitt Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,352 patients

Emergency presentations:² 9,252 patients

Same period last year	Change since one year ago
8,131	15.0%
8,023	15.3%

Mount Druitt Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,577 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,621 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,080 patients

Median time to start treatment⁴ 43 minutes
90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 930 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,262	
11 minutes	9 minutes
27 minutes	29 minutes
3,300	
32 minutes	23 minutes
115 minutes	83 minutes
2,552	
45 minutes	30 minutes
131 minutes	121 minutes
880	
39 minutes	26 minutes
127 minutes	118 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,349 patients

Percentage of patients who spent four hours or less in the ED 66.8%

Same period last year	Change since one year ago
8,122	15.1%
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, July to September 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.

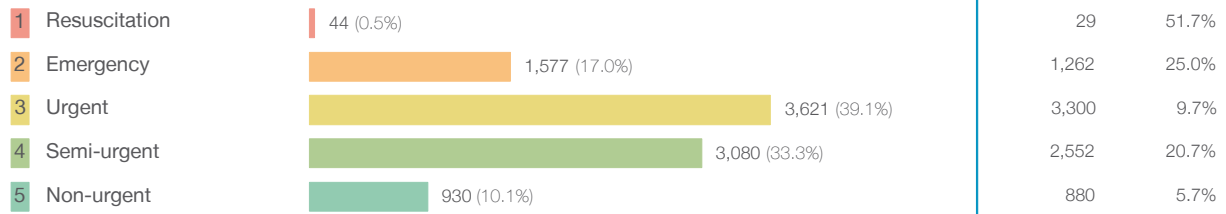
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Mount Druitt Hospital: Patients presenting to the emergency department

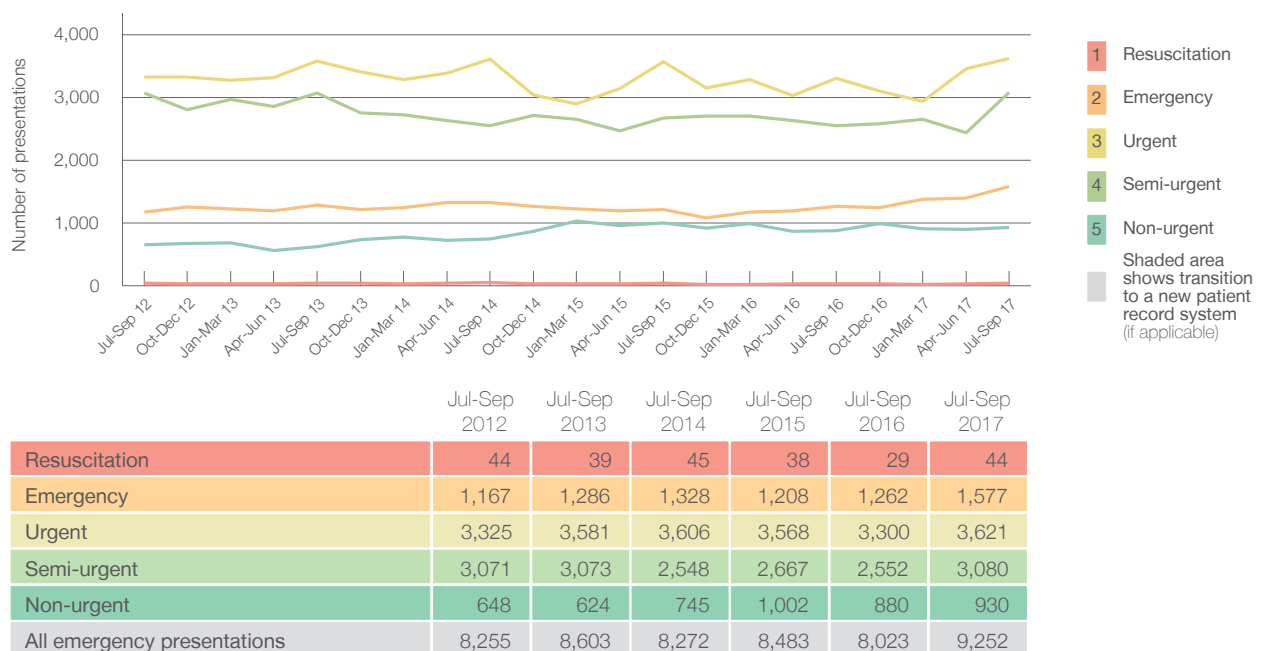
July to September 2017

All presentations:¹ 9,352 patients

Emergency presentations² by triage category: 9,252 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Mount Druitt Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,081 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,577

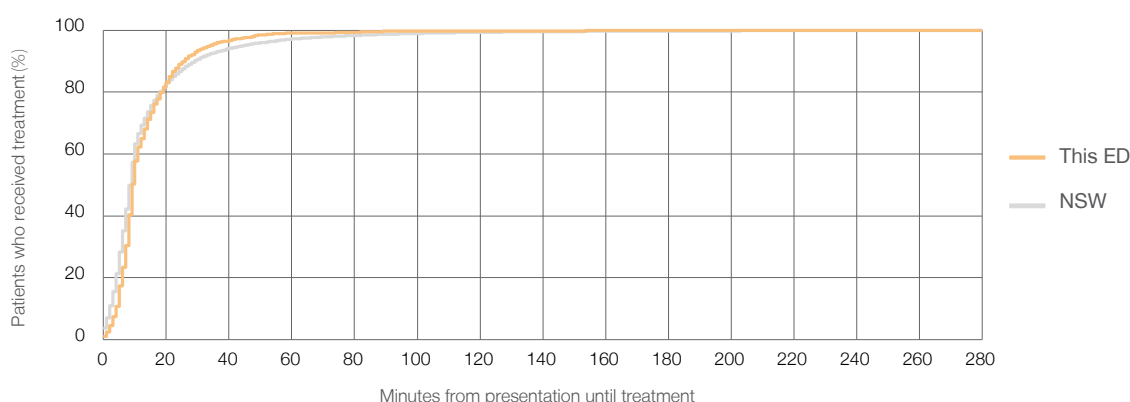
Number of triage 2 patients used to calculate waiting time:³ 1,561

Median time to start treatment⁴ 9 minutes

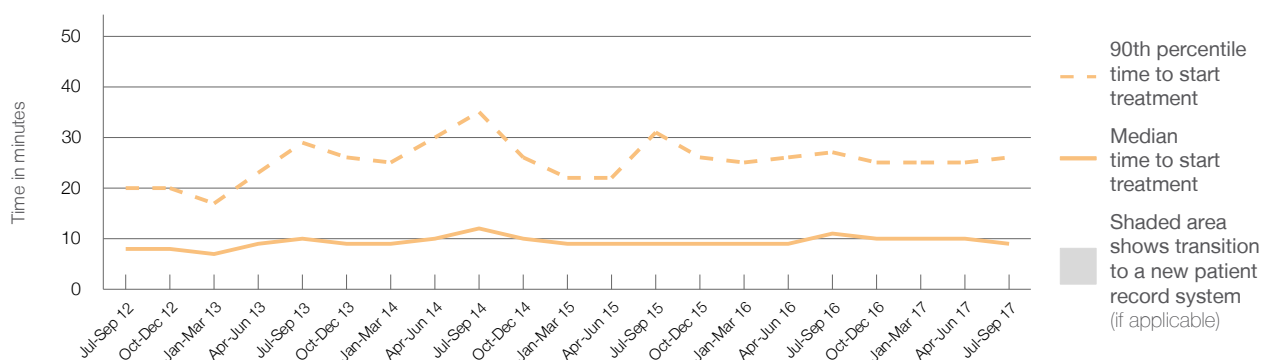
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
1,262	
1,256	
11 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	10	12	9	11	9
90th percentile time to start treatment ⁵ (minutes)	20	29	35	31	27	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 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 3,621

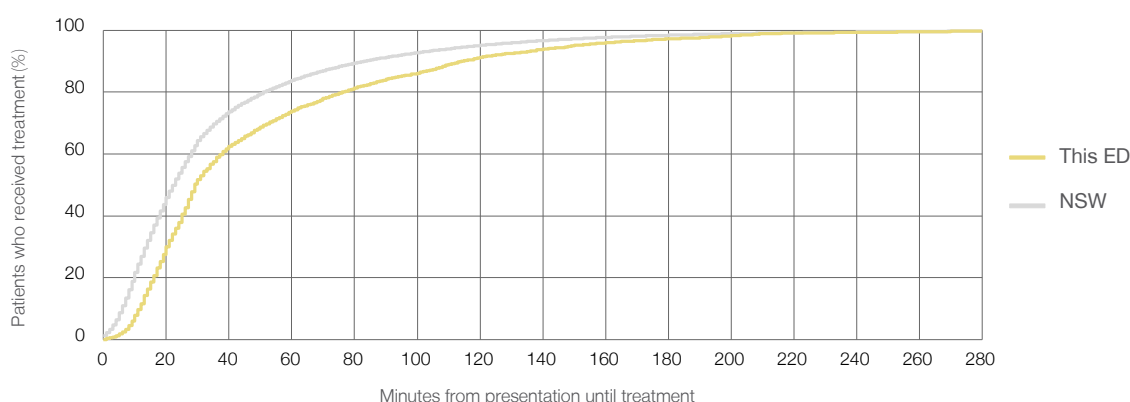
Number of triage 3 patients used to calculate waiting time:³ 3,396

Median time to start treatment⁴ 29 minutes

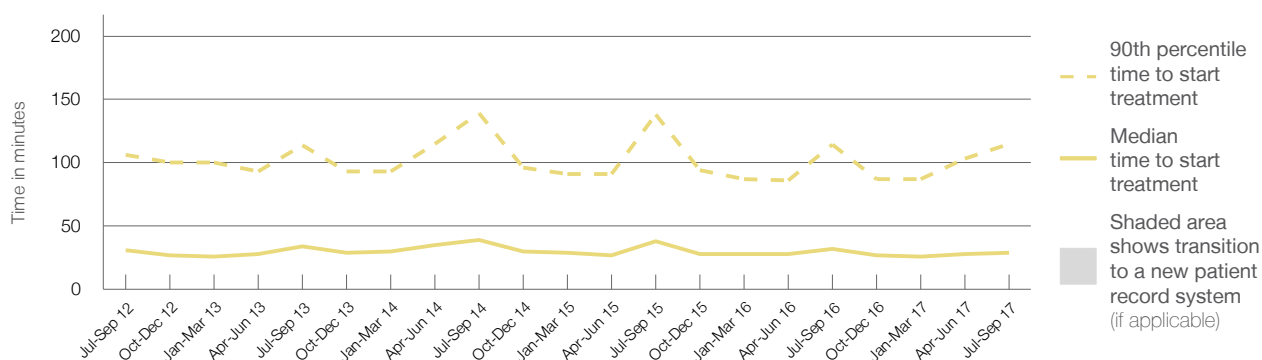
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
3,300	
3,190	
32 minutes	23 minutes
115 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	34	39	38	32	29
90th percentile time to start treatment ⁵ (minutes)	106	114	139	138	115	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 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,080

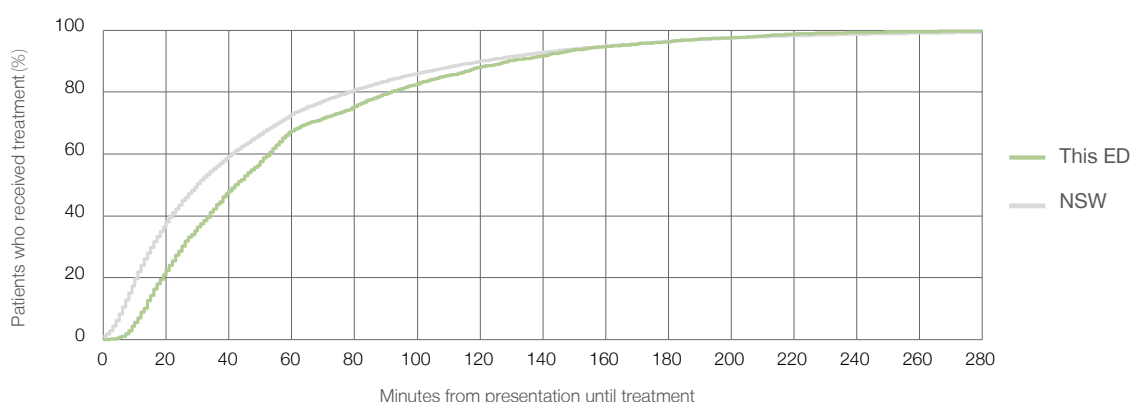
Number of triage 4 patients used to calculate waiting time:³ 2,806

Median time to start treatment⁴ 43 minutes

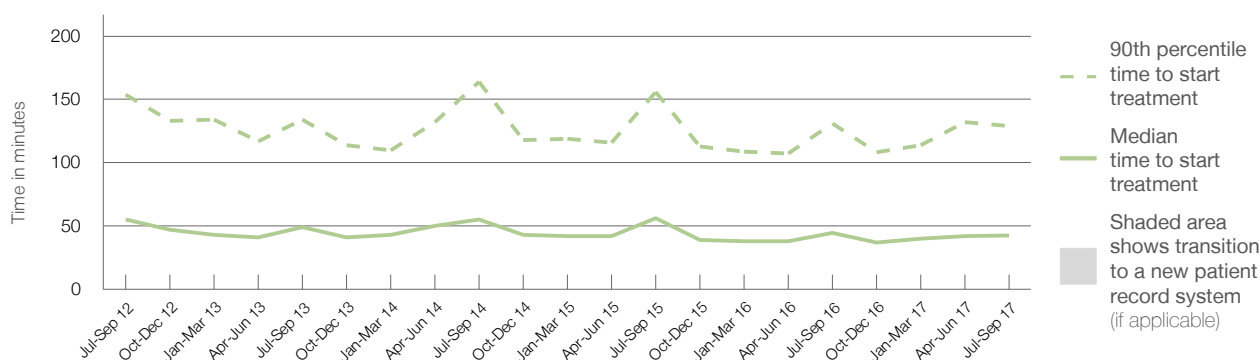
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
2,552	
2,404	
45 minutes	30 minutes
131 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	55	49	55	56	45	43
90th percentile time to start treatment ⁵ (minutes)	154	134	164	156	131	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 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 930

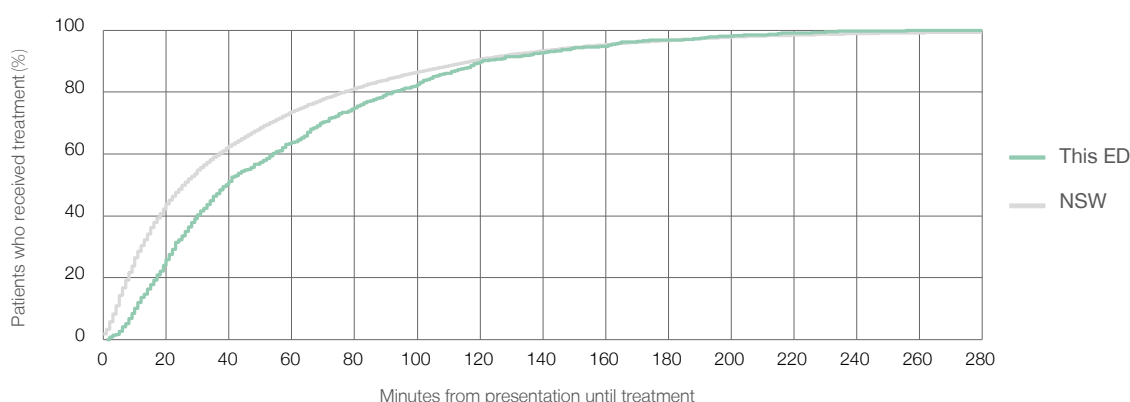
Number of triage 5 patients used to calculate waiting time:³ 800

Median time to start treatment⁴ 40 minutes

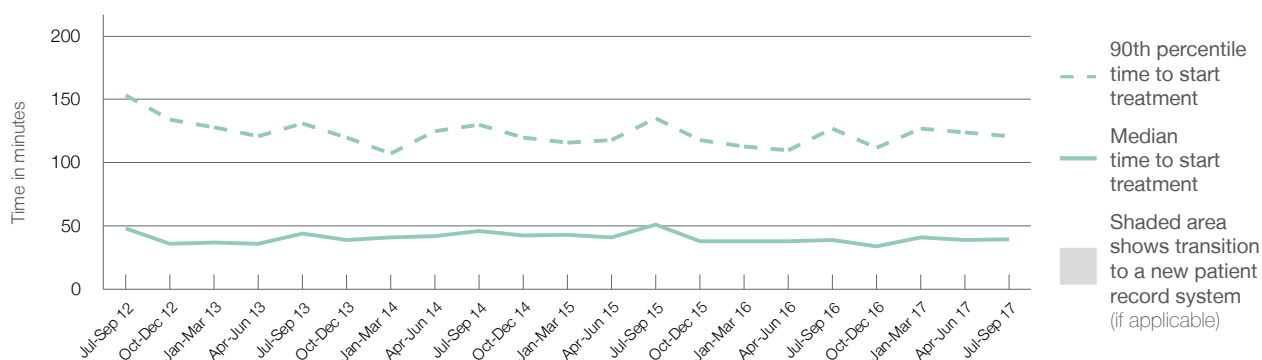
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
880	
785	
39 minutes	26 minutes
127 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	48	44	46	51	39	40
90th percentile time to start treatment ⁵ (minutes)	153	131	130	135	127	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 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.

Mount Druitt Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,352 patients

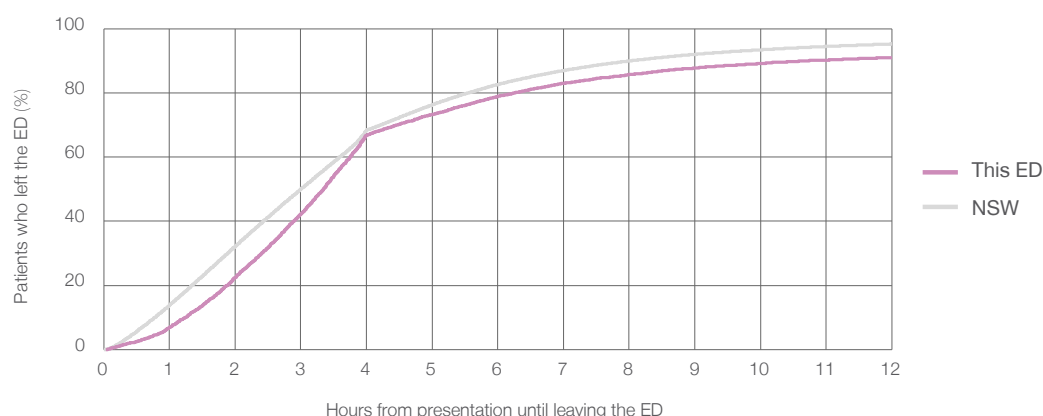
Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

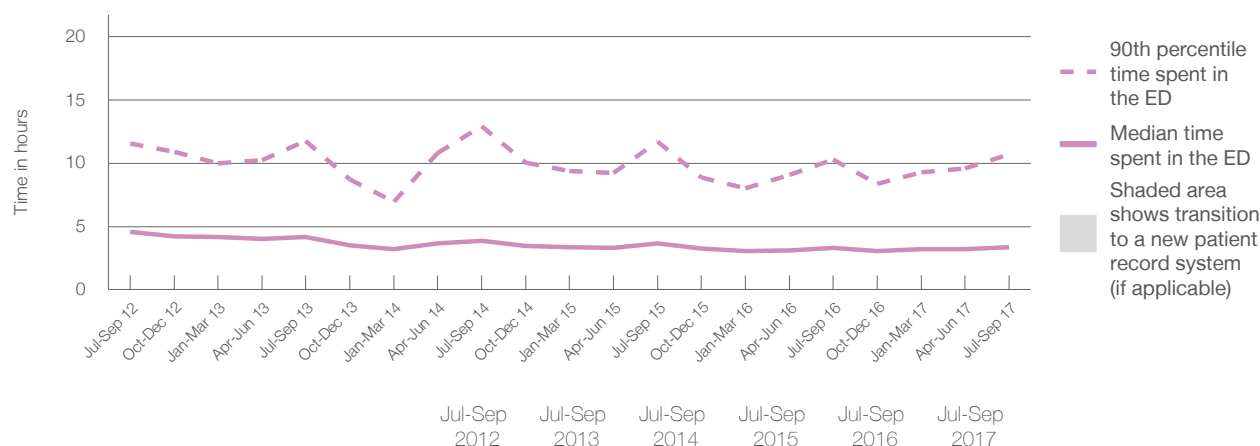
90th percentile time spent in the ED⁹ 10 hours and 43 minutes

Same period last year	NSW (this period)
8,131	
8,122	
3 hours and 18 minutes	3 hours and 0 minutes
10 hours and 16 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 33m	4h 10m	3h 51m	3h 40m	3h 18m	3h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 34m	11h 46m	12h 54m	11h 41m	10h 16m	10h 43m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

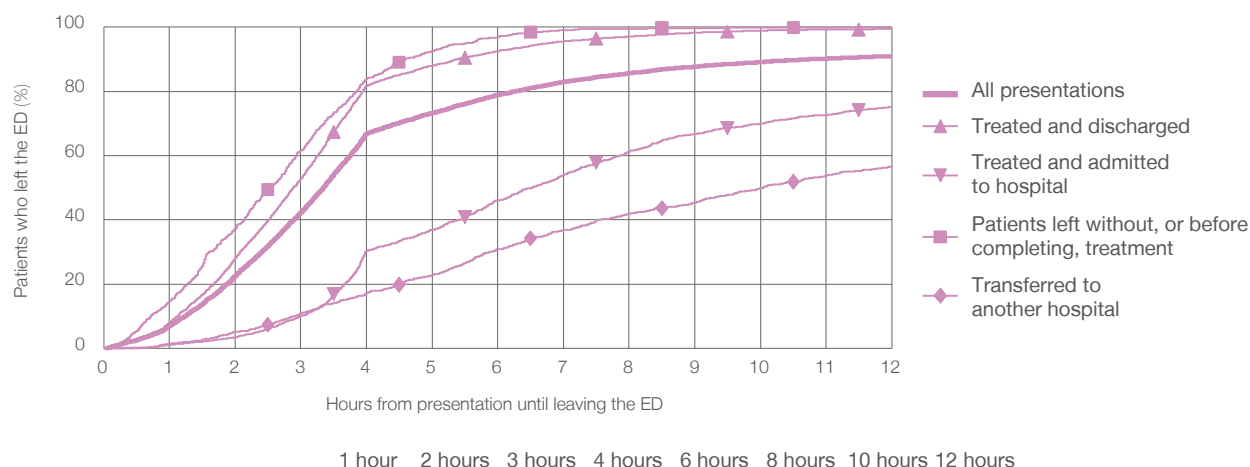
All presentations:[†] 9,352 patients

Presentations used to calculate time to leaving the ED:[‡] 9,349 patients

Treated and discharged	5,962 (63.8%)
Treated and admitted to hospital	1,525 (16.3%)
Patient left without, or before completing, treatment	867 (9.3%)
Transferred to another hospital	975 (10.4%)
Other	23 (0.2%)

Same period last year	Change since one year ago
8,122	15.1%
5,218	14.3%
1,541	-1.0%
490	76.9%
882	10.5%
0	

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 9,352 patients

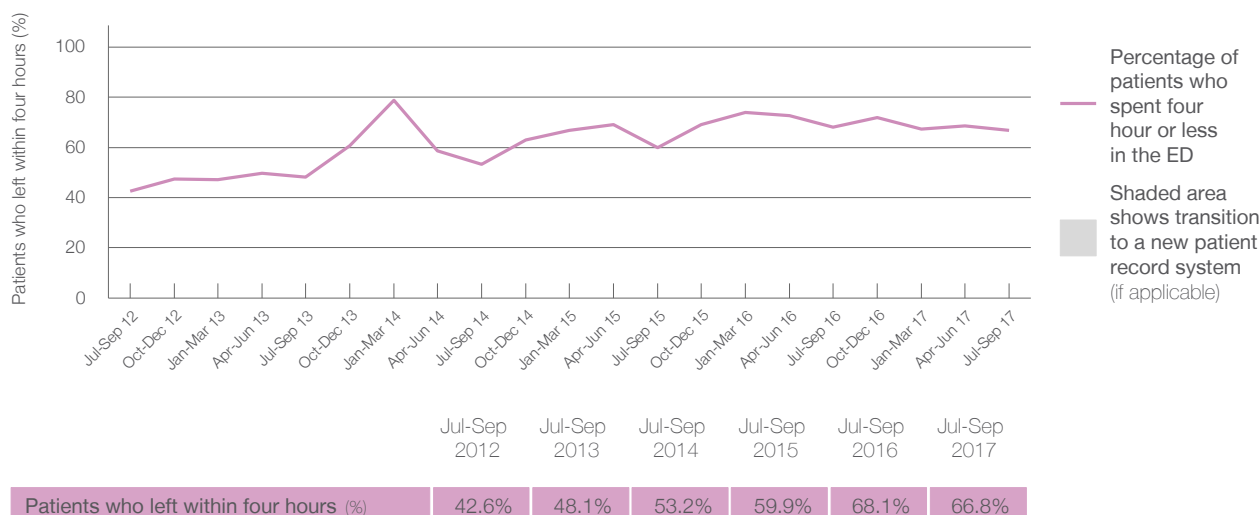
Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
8,131	15.0%
8,122	15.1%
68.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,829 patients

Emergency presentations:² 4,386 patients

Same period last year	Change since one year ago
4,385	10.1%
4,031	8.8%

Murwillumbah District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 336 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): 1,454 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,271 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 319 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
310	
5 minutes	9 minutes
14 minutes	29 minutes
1,271	
11 minutes	23 minutes
30 minutes	83 minutes
2,090	
13 minutes	30 minutes
52 minutes	121 minutes
350	
13 minutes	26 minutes
60 minutes	118 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,825 patients

Percentage of patients who spent four hours or less in the ED 88.3%

Same period last year	Change since one year ago
4,385	10.0%
88.5%	

* 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, July to September 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.

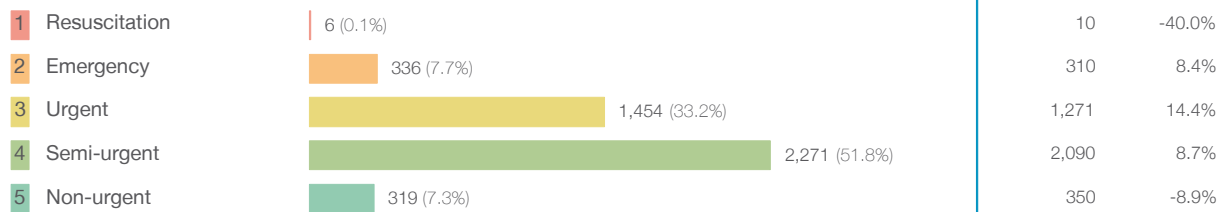
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Murwillumbah District Hospital: Patients presenting to the emergency department

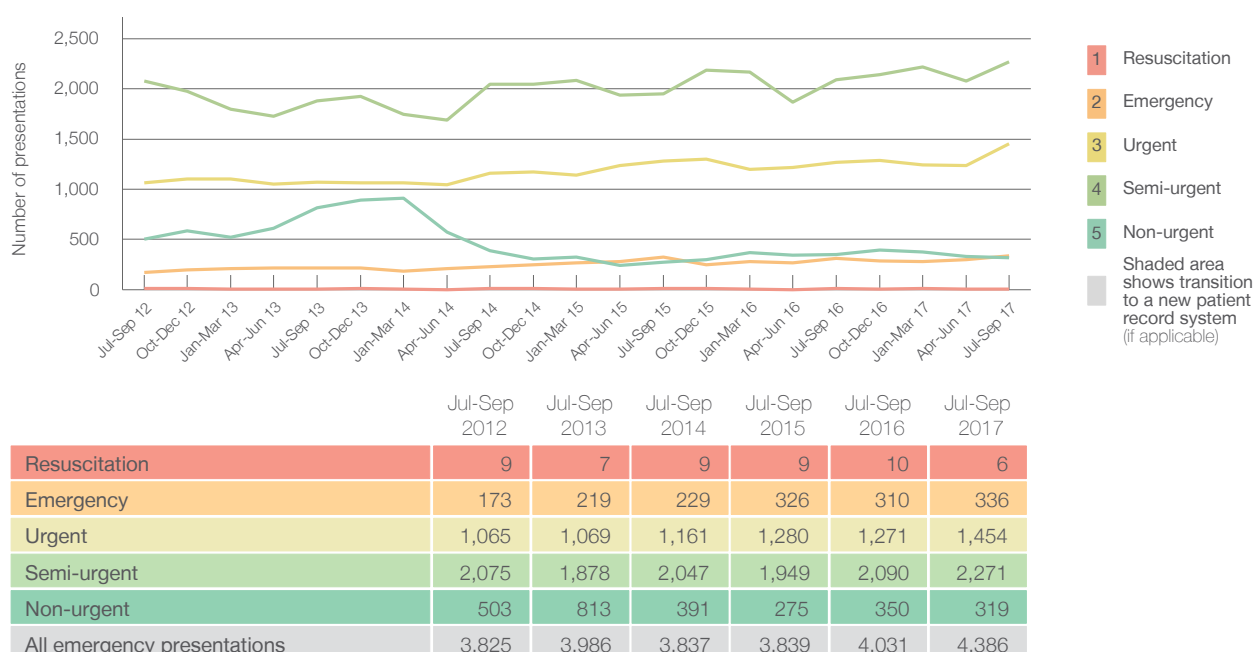
July to September 2017

All presentations:¹ 4,829 patients

Emergency presentations² by triage category: 4,386 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Murwillumbah District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 239 patients^{**}

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 336

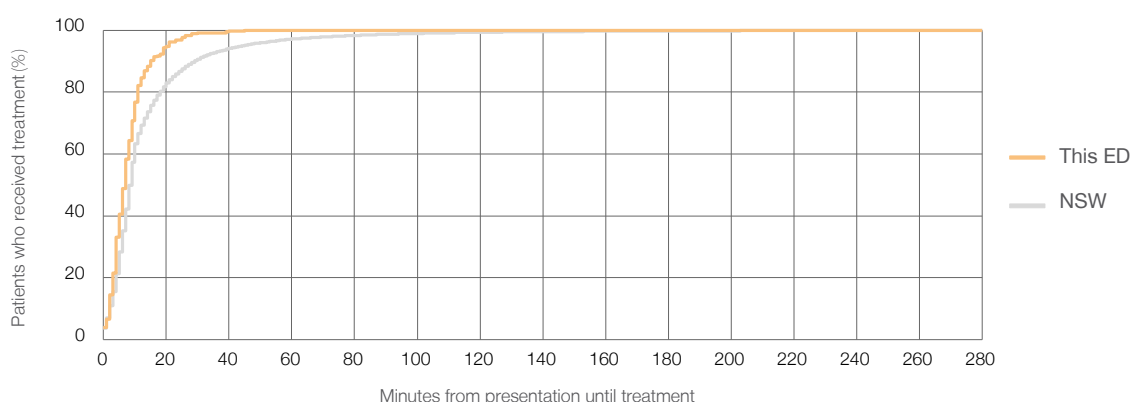
Number of triage 2 patients used to calculate waiting time:³ 336

Median time to start treatment⁴ 7 minutes

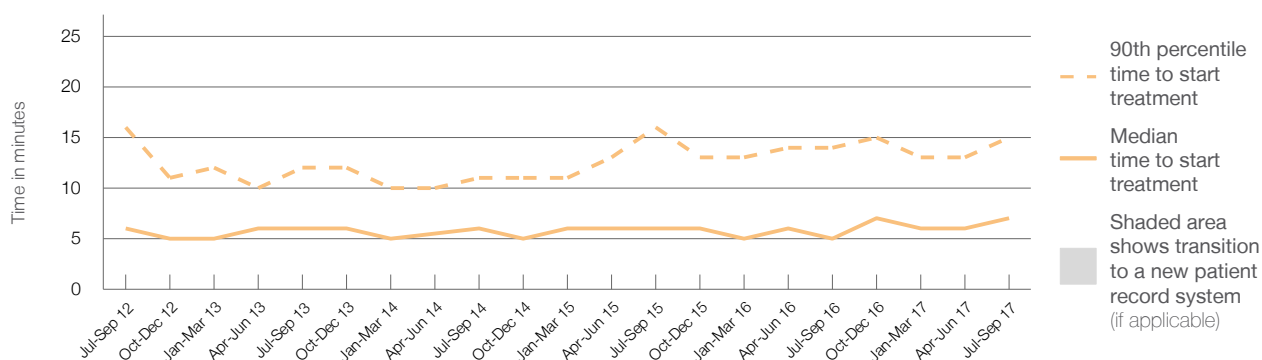
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
310	
310	
5 minutes	9 minutes
14 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	6	6	6	5	7
90th percentile time to start treatment ⁵ (minutes)	16	12	11	16	14	15

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,454

Number of triage 3 patients used to calculate waiting time:³ 1,446

Median time to start treatment⁴

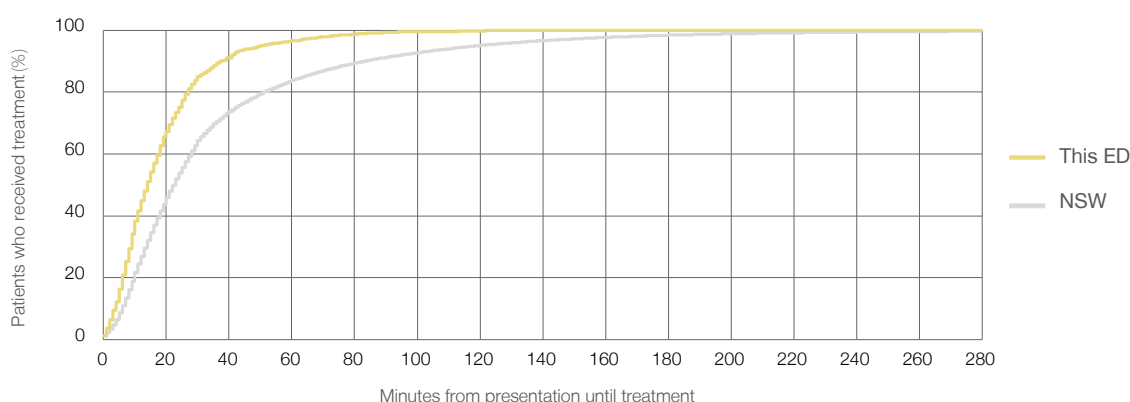
14 minutes

90th percentile time to start treatment⁵

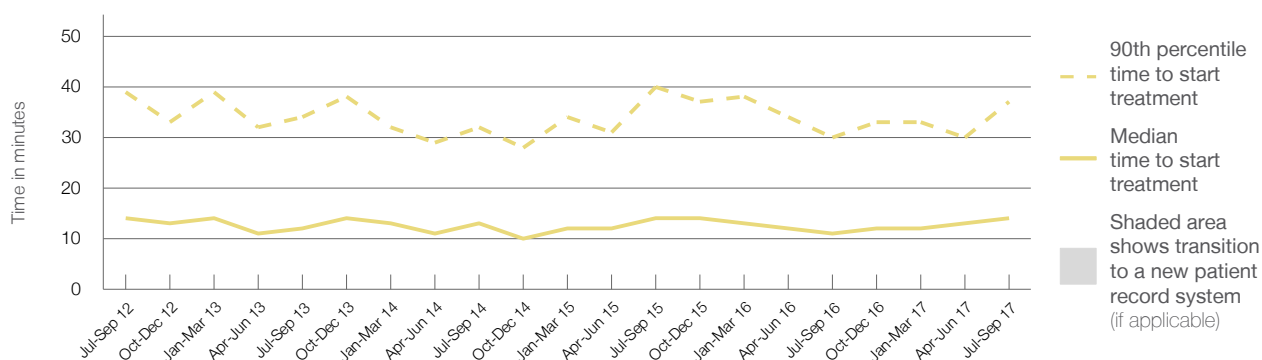
37 minutes

Same period last year	NSW (this period)
1,271	
1,258	
11 minutes	23 minutes
30 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	14	12	13	14	11	14
90th percentile time to start treatment ⁵ (minutes)	39	34	32	40	30	37

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,271

Number of triage 4 patients used to calculate waiting time:³ 2,212

Median time to start treatment⁴

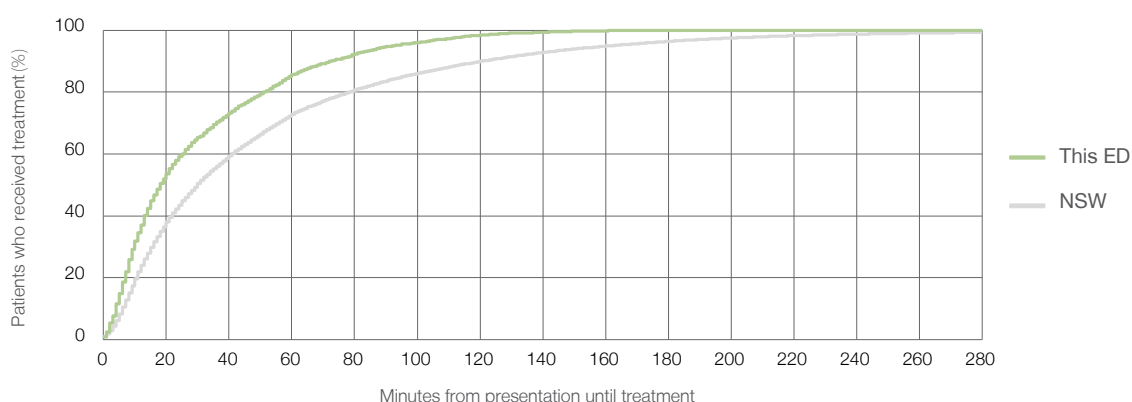
18 minutes

90th percentile time to start treatment⁵

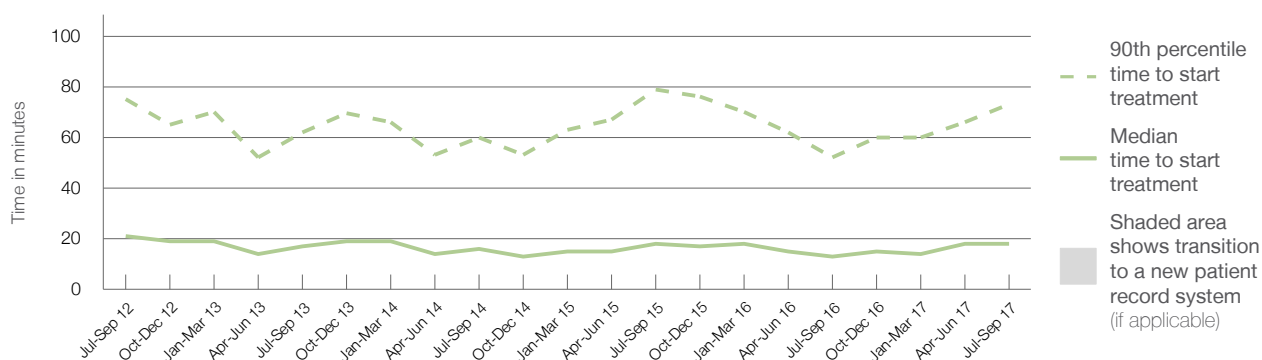
73 minutes

Same period last year	NSW (this period)
2,090	
2,041	
13 minutes	30 minutes
52 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	17	16	18	13	18
90th percentile time to start treatment ⁵ (minutes)	75	62	60	79	52	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 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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 319

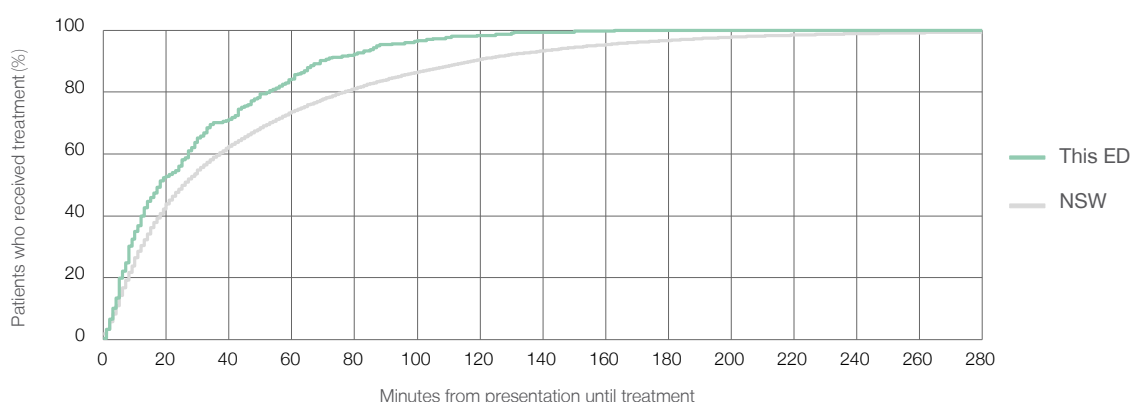
Number of triage 5 patients used to calculate waiting time:³ 298

Median time to start treatment⁴ 18 minutes

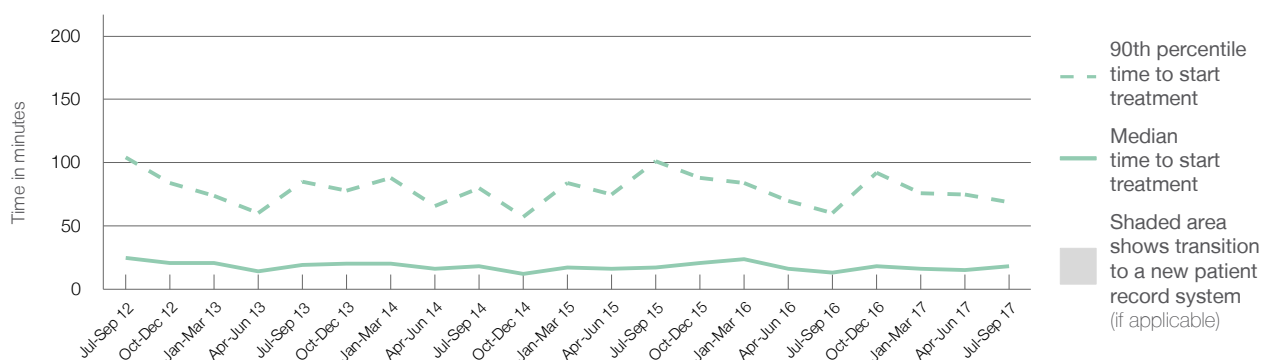
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
350	
338	
13 minutes	26 minutes
60 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	19	18	17	13	18
90th percentile time to start treatment ⁵ (minutes)	104	85	80	101	60	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 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.

Murwillumbah District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,829 patients

Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

Median time spent in the ED⁸

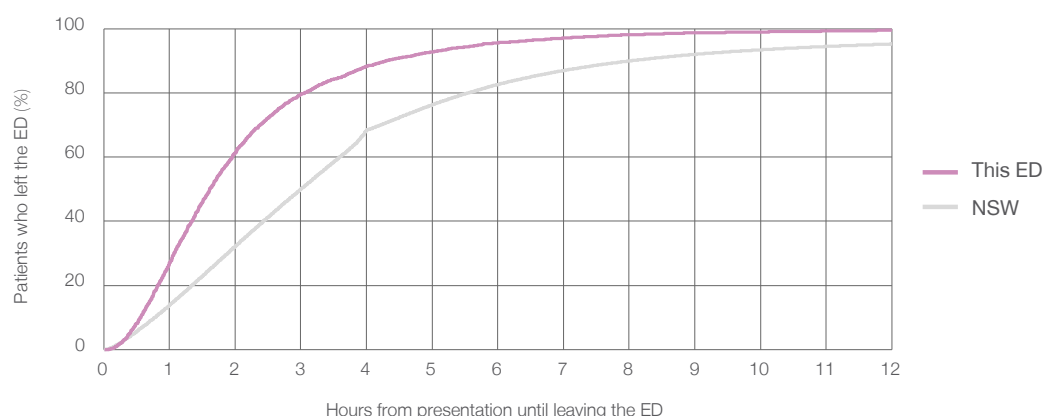
1 hours and 37 minutes

90th percentile time spent in the ED⁹

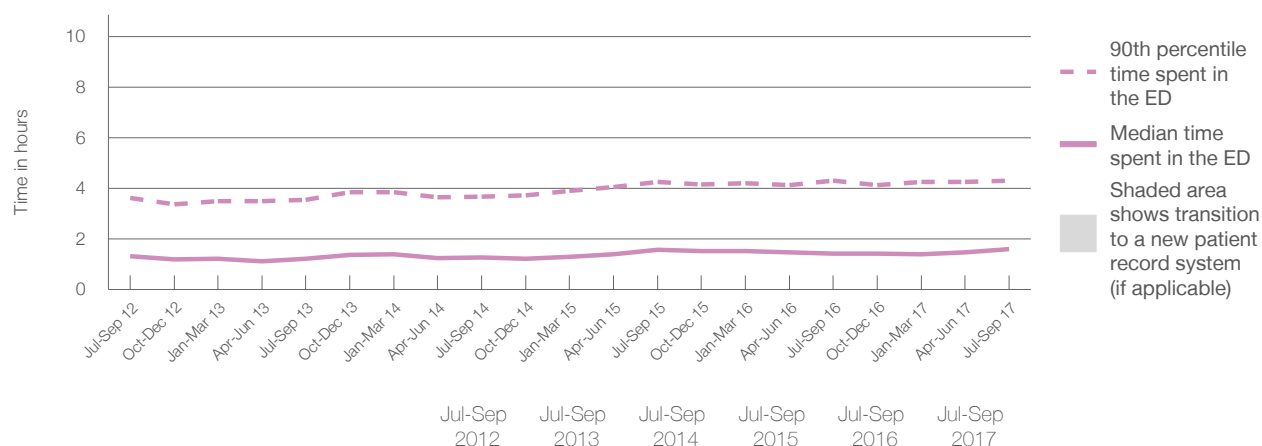
4 hours and 18 minutes

Same period last year	NSW (this period)
4,385	4,385
1 hours and 25 minutes	3 hours and 0 minutes
4 hours and 18 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m	1h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 37m	3h 33m	3h 41m	4h 15m	4h 18m	4h 18m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

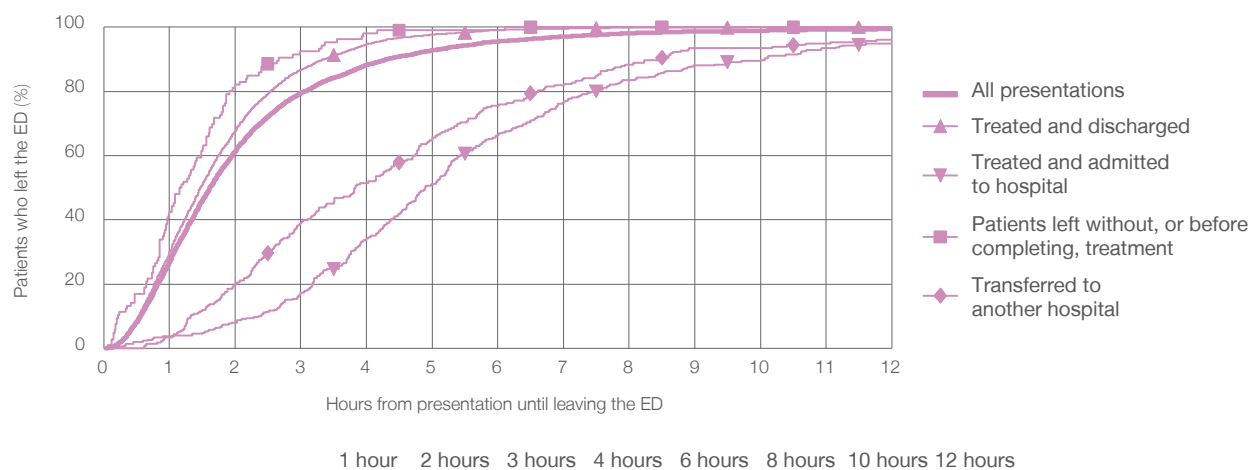
All presentations:[†] 4,829 patients

Presentations used to calculate time to leaving the ED:[‡] 4,825 patients

Treated and discharged	4,133 (85.6%)
Treated and admitted to hospital	351 (7.3%)
Patient left without, or before completing, treatment	106 (2.2%)
Transferred to another hospital	233 (4.8%)
Other	6 (0.1%)

Same period last year	Change since one year ago
4,385	10.0%
3,683	12.2%
375	-6.4%
78	35.9%
246	-5.3%
3	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



Treated and discharged	30.1%	67.8%	86.7%	94.7%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	3.7%	8.0%	17.4%	34.2%	66.7%	83.5%	89.5%	94.9%
Patient left without, or before completing, treatment	42.5%	82.1%	92.5%	98.1%	99.1%	100%	100%	100%
Transferred to another hospital	3.4%	20.2%	39.1%	51.5%	75.5%	88.4%	93.6%	96.1%
All presentations	27.2%	61.4%	79.5%	88.3%	95.6%	98.1%	98.9%	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 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.

Murwillumbah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 4,829 patients

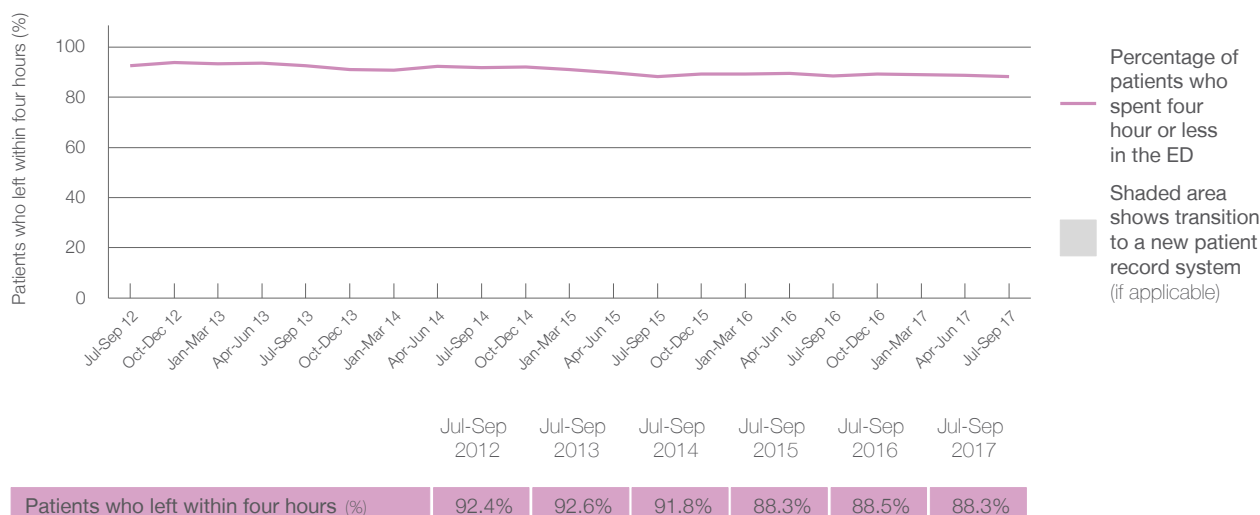
Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,385	10.1%
4,385	10.0%
88.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Ryde Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,454 patients

Emergency presentations:² 7,361 patients

Same period last year	Change since one year ago
6,480	15.0%
6,423	14.6%

Ryde Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,027 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,782 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,177 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 330 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
857	
7 minutes	9 minutes
12 minutes	29 minutes
2,666	
14 minutes	23 minutes
35 minutes	83 minutes
2,694	
15 minutes	30 minutes
71 minutes	121 minutes
172	
23 minutes	26 minutes
98 minutes	118 minutes

Ryde Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,451 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
6,479	15.0%
82.1%	

* 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, July to September 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.

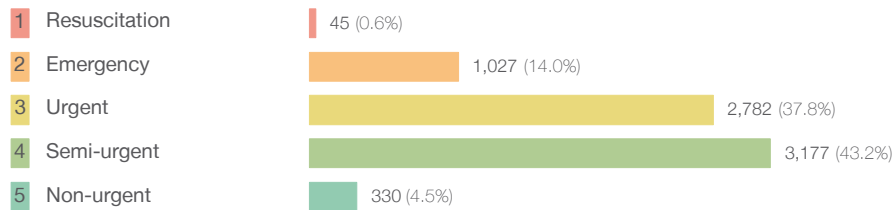
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Ryde Hospital: Patients presenting to the emergency department

July to September 2017

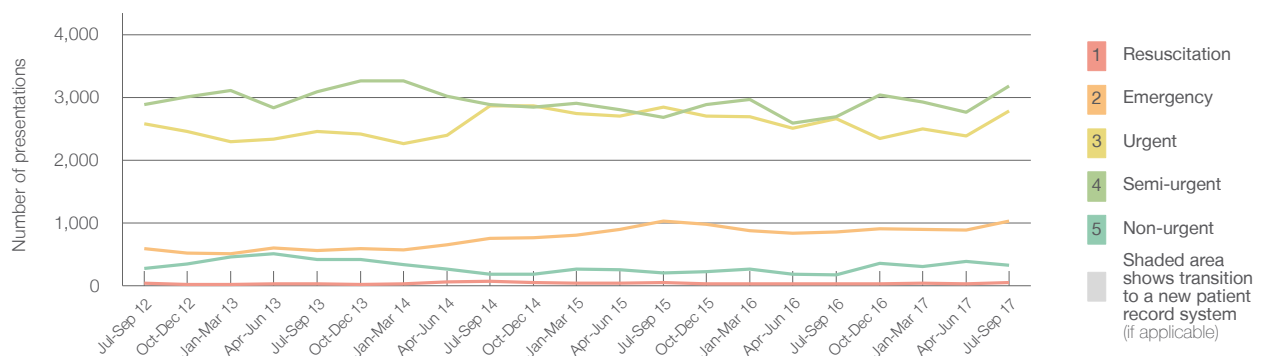
All presentations:¹ 7,454 patients

Emergency presentations² by triage category: 7,361 patients



Same period last year	Change since one year ago
6,480	15.0%
6,423	14.6%
34	32.4%
857	19.8%
2,666	4.4%
2,694	17.9%
172	91.9%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	43	30	68	48	34	45
Emergency	592	558	750	1,034	857	1,027
Urgent	2,579	2,457	2,868	2,844	2,666	2,782
Semi-urgent	2,889	3,091	2,886	2,686	2,694	3,177
Non-urgent	276	417	180	201	172	330
All emergency presentations	6,379	6,553	6,752	6,813	6,423	7,361

Ryde Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,775 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,615	
10 minutes	0 minutes
20 minutes	2 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,027

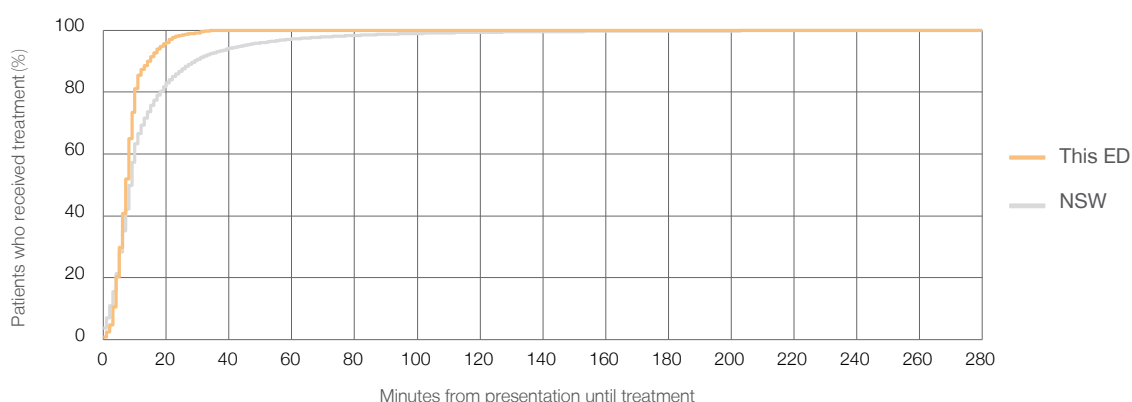
Number of triage 2 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ 7 minutes

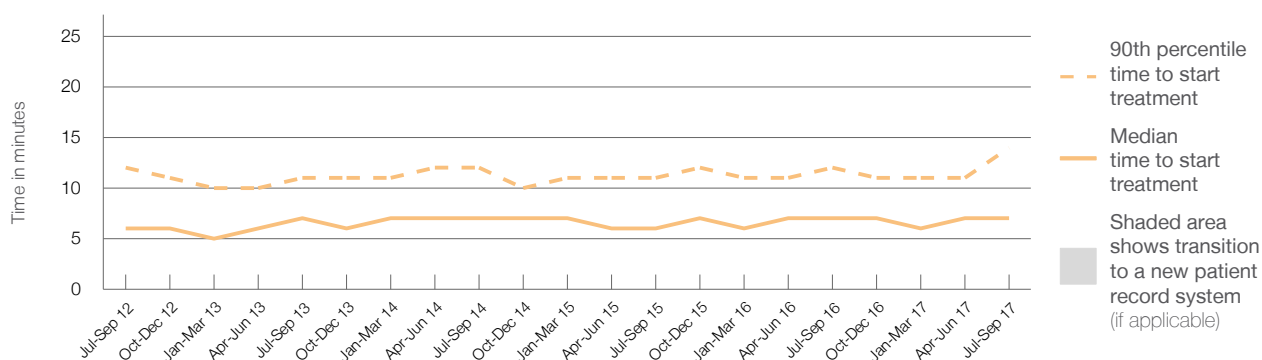
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
857	
853	
7 minutes	9 minutes
12 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	7	7	6	7	7
90th percentile time to start treatment ⁵ (minutes)	12	11	12	11	12	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,782

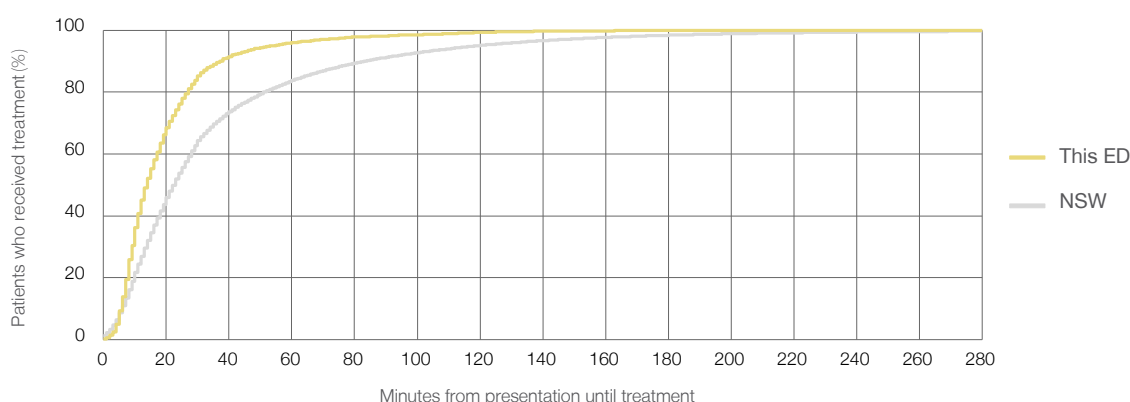
Number of triage 3 patients used to calculate waiting time:³ 2,759

Median time to start treatment⁴ 14 minutes

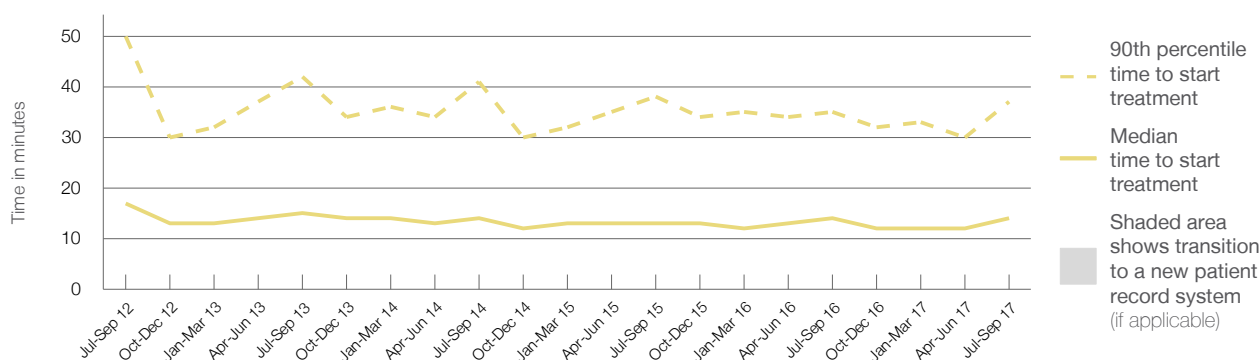
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
2,666	
2,646	
14 minutes	23 minutes
35 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	15	14	13	14	14
90th percentile time to start treatment ⁵ (minutes)	50	42	41	38	35	37

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,177

Number of triage 4 patients used to calculate waiting time:³ 3,078

Median time to start treatment⁴

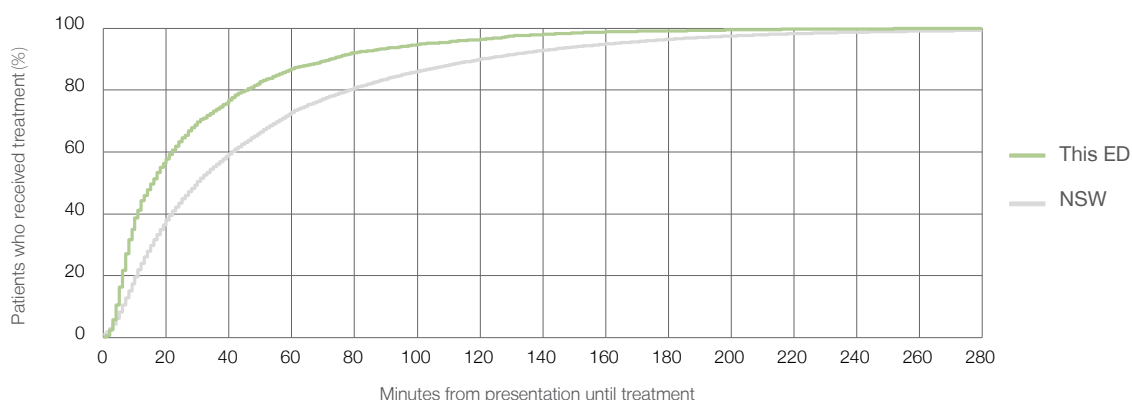
16 minutes

90th percentile time to start treatment⁵

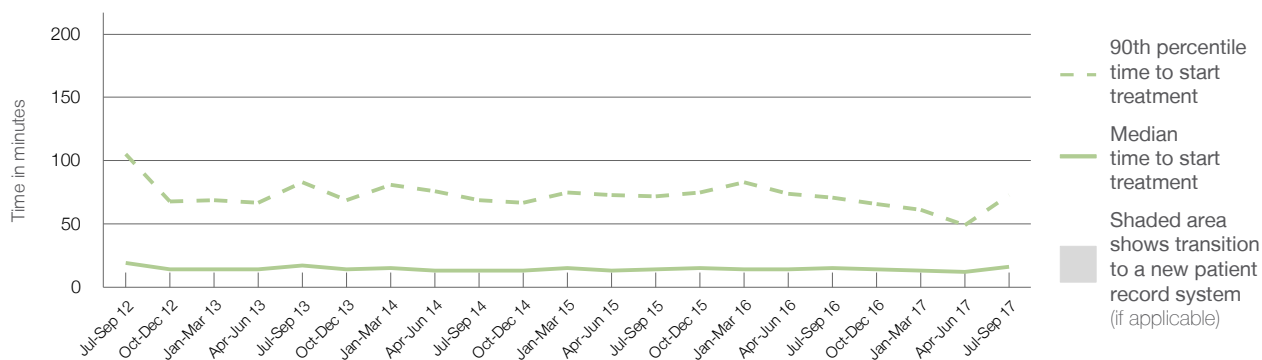
73 minutes

Same period last year	NSW (this period)
2,694	
2,606	
15 minutes	30 minutes
71 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	17	13	14	15	16
90th percentile time to start treatment ⁵ (minutes)	105	83	69	72	71	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 330

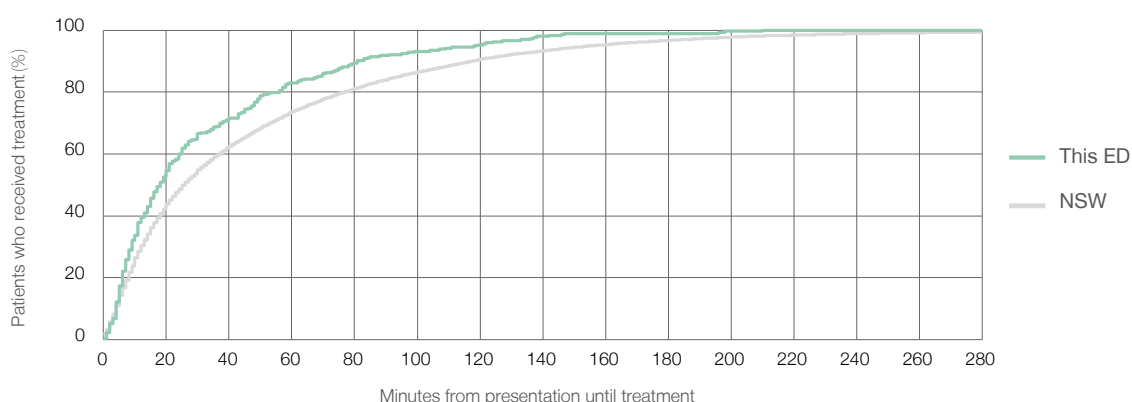
Number of triage 5 patients used to calculate waiting time:³ 293

Median time to start treatment⁴ 18 minutes

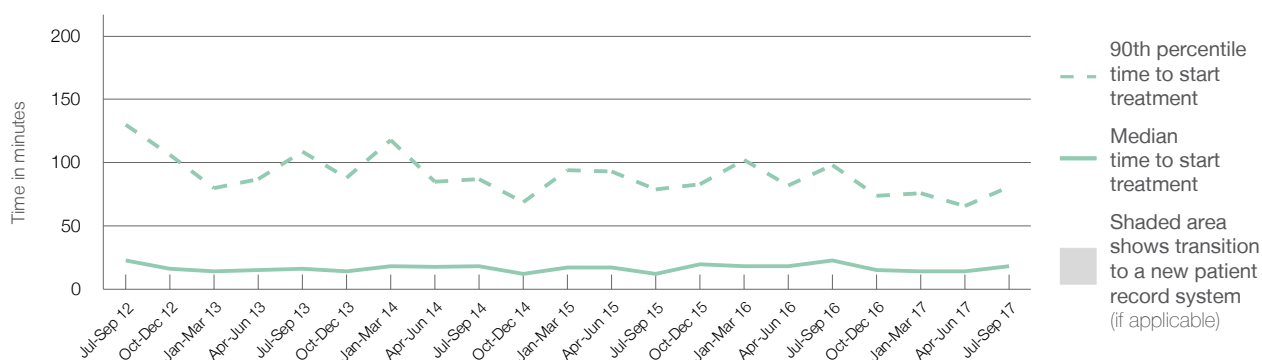
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
172	
153	
23 minutes	26 minutes
98 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	16	18	12	23	18
90th percentile time to start treatment ⁵ (minutes)	130	109	87	79	98	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,454 patients

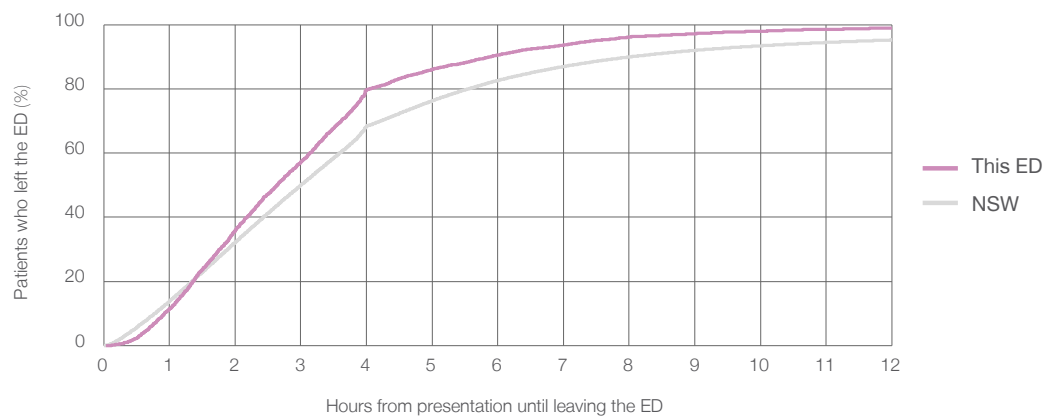
Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

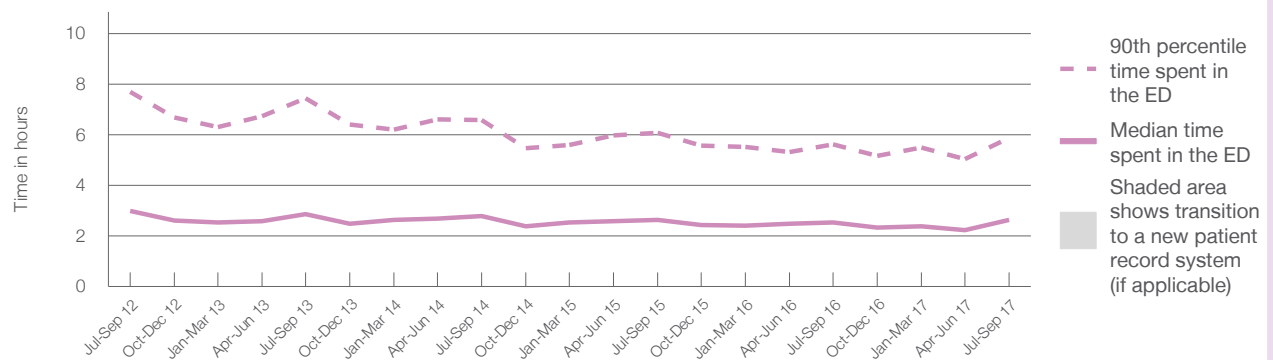
90th percentile time spent in the ED⁹ 5 hours and 53 minutes

Same period last year	NSW (this period)
6,480	
6,479	
2 hours and 33 minutes	3 hours and 0 minutes
5 hours and 38 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 42m	7h 27m	6h 35m	6h 5m	5h 38m	5h 53m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

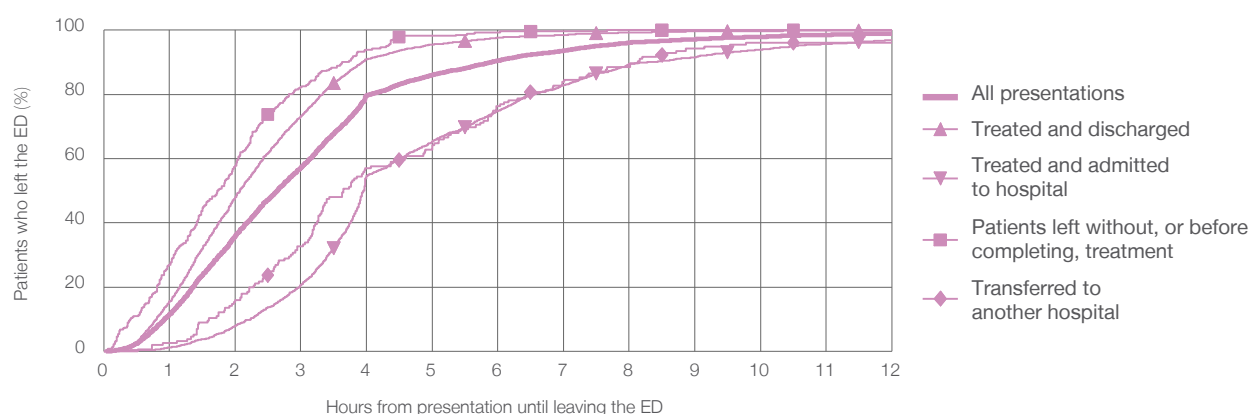
All presentations:[†] 7,454 patients

Presentations used to calculate time to leaving the ED:[‡] 7,451 patients

Treated and discharged	4,804 (64.4%)
Treated and admitted to hospital	2,196 (29.5%)
Patient left without, or before completing, treatment	282 (3.8%)
Transferred to another hospital	156 (2.1%)
Other	16 (0.2%)

Same period last year	Change since one year ago
6,479	15.0%
4,025	19.4%
2,065	6.3%
238	18.5%
147	6.1%
5	220.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	15.6%	48.1%	73.2%	91.0%	97.6%	99.3%	99.7%	99.9%
Treated and admitted to hospital	1.1%	8.0%	20.6%	54.7%	74.9%	89.4%	93.9%	96.8%
Patient left without, or before completing, treatment	27.0%	57.8%	82.3%	94.0%	99.3%	100%	100%	100%
Transferred to another hospital	2.6%	16.0%	32.7%	57.1%	76.3%	88.5%	96.2%	96.2%
All presentations	11.6%	36.0%	57.2%	79.7%	90.6%	96.2%	98.0%	98.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 7,454 patients

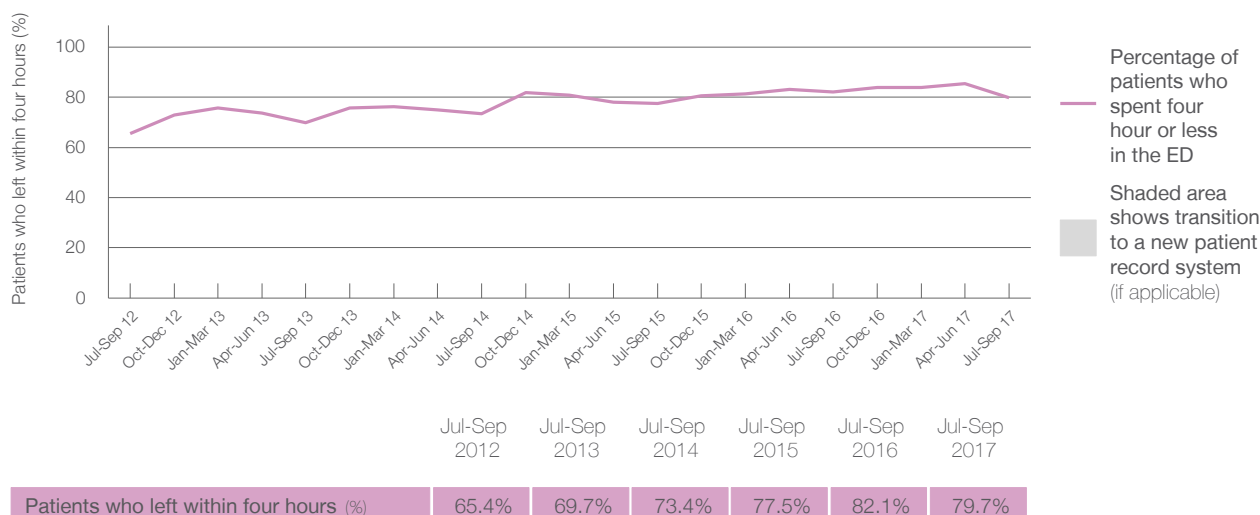
Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,480	15.0%
6,479	15.0%
82.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Shellharbour Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,965 patients

Emergency presentations:² 7,795 patients

Same period last year	Change since one year ago
7,574	5.2%
7,377	5.7%

Shellharbour Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 872 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,961 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,748 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 150 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 188 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
917	
7 minutes	9 minutes
14 minutes	29 minutes
2,714	
22 minutes	23 minutes
91 minutes	83 minutes
3,570	
23 minutes	30 minutes
128 minutes	121 minutes
153	
18 minutes	26 minutes
93 minutes	118 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,962 patients

Percentage of patients who spent four hours or less in the ED 61.6%

Same period last year	Change since one year ago
7,574	5.1%
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, July to September 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.

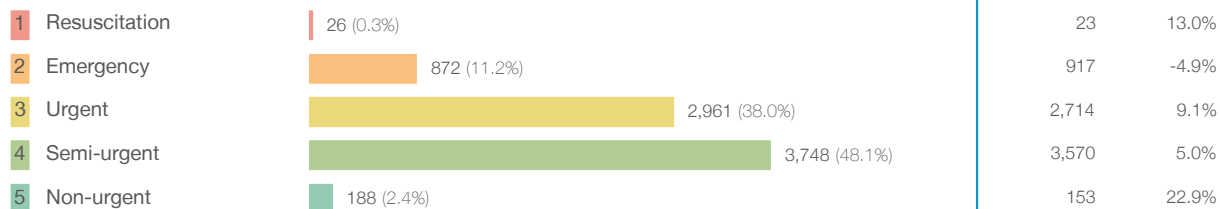
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Shellharbour Hospital: Patients presenting to the emergency department

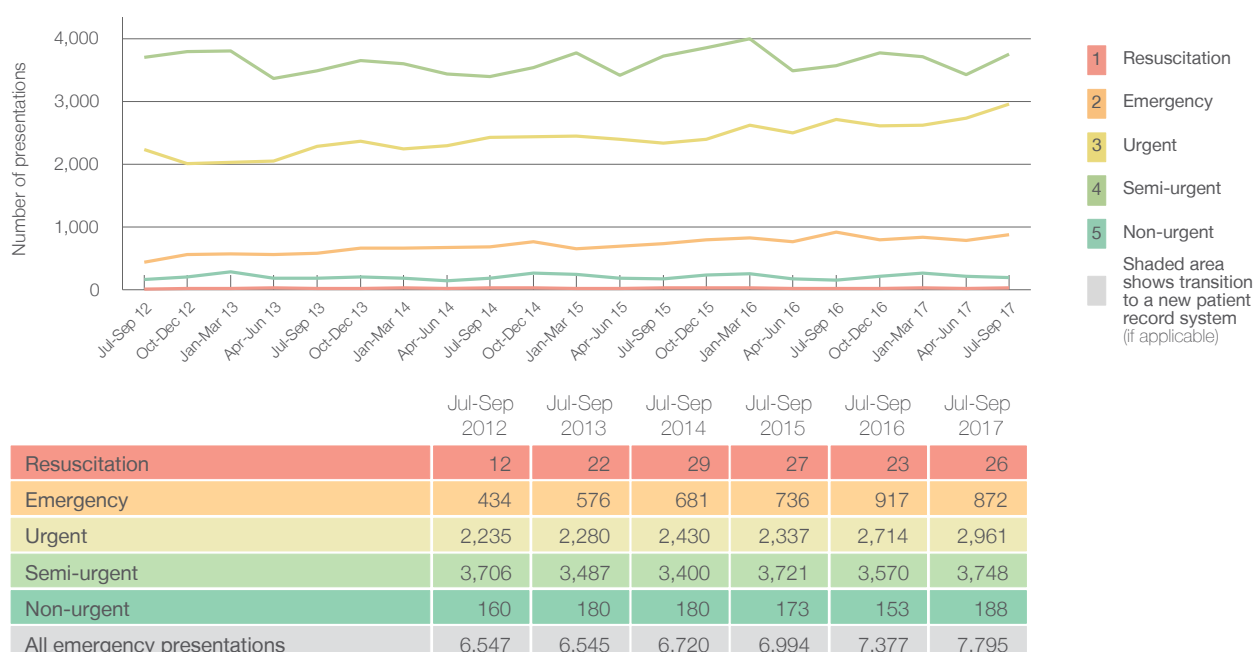
July to September 2017

All presentations:¹ 7,965 patients

Emergency presentations² by triage category: 7,795 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Shellharbour Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,903 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

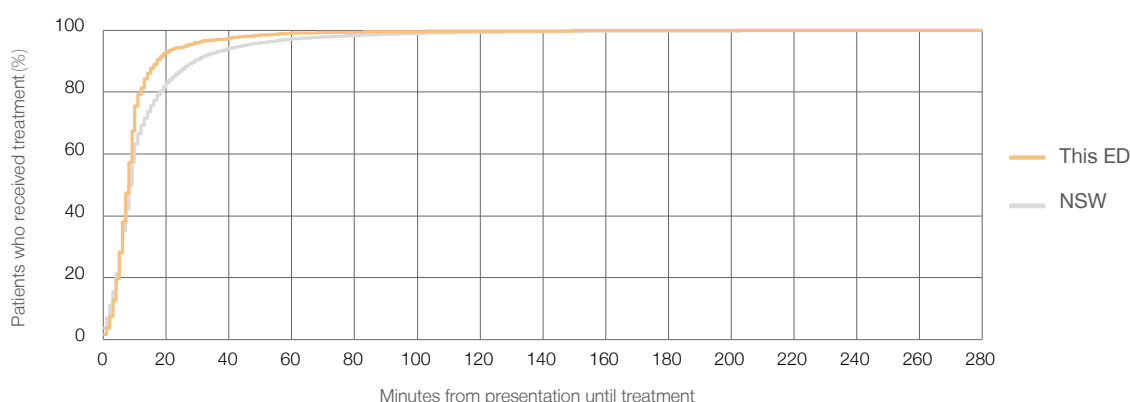
Number of triage 2 patients: 872

Number of triage 2 patients used to calculate waiting time:³ 868

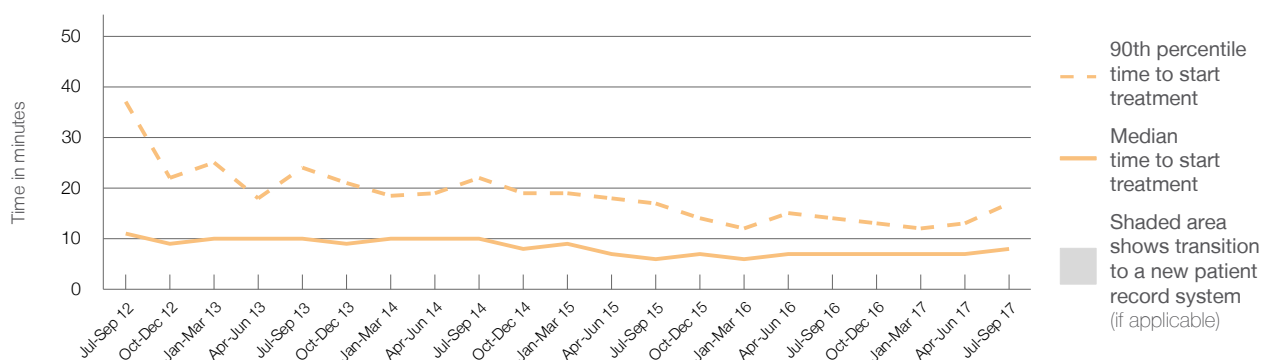
Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
917	
916	
7 minutes	9 minutes
14 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	11	10	10	6	7	8
90th percentile time to start treatment ⁵ (minutes)	37	24	22	17	14	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 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.

Shellharbour Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,961

Number of triage 3 patients used to calculate waiting time:³ 2,885

Median time to start treatment⁴

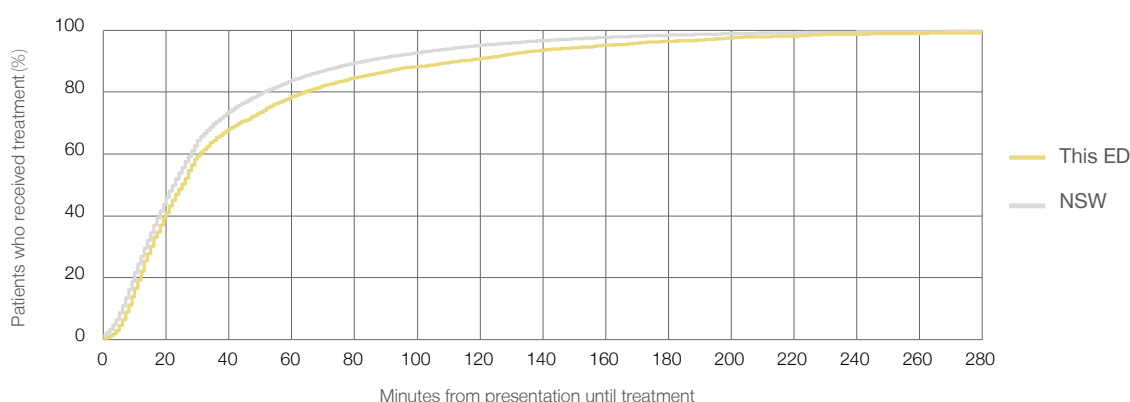
25 minutes

90th percentile time to start treatment⁵

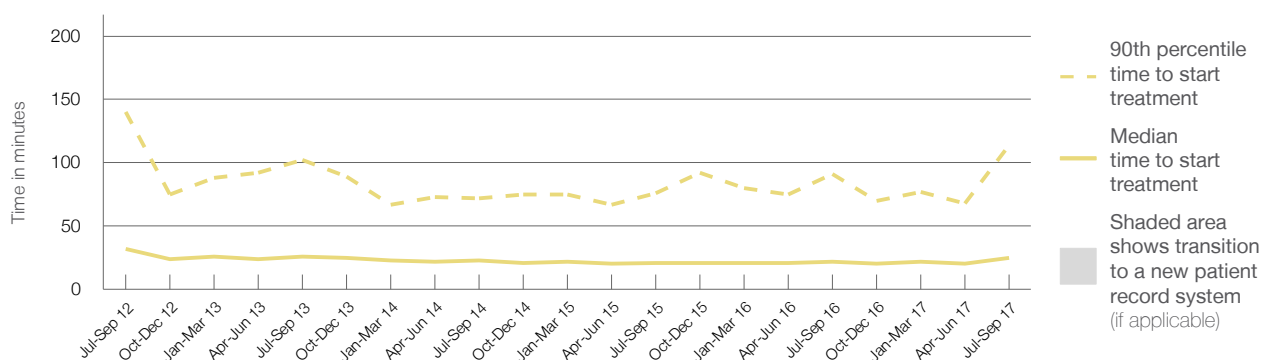
114 minutes

Same period last year	NSW (this period)
2,714	
2,663	
22 minutes	23 minutes
91 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	26	23	21	22	25
90th percentile time to start treatment ⁵ (minutes)	140	102	72	76	91	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 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.

Shellharbour Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,748

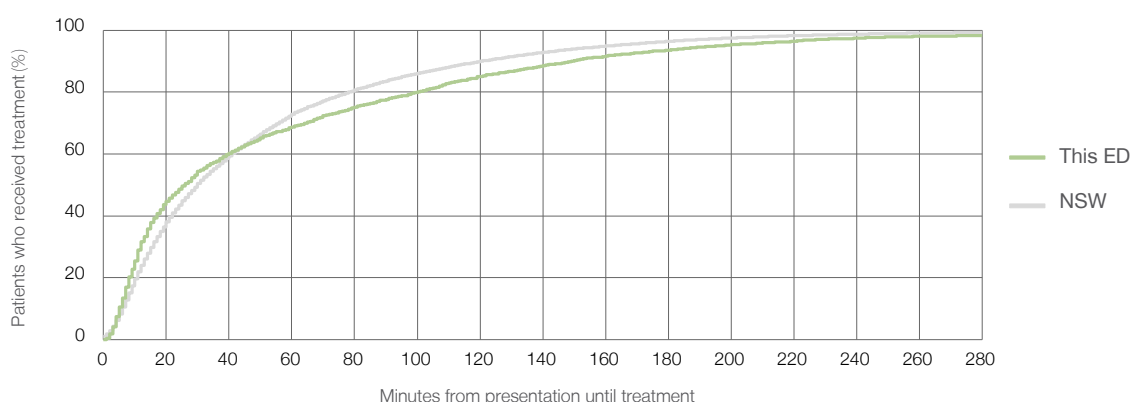
Number of triage 4 patients used to calculate waiting time:³ 3,390

Median time to start treatment⁴ 26 minutes

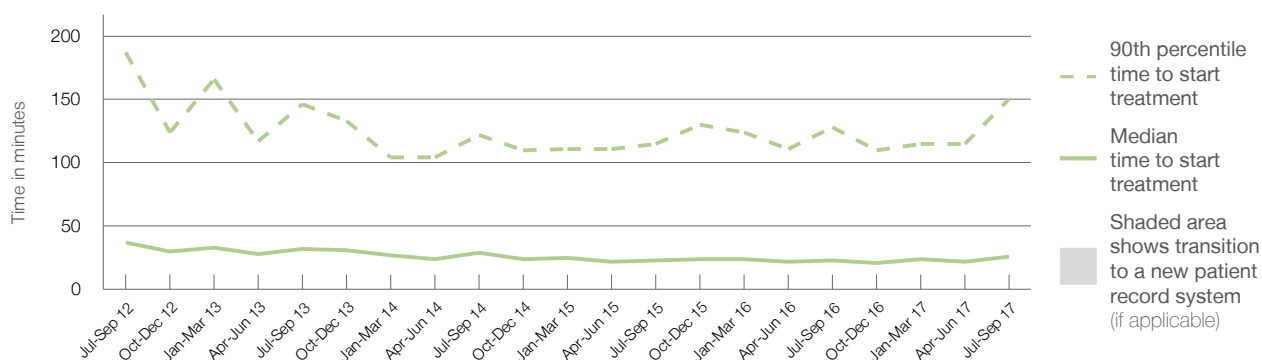
90th percentile time to start treatment⁵ 150 minutes

Same period last year	NSW (this period)
3,570	
3,317	
23 minutes	30 minutes
128 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	32	29	23	23	26
90th percentile time to start treatment ⁵ (minutes)	187	146	122	115	128	150

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 188

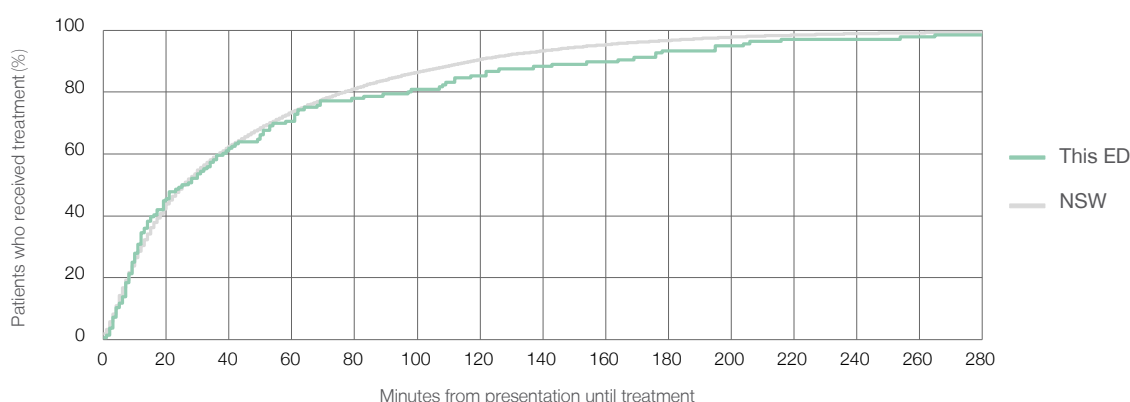
Number of triage 5 patients used to calculate waiting time:³ 136

Median time to start treatment⁴ 26 minutes

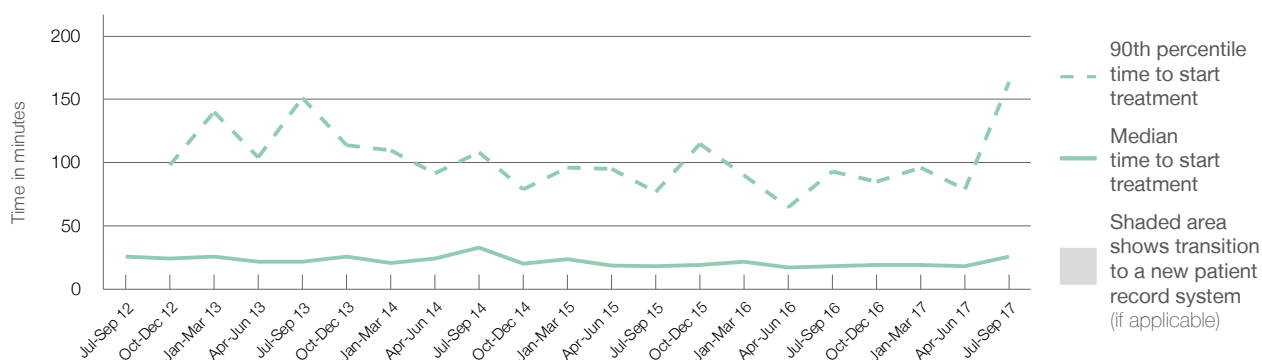
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
153	
124	
18 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	22	33	18	18	26
90th percentile time to start treatment ⁵ (minutes)	*	151	108	77	93	164

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,965 patients

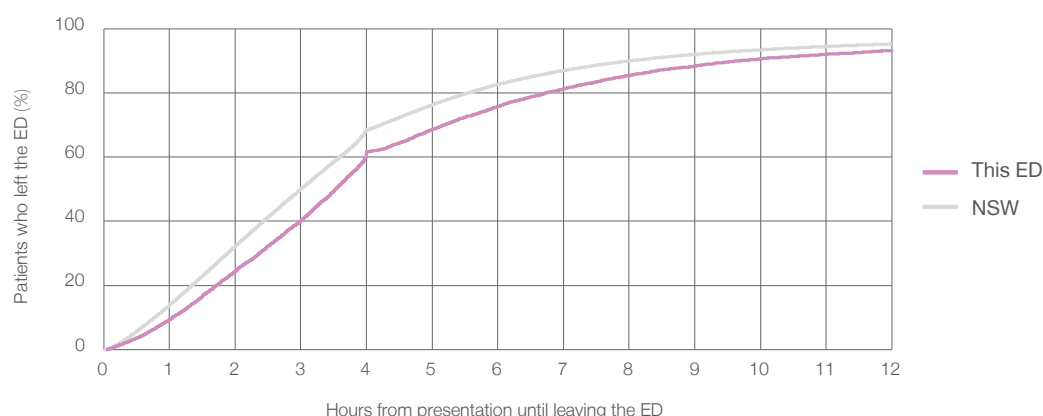
Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

Median time spent in the ED⁸ 3 hours and 32 minutes

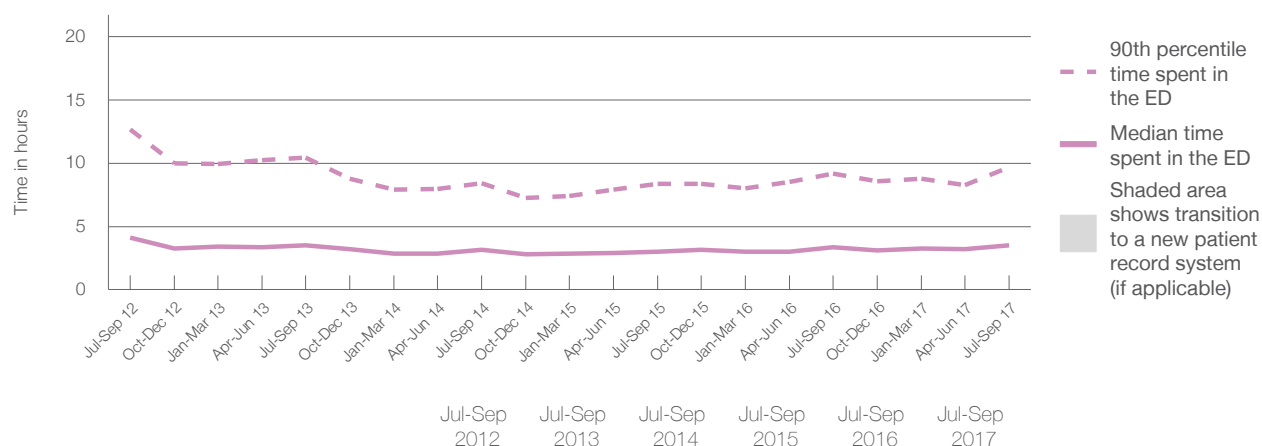
90th percentile time spent in the ED⁹ 9 hours and 40 minutes

Same period last year	NSW (this period)
7,574	
7,574	
3 hours and 21 minutes	3 hours and 0 minutes
9 hours and 12 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 8m	3h 31m	3h 9m	3h 0m	3h 21m	3h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 41m	10h 25m	8h 25m	8h 21m	9h 12m	9h 40m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

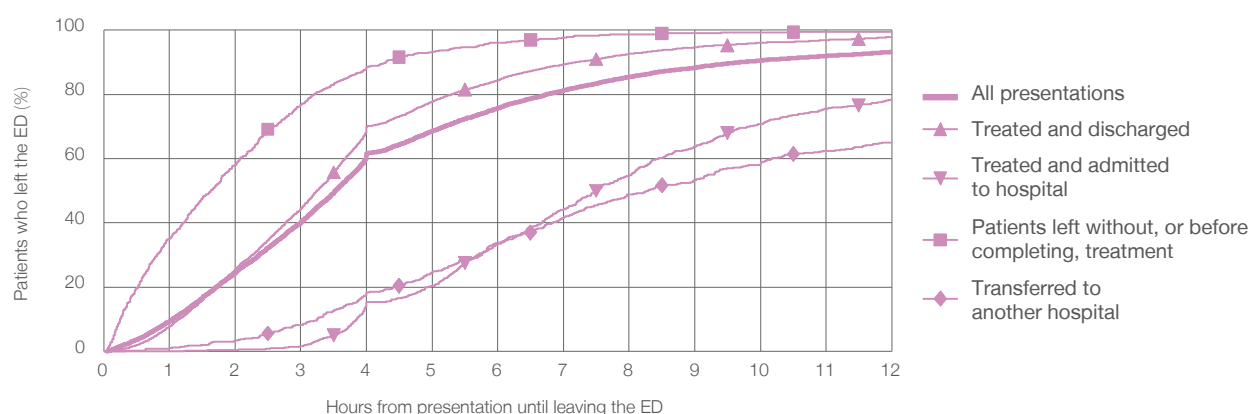
All presentations:[†] 7,965 patients

Presentations used to calculate time to leaving the ED:[‡] 7,962 patients

Treated and discharged	5,490 (68.9%)
Treated and admitted to hospital	972 (12.2%)
Patient left without, or before completing, treatment	900 (11.3%)
Transferred to another hospital	593 (7.4%)
Other	10 (0.1%)

Same period last year	Change since one year ago
7,574	5.1%
5,459	0.6%
882	10.2%
633	42.2%
590	0.5%
10	0.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	7.7%	25.5%	44.4%	70.0%	84.4%	92.6%	96.1%	97.9%
Treated and admitted to hospital	0%	0.4%	1.6%	15.2%	33.5%	54.9%	70.8%	78.4%
Patient left without, or before completing, treatment	35.1%	58.0%	76.7%	88.4%	96.1%	98.7%	99.2%	99.6%
Transferred to another hospital	1.0%	3.4%	8.1%	18.2%	33.8%	48.8%	58.6%	65.0%
All presentations	9.4%	24.5%	40.1%	61.6%	75.8%	85.4%	90.6%	93.2%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Shellharbour Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 7,965 patients

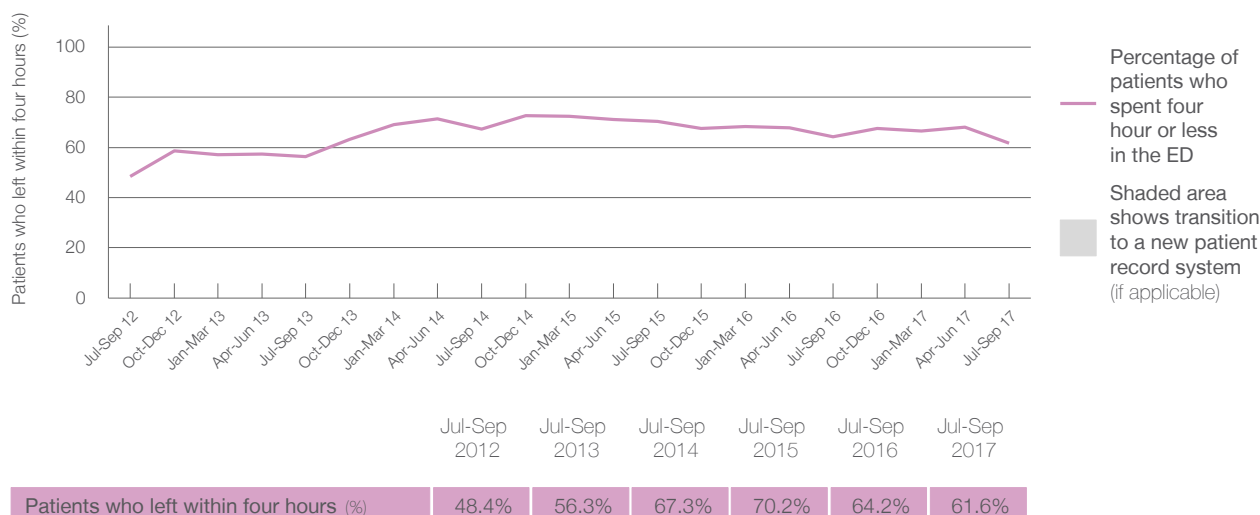
Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
7,574	5.2%
7,574	5.1%
64.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations 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 took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

South East Regional Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,343 patients

Emergency presentations:² 4,124 patients

Same period last year	Change since one year ago
4,188	3.7%
3,933	4.9%

South East Regional Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 480 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): 1,450 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): 1,679 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 497 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
340	
8 minutes	9 minutes
25 minutes	29 minutes
1,153	
27 minutes	23 minutes
93 minutes	83 minutes
1,746	
48 minutes	30 minutes
170 minutes	121 minutes
684	
54 minutes	26 minutes
168 minutes	118 minutes

South East Regional Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,339 patients

Percentage of patients who spent four hours or less in the ED 72.5%

Same period last year	Change since one year ago
4,187	3.6%
69.1%	

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

* 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, July to September 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.

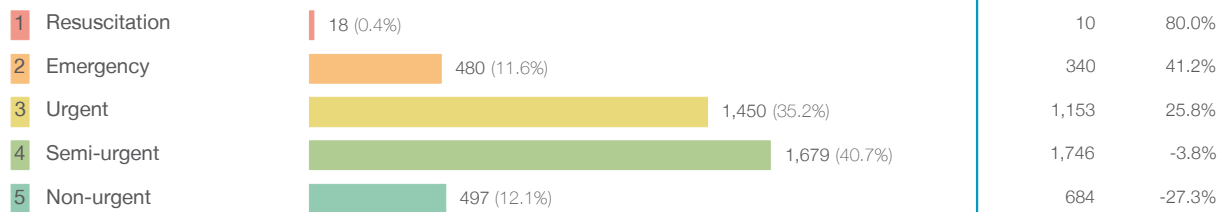
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

South East Regional Hospital: Patients presenting to the emergency department

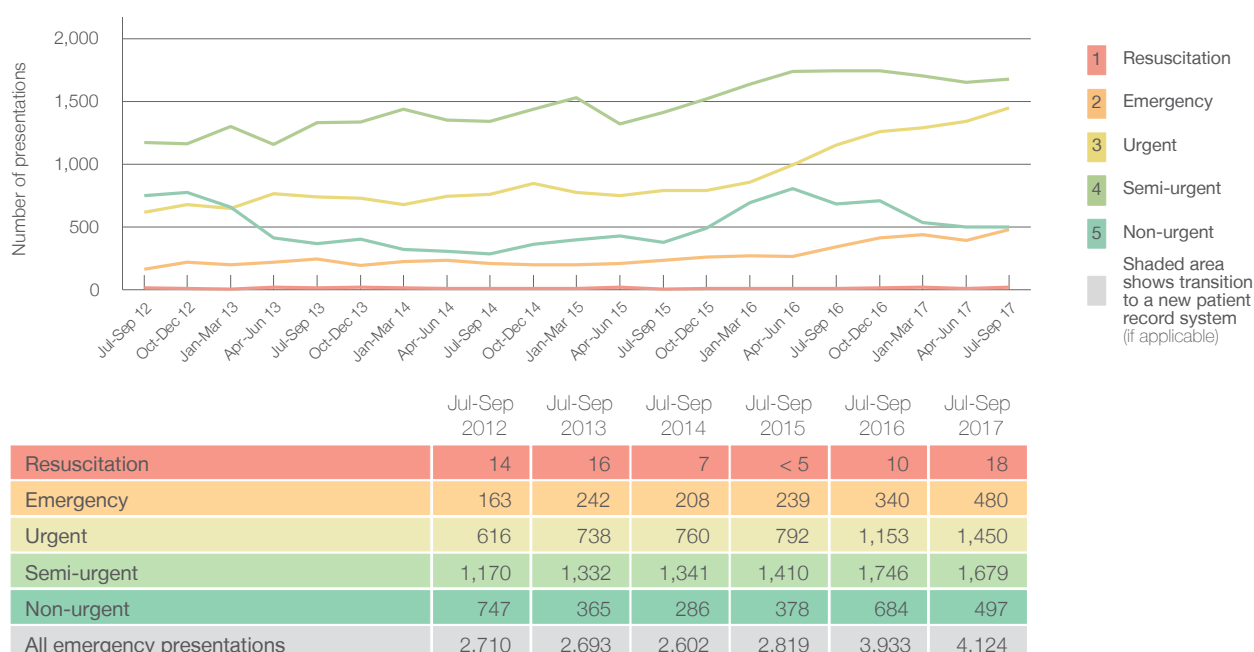
July to September 2017

All presentations:¹ 4,343 patients

Emergency presentations² by triage category: 4,124 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



South East Regional Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 987 patients

ED Transfer of care time



Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 480

Number of triage 2 patients used to calculate waiting time:³ 478

Median time to start treatment⁴

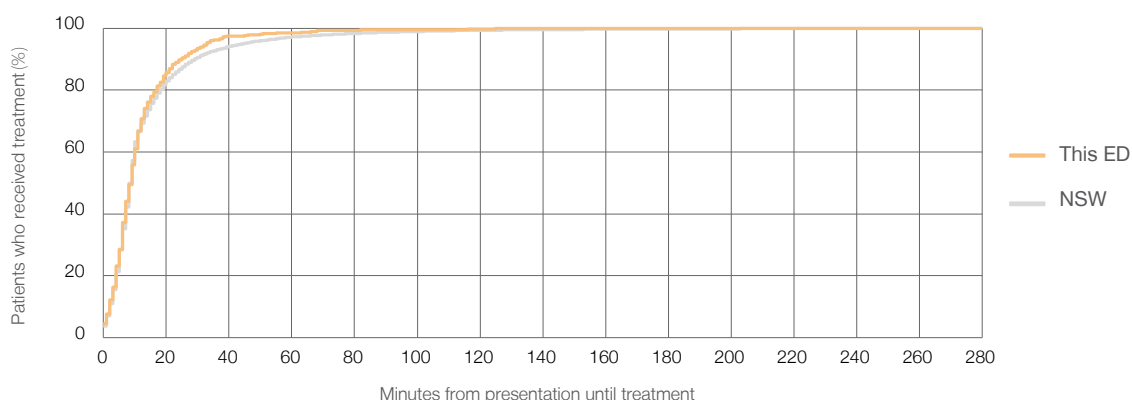
9 minutes

90th percentile time to start treatment⁵

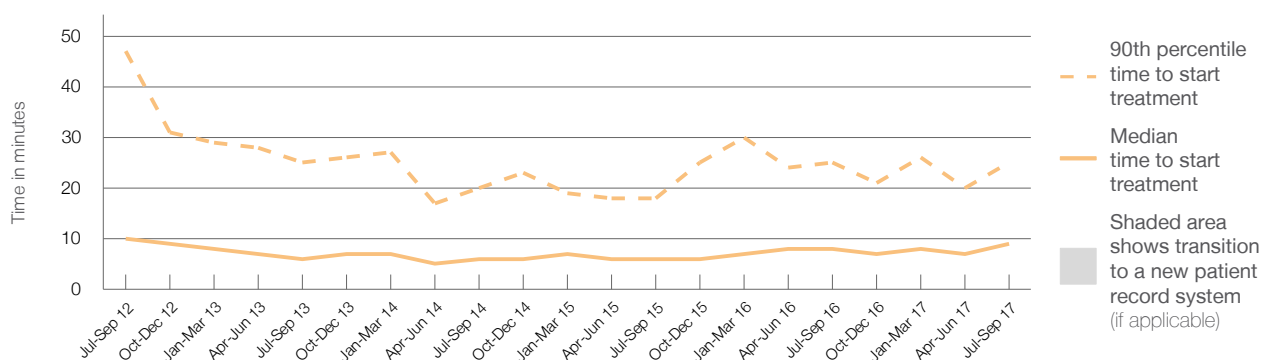
25 minutes

Same period last year	NSW (this period)
340	
337	
8 minutes	9 minutes
25 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	6	6	6	8	9
90th percentile time to start treatment ⁵ (minutes)	47	25	20	18	25	25

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,450

Number of triage 3 patients used to calculate waiting time:³ 1,419

Median time to start treatment⁴

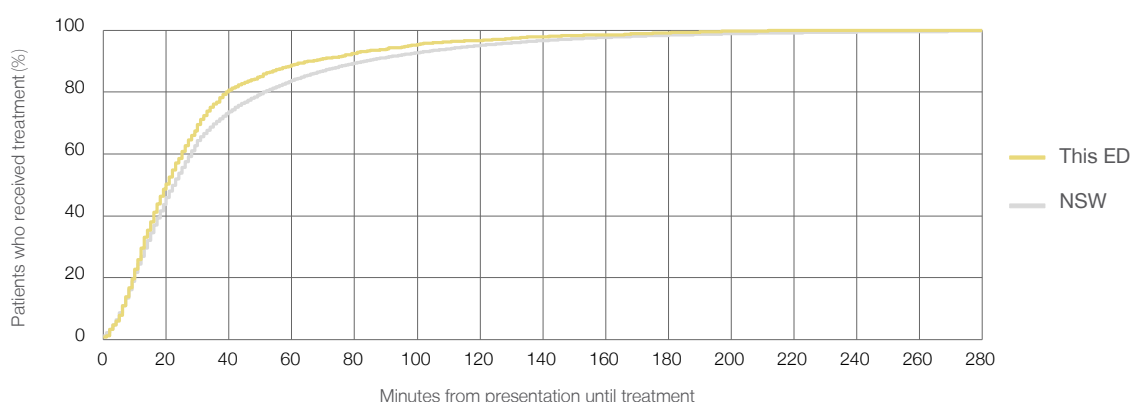
20 minutes

90th percentile time to start treatment⁵

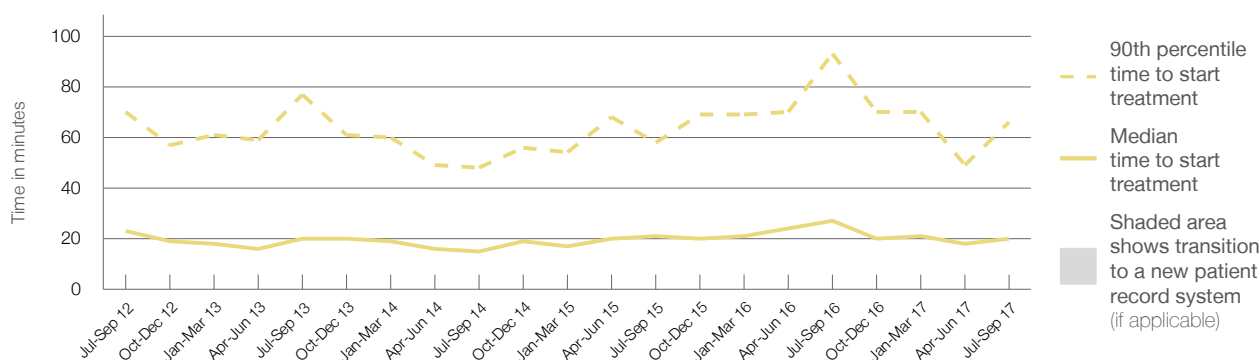
66 minutes

Same period last year	NSW (this period)
1,153	
1,125	
27 minutes	23 minutes
93 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	20	15	21	27	20
90th percentile time to start treatment ⁵ (minutes)	70	77	48	58	93	66

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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South East Regional Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,679

Number of triage 4 patients used to calculate waiting time:³ 1,564

Median time to start treatment⁴

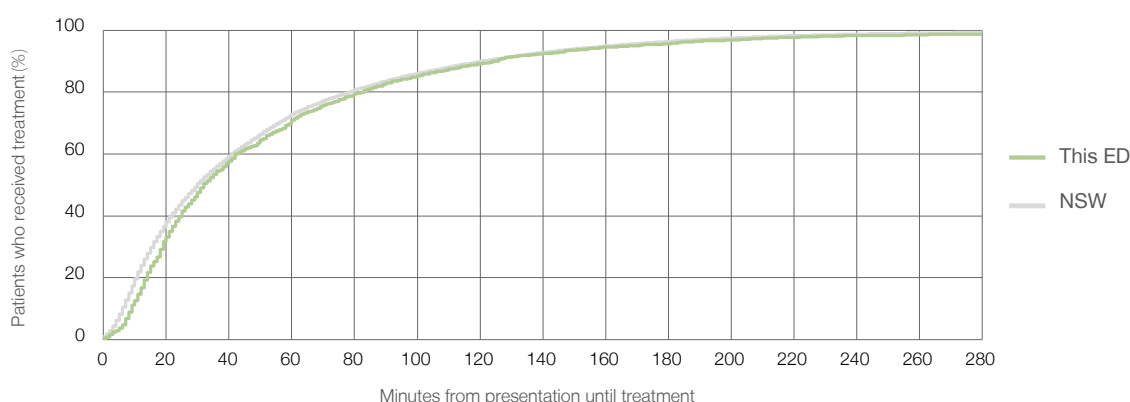
32 minutes

90th percentile time to start treatment⁵

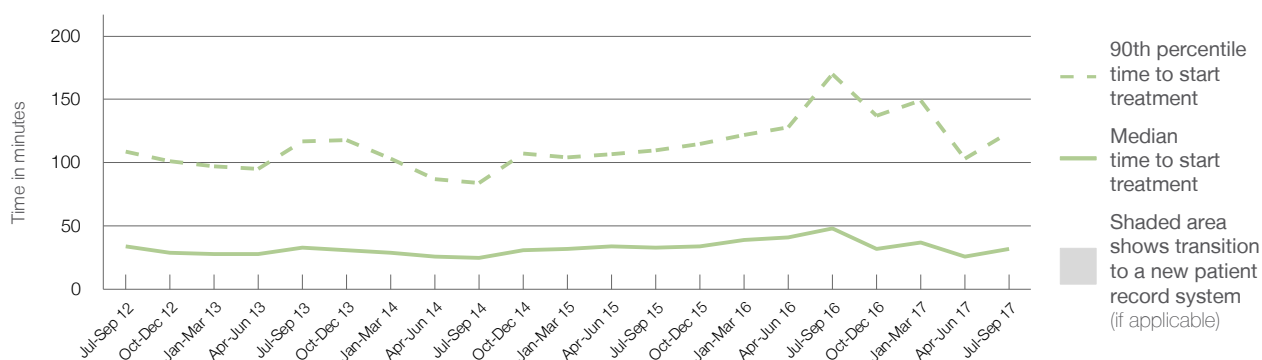
124 minutes

Same period last year	NSW (this period)
1,746	
1,578	
48 minutes	30 minutes
170 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	33	25	33	48	32
90th percentile time to start treatment ⁵ (minutes)	109	117	84	110	170	124

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 497

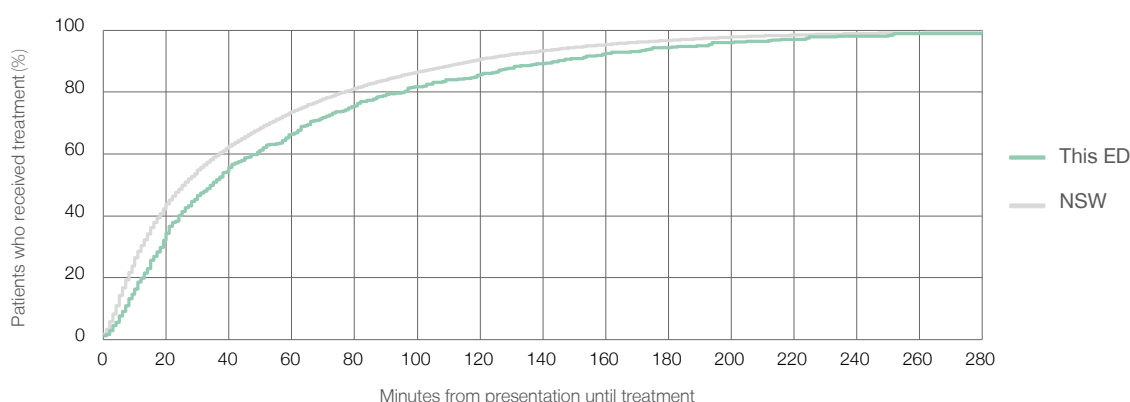
Number of triage 5 patients used to calculate waiting time:³ 417

Median time to start treatment⁴ 35 minutes

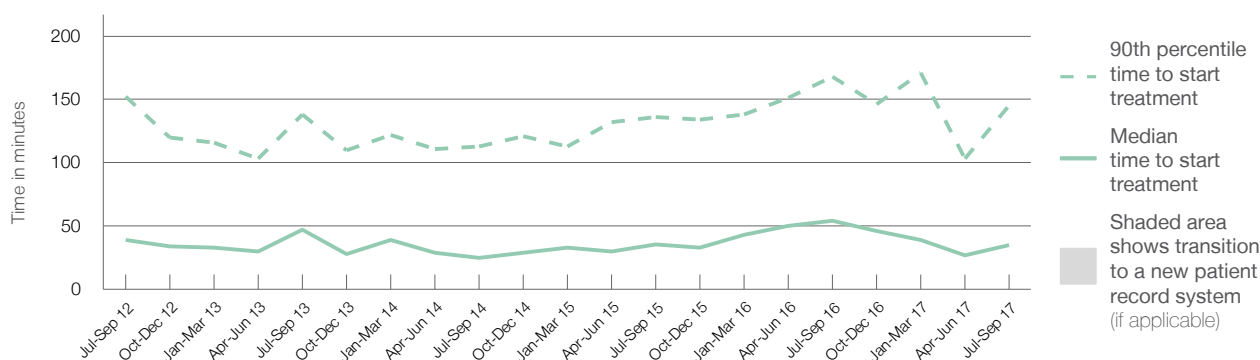
90th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
684	
554	
54 minutes	26 minutes
168 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	39	47	25	36	54	35
90th percentile time to start treatment ⁵ (minutes)	152	138	113	136	168	145

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,343 patients

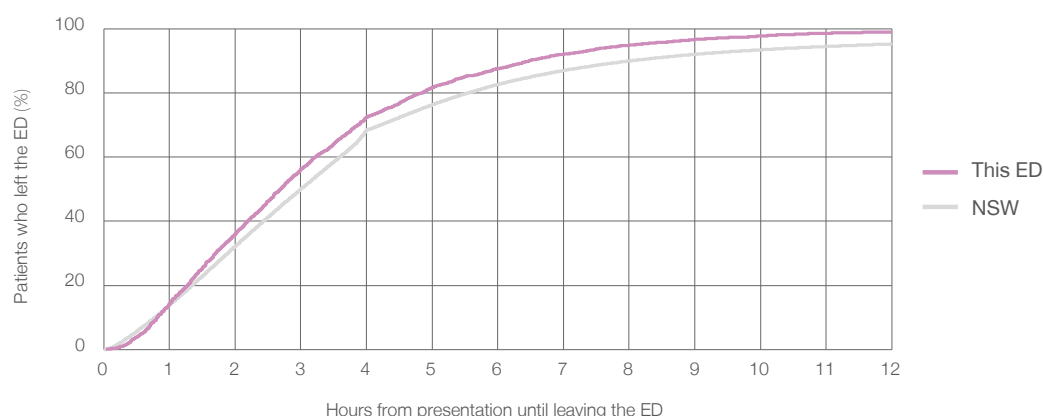
Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

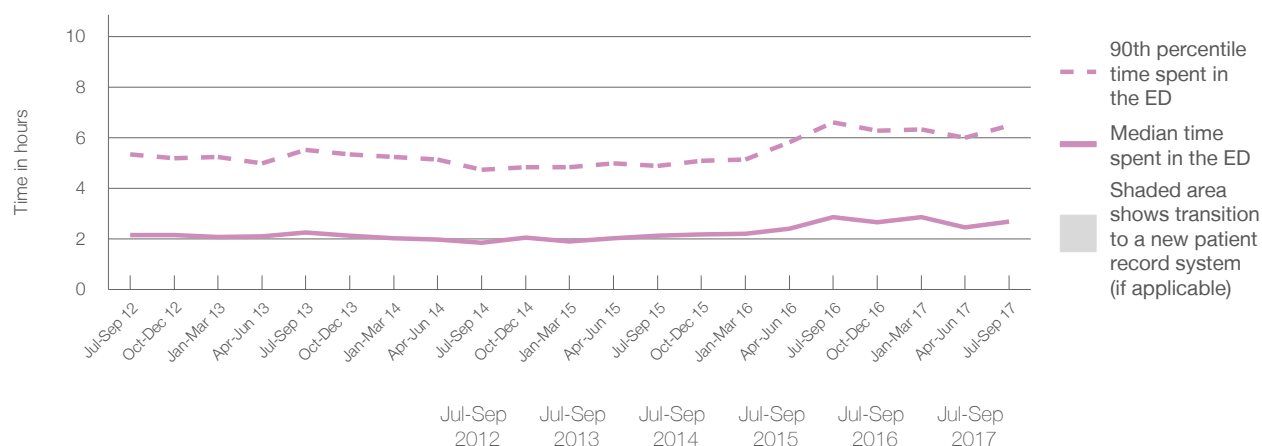
90th percentile time spent in the ED⁹ 6 hours and 29 minutes

Same period last year	NSW (this period)
4,188	
4,187	
2 hours and 52 minutes	3 hours and 0 minutes
6 hours and 37 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 9m	2h 15m	1h 52m	2h 8m	2h 52m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 21m	5h 32m	4h 45m	4h 54m	6h 37m	6h 29m

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

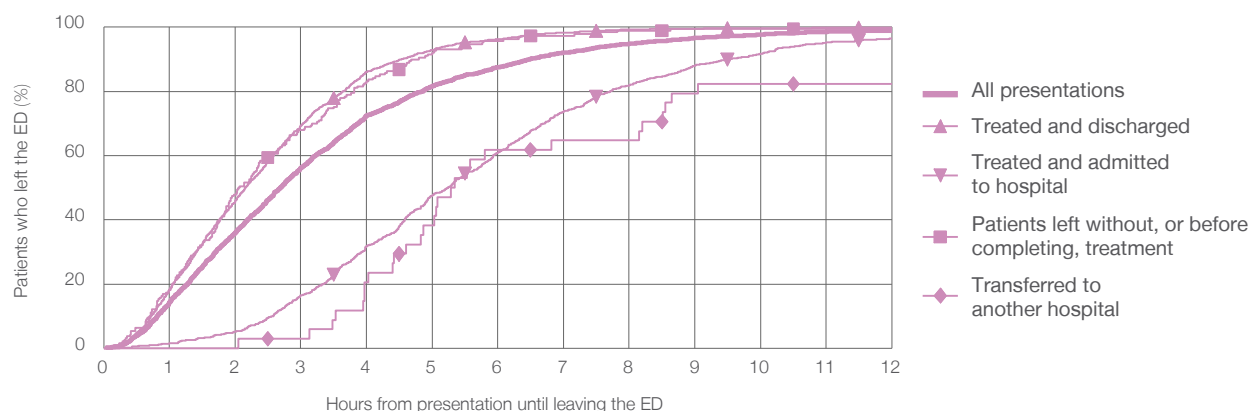
All presentations:[†] 4,343 patients

Presentations used to calculate time to leaving the ED:[‡] 4,339 patients

Treated and discharged	3,064 (70.6%)
Treated and admitted to hospital	1,037 (23.9%)
Patient left without, or before completing, treatment	190 (4.4%)
Transferred to another hospital	34 (0.8%)
Other	18 (0.4%)

Same period last year	Change since one year ago
4,187	3.6%
2,547	20.3%
1,300	-20.2%
287	-33.8%
42	-19.0%
12	50.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	18.2%	46.0%	69.5%	86.1%	96.3%	99.3%	99.8%	99.9%
Treated and admitted to hospital	1.5%	5.2%	16.5%	31.8%	60.9%	82.0%	91.8%	96.4%
Patient left without, or before completing, treatment	18.4%	47.9%	67.9%	83.2%	95.8%	98.9%	99.5%	99.5%
Transferred to another hospital	0%	0%	2.9%	20.6%	61.8%	64.7%	82.4%	82.4%
All presentations	14.3%	36.1%	56.2%	72.5%	87.5%	94.8%	97.7%	98.9%

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 4,343 patients

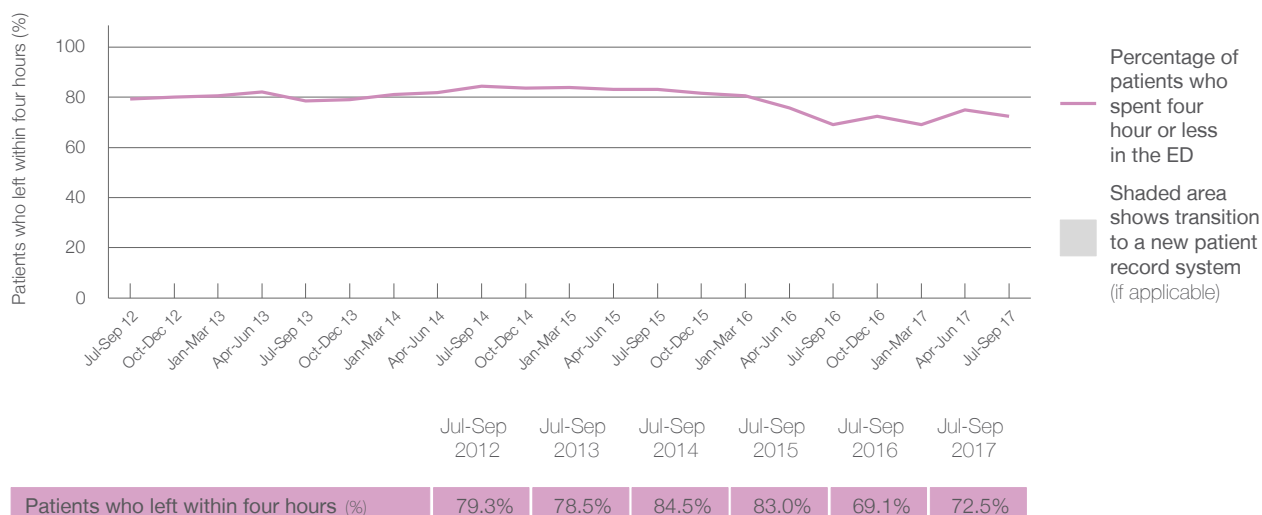
Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,188	3.7%
4,187	3.6%
69.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

- * 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Ballina District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,383 patients

Emergency presentations:² 4,158 patients

Same period last year	Change since one year ago
3,904	12.3%
3,686	12.8%

Ballina District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 359 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): 1,304 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,228 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 267 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
353	
8 minutes	9 minutes
16 minutes	29 minutes
1,202	
19 minutes	23 minutes
49 minutes	83 minutes
1,827	
25 minutes	30 minutes
104 minutes	121 minutes
292	
27 minutes	26 minutes
124 minutes	118 minutes

Ballina District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,383 patients

Percentage of patients who spent four hours or less in the ED 73.4%

Same period last year	Change since one year ago
3,903	12.3%
74.9%	

* 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, July to September 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.

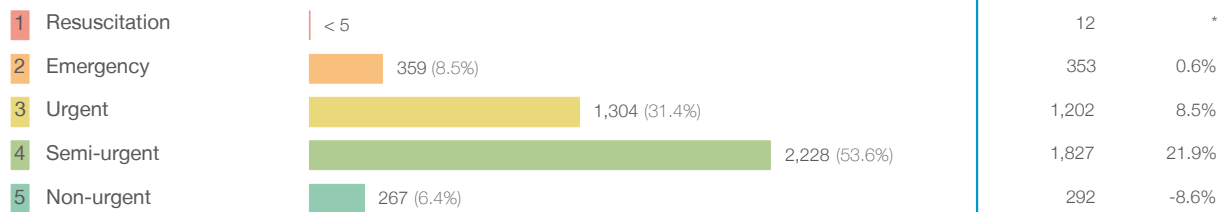
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Ballina District Hospital: Patients presenting to the emergency department

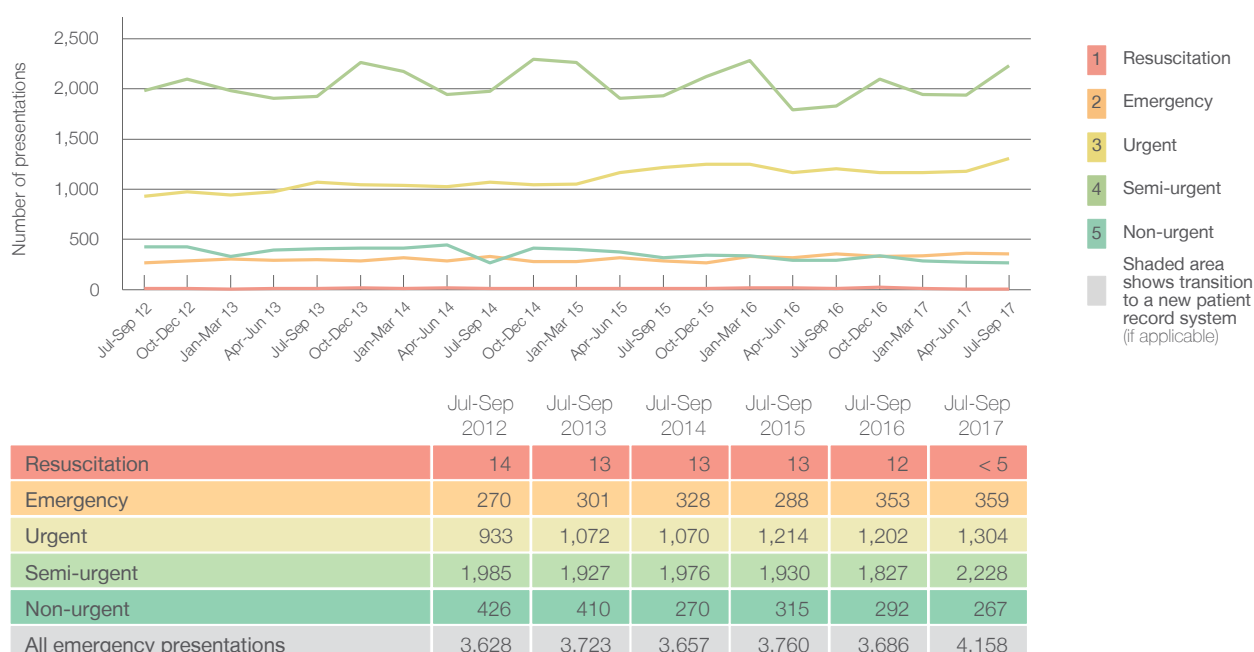
July to September 2017

All presentations:¹ 4,383 patients

Emergency presentations² by triage category: 4,158 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Ballina District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 318 patients^{**}

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Ballina District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 359

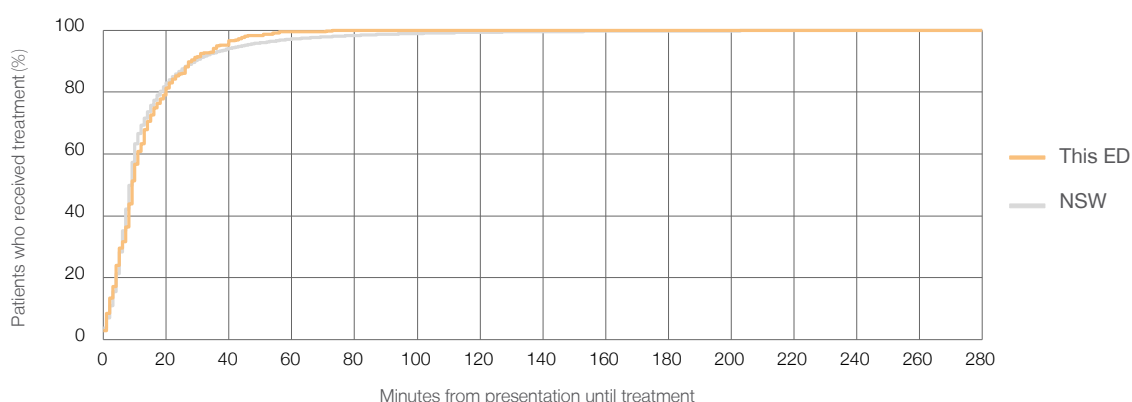
Number of triage 2 patients used to calculate waiting time:³ 354

Median time to start treatment⁴ 9 minutes

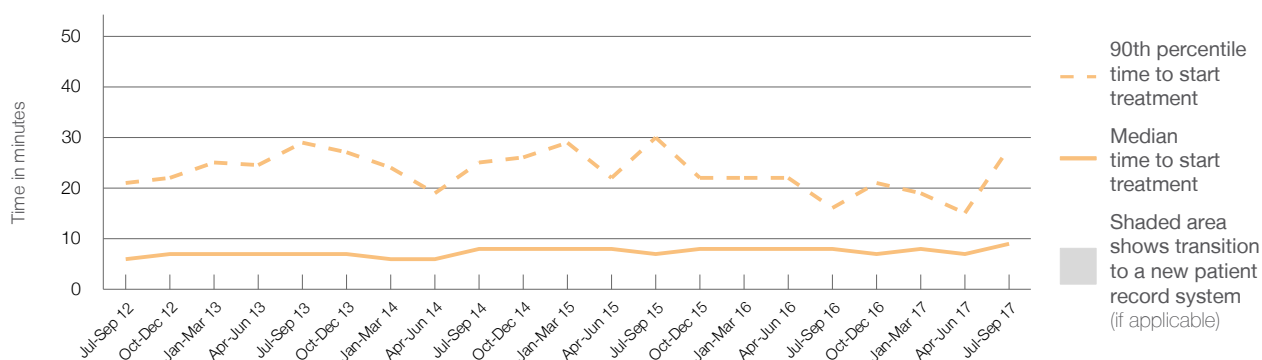
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
353	
353	
8 minutes	9 minutes
16 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	7	8	7	8	9
90th percentile time to start treatment ⁵ (minutes)	21	29	25	30	16	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 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.

Ballina District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

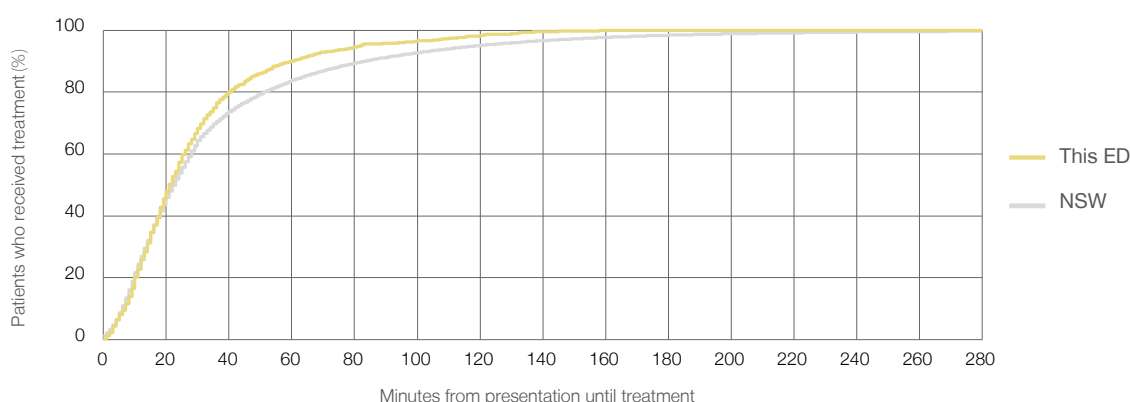
Number of triage 3 patients: 1,304

Number of triage 3 patients used to calculate waiting time:³ 1,261

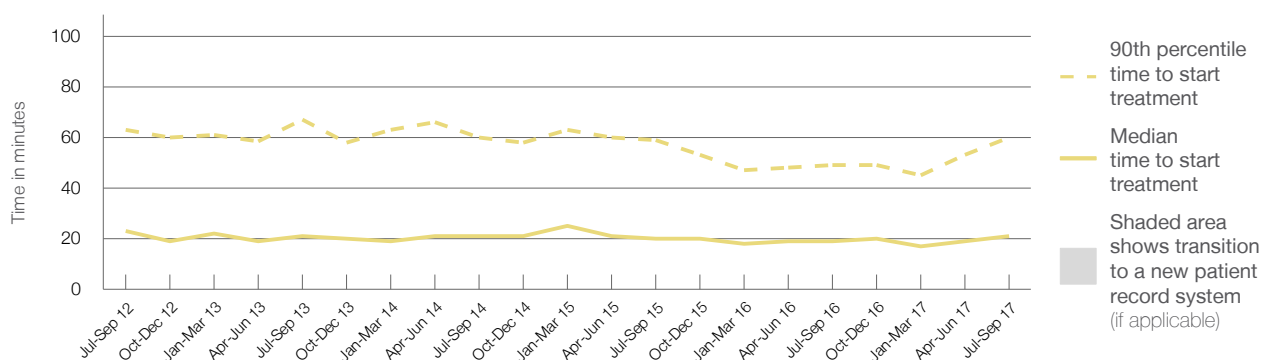
Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,202	
1,173	
19 minutes	23 minutes
49 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	21	21	20	19	21
90th percentile time to start treatment ⁵ (minutes)	63	67	60	59	49	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 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.

Ballina District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,228

Number of triage 4 patients used to calculate waiting time:³ 2,027

Median time to start treatment⁴

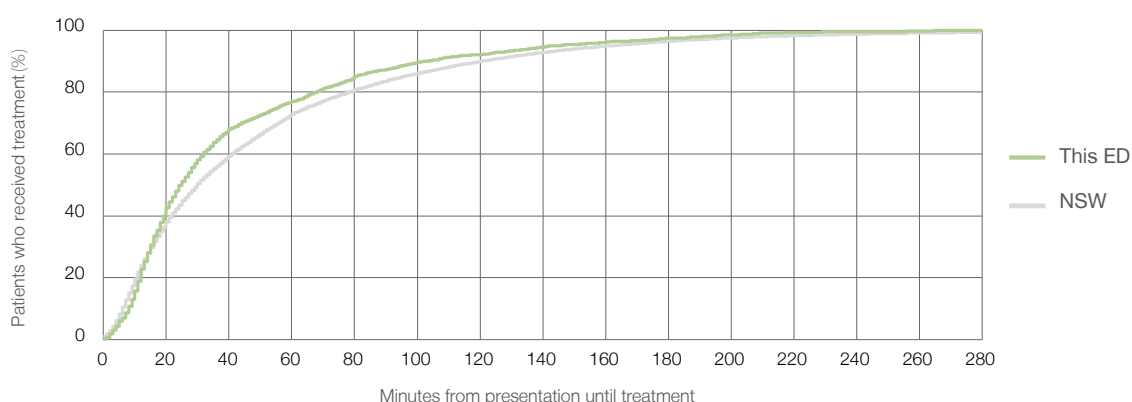
25 minutes

90th percentile time to start treatment⁵

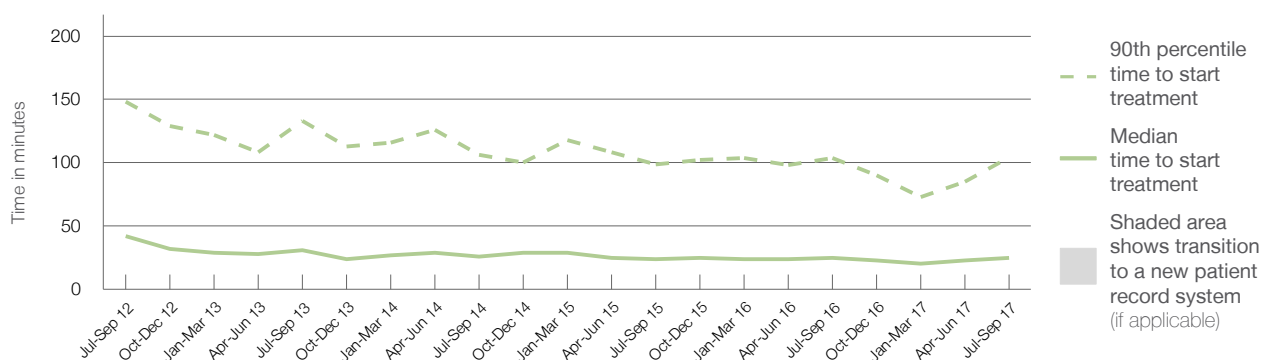
104 minutes

Same period last year	NSW (this period)
1,827	
1,610	
25 minutes	30 minutes
104 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	42	31	26	24	25	25
90th percentile time to start treatment ⁵ (minutes)	148	133	106	99	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 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.

Ballina District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 267

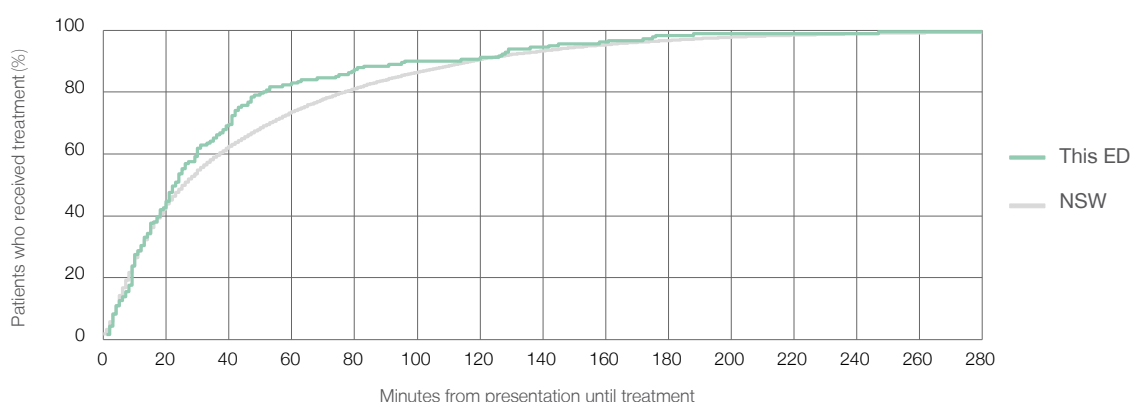
Number of triage 5 patients used to calculate waiting time:³ 181

Median time to start treatment⁴ 23 minutes

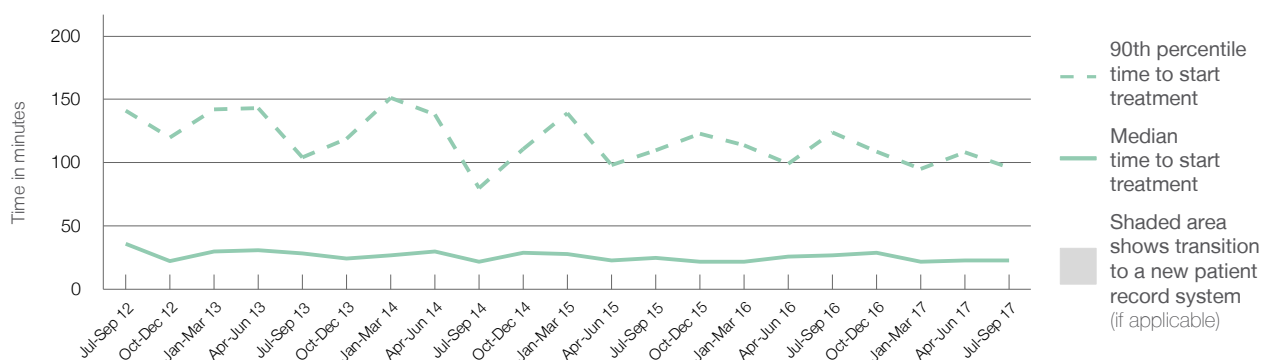
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
292	
192	
27 minutes	26 minutes
124 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	29	22	25	27	23
90th percentile time to start treatment ⁵ (minutes)	141	104	80	110	124	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 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.

Ballina District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,383 patients

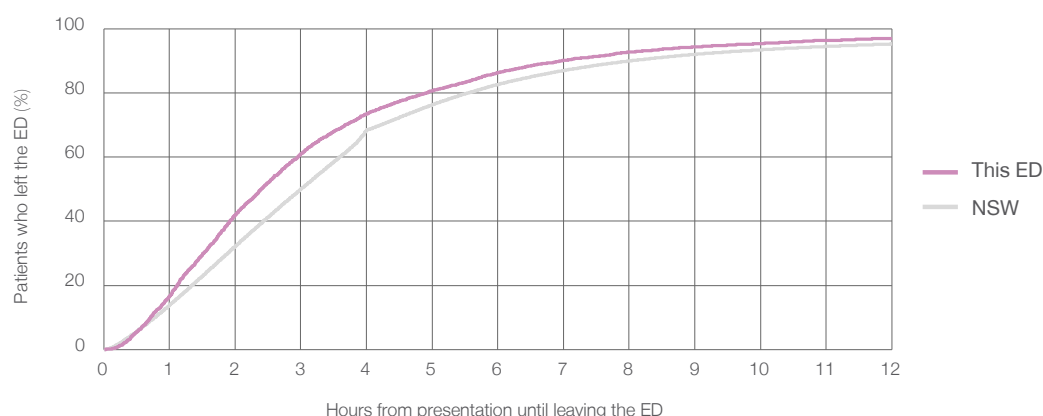
Presentations used to calculate time to leaving the ED:⁶ 4,383 patients

Median time spent in the ED⁸ 2 hours and 24 minutes

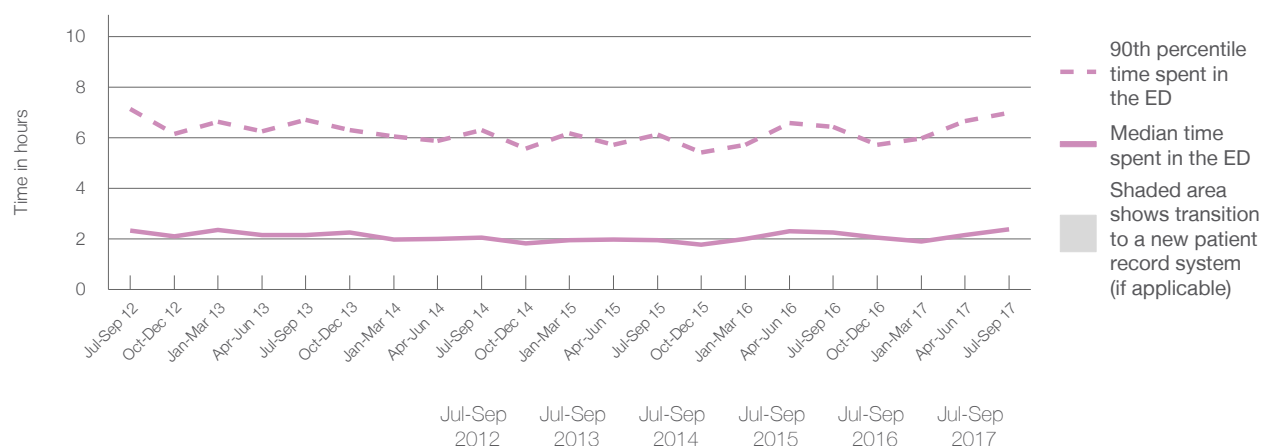
90th percentile time spent in the ED⁹ 6 hours and 59 minutes

Same period last year	NSW (this period)
3,904	
3,903	
2 hours and 15 minutes	3 hours and 0 minutes
6 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 20m	2h 10m	2h 3m	1h 57m	2h 15m	2h 24m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 8m	6h 43m	6h 18m	6h 8m	6h 26m	6h 59m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

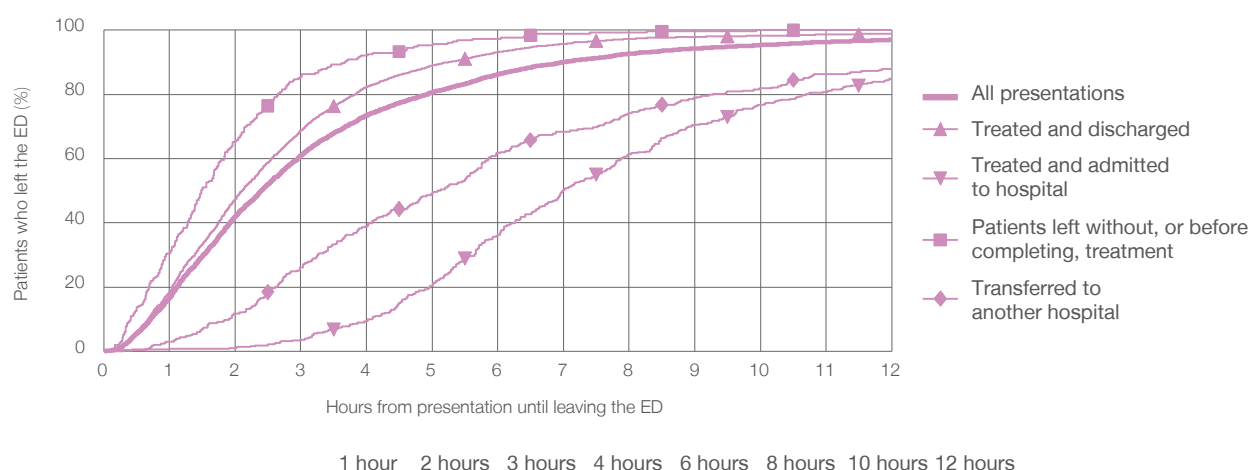
All presentations:[†] 4,383 patients

Presentations used to calculate time to leaving the ED:[‡] 4,383 patients

Treated and discharged	3,431 (78.3%)
Treated and admitted to hospital	384 (8.8%)
Patient left without, or before completing, treatment	255 (5.8%)
Transferred to another hospital	298 (6.8%)
Other	15 (0.3%)

Same period last year	Change since one year ago
3,903	12.3%
2,603	31.8%
936	-59.0%
272	-6.3%
84	254.8%
9	66.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.6%	47.5%	68.8%	82.3%	93.2%	97.4%	98.3%	98.9%
Treated and admitted to hospital	0.8%	1.0%	3.6%	9.4%	36.2%	61.5%	76.8%	84.9%
Patient left without, or before completing, treatment	30.6%	65.5%	85.5%	92.2%	97.3%	99.2%	100%	100%
Transferred to another hospital	3.0%	11.7%	26.2%	38.9%	61.7%	74.2%	81.9%	87.9%
All presentations	16.7%	42.0%	61.0%	73.4%	86.3%	92.8%	95.4%	97.0%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 4,383 patients

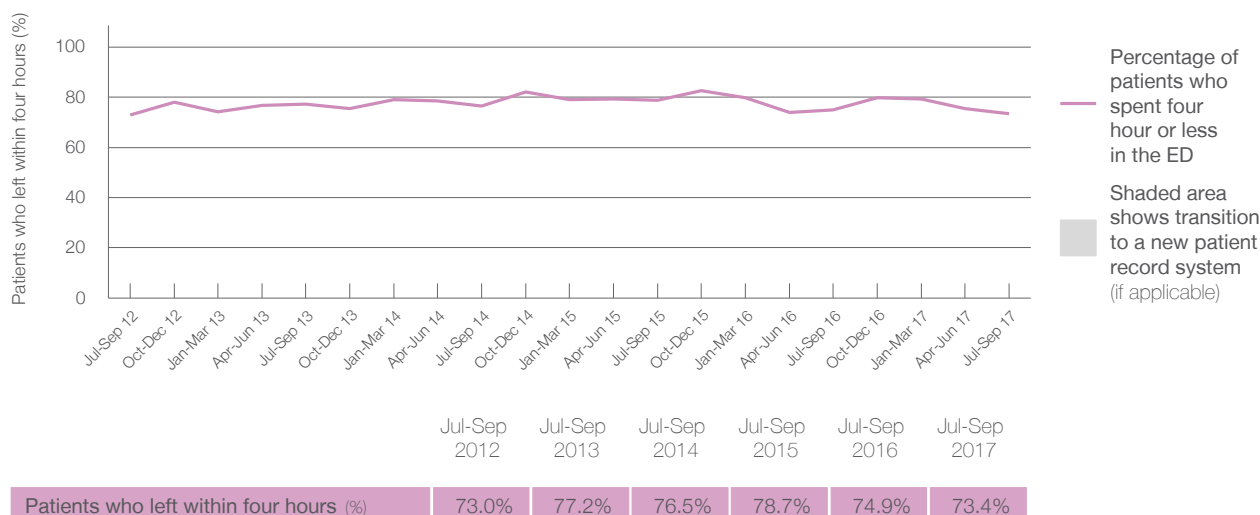
Presentations used to calculate time to leaving the ED:⁶ 4,383 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,904	12.3%
3,903	12.3%
74.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Bateman's Bay District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,039 patients

Emergency presentations:² 3,854 patients

Same period last year	Change since one year ago
3,567	13.2%
3,487	10.5%

Bateman's Bay District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 347 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,166 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,933 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 397 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
281	
8 minutes	9 minutes
26 minutes	29 minutes
995	
18 minutes	23 minutes
57 minutes	83 minutes
1,685	
24 minutes	30 minutes
77 minutes	121 minutes
510	
21 minutes	26 minutes
78 minutes	118 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,037 patients

Percentage of patients who spent four hours or less in the ED 85.1%

Same period last year	Change since one year ago
3,567	13.2%
84.7%	

* 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, July to September 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.

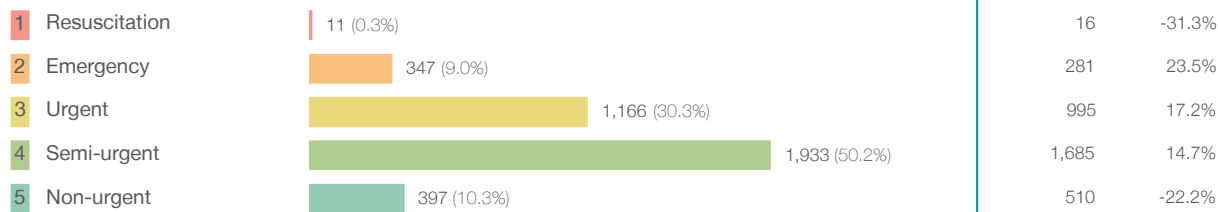
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Bateman's Bay District Hospital: Patients presenting to the emergency department

July to September 2017

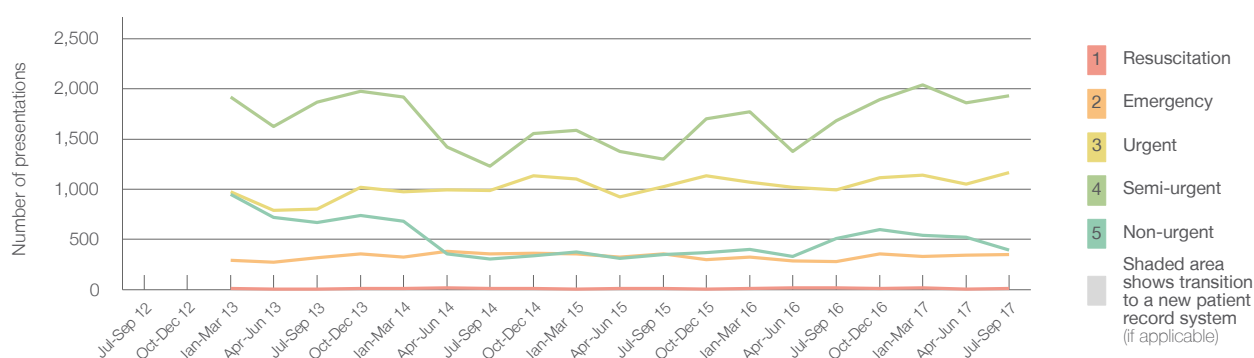
All presentations:¹ 4,039 patients

Emergency presentations² by triage category: 3,854 patients



Same period last year	Change since one year ago
3,567	13.2%
3,487	10.5%
16	-31.3%
281	23.5%
995	17.2%
1,685	14.7%
510	-22.2%

Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation		5	13	13	16	11
Emergency		319	355	358	281	347
Urgent		800	985	1,025	995	1,166
Semi-urgent		1,867	1,231	1,299	1,685	1,933
Non-urgent		671	304	347	510	397
All emergency presentations		3,662	2,888	3,042	3,487	3,854

Bateman's Bay District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 509 patients

ED Transfer of care time



Same period last year	Change since one year ago
470	
9 minutes	0 minutes
25 minutes	-3 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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:³ 341

Median time to start treatment⁴

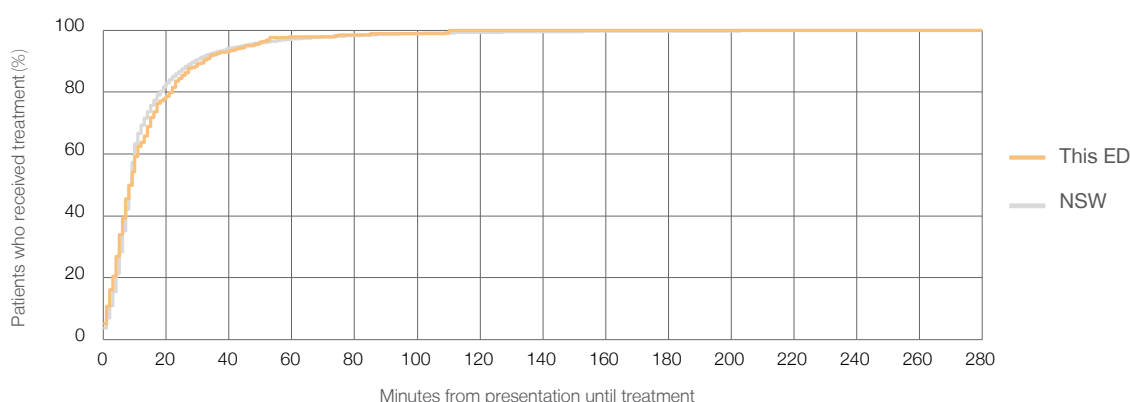
9 minutes

90th percentile time to start treatment⁵

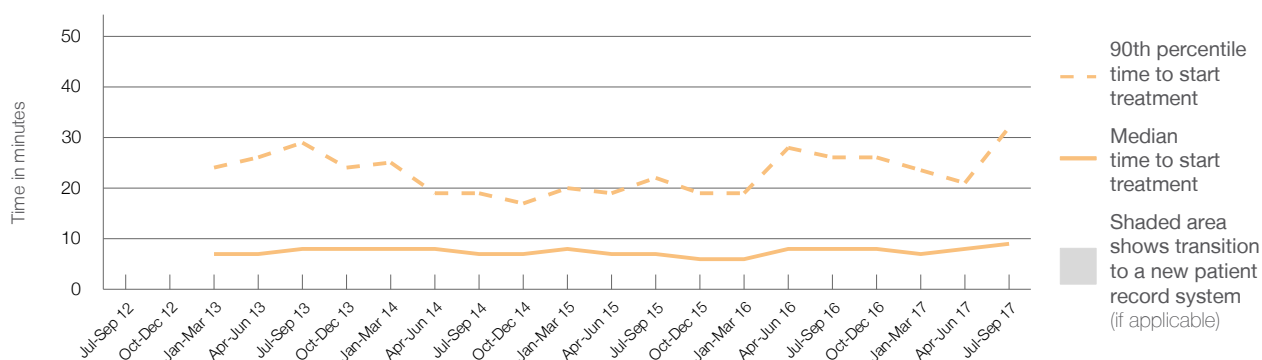
32 minutes

Same period last year	NSW (this period)
281	
278	
8 minutes	9 minutes
26 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		8	7	7	8	9
90th percentile time to start treatment ⁵ (minutes)		29	19	22	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 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.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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 1,101

Median time to start treatment⁴

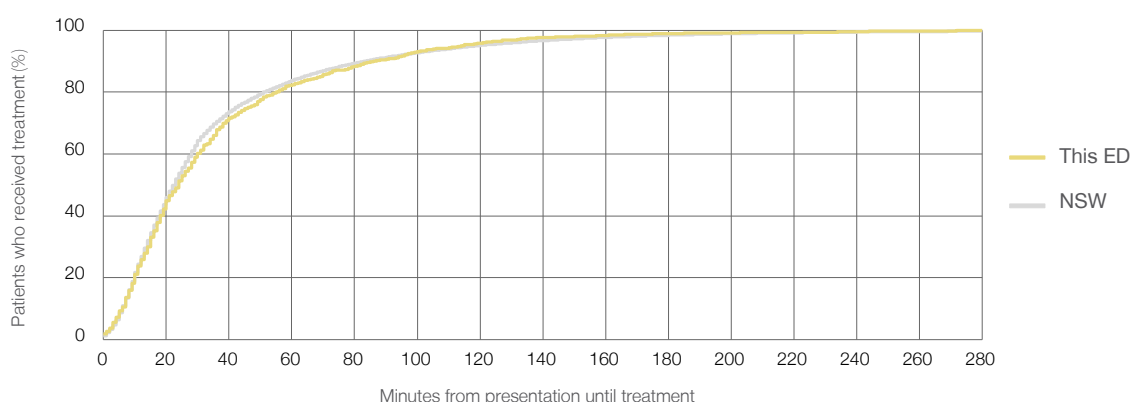
24 minutes

90th percentile time to start treatment⁵

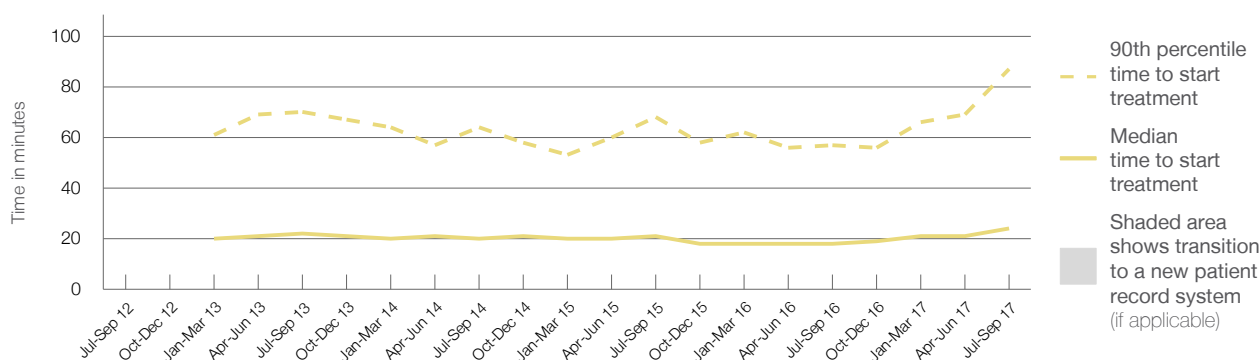
87 minutes

Same period last year	NSW (this period)
995	
939	
18 minutes	23 minutes
57 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		22	20	21	18	24
90th percentile time to start treatment ⁵ (minutes)		70	64	68	57	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 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.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,933

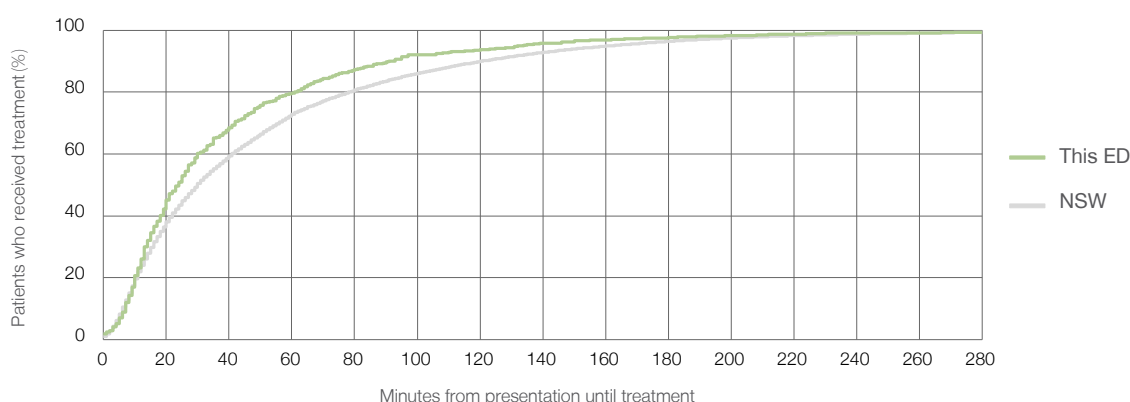
Number of triage 4 patients used to calculate waiting time:³ 728

Median time to start treatment⁴ 24 minutes

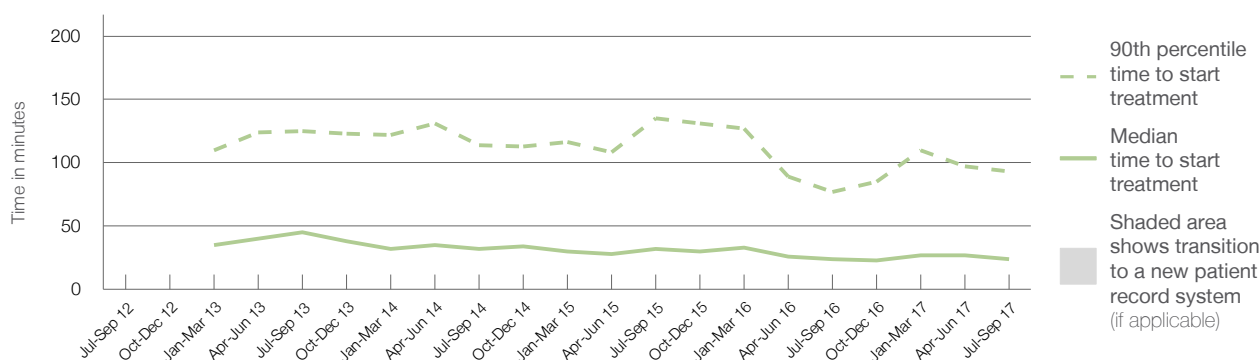
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,685	
790	
24 minutes	30 minutes
77 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		45	32	32	24	24
90th percentile time to start treatment ⁵ (minutes)		125	114	135	77	93

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 397

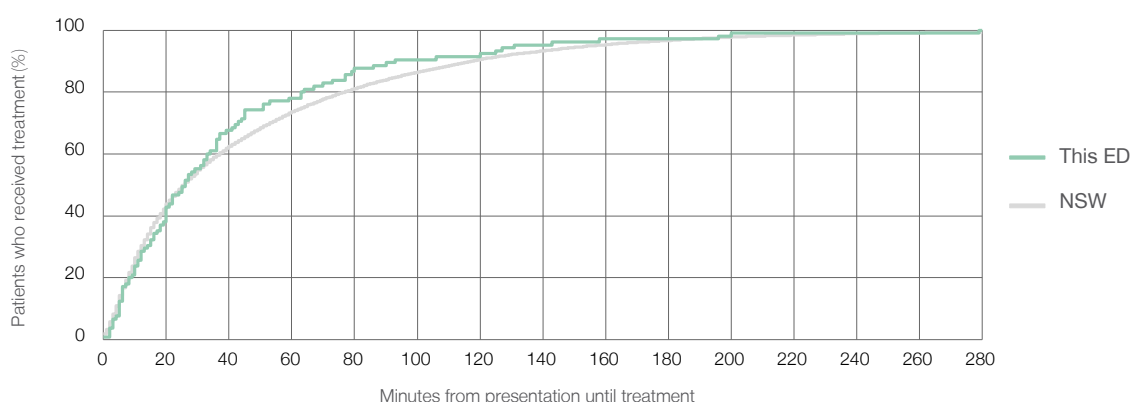
Number of triage 5 patients used to calculate waiting time:³ 105

Median time to start treatment⁴ 26 minutes

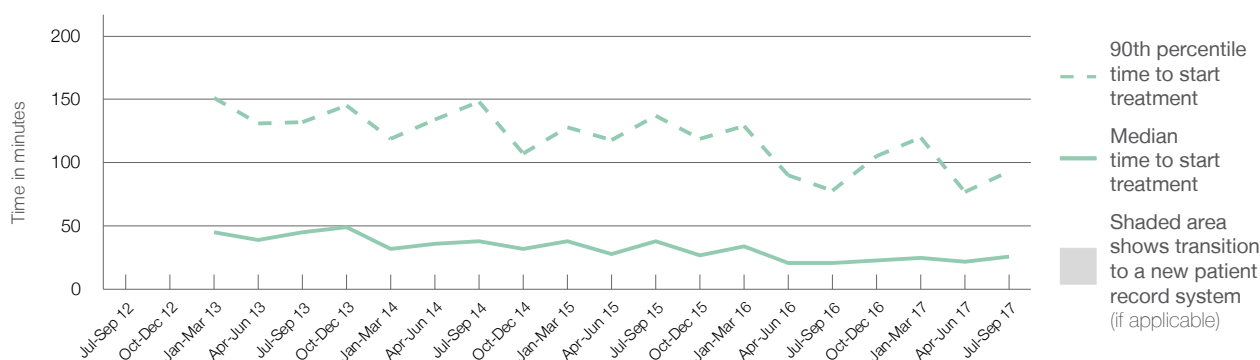
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
510	
147	
21 minutes	26 minutes
78 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		45	38	38	21	26
90th percentile time to start treatment ⁵ (minutes)		132	148	137	78	93

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Bateman's Bay District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,039 patients

Presentations used to calculate time to leaving the ED:⁶ 4,037 patients

Median time spent in the ED⁸

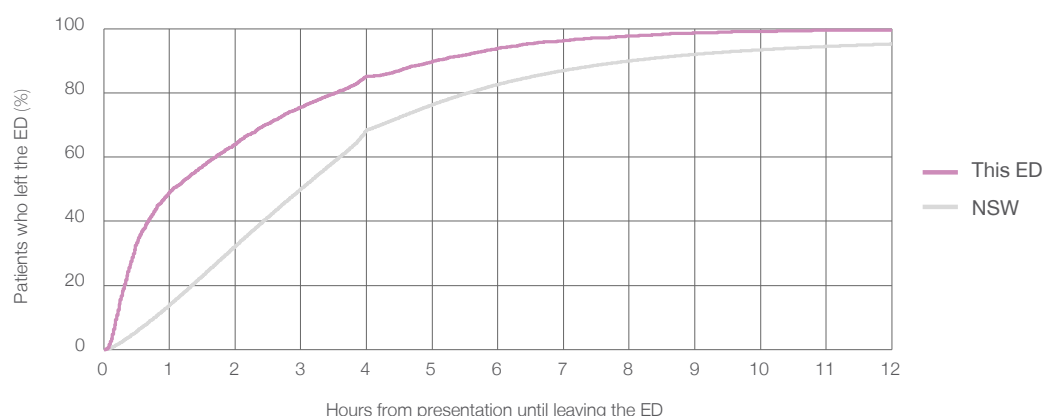
1 hours and 4 minutes

90th percentile time spent in the ED⁹

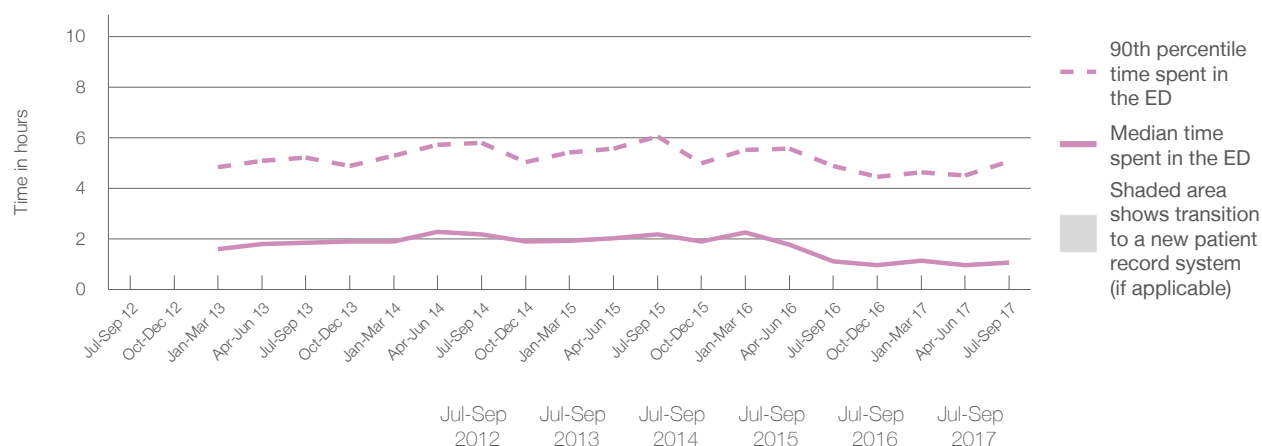
5 hours and 4 minutes

Same period last year	NSW (this period)
3,567	
3,567	
1 hours and 7 minutes	3 hours and 0 minutes
4 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
		1h 52m	2h 11m	2h 11m	1h 7m	1h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)		5h 13m	5h 48m	6h 4m	4h 54m	5h 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 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.

Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

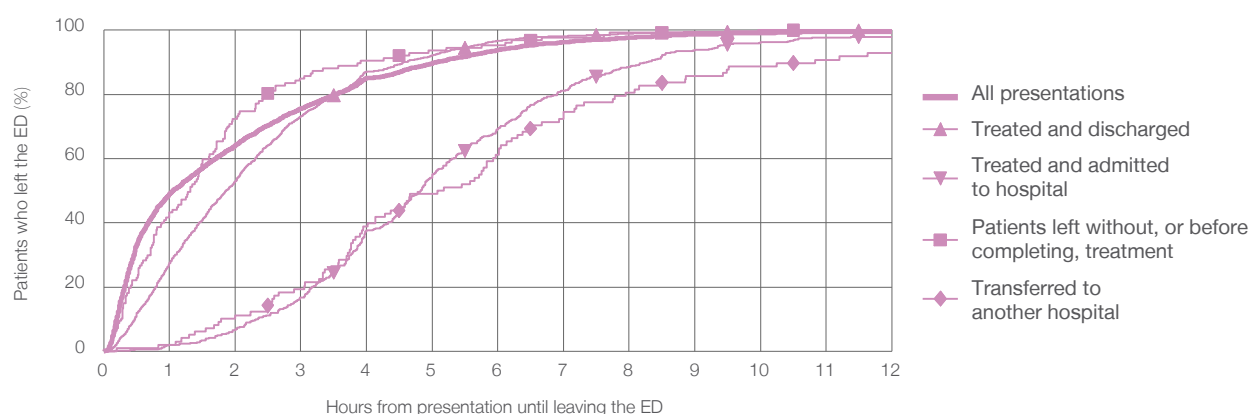
July to September 2017

All presentations:[†] 4,039 patients

Presentations used to calculate time to leaving the ED:[‡] 4,037 patients

		Same period last year	Change since one year ago
Treated and discharged	1,809 (44.8%)	1,427	26.8%
Treated and admitted to hospital	463 (11.5%)	681	-32.0%
Patient left without, or before completing, treatment	127 (3.1%)	129	-1.6%
Transferred to another hospital	98 (2.4%)	127	-22.8%
Other	1,542 (38.2%)	1,203	28.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.4%	53.1%	73.2%	87.1%	96.7%	98.9%	99.7%	99.9%
Treated and admitted to hospital	1.9%	6.7%	16.6%	37.6%	69.3%	88.6%	96.3%	97.8%
Patient left without, or before completing, treatment	43.3%	72.4%	85.0%	90.6%	95.3%	99.2%	100%	100%
Transferred to another hospital	2.0%	11.2%	19.4%	38.8%	61.2%	80.6%	88.8%	92.9%
All presentations	49.0%	64.1%	75.6%	85.1%	93.8%	97.7%	99.2%	99.5%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Bateman's Bay District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 4,039 patients

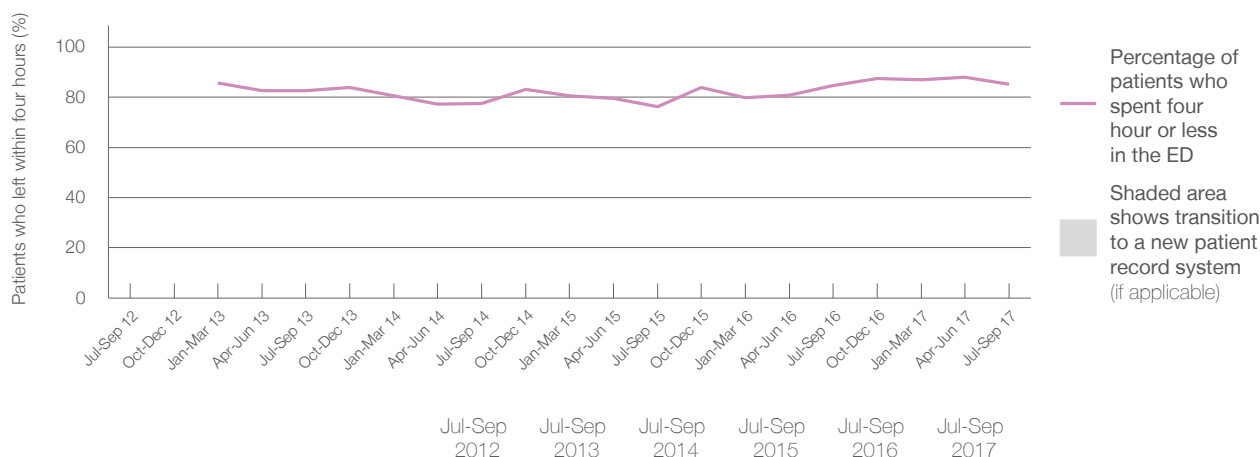
Presentations used to calculate time to leaving the ED:⁶ 4,037 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,567	13.2%
3,567	13.2%
84.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡§}



Patients who left within four hours (%)

82.7% 77.5% 76.3% 84.7% 85.1%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - § 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,491 patients

Emergency presentations:² 4,420 patients

Same period last year	Change since one year ago
4,216	6.5%
4,123	7.2%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 674 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): 1,194 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,123 patients

Median time to start treatment⁴ 33 minutes

90th percentile time to start treatment⁵ 146 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 393 patients

Median time to start treatment⁴ 38 minutes

90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
497	
7 minutes	9 minutes
21 minutes	29 minutes
997	
19 minutes	23 minutes
65 minutes	83 minutes
2,033	
28 minutes	30 minutes
125 minutes	121 minutes
584	
35 minutes	26 minutes
155 minutes	118 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,491 patients

Percentage of patients who spent four hours or less in the ED

76.9%

Same period last year	Change since one year ago
4,212	6.6%
76.0%	

* 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, July to September 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.

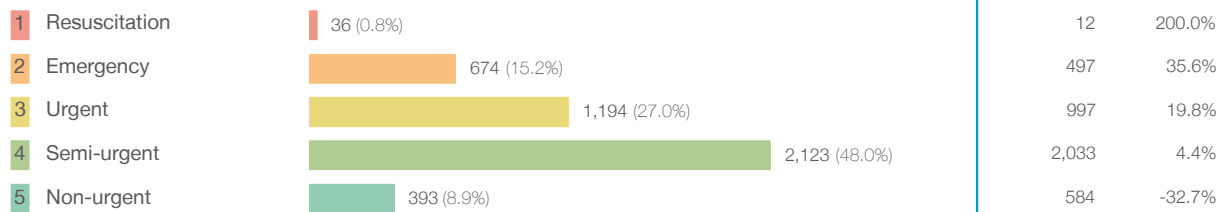
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

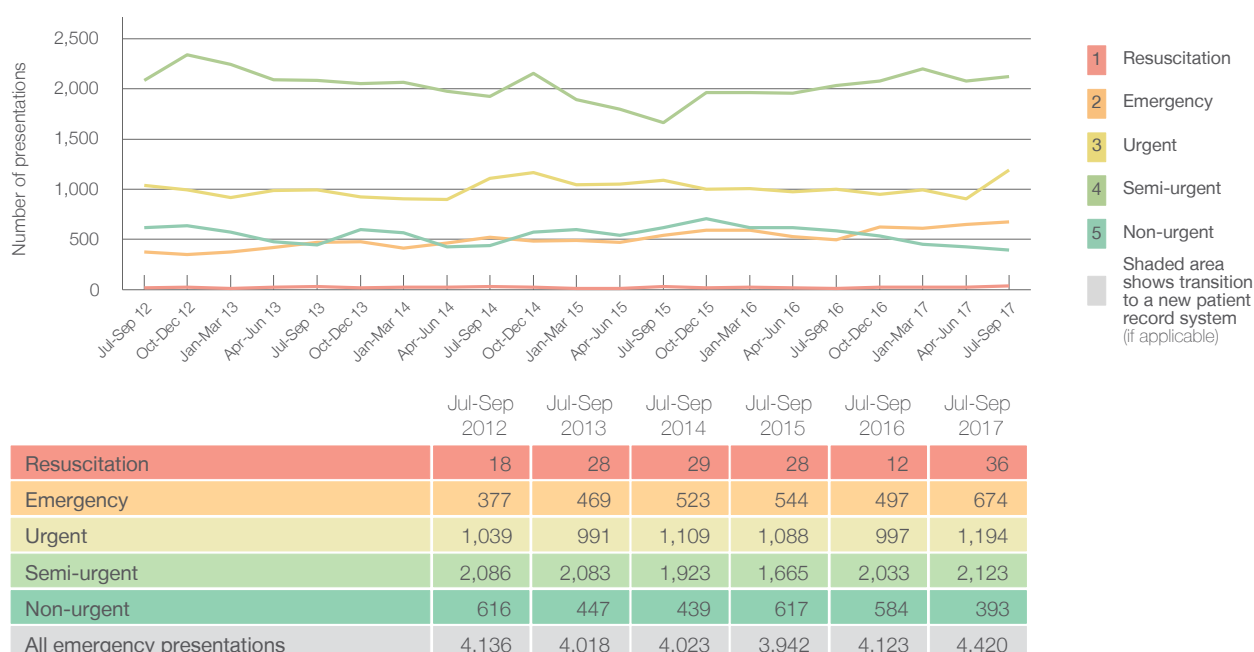
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 4,491 patients

Emergency presentations² by triage category: 4,420 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 875 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 674

Number of triage 2 patients used to calculate waiting time:³ 669

Median time to start treatment⁴

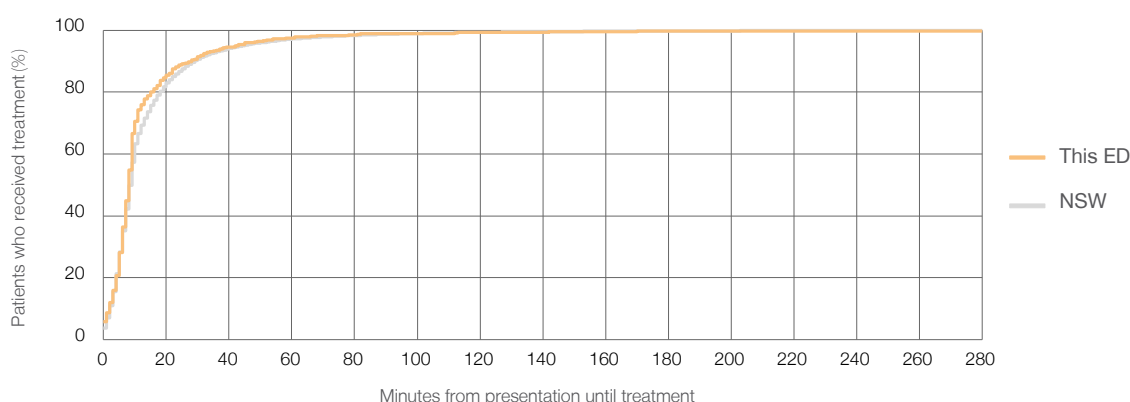
8 minutes

90th percentile time to start treatment⁵

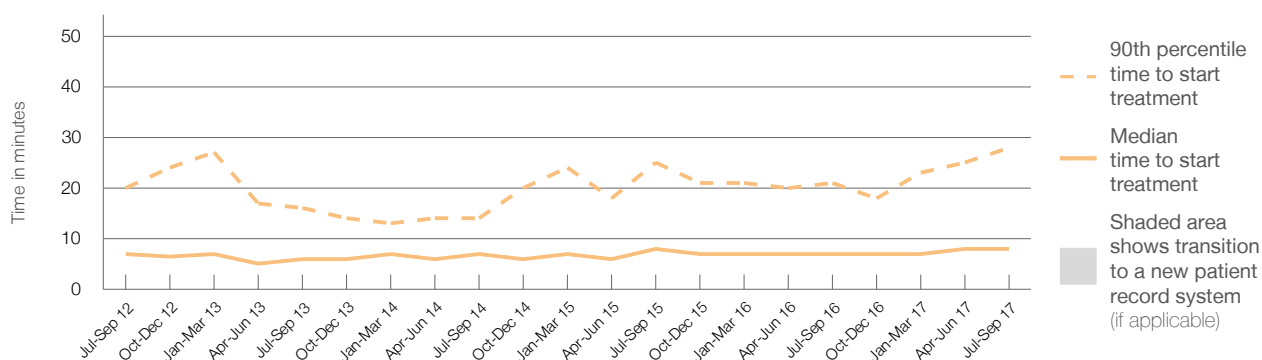
28 minutes

Same period last year	NSW (this period)
497	
491	
7 minutes	9 minutes
21 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	6	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)	20	16	14	25	21	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 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,194

Number of triage 3 patients used to calculate waiting time:³ 1,169

Median time to start treatment⁴

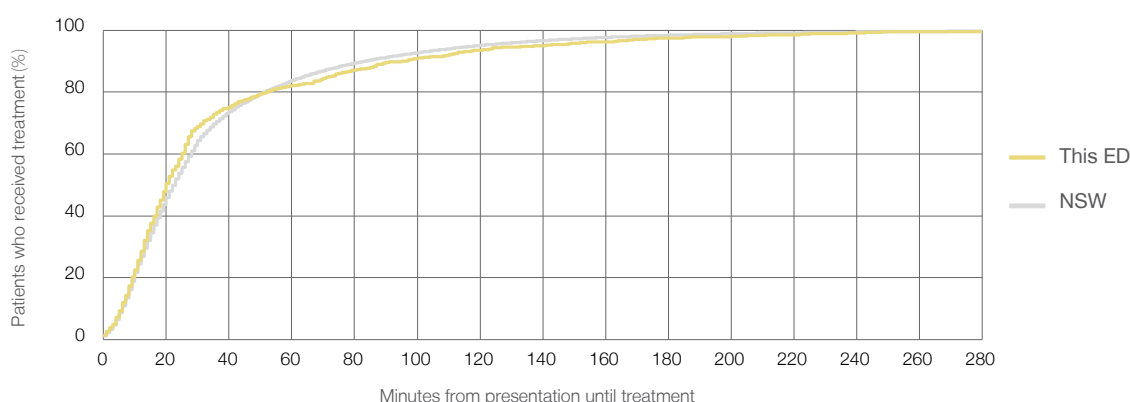
20 minutes

90th percentile time to start treatment⁵

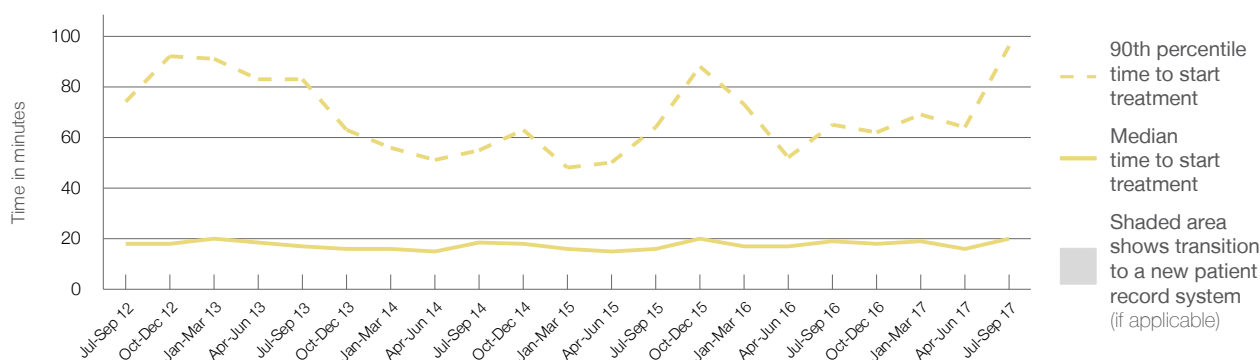
96 minutes

Same period last year	NSW (this period)
997	
978	
19 minutes	23 minutes
65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	17	19	16	19	20
90th percentile time to start treatment ⁵ (minutes)	74	83	55	64	65	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 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

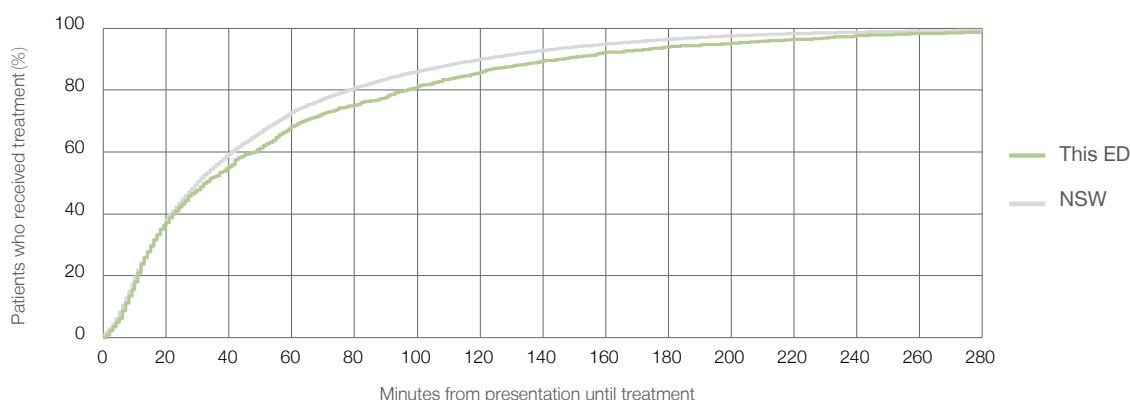
33 minutes

90th percentile time to start treatment⁵

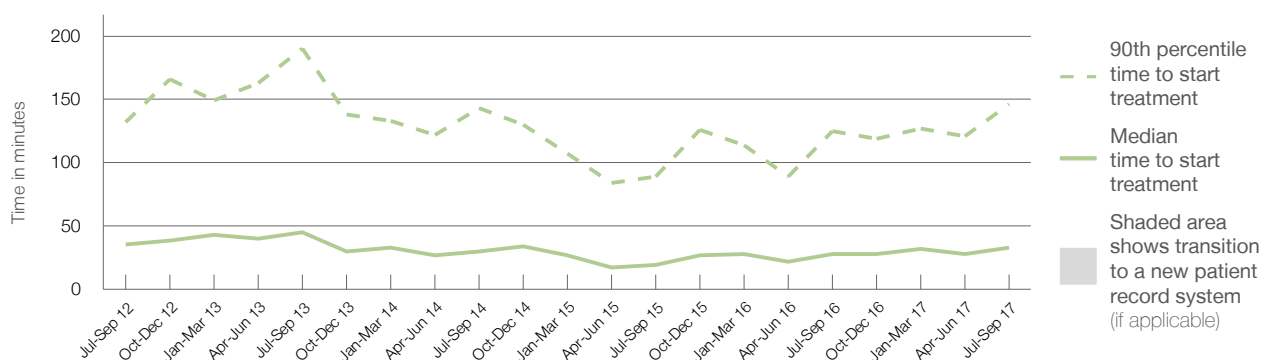
146 minutes

Same period last year	NSW (this period)
2,033	
1,891	
28 minutes	30 minutes
125 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	45	30	19	28	33
90th percentile time to start treatment ⁵ (minutes)	132	190	143	89	125	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 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 393

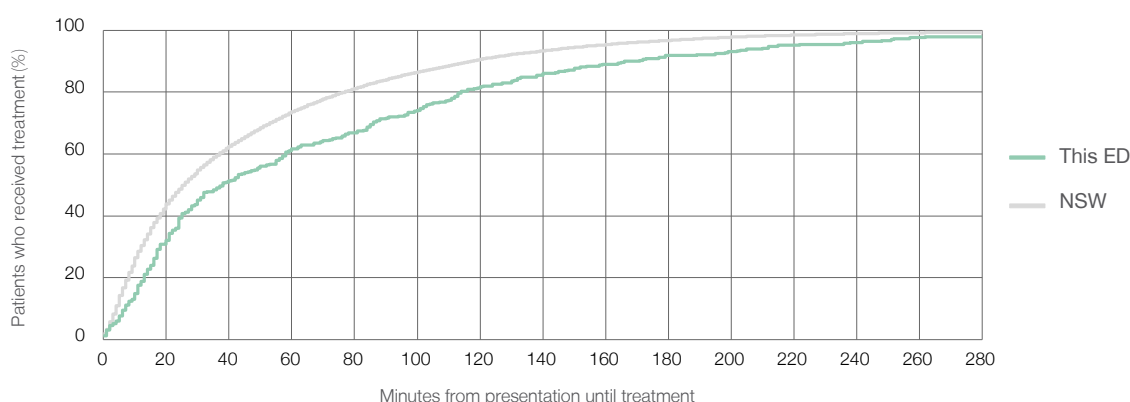
Number of triage 5 patients used to calculate waiting time:³ 328

Median time to start treatment⁴ 38 minutes

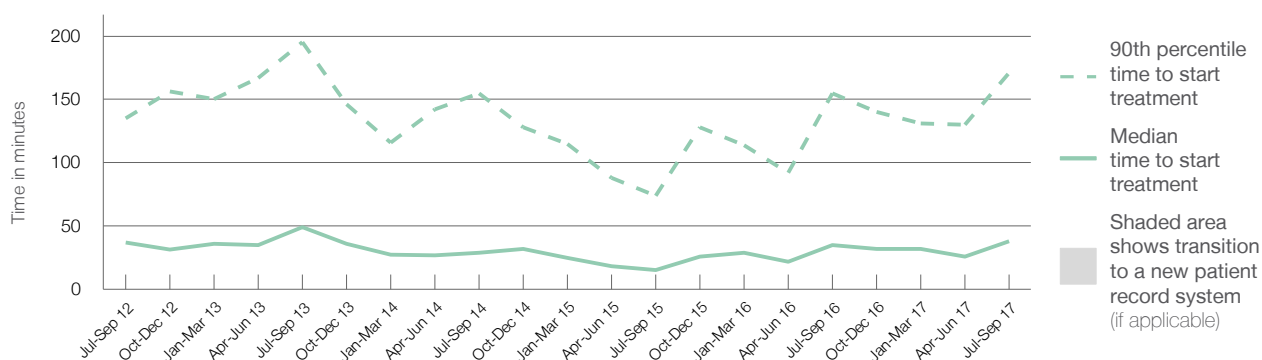
90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
584	
509	
35 minutes	26 minutes
155 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	49	29	15	35	38
90th percentile time to start treatment ⁵ (minutes)	135	195	155	74	155	171

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,491 patients

Presentations used to calculate time to leaving the ED:⁶ 4,491 patients

Median time spent in the ED⁸

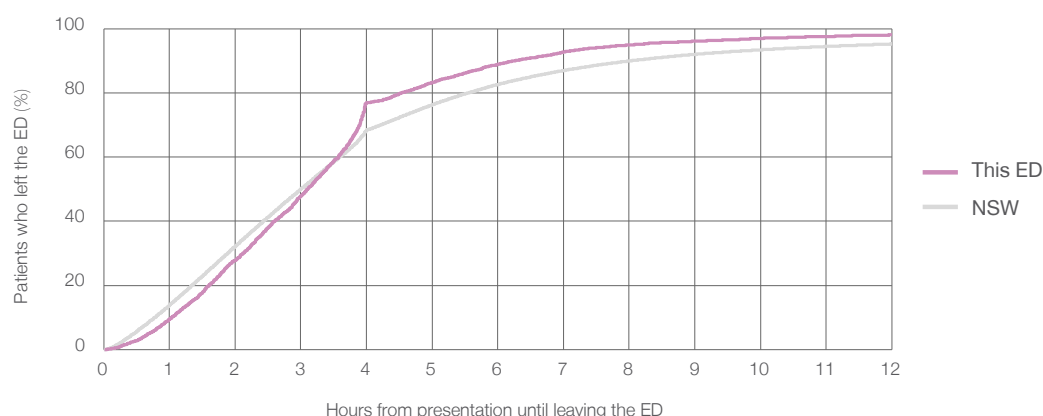
3 hours and 6 minutes

90th percentile time spent in the ED⁹

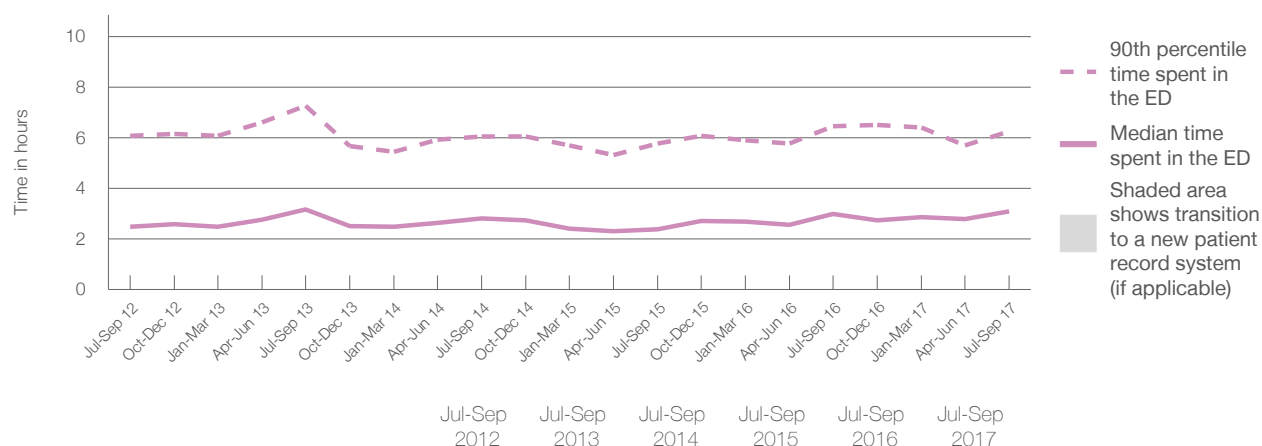
6 hours and 16 minutes

Same period last year	NSW (this period)
4,216	
4,212	
2 hours and 59 minutes	3 hours and 0 minutes
6 hours and 27 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 30m	3h 11m	2h 49m	2h 24m	2h 59m	3h 6m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 5m	7h 16m	6h 3m	5h 46m	6h 27m	6h 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 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.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

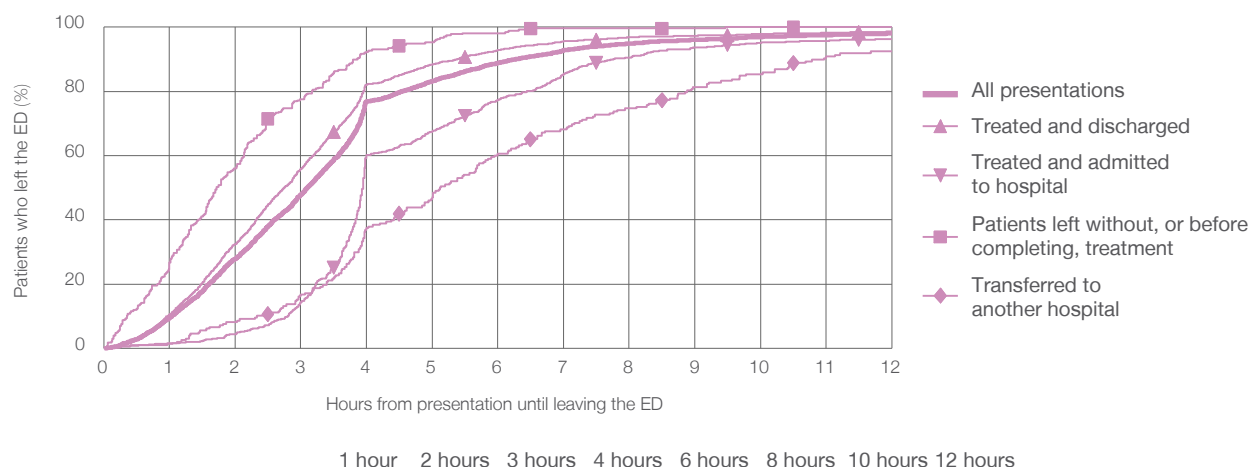
July to September 2017

All presentations:[†] 4,491 patients

Presentations used to calculate time to leaving the ED:[‡] 4,491 patients

		Same period last year	Change since one year ago
Treated and discharged	3,178 (70.8%)	3,143	1.1%
Treated and admitted to hospital	818 (18.2%)	665	23.0%
Patient left without, or before completing, treatment	277 (6.2%)	217	27.6%
Transferred to another hospital	198 (4.4%)	175	13.1%
Other	20 (0.4%)	16	25.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.5%	32.5%	55.7%	82.2%	92.8%	96.8%	97.9%	98.6%
Treated and admitted to hospital	1.5%	4.4%	14.4%	60.3%	77.3%	90.6%	95.1%	96.3%
Patient left without, or before completing, treatment	26.7%	56.0%	77.6%	92.4%	98.2%	99.6%	100%	100%
Transferred to another hospital	1.5%	8.1%	16.7%	37.4%	60.6%	74.7%	85.4%	92.4%
All presentations	9.5%	27.8%	47.9%	76.9%	88.9%	94.9%	97.0%	98.0%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 4,491 patients

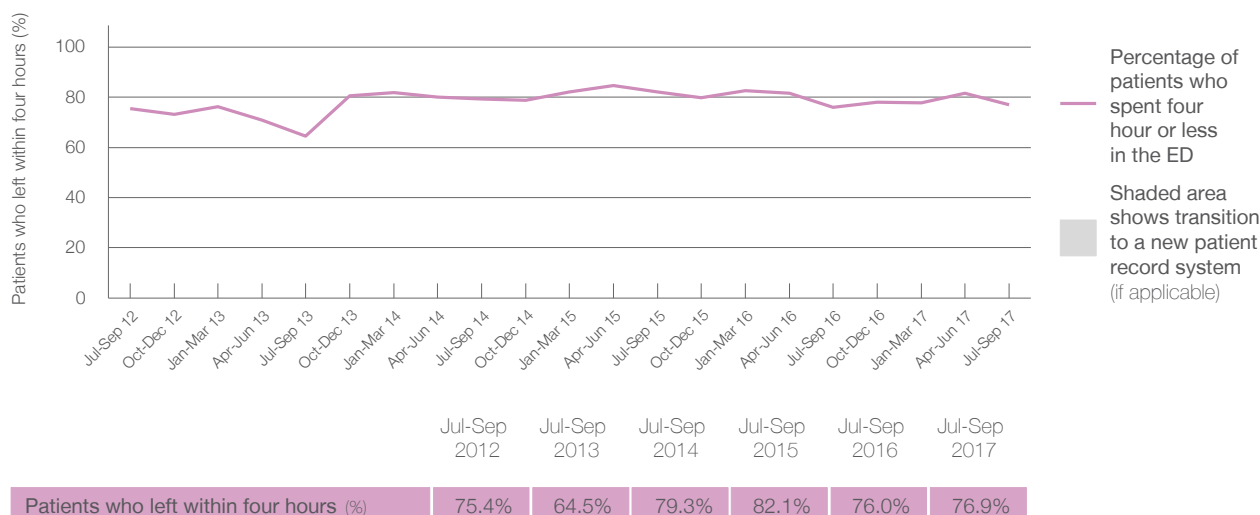
Presentations used to calculate time to leaving the ED:⁶ 4,491 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,216	6.5%
4,212	6.6%
76.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Byron Central Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,572 patients

Emergency presentations:² 4,481 patients

Same period last year	Change since one year ago
4,055	12.7%
3,993	12.2%

Byron Central Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 576 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,562 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,795 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 529 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
390	
9 minutes	9 minutes
26 minutes	29 minutes
1,205	
15 minutes	23 minutes
48 minutes	83 minutes
1,641	
21 minutes	30 minutes
77 minutes	121 minutes
744	
20 minutes	26 minutes
92 minutes	118 minutes

Byron Central Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,569 patients

Percentage of patients who spent four hours or less in the ED 78.9%

Same period last year	Change since one year ago
4,055	12.7%
82.9%	

* 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, July to September 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.

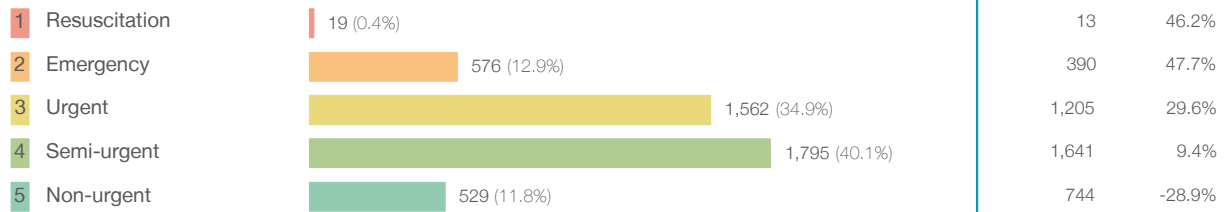
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Byron Central Hospital: Patients presenting to the emergency department

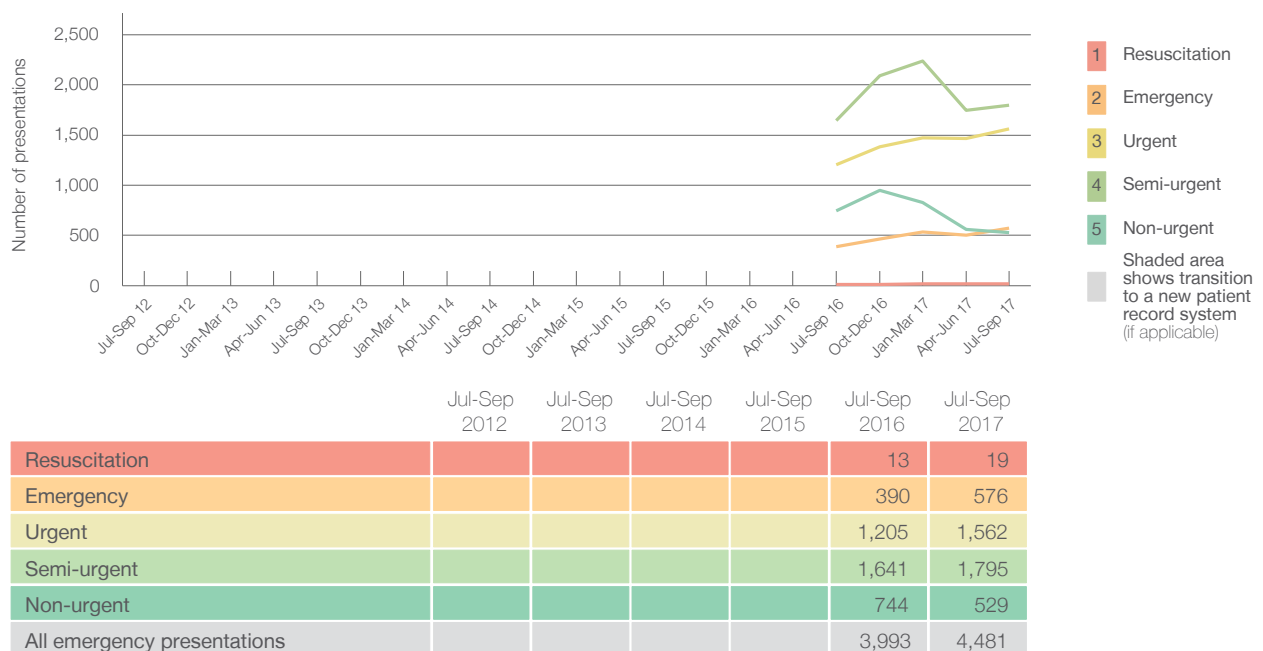
July to September 2017

All presentations:¹ 4,572 patients

Emergency presentations² by triage category: 4,481 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



Byron Central Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 358 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.

Byron Central Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 576

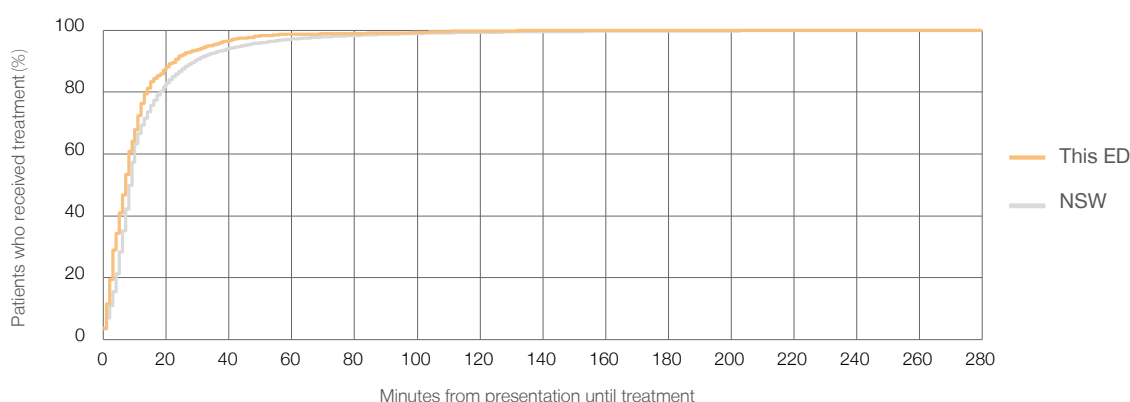
Number of triage 2 patients used to calculate waiting time:³ 568

Median time to start treatment⁴ 7 minutes

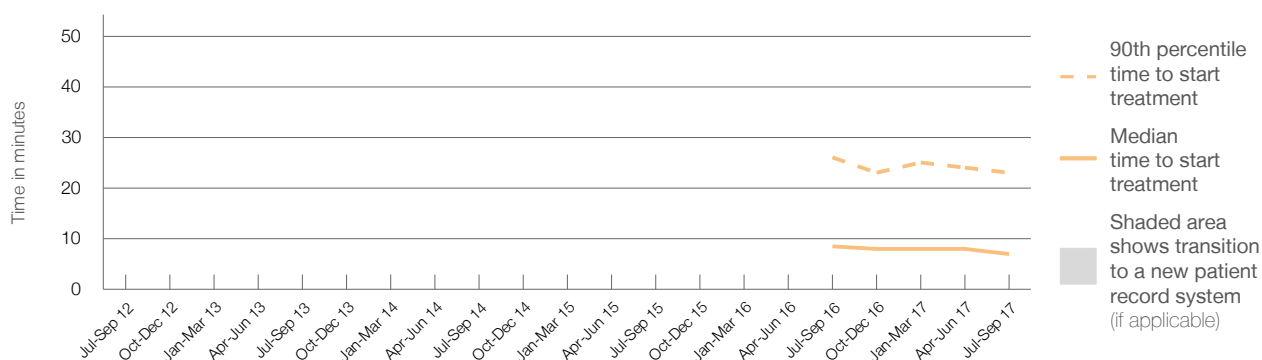
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
390	
386	
9 minutes	9 minutes
26 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					9	7
90th percentile time to start treatment ⁵ (minutes)					26	23

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Byron Central Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,562

Number of triage 3 patients used to calculate waiting time:³ 1,542

Median time to start treatment⁴

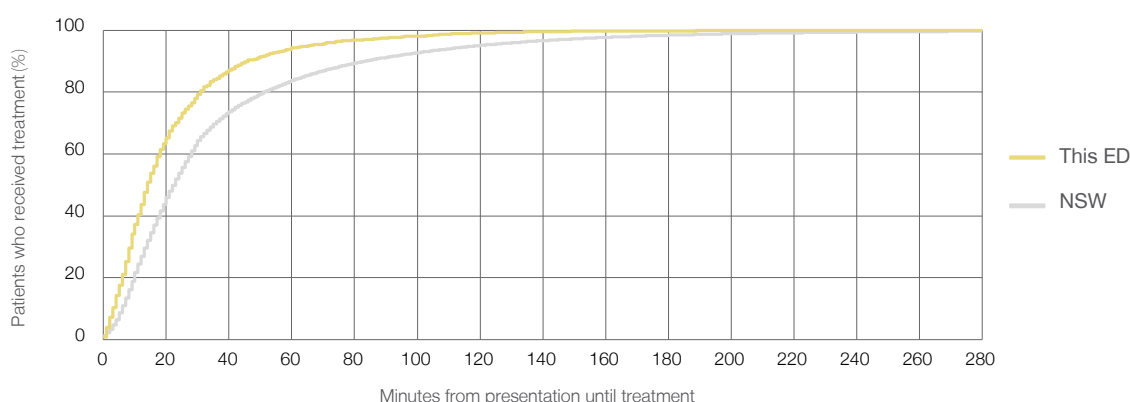
14 minutes

90th percentile time to start treatment⁵

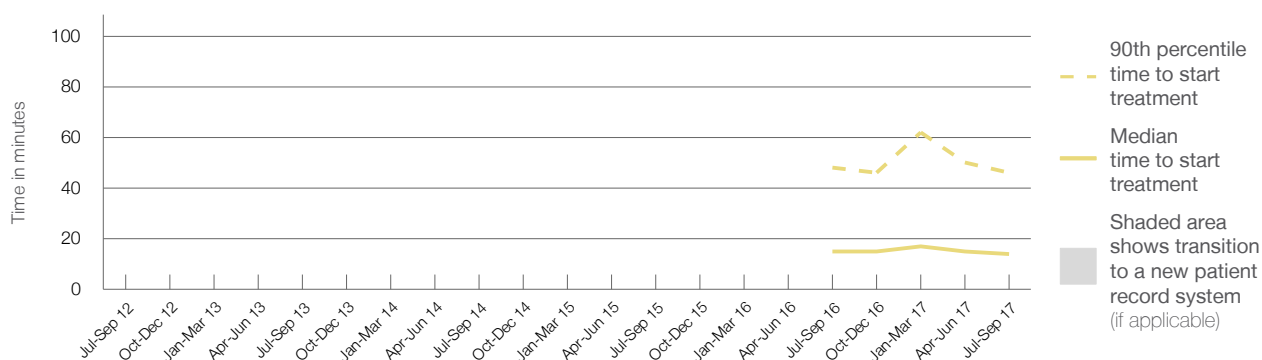
46 minutes

Same period last year	NSW (this period)
1,205	
1,188	
15 minutes	23 minutes
48 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					15	14
90th percentile time to start treatment ⁵ (minutes)					48	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 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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Byron Central Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,795

Number of triage 4 patients used to calculate waiting time:³ 1,755

Median time to start treatment⁴

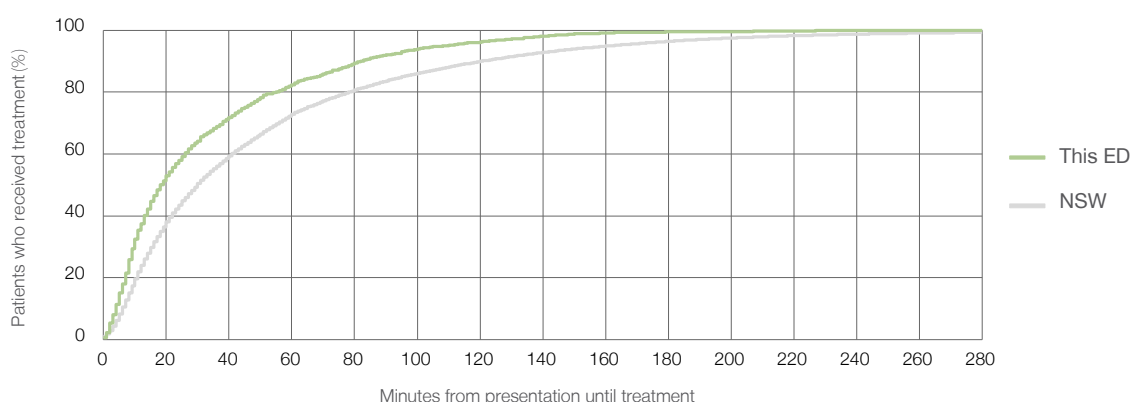
18 minutes

90th percentile time to start treatment⁵

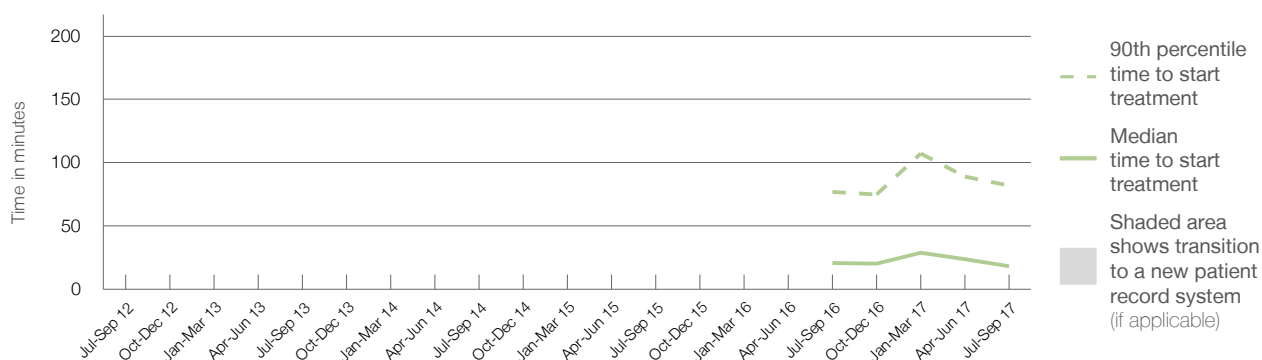
82 minutes

Same period last year	NSW (this period)
1,641	
1,593	
21 minutes	30 minutes
77 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					21	18
90th percentile time to start treatment ⁵ (minutes)					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 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.

Byron Central Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 529

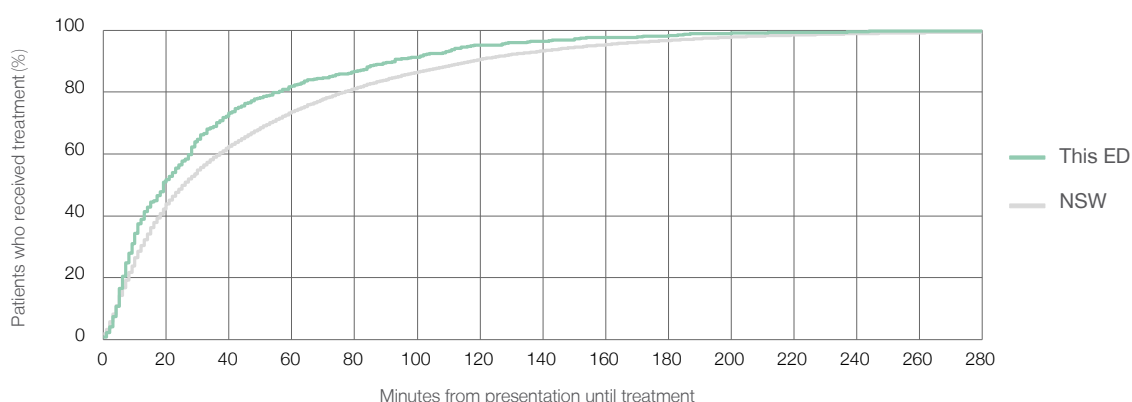
Number of triage 5 patients used to calculate waiting time:³ 474

Median time to start treatment⁴ 19 minutes

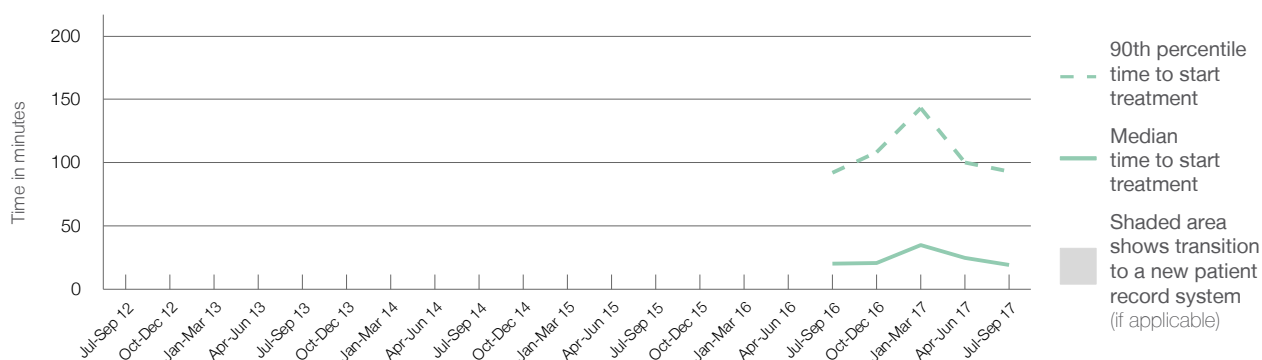
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
744	
670	
20 minutes	26 minutes
92 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					20	19
90th percentile time to start treatment ⁵ (minutes)					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 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.

Byron Central Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,572 patients

Presentations used to calculate time to leaving the ED:⁶ 4,569 patients

Median time spent in the ED ⁸

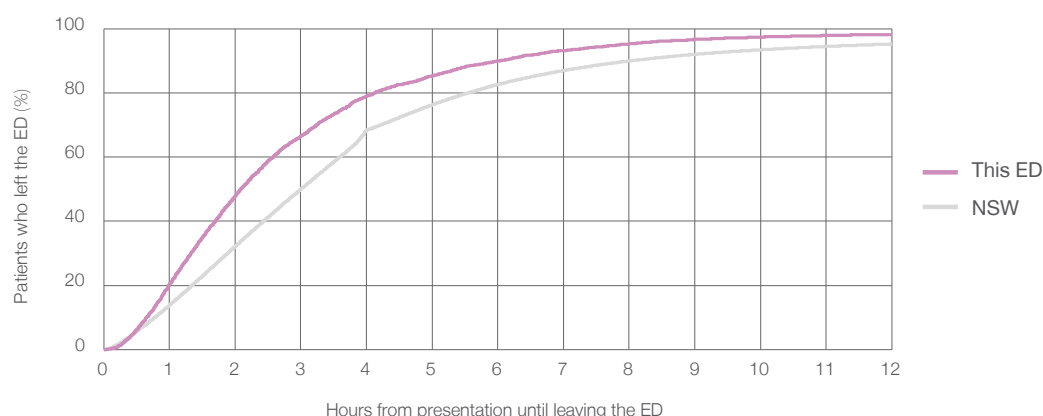
2 hours and 5 minutes

90th percentile time spent in the ED ⁹

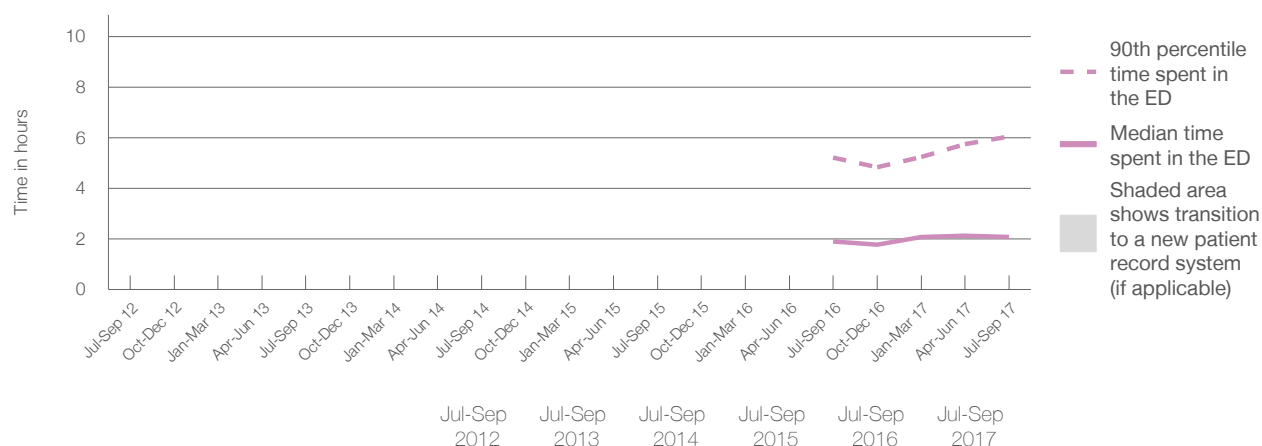
6 hours and 3 minutes

Same period last year	NSW (this period)
4,055	
4,055	
1 hours and 55 minutes	3 hours and 0 minutes
5 hours and 13 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)					1h 55m	2h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)					5h 13m	6h 3m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Byron Central Hospital: Time patients spent in the ED

By mode of separation

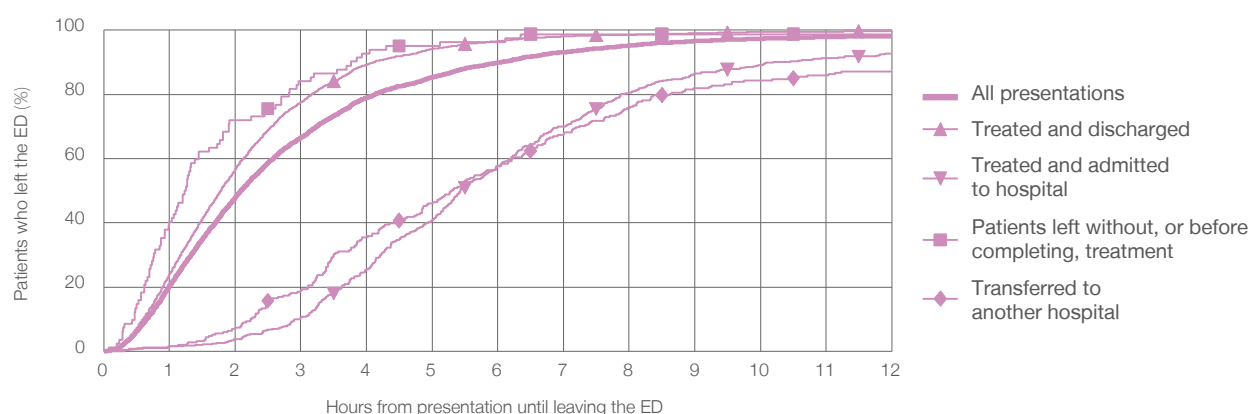
July to September 2017

All presentations:[†] 4,572 patients

Presentations used to calculate time to leaving the ED:[‡] 4,569 patients

		Same period last year	Change since one year ago
Treated and discharged	3,694 (80.8%)	4,055	12.7%
Treated and admitted to hospital	538 (11.8%)	356	51.1%
Patient left without, or before completing, treatment	82 (1.8%)	76	7.9%
Transferred to another hospital	248 (5.4%)	143	73.4%
Other	10 (0.2%)	10	0.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	24.1%	56.8%	77.5%	89.3%	96.6%	98.6%	99.4%	99.7%
Treated and admitted to hospital	1.5%	3.7%	10.6%	25.5%	57.8%	80.5%	89.0%	92.8%
Patient left without, or before completing, treatment	40.2%	72.0%	84.1%	92.7%	96.3%	98.8%	98.8%	98.8%
Transferred to another hospital	1.6%	7.3%	19.0%	35.5%	57.7%	75.8%	84.3%	87.1%
All presentations	20.5%	48.0%	66.5%	78.9%	89.9%	95.2%	97.4%	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 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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Byron Central Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 4,572 patients

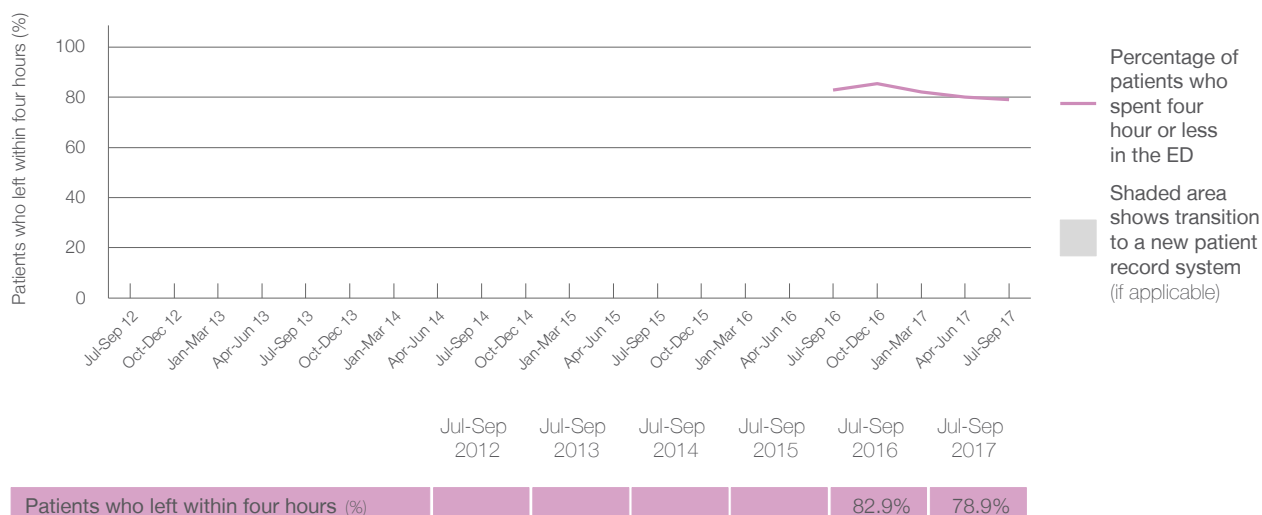
Presentations used to calculate time to leaving the ED:⁶ 4,569 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,055	12.7%
4,055	12.7%
82.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Casino and District Memorial Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,566 patients

Emergency presentations:² 3,377 patients

Same period last year	Change since one year ago
3,393	5.1%
3,160	6.9%

Casino and District Memorial Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 353 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,102 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,561 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 361 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
190	
5 minutes	9 minutes
18 minutes	29 minutes
1,020	
24 minutes	23 minutes
80 minutes	83 minutes
1,604	
39 minutes	30 minutes
128 minutes	121 minutes
341	
32 minutes	26 minutes
132 minutes	118 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,564 patients

Percentage of patients who spent four hours or less in the ED 85.3%

Same period last year	Change since one year ago
3,391	5.1%
88.9%	

* 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, July to September 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.

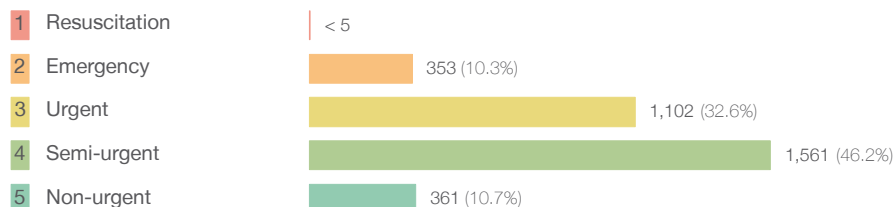
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Casino and District Memorial Hospital: Patients presenting to the emergency department

July to September 2017

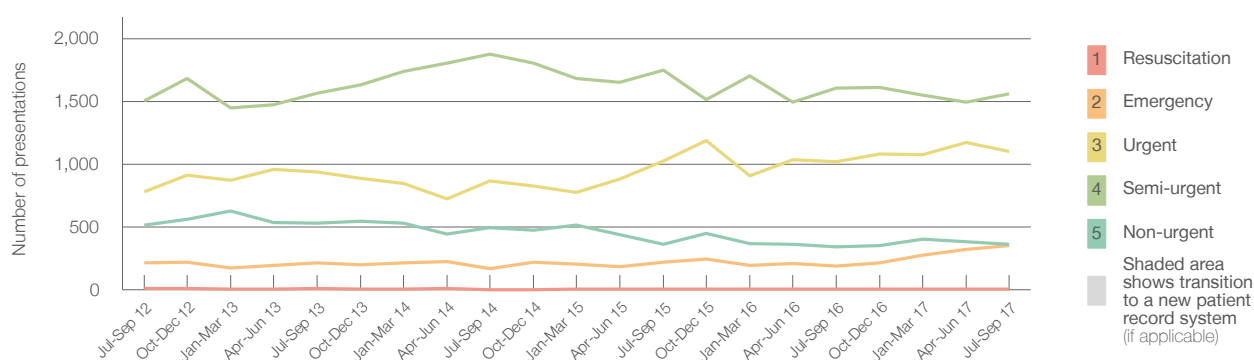
All presentations:¹ 3,566 patients

Emergency presentations² by triage category: 3,377 patients



Same period last year	Change since one year ago
3,393	5.1%
3,160	6.9%
5	*
190	83.7%
1,020	8.0%
1,604	-2.7%
341	5.9%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	8	8	< 5	6	5	< 5
Emergency	215	214	167	220	190	353
Urgent	782	939	868	1,022	1,020	1,102
Semi-urgent	1,506	1,563	1,878	1,749	1,604	1,561
Non-urgent	514	532	494	362	341	361
All emergency presentations	3,025	3,256	3,407	3,359	3,160	3,377

Casino and District Memorial Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 372 patients

ED Transfer of care time



Same period last year	Change since one year ago
299	
18 minutes	-2 minutes
39 minutes	-5 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 353

Number of triage 2 patients used to calculate waiting time:³ 330

Median time to start treatment⁴

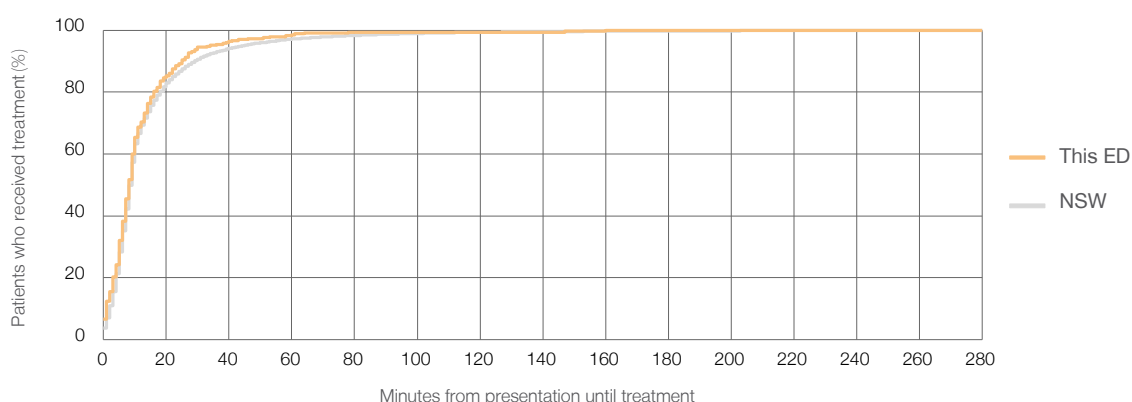
8 minutes

90th percentile time to start treatment⁵

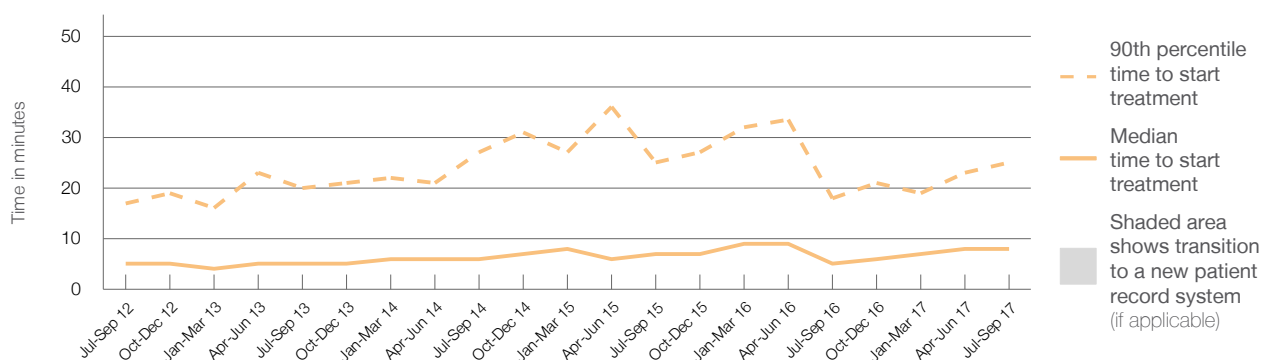
25 minutes

Same period last year	NSW (this period)
190	
178	
5 minutes	9 minutes
18 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	5	5	6	7	5	8
90th percentile time to start treatment ⁵ (minutes)	17	20	27	25	18	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,102

Number of triage 3 patients used to calculate waiting time:³ 1,034

Median time to start treatment⁴

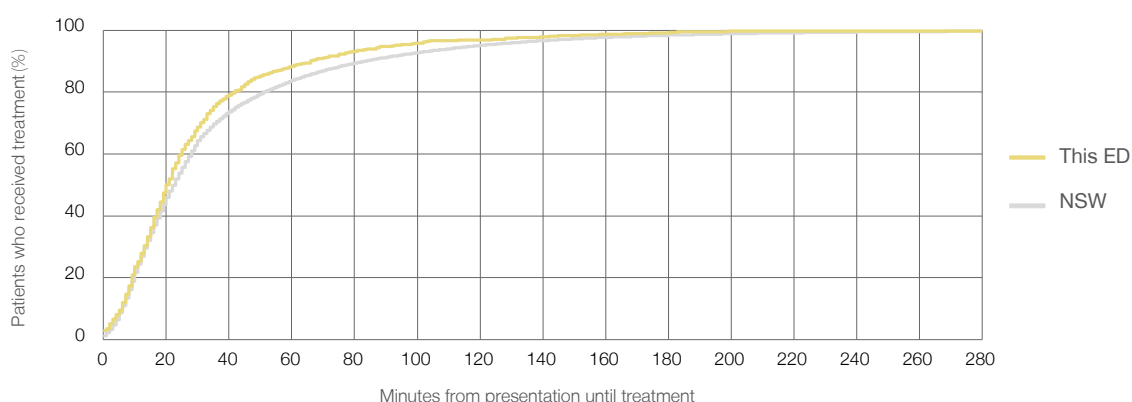
21 minutes

90th percentile time to start treatment⁵

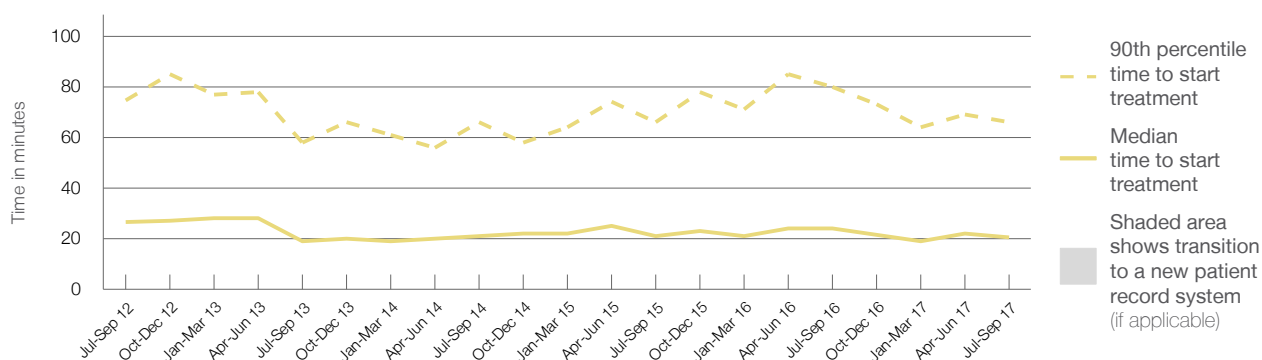
66 minutes

Same period last year	NSW (this period)
1,020	
968	
24 minutes	23 minutes
80 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	27	19	21	21	24	21
90th percentile time to start treatment ⁵ (minutes)	75	58	66	66	80	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 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.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,561

Number of triage 4 patients used to calculate waiting time:³ 1,406

Median time to start treatment⁴

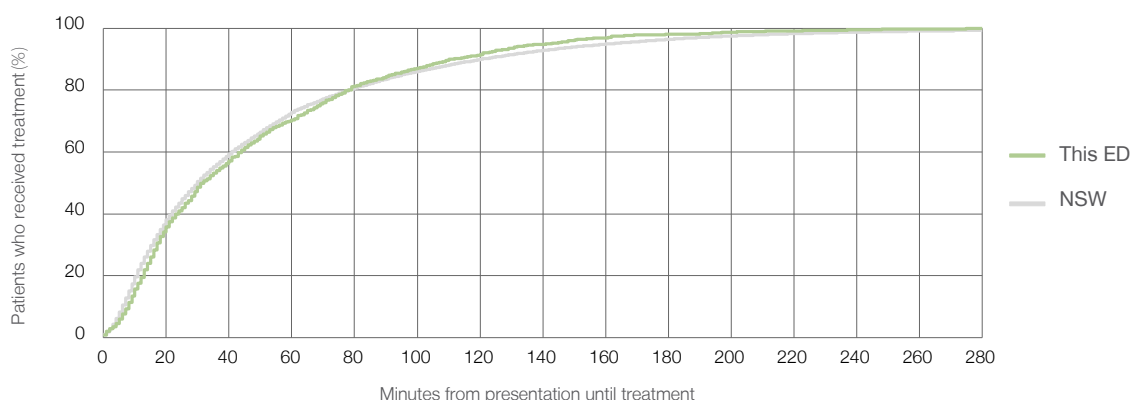
32 minutes

90th percentile time to start treatment⁵

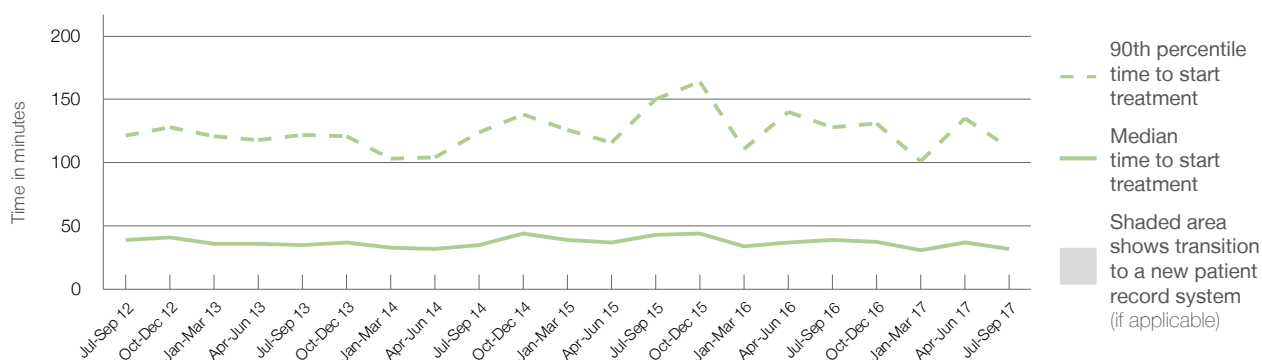
112 minutes

Same period last year	NSW (this period)
1,604	
1,423	
39 minutes	30 minutes
128 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	39	35	35	43	39	32
90th percentile time to start treatment ⁵ (minutes)	122	122	124	150	128	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 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.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 361

Number of triage 5 patients used to calculate waiting time:³ 283

Median time to start treatment⁴

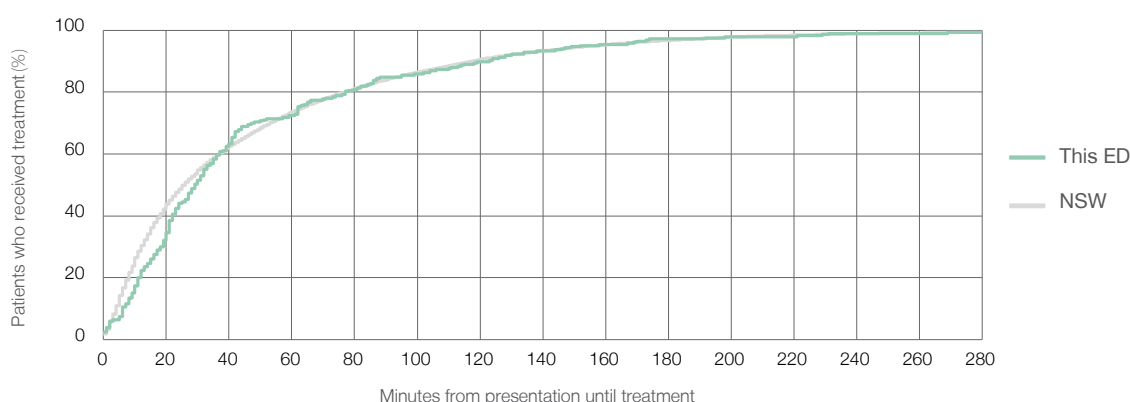
29 minutes

90th percentile time to start treatment⁵

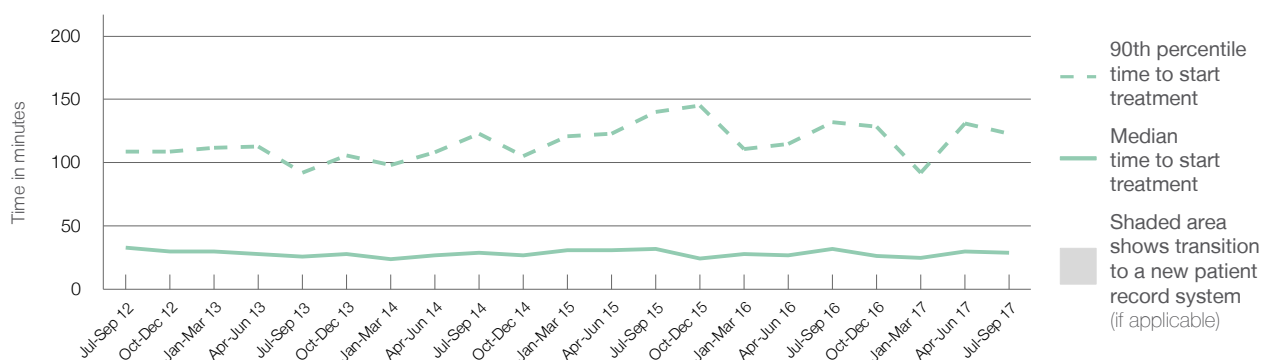
123 minutes

Same period last year	NSW (this period)
341	
245	
32 minutes	26 minutes
132 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	26	29	32	32	29
90th percentile time to start treatment ⁵ (minutes)	109	92	123	140	132	123

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,566 patients

Presentations used to calculate time to leaving the ED:⁶ 3,564 patients

Median time spent in the ED⁸

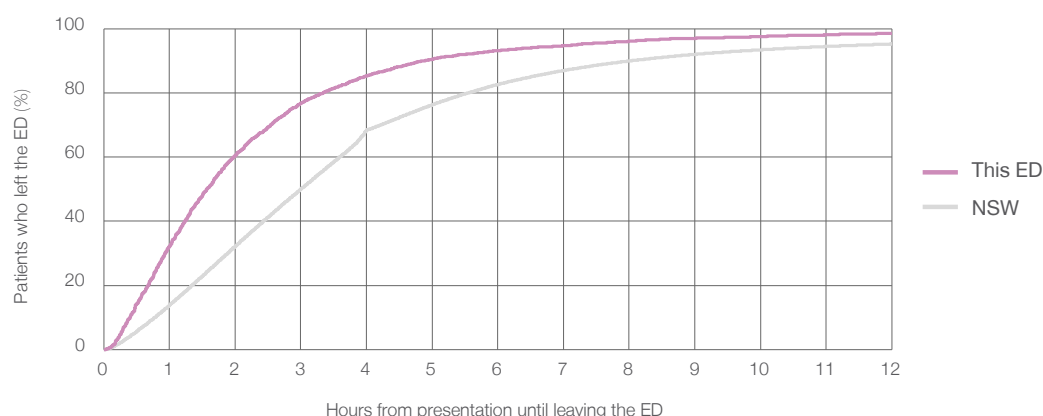
1 hours and 35 minutes

90th percentile time spent in the ED⁹

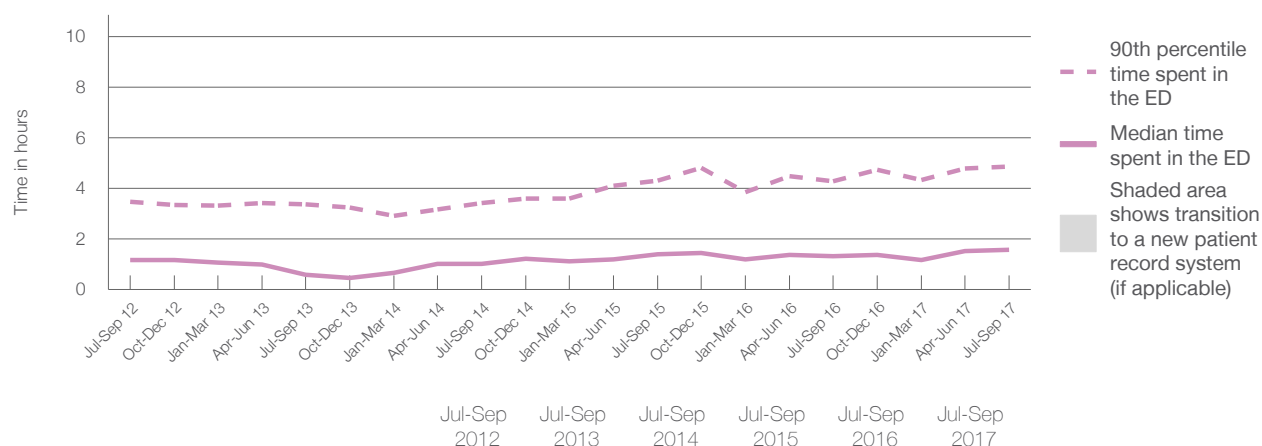
4 hours and 52 minutes

Same period last year	NSW (this period)
3,393	
3,391	
1 hours and 19 minutes	3 hours and 0 minutes
4 hours and 17 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	0h 36m	1h 2m	1h 24m	1h 19m	1h 35m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 29m	3h 22m	3h 26m	4h 18m	4h 17m	4h 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 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.

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

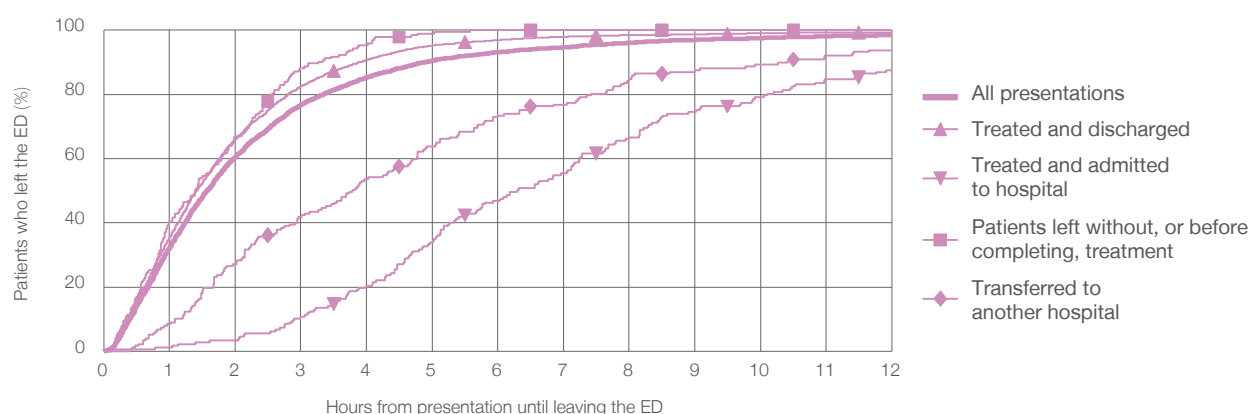
July to September 2017

All presentations:[†] 3,566 patients

Presentations used to calculate time to leaving the ED:[‡] 3,564 patients

		Same period last year	Change since one year ago
Treated and discharged	2,948 (82.7%)	2,736	7.7%
Treated and admitted to hospital	177 (5.0%)	253	-30.0%
Patient left without, or before completing, treatment	194 (5.4%)	196	-1.0%
Transferred to another hospital	177 (5.0%)	157	12.7%
Other	70 (2.0%)	51	37.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	35.4%	66.1%	82.5%	90.8%	96.9%	98.4%	99.1%	99.4%
Treated and admitted to hospital	1.1%	3.4%	10.7%	20.3%	46.9%	66.7%	79.1%	87.6%
Patient left without, or before completing, treatment	40.2%	66.5%	88.1%	95.4%	100%	100%	100%	100%
Transferred to another hospital	8.5%	27.1%	41.8%	53.7%	73.4%	84.7%	89.3%	93.8%
All presentations	32.4%	60.5%	76.7%	85.3%	93.2%	96.1%	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 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.

Casino and District Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 3,566 patients

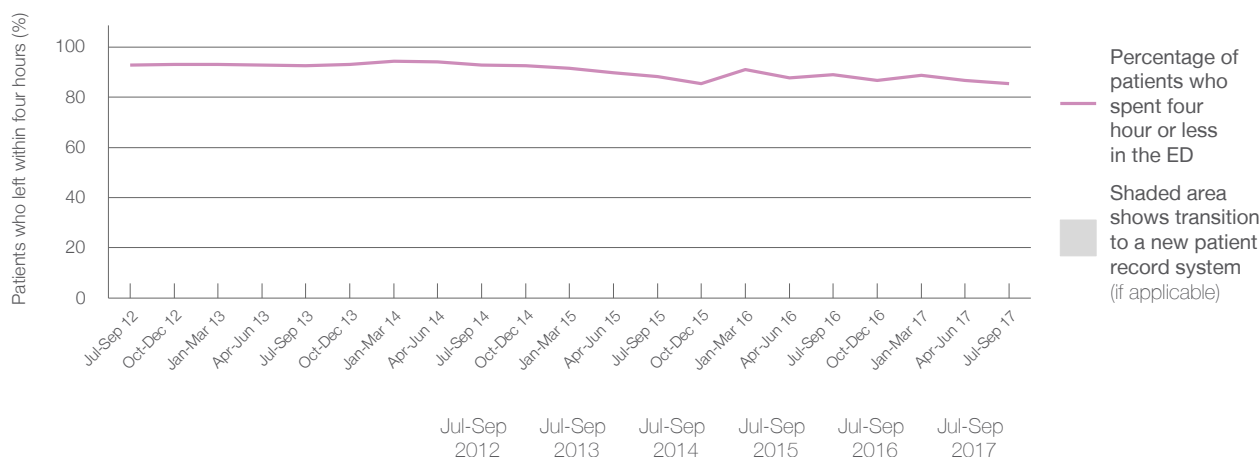
Presentations used to calculate time to leaving the ED:⁶ 3,564 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,393	5.1%
3,391	5.1%
88.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	92.7%	92.5%	92.8%	88.2%	88.9%	85.3%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Cessnock District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,669 patients

Emergency presentations:² 4,555 patients

Same period last year	Change since one year ago
4,262	9.5%
4,214	8.1%

Cessnock District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 347 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): 1,261 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): 2,314 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 623 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
244	
6 minutes	9 minutes
19 minutes	29 minutes
1,095	
22 minutes	23 minutes
56 minutes	83 minutes
2,080	
37 minutes	30 minutes
108 minutes	121 minutes
787	
39 minutes	26 minutes
122 minutes	118 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,669 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
4,262	9.5%
87.3%	

* 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, July to September 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.

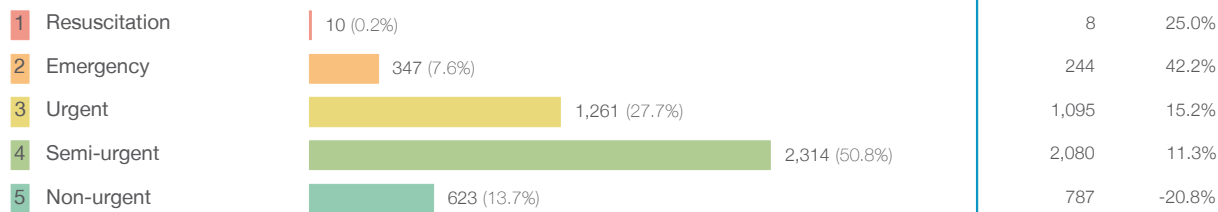
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Cessnock District Hospital: Patients presenting to the emergency department

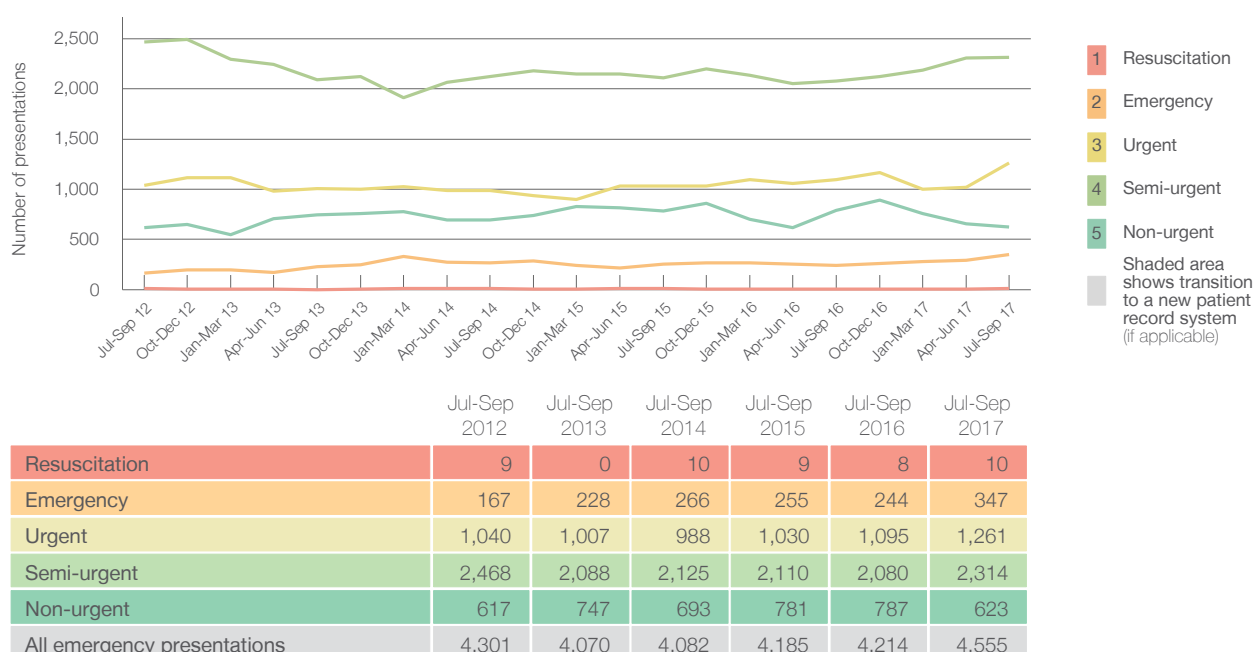
July to September 2017

All presentations:¹ 4,669 patients

Emergency presentations² by triage category: 4,555 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Cessnock District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 543 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 347

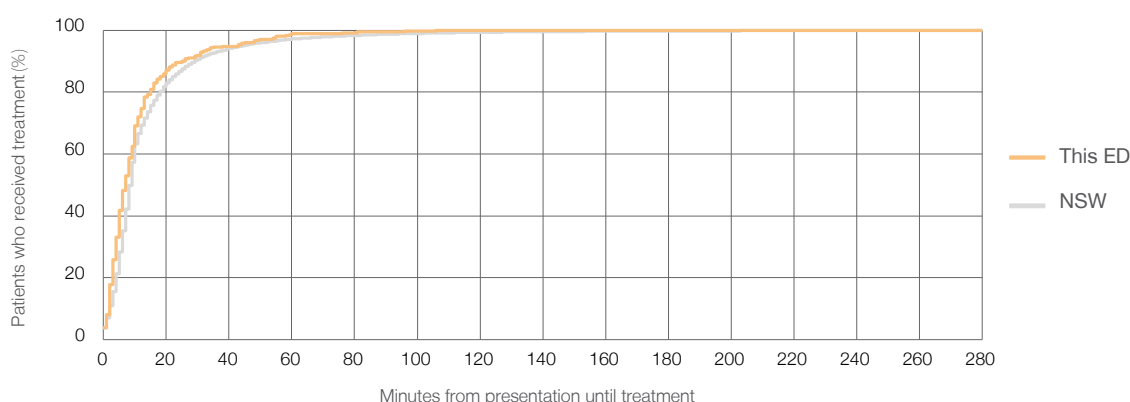
Number of triage 2 patients used to calculate waiting time:³ 347

Median time to start treatment⁴ 7 minutes

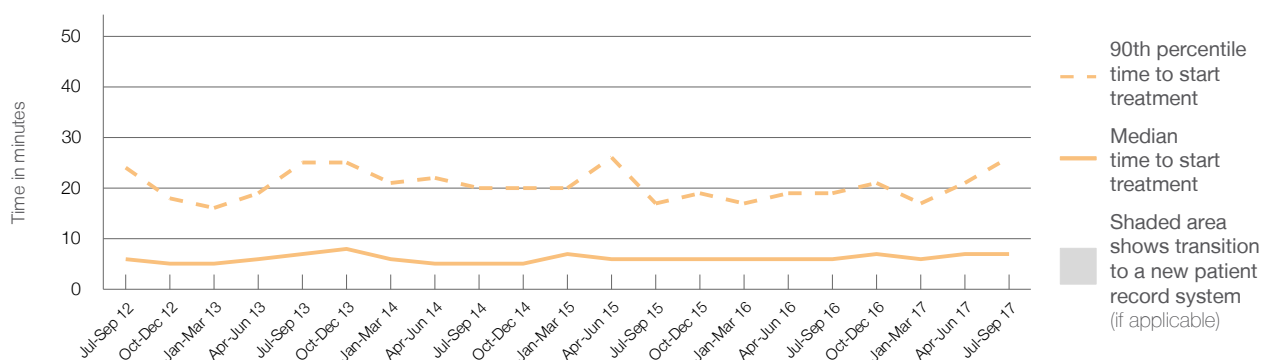
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
244	
241	
6 minutes	9 minutes
19 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	7	5	6	6	7
90th percentile time to start treatment ⁵ (minutes)	24	25	20	17	19	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 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.

Cessnock District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,261

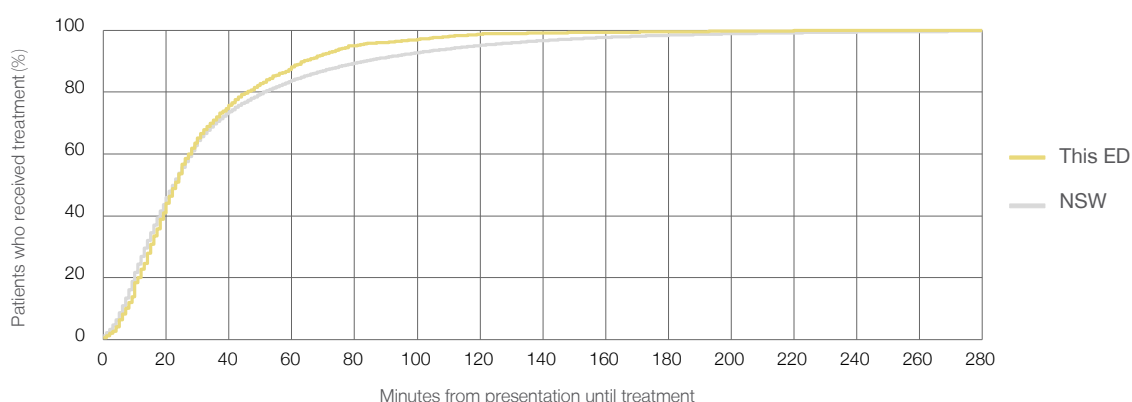
Number of triage 3 patients used to calculate waiting time:³ 1,232

Median time to start treatment⁴ 23 minutes

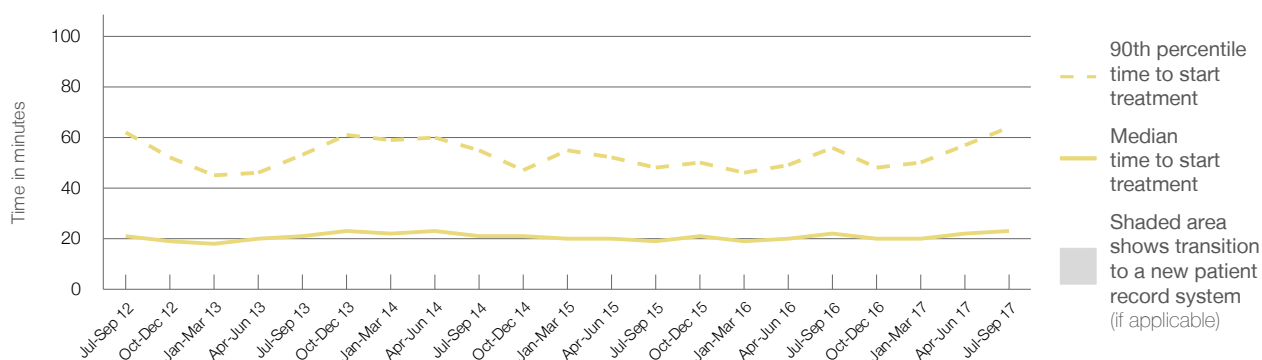
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
1,095	
1,060	
22 minutes	23 minutes
56 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	21	21	19	22	23
90th percentile time to start treatment ⁵ (minutes)	62	53	55	48	56	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 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.

Cessnock District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,314

Number of triage 4 patients used to calculate waiting time:³ 2,125

Median time to start treatment⁴

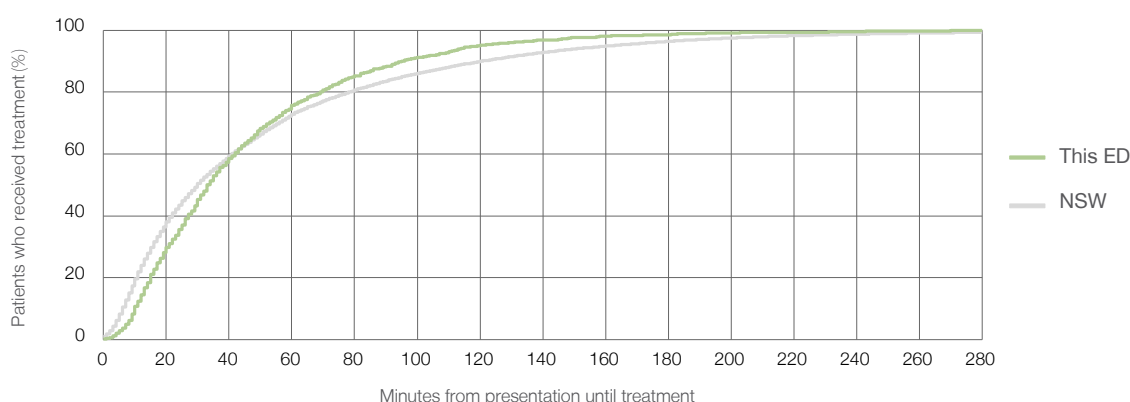
33 minutes

90th percentile time to start treatment⁵

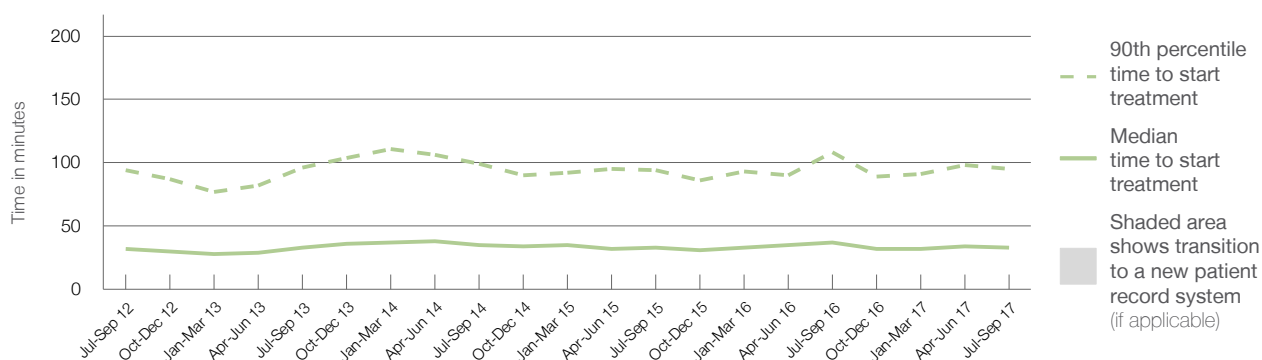
95 minutes

Same period last year	NSW (this period)
2,080	
1,878	
37 minutes	30 minutes
108 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	33	35	33	37	33
90th percentile time to start treatment ⁵ (minutes)	94	96	99	94	108	95

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 623

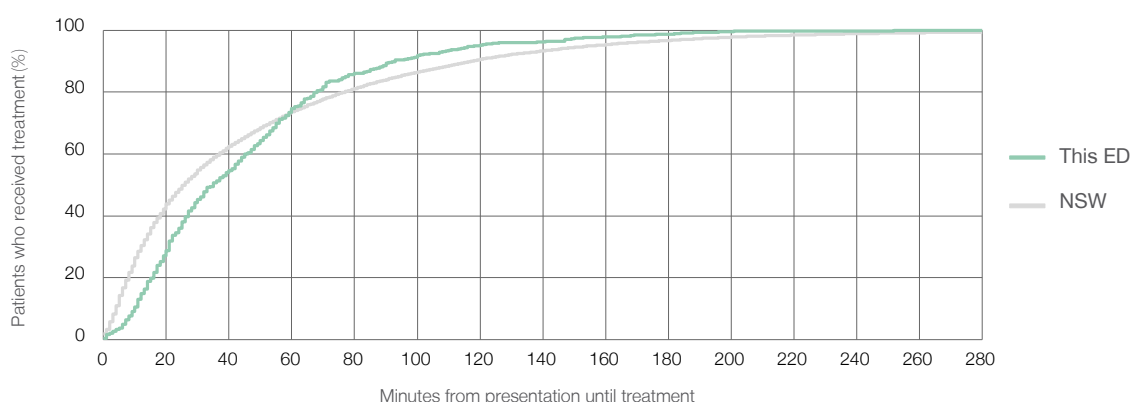
Number of triage 5 patients used to calculate waiting time:³ 533

Median time to start treatment⁴ 35 minutes

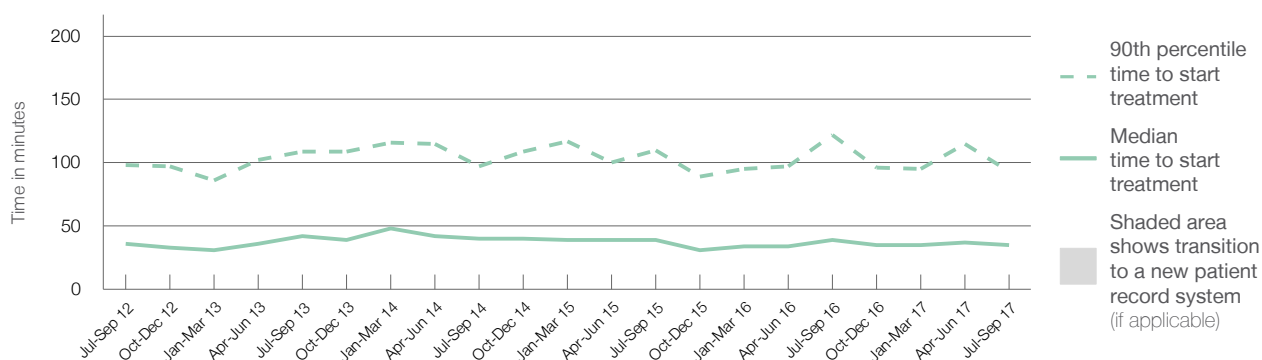
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
787	
659	
39 minutes	26 minutes
122 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	42	40	39	39	35
90th percentile time to start treatment ⁵ (minutes)	98	109	97	110	122	93

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,669 patients

Presentations used to calculate time to leaving the ED:⁶ 4,669 patients

Median time spent in the ED⁸

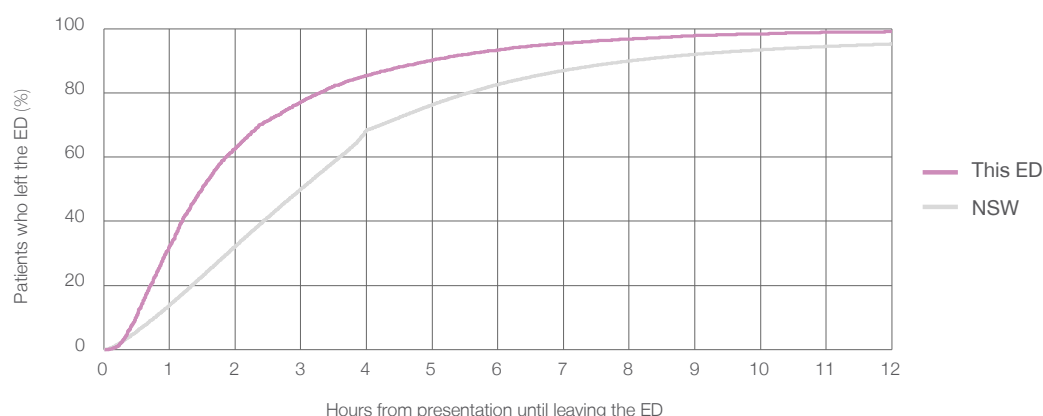
1 hours and 30 minutes

90th percentile time spent in the ED⁹

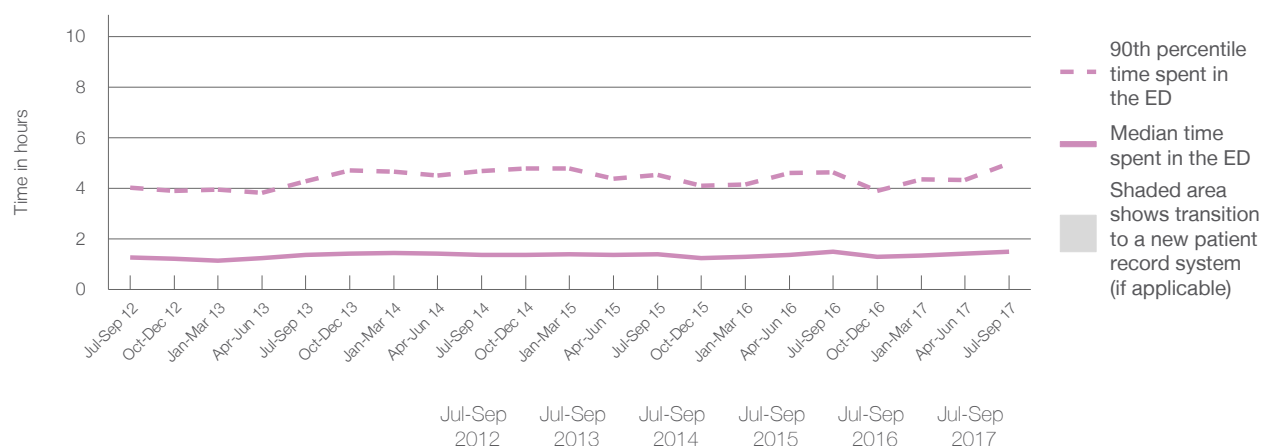
4 hours and 59 minutes

Same period last year	NSW (this period)
4,262	4,262
1 hours and 30 minutes	3 hours and 0 minutes
4 hours and 39 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	1h 16m	1h 22m	1h 23m	1h 24m	1h 30m	1h 30m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 2m	4h 17m	4h 42m	4h 32m	4h 39m	4h 59m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients spent in the ED

By mode of separation

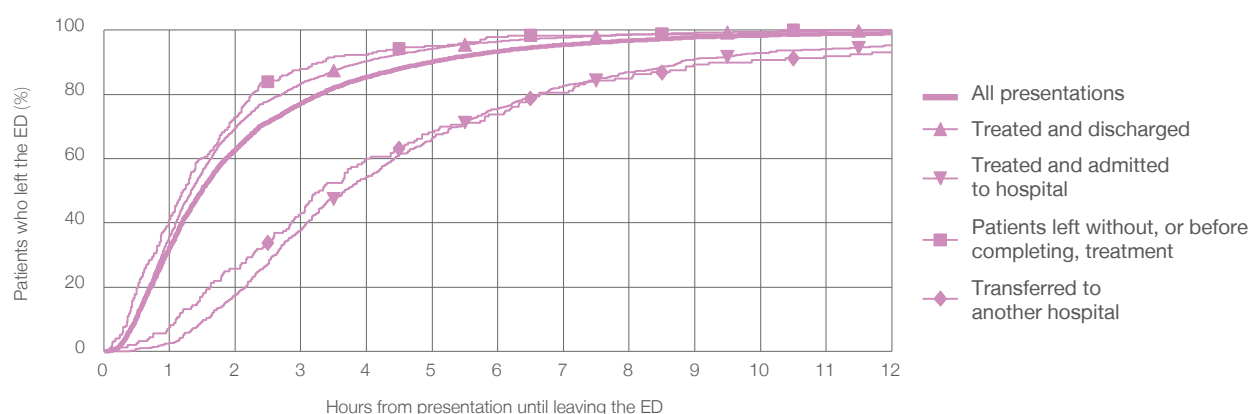
July to September 2017

All presentations:[†] 4,669 patients

Presentations used to calculate time to leaving the ED:[‡] 4,669 patients

		Same period last year	Change since one year ago
Treated and discharged	3,538 (75.8%)	4,262	9.5%
Treated and admitted to hospital	564 (12.1%)	3,209	10.3%
Patient left without, or before completing, treatment	249 (5.3%)	483	16.8%
Transferred to another hospital	160 (3.4%)	218	14.2%
Other	158 (3.4%)	118	35.6%
		234	-32.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	35.8%	69.6%	83.4%	90.4%	96.4%	98.5%	99.5%	99.8%
Treated and admitted to hospital	2.5%	17.6%	37.8%	54.3%	75.5%	86.9%	92.9%	95.2%
Patient left without, or before completing, treatment	41.0%	72.7%	88.0%	92.4%	98.0%	98.8%	99.2%	100%
Transferred to another hospital	7.5%	25.6%	43.1%	60.0%	73.8%	85.0%	90.6%	93.1%
All presentations	32.3%	62.8%	77.3%	85.4%	93.3%	96.7%	98.4%	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 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.

Cessnock District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 4,669 patients

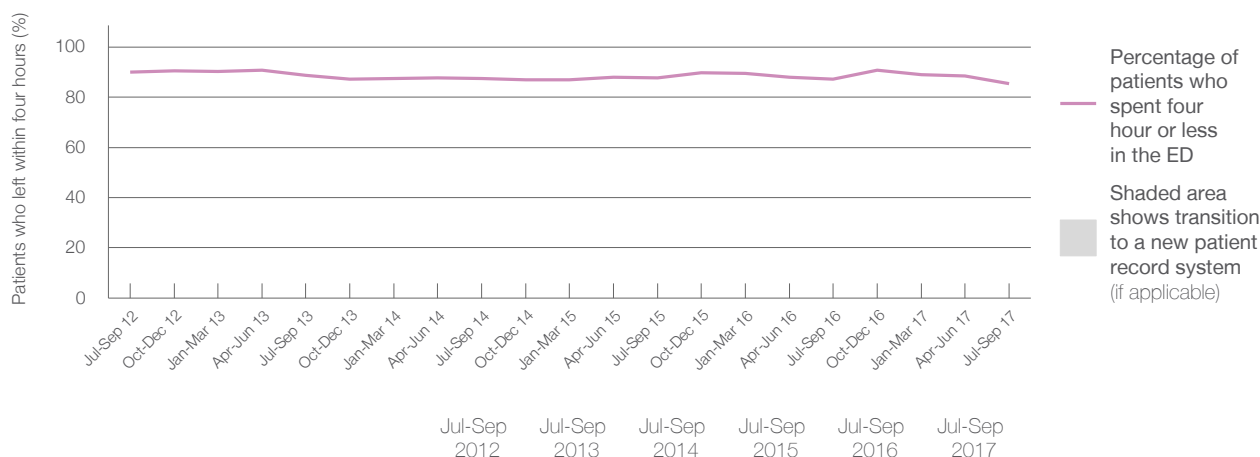
Presentations used to calculate time to leaving the ED:⁶ 4,669 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,262	9.5%
4,262	9.5%
87.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	89.9%	88.7%	87.4%	87.8%	87.3%	85.4%

- * 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Cooma Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,039 patients

Emergency presentations:² 2,785 patients

Same period last year	Change since one year ago
2,944	3.2%
2,759	0.9%

Cooma Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 349 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 833 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,138 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 450 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
299	
8 minutes	9 minutes
27 minutes	29 minutes
786	
19 minutes	23 minutes
66 minutes	83 minutes
1,241	
29 minutes	30 minutes
104 minutes	121 minutes
418	
28 minutes	26 minutes
123 minutes	118 minutes

Cooma Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,039 patients

Percentage of patients who spent four hours or less in the ED 85.8%

Same period last year	Change since one year ago
2,943	3.3%
85.0%	

* 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, July to September 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.

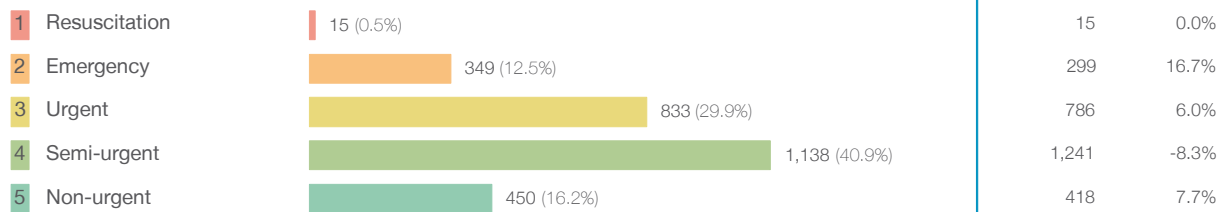
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Cooma Health Service: Patients presenting to the emergency department

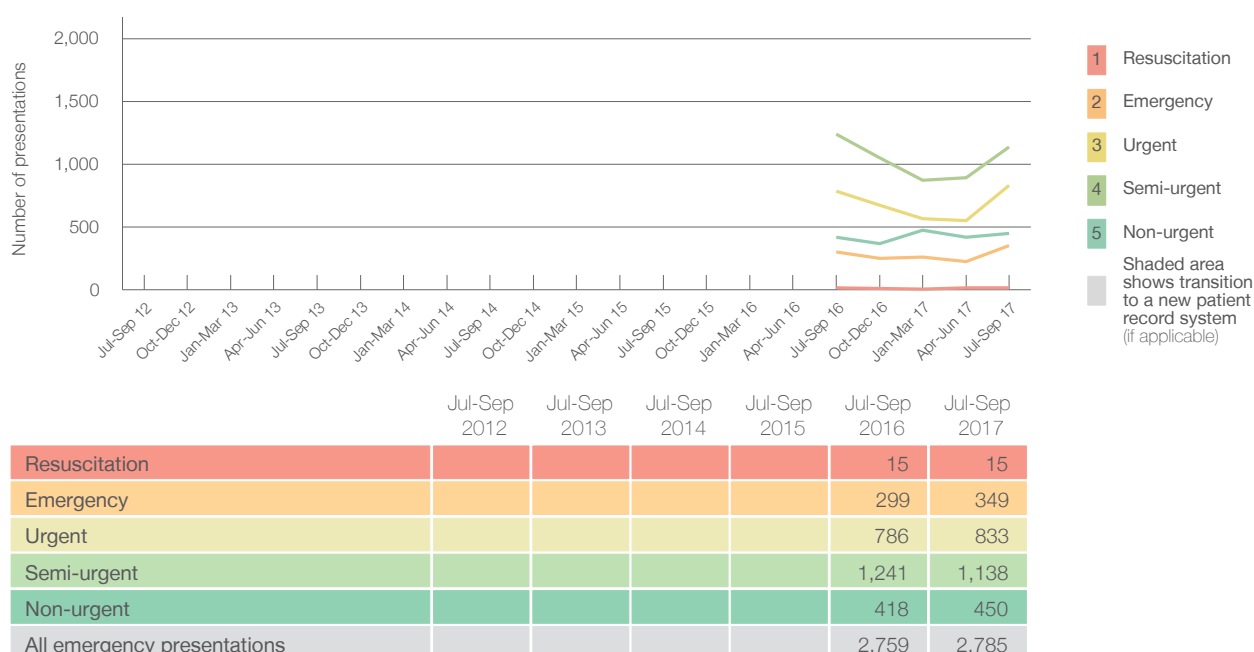
July to September 2017

All presentations:¹ 3,039 patients

Emergency presentations² by triage category: 2,785 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



Cooma Health Service: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 530 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Cooma Health Service: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 349

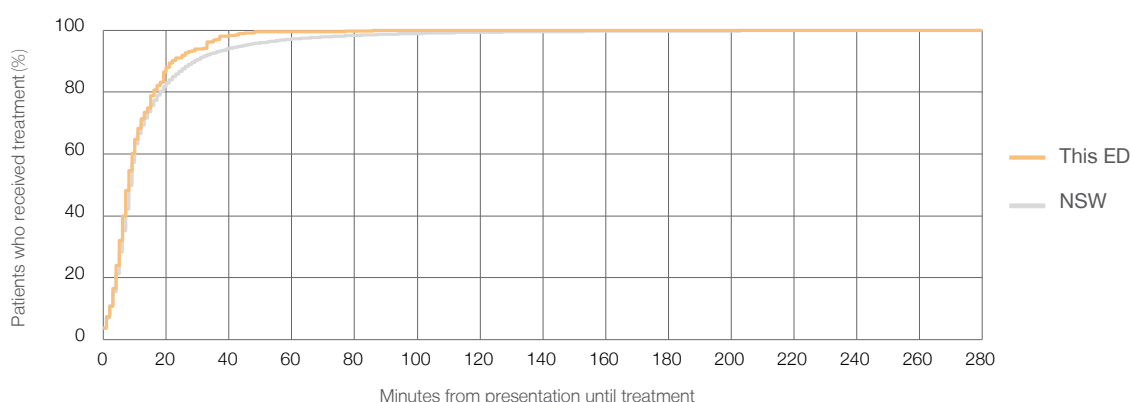
Number of triage 2 patients used to calculate waiting time:³ 346

Median time to start treatment⁴ 8 minutes

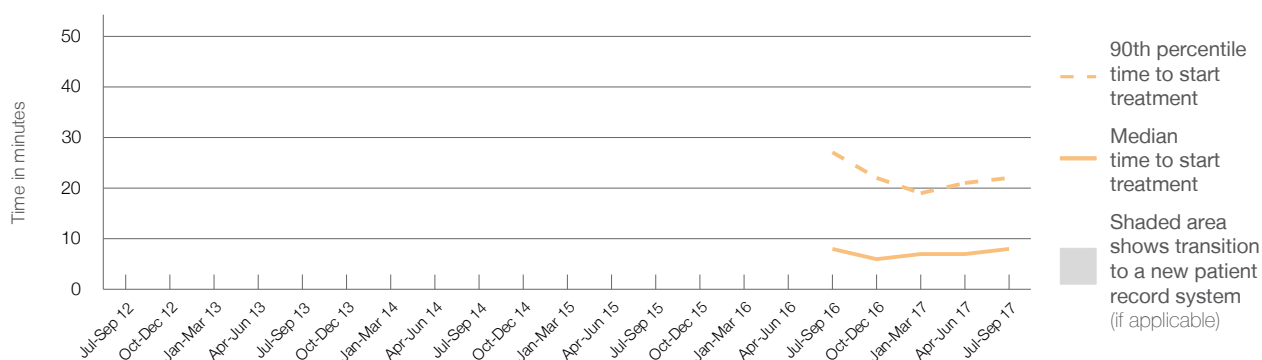
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
299	
297	
8 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					8	8
90th percentile time to start treatment ⁵ (minutes)					27	22

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Cooma Health Service: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 833

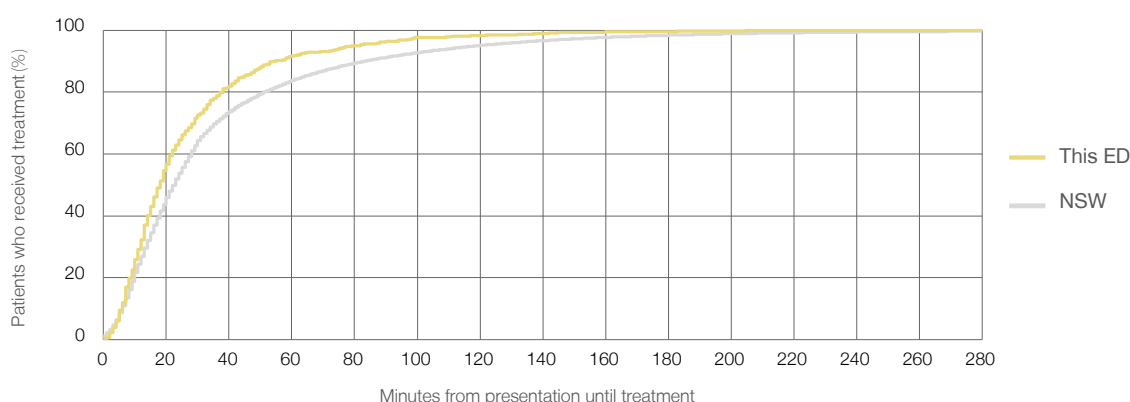
Number of triage 3 patients used to calculate waiting time:³ 821

Median time to start treatment⁴ 18 minutes

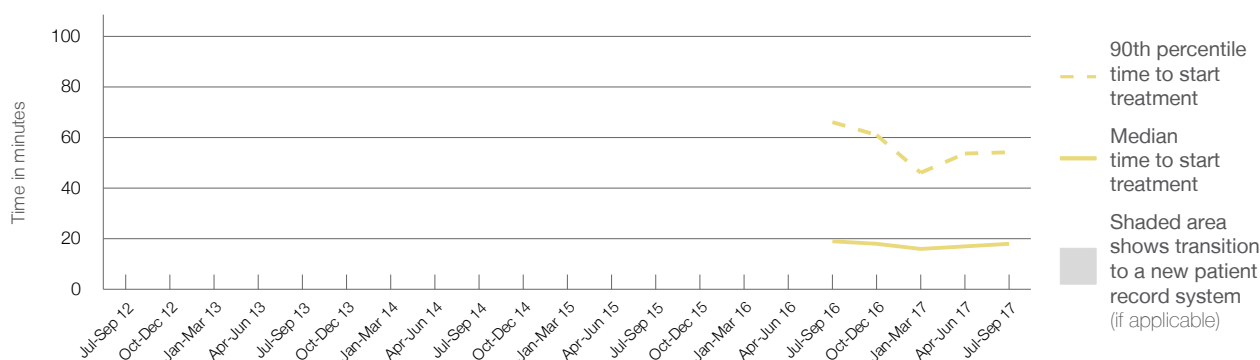
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
786	
776	
19 minutes	23 minutes
66 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					19	18
90th percentile time to start treatment ⁵ (minutes)					66	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 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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Cooma Health Service: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,138

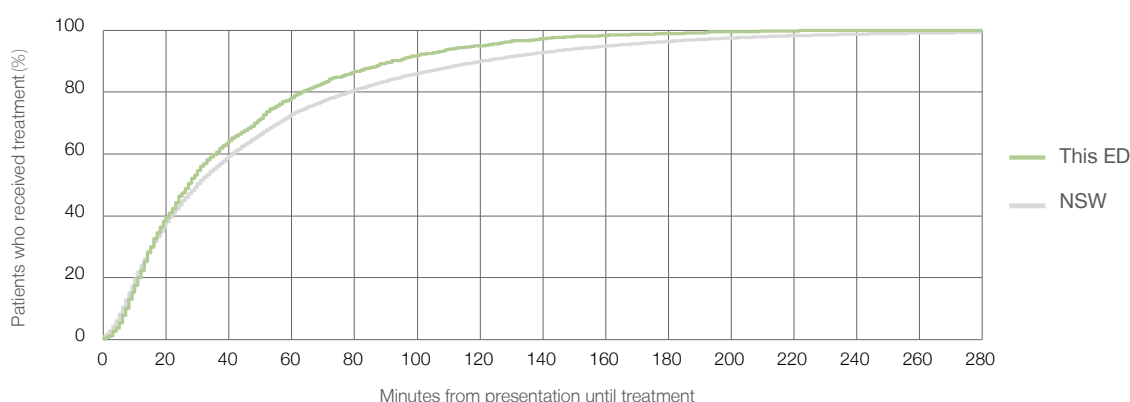
Number of triage 4 patients used to calculate waiting time:³ 1,070

Median time to start treatment⁴ 27 minutes

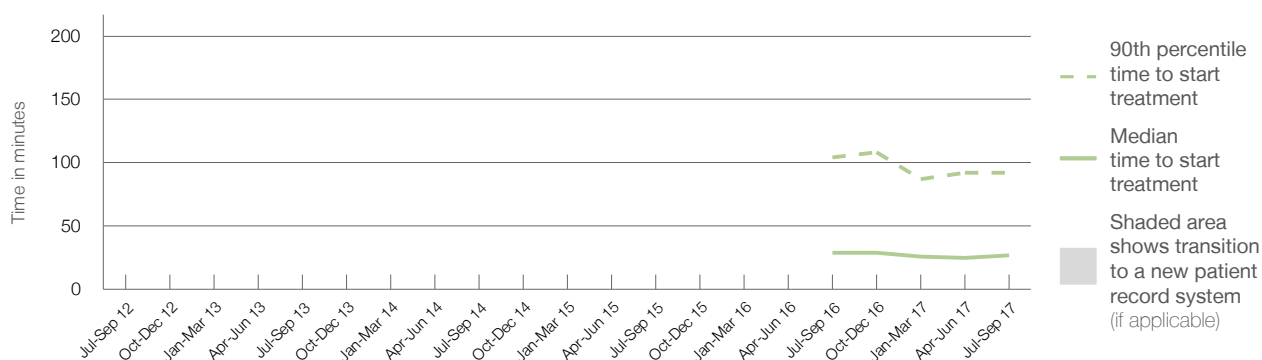
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
1,241	
1,165	
29 minutes	30 minutes
104 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					29	27
90th percentile time to start treatment ⁵ (minutes)					104	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 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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Cooma Health Service: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 450

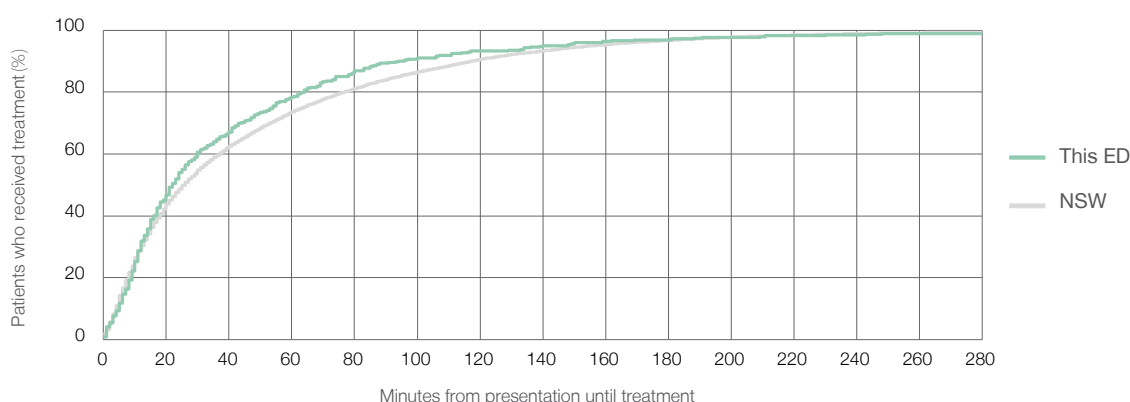
Number of triage 5 patients used to calculate waiting time:³ 383

Median time to start treatment⁴ 22 minutes

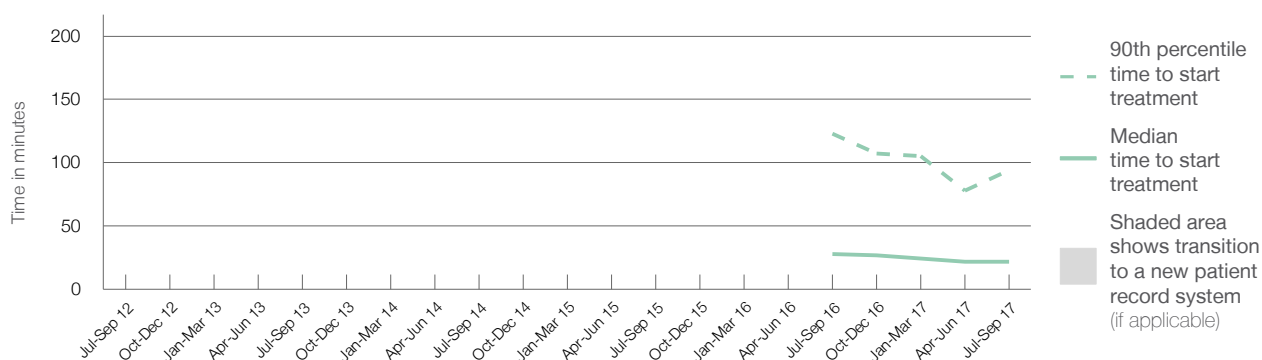
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
418	
370	
28 minutes	26 minutes
123 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					28	22
90th percentile time to start treatment ⁵ (minutes)					123	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 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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Cooma Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,039 patients

Presentations used to calculate time to leaving the ED:⁶ 3,039 patients

Median time spent in the ED⁸

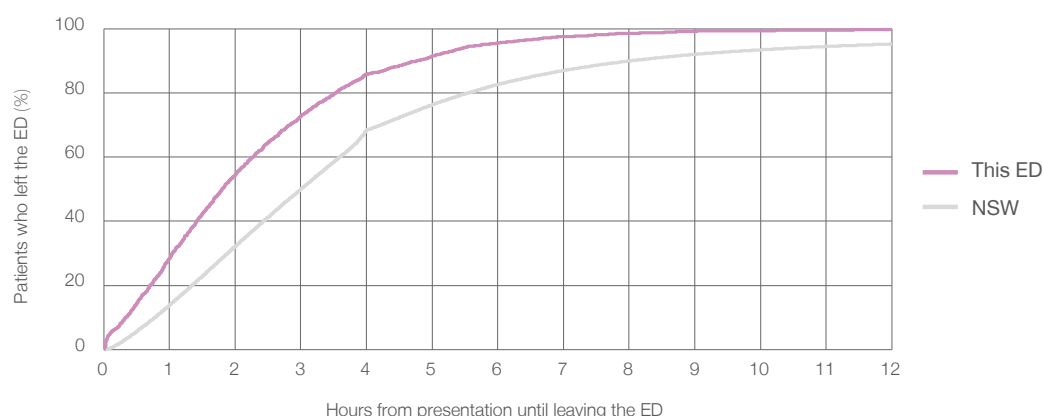
1 hours and 49 minutes

90th percentile time spent in the ED⁹

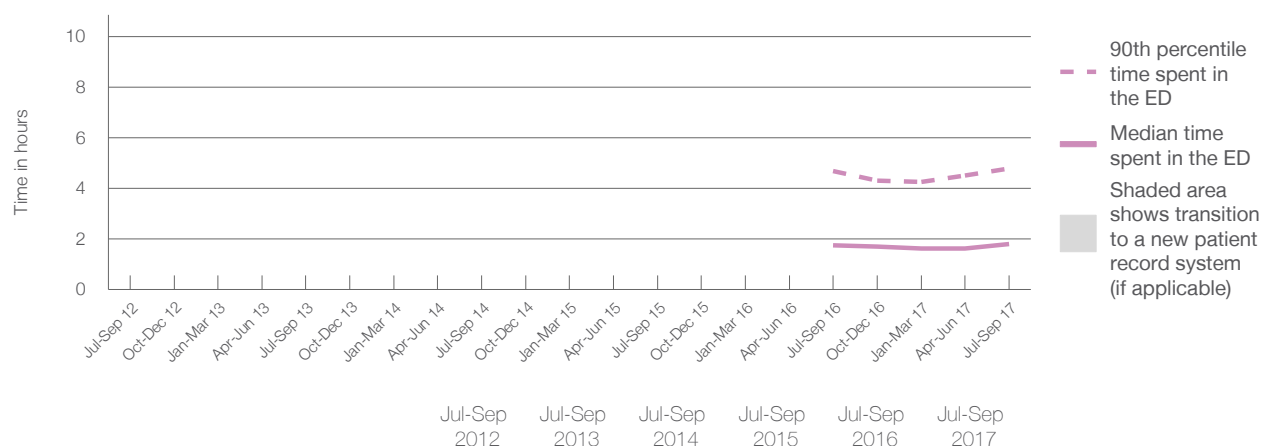
4 hours and 47 minutes

Same period last year	NSW (this period)
2,944	
2,943	
1 hours and 46 minutes	3 hours and 0 minutes
4 hours and 42 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)					1h 46m	1h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)					4h 42m	4h 47m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Cooma Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

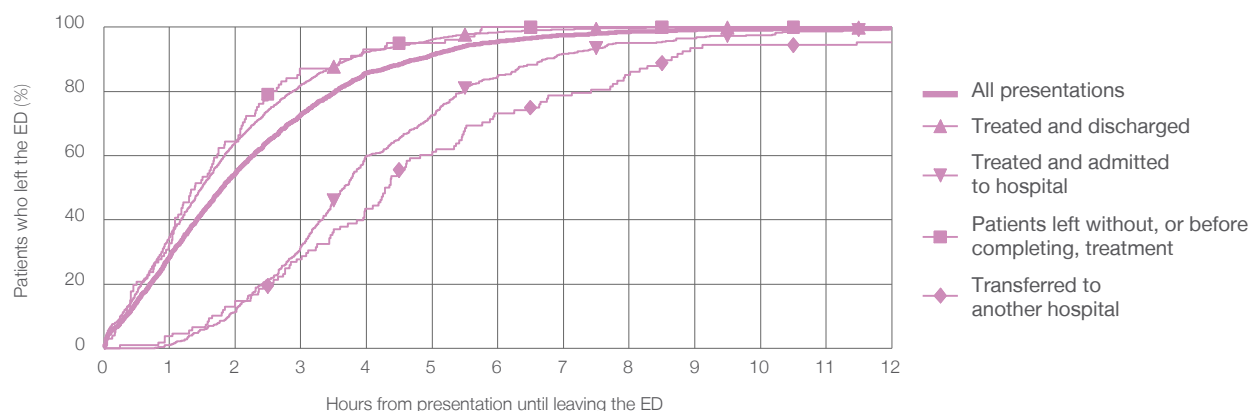
All presentations:[†] 3,039 patients

Presentations used to calculate time to leaving the ED:[‡] 3,039 patients

Treated and discharged	2,372 (78.1%)
Treated and admitted to hospital	449 (14.8%)
Patient left without, or before completing, treatment	101 (3.3%)
Transferred to another hospital	108 (3.6%)
Other	9 (0.3%)

Same period last year	Change since one year ago
2,943	3.3%
2,306	2.9%
402	11.7%
111	-9.0%
115	-6.1%
10	-10.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	34.6%	64.2%	82.0%	92.3%	98.4%	99.8%	99.9%	100%
Treated and admitted to hospital	0.9%	11.4%	31.6%	59.9%	84.9%	95.1%	97.6%	99.6%
Patient left without, or before completing, treatment	32.7%	64.4%	87.1%	93.1%	100%	100%	100%	100%
Transferred to another hospital	3.7%	14.8%	27.8%	43.5%	73.1%	85.2%	94.4%	95.4%
All presentations	28.5%	54.6%	72.8%	85.8%	95.6%	98.6%	99.4%	99.7%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Cooma Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 3,039 patients

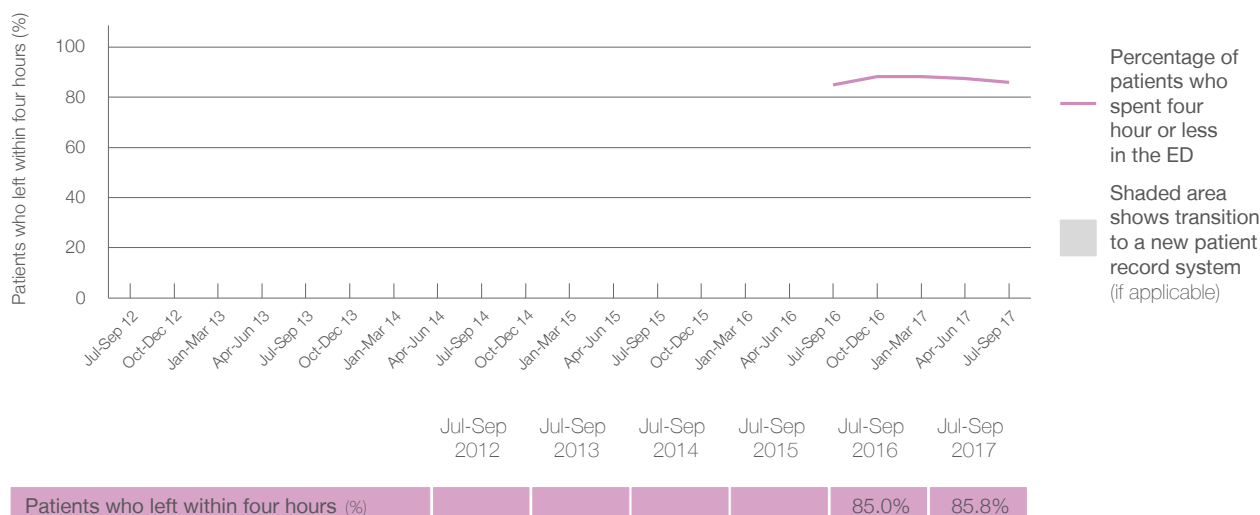
Presentations used to calculate time to leaving the ED:⁶ 3,039 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,944	3.2%
2,943	3.3%
85.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Cowra District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 1,689 patients

Emergency presentations:² 1,649 patients

Same period last year	Change since one year ago
1,770	-4.6%
1,729	-4.6%

Cowra District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 178 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): 468 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 697 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 297 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
179	
5 minutes	9 minutes
13 minutes	29 minutes
424	
7 minutes	23 minutes
30 minutes	83 minutes
821	
7 minutes	30 minutes
33 minutes	121 minutes
295	
7 minutes	26 minutes
60 minutes	118 minutes

Cowra District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 1,688 patients

Percentage of patients who spent four hours or less in the ED 87.0%

Same period last year	Change since one year ago
1,770	-4.6%
86.2%	

* 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, July to September 2016*.
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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.

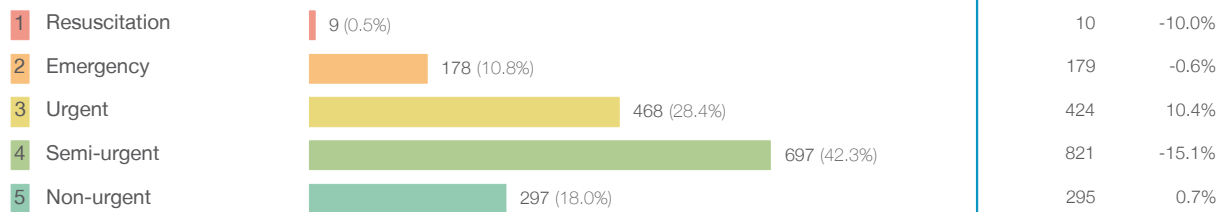
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Cowra District Hospital: Patients presenting to the emergency department

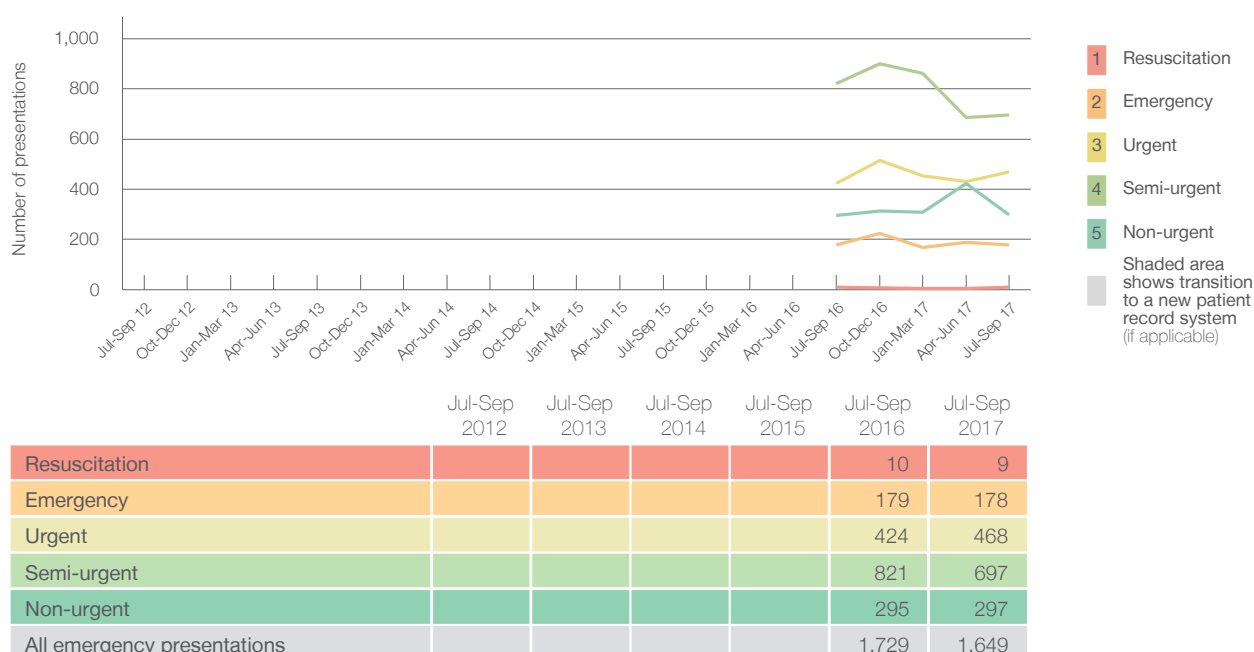
July to September 2017

All presentations:¹ 1,689 patients

Emergency presentations² by triage category: 1,649 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



Cowra District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 262 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Cowra District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 178

Number of triage 2 patients used to calculate waiting time:³ 177

Median time to start treatment⁴

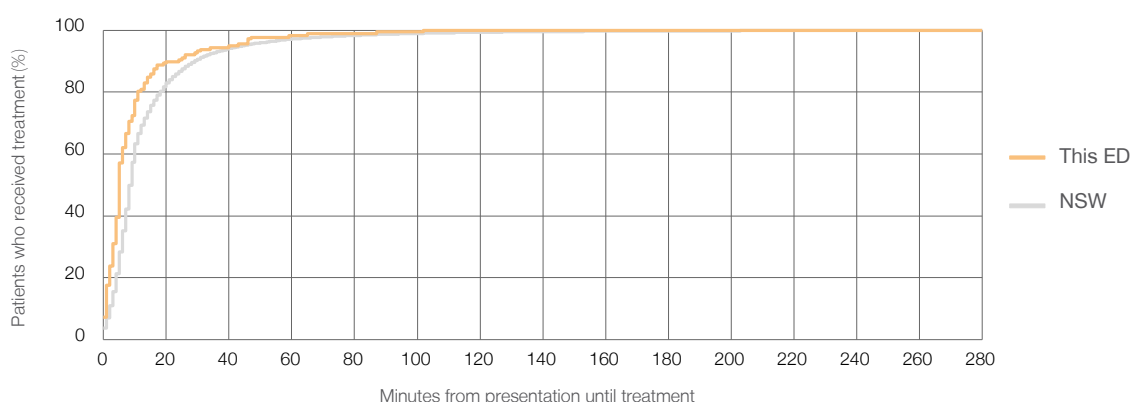
5 minutes

90th percentile time to start treatment⁵

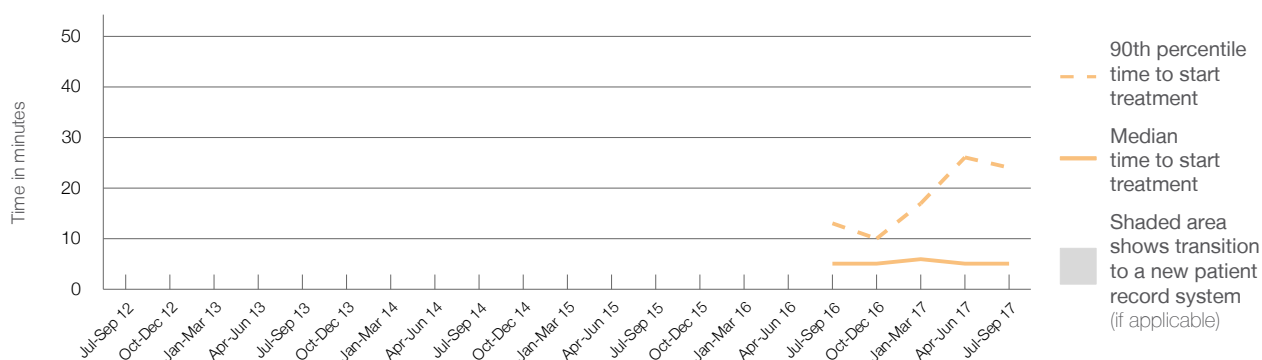
24 minutes

Same period last year	NSW (this period)
179	
178	
5 minutes	9 minutes
13 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					5	5
90th percentile time to start treatment ⁵ (minutes)					13	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 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.

Cowra District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 468

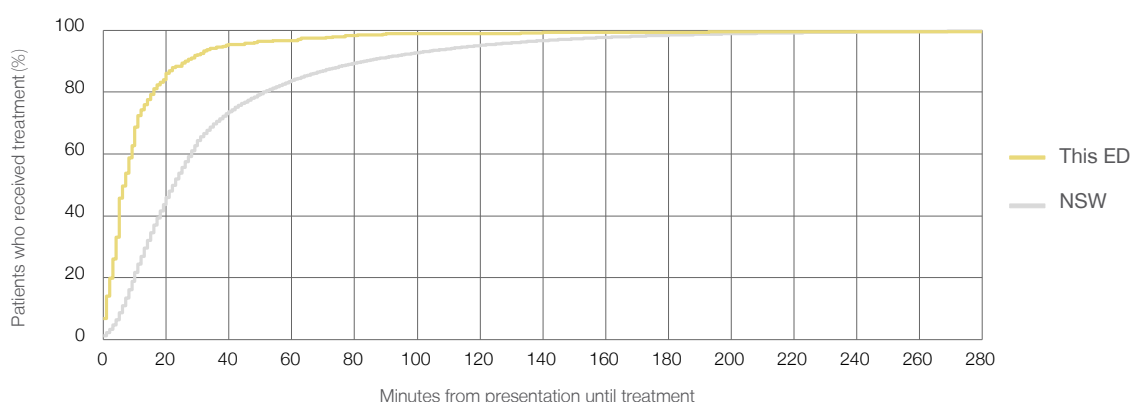
Number of triage 3 patients used to calculate waiting time:³ 463

Median time to start treatment⁴ 7 minutes

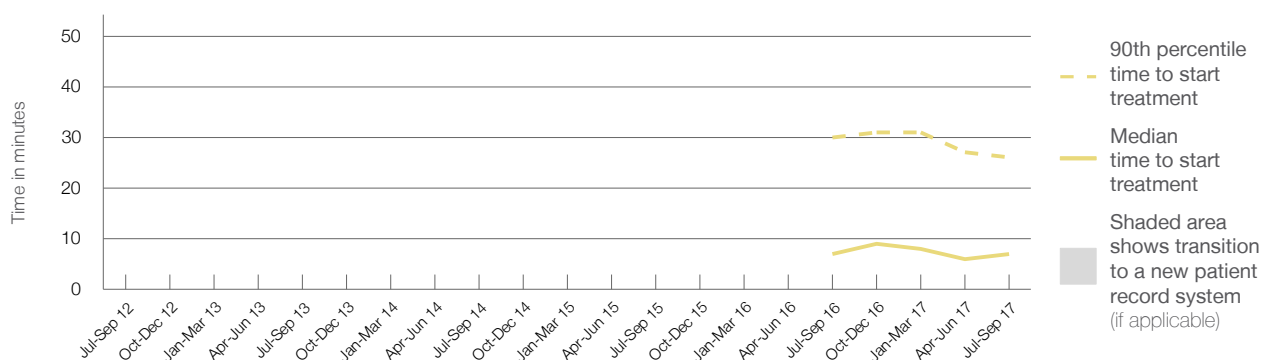
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
424	
414	
7 minutes	23 minutes
30 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					7	7
90th percentile time to start treatment ⁵ (minutes)					30	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 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.

Cowra District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 697

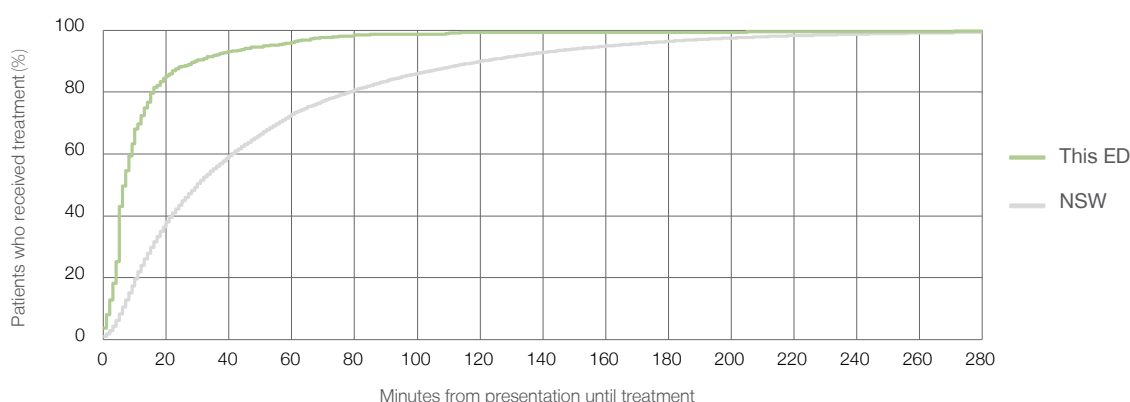
Number of triage 4 patients used to calculate waiting time:³ 647

Median time to start treatment⁴ 7 minutes

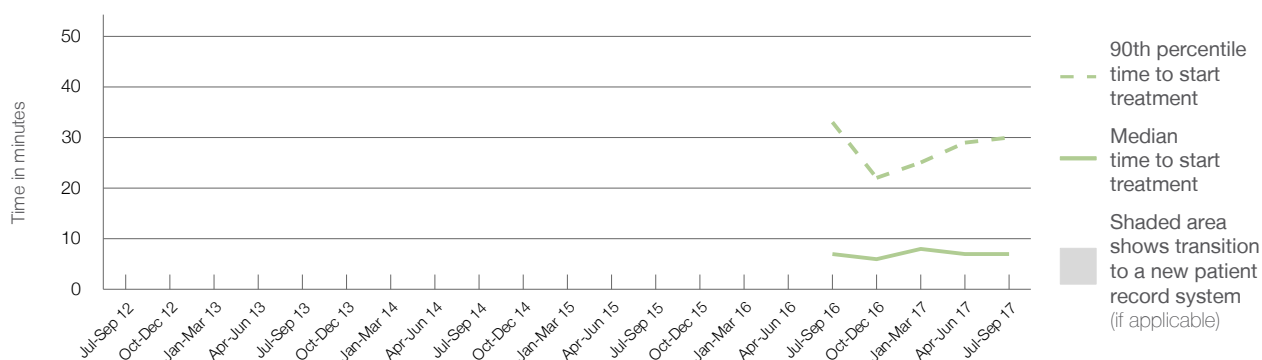
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
821	
780	
7 minutes	30 minutes
33 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					7	7
90th percentile time to start treatment ⁵ (minutes)					33	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Cowra District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 297

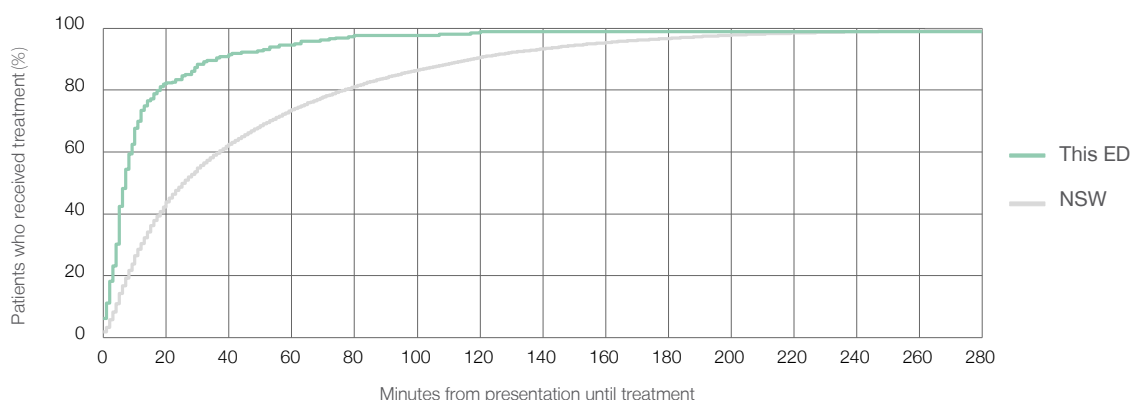
Number of triage 5 patients used to calculate waiting time:³ 259

Median time to start treatment⁴ 7 minutes

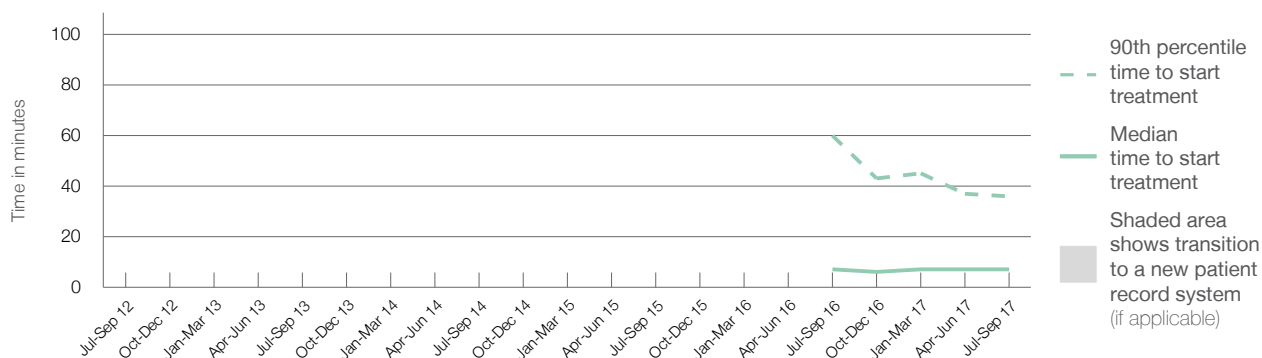
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
295	
267	
7 minutes	26 minutes
60 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					7	7
90th percentile time to start treatment ⁵ (minutes)					60	36

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Cowra District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 1,689 patients

Presentations used to calculate time to leaving the ED:⁶ 1,688 patients

Median time spent in the ED⁸

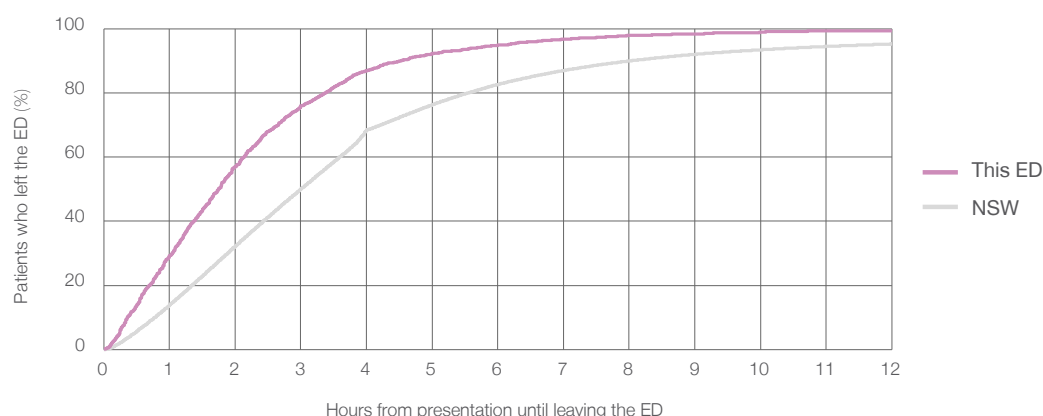
1 hours and 45 minutes

90th percentile time spent in the ED⁹

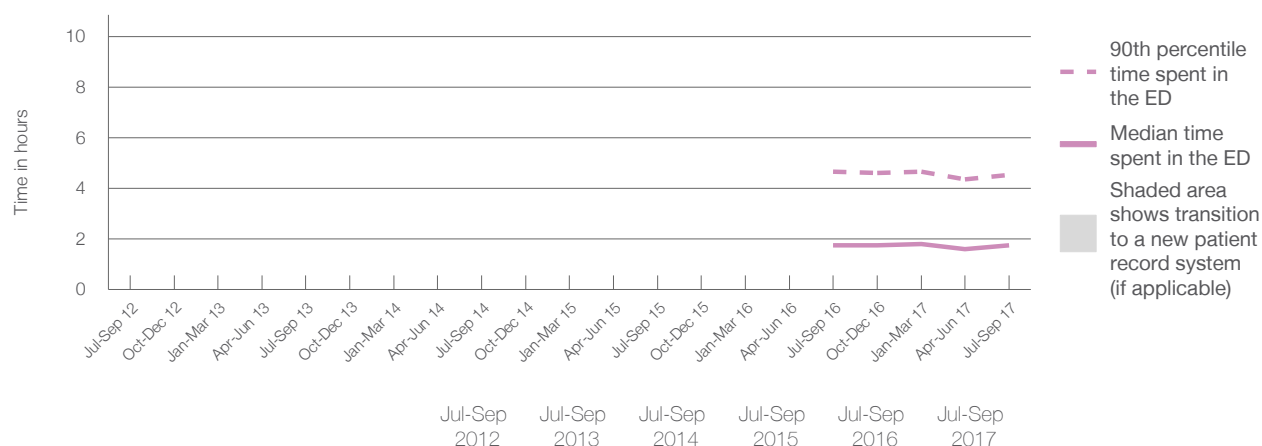
4 hours and 32 minutes

Same period last year	NSW (this period)
1,770	
1,770	
1 hours and 45 minutes	3 hours and 0 minutes
4 hours and 40 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)					1h 45m	1h 45m
90th percentile time to leaving the ED ⁹ (hours, minutes)					4h 40m	4h 32m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Cowra District Hospital: Time patients spent in the ED

By mode of separation

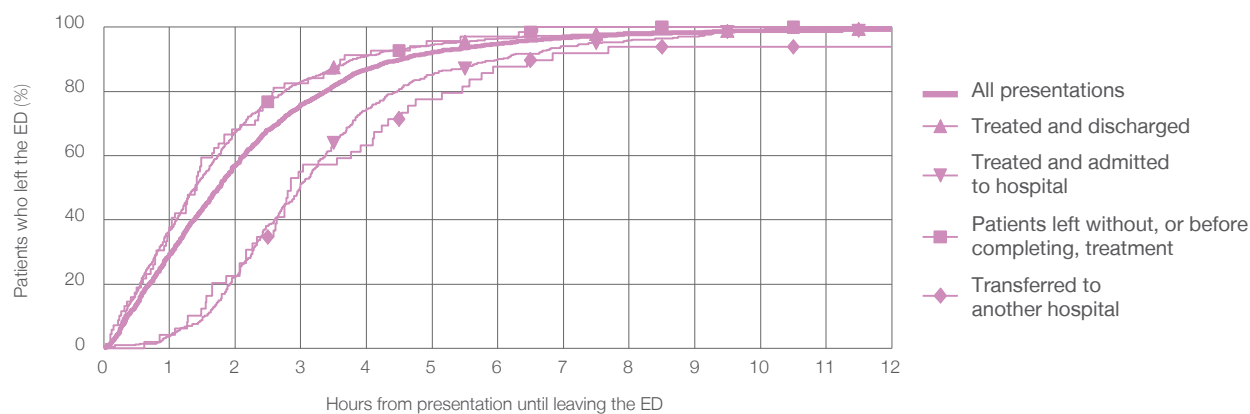
July to September 2017

All presentations:[†] 1,689 patients

Presentations used to calculate time to leaving the ED:[§] 1,688 patients

		Same period last year	Change since one year ago
Treated and discharged	1,222 (72.4%)	1,267	-3.6%
Treated and admitted to hospital	342 (20.2%)	321	6.5%
Patient left without, or before completing, treatment	69 (4.1%)	94	-26.6%
Transferred to another hospital	49 (2.9%)	87	-43.7%
Other	7 (0.4%)	1	600.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	36.8%	67.3%	83.1%	91.1%	96.5%	98.5%	99.2%	99.7%
Treated and admitted to hospital	3.8%	22.2%	51.2%	74.6%	90.1%	95.9%	98.5%	98.8%
Patient left without, or before completing, treatment	37.7%	68.1%	82.6%	91.3%	97.1%	100%	100%	100%
Transferred to another hospital	4.1%	22.4%	55.1%	63.3%	87.8%	93.9%	93.9%	93.9%
All presentations	29.3%	57.0%	75.9%	87.0%	95.0%	97.9%	98.9%	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 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.

Cowra District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 1,689 patients

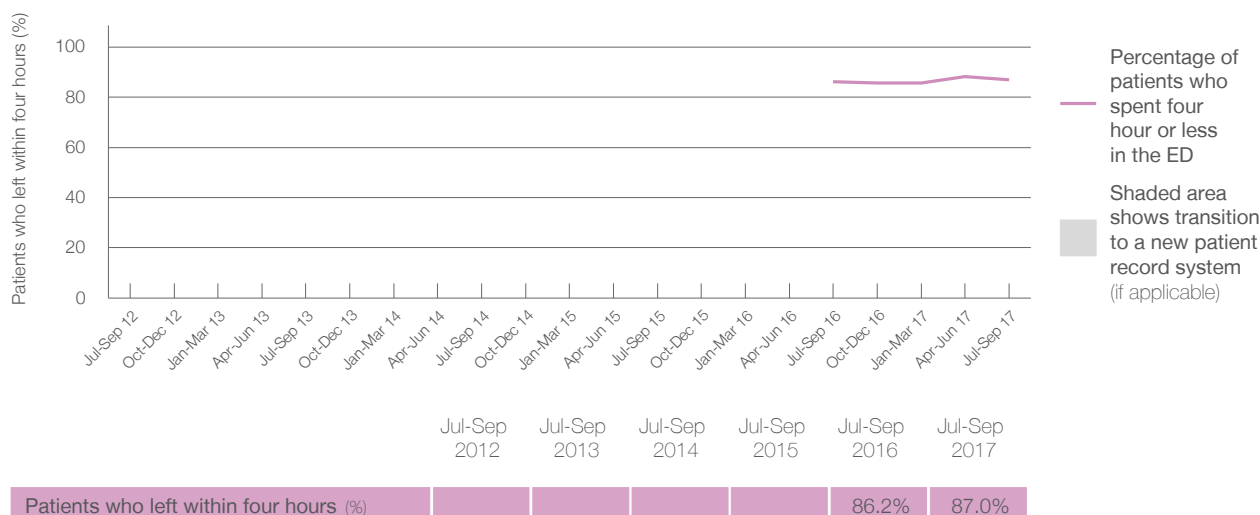
Presentations used to calculate time to leaving the ED:⁶ 1,688 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,770	-4.6%
1,770	-4.6%
86.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Deniliquin Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,266 patients

Emergency presentations:² 1,926 patients

Same period last year	Change since one year ago
2,073	9.3%
1,738	10.8%

Deniliquin Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 100 patients

Median time to start treatment⁴ 4 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 602 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 829 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 395 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
81	
5 minutes	9 minutes
*	29 minutes
586	
6 minutes	23 minutes
20 minutes	83 minutes
813	
7 minutes	30 minutes
23 minutes	121 minutes
251	
6 minutes	26 minutes
26 minutes	118 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,266 patients

Percentage of patients who spent four hours or less in the ED 88.6%

Same period last year	Change since one year ago
2,073	9.3%
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, July to September 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.

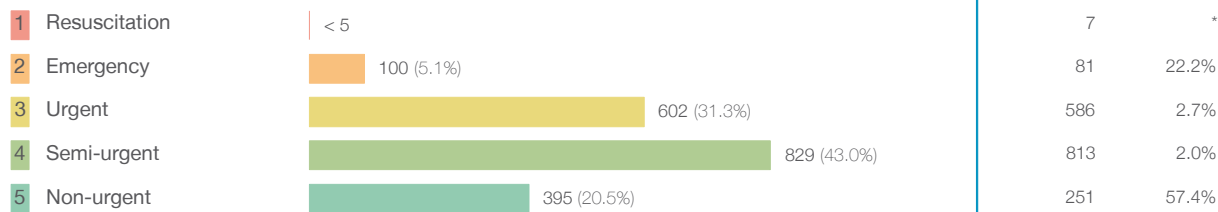
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Deniliquin Health Service: Patients presenting to the emergency department

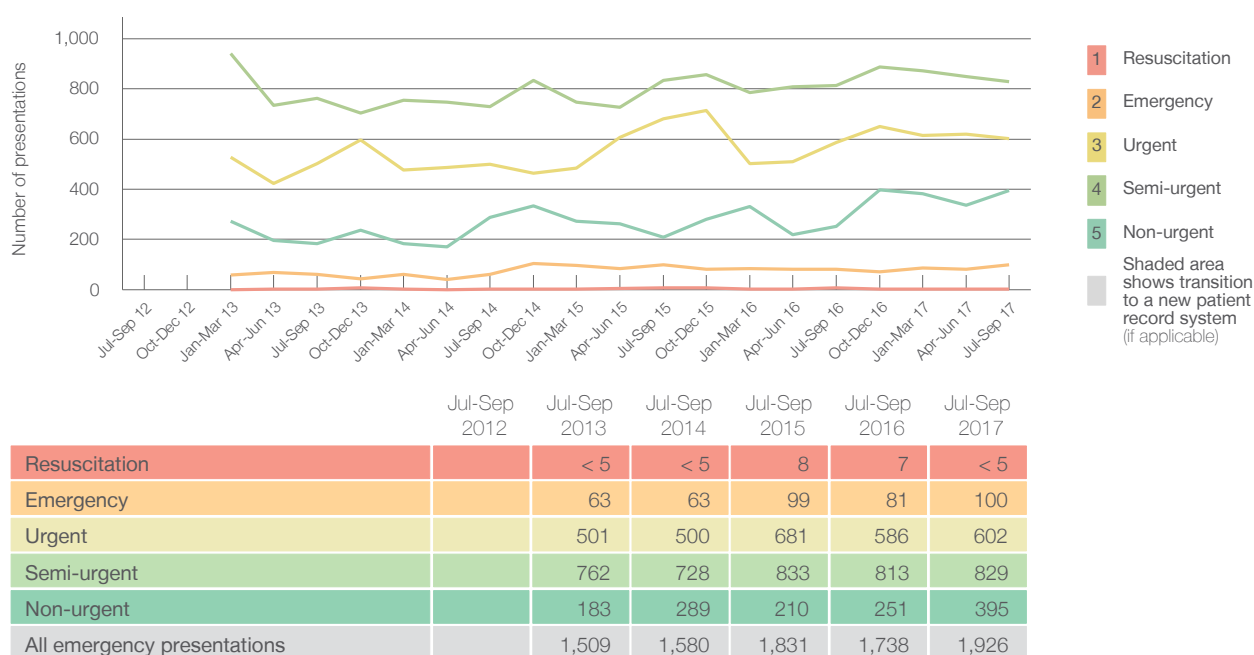
July to September 2017

All presentations:¹ 2,266 patients

Emergency presentations² by triage category: 1,926 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



Deniliquin Health Service: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 102 patients ^{**}

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Deniliquin Health Service: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 100

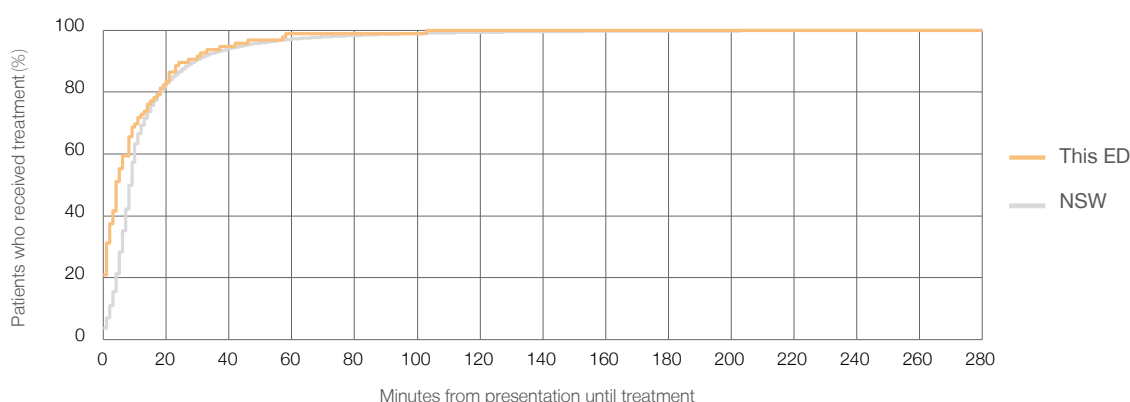
Number of triage 2 patients used to calculate waiting time:³ 96

Median time to start treatment⁴ 4 minutes

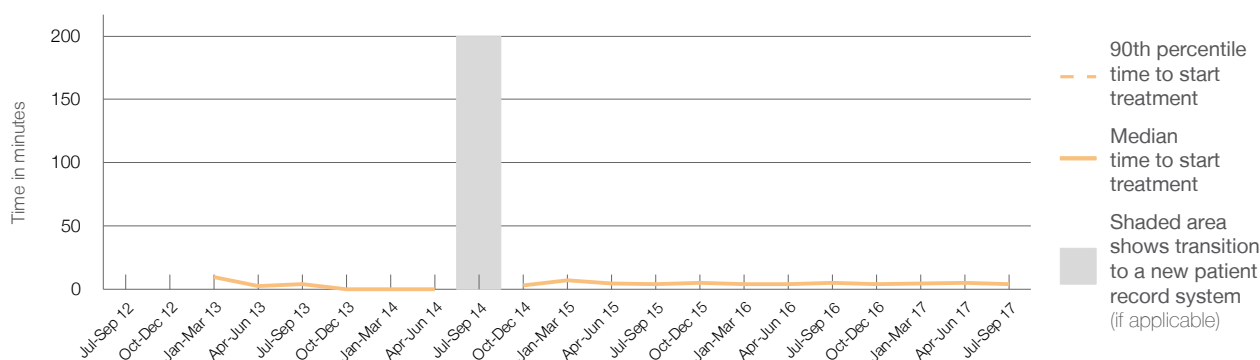
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
81	
81	
5 minutes	9 minutes
*	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		4		4	5	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 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.

Deniliquin Health Service: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 602

Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴

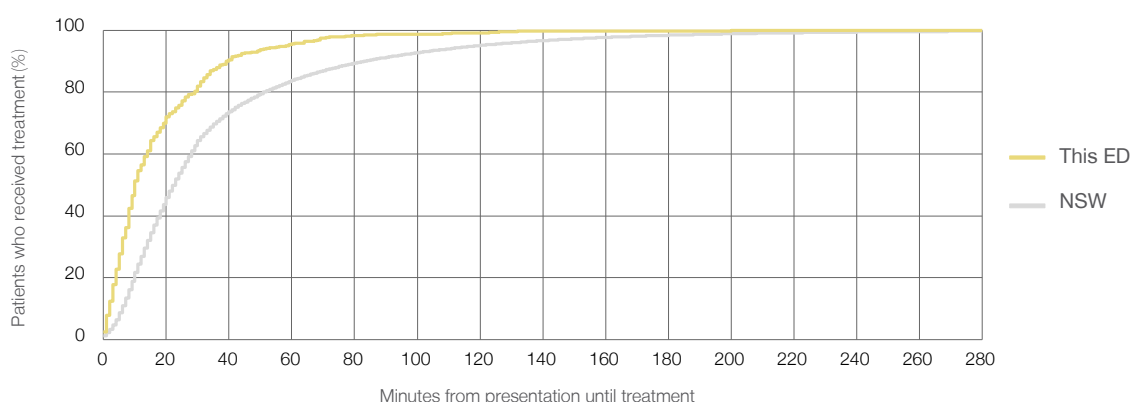
10 minutes

90th percentile time to start treatment⁵

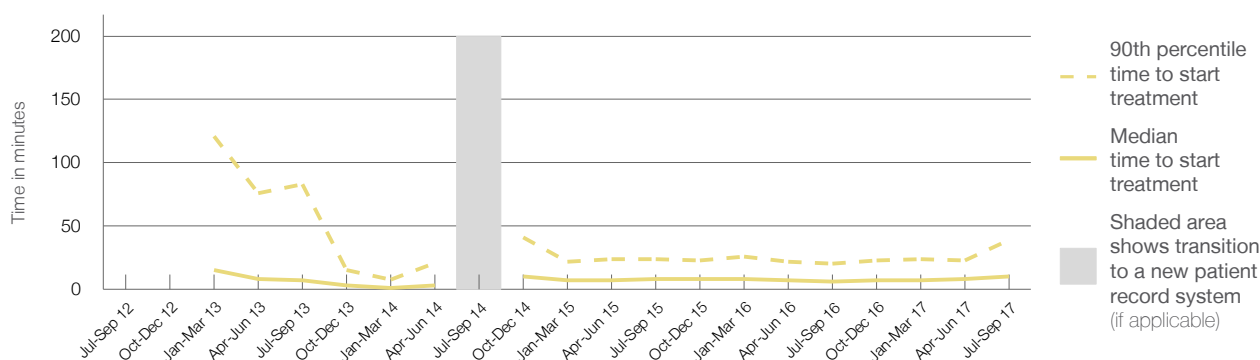
39 minutes

Same period last year	NSW (this period)
586	
573	
6 minutes	23 minutes
20 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		7		8	6	10
90th percentile time to start treatment ⁵ (minutes)		83		24	20	39

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Deniliquin Health Service: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 829

Number of triage 4 patients used to calculate waiting time:³ 782

Median time to start treatment⁴

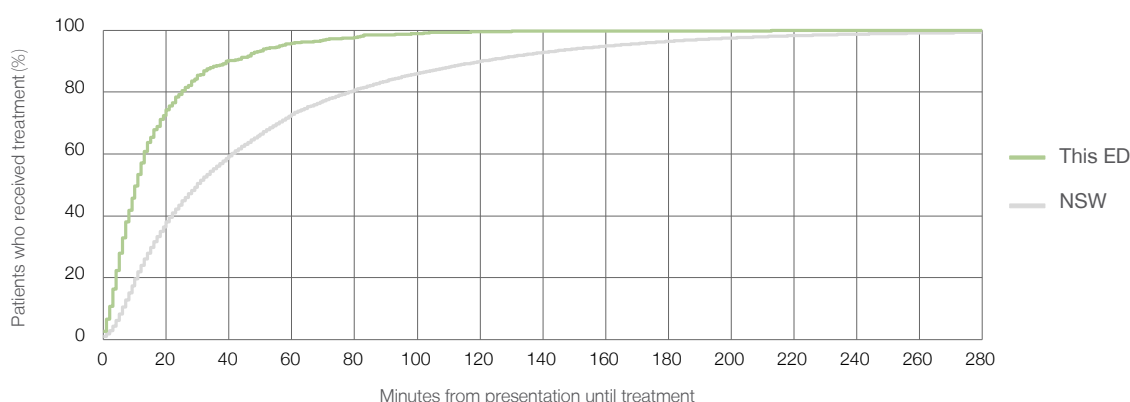
11 minutes

90th percentile time to start treatment⁵

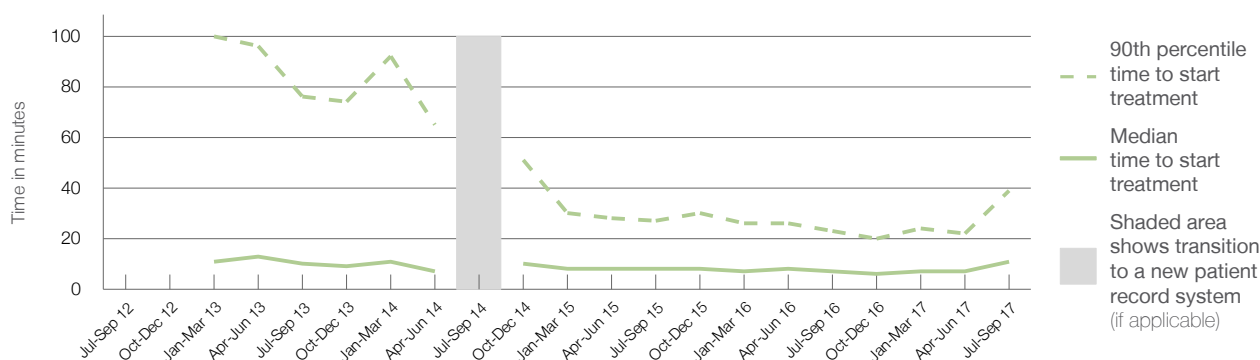
39 minutes

Same period last year	NSW (this period)
813	
781	
7 minutes	30 minutes
23 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		10		8	7	11
90th percentile time to start treatment ⁵ (minutes)		76		27	23	39

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Deniliquin Health Service: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 395

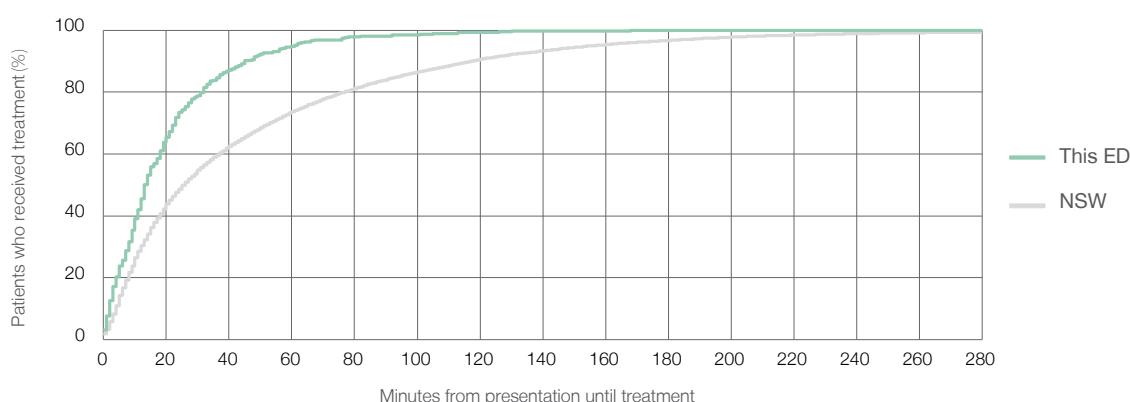
Number of triage 5 patients used to calculate waiting time:³ 378

Median time to start treatment⁴ 14 minutes

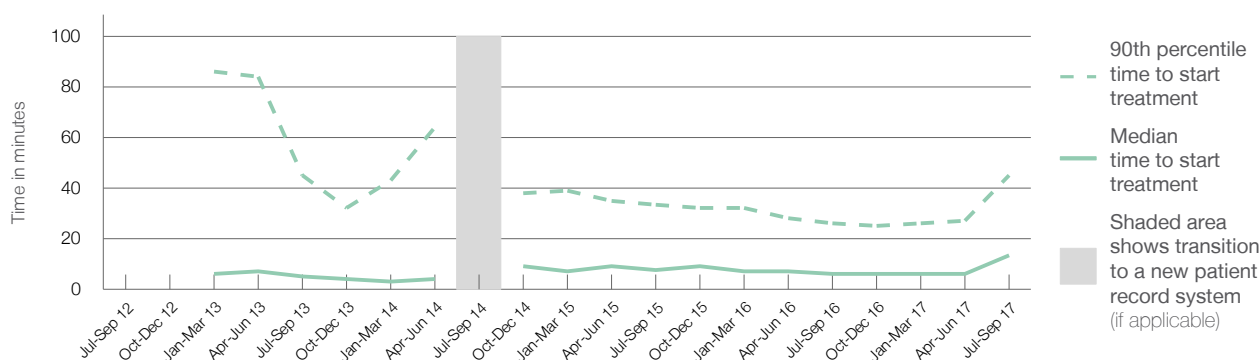
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
251	
245	
6 minutes	26 minutes
26 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		5		8	6	14
90th percentile time to start treatment ⁵ (minutes)		45		34	26	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 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.

Deniliquin Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,266 patients

Presentations used to calculate time to leaving the ED:⁶ 2,266 patients

Median time spent in the ED⁸

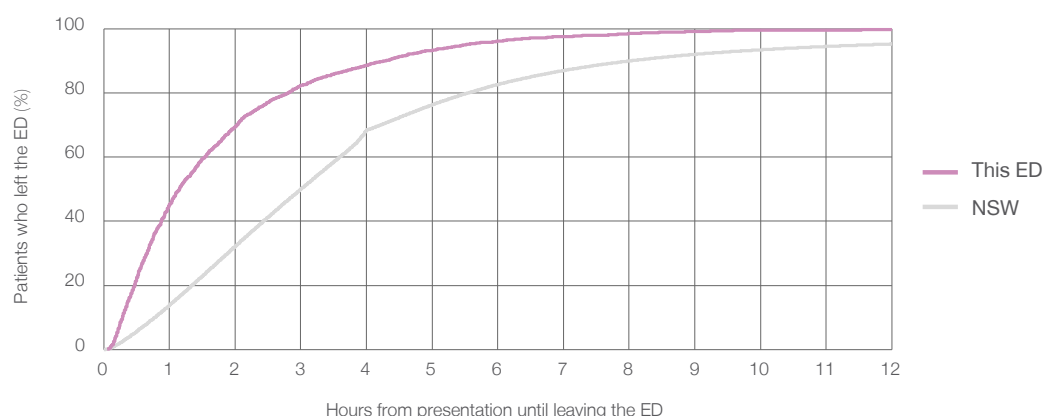
1 hours and 9 minutes

90th percentile time spent in the ED⁹

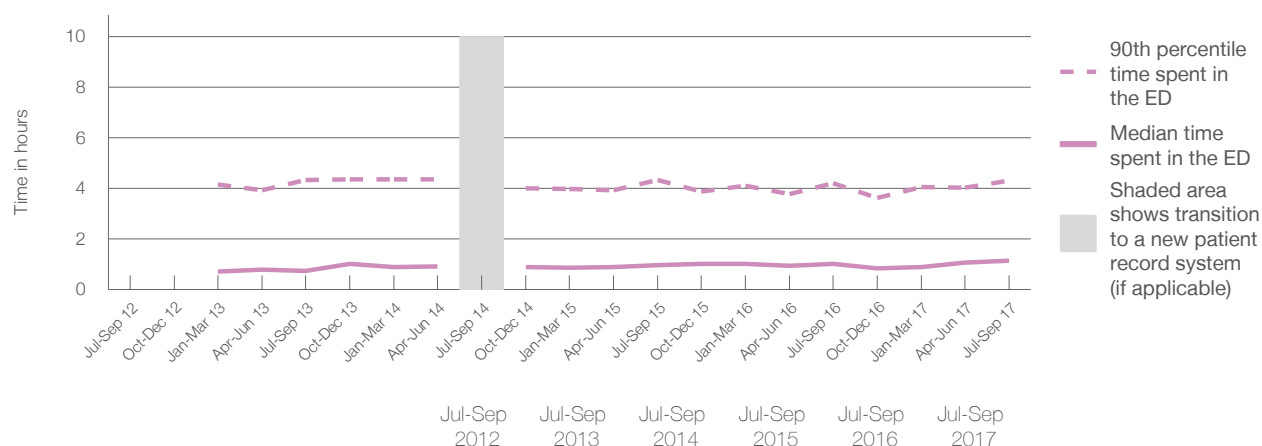
4 hours and 18 minutes

Same period last year	NSW (this period)
2,073	2,073
1 hours and 1 minutes	3 hours and 0 minutes
4 hours and 13 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)		0h 44m		0h 59m	1h 1m	1h 9m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 20m		4h 20m	4h 13m	4h 18m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Deniliquin Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

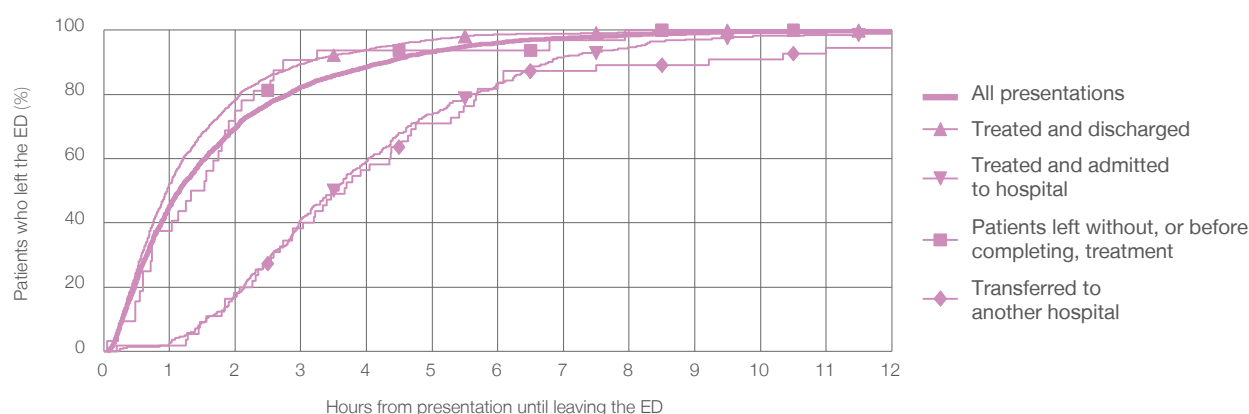
All presentations:[†] 2,266 patients

Presentations used to calculate time to leaving the ED:[‡] 2,266 patients

Treated and discharged	1,817 (80.2%)
Treated and admitted to hospital	282 (12.4%)
Patient left without, or before completing, treatment	32 (1.4%)
Transferred to another hospital	55 (2.4%)
Other	80 (3.5%)

Same period last year	Change since one year ago
2,073	9.3%
1,616	12.4%
334	-15.6%
28	14.3%
41	34.1%
54	48.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	52.2%	78.4%	89.5%	93.9%	98.7%	99.3%	99.9%	99.9%
Treated and admitted to hospital	2.5%	17.0%	41.1%	59.2%	83.3%	94.7%	98.2%	98.9%
Patient left without, or before completing, treatment	37.5%	75.0%	90.6%	93.8%	93.8%	100%	100%	100%
Transferred to another hospital	1.8%	18.2%	38.2%	56.4%	83.6%	89.1%	90.9%	94.5%
All presentations	45.3%	69.6%	82.3%	88.6%	96.2%	98.5%	99.5%	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 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.

Deniliquin Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 2,266 patients

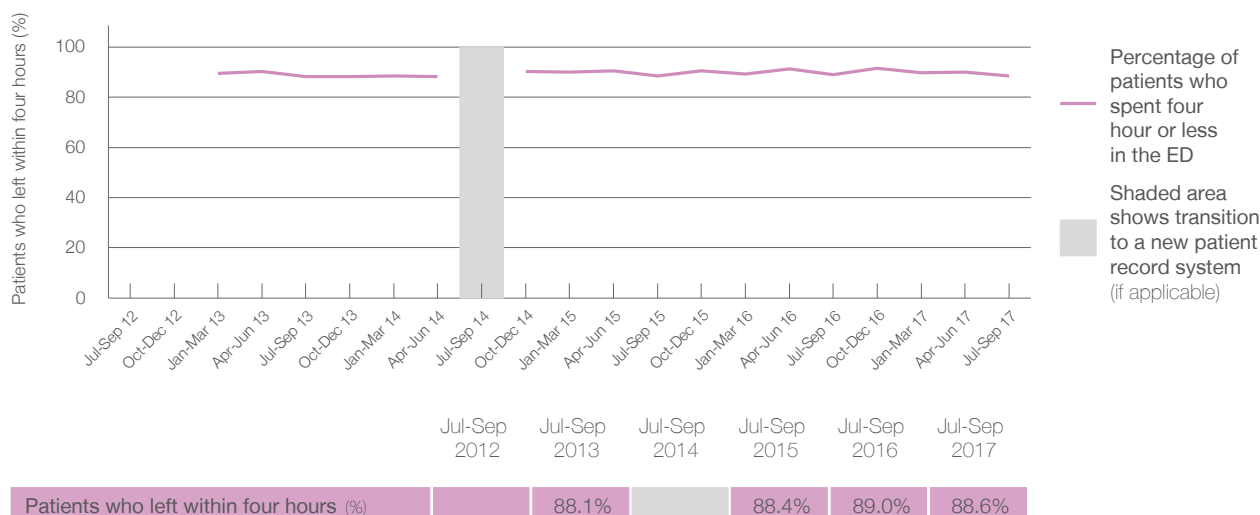
Presentations used to calculate time to leaving the ED:⁶ 2,266 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,073	9.3%
2,073	9.3%
89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Forbes District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,031 patients

Emergency presentations:² 1,866 patients

Same period last year	Change since one year ago
1,855	9.5%
1,619	15.3%

Forbes District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 84 patients

Median time to start treatment⁴ 4 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 317 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 737 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 728 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
87	
5 minutes	9 minutes
*	29 minutes
270	
16 minutes	23 minutes
50 minutes	83 minutes
526	
25 minutes	30 minutes
95 minutes	121 minutes
731	
31 minutes	26 minutes
140 minutes	118 minutes

Forbes District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,030 patients

Percentage of patients who spent four hours or less in the ED 86.4%

Same period last year	Change since one year ago
1,855	9.4%
88.0%	

* 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, July to September 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.

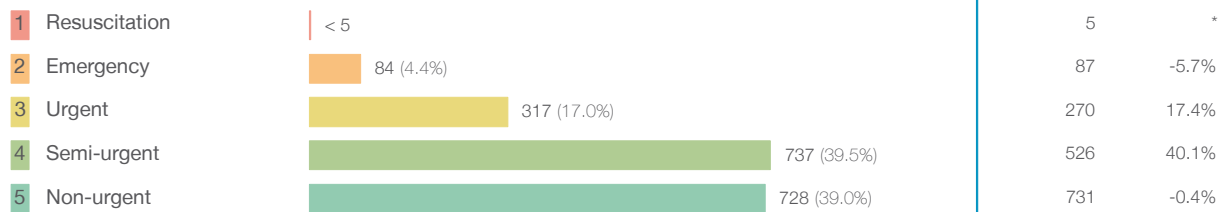
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Forbes District Hospital: Patients presenting to the emergency department

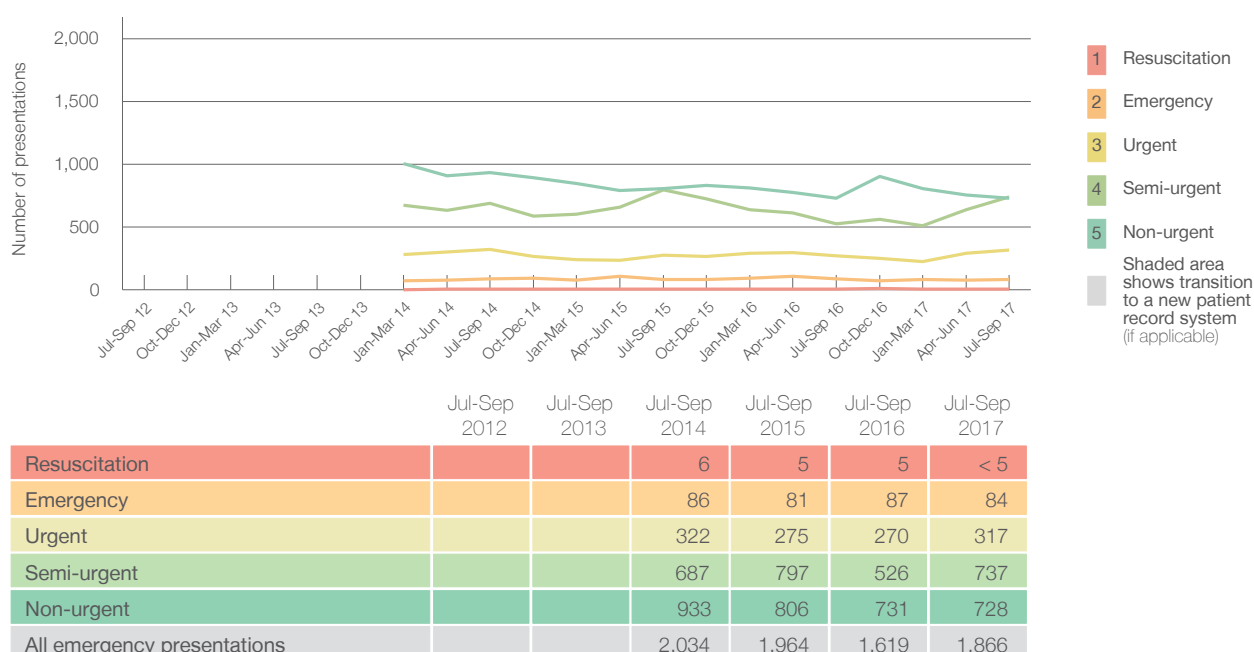
July to September 2017

All presentations:¹ 2,031 patients

Emergency presentations² by triage category: 1,866 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



Forbes District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 218 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Forbes District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 84

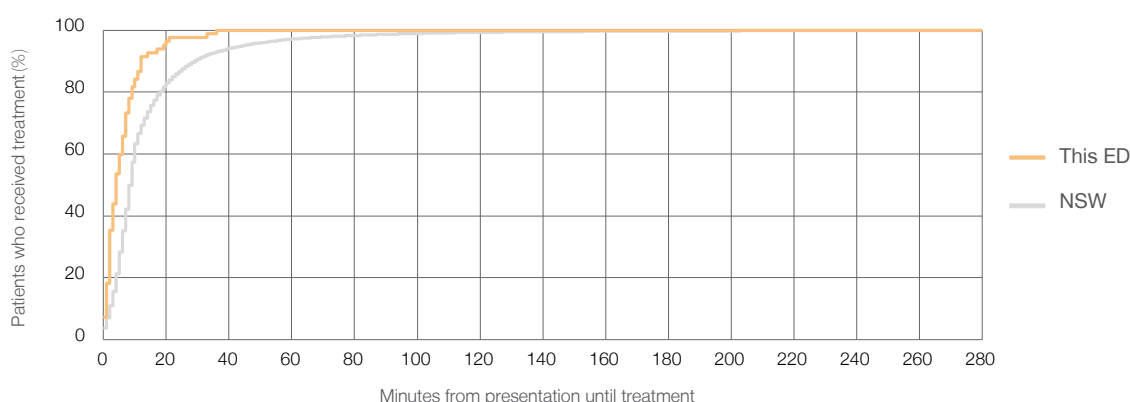
Number of triage 2 patients used to calculate waiting time:³ 82

Median time to start treatment⁴ 4 minutes

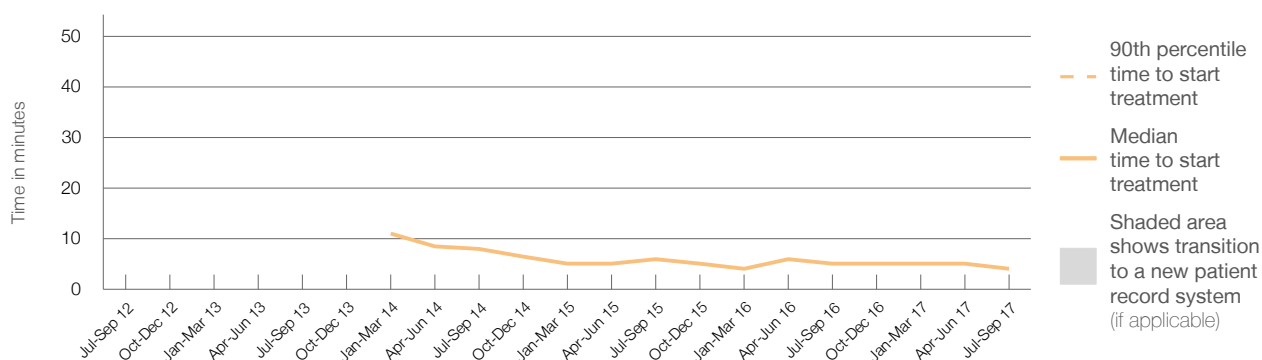
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
87	
87	
5 minutes	9 minutes
*	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			8	6	5	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 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.

Forbes District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 317

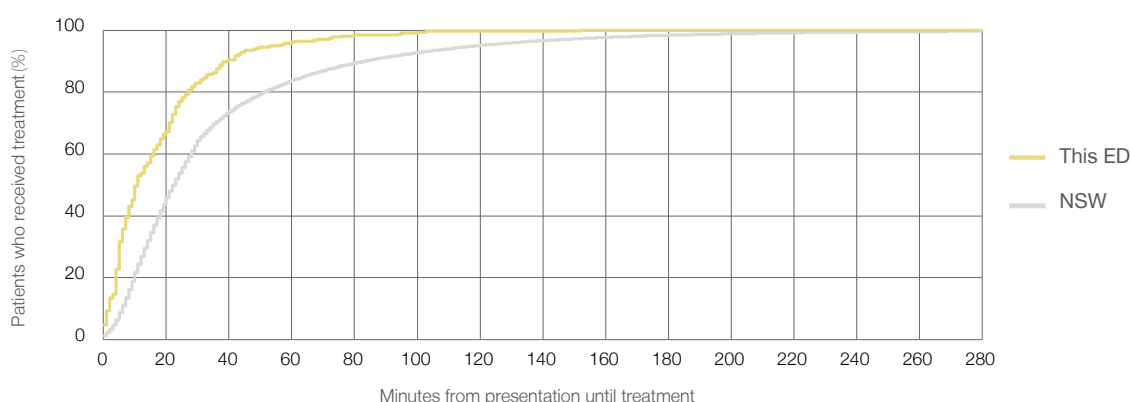
Number of triage 3 patients used to calculate waiting time:³ 312

Median time to start treatment⁴ 11 minutes

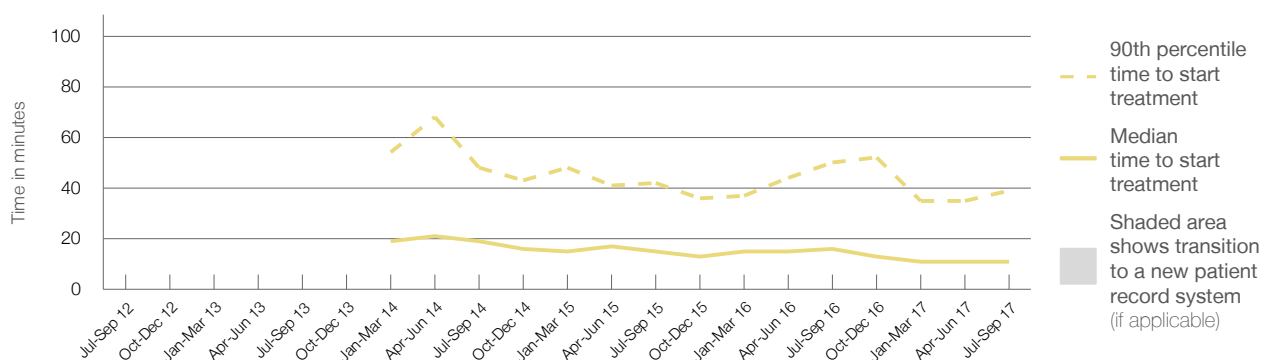
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
270	
269	
16 minutes	23 minutes
50 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			19	15	16	11
90th percentile time to start treatment ⁵ (minutes)			48	42	50	39

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Forbes District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 737

Number of triage 4 patients used to calculate waiting time:³ 708

Median time to start treatment⁴

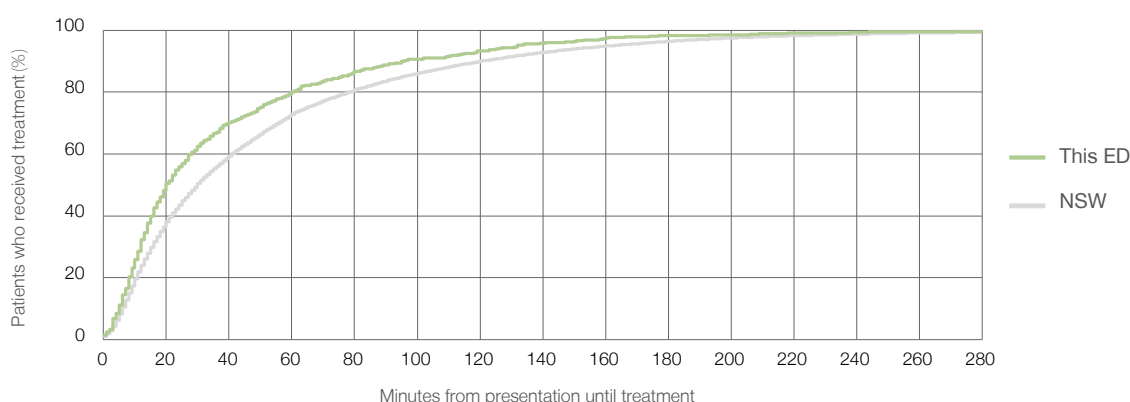
20 minutes

90th percentile time to start treatment⁵

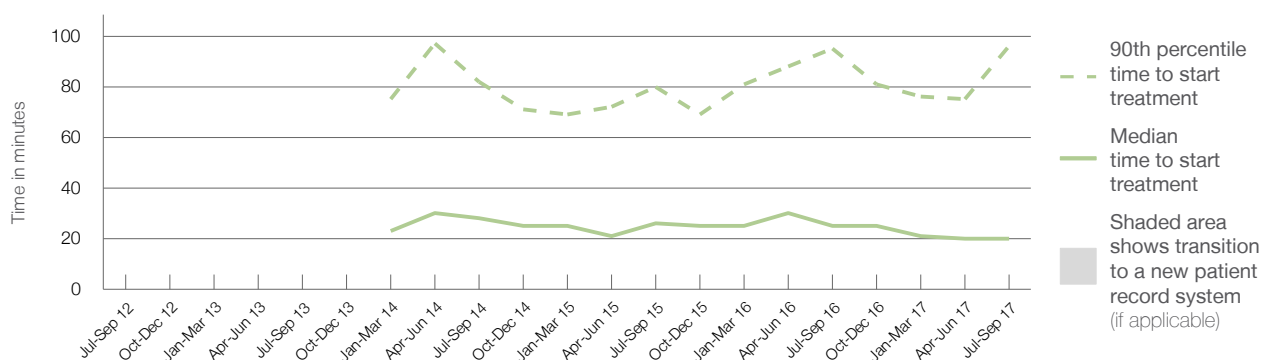
96 minutes

Same period last year	NSW (this period)
526	
494	
25 minutes	30 minutes
95 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			28	26	25	20
90th percentile time to start treatment ⁵ (minutes)			82	80	95	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 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.

Forbes District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 728

Number of triage 5 patients used to calculate waiting time:³ 674

Median time to start treatment⁴

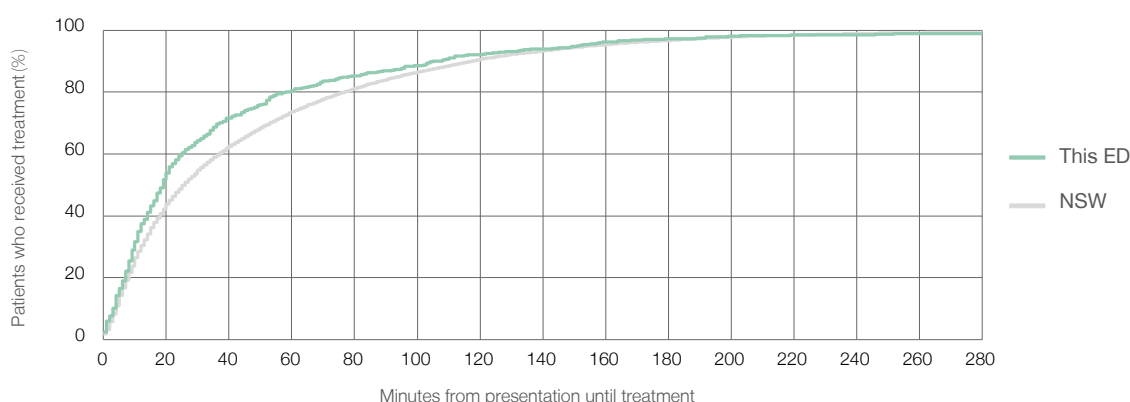
19 minutes

90th percentile time to start treatment⁵

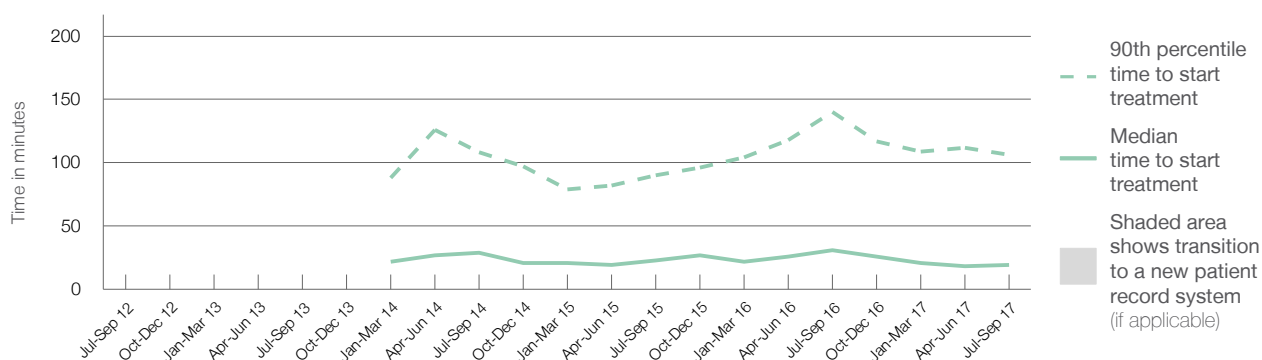
106 minutes

Same period last year	NSW (this period)
731	
641	
31 minutes	26 minutes
140 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			29	23	31	19
90th percentile time to start treatment ⁵ (minutes)			108	90	140	106

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Forbes District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,031 patients

Presentations used to calculate time to leaving the ED:⁶ 2,030 patients

Median time spent in the ED⁸

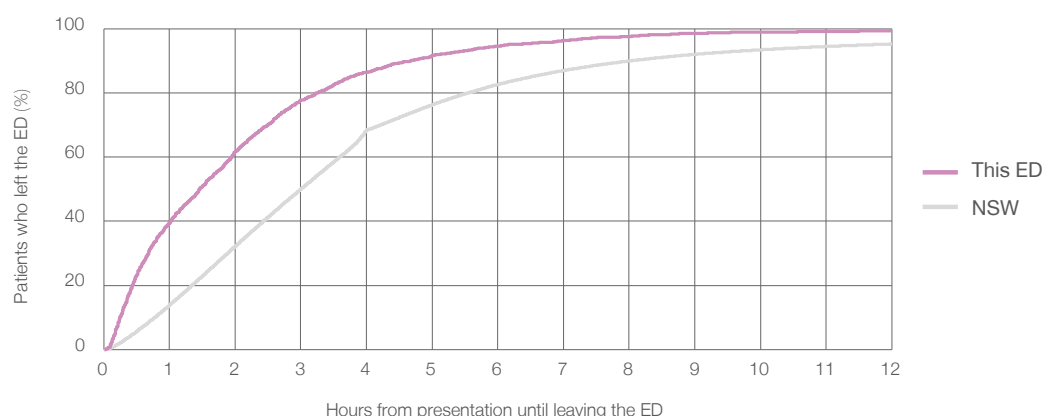
1 hours and 28 minutes

90th percentile time spent in the ED⁹

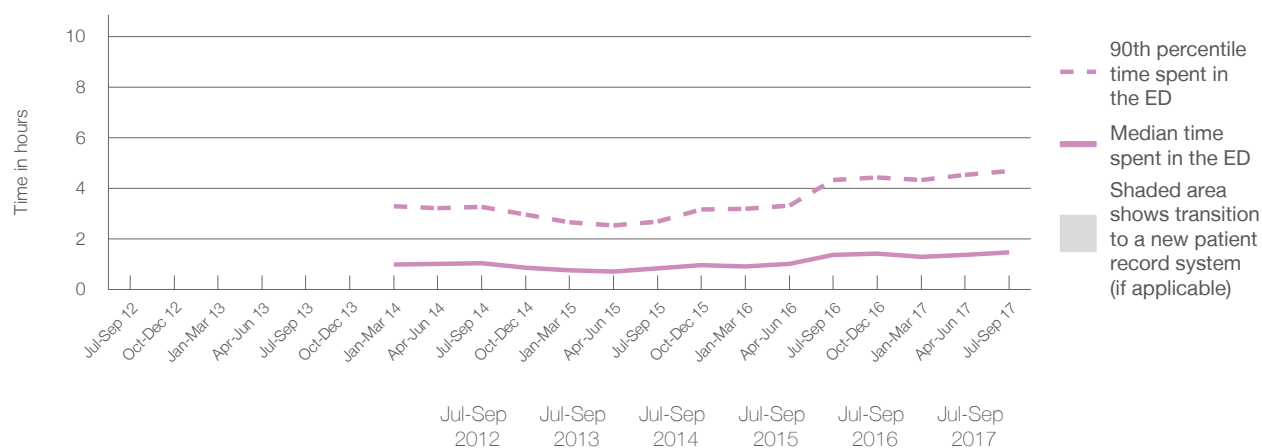
4 hours and 41 minutes

Same period last year	NSW (this period)
1,855	
1,855	
1 hours and 22 minutes	3 hours and 0 minutes
4 hours and 20 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)			1h 3m	0h 51m	1h 22m	1h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)			3h 16m	2h 42m	4h 20m	4h 41m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Forbes District Hospital: Time patients spent in the ED

By mode of separation

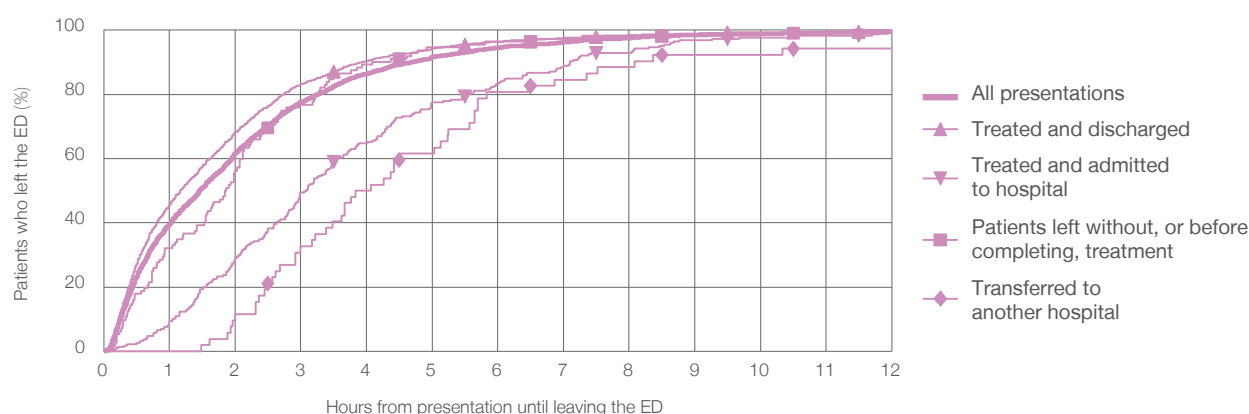
July to September 2017

All presentations:[†] 2,031 patients

Presentations used to calculate time to leaving the ED:[‡] 2,030 patients

		Same period last year	Change since one year ago
Treated and discharged	1,625 (80.0%)	1,855	9.4%
Treated and admitted to hospital	227 (11.2%)	1,429	13.7%
Patient left without, or before completing, treatment	112 (5.5%)	215	5.6%
Transferred to another hospital	52 (2.6%)	138	-18.8%
Other	15 (0.7%)	64	-18.8%
		9	66.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	45.5%	68.2%	83.2%	90.3%	96.4%	98.5%	99.3%	99.6%
Treated and admitted to hospital	9.3%	29.1%	49.3%	64.8%	83.3%	93.0%	97.8%	99.1%
Patient left without, or before completing, treatment	32.1%	56.3%	76.8%	89.3%	96.4%	98.2%	99.1%	100%
Transferred to another hospital	0%	11.5%	32.7%	50.0%	80.8%	88.5%	92.3%	94.2%
All presentations	39.6%	61.8%	77.7%	86.4%	94.5%	97.6%	99.0%	99.4%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Forbes District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 2,031 patients

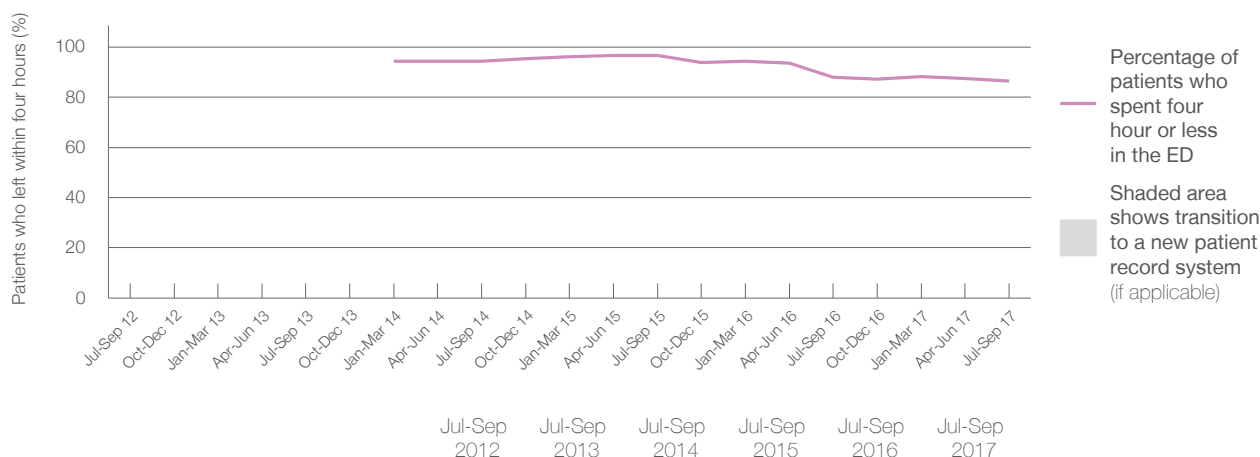
Presentations used to calculate time to leaving the ED:⁶ 2,030 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,855	9.5%
1,855	9.4%
88.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡§}



Patients who left within four hours (%)

94.2% 96.6% 88.0% 86.4%

- * 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*.
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 - 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Gunnedah District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,457 patients

Emergency presentations:² 2,398 patients

Same period last year	Change since one year ago
1,950	26.0%
1,825	31.4%

Gunnedah District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 142 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 466 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,309 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 134 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
94	
3 minutes	9 minutes
*	29 minutes
445	
17 minutes	23 minutes
60 minutes	83 minutes
1,132	
34 minutes	30 minutes
100 minutes	121 minutes
149	
25 minutes	26 minutes
99 minutes	118 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,457 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
1,950	26.0%
88.6%	

* 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, July to September 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.

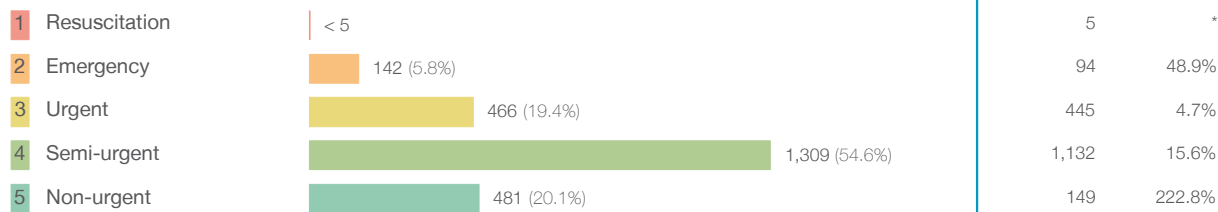
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Gunnedah District Hospital: Patients presenting to the emergency department

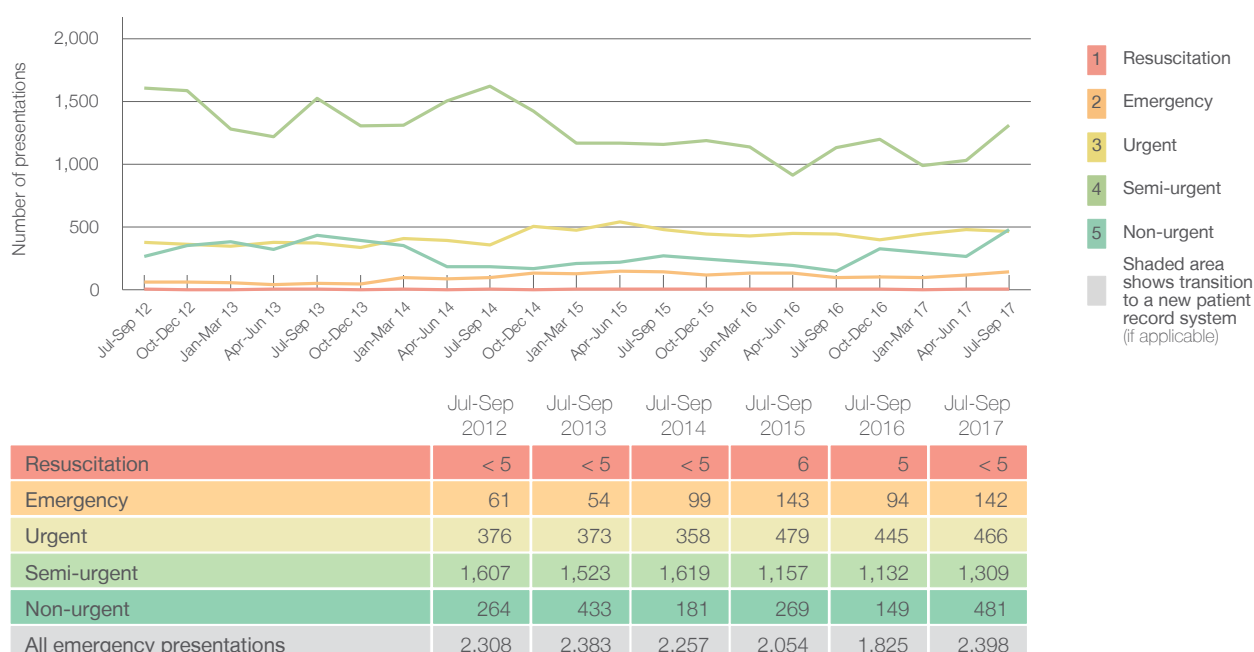
July to September 2017

All presentations:¹ 2,457 patients

Emergency presentations² by triage category: 2,398 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Gunnedah District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 164 patients^{**}

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Gunnedah District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 142

Number of triage 2 patients used to calculate waiting time:³ 137

Median time to start treatment⁴

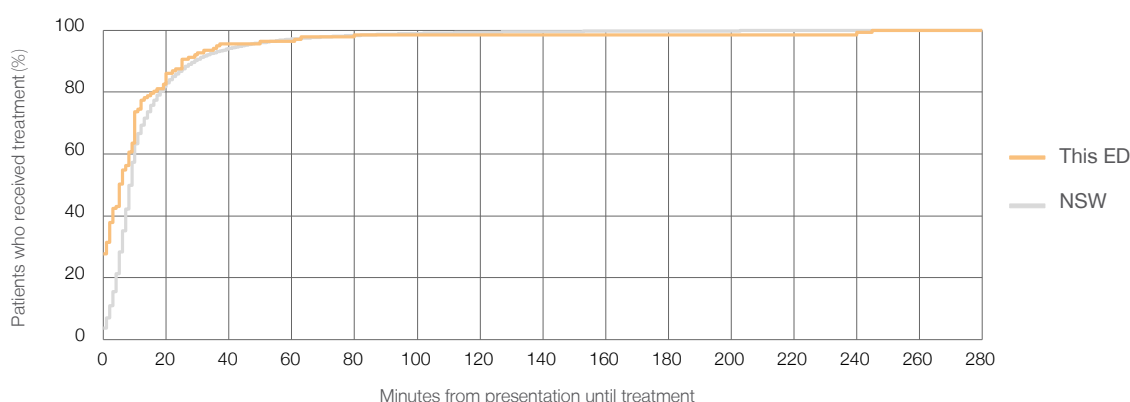
5 minutes

90th percentile time to start treatment⁵

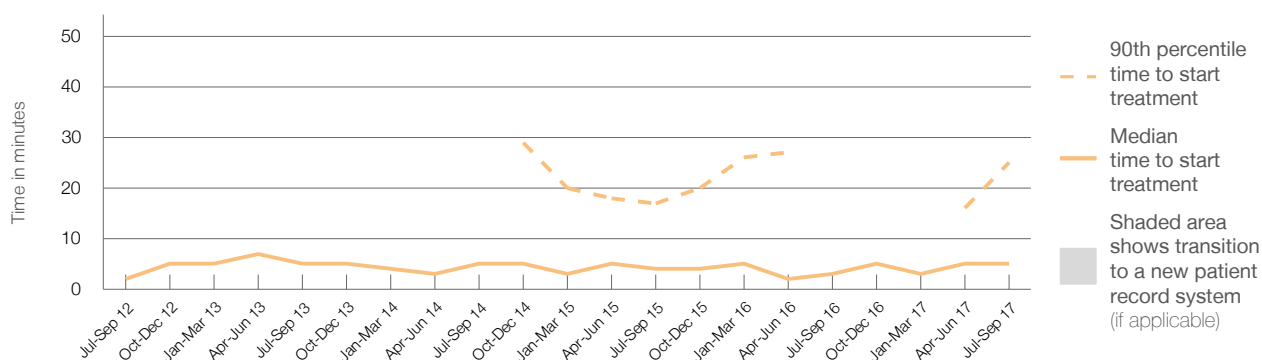
25 minutes

Same period last year	NSW (this period)
94	
93	
3 minutes	9 minutes
*	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	2	5	5	4	3	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	17	*	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 466

Number of triage 3 patients used to calculate waiting time:³ 452

Median time to start treatment⁴

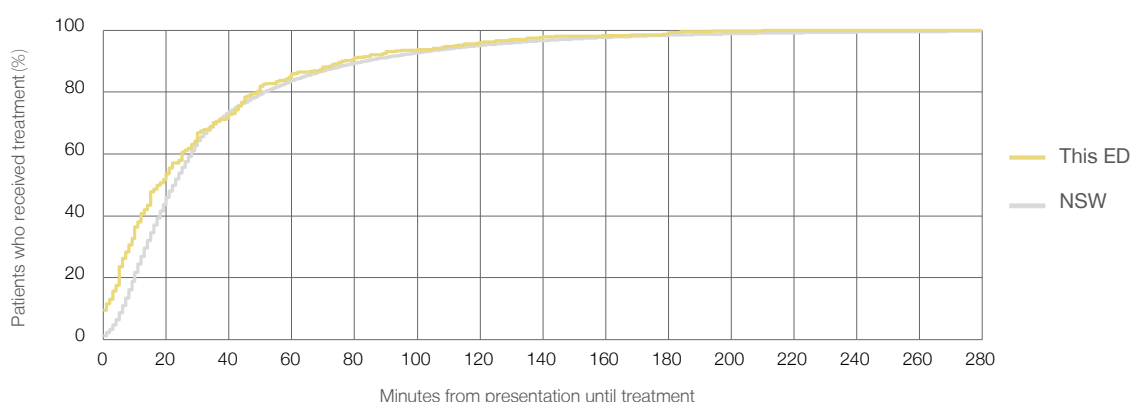
18 minutes

90th percentile time to start treatment⁵

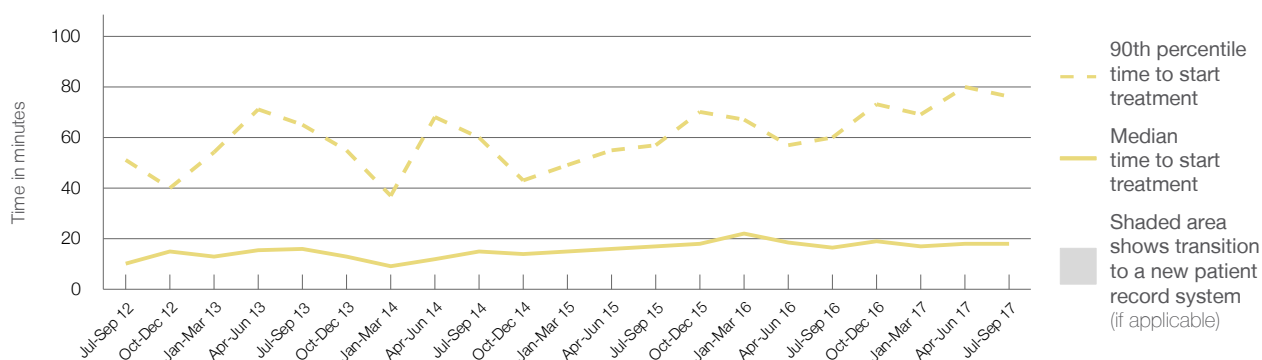
76 minutes

Same period last year	NSW (this period)
445	
432	
17 minutes	23 minutes
60 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	16	15	17	17	18
90th percentile time to start treatment ⁵ (minutes)	51	65	60	57	60	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 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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,309

Number of triage 4 patients used to calculate waiting time:³ 1,188

Median time to start treatment⁴

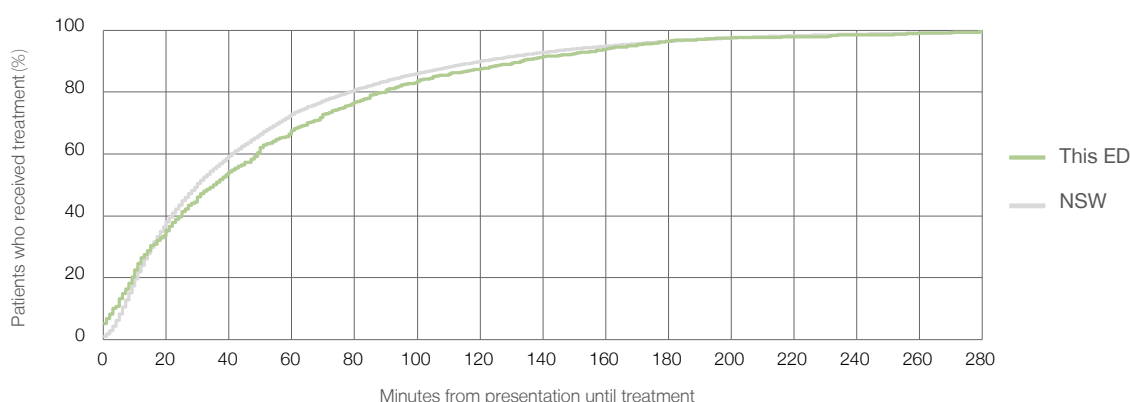
35 minutes

90th percentile time to start treatment⁵

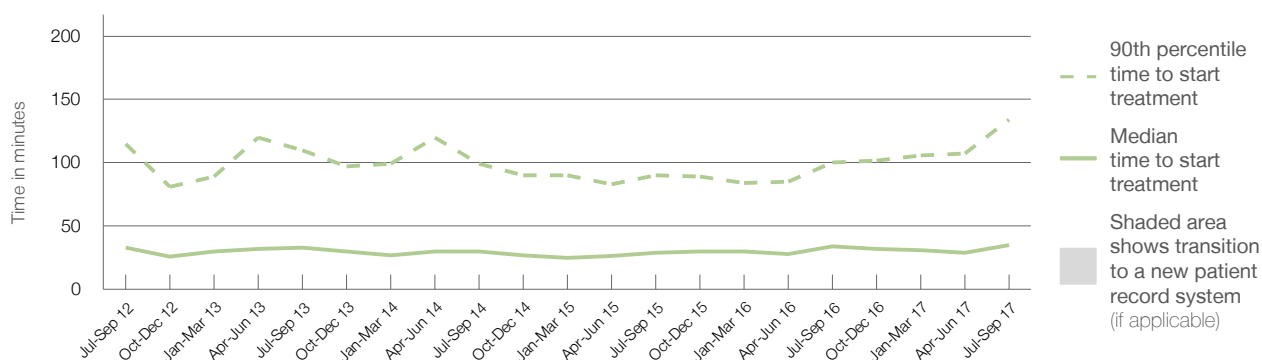
134 minutes

Same period last year	NSW (this period)
1,132	
1,084	
34 minutes	30 minutes
100 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	33	30	29	34	35
90th percentile time to start treatment ⁵ (minutes)	115	110	99	90	100	134

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 481

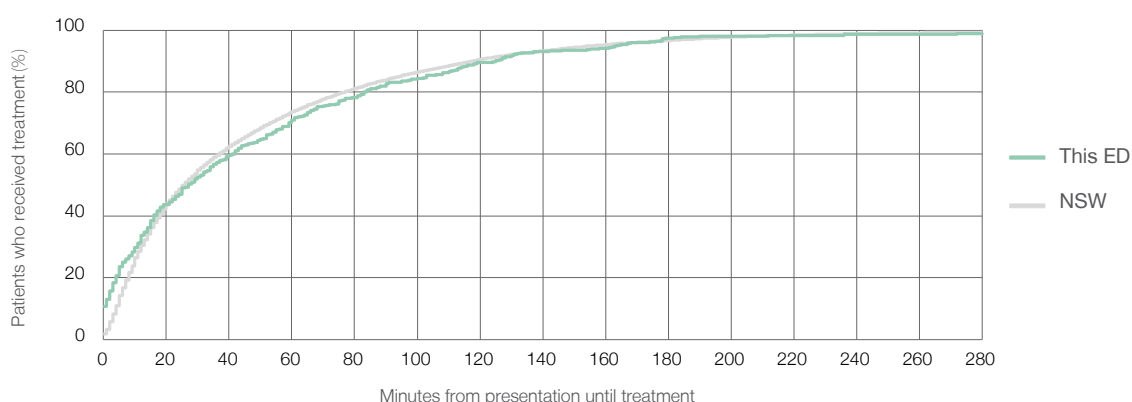
Number of triage 5 patients used to calculate waiting time:³ 428

Median time to start treatment⁴ 27 minutes

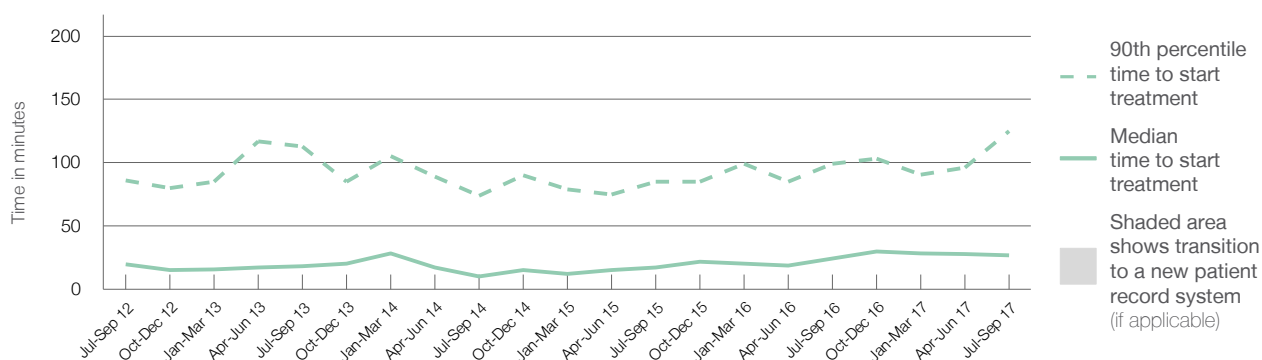
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
149	
138	
25 minutes	26 minutes
99 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	18	10	17	25	27
90th percentile time to start treatment ⁵ (minutes)	86	113	74	85	99	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 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.

Gunnedah District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,457 patients

Presentations used to calculate time to leaving the ED:⁶ 2,457 patients

Median time spent in the ED⁸

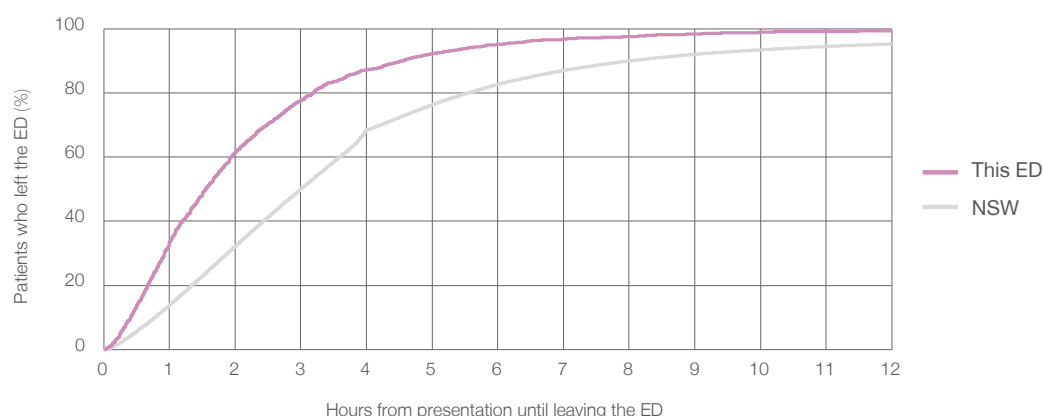
1 hours and 33 minutes

90th percentile time spent in the ED⁹

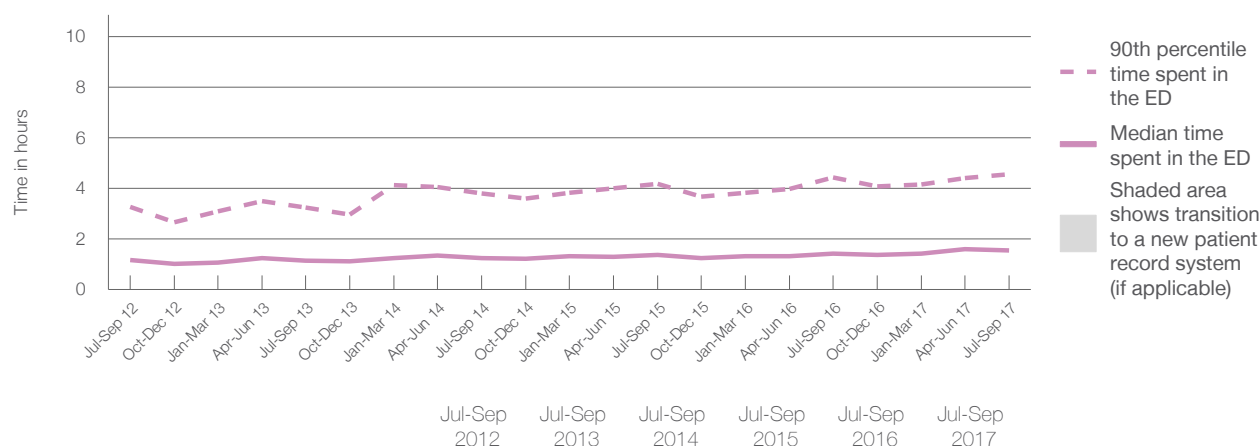
4 hours and 33 minutes

Same period last year	NSW (this period)
1,950	1,950
1 hours and 25 minutes	3 hours and 0 minutes
4 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{††}



Median time to leaving the ED ⁸ (hours, minutes)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 16m	3h 15m	3h 48m	4h 11m	4h 26m	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 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.

Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

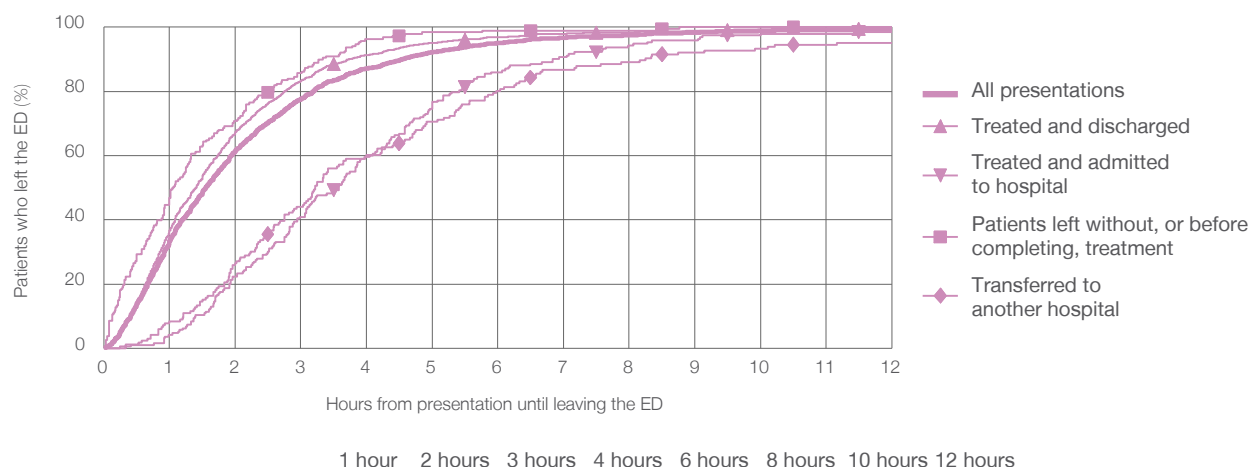
July to September 2017

All presentations:[†] 2,457 patients

Presentations used to calculate time to leaving the ED:[‡] 2,457 patients

		Same period last year	Change since one year ago
Treated and discharged	1,888 (76.8%)	1,950	26.0%
Treated and admitted to hospital	193 (7.9%)	1,518	24.4%
Patient left without, or before completing, treatment	188 (7.7%)	221	-12.7%
Transferred to another hospital	166 (6.8%)	70	168.6%
Other	22 (0.9%)	122	36.1%
		19	15.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	36.8%	67.4%	83.3%	91.3%	96.8%	98.4%	99.3%	99.7%
Treated and admitted to hospital	4.1%	22.3%	40.9%	59.6%	86.0%	94.3%	97.9%	98.4%
Patient left without, or before completing, treatment	46.8%	70.7%	85.6%	96.3%	98.9%	98.9%	100%	100%
Transferred to another hospital	8.4%	26.5%	44.0%	60.2%	80.1%	89.2%	93.4%	95.2%
All presentations	33.5%	61.6%	77.6%	87.2%	95.0%	97.5%	98.9%	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 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.

Gunnedah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 2,457 patients

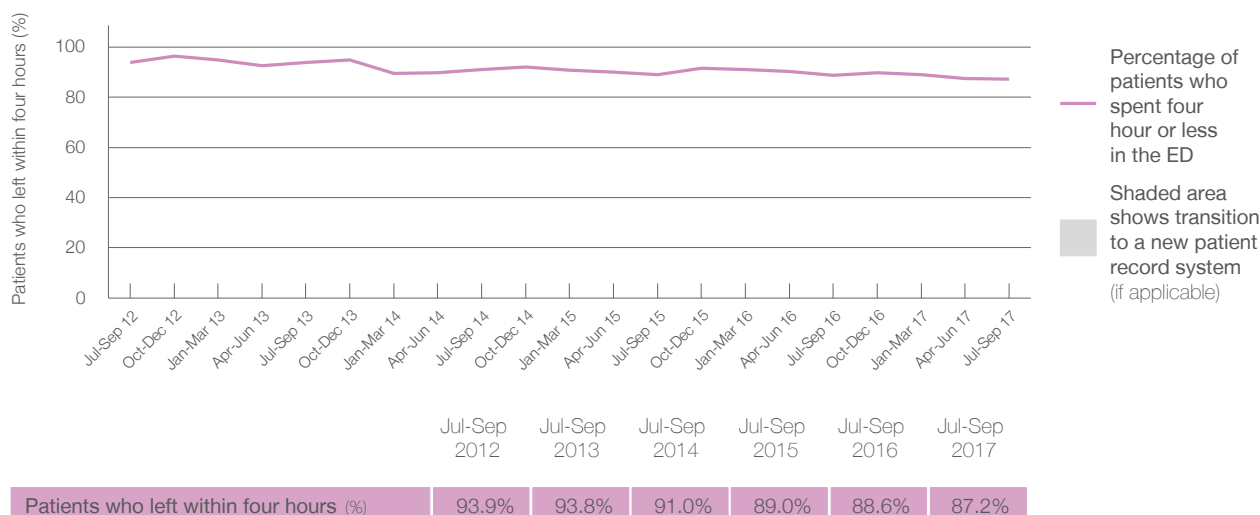
Presentations used to calculate time to leaving the ED:⁶ 2,457 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,950	26.0%
1,950	26.0%
88.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Inverell District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,352 patients

Emergency presentations:² 2,294 patients

Same period last year	Change since one year ago
2,082	13.0%
1,997	14.9%

Inverell District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 231 patients

Median time to start treatment⁴ 3 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 711 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,147 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 199 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
243	
5 minutes	9 minutes
25 minutes	29 minutes
690	
13 minutes	23 minutes
50 minutes	83 minutes
856	
20 minutes	30 minutes
75 minutes	121 minutes
208	
15 minutes	26 minutes
80 minutes	118 minutes

Inverell District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,352 patients

Percentage of patients who spent four hours or less in the ED 88.4%

Same period last year	Change since one year ago
2,082	13.0%
86.1%	

* 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, July to September 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.

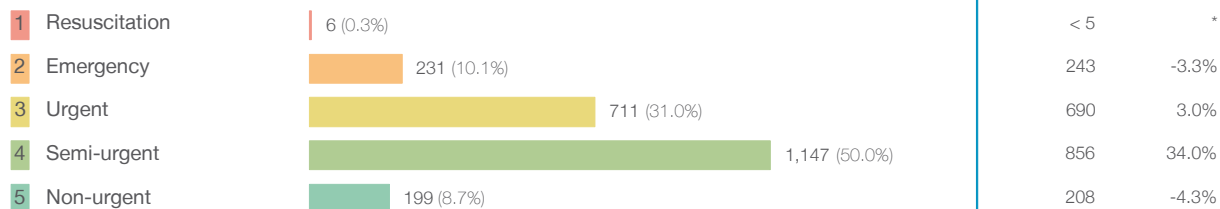
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Inverell District Hospital: Patients presenting to the emergency department

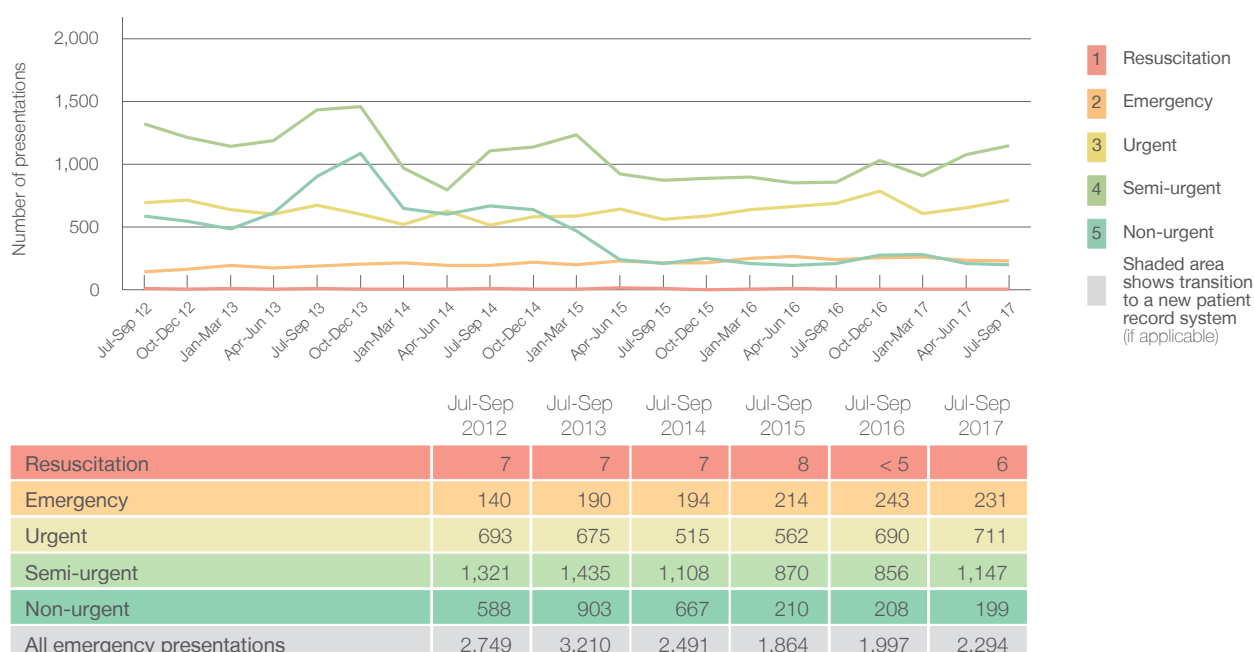
July to September 2017

All presentations:¹ 2,352 patients

Emergency presentations² by triage category: 2,294 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Inverell District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 224 patients^{**}

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Inverell District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 231

Number of triage 2 patients used to calculate waiting time:³ 224

Median time to start treatment⁴

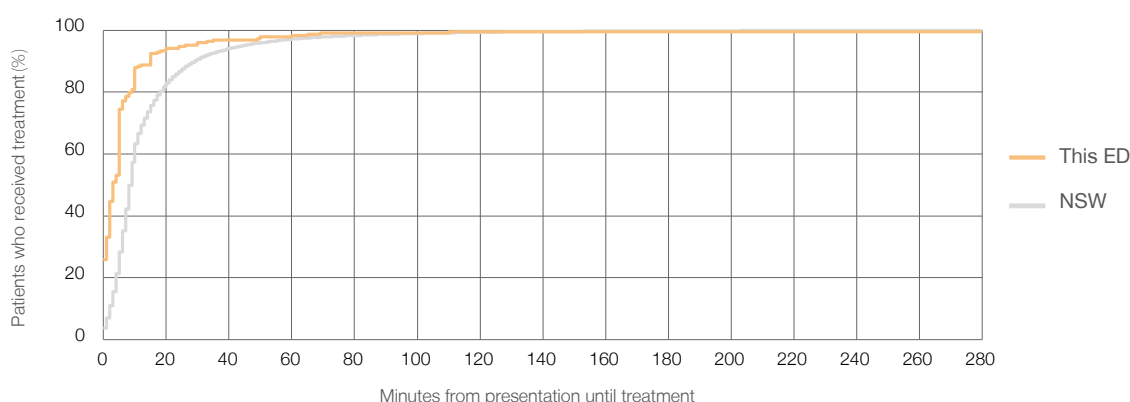
3 minutes

90th percentile time to start treatment⁵

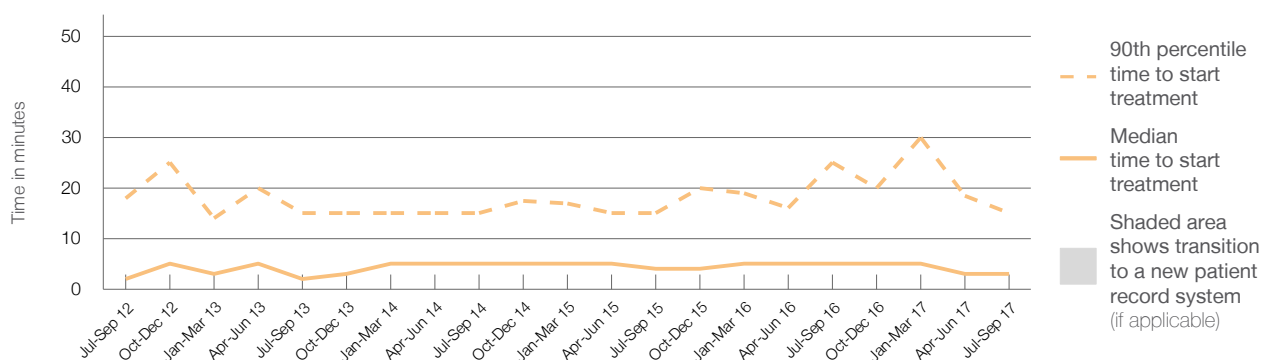
15 minutes

Same period last year	NSW (this period)
243	
234	
5 minutes	9 minutes
25 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	2	2	5	4	5	3
90th percentile time to start treatment ⁵ (minutes)	18	15	15	15	25	15

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 711

Number of triage 3 patients used to calculate waiting time:³ 677

Median time to start treatment⁴

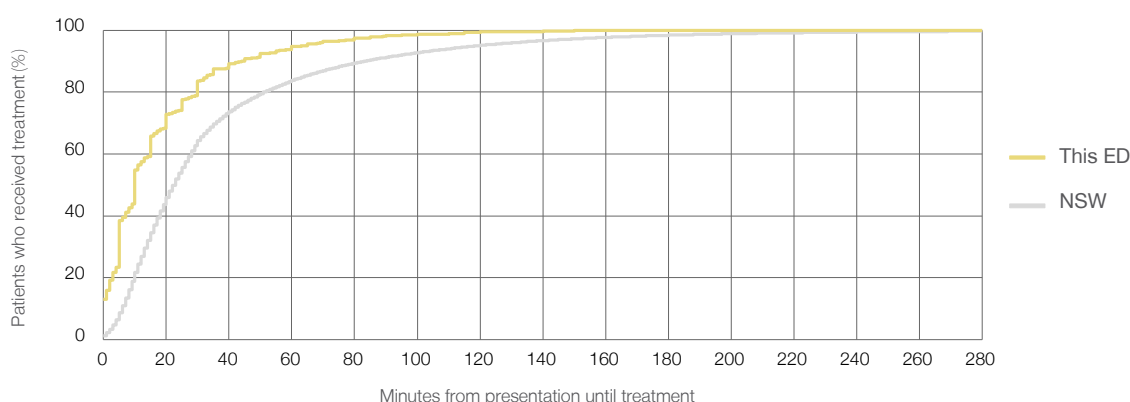
10 minutes

90th percentile time to start treatment⁵

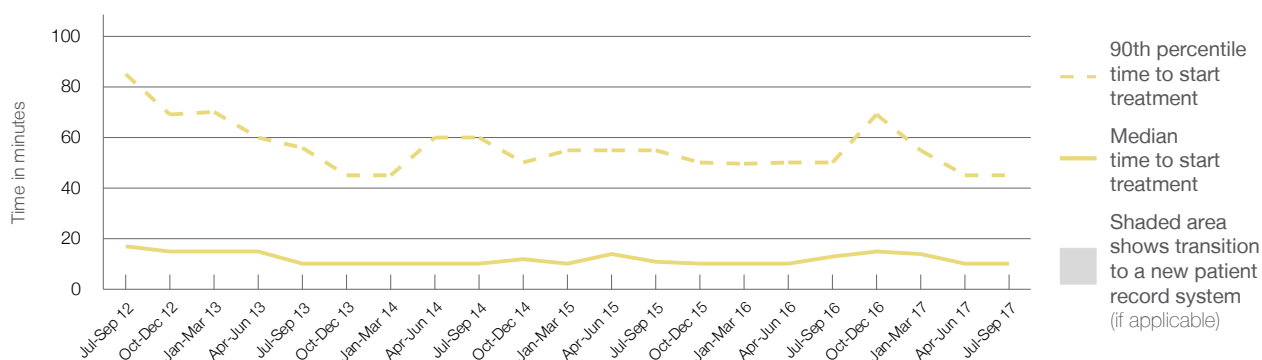
45 minutes

Same period last year	NSW (this period)
690	
661	
13 minutes	23 minutes
50 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	10	10	11	13	10
90th percentile time to start treatment ⁵ (minutes)	85	56	60	55	50	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 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.

Inverell District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,147

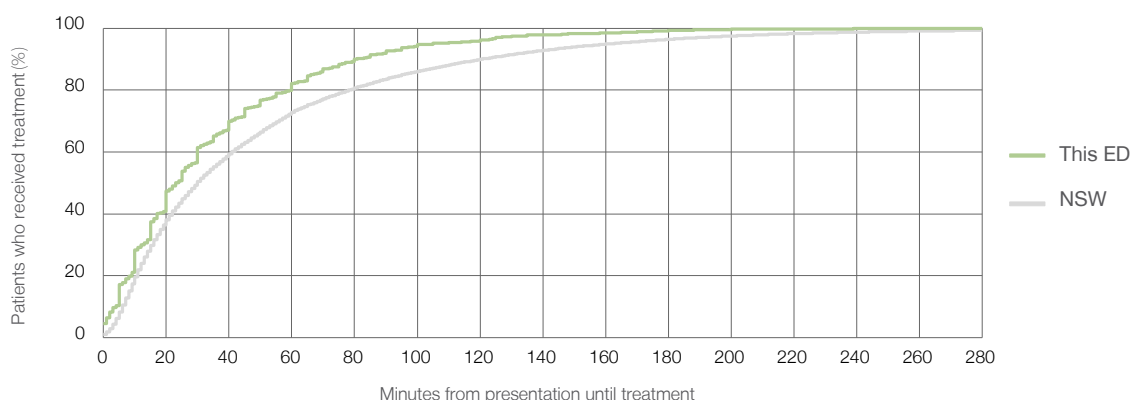
Number of triage 4 patients used to calculate waiting time:³ 1,025

Median time to start treatment⁴ 23 minutes

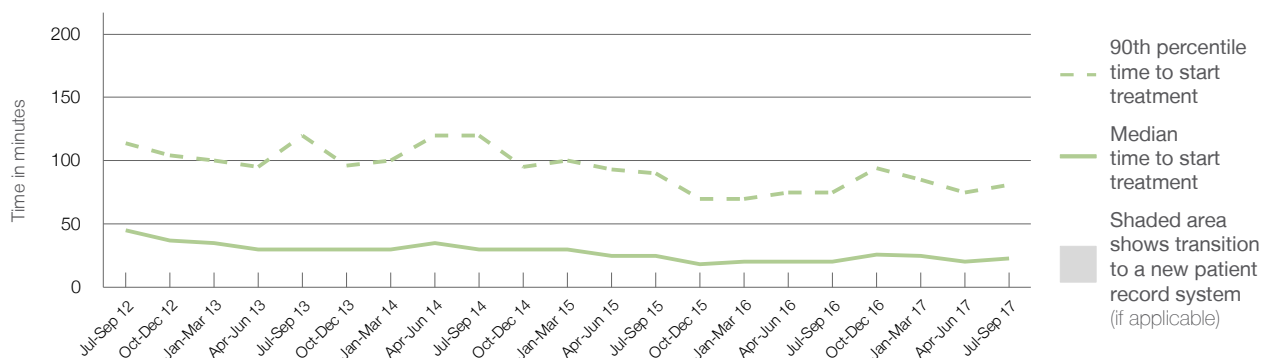
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
856	
773	
20 minutes	30 minutes
75 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	45	30	30	25	20	23
90th percentile time to start treatment ⁵ (minutes)	114	120	120	90	75	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 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.

Inverell District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 199

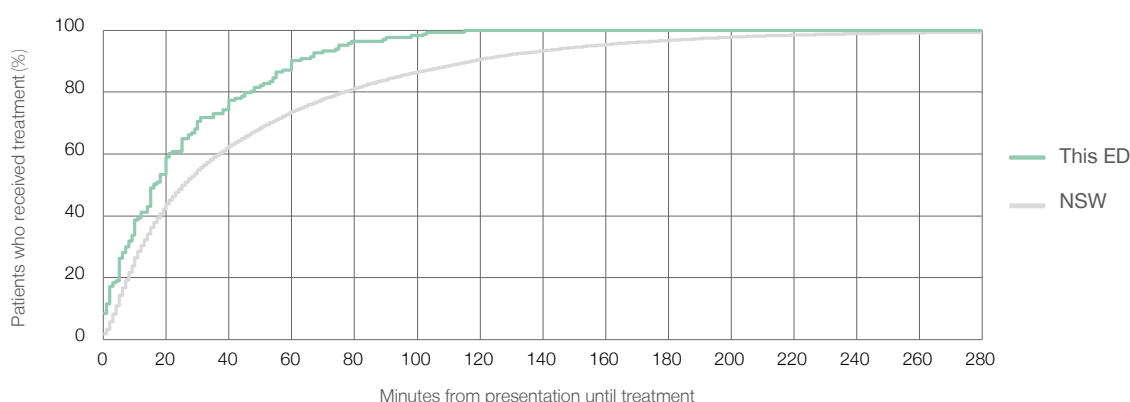
Number of triage 5 patients used to calculate waiting time:³ 163

Median time to start treatment⁴ 16 minutes

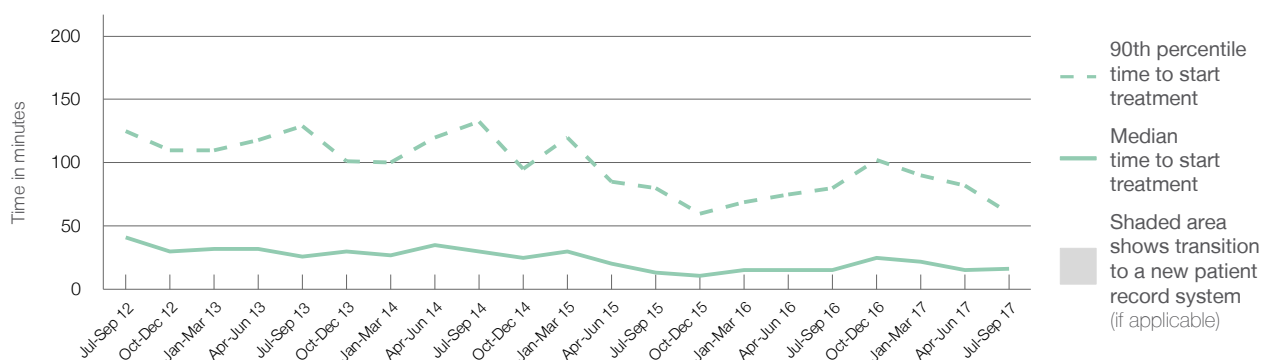
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
208	
168	
15 minutes	26 minutes
80 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	41	26	30	13	15	16
90th percentile time to start treatment ⁵ (minutes)	125	129	133	80	80	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 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.

Inverell District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,352 patients

Presentations used to calculate time to leaving the ED:⁶ 2,352 patients

Median time spent in the ED⁸

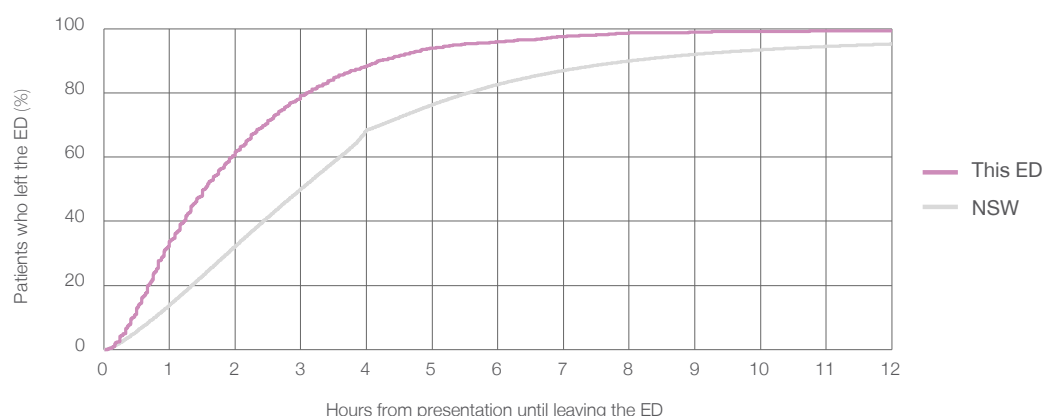
1 hours and 32 minutes

90th percentile time spent in the ED⁹

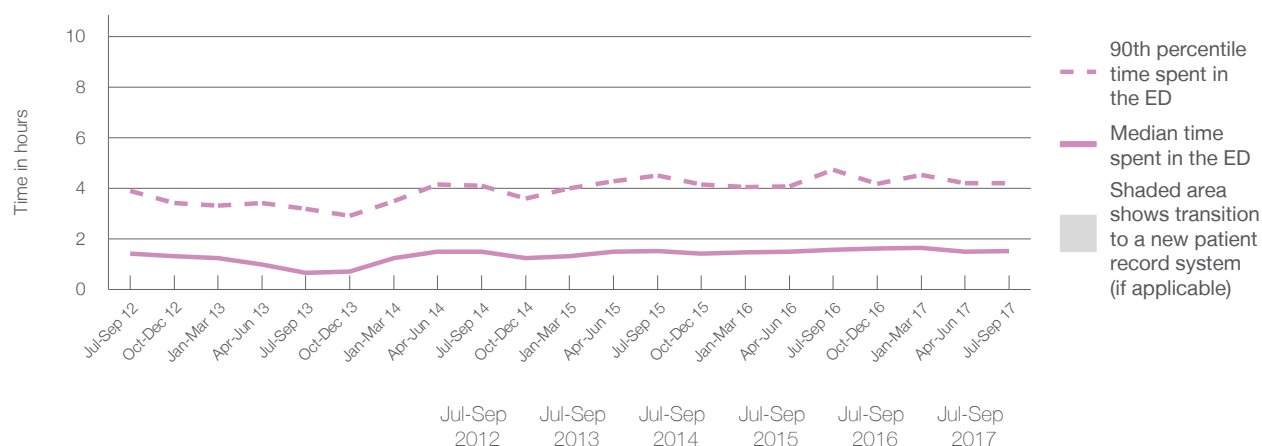
4 hours and 12 minutes

Same period last year	NSW (this period)
2,082	2,082
1 hours and 35 minutes	3 hours and 0 minutes
4 hours and 44 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	0h 40m	1h 30m	1h 31m	1h 35m	1h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 55m	3h 12m	4h 6m	4h 30m	4h 44m	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 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.

Inverell District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

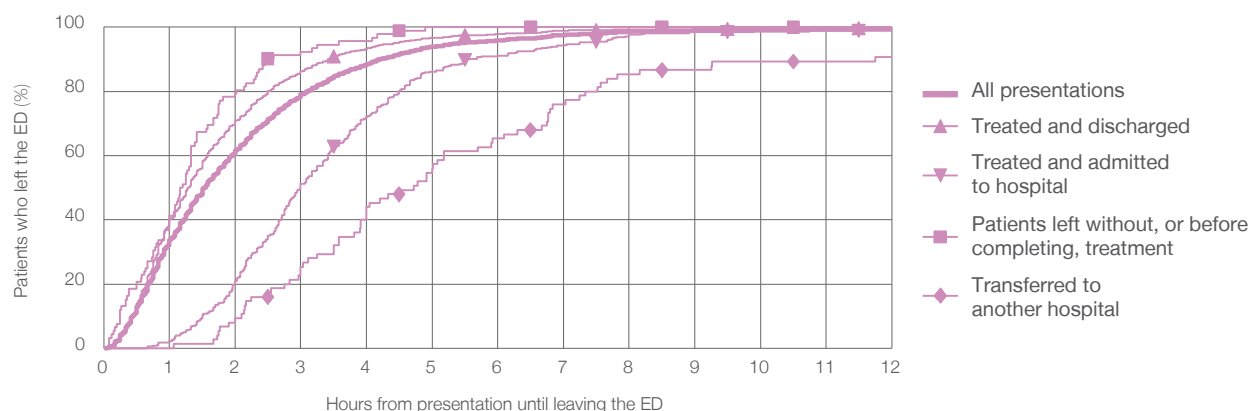
All presentations:[†] 2,352 patients

Presentations used to calculate time to leaving the ED:[‡] 2,352 patients

Treated and discharged	1,711 (72.7%)
Treated and admitted to hospital	384 (16.3%)
Patient left without, or before completing, treatment	92 (3.9%)
Transferred to another hospital	75 (3.2%)
Other	90 (3.8%)

Same period last year	Change since one year ago
2,082	13.0%
1,524	12.3%
384	0.0%
62	48.4%
69	8.7%
43	109.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	40.0%	70.9%	86.3%	93.3%	97.9%	99.3%	99.5%	99.7%
Treated and admitted to hospital	2.1%	20.8%	51.3%	72.1%	91.1%	97.7%	98.7%	99.2%
Patient left without, or before completing, treatment	41.3%	79.3%	92.4%	95.7%	100%	100%	100%	100%
Transferred to another hospital	0%	9.3%	25.3%	44.0%	65.3%	85.3%	89.3%	90.7%
All presentations	33.8%	61.6%	79.1%	88.4%	95.9%	98.6%	99.1%	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 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.

Inverell District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 2,352 patients

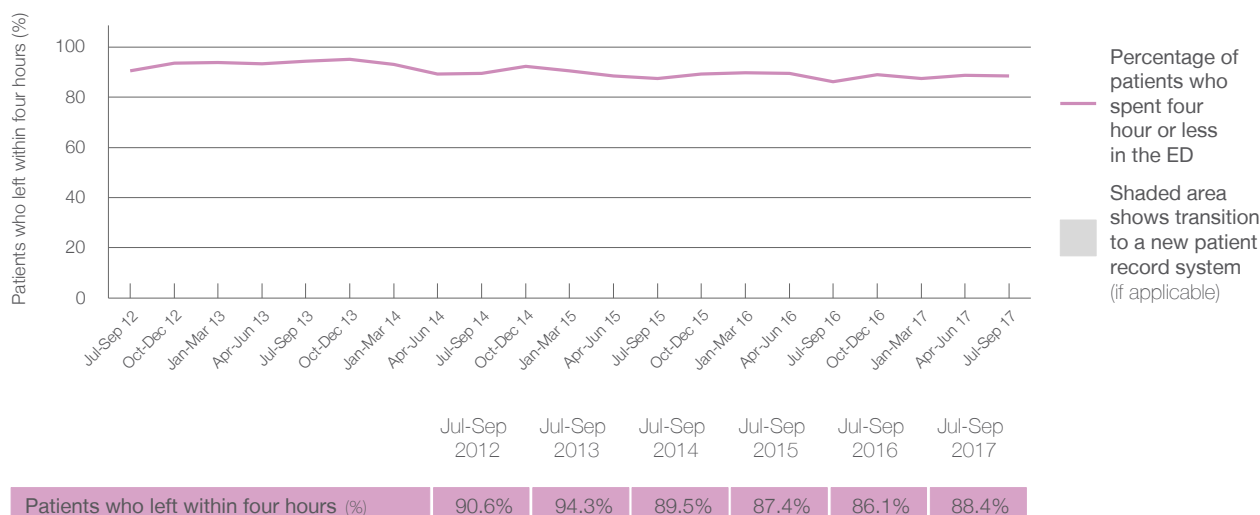
Presentations used to calculate time to leaving the ED:⁶ 2,352 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,082	13.0%
2,082	13.0%
86.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Kempsey Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,567 patients

Emergency presentations:² 7,323 patients

Same period last year	Change since one year ago
6,490	16.6%
6,388	14.6%

Kempsey Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 879 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,557 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,391 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 461 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
813	
12 minutes	9 minutes
30 minutes	29 minutes
2,317	
24 minutes	23 minutes
65 minutes	83 minutes
2,649	
29 minutes	30 minutes
104 minutes	121 minutes
584	
26 minutes	26 minutes
116 minutes	118 minutes

Kempsey Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,567 patients

Percentage of patients who spent four hours or less in the ED 82.2%

Same period last year	Change since one year ago
6,490	16.6%
78.6%	

* 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, July to September 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.

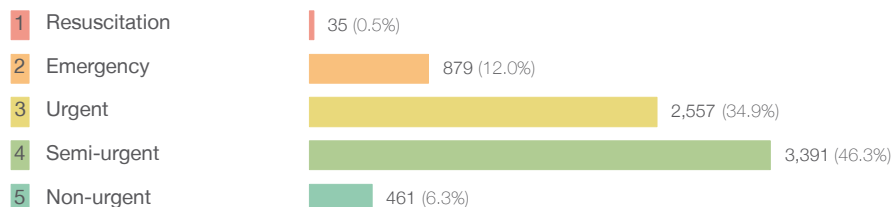
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Kempsey Hospital: Patients presenting to the emergency department

July to September 2017

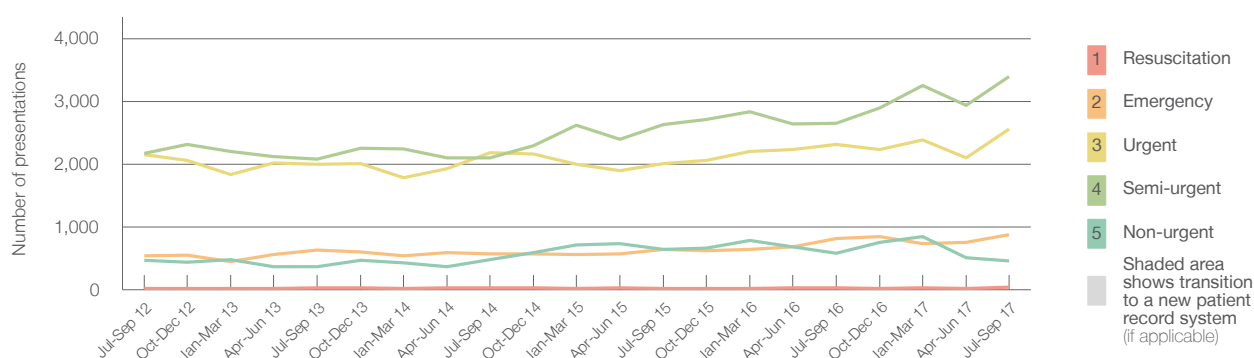
All presentations:¹ 7,567 patients

Emergency presentations² by triage category: 7,323 patients



Same period last year	Change since one year ago
6,490	16.6%
6,388	14.6%
25	40.0%
813	8.1%
2,317	10.4%
2,649	28.0%
584	-21.1%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	22	32	34	22	25	35
Emergency	540	631	566	646	813	879
Urgent	2,153	1,999	2,180	2,011	2,317	2,557
Semi-urgent	2,169	2,076	2,098	2,631	2,649	3,391
Non-urgent	471	363	474	642	584	461
All emergency presentations	5,355	5,101	5,352	5,952	6,388	7,323

Kempsey Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 918 patients

ED Transfer of care time



Same period last year	Change since one year ago
816	
14 minutes	-1 minute
38 minutes	-10 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 879

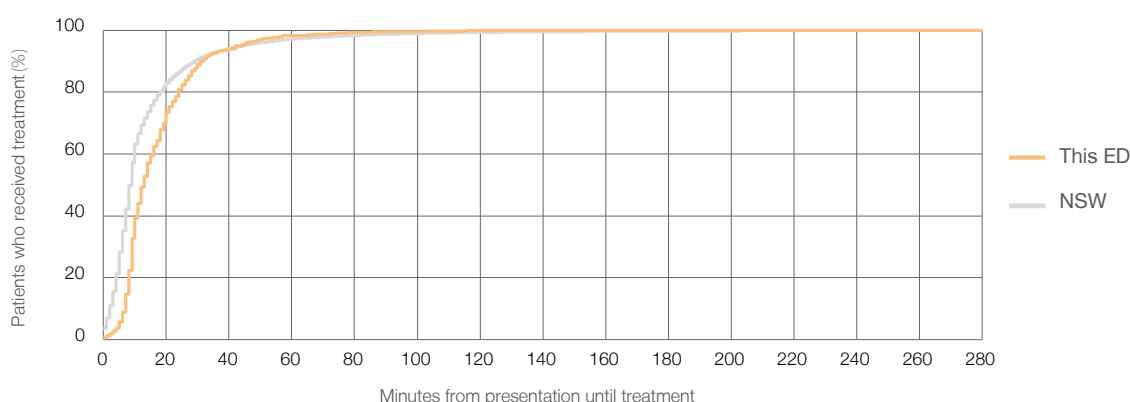
Number of triage 2 patients used to calculate waiting time:³ 879

Median time to start treatment⁴ 13 minutes

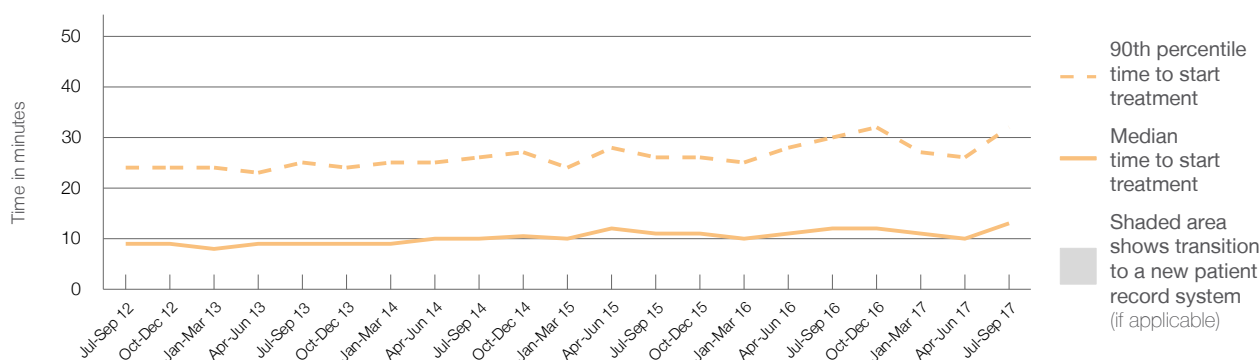
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
813	
813	
12 minutes	9 minutes
30 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	9	10	11	12	13
90th percentile time to start treatment ⁵ (minutes)	24	25	26	26	30	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 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.

Kempsey Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,557

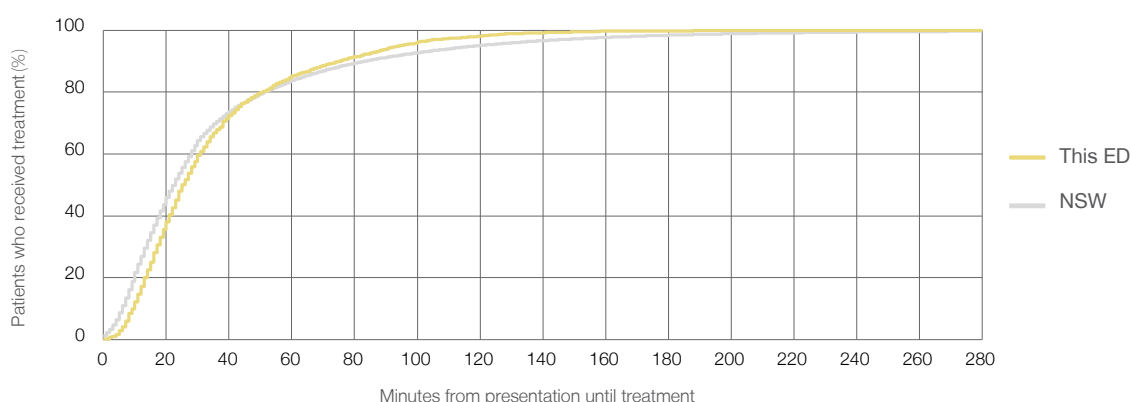
Number of triage 3 patients used to calculate waiting time:³ 2,513

Median time to start treatment⁴ 25 minutes

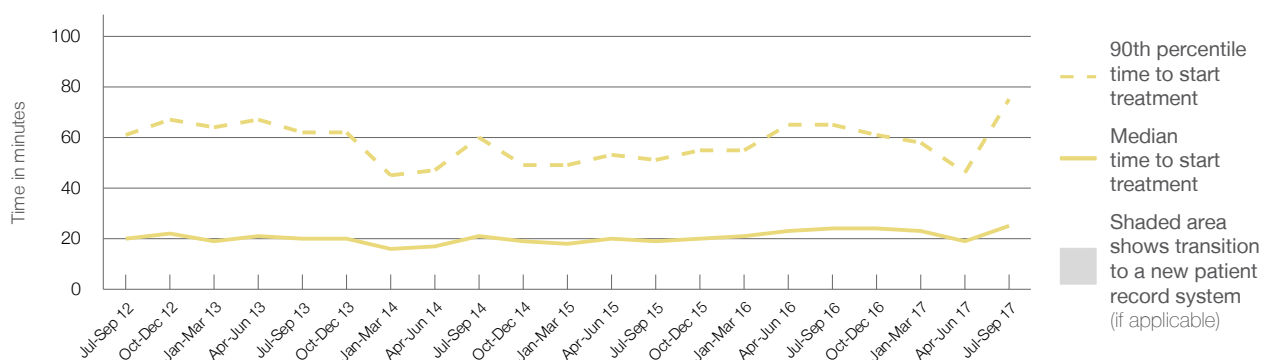
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
2,317	
2,293	
24 minutes	23 minutes
65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	20	21	19	24	25
90th percentile time to start treatment ⁵ (minutes)	61	62	60	51	65	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 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.

Kempsey Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,391

Number of triage 4 patients used to calculate waiting time:³ 3,215

Median time to start treatment⁴

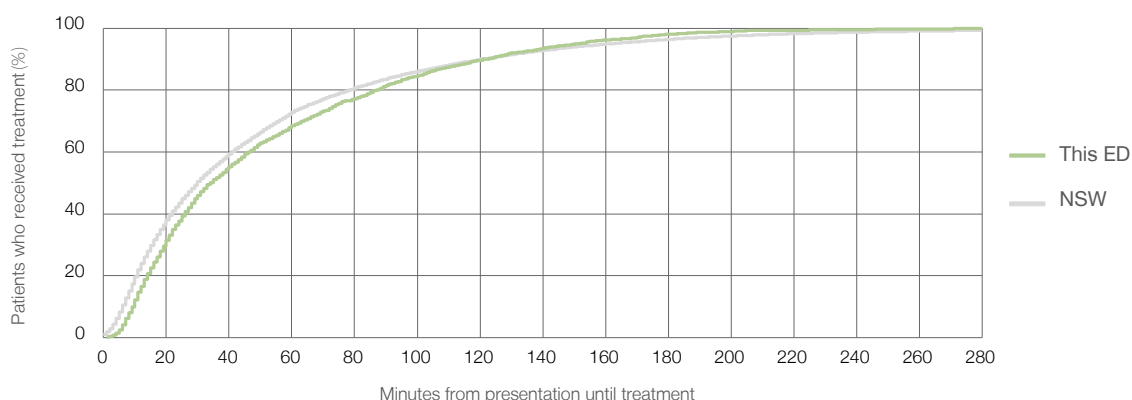
34 minutes

90th percentile time to start treatment⁵

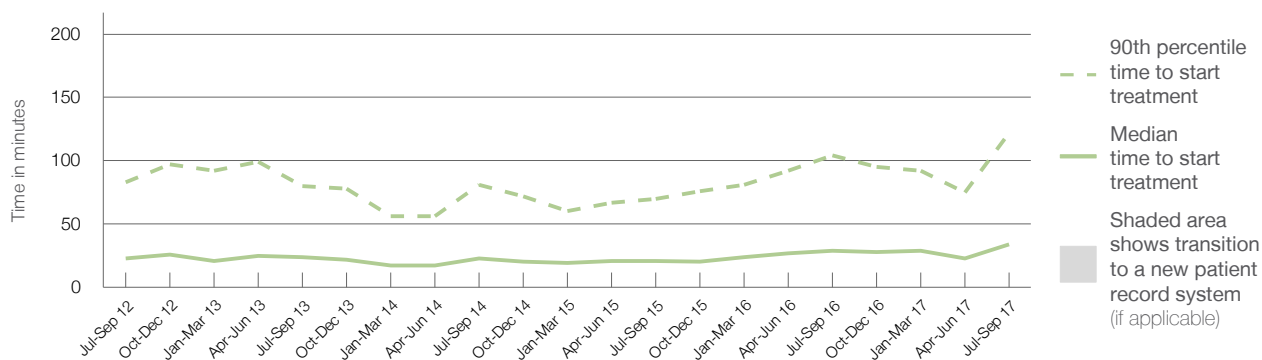
122 minutes

Same period last year	NSW (this period)
2,649	
2,544	
29 minutes	30 minutes
104 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	24	23	21	29	34
90th percentile time to start treatment ⁵ (minutes)	83	80	81	70	104	122

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 461

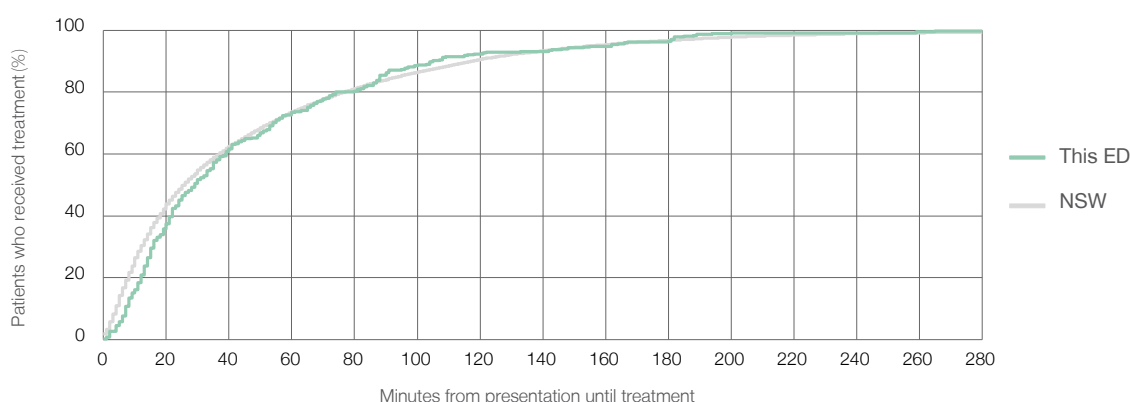
Number of triage 5 patients used to calculate waiting time:³ 365

Median time to start treatment⁴ 29 minutes

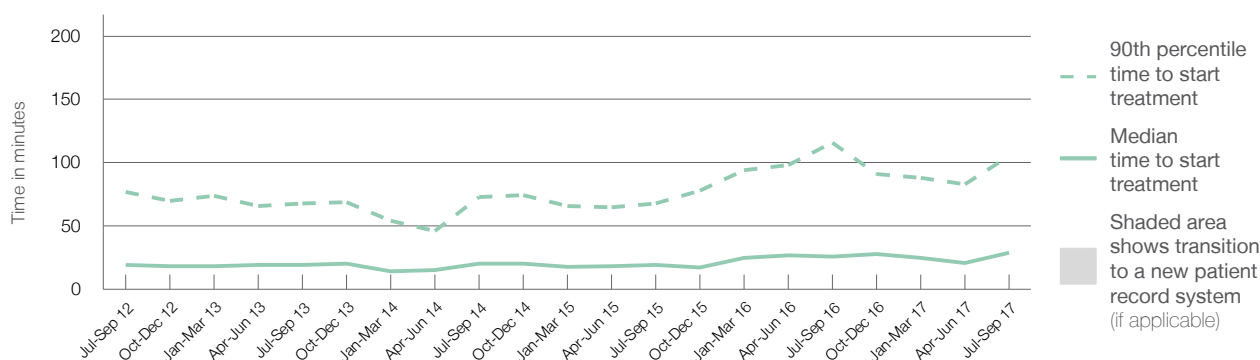
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
584	
516	
26 minutes	26 minutes
116 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	19	20	19	26	29
90th percentile time to start treatment ⁵ (minutes)	77	68	73	68	116	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 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.

Kempsey Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,567 patients

Presentations used to calculate time to leaving the ED:⁶ 7,567 patients

Median time spent in the ED⁸

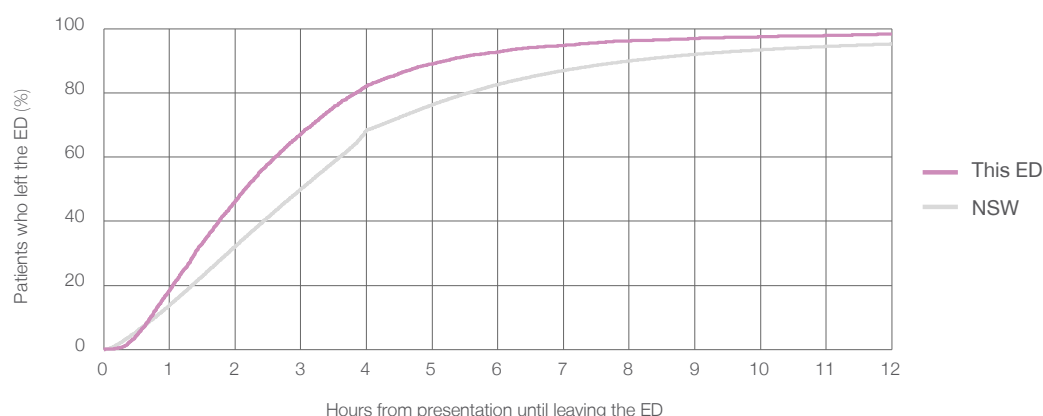
2 hours and 9 minutes

90th percentile time spent in the ED⁹

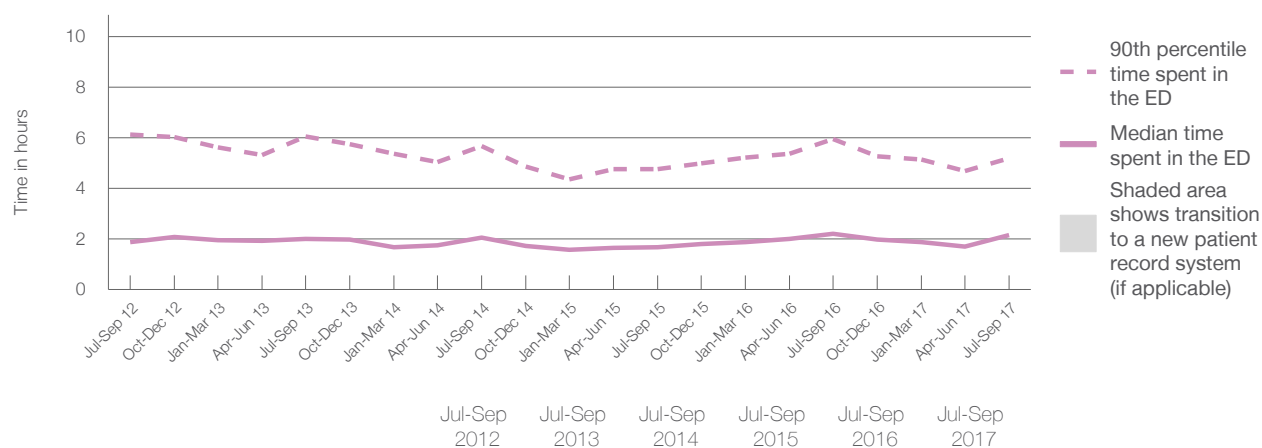
5 hours and 12 minutes

Same period last year	NSW (this period)
6,490	6,490
2 hours and 13 minutes	3 hours and 0 minutes
5 hours and 57 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 53m	2h 1m	2h 3m	1h 41m	2h 13m	2h 9m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 8m	6h 3m	5h 40m	4h 46m	5h 57m	5h 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 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.

Kempsey Hospital: Time patients spent in the ED

By mode of separation

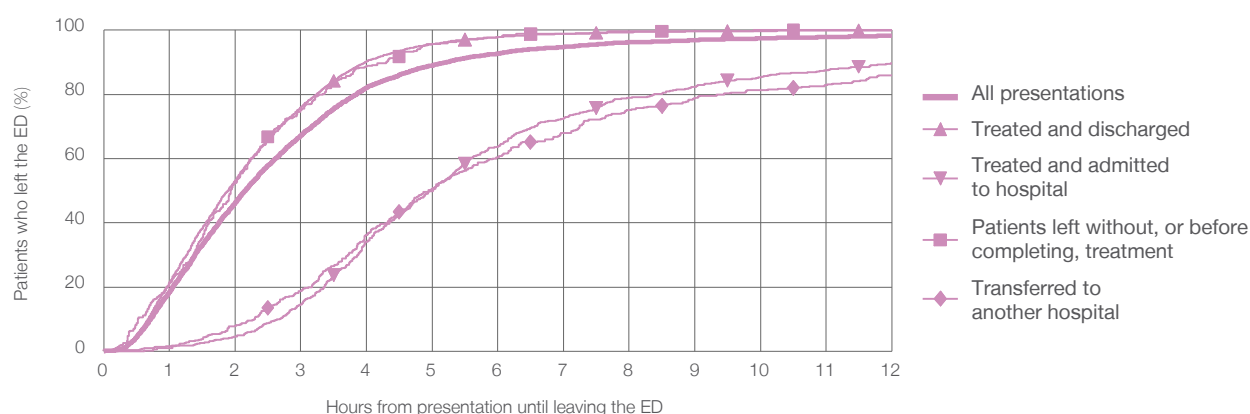
July to September 2017

All presentations:[†] 7,567 patients

Presentations used to calculate time to leaving the ED:[‡] 7,567 patients

		Same period last year	Change since one year ago
Treated and discharged	6,112 (80.8%)	5,248	16.5%
Treated and admitted to hospital	712 (9.4%)	642	10.9%
Patient left without, or before completing, treatment	343 (4.5%)	225	52.4%
Transferred to another hospital	391 (5.2%)	367	6.5%
Other	9 (0.1%)	8	12.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	21.4%	53.3%	76.1%	90.3%	97.9%	99.4%	99.8%	100%
Treated and admitted to hospital	1.5%	4.5%	14.5%	34.1%	63.8%	78.9%	85.4%	89.7%
Patient left without, or before completing, treatment	21.6%	52.5%	75.2%	88.9%	98.0%	99.7%	100%	100%
Transferred to another hospital	1.0%	7.9%	18.7%	36.3%	60.4%	75.2%	81.3%	85.9%
All presentations	18.6%	46.4%	67.3%	82.2%	92.7%	96.2%	97.5%	98.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Kempsey Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 7,567 patients

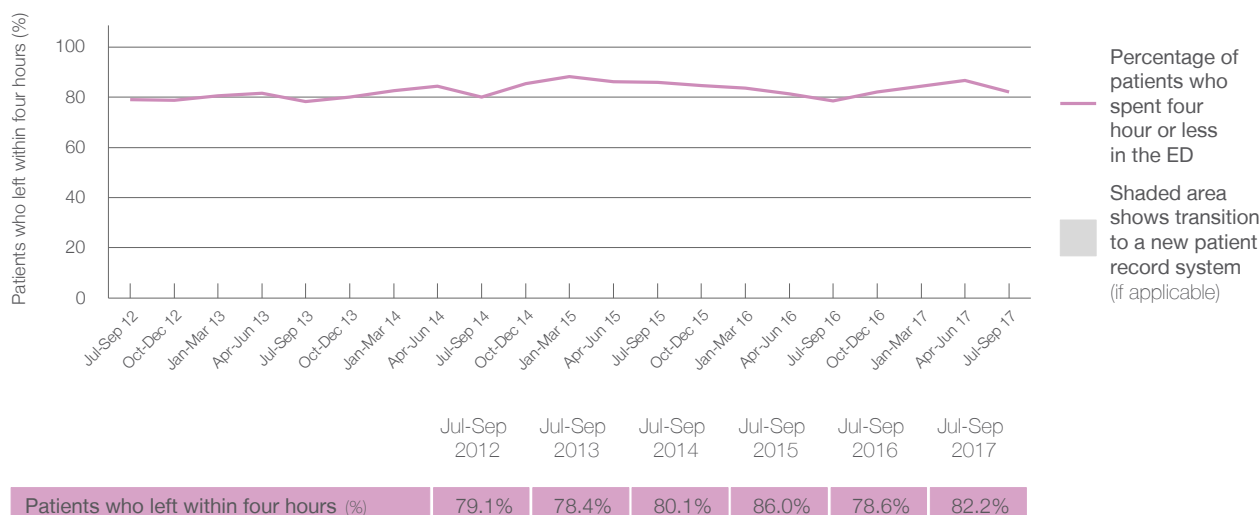
Presentations used to calculate time to leaving the ED:⁶ 7,567 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,490	16.6%
6,490	16.6%
78.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

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5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Kurri Kurri District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 973 patients

Emergency presentations:² 925 patients

Same period last year	Change since one year ago
969	0.4%
953	-2.9%

Kurri Kurri District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 86 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 197 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 518 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 49 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 124 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
87	
5 minutes	9 minutes
*	29 minutes
308	
9 minutes	23 minutes
25 minutes	83 minutes
441	
13 minutes	30 minutes
51 minutes	121 minutes
117	
10 minutes	26 minutes
*	118 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 973 patients

Percentage of patients who spent four hours or less in the ED 92.7%

Same period last year	Change since one year ago
969	0.4%
93.6%	

* 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, July to September 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.

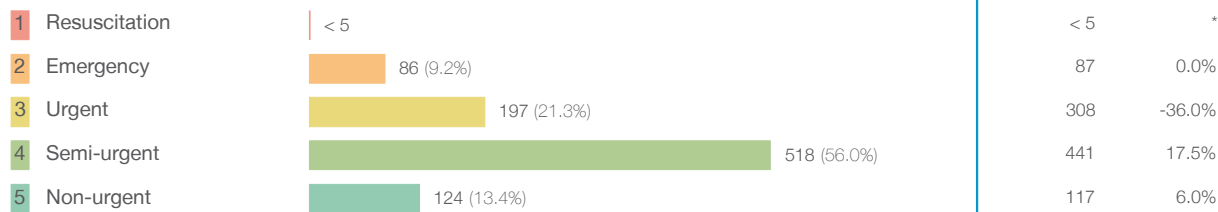
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Kurri Kurri District Hospital: Patients presenting to the emergency department

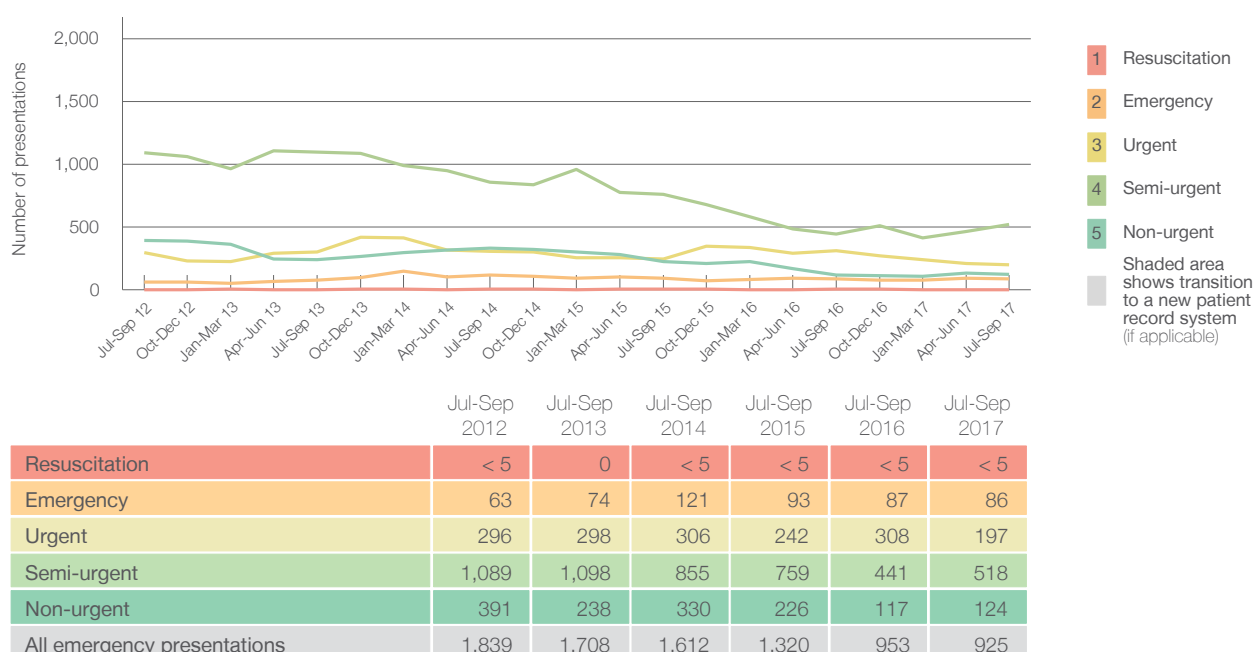
July to September 2017

All presentations¹ 973 patients

Emergency presentations² by triage category: 925 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Kurri Kurri District Hospital: Patients arriving by ambulance

July to September 2017

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 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.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 86

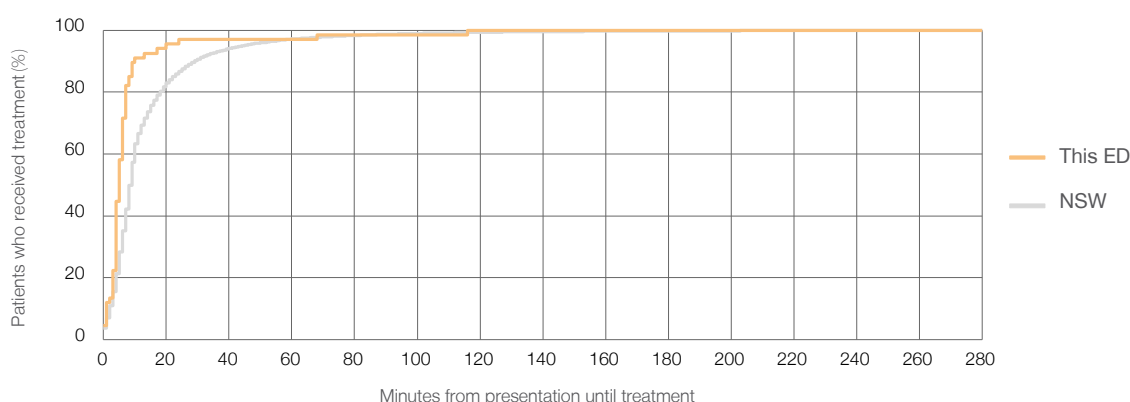
Number of triage 2 patients used to calculate waiting time:³ 67

Median time to start treatment⁴ 5 minutes

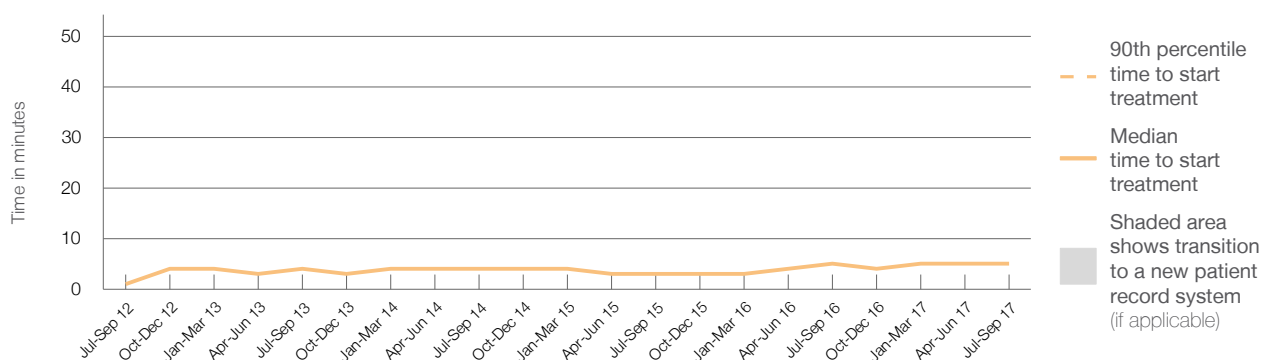
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
87	
59	
5 minutes	9 minutes
*	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	1	4	4	3	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	19	*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 197

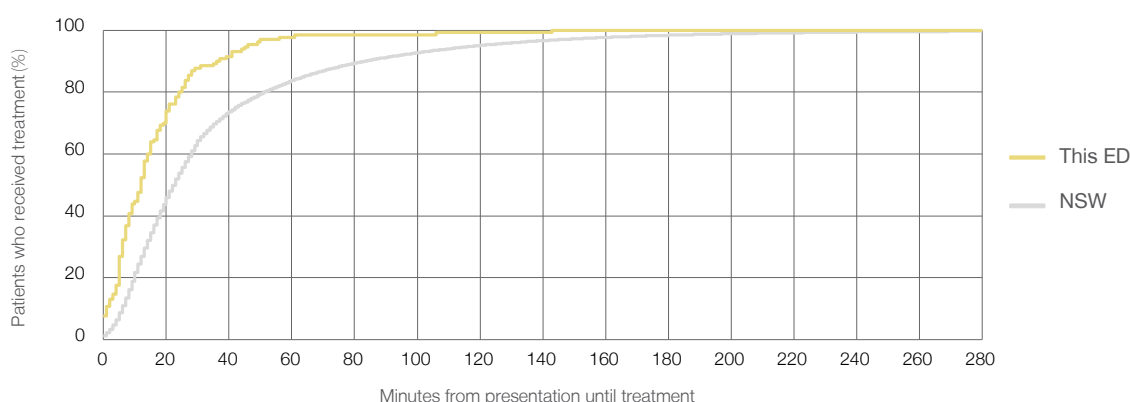
Number of triage 3 patients used to calculate waiting time:³ 130

Median time to start treatment⁴ 12 minutes

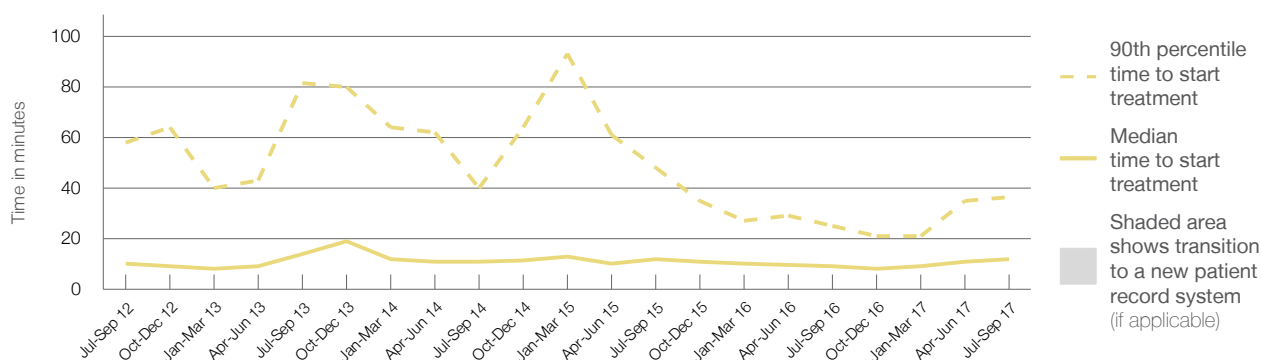
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
308	
220	
9 minutes	23 minutes
25 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	14	11	12	9	12
90th percentile time to start treatment ⁵ (minutes)	58	82	40	48	25	37

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 518

Number of triage 4 patients used to calculate waiting time:³ 336

Median time to start treatment⁴

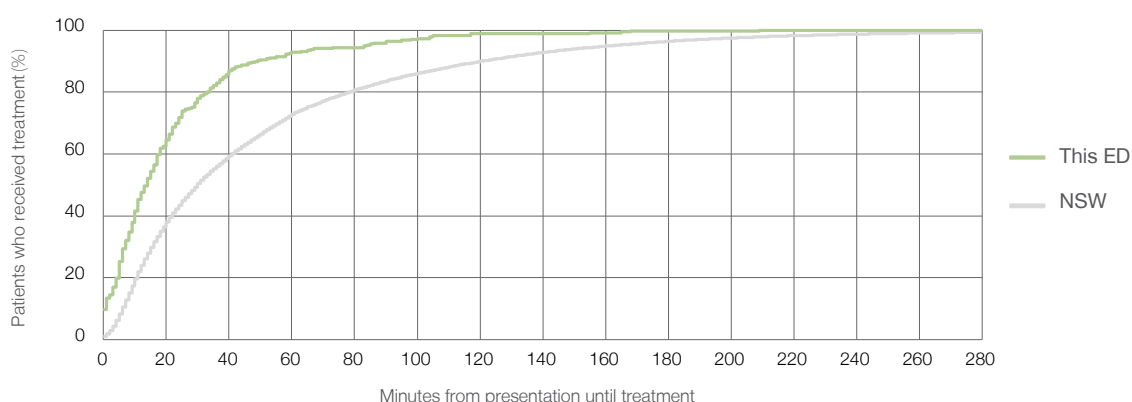
14 minutes

90th percentile time to start treatment⁵

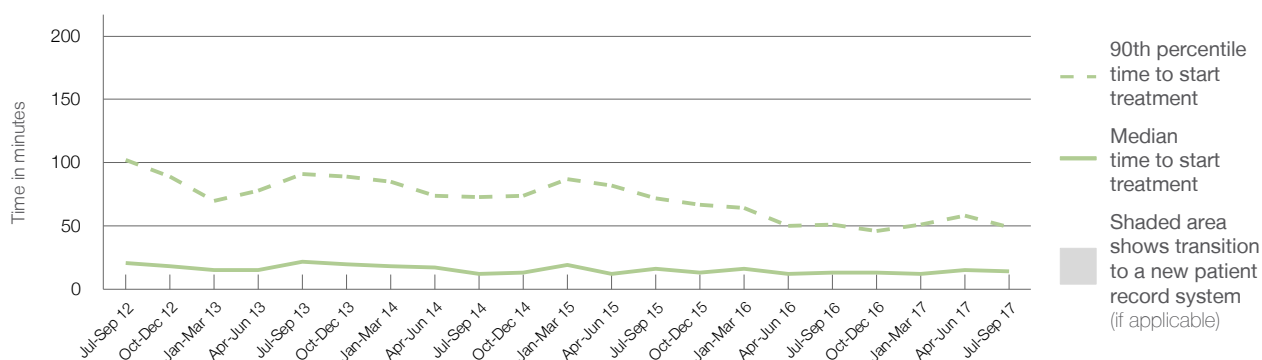
49 minutes

Same period last year	NSW (this period)
441	
283	
13 minutes	30 minutes
51 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	22	12	16	13	14
90th percentile time to start treatment ⁵ (minutes)	102	91	73	72	51	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 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.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 124

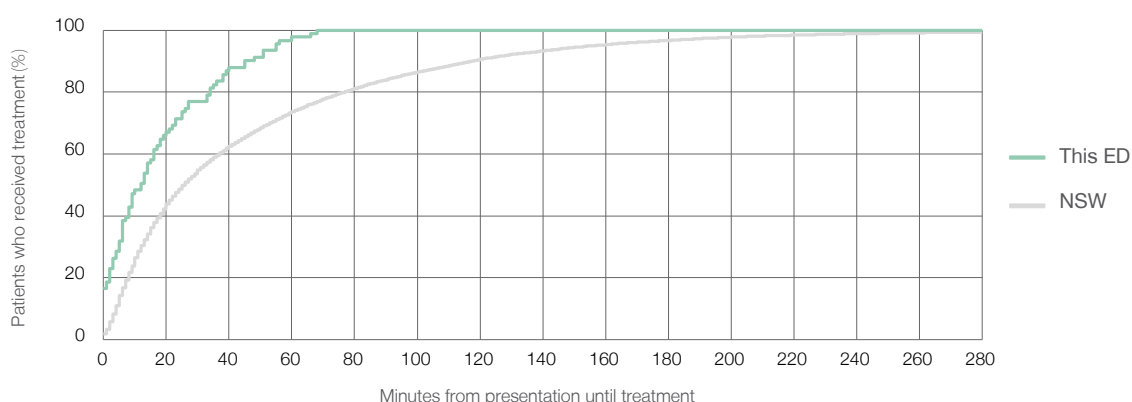
Number of triage 5 patients used to calculate waiting time:³ 91

Median time to start treatment⁴ 12 minutes

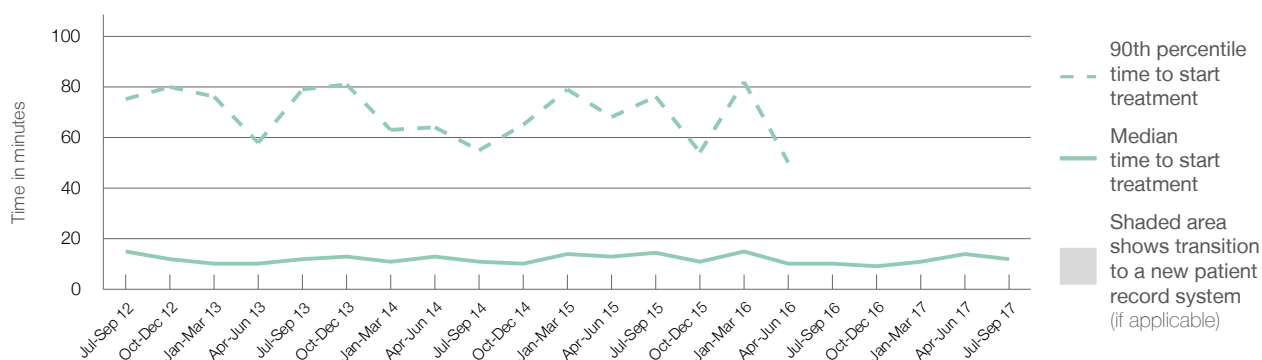
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
117	
76	
10 minutes	26 minutes
*	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	15	12	11	15	10	12
90th percentile time to start treatment ⁵ (minutes)	75	79	55	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 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.

Kurri Kurri District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 973 patients

Presentations used to calculate time to leaving the ED:⁶ 973 patients

Median time spent in the ED⁸

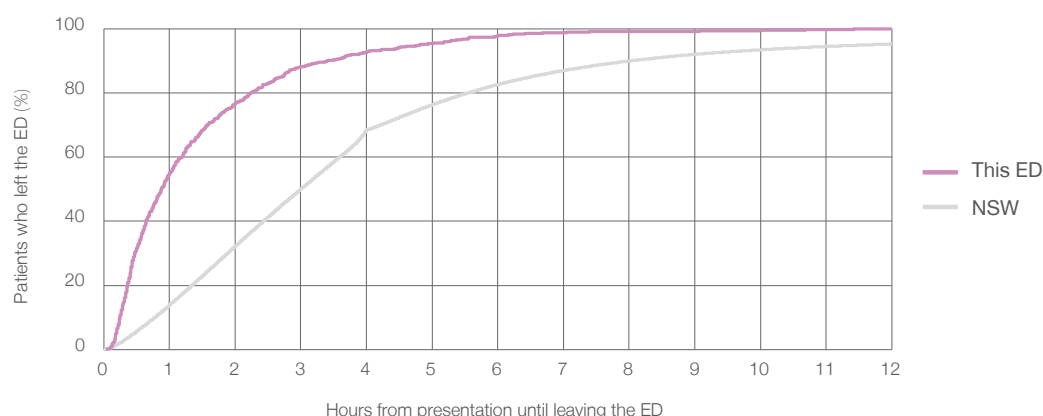
0 hours and 53 minutes

90th percentile time spent in the ED⁹

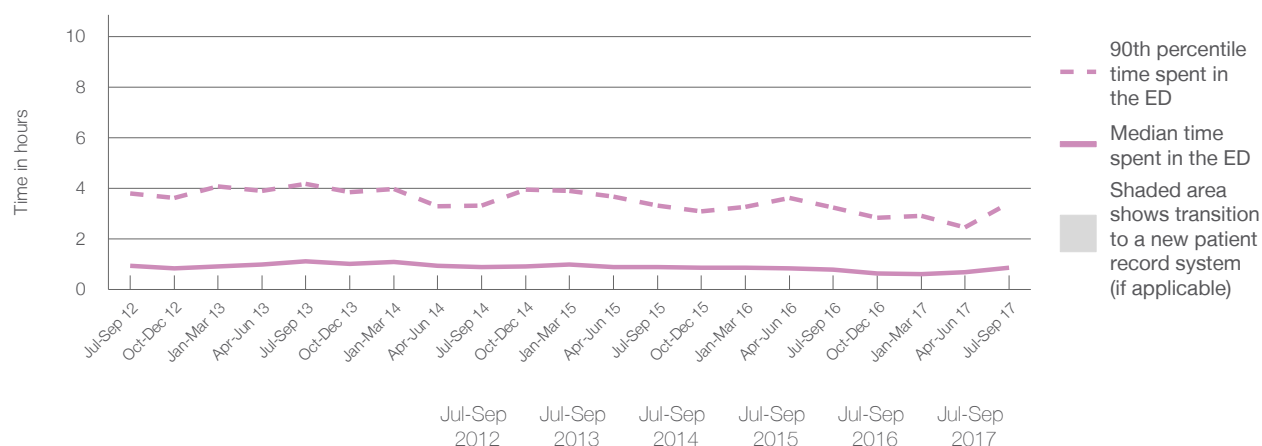
3 hours and 25 minutes

Same period last year	NSW (this period)
969	
969	
0 hours and 47 minutes	3 hours and 0 minutes
3 hours and 15 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	0h 57m	1h 7m	0h 54m	0h 54m	0h 47m	0h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 48m	4h 11m	3h 20m	3h 20m	3h 15m	3h 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 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.

Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

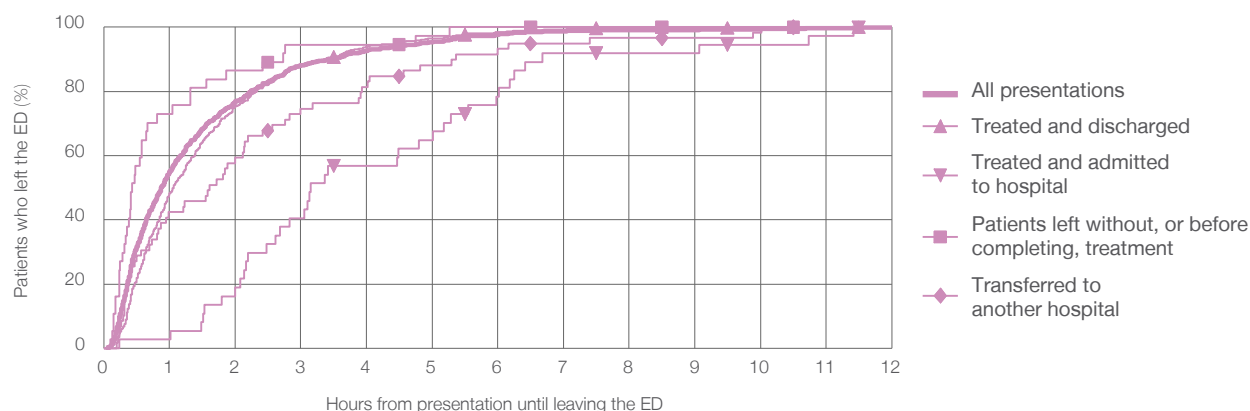
July to September 2017

All presentations:[†] 973 patients

Presentations used to calculate time to leaving the ED:[‡] 973 patients

		Same period last year	Change since one year ago
Treated and discharged	554 (56.9%)	969	0.4%
Treated and admitted to hospital	37 (3.8%)	568	-2.5%
Patient left without, or before completing, treatment	37 (3.8%)	17	117.6%
Transferred to another hospital	59 (6.1%)	41	-9.8%
Other	286 (29.4%)	51	15.7%
		292	-2.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	48.2%	75.5%	88.4%	93.9%	98.6%	99.8%	99.8%	100%
Treated and admitted to hospital	2.7%	18.9%	40.5%	56.8%	78.4%	91.9%	94.6%	100%
Patient left without, or before completing, treatment	73.0%	86.5%	94.6%	94.6%	100%	100%	100%	100%
Transferred to another hospital	42.4%	59.3%	74.6%	81.4%	93.2%	96.6%	98.3%	100%
All presentations	55.0%	76.9%	88.1%	92.7%	97.7%	99.2%	99.4%	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 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.

Kurri Kurri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 973 patients

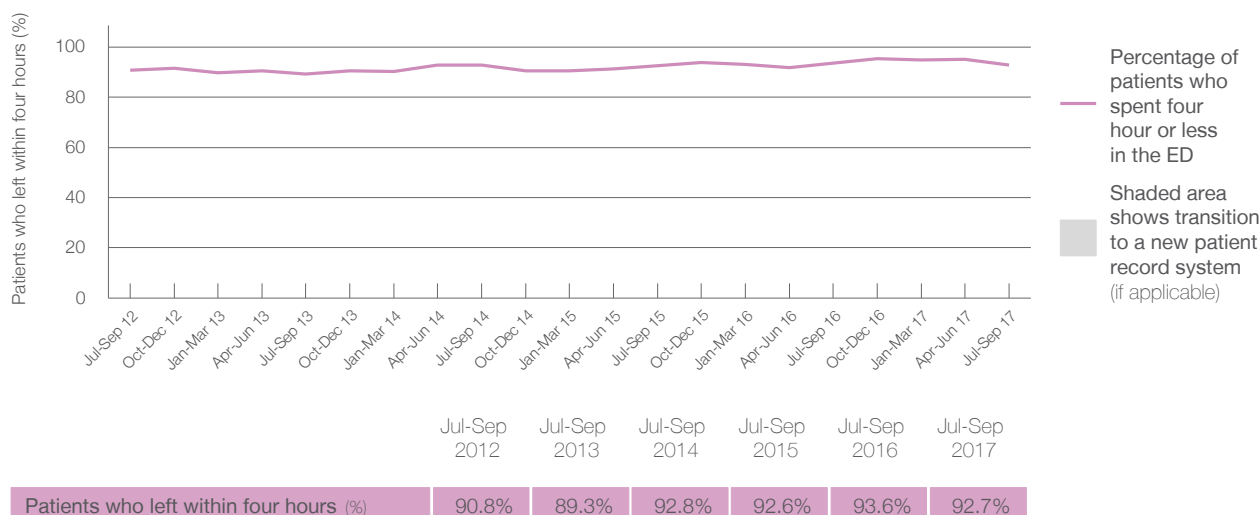
Presentations used to calculate time to leaving the ED:⁶ 973 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
969	0.4%
969	0.4%
93.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Lithgow Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,271 patients

Emergency presentations:² 3,160 patients

Same period last year	Change since one year ago
3,099	5.6%
2,968	6.5%

Lithgow Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 337 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): 932 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,490 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
420	
4 minutes	9 minutes
13 minutes	29 minutes
999	
10 minutes	23 minutes
37 minutes	83 minutes
1,171	
11 minutes	30 minutes
48 minutes	121 minutes
354	
9 minutes	26 minutes
53 minutes	118 minutes

Lithgow Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,271 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
3,097	5.6%
87.1%	

* 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, July to September 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.

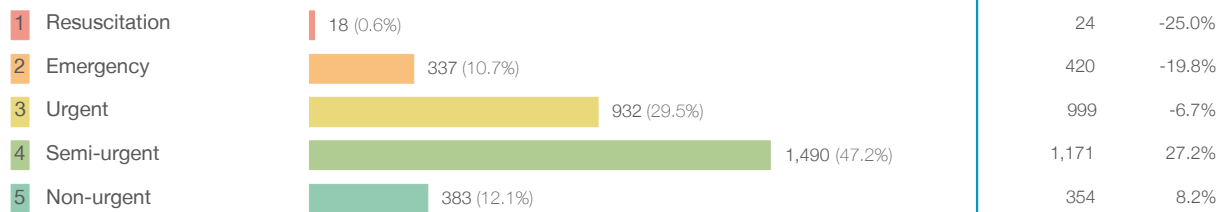
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Lithgow Health Service: Patients presenting to the emergency department

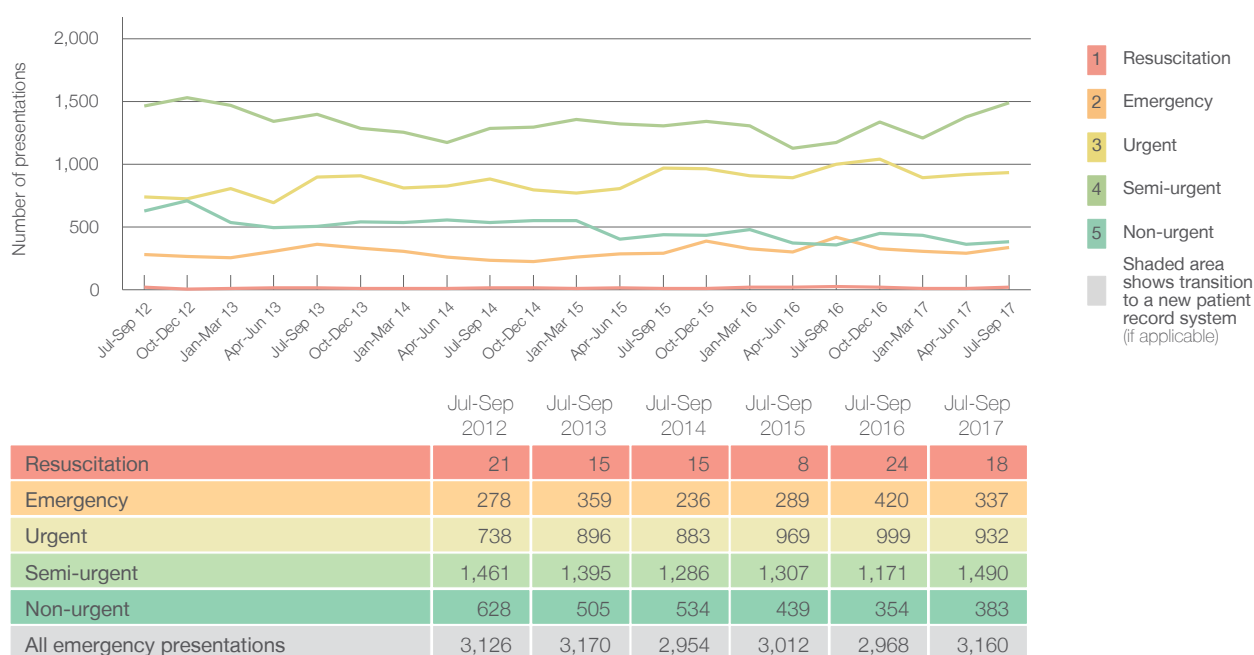
July to September 2017

All presentations:¹ 3,271 patients

Emergency presentations² by triage category: 3,160 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Lithgow Health Service: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 615 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 337

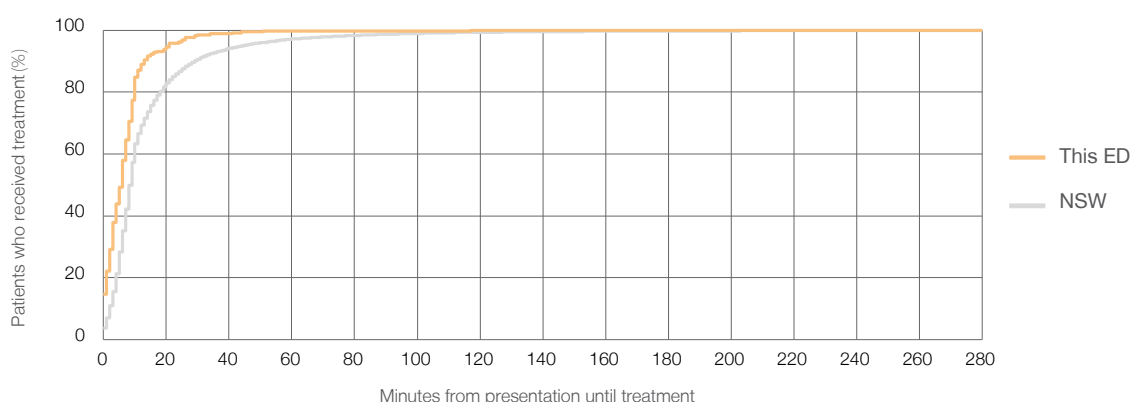
Number of triage 2 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 6 minutes

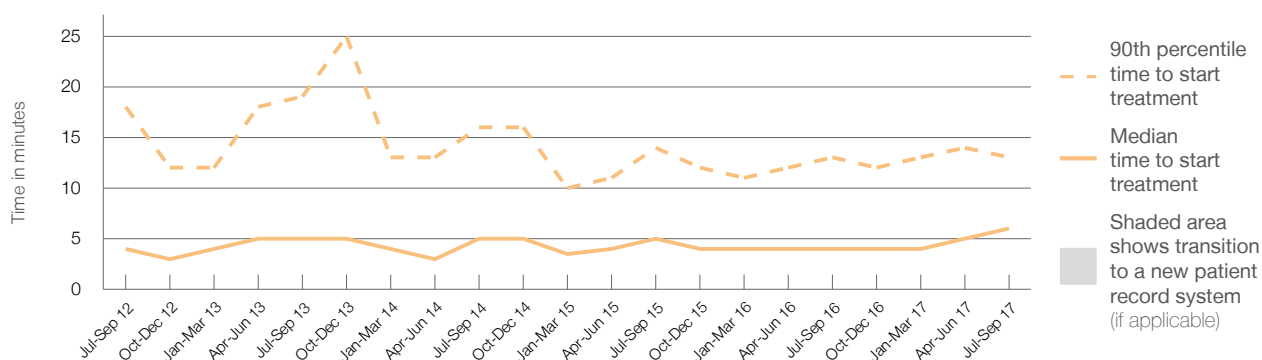
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
420	
418	
4 minutes	9 minutes
13 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	4	5	5	5	4	6
90th percentile time to start treatment ⁵ (minutes)	18	19	16	14	13	13

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 932

Number of triage 3 patients used to calculate waiting time:³ 911

Median time to start treatment⁴

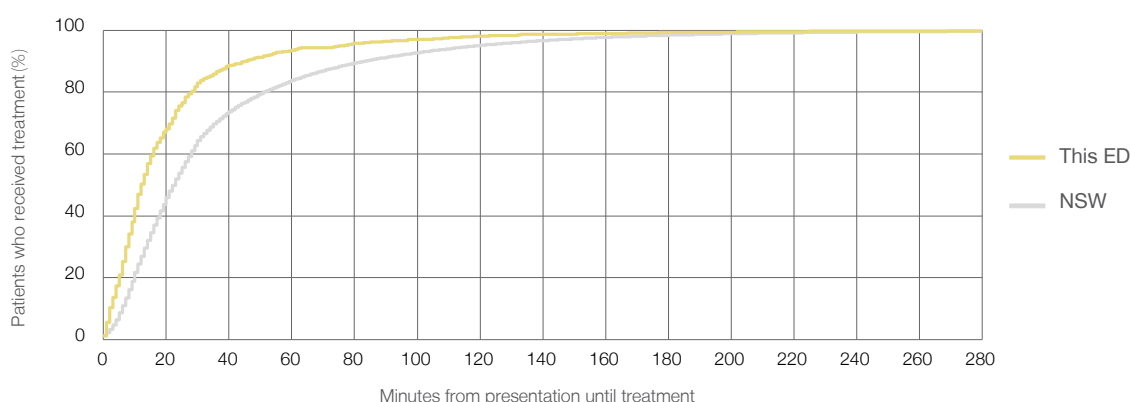
12 minutes

90th percentile time to start treatment⁵

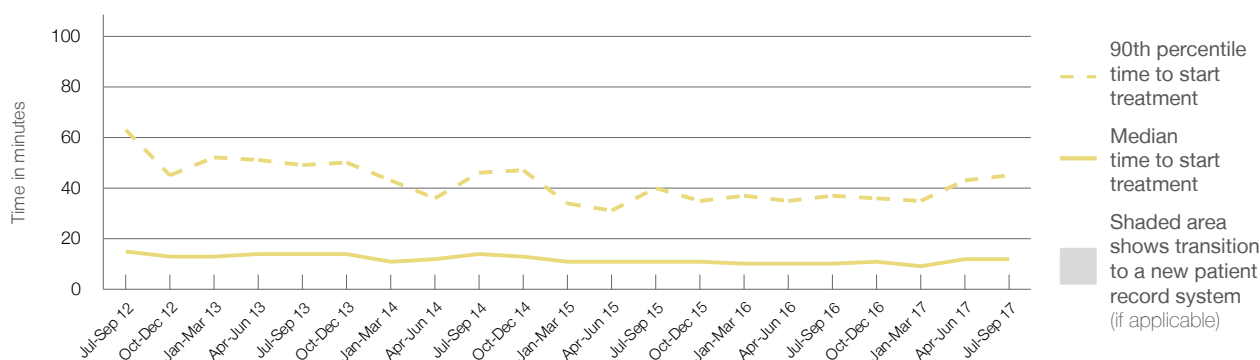
45 minutes

Same period last year	NSW (this period)
999	
978	
10 minutes	23 minutes
37 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	15	14	14	11	10	12
90th percentile time to start treatment ⁵ (minutes)	63	49	46	40	37	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 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.

Lithgow Health Service: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,490

Number of triage 4 patients used to calculate waiting time:³ 1,435

Median time to start treatment⁴

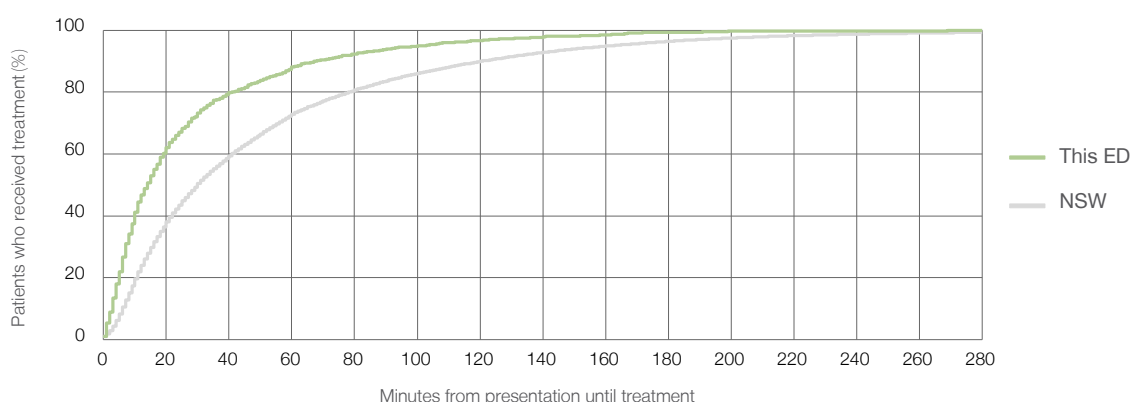
14 minutes

90th percentile time to start treatment⁵

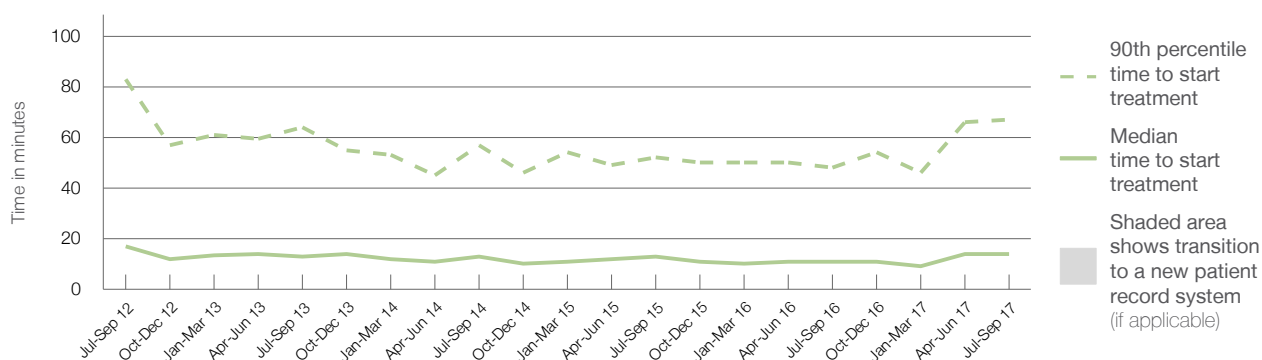
67 minutes

Same period last year	NSW (this period)
1,171	
1,130	
11 minutes	30 minutes
48 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	13	13	13	11	14
90th percentile time to start treatment ⁵ (minutes)	83	64	57	52	48	67

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 383

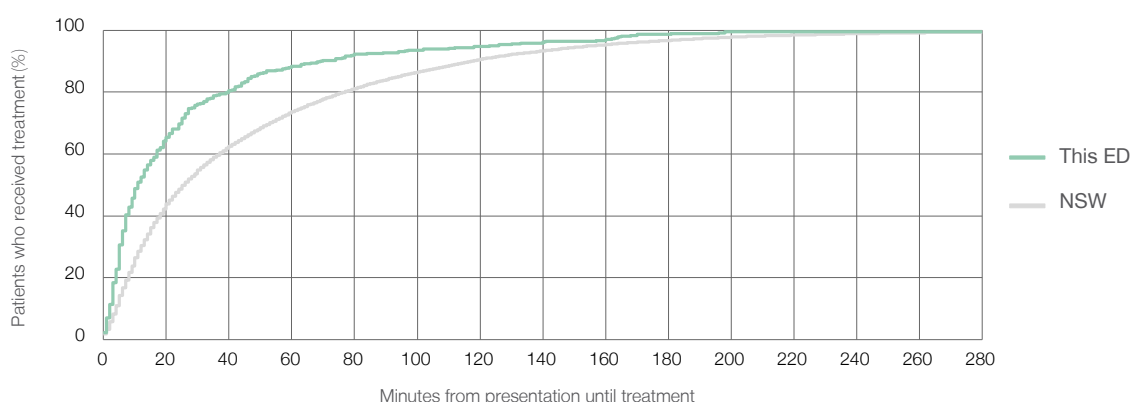
Number of triage 5 patients used to calculate waiting time:³ 359

Median time to start treatment⁴ 11 minutes

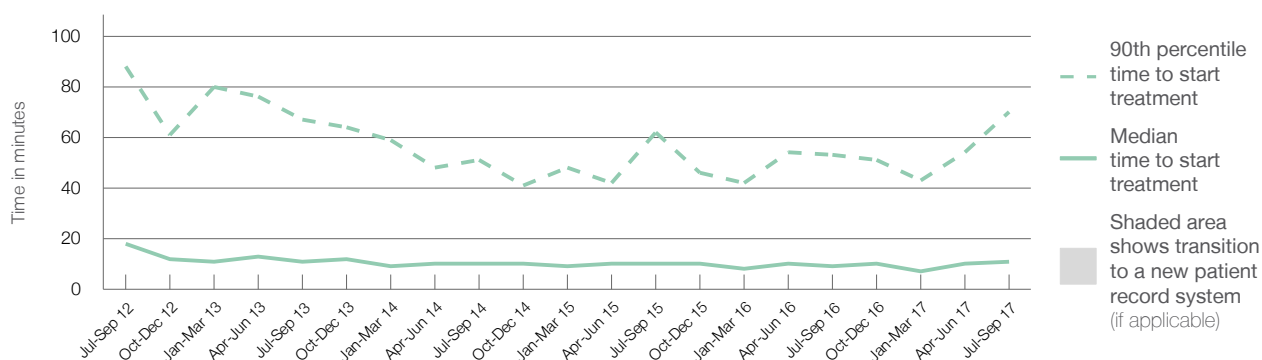
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
354	
333	
9 minutes	26 minutes
53 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	11	10	10	9	11
90th percentile time to start treatment ⁵ (minutes)	88	67	51	62	53	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,271 patients

Presentations used to calculate time to leaving the ED:⁶ 3,271 patients

Median time spent in the ED⁸

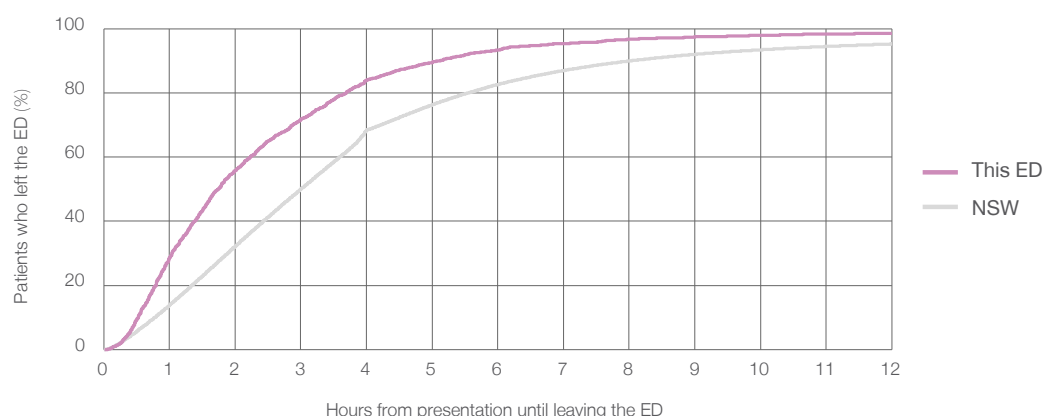
1 hours and 45 minutes

90th percentile time spent in the ED⁹

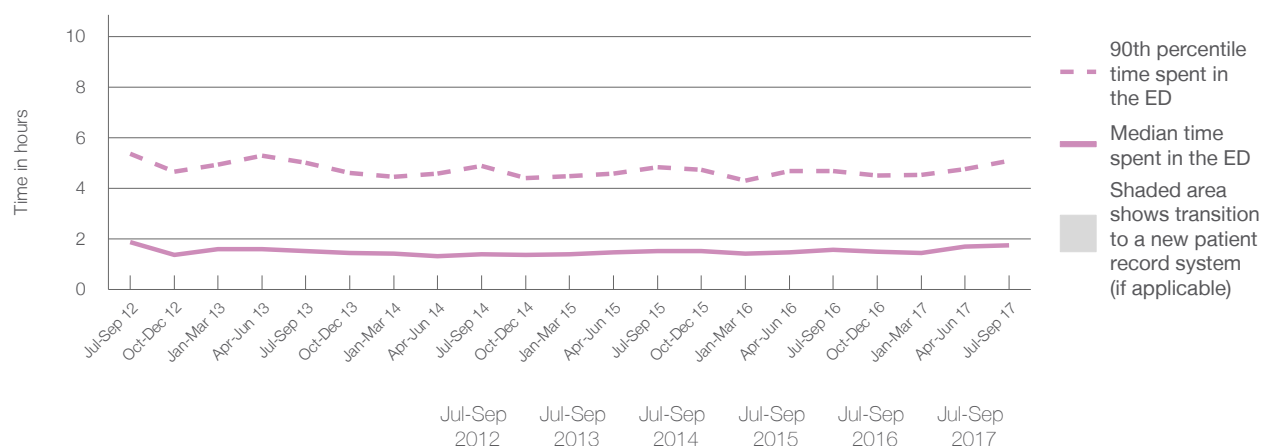
5 hours and 6 minutes

Same period last year	NSW (this period)
3,099	
3,097	
1 hours and 34 minutes	3 hours and 0 minutes
4 hours and 42 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	1h 53m	1h 31m	1h 24m	1h 32m	1h 34m	1h 45m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 22m	5h 1m	4h 53m	4h 51m	4h 42m	5h 6m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

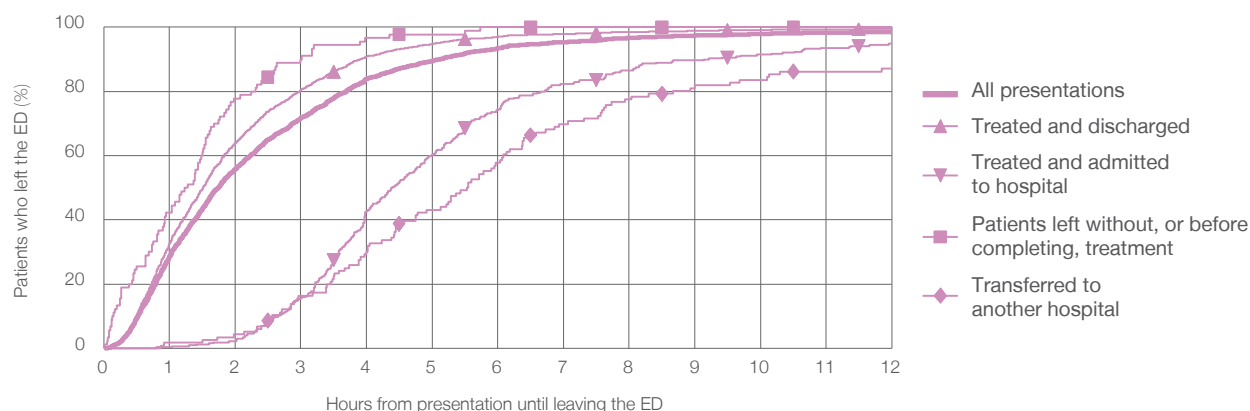
All presentations:[†] 3,271 patients

Presentations used to calculate time to leaving the ED:[‡] 3,271 patients

Treated and discharged	2,715 (83.0%)
Treated and admitted to hospital	328 (10.0%)
Patient left without, or before completing, treatment	90 (2.8%)
Transferred to another hospital	116 (3.5%)
Other	22 (0.7%)

Same period last year	Change since one year ago
3,097	5.6%
2,344	15.8%
530	-38.1%
72	25.0%
132	-12.1%
21	4.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	32.7%	64.0%	80.6%	90.8%	97.0%	98.5%	99.2%	99.4%
Treated and admitted to hospital	0.3%	2.1%	15.5%	42.7%	74.4%	86.6%	91.5%	94.8%
Patient left without, or before completing, treatment	42.2%	77.8%	90.0%	96.7%	100%	100%	100%	100%
Transferred to another hospital	1.7%	4.3%	16.4%	30.2%	57.8%	77.6%	83.6%	87.1%
All presentations	28.6%	55.9%	71.8%	83.9%	93.4%	96.6%	97.9%	98.6%

(†) 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 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.

Lithgow Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 3,271 patients

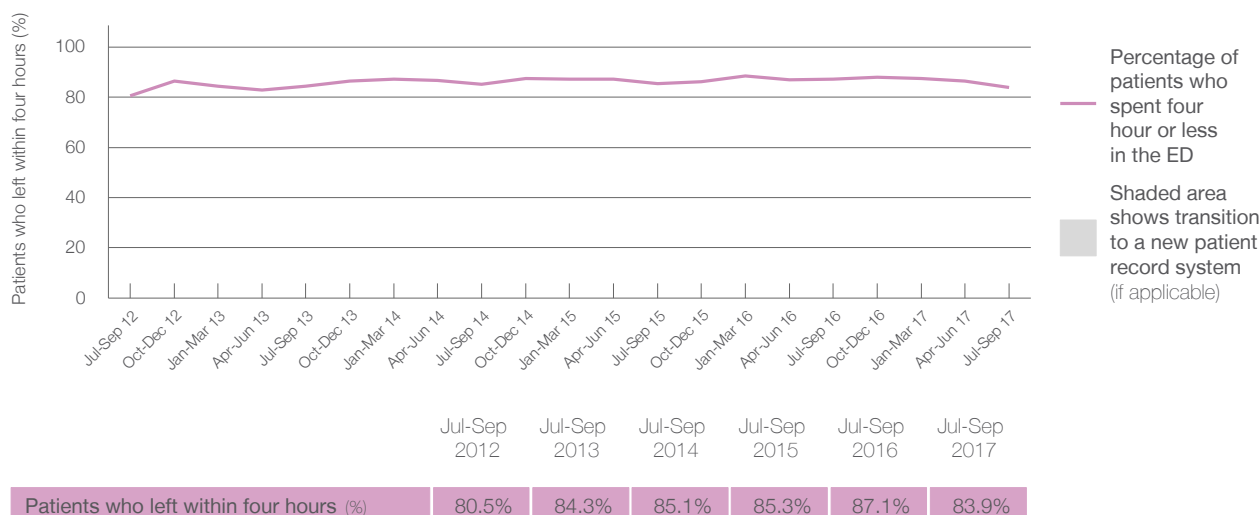
Presentations used to calculate time to leaving the ED:⁶ 3,271 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,099	5.6%
3,097	5.6%
87.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Macksville District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,888 patients

Emergency presentations:² 3,737 patients

Same period last year	Change since one year ago
3,003	29.5%
2,806	33.2%

Macksville District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 392 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,124 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,677 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 533 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
370	
9 minutes	9 minutes
20 minutes	29 minutes
948	
20 minutes	23 minutes
53 minutes	83 minutes
1,178	
25 minutes	30 minutes
99 minutes	121 minutes
291	
24 minutes	26 minutes
100 minutes	118 minutes

Macksville District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,887 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
3,003	29.4%
86.2%	

* 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, July to September 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.

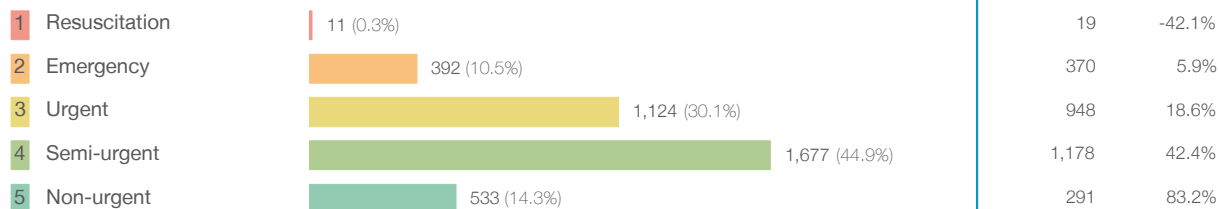
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Macksville District Hospital: Patients presenting to the emergency department

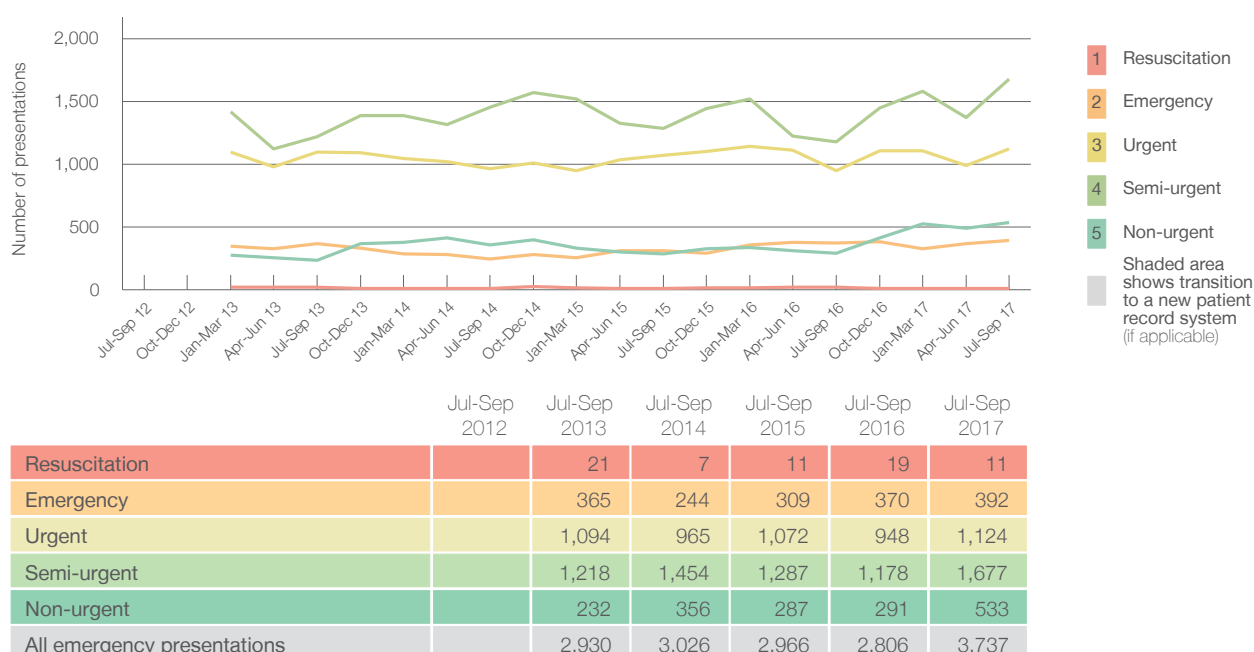
July to September 2017

All presentations:¹ 3,888 patients

Emergency presentations² by triage category: 3,737 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



Macksville District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 552 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Macksville District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 392

Number of triage 2 patients used to calculate waiting time:³ 383

Median time to start treatment⁴

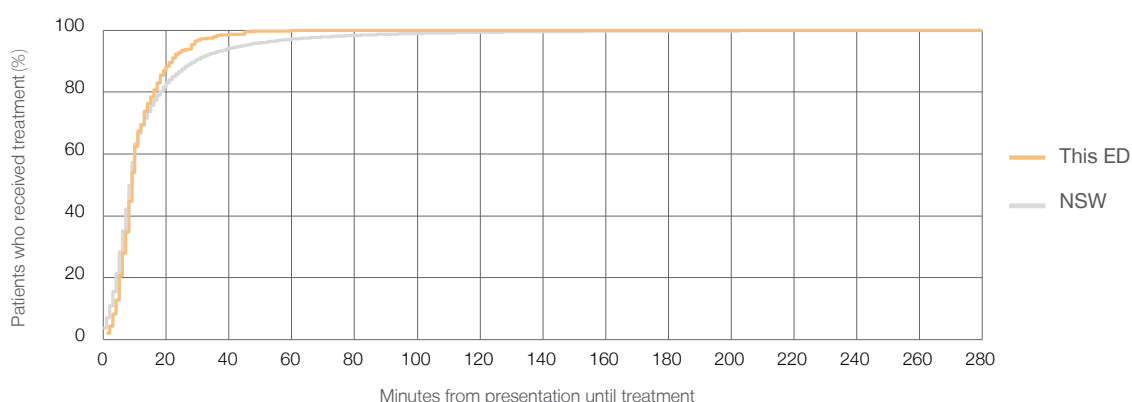
9 minutes

90th percentile time to start treatment⁵

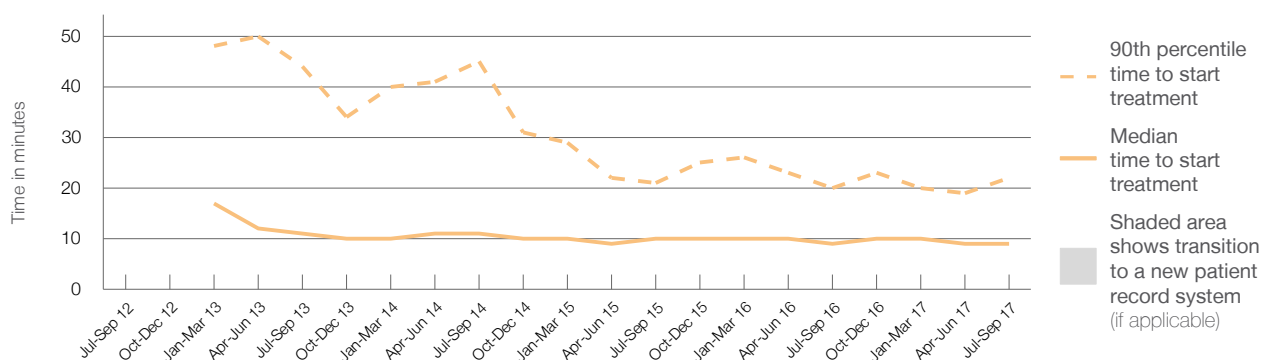
22 minutes

Same period last year	NSW (this period)
370	
362	
9 minutes	9 minutes
20 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		11	11	10	9	9
90th percentile time to start treatment ⁵ (minutes)		44	45	21	20	22

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Macksville District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

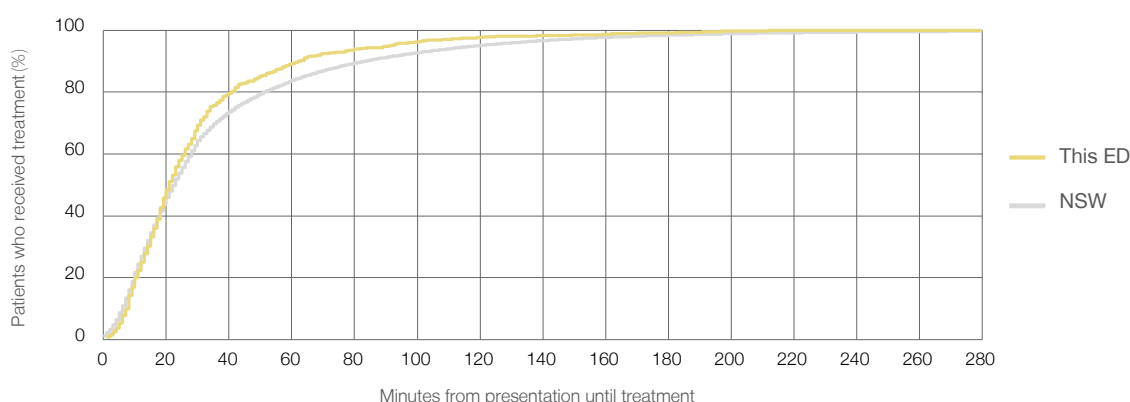
Number of triage 3 patients: 1,124

Number of triage 3 patients used to calculate waiting time:³ 1,078

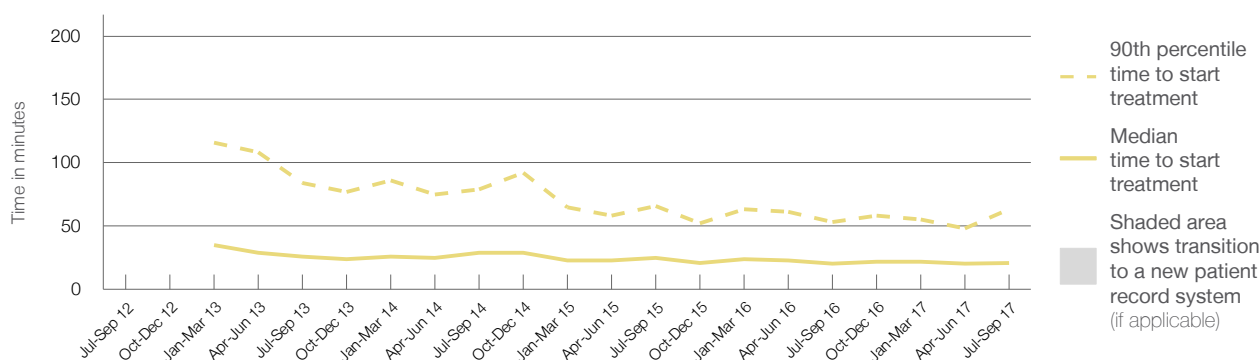
Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
948	
915	
20 minutes	23 minutes
53 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		26	29	25	20	21
90th percentile time to start treatment ⁵ (minutes)		84	79	66	53	63

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Macksville District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,677

Number of triage 4 patients used to calculate waiting time:³ 1,556

Median time to start treatment⁴

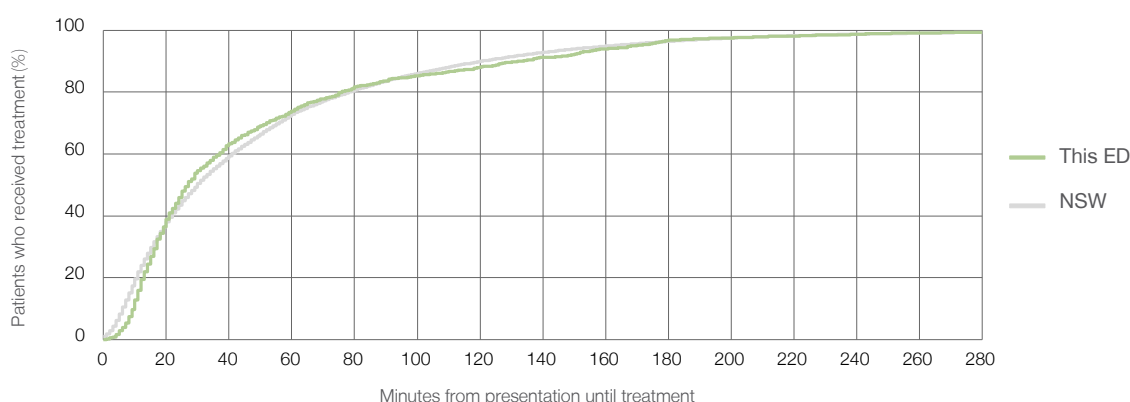
27 minutes

90th percentile time to start treatment⁵

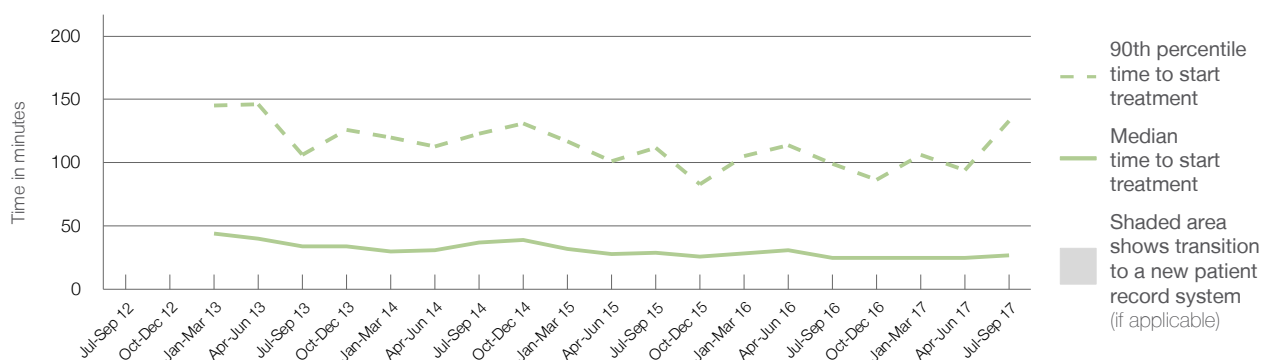
133 minutes

Same period last year	NSW (this period)
1,178	
1,115	
25 minutes	30 minutes
99 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		34	37	29	25	27
90th percentile time to start treatment ⁵ (minutes)		106	123	112	99	133

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Macksville District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 533

Number of triage 5 patients used to calculate waiting time:³ 479

Median time to start treatment⁴

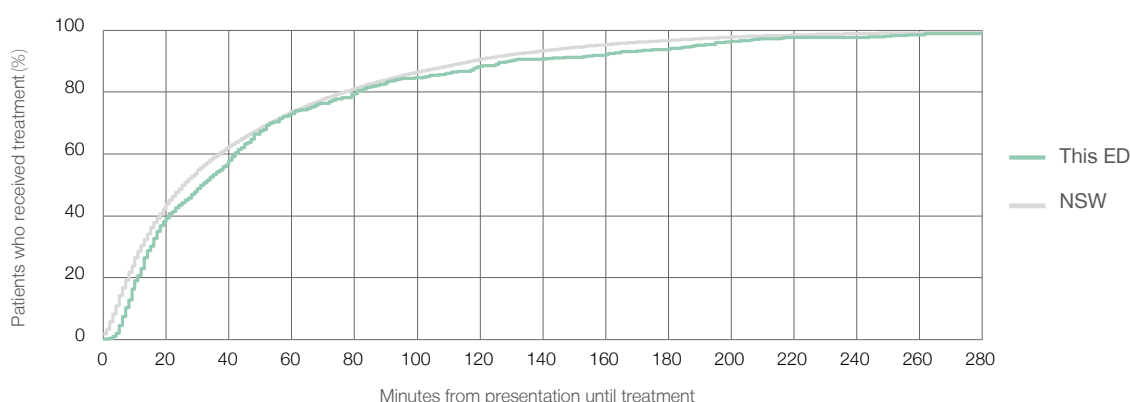
32 minutes

90th percentile time to start treatment⁵

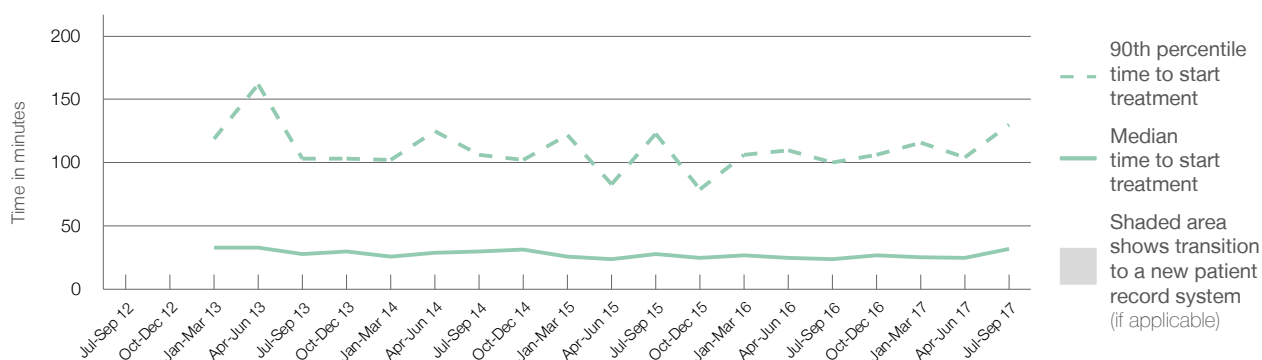
130 minutes

Same period last year	NSW (this period)
291	
273	
24 minutes	26 minutes
100 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		28	30	28	24	32
90th percentile time to start treatment ⁵ (minutes)		103	106	123	100	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 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.

Macksville District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,888 patients

Presentations used to calculate time to leaving the ED:⁶ 3,887 patients

Median time spent in the ED⁸

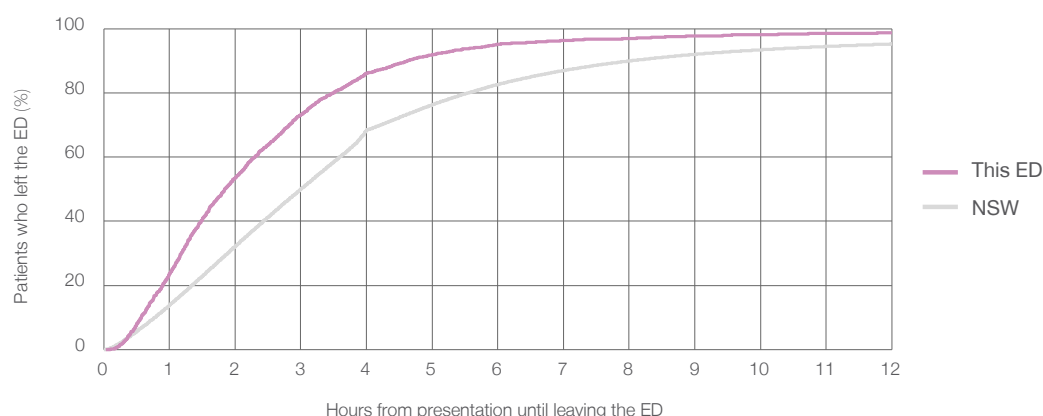
1 hours and 51 minutes

90th percentile time spent in the ED⁹

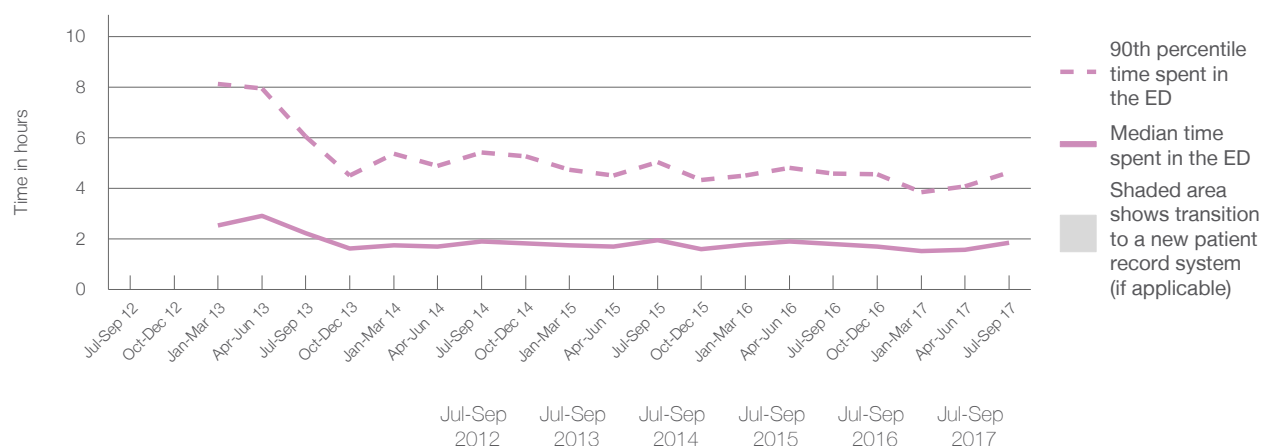
4 hours and 38 minutes

Same period last year	NSW (this period)
3,003	
3,003	
1 hours and 48 minutes	3 hours and 0 minutes
4 hours and 35 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 14m	1h 54m	1h 58m	1h 48m	1h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 3m	5h 25m	5h 2m	4h 35m	4h 38m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Macksville District Hospital: Time patients spent in the ED

By mode of separation

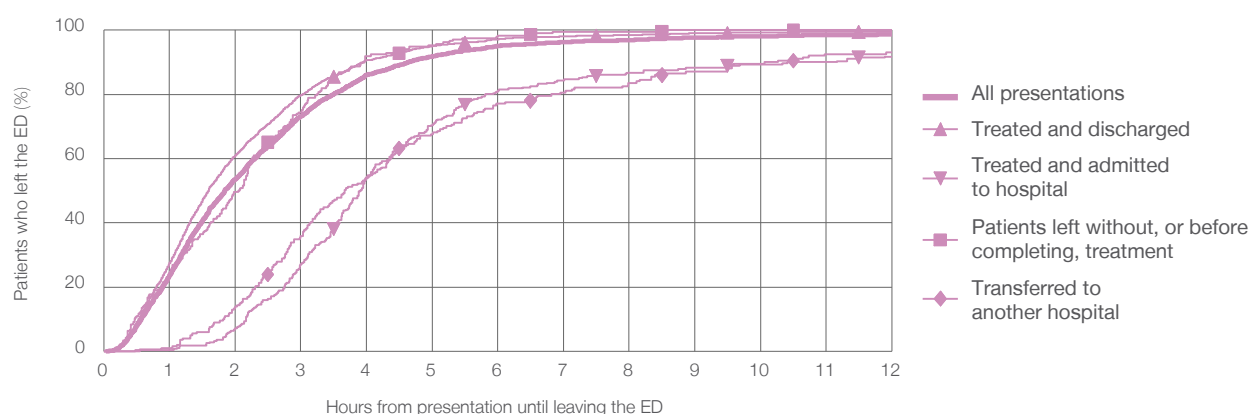
July to September 2017

All presentations:[†] 3,888 patients

Presentations used to calculate time to leaving the ED:[‡] 3,887 patients

		Same period last year	Change since one year ago
Treated and discharged	3,093 (79.6%)	2,353	29.4%
Treated and admitted to hospital	281 (7.2%)	208	35.1%
Patient left without, or before completing, treatment	238 (6.1%)	115	107.0%
Transferred to another hospital	201 (5.2%)	260	-22.7%
Other	75 (1.9%)	67	11.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	27.5%	61.0%	79.8%	90.7%	97.2%	98.5%	99.3%	99.5%
Treated and admitted to hospital	0.4%	7.1%	27.0%	54.1%	81.1%	86.8%	89.3%	91.8%
Patient left without, or before completing, treatment	24.4%	49.6%	74.4%	92.0%	98.3%	99.6%	100%	100%
Transferred to another hospital	1.0%	13.9%	35.8%	54.2%	77.1%	83.6%	89.6%	93.0%
All presentations	23.8%	53.7%	73.2%	86.1%	95.1%	97.0%	98.1%	98.7%

(†) 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 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.

Macksville District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 3,888 patients

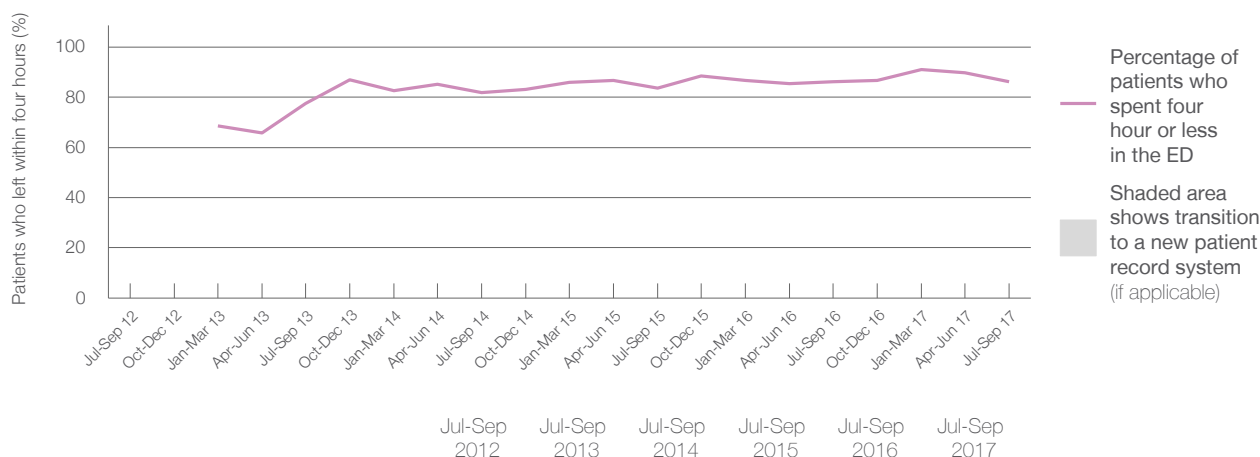
Presentations used to calculate time to leaving the ED:⁶ 3,887 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,003	29.5%
3,003	29.4%
86.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡§}



Patients who left within four hours (%)	77.6%	81.7%	83.6%	86.2%	86.1%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Maclean District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,069 patients

Emergency presentations:² 2,967 patients

Same period last year	Change since one year ago
2,948	4.1%
2,753	7.8%

Maclean District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 321 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 938 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): 1,254 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 446 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
396	
13 minutes	9 minutes
38 minutes	29 minutes
1,055	
26 minutes	23 minutes
84 minutes	83 minutes
1,148	
39 minutes	30 minutes
129 minutes	121 minutes
145	
24 minutes	26 minutes
84 minutes	118 minutes

Maclean District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,069 patients

Percentage of patients who spent four hours or less in the ED 80.6%

Same period last year	Change since one year ago
2,948	4.1%
81.2%	

* 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, July to September 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.

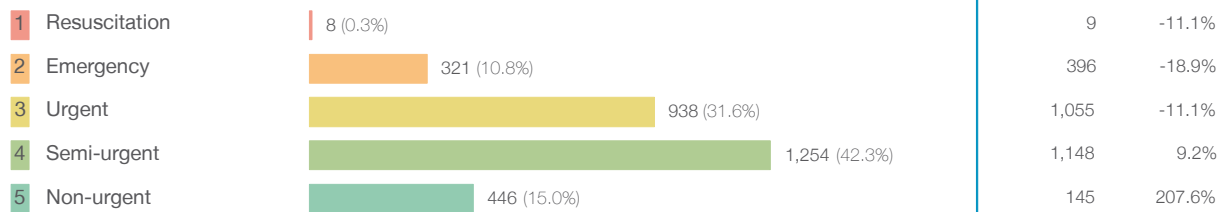
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Maclean District Hospital: Patients presenting to the emergency department

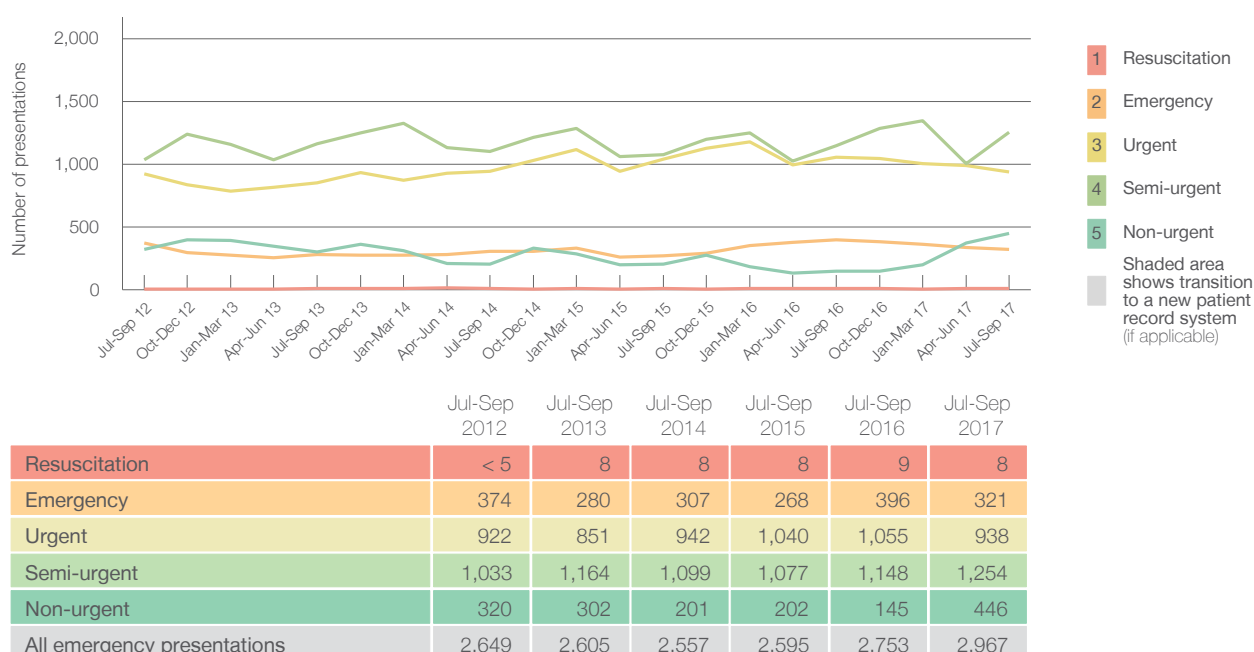
July to September 2017

All presentations:¹ 3,069 patients

Emergency presentations² by triage category: 2,967 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Maclean District Hospital: Patients arriving by ambulance

July to September 2017

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 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.

Maclean District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 321

Number of triage 2 patients used to calculate waiting time:³ 320

Median time to start treatment⁴

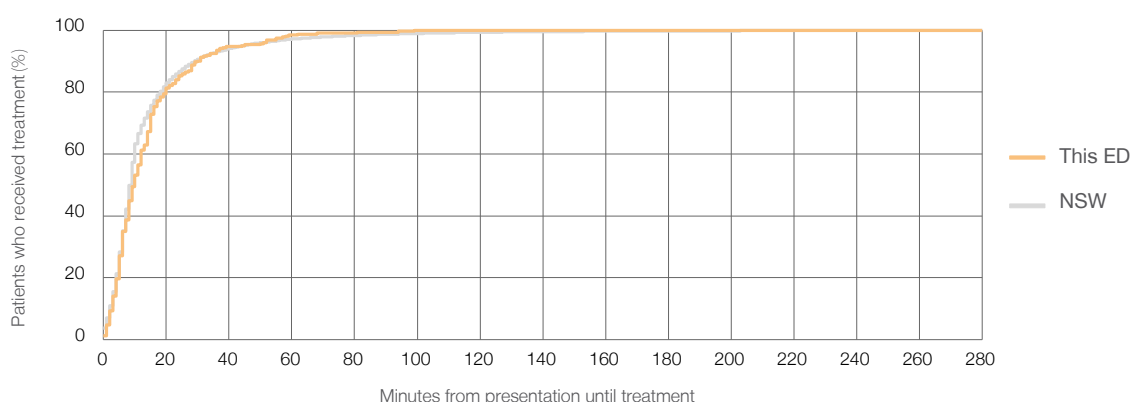
10 minutes

90th percentile time to start treatment⁵

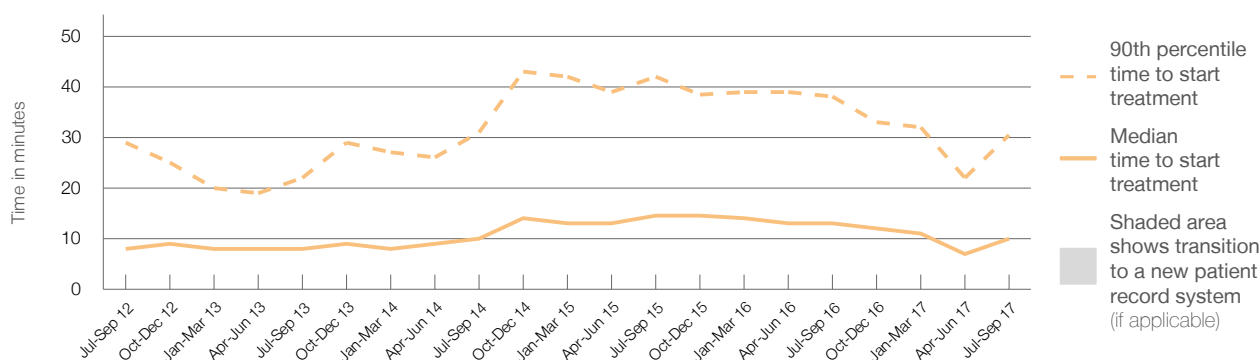
31 minutes

Same period last year	NSW (this period)
396	
394	
13 minutes	9 minutes
38 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	8	10	15	13	10
90th percentile time to start treatment ⁵ (minutes)	29	22	31	42	38	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 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.

Maclean District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 938

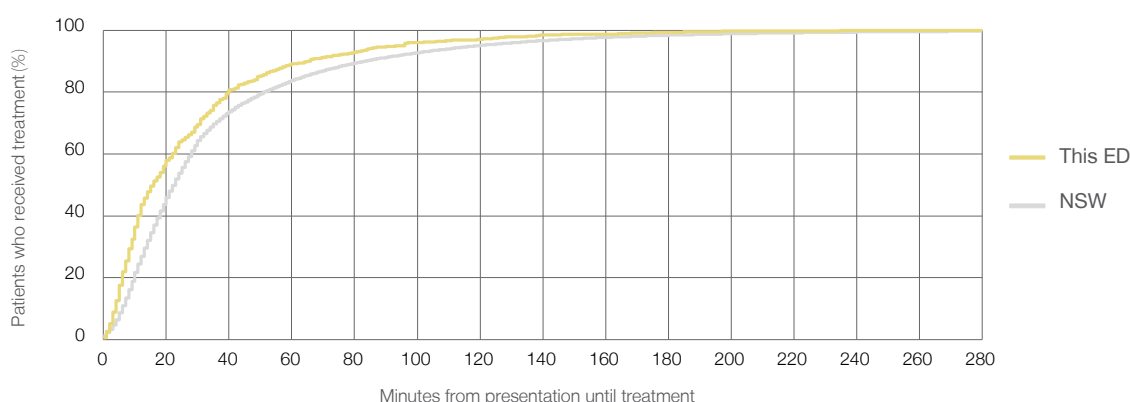
Number of triage 3 patients used to calculate waiting time:³ 930

Median time to start treatment⁴ 16 minutes

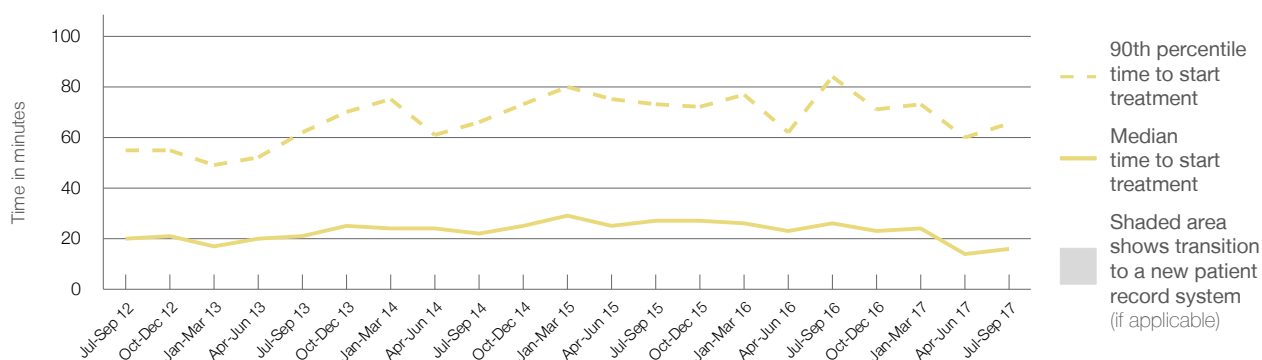
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,055	
1,028	
26 minutes	23 minutes
84 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	21	22	27	26	16
90th percentile time to start treatment ⁵ (minutes)	55	62	66	73	84	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 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.

Maclean District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,254

Number of triage 4 patients used to calculate waiting time:³ 1,134

Median time to start treatment⁴

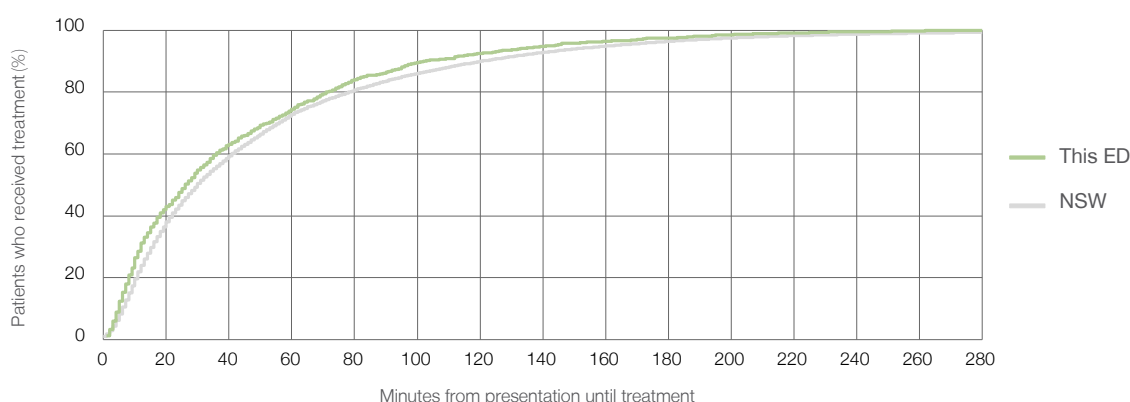
26 minutes

90th percentile time to start treatment⁵

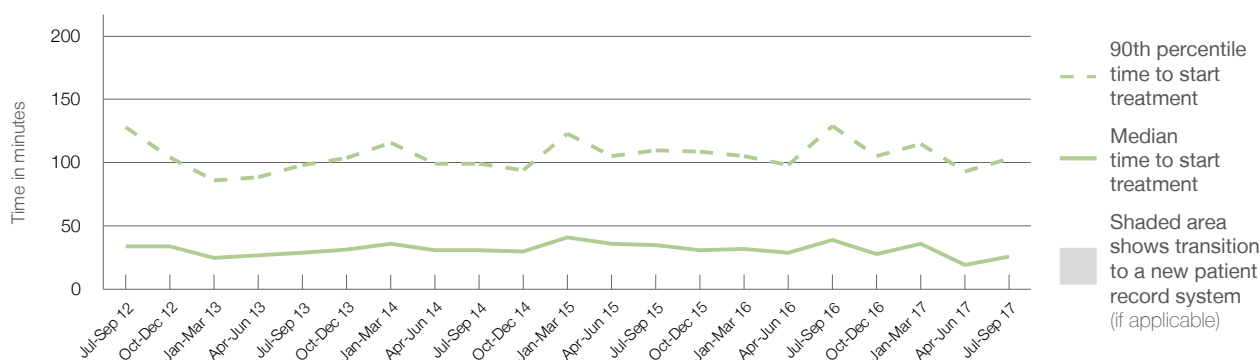
103 minutes

Same period last year	NSW (this period)
1,148	
1,043	
39 minutes	30 minutes
129 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	29	31	35	39	26
90th percentile time to start treatment ⁵ (minutes)	128	98	99	110	129	103

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 446

Number of triage 5 patients used to calculate waiting time:³ 367

Median time to start treatment⁴

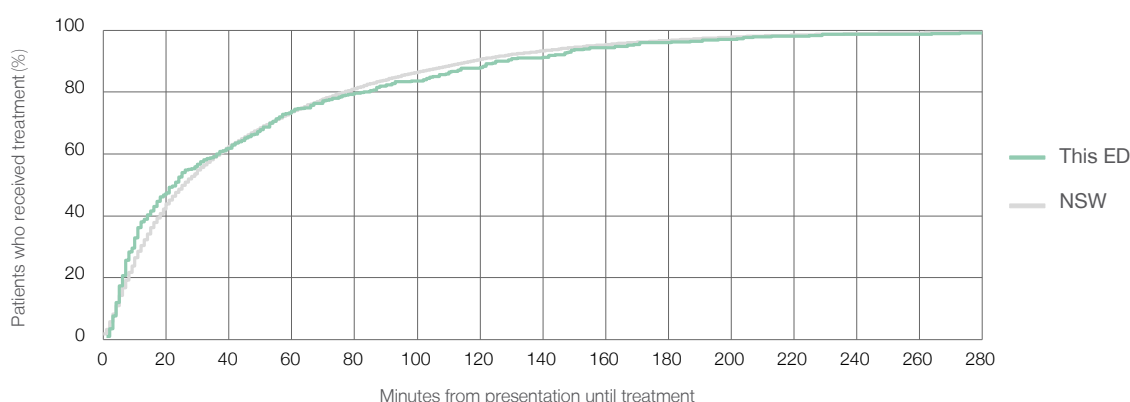
23 minutes

90th percentile time to start treatment⁵

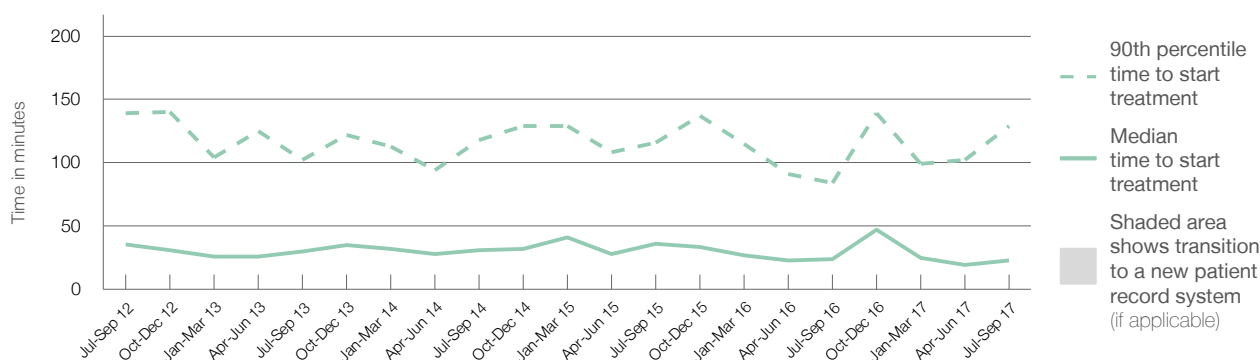
129 minutes

Same period last year	NSW (this period)
145	
112	
24 minutes	26 minutes
84 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	30	31	36	24	23
90th percentile time to start treatment ⁵ (minutes)	139	102	118	116	84	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 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.

Maclean District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,069 patients

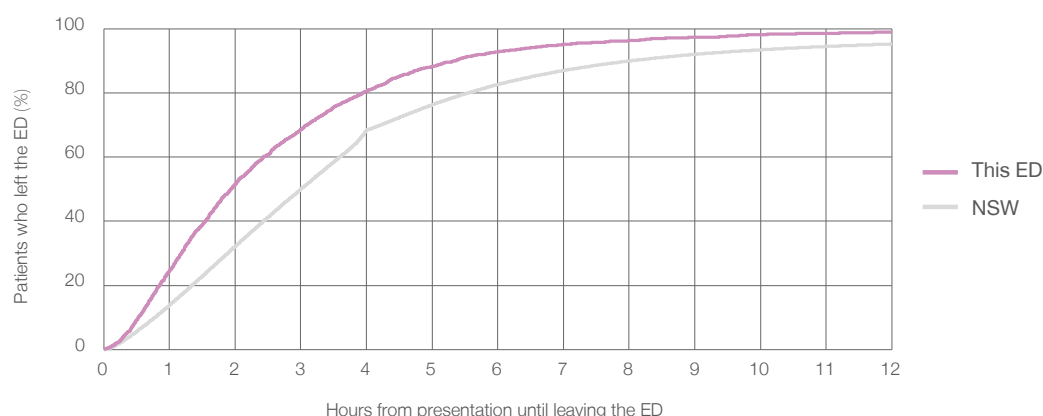
Presentations used to calculate time to leaving the ED:⁶ 3,069 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

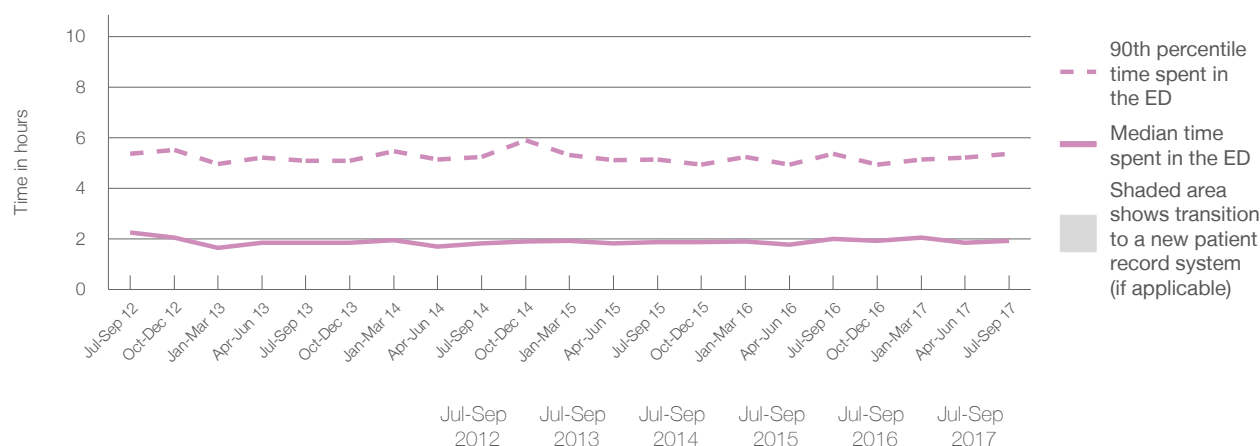
90th percentile time spent in the ED⁹ 5 hours and 22 minutes

Same period last year	NSW (this period)
2,948	2,948
2 hours and 0 minutes	3 hours and 0 minutes
5 hours and 22 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 16m	1h 51m	1h 50m	1h 53m	2h 0m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 23m	5h 5m	5h 15m	5h 8m	5h 22m	5h 22m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

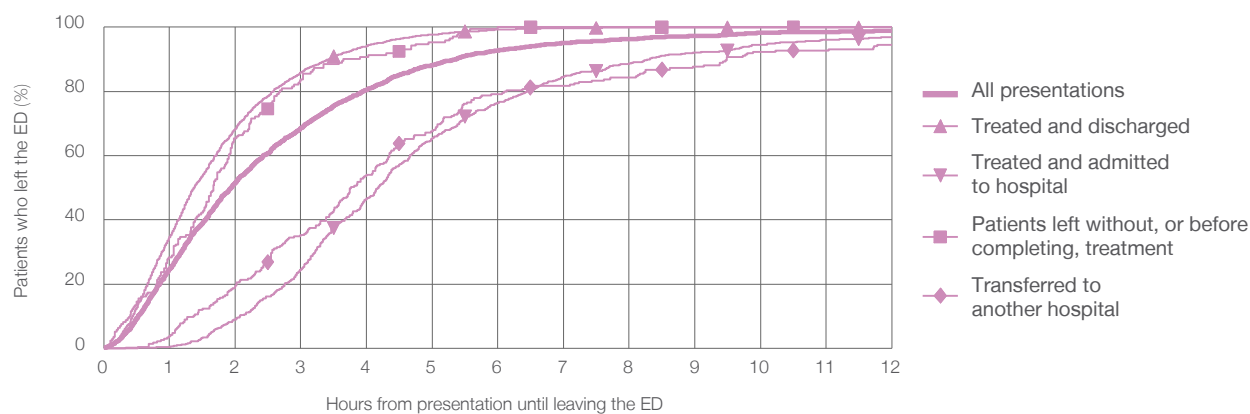
All presentations:[†] 3,069 patients

Presentations used to calculate time to leaving the ED:[‡] 3,069 patients

Treated and discharged	1,987 (64.7%)
Treated and admitted to hospital	667 (21.7%)
Patient left without, or before completing, treatment	173 (5.6%)
Transferred to another hospital	235 (7.7%)
Other	7 (0.2%)

Same period last year	Change since one year ago
2,948	4.1%
1,797	10.6%
794	-16.0%
159	8.8%
195	20.5%
3	133.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	34.7%	68.3%	86.0%	94.2%	99.2%	99.9%	99.9%	100%
Treated and admitted to hospital	0.4%	9.0%	24.4%	46.6%	76.5%	88.8%	94.6%	97.0%
Patient left without, or before completing, treatment	28.3%	65.3%	83.8%	90.8%	100%	100%	100%	100%
Transferred to another hospital	3.8%	19.6%	35.3%	54.0%	79.1%	84.3%	92.3%	94.5%
All presentations	24.7%	51.6%	68.6%	80.6%	92.8%	96.3%	98.2%	98.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 3,069 patients

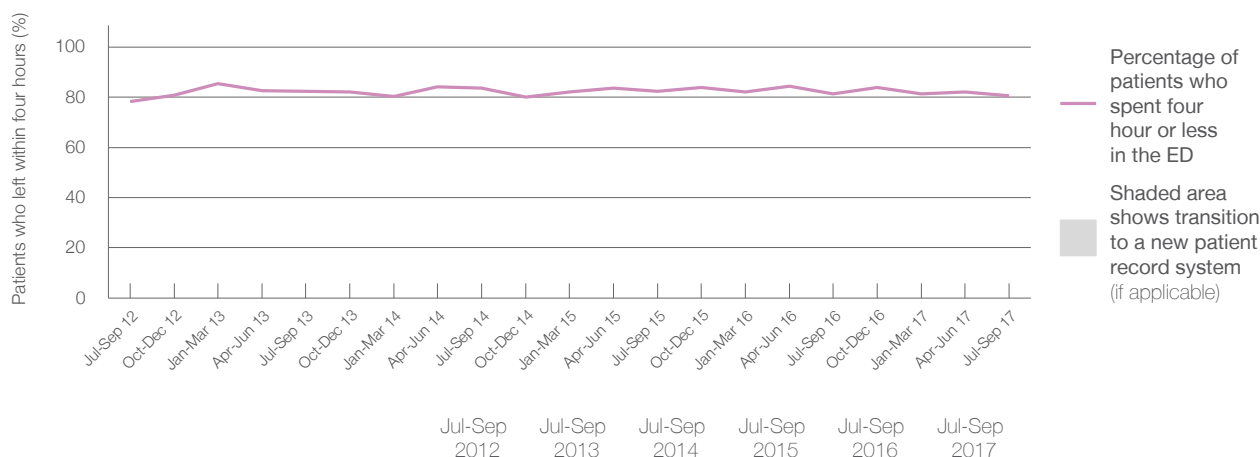
Presentations used to calculate time to leaving the ED:⁶ 3,069 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,948	4.1%
2,948	4.1%
81.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



Patients who left within four hours (%)	78.1%	82.4%	83.5%	82.4%	81.2%	80.6%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Milton and Ulladulla Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,319 patients

Emergency presentations:² 3,209 patients

Same period last year	Change since one year ago
3,560	-6.8%
3,449	-7.0%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 270 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,141 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,589 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 189 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
211	
8 minutes	9 minutes
30 minutes	29 minutes
1,233	
23 minutes	23 minutes
70 minutes	83 minutes
1,755	
30 minutes	30 minutes
85 minutes	121 minutes
232	
31 minutes	26 minutes
90 minutes	118 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,319 patients

Percentage of patients who spent four hours or less in the ED 82.3%

Same period last year	Change since one year ago
3,560	-6.8%
86.0%	

* 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, July to September 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.

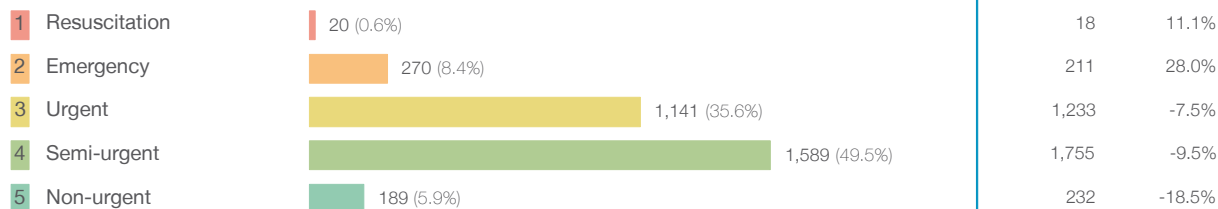
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Milton and Ulladulla Hospital: Patients presenting to the emergency department

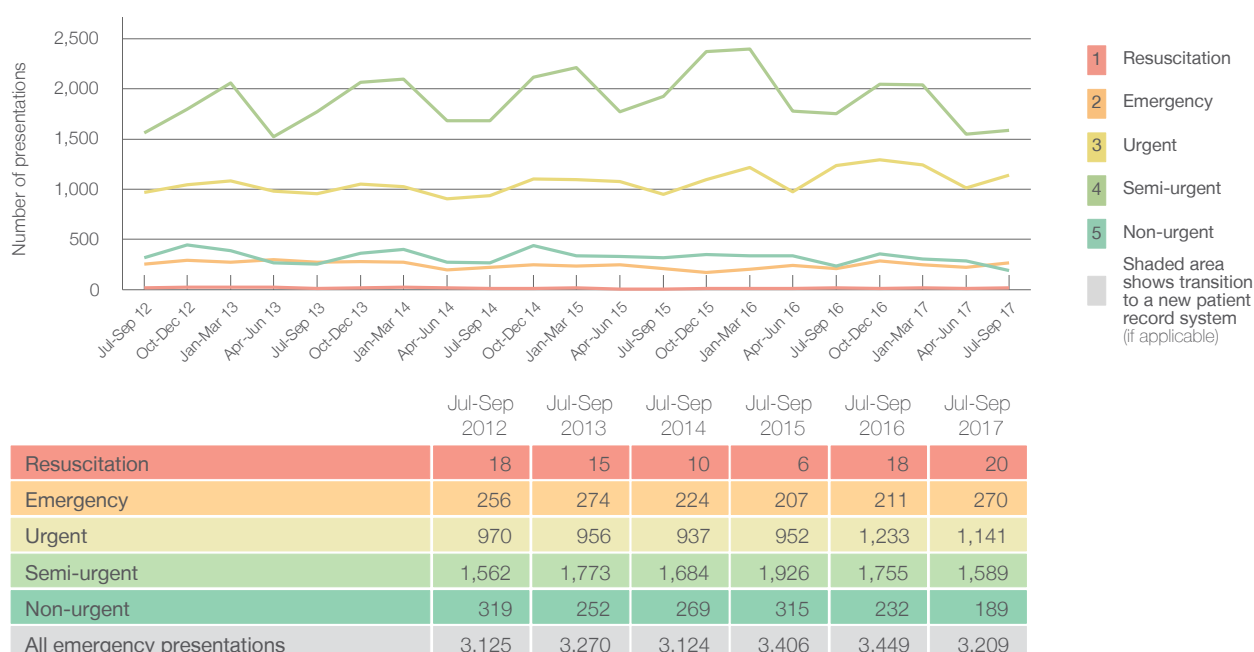
July to September 2017

All presentations:¹ 3,319 patients

Emergency presentations² by triage category: 3,209 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Milton and Ulladulla Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 418 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 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 270

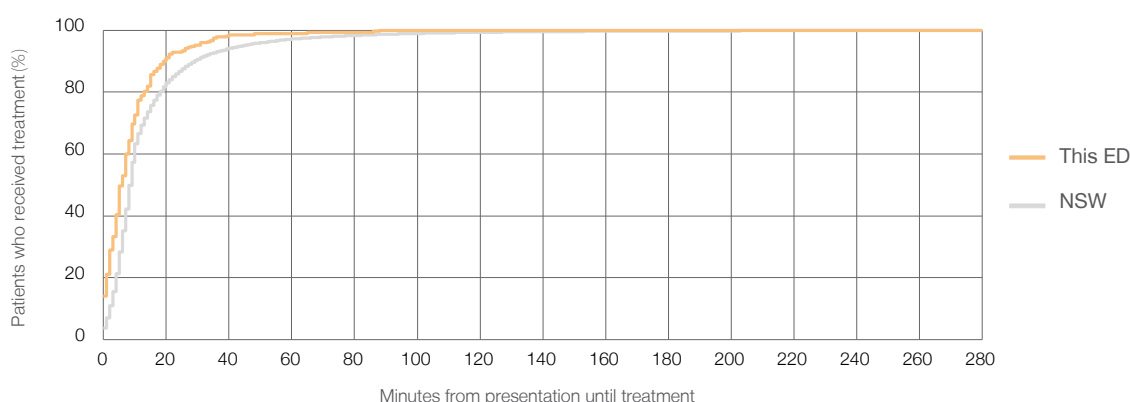
Number of triage 2 patients used to calculate waiting time:³ 270

Median time to start treatment⁴ 6 minutes

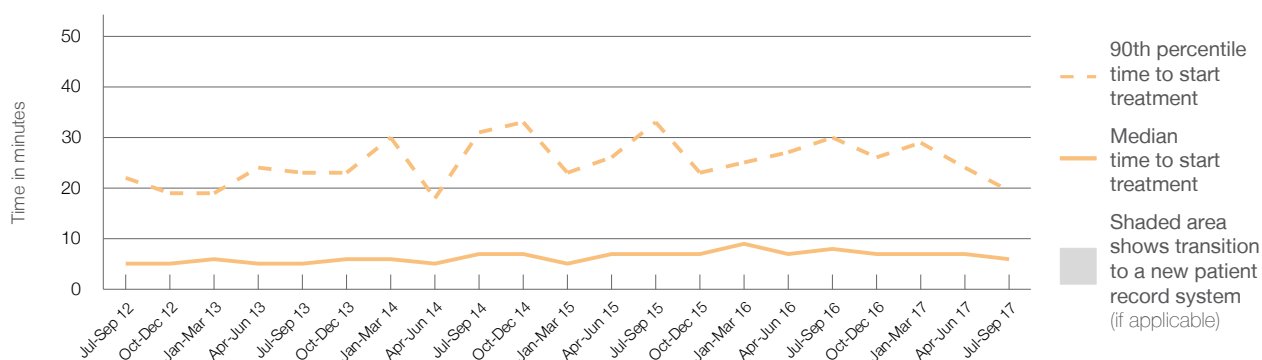
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
211	
211	
8 minutes	9 minutes
30 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	5	5	7	7	8	6
90th percentile time to start treatment ⁵ (minutes)	22	23	31	33	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 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,141

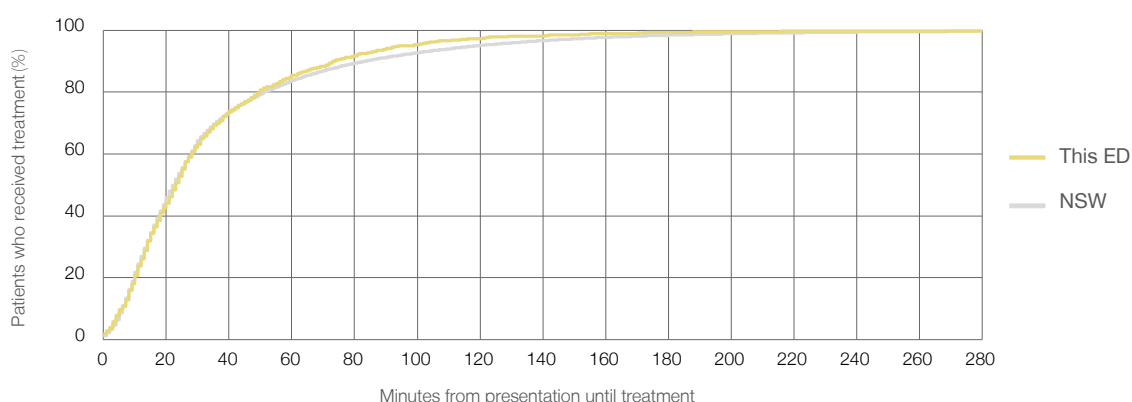
Number of triage 3 patients used to calculate waiting time:³ 1,130

Median time to start treatment⁴ 23 minutes

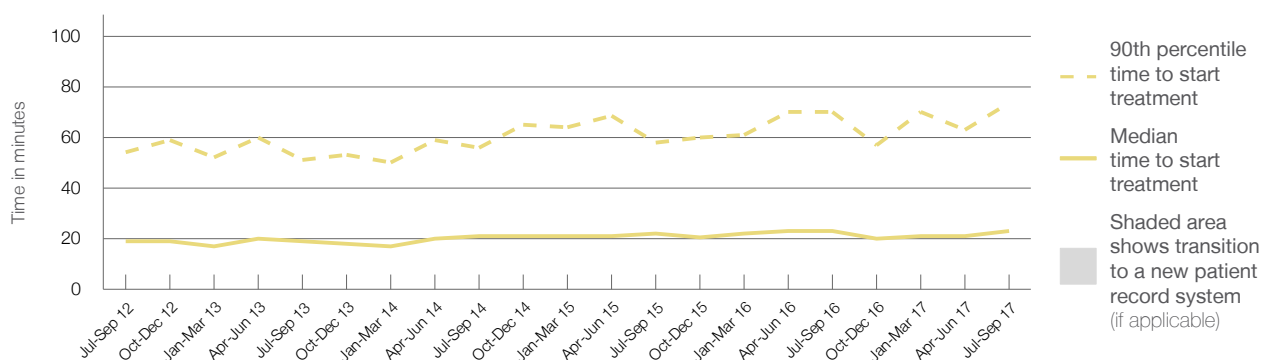
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
1,233	
1,224	
23 minutes	23 minutes
70 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	19	21	22	23	23
90th percentile time to start treatment ⁵ (minutes)	54	51	56	58	70	74

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,589

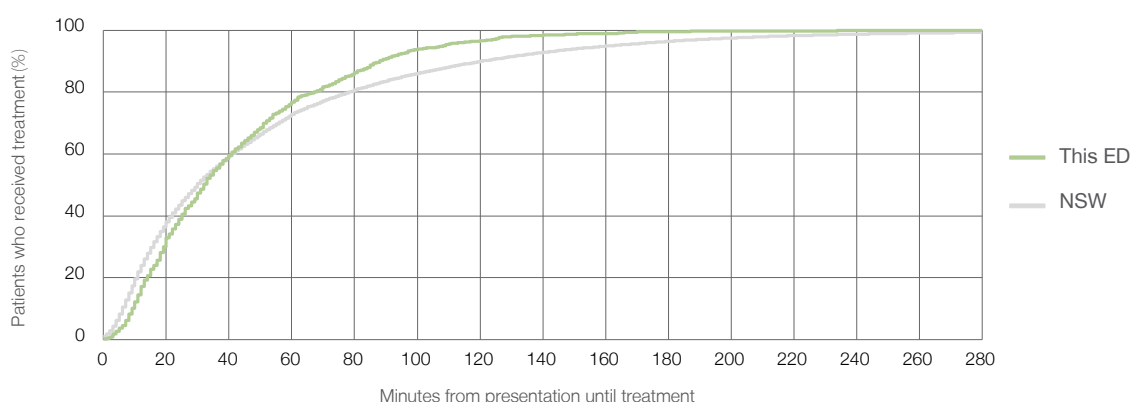
Number of triage 4 patients used to calculate waiting time:³ 1,562

Median time to start treatment⁴ 32 minutes

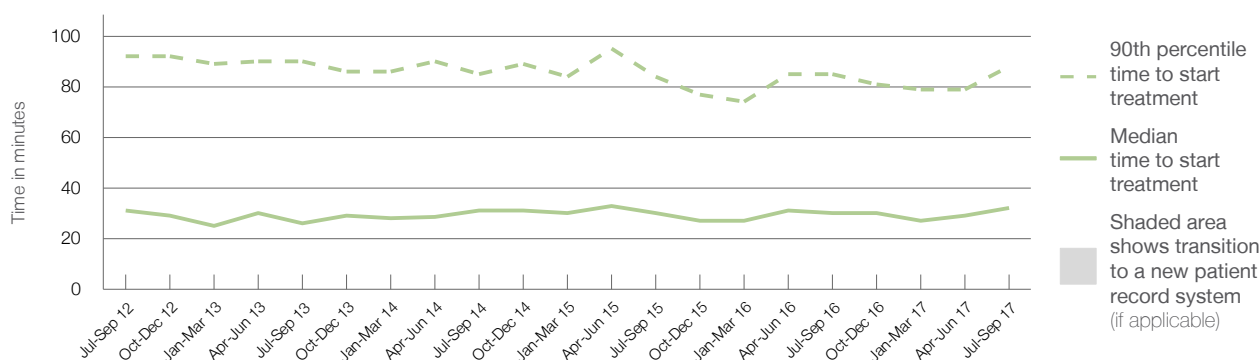
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,755	
1,712	
30 minutes	30 minutes
85 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	26	31	30	30	32
90th percentile time to start treatment ⁵ (minutes)	92	90	85	84	85	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 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 189

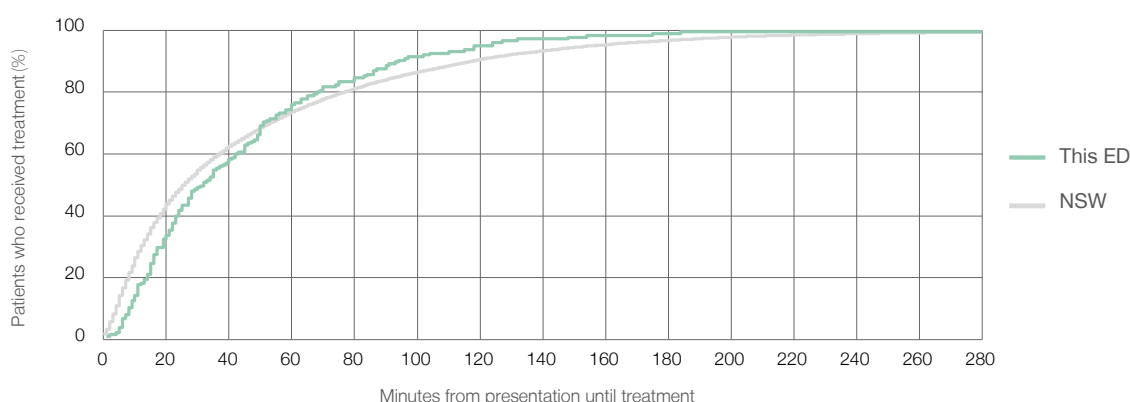
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 32 minutes

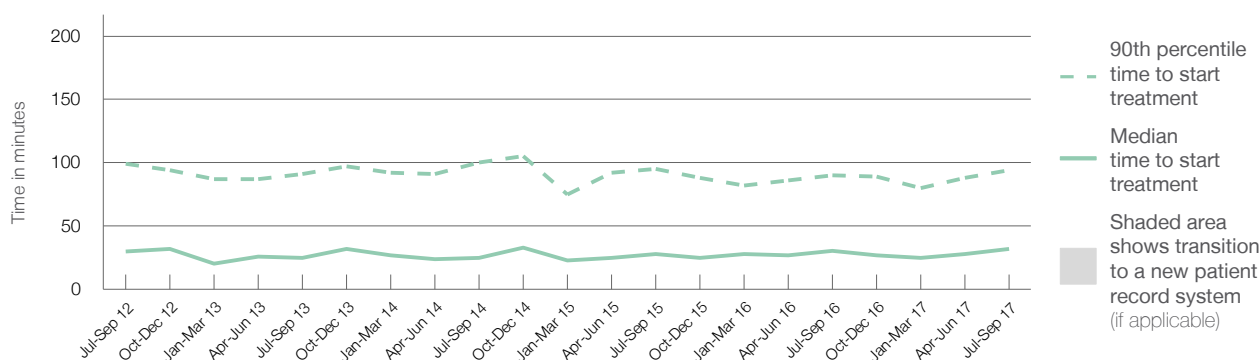
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
232	
220	
31 minutes	26 minutes
90 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	25	25	28	31	32
90th percentile time to start treatment ⁵ (minutes)	99	91	100	95	90	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 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.

Milton and Ulladulla Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,319 patients

Presentations used to calculate time to leaving the ED:⁶ 3,319 patients

Median time spent in the ED⁸

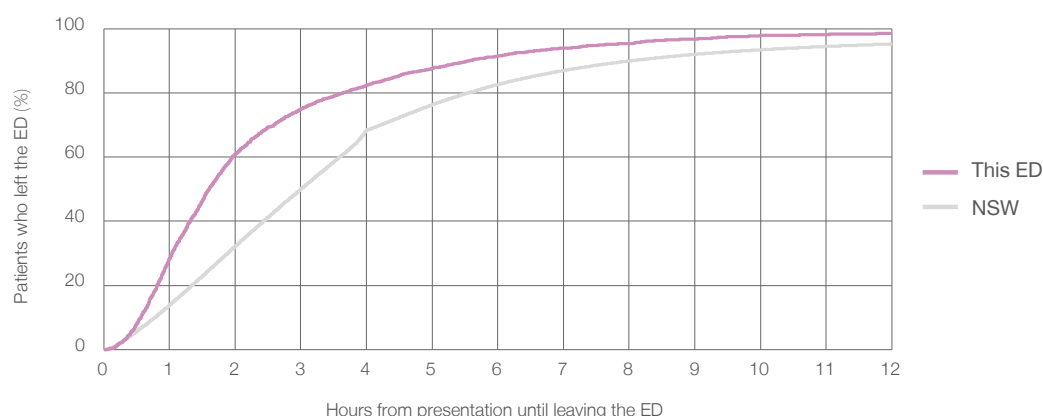
1 hours and 36 minutes

90th percentile time spent in the ED⁹

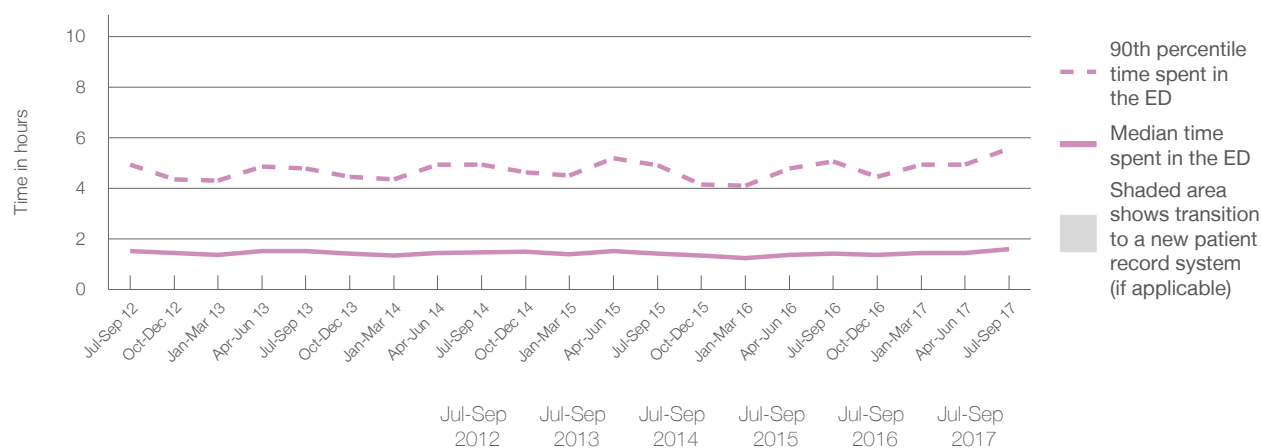
5 hours and 35 minutes

Same period last year	NSW (this period)
3,560	3,560
1 hours and 25 minutes	3 hours and 0 minutes
5 hours and 5 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 32m	1h 32m	1h 28m	1h 26m	1h 25m	1h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 57m	4h 48m	4h 57m	4h 55m	5h 5m	5h 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 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.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

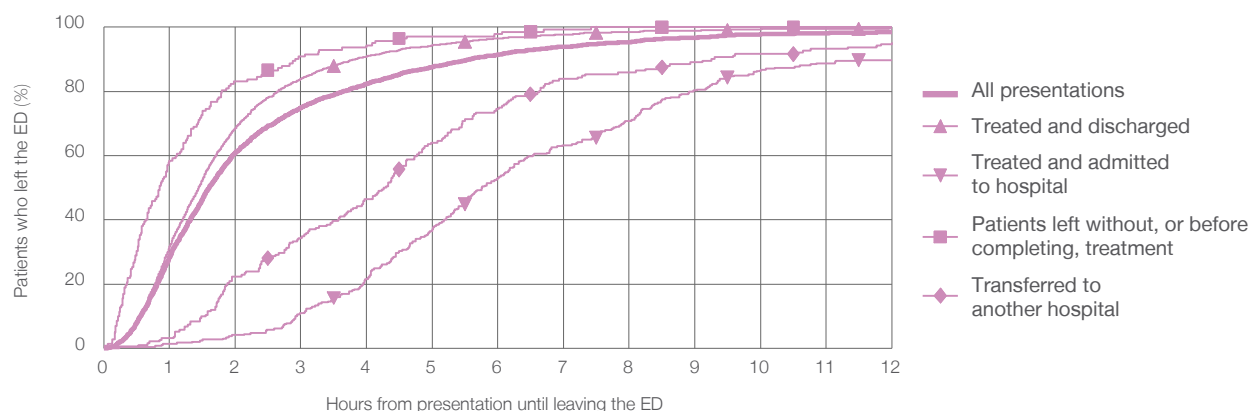
All presentations:[†] 3,319 patients

Presentations used to calculate time to leaving the ED:[‡] 3,319 patients

Treated and discharged	2,680 (80.7%)
Treated and admitted to hospital	294 (8.9%)
Patient left without, or before completing, treatment	142 (4.3%)
Transferred to another hospital	192 (5.8%)
Other	11 (0.3%)

Same period last year	Change since one year ago
3,560	-6.8%
2,930	-8.5%
314	-6.4%
146	-2.7%
166	15.7%
4	175.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	31.6%	68.7%	83.9%	90.9%	96.5%	98.5%	99.4%	99.6%
Treated and admitted to hospital	1.4%	4.1%	10.9%	21.4%	53.1%	70.7%	86.7%	89.8%
Patient left without, or before completing, treatment	58.5%	83.1%	90.8%	94.4%	97.9%	100%	100%	100%
Transferred to another hospital	3.1%	22.4%	34.4%	46.4%	74.5%	85.9%	91.7%	95.3%
All presentations	28.6%	61.0%	74.9%	82.3%	91.5%	95.4%	97.8%	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 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.

Milton and Ulladulla Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 3,319 patients

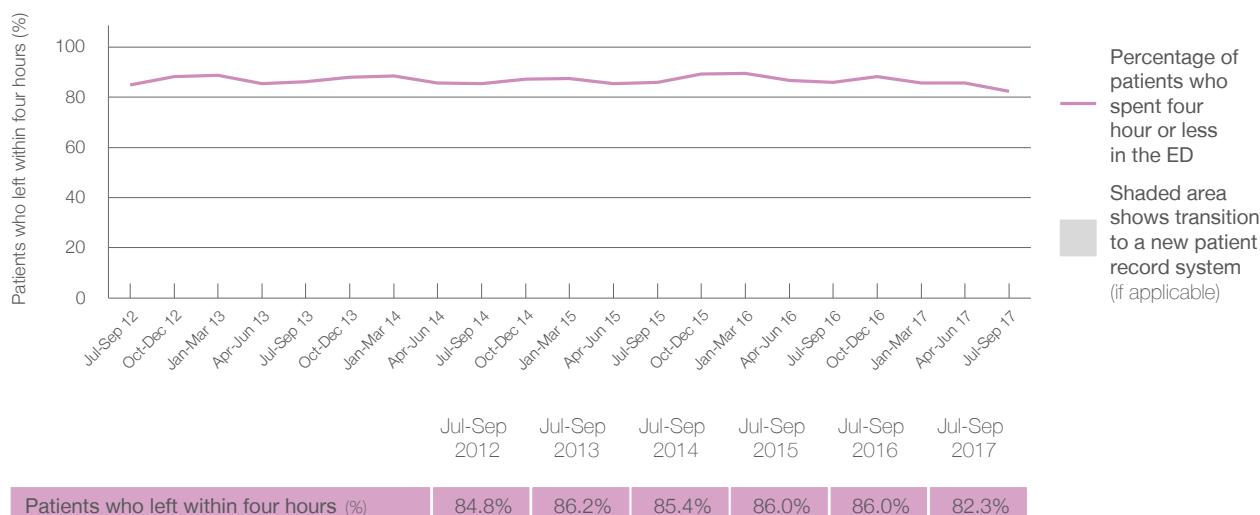
Presentations used to calculate time to leaving the ED:⁶ 3,319 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,560	-6.8%
3,560	-6.8%
86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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.
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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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Moree District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,585 patients

Emergency presentations:² 2,259 patients

Same period last year	Change since one year ago
1,961	31.8%
1,714	31.8%

Moree District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 193 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 655 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,255 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 150 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
149	
3 minutes	9 minutes
23 minutes	29 minutes
547	
9 minutes	23 minutes
46 minutes	83 minutes
933	
9 minutes	30 minutes
55 minutes	121 minutes
85	
12 minutes	26 minutes
*	118 minutes

Moree District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,585 patients

Percentage of patients who spent four hours or less in the ED 87.8%

Same period last year	Change since one year ago
1,961	31.8%
87.3%	

* 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, July to September 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.

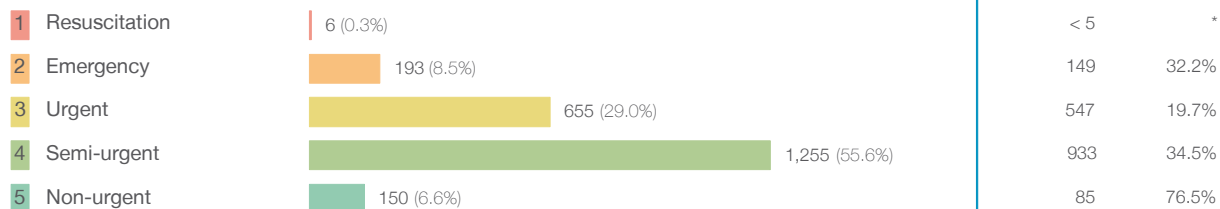
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Moree District Hospital: Patients presenting to the emergency department

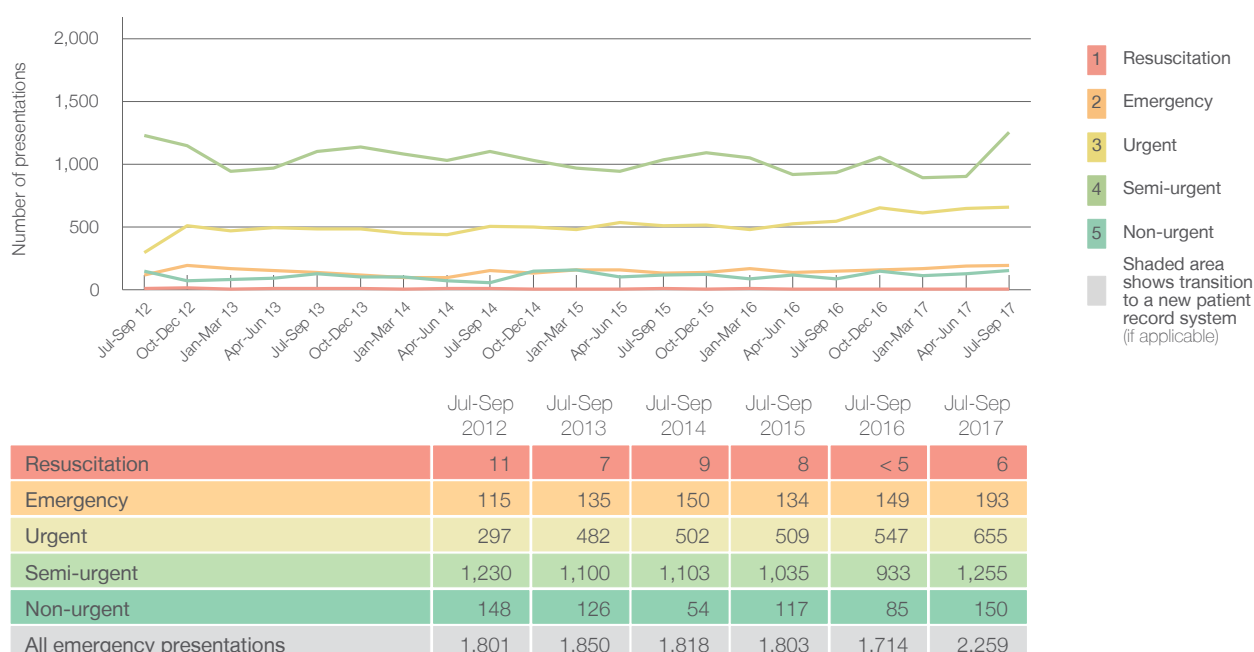
July to September 2017

All presentations:¹ 2,585 patients

Emergency presentations² by triage category: 2,259 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Moree District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 244 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 193

Number of triage 2 patients used to calculate waiting time:³ 191

Median time to start treatment⁴

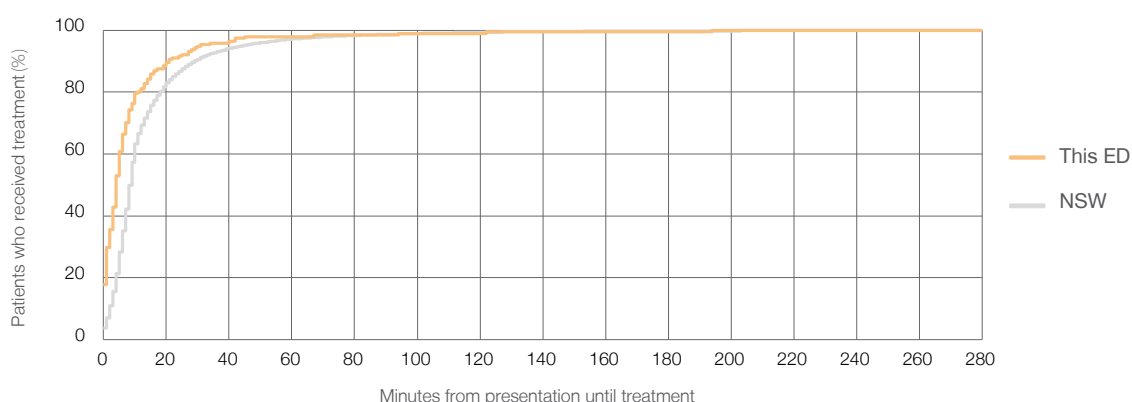
4 minutes

90th percentile time to start treatment⁵

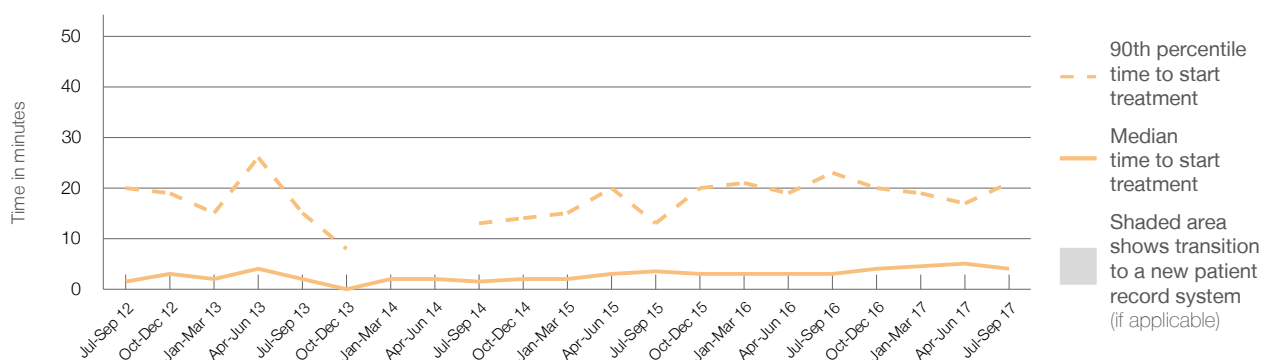
21 minutes

Same period last year	NSW (this period)
149	
143	
3 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	2	2	2	4	3	4
90th percentile time to start treatment ⁵ (minutes)	20	15	13	13	23	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 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.

Moree District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 655

Number of triage 3 patients used to calculate waiting time:³ 632

Median time to start treatment⁴

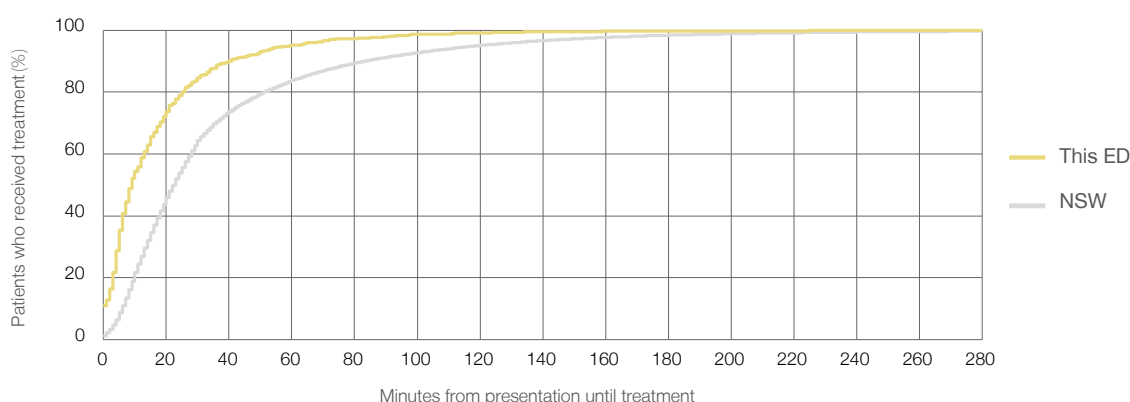
9 minutes

90th percentile time to start treatment⁵

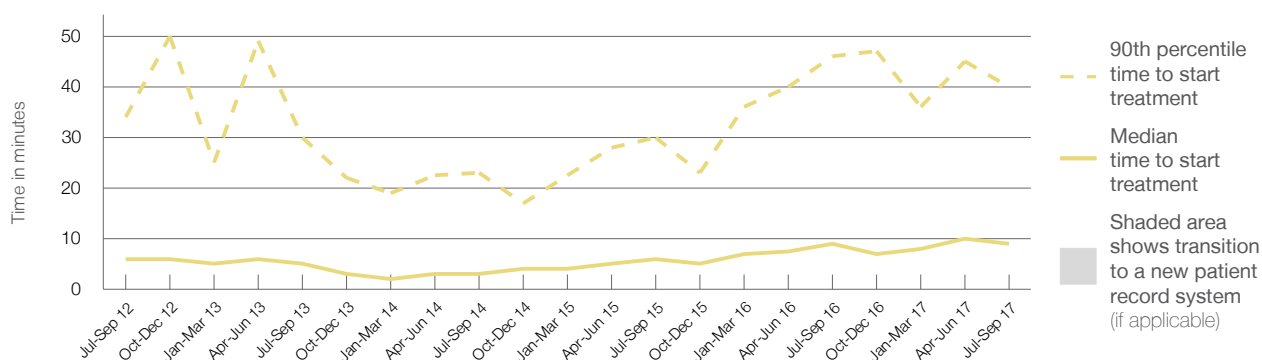
40 minutes

Same period last year	NSW (this period)
547	
536	
9 minutes	23 minutes
46 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	5	3	6	9	9
90th percentile time to start treatment ⁵ (minutes)	34	30	23	30	46	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 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.

Moree District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,255

Number of triage 4 patients used to calculate waiting time:³ 1,143

Median time to start treatment⁴

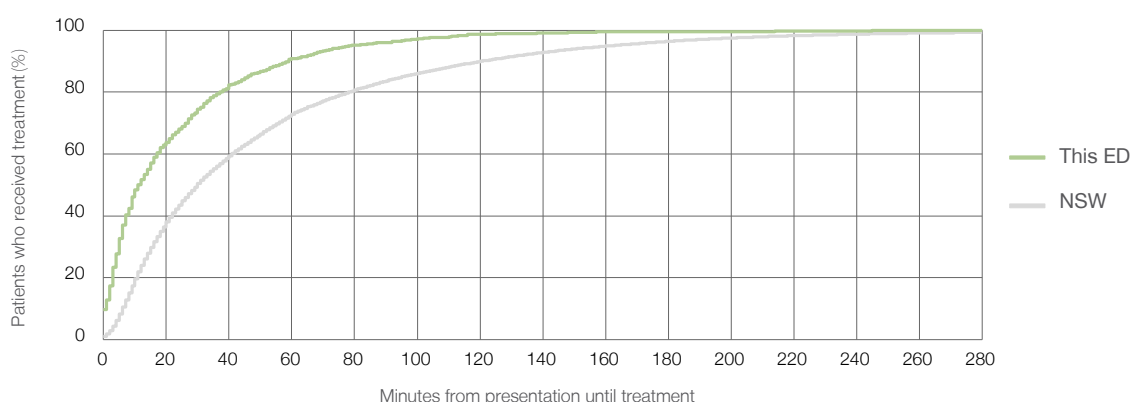
11 minutes

90th percentile time to start treatment⁵

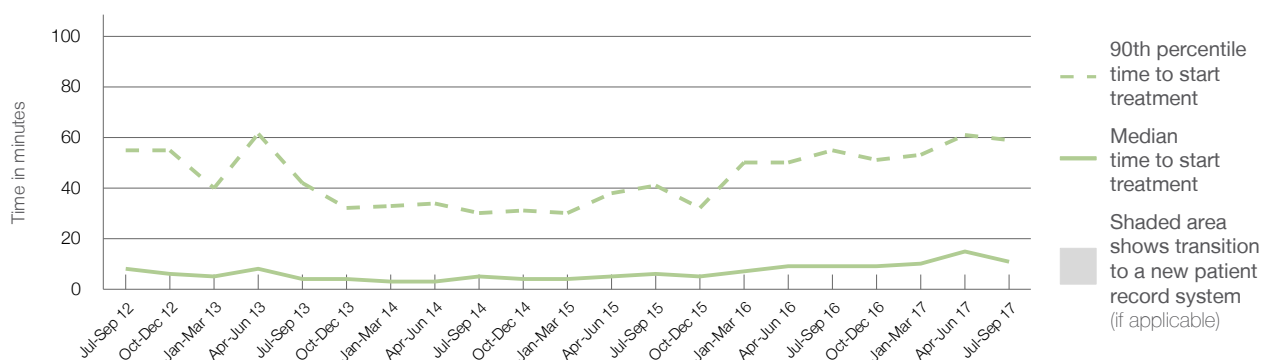
59 minutes

Same period last year	NSW (this period)
933	
859	
9 minutes	30 minutes
55 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	4	5	6	9	11
90th percentile time to start treatment ⁵ (minutes)	55	42	30	41	55	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 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.

Moree District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 150

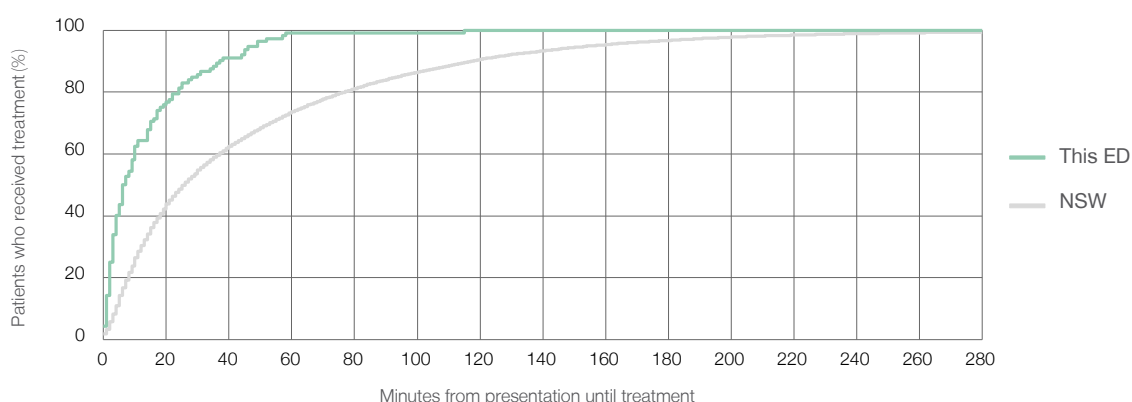
Number of triage 5 patients used to calculate waiting time:³ 112

Median time to start treatment⁴ 7 minutes

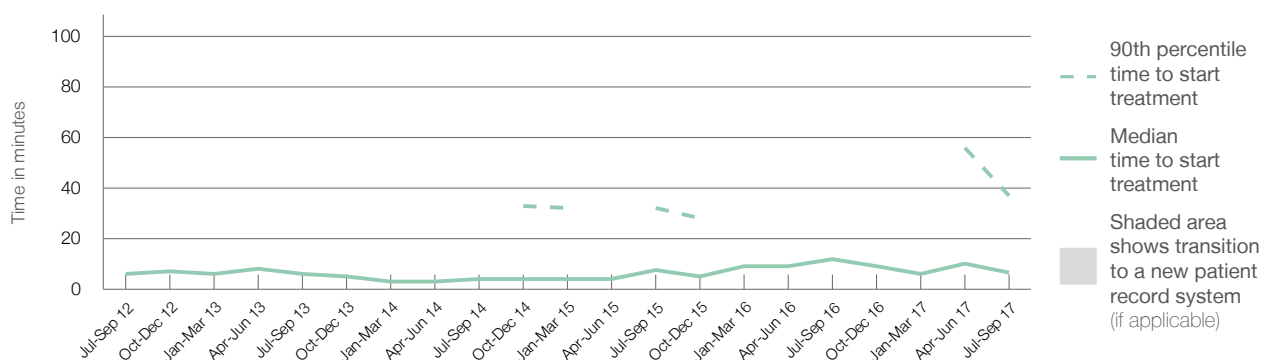
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
85	
64	
12 minutes	26 minutes
*	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	6	4	8	12	7
90th percentile time to start treatment ⁵ (minutes)	37	52	*	32	*	37

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,585 patients

Presentations used to calculate time to leaving the ED:⁶ 2,585 patients

Median time spent in the ED⁸

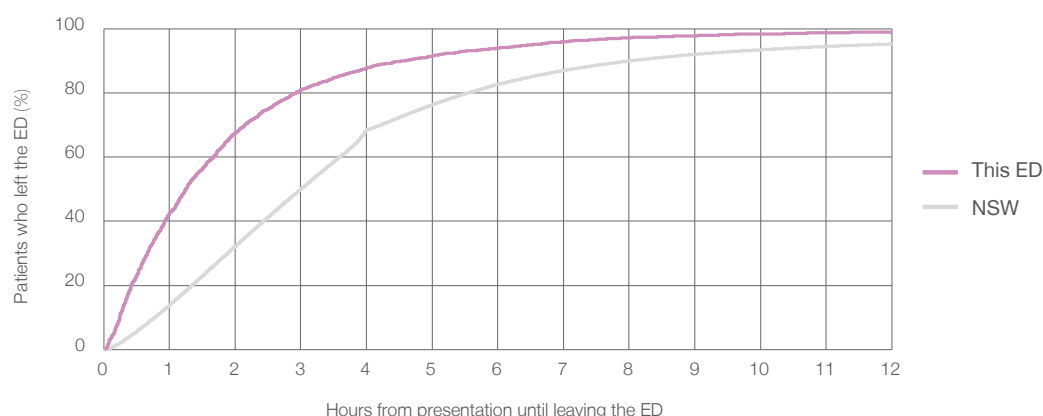
1 hours and 15 minutes

90th percentile time spent in the ED⁹

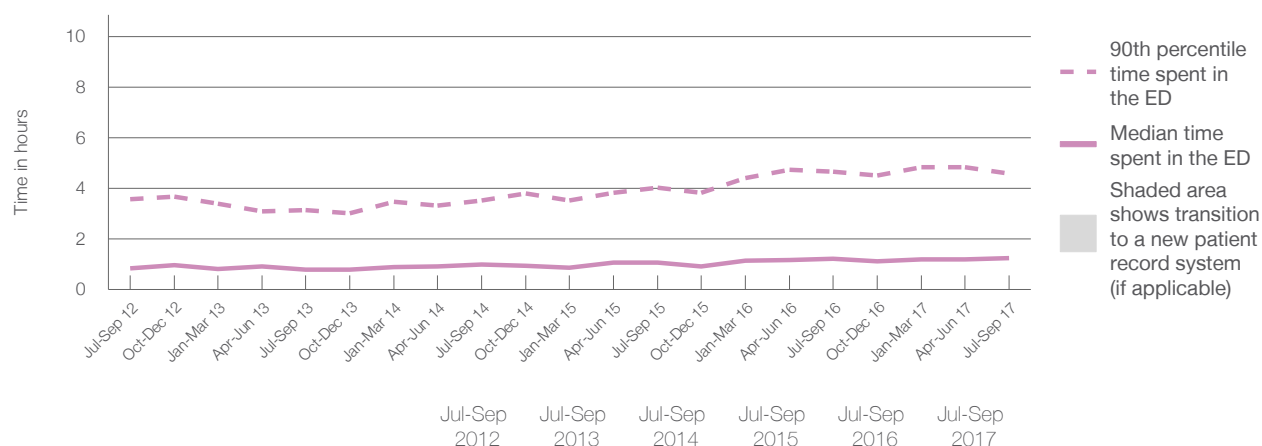
4 hours and 36 minutes

Same period last year	NSW (this period)
1,961	
1,961	
1 hours and 14 minutes	3 hours and 0 minutes
4 hours and 40 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	0h 51m	0h 48m	1h 0m	1h 5m	1h 14m	1h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 35m	3h 9m	3h 32m	4h 2m	4h 40m	4h 36m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

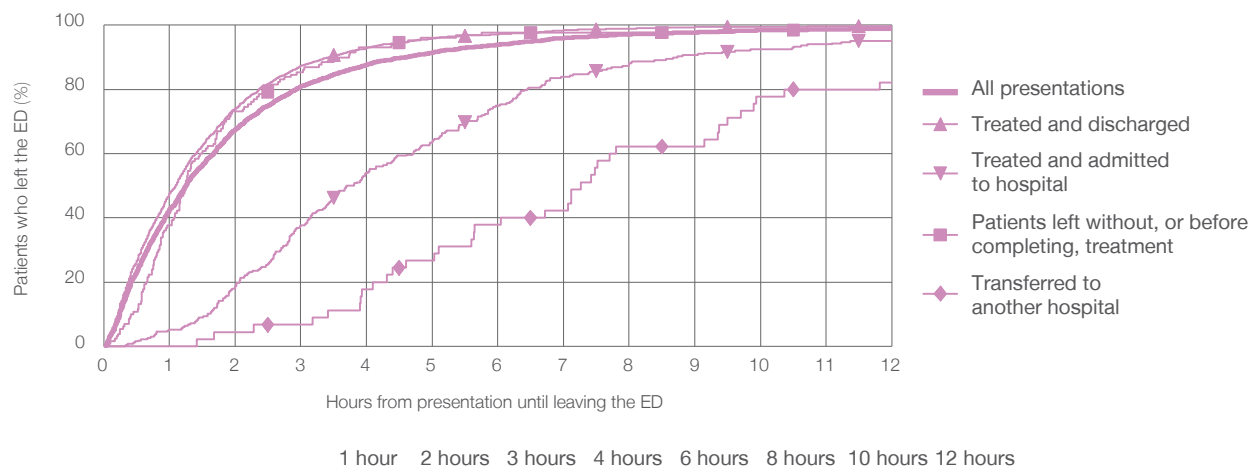
All presentations:[†] 2,585 patients

Presentations used to calculate time to leaving the ED:[‡] 2,585 patients

Treated and discharged	2,059 (79.7%)
Treated and admitted to hospital	268 (10.4%)
Patient left without, or before completing, treatment	130 (5.0%)
Transferred to another hospital	45 (1.7%)
Other	83 (3.2%)

Same period last year	Change since one year ago
1,961	31.8%
1,535	34.1%
241	11.2%
83	56.6%
40	12.5%
62	33.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



Treated and discharged	47.7%	74.0%	87.4%	93.0%	97.2%	99.0%	99.6%	99.7%
Treated and admitted to hospital	5.2%	18.7%	37.7%	54.1%	75.0%	88.1%	92.5%	95.1%
Patient left without, or before completing, treatment	37.7%	73.1%	85.4%	93.1%	97.7%	97.7%	98.5%	98.5%
Transferred to another hospital	0%	4.4%	6.7%	17.8%	37.8%	62.2%	77.8%	82.2%
All presentations	42.6%	67.5%	81.0%	87.8%	94.0%	97.2%	98.4%	98.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 2,585 patients

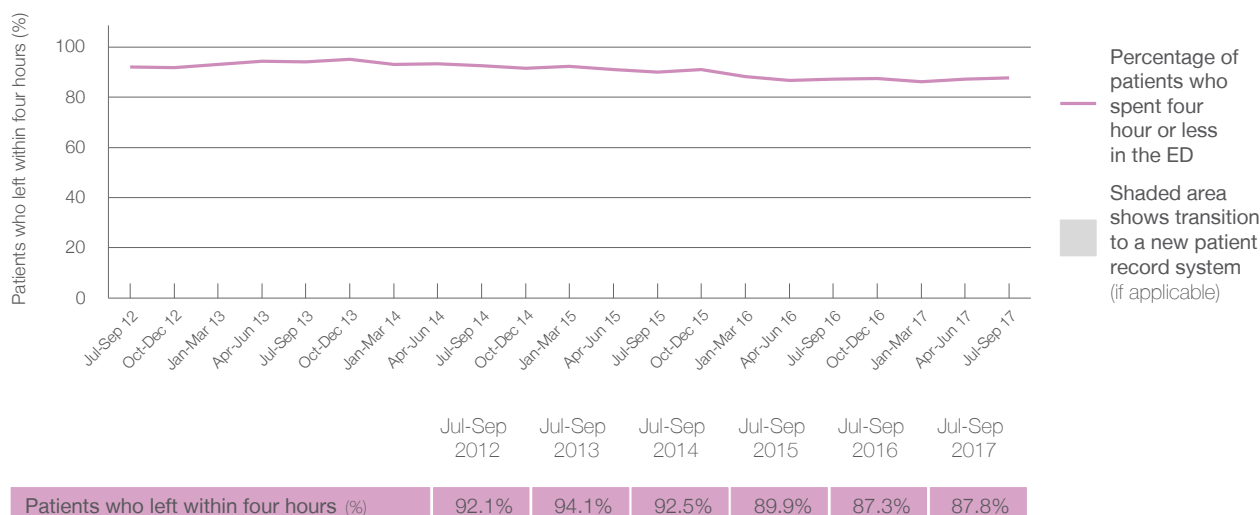
Presentations used to calculate time to leaving the ED:⁶ 2,585 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,961	31.8%
1,961	31.8%
87.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Moruya District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,628 patients

Emergency presentations:² 2,471 patients

Same period last year	Change since one year ago
2,441	7.7%
2,303	7.3%

Moruya District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 317 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 895 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 904 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 332 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
307	
7 minutes	9 minutes
25 minutes	29 minutes
774	
17 minutes	23 minutes
52 minutes	83 minutes
880	
22 minutes	30 minutes
87 minutes	121 minutes
321	
22 minutes	26 minutes
107 minutes	118 minutes

Moruya District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,624 patients

Percentage of patients who spent four hours or less in the ED 77.0%

Same period last year	Change since one year ago
2,441	7.5%
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, July to September 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.

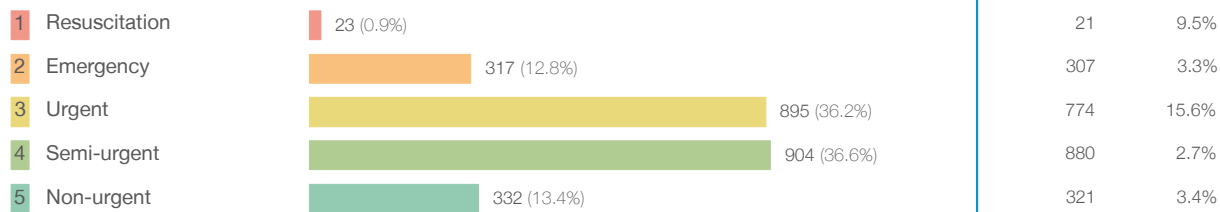
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Moruya District Hospital: Patients presenting to the emergency department

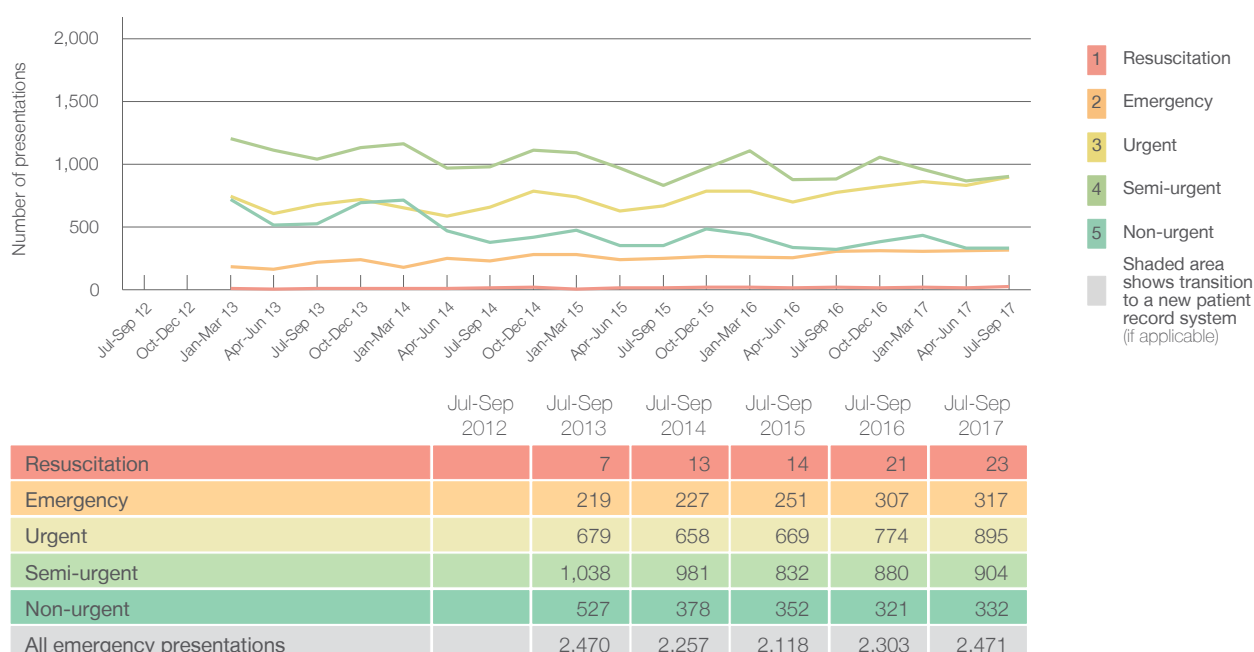
July to September 2017

All presentations:¹ 2,628 patients

Emergency presentations² by triage category: 2,471 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



Moruya District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 635 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Moruya District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 317

Number of triage 2 patients used to calculate waiting time:³ 308

Median time to start treatment⁴

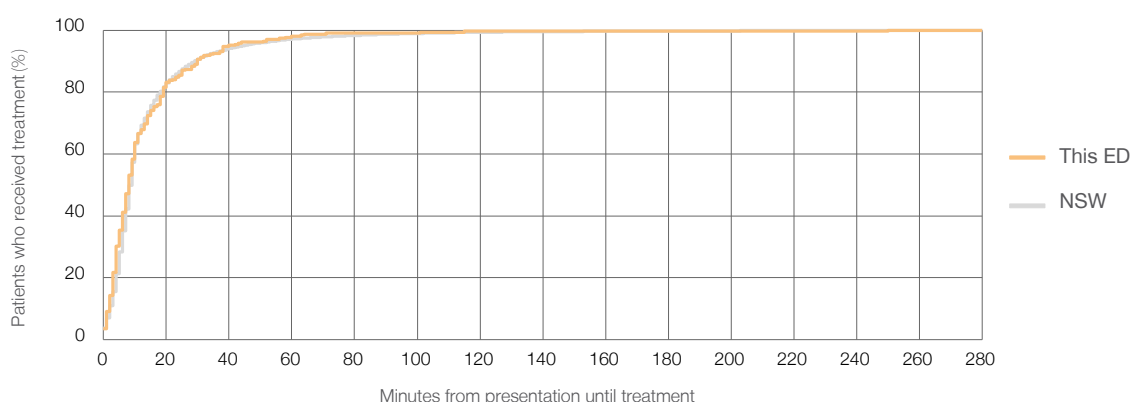
8 minutes

90th percentile time to start treatment⁵

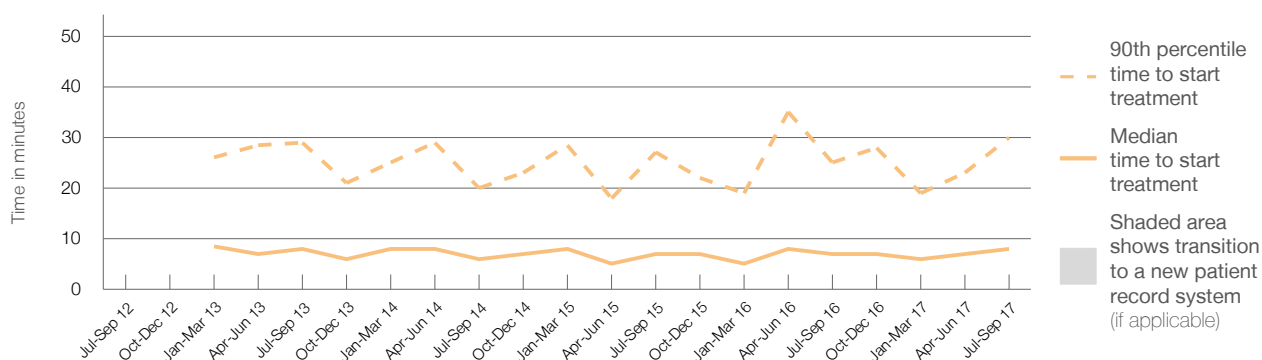
30 minutes

Same period last year	NSW (this period)
307	
304	
7 minutes	9 minutes
25 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		8	6	7	7	8
90th percentile time to start treatment ⁵ (minutes)		29	20	27	25	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Moruya District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 895

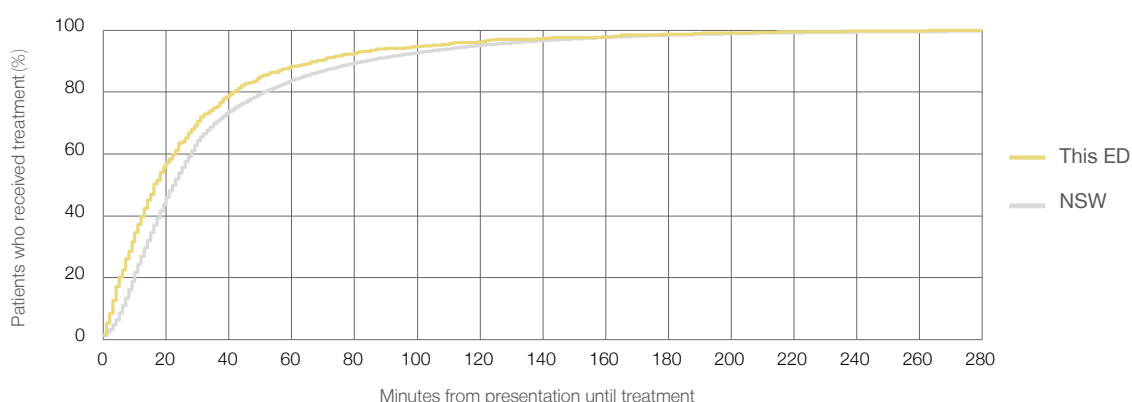
Number of triage 3 patients used to calculate waiting time:³ 860

Median time to start treatment⁴ 16 minutes

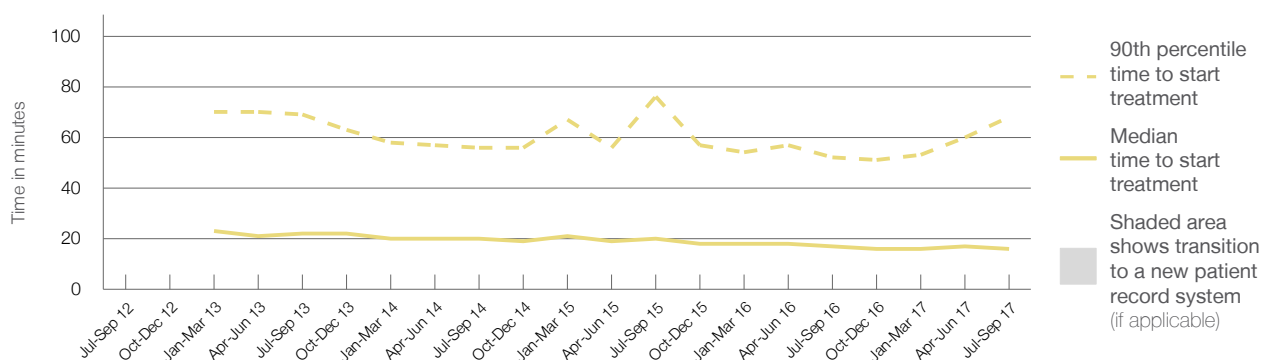
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
774	
749	
17 minutes	23 minutes
52 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		22	20	20	17	16
90th percentile time to start treatment ⁵ (minutes)		69	56	76	52	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 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.

Moruya District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 904

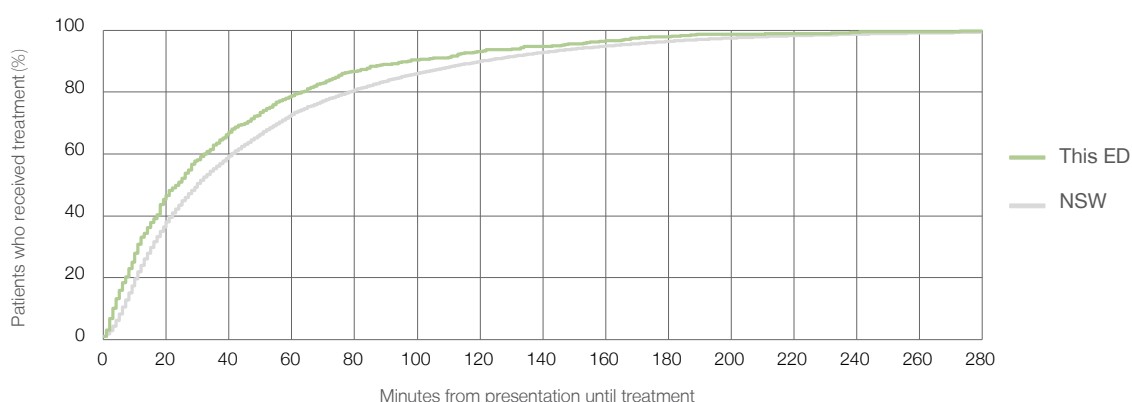
Number of triage 4 patients used to calculate waiting time:³ 785

Median time to start treatment⁴ 24 minutes

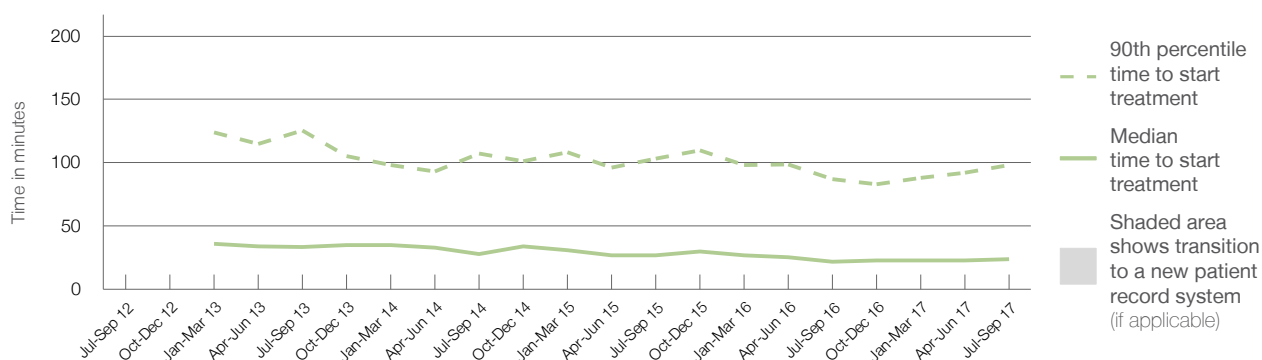
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
880	
804	
22 minutes	30 minutes
87 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		34	28	27	22	24
90th percentile time to start treatment ⁵ (minutes)		126	107	103	87	98

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Moruya District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 332

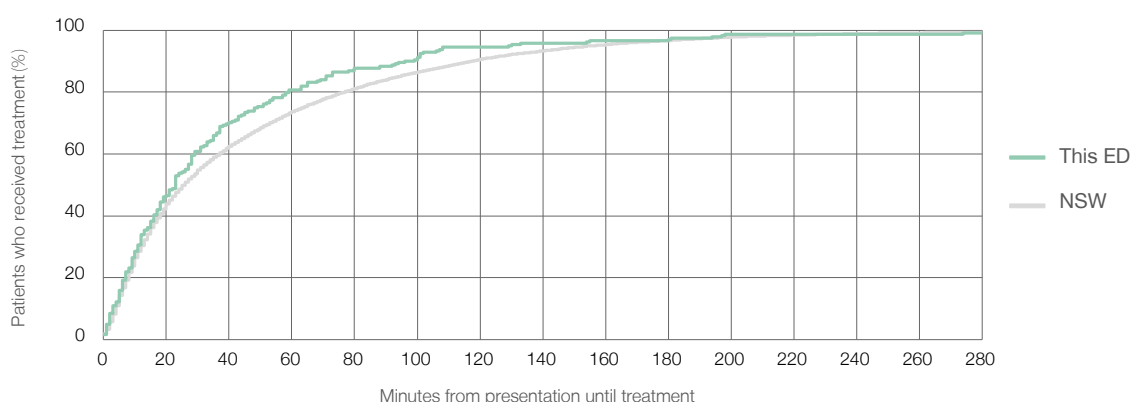
Number of triage 5 patients used to calculate waiting time:³ 238

Median time to start treatment⁴ 23 minutes

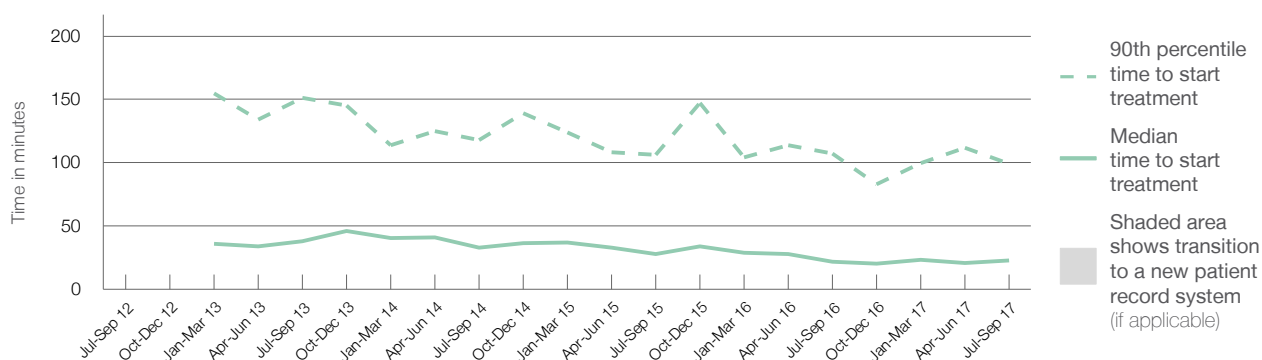
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
321	
257	
22 minutes	26 minutes
107 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		38	33	28	22	23
90th percentile time to start treatment ⁵ (minutes)		151	118	106	107	99

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Moruya District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,628 patients

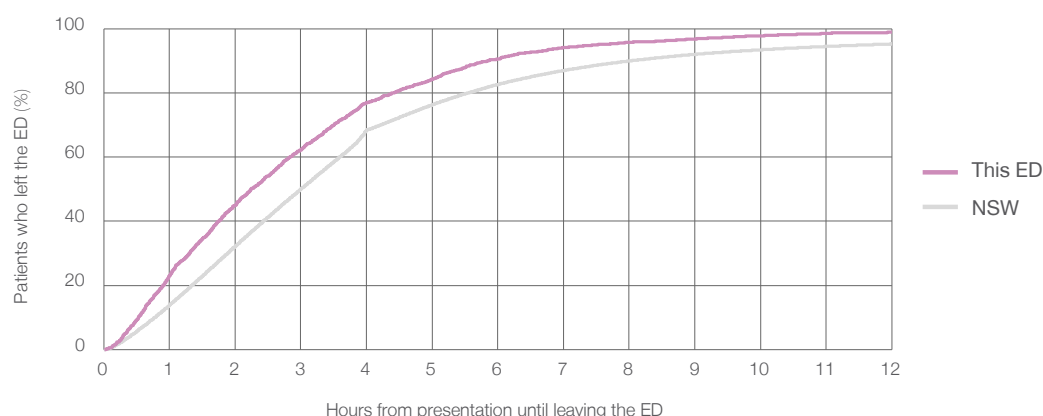
Presentations used to calculate time to leaving the ED:⁶ 2,624 patients

Median time spent in the ED⁸ 2 hours and 15 minutes

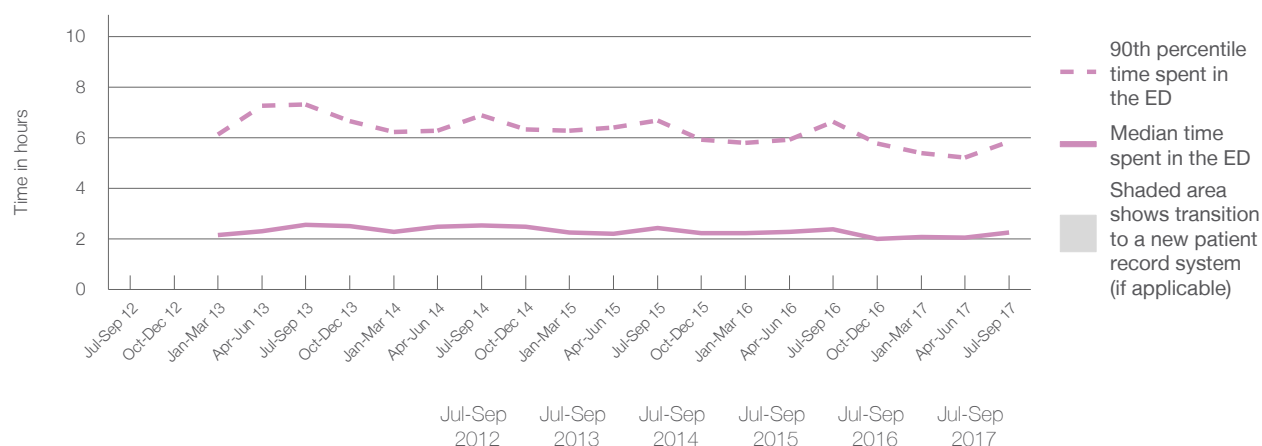
90th percentile time spent in the ED⁹ 5 hours and 51 minutes

Same period last year	NSW (this period)
2,441	2,441
2 hours and 24 minutes	3 hours and 0 minutes
6 hours and 38 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)		2h 34m	2h 32m	2h 27m	2h 24m	2h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)		7h 19m	6h 53m	6h 42m	6h 38m	5h 51m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Moruya District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

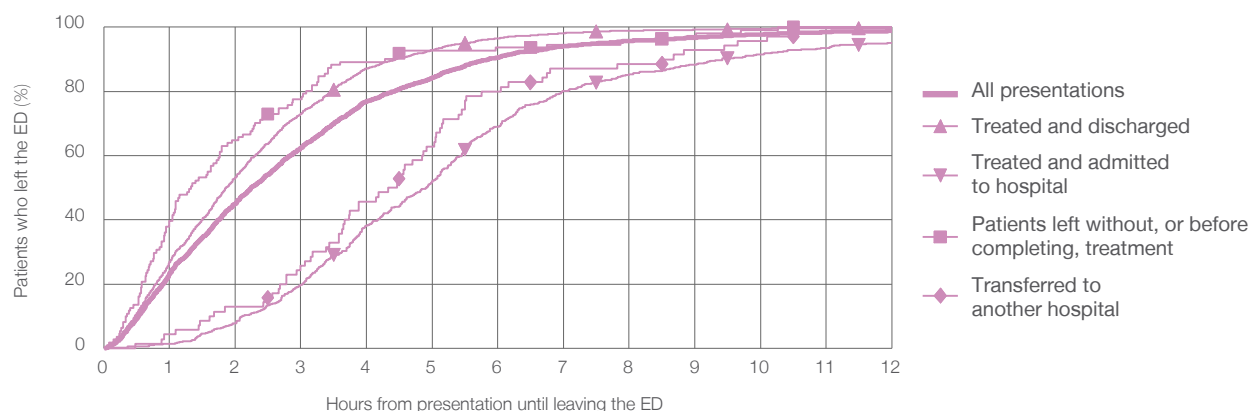
All presentations:[†] 2,628 patients

Presentations used to calculate time to leaving the ED:[‡] 2,624 patients

Treated and discharged	1,847 (70.3%)
Treated and admitted to hospital	499 (19.0%)
Patient left without, or before completing, treatment	111 (4.2%)
Transferred to another hospital	70 (2.7%)
Other	101 (3.8%)

Same period last year	Change since one year ago
2,441	7.5%
1,481	24.7%
758	-34.2%
73	52.1%
78	-10.3%
51	98.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	26.9%	53.2%	73.0%	87.2%	96.6%	98.9%	99.5%	99.8%
Treated and admitted to hospital	1.4%	7.8%	19.6%	38.3%	68.9%	85.4%	91.6%	95.2%
Patient left without, or before completing, treatment	39.6%	64.9%	77.5%	89.2%	93.7%	95.5%	99.1%	100%
Transferred to another hospital	4.3%	12.9%	25.7%	45.7%	80.0%	88.6%	95.7%	98.6%
All presentations	23.2%	45.1%	62.3%	77.0%	90.6%	95.7%	97.8%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Moruya District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 2,628 patients

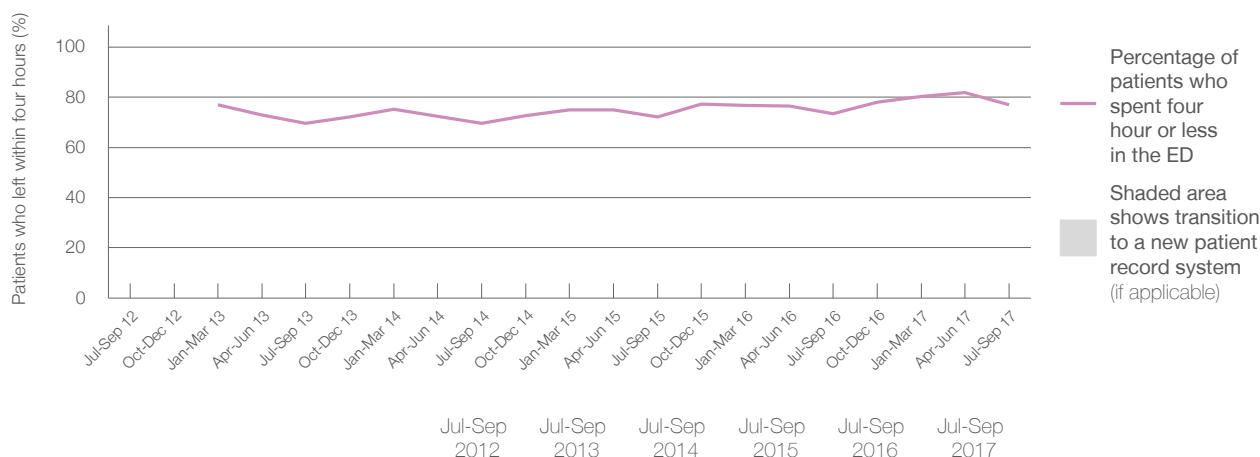
Presentations used to calculate time to leaving the ED:⁶ 2,624 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,441	7.7%
2,441	7.5%
73.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡§}



Patients who left within four hours (%)

69.7% 69.5% 72.2% 73.3% 77.0%

- * 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Mudgee District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,315 patients

Emergency presentations:² 3,196 patients

Same period last year	Change since one year ago
2,730	21.4%
2,547	25.5%

Mudgee District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 270 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 822 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,649 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 443 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
234	
7 minutes	9 minutes
26 minutes	29 minutes
593	
22 minutes	23 minutes
59 minutes	83 minutes
1,261	
34 minutes	30 minutes
99 minutes	121 minutes
451	
35 minutes	26 minutes
113 minutes	118 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,314 patients

Percentage of patients who spent four hours or less in the ED 85.9%

Same period last year	Change since one year ago
2,730	21.4%
86.7%	

* 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, July to September 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.

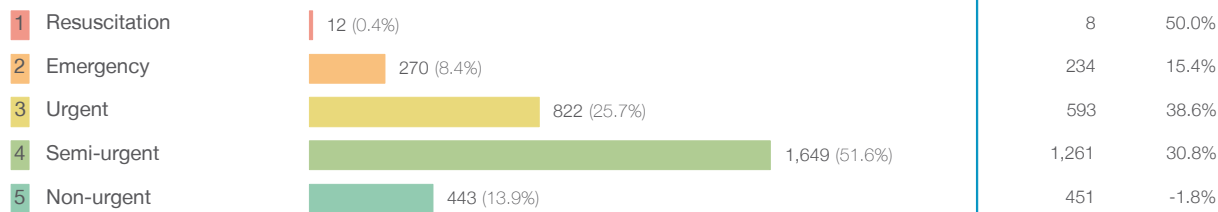
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Mudgee District Hospital: Patients presenting to the emergency department

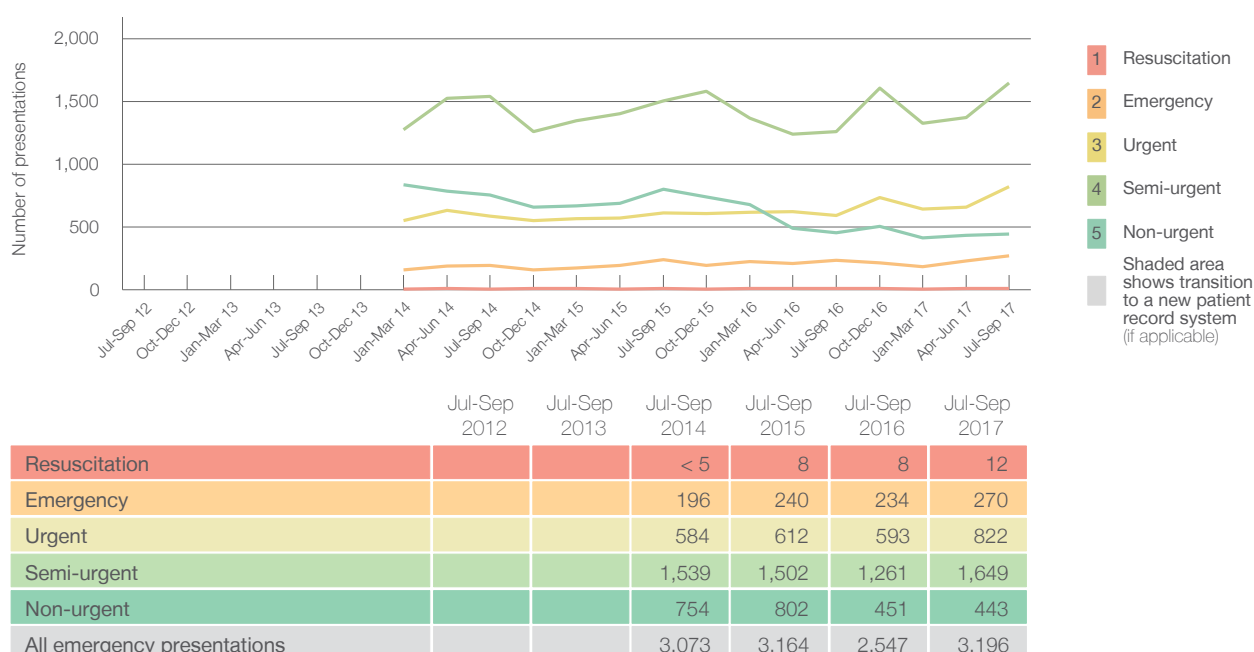
July to September 2017

All presentations:¹ 3,315 patients

Emergency presentations² by triage category: 3,196 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



Mudgee District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 282 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 270

Number of triage 2 patients used to calculate waiting time:³ 269

Median time to start treatment⁴

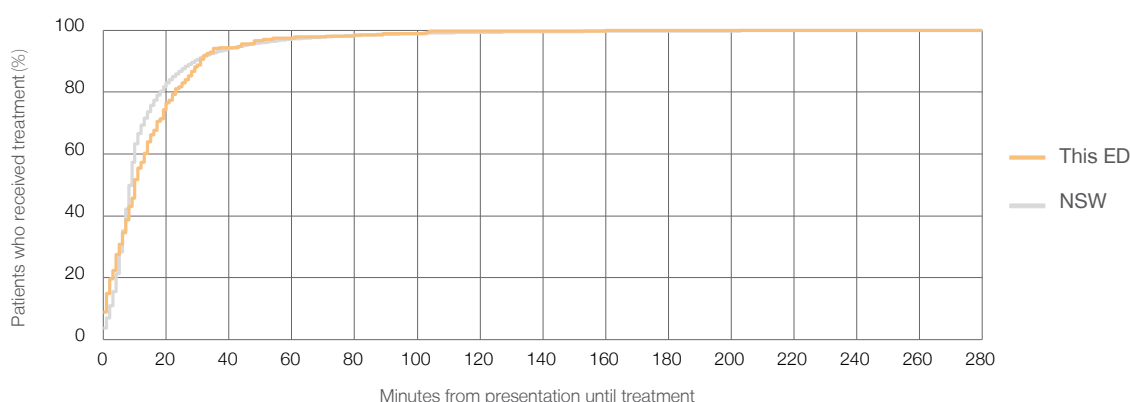
10 minutes

90th percentile time to start treatment⁵

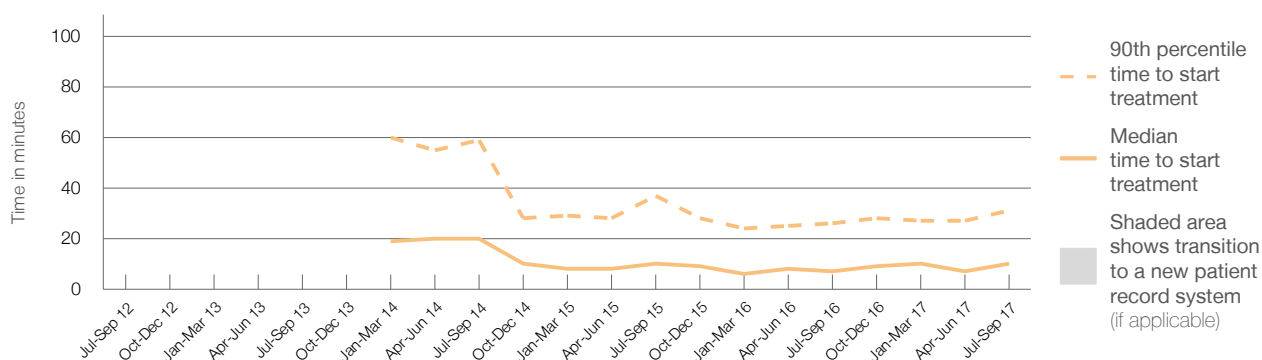
31 minutes

Same period last year	NSW (this period)
234	
234	
7 minutes	9 minutes
26 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			20	10	7	10
90th percentile time to start treatment ⁵ (minutes)			59	37	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 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 822

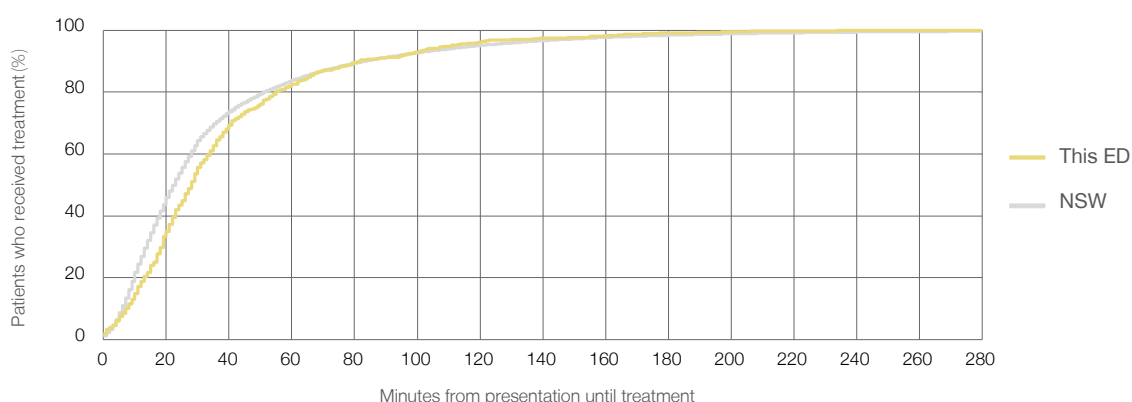
Number of triage 3 patients used to calculate waiting time:³ 794

Median time to start treatment⁴ 28 minutes

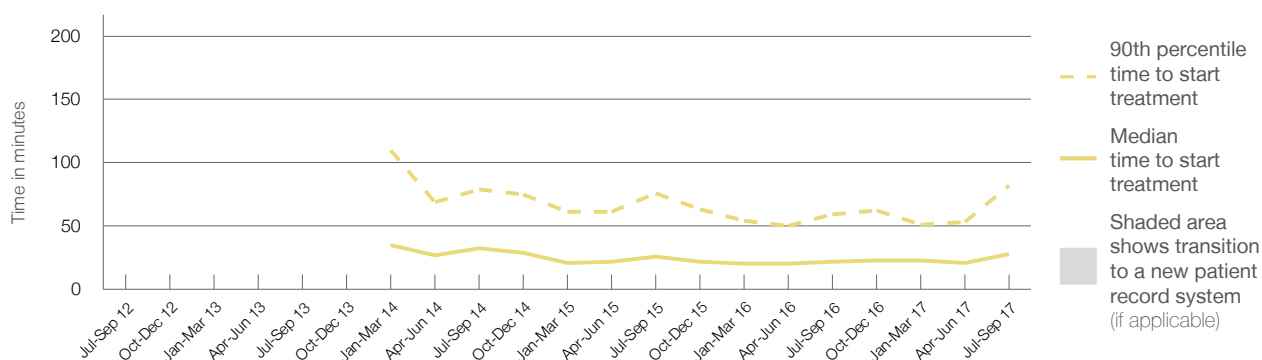
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
593	
581	
22 minutes	23 minutes
59 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			33	26	22	28
90th percentile time to start treatment ⁵ (minutes)			79	76	59	82

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,649

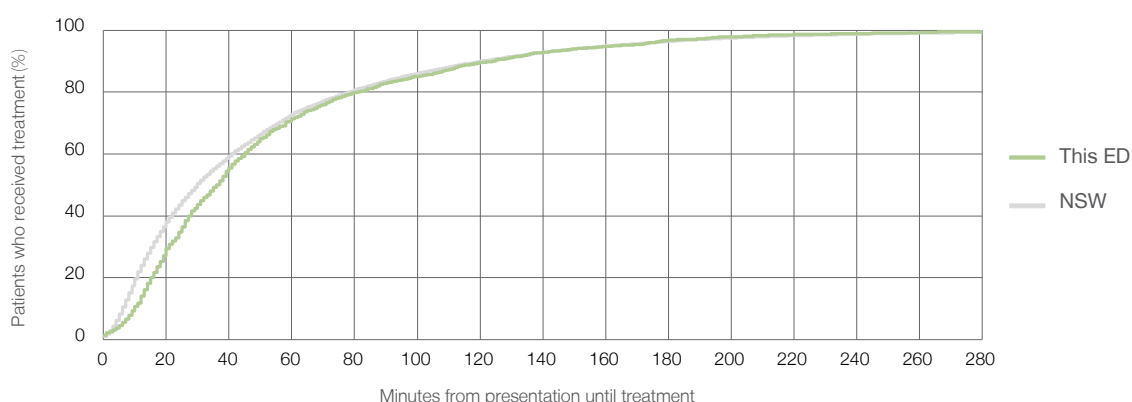
Number of triage 4 patients used to calculate waiting time:³ 1,477

Median time to start treatment⁴ 36 minutes

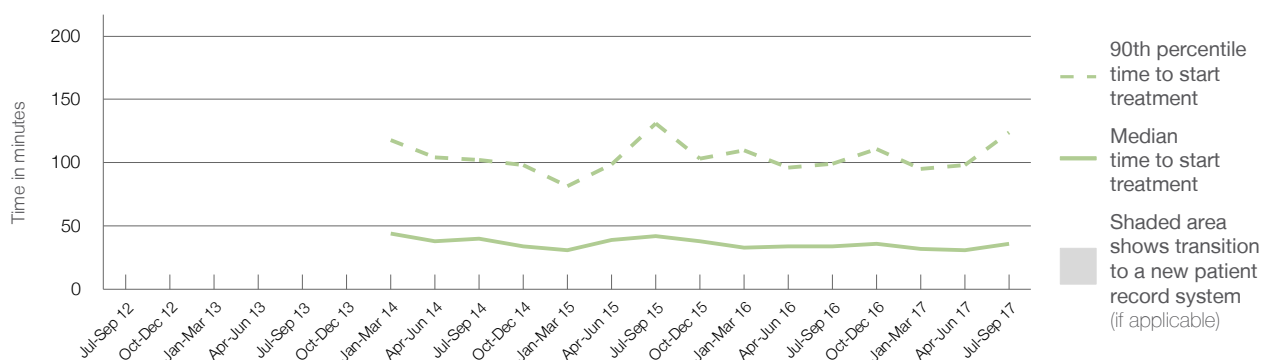
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
1,261	
1,208	
34 minutes	30 minutes
99 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			40	42	34	36
90th percentile time to start treatment ⁵ (minutes)			102	131	99	124

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 443

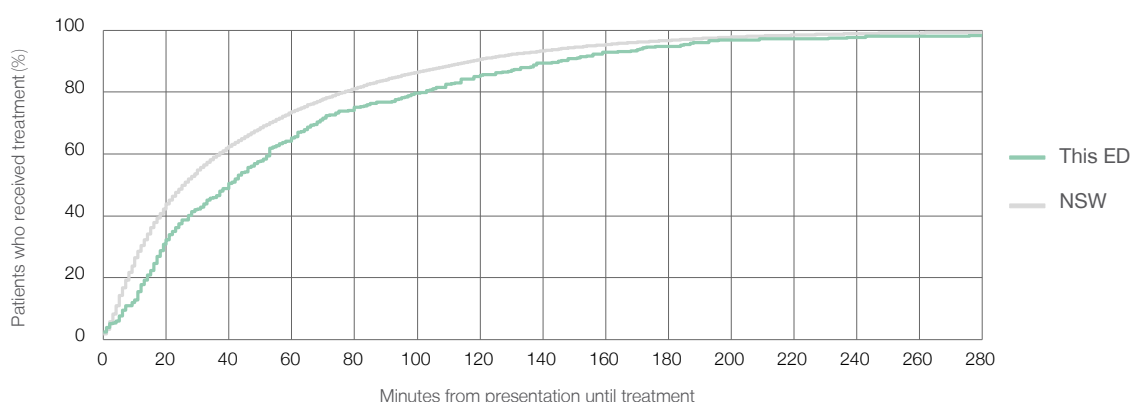
Number of triage 5 patients used to calculate waiting time:³ 348

Median time to start treatment⁴ 40 minutes

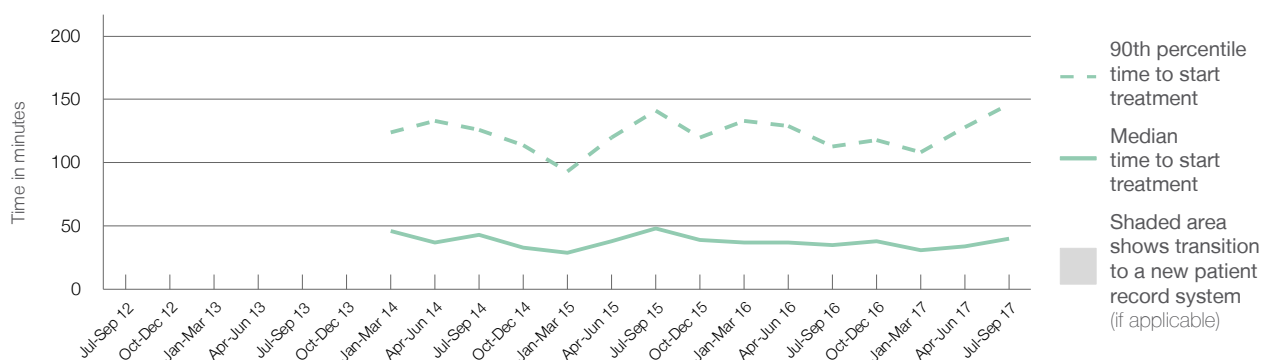
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
451	
385	
35 minutes	26 minutes
113 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			43	48	35	40
90th percentile time to start treatment ⁵ (minutes)			126	141	113	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 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.

Mudgee District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,315 patients

Presentations used to calculate time to leaving the ED:⁶ 3,314 patients

Median time spent in the ED⁸

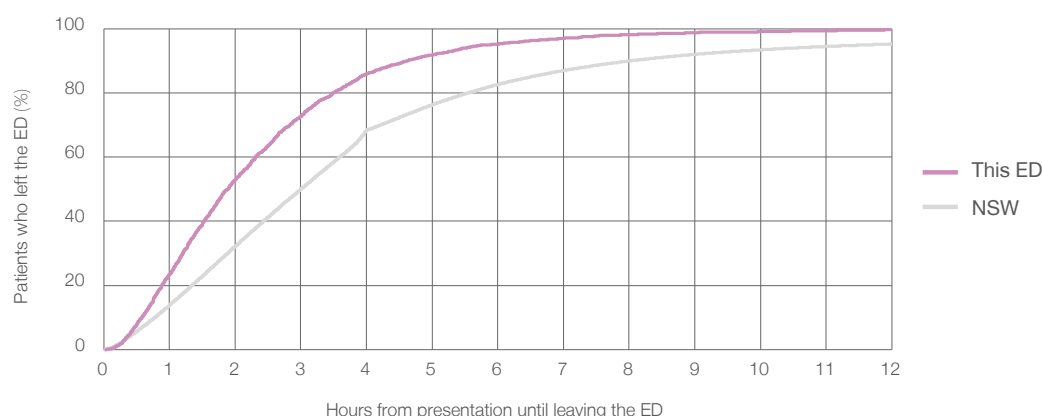
1 hours and 53 minutes

90th percentile time spent in the ED⁹

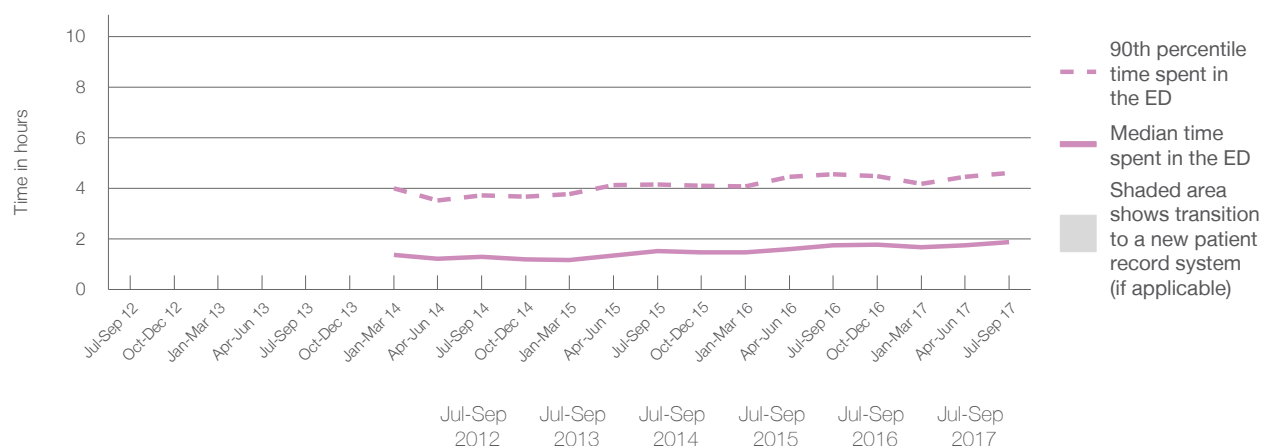
4 hours and 37 minutes

Same period last year	NSW (this period)
2,730	
2,730	
1 hours and 46 minutes	3 hours and 0 minutes
4 hours and 35 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)			1h 18m	1h 31m	1h 46m	1h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)			3h 43m	4h 10m	4h 35m	4h 37m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Mudgee District Hospital: Time patients spent in the ED

By mode of separation

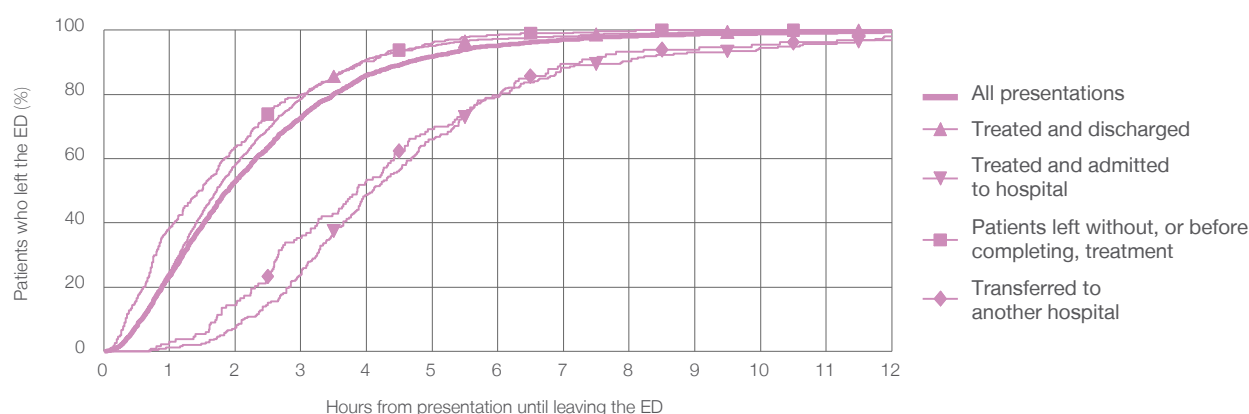
July to September 2017

All presentations:[†] 3,315 patients

Presentations used to calculate time to leaving the ED:[‡] 3,314 patients

		Same period last year	Change since one year ago
Treated and discharged	2,587 (78.0%)	2,101	21.4%
Treated and admitted to hospital	259 (7.8%)	266	-2.6%
Patient left without, or before completing, treatment	322 (9.7%)	200	61.0%
Transferred to another hospital	133 (4.0%)	134	-0.7%
Other	14 (0.4%)	29	-51.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	24.7%	58.2%	78.5%	90.8%	97.3%	99.0%	99.6%	99.9%
Treated and admitted to hospital	1.2%	7.3%	23.9%	48.6%	79.2%	90.3%	94.6%	98.1%
Patient left without, or before completing, treatment	38.5%	63.7%	79.8%	90.4%	98.4%	99.7%	100%	100%
Transferred to another hospital	3.0%	14.3%	35.3%	53.4%	79.7%	93.2%	95.5%	97.0%
All presentations	23.5%	53.0%	72.6%	85.9%	95.2%	98.1%	99.1%	99.7%

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Mudgee District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 3,315 patients

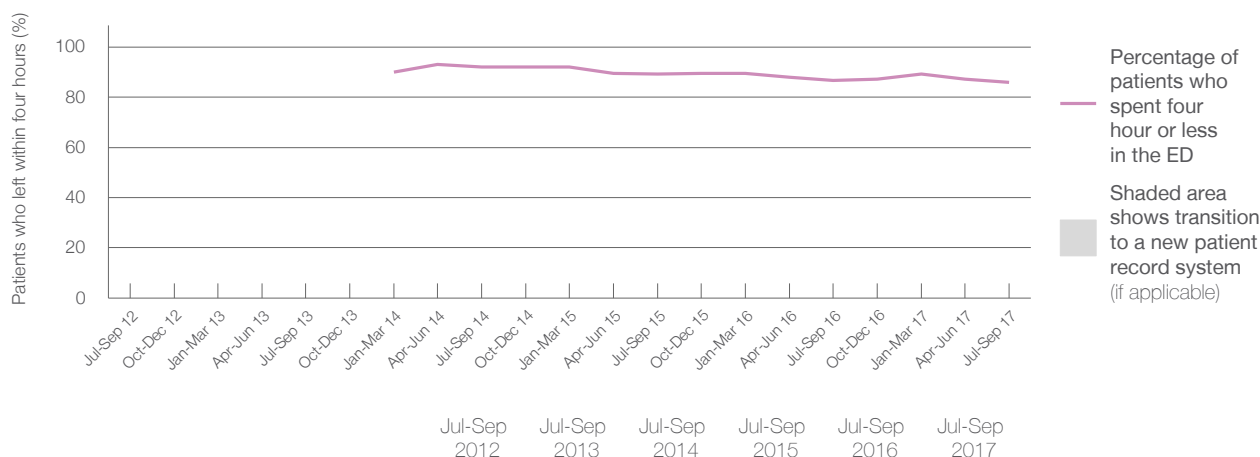
Presentations used to calculate time to leaving the ED:⁶ 3,314 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,730	21.4%
2,730	21.4%
86.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡§}



Patients who left within four hours (%)

			92.1%	89.3%	86.7%	85.9%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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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.
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- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Muswellbrook District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,606 patients

Emergency presentations:² 2,485 patients

Same period last year	Change since one year ago
2,378	9.6%
2,245	10.7%

Muswellbrook District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 183 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 645 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,175 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
100	
4 minutes	9 minutes
*	29 minutes
542	
19 minutes	23 minutes
69 minutes	83 minutes
1,242	
32 minutes	30 minutes
92 minutes	121 minutes
356	
28 minutes	26 minutes
92 minutes	118 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,606 patients

Percentage of patients who spent four hours or less in the ED 87.6%

Same period last year	Change since one year ago
2,378	9.6%
90.2%	

* 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, July to September 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.

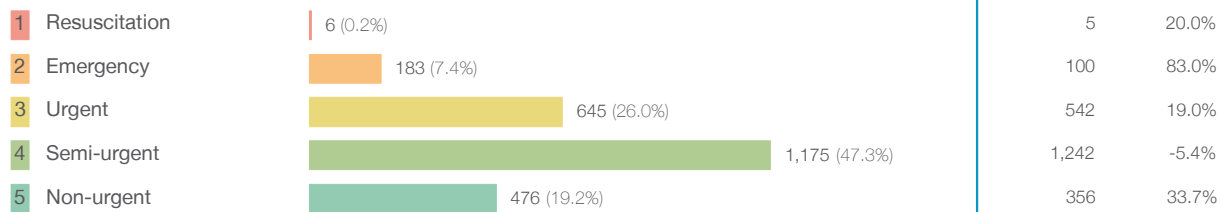
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Muswellbrook District Hospital: Patients presenting to the emergency department

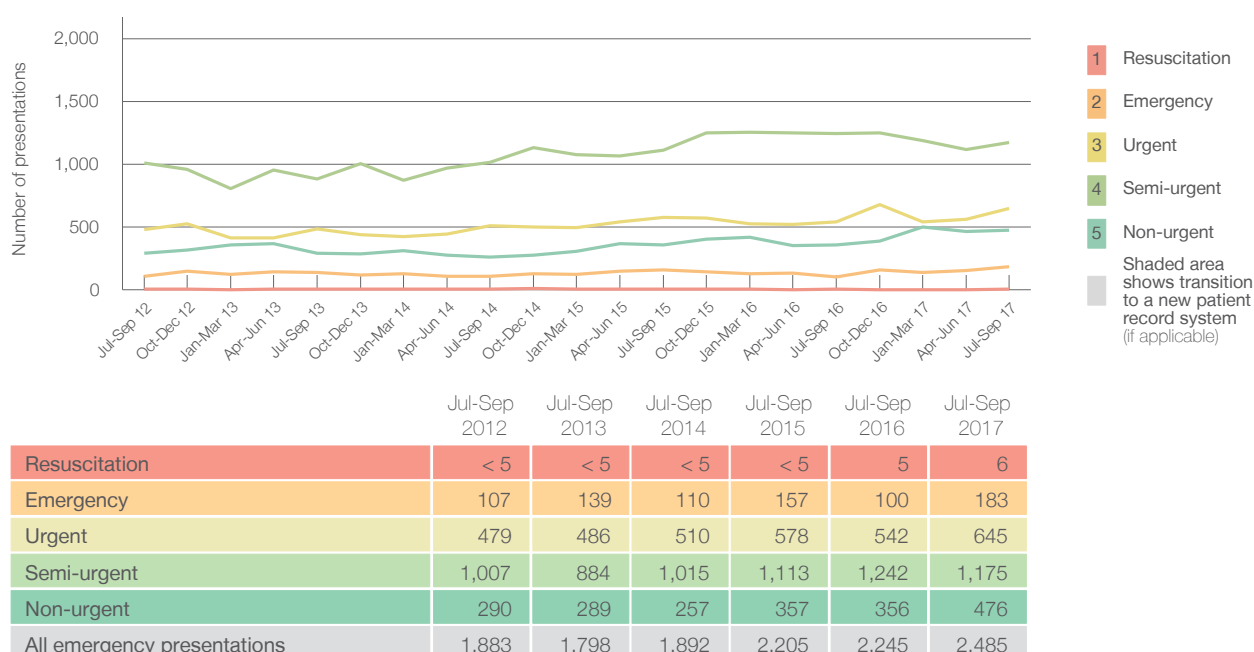
July to September 2017

All presentations:¹ 2,606 patients

Emergency presentations² by triage category: 2,485 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Muswellbrook District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 395 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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Muswellbrook District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 183

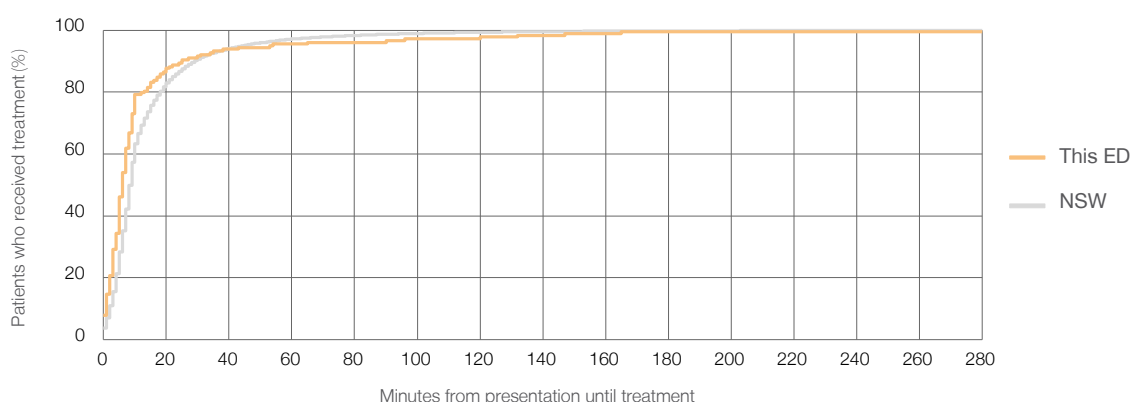
Number of triage 2 patients used to calculate waiting time:³ 178

Median time to start treatment⁴ 6 minutes

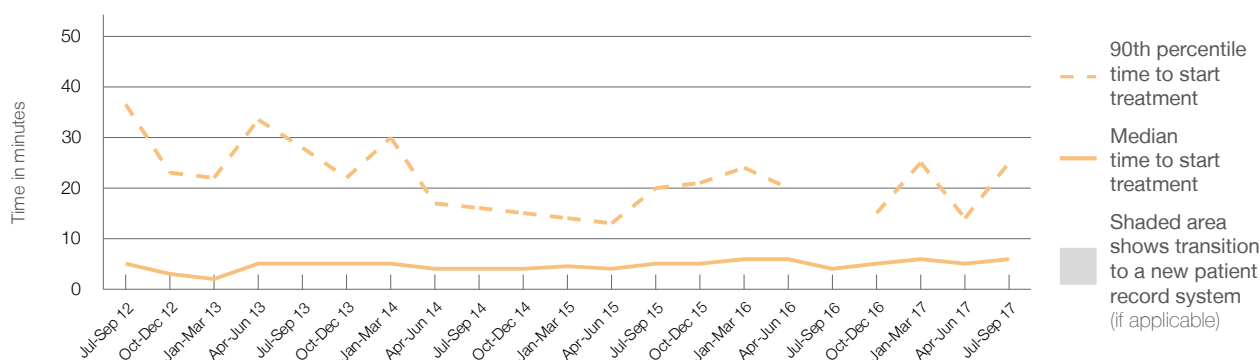
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
100	
98	
4 minutes	9 minutes
*	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	5	5	4	5	4	6
90th percentile time to start treatment ⁵ (minutes)	37	28	16	20	*	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 645

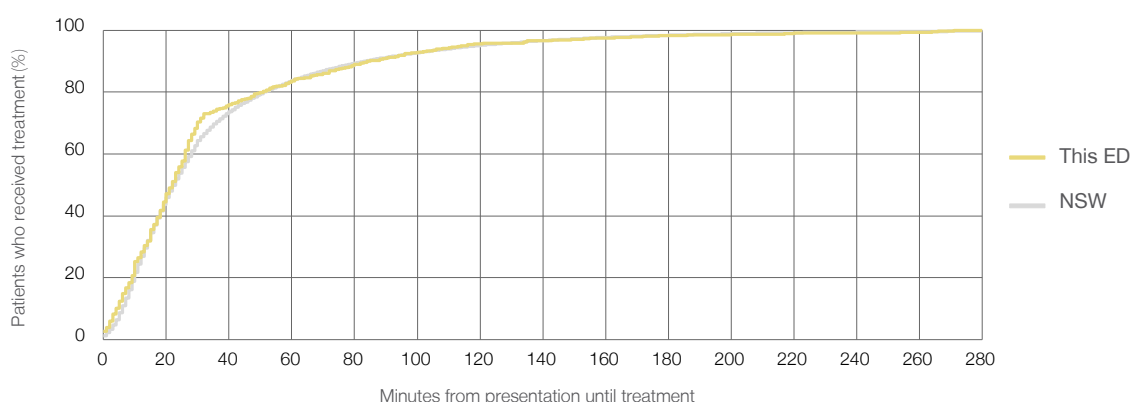
Number of triage 3 patients used to calculate waiting time:³ 606

Median time to start treatment⁴ 22 minutes

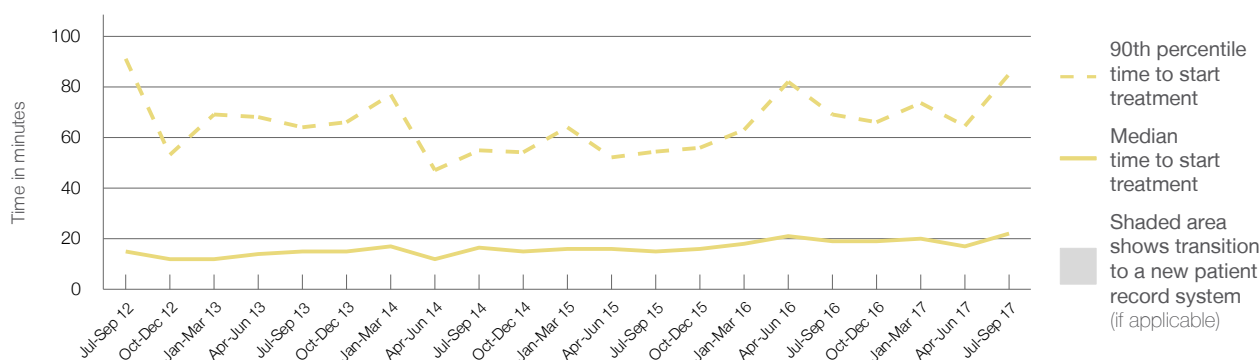
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
542	
507	
19 minutes	23 minutes
69 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	15	15	17	15	19	22
90th percentile time to start treatment ⁵ (minutes)	91	64	55	55	69	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 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.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,175

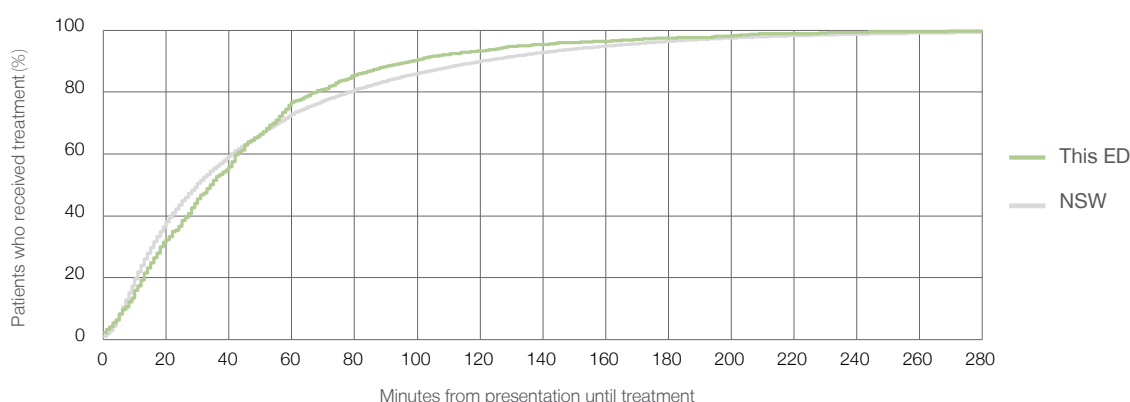
Number of triage 4 patients used to calculate waiting time:³ 1,081

Median time to start treatment⁴ 34 minutes

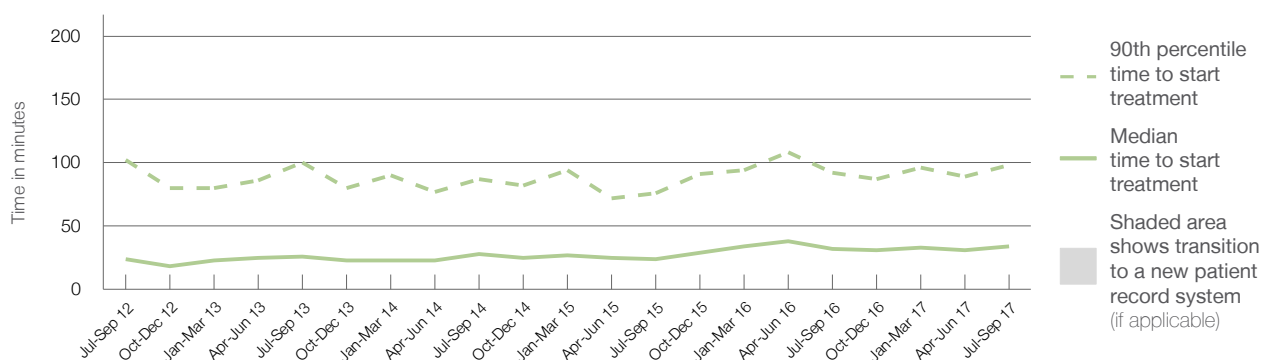
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,242	
1,111	
32 minutes	30 minutes
92 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	26	28	24	32	34
90th percentile time to start treatment ⁵ (minutes)	102	100	87	76	92	98

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 476

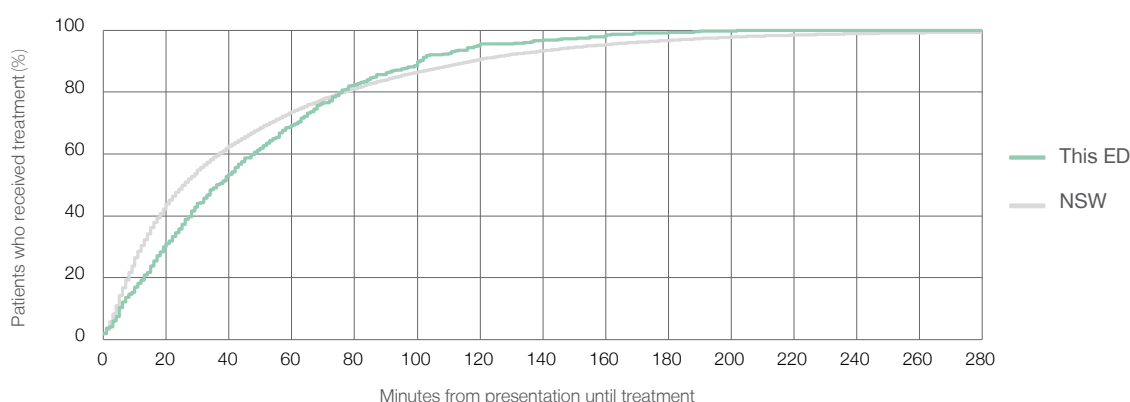
Number of triage 5 patients used to calculate waiting time:³ 402

Median time to start treatment⁴ 37 minutes

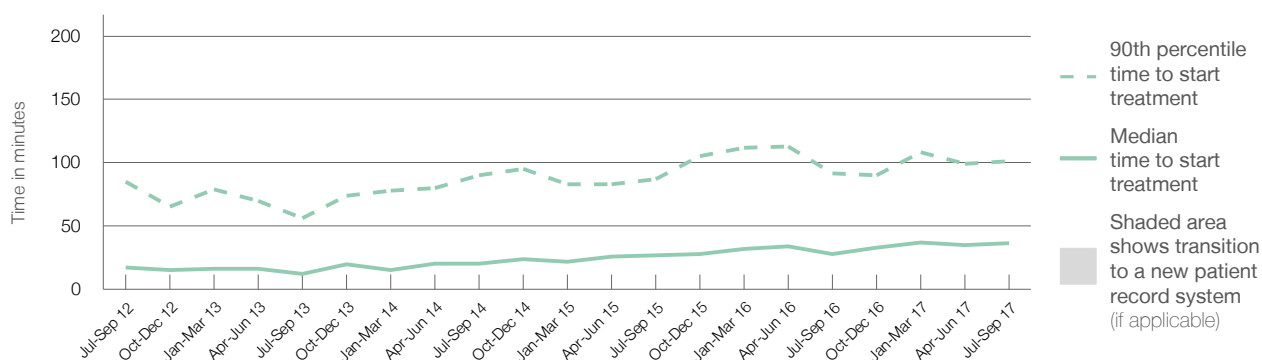
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
356	
310	
28 minutes	26 minutes
92 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	12	20	27	28	37
90th percentile time to start treatment ⁵ (minutes)	85	56	90	87	92	101

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,606 patients

Presentations used to calculate time to leaving the ED:⁶ 2,606 patients

Median time spent in the ED⁸

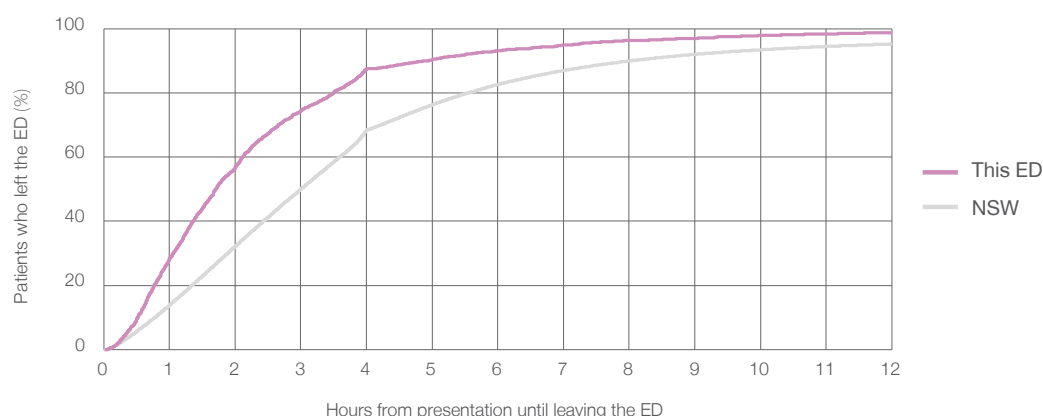
1 hours and 42 minutes

90th percentile time spent in the ED⁹

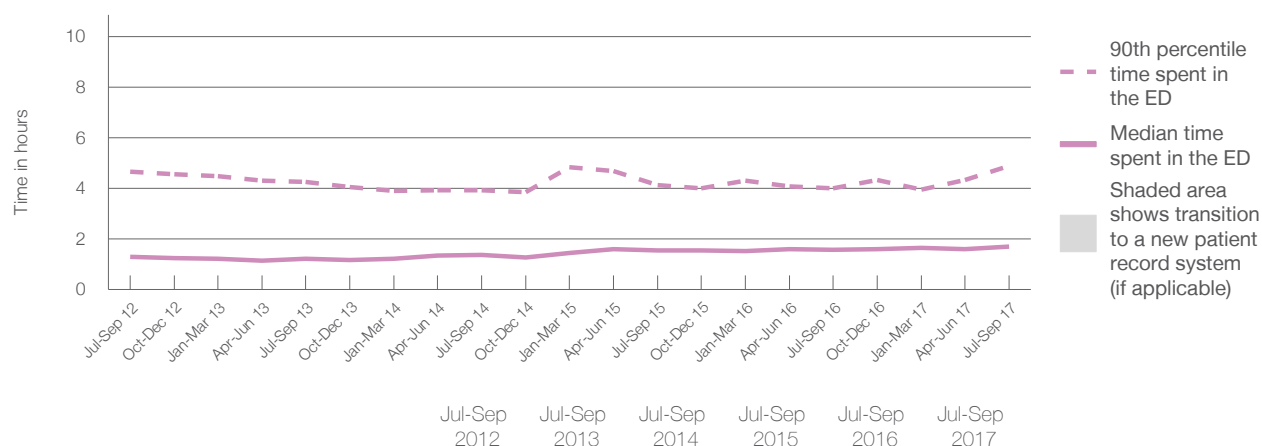
4 hours and 54 minutes

Same period last year	NSW (this period)
2,378	
2,378	
1 hours and 35 minutes	3 hours and 0 minutes
4 hours and 0 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 18m	1h 14m	1h 23m	1h 33m	1h 35m	1h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 40m	4h 15m	3h 56m	4h 8m	4h 0m	4h 54m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

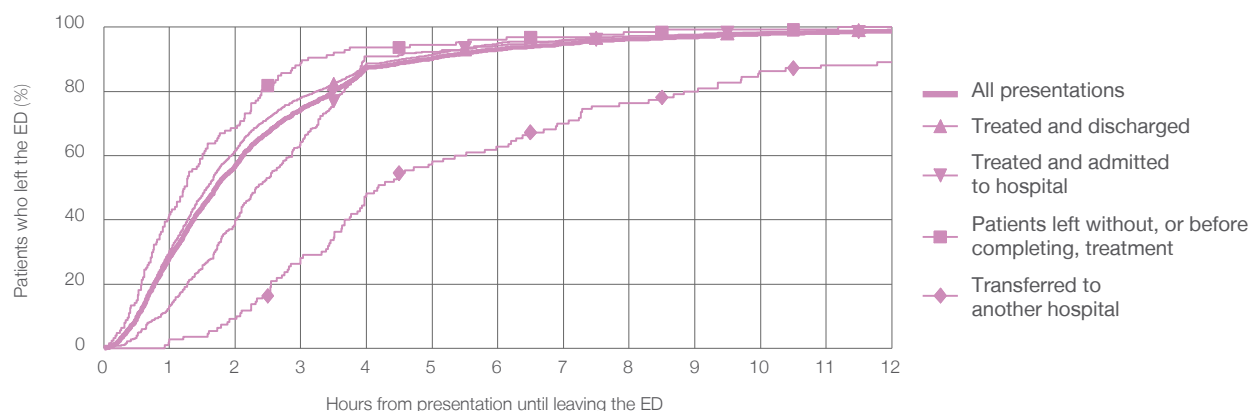
All presentations:[†] 2,606 patients

Presentations used to calculate time to leaving the ED:[‡] 2,606 patients

Treated and discharged	1,880 (72.1%)
Treated and admitted to hospital	404 (15.5%)
Patient left without, or before completing, treatment	127 (4.9%)
Transferred to another hospital	110 (4.2%)
Other	85 (3.3%)

Same period last year	Change since one year ago
2,378	9.6%
1,754	7.2%
300	34.7%
125	1.6%
82	34.1%
117	-27.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	30.4%	61.6%	78.0%	88.7%	94.3%	97.2%	98.4%	99.2%
Treated and admitted to hospital	13.1%	40.1%	64.1%	90.8%	95.0%	96.3%	98.5%	98.5%
Patient left without, or before completing, treatment	41.7%	68.5%	89.0%	93.7%	96.1%	98.4%	99.2%	100%
Transferred to another hospital	2.7%	9.1%	28.2%	48.2%	62.7%	76.4%	86.4%	89.1%
All presentations	28.4%	57.0%	74.4%	87.6%	93.2%	96.3%	97.9%	98.7%

(†) 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 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.

Muswellbrook District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 2,606 patients

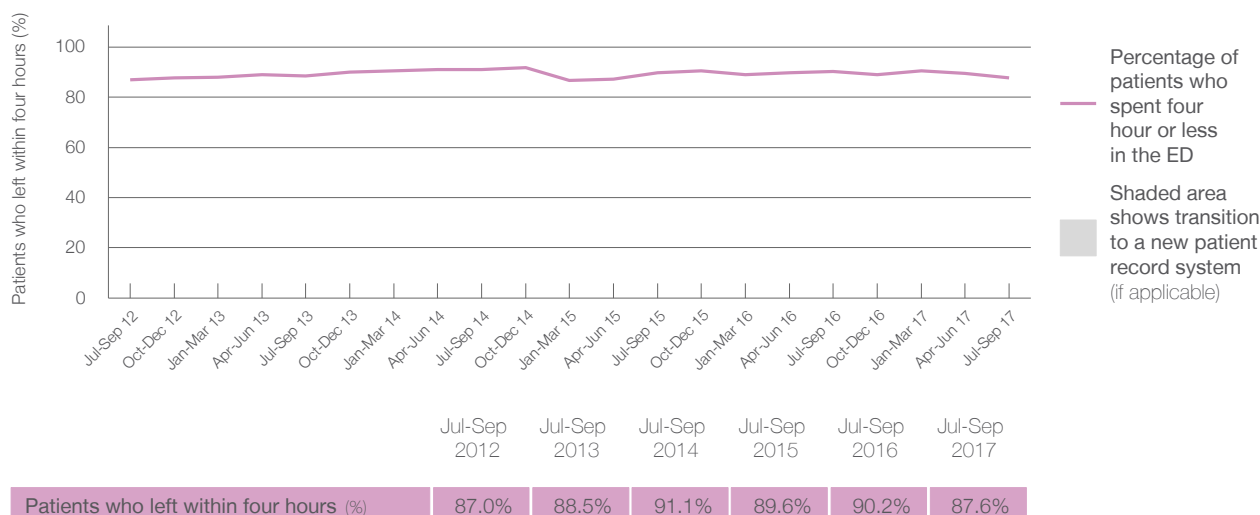
Presentations used to calculate time to leaving the ED:⁶ 2,606 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,378	9.6%
2,378	9.6%
90.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Narrabri District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 1,697 patients

Emergency presentations:² 1,659 patients

Same period last year	Change since one year ago
1,339	26.7%
1,329	24.8%

Narrabri District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 126 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 406 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 790 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 337 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
109	
5 minutes	9 minutes
9 minutes	29 minutes
420	
14 minutes	23 minutes
37 minutes	83 minutes
568	
20 minutes	30 minutes
60 minutes	121 minutes
232	
18 minutes	26 minutes
72 minutes	118 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 1,697 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
1,339	26.7%
88.2%	

* 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, July to September 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.

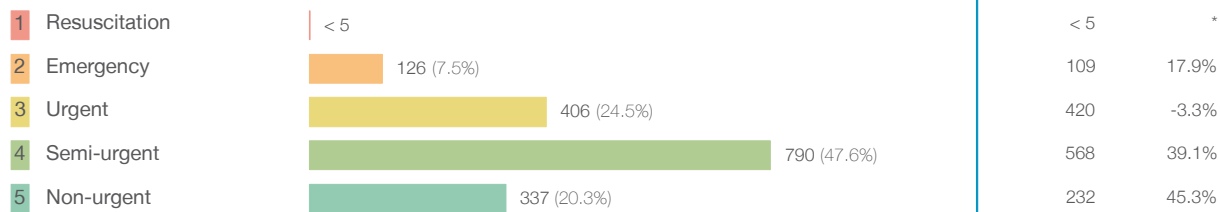
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Narrabri District Hospital: Patients presenting to the emergency department

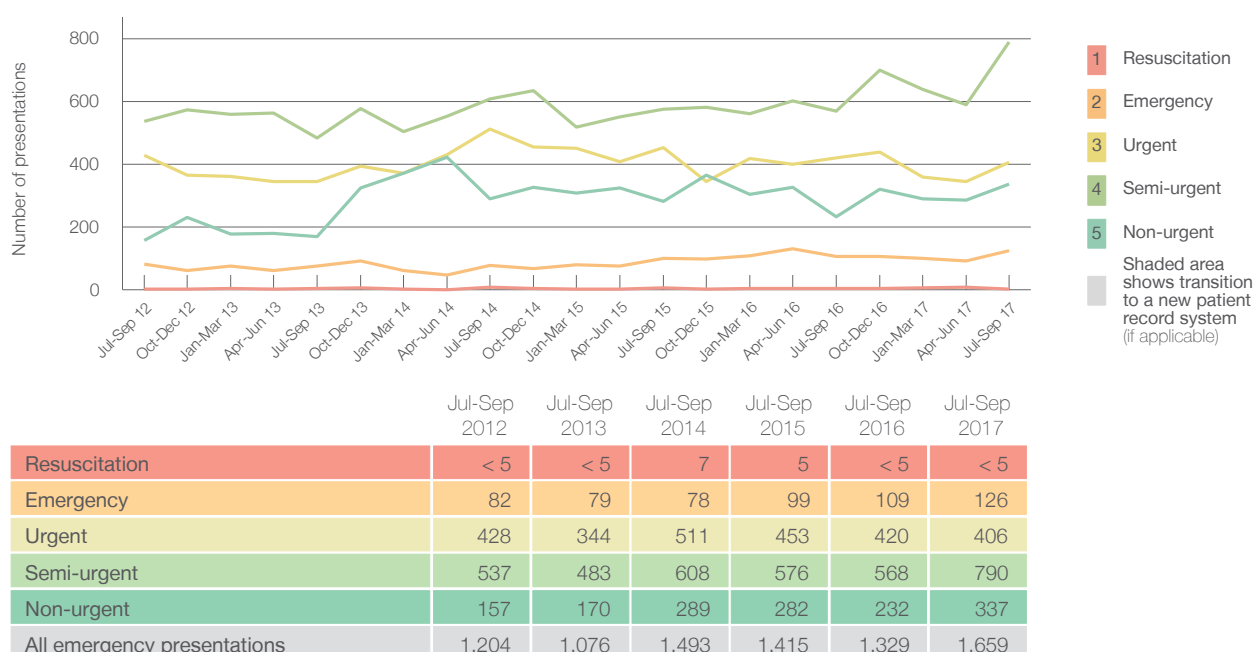
July to September 2017

All presentations:¹ 1,697 patients

Emergency presentations² by triage category: 1,659 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Narrabri District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 120 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 126

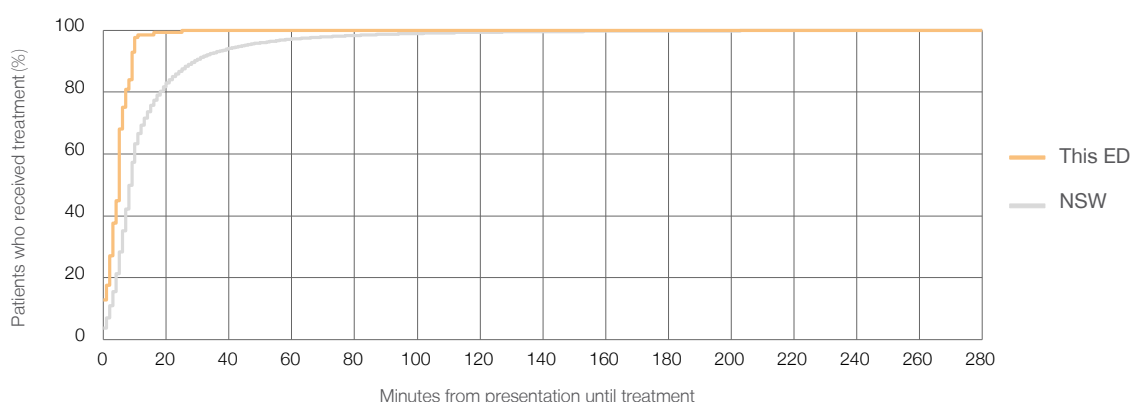
Number of triage 2 patients used to calculate waiting time:³ 125

Median time to start treatment⁴ 5 minutes

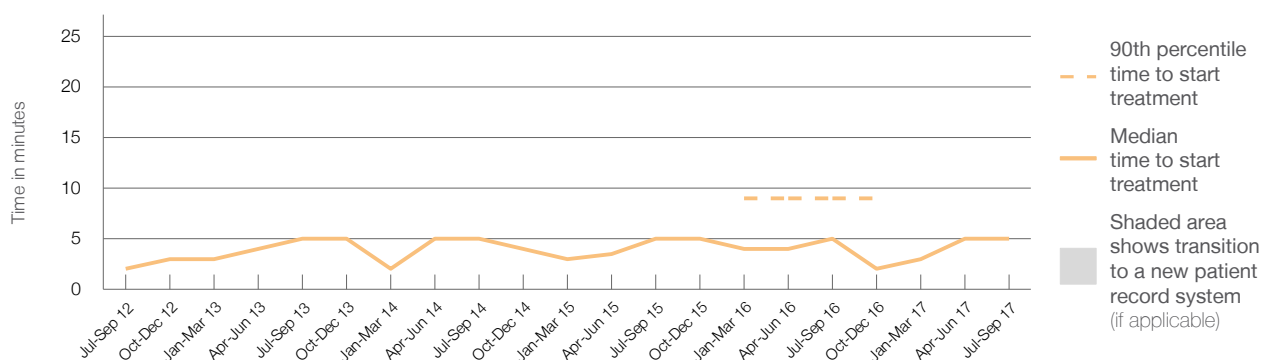
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
109	
106	
5 minutes	9 minutes
9 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	2	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	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 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.

Narrabri District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 406

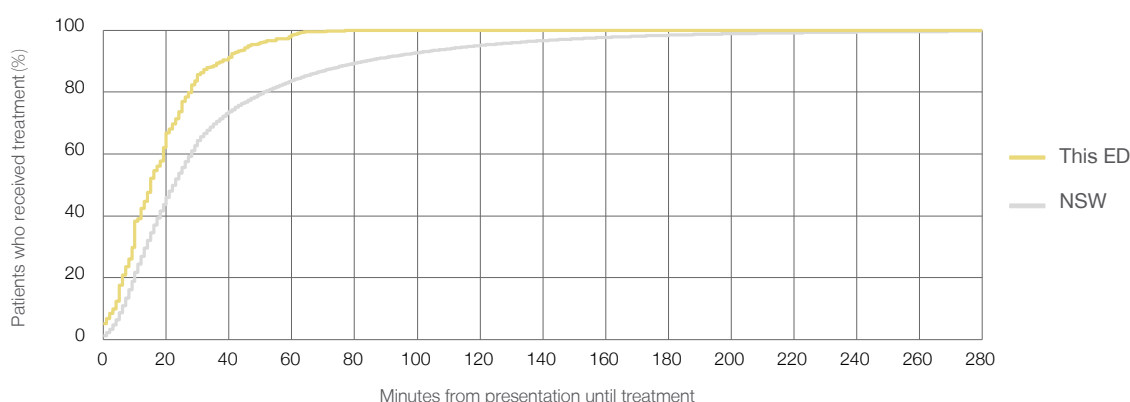
Number of triage 3 patients used to calculate waiting time:³ 403

Median time to start treatment⁴ 15 minutes

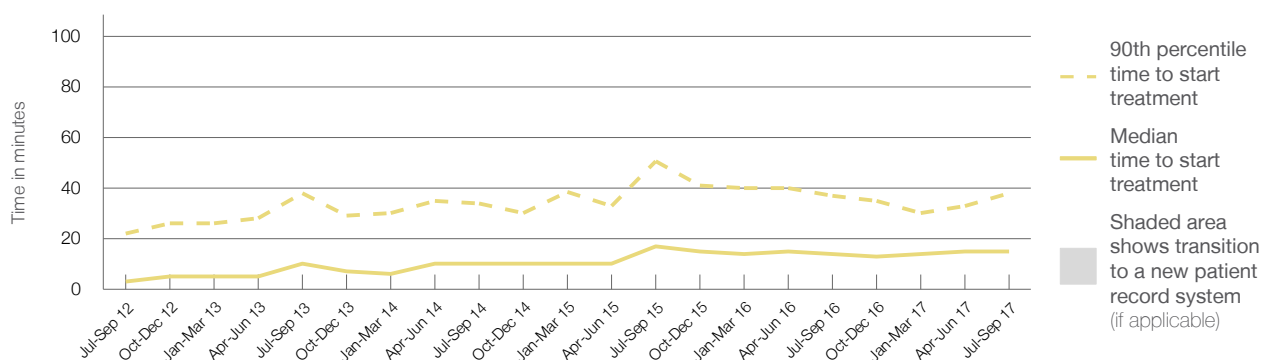
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
420	
414	
14 minutes	23 minutes
37 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	3	10	10	17	14	15
90th percentile time to start treatment ⁵ (minutes)	22	38	34	51	37	38

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 790

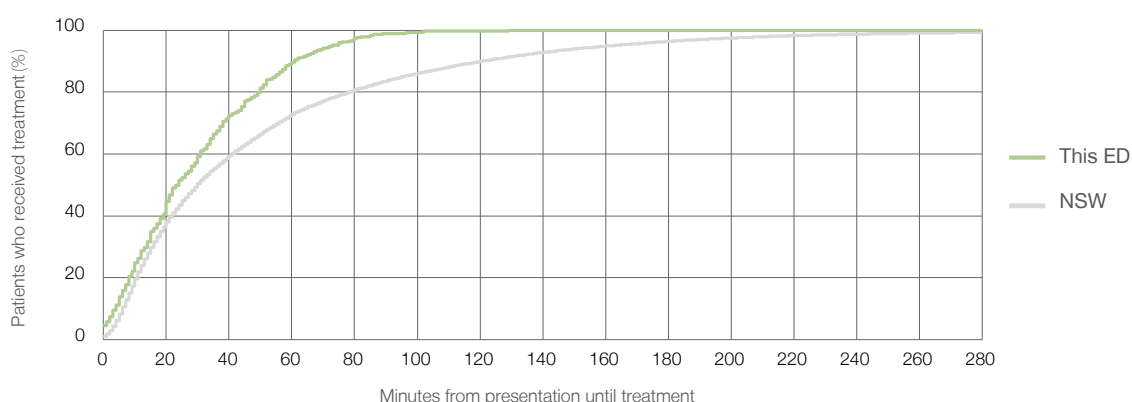
Number of triage 4 patients used to calculate waiting time:³ 773

Median time to start treatment⁴ 24 minutes

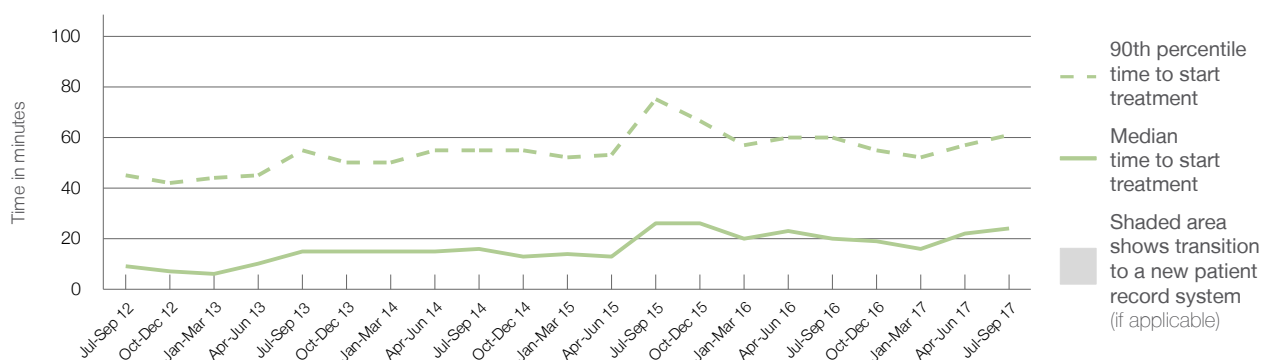
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
568	
551	
20 minutes	30 minutes
60 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	15	16	26	20	24
90th percentile time to start treatment ⁵ (minutes)	45	55	55	75	60	61

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 337

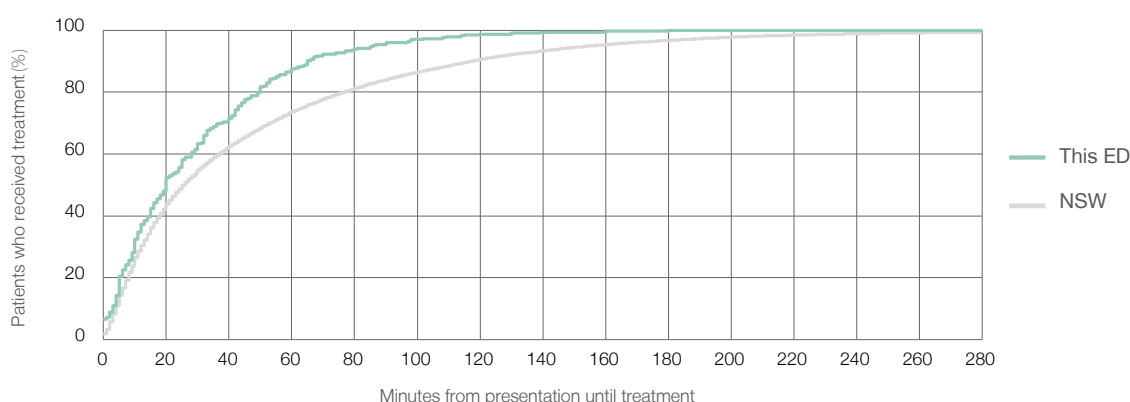
Number of triage 5 patients used to calculate waiting time:³ 327

Median time to start treatment⁴ 20 minutes

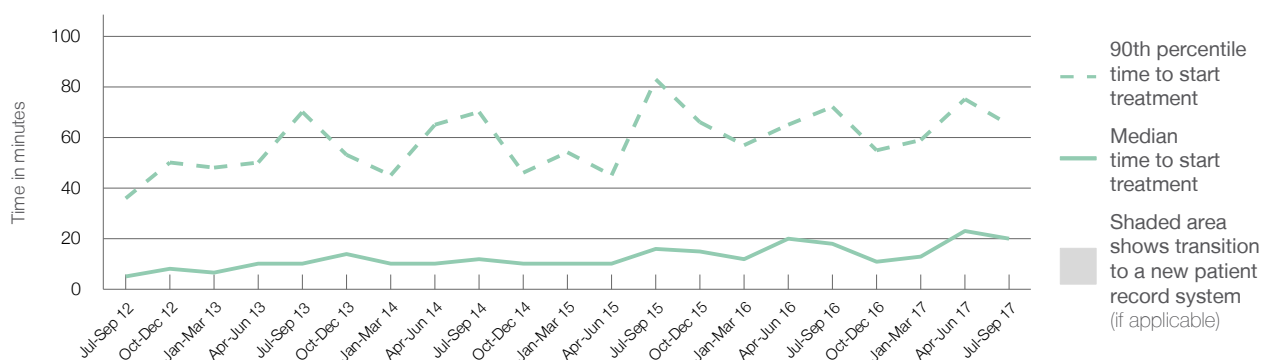
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
232	
227	
18 minutes	26 minutes
72 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	5	10	12	16	18	20
90th percentile time to start treatment ⁵ (minutes)	36	70	70	83	72	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 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.

Narrabri District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 1,697 patients

Presentations used to calculate time to leaving the ED:⁶ 1,697 patients

Median time spent in the ED⁸

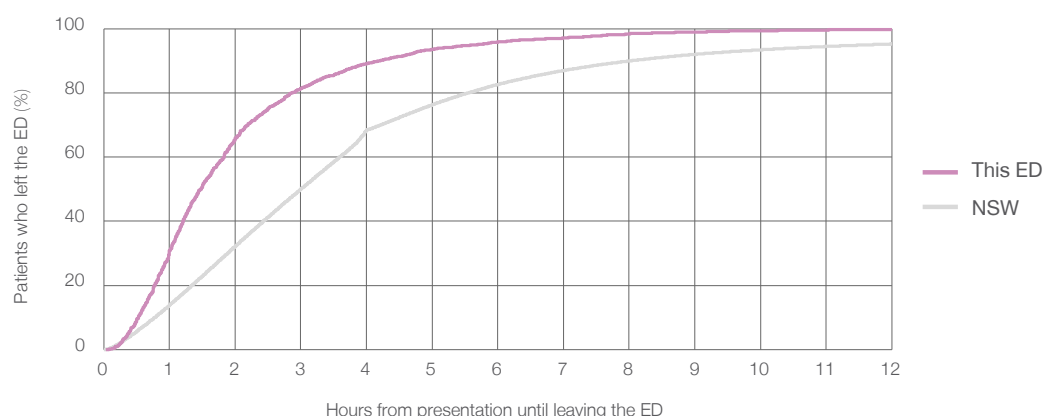
1 hours and 29 minutes

90th percentile time spent in the ED⁹

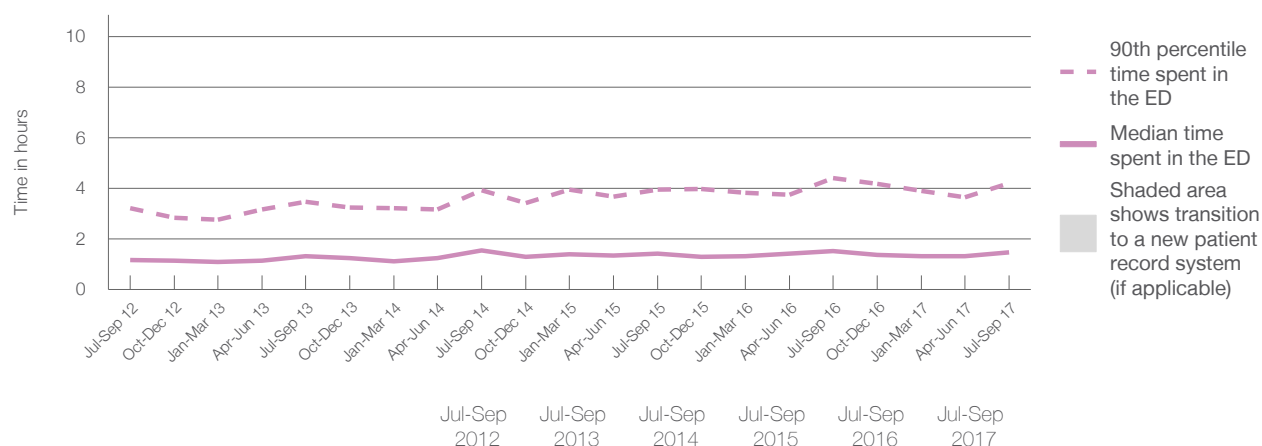
4 hours and 13 minutes

Same period last year	NSW (this period)
1,339	1,339
1 hours and 32 minutes	3 hours and 0 minutes
4 hours and 24 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	1h 10m	1h 20m	1h 33m	1h 26m	1h 32m	1h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 13m	3h 29m	3h 56m	3h 58m	4h 24m	4h 13m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

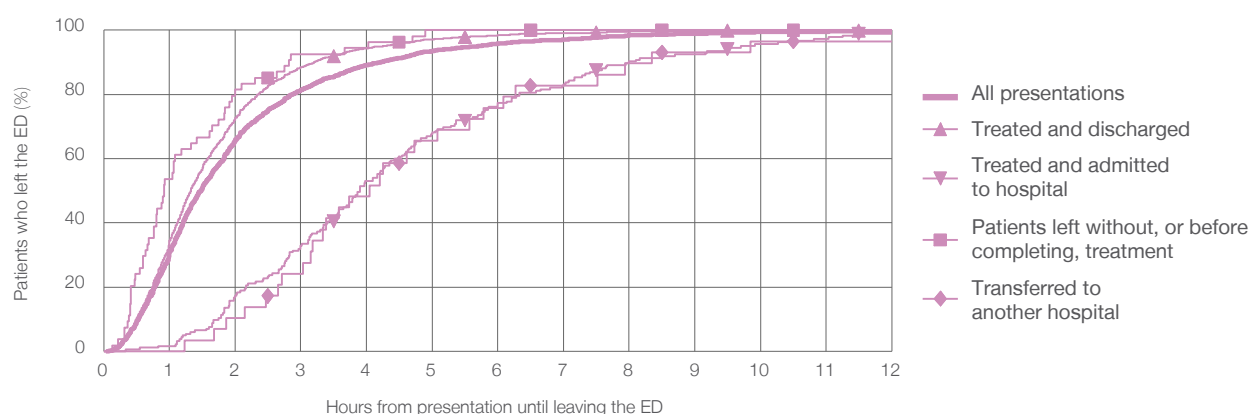
All presentations:[†] 1,697 patients

Presentations used to calculate time to leaving the ED:[‡] 1,697 patients

Treated and discharged	1,429 (84.2%)
Treated and admitted to hospital	185 (10.9%)
Patient left without, or before completing, treatment	54 (3.2%)
Transferred to another hospital	29 (1.7%)
Other	0 (0%)

Same period last year	Change since one year ago
1,339	26.7%
1,026	39.3%
206	-10.2%
42	28.6%
57	-49.1%
8	-100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	34.6%	72.8%	88.5%	94.4%	98.5%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.6%	17.3%	33.0%	53.0%	77.3%	90.3%	95.7%	98.9%
Patient left without, or before completing, treatment	53.7%	81.5%	92.6%	94.4%	100%	100%	100%	100%
Transferred to another hospital	0%	10.3%	24.1%	48.3%	75.9%	89.7%	96.6%	96.6%
All presentations	31.0%	65.9%	81.4%	89.1%	95.9%	98.4%	99.4%	99.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 1,697 patients

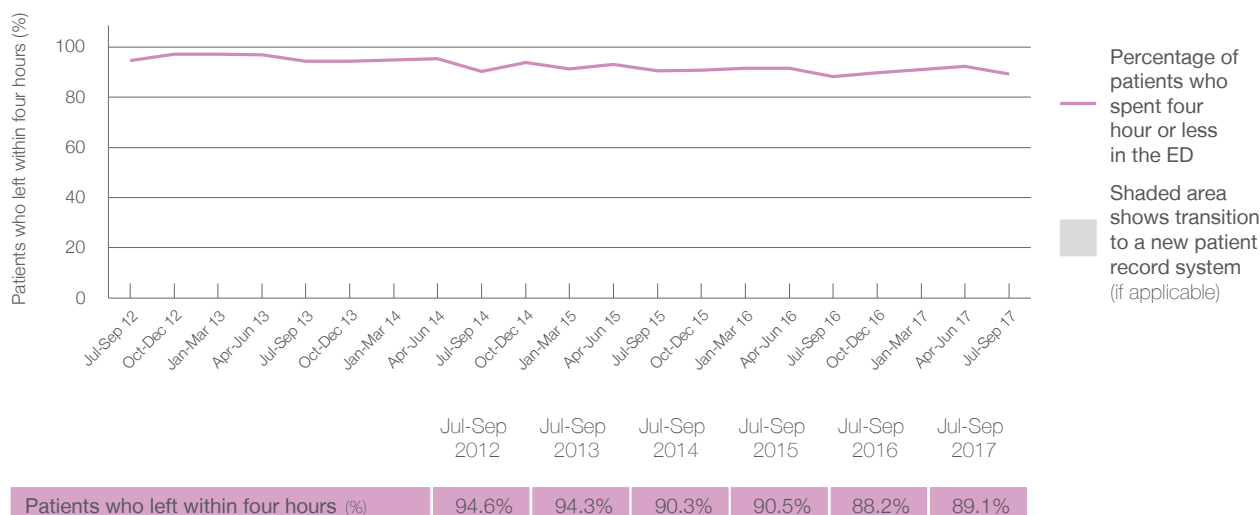
Presentations used to calculate time to leaving the ED:⁶ 1,697 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,339	26.7%
1,339	26.7%
88.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Queanbeyan Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,261 patients

Emergency presentations:² 5,076 patients

Same period last year	Change since one year ago
4,793	9.8%
4,689	8.3%

Queanbeyan Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 384 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,446 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): 2,307 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 909 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
301	
9 minutes	9 minutes
25 minutes	29 minutes
1,283	
25 minutes	23 minutes
70 minutes	83 minutes
2,395	
31 minutes	30 minutes
107 minutes	121 minutes
701	
32 minutes	26 minutes
130 minutes	118 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,257 patients

Percentage of patients who spent four hours or less in the ED 83.7%

Same period last year	Change since one year ago
4,793	9.7%
84.3%	

* 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, July to September 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.

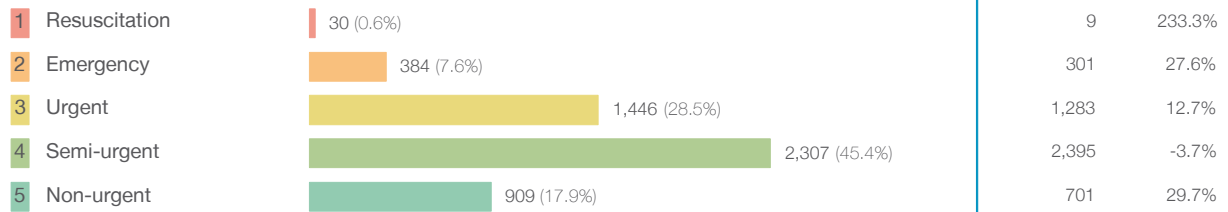
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Queanbeyan Health Service: Patients presenting to the emergency department

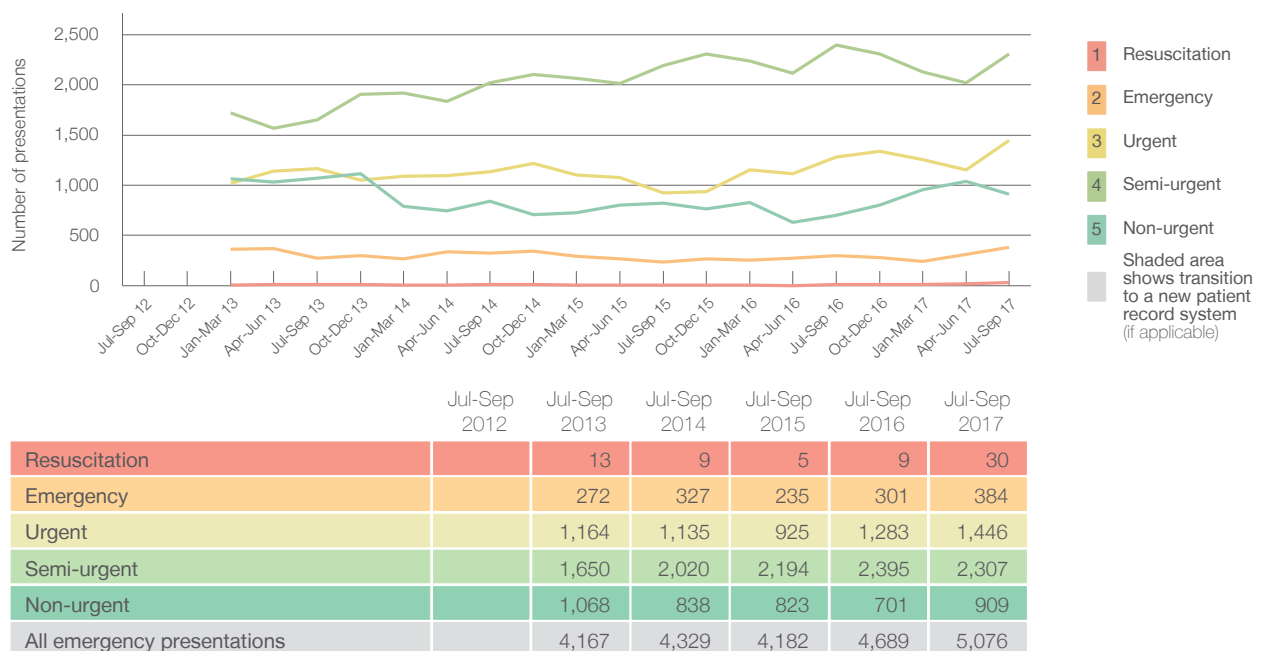
July to September 2017

All presentations:¹ 5,261 patients

Emergency presentations² by triage category: 5,076 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



Queanbeyan Health Service: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 570 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Queanbeyan Health Service: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 384

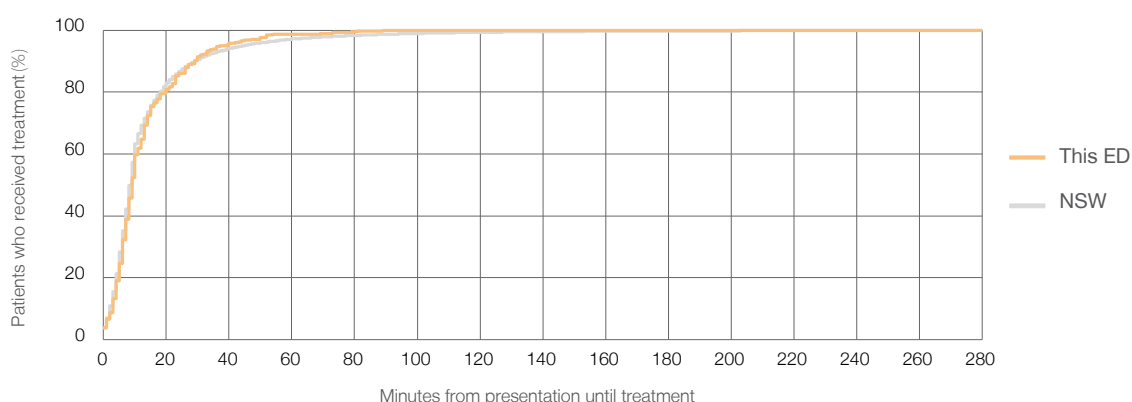
Number of triage 2 patients used to calculate waiting time:³ 378

Median time to start treatment⁴ 9 minutes

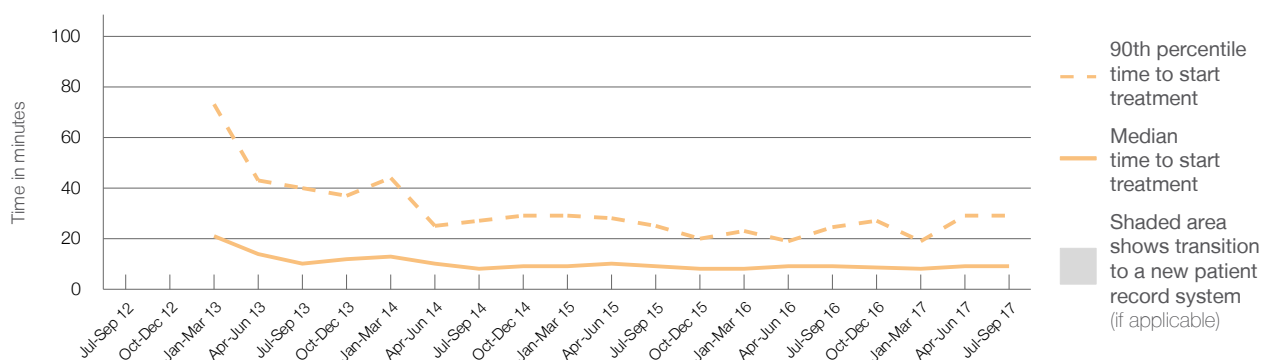
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
301	
300	
9 minutes	9 minutes
25 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		10	8	9	9	9
90th percentile time to start treatment ⁵ (minutes)		40	27	25	25	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 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.

Queanbeyan Health Service: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,446

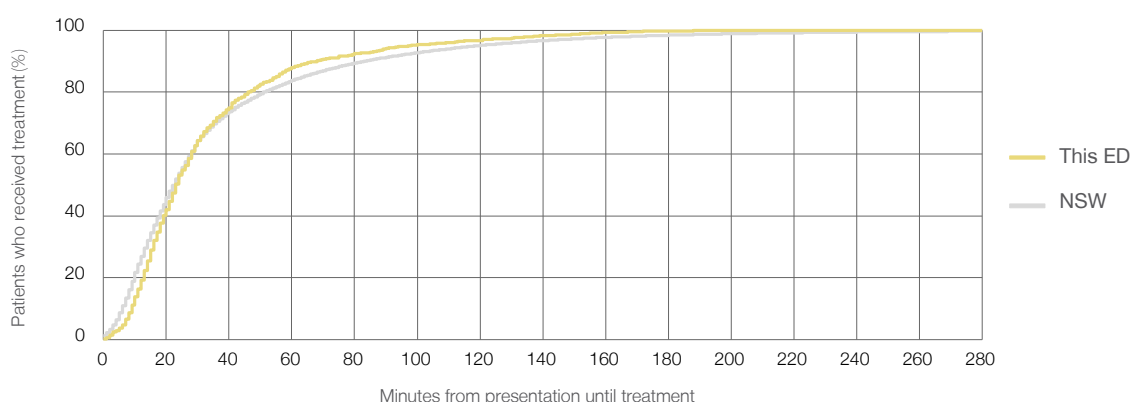
Number of triage 3 patients used to calculate waiting time:³ 1,407

Median time to start treatment⁴ 23 minutes

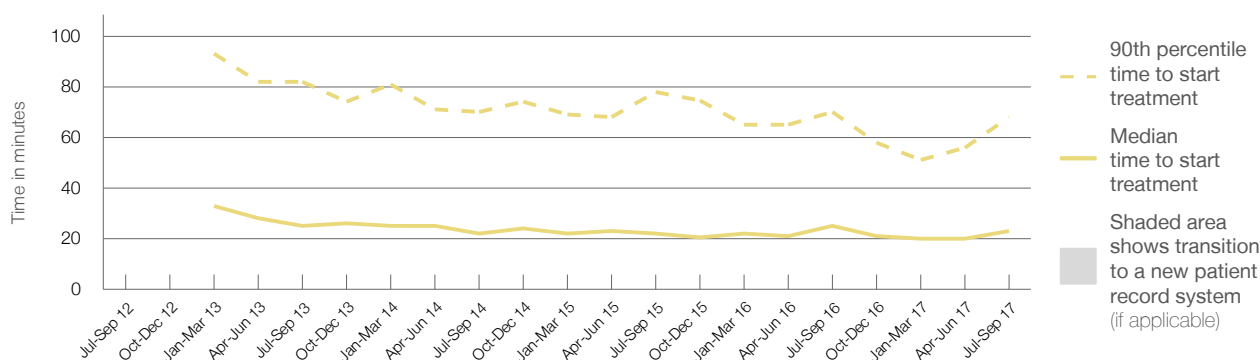
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,283	
1,247	
25 minutes	23 minutes
70 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		25	22	22	25	23
90th percentile time to start treatment ⁵ (minutes)		82	70	78	70	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 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.

Queanbeyan Health Service: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,307

Number of triage 4 patients used to calculate waiting time:³ 2,071

Median time to start treatment⁴

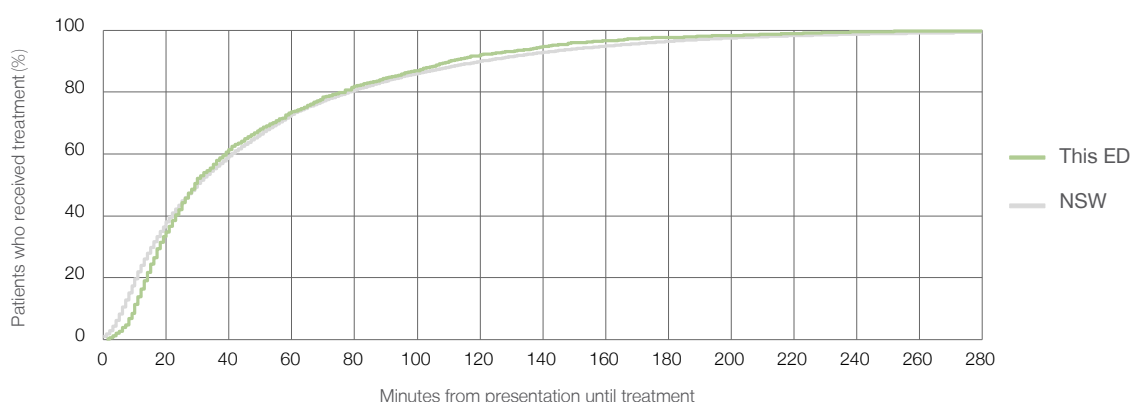
29 minutes

90th percentile time to start treatment⁵

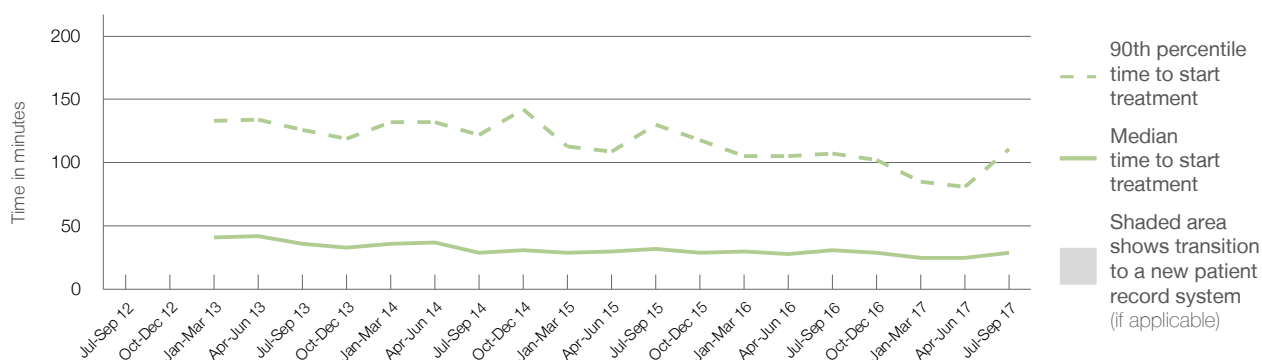
111 minutes

Same period last year	NSW (this period)
2,395	
2,154	
31 minutes	30 minutes
107 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		36	29	32	31	29
90th percentile time to start treatment ⁵ (minutes)		126	122	130	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 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.

Queanbeyan Health Service: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 909

Number of triage 5 patients used to calculate waiting time:³ 761

Median time to start treatment⁴

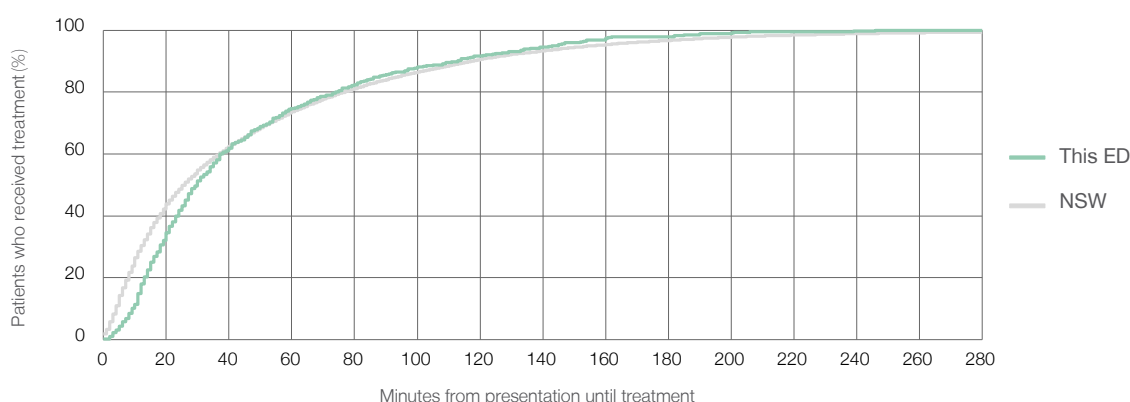
30 minutes

90th percentile time to start treatment⁵

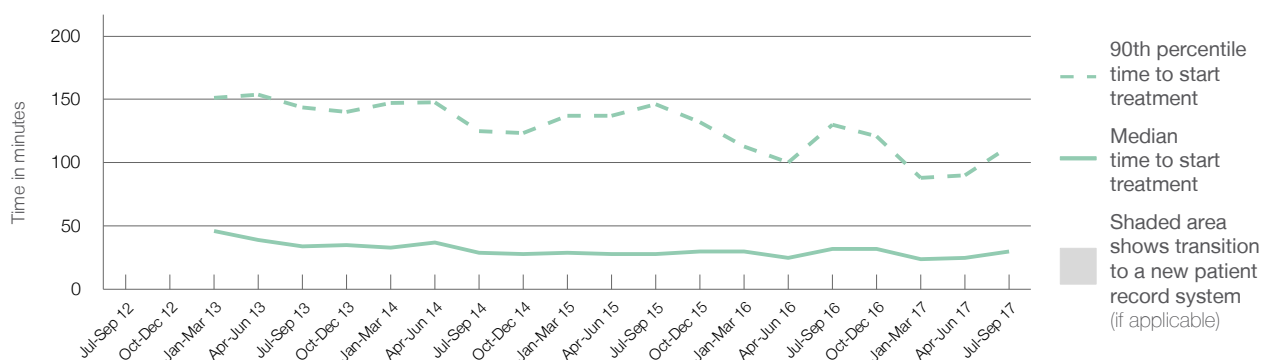
113 minutes

Same period last year	NSW (this period)
701	
532	
32 minutes	26 minutes
130 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		34	29	28	32	30
90th percentile time to start treatment ⁵ (minutes)		144	125	146	130	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 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.

Queanbeyan Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 5,261 patients

Presentations used to calculate time to leaving the ED:⁶ 5,257 patients

Median time spent in the ED⁸

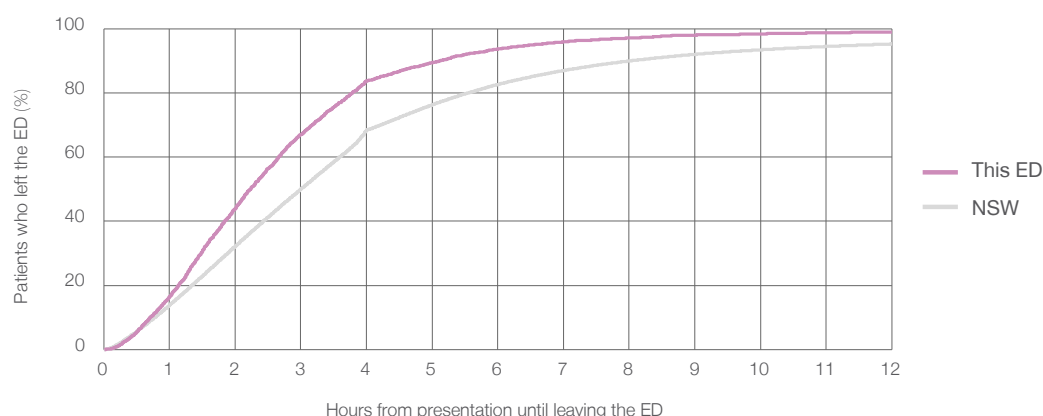
2 hours and 14 minutes

90th percentile time spent in the ED⁹

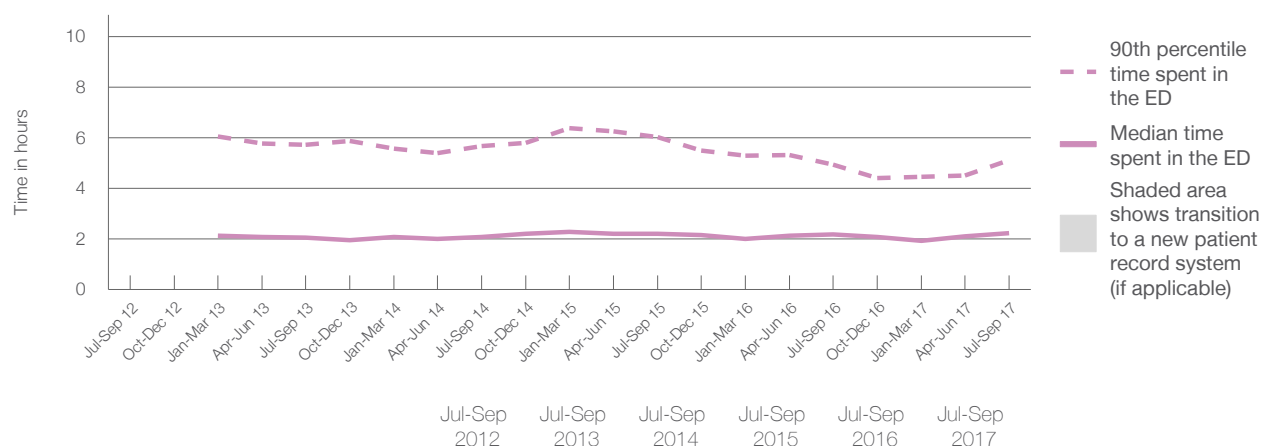
5 hours and 7 minutes

Same period last year	NSW (this period)
4,793	4,793
2 hours and 11 minutes	3 hours and 0 minutes
4 hours and 57 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
		2h 3m	2h 5m	2h 12m	2h 11m	2h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)		5h 43m	5h 40m	6h 2m	4h 57m	5h 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 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.

Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

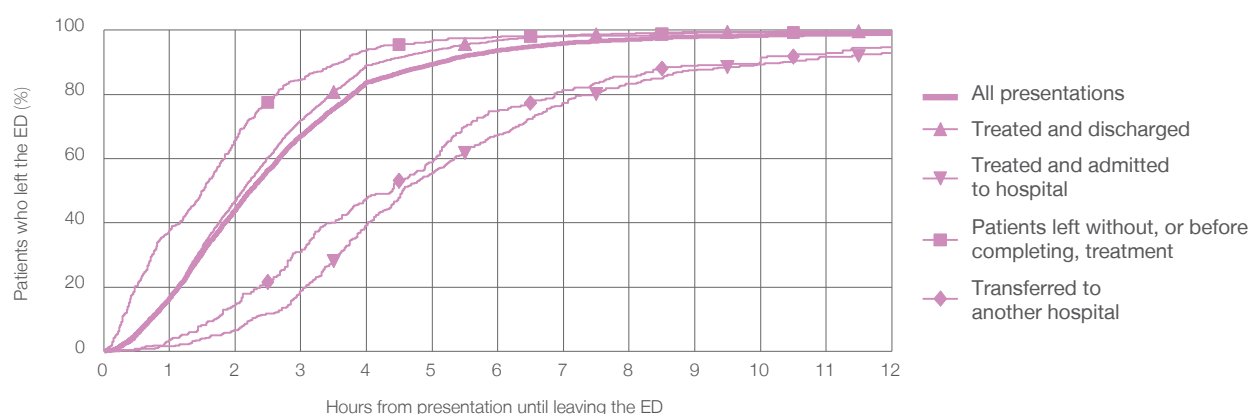
July to September 2017

All presentations:[†] 5,261 patients

Presentations used to calculate time to leaving the ED:[‡] 5,257 patients

		Same period last year	Change since one year ago
Treated and discharged	4,152 (78.9%)	4,793	9.7%
Treated and admitted to hospital	377 (7.2%)	3,384	22.7%
Patient left without, or before completing, treatment	428 (8.1%)	628	-40.0%
Transferred to another hospital	269 (5.1%)	514	-16.7%
Other	35 (0.7%)	250	7.6%
		17	105.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	16.4%	46.9%	71.9%	89.1%	96.9%	99.0%	99.5%	99.7%
Treated and admitted to hospital	1.6%	6.6%	18.8%	39.3%	67.4%	83.3%	89.4%	92.8%
Patient left without, or before completing, treatment	37.6%	65.9%	84.6%	93.7%	97.9%	98.4%	99.3%	99.8%
Transferred to another hospital	3.3%	14.5%	30.9%	47.6%	74.7%	85.5%	91.4%	94.8%
All presentations	16.5%	44.0%	67.1%	83.7%	93.7%	97.1%	98.4%	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 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.

Queanbeyan Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 5,261 patients

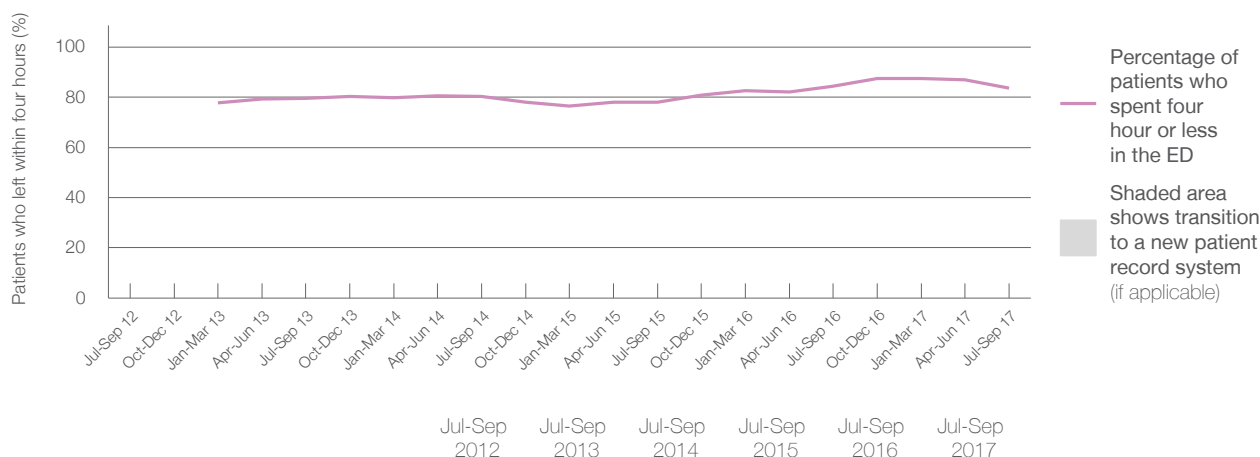
Presentations used to calculate time to leaving the ED:⁶ 5,257 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,793	9.8%
4,793	9.7%
84.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡§}



Patients who left within four hours (%)

79.5% 80.4% 77.9% 84.3% 83.7%

- * 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Singleton District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,050 patients

Emergency presentations:² 2,973 patients

Same period last year	Change since one year ago
2,724	12.0%
2,675	11.1%

Singleton District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 216 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): 844 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,785 patients

Median time to start treatment⁴ 38 minutes

90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 122 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
170	
8 minutes	9 minutes
20 minutes	29 minutes
743	
23 minutes	23 minutes
68 minutes	83 minutes
1,562	
33 minutes	30 minutes
90 minutes	121 minutes
200	
24 minutes	26 minutes
100 minutes	118 minutes

Singleton District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,050 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
2,724	12.0%
90.0%	

* 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, July to September 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.

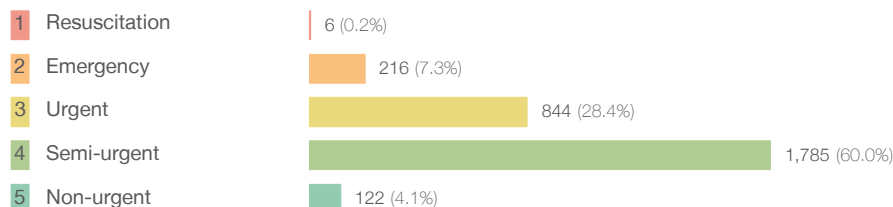
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Singleton District Hospital: Patients presenting to the emergency department

July to September 2017

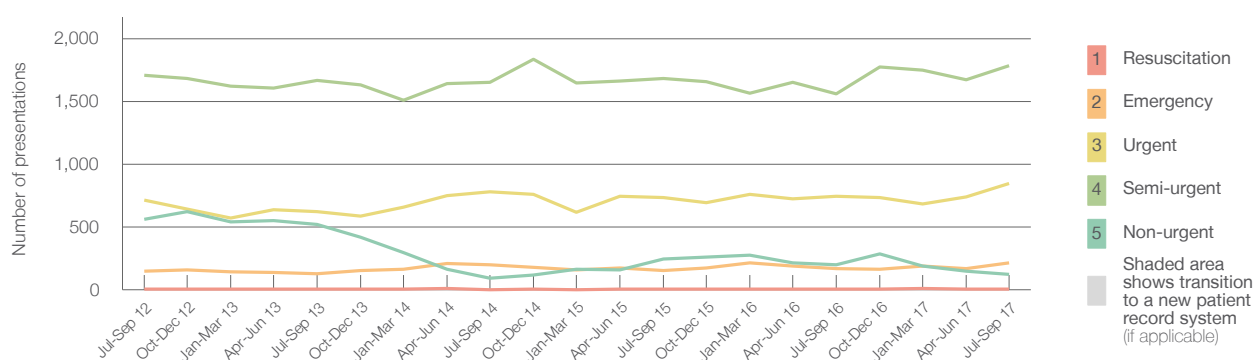
All presentations:¹ 3,050 patients

Emergency presentations² by triage category: 2,973 patients



Same period last year	Change since one year ago
2,724	12.0%
2,675	11.1%
< 5	*
170	28.6%
743	13.6%
1,562	14.3%
200	-39.0%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	< 5	< 5	< 5	< 5	< 5	6
Emergency	147	127	199	155	170	216
Urgent	711	621	780	736	743	844
Semi-urgent	1,709	1,669	1,653	1,683	1,562	1,785
Non-urgent	558	519	92	245	200	122
All emergency presentations	3,125	2,936	2,724	2,819	2,675	2,973

Singleton District Hospital: Patients arriving by ambulance

July to September 2017

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
241	
5 minutes	2 minutes
15 minutes	133 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

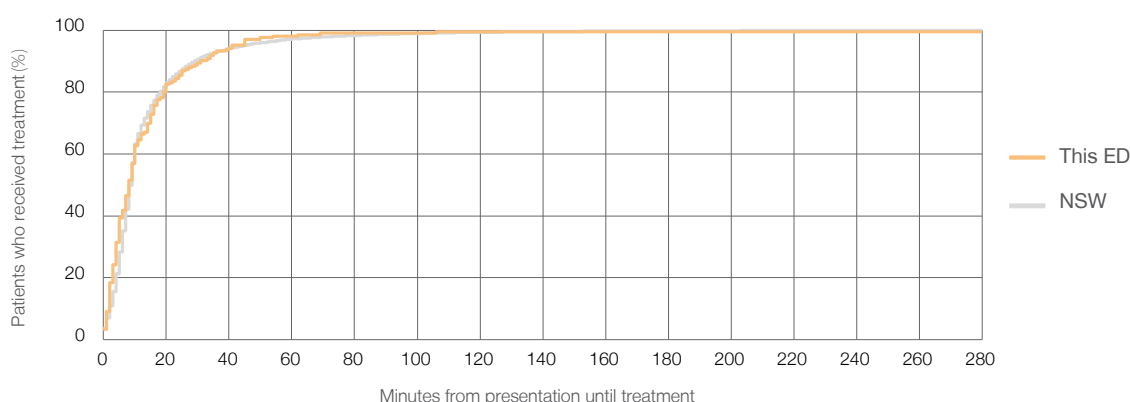
8 minutes

90th percentile time to start treatment⁵

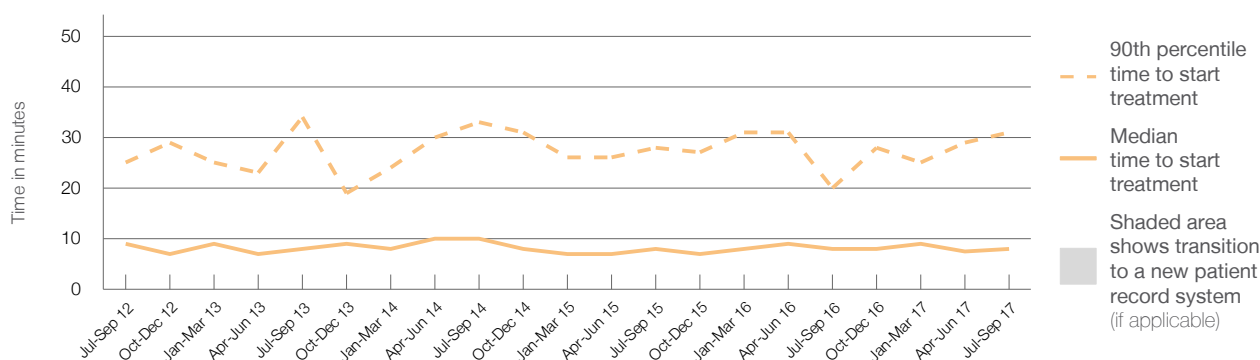
31 minutes

Same period last year	NSW (this period)
170	
161	
8 minutes	9 minutes
20 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	8	10	8	8	8
90th percentile time to start treatment ⁵ (minutes)	25	34	33	28	20	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 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.

Singleton District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 844

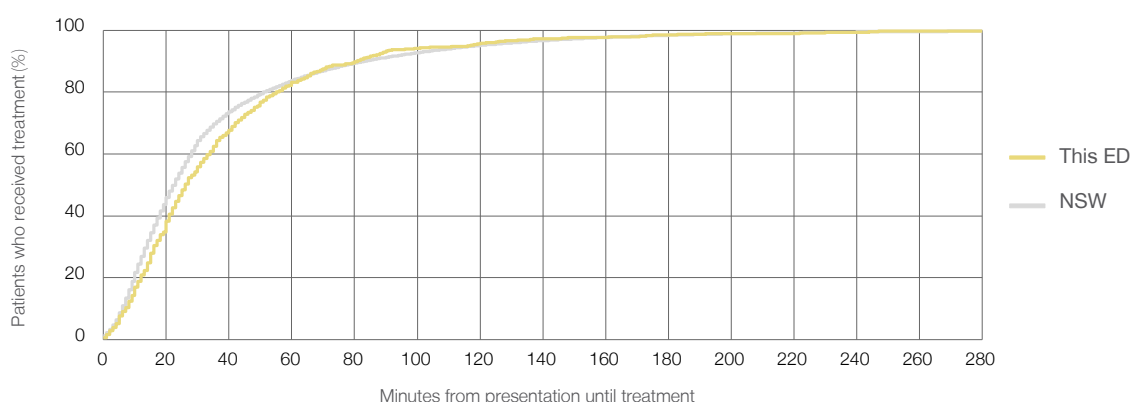
Number of triage 3 patients used to calculate waiting time:³ 815

Median time to start treatment⁴ 26 minutes

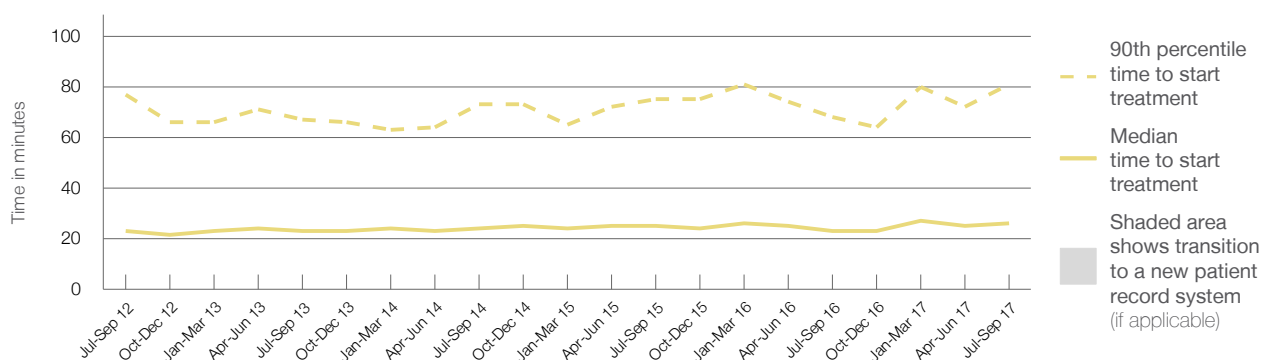
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
743	
716	
23 minutes	23 minutes
68 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	23	24	25	23	26
90th percentile time to start treatment ⁵ (minutes)	77	67	73	75	68	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 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.

Singleton District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,785

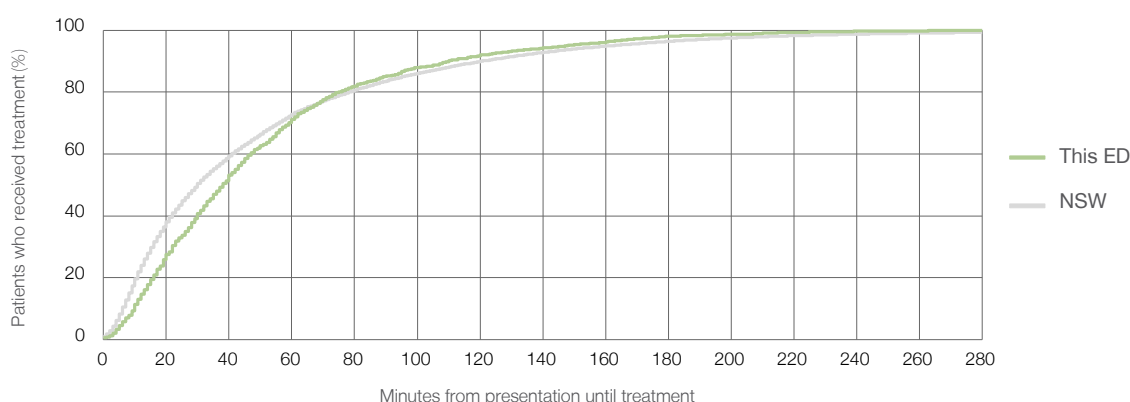
Number of triage 4 patients used to calculate waiting time:³ 1,704

Median time to start treatment⁴ 38 minutes

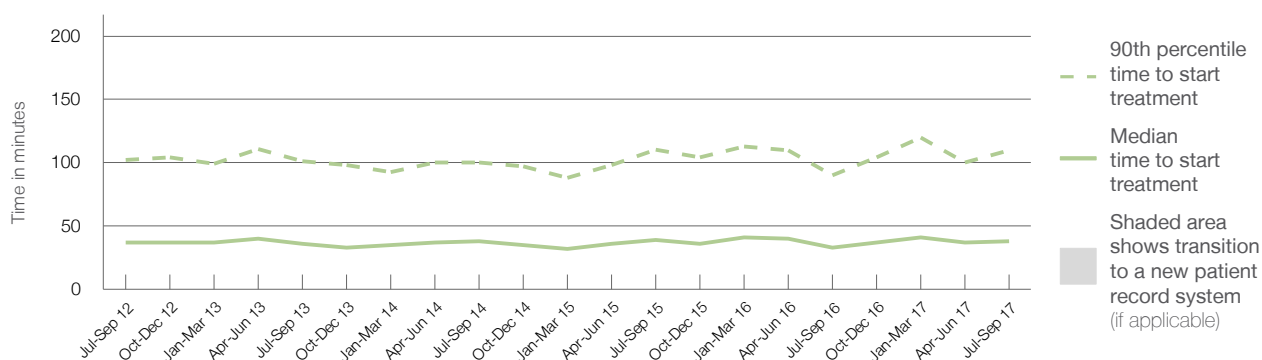
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,562	
1,498	
33 minutes	30 minutes
90 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	36	38	39	33	38
90th percentile time to start treatment ⁵ (minutes)	102	101	100	111	90	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 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.

Singleton District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 122

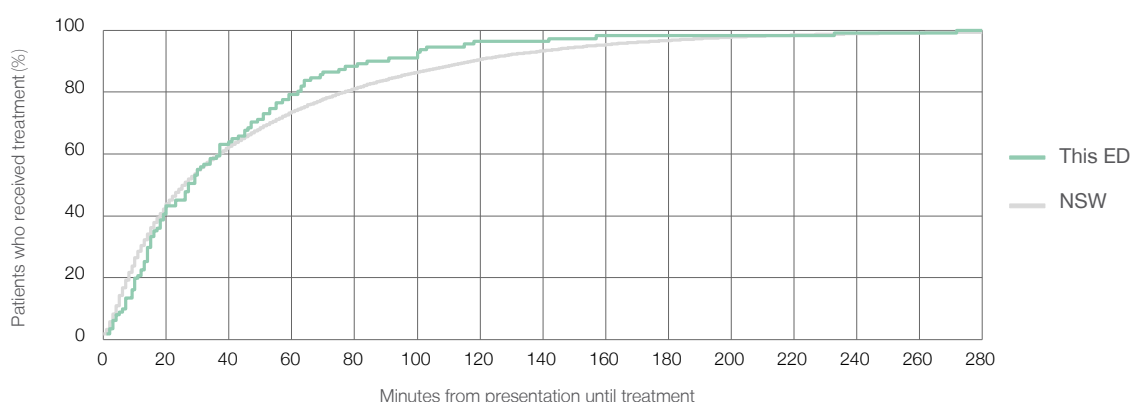
Number of triage 5 patients used to calculate waiting time:³ 111

Median time to start treatment⁴ 27 minutes

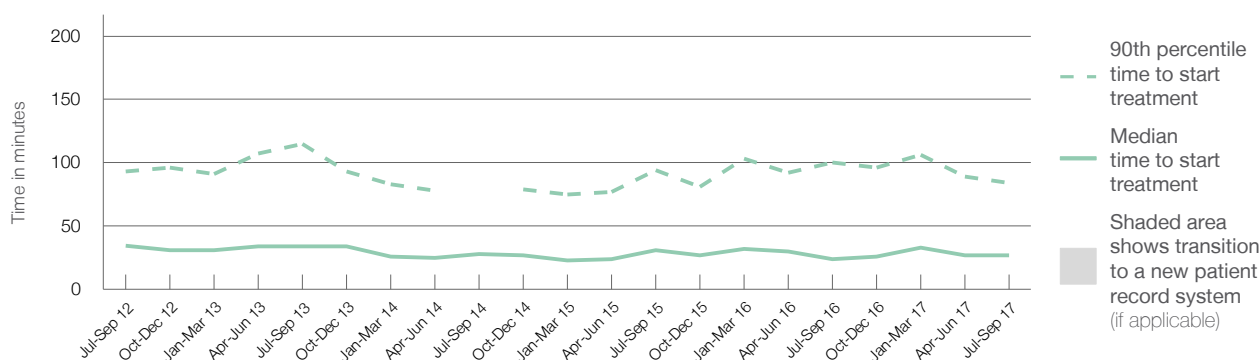
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
200	
175	
24 minutes	26 minutes
100 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	35	34	28	31	24	27
90th percentile time to start treatment ⁵ (minutes)	93	115	*	94	100	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 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.

Singleton District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,050 patients

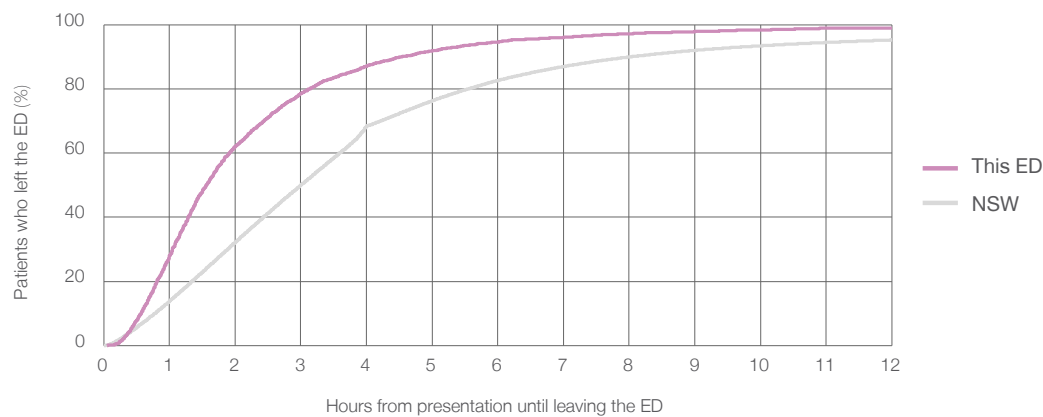
Presentations used to calculate time to leaving the ED:⁶ 3,050 patients

Median time spent in the ED⁸ 1 hours and 34 minutes

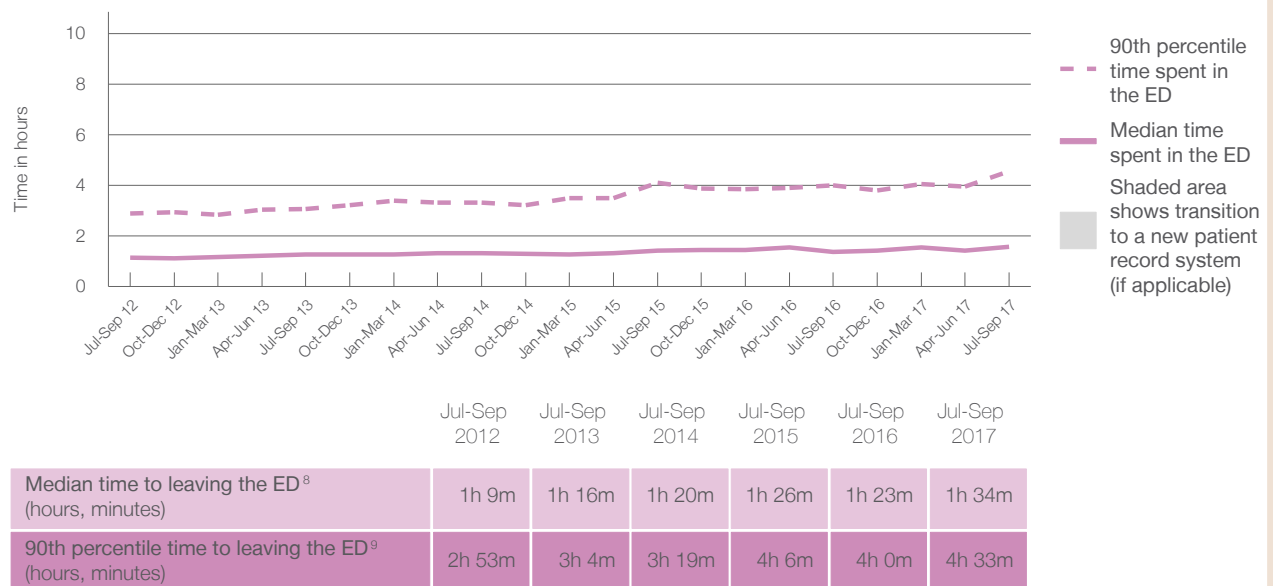
90th percentile time spent in the ED⁹ 4 hours and 33 minutes

Same period last year	NSW (this period)
2,724	
2,724	
1 hours and 23 minutes	3 hours and 0 minutes
4 hours and 0 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

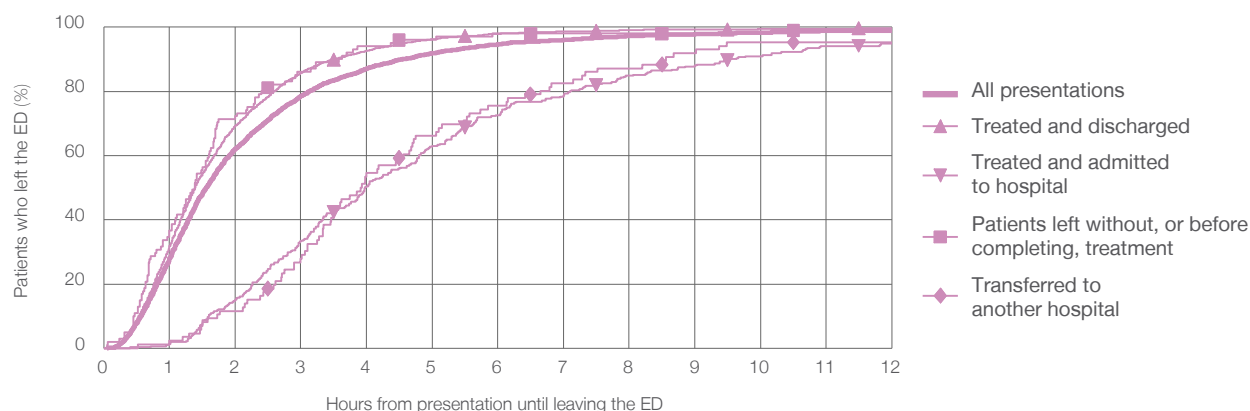
All presentations:[†] 3,050 patients

Presentations used to calculate time to leaving the ED:[‡] 3,050 patients

Treated and discharged	2,497 (81.9%)
Treated and admitted to hospital	311 (10.2%)
Patient left without, or before completing, treatment	101 (3.3%)
Transferred to another hospital	86 (2.8%)
Other	55 (1.8%)

Same period last year	Change since one year ago
2,724	12.0%
2,199	13.6%
339	-8.3%
61	65.6%
64	34.4%
61	-9.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	31.9%	69.3%	85.7%	92.7%	98.0%	99.1%	99.4%	99.6%
Treated and admitted to hospital	1.3%	15.1%	33.4%	50.5%	72.7%	84.9%	91.0%	94.9%
Patient left without, or before completing, treatment	36.6%	72.3%	86.1%	94.1%	98.0%	98.0%	98.0%	99.0%
Transferred to another hospital	2.3%	11.6%	27.9%	54.7%	75.6%	87.2%	95.3%	95.3%
All presentations	28.2%	62.2%	78.5%	87.2%	94.6%	97.2%	98.4%	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 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.

Singleton District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 3,050 patients

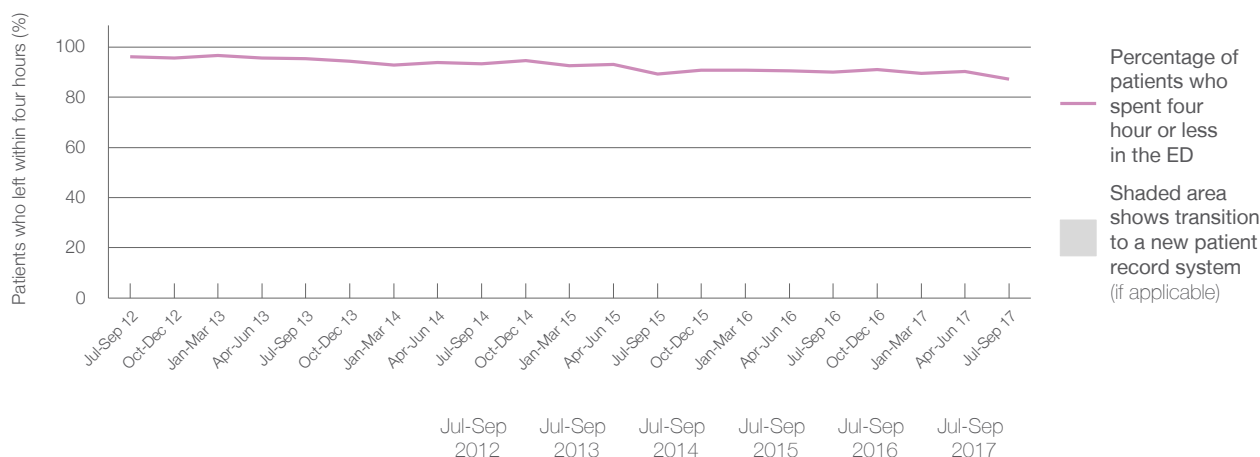
Presentations used to calculate time to leaving the ED:⁶ 3,050 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,724	12.0%
2,724	12.0%
90.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



Patients who left within four hours (%)	96.2%	95.2%	93.3%	89.3%	90.0%	87.2%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Young Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,270 patients

Emergency presentations:² 2,121 patients

Same period last year	Change since one year ago
2,697	-15.8%
2,421	-12.4%

Young Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 177 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 886 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 867 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 185 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
123	
5 minutes	9 minutes
15 minutes	29 minutes
899	
10 minutes	23 minutes
30 minutes	83 minutes
1,209	
11 minutes	30 minutes
44 minutes	121 minutes
180	
6 minutes	26 minutes
47 minutes	118 minutes

Young Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,270 patients

Percentage of patients who spent four hours or less in the ED 95.1%

Same period last year	Change since one year ago
2,697	-15.8%
97.6%	

* 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, July to September 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 17 October 2017).

Young Health Service: Patients presenting to the emergency department

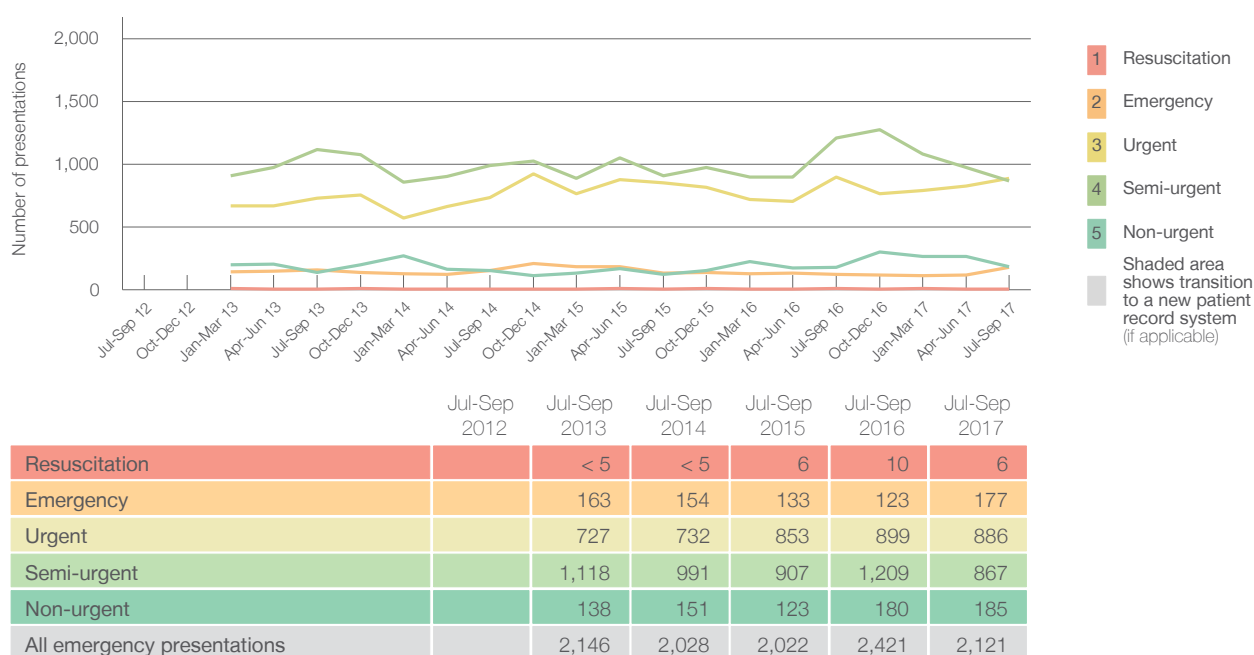
July to September 2017

All presentations:¹ 2,270 patients

Emergency presentations² by triage category: 2,121 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



Young Health Service: Patients arriving by ambulance

July to September 2017

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 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.

Young Health Service: Time patients waited to start treatment, triage 2

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 177

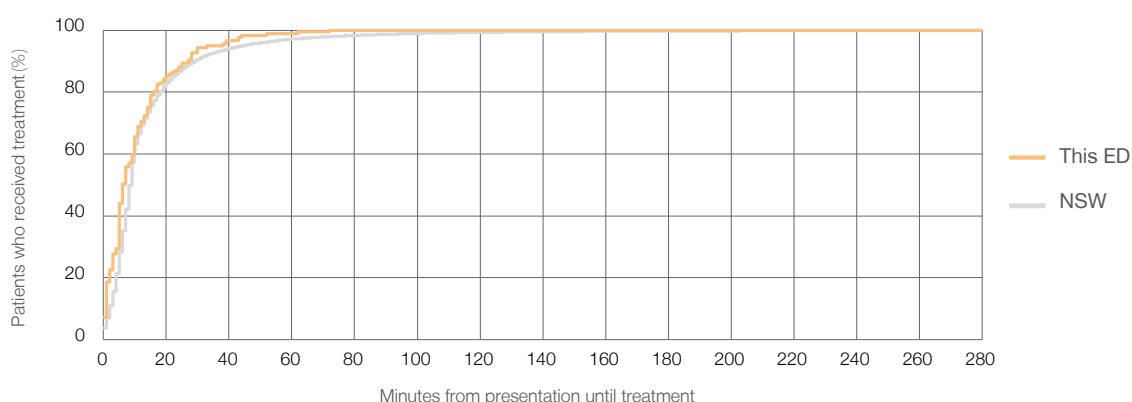
Number of triage 2 patients used to calculate waiting time:³ 177

Median time to start treatment⁴ 6 minutes

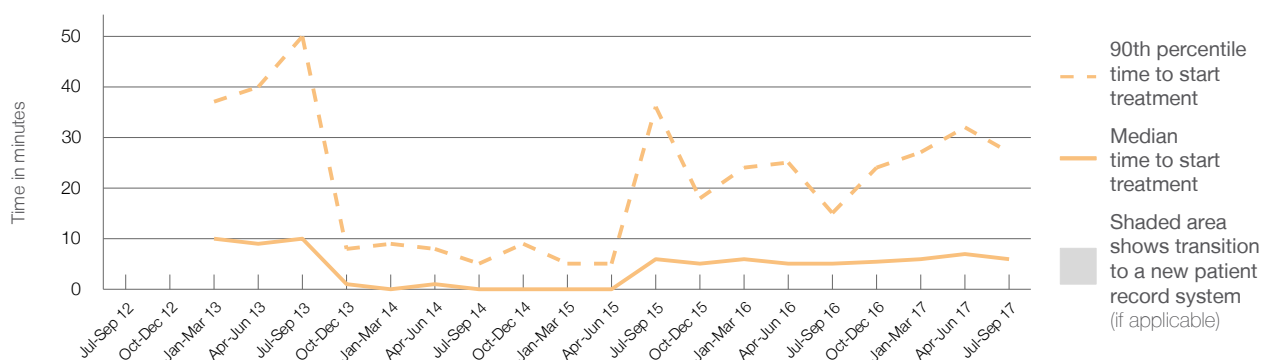
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
123	
123	
5 minutes	9 minutes
15 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		10	0	6	5	6
90th percentile time to start treatment ⁵ (minutes)		50	5	36	15	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 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.

Young Health Service: Time patients waited to start treatment, triage 3

July to September 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 886

Number of triage 3 patients used to calculate waiting time:³ 884

Median time to start treatment⁴

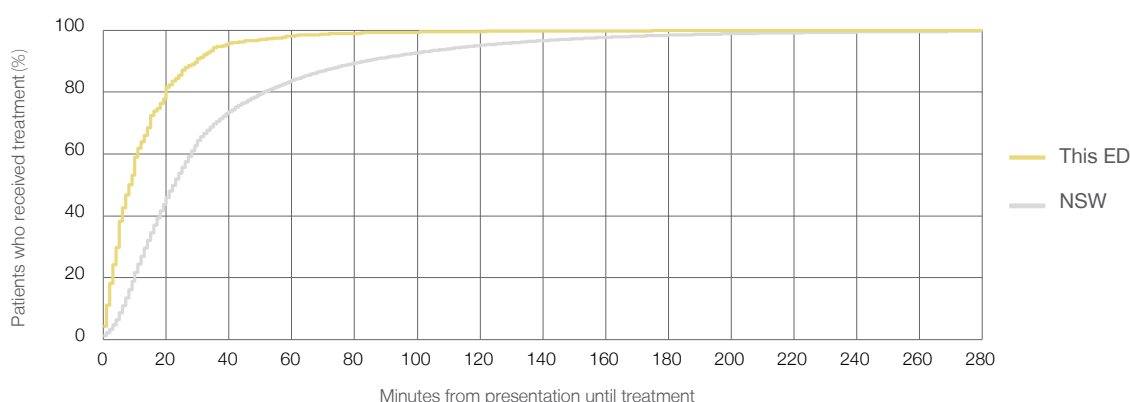
8 minutes

90th percentile time to start treatment⁵

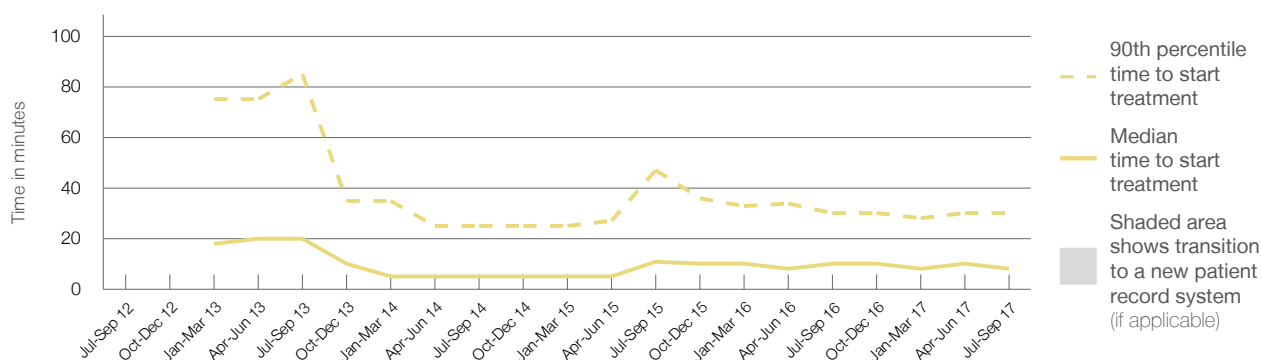
30 minutes

Same period last year	NSW (this period)
899	
894	
10 minutes	23 minutes
30 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		20	5	11	10	8
90th percentile time to start treatment ⁵ (minutes)		85	25	47	30	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Young Health Service: Time patients waited to start treatment, triage 4

July to September 2017

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 867

Number of triage 4 patients used to calculate waiting time:³ 857

Median time to start treatment⁴

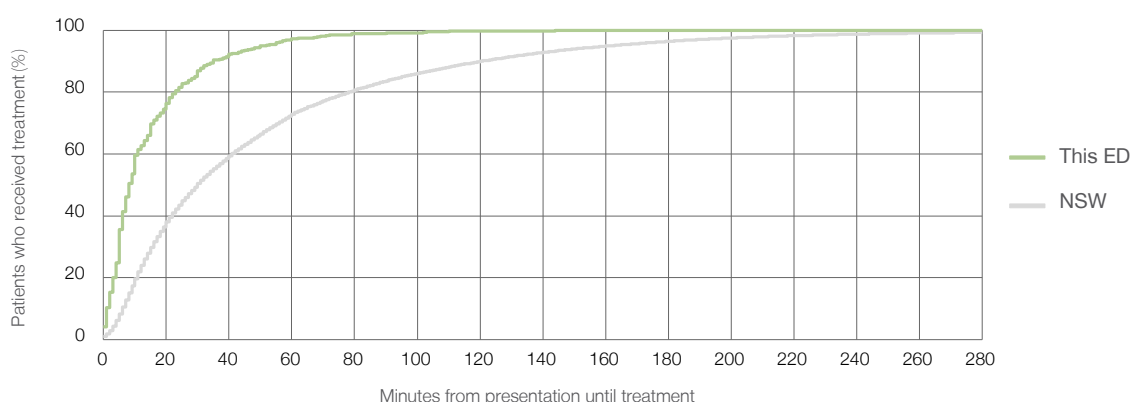
8 minutes

90th percentile time to start treatment⁵

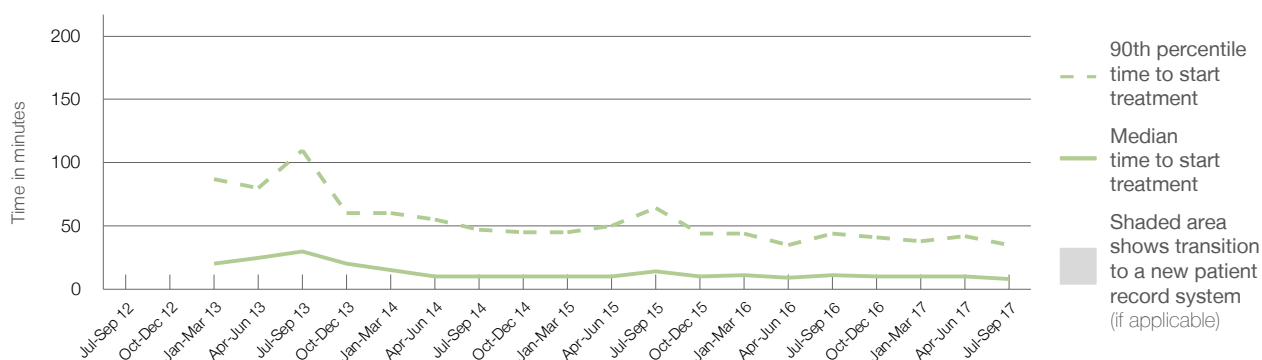
35 minutes

Same period last year	NSW (this period)
1,209	
1,198	
11 minutes	30 minutes
44 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		30	10	14	11	8
90th percentile time to start treatment ⁵ (minutes)		110	47	64	44	35

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Young Health Service: Time patients waited to start treatment, triage 5

July to September 2017

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 185

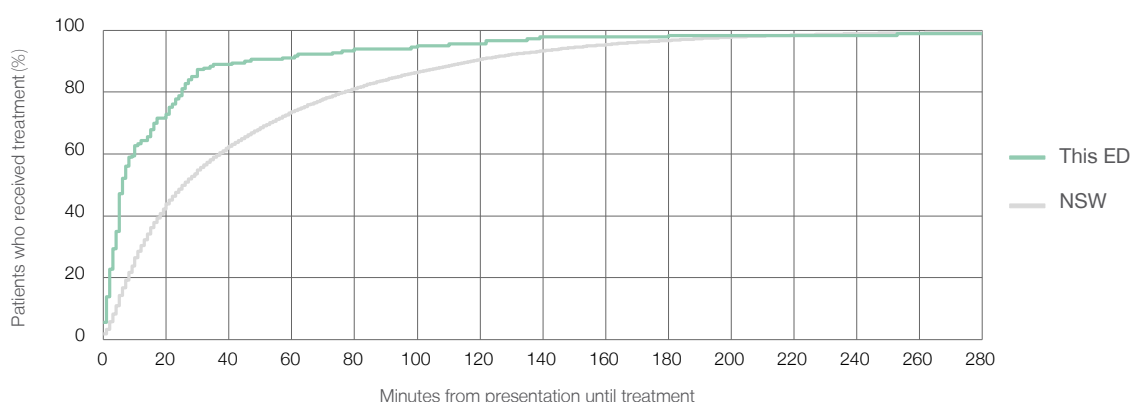
Number of triage 5 patients used to calculate waiting time:³ 180

Median time to start treatment⁴ 6 minutes

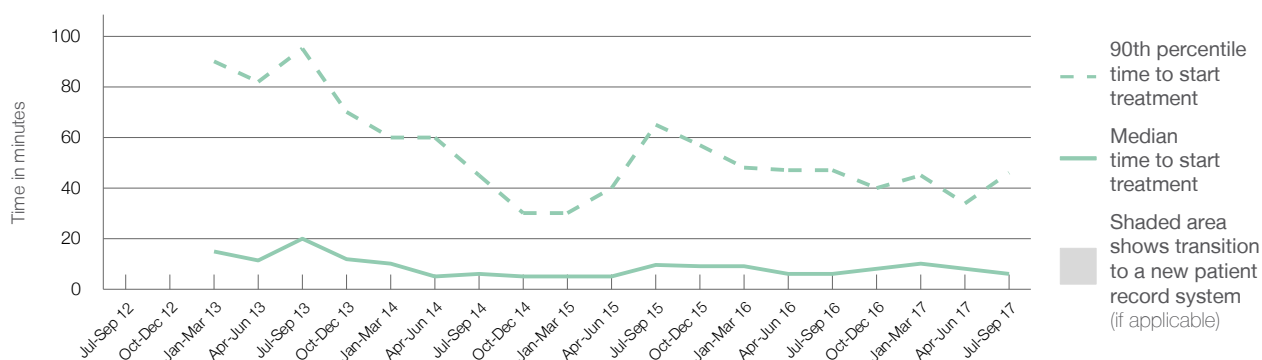
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
180	
179	
6 minutes	26 minutes
47 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		20	6	10	6	6
90th percentile time to start treatment ⁵ (minutes)		95	45	65	47	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 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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Young Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,270 patients

Presentations used to calculate time to leaving the ED:⁶ 2,270 patients

Median time spent in the ED⁸

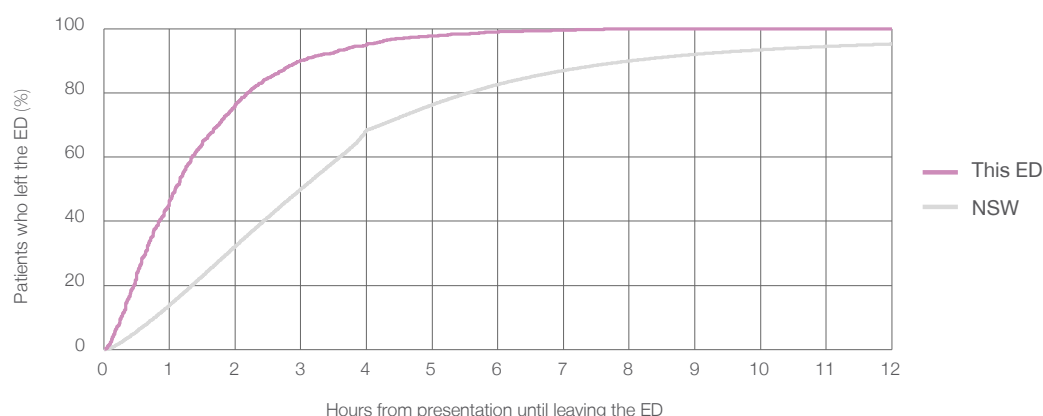
1 hours and 5 minutes

90th percentile time spent in the ED⁹

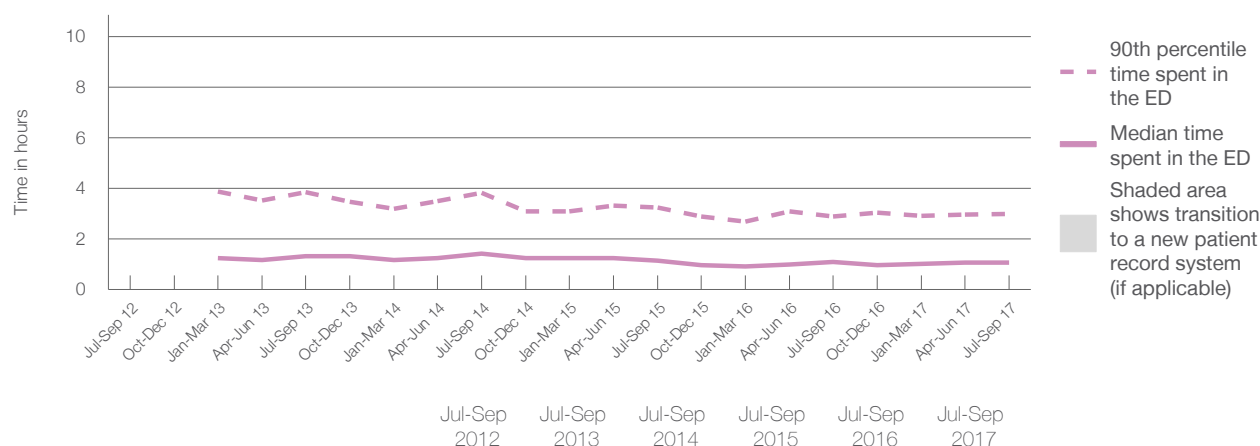
2 hours and 60 minutes

Same period last year	NSW (this period)
2,697	2,697
1 hours and 6 minutes	3 hours and 0 minutes
2 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)		1h 20m	1h 25m	1h 9m	1h 6m	1h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)		3h 51m	3h 50m	3h 15m	2h 54m	2h 60m

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Young Health Service: Time patients spent in the ED

By mode of separation

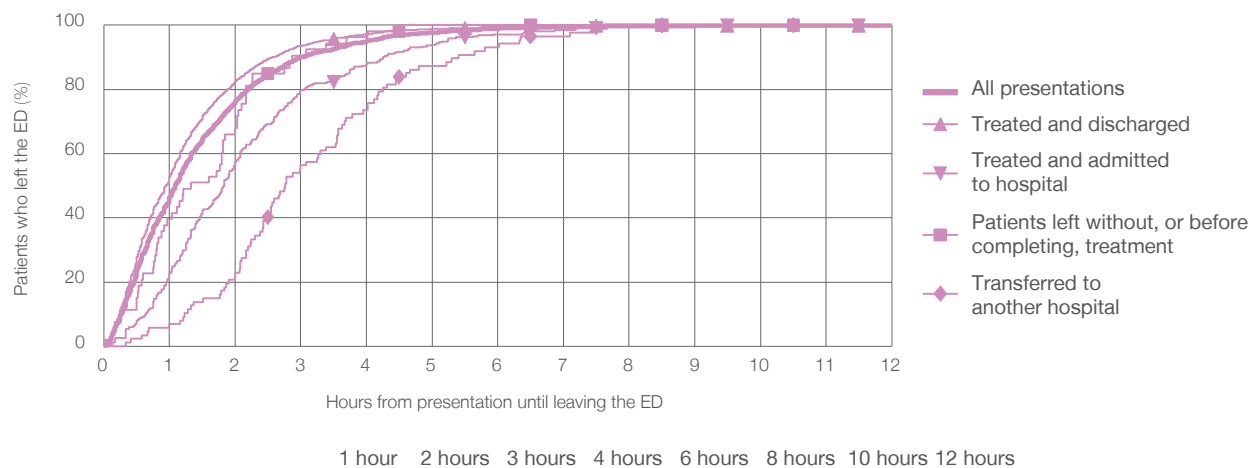
July to September 2017

All presentations:[†] 2,270 patients

Presentations used to calculate time to leaving the ED:[‡] 2,270 patients

		Same period last year	Change since one year ago
Treated and discharged	1,810 (79.7%)	2,182	-15.8%
Treated and admitted to hospital	317 (14.0%)	375	-15.5%
Patient left without, or before completing, treatment	53 (2.3%)	68	-22.1%
Transferred to another hospital	87 (3.8%)	71	22.5%
Other	3 (0.1%)	1	200.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	52.8%	82.5%	93.5%	97.4%	99.6%	99.9%	99.9%	99.9%
Treated and admitted to hospital	22.7%	57.4%	79.8%	88.0%	97.2%	99.4%	100%	100%
Patient left without, or before completing, treatment	39.6%	67.9%	90.6%	96.2%	100%	100%	100%	100%
Transferred to another hospital	6.9%	23.0%	56.3%	73.6%	93.1%	100%	100%	100%
All presentations	46.4%	76.3%	90.1%	95.1%	99.0%	99.9%	100%	100%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

Young Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 2,270 patients

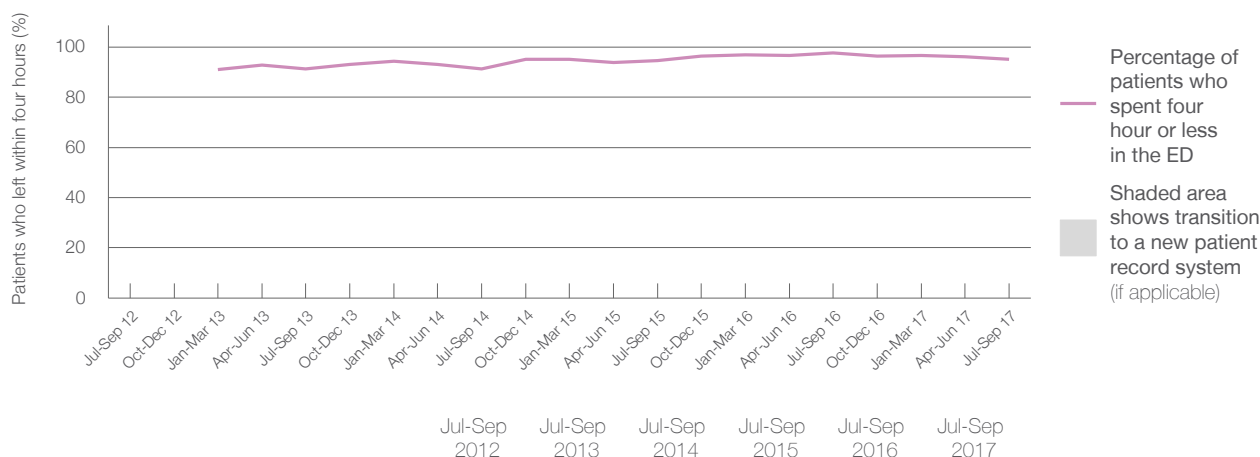
Presentations used to calculate time to leaving the ED:⁶ 2,270 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,697	-15.8%
2,697	-15.8%
97.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡§}



Patients who left within four hours (%)

91.2% 91.3% 94.6% 97.6% 95.1%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 - 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, July to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).